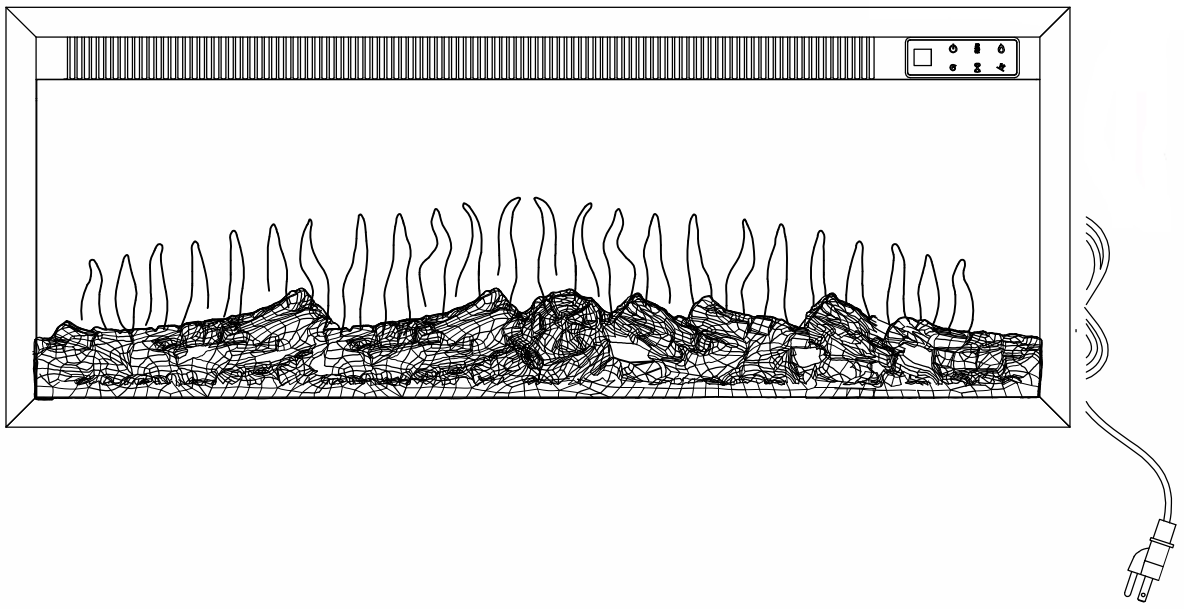
IMPORTANTINSTRUCTIONS AND OPERATING MANUAL

ELECTRIC FIREPLACE



30F/JKK-DBL-SSDQ
36F/JKK-DBL-SSDQ
42F/JKK-DBL-SSDQ
50F/JKK-DBL-SSDQ
60F/JKK-DBL-SSDQ
68F/JKK-DBL-SSDQ
72F/JKK-DBL-SSDQ

NO VENTING REQUIRED	
WARNING	Read and understand this entire owner's manual, including all safety information before plugging in or using this appliance. failure to do so could result in fire, electric shock,or serious personal injury.

Wolfthontech1@gmail.com

Please choose SMS or email as your first choice for communicating with us.

CERTIFIED UNDER CANADIAN AND AMERICAN NATIONAL STANDARDS: ETL

Intertek

5024127

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IMPORTANT SAFETY INSTRUCTION

⚠ WARNING

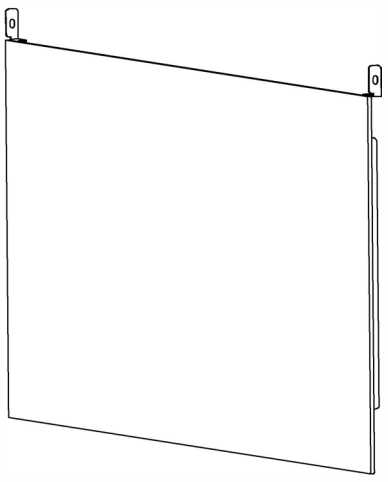
These instructions should be carefully read before installation. The booklet must be kept and delivered to the new user. The Manufacturer reserves the right to vary the features of the product without prior notice. The technical data are indicative only.

1. THIS APPLIANCE IS HOT WHEN OPERATED AND CAN CAUSE SEVERE BURNS IF TOUCHED.
2. Do not operate appliance before reading and understanding instructions. Failure to operate appliance could cause fire or injury.
3. Keep this product away form combustible materials at least 3 feet (0.9 m), such as furniture, pillows, bedding, papers, clothes and curtains at least 3 feet (0.9 m). WARNING: in order to avoid overheating, do not cover the heater, The space may be inadequate when installed it in a Recreational Vehicle.
4. Risk of burns. Please do not touch the appliance directly after use and cooling it for a while. Please turn off the control and then remove plug if you want disconnect power of appliance.
5. Do not install damaged or incomplete components.
6. Young children should be carefully supervised when they are in the same room with the appliance. They may be susceptible to accidental contact burns.
7. Do not install damaged, incomplete or substitute components.
8. To prevent accidental swallowing, small kits should be kept away from children and infants.
9. There is small batteries in the remote. Please keep away from children.
10. Do not install battery in the wrong direction, put it close to fire or mix with other type of batteries.
11. Ensure you have adequate safety measures to protect infants/toddlers from touching hot surfaces.
12. It is imperative that the control compartments, circulating blower and ventilation channel in the appliance are kept clean. The appliance should be inspected before use and eamined by a qualified service persononce a year.
13. Under no circumstances should this appliance be modified.
14. Do not use this appliance if any part has been in contact with water. Please call a qualified service technician to inspect the appliance immediately and to replace the parts which has been in contact with water.
15. Do not operate the appliance when the glass door was removed, cracked or broken. Replacement of the glass service should be done by a qualified service person.
16. Do not strike the glass door of appliance.
17. Keep the packaging material away from children and dispose of the materials in a safe manner.

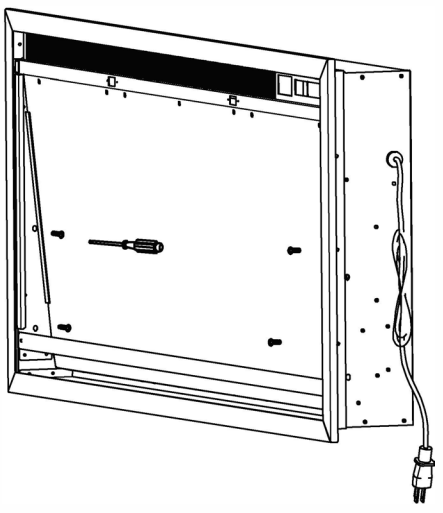
18. Always unplug appliance when not in use.
19. Do not operate this appliance with a damaged cord or plug after the appliance malfunctions, please return appliance to authorized service facility for electrical or mechanical adjustment, or repair.
20. Do not use appliance outdoors.
21. Never place appliance where it may fall into a bathtub or other water container.
22. Do not run cord under carpet. Do not cover cord with throw rugs, frunitures etc. Place cord away from cluttered area and where it will not be tripped over.
23. Connect to properly grounded outlets only.
24. Do not insert or allow foreign objects to enter any ventilation or exhaust valve as this may cause an electric shock or fire, or damage the appliance.
25. To prevent fire cases, do not block the air intake or exhaust valve in any way. Do not use appliance on soft surfaces, such as carpet, where exhaust valve may become blocked.
26. Always plug appliances directly into a wall outlet receptacle. Do not use extension cord or relocatable power tap (outlet/power strip).

1.0 PACKING LIST

NO.	Description	Quantity
1	Front Frame	1 pc
2	Electric Fireplace	1 pc
3	Back hook	30F-JKK~50F-JKK (2pcs) 60F-JKK~72F-JKK (4pcs)
4	Manual	1 pc
5	Faux Log	1 pc
6	Remote Control	1 pc
7	Bumper bracket	2pcs



①



②



③



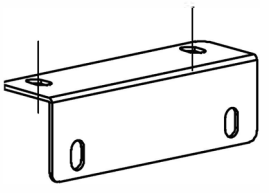
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⑤

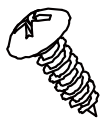


⑥



⑦

HARDWARE INCLUDED



A



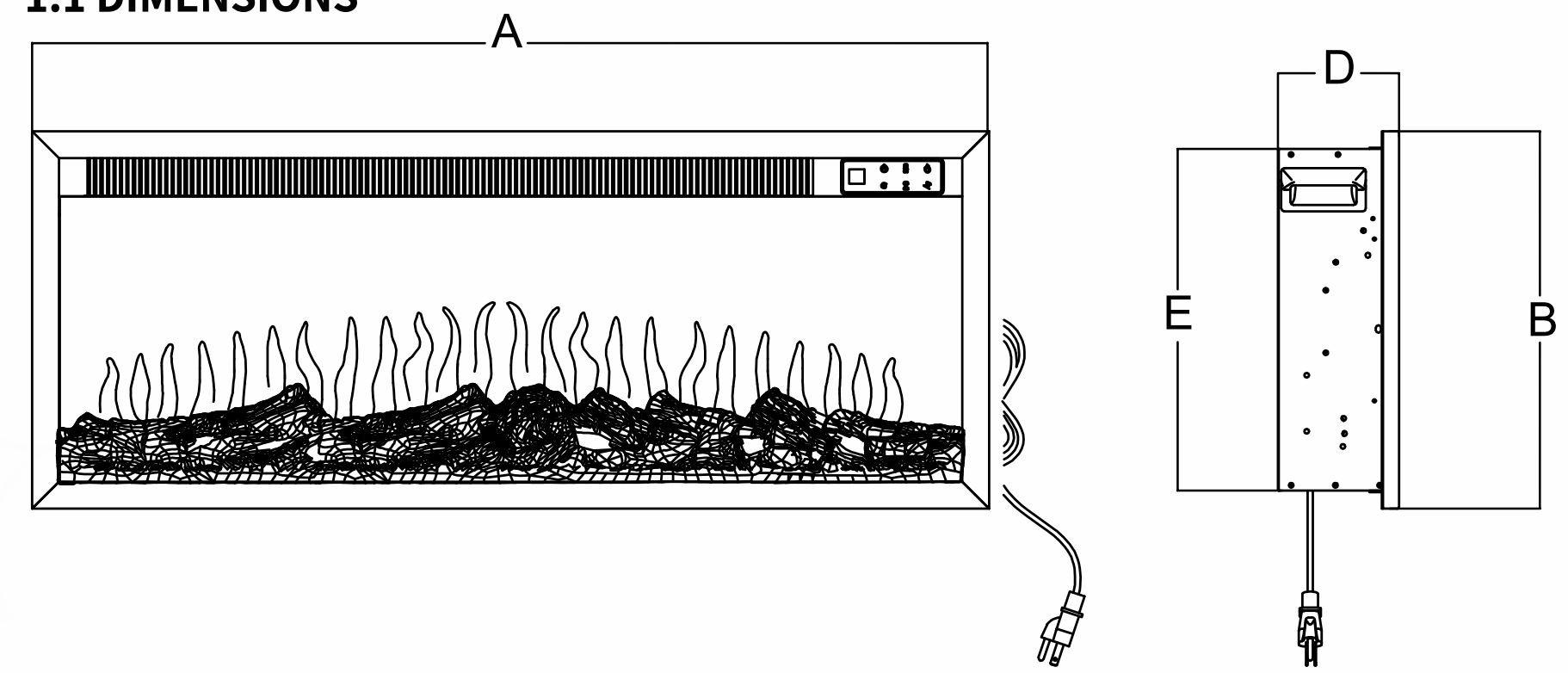
B



C

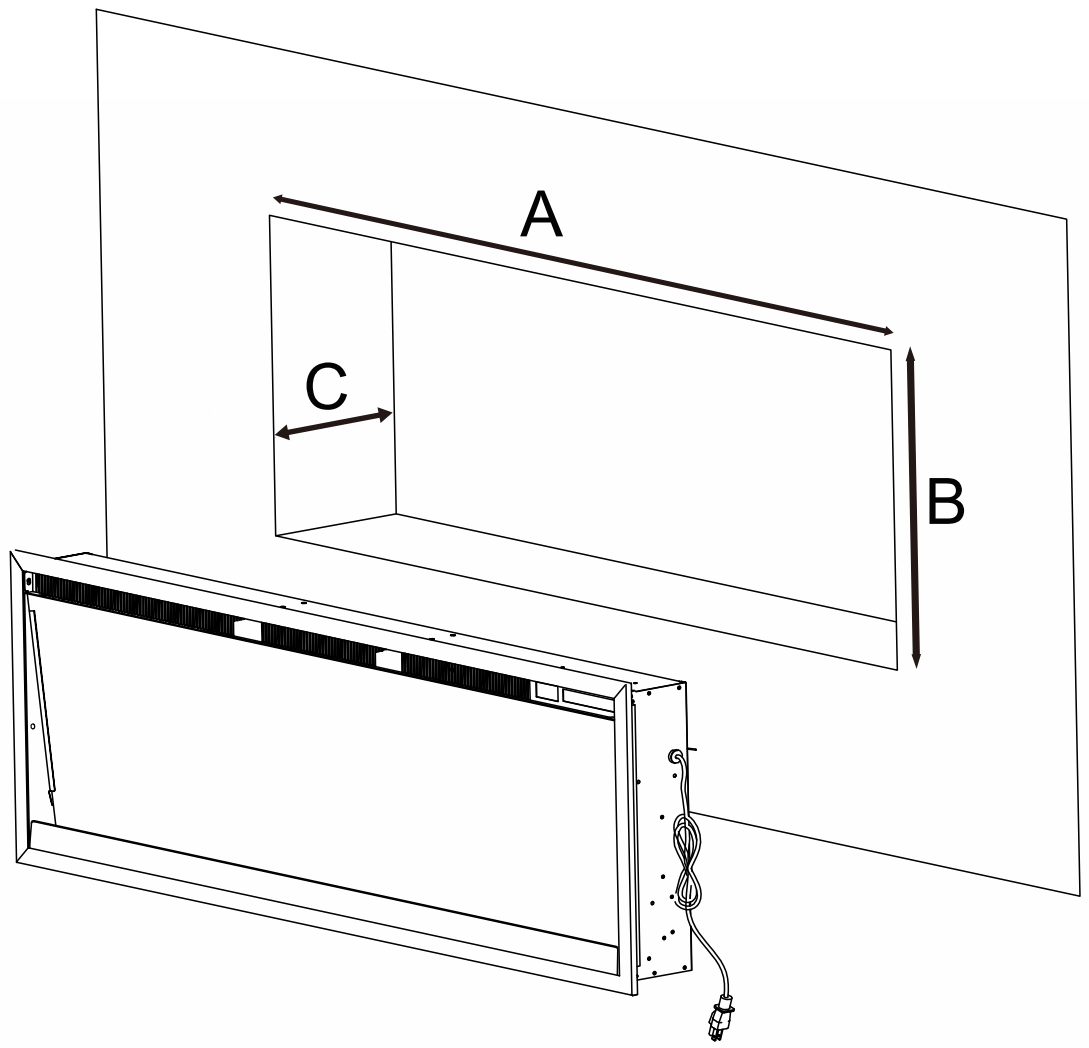
Part	Description	Model	Number
A	ST4*8mm	30F-JKK~50F-JKK	10+2pcs
		60F-JKK~72F-JKK	16+2pcs
B	M8*35mm Plastic expansion tube	30F-JKK~50F-JKK	6+2pcs
		60F-JKK~72F-JKK	8+2pcs
C	ST5*30mm	30F-JKK~50F-JKK	6+2pcs
		60F-JKK~72F-JKK	8+2pcs

1.1 DIMENSIONS



Model	Amm	Bmm	Cmm	Dmm	Emm	Ain	Bin	Cin	Din	Ein
30F-JKK	762	350	730	112.4	317	30	13.78	28.74	4.42	12.48
36F-JKK	914	350	818	112.4	317	36	13.78	34.69	4.42	12.48
42F-JKK	1067	350	1034	112.4	317	42	13.78	40.71	4.42	12.48
50F-JKK	1270	350	1237	112.4	317	50	13.78	48.7	4.42	12.48
60F-JKK	1524	350	1491	112.4	317	60	13.78	58.7	4.42	12.48
68F-JKK	1728	350	1694	112.4	317	68	13.78	66.69	4.42	12.48
72F-JKK	1828	350	1796	112.4	317	72	13.78	70.71	4.42	12.48

For Built-in construction:Size of the wall needed



Model	Amm	Bmm	Cmm	Ain	Bin	Cin
30F-JKK	766~776	321~331	106~126	30.16~30.55	12.64~13.03	4.17~4.96
36F-JKK.	918~928	321~331	106~126	36.14~36.54	12.64~13.03	4.17~4.96
42F-JKK.	1071~1081	321~331	106~126	42.17~42.56	12.64~13.03	4.17~4.96
50F-JKK.	1274~1284	321~331	106~126	50.16~50.55	12.64~13.03	4.17~4.96
60F-JKK	1528~1538	321~331	106~126	60.16~60.55	12.64~13.03	4.17~4.96
68F-JKK.	1732~1742	321~331	106~126	68.19~68.58	12.64~13.03	4.17~4.96
72F-JKK	1832~1842	321~331	106~126	72.13~72.52	12.64~13.03	4.17~4.96

NOTE:

★ Please leave enough space to pace the power cord on the right side of the fireplace.

LISTING APPROVALS

This appliance has qulifired with the ETL Standards for fixed and location-dedicated electric room appliances in the United States and Canada.lf you need assistance during installation, please contact your local dealer.

NOTE: This appliance must be electrically wired and grounded in accordance with local or, in the absence of local, with National Electric Code ANS!/NFPA 70-latest edition in the United States or the Canadian Electric Code, ETL in Canada.

Model No.	
Description	Wall-mount, recessed, or free standing Appliance
Voltage	120VAC
Watts	Max 1500W
Amps	12.5AMP
BTUS	5100BTU

2.0 ELECTRICAL INSTALLATION NOTES

2.1 GENERAL INSTRUCTIONS

CAUTION - Some parts of this product can become hot and it easy to cause burns. Pay attention to keep away from them.

A. Please confirm that house circuit breakers for the outlet are on, before plugging your appliance into an electrical outlet.
B. The appliance may emit a slight harmless odor when first used. it is caused by the initial heating of internal appliance elements and will not occur again.
C. lf your appliance does not emit heat, check the operation section of this manual for further information.
D.Use with an ETL or UL certified protector.

RISK OF FIRE! THE POWER CORD MUST NOT BE PINCHED AGAINST A SHARP EDGE。
SECURE CORD TO AVOID TRIPPING OR SNAGGING TO REDUCE THE RISK OF FIRE.
ELECTRIC SHOCK, AND PERSONAL INJURY, DO NOT RUN CORD UNDER CARPETING. DO NOT COVER THE CORD WITH THROW RUGS ETC.

ARRANGE THE CORD AWAY FROM CLUTTERED AREAS AND WHERE IT WILL NOT BE TRIPPED OVER.

RISK OF FIRE! TO PREVENT A POSSIBLE FIRE, DO NOT BLOCK AIR INTAKE OR EXHAUST VALVE IN ANY MANNER. DO NOT USE IT ON SOFT SURFACES WHERE OPENINGS MAY BECOME BLOCKED

RISK OF FIRE! DO NOT BLOW OR PLACE INSULATION AGAINST THE APPLIANCE.

THIS ELECTRIC APPLIANCE IS TESTED AND LISTED FOR USE ONLY WITH THE APPROVED OPTIONALACCESSORIES. USE OTHER ACCESSORIES THAT NOT TESTED FOR THIS ELECTRIC APPLIANCE COULD DISABLE THE WARRANTY AND THE FIRE HAZARD RESULT.

A FIRE RESULT MAY CAUSING PROPERTY DAMAGE, PERSONAL INJURY, OR DEATH IF THE CUSTOMER DID NOT FELLOW THE INSTRUCTION EXACTLY, DO NOT STORE OR USE GASOLINE OR OTHER FLAMMABLE VAPORS IN THE VICINITY OF THIS APPLIANCE.
THIS APPLIANCE IS HEAVY. THUS THERE NEED TWO PEOPLE FOR INSTALLING.
IN ANY WAY, HEATER VENTS ON THE ELECTRIC APPLIANCE CAN NOT BE COVERED.AS IT MAY LEADE A FIRE HAZARD.
THE FIRE HAZARD RESULT.

Follow all national and local electrical codes.

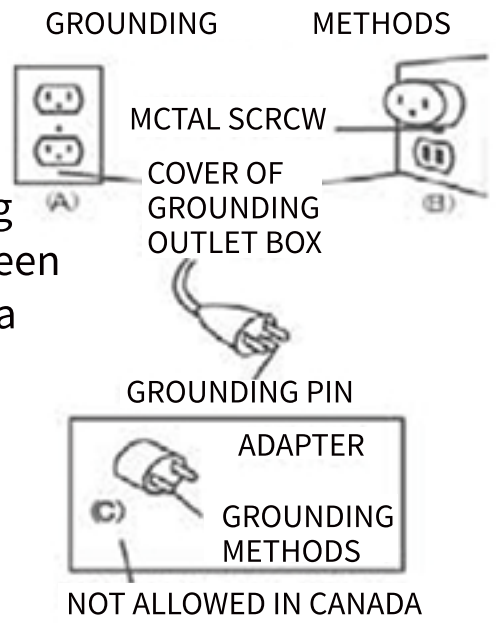
1. The heater should be installed only using the mounting brackets we provided.
2. The heater can not be recessed in the ceiling. There must be enough space around the top of the heater to ensure adequate ventilation.
3. The heater should be placed at least 60cm away from surrounding walls.
4. At least 90 cm should always be left in front of the heaters to ensure safety.
5. The Heater can not be located either directly below, or in front of a socket outlet.
6. The heater must be installed to prevent any control switches from being able to be touched by anyone who is in the shower or bath.
7. Make sure that there is no possibility of inflammable material, combustible material, or curtains cominginto contact with the heater.
8. **DO NOT USE THE HEATER WITHOUT SUPERVATION.**

3.0 INSTALLATION INSTRUCTIONS

3.1 UNPACKING AND TESTING APPLIANCE WALL

Carefully remove the appliance from the box. Before installing the appliance, make sure the appliance operates properly by plugging the power supply cord into a conveniently located 120 Volt grounded outlet.

3.2 GROUNDING APPLIANCE



This appliance is for use on 120 Volts. The cord has a plug as shown in (A).An adapter as shown in (C)is available 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.
To disconnect the appliance, turn the controls off, then remove the plug from the outlet.

3.3 ASSEMBLY

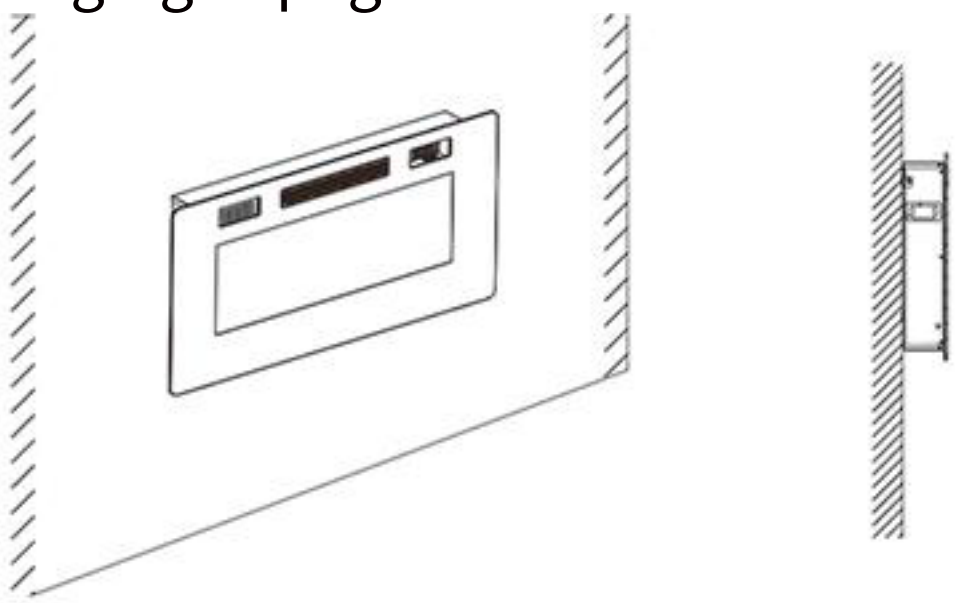
The fireplace can be installed with 2 options:

1. Wall hanging with provided mounting bracket.
2. Built-in construction (in-wall recessed).

Follow the installation instructions below based on installation preference.

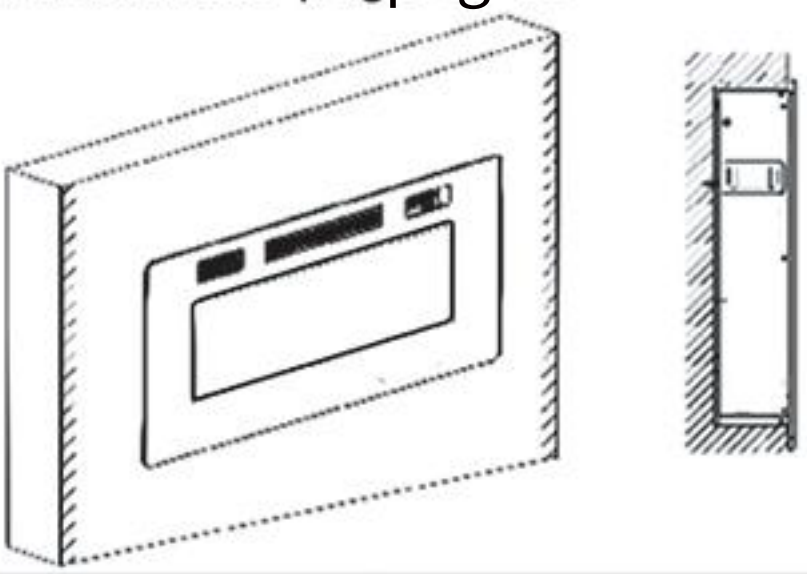
Option 1:

Wall Hanging.... page 13-16



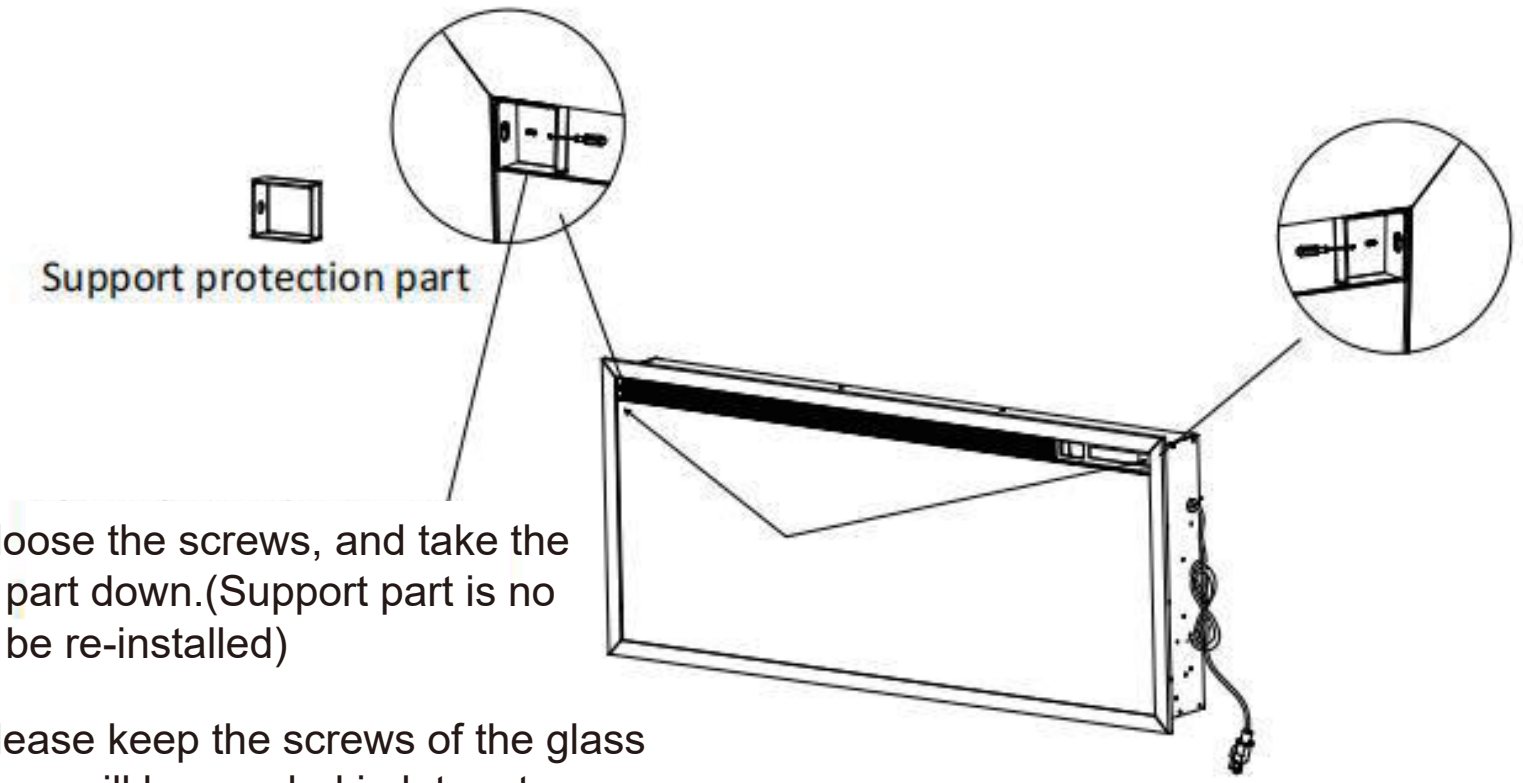
Option 2:

Built-in construction.....page 17-19



Installation Option 1-Wall Hanging

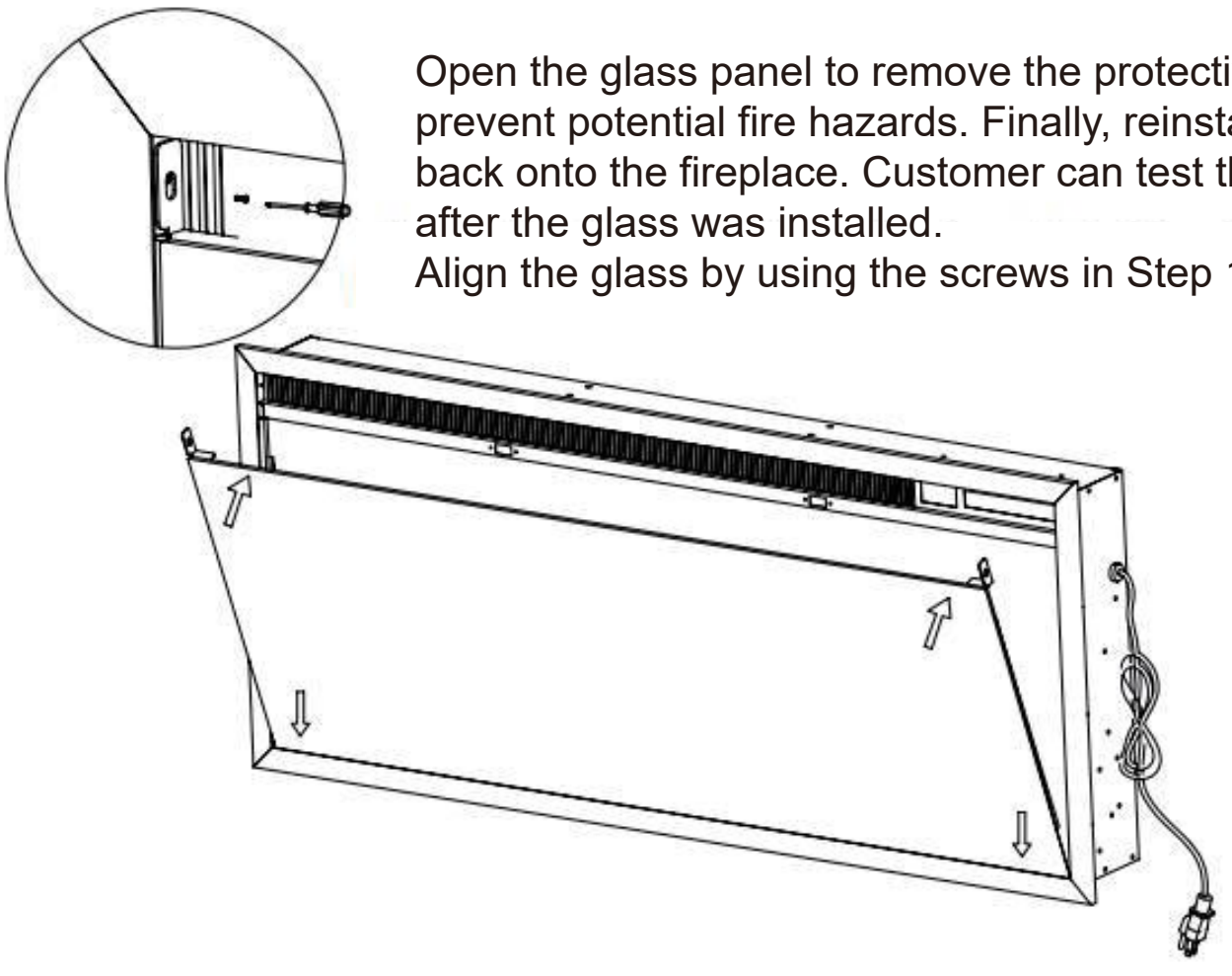
Step1. Remove the support protection part



Please loose the screws, and take the support part down.(Support part is no need to be re-installed)

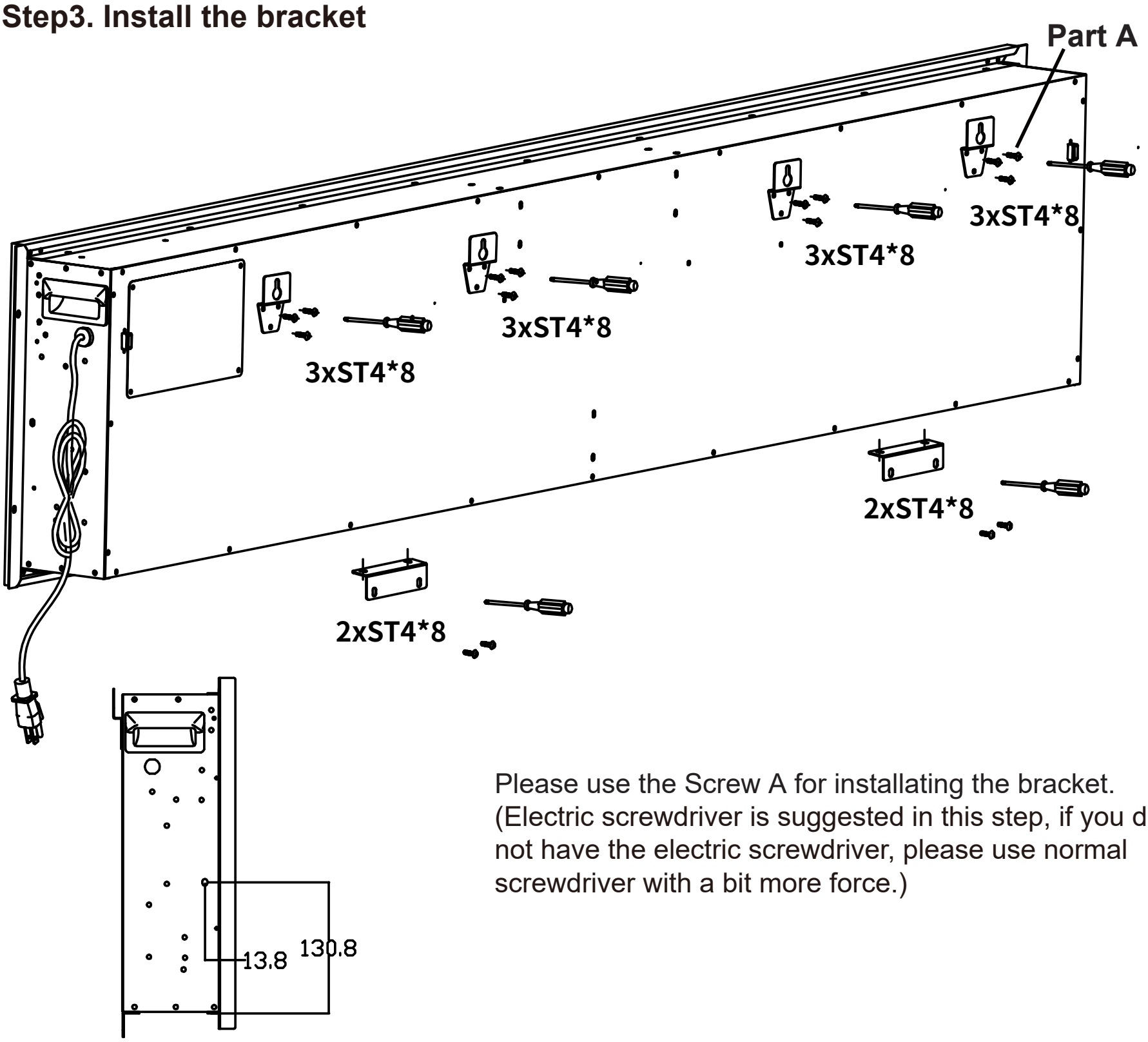
Note: Please keep the screws of the glass panel, they will be needed in later steps.

Step2. Open the glass & install the glass



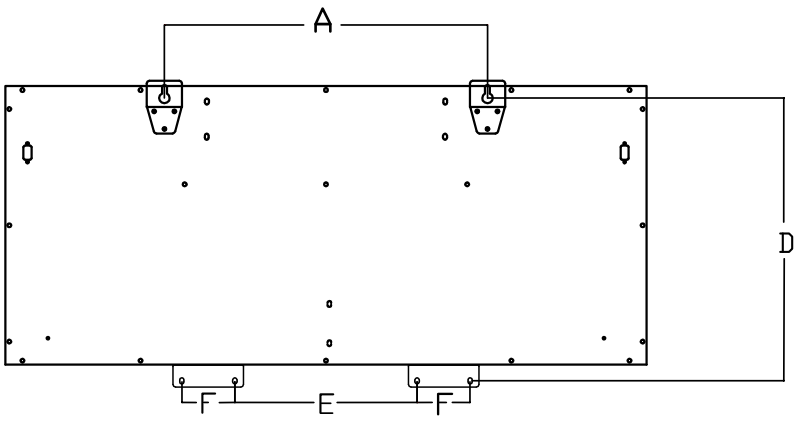
Open the glass panel to remove the protective plastic films to prevent potential fire hazards. Finally, reinstall the glass panel back onto the fireplace. Customer can test the product function after the glass was installed.
Align the glass by using the screws in Step 1.

Step3. Install the bracket



Please use the Screw A for installating the bracket. (Electric screwdriver is suggested in this step, if you do not have the electric screwdriver, please use normal screwdriver with a bit more force.)

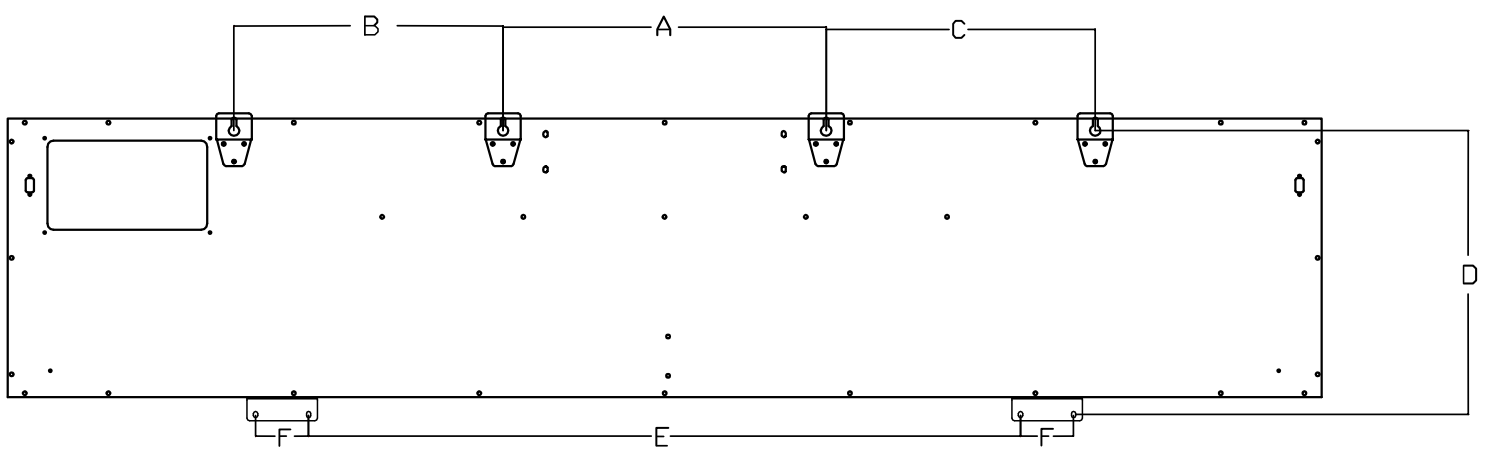
As many different finishing materials are used on the walls, it is highly recommended that you consult a local builder before installing this fireplace on the walls. Choose an area that is not susceptible to moisture and is at least 36 inches away from curtains, furniture,bedding,or other combustible materials. Place the fireplace with the glass removed on a safe counter surface with the back to the top, and fix the glass fixing bracket and safety bracket with accessory screws according to the following figureIt's on the fireplace back, When fixed, the direction and position of the support must be according tothe diagram, otherwise it can not be hung on the wall.



30F-JKK~50F-JKK

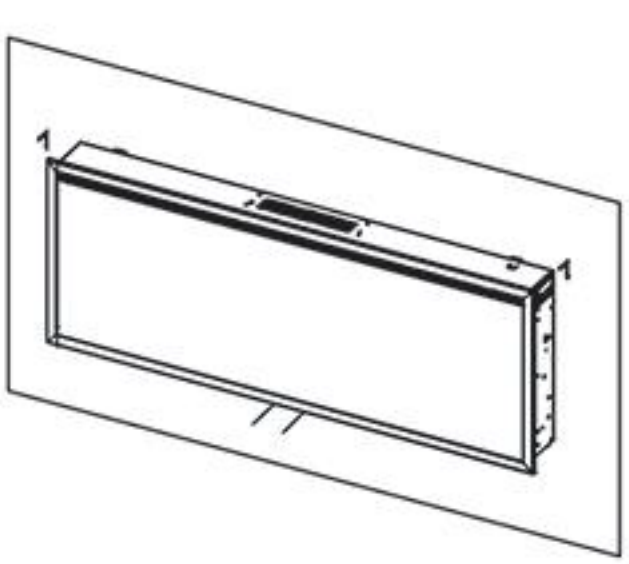
ModeI	Amm	Dmm	Emm	Fmm
30F-JKK	366	321.1	206.6	60
36F-JKK	366	321.1	359	60
42F-JKK	518.4	321.1	511.4	60
50F-JKK	721.8	321.1	714.6	60

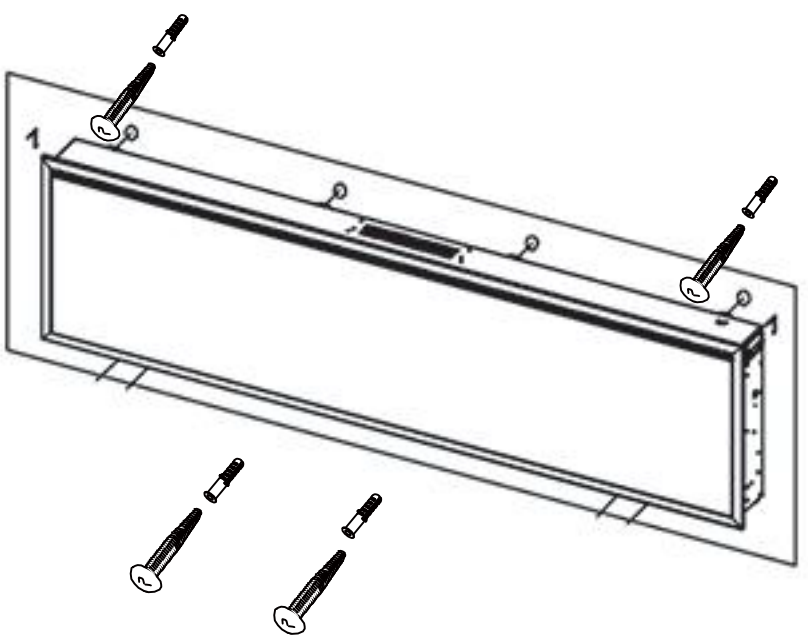
ModeI	Amm	Bmm	Cmm	Dmm	Emm	Fmm
60F-JKK	366	304.8	304.8	321.1	968.6	60
68F-JKK	366	406.4	406.4	321.1	1171.8	60
72F-JKK	366	457.2	457.2	321.1	1273.4	60



60F-JKK~72F-JKK

Step4. Choosing a Wall Location





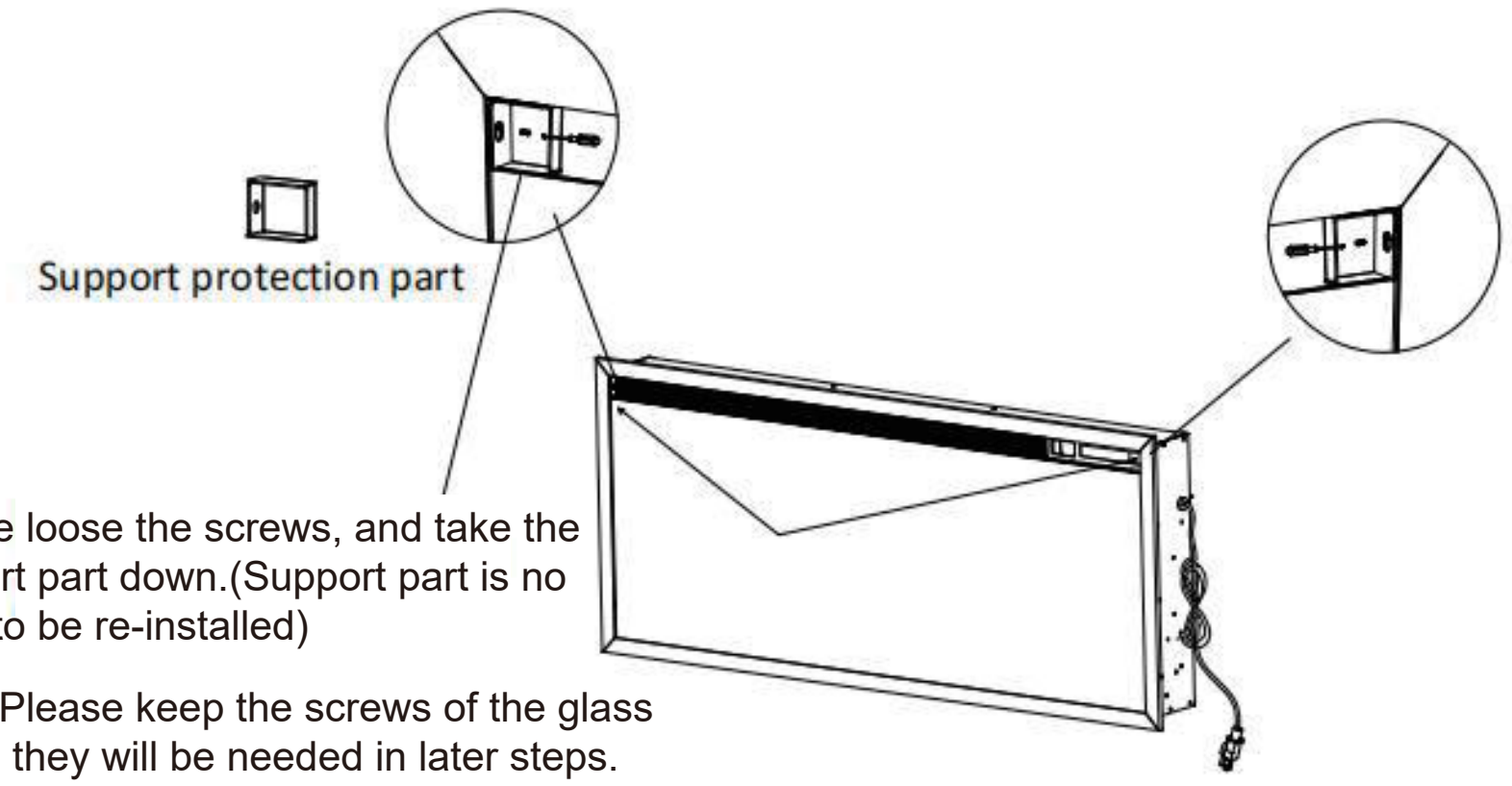
After confirming the wall location, please follow the steps below to prepare:

1. Use a marker pen to mark the correct drilling positio
2. Insert Part B into each screw ho
3. Insert Par C into Part B (leave some length to hang the fireplace)

Note: DO NOT position the unit directly below a power outlet. Please check Safety Information on pages 4 and 5 for more warnings about placement, installation, and use of this product.

Installation -Built in Construction

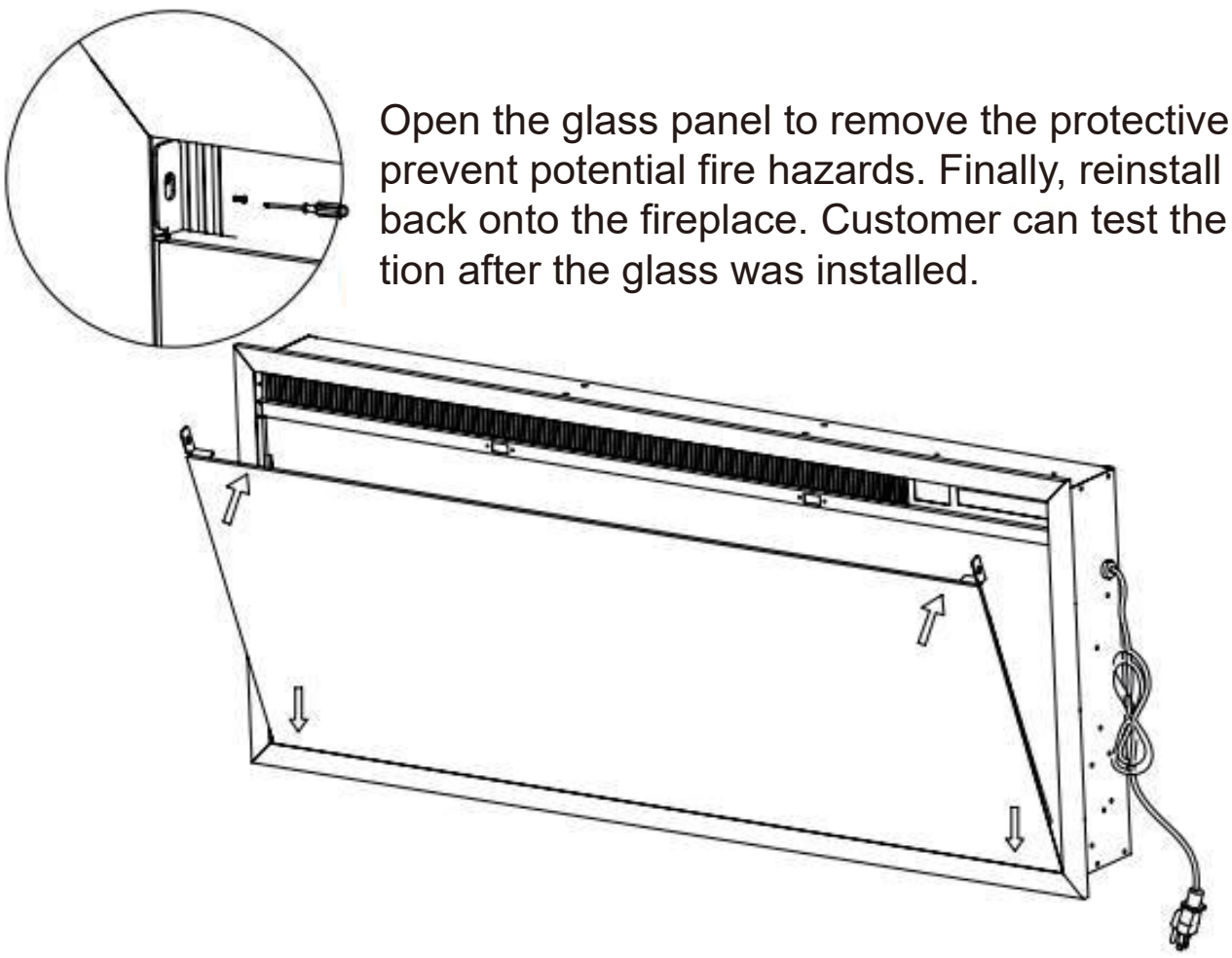
Step1. Remove the support protection part



Please loose the screws, and take the support part down.(Support part is no need to be re-installed)

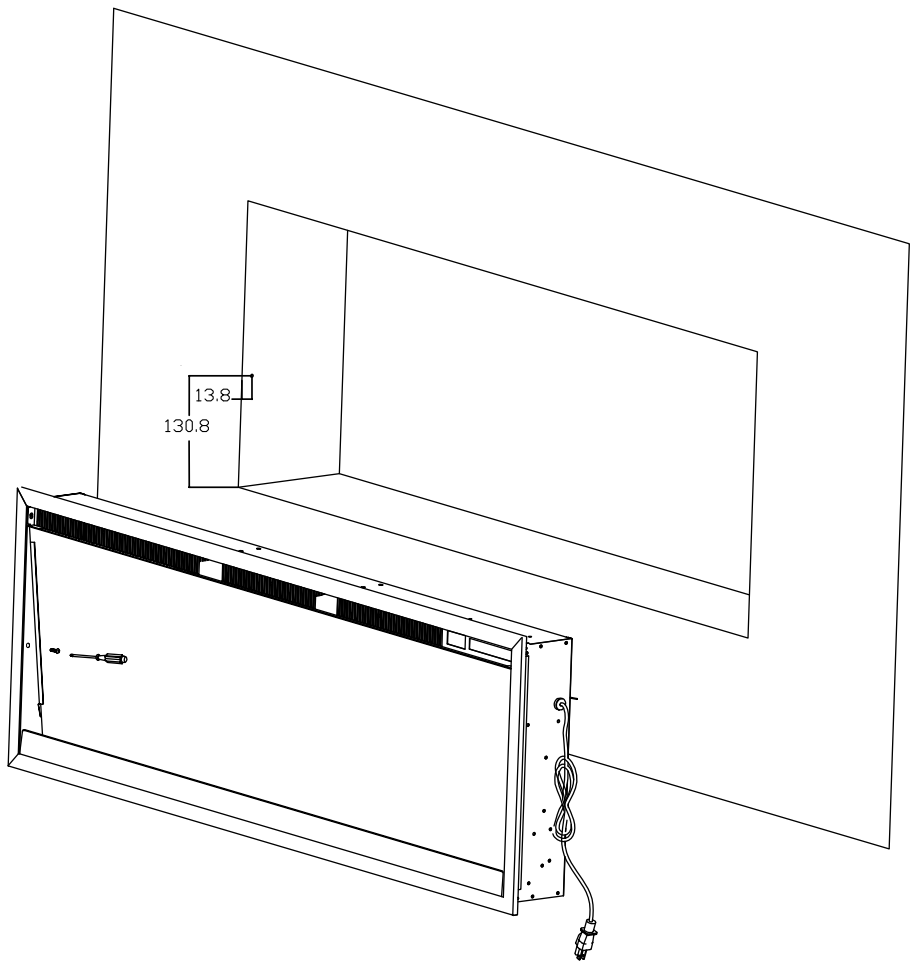
Note: Please keep the screws of the glass panel, they will be needed in later steps.

Step2. Open the glass



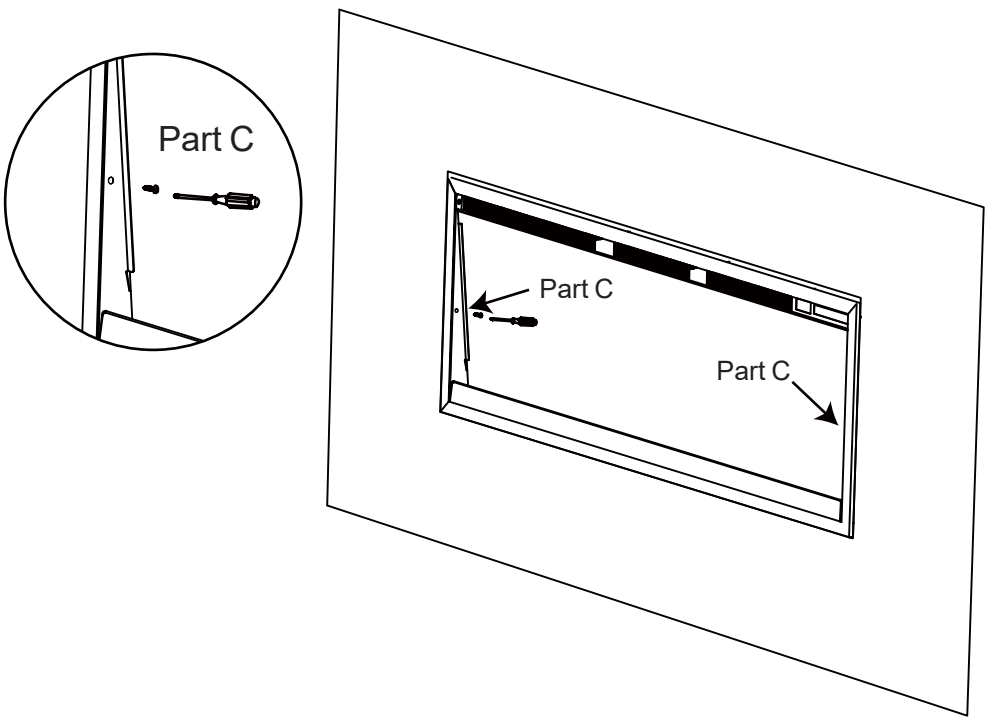
Open the glass panel to remove the protective plastic films to prevent potential fire hazards. Finally, reinstall the glass panel back onto the fireplace. Customer can test the product function after the glass was installed.

Step3.Confirm the position of screw holes



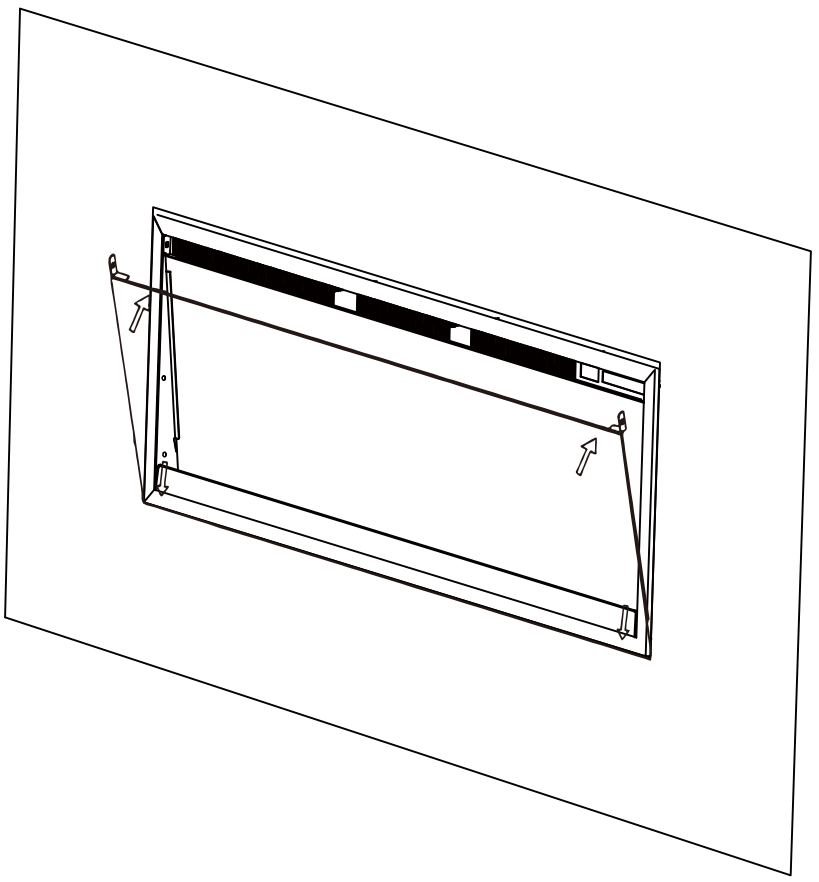
Installation Steps:
Insert the fireplace into the vent to mark the drilling positions.
Remove the fireplace and drill the holes on the wall at the marked locations.
Then, install the Part C into the screw holes, and put the fireplace into the vent.

Step4.Tighten the wall and Fixing the Fireplace



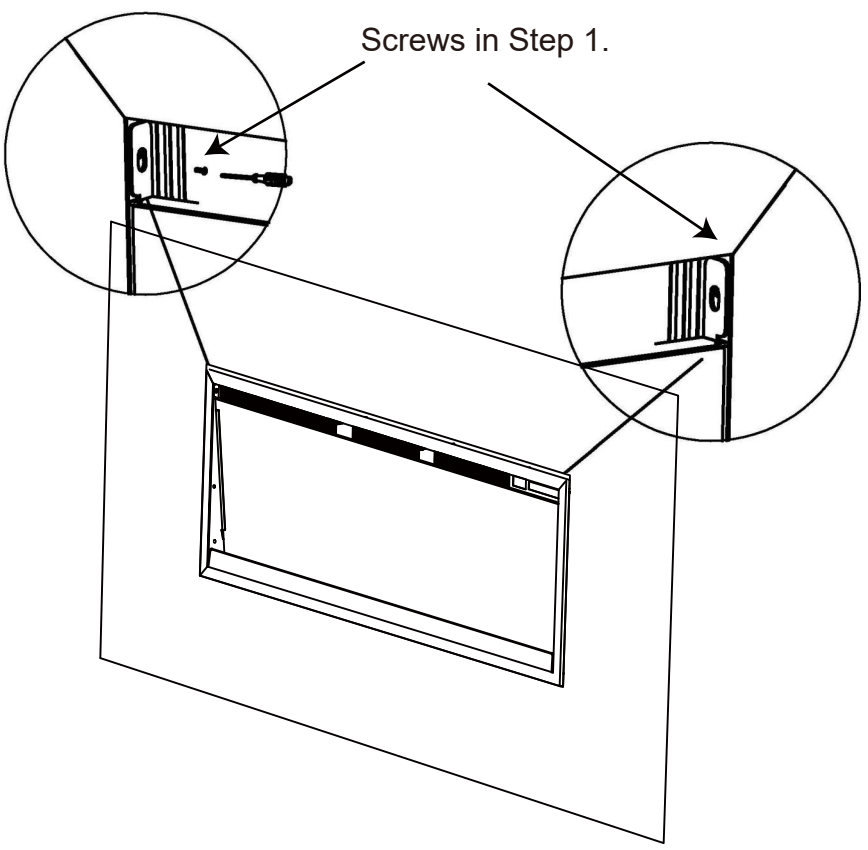
Installation Steps:
Tighten the fireplace with the wall by Part C.

Step5. Re-install the glass panel



Installation Steps:
Insert the bottom of the glass panel with fireplace, then close the panel as shown in the picture.

Step6.Tighten the glass panel with the fireplace



Installation Steps:
Use the Screws in Step 1 to tighten the glass panel.

4.0 FINISHING

GRILLE MAY BE HOT, DO NOT TOUCH AIR OUTLET UNTIL COOLED.
THE DOOR HOOKS ARE PART OF A SAFETY SYSTEM AND MUST BE PROPERLY ENGAGED, DO NOT OPERATE THE APPLIANCE WITH HOOKS DISENGAGED.

FACING FINISHING MATERIALS MUST NOT INTERFERE WITH AIR FLOW THROUGH AIR OPENINGS, OPERATION OF DOORS OR ACCESS FOR SERVICE, OBSERVE ALL CLEARANCES WHEN APPLYING COMBUSTIBLE MATERIALS.
BEFORE DOOR IS REMOVED. TURN THE APPLIANCE OFF AND WAIT UNTIL APPLIANCE IS COOL DOORS ARE HEAVY AND FRAGILE, SO HANDLE WITH CARE.

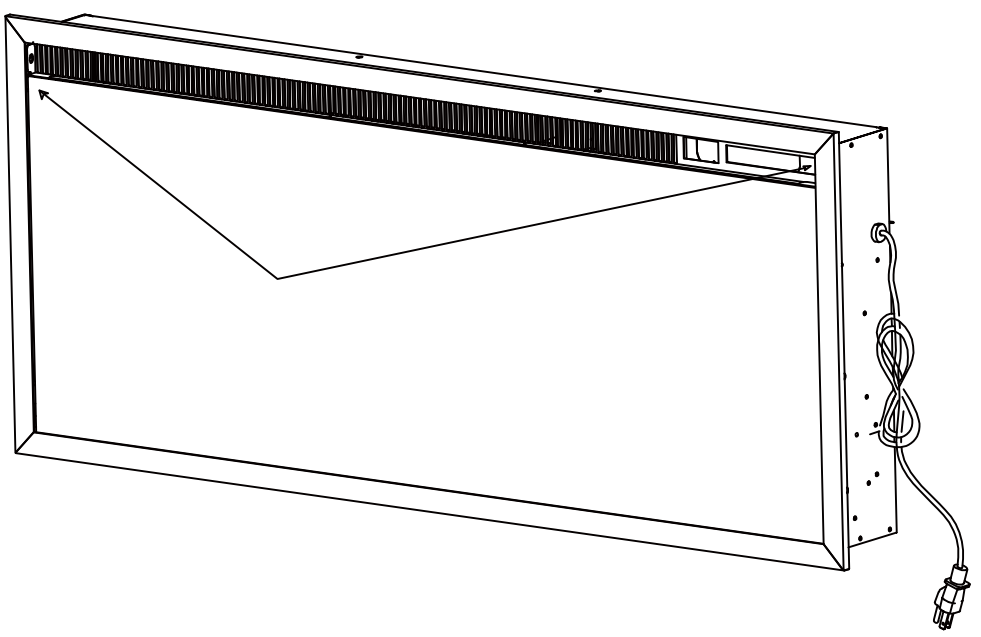
NOTE: Glass front must be removed and the appliance must be finished in its final location before the media bed kits are installed, Media bed kits may have sharp edges, wear safety glasses and gloves when handling.

5.0 OPERATING INSTRUCTION

Once the appliance has been plugged into a grounded electrical outlet, it is ready to operate.

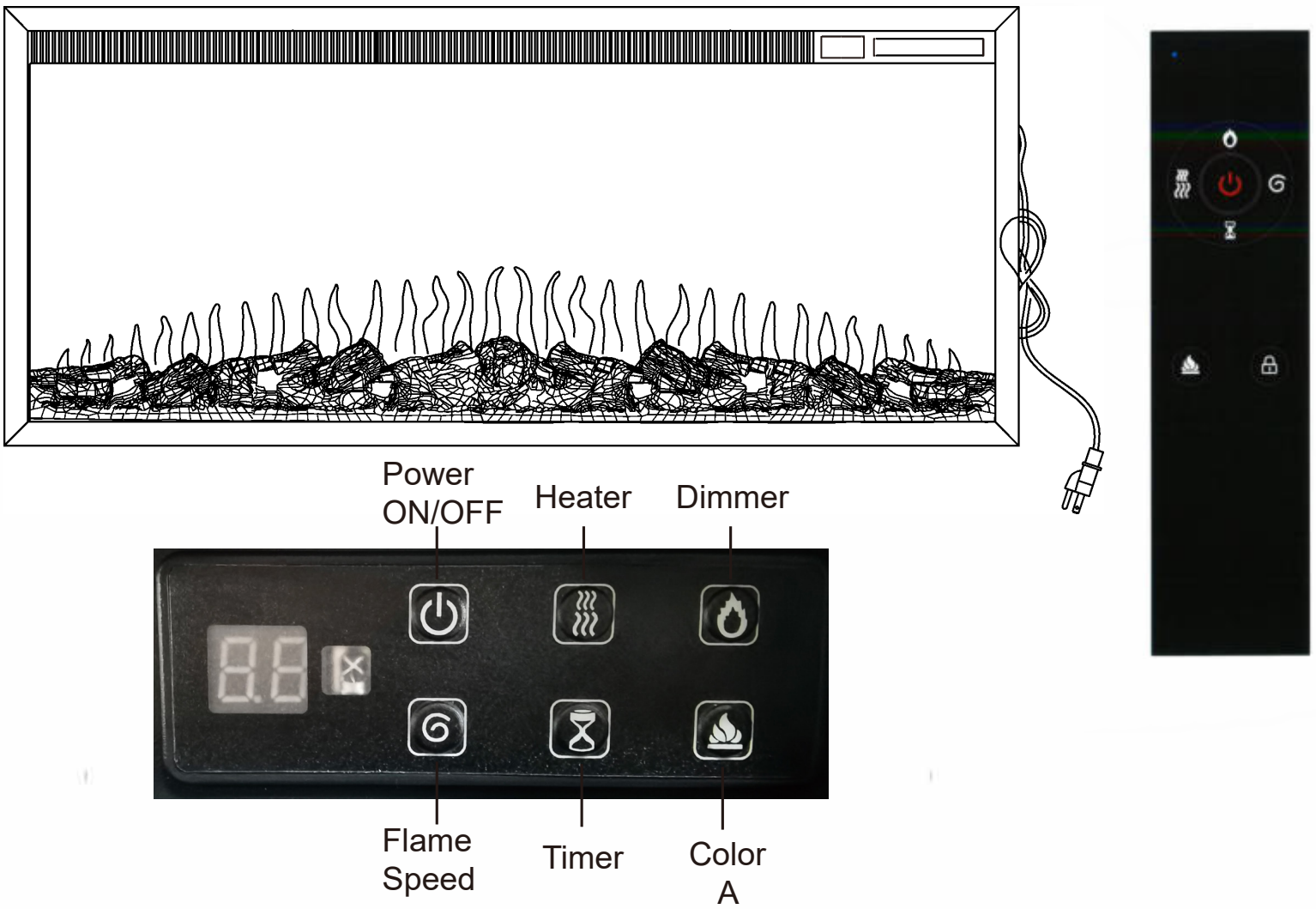
5.1 MAIN POWER BUTTON

The main power switch for the fireplace is on the front right.



5.2 CONTROL PANEL/REMOTE CONTROL OPERATION

◆ **Please open the back cover of the remote control and put in the battery before use.**



POWER	Plug in the power plug to hear a long buzzer, the electric fireplace is in standby mode, every time you operate a button or remote control buzzer will be a short call! **Power On:** Click the POWER button on the remote control keypad or on the fireplace in the off state, the buzzer wil sound once briefly and the electric fireplace will start to work. The rest of the button displays will not light up, and the flame light and the carbon fire light willight up. The stepper motor works at the default speed (The color and brightness of the LED light keep the color and brightness of the light before the last shutdown or power failure because of equipped with memory function). **Power Off:** Click the POWER button on the remote control keypad or on the fireplace in the power-on state, the buzzer will sound once, the digital tube will go out, and the electric fireplace will be turned off, and the heating wil be turned off. lf the heating mode of the electric fireplace is turned on when the power is turned off, the fan in the electric fireplace will continue to work for 30 seconds and then stop, and the electric fireplace will be in standby state.
HEATER	Heating function is no shutdown and power failure memory function, the electric fireplace after power on the default heating mode are off state. To turn on the heating function of the electric fireplace, press the heating setting key on the keypad or remote control. Press the first heating setting key, the digital tube displays LL, the heating of the electric fireplace in the low power mode, then press the heating setting key, the digital tube displays HH, the heating of the electric fireplace in the high power mode; and then press the heating setting key, the digital tube displays OF, the heating of the electric fireplace is turned off, the heating indicator light on the display board goes out, at this time, the fan in the electric fireplace will be a delayed work of 30 seconds and then stop. lf you repeatedly press the heating switching key, then the heating mode is in 0F-LL-HH three modes cycle switching, every time you press the key buzzer will be a short sound.
TIMER	Electric fireplace has a timer shutdown **setting function**, the timing range can be set between 0-8 hours, when the electric fireplace default timer time is 0 hours, you can operate the remote control on the "TIME" button to set the timer shutdown, the electric fireplace is open to work, cick on the remote control on the "TIME" buton, the digital tube displays the timer time, every time you tube displays the timer time, every time you press the button timer time will be in the (0H-1H-2H-3H-4H-5H-6H-7H-8H) the order of the change of a time.
SPEED	Flame speed adjustment function: 5 files When the electric fireplace default fame speed for the "5 -13RPM", if you need to adjust the speed of the flame, you need to adjust the speed of the flame adjustment key on the remote control, while the digital Tube displays the code of the speed of the flame. Every time you press the speed key, the digital tube displays the speed of the flame according to the cycle of "u3-u4-u5-u1-u2" such a change, and at the same time, the rotation speed of the stepping motor is also changed once accordingly.

DIMMER	Adjust brightness of flame and firewood. When powered on for the first time, the flame and firewood brightness should be at their highest brightness of 100%. 5 level: L5-L4-L3-L3-L2-L1. Every time the fame on the remote control is pressed, the dimming button for the charcoal light will decrease by 20% and the number by 1.When the flame and charcoal are at their darkest, pressing the button again will bring the flame and charcoal back to its brightest.
COLOR A	The electric fireplace features adjustable flame colors. The flame LED panel has four colored bulbs: R (Red), Y (Yellow), B (Blue), and W (Orange). Default color at startup: Red (R), code 1. Color cycling: Each press of the flame color button (on the control panel or remote) triggers a beep, and the flame color cycles in order (1-2-3-4-5-6-7-8-9-A-b-C). The display shows the corresponding code: 1= R, 2= Y, 3= B, 4= W, 5= R+ Y, 6= R+ B, 7= R+ B+ W, 8= Y+ B, 9= Y+ W+ B, A= B+ W, b= R+ Y+ B, C= R+ Y+ B+ W. Memory function: The last selected color mode is saved after power-off or shutdown and will resume upon restart.
LOCK	When enabled, "L0" appears on the display. All buttons except the power keys (on both the remote and control panel) are locked. The lock is canceled after a restart. Press the child lock key again to disable it manually.

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.

5.3 REMOTE CONTROL

Note:

1.Please open the back cover of the remote control and put in the battery before use

2.Due to the express delivery requirements, this product does not come with any batteries, You need to buy two AAA batteries yourself

Thanks for your kind understanding!



Battery must be recycled or disposed of properly. Check with your Local Authority or Retailer for recycling advice in your area.

6.0 TROUBLE SHOOTING GUIDE

PROBLEM	SOLUTION	
The control panel functions do not work	1. Make sure the Power Switch on the control panel is turned on before operation. 2. Make sure you have reconnected the data cable which was pull out when you removed the glass frame. 3. lf the problem is still not solved, please contact us via **Amazon Message**	
Sudden power outage during the heating process	1. Don't cover the air outlet. 2. Unplug the plug, wait for 10 minutes and try to open it again. 3. lf the problem is still not solved, please contact us via **Amazon Message.**	
The appliance does not blow hot air when it turns on and off.	This is normal. The fans blow cool air while the appliance gradually heat up. The fans blow after the appliance turn off to cool the appliance and prevent overheating.	
The appliance does not blow hot air when it turns on and off.	1. Main Power supply switch is off.	Turn the main power supply switch to "ON" position
	2. Circuit breaker has tripped. air when it turns on and off.	Too many appliances on this circuit. Be sure that electrical supply for this unit is an individual circuit
	3. Heater is unplugged from wall outiet.	Make sure the power cord is plugged into a function-ing and properly grounded 15 Amp 120V AC electrical outlet.
	4. Power cord or power plug are damaged.	Contact a qualified electrician to replace power cord
	5. Power outlet for power plug prong is loose.	Check the power outlet and replace with a new one.
	6.Loose wiring.	Check all wiring for loose connections. Contact a qualified electrician.
Heater is on, but no flame or low flame intensity.	1. Heater switches in on, but Flame is not on.	Long-press the "**DIMMER**" button for 6 seconds. the appliance will go into sleep mode. All the lights off, the heating function goes on. Long-press for 6 seconds again, the appliance will back to normal mode.

	2. Flame Adjusting knob is at low setting.	Turn the knob to maximum setting.
	3. Loose wiring.	Check all wiring for loose connections. Contact a qualified electrician.
Flame are frozen	1. Flame element is not attached to the motor.	Contact us via **Amazon Message**
	2. Rotation motor is defective.	Contact us via **Amazon Message**
Excessive noise in the lower portion of the heater.	1. Flame element isn't seated properly.	Contact us via **Amazon Message**
	2. Motor is defective.	Contact us via **Amazon Message**
Heater system doesn't come on.	1.Heater power switch is off.	Turn the heater power switch to the "ON" position
	2. Heater system is overheated	Maybe the heater is covered or air inlet or air outlet is blocked; remove the clothes or the blockage and turn off the power switch and unplug it. Wait 10 minutes, and then turn the heater on again.
	3. Loose wiring.	Check all wiring for loose connections. Contact a qualified electrician.
	4. The air inlet or air outlet is blocked completely.	Leave adequate space around the unit. Remove the blockage, on or in front of the air outlet.
"HEAT " switch has been flipped in the on position, but there is no airflow.	1. The heater system is overheat-ed. Temperature Limit thermostat is cut off.	Check the air inlet and outlet. Turn off the power switch and unplug it. Wait 10 minutes, and then tun the heater on again.
	2. Fan motor is defective.	Contact us via **Amazon Message**
	3. Fan blower is balanced badly.	Contact us via **Amazon Message**
	4. The "POWER" and the "HEAT" switches are not turned on.	Turn these two switches on.
Fan runs but no heat is coming out.	1. Loose wiring.	Contact us via **Amazon Message**
	2. Bad heating element.	Contact us via **Amazon Message**
	3. Build up of dirt on the fans.	Clean all fans.
	4. Heater fan is defective..	Contact us via **Amazon Message**

The remote control does not work.	1. The battery is not properly installed.	Make sure the battery is properly installed. Move the battery's transparent insulating piece away before using.
	2. Not pointing to the right position.	Aim the remote control at the receiver.
	3. Have an obstacle in front of the machine.	Remove objects that may be in the way. Items between the remote control and the remote control receiver will block the signal.
	4. Press the remote control buttons too quickly.	Don't press the remote control buttons too quickly. Give the unit time to respond to your commands..
There is an odor coming from the heater.	The heater may emit a slight,harmless odor when first used. This is a normal condition caused by initial heating of the internal parts and will not occur again.	

NOTE: For the most of functional problems, you can unplug the plug, wait for 10 minutes and plug it again, the machine will reset to the initial status(product originals). If the problem is still not solved, feel free to contact us via Amazon Mes-sage.

7.0 MAINTENANCE

DISCONNECT POWER AND ALLOW HEATER TO COOL BEFORE ATTEMPTING ANY MAINTENANCE OR CLEANING TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK OR DAMAGE TO PERSON.

THE FIREPLACE SHOULD NOT BE OPERATED WITH AN ACCUMULATION OF DUST OR DIRT ON OR IN THE UNIT, AS THIS CAN CAUSE A BUILD UP OF HEAT AND SUBSEQUENT EVENTUAL DAMAGE. FOR THIS REASON THE HEATER MUST BE INSPECTED REGULARLY, DEPENDING ON CONDITIONS AND AT LEAST AT YEARLY INTERVALS.

7.1 PARTIALLY REFLECTIVE GLASS CLEANING

The partially reflective glass is cleaned in the factory during the assembly operation. During shipment, installation. handling, etc., the partially reflective glass may collect dust particles; these can be removed by dusting lightly with a clean dry cloth.
To remove fingerprints or other marks, the patially reflecive glass can be cleaned with a damp cloth. They partially reflective glass should be completely dried with a lint-free cloth to prevent water spots. To prevent scratching, do not use abrasive cleaners.

8.0 LIMITED WARRANTY

This warrants to the original purchaser that this product is free from defects in material and workmanship as of the date of purchase and that it will, under normal use and proper care, remain so for one year from the date of purchase. Missing or initially defective parts will be replaced free of charge during the period of this limited warranty.

If parts are unavailable, comparable replacement of refund will be given. **The original dated sales receipt is required for all warranty claims.** This warranty does not cover damage which has occurred during transport from the point of purchase to the consumer's home. This warranty does not cover glass, light bulbs, batteries, ransportation, labor, or other issues not associated with the manufacture of the product.

This product is for residential use only. Any and all commercial use of this product voids all warranties, and frees the manufacturer from all liability.

Read and understand all assembly and operating instructions, and all safety information and warnings, before use.

The following will void this warranty: Damage caused from tampering with, modifying, or altering the fireplace insert in any manner, Damage due to incorrect assembly, improper care, misuse, or abuse, Damage from being used with the wrong power source, Water damage, Damage caused from this insert being used outdoors; Damage caused from this insert being used for excessive periods of time; Damage caused by the insert being used in a commercial application; Damage from use as a primary heat source: Other misuse or abuse not specifically listed herein

This product is not intended to be used as a primary heat source, it is for supplemental heating purposes only

9.0 Q&A AND CONTACT INFORMATION

1.

Q: After installation, l found that half screen of my fireplace was no light. Whats hould i do?

A: This problem was caused by the lamp strip of the product, which installed in the back inner place of the fireplace. Please check the plug of the lamp strip was fully inserted or not. lf the problem couldn't be solved with above step,please contact customer service for help.

2.

Q: I turn on the fireplace and the flame is weak what should l do?

A: This problem is caused by the reflective strip (installed in the back inner place of fireplace). Please contact us to replace the reflective strip to solve this problem.

3.

Q: My fireplace makes a lot of noise, could you please tell me why?

A: Firstly, please confirm where the noise come from? There are usually 3 causes of noise.

(1) Motor noise. lt is coming from the bottom of the fireplace and could be solved by changing motor, please contact with customer service for change

(2) Reflected strip noise. lt is coming from the back of the fireplace. Please take the fireplace apart, find the reflective strip, and cut off the excess.

(3) Fan noise. lt is coming from top of the fireplace. Please contact customer service. They will send you a repair video and provide you with a repair plan as help to repair the fireplace.

If the problem couldn't be solved by above steps, please contact with customer service for help.

4.

Q: My fireplace does not heat up after plug in, what should l do?
A: It may be the control board is damaged, please send the video and your order number to the email, we will help you solve the problem.

5.

Q: The remote control is insensitive, what should l do?
A: Please confirm you already take out the insulating parts in the remote and load the battery correctly. Then please aim at the upper right corner of thescreen to test when using. lf the remote still insensitive after above steps,please contact customer service.

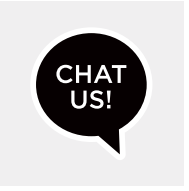
HELP CENTER

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

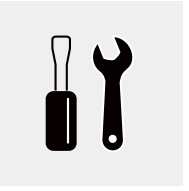


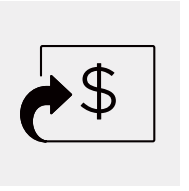
Chat Support


Product inquiry



Orders FAQ


Product Assembly


Returns & Refunds

We Stands Behind the Quality of The Fireplace

1. lf 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.
2. Please get in touch with our customer service team before returning the product
3. And please do not throw away the original box(es) ifyou have not finished assembling and confirmed no quality issues.

Length of return period:
You can return items within 30 davs 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 materials or workmanship. For example. torn wicker or misaligned screw holes. We will send you a prepaid shipping label after you send us photos or videos of the defect.
2. Your item has been damaged in transit. For example, glass is broken or product is damaged. We will send you a prepaid shipping label after you send us photos of the damage.
3. You receive the wrong box(es) due to a warehouse error. We will send you a prepaid shipping label after you send us photos 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 tees 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/shioment cancellalion lailed 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 betore and after packaging.
(2) When return,all accessories and parts are firmly packed in all original packaging
lf your return does not meet the requirements, you may not get a full refund.

When will l 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.

CONTACT INFORMATION

Confuzzled? **Email Our Customer Serivice At:**

YouTube :BREEZEHEAT

CONTACT INFO: Wolfthontech1@gmail.com

Please feel free to **send us the text or email.** We will reply to you within 24 hours. Also please feel free to contact us if you have received the defective items.

Follow our YouTube Channel then you will be able to find our **assembling video** as a pinned video.

SAVE THESE INSTRUCTIONS