



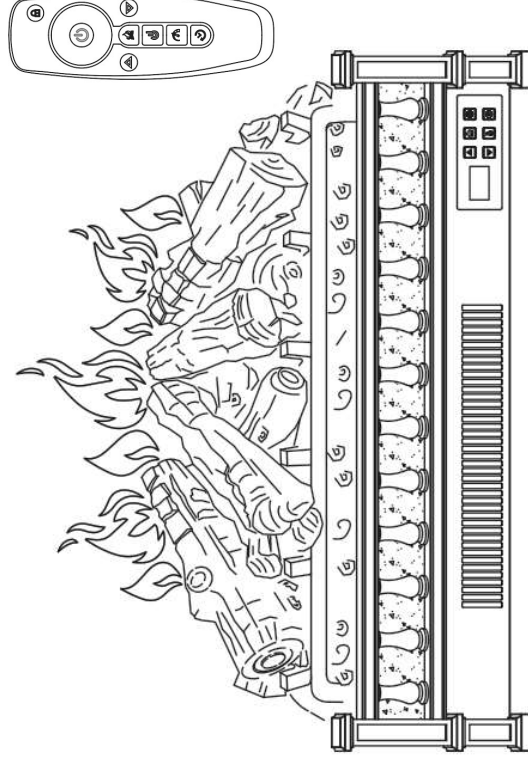
Before You Start

- ⚠ 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.



Avant de Commencer

- ⚠ Veuillez lire attentivement toutes les instructions.
- ⚠ Conservez les instructions pour vous y référer ultérieurement.
- ⚠ Vérifiez toutes les pièces et les accessoires.
- ⚠ Lisez attentivement chaque étape et suivez l'ordre correct.
- ⚠ Nous recommandons que, dans la mesure du possible, tous les produits soient assemblés à proximité de la zone où ils seront utilisés, afin d'éviter tout déplacement inutile du produit une fois assemblé.
- ⚠ Placez toujours le produit sur une surface plane et stable.
- ⚠ Conservez toutes les petites pièces de ce produit et les matériaux d'emballage hors de portée des bébés et des enfants, car ils pourraient présenter un risque d'étouffement.



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



WARNING



CAUTION

Keep this user manual for future reference. If you sell or give this product away, make sure this manual accompanies this product.

THANK YOU!

We appreciate your trust and confidence in our electric log heater. We strive to continually create quality products designed to improve your home. Thank you for choosing!

1.IMPORTANT SAFETY INFORMATION

WARNING: Any use of this appliance other than that recommended by the manufacturer in this owners manual may cause fire, burns, electric shock and/or other serious injuries or death.

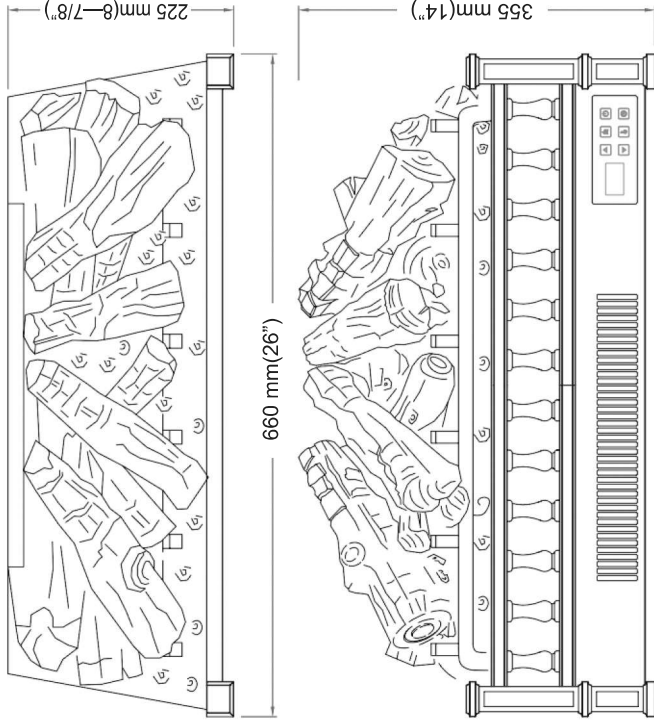
When using electrical appliance, basic precautions should always be followed to avoid the risk of fire, electric shock and injury to persons including the following:

- 1.Read all instructions before using this appliance.
- 2.This appliance is hot when in use. To avoid burns, do not let bare skin touch hot surface. If provided, use handles when moving this appliance. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains etc. at least 3 ft (0.9 m) away from the front of the appliance. Keep all items away from the sides and rear.
- 3.Extreme caution is necessary when the appliance is used by or near children or invalids and whenever the appliance is left operating and unattended.
- 4.Always unplug the appliance when not in use. This unit should be operated under supervision and should not be left on without supervision.
- 5.Do not operate any appliance with a damaged cord or plug or after the appliance malfunctions, has been dropped or damaged in any manner.
- 6.Do not use outdoors.
- 7.This appliance is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate the appliance where it may fall into a bathtub or other water container.
- 8.Do not run the cord under carpeting. Do not cover the power cord with throw rugs, runners, or similar floor coverings. Arrange the cord away from traffic area and where it will not be tripped over.
- 9.To disconnect the appliance, turn all controls "OFF", then remove the plug from the electrical outlet.
- 10.Connect to properly grounded outlets only.

- 11.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 appliance.
- 12.To prevent a possible fire, do not block air intakes or exhausts in any manner. Do not use on soft surfaces, like a bed, where openings may be blocked.
- 13.All electrical appliances have hot and arching or sparking parts inside. Do not use in areas where gasoline, paint, or flammable liquids are used or stored.
- 14.Use this appliance only as described in this manual. Any other use which is not recommended by the manufacturer may cause fire, electric shock, or injury to persons.
- 15.It is strongly recommended that to use the entire 15 amp outlet for the electric fireplace only. Sharing the outlet with another electronic item could create overload and damage the outlet and electric items in the long term.
- 16.Avoid using an extension cord because the extension cords may overheat and cause a risk of fire. However, if an extension cord MUST be used, the cord must be No. 14 AWG minimum size and rated not less than 1875 Watts. The extension cord must be a 3-prong cord with grounding type plug and cord connection and should not exceed 20 ft (6m) in length.
- 17.When transporting or storing the appliance, keep both the unit and power cord / plug dry, free from excessive vibration and away from heat sources to avoid causing fire, electric shock, or injury to persons.
- 18.Do not attempt to burn wood or other materials in this appliance.
- 19.This appliance, when installed, must be electrically grounded in accordance with the current.

SAVE THESE INSTRUCTIONS

2. PRODUCT INFORMATION



Read all instructions and warning prior to operating the appliance. Ensure that all controls are in the "OFF" status before plugging the appliance into a properly grounded electrical outlet.

This appliance is for use on 120 Volts. The appliance has a 3-prong grounded plug (Figure 1). If your electrical outlet has only 2 slots (Figure 1), you will have to use an adapter (Figure 1) to convert from the 3-prong power cord to a 2-slot receptacle. The green grounding plug extending from the adapter must be securely connected to a permanent ground such as a properly grounded outlet box. The adapter should only be used if a proper 3-slot receptacle is not available.

NOTE: Adapters are not allowed for use in Canada.

A 15 AMP circuit is required to operate this appliance. If the breaker trips when the appliance is running, you may need to move the appliance to another location or unplug other appliances that are on the same circuit.

The fireplace control functions can be accessed in 2 ways:

- Using the control panel, located in the corner of the electric insert.
- Using the multifunctional remote control.

The main control panel is located at the corner on the front (Figure 2).

3. OPERATING INSTRUCTIONS

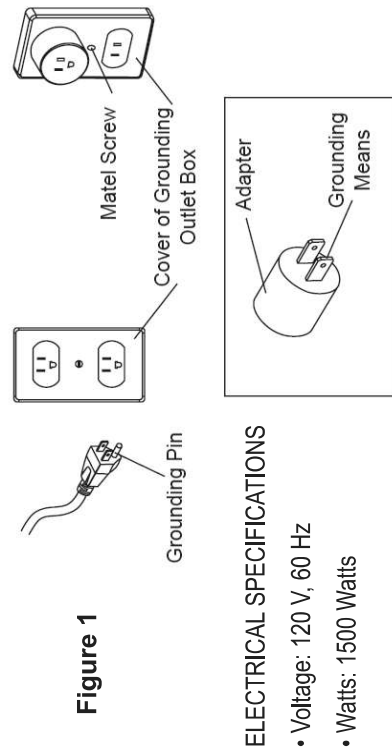


Figure 1

ELECTRICAL SPECIFICATIONS

- Voltage: 120 V, 60 Hz
- Watts: 1500 Watts

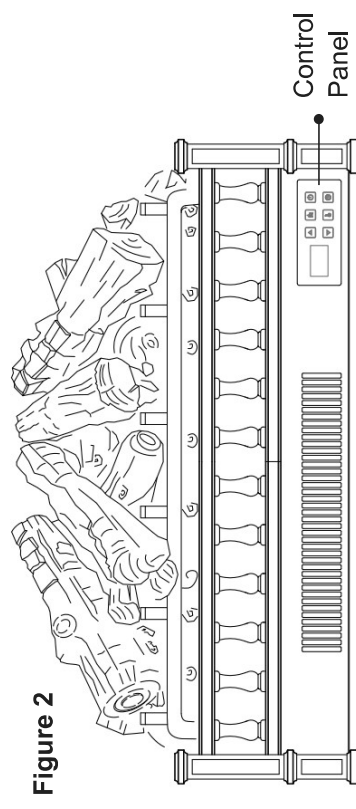
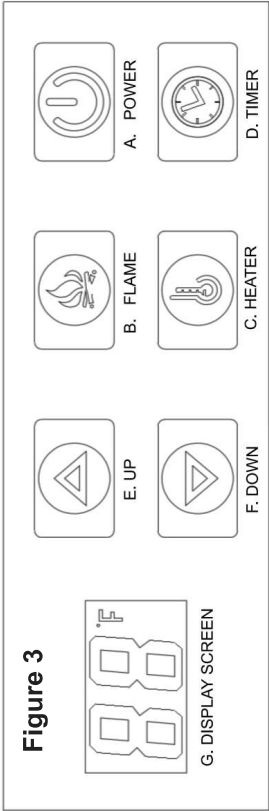


Figure 2

3a. Manual Control Panel



• **POWER BUTTON (Figure 3.A):**

- Press this button to power on the fireplace. Then you will hear a “beep” sound. In the default setting, the flame is amber with the highest brightness.
- Press the power button to turn off the fireplace. You will hear the “beep” sound twice. This machine remembers all the settings (except the timer setting) and recovers those settings when you power on the fireplace next time (Only if you never pull the plug).
- If the plug is unplugged or a power outage occurs, all the settings will be back to the original default setting when turning on next time.

• **FLAME CONTROL (Figure 3.B):**

- Press the flame control button to switch the flame color among 5 settings.
- When the product is off and plugged in, press and hold the flame button for 6 seconds to turn off the beep sound of the control panel.

Flame Color	Display	Flame Brightness	Display
Amber	A	5 levels	5~1
Blue	M	5 levels	5~1
Polar	P	N/A	N/A
Breathing	H	5 levels	5~1
Violet	U	5 levels	5~1
Off	OFF	N/A	N/A

- Press the UP (Figure 3.E) or DOWN (Figure 3.F) to adjust the flame brightness, not including Polar flame.
- There are 5 levels Flame Brightness: 5 level-highly bright, 4 level-fully bright, 3 level-medium bright, 2 level-low bright, 1 level-slight bright.

• **HEATER CONTROL (Figure 3.C)**

- Press once to activate high heat setting. Press second time to shut the heat off.
- Press to start the heating function, and the system will set the temperature to 99°F/37°C, the digital display screen will be shown 95°F/ 35°C.
- Press the UP (Figure 3.E) or DOWN (Figure 3.F) to adjust the heater temperature.

Fahrenheit Temperature	95°F	94°F	93°F	92°F	...	71°F	70°F	OFF
Celsius Temperature	35°C	34°C	33°C	32°C	...	22°C	21°C	OFF
Display	shown	shown	shown	shown	shown	shown	shown	shown

- It is invalid in power-off or child lock state.
- You can switch the temperature display from °F to °C by pressing the Heater button for approximately 6 seconds. The default system temperature setting is °F.
- No action after 20s, the digital display is blank.
- **Timer (Figure 3.D)**
 - Press to activate timer setting, default is 0.5H, digital area shows 30.
 - Press UP (Figure 3.E) or DOWN (Figure 3.F) to choose the timing, the options are 0.5H/1H/ 2H/3H/4H/ 5H/6H/7H/8H/OFF.
 - Once the timer is on and desired setting is reached, the system will shut down after the chosen time.
 - Child Lock: Press and hold the Timer button for approximately 6 seconds to activate the Child Lock function, the display screen will show "-". When the Child Lock is on, all the other features are not work, long press the Turn down button for 6 seconds to turn off the Child Lock function.

• UP (Figure 3.E) / DOWN (Figure 3.F)

- Used in Flame, Heating, Timer controls.
- If not assisting in Heating, Timer controls, used to adjust the flame brightness.

• Display Screen (Figure 3.G):

- The display screen will display the relative flames and heating temperatures and the timer and the child lock information.

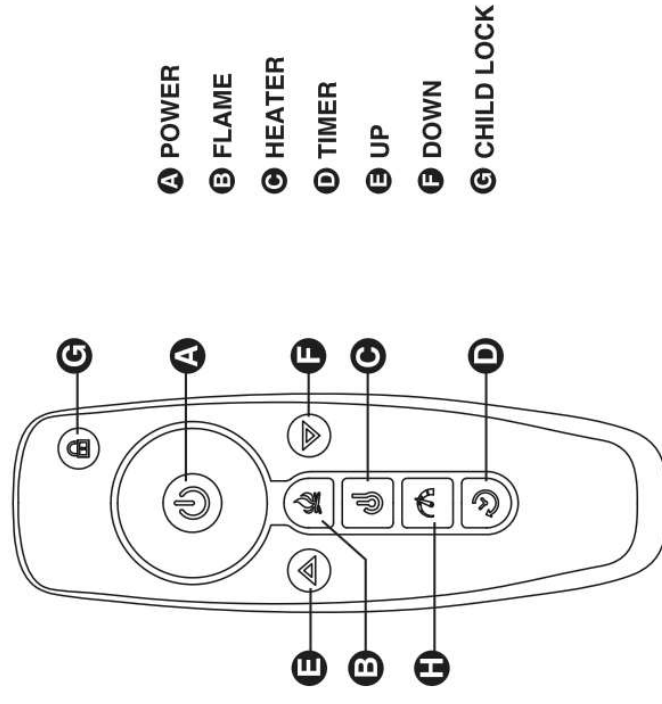
3b. Remote Control

The remote control can be used up to 13 ft (4 m) away from the heater, so long as there are no obstructions between the remote control and the heater. The remote can control all the settings as the control panel does.

REMOTE CONTROL BATTERIES

Press and slide the battery cover on the rear of the remote and remove the cover. Insert 2 new AAA 1.5V batteries into the battery compartment. Ensure that the polarity is correct. **Batteries are not included in the package due to safety during transportation.**

Note: Do not mix old and new batteries together in the remote.
Do not mix alkaline, standard (carbon-zinc) or rechargeable (Nickel-cadmium, Nickel-metal, Hydride, etc.) batteries together.



Note: **H** is a button with no function.

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference.
- (2) This device must accept any interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult an experienced radio/TV technician for help.



Temperature Limiting Control

This log heater is equipped with a Temperature Limiting Control. Should the heater reach an unsafe temperature, the heater will automatically turn OFF. To reset:

- Unplug the power cord from the outlet.
- Turn the Power Switch on the CONTROL PANEL to OFF. Wait at least 30 minutes. Lower electric firebox internal temperature.
- Inspect the fireplace to make sure no vents are blocked, or clogged with dust or lint. If they are, use a vacuum to clean the vent areas.
- With the Power Switch in the OFF position, plug the power cord back into the outlet.

If it switches off again, **UNPLUG THE HEATER RIGHT AWAY!**

Have the outlets, wiring, and breaker box inspected by a professional. Make necessary repairs before using the heater.

4. CARE AND MAINTENANCE



- ALWAYS turn the appliance 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.
- NEVER immerse in water or spray with water. Doing so could result in electric shock, fire, or personal injury.
- Risk of electric shock! **DO NOT OPEN!** Replace parts contact our customer service team for help first!

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 repair it.
- When not in use please unplug the cord from the outlet to prevent any damage or accidents.

5. TROUBLESHOOTING GUIDE

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	SOLUTION
Simulated flame effect is dim or not present	1. Dimmer control button is set too low. 2. LED strip not functioning. 3. "Flame wand" has come loose from bracket. 4. "Flame wand" motor is not functioning.	1. Push flame button to increase light. 2. Contact the customer service center. 3. Remove screws holding back panel in place and remove back panel. Secure end of "Flame wand" back into the support bracket. 4. Contact the customer service center
The appliance turns on and will not turn back on	1. The overheat protection device in the appliance has been triggered. 2. House circuit breaker has been tripped.	1. Turn all controls off, unplug the appliance, allow the insert to cool down for at least 10 minutes, and then plug in and restart. 2. Reset house circuit breaker.
The appliance does not turn on when the button is pushed to "ON".	The overheat protection device in the appliance has been triggered.	1. Turn all controls off, unplug the appliance, allow the insert to cool down for at least 10 minutes, and then plug in and restart.
Remote control does not work.	1. Low batteries. 2. The remote control signal cannot be received.	1. Change the remote batteries. 2. Operate remote transmitter at a slow measured pace. Press the remote control buttons with an even motion and gentle pressure. 3. Repeatedly pressing buttons in rapid succession may cause the transmitter to malfunction. 4. Stand closer to your fireplace. 5. Remove objects that may block your remote control's ability to communicate with your fireplace.

NOTE: If you experience difficulties, please do not return this product immediately. Any missing parts, hardware or assembly problems, please contact the customer service center.