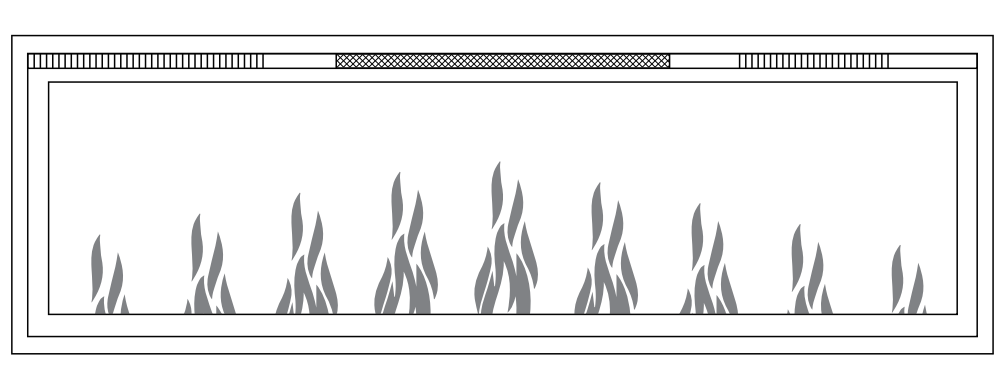
IMPORTANTINSTRUCTIONS
AND OPERATING MANUAL

ELECTRIC FIREPLACE



JBK36E-DBL-SSDQ/JBK42E-DBL-SSDQ
JBK50E-DBL-SSDQ/JBK60E-DBL-SSDQ
JBK68E-DBL-SSDQ/JBK72E-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.

wolfthontechl@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

TABLE OF CONTENTS

IMPORTANT SAFETY INSTRUCTIONS 4
1.0 PACKING LIST 6
1.1 DIMENSIONS 8
2.0 ELECTRICAL INSTALLATION NOTES 10
2.1 GENERAL INSTRUCTIONS 10
3.0 INSTALLATION INSTRUCTIONS 11
3.1 UNPACKING AND TESTING APPLIANCE WALL 11
3.2 GROUNDING APPLIANCE 11
3.3 ASSEMBLY 12
Wall Hanging 13
Built in Construction 17
4.0 FINISHING 20
5.0 OPERATING INSTRUCTIONS 20
5.1 MAIN POWER BUTTON 20
5.2 CONTROL PANEL/REMOTE CONTROL OPERATION 20
5.3 REMOVE CONTROL 22
6.0 TROUBLE SHOOTING GUIDE 23
7.0 VAINTENANCE 25
7.1 PARTIALLY REFLECTIVE GLASS CLEANING 25
7.2 SCHEMATIC DIAGRAM 26
8.0 LIVITED WARRANTY 26
9.0 Q&A AND CONTACT INFORMATION 27

IMPORTANT SAFETY INSTRUCTION

WARNING

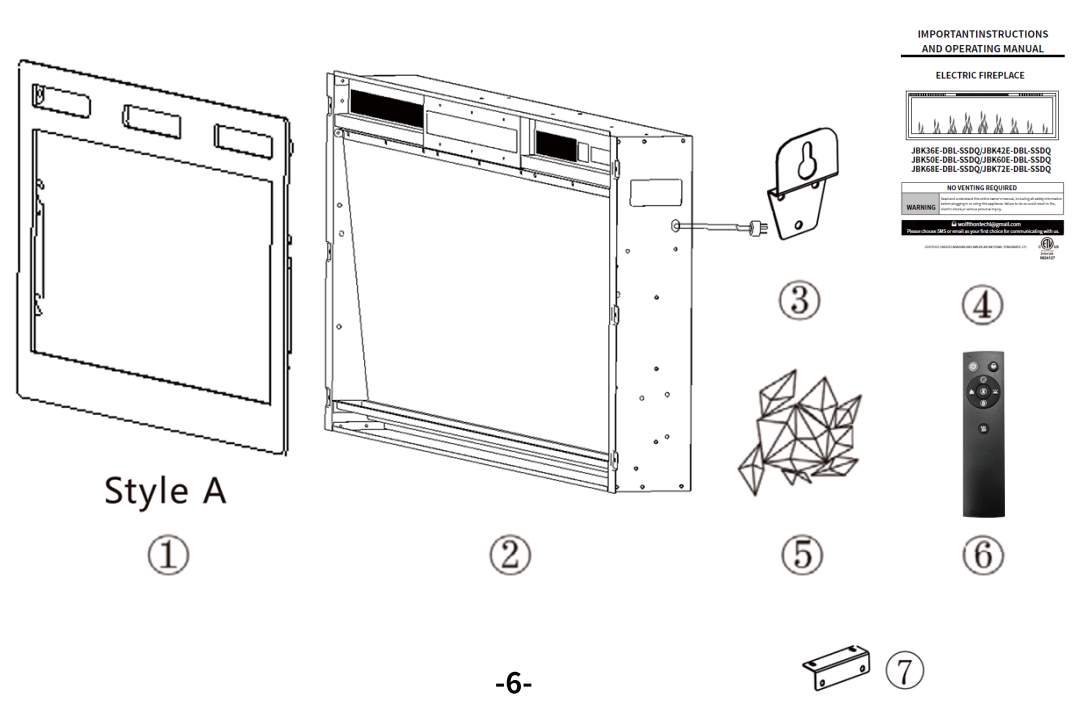
These instructions should be carefully read before installation. The booklet must be kept and delivered to the new user. The Manufacturer reserves the right to vary the features of the product without prior notice. The technical data are indicative only.

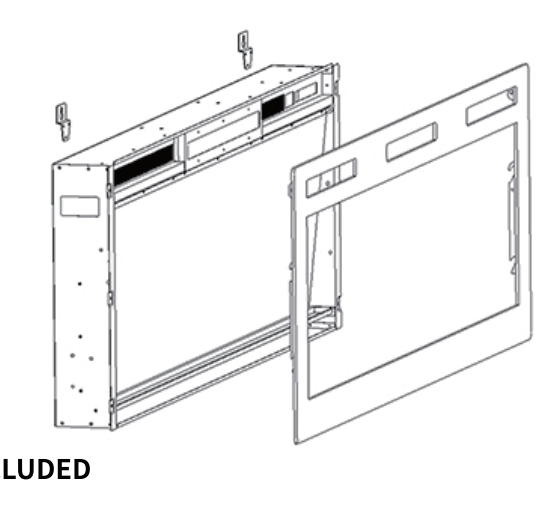
1. THIS APPLIANCE IS HOT WHEN OPERATED AND CAN CAUSE SEVERE BURNS IF TOUCHED.
2. Do not operate appliance before reading and understanding instructions. Failure to operate appliance could cause fire or injury.
3. Keep this product away form combustible materials at least 3 feet (0.9 m), such as furniture, 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 outletreceptacle. Do not use extension cord or relocatable power tap (outlet/power strip).

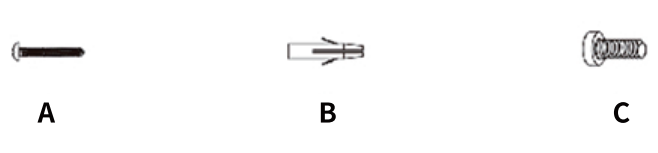
1.0 PACKING LIST

NO.	Description	Quantity
1	Front Frame	1 pc
2	Electric Fireplace	1 pc
3	Back hook(Pre-attached)	36E、42E、50E (2pcs) 60E、68E、72E (4pcs)
4	Manual	1 pc
5	Decorative Stuff	Varies
6	Remote Control	1 pc
7	Bumper bracket	36E、42E、50E (1pcs) 60E、68E、72E (2pcs)



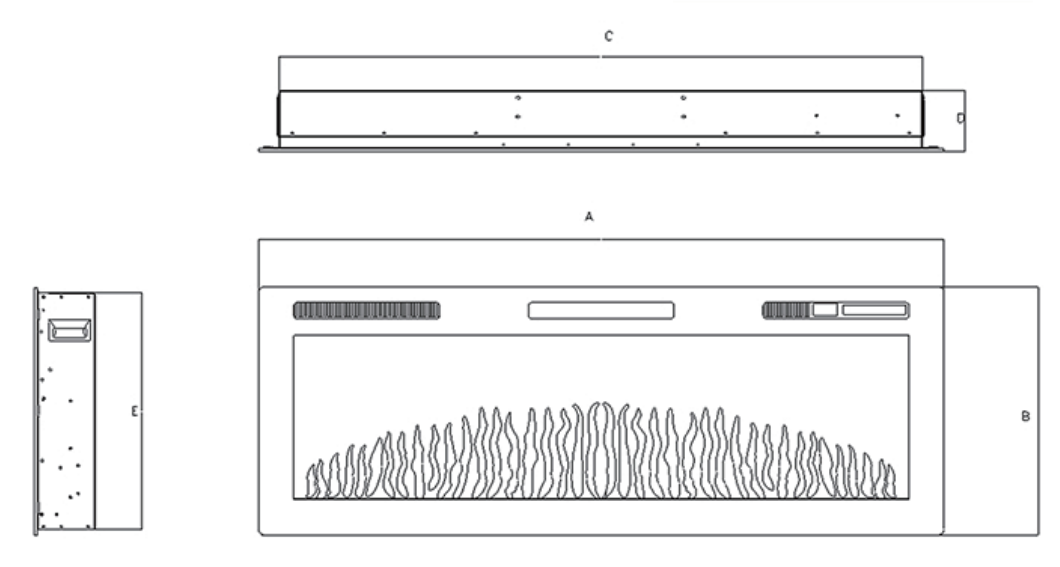


HARDWARE INCLUDED

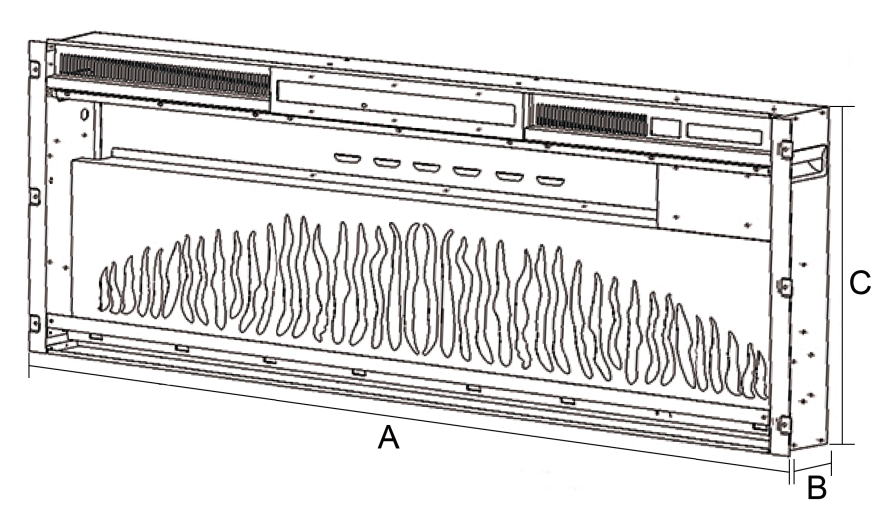


Part	Description	Model	Number
A	ST5*30mm	36E、42E、50E	6pcs
		60E、68E、72E	8pcs
B	M8*35mm Plastic expansion tube	36E、42E、50E	6pcs
		60E、68E、72E	8pcs
C	ST4*12mm Glass fixing screws	36E、42E、50E 60E、68E、72E	2pcs
	The hook has a safety bracket mounting screw	36E、42E、50E	10pcs
		60E、68E、72E	16pcs

1.1 DIMENSIONS



Model	Amm	Bmm	Cmm	Dmm	Emm	Ain	Bin	Cin	Din	Ein
JBK36E	914	460	836	113	440	36	18.11	32.91	4.45	17.32
JBK42E	1067	460	988	113	440	42	18.11	38.9	4.45	17.32
JBK50E	1270	460	1191	113	440	50	18.11	46.89	4.45	17.32
JBK60E	1524	460	1445	113	440	60	18.11	56.89	4.45	17.32
JBK68E	1728	460	1648	113	440	68	18.11	64.88	4.45	17.32
JBK72E	1828	460	1750	113	440	72	18.11	68.9	4.45	17.32



Model	A(mm)	B(mm)	C(mm)	A (in)	B (in)	C (in)
JBK36E	846-856	115-125	445-450	33.1-33.7	4.53-4.92	17.52-17.72
JBK42E	998-1008	115-125	445-450	39.29-39.69	4.53-4.92	17.52-17.72
JBK50E	1201-1211	115-125	445-450	47.28-47.68	4.53-4.92	17.52-17.72
JBK60E	1455-1465	115-125	445-450	57.28-57.68	4.53-4.92	17.52-17.72
JBK68E	1658-1668	115-125	445-450	65.28-65.67	4.53-4.92	17.52-17.72
JBK72E	1760-1770	115-125	445-450	69.29-69.69	4.53-4.92	17.52-17.72

NOTE:
★ The size of column B left some space for the main power switch on the top, you can also choose 3.54 inch for full embedding, since the touch screen also has a main power switch.

★ 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.If 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.

Modei 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. If 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.**

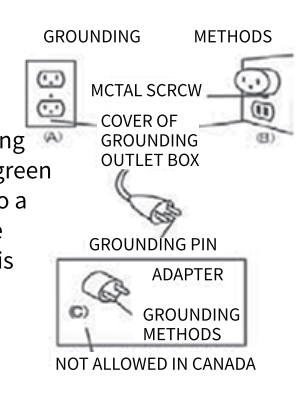
3.0 INSTALLATION INSTRUCTIONS

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.



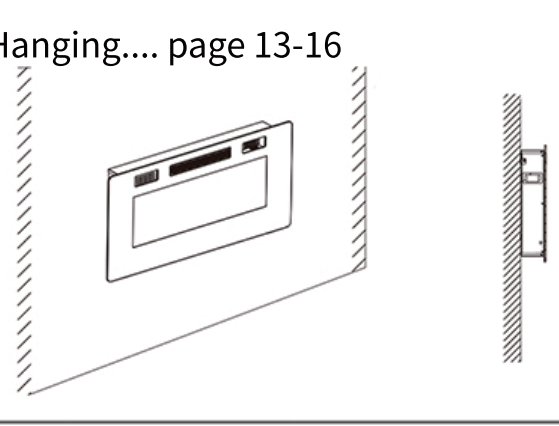
3.3 ASSEMBLY

The fireplace can be installed with 2 options:

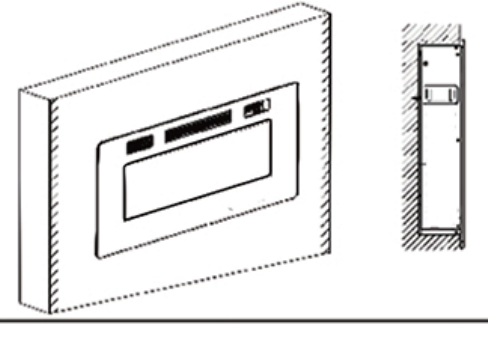
1. Wall hanging with provided mounting bracket.
2. Built-in construction (in-wall recessed).

Follow the installation instructions below based on installation preference.

Option 1:
Wall Hanging.... page 13-16

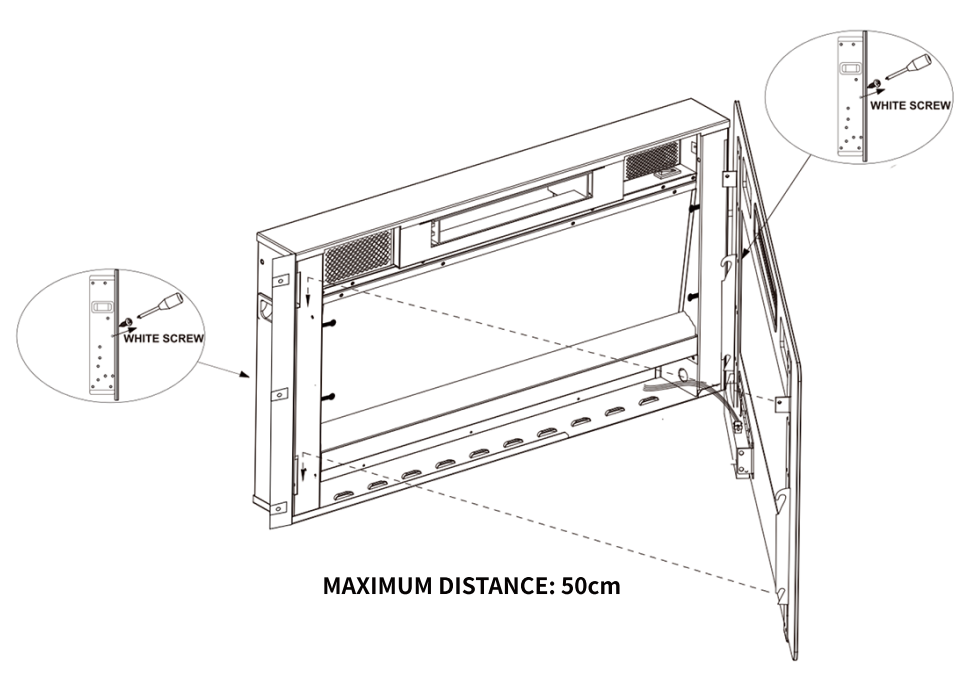


Option 2:
Built-in construction......page 17-19



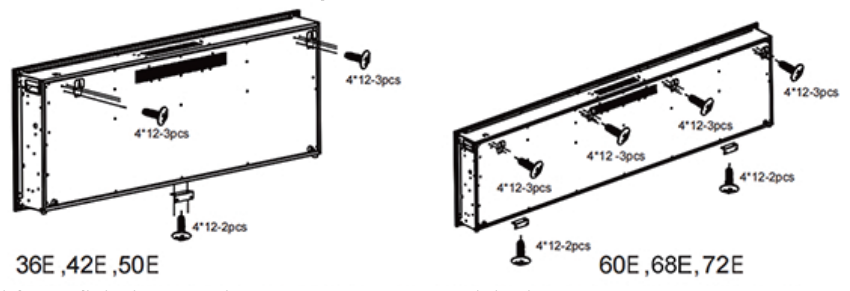
Installation Option 1-Wall Hanging

The fireplace can be installed with 2 options:
-Remove the fixed screw in the side plate
-Lift the glass frame 1-2 cm vertically. Then the entire glass frame can be removed from the front.
-Take the glass frame 10-20 cm away from the appliance, put the glass panel down on the ground before complete separation.



JBK36E-DBL-SSDQ JBK42E-DBL-SSDQ JBK50E-DBL-SSDQ
JBK60E-DBL-SSDQ JBK68E-DBL-SSDQ JBK72E-DBL-SSDQ

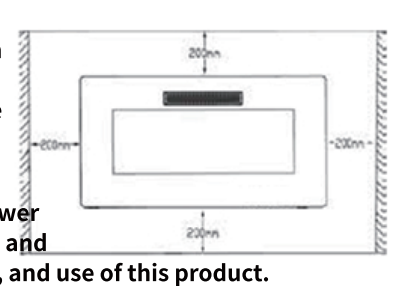
The fireplace can be installed with 2 options:



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.

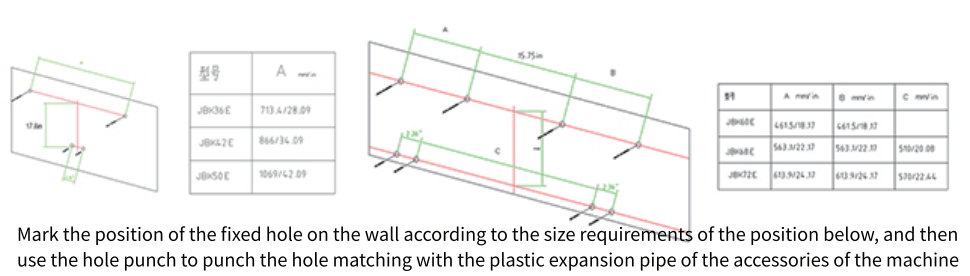
Step 3. Choosing a Wall Location

- Find a safe location, where minimum clearance from the ceiling and the mantel must be at least 8 inches (200 mm); minimum clearance from the front must be at least 3 feet (900 mm). Choose a location near an outlet so an extension cord is not required.



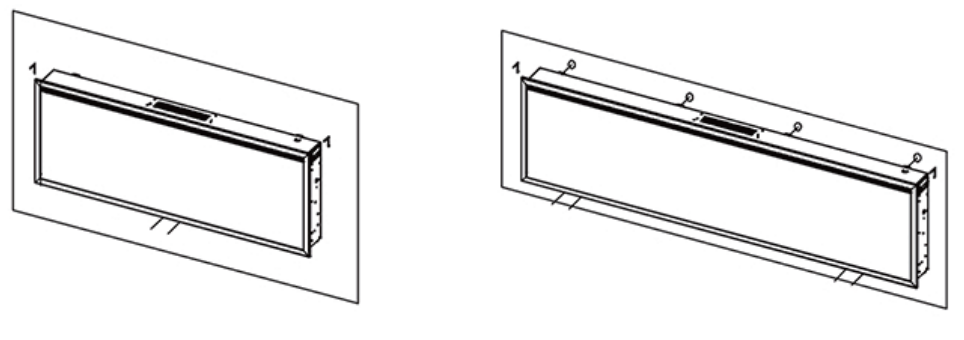
Note: DO NOT position the unit directly below a power outlet. Please check Safety Information on pages 2 and 3 for more warnings about placement, installation, and use of this product.

Step 4. Drilling the Holes and installing the Mounting Bracket



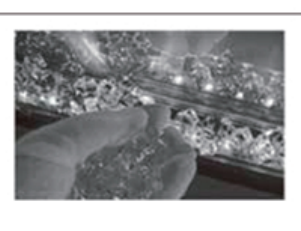
Mark the position of the fixed hole on the wall according to the size requirements of the position below, and then use the hole punch to punch the hole matching with the plastic expansion pipe of the accessories of the machine according to the mark position Insert the plastic expansion tube into the dnlled hole, The expansion tube shoulkd nol be higher than the wall plane. Then screw a wood screwinto the expansion tube that holds the support screw above. The screw head is about 2-3mm away from the expansion tube, but the tightened expansion tube cannot be pulled out of the wall with about 120 force. 0thenwise, the fixed hole and the expansion pipe are not qualied, and can not be hung on the fireplace.

Step 5. Hanging the Fireplace on the Bracket
- Thread the ST4*12 screw into the threaded holes on the glass panel. Check the alignment of the glass panel and securely tighten the screws.



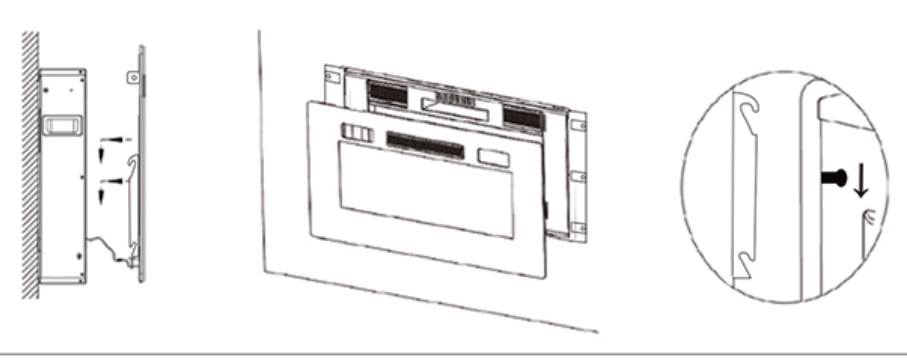
After installing the fireplace, have two people lift the fireplace up and see if the hanging bracket on the back board is aligned with the wall.
There are 2-3mm screws in the shoulder, and then use a small force to slowly introduce the fireplace into the fixing slot of the hanging plate, and then use ST5*30 wood screws to put the safety bracket.
Fixed on the wall has been installed plastic expansion tube see the picture below)

Step 6.Placing the Decorations
- Carefully place crystal (together with the appliance) or other decoration into the bottom tray on the front of the appliance as illustrated.

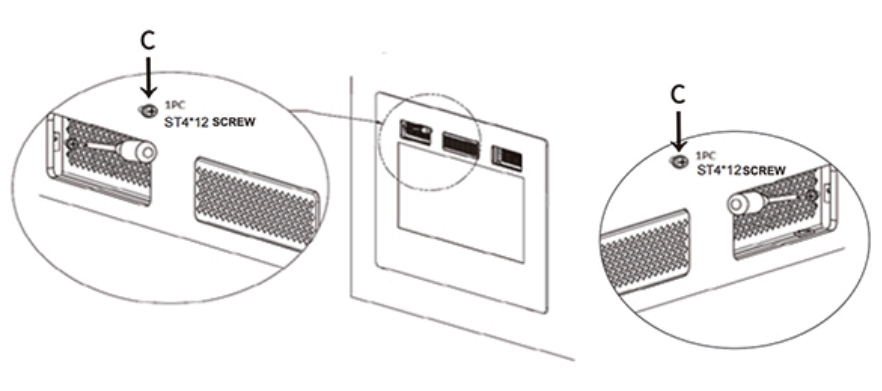


NOTE: Media bed kits may have sharp edges, wear safety goggles and gloves when handling.

Step 7.
- Connect the data cable connector before hanging the glass frame on the appliance.
-Gently push on the glass panel by aligning the 4 hooks until it snaps into position (sinks down 1-2 cm).



Step 8.Refasten the Glass Frame
- Thread the ST4*12 screw into the threaded holes on the glass panel. Check the alignment of the glass panel and securely tighten the screws.

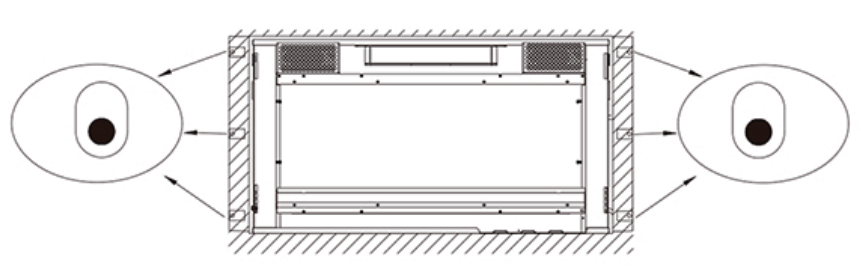


Installation -Built in Construction

Step 1. Removing the Glass Frame

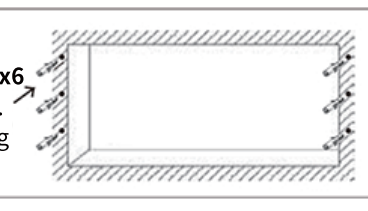
Step 2. Removing the Mounting Bracket
(Step 1 and Step 2 please refer to page 13-14 same as Wall Hanging Installation.)

Step 3. Settling the Holes of Screw

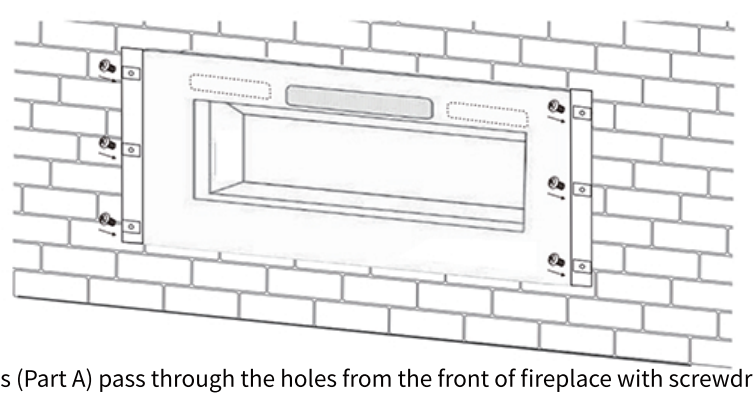


- The appropriate cavity (1-2 cm bigger for each side) needs to be prepared according to the size of the appliance.
-Put the fireplace in place, mark the holes which need to be driled with a pencil. Then take it out of the cavity again.

Step 4. Drilling & Installing the Wall Anchors
- Drill the holes 7/25 in. (7 mm) on the prepared marks.
- Insert the wall anchors (Part B) into the holes by using a hammer.

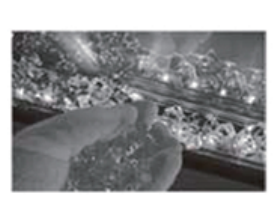


Step 5. Placing the Pads and Fixing the Fireplace



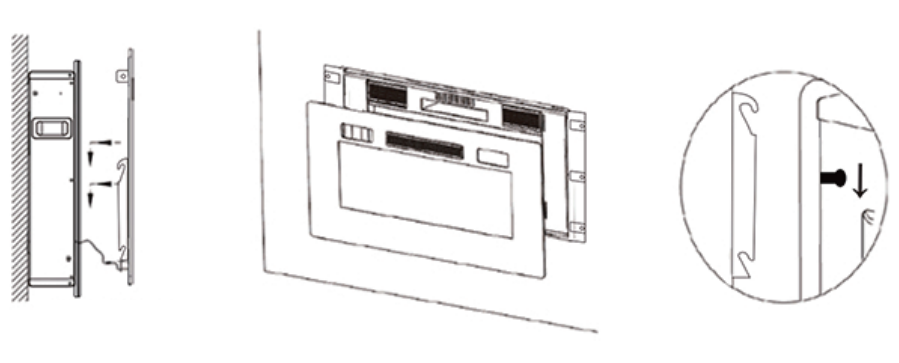
-Screws (Part A) pass through the holes from the front of fireplace with screwdriver.
(Note: Install carefully and don't let the screws fall into the fireplace.)
-Put the Fireplace into the prepared cavity.
-Fasten the fireplace firmly into the wall by the screws for each side.

Step 6. Placing the Decorations
-Carefully place crystal (together with the appliance) or other decoration into the bottom tray on the front of the appliance as illustrated.



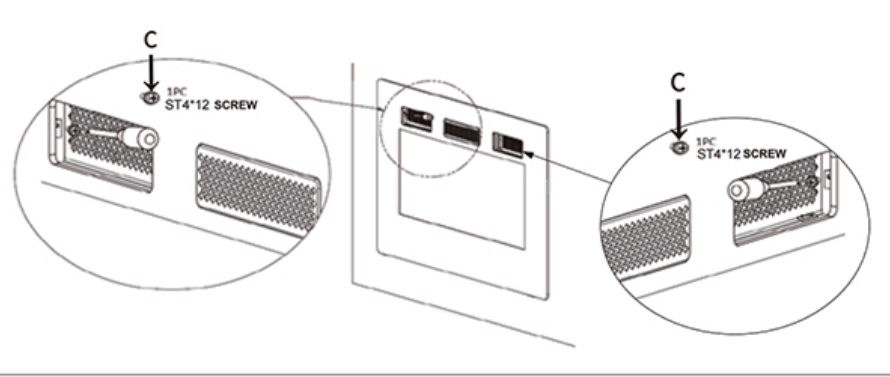
NOTE: Media bed kits may have sharp edges, wear safety goggles and gloves when handling.

Step 7. Hanging the Glass Frame
-Connect the data cable connector before hanging the glass frame on the appliance.
-Gently push on the glass panel by aligning the 4 hooks until it snaps into position (sinks down 1-2 cm).



WARNiNG: it's better to reserve a space between frame and wall to enable better air circulation during working if available.

Step 8.Refasten the Glass Frame
- Thread the ST4*12 screw into the threaded holes on the glass panel. Check the alignment of the glass panel and securely tighten the screws.



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.

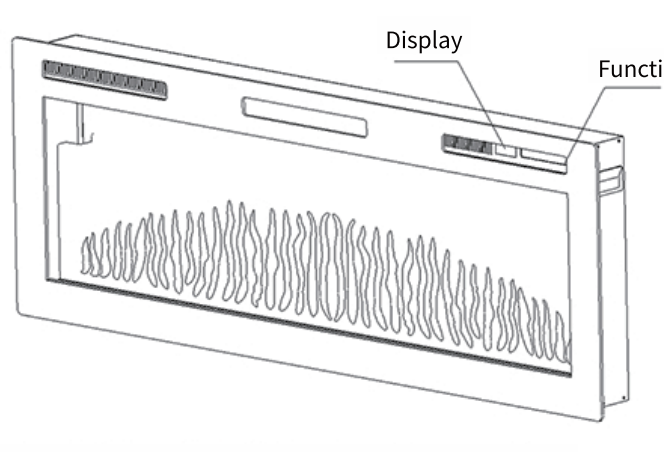
NOTE: Glass front must be removed and the appliance must be finished in its final location before the media bed kits are installed, Media bed kits may have sharp edges, wear safety glasses and gloves when handling.

5.0 OPERATING INSTRUCTION

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

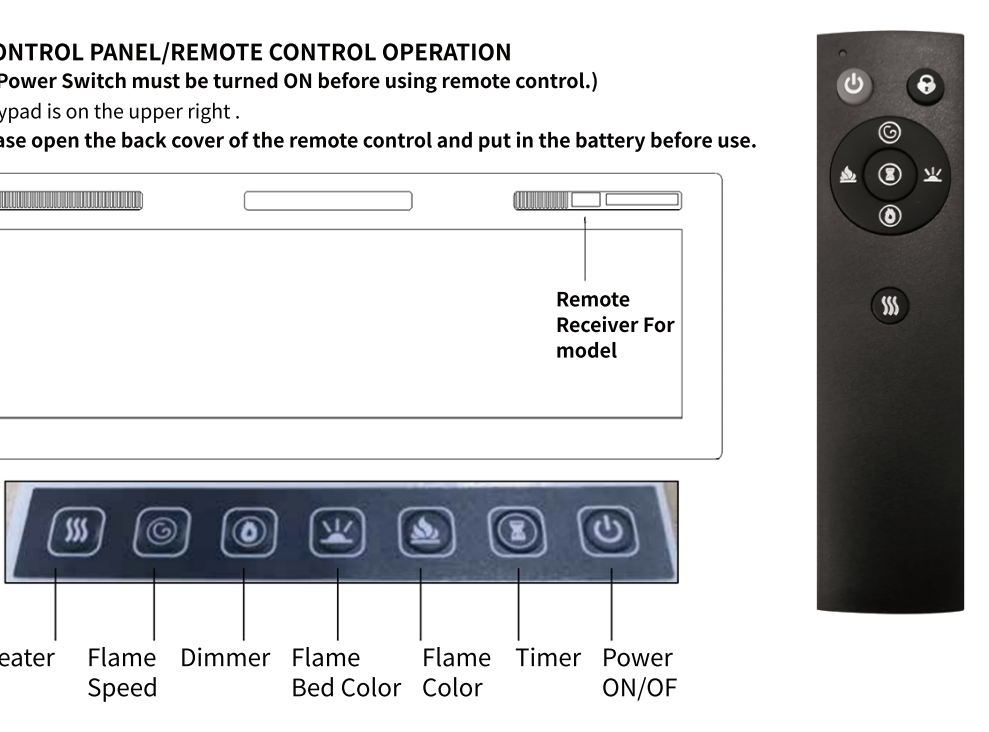
5.1 MAIN POWER BUTTON

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



5.2 CONTROL PANEL/REMOTE CONTROL OPERATION

(Main Power Switch must be turned ON before using remote control.)
The keypad is on the upper right .
◆ 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. If 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 20 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 20 seconds and then stop. If 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 selting funclion, 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.
FLAME SPPED	Flame speed adjustment function: 5 files When the electric fireplace default fame speed for the "3 files -11RPM", 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 ube 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. When you long-press for 5 seconds until you hear a short beep from the buzzer, the fireplace will enter sleep mode All lights are turned off, the flame color, flame carbon bed color, flame carbon bed brightness, and flame speed buttons do not take effect, and the heating function continues. Press and hold for 5 seconds again, and the appliance will return to normal mode.
FLAME COLOR	Electric fireplace flame color change function, electric fireplace flame color change function, flame light board has 3 colors of lamp beads, Y = orange, O = orange-red, B = blue. The first time when the flame LED liaht color is on the power on the default color "Y-Orange", color code for "1", every time you press the keypad or remote control of the fiame color change key, the buzzer wil be a short sound, the flame color (1-2-3-4-5-6-7) order change once, the digital tube corresponds to display the flame color code. Every time you press the keypad or the remote control's flame color change key the buzzer will sound briefly, and the flame color (1-2-4-5-6-7) wil change once in sequence, and the digital tube will display the flame color code correspondingly (1=Y, 2=0,3=8, 4=Y+0, 5=Y+8, 6=0+B,7=Y+0+B.). When long press the button for 5 seconds until you hear a short buzzer, the digital tube displays the number "0", the color of the flame will be in 1-7 color gradient.
FLAME BED COLOR	Adiust the color of the firewood. The first time power on the firewood LED light color is the default color of the power on "1" (Red), every time you press the keypad or remote control of the flame color change key, flame color (1-2-3-4-5-6-7-8-9-10-11-12) the order of change once, the digital tube corresponds to the display of carbon fire color. (1=Red 2=Gentian blue 3=Green 4=Pink 5=Yellow 6=Cyan 7=Purple 8=White 9=Saffron 10=Sky blue 11=Emerald green 12=Capri blue). Long press the button for 5 seconds, until you hear a short buzzer, the digital tube displays the number "0", the color of the carbon bed light will be in 1-12 color gradient.
CHILD LOCK	Child lock function: Long press the 5s remote control child lock button in any state, the child lock function takes effect. in this state, press any key is useless, long press the 5s remote control child lock button aqain, unlock the child lock function.

After 10 seconds without operaing the keys, all the displays on the display will go out and the electic fireplace will work normaly, if you need to light up the display again, then you only need to press any key on the remote control or keypad to display again.
Note: Wake-up function operation press any key when the first time just wake up the display without executing the function of the key.

With power failure or shutdown memory function. Flame color, firewood color and flame, firewood brightness, and the rest of the functions are restored to the default state.

WARNIING: 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.

5.3 REMOTE CONTROLN

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 mounting bracket cannot be removed	1. The mounting bracket is pre-attached. Unscrew the two screws at both sides of the fireplace by Phillips screw driver, then remove the pre-attached mounting bracket. 2. If the problem is still not solved, please contact us via **Amazon Message** or message	
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. If 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. If 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 functioning 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 overheated. 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.

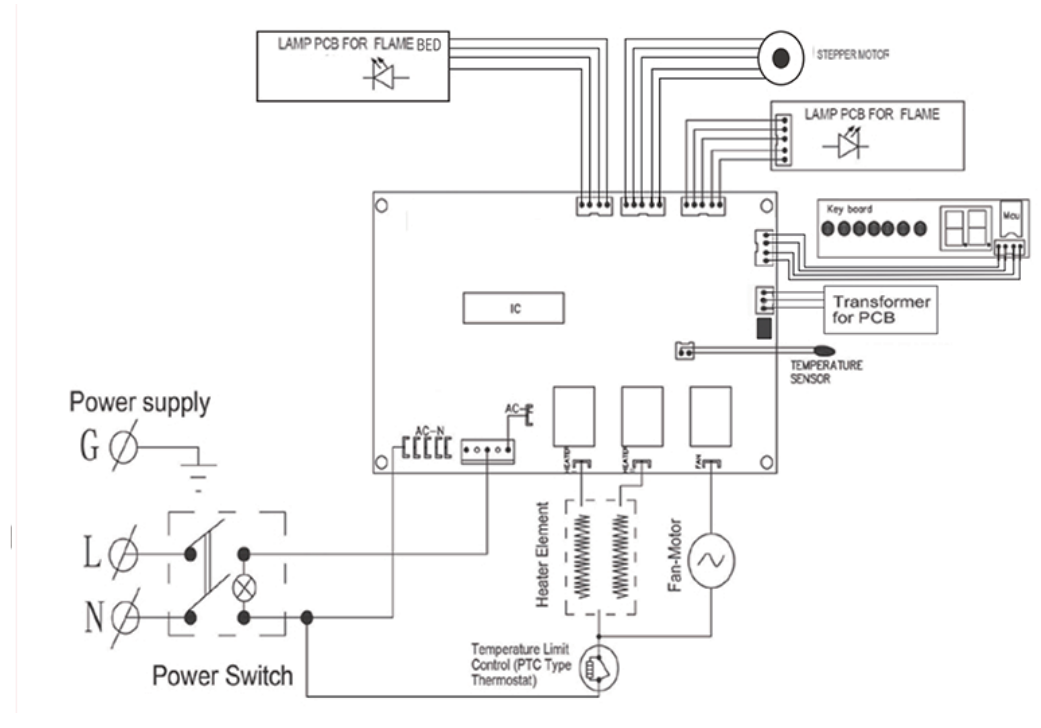
7.0 MAINTENANCE

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.

7.2 SCHEMATIC DIAGRAM



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 O&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.

5.
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
If 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