



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.

WARNING

Kindly 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.

CAUTION

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

IMPORTANT SAFETY INFORMATION | 1

WARNING:

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

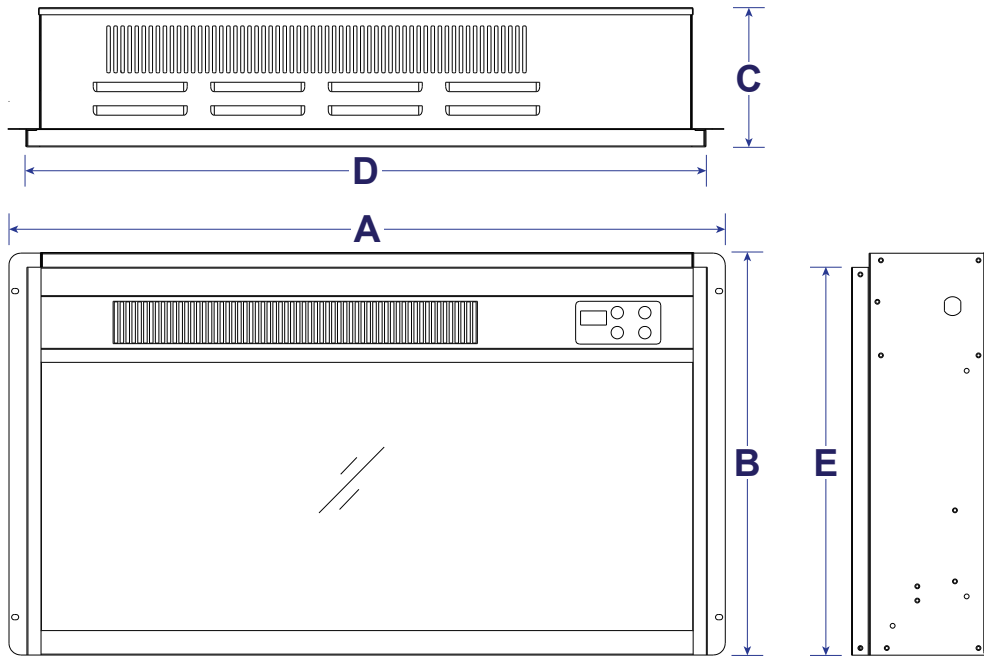
1. THIS APPLIANCE IS HOT WHEN OPERATED AND CAN CAUSE SEVERE BURNS IF TOUCHED.
2. Do not operate the appliance before reading and understanding operating instructions. Failure to operate the appliance according to operating instructions could cause fire or injury.
3. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 3 feet (0.9 m) from the front of this appliance and keep away from the sides and the rear.
4. **WARNING:** To avoid overheating, do not cover the heater. The clearance may be inadequate when installed in a recreational vehicle with the slide-out closed.
5. Risk of burns. Power to the appliance should be turned off, and the appliance should be allowed to cool before servicing. To disconnect the appliance from the power supply, turn off the controls, and then remove the plug from the outlet.
6. Do not install damaged, incomplete, or substitute components.
7. Young children should be carefully supervised when they are in the same room with the appliance. Toddlers, young children, and others may be susceptible to accidental contact burns.
8. To prevent accidental swallowing, media bed kits should be kept away from children and infants.
9. The remote control contains small batteries. Keep them away from children. If swallowed, seek medical assistance immediately.
10. Do not recharge the batteries. Do not mix the batteries with the used ones or other battery types, store them with hazardous or combustible materials, or place loose batteries in a pocket, purse, or other container containing metal objects.
11. Ensure that you have incorporated adequate safety measures to protect infants/toddlers from touching hot surfaces.
12. It is imperative that the control compartments, circulating blower, and its passageway in the appliance are kept clean. The appliance should be inspected before use and at least annually by a qualified service person.
13. Under no circumstances should this appliance be modified.

14. Do not use this appliance if any part has been in contact with water. Immediately call a qualified service technician to inspect the appliance and replace any part of the control system which has been in contact with water.
15. Do not operate the appliance with the glass door removed, cracked, or broken. A licensed or qualified service person should do the replacement of the glass.
16. Do not strike or slam shut the appliance's glass door.
17. Keep the packaging material out of reach of children and dispose of the material in a safe manner. These are not toys like all plastic bags and should be kept away from children and infants.
18. Servicing should be done only while the appliance is disconnected from the power supply circuit.
19. Always unplug the appliance when not in use.
20. Do not operate this appliance with a damaged cord or plug after the appliance has been defective, dropped, or damaged in any manner.
21. Do not use the appliance outdoors.
22. Never place the appliance where it may fall into a bathtub or other water container.
23. Do not run cord under carpeting. Do not cover the cord with throw rugs, runners, etc. Arrange the cord away from high-traffic areas to avoid a tripping hazard.
24. Connect to properly grounded outlets only.
25. Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire or damage the appliance.
26. To prevent a possible fire, do not block air intakes or exhaust in any manner. Do not use it on soft surfaces, like a carpet, where openings may become blocked.
27. Always plug appliances directly into a wall outlet/receptacle. Never use an extension cord or relocatable power tap (outlet/power strip).
28. The product is classified as a Class I appliance, This appliance, when installed must be electrically grounded in accordance with the current.
29. Unauthorized modification of the power cord is prohibited to prevent electrical hazards or safety incidents.

SAVE THESE INSTRUCTIONS

INSTALLATION INFORMATION I 2

PRODUCT SPECIFICATIONS



MODEL	UNIT	OVERALL SIZE(W*D*H)			VIEW SIZE	
		A	B	C	D	E
18IN	mm	491	450	124	457	435
23IN	mm	610	342	119	580	330

PACKAGE CONTENTS

A. Fireplace Insert 1PC	B. Faux Crystal 1 BOX
C. Remote Control 1PC	D. Screw 4+1 PCS

TOOLS REQUIRED

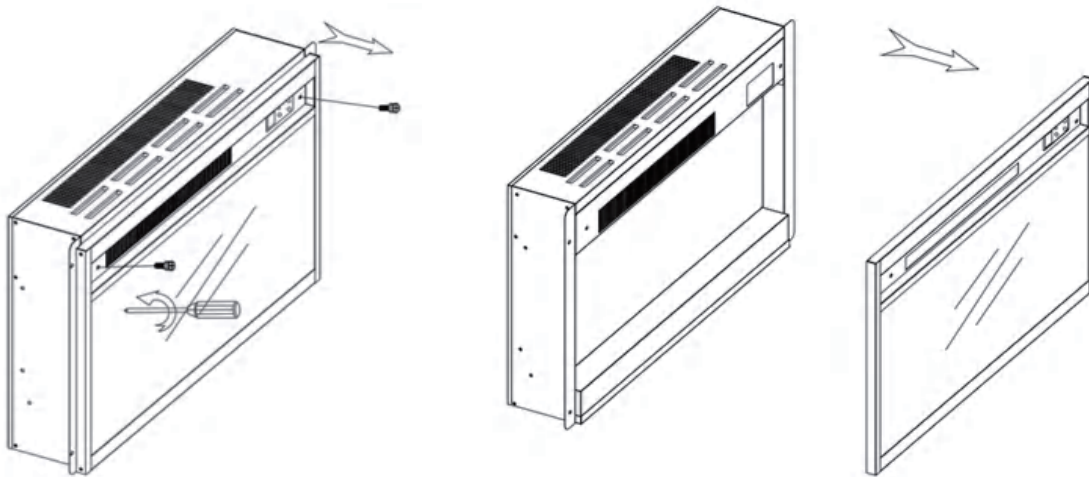


Phillips screwdriver (not provided)

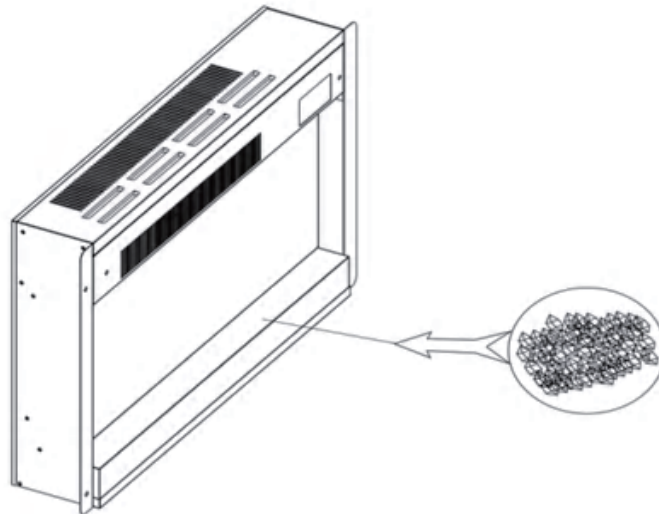
CAUTION: This insert has front panel made of GLASS! ALWAYS use extreme caution when handling glass. Failure to do so could result in personal injury or property damage.

ASSEMBLY FIREPLACE INSERT

2.1 Remove the two bolts on the left and right sides of the unit, remove the front panel.

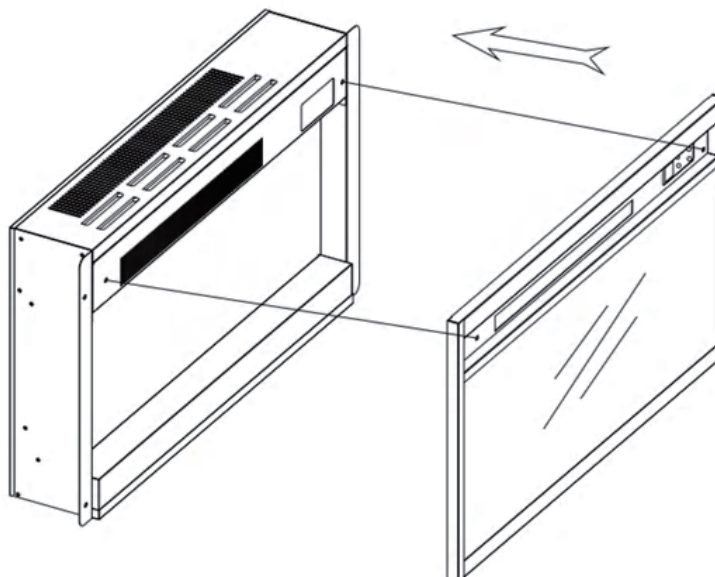


2.2 Place faux crystals (B) into the base of fireplace insert.

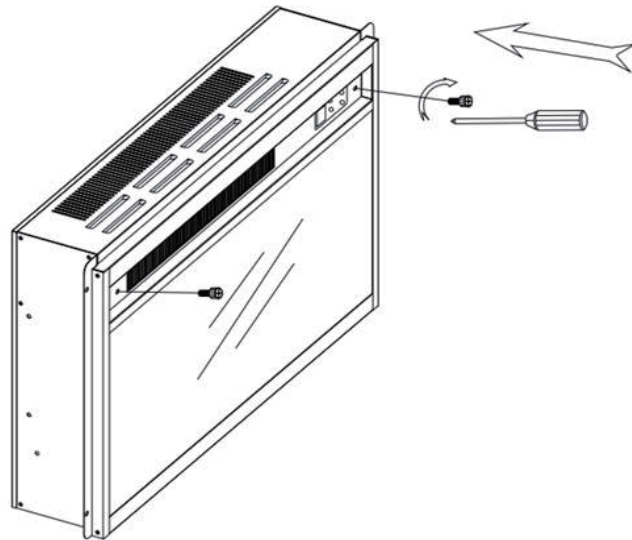


2.3 Reinstall the front panel.

1. Carefully fireplace insert the two grooves on the bottom of the front panel into the fireplace insert, make sure that the fireplace insert and the front panel are combined in place, aligning the screw holes.




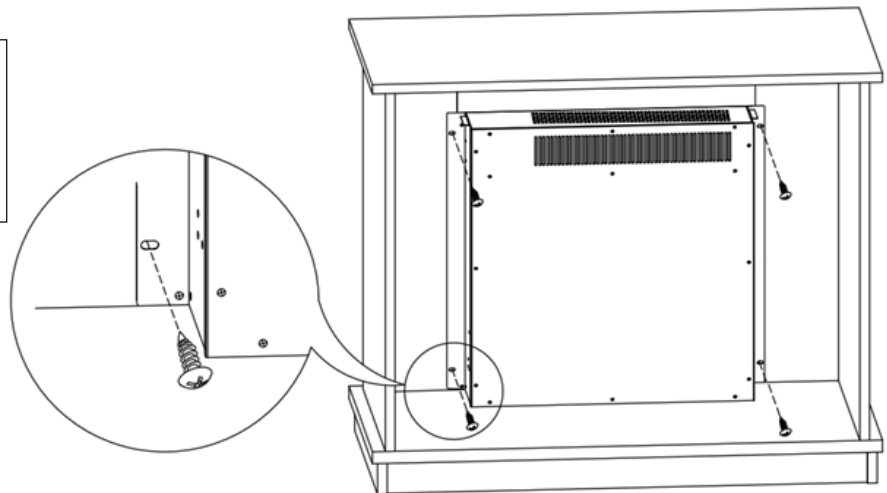
2. Fasten the front panel and firebox by two bolts. Fireplace assembly insert completed.



2.4 Installing the fireplace insert.

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

 **NOTE: DO NOT attempt to install the insert from the front of the mantel - it will not fit. Reserve an air intake vent at the rear of the fireplace for air intake wind.**



OPERATING INSTRUCTIONS | 3

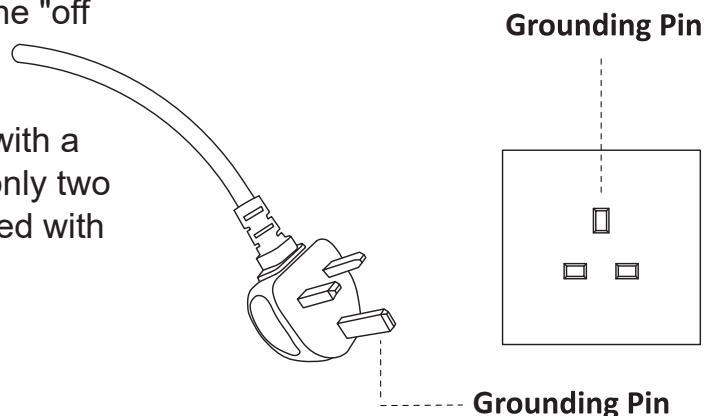
Appliance Plug

Read all instructions and warnings before operating the equipment.

Before plugging the device into a properly grounded electrical outlet, make sure all controls are in the "off" position. This device is designed for use with 220-240 volts.

The device comes with a 3-prong power cord with a grounded socket. If your electrical outlet has only two sockets and is not grounded, it must be replaced with a grounded outlet.

Note: Adapters are not allowed. Power Circuit Requirements.



Power Circuit Requirements

Plan the location of the appliance so that it has enough power. A 13 AMP, 220V/50Hz circuit is required. Other appliances on the same circuit as this appliance may exceed the rated current of the circuit. Please give priority to a dedicated circuit to prevent a tripped circuit breaker or fuse failure. Prepare an outlet close to the right side of the appliance. Make sure the outlet is in good condition and the plug must be firmly inserted into the outlet.

Plug with Grounding Clip

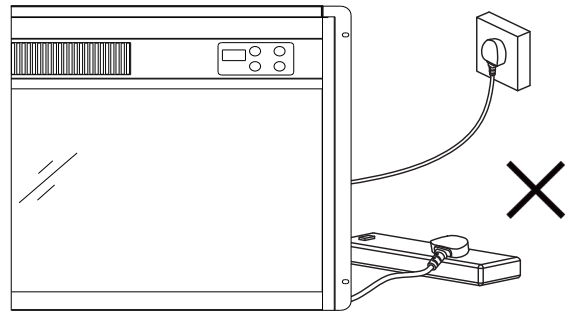
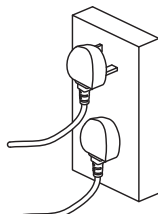
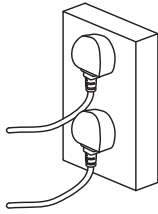
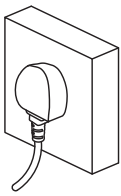
This product is equipped with a plug with grounding clip as shown. Connect only to a properly grounded outlet. This unit is for 220 volts only. For your safety, always plug this unit into a wall outlet. Never use an extension cord or removable power tap (outlet/distribution strip).



Do not share a socket with other appliances when using electric fireplaces, please use a dedicated socket.



Never use with an extension cord or relocatable power tap (outlet/powerstrip).

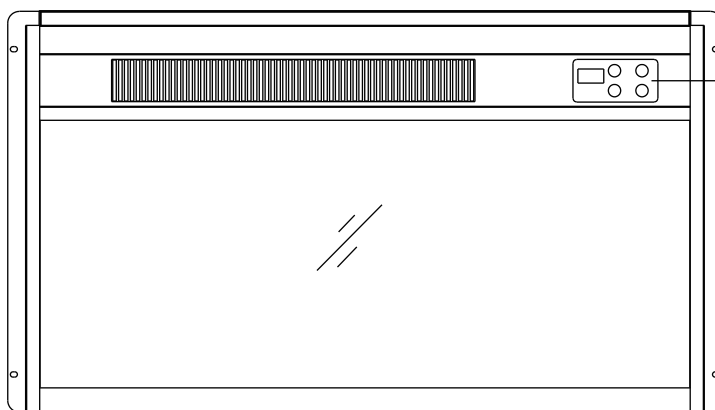


A 13 AMP circuit is required to operate this appliance. If the breaker trips when the appliance is running you may need to move the appliance to another location or unplug other appliances that are on the same circuit.

The fireplace control functions can be accessed in two ways:

- Using the control panel, located in the upper right-hand corner of the electric insert.
- Using the remote control.

The main control panel is located at the top right corner on the front.

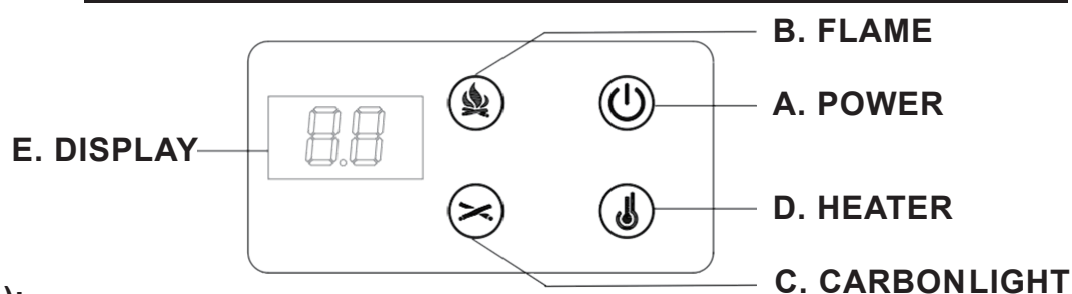


• **Control Panel**



This insert has front panel made of GLASS! ALWAYS use extreme caution when handling glass. Failure to do so could result in personal injury or property damage.

Manual Control Panel | 3A



■ POWER (A):

- The POWER button supplies power to all the features of the fireplace. This button must be ON for any of the features to work properly.
- Once turn OFF, all current settings will be stored and then restored at the next power ON (except Timing Control). Unplug the unit will reset the setting to factory default.

■ FLAME (B):

- Press the flame button to set the flames color/flame brightness. The flame levels are shown in the display (E). When turn is "OF" pressed, the flame is turn off.
- The flame color and flame brightness settings are as follows:

Flame Color	Display	Flame Brightness	Display
Orange + Red (Default)	O	3 levels	L3~L1
Blue	b	3 levels	L3~L1
Green	G	3 levels	L3~L1
Orange + Blue	Ob	3 levels	L3~L1
Orange + Green	OG	3 levels	L3~L1
Blue + Green	bG	3 levels	L3~L1
Orange + Blue + Green	U	3 levels	L3~L1
Polar	P	N/A	N/A
OFF	OF	N/A	N/A

- The system default set the orange, the digital display screen will be "O".
- Press FLAME button 5S to adjust the flame brightness, not including Polar flame. After this is set, the display (E) will flash 5 times and exit from setting status.
- There are 3 levels flame brightness: L3-highly bright, L2-medium bright, L1-low bright.

■ CARBON LIGHT (C):

- Press the carbon light button to set the carbon light color. These color levels are shown in the display (E).
- The flame bed color settings are as follows:

Display	H1	H2	H3	H4	H5	H6
Carbon light color	Orange	Blue	Green	White	Violet	Polar

- The system default set is orange and the digital display screen will be H1.
- Press CARBON LIGHT button 5 seconds to FLAME SPEED mode. After this is set, the display (E) will flash 5 times and exit from setting status.
- FLAME SPEED the system default setting is S3, the display will be shown S3, with 5 Levels speeds, S3/S4/S5/S1/S2.

■ HEATER (D):

- Press the heating button to set the heating levels. The heating levels are shown in the display (E). When turn is "OF" pressed, the heating is turn off.
- There is no speed setting for the heater blower. If you put the heater in a standby mode (turn off by the main power button A), the unit will hold the settings in the memory. When the power is turned back on, the heater will turn on at the same settings.

- When the heating function turn on, Long press the POWER button 5s can transfer °F to °C. Repeat the same process to convert °C temperature into °F temperature.
- The heater settings are as follows:
- The preset temperature for this appliance is set at 90°F,when turn on the digital display screen will show 90°F.

Fahrenheit	90°F	88°F	86°F	84°F	82°F	80°F	78°F	76°F	74°F	72°F	70°F	68°F	66°F	64°F	62°F	OFF
Celsius	32°C	31°C	30°C	29°C	28°C	27°C	26°C	24°C	23°C	22°C	21°C	20°C	19°C	18°C	17°C	OFF

NOTE: Press the heating button to turn on the heater, regardless of the ambient temperature, the heater and the fan will be forced to heat up for 3 minutes (for the function test of the machine).

When the ambient temperature is higher than the set temperature, the heating will turn off after 3 minutes.

If you need to use the heating, please turn up the temperature setting.

■ DISPLAY (E):

- The digital display will show the numbers for the corresponding function of the corresponding operation.
- When the function is operating, the display flashes for 5 seconds, then the operation mode is exited and the display turns off. It needs to be activated again to enter the operation mode.

REMOTE CONTROL I 3B

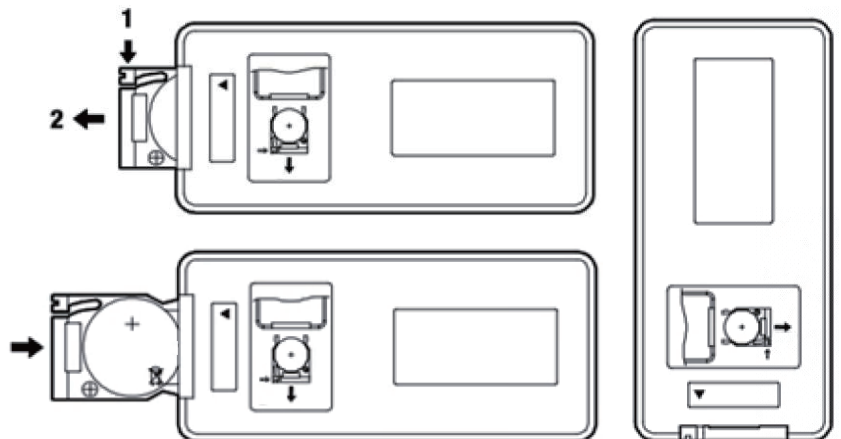
1. Installing the battery

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

- Take out the battery bracket.

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

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

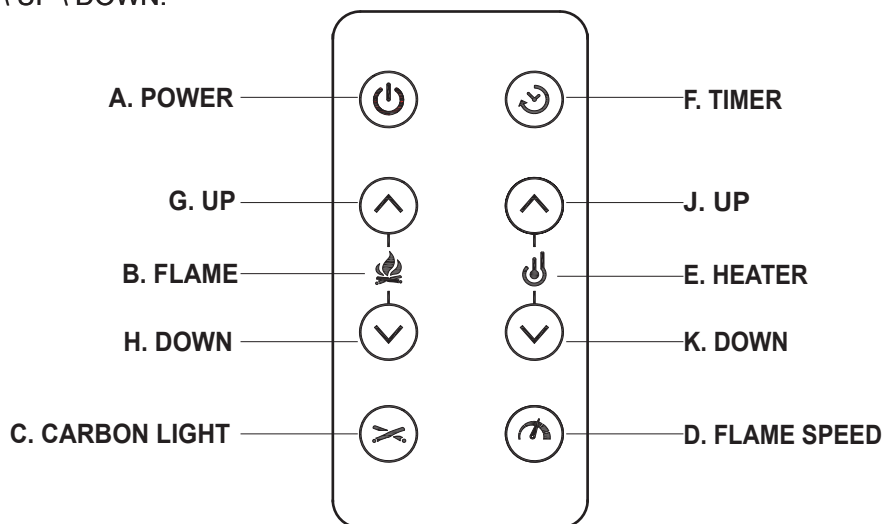


- Turn the remote over and aim it towards the fireplace / heater unit.
- Press the power button on the top and see if the flames on the fireplace/heater turn on or off.
- If nothing appears to happen, check to make sure the battery is installed correctly, and try again.

- A. Remove and immediately recycle or dispose of used batteries according to local regulations and keep away from children. DO NOT dispose of batteries in household trash or incinerate.
- B. Even used batteries may cause severe injury or death.
- C. Call a local poison control center for treatment information.
- D. Compatible battery type: CR2025.
- E. Battery nominal voltage: 3.0Vdc .
- F. Non-rechargeable batteries are not to be recharged.
- G. Do not force discharge, recharge, disassemble, heat above (rated temperature: 140°F) or incinerate. Doing so may result in injury due to venting, leakage or explosion resulting in chemical burns.
- H. Ensure the batteries are installed correctly according to polarity (+and-).
- I. Do not mix old and new batteries, different brands or types of batteries, such as alkaline, carbon-zinc, or rechargeable batteries.
- J. Remove and immediately recycle or dispose of batteries from equipment not used for an extended period of time according to local regulations.
- K. Always completely secure the battery compartment. If the battery compartment does not close securely, stop using the product, remove the batteries, and keep them away from children.

2. Using the Remote Control

Buttons on the Remote Control have the same functions as those on the Control Panel except TIMER \ FLAME SPEED \ UP \ DOWN.



■ TIMER (F)

- Press the TIMER button to turn the timer feature ON and OFF. When turn is "OF" pressed, the timer is turn off.
- Press the TIMER button to set the turn off time between 0.5H to 9H. Upon the required turn off time is set, the display(E) will flash 5 times and exit from setting status.
- Once the TIMER is on and the desired setting is reached, the system will shut down.

■ FLAME SPEED (D)

- Press the FLAME SPEED button to adjust the flame speed with 5 Levels S3/S4/S5/S1/S2 speeds.

■ UP/DOWN (G/H)

- Press the up or down to control the flame color.

■ UP/DOWN (J/K)

- Press the up or down to control the heater temperature.

The remote control can be used up to 13 feet (4 meters) away from the heater, The remote control receiver is on the display. For better use, please make sure the remote control is aligned with the display for operation.

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.



Temperature Limiting Control

This 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.

CARE AND MAINTENANCE | 4



- 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 the product 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 the flame motor pre-lubricated for a durable using time and need no further lubrication or maintenance. To remove any accumulation of dust or debris, the soft brush attachment of a vacuum cleaner should

occasionally be used to clean the outlet grille of the fan heater.

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

TROUBLE SHOOTING GUIDE | 5

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.	1. Push flame button to increase light.
	2. LED strip not functioning.	2. Contact the customer service center.
	3. "Flame wand" has come loose from bracket.	3. Remove screws holding back panel in place and remove back panel. Secure end of "Flame wand" back into the support bracket.
	4. "Flame Wand" is loose from the bracket.	4. Contact the customer service center
The appliance turns off and will not turn back on.	1. 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.
	2. House circuit breaker has been tripped.	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.
The display unit on the control panel shows "E3" .	Sensor high temperature indicating it is in alarm mode.	Unplug the unit from the wall outlet for 15 minutes. After 15 minutes plug the unit back into the wall outlet, and operate as normal.
The display unit on the control panel shows "E2" .	Shorts indicating it is in alarm mode.	Contact customer service center.
The display unit on the control panel shows "E1".	Sensor open circuit indicating it is in alarm mode.	Turn off the power and check the socket connection to ensure that the connection is correct and there is no bad contact, plug the unit back into the wall outlet, and operate as normal.
Remote control does not work.	1. Low batteries. 2. The remote control signal cannot be received.	1. Change the remote battery.
		2. Operate remote transmitter at a slow measured pace. Press the remote control buttons with an even motion and gentle
		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.