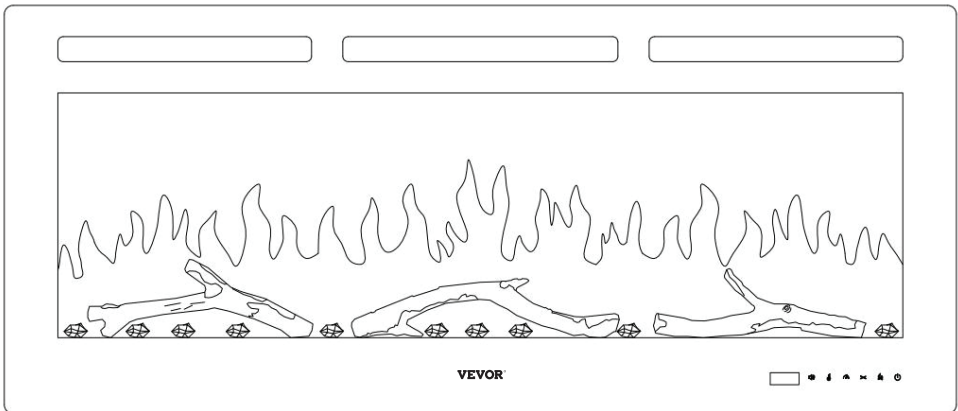


VEVOR[®]

**ELECTRIC FIREPLACE
USER MANUAL**

ZHX-36-081 ZHX-42-082
ZHX-50-085 ZHX-50-086
ZHX-60-088



NEED HELP? CONTACT US!

Have product questions? Need technical support? Please feel free to contact us:

 CustomerService@vevor.com

This is the original instruction, Please read all manual instructions carefully before operating. VEVOR reserves clear interpretation of our user manual. The appearance of the product shall be subject to the product you received. Please forgive us that we won't inform you again if there is any technology or software updates on our product.

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, and (2) this device must accept any interference received, including interference that may cause undesired operation.



ISED Canada Statement:

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

(1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Radiation Exposure: This equipment complies with Canada radiation exposure limits set forth for an uncontrolled environment RF Exposure Statement.

To maintain compliance with IC's RF Exposure guidelines, This equipment should be installed and operated with minimum distance of 0cm the radiator your body. This device and its antenna(s) must not be co-located or operation in conjunction with any other antenna or transmitter.

 WARNING	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 the manual accompanies the product. Two people are required to lift this item. It is heavy and will break if dropped.

DO NOT RETURN!

Contact our customer service team for help first.

CONTENT

1. IMPORTANT SAFETY INFORMATION.....	4
2. TECHNICAL SPECIFICATIONS	5
3. BEFORE INSTALLATION	6
4. INSTALLATION INSTRUCTION	8
4A. Flush Mounted Installation.....	9
4B. Wall-mounted installation.....	12
5. OPERATION INSTRUCTION	16
5a. Manual Control Panel	17
5b. Remote Control	19
6. CARE AND MAINTENANCE	22
7. LIMITED WARRANTY	23
8. TROUBLESHOOTING GUIDE	23

1. IMPORTANT SAFETY INFORMATION

WARNING: Any use of this appliance other than that recommended by the manufacturer in this manual may cause fire, burns, electric shock and/or other serious physical 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 as followings:

1. Read all instructions before using this appliance.
2. This appliance is hot when in use. To avoid burns, do not leave bare skin touching the hot surface. If provided, use handles to move this appliance. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains, etc. at least 3 feet (0.9 meter) away from the front of the appliance. Keep all items away from the sides and rear.
3. Extraordinarily 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 appliance when not in use. This unit should be operated under supervision and should not be left on without supervision.
5. Do not operate this appliance when it is damaged in any manner: damaged cord, damaged plug, the appliance malfunctions, or has been dropped. Return appliance to the authorized service facility for examination, electrical or mechanical adjustment or repair.
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 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 unplug from the electrical outlet.
10. Connect to properly grounded outlets only.
11. Do not insert or allow foreign objects to enter any vent 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 the bed, where openings may become blocked.
13. All electrical appliances have hot and arcing 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 use the entire 15 amp outlet for the electric fireplace only. Sharing the outlet with another electronic item could cause overload and damage to 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. 14AWG minimum size and rated not less than 1875 Watts. The extension cord must be a 3-prong cord with a grounding type plug and cord connection, and it should not exceed 20' (6m) in length.
17. When transporting or storing the appliance, keep both the unit and the 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. When installing, this appliance must be electrically grounded in accordance with the current.

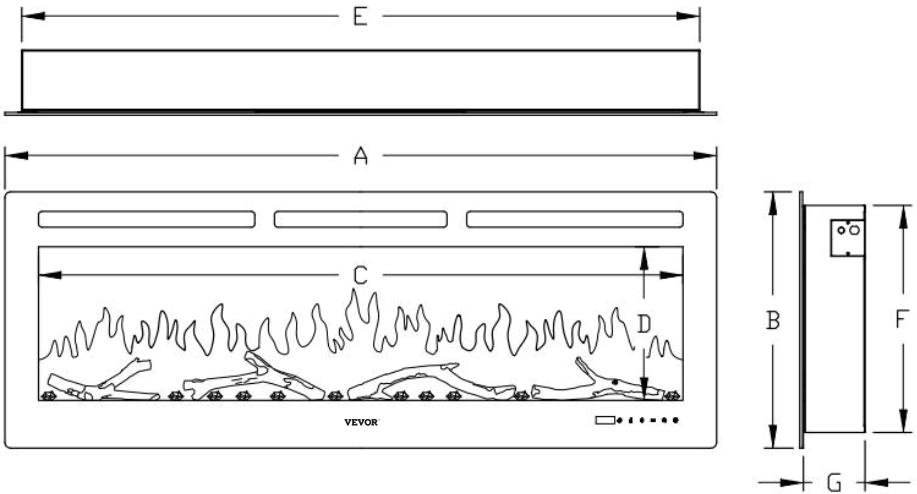
SAVE THESE INSTRUCTIONS

2. TECHNICAL SPECIFICATIONS

2.1) Electric Specifications

Model	Size	Volt	Watt(min/max)	Hz	BTU(max)	Amp
ZHX-36-081 ZHX-42-082 ZHX-50-085/086 ZHX-60-088	36IN 42IN 50IN 60IN	120	1500	60	5120	12.5

2.2) Product Dimensions



Model	Unit	Overall Size		View Size		Firebox Dimension		
		A	B	C	D	E	F	G
ZHX-36-081 36IN	Inch	36	18	31 1/4	10 3/4	33 5/8	16	4 5/16
	mm	914	457	794	274	854	406	108
ZHX-42-082 42IN	Inch	42	18	37 1/4	10 3/4	39 5/8	16	4 5/16
	mm	1066	457	946	274	1006	406	108
ZHX-50-085/086 50IN	Inch	50	18	45 1/4	10 3/4	47 5/8	16	4 5/16
	mm	1270	457	1150	274	1210	406	108

Model	Unit	Overall Size		View Size		Firebox Dimension		
		A	B	C	D	E	F	G
ZHX-60-088 60IN	Inch	60	18	55 1/4	10 3/4	57 5/8	16	4 5/16
	mm	1524	457	1404	274	1464	406	108

Note: E is the width of the firebox only.

Note: Installation dimensions please refer to the installation instruction.

3. BEFORE INSTALLATION INFORMATION

WARNING! DO NOT operate or use this Electric Fireplace if it is damaged, has malfunctioned, or any part has been underwater. Immediately call a qualified service technician to inspect and to replace any part of the electrical system if necessary. Keep plastic wrapping away from children.

Note:

- Keep the packaging (carton, poly bag, polystyrene, etc.) for future transportation and/or storage.
- If the unit needs to be returned, please make sure all the spare parts are packed inside, and packed the same as the original packing.

Check Spare Parts

- Open the packaging carefully and remove the polystyrene.
- Check the spare part list below to verify all parts have been received.
- Carefully check if any damages that may have for the insert or spare parts.

WARNING: This carton includes **GLASS! ALWAYS** take extraordinarily caution when handling glass. Failure to do so could result in personal injury or property damage.

A.Firebox (1pc)		B.Glass Panel (1pc)	
C.Remote Control(1pc)	D.Carbon Bed (1pc)	E. Fixing Bracket	
F. Fixing Bracket	G.Faux Crystal (1 bag)	H.Log (1pc) 42" not included parts	
I.Log (1pc)	J.Log (1pc) 60" 2pcs parts	K.Log (1pc) 36" not included parts	

HARDWARE CONTENTS (shown actual size)

AA: Wall Anchor 4 PCS	BB:Screw 4+2 PCS	CC: Bolt (30",36",42" 8+2pcs) (50",60" 10+2pcs)

Function Testing

NOTE: Do not install the glass when testing.

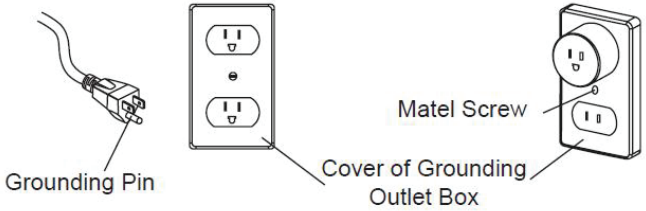
Plug it on, check the function as section 5a. Manual Control Panel and 5b. Remote Controls. Should any defects found, please contact service team for help.

Should any defects found, please contact service team for help.

4. INSTALLATION INFORMATION

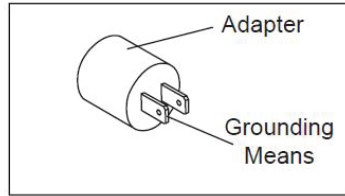
Tools Required

- A Phillips screwdriver,
- A small flat head screwdriver,
- A 1/4" electric drill,
- A plier will be needed.



Locating the Appliance

Your new electric fireplace may be installed virtually anywhere in your home. However, when choosing a location, ensure that the general instructions for safety are followed.



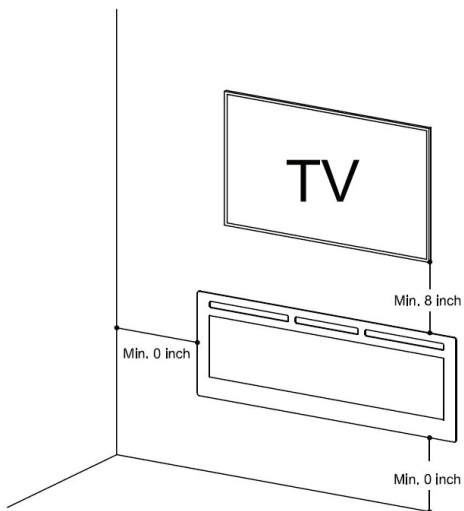
- For best effects, install out of direct sunlight , water or very damp air.
- To avoid reconstruction, the power supply service must be installed within proximity of the electric fireplace prior to finishing.
- Try to avoid any conditions that may cause the fireplace to vibrate, which would result in the automatically turning on or off of the fireplace itself.
- Due to many different finish materials use on walls, it is highly recommended that you consult your local builder before you install this fireplace in the wall.

Minimum Clearance to Combustibles

- Sides.....0 inch
- Floor.....0 inch
- Back.....0 inch
- Top (Mantel or TV).....8 inch min
- Front.....36 inch

WARNING! Risk of Fire!

Keep electrical cords, drapery, furnishings, or other combustibles at least 3ft. (0.9 m) from the front of the electric fireplace.



Electrical Supply Circuit Requirements

Plan the location of the appliance so that it will have adequate electric power. A 15 AMP, 120V/60Hz circuit is required. Additional appliances on the same circuit as this appliance may exceed the current rating of that circuit. Please prefer the dedicated circuit to prevent circuit breaker trips or fuse failure.

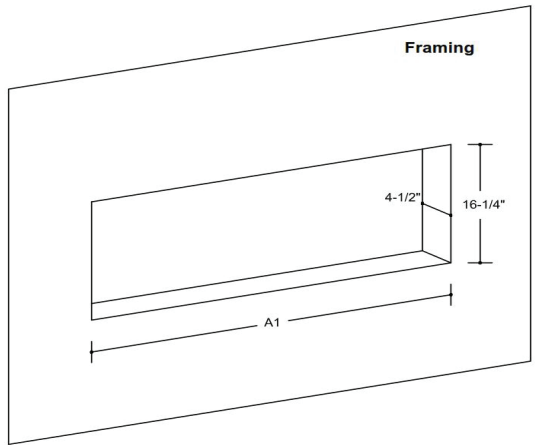
Prepare the outlet close to the right side of appliance. Make sure the outlet is in good condition and the plug must be plugged tightly in the outlet.

For hard wiring, please refer to page 12 to 13

Note: The glass panel should be placed in a safe place to avoid damage before installation.

4A、 Flush Mounted Installation

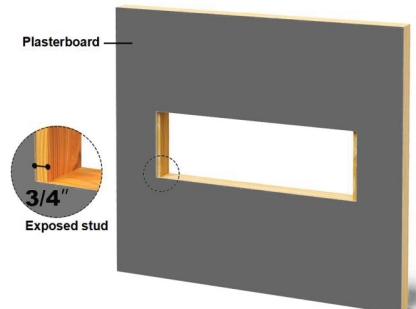
4.A1) Dimensions for all sizes are below, The appliance listed will be supported by the bottom framing. Make sure the bottom framing is solid and level. Leave some gap behind the right stud for electrical supply.



- The flush mounted **height** is reserved **16-1/4"(413mm)**,
- The flush mounted **depth** is reserved **4-1/2"(114mm)**,
- The flush mounted **length A1** is reserved as follows:

Model No.	36" ZHX-36-089	42" ZHX-42-082	50" ZHX-50-085/086	60" ZHX-60-088
Inch	33.94	39.92	47.95	57.95
mm	862	1014	1218	1472

4.A2) Fix the plasterboard to the edge of the framed opening. Leave 3/4" (19mm) of the wood at two sides exposed for fixing the brackets. If you want to stick the ledge stone on the plasterboard, you would add one more wood on each side that has the same thickness as your ledger stone.



4.A3) Fix the fixing brackets at both sides by 6pcs Bolt (CC) as shown.

Note: The hook hole of the fixing bracket is front.

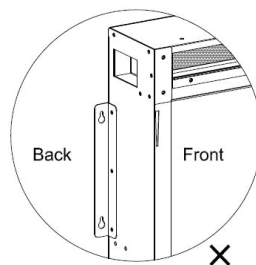
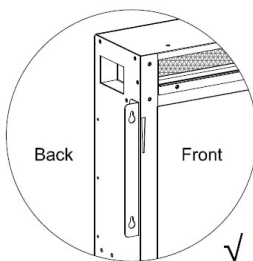
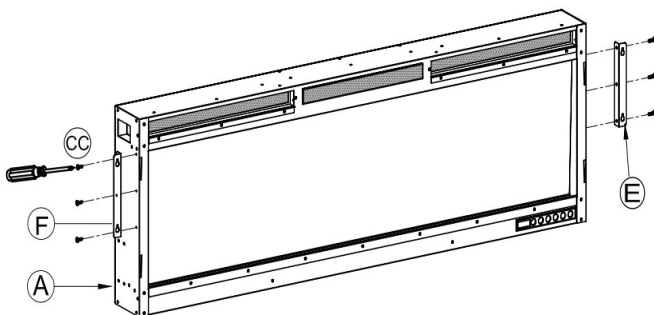
Spare Parts

E. Fixing Bracket 1PC

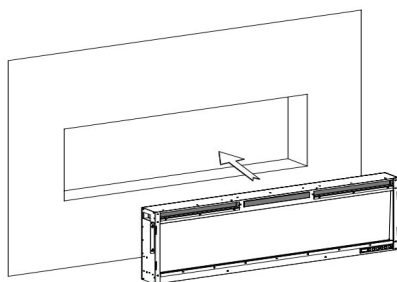
F. Fixing Bracket 1PC

Hardware Used

CC: Bolt 6PCS



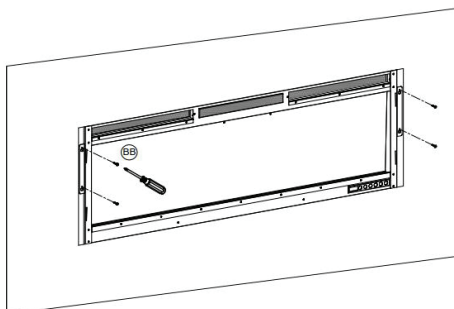
4.A4) Insert the firebox into the opening, and adjust the position of the unit to centered.



4.A5) Fix the firebox with screws (BB) on the side wood stud by a Phillips screwdriver (not included).

Hardware Used

BB: Screw 4PCS

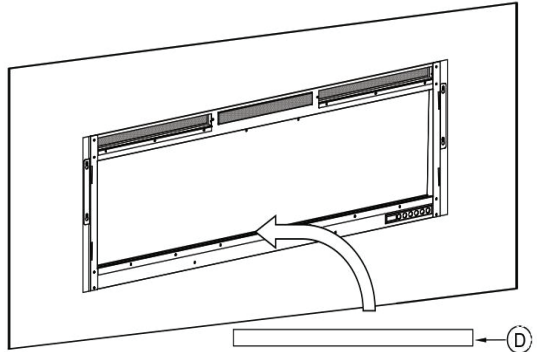


4.A6) Connect to electric service. Reference to Section Electrical Connection.

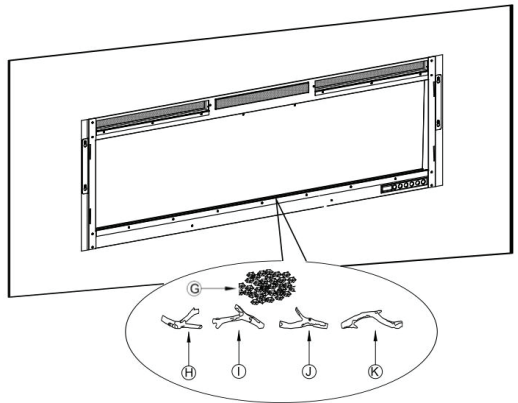
4.A7) Please put the carbon bed(D) into the furnace electric firebox (A) horizontally, the carbon bed(D) is not distinguished between the front and the back.

Spare Parts

D: Carbon Bed 1pc



4.A8) Depending on your preference, place faux crystals (G) or log (H.I.J.K) into the base of the electric firebox (A).
 Rerefered carbon bed model configuration.



Spare Parts

Model \ Spare Parts	Faux crystals (D)	Log (H)	Log (I)	Log (J)	Log (K)
36"/ZHX-36-081	1 bag	1 pc	1 pc	1 pc	NOT
42"/ZHX-42-082	1 bag	NOT	1 pc	1 pc	1 pc
50"/ZHX-50-085/086	1 bag	1 pc	1 pc	1 pc	1 pc
60"/ZHX-60-088	1 bag	1 pc	1 pc	2 pcs	1 pc

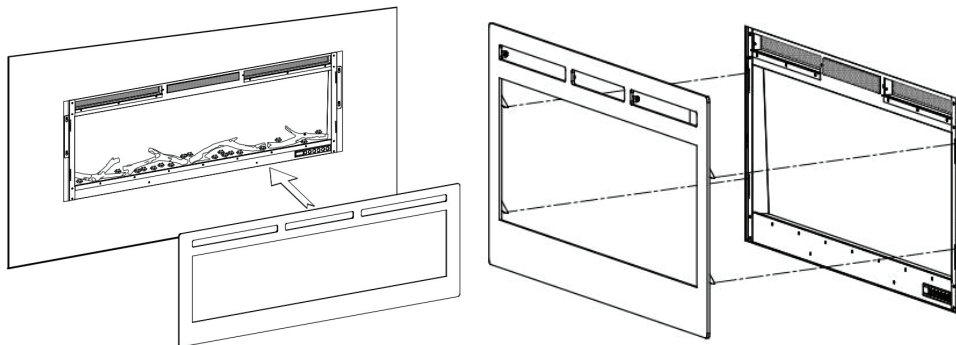
4.A9) Install the glass panel.



CAUTION! The next step requires installation of a **GLASS panel!** The manufacturer recommends that two adults are needed to install the glass panel. Always take **extraordinarily caution** when handling glass. Failure to do so could result in **personal injury** or **property damage**.

Carefully set both hooks of the front glass panel in the firebox.

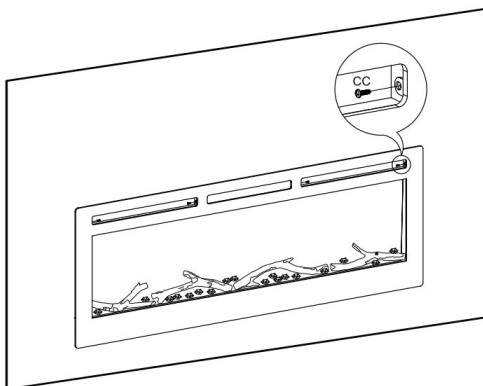
NOTE: Make sure the glass is properly installed according to the direction and steps below, and fully attached to the firebox so that the control panel can work properly.



4.A10) Fix the glass front by screws (CC) and complete the installation. Screws (CC) reference model configuration.

Hardware Used

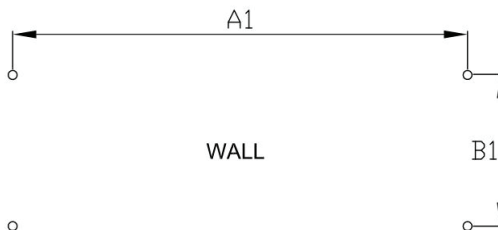
CC: Bolt 36"/ZHX-36-081	2PCS
CC: Bolt 42"/ZHX-42-082	2PCS
CC: Bolt 50"/ZHX-50-085/086	4PCS
CC: Bolt 60"/ZHX-60-088	4PCS



4.A11) Finish the installation.

4B. Wall-mounted installation

4B.1) To mount the item to the wall, Refer to the fixed size of the product and mark the fixed position on the wall. Using a 1/4-inch electric drill bit (not included), drill a pilot hole at each of the marked corners.



Model		36"	42"	50"	60"
Overall Size		ZHX-36-081	ZHX-42-082	ZHX-50-085/086	ZHX-60-088
A1	Inch	34-13/32"	40-25/64"	48-27/64"	58-27/64"
	mm	874	1026	1230	1484
B1	Inch	5-5/16"	5-5/16"	5-5/16"	5-5/16"
	mm	135	135	135	135

4B.2) Fix the fixing brackets at both sides by 6pcs Bolt (CC) as shown.

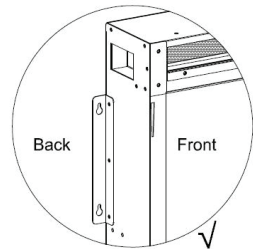
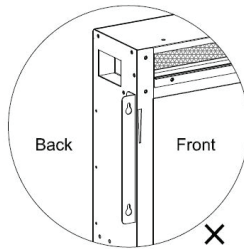
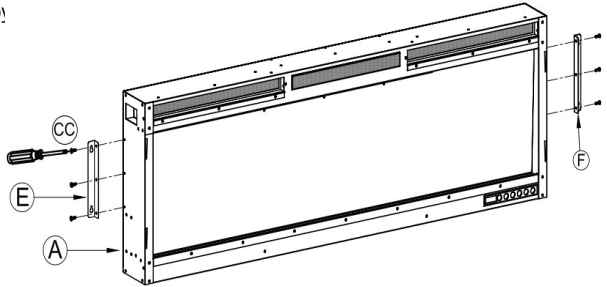
Note: The hook hole of the fixing bracket is on the back.

Spare Parts

- G. Fixing Bracket 1PC
- H. Fixing Bracket 1PC

Hardware Used

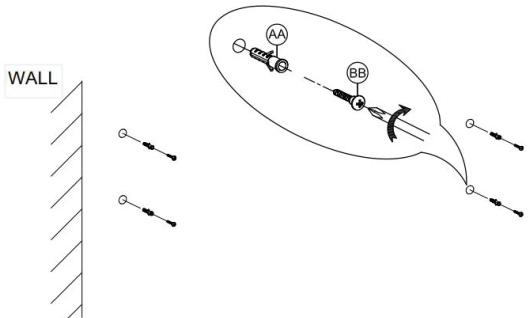
- CC: Bolt 6PCS



4B.3) Insert wall anchor(AA) to drilled holes,
 Note:Wall anchors (AA) are not required if you are installing the item to studs. then insert screws (BB) into the wall anchor(AA) with a Phillips screwdriver (not included) .

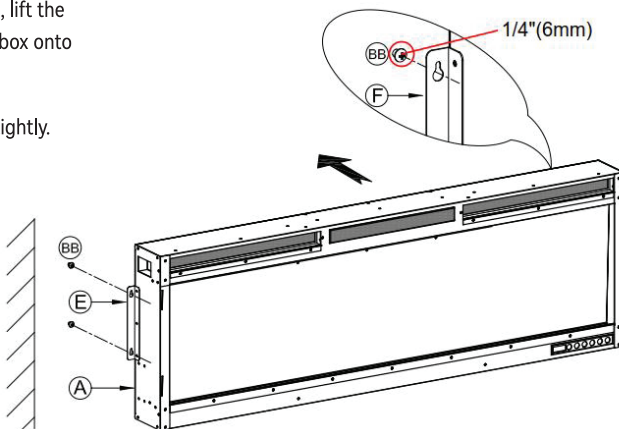
Hardware Used

- AA : Wall Anchor 4 PCS
- BB : Screw 4 PCS



4B.4) With the help of another person, lift the fire box(A) and hang up the fire box onto the wall with the screws(BB).

Note: Do not fasten the screws tightly.
Leave 1/4" (6mm) spacing.



4B.5~10) The subsequent steps are the same to Flush Mounted Installation, Refer to step 4A.6~4A.11 of page 8~10.

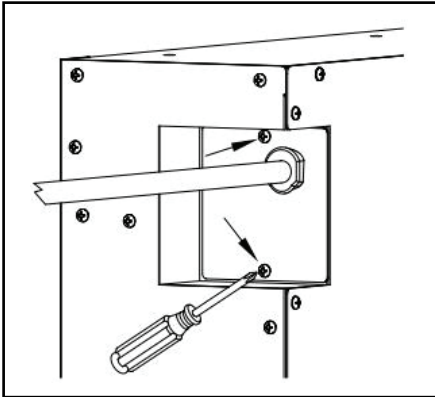
Electrical Connection

WARNING: Do not attempt to wire your own new outlets or circuits. To reduce the risk of fire, electric shock, or injury to persons, the hard wire must be supplied by a qualified electrician.

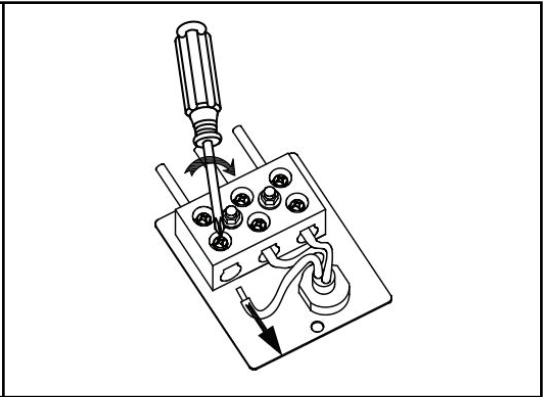
WARNING: Ensure that the circuit on which the fireplace is to be installed has cut off the power at the service panel until installation is complete.

The fireplace is packaged with a three-prong plug for plug-in convenience. Hardwire is also an option for fireplace installation.

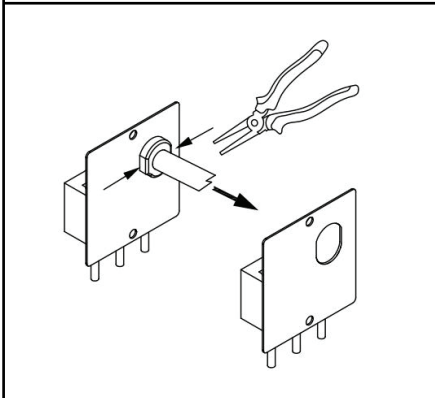
- Plug in (the power cord is 6ft(1.8m) long and on the right of the fireplace, you may run the power cord out of the framed wall opening to an existing outlet, or install an outlet on a nearby wall stud within the wall). If the cord is not long enough to reach the outlet, a rounded extension cord minimum AWG No. 14 wiring and rated to a minimum or 1875 watts may be used.
- Hard wire the fireplace (recommended). A qualified electrician may remove the cord connection, and wire the appliance directly to the house hold wiring. The appliance must be electrically connected and grounded in accordance with local codes.



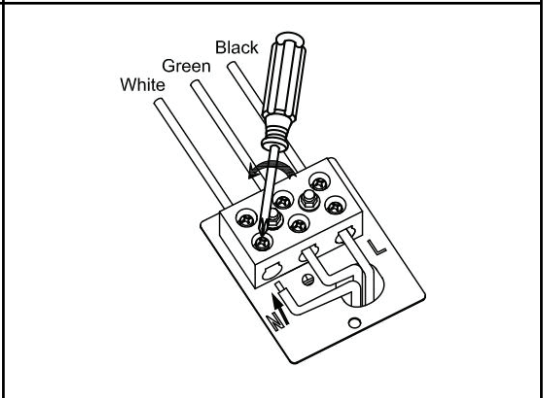
1. Remove the 2pcs screws to release the cover of the junction box.



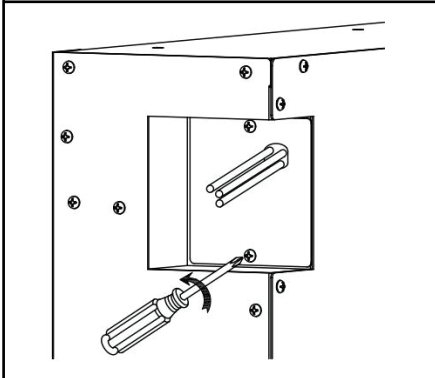
2. Pull the junction box out. Press the screwdriver, pull the wire out at the mean time to release the wires of the power cord.



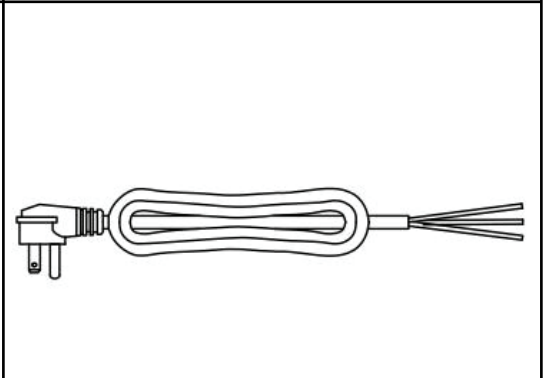
3. Use a plier to take the wire clip off and move away the power cord.



4. Insert the hard wires through the BIG hole of the junction plate and connect the hard wires. Make sure it is right wired.



5. Fix junction box back.



6. Save the power cord.

5. OPERATING INSTRUCTIONS

Electrical Supply Circuit Requirements

- **Plan the location of the appliance so that it will have adequate electric power. A 15 AMP, 60Hz circuit is required for 120V installation. The appliance should ideally be located close to a suitable main socket to enable power connection.**
- The power cord is 6ft long and locates on the right side of the unit. Avoid the use of an extension cord as it may overheat and cause a risk of fire. However, if an extension cord **MUST** be used, the cord must be No. 14AWG minimum size and rated not less than 1,875 watts. The extension cord must be a 3-prong cord with grounding type plug and cord connection. and it should not be longer than 7ft and 10 31/64”.
- Always make sure the outlet is in good condition and the plug is not loose. **NEVER** exceed the maximum amperage of the circuit.

NOTE:

- This model can **NOT** be hard wired.
- **THE PLUG MUST BE PLUGGED VERY TIGHTLY. DO NOT plug other appliances on to the same circuit.**



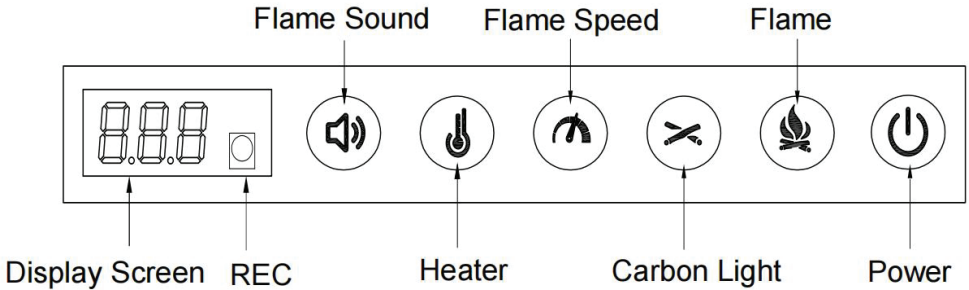
Read and understand this entire manual, including all safety information, before plugging in or using this product. Failure to do so could result in electric shock, fire, serious injury, or death.



WARNING! Do not operate the unit if it is damaged or has malfunctioned. If you suspect the unit is damaged, call a qualified service technician to inspect and replace any part of the electrical system if necessary.

5a. Manual Control Panel

Use the control panel: (located in the electric fire box right side)



5a.A) Power:

- **Push button to turn ON or turn OFF.**
- It is invalid to on the child lock state.
- The Power button supplies power to all the features of the electric insert. This button must be ON for any of the features to work properly.
- When the fireplace is first turned on, the flame is amber, the carbon light is amber, and the heater default OFF.
- When OFF all current settings will be restored then restored at the next power ON (except Timer). Unplug the unit reset the setting to factory default.

5a.B) Flame:

- **This button controls the brightness/color of flame.**
- It is invalid to on OFF or the child lock state.
- When the first time push simulated flame effect that the flame brightness is on highest setting and the flame with Amber, the digital display screen will be shown F01.

Display	F01	F02	F03	F04	F05	F06	F07
Flame color	Amber	Blue	Green	Amber/Blue	Amber/Green	Blue/Green	Gradient
Brightness	5 levels	5 levels	5 levels	5 levels	5 levels	5 levels	5 levels
Display	F08	F09	F10	F11	F12	OFF	
Flame color	Gradient	Gradient	Gradient	Gradient	Polar	Off	
Brightness	5 levels	5 levels	5 levels	5 levels	N/A	N/A	

- Press and hold the flame button and enter the flame brightness adjustment. The flame button is for flashes, there are 5 levels of flame brightness. The display screen will be shown b5-b1-b2-b3-b4, No operation within 10 seconds to exit the brightness adjustment mode.
- After switching the flame mode, the flame brightness returns to the brightest, and the flame brightness is not saved after the device is in standby.

5a.C) Carbon Light:

- Press to activate the back carbon light function,the system will set the amber spot light, the digital display screen will be shown H03.
- It is invalid on OFF or the child lock state.

	H01	H02	H03	H04	H05	H06	H07
Carbon color	White	Red	Amber	Green A	Green B	Green C	Blue A
Display	H08	H09	H10	H11	H12	H13	OFF
Carbon color	Blue B	Blue C	Violet A	Violet B	Violet C	Polar	OFF

- **A.B.C is the color difference of the same color.**

5a.D) Flame Speed:

- This button controls the flames speed of flame.
- It is invalid on OFF / Flames OFF / Child lock state.
- Press to activate the flame speed function,the system will set the S3, the digital display screen will shown S3.
- There are 5 levels of the flame speed, when you press this button, the digital display screen will show correspond ing letter as S1 to S5.

5a.E) Heater:

Press to start the heating function, and the system will set the temperature to 95°F/35°C,the digital display screen will be shown 95°For 35°C.

It is invalid on OFF or the child lock state.

- **There are 10 adjustable heat levels:**

Fahrenheit	99°F	95°F	90°F	85°F	80°F	75°F	70°F	65°F	60°F	OFF
Celsius	37°C	35°C	32°C	29°C	27°C	24°C	21°C	18°C	16°C	OFF
Display	shown	shown	shown	shown	shown	shown	shown	shown	shown	shown

- You can switch the temperature display from Fahrenheit to Celsius by pressing the heater button for approximately 5 seconds. The system defaults Fahrenheit.
- When the heater is on, once turn off the flame mode and the carbon mode simultaneously, the carbon is slightly bright, the digital display screen will display the setting temperature.

5a.F) Flame Sound:

- This button controls the Flames Sound,short press this key to cycle through.
- There are 4 levels of flame sound. The display screen will be shown “一 二 三 OFF”.

5a.G) Child Lock:Combination keys

When the device is on, press **FLAME SOUND** button and **CARBON LIGHT** button for 3 seconds to activate or deactivate the Child Lock Function. When the child lock is on, the digital display screen will display “- - -”.

NOTE: After the child lock is turned on, you can use the remote control to turn off, and the other keys do not work.

5a.H) Factory reset:Combination keys

The device is powered on and in standby, press the FLAME SOUND button and the FLAME SPEED button 3s, and restore factory settings. The flashes slowly to display screen "888".

5a.I) Power-on mode:Combination keys

The device is powered on and in standby, press the FLAME SOUND button and the POWER button 3s On/Off Power-on mode.

The power-on mode is set successfully: the screen display flashes "888" for 3 seconds, the power-on mode is successfully closed: "III" for 3 seconds.

5a.J) WIFI configuration connection:Combination keys

NOTE:Choose according to product.

The device is powered on and in standby, press and hold the switch for 5S to enter the WIFI configuration hot spot, the display screen "SL" flashing quickly.

5a.K) Display Screen:

The digital display will show the numbers for the corresponding function of the corresponding operation.

The screen flickers during setting operation, exits the setting mode after 10 seconds of no operation, and turns off the screen after another 10 seconds to enter standby.

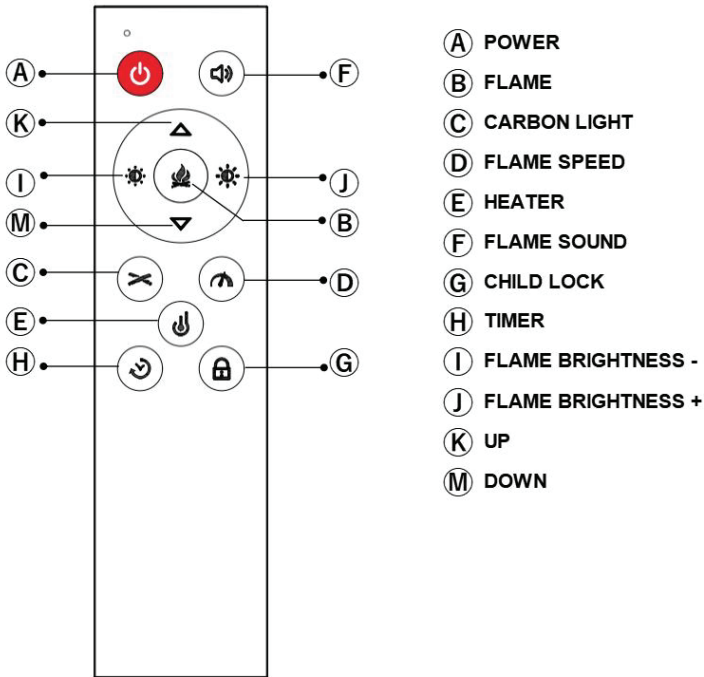
5b. Remote Control

The remote control can be used up to 13 feet (4 meters) 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 two 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 (NiCad, NiMh, etc.) batteries together.

Buttons on the Remote Control have the same functions as those on the Control Panel except Timer\Child Lock\FLAME BRIGHTNESS - \FLAME BRIGHTNESS+ \ UP \ DOWN.



5b.H) Timer:

Press to activate TIMER feature ON and OFF.
It is invalid on OFF or the child lock state.

- Press button to set the turn off time from 0.5H to 12H interval,with 0.5H/1H/2H/3H/4H/5H/6H/7H/8H/9H/10H/11H/12H/OFF.
- Once the TIMER is on and the desired setting is reached, you may hear a long "BEEP" and the system will shut down.It is invalid to OFF or child lock state.

5b.G) Child Lock:

When the device is on, press Child Lock button for activate or deactivate the Child Lock Function. When the Child Lock is on, the digital display screen will display "----" you can use the remote control to turn off, then the other features are disabled.

5b.K) UP:

Coordinating with FLAME / CARBON LIGHT / HEATER / TIMER button, use this UP button to increase.

5b.M) DOWN:

Coordinating with FLAME / CARBON LIGHT / HEATER / TIMER button, use this Down button to decrease.

5b.I.J) FLAME BRIGHTNESS - / FLAME BRIGHTNESS +

These two keys can be used cyclically.

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, and (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, 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. That 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 the dealer or an experienced radio/TV technician for help.



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.

6. 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 !**

CLEANING

Metal:

- Buff using a soft cloth, slightly dampened with a citrus oil-based product.
- DO NOT use brass polish or household cleaners as these products will damage the metal trim.

Glass:

- Use a good quality glass cleaner and dry thoroughly with a paper towel or lint-free cloth.
- **NEVER** use abrasive cleansers, liquid sprays, or any cleaner that could scratch the surface.

Plastic:

- Wipe gently with a slightly damp cloth, a mild solution of dish soap, or warm water.

Vents:

- Use a vacuum or a duster to remove dust and dirt from the appliance and vent areas.
- Clean the exterior of the fireplace with a slightly damp cloth or a duster.

MAINTENANCE

Electrical and Moving Parts:

- The fan motors are lubricated at the factory and will not require lubrication.
- Electrical components are integrated in the fireplace. Contact our customer service team for help first if you need to replace parts!

Storage:

- Store appliance in a clean dry place when not in use.

Replacement parts:

- Use only replacement parts supplied by the manufacturer. Use of any other parts, or modifying the fireplace in any way, will void all warranties.
- Battery Replacement: **two new AAA 1.5V batteries for the remote control**.
- Total LED wattage is 15~50 watts; do not attempt to replace the LED.

7. 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 or 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, transportation, 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.

8. TROUBLESHOOTING GUIDE

1. The remote does not work and the new unit we just got cannot be turned on.
 - 1) Make sure the main power switch is on.
 - 2) There would has a long beep when the main power switch is turned on.
 - 3) If there is no beep, the connectors on the PCB board might be loosen, please contact service team for a checking instruction.
 - 4) If there is a beep and the control panel can be used but the remote is not working. the remote is not working either close or far, please contact service team for help.
2. My old unit no longer works, it cannot power on.
 - 1) Check the power cord to see if it is good.
 - 2) If the power cord is good, check the wires behind the rocker switch to see if they are burned.
 - 3) If the wires are good, too, the PCB board might have malfunctioned and need to be replaced. Please contact service team for a replacement and instruction.

3. The heater does not work, it turns on for several seconds then shuts off itself. 1) New product: a. Turn the Heater to 99°F to see if the heater will work continuously.
 - b. If not, unplug the unit and recheck next day to see if it can work properly.
 - c. If still not, the fan assembly need to be checked and please contact service team for a checking instruction.
- 2) Product has been used for some time:
 - a. Open the glass, removal of the bottom of the front fixing screw to check if the fan can move smoothly or the heater motor is well connected.
 - b. If yes, pull off the CN11 connector plugged on the PCB board. If the heater works, the button panel should be replaced.
 - c. If the heater still does not work after unplugging the CN11 connector, please contact service team for a further solution.
4. There is no air coming out when turn the heater on.
 - 1) New product:
 - a. Confirm if there's hot air blowing from the air outlet or something turning red inside when the heater is turned on. If yes, the fan is got stuck or the heat motor is not at the right position.
 - b. If not, checking the heater connectors on the PCB board would be needed. Unplug and reinsert all connectors to see if the heater will work.
 - 2) Product has been used for some time:
 - a. Confirm if there's hot air blowing from the air outlet or something turning red inside when the heater is turned on. If yes, the fan is got stuck or the heat motor is not at the right position.
 - b. If not, please contact service team for help.
5. The heater does not come back even the room is already cold. Turn the thermostat to 99°F to see if the heater will work continuously, if yes, the sensor has malfunctioned, if not, please contact service team further for help.
6. The flame does not show up or flicker or have noise when turn it on.

Please contact service team for a checking instruction of the flame LED board connector, the flame motor and the spindle.
7. The front trim is out of shape, the remote is missed or the log is broken. Please contact service team for a replacement and instruction.

Manufacturer: Huizhou Zihanxuan Household Electrical Co., Ltd

Address: Tiantou Industrial District, Yuan Zhou Town, Boluo County, Huizhou City, Guangdong, China

Made in China

VEVOR[®]

E-mail: CustomerService@vevor.com