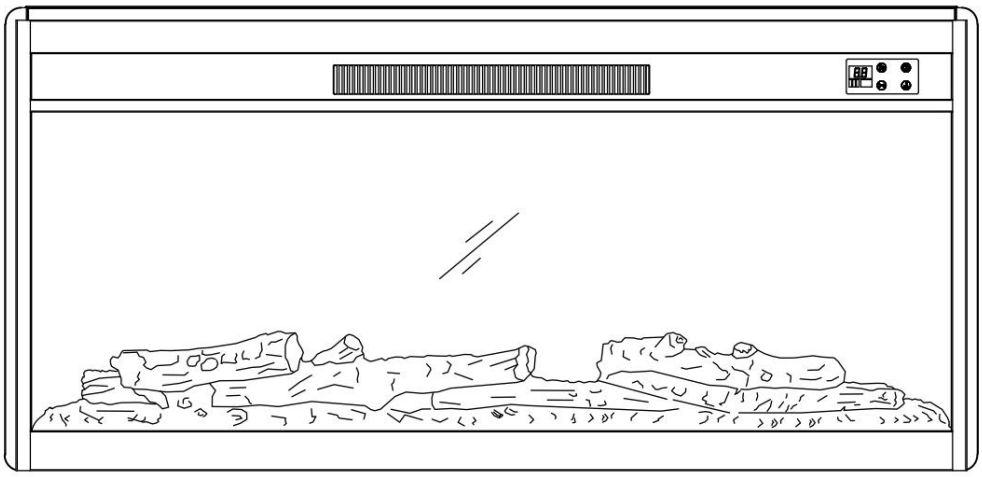
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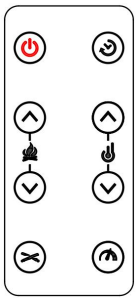
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USER GUIDE

COMBINATION ELECTRIC FIREPLACE/HEATER

Model # ZHX-36-029





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, do make sure this manual accompanies this product to its end users.**

THANK YOU!

We appreciate the trust and confidence you have placed this electric fireplace/heater. We strive to continually create quality products designed to enhance your home. Thank you for choosing us!

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1.IMPORTANT SAFETY INFORMATION

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.

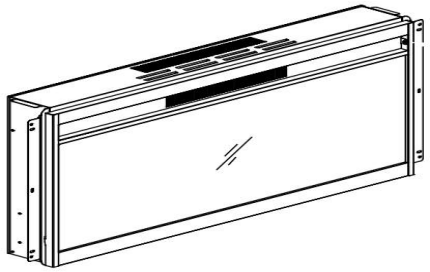
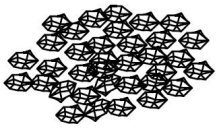
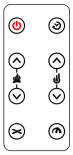
When using electrical appliance, basic precautions should always be followed to avoid the risk of fire, electric shock and injury to persons including the following:

1. **Read all instructions before using this appliance.**
2. This appliance is hot when in use. To avoid burns, do not let bare skin touch hot surface. If provided, use handles when moving this appliance. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains etc. at least 3 ft (0.9m) away from the front of the appliance. Keep all items away from the sides and rear.
3. Extreme caution is necessary when the appliance is used near children or infants 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 any appliance with a damaged cord or plug or after the appliance malfunctions, has been dropped or damaged in any manner. Return appliance to authorized service facility for examination, electrical or mechanical adjustment or repair.
6. Do not use the product at outdoor.
7. This appliance is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate 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 cord away from traffic area and where it will not be tripped over.
9. To disconnect the appliance, turn all controls "OFF", then remove the plug from the electrical outlet.
10. Connect to properly grounded outlets only.
11. Do not insert or allow foreign objects to enter the ventilation or exhaust openings as this may cause an electric shock, fire or damage the appliance.
12. To prevent a possible fire, do not block air intakes or exhausts in any manner. Do not use on soft surfaces, like a bed, where openings may become blocked.
13. All electrical appliances have hot and arching or sparking parts inside. Do not use in areas where gasoline, paint, or flammable liquids are used or stored.
14. Use this appliance only as described in this manual. Any other use which is not recommended by the manufacturer may cause fire, electric shock, or injury to persons.
15. **It is strongly recommended that to use the entire 15-amp outlet for the electric fireplace only.** Sharing the outlet with another electronic item could create overload and damage the outlet and electric items in the long term.
16. Avoid using an extension cord because the extension cords may overheat and cause a risk of fire. However, if an extension cord MUST be used, the cord must be No. 14AWG minimum size and rated not less than 1875 Watts. The extension cord must be a 3-prong cord with grounding type plug and cord connection and should not exceed 20' (6m) in length.
17. When transporting or storing the appliance, keep both the unit and power cord / plug dry, free from excessive vibration and away from heat sources to avoid causing fire, electric shock, or injury to persons.
18. Do not attempt to burn wood or other materials in this appliance.
19. This appliance, when installed must be electrically grounded in accordance with the current.

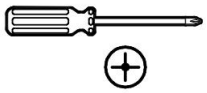
SAVE THESE INSTRUCTIONS

2. INSTALLATION INFORMATION

PACKAGE CONTENTS

		
A. Insert 1PC	C. Log 1PC	
		
B. Faux Crystal 1 BOX	D. Remote Control 1PC	AA: Bolt 2 PCS Pre-assembled on Insert

TOOLS REQUIRED

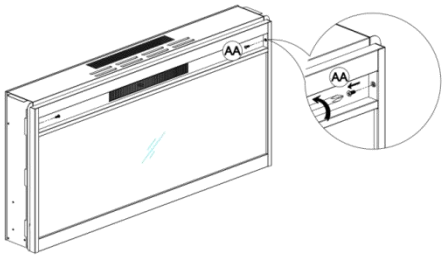


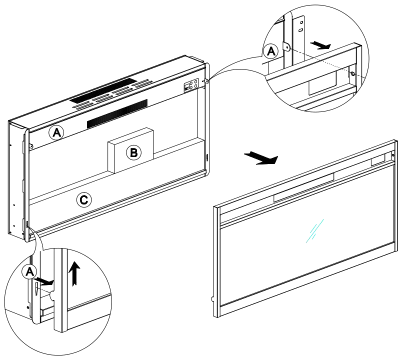
Phillips screwdriver (**not provided**)

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.

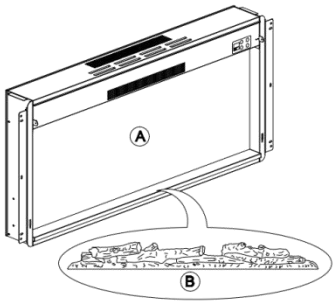
ASSEMBLY FIREPLACE INSERT

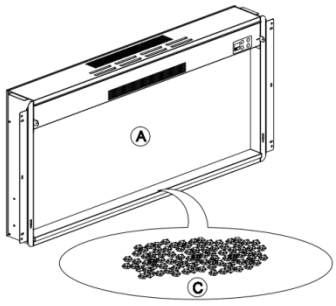
2.1 Remove the fixing two bolts (AA) on the left and right sides of the unit, remove the front panel and take the accessories(B and C) out of the Firebox.





2.2 Depending on your preference, place faux crystals (B) or log (C) into the base of electric insert (A).

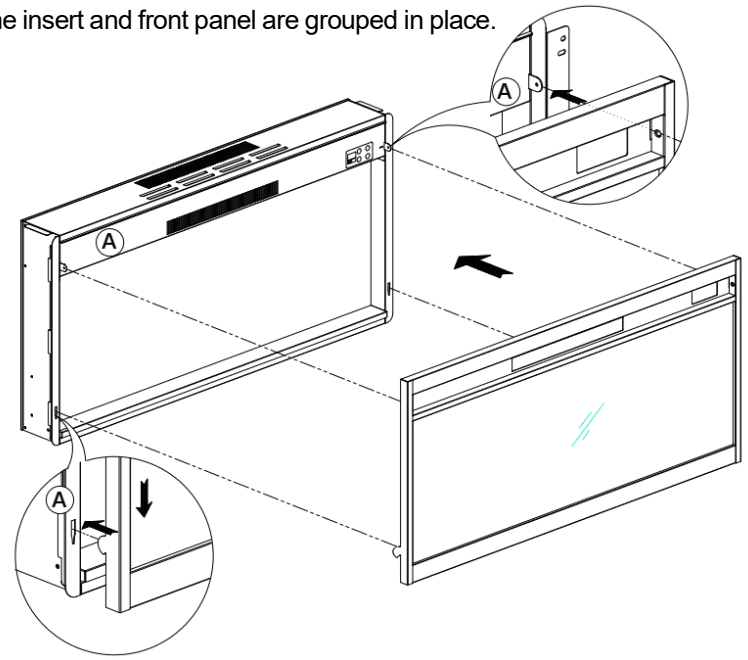




2.3 Install the front panel.

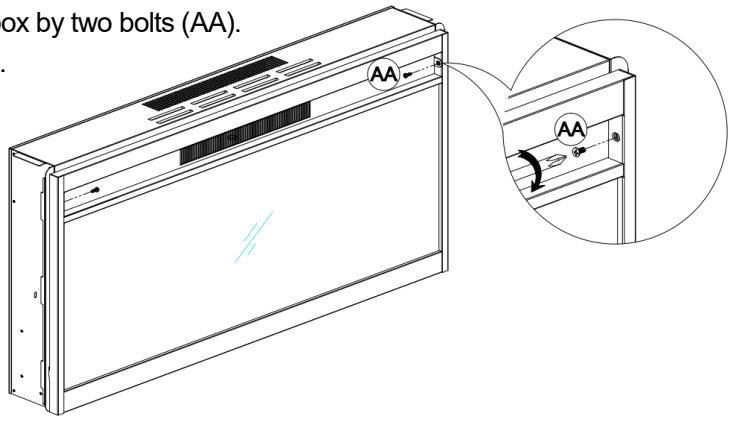
Carefully set both hooks of the front panel in the insert.

Hooks snap down to confirm that the insert and front panel are grouped in place.



2.4 Fasten the front panel and firebox by two bolts (AA).

Fireplace assembly completed.



3. OPERATING INSTRUCTIONS

ELECTRICAL SPECIFICATIONS

- **voltage: 120 VAC, 60 Hz**
- **Watts: 1500 Watts**

Read all instructions and warning prior to operating the appliance.

Ensure that all controls are in the "**OFF**" status before plugging the appliance into a properly grounded electrical outlet.

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

NOTE: Adapters are not allowed for use in Canada.

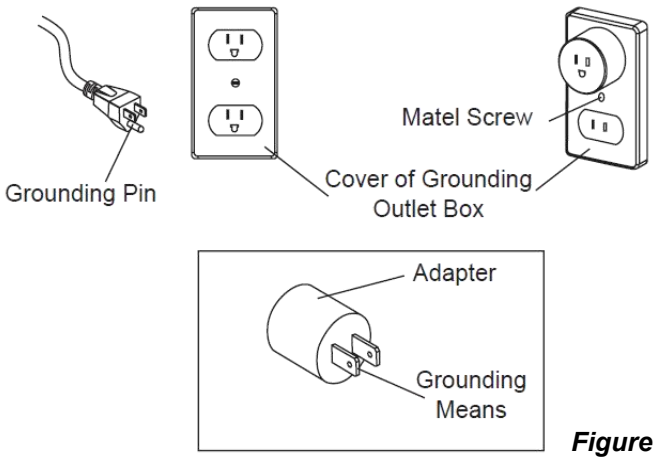


Figure 1

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

The fireplace control functions can be accessed in 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 (Figure 2).

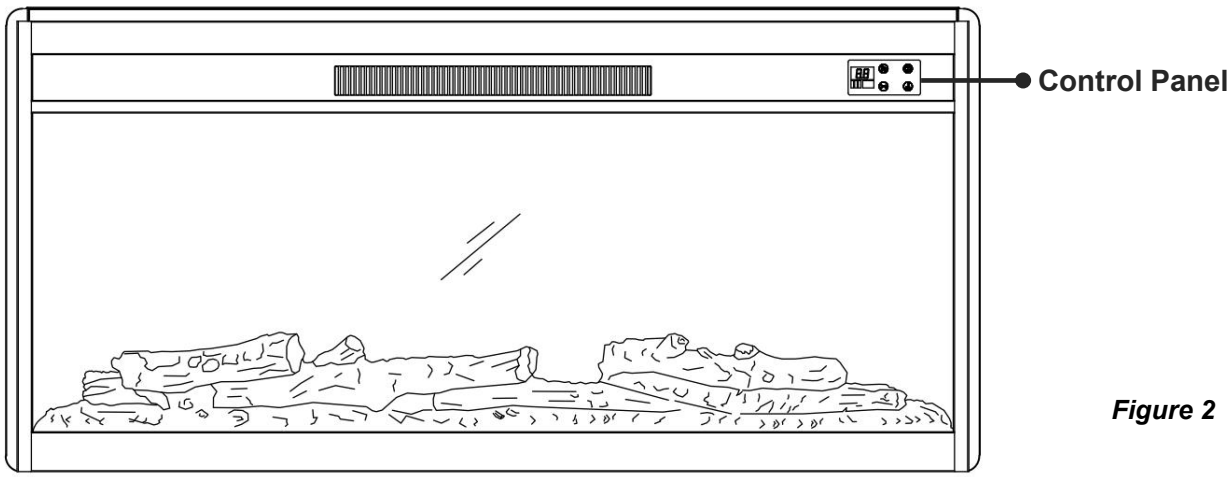


Figure 2

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.

3a. Manual Control Panel

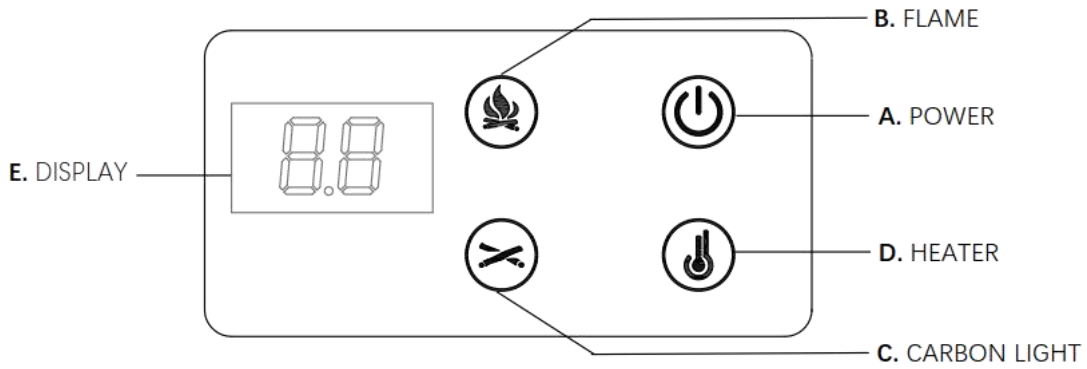


Figure 3

■ POWER (Figure 3.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 (Figure 3.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 (Figure 3.C):

- Press the carbon light button to set the carbon light color. These color levels are shown in the display (E).When turn is "OF" pressed, the carbon light is turn off.
- 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 (Figure 3.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:

Fahrenheit	82°F	80°F	78°F	76°F	74°F	72°F	70°F	68°F	66°F	64°F	62°F	OFF
Celsius	27°C	26°C	25°C	24°C	23°C	22°C	21°C	20°C	19°C	18°C	17°C	OFF

■ DISPLAY (Figure 3.E)

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

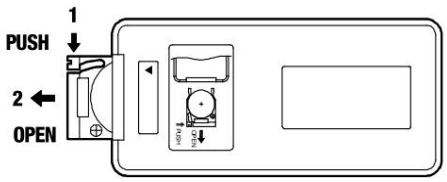
When the function is operating, the display flashes for 5 seconds, then the operation mode is exited and the display turns off. It needs to be activated again to enter the operation mode.

3b. Remote Control

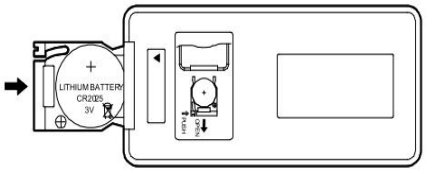
1. Installing the battery

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.

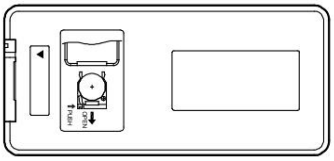
- Take out the battery bracket.



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



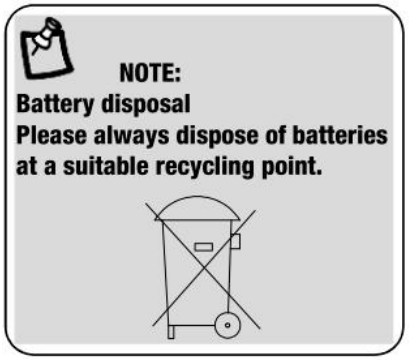
- Press the battery bracket into the remote control, making sure it snaps into position.



- 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.

WARNING: Do not ingest batteries.

1. Non-rechargeable batteries are not to be recharged.
2. Batteries are to be inserted with the correct polarity.
3. Exhausted batteries are to be removed from the product.
4. Always purchase the correct size and grade of battery most suitable.
5. for the intended use.
6. Replace all batteries of a set at the same time.
7. Clean the battery contacts and also those of the device prior to battery installation.
8. Remove batteries from equipment when not used for an extended period of time.



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.

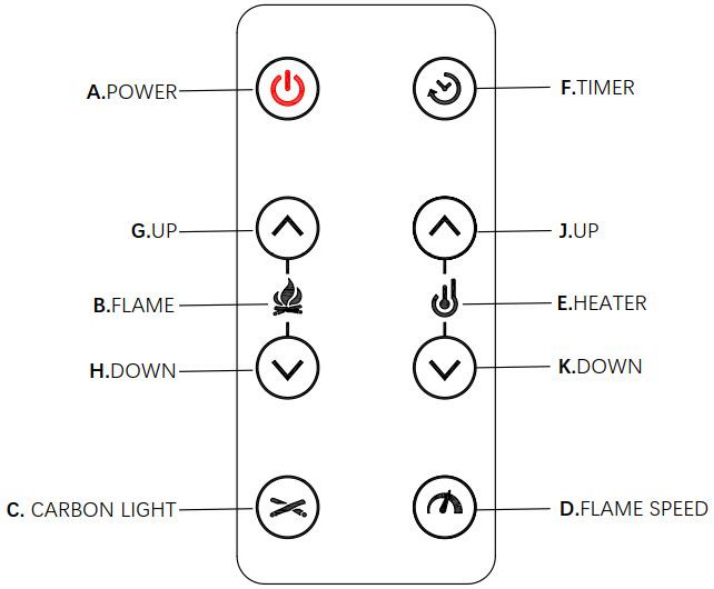


Figure 4

■ **TIMER (Figure 4.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 (Figure 4.D)**

Press the FLAME SPEED button to adjust the flame speed with 5Levels S3/S4IS5/S1/S2 speeds.

■ **UP/DOWN (Figure 4.G/H)**

Press the up or down to control the flame color.

■ **UP/DOWN (Figure 4.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.

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 and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

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

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

4. CARE AND MAINTENANCE



- **ALWAYS** turn the appliance **OFF** and **unplug the power cord from the outlet** before cleaning, performing maintenance, or moving this fireplace. Failure to do so could result in **electric shock, fire, or personal injury.**
- NEVER immerse 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.

5. LIMITED WARRANTY

This warrant 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, transportation, labor, or other issues not associated with the manufacture of the product.

This product is for the 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.

6. TROUBLE SHOOTING GUIDE

WARNING: Turn off the appliance, unplug and let cool for at least 10 minutes before attempting to service. Only a qualified professional should attempt to service or repair the appliance.

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

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