IMPORTANT INSTRUCTIONS AND OPERATING MANUAL

ELECTRIC FIREPLACE



30H-SSFP/36H-SSFP
40H-SSFP/50H-SSFP
60H-SSFP/68H-SSFP
72H-SSFP

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.

+1 (503) 928-7812 hellovitesse@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

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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 person once 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.

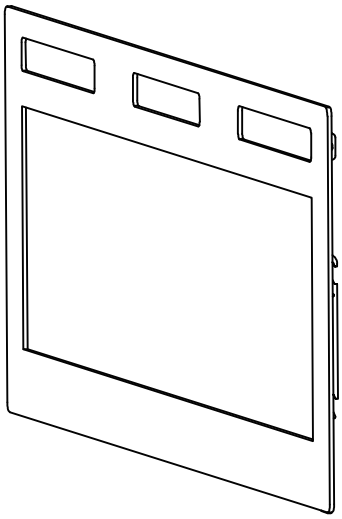
25. To prevent fire cases, do not block the air intake or exhaust valve in any way. Do not use appliance on soft surfaces, such as carpet, where exhaust valve may become blocked.

26. Always plug appliances directly into a wall outlet/receptacle. Do not use extension cord or relocatable power tap (outlet/power strip).

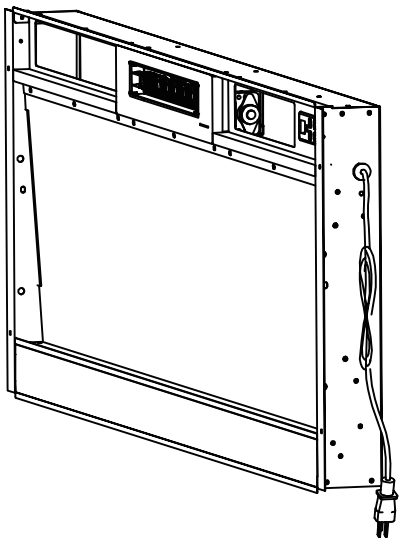
SAVE THESE INSTRUCTIONS

1.0 PACKING LIST

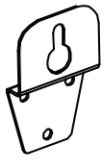
No.	Description	Quantity
1	Front Frame	1 pc
2	Electric Fireplace	1 pc
3	Back hook(Pre-attached)	30H、36H、40H、50H、60H（2pcs） 68H、72H （4pcs）
4	Manual	1 pc
5	Decorative Stuff	Varies
6	Remote Control(without battery)	1 pc
7	Bumper bracket	30H、36H、40H、50H、60H（1pcs） 68H、72H （2pcs）



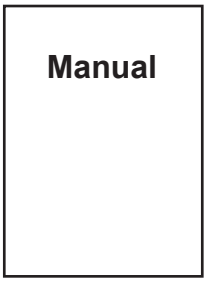
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②



③



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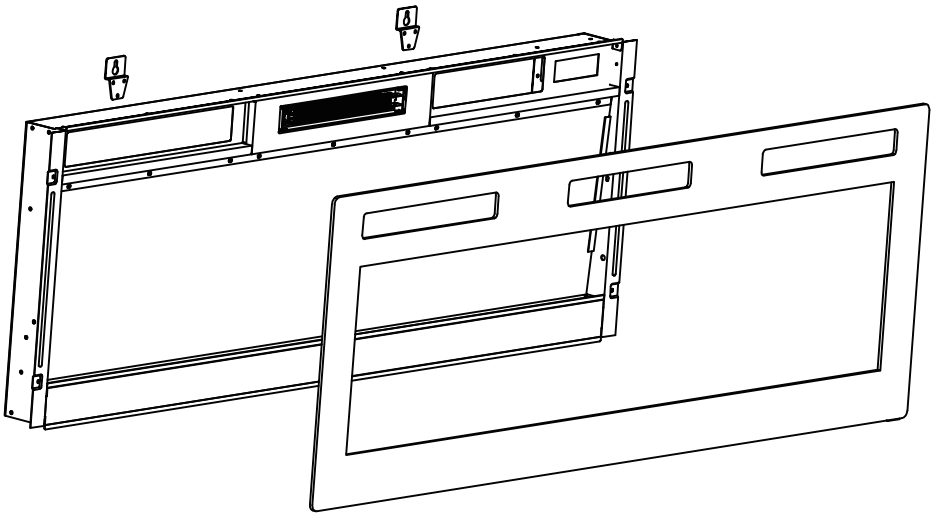
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HARDWARE INCLUDED



A

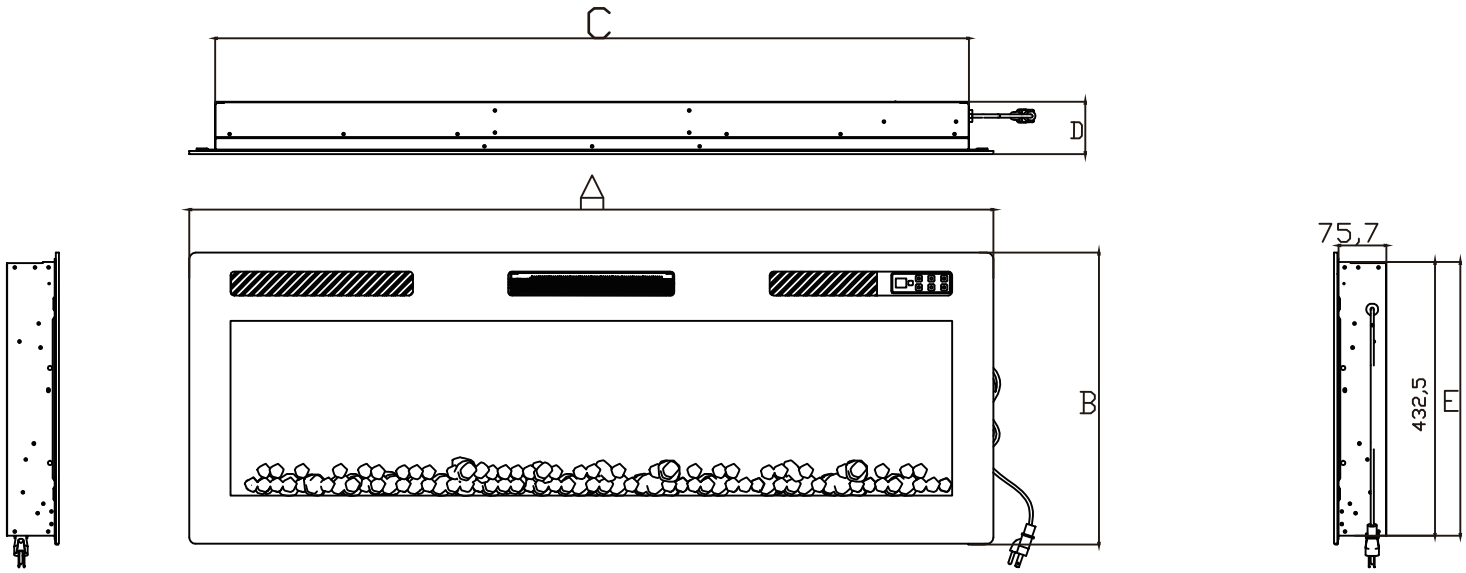


B

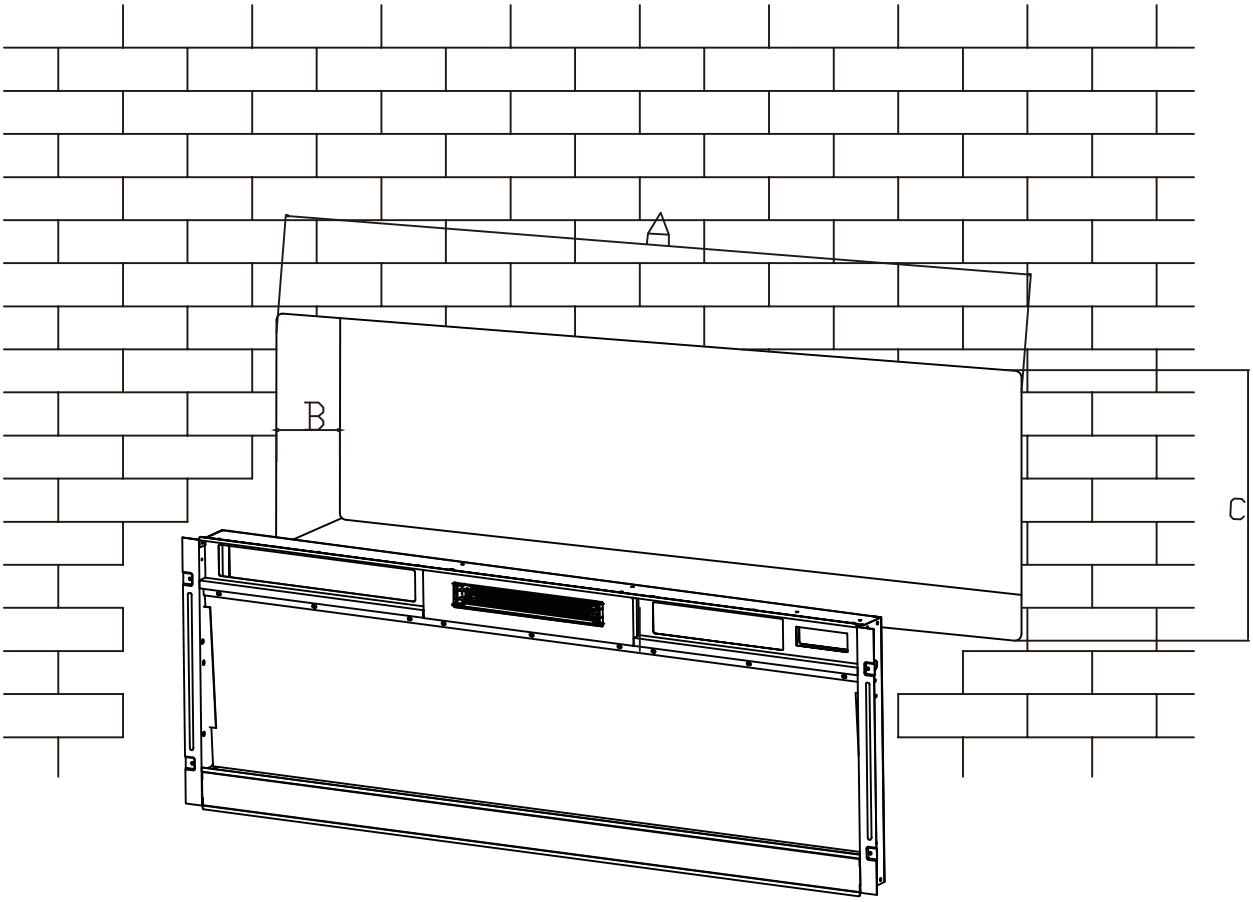


C

Part	Description		
A	ST M5*30mm	30H、36H、40H、50H、60H 68H、72H	6+1 8+1
B	Plastic expansion tube M8*35mm	30H、36H、40H、50H、60H 68H、72H	6+1 8+1
C	ST M4*12mm	30H、36H、40H、50H、60H 68H、72H	(12+2) (18+2)



	A mm	B mm	Cmm	Dmm	Emm
30H	762	460	683	82.6	432.5
36H	914	460	847	82.6	432.5
40H	1016	460	937	82.6	432.5
50H	1270	460	1191	82.6	432.5
60H	1524	460	1445	82.6	432.5
68H	1727	460	1648	82.6	432.5
72H	1828	460	1750	82.6	432.5



	A mm	B mm	Cmm
30H	703-708	80.7-90.7	435-440
36H	863-868	80.7-90.7	435-440
40H	957-962	80.7-90.7	435-440
50H	1211-1216	80.7-90.7	435-440
60H	1465-1470	80.7-90.7	435-440
68H	1668-1673	80.7-90.7	435-440
72H	1770-1775	80.7-90.7	435-440

NOTE:

※ **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 ANSI/NFPA 70-latest edition in the United States or the Canadian Electric Code, ETL in Canada.

Model 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 OPTIONAL ACCESSORIES. 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 coming into contact with the heater.
8. **DO NOT USE THE HEATER WITHOUT SUPERVATION.**

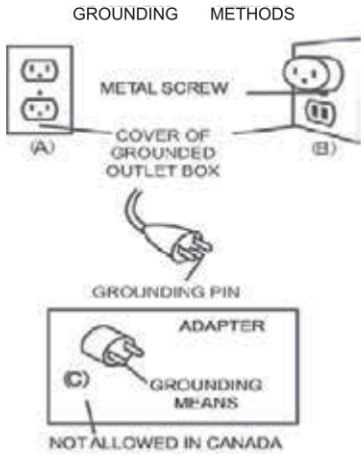
3.0 INSTALLATION INSTRUCTIONS

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:

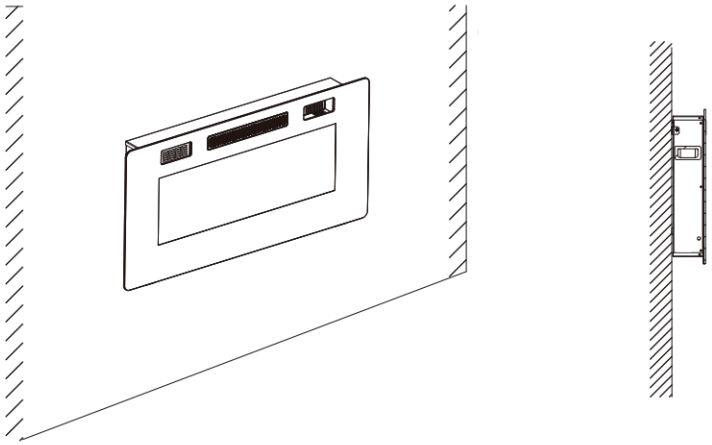
1. Wall hanging with provided mounting bracket.:

2. Built-in construction (in-wall recessed).:

Follow the installation instructions below based on installation preference.

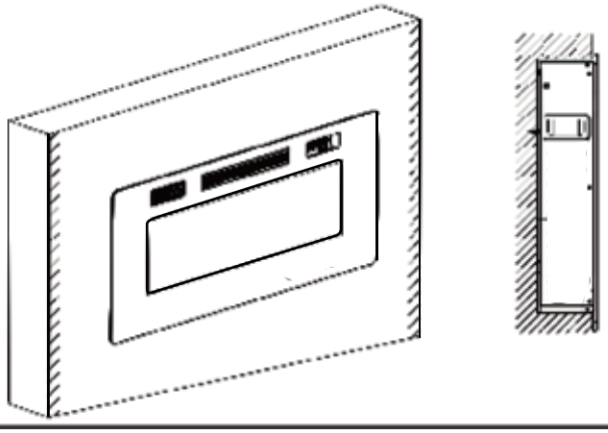
Option 1:

Wall Hanging..... page 13-16



Option 2:

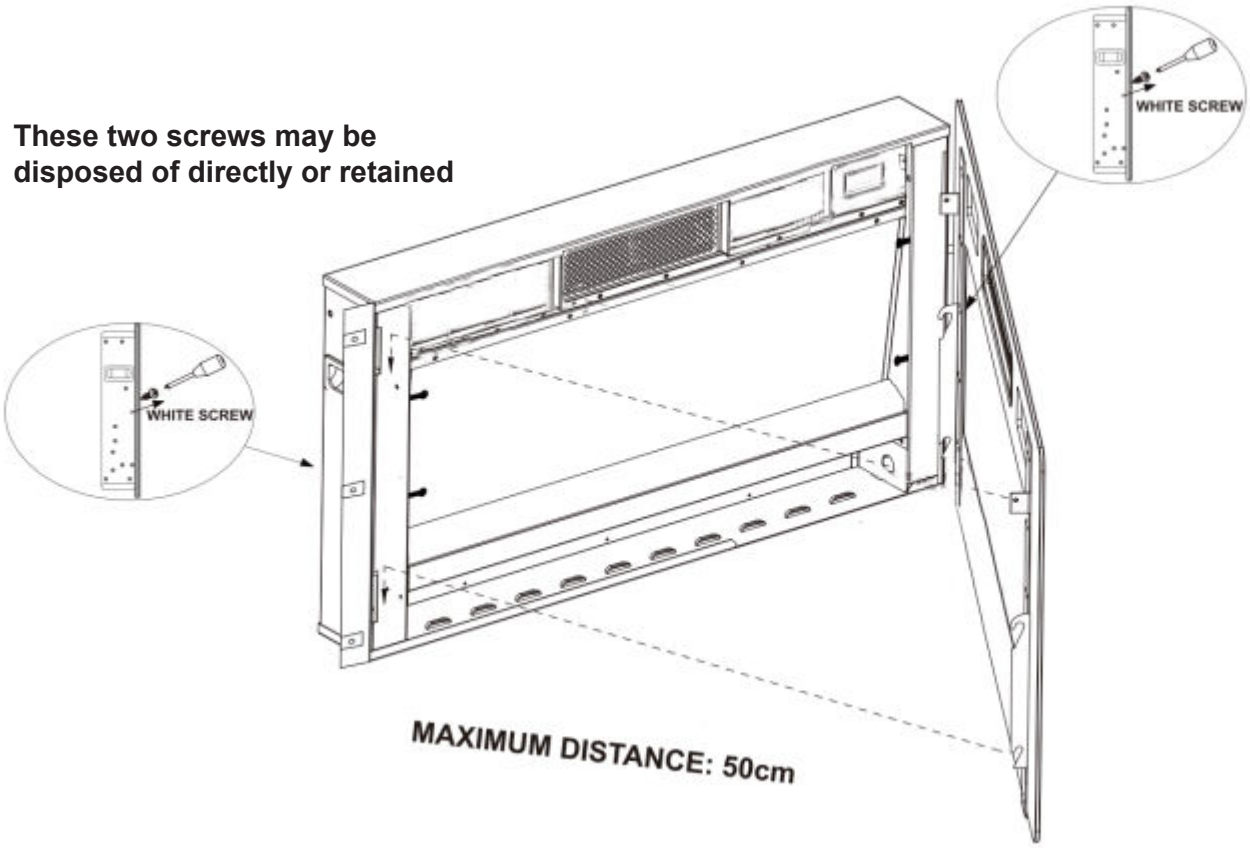
Built-in construction..... page 17-19



Installation Option 1 - Wall Hanging

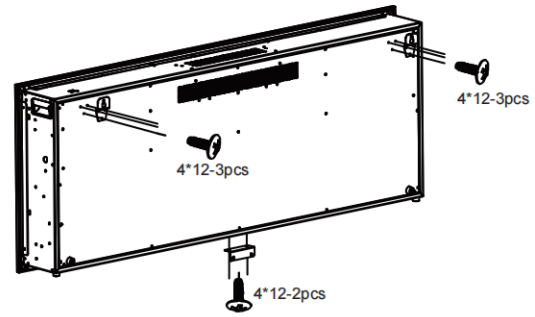
Step1.The fireplace can be installed with 2 options:

- 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, pull out the data cable connector with the help of others or put the glass panel down on the ground before complete separation.

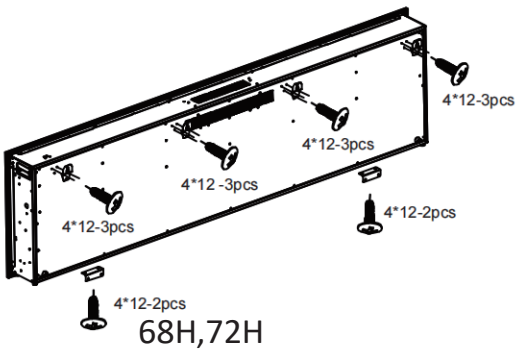


30H-SSFP、36H-SSFP、40H-SSFP、50H-SSFP、60H-SSFP、68H-SSFP、72H-SSFP

Step2.The fireplace can be installed with 2 options:



30H,36H,40H,50H,60H,



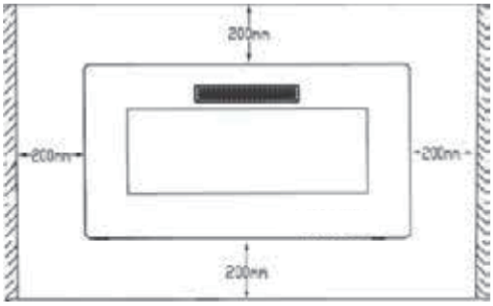
68H,72H

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 figure It's on the fireplace back. When fixed, the direction and position of the support must be according to the diagram, otherwise it can not be hung on the wall.

Step 3. Choosing a Wall Location

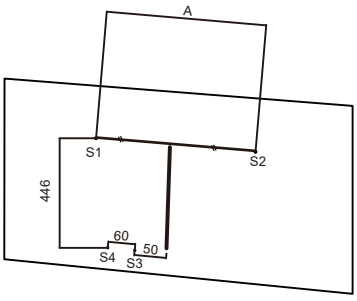
- Find a safe location, where minimum clearance from the ceiling and the mantel must be at least 8 inches (200 mm); minimum clearance from the front must be at least 3 feet (900 mm). Choose a location near an outlet so an extension cord is not required.

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.



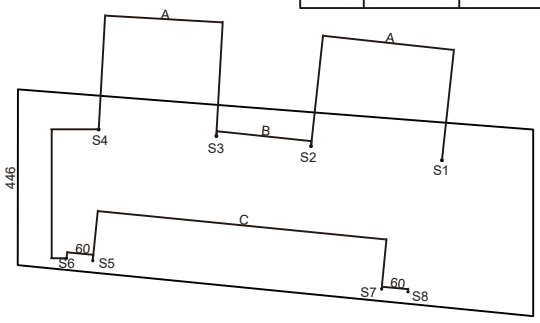
Step 4. Drilling the Holes and installing the Mounting Bracket

	A mm	B mm	Cmm
68APFP	300	400	660
72APFP	400	400	660



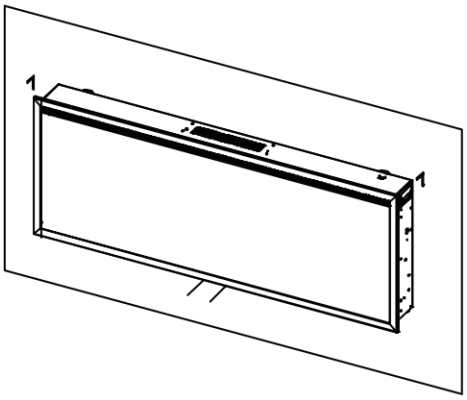
	A mm
30APFP	330
36APFP	330
40APFP	400
50APFP	600
60APFP	800

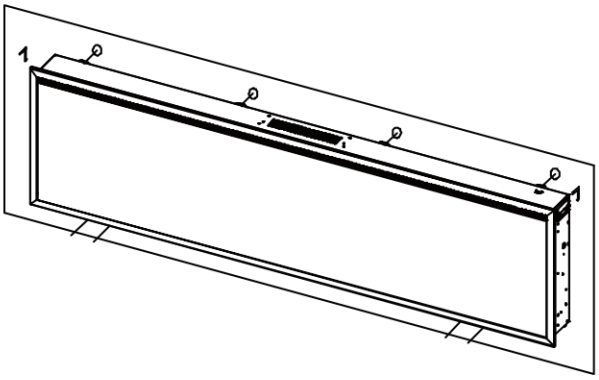
First drill the left S1 hole, then shift the corresponding distance based on the fireplace dimensions to drill the S2 hole. Next, move downward 380mm from the midpoint between S1 and S2,then shift 50mm to the left to drill the S3 hole. Then shift 60mm to the left and drill the S4 hole.



First drill the S1 hole, then shift the corresponding distance A based on the fireplace dimensions to drill the S2 hole. Then, shift the corresponding distance B based on the fireplace dimensions to drill the S3 hole. Same way to drill S4. Move down 380mm from S4 to drill S5, then move 60mm left to drill S6. Same way to drill S7 and S8.

Step 5. Hanging the Fireplace on the Bracket





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

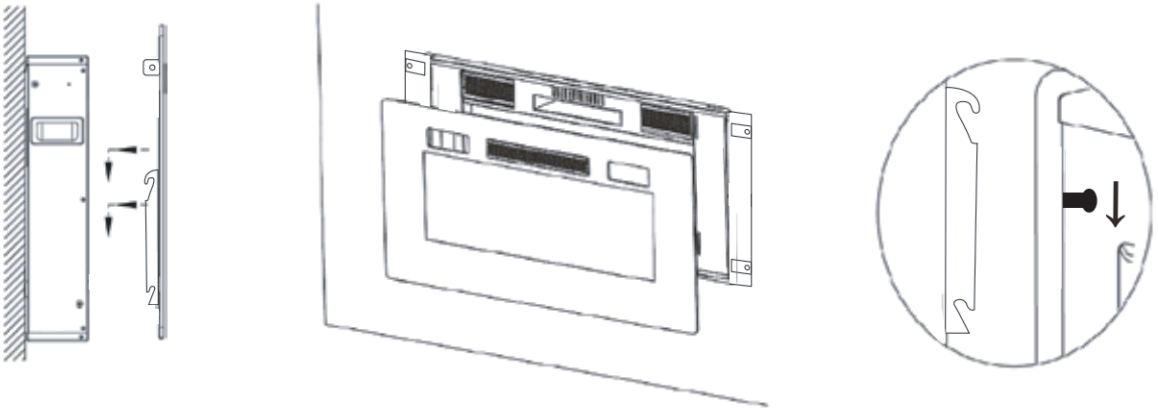


- Carefully place crystal (together with the appliance) or other decoration into the bottom tray on the front of the appliance as illustrated.

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

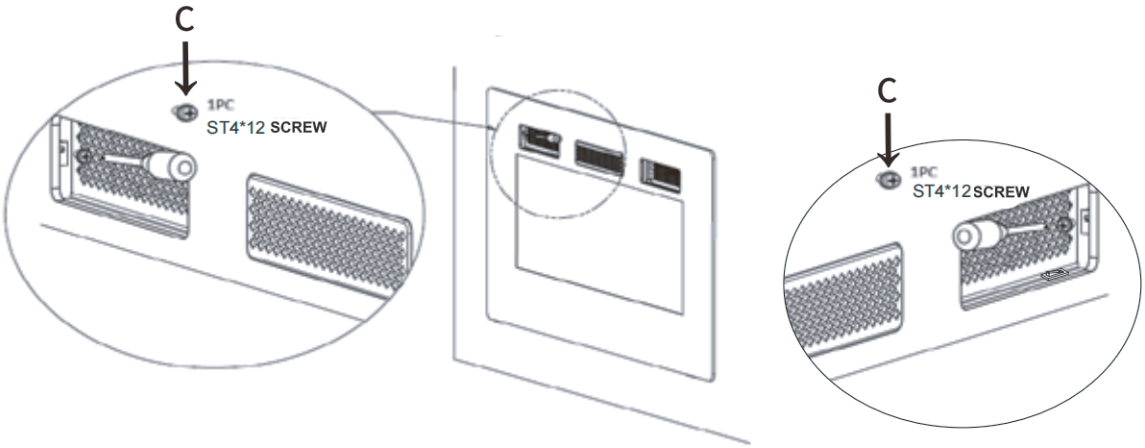
Step 7.Hanging the Glass Frame

- 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.



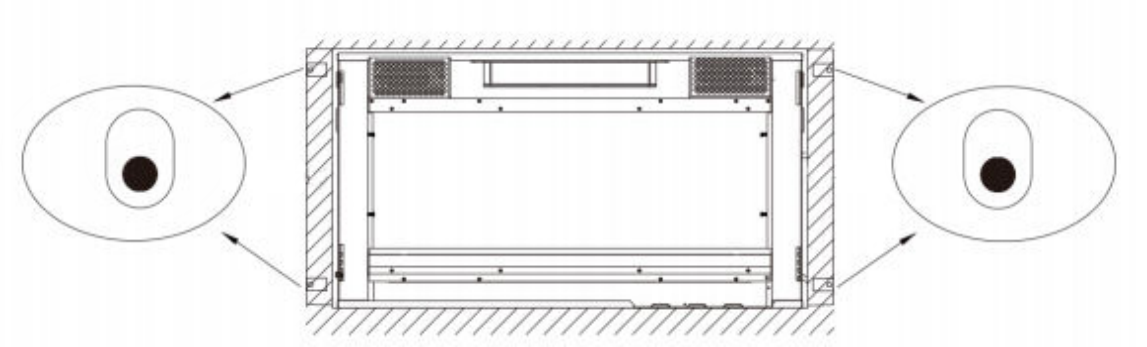
Installation Option 2 - Built in

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



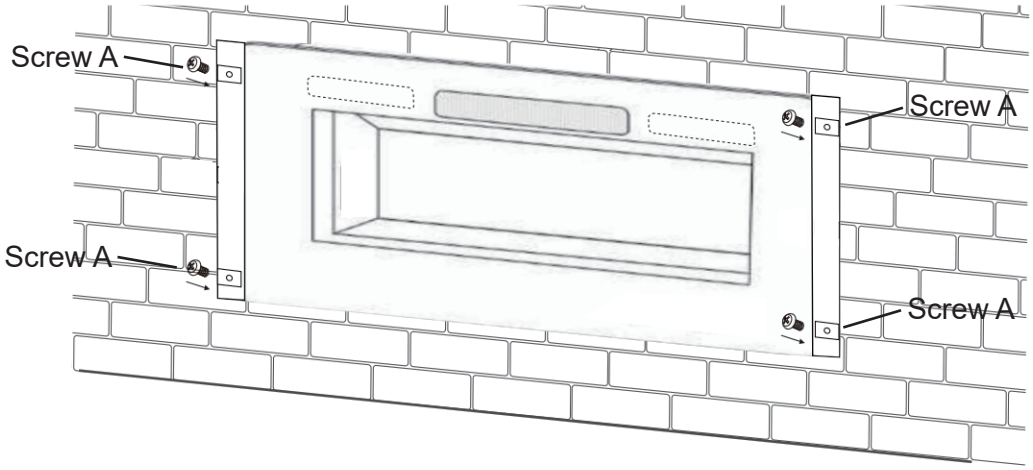
- The appropriate cavity (1-2 cm bigger for each side) needs to be prepared according to the size of the appliance.
- Put the fireplace in place, mark the holes which need to be drilled with a pencil. Then take it out of the cavity again.

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

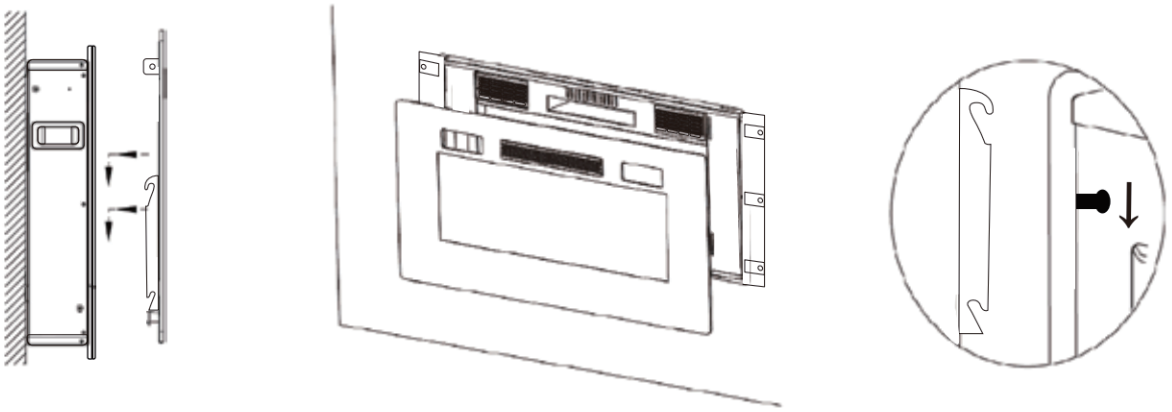


- Carefully place crystal (together with the appliance) or other decoration into the bottom tray on the front of the appliance as illustrated.

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

Step 7. Hanging the Glass Frame

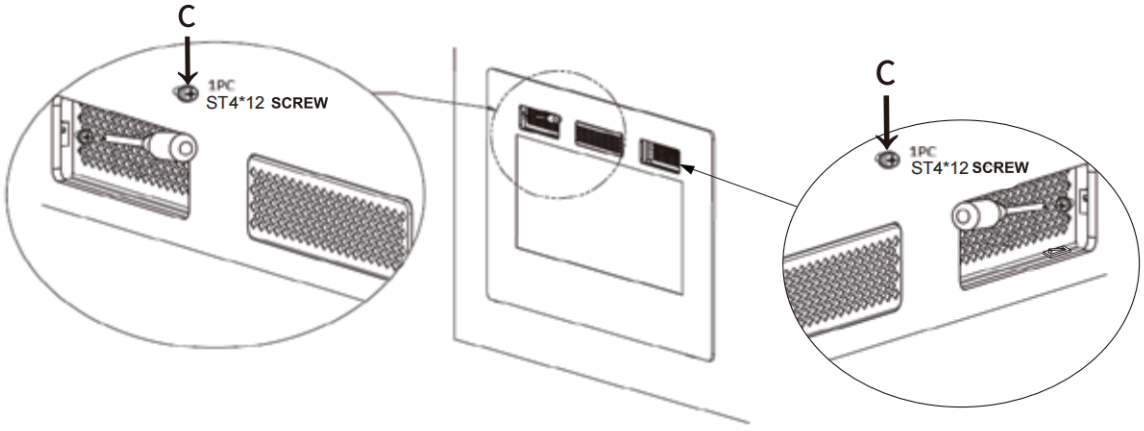
- Gently push on the glass panel by aligning the 4 hooks until it snaps into position (sinks down 1-2 cm).



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.

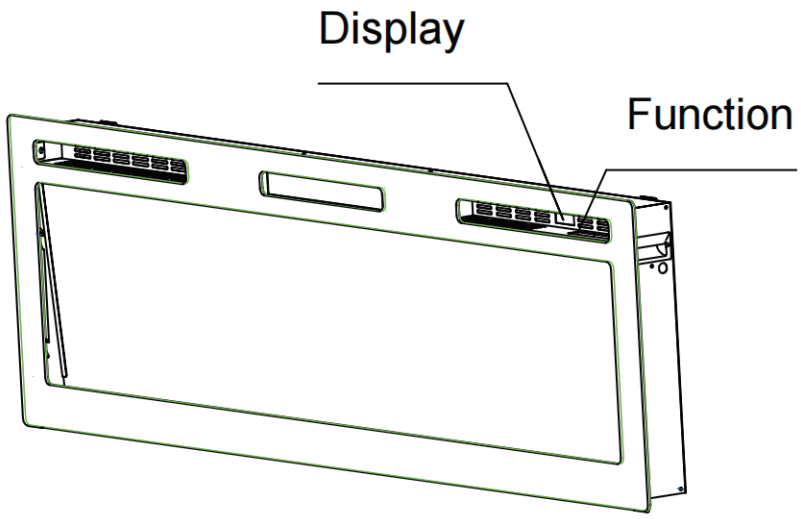
NOTE: Glass front must be removed and the appliance must be finished in its final location before the media bed kits are installed. Media bed kits may have sharp edges, wear safety glasses and gloves when handling.

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

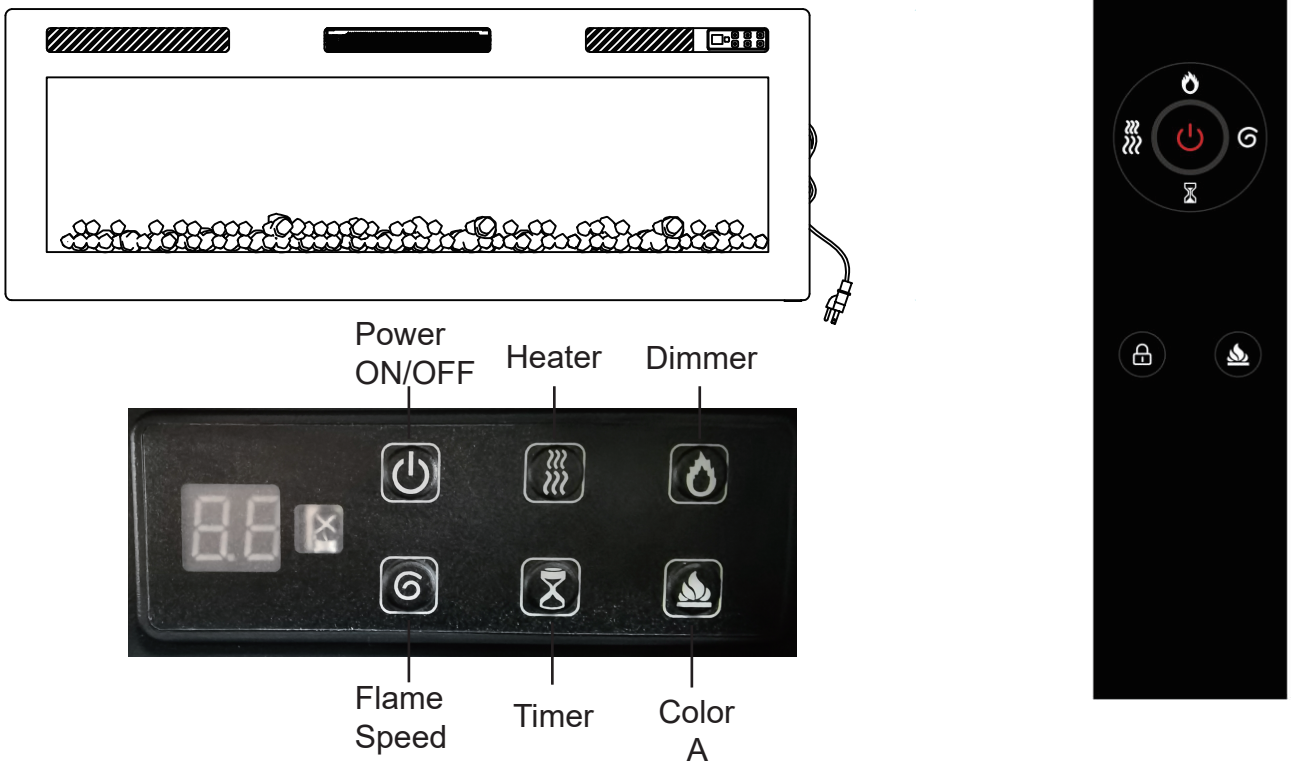
Press indicator to turn on the appliance, press the other side turns it off.



5.2 CONTROL PANEL / REMOTE CONTROL OPERATION

The keypadl is on the upper right.

◆**Before use, open the back cover of the remote control and put in the AAA battery.**



POWER		Press the POWER button on the keypad or remote control—the buzzer will beep once, and the electric fireplace will start working with the LED lights on the panel turning on. (Due to programmed settings, the light color matches the last used before shutdown or power loss.)
DIMMER		The electric fireplace features a 5-level flame brightness adjustment. At maximum brightness, the LED flame operates at 100% power. 1.Press the DIMMER button to reduce brightness by 20% per step (F5→F4→F3→F2→F1). 2.At the lowest setting (F1), pressing again returns to maximum brightness (F5). 3.Each press triggers a short beep. The dimmer retains the last setting after power-off or restart.
TIMER		The electric fireplace features a timer shutdown function, adjustable between 0-8 hours. By default, the timer is set to 0 hours when turned on. To set the timer: 1.Press the TIME button on the control panel or remote. 2.The display will show the current timer setting (0H-8H). 3.Each press cycles through the options (0H→1H→2H→...→8H). 4.Stop pressing when your desired time is displayed. (Note: Each button press triggers a short beep.)
FLAME SPPED		The electric fireplace features a 5-level flame speed adjustment (Level 1: 4.25 r/min, Level 2: 5.0 r/min, Level 3: 6.5 r/min, Level 4: 8.25 r/min, Level 5: 10.5 r/min). To adjust the flame speed, press the flame speed button on the control panel or remote. Each press cycles through the speeds (displayed as U1→U2→U3→U4→U5), with the motor speed changing accordingly. This function has memory retention—after power-off or shutdown, the flame speed will remain at the last setting when restarted.

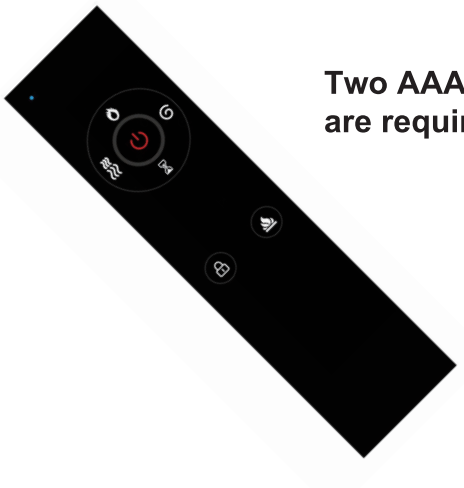
HEATER		The heating function does not have shutdown or power-off memory. When the electric fireplace is turned on, the default heating mode is OFF. To activate heating: Press the Heating Setting button on the control panel or remote. 1.Display shows "LL" – Low-power heating mode. 2.Display shows "HH" – High-power heating mode. 3.Display shows "OF" – Heating turns off (fan continues for 30 seconds before stopping). Each press cycles the heating mode in the order: OFF → LL → HH. The buzzer beeps briefly with every button press. (Note: If heating is already on, each press changes the mode sequentially.)
Color A		The electric fireplace features adjustable flame colors. The flame LED panel has four colored bulbs: R (Red), Y (Yellow), B (Blue), and W (Orange). Default color at startup: Red (R), code 1. Color cycling: Each press of the flame color button (on the control panel or remote) triggers a beep, and the flame color cycles in order (1-2-3-4-5-6-7-8-9-A-b-C). The display shows the corresponding code: 1=R, 2=Y, 3=B, 4=W, 5=R+Y, 6=R+B, 7=R+B+W, 8=Y+B, 9=Y+W+B, A=B+W, b=R+Y+B, C=R+Y+B+W. Memory function: The last selected color mode is saved after power-off or shutdown and will resume upon restart.
LOCK		When enabled, "L0" appears on the display. All buttons except the power keys (on both the remote and control panel) are locked. The lock is canceled after a restart. Press the child lock key again to disable it manually.

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

◆ Before use, open the back cover of the remote control and put in the AAA battery.



Two AAA batteriesies are required.

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 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 **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 **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. 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.
	2. Heater is unplugged from wall outlet.	Make sure the power cord is plugged into a functioning and properly grounded 15 Amp 120V AC electrical outlet.
	3. Power cord or power plug are damaged.	Contact a qualified electrician to replace power cord.
	4. Power outlet for power plug prong is loose.	Check the power outlet and replace with a new one.
	5. 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 **Message**
	2. Rotation motor is defective.	Contact us via **Message**
Excessive noise in the lower portion of the heater.	1. Flame element isn't seated properly.	Contact us via **Message**
	2. Motor is defective.	Contact us via **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 overheat-ed. 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 **Message**
	3. Fan blower is balanced badly.	Contact us via **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 **Message**
	2. Bad heating element.	Contact us via **Message**
	3. Build up of dirt on the fans.	Clean all fans.
	4. Heater fan is defective.	Contact us via **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 Message.

7.0 MAINTENANCE

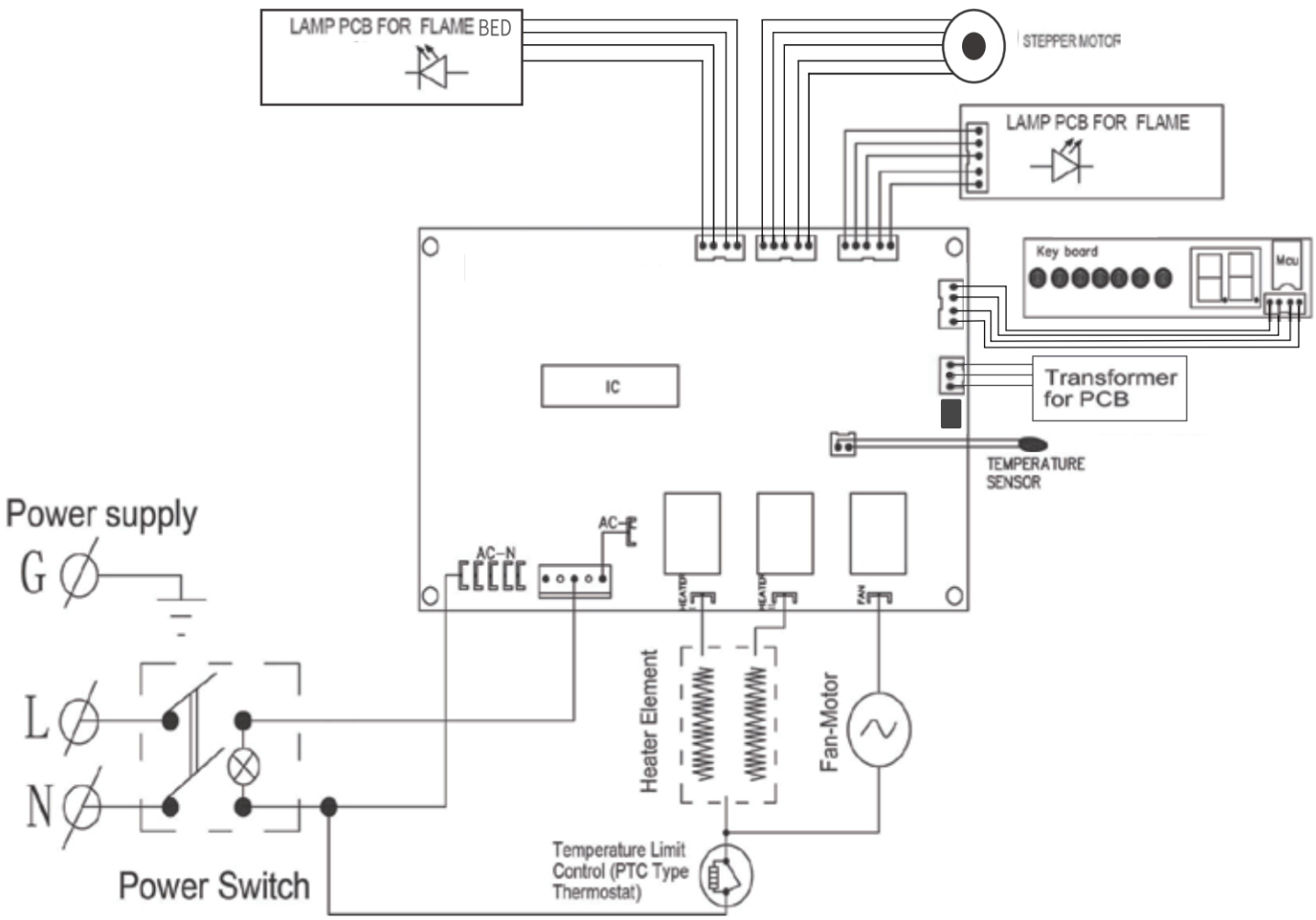
DISCONNECT POWER AND ALLOW HEATER TO COOL BEFORE ATTEMPTING ANY MAINTENANCE OR CLEANING TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK OR DAMAGE TO PERSON.
THE FIREPLACE SHOULD NOT BE OPERATED WITH AN ACCUMULATION OF DUST OR DIRT ON OR IN THE UNIT, AS THIS CAN CAUSE A BUILD UP OF HEAT AND SUBSEQUENT EVENTUAL 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 partially reflective 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, 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.

9.0 Q&A AND CONTACT INFORMATION

1.

Q: After installation, I found that half screen of my fireplace was no light. What should 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. If 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 I 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.

3.

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. It 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. It 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. It is coming from top of the fireplace. Please contacu 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 I 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 I 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 the screen to test when using. If the remote still insensitive after above steps, please contact customer service.

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hellovitesse@gmail.com
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YouTube : vitessegaming

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. Due to time zone differences, please use email as your first choice to communicate with us.

Follow our YouTube Channel then you will be able to find our **assembling video** as a pinned video.