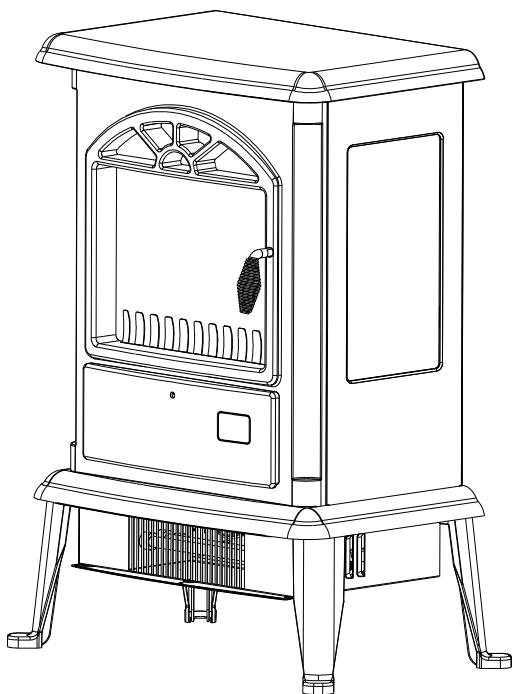




IN230500081V01\_US

**820-349V80**



## PORTABLE ELECTRIC HEATER

\* UNIT LEGS LOCATED UNDER BOTTOM MOST PACKAGING FOAM

**IMPORTANT, RETAIN FOR FUTURE REFERENCE: READ CAREFULLY**

## ASSEMBLY INSTRUCTION

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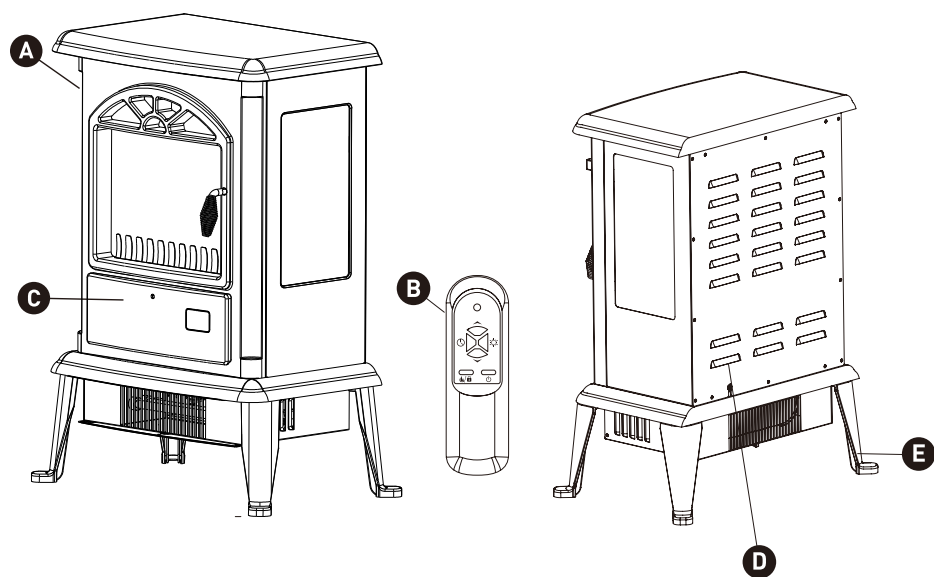
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**PACKAGE CONTENTS**



PART	DESCRIPTION	QUANTITY
A	Infrared Heater	1
B	Remote Control	1
C	Control Panel (preassembled to Infrared Heater (A))	1
D	Air Intake Vent (preassembled to Infrared Heater (A))	1
E	Unit Legs (*assembly required)	4
F	Screw	4

## **▲ SAFETY INFORMATION**

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Please read and understand this entire manual before attempting to assemble, operate or install this product.

### **IMPORTANT SAFETY INSTRUCTIONS**

**▲ WARNING: POTENTIAL ELECTRICAL HAZARD IF NOT ADHERED TO.** When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electric shock, injury to persons, and hyperthermia, including the following:

- The heater must be plugged into a 120V, 15amp (or more) circuit of its own. Do not plug anything else into the same circuit. If unsure that your home meets this specification, consult a certified electrician prior to use. Risk of fire, overheating, malfunction, property damage, injury or death may result if not adhered to!
- Do not connect the heater to extension cords, surge protectors, timers, direct breakers or an outlet with other appliances connected to the same outlet. Risk of fire, overheating, malfunction, property damage, injury or death may result if not adhered to!
- The heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. Use handles (certain models) or wheels to move this heater.
- Keep combustible materials, such as furniture, pillows, bedding, paper, clothes and curtains at least 3 ft (0.9m) from the front, sides and rear of the heater.
- Extreme caution is necessary when any heater is used by or near children, pets, persons with disabilities or when the heater is left operating unattended.
- Always unplug the heater when not in use.
- Do not operate any heater with a damaged cord or plug, or after the heater malfunctions, has been dropped or damaged in any manner. Contact the manufacturer for resolution options.
- Do not use outdoors. Exposure to rain, snow, sun, wind or extreme temperatures may cause the heater to become a safety hazard.
- Do not use this heater in bathrooms, laundry areas and similar indoor locations. Do not use in any location that uses GFCI outlets.
- Never place the heater where it could fall into a bathtub or other water containers.
- Do not run the cord under carpet. Do not cover the cord with throw rugs, runners or similar coverings. Keep the cord away from congested areas, so it cannot be tripped over.
- The heater must be plugged into a wall outlet that is a dedicated circuit with a minimum 15-amp rating.
- When unplugging the heater, turn the power button to the 'OFF' position, then remove the plug from the wall outlet.
- Do not let foreign objects enter or block any ventilation or exhaust opening – this could cause electric shock, fire or damage to the heater.
- Allow at least 3 ft of unobstructed space to the front and rear of the heater for maximum heat, air and ventilation flow.
- A heater has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint or flammable liquids are used or stored. Do not use flammable solvents to clean this heater. Keep the heater dry at all times.
- Do not use abrasive solvents to clean the heater – this could damage the finish or casing.
- To prevent a fire, do not block air intakes or the exhaust in any manner. Do not use on soft surfaces, such as beds, where opening could be blocked.
- Always plug heaters directly into a wall outlet/receptacle. Never use an extension cord or relocatable power tap (outlet/power strip).
- Hyperthermia can result in death. Symptoms of hyperthermia include high body temperature, headache, nausea, vomiting, tiredness, dizziness, fainting, and rapid pulse. If you begin to experience symptoms related to hyperthermia, turn off the heater and seek medical attention.
- To avoid excessive room temperatures which can cause hyperthermia: DO NOT leave product running unattended in a confined space around infants, or individuals with reduced physical, sensory, or mental capabilities.

**SAVE THESE INSTRUCTIONS**

## SAFETY INFORMATION

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### Child lock safety feature

Press and hold the flame button on the remote control (B) for five seconds – locking is confirmed when the buzzer sounds. When locked, the control panel and remote control (if provided) will not function.

To unlock the control panel or remote, repeat the steps above – unlocking is confirmed when the buzzer sounds.




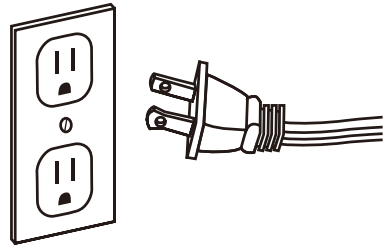
### Tip-over safety feature


This heater has a tip-over safety feature. If the heater tips over, an internal switch will automatically shut the heater off. Once the heater is back to its upright position, the heater will reset. To continue operation, turn on the heater using the control panel or remote.

### Overheat safety feature

This heater is equipped with an overheat safety feature. When the heater's internal components reach a certain temperature, which could cause overheating or a possible fire, the heater will automatically shut off. If the unit overheats, unplug the unit from the wall and plug back in to use again.

 **WARNING:** TO PREVENT ELECTRIC SHOCK, FULLY INSERT THE PLUG INTO THE RECEPTACLE.



 **WARNING:** It is normal for the power cord to feel warm. However, a loose fit between the outlet and plug may cause overheating. If this occurs, try inserting the plug into a different outlet. Contact a qualified electrician to inspect damaged outlets.

### Specifications

Voltage Rating	120V, ~60Hz
Power Consumption	1000 W/1500 W
Unit Size	16.60in(W) X 10.70in(D) X 22.44in(H)
Unit Weight	11.99 lbs

**FREQUENTLY ASKED QUESTIONS**

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Please review these FAQs before using this heater.

**Q. My heater has a strange odour when first opening the box and turning on for the first time. Why is this happening?**

A. This is normal. This heater is treated with a special heat safe/resistant coating. This odour will sometimes be present when the box is opened. When the coating is exposed to heat, it produces this odour during the first few hours of operation. This will vanish after the break-in period. If you are sensitive to odours, you may want to turn on the unit in a ventilated space with the door open.

**Q. If my heater runs on the maximum voltage, how many BTUs is that?**

A. This heater is to be used as supplemental heat in areas most needed. It may take several minutes or hours to heat your area, depending on various factors. The below chart provides BTU translations for different wattages.

WATTAGE	BTUS
1,500	5,118
1,000	3,412
750	2,559
500	1,706

**Q. Once I plug in and turn on the unit, how long will it take to heat my room?**

A. The heating process begins immediately upon turning on and setting the desired temperature above the ambient temperature. A noticeable change in the ambient temperature will vary due to different factors, such as:

- The location of the heater (in the home), floor plan and size of the room.
- How well the insulation is, how many doors/windows and how much bare concrete (acts as a heat sink with any type of heating).
- The opening and closing of an exterior door, long hallways, high ceilings, etc.
- Customers with smaller rooms will experience quick heat changes. Larger rooms can expect up to 24 hours to completely heat up.

## FREQUENTLY ASKED QUESTIONS

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**Q. The temperature on my heater does not match the display on my wall or external thermostat, why?**

A. This is completely normal. The display on your heater may vary from another thermostat (like the one on your wall or an external thermostat). This is because the sensor on the heater reads the temperature directly around the heater. With the heater near the cold floor (and heat rising), any readings on elevated or external thermostats will differ to the readings on the heater. It is best to set the unit on high and dial up to a temperature that is comfortable. Then, leave it at that temperature, regardless of the mismatch. The heater will cycle off when the set temperature is met or slightly exceeded.

**Q. Can I use more than one heater at a time? Can I use the heater with another appliance at the same time?**

A. Yes, but make sure they are not plugged into the same circuit. Each heater requires its own minimum 15-amp circuit with no other items plugged into that circuit or outlet. This is because heaters are considered appliances and draw out high amperage. If you are unsure your circuit meets these requirements, verify with a certified electrician.

**⚠ WARNING:** Risk of fire, damage to property or injury could result if requirements are not met.

**Q. Why does my heater's fan keep running after the temperature is reached or the power is turned off?**

A. This is normal. The fan will continue to run, even after the heater automatically cycles down. It continues to run so every bit of heat is blown out of the heat chamber, while allowing the unit to continue filtering your air. Once the internal components cool completely, the fan should shut off on its own. In this case, allow a few minutes after the heat cycles off (with power on). The fan shuts off faster when power is turned off.

**Q. The display shows the ambient temperature to be in the 20s – I know it is warmer than that, so why is this happening?**

A. The display is set to read temperature as Fahrenheit. If your heater is heating but shows it is in the 20's, the setting is most likely in Celsius rather than Fahrenheit.

**Q. The power cord gets warm. The cord is showing signs of heat or melting at the outlet, is this normal?**

A. A warm power cord is normal. These power cords are rated safe for up to 105°C/221°F by the UL, CSA, or ETL. However, if you detect heat, smoke or signs of melting at the contact point of the wall outlet, it may be due to loose or worn wall contacts (or arcing). Please stop using the heater immediately, contact warranty support for a replacement cord, and have certified electrician replace the wall outlet as soon as possible.

## PREPERATION

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Place the heater on a firm, level surface and plug into a 120V, ~60Hz power outlet. Only operate the heater in an upright position.

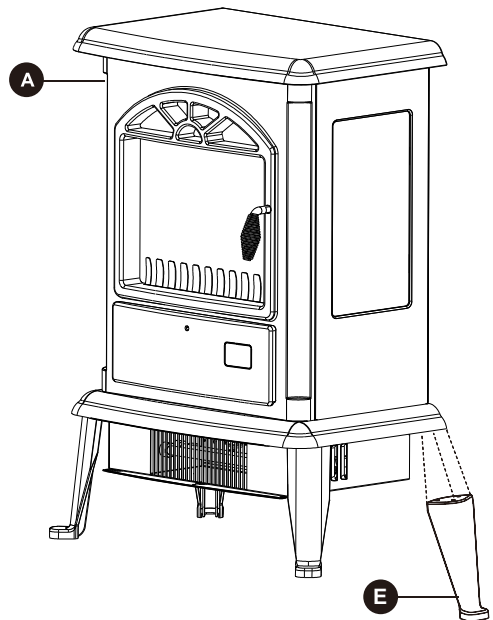
Insert two AAA batteries into the remote control before using (batteries not included). (Not all products will include a remote control).

### Please note:

- Portable fireplaces do not head like a traditional space heater.
- Do not expect portable fireplaces to blow hot air like a traditional space heater.
- Portable fireplaces supplement an already heated, insulated room.
- Square footage specifications assume a single enclosed room, not an entire room.
- Portable fireplaces do not heat through walls, floors and are not intended to replace a main heat source.
- Portable fireplaces can take at least 24 hours to warm a room but operate more efficiently to maintain the desired temperature.
- Portable fireplaces will not work well in uninsulated or unheated spaces, such as RV's, garages and unheated basements.

## UNIT LEG ASSEMBLY

To assemble the unit feet, align the foot to the mounting bracket and press up firmly – you will hear a 'click' when secured. For permanent attachment, secure the leg by adding a screw into the predrilled hole (one per leg).





## TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
Heater does not turn on.	<ol style="list-style-type: none"><li>1.The power cord is not plugged in.</li><li>2.The electricity at the main fuse box is not working.</li></ol>	<ol style="list-style-type: none"><li>1. Plug the power cord into an electrical outlet.</li><li>2. Check the electricity at the main fuse box.</li></ol>
The flame effect does not turn on.	<ol style="list-style-type: none"><li>1.Flame intensity is low.</li></ol>	<ol style="list-style-type: none"><li>1. Increase the intensity using the flame button.</li></ol>
There is no heat from the unit.	<ol style="list-style-type: none"><li>1.The heater's thermostat is set lower than the room temperature.</li><li>2. The switch for heat is not on.</li></ol>	<ol style="list-style-type: none"><li>1. Increase the thermostat to a higher temperature.</li><li>2. Select 'High' or 'Low' heat setting, then increase the thermostat to a higher temperature.</li></ol>
The heater turns off unexpectedly.	<ol style="list-style-type: none"><li>1. The unit has overheated.</li><li>2. Insufficient power to the unit.</li><li>3. Air vent is clogged.</li><li>4. Insufficient airflow to the heater.</li></ol>	<ol style="list-style-type: none"><li>1. Unplug the heater, wait a few seconds, then plug it back in.</li><li>2. Make sure the unit is plugged into a dedicated outlet. Do not use extension cords or surge protectors.</li><li>3. Clean the air vent, which is on the back of the unit. See page 14.</li><li>4. Move the unit at least 3ft from the wall.</li></ol>
The heater displays the error code 'E2'	<ol style="list-style-type: none"><li>1. Temperature sensor not functioning properly.</li></ol>	<ol style="list-style-type: none"><li>1. Please contact customer support.</li></ol>

If you have any questions, please contact our customer care center.  
Our contact details are below:



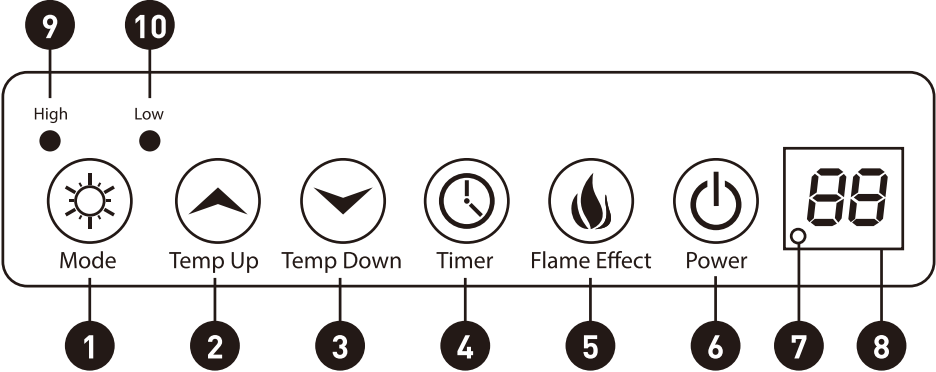
001-877-644-9366



customerservice@aosom.com

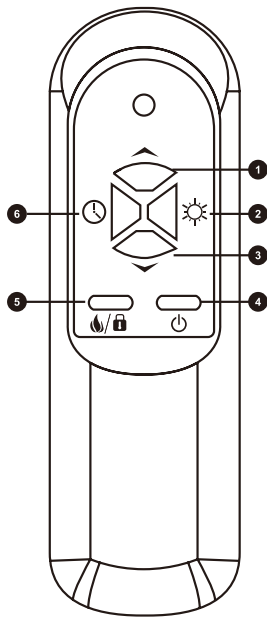
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CONTROL PANEL



PART	NAME	DESCRIPTION
1	Heater Mode Button	Toggles between Hi / Low Heat Modes
2	Temp-Up Button	Increases the set temperature
3	Temp-Down Button	Decreases the set temperature
4	Short Press: Timer Button Long Press: Ambient Temp	Short Press Engages the on/off timer function Long Press for 5 seconds to Display Ambient Room Temperature
5	Short Pres: Flame Effect Button Long Press: C/F Button	Short Press Toggles the Flame Effect ON / OFF and between the varied flame effect brightnesses. Long Press for 5 Seconds to switch between Celsius and Fahrenheit
6	Power Switch Button	Powers the heater ON or OFF
7	Power Indicator Light	Indicates when the unit is receiving power.
8	Digital Display	Readout of the set room temperature or timer value
9	High Heat Indicator Light	Indicates when High Heat mode is on
10	Low Heat Indicator Light	Indicates when Low Heat mode is on

REMOTE CONTROL



PART	NAME	DESCRIPTION
1	Temp Up Button	Increases the set temperature value
2	Heater Mode Button	Toggles between the two heat modes available
3	Temp Down Button	Decreases the set temperature value
4	Power Button	Powers the heater on or off
5	Flame/Lock Button	Short Press Toggles the Flame Effect ON / OFF and between the varied flame effect brightnesses. Long press: for 5 seconds to activate lock function.
6	Timer Button	Engages the timer on or off

## OPERATION INSTRUCTIONS

1. Turn the heater on/off by pressing the power button on the control panel (C) or remote control (B).

Once the power is off, the heating elements will stop working first. The fan will continue to work for up to 90 seconds to blow out residual heat from inside the heater. This is normal.

2. Select a heat setting by pressing 'MODE' on the panel (C) or remote (B).

High power: 1500W

Low power: 1000W

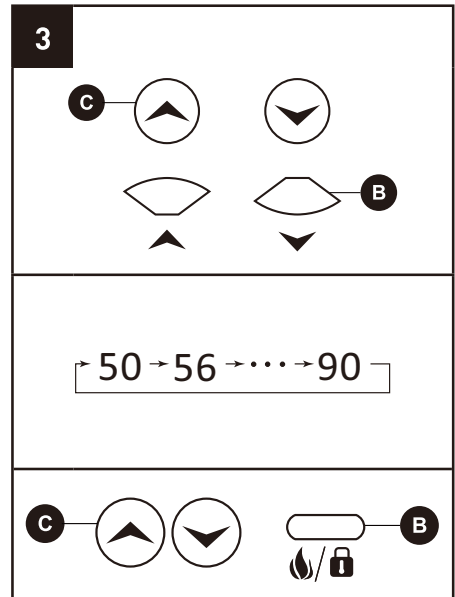
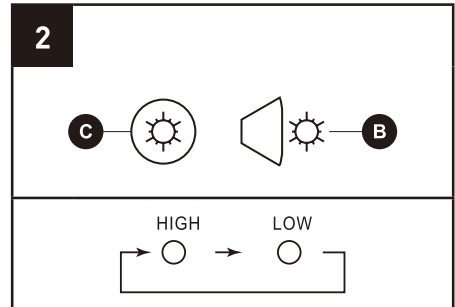
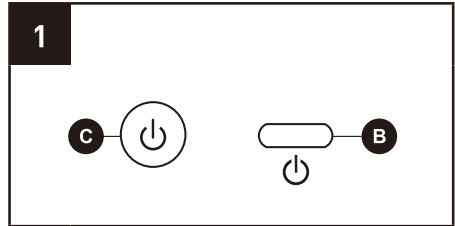
**Note:** The 'HIGH LOW LED' light will illuminate when the unit is heating.

3. Set the temperature by pressing the arrows on the panel (C) or remote (B).

You can set the temperature between 50-90°F.

Once set, the heater will stay on until the ambient temperature reaches your desired setting. The heater will cycle and off to maintain the desired room temperature.

**NOTE:** For child lock, hold 'TEMP UP' and 'TEMP DOWN' together for five seconds on the control panel (C). On the remote (B), hold the child lock button for five seconds. Repeat the above steps to turn the child lock off.

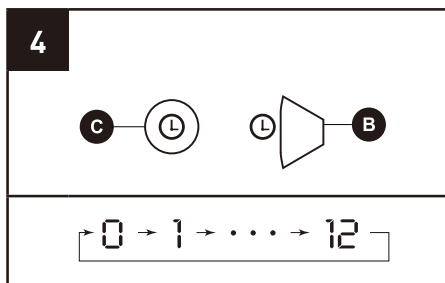


## OPERATION INSTRUCTIONS

4. Setting a timer to turn off the heater: start the unit and press 'TIMER' on the panel (C) or remote control (B).

**Note:** When setting a timer to turn the heater off, the unit must be on.

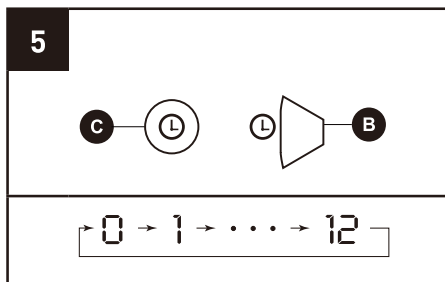
The digital display on the panel (C) will show the timer instead of the set temperature. Press 'TIMER' repeatedly to change its duration. The range is between 0-12 hours.



5. Setting a timer to turn on the heater: ensure the unit is off, then press 'TIMER' on the panel (C).

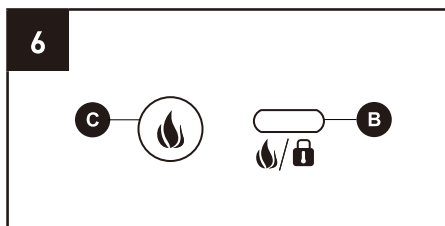
**Note:** When setting a timer to turn the heater on, the unit must be off.

The digital display on the panel (C) will show the timer instead of the set temperature. Press 'TIMER' repeatedly to change its duration. The range is between 0-12 hours.



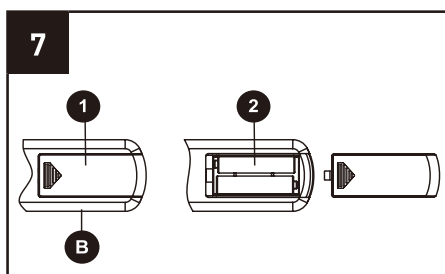
6. To turn on or adjust the brightness of the flame effect, press 'Flame Effect' on the remote control (B).

The unit will cycle between the four brightness levels.



7. To replace the batteries, remove the battery cover (1) from the remote (B) by applying pressure and sliding it away. Insert two AAA batteries (not included) (2) and place the cover (1) back onto the remote (B).

**Note:** Do not mix old and new batteries. Do not mix alkaline, standard (carbon-zinc) or rechargeable (NiCad, Ni-Mh, etc) batteries.



## CARE AND MAINTENANCE

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**⚠ WARNING:** Before cleaning and maintenance, turn off and unplug the unit, allowing it to cool completely.

1. Clean the outer shell with a soft, damp cloth. Use a mild detergent if necessary. After cleaning, dry the unit with a soft cloth.

**CAUTION:** Do not let liquid enter the heater.

2. DO NOT use alcohol, gasoline, abrasive powders, furniture polish or rough brushes to clean the heater. This may damage its surface.
3. DO NOT immerse the heater in water.
4. Wait until the unit is completely dry before use.
5. Store the heater in a cool, dry location when not in use. To prevent dust and dirt build-up, use its original packaging when storing the unit.

**⚠ WARNING:** Do not use the heater without all assembly in place.

### CLEANING THE AIR INTAKE VENT

1. Clean the air intake or inside the unit after three months or if it appears to be blocking the airflow. With the heater unplugged, use a vacuum hose attachment (B) or compressed air (A) to blow out or clean any dirt, hair or debris.

