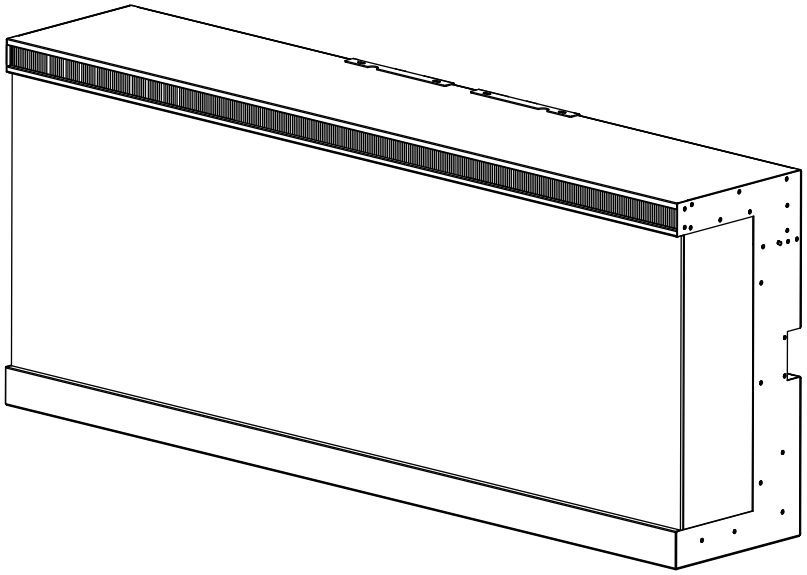
Electric Fireplace

Installation and Operation Manual



TS-WN Electric Fireplace

AC 120V 60Hz 1500W

⚠ CONSUMER SAFETY INFORMATION

1. Read this manual before installing and operating this appliance.
2. Failure to follow these instructions may result in electric shock, fire property, or personal injury.
3. Do not store or use gasoline or other flammable liquids in vicinity of this appliance.

Important safety information

Safety Definitions

The following keywords are defined and can be used in this document.Keywords at the start of a warning indicate the type and seriousness of the ensuing risk if measures to prevent the risk are not taken.



CAUTION

Indicates a hazardous situation which, if not avoided, could result in property damage and minor or moderate injury.



WARNING

Indicates a hazardous situation that, if not avoided, could result in death or serious injury.



Indicates a hazard which, if not avoided, will result in electric shock, fire, serious injury, or death.



NOTICE

Indicates additional information that is not related to physical injury.

Safety information

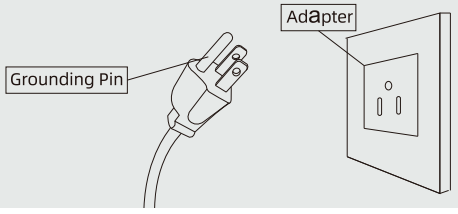


WARNING

1. **Read all instructions before using this heater!**
2. This heater is hot **when in use**. To avoid burns, **DO NOT** let bare skin touch hot surfaces. If provided, use handles when moving this heater. Keep **combustible materials**, such as furniture, pillows, bedding, papers, clothes, and curtains at least **3 feet (0.9m)** from the front of **the heater**, and **keep them away from the sides and rear**.
3. **Extreme caution** is necessary when any heater is used by or near children or invalids and whenever the heater is left **operating and unattended**.
4. **DO NOT** operate any heater with a **damaged cord or plug** or after the heater malfunctions, has been **dropped or damaged in any manner**, Discard heater, or return to authorized service facility for examination and /or repair.
5. **DO NOT** run power cord under carpeting. **DO NOT** cover power cord with throw rugs, runners, or similar coverings. **DO NOT** route power cord under furniture or appliances. Arrange power cord away from **traffic area**, and where it will not be tripped over.

WARNING

- **Connect to properly grounded outlets ONLY**.
- **DO NOT** insert or allow foreign objects to **enter any ventilation or exhaust openings**, as this may cause **electric shock or fire**, **or damage the heater**.
- To prevent a possible fire, **DO NOT** block air intakes or exhaust in any manner. Doing so could cause a fire. **DO NOT** use on soft surfaces, like a bed, where openings may become blocked.
- 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.
- **Use this heater only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or injury to persons**.
- **ALWAYS plug heaters directly into a wall outlet/receptacle. Never use with an extension cord or relocatable power tap (outlet/power strip)**.
- **DO NOT** place the heater near a bed because objects such as pillows or blankets can fall off the bed and be ignited by the heater.
- **NEVER** use this heater in **bathrooms, laundry rooms**, or any other location where the heater could fall into a **bathtub or pool, become damp or come in contact with water**.
- **AVOID FIRE!** Regularly inspect all air vents to make sure they are free from dust, lint, or other Blockage. **Unplug the unit** and clean with a **vacuum ONLY. DO NOT** rinse or get wet.
- **ALWAYS** hung to wall bracket before use. DO NOT set on the floor, or other surface, to use.
- **NEVER** use a wall hung bracket from another manufacturer.
- This product is **not intended** to be a **primary heat source**.
  It is for **supplemental heat only**.
- **INDOOR use only**! **NEVER** use this heater **outdoors**! Doing so may result in **electric shock**!
- **Risk of electric shock! DO NOT OPEN!** No user-serviceable parts inside!
- **ALWAYS** turn this heater off before unplugging it from the outlet.
- **ALWAYS** disconnect this unit from the **power** supply **before** performing any assembly or cleaning, or before relocating the electric fireplace.
- **NEVER** leave this heater unattended. **ALWAYS** unplug this heater when not in use.
- **ALWAYS** store this heater in a dry location. **NEVE**R use the fireplace if it has become wet.
- **NEVER** plug this heater into an outlet that is **old, cracked**, or has any **loose wires or connections**. Plugging this heater into a faulty outlet could result in electric arcing within the outlet that could cause the **outlet to overheat or catch fire**.
- **ALWAYS** check your heater cord and plug connections with **each use**!
  I) **MAKE SURE** the plug fits tight in the outlet! Faulty wall outlet connections or loose plugs can cause the outlet to overheat.
  II) **Heaters draw more current** than small appliances. **Overheating** may occur even if it has not occurred with the use of other appliances.
  III) During use **check frequently** to see if the **plug outlet or face plate is HOT!**
  IV) If the outlet or face plate is **HOT, discontinue use immediately** and have a qualified electrician inspect and/or replace the faulty outlets.
- The power cord supplied with the heater has a plug with two flat blades (live and neutral) and one round pin (ground). If a 3-slot receptacle is not available, an adapter MUST be used. The adapter.
  MUST be properly grounded to the outlet box (see figure at right).
  (Note: Adapter NOT INCLUDED.)
- SAVE THESE INSTRUCTIONS!



Installation instructions

Preparation

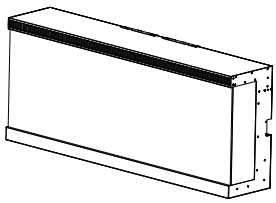
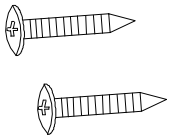
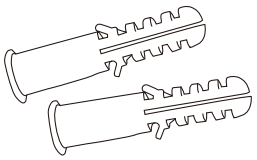
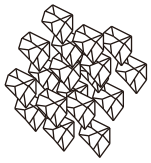
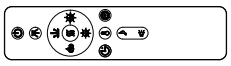
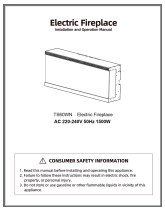
CAUTION

This product includes a GLASS panel! Always use extreme caution when handing glass. Failure to do so could result in personal injury or property damage.

■ Unpacking inspection.

Remove all parts and hardware from the carton and place them on a clean, soft, dry surface. Parts and assembly steps are grounded for wall-hanging or recessing use. Check the parts list to make sure nothing is missing. Dispose of packaging materials properly. Please recycle whenever possible.

■ Parts & Hardware

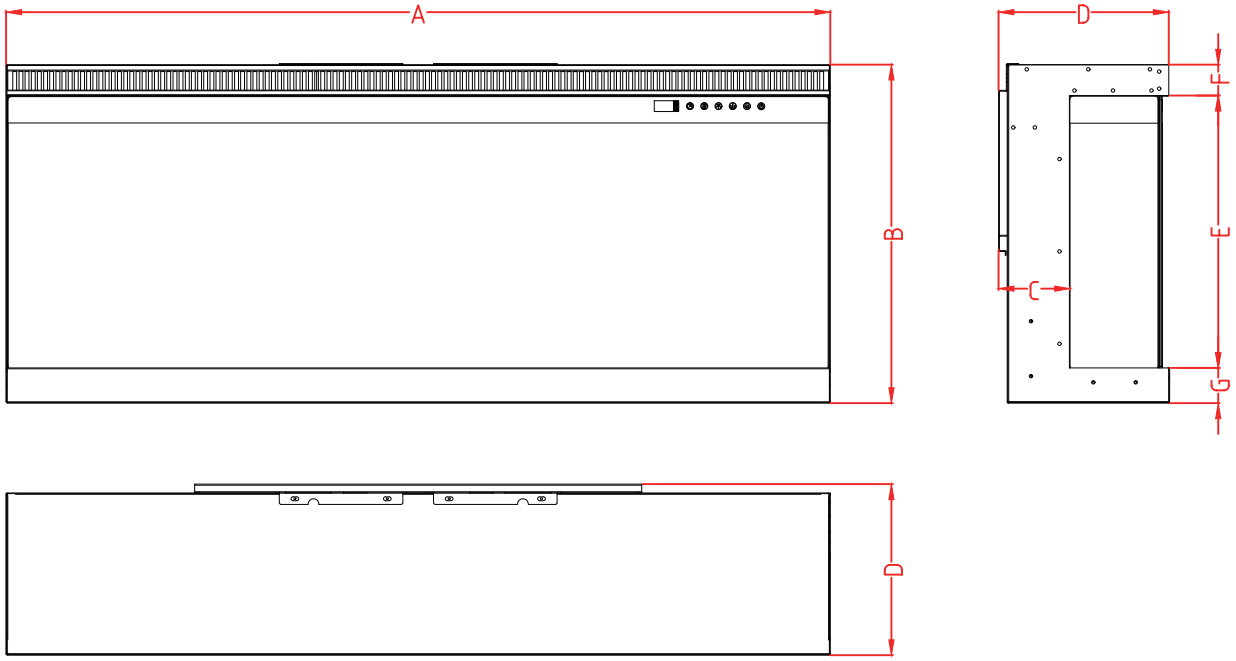
 A - Fireplace 1 X Pcs	 B - Screws 8 X Pcs	 C - Drywall anchors 8 X Pcs	 D - Decorative Crystals Box
 E - Log set Box	 F - Remote Control 1 X Pcs	 Suction Cup (2 pcs)	 H - Manual

■ Tool preparation

You will need the following tools (not included):

Phillips screwdriver; stud finder; level; tape measure; electric drill; 1/4" wood drill bit, hammer.

Specification and Dimension



Product dimensions

Model	A	B	C	D	E	F	G
TS36WN	36.14" 918mm	17.3" 439.6mm	3.66" 93mm	8.7" 221.2mm	13.93" 353.8mm	1.57" 40mm	1.8" 45.8mm
TS42WN	42.13" 1070mm	17.3" 439.6mm	3.66" 93mm	8.7" 221.2mm	13.93" 353.8mm	1.57" 40mm	1.8" 45.8mm
TS50WN	50.12" 1273mm	17.3" 439.6mm	3.66" 93mm	8.7" 221.2mm	13.93" 353.8mm	1.57" 40mm	1.8" 45.8mm
TS60WN	60.13" 1527.4mm	17.3" 439.6mm	3.66" 93mm	8.7" 221.2mm	13.93" 353.8mm	1.57" 40mm	1.8" 45.8mm
TS72WN	71.98" 1828.4mm	17.3" 439.6mm	3.66" 93mm	8.7" 221.2mm	13.93" 353.8mm	1.57" 40mm	1.8" 45.8mm
TS88WN	87.97" 2234.4mm	17.3" 439.6mm	3.66" 93mm	8.7" 221.2mm	13.93" 353.8mm	1.57" 40mm	1.8" 45.8mm
TS100WN	100" 2540.4mm	17.3" 439.6mm	3.66" 93mm	8.7" 221.2mm	13.93" 353.8mm	1.57" 40mm	1.8" 45.8mm

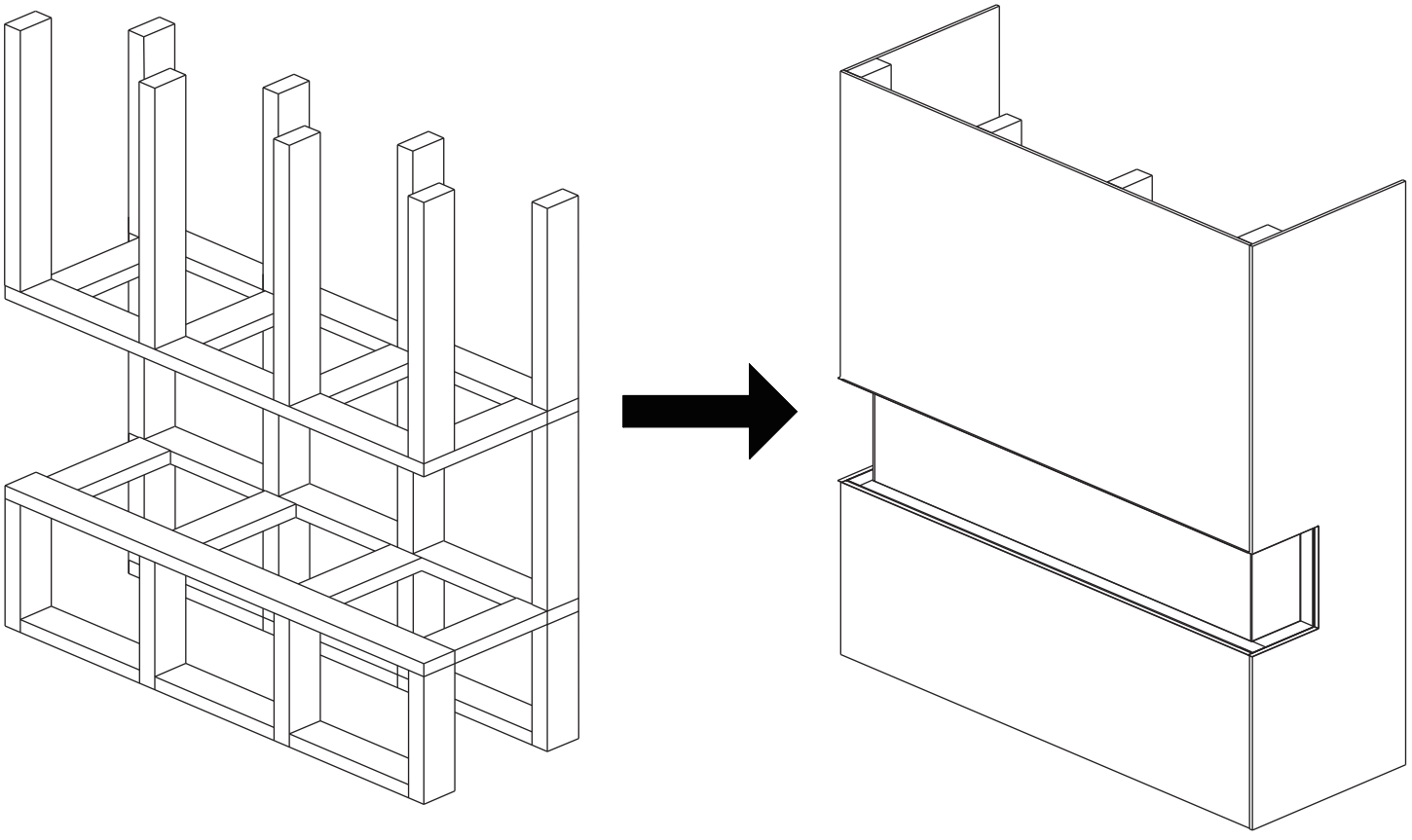
Installation

The three-sided fireplaces are designed to be built-in and allow for the finishing material(drywall,stone,tile,etc) to be built right down to the glass edge

Note: Due to the many different materials used on different walls, it is highly recommended that you consult your local builder before you install this appliance.

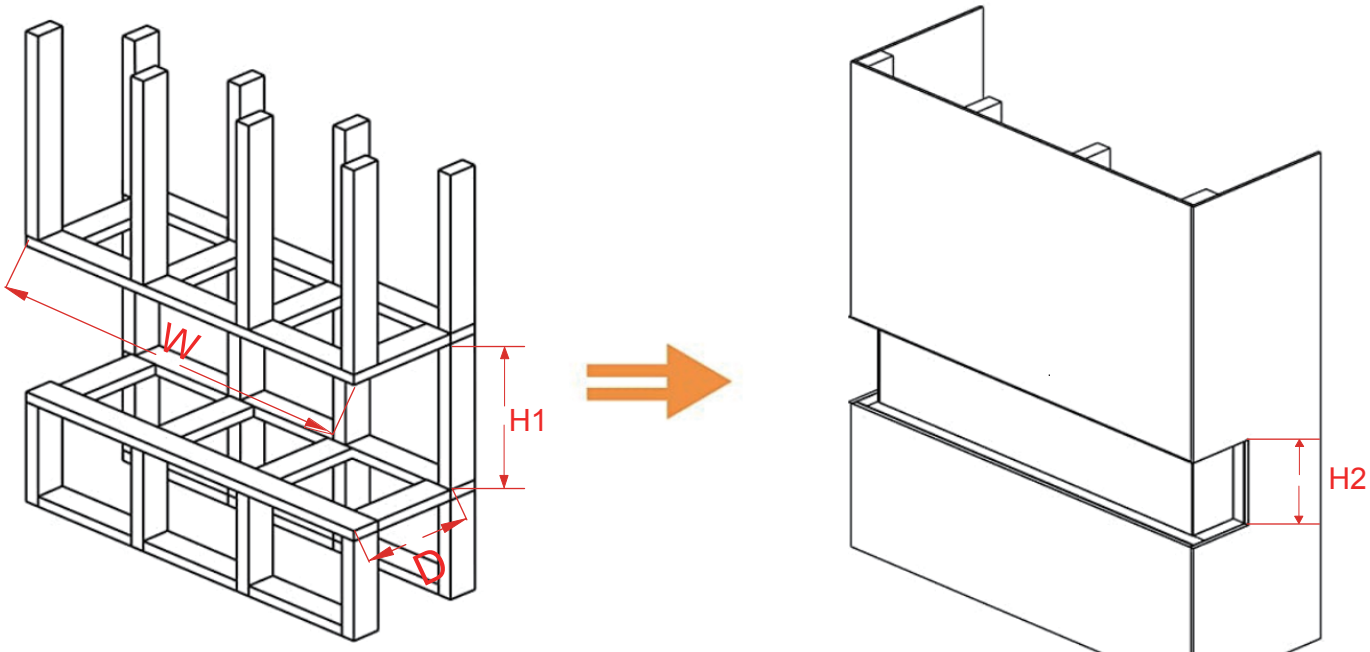
Make an opening for the fireplace according to the requested measurement.

NOTICE	Before Insert the fireplace into the wall opening.Plug in and check if the fireplace works normally.



Recessed to wall installation

STEP A. Selection a dry wall to open a hole for the firepalce box.
The size of hole as below chart. Figure(A)



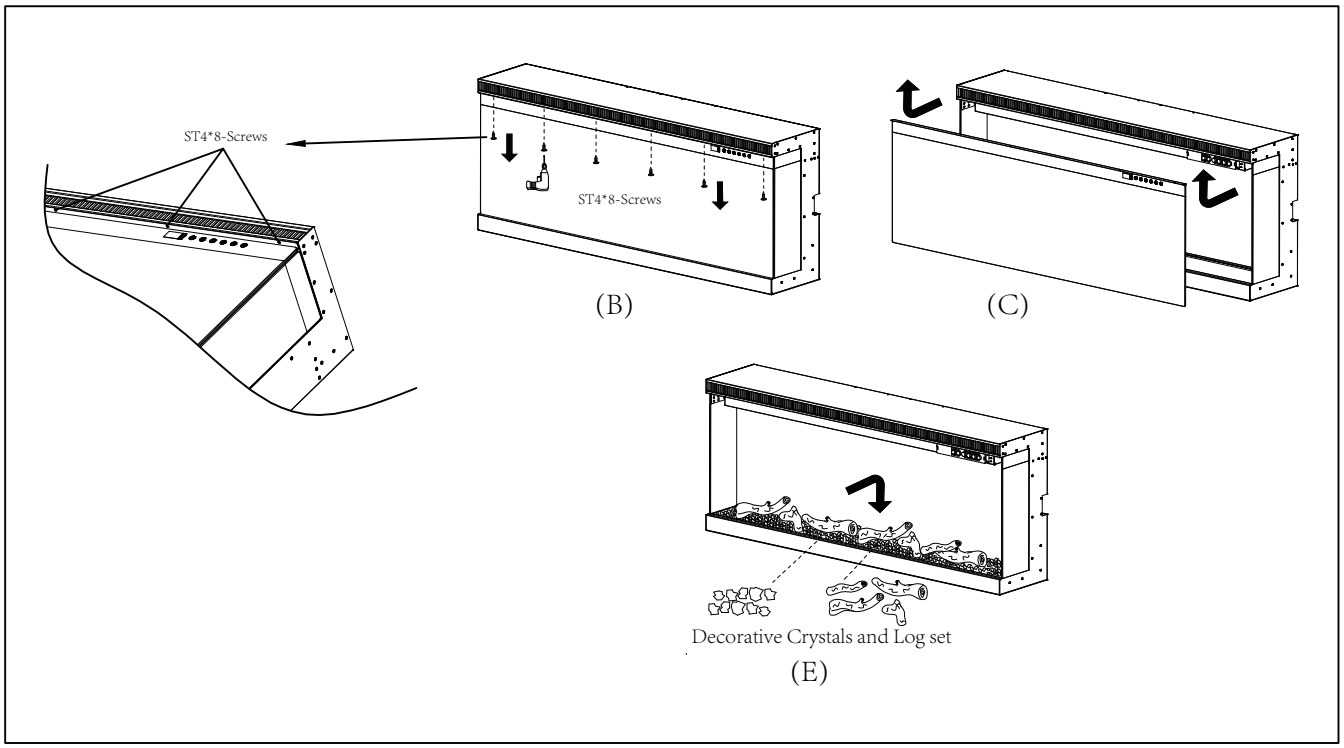
(A)

Framing Hole Size

Model	W	H1	H2	D
TS36WN	36.34" 923mm	17.52" 445mm	13.93" 353.8mm	>11.4" >290mm
TS42WN	42.33" 1075mm	17.52" 445mm	13.93" 353.8mm	>11.4" >290mm
TS50WN	50.32" 1278mm	17.52" 445mm	13.93" 353.8mm	>11.4" >290mm
TS60WN	60.32" 1532mm	17.52" 445mm	13.93" 353.8mm	>11.4" >290mm
TS72WN	72.17" 1833mm	17.52" 445mm	13.93" 353.8mm	>11.4" >290mm
TS88WN	88.15" 2239mm	17.52" 445mm	13.93" 353.8mm	>11.4" >290mm
TS100WN	100.2" 2545mm	17.52" 445mm	13.93" 353.8mm	>11.4" >290mm

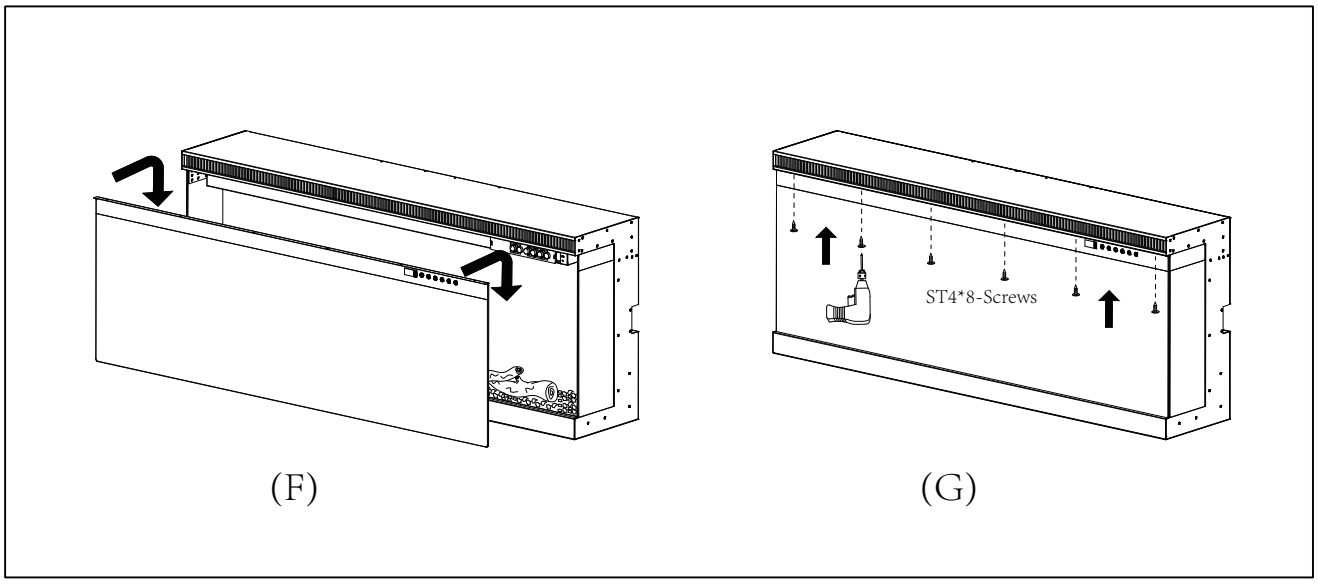
STEP B-C-D-E.

Remove the ST4*8 screws at the location shown in the diagram, and remove the front windshield by pushing it outwards and upwards; then insert the milky white plastic sheet, crystal particles, and carbon fiber.



STEP F-G.

Install the front windshield and then secure it with ST4*8 screws. Installation complete..



Wall hung installation

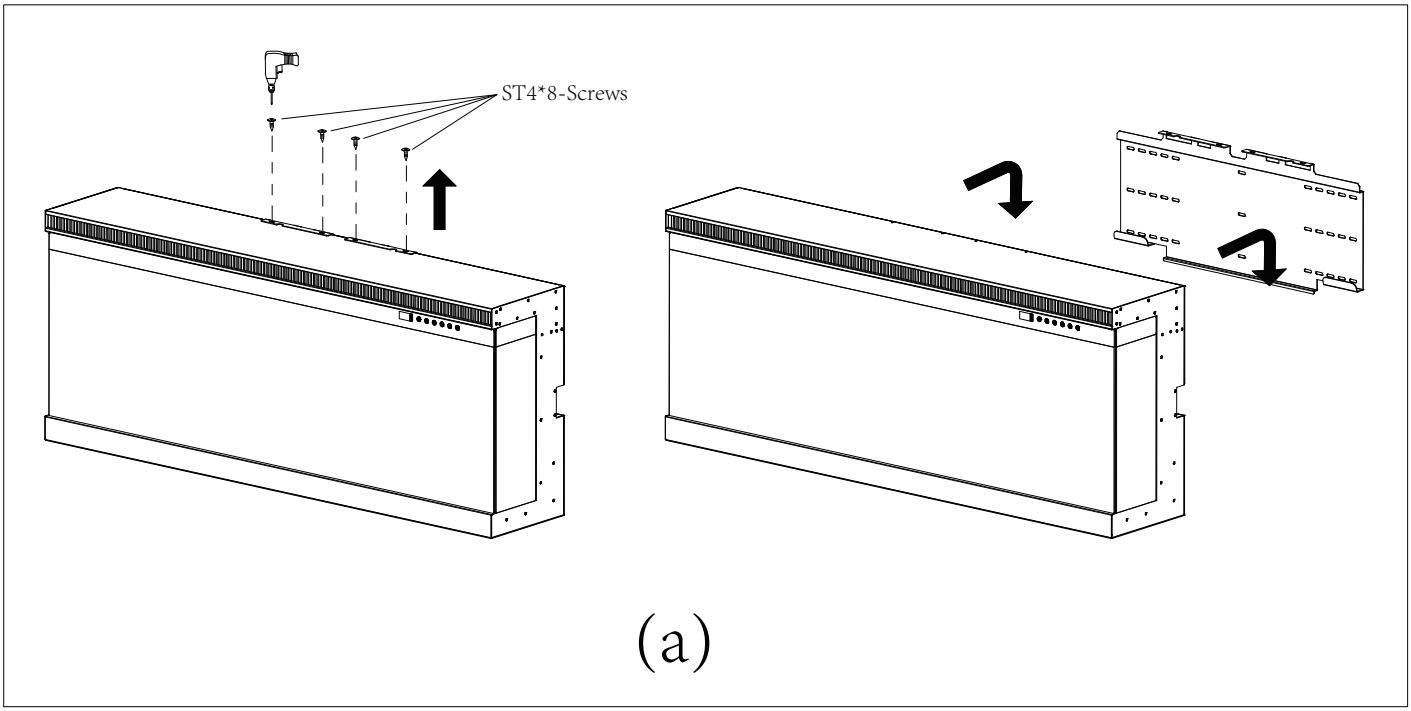
WARNING

Only qualified person can perform the installation.

CAUTION

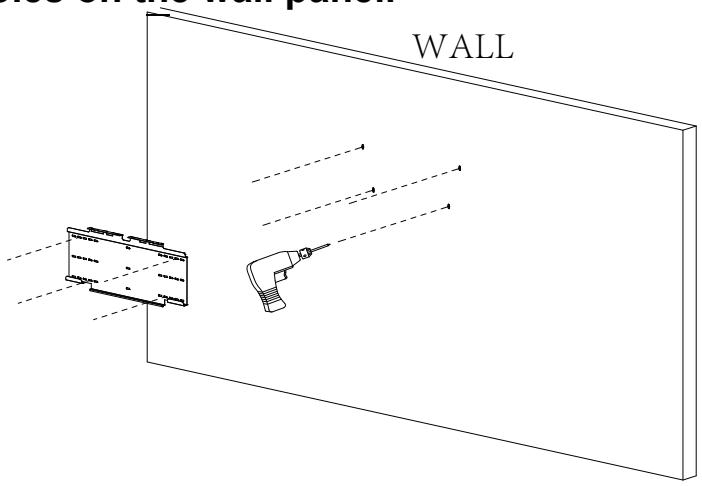
Due to the many different materials used on different walls, it is highly recommended that you consult your local builder before you install this appliance on the wall.

STEP 1. Use a screwdriver to remove the four white screws here, and then remove the wall-mounted panel in the direction of the arrow.



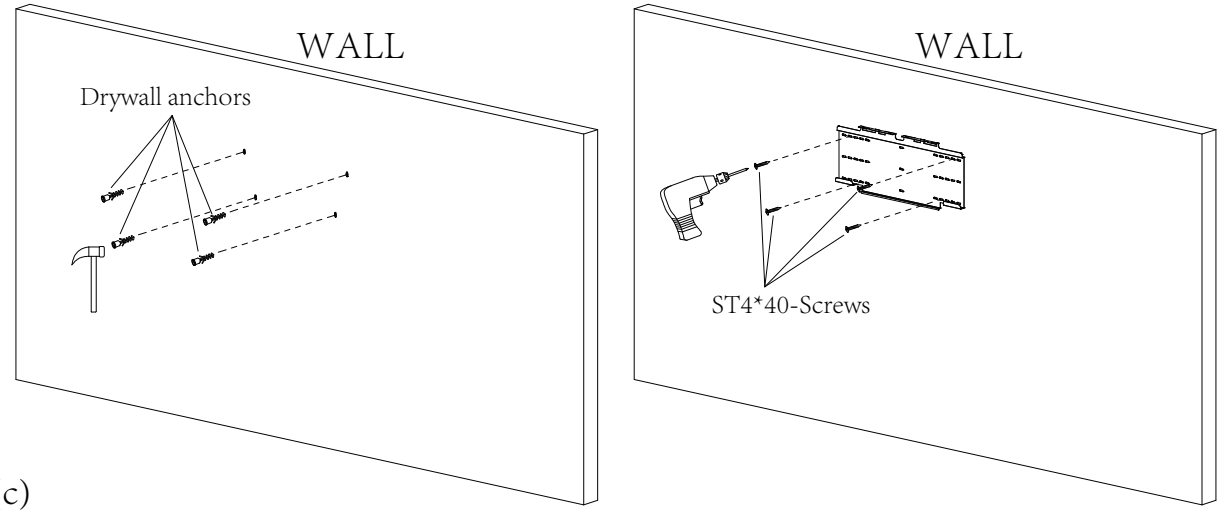
(a)

STEP 2. Drill four Ø8.5 holes in the wall using an electric drill, aligning the holes with the holes on the wall panel.



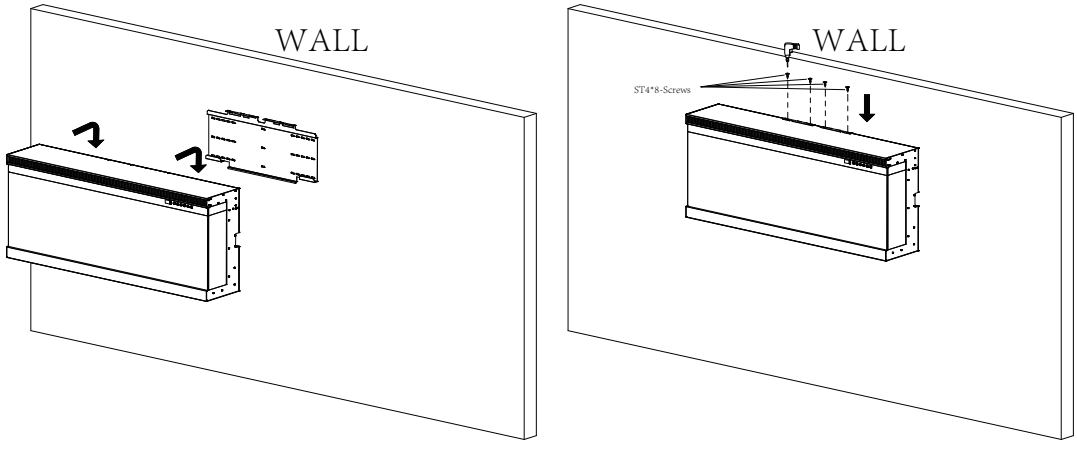
(b)

STEP 3. Hammer the four expansion screws from the accessory kit into the drilled holes, and then use the four ST4*40 screws from the accessory kit to fix the wall mounting plate to the wall.



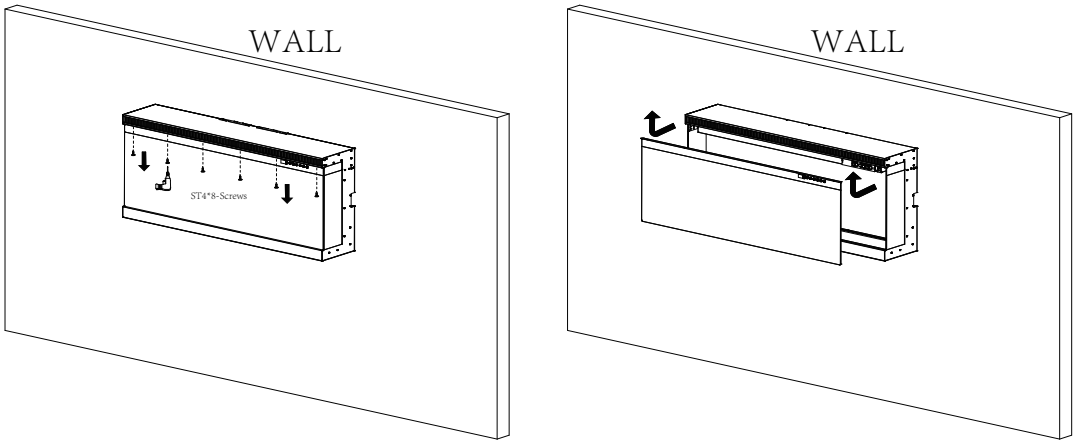
(c)

STEP 4. Hang the fireplace on the wall panel and then lock in the four white screws that were removed earlier;



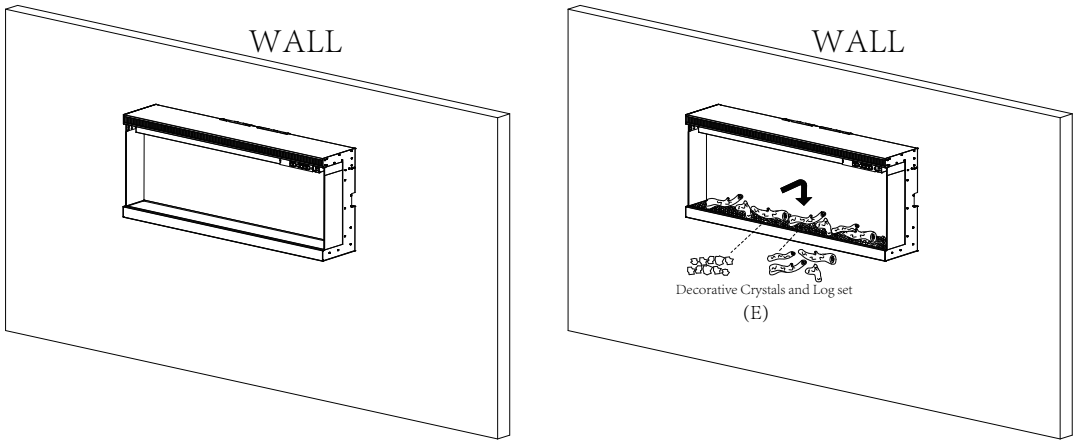
(d)

STEP 5. Remove the ST4*8 screws at the location shown in the diagram, and remove the front glass outwards and upwards;



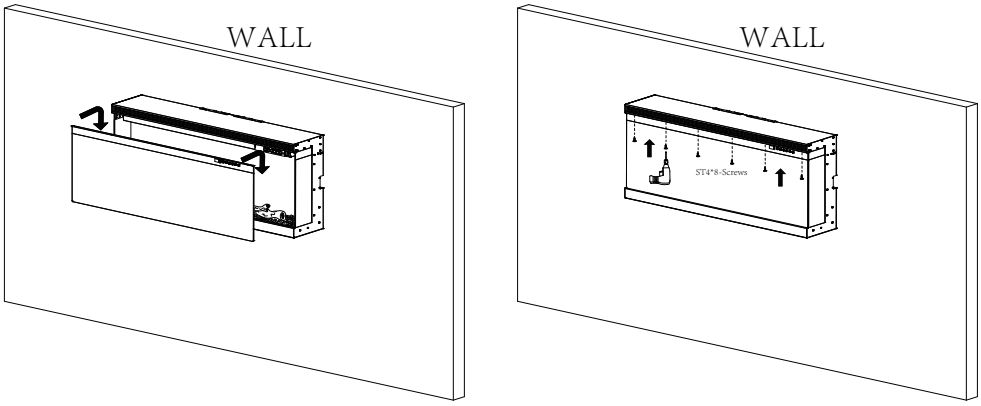
(e)

STEP 6. Place the crystal particles on the plastic plate, and then arrange the fake charcoal on the crystal particles according to your desired shape.



(f)

STEP 7. Install the glass in the direction of the arrow, then use a screwdriver to tighten the screws that were removed earlier. The fireplace is now installed! Plug in the power cord and it's ready to use.



(g)

Instructions for use

WARNING

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

Power

Plug the power cord into a AC 120 Volt outlet (see **IMPORTANT SAFETY INFORMATION** on **Pages 2 and 3**). Make sure the outlet is in good condition and that the plug is not loose. **NEVER** exceed the maximum amperage for the circuit. **DO NOT** plug other appliances into the same circuit.

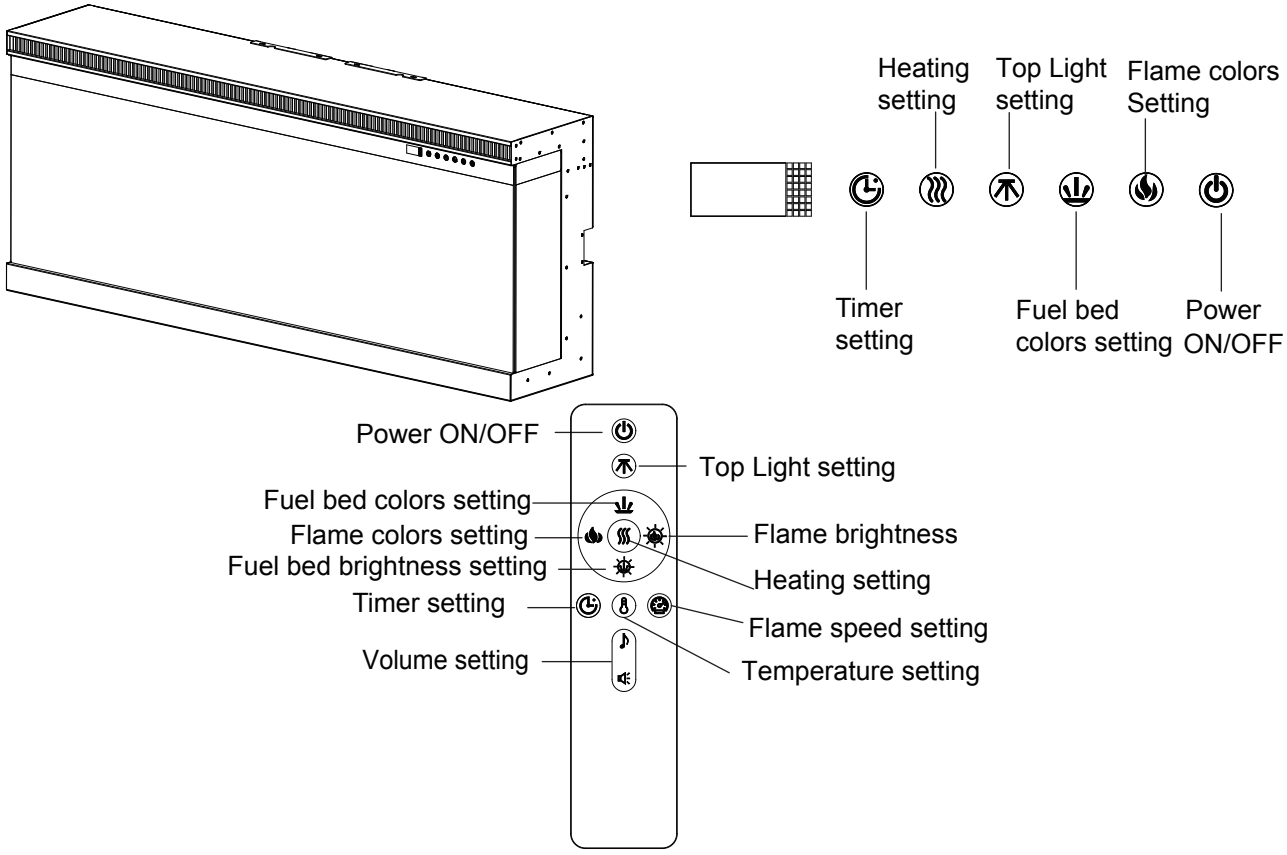
Methods of Operation

This electric fireplace can be operated by the CONTROL PANEL/TOUCH PANEL, or by the battery-powered REMOTE CONTROL.

The operation and functions of the two methods are the same.

Before operating, please review the **IMPORTANT SAFETY INFORMATION** on **Pages 2 and 3,** and heed all warnings.

Start up instructions

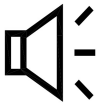


Remote Control

Remote control description

ICONS	FUNCTIONS	ACTION & INDICATION
	Power	**Switch ON/OFF Button:** Switch ON: Press the POWER button on the keyboard or on the remote control with a short buzzer sound, the electric fireplace starts to work. Switch OFF: Press the POWER button on the keyboard or the remote control again with a short buzzer sound, the LED light will be off/the electric fireplace will be off/the heating will be off.
	Flame Color	**Flame Color Setting:** The initial flame color is orange.Press the button on the remote control. Each time you press,the flame color will change to: F01 to F13 : F01 Orange; F02 Yellow; F03 Blue; ...etcF L13:Orange + Gray F14 : Automatically cycle colors from F01 to F13.
	Bed Fuel Brightness	**Bed Fuel Brightness Setting:** The default brightness upon startup is maximum, displayed as "E5 (100% brightness)". Each press advances the brightness level by one, decreasing sequentially in the following order: E5 (100%) -- E4 (80%) -- E3 (60%) -- E2 (40%) -- E1 (20%) -- E0 (off) -- E5, cycling through the next level. E0 represents
	Heating	**Heating Setting:** Press the button to initiate the heater. L0 : Heater blows warm air (750W) H1: Heater blows warmer air (1500W) OFF: Turn off the heater, no heating and blowing.
	Temperature	**Temperature Setting:** **NOTE: Press the button for 10 seconds, the temperature setting will switch from °C to °F. Same way from °F to °C.** **NOTE: The temperature displayed when turning on is the ambient temperature**

Remote control description

ICONS	FUNCTIONS	ACTION & INDICATION
	Timer	**Timer Setting:** 12 Settings: (0h,1h, 2h, 3h, 4h, 5h, 6h, 7h, 8h,9h,10h,11h,12h) Controls timer settings to turn off fireplace at selected time.Settings range from 1 hours to 12 hours.
	Fuel Bed Color	**Fuel Bed Color Setting:** The charcoal lamp is always at its brightest setting when turned on. The default display upon startup is C01 (orange). Pressing it once displays C02 (yellow); pressing it again displays C03 (red). The display sequence is: C01 (orange) - C02 (yellow) - C03 (red) - C04 (green) - C05 (cyan) - C06 (blue) - C07 (purple) - C08 (pink) - C09 (grayish-white) - C10 (automatic cycle mode) - C01 (yellow), and so on
	Flame Brightness	**Flame Light Brightness Setting:** 6 levels setting: (L5--L4--L3--L2--L1--L0) The flame light brightness is on the brightest mode by default : L5 There are 5 brightness levels.Press the button on the remote control and the brightness of the LED light will gradually dimmer from L5 to L1. L0 is OFF.
	Sound	The default setting is off, displaying "SP0". Pressing it once turns the speaker on at low volume, displaying "SP1". Pressing it a second time turns it at medium volume, displaying "SP2". Pressing it a third time turns it at high volume, displaying "SP3". Pressing it again turns the speaker off, displaying "SP0". The display order is: SP0-SP1-SP2-SP3-SP0, and so on.
	Top Light Color	**Top Light Color Setting:** The default setting is off, displaying B0; pressing it once displays B1 (yellow), followed by B2 (blue), then B3 (a mixture of yellow and blue), and so on, cycling through the colors.
	Flame Speed	**Flame speed adjustment:** The default speed upon startup is the fastest, displayed as "S5". S1 is the slowest speed, and the speeds are displayed sequentially as S5--S4--S3--S2--S1--S5.
	Volume	The crackling sound of burning firewood (three types) is displayed as "01" by default. Pressing it once displays "02" and pressing it again displays "03". The display order is 01-02-03-01, and so on.

When the heater is first turned on, a slight odor may be 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.

■ 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:

1. Turn the ON/OFF switch on the CONTROL PANEL to OFF. Wait 5 minutes.
2. Unplug the power cord from the outlet.
3. 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.
4. With the POWER switch in the OFF position, plug the power cord back into the outlet.
5. If the problem continues, have your outlet and wiring inspected by a professional.

■ CAUTION: sharp edges!

1. After installation, the power plug should be accessible.
2. If the power cord is damaged. It must be replaced by the manufacturer its service agent or a similarly qualified person to avoid a hazard.
3. The heater must not be located immediately below a socket.
4. The appliance is not intended for use by young children or infirm persons. Young children should be supervised to ensure that they do not play with the appliance.
5. Do not use this heater in the immediate surroundings of a bath, a shower, or a swimming pool.
6. To avoid overheating, do not cover the heater

Care and Maintenance

Cleaning



ALWAYS turn the heater 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.

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.

Vents:

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

Maintenance



Risk of electric shock! DO NOT OPEN! No user-serviceable parts inside!



ALWAYS turn the heater 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.

Electrical and Moving Parts:

- The fan motors are lubricated at the factory and will not require lubrication.
- Electrical components are integrated in the fireplace and are not serviceable by the consumer.

Storage:

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



WARNING
No other servicing should be performed by the consumer. Do not attempt to service the unit yourself.

Troubleshooting

⚠ WARNING

Disconnected the appliance completely and let cool prior to any service.
Only a qualified sevice person should service and pepair this electric applaince.

Problem	Possible Cause	Solution
1. Fireplace turns off and will not turn on.	1. Fireplace has overheated and safety devise has caused thermal switch to disconnect or home circuit breaker has opened.	1. Pull the plug, wait 5 minutes to plug it back in and turn it on.
2. Flame is not moving.	1. Loose wiring. 2. Flame motor defective. 3. Flame rod out of place	1. Inspect wiring for loose connections. 2. Call a qualified service technician to replace flame motor. 3. "Flame Rod" out of place due to rough transit/handing of the product. This issue can be corrected as simple as removing the glass, flipping the fireplace upside and down, removing a set of screws that are holding the bottom frame plate and placing the flame rod back into place.
3. Flame is not visible.	1. Wiring is loose.	1. Disconnect from power source and inspect wiring for loose connections and repair or replace if necessary. 2.Push the flame button to high.
4. Log set and / or is not glowing.	1. Wiring is loose 2. Ember is off mode	1. Disconnect from power source and inspect wiring for loose connections and repair or replace if necessary.
5. Remote control does not work.	1.Low batteries. 2.Not aiming control correctly. 3.Defective remote control and / or sensor	1. Replace batteries in remote control. 2. Aim control at sensor located directly behind glass screen in center of unit just above logs. 3. Replace remote control and/or sensor.

Troubleshooting

⚠ WARNING

Disconnected the appliance completely and let cool prior to any service.
Only a qualified sevice person should service and pepair this electric applaince.

Problem	Possible Cause	Solution
6.Fireplace will not come on when switch is flipped to ON.	1. The fireplace is not plugged into an electrical outlet. 2. Control failure. 3. Breaker tripped.	1. Check plug. 2. Call a qualified service technician. 3. Reset breaker.
7.Heater does not provide heat when turned on.	1. Thermal switch has been tripped. 2. Wiring is loose. 3. Heater is defective.	1. Turn unit off and unplug unit for 10 minutes. Plug back in and turn unit on. If plug cannot be reached, follow directions for tripped circuit breaker. 2. Disconnect from power source and inspect wiring for loose connections and repair or replace if necessary. 3. Replace heater.

CAUTION: Please remember to always have the unit disconnected prior to any work, always lay glass as well as the unit on a towel or other material not to damageparts/frame.

This entire process should not take longer than 20-30 minutes.

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, a comparable replacement or refund will be given. **The original dated sales receipt is required for all warranty claims.** This warranty does not cover damage that 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 commercial use of this product voids all warranties, and frees the manufacturer from all liability.

Read and understand all assembly and operating instructions, all safety information and warnings, before use. The following will void this warranty: Damage caused by 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 by this insert being used outdoors; Damage caused by 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.