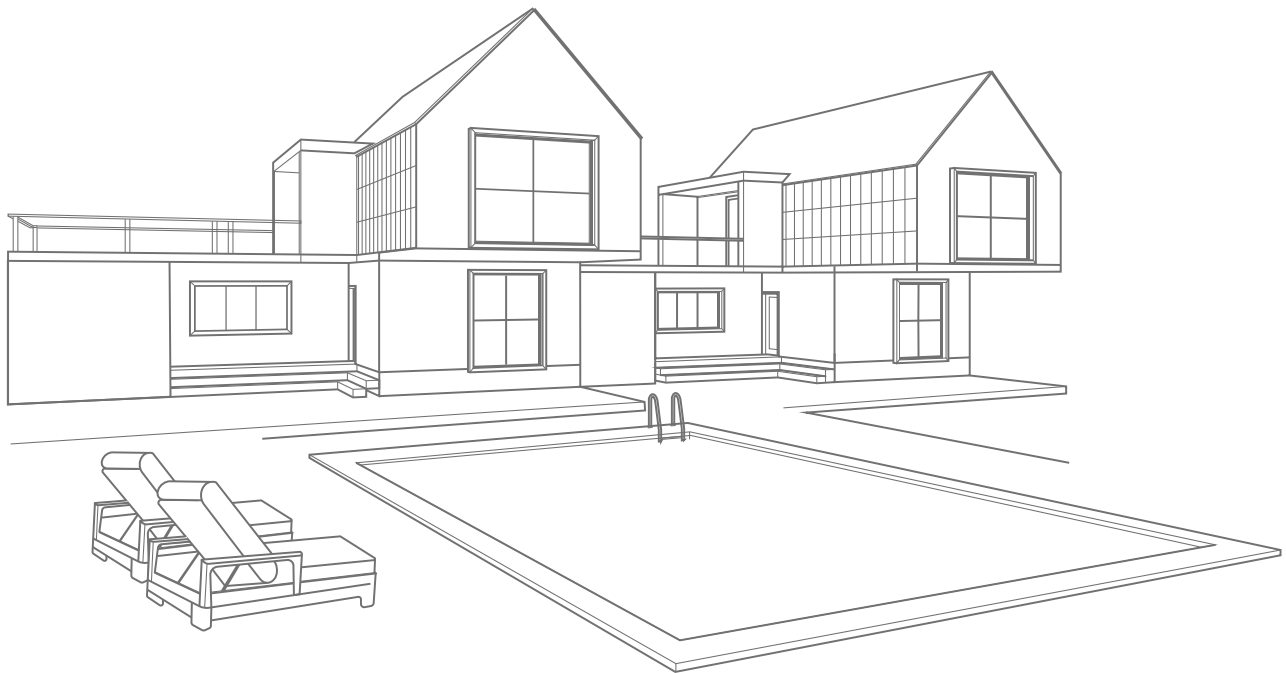


electric fireplace

Product ID. QVDNG



Scan for Support



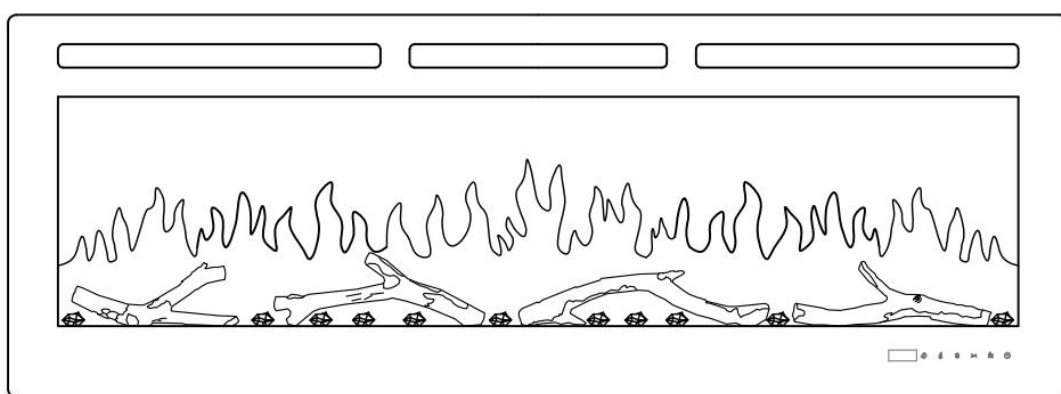
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Recessed Electric Fireplace

Product ID:

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CONTENT

1. Important Safety Information	2
2. Before Installation Information	3
3. Technical Specifications	4
4. Electrical Safety	7
5. Installation Instruction	8
5A. Flush Mounted Installation	8
5B. Wall-mounted installation	12
6. Operation Instruction	15
6a. Manual Control Panel	15
6b. Remote Control	18
7. Care and Maintenance	20
8. Limited Warranty	20
9. Troubleshooting Guide	21

1.IMPORTANT SAFETY INFORMATION

WARNING: Any use of this appliance other than that recommended by the manufacturer in this owners 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. **THIS APPLIANCE IS HOT WHEN OPERATED AND CAN CAUSE SEVERE BURNS IF TOUCHED.**
2. Do not operate the appliance before reading and understanding operating instructions. Failure to operate the appliance according to operating instructions could cause fire or injury.
3. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 3 feet (0.9 m) from the front of this appliance and keep away from the sides and the rear.
4. **WARNING:** To avoid overheating, do not cover the heater. The clearance may be inadequate when installed in a recreational vehicle with the slide-out closed.
5. Risk of burns. Power to the appliance should be turned off, and the appliance should be allowed to cool before servicing. To disconnect the appliance from the power supply, turn off the controls, and then remove the plug from the outlet.
6. Do not install damaged, incomplete, or substitute components.
7. Young children should be carefully supervised when they are in the same room with the appliance. Toddlers, young children, and others may be susceptible to accidental contact burns.
8. To prevent accidental swallowing, media bed kits should be kept away from children and infants.
9. The remote control contains small batteries. Keep them away from children. If swallowed, seek medical assistance immediately.
10. Do not recharge the batteries. Do not mix the batteries with the used ones or other battery types, store them with hazardous or combustible materials, or place loose batteries in a pocket, purse, or other container containing metal objects.
11. Ensure that you have incorporated adequate safety measures to protect infants/toddlers from touching hot surfaces.
12. It is imperative that the control compartments, circulating blower, and its passageway in the appliance are kept clean. The appliance should be inspected before use and at least annually by a qualified service person.
13. Under no circumstances should this appliance be modified.
14. Do not use this appliance if any part has been in contact with water. Immediately call a qualified service technician to inspect the appliance and replace any part of the control system which has been in contact with water.
15. Do not operate the appliance with the glass door removed, cracked, or broken. A licensed or qualified service person should do the replacement of the glass.
16. Do not strike or slam shut the appliance's glass door.
17. Keep the packaging material out of reach of children and dispose of the material in a safe manner. These are not toys like all plastic bags and should be kept away from children and infants.
18. Servicing should be done only while the appliance is disconnected from the power supply circuit.
19. Always unplug the appliance when not in use.
20. Do not operate this appliance with a damaged cord or plug after the appliance has been defective, dropped, or damaged in any manner.
21. Do not use the appliance outdoors.
22. Never place the appliance where it may fall into a bathtub or other water container.
23. Do not run cord under carpeting. Do not cover the cord with throw rugs, runners, etc. Arrange the cord away from high-traffic areas to avoid a tripping hazard.
24. Connect to properly grounded outlets only.
25. Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire or damage the appliance.
26. To prevent a possible fire, do not block air intakes or exhaust in any manner. Do not use it on soft surfaces, like a carpet, where openings may become blocked.
27. Always plug appliances directly into a wall outlet/receptacle. Never use an extension cord or relocatable power tap (outlet/power strip).
28. The product is classified as a Class I appliance. This appliance, when installed must be electrically grounded in accordance with the current.
29. Unauthorized modification of the power cord is prohibited to prevent electrical hazards or safety incidents.

SAVE THESE INSTRUCTIONS

2.BEFORE INSTALLATION INFORMATION

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

Note:

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

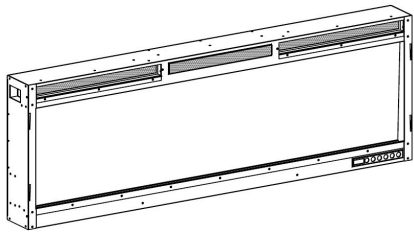
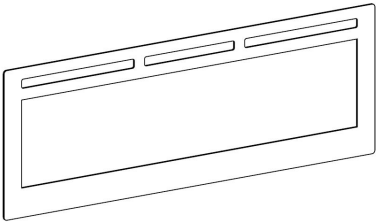
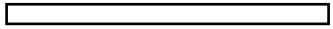
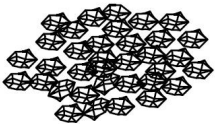
Check Spare Parts

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

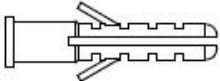
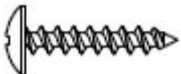
NOTE: Contact service team for help if any part missed or damaged.

E-mail: Email: support@garvee.com

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

		
A.Firebox (1 PC)	B.Glass Panel (1 PC)	C.Remote Control(1PC)
		
D.Carbon Bed (1 PC)	E. Mounting Bracket A (1 PC)	F. Mounting Bracket B (1 PC)
		
G.Acrylic Crystals (1 bag)	H.Logs (1 SET) quantity according to model	

HARDWARE CONTENTS (shown actual size)

		
AA: Wall Anchor 4 PCS	BB:Screw 4+2 PCS	CC: Bolt 10+2 PCS

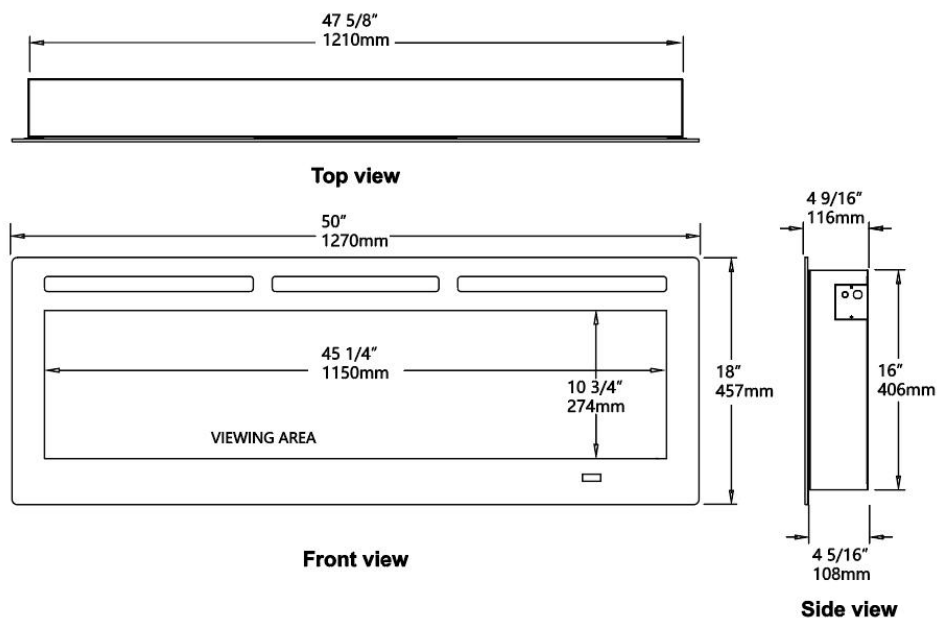
3. TECHNICAL SPECIFICATIONS

2.1) Electric Specifications

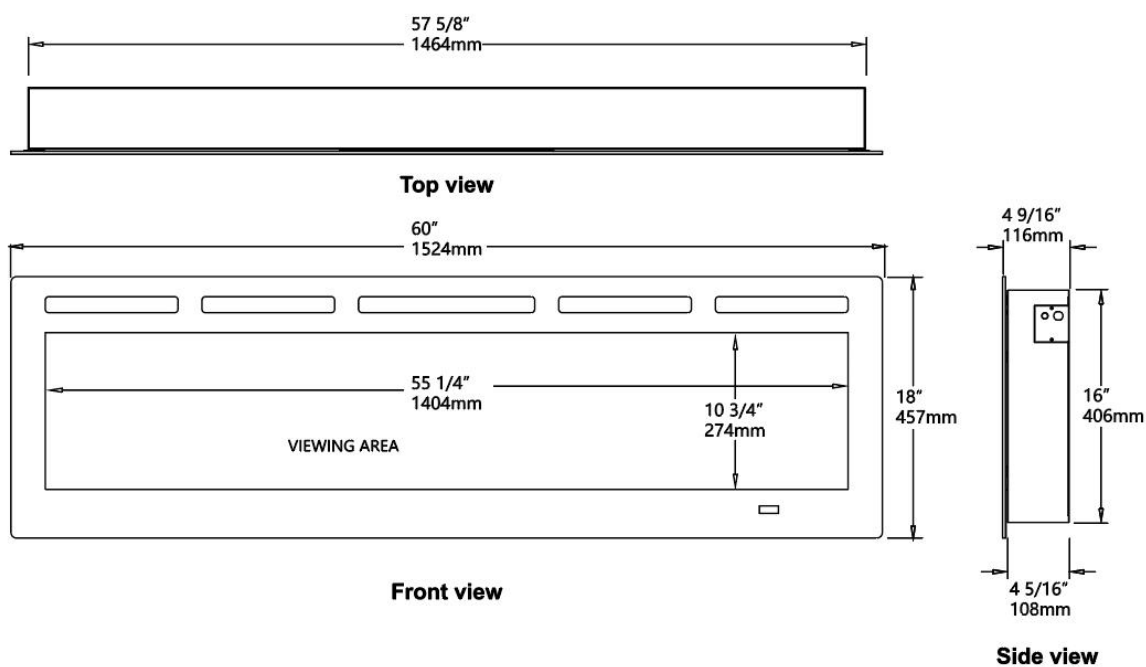
Model	Size	Volt	Watt(min/max)	Hz	BTU(max)	Amp
ZHX-50-086	50inch	120	1500	60	5120	12.5
ZHX-60-088	60inch					
ZHX-72-091	72inch					
ZHX-88-315S	80inch					
ZHX-88-316S	88inch					

2.2) Product Dimensions

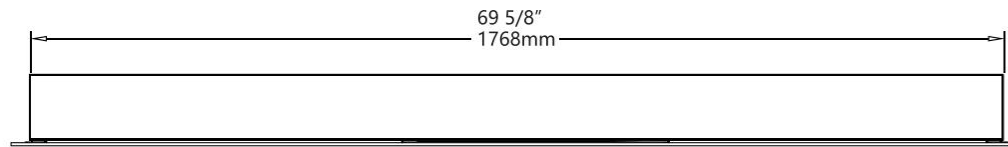
◆ ZHX-50-086 50inch Dimensions



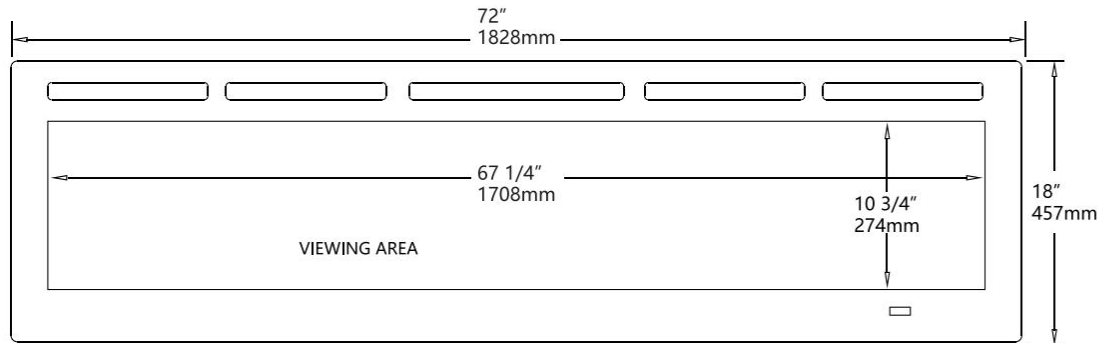
◆ ZHX-60-088 60inch Dimensions



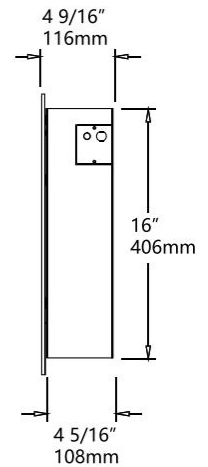
◆ ZHX-72-091 72inch Dimensions



Top view

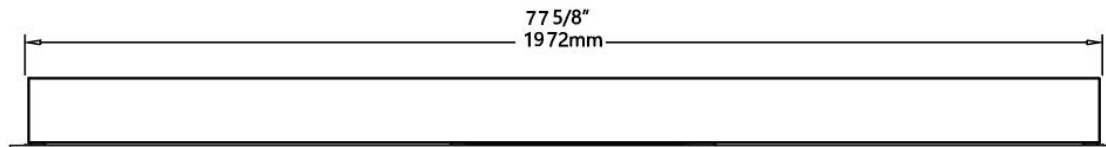


Front view

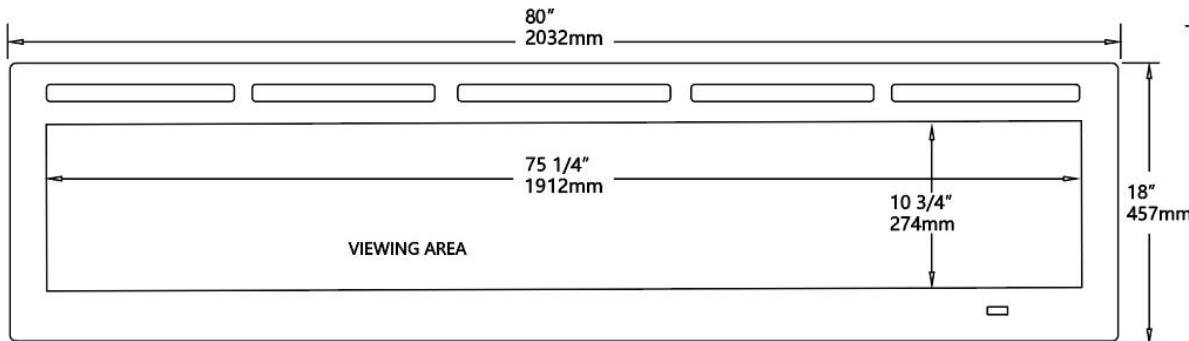


Side view

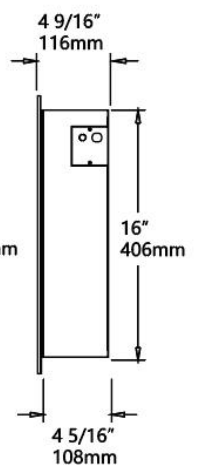
◆ ZHX-88-315S 80inch Dimensions



Top view

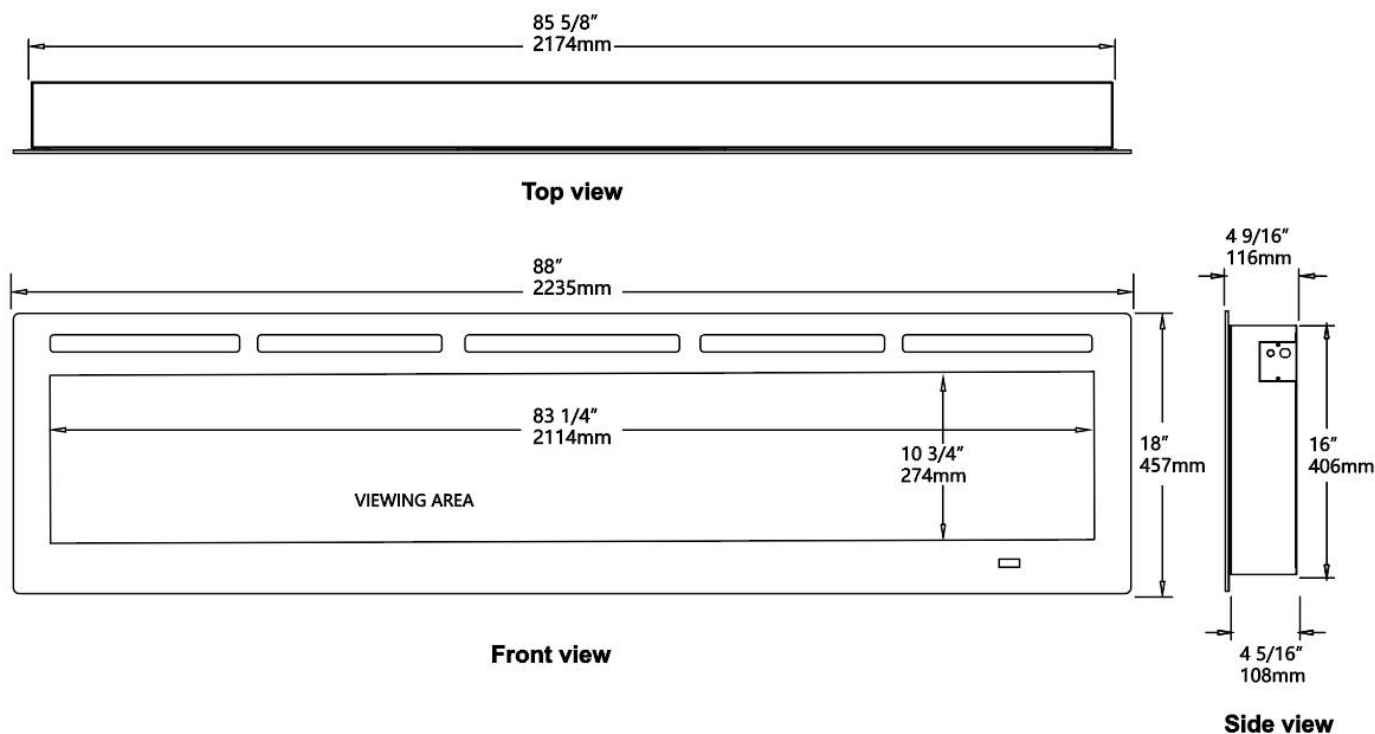


Front view



Side view

◆ ZHX-88-316S 88inch Dimensions



Note: Installation dimensions please see Installation Instruction.

WARNINGS

- Due to high temperatures, keep the fireplace out of high-traffic locations.
- Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 3ft(0.9m) away from the front of the fireplace.
- Never install the fireplace where it may fall into a bathtub or other body of water.
- Prevent contact with loose insulation. Do not install the fireplace against a vapor barrier or exposed insulation.
- Do not expose the fireplace to the elements (rain, etc).

Tools Required (not included)

- ◆ Phillips screwdriver
- ◆ Level
- ◆ Tape measure
- ◆ Electric power drill



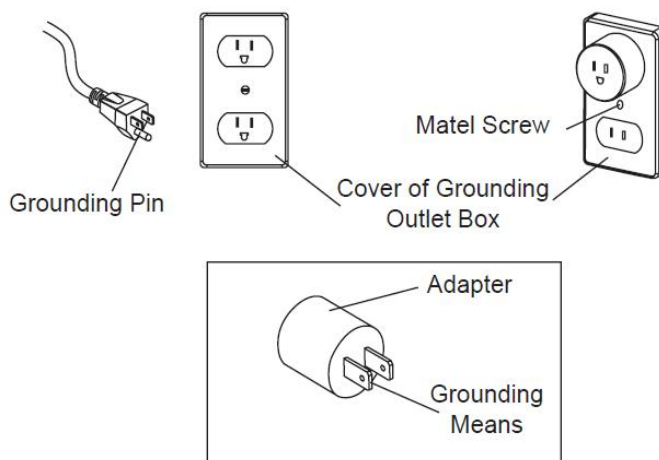
CAUTION: This fireplace has front panel made of GLASS! ALWAYS use extreme caution when handling glass. Failure to do so could result in personal injury or property damage.

4. ELECTRICAL SAFETY

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. If your electrical outlet has only 2 slots, you will have to use an adapter 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.



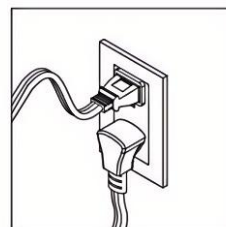
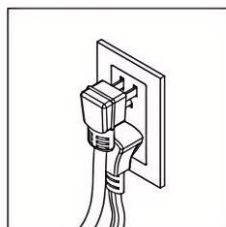
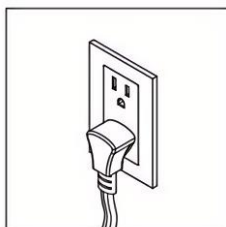
NOTE: Adapters are not allowed for use in Canada.

US-3Pin POLARIZED PLUG

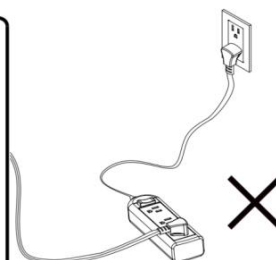
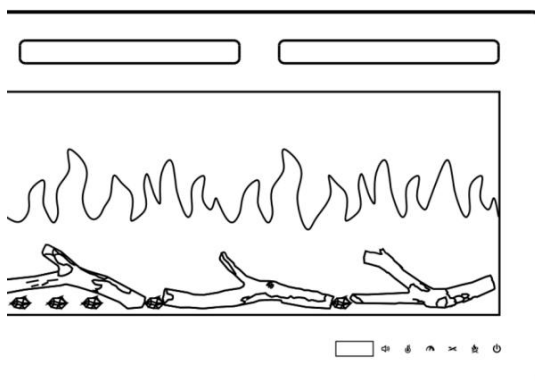
This product is equipped with a 3-pin polarized plug as shown Fig Connect to properly grounded outlets only. This unit is for use on 120 volts only. For your safety, please always plug the unit into a wall outlet receptacle. An extension cord or relocatable power tap (outlet/power strip) should never be used.



Do not share a socket with other appliances when using electric fireplaces, please use a dedicated socket.



Never use with an extension cord or relocatable power tap (outlet / power strip).



A15 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.

5. INSTALLATION INFORMATION

Testing

Testing the Fireplace Prior to Installation

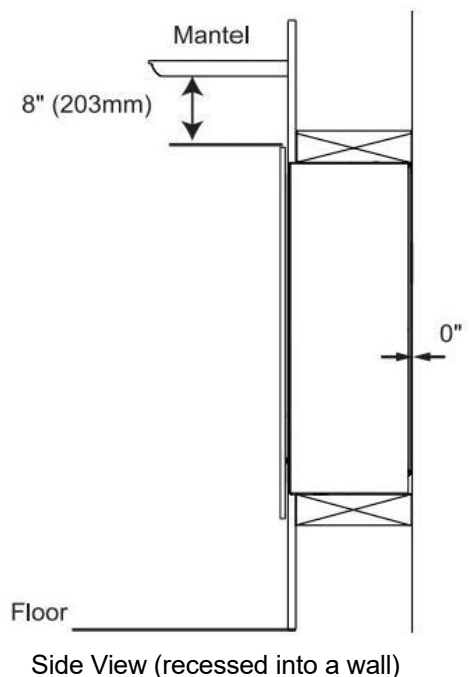
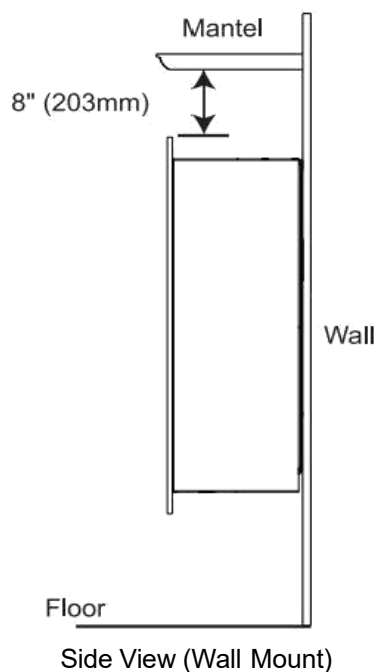
NOTE: Do not install the glass panel when testing.

- Before installing the fireplace, test the fireplace to make sure that it operates properly.
- Plug fireplace into approved outlet and power on the fireplace. Once fireplace is tested, continue with the installation.
- If you have any problems, please contact technical support: support@garvee.com.

Choosing Installation Location

- Measure wall location to ensure that fireplace will fit on desired wall location.
- Minimum clearances (measurements taken from front of glass panel):

Sides	0"
Back	0"
Top	8" to mantel
	8" to TV
	8" to ceiling
Front	36"



Note: The glass panel should be placed in a safe place to avoid damaging before the Installation.

5A、Recessed Installation

Confirm the location before recessed fireplace

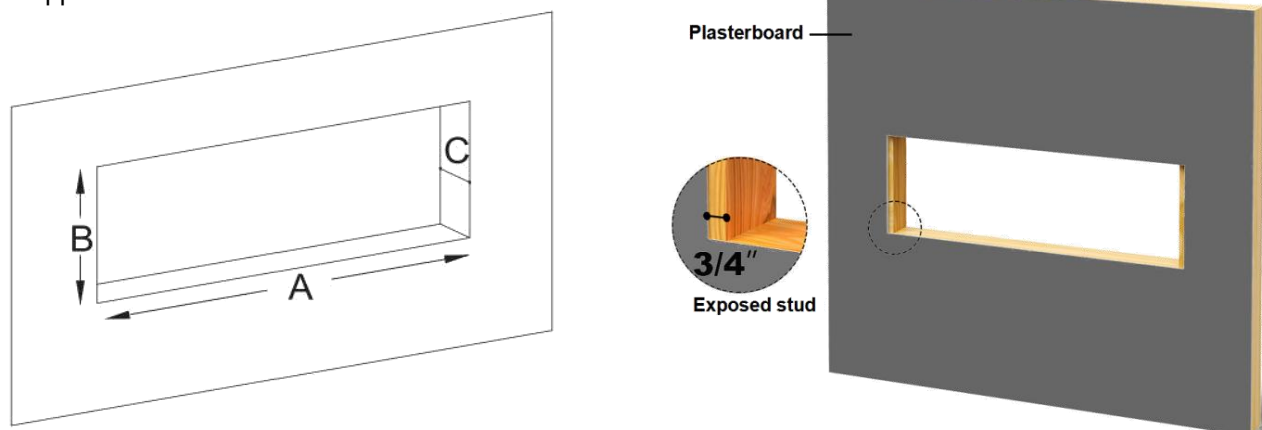
- Due to many different finish materials used on walls, it is highly recommended that you consult a local builder before you install this fireplace in the wall.
- In order to avoid the possibility of exposed insulation or vapor barrier coming in contact with the fireplace, it is recommended that the walls of the fireplace enclosure be "finished" (Sheetrock, drywall etc) as you would finish any other wall of your home. This will ensure that clearance to combustibles is maintained within the wall cavity.
- Never install the fireplace into load-bearing walls. When recessing fireplace in a wall recess into non-load bearing walls ONLY!

1. Choose a location in the wall to install fireplace.

2. Create opening in the wall that is no more than 1/4" larger than metal firebox portion of fireplace.

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

NOTE: Create a rough-in with electrical supply, the electrical junction box is located on the left side, at the back of the appliance.



Model	Length A	Height B	Depth C
ZHX-50-086 / 50inch	47-19/20" / 1218mm	16-1/4" / 413mm	4-1/2" / 114mm
ZHX-60-088 / 60inch	57-19/20" / 1472mm	16-1/4" / 413mm	4-1/2" / 114mm
ZHX-72-091 / 72inch	69-19/20" / 1776mm	16-1/4" / 413mm	4-1/2" / 114mm
ZHX-88-315S / 80inch	77-19/20" / 1980mm	16-1/4" / 413mm	4-1/2" / 114mm
ZHX-88-316S / 88inch	85-19/20" / 2183mm	16-1/4" / 413mm	4-1/2" / 114mm

3. Fix the Mounting Brackets on both sides of the firebox(A) using 6 Bolts(CC) as shown.

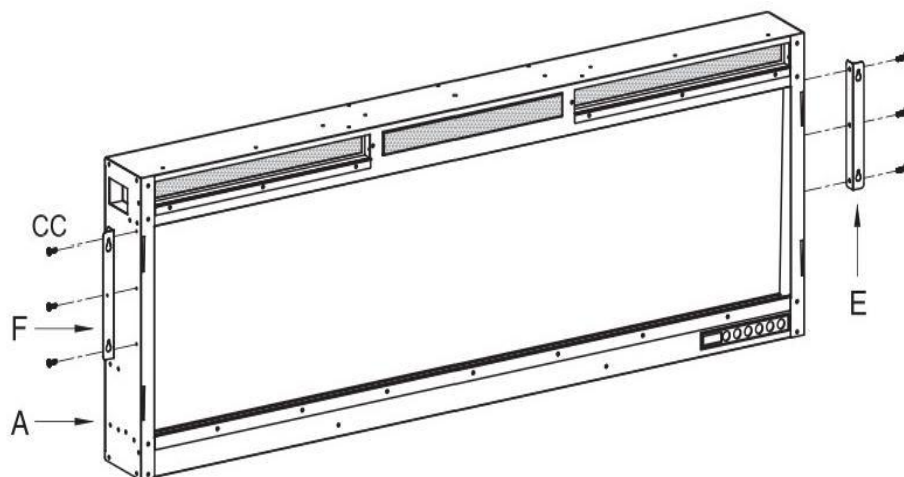
Spare Parts

E. Mounting Bracket A 1PC

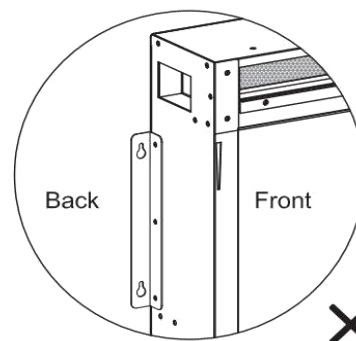
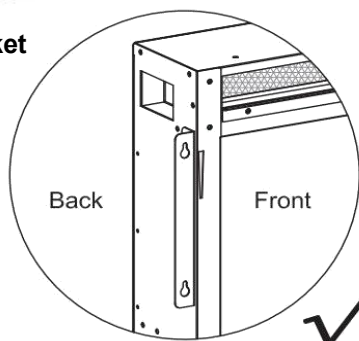
F. Mounting Bracket B 1PC

Hardware Used

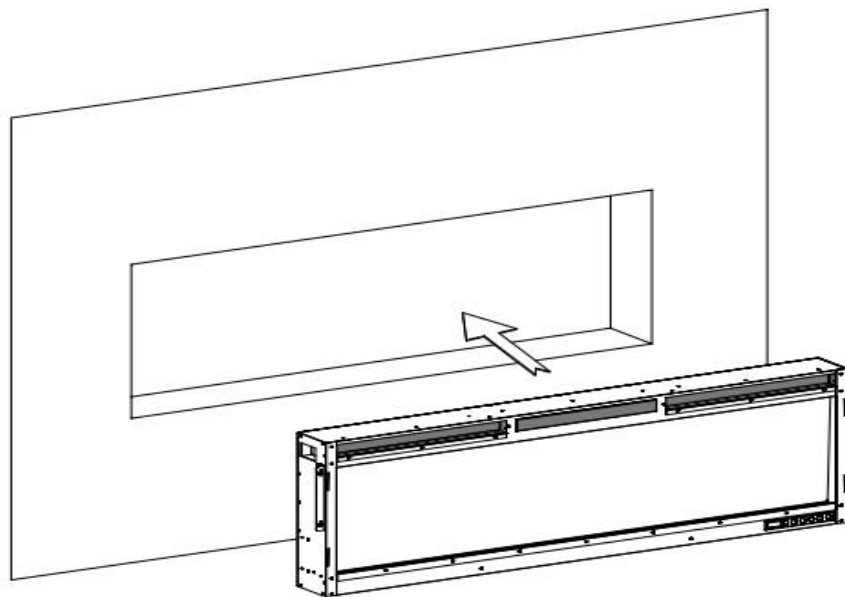
CC: Bolt 6 PCS



Note: The hook hole of the Mounting Bracket does on the front of the fireplace.



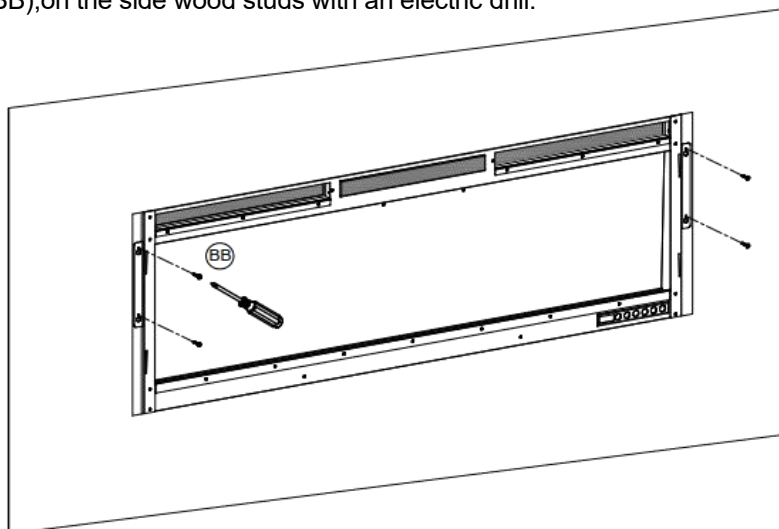
4. Insert the Firebox into the opening and adjust the position of the unit until it is centered and level.



5. Attach the Firebox with 4 Screws(BB),on the side wood studs with an electric drill.

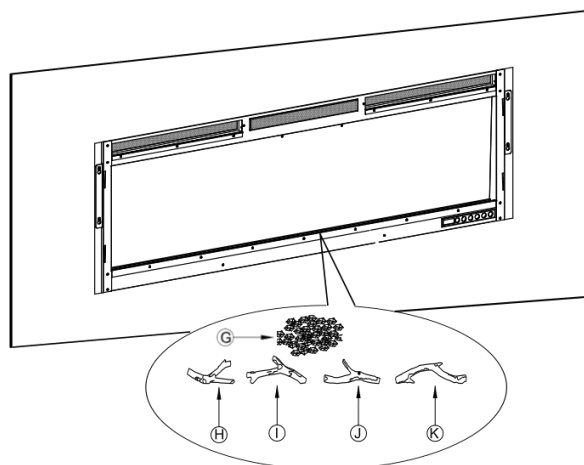
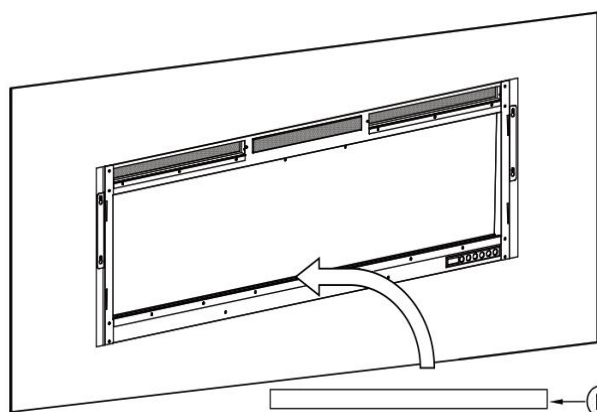
Hardware Used

BB: Screw 4PCS



6. Insert the Carbon Bed(D) into the base of the Firebox(A).

Depending on your preference,place Acrylic Crystals(G) / Log(H) on the Carbon Bed Strip(D).



Spare Parts

D: Carbon Bed 1PC

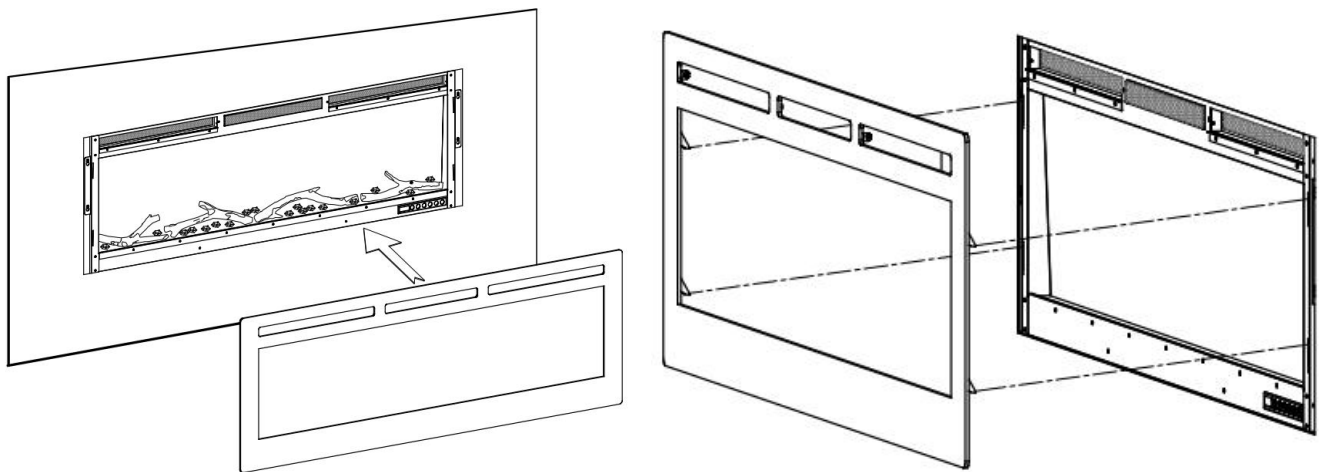
Spare Parts					
Model	Acrylic Crystals (G)	Log (H)	Log (H)	Log (H)	Log (H)
ZHX-50-086/50inch	1 bag	1 pc	1 pc	1 pc	1 pc
ZHX-60-088/60inch	1 bag	1 pc	1 pc	2 pcs	1 pc
ZHX-72-091/72inch	1 bag	1 pc	1 pc	2 pcs	2 pcs
ZHX-88-315S / 80inch	1 bag	2 pcs	2 pcs	2 pcs	2 pcs
ZHX-88-316S / 88inch	1 bag	2 pcs	3 pcs	3 pcs	2 pcs

7. Installing the Glass Panel.

NOTE: This glass front is heavy. It is recommended that two people perform the assembly at this step to prevent damage.

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

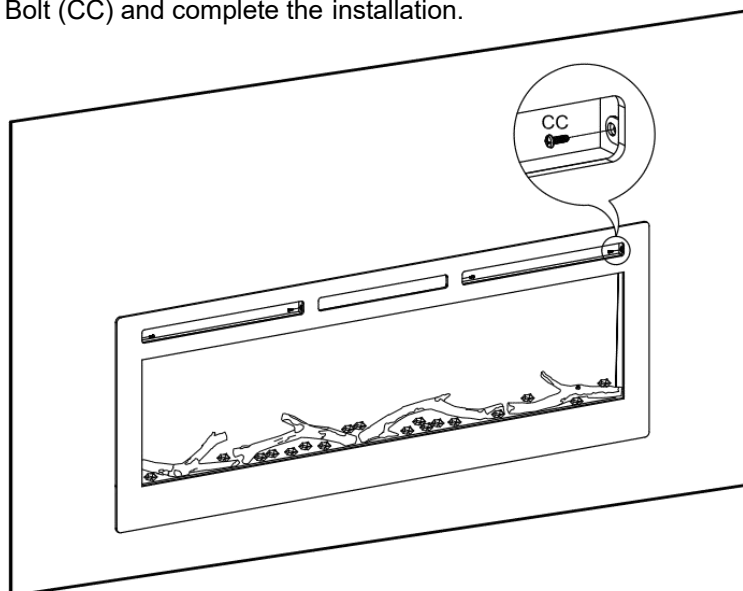
NOTE: Make sure the glass is properly installed according to the direction and steps below, and fully attached to the firebox so that the control panel can work properly.



8. Secure the glass front (B) by fastening 4 Bolt (CC) and complete the installation.

Hardware Used

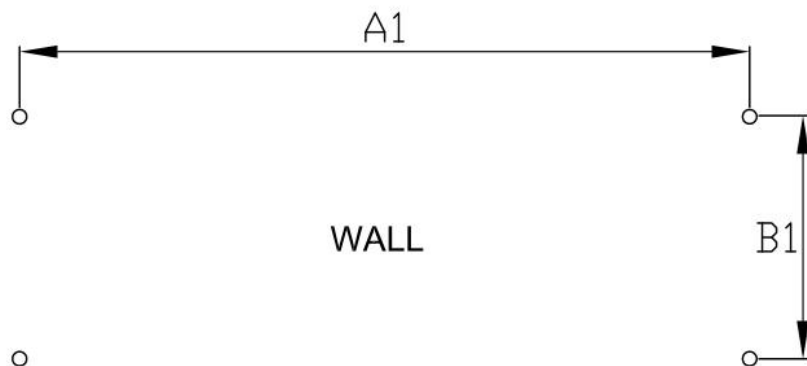
CC: Bolt 4PCS



Your fireplace is now ready for use!

5B、Wall-mounted installation

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



Model	A1	B1
ZHX-50-086 / 50inch	48-27/64" / 1230mm	5-5/16" / 135mm
ZHX-60-088 / 60inch	58-27/64" / 1484mm	5-5/16" / 135mm
ZHX-72-091 / 72inch	70-25/64" / 1788mm	5-5/16" / 135mm
ZHX-88-315S / 80inch	78-25/64" / 1992mm	5-5/16" / 135mm
ZHX-88-316S / 88inch	86-25/64" / 2194mm	5-5/16" / 135mm

2. Fix the Mounting Brackets at both sides of Firebox(A) by 6 Bolt (CC) as shown.

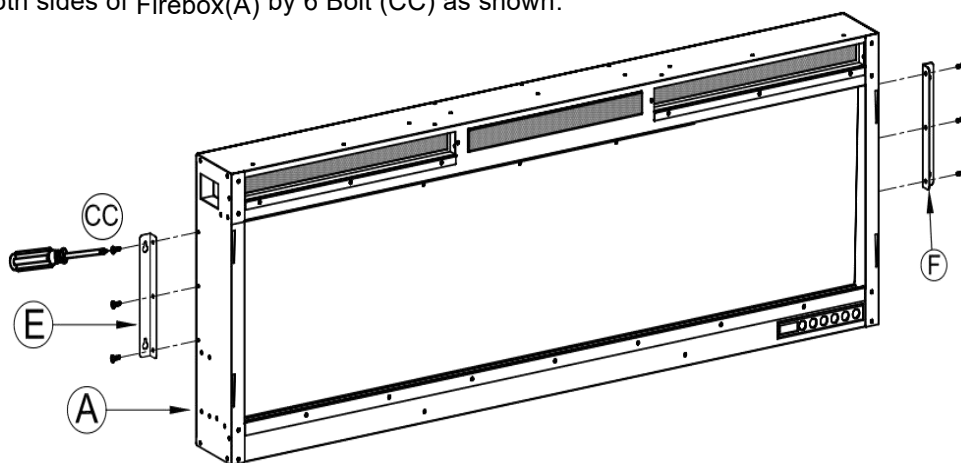
Spare Parts

E. Mounting Bracket A 1PC

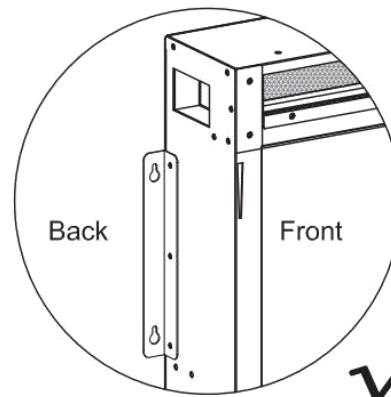
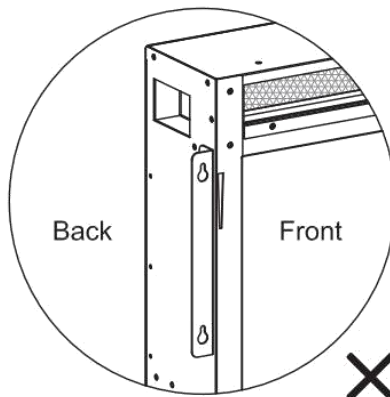
F. Mounting Bracket B 1PC

Hardware Used

CC: Bolt 6 PCS



Note: The hook hole of the Mounting Bracket is on the back.



3. Insert Wall Anchors (AA) to drilled holes, then insert Screws (BB) into the Wall Anchor (AA) with an electric drill or screwdriver.

Note: Wall Anchors (AA) are not required if you are installing the fireplace directly to studs. It is recommended to install the mounting brackets to at least one stud if possible.

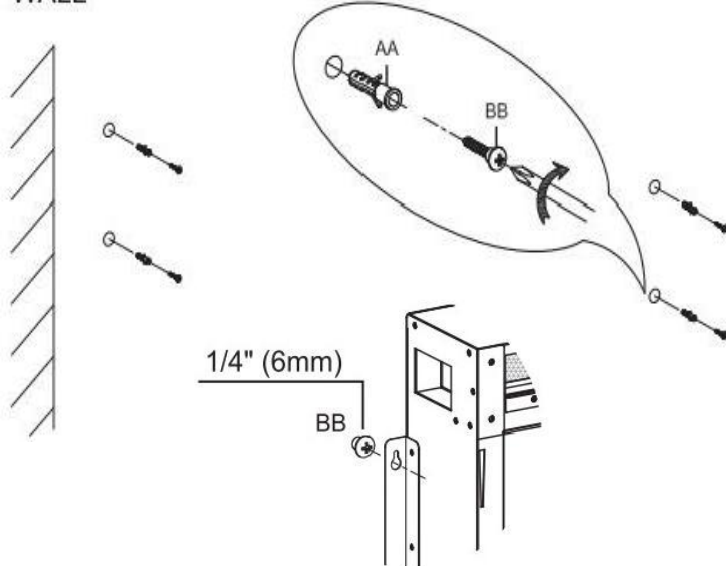
Hardware Used

AA : Wall Anchor 4 PCS

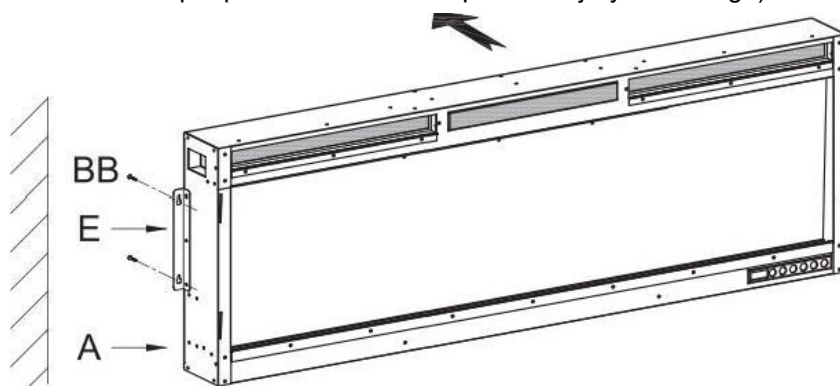
BB : Screw 4 PCS

Note: Do not fasten the Screws (BB) tightly. Leave 1/4" (6mm) spacing to hang up the Firebox.

WALL

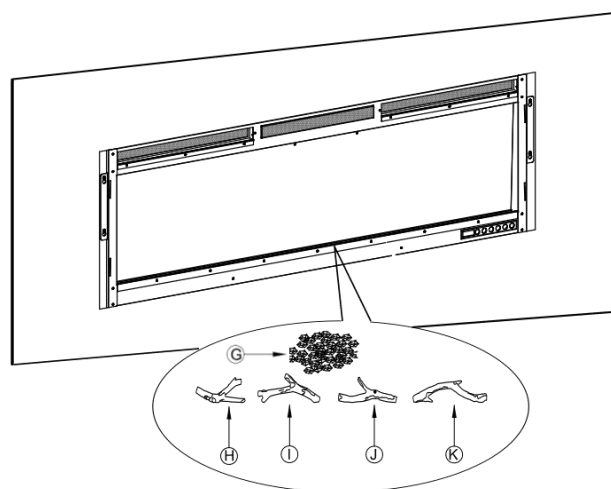
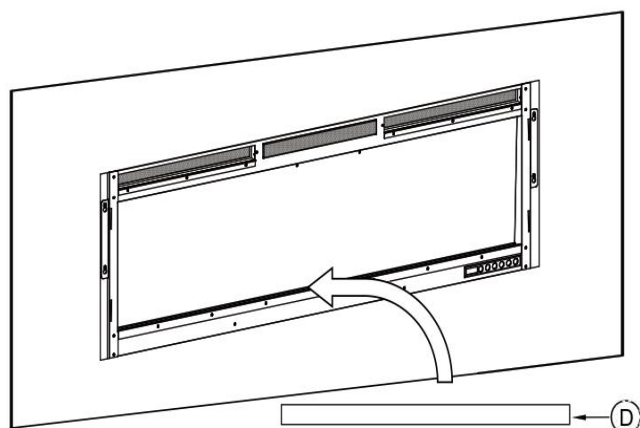


4. Lift the Firebox (A) and hang the Firebox on to the wall with the Screws (BB).
(It's recommended that two people lift the firebox to prevent injury or damage)



5. Insert the Carbon Bed (D) into the base of the Firebox (A).

Depending on your preference, place Acrylic Crystals (G) / Log (H) on the Carbon Bed Strip (D).



Spare Parts

D: Carbon Bed 1PC

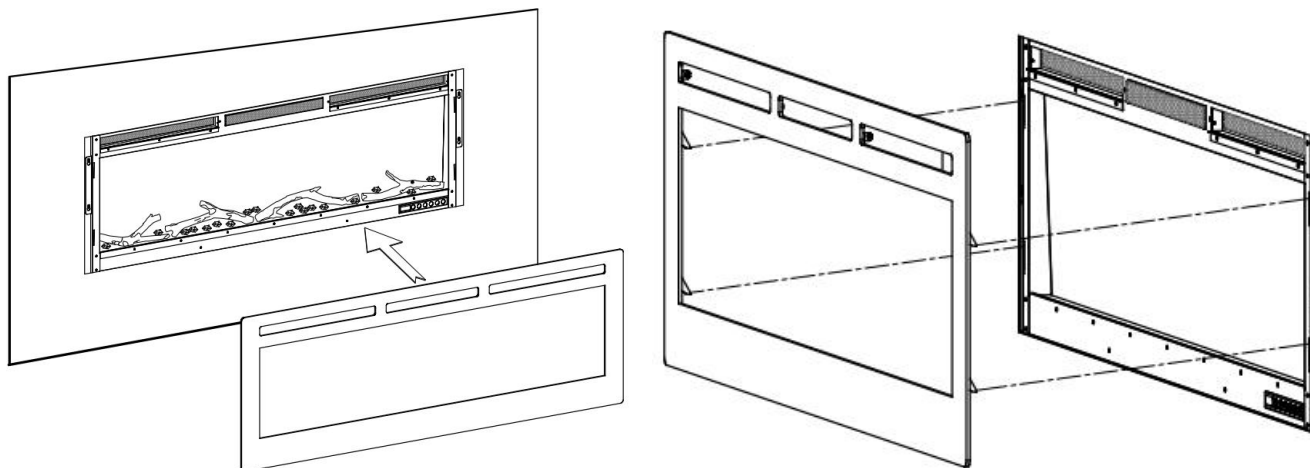
Model \ Spare Parts	 Acrylic Crystals (G)	 Log (H)	 Log (H)	 Log (H)	 Log (H)
ZHX-50-086/50inch	1 bag	1 pc	1 pc	1 pc	1 pc
ZHX-60-088/60inch	1 bag	1 pc	1 pc	2 pcs	1 pc
ZHX-72-091/72inch	1 bag	1 pc	1 pc	2 pcs	2 pcs
ZHX-88-315S / 80inch	1 bag	2 pcs	2 pcs	2 pcs	2 pcs
ZHX-88-316S / 88inch	1 bag	2 pcs	3 pcs	3 pcs	2 pcs

6. Installing the Glass Panel.

NOTE: This glass front is heavy. It is recommended that two people perform the assembly at this step to prevent damage.

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

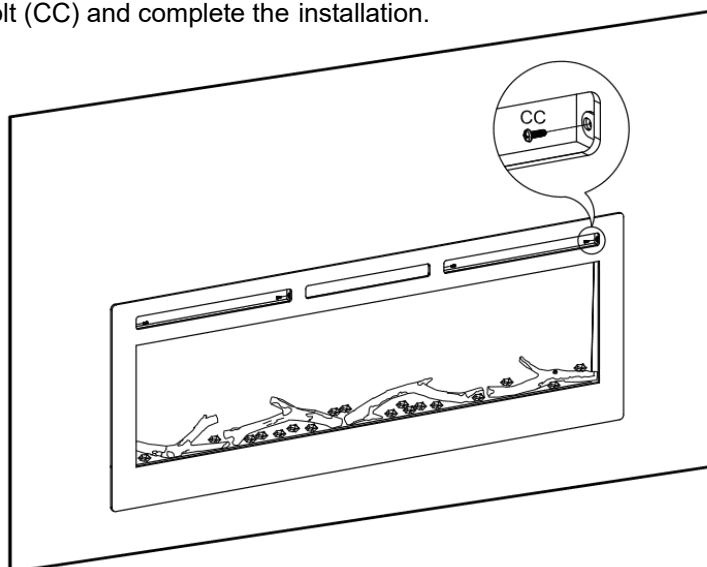
NOTE: Make sure the glass is properly installed according to the direction and steps below, and fully attached to the firebox so that the control panel can work properly.



7. Secure the glass front (B) by fastening 4 Bolt (CC) and complete the installation.

Hardware Used

CC: Bolt 4PCS



Your fireplace is now ready for use!

6. OPERATING INSTRUCTIONS

Electrical Supply Circuit Requirements

- Plan the location of the appliance so that it will have adequate electric power. A 15 AMP, 60Hz circuit is required for 120V installation. The appliance should ideally be located close to a suitable main socket to enable power connection.
- The power cord is 6ft long and locates on the right side of the unit. Avoid the use of an extension cord as it may overheat and cause a risk of fire.
- Always make sure the outlet is in good condition and the plug is not loose. **NEVER** exceed the maximum amperage of the circuit.

NOTE:

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



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

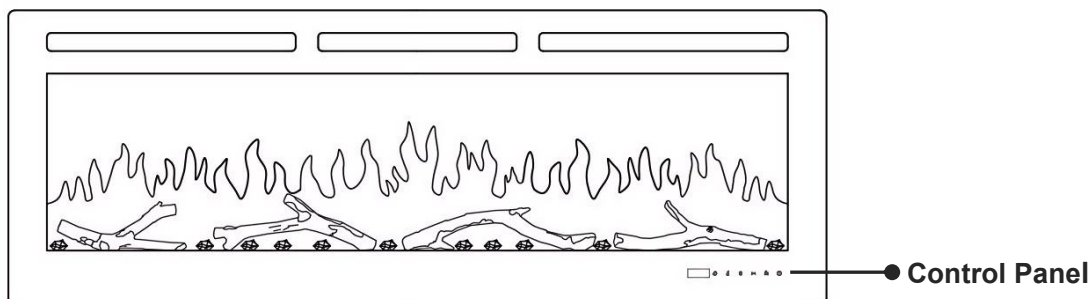


WARNING! Do not operate the unit if it is damaged or has malfunctioned. If you suspect the unit is damaged, call a qualified service technician to inspect and replace any part of the electrical system if necessary.

The fireplace control functions can be accessed in three ways:

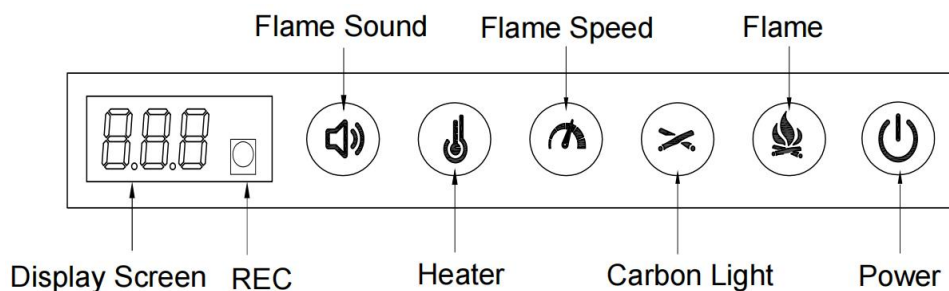
- Using the control panel, located in the upper right-hand corner of the electric insert.
- Using the remote control.
- Using the WIFI APP& Alexa.

The main control panel is located at the bottom right corner on the front.



6a. Manual Control Panel

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



6a.A) Power:

- **Push button to turn ON or turn OFF.**
- It is invalid to child lock state.
- The POWER button supplies power to all the features of the electric insert. This button must be ON for any of the features to work properly.
- When the fireplace is first turned on, the Flame is Amber, the Carbon Light is Amber, the heater default OFF.
- Once turn OFF, all current settings will be stored and then restored at the next power ON (except Timer).

6a.B) Flame:

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

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

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

6a.C) Carbon Light:

- Press to Activate the back Carbon light function, the system will set the Amber spot light, the digital display screen will be shown H03.
- It is invalid to OFF or child lock state.

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

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

6a.D) Flame Speed:

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

6a.E) Heater:

- Press to start the heating function, and the system will set the temperature to 95°F/35°C, the digital display screen will be shown 95°F/35°C.
- It is invalid to OFF or child lock state.
- There are 10 adjustable heat levels:

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

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

6a.F) Flame Sound:

- This button controls the Flames Sound, short press this key to cycle through.
- There are 4 levels of flame sound. display screen will be shown "    F".

6a.G) Child Lock:Combination keys

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

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

6a.H) Factory reset:Combination keys

The device is powered on and in standby, Press **FLAME SOUND** button and **FLAME SPEED** button 3S, Restore factory settings, The flashes slowly to display screen "888".

6a.I) Power-on mode:Combination keys

The device is powered on and in standby, Press **FLAME SOUND** button and **POWER** button 3S On/Off Power-on mode.

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

6a.J) WIFI configuration connection:Combination keys

NOTE:Choose according to product.

The device is powered on and in standby, Press and hold the switch for 6S to enter the WIFI configuration hot spot, the display screen "SL" flashing quickly.

6a.K) Display Screen:

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

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

6b. Remote Control

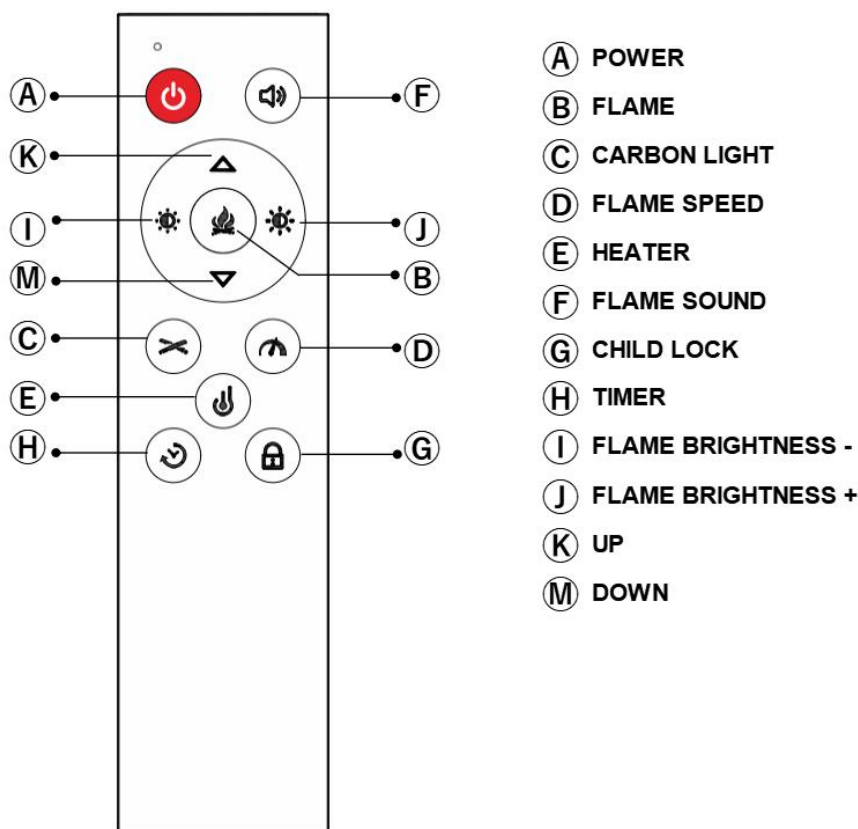
The remote control can be used up to 13 feet (4 meters) away from the heater, so long as there are no obstructions between the remote control and the heater. the remote can control all the settings as the control panel does.

REMOTE CONTROL BATTERIES

Press and slide the battery cover on the rear of the remote and remove the cover. Insert two new AAA 1.5V batteries into the battery compartment. Ensure that the polarity is correct. Batteries are not included in the package due to safety during transportation.

Note: Do not mix old and new batteries together in the remote. Do not mix alkaline, standard (carbon-zinc), or rechargeable (NiCad, NiMh, etc.) batteries together.

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



6b.H) Timer:

Press to Activate TIMER feature ON and OFF.

It is invalid to OFF or child lock state.

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

6b.G) Child Lock:

When the device is on, press Child Lock button for activate or deactivate the Child Lock Function.

When the Child Lock is on, the digital display screen will display "---", you can use the remote control to turn off, the other features are disabled.

6b.K) UP:

Coordinating with FLAME / CARBON LIGHT / HEATER / TIMER button, use this UP button to increase. When you hear two beeps, current up to the highest.

6b.M) DOWN:

Coordinating with FLAME / CARBON LIGHT / HEATER / TIMER button, use this Down button to decrease. When you hear two beeps current up to the lowest.

6b.I) FLAME BRIGHTNESS -:

This button decreases the flame brightness, when you hear two beeps, the flame brightness is the lowest.

6b.J) FLAME BRIGHTNESS +:

This button increases the flame brightness, when you hear two beeps, the flame brightness is the highest.

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.

7. CARE AND MAINTENANCE



- **ALWAYS** turn the appliance **OFF** and **unplug the power cord from the outlet** before cleaning, performing maintenance, or moving this fireplace. Failure to do so could result in **electric shock, fire, or personal injury.**
- NEVER immerse in water or spray with water. Doing so could result in electric shock, fire, or personal injury.
- **Risk of electric shock! DO NOT OPEN! Replace parts contact our customer service team for help first !**

CLEANING

Metal:

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

Glass:

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

Plastic:

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

Vents:

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

MAINTENANCE

Electrical and Moving Parts:

- The fan motors are lubricated at the factory and will not require lubrication.
- Electrical components are integrated in the fireplace and are Replace parts contact our customer service team for help first!

Storage:

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

Replacement parts:

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

8. LIMITED WARRANTY

This warrants to the original purchaser that this product is free from defects in material and workmanship as of the date of purchase and that it will, under normal use and proper care, remain so for one year from the date of purchase. Missing or initially defective parts will be replaced free of charge during the period of this limited warranty. If parts are unavailable, comparable replacement or refund will be given. **The original dated sales receipt is required for all warranty claims.** This warranty does not cover damage which has occurred during transport from the point of purchase to the consumer's home. This warranty does not cover glass, light bulbs, batteries, transportation, labor, or other issues not associated with the manufacture of the product.

This product is for residential use only. Any and all commercial use of this product voids all warranties, and frees the manufacturer from all liability.

Read and understand all assembly and operating instructions, and all safety information and warnings, before use. The following will void this warranty: Damage caused from tampering with, modifying, or altering the fireplace insert in any manner; Damage due to incorrect assembly, improper care, misuse, or abuse; Damage from being used with the wrong power source; Water damage; Damage caused from this insert being used outdoors; Damage caused from this insert being used for excessive periods of time; Damage caused by the insert being used in a commercial application; Damage from use as a primary heat source; Other misuse or abuse not specifically listed herein.

This product is not intended to be used as a primary heat source. It is for supplemental heating purposes only.

9. TROUBLESHOOTING GUIDE

1. The remote does not work and the new unit we just got cannot be turned on.
 - 1) Make sure the main power switch on the top right behind the fence is on.
 - 2) There would have a long beep when the main power switch is turned on.
 - 3) If there is no beep, the connectors on the PCB board might be loosen, please contact service team for a checking instruction.
 - 4) If there is a beep and the control panel can be used but the remote is not working, the remote is not working either close or far, please contact service team for help.
2. My old unit no longer works, it cannot power on.
 - 1) Check the power cord to see if it is good.
 - 2) If the power cord is good, check the wires behind the rocker switch to see if they are burned.
 - 3) If the wires are good, too, the PCB board might have malfunctioned and need to be replaced. Please contact service team for a replacement and instruction.
3. The heater does not work, it turns on for several seconds then shuts off itself.
 - 1) New product:
 - a. Turn the Heater to 99°F to see if the heater will work continuously.
 - b. If not, unplug the unit and recheck next day to see if it can work properly.
 - c. If still not, the fan assembly need to be checked and please contact service team for a checking instruction.
 - 2) Product has been used for some time:
 - a. Open the glass, Removal of the bottom of the front fixing screw to check if the fan can move smoothly or the heater motor is well connected.
 - b. If yes, pull off the CN11 connector plugged on the PCB board. If the heater works, the button panel should be replaced.
 - c. If the heater still does not work after unplugging the CN11 connector, please contact service team for a further solution.
4. There is no air coming out when turn the heater on.
 - 1) New product:
 - a. Confirm if there's hot air blowing from the air outlet or something turning red inside when the heater is turned on. If yes, the fan is got stuck or the heat motor is not at the right position.
 - b. If not, checking the heater connectors on PCB board would be needed. Unplug and reinsert all connectors to see if the heater will work.
 - 2) Product has been used for some time:
 - a. Confirm if there's hot air blowing from the air outlet or something turning red inside when the heater is turned on. If yes, the fan is got stuck or the heat motor is not at the right position.
 - b. If not, please contact service team for help.
5. The heater does not come back even the room is already cold.

Turn the thermostat to 99°F to see if the heater will work continuously, if yes, the sensor has malfunctioned, if not, please contact service team further for help.
6. The flame does not show up or flicker or a noise when turn it on.

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



Model : ZHX-50-086 & ZHX-60-088 & ZHX-72-091

ZHX-88-315S & ZHX-88-316S

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Made in China