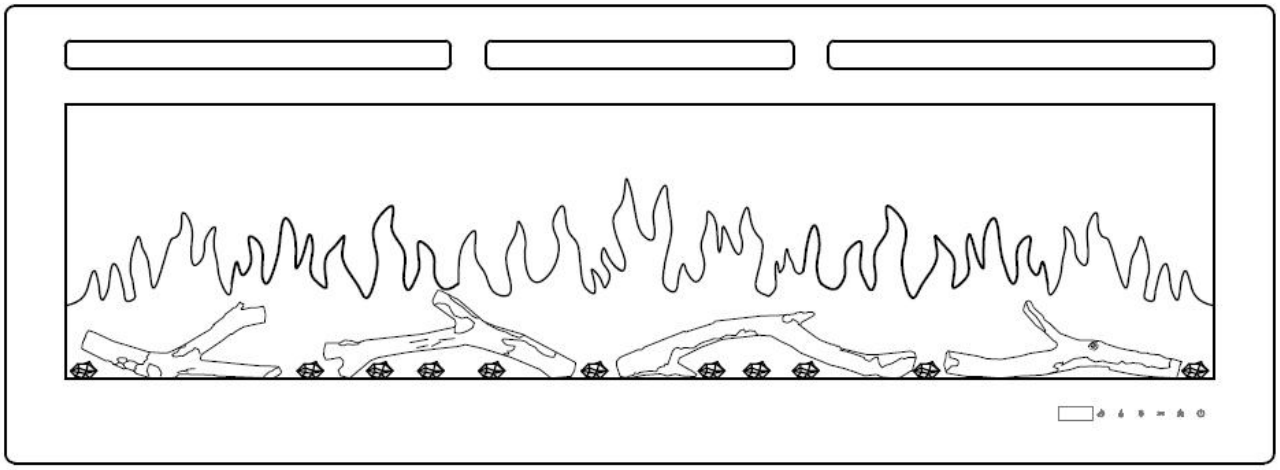
In Wall Recessed Electric Fireplace

USER MANUAL

Model Number：ZHX-36-027, ZHX-36-028,
ZHX-36-029, ZHX-42-034,
ZHX-42-035,

120V AC / 60Hz / 1500W



WARNING	**Read and understand this entire user manual, including all safety information, before plugging in or using this product. Failure to do so could result in fire, electric shock, or serious personal injury.**
CAUTION	**Keep this user manual for future reference. If you sell or give this product away, make sure this manual accompanies this product.** **Two people are required to lift this item. It is heavy and will break if dropped.**

DO NOT RETURN!

Contact our customer service team for help first.

Customer Service Center: 800-385-0608 or aftersales@cye-way.com

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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. **Read all instructions before using this appliance.**
2. This appliance is hot when in use. To avoid burns, do not let bare skin touch hot surface. If provided, use handles when moving this appliance. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains, etc. at least 3 feet (0.9 meter) away from the front of the appliance. Keep all items away from the sides and rear.
3. Extreme caution is necessary when the appliance is used by or near children or invalids and whenever the appliance is left operating and unattended.
4. Always unplug appliance when not in use. **This unit should be operate under supervision and should not be left on without supervision.**
5. Do not operate any appliance with a damaged cord or plug or after the appliance malfunctions, has been dropped or damaged in any manner. Return appliance to authorized service facility for examination,electrical or mechanical adjustment or repair.
6. Do not use outdoors.
7. This appliance is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate appliance where it may fall into a bathtub or other water container.
8. Do not run cord under carpeting. Do not cover the power cord with throw rugs, runners, or similar floor coverings. Arrange cord away from traffic area and where it will not be tripped over.
9. To disconnect the appliance, turn all controls “OFF”, then remove the plug from the electrical outlet.
10. Connect to properly grounded outlets only.
11. Do not insert or allow foreign objects to enter any ventilation or exhaust openings as this may cause an electric shock or fire, or damage the appliance.
12. To prevent a possible fire, do not block air intakes or exhausts in any manner. Do not use on soft surfaces, like a bed, where openings may become blocked.
13. All electrical appliances have hot and arching or sparking parts inside. Do not use in areas where gasoline, paint, or flammable liquids are used or stored.
14. Use this appliance only as described in this manual. Any other use which is not recommended by the manufacturer may cause fire, electric shock, or injury to persons.
15. **It is strongly recommended that to use the entire 15 amp outlet for the electric fireplace only.** Sharing the outlet with another electronic item could create overload and damage the outlet and electric items in the long term.
16. Avoid using an extension cord because the extension cords may overheat and cause a risk of fire. However,If an extension cord MUST be used, the cord must be No. 14AWG minimum size and rated not less than 1875 Watts. The extension cord must be a 3-prong cord with grounding type plug and cord connection and should not exceed 20’ (6m) in length.
17. When transporting or storing the appliance, keep both the unit and power cord / plug dry, free from excessive vibration and away from heat sources to avoid causing fire, electric shock, or injury to persons.
18. Do not attempt to burn wood or other materials in this appliance.
19. This appliance, when installed must be electrically grounded in accordance with the current.

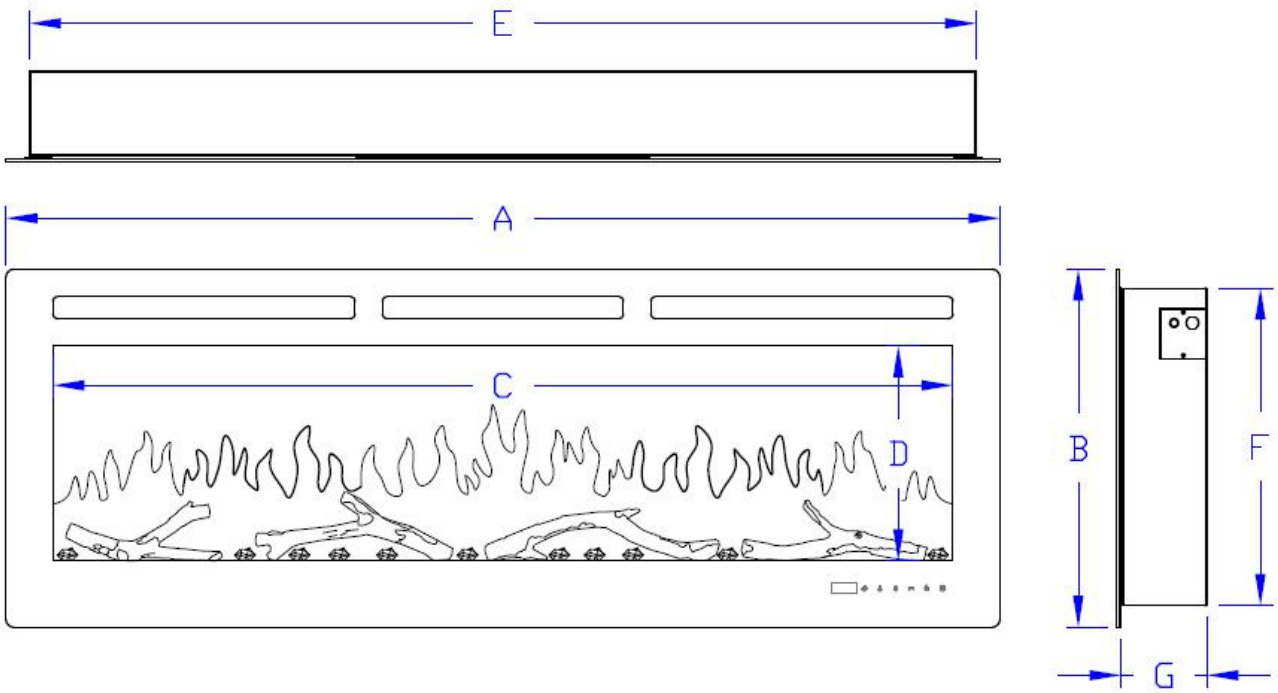
SAVE THESE INSTRUCTIONS

2.TECHNICAL SPECIFICATIONS

2.1) Electric Specifications

Model	Size	Volt	Watt(min/max)	Hz	BTU(max)	Amp
ZHX-36-027 ZHX-36-028 ZHX-36-029 ZHX-42-034 ZHX-42-035	36IN 42IN 50IN 60IN 72IN	120	1500	60	5120	12.5

2.2) Product Dimensions



Model	Unit	Overall Size		View Size		Firebox Dimension		
		A	B	C	D	E	F	G
ZHX-36-027 36IN	Inch	36	18	31 1/4	10 3/4	33 5/8	16	4 5/16
	mm	914	457	794	274	854	406	108
ZHX-36-028 42IN	Inch	42	18	37 1/4	10 3/4	39 5/8	16	4 5/16
	mm	1066	457	946	274	1006	406	108
ZHX-36-029 50IN	Inch	50	18	45 1/4	10 3/4	47 5/8	16	4 5/16
	mm	1270	457	1150	274	1210	406	108

Model	Unit	Overall Size		View Size		Firebox Dimension		
		A	B	C	D	E	F	G
ZHX-42-034 60IN	Inch	60	18	55 1/4	10 3/4	57 5/8	16	4 5/16
	mm	1524	457	1404	274	1464	406	108
ZHX-42-035 72IN	Inch	72	18	67 1/4	10 3/4	69 5/8	16	4 5/16
	mm	1828	457	1708	274	1768	406	108

Note: E is the width of the firebox only.

Note: Installation dimensions please see Installation Instruction.

3.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.**

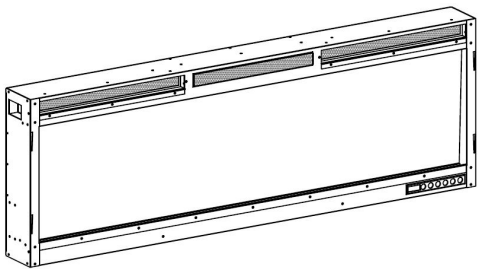
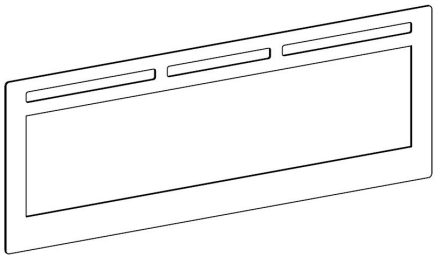
Check Spare Parts

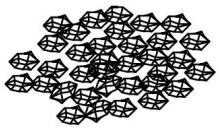
- Open the packaging carefully and remove the polystyrene.
- Check the spare part list below to verify all parts have been received.
- Carefully check if any damages that may have for the insert or spare parts.

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

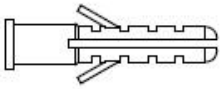
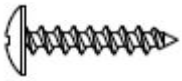
E-mail: aftersales@cye-way.com or call 800-385-0608 during 9:00 to 17:00 EST from Monday to Friday.

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 (1pc)	B.Glass Panel (1pc)

		
C.Remote Control(1pc)	D.Carbon Bed (1pc)	E. Fixing Bracket
		
F. Fixing Bracket	G.Faux Crystal (1 bag)	H.Log (1pc) *42" not included parts*
		
I.Log (1pc)	J.Log (1pc) *60" and 72" 2pcs parts*	K.Log (1pc) 36" *not included parts* *72" 2pcs parts*

HARDWARE CONTENTS (shown actual size)

		
AA: Wall Anchor 4 PCS	BB:Screw 4 PCS	CC: Bolt (36",42" 8pcs) (50",60",72" 10pcs)

Function Testing

NOTE: Do not install the glass when testing.

Plug it on, check the function as section 5a.Manual Control Panel and 5b. Remote Controls.

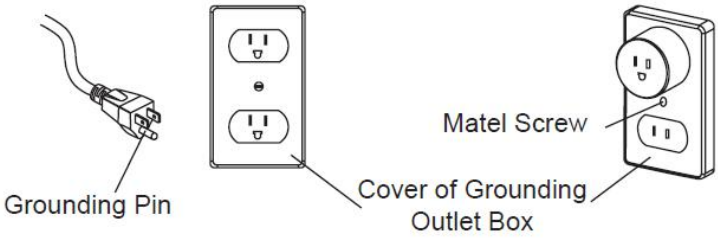
Should any defects found, please contact service team for help.

E-mail:aftersales@cye-way.com or call 800-385-0608 during 9:00 to 17:00 EST from Monday to Friday.

4. INSTALLATION INFORMATION

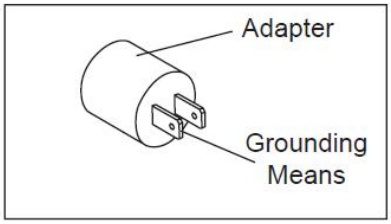
Tools Required

A Phillips screwdriver,
A small flat head screwdriver,
A 1/4” electric drill,
A pliers will be needed.



Locating the Appliance

Your new electric fireplace may be installed virtually anywhere in your home. However, when choosing a location, ensure that the general instructions for safety are followed.



- For best results, install out of direct sunlight , water or very damp air.
- Power supply service must be installed within proximity of electric fireplace prior to finishing avoiding reconstruction.
- Try to avoid any conditions that may cause the fireplace to vibrate, which would result in the automatically turning on or off of the fireplace itself.
- Due to many different finish materials use on walls, it is highly recommended that you consult your local builder before you install this fireplace in the wall.

Minimum Clearance to Combustibles

Sides.....0 inch

Floor.....0 inch

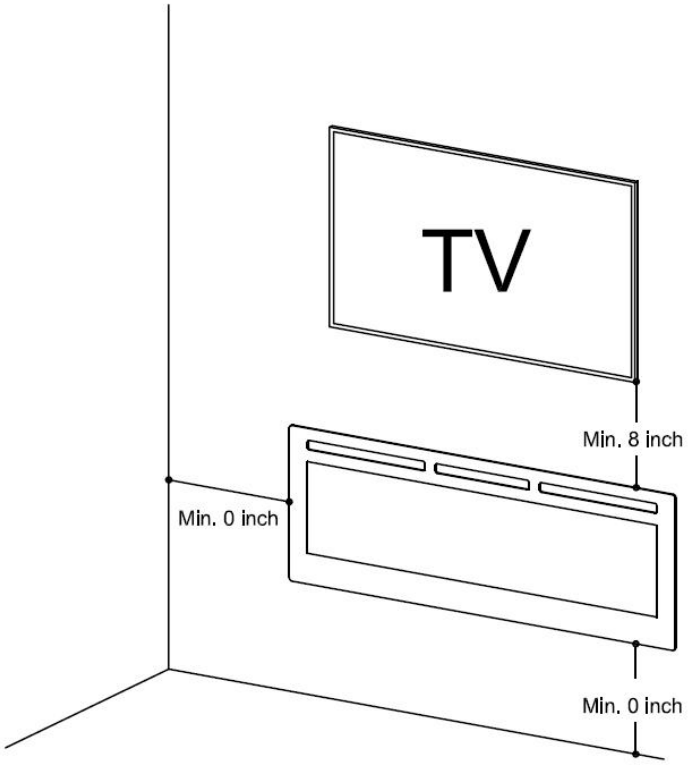
Back.....0 inch

Top (Mantel or TV).....8 inch min

Front.....36 inch

WARNING! Risk of Fire!

Keep electrical cords, drapery, furnishings or other combustibles at least 3ft. (0.9 m) from the front of the electric fireplace.



Electrical Supply Circuit Requirements

Plan the location of the appliance so that it will have adequate electric power. A 15 AMP, 120V/60Hz circuit is required. Additional appliances on the same circuit as this appliance may exceed the current rating of that circuit.Please dedicated circuit is preferred to prevent circuit breaker trips or fuse failure.

Prepare the outlet close to the right side of appliance. **Make sure** the outlet is in good condition and the plug must be plugged tightly in the outlet.

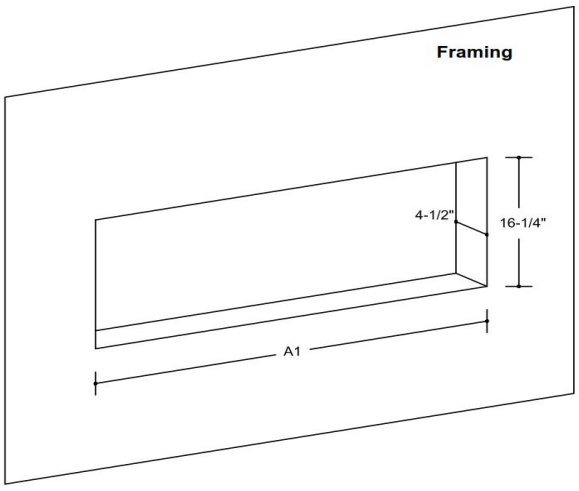
For hard wiring, please refer to page 12 to 13

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

4A、Flush Mounted Installation

4.A1) Dimensions for all sizes are below,

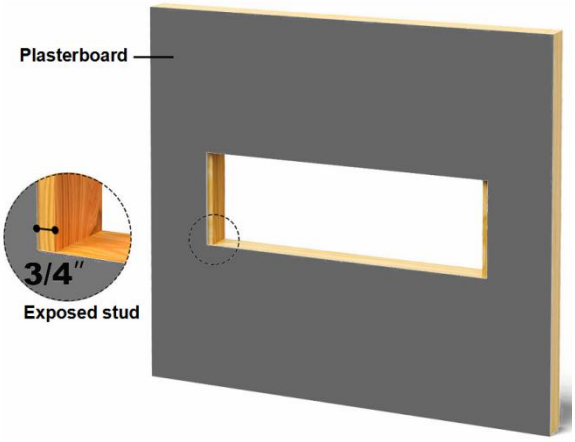
The appliance listed will be is supported by the bottom framing. Make sure the bottom framing is solid and level. Leave some gap behind the right stud for electrical supply.



- The flush mounted **height** is reserved **16-1/4"(413mm)**,
- The flush mounted **depth** is reserved **4-1/2"(114mm)**,
- The flush mounted **length A1** is reserved as follows:

Model No.	36" ZHX-36-027	42" ZHX-36-028	50" ZHX-36-029	60" ZHX-42-034	72" ZHX-42-035
Inch	33.94	39.92	47.95	57.95	69.92
mm	862	1014	1218	1472	1776

4.A2) Fix the plasterboard to edge of the framed opening. Allow 3/4” (19mm) of the wood at two sides exposed for fixing the brackets. 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.



4.A3) Fix the fixing brackets at both sides by 6pcs Bolt (CC) as shown.

Note:The hook hole of the fixing bracket is front.

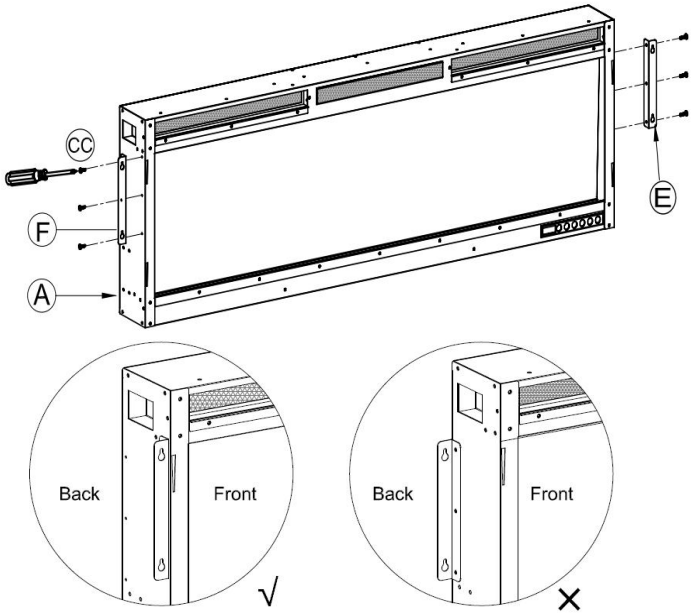
Spare Parts

E. Fixing Bracket 1PC

F. Fixing Bracket 1PC

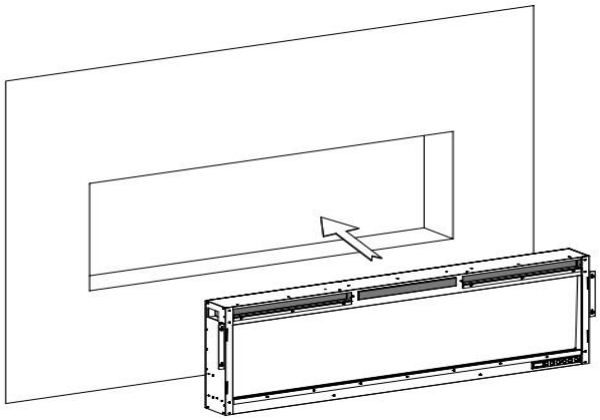
Hardware Used

CC: Bolt 6PCS



4.A4) Insert the firebox into the opening,

adjust the position of unit and Centered.

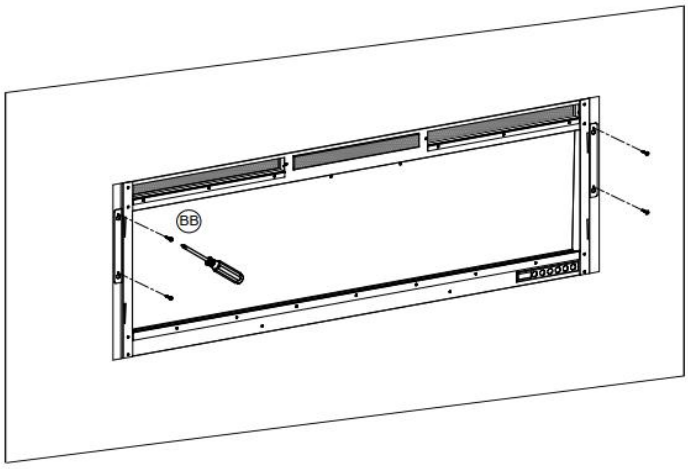


4.A5) Fix the firebox with screws(BB).

on the side wood stud by a Phillips screwdriver (not included).

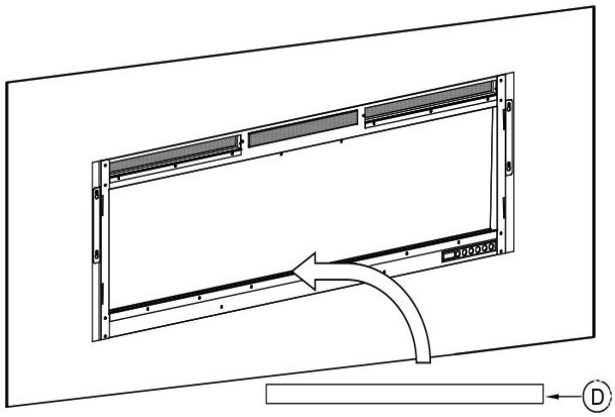
Hardware Used

BB: Screw 4PCS



4.A6) Connect to electric service. Reference to Section Electrical Connection.

4.A7) Please put Carbon Bed(D) into the furnace electric firebox (A) horizontally, the Carbon Bed(D) not distinguished between the front and the back.

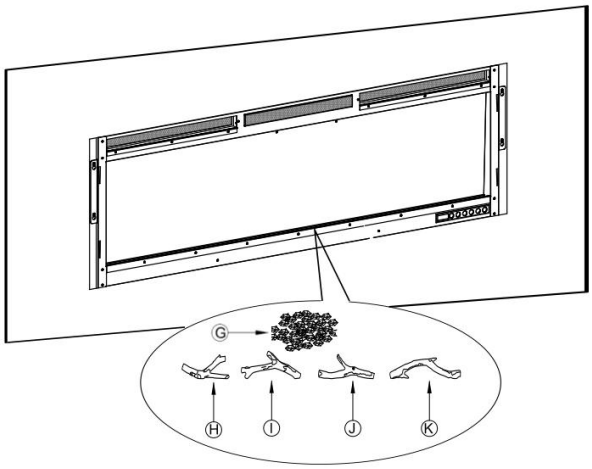


Spare Parts

D: Carbon Bed 1pc

4.A8) Depending on your preference,place faux crystals (G) or log (H.I.J.K) into the base of electric firebox (A).

Carbon Bed reference model configuration.



Spare Parts

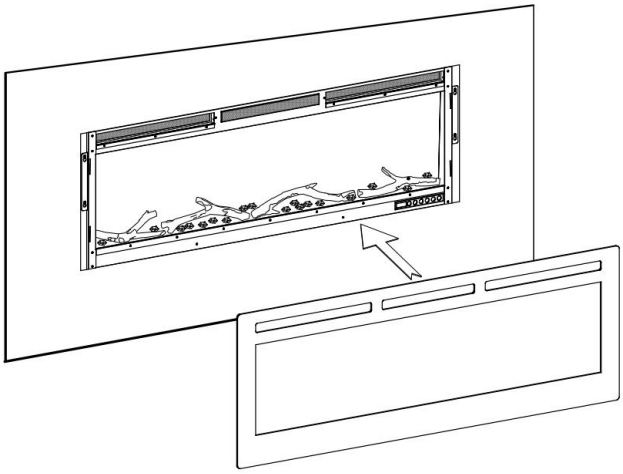
Spare Parts / Model	 Faux crystals (D)	 Log (H)	 Log (I)	 Log (J)	 Log (K)
36"/ZHX-36-027	1 bag	1 pc	1 pc	1 pc	*NOT*
42"/ZHX-36-028	1 bag	*NOT*	1 pc	1 pc	1 pc
50"/ZHX-36-029	1 bag	1 pc	1 pc	1 pc	1 pc
60"/ZHX-42-034	1 bag	1 pc	1 pc	2 pcs	1 pc
72"/ZHX-42-035	1 bag	1 pc	1 pc	2 pcs	2 pcs

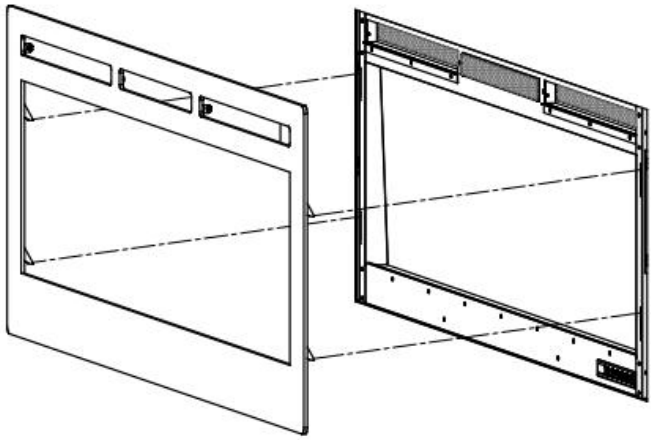
4.A9) Install the glass panel.

CAUTION! The next step requires installation of a **GLASS panel**! The manufacturer recommends that two adults install the glass panel. Always use **extreme caution** when handling glass. Failure to do so could result in **personal injury** or **property 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.



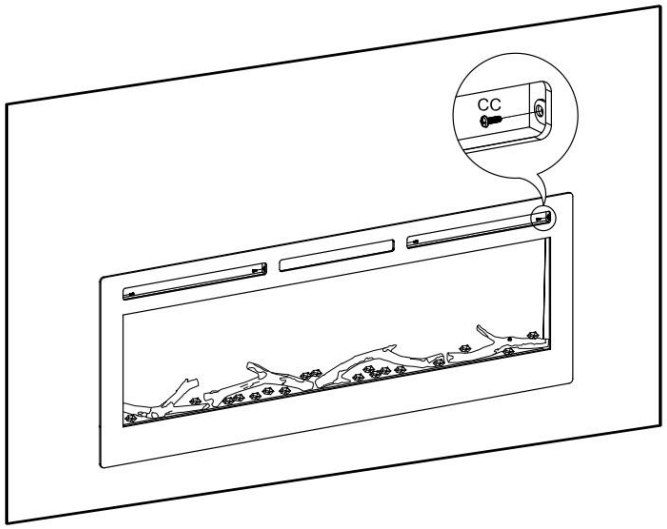


4.A10) Fix the glass front by screws (CC) and complete the installation.

Screws (CC) reference model configuration.

Hardware Used

CC:	Bolt	36"/ZHX-36-027	2PCS
CC:	Bolt	42"/ZHX-36-028	2PCS
CC:	Bolt	50"/ZHX-36-029	4PCS
CC:	Bolt	60"/ZHX-42-034	4PCS
CC:	Bolt	72"/ZHX-42-035	4PCS

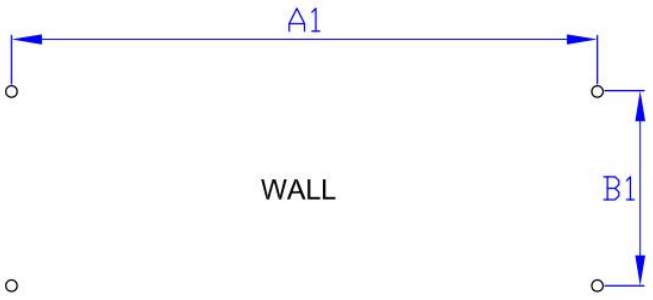


4.A11）Finish the installation.

4B. Wall-mounted installation

4B.1) To mount the item to the wall,Refer to the fixed size of the product and mark the fixed position on the wall.

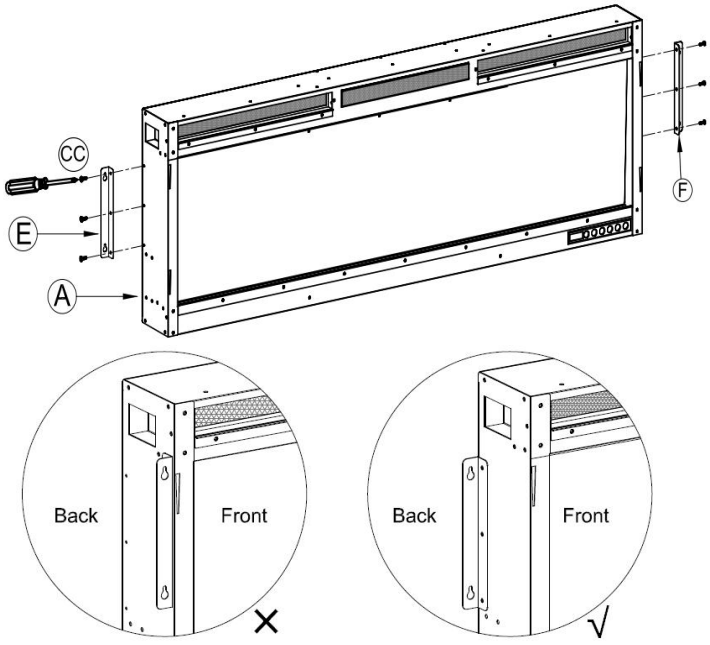
Using a 1/4-inch Electric drill bit (not included), drill a pilot hole at each of the marked corners .



Model / Overall Size		36” ZHX-36-027	42” ZHX-36-028	50” ZHX-36-029	60” ZHX-42-034	72” ZHX-42-035
A1	Inch	34-13/32”	40-25/64”	48-27/64”	58-27/64”	70-25/64”
	mm	874	1026	1230	1484	1788
B1	Inch	5-5/16”	5-5/16”	5-5/16”	5-5/16”	5-5/16”
	mm	135	135	135	135	135

4.B2) Fix the fixing brackets at both sides by 6pcs Bolt (CC) as shown.

Note: The hook hole of the fixing bracket is the back.



Spare Parts

G. Fixing Bracket 1PC

H. Fixing Bracket 1PC

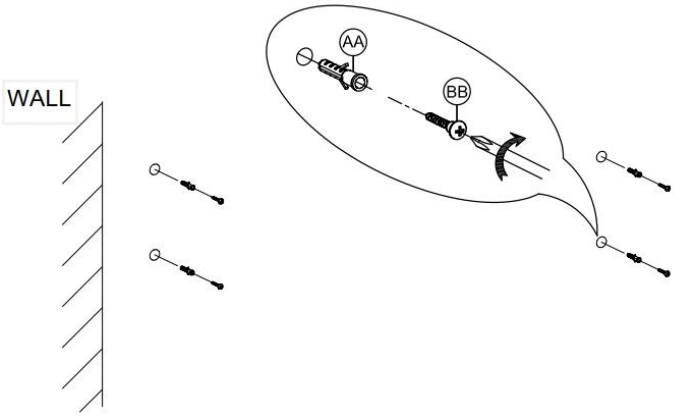
Hardware Used

CC: Bolt 6PCS

4B.3) Insert Wall Anchor(AA) to drilled holes,

Note: Wall anchors (AA) are not required if you are installing the item to studs.

then Insert screws (BB) into Wall Anchor(AA) with a Phillips screwdriver (not included) .



Hardware Used

AA : Wall Anchor 4 PCS

BB : Screw 4 PCS

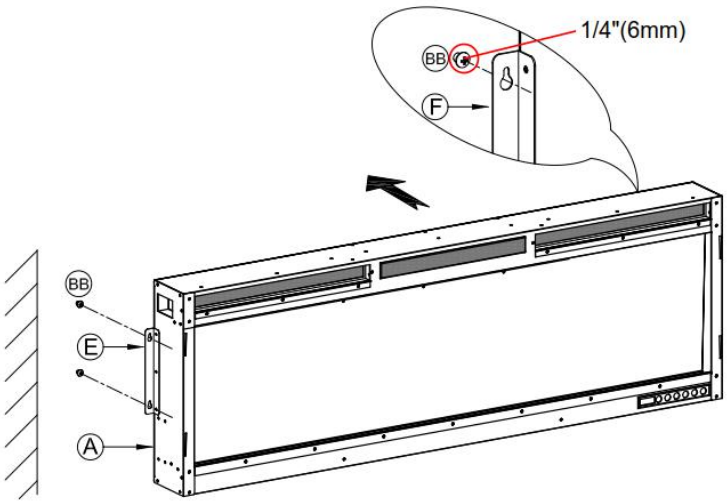
4B.4) With the help of another person,

lift the fire box(A) and hang up the

fire box onto the wall with the

screw(BB).

Note: Do not fasten the screws tightly. Leave 1/4” (6mm) spacing.



4B.5~10) The subsequent steps are Flush Mounted Installation same,

Refer to step 4A.6~4A.11 of page 8~10.

Electrical Connection

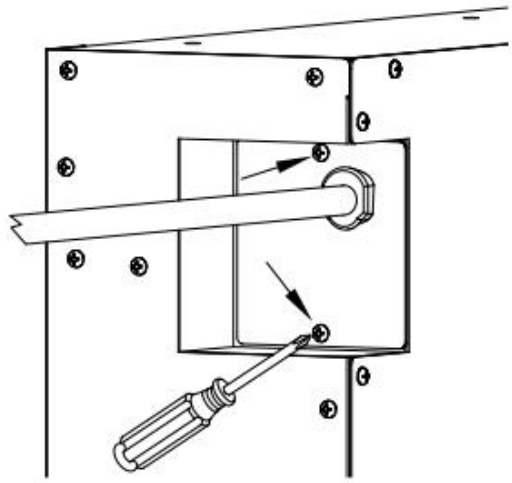
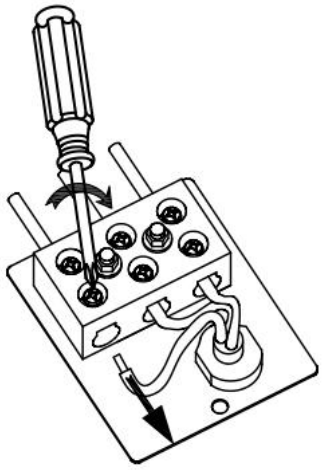
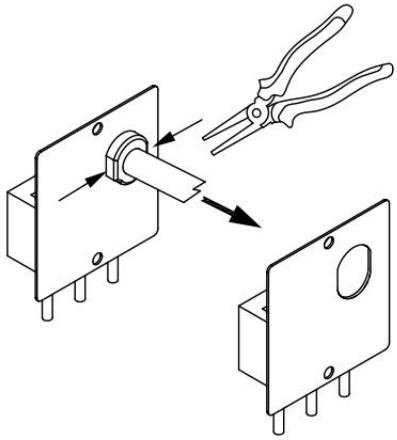
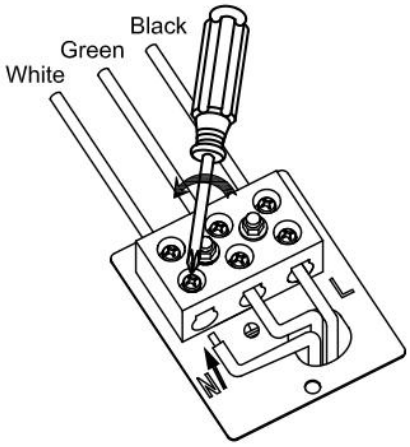
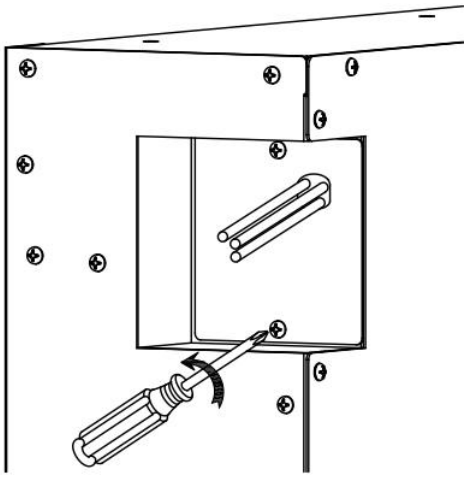
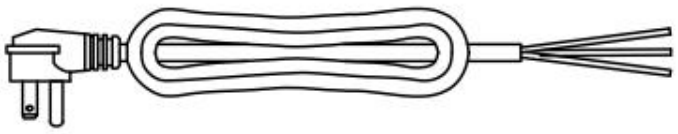
WARNING: Do not attempt to wire your own new outlets or circuits. To reduce the risk of fire,electric shock or injury to persons, the hard wiring must be supplied with a qualified electrician.

WARNING: Ensure that the circuit on which the fireplace is to be installed has the power cut off at the service panel until installation is complete.

The fireplace is packaged with a three prong plug installed for plug-in convenience. Hard wiring the fireplace is also an option for any installation.

a. Plug in (the power cord is 6ft(1.8m) long and on the right of the fireplace, you may run the power cord out of the framed wall opening to an existing outlet or install an outlet on a nearby wall stud within the wall). If the cord is not long enough to reach the outlet, a rounded extension cord minimum AWG No. 14 wiring and rated to a minimum or 1875 watts may be used.

b. Hard wire the fireplace (recommended). A qualified electrician may remove the cord connection,and wire the appliance directly to the house hold wiring. The appliance must be electrically connected and grounded in accordance with local codes.

<table>
<tr><td></td><td></td></tr>
<tr><td>1. Remove the 2pcs screws to release the cover of junction box.</td><td>2. Pull the junction box out. Press the screwdriver, pull the wire out at the mean time to release the wires of power cord.</td></tr>
<tr><td></td><td>
</td></tr>
<tr><td>3. Use a pliers to take the wire clip off and move away the power cord.</td><td>4. Insert the hard wires through the BIG hole of the junction plate and connect the hard wires. Make sure it is right wired.</td></tr>
<tr><td></td><td></td></tr>
<tr><td>5. Fix junction box back.</td><td>6. Save the power cord.</td></tr>
</table>

5. 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. However, if an extension cord MUST be used, the cord must be No. 14AWG minimum size and rated not less than 1,875 watts. The extension cord must be a 3-prong cord with grounding type plug and cord connection. and it should not be longer than 7ft and 10 31/64”.
- 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.**



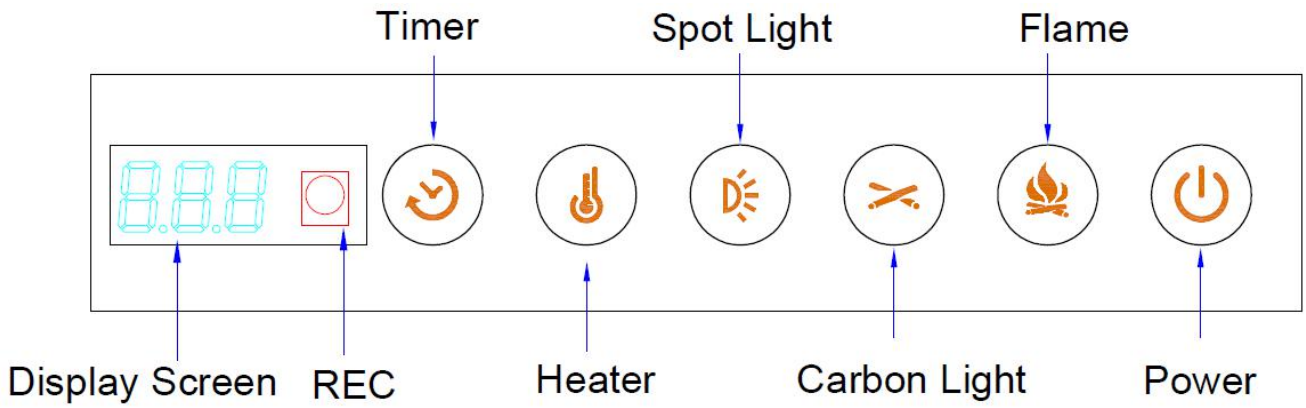
Read and understand this entire owner's manual,including all safety information, before plugging in or using this product. Failure to do so could result in electric shock, fire, serious injury, or death.



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.

5A. Manual Control Panel

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



5a.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 Spot Light is blue, the Carbon Light is Amber, the heater default OFF.
- When OFF all current settings will be restored then restored at the next power ON (except Timer). Unplug the unit will reset the setting to factory default.

5a.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 A.

Display	A	V	M	B	G	P	OFF
Flame color	Amber	Violet	Cyan	Blue	Green	Polar	Off
Brightness	5 levels	5 levels	5 levels	5 levels	5 levels	N/A	N/A

- Press and hold the flame button and enter the flame brightness adjustment after hearing the beep. There are 5 levels of flame brightness. The display flashes for the current flame.
- 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.

5a.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 03.

It is invalid to OFF or child lock state.

Display	01	02	03	04	05	06	07	08
Carbon color	White	Red	Amber	Green A	Green B	Green C	Green D	Blue A
Display	09	10	11	12	13	14	15	/
Carbon color	Blue B	Blue C	Violet A	Violet B	Violet C	Polar	OFF	/

5a.D) Spot Light:

Press to Activate the back spot light function,the system will set the Blue spot light, the digital display screen will be shown 08.

It is invalid to OFF or child lock state.

Display	01	02	03	04	05	06	07
Carbon color	White	Red	Amber	Green A	Green B	Green C	Green D
Display	08	09	10	11	12	13	14
Carbon color	Blue A	Blue B	Blue C	Violet A	Violet B	Violet C	OFF

5a.E) Heater:

Press to start the heating function, and the system will set the temperature to 99°F/37°C,the digital display screen will be shown 99°For 37°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.

5a.F) 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 8H interval,with 0.5H/1H/2H/3H/4H/5H/6H/7H/8H/OFF.
- Once the TIMER is on and the desired setting is reached, you may hear a long”BEEP” and the system will shut down.

5a.G) Child Lock:

When the device is on, press **TIMER** button for 6 seconds to activate or deactivate the Child Lock Function. When the Child Lock is on, the digital display screen will display “--- “,the other features are disabled.

It is invalid to OFF state.

5a.H) Display Screen:

The Digital Display Screen will display the corresponding numbers of Flame,Carbon Light,Spot Light,Heater,Timer,Child Lock.

5B. 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.

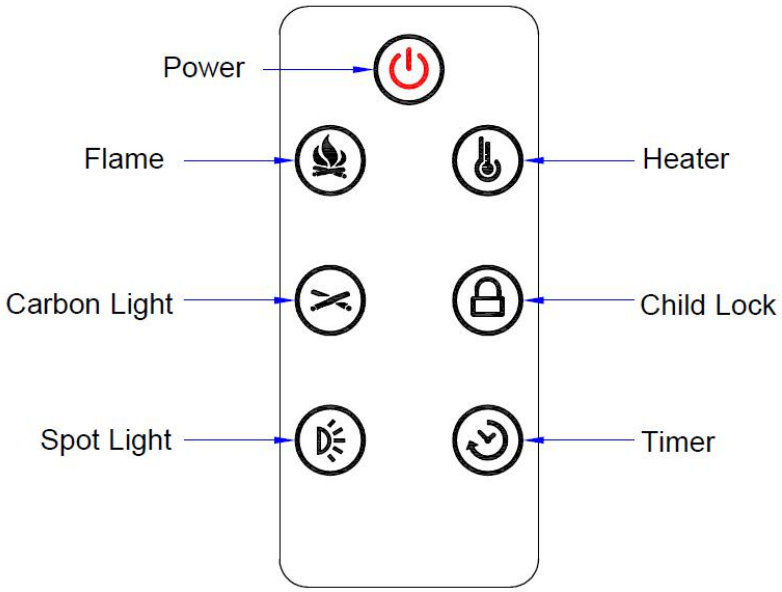
REMOTE CONTROL BATTERIES

The Remote Control requires 1 Lithium Coin Cell Battery size 3V CR2025), which is included.

The Remote Control comes preassembled with a correct battery, but you must remove the insulation plastic film from the battery before operation.

Note: Do not mix old and new batteries together in the remote.

Do not mix alkaline, standard (carbon-zinc) or rechargeable (Nickel-cadmium, Nickel-metal, Hydride, etc.) batteries together.



Buttons on the Remote Control have the same functions as those on the Control Panel except(Child Lock).

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 “--- “,the other features are disabled.

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.

6. 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: **Use 3V CR2025 batteries for the remote control.**
- Total LED wattage is 15~50 watts; do not attempt to replace the LED.

7. 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.

8. 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 99ºF 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 CN7 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 CN7 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 9 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.

Thank you for purchasing this product!

If you have questions about assembly or operation of this product, or missing parts, or if the product is damaged, please E-mail us at:

aftersales@cye-way.com

Or call 800-385-0608