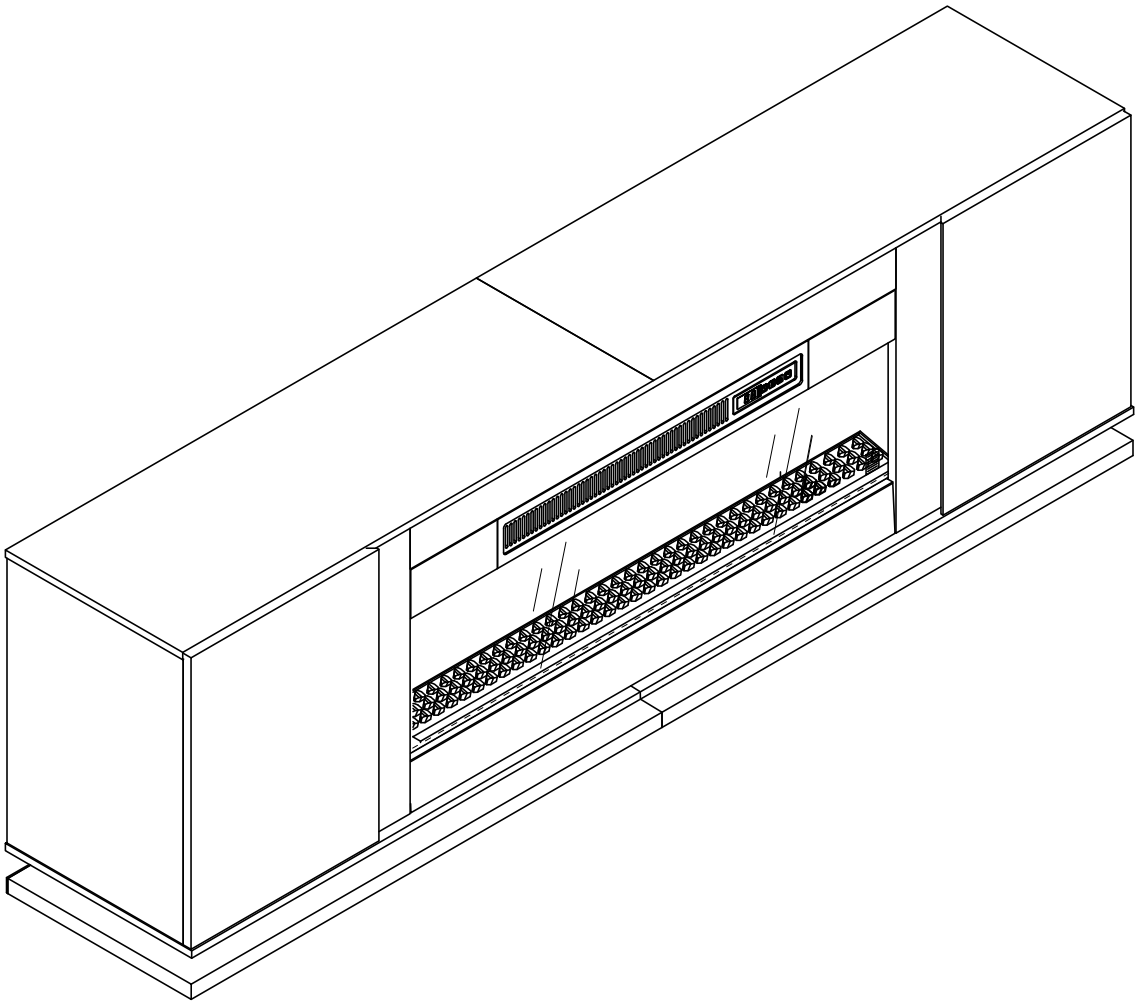
Bestier

V001-070126-CY

ASSEMBLY INSTRUCTION



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CUSTOMER SUPPORT

CONTACT US BY:
PHONE: 888-666-1086
EMAIL: Service@bestier.net

Thanks for choosing Bestier!
Feel free to contact us if you need any help.
Please kindly share your shopping experience with us on the platform if you are satisfied with it.

HELPFUL HINTS

⚠BEFORE YOU START

- Inspect product packaging to ensure the appearance is good.
- Read the assembly instruction carefully and follow it step by step.
- To avoid any scratching, putting a soft blanket on the floor is suggested.
- Identify, sort and count all the parts with tags.
- Find out installation position according to the drawing and install it in correct steps.

OTHER

- People needed for assembly: 1-2.
- Estimated assembly time: 1.5-2h.

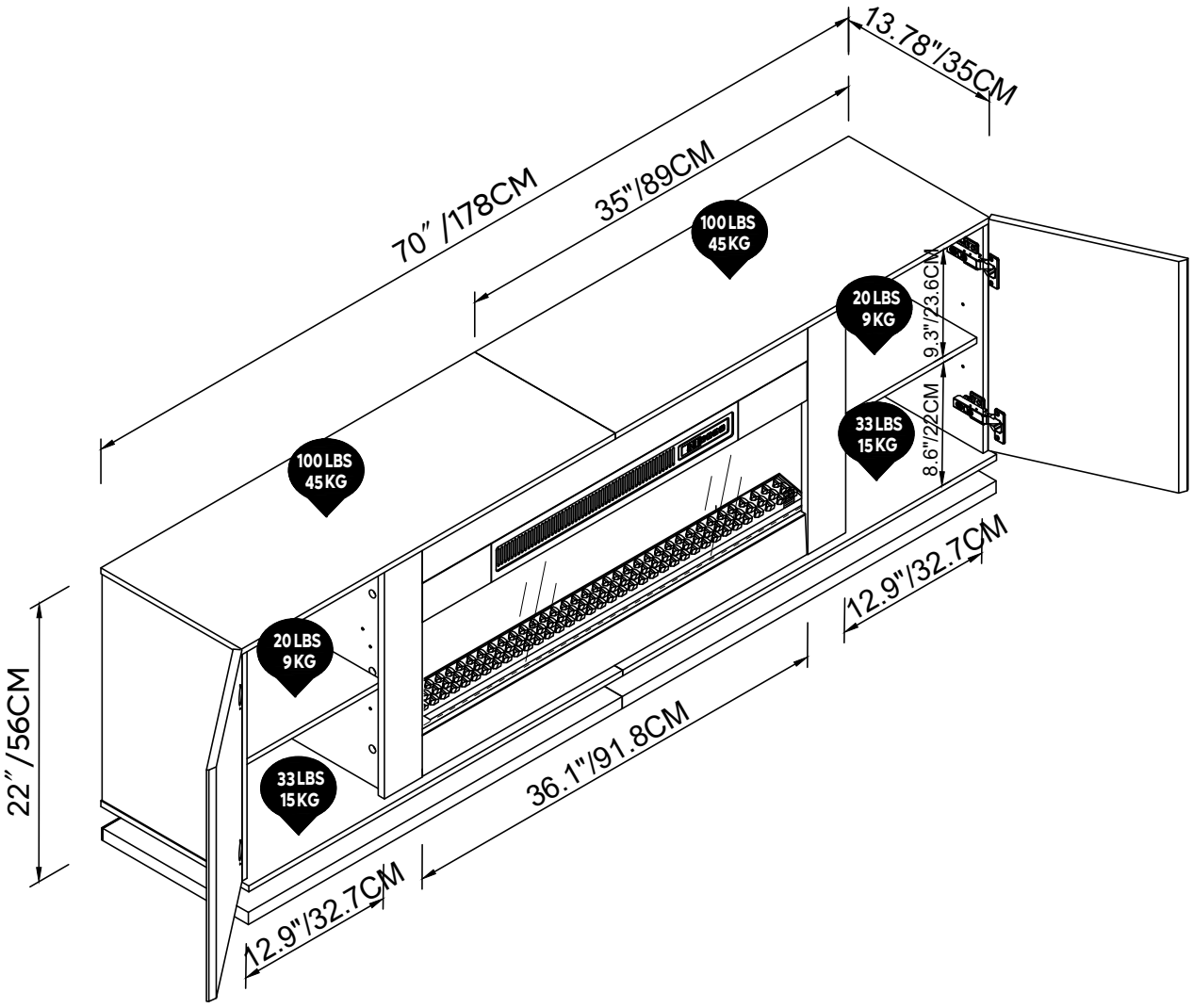
⚠CAUTION

- Be cautious when using a power drill or power screwdriver.
- Please be aware to slow down and stop when screw is nearly tight.
- Do Not use any harsh chemicals or abrasive cleaners for this item.
- Push, pull or drag this item carefully.

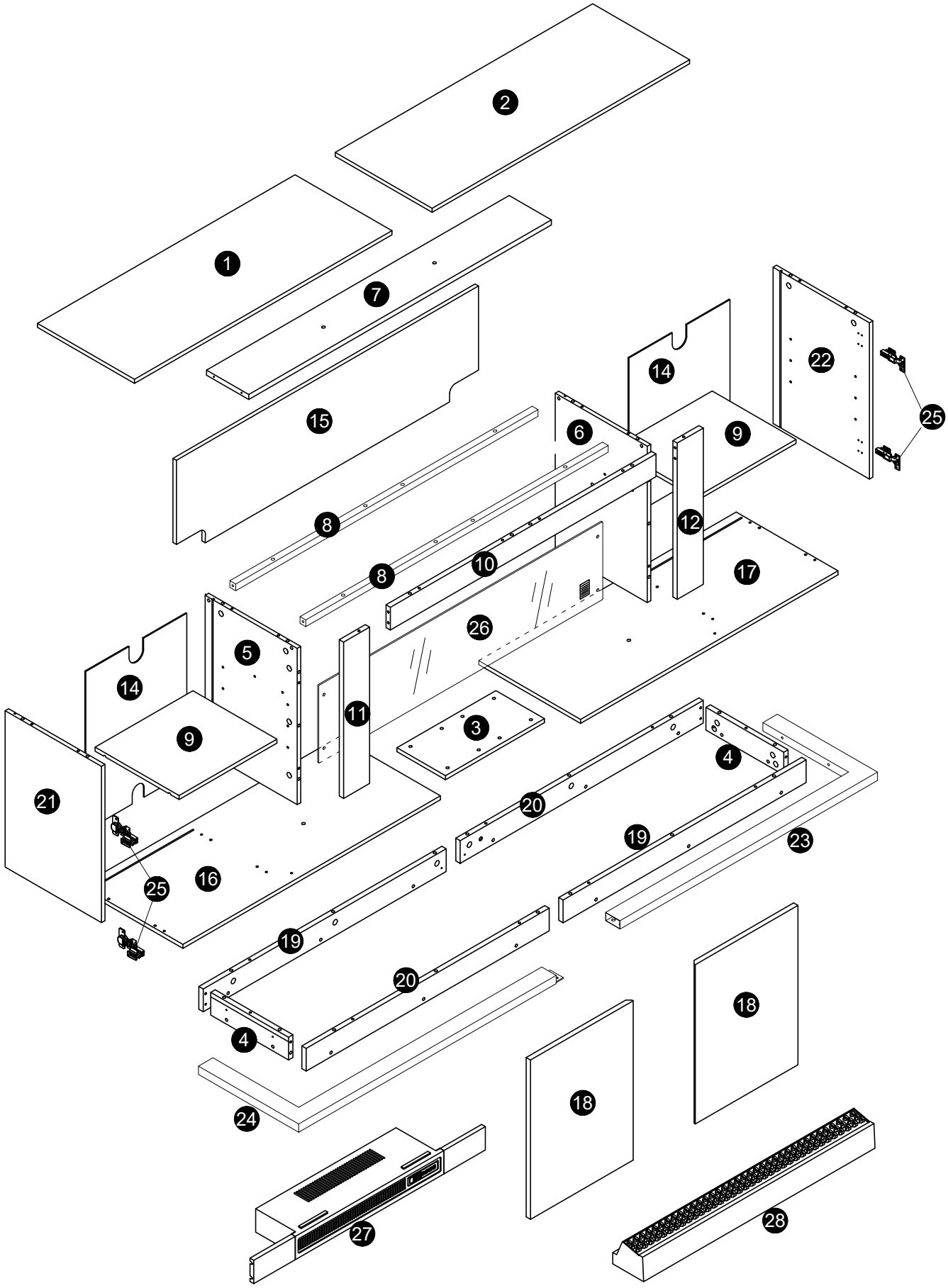
DETAILS

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详细信息

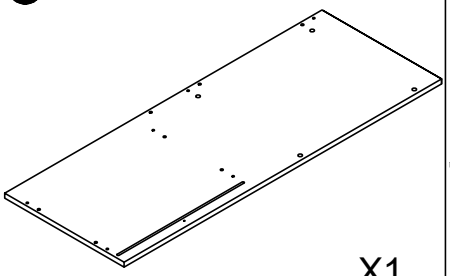
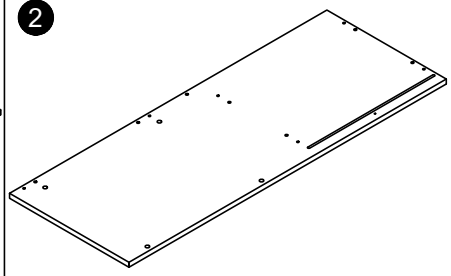
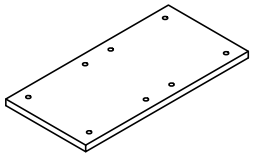
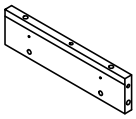
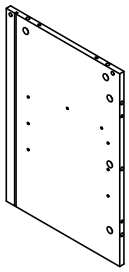
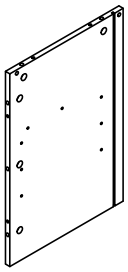
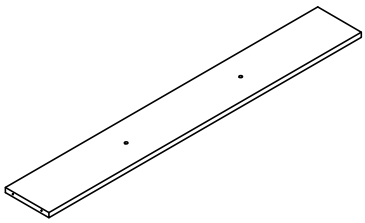
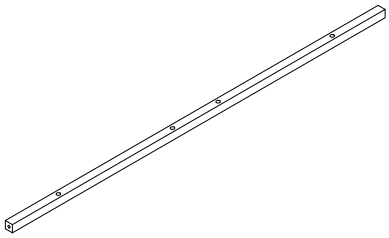
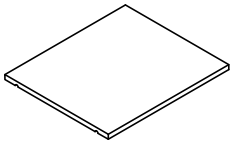
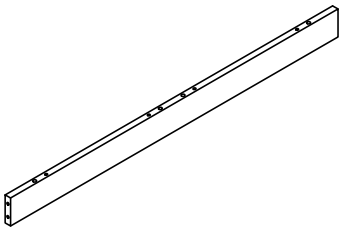
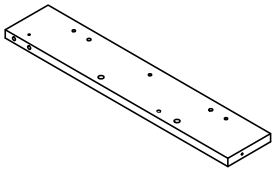
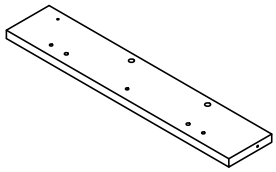
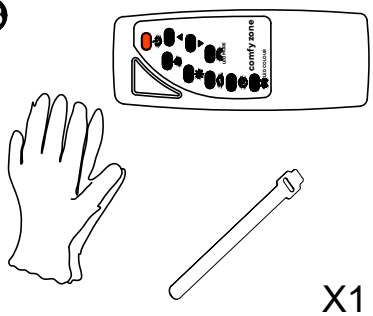
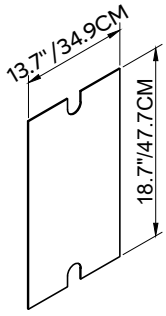
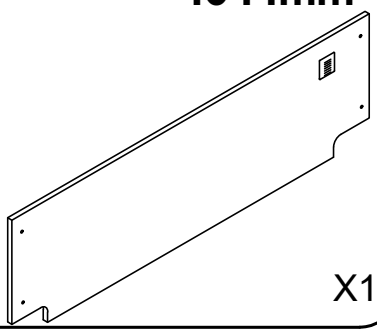
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DETAILS

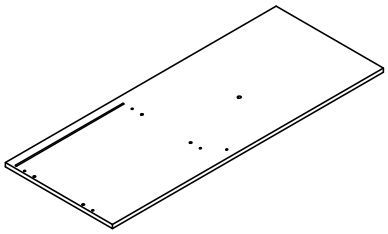

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PART LIST

1  X1	2  X1	3  X1
4  X2	5  X1	6  X1
7 **1046mm**  X1	8 **1046mm**  X2	9  X2
10  X1	11  X1	12  X1
13  X1	14  X2	15 **1044mm**  X1

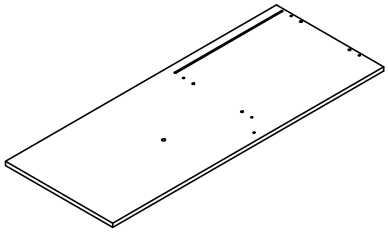
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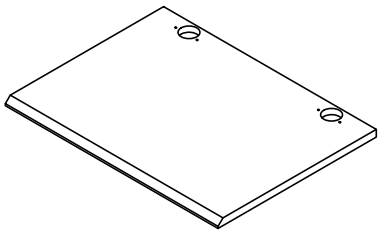
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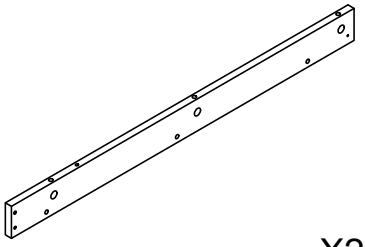
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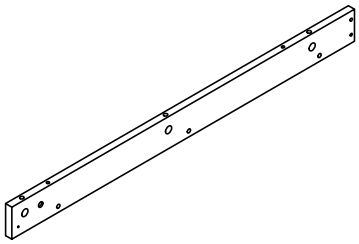
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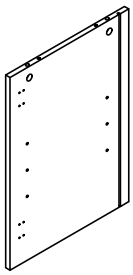
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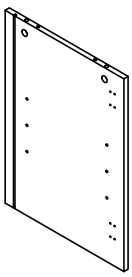
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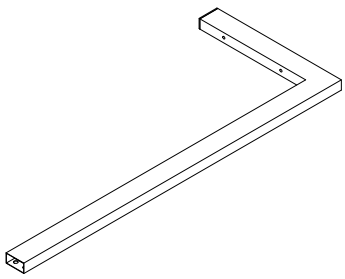
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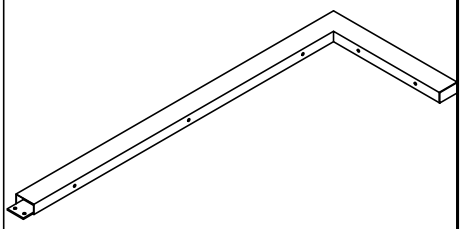
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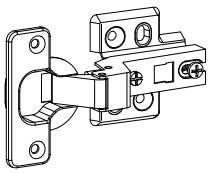
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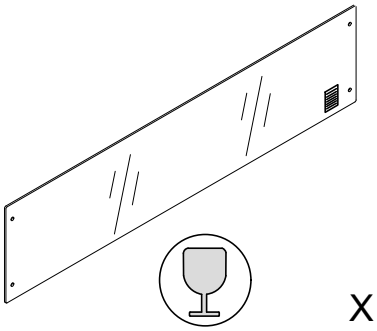
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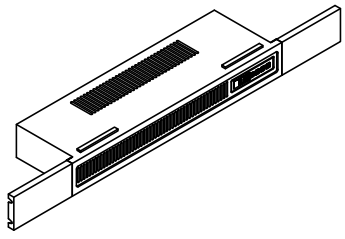
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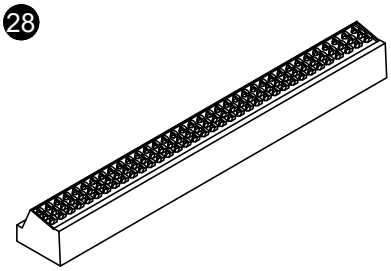
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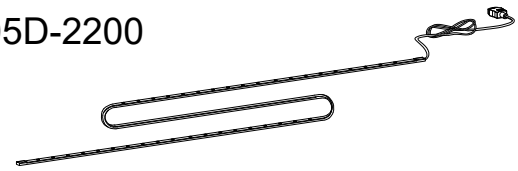
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28



X1

29 LED-005D-2200



29A X1

29B X11 

29C X11  ST3x10mm

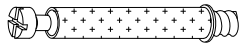
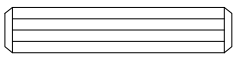
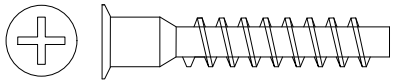
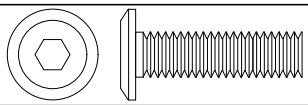
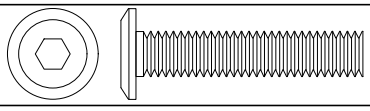
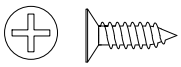
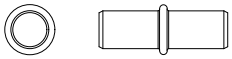
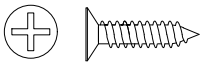
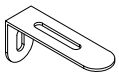
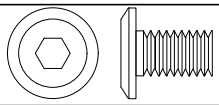
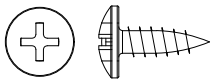
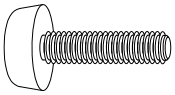
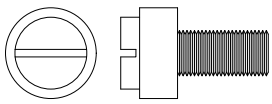
29D X1 

29E X1 

HP-L108015AFP-V001-070126-CY

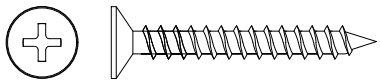
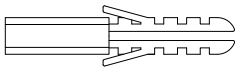
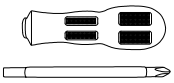
ACCESSORY LIST

ZUBEHÖRLISTE
LISTE DES ACCESSOIRES
ELENCO DEGLI ACCESSORI
LISTA DE ACCESORIOS
부품 목록
付属品部品の確認/配件清单

A	ST6x35mm	38+2	
B	Ø15mm	38+2	
C	Ø6x30mm	44+4	
D	ST5x38mm	14+1	
E	M6x20mm	12+1	
F	M6x28mm	18+1	
G	45x12mm	4	
H	ST3.5x12mm	32+2	
I	Ø5*19mm	8+1	
J		8+1	
K	ST3x17mm	8+1	
L	52*25*16*2	2	
M	40*20*20mm	4	
N	M6x10mm	10+1	
O	ST4x12mm	2	 Black
P	M6x25mm	2	
Q	M6x12mm	6+1	

ACCESSORY LIST

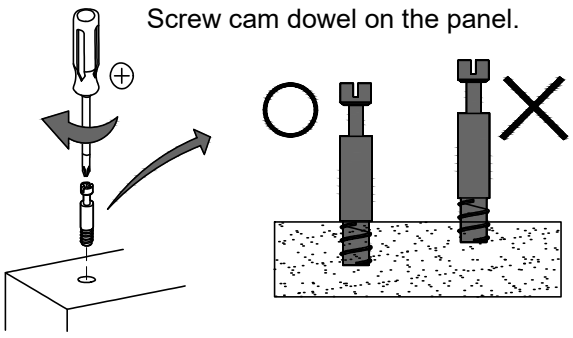
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LISTE DES ACCESSOIRES
ELENCO DEGLI ACCESSORI
LISTA DE ACCESORIOS
부품 목록
付属品部品の確認/配件清单

R	ST4x35mm	2	
S	Ø6mm	2	
		1	
		1	

Detailed Installation for Accessory A B

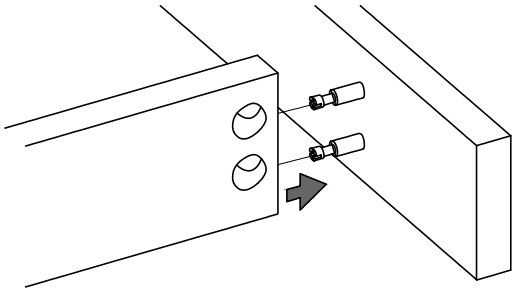
1

Screw cam dowel on the panel.



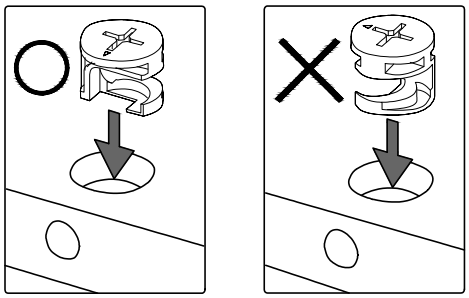
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Place another panel via the dowel.



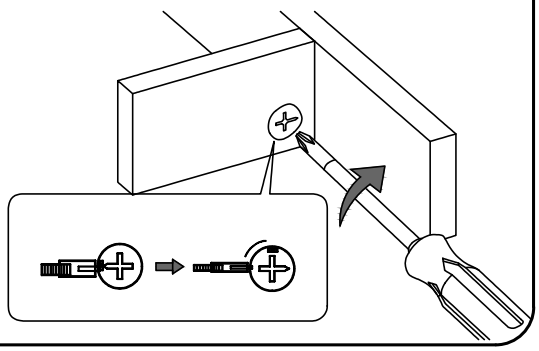
3

Pay attention to the direction of cam lock when putting it into hole.

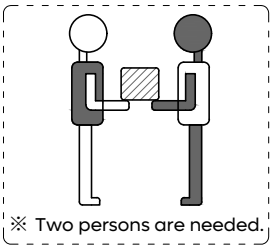


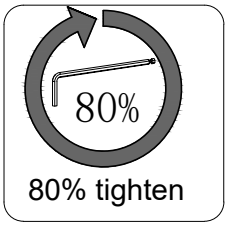
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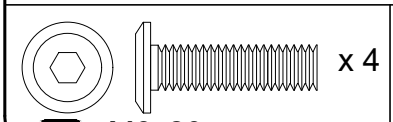
Tighten up cam lock clockwise until it stops.



1





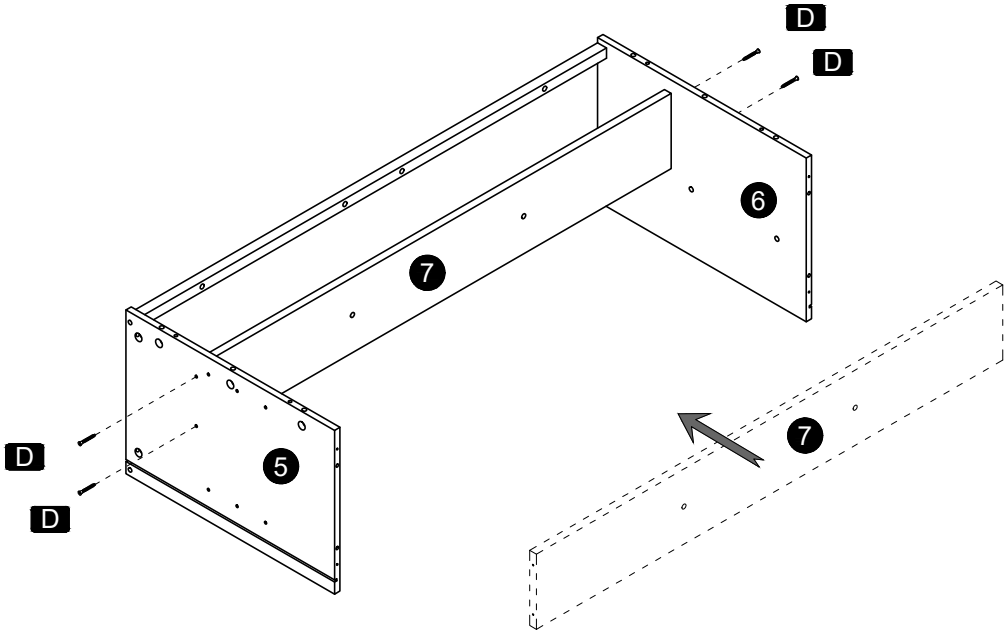


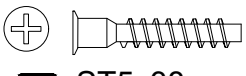
E M6x20mm



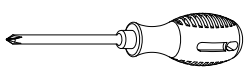
M4

2



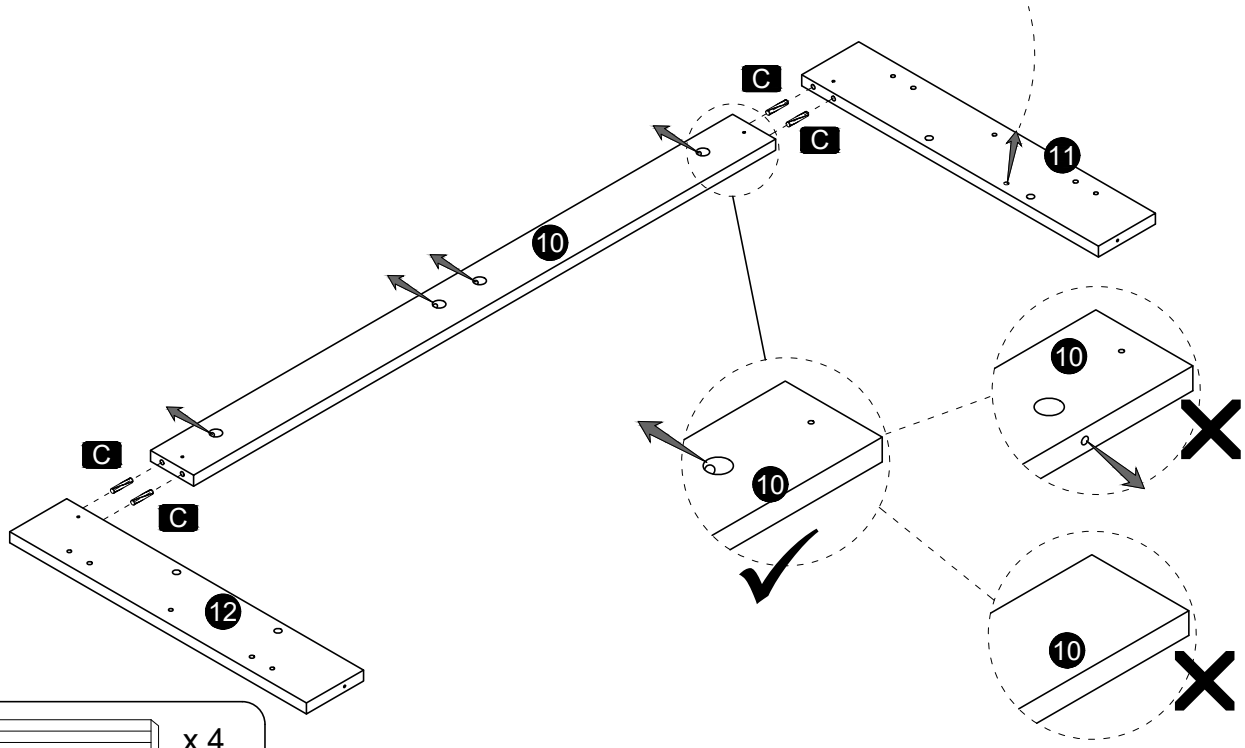


D ST5x38mm



3

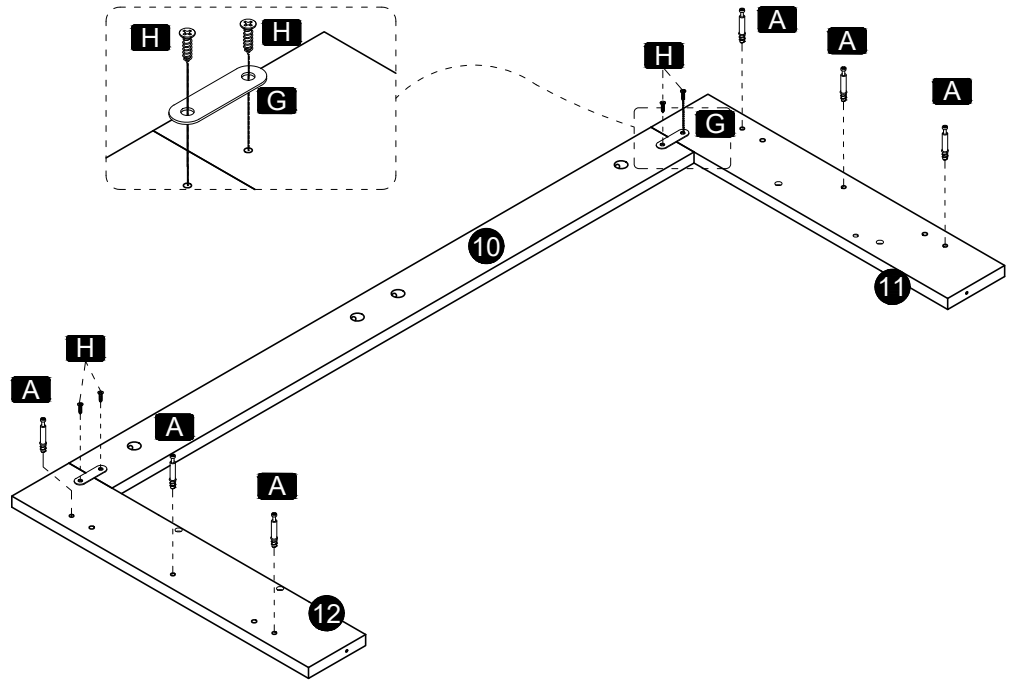
※This hole does not assemble screws, but only indicates the installation direction.



x 4

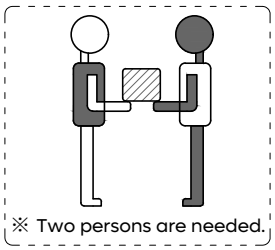
C Ø6x30mm

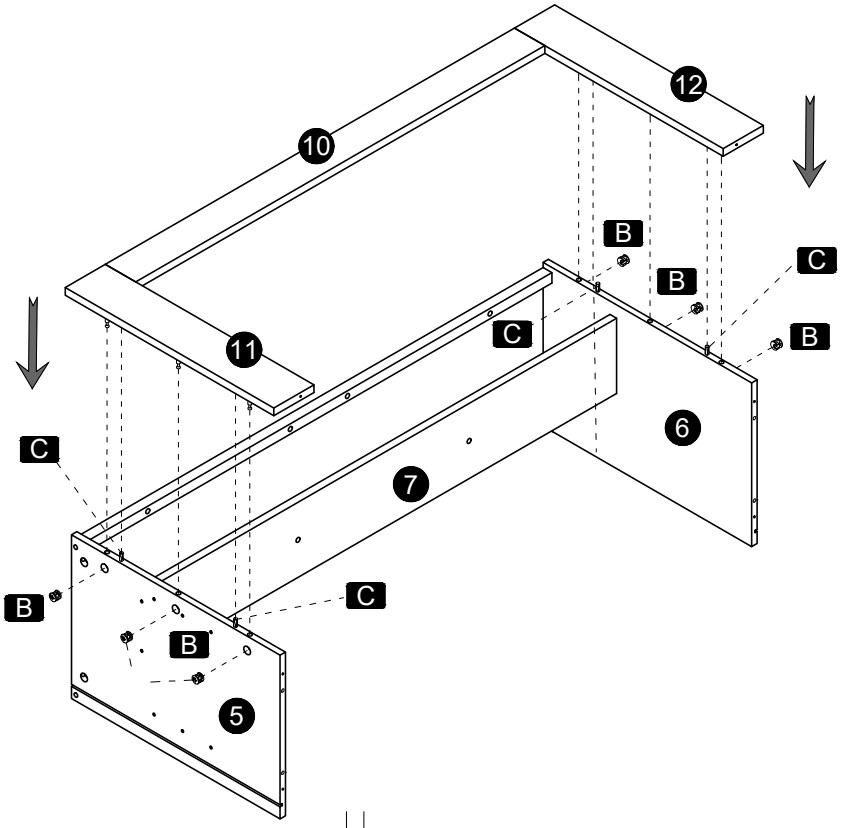
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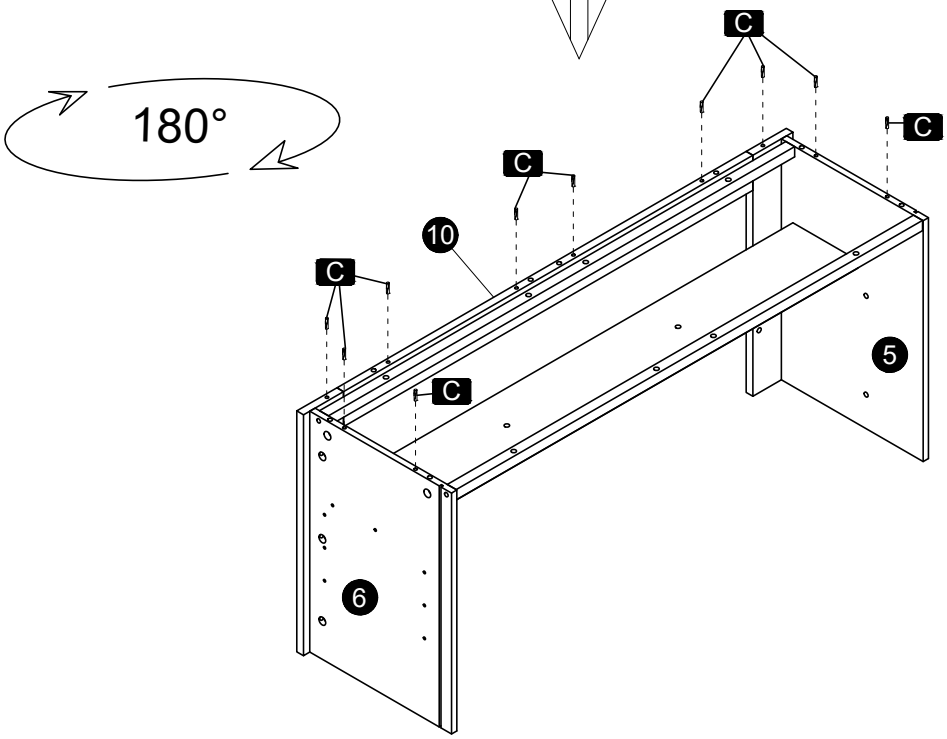


x 6	x2	x4	
A ST6x35mm	G 45*12*mm	H ST3.5x12mm	

5

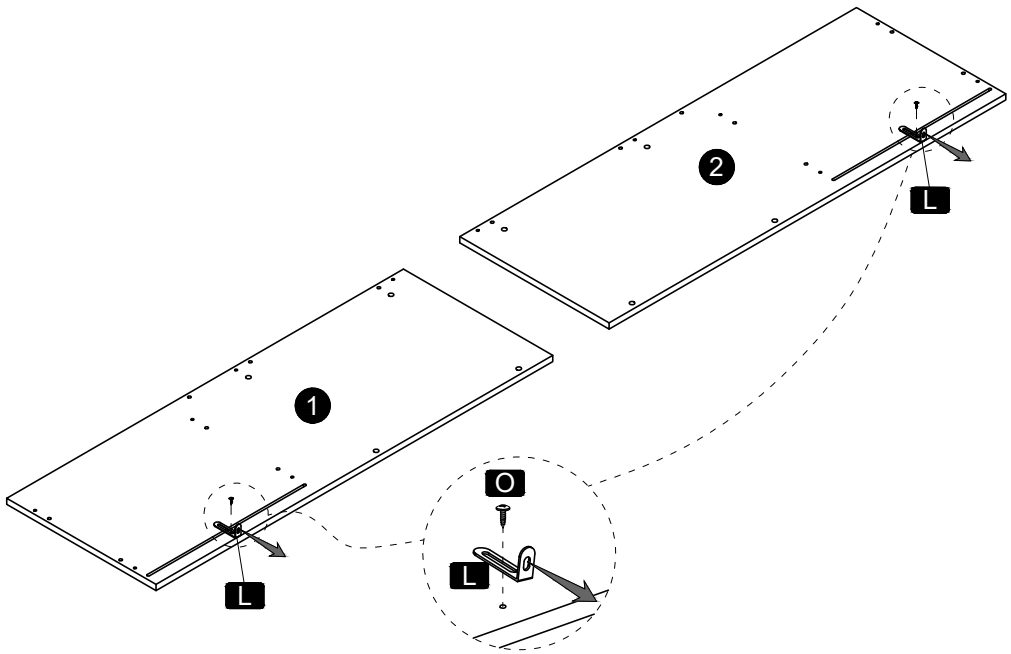


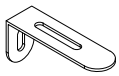
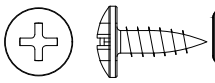
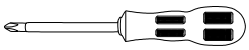




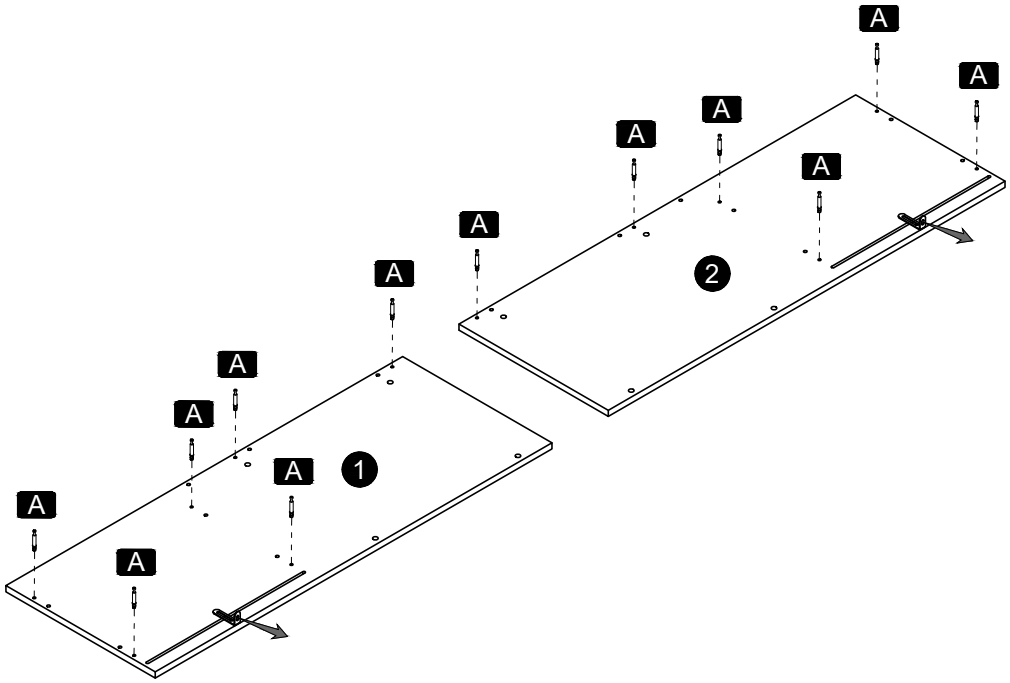
x 6 B Ø15mm	x 14 C Ø6x30mm	

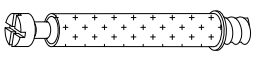
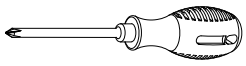
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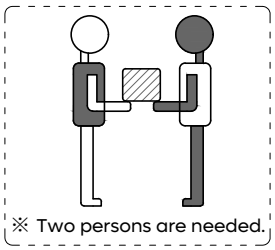
 x2 L 52*25*16*2	 Black x2 O ST4x12mm	

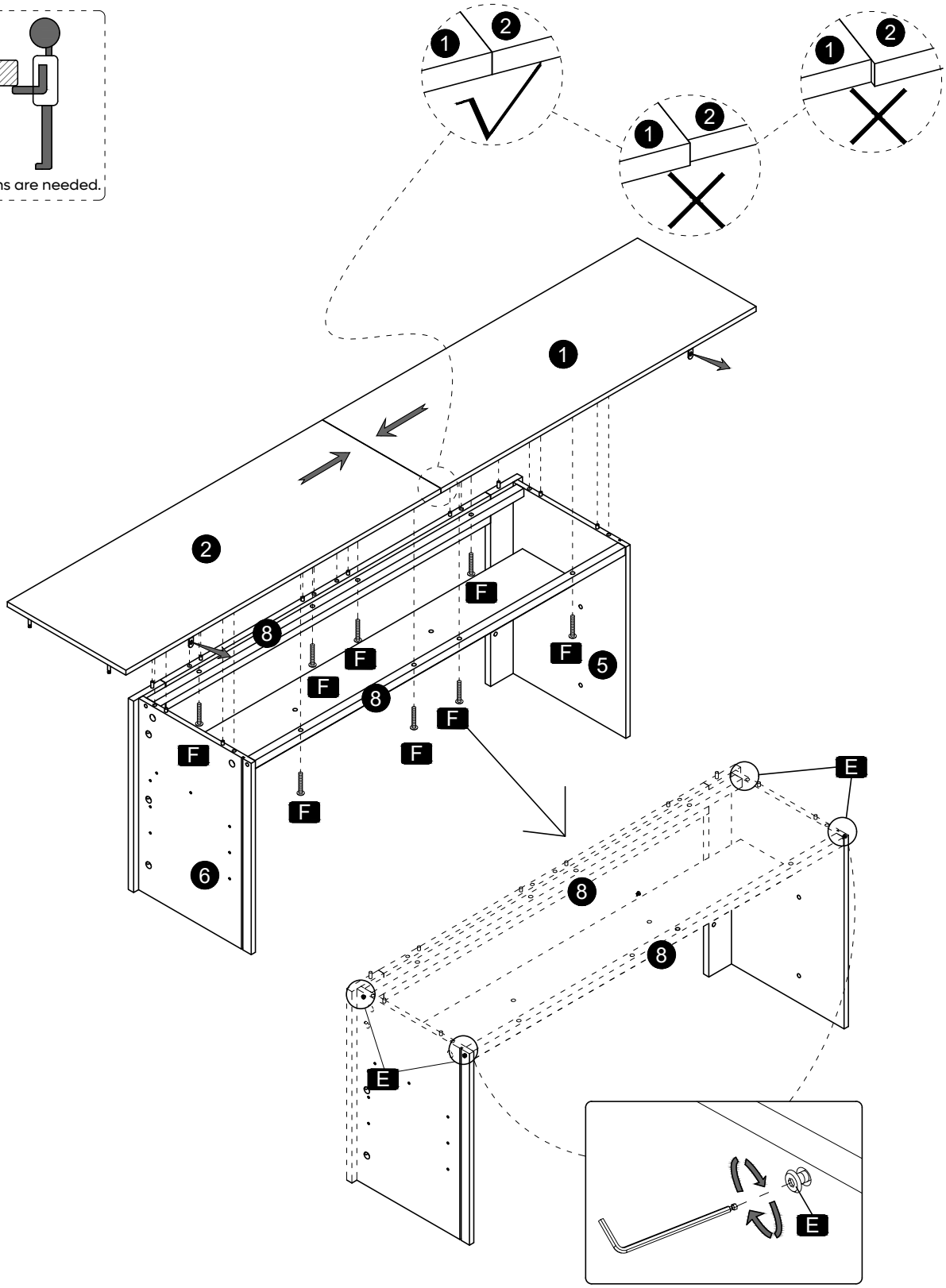
7



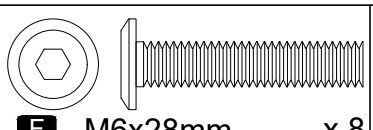
 x12 A ST6x35mm	

8



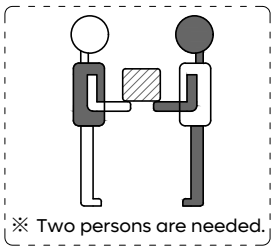


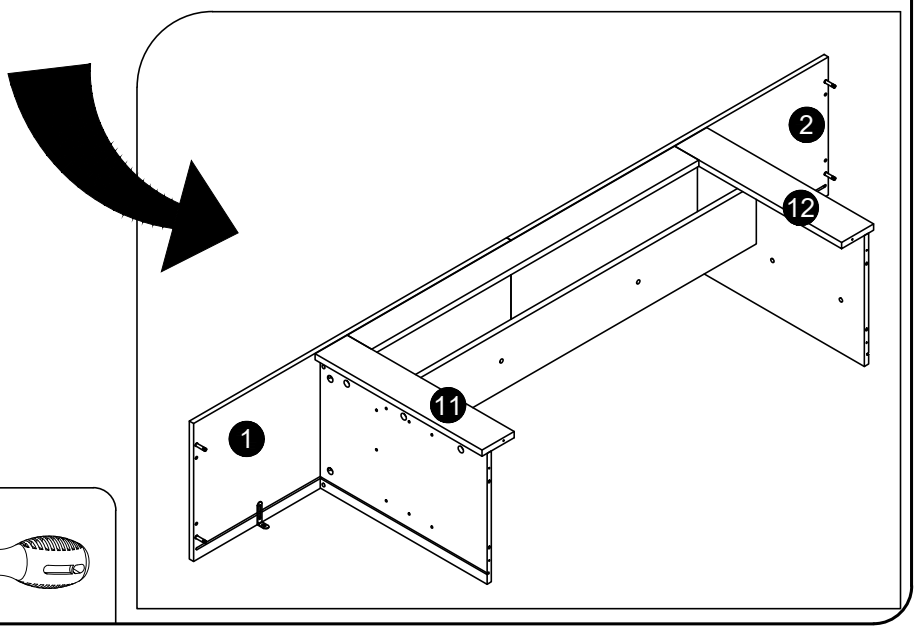
Fully tighten all screws.





9

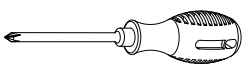






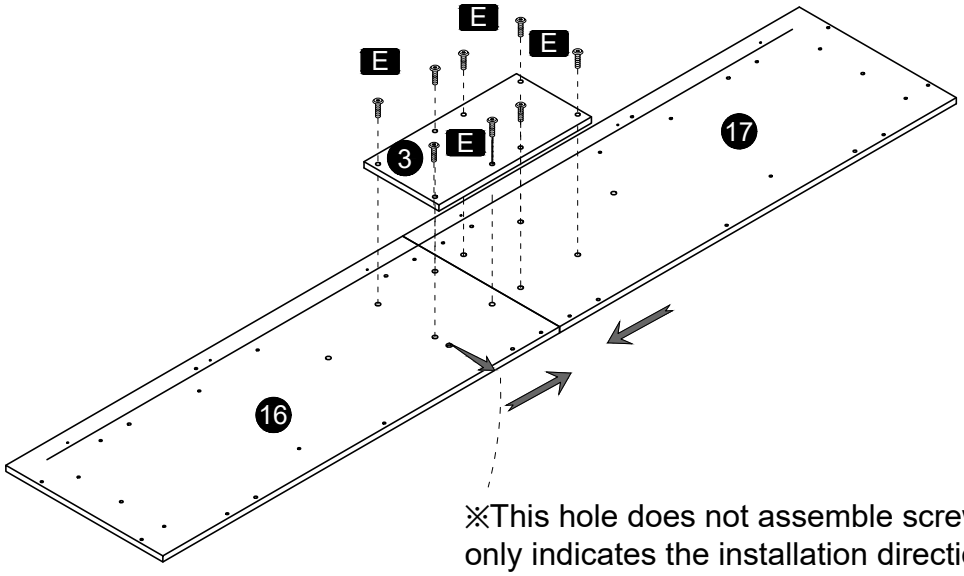
x 8

B Ø15mm

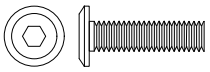


10

※Make sure that you use screw #E(M6x20mm) in this step.Wrong/Longer screws will cause damages for the boards.



※This hole does not assemble screws, but only indicates the installation direction.



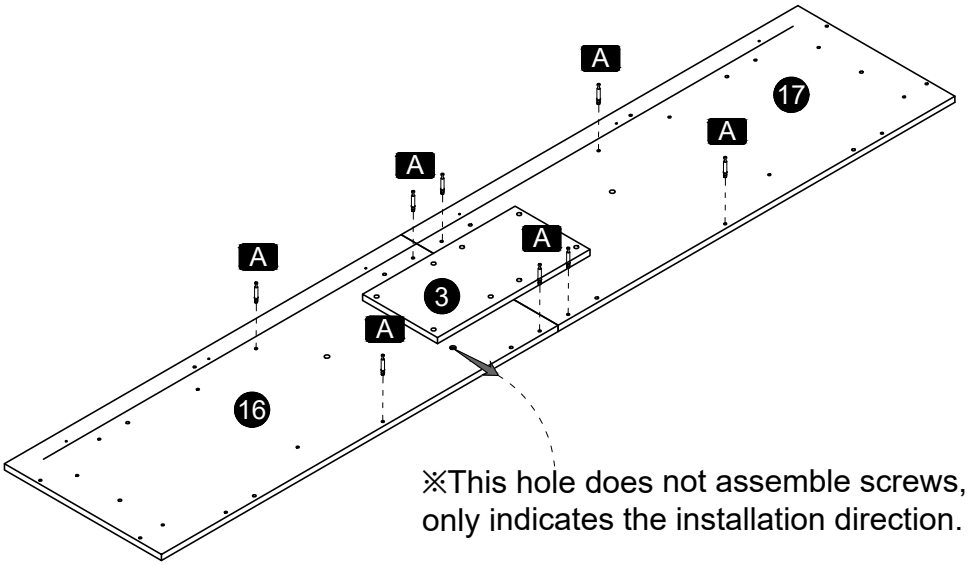
x 8

E M6x20mm

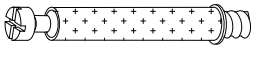


M4

11

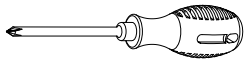


※This hole does not assemble screws, but only indicates the installation direction.

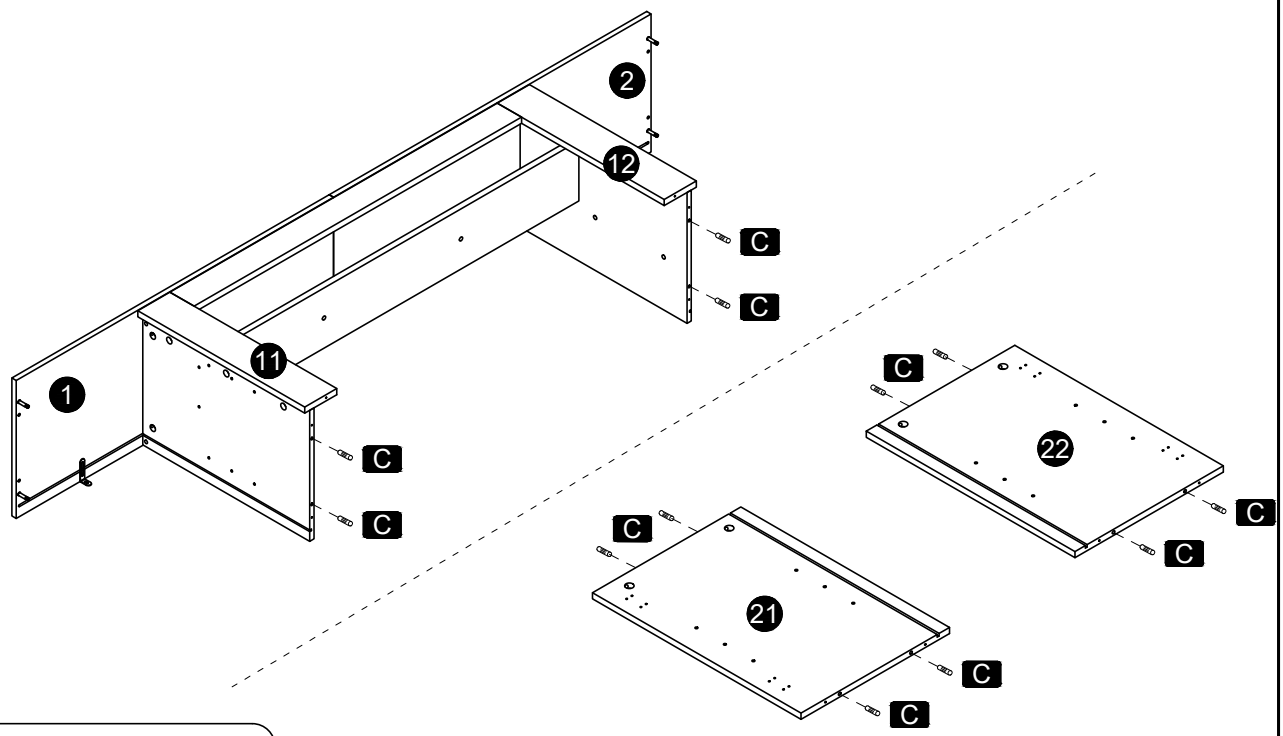


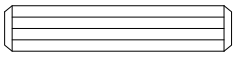
x 8

A ST6x35mm



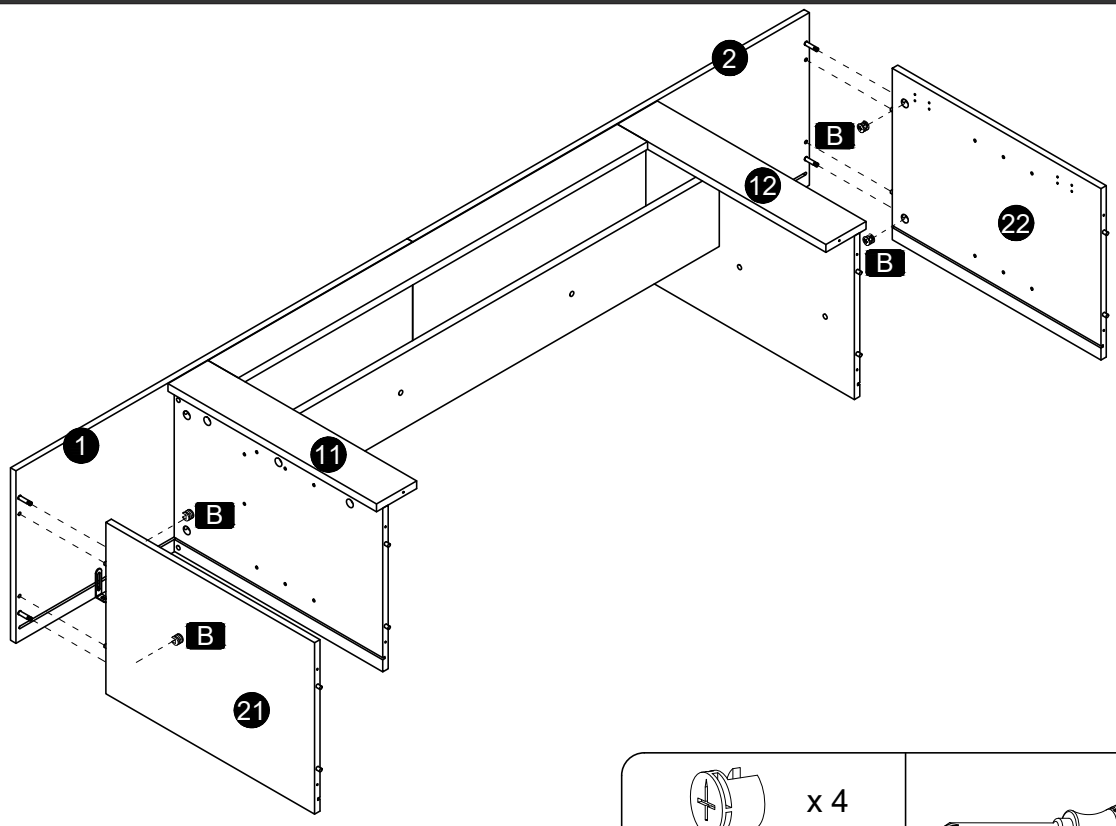
12




x 12

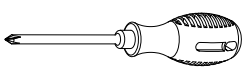
C Ø6x30mm

13

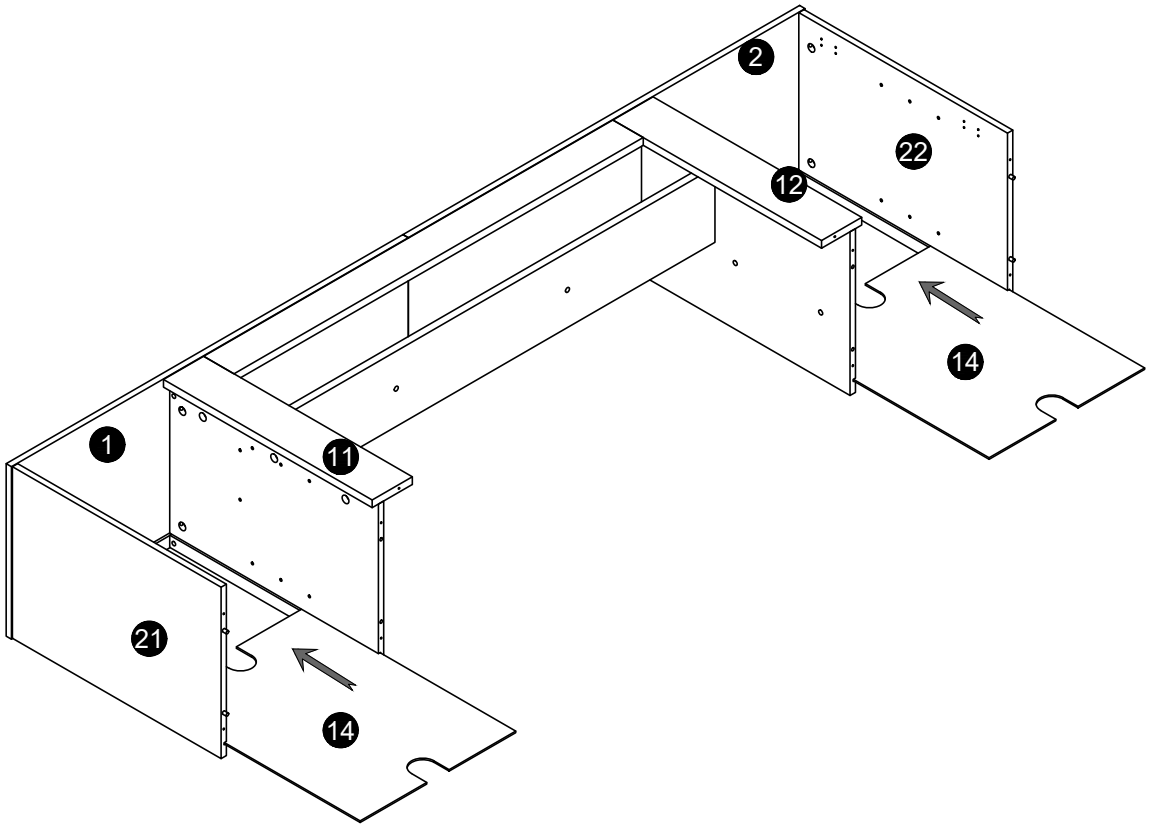


x 4

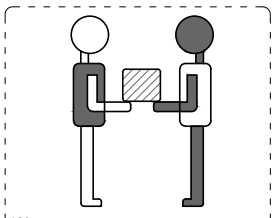
B Ø15mm



14


2
22
12
14
1
11
21
14

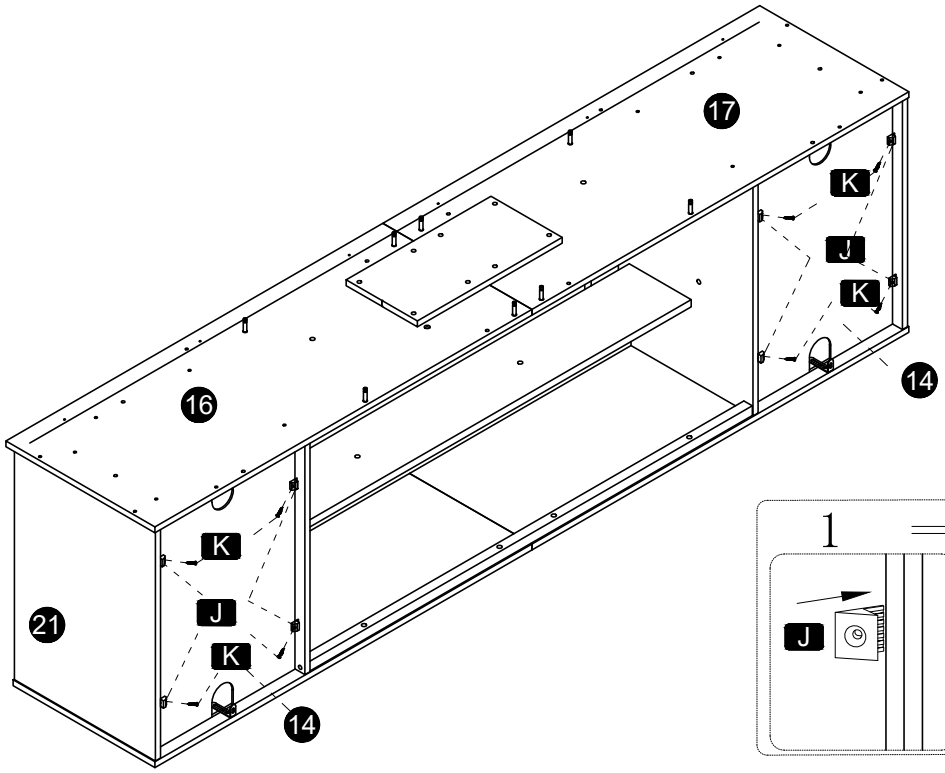
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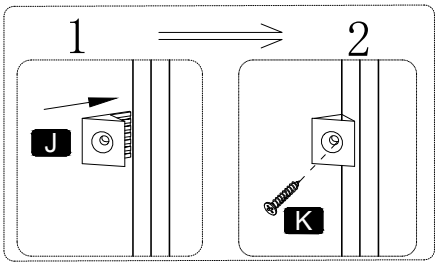

※ Two persons are needed.

2
12
22
1
11
21
16
17
D
D
D
D
D
D
D
D
※This hole does not assemble screws, but only indicates the installation direction.
x10
D ST5x38mm

16

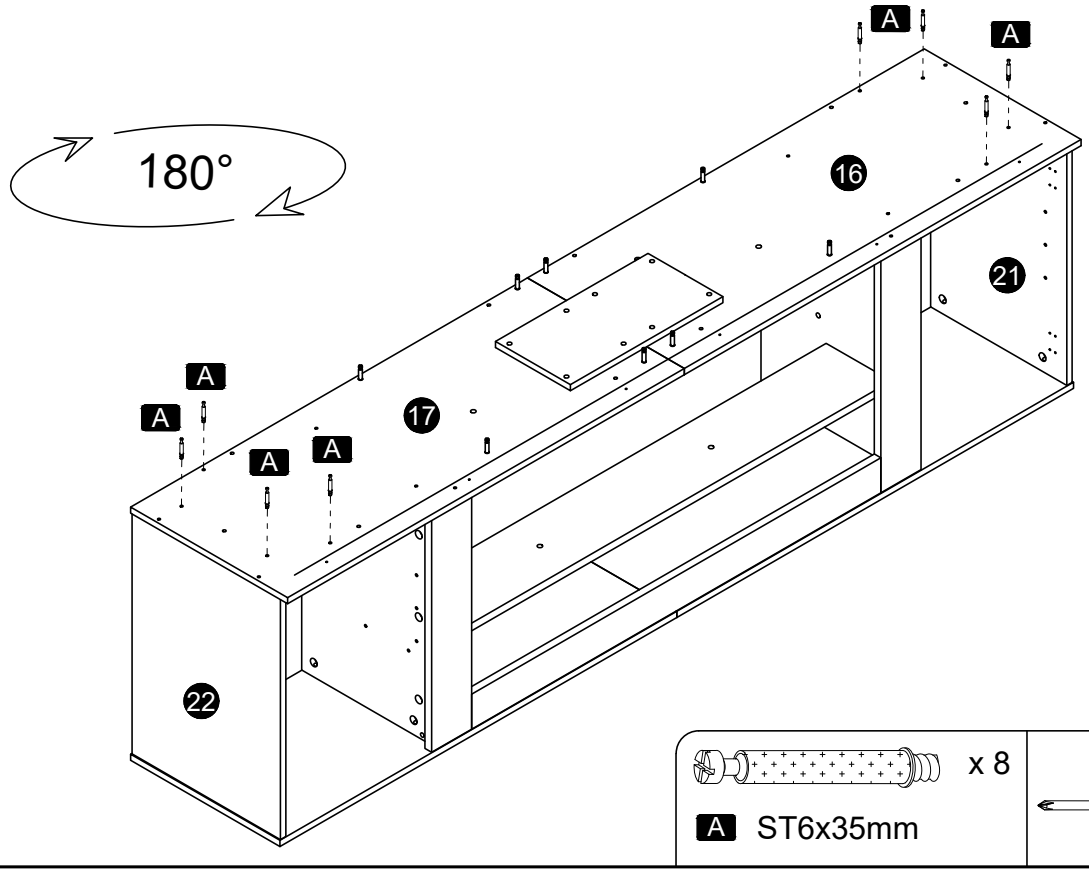
※ Back view.





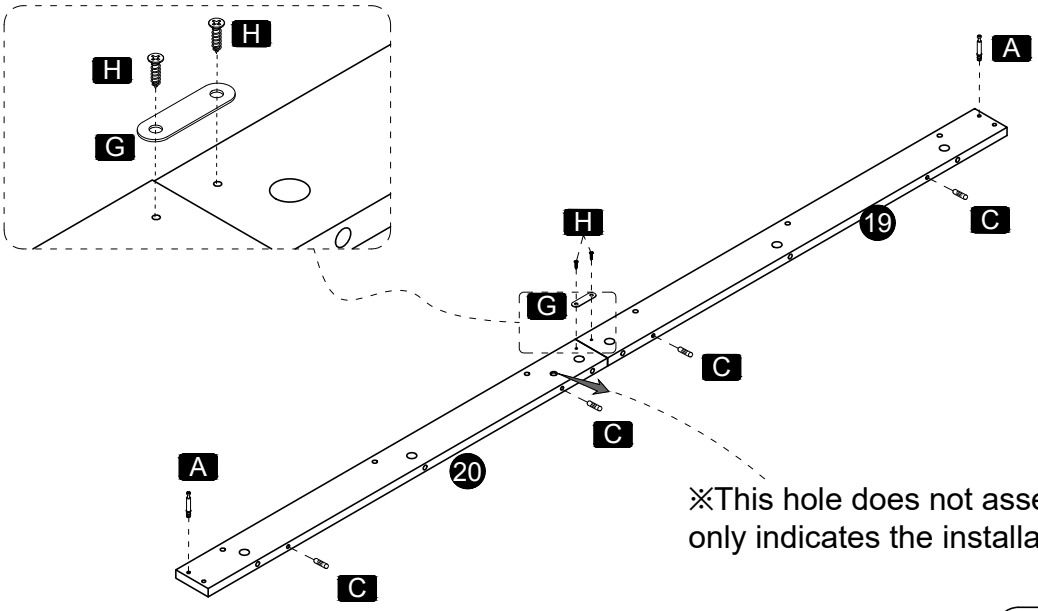
K ST3x17mm x 8	J x 8	

17



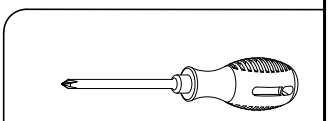
A ST6x35mm x 8	

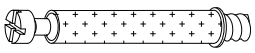
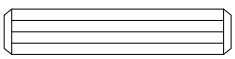
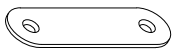
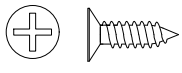
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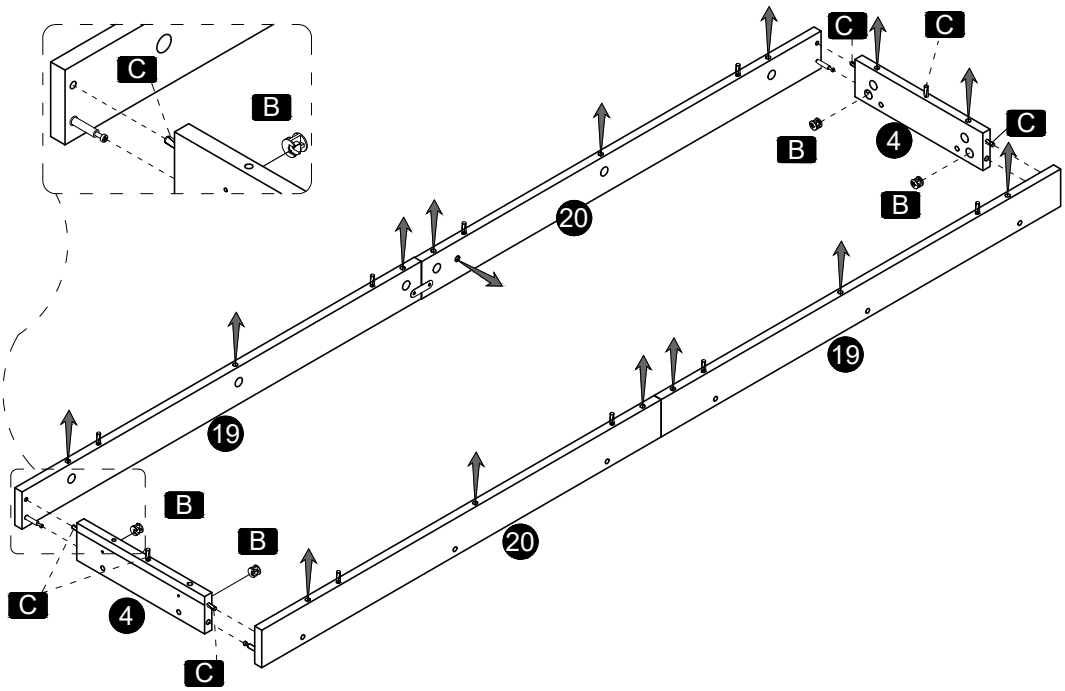
x 2

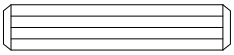
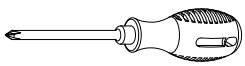
※This hole does not assemble screws, but only indicates the installation direction.



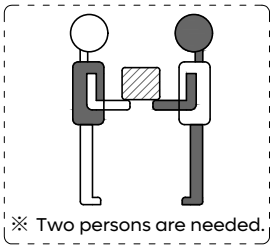
 x4	 x 8	 x 2	 x 4
A ST6x35mm	C Ø6x30mm	G 45*12*mm	H ST3.5x12mm

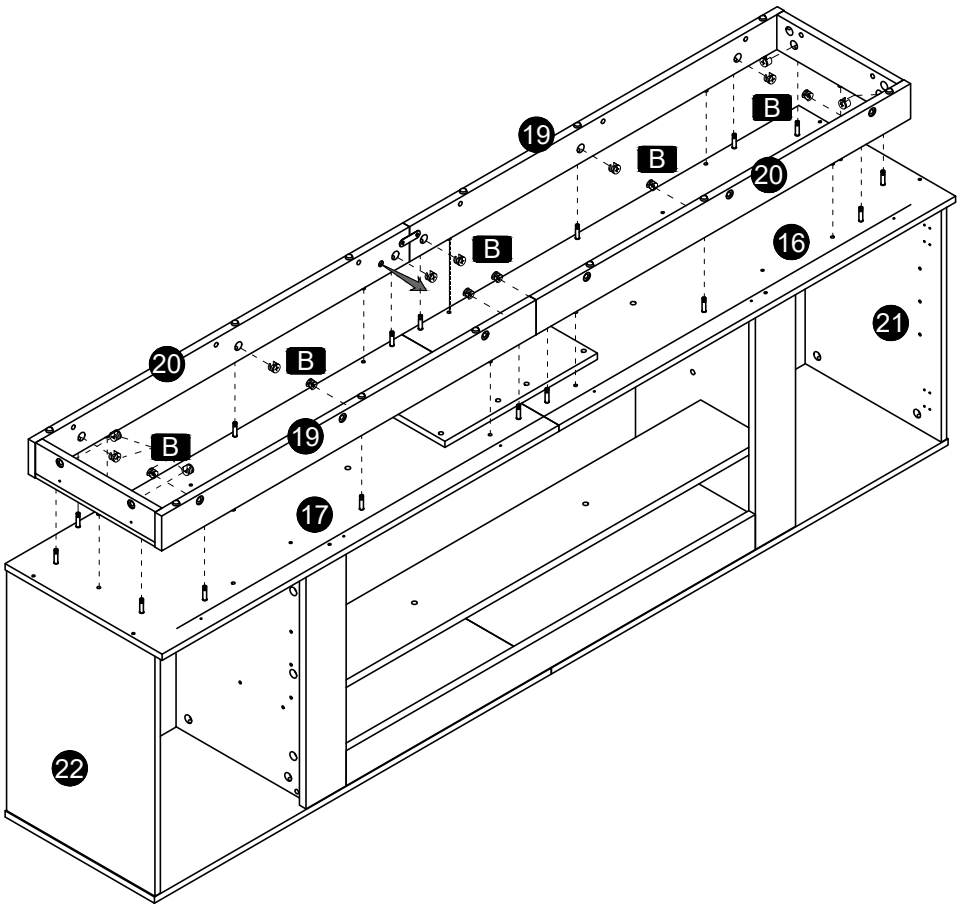
19



 x 4	 x 6	
B Ø15mm	C Ø6x30mm	

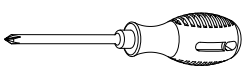
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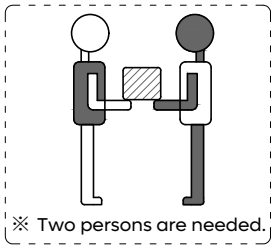




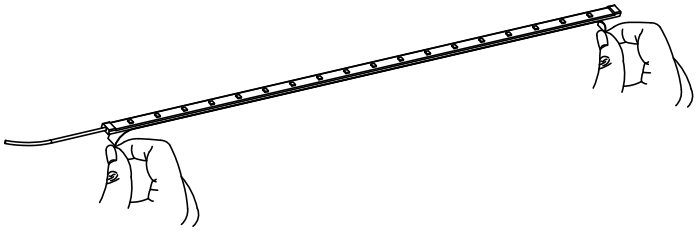

x 16

B Ø15mm





1. Remove about 25mm (1 ") of adhesive tape at both ends of LED light strip.

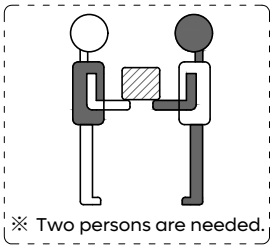


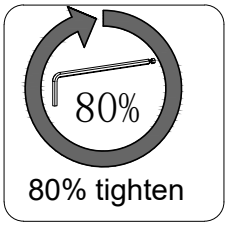
2. Tear off the whole protective paper, and flatten the strip light so that the LED light strip is completely adhered to the wood.

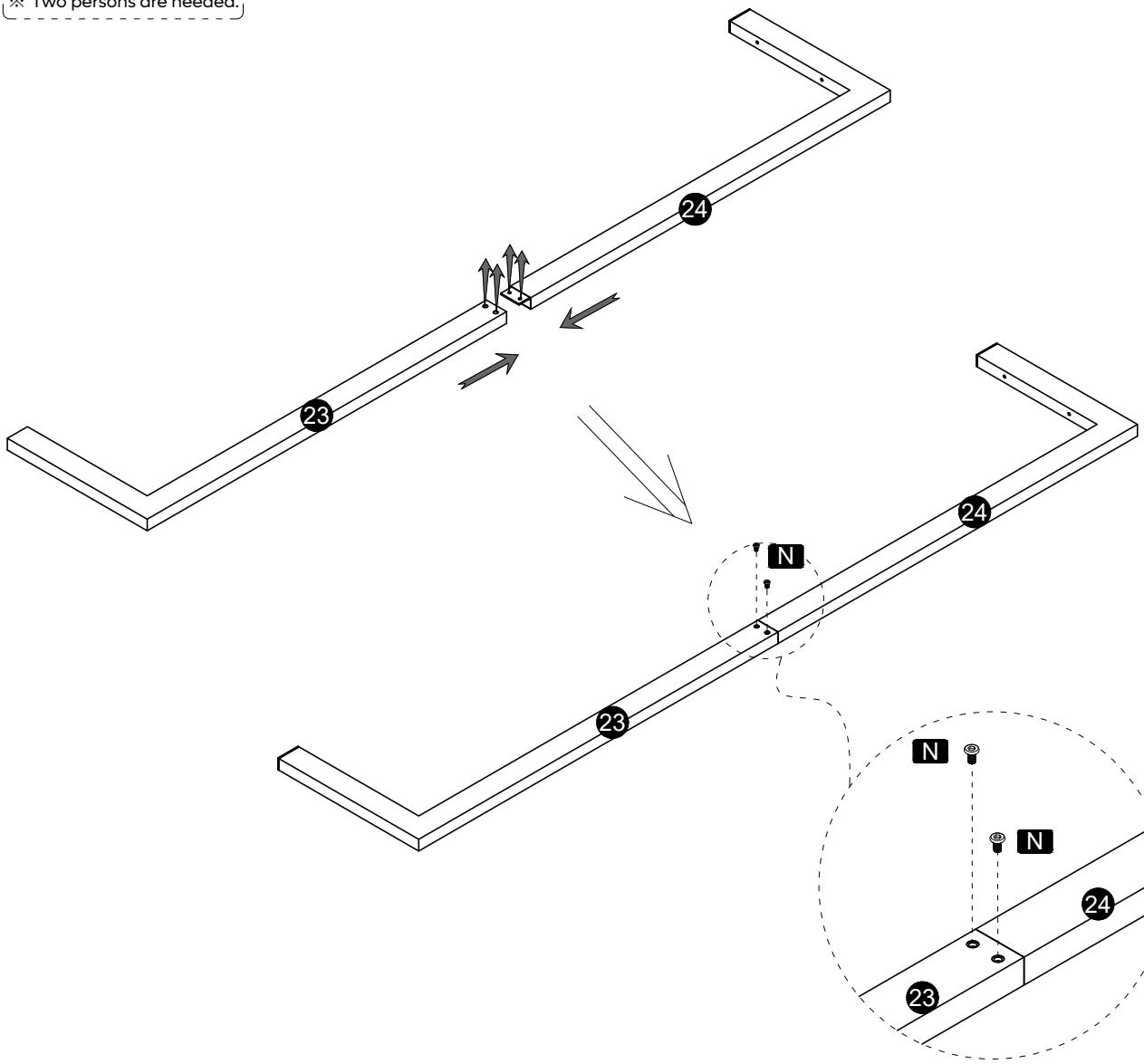
3.Tighten with screws.

29B x10	29C x10	29A	
	ST3x10mm	x1	

22







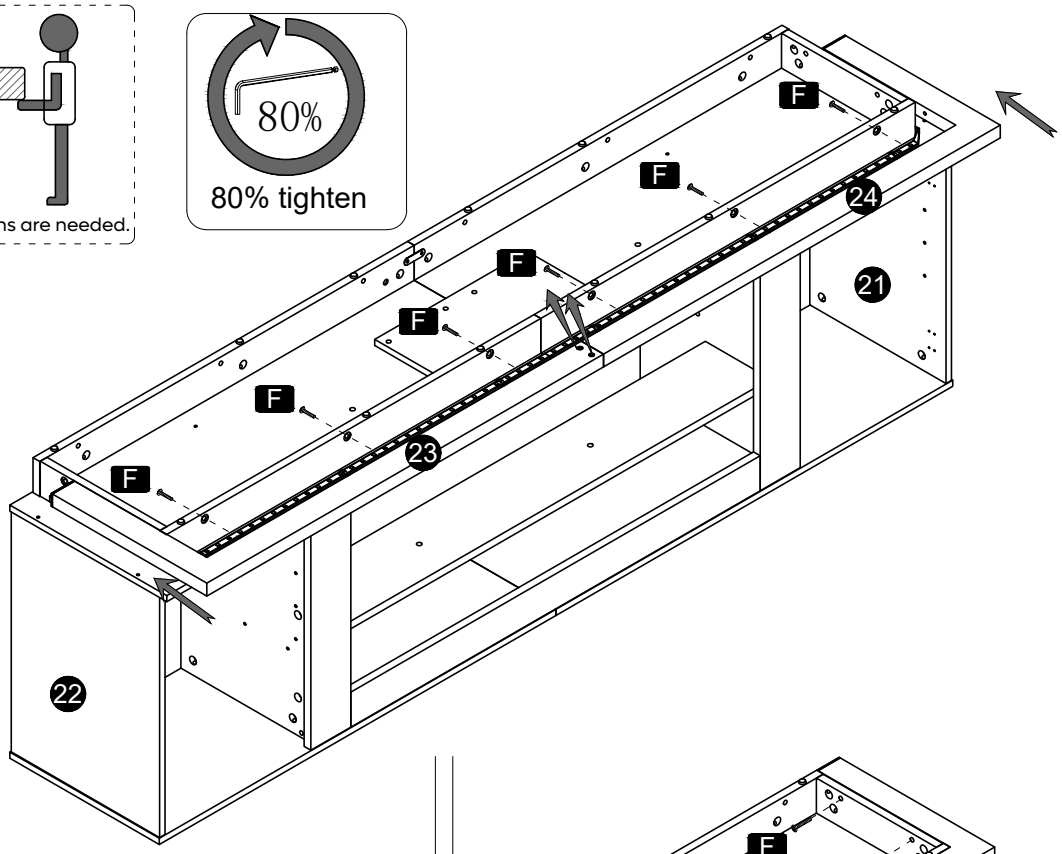
x 2 N M6x10mm	M4

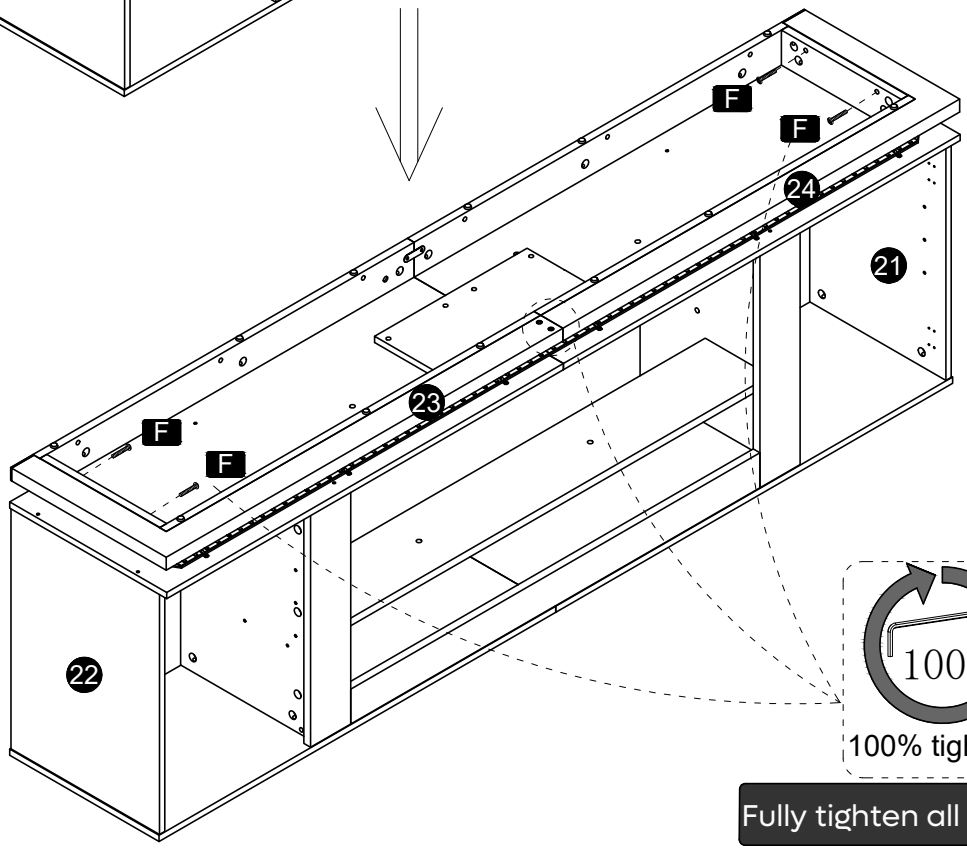
23

※ Two persons are needed.

80%

80% tighten



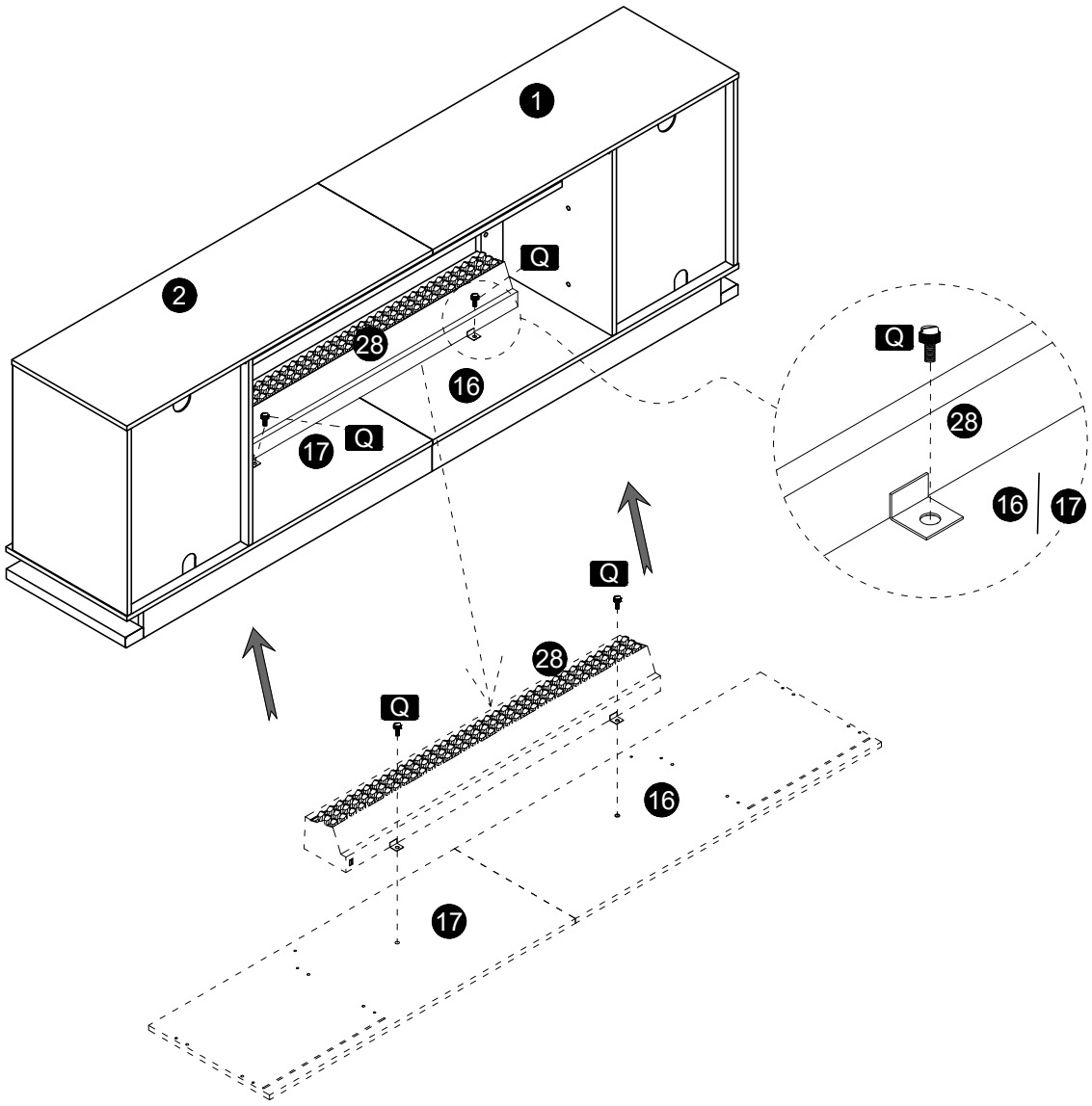


100%

100% tighten

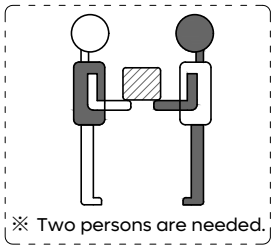
Fully tighten all screws.

F x 10 M6x28mm	M4

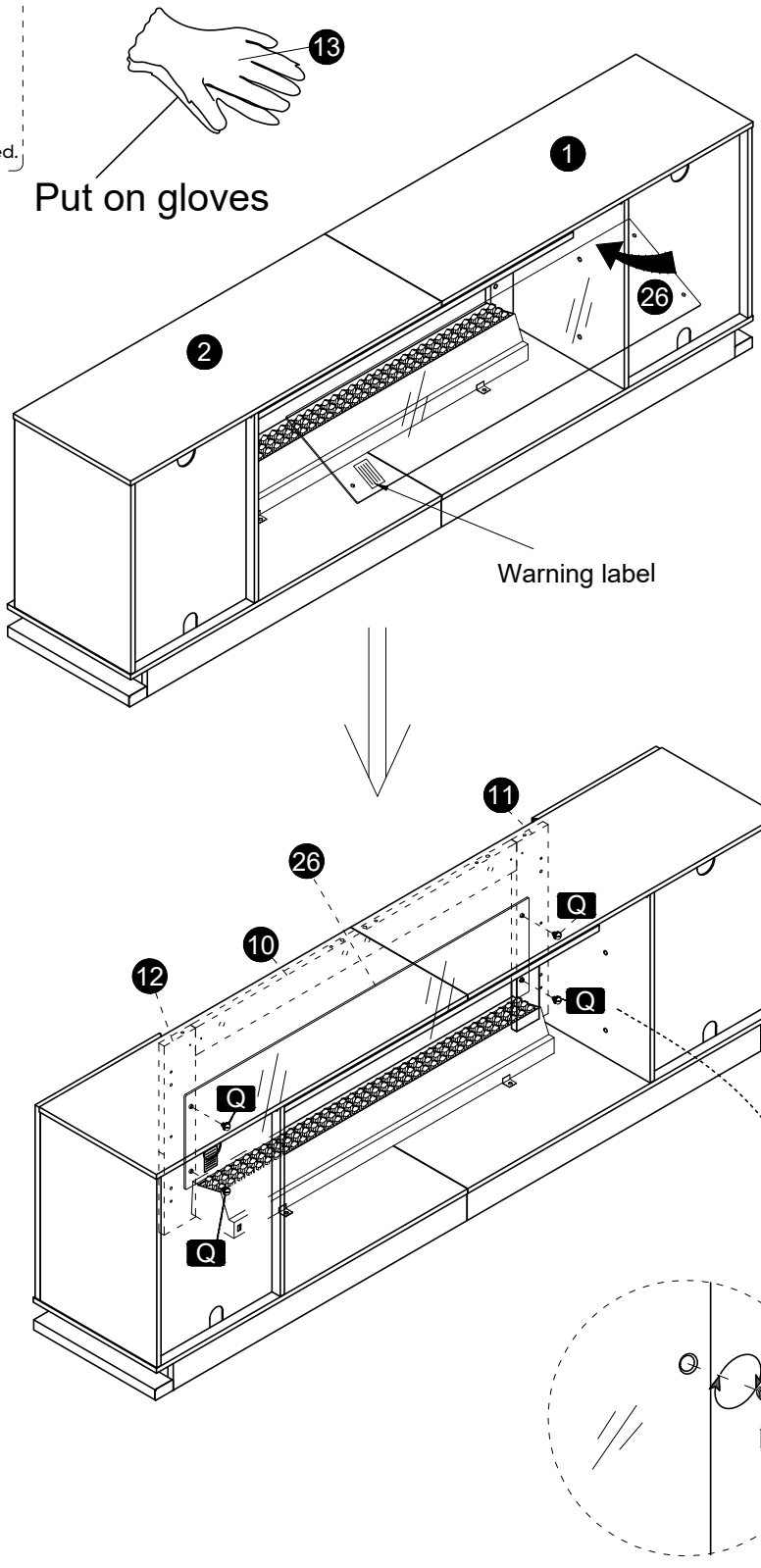


x 2

Q M6x12mm

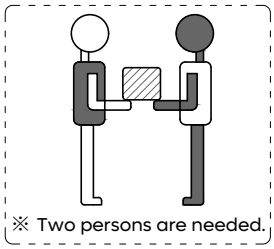


※ Back view.

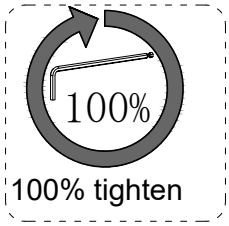


x 4	13 x 1
Q M6x12mm	

26

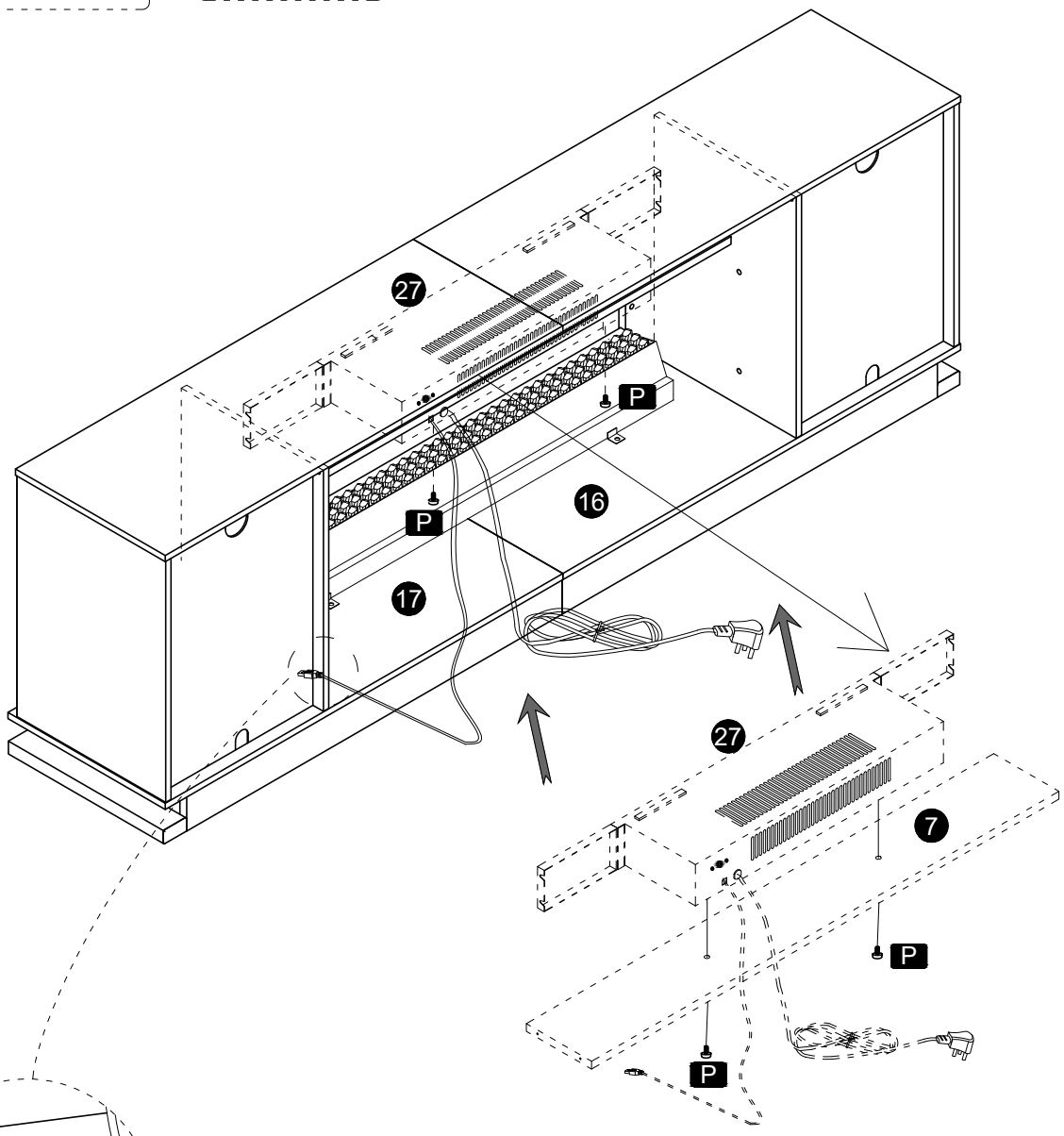


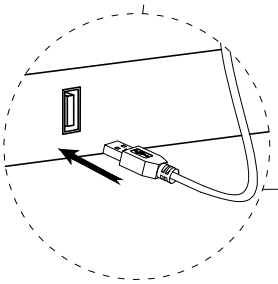
※ Two persons are needed.



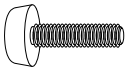
100% tighten

※ Back view.



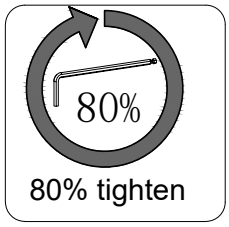


Reminder：please make sure the USB connect well.

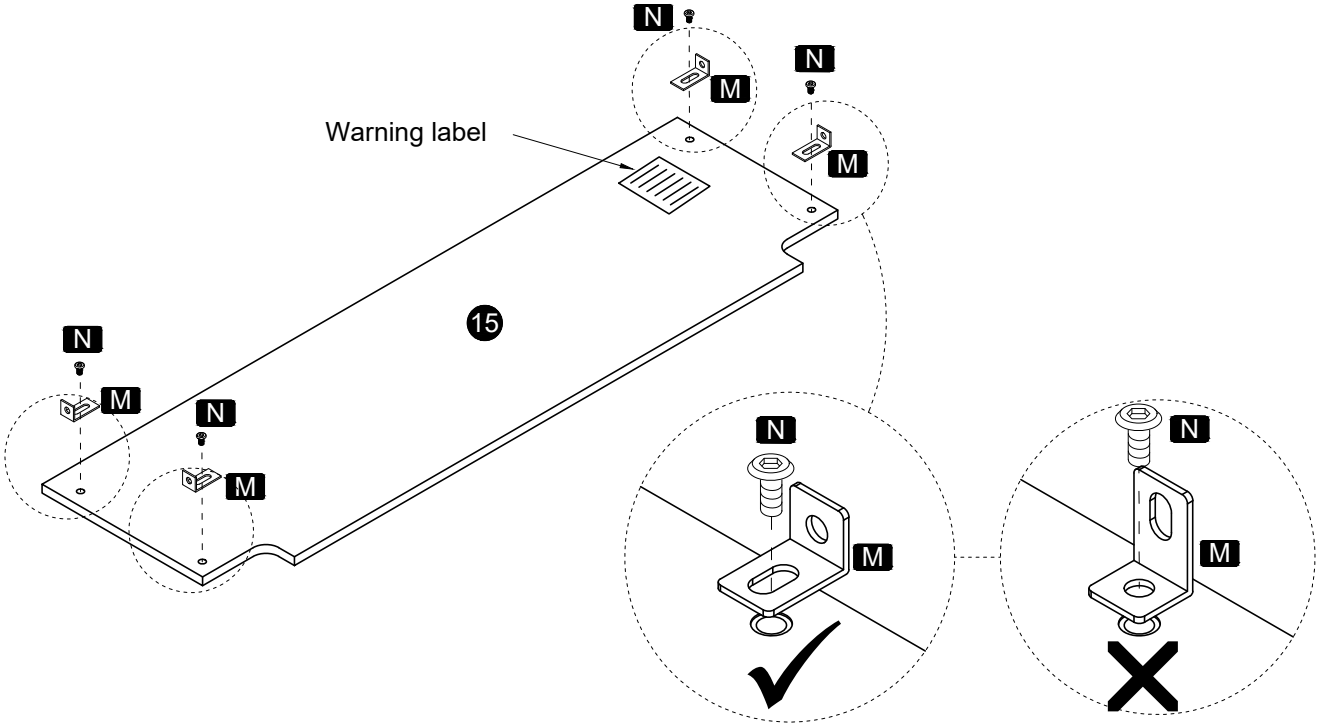


x 2

P M6x25mm

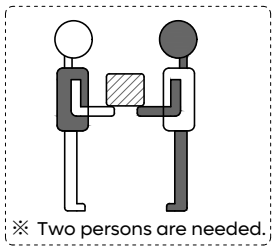


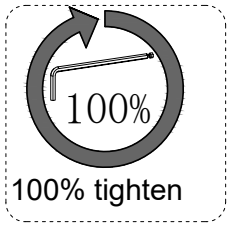
80% tighten

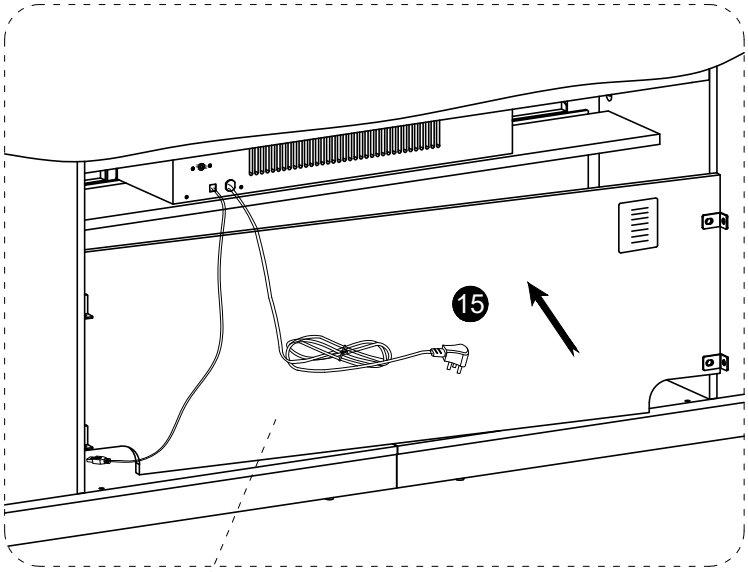


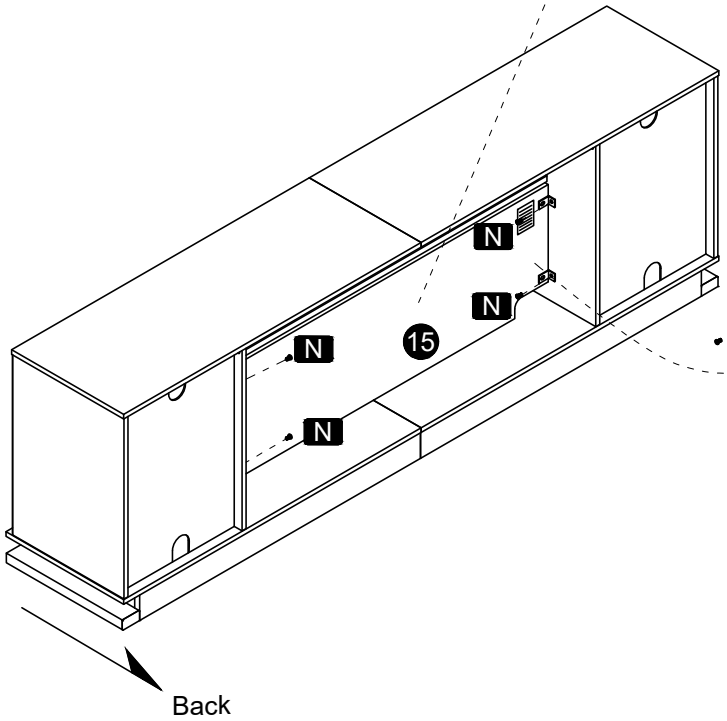
x 4 M 40x20x20mm	x 4 N M6x10mm	M4

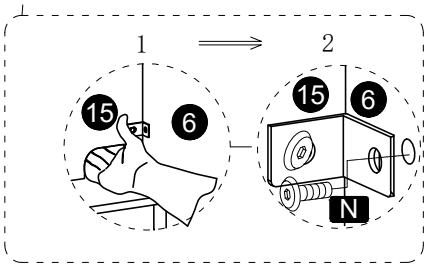
※ Back view.





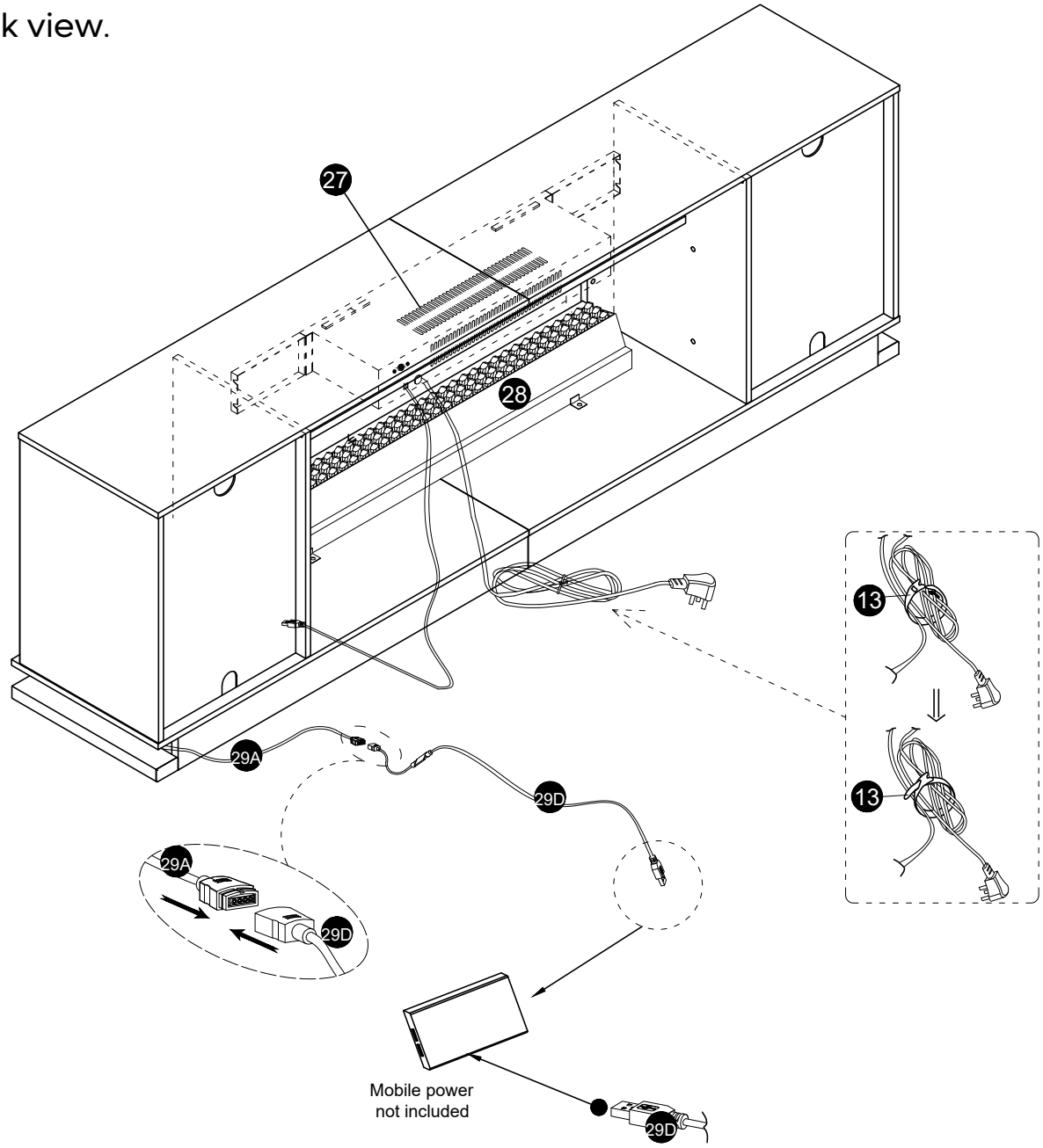






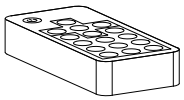
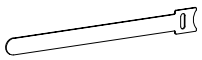
N x 4 M6x10mm	M4

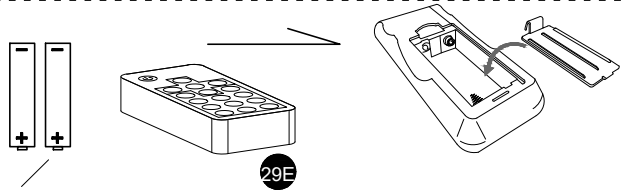
※ Back view.



Attachment of LED light:
Connect the LED light to mobile power (mobile power not included).

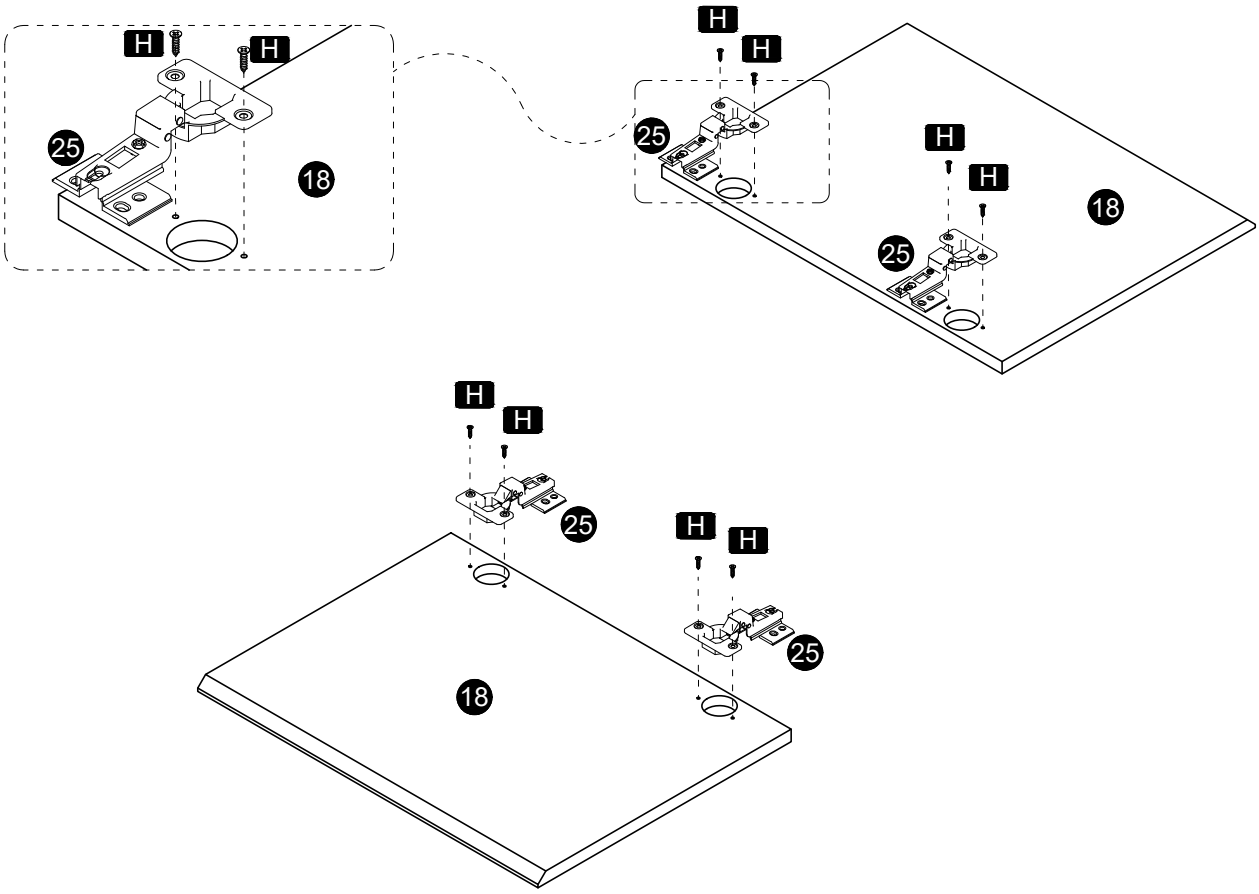
※Please use part# 29E to control the LED strip.

29E 	x 1
29D 	x 1
13 	x 1



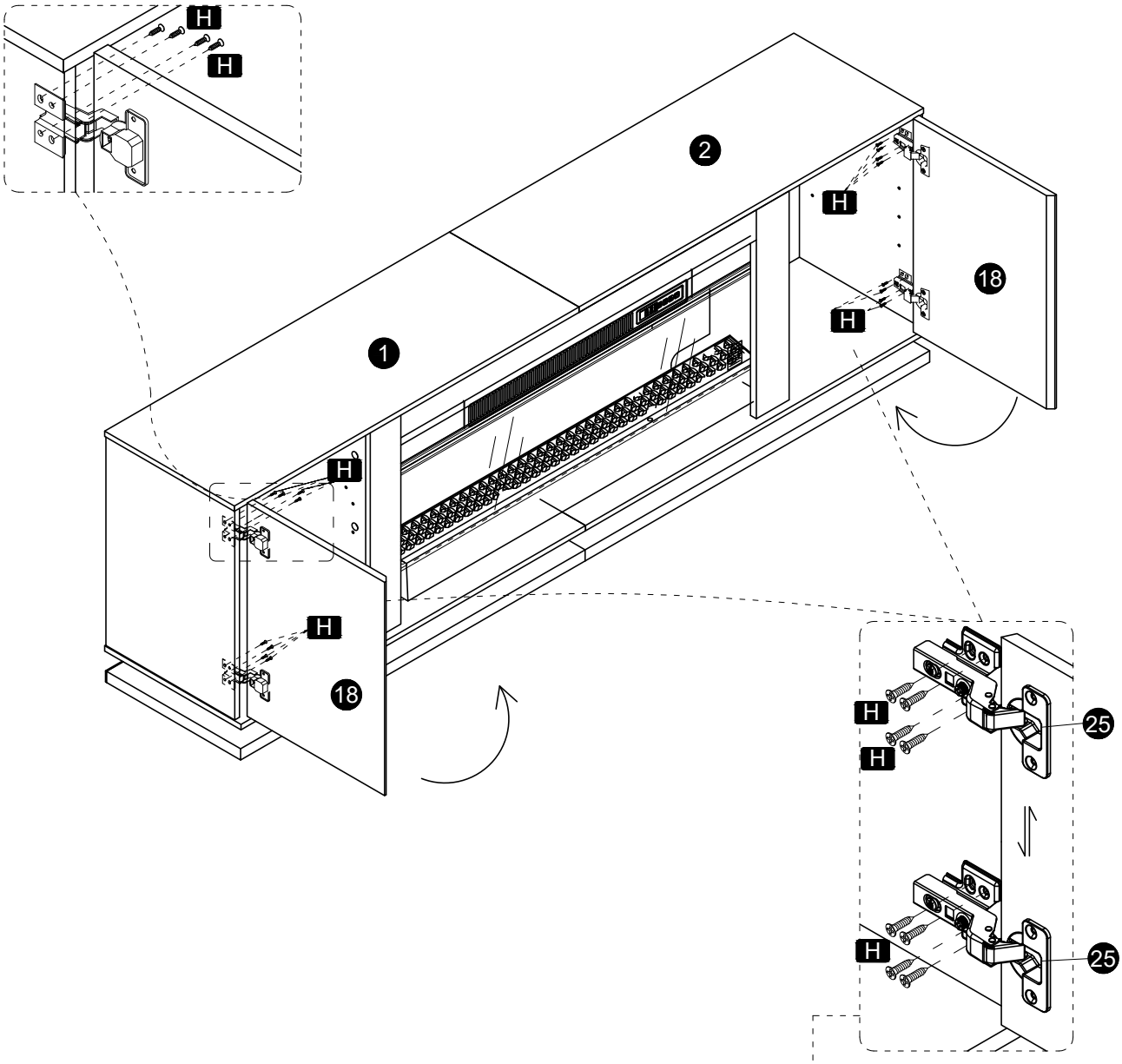
AAA batteries
Please purchase by yourself

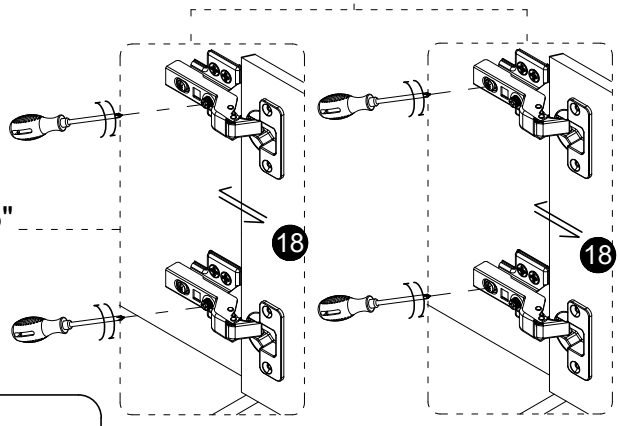
Do not mix old and new batteries and Do not mix alkaline, standard (carbon-zinc) or rechargeable (ni-cad, ni-mh, etc.) batteries (or equivalent).



x8 H ST3.5x12mm	x4 25	

30

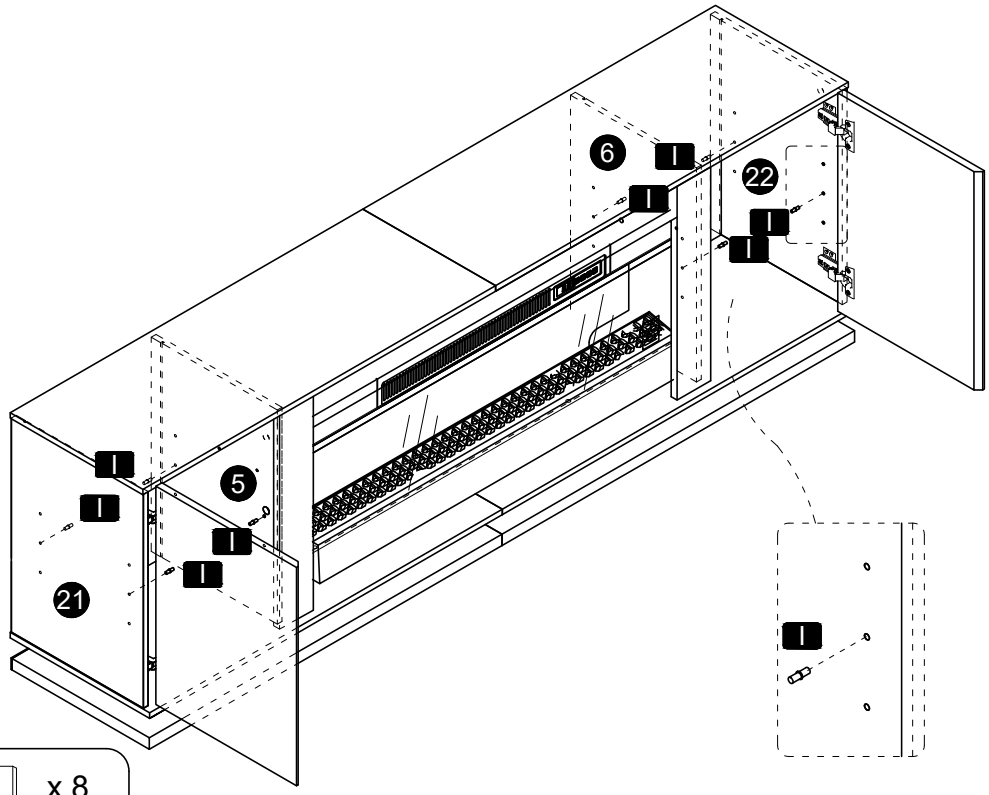


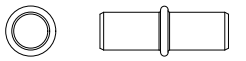


※Please adjust these two screws of Part "25" to make the door well-aligned.

x16 H ST3.5x12mm	

32

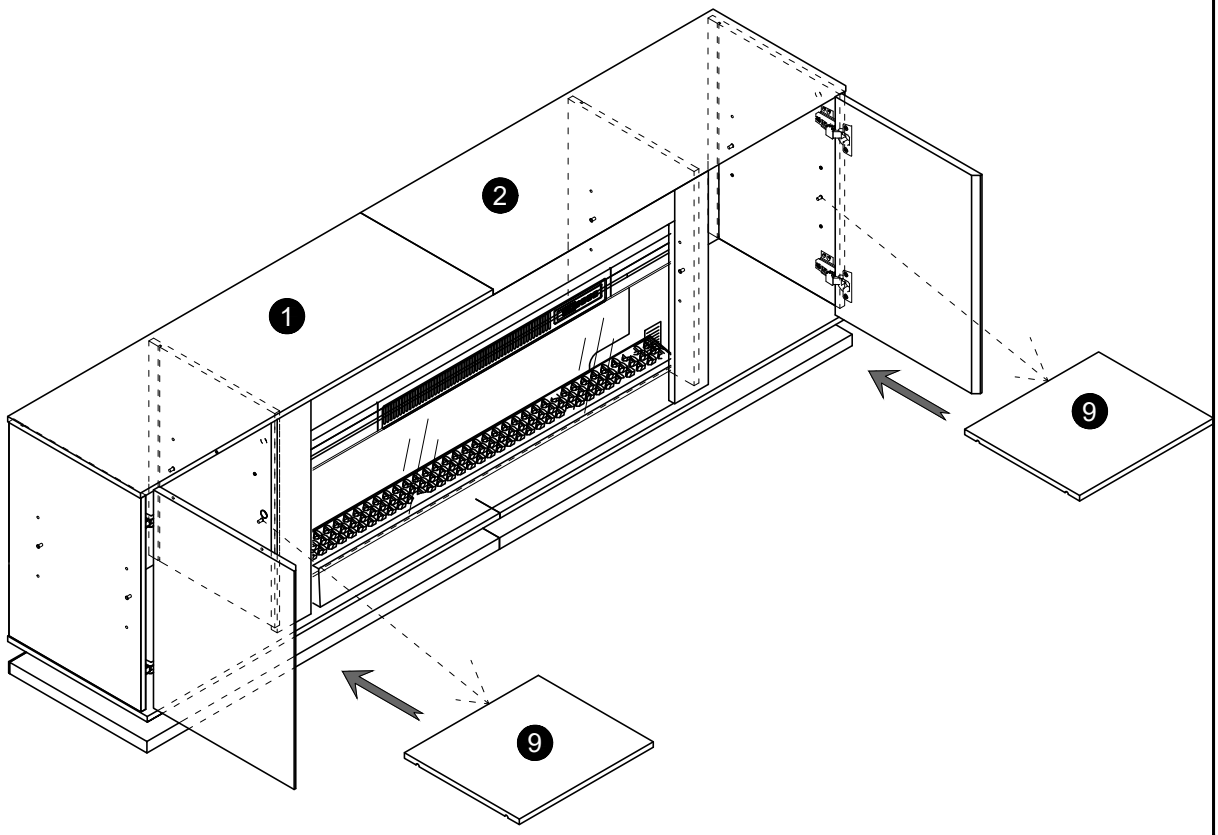


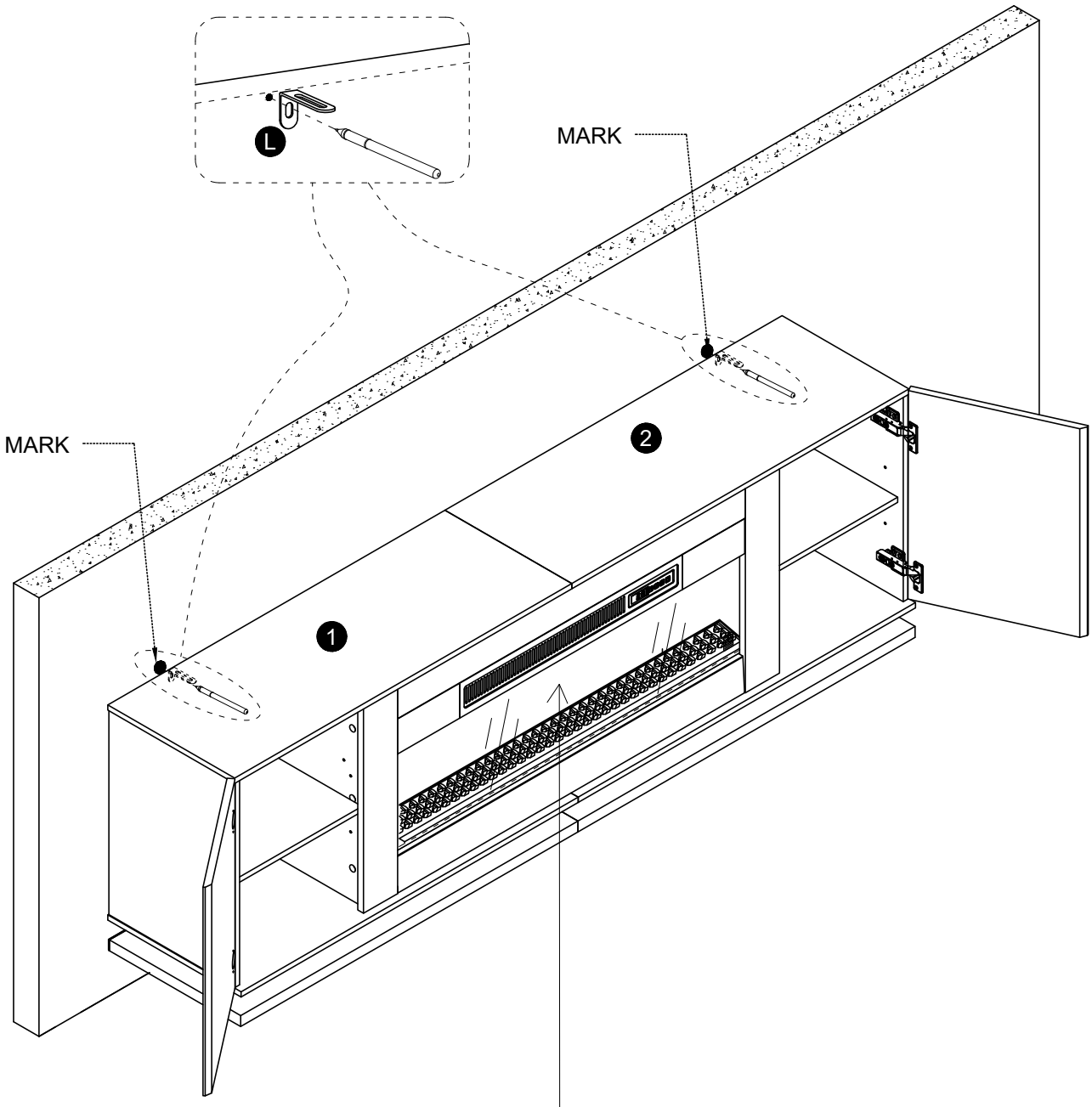


x 8

I Ø5*19mm

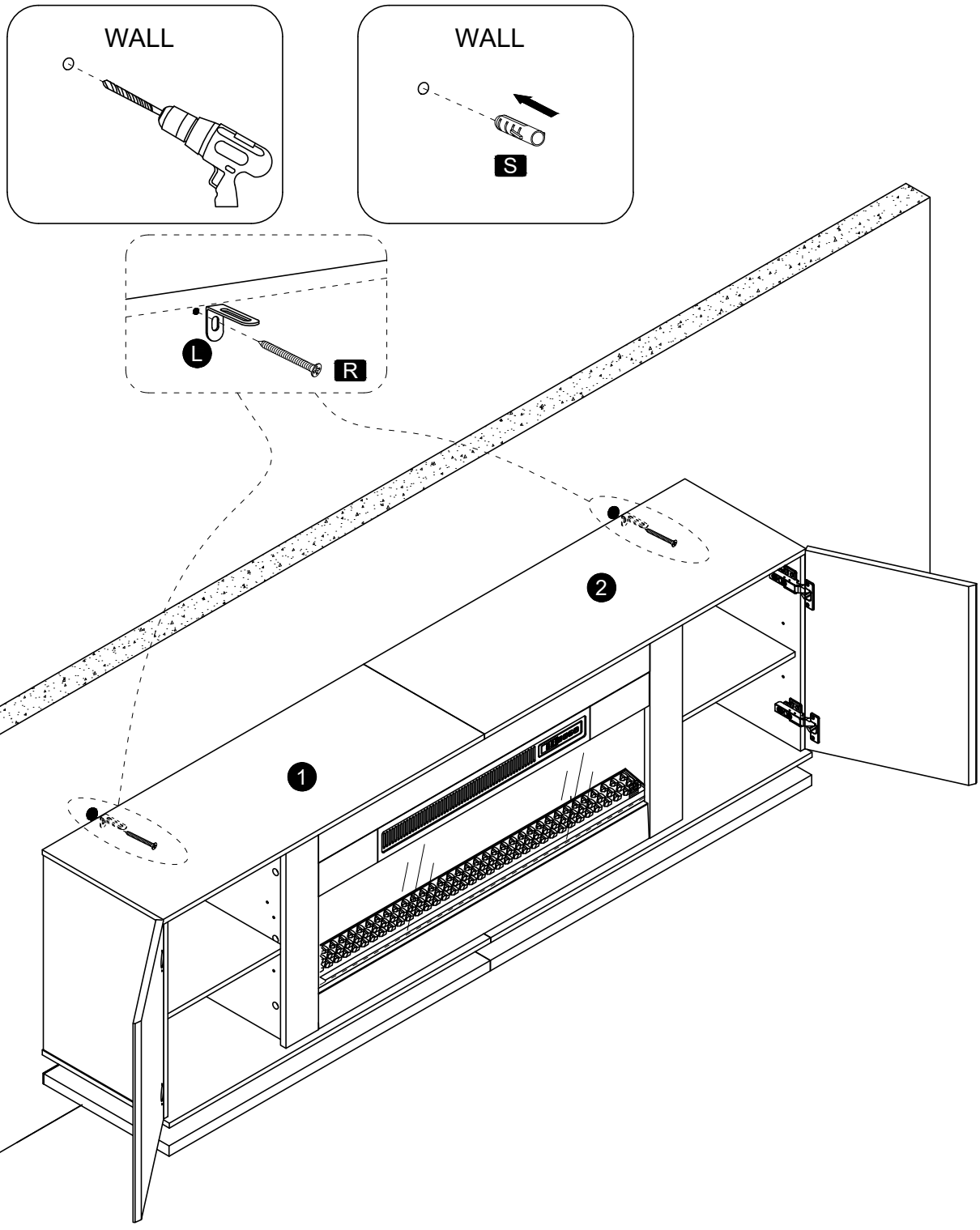
33





※please refer to the fireplace assembly installation
to operate the fireplace .

35



R ST4x35mm x2	S Ø6mm x2	

※**Please fasten this item to wall for protection and safety.**

1. Drill 2 holes in the wall and insert "S" into holes.

※You may need to use rubber mallet for tapping "S".

2. Use "R" to attach"S" with "L".

IMPORTANT SAFETY INSTRUCTIONS

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 in juries or death.

When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electrical shock, and injury to persons including the following:

1. Read all instructions before installing or using the heater.
2. This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
3. Children should be supervised to ensure that they do not play with the appliance.
4. WARNING: In order to avoid overheating, do not cover the heater.
5. The heater must not be located immediately below a socket-outlet.
6. Do not use this heater in the immediate surroundings of a bath, a shower or a swimming pool.
7. This appliance is hot when in use. To avoid burns, DO NOT let bare skin touch hot surfaces. Keep combustible material, such as furniture, pillows, bedding, papers, clothes and curtains, at least 3 feet from the front of the heater and keep them away from the side and rear.
8. Extreme caution is necessary when any heater is used by or near children or individuals with disabilities and whenever the fireplace is left operating and unattended.
9. ALWAYS unplug this appliance when not in use.
10. DO NOT operate any heater with a damaged cord or plug or after the heater malfunctions. DO NOT operate any heater if it has been dropped or damaged in any manner. Discard heater, or return to authorized service facility for examination and/or repair.
11. DO NOT use outdoors.
12. This heater is not intended for use in bathrooms, laundry areas and similar indoor locations. NEVER place heater where it may fall into a bathtub or other water container.
13. DO NOT run cord under carpeting. DO NOT cover cord with throw rugs, runners, or similar covering. Do not route cord under furniture or appliances. Arrange cord away from traffic areas and where it will not be tripped over.
14. To disconnect this appliance, turn controls to the off position, then remove plug from outlet.
15. ONLY connect to properly grounded outlets.
16. 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.
17. To prevent a possible fire, DO NOT block air intakes or exhaust in any manner. DO NOT use on soft surfaces, like a bed, where opening may become blocked.
18. Use this appliance only as described in the manual. Any other use is NOT recommended by the manufacturer and may cause fire, electric shock or injury to persons.
19. This appliance has hot and arcing or sparking parts inside. DO NOT use it in areas where gasoline, paint or flammable vapors or liquids are used or stored. This fireplace should not be used as a drying rack for clothing. Christmas stockings or decorations should not be hung in the area of it.
20. ALWAYS plug heaters directly into a wall outlet/receptacle. NEVER use with an extension cord or re-locatable power tap (outlet/power strip).
21. This appliance, when installed, must be electrically grounded in accordance with local codes, with the current CSA C22.1 Canadian Electrical Code or follow the National Electrical Code, ANSI/NFPA N0.70.

SAVE THESE INSTRUCTIONS

IMPORTANT SAFETY INSTRUCTIONS

CAUTION: DO NOT place any objects on top of insert and top air intake vents as this will cause unit to overheat and can cause a fire.

CAUTION: The heaters MUST NOT be located immediately below a socket-outlet.

CAUTION: There is a thermostat protective device provide inside of unit. If the inner temperature overheats or abnormal heating occurs, the thermostat protective device will cut off power supply to prevent damage or risk of fire.

CAUTION: Any repairs to this fireplace should be carried out by a qualified service person.

CAUTION: If the information in this manual is not followed exactly, an electric shock may result in causing property damage, personal injury or loss of life.

CAUTION: Under no circumstances should this replace be modified. Parts having to be removed for servicing must be replaced prior to operating this replace again.

IMPORTANT SAFETY INSTRUCTIONS

This equipment has been tested and found to comply with the limits for Class B digital devices, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. The 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 or television reception, which can be determined by turning the equipment off and on. The user is encouraged to try and correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and the 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.

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.

Modifications not approved by the party responsible for compliance could void user's authority to operate the equipment.

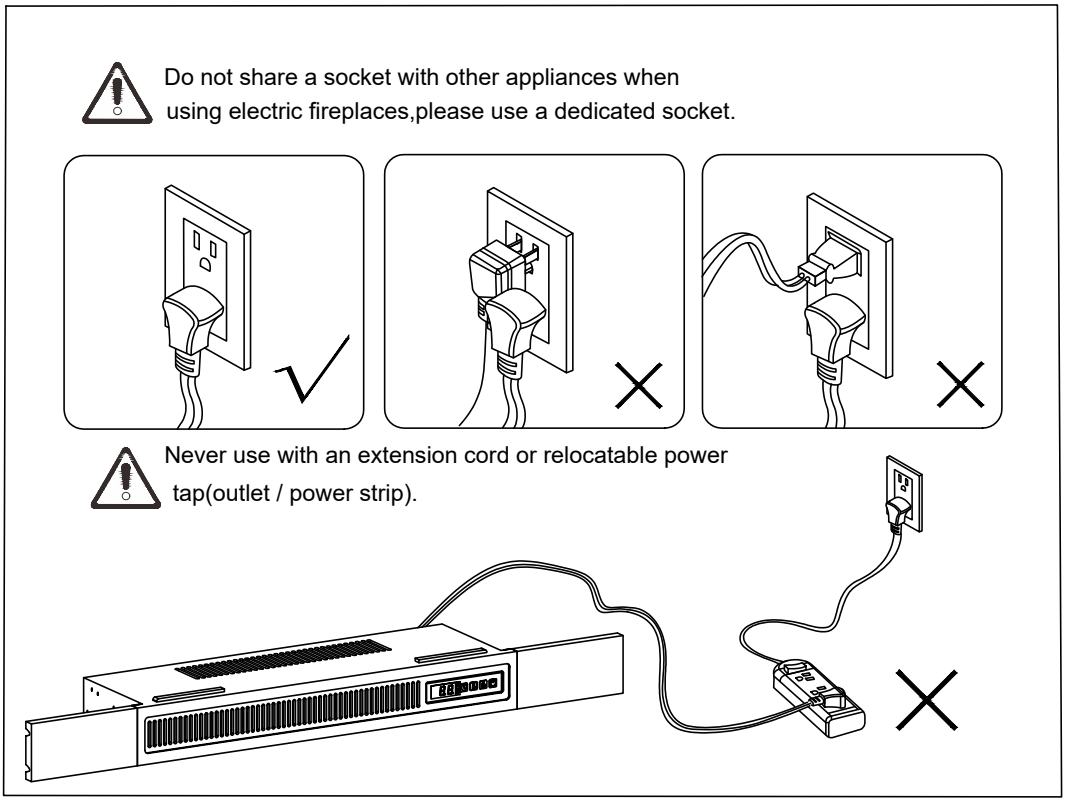
This Class B digital apparatus complies with Canadian ICES-003.

Electrical Connection

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.

ELECTRICAL SPECIFICATIONS
Voltage: 120 VAC, 60 Hz Amps: 12.5 Amps Watts: 1500 Watts

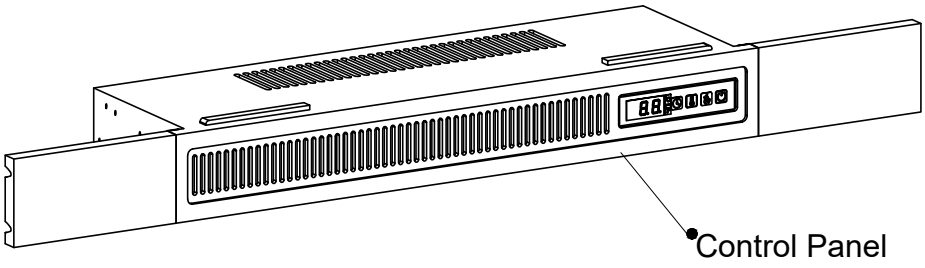


A 15 AMP circuit is required to operate this appliance.If the breaker trips when the appliance is running, you may need to move the appliance to another location or unplug other appliances that are on the same circuit.

The fireplace control functions can be accessed in two ways:

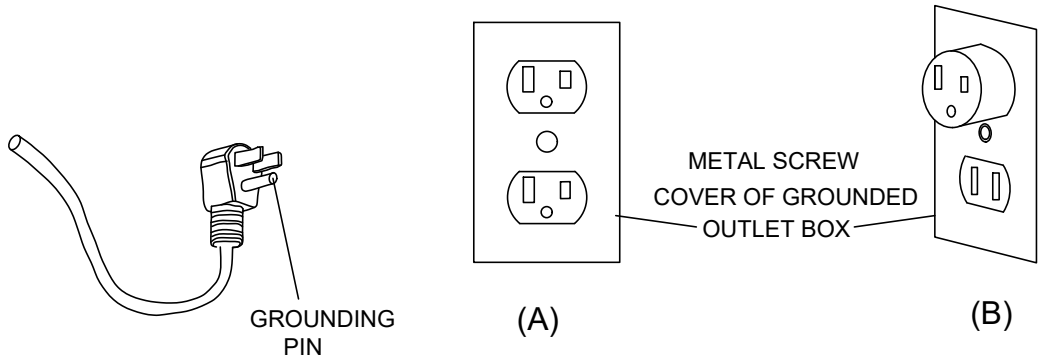
- Using the control panel, located in the upper right-hand corner of the electric insert.
- Using the multifunctional remote control.

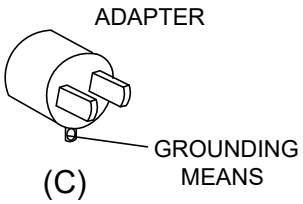
The main control panel is located at the top right corner on the front (Figure as below).



GROUNDING INSTRUCTIONS

This heater is for use on 120 volts. The cord has a plug as shown as below. An adapter as shown at C is available for connecting three-blade grounding-type plugs to two-slot receptacles. The green grounding lug extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box. The adapter should not be used if a three-slot grounded receptacle is available.





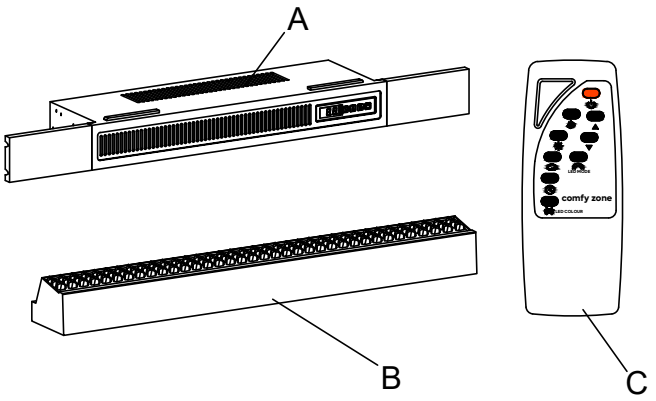
Caution

RISK OF ELECTRIC SHOCK
DO NOT OPEN
NO USER-SERVICEABLE PARTS INSIDE.

Caution: Risk of fire, Do not operate unless install in an approved cabinet.
Caution: High temperature. Keep electric cords, drapery, and other furnishings at least 3 feet(0.9m) from front of the heater and away from the side and rear.
Warning: Risk of fire-Keep combustible material away from front of heater.

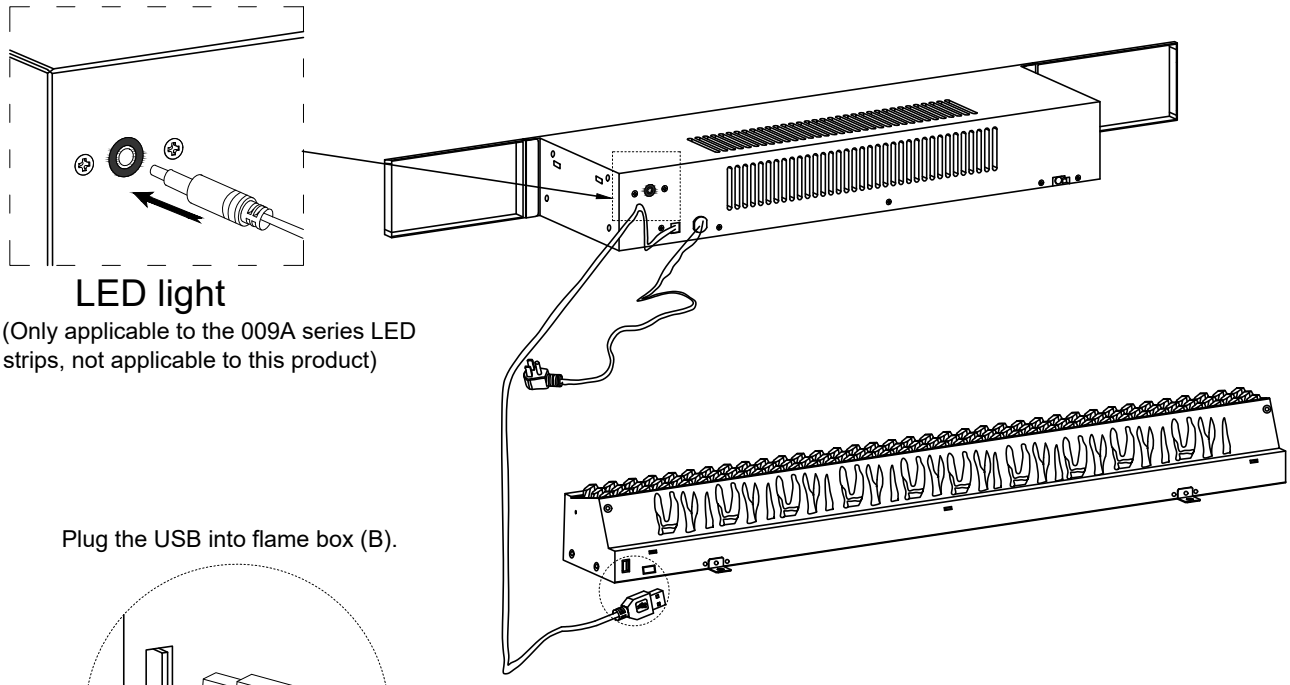
INSTALLATION INFORMATION

PACKAGE CONTENTS



Part	Description	Quantity
A	Heater	1
B	Flame Box	1
C	Remote Control	1

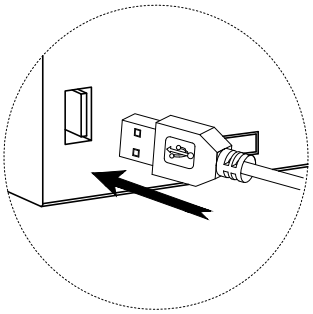
Connection



LED light

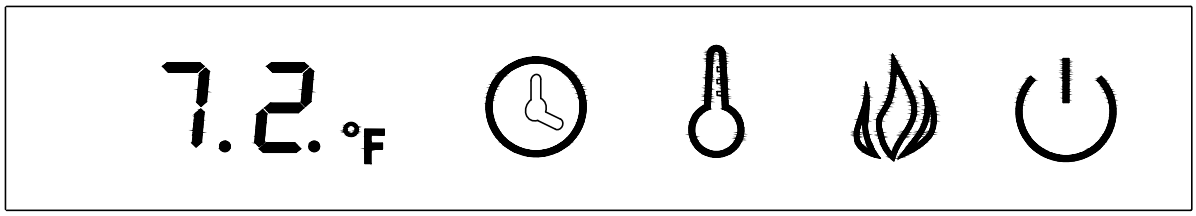
(Only applicable to the 009A series LED strips, not applicable to this product)

Plug the USB into flame box (B).



Flame box

OPERATING INSTRUCTION



POWER FUNCTION

♦Pressing the power button will turn ON or OFF the unit.
♦When power OFF, unit will be stopped, if heater is working before power OFF the unit, fan will have 40 seconds delay to ensure heat will not be trapped inside the unit.

♦Heater Lock

Activate Heater Lock

When the unit is ON, hold the POWER button for 10 seconds to activate the Heater Lock function. E3 will be displayed and a beep sounds 3 times to indicate the Heater Lock function has activated, only heater function key is locked. When pressing Heater button, E3 will be displayed that indicate the Heater Lock function activate.

Inactivate Heater Lock

To inactivate the Heater Lock function, hold the POWER button for 10 seconds.

Note: Heater lock function is only available if using the control panel.

Note:This unit has a memory function that allows you to turn off the MAIN POWER and retains all the other function settings (excluding the TIMER function).

Flame Color Function

♦The flame Color Button should be used to set the flame color: C1,C2,C3,C4,C5,C6,C7.

Setting	Color
C1	Automatic color change (C2-C7 fades in and out per 10 seconds)
C2	Flame: Yellow+Orange+Blue
C3	Flame: Yellow+Orange
C4	Flame: Orange+Blue
C5	Flame: Yellow
C6	Flame: Blue
C7	Flame: Orange

OPERATING INSTRUCTION

Flame speed Function(Remote Control Only)

♦Press the FLAME SPEED ICON to display the current flame speed setting.
♦Press the FLAME SPEED ICON again to scroll down through the flame speed settings: S1,S2,S3,S4,S5.

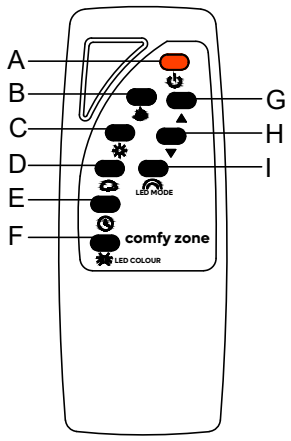
Heater Function

♦This heater has a thermostat sensor to control the ambient temperature in the surrounding area of the fireplace. The heater will cycle ON and OFF to maintain the selected temperature. The thermostat setting range is 62ºF (17°C) to 92°F (32°C) and OF(OFF).

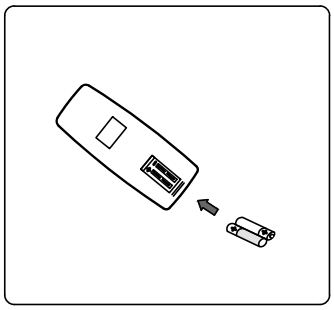
♦Hold down the Heater Function ICON for 5 seconds to toggle between Fahrenheit and Celsius. “F” or “C” will be displayed on the control panel (°F/°C can only be toggled from the control panel and will not work if using the remote control).

Timer Function

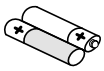
♦The timer setting should be used to set the countdown for the unit's main power.
♦Press Timer icon to adjust the timer setting: 30M,1H,2H,3H,4H,5H,6H,7H,8H,9H,OF.



A	Power
B	Flame color
C	Flame brightness
D	Flame speed
E	Timer
F	LED Colour
G	Heater Up
H	Heater Down
I	LED Mode



Note:
Battery disposal
Please always dispose of batteries at a suitable recycling point.



1. The battery compartment is located on the back end of the remote control.
2. Press and slide the battery door open.
3. Insert 2 AAA batteries, checking that the + and - sides of the battery match inside the battery compartment.
4. Replace the battery compartment door.
5. Batteries are not included in the package due to safety transportation.

Brightness Function(Remote Control Only)

♦The flame brightness mode should be used to set the flame brightness:F5, F4, F3, F2, F1,F0.

▲ Heater Up(Remote control only)

♦Use the Up arrow to adjust the temperature according to the following rules:OF,62ºF(17°C),64ºF(18°C), 66ºF(19°C)…88ºF(30°C),90ºF(31°C),92ºF(32°C),ON.

▼ Heater Down(Remote control only)

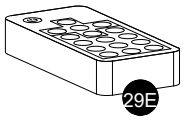
♦Use the Down arrow to adjust the temperature according to the following rules:ON,92ºF(32°C),90ºF(31°C), 88ºF(30°C)…66ºF(19°C),64ºF(18°C),62ºF(17°C),OF.

OPERATING INSTRUCTION

LED Colour (Remote Control Only)

LED COLOUR

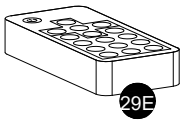
(Only applicable to the 009A series LED strips, not applicable to this product,
Please use part# 29E to control the LED strip)



LED Mode(Remote Control Only)

LED MODE

(Only applicable to the 009A series LED strips, not applicable to this product,
Please use part# 29E to control the LED strip)



CARE AND MAINTANCE

♦Make sure the unit is turned OFF, unplugged and the heating elements of heater are cool whenever you are cleaning the heater.

♦Clean the metal trim using a water-dampened soft, clean cloth. DO NOT use brass polish or household cleaners as these products will damage the metal trim.

♦The motors used on the fan and the flame generator assembly are pre-lubricated for extended bearing life and require no further lubrication. However, periodic cleaning/vacuuming of the fan/heater and air intake/output vents is recommended.

♦Any other servicing should be performed by an authorized service representative.

WARNING: Make sure the power is turned off before proceeding. Any electrical repairs or rewiring of this unit should be carried out by a licensed electrician in accordance with national and local codes.

WARNING: If repairing or replacing and electrical component or wiring, the original wire routing, color coding and securing locations must be followed.

WARNING: Electrical outlet wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electrical shock and injury to persons.

WARNING: Do not use this fireplace if any part of it has been under water. Immediately call a qualified service technician to inspect te fireplace and replace any part of the electrical system.

WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electrical shock or personal injury.

WARNING: During any service of this appliance, the power to the unit must be turned off. First turn the main power switch to the “OFF” position. Then remove the electrical plug from the wall outlet.

WARNING: When the heater is not in use, the heater should be stored in a dry location, away from possible damage. The power cord should be stored properly to avoid contact with hot or sharp objects.

Replacing the Remote Control Battery

When the remote control stops operating or its range seems reduced, it is time to replace the batteries.

1.The battery compartment is located on the back of the remote control.

2.Press the small tab inward as you slide the battery door open and remove the old battery.

3.Insert two new AAA battery (not included), ensuring the polarities of the battery match the inside of the battery compartment.

4.Re-insert the battery door.

NOTE:

♦The batteries should be removed if the product is to be left unused for a long time.

♦Do not mix old and new batteries.

♦Do not mix alkaline, standard (carbonzinc), or rechargeable (nicad, nimh, etc) batteries.

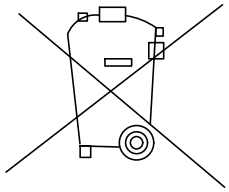
♦Non-rechargeable batteries are not to be recharged. Exhausted batteries are to be removed from the product.

CARE AND MAINTANCE

Disposal of Used Battery

A battery may contain hazardous substances that could be endangering to environment and human health.

♦This symbol marked on the battery and/or packaging indicates that used battery shall not be treated as municipal waste. Instead it shall be left at the appropriate collection point for recycling.



♦By ensuring the used battery is disposed of correctly, you will help prevent potential negative consequences for the environment and human health. The recycling of materials will help to conserve natural resources.

TROUBLE SHOOTING GUIDE

PROBLEM	POSSIBLE CAUSE	SOLUTION
1.No power, logs do not glow.	1.The unit does not have power.	1.Check that unit is plugged into a standard 120 volt outlet. Then make sure power is set at “ON” position.
2.E1 displayed on control panel.	2.The overheat protection device has been engaged.	2.Unplug unit, wait 5-10 minutes, then the sensor will reset itself. Plug the unit back in and turn on the heater. If the problem persists, call customer service.
3.E2 displayed on control panel.	3.The ambient temperature sensor is broken or not working correctly.	3.Unplug unit, wait 5-10 minutes, then the sensor will reset itself. Plug the unit back in and turn on the heater. If the problem persists, call customer service.
4.E3 displayed on control panel.	4.Heater lock function activate.	4.To inactivate the Heater Lock function,hold the Heater Lock button for 10 seconds.
5.E4 displayed on control panel.	5.Heat blower have been stop by abnormal object.	5.Turn off and Turn on the unit again.
6.Fan motor continues to blow after unit is powered off.	6.Normal operation.	6.This is a standard feature; the blower runs for an additional 20 seconds to ensure heat will not be trapped inside the unit.
7.Power cord gets warm to the touch.	7.Normal operation.	7.This is normal for a heater appliance as it requires more current to operate. Check the connections of the appliance cord and the and the outlet.Make sure the plug fits tightly into the During use, check the plug and outletfrequently to determine if it is HOT; if so, discontinue use of the appliance and consult with a qualified electrician to check or change the overheating outlet(s).
8.PCB crashed.	8.No function operates, machine does no response and alarm alerts.	8.Frequently use on/off button repeatedly will triger the PCB protection, unplug unit and wait for 5-10 minutes, then the sensor will reset itself.

ONE YEAR LIMITED WARRANTY

Bestier (hereinafter referred to collectively as “the Company”) warrants that your new electric fireplace is free from manufacturing and materials defects for a period of one(1) year from date of purchase. Subject to the following conditions and limitations:

1.The electric fireplace must be installed and operated at all times in accordance with the installation and operating instructions furnished with the product. Any unauthorized repair, alteration, willful abuse, accident, or misuse of the product shall nullify this warranty.

2.This warranty is non-transferable, and is made to the original owner, provided that the purchase was made through an authorized supplier of the Company.

3.The warranty is limited to the repair or replacement of part(s) found to be defective in material orworkmanship – provided that such part(s) have been subjected to normal conditions of use and service – after said defect is confirmed by the Company’s inspection. All replacement parts or products will be new, remanufactured, or refurbished.

4.The Company may, at its discretion, require that any defective part(s) be returned in exchange for the replacement part(s).

5.The Company may, at its discretion, fully discharge all obligations with respect to this warranty by refunding the wholesale price of the defective part(s).

6.This warranty does not cover the LED light bar included with the electric fireplace.

7.Any installation, labor, construction, transportation, or other related costs/expenses arising from defective part(s), repair, replacement, or otherwise of same, will not be covered by this warranty, nor shall the Company assume responsibility for the same.

8.The owner/user assumes all other risks – if any – including but not limited to the risk of any direct, indirect or consequential loss or damage arising out of the use, or inability to use the product, except as provided by law.

9.All other warranties – express or implied – with respect to the unit, its components and accessories, or any obligations/liabilities on the part of the Company are hereby expressly excluded.

10.The Company neither assumes, nor authorizes any third party to assume on its behalf, any other liabilities with respect to the sale of the unit.

11.The warranties as outlined within this document do not apply to non-accessories used in conjunction with the installation of this product.

12.This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

This warranty is void if:
(a) The fireplace is subjected to prolonged periods of dampness or condensation.
(b) Any unauthorized alteration, willful abuse, accident, or misuse of the product.
(c) You do not have the original purchase receipt.