

FULLY RECESSED ELECTRIC FIREPLACE

Model#: Square 30

OWNER'S MANUAL



30" Built-in Electric Fireplace

AC 220-240V 50Hz 1600W

WARNING

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 **fire, electric shock, or serious personal injury**.

CAUTION

Keep this owner's manual for future reference. If you sell or give this product away, **make sure this manual accompanies this product**.

IMPORTANT SAFETY INFORMATION!

WARNING

- Read all instructions before using this fireplace!
- **DO NOT** operate any fireplace with a damaged cord or plug, after the fireplace malfunctions, or after the fireplace has been dropped or damaged in any manner. Discard the fireplace or return to an authorized service facility for examination and/or repair.
- **DO NOT** run power cord under carpeting. **DO NOT** cover power cord with throw rugs, runners, or similar coverings. **DO NOT** route power cord under furniture or appliances. Arrange power cord away from traffic areas and where it will not be tripped over.
- Connect to properly grounded outlets **ONLY**.
- **DO NOT** insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause electric shock, fire, or damage to the fireplace.
- 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 openings may become blocked.
- A fireplace has hot and arcing or sparking parts inside. **DO NOT** use it in areas where gasoline, paint, or flammable liquids are used or stored.
- Use this fireplace only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or injury.
- **AVOID FIRE!** Regularly inspect all air vents to make sure they are free from dust, lint, or other blockages. Unplug the unit and clean with a vacuum **ONLY**. **DO NOT** rinse or get wet.
- This product is not intended to be a primary heat source. It is for supplemental heat only.
- **INDOOR** use only!
- Risk of electric shock- **DO NOT OPEN!** No user-serviceable parts inside.
- **NEVER** modify this fireplace. Doing so could result in personal injury or property damage. Modification of this fireplace completely voids all warranties.
- **ALWAYS** turn this fireplace off before unplugging it from the outlet.
- **ALWAYS** disconnect this unit from the power supply before performing any assembly or cleaning, or before relocating the electric fireplace.
- **ONLY** use this fireplace on a 220-240V AC 10-Amp grounded circuit. **NEVER** overload the circuit. If this fireplace trips the circuit breaker, unplug all other appliances on the same circuit before the next use. Avoid plugging other appliances into the same circuit as this fireplace.
- **NEVER** plug this fireplace into an outlet that is old, cracked, or has any loose wires or connections. Plugging this fireplace into a faulty outlet could result in electric arcing within the outlet that could cause the outlet to overheat or catch fire.

- **ALWAYS** check your fireplace cord and plug connections with each use:
 - i) **MAKE SURE** the plug fits tight in the outlet. Faulty wall outlet connections or loose plugs can cause the outlet to overheat.
 - ii) Fireplaces draw more current than small appliances. Overheating may occur even if it has not occurred with the use of other appliances.
 - iii) During use check to see if the plug outlet or faceplate is HOT.
 - iv) If the outlet or face plate is HOT, discontinue use immediately and have a qualified electrician inspect and/or replace the faulty outlets.
- This appliance is not intended for use by people (including children) with reduced physical or sensory 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. Children should be supervised to ensure that they do not play with the appliance.

Preparation

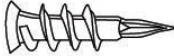
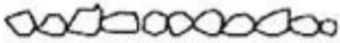
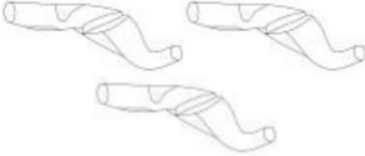
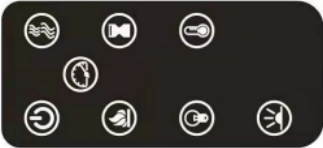
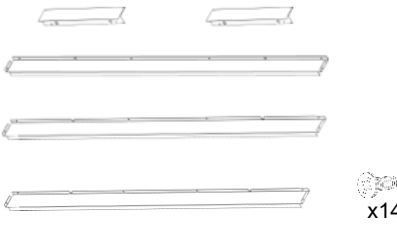
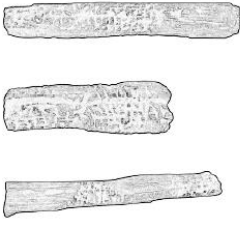
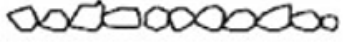


This product includes a **GLASS** panel! Always use extreme caution when handling glass. Failure to do so could result in personal injury or property damage.

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

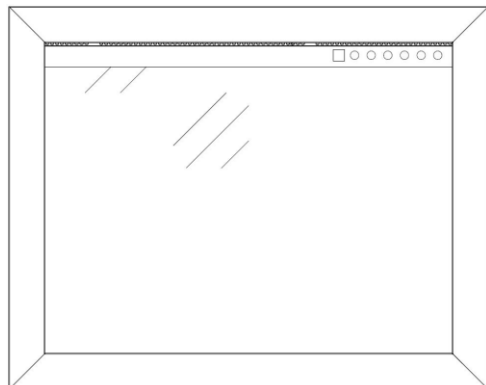
You will need the following tools (not included): Phillips screwdriver; stud finder; level; tape measure; electric drill; 1/4" wood drill bit, hammer.

Parts and Hardware

 A – Fireplace	 B – Wood Screws	 C – Drywall Anchors
	 D - Decorative Dark Crystals (small)	 E - Decorative Dark Crystals (big)
 F - Driftwood Log Pieces	 G - Decorative Pebbles	 RC - Remote Control
 H – Frameless Trim Kit	 I - Logs	 J - Gems
 K – Plastic Tray		

Installation and Assembly

Front View of Fireplace



Find a safe location.

Choose a location near an outlet so an extension cord is not required.

DO NOT position the unit directly below a power outlet.

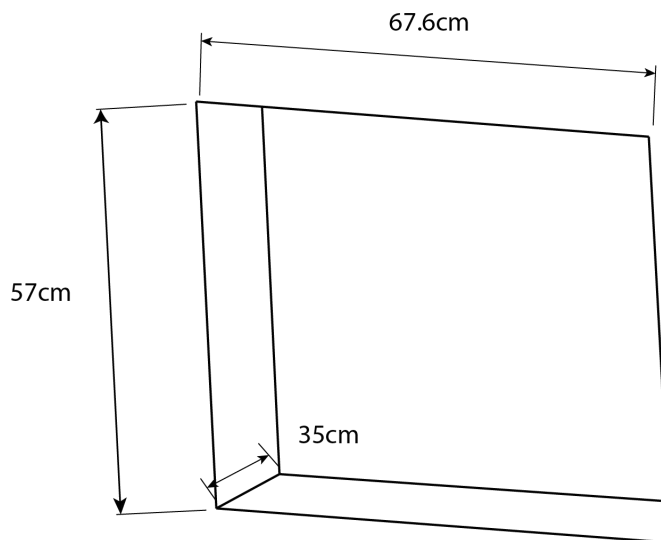
See Safety Information on pages 2 and 3 for warnings about safe placement, safe installation, and proper use of this product.



ALWAYS unplug this fireplace before assembly or cleaning, or before relocating. Failure to do so could result in electric shock, fire, or personal injury.

Wall Cavity Dimensions

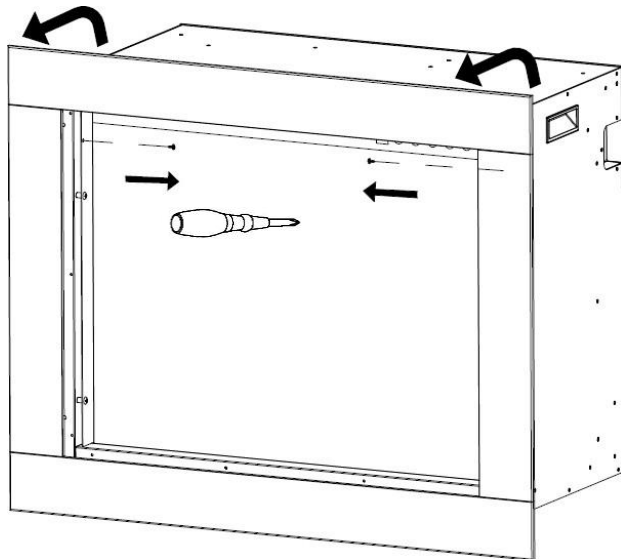
Create a wall cavity with the minimum dimensions, shown below, to install the fireplace.



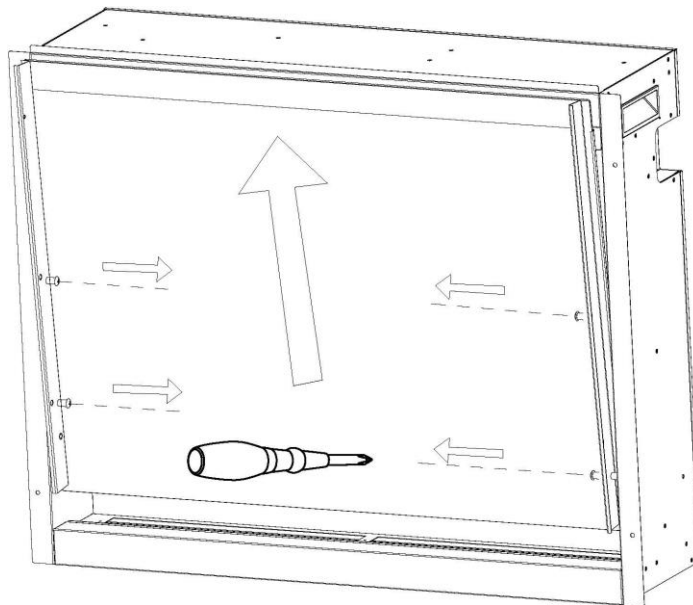
When installing the electric fireplace into a cavity or within a wall, the effectiveness of the thermostat function will be reduced. This temperature setting feature is designed to work in installations where there is free air passing between the cavity in which the fireplace is installed into, and the room.

Installation

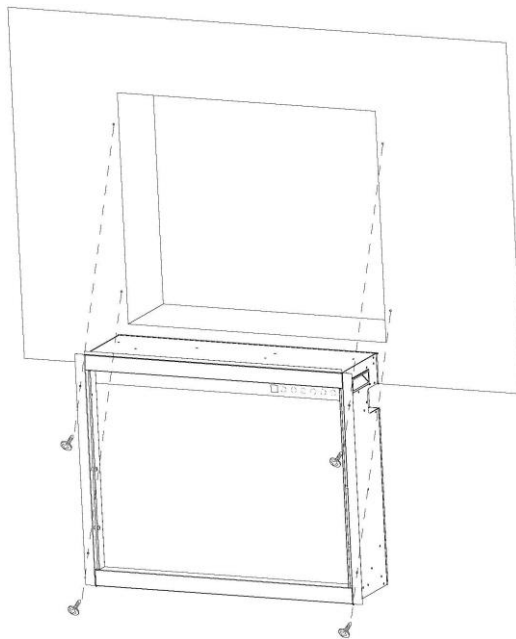
1. Remove the TWO screws as shown below and take off the black glass fascia with care.



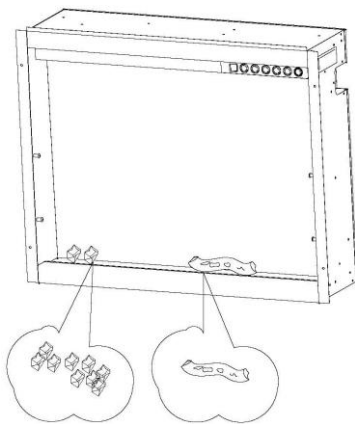
2. Use a screwdriver to take off the FOUR screws shown below. Remove the glass panel and move it to a clean, soft place to avoid scratching it.



3. Install the fireplace into the wall opening. Fix the FOUR wall screws in each side of the fireplace box.



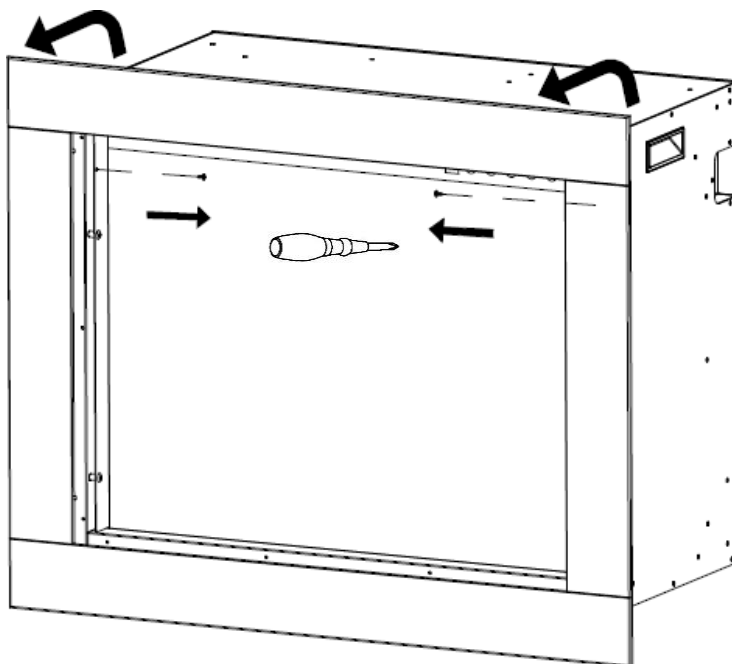
4. Place the decorative crystals and driftwood log pieces on the designed slot and keep them even.



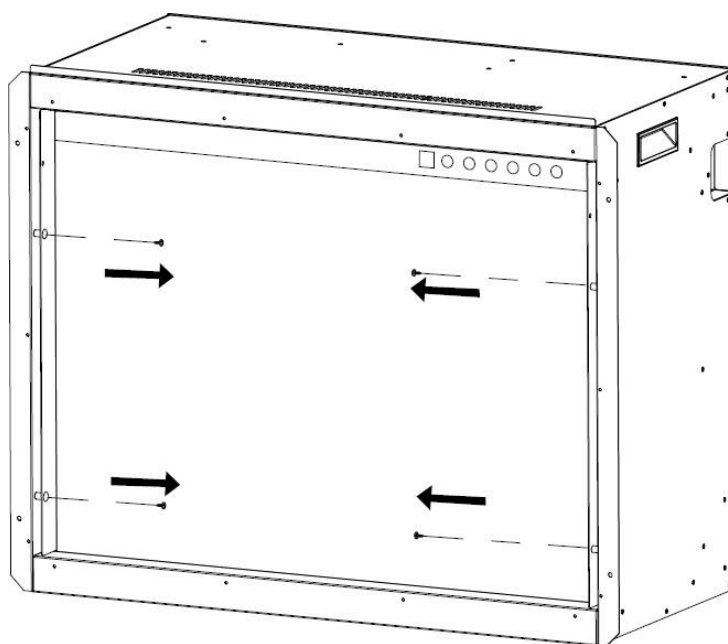
5. After placing the decorative crystals and drift log pieces on the designed slot, fasten screws back on the glass panel and metal trim. Reinstall the fascia if desired.

Frameless Kit Installation

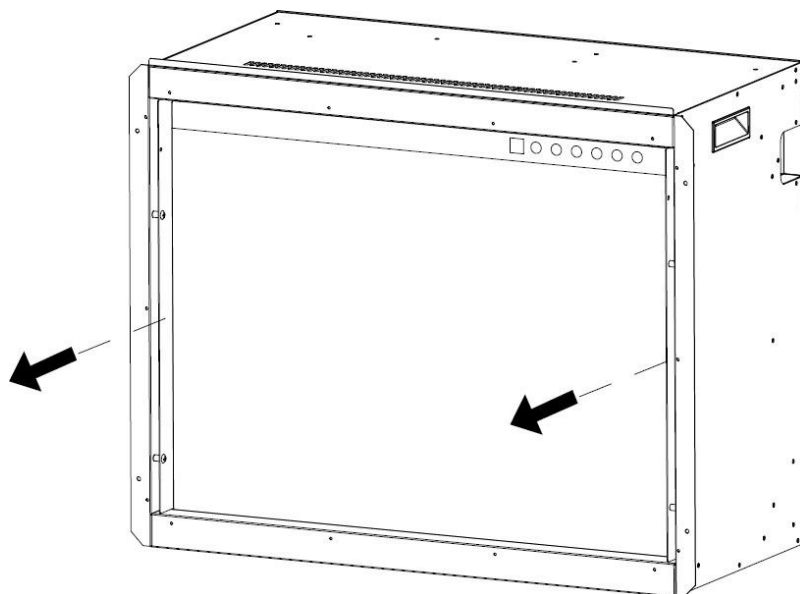
1. Remove the TWO screws as shown in the below picture and take off the black glass fascia with care.



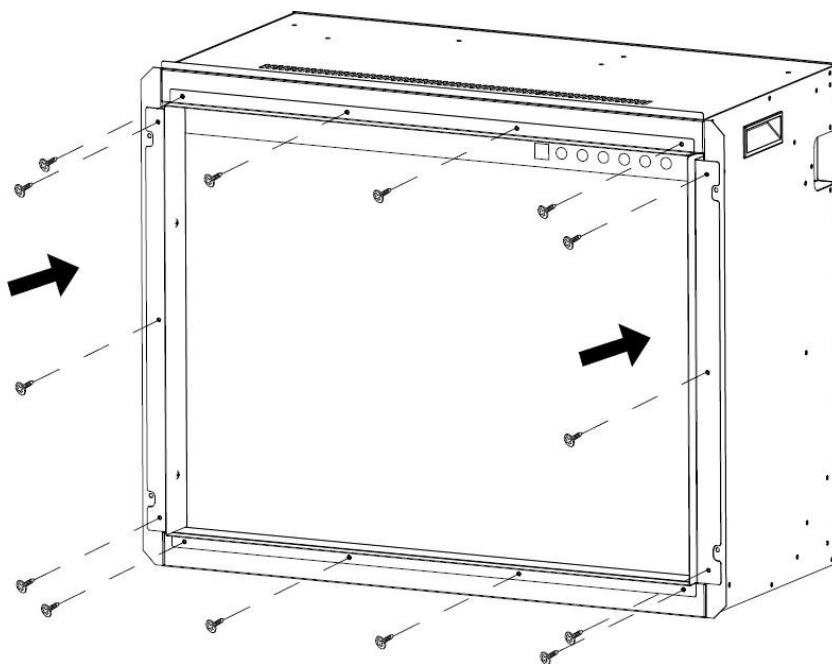
2. Use a screwdriver to take off the FOUR screws shown below. Remove the glass panel and move it to a clean, soft place to avoid scratching it.



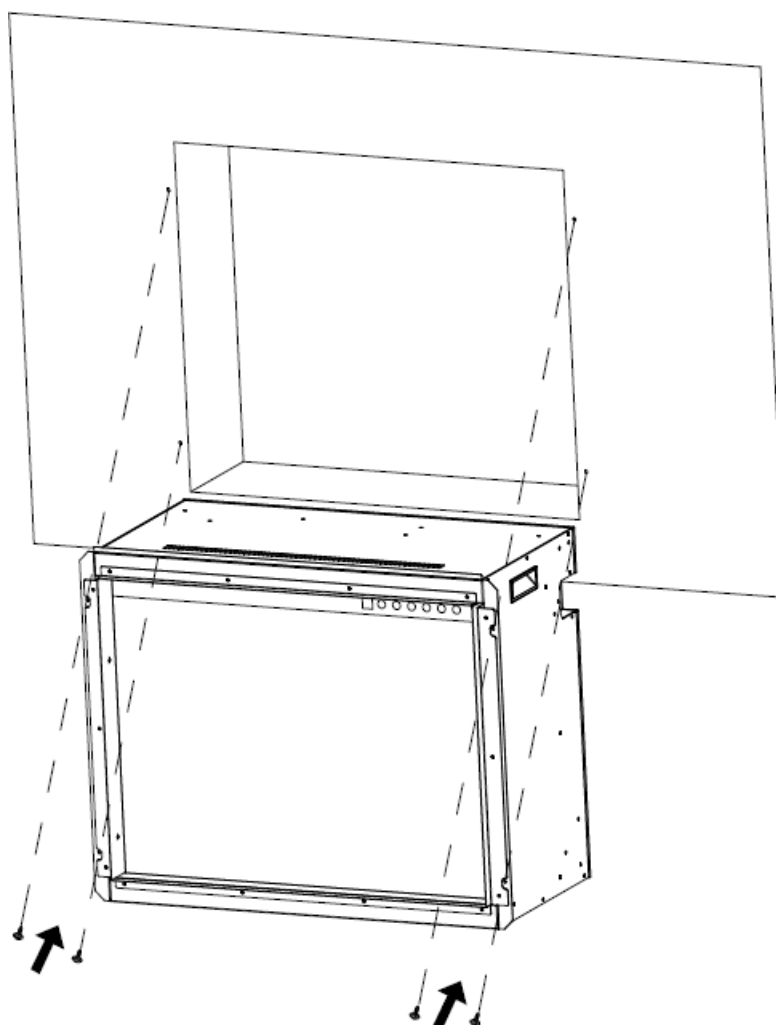
3. Take off the two brackets.



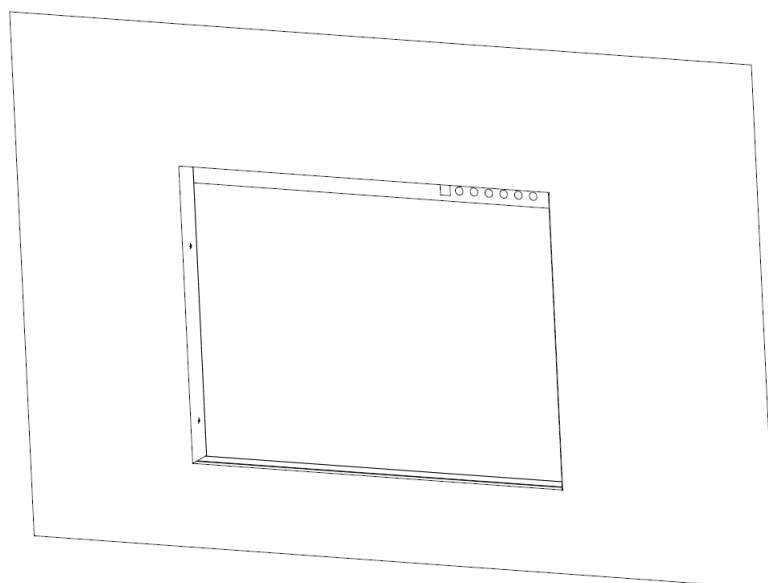
4. Place the left, right, top, and bottom trims on the appliance and fix the part using the screws provided in the kit.



5. Put the appliance into the wall opening and fix it with the screws provided.



6. To finish, place the decorative crystals and driftwood log pieces on the designed slot and keep them even. Install the glass and fit the wall lining up to the frameless trim.



Operation



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.

Power

Plug the power cord into an outlet or hard wire the appliance. If you choose to hard wire the appliance, it **MUST** have a dedicated isolation switch accessible after installation.

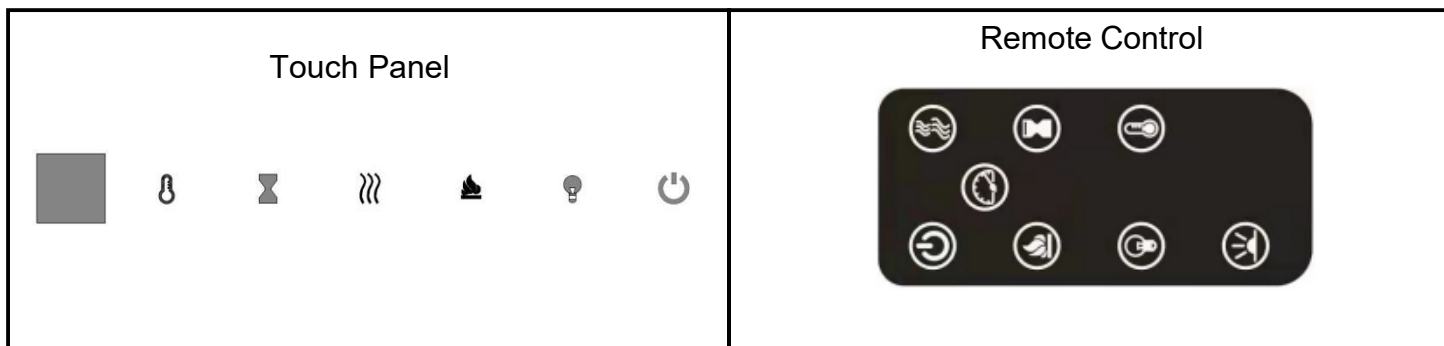
Warning: do not attempt to wire your own new outlets or circuits. Always use a licensed electrician.

Methods of Operation

This electric fireplace can be operated by the TOUCH PANEL, located on the right-side panel of the fireplace (see figure below), or by the battery-powered REMOTE CONTROL.

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

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



Touch Panel

Touch Panel & Remote Control Operation

BUTTON	FUNCTION	ACTION & INDICATION
	POWER	Turns the fireplace on/off.
	FLAME	Controls flame brightness. Settings: F5-Brightest flame(default) F4-Bright flame F3-Medium flame F2-Small flame F1-Smallest flame
	COLOUR	Changes the colour of the flame effect. Settings: 1) Orange 2) Red 3) Red/Yellow 4) Yellow 5) Green 6) Blue 7) Green/Yellow 8) Blue/Yellow 9) Blue/Pink 10) Blue/Green
	HEATER	Turns the heater and blower on/off. Settings: HO-Heater and blower off H1-Low heat H2-High heat LO- Heater button can be locked or unlocked by holding the Heater button for 5 seconds

	FLAME SPEED TIMER	Controls the timer. Settings: 00 30min 1h 2h 3h 4h 5h 6h 7h 8h
	TEMPERATURE	Controls the temperature. Settings: 64°F [18°C] 66°F [19°C] 68°F [20°C] 70°F [21°C] 72°F [22°C] 74°F [23°C] 76°F [24°C] 78°F [25°C] 80°F [26°C] 82°F [27°C] and OFF Note: To change temperature format from Fahrenheit to Celsius or vice versa, press and hold the temperature button for 5 seconds.
	FLAME SPEED	Controls the speed of the flame. Settings: 1- Slowest 2- Slow 3- Normal (default)

	TOP LIGHT COLOUR	Controls the top light color settings. Settings: 1- Orange (default) 2- Red 3- Blue 4- Yellow 5- Green 6- Purple 7- Azure 8- Carmine 9- White 10- Pink 11- Auto-cycle through orange, red, blue, yellow, green, purple, azure, carmine, white, pink. NOTE: It takes 8.5 seconds to switch between colours. 12- Lock to the desired colour
	UPLIGHTING COLOUR	Controls the uplighting colour settings. Settings: 1- Orange (default) 2- Red 3- Blue 4- Yellow 5- Green 6- Purple 7- Azure 8- White 9- Violet 10- Bright Pink

NOTICE

When the heater is first turned on, a slight odor may be present. This is normal and should not occur again unless the heater is not used for a long period of time.

NOTICE

To improve operation, aim the remote control at the front of the fireplace. DO NOT press the buttons too quickly. Give the unit time to respond to each command.

Temperature Limiting Control

This heater is equipped with a temperature limiting control. Should the heater reach an unsafe temperature, the heater will automatically turn OFF. To reset:

1. Unplug the power cord from the outlet.
2. Turn the ON/OFF switch on the CONTROL PANEL to OFF. Wait 5 minutes.
3. Inspect the fireplace to make sure no vents are blocked or clogged with dust or lint. If they are, use a vacuum to clean the vent areas.
4. With the POWER switch in the OFF position, plug the power cord back into the outlet.
5. If the problem continues, have your outlet and wiring inspected by a professional.

Remote Control Battery Information

- This remote control uses one CR2025 battery (**included**).



NEVER dispose of batteries in fire. Failure to observe this precaution may result in an explosion. Dispose of batteries at your local hazardous material processing center.

Care and Maintenance

Cleaning



ALWAYS turn the fireplace OFF and unplug the power cord from the outlet before cleaning, performing maintenance, or moving this fireplace. Failure to do so could result in electric shock, fire, or personal injury.



NEVER immerse in water or spray with water. Doing so could result in electric shock, fire, or personal injury.

Metal:

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

Glass:

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

Vents:

- Use a vacuum or duster to remove dust and dirt from the fireplace and vent areas.

Plastic:

- Wipe gently with a slightly damp cloth and a mild solution of dish soap and warm water.
- **NEVER** use abrasive cleansers, liquid sprays, or any cleaner that could scratch the surface.

Maintenance



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



ALWAYS turn the fireplace OFF and unplug the power cord from the outlet before cleaning, performing maintenance, or moving this fireplace. Failure to do so could result in electric shock, fire, or personal injury.

Electrical and Moving Parts:

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

Storage:

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



WARNING! NO SERVICING of the internal or electrical parts should be performed by the consumer. Do not service the unit yourself.



WEEE:

Meaning of crossed –out wheeled dustbin:

Do not dispose of electrical appliances as unsorted municipal waste, use separate collection facilities. Contact your local government for information regarding the collection systems available. If electrical appliances are disposed of in landfills or dumps, hazardous substances can leak into the groundwater and get into the food chain, damaging your health and well-being.

When replacing old appliances with new ones, the retailer is legally obligated to take back your old appliance for disposals at least free of charge.

Troubleshooting

WARNING

DISCONNECT THE APPLIANCE COMPLETELY AND LET COOL PRIOR TO ANY SERVICE. ONLY A QUALIFIED SERVICE PERSON SHOULD SERVICE AND REPAIR THIS ELECTRIC APPLIANCE.

Problem	Possible Cause	Solution
1. Fireplace turns off and will not turn on.	1. Fireplace has overheated and safety device has caused thermal switch to disconnect or home circuit breaker has opened.	1. Reset switch by turning main power switch off and waiting 10 minutes then turning it back on or reset circuit breaker.
2. Flame is not moving.	1. Loose wiring. 2. Flame motor defective. 3. Flame rod out of place.	1. Inspect wiring for loose connections. 2. Call a qualified service technician to replace flame motor. 3. "Flame Rod" out of place due to rough transit/handling of the product. This issue can be corrected as simple as removing the glass, flipping the fireplace upside down, removing a set of screws that are holding the bottom frame plate and placing the flame rod back into place.
3. Flame is not visible.	1. Wiring is loose.	1. Disconnect from power source and inspect wiring for loose connections and repair or replace if necessary. <u>2. Push the flame button to high.</u>
4. Log set and/or embers are not glowing.	1. Wiring is loose. 2. Ember is in off mode.	1. Disconnect from power source and inspect wiring for loose connections and repair or replace if necessary. 2. Ensure the ember button is pressed until on high.
5. Remote control does not work.	1. Low batteries. 2. Not aiming control correctly. 3. Defective remote control and /or sensor.	1. Replace batteries in remote control. 2. Aim control at sensor located directly behind glass screen in center of unit just above logs. 3. Replace remote control and/or sensor.
6. Fireplace will not come on when switch is flipped to ON.	1. Fireplace is not plugged in to an electrical outlet. 2. Control failure. 3. Breaker tripped.	1. Check plug. 2. Call a qualified service technician. 3. Reset breaker.

7. Heater does not provide heat when turned on.	1. Thermal switch has been tripped. 2. Wiring is loose. 3. Heater is defective.	1. Turn unit off and unplug unit for 10 minutes. Plug back in and turn unit on. If plug cannot be reached, follow directions for tripped circuit breaker. 2. Disconnect from power source and inspect wiring for loose connections and repair or replace if necessary. 3. Replace heater.
8. Touch panel / Remote Control do not work.	The front glass is moved or not secured properly.	Unplug the appliance, if the appliance is recessed to the wall, shut off house circuit breaker. Ensure the front glass is in the correct location and is sitting flat to the appliance touch panel. after 15 seconds, plug or turn on the appliance to reset it.

CAUTION: To remove the glass, you will notice two screws on front both sides (right and left) of the fireplace. Once the screws are removed, slide the glass up and away from the fireplace. Once the bottom frame plate is removed, you will notice one flame motor on right side where the rod should be in place with the rubber plugs.

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

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