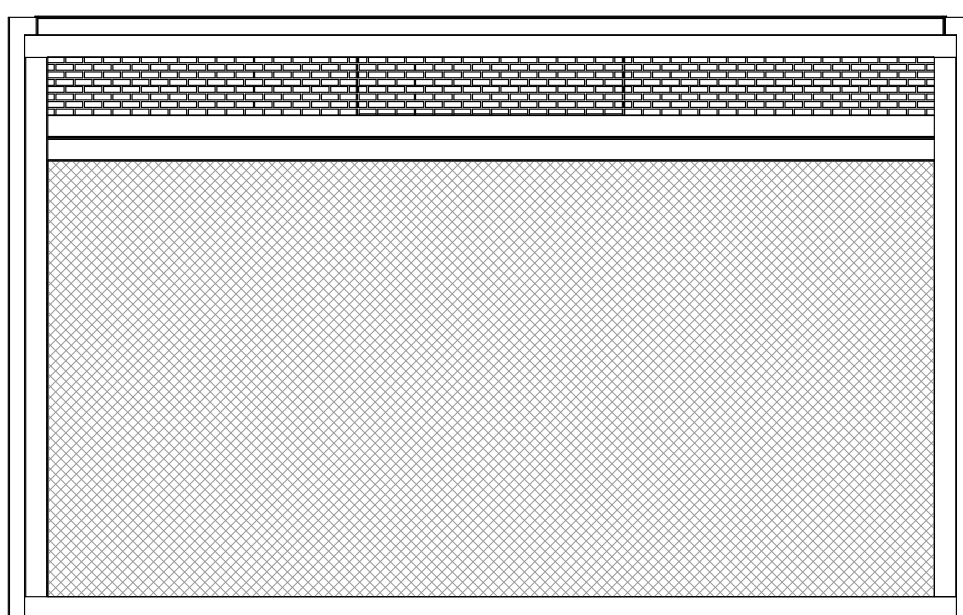




## User Manual

ITEM NO.: ZHS-32-F



**PLEASE READ THIS MANUAL CAREFULLY FOR ELECTRIC FIREPLACE INSERT BEFORE INSTALL AND USE.  
PLEASE DO NOT RETURN ANY PRODUCT TO STORE. FOR ANY MISSING PARTS, HARDWARE OR ASSEMBLY  
PROBLEMS, PLEASE CONTACT WITH OUR CUSTOMER SERVICE CENTER AT 1-877-355-3326.  
WORKING HOURS: MONDAY~FRIDAY, 9:00AM-4:00PM (PACIFIC STANDARD TIME)**



**FEBO (HK) INTERNATIONAL LIMITED**

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TOLL FREE: 1-877-355-3326.

Working Hours: Monday - Friday, 9:00AM - 4:00PM (Pacific Standard Time)

EMAIL: [SERVICE@FEBOINTERNATIONAL.COM](mailto:SERVICE@FEBOINTERNATIONAL.COM)

# IMPORTANT SAFETY INSTRUCTION

**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.

Canada: CSA C22.1, Canadian Electrical Code  
U.S.A.: ANSI/NFPA NO. 70, National Electrical Code

## SAVE THESE INSTRUCTIONS

# OPERATING INSTRUCTIONS

**Read all instructions and warning prior to operating the appliance.**

Ensure that all controls are in the “OFF” status before plugging the appliance into a properly grounded electrical outlet.

This appliance is for use on 120 Volts. The appliance has a 3-prong grounded plug (Figure 1.A). If your electrical outlet has only 2 slots (Figure 1.B), you will have to use an adapter (Figure 1.C) to convert from the 3-prong power cord to a 2-slot receptacle. The green grounding plug extending from the adapter must be securely connected to a permanent ground such as a properly grounded outlet box. The adapter should only be used if a proper 3-slot receptacle is not available.

**NOTE: Adapters are not allowed for use in Canada.**

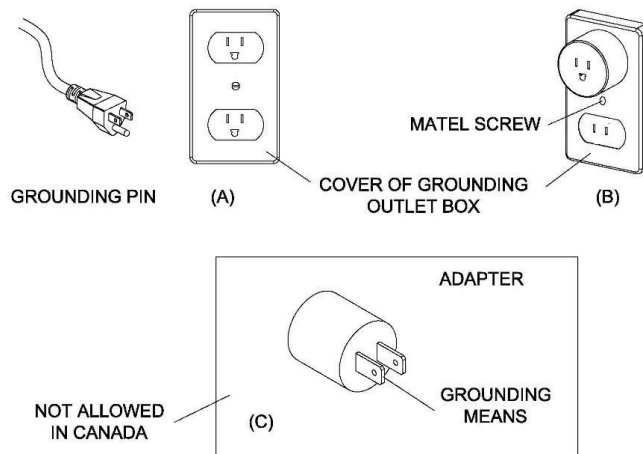


Figure 1

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 multifunction remote control.

The main control panel is located at the top right corner on the front (see Figure 2).

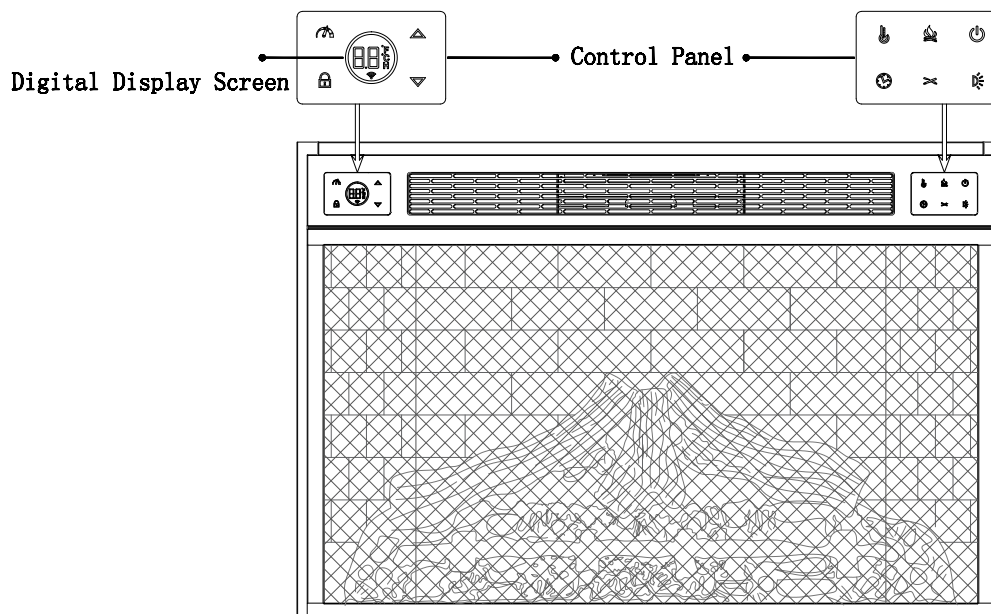


Figure 2

# OPERATING INSTRUCTIONS

Using the Control Panel: (Locate in Figure 3)

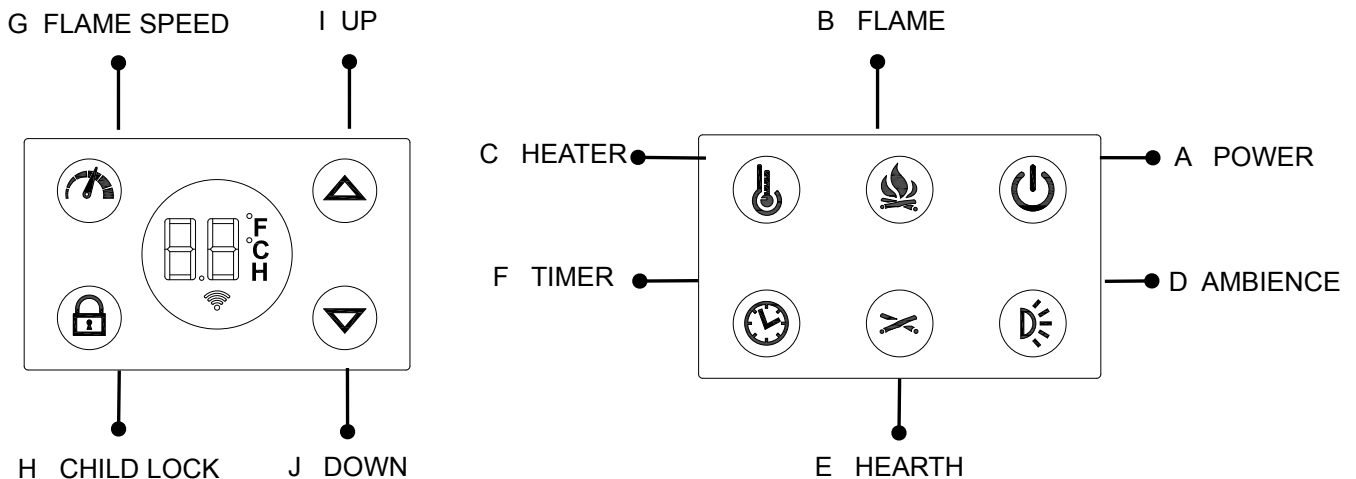


Figure 3

## Power(Figure 3.A):

- ◆ 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.
- ◆ You can turn ON the electric insert either by press the POWER button on the Control Panel, on the Remote Control (Reference to Page 7) or on the APP.
- ◆ Once turn ON, you will hear a “BEEP”, the device shows current room temperature, highest brightness and the default setting Amber flame mode.
- ◆ Once turn OFF, you will hear twice “BEEP”, all current settings will be stored except Timer and then restored at the next power ON. Unplug the unit will reset the setting to factory default.

## Flame (Figure 3.B):

- ◆ The FLAME button controls the flame feature.
- ◆ When the fireplace is first turned on, the default state is Amber flame mode and orange flickering ambience mode,
- ◆ There are 7 flame effects you can cycle through, including Violet, Amber, Gules, Midnight, Orange, Polar and Off. the digital display screen will show corresponding letter as U, A, G, M, O, P or show current room temperature. You can press this button continually to cycle flame from Amber mode firstly (when the flame is off, the ember is bright and the ambience is on).
- ◆ The default setting of the flame brightness is highest setting, Press UP(G) or DOWN(H) button, you can adjust the flame brightness except Polar and Off mode, the digital display screen will show corresponding letter as F1 to F5.
- ◆ When the device is off, press and hold the Flame button again for 5 seconds to turn off or turn on “Beep”, the digital display screen will show corresponding letter as OF or ON.
- ◆ This feature can also be controlled with the Remote Control and the APP.

## Heater (Figure 3.C):

- ◆ The HEATER button controls the heat ON and OFF feature.
- ◆ The system will start the default temperature setting at 75°F/24°C.

# OPERATING INSTRUCTIONS

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## Using the Control Panel: (Locate in Figure 3)

- ◆ There are 10 adjustable heat levels, including 82°F/28°C, 79°F/26°C, 77°F/25°C, 75°F/24°C, 73°F/23°C, 72°F/22°C, 70°F/21°C, 68°F/20°C, 66°F/19°C, 63°F/17°C.
- ◆ When press the heater button and the ice blue circle on the digital display screen will be shown and twinkling, press UP or DOWN button to adjust the levels.
- ◆ When the heater is on, once turn off the flame mode and the hearth mode simultaneously, the ember is bright, the digital display screen will display the setting temperature.
- ◆ You can switch the temperature display from Fahrenheit to Celsius by pressing the Heater button for approximately 5 seconds.
- ◆ Without any adjustment after approximately 15 seconds, the digital display screen will display room temperature. after then there is no display after 5 seconds.
- ◆ When turn off the heater, the blower will still work 60 seconds.
- ◆ This feature can also be controlled with the Remote Control and the APP.

## Ambience (Figure 3.D):

- ◆ The AMBIENCE button controls the ambience feature.
- ◆ When the fireplace is first turned on, the default state is orange flickering ambience.
- ◆ There are 6 ambience effects you can cycle through, including Orange flickering, Blue, Violet, Orange, Polar and Off. When you press this button continually, the digital display screen will show corresponding letter as b, bb, bV, bO, bP or show current room temperature.
- ◆ When the ember is on blue, violet, or orange mode, press DOWN or UP button to adjust the brightness, the digital display screen will show corresponding letter as b1 to b3.
- ◆ This feature can also be controlled with the Remote Control and the APP.

## Hearth (Figure 3.E):

- ◆ The HEARTH button controls ember effect.
- ◆ There are 5 selections you can cycle through, including flickering of Polar, Gules, Orange, and Violet and Off. When you press this button continually, and flame is off and the digital display screen will show corresponding letter as HP, HG, HO, HV or show current room temperature.
- ◆ After adjusting the ember mode, when turn on the flame, the flame color will follow the ember color. The color of the flame and the ember will be restored as last setting.
- ◆ This feature can also be controlled with the Remote Control and the APP.

## Timer (Figure 3.F):

- ◆ The TIMER button controls the TIMER feature ON and OFF.
- ◆ Press UP(G) or DOWN(F) button, you can set the turn off time from 0.5H to 8H with 0.5H interval.
- ◆ Once the TIMER is on and the desired setting is reached, you may hear a long "BEEP" and the system will shut down.
- ◆ This feature also can be controlled on the APP.

## Flame speed (Figure 3.G):

- ◆ Once the flame is on, the FLAME SPEED button controls the flame speed feature.
- ◆ When the fireplace is first turned on, the default state is level S3.
- ◆ There are 5 levels of the flame speed, when you press this button continually or press Up or Down button, the digital display screen will show corresponding letter as S1 to S5.

# OPERATING INSTRUCTIONS

Using the Control Panel: (Locate in Figure 3)

- ◆ This feature can also be controlled with the Remote Control and the APP.

Child Lock (Figure 3.H):

- ◆ The CHILD LOCK button controls the locking feature of the electric insert ☐
- ◆ Press and hold the Child Lock button for 5 seconds to activate the function. When the Child Lock is on, the digital display screen will display -- , the other features are disabled.
- ◆ Press and hold the Child Lock button again for 5 seconds to unlock the function.

Up (Figure 3.I):

- ◆ Coordinating with FLAME / HEATER / AMBIENCE / TIMER / FLAME SPEED button, use this UP button to increase. You may hear twice "BEEP" without any effects on current max level.
- ◆ Without press FLAME / HEATER / AMBIENCE / TIMER / FLAME SPEED button, press this button can adjust the flame brightness.
- ◆ This feature can also be controlled with the Remote Control and the APP.

Down (Figure 3.J):

- ◆ Coordinating with FLAME / HEATER / AMBIENCE / TIMER / FLAME SPEED button, use this Down button to decrease. You may hear twice "BEEP" without any effects on current min level.
- ◆ Without press FLAME / HEATER / AMBIENCE / TIMER / FLAME SPEED button, press this button can adjust the flame brightness.
- ◆ This feature can also be controlled with the Remote Control and the APP.

**Display Screen: (Locate in Figure 4)**

- ◆ The Digital Display Screen will display the corresponding numbers of Flame, Ambience, Heater, Hearth, Timer or Flame speed, the ice blue circle will be shown and twinkling.

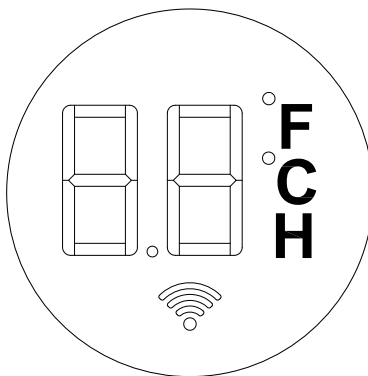


Figure 4

**IF THE FIREPLACE STOP WORKING, THAT ALL FUNCTION BUTTONS CAN NOT BE OPERATING. PLEASE TURN OFF THE FIREPLACE POWER, THEN RESTART AFTER 8 SECONDS.**

# OPERATING INSTRUCTIONS

This fireplace includes a Remote Control. See below for directions to use the Remote Control:

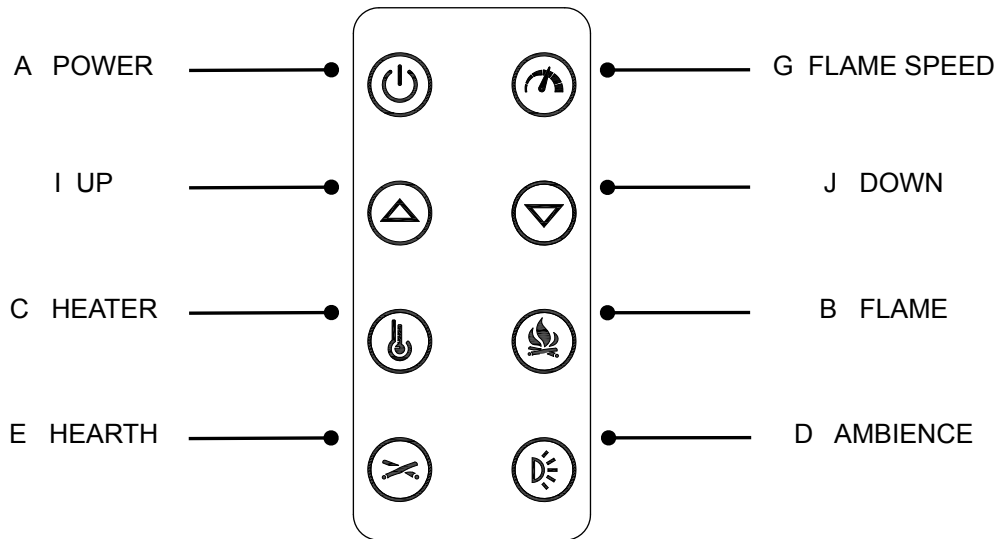


Figure 5

## Using the Control Panel: (Locate in Figure 5)

Buttons on the Remote Control (Figure 5) have the same functions as those on the Control Panel except Timer and Child Lock.

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

**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.

To comply with FCC's RF radiation exposure limits for general population/uncontrolled exposure, this device must be installed to provide a separation distance of at least 20cm from all persons.

# MAINTENANCE

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**WARNING:** Before attempting to perform any maintenance on this appliance, turn all controls to the “OFF” position and then unplug. Allow the appliance to be “OFF” for at least 10 minutes before performing any maintenance in order to allow all components to cool properly.

## **Cleaning:**

1. Use a clean dry cloth to clean the fireplace.
2. To remove fingerprints or other marks from glass window, use clean damp cloth. Do not spray glass cleaner or other liquids directly onto the window.
3. Clean metal surfaces with a clean damp cloth making sure not to push dust or debris into any air intake or exhaust vents.
4. Do not use abrasive cleaners or spray liquids on any part of the appliance.
5. Periodic cleaning/vacuuming of the fan/heater unit is strongly recommended to ensure that no dirt or foreign objects build up.



# TROUBLE SHOOTING

**WARNING:** Turn off the appliance, unplug and let cool for at least 10 minutes before attempting to service. Only a qualified professional should attempt to service or repair the appliance.

PROBLEM	POSSIBLE CAUSE	SOLUTION
Simulated Flame Effect is dim or not present	<ol style="list-style-type: none"><li>1. Dimmer control button is set too low.</li><li>2. LED strip not functioning.</li><li>3. "Flame wand" has come loose from bracket.</li><li>4. "Flame wand" motor is not functioning.</li></ol>	<ol style="list-style-type: none"><li>1. Push flame button to increase light.</li><li>2. Contact customer service center at toll-free no. 1-877-355-3326</li><li>3. Remove screws holding back panel in place and remove back panel. Secure end of "Flame wand" back into the support bracket.</li><li>4. Contact customer service center at toll-free no. 1-877-355-3326</li></ol>
The appliance turns off and will not turn back on	<ol style="list-style-type: none"><li>1. The overheat protection device in the appliance has been triggered.</li><li>2. House circuit breaker has been tripped.</li></ol>	<ol style="list-style-type: none"><li>1. Turn all controls off, unplug the appliance, allow the insert to cool down for at least 10 minutes, and then plug in and restart.</li><li>2. Reset house circuit breaker.</li></ol>
The appliance does not turn on when the button is pushed to "ON"	The overheat protection device in the appliance has been triggered.	Turn all controls off, unplug the appliance, allow the insert to cool down for at least 10 minutes, and then plug in and restart.
Remote control does not work	<ol style="list-style-type: none"><li>1. Low batteries.</li><li>2. Manual controls on the appliance must be ON before operating the remote control.</li></ol>	<ol style="list-style-type: none"><li>1. Replace all batteries in the remote control.</li><li>2. Push the appliance ON using the manual control panel, then use remote control to operate. If using the remote control to operate the appliance, you must use the remote control to turn the appliance ON also.</li></ol>

**NOTE:** If you experience difficulties, please do not return this product to store. Any missing parts, hardware or assembly problems, please call our customer service center at 1-877-355-3326.

# ONE YEAR LIMITED WARRANTY

**PLEASE DO NOT RETURN ANY PRODUCTS TO STORE, ANY MISSING PARTS OR HARDWARE OR ASSEMBLY PROBLEMS, PLEASE CONTACT WITH OUR CUSTOMER SERVICE CENTER AT 1-877-355-3326.  
WORKING HOURS: MONDAY~FRIDAY, 9:00AM-4:00PM (PACIFIC STANDARD TIME)**

The following non-transferable limited warranty applies is extended only to the original consumer-purchaser of this FEBO (HK) International Limited (FEBO) product. This product is only warranted against defects in material and workmanship subject to the normal and reasonable use and correct installation of the product for a period of one (1) year from the date of purchase.

This warranty is made to the original owner, provided that the purchase was made through an authorized supplier of the company. Any unauthorized repair, alteration, misapplication, careless handling, improper installation, willful abuse, accident, or misuse of the product shall nullify this warranty. This warranty does not apply to the normal wear and tear. This warranty does not cover light bulbs. The duration of all implied warranties on this particular purpose are limited to the one (1) year duration of the express warranty period specified above.

In no event will FEBO be liable for any incidental or consequential damages (including loss of profits) arising from the use of this product. Some jurisdictions do not allow limitations on how long an implied warranty lasts / or do not allow the limitation or exclusion of incidental or consequential damages, so these implied warranty limitations may not apply to you. This limited warranty gives you specific legal rights. You may also have other rights which vary from jurisdiction to jurisdiction. Repair or replacement, at FEBO's option, of a defective product is your sole remedy under this limited warranty. In no event will FEBO's maximum liability exceed the purchase price of the product paid by the consumer/purchaser.

If replacement parts are needed or to obtain performance of any obligation under this limited warranty, phone FEBO's Customer Service Center.

Be prepared to provide evidence of purchase date, proof of purchase, model number, and date code of your FEBO product, part number and defective part. Register your product within ten days to ensure your warranty. You must pay all expenses incurred in obtaining performance of any obligation under this limited warranty, including transportation, postage, and other incidental service costs. If defective part or parts are requested by Customer Service Center, you must make the product available to us free and clear of all liens and other encumbrances. FEBO reserves the right to change prices, specifications and designs and to discontinue models without notice and without incurring obligations.

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 instruction manual, might cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does not 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.

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

- DO NOT mix old and new batteries.
- DO NOT use rechargeable silver oxide cell batteries with Remote control unit
- DO NOT mix alkaline, standard(Carbon-Zinc), or rechargeable(Nickel-Cadmium) batteries.
- DO NOT dispose of batteries in fire. Improper disposal may cause batteries to leak or explode.