

**HOWARM**

# ELECTRIC FIREPLACE

/ MODEL: ZCR-F SERIES

## USER MANUAL



# IMPORTANT SAFETY INFORMATION!



## WARNING



- **Read all instructions before using this heater!**
- This heater is hot **when in use**. To avoid burns, **DO NOT** let bare skin touch hot surfaces. If provided, use handles when moving this heater. Keep **combustible materials**, such as furniture, pillows, bedding, papers, clothes, and curtains at least **3 feet (0.9m)** from the front of the heater, and **keep them away from the sides and rear**.
- **Extreme caution** is necessary when any heater is used by or near children or invalids and whenever the heater is left **operating and unattended**.
- **DO NOT** operate any heater with a **damaged cord or plug** or after the **heater malfunctions**, has been **dropped** or **damaged in any manner**, Discard heater, or return to 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 area**, and where it will not be tripped over.



## WARNING



- **Connect to properly grounded outlets ONLY.**
- **DO NOT** insert or allow foreign objects to **enter any ventilation or exhaust openings**, as this may cause **electric shock** or **fire**, or **damage the heater**.
- To prevent a possible fire, **DO NOT** block air intakes or exhaust in any manner. Doing so could cause a fire. **DO NOT** use on soft surfaces, like a bed, where openings may become blocked.
- A heater 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 heater only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or injury to persons.**
- **ALWAYS** plug heaters directly into a wall outlet/receptacle. **Never use with an extension cord or relocatable power tap (outlet/power strip).**
- **DO NOT** place the heater near a bed because objects such as pillows or blankets can fall off the bed and be ignited by the heater.
- **NEVER** use this heater in **bathrooms, laundry rooms**, or any other location where the heater could fall into a **bathtub** or **pool, become damp** or **come in contact with water**.
- **AVOID FIRE!** Regularly inspect all air vents to make sure they are free from dust, lint, or other Blockage. **Unplug the unit** and clean with a **vacuum ONLY**. **DO NOT** rinse or get wet.
- **ALWAYS** mount to wall bracket(or recessed to wall / or install free standing legs) before use.

DO NOT set on the floor, or other surface, to use.

- **NEVER** use a wall mount bracket from another manufacturer.
- This product is **not intended** to be a **primary heat source**. It is for **supplemental heat only**.
- **INDOOR use only! NEVER** use this heater **outdoors!** Doing so may result in **electric shock!**
- **Risk of electric shock! DO NOT OPEN!** No user-serviceable parts inside!
- **ALWAYS** turn this heater 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.
- **NEVER** leave this heater unattended. **ALWAYS** unplug this heater when not in use.
- **ALWAYS** store this heater in a dry location. **NEVER** use the fireplace if it has become wet.
- **NEVER** plug this heater into an outlet that is **old, cracked,** or has any **loose wires or connections**. Plugging this heater 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 heater 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) **Heaters 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 frequently** to see if the **plug outlet or face plate 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.
- **SAVE THESE INSTRUCTIONS!**

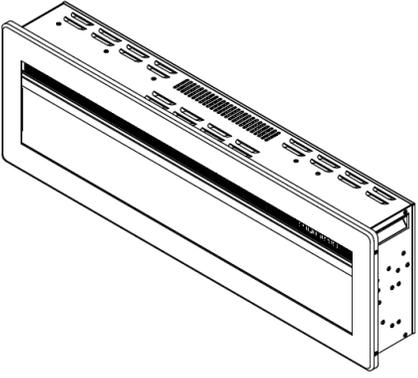
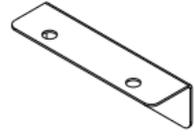
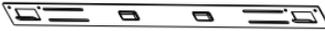
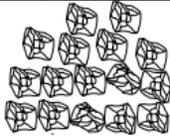
## PREPARATION



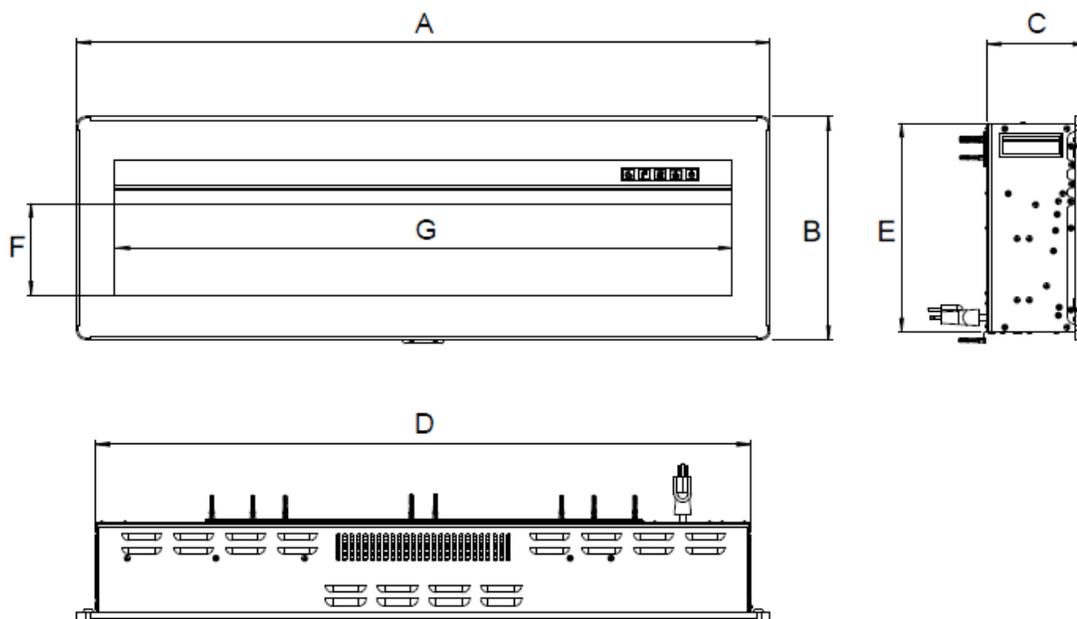
This product includes a **GLASS panel!** Always use **extreme caution** when handling **glass**. Failure to do so could result in **personal injury or property damage**.

Remove all parts and hardware from the carton and place them on a clean, soft, dry surface. Parts and assembly steps are grounded for wall-hanging or recessing 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 & HARDWARE

 <p>Fireplace</p>			
	Screws		Drywall anchors
	 <p>Remote control</p>	 <p>Metal Bracket</p>	
 <p>Wall Bracket (Fixed on back of fireplace)</p>	 <p>Decorative Crystals</p>	 <p>Left free standing leg (Fixed on left side of fireplace)</p>	 <p>Right free standing leg (Fixed on right side of fireplace)</p>

# Specification and Dimension



## PRODUCT DIMENSIONS

Model Number	A	B	C	D	E	F	G
ZCR4013F	40.00" 101.60cm	12.85" 32.65cm	5.75" 14.60cm	37.80" 96.00cm	12.06" 30.62cm	5.32" 13.50cm	35.67" 90.60cm
ZCR5013F	50.00" 127.00cm	12.85" 32.65cm	5.75" 14.60cm	47.80" 121.40cm	12.06" 30.62cm	5.32" 13.50cm	45.67" 116.00cm
ZCR6013F	60.00" 152.40cm	12.85" 32.65cm	5.75" 14.60cm	57.80" 146.80cm	12.06" 30.62cm	5.32" 13.50cm	55.67" 1414.00cm
ZCR7013F	70.00" 177.80cm	12.85" 32.65cm	5.75" 14.60cm	67.80" 119.2cm	12.06" 30.62cm	5.32" 13.50cm	65.67" 166.80cm

## Installation and Assembly

Your appliance is a wall-mounted, recessed and /or mantel installed/or free standing appliance. Select a suitable location that is not susceptible to moisture and is away from drapes, furniture and high traffic areas.

**NOTE:** Follow all National and local electrical codes.

### MINIMUM CLEARANCE TO COMBUSTIBLES

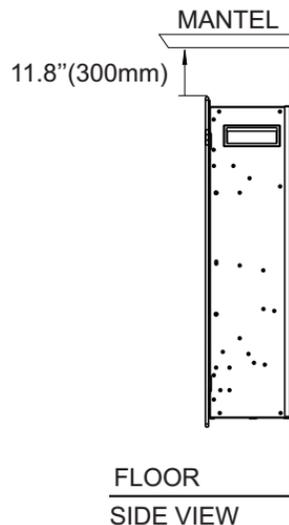
Measurements are taken from the panel front.

<b>Bottom</b>	<b>0"</b>	<b>Top</b>	<b>8"(300mm) to mantel</b>
<b>Sides</b>	<b>0"</b>	<b>Top</b>	<b>8"(300mm) to ceiling</b>
<b>Back</b>	<b>0"</b>		

### MINIMUM MANTEL CLEARANCES

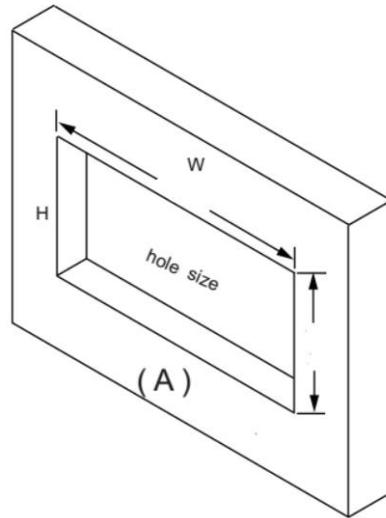
## WARNING

WHEN USING PAINT OR LACQUER TO FINISH THE MANTEL, THE PAINT OR LACQUER MUST BE HEAT RESISTANT TO PREVENT DISCOLOURATION



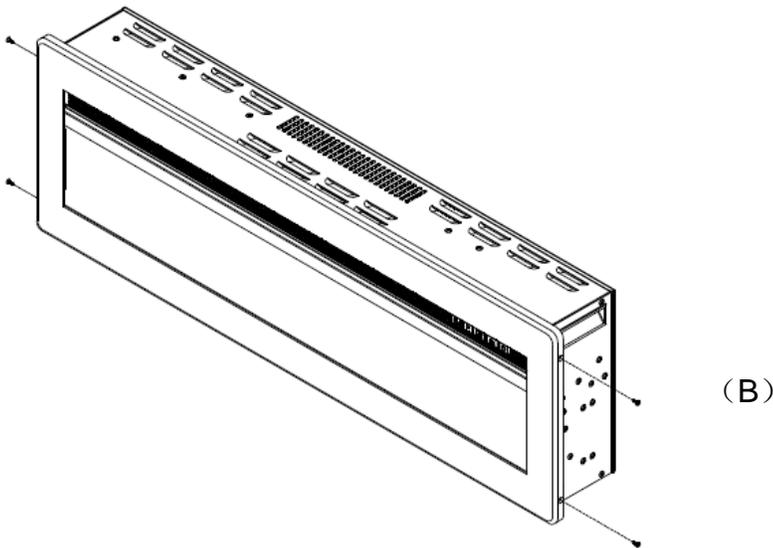
# RECESSED TO WALL INSTALLATION

**STEP A.** Selection a dry wall to open a hole for fireplace box. Size of hole as below Fig A

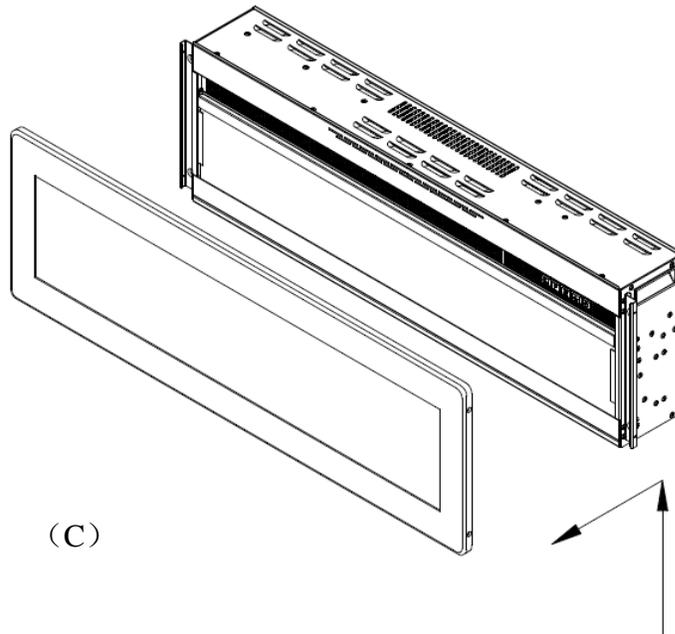


Framing Hole Size		
Model Number	W	H
ZCR4013F	38.11”(96.80cm)	12.37”(31.42cm)
ZCR5013F	48.11”(122.20cm)	12.37”(31.42cm)
ZCR6013F	58.11”(147.60cm)	12.37”(31.42cm)
ZCR7013F	68.11”(173.00cm)	12.37”(31.42cm)

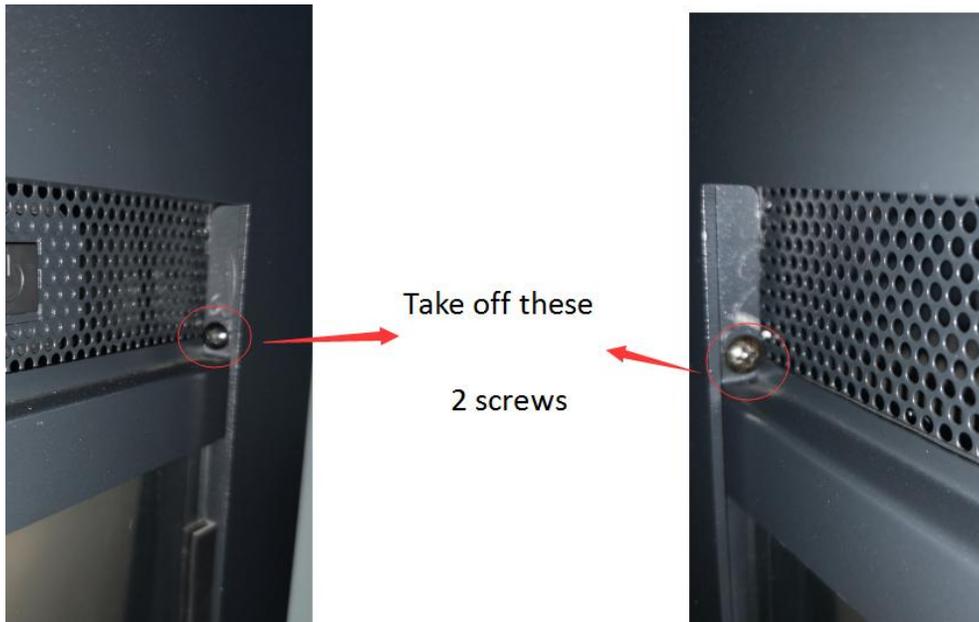
**STEP B.** Take off the two screws in both sides of steel panel. Figure (B)

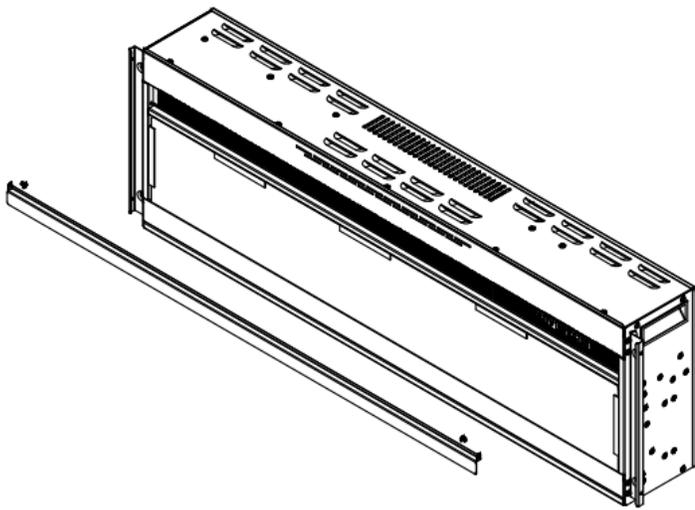


**STEP C.** Have two person to take the steel panel out of the fireplace box. Place it to a soft and clean place. Figure (C)



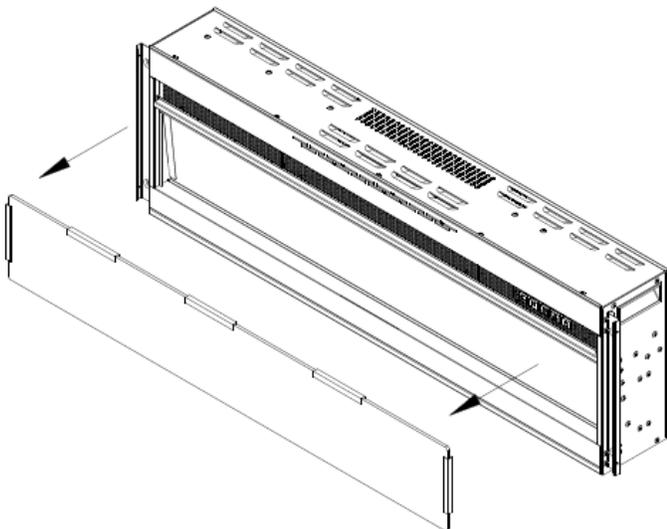
**STEP D.** Remove the steel bar which cover the glass on the up front side of the heater by removing the 2 pcs screws. Figure (D1)(D2)





(D2)

**STEP E.** Carefully remove the front glass. Figure (E)

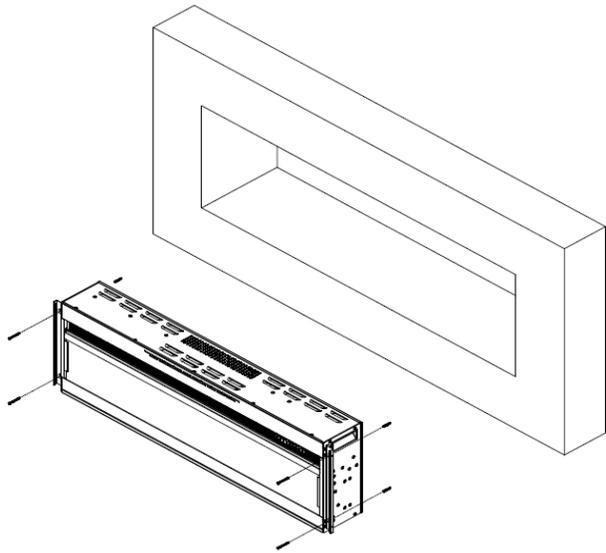


(E)

**STEP F.** Have two person to move the fireplace box to the wall hole.

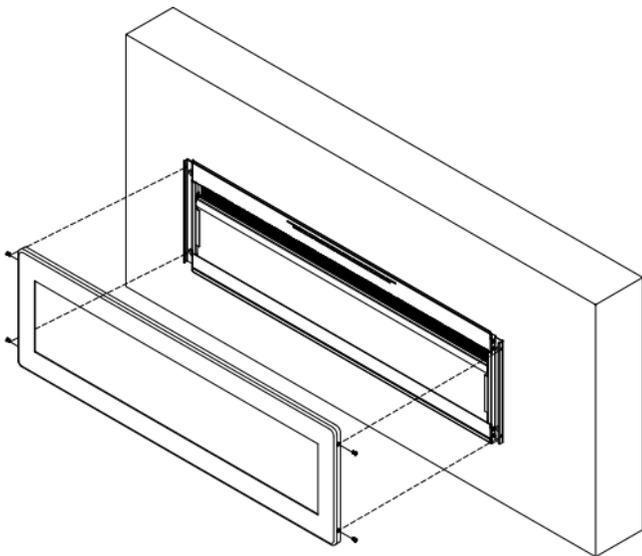
If the appliance is fully recessed into the wall:

- Use the 4 screws(provided) to lock the appliance into wall with the existing two side flanges, Figure(F)
- Install the media (crystal) and re-install the steel panel and glass front.



(F)

**STEP G.** Place the front panel lock the appliance(each side of steel panel use 2 screws). Figure (G)



(G)

## Wall Mount Instructions

Due to the many different materials used on different walls, it is highly recommended that you consult your local builder before you install this appliance on the wall.

Remove the front panel

- 1) Take off the two screws in both sides of steel panel. Figure (1)

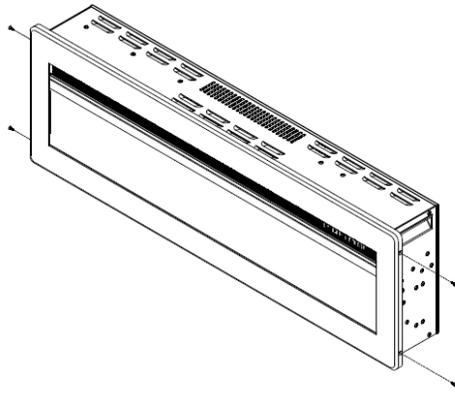


Fig. 1

- 2) Have two person to take the steel panel out of the fireplace box. Place it to a soft and clean place. Figure (2)

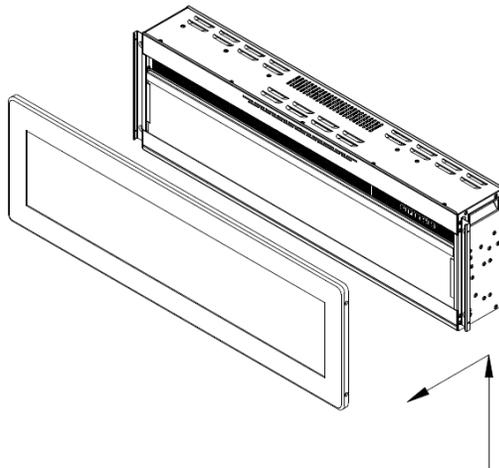


Fig 2

- 3) Remove the steel bar which cover the glass on the up front side of the heater by removing the 2 pcs screws. Figure (3-1)(3-2)

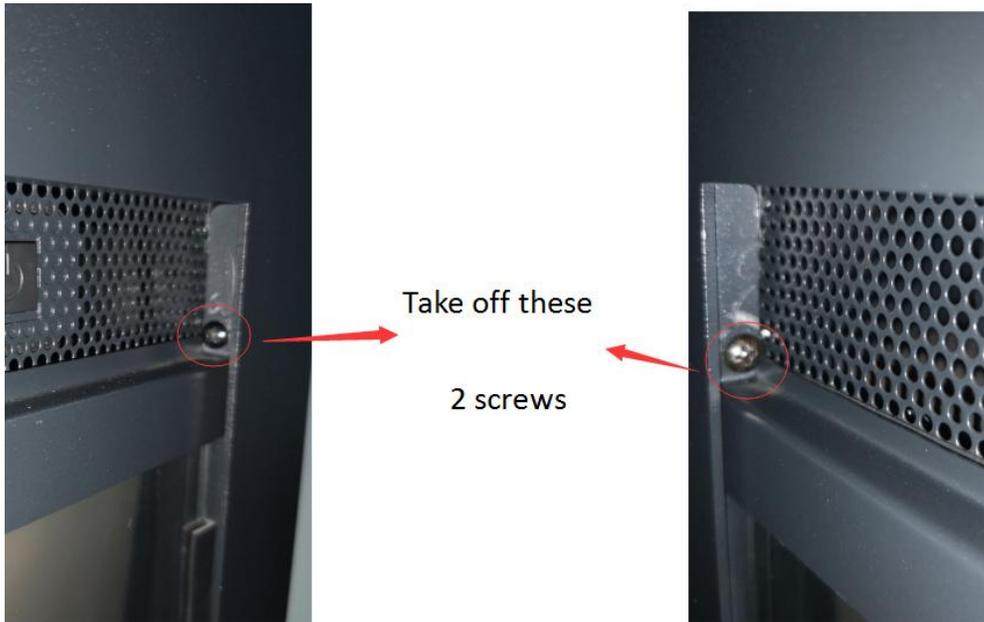


Fig 3-1

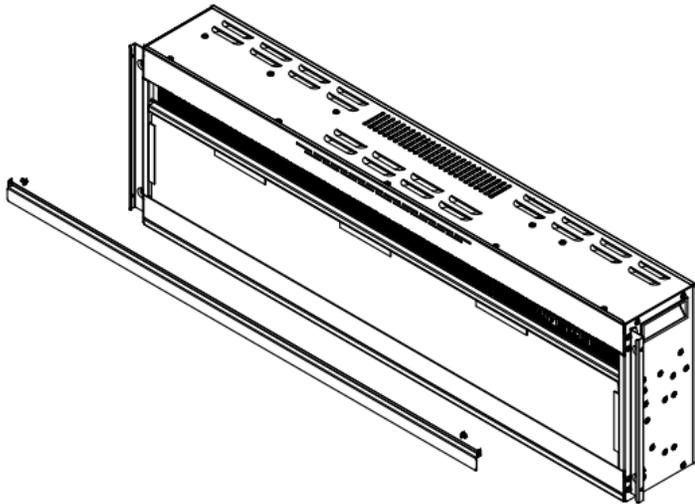


Fig 3-2

4) Carefully remove the front glass Figure (4)

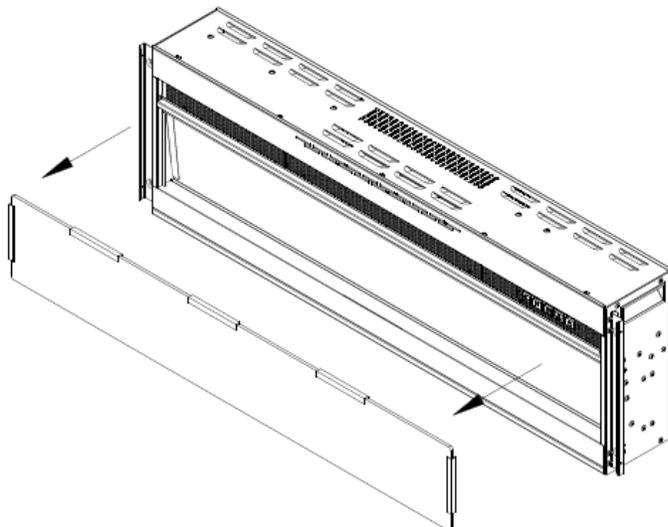


Fig 4

Select a location that is not prone to moisture and is located at least 36”(914mm) away from combustible materials such as curtain drapes, furniture, bedding, paper, etc.  
Have two people hold the appliance against the wall to determine the final location.  
Place unit face down on a soft, non abrasive surface. Remove the bracket from the back of the unit by removing the screws, refer to Figure (5) & Figure (6)

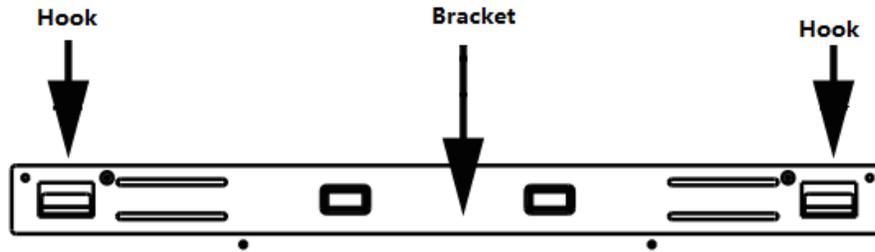


Fig 5

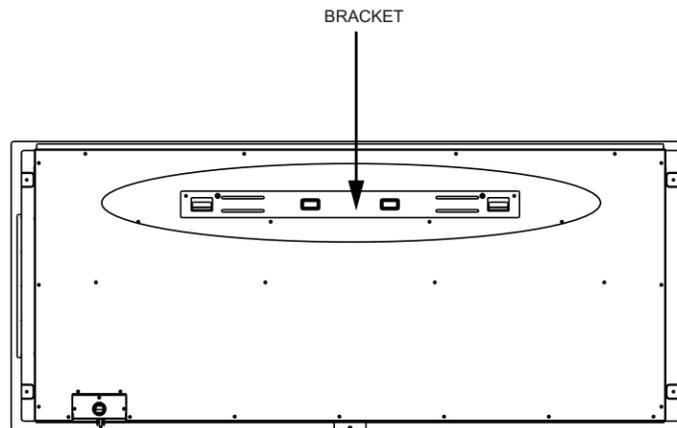


Fig 6

E. Mark out location, then mount the bracket(s) onto the wall using the 6x30mm screws provided. This bracket **MUST** have the hooks facing upward and be level. Figure (7)

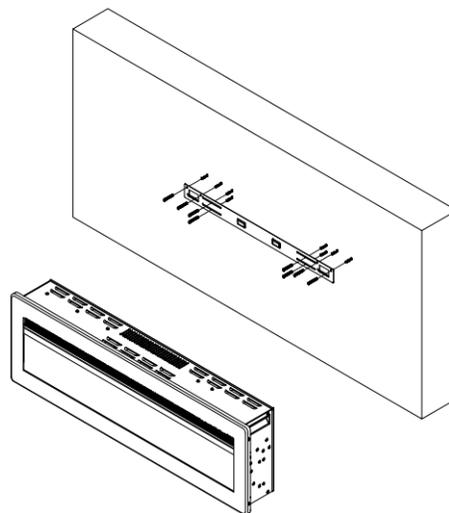


Fig 7

NOTE: It is strongly Recommended that the mounting bracket be screwed into the wall studs where possible. If the wall studs cannot be used, ensure that the supplied plastic anchors are used to affix the bracket to the wall and the bracket is adequately secured.

E. Fasten the metal bracket at the back of fireplace with 1pc 4x8mm screw, the other end to the wall with 2pcs of Drywall anchors. Figure (8)

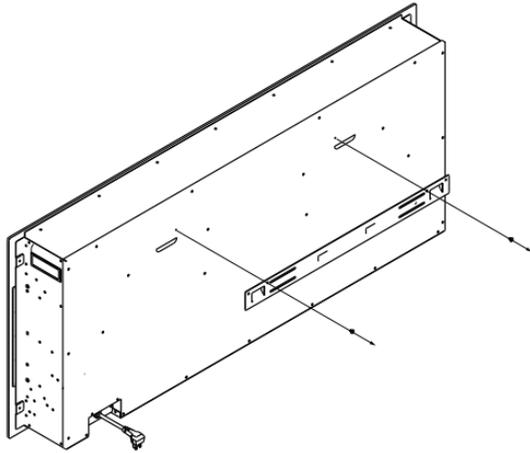


Fig 9

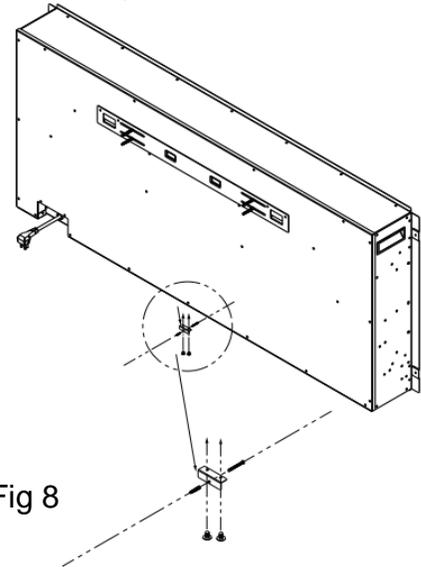


Fig 8

F. With the wall mounting bracket installed have two people lift the appliance up and insert the two hooks on the bracket into the two slots on the back of the appliance. Figure (9)

G. Check the appliance for stability ensuring that the bracket will not pull free from the wall.

H. Install the media (crystal) and re-install the steel panel and glass front.

## Free Standing Option

- Remove the free standing legs from the left and right side of the fireplace. Figure (10)

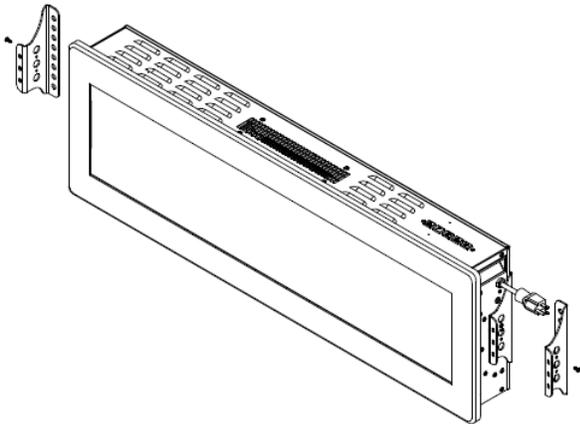


Fig.10

- Lay the heater on the floor or a table
- Install the base with 6pcs screws ( screws is on the bottom of the fireplace) as provided

Figure(11)

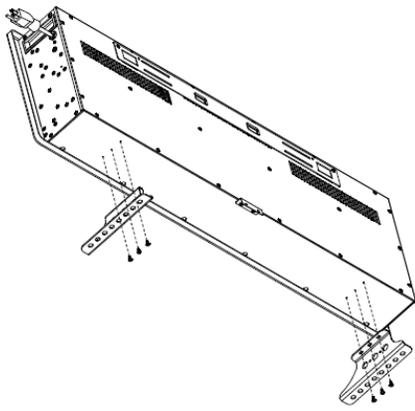
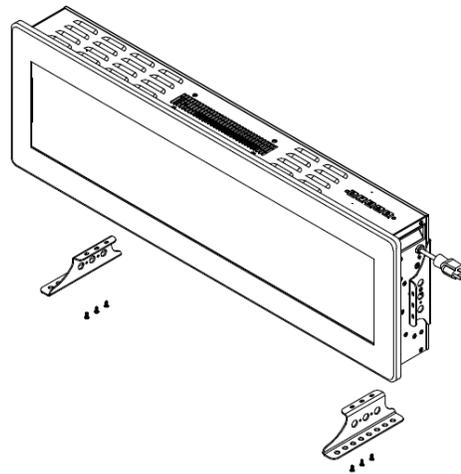


Fig.1



## WARNING

TURN OFF THE APPLIANCE COMPLETELY AND LET COOL BEFORE SERVICING. ONLY A QUALIFIED SERVICE PERSON SHOULD SERVICE AND REPAIR THIS ELECTRIC APPLIANCE.

## WARNING



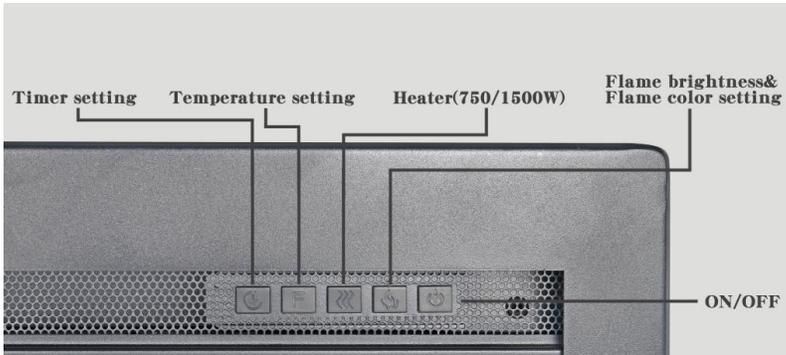
Read and understand this entire owner's manual, including all safety information, before plugging in or using this product. Failure to do so could result in electric shock, fire, serious injury, or death.

### Power

Plug the power cord into a 220 Volt 7 Amp grounded outlet (see IMPORTANT SAFETY INFORMATION on Pages 2 and 3). Make sure the outlet is in good condition and that the plug is not loose. NEVER exceed the maximum amperage for the circuit. DO NOT plug other appliances into the same circuit.

# Methods of Operation

- This electric fireplace can be operated either by the switches located on the top right hand side of the fire or by supplied remote control.



## Remote control



### Control panel on fireplace body/Remote control Operation

BUTTON	FUNCTION	ACTION&INDICATION
 <b>POWER</b>	ON: Enables control panel functions and remote control. Turn on flame effect. OFF: Disables control panel functions and remote control. Turn off flame effect.	1. Press once. Indicator light turns on. Power turns on. All functions enabled. 2. Press again, power turn off
 <b>FLAME</b>	<b>FLAME button:</b> 1. Makes flame effect dimmer and brighter. 2. Change the flame color(On fireplace control panel)	1. Press once. Flame brightness effect gets changing. 2. Press again. Until desired setting is reached. 3. Keep press 3 seconds to set the flame color. Total 9 flame colors: Orange, green, blue, white, orange&green, orange&blue, orange&white, green&blue, green&white.
 <b>HEATER</b>	<b>HEATER button:</b> Turn heater on and off. <b>NOTE:</b> To prevent overheating, the heater fan will blow out cool air for 30 seconds after the heater turn off.	1. Press once. Indicator lights up. 900W heater turns on and blows warm air. 2. Press again. Indicator lights up. 1800W heaters turns on and blows hot air. 3. Press again. Heaters turn off. The fan blows cool air for 30 seconds to allow heater to cool down, then turns off.
 <b>TEMP.</b>	<b>TEMPERATURE button:</b> Control temperature settings to choose temperature as desired. Setting range from 62F to 82F.	1. Press once. Indicator light turn on. Temperature is set to 62F. 2. Press again until desired setting is reached. LED display show setting.
 <b>TIMER</b>	<b>TIMER button:</b> Control timer settings to turn off fireplace at selected time. Settings range from 1 hours to 8 hours.	3. Press once. Indicator light turn on. Temperature is set to hours. Press again until desired setting is reached. LED display show setting.

	<p>COLOR button: Makes the color flame effect changing.</p> <p>NOTE: This button is only on remote, if use control panel on fireplace, you can use flame button to set the flame color.</p>	<ol style="list-style-type: none"> <li>1. Press once. Flame color effect gets changing.</li> <li>2. Press again until desired setting is reached.</li> </ol> <p>Total 9 flame colors: Orange, green, blue, white, orange&amp;green, orange&amp;blue, orange&amp;white, green&amp;blue, green&amp;white.</p>
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**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**

Remote control requires two AAA batteries

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

## Vents:

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

## Maintenance



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



**ALWAYS** turn the heater **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 heater in a clean dry place when not in use.



**WARNING!** No other servicing should be performed by the consumer. Do not attempt to service the unit yourself.

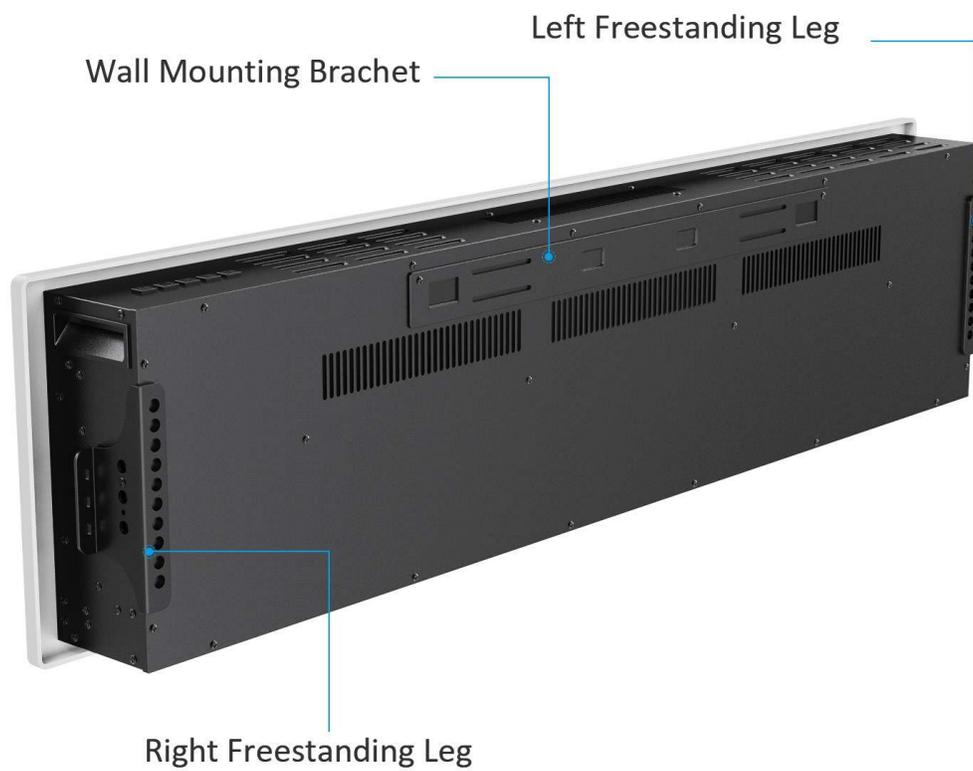
## Troubleshooting

### **WARNING**

DISCONNECTED 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 off and waiting turning it back on or breaker 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 and 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. 2. Push the flame button to high
4 Log set and /or crystal is not glowing.	1. Wiring is loose 2. Ember is off mode	1. Disconnect from power source and inspect wiring for loose connections and repair or replace if necessary.
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. 4. You can contact our customer service team for a replacement remote.



Thank you for buying our fireplace!

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## HOWARM

You've reached the end of the guide. With proper use and regular care, the product will continue to deliver reliable performance and comfort for years to come. If you ever need assistance, our support team is always ready.

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