FIRESTONE LIVING



INSTALLATION & SETUP GUIDE

Recessed Electric Fireplace Insert with Remote & Thermostat

Firebox Heater with Logs & Crystals, 13 Ember Colors, 8H Timer, 750W/1500W

Electric fireplace insert

AVAILABLE OPTIONS

36 in

39 in

Read all instructions before installing. Save these instructions.

For use in the United States · 120 V AC · Supplemental heat

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01 Before you begin

What's in the box

- Crystal media
- 3 faux logs
- Fireplace insert
- Remote control
- Manufacturer's user manual

> **NOTE** Unpack everything on a soft, clean surface and check every part before you start. Keep the packaging until the product is installed and working. If anything is missing or damaged, contact us before installing.

Tools you'll need

- Phillips screwdriver
- Tape measure
- Spirit level
- For a recessed installation: drill, drywall saw and framing materials
- A second person for inserts over 40 lbs

02 Specifications

Specification	Value
Front size	36 or 39 in W x 27 in H x 6.6 in D
Firebox body	34.61 in W (36 in) / 37.6 in W (39 in), 6.1 in deep
Weight	45 lbs (36 in) / 50 lbs (39 in)
Heat output	750 W / 1500 W
Heating area	Supplemental heat up to 400 sq. ft.
Thermostat	50–99 °F
Timer	1–8 hours, plus sleep mode
Flame effects	5 flame modes, 13 ember-bed modes, 5 brightness levels, 5 speeds
Controls	Touch screen + remote
Safety	ETL certified, tempered glass, overheat auto shut-off

03 Important safety instructions

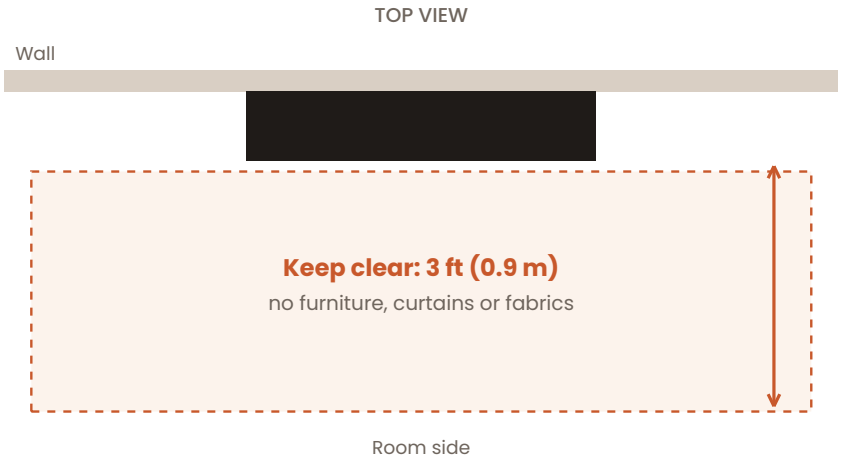
- Read this guide **and** the manufacturer's manual included in the box before installing or using the product. Keep both for future reference.
- This heater is hot when in use. Keep furniture, pillows, bedding, papers, clothing and curtains **at least 3 ft (0.9 m) from the front** of the unit, and keep them away from the sides and back.
- Use extreme caution when the heater is used near children, pets or anyone who cannot react to heat. Never leave the heater running unattended.
- Plug the unit **directly into a wall outlet**. Never use an extension cord or a power strip.
- Never run the power cord under carpets or rugs, and keep it away from walkways where it could be tripped over or pinched.
- Never block or cover the air intake or the hot-air outlet, and never insert objects into any opening.
- Do not use outdoors, in bathrooms, laundry rooms or other damp areas, or anywhere the unit could come into contact with water.
- Do not use where gasoline, paint or other flammable liquids are used or stored.
- Never operate the unit with the glass front removed, cracked or broken.
- Do not use the unit if the cord or plug is damaged, or after it has been dropped or has malfunctioned. Contact our support team.
- Always switch off, unplug and let the unit cool before moving, cleaning or servicing it.
- Do not modify the unit. Use only the parts supplied with it.
- This product provides **supplemental heat**. It is not designed to be the primary heat source of your home.

> **WARNING** Keep these instructions. Pass them on to anyone who uses the product or to any future owner.

04 Planning your installation

Choosing the location

- Decide how you will use the insert: recessed into a framed wall opening, inside a TV stand or media cabinet, inside an existing fireplace.
- Make sure the surface is flat, level, stable and strong enough for the weight of the insert.
- Keep **3 ft (0.9 m) clear in front** of the glass, free of furniture and fabrics.
- Keep the air intake and the hot-air outlet unobstructed in every installation type.
- Plan the cord route to an outlet that remains easy to reach.



Air openings must stay uncovered in every installation.

Electrical requirements

- A standard **120 V AC, 15 A grounded outlet** (3-prong). At 1500 W the unit draws about 12.5 A.
- Use a circuit that is not shared with other high-power appliances (space heaters, microwaves, hair dryers). A dedicated circuit is best and prevents nuisance breaker trips.
- Plug directly into the wall outlet. No extension cords, no power strips.
- Any new outlet or wiring must be installed by a licensed electrician in accordance with the National Electrical Code (ANSI/NFPA 70) and local codes.

05 Installation

Inside an existing fireplace

1. Have the fireplace and chimney cleaned if they have been used for wood. Remove the grate, andirons, ash and debris.
2. If the fireplace has a gas line, have it shut off and capped by a qualified professional before installing.
3. Close the damper to stop drafts and falling debris.
4. Measure the fireplace opening: the insert's front must sit flat and stable on the hearth floor.
5. Slide the insert in, leaving air space around it, and route the cord out to the side so fireplace doors or screens cannot pinch it.
6. Plug in and test.

> **WARNING** Never light a wood or gas fire in a fireplace that contains the electric insert. If your fireplace has glass doors, keep them open while the heater is running.

Inside a TV stand or media cabinet

1. Check that the cabinet opening is designed for an electric fireplace insert of this size (see the cabinet maker's instructions).
2. Make sure the back of the cabinet is open or has a hole for the cord and for air circulation.
3. Slide the insert into the opening and secure it with the brackets or screws supplied with the cabinet, if any.
4. Never block the hot-air outlet with shelves, decorations or the TV base.
5. Plug in and test.

Recessed into a framed wall

Opening: Plan the opening around the firebox body: 34.61 in W (36 in) or 37.6 in W (39 in) x 6.1 in deep, leaving a small gap so the unit slides in without forcing. The front frame must overlap the opening on every side.

1. Confirm the opening dimensions in the manufacturer's manual for your exact size **before cutting**.
2. Frame the opening squarely with sound framing, following local building codes.
3. Plan an outlet that keeps the plug reachable. Have a licensed electrician install any outlet inside a wall.
4. With a helper, slide the insert into the opening, feeding the cord through as you go.

5. Secure the insert to the framing through its mounting holes or side flanges, with the screws supplied.
6. Finish around the trim without covering any air opening, then plug in and test.

> **TIP** Arrange the crystal media and faux logs supplied in the firebox before the final test, following the layout in the manufacturer's manual.

06 Controls and first use

You can operate this product with the touch screen or the remote control.

Feature	How it works
Heat settings	750 W / 1500 W. Choose the low setting for mild weather and the high setting for colder days.
Flame only	The flame effect runs independently of the heater, so you can enjoy it all year without heat.
Thermostat	Range 50–99 °F. The heater turns itself on and off to hold the temperature you set. If the room is already warmer than the setting, the heater stays off — this is normal.
Timer	1–8 hours: the unit switches off automatically when the time is up.
Sleep mode	Sleep mode turns the lights off while the heater keeps working.

Remote control

- Before first use, fit the batteries. If a clear plastic tab sticks out of the battery holder, pull it out.
- Point the remote at the front of the fireplace and press the buttons slowly, one at a time.
- If the unit has a main power switch, it must be ON for the remote and the panel to work.
- Keep batteries away from children. If a battery is swallowed, seek medical help immediately. Never mix old and new batteries.

First use

- A slight, harmless odor is normal the first time the heater runs. It disappears after a short time.
- When you switch the heater on or off, the fan may blow cool air for a moment. This is normal: it protects the heating element.
- If the unit has been stored in the cold, let it reach room temperature before switching it on.

07 Troubleshooting

Problem	What to do
The unit does not turn on	Check that it is plugged in and that the main power switch (if your model has one) is ON. Check the circuit breaker. Test the outlet with another appliance.
The remote does not work	Check the batteries and their orientation, remove the insulating tab, point at the front of the unit and press slowly.
Flame works but no heat	Select a heat setting. Check the thermostat is set above the current room temperature. Exit sleep mode if lights are off.
The heater stops during use	The overheat protection has tripped. Make sure no opening is blocked, unplug for 10 minutes, then switch on again.
The breaker trips	The circuit is overloaded. Move other appliances to another circuit, or have an electrician add a dedicated circuit.
Cool air blows when switching on or off	Normal: the fan protects the heating element.
Slight odor	Normal on first use or after a long period without use.
Lights are off but heat is running	Sleep mode is on. Exit sleep mode from the remote or panel.
Anything else	Unplug for 10 minutes to reset the unit. If the problem continues, contact us — do not open the unit.

08 Care and support

Cleaning and care

- Always switch off, unplug and let the unit cool before cleaning.
- Dust the glass with a clean, dry cloth. Remove fingerprints with a slightly damp cloth, then dry with a lint-free cloth. Never use abrasive cleaners.
- Dust the air openings regularly with a soft brush or a vacuum on low power. Dust build-up can cause overheating.
- Have the unit inspected at least once a year, and before use if it has been stored.
- When storing the unit off-season, keep it in its original carton in a dry place.

Need help?

Our FireStone Living customer care team is here to help with installation questions, missing parts or anything that does not work as expected. Contact us through the **Contact** page on our website and include your **order number**, the **product name** printed on the first page of this guide, and a photo if relevant.

This guide is provided by FireStone Living to help you install and enjoy your product. It complements, and does not replace, the manufacturer's user manual included in the box. Always follow the safety instructions and the specific procedures in that manual; if anything in this guide differs from it, the manufacturer's manual takes precedence. Electrical work must be carried out by a licensed electrician in accordance with the National Electrical Code and local regulations.