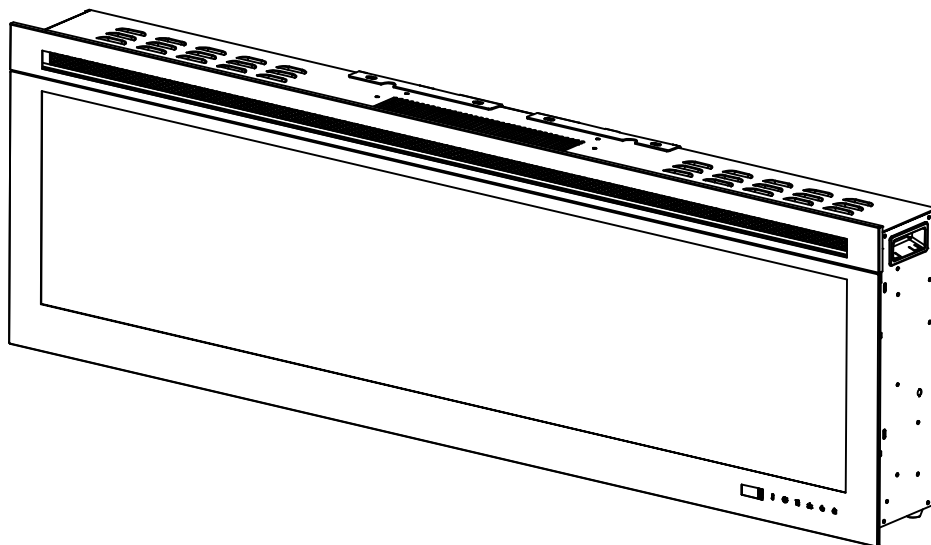


Flameline

Electric Fireplace

Installation and Operation Manual



BIZM36"/42"/48"/50"/54"/60"/65"/72"/74" Electric Fireplace

AC 120V 60Hz 1500W

Remote control battery model.



Model : CR2032
Voltage : 3V

Note:
The package does
not include battery.

Important safety information

Safety Definitions

The following keywords are defined and can be used in this document. Keywords at the start of a warning indicate the type and seriousness of the ensuing risk if measures to prevent the risk are not taken.



CAUTION

Indicates a hazardous situation which, if not avoided, could result in property damage and minor or moderate injury.



WARNING

Indicates a hazardous situation that, if not avoided, could result in death or serious injury.



Indicates a hazard which, if not avoided, will result in electric shock, fire, serious injury, or death.



NOTICE

Indicates additional information that is not related to physical injury.

Safety information



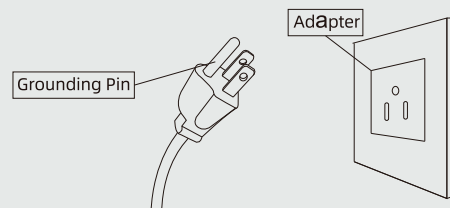
WARNING

1. **Read all instructions before using this heater!**
2. 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**.
3. **Extreme caution** is necessary when any heater is used by or near children or invalids and whenever the heater is left **operating and unattended**.
4. **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.
5. **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** hung to wall bracket before use. **DO NOT** set on the floor, or other surface, to use.
- **NEVER** use a wall hung 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.
- The power cord supplied with the heater has a plug with two flat blades (live and neutral) and one round pin (ground). If a 3-slot receptacle is not available, an adapter **MUST** be used. The adapter **MUST** be properly grounded to the outlet box (see figure at right).
(Note: Adapter NOT INCLUDED.)
- **SAVE THESE INSTRUCTIONS!**



Installation instructions

Preparation



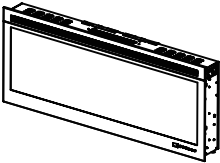
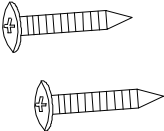
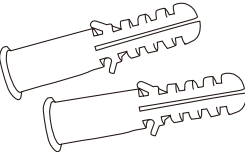
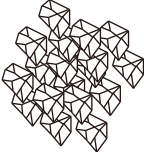
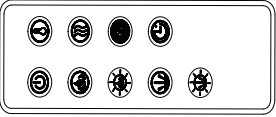
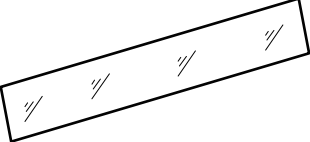
CAUTION

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.

■ Unpacking inspection.

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.

■ Parts & Hardware

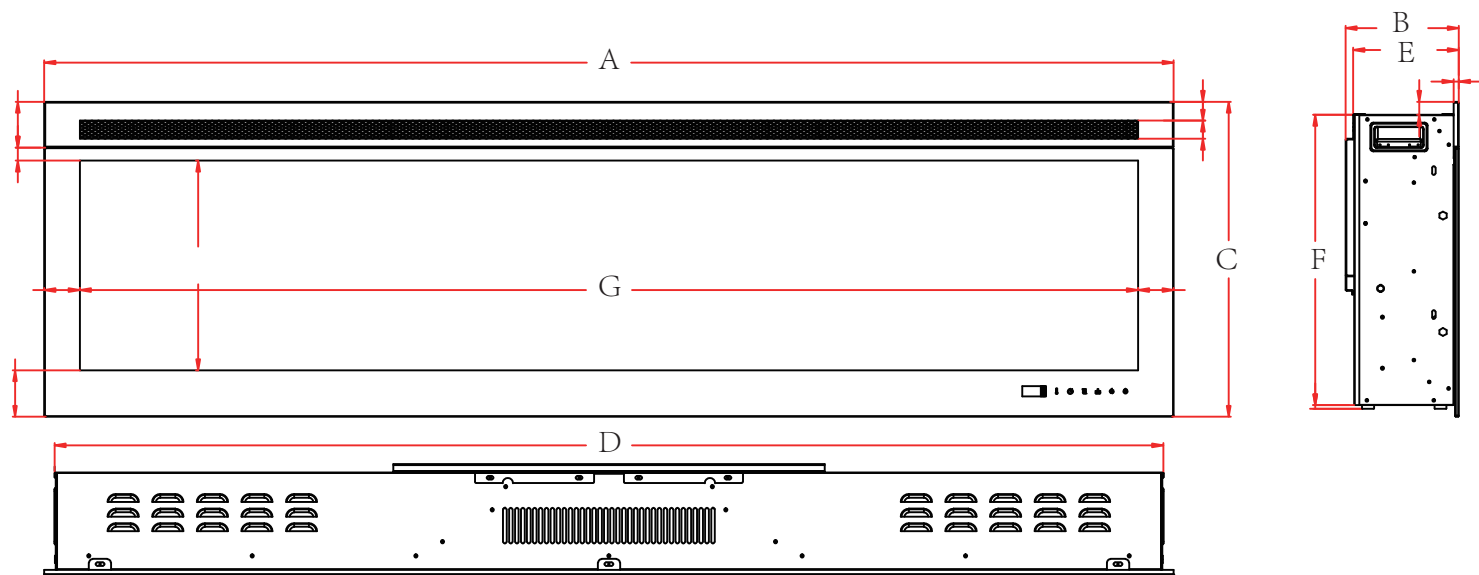
 A - Fireplace 1 X Pcs	 B - Screws 6-8 X Pcs	 C - Drywall anchors 6-8 X Pcs	 D - Decorative Crystals 1 X Box
 E - Manual 1 X Pcs	 F - Remote Control 1 X Pcs	 G - Plastic Tray 1 X Pcs	

■ Tool preparation

You will need the following tools (not included):

Phillips screwdriver; stud finder; level; tape measure; electric drill; 1/4" wood drill bit, hammer.

Specification and Dimension



Product dimensions

Model	A	B	C	D	E	F	G
BI36ZM	35.7" 908mm	6.0" 152.4mm	17.0" 433mm	34.6" 880mm	5.6" 142.2mm	15.9" 404mm	31.9" 812mm
BI42ZM	41.7" 1060mm	6.0" 152.4mm	17.0" 433mm	40.6" 1032mm	5.6" 142.2mm	15.9" 404mm	37.9" 964mm
BI48ZM	47.7" 1212mm	6.0" 152.4mm	17.0" 433mm	46.6" 1184mm	5.6" 142.2mm	15.9" 404mm	43.9" 1116mm
BI50ZM	49.7" 1263mm	6.0" 152.4mm	17.0" 433mm	48.6" 1235mm	5.6" 142.2mm	15.9" 404mm	45.9" 1167mm
BI54ZM	53.7" 1365mm	6.0" 152.4mm	17.0" 433mm	52.6" 1337m	5.6" 142.2mm	15.9" 404mm	49.9" 1269mm
BI60ZM	59.8" 1520mm	6.0" 152.4mm	17.0" 433mm	58.7" 1492mm	5.6" 142.2mm	15.9" 404mm	56.1" 1424mm
BI74ZM	73.7" 1873mm	6.0" 152.4mm	17.0" 433mm	72.6" 1845mm	5.6" 142.2mm	15.9" 404mm	69.9" 1777mm

Installation

Note: 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.

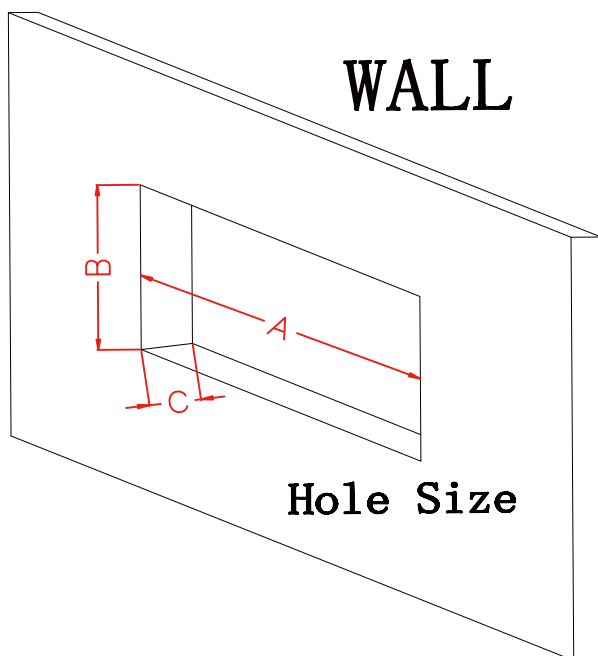
Make an opening for the fireplace according to the requested measurement.

NOTICE

Before Insert the fireplace into the wall opening. Plug in and check if the fireplace works normally.

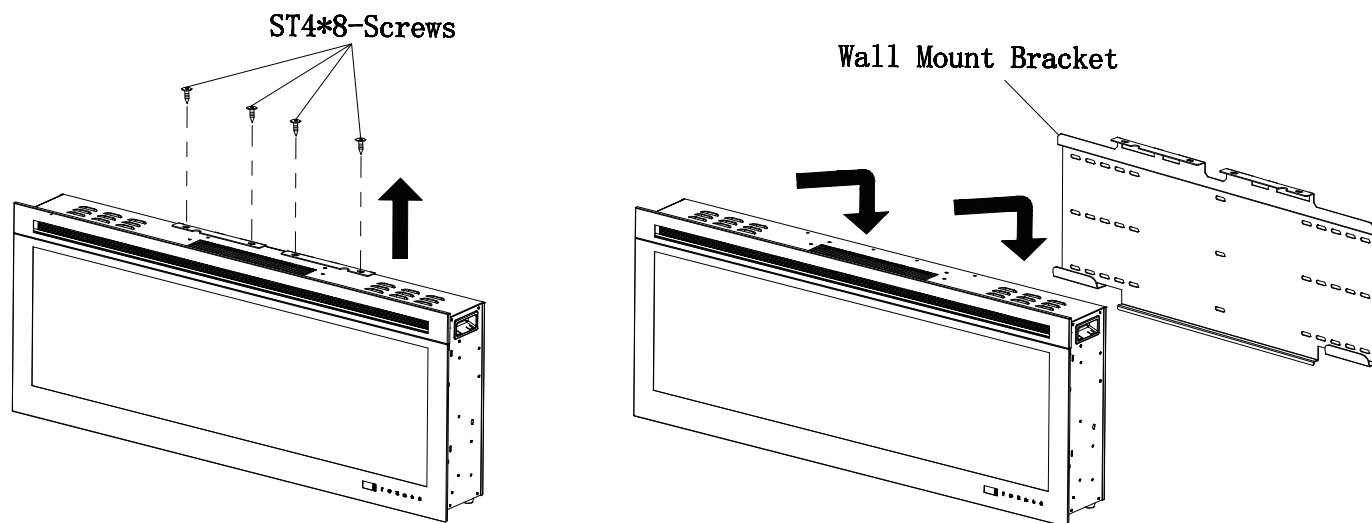
Recessed to wall installation

STEP A. Selection a dry wall to open a hole for the fireplace box.
The size of hole as below chart.



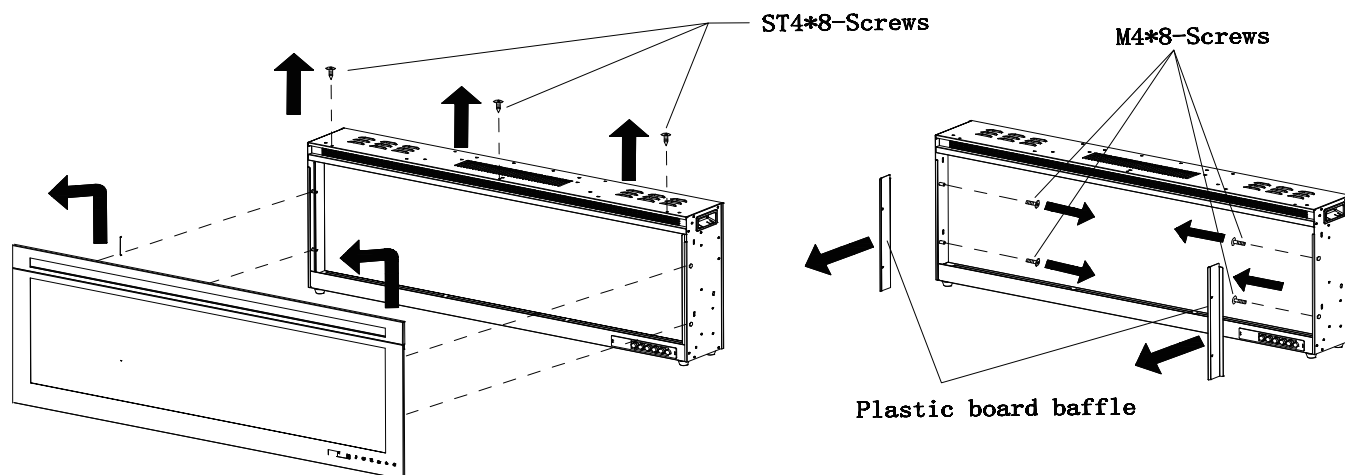
Model	A (Width)	B (Height)	C (Depth)
BI36ZM	34.9" 887mm	16.5" 420mm	>7.1" >180mm
BI42ZM	40.9" 1039mm	16.5" 420mm	>7.1" >180mm
BI48ZM	46.9" 1191mm	16.5" 420mm	>7.1" >180mm
BI50ZM	48.9" 1242mm	16.5" 420mm	>7.1" >180mm
BI54ZM	52.9" 1344mm	16.5" 420mm	>7.1" >180mm
BI60ZM	58.9" 1499mm	16.5" 420mm	>7.1" >180mm
BI65ZM	63.9" 1623mm	16.5" 420mm	>7.1" >180mm
BI72ZM	70.9" 1801mm	16.5" 420mm	>7.1" >180mm
BI74ZM	72.9" 1852mm	16.5" 420mm	>7.1" >180mm

STEP B. Use the screwdriver to take off the four white screws from the top. Then take out the wall mount bracket.



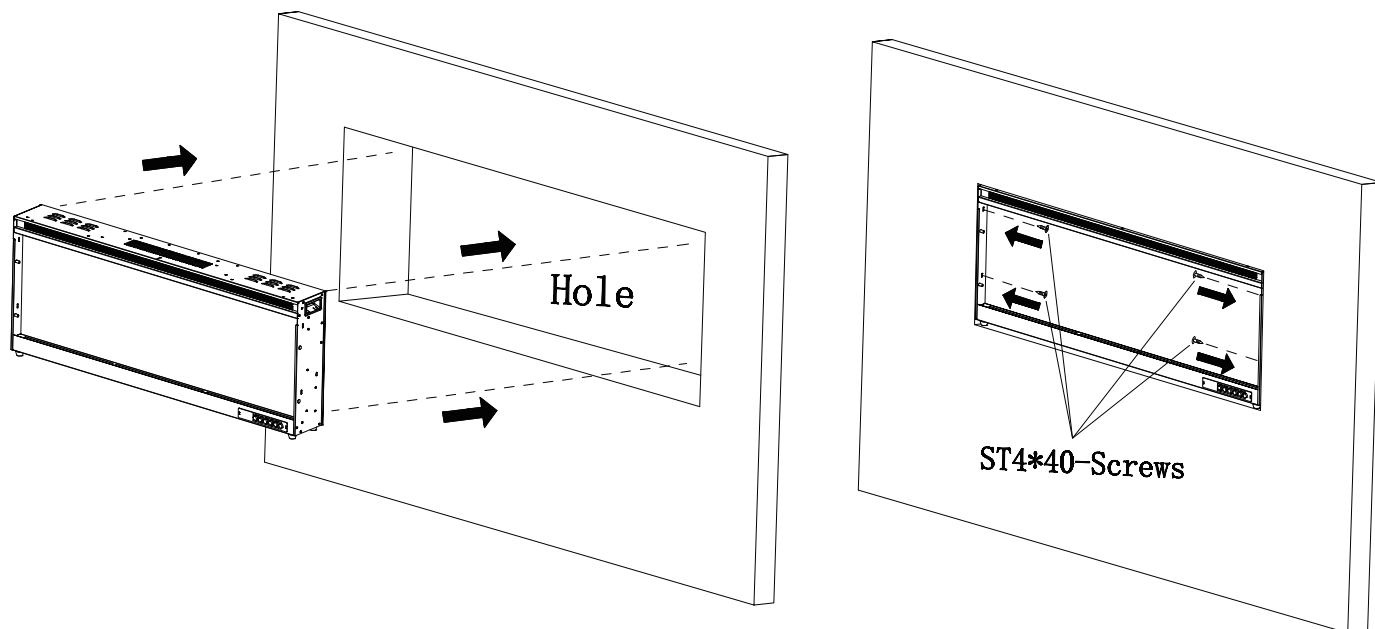
(B)

STEP C. Use a screwdriver to remove the three white screws, first lift up and then out to take out the glass and put it away gently. Then use a screwdriver to remove the four black screws, and remove the plastic board baffles on the left and right sides.



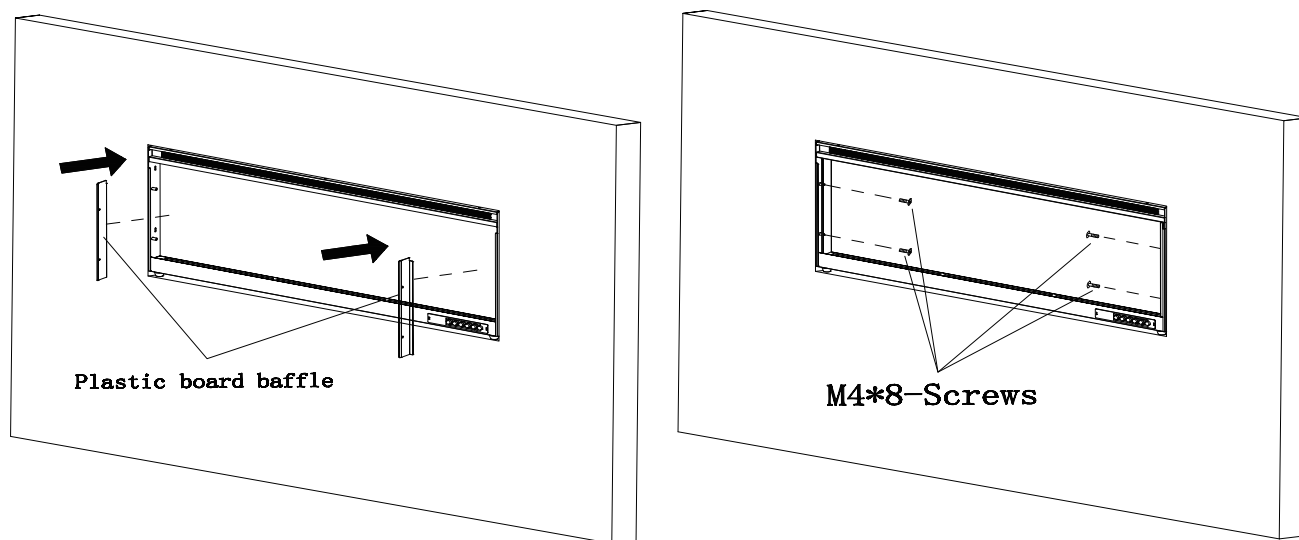
(C)

STEP D. Place the fireplace core into the wall hole and fix the core on both sides of the hole with 4 screws as shown in the figure.



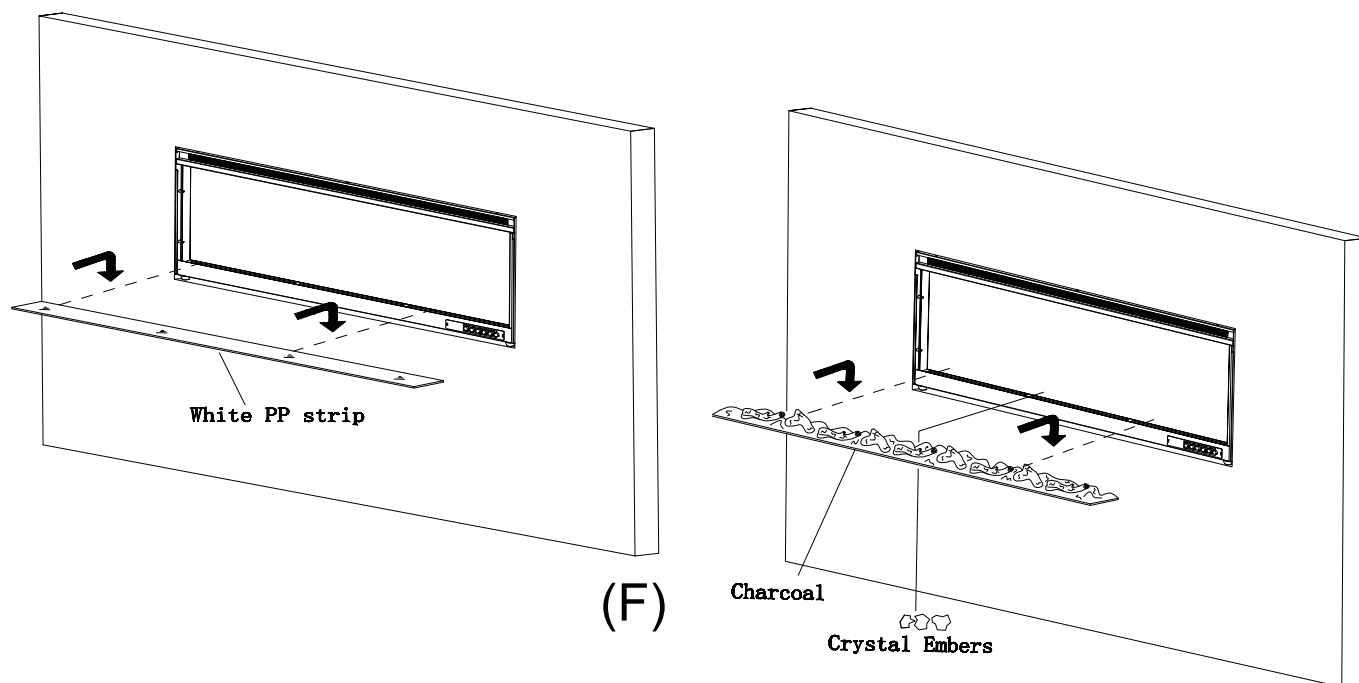
(D)

STEP E. Install the plastic board baffles on the left and right sides to their original positions and secure the 4 screws.

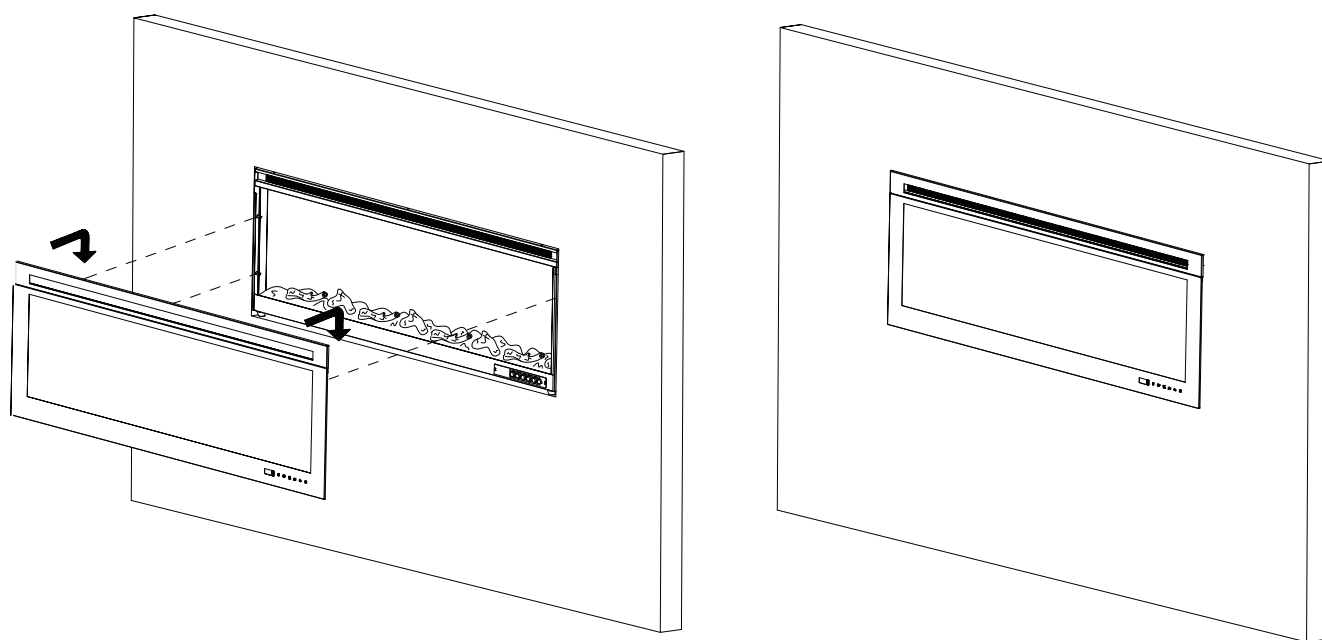


(E)

STEP F. Place the white pp strips as shown in the picture, and then add crystal embers or charcoal.



STEP G. Install the glass in the direction of the arrow, and the fireplace is installed! Plug in the power plug and you can turn it on and use it.



(G)

Wall hung installation



WARNING

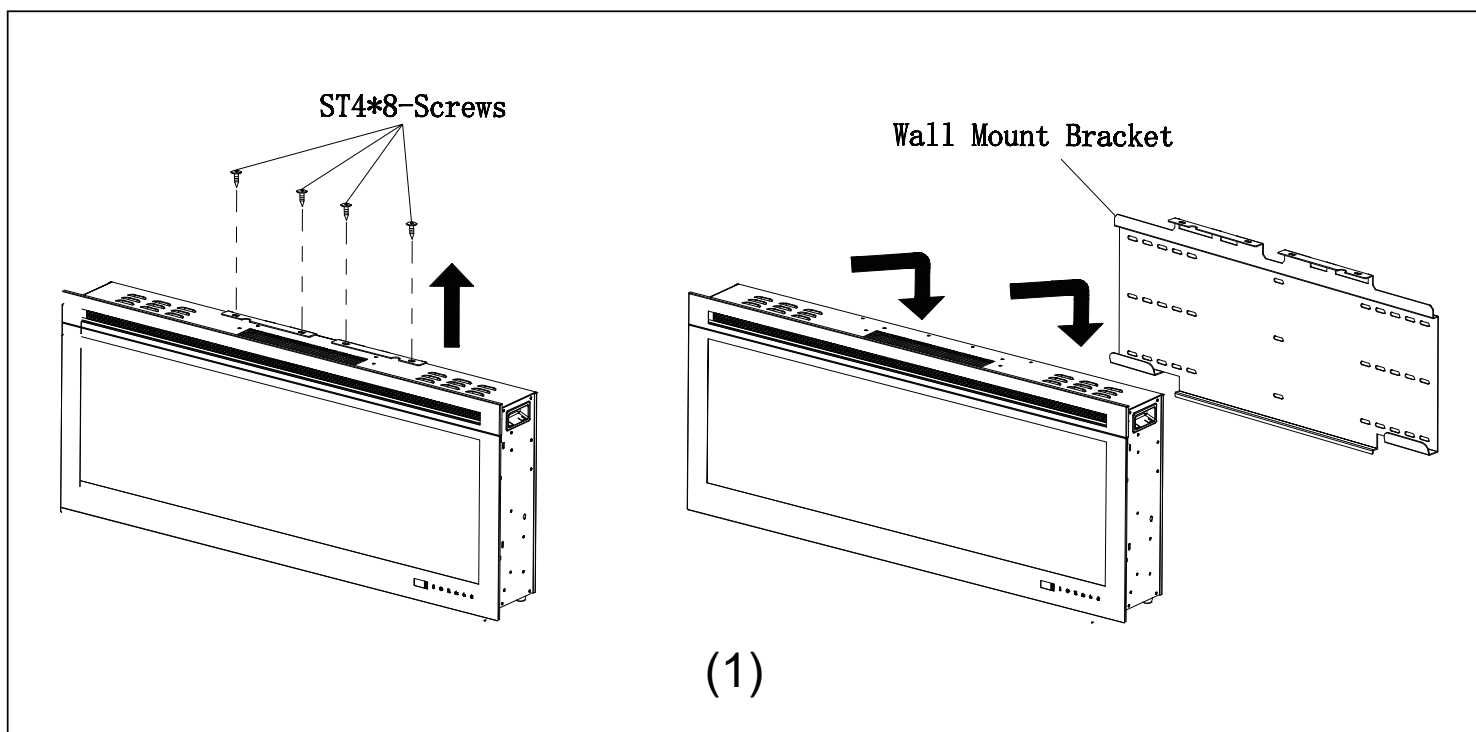
Only qualified person can perform the installation.



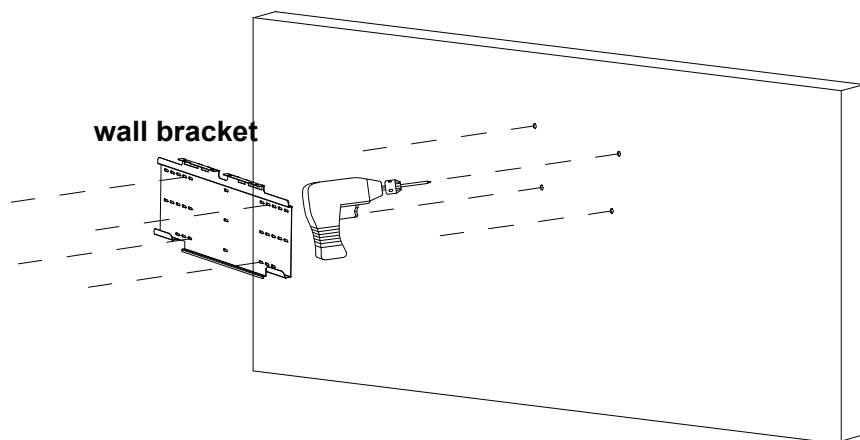
CAUTION

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.

STEP 1. Use a screwdriver to take off the four white screws from the top. Then take out the wall mount bracket.

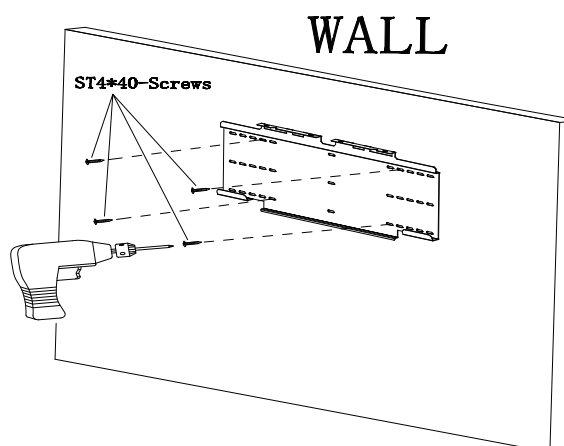
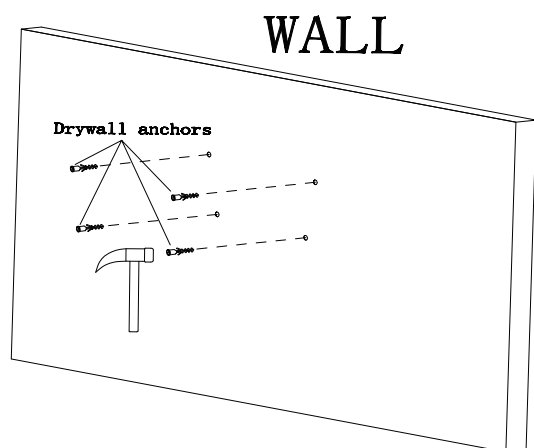


SETP 2. Use an electric drill to drill four holes with a diameter of 8.5 on the wall, aligning with the empty holes on the wall bracket.



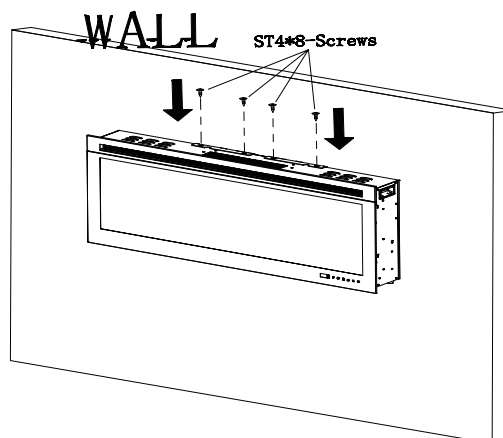
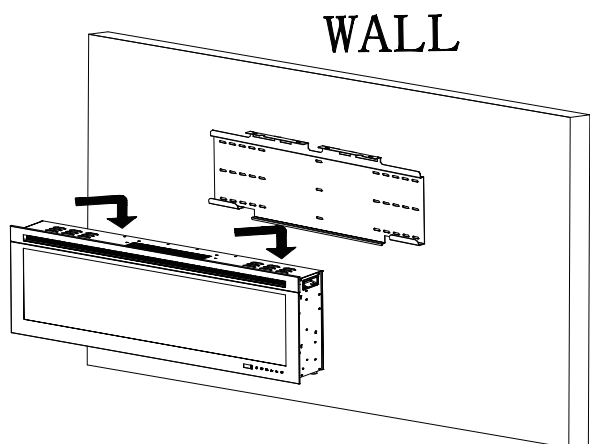
(2)

SETP 3. Use a hammer to put the four drywall anchors into the drilled holes, and then fix the wall bracket to the wall with the four ST4*40 screws.



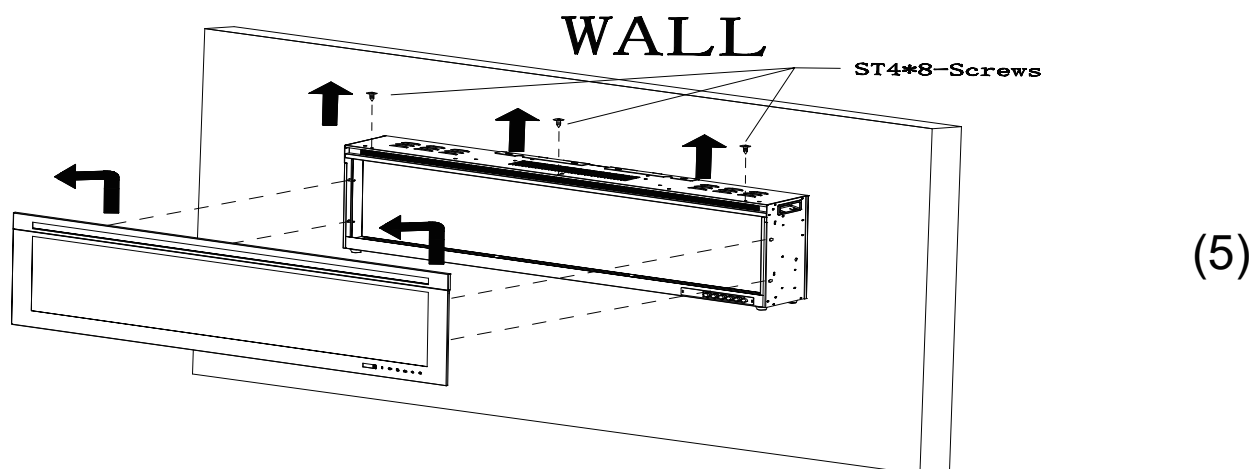
(3)

SETP 4. Hang the fireplace on the wall bracket and tighten the 4 white screws removed earlier.

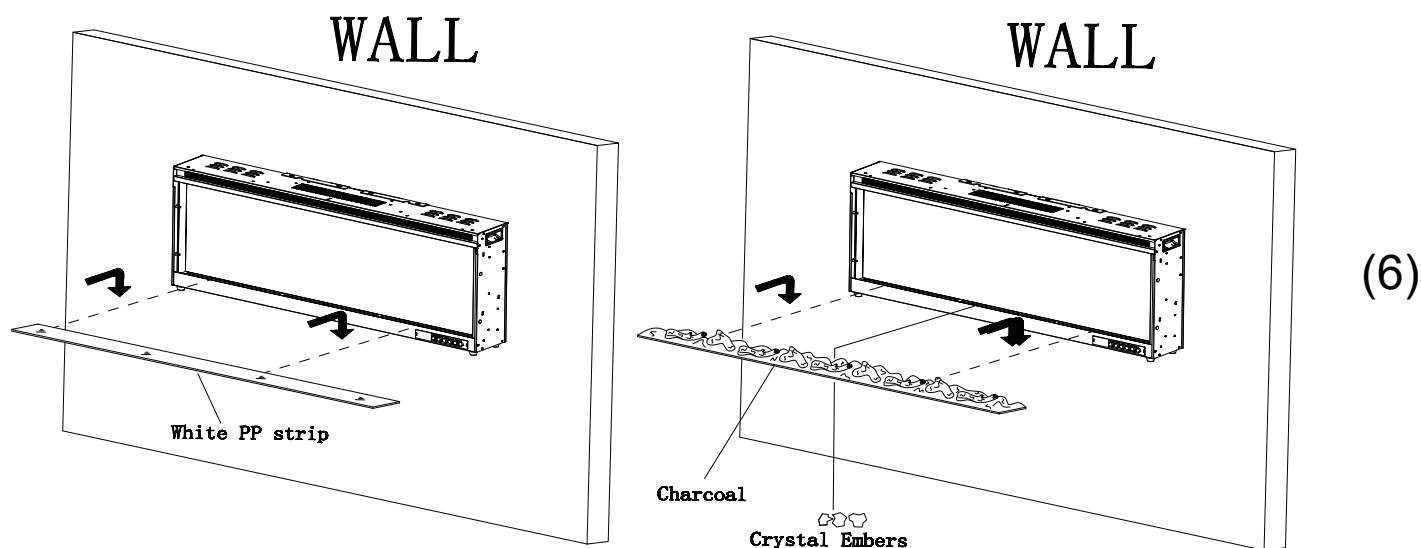


(4)

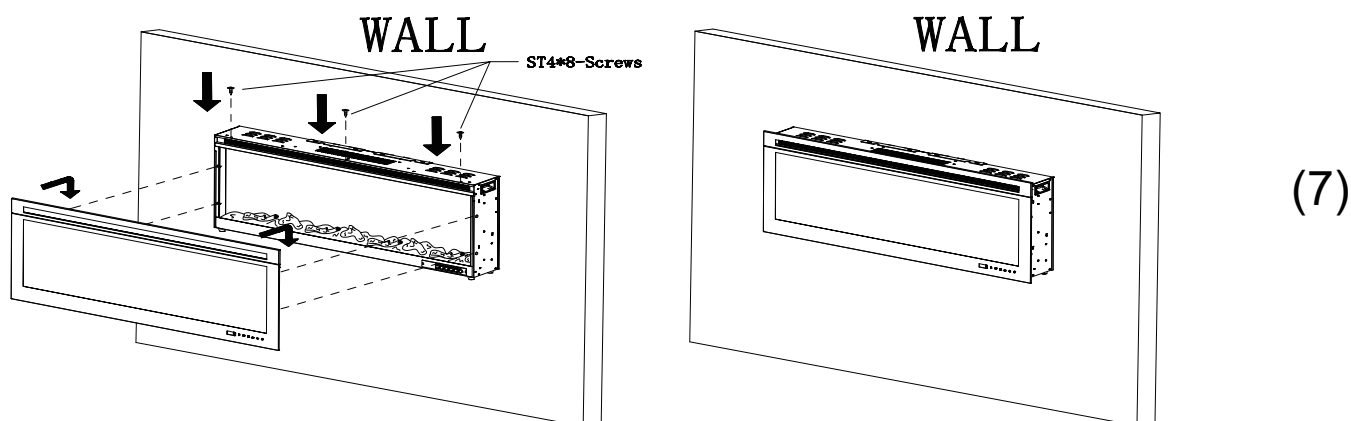
SETP 5. Use a screwdriver to remove the three white screws in the position shown, remove the glass upwards and then outwards and put it away gently.



SETP 6. Place the white pp strips as shown in the picture, and then add crystal embers, cobblestone or charcoal.



SETP 7. Install the glass in the direction of the arrow, and then use a screwdriver to tighten the three white screws removed earlier. The fireplace is now installed! Plug in the power plug and you can turn it on and use it.



Instructions for use



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

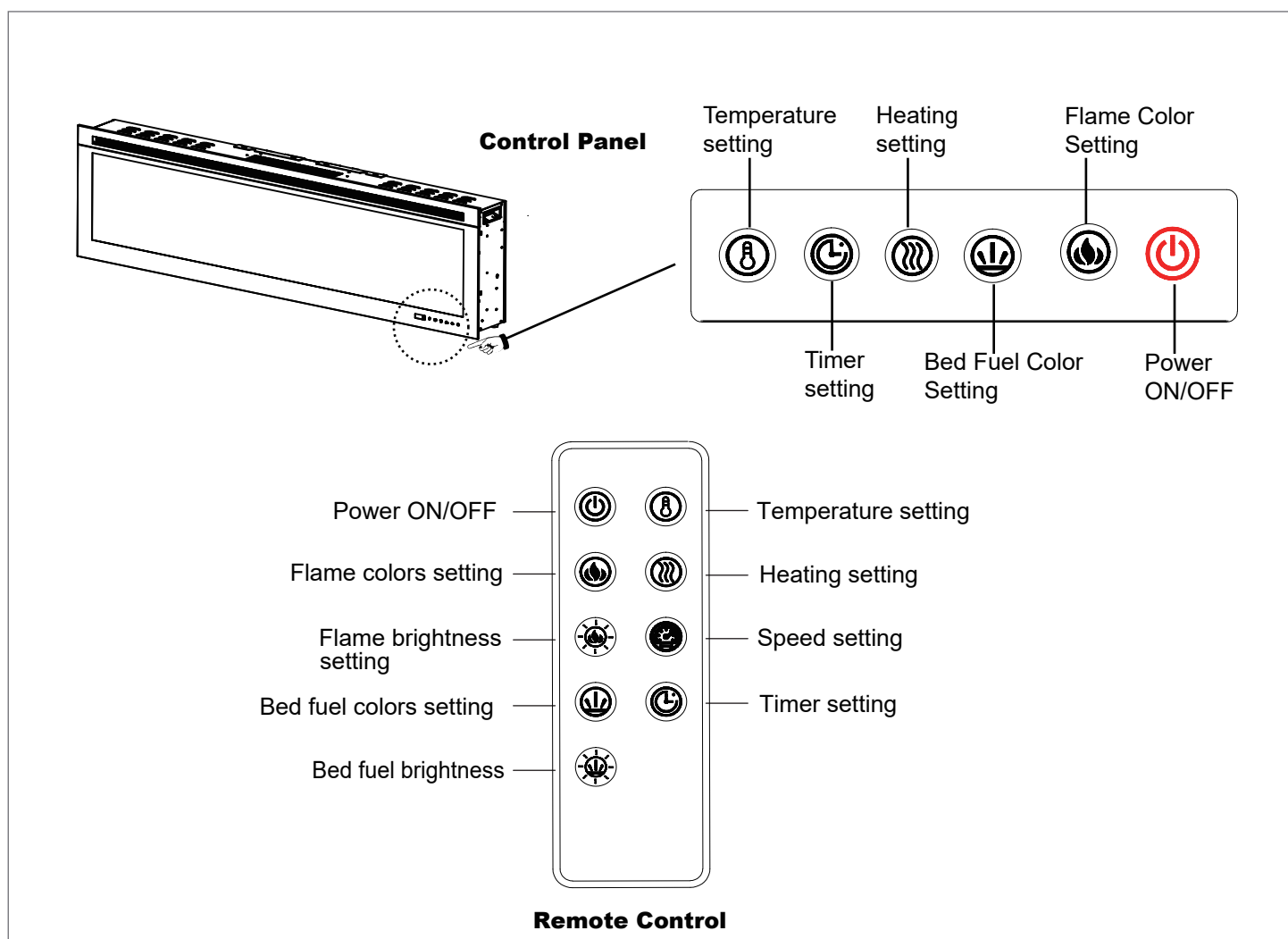
Plug the power cord into a AC 120 Volt outlet (see **IMPORTANT SAFETY INFORMATION** on **Pages 2 and 3**). Make sure the outlet is in good condition and that the plug is not loose. **NEVER** exceed the maximum amperage for the circuit. **DO NOT** plug other appliances into the same circuit.

Methods of Operation

This electric fireplace can be operated by the CONTROL PANEL/TOUCH PANEL, 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.



Remote control description

ICONS	FUNCTIONS	ACTION & INDICATION																										
	Power	Switch ON/OFF Button: Switch ON: Press the POWER button on the keyboard or on the remote control with a short buzzer sound, the electric fireplace starts to work. Switch OFF: Press the POWER button on the keyboard or the remote control again with a short buzzer sound, the LED light will be off/the electric fireplace will be off/the heating will be off. NOTE:The power supply is 120V																										
	Flame Color	Flame Color Setting: The initial flame color is yellow.Press the button on the remote control. Each time you press,the flame color will change to: F01 to F07 : F01 Yellow; F02 Orange; F03 Blue; ... ; F07 orange-blue; Automatically cycle colors from F01 to F07.																										
	Bed Fuel Color	Bed Fuel Color Setting: The initial bed fuel color is orange.Press the button on the remote control. Each time you press,the flame color will change to: C01 to C11 : C01 Orange; C02 Red; C03 Blue; ...etc; C09 white; C10 mauve C11 :color gradient cycle ; Automatically cycle colors from C01 to C11.																										
	Heating	Heating Setting: Press the button to initiate the heater. L0 : Heater blows warm air (750W) H1: Heater blows warmer air (1500W) OFF: Turn off the heater, no heating and blowing.																										
	Temperature	Temperature Setting: Press once: Touch panel indicator becomes active. Press again until desired setting is reached. Digital display shows setting circles as below: <table><tr><td>℃</td><td>20℃</td><td>21℃</td><td>22℃</td><td>23℃</td><td>24℃</td><td>25℃</td><td>26℃</td><td>27℃</td><td>28℃</td><td>29℃</td><td>30℃</td><td>37℃</td></tr><tr><td>°F</td><td>68°F</td><td>70°F</td><td>72°F</td><td>74°F</td><td>76°F</td><td>78°F</td><td>80°F</td><td>82°F</td><td>84°F</td><td>86°F</td><td>88°F</td><td>99°F</td></tr></table> NOTE: Press the button for 10 seconds, the temperature setting will switch from °C to °F. Same way from °F to °C. NOTE: The temperature displayed when turning on is the ambient temperature	℃	20℃	21℃	22℃	23℃	24℃	25℃	26℃	27℃	28℃	29℃	30℃	37℃	°F	68°F	70°F	72°F	74°F	76°F	78°F	80°F	82°F	84°F	86°F	88°F	99°F
℃	20℃	21℃	22℃	23℃	24℃	25℃	26℃	27℃	28℃	29℃	30℃	37℃																
°F	68°F	70°F	72°F	74°F	76°F	78°F	80°F	82°F	84°F	86°F	88°F	99°F																

Remote control description

ICONS	FUNCTIONS	ACTION & INDICATION
	Timer	Timer Setting: 9 Settings: (OH, 30, 1h, 2h, 3h, 4h, 5h, 6h, 7h, 8h,OH) Control timer settings to turn off fireplace at selected time. Settings range from 30 minutes to 8 hours. NOTE:The default timer is 0 hours.
	Bed Fuel Brightness	Bed Fuel Brightness Setting: 6 levels setting: (L5-L4-L3-L2-L1-L0) The default is OFF: L0 L5 : 100% brightness, L4 : 80% brightness , ...L0 : OFF. NOTE:This function can only be controlled by the remote control
	Flame Brightness	Flame Light Brightness Setting: 6 levels setting: (F5--F4--F3--F2--F1-F0) The flame light brightness is on the brightest mode by default : F5 There are 5 brightness levels.Press the button on the remote control and the brightness of the LED light will gradually dimmer from F5 to F1. Brightness alternating cycle from F5 to F1. NOTE:This function can only be controlled by the remote control
	Speed	Speed - Setting: 5 levels setting: (S5--S4--S3--S2-S1-S5) The initial speed is S5, which is the fastest. NOTE:This function can only be controlled by the remote control



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. Turn the ON/OFF switch on the CONTROL PANEL to OFF. Wait 5 minutes.
2. Unplug the power cord from the outlet.
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.

■ CAUTION: sharp edges!

1. After installation, the power plug should be accessible.
2. If the power cord is damaged. It must be replaced by the manufacturer its service agent or a similarly qualified person to avoid a hazard.
3. The heater must not be located immediately below a socket.
4. The appliance is not intended for use by young children or infirm persons. Young children should be supervised to ensure that they do not play with the appliance.
5. Do not use this heater in the immediate surroundings of a bath, a shower, or a swimming pool.
6. To avoid overheating, do not cover the heater

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.

- a. "Remove and immediately recycle or dispose of used batteries according to local regulations and keep away from children. Do NOT dispose of batteries in household trash or incinerate."
- b. "Even used batteries may cause severe injury or death."
- c. A statement indicating the compatible battery type.
- d. A statement indicating the nominal battery voltage.
- e. "Non-rechargeable batteries are not to be recharged."
- f. "Do not force discharge, recharge, disassemble, heat above (manufacturer's specified temperature rating) or incinerate. Doing so may result in injury due to venting, leakage or explosion resulting in chemical burns."
- g. "Ensure the batteries are installed correctly according to polarity (+ and -)."
- h. "Do not mix old and new batteries, different brands or types of batteries, such as alkaline, carbon-zinc, or rechargeable batteries."
- i. "Remove and immediately recycle or dispose of batteries from equipment not used for an extended period of time according to local regulations."
- j. "Always completely secure the battery compartment. If the battery compartment does not close securely, stop using the product, remove the batteries, and keep them away from children."

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. Pull the plug, wait 5 minutes to plug it back in and turn it on.
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 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.

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
6.Fireplace will not come on when switch is flipped to ON.	1. The fireplace is not plugged into 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.

CAUTION: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 20-30 minutes.

LIMITED WARRANTY

This warrants to the original purchaser that this product is free from defects in material and workmanship as of the date of purchase and that it will, under normal use and proper care, remain so for one year from the date of purchase. Missing or initially defective parts will be replaced free of charge during the period of this limited warranty. If parts are unavailable, a comparable replacement or refund will be given. **The original dated sales receipt is required for all warranty claims.** This warranty does not cover damage that has occurred during transport from the point of purchase to the consumer's home. This warranty does not cover glass, light bulbs, batteries, transportation, labor, or other issues not associated with the manufacture of the product.

This product is for residential use only. Any commercial use of this product voids all warranties, and frees the manufacturer from all liability.

Read and understand all assembly and operating instructions, all safety information and warnings, before use. The following will void this warranty: Damage caused by tampering with, modifying, or altering the fireplace insert in any manner; Damage due to incorrect assembly, improper care, misuse, or abuse; Damage from being used with the wrong power source; Water damage; Damage caused by this insert being used outdoors; Damage caused by this insert being used for excessive periods of time; Damage caused by the insert being used in a commercial application; Damage from use as a primary heat source; Other misuse or abuse not specifically listed herein.

This product is not intended to be used as a primary heat source. It is for supplemental heating purposes only.

Thank you for purchasing our product! If you have questions about the assembly or operation of this product, please e-mail us or call at:

Flameline support team: info@fireplacesus.com

**Flameline**