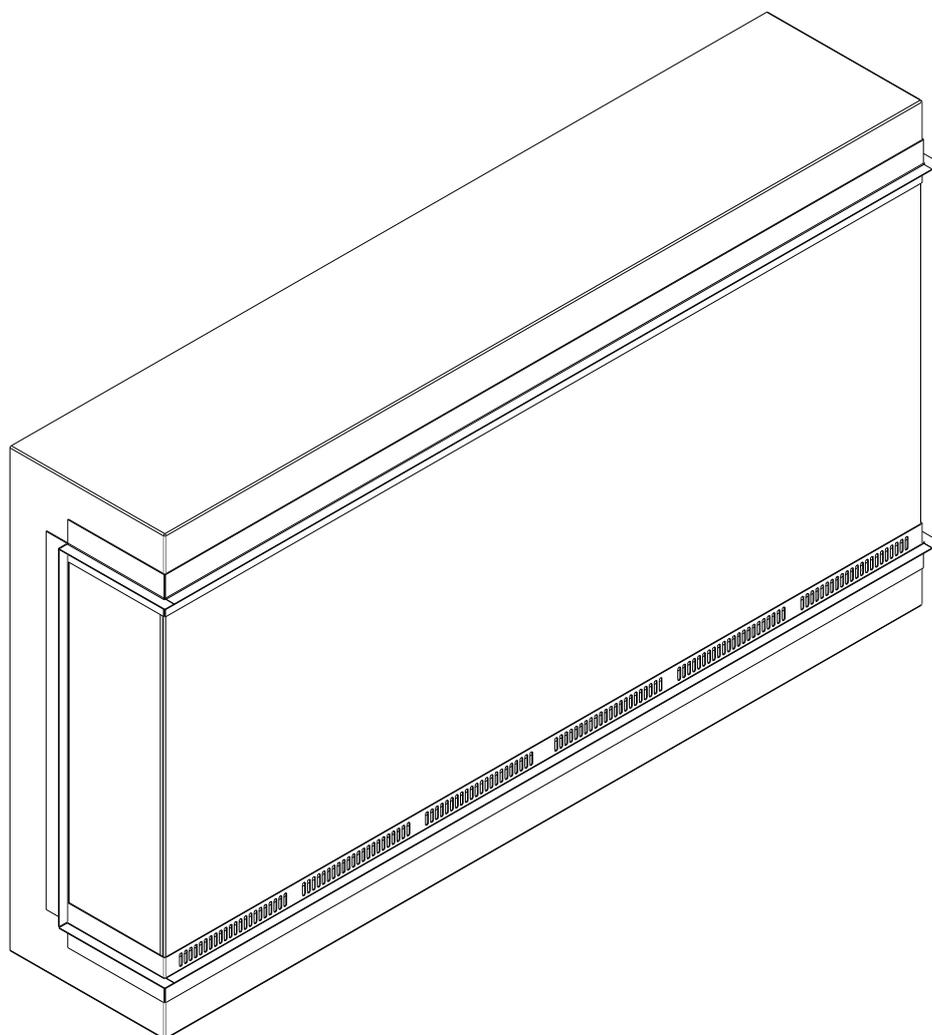


## Installation and user's manual



# Table of contents

1. IMPORTANT INFORMATIONS.....	3
2. APPLIANCE DATA.....	3
3. EQUIPMENT RECEIVED.....	4
4. PRE- INSTALLATION.....	4
5. INSTALLATION .....	4
5.1 Recessed installation with Three Sided view .....	4
5.2 Recessed installation with Corner view .....	5
5.3. Recessed installation with Front view .....	5
5.4. Partly- recessed installation .....	6
5.5. Wall- mounted installation.....	6
5.6. Installing Wall Switch .....	7
5.7. Installing Side Covers .....	7
5.8. Removing the Glass.....	7
6. OPERATION MANUAL .....	8
6.1 Hand-held remote .....	8
6.2 Pairing remote .....	8
6.3 Wall switch .....	9
6.4 Light indicator.....	9
6.5 Manual controls.....	10
7. TROUBLESHOOTING .....	10
8. FAQ .....	11
9. CLEANING AND MAINTENANCE .....	11



# 1. IMPORTANT INFORMATIONS

- Read all instructions before installing or using this heater.
- This heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces.
- Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 1m 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 disabled people and whenever the heater is left operating and unattended.
- Do not operate any heater after it malfunctions, has been dropped, or damaged in any manner. Disconnect power at service panel and have heater inspected by an authorized technician or a reputable electrician before using. To disconnect heater, turn controls to off and turn off power to heater circuit at main disconnect panel.
- Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage the heater.
- To prevent a possible fire, do not block air intakes or exhaust in any manner.
- A heater has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint or flammable vapors or 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.

**WARNING:** Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Refer to this manual

**CAUTION:** Do not expose the heater to the elements (such as rain, etc.). For assistance or additional information, consult a qualified installer.

Do not place clothing or other flammable material on or near firebox. Never place any objects on the fireplace. Carefully supervise young children when they are in the room with fireplace.

Fireplace becomes very hot when running. Keep children and adults away from hot surfaces to avoid burns or clothing ignition. Fireplace will remain hot for a time after shutdown. Allow surfaces to cool before touching.

**CAUTION:** In order to avoid overheating, do not cover the heater.

# 2. APPLIANCE DATA

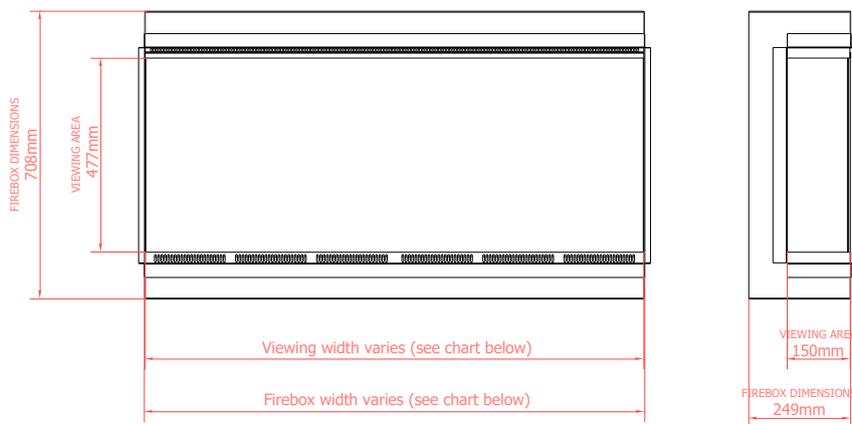
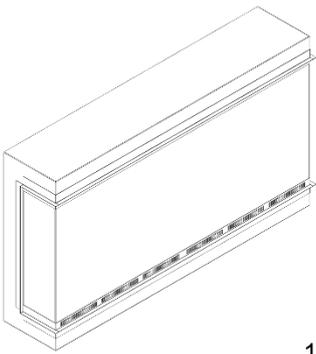


Table A

Model	Viewing Area (WxHxD) [mm]	Firebox Dimensions (WxHxD) [mm]	Framing Dimensions (opening size) (WxHxD) [mm]
Astro 850	838 x 477 x 150	840 x 708 x 249	846 x 717 x 262
Astro 1200	1219 x 477 x 150	1221 x 708 x 249	1227 x 717 x 262
Astro 1500	1524 x 477 x 150	1526 x 708 x 249	1532 x 717 x 262
Astro 1800	1829 x 477 x 150	1831 x 708 x 249	1837 x 717 x 262

### 3. EQUIPMENT RECEIVED

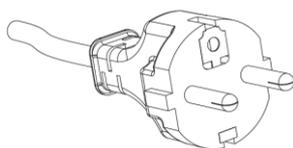
 <p>1x</p>	<p>L-Metal Mounting Brackets</p> <p>850 2x 1200/1500/1800 4x</p>	<p>Side covers</p> <p>2x</p>	<p>Bag of Tumbled Glass Ember</p> <p>850 2x 1200 3x 1500 4x 1800 5x</p>	<p>Suction cups</p> <p>2x</p>	<p>Decorative logset</p> <p>1x</p>	<p>Wall bracket</p> <p>1x</p>
	<p>Front glass</p> <p>1x</p>	<p>Side glass pieces</p> <p>2x</p>	<p>Installation and user's manual</p> <p>1x</p>	<p>Remote control</p> <p>1x</p>	<p>Wall switch</p> <p>1x</p>	

### 4. PRE- INSTALLATION

Select a suitable location that is not susceptible to moisture and is a safe distance from drapes, furniture and high traffic areas. A qualified electrician should add an electrical outlet suitable for a CEE 7/7 plug on a dedicated flexible 15 amp 220-240 volt circuit per local building codes.

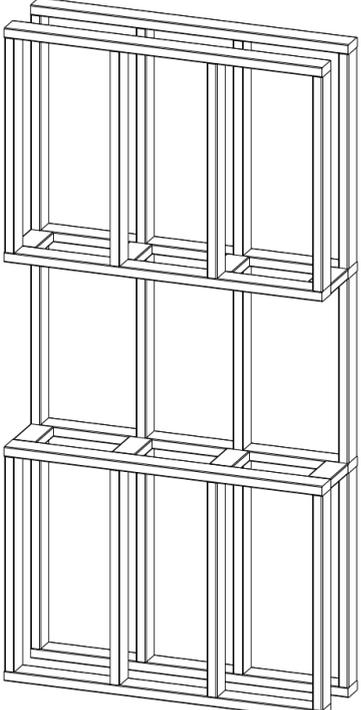
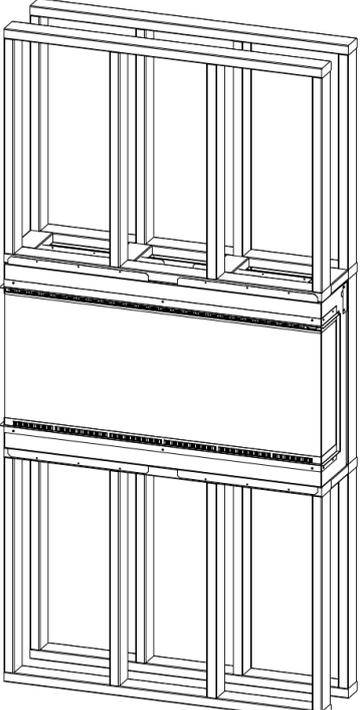
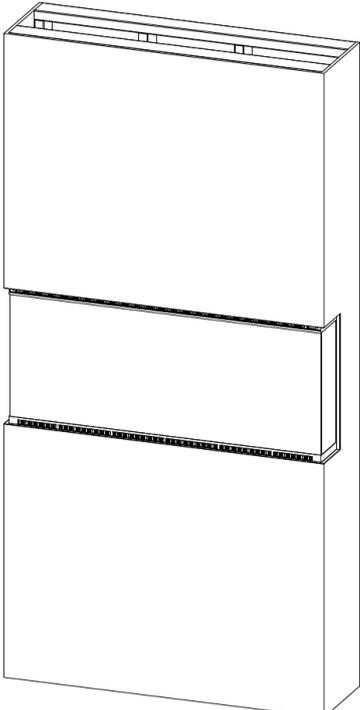
**NOTE:** Follow all national and local electrical codes.

**CAUTION:** Wear gloves and safety glasses for protection during installation and maintenance.



### 5. INSTALLATION

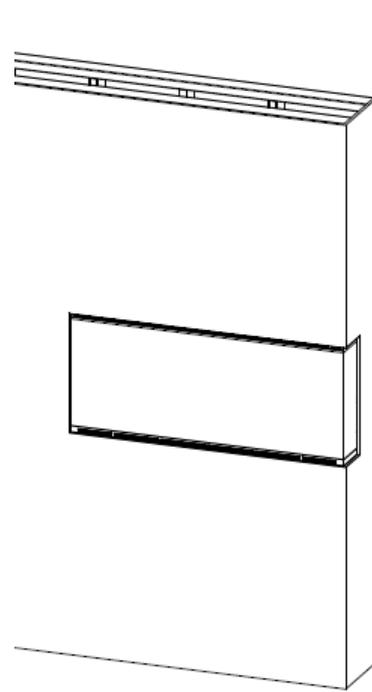
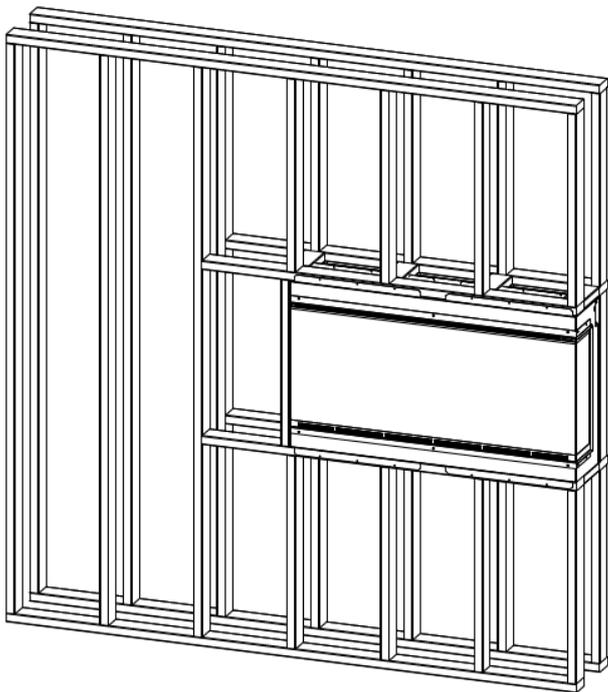
#### 5.1 Recessed installation with Three Sided view

<p>1. Prepare the framed opening according to the table A- Framing Dimensions (opening size) on page 3. Provide an electrical outlet on the back side of the framed opening, near the top right corner.</p>	<p>2. Install L- Metal Mounting Brackets in top and bottom sections of the device to prepared holes.</p> <p>3. Install the fire unit in the framed opening with drywall screws to secure the unit.</p>	<p>4. Mask the exposed fire unit during the drywall process. Install drywall to the drywall stops on the perimeter of the fire box. Decorate as desired.</p> <p>5. Install the side and front glass pieces.</p>
		

### 5.2 Recessed installation with Corner view

1. Follow steps 1 & 2 from the Three Sided installation instructions.
2. Remove the corresponding drywall stops according to your installation (in the example, the drywall stops on the left end would be removed.)
3. Install the side glass then the corresponding side cover (page 7) according to your installation (the side glass must be installed before the metal side cover.)
4. Install the fire unit in the framed opening with drywall screws to secure the unit.

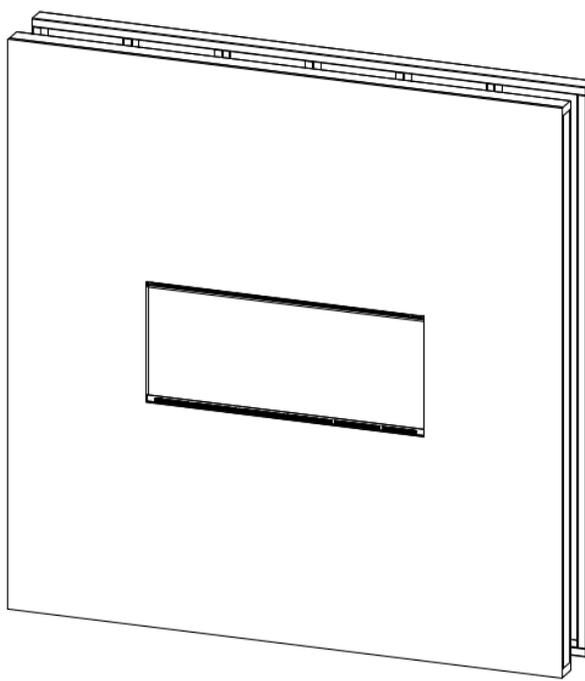
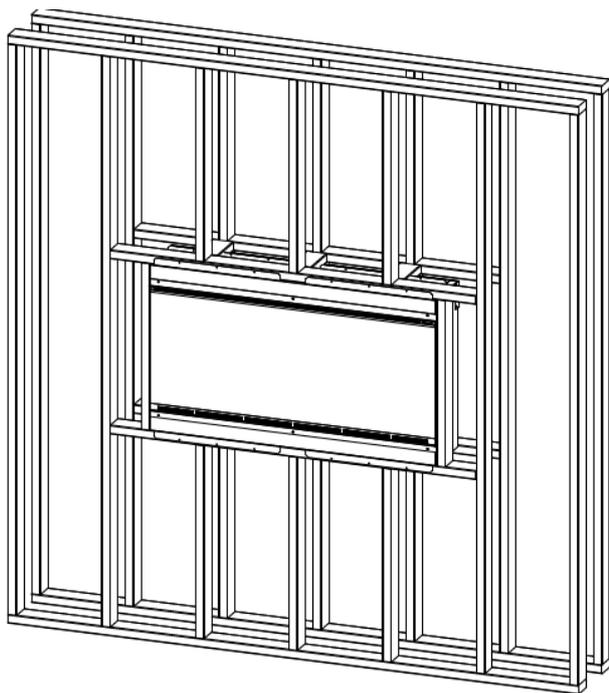
5. Mask the exposed fire unit during the drywall process. Install drywall to the drywall stops on the perimeter of the fire box. Decorate as desired.
6. Install the remaining side glass and front glass.



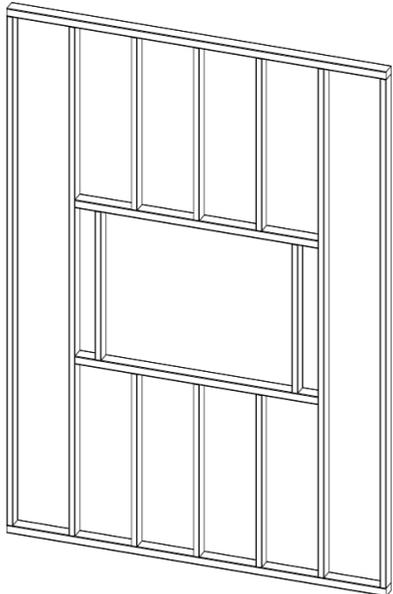
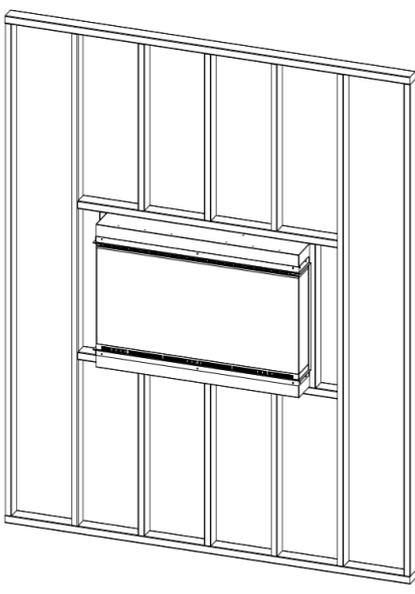
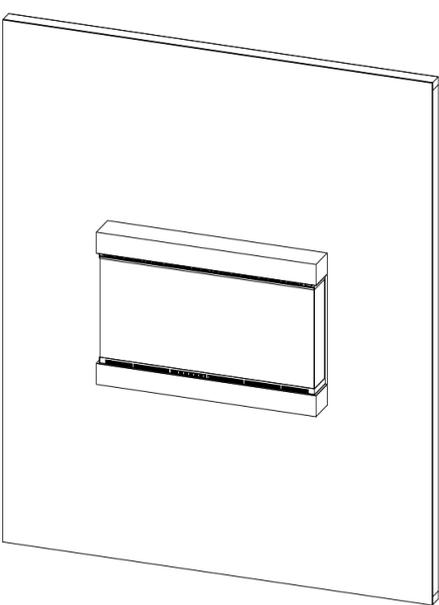
### 5.3. Recessed installation with Front view

1. Follow steps 1 & 2 from the 3 sided installation instructions.
2. Remove the drywall stops on both sides of the fire unit.
3. Install the side glass then side covers (page 7) on both sides of the fire unit (the side glass must be installed before the metal side cover.)
4. Install the fire unit in the framed opening with drywall screws to secure the unit.

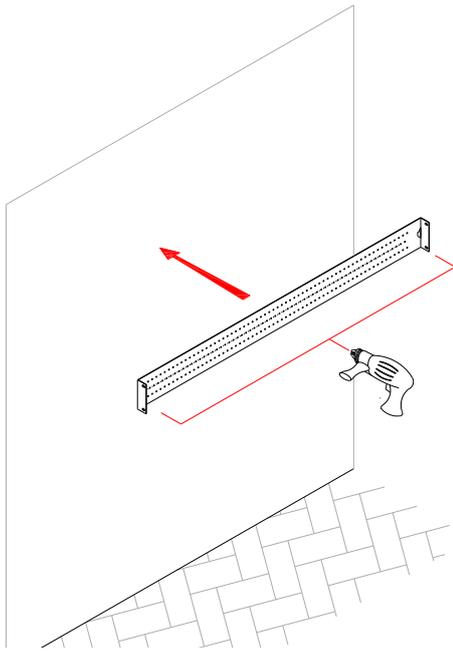
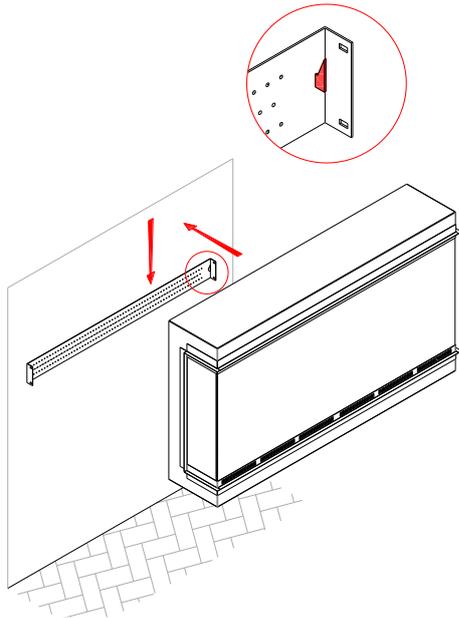
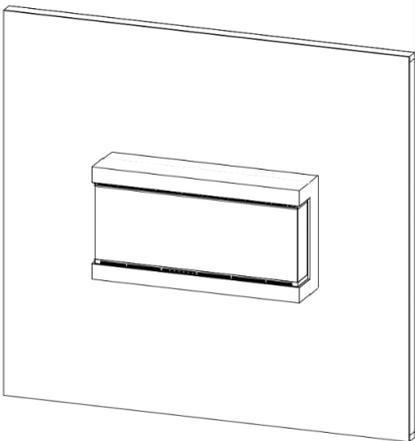
5. Mask the exposed fire unit during the drywall process. Install drywall to the drywall stops on the perimeter of the fire box. Decorate as desired.
6. Install the front glass.



### 5.4. Partly- recessed installation

<ol style="list-style-type: none"> <li>1. Prepare the framed opening according to the height and width of the table A - <i>Framing Dimensions (opening size)</i> on page 3. Provide an electrical outlet on the back side of the framed opening, near the top right corner.</li> </ol>	<ol style="list-style-type: none"> <li>2. Install L- Metal Mounting Brackets in top and bottom sections of the device to prepared holes.</li> <li>3. Install the fire unit in the framed opening with drywall screws to secure the unit.</li> </ol>	<ol style="list-style-type: none"> <li>4. Firebox must be covered with material of choice. Mask the exposed fire unit during this process. Install drywall, tile or material of your choice to the drywall stops on the perimeter of the fire box. Decorate as desired.</li> <li>5. Install the side and front glass pieces.</li> </ol>
		

### 5.5. Wall- mounted installation

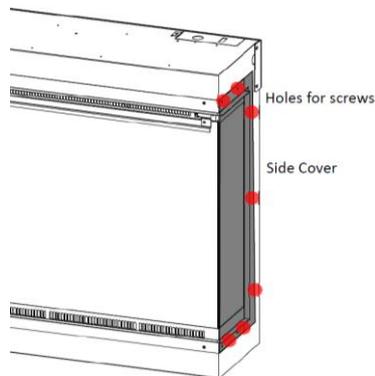
<ol style="list-style-type: none"> <li>1. Find the optimal place to mount your appliance.</li> <li>2. Hold the Wall Bracket up to the wall and ensure that it is level.</li> <li>3. Attached the Wall Bracket to the wall by using screws in pre-made holes</li> </ol>	<ol style="list-style-type: none"> <li>4. Install the appliance by carefully moving the device to the wall and gently lower the device down until it sits on hooks on both sides.</li> <li>5. Optionally install L- Metal Mounting Brackets in top and bottom sections of the device to prepared holes.</li> </ol>	<ol style="list-style-type: none"> <li>6. Firebox can be covered with material of choice. Mask the exposed fire unit during this process. Install drywall, tile or material of your choice to the drywall stops on the perimeter of the fire box. Decorate as desired.</li> <li>7. Install the side and front glass pieces.</li> </ol>
		

## 5.6. Installing Wall Switch

1. Locate 2-gang low voltage bracket within 6m of fireplace.
2. Remove glass face (attached with magnets) from metal bracket.
3. Attach the metal bracket to the low voltage bracket with the screws.
4. Insert batteries (2 AAA) and replace the glass face.

## 5.7. Installing Side Covers

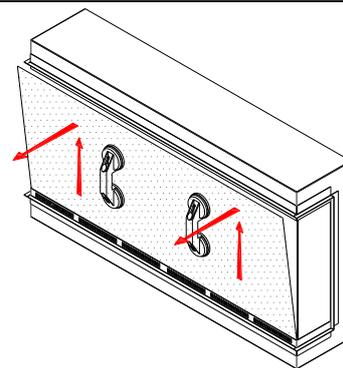
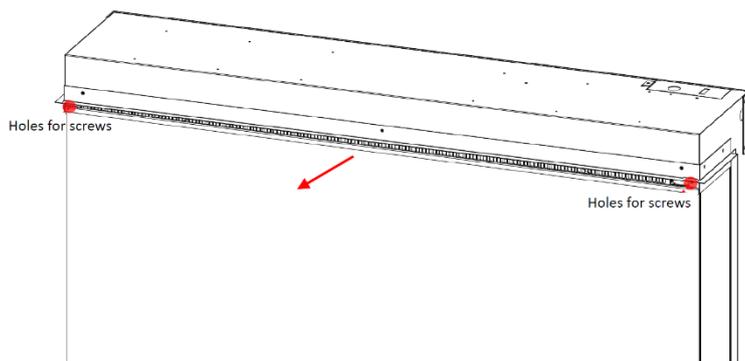
Place the side cover and screw into position with the screws.



## 5.8. Removing the Glass

1. To remove the glass from the appliance use cross headed screwdriver to unscrew the top bracket of the appliance, holding the glass in place.
2. Remove the top bracket out ensuring the glass is supported all the time.

3. Gently lift the glass up and out from the appliance using suction cups and ensuring you have full support of the glass



## 6. OPERATION MANUAL

### 6.1 Hand-held remote

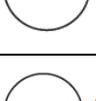
The unit has a main power switch just in front of the glass on the right hand side. A hand-held remote is included.

 On	This will turn the machine on. Upon turning power on, the machine will return to the settings it had when it was cycled off.	
 Off	This will turn the machine off.	
 Heat	This will cycle the heater between high, low and off.	
 Fade	All zones of the fireplace will start the slow fade between colors.	
 Sync	Pressing the sync button will change all the colors of the fireplace (Flame, Ember Bed and Downlight) to match the color zone changed last.	
 Reset	Pressing this button will reset all colors (Flame, Ember Bed and Downlight) to the default orange flame setting.	
 Flame	This is a zone setting. Touching this button will allow you to change the color and brightness of the flame by using the RGB wheel and brightness slider.	
 Ember Bed	This is a zone setting that controls the color and brightness of the ember bed.	
 Downlight	This is a zone setting that controls the color and brightness of the downlight.	

### 6.2 Pairing remote

1. With the fireplace ON press and hold the Power button for about 3 seconds until you hear the buzzer sound twice and the power indicators begin to flash.
  2. Within 5 seconds on the hand held remote or wall touch control press the Power button repeatedly until the buzzer sounds again and the indicators flash acknowledging that it has paired. You may also hear another buzzer and the pair is now completed.
- Pairing must be done within 5 seconds or the fireplace will time out of pairing mode.
  - To clear any paired remotes from the unit, locate then press and hold the reset button for 3 seconds. You should hear a buzzer letting you know the codes have been cleared so you can now pair a new remote or wall touch control. (The reset is located next to the manual controls and can be pressed with a paper clip.)

### 6.3 Wall switch

 On	<p>This will turn the machine on. Upon turning power on, the machine will return to the settings it had when it was cycled off.</p>	
 Off	<p>This will turn the machine off.</p>	
 Heat	<p>This will cycle the heater between high, low and off.</p>	
 Fade	<p>All zones of the fireplace will start the slow fade between colors.</p>	
 Timer	<p>This will allow you to use the Plus or Minus icons to set a time (indicated by the display screen). Times will be ½h, 1h or 3h. Upon reaching this time the machine will power off.</p>	
 Reset	<p>Pressing this button will reset all colors (Flame, Ember Bed and Downlight) to the default orange flame setting.</p>	
 Flame	<p>This is a zone setting. Touching this button will allow you to change the color and brightness of the flame by using the RGB wheel and brightness slider.</p>	
 Ember Bed	<p>This is a zone setting that controls the color and brightness of the ember bed.</p>	
 Downlight	<p>This is a zone setting that controls the color and brightness of the downlight.</p>	
	<p>Pressing the Plus or Minus icons will start the thermostat setting. Set to the desired temperature and the unit will automatically confirm within a few seconds.</p>	

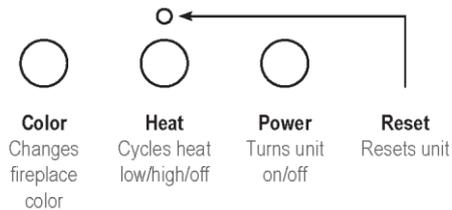
### 6.4 Light indicator

Power indicator light for wall switch as well as upper right corner of the main unit

<p>When the switch turns on, this green pilot lamp turns on. It shows the fire is energized.</p>	
<p>A blue status light shows that the power is on and the heater is on low.</p>	
<p>A red status light shows that the power is on and the heater is on high.</p>	

## 6.5 Manual controls

The unit has manual controls located next to the power switch, just in front of the glass on the top right side.



## 7. TROUBLESHOOTING

Problem	Possible Cause	Corrective Action
Nothing comes on (touch screen, etc.)	A. Breaker tripped or circuit has no power	A. Reset breaker, test circuit for power
	B. Internal component is frozen and needs to be reset	B. Turn power off at the main breaker for 20 seconds. Turn power back on.
	C. Loose connection	C. Look for loose connection
	D. Defective component	D. Replace motherboard or touch control
Touch Screen Comes on - then nothing	A. Not operating touch control properly with finger	A. Press flat part of finger firmly on the touch screen and apply moderate pressure
	B. Loose connection on motherboard	B. Check functions with remote control. If functional, check connections on motherboard
	C. Motherboard is defective	C. Replace Motherboard
Fireplace turns off and will not turn back on	A. Fireplace has overheated and safety disc has snapped or circuit breaker has tripped	A. Turn the main breaker to the "off" position for 30 seconds. Next flip the breaker back into the "on" position.
Can operate fireplace functions with manual controls but not remote control	A. Low Batteries	A. Replace batteries in remote control with - CR2025
	B. Remote not paired properly	B. To pair remote, turn off the fire unit at the main power switch for 30 seconds. Hold the On/Off button on the remote while flipping the main power switch back to on. When the fire unit powers up, the remote will be paired.
	C. Remote control defective	C. Replace remote control
Heater does not provide heat when on	A. Wiring is loose	A. Disconnect unit from power source and inspect for loose connections
	B. Heater core is defective	B. Replace Heater Core
Flame is not visible when unit is turned on	A. Wiring is loose	A. Disconnect unit from power source and inspect for loose connections
	B. LEDs defective	B. Replace LEDs
	C. Motherboard is defective	C. Replace motherboard
Fireplace lights up but there is no flame image or flame image frozen	A. Wiring for motor is loose	A. Disconnect unit from power source and inspect for loose connections from motor
	B. Motor is defective	B. Replace motor
Fireplace is squeaking when flame image is on	A. Fireplace spindle/rod is contacting to metal	A. Apply lithium grease or any standard grease to contacts with rod and metal
	B. Motor is defective	B. Replace motor

## 8. FAQ

Q. How do you change the Wall Touch Control to Fahrenheit/Celsius?

A. Long press on the up and down arrows on the Wall Touch Control to toggle between Fahrenheit and Celsius.

Q. What distance can the remote be used from the fireplace?

A. Optimal distance for the remote control is within 6 meters.

Q. Can you turn on the fireplace via the manual control and off via the remote (or vice versa)?

A. Yes.

Q. Does the fireplace need to be on a dedicated 15 amp circuit?

A. Yes.

Q. What thickness of sheetrock should be used for the recessed installation?

A. 12mm or 16mm, thinner is recommended for tile façade.

Q. How often do the batteries in the remote need to be replaced?

A. Annually, possibly more with heavy use.

Q. Is there a remote receiver in the fireplace that requires batteries?

A. No, only the actual remote requires batteries. The rest of the fireplace runs entirely off of the main power supply.

## 9. CLEANING AND MAINTENANCE

There is very little maintenance involved with your electric fireplace. Please follow the few points below:

- On a semi-annual basis unplug the machine from its power source, wait for the heating element to cool and dust the fire unit with a dry cloth. Be careful not to brush any wires that may be exposed as you do this.
- To clean the glass face of the fireplace simply use your desired glass cleaner with paper towels.
- To clean the air inlets/outlets, wipe with a soft cloth or the nozzle of a vacuum cleaner
- Dust can easily build up around the heater area inside the fire unit, on the left and right sides. Take particular care to clean this area on a regular basis to prevent buildup.
- For long periods of inactivity, please unplug the fireplace and ensure the surrounding area remains dry.