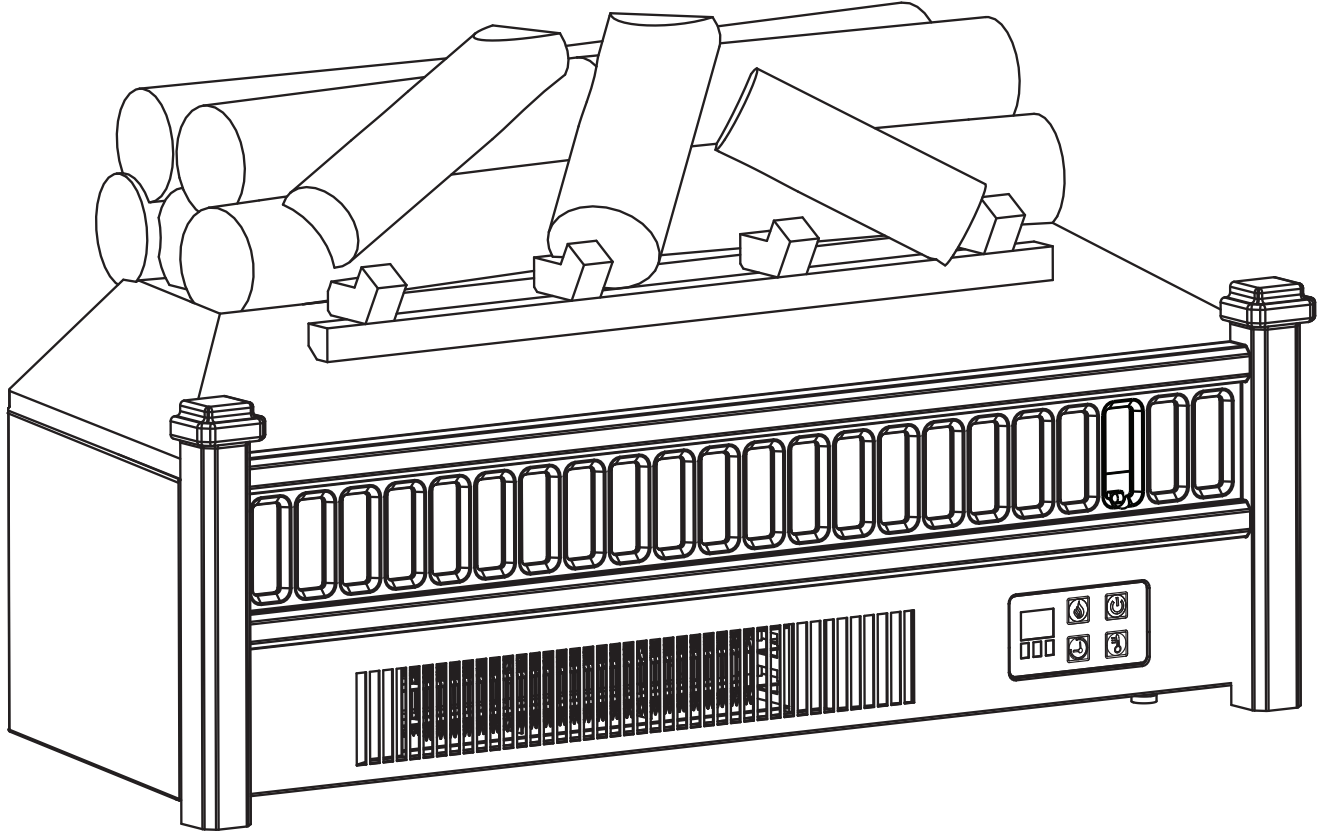


# HEATED LOG ELECTRIC FIREPLACE

## ZHS-449



**Do not discard this manual.  
Please retain this manual and your proof of purchase.**

**⚠ WARNING:** Read and understand this entire manual, including all safety information, before plugging in or using this product. Failure to do so could result in fire, electric shock, or serious personal injury.



### FOR YOUR SAFETY

**DO NOT STORE OR USE GASOLINE OR OTHER FLAMMABLE LIQUIDS OR VAPORS IN THE VICINITY OF THIS OR ANY OTHER APPLIANCE**

### **⚠ WARNING!**

Manufacturer and seller expressly disclaim any and all liability from personal injury, property damage or loss, whether direct or indirect, or incidental, resulting from the incorrect attachment, improper use, inadequate maintenance, or neglect of this product.

# Table of Contents

Specifications .....	2
Safety Statements and Warnings.....	3-5
Product Diagram.....	6
Instructions for Power .....	7
Operation.....	7-9
Maintenance .....	10
Cleaning.....	10
Troubleshooting .....	11

## Specifications

Model	SF413-23
BTU's per/hour	4777
Voltage	120V/60HZ
Watts	1400
Amps	11.7
Heating Area (sq. ft.)	376

**Warning:** Changes or modifications will void the 1-year manufacturer warranty.

**NOTE:** This equipment has been tested and found to comply with the limits for Class B digital device, pursuant to part 15 of the 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 the 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.

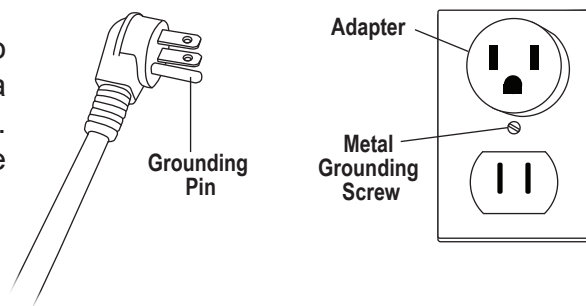
# ⚠ IMPORTANT SAFETY INFORMATION ⚠

## Read all instructions before using this heater.

- This heater is **hot when in use**. To avoid burns, **DO NOT** touch hot surfaces.
- **Extreme caution** is necessary when any heater is used. **NEVER** leave the unit unattended while heater is in use.
- Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 3 feet (0.9 m) 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. Ensure adequate **safety measures are incorporated to protect infants/toddlers** from touching hot surfaces.
- **DO NOT operate any heater if the cord or plug is damaged**, the heater malfunctions, has been dropped, or damaged in any manner. Discard heater in accordance with local laws and regulations or have it serviced by a certified professional.
- **DO NOT use the heater near a bed**; 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 come in contact with water or be exposed to high moisture. Never place a heater where it may fall into a bathtub or other water container.
- **DO NOT** run the power cord under carpeting. Do not cover the cord with throw rugs, runners, or similar coverings. Do not route the cord under furniture or appliances. Always ensure the power cord is away from traffic areas and anywhere it could be tripped over.
- **Connect to properly grounded outlet ONLY.**
- **ALWAYS plug heaters directly into a wall outlet/receptacle. NEVER** use this unit with an extension cord or relocatable power tap (power strip).
- To disconnect the heater, turn the controls off, then remove the plug from the outlet.
- **A heater has arcing or sparking parts inside and becomes HOT. DO NOT** use it in areas where gasoline, paint, or any flammable liquids are used or stored or where flammable vapors are present.
- **Only use this heater as described in this manual. Any other use may cause fire, electric shock, personal injury or death.**
- **DO NOT insert or allow foreign objects to enter any ventilation or exhaust opening** as this may cause electric shock, fire, or damage to the heater.
- **DO NOT** block air intakes or exhaust in any manner as doing so could cause a fire.
- **AVOID FIRE!** It is imperative that the control compartments, circulating blower, and its passageway in the fireplace is kept clean. Regularly inspect all air vents to make sure they are free from dust, lint, or other blockages. **Unplug the unit and clean with a vacuum ONLY. DO NOT** rinse or get wet.
- **For residential use only! NOT for commercial use!** Any commercial or public use of this heater voids all warranties and could cause injury.
- **INDOOR use only! NEVER** use this heater outdoors! Doing so may result in electric shock!
- Do not use the fireplace in elevated locations, such as on shelves, raised platforms, etc.
- **This product is not intended to be a primary heat source.** It is for supplemental heat only.
- **DO NOT OPEN! Risk of electric shock!** No user-serviceable parts inside!

- **NEVER modify this heater.** Doing so could result in personal injury or property damage. Modification of this fireplace completely voids all warranties.
- **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 it is not in use.
- **ALWAYS** store this heater in a dry location. **NEVER** use the fireplace in a location where it may 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 before each use!
  - i) **MAKE SURE** the plug fits tightly 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, frequently check to see if the plug outlet or faceplate is **HOT!**
  - iv) If the outlet or faceplate 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).



- Under no circumstances should this fireplace be modified.

**⚠ WARNING:** It is normal for the power cord to feel warm to the touch after the unit has been powered on for some time; however, a loose fit between the outlet and the plug may cause overheating of the plug. If this occurs, try inserting the plug into a different outlet. Contact a qualified electrician to inspect the original outlet for damage.

**Any modification to the product or failure to follow recommended care will void the product warranty.**



**CAUTION:**  
**RISK OF ELECTRIC SHOCK**  
**DO NOT OPEN**  
**NO USER SERVICEABLE PARTS INSIDE**



**⚠ WARNING!**

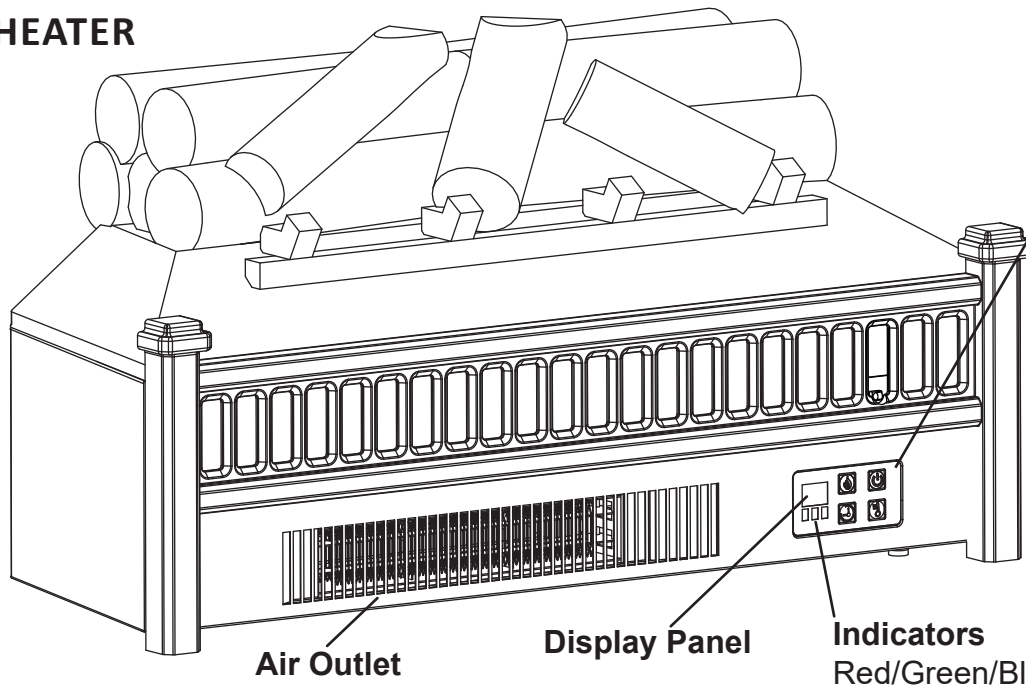
Manufacturer and seller expressly disclaim any and all liability from personal injury, property damage or loss, whether direct or indirect, or incidental, resulting from the incorrect attachment, improper use, inadequate maintenance, or neglect of this product.

# **ALWAYS OBSERVE THESE SAFETY PRECAUTIONS WHEN OPERATING YOUR ELECTRIC HEATER**





- ALWAYS** Read all instructions before operating.
- ALWAYS** Keep electrical cords, drapes and other furnishings away from your electric heater.
- ALWAYS** Keep all intake grills away from walls or drapes so as not to block the air intake.
- ALWAYS** Unplug electric heater when not in use.
- ALWAYS** Use electric heater on a flat dry surface.
- ALWAYS** Use on 110-120 volt 60Hz AC power supply.
- ALWAYS** Route the cord so it will not be walked on tripped over or pinched by furniture.
- ALWAYS** Keep your electric heater clean and free of dust.
- ALWAYS** Use indoors only.
  
- NEVER** Place drapes, clothing or towels over electric heater to dry.
- NEVER** Use in the presence of explosive or flammable vapors such as gas or paint.
- NEVER** Plug another electrical appliance into the same circuit. Blown fuses, tripped circuits and fire hazards may result.
- NEVER** Use water or liquids to clean your electric heater.
- NEVER** Let bare skin touch hot surfaces as this may cause burns.
- NEVER** Leave electric heater unattended.
- NEVER** Leave electric heater when children or pets are present.
- NEVER** Locate electric heater where it may fall into a bath tub or other water containers.
- NEVER** Operate electric heater with a damaged cord, plug or after the heater malfunctions, or has been dropped or damaged in any manner.
- NEVER** Run cord under carpeting or cover with throw rugs or runners.
- NEVER** Insert or allow foreign objects to enter any ventilation or exhaust openings, as this may cause an electrical shock, fire or damage.

# Product Diagram

## HEATER



## Control Panel

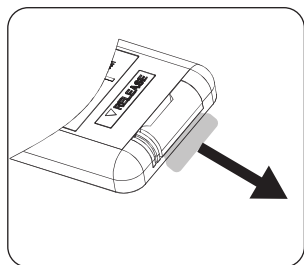
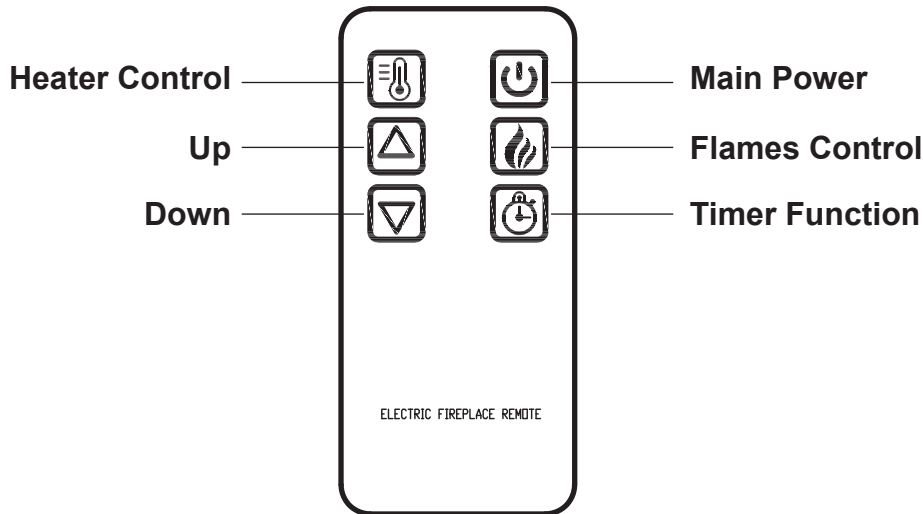
-  **Main Power**  
Turns unit on/off
-  **Flames Control**  
Adjust flame brightness
-  **Timer Function**  
Set timer mode
-  **Heater Control**  
Turn heat On/Off

Air Outlet

Display Panel

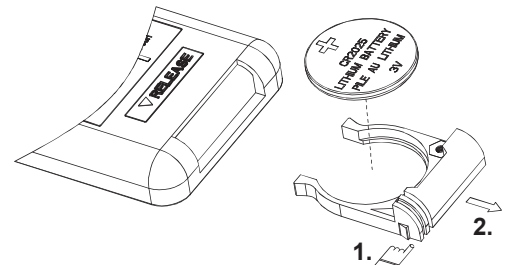
Indicators  
Red/Green/Blue

## REMOTE CONTROL



**NOTE:** Pull the insulating film out from the battery housing before using the remote control.

## BATTERY REPLACEMENT



Press the release lever toward the center.

Pull the battery holder out.

Replace the battery and slide the holder back into the remote.

Promptly remove expelled battery, as the acid inside the battery could leak, damaging the remote.

**IMPORTANT:** This product contains a button battery. If swallowed, it could cause severe injury or death in just 2 hours. If swallowed, seek medical attention immediately.

## 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.

 **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.

# Instructions for Power

AC120-Volt/60Hz circuit with a properly grounded outlet is required.

Operating the heater on a dedicated circuit is highly recommended. Other appliances on the same circuit may cause the circuit breaker to trip or the fuse to blow when the heater is operating.

The unit comes standard with a 3-prong power cord.



**WARNING:** Electrical outlet wiring must comply with local building codes and all other applicable regulations to reduce the risk of fire, electrical shock and injury.



**WARNING:** Do not use this appliance if any part of it has been under water. Immediately call a qualified service technician to inspect the appliance and replace any part of the electrical system if necessary.

## Operation

Ensure the circuit breaker(s) for the power supply are turned on.

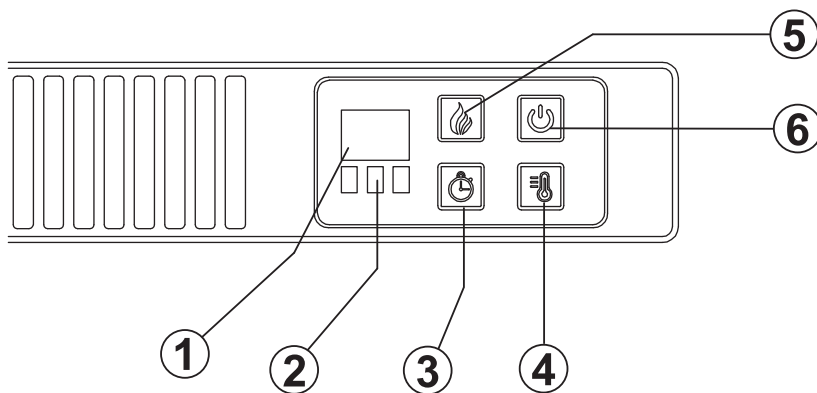
Once the appliance has been plugged into a properly grounded electrical outlet, it is ready to operate.

### Methods of Operation

This electric fireplace can be operated by the CONTROL PANEL, located on the front of the fireplace, or by the battery-powered REMOTE CONTROL.

Before operating, please review the IMPORTANT SAFETY INFORMATION on Pages 2 and 3, and heed all warnings.

### CONTROL PANEL



- ① LCD Screen
- ② Indicator
- ③ Timer Function
- ④ Heater Control
- ⑤ Flame Control
- ⑥ Main Power

### TURNING THE UNIT ON

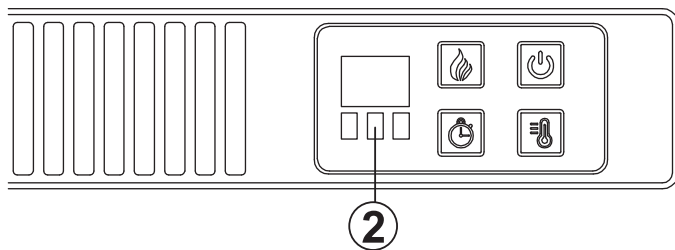
Press Main Power button ⑥ once to turn the fireplace on.

The flame effect will be on automatically. To turn on the heater function, press ④.

### 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.

## UNDERSTANDING THE FUNCTION INDICATOR



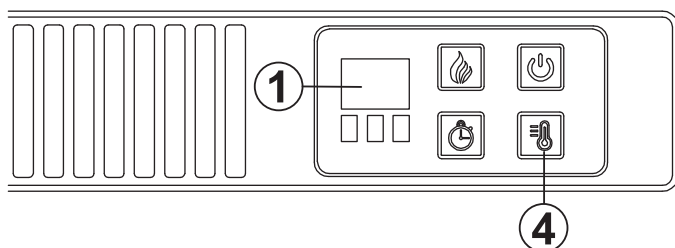
There are three LED indicators below the LCD screen – Red, Green, Blue

**Red** indicates the unit of the current displaying temperature value is Fahrenheit.

**Green** indicates the unit is currently displaying temperature value is Celsius.

**Blue** indicates the timer function is engaged.

## USING THE HEATER CONTROL



Press the Heater Control button **4** to turn the heater on. While the heater is on, press and hold the Heater Control button for 5 seconds to enter the temperature setting mode. The LCD Screen **1** will flash when the temperature setting mode is active.

Press the Heater Control button, as indicated in the charts below, until the desired temperature is on the display screen.

The LCD screen **1** will flash 5 times to indicate the setting mode has deactivated.

### NOTE:

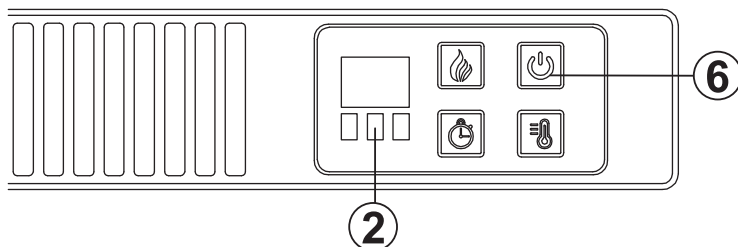
The heater will automatically pause when the set temperature is reached.

When the display shows 'ON', the heater will run continuously until it is manually turned off.

BUTTON PRESS	TEMPERATURE °F (RED INDICATOR)
1	ON
2	OFF
3	17°
...	...
15	74°
16	75°
...	...
22	82°

BUTTON PRESS	TEMPERATURE °C (GREEN INDICATOR)
1	ON
2	OFF
3	17°
...	...
7	21°
8	22°
...	...
12	27°

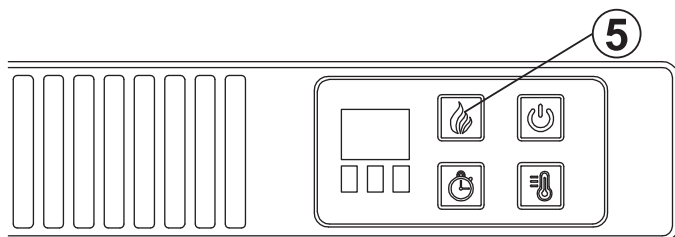
## CHANGE THE TEMPERATURE SCALE



1. When the heater is on and the temperature is displaying with Fahrenheit scale, the indicator is red.
2. Gently press and hold the Main Power Button **6** for 5 seconds to enter the temperature scale converting mode.
3. The Indicator **2** flashes 5 times in red, then changes to green. The temperature value is displaying with Celsius scale.
4. Repeat the same process to convert from Celsius scale to Fahrenheit scale.



## USING THE FLAME CONTROL

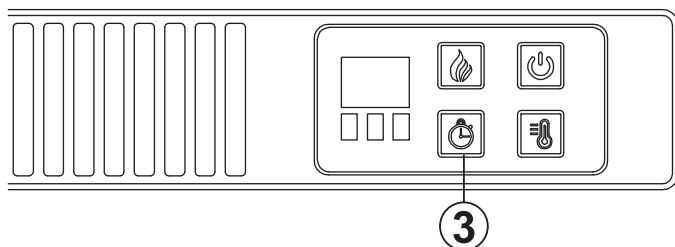


Press Flame Control button **5** to adjust the brightness of the flame effect.

BUTTON PRESS	DISPLAY VALUE	FLAME LEVEL
1	L3	High
2	L2	Medium
3	L1	Low

**NOTE:** If the fireplace is turned off using the main power button, the flame brightness will not be memorized. The brightness will default to L3 (High).

## USING THE TIMER FUNCTION



Press Timer Function button **3** to set the timer. The interval period will show on the LCD Screen.

Press the Timer Function button until the desired interval is shown on the display screen.

Refer to the chart below for timer settings.

BUTTON PRESS	DISPLAY VALUE	TIMER INTERVAL
1	30	30 minutes
2	1h	1 hour
3	2h	2 hours
4	3h	3 hours
5	4h	4 hours
6	5h	5 hours
7	6h	6 hours
8	OFF	NONE

## 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.

1. Unplug the power cord from the outlet.
2. Wait for a minimum of 10-20 minute before plugging the unit back in.
3. If the unit does not power on, allow the unit to thoroughly cool down and 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. If the problem continues, have your outlet and wiring inspected by a professional.

# 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 service the unit yourself.

## NOTICE

Keep this owner's manual for future reference. If you sell or give this product away, make sure this manual accompanies this product.

# Cleaning



**ALWAYS** turn the heater OFF and unplug the power cord from the outlet before cleaning, performing maintenance, or moving this appliance. Failure to do so could result in electric shock, fire, or personal injury.

**NEVER** immerse in water or spray with water or cleaning solutions. Doing so could result in electric shock, fire, or personal injury.

**! DO NOT CLEAN WHILE THE UNIT IS HOT!** Wait at least 45 minutes after the unit is powered off before attempting to clean. If the unit still feels hot, wait until it is completely cooled.

- Use a vacuum or duster to remove dust and dirt from the heater and vent areas.
- If necessary, wipe with a slightly damp cloth.
- Dry thoroughly with a paper towel or a soft, lint-free cloth.
- **DO NOT** allow any water or cleaning solution to enter the unit.
- **NEVER** use abrasive cleaners, liquid sprays or any cleaner that could scratch the surface or get liquid inside the appliance.
- **WAIT** for the unit to completely dry before use.

# Troubleshooting

PROBLEM	POSSIBLE CAUSE	SOLUTION
The fireplace does not operate.	The fireplace is not plugged in.	Make sure the fireplace is plugged into a standard 120V outlet.
	The outlet may be faulty.	Use a different outlet. Contact a certified technician to inspect/repair faulty outlets.
	The fireplace is not operating correctly.	Refer to the operating instructions and confirm all actions are performed correctly.
	The vents are dirty or clogged.	Unplug the unit. Clear the vent area of dust and debris. Wait 10-20 minutes, plug the unit in and press the power button.
	A circuit breaker is tripped or a fuse is blown.	Check other appliances on the circuit; ideally the fireplace should be on its own dedicated 11.7-amp circuit.
		Turn the unit off and unplug it. Locate the tripped switch in your circuit breaker box. Turn the switch all the way off and then turn it back on.
The unit may have defective parts.	Contact customer service.	

*If you are still experiencing issues, please contact our customer service team through one of the methods mentioned at the top of page 1. Please have the item number and order information available to help expedite response time.*

**Keep this owner's manual for future reference.**

**If you sell or give this product away,  
make sure this manual accompanies this product.**

**Any modification to the product or failure to follow recommended care will void the product warranty.**

## **WARNING!**

**Manufacturer and seller expressly disclaim any and all liability from personal injury, property damage or loss, whether direct or indirect, or incidental, resulting from the incorrect attachment, improper use, inadequate maintenance, or neglect of this product.**