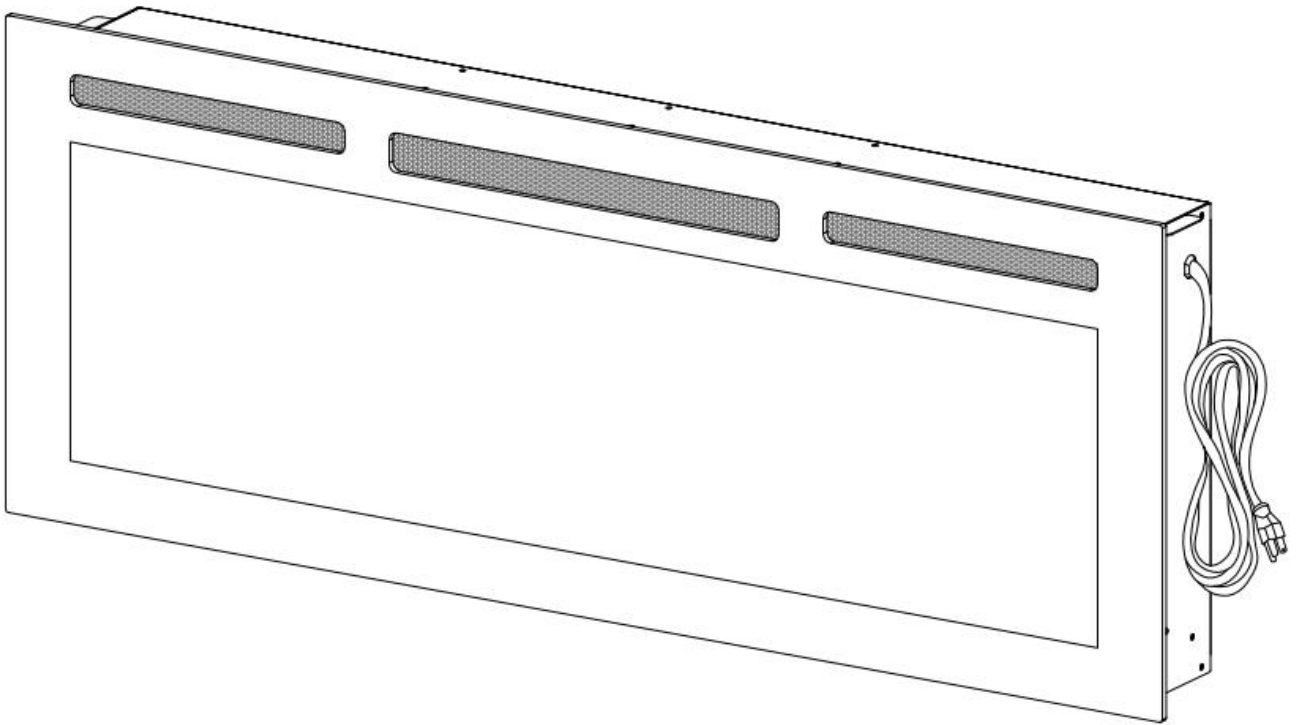


# ELECTRIC FIREPLACE

TVS101-WA195-AL-B

V-1.0



## WARNING

Read and understand this entire user 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.



## CAUTION

Keep this user manual for future reference. If you sell or give this product away, make sure this manual accompanies this product. Two people are required to lift this item. It is heavy and will break if dropped.

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# 1.IMPORTANT SAFETY INFORMATION

**WARNING: Any use of this appliance other than that recommended by the manufacturer in this owners manual may cause fire, burns, electric shock and/or other serious injuries or death.**

When using electrical appliance, basic precautions should always be followed to avoid the risk of fire, electric shock and injury to persons including the following:

- 1. Read all instructions before using this appliance.**
- This appliance is hot when in use. To avoid burns, do not let bare skin touch hot surface. If provided, use handles when moving this appliance. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains, etc. at least 3 feet (0.914 meter) away from the front of the appliance. Keep all items away from the sides and rear.
- Extreme caution is necessary when the appliance is used by or near children or invalids and whenever the appliance is left operating and unattended.
- Always unplug appliance when not in use. **This unit should be operate under supervision and should not be left on without supervision.**
- Do not operate any appliance with a damaged cord or plug or after the appliance malfunctions, has been dropped or damaged in any manner. Return appliance to authorized service facility for examination, electrical or mechanical adjustment or repair.
- Do not use outdoors.
- This appliance is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate appliance where it may fall into a bathtub or other water container.
- Do not run cord under carpeting. Do not cover the power cord with throw rugs, runners, or similar floor coverings. Arrange cord away from traffic area and where it will not be tripped over.
- To disconnect the appliance, turn all controls "OFF", then remove the plug from the electrical outlet.
- Connect to properly grounded outlets only.
- Do not insert or allow foreign objects to enter any ventilation or exhaust openings as this may cause an electric shock or fire, or damage the appliance.
- To prevent a possible fire, do not block air intakes or exhausts in any manner. Do not use on soft surfaces, like a bed, where openings may become blocked.
- All electrical appliances have hot and arching or sparking parts inside. Do not use in areas where gasoline, paint, or flammable liquids are used or stored.
- Use this appliance only as described in this manual. Any other use which is not recommended by the manufacturer may cause fire, electric shock, or injury to persons.
- It is strongly recommended that to use the entire 10 amp outlet for the electric fireplace only.** Sharing the outlet with another electronic item could create overload and damage the outlet and electric items in the long term.
- Avoid using an extension cord because the extension cords may overheat and cause a risk of fire. However, if an extension cord **MUST** be used, the cord must be 1.5 m<sup>2</sup> minimum size and rated not less than 2000 Watts. The extension cord must be a 3-prong cord with grounding type plug and cord connection and should not exceed 20' (6m) in length.
- When transporting or storing the appliance, keep both the unit and power cord / plug dry, free from excessive vibration and away from heat sources to avoid causing fire, electric shock, or injury to persons.
- Do not attempt to burn wood or other materials in this appliance.
- This appliance, when installed must be electrically grounded in accordance with the current.

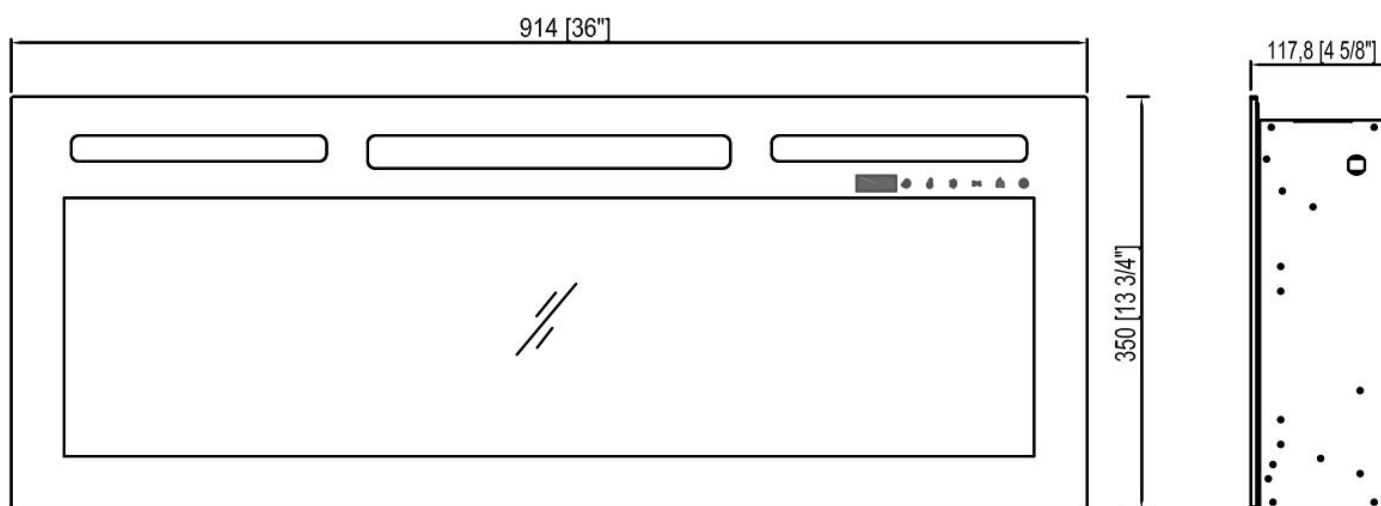
**SAVE THESE INSTRUCTIONS**

## 2. TECHNICAL SPECIFICATIONS

### 2.1) Electric Specifications

Model	Size	Volt	Watt(min/max)	Hz	Amp
ZHX-36-058	36IN	120	1500	60	12.5

### 2.2) Product Dimensions



## 3. BEFORE INSTALLATION

**WARNING! DO NOT operate or use this Electric Fireplace if it is damaged or has malfunctioned or any part has been underwater.** Immediately call a qualified service technician to inspect and to replace any part of the electrical system if necessary. Keep plastic wrapping away from children.

**Note:**

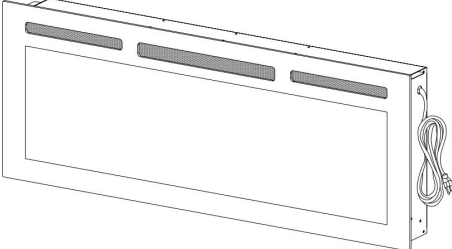
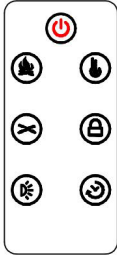
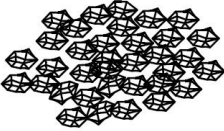

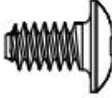



- Keep the packaging (carton, poly bag, polystyrene, etc.) for future transportation and/or storage.
- **If the unit needs to be returned, please make sure all the spare parts are packed inside, and packed the same as the original packing.**

**Check Spare Parts**

- Open the packaging carefully and remove the polystyrene.
- Check the spare part list below to verify all parts have been received.
- Carefully check if any damages that may have for the insert or spare parts.

**WARNING:** This carton includes **GLASS! ALWAYS** use **extreme caution** when handling **glass**. Failure to do so could result in **personal injury** or **property damage**.

## Accessories list

<p><b>A</b> x1</p>  <p>Insert</p>	<p><b>B</b> x1</p>  <p>Glass panel</p>	<p><b>C</b> x1</p>  <p>Acrylic Crystals</p>
<p><b>D</b> x2</p>  <p>Fix bracket</p>	<p><b>E</b> x2</p>  <p>Screw</p>	<p><b>F</b> x1</p>  <p>Log</p>
<p><b>G</b> x1</p>  <p>Log</p>	<p><b>H</b> x1</p>  <p>Log</p>	

### Function Testing

Plug it on, check the function as section 5a. Manual Control Panel and 5b. Remote Controls.

If any missing or damaged defects are found, please contact service team for help.

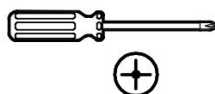
E-mail: [support@alivings.com](mailto:support@alivings.com), during 9:00 to 17:00 from Monday to Friday.

## 4. INSTALLATION INSTRUCTION



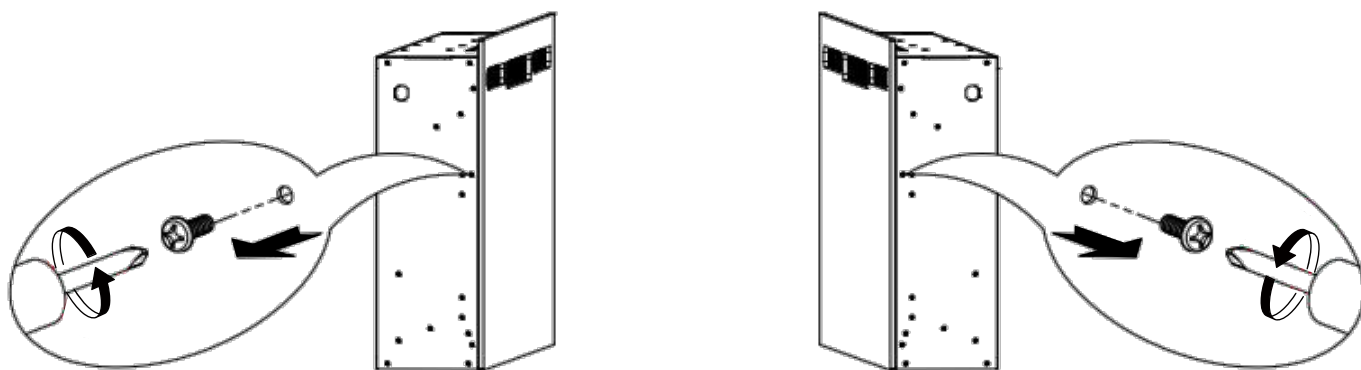
### TOOLS REQUIRED

Phillips screwdriver (not provided)

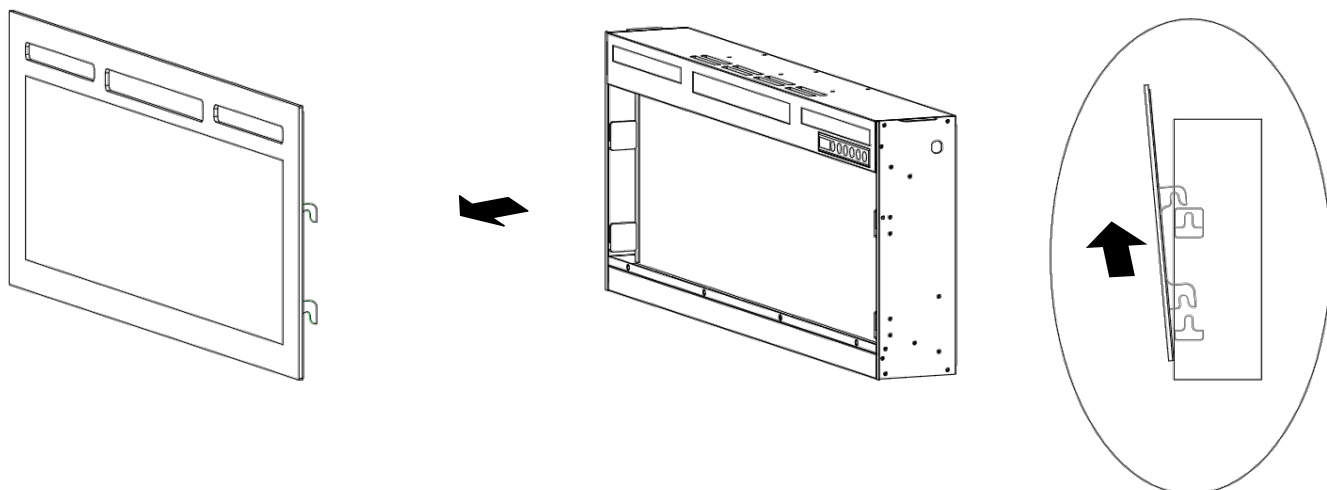


**CAUTION:** This insert has front panel made of GLASS! ALWAYS use extreme caution when handling glass. Failure to do so could result in personal injury or property damage.

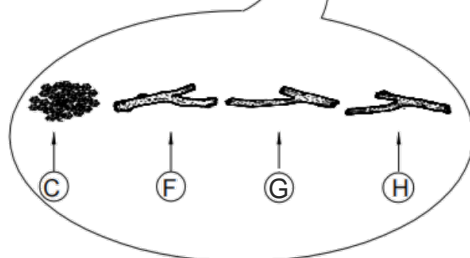
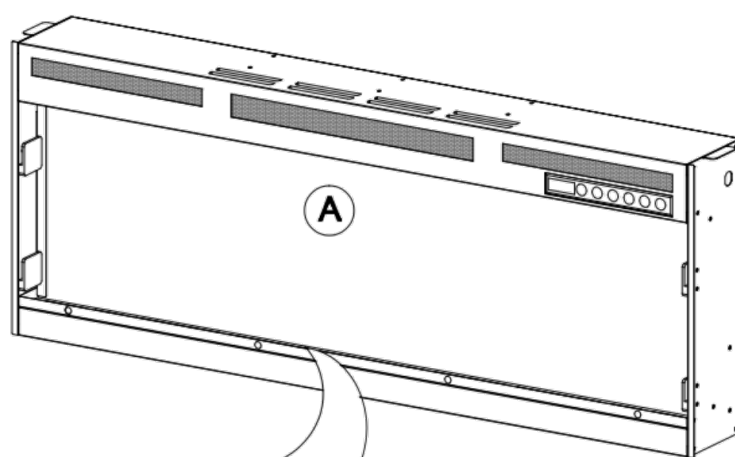
**4.1** Remove the fixing two **white bolts** on the left and right sides of the unit.



**4.2** Remove the front panel and take the protect out of the Firebox.



**4.3** Please place Acrylic Crystals (C) and Logs (F.J.H) into the base of electric insert (A).

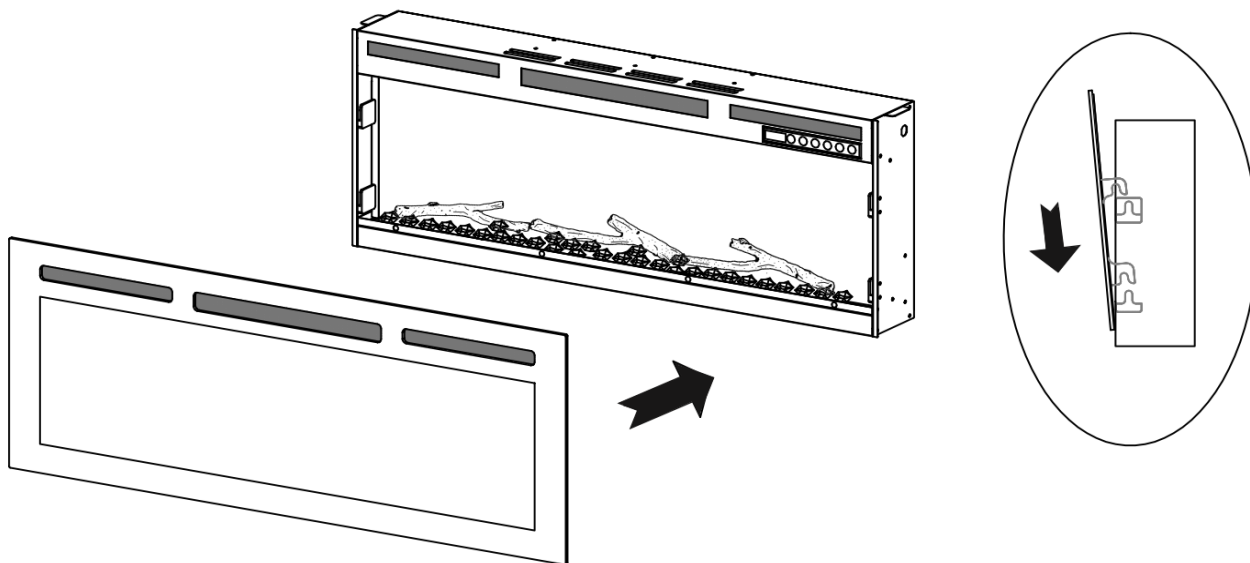


**⚠ Notice**  
You can choose not to place Logs(F.G.H) into the base of electric insert(A).

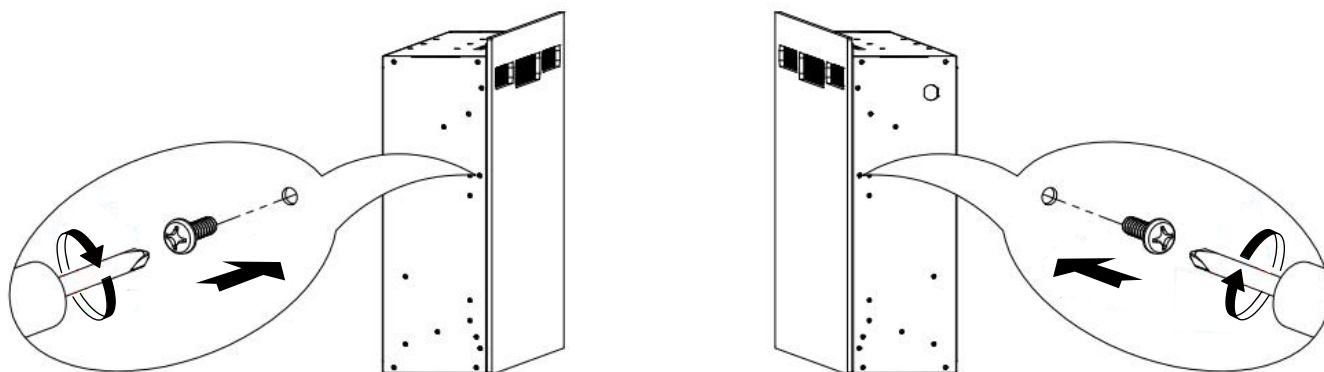
#### 4.4 Install the front panel.

Carefully set both hooks of the front panel in the insert.

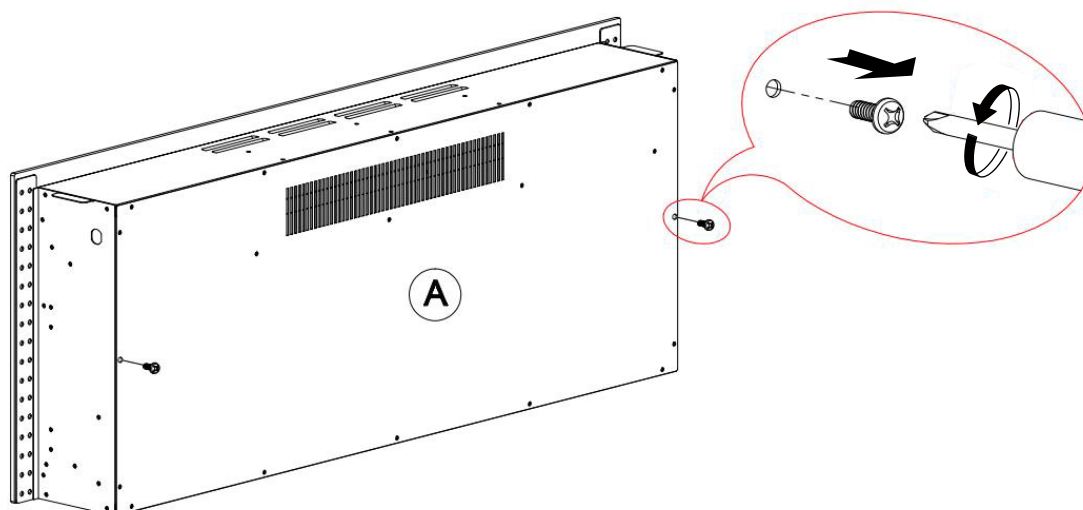
Hooks snap down to confirm that the insert and front panel are grouped in place.



#### 4.4 Fasten the front panel and firebox by two **white bolts**.

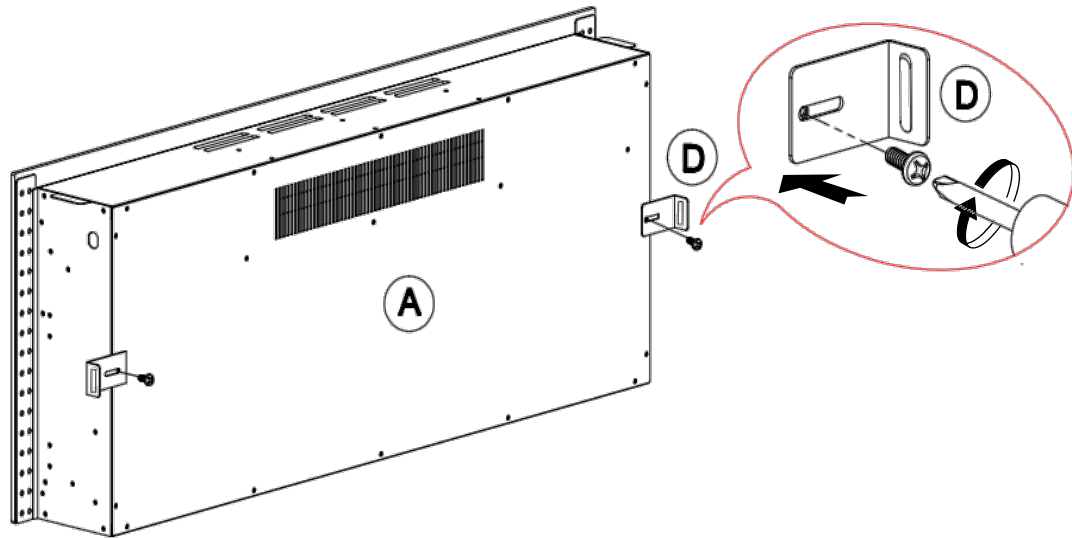


#### 4.5 Remove the two **white bolts** that secure the left and right sides of the insert back.



**4.6** Fasten the fix brackets(D) to the left and right of the fireplace insert(A) with two **white bolts**.

Note: Please note the direction of the bracket as shown, Do not over tighten.



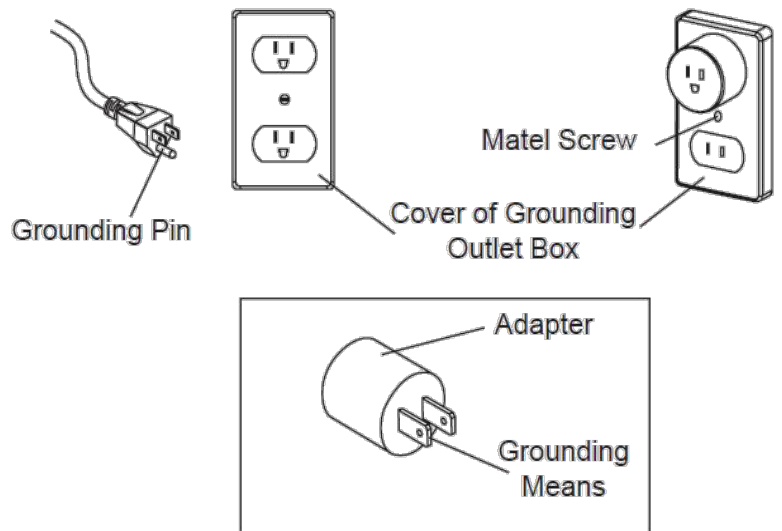
**Fireplace assembly completed.**

## 5. OPERATING INSTRUCTION

**Read all instructions and warning prior to operating the appliance.**

Ensure that all controls are in the “OFF” status before plugging the appliance into a properly grounded electrical outlet.

This appliance is for use on 120 Volts. The appliance has a 3-prong grounded plug (Figure 1). If your electrical outlet has only 2 slots (Figure 1), you will have to use an adapter (Figure 1) to convert from the 3-prong power cord to a 2-slot receptacle. The green grounding plug extending from the adapter must be securely connected to a permanent ground such as a properly grounded outlet box. The adapter should only be used if a proper 3-slot receptacle is not available.



**NOTE: Adapters are not allowed for use in Canada.**

**A 15 AMP circuit is required to operate this appliance. If the breaker trips when the appliance is running, you may need to move the appliance to another location or unplug other appliances that are on the same circuit.**

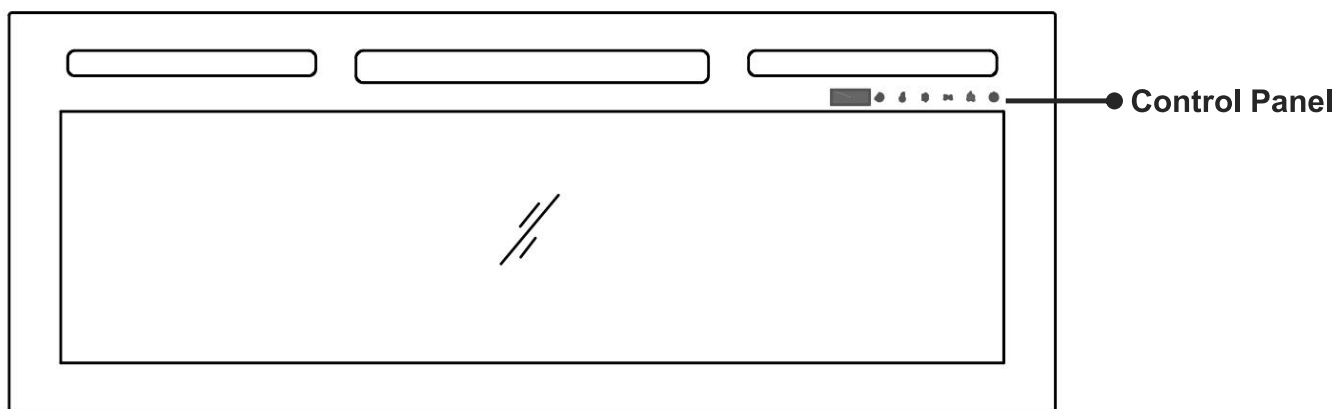
The fireplace control functions can be accessed in two ways:

- Using the control panel, located in the upper right-hand corner of the electric insert.



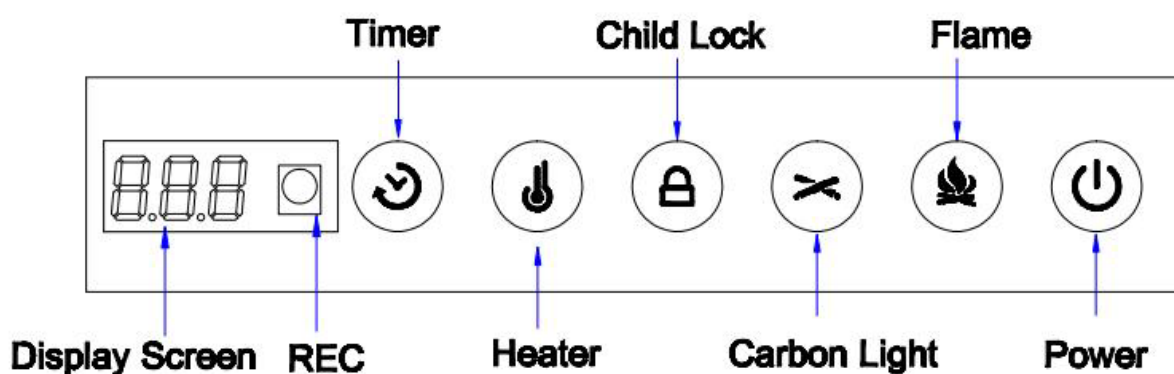
- Using the remote control.

The main control panel is located at the top right corner on the front.



## 5a. Manual Control Panel

Use the control panel: (located in the electric fire box right side)



### 5a.A) Power:

**Push button to turn ON or turn OFF.**

It is invalid to child lock state.

The POWER button supplies power to all the features of the electric insert. This button must be ON for any of the features to work properly.

- When the fireplace is first turned on, the Flame is Amber, the Carbon Light is Amber, the heater default OFF.
- When OFF all current settings will be restored then restored at the next power ON ( except Timer). Unplug the unit will reset the setting to factory default.

### 5a.B) Flame:

**This button controls the brightness/color of flame.**

It is invalid to OFF or child lock state.

When the first time push simulated flame effect that the flame brightness is on highest setting and the flame with Amber, the digital display screen will be shown F01.

Display	F01	F02	F03	F04	F05	F06	F07
Flame color	Amber	Blue	Green	Amber/Blue	Amber/Green	Blue/Green	Amber/Blue/Green
Brightness	5 levels	5 levels	5 levels	5 levels	5 levels	5 levels	5 levels
Display	F08	F09	F10	F11	F12	OFF	
Flame color	Gradient	Gradient	Gradient	Gradient	Polar	Off	
Brightness	N/A	N/A	N/A	N/A	N/A	N/A	

- Press and hold the flame button and enter the flame brightness adjustment after hearing the beep. There are 5 levels of flame brightness. The display flashes for the current flame.
- After switching the flame mode, the flame brightness returns to the brightest, and the flame brightness is not saved after the device is in standby.

### 5a.C) Carbon Light:

Press to Activate the back Carbon light function, the system will set the Amber spot light, the digital display screen will be shown 03.

It is invalid to OFF or child lock state.

Display	01	02	03	04	05	06	07	08
Carbon color	White	Red	Amber	Green A	Green B	Green C	Green D	Blue A
Display	09	10	11	12	13	14	15	
Carbon color	Blue B	Blue C	Violet A	Violet B	Violet C	Polar	OFF	

### 5a.D) Child Lock:

When the device is ON, The CHILD LOCK button controls the locking feature of the electric insert.

Press and hold the Child Lock button for 5 seconds to activate the function. When the Child Lock is on, the digital display screen will display --- , the other features are disabled.

Press and hold the Child Lock button again for 5 seconds to unlock the function.

### 5a.E) Heater:

Press to start the heating function, and the system will set the temperature to 99°F/37°C, the digital display screen will be shown 99° For 37°C.

It is invalid to OFF or child lock state.

- There are 10 adjustable heat levels,

Fahrenheit	99°F	95°F	90°F	85°F	80°F	75°F	70°F	65°F	60°F	OFF
Celsius	37°C	35°C	32°C	29°C	27°C	24°C	21°C	18°C	16°C	OFF
Display	shown	shown	shown	shown	shown	shown	shown	shown	shown	shown

- You can switch the temperature display from Fahrenheit to Celsius by pressing the Heater button for approximately 5 seconds. The system the default Fahrenheit.
- When the heater is on, once turn off the flame mode and the Carbon mode simultaneously, the carbon is slightly bright, the digital display screen will display the setting temperature.

### 5a.F) Timer:

Press to Activate TIMER feature ON and OFF.

It is invalid to OFF or child lock state.

- Press button you can set the turn off time from 0.5H to 8H interval, with 0.5H/1H/2H/3H/4H/5H/6H/7H/8H/OFF.
- Once the TIMER is on and the desired setting is reached, you may hear a long "BEEP" and the system will shut down.

### 5a.G) Display Screen:

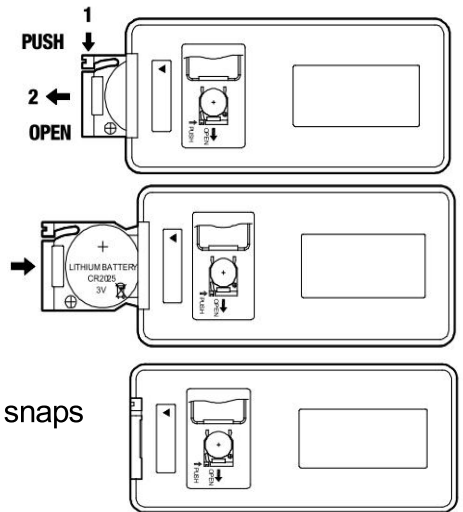
The Digital Display Screen will display the corresponding numbers of Flame, Carbon Light, Spot Light, Heater, Timer, Child Lock.

## 5b. Remote Control

### 5b.1 Installing the battery

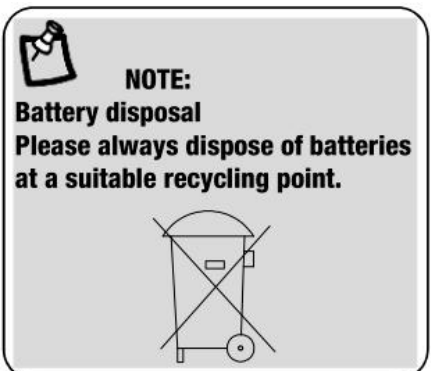
The battery is supplied with the remote control. The first thing to do with the remote control is to remove the plastic sheet insulating / protecting the battery. For replacement battery, use lithium-based CR2025 battery. Please follow the sequence below to replace the battery.

- Take out the battery bracket.
- Insert the battery with the button side into the battery bracket, making sure the battery is firmly seated.
- Press the battery bracket into the remote control, making sure it snaps into position.
- Turn the remote over and aim it towards the fireplace / heater unit.
- Press the power button on the top and see if the flames on the fireplace/heater turn on or off.
- If nothing appears to happen, check to make sure the battery is installed correctly, and try again.



**WARNING:** Do not ingest batteries.

1. Non-rechargeable batteries are not to be recharged.
2. Batteries are to be inserted with the correct polarity.
3. Exhausted batteries are to be removed from the product.
4. Always purchase the correct size and grade of battery most suitable for the intended use.
5. Replace all batteries of a set at the same time.
6. Clean the battery contacts and also those of the device prior to battery installation.
7. Remove batteries from equipment when not used for an extended period of time.

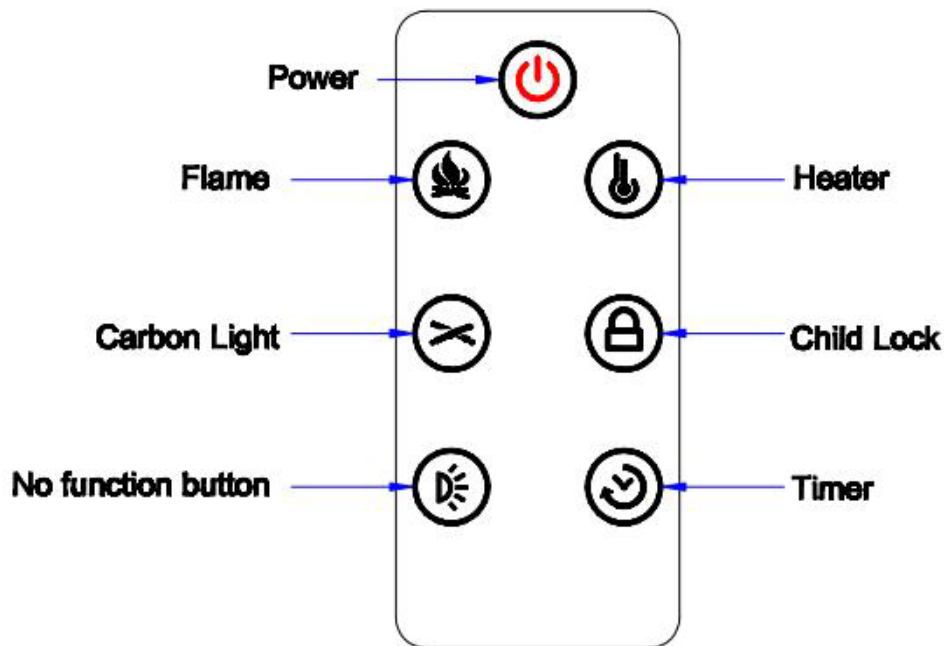


**NOTE:** The battery power is low, please replace with a new battery when this phenomenon occurs.

- The indicator light on the remote control does not light up;
- There is no signal reception "beep" sound when operating the fireplace;
- The fireplace does not respond.

## 5b.2 Using the Remote Control

The remote control can be used up to 13 feet (4 meters) away from the heater, The remote control receiver is on the display. For better use, please make sure the remote control is aligned with the display for operation.



**Remote Control buttons have the same functions as those on the Control Panel .**

**Warning:** Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user' s authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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



### **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:**

- Unplug the power cord from the outlet.
- Turn the Power Switch on the CONTROL PANEL to OFF. Wait at least 30 minutes. Lower electric firebox internal temperature.
- 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.
- With the Power Switch in the OFF position, plug the power cord back into the outlet.

If it switches off again, **UNPLUG THE HEATER RIGHT AWAY!**

Have the outlets, wiring, and breaker box inspected by a professional. Make necessary repairs before using the heater.

## **6.CARE AND MAINTENANCE**



- **ALWAYS** turn the appliance **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.
- **Risk of electric shock! DO NOT OPEN! Replace parts contact our customer service team for help first !**

### **CLEANING**

#### **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.

### Plastic:

- Wipe gently with a slightly damp cloth and a mild solution of dish soap and warm water.

### Vents:

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

## MAINTENANCE

### 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 Replace parts contact our customer service team for help first!

### Storage:

- Store appliance in a clean dry place when not in use.

### Replacement parts:

- Use only replacement parts supplied by the manufacturer. Use of any other parts, or modifying the fireplace in any way, will void all warranties.
- Battery Replacement: **Use 3V CR2025 batteries for the remote control.**
- Total LED wattage is 15~50 watts; do not attempt to replace the LED.

## 7.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, comparable replacement or refund will be given. **The original dated sales receipt is required for all warranty claims.** This warranty does not cover damage which 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 and all commercial use of this product voids all warranties, and frees the manufacturer from all liability.**

Read and understand all assembly and operating instructions, and all safety information and warnings, before use. The following will void this warranty: Damage caused from 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 from this insert being used outdoors; Damage caused from 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.**

## 8.TROUBLESHOOTING GUIDE

PROBLEM	SOLUTION
The unit does not turn on.	Check that the unit is plugged into a standard 120V outlet. Press the power button on the control panel.
The main power switch lights up, but there is no flame effect.	Open the back panel to check if the flame spindle has fallen off from the spindle motor.
There is a visible flame effect, but the heater does not blow warm air.	Confirm that the temperature setting exceeds the room temperature.  Turn on/off the Heater button several times to make sure it is in the "ON" position.
The heater does not work, but the Power and Heater switches are in the "ON" position.	Turn all switches to the "OFF" position and unplug the unit from the wall outlet for 15 minutes. After 15 minutes plug the unit back into the wall outlet, and operate as normal.
The display unit on the control panel shows "E3" , indicating it is in alarm mode.	Unplug the unit from the wall outlet for 15 minutes. After 15 minutes plug the unit back into the wall outlet, and operate as normal.
The display unit on the control panel shows "E2" , indicating it is in alarm mode.	Contact customer service center at: <b>support@alivings.com</b>
The display unit on the control panel shows "E1" , indicating it is in alarm mode.	Turn off the power and check the socket connection to ensure that the connection is correct and there is no bad contact, plug the unit back into the wall outlet, and operate as normal.
Remote control is not working.	Change the remote batteries. Operate remote transmitter at a slow measured pace. Press the remote control buttons with an even motion and gentle pressure. Repeatedly pressing buttons in rapid succession may cause the transmitter to malfunction.



If a part is missing or damaged  
please feel free to contact us via custom service email  
**[support@aliving.com](mailto:support@aliving.com)**  
We will gladly ship your replacement parts FREE of charge  
To solve your problem faster  
please provide your order number when contacting us