

USER MANUAL

**ELECTRIC
LOG SET**

ETERNAL FLAME
EF26-PB SMART / EF26-LG SMART

IMPORTANT SAFEGUARDS

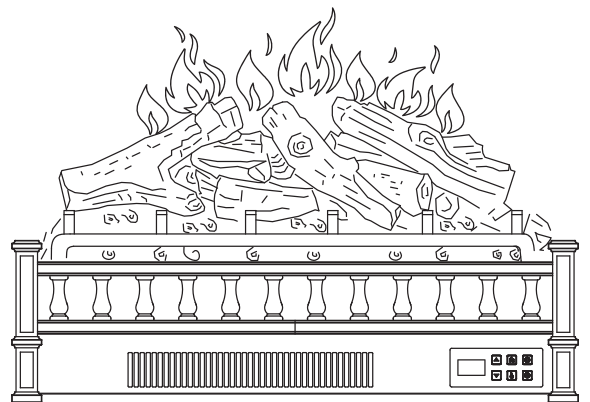
READ ALL INSTRUCTIONS BEFORE USE.

WARNING!

FAILURE TO FOLLOW INSTRUCTIONS MAY
LEAD TO DAMAGE OF THE MACHINE OR
PERSONAL INJURY.

RETAIN THIS MANUAL FOR
FUTURE REFERENCE

TURBRO



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 **WARNING** Any attempt to disassemble or modify the product may cause damage.

When using this fireplace for the first time, or after a long period of storage, let the fireplace run for at least 15 minutes with the thermostat set at “maximum” to remove the “new product” smell. This is because the fireplace absorbs moisture, creating an odor similar to that of old leather.

Safety Information

Please read all instructions before attempting to assemble, operate or install the product.

- Do not use this fireplace with missing, damaged, or broken legs.
- Do not use outdoors.
- This fireplace is not intended for use in bathrooms, laundry areas, and similar indoor locations. Do not place this appliance where it may fall into a bathtub or other water containers.
- If using this appliance on the floor or carpet, please keep the legs at least 2-4 inches (50-100 mm) higher from the carpet or floor.
- This appliance is hot when in use. To avoid burns, do not touch surfaces with bare skin. If necessary, use handles when moving the fireplace. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes and curtains at least 3 ft. (914 mm) from the appliance.
- Do not use this fireplace in elevated locations, such as on shelves, raised platforms, etc.
- Do not run the cord under carpeting. Do not cover the cord with throw rugs, runners and the like. Arrange the cord away from high traffic areas so that they will not be tripped over.
- Extreme caution is necessary when the fireplace is used by or near children or invalids and whenever the fireplace is left operating unattended.
- Do not operate the fireplace with a damaged cord or plug or after the appliance malfunctions, or is damaged. Any repairs to this appliance should be carried out by a qualified service person.
- Under no circumstances should this appliance be modified.
- Connect to properly grounded outlets only.
- Always plug the fireplace directly into a wall outlet/receptacle. An extension cord or relocatable power tap, (outlet/power strip), should never be used.
- This appliance, when installed, must be electrically grounded in accordance with local codes (For Canada: CSA C22.1 Canadian Electrical codes, For USA: National Electric Code, ANSI/NFPA No. 70).
- To disconnect this appliance, turn the fireplace off, then remove the plug from the outlet.
- Always unplug the fireplace if you do not plan to use it for a long period of time.
- Do not insert or allow foreign objects to enter any ventilation or exhaust opening, as this may cause an electric shock, fire, or damage to the appliance.
- To prevent possible fires, do not block air intakes or exhausts in any manner. Do not use on soft surfaces, like a bed, where openings may become blocked.
- The fireplace has hot, sparking, and arcing parts inside. Do not use it in areas where gasoline, paint, or flammable liquids are used or stored. This appliance should not be used as a drying rack for clothing.
- Use this appliance only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or personal injury.

Safety Information



DANGER



ELECTRICAL SAFETY
(High Voltage Appliance)



ELECTRICAL CONNECTION

A 15-Amp, 120-Volt, 60 Hz circuit with a properly grounded outlet is required. Preferably, the item will be on a dedicated circuit. Having other appliances on the same circuit may cause the circuit breaker to trip or the fuse to blow when the fireplace is in operation. The unit comes standard with a 6 ft. (1.8 m) long three wire cord, which can be found on the right side of the appliance.



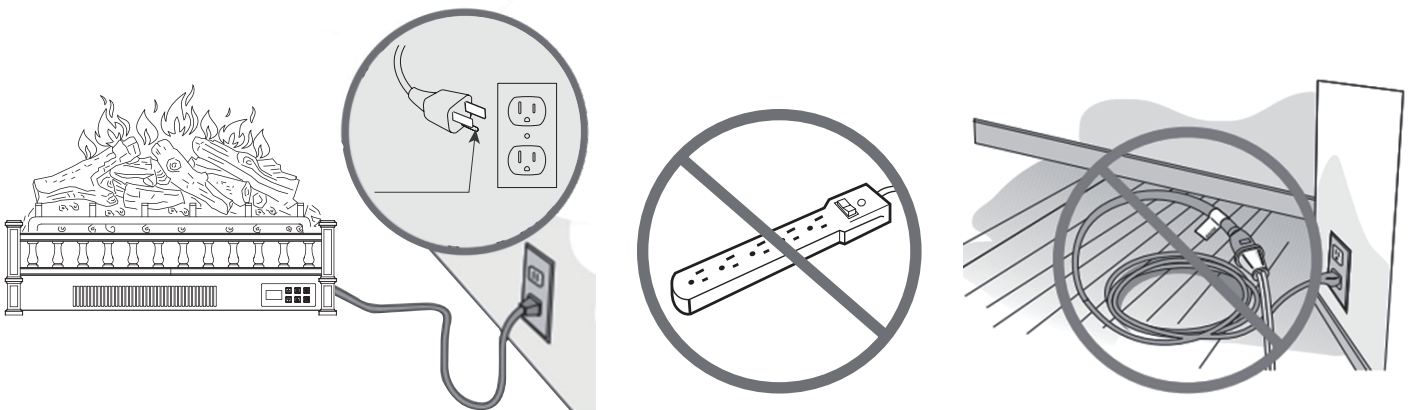
Electrical outlet wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electrical shock and personal injury.



Do not use this item if any part of it has been under water. Immediately call a qualified service technician to inspect the item and replace any part of the electrical system which has been under water.

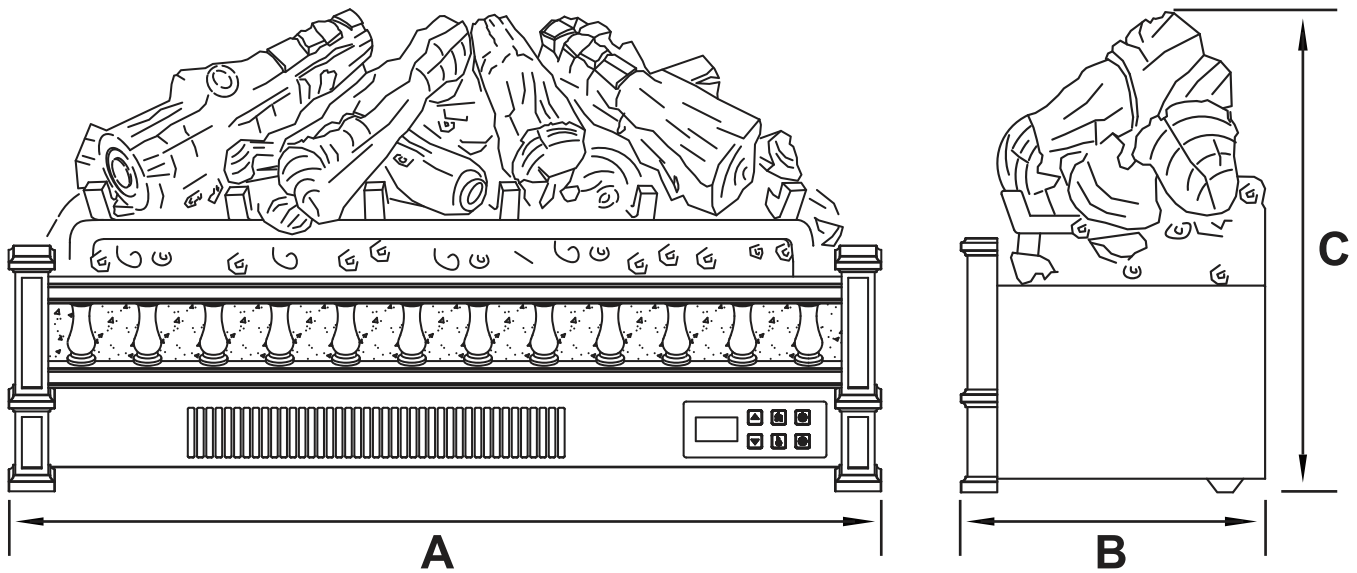
US-3Pin POLARIZED PLUG

This product is equipped with a 3-pin polarized plug as shown Fig.1. Connect to properly grounded outlets only. This unit is for use on 120 volts only. For your safety, please always plug the unit into a wall outlet/ receptacle. An extension cord or relocatable power tap (outlet/power strip) should never be used.



Pre-Installation

DIMENSIONS



Remote Control

Technical Specifications

Power Supply 110-120V / 60Hz

Rated Current 13.6A

Rated Power 1500W / 5120BTU

Heating Element Infrared Quartz Tube

Noise Level ≤42dBA

Lighting Effect LED

A 26.0 in. (660 mm)

B 8.8 in. (225 mm)

C 14.0 in. (355 mm)

Placement

The fireplace should be located in an area:

- Out of direct sunlight
- Not susceptible to moisture
- Away from uninsulated outside wall



WARNING

- The fireplace is heavy and contains glass, you need to move it carefully to prevent injury.



WARNING

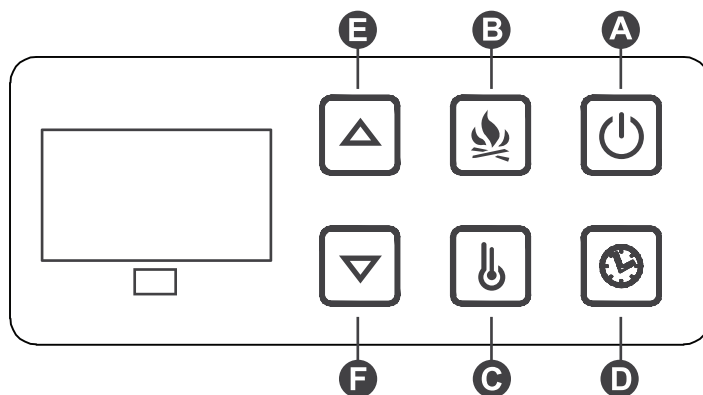
- Do not install the unit on shelves, raised platforms, beds, blankets, pillows etc. Keep combustible materials such as furniture, bedding, papers, clothes and curtains at least 3 ft. (1m) from the fireplace.



CAUTION

- Make sure that the unit is installed so that the power cord is not compressed against or caught on the fireplace and that it has an unobstructed path to the grounded outlet.

Control Panel



- A** POWER
- B** FLAME
- C** HEATER
- D** TIMER
- E** UP
- F** DOWN

A. POWER BUTTON

- Press this button to power on the fireplace. Then you will hear a 'beep' sound. In the default setting, the flame is amber with the highest brightness.
- Press the power button to turn off the fireplace. You will hear the 'beep' sound twice. This machine remembers all the settings (except the timer setting) and recovers those settings when you power on the fireplace next time (Only if you never pull the plug).
- If the plug is unplugged or a power outage occurs, all the settings will be back to the original default setting when turning on next time.

B. FLAME CONTROL

- Press the flame control button to switch the flame color among 5 settings.
- When the product is off and plugged in, press and hold the flame button for 6 seconds to turn off the beep sound of the control panel.

| | | | | | | |
|---------------------|--------------|-------------|--------------|--------------|---------------|------------|
| Display | A | M | P | H | U | OFF |
| Flame Colors | Amber | Blue | Polar | Sleep | Violet | Off |

NOTE: When the digital screen display 'H', the flame is turned off and only the firewood lights on.

C. THERMOSTAT CONTROL

- Press the heater button to turn on/off the heater. Press the up and down buttons to adjust the temperature. See the table for detailed temperature settings instruction. The default temperature setting is 95°F / 35°C
- Press and hold the heater button for 5 seconds to switch between Fahrenheit (°F) and Celsius (°C) display.



| | | | | | | | |
|-------------------------|-------------|-------------|-------------|------------|-------------|-------------|------------|
| Temperature (°F) | 95°F | 94°F | 93°F | ... | 71°F | 70°F | OFF |
| Temperature (°C) | 35°C | 34°C | 33°C | ... | 22°C | 21°C | OFF |

D. TIMER

- Short press the timer button to activate the timer function. Use the up and down buttons to choose your desired operation time. If you don't change anything, the setting will be confirmed after 20 seconds.
- When it completes the desired setting, this product will turn off with two 'beep' sounds.
- Press and hold the timer button for 6 seconds to activate the child lock function. The LCD will display '- -', and all settings can't be changed at that time. You can press the timer button for another 6 seconds to deactivate the child lock.







| | | | | | | | | |
|-----------------------|-------------------|---------------|----------------|----------------|------------|----------------|----------------|------------|
| Timer Interval | 30 Minutes | 1 Hour | 2 Hours | 3 Hours | ... | 7 Hours | 8 Hours | OFF |
| Display | 30 | 1 H | 2 H | 3 H | ... | 7 H | 8 H | OF |

E. FLAMES BRIGHTNESS CONTROL

- Press   buttons to adjust the flame brightness. There are five flame brightness settings from 5 to 1, please note that when in the Polar color the brightness cannot be adjusted. The default flame brightness is 5 (the brightest). The display of the brightness level on the LCD will disappear after 20 seconds of no operation.

| | | | | | |
|-------------------------|------------------|-------------|---------------|------------|-------------|
| Flame Brightness | Brightest | High | Medium | Low | Dark |
| Display | 5 | 4 | 3 | 2 | 1 |

F. CRACKLING SOUND

- Press and hold the  &  Button together for 6 seconds to activate the Crackling Sound function. Use the  or  buttons to choose your desired crackling sound volume from 1 to 3. Press and hold  &  Button for 6 seconds again to turn off the crackling sound, and the LCD will display 'OF'

| | | | | |
|---------------------|-------------|---------------|------------|------------|
| Sound Volume | High | Medium | Low | Off |
| Display | 3 | 2 | 1 | OF |

NOTE: When the Flame in 'H' mode, the crackling sound is turned off and the crackling sound function is invalid.



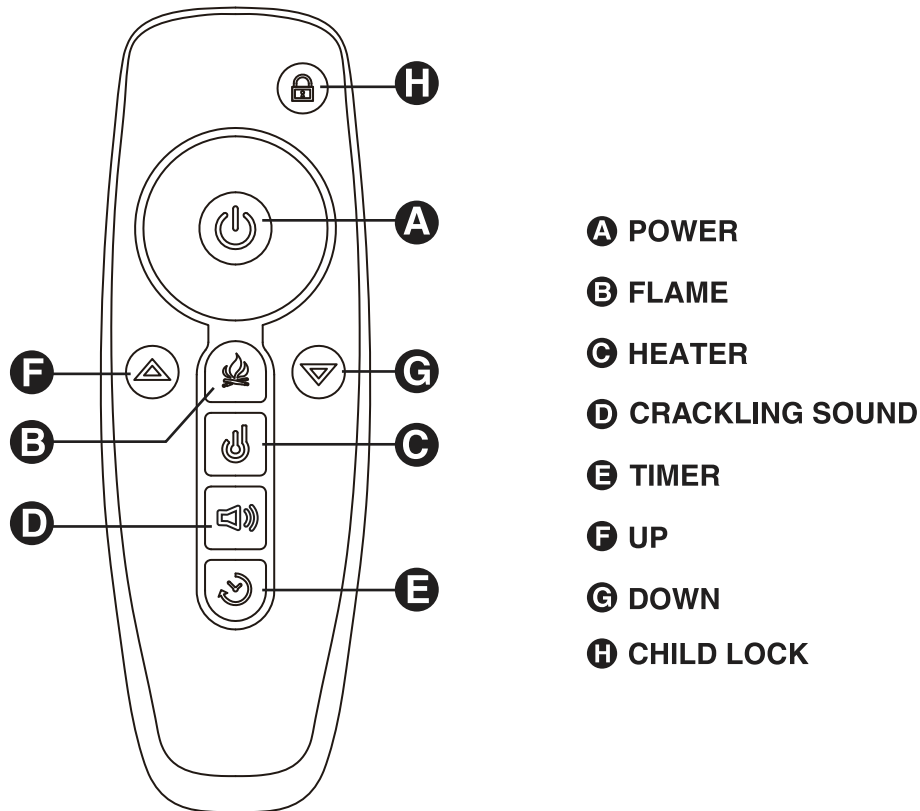
Temperature Limiting Control

This fireplace is equipped with a Temperature Limiting Control. Should the fireplace reach an unsafe temperature because of misuse or accident, the fireplace will automatically turn off.

To reset: Unplug the power cord from the outlet. Wait for 10-20 minutes. And plug the power cord back into the outlet.

Remote Control

The remote control can be used up to 13 feet (4 meters) away from the heater, so long as there are no obstructions between the remote control and the heater. the remote can control all the settings as the control panel does.



REMOTE CONTROL BATTERIES

Press and slide the battery cover on the rear of the remote and remove the cover. Insert two new **AAA 1.5V batteries** into the battery compartment. Ensure that the polarity is correct. Batteries are not included in the package due to safety during transportation.

Note: Do not mix old and new batteries together in the remote. Do not mix alkaline, standard (carbon-zinc), or rechargeable (NiCad, NiMH, etc.) batteries together

DISPOSAL OF USED BATTERIES

Battery may contain hazardous substances which could endanger the environment and human health.



This symbol marked on the battery and or packaging indicates that used battery shall not be treated as municipal waste. Batteries should be disposed of at an appropriate collection point for recycling. By ensuring the used batteries are disposed of correctly, you will help prevent potential negative consequences for the environment and human health. The recycling of materials will help to conserve natural resources. For more information about the recycling of used batteries, please contact your local municipality waste disposal service.

Maintenance

- Always turn the fireplace OFF and unplug the power cord from the outlet before cleaning.
- Use a vacuum or duster to remove dust and dirt from the fireplace and vent areas.
- To keep luster, clean with a soft, slightly damp cloth and buff with a dry cloth.
- Never use abrasive cleansers, liquid sprays, or any cleaner that could scratch the surface of the appliance.

FCC Warning

15.19 Labeling requirements.

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.

15.21 Information to user.

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

15.105 Information to the user.

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.

FCC RF Radiation Exposure Statement:

- 1.This Transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
- 2.This equipment complies with RF radiation exposure limits set forth for an uncontrolled environment.

This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

IC Warning

This device complies with Industry Canada's licence-exempt RSSs. Operation is subject to the following two conditions:

- (1)This device may not cause interference;
- (2)This device must accept any interference, including interference that may cause undesired operation of the device.

The information listed above provides the user with information needed to make him or her aware of a RF exposure, and what to do to assure that this radio operates within the FCC exposure limits of this radio.

The device complies with RF specifications when the device used at 20cm from the body.Third-party belt-clips, holsters, and similar accessories used by this device should not contain any metallic components. Body-worn accessories that do not meet these requirements may not comply with RF exposure requirements and should be avoided. Use only the supplied or an approved antenna.

Troubleshooting



WARNING

Disconnect power before servicing.

| Problem | Possible Cause | Corrective Action |
|--|--|---|
| The fireplace does not operate. | <ul style="list-style-type: none"> • The fireplace is not plugged in. • A circuit breaker is tripped or a fuse blown. • The ON/OFF switch is defective. • There is loose wiring. | <ul style="list-style-type: none"> • Make sure the fireplace is plugged in to a standard 120V outlet. • Check additional appliances on the circuit; ideally the fireplace should be on a dedicated 15-amp circuit. • Contact customer service. • Contact customer service. |
| The power light is ON but the flame effect is not visible. | <ul style="list-style-type: none"> • The fireplace is not operating correctly. | <ul style="list-style-type: none"> • Refer to the operating instructions. |
| The fireplace is not operating. | <ul style="list-style-type: none"> • The fireplace is not operating correctly. • The fireplace switch is defective. • The fireplace assembly is defective. • There is loose wiring. • The vents are dirty or clogged. | <ul style="list-style-type: none"> • Refer to the operating instructions. • Contact customer service. • Contact customer service. • Contact customer service. • Unplug the unit. Clear the vent area of dust and debris. Wait ten minutes, plug the unit in again and turn on the fireplace. |
| There is excessive noise when the fireplace is operating. | <ul style="list-style-type: none"> • The fan is defective. • The fireplace assembly is defective. | <ul style="list-style-type: none"> • Contact customer service. • Contact customer service. |

Warranty

1-YEAR WARRANTY

TURBRO provides 1-year limited warranty for TURBRO ETERNAL FLAME Logset, from the date of purchase, subject to the following conditions and limitations.

What is covered?

- Any alteration misuse of the product will nullify this warranty.
- This warranty is non-transferrable, which is effective for the original buyer from the authorized seller only.
- This warranty is limited to the repair or replacement of part(s) proved to be defective in material or workmanship, after said defect is confirmed by the manufacturer's inspection.

The manufacturer may, at its discretion, fully discharge all obligations with respect to this warranty by refunding the wholesale price of the defective part(s)

What's NOT covered?

- Damage caused by the owner when attempting to fix or alter the product themselves.
- Damage caused by misuse, abuse, neglect, alterations, or unauthorized repair.
- Natural depreciation.

How to request warranty services?

To obtain the benefit of this warranty, please leave a message online (<https://www.turbro.com/pages/contact-us>), or send an email to support@turbro.com. Our customer service will address your issue within 24 hours.

What will TURBRO do?

- Replace the item.
- Refund the item under certain circumstances.

ALL EXPRESSED AND IMPLIED WARRANTIES, INCLUDING THE WARRANTY OF MERCHANTABILITY, ARE LIMITED TO THE PERIOD OF THE LIMITED WARRANTY.



CAUTION

- This product can expose you to toxic chemicals including Di (2-ethylhexyl) phthalate (DEHP), which may cause cancer or harm developmental growth.
- Wash hands after installation.

For more information go to www.p65Warnings.ca.gov



TURBRO



✉ support@turbro.com

🌐 www.turbro.com

☎ [\(323\) 438-3334](tel:(323)438-3334)

