LIVING STYLE

PRISMATIC® CRYSTAL

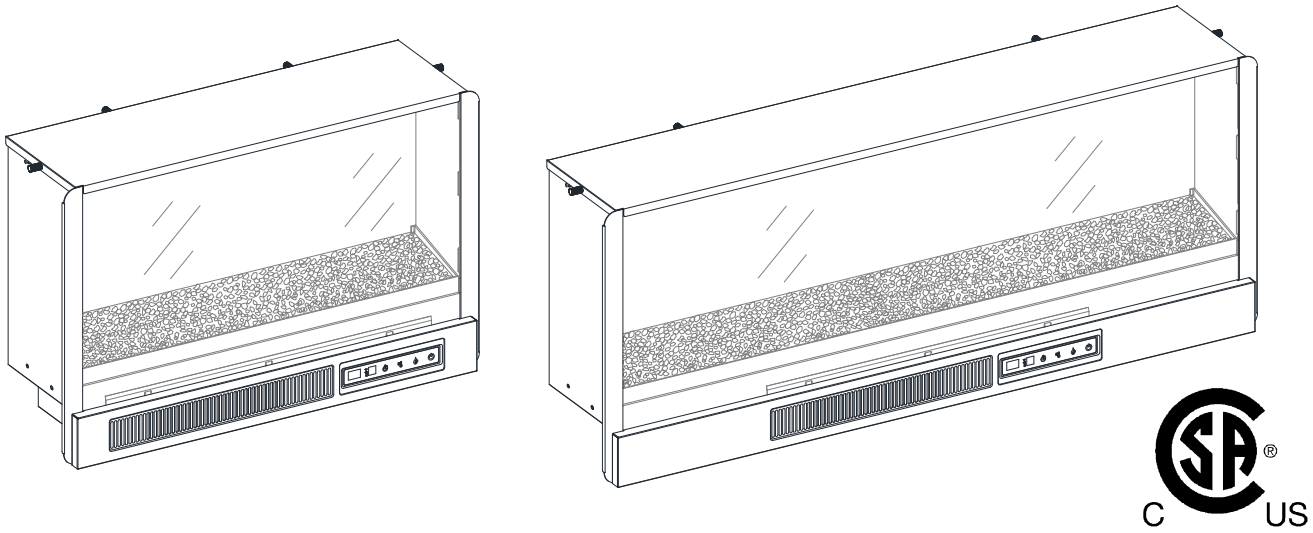
LOT NUMBER:_____
DATE PURCHASED:___/__/_____

USE AND CARE GUIDE

COMBINATION ELECTRIC FIREPLACE/HEATER

Covered by one or more of the following US Patents: US 10,451,235 / US 10,371,333 / US 10,731,810 / US 11,067,238 / US 11,519,576 / US 11,920,747 / US 10,711,964 / US 10,520,149 / CA 3,008,631 / CA 3,008,734 / CA 3,008,736 / CA 3,152,978. Additional US and International Patents Pending.

Stock # FPCR26-NV / SKU# 25026988
FPCR42-NV / SKU# 25042982



C US

We are here to help if you have any questions, comments, or need replacement parts.

CONTACT US FIRST!

Visit us: **www.trueinnovations.com/support**

Email us: **support@trueinnovations.com**
(Monday – Friday, 7:00 am – 4:00 pm Pacific Time)

https://www.trueinnovations.com/furniture-support/

Please use QR code/link to see helpful video showing how to assemble this product.

THIS INSTRUCTION BOOKLET CONTAINS **IMPORTANT** SAFETY INFORMATION.
PLEASE READ AND KEEP FOR FUTURE REFERENCE.

THANK YOU

We appreciate the trust and confidence you have placed in True Innovations & Design through the purchase of this electric fireplace/heater. We strive to continually create quality products designed to enhance your home. Visit us online to see our full line of products available for your home improvement needs. Thank you for choosing True Innovations & Design!

Date: 2025-07-25 Rev 0001-C

Safety Information

Important Safety Information

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

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 material, such as furniture, pillows, bedding, papers, clothes and curtains at least 0.9 meters (3 feet) 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. Children of less than 3 years should be kept away unless continuously supervised.
4. If possible, always unplug the heater when not in use.
5. Do not operate any heater with a damaged cord or plug or after the heater malfunctions, or if it has been dropped or damaged in any manner. Return heater to authorized service facility for examination, electrical or mechanical adjustment, or repair. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
6. Do not use this heater outdoors.
7. This heater is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate the heater where it may fall into a bathtub or other water container.
8. Do not run the power cord under carpeting. Do not cover the power cord with throw rugs, runners, or similar coverings. Arrange the power cord away from traffic areas and where it will not be tripped over.
9. To disconnect the heater, turn controls to off, then remove the plug from the outlet.
10. Connect to properly grounded outlets only.
11. 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 heater.
12. To prevent a possible fire, do not block firebox air intakes or the exhaust in any manner. Do not operate the firebox on soft surfaces, like a bed, where openings may become blocked.
13. A heater has hot and arcing or sparking parts inside. Do not use in areas where gasoline, paint, or flammable liquids are used or stored. This heater should not be used as a drying rack for clothing. Christmas stockings or decorations should not be hung in the area of it.
14. Use this heater only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electrical shock, or injury to persons.
15. Always plug heaters directly into a wall outlet/receptacle. Never use with an extension cord or relocatable power tap (outlet/power strip).
16. Hyperthermia can result in death. Symptoms of hyperthermia include high body temperature, headache, nausea, vomiting, tiredness, dizziness, fainting, and rapid pulse. If you begin to experience symptoms related to hyperthermia, turn off the heater and seek medical attention.
17. To avoid excessive room temperatures which can cause hyperthermia: DO NOT leave product running unattended in a confined space around infants, or individuals with reduced physical, sensory, or mental capabilities.
18. The heater must not be used if the glass (or ceramic or similar material) panels are damaged.
19. The heater must not be located immediately below a socket-outlet.
20. This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
21. Children aged from 3 years to 8 years shall only switch on/off the appliance provided that it has been placed or installed in its intended normal operating position and they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children aged from 3 years and less than 8 years shall not plug in, regulate and clean the appliance or perform user maintenance.
22. Do not use this heater with a programmer, timer, separate remote-control system or any other device that switches the heater on automatically, since a fire risk exists if the heater is covered or positioned incorrectly.
23. **CAUTION:** Some parts of this product can become very hot and cause burns. Particular attention has to be given where children and vulnerable people are present.
24. **CAUTION:** While the heater is in use, the bottom center of the heater can get hot to the touch and may cause serious injury or burns. Always supervise small children around the heater. Do not place any cloth or decorations over the heater outlet, or otherwise obstruct the heater outlet, as this may cause a fire and serious injury may result.
25. There is possible danger of installation close to curtains and other combustible materials.
26. There is a thermostat limiter inside the heater. When the inner temperature overheats or abnormal heating occurs, the thermostat protective device cuts off the power supply to avoid fireplace damaged or risk of fire.
27. There are no user serviceable parts inside the fireplace/heater. If the unit appears to malfunction, turn the unit off and unplug the unit from the wall immediately, and contact us.
28. Use this heater only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electrical shock, or injury to persons.
29. To avoid overheating, do not cover the heater.

SAVE THESE INSTRUCTIONS

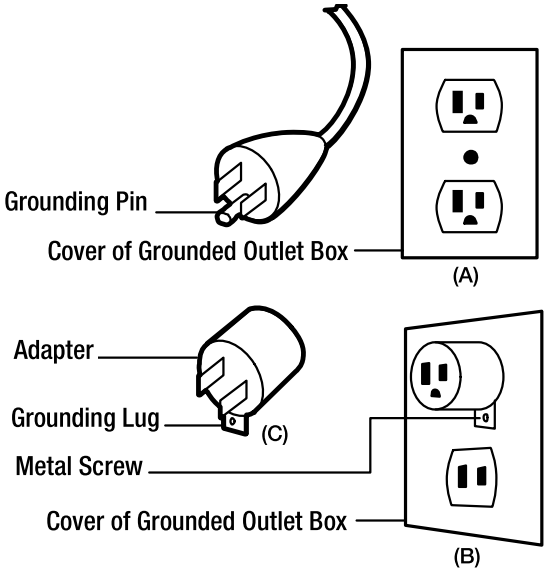
Safety Information (continued)

GROUNDING INSTRUCTIONS

DANGER: Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or serviceman if you are in doubt as to whether the product is properly grounded. Do not modify the plug provided with the product. If it will not fit the outlet, have a proper outlet installed by qualified electrician.

This product must be grounded. If it should malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This product is equipped with a cord having an equipment-grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

This heater is for use on a nominal 120 volts circuits. The cord has a grounded plug as shown at (A) in figure below. An adapter as shown at (C) is available from your local electronics store or online supplier for connecting three-blade grounding type plugs to two-slot receptacles. The green grounding lug extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box. The adapter should not be used if a three-slot grounded receptacle is available.



FCC / IC STATEMENT

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 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.

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.

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

CAN ICES-003(B) / NMB-003(B).

This Class B digital apparatus complies with Canadian ICES-003.

True Innovations & Design (USA) LLC
2052 Alton Parkway, Irvine, CA 92606, USA

Warranty

We are confident that you will be delighted with this purchase. Should this product be defective in workmanship or materials, or fail under normal use, we will repair or replace it for a period of up to one (1) year from date of purchase.

This warranty gives you specific rights and you may also have other rights which vary from state to state.

For claims or questions concerning this warranty, please contact True Innovations & Design Customer Service department on the web: **www.trueinnovations.com/support.** or email us: **support@trueinnovations.com**

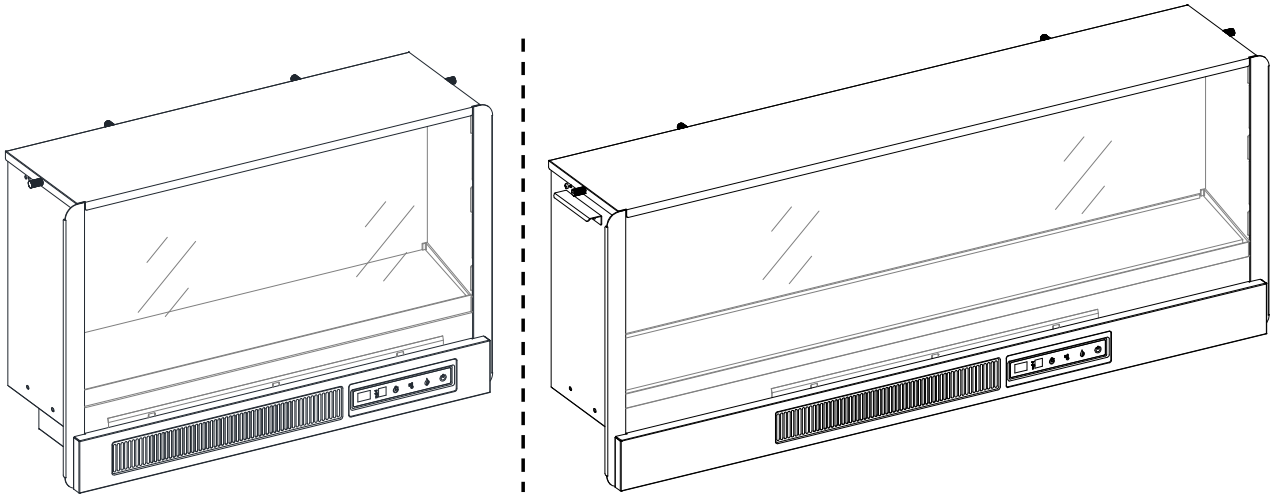
(Monday – Friday, 7:00 am – 4:00 pm Pacific Time)
True Innovations & Design (USA) LLC
2052 Alton Parkway, Irvine, CA 92606, USA

Pre-installation

ELECTRICAL SPECIFICATIONS

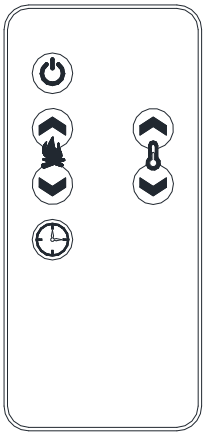
- □ **Voltage:** 120 VAC, 60 Hz
- □ **Watts:** 1500 Watts

PACKAGE CONTENTS

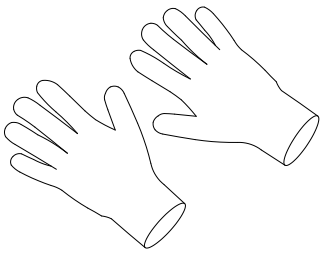


Fireplace Insert (Qty. 1)

Decorative Glass (Qty. 2 packs)



Remote Control (Qty. 1)



White Gloves (Qty. 1)

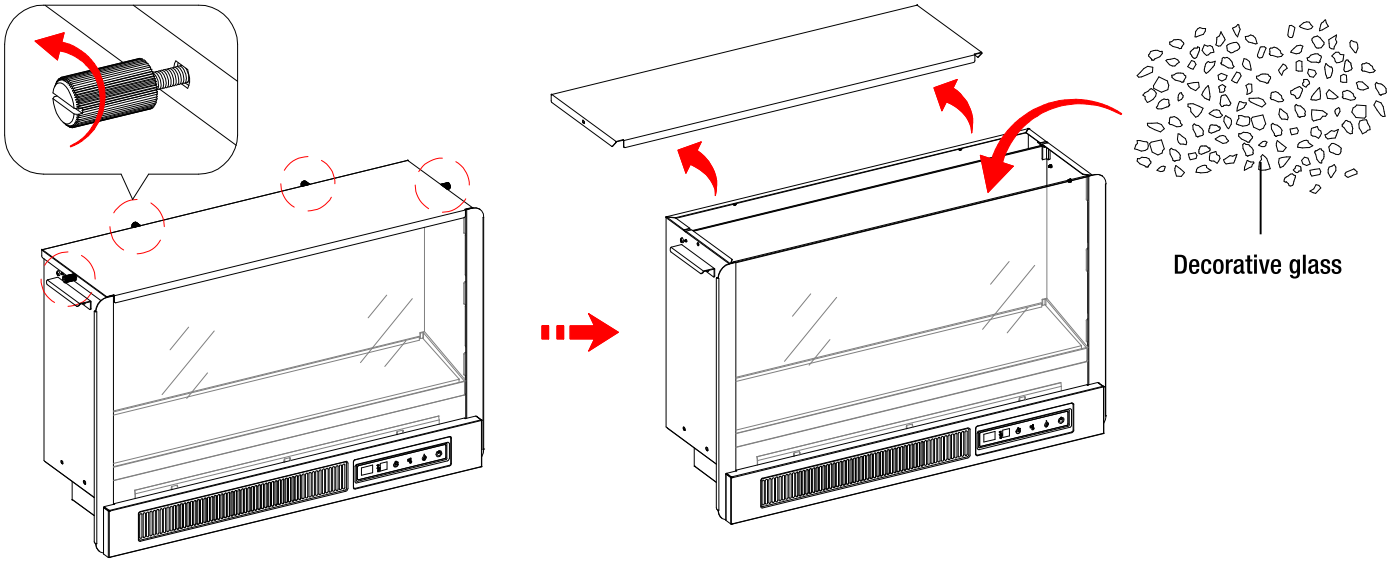
CAUTION: This insert has front panel made of GLASS! ALWAYS use extreme caution when handling glass. Failure to do so could result in personal injury or property damage. Do not power on insert when it is laid in a downward position. Only power on insert when it is in an upright position.

Assembly

1 Installing the decorative glass

- □ Loosen and unscrew the thumb screws installed on the sides and back of the top lid.
- □ Carefully remove the top lid from the firebox.
- □ Always wear the provided white gloves when working with decorative glass, to protect your fingers and to prevent fingerprints.

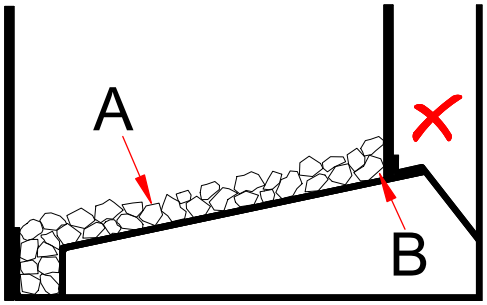
CAUTION: DO NOT pour the decorative glass into the back compartment behind the reflective glass wall.



- □ Pour decorative glass into the front media tray -- DO NOT pour into the area shown with the X.
- □ Spread out the decorative glass evenly across the media tray to a uniform depth.

  A: Decorative glass pile should follow the sloped angle of the media tray.

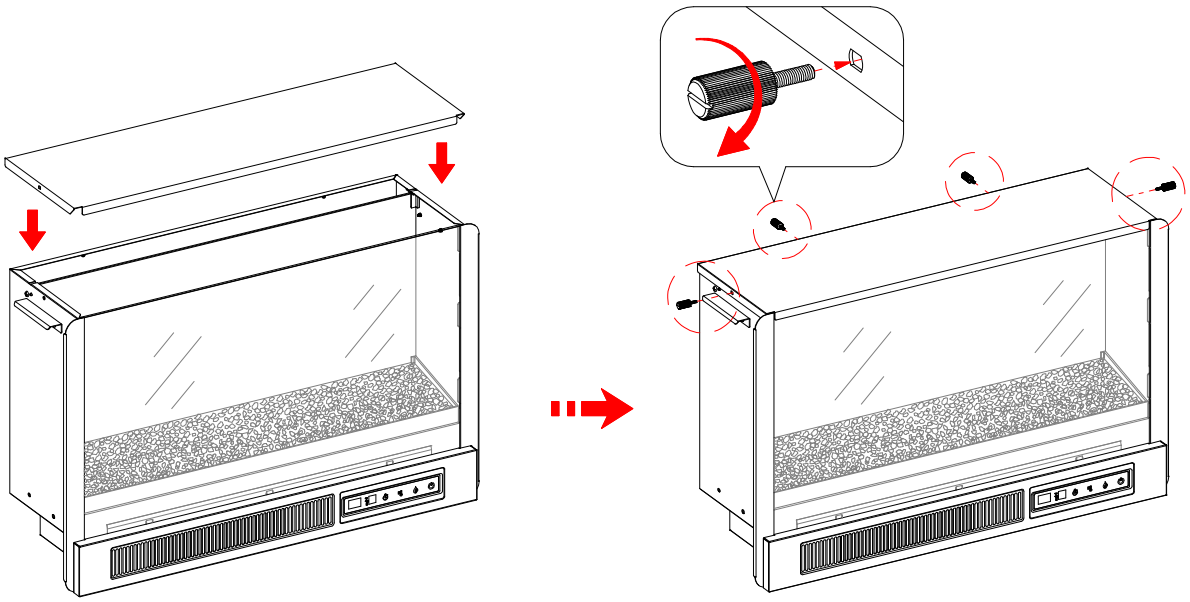
  B: Be sure decorative glass covers the bottom edge of reflective glass wall.



- □ Plug into 120-volt grounded outlet to verify media tray is fully & evenly covered by decorative glass. There should be no gaps between decorative glass so that no portions of the media tray are visible.
- □ Adjust decorative glass pile by filling gaps and sloping it upwards to top of media tray (as shown in side illustration A & B) before installing the top lid.

2 Installing the top lid

- ☐ Pick up the top lid and fit it onto the fireplace insert side and back walls properly.
- ☐ Secure the top lid into place with the existing thumb screws.

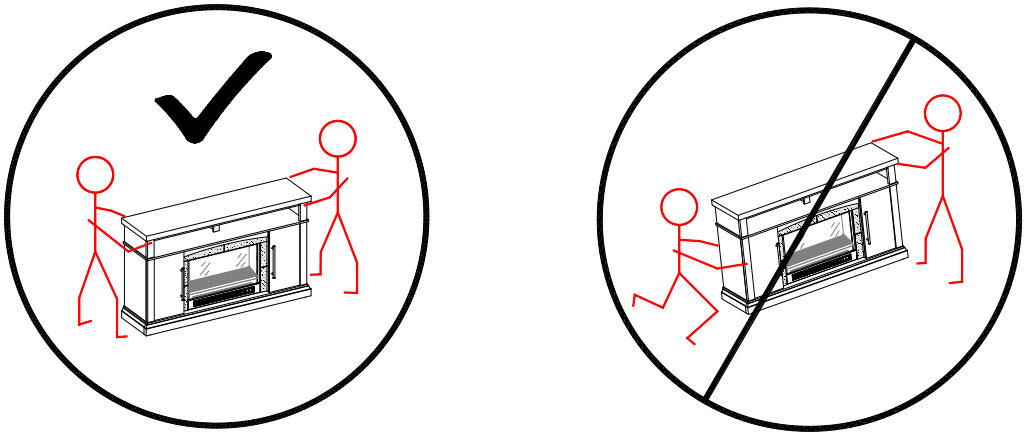


3 Installing the fireplace insert

- ☐ Carefully hold fireplace level when inserting into furniture console/mantle, to prevent decorative glass from sliding out of the desired position.
- ☐ For large fireplace inserts, two people are required (one on each end) to hold fireplace level while inserting into furniture.
- ☐ Slowly slide fireplace into console without bumping it against console in order to ensure decorative glass remains in the correct sloped position.
- ☐ Follow the furniture console/mantel assembly instructions to install the fireplace insert into the console/mantel correctly. If decorative glass pile slides downwards due to tilting or bumping, then remove fireplace top lid and reposition decorative glass and then reinstall into the console/mantel.

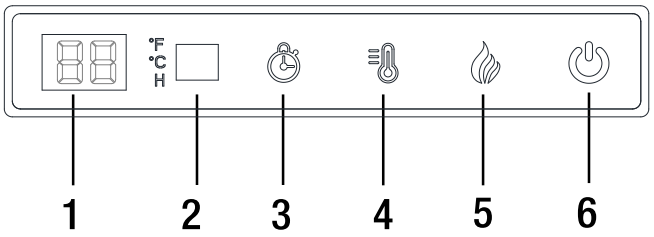
NOTE: DO NOT attempt to install the insert from the front of the console or mantle, it only installs from the back.

- ☐ After the insert is installed, keep the furniture console level while moving it into the position against wall. Be careful not to bump console as you move it, and do not set it down hard. This keeps the decorative glass in the correct position.



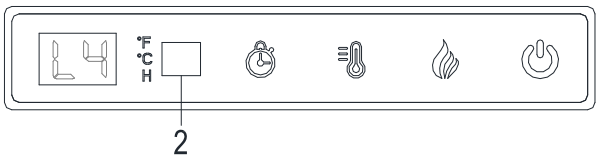
4 Identifying the control panel

- The control panel is located on the bottom right of the fireplace/heater unit.
- The control panel contains the display unit (1), function indicator (2), timer function (3), heater control (4), light control (5), and main power (6).
- The display unit (1) displays information about the ember bed light level, timer, and current temperature.



5 Understanding the function indicator

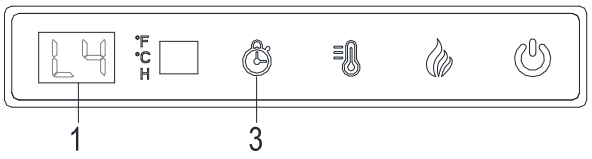
- The function indicator (2) has three square LEDs – red, green, and blue. The red LED indicates that the Fahrenheit temperature heating function is running, the green LED indicates that the Celsius temperature heating function is running, and the blue LED indicates that the timer function is engaged.
- To the right of the three LEDs, is the infrared receiver module which communicates with the remote control to control the heater.



6 Using the timer function

- The timer button (3) allows you to set the amount of time you want the fireplace/heater to run. The timer button (3) operates both the light control and the heater function. If the heater is operating when the timer is set, then the heater is on the timer. If the lights are operating, then the timer will control the light. If both the heater and light are operating with the timer set, then the timer controls both the media light and the heater. Pressing the button in sequence will set the timer for a set interval. This interval period is shown in the display (1), and the blue LED light turns on to show that the timer function is engaged. The set intervals are displayed in this table. The timer starts after you select your preferred interval and release the button; note that the display and blue light will turn off after a few seconds. There is no clock function for turning the heater or ember bed light on or off at a specific time.

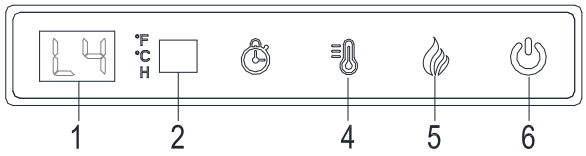
Button Press	Timer Interval	Display
1st press	10 Minutes	10
2nd press	20 Minutes	20
3rd press	30 Minutes	30
4th press	40 Minutes	40
5th press	50 Minutes	50
6th press	1 Hour	1H
7th press	2 Hours	2H
8th press	3 Hours	3H
9th press	4 Hours	4H
10th press	5 Hours	5H
11th press	6 Hours	6H
12th press	OFF	OF



7 Using the heater control

- Pressing the heater button (4) will turn on or off the heat and set the temperature in the thermostat. If you turn off the heater by the main power button (6), the unit will hold your preferred temperature setting in the memory. When the power is turned back on, the heater will turn on at the same setting. There is no speed setting for the heater blower.
- **To convert from Fahrenheit to Celsius:** With the heater on, press and release the heater button (4) so that the display (1) and LED function indicator (2) lights turn on (if they are not already on). Then gently press and hold the heater button (4) for five seconds to enter temperature converting mode. The LED indicator flashes several times in red color then changes to green. Green indicates Celsius mode, and Red indicates Fahrenheit mode. In this converting mode, the display (1) flashes. Repeat the same process to convert Celsius temperature into Fahrenheit temperature.
- **To set the thermostat temperature:** Press the heater button multiple times to cycle through the temperature settings: 60°C (99°F) -> 30°C (86°F) -> 28°C (82°F) -> 26°C (78°F) -> 24°C (75°F) -> 22°C (71°F) ->OF (for use without heating). After you release the heater button, your preferred setting will be flashing. Once it stops flashing, and the display goes dark, then the thermostat will be set at your preference (and kept in memory).
- **To turn OFF the Heater while keeping the Media Light ON:** Press the heater button until you see "OF" in the Control Panel display (1). This indicates the Heater is "OFF". Light settings and other features continue to operate as normal.
- **Heater Lock (safety feature):** To lock the heating function in the OFF position, with the main power button (6) on, press and hold the light control button (5) for five seconds. The temperature display flash several times to indicate that the heater function is locked. In this mode, there is no heating function, but media light operates normally.
- To unlock the heating function, press and hold the light control button (5) for five seconds. The temperature display flash several times and then normal heater mode is turned back on.

NOTE: After the heater function or power is shutoff, the blower will continue to run for several minutes to cool the internal components.



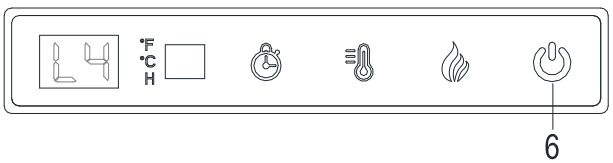
8 Using the light control

- Press the light control button (5) multiple times to cycle through the five different color of the ember bed: L1_White, L2_Blue, L3_Pink, L4_ Orange and L5_ Auto-cycle.

9 Using the main power button

- Press the power button (6) to turn the fireplace/heater unit on and off. Press the power button (6) once to turn the unit on. Press again to turn the unit off.
- If you turn off the heater by the main power button (6), the unit will hold your preferred temperature setting in the memory. When the power is turned back on, the heater will turn on at the same setting.

NOTE: When the unit is turned OFF, the media lighting will not immediately go out. This is a designed feature to represent the embers of the fire slowly fading out.

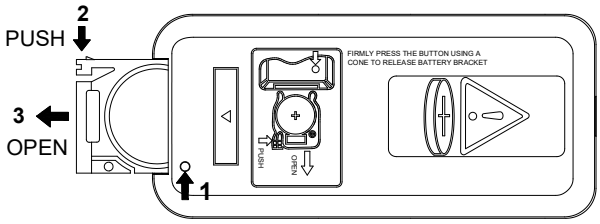


Using the Remote Control

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 insulated the battery. For replacement battery, use lithium-based CR2025 battery. Please follow the sequence below to replace the battery.

□ Take out the battery bracket as shown.

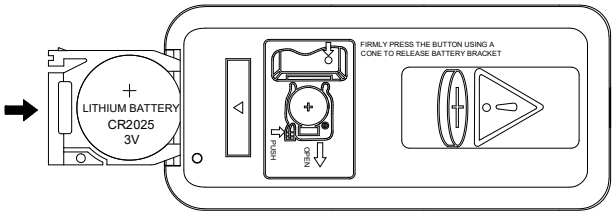


FIRMLY PRESS THE BUTTON USING A
CONE TO RELEASE BATTERY BRACKET

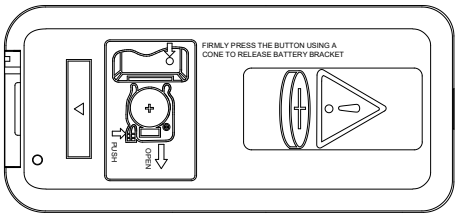
CAUTION

This symbol marked on the product indicates "Warning: contains coin battery".

□ Insert the battery with the button side into the battery bracket, making sure the battery is firmly seated.



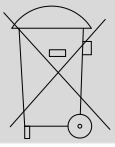
□ Press the battery bracket into the remote control, making sure it snaps into position.



□ Turn the remote over and aim it towards the fireplace/heater unit.
□ Press the power button on the top and see if the light on the fireplace/heater turns on or off.
□ If nothing appears to happen, check to make sure the battery is installed correctly, and try again.

Battery Safety Warning

NOTE:
Battery disposal
Please always dispose of batteries at a suitable recycling point.



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) Call a local poison control center for treatment information.
d) Compatible battery type: CR2025.
e) Nominal battery voltage: 3 V.
f) Non-rechargeable batteries are not to be recharged.
g) Do not force discharge, recharge, disassemble, heat above 60°C or incinerate. Doing so may result in injury due to venting, leakage or explosion resulting in chemical burns.
h) Ensure the batteries are installed correctly according to polarity (+ and -).
i) Do not mix old and new batteries, different brands or types of batteries, such as alkaline, carbon-zinc, or rechargeable batteries.
j) Remove and immediately recycle or dispose of batteries from equipment not used for an extended period of time according to local regulations.
k) 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.

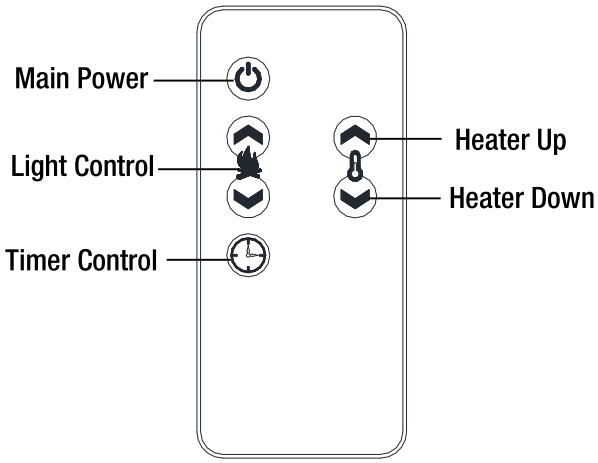
Using the Remote Control (continued)

⚠ WARNING

- **INGESTION HAZARD:** This product contains a button cell or coin battery.
- **DEATH** or serious injury can occur if ingested.
- A swallowed button cell or coin battery can cause **Internal Chemical Burns** in as little as **2 hours.**
- **KEEP** new and used batteries **OUT OF REACH of CHILDREN.**
- **Seek immediate medical attention** if a battery is suspected to be swallowed or inserted inside any part of the body.

2 Using the remote control

- ☐ The operation of the remote control buttons works the same as the buttons on the front panel of the fireplace/heater. Review the operation section for more information on the functionality of these buttons.



Care and Maintenance

WARNING: Always disconnect from the power supply before cleaning the heater. First turn off the main power. Then remove the electrical plug from the wall outlet.

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

The blower motor and light motor are pre-lubricated for a durable using time and need no further lubrication or maintenance. To remove any accumulation of dust or debris, the soft brush attachment of a vacuum cleaner should occasionally be used to clean the outlet grille of the fan heater.

- ☐ Use a soft, clean cloth that will not scratch the surface when dusting.
- ☐ Use a clean, soft cloth dampened with warm water to clean the fireplace surface. DO NOT use household or abrasive cleaners, as these products may damage the surface.
- ☐ When cleaning the glass viewing screen use a non-abrasive damp cloth with liquid cleaner or soft soap if necessary; DO NOT use cleaning powders or any other substance with abrasives since these substances will scratch glass.
- ☐ If reflective glass needs to be cleaned, do not use corrosive cleaning agents such as ones with acid or alkali. Use cotton or microfiber cloth with water only, or a mild alcohol-based cleaning solution. Always use gloves when handling reflective glass to prevent fingerprints.
- ☐ Under no circumstances should this product be operated with a broken or chipped glass panel.
- ☐ Do not strike or slam the glass.
- ☐ In the event that your appliance is stained or otherwise damaged during use, we recommend that you call a professional to repair it.
- ☐ When not in use please unplug the cord from the outlet to prevent any damage or accidents.

Troubleshooting

Problem	Solution
Odd light reflections are occurring on the back wall flame area.	□ Adjust your room spotlights or lamps to not shine directly onto the reflective decorative glass. □ There are gaps in your decorative glass pile that are allowing lights to incorrectly shine onto your back flame wall. □ OR your glass pile has slidden forward and exposed the top of the slope. □ Follow Step 1 to reposition your decorative glass so there are no gaps and so that glass covers bottom edge of reflective glass wall.
Cannot turn off the heater using the Heater Button.	□ Press the heater button repeatedly until "OF" is shown in the Control Panel display. This indicates the heater is "OFF". In this mode the lights remain on, but the heater is not engaged. (See "Using the Heater Control" in the OPERATION section of this Guide for more details).
Cannot adjust the temperature.	□ To adjust temperature, turn on the Heater, then press the Heater button to enter Temperature Adjustment Mode. The LED display will start to flash, then press the Heater button repeatedly until you reach your desired temperature setting. (See "Using the Heater Control" in the OPERATION section of this Guide for more details).
Fireplace stopped heating. There are lights, but the heater automatically keeps shutting itself off after a few minutes.	□ Set fireplace to a higher temperature. □ Turn on the Heater, then press the Heater button to enter Temperature Adjustment Mode. The LED display will start to flash, then press the Heater button repeatedly until you reach your desired temperature setting. (See "Using the Heater Control" in the OPERATION section of this Guide for more details). □ Note that temperature around fireplace may be a few degrees higher than other areas in the room.
Heater does not work, but Power and Heater switches are in the “ON” position and thermostat is set on “ON”.	□ To reset the fireplace, unplug the unit from the wall outlet for 5 minutes, and let it cool down. After 5 minutes plug the unit back into the wall outlet and operate as normal. □ Make sure that no objects are blocking the air vents on the front, top, or back of your fireplace.
No heat and pressing the Heater button causes the media to flash several times.	□ Your heater has been locked (disabled for child safety mode). □ To unlock, turn on the main power, then press and hold the Light Control button for at least 5 seconds, until you see the temperature display flash several times. The heater will now be unlocked and can be turned ON using normal operation of the Heater button.
Remote control is not working.	□ Change the remote battery. □ 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. □ Stand closer to your fireplace. □ Remove objects that may block your remote control’s ability to communicate with your fireplace.
The unit does not turn on.	□ Check that the unit is fully plugged into a standard 120 V outlet. □ Press the Power button on the control panel.
Using the fireplace with the heater ON causes a trip in my power circuit.	□ Unplug other appliances from the same circuit and same outlet as the fireplace. Do not overload the circuit. □ Connect the fireplace to a properly grounded outlets with thicker cord. □ Replace with a qualified fuse-box with a heavy load.
The display unit on the control panel shows error code “EE”.	□ Your thermistor sensor is loose or cut off. □ Do not return to store. □ Please email us for a replacement Insert.
The Heater automatically shut off, and pressing the Heater button causes no actions. Other control buttons are working, but the control panel displays “88” and the function indicator is flashing quickly.	□ The fireplace shut itself off as a safety protocol to prevent overheating (it is in alarm mode). □ Make sure that no objects are blocking the air vents on the front, top, or back of your fireplace. □ To reset the fireplace, unplug the unit from the wall outlet for 5 minutes, and let it cool down. After 5 minutes plug the unit back into the wall outlet and operate as normal.