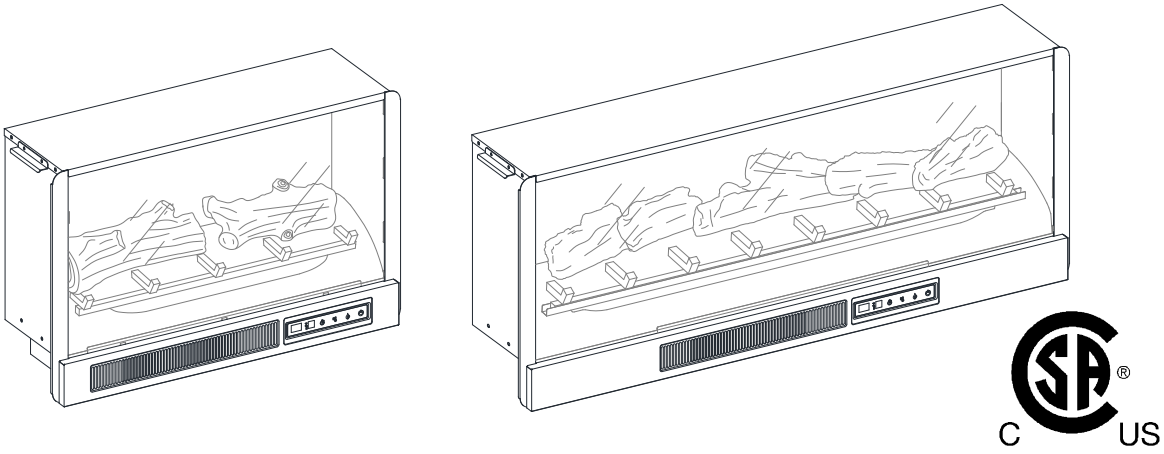
LOT NUMBER:_____
DATE PURCHASED:___/__/_____

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 # FPQF26-NV / SKU# 25126980
FPQF42-NV / SKU# 25142984



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)

HEATER DEFAULT SETTING:

The default factory setting for your thermostat is 82 degrees. If your room temperature is already 82 degrees or above, then your heater will shut OFF after about 3 minutes. See thermostat directions for how to adjust the temperature settings in order to keep your heater ON until your desired room temperature is reached.

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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: 2025-07-04 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 first.
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

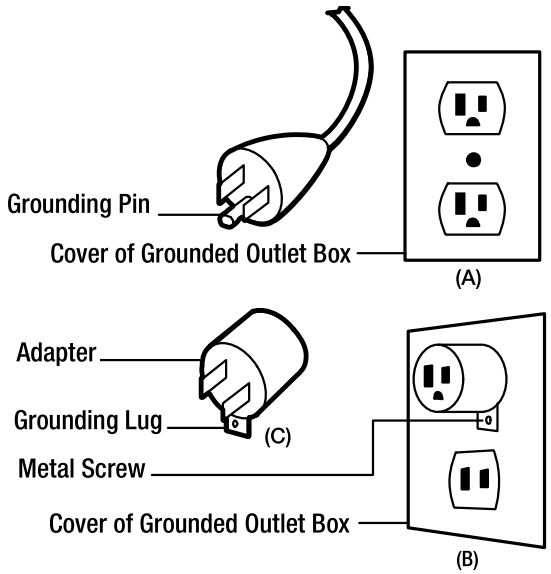
Safety Information (continued)

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.



ELECTRICAL SPECIFICATIONS

- **Voltage:** 120 V AC, 60 Hz
- **Watts:** 1500 Watts

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).

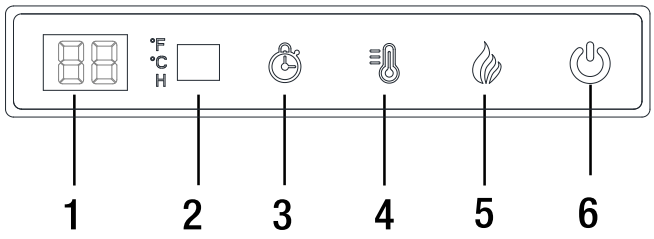
This Class B digital apparatus complies with Canadian ICES-003.

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

Operation

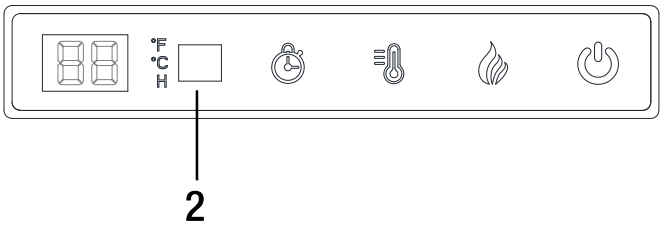
1 Identifying the control panel

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



2 Understanding the function indicator

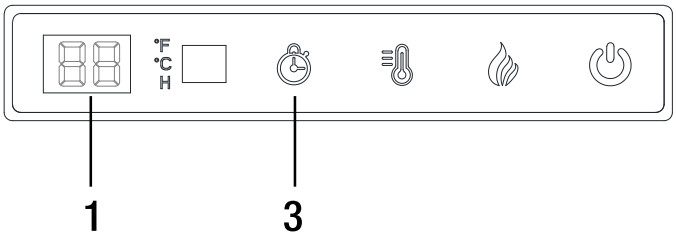
- The function indicator (2) has three square LEDs – red, green, and blue. The red LED indicates that the Fahrenheit temperature heating function is running, the green LED indicates that the Celsius temperature heating function is running, and the blue LED indicates that the timer function is engaged.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



3 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 flames and the heater function. If the heater is operating when the timer is set, then the heater is on the timer. If the flames are operating, then the timer will control the flames. If both the heater and flames are operating with the timer set, then the timer controls both the flames 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 flames on or off at a specific time.

Button Press	Timer Interval	Display
1st press	30 Minutes	30
2nd press	1 Hour	1h
3rd press	2 Hours	2h
4th press	3 Hours	3h
5th press	4 Hours	4h
6th press	5 Hours	5h
7th press	6 Hours	6h
8th press	OFF	None

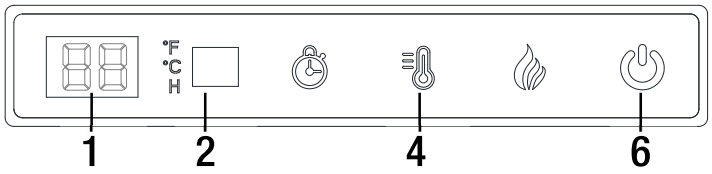


4 Using the heater control

NOTE: The heater default temperature is set to 82 degrees Fahrenheit. If your ambient room temperature is above 82 degrees, then your heater will automatically shut off after few minutes. Set your heater to ALWAYS ON (see below directions) in order to keep your heater ON above 82 degrees.

- 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 main power button (6) for five seconds to enter temperature converting mode. The LED indicator flashes five 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, starting at 82°F down to 62°F, then Always OFF or Always ON. (27°C - 17°C - OFF - ON). After you release the heater button (4), 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). Note that the "ON" setting keeps the heater always on until the user powers off the unit or the safety sensor turns off the heater to prevent overheating.
- **To turn OFF the Heater while keeping the Flames ON:** Press the heater button multiple times until you see "OF" in the Control Panel display (1). This indicates the Heater is "OFF". Flame 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 on, press and hold the heater button (4) for at least ten seconds while counting to twenty-five. In this mode, there is no heater function, but flame control operates normally. To unlock the Heater Lock, follow this same procedure. Then normal heater mode is tuned 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.

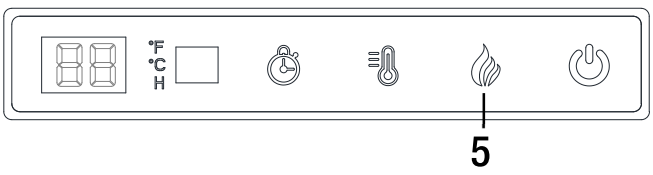


5 Using the flame control

- Press the flame button (5) to set the flames for different levels of flame brightness. These flame levels are shown in the display (1). The flames cannot be turned off when the heater function is on. The flame settings are as follows:

Button Press	Flame Level	Display Value	Fireplace Appearance
1st press	High	L4	Flames Highest
2nd press	Medium	L3	Flames Medium
3rd press	Low	L2	Flames Low
4th press	Lowest	L1	Flames Lowest
5th press	Off	None	Flames Off

- Regardless of the previous flame setting, when powered off by the main power button, the flames will come on in L4 mode (High) when you turn the heater on.



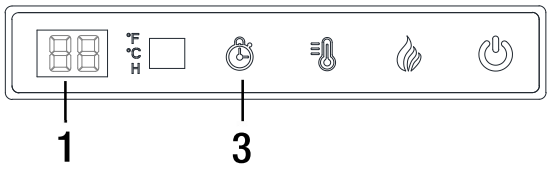
Operation (continued)

6 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.

7 Using the Demo Mode

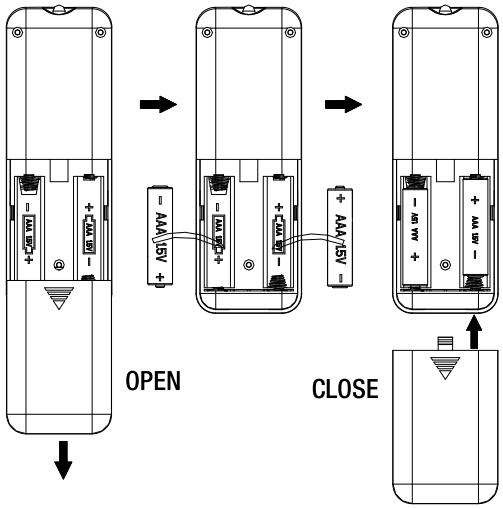
- For Use in Retail Store
- To turn Demo Mode on, press and hold the timer button (3) for 10 seconds until the display (1) shows "00". Demo Mode deactivates the heater and all front control panel buttons except the flame control button. To turn Demo Mode off, press and hold the timer button (3) for 10 seconds until the display (1) shows "L4". This fireplace is shipped with Demo Mode turned off for normal customer usage.



Using the Remote Control

1 Installing the battery

- For replacement batteries, use AAA batteries.
- Press down and slide back cover off the battery compartment.
- Insert two provided AAA batteries into the battery compartment making sure that the ends of the batteries with the negative (-) symbols are against the springs in the battery compartment.
- Replace the battery compartment cover, making sure it snaps into position.



- Turn the remote over and aim it towards the fireplace/heater unit.
- Press the power button on the upper left 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.

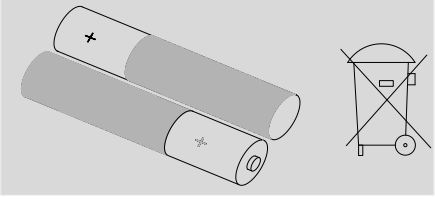
2 Battery Replacement

NOTE: Do not mix old and new batteries.
Do not mix alkaline, standard (carbon zinc), or rechargeable (nicad, nimh, etc.) batteries.

⚠ 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.

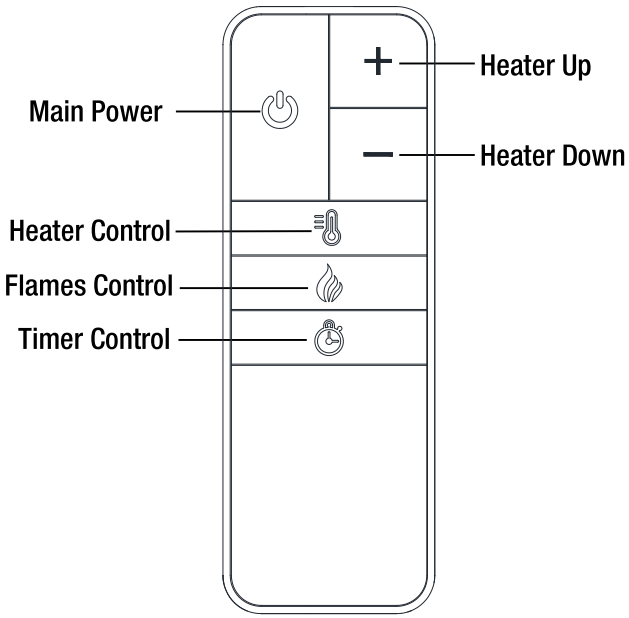
NOTE:
Battery disposal
Please always dispose of batteries at a suitable recycling point.



3 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.

NOTE: The remote control cannot lock/unlock the heater or switch between Fahrenheit and Celsius. Use the control panel as instructed previously in section 4 - Using the Heater Control.



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 flame 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.
- □ 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.

One-year Limited Warranty

This product is warranted to the original purchaser. If there is a failure in this unit due to defects in materials or workmanship, the manufacturer will repair or replace this item at our discretion without charge. Warranty is void if product has been assembled incorrectly, misused, abused by overloading, altered in any way or damaged due to accident. This warranty is not transferable and does not cover chipping, flaking, scratches, rust, dents, or other damages to the surfaces of this product. Responsibility of the manufacturer is limited to repair or replacement of this product. The manufacturer is not responsible for consequential, incidental, or other damages or losses resulting from product failure.

This warranty is in lieu of all other expressed warranties. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you. This warranty gives you specific legal rights and you may have other rights which vary from state to state.

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

Troubleshooting

Problem	Solution
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 flames 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 the temperature, press the Heater control button multiple times until you reach your desired thermostat setting. (See “Using the Heater Control” in the OPERATION section of this Guide for more details).
Fireplace stopped heating. There are flames, but the heater automatically keeps shutting itself off after a few minutes.	□ Set fireplace to a higher temperature or "always on". □ Turn on the Heater, 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: your heater thermostat default temperature setting is 82 degrees Fahrenheit. If your room temperature is above 82 degrees, your heater will shut itself off, unless you adjust your heater thermostat to “always on”. □ Note that temperature around fireplace may be a few degrees higher than other areas in the room.
Heat is working but no flames.	□ Make sure the USB cable that connects the Ember Bed to the Heater is fully plugged in.
No heat, and no way to power off the unit. Only the Flame button works properly. The control panel display shows “00” when the Power, Timer, or Heater button is pressed.	□ Fireplace is in Demo Mode. □ To deactivate Demo Mode, press and hold the Timer button for at least 10 seconds until the display shows “L4”.
No heat, and pressing the Heater button causes no response.	□ Your heater has been locked (disabled for safety mode). □ To unlock the heating function, with the main power button on, press and hold the heater button (4) for at least 10 seconds while counting to twenty-five. Then normal heater function is restored.
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. □ 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 or call our phone number 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.