

USER MANUAL

TURBRO

**ELECTRIC
FIREPLACE INSERT**

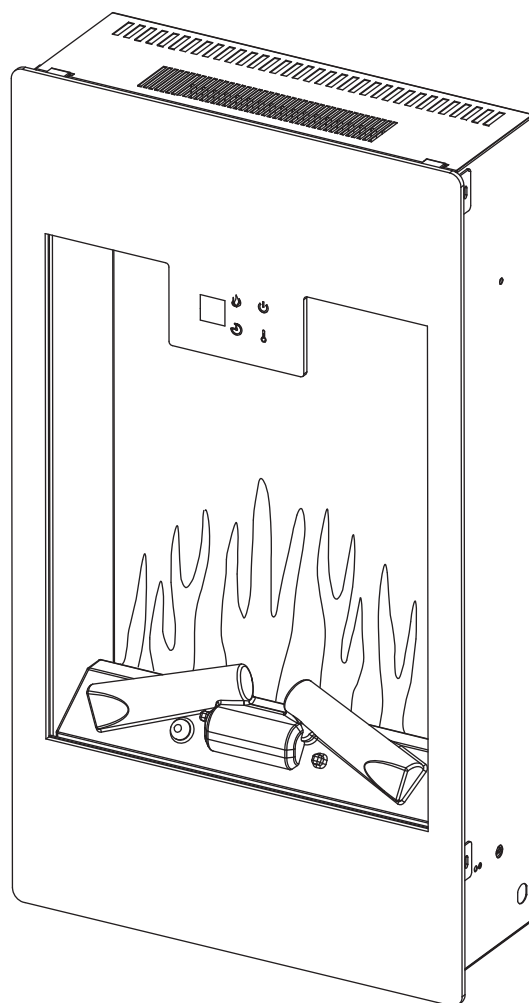
Flames

MODEL NO: INF28-WU

IMPORTANT

READ ALL INSTRUCTIONS BEFORE USING YOUR ELECTRIC FIREPLACE. FAILURE TO FOLLOW INSTRUCTIONS MAY LEAD TO DAMAGE TO THE MACHINE OR PERSONAL INJURY.

KEEP THIS USER MANUAL FOR FUTURE REFERENCE.



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Warranty Registration

***Thank you for purchasing a TURBRO Electric Fireplace!
We're extremely happy that you have decided to join us.***

To thank you we're giving you a warranty extension. All you need to do is register your new product at <https://www.turbro.com/pages/warranty-registration>. Once it's registered, you'll get a 1-year extension on the 1-year manufacturer warranty for a total of 2 years. It's that easy!

Tip for First-Time Use

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 the maximum heat level to remove the "new product" smell. This smell is because the fireplace absorbs moisture, creating an odor similar to that of old leather. It will go away after a few minutes of use.

Safety Instructions

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

- Do not use this product with missing, damaged, or broken legs.
- Do not use this product outdoors. This product is for indoor use only.
- This product is not intended for use in bathrooms, laundry areas, and similar indoor locations. Do not place this product where it may fall into a bathtub or other water container.
- This product is hot when in use. Keep combustible materials such as furniture, pillows, bedding, papers, clothes, and curtains at least 3ft from the hot air outlet.
- Do not use this product in an elevated location, such as on a shelf, raised platform, countertop, etc.
- Do not run the power cord of this product under carpeting, throw rugs, runners, or similar items. Arrange the cord away from high-traffic areas so that it will not be tripped over.
- Extreme caution is required when the product is used near children or invalids and whenever the product is left operating unattended.
- Do not operate this product with a damaged power cord or plug, after the appliance malfunctions, or the product is damaged. Any repairs to this appliance should be carried out by a qualified service person.
- Under no circumstances should this product be modified. Parts removed for service must be replaced prior to using this product.
- Connect to properly grounded power outlets only.
- Always plug the fireplace directly into a wall outlet. An extension cord, outlet, or power strip should never be used with this product.
- This product, when installed, must be electrically grounded in accordance with local electrical codes. For the USA: National Electric Code, ANSI/NFPA No. 70. For Canada: CSA C22.1 Canadian Electrical codes.
- To disconnect this product, turn the product off from the control panel, then remove the power plug from the outlet.
- Always unplug this product 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 openings as this may cause an electric shock, fire, or damage to the appliance.



Safety Instructions

- To prevent possible fires, do not block air intakes or exhausts in any manner. Do not use on soft surfaces, like a bed, where the opening may be 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.

CAUTION

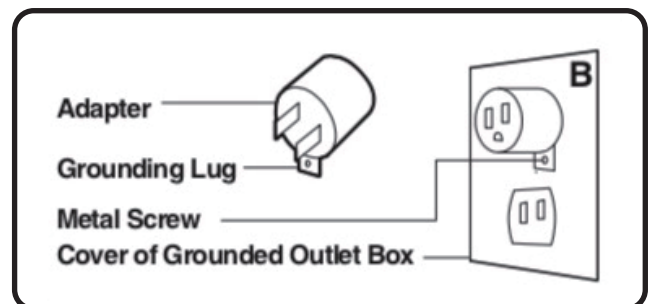
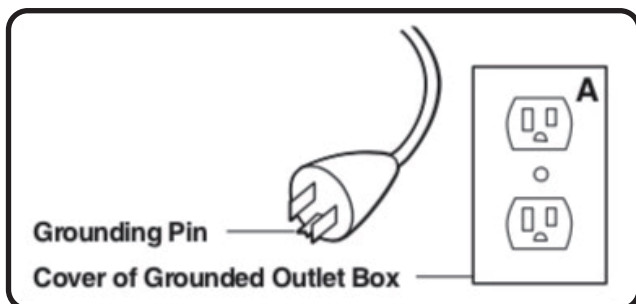
- This product can expose you to toxic chemicals including Di (2-ethylhexyl) phthalate (DEHP), which may cause cancer or harm developmental growth.
 - Wash hands after installation.
- For more information go to www.p65Warnings.ca.gov



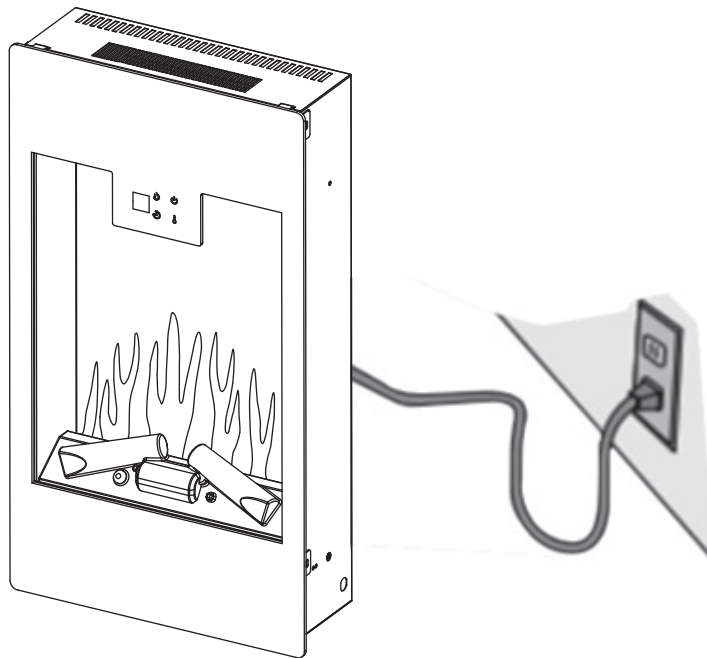
Electrical Safety

- 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 while the product is in operation. The product comes with a 6 ft (1.8m) long power cord with a 3-prong plug, which is located 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 submerged in water. Immediately call a qualified service technician to inspect the item and replace any part of the electrical system which has been underwater.
- This product is equipped with a polarized plug where one prong is wider than the other. For your safety, please insert the plug correctly. If you are unable to insert the plug into the electrical outlet try reversing the plug. If the plug still does not fit, contact a qualified electrician.
- Always plug the unit into a wall outlet. An extension cord, power strip, outlet extender, or any similar products should never be used with this product as it may increase the risk of fire.

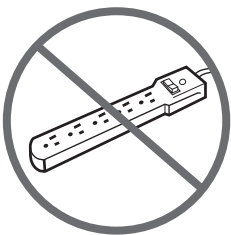
US 3-Pin Polarized Plug



US 3-Pin Polarized Plug



- This product must be grounded. If the heater 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 120-volt circuits only and has a grounded plug. An adapter is available for connecting the three-blade grounding-type plug to a two-slot wall outlet. 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.



You may run the power cord out of the framed wall opening to an existing outlet or install an outlet on a nearby wall stud within the wall.

In order to use the power safely, please make sure:

- NEVER use the relocatable power tap/outlet/power strip.
- NEVER exceed the maximum amperage for the circuit (Should be 120V 15amp). NEVER plug other appliances into the same circuit.
- SHOULD make sure the plug is in good condition and not loose.



The length of the power cord is 6ft. A grounded extension cord can be used, if the cord is not long enough to reach the outlet. When using the extension cord, please kindly NOTE:

- The cord is no longer than 7.87ft.
- The minimum of the wiring is AWG No. 14.
- The minimum rated power is 1900W.



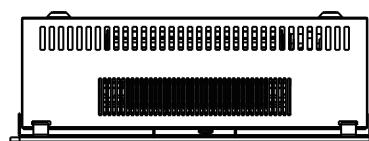
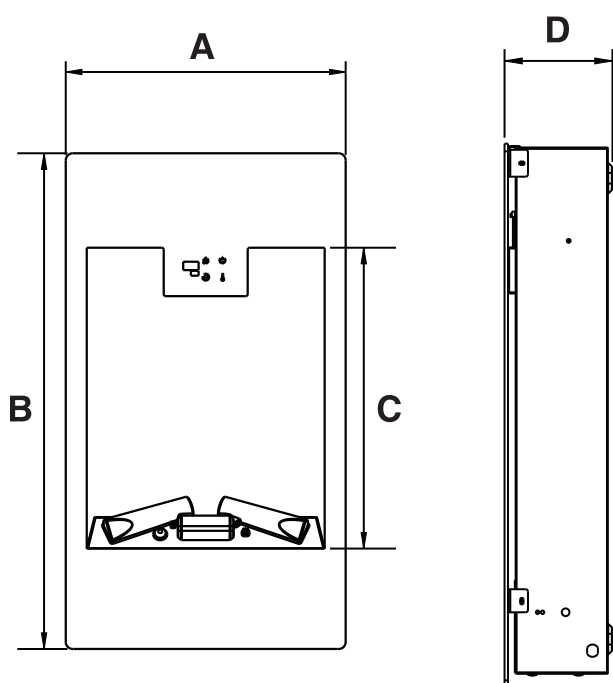
Overheating Protection

- This heater has an overheating protection cutoff that switches the appliance off automatically if it overheats.
- Obstruction of the rear air intakes or front grill may result in overheating. If this occurs, please disconnect the heater from the power socket and allow it to cool for 10-15 minutes before powering it on again.
- Should problems persist, please contact TURBRO customer service team via support@turbro.com.

Technical Specifications

Power Supply	110-120V / 60Hz
Rated Current	12.7A
Rated Power	1400W / 4780BTU
Adjustable Thermostat	62°F - 86°F
Heating Type	Convective Fan Heater
Noise Level (dBA)	≤ 37dBA
Timer	1- 8 hrs
Lighting Effect	LED
Remote Control	Yes

Dimensions

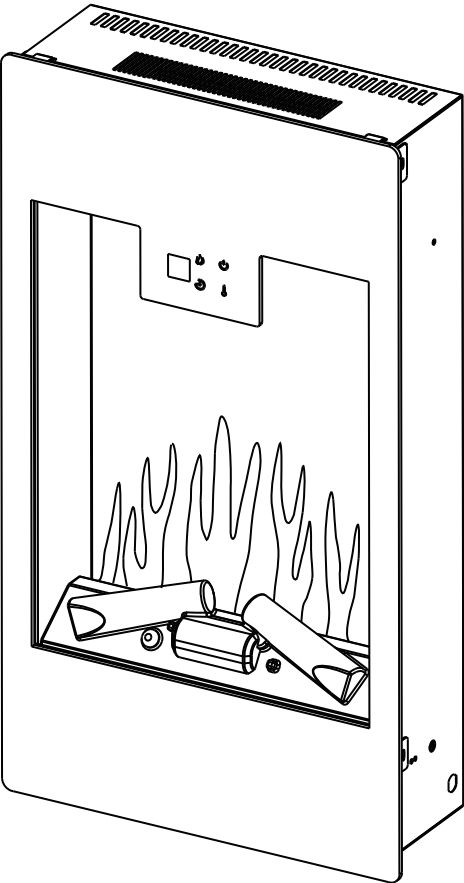


Top Air Outlet

Part	A	B	C	D
mm	400	710	430	140.5
inch	15.75	27.95	16.93	5.53



Parts List



A



B



C



D

Part	Description	Quantity
A	Fireplace	1 pc
B	Wall Anchor	2 pcs
C	Phillips-Head Screw	2 pcs
D	Remote Control	1 pc



Installation

INSTALLATION WARNINGS

- The fireplace is heavy and should be assembled near its desired location.
- It is recommended that two people move the fully-assembled fireplace to prevent injury.
- Keep combustible materials such as furniture, bedding, papers, clothes, and curtains at least 3 ft away from the fireplace air outlet.
- 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 a grounded power outlet.

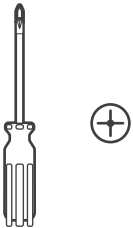
BEFORE ASSEMBLY

Open the unit and check carefully for visible damage. If you have any problems with installation, operation, missing parts, or other damage, please contact the TURBRO customer service team. Do not dispose of packaging until you are satisfied with your fireplace. Contact the TURBRO customer service team before returning the unit.

INSTALLATION LOCATION

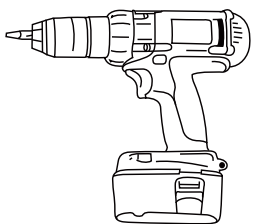
The fireplace should be located in an area that is not in direct sunlight, not susceptible to moisture, and away from any uninsulated exterior walls.

TOOLS REQUIRED



Phillips-head screwdriver (not included)

Tip: Use a 6-8 inch screwdriver to attach the legs. A long screwdriver will help you quickly finish assembly.



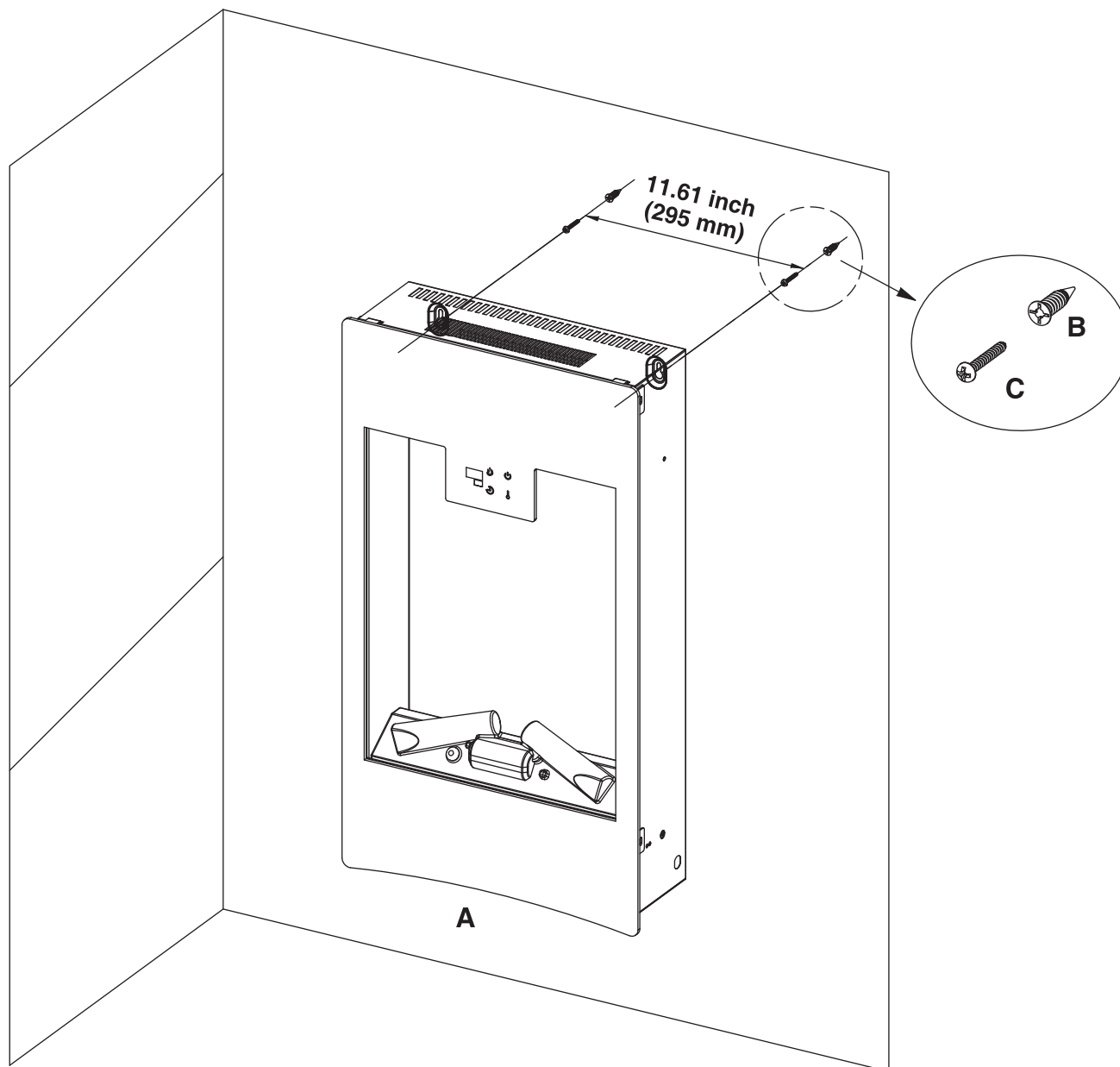
Electric power drill (not included)

Tip: The electric drill is the best helper to finish the installation easily and quickly.



Installation

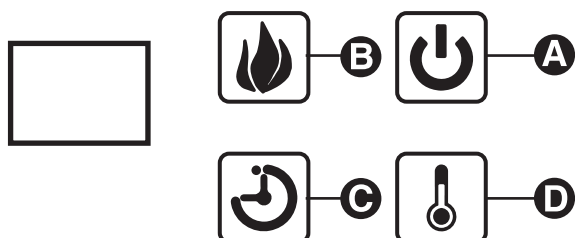
ASSEMBLY INSTRUCTIONS



1. Before installation, please confirm the position to install the fireplace and make 2 marks on the wall for pre-drill holes. The two holes should be 11.61 inch (295 mm) apart.
2. Drill 2 holes in the wall and insert the self-drilling wall anchors (B), then the phillips-head screw (C).
3. Mount the unit (A) on the wall.



Control Panel



- A POWER**
- B FLAME**
- C TIMER**
- D HEATER**

A. POWER BUTTON

- Touch this button to power on the fireplace. Please note that the panel will not make any sound after touching any button. In the default setting, the flame is orange.
- Touch the power button to turn off the fireplace. 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 the next time.

B. FLAME CONTROL

- Touch the flame control button to switch the flame color among 7 settings.

Display	1	2	3	4	5	6	7
Flame Colors	Orange	Red	Blue	Orange & Red	Orange & Blue	Orange & Blue & Red	Cycle

C. TIMER

- Press the timer button to choose your desired operation time.
- When it completes the desired setting, the display will disappear after 5 seconds.

Button Press	Timer Interval	Display Value
1st Press	1 Hour	1H
2nd Press	2 Hours	2H
3rd Press	3 Hours	3H
4th Press	4 Hours	4H
5th Press	5 Hours	5H
6th Press	6 Hours	6H
7th Press	7 Hours	7H
8th Press	8 Hours	8H



D. HEATER / THERMOSTAT CONTROL

- Touch the heater button to switch the temperature setting. See the table for detailed temperature settings instruction. The default temperature setting is 72°F.
- Press and hold the heater button for 10 seconds to switch between Fahrenheit (°F) and Celsius (°C) display.

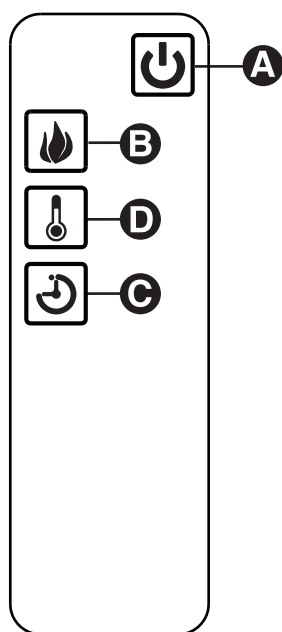
Note: The heater will automatically pause after reaching the set temperature in your room. If the heater is set to 'ON' the heater will work nonstop until you shut it off manually.

Fahrenheit Temperature	Celsius Temperature
62°F	16°C
63°F	17°C
64°F	18°C
...	...
85°F	29°C
86°F	30°C
ON	ON
OFF	OFF

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.



- A POWER**
- B FLAME**
- C TIMER**
- D HEATER**

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.

FCC / IC Information

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

NOTE: *This equipment has been tested and found to comply with the limits for 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.

Modifications not approved by the party responsible for compliance could void user's authority to operate the equipment.

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

Cleaning & Maintenance

- Turn off the heater. Switch off the power switch and disconnect the heater from the power socket. Wait for the heater to be completely cool before cleaning.
- Vacuum clean air vents and grilles every 2 months to remove dust. This will help maintain optimal heater performance.
- To remove dust on external surfaces, wipe the heater with a damp (not wet) lint-free cloth rinsed in hot soapy water only.
- NEVER use abrasive or flammable solvents to clean the heater.



Troubleshooting

Customer Support: support@turbro.com

Problem	Possible Cause(s)	Corrective Action
The fireplace doesn't operate	● The fireplace is not plugged in.	● Make sure the fireplace is plugged into a standard 120V outlet.
	● A circuit breaker is tripped or a fuse is blown.	● Check additional appliances on the circuit. Ideally, the fireplace should be on a dedicated 15-amp circuit.
	● The vents are dirty or clogged.	● Unplug the unit. Clear the vent area of dust and debris. Wait ten minutes, plug the unit in again, and turn on the fireplace.
	● The ON/OFF switch is defective. ● There is loose wiring. ● The fireplace switch is defective. ● The fireplace assembly is defective.	● Contact customer service.
Power light is ON but the flame effect is not visible	● The fireplace is not operating correctly.	● Contact customer service.
Excessive noise when the fireplace is operating	● The fan is defective.	● Contact customer service.
	● The fireplace assembly is defective.	



Warranty Information

TURBRO provides a 1-year limited warranty for TURBRO Heater, from the date of purchase, subject to the following conditions and limitations outlined below.

WHAT IS COVERED?

- 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 IS 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.
- 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.

HOW TO REQUEST WARRANTY SERVICES?

- To obtain the benefit of this warranty, please leave a message online (www.turbro.com/contact), or send an email to support@turbro.com.

WHAT WILL TURBRO DO?

- Repair the item.
- Replace the item if not repairable.
- Refund the item under certain circumstances.



TURBRO



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support@turbro.com

www.turbro.com

