





*The Future of Flame*



**Multi Sided Electric Feature Fireplace  
USER & INSTALLATION MANUAL**

e-storm 50 / 1270mm  
e-storm 60 / 1520mm  
e-storm 72 / 1830mm  
e-storm 86 / 2185mm

 <b>WARNING</b>	<b>Read and understand this entire owner’s manual including all safety information, before plugging in or using this product. Failure to do so could result in fire, electric shock, or serious personal injury.</b>
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 <b>CAUTION</b>	<b>Keep this owner’s manual for future reference. If you sell or give this product away, make sure this manual accompanies this product. Two people are required to lift this item. It is heavy and will break if dropped.</b>
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# IMPORTANT SAFETY INFORMATION WARNING

- **THIS FIREPLACE IS HOT WHEN IN OPERATION AND CAN CAUSE SEVERE BURNS**
- Do not operate fireplace before reading and understanding operation instructions. Failure to operate fireplace according to operation instructions could cause fire or injury.
- Risk of burns. This fireplace is HOT when in operation and heating element is ON. Power to the fireplace should be turned off and the fireplace allowed to cool before servicing. To disconnect power to the fireplace, turn controls to off, then remove plug from outlet.
- Do not install damaged or incomplete, or substitute components.
- Young children should be carefully supervised when they are in same room with fireplace. Toddlers, young children and others may be susceptible to accidental contact burns. For households with vulnerable individuals, it's advisable to use a physical barrier as a safety measure. Install an adjustable safety gate to effectively limit access to the fireplace, effectively keeping toddlers, young children, and other at-risk individuals away from potentially hazardous hot surfaces.
- Clothing and other flammable material should not be placed on or near the fireplace.
- Due to high temperatures, the fireplace should be located out of traffic and away from furniture and draperies.
- Ensure that you have incorporated adequate safety measures to protect infants/toddlers from touching hot surfaces.
- It is imperative that the control compartments, circulating blower, and its passageway is kept clean.
- Under no circumstances should this fireplace be modified.
- Do not use the fireplace if any part has been under water.
- Do not operate the fireplace with the glass panel removed, cracked or broken.
- Keep the packaging material out of the reach of children. As with all plastic bags, these are not toys and should be kept away from children and infants.
- Servicing should only be done while the fireplace is disconnected from the power outlet.
- Unplug fireplace if not being used for an extended period of time.
- Do not operate this fireplace with a damaged cord or plug after the fireplace malfunctions, has been dropped, or damaged in any manner.
- Do not use outdoors.
- Never locate fireplace where it may fall into a bathtub or other water container.
- Do not run the cord under carpeting. Do not cover cord with throw rugs, runners, or the like. Arrange cord away from traffic area and where it will not be tripped over.
- Connect to properly grounded outlets only.
- Do not insert foreign objects into any ventilation or exhaust opening as this may cause an electric shock, fire, or damage to the fireplace.
- To prevent a possible fire, do not block the air intakes or exhaust in any manner. Do not use on soft surfaces, like a carpet, where openings may be blocked.
- Ensure clearances to combustibles are maintained when building a mantel or shelves above the fireplace. Elevated temperatures on the wall or in the air above the fireplace can cause melting, discolouration or damage to the decorations, a TV or other electronic components.

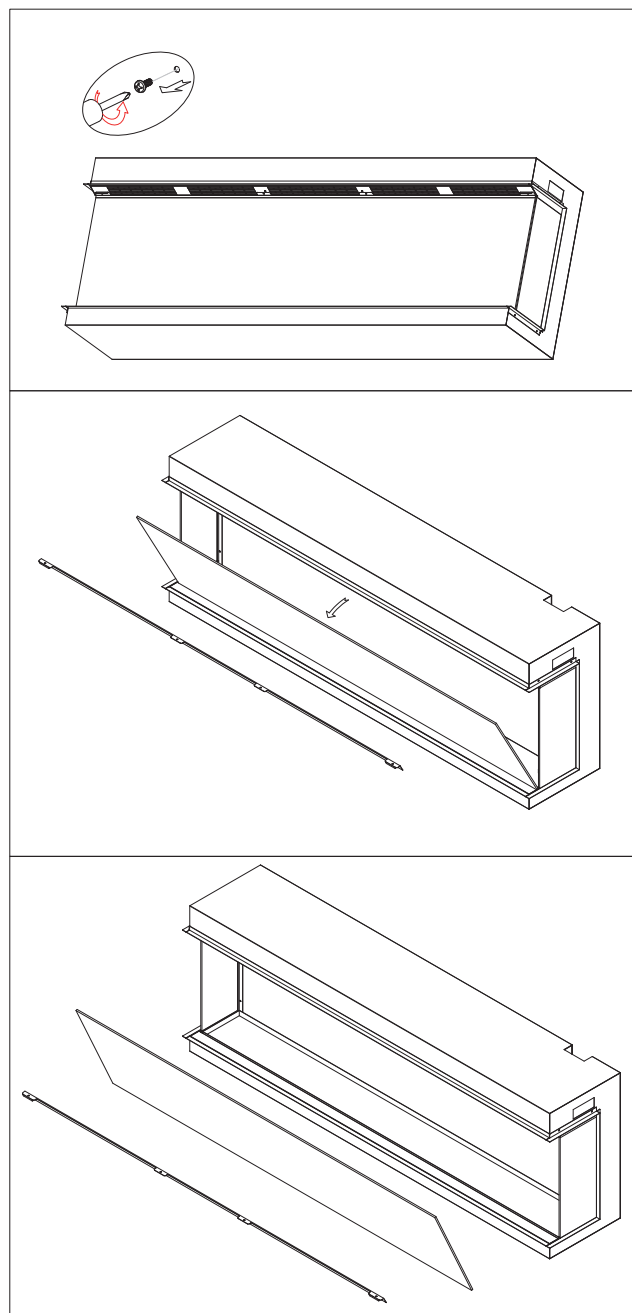
# Unpacking and Setup

## Unpacking Instructions

Remove all parts and hardware from the carton and place them on a clean, soft, dry surface. Check the parts list to make sure no parts are missing. If parts are missing, please contact technical support for replacement parts.

**NOTE: Dispose of plastic bag, as it may cause choking hazard with young children. Do not let children play with plastic bag.**

When first unpacking the appliance, the remote control and fuel effects are contained **INSIDE** the fire. To access these, you must take off the front glass by removing the screws and glass retaining bracket. Follow diagram below:





# Wiring

The e-storm fire series can be plugged into a grounded 3-prong outlet.

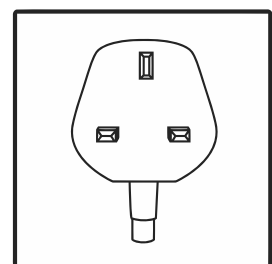
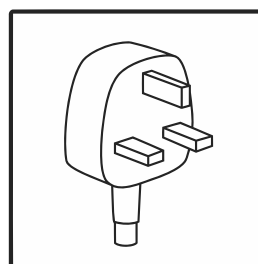
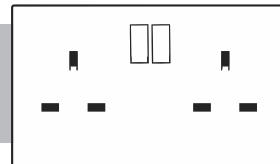
## Testing the Fireplace Prior to Installation

- Before installing the fireplace, test the fireplace to make sure that it operates properly. Due to the product having a motor, a slight noise will be generated when in operation.

## Prong Outlet Installation

- Only use this fireplace on a 220-240V AC, 50Hz, 13-Amp grounded circuit. Never overload the circuit. If this fireplace trips the circuit breaker, unplug all other appliances on the same circuit before the next use. Avoid plugging other appliances into the same circuit as this fireplace.
- Always check the fireplace plug and connections before each use.
- Never plug this fireplace into an outlet that is cracked or has any loose wires or connections. Plugging this fireplace into a faulty outlet could result in the outlet overheating or catching fire.
- Make sure this plug fits securely into the outlet. Faulty wall outlet connections or loose plugs can cause the outlet to overheat. If the outlet or face plate is hot, discontinue use immediately and have a qualified electrician inspect and/or replace the faulty outlet.

**This heater is for use on 220–240 volts.  
The cord is 1.5m, 3-pin plug as shown.**



## Power Data

Model	e-storm 50 / 1270mm	e-storm 60 / 1520mm	e-storm 72 / 1830mm	e-storm 86 / 2185mm
<b>Voltage</b>	220-240V AC 50Hz	220-240V AC 50Hz	220-240V AC 50Hz	220-240V AC 50Hz
<b>Watts</b>	1500 watts	1500 watts	1500 watts	1500 watts
<b>Amps</b>	13 Amps	13 Amps	13 Amps	13 Amps

# Installation

## Warnings

- Due to high temperatures, keep the fireplace out of high traffic locations.
- Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 0.9m away from the front of the fireplace.
- Never install the fireplace where it may fall into a bathtub or other body of water.
- Wear safety gloves and safety glasses for protection during installation. Broken glass may cause injury or harm.
- Prevent contact with loose insulation. Do not install the fireplace against a vapor barrier or exposed insulation.
- Do not expose the fireplace to the elements (rain, etc).

## Choosing Installation Location

### Choosing Wall Location

Please take note that this appliance generates warm convected air currents, facilitating the transfer of heat from the surrounding room to the adjacent wall surfaces. When installing this on drywall or timber-framed constructions, ensuring the wall's integrity and capability to support the appliance is essential. Any damage to the vapor barrier or structural components of the house frame should be avoided.

If uncertain about the wall's suitability to support the appliance or the appropriate wall fixing method to use, seeking professional advice is recommended. Otherwise, considering an alternative location with more secure wall support is advisable.

- **DO NOT** run the supply cable under carpets.
- **DO NOT** site in a position where curtains or drapes could cover the appliance, or other soft materials could cover e.g. below a coat rack.
- **DO NOT** site behind an opening door where mechanical impact / damage could occur.
- **DO NOT** site where the supply cable would become a trip hazard.
- **DO NOT** sit, stand or forcefully pull on the appliance.
- **DO NOT** obstruct, cover or force items into the openings.
- **DO NOT** use the heater to dry clothes.
- **DO NOT** site/use in an outdoor location(s).

# Preparing The Appliance

## ADDING END PANELS AND EDGE TRIMS

### One-Sided (Hole in wall)

The end panels for one sided / hole in wall installation are already fitted to the appliance. Only the edge trims on both sides of the unit need removed.



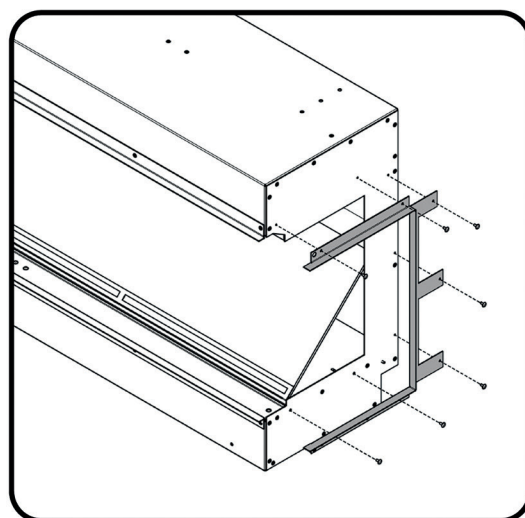
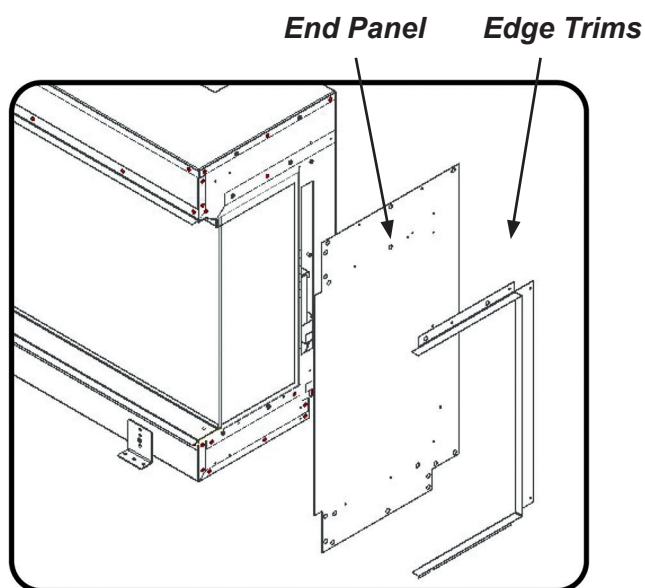
### Two-Sided (Corner)

On the closed end of a two sided / corner installation the edge trims are to be removed and the end panel secured in place. On the open end the end panel is to be removed and the edge trims refitted.



### Three-Sided (Panoramic)

You must first remove the edge trims and end panels on both sides of the fire. Once the end panels have been removed, re-fit the edge trims.

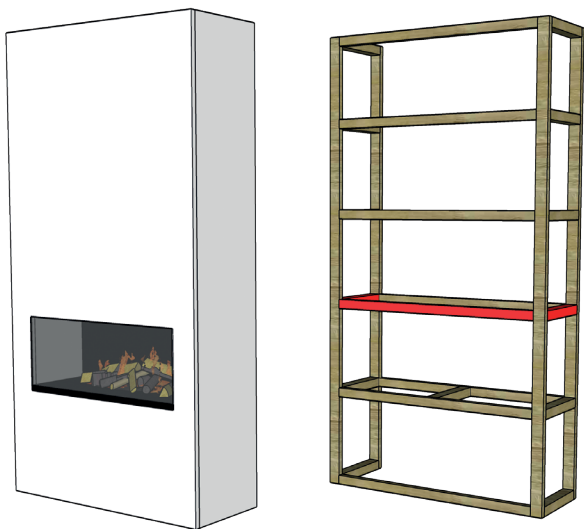


# Installing The Appliance

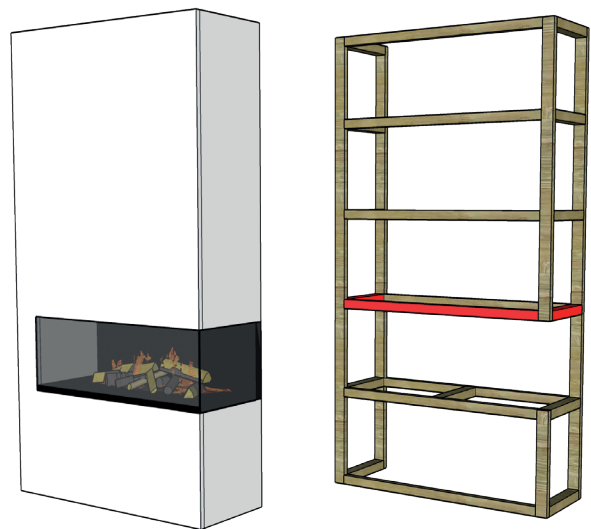
## False Chimney Breast

The false wall / chimney breast **must** include a header (*demonstrated in red*). This is to ensure that the weight of the finished wall is not resting on the appliance. For dimensions of all products within the range, see size chart on next page.

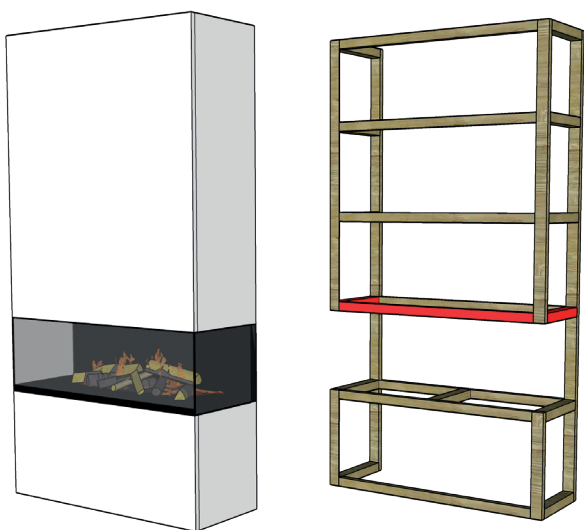
### One-Sided (Hole in wall)



### Two-Sided (Corner)



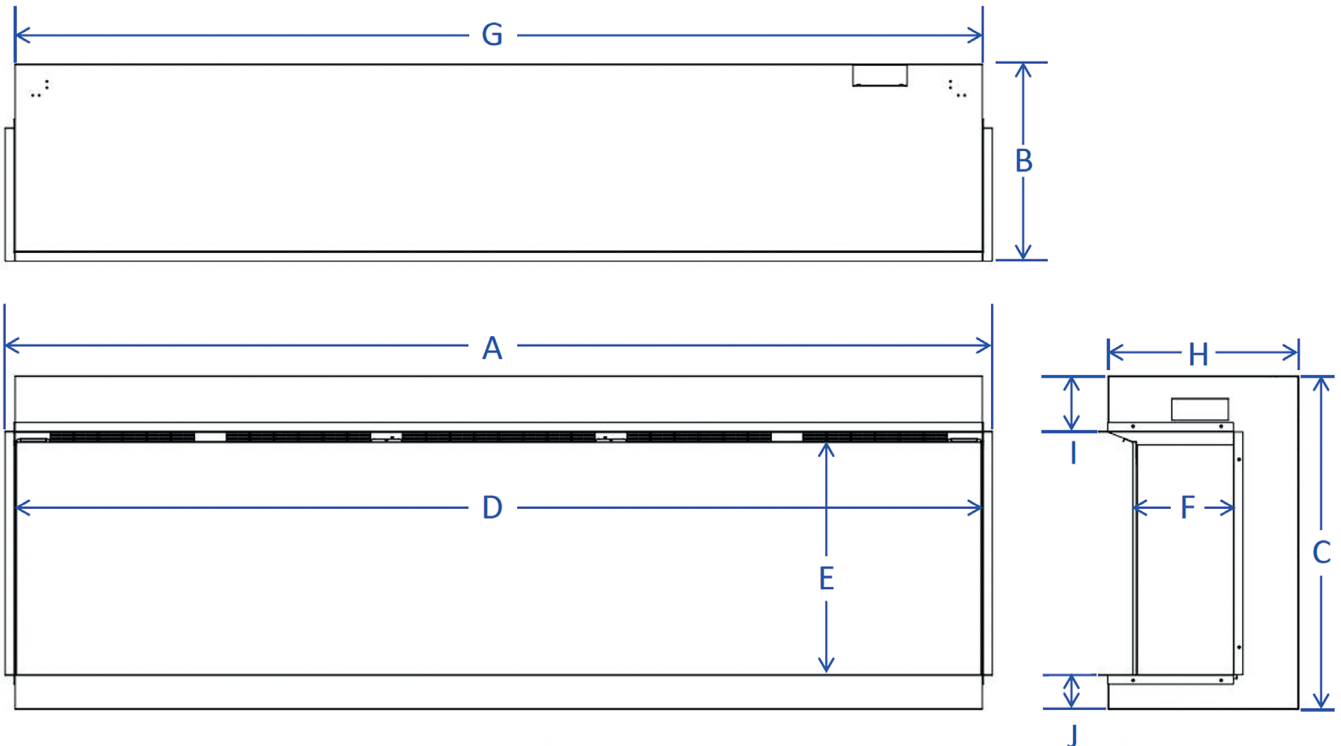
### Three-Sided (Panoramic)



# Appliance Dimensions

Model	Unit	Overall Size (WxDxH)			View Size			Insert Size			
		A	B	C	D	E	F	G	H	I	J
50IN	Inch	51 5/9	12 3/5	21	49 4/5	14 5/6	6 2/9	49 8/9	11 6/7	4 1/8	2 1/6
	mm	1309	320	533	1265	377	158	1268	301	105	55
60IN	Inch	61 5/9	12 3/5	21	59 4/5	14 5/6	6 2/9	59 8/9	11 6/7	4 1/8	2/16
	mm	1563	320	533	1519	377	158	1522	301	105	55
72IN	Inch	73 5/9	12 3/5	21	71 4/5	14 5/6	6 2/9	71 8/9	11 6/7	4 1/8	2/16
	mm	1868	320	533	1824	377	158	1827	301	105	55
86IN	Inch	87 1/2	12 3/5	21	85 7/9	14 5/6	6 2/9	85 8/9	11 6/7	4 1/8	2/16
	mm	2223	320	533	2179	377	158	2182	301	105	55

## Appliance Dimensions Diagram



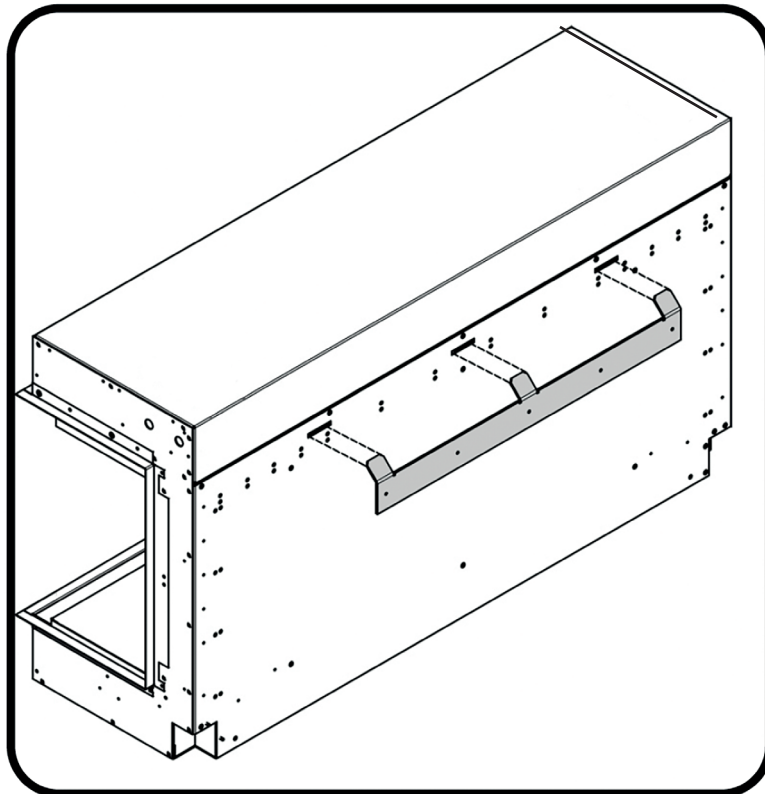
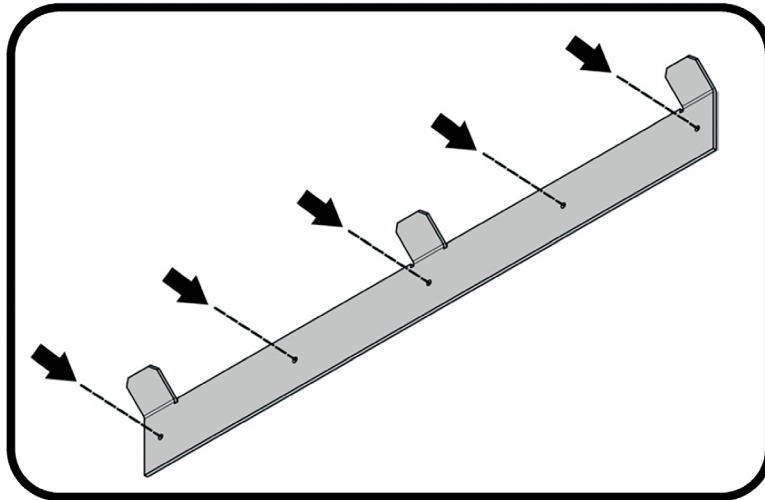


# Installing The Appliance

## Floating Installation

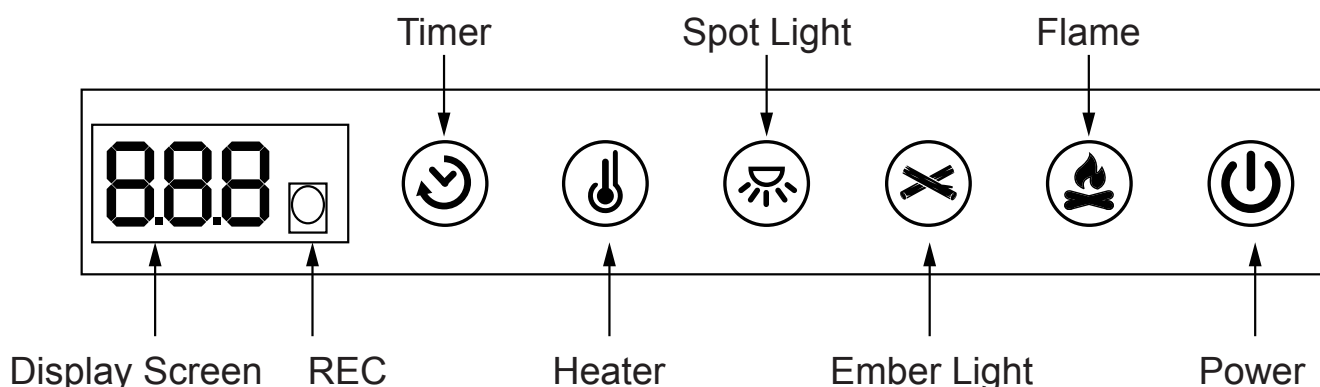
It is recommended that the hanging bracket only be used for floating installations. In all other scenarios, the appliance should be adequately supported from the underside.

When using the hanging bracket it is crucial that heavy grade fixings are used and that the wall itself is suitable to support the appliance weight.



# Operating The Appliance

## Manual Control Panel



### POWER

- Push button to turn ON or turn OFF.
- The POWER button supplies power to all the features of the electric insert. This button must be ON for any of the features to work properly.
- When the fireplace is first turned on, the Flame/Ember light is Amber, the heater default OFF.
- Once turn OFF, all current settings will be stored and then restored at the next power ON ( except Timer).

### FLAME

- This button controls the brightness/colour of flame.
- When the first time push simulated flame effect that the flame brightness is on highest setting and the flame with Amber, the digital display screen will be shown F01.
- Press and long hold the flame button and enter the flame brightness adjustment. The flame button for flashes, There are 5 levels of flame brightness. Display screen will be shown b5-b1-b2-b3-b4, No operation within 10 seconds to exit the brightness adjustment mode.
- After switching the flame mode, the flame brightness returns to the brightest, and the flame brightness is not saved after the device is in standby.

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

## EMBER LIGHT

- Press to activate the back ember light function, the system will set the amber spot light, the digital display screen will be shown H03.
- A.B.C is the colour difference of the same colour.**

Display	H01	H02	H03	H04	H05	H06	H07
Ember Colour	White	Red	Amber	Green A	Green B	Green C	Blue A
Display	H08	H09	H10	H11	H12	H13	OFF
Ember Colour	Blue B	Blue C	Violet A	Violet B	Violet C	Polar	OFF

## SPOT LIGHT

- Press to Activate the back spot light function, the system will set the White spot light, the digital display screen will be shown 01.

Display	01	02	03	04	05	06	07
Spot Light Colour	White	Red	Amber	Green A	Green B	Green C	Blue A
Display	08	09	10	11	12	13	14
Spot Light Colour	Blue B	Blue C	Violet A	Violet B	Violet C	Polar	OFF

## HEATER

- Press to start the heating function, and the system will set the temperature to 95°F/35°C, the digital display screen will be shown 95°F or 35°C.
- There are 10 adjustable heat levels:

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

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

## TIMER

- Press to Activate Timer feature ON and OFF.
- Press button you can set the turn off time from 0.5H to 12H interval, with 0.5H/1H/2H/3H/4H/5H/6H/7H/8H/9H/10H/11H/12HOFF.
- Once the TIMER is on and the desired setting is reached, you may hear a long "BEEP" and the system will shut down.

## **FACTORY RESET:COMBINATION KEYS**

- The device is powered on and in standby, Press TIMER button and FLAME button 3S, Restore factory settings, The flashes slowly to display screen “888”.

## **DISPLAY**

- The digital display will show the numbers for the corresponding function of the corresponding operation. The screen flickers during setting operation, exits the setting mode after 10 seconds of no operation, and turns off the screen after another 10 seconds to enter standby.

## **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.

**Buttons on the Remote Control have the same functions as those on the Control Panel except FLAME SPEED \ Child Lock \ FLAME BRIGHTNESS - \ FLAME BRIGHTNESS+ \ UP \ DOWN.**

## **FLAME SPEED**

**This button controls the Flames Speed of flame.**

- When the device is on, press to activate the flame speed function, the system will set the S3, the digital display screen will shown S3.
- There are 5 levels of the flame speed, when you press this button, the digital display screen will show corresponding letter as S1 to S5.

## **UP**

Coordinating with FLAME / EMBER / SPOT LIGHT / HEATER / TIMER button, use this UP button to increase.

## **DOWN**

Coordinating with FLAME / EMBER / SPOT LIGHT / HEATER / TIMER button, use this Down button to decrease.

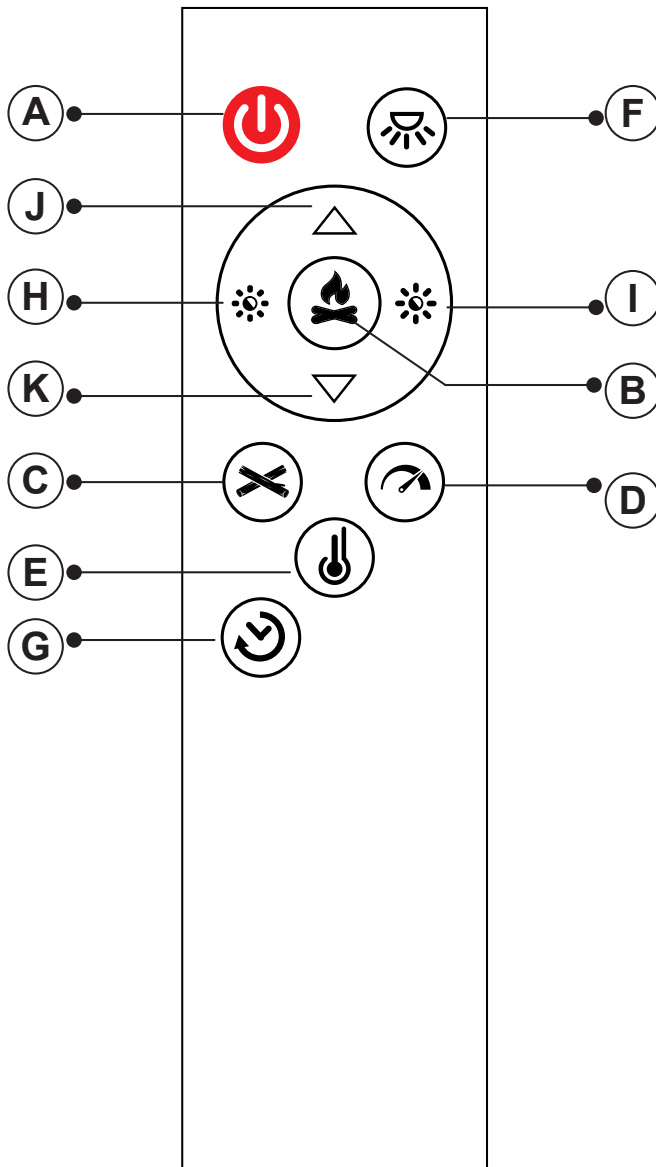
## **FLAME BRIGHTNESS (-)**

This button decreases the flame brightness, when you hear two beeps, the flame brightness is the lowest.

## **FLAME BRIGHTNESS (+)**

This button increases the flame brightness, when you hear two beeps, the flame brightness is the highest.

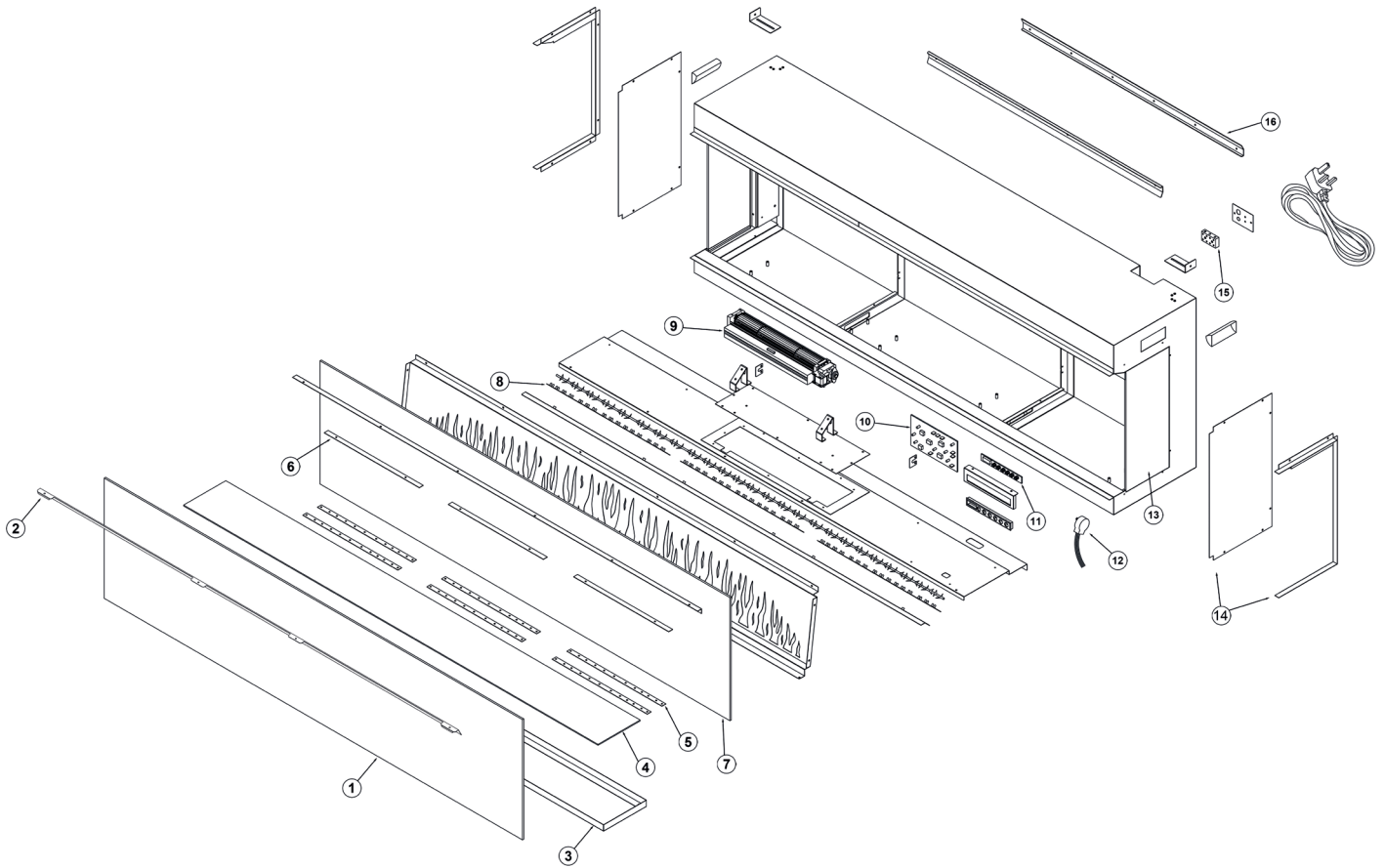
# Remote Control Diagram



- (A)** POWER
- (B)** FLAME
- (C)** EMBER LIGHT
- (D)** FLAME SPEED
- (E)** HEATER
- (F)** SPOT LIGHT
- (G)** TIMER
- (H)** FLAME BRIGHTNESS -
- (I)** FLAME BRIGHTNESS +
- (J)** UP
- (K)** DOWN



# Spare Parts Diagram



## Estorm Fires Spares:

- |                            |                               |
|----------------------------|-------------------------------|
| 1- Front Glass Panel       | 9- Heater & Fan Assembly      |
| 2- Glass Retaining Bracket | 10- PCB                       |
| 3- Fuel Bed Tray           | 11- Control Panel             |
| 4- Fuel Bed                | 12- Rotisserie Motor          |
| 5- Front LED Light         | 13- Side Glass Pane           |
| 6- Downlight LED           | 14- End Panel & Edge Trim     |
| 7- Rear Glass Panel        | 15- Insulated Hard-Wired Port |
| 8- Rear LED Light          | 16- Hanging Rack              |

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

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

**NOTE:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.



### **Temperature Limiting Control**

This heater is equipped with a Temperature Limiting Control. Should the heater reach an unsafe temperature, the heater will automatically turn OFF.

#### **TO RESET:**

- Unplug the power cord from the outlet.
- Turn the Power Switch on the CONTROL PANEL to OFF. Wait at least 30 minutes. Lower electric firebox internal temperature.
- Inspect the fireplace to make sure no vents are blocked, or clogged with dust or lint. If they are, use a vacuum to clean the vent areas.
- With the Power Switch in the OFF position, plug the power cord back into the outlet.

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

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

## CARE AND MAINTENANCE



- **ALWAYS** turn the appliance **OFF** and **unplug the power cord from the outlet** before cleaning, performing maintenance, or moving this fireplace. Failure to do so could result in **electric shock, fire, or personal injury**.
- **NEVER** immerse the product in water or spray with water. Doing so could result in **electric shock, fire, or personal injury**.
- **Risk of electric shock! DO NOT OPEN! Replace parts contact our customer service team for help first!**

The blower motor and the flame motor 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 it.
- When not in use please unplug the cord from the outlet to prevent any damage or accident.

### Electrical Connection

**WARNING:** Do not attempt to wire your own new outlets or circuits. To reduce the risk of fire, electric shock or injury to persons, the hard wiring must be supplied with a qualified electrician.

**WARNING:** Ensure that the circuit on which the fireplace is to be installed has the power cut off at the service panel until installation is complete.

The fireplace is packaged with a three prong plug installed for plug-in convenience. Hard wiring the fireplace is also an option for any installation.

- a. Plug in (the power cord is 6ft(1.8m) long and on the right of the fireplace, 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). If the cord is not long enough to reach the outlet, a rounded extension cord minimum AWG No. 14 wiring and rated to a minimum or 1875 watts may be used.
- b. Hard wire the fireplace (recommended). A qualified electrician may remove the cord connection, and wire the appliance directly to the house hold wiring. The appliance must be electrically connected and grounded in accordance with local codes.

With the Power Switch in the OFF position, plug the power cord back into the outlet.

## Limited Warranty

This warrant to the original purchaser that this product is free from defects in material and workmanship as of the date of purchase and that it will, under normal use and proper care, remain so for one year from the date of purchase. Missing or initially defective parts will be replaced free of charge during the period of this limited warranty.

If parts are unavailable, comparable replacement or refund will be given.

**The original dated sales receipt is required for all warranty claims.** This warranty does not cover damage which has occurred during transport from the point of purchase to the consumer's home. This warranty does not cover glass, light bulbs, batteries, transportation, labor, or other issues not associated with the manufacture of the product.

**This product is for the residential use only. Any and all commercial use of this product voids all warranties, and frees the manufacturer from all liability.**

Read and understand all assembly and operating instructions, and all safety information and warnings, before use. The following will void this warranty: Damage caused from tampering with, modifying, or altering the fireplace insert in any manner; Damage due to incorrect assembly, improper care, misuse, or abuse; Damage from being used with the wrong power source; Water damage; Damage caused from this insert being used outdoors; Damage caused from this insert being used for excessive periods

of time; Damage caused by the insert being used in a commercial application; Damage from use as a primary heat source; Other misuse or abuse not specifically listed herein.

**This product is not intended to be used as a primary heat source. It is for supplemental heating purposes only.**

Affix Serial Number Label Here

Thank you for purchasing this product!  
If you have questions about assembly or operation of this product,  
or missing parts, or if the product is damaged, please e-mail us at:

# Trouble Shooting Guide

**WARNING: Turn off the appliance, unplug and let cool for at least 10 minutes before attempting to service. Only a qualified professional should attempt to service or repair the appliance.**

1. The remote does not work and the new unit we just got cannot be turned on.
  - 1) Make sure the main power switch on the top right behind the fence is on.
  - 2) There would have a long beep when the main power switch is turned on.
  - 3) If there is no beep, the connectors on the PCB board might be loosen, please contact service team for a checking instruction.
  - 4) If there is a beep and the control panel can be used but the remote is not working, the remote is not working either close or far, please contact service team for help.
2. My old unit no longer works, it cannot power on.
  - 1) Check the power cord to see if it is good.
  - 2) If the power cord is good, check the wires behind the rocker switch to see if they are burned.
  - 3) If the wires are good, too, the PCB board might have malfunctioned and need to be replaced. Please contact service team for a replacement and instruction.
3. The heater does not work, it turns on for several seconds then shuts off itself.
  - 1) New product:
    - a. Turn the Heater to 99°F to see if the heater will work continuously.
  - 2) Product has been used for some time:
    - a. Removal of the back fixing screw to check if the fan can move smoothly or the heater motor is well connected.
    - b. If yes, pull off the CN11 connector plugged on the PCB board. If the heater works, the button panel should be replaced.
    - c. If the heater still does not work after unplugging the CN11 connector, please contact service team for a further solution.
4. There is no air coming out when turn the heater on.
  - 1) New product:
    - a. Confirm if there's hot air blowing from the air outlet or something turning red inside when the heater is turned on. If yes, the fan is got stuck or the heat motor is not at the right position.
    - b. If not, checking the heater connectors on PCB board would be needed. Unplug and reinsert all connectors to see if the heater will work.
  - 2) Product has been used for some time:
    - a. Confirm if there's hot air blowing from the air outlet or something turning red inside when the heater is turned on. If yes, the fan is got stuck or the heat motor is not at the right position.
    - b. If not, please contact service team for help.
5. The heater does not come back even the room is already cold. Turn the thermostat to 99°F to see if the heater will work continuously, if yes, the sensor has malfunctioned, if not, please contact service team further for help.
6. The flame does not show up or flicker or a noise when turn it on. Please contact service team for a checking instruction of the flame LED board connector, flame motor and spindle.
7. The front trim is out of shape, the remote is missed or the log is broken. Please contact service team for a replacement and instruction.

**NOTE: If you experience difficulties, please do not return this product to store. Any missing parts, hardware or assembly problems, please contact the customer service centre.**





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