



**ILG-958**

## **Portable Fireplace**



## **User's Manual**

**FOR INDOOR USE ONLY**

**120VAC 15 AMP DEDICATED CIRCUIT**

**Carefully and thoroughly read this manual before using the portable fireplace for the first time. We advise to keep this manual for regular review and future reference. This fireplace is intended for residential use.**

## Introduction

This iLIVING fireplace utilizes the latest heating technology. It provides a safe, convenient, clean, and economical way to distribute heat throughout your home or business without producing harmful fumes or monoxide gases.

The iLIVING fireplace is built in wood housing and is equipped with nylon caster wheels for easy mobility. Its highly efficient filter can be maintained and cleaned by simply rinsing with warm water.



## Safety

### IMPORTANT INSTRUCTIONS



### USE CAUTION

Save these instructions because electrical safety is essential to keeping your home safe. When using an electrical appliance, basic precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons. Please adhere to the following safety instructions:

- The fireplace must be operated by an adult. Extreme caution is necessary when the fireplace is used by or near children or persons with physical challenges and whenever the fireplace is left operating and unattended.
- Only operate the fireplace when it is on the floor.
- Do not operate fireplace near any water.
- Do not plug fireplace into any other cord connected device such as power strip, surge protector, multiple outlet adapter, grounding adapter, outlet-type air fresheners or extension cords. Plug the fireplace cord directly into a 3-prong 120V 15 amp grounded circuit receptacle.
- Never plug fireplace cord into a loose fitting or broken receptacle.
- Never alter the fireplace's design or operation. Such actions will void warranty and could result in injury and/or death.
- Do not operate the fireplace if it has a damaged cord or plug.
- Do not operate the fireplace if there are signs of malfunction. If the fireplace has been dropped or damaged, do not operate.
- Keep combustible materials such as furniture, pillows and other bedding materials, paper(s), clothing, and curtains at least three feet away from all sides of the fireplace during operation.
- Always unplug fireplace when not in use.
- Do not use the fireplace outdoors.
- Do not run fireplace cord under carpet. Do not cover cord with throw rugs, runners, or similar coverings. Do not route cord under furniture or appliances. Route cord away from traffic areas.
- Do not use the fireplace in bathrooms, laundry rooms, or similar indoor locations.
- Turn off fireplace before unplugging.
-  Do not insert any foreign object or allow foreign object to enter the ventilation opening or exhaust opening as this may cause electric shock, fire, and/or injury.
-  Never block the air intake or exhaust opening in any manner as this could lead to fire.
- Do not locate fireplace, when in use, immediately below a receptacle.
- Never operate fireplace in or around a bathtub, shower, or swimming pool.

- Only open fireplace if instructed by an authorized representative of the manufacturer. There are limited user-serviceable parts inside.
- Use fireplace only as described in this manual. Any other use is not recommended by the manufacturer as it may lead to fire, electric shock, and/or series physical injury or death.

## Fireplace Specifications

iLIVING Model# ILG-958

Carton Size: 17.6 in x 15.68 in x 21.2in

Fireplace Size: 15.2 in x 13.2 in x 18in

Net Weight: 24.2 lbs

Gross Weight: 28.6 lbs

Cabinet: ¾ ply – Dark Oak

Power Cord: 5.8 ft / 14 gauge

Heat Chamber with Diathermanous Copper Plate

Heating Elements: w/ Nickel-Chrome Filament

Power Requirement: 120V 15 amp

Heating Elements Life Expectancy Potential: Rated 20,000 hrs

Thermostat: Electronic Analog

Fan System: Cross Flow Fan

Fan Noise Level: 46 db

BTU: 5200

Remote Control

“HI” Function: 1500 watts

“LOW” Function: 750watts

Washable Filter

## How It Works

The iLIVING fireplace works with your in-home furnace to provide supplement heat. In short, room temperature air circulates from the rear of the fireplace, passes through a highly efficient filter, enters a chamber that houses the Nickel-Chrome Filament, and exits as heated air from the Diathermanous Copper Plate constructed on the front of the unit. The iLIVING fireplace ideally heats a room of 800 to 900 square feet, but can be used to heat up a single room size up to 1000 square meters, depending on the ambient temperature, layout of the room, and insulation level. And it does all this with a noise level below 46db. This fireplace is not for use as the primary/sole heating system.

## Components and Functions


- A. The iLIVING fireplace is constructed with Nickel-Chrome Filament Heating Technology.

- B. An AC Cross Flow Fan pushes air over these heating elements. Cross Flow Fans create a wide flow of air using a cylindrical-shaped impeller. Air is drawn inside the iLIVING fireplace, flows along the circumference of the chamber and over the heating element, and is blown out laterally creating a uniform flow of warm air.
- C. The LED Digital Display is a convenient, stylish, and modern way to display the set temperature and time. This attractive addition compliments the iLIVING fireplace. Operating the fireplace is easy and can be done on the unit itself or by remote.
- D. Simulated flame functions with rotating switch, which can adjust the intensity of the flame.
- E. The iLIVING fireplace comes with a Tip-Over Protection System.

## Unpacking the iLIVING Fireplace

1. First, check the carton to make sure there are no obvious damages that may have occurred during shipping.
2. Open the iLIVING fireplace packaging and remove the unit by sliding it from the box. You may want to gently and cautiously turn the entire box upside down letting the fireplace slowly slide out.
3. Remove all the protective materials from the fireplace. Please keep the protective foam for warranty service, if needed.
4. Keep the all packaging material for storage during off-season.

## Operating Instructions

 **Visually inspect the iLIVING fireplace for any damages before operation. Do not operate the fireplace if any damages are detected. Contact your dealer immediately.**

**NOTE: “UP” and “DOWN” arrow buttons on the control panel and remote control have dual function capabilities.**

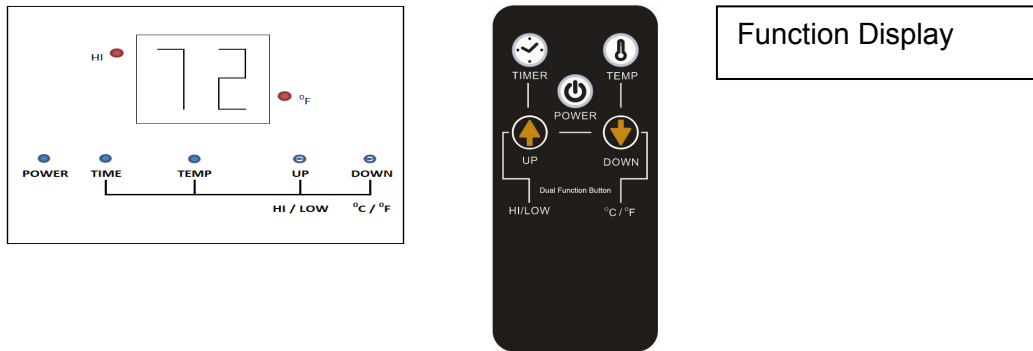


**Adjust TIME / TEMP with up arrow or adjust HI / LOW settings.**



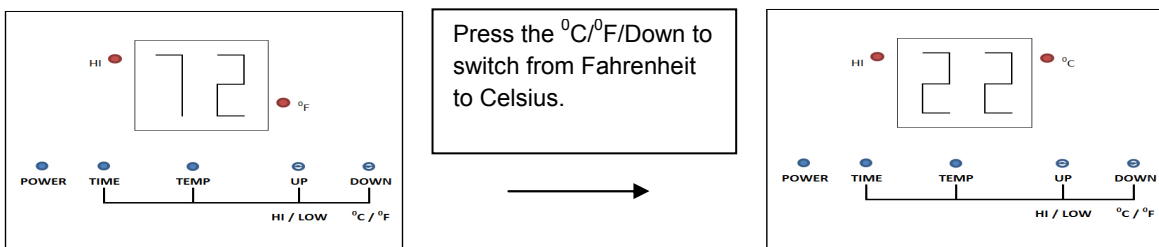
**Adjust TIME / TEMP with down arrow or adjust <sup>0</sup>C/<sup>0</sup>F settings.**

- 1) Plug the power cord directly into a conventional 120V 15 amp outlet and press the MASTER POWER switch on the rear of the portable fireplace. Then press the POWER button on the front control panel or on the remote to start the unit. The LED display will show the default value as 72°F/22°C.

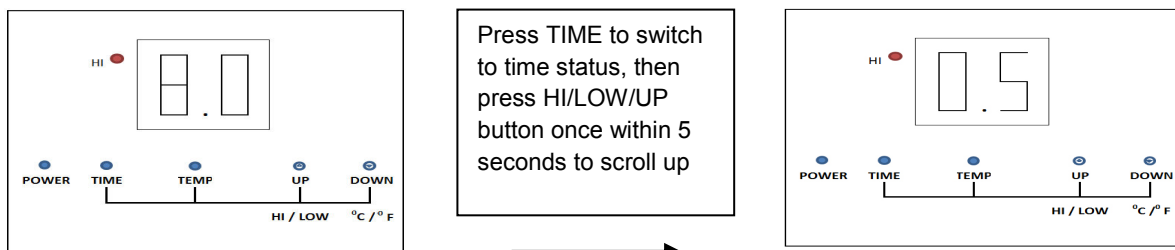


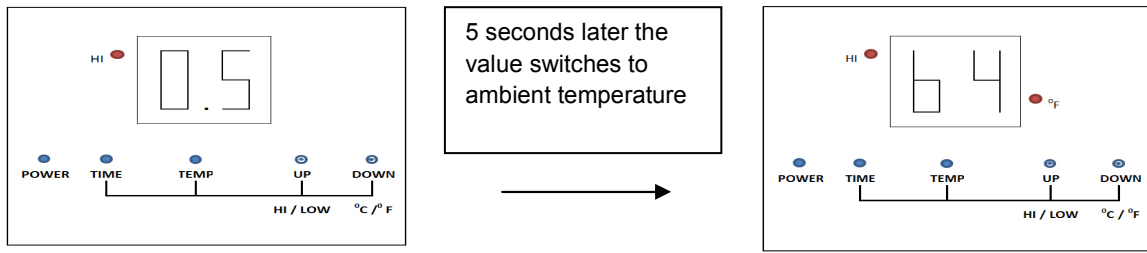
(Note: If the ambient temperature (the temperature in the area around the fireplace) is greater than the set temperature, the HI/LOW display, fan, and Quartz Bulbs will not operate.)

- 2) By pressing the °C/°F/Down button, you can switch the temperature format from Fahrenheit to Celsius and vice versa.

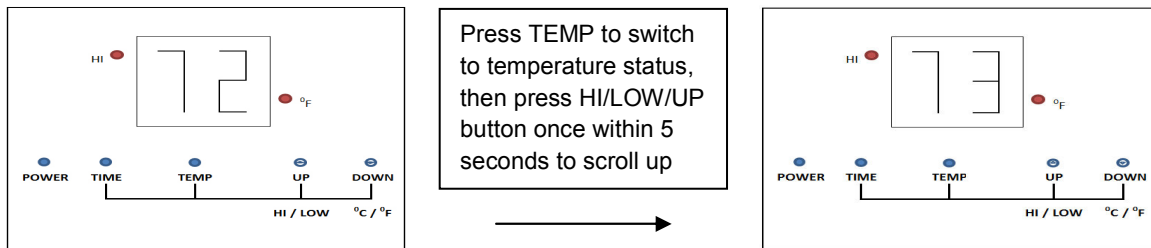


- 3) By pressing the TIME button, the LED display will switch from the temperature status to the TIME status and begin to flash. The default time will display "--". This means that the TIME is not activated and, therefore, the fireplace will remain on. You must press the HI/LOW/UP button or the °C/°F/DOWN once again within (5) seconds to set the time. Each time you press the HI/LOW/UP button, the time will increase by 0.5 Hr. If you press the °C/°F/DOWN button, the time will decrease by 0.5 Hr. The maximum value for time is 8.0 Hr. By holding down the HI/LOW/UP button or °C/°F/DOWN for (2) seconds, the number rotation will cycle more quickly. If you do not press the HI/LOW/UP button or °C/°F/DOWN within (5) seconds, the time status will switch back to the temperature status.

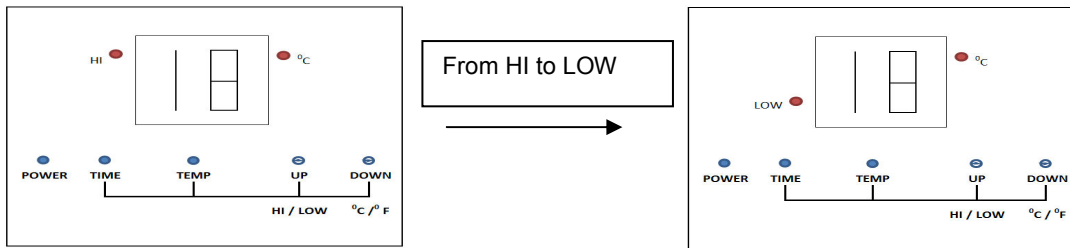




- 4) Again, the default set temperature displayed on the LED display is 72<sup>0</sup>F. By pressing the TEMP button, the LED display will switch to the temperature status and flash. You must press the HI/LOW/UP button or °C/°F/DOWN button once again within (5) seconds to set the desired temperature. Each time you press the HI/LOW/UP button, the temperature setting will increase by 1<sup>0</sup>F. Press the °C/°F/DOWN button and the time will decrease by 1<sup>0</sup>F. The maximum temperature setting is 86<sup>0</sup>F (30<sup>0</sup>F). If you hold the HI/LOW/UP button or °C/°F/DOWN button for (2) seconds, the number rotation will cycle more quickly.



- 5) Press the HI/LOW/UP button to switch from HI (rated at 1500W) to LOW (rated at 750W). The default setting is HI.



- 6) Enjoy simulated flame function; you can turn on the switch, with clockwise rotation, the flame will be brighter; otherwise, the flame will be weaker till off.



- 7) The iLIVING fireplace can be turned off by pressing the POWER button. DO NOT TURN OFF THE **MASTER POWER** SWITCH ON THE REAR OF THE FIREPLACE OR UNPLUG THE FIREPLACE UNTIL THE FAN SHUTS DOWN. If the fireplace is left on using the TIME function, there will be (5) second sound alert to let you know that the time is expiring. If no actions are taken, the fireplace will shut off.
  
- 8) Note that the temperature displayed on the fireplace may not always match the temperature displayed on wall thermostats, thermometers, or other external temperature read-outs. This is because the fireplace is often located near the floor, which allows for it to register the temperature of the cooler air near and around the floor (warmer air rises up). It does not necessarily mean your room is that cooler or that the fireplace is not heating. If your fireplace's display and your external temperature read-out mechanism (thermometer, wall thermostat, etc.) are within a 2 to 3 degree difference, it is completely normal.

## Recommendations for Maximum Performance

1. Be sure not to place the fireplace in an area where the air flow or air movement is great.
2. Direct the outflow towards the center of the room and not against a solid structure, like a wall for example. For larger areas, place the fireplace within a central location.
3. The iLIVING fireplace is designed for maximum efficiency in the 68<sup>0</sup> F to 74<sup>0</sup> F range. This is because of the ambient air moving through the fireplace and out constantly.
4. Existing HVAC heating system vents should be closed. This allows the fireplace to function in an isolated area.
5. It is not recommended to operate fireplace in areas exposed to non-insulated concrete or metal walls. Concrete floors should be covered to insulate the heat within the room.
6. If the fireplace filters become dirty or dusty, they must be cleaned for the fireplace to operate at its maximum efficiently.

## Care, Maintenance, and Storage

Before care or maintenance is applied, always unplug the cord from the receptacle. The cabinet housing can be wiped down with water and a damp cloth or with furniture polish. The fireplace has a washable filter. The filter should be cleaned regularly to provide for maximum performance. Once the

filter is removed, run warm water through and over the filter to remove dirt and dust. Shake all water residues from the filter and replace it back in the fireplace. (Note: A mild soap can be applied to assist in removing dirt and dust from the filter)

If the fireplace is not to be used for an extended period of time, it can be stored away. Make sure the power is turned off and the cord is unplugged from the receptacle. Wrap the cord around the handle on the rear of the portable fireplace. Cover the unit to prevent dust from accumulating. You may want to repack it back in its original carton. Always store the fireplace in a dry and dust free environment.

(Note: You may want to clean the filter prior to storing the fireplace away so that it is ready for operation the next time it is put in use.)

## Troubleshooting

### 1. PROBLEM:

- a. If the Heat Emitter is broken or damaged
- b. If the Control Panel is not responding, the temperature reading is above 86<sup>0</sup>F/30<sup>0</sup>C, or there is a burning odor coming from the portable fireplace
- c. Or if the power cord is damaged

**SOLUTION:** Contact the manufacturer immediately. **DO NOT** attempt to operate the portable fireplace as this may cause electric shock, fire, and/or injury.

### 2. PROBLEM:

- a. The amount of heated air exiting the front of the portable fireplace is reduced.

**SOLUTION:** Check the electrostatic filter to make sure it is free of dust and dirt. Also check the front grill and rear air intake to make sure it is not being blocked by any kind of debris.

### 3. PROBLEM:

- a. The fireplace will not turn on.

**SOLUTION:** First, test your outlet to make sure it has power. You can do this by plugging in another appliance and turning the appliance on. Secondly, check the LED display to see if it is flashing. If this is the case, press the POWER button to turn off the TIME and resume normal operation of the portable fireplace. Third, check the power switch to see if it is lighting up. If the outlet does have power, the LED display is not flashing, or the power switch is not lighting up, contact the manufacturer immediately for further troubleshooting.

### 4. PROBLEM:

- a. The fireplace continues to operate even when the power switch is turned off.

**SOLUTION:** **Do not** unplug. The fireplace has a fan that will continue to operate even when the power switch is turned off. This fan continues to run in order to cool down the fireplace. Once the fan stops running, you can then unplug the unit.

### 5. PROBLEM:

- a. The control panel displays no temperature or TIME.



**SOLUTION:** First, check to make sure the power cord is not damaged, is plugged in, and the outlet has power. Secondly, check to make sure the control panel is not damaged. If the control panel display continues to be inoperable, contact the manufacturer for further troubleshooting.

**6. PROBLEM:**

- a. The control panel is displaying a temperature and TIME, but the fireplace does not operate.

**SOLUTION:** The Signal Cable or other relevant plugs may have become disconnected. Please contact the manufacturer for further troubleshooting.

**7. PROBLEM:**

- a. The heat emitter is functioning and the air outflow is working, but the temperature displayed on the LED panel does not increase.

**SOLUTION:** The temperature sensor may be damaged or has become disconnected. Please contact the manufacturer immediately for further troubleshooting.

**8. PROBLEM:**

- a. The display shows “Er”. This error code means the heating system is not working correctly.

**SOLUTION:** Contact the manufacturer immediately. **DO NOT** attempt to operate the fireplace as this may cause electric shock, fire, and/or injury.

**9. PROBLEM:**

- a. No simulated flame when you turn on the switch.

**SOLUTION:** Contact the manufacturer first for instructions on how to replace the bulb for the working life of G9 halogen bulb is about 1500hours.

## QUESTIONS AND ANSWERS

**Once the fireplace is turned on, how long will it take to heat my room?**

This fireplace can heat up to 1,000 square feet. Generally speaking, it takes minutes to heat a room. Please remember that with any type of heating process, there are many variables such as size of the room, how well the room is insulated, how many doors & windows, how much bare concrete (which acts as a heat sink with any type of heating), the opening and closing of an exterior door, and the outside temperature etc. Please remember that this is a zone heater and is meant to be used as a supplemental heating source only.

**Can I use the fireplace to heat multiple rooms at the same time?**

Keep in mind that heating will vary based on how open your floor plan is and the sizes of the rooms involved. We have heard from customers stating that with the help of ceiling fans, they have been able to heat multiple rooms simultaneously by placing the unit in a central room. We suggest you to give it a try and see what works best for you.

**My home is not well insulated, will this fireplace help me?**

Yes, but it may take a little longer to heat the room. The outside temperature will also have an impact on heating time. Once the room has reached the desired temperature, it will cycle on and off accordingly.

**Can the fireplace be used in a bathroom?**

It is not recommended due to a high level of moisture in the bathroom.

**Can the fireplace be used in a basement or garage?**

Yes, but keep in mind that rooms with little insulation will not retain the heat as efficiently. Bare concrete floors which act as a heat sink with any type of heating will absorb some of the heat. However, placing the fireplace a few feet above the floor will allow for more efficient heating.

**Can I use more than one fireplace at a time?**

Yes, please make sure the fireplaces are not on the same circuit. Each fireplace and appliance should be on its own circuit.

**Can I use the fireplace and another appliance at the same time?**

Yes, as long as they are not on the same circuit. This fireplace is considered to be an appliance. You should not run more than one large appliance on a single circuit breaker. Your other appliances such as freezer, refrigerator, microwave oven, washing machine, dryer, and other such appliances should not share a circuit breaker.

**Can I use the fireplace on a job or construction site?**

This fireplace is not designed to be used in a high dust construction environment. Using the fireplace for this purpose will void your warranty.

**Can I move the fireplace around while it is operating?**

It is not recommended to move any portable fireplace while it is operating. We recommend moving the fireplace only once the fan has completely turned off.

**What is the life expectancy for the fireplace?**

This fireplace uses one Nickel-Chrome Filament element, which is rated 20,000 hours.

**What is zone heating?**

Zone heating is about focusing heat where people spend the most time. After all, there is no point in heating multiple rooms to 68+ degrees when not in use.

**Can I use an extension cord, surge protector, or power strip with my fireplace?**

No. The iLIVING fireplace is designed to plug directly into a grounded 120V 15 Amp or higher circuit receptacle. Never use with an extension cord or relocatable power tap (outlet/power strip).

**How many kilowatts per hour does the fireplace use?**

The iLIVING FIREPLACE MODEL ILG-958 uses approximately 1.26 kilowatts per hour.

**What is the BTU Rating for the fireplace?**

The iLIVING FIREPLACE MODEL ILG-958 uses approximately 5200 BTUs.

**The power cord feels warm to the touch, should I be concerned about it?**

It is normal for the fireplace's plug and cord to feel warm to the touch. A plug or cord which becomes hot to the touch or becomes distorted in shape may be a result of a worn electrical outlet. Worn outlets or receptacles should be replaced prior to further use of the fireplace. Plugging this fireplace into a worn outlet may result in overheating of the power cord or fire.

**I don't have a grounded outlet; can I use a cord adaptor or remove the grounding plug?**

NO. If you don't have a grounded outlet, contract a licensed electrician in your area for advice. Removing or altering any part of the fireplace is unsafe and will also void your warranty.

### **How long is the warranty?**

This fireplace comes with a 3 YEAR LIMITED COMPONENT WARRANTY. If your unit does not appear to be working properly, please contact our service center by calling 1-866-610-1383. Prior to your call, we encourage you to visit our service related website [www.ilivingusa.com](http://www.ilivingusa.com) for troubleshooting tips and possible service instructions if needed.

iLIVING USA

777 JACKSON STREET

SAN FRANCISCO, CA 94133

TEL: 866-610-1383

EMAIL: [SERVICE@ILIVINGUSA.COM](mailto:SERVICE@ILIVINGUSA.COM)