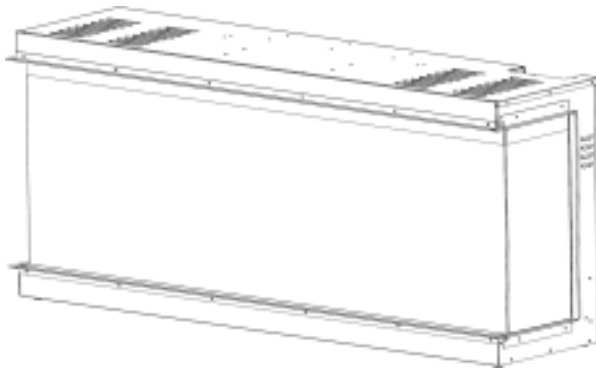


## USER MANUAL

# Multi 65

65" BUILT-IN ELECTRIC FIREPLACE

AC 220V - 240V 50Hz 1400W - 1600W



### **WARNING**

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.



### **CAUTION**

KEEP THIS OWNER'S MANUAL FOR FUTURE REFERENCE. IF YOU SELL OR GIVE THIS PRODUCT AWAY, MAKE SURE THIS MANUAL ACCOMPANIES THIS PRODUCT.

**ambe**

[ambefireplaces.com](http://ambefireplaces.com)

630677\_0

## IMPORTANT SAFETY INFORMATION

- Read all instructions before using this fireplace!
- This fireplace is equipped with a heater, can be hot and can cause severe burns if contacted.
- DO NOT operate or install any fireplace with a damaged cord or plug, after the fireplace malfunctions, or after the fireplace has been dropped or damaged in any manner. Discard the fireplace or return to an authorized service facility for examination and/or repair.
- DO NOT run power cord under carpeting. DO NOT cover power cord with throw rugs, runners, or similar coverings. DO NOT route power cord under furniture or appliances. Arrange power cord away from traffic areas and where it will not be tripped over.
- High temperatures may be present, the fireplace should be located away from furniture and draperies.
- Connect to properly grounded outlets ONLY.
- DO NOT insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause electric shock, fire, or damage to the fireplace.
- DO NOT burn wood or other materials in this fireplace.
- To prevent a possible fire, DO NOT block air intakes or exhaust in any manner. DO NOT use on soft surfaces, like a bed, where openings may become blocked.
- DO NOT place clothing or other flammable material on or near the fireplace.
- A fireplace has hot and arcing or sparking parts inside. DO NOT use it in areas where gasoline, paint, or flammable liquids are used or stored.
- Use this fireplace only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or injury.
- AVOID FIRE! Regularly inspect all air vents to make sure they are free from dust, lint, or other blockages. Unplug the unit and clean with a vacuum ONLY. DO NOT rinse or get wet.
- Glass front panel, if removed for cleaning, must be replaced before operation. DO NOT operate with the glass removed, cracked or broken. Replacement of cracked or broken glass should be done by a licensed, or qualified service person.
- This product is not intended to be a primary heat source. It is for supplemental heat only.
- INDOOR use only!
- If installing in a room where water is present, please ensure that the installation is complying with the codes that recognize the increased hazard of electrical shock and electrocution
- This fireplace is not suitable for bathrooms.
- Risk of electric shock- DO NOT OPEN! No user-serviceable parts inside.

- NEVER modify this fireplace. Doing so could result in personal injury or property damage. Modification of this fireplace completely voids all warranties.
- ALWAYS turn this fireplace off before unplugging it from the socket.
- ALWAYS disconnect this unit from the power supply before performing any assembly or cleaning, or before relocating the electric fireplace.
- Once the fireplace is turned off, the glass will remain hot for an extended period of time.
- ONLY use this fireplace on a 220-240V AC 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.
- NEVER plug this fireplace into a socket that is old, cracked, or has any loose wires or connections. Plugging this fireplace into a faulty socket could result in electric arcing within the socket that could cause the socket to overheat or catch fire.
- Connect to properly grounded outlets only.
- ALWAYS check your fireplace cord and plug connections with each use:
  - i. MAKE SURE the plug fits tight in the socket. Faulty wall socket connections or loose plugs can cause the socket to overheat.
  - ii. Fireplaces draw more current than small appliances. Overheating may occur even if it has not occurred with the use of other appliances.
  - iii. During use check to see if the plug socket or faceplate is HOT.
  - iv. If the socket or face plate is HOT, discontinue use immediately and have a qualified electrician inspect and/or replace the faulty outlets.
- This fireplace is tested and listed for use only with the accessories listed in this manual. Use of other accessories not specifically tested for this appliance could void the warranty and/or result in a hazard.
- In a quiet space, such as a bedroom a small noise may be audible, this is normal.
- This appliance is not intended for use by people (including children) with reduced physical or sensory capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance. To restrict access to the fireplace, a safety gate that can prevent toddlers, young children and other at risk individuals out of the room, should be installed.
- Check with local specialty dealer for safety screens and hearth guards to protect from hot surfaces. These must be fastened to the floor.
- Clearances must be ensured to combustibles when building a mantel or shelves above the fireplace. Raised temperatures on the wall or in the air above the fireplace may result in melting, discoloration or damage to decorations, a TV or other electronic components.

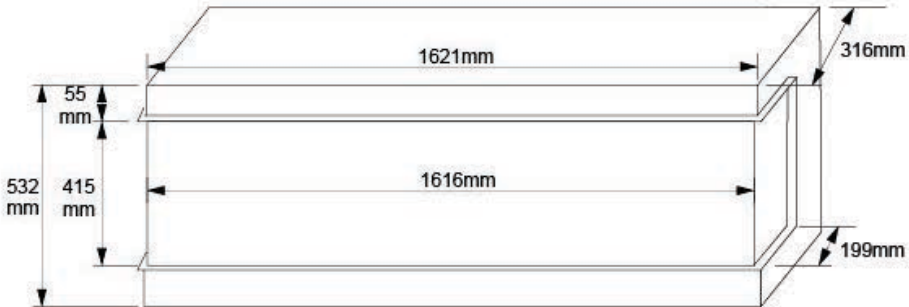
For support, inquiries and contact information  
visit **[ambehome.com](http://ambehome.com)**

Distributor Address:  
Escea Ltd  
17 Carnforth Street,  
Green Island, Dunedin 9018,  
New Zealand

## TABLE OF CONTENTS

Important Safety Information	2
Dimensions	6
Preparation	6
Parts and hardware	7
Installation and Assembly	8
Installation for 3-Sided Viewing	9
Installation for Front and Right-Sided Viewing	13
Installation for Front and Left-Sided Viewing	18
Decorative Crystal and Pebble Installation	23
Operation	25
Care and Maintenance	29
Troubleshooting	31

## DIMENSIONS



Trim depth: (16.5mm)

## PREPARATION

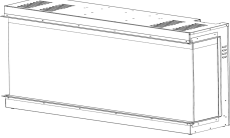

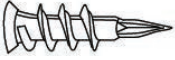







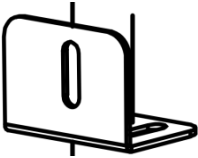


**THIS PRODUCT INCLUDES A GLASS PANEL! ALWAYS USE EXTREME CAUTION WHEN HANDLING GLASS. FAILURE TO DO SO COULD RESULT IN PERSONAL INJURY OR PROPERTY DAMAGE.**

Remove all parts and hardware from the carton and place them on a clean, soft, dry surface. Parts and assembly steps are grouped for free-standing or wall-hanging use. Check the parts list to make sure nothing is missing. Keep packaging materials out of reach of children and Dispose of packaging materials properly. Plastic bags are not toys, and should be kept away from children and infants. Please recycle whenever possible.

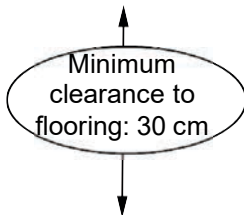
**You will need the following tools (not included):** Phillips screwdriver; stud finder; level; tape measure; electric drill; 1/4" wood drill bit, hammer.

## PARTS AND HARDWARE

<p><b>A. Fireplace</b></p> 	<p><b>B. Wood Screws</b></p> 	<p><b>C. Drywall Anchors</b></p> 
<p><b>D. White Pebbles</b></p> 	<p><b>E. Black Acrylic</b></p> 	<p><b>F. Clear Acrylic</b></p> 
<p><b>G. Plastic Tray</b></p> 	<p><b>H. Remote Control</b></p> 	<p><b>I. Frameless Trim Kit</b></p>  <p style="text-align: right;"> x4</p>
<p><b>J. Metal Brackets</b></p> 		

## INSTALLATION AND ASSEMBLY

### FRONT VIEW OF FIREPLACE



- Find a safe location.
- Choose a location near an outlet so an extension cord is not required.
- DO NOT position the unit directly below a power outlet.
- See Safety Information on pages 2 and 3 for warnings about safe placement, safe installation, and proper use of this product.



**ALWAYS UNPLUG THIS FIREPLACE BEFORE ASSEMBLY OR CLEANING, OR BEFORE RELOCATING. FAILURE TO DO SO COULD RESULT IN ELECTRIC SHOCK, FIRE, OR PERSONAL INJURY.**

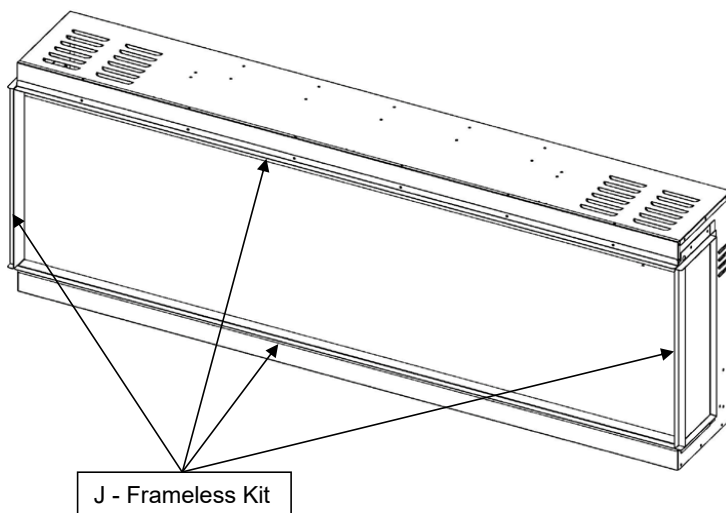


**CAUTION: ENSURE THAT THE INSTALLATION LOCATION OF THE FIREPLACE WILL NOT COME IN DIRECT CONTACT WITH THE BUILDING'S VAPOR BARRIER OR INSULATION AND MEETS ALL LOCAL BUILDING CODES**

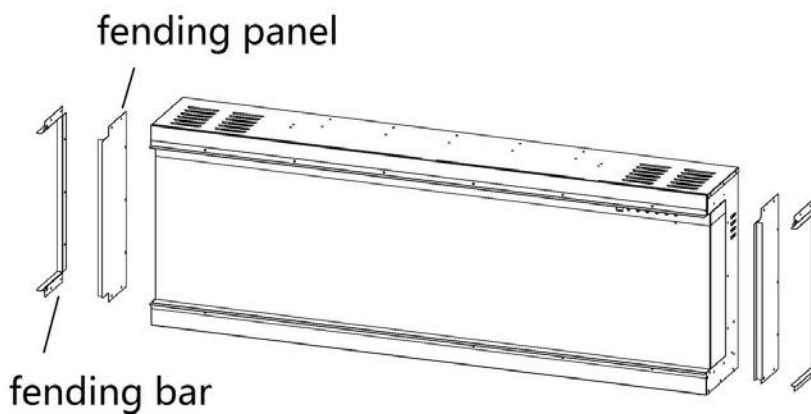


## INSTALLATION FOR 3-SIDED VIEWING

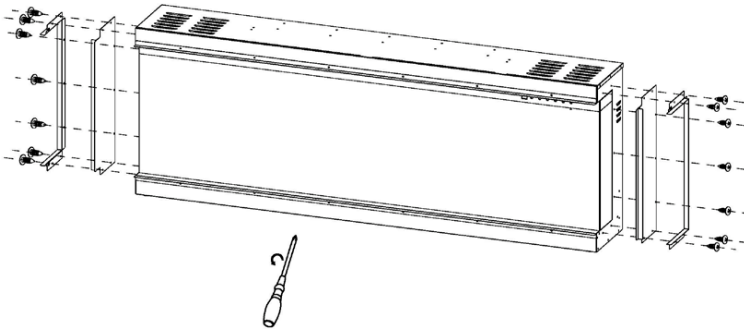
1. The fireplace is fixed with fending bars and panels on the left and right side.



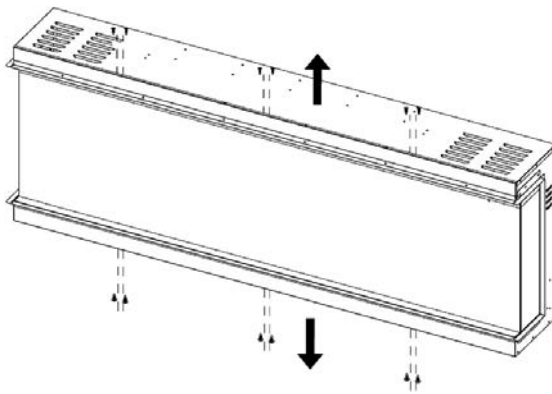
2. Take off the fending bars and panels if you want to view the fire from three sides.



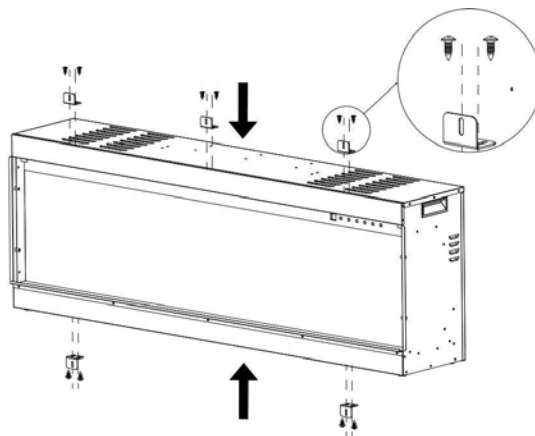
3. Fix back the fending bars after the panels are removed.



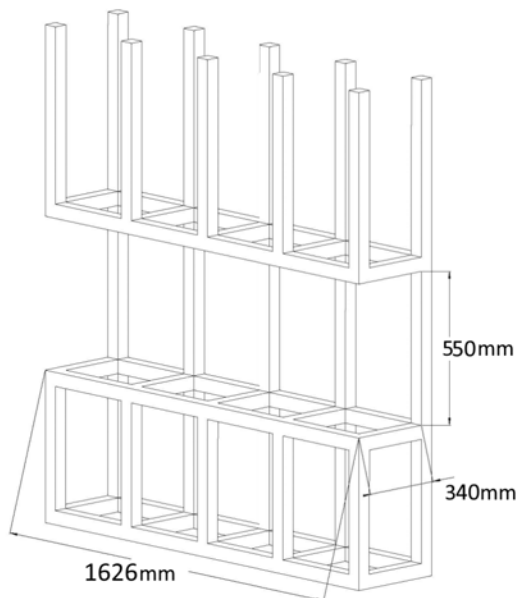
4. Remove the screws from the fireplace as shown in the picture below.



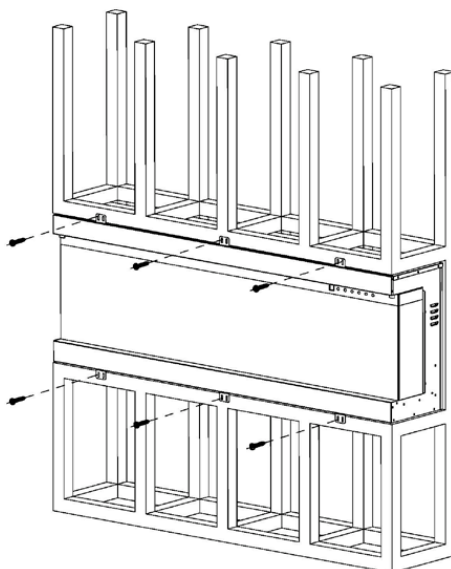
5. Fix the brackets with the screws in the previous step.



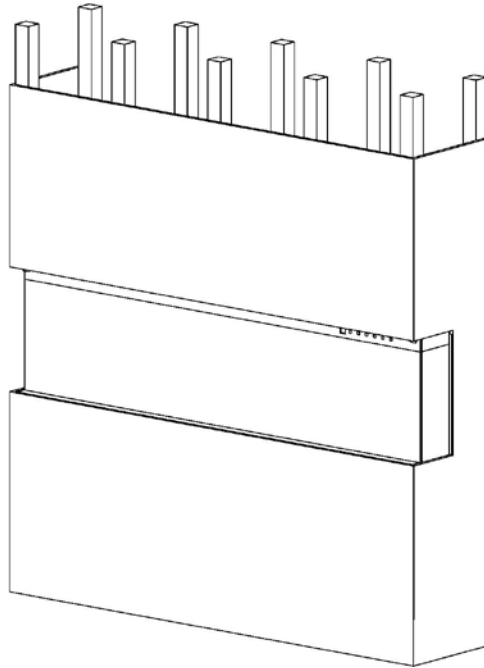
6. Make an opening for the fireplace with the sizes shown.



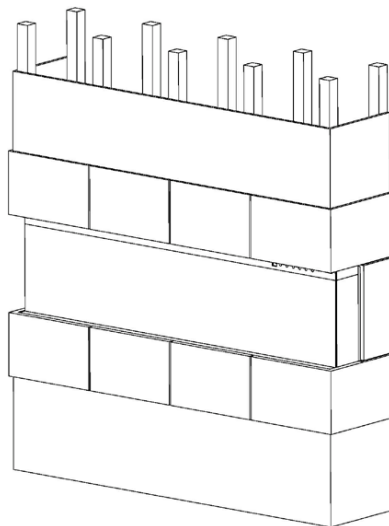
7. Insert the fireplace into the wall opening. Drive the mounting screws into the brackets and the wall studs. Plug in and check if the fireplace works properly. If so, move on to next step.



8. Cover the glass panel with protective plastic bag and install plywood or drywall.

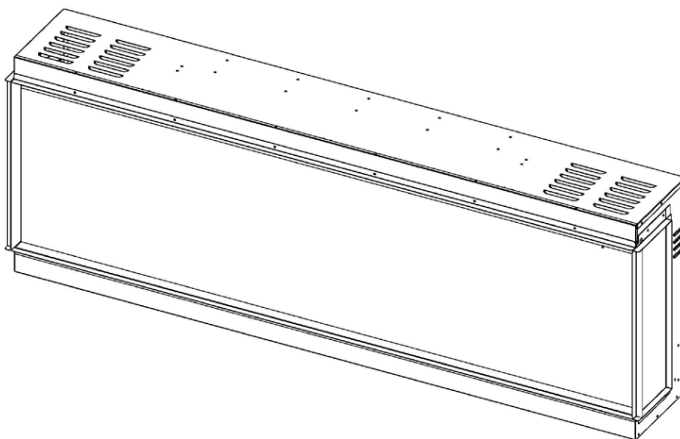


9. Decorate the plywood or drywall with glazed tile, wallpaper, etc.

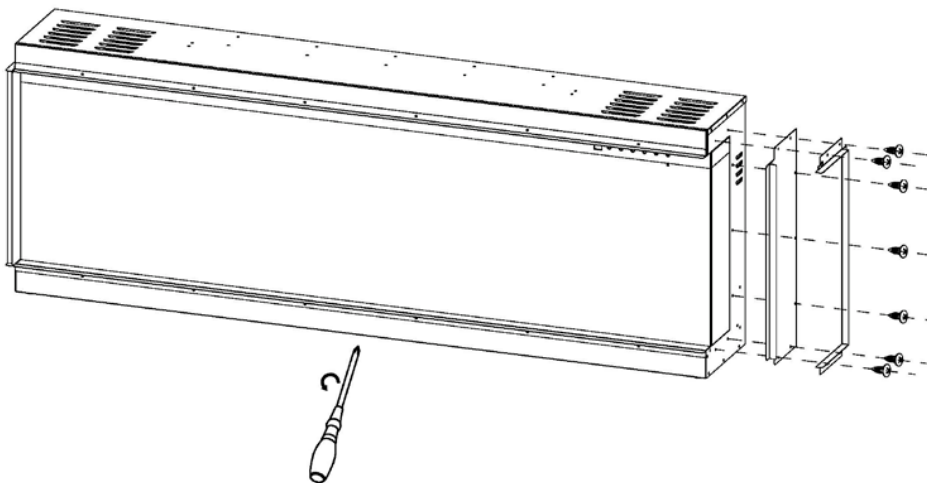


## INSTALLATION FOR FRONT AND RIGHT-SIDE VIEWING

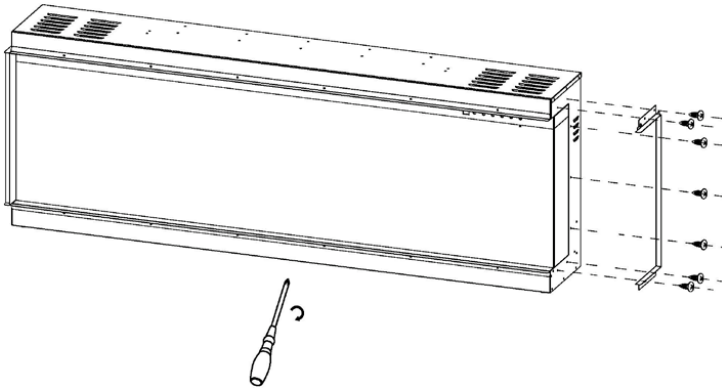
1. To view the fireplace from front and right side, you need to take off the fending panel on the right side and keep the left side close to a wall.



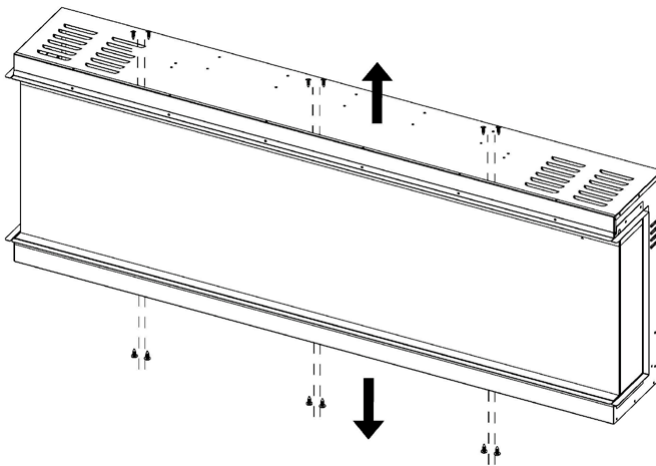
2. Remove the 7 screws on the right side. Take off the fending bar and panel.



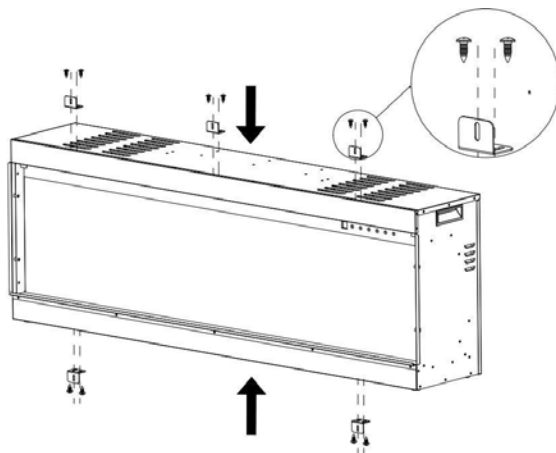
3. Fix back the fending bar after the panel is removed.



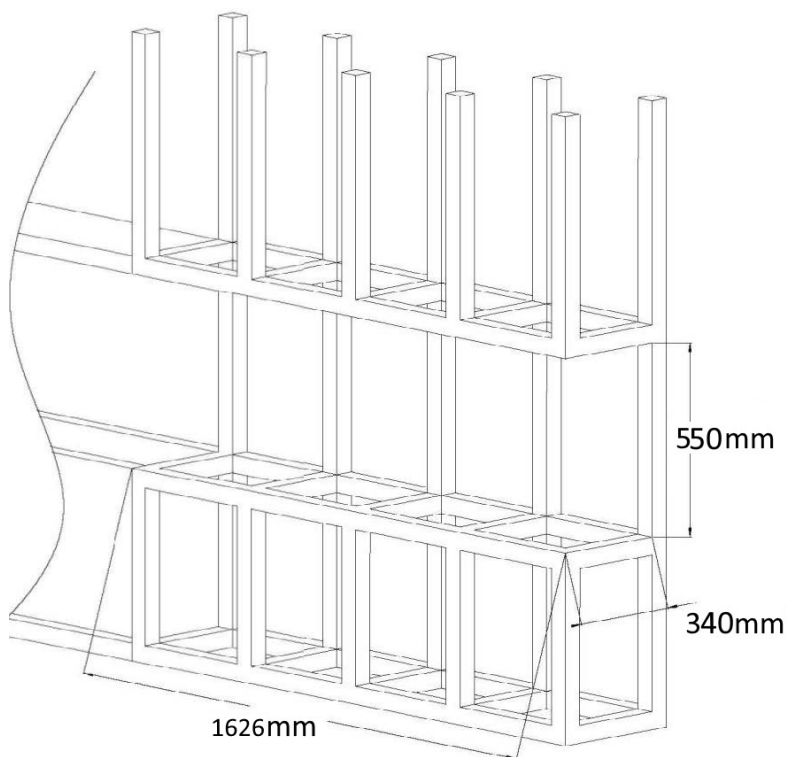
4. Remove the screws from the fireplace as shown in the picture below.



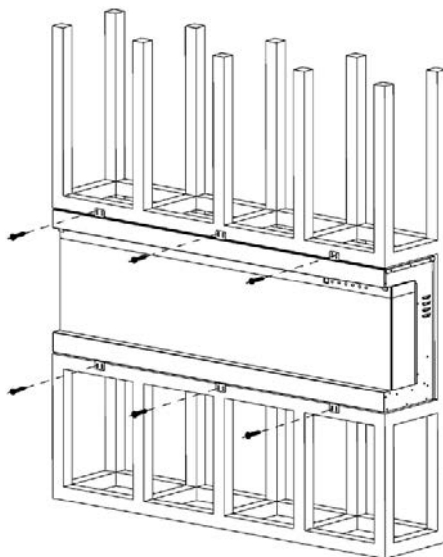
5. Fix the brackets with the screws in the previous step.



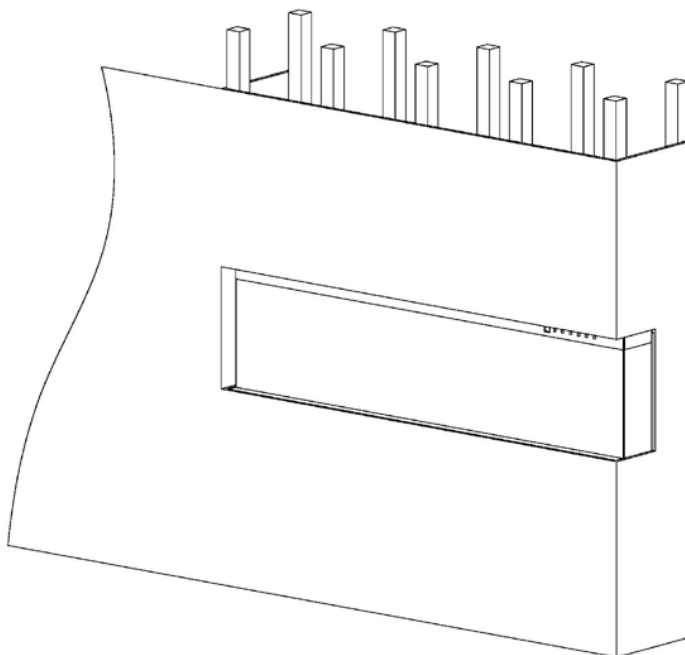
6. Make an opening for the fireplace with the sizes shown.



7. Insert the fireplace into the wall opening. Drive the mounting screws into the brackets and the wall studs. Plug in and check if the fireplace works properly. If so, move on to next step.

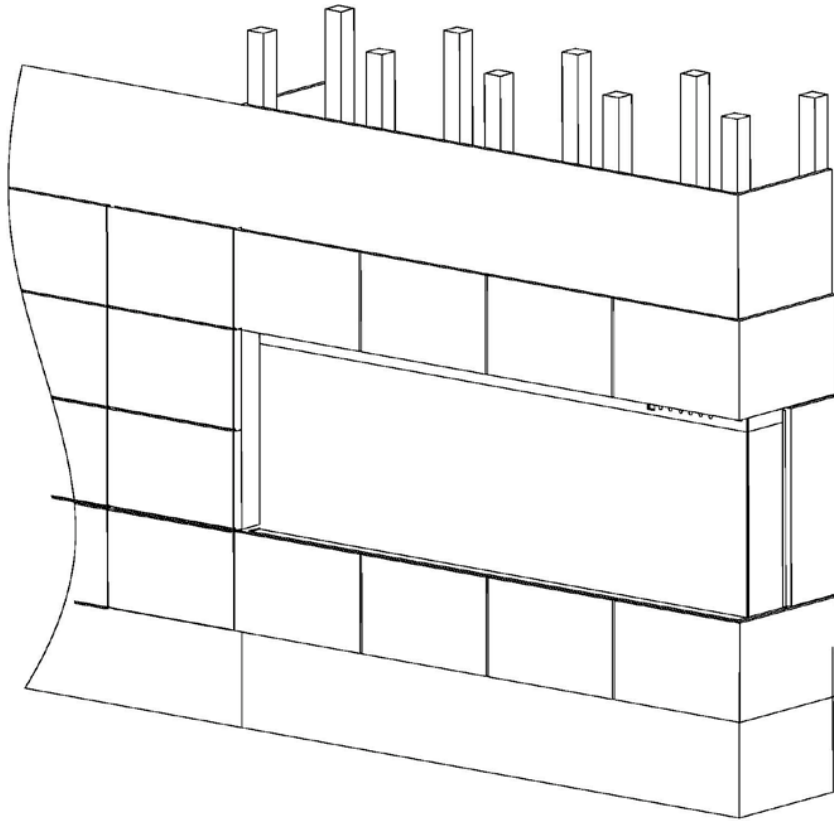


8. Cover the glass panel with protective plastic bag and install plywood or drywall.



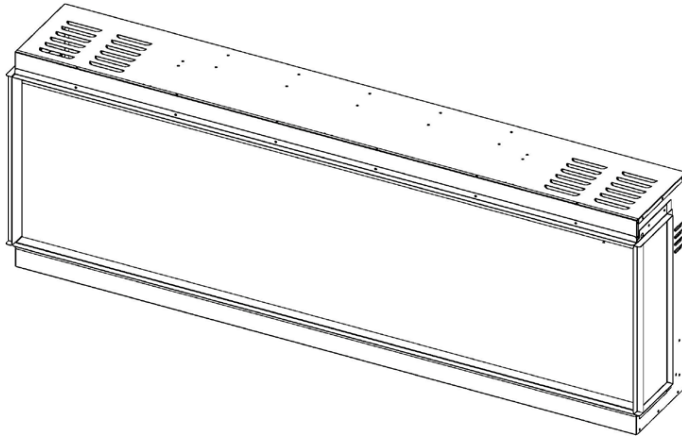


9. Decorate the plywood or drywall with glazed tile, wallpaper, etc.

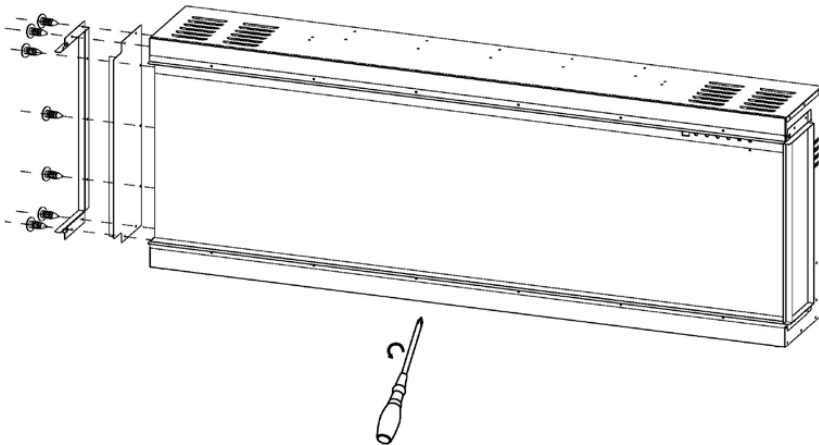


## INSTALLATION FOR FRONT AND LEFT-SIDE VIEWING

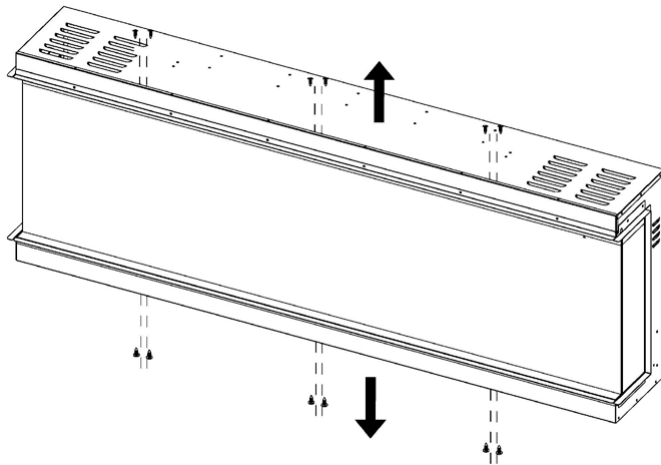
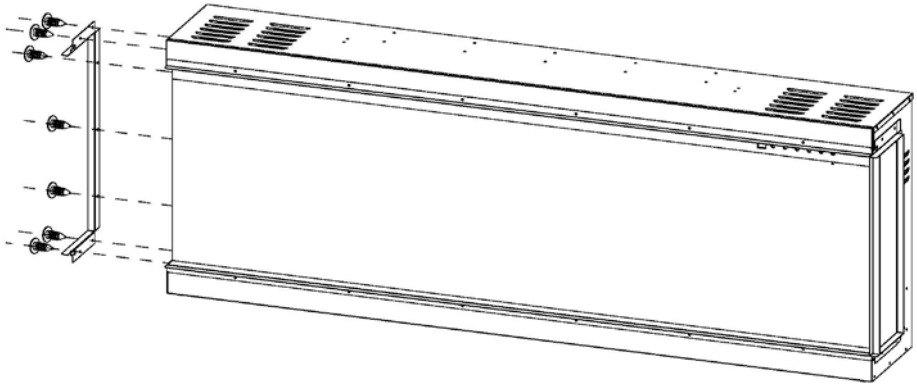
1. To view the fireplace from front and left side, you need to take off the fending panel on the left side and keep the right side close to a wall.



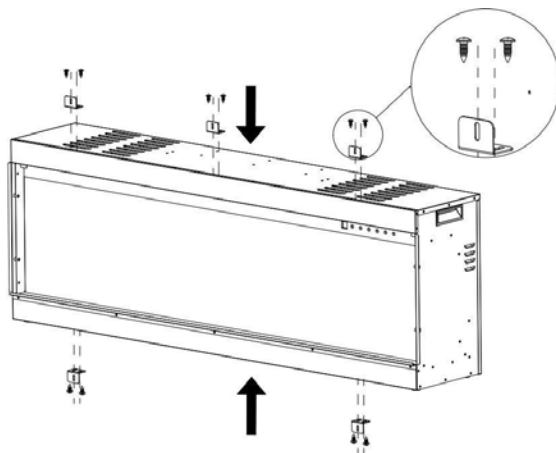
2. Remove the 7 screws on the left side. Take off the fending bar and panel.



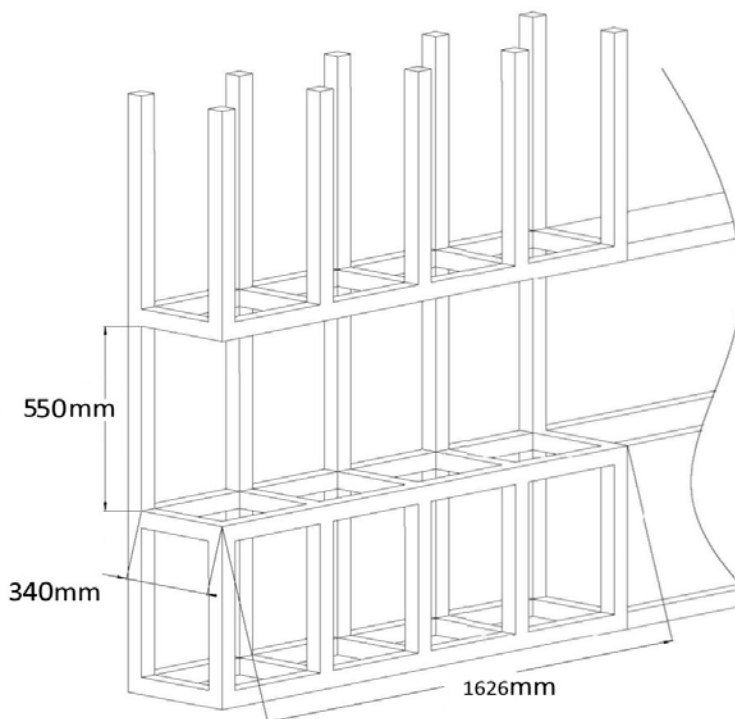
3. Fix back the fending bar after the panel is removed.



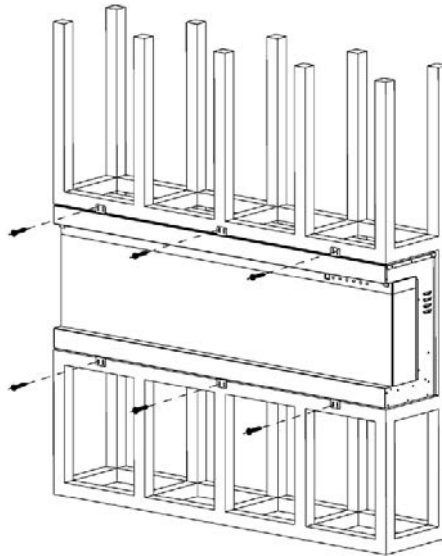
5. Fix the brackets with the screws in the previous step.



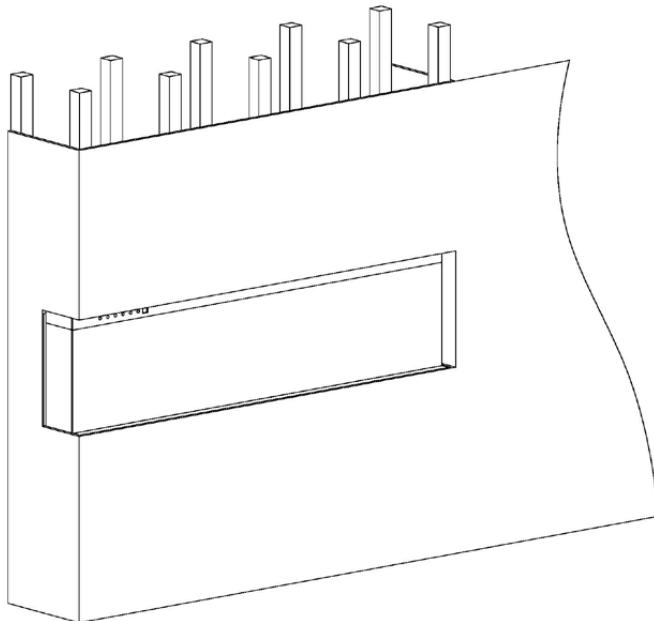
6. Make an opening for the fireplace with the sizes shown.



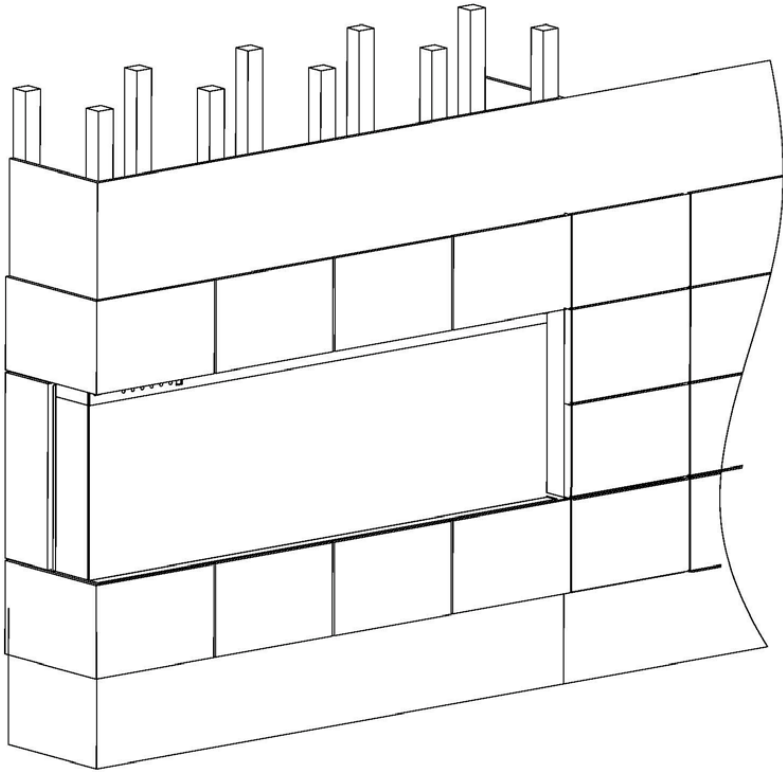
7. Insert the fireplace into the wall opening. Drive the mounting screws into the brackets and the wall studs. Plug in and check if the fireplace works properly. If so, move on to next step.



8. Cover the glass panel with protective plastic bag and install plywood or drywall.

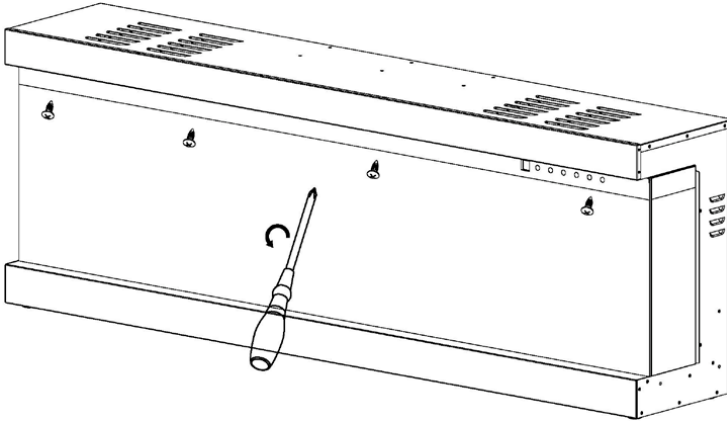


9. Decorate the plywood or drywall with glazed tile, wallpaper, etc.

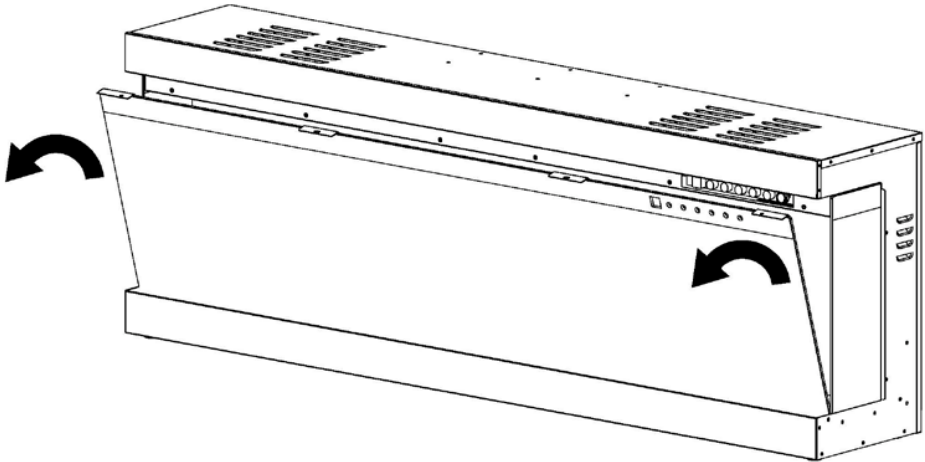


## FUEL BED MEDIA INSTALLATION

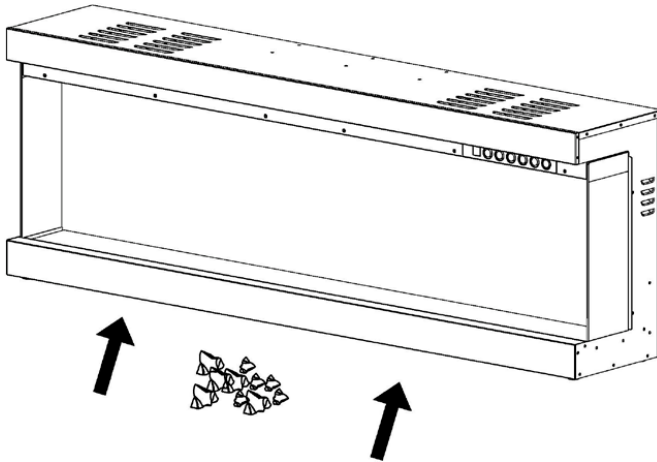
1. Use the screw driver to take off the 4 screws.



2. Have two people take out the glass panel and move it to a clean area taking care to avoid scratching.



3. Place the fuel bed media on the media tray. Apply an even layer from side to side.



4. After placing the fuel bed media, fasten screws back on the glass panel.



## OPERATION



**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 ELECTRIC SHOCK, FIRE, SERIOUS INJURY, OR DEATH.**

### Power

Plug the power cord into an outlet or hard wire the appliance. If you choose to hard wire the appliance, it **MUST** have a dedicated isolation switch accessible after installation.

**WARNING: DO NOT ATTEMPT TO WIRE YOUR OWN NEW OUTLETS OR CIRCUITS. ALWAYS USE A LICENSED ELECTRICIAN.**

### Methods of Operation

This electric fireplace can be operated by the TOUCH PANEL, located on the right-side panel of the fireplace (see figure below), or by the battery-powered REMOTE CONTROL.

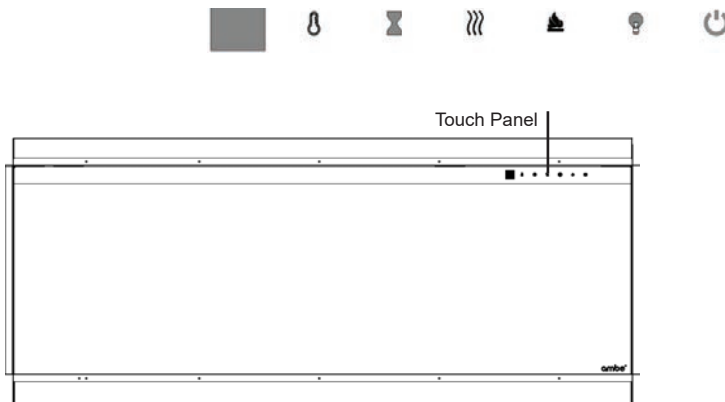
The operation and functions of the two methods are the same.

Before operating, please review the **IMPORTANT SAFETY INFORMATION** on Pages 2 and 3, and heed all warnings.






#### Remote Control







#### Touch Panel



## Touch Panel & Remote Control Operation

BUTTON	FUNCTION	ACTION & INDICATION
	<b>Power</b>	Turns the fireplace on/off.
	<b>Flame</b>	Controls flame brightness. <b>Settings:</b> F5 - Brightest flame(default) F4 - Bright flame F3 - Medium flame F2 - Small flame F1 - Smallest flame
	<b>Colour</b>	Changes the colour of the flame effect.  1 - Orange                      6 - Blue 2 - Red                            7 - Green/Yellow 3 - Red/Yellow                8 - Blue/Yellow 4 - Yellow                        9 - Blue/Pink 5 - Green                        10 - Blue/Green
	<b>Heater</b>	Turns the heater and blower on/off. <b>Settings:</b> H0 - Heater and blower off H1 - Low heat H2 - High heat LO - Heater button can be locked or unlocked by holding the Heater button for 5 seconds
	<b>Timer</b>	Controls the timer. <b>Settings:</b> 00 30min 1h 2h 3h 4h 5h 6h 7h 8h

BUTTON	FUNCTION	ACTION & INDICATION
	<b>Temperature</b>	Controls the temperature. <b>Settings:</b> 64°F [18°C]                      76°F [24°C] 66°F [19°C]                      78°F [25°C] 68°F [20°C]                      80°F [26°C] 70°F [21°C]                      82°F [27°C] 72°F [22°C]                      and OFF 74°F [23°C]  Note: To change temperature format from Fahrenheit to Celsius or vice versa, press and hold the temperature button for 5 seconds.
	<b>Flame Speed</b>	Controls the speed of the flame. Settings: 1 - Slowest 2 - Slow 3 - Normal (default)
	<b>Top Light Colour</b>	Controls the top light colour settings. <b>Settings:</b> 1 - Orange (default)      8 - Carmine 2 - Red                      9 - White 3 - Blue                      10 - Pink 4 - Yellow                      11 - Auto-cycle through orange, red, 5 - Green                      blue, yellow, green, purple, azure, 6 - Purple                      carmine, white, pink. 7 - Azure                      12 - Lock to the desired colour  NOTE: It takes 8.5 seconds to switch between colours.
	<b>Uplighting Colour</b>	Controls the uplighting colour settings. <b>Settings:</b> 1 - Orange (default)      6 - Purple 2 - Red                      7 - Azure 3 - Blue                      8 - White 4 - Yellow                      9 - Violet 5 - Green                      10 - Bright Pink

### **NOTICE**

**WHEN THE HEATER IS FIRST TURNED ON, A SLIGHT ODOR MAY BE PRESENT. THIS IS NORMAL AND SHOULD NOT OCCUR AGAIN UNLESS THE HEATER IS NOT USED FOR A LONG PERIOD OF TIME.**

### **NOTICE**

**TO IMPROVE OPERATION, AIM THE REMOTE CONTROL AT THE FRONT OF THE FIREPLACE. DO NOT PRESS THE BUTTONS TOO QUICKLY. GIVE THE UNIT TIME TO RESPOND TO EACH COMMAND.**

## **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:

1. Unplug the power cord from the outlet.
2. Turn the ON/OFF switch on the CONTROL PANEL to OFF. Wait 5 minutes.
3. 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.
4. With the POWER switch in the OFF position, plug the power cord back into the outlet.
5. If the problem continues, have your outlet and wiring inspected by a professional.

## **Remote Control Battery Information**

- This remote control uses one CR2025 battery (included).



**NEVER DISPOSE OF BATTERIES IN FIRE. FAILURE TO OBSERVE THIS PRECAUTION MAY RESULT IN AN EXPLOSION. DISPOSE OF BATTERIES AT YOUR LOCAL HAZARDOUS MATERIAL PROCESSING CENTER.**

## CARE AND MAINTENANCE

### Cleaning



**ALWAYS TURN THE FIREPLACE 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 IN WATER OR SPRAY WITH WATER. DOING SO COULD RESULT IN ELECTRIC SHOCK, FIRE, OR PERSONAL INJURY.**

### Metal

- Buff using a soft cloth, slightly dampened with a citrus oil-based product.
- DO NOT use brass polish or household cleaners as these products will damage the metal trim.

### Glass

- Use a good quality glass cleaner sprayed onto the cloth or towel. Dry thoroughly with a paper towel or lint-free cloth.
- NEVER use abrasive cleansers, liquid sprays, or any cleaner that could scratch the surface.

### Vents

- Use a vacuum or duster to remove dust and dirt from the fireplace and vent areas.

### Plastic

- Wipe gently with a slightly damp cloth and a mild solution of dish soap and warm water.
- NEVER use abrasive cleansers, liquid sprays, or any cleaner that could scratch the surface.

## Maintenance



**RISK OF ELECTRIC SHOCK! DO NOT OPEN ANY PANELS! NO USER-SERVICEABLE PARTS INSIDE!**



**ALWAYS TURN THE FIREPLACE 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.**

### Electrical and Moving Parts

- The fan motors are lubricated at the factory and will not require lubrication.
- Electrical components are integrated in the fireplace and are not serviceable by the consumer.

### Storage

- Store fireplace in a clean dry place when not in use.



### **WARNING!**

**NO SERVICING OF THE INTERNAL OR ELECTRICAL PARTS SHOULD BE PERFORMED BY THE CONSUMER. DO NOT SERVICE THE UNIT YOURSELF.**



## WEEE

### Meaning of crossed –out wheeled dustbin:

Do not dispose of electrical appliances as unsorted municipal waste, use separate collection facilities. Contact your local government for information regarding the collection systems available. If electrical appliances are disposed of in landfills or dumps, hazardous substances can leak into the groundwater and get into the food chain, damaging your health and well-being.

When replacing old appliances with new ones, the retailer is legally obligated to take back your old appliance for disposals at least free of charge.

## TROUBLESHOOTING

### **WARNING**



**DISCONNECT THE APPLIANCE COMPLETELY AND LET COOL PRIOR TO ANY SERVICE. ONLY A QUALIFIED SERVICE PERSON SHOULD SERVICE AND REPAIR THIS ELECTRIC APPLIANCE.**

PROBLEM	POSSIBLE CAUSE	SOLUTION
<b>1. Fireplace turns off and will not turn on</b>	1. Fireplace has overheated and safety device has caused thermal switch to disconnect or home circuit breaker has opened.	1. Reset switch by turning main power switch off and waiting 10 minutes then turning it back on or reset circuit breaker.
<b>2. Flame is not moving</b>	1. Loose wiring. 2. Flame motor defective. 3. Flame rod out of place.	1. Inspect wiring for loose connections. 2. Call a qualified service technician to replace flame motor. 3. "Flame Rod" out of place due to rough transit/handling of the product. This issue can be corrected as simple as removing the glass, flipping the fireplace upside down, removing a set of screws that are holding the bottom frame plate and placing the flame rod back into place.
<b>3. Flame is not visible</b>	1. Wiring is loose.	1. Disconnect from power source and inspect wiring for loose connections and repair or replace if necessary. 2. Push the flame button to high.
<b>4. Log set and/or embers are not glowing</b>	1. Wiring is loose. 2. Ember is in off mode.	1. Disconnect from power source and inspect wiring for loose connections and repair or replace if necessary. 2. Ensure the ember button is pressed until on high.

<b>PROBLEM</b>	<b>POSSIBLE CAUSE</b>	<b>SOLUTION</b>
<b>5. Remote control does not work</b>	<ol style="list-style-type: none"> <li>1. Low batteries.</li> <li>2. Not aiming control correctly.</li> <li>3. Defective remote control and /or sensor.</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace batteries in remote control.</li> <li>2. Aim control at sensor located directly behind glass screen in center of unit just above logs.</li> <li>3. Replace remote control and/or sensor.</li> </ol>
<b>6. Fireplace will not come on when switch is flipped to on</b>	<ol style="list-style-type: none"> <li>1. Fireplace is not plugged in to an electrical outlet.</li> <li>2. Control failure.</li> <li>3. Breaker tripped.</li> </ol>	<ol style="list-style-type: none"> <li>1. Check plug.</li> <li>2. Call a qualified service technician.</li> <li>3. Reset breaker.</li> </ol>
<b>7. Heater does not provide heat when turned on.</b>	<ol style="list-style-type: none"> <li>1. Thermal switch has been tripped.</li> <li>2. Wiring is loose.</li> <li>3. Heater is defective.</li> </ol>	<ol style="list-style-type: none"> <li>1. Turn unit off and unplug unit for 10 minutes. Plug back in and turn unit on. If plug cannot be reached, follow directions for tripped circuit breaker.</li> <li>2. Disconnect from power source and inspect wiring for loose connections and repair or replace if necessary.</li> <li>3. Replace heater.</li> </ol>
<b>8. Touch Panel / Remote Control do not work</b>	The front glass is moved or not secured properly.	Unplug the appliance, if the appliance is recessed to the wall, shut off house circuit breaker. Ensure the front glass is in the correct location and is sitting flat to the appliance touch panel. after 15 seconds, plug or turn on the appliance to reset it.

**CAUTION: TO REMOVE THE GLASS, YOU WILL NOTICE TWO SCREWS ON FRONT BOTH SIDES (RIGHT AND LEFT) OF THE FIREPLACE. ONCE THE SCREWS ARE REMOVED, SLIDE THE GLASS UP AND AWAY FROM THE FIREPLACE. ONCE THE BOTTOM FRAME PLATE IS REMOVED, YOU WILL NOTICE ONE FLAME MOTOR ON RIGHT SIDE WHERE THE ROD SHOULD BE IN PLACE WITH THE RUBBER PLUGS.**

**PLEASE REMEMBER TO ALWAYS HAVE THE UNIT DISCONNECTED PRIOR TO ANY WORK, ALWAYS LAY GLASS AS WELL AS THE UNIT ON A TOWEL OR OTHER MATERIAL NOT TO DAMAGE PARTS/FRAME.**

**THIS ENTIRE PROCESS SHOULD NOT TAKE LONGER THAN 20-30 MINUTES**









**ambe'**

[ambefireplaces.com](http://ambefireplaces.com)