

TURBRO EF23-PB

TURBRO Eternal Flame 23-inch Infrared Electric Fireplace Logs

Model: EF23-PB

Brand: TURBRO

1. IMPORTANT SAFETY INFORMATION

Please 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.

- Always plug the fireplace directly into a wall outlet/receptacle. An extension cord or relocatable power tap (outlet/power strip) should never be used.
- Do not operate any heater with a damaged cord or plug or after the heater malfunctions, has been dropped or damaged in any manner.
- Do not use outdoors.
- This heater is not intended for use in bathrooms, laundry areas, and similar indoor locations. Never locate heater where it may fall into a bathtub or other water container.
- To disconnect heater, turn controls to off, then remove plug from outlet.
- Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage the heater.
- 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.
- This heater has overheating protection. Overheating protection automatically shuts the heater off if the internal temperature gets too hot.
- The TURBRO Eternal Flame heater is CSA certified to be safe for use in North America.

2. PRODUCT OVERVIEW

The TURBRO Eternal Flame electric fireplace logs provide the ambiance of a real fire without the hassle of wood, smoke, or ash. This unit features realistic flames, infrared heating, and convenient controls.

TURBRO Eternal Flame EF23-PB

1500W Electric Log Set Heater



Well-crafted Resin
Pinewood



3 Flame
Brightness



Thermostatic
Control



Full Function
Remote



Timer



CSA
Certification



Image: TURBRO Eternal Flame Electric Fireplace Logs with features including well-crafted resin pinewood, 3 flame brightness, thermostatic control, full function remote, timer, and CSA certification.

Key Features:

- **Realistic Flames:** Enjoy the visual appeal of dancing flames with adjustable brightness levels.
- **Infrared Heating:** Provides efficient and supplemental warmth for areas up to 1000 sq. ft.
- **Remote Control:** Conveniently adjust settings from anywhere in the room.
- **Thermostat:** Maintain your desired room temperature automatically.
- **Timer Function:** Set the unit to operate for a specific duration.
- **Overheat Protection:** Automatic shut-off for enhanced safety.

3. SETUP AND INSTALLATION

The TURBRO Eternal Flame electric fireplace logs are designed for easy setup with no assembly required.

1. **Placement:** Place the electric log insert into your existing fireplace opening or a suitable mantel. Ensure there is adequate clearance around the unit for proper ventilation.
2. **Power Connection:** Plug the unit directly into a standard 120V AC wall outlet. Do not use extension cords or power strips.
3. **Initial Use:** The unit is ready for operation once plugged in.



Image: Product dimensions showing 9.1"D x 23"W x 13"H, with a 6 ft cord length and US Standard 3-Pin Plug.

4. OPERATING INSTRUCTIONS

4.1. Controls

The fireplace logs can be operated using either the included remote control or the manual control panel located on the unit.



Image: Multi-function control panel with buttons for On/Off, Temperature, Timer, Flame Effect, and Flame Brightness, alongside the remote control.

4.2. Power On/Off

- Press the **Power button** (usually marked with a circle and vertical line) on the remote or the control panel to turn the unit on or off.

4.3. Flame Effects

The flame effect can be used independently of the heating function.

- **Flame Brightness:** Use the **Flame Brightness button** (often marked with a light bulb or sun icon) on the remote or control panel to cycle through 3 adjustable brightness levels.
- **Flame Effect:** Some models may offer different flame color effects. Refer to your remote or control panel for a dedicated **Flame Effect button** (often marked with a flame icon) to cycle through available options.



Image: Visual representation of three distinct flame brightness levels (Level 1, Level 2, Level 3).

4.4. Heating Functions

The infrared quartz heater provides supplemental heat. The heater operates quietly.



Image: Close-up of the infrared heating element, highlighting features like overheating protection, CSA certification, and heating coverage up to 1000 sq. ft.

- **Activate Heat:** Press the **Heat button** (often marked with a thermometer icon) on the remote or control panel to turn the heater on.
- **Adjust Temperature:** Use the **Up/Down arrows** (or dedicated temperature buttons) on the remote

or control panel to set your desired temperature. The unit will maintain this temperature automatically.

4.5. Timer Function

Set the unit to automatically turn off after a specified period.



Image: Digital display showing the timer setting, indicating the unit can be set to turn off automatically.

- Press the **Timer button** (often marked with a clock icon) on the remote or control panel to cycle through available timer settings (e.g., 30 minutes, 1 hour, up to 8 hours).

5. MAINTENANCE

Regular maintenance ensures optimal performance and longevity of your electric fireplace logs.

- **Cleaning:** Always unplug the unit before cleaning. Use a soft, damp cloth to wipe down the exterior surfaces. Do not use abrasive cleaners or sprays.
- **Ventilation:** Ensure that the air intake and exhaust vents are not blocked by dust, lint, or other obstructions. Periodically clean these areas with a soft brush or vacuum cleaner.
- **Storage:** If storing the unit for an extended period, unplug it and store it in a cool, dry place.

6. TROUBLESHOOTING

Problem	Possible Cause	Solution
Unit does not turn on.	Not plugged in, power outlet malfunction, power button not pressed.	Ensure unit is securely plugged into a working 120V outlet. Press the power button on the unit or remote.

Problem	Possible Cause	Solution
Heater stops working or unit shuts off automatically.	Overheat protection activated.	Unplug the unit, wait 20-30 minutes for it to cool down, then plug it back in. Ensure vents are not blocked.
Remote control not working.	Dead batteries, remote not aimed correctly, obstruction.	Replace remote batteries. Ensure there are no obstructions between the remote and the unit's sensor.
Display shows 'E3' error code.	Internal sensor error or overheating.	Unplug the unit for 20-30 minutes. If the error persists, contact customer support.

7. SPECIFICATIONS

Feature	Detail
Brand	TURBRO
Model Name	Eternal Flame Infrared Electric Fireplace Logs
Model Number	EF23-PB
Power Source	Corded Electric
Product Dimensions	9.1"D x 23"W x 13"H
Material	Metal
Heat Output	4777 British Thermal Units
Heating Coverage	1000 sq ft
Item Weight	15.8 Pounds
Certification	CSA Certified

8. WARRANTY AND SUPPORT

This TURBRO Eternal Flame Electric Fireplace Log Heater comes with a Limited Warranty. For detailed warranty information, please refer to the warranty card included with your product or visit the official TURBRO website.

If you encounter any issues or have questions regarding your product, please contact TURBRO Customer Support:

- **Website:** www.turbro.com
- **Email:** support@turbro.com (example)
- **Phone:** 1-800-XXX-XXXX (example)

