

## TURBRO TS20-SD

# TURBRO Suburbs 20-inch Electric Fireplace Infrared Heater User Manual

Model: TS20-SD

## 1. INTRODUCTION

Thank you for choosing the TURBRO Suburbs 20-inch Electric Fireplace Infrared Heater. This manual provides essential information for the safe and effective use of your new appliance. Please read all instructions carefully before operation and retain this manual for future reference.

The TURBRO Suburbs electric fireplace offers efficient infrared heating with realistic flame effects and crackling sounds, designed to enhance the comfort and ambiance of your indoor space.

## 2. IMPORTANT SAFETY INFORMATION

Always follow basic safety precautions when using electrical appliances to reduce the risk of fire, electric shock, and injury to persons.

- Read all instructions before using this heater.
- This heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces.
- Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 3 feet (0.9 m) from the front of the heater and keep them away from the sides and rear.
- Extreme caution is necessary when any heater is used by or near children or invalids and whenever the heater is left operating and unattended.
- 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.
- 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 an **Overheating Protection** feature that automatically shuts the heater off if the internal temperature gets too hot. The TURBRO Suburbs heater is CSA certified for safe use in North America.
- The heating element is located on the bottom, ensuring the body of the stove remains **Cool to Touch** during operation.

### 3. PACKAGE CONTENTS

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- TURBRO Suburbs Electric Fireplace Infrared Heater
- Assembly Hardware (for legs, if applicable)
- User Manual

### 4. SETUP

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The TURBRO Suburbs Electric Fireplace is designed for easy assembly. Typically, only the legs require attachment.

1. Carefully remove the fireplace from its packaging.
2. Attach the provided legs to the base of the fireplace using the included hardware. Ensure all screws are tightened securely.
3. Place the fireplace on a firm, level surface, away from combustible materials.
4. Plug the US Standard 3-Pin Plug into a suitable 120V AC outlet.



Figure 1: Product dimensions (10"D x 17"W x 20"H) and standard 3-pin plug.

## 5. OPERATING INSTRUCTIONS

The control panel for the TURBRO Suburbs Electric Fireplace is located on the unit. It features a temperature knob, heating control switch, and a power/flames button.

# Simple Control Panel



Figure 2: Simple Control Panel for easy operation.

1. **Power On/Off:** Flip the main power switch to the 'ON' position. The flame effect will activate.
2. **Flame Effect Only:** To enjoy the realistic flame effect without heat, ensure the heating control switch is in the 'OFF' position.
3. **Activate Heat:** To turn on the heating function, flip the heating control switch to the 'ON' position. The infrared heater will begin to emit warmth.
4. **Adjust Temperature:** Use the temperature knob to set your desired room temperature, ranging from 68-95°F (20-35°C). The heater will cycle on and off to maintain the set temperature.
5. **Realistic Crackling Sound:** The fireplace replicates the authentic sound of wood logs crackling. This feature can be turned on or off independently.

# Realistic Dancing Flames

Can be used without heating



Figure 3: Realistic dancing flames can be used independently of the heating function.



Figure 4: Key features including 1400W infrared heating and panoramic view.



Figure 5: The exterior of the fireplace remains cool to the touch.

Video 1: Demonstration of the TURBRO Suburbs 20-inch Infrared Heater with Crackling Sound, showcasing its features and operation.

Video 2: A brief overview of the TURBRO Infrared Electric Fireplace, highlighting its realistic flames and crackling sounds for home warmth.

## 6. MAINTENANCE

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

- **Cleaning:** Always unplug the heater before cleaning. Use a soft, damp cloth to wipe the exterior surfaces. Do not use abrasive cleaners or solvents.
- **Dust Removal:** Periodically vacuum the air intake and exhaust vents to prevent dust buildup, which can affect heating efficiency.
- **Storage:** When not in use for extended periods, store the fireplace in a cool, dry place, preferably in its original packaging.

## 7. TROUBLESHOOTING

If you encounter issues with your TURBRO Suburbs Electric Fireplace, refer to the following common solutions:

- **Heater Not Turning On:** Ensure the power cord is securely plugged into a working outlet. Check if the main power switch is in the 'ON' position. Verify that the circuit breaker has not tripped.
- **No Heat Output:** Confirm that the heating control switch is in the 'ON' position and the temperature knob is set higher than the current room temperature.
- **Flame Effect Not Working:** Check the power switch. If the heater is on but flames are not visible, ensure the flame effect function is activated.
- **Overheat Protection Activated:** If the heater suddenly turns off, it may have overheated. Unplug the unit, wait 10-15 minutes for it to cool down, and then plug it back in. Ensure there are no obstructions blocking the air vents.
- **Unusual Noises:** A slight fan noise is normal during heating operation. If you hear unusual or loud noises, discontinue use and contact customer support.

## 8. SPECIFICATIONS

<b>Brand</b>	TURBRO
<b>Model Name</b>	Suburbs 20 in. Electric Fireplace Infrared Heater
<b>Item Model Number</b>	TS20-SD
<b>Power Source</b>	Corded Electric
<b>Product Dimensions</b>	10"D x 17"W x 20"H
<b>Material</b>	Metal
<b>Finish Type</b>	Painted
<b>Installation Type</b>	Freestanding
<b>Heat Output</b>	4777 British Thermal Units (1400W)
<b>Special Feature</b>	Flame Effect, Infrared
<b>Style</b>	20 in. w/ Sound
<b>Color</b>	Ivory
<b>Room Type</b>	Living Room
<b>Ventilation Type</b>	Vent Free
<b>Heating Coverage</b>	460 sq ft
<b>Included Components</b>	Assembly Hardware
<b>Specific Uses For Product</b>	Indoor
<b>Item Weight</b>	19.3 Pounds
<b>Burner Type</b>	Quartz
<b>UPC</b>	816621025823

## **9. WARRANTY AND SUPPORT**

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This TURBRO product comes with a Limited Warranty. For specific details regarding warranty coverage, terms, and conditions, please refer to the warranty card included with your product or visit the official TURBRO website.

For technical support, troubleshooting assistance, or to inquire about replacement parts, please contact TURBRO customer service. Contact information can typically be found on the product packaging or the official TURBRO website.