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Sweetcrispy QBL-36

Sweetcrispy 36" Electric Fireplace User Manual - Model QBL-36

Your guide to safe and efficient operation.

Introduction Safety Contents Installation Operation Maintenance Troubleshooting Specifications Warranty

1. Introduction

Thank you for choosing the Sweetcrispy 36" Electric Fireplace. This manual provides essential information for the safe assembly, operation, and maintenance of your new electric fireplace. Please read it thoroughly before use and retain it for future reference.



Image 1.1: The Sweetcrispy 36-inch Electric Fireplace, showcasing its sleek design, vibrant flame effects, and included remote control.

2. Important Safety Instructions

WARNING: To reduce the risk of fire, electric shock, or injury, read all instructions before using this appliance.

- Always plug heaters directly into a wall outlet/receptacle. Never use with an extension cord or relocatable power tap (outlet/power strip).
- 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 (0.9m) from the front of the heater and 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.
- Always use properly grounded, fused, and polarized outlets.

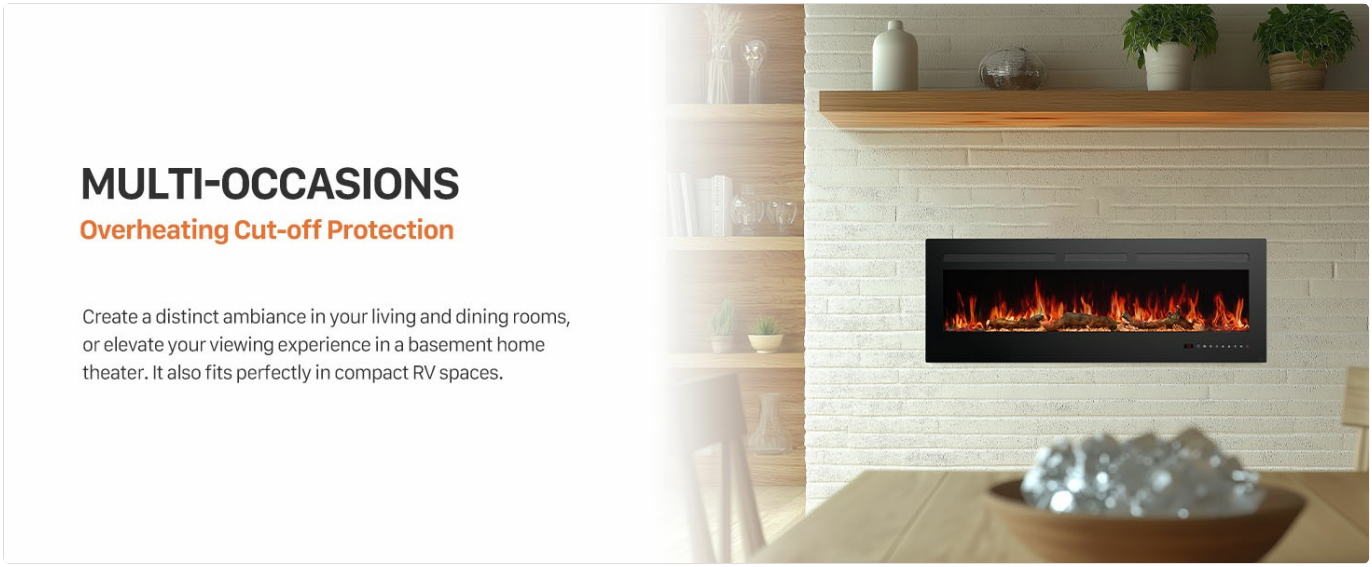


Image 2.1: A warning label on the fireplace unit, emphasizing the need to keep combustible materials clear of the heater's front, sides, and rear.

3. Package Contents

Please check to ensure all components are present and undamaged before installation.

- Electric Fireplace Unit (Model QBL-36)
- Remote Control
- Base Legs (for freestanding installation)
- Mounting Hardware (screws, anchors for wall-mount/recessed)
- User Manual

4. Installation Guide

Your Sweetcrispy electric fireplace offers three versatile installation methods: recessed, wall-mounted, or freestanding. Choose the method that best suits your space and preferences.

4.1 Preparing for Installation

- Ensure the power supply is disconnected before beginning installation.
- Select a location that is dry, level, and away from direct sunlight or heat sources.
- Maintain proper clearances from combustible materials as outlined in the safety instructions.

4.2 Removing the Front Glass

For certain installations or to arrange the decorative media, the front glass panel may need to be removed. Handle with care.

1. Locate and unscrew the retaining screws on both sides of the fireplace unit.
2. Gently lift the glass panel upwards to disengage it from the slots, then carefully pull it away from the unit.
3. Store the glass panel in a safe place until reinstallation.

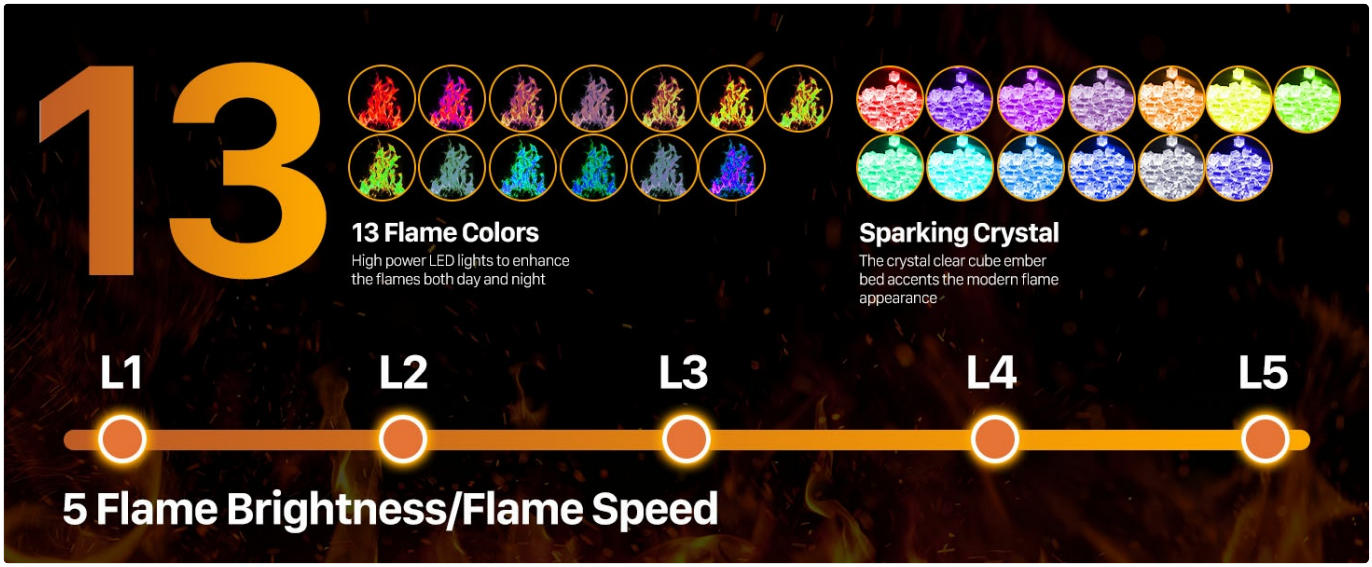


Image 4.1: Step-by-step visual guide for safely removing the front glass panel of the fireplace.

4.3 Recessed Installation

This method integrates the fireplace directly into a wall for a flush, built-in look.

- Construct a suitable opening in your wall according to the product dimensions (36"W x 18"H x 3.94"D). Ensure adequate support.
- Carefully slide the fireplace unit into the opening.
- Secure the unit using the provided mounting brackets and screws.

4.4 Wall-Mounted Installation

Mount the fireplace directly onto a wall surface.

- Mark the desired mounting height and positions for the wall brackets.
- Drill pilot holes and install the wall brackets securely into wall studs or using appropriate anchors.
- Carefully lift and hang the fireplace unit onto the installed wall brackets.

4.5 Freestanding Installation

Use the included base legs for a portable, tabletop, or floor-standing setup.

- Attach the two base legs to the bottom of the fireplace unit using the provided screws.
- Place the assembled unit on a stable, level surface.

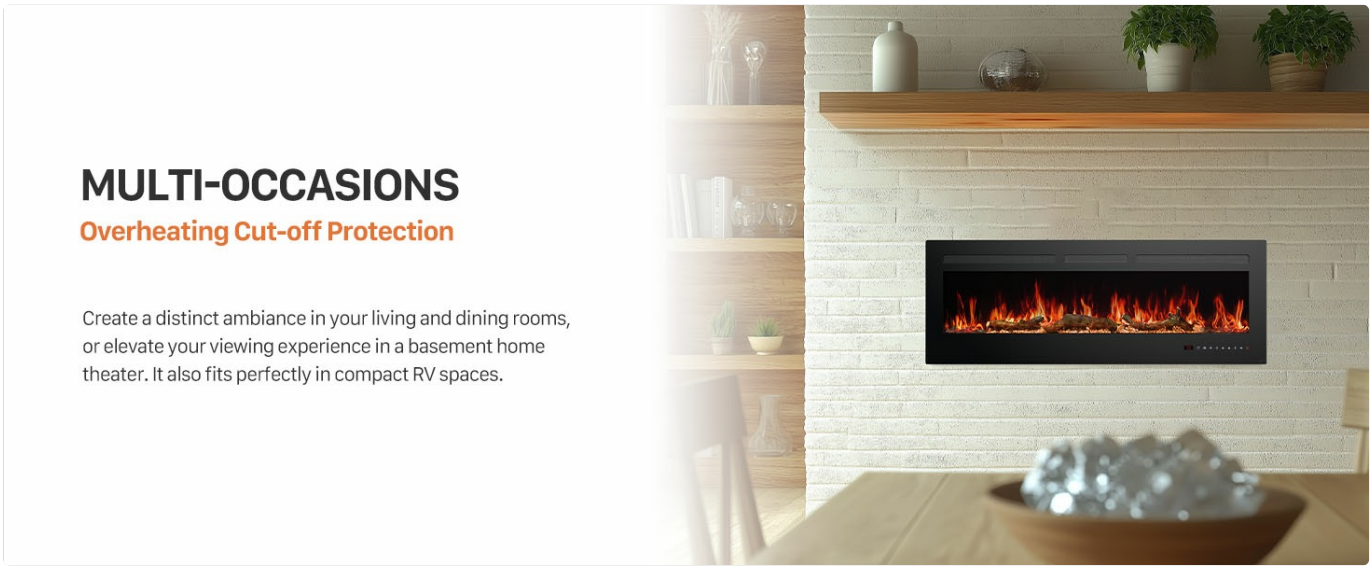


Image 4.2: Visual representation of the three installation options: recessed, wall-mounted, and freestanding, with key dimensions.

5. Operating Your Fireplace

Your electric fireplace can be controlled via the touch screen panel on the unit or the included remote control.

5.1 Control Panel and Remote Control

Familiarize yourself with the functions of the control panel and remote for optimal use.

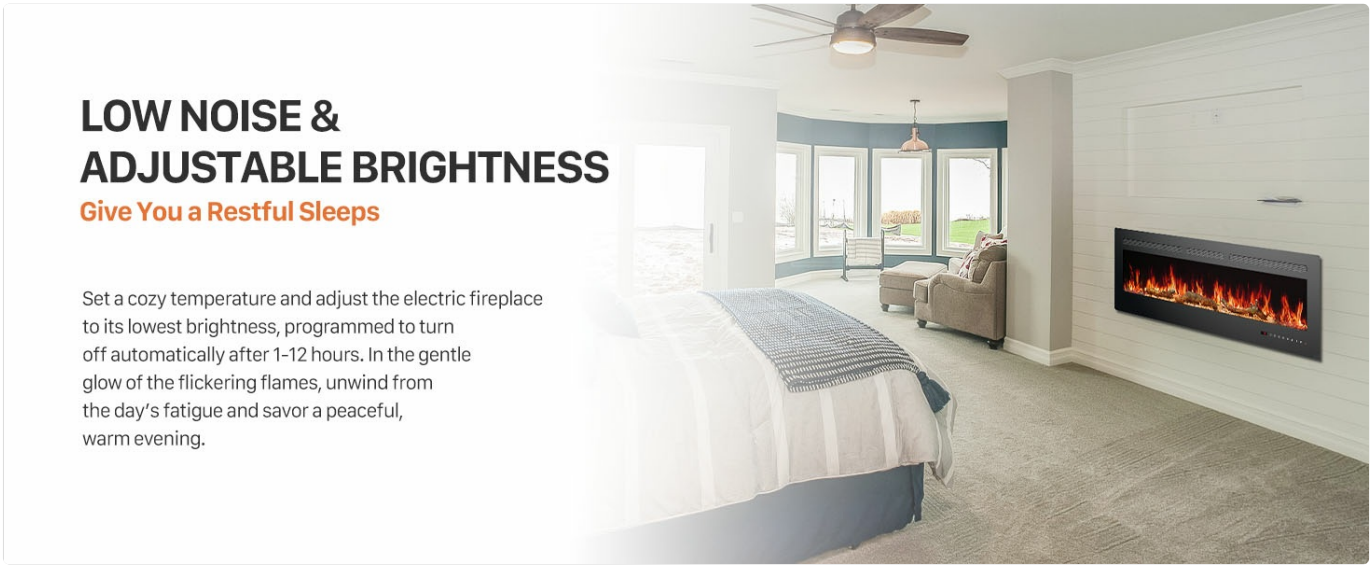


Image 5.1: Detailed overview of the touch control panel and remote control buttons, including power, heat, flame color, timer, and special modes.

5.2 Power On/Off

Press the **POWER** button on the control panel or remote to turn the unit on or off.

5.3 Heating Functions

The fireplace offers two heat settings (750W and 1500W) and an adjustable thermostat.

- Press the **HEATER** button to cycle between 750W, 1500W, and off.
- Use the **TEMP +** / **-** buttons to adjust the desired room temperature from 59°F to 95°F. The unit will automatically maintain the set temperature.

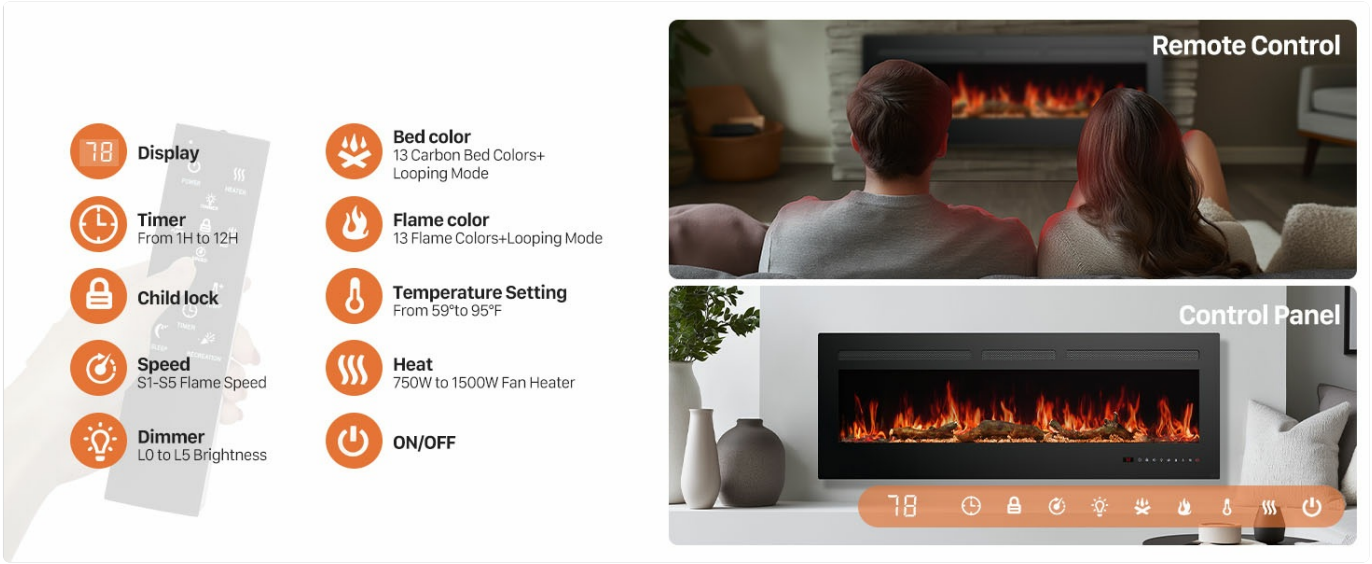


Image 5.2: The fireplace effectively distributing heat throughout a room, highlighting its 5100 BTU output and adjustable temperature range.

5.4 Flame and Ember Bed Customization

Personalize your fireplace ambiance with a wide range of color and brightness options.

- Press the **FLAME COLOR** button to cycle through 13 flame colors and a looping mode.
- Press the **CARBON BED COLOR** button to cycle through 13 ember bed colors and a looping mode.
- Use the **DIMMER** button to adjust flame brightness (L0 to L5).
- Use the **FLAME SPEED** button to adjust the flame effect speed (S1 to S5).



Image 5.3: A visual guide to the 13 distinct flame colors, the sparkling crystal ember bed options, and the 5 adjustable brightness levels.

5.5 Timer Function

Set the fireplace to automatically turn off after a specified duration.

- Press the **TIMER** button to set the auto-off timer from 1 to 12 hours.

5.6 Child Lock

Activate the child lock to prevent unintended operation.

- Press and hold the **CHILD LOCK** button on the remote control to activate or deactivate.

5.7 Special Modes: Sleep and Recreation

These modes are exclusively available via the remote control to enhance your experience.

- **Sleep Mode:** Press the **SLEEP** button. This mode sets the slowest flame speed and dimmest light, creating a calming atmosphere ideal for restful nights.
- **Recreation Mode:** Press the **RECREATION** button. This mode offers the fastest flame speed and brightest light, with automatic changes in flame and ember bed colors, perfect for lively gatherings.

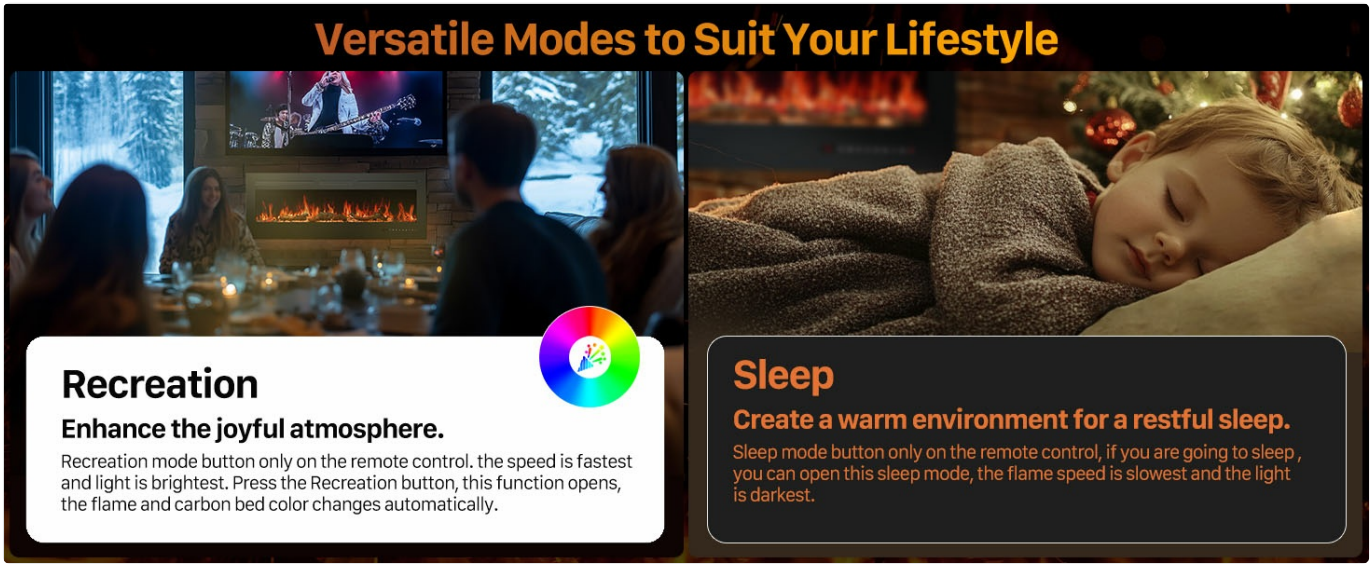


Image 5.4: The fireplace operating in Sleep Mode, providing a quiet and dim ambiance for a restful environment.



Image 5.5: The fireplace enhancing a social setting in Recreation Mode, with dynamic flame and ember effects.

6. Care and Maintenance

Regular cleaning and maintenance will ensure the longevity and optimal performance of your fireplace.

- Always disconnect power before cleaning.
- Wipe the exterior surfaces with a soft, damp cloth. Do not use abrasive cleaners or sprays.
- Clean the air intake/exhaust vents periodically to prevent dust buildup, which can affect heating efficiency.
- The flame effect uses LED lights that do not require replacement.

7. Troubleshooting Guide

Refer to this table for common issues and their solutions.

Problem	Possible Cause	Solution
Fireplace does not turn on.	No power, power cord loose, main power switch off.	Check power outlet, ensure cord is securely plugged in, verify main power switch is on.
No heat output.	Heater function off, thermostat set too low, overheating protection activated.	Activate heater function, increase thermostat setting, unplug unit for 15 minutes to reset.
Flame effect not working.	Flame effect turned off, LED malfunction.	Ensure flame effect is turned on. If issue persists, contact customer support.
Remote control not working.	Batteries dead, remote out of range, obstruction.	Replace batteries (AAA required), ensure remote is within range and pointed at the unit, remove obstructions.

8. Product Specifications

Feature	Detail

Feature	Detail
Brand	Sweetcrispy
Model Name	Sweetcrispy Electric Fireplace (QBL-36)
Power Source	Corded Electric
Product Dimensions	3.94"D x 36"W x 18"H
Material	Metal
Finish Type	Polished
Installation Type	Wall Mount, Recessed, Freestanding
Heat Output	750W / 1500W (5100 BTU)
Special Features	Adjustable Flame, Adjustable Thermostat, Dimmer, Flame Effect, 13 Flame Colors, 13 Carbon Bed Colors, 12H Timer, Child Lock, Sleep Mode, Recreation Mode
Style	Modern
Color	Black
Room Type	Bedroom, Dining Room, Home Office, Living Room
Ventilation Type	Vent Free
Included Components	Base Legs
Item Weight	31.3 Pounds
UPC	780374270055
Batteries Required	No (for unit), Yes (for remote - AAA)

9. Warranty and Customer Support

This Sweetcrispy electric fireplace comes with a limited warranty. Please refer to the warranty card included in your package for specific terms and conditions.
For technical assistance, troubleshooting beyond this guide, or warranty claims, please contact Sweetcrispy customer support through the retailer where you purchased the product or visit the official Sweetcrispy website for contact information.
Please retain your proof of purchase for warranty purposes.

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