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> [COSTWAY 23 Inch Recessed Fireplace Heater, Electric Fireplace Insert w/Multi-Color Flame & Crystal Ember Bed, Remote Control, 9H Timer, Built-in Thermostat & Overheat Protection, 1500W 23-Inch User Manual](#)

## COSTWAY FP10831US-BK/FP10832US-BK/FP10833US-BK

# COSTWAY 23 Inch Recessed Fireplace Heater User Manual

Model: FP10831US-BK/FP10832US-BK/FP10833US-BK

## 1. IMPORTANT SAFETY INSTRUCTIONS

Please read all instructions carefully before using this electric fireplace heater. Failure to follow these instructions may result in electric shock, fire, or personal injury.

- Always ensure the fireplace is properly grounded.
- Do not operate the fireplace with a damaged cord or plug.
- Keep the top and back of the unit at least 8 inches (20 cm) away from any walls or combustible materials to ensure proper ventilation and prevent overheating.
- This product is equipped with overheat protection, which automatically shuts off the unit if it reaches an unsafe temperature.
- Ensure the power outlet meets the voltage and current requirements (120V, 60Hz, 12.5 AMP).
- Do not insert foreign objects into any ventilation or exhaust opening as this may cause an electric shock or fire, or damage the heater.
- This appliance is CSA certified for safety.

## 2. PRODUCT OVERVIEW

The COSTWAY 23 Inch Recessed Fireplace Heater is designed to provide both warmth and aesthetic appeal to your living space. It features a multi-color flame and crystal ember bed, remote control operation, and various safety features.

### Included Components:

- 1 x Electric Fireplace
- 1 x Remote Control
- 1 x Instruction Manual (this document)

## Key Features:

- Adjustable flame and ember bed colors with multi-level brightness and speed.
- Powerful 1500W heating with 5120 BTU heat output, heating up to 400 sq.ft.
- Convenient operation via control panel or remote control (up to 13 ft effective distance).
- Built-in thermostat (62-90°F) and 0.5-9 hour timer.
- Sleep mode for quiet operation.
- Two operating modes: flame only for ambiance, or flame & heat for warmth.
- Overheat protection and CSA certification for enhanced safety.



Figure 2.1: Front view of the COSTWAY 23 Inch Recessed Fireplace Heater.



Figure 2.2: Example installation of the fireplace heater within a media console.

### 3. SETUP

This electric fireplace is designed for recessed or wall-mount installation. Ensure you have adequate space and proper ventilation as per safety instructions.

#### Dimensions:

- Overall Dimensions: 23.9" (L) x 4.6" (W) x 13.4" (H) / 60.9 x 11.8 x 34.2 cm
- Power Cord Length: 6 ft / 1.8 m

Before installation, verify that the dimensions of your opening or mounting area match the product specifications. Remember to maintain an 8-inch clearance from the top and back of the unit to any wall or combustible surface for proper ventilation.

# Product Dimensions

Keep the top and back 8" away from the wall for ventilation

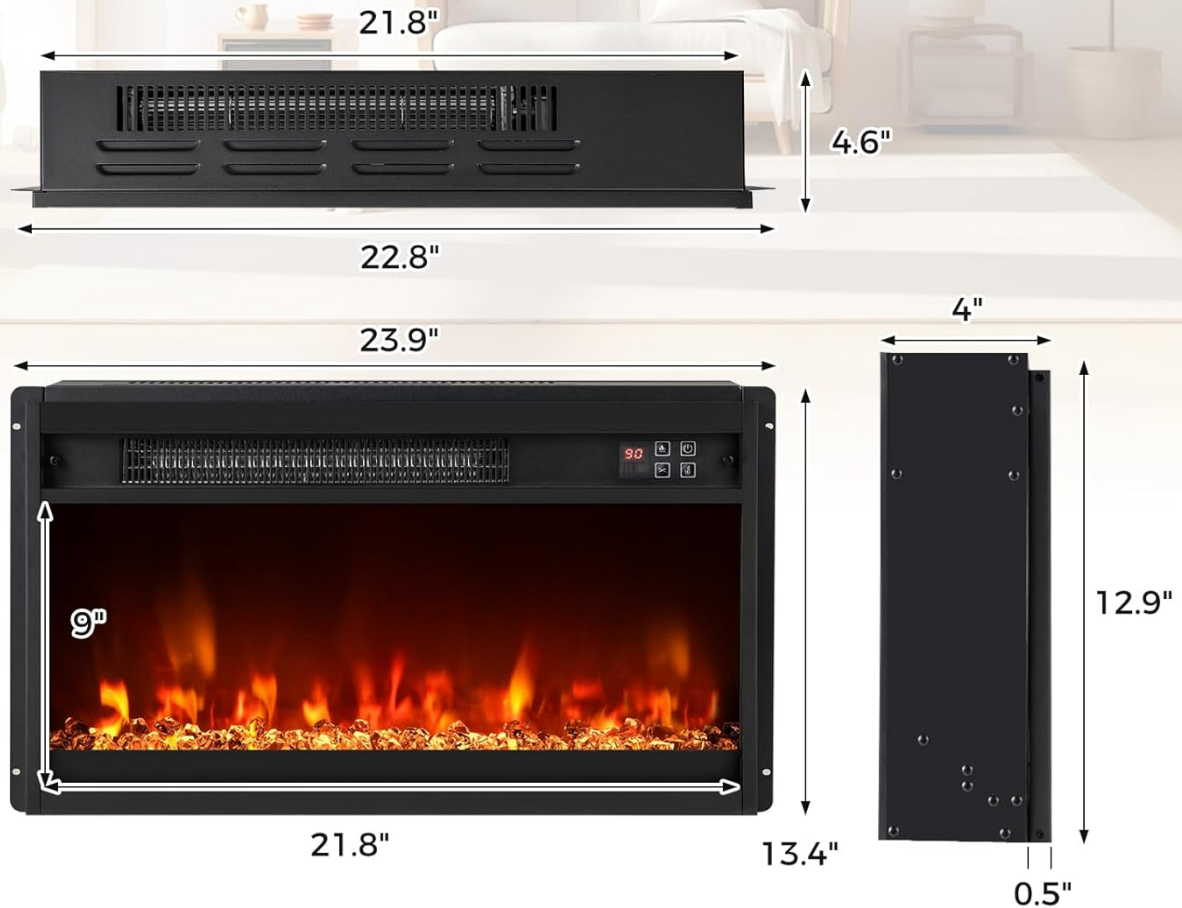


Figure 3.1: Detailed product dimensions for installation planning.

## 4. OPERATING INSTRUCTIONS

Your electric fireplace can be operated using either the control panel located on the unit or the included remote control.

### Control Panel:

The control panel features intuitive buttons for power, flame settings, heat settings, timer, and thermostat adjustments. Refer to the diagram below for button functions.

### Remote Control:

The remote control allows for convenient operation from up to 13 feet away. It provides full control over all functions, including flame effects, temperature, and timer settings.

# Convenient Remote Control

13 ft effective control distance



8 Flame Colors



3-level Brightness



6 Ember Bed Color



5 Speeds



62-90°F Temperature



0.5-9H Timer

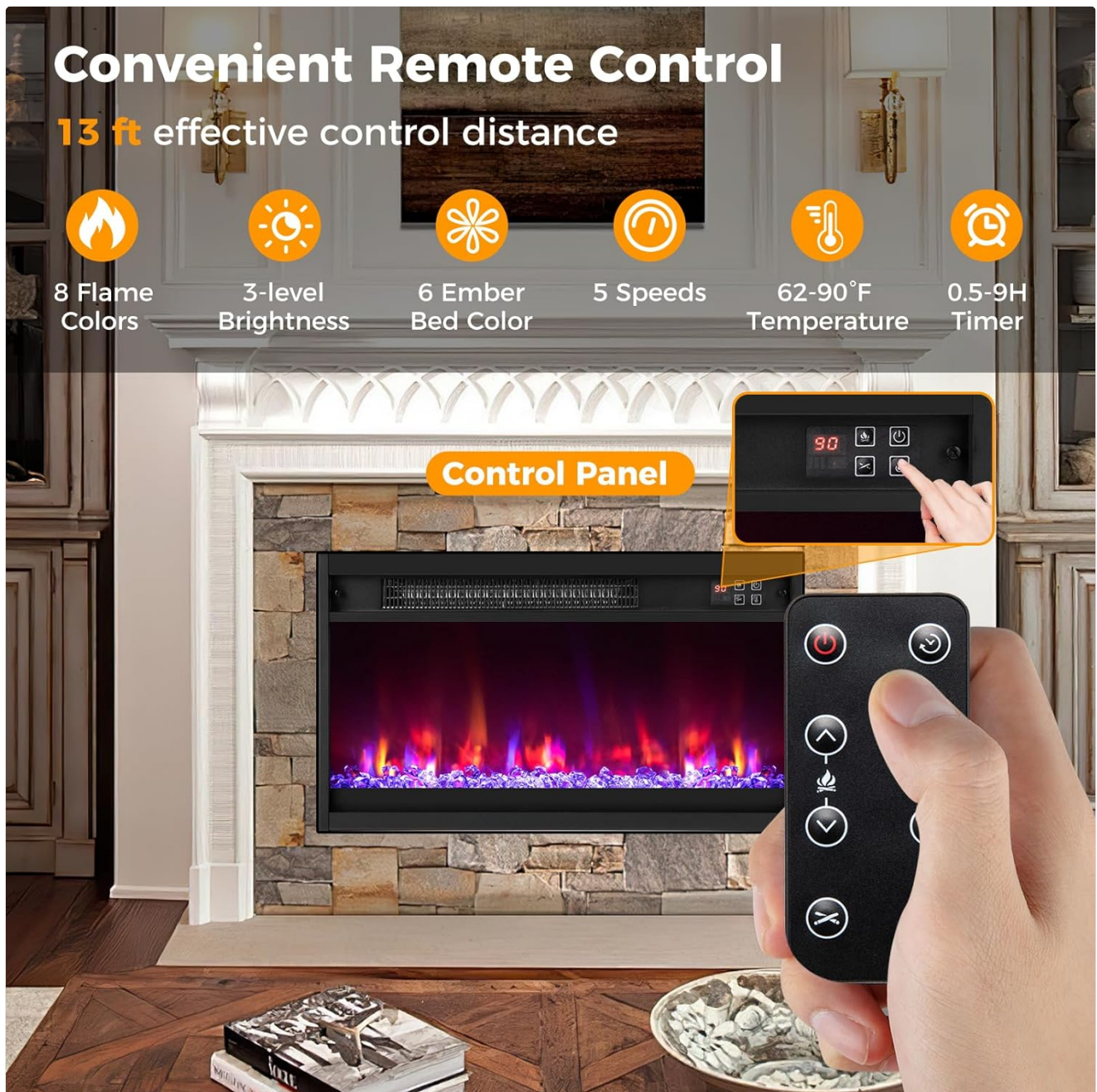


Figure 4.1: Overview of the remote control and integrated control panel.

## Flame and Ember Bed Settings:

- **Flame Colors:** Choose from 8 distinct flame colors to match your mood or decor.
- **Ember Bed Colors:** Select from 6 different ember bed colors for a personalized look.
- **Brightness:** Adjust the flame brightness across 3 levels (L1, L2, L3). Note: Brightness cannot be adjusted in 'Polar' mode.
- **Speed:** Control the ember bed speed with 5 levels, from slowest to fastest.

# 8 Flame Colors



Orange + Red



Blue



Green



Orange + Blue



Orange + Green



Blue + Green



Orange +  
Blue + Green



Polar



## Multi-Color Electric Fireplace



Orange



Blue



Green



White



Violet



Polar



# 6 Ember Bed Colors

Figure 4.2: Available flame and ember bed color options.

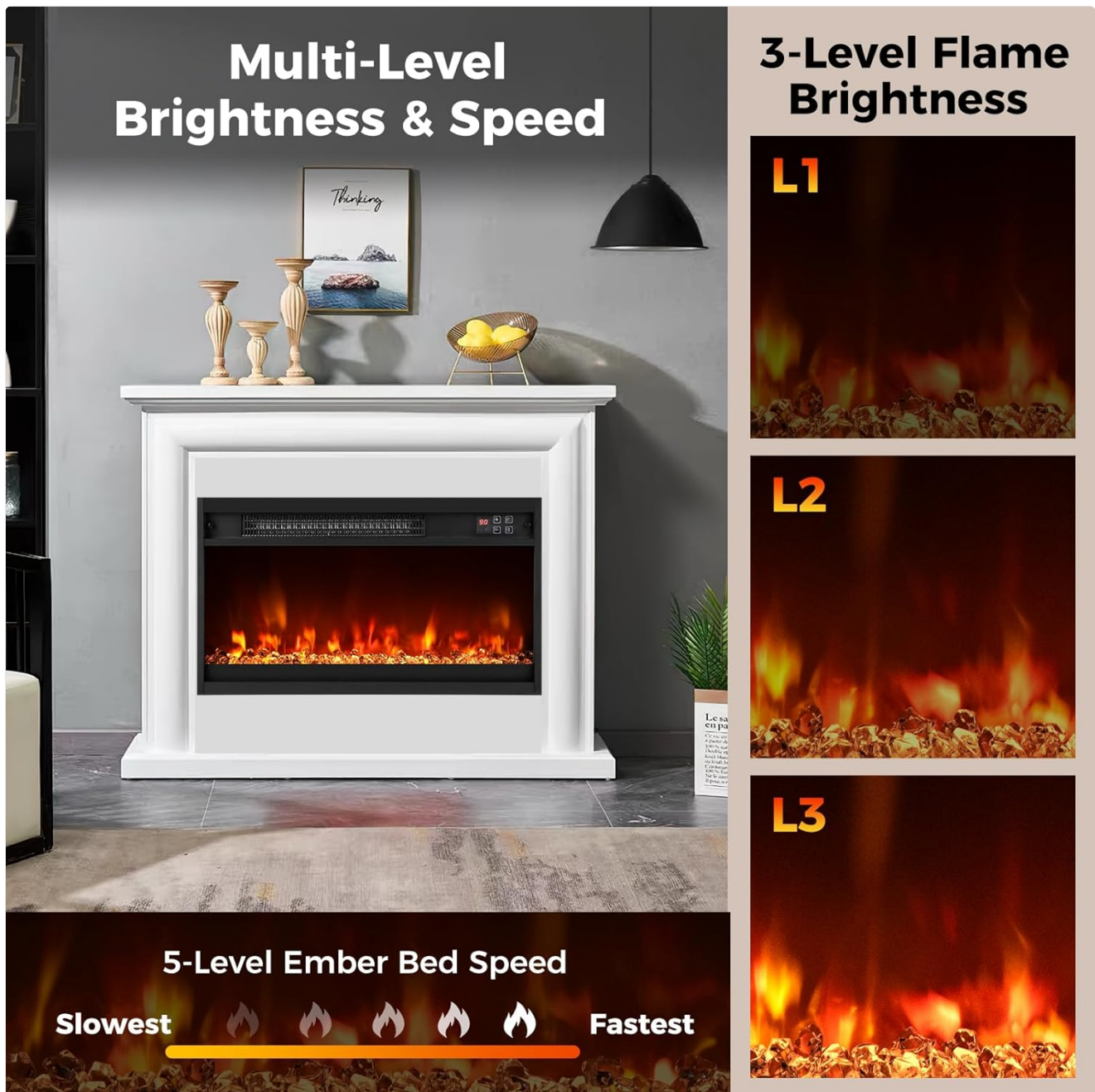


Figure 4.3: Adjusting flame brightness and ember bed speed.

### Heating Functions:

- **Heat Output:** The 1500W heater provides 5120 BTU of heat, capable of warming areas up to 400 sq.ft.
- **Thermostat:** Set your desired room temperature between 62°F and 90°F. The heater will automatically turn on/off to maintain the set temperature.
- **Timer:** Utilize the 0.5 to 9-hour timer for automatic shut-off, providing convenience and energy saving.
- **Sleep Mode:** Activate sleep mode for quiet operation, ensuring a peaceful environment while providing warmth.

# Enjoy Endless Warmth

Heat up to  
**400 sq.ft**

Heat Output  
**5120 BTU**

Powerful Heating  
**1500W**

Thermostat  
Design



Figure 4.4: Two operating ways: Flame Only for ambiance, and Flame & Heat for warmth.



Figure 4.5: Safety and quietness features of the fireplace heater.



## Flame Only

Decorate your room  
in all seasons

## 2 Operating Ways



## Flame & Heat

Make you warm in  
cold weather

Figure 4.6: Heating capabilities and thermostat control.

## 5. MAINTENANCE

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

- **Cleaning:** Disconnect the power before cleaning. Use a soft, damp cloth to wipe down the exterior surfaces. Do not use abrasive cleaners or solvents.
- **Ventilation:** Periodically check that the air inlets and outlets are free from dust and debris to ensure proper airflow.
- **Storage:** If storing the unit for an extended period, ensure it is clean and dry. Store it in a cool, dry place, preferably in its original packaging.

## 6. TROUBLESHOOTING

If you encounter issues with your electric fireplace, refer to the following common troubleshooting steps:

- **No Power:** Ensure the power cord is securely plugged into a working outlet. Check your household circuit breaker or fuse box.
- **Heater Not Working:** Verify that the thermostat setting is higher than the current room temperature. Check if the overheat protection has been activated (unplug, wait 10-15 minutes, then plug back in).
- **Flame Effect Not Working:** Ensure the flame function is turned on via the control panel or remote. If the flames appear frozen or do not move, try cycling through the flame color options or power cycling the unit.
- **Remote Control Not Responding:** Check and replace the batteries in the remote control. Ensure there are no obstructions between the remote and the fireplace's receiver.
- **Unusual Noise:** A slight fan noise is normal during heating operation. If the noise is excessive or unusual, discontinue use and contact customer support.

For issues not listed here, please contact COSTWAY customer support.

## 7. SPECIFICATIONS

Attribute	Value
Brand	COSTWAY
Model Name	electric fireplace
Item Model Number	FP10831US-BK/FP10832US-BK/FP10833US-BK
Product Dimensions	4.6"D x 23.9"W x 13.4"H
Material	Tempered Glass, Metal
Color	Black
Power Source	Corded Electric
Voltage	120V
Frequency	60Hz
Power	1500W
AMP	12.5 AMP
Heat Output	5120 BTU
Heating Coverage	400 sq ft / 37 m2
Item Weight	15 lbs / 7 kg
Installation Type	Wall Mount

Attribute	Value
Special Feature	Adjustable Flame
Ventilation Type	Vent Free
Chamber Depth	4.6 Inches
Burner type	Electric
Country of Origin	China

## 8. WARRANTY AND SUPPORT

This COSTWAY electric fireplace heater comes with a limited warranty. Please refer to the warranty card included in your package for specific terms and conditions.

For technical assistance, troubleshooting, or warranty claims, please contact COSTWAY customer support through their official website or the contact information provided in your product packaging.

You can also visit the official COSTWAY store on Amazon for more product information and support: [COSTWAY Amazon Store](#)