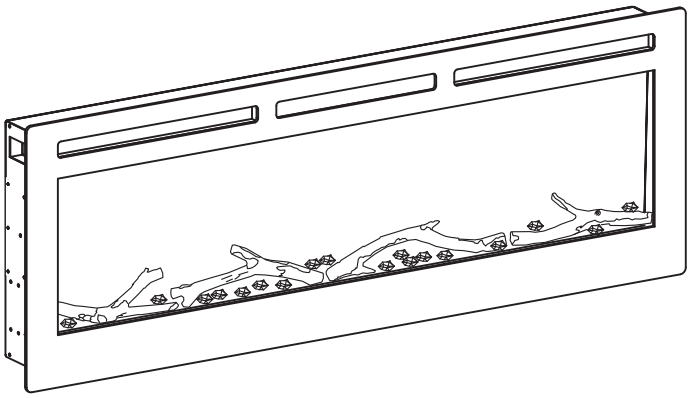
USER MANUAL

TURBRO

ELECTRIC FIREPLACE

In-Flames

MODEL NO: INF50W-3D
INF60W-3D
INF72W-3D
INF88W-3D
INF98W-3D



IMPORTANT

READ ALL INSTRUCTIONS BEFORE USING YOUR ELECTRIC FIREPLACE. FAILURE TO FOLLOW INSTRUCTIONS MAY LEAD TO DAMAGE TO THE MACHINE OR PERSONAL INJURY.

KEEP THIS USER MANUAL FOR FUTURE REFERENCE.

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Tip for First-Time Use

When using this fireplace for the first time, or after a long period of storage, let the fireplace run for at least 15 minutes with the thermostat set at the maximum heat level to remove the "new product" smell. This smell is because the fireplace absorbs moisture, creating an odor similar to that of old leather. It will go away after a few minutes of use.

Safety Instructions

Please read the following instructions before attempting to assemble, operate, or install this product.

- Do not use this product outdoors. This product is for indoor use only.
- This product is not intended for use in bathrooms, laundry areas, and similar indoor locations. Do not place this product where it may fall into a bathtub or other water container.
- This product is hot when in use. Keep combustible materials such as furniture, pillows, bedding, papers, clothes, and curtains at least 3ft (0.9m) from the hot air outlet.
- Do not run the power cord of this product under carpeting, throw rugs, runners, or similar items. Arrange the cord away from high-traffic areas so it will not be tripped over.
- Extreme caution is required when the product is used near children or invalids and whenever = left unattended.
- Do not operate this product with a damaged power cord or plug, after the appliance malfunctions, or the product is damaged. Any repairs to this appliance should be carried out by a qualified service person.
- Under no circumstances should this product be modified. Parts removed for service must be replaced prior to using this product.
- Connect to properly grounded power outlets only.
- Always plug the fireplace directly into a wall outlet. An extension cord, outlet, or power strip should never be used with this product.
- This product, when installed, must be electrically grounded in accordance with local electrical codes. For the USA: National Electric Code, ANSI/NFPA No. 70. For Canada: CSA C22.1 Canadian Electrical codes.
- To disconnect this product, turn the product off, then remove the power plug from the outlet.
- Always unplug this product if you do not plan to use it for a long period of time.
- Do not insert or allow foreign objects to enter any ventilation or exhaust openings as this may cause an electric shock, fire, or damage to the appliance.
- To prevent a possible fire, do not block air intakes or exhausts in any manner. Do not use it on soft surfaces, like a bed, where the opening may be blocked.
- The fireplace has hot, sparking, and arcing parts inside. Do not use it in areas where gasoline, paint, or flammable liquids are used or stored. This appliance should not be used as a drying rack for clothing.
- Use this appliance only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or personal injury.

⚠ CAUTION

- This product can expose you to toxic chemicals including Di(2-ethylhexyl) phthalate (DEHP), which may cause cancer or harm developmental growth.
- Wash hands after installation.

For more information go to **www.p65Warnings.ca.gov**



Overheating Protection

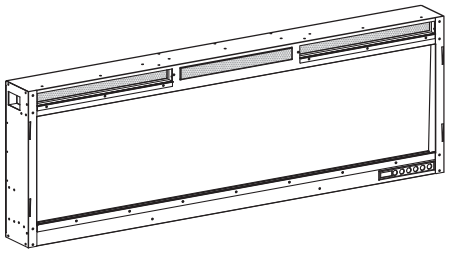
- This heater has an overheating protection cutoff that switches the appliance off automatically if it overheats.
- Obstruction of the front grill may result in overheating. If this occurs, please disconnect the heater from the power socket and allow it to cool for 10-15 minutes before powering it on again.
- Should problems persist, please contact TURBRO customer service team via *support@turbro.com*.

Specifications

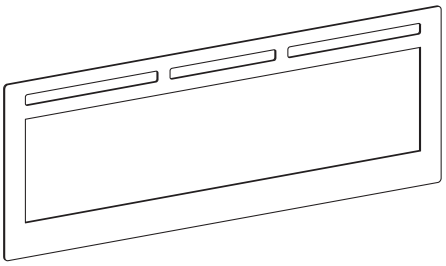
Power Supply	110-120V / 60Hz
Rated Current	12.5A at 120V
Rated Power	1500W
Adjustable Thermostat	60°F - 99°F
Noise Level (dBA)	≤ 42 dBA
Timer	30 min. - 12 hrs
LED Lighting Effect	LED
Remote Control	Yes
APP Control	Yes

Parts List

A



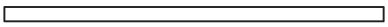
B



C



D



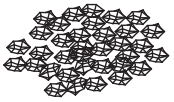
E



F



G



H

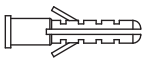


Part	Description	Quantity
A	Firebox	1
B	Glass Panel	1
C	Remote Control	1
D	Ember Bed Strip	1

Part	Description	Quantity
E	Mounting Bracket A	1
F	Mounting Bracket B	1
G	Acrylic Crystals	1 set
H	Logs	1 set

Hardware Contents

AA



BB



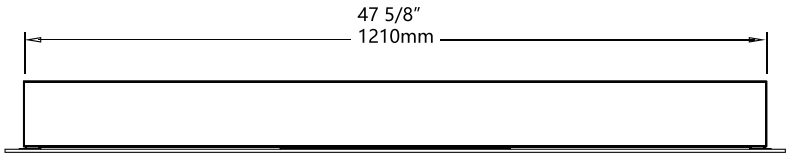
CC



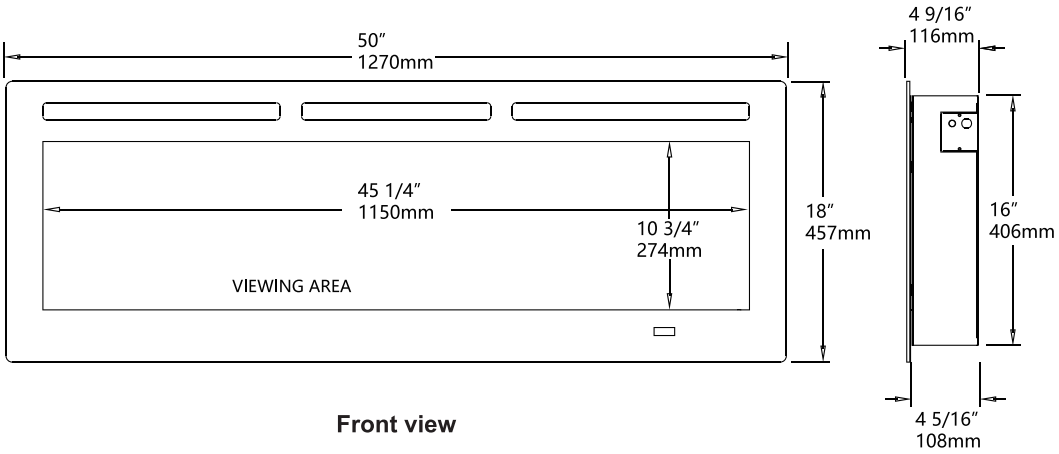
Part	Description	Quantity
AA	Wall Anchor	4
BB	Large Screw	6
CC	Small Screw	12

Dimensions

TURBRO INF50W-3D Dimensions



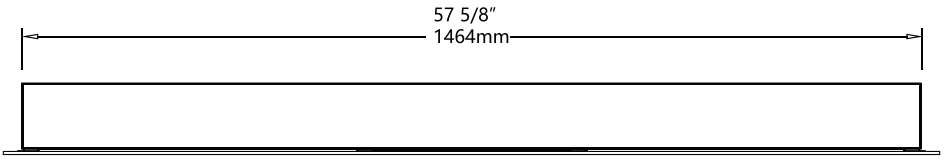
Top view



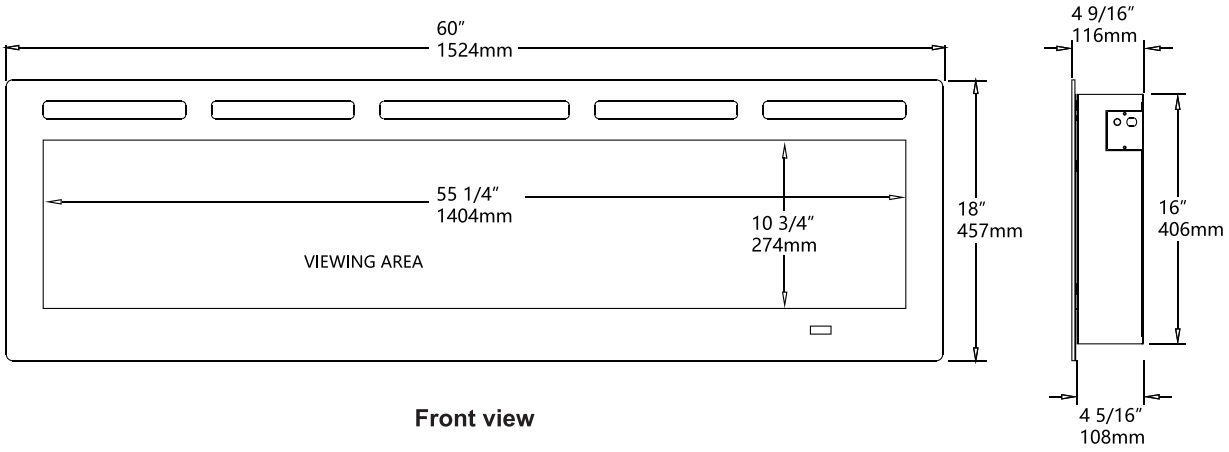
Front view

Side view

TURBRO INF60W-3D Dimensions



Top view

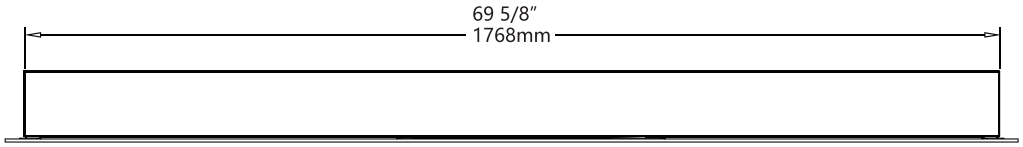


Front view

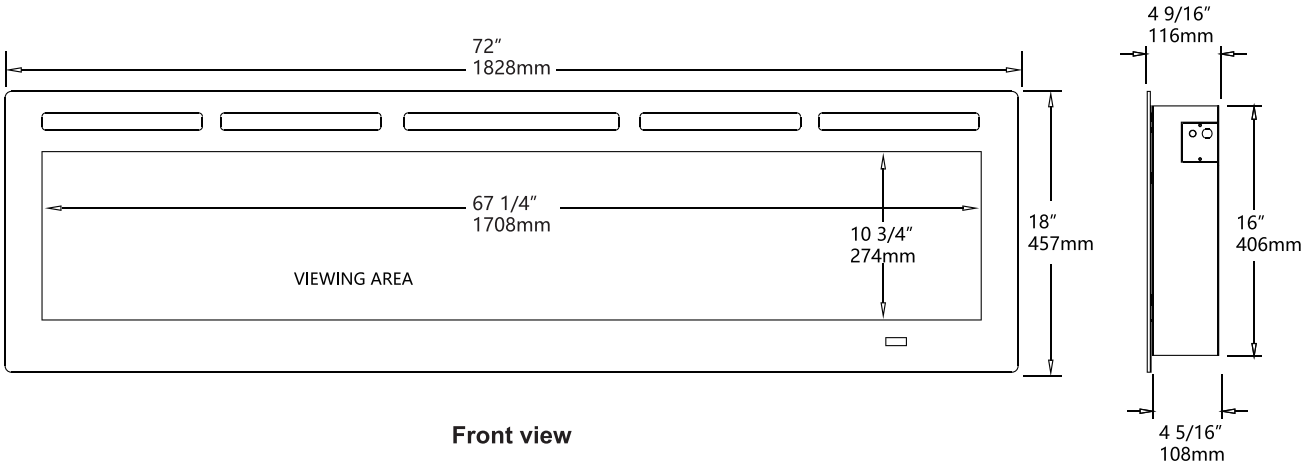
Side view

Dimensions

TURBRO INF72W-3D Dimensions



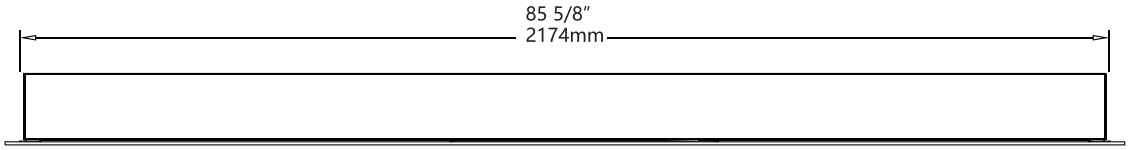
Top view



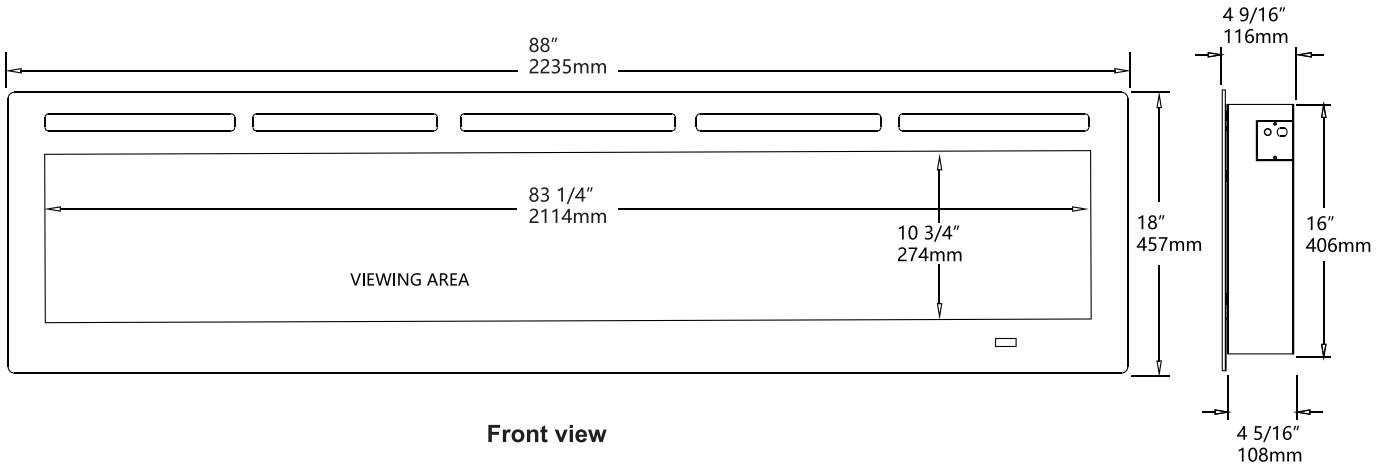
Front view

Side view

TURBRO INF88W-3D Dimensions



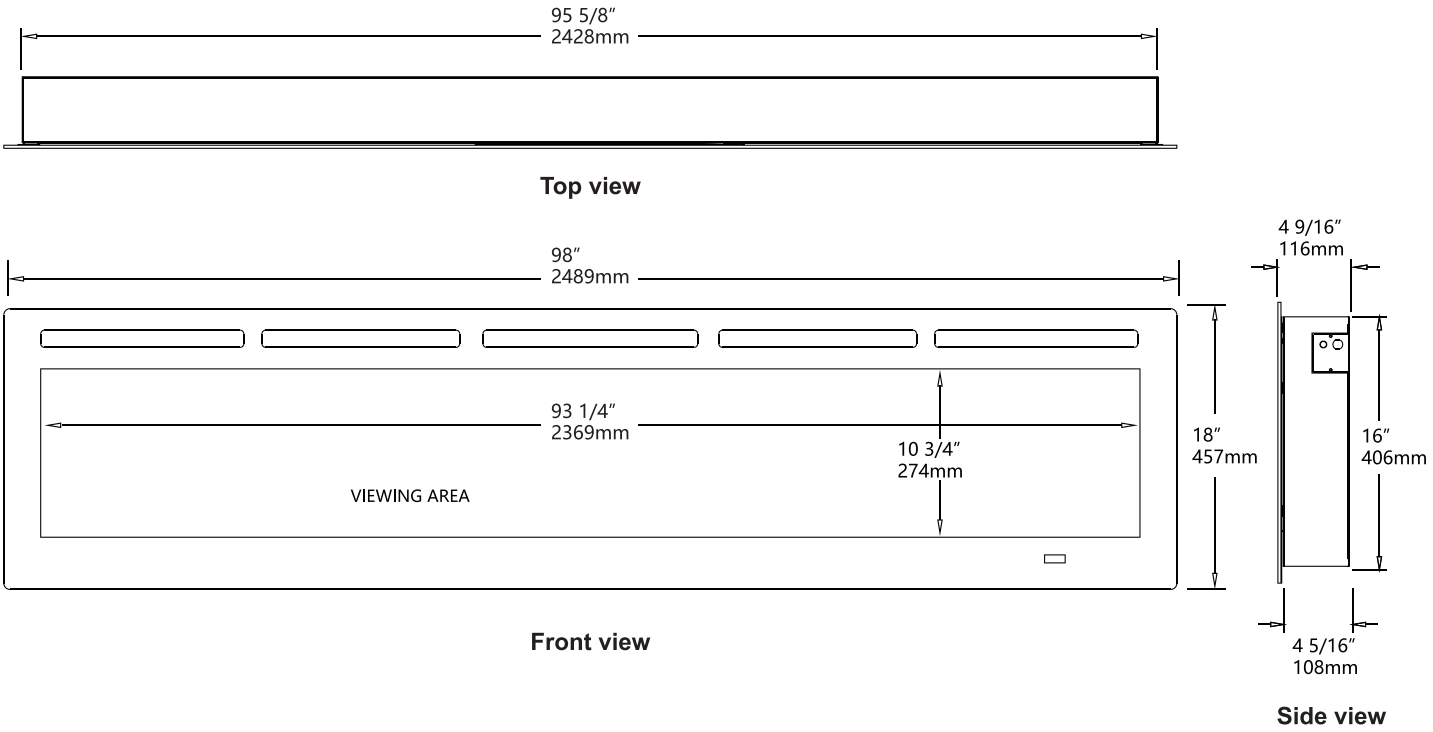
Top view



Front view

Side view

TURBRO INF98W-3D Dimensions



WARNINGS

- Due to high temperatures, keep the fireplace out of high-traffic locations.
- Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 3ft (0.9m) away from the front of the fireplace.
- Never install the fireplace where it may fall into a bathtub or other body of water.
- Prevent contact with loose insulation. Do not install the fireplace against a vapor barrier or exposed insulation.
- Do not expose the fireplace to the elements (rain, etc).

Tools Required (not included)

- Phillips screwdriver
- Level
- Tape measure
- Electric power drill

Electrical Safety

- This fireplace can either be plugged into a grounded 3-prong outlet or hard wire connection.
- A 15-amp, 120-volt, 60 Hz circuit with a properly grounded outlet is required. Preferably, the item will be on a dedicated circuit. Having other appliances on the same circuit may cause the circuit breaker to trip or the fuse to blow while the product is in operation.
- This product is equipped with a polarized plug where one prong is wider than the other. For your safety, please insert the plug correctly. If you are unable to insert the plug into the electrical outlet try reversing the plug. If the plug still does not fit, contact a qualified electrician.
- This product, when installed, must be electrically grounded in accordance with local electrical codes. For the USA: National Electric Code, ANSI/NFPA No. 70. For Canada: CSA C22.1 Canadian Electrical codes.
- Do not operate this product with a damaged power cord or plug, after the appliance malfunctions, or the product is damaged. Any repairs to this appliance should be carried out by a qualified service person. Immediately call a qualified service technician to inspect the item and replace any part of the electrical system which has been underwater.

Wiring

This fireplace can either be plugged into a grounded 3-prong outlet or a hard wire connection.



This product is equipped with a 3-pin polarized plug.

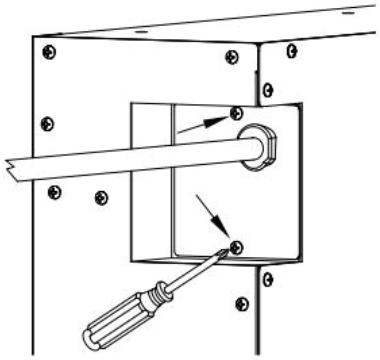
Connect to properly grounded outlets only. This unit is for use on 120 volts outlets only. For your safety, please always plug the unit into a wall outlet/receptacle. An extension cord or power tap (outlet/power strip) should never be used with this device.

Hard Wire Connection

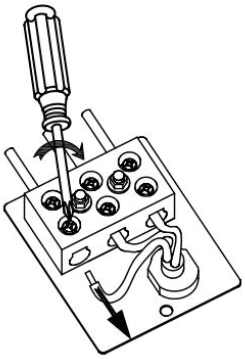
WARNING: If it is necessary to hard wire this appliance, a qualified electrician will be required to remove the cord connection and wire the appliance directly to the household wiring. The wire and power supply breaker must be rated for 120V minimum 15 amps.

This appliance must be electrically connected and grounded in accordance with local codes, if hard wired. In the absence of local codes, use the current CSA C22.1 CANADIAN ELECTRICAL CODE in Canada or the current ANSI/NFPA 70 NATIONAL ELECTRICAL CODE in the United States.

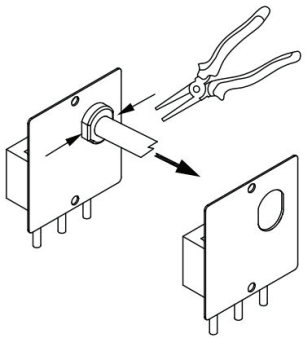
1. Remove the 2 pcs screws to release the cover of the junction box, which is located on the top left side of the appliance.



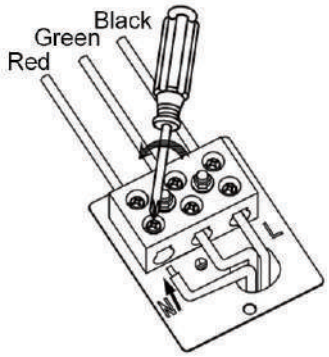
2. Pull the junction box out. loosen the screws in the terminal block to release the wires of the power cord.

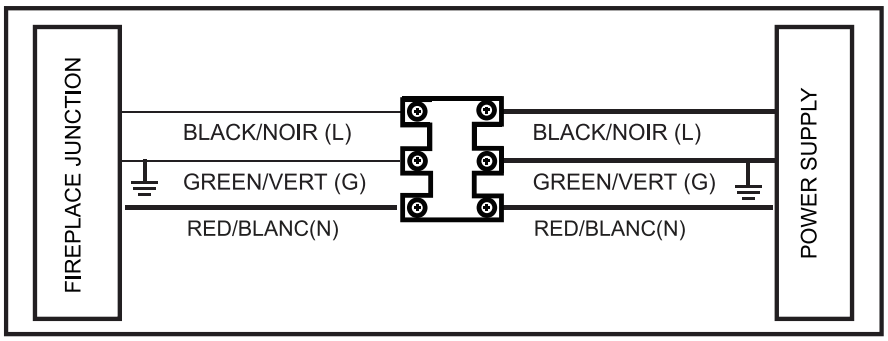


3. Use pliers to take the wire clip off and remove the power cord.

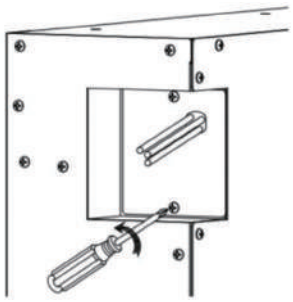


4. Insert the Red wire to the designated N Terminal and tighten the screw.
   Insert the Green or bare copper wire to the designated G Terminal and tighten the screw.
   Insert the Black wire to the designated L Terminal and tighten the screw.
   Make sure all connections are tightened properly.





5. Reinstall the junction box back.



6. Save the power cord.



Testing

Testing the Fireplace Prior to Installation

NOTE: Do not install the glass panel when testing.

• Before installing the fireplace, test the fireplace to make sure that it operates properly.

• Plug fireplace into approved outlet and power on the fireplace. Once fireplace is tested, continue with the installation.

• If you have any problems, please contact technical support *support@turbro.com*.

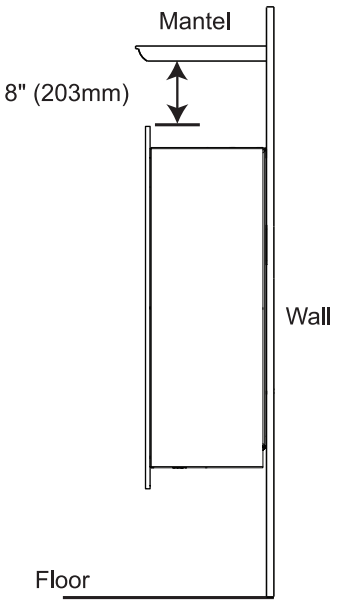
Installation

Choosing Installation Location

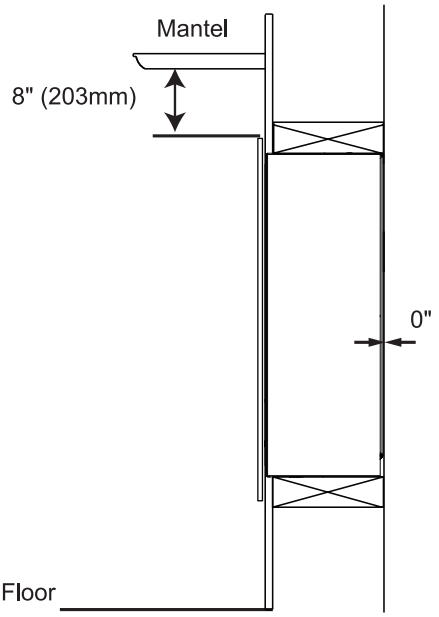
• Measure wall location to ensure that fireplace will fit on desired wall location.

• Minimum clearances (measurements taken from front of glass panel):

Sides	0”
Back	0”
Top	8” to mantel
	8” to TV
	8” to ceiling
Front	36”



Side View (Wall Mount)



Side View (recessed into a wall)

NOTE:

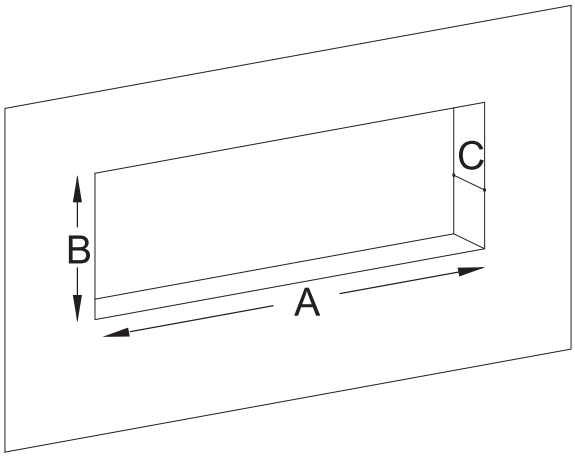
- Before installing the fireplace, please plug fireplace into approved outlet and power on, test the fireplace to make sure that it operates properly.
- Do not install the glass panel when testing.
- If you have any problems about installation, please contact support team at *support@turbro.com*.

A. Recessed Installation

Confirm the location before recessed fireplace

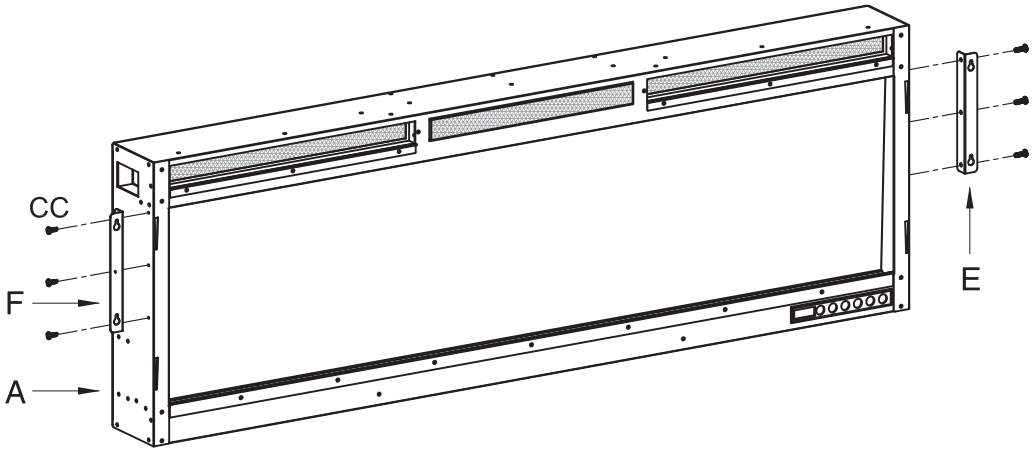
- Due to many different finish materials used on walls, it is highly recommended that you consult a local builder before you install this fireplace in the wall.
- In order to avoid the possibility of exposed insulation or vapor barrier coming in contact with the fireplace, it is recommended that the walls of the fireplace enclosure be “finished” (Sheetrock, drywall, etc) as you would finish any other wall of your home. This will ensure that clearance to combustibles is maintained within the wall cavity.
- Never install the fireplace into load-bearing walls. When recessing fireplace in a wall, recess into non-load bearing walls ONLY!

1. Choose a location in the wall to install fireplace.
2. Create opening in the wall that is no more than ¼” larger than metal firebox portion of fireplace. And create a rough-in with electrical supply, the electrical junction box is located on the left side, at the back of the appliance.

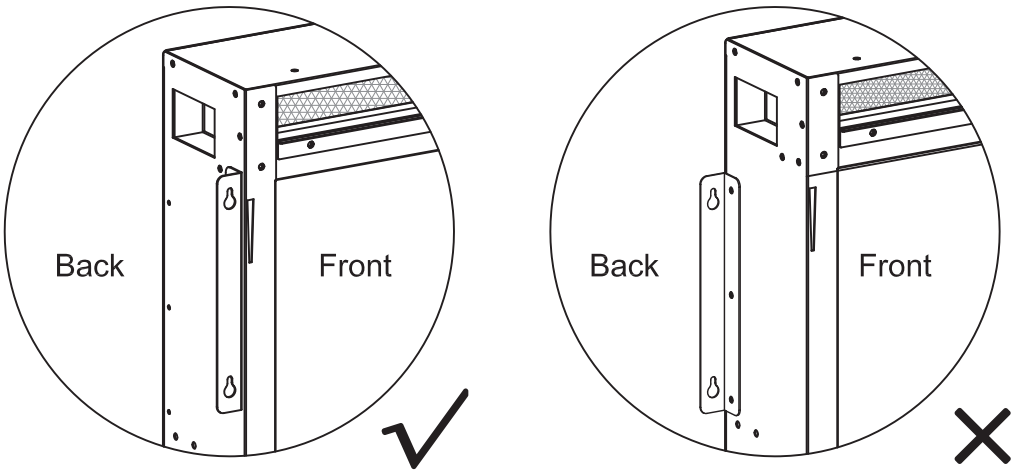


Model	Length A	Height B	Depth C
INF50W-3D	47-19/20” / 1218mm	16-1/4” / 413mm	4-1/2” / 114mm
INF60W-3D	57-19/20” / 1472mm	16-1/4” / 413mm	4-1/2” / 114mm
INF72W-3D	69-19/20” / 1776mm	16-1/4” / 413mm	4-1/2” / 114mm
INF88W-3D	85-19/20” / 2183mm	16-1/4” / 413mm	4-1/2” / 114mm
INF98W-3D	95-19/20” / 2437mm	16-1/4” / 413mm	4-1/2” / 114mm

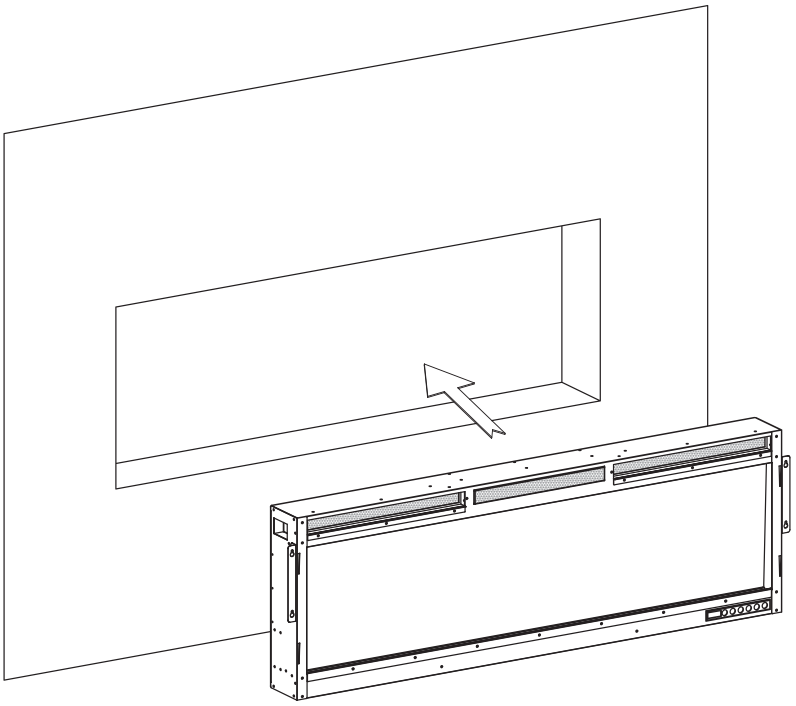
3. Fix the Mounting Brackets on both sides of the firebox using 6 Small Bolts (CC) as shown.



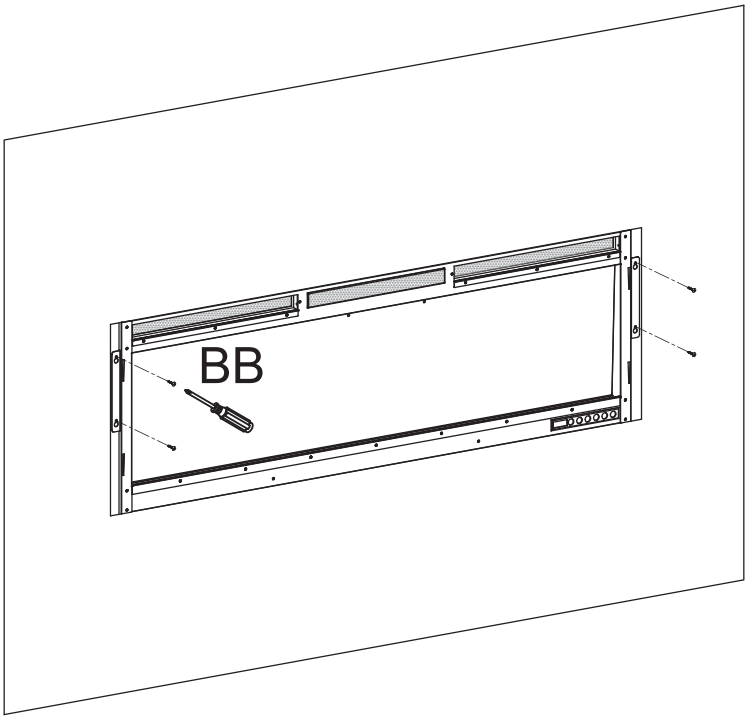
Note: The hook hole of the Mounting Bracket does on the front of the fireplace.



4. Insert the Firebox into the opening and adjust the position of the unit until it is centered and level.

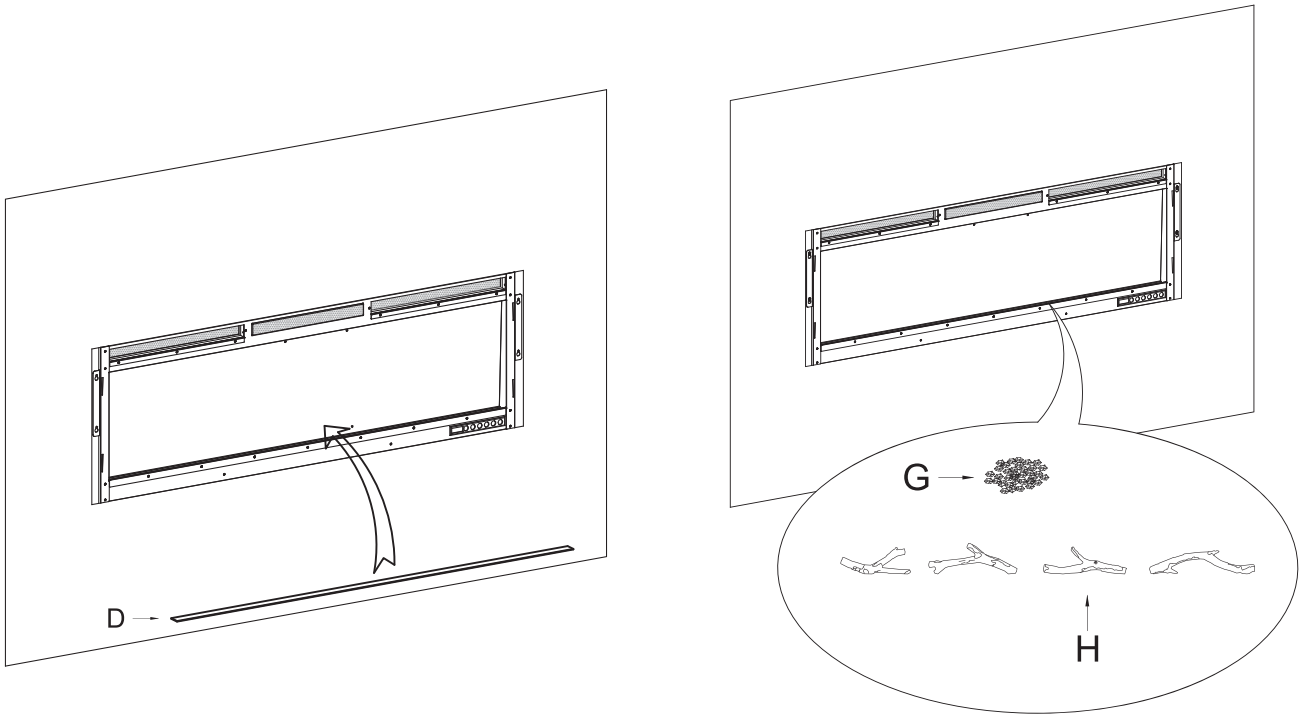


5. Attach the Firebox with 4 Large Screws (BB), on the side wood studs with an electric drill.



6. Insert the Ember Bed Strip (D) into the base of the Firebox (A).

Depending on your preference, place Acrylic Crystals (G) / Log (H) on the Carbon Bed Strip (D).

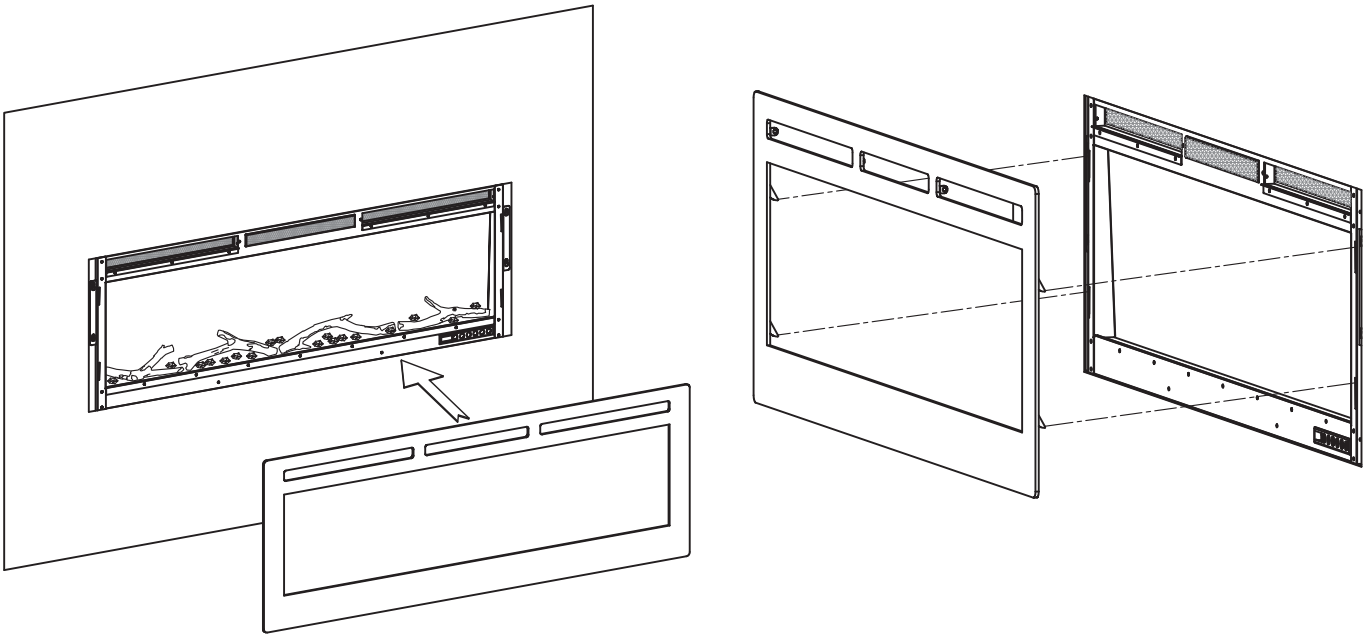


7. Installing the Glass Panel.

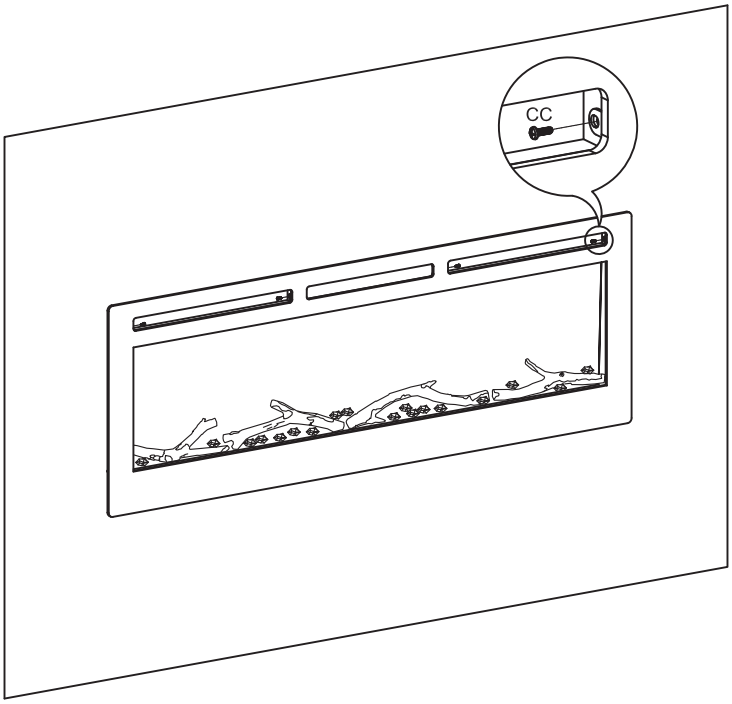
NOTE: This glass front is heavy. It is recommended that two people perform the assembly at this step to prevent damage.

• Carefully set both hooks of the front glass panel in the firebox.

NOTE: Make sure the glass is properly installed according to the direction and steps below, and fully attached to the firebox so that the control panel can work properly.



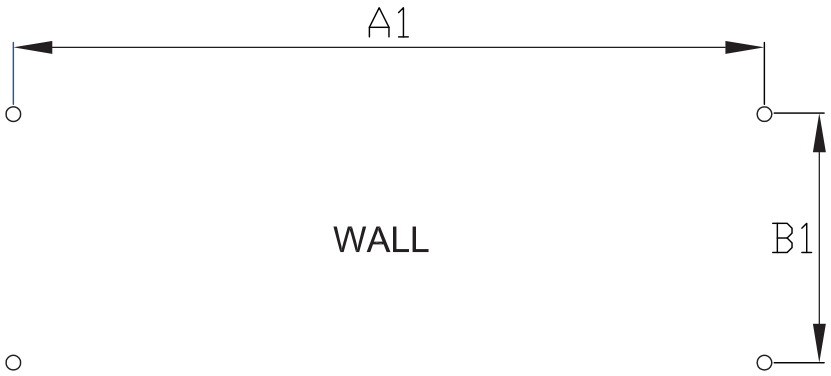
• Secure the glass front (B) by fastening 4 Small Screw (CC) and complete the installation.



Your fireplace is now ready for use!

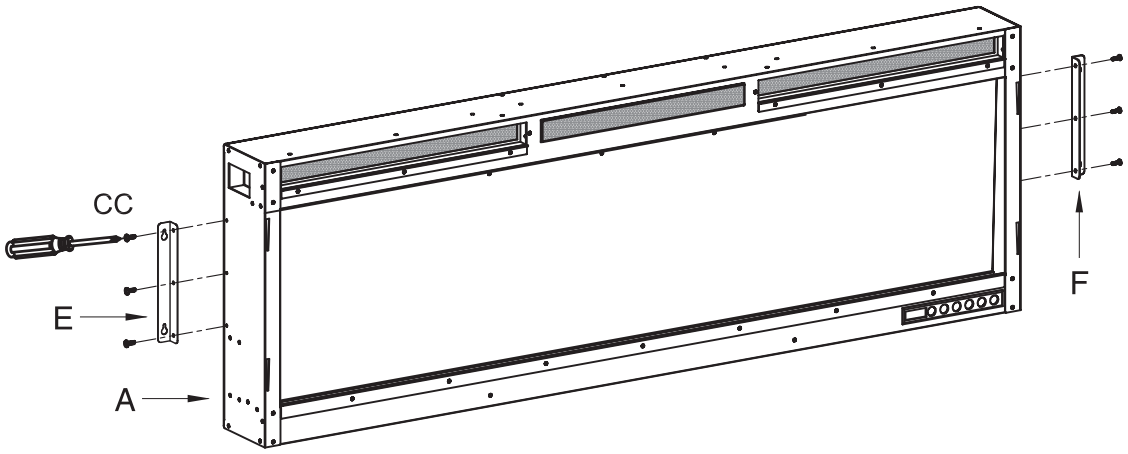
B.Wall-mounted installation

1. To mount the item to the wall, refer to the mounted size of the model below and mark the mounting position on the wall. Using a 1/4-inch electric drill bit (not included), drill a pilot hole at each of the marked corners.

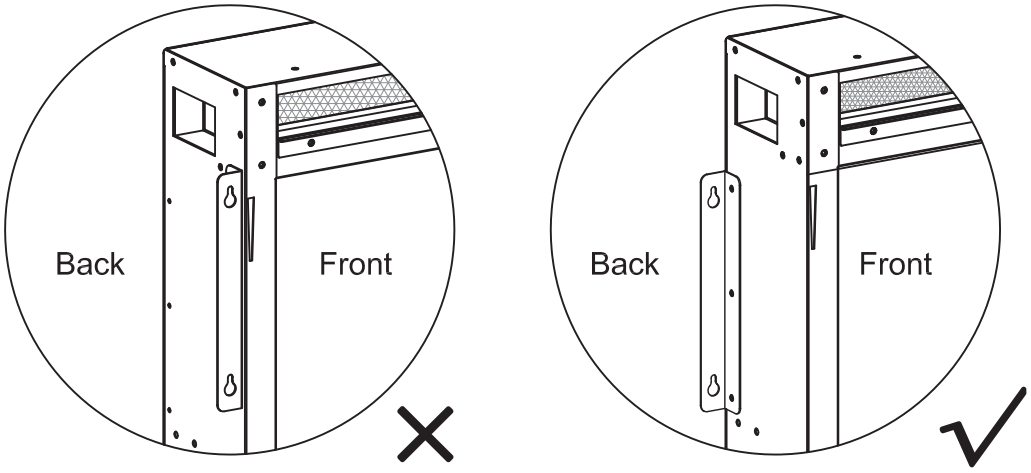


Model	A1	B1
INF50W-3D	48-27/64” / 1230mm	5-5/16” / 135mm
INF60W-3D	58-27/64” / 1484mm	5-5/16” / 135mm
INF72W-3D	70-25/64” / 1788mm	5-5/16” / 135mm
INF88W-3D	86-25/64” / 2194mm	5-5/16” / 135mm
INF98W-3D	96-25/64” / 2448mm	5-5/16” / 135mm

2. Fix the Mounting Brackets at both sides of firebox by 6 Small Screws (CC) as shown.

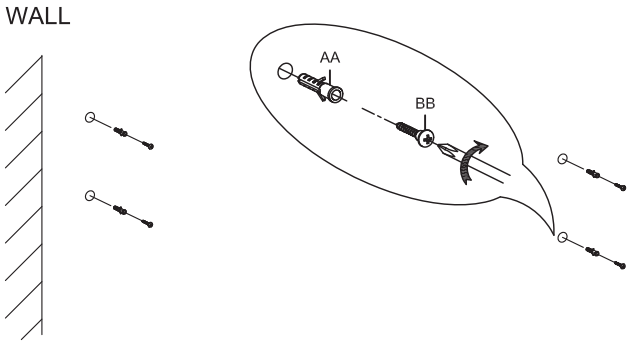


Note: The hook hole of the Mounting Bracket is on the back.

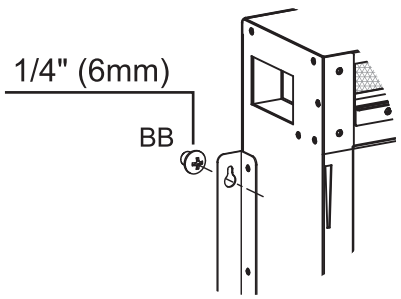


3. Insert Wall Anchors (AA) to drilled holes, then insert Large Screws (BB) into the Wall Anchor (AA) with an electric drill or screwdriver.

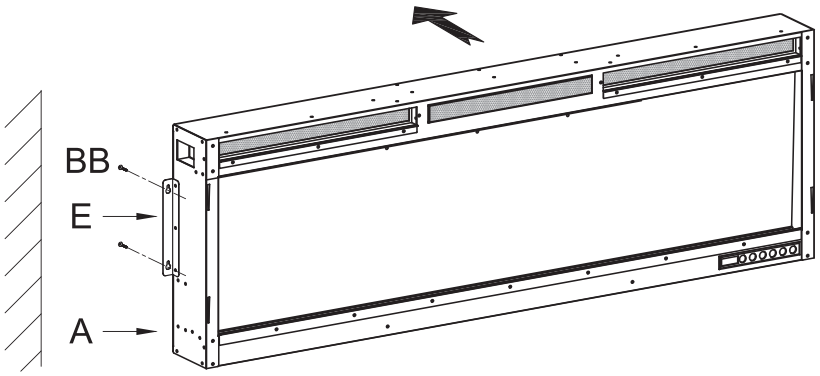
Note: Wall Anchors (AA) are not required if you are installing the fireplace directly to studs. It is recommended to install the mounting brackets to at least one stud if possible.



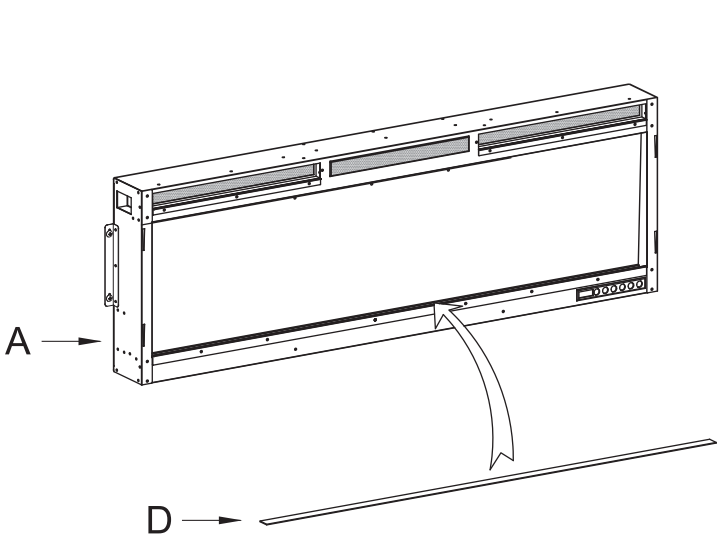
Note: Do not fasten the Large Screws (BB) tightly. Leave 1/4”(6mm) spacing to hang up the Firebox.

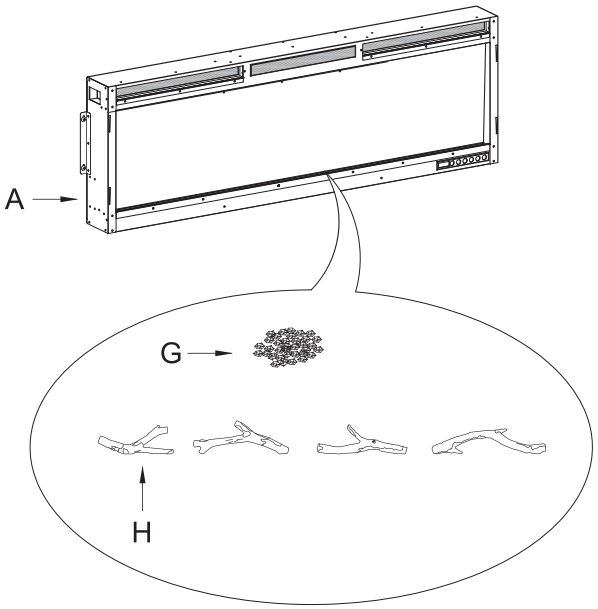


4. Lift the Firebox(A) and hang the Firebox on to the wall with the Large Screws (BB).
   (It's recommended that two people lift the firebox to prevent injury or damage)



5. Insert the Ember Bed Strip (D) into the base of the Firebox (A).
   Depending on your preference, place Acrylic Crystals (G) / Log (H) on the Carbon Bed Strip (D).



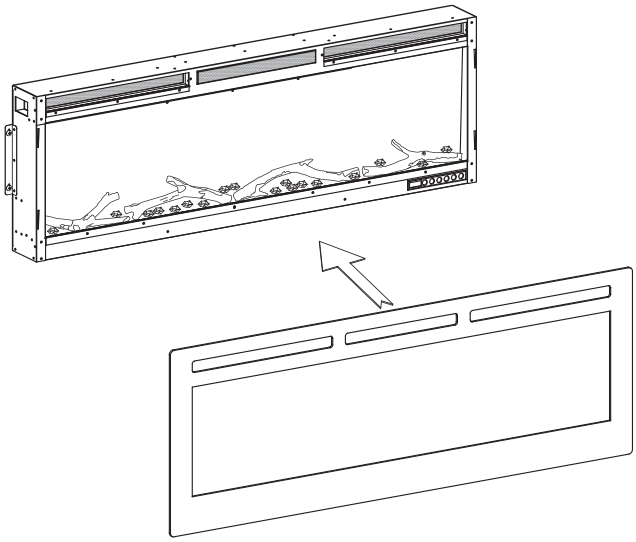


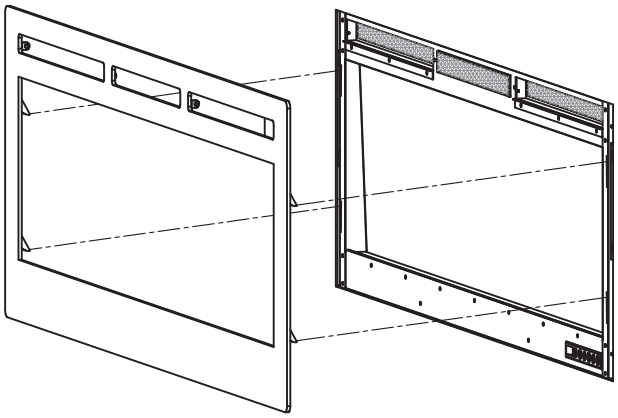
6. Installing the Glass Panel.

NOTE: This glass front is heavy. It is recommended 2 people to fulfill the assembly at this step to prevent damage.

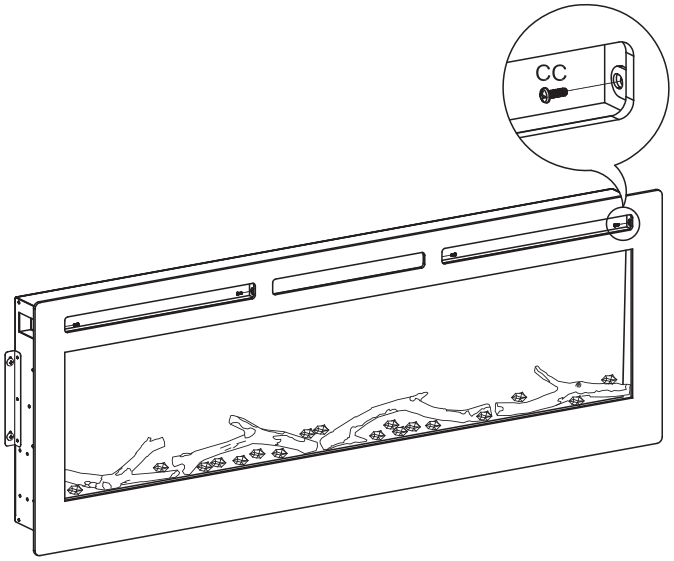
• Carefully set both hooks of the front glass panel in the firebox.

NOTE: Make sure the glass is properly installed according to the direction and steps below, and fully attached to the firebox so that the control panel can work properly.





• Secure the glass front (B) by fastening 4 Small Screw (CC) and complete the installation.

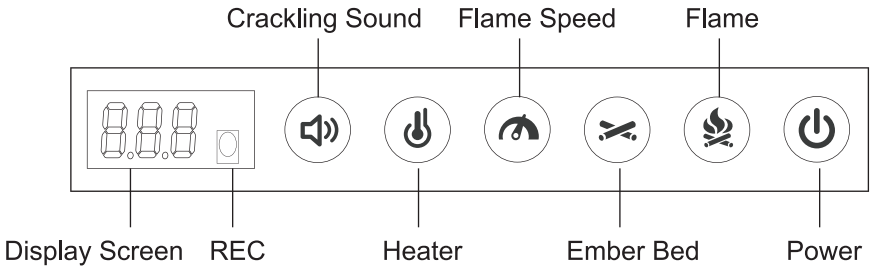


Your fireplace is now ready for use!

Operation

Control Panel Operation

The Control Panel is located in the lower right corner of the fireplace. The function icon lights will turn off after 20 seconds of no operation. Please touch the control panel to wake it up again before using the control panel.



Power Button

- Turn the appliance ON/ OFF.

Flame Button

- Press the Flame Button to active the Flame Color mode.
- Press again to cycle through different colors of the flame. See the table for more detailed information.

Display Value	Flame Color
F01	Orange
F02	Blue
F03	Green
F04	Orange + Blue
F05	Orange + Green
F06	Blue + Green
F07	Orange + Blue + Green
F08	Orange & Blue
F09	Orange & Green
F10	Blue & Green
F11	Orange & Blue & Green
F12	Gradient
OFF	OFF

• Press and hold the Flame Button for 3s and enter the Flame Brightness mode. The Flame Button will flash. Press again to cycle through different brightness settings of the flame. See the table below for more detailed information.

Display Value	Brightness
b5	Level 5
b4	Level 4
b3	Level 3
b2	Level 2
b1	Level 1

• No operation within 10 seconds to exit the Flame Brightness mode.

 Ember Bed Button

• Press to active the Ember Bed Color mode.

• Press again to cycle through different colors of the carbon. See the table for more detailed information.

Display Value	Ember Bed Color
H01	White
H02	Red
H03	Orange
H04	Green 1
H05	Green 2
H06	Green 3
H07	Blue 1
H08	Blue 2
H09	Blue 3
H10	Purple 1
H11	Purple 2
H12	Purple 3
H13	Gradient
OFF	OFF

Flame Speed Button

This option is invalid on the Flame OFF state.

- Press to active the Flame Speed mode.
- Press again to cycle through different speed of the flame. See the table below for more detailed information.

Display Value	Speed
S1	Level 1
S2	Level 2
S3	Level 3
S4	Level 4
S5	Level 5

Heater Button

- Press to active the Heater function.
- Press again to cycle through different temperature of the heater. See the table for more detailed information.

Display Value	Temperature
99F	99°F
95F	95°F
90F	90°F
85F	85°F
80F	80°F
75F	75°F
70F	70°F
65F	65°F
60F	60°F
OFF	OFF

Display Value	Temperature
37C	37°C
35C	35°C
32C	32°C
29C	29°C
27C	27°C
24C	24°C
21C	21°C
18C	18°C
16C	16°C
OFF	OFF

- Press and hold the Heater Button for 5 seconds to switch between Fahrenheit and Celsius.

Crackling Sound Button

This option is **invalid** on **Flame OFF** state.

- Press to active the Crackling Sound mode.
- Press again to cycle through different level of the crackling sound. See the table for more detailed information.

Display Value	Sound
▁ ▂ ▃	3
▁ ▂	2
▁	1
OFF	OFF

Child Lock Mode

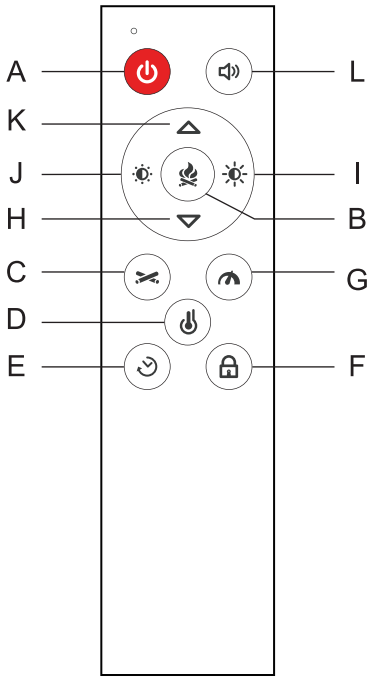
- Press and hold the Ember Bed Button + Crackling Sound Button for 5 seconds to active the Child Lock function. The Display Screen will display "_ _ _" and the control panel will be invalid until you press and hold the Ember Bed Button + Crackling Sound Button for 3 seconds again to exit the Child Lock function.

Display Screen

The digital display will show the numbers for corresponding function of the corresponding operation. The screen flickers during setting operation, exit the setting mode after 10 seconds of no operation, and turns off the screen after another 10 seconds to enter standby.

Remote Control Operation

The remote control can be used up to 13 feet(4 meters) away from the heater, so long as there are no obstructions between the remote control and the heater.



A: Power
B: Flame
C: Ember Bed
D: Heater
E: Timer
F: Child Lock
G: Flame Speed
H: Down
I: Flame Brightness +
J: Flame Brightness -
K: Up
L: Crackling Sound

Power Button

- Turn the appliance ON/ OFF.

Flame Button

- Press the Flame Button to turn the Flame LED ON/OFF.
- Press Up and Down button to choose the flame color.

Ember Bed Button

- Press the Ember Bed Button to turn the Ember Bed LED ON/OFF.
- Press Up and Down button to choose the ember bed color.

Heater Button

- Press the Heater Button to turn the Heater ON/OFF.
- Press Up and Down button to choose the temperature of the heater.

Timer Button

- Press the Timer Button to turn the Timer ON/OFF
- Press Up and Down button to choose the delay OFF time. See the table for more detailed information.

Display Value	Time
0.5H	0.5 hr
1H	1 hr
2H	2 hr
3H	3 hr
4H	4 hr
5H	5 hr
6H	6 hr
7H	7 hr
8H	8 hr
9H	9 hr
10H	10 hr
11H	11 hr
12H	12 hr
OFF	OFF

Child Lock

- Press the Child Lock Button to turn the Child Lock function ON/OFF.

Note: On the child lock mode, you can turn the appliance OFF by the remote control, and the other keys of the remote control do not work.

Flame Speed

It is invalid on Flame OFF state.

- Press to active the flame speed mode.
- Press again to cycle through different speed of the flame.

Up Button / Down Button

- Press the Up and Down Button to choose the corresponding setting.
- The default mode is to adjust the flame color.

Brightness+ Button / Brightness - Button

- Press to change the flame brightness.

Crackling Sound

It is invalid on Flame OFF state.

- Press the Crackling Sound Button to turn the crackling sound ON/OFF.
- Press again to cycle through different level of the crackling sound.

INSERTING BATTERIES IN THE REMOTE

Press and glide the battery cover on the rear of the remote, remove the cover. Insert two new AAA 1.5V batteries into the battery compartment. Make sure the polarity is correct.

Battery is not included in the package because of transportation safety.

CAUTION: Do not mix old and new batteries. Do not mix alkaline, standard (carbon-zinc), or rechargeable (ni-cad, ni-mh, etc) batteries.

DISPOSAL OF USED BATTERIES

Battery may contain hazardous substances which could endanger the environment and human health.

This symbol marked on the battery and or packaging indicates that used battery shall not be treated as municipal waste. Batteries should be disposed of at an appropriate collection point for recycling. By ensuring the used batteries are disposed of correctly, you will help prevent potential negative consequences for the environment and human health. The recycling of materials will help to conserve natural resources.For more information about the recycling of used batteries,please contact your local municipality waste disposal service.

FCC Warning

15.19 Labeling requirements.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

15.21 Information to user.

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

15.105 Information to the user.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC RF Radiation Exposure Statement:

1.This Transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

2.This equipment complies with RF radiation exposure limits set forth for an uncontrolled environment.

This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

IC Warning

This device complies with Industry Canada’s licence-exempt RSSs. Operation is subject to the following two conditions:

(1)This device may not cause interference;

(2)This device must accept any interference, including interference that may cause undesired operation of the device.

The information listed above provides the user with information needed to make him or her aware of a RF exposure, and what to do to assure that this radio operates within the FCC exposure limits of this radio.

The device complies with RF specifications when the device used at 20cm from the body.Third-party belt-clips, holsters, and similar accessories used by this device should not contain any metallic components. Body-worn accessories that do not meet these requirements may not comply with RF exposure requirements and should be avoided. Use only the supplied or an approved antenna.

Cleaning & Maintenance

• Always turn the fireplace OFF and unplug the power cord from the outlet before cleaning, performing maintenance, or moving the fireplace. Failure to do 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 cleaner sprayed onto the cloth or towel. Dry thoroughly with a paper towel or lint-free cloth.

• Never use abrasive cleaners, liquid sprays, or any cleaner that could scratch the surface of the appliance.

Plastic:

• Wipe gently with a slightly damp cloth and a mild solution of dish soap and warm water.

• Never use abrasive cleaners, 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.

Maintenance

• RISK OF ELECTRIC SHOCK! DO NOT OPEN any panels. No user-serviceable parts inside.

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 customer.

Storage:

• Store fireplace in a clean, dry place when not in use.

Troubleshooting

Customer Support: *support@turbro.com*

Problem	Possible Cause(s)	Corrective Action
The fireplace doesn't operate	The fireplace is not plugged in.	Make sure the fireplace is plugged into a standard 120V outlet.
	A circuit breaker is tripped or a fuse is blown.	Check additional appliances on the circuit. Ideally, the fireplace should be on a dedicated 15-amp circuit.
	The vents are dirty or clogged.	Unplug the unit. Clear the vent area of dust and debris. Wait ten minutes, plug the unit in again, and turn on the fireplace.
	• The ON/OFF switch is defective. • There is loose wiring. • The fireplace switch is defective. • The fireplace assembly is defective.	Contact customer service.
Power is ON but the flame effect is not visible or flicker	The fireplace is not operating correctly.	Contact customer service.
Excessive noise when the replace is operating	The fan is defective. The replace assembly is defective.	Contact customer service.

Warranty Information

TURBRO provides a 1-year limited warranty for TURBRO Heater, from the date of purchase, subject to the following conditions and limitations outlined below.

WHAT IS COVERED?

- This warranty is limited to the repair or replacement of part(s) proved to be defective in material or workmanship, after said defect is confirmed by the manufacturer's inspection.
- The manufacturer may, at its discretion, fully discharge all obligations with respect to this warranty by refunding the wholesale price of the defective part(s).

WHAT IS NOT COVERED?

- Damage caused by the owner when attempting to fix or alter the product themselves.
- Damage caused by misuse, abuse, neglect, alterations, or unauthorized repair.
- Natural depreciation.
- Any alteration misuse of the product will nullify this warranty.
- This warranty is non-transferrable, which is effective for the original buyer from the authorized seller only.

HOW TO REQUEST WARRANTY SERVICES?

- To obtain the benefit of this warranty, please leave a message online (www.turbro.com/contact), or send an email to *support@turbro.com*.

WHAT WILL TURBRO DO?

- Replace the item.
- Refund the item under certain circumstances.

Warranty Registration

Thank you for purchasing a TURBRO Electric Fireplace!

We’re extremely happy that you have decided to join us.

To thank you we’re giving you a warranty extension. All you need to do is register your new product at *https://www.turbro.com/pages/warranty-registration*. Once it’s registered, you’ll get a 1-year extension on the 1-year manufacturer warranty for a total of 2 years. It’s that easy!

TURBRO

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support@turbro.com
www.turbro.com

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