

01. INSTALLATION / OWNERS MANUAL



MULTIVIEW-HOLO

MODEL SKU:

•MULTIVIEW-HOLO-55SIG



SAFETY INFORMATION



WARNING

If the information in these instructions are not followed exactly, a fire or explosion may result causing property damage, personal injury or loss of life.

Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other.



CONSUMER: RETAIN THIS MANUAL FOR FUTURE REFERENCE.

INSTALLER: LEAVE THIS MANUAL WITH THE APPLIANCE.



WARNING: This product can expose you to chemicals including lead in the wiring, which is [are] known to the State of California to cause birth defects or other reproductive harm. For more information visit: www.p65warnings.ca.gov

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Please read and carefully follow all of the instruction found in this manual. The instructions included here will assure that you have many years of dependable and enjoyable service from your Amantii product.

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QR Code



IMPORTANT INSTRUCTIONS

Please keep this user guide for future reference. When using electrical appliances, it's essential to follow basic precautions to minimize the risk of fire, electric shock, and personal injury. These precautions include:

- 1) Before using this fireplace, please read all instructions carefully.
- 2) The fireplace generates heat during operation. To prevent burns, avoid direct contact of bare skin with hot surfaces. Maintain a minimum distance of 3 feet between combustible materials such as furniture, cushions, bedding, paper, clothes, and curtains from the front of the unit.
- 3) Exercise extreme caution when using any heater near children or leaving the unit unattended while it's operating.
- 4) Do not operate the fireplace if the cord or plug is damaged, or if the heater shows any signs of malfunction or damage.
- 5) Not all fireplaces are suitable for use in bathrooms or laundry facilities. Refer to the individual product literature to confirm suitability.
- 6) Avoid running the cord under carpeting or covering it with throw rugs or runners. Ensure the cord is arranged away from traffic areas and places where it might be tripped over.
- 7) Do not modify the fireplace from its original design. Follow the instructions provided in the manual for safe use. Using the fireplace in a manner not recommended by the manufacturer may result in fire, electric shock, or injury.
- 8) Do not use the heater with a programmer, timer, separate remote-control system, or any device that automatically switches on the heater. Doing so may pose a fire risk if the heater is covered or positioned incorrectly.
- 9) Disconnect the power supply before cleaning, performing maintenance, or relocating the fireplace.
- 10) Keep the heater clean and ensure no objects obstruct ventilation or exhaust openings, as this could lead to electric shock, fire, or damage to the heater.
- 11) Avoid immersing the cord, plug, or any part of the appliance in water or any other liquid.
- 12) To prevent inadvertent resetting of the thermal cut-out and potential hazards, do not supply power to this appliance through an external switching device.

CAUTION: Procedures and techniques, which, if not carefully followed, will result in damage to the equipment.

WARNING: Procedures and techniques, which, if not carefully followed, will expose the user to the risk of fire, serious injury, illness or death.

Consult with professional electrician and adhere to all code requirements for installations in bathrooms

FCC CAUTIONS

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.

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

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.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

UNPACKING AND TESTING APPLIANCE

Carefully remove the appliance from the box.

Prior to installing the appliance, test to make sure the appliance operates properly by plugging the power supply cord into a conveniently located 120 Volt grounded outlet.

Test all aspects of its operation (manual switches, remote and heater) to make sure all components operate correctly.

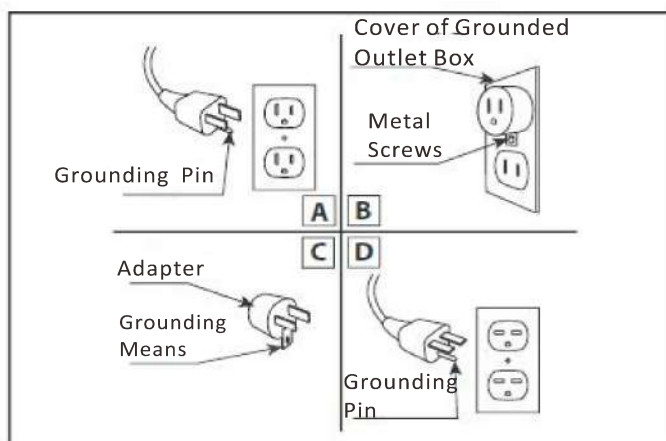
As with most electronic devices, your new electric fireplace has been designed to operate at temperatures between 5 °C (41°F) and 35 °C (95°F). During the cold winter months, allow the fireplace to reach room temperature before turning it on.

NOTE: There may be trace of odor during the first few minutes of initial use. This is harmless, normal and will never occur again.

GROUNDING APPLIANCE

This appliance is for use on 120 Volts. The cord has a plug as shown in (A). An adapter as shown in (C) is available for connecting three-blade grounding type plugs to two-slot receptacles. The green grounding lug extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box. The adapter should not be used if a three-slot grounded receptacle is available.

To disconnect appliance, turn controls to off, then remove plug from outlet.



Note : Adaptor are NOT for use in Canada

LOCATING THE FIREPLACE

Plan where to locate and frame the fireplace. This will save time and money later when you install the fireplace. Before installation consider the following:

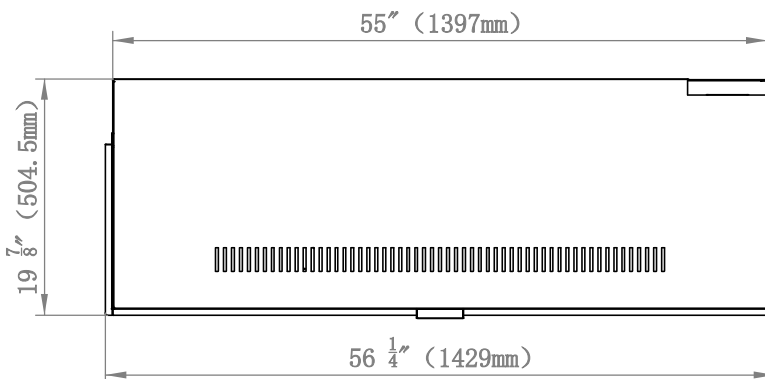
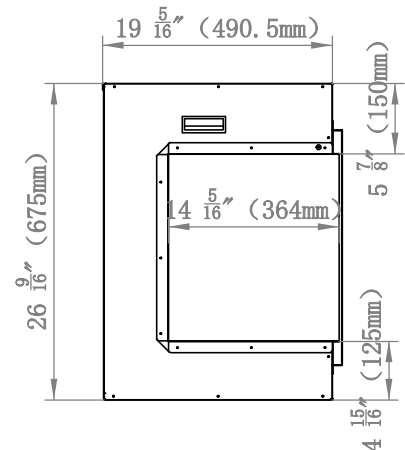
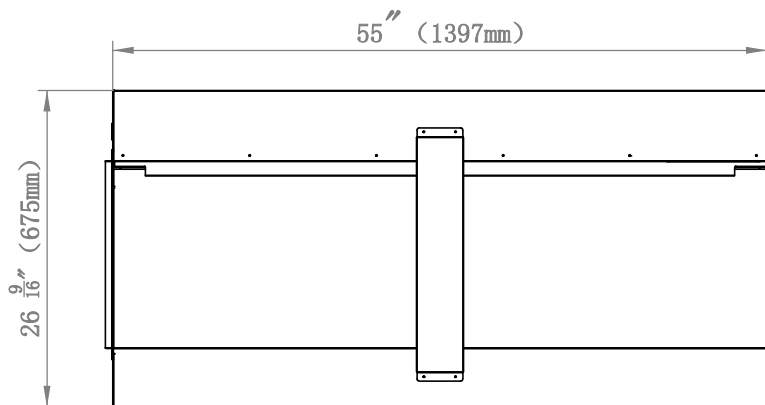
1. Where the fireplace is located must allow for wall and ceiling clearances
2. Consider a location where the fireplace screen will not be exposed to direct sunlight from windows or doors.
3. A 15 ampere, 120 Volt, 60 Hz branch circuit with proper ground must be available at the location. Preferably a dedicated branch circuit should be provided to avoid circuit breakers to trip or fuses to blow.

MULTIVIEW-HOLO-55SIG

Description	Built-in Appliance
Voltage	120V AC 60Hz
Watts	1500W Max
NO HEATER	100W
MOTOR HEATER	19W
Appliance Width	55" or 139.7 cm
Appliance Height	26 9/16" or 67.5 cm
Appliance Depth	19 5/16" or 49.05 cm
Gross Weight	189.6 lbs or 86 kgs
Plug Location	Left side
Cord Length	70 7/8" or 180 cm
Rough Wall Opening Size	55 1/2" × 27" 142 cm × 69.1 cm
BTU	5000

This appliance has been tested in accordance with the UL Standard 2021 for fixed and location dedicated electric room appliances in the United States and Canada. If you need assistance during installation, please contact your local dealer.

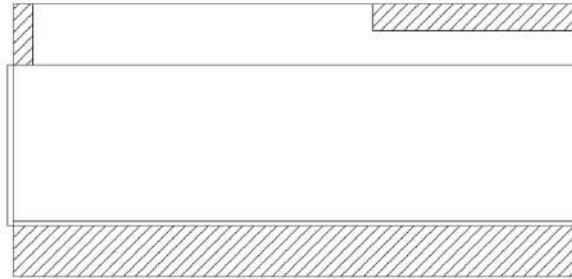
NOTE: This appliance must be electrically wired and grounded in accordance with local codes. In the absence of local codes, use the current CSA C22.1 Canadian Electrical Code in Canada or the ANSI/NFPA 70 National Electrical Code in the United States.



SAFETY DRILL SCREW AREA

There is a safety drill screw area as show below.

Please make sure that the fix screws are in this area.



Safety drill screw area
(Dark area)

POWER SUPPLY WIRE SPECIFICATIONS

120Volt, 60Hz, 1500 Watts:

(ref. Page 15)

Hard Wire Connection – Use two conductor, non-metallic sheath cable with ground wire (total three wires) for the incoming power supply. The wire used must conform to local and national electrical codes for the specified power consumption rating. See Table 1.

240Volt, 50-60Hz, 3000 Watts:

(ref. Page 16)

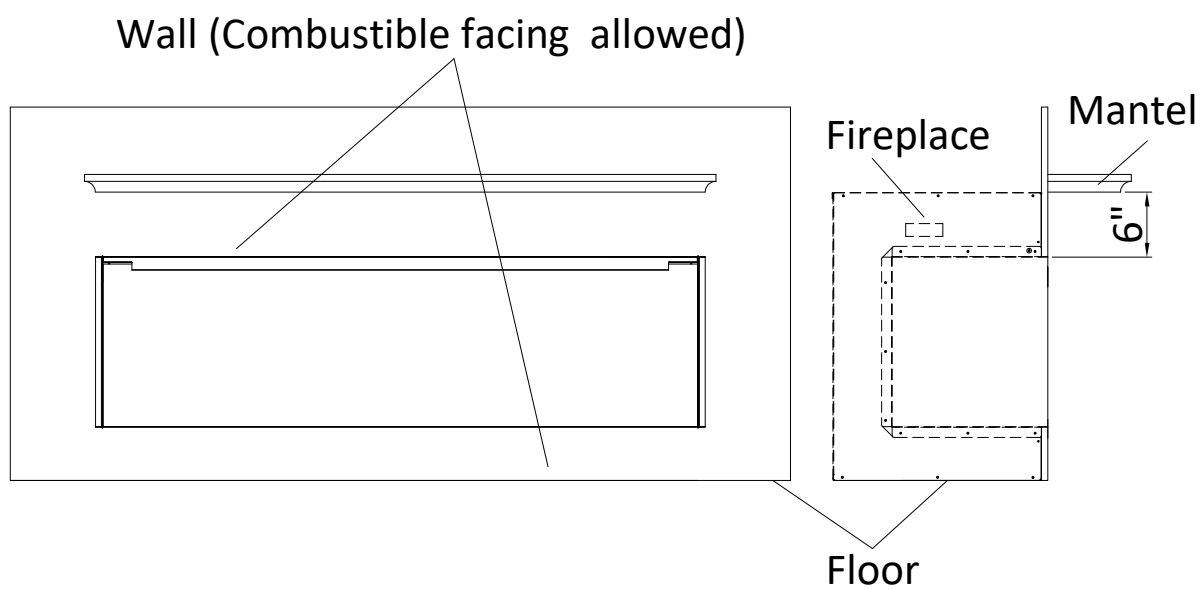
Hard Wire Connection – Use three conductor, non-metallic sheath cable with ground wire (total four wires) for the incoming power supply. The wire used must conform to local and national electrical codes for the specified power consumption rating. See Table 1.

Power Supply Wire Gage		
Voltage	Wire Gage	Fuse
120 V	14 GA.	15 AMP
240 V	14 GA.	20 AMP

Table 1

MANTEL CLEARANCE

The clearance to the mantel should be 6" minimum when a mantel is applied (Measurement is taken from the glass front).



INSTALLATION

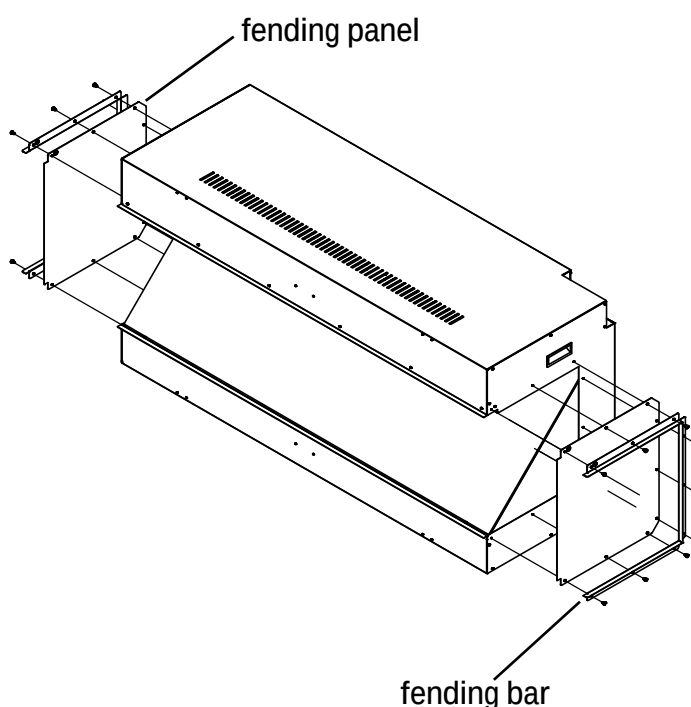
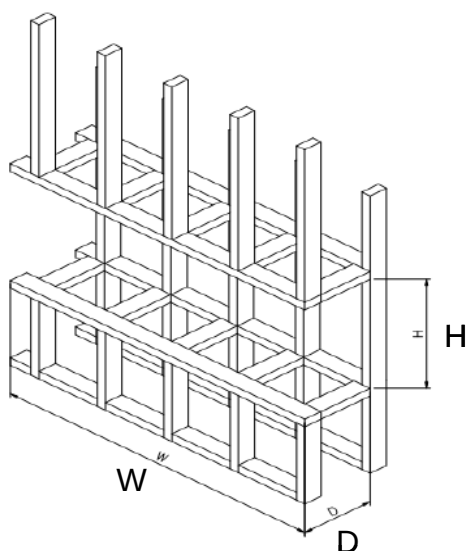
The model is designed to be built-in and allow for the finishing material (drywall, stone, tile, etc) to be built right down to the glass edge.

The rough wall opening size of the fireplace:

NOTE: Due to the many different materials used on different walls, it is recommended that you consult your local builder before you install this appliance.

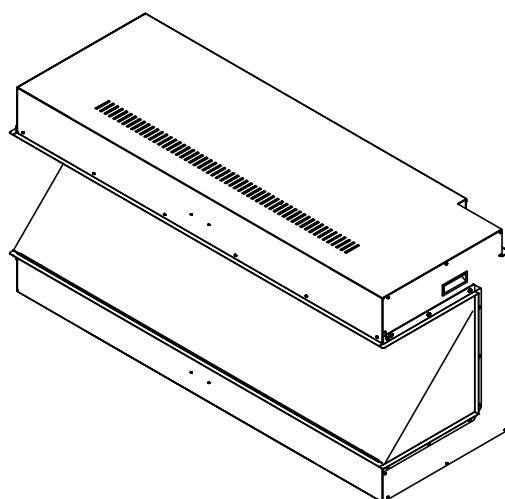
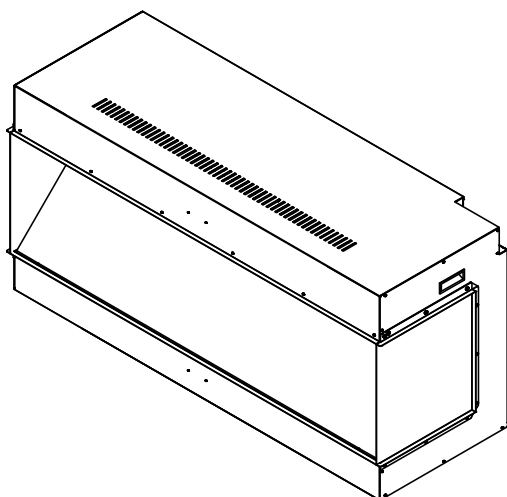
	W(″)	D(″)	H(″)
MULTIVIEW-HOLO-55SIG	55 1/2	20	27

2. Take off the fending bars and panels if you want to view the fireplace from three angles.

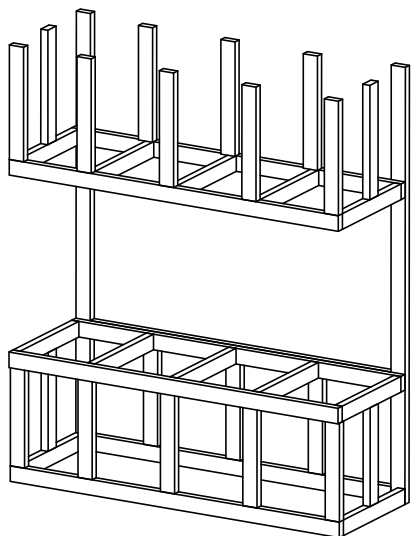


1. Take out the unit from the box. Please do the pre-test before you install the fireplace. There are fixed with fending bars and panels on the left and right side of the fireplace.

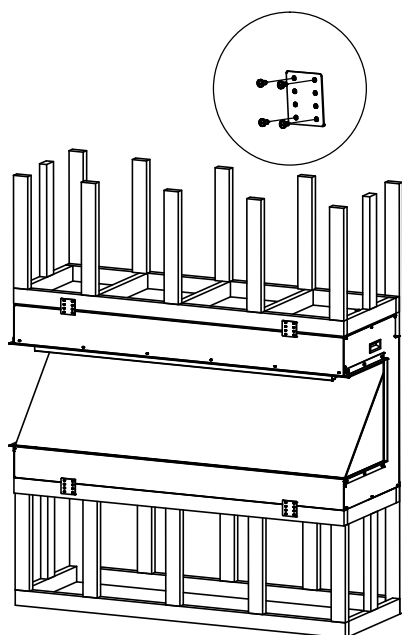
3. Screw back the fending bars after the panels are removed.



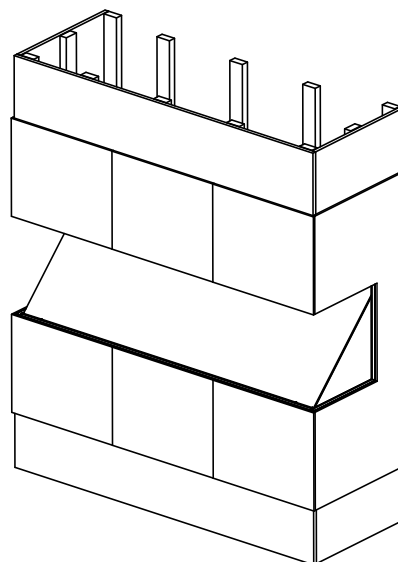
4. Make an opening for the fireplace according to requested measurement.



5. Insert the fireplace into the wall opening. Get the framing plates from the manual bag. Drive the mounting screws into the framing plates on the unit and the wall studs. To fix the bottom of the fireplace and the wall studs with the framing plates that you can find in the manual bag. Plug in and check if the fireplace works properly.

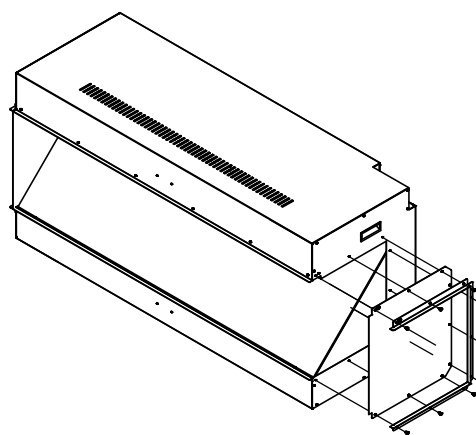


6. After checking that the fireplace operates properly, cover the glass panels with protective plastic bag and install plywood or drywall. Decorate the plywood or drywall with glazed tiles, wallpaper, etc.

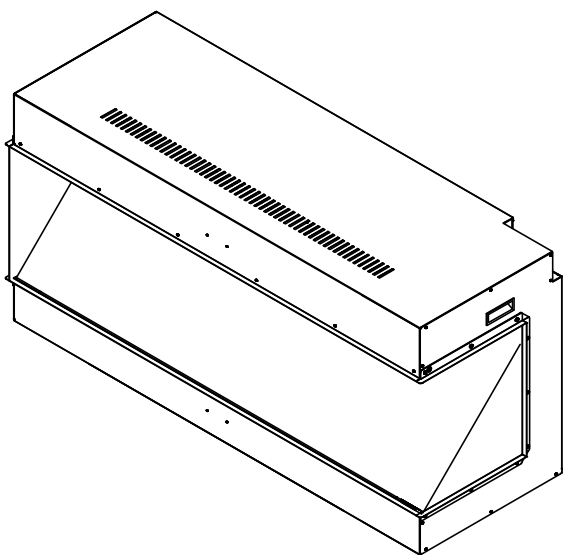


Installation for Front and Right side viewing

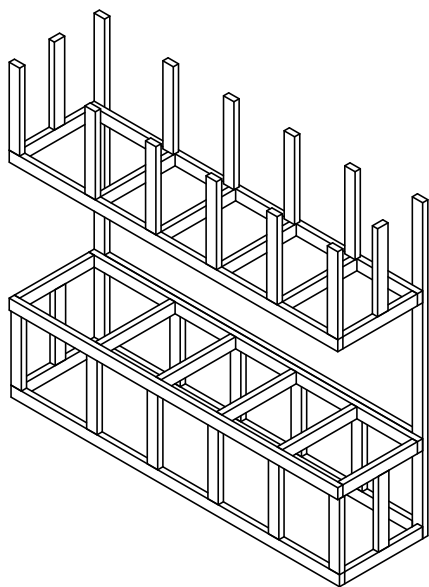
1. To install the fireplace where the left side is close to a wall, and you want to view the fireplace from front and right side, take off the fending panel on the right. Please do the pre-test before you install the fireplace.



2. Screw back the fending bars after the panels are removed.

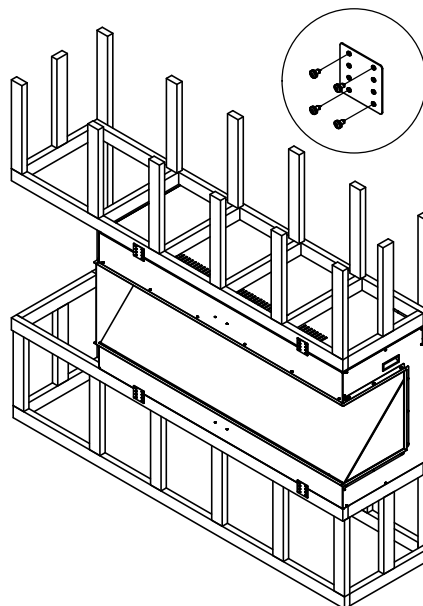


3. Make an opening for the fireplace according to requested measurement.

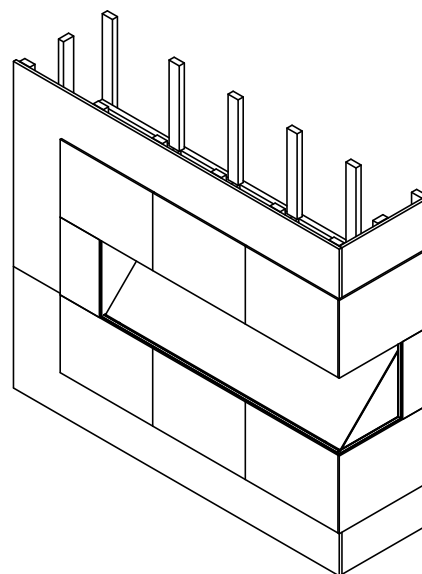


4. Insert the fireplace into the wall opening. Get the framing plates from the manual bag. Drive the mounting screws into the framing plates on the unit and the wall

studs. To fix the bottom of the fireplace and the wall studs with the framing plates that you can find in the manual bag. Plug in and check if the fireplace works properly.

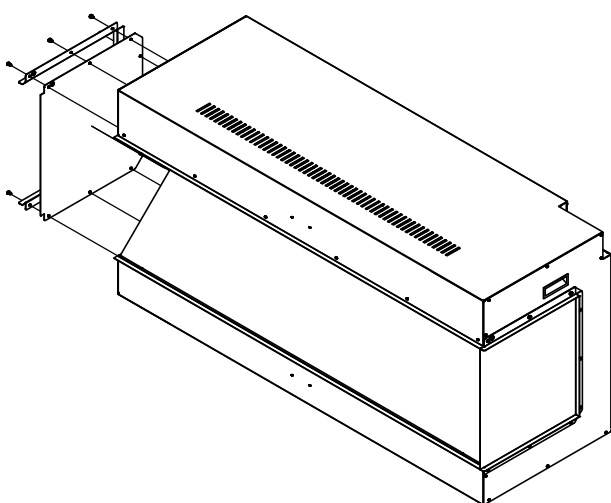


5. After checking that the fireplace operates properly, cover the glass panels with protective plastic bag and install plywood or drywall. Decorate the plywood or drywall with glazed tiles, wallpaper, etc.

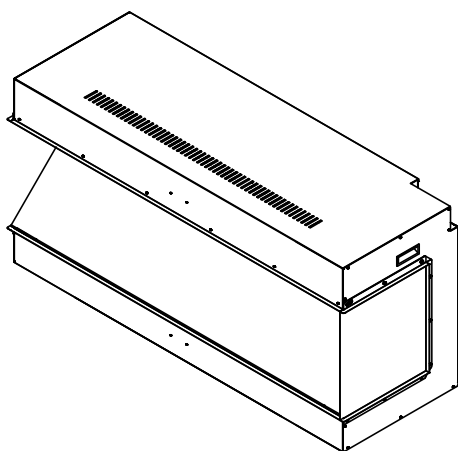


Installation for Front and Left Side Viewing

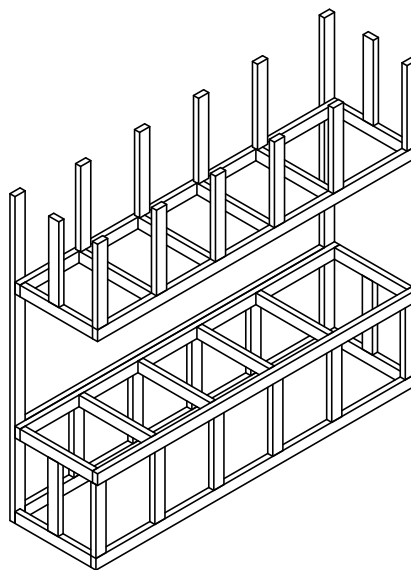
1. To install the fireplace where the right side is close to a wall, and you want to view the fireplace from front and left side, take off the fending panel on the left. Please do the pre-test before you install the fireplace.



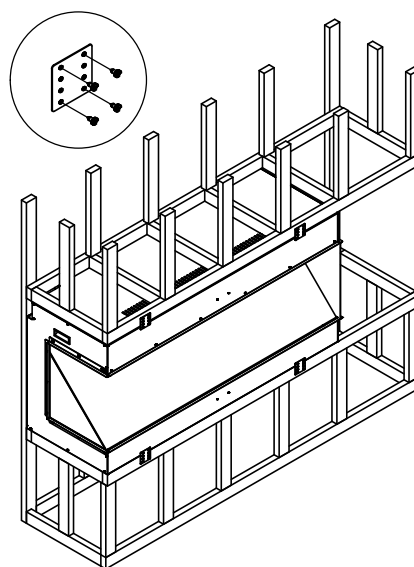
2. Screw back the fending bars after the panels are removed.



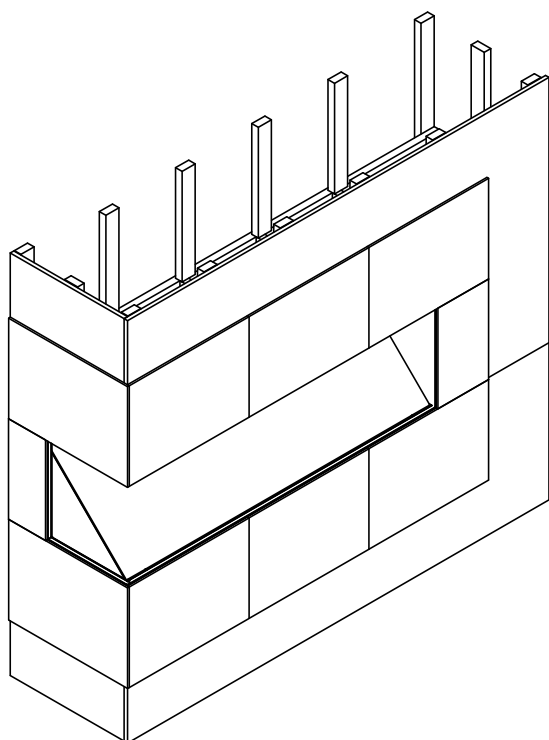
3. Make an opening for the fireplace according to requested measurement.



4. Insert the fireplace into the wall opening. Get the framing plates from the manual bag. Drive the mounting screws into the framing plates on the unit and the wall studs. To fix the bottom of the fireplace and the wall studs with the framing plates that you can find in the manual bag. Plug in and check if the fireplace works properly.



5. After checking that the fireplace operates properly, cover the glass panels with protective plastic bag and install plywood or drywall. Decorate the plywood or drywall with glazed tiles, wallpaper, etc.



HARDWIRE INSTALLATION

1. 120V only

Turn off the appliance completely and let cool before servicing. Only a qualified service person should service and repair this electric appliance.

If it is necessary to hardwire this appliance, a qualified electrician must remove the cord connection, and wire the appliance directly to the house hold wiring.

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

1. Remove the cover plate from the top left of the appliance by unscrewing 4 screws as shown below. Unscrew and remove power cord.



2. Get the circle plate out of the hole. Push the plastic part into the hole that you can find in manual bag.



FIG.1



FIG.3



FIG.2

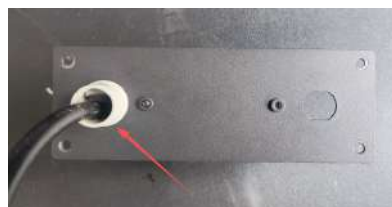


FIG.4

3. Attach the wiring to the junction block. Please see Page 15 & Page 16 **HARDWARE INSTALLATION 120V or 240V** for reference.
4. Return the cover plate to top left and screws the screws back in to fasten the plate.

HARDWIRE INSTALLATION

1. 120V only

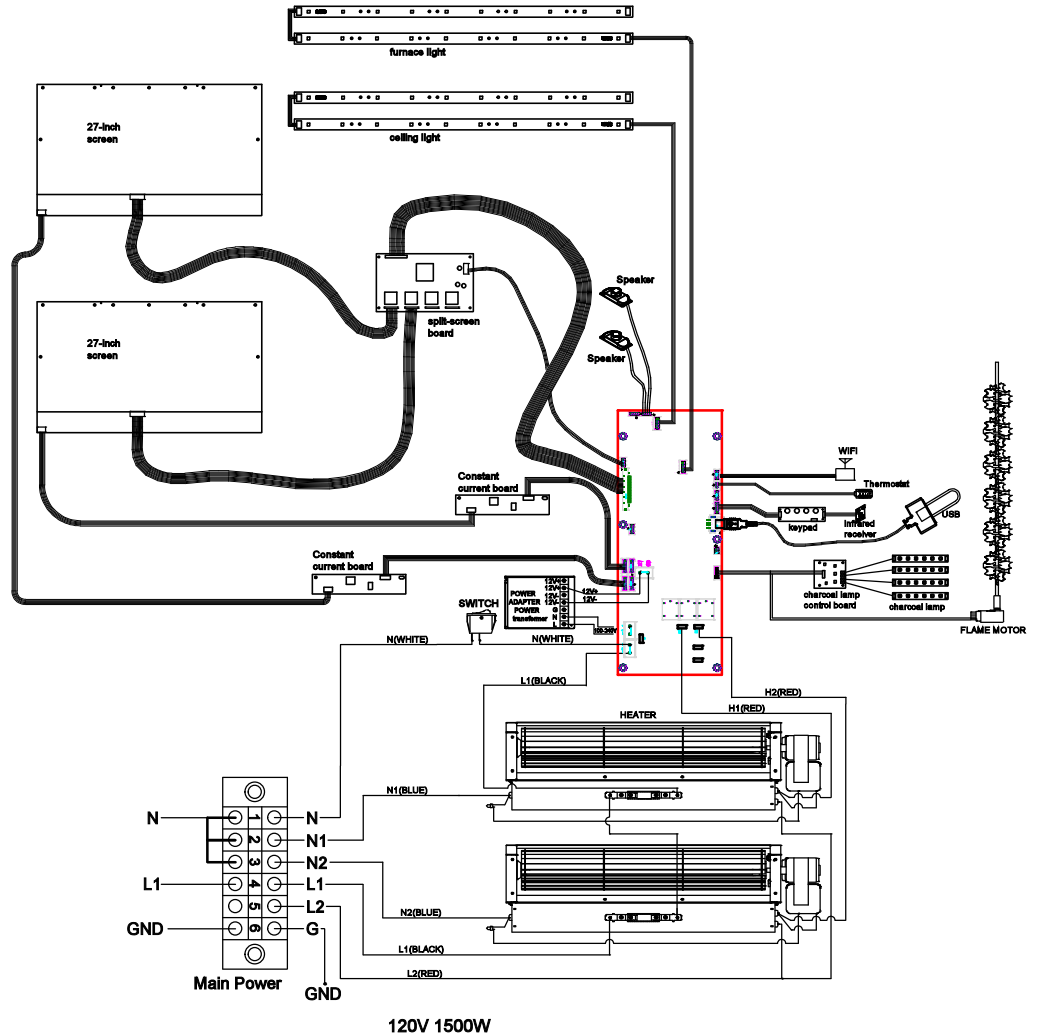
1.1 WIRING DIAGRAM

Wiring diagrams are provided here for reference purposes only. This information is also provided on schematics attached directly to the appliance on the top left corner.

CAUTION: LABEL ALL WIRES PRIOR TO DISCONNECTION WHEN SERVICING CONTROLS.

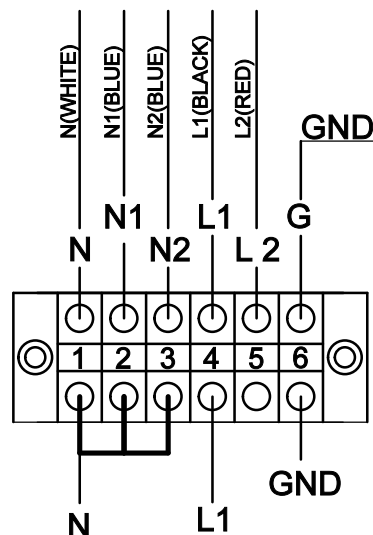
WIRING ERRORS CAN CAUSE IMPROPER AND DANGEROUS APPLIANCE OPERATION.

L1=BLACK(POWER)
L2=RED(POWER)
G=GREEN(GROUND)
N=WHITE(COMMON)
N1=BLUE(COMMON)
N2=BLUE(COMMON)



1.2 WIRING

**Main Power
120V 1500W**



IF THE APPLIANCE IS TO BE HARD WIRED IN, THE POWER CORD MUST BE REMOVED.

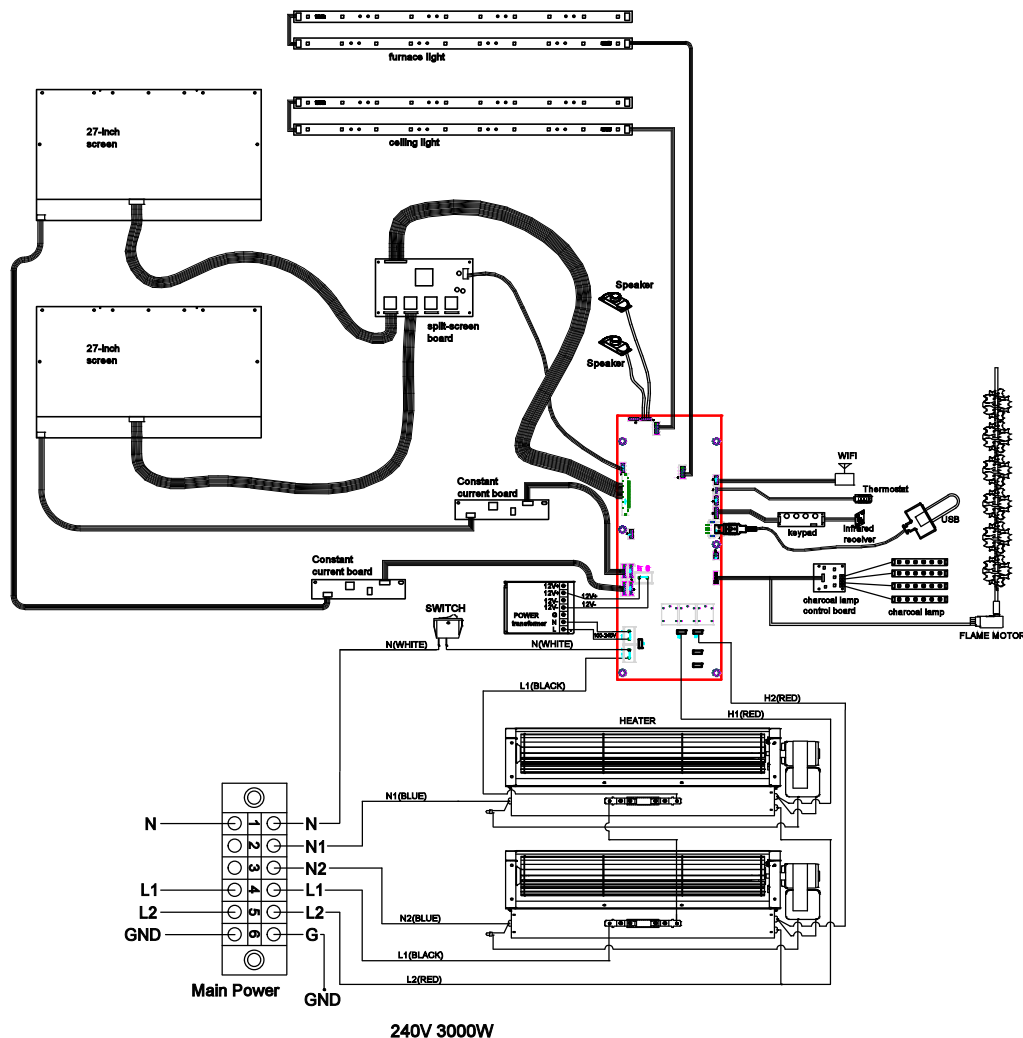
2. 240V only

2.1 WIRING DIAGRAM

Wiring diagrams are provided here for reference purposes only. This information is also provided on schematics attached directly to the appliance on the top left corner.

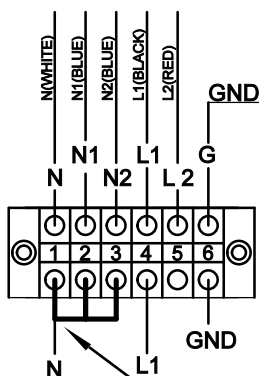
CAUTION: LABEL ALL WIRES PRIOR TO DISCONNECTION WHEN SERVICING CONTROLS.
WIRING ERRORS CAN CAUSE IMPROPER AND DANGEROUS APPLIANCE OPERATION.

L1=BLACK(POWER)
 L2=RED(POWER)
 G=GREEN(GROUND)
 N=WHITE(COMMON)
 N1=BLUE(COMMON)
 N2=BLUE(COMMON)

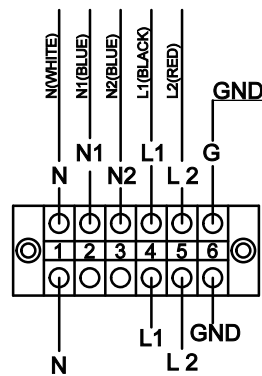


2.2 WIRING

**Main Power
120V 1500W**



**Main Power
240V 3000W**



WARNING:

When connecting to 240V, the N, N1, and N2 short circuit connectors must be removed.

IF THE APPLIANCE IS TO BE HARD WIRED IN, THE POWER CORD MUST BE REMOVED.

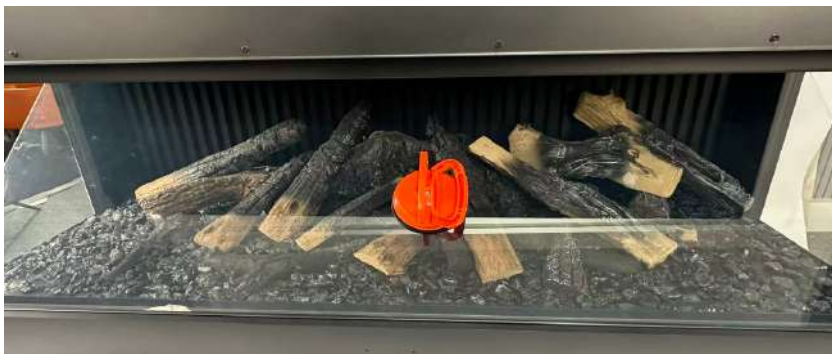
TAKE OFF THE ANGLE GLASS

Use a suction cup to take off the angle glass.



Suction Cup

1. Stick the suction cup to the angle glass.



2. Hold up the other ear of the suction cup to vertical state. Make sure the suction cup have firmly sticked to the angle glass.



3. Pull up the angle glass by holding the suction cup and use the other hand to hold the underside of the angle glass. Please be careful. It'll be very advisable to work together by 3 people, one holds the suction cup and pull up the angle glass, and the other two hold left and right side of the angle glass.



LOG AND MEDIA INSTALLATION

NOTE: To have an ideal flame effect on the logs, it's strongly recommended to place the logs in the exact locations and positions as described in the following steps. Failure to install the logs properly will result in an incorrect flame appearance.

The logs are marked with a number respectively. The fuel bed is also marked with the same corresponding number. Some logs feature a pin on the underside that will slot into a corresponding hole on the resting log or fuel bed.

There are 7 LIT logs with internal LED light. These need to be plugged into the sockets located on the fuel bed. Be care not to damage the plugs as it may result in malfunction.

Before install the logs on the fuel bed, take off the angle glass with the suction cup provided.

Follow the steps below to place the logs and media.



Step 1: Place log 1 at the location showed in above picture, locating the pins on the underside of the log into the hole on the fuel bed, and plug the wire into the socket beneath the log on the fuel bed.



Step 2: Place log 2 at the location showed in above picture, locating the pins on the underside of the log into the hole on the fuel bed, and plug the wire into the socket beneath the log on the fuel bed.



Step 3: Place log 3 at the location showed in above picture, locating the pins on the underside of the log into the hole on the fuel bed.



Step 4: Place log 4 at the location showed in above picture, locating the pins on the underside of the log into the hole on the fuel bed.



Step 5: Place log 5 at the location showed in above picture, locating the pins on the underside of the log into the hole on the fuel bed, and plug the wire into the socket beneath the log on the fuel bed.



Step 6: Place log 6 at the location showed in above picture, locating the pins on the underside of the log into the hole on the fuel bed.



Step 7: Place log 7 at the location showed in above picture, locating the pins on the underside of the log into the hole on the fuel bed.



Step 8: Place log 8 at the location showed in above picture, locating the pins on the underside of the log into the hole on the fuel bed, and plug the wire into the socket beneath the log on the fuel bed.



Step 9: Place log 9 at the location showed in above picture, locating the pins on the underside of the log into the hole on the fuel bed.



Step 10: Place log 10 at the location showed in above picture, locating the pins on the underside of the log into the hole on the fuel bed.



Step 11 Place log 11 at the location showed in above picture, locating the pins on the underside of the log into the hole on the fuel bed.



Step 12: Place log 12 at the location showed in above picture, locating the pins on the underside of the log into the hole on the fuel bed, and plug the wire into the socket beneath the log on the fuel bed.



Step 13: Place log 13 at the location showed in above picture, locating the pins on the underside of the log into the hole on the resting log, and plug the wire into the socket beneath the log on the fuel bed.



Step 14: Place log 14 at the location showed in above picture, locating the pins on the underside of the log into the hole on the fuel bed, and plug the wire into the socket beneath the log on the fuel bed.



Step 15: Place the rest decorative logs and media as you like. Put back the angle glass using the suction cup provided.

OPERATING THE APPLIANCE

MANUAL OPERATION

The control panel contains the buttons to operate the electric fireplace. The buttons on the control panel are located on the front, right of the appliance. The remote control functions are the same as the control panel.



REMOTE CONTROL OPERATION

The remote control has an effective range of up to 13 feet.



Press this button to turn on and off the fireplace.



Press to turn on and off the tray lights and LIT log. When turned on, the LIT log will pulsate randomly.



Press to change colors for the flame.



Press to change the mode for the flame.



Press to turn up the volume, it has 6 settings.(0 – 20 – 40 – 60 – 80 – 100)



Press to turn down the volume, it has 6 settings.(100 – 80 – 60 – 40 – 20 – 0)



Each time the Heater button is pressed, the power of the heater will change. As shown the following: H1 – H2 – OFF(no display)

H1 means the fireplace on Low Heat/750W.

H2 means the fireplace on High Heat/1500W.



Press the Timer button to set the time to turn off the fireplace. The available settings range from 60 minutes to 480 minutes. As shown in the following: 60 min – 120 min – 180 min – 240 min – 300 min – 360 min – 420 min – 480 min – OFF. After timer has set, when the timer is over, the fireplace turn off automatically.



Press this button to change desired temperature, ranging from 16°C - 18°C - 20°C - 22°C - 24°C - 26°C - 28°C - 30°C

- OFF. Or 60°F - 64°F - 68°F - 72°F - 76°F - 80°F - 84°F - 88°F - OFF. NOTE: If the room temperature is higher than the setting temperature, the thermostat will stop the heater from turning on.



Press the Top lights button to turn on the top light, the display screen of the remote control shows 1 – 2 – 3 – 4 – 5 – 6 – 7 – 8 – 9 – OFF, every time the button is pressed. 1 to 7 represent different colors. When the display screen shows 8, the top lights will flash through 7 colors; when the display screen shows 9, the top lights will gradually cycle through different colors.



Press the Tray lights button to turn on the tray light, the display screen of the remote control shows 1 – 2 – 3 – 4 – 5 – 6 – 7 – 8 – 9 – OFF, every time the button is pressed. 1 to 7 represent different colors. When the display screen shows 8, the tray lights will flash through 7 colors; when the display screen shows 9, the tray lights will gradually cycle through different colors.



Press this button to adjust the brightness of the top lights, it has 4 setting: 1 High brightness – 2 Medium brightness – 3 Low brightness – Pulsating mode. The default setting is 1 High brightness.



Press this button to adjust the brightness of the tray lights, it has 4 setting: 1 High brightness – 2 Medium brightness – 3 Low brightness – Pulsating mode. The default setting is 1 High brightness.



Press this button to increase the flame brightness, it has 6 settings.(0 – 20% – 40% – 60% – 80% – 100%)



Press this button to decrease the flame brightness, it has 6 settings.(100% – 80% – 60% – 40% – 20% – 0)

WIFI OPERATION

INSTALL TuyaSmart life

There are 2 ways to install TuyaSmart;

1. Search for “TuyaSmart life” in the APP store on your phone, download and install.
2. Scan the QR code below with your mobile phone.



WIFI SETTING AND FIREPLACE OPERATION

NOTE: Make sure the Bluetooth of your phone is turned on during the following steps.

1. Create an account and log in. (FIG.1, FIG.2, FIG.3, FIG.4)

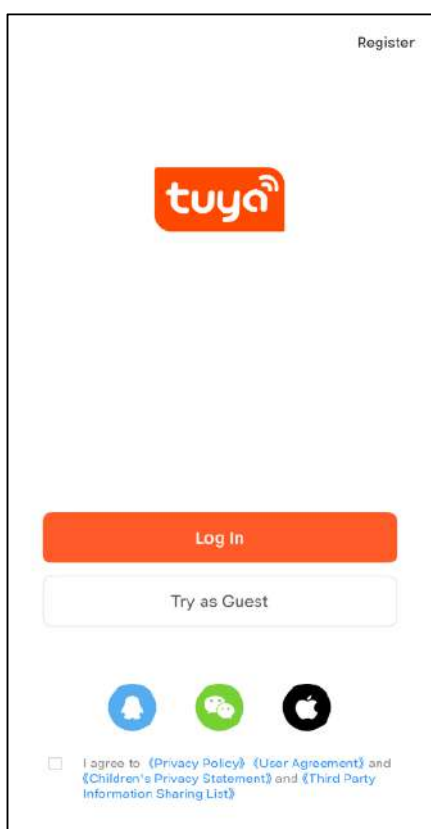


FIG.1

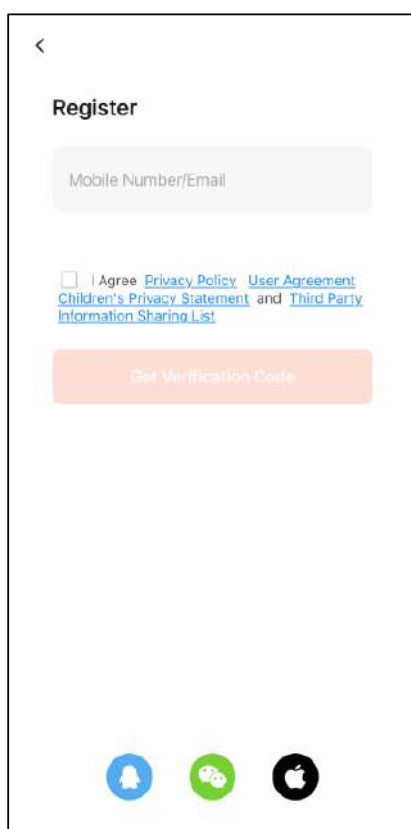


FIG.2

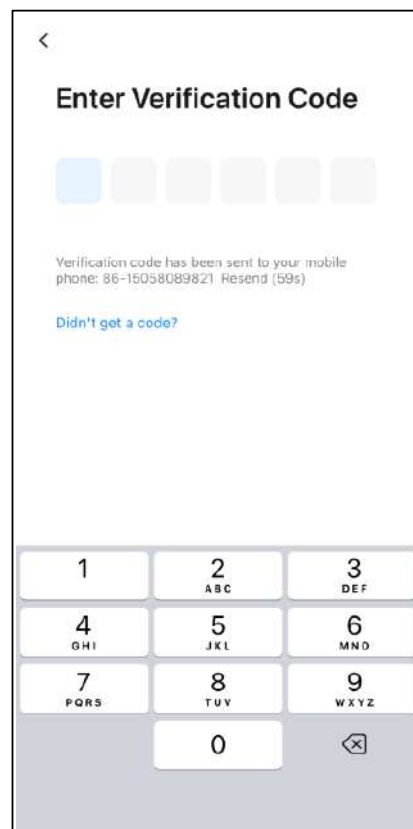


FIG.3

2. Touch “Go to App” (FIG. 5) to enter FIG.6.

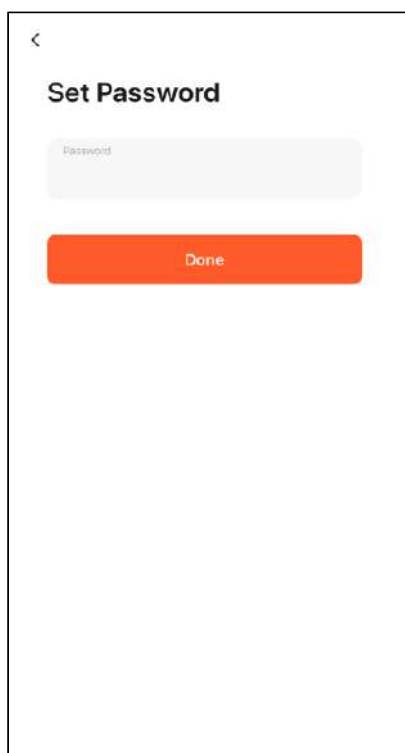


FIG.4

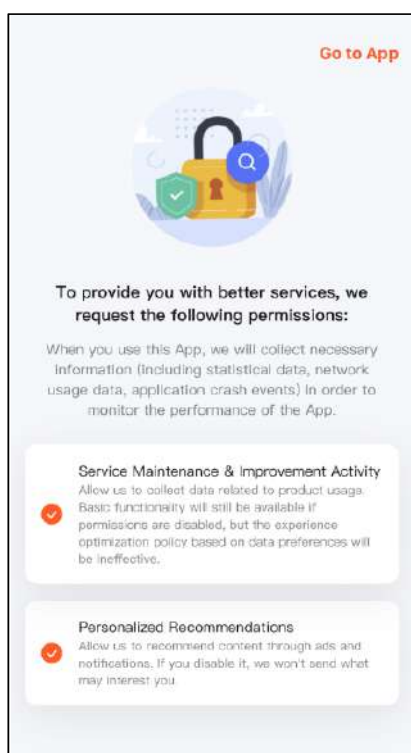


FIG.5

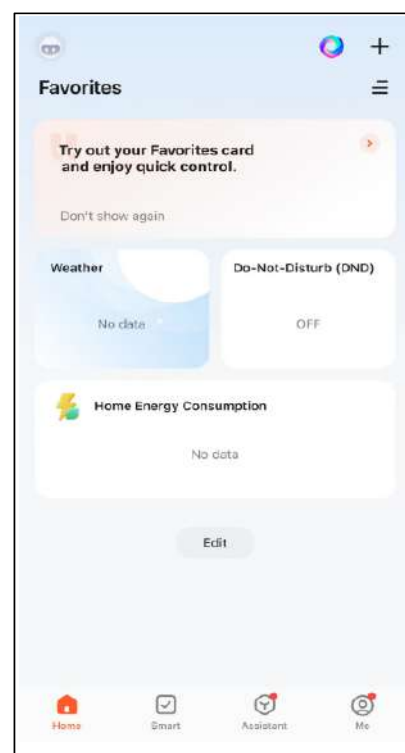


FIG.6

3. When you log in, touch “+” (FIG. 7) to add device (FIG.8).

4. Set your Wi-Fi account and password (FIG.9). Please make sure the Wi-Fi account and password you set are correct and Wi-Fi signal is good.

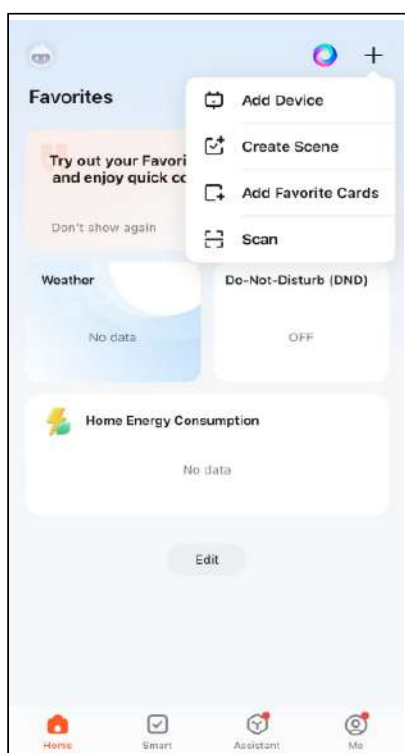


FIG.7

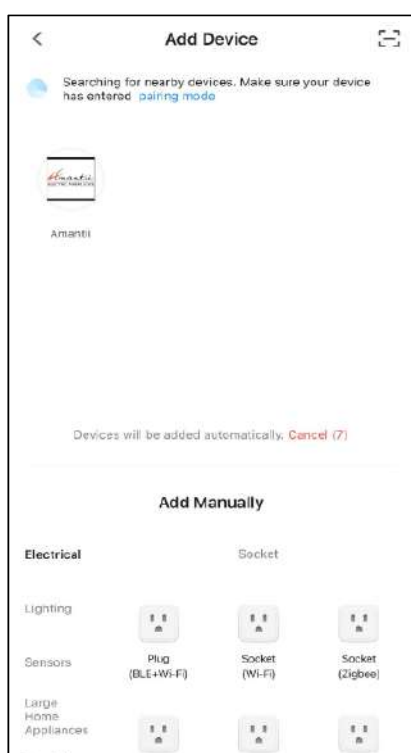


FIG.8

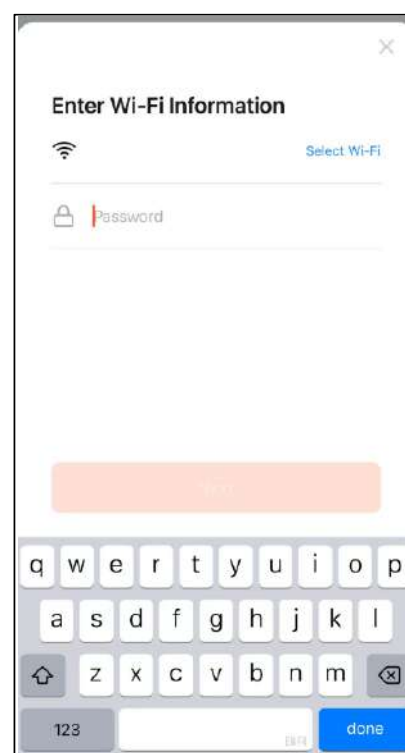


FIG.9

5. Download the device (FIG. 10). Touch “Done” (FIG.11) to operate the fireplace via Wi-Fi (FIG.12).



FIG.10



FIG.11

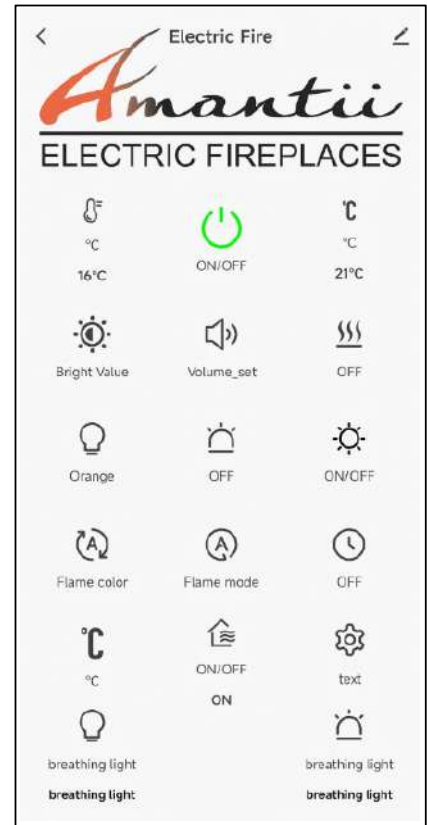
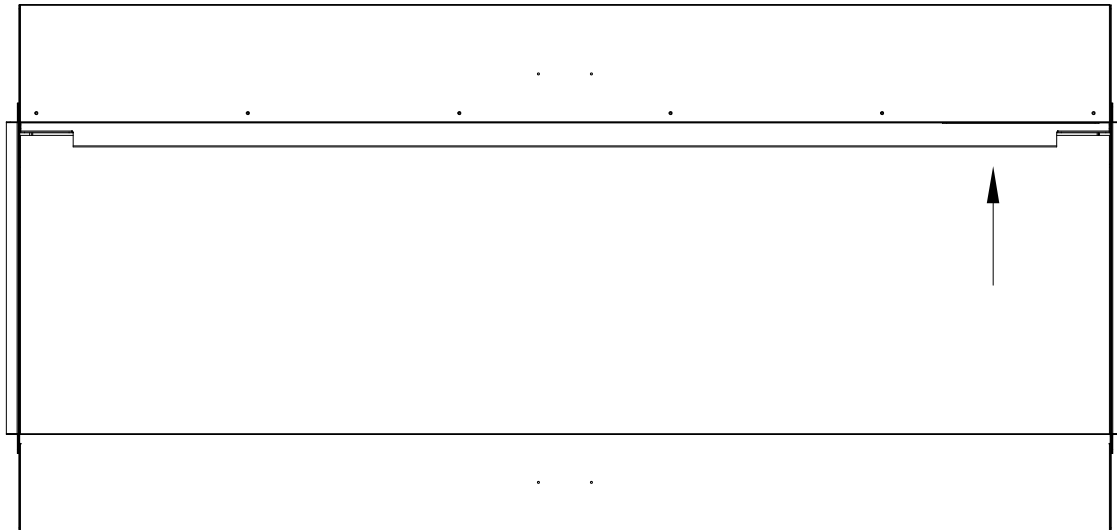


FIG.12

REPLACEMENT PARTS

There is a QR code where the arrow is marked in below image. Scan the code to get the replacement parts list for your reference. You will get a detailed parts list with images.

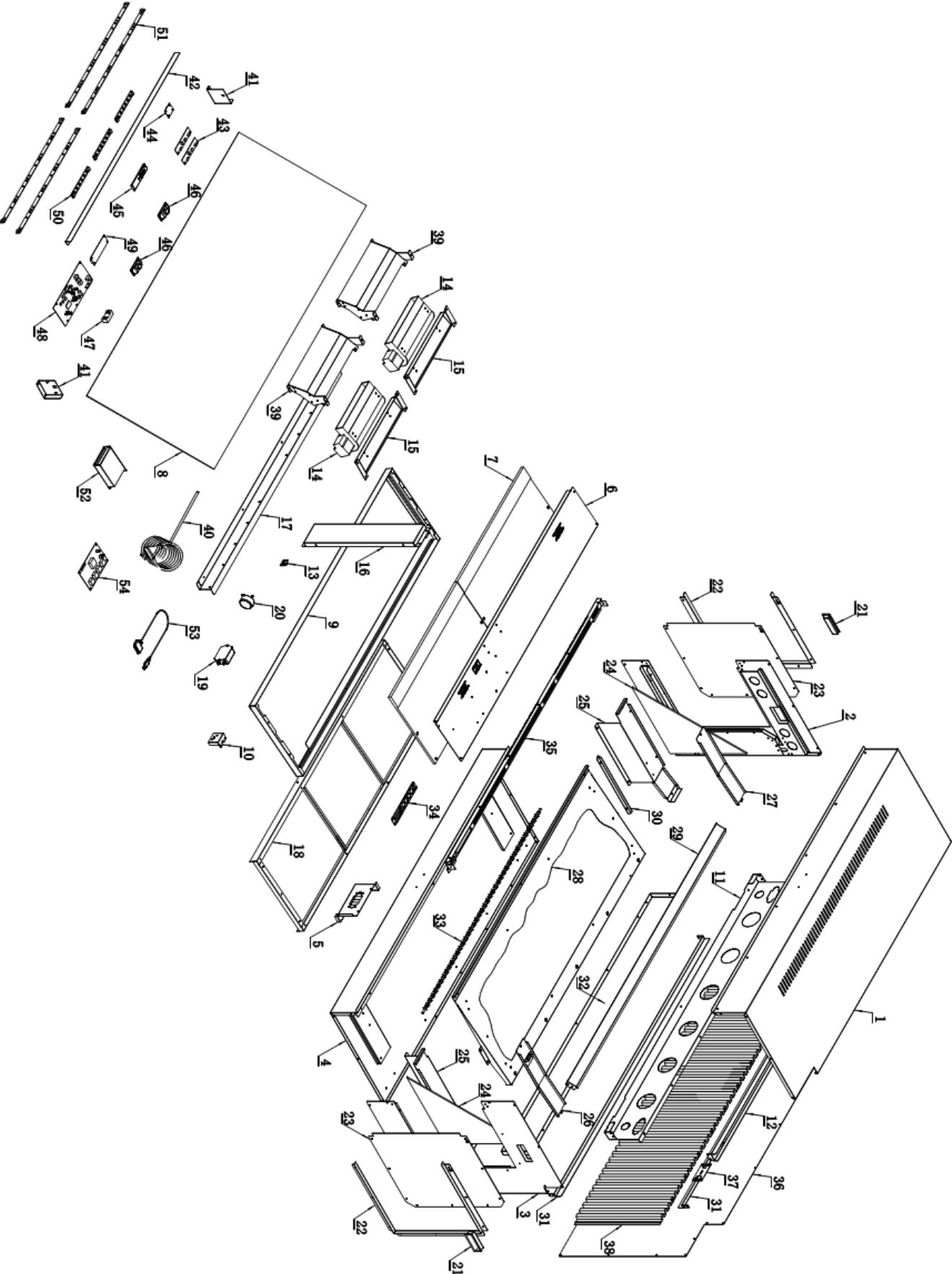


***There is a QR code in page 2 of the manual, at the bottom of the table of contents.**

REPLACEMENT PARTS

NO.	DESCRIPTION	ITEM NUMBER	QTY
7	27 INCH SCREEN	VUD-55WQ-7	2
8	ANGLE GLASS	VUD-55WQ-8	1
13	SIGNAL RECEIVER	VUD-55WQ-13	1
14	HEATING ASSEMBLY	VUD-55WQ-14	2
19	WAVE FILTER	VUD-55WQ-19	1
20	STEPPING MOTOR	VUD-55WQ-20	1
24	LEFT AND RIGHT SIDE TRIANGLE GLASS	VUD-55WQ-24	2
33	FLICKER ASSEMBLY	VUD-55WQ-33	1
40	POWER CODE	VUD-55WQ-40	1
43	POWER PCB FOR THE SCREEN	VUD-55WQ-43	2
44	WI-FI CARD	VUD-55WQ-44	1
45	REMOTE CONTROL	VUD-55WQ-45	1
46	SPEAKER	VUD-55WQ-46	2
48	MAIN PCB BOARD	VUD-55WQ-48	1
49	TOUCH PANEL	VUD-55WQ-49	1
50	LED LIGHT FOR THE CANOPY AND TRAY LIGHT	VUD-55WQ-50	4
51	POWER SUPPLY	VUD-55WQ-51	1
53	4K SPLIT SCREEN BOARD	VUD-55WQ-53	1
54	TEMPERATURE SENSOR	VUD-55WQ-54	1
55	POWER SWITCH	VUD-55WQ-55	1

EXPLODED VIEW



TROUBLE SHOOTING

PROBLEM	POSSIBLE CAUSE	SOLUTION
Dim or no flame	Flame LED's are burnt out	Inspect the LED's and replace them if necessary.
Ember bed is not glowing or dimming	Ember LED's are burnt out	Inspect the ember bed LED's and replace them if necessary.
Appliance turns off and will not turn on	Appliance has overheated and safety device has caused the thermal switch to disconnect	Turn off the main switch, allow appliance to cool for 10 minutes, then turn it on.
	House circuit breaker has tripped	Reset house circuit breaker.
	Appliance's fuse has blown	Replace the fuse.
Appliance will not come on when switch is flipped to ON	Appliance is not plugged into an electrical outlet	Check plug and plug in.
	Appliance has overheated and safety device has caused the thermal switch to disconnect	Turn off the main switch, allow appliance to cool for 10 minutes, then turn it on.
	Circuit board is burnt out	Inspect the circuit board and replace it if necessary.
No warm air coming out of appliance	Heater is burnt out	Inspect the burner and heater assembly and replace it if necessary.
Flame sputters	Flame motor is defective.	Call a qualified service technician and replace flame motor.
Remote Control does not work.	Low batteries. Unit switch in "O" position.	Replace AAA batteries in remote control. Turn the switch in "I" position.
Flame is fixed.	Wiring may be loose or the flame motor may be defective.	

SERVICE HISTORY

This heater must be serviced annually depending on usage.

Date	Dealer Name	Service Name	technician	Service Performed	Special Concerns

NOTES:

1 YEAR LIMITED WARRANTY



Amantii Imports Corp. One-Year Limited Warranty

Amantii Imports Corp. ("Amantii") warrants that your newly purchased Amantii electric fireplace is free from manufacturing and material defects for a period of one (1) year from the date of original purchase, subject to the terms, conditions, and limitations outlined below.

WARRANTY APPLICATION & EXCLUSIONS

This limited warranty applies exclusively to Amantii electric fireplaces purchased in Canada or any of the 50 States of the United States, including the District of Columbia. It is extended only to the original purchaser and is non-transferable. Proof of purchase from an authorized supplier is required.

WARRANTY COVERAGE AND TERM

Products covered under this warranty have been factory-tested and inspected prior to shipment. Amantii warrants that these products are free from defects in material and workmanship under normal use and service for one (1) year from the date of original purchase.

Where applicable, any implied warranties are also limited to one (1) year, unless restricted by local law.

ADDITIONAL WARRANTY CONDITIONS

Proper Installation & Operation:

This electric fireplace must be installed and operated in full compliance with the installation and operating instructions provided. Any unauthorized repair, modification, misuse, accident, or abuse will immediately void the warranty.

Original Owner Only:

This warranty applies only to the original owner, provided the product was purchased through an authorized Amantii dealer.

Defect Confirmation:

Warranty coverage is limited to repair or replacement of parts confirmed to be defective in material or workmanship after inspection by Amantii. Defective parts must have been subject to normal use and conditions.

Refund Option:

Amantii reserves the right to discharge all warranty obligations by refunding the wholesale price of the defective part(s).

Warranty Voids Include (but are not limited to):

- a. Exposure to prolonged moisture or condensation.
- b. Unauthorized alterations, willful abuse, accidents, or misuse.
- c. Failure to present original proof of purchase.

Costs Not Covered:

This warranty does not cover labor, installation, construction, transportation, or other incidental costs related to service, repair, or replacement of defective parts.

Limitation of Liability:

The owner/user assumes all other risks, including direct, indirect, or consequential damages arising from the use—or inability to use—the product, except where prohibited by law.

No Additional Warranties:

All other warranties—expressed or implied—relating to the product, its components, or accessories, are hereby excluded.

No Third-Party Authority:

Amantii does not authorize any third party to create or assume obligations or liabilities on its behalf regarding this product.

Exclusion of Third-Party Accessories:

This warranty does not apply to any third-party components or accessories used in conjunction with this product.

WARRANTY SERVICE

To initiate a warranty claim, please contact Amantii Technical Support at:

1 YEAR LIMITED WARRANTY



Amantii Imports Corp. One-Year Limited Warranty

1.877.850.9458
502-1027 Davie Street, Vancouver,
BC V6E 4L2

Please have your proof of purchase, model number, and serial number available.

DEFECT RESOLUTION

If a defect covered by this warranty is confirmed within the one (1) year warranty period, Amantii will replace the defective product or part at no charge. If replacement is not commercially feasible, Amantii may opt to refund the purchase price in lieu of replacement.

APPLICATION OF PROVINCIAL AND STATE LAW

This limited warranty gives you specific legal rights, and you may also have other rights which vary from one jurisdiction to another.

The provisions of the United Nations Convention on Contracts for the Sale of Goods do not apply to this limited warranty or to the sale of any products covered by it.

GENERAL TERMS

Amantii reserves the right to make changes at any time, without prior notice, to the design, materials, specifications, or pricing of its products. The company also reserves the right to discontinue any product or style without incurring any obligation.

Please note:

This limited warranty does not apply to the plastic tray, LED Lights, back glass, or front glass of the unit.

CONTACT INFORMATION

Canada Order Desk:

Phone: 877.850.9458 - Ext 3
Email: westcanorders@cannedheat.com
Email: eastcanorders@cannedheat.com

USA Order Desk:

Phone: 877.850.9458 - Ext 2
Email: usaorders@cannedheat.com

Technical Support:

Phone: 877.850.9458 - Ext 5
Email: cdn-service@amantii.com

Headquarters:

Phone: 604.684.6040

Explore More from Cannedheat



Thank you for purchasing a Cannedheat product – Where Innovation Meets Ambience

At Cannedheat, we’re passionate about redefining comfort and style through cutting-edge fireplace solutions. With decades of industry expertise, our mission is to deliver exceptional design, quality, and performance across a wide range of electric and gas fireplace products.

Our Brand Portfolio:

Explore our family of trusted brands, each offering unique features and styles to suit any space:

Amantii Electric fireplace – Sleek, modern electric fireplaces built for indoor and outdoor living. Innovation and elegance at its finest.



Remii Electric Fireplace – Versatile and stylish fireplaces designed for both residential and commercial applications.



Sierra Flame – High-performance gas fireplaces that blend classic aesthetics with modern technology.



Fire & Ice – A bold line known for its vibrant flame colors and contemporary feel, adding personality to any room.



Whether you're a homeowner, designer, or builder, Cannedheat has the perfect solution to bring warmth and style into your space.

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Email: cdn-service@amantii.com

Headquarters:
Phone: 604.684.6040

What Our Other Brands Offer



Discover the unique strengths of each Cannedheat brand. Use this quick comparison guide to find the right fit for your space, style, and budget.

Brand	Key Products / Focus	Unique Features	Best For
Amantii	Premium Electric Fireplaces	Customizable log sets, Wi-Fi enabled, Bluetooth compatible	Designers, custom home builds
Remii	Standard Electric Fireplaces	Clean design, easy installation, reliable performance	Homeowners, contractors, quick projects
Fire & Ice	Budget-Friendly Electric Fireplaces	Bold flame effects, modern look at an accessible price	First-time buyers, apartments, rentals
Sierra Flame	Gas Fireplaces	Realistic flame, high heat output, traditional and modern models	High-performance heating, classic homes

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Email: cdn-service@amantii.com

Headquarters:
Phone: 604.684.6040

Stay Connected with All Our Brands



Explore More. Shop Smarter. Stay Inspired.
Visit Our Brand Websites

Learn more, browse our full collections.

Brand	Website
Amantii (Modern Electric Fireplaces)	www.amantii.com
Sierra Flame (Gas Fireplaces)	www.sierraflame.com
Remii (Electric Fireplaces)	www.remii.com
Fire & Ice (Budget Friendly Electric Fireplaces)	www.fireandicefireplaces.com



Customer Support

We're here to help.

Phone: 1-888-406-8764

Email: support@amantii.com

Hours: Monday–Friday, 8am–4:30pm PST

What Our Customers Are Saying

“Our Amantii fireplace transformed our living space. Elegant, modern, and easy to use.”
— Sandra T., Toronto

“Top-notch support and a beautiful product. Highly recommended!”
— Mike R., Seattle

A Special Thank You

“Thank you for being a part of our journey. We invite you to discover everything our family of brands has to offer!”

Warm regards,

The Amantii Team

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