



## INSTALLATION AND OPERATION MANUAL

Please read these instructions completely before installing or operating the E-one fireplace.

### NetZero E-one Electric Fireplace

Models: AA-11-05384 – NZ E-one 100

[Description of the remote control: Page 13](#)

#### IMPORTANT

**Please read these instructions carefully before installation.  
Failure to follow them could result in serious injury.**

**This appliance must be installed by a qualified installer.**

**The installation and wiring connections must be done in accordance with the national and local codes having jurisdiction.**

**For use with 120V 60Hz electrical supply only.  
This appliance must be grounded.**

**The heater outlet becomes hot while in operation.  
Never cover the heater outlet or any other part of the appliance.**

**SAVE THESE INSTRUCTIONS**



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## 1 Introduction

NetZero Fire stands for innovation and quality. This is why NetZero Fire works continuously on the further development of its products. We reserve the right to make changes to the form, technology, and design of the products we sell. No claims can be made on the basis of information and figures from this manual.

This manual is protected by copyright. All rights are reserved, particularly the right to copy, translate, and process.

The fireplace may only be installed by a qualified installer, in accordance with national or local regulations. Please read this installation manual carefully.

### 1.1 Receiving inspection

On receipt, check the following:

- 1) Verify that the packaging is not damaged
- 2) Check the glass panels and display screens of the product for cracks.
- 3) Check that you have received the following parts:
  - Fireplace: E-one
  - Log and media set
  - Top screen
  - Glass reflector
  - Front window
  - E-one remote control
  - Installation and operating instructions
  - Rear screen
  - Design bottom plates (option)
  - Spacer plates (4x)

### 1.2 Certification

**This appliance has been certified to the American National Standard: UL 2021**

**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.

Note: This product 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 product 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 product 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.

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

## 2 General safety regulations IMPORTANT INSTRUCTIONS

When using electrical appliances, necessary precautions must always be taken to reduce and/or prevent the risk of fire, electric shock, and personal injury:

- Read all instructions before installing or using this heater.
- Follow the installation steps described in this manual.
- Leave maintenance and repairs to a qualified service provider: danger of electrocution!
- Caution: to reduce the risk of electric shock, do not remove the ember bed.
- The unit contains no user-serviceable parts, except cleaning of the glass reflector and front window.
- If the unit is damaged, contact the supplier first.
- Do not use the fireplace outdoors.
- If the fireplace is switched on, the ambient temperature of the room in which the fireplace is placed must be between 40 and 85 degrees Fahrenheit.
- Ambient temperature during storage and transport should be between -5 and 140 degrees Fahrenheit.
- Do not use the fireplace in the immediate vicinity of a bath, shower, or swimming pool. The relative humidity must be <85%.
- Do not place the fireplace directly under a wall socket or junction box.
- If a malfunction occurs, set the main switch on the front panel to 0 (OFF).
- Do not place the unit on carpet or rugs.
- To prevent overheating of the fireplace, it must not be covered. Do not place any material in front of or against the unit and, in particular, do not obstruct the air circulation around the unit. When materials overheat, there is a risk of fire.
- The fireplace may be operated by children aged eight years and over and by people with reduced physical, sensory, or mental abilities provided they have demonstrated an understanding of the instructions relating to the safe use and the dangers of the fireplace. Children should not be allowed to play with the fireplace or be involved in any tasks pertaining to the maintenance of the fireplace. Children are not allowed to play with the fireplace. Children must not clean the fireplace or perform user maintenance without parental supervision.
- Children under the age of 3 should not be allowed near the fireplace without adult supervision. Children from three to seven years old may only switch the fireplace on/off provided that it is placed or installed in its intended normal working position and that they have been given explanation and instructions on how to use it safely and understand the dangers. Children

three to seven years old must not clean the fireplace or perform user maintenance.

- If the power lead becomes damaged, it must be replaced by the supplier or another qualified service provider to avoid danger.

## 2.1 Additional general safety regulations for Atmos Heating

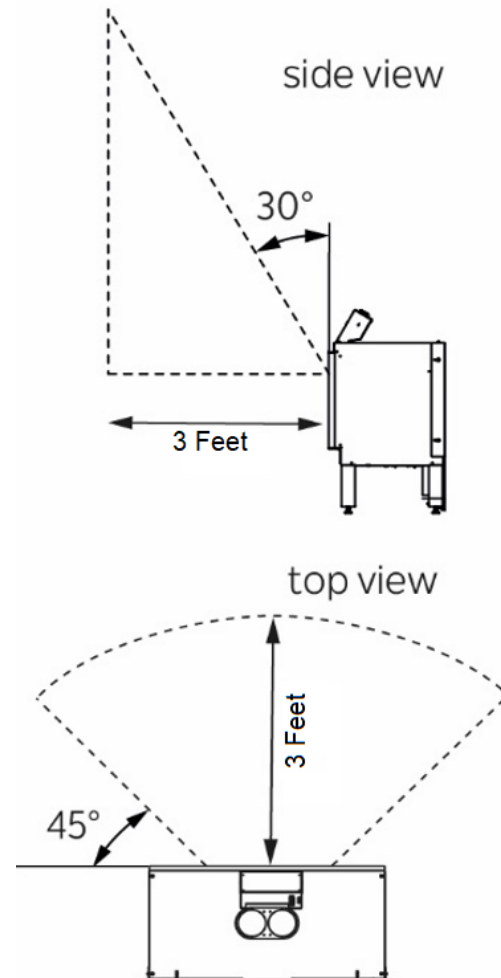
- The fireplace does not have an automatic temperature regulator. If the fireplace is installed in a small room, each person present in the room must be able to leave the room independently. Any person who is not, must be continuously supervised.
- Some parts of the fireplace can become very hot and could potentially cause burns. Always maintain supervision of children and vulnerable people around the fireplace.
- Furniture, curtains, and other combustible materials must be placed at least 3 feet (1 m) away from the fireplace.
- Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage the heater.
- To prevent a possible fire, do not block air intakes or exhaust in any manner.
- A heater has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint, or flammable vapors or liquids are used or stored.
- Use this heater only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or injury to persons.

## SAVE THESE INSTRUCTIONS

## 2.2 California proposition 65 warning



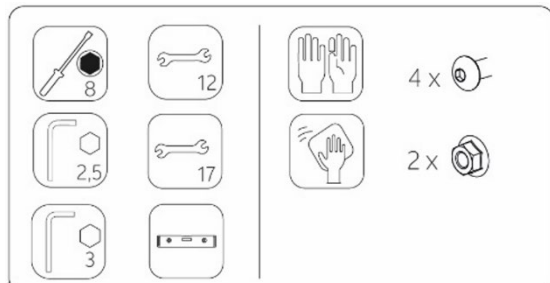
**WARNING:** Cancer and Reproductive Harm –  
[www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).



### 3 Warranty

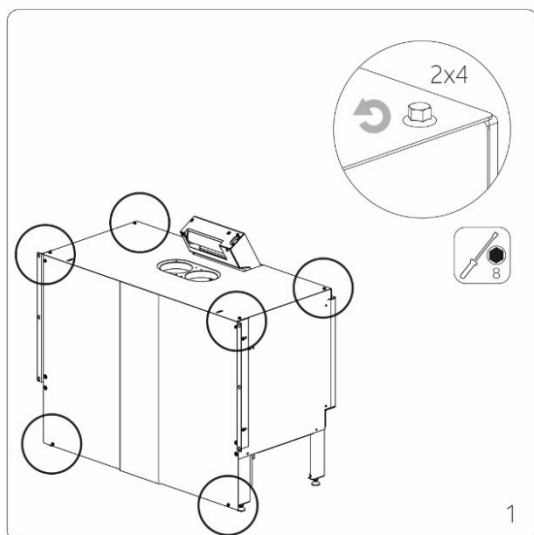
We stand behind the quality of our products and therefore the warranty period on our electric fireplace is five years or up to 10,000 burning hours. For the Atmos Heating function of the fireplace we offer a two-year warranty.

### 4 Assembly of the fireplace

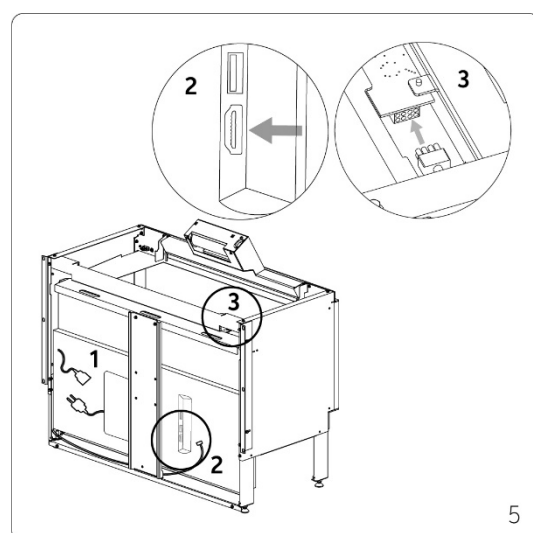
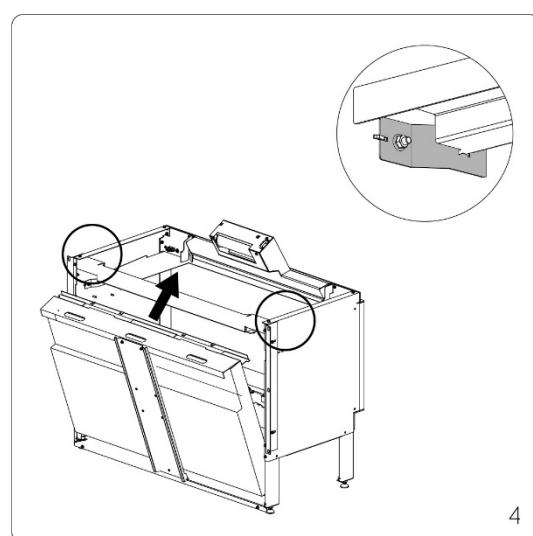
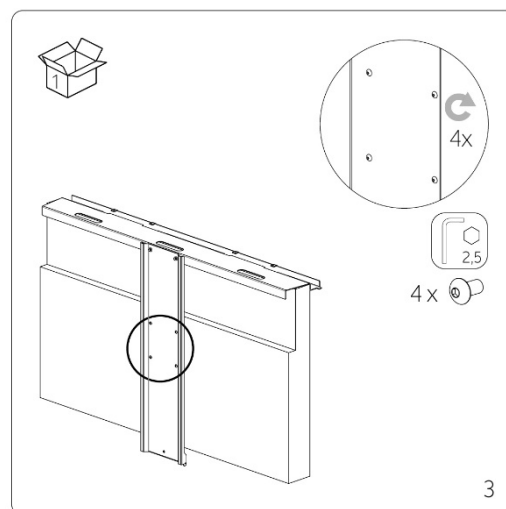
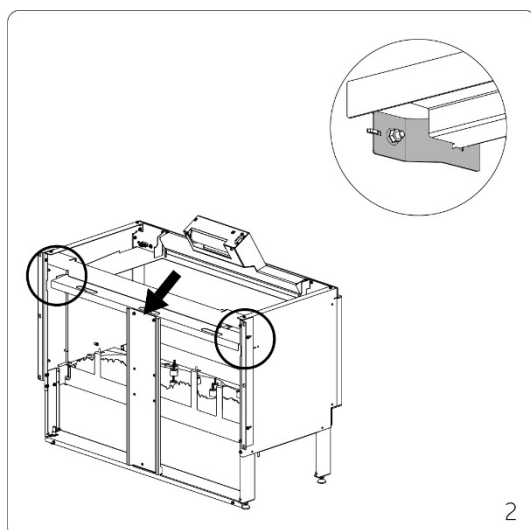


Do not use tie wraps to re-fasten cables during installation.

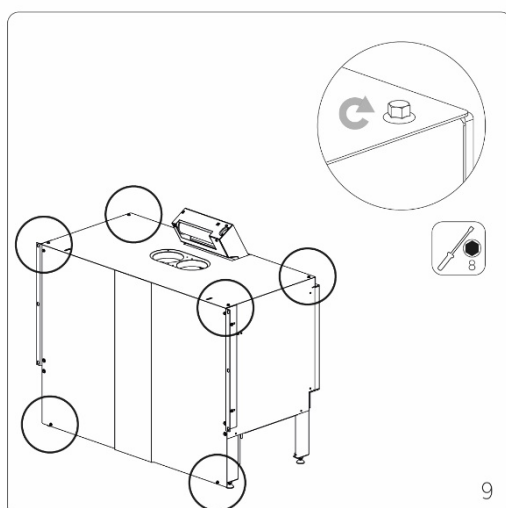
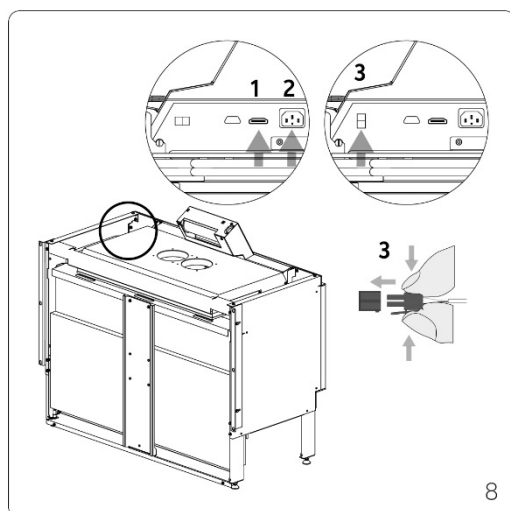
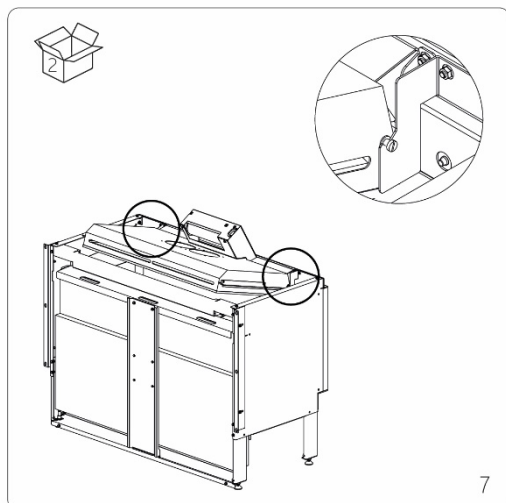
#### 4.1 Removal of covers



#### 4.2 Rear screen assembly



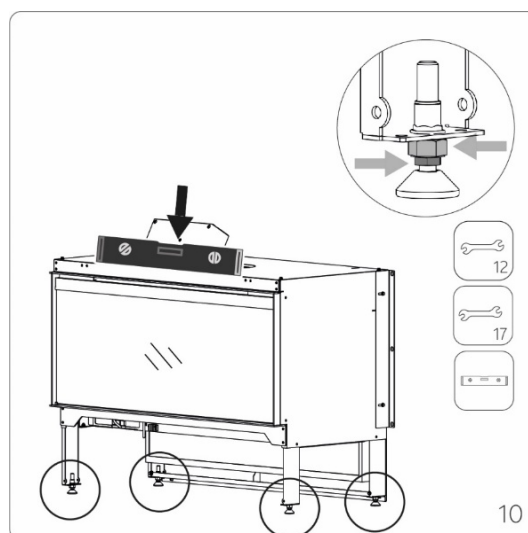
### 4.3 Top screen assembly



### 4.4 Installing the fireplace

Place the fireplace in its final position before continuing to fill from the front.

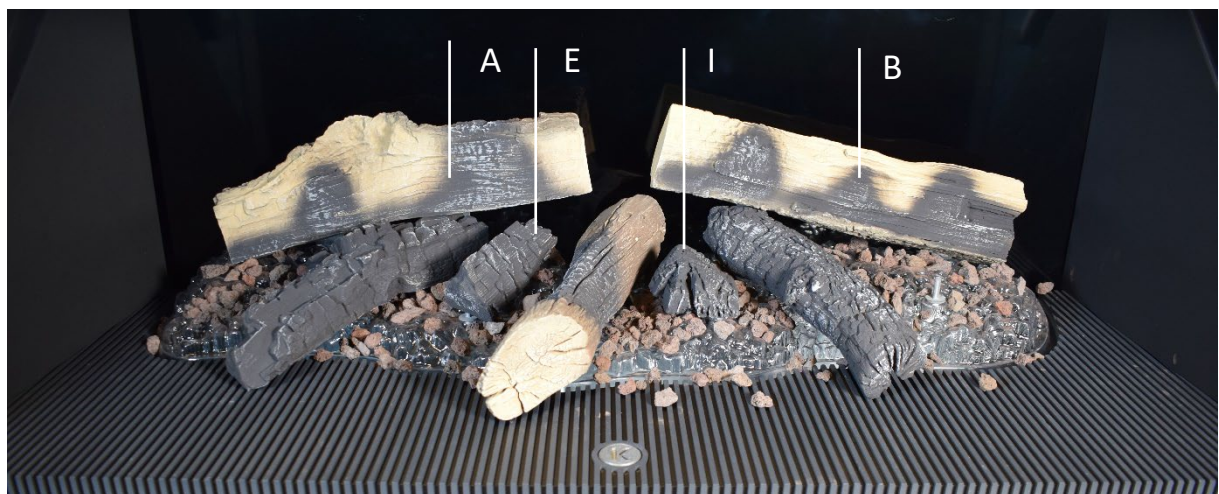
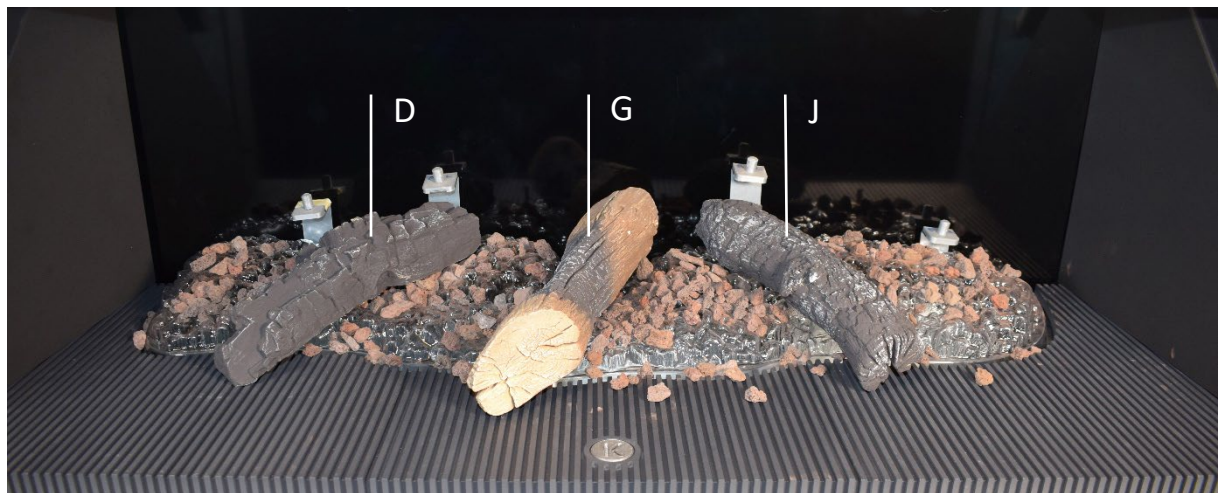
Once you have levelled the fireplace, it is strongly recommended that you attach it to the wall using the wall brackets for added stability and safety.



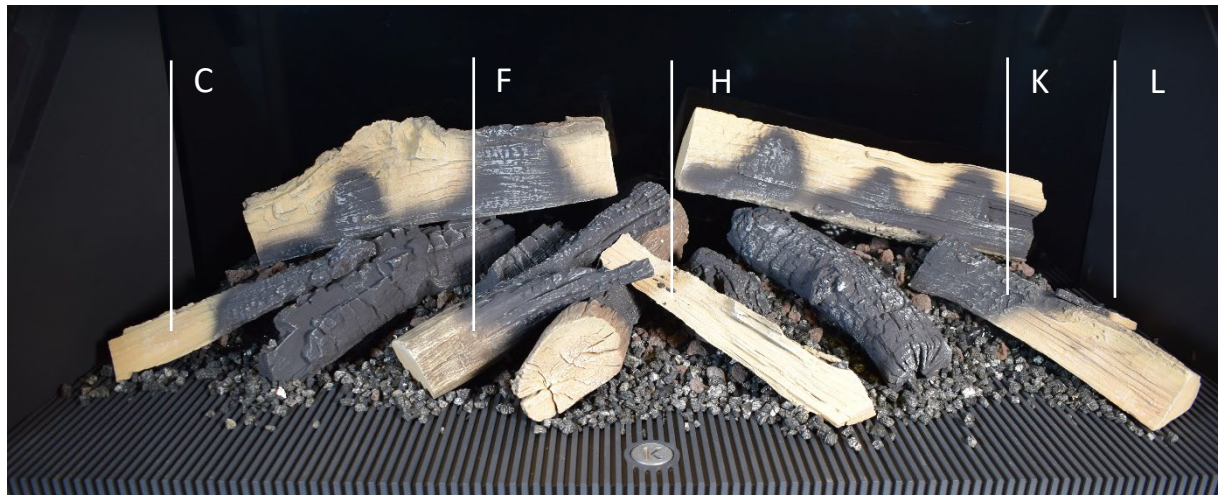




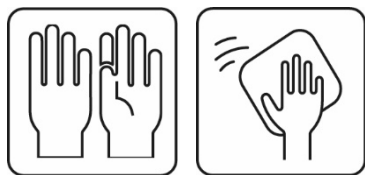
#### 4.7 Log set installation





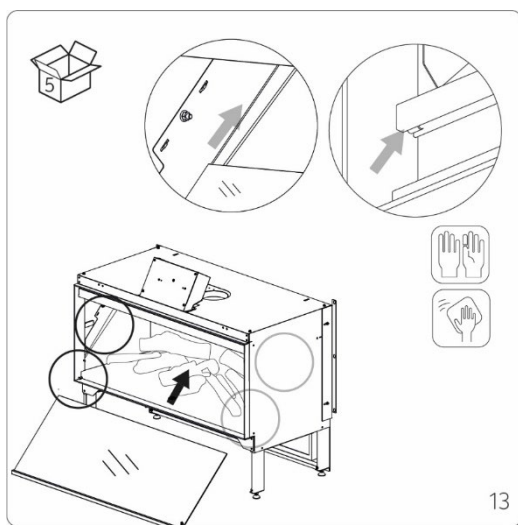


#### 4.8 Placing glass reflector

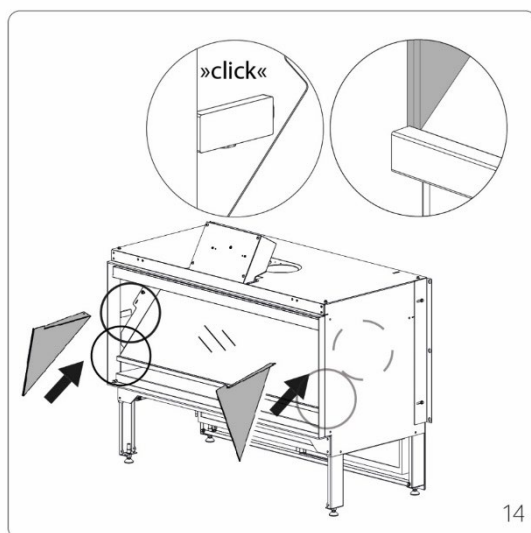


The glass reflector is susceptible to stains and fingerprints. For this reason, always use the supplied gloves for installation.

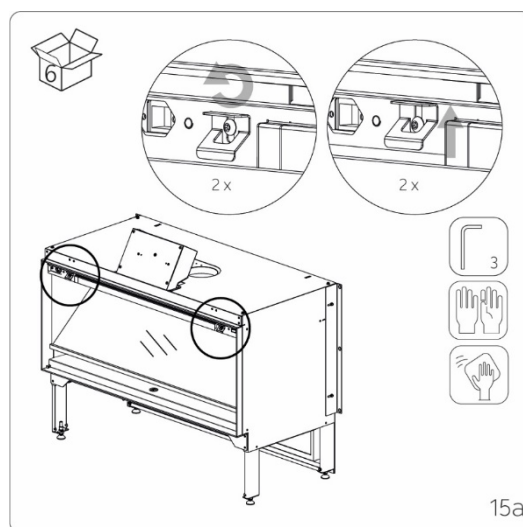
To clean the glass reflector, follow the cleaning instructions provided in chapter 7.



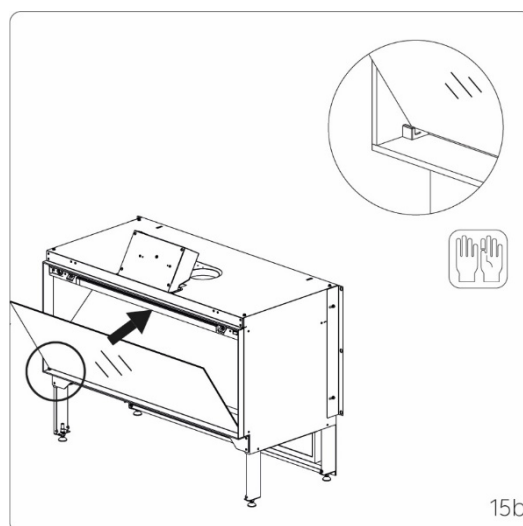
#### 4.9 Placing upper side walls



#### 4.10 Placing front window



15a



15b



15c



When placing the front window, make sure the front window is parallel to the frame of the fireplace.

#### 4.11 Connecting fireplace to power

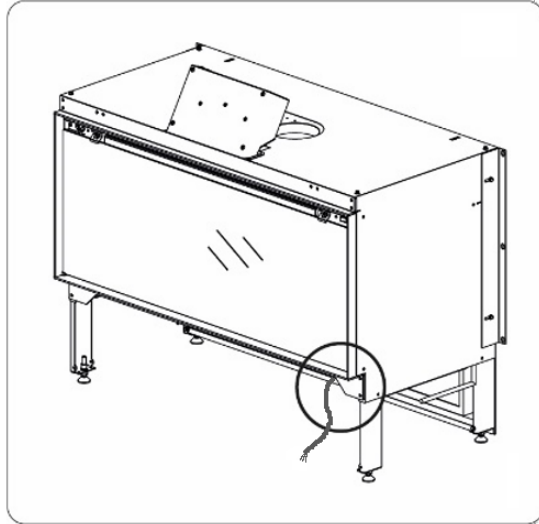
This fireplace must be hardwired to a 120V, 60Hz, 15Amp electric supply. Install on a dedicated 15Amp (or higher) breaker.

This appliance must be grounded.

Wiring procedures and connections shall be in accordance with the national and local codes having jurisdiction.

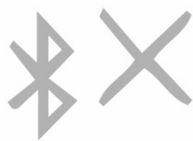
The fireplace is supplied with a cord at the front right of the fireplace. This must be hardwired to house power.

Black → Live  
White → Neutral  
Green → Ground





#### 4.12 Bluetooth pairing E-one remote

When the fireplace is used for the first time, the remote control will connect to the fireplace automatically. If the following symbol is projected on the rear screen, the remote control must be paired manually:



Pairing is done by pressing the two buttons as shown below:

Press the  and  buttons on the remote control at same time.

Release the buttons when a red LED light flashes in the top-left corner of the remote control. You will know when the remote control is paired with the E-one successfully once the Bluetooth symbol is no longer visible.

## 5 Installing the fireplace

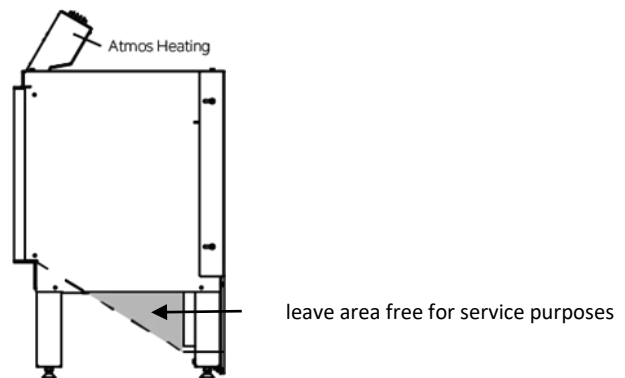
### 5.1 Light / illumination

The E-one functions on the basis of hologram technology. This involves the use of a glass reflector that is placed at an angle in the fireplace. Depending on where the fireplace is positioned in the room, in exceptional cases, lighting above the fireplace can cause a transparent white reflection on the glass reflector.

### 5.2 Viewing height

The E-one is best viewed straight on which allows for optimum viewing of the holographic flames. If the fireplace is installed too low on a wall it may be difficult to view the flames. If the fireplace is installed too high on a wall the top screen will be visible and detract from the realism of the fire.

### 5.3 Service area



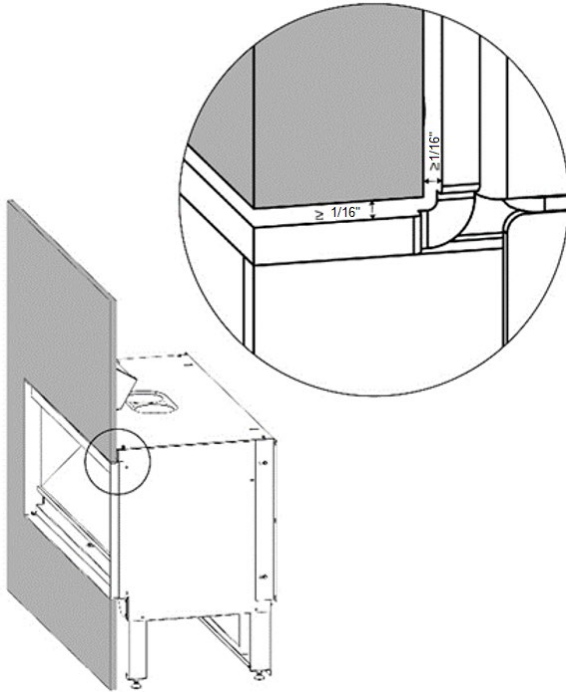
### 5.4 Ventilation openings

The finishing of the fireplace must have sufficient ventilation. Ventilation must be provided at both the bottom and top of the housing. Each opening must be at least 15 1/2" in<sup>2</sup> (100 cm<sup>2</sup>).

### 5.5 Framing dimensions

### 5.6 Fireplace finishing in combination with Atmos Heating

Maintain a minimum clearance of 1/16 in. (2 mm) between the surround and the fireplace for heat transfer and expansion. Too little space will result in temperatures above 176 °F (80 °C) and unwanted material stresses.



## 6 E-one operation, design your own experience

With the E-one you can create your own fire experience through the various functions and/or options.

### 6.1 E-one remote and symbols



#### Atmos Heating (ON/OFF switch)

The specially developed Atmos Heating element provides a pleasant atmospheric warmth, contributing to the ultra-realistic fire experience.



#### Flame Tones

Create your own flame image by choosing between three flame tones and adjust the flame intensity as desired.



#### Adjustable Flame Height

The flame height is adjustable from positions 1 to 5. The 6th position is the Flame Shuffle mode. In Flame Shuffle mode, dynamic flames are created at the touch of a button.



#### Atmos Lighting

Atmos Lighting projects true shadow effects on the wood-effect ceramic logs, enhancing the ultra-realistic fire experience. The intensity is adjustable from positions 1 to 5. The 6th position is the Atmos Lighting Shuffle mode. The Atmos Lighting Shuffle mode creates a dynamic flicker effect within the interior.



#### Hybrid LED E

The Hybrid LED E ember bed simulates the real glowing bed of a fire. The intensity is adjustable from positions 1 to 5. The 6th position is the Hybrid LED E Shuffle mode which creates a dynamic glowing effect at the bottom of the logs.

From the standby mode, button 15 (Hybrid-LED intensity up) can be used to switch on the glow bed and increase its intensity. Button 6 (Hybrid-LED intensity lower) can be used to reduce the intensity and turn off the glow bed. No flames are visible.



#### Sound

Choose between the full-bodied crackling sound of pine wood or the calmer and relaxing sound of beech wood. The sound of burning wood in combination with lifelike sparks enable a true sensory experience. The volume can be adjusted between positions 0 and 5.



#### Power Button

This button has three functions: On, Anti-Reflect, Off.

#### Switching the fireplace On

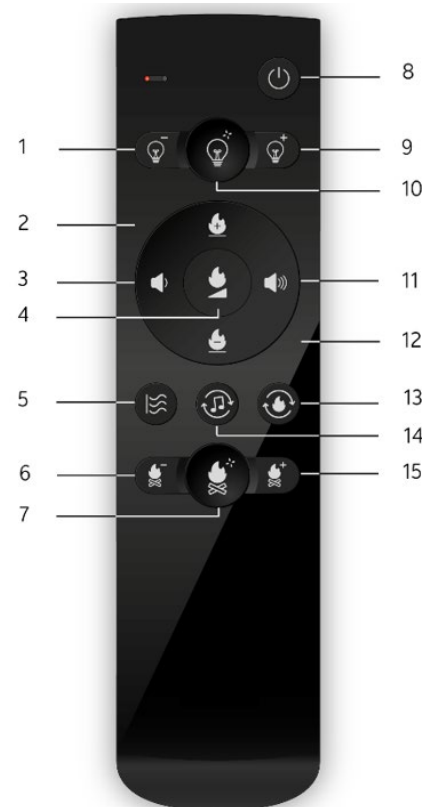
Briefly press the power button. It takes about 30 seconds for the fireplace to fully start up.

#### Anti-Reflect Function

When the fireplace is on briefly press the power button to turn the fireplace off with the anti-reflect mode activated. In this standby mode, the fireplace will be attractively lit. This provides a nice view of the logs, even when the fire is not burning.

#### Switching the fireplace Off

Press and hold the power button for two seconds to shut the fireplace completely off.

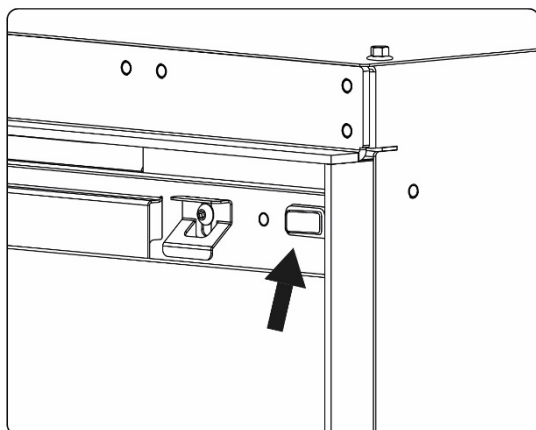


1. Atmos Lighting Dimmer
2. Flames Higher/Flame Shuffle
3. Sound Softer
4. Flame Intensity
5. Atmos Heating
6. Hybrid LED Intensity Lower
7. Dynamic Hybrid LED On/Off
8. Power On/Off / Anti-Reflect Function
9. Atmos Lighting Brighter
10. Dynamic Atmos Lighting On/Off
11. Sound Louder
12. Flames Lower
13. Adjustable Flame Tones
14. Sound
15. Hybrid LED Intensity Higher

## 6.2 Main on/off switch

Power to the fireplace can be switched off using the on/off switch (0/I) on the front. The button is located at the top right, behind the metal flap (see figure). Lift the metal flap a little towards you.

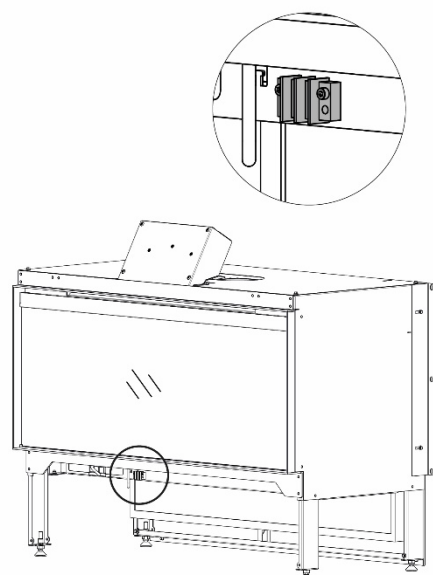
If the unit is completely disconnected from power, the unit will be reset to the factory settings.



**IMPORTANT:** If you do not intend to use the unit for a long period of time, we advise you to switch off the unit completely by setting the power button on the unit to the 0 (off) position.

## 6.3 Hotel switch

The fireplace can be turned off by means of an external switch. If the two luster terminals are connected together, the fireplace switches to standby mode.



Please note that the hotel switch may be inaccessible or difficult to reach after installation.



## 7 Maintenance

**CAUTION:** Before cleaning, make sure the power has been turned off at the circuit breaker panel and that the heating element of the heater is cool.

### 7.1 Cleaning the fireplace

Use a microfiber cloth or other soft cloth to clean the black powder-coated parts of the stove. The use of sandpaper, steel wool or brushes and scouring pads is strictly not recommended. This will leave scratches on the coating.

### 7.2 Cleaning glass reflector

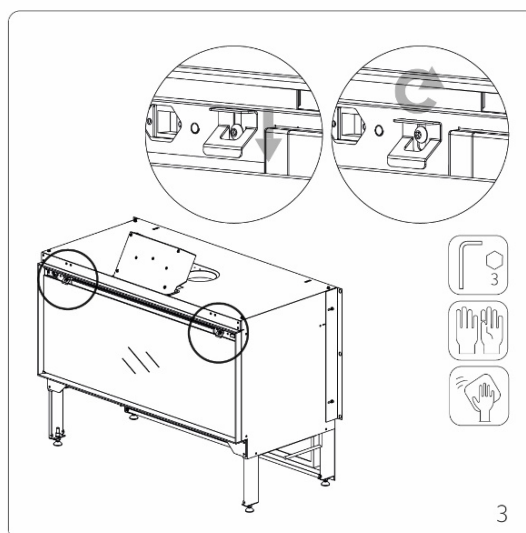
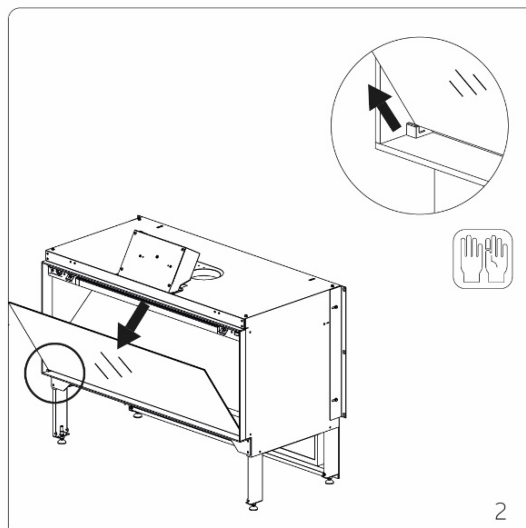
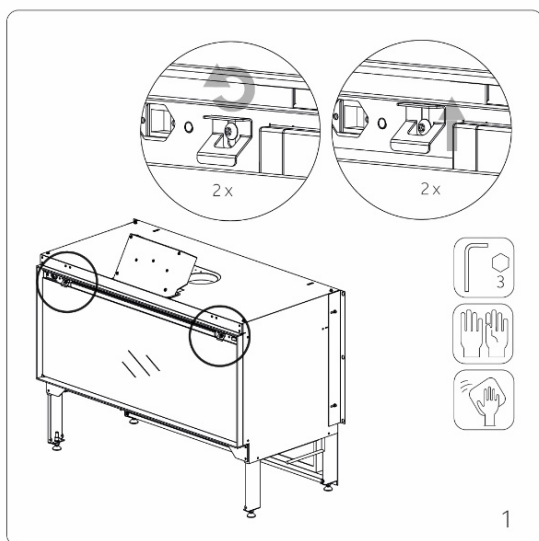
The glass reflector that is placed at an angle in the fireplace must be treated with care.

Instructions for cleaning the glass reflector:

- Only clean the glass with clean water: cleaning products are not recommended.
- Just dust the window or dry it with a clean microfibre cloth.
- Always dry the pane completely: water residues are difficult to remove.

Do not clean the glass reflector with any cleaning products, abrasives, cerium oxide etc. And never use hard materials such as steel wool, razor blades etc.

To clean the glass reflector, remove the front window from the fireplace. To do so, follow these steps:



## 8 Technical data

### 8.1 Specifications

Model: NetZero E-one 100

Input: 120V – 60Hz – 15Amp

Power: 1350 Watt

Heater output: 4,350 Btu/hr

Energy consumption per operating mode	
standby mode (W)	1.4
standby mode, incl. anti-reflect function (W)	17
full operating mode, excl. Atmos Heating (W)	75
full operating mode, incl. Atmos Heating (W)	1350

This fireplace must be hardwired to a 120V 15Amp electric supply. Wiring procedures and connections shall be in accordance with the national and local codes having jurisdiction.

### 8.2 Serial number label

The serial number for the fireplace can be found inside the fireplace on the left-hand side. To view the serial number label, remove the front glass from the fireplace. Then remove the panel that is magnetized to the left side of the fireplace.

**NETZERO**  
**FIRE**

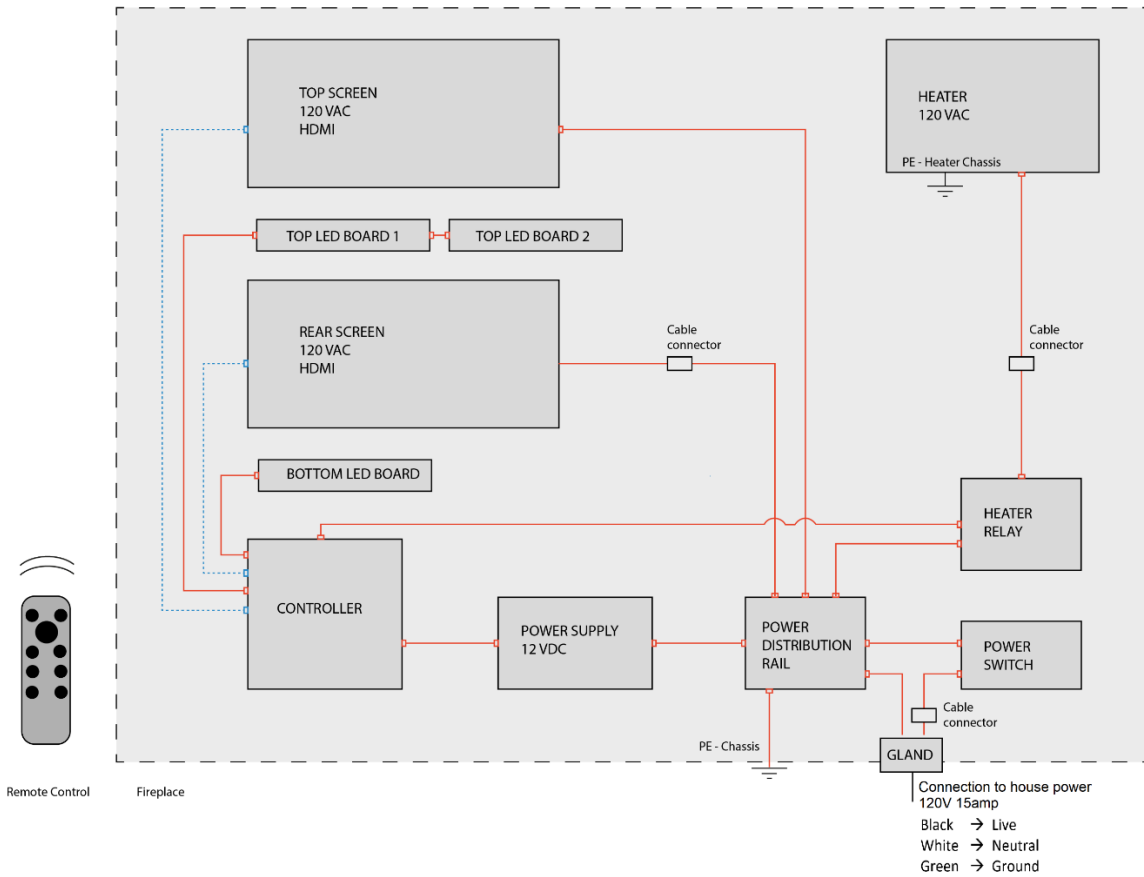
CONFORMS TO (CONFORME À) UL STD 2021  
CERTIFIED TO (CERTIFIÉ À) CSA STD C 22.2 NO. 46  
MANUFACTURED BY (FABRIQUÉ PAR) HALLFIRE, INC.



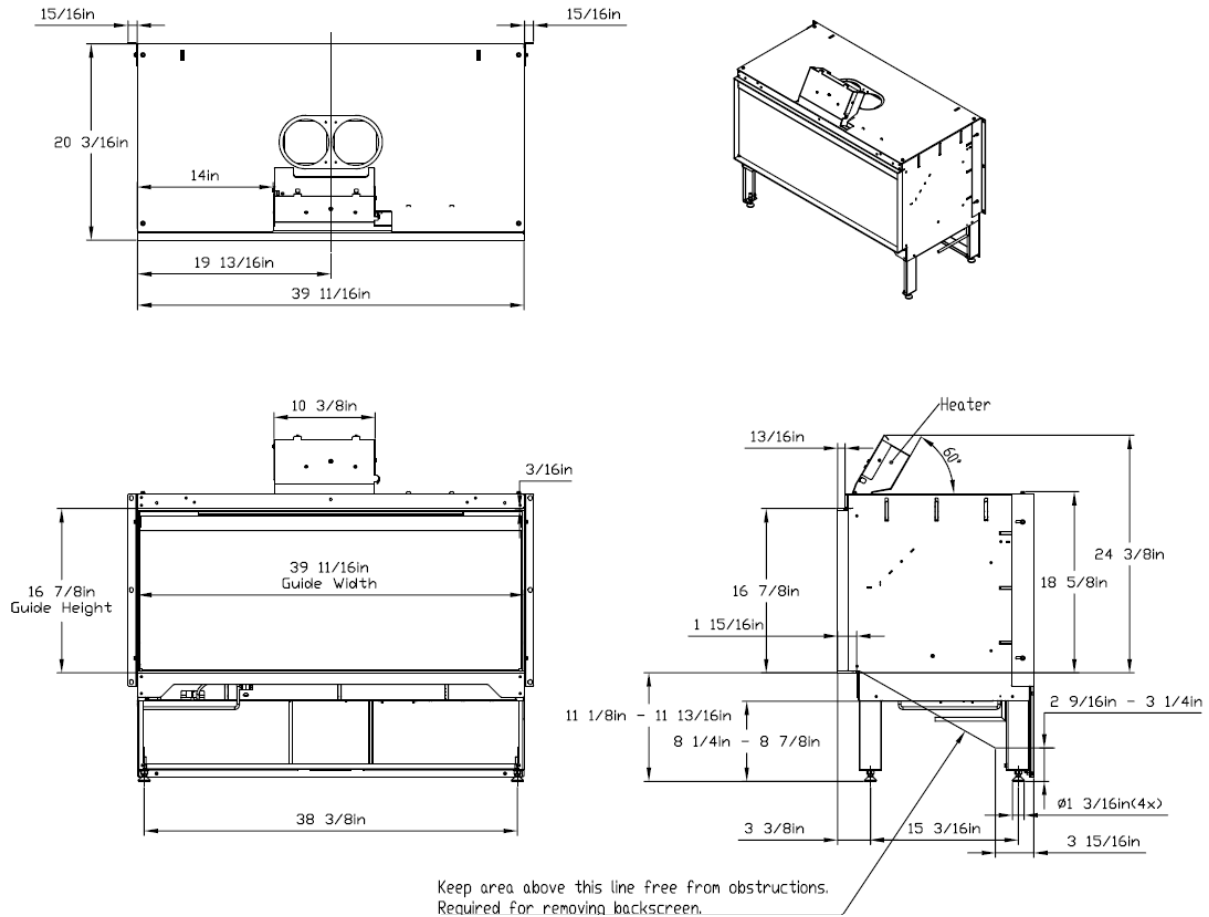
Intertek  
XXXXXX

MODEL No. / MODÈLE No.	XXXXXXXXXX
SERIAL No. / SÉRIE No.	XXXXXXXXXX
VOLTAGE / TENSION	120V - 60Hz
POWER / PUISSANCE	1350W
CURRENT / COURANT	11.5A

### 8.3 Wire diagram



### 8.4 Dimension drawing



# NETZERO FIRE

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