



AMBIANCE®

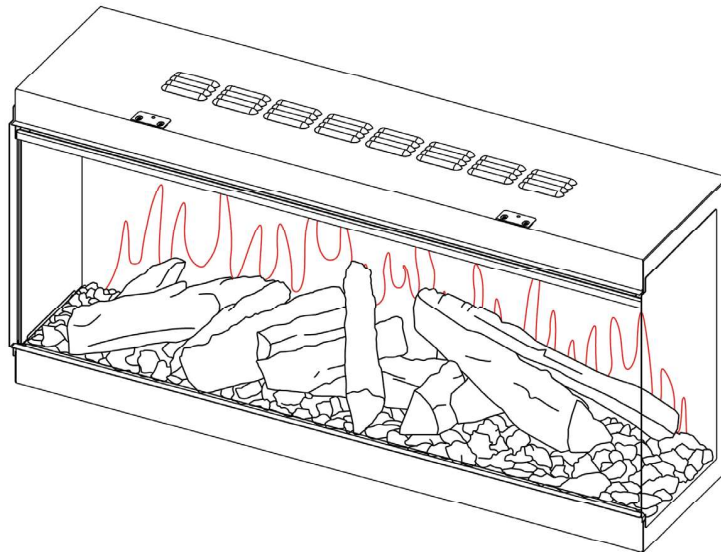
FIREPLACES | BBQ | OUTDOORS | SPAS



www.ambiancefireplaces.com

ELECTRIC FIREPLACE OWNER'S MANUAL

MODEL: AMB-BF-48, Bonfire 48

AMB-BF-63, Bonfire 63



 WARNING	Read and understand this entire owner's manual, including all safety information, before plugging in or using this product. Failure to do so could result in fire, electric shock, or serious personal injury.
 CAUTION	Keep this owner's manual for future reference. If you sell or give this product away, make sure this manual accompanies this product.

As this item contains many parts, please read the installation instruction carefully before installation.
Please use tools properly and carefully.

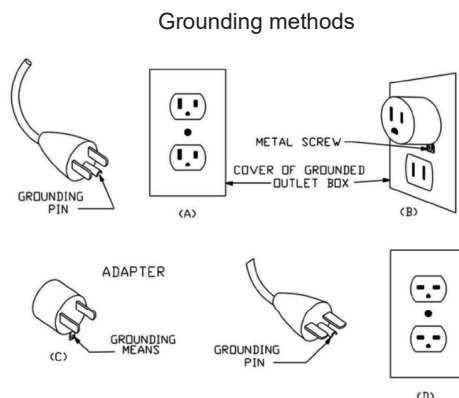
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1. IMPORTANT SAFETY INFORMATION

When using electrical appliances, always follow basic precautions to reduce the risk of fire, electric shock, and personal injury, including the following:

1. **Read all instructions before installing or using this heater.**
2. This heater becomes hot during operation. To avoid burns, **do not** allow bare skin to come into contact with hot surfaces. Keep combustible materials—such as furniture, pillows, bedding, papers, clothing, and curtains—at least 0.9 m (3 ft) away from the front of the heater, and maintain clearance from the sides and rear as well.
3. Use extreme caution when operating any heater around children or individuals with reduced capabilities, and **never** leave the heater running unattended.
4. **Do not** use the heater if it malfunctions. Disconnect power at the service panel and have the heater inspected by a qualified electrician before using it again.
5. This electric fireplace is not approved for outdoor use. **Do not** operate it in any outdoor setting.
6. To disconnect the heater, turn the controls to the OFF position and switch off power to the heater circuit at the main disconnect panel (or use the internal disconnect switch if available).
7. **Do not** insert or allow foreign objects to enter any ventilation or exhaust openings, as this may cause electric shock, fire, or damage to the heater.
8. To prevent a potential fire, **never** block the air intakes or exhaust openings.
9. This heater contains hot and arcing or sparking components. **Do not** use it in areas where gasoline, paint, or flammable vapors or liquids are present or stored.
10. Use this heater only as instructed in this manual. Any other use not recommended by the manufacturer may result in fire, electric shock, or personal injury.
11. This heater is designed for use with 120 V/240 V. The cord is equipped with a plug as shown at A in the figure below. An adapter, shown at C, can be used to connect three-blade grounding plugs to two-slot receptacles. The green grounding lug on the adapter must be connected to a permanent ground, such as a properly grounded outlet box. Do not use the adapter if a three-slot grounded receptacle is available.



NOTE: Adaptors are NOT for use in Canada.

12. SAVE THESE INSTRUCTIONS.

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.

FCC warning:

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.

IC warning

This device complies with Industry Canada licence-exempt RSS standard(s).

Operation is subject to the following two conditions:

1. This device may not cause interference, and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

This equipment complies with IC RSS-102 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.

2. TECHNICAL SPECIFICATIONS

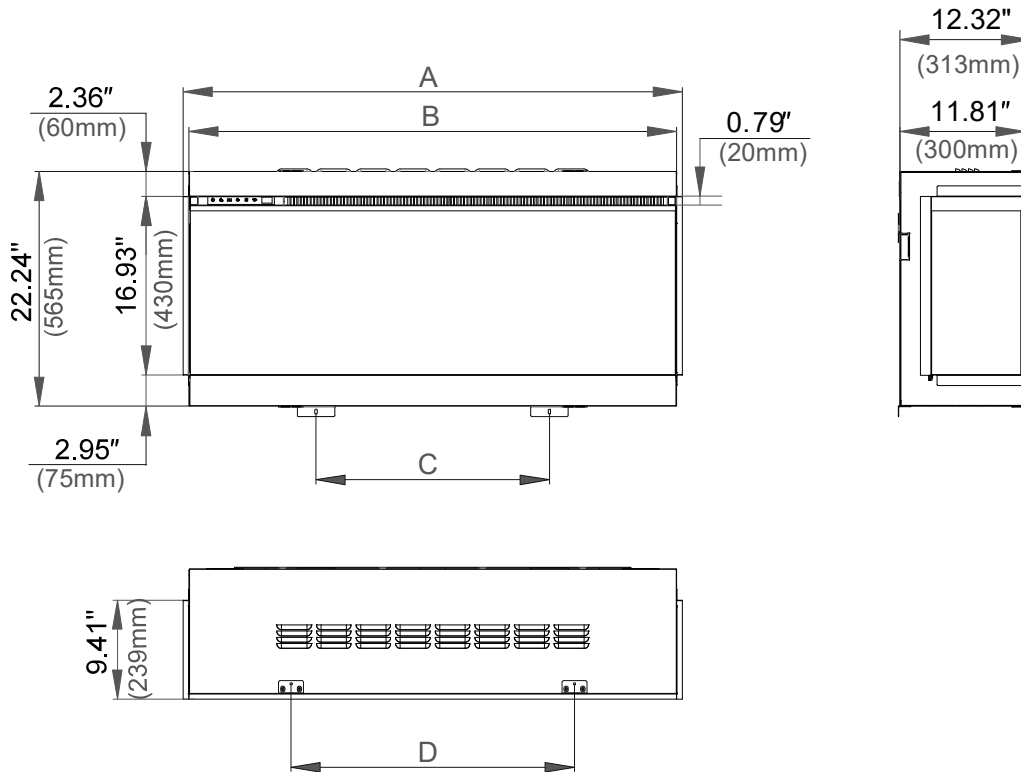
Model No.:Bonfire 48, Bonfire 63

Supply Voltage	AC 120 V, 60 Hz	AC 240 V, 60 Hz
Maximum Power Consumption	1400 W	2800 W

Power for flame, ember bed and down light effect:

Bonfire 48	Bonfire 63
38 W	50 W

Appliance Dimensions

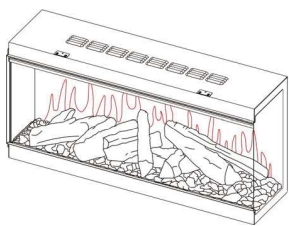
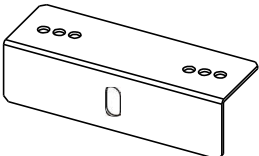
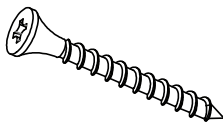
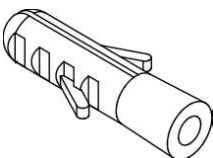
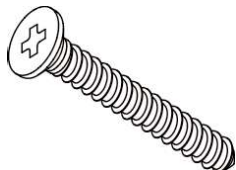
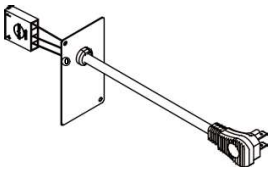
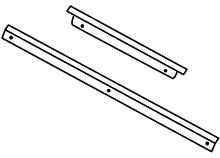
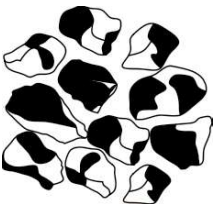
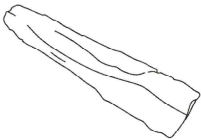




Model	A	B	C	D
Bonfire 48	1198mm	1170mm	560mm	680mm
	47.17"	46.06"	22.05"	26.77"
Bonfire 63	1598mm	1570mm	960mm	1080mm
	62.91"	61.81"	37.80"	42.52"

3. BEFORE INSTALLATION

Check Spare Parts

- Unpack the fireplace carefully, make sure that the appliance is intact with no signs of damage caused during transportation and no part has been exposed to water. If in any doubt, do not use the appliance and contact an authorized service center.
- Keep plastic wrapping away from children.
- Save the original packaging as this may be required in the event of service complaint with product.
- Check that all parts are removed from the packaging.
- Lit logs sourced from outside the original brand may not be suitable for use and will void the warranty.

<p>A</p>  <p>Fireplace (1 PC)</p>	<p>B</p>  <p>Fixing Bracket (2 PCS)</p>	<p>C</p>  <p>ST4*40 Screw (4 PCS)</p>	<p>D</p>  <p>Wall Plug (Bonfire 48:14 PCS) (Bonfire 63:18 PCS)</p>
<p>E</p>  <p>ST5*40 Screw (Bonfire 48:14 PCS) (Bonfire 63:18 PCS)</p>	<p>F</p>  <p>Power Cord (1 PC)</p>	<p>G</p>  <p>Edging Strip (1 SET)</p>	<p>H</p>  <p>Black Glass Chips (1 SET)</p>
<p>I</p>  <p>Logs (2 SETS)</p>	<p>J</p>  <p>Remote Control (1 PC)</p>	<p>K</p>  <p>Manual (1 PC)</p>	

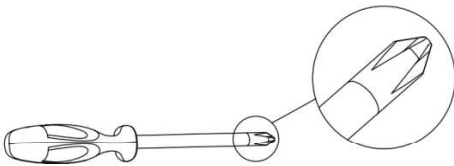
Function Testing

Please refer to operating instructions to test the functions first before installation. Should any defects found, please contact Ambiance® Fireplaces for technical support.

4. INSTALLATION INSTRUCTIONS

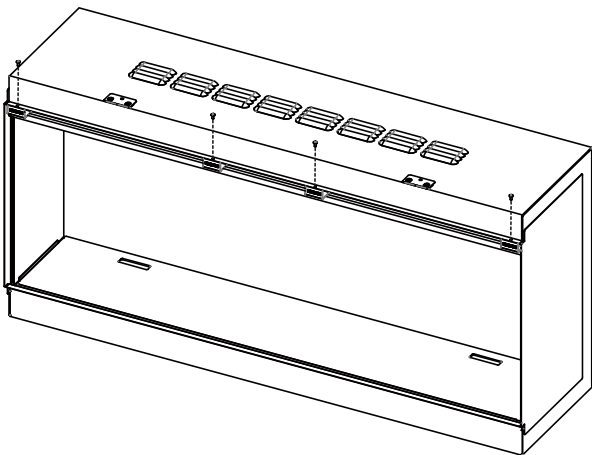
Tools Required

A screw driver will be needed.



Remove the Protective Blocks

Remove the ST4*10 screws as shown in the below picture and take off the protective blocks before installation.

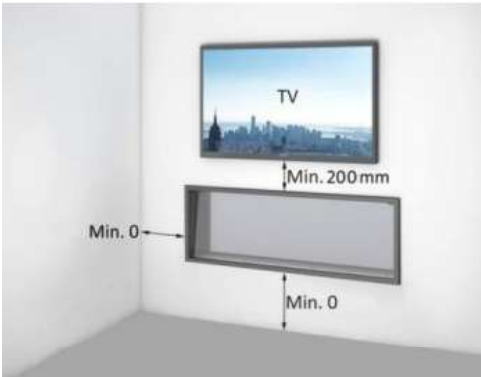


Locating the Appliance

Your new electric fireplace may be installed virtually anywhere in your home. However, when choosing a location ensure that the general instructions are followed. For best result, install out of direct sunlight.

Minimum Clearance to Combustible

- Sides.....0
- Floor.....0
- Back.....0
- Top (Mantel or TV).....7.88" (200mm) minimum
- Front35.44" (900mm) minimum

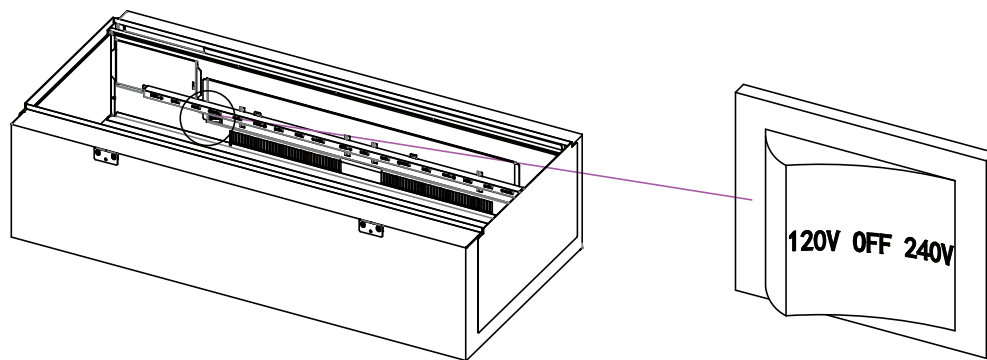


Prepare the Electrical Supply

- Plan the location of the appliance so that it will have adequate electric power. This appliance can operate on 120V 60Hz or 240V 60Hz circuit. To change voltage from 120V to 240V, press the voltage selecting switch.
- **WARNING!** All electrical installation must be performed by a qualified electrician and must be electrically wired and grounded in accordance with local codes, if hard-wired. Please contact Ambiance® Fireplaces if you need the compatible power cord for installation.

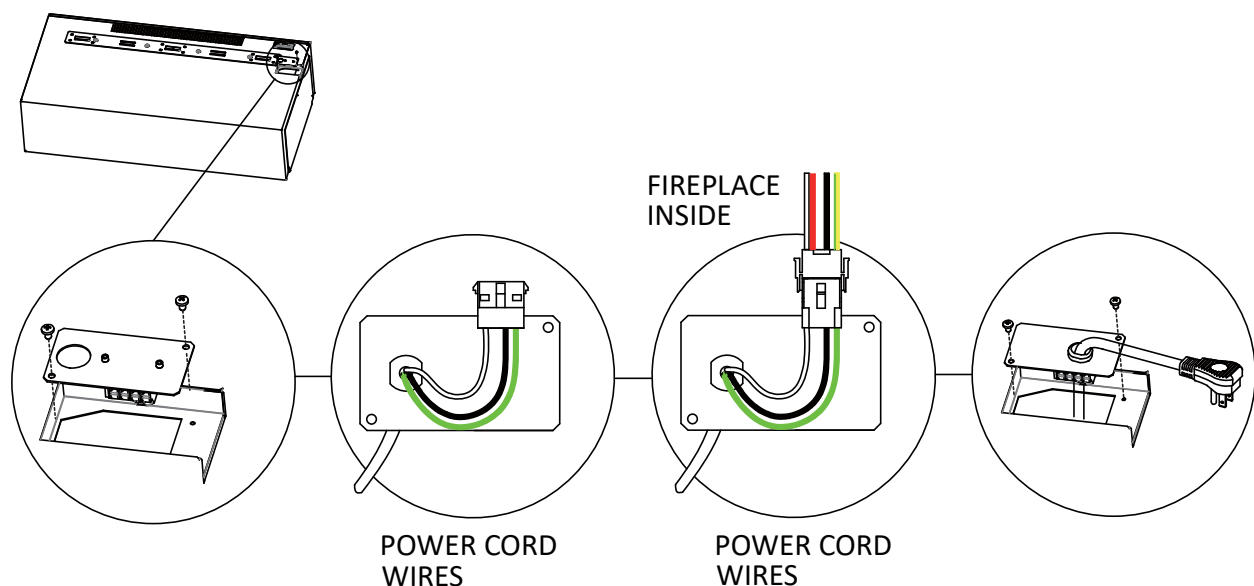
Voltage Selecting Switch

Press “**120V**” or “**240V**” to select voltage, which is located inside the appliance as shown in the below picture.

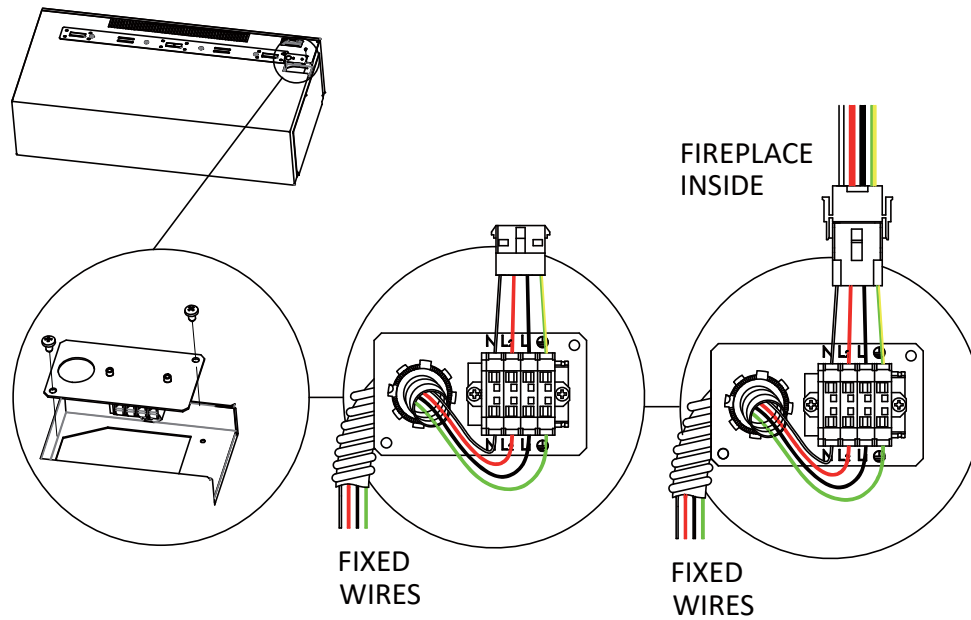


Power Cord Installation

1. A **120V** power cord is included with the appliance. After selecting **120V** voltage, take off the wire entry panel and install the **120V** power cord packed with the appliance as shown in the below picture.



2. If selecting **240V** voltage, take off the wire entry panel and hard wire the appliance as shown in the below picture.



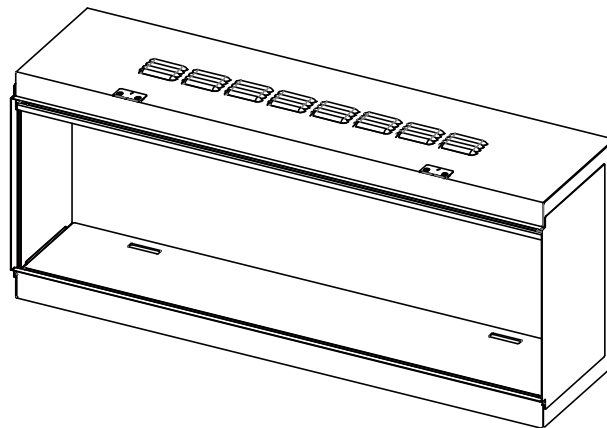
Installing the Appliance

This appliance must be installed by an authorized person. The installation must conform to local regulations and must also comply with the instruction supplied by Ambiance® Fireplace. Service and removal must be carried out by an authorized person.

The appliance can be installed as three-sided fireplace, built in fireplace or wall mounted fireplace.

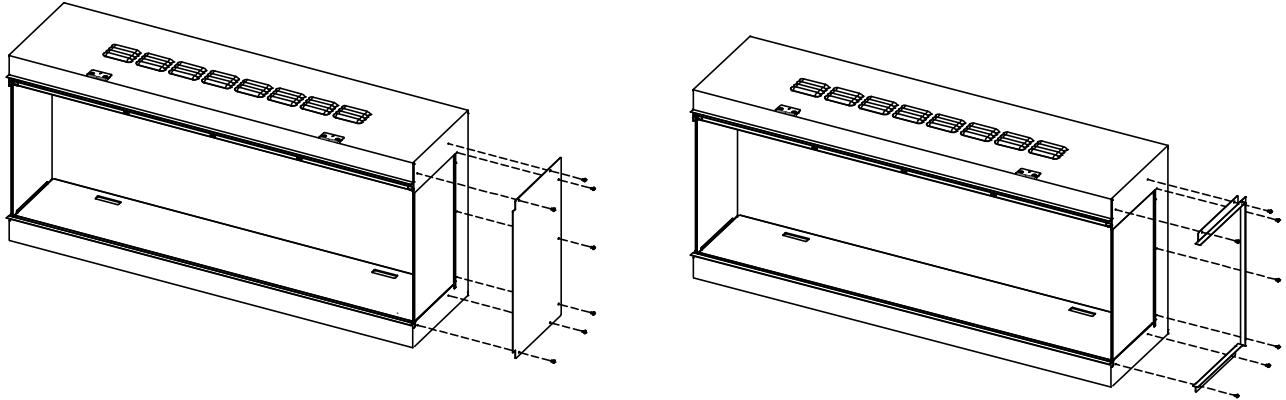
1. One-sided (Front) Aspect

Your appliance will arrive in a single-sided (front only) aspect with metal side panels already fitted.



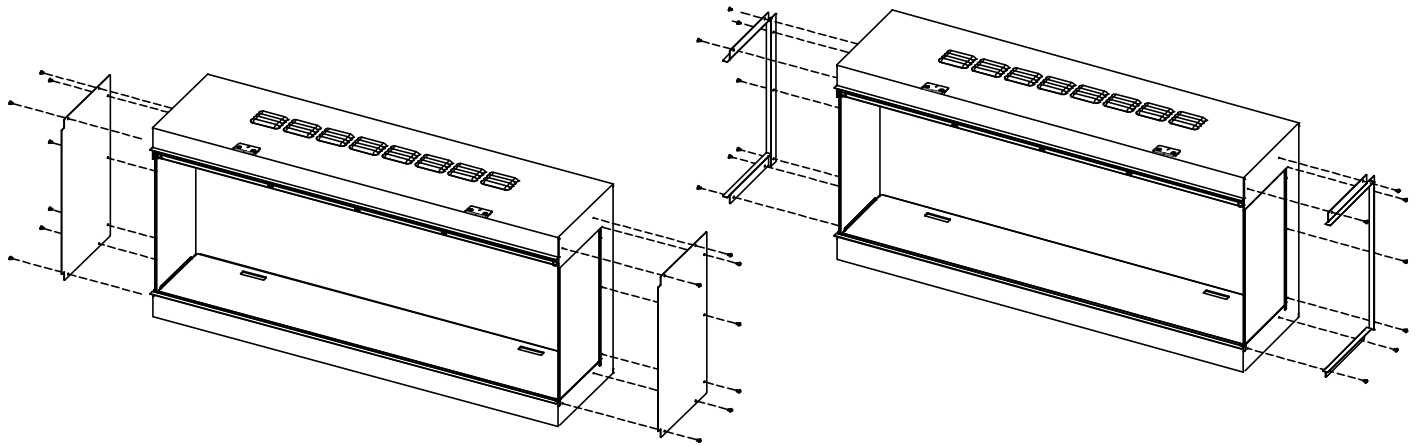
2. Two-sided (Corner) Aspect

For a two-sided (corner) aspect, choose which side you want to feature a glass panel and remove the 7 screws that secure the metal side panel to the appliance. Carefully remove the panel and keep the screws in a safe place. Using the removed screws, install 2 top/bottom edging strips and 1 back edging strip on the appliance.



3. Three-sided Aspect

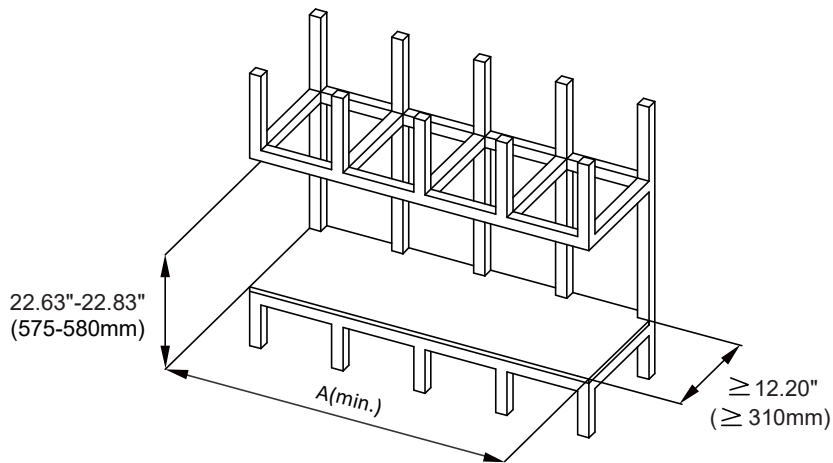
For a three-sided aspect, repeat the corner aspect procedure on the opposite side of the appliance.



4. Built in

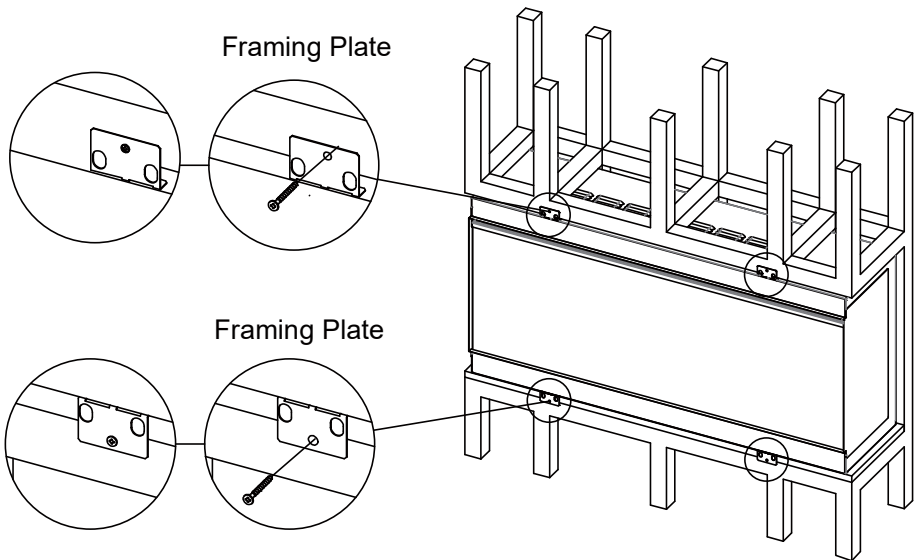
Use wood stud (at least 1.97", 50mm) and support panel (0.79", 20mm) to make the supportive framework.

Below is the opening size of the framework for reference, we suggest the opening height as 22.63" (575mm).



Model	A
Bonfire 48	1170mm
	46.06"
Bonfire 63	1570mm
	61.81"

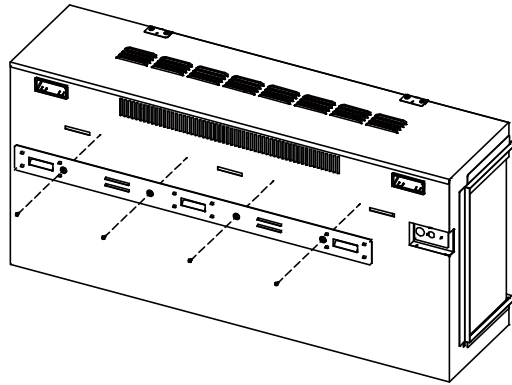
Bend out the brackets on the upper and lower side of the appliance, insert the fireplace into the framework, and then fix by 4 pcs ST4*40 screws.



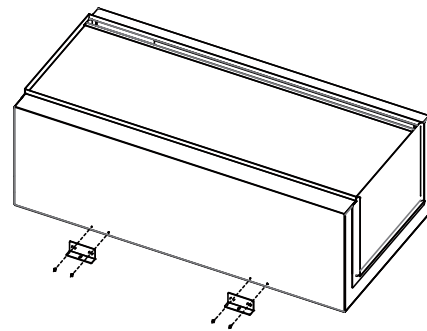
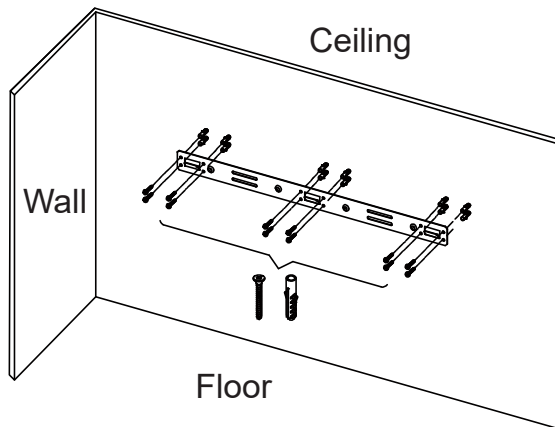
Note: Ensure a firm flat surface for positioning of the appliance and secure fixing to avoid vibration and movement of the appliance after cladding. Hard surfaces can amplify sound, consider adding some underlay or similar to the inside surface of the cladding.

5. Wall mounted

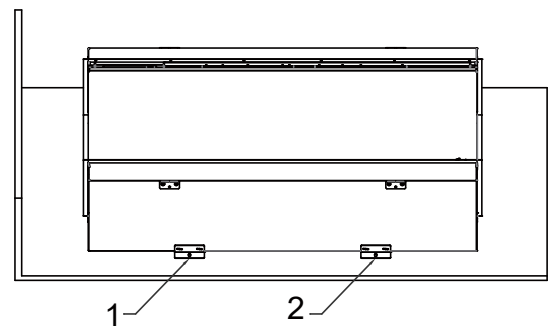
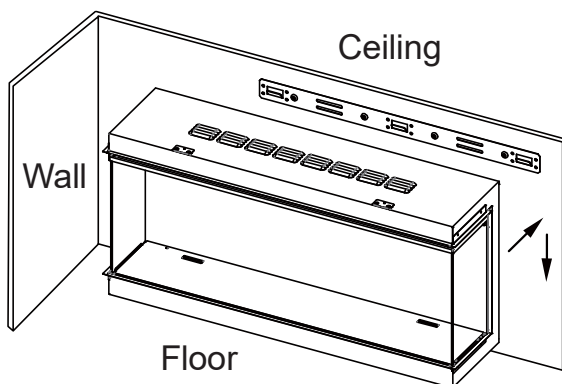
Remove four fixing screws on the wall bracket, and keep the screws for further use.



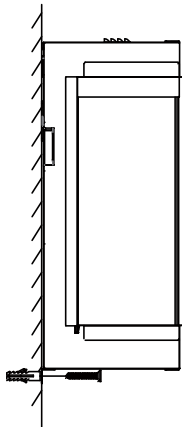
Place the wall bracket horizontally against the wall. Using the wall as a template, mark the hole position. Drill holes (diameter: 0.31", 8mm, depth $\geq 1.57"$, 40mm) on the marks, insert wall plugs (for concrete wall only) and fix the wall bracket with ST5*40 screws (12 sets of wall plugs & ST5*40 screws for Bonfire 48 and 16 sets of wall plugs & ST5*40 screws for Bonfire 63). Install two fixing brackets with the four screws taking off from the wall bracket.



Mount the appliance carefully on the hooks of the wall bracket. Drill holes (diameter: 0.31", 8mm, depth $\geq 1.57"$, 40mm) for the two fixing brackets.

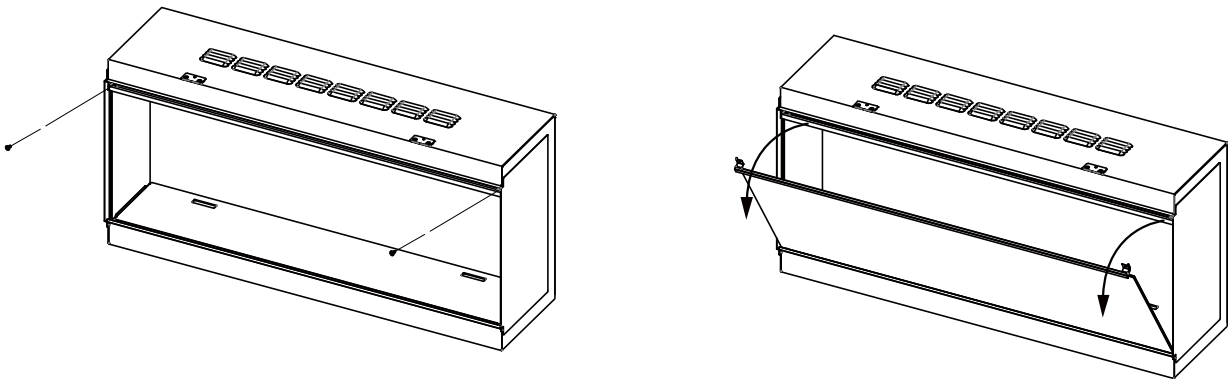


Install two wall plugs and fixing with ST5*40 screws, DIY a surround to cover the upper and lower side of the frame.



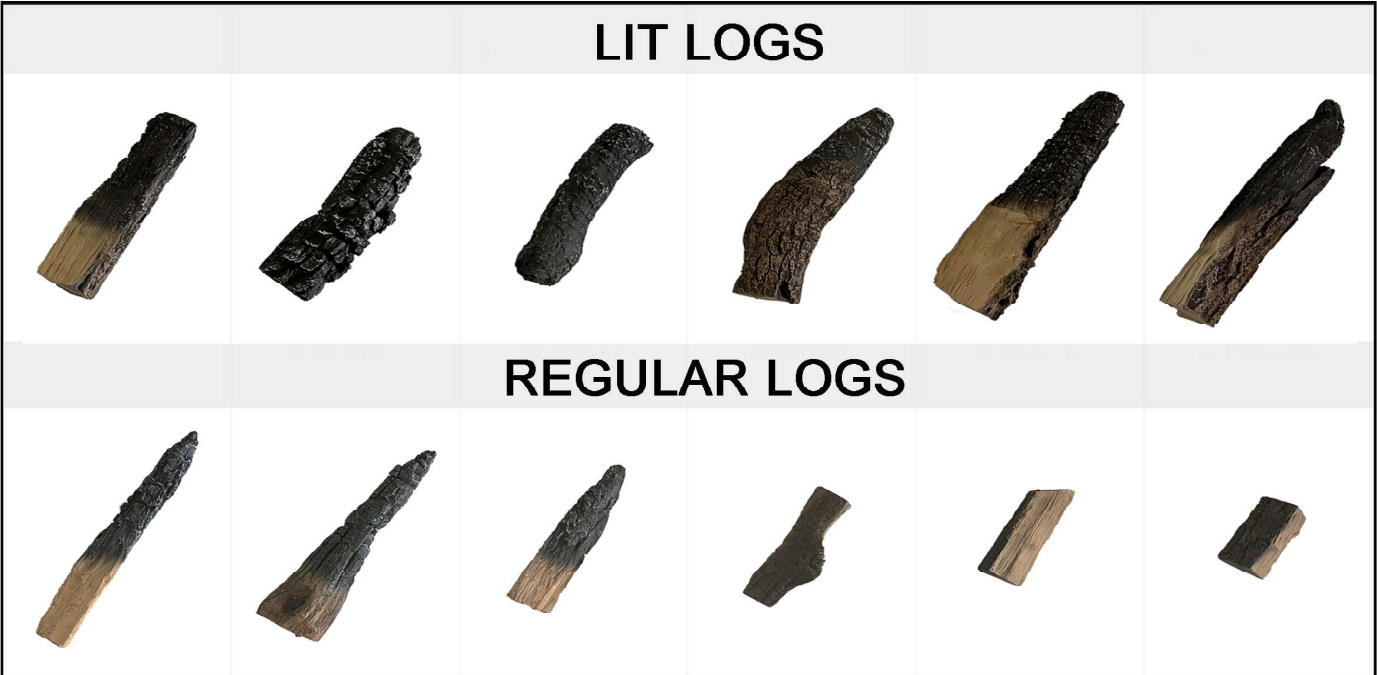
Remove Front Glass Panel

Remove two screws and the glass retaining strip as shown in the below picture, take off the front glass panel carefully, and then arrange the ember bed decoration.



Log and Ember Arrangement

This fireplace comes with one set of lit logs(6 PCS), one set of regular logs(6 PCS) and black decorative media.



Step 1: Remove the two labels from the ember bed and place the lit logs, arranging them as desired. Make sure to hide the lit log wires behind the logs for the best effect.

Step 2: Place the rest of the logs casually into the tray to fill the gaps among the lit logs already placed.

Step 3: Evenly scatter the black decorative media around the logs, making sure all visible areas of the ember bed—including underneath and behind the logs—are fully covered.

Warning: Lit logs not supplied by the original brand may be unsuitable for use and will void the warranty.

5. OPERATING INSTRUCTIONS



Read and understand this entire owner's manual, including all safety information, before plugging in or using this product. Failure to do so could result in electric shock, fire, serious injury, or death.

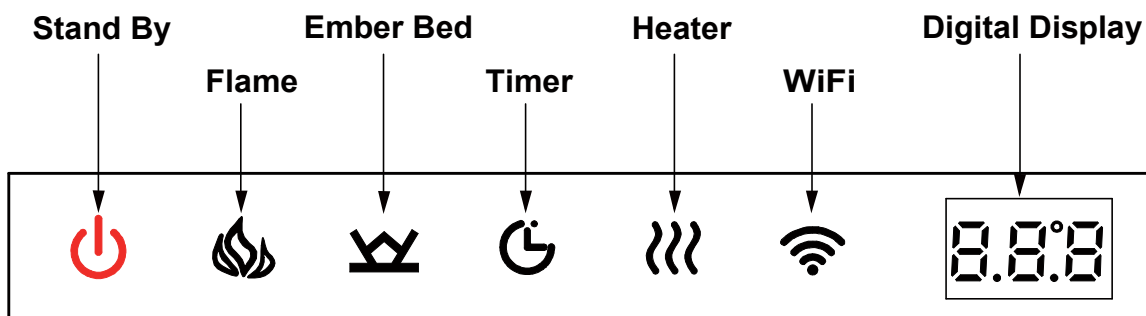


WARNING! Do not operate the unit if it is damaged or has malfunctioned. If you suspect the unit is damaged, call a qualified service technician to inspect and replace any part of the electrical system if necessary.

DO NOT disconnect the power at the main supply whilst the appliance is running. Use the remote or control panel to turn off the fireplace before disconnecting.

This appliance can be operated conveniently via control panel, Tuya Smart / Smart Life App, or remote control. Compatible wall controller is under development, please stay tuned for it.

5a.CONTROL PANEL OPERATION



Note: The manual buttons controls basic function, not a full range of controls. Use the remote control or app to carry out all functions.

Stand By: Press to turn on or off the fireplace. Long press for 5 seconds to restore the initial state.

Flame: Press to cycle through 6 flame effects and off setting (L.01-L.06 and OFF).

Long press for 3 seconds after power is on to enter or cancel the mute mode of the button sound. A short beep sound will be heard every time you press a button if the mute mode is canceled.

Ember Bed: Press to cycle through 17 ember bed effects and off setting (E.01-E.17 and OFF).

Timer: When the timer function is off, press to set the timer from 0.5H, 1H, 1.5H, 2H, 2.5H, 3H, 3.5H, 4H, 4.5H, 5H, 5.5H, 6H, 6.5H, 7H, 7.5H, 8H, OFF. When the timer function is on, press once to check the remaining time, press again to set the next level of timer. The fireplace will be in standby state after the timing ends.

Heater: Press to cycle through heat H1/H2/Auto/H.oF. The heater will work in H1/H2 mode, and in Auto mode the heater only works when setting temperature is higher than room temperature, the digital display will show the setting temperature.

Long press for 5 second to switch between °C and °F .

Note: In order to prevent the product becoming too hot, there is 5 seconds delay when turning on the heater and 30 seconds delay when turning off the fan.

WiFi: Press to enter or cancel WiFi mode. When the WiFi indicator turns orange, the WiFi mode is on, if the WiFi indicator is off, the WiFi mode is off, and if the WiFi indicator blinks, the WiFi function is connecting and all functions will be invalid.

5b. TUYA SMART / SMART LIFE APP OPERATION

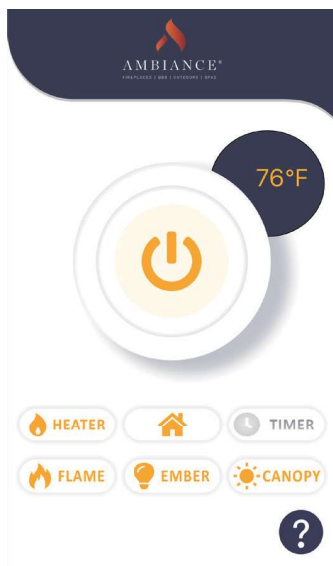
Note: When connecting WiFi, you need to turn on the WiFi and location of the mobile phone, try to keep your phone close to the fireplace.

A. **Install Tuya Smart / Smart Life:** Search for “Tuya Smart” or “Smart Life” in the APP store on your phone; or scan the QR code below with your mobile phone, download and install it.

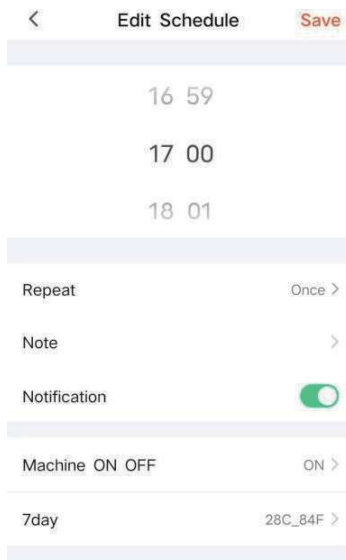
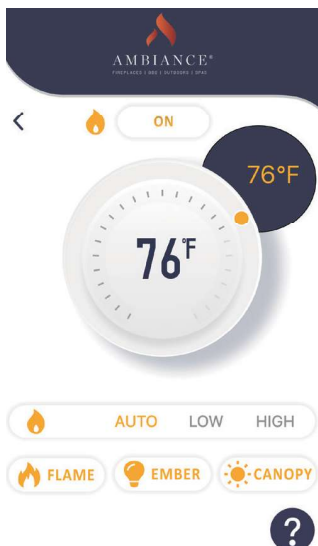


- B. **Create a Home:** Follow the prompts to create an account. In this step, you can set home name, location and which room have smart devices. Press “Save” in the upper right corner, then your home management is completed.
- C. **Add device:** First confirm which room you want to add the device to, then add device in the following order:
 Long press WiFi button on the control panel for 3 seconds after power is on until 3 long beeps are heard, at this time you can use Tuya Smart / Smart Life App (Add Manually - Small Home Appliances - Electric Fireplace (BLE + Wi-Fi) - Bluetooth) to connect to the fireplace within 2 minutes. Or
 Long press WiFi button on the control panel for 3 seconds after power is on until 3 long beeps are heard, keep pressing for 5 seconds until another 5 long beeps are heard, the WiFi indicator and ember bed(red) will blink slowly, at this time you can use Tuya Smart / Smart Life App (Add Manually - Small Home Appliances - Electric Fireplace (BLE + Wi-Fi) - Wi-Fi Mode) to connect to the fireplace within 2 minutes.
 If successfully connected, the ember bed will turn to orange, otherwise, the ember bed will turn to yellow. Just repeat the above process for connection.

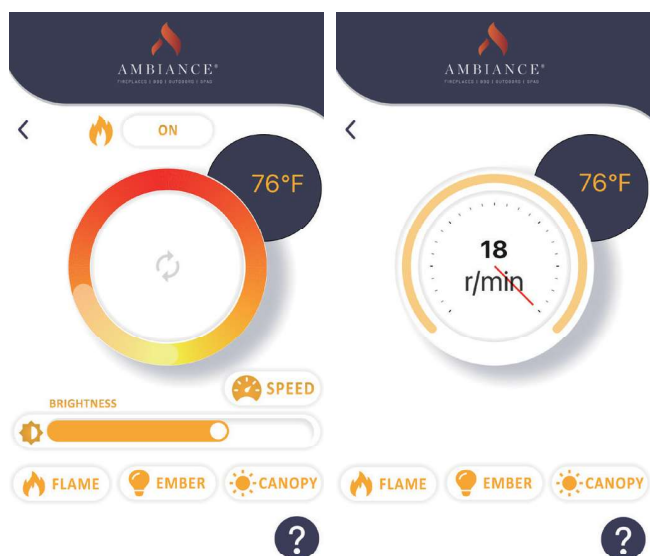
D. **Operation:**



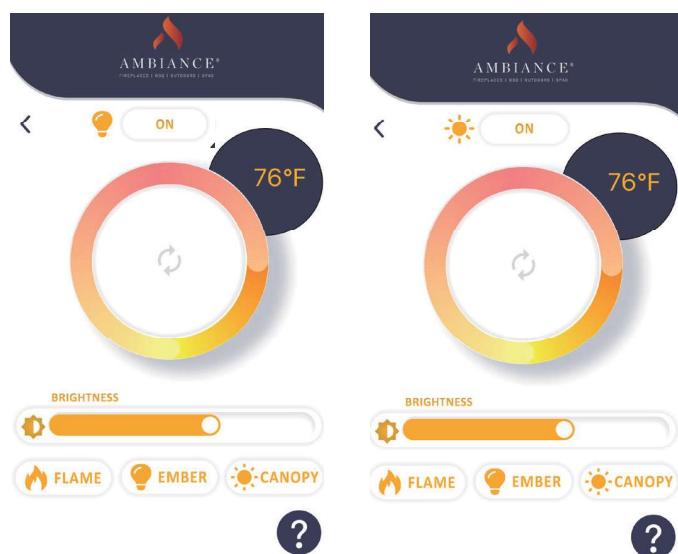
Main Interface (Landing Page): From the main interface, users can operate the app by using the power button to turn the fireplace on or off and access sub-menus and settings. The current fireplace temperature is displayed on the right-hand side. Available options include heater settings, home settings, timer settings, flame settings, ember settings, canopy settings, and a help guide.



Heater Settings interface: On the heater interface settings page, there are three operating options. Users can turn the heater on or off, select AUTO mode, or choose a preselected heating level: LOW or HIGH. Weekly Timer Interface: Users can scroll or press to set the weekly timer.



Flame Settings Interface: Users have several options to customize the flame within the app. Available settings include ON/OFF, brightness adjustment, color selection via the color wheel, saving a default flame setting, and a flame speed slider to adjust flame color or brightness. Press SPEED to access the flame speed interface, then slide to adjust the flame speed.



Ember Interface Settings: Users can slide to adjust the ember bed color and brightness using the color wheel. Press the loop icon in the center to enable the ember bed color loop setting, which saves the current configuration.












Canopy Interface Settings: Users can slide to adjust the mood light color and brightness using the color wheel. Press the loop icon to activate the mood light color loop setting.

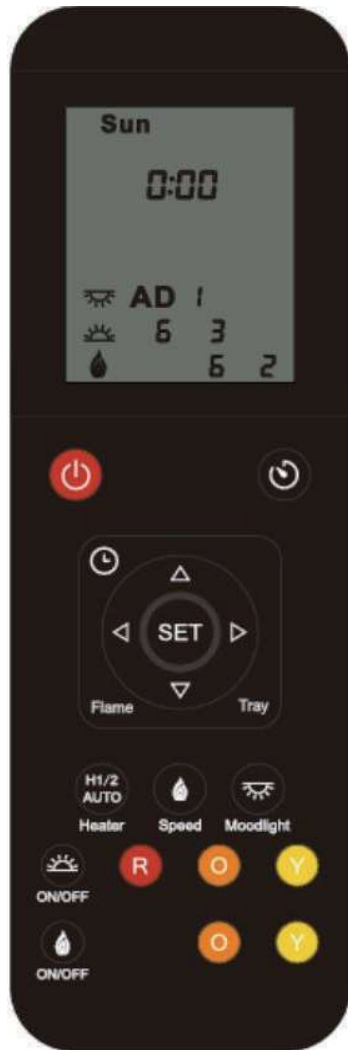
5c. REMOTE CONTROL OPERATION

For the remote to function make sure the fireplace is plugged in and the remote has batteries.

Important: When operating the remote make sure you point the remote to the center of the fireplace. Each time you press the button, there will be a beep tone emitted.



Setting the Current Time of the Remote Control

Press  key to activate the remote control and press  key to enter the setting current time state. When one of the “Sun” “Mon” “Tue” “Wed” “Thu” “Fri” “Sat” date is flashing, you can press  or  keys to select the current day of the week, press  key to confirm and enter hour setting. When the hour indicator flashes, press  or  keys to set the current time and press  key to confirm and enter minute setting. When the minute indicator flashes, press  or  keys to set the current time and press  key to confirm.



This Power Button turns the fireplace on and off. It has a memory function, press the power button once to turn power on. Press it again will turn the power off.







This Timer Button  has adjustable setting at range from 30 minutes to 8 hours. As shown the following: 0:30 - 1:00 - 1:30 - 2:00 - 2:30 - 3:00 - 3:30 - 4:00 - 4:30 - 5:00 - 5:30 - 6:00 - 6:30 - 7:00 - 7:30 - 8:00. Once you have set the timer, the  icon will be displayed on the LCD screen of the remote control. Press this button again, cancel the timing setting, and the icon disappears. When the timer is up, it will close all the functions and enter standby mode. In this mode, you should press the power icon to restart the appliance.



Each time the Heater Button is pressed, the power of the heater will change. As shown the following: H1 - H2 - AUTO(22°C) - OFF(no display).

H1 means the fireplace on Low Heat.

H2 means the fireplace on High Heat.

AUTO means the fireplace can automatically adjust to the temperature you set. When in AUTO, you can set the desired temperature with  or  You can switch temperature unit between Celsius and Fahrenheit with  or  keys.











Each time Speed Button is pressed, the speed of the flame will change. Three options are available: Medium - High - Low.



Each time the Mood light Button is pressed, the color of the mood light will change. The mood light color will cycle through AD1-AD10, dynamic condition AD11 and off setting.







The Ember Bed Button turns the ember bed light on and off. When in on position, the LCD screen of the remote control default shows 6 for  and 3 for . You can press  or  or  buttons to change the corresponding color. When set ember bed as 1 1 1, it will enter the color loop setting.



-  Each time the Red Button is pressed, the brightness of the red color decreases. There are 8 brightness levels (8-1), and OFF (no display) settings that can be cycled through. When no number is displayed on the remote control LCD screen then the ember bed color is off.
-  Each time the Orange Button is pressed, the brightness of the orange color decreases. There are 8 brightness levels (8-1), and OFF (no display) settings that can be cycled through. When no number is displayed on the remote control LCD screen then the ember bed color is off.
-  Each time the Yellow Button is pressed, the brightness of the yellow color decreases. There are 8 brightness levels (8-1), and OFF (no display) settings that can be cycled through. When no number is displayed on the remote control LCD screen then the ember bed color is off.

Tray

Press to cycle through 17 preset ember bed effects.



The Flame Button turns the Flame on and off. When in on position, the LCD screen of the remote control default shows 6 for  and 2 for . You can press  or  buttons change the corresponding color.

-  Each time the Orange Button is pressed, the brightness of the orange color decreases. There are 6 brightness levels (6-1), and OFF (no display) settings that can be cycled through. When no number is displayed on the remote control LCD screen then the flame color is off.
-  Each time the Yellow Button is pressed, the brightness of the yellow color decreases. There are 6 brightness levels (6-1), and OFF (no display) settings that can be cycled through. When no number is displayed on the remote control LCD screen then the flame color is off.












Flame

Press to cycle through 6 preset flame effects.



7 days timer function

Note: Ensure that the current time setting is accurate, otherwise the effective time of the 7 days timer function will be different from what you set.

Press  key once, 7 days from Sunday to Saturday will display on the LCD screen of the remote control, press  key within 5 seconds to enter 7 days timer function. When “Sun” is flashing use  or  keys to select the day that you want to set, pressing  key to confirm. Then “ON” will be displayed on the LCD screen of the remote control, at the same time, the hour on the digital clock flashes, press  or  keys to set the hour and then the minute you want the fireplace to run on. After setting the start up time, “OFF” will be displayed on the LCD screen. Use  or  keys to set the shutdown time the same as setting the start up time. After setting the shutdown time, “AUTO” will be displayed on the LCD screen of the remote control. The digital temperature flashes, at this time you can set the desired temperature with  or  keys. The fireplace will beep to acknowledge the settings. Now, the 7 days timer function has been set, the fireplace will save the setting and run automatically.

When the 7 days timer function is set, the icon  will be displayed on the LCD screen of the remote control. Press  key again to cancel the 7 days timer function, the  will disappear.

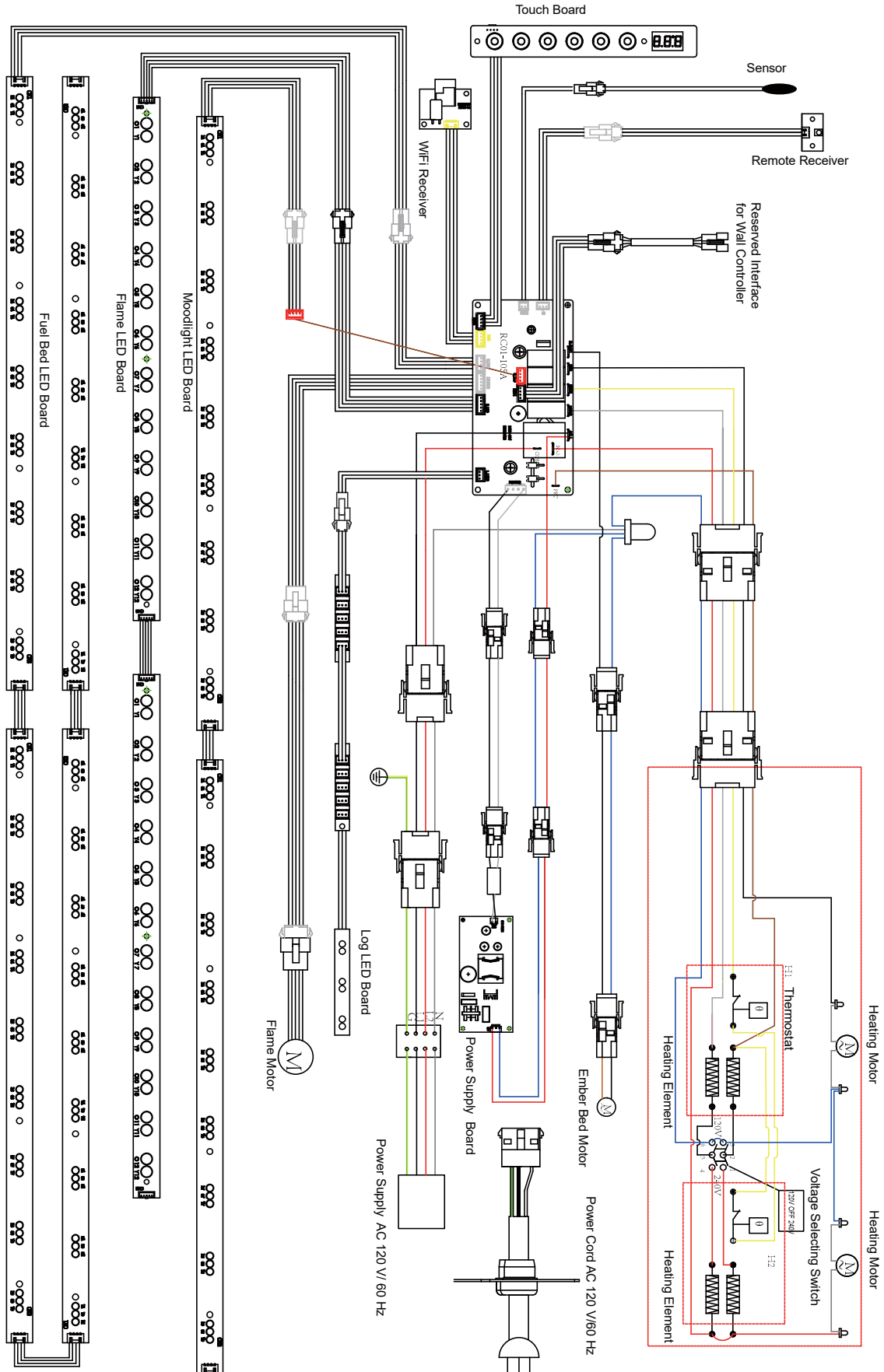
Note: If the 7 days timing and general timing exist at the same time, the shutdown time shall be the earlier time. For example, it is now 6 am on Tuesday, turning on the heaters general timer for 4 hours, will have the shutdown time of 10 am. The previous 7 days shutdown time is 8 am on Tuesday, so today’s heater shutdown time is 8 am instead of 10 am.

Resetting the Thermal Cut Out

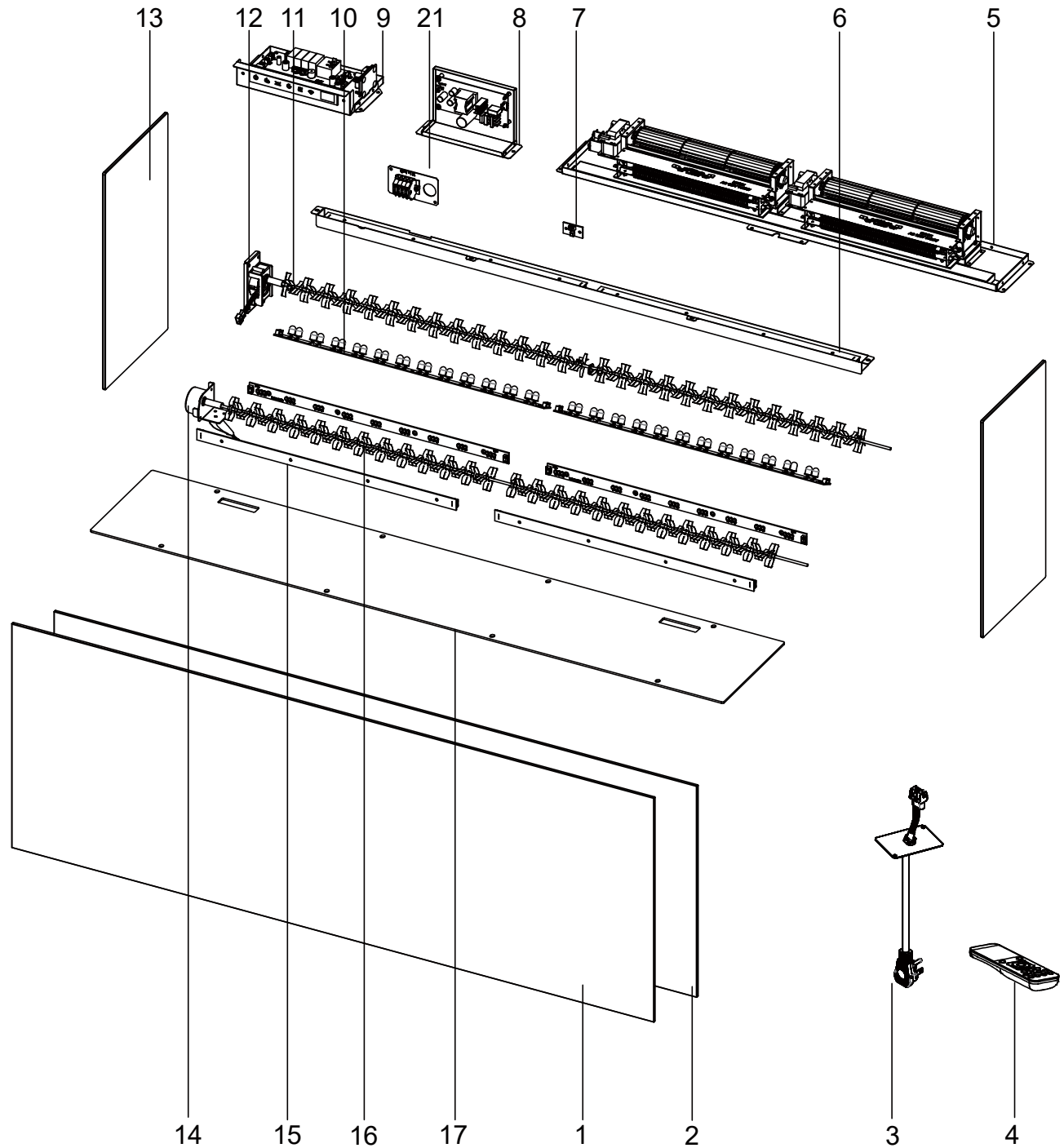
The appliance is fitted with an Electronic Safety Control (E.S.) This is a safety device which switches off the fireplace if, for any reason, the appliance overheats, e.g. when covered. If the heater stops operating while the flame effect continues working normally, this indicates that the E.S. Control is in operation. The E.S. control can only be re-set after the appliance has cooled down, and the appliance has been reset. Resetting of the E.S. Control procedures are as follows:

1. Turn off the fireplace.
2. Unplug the fireplace or turn off the circuit breaker and keep the power off for approximately 10 minutes.
3. Make sure there are no obstructions to the heater vents or fan blades.
4. Bring the power back on to the fireplace and the E.S Control will be reset.
5. Ensure that the appliance is functioning correctly. If the E.S Control operates again, contact Ambiance® Fireplaces for technical support.

6. SCHEMATIC DIAGRAM



7. SPARE PART LIST



For compatible spare parts replacement, please refer to below list or scan the QR code for more details.

Bonfire QR code



#	Description	Item number	Quantity (pcs)	
			AMB-BF-48 Bonfire 48	AMB-BF-63 Bonfire 63
1-1	Glass kits for AMB-BF-48	AMB-BF-P01	1	
1-2	Glass kits for AMB-BF-63	AMB-BF-P02		1
2-1	Reflective black glass for AMB-BF-48	AMB-BF-P03	1	
2-2	Reflective black glass for AMB-BF-63	AMB-BF-P04		1
3	Power cord for AMB-BF	AMB-BF-P05	1	1
4	Ambiance remote for BF	AMB-BF-P29	1	1
5	Heater/blower assembly for AMB-BF	AMB-BF-P06	1	1
6-1	Down light assembly for AMB-BF-48	AMB-BF-P07	1	
6-2	Down light assembly for AMB-BF-63	AMB-BF-P08		1
7	Remote receiver for AMB-BF	AMB-BF-P09	1	1
8	Switching power supply for AMB-BF	AMB-BF-P10	1	1
9	Control box for AMB-BF	AMB-BF-P12	1	1
10-1	Flame LED board for AMB-BF-48	AMB-BF-P13	1	
10-2	Flame LED board for AMB-BF-63	AMB-BF-P14		1
11-1	AMB-BF-48 flicker assembly for flame	AMB-BF-P15	1	
11-2	AMB-BF-63 flicker assembly for flame	AMB-BF-P16		1
12	Flame motor for AMB-BF	AMB-BF-P17	1	1
13	Side glass for AMB-BF	AMB-BF-P18	2	2
14	Ember bed motor for AMB-BF	AMB-BF-P19	1	1
15-1	Ember bed LED board for AMB-BF-48	AMB-BF-P20	1	
15-2	Ember bed LED board for AMB-BF-63	AMB-BF-P21		1
16-1	AMB-BF-48 flicker assembly for ember bed	AMB-BF-P22	1	
16-2	AMB-BF-63 flicker assembly for ember bed	AMB-BF-P23		1
17-1	Ember bed for AMB-BF-48	AMB-BF-P24	1	
17-2	Ember bed for AMB-BF-63	AMB-BF-P25		1
18-1	Black glass chips for AMB-BF-48	AMB-BF-P26	1	
18-2	Black glass chips for AMB-BF-63	AMB-BF-P27		1
19-1	Lit logs for AMB-BF	AMB-BF-LOG-LIT	1	1
19-2	Regular logs for AMB-BF	AMB-BF-LOG-REG	1	1
20	Screws and brackets for AMB-BF	AMB-BF-P28	1	1
21	Wire entry panel for AMB-BF	AMB-BF-P11	1	1

Ambiance® BonFire Electric Fireplace Limited Warranty

1. Warranty Coverage

Ambiance® Fireplaces warrants that its electric fireplaces and all factory-installed components are free from defects in materials and workmanship for the applicable period listed below. If a product or component is determined by Ambiance® Fireplaces to be defective during the warranty period, Ambiance® may, at its discretion:

- repair the component.
- replace the component. or
- refund the original purchase price of the product.

The maximum liability under this warranty is limited to the **purchase price of the product**. This warranty applies **only to the original purchaser** and is **non-transferable**, except as otherwise stated below.

2. Warranty Period

Coverage Type	Duration	Conditions
Standard Warranty	2 Years Parts + 1 Year Labor	From date of original purchase. Labor credit up to \$100 for one authorized service visit.
Extended Coverage	Up to 5 Years (Parts & Labor)	Available upon online registration and purchase of the Ambiance® Protection Plan at www.Ambiance@fireplaces.com .
Commercial Installations	1 Year Parts / 90 Days Labor	Applies to all non-residential installations.

3. Warranty Conditions

- The product must be **purchased from an authorized Ambiance® Fireplaces dealer or distributor**.
A current list is available on our website.
- Proof of purchase (invoice or receipt) must be provided for any claim.
- The unit must be **installed, serviced, and maintained** according to the Ambiance® Fireplaces Installation & Operation Manual and **all local building, fire, and safety codes**.

- The warranty is valid only while the product remains with the **original purchaser**. If ownership of the home or installation location changes, the warranty **does not restart**.
- **Authorized Ambiance® parts only** may be used for service or replacement. Use of non-Ambiance® or aftermarket parts, rewiring, or modifications voids all coverage.
- **Contact your original dealer first** for troubleshooting or diagnosis prior to any service call. Additional service fees may apply if service is requested from another dealer.

4. Submitting a Warranty Claim

Warranty claims must be submitted **through the authorized dealer** where the fireplace was purchased. The dealer will coordinate directly with Ambiance® Fireplaces.

Before contacting your dealer, please have the following available:

- Serial number (found on the product label or packaging),
- Proof of purchase (invoice/receipt),
- Dealer name and contact information,
- Description of the issue and supporting photos or videos (required for visible or cosmetic defects).

Photographic or video evidence is mandatory for claims relating to paint finish, glass, or visual defects. Claims without evidence may be delayed or denied.

A **Return Authorization Number (RGA)** must be obtained before shipping any parts or products to Ambiance® Fireplaces.

5. Exclusions and Limitations

This warranty does **not** cover:

- Consumable or service parts subject to normal wear and tear, including bulbs, glass, paint finish, remote controls, or batteries.
- Damage from improper installation, misuse, accident, alteration, negligence, or lack of maintenance.
- Damage from acts of God, including but not limited to **lightning, flood, storms, power surges, sunlight exposure, or earthquakes**.

- Damage caused by **improper power supply**, malfunctioning outlets, or circuit breakers.
- Damage occurring during removal, reinstallation, or storage on a construction site.
- Use of the fireplace in **damp or outdoor locations**, unless the model is specifically rated for outdoor use.
- Disconnection of power during firmware updates or Wi-Fi pairing.
- Any consequential loss or damage to furnishings, decorations, flooring, or structures surrounding the fireplace.

Repaired or replaced components are covered only for the remainder of the original warranty period.

6. Labor Credit

Ambiance® Fireplaces provides a **labor credit** for up to **one (1) year** from the date of purchase.

- The credit covers up to **\$100 for one service visit** related to an approved warranty repair.
- Travel time or additional service fees are not covered.
- Ambiance® must be **contacted for authorization before service is performed**, or the labor credit may be denied.
- Claims must be submitted through the **original dealer** with a copy of the service invoice.

Additional labor credit requests may be evaluated case-by-case at Ambiance® Fireplaces' discretion.

7. Limitation of Liability

Ambiance® Fireplaces shall not be liable for any **incidental, consequential, or indirect damages** arising from the use or inability to use the product, including construction or installation costs.

Total liability under this warranty shall not exceed the **original purchase** price of the fireplace.

Shipping and handling costs for replacement parts are not automatically covered under warranty.

8. Governing Law

This warranty provides specific legal rights; you may also have other rights that vary by province or state.

Ambiance® Fireplaces reserves the right to revise this warranty without prior notice.