



MANUAL

Hybrid Mist Fireplace™ LCD Display

Table of Contents	Side
1. Packaging	3
2. Contents of the box	4
3. General Information	4
4. Placement and safety	4
5. Installation	4
5.1 Wall construction	4
5.2 Installation Options	5
5.3. Placement under TV-Screen	6
6. Burner Installation	7
7. Operating Instructions	8
7.1 Control Panel	10
7.2 Button funktion	11
7.3 App Control	12
7.4 Remote control	12
8. Troubleshooting	13
9. Maintenance	14
10. Safety	14
11. Tank	15
12. Symbols	15
13. Disposal	15

IMPORTANT!!!

IT IS IMPORTANT THAT THE ENTIRE INSTALLATION AND USER MANUAL IS READ AND THE SAFETY PRECAUTIONS DESCRIBED HEREIN ARE OBSERVED.

DECOFLAME CANNOT BE HELD RESPONSIBLE FOR DAMAGES RESULTING FROM FAILURE TO FOLLOW THESE INSTRUCTIONS.

**Keep the manual in a safe place for future reference.
Upon receipt of the fireplace in its original packaging,
please keep this in case the fireplace needs to be returned to the factory.**

**ONLY use demineralized water
or reverse osmosis water!**

1. Packaging

Upon receiving the fireplace, take notice of the following:

The fireplace can be packed in:

- 1) A cardboard box with polystyrene inside and placed on a pallet.
- 2) A wooden crate with polystyrene inside and with 50-100mm wooden support for easier handling with a fork- or pallet lift.

Damages of the packaging

Please check the state of the cardboard box or the wooden crate while the courier is still there for visible damages.

If any damages are visible on the packaging it is **EXTREMELY IMPORTANT** to write a report remark about them on the delivery note, in the presence of the courier. Afterwards it is very important to contact Decoflame immediately with the following documentation:

- 1) Photos of all 4 sides of the pallet or wooden crate/cardboard box.
- 2) A description and explanation of the damage.
- 3) A copy or a photo of the delivery note from the driver/courier with the written remark and tracking number.

Contact the courier company immediately and inform them about the damage. Please remember to inform the tracking number.

Hereinafter Decoflame will contact you within the following 3-5 working days.

When you remove the fireplace from the pallet or take it out of the box, please follow the instructions below carefully.

Unpacking the fireplace

Lift or drive the whole box or crate as close as possible to the place where the fireplace is going to be mounted or installed.

Open the box or wooden crate carefully without causing scratches or damages.

We recommend use of drilling machine with TX20 or screw driver. Make sure that you slowly and carefully take out the fireplace and place it down on a flat surface without dropping it.

Please make sure that every item or part is wrapped out of the foam foil. If anything is missing please contact Decoflame immediately or send an email describing the missing parts together with photos of the contents in the box.

It is very **IMPORTANT** to keep the wooden crate or the cardboard, in case the fireplace will need to be returned to Decoflame for service

or repair. In the situation where the original packaging is not available anymore, Decoflame can send a new wooden crate. For further information about the costs, please contact Decoflame.

Damages of the Fireplace

If the packaging is not damaged and corresponding to the images sent by Decoflame with the tracking number, the wooden crate/cardboard box can be open.

If you notice any damage on the fireplace, the following information needs to be sent with Decoflame:

- 1) Photos of all 4 sides of the pallet / wooden crate AND the fireplace.
- 2) A description and explanation of the damage.
- 3) A copy or a photo of the delivery note from the courier with the written remark and tracking number.
- 4) Contact the courier and inform them about the damages. Please remember to inform the tracking number.
- 5) Contact Decoflame by email and enclose all documents according points 1-4.

Please remember to inform the tracking number and order number (4-5 digits e.g. 6878 or 10149. The order number can be found on the delivery note from Decoflame or from your retailer).

The deadline for claiming transport damages is maximum 3 working days from the date of delivery. Thereafter, the delivery is considered and flawless and accepted. Complaints in this connection can therefore no longer be invoked.

Contact information at Decoflame:

Decoflame ApS
Vang Mark 2
9380 Vestbjerg
Denmark
Tel. +45 96 30 48 00

(Opening hours:

Mon-Thur. 08:00-16:00 and Fri. 08:00-15:30 Danish Time)

Email: logistics@decoflame.dk

Attention line in the email: Order number (4-5 digits).

Decoflame refers to The Generals Sales and Delivery Terms.

If any questions or doubts please contact Decoflame or local retailer.

DO NOT

1	DO NOT open the box or wooden crate with sharp objects.
2	DO NOT flip the cardboard box or wooden crate on the sides or on the top. The arrow stickers MUST be followed carefully.
3	DO NOT use a hammer or other hard objects.
4	DO NOT use saws or other similar objects.
5	DO NOT smoke near the fireplace as there might be bioethanol
6	DO NOT lift in the parts which are sensitive to lifting and bending.

2. Contents of the box

- 1 Hybrid Mist Burner with included power cable
- 1 user manual
- 1 remote control
- Glass according to orders placed

3. General Information

All hybrid burners from Decoflame are designed, produced and quality controlled in our factory with the highest product safety and user-friendliness in mind. Hybrid Mist Burner with Hybrid Mist technology can be operated via the control panel. Alternatively, the burner can also be operated with a remote control or with Bluetooth/Decoflame App.

Safety is paramount.

Please observe all safety precautions described in this manual.

4. Placement and Safety

Make sure the hybrid burner is installed in a safe place indoors. As the burner does not generate heat like a regular burner does, there is no need to worry about heat generation. Choose a location for the burner that is not exposed to drafts, as this can negatively affect the development of steam.

Keep a distance of at least 300mm when moving past the burner, as your movement may affect steam generation.

A connection to a power outlet (220-240V, 50Hz - 1kW) is required and should be placed inside the wall cut-out.



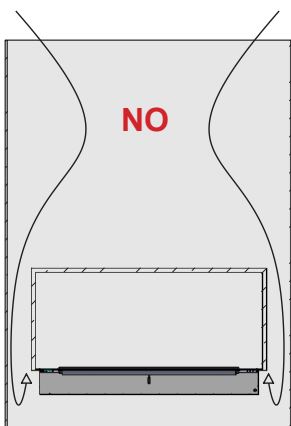
5. Installation

Please refer to and follow the detailed installation instructions on your technical drawing developed for your Decoflame fireplace. Here you will find all dimensions and step-by-step installation instructions. It is advisable to install your Decoflame fireplace only after all manual work in the room has been completed to avoid damage to the bio-burner, casing or glass.

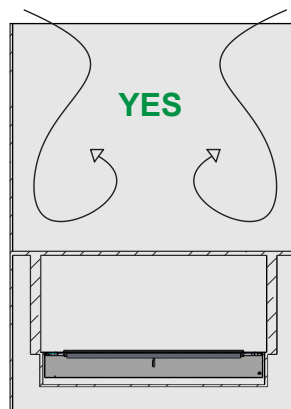
Please note that the electronically controlled burner needs a ground connection to work. Therefore, there must be a socket at the bottom of the cavity - ideally to the right - where the burner is to be installed. The wall structure must be constructed so that the fireplace is not exposed to draughts - see illustration 5.1.

- If there is the slightest doubt about how to install the fireplace, contact a professional and authorized craftsman who is able to perform the installation correctly, or contact Decoflame for advice. - If you wish to replace the Hybrid Mist with a Denver F3 or F6 burner, please contact Decoflame for further advice as this will require a different wall construction.

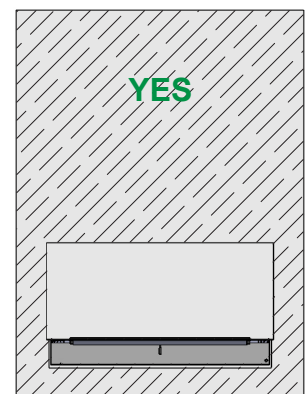
5.1 Wall Construction



Install it in a wall construction, that is open above and below the burner. The hot air will cause turbulence and tunneling inside the hole structure, which will have a negative effect on steam and safety.



DO! install in an open-wall construction, which is closed above and below the fireplace. Make sure to create a closed cavity for the section below and baseplate of the fire.



DO! install in a massive wall (made of bricks, stone or gas beton) using the wall cut-out dimensions mentioned on the previous page.

If you have ordered a casing with full glass, please note that there must be 5mm of air between the casing and the wall, so that the fireplace can get rid of the steam.

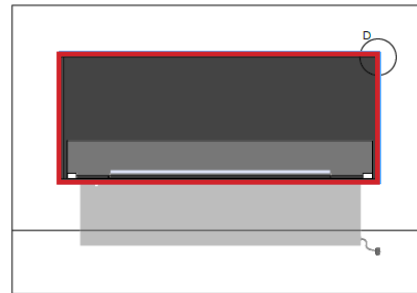
Furthermore, there must be a hermetically sealed area above and below the fireplace.



Example:
Fireplace with full glass

Ventilation:

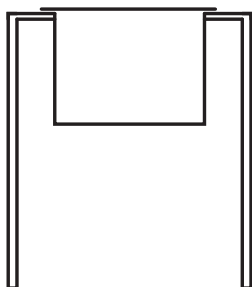
There must be 5mm of air between the casing and the wall all the way around.



5.2 Installation Options

1.) Sunk in a hole:

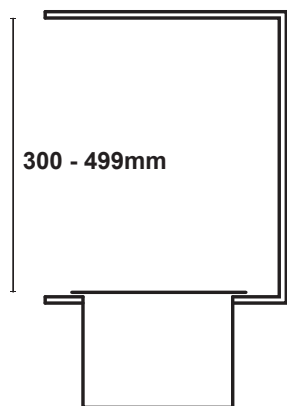
Min. 200 max. 210mm



The Hybrid Mist burner can be recessed into a recess in a half wall or similar. It is important that the hole is min. 200mm and max. 210mm wide.

2.) Wall mounting with casing:

300 - 499mm

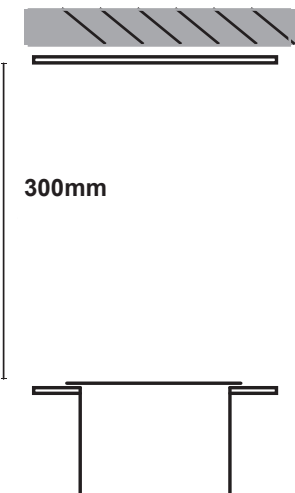


We offer different casing solutions to match your choice of Hybrid Mist burner.

The Montreal and Orlando models are particularly well suited for this. The minimum height is always 300mm with this solution.

3.) Brick wall without casing:

300mm

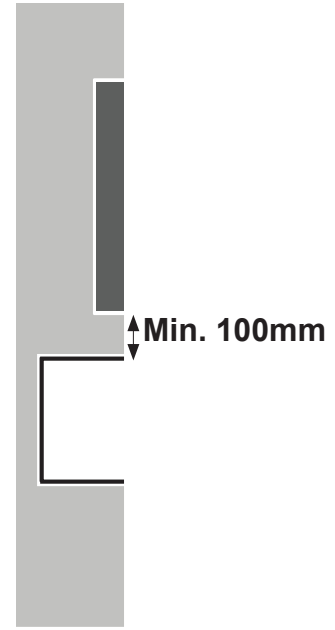
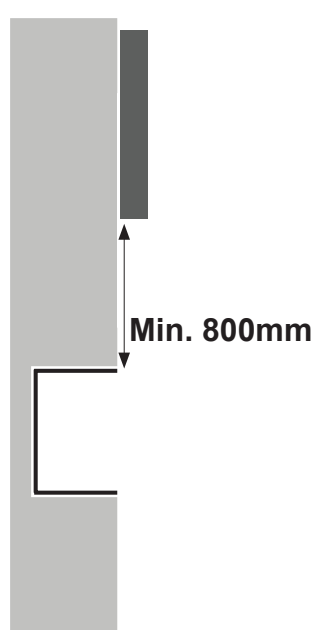
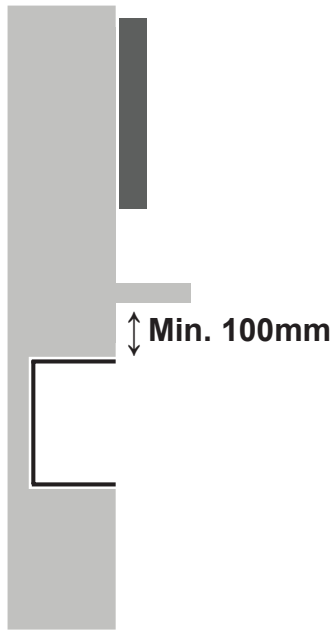


We recommend a minimum height of 300mm from the wall to the top of the burner. The reason for this is to achieve the correct flame height and to avoid turbulence in the water vapor.

5.3. Placement under TV-Screen

We **DO NOT** recommend placing TV screens or valuable paintings above the fireplace as the humidity might cause damage.

If you want to create a setting incorporating a TV screen above the fireplace, please follow the instructions below or ask Decoflame for further advice.



6. Burner Installation



> STEP 1:

- Check that the dimensions of the cut-out are as shown on the technical drawing supplied with the burner. All corners of the cutout must be at a 90° angle and all surfaces are flat.
- Check that the cut-out is prepared according to the desired way of installation (e.g. either with the base plate resting on the surrounding surface, with the edges of the cut-outs prepared with a router or using the included mounting brackets).
- Check that there is no draught to the fireplace.
- Make sure there is an outlet with active grounding inside the wall, located at the bottom right - ideally located below the tank level (lower than 220mm).

> STEP 2:

- Carefully lift the Hybrid Mist burner out of the packaging. Place it carefully on a flat surface. Do not tilt it.
- Move the Hybrid Mist burner closer to the cut-out and plug it into the mains socket. Turn on the power outlet if necessary.
- Carefully lower it into the cutout.

> STEP 3:

- If the Hybrid Mist comes with glass, carefully install it in the glass holders. Be careful not to scratch the bottom plate.

7. Operating Instructions



> TURNING ON

Press the  button to activate your Hybrid Mist burner.

When the fireplace is started, you may hear the pump operating for approximately 70 seconds as the inner reservoir fills with water until the level sensor shuts off the pump. Following this, water mist will be produced. Note that at startup, there will be an interval without a visible flame.

> REFILLING

Use only reverse osmosis (RO) water or demineralised water to refill the Hybrid Mist burner. This prevents limescale buildup and reduces the likelihood of requiring fireplace maintenance.

To open the refill lid, gently press down on the rear part of the lid.

> AUTOMATIC REFILLING

- Connect the quick-release fitting of the pump.
- Plug in the power cord.
- Insert the suction hose into the water container.
- Turn on the pump using its rocker switch.
- The fireplace will now automatically fill itself and stop once the tank gauge on the display reaches 100%.

NOTE:

- Filling is only possible when the fireplace is below 40°C.
- Avoid spillage. If water is spilled, wipe it up immediately with a cloth or paper towel.
- The room temperature must be at least 16°C.

> REFILLING

The step indicator will signal when the tank is empty. Follow the filling instructions to refill the fireplace.

> START

Press the ►■ button on the control panel. Steam will begin to appear after approximately 70 seconds.

The intensity of the steam can be adjusted using the "+" and "-" buttons on the control panel.

The control panel will enter standby mode (the panel light will turn off) if the flame level remains unchanged for three minutes. To reactivate the control panel, press the power button or the "+" or "-" buttons.

> TURNING OFF THE FIREPLACE

Press either the power button or the on/off button.

> SHUTTING DOWN THE BURNER

To turn off the power supply to the burner, press the ⏻ button on the control panel.

> UNEXPECTED INTERRUPTION OR POWER OUTAGE

If you accidentally press the ⏻ button and disconnect the power supply, or if a power outage occurs while the burner is active, the burner will automatically shut down, and the steam will cease.

Restart the fireplace as described above.

> WATER (FUEL)

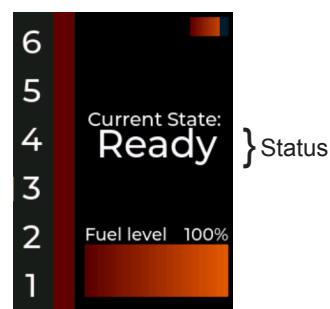
The Hybrid Mist burner is specifically designed and developed to operate exclusively with reverse osmosis water.

> DO NOT USE:

- Other types of fuel. Warranty will be voided.
- Other types of water. Warranty will be voided.

7.1 Control panel

Ready	The fireplace is ready to be turned on.
Pump on	The refill pump is active and can refill the fireplace.
Fire on	The fireplace flame is active, and the startup process has been completed.
Error	An active error has occurred. Refer to the section on fault conditions for more information.
Unknown	An unknown error has occurred. Contact your nearest dealer.
Starting	The fireplace is in the startup process and will transition to "Fire On" once completed.



> HOW TO SET THE TIMER

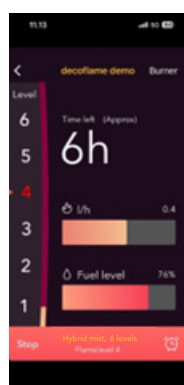
The fireplace offers two methods for setting the built-in timer.

USING THE FIREPLACE DISPLAY:

While the fireplace is in operation, follow the instructions below:

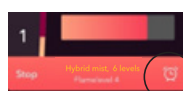
- Navigate to the timer screen by pressing the left button on the remote control.
- Select the desired time interval by pressing the up and down buttons while on the timer screen.
- Once the correct time is highlighted in red, press the OK button to activate the timer.
- The fireplace will switch back to the main screen, where the active timer will be displayed.

SETTING THE TIMER USING THE BLUETOOTH APP:



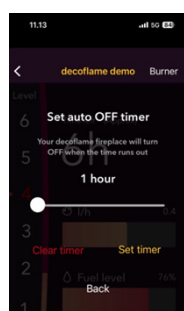
1. NAVIGATE TO THE MAIN SCREEN

Begin by opening the control panel for your fireplace and navigating to the main screen. (Refer to the image for guidance.)



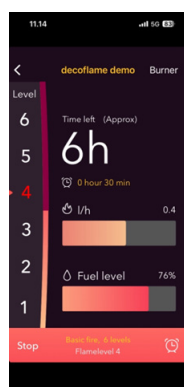
2. ACCESS THE TIMER

Locate the clock icon in the bottom-right corner of the screen and tap on it. (Refer to the highlighted clock icon in the image.)



3. SET THE TIMER

Once on the timer screen, use the slider to select the desired time. After setting the time, click "Set Timer." (Check the image to see where to adjust the time.)



3. VIEW THE TIMER

Next to the clock icon, the set timer will be displayed. As the timer counts down, the fireplace will automatically switch off. (See the image for clarification on how the timer is displayed.)



4. CONFIRM THE TIMER IS SET

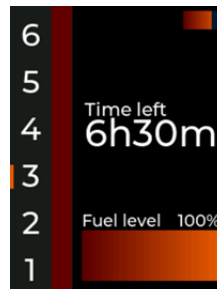
An indicator will appear on the main screen, showing that the timer is active. (The image will illustrate how this indicator looks.)

> REVIEW OF SCREENS



BOOT SCREEN

The boot screen displays the name of the fireplace, along with a unique ID. Additionally, the firmware version of the fireplace will also be visible.

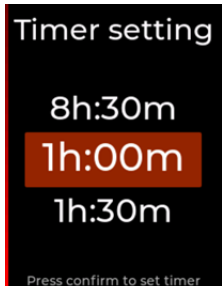


MAIN SCREEN

The main screen displays the available flame levels on the left side. The selected flame level will be highlighted, with adjacent levels also visible on either side.

If a timer is active, it will be displayed in the center of the screen along with the remaining time.

At the bottom of the screen, a fuel gauge is shown. In the top-right corner, a battery indicator displays the current battery level of the remote control.



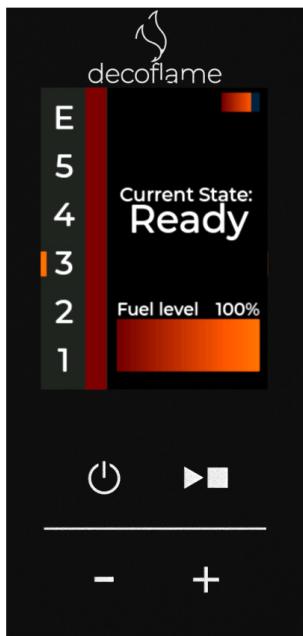
TIMER SCREEN

The timer screen shows the available timer settings that can be selected, highlighting the currently chosen timer setting.

7.2 Button Function

This device features four buttons that control various functions:
Increase Flame Level / Decrease Flame Level / Power / Start-Stop

Here is a detailed description of each button's function:



> POWER (⏻)

- Short Press: Turns the device ON or OFF.
- Long Press (10 seconds): Disconnects the remote control and restarts the fireplace controllers. When the power button is pressed and then released, the device toggles between ON and OFF, depending on its current state. If the button is held down for more than 10 seconds, the remote control disconnects, and the controllers restart.

> START/STOP (▶■)

- Short Press: Starts or stops the fireplace.
- Long Press (5 seconds): Resets BLE (Bluetooth Low Energy). Holding down the Start/Stop button for more than 5 seconds resets the BLE module. This is useful for troubleshooting communication issues with the device. A short press toggles the fire ON or OFF.

> DECREASE FLAME LEVEL (-)

- Short Press: Lowers the flame level by one step.
- Long Press: Not assigned. Pressing and releasing the Decrease Flame Level button reduces the flame level by one step. This action only occurs when the button is pressed briefly.

> INCREASE FLAME LEVEL (+)

- Short Press: Increases the flame level by one step.
- Long Press: Not assigned. Pressing and releasing the Increase Flame Level button raises the flame level by one step. This action only occurs when the button is pressed briefly.

7.3 App Control



Download and install the Decoflame app compatible with your smart device's operating system. For more information, visit: decoflame.com



App Store



Google play

Model: e-Ribbon
Dimensions: 1200x400x410mm - Flame Tray 1100
Power Supply: 220/240V - 50zH must be earthed ↓
Serial Number: 0001.05.22.001
Thermal Output: max 6,4 kW
Fuel Type: bioethanol 96%
Room Volume: min. 128 m³
Radio Frequency: 433.92 MHz
Bluetooth Code: 0001
Manufacturer: Decoflame ApS - Made in Denmark



To pair your fireplace with your smart device, turn on the fireplace by pressing the 'ON' button and enter the code displayed on the screen.

Note:

The code will only be visible for a few seconds. Make sure to write it down or take a photo of it. The code can also be found on the back of the remote control.

7.4 Remote Control

Remote Control: Bluetooth Low Energy (BLE)



On/Off

START/STOP the Hybrid Mist burner

Set a timer for when the fireplace should stop:
A: Increase by 1/2 hour
B: Decrease by 1/2 hour

Adjust the mist intensity
Set the intensity between 1 and 6.

Note:

To turn off all electronics, press the  button on the control panel.

8. Troubleshooting

Make sure the Hybrid Mist burner has been on for at least 5 minutes before troubleshooting can be read.

ERROR	EXPLANATION	ACTION TO BE TAKEN
Spill Detected	The system has detected a liquid spill, which may be caused by overfilling or a leak in the system.	Allow the spill to evaporate. The fireplace will not be able to ignite while an active spill is detected. If the issue persists after the spill has evaporated, contact your dealer.
MCU Temp High	The microcontroller's temperature is too high, which could lead to overheating and system failure.	Allow the fireplace to cool down before using it again.
Low Fuel	The fuel tank is running low, indicating the need for refilling.	Do not turn off the electronics and refill the fuel tank as previously instructed.
Remote Low	The remote control's battery level is low, which may affect communication and system control.	Replace the battery in the remote control.
Sensor Error	A fault has occurred in one or more sensors, potentially affecting the system's ability to monitor and control safety and operation.	Contact your nearest retailer to have the issue repaired.
Low Steam Production	In some cases, hybrid fireplaces may produce insufficient steam upon startup. This is often due to the fireplace needing a reboot to restore its default settings.	1. Ensure the fireplace is at least 50% filled with demineralized water. (It is important to use only this type of water.) 2. Turn on the fireplace and set it to the highest steam level (level 6). 3. Let the fireplace run for 5 hours to reset its default settings. 4. Turn off the fireplace and allow it to cool for 1 hour. 5. Restart the fireplace. If the issue persists, repeat the process once before contacting your dealer.
Call Service	An internal system fault has been detected. The fireplace is locked for safety reasons and cannot be started or reset by the user	This fault requires technical assistance; please complete the service form at www.decoflame.dk/service
Overfill detectede	The inner basket is full	Switch the fireplace off and on using the switch whilst the lid is open

9. Maintenance

MAINTENANCE OF THE TANK SYSTEM

- Cleaning of the tank is not required, as the system is hermetically sealed.
- When the fireplace is switched off, the remaining liquid is automatically pumped back into the tank.
- **REQUIREMENT:** Only demineralised water may be used.

WARNING

The use of ordinary water (tap water or any non-demineralised water) may cause:

- Limescale and mineral deposits in pipes, valves, and the steam chamber
- Corrosion of metal components
- Malfunctions of pumps and sensors
- Reduced service life of the system

NOTE: If non-demineralised water is used, the warranty will be void.

10. Safety

DO:

1	Adhere to all safety advices
---	------------------------------

DO NOT:

1	Turn on the Hybrid Mist Fireplace when water had entered the electronics.
2	Put non water liquid in the watertank.
3	Place the Hybrid Mist fireplace in a place with draft.
4	Install the Hybrid Mist fireplace outside.
5	Try to take apart the Hybrid Mist fireplace - or change anything on it.
6	Pour water on or over the Hybrid Mist fireplace.

11. tank

**If you want to move or return it, it is important that it is emptied of water.
Follow these instructions to empty the tank:**

It is very important that the fuel tank is empty if the biofireplace is to be moved or if it is to be sent to Decoflame ApS for further technical assistance.

To empty the tank, turn the coupling on the pump and follow the filling instructions.

Scan the QR code and see how to fill and empty the tank.



12. Symbols



Protect the burner
from drafts

13. Disposal

The Decoflames Hybrid Mist burner is made of aluminum, stainless steel, glass, copper, plastic and electronic components. If you wish to dispose of it, you must comply with regional rules and regulations. Most materials used can be recycled.

Decoflame ApS
Vang Mark 2
9380 Vestbjerg, Denmark

Tel.: +45 9630 4800
info@decoflame.dk
www.decoflame.com

Service links:

Go to decoflame.dk or decoflame.com
to find FAQ - or ask the AI assistant.



Follow the Fire Authorities and national and local requirements regarding bioethanol fireplaces.

Subject to glass and product tolerances, typographical errors and technical errors.

Decoflame ApS reserves the right to make changes without notice.

We refer to Decoflame's General Terms of Sale and Delivery.

V0112024