



HOW TO RESOLVE STEAM ISSUES IN YOUR HYBRID FIREPLACE

If the hybrid fireplace does not produce sufficient mist upon startup, it may require a restart to restore its default settings. Before submitting a service request, follow these steps:

1. Check the Water Level

Ensure that the fireplace is at least 50% filled with demineralised water (it is essential to use only this type of water).

2. Set the Fireplace to Maximum Vapour Output

Turn on the fireplace and set it to the highest mist level (level 6).

3. Let the Fireplace Run

Keep the fireplace running for 5 hours to allow it to recalibrate to its default settings.

4. Turn Off and Allow to Cool Down

After 5 hours, turn off the fireplace and leave it switched off for at least 1 hour to cool down.

5. Restart the Fireplace

Switch the fireplace back on. If the issue persists, repeat the entire process once more.

If the fireplace still does not function correctly after the second attempt, contact the dealer.

Best regards,

Technical Department, DecoFlame ApS