

- **INSTALLATION MANUAL**

Not applicable when installing in a NetZero firebox.

- **OPERATION AND MAINTENANCE MANUAL**

Please read these instructions completely before installing or operating the NetZero Waterplace Burner

## **NetZero Waterplace and Waterplace Platinum Burner Series**

**Models: AA-11-05157 – NZW20B  
AA-11-05160 – NZWP20B  
AA-11-05158 – NZW40B  
AA-11-05161 – NZWP40B  
AA-11-05159 – NZW60B  
AA-11-05162 – NZWP60B**



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# 1 IMPORTANT INFORMATION

## 1.1 Certification

Comply with: EN 55014-1 :2006+A1 :2009+A2 :2011

EN 55014-2 :1997+A1 :2001+A2 :2008 EN 61000-3-2 :2006+A1 :2009+A2 :2009 EN 61000-3-3 :2013

European directives: 2004/108/EC

Part 15 of FCC regulations

## 1.2 Safety Information



### WARNING:

- Before first use, read this manual carefully.
- The device must be installed in compliance with the instructions in section 3, 4, and 5. Users are prohibited from interfering with the safety systems.
- Installation and use of the devices are subject to the rules and procedures for use in the country where the devices are installed.
- Do not use the device if it is damaged after falling or any other reason. Contact NetZero Fire service.
- Do not let children or disabled persons use the device without supervision.
- Do not use outdoors.
- While the device is functioning: Do not look directly into the device. Do not look at the source of light from above due to the risk of glare.
- Turn off electrical power before handling of the device, cleaning, transporting, or repairing.
- For storage, be sure to keep the device in a dry location with no risk of damage. Do not modify the device. Its use must comply with this manual.
- Water vapor electric fireplaces with germicidal UVC Lamps disinfect the air, water, and water vapor (patents pending).

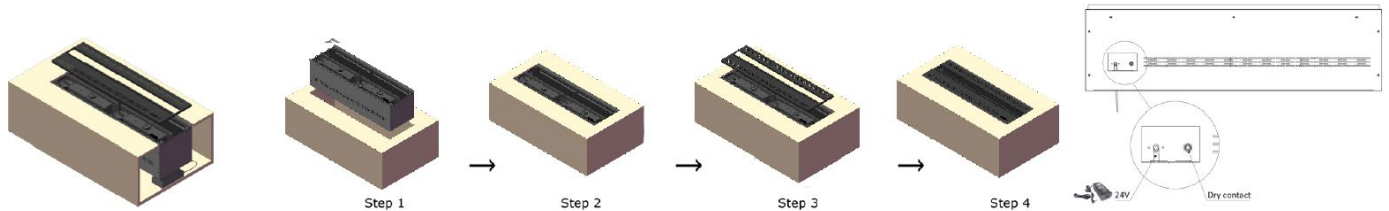
### WARNING:

- The Waterplace requires routine maintenance to ensure correct operation. Failure to follow maintenance requirements can result in diminished flame appearance or leaks. Float sensors in the top tank and bottom tank must be checked and cleaned at least 1-2 times per year. Systems that do not run regularly or are subjected to hard water may require cleaning more often. NetZero is not liable for any damage caused by leaks because of negligence to complete required routine maintenance.
- Use in a regularly ventilated room.
- Ventilation vents in the room must not be obstructed and/or ventilation systems in the home must not be hindered.
- If the power cable to your device is damaged, it must be replaced by a professional or by NetZero Fire to prevent any danger.
- Do not use accessories that are not supplied by NetZero Fire.
- Keep the remote control out of reach of children. It contains batteries. If batteries are swallowed, contact a doctor immediately.
- Only use new batteries. Using recharged, old batteries, batteries that are not adapted, or batteries inserted backward may cause an explosion and cause injury.
- FCC precaution: Modifications not expressly approved by the party responsible for compliance will result in canceling the user's right to use the device.
- The device is equipped with LED lights. These lights will illuminate the flames, and they are also likely to illuminate the top of the unit. Warning! Do not look at the source of light from above due to the risk of glare. The light may shine outside of the enclosure in certain cases. A light trap may be built to prevent this from happening if desired.
- It is recommended that you only use soft or slightly hard water (3.5 to 8.5 gpg) in your Waterplace.
- Do not place in a drafty area or the desired look may not be achieved.

## 2 QUICK INSTALLATION GUIDE

### 2.1 How to install your Waterplace into its housing

1. Remove the top plate.
2. Connect 24V adapter to the power (The connector is located on the back side of the Waterplace).
3. Install the device into its housing.
4. Reinstall the top plate of the Waterplace, the installation is completed.
5. Refer to section 2.2.2 for direct plumbing instructions.



### 2.2 How to fill the Waterplace

#### 2.2.1 Filling with automatic pump

1. When the water tank is empty, you will see the lights blinking and you will hear small beeps.
2. Connect the fill tube to the water connector and press the “B1” button for 5 seconds.
3. The filling will start automatically.
4. When the tank is full the pump will stop automatically.
5. You can start your device.

#### 2.2.2 Connecting to a Water Supply

**WARNING:** Only Platinum models (NZWP20B, NZWP40B, NZWP60B) can be connected directly to a water supply.

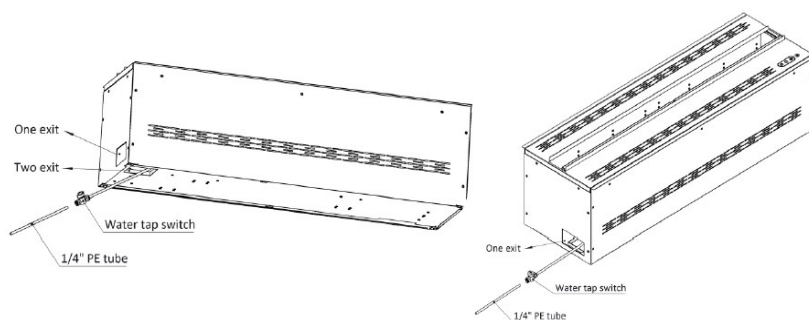
To directly connect a standard model (NZW20B, NZW40B, NZW60B) to a water supply, AA-11-05163 Direct Plumb Kit, must be installed. Connecting a water supply directly to a standard model without the AA-11-05163 kit will result in the Waterplace overflowing and leaking. NetZero Fireplace is not responsible for water damage caused by improperly connecting a Waterplace to a water supply.

#### To Direct Plumb a Standard Waterplace

Direct Plumb Kit AA-11-05163 must be installed on the Waterplace to connect the burner to a water supply. Follow the directions with the Direct Plumb Kit.

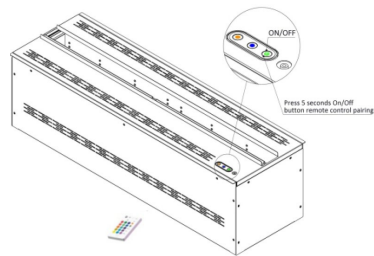
#### To Direct Plumb a Platinum Waterplace

1. Connect a suitable reducer to the water network. (Reducer = water network tube dimensions to 1/4")
2. Connect the 1/4" PEX pipe to the Waterplace. Two possible connections: Bottom opening or side opening

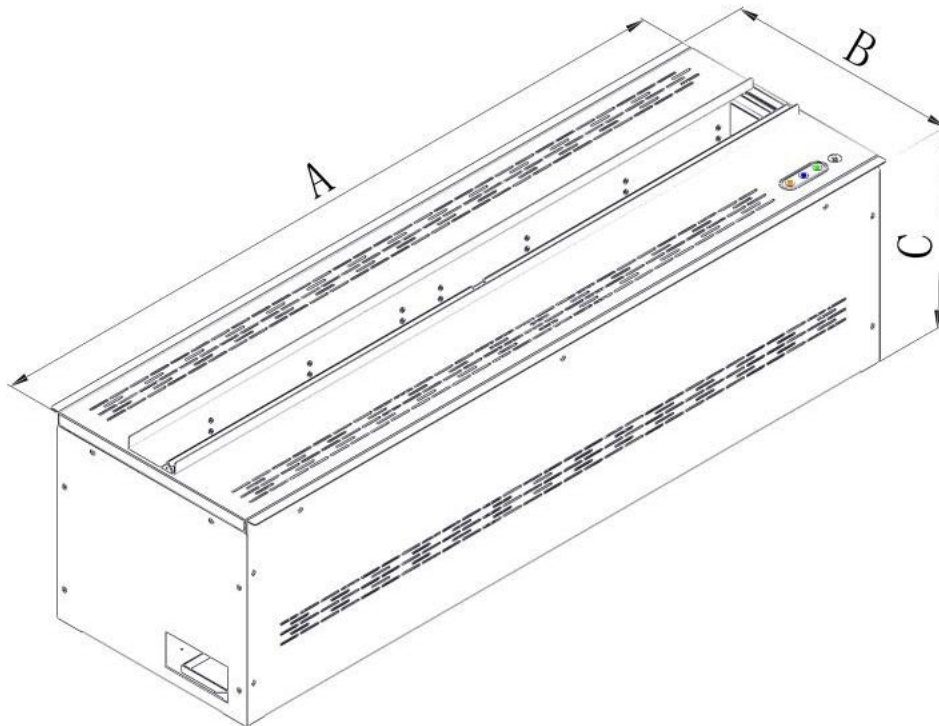


## 2.3 How to Pair the Remote Control

1. Press On/Off button on the unit for 5 seconds. The On/Off button will start to blink.
2. Press any button on the remote control, you will hear a beep confirmation.
3. The remote control is paired to the unit.



### 3 TECHNICAL CHARACTERISTICS



Models	A Length	B Width	C Height
NZW20B	20 in	13 in	8-3/4 in
NZWP20B	20 in	13 in	11-3/8 in
NZW40B	40 in	13 in	8-3/4 in
NZWP40B	40 in	13 in	11-3/8 in
NZW60B	60 in	13 in	8-3/4 in
NZWP60B	60 in	13 in	11-3/8 in

Models	Reservoir Capacity		Runtime Hours	Electric power Watts	Weight	
	Liter	Gallon			KG	LBS.
NZW20B	2	0.5	20	40	12	26
NZWP20B	2	0.5	20	65	16	35
NZW40B	4	1.0	20	87	22	49
NZWP40B	4	1.0	20	130	27	60
NZW60B	6	1.5	20	125	32	70
NZWP60B	6	1.5	20	195	39	86

Device is delivered with a remote control.

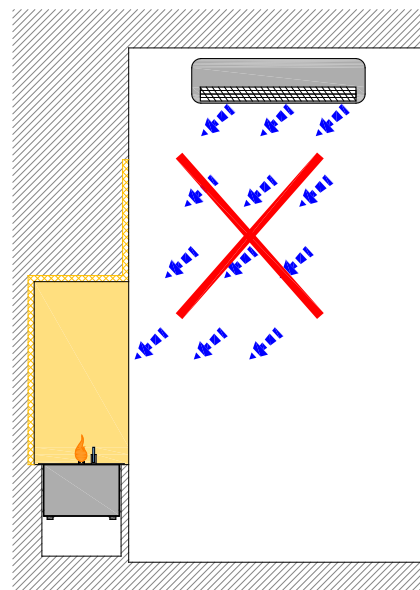
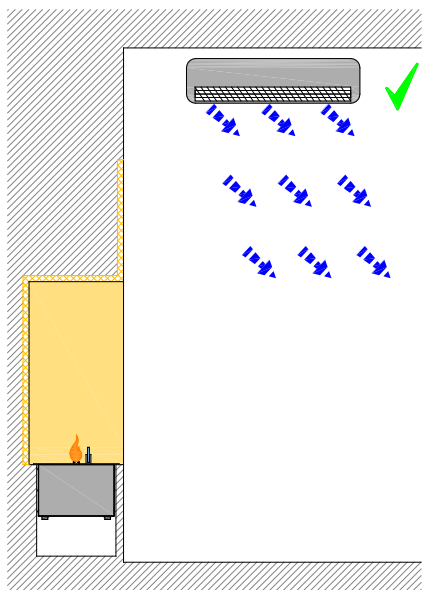
Device is equipped with exterior connection (dry contact) to allow for remote operation with a distant switch or by a smart home device (WATERPLACE PLATINUM ONLY). Never start or use a Waterplace without supervision.

(WATERPLACE PLATINUM ONLY) Device is equipped with a Wi-Fi technology so smart phones and tablets can be used to operate the waterplace with the app for iOS and Android devices.

## 4 PRECAUTIONS FOR INSTALLING THE DEVICE IN ITS ENVIRONMENT

Do not place any object not supplied by NetZero on the device while operating. Leave access to the control panel unobstructed.

Do not use in a room with air currents.

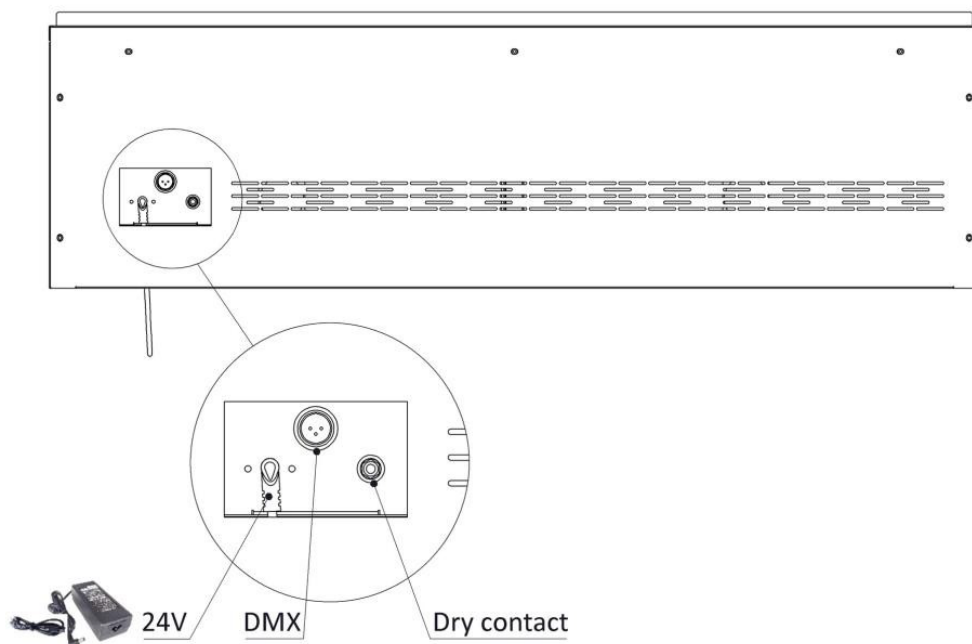


## 5 ELECTRIC CONNECTION TO YOUR DEVICE

An electrical outlet must be installed within the enclosure.

Before embedding your device, you must connect the electric power to a 120 volt/60 Hz - min. 12-amp circuit.

If you want an external connection for a remote switch control or smart home device, you must use the dry contact meant for this purpose.



## 6 INSTALLATION DIAGRAMS

NetZero Waterplace devices require air flow through the device to operate. Air vents are located on the top of the device to allow for air flow when the device is installed in an enclosure. If a decorative top or media that blocks the top air vents is desired, the enclosure must be designed to allow for air flow to the sides or bottom of the Waterplace. The Waterplace requires 50 square inches of air intake into the enclosure per each 20 inches of unit length. This is commonly done by venting in a recessed toe kick below the enclosure.

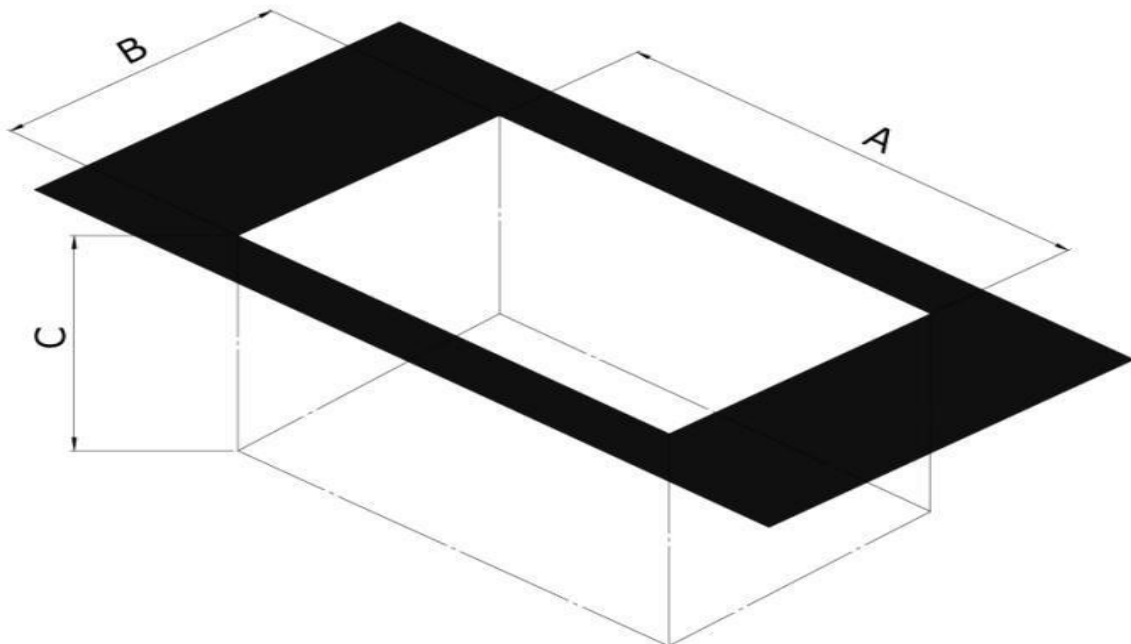
In the enclosure, a 120V (min. 12 amp) electric outlet must be installed to plug in the 24-volt transformer.

If connecting the waterplace to a water supply line the water line must also be run into the enclosure.

See the diagram below for the enclosure dimensions.

You must leave 2 inches (50mm) minimum around the device to facilitate installation.

### 6.1 Enclosure Dimensions



Models	A Length	B Width	C Height
NZW20B	20-1/4 in	12-3/16 in	11 in
NZWP20B	20-1/4 in	12-3/16 in	13-5/8 in
NZW40B	40-1/4 in	12-3/16 in	11 in
NZWP40B	40-1/4 in	12-3/16 in	13-5/8 in
NZW60B	60-1/4 in	12-3/16 in	11 in
NZWP60B	60-1/4 in	12-3/16 in	13-5/8 in

Note: If using the optional kit to connect water direct to the Waterplace Series the height must be increased to 12 inches. Waterplace Platinum burners include the required components to connect to a water supply line.



## 6.2 Enclosure Considerations

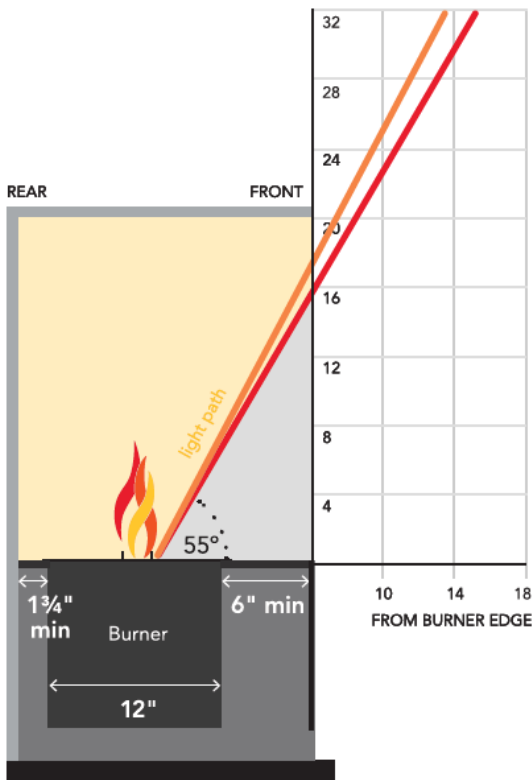
The light from the burner may shine past the enclosure ceiling and illuminate the room ceiling. If you do not desire this additional illumination you will need to create a light trap or design your enclosure accordingly. Reference the chart below to determine the recommended enclosure dimensions to trap the light within the enclosure. It is recommended to choose enclosure dimensions that fall along the diagonal line on the chart.

NetZero Fire Waterplace devices are meant to be installed without needing any ventilation in the housing for the device when the vents in the top of the unit are unobstructed.

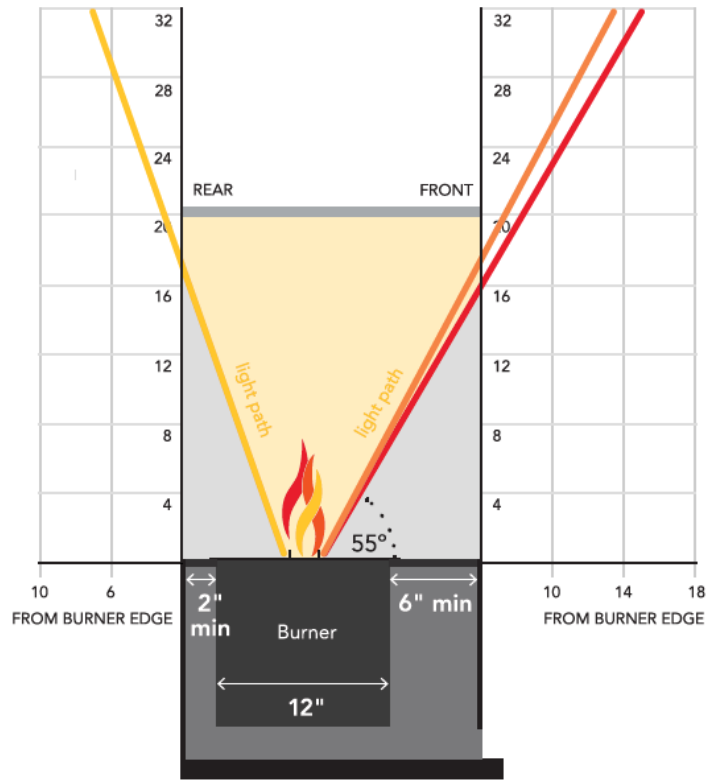
If the top air intake is obstructed with media, vents need to be built into the enclosure to feed air from the room into the cutout cavity. It requires 50 square inches of air intake per 20 inches of burner length.

NOTE: THE DIAGRAM BELOW IS ONLY IF YOU WANT TO BUILD A LIGHT TRAP INTO THE ENCLOSURE.

**SINGLE-SIDED, LEFT-CORNER, RIGHT-CORNER, THREE-SIDED HOUSING**



**SEE-THROUGH AND PENINSULA HOUSING**

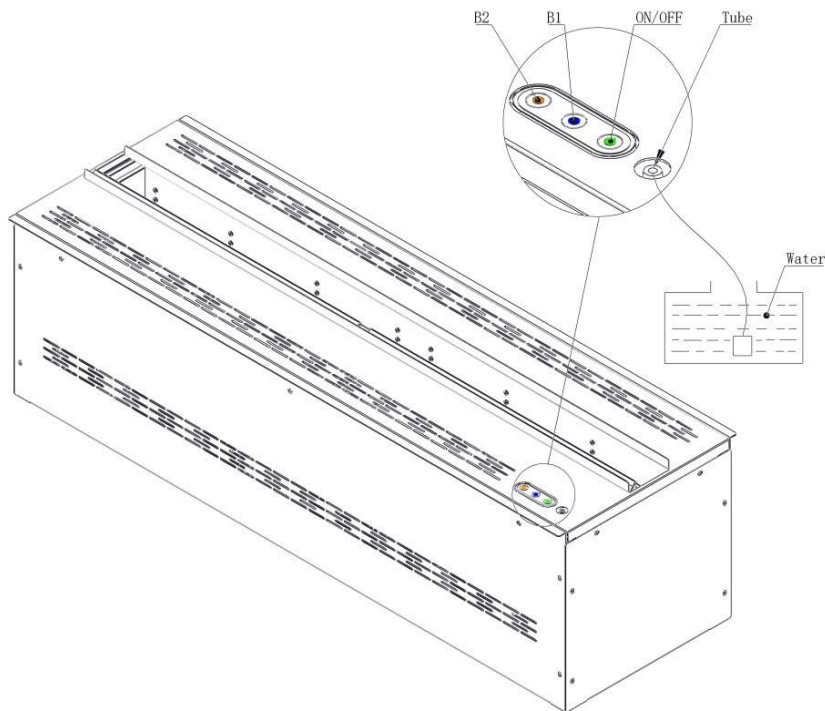


- Waterplace Burner OR Waterplace Platinum Burner with Deflector
- Waterplace Platinum Burner

- Waterplace Burner OR Waterplace Platinum Burner with Deflector
- Waterplace Platinum Burner
- Waterplace Burner, Waterplace Platinum Burner with Deflector

## 7 INSTRUCTIONS FOR USE

### 7.1 Description of the Control Strip



The **ON/OFF** button turns the device on and off.

**Button B1** is used to fill the reservoir with water.

**Button B2** is used to empty the device. **Hold the button for 5 seconds to start the pumps.** Press once to stop the pumps. This is only on the Platinum series burners.

The plastic “Tube” connection connects to the rubber hose provided to fill and empty the device.

**ATTENTION:** The water used must be clean with no dust or residue that may clog the hydraulic system. This is very important for the operation of your device. If you have hard water, the water must be softened to a level considered “slightly hard” 3.5 to 8.5 gpg.

### 7.2 Using Your Device for the First Time

Depending on the type of device (Platinum Series Burners), it may be connected directly to the home’s water supply (see diagram below, 1/4”). In this case, if you press the ON/OFF button and the isolation tap on the hydraulic circuit is open, the device will fill automatically.

If the device is not connected to the water supply, you can fill the reservoir using button B1 (fill) and the provided hose with basket filter.

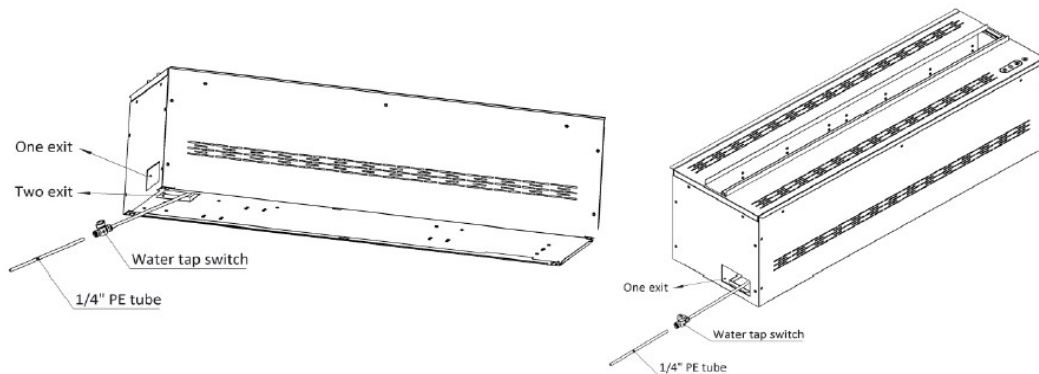
- Connect the provided hose to the plastic connector (tube) and submerge the part of the hose with the filter into a container of water.
- **Press and hold B1 for 5 seconds** and the filling pump will start and stop automatically when the reservoir is full. The orange LEDs will remain on and vapor will start to come out of your device.
- Note: For the first filling, you will need: ½ gallon for NZW20B and NZWP20B, 1 gallon for NZW40B and NZWP40B, 1-½ gallons for NZW60B and NZWP60B. Now you can control your device using the remote control or the App.

### 7.3 Water Quality

Tap water may be used in your device, however, be sure the water is not considered to be “hard” and that it contains no impurities, or you may clog the system. If your water is hard, you must use softened water (suggested 3.5 to 8.5 gpg) will damage the waterplace and void the warranty. If a direct connection is used and you have hard water, it is recommended you install an inline water softener.

Do not connect to a reverse osmosis system or fill with distilled water. The lack of mineral content in the water will result in a diminished flame effect.

If you are not using the waterplace for more than a week empty the tanks to prevent buildup.



### 7.4 Sanitation Lights / Automated Internal UV-C Lamps

- UV-C lights kill mold, germs, and even viruses
- When the waterplace is not being used, internal UV-C lights automatically turn on for a few minutes every day
- Only water vapor waterplace with this sanitation feature
- Patented world-wide

### 7.5 Using the Device

NetZero Fire Waterplace devices have multiple control possibilities.

#### 1- Manual (On/Off button)

#### 2- Via remote control

The remote control is paired with your device in the factory. However, if you want to change your remote control, you must install the new one onto your device (device in OFF position). Just press and hold the ON/OFF button for 5 seconds. **The ON/OFF button will start to blink. Then, simply press any button on the remote control.** You will hear a confirmation beep, and the remote control will be paired to the module.

Buttons on your remote control:

**On/Off:** Turns the device on or off. **Attention:** The ON/OFF button on the device must be switched on.

**Orange On/Off:** The row of orange LEDs can be switched on or off.

**RGB On/Off:** Starts or stops the RGB lights. (Only on the Waterplace Platinum Series)

**Flame height:** Increases or decreases the height of the flame. With each change of height, the device will beep. At the maximum and minimum settings, the device will no longer beep. There are 8 settings possible.

**Flame speed:** Changes the speed of the flames. At the maximum and minimum settings, the device will no longer beep. There are 8 settings possible.

**Color change:** SMOOTH: 15 color circulation, 5 seconds for each color. FADE1: 15 color circulation, fading to next color in 5 seconds. FADE2: 15 color circulation, fading to next color in 10 seconds.



WATERPLACE

WATERPLACE PLATINUM

### 3 - (WATERPLACE PLATINUM ONLY) With a smartphone app (certain ranges only)

Attention: The Waterplace will only connect to a 2.4 Ghz WiFi network.

#### A) Install the app onto your smartphone

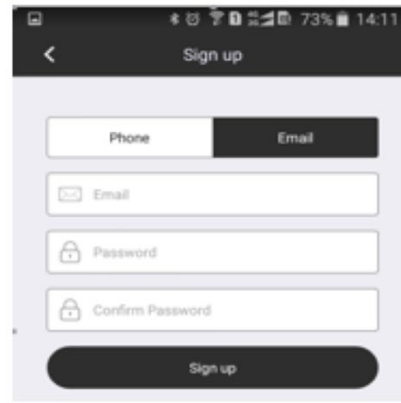
If you use Android, search for the AFIRE app on Google-Play. [Link to Download App](#)

If you use iOS, search for the AFIRE app on the App Store. [Link to Download App](#)

#### B) Signup

#### C) Start the app

Please allow the App to access your location. Activate "Positioning" on your smartphone.

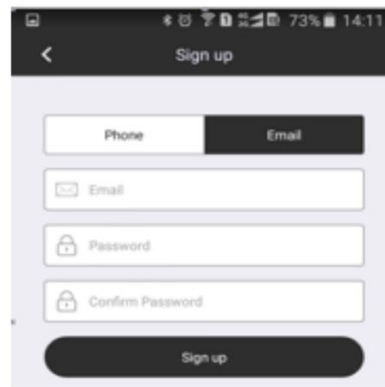
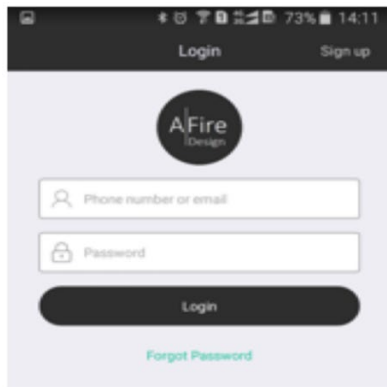


D) Enter your email address and your password.

You must use upper-and lower-case letters and numbers.

Tap “Sign up”

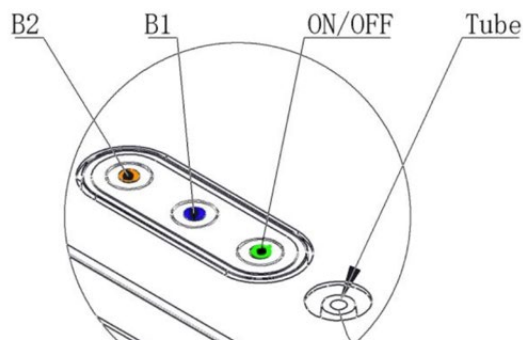
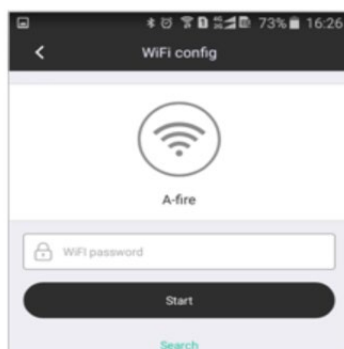
The screen will show “Device”



E) Detect your device

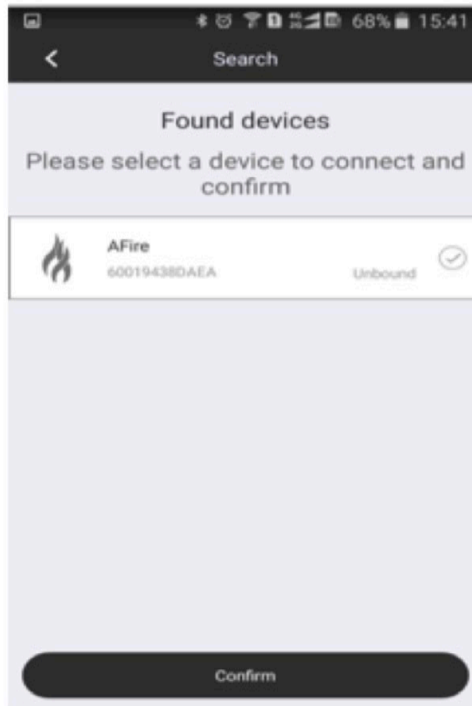
1- Tap + (at the top right) and then tap **Wi-Fi config** (enter the Wi-Fi password if applicable). Simultaneously press the On/Off button and button B1 of your fireplace module until they flash.

2- Then, tap the “Start” button on your smartphone screen.



Detection should take 10 to 20 seconds. Your smartphone will then indicate that the device has been detected.

3- Select “Afire” and confirm with the Confirm button on your smartphone screen.



The screen will display the controls available for your device.

4- Enter your password for your Wi-Fi connection and tap “Start.”



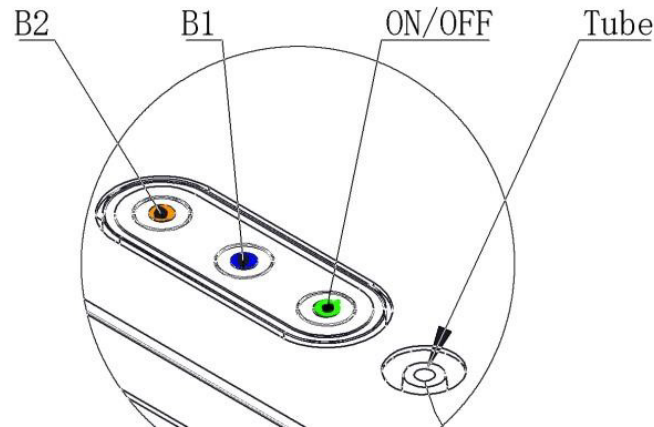
5- Next, simply tap the AFIRE icon on your smartphone to get to the app function screen. Of course, your Wi-Fi will need to be working.

## 8 CONNECTING SEVERAL DEVICES TO CREATE A FIRE LINE

Choose one of the devices that will be the MAIN receiver. All the other devices will be secondary and depend on this MAIN for control. You can choose any of your devices to be the MAIN.

When you receive your devices, they are all mains. Once you choose your MAIN, adjust all the other modules as follows so they will become secondary units.

**Simultaneously hold the On/Off and B2 buttons for 5 seconds. You will hear a short beep and the device is now secondary.**



**Note that for fireplaces that have several modules, the smartphone app must be registered ONLY for the MAIN.**

## 9 DEVICE MAINTENANCE

The Waterplace requires routine maintenance to ensure correct operation. Failure to follow maintenance requirements can result in diminished flame appearance or leaks. Float sensors in the top tank and bottom tank must be checked and cleaned at least 1-2 times per year. Systems that do not run regularly or are subjected to hard water may require cleaning more often. NetZero is not liable for any damage caused by leaks because of negligence to complete required routine maintenance.

**WARNING:** All cleaning and maintenance operations must be done with the device switched off.

Occasionally clean the visible parts with a soft cloth. Never interfere with the safety or electronic systems - Contact NetZero Fire dealer.

Some components are required to ensure the safety and proper operation of the device. Their replacement may modify the performance of your device. Only original components should be used for maintenance or repair operations. This maintenance may only be carried out by authorized specialists. If these instructions are not followed, our liability will not be incurred. If you plan on moving the device, always do so with the **reservoir emptied**.

**Cleaning and maintenance: If you do not use your device for more than one week, it is very important to empty it to prevent stagnant water.**

After using for a while, your device may produce less vapor, and as such, reduce the quality of the flames. You should then clean or replace certain worn-out parts, such as the ultrasonic Mist Maker, the lifespan of which is between 2,000 and 3,000 hours (depending on the quality of the water used).

## 9.1 Steps for cleaning the mist maker:

- Turn your fireplace off then unplug the mist maker wire from the power outlet located at each of the large round mist tube housings.
- Remove mist maker racks from the mist tubes. Depending on the amount of scale present, you can simply put a few drops of white vinegar directly on the white center of the mist maker and let it set for a few minutes before rinsing it off and returning the rack to the mist tube.
- For assemblies that have signs of algae build up or visible hard water residue, remove the 4 screws that attach the mist maker to the rack so you can soak the mist maker submerged in white vinegar for 10-20 minutes and clean the bottom of it as well; remember to keep the power cords attached to the mist makers out of the vinegar solution.
- When the soaking period is complete, rinse thoroughly with water. You can use a soft toothbrush to gently brush the white surface of the mist maker as well as metal casing and the bottom to remove any visible stains. Do not use a stiff bristle brush or a Scotch-brite pad on the mist makers as this can cause permanent damage to them.
- Re-attach the mist maker to the rack and then place the mist maker rack back into the mist tube.
- Reconnect the mist maker power feed to the power outlet being sure to push the wire all the way down the slot in the side of the mist tube before putting the cap back on.

## 9.2 Steps for cleaning the entire system:

- Turn off the water feed if your unit is direct plumbed.
- Use the flexible hose that came with your fireplace and connect it to the drain port on the front of the unit (Waterplace models) or on the top if you have the Platinum series.
- Put the other end of the hose in a 3-5 gal. bucket and push and hold the left button (B2) which starts the draining process. When the drain cycle stops, there will still be some water in the lower tank reservoirs. This is normal and if possible, remove the remaining few cups of water from each of the mist tubes by using a smaller 1/4" siphon hose, a large "turkey baster", or a small sponge. Avoid using any material that could flake off or leave debris in the lower tank.
- Once the water is out, add approximately 1/2 gallon of vinegar by using your fill/drain hose and pressing the B1 button to run the manual fill cycle or simply pour equal amounts of vinegar directly into the mist tubes being careful not to overfill. The system will have enough in it when the vinegar level in the mist tube is just above the top of the mist maker itself (approx. 2"). Overfilling may result in excess vinegar leaking out of the front fans.
- Like the mist maker soak above, let the vinegar sit in the tanks for approx. 10-20 minutes to loosen hard water scaling that may have collected on the float sensors. Do Not operate the fireplace during this vinegar cleaning process.
- After the soak period is complete (and before you drain it), agitate the vinegar in each of the lower tanks to help break up any remaining residue on the float sensors. Do this by raising and lowering the mist maker rack vigorously so you can hear it splashing in the lower tank. Do this 10-15 times in each of the mist tubes in your unit.
- Drain the vinegar just as you did the water using the drain hose, hose bib, and B2 button.
- Once the vinegar is out, fill the unit with fresh water either by turning the water back on (if direct connected), or by using the hose and fill cycle (B1) button.



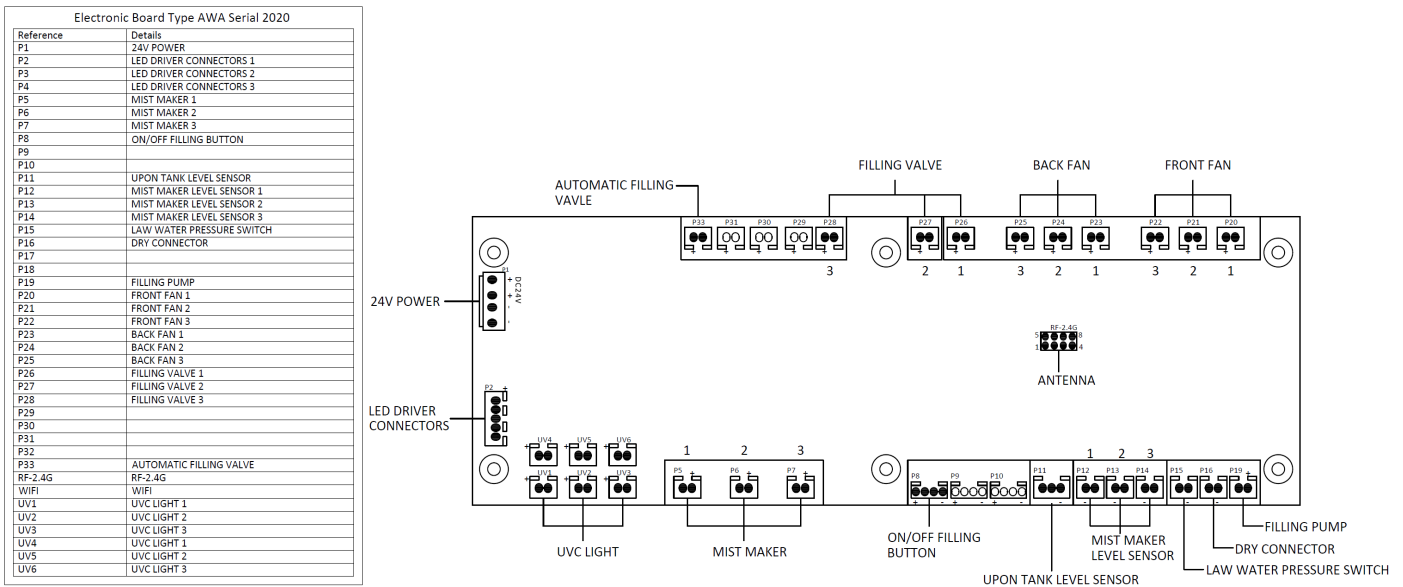
•You will want to fill and drain the entire system twice to ensure that you have removed all the vinegar and contaminants that are suspended in the water. After you have filled the system back up for the 3rd time, go ahead and run the unit as you would normally.

Cleaning the mist makers 2-3 times a year helps to extend their life. Cleaning the entire system 1-2 times a year helps to maintain the float sensors. Systems that are not run regularly or are subjected to hard water tend to require cleaning more often. As always if you have any questions please reach out for assistance.

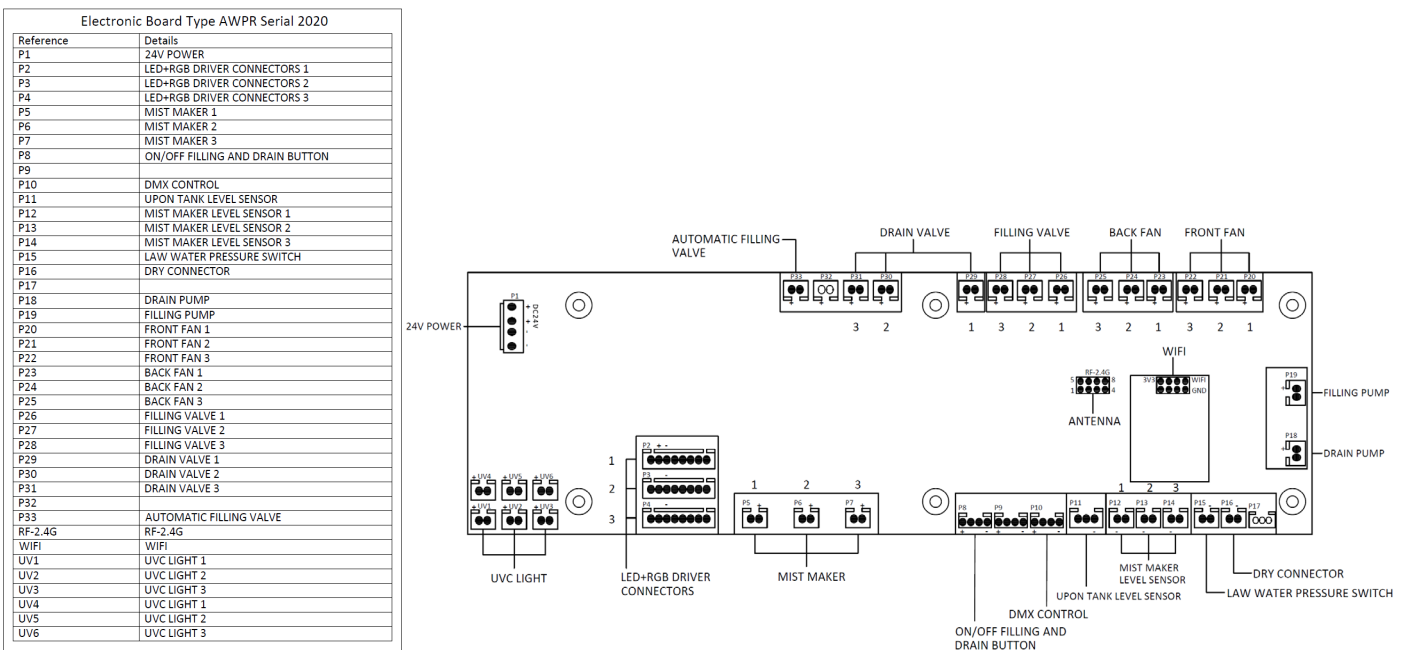
### 9.3 Electrical Diagram

The diagrams below show the electrical connections to the board for the Waterplace and Waterplace Platinum respectively.

#### 9.3.1 NetZero Waterplace



#### 9.3.2 NetZero Waterplace Platinum



## 10 TROUBLE SHOOTING

### Mist Makers

If no mist is being produced in the mist tube, check the fuse first.

- You can swap out a mist maker from working and non-working sections on to determine if a fuse is blown or if the mist maker is no longer good.

**If mist is present in the mist tube, but volume is diminished, it can be caused by:**

- Front fan malfunction creating less mist.
- Rear fan malfunction not moving mist upwards from the mist chamber.
- High water level in the mist tube will squash mist production. This is usually a sign of a float sensor malfunction or unlevel unit. It is an indication there may be a bigger issue at hand. In most cases, this can be resolved by back flushing the mist chamber. You may need to repeat this process several times.

### Light Strip

- Loose connection on board socket or on a rare occasion, a poor solder joint.
- Driver Card has failed

**Excess condensation on the top of the unit or on lights, can be caused by:**

- Strong air currents in a room (door, window, AC vents, etc.)
- If you adjusted the fan filters to increase mist production, re-adjust the filter to reduce the quantity of mist produced to limit condensation.
- Too much decorative media that obstructs the flame vent.

### Electromagnetic Valves

- A defective valve can allow water to leak into bottom tank and will not be shut off by float sensors. This can cause a leak through the front fan.

## 11 WARRANTY

**Devices have a limited warranty of two years (from date of purchase).**

This limited warranty applies only to the original purchaser of the product and is non-transferable.

The warranty does not cover the mist maker and LED light strips which will require replacement periodically depending on the amount of use.

The warranty does not apply to products that have been repaired unless they were repaired by the manufacturer or an authorized representative. **The warranty does not apply to wear parts such as the ultrasonic Mist Maker and LED light strips.**

The warranty does not apply to defects resulting from improper use, **poor cleanliness of the water used**, abuse, accidents, negligence, improper installation, improper maintenance, or handling.

For the warranty, defects must be reported to the manufacturer's technical service or its representative. Please provide proof of purchase (receipt) and serial number. The warranty is limited to the device only.

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