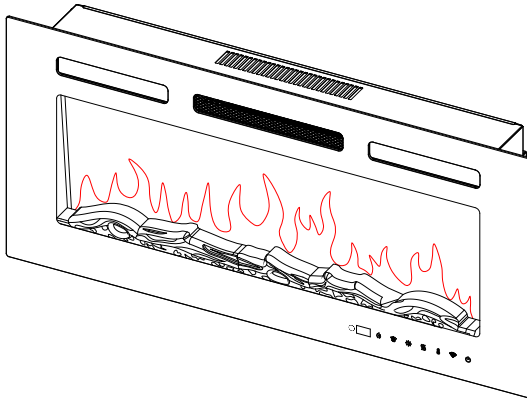




ELECTRIC FIREPLACE

MODEL: EF567C/EF568C

OWNER'S MANUAL



 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.

DO NOT RETURN!

Contact our customer service team for help first.

Email: service2@richenchina.com

Call: 909-206-6608

1. IMPORTANT SAFETY INFORMATION

When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electric shock, injury to persons, and hyperthermia, including the following:

1. Read all instructions before installing or using this heater.
2. This heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, etc. and curtains at least 0.9m from the front of the heater and keep them away from the sides and rear.
3. Extreme caution is necessary when any heater is used by or near children or invalids and whenever the heater is left operating and unattended.
4. Do not operate any heater after it malfunctions. Disconnect power at service panel and have heater inspected by a reputable electrician before reusing.
5. Do not use outdoors.
6. To disconnect heater, turn controls to off, and turn off power to heater circuit at main disconnect panel.
7. Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage the heater.
8. To prevent a possible fire, do not block air intakes or exhaust in any manner (or operate internal disconnect switch if provided).
9. A heater has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint, or flammable liquids are used or stored.
10. Use this heater only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or injury to persons.

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

- English:

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.

- French:

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

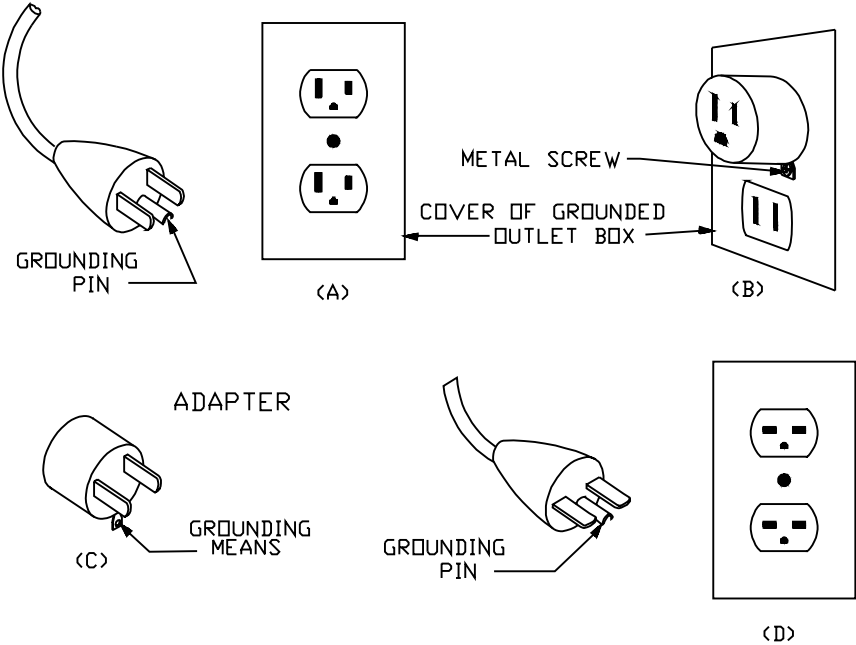
(1) l'appareil ne doit pas produire de brouillage, et

(2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

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.

Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20cm de distance entre la source de rayonnement et votre corps.

This heater is for use on 120 volts. The cord has a plug as shown at A in Figure below. An adapter as shown at C is available for connecting three-blade grounding-type plugs to two-slot receptacles. The green grounding lug extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box. The adapter should not be used if a three-slot grounded receptacle is available.



AA210

NOTE: Adaptors are NOT for use in Canada.

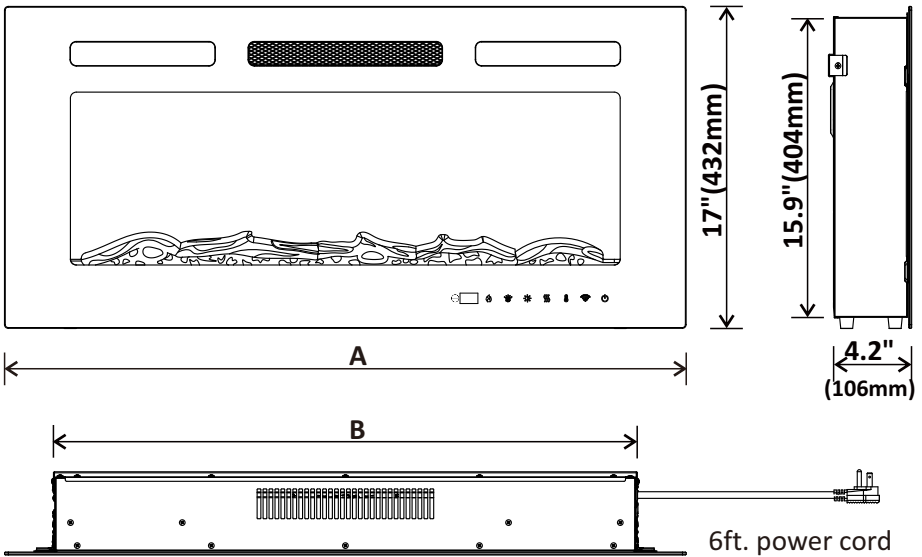
SAVE THESE INSTRUCTIONS!

2. TECHNICAL SPECIFICATIONS

Electric Specifications

Model	Volt	Watt	Hz	BTU(max)	Amp	Heating Area(max)
EF567C EF568C	120	1500	60	5100	12.5	400sq.ft.

Product Dimensions



SKU	Unit	EF567C	EF568C
A	inch	50	60
	mm	1270	1524
B	inch	46.5	56.4
	mm	1180	1433

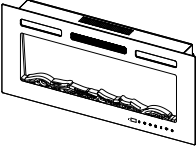
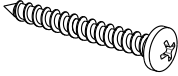
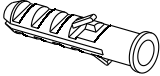
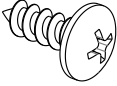

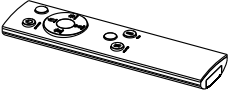
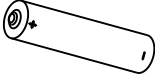

3. BEFORE INSTALLATION

Note:

- Keep the packaging (carton, rapping bag, etc.) for future transportation and/or storage.
- If there is any problem or question, please contact the service team.
- If the unit needs to be returned, please make sure all the spare parts are packed inside, and packing as the same as the original packing.

Check Spare Parts

- Open the packaging carefully and remove the polystyrene.
- Check all the spare parts are fully received.
- Carefully check if any damages that may have for the spare parts.

 1x	 9x	 9x
Fireplace	ST4x30 Screw	Wall Plug
 4x	 1x	 1x
ST4x12 Screw	Crystal	Remote
 2x	 1x	
Battery	Instruction	

Function Testing

Please refer to section **OPERATION INSTRUCTION** part to test the appliance first before installation. Should any defects found, please contact service team for help.

Email: service2@richenchina.com

4. INSTALLATION INSTRUCTIONS

Tools Required

A screw driver, an impact drill and a hammer will be needed.

BEFORE INSTALLATION

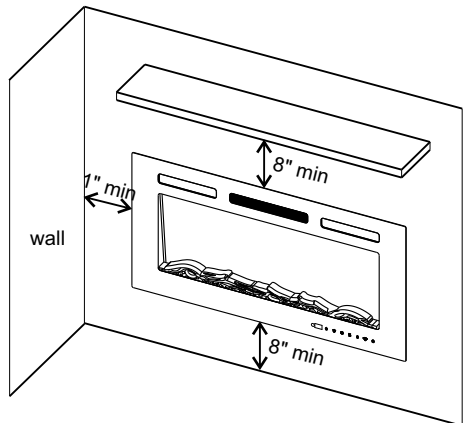
1. Locate the appliance

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 results, install out of direct sunlight.
- The appliance should be connected to an earthed electrical outlet and it must be easily accessible to allow disconnection.

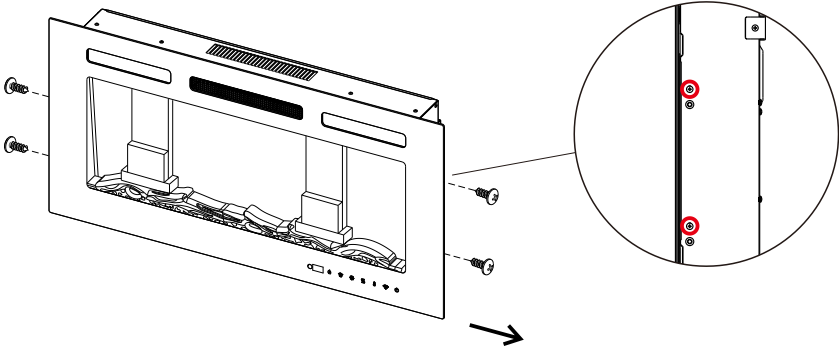
MINIMUM CLEARANCE TO COMBUSTIBLE

Sides.....	1" Min
Floor.....	8" Min
Back.....	0
Top (Mantel or TV)	8" Min
Front.....	36" Min



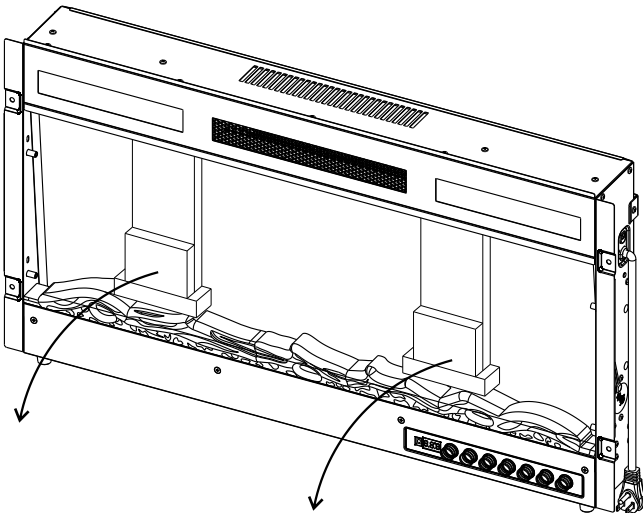
2. Remove the front glass

Remove the screws for securing the front glass on both sides. Carefully lift and take out the glass .



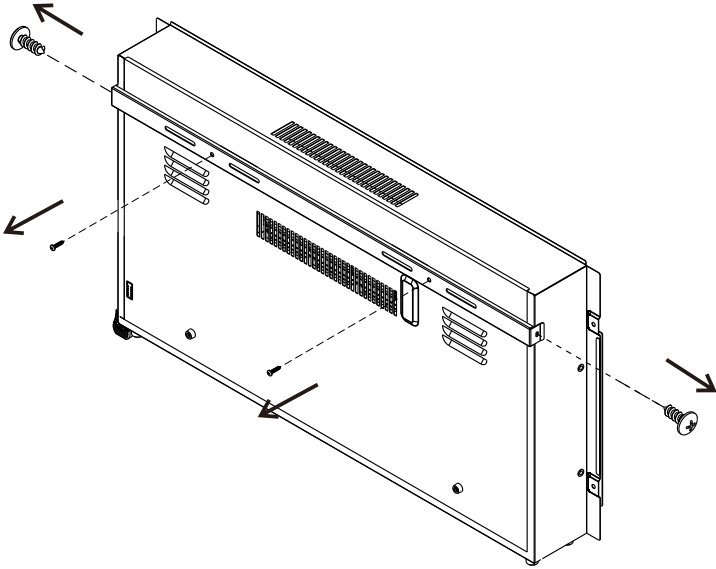
Carefully lift the glass up vertically, then move the glass out horizontally.

3. Remove the fuel bed protecting foam



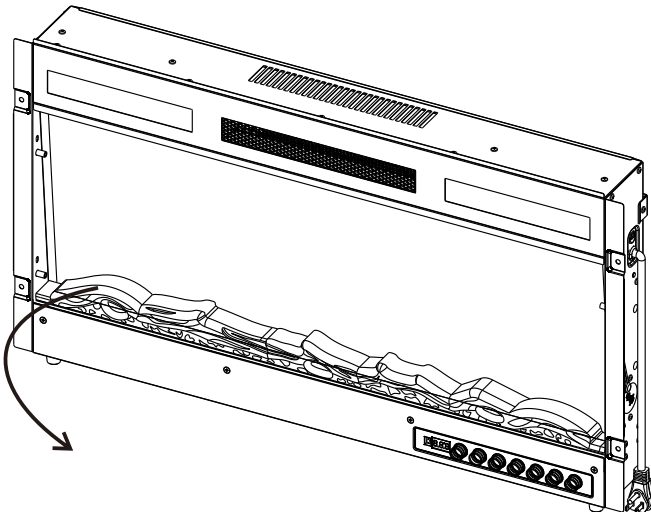
4. Remove the wall mounting bracket

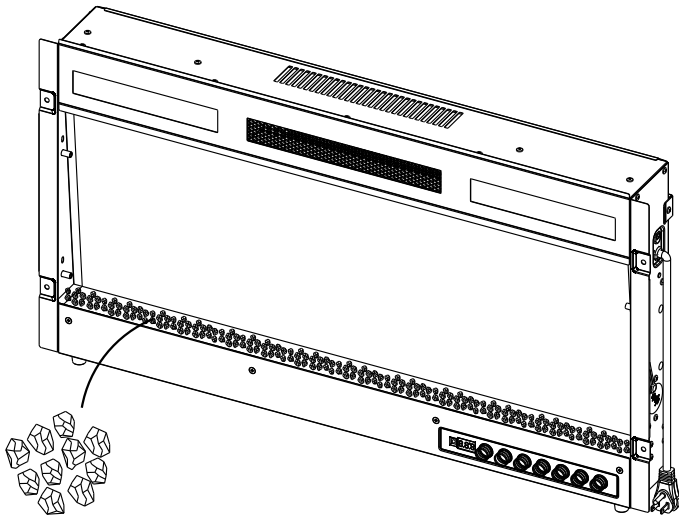
Remove 4 screws to take off the mounting bracket.



5. Fuel bed arrangement

When you receive the fireplace, it is already equipped with a decorative log fuel bed, you can choose to replace with crystal fuel bed. Just take out the log fuel bed and scatter the crystal evenly on the fuel bed.

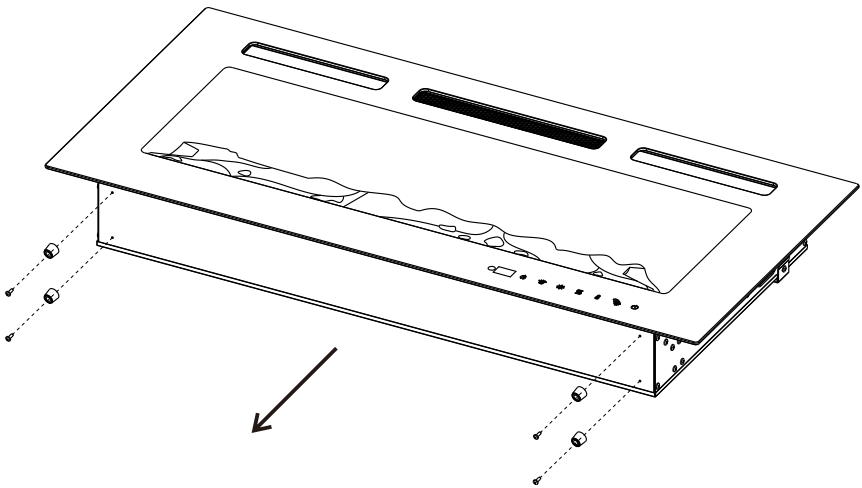




6. Remove the plastic stand feet (recessed install only)

Remove 4 screws to take off the stand feet.

NOTE: These stand feet should be removed when recessed into a wall **ONLY**.

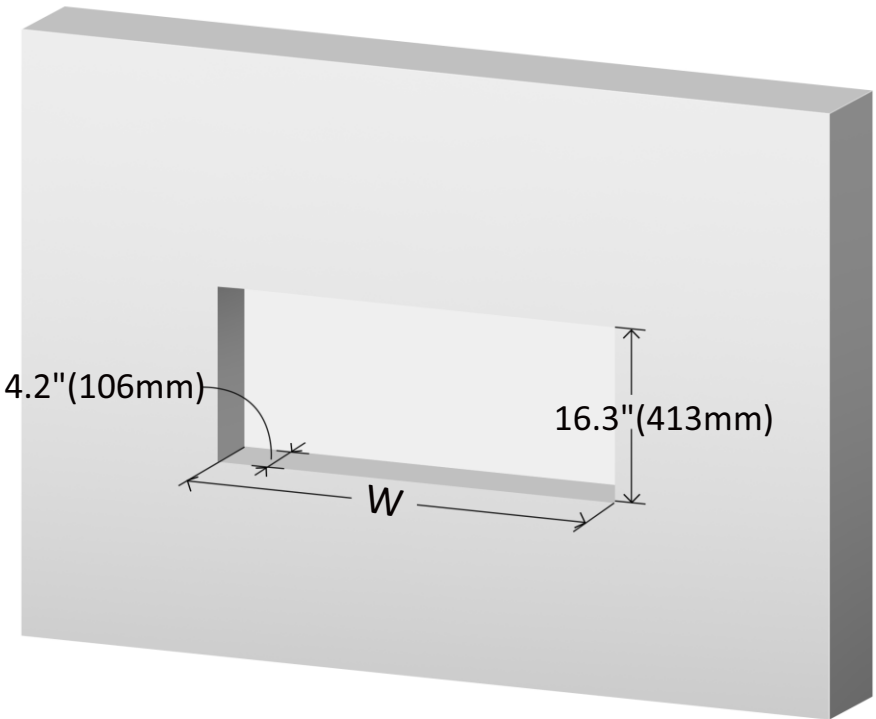


7. Installation

The following installation types are only given as a general guide. Various materials can be used for the framework and cladding. But consideration should be made to soften the internal surface of any cladding to minimums the amplification of noise.

Wall Recessed

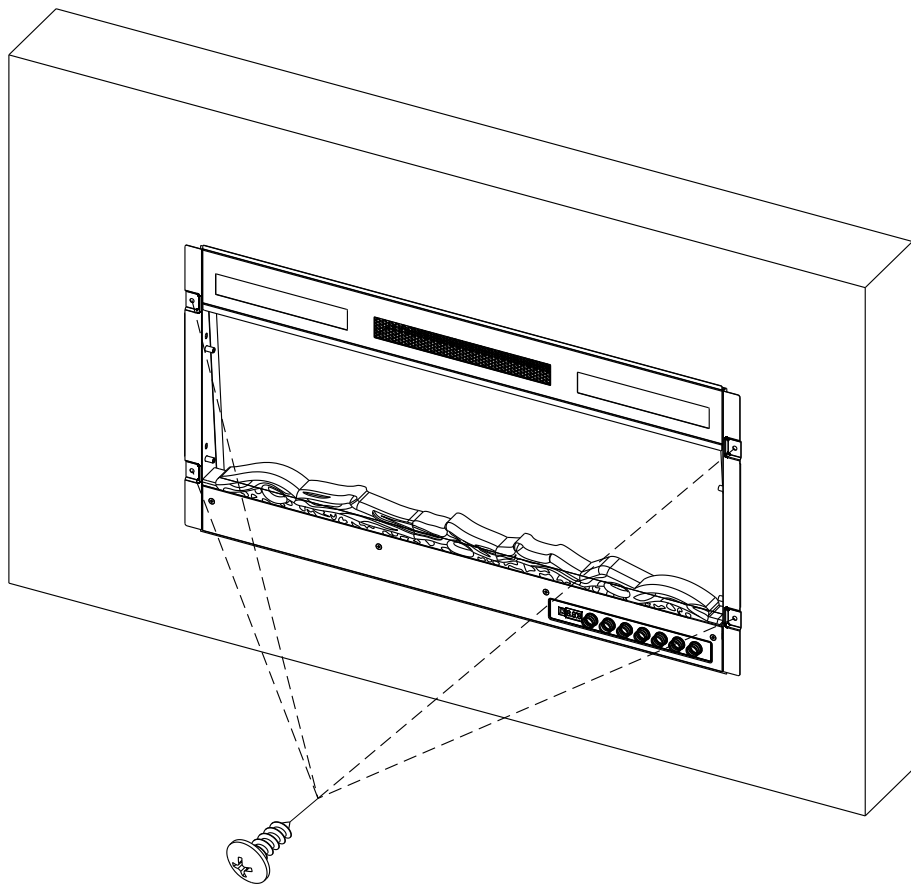
- Build an opening with power supply according to recommended dimensions below and finish it.



	Unit	EF567C	EF568C
W	inch	46.7	56.6
	mm	1185	1438

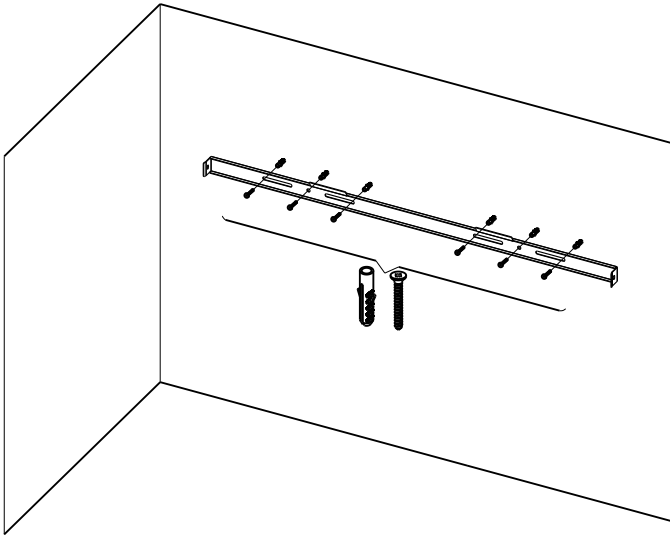
- Insert the fireplace into the wall and secure with 4pcs ST4x12 screws.

NOTE: If it is concrete wall, please use ST4x30 screws and wall plugs.

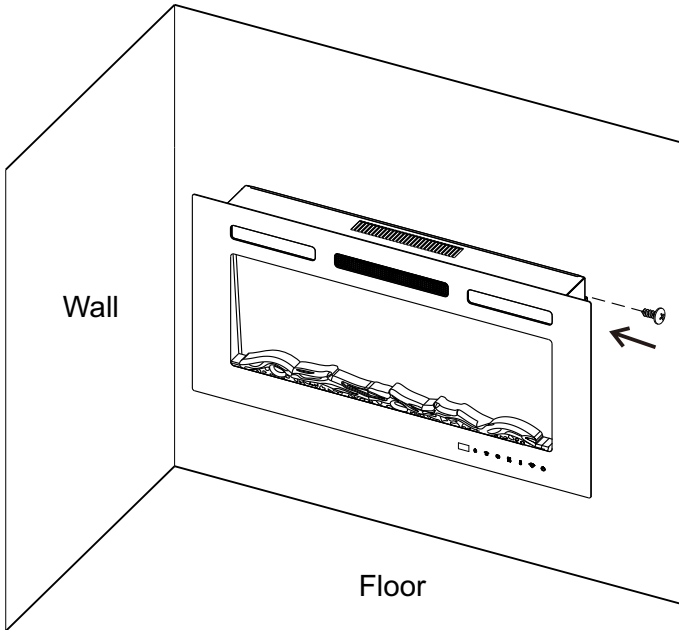


Wall Mounted

- Locate the wall mounting bracket and mark the holes. Drill holes on the marks, insert the wall plugs (for masonry wall ONLY), then fix the bracket by ST4x30 screws.



- Hang on the fireplace and secure on both sides.



8. Carefully hook the glass back to finish the installation.

5. OPERATING INSTRUCTIONS

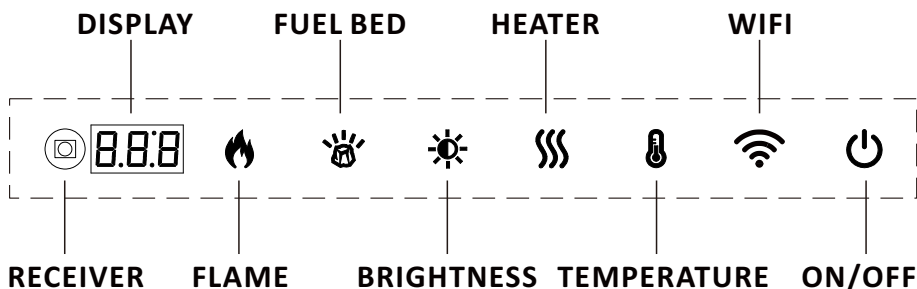


Read and understand this entire owner's manual, including all safety information, before plugging in or using this product. Failure to do so could result in electric shock, fire, serious injury, or death.



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.

5a. Manual Control Panel



Note: The manual buttons control only basic functions, not a full range of controls. Use in conjunction with the remote handset to carry out.

STAND BY: Turns on the appliance with the last used flame and fuel bed settings. Place the appliance into standby mode with all features turned off including heater.

FLAME: Press to cycle through 13 flame colors and off setting.

FUEL BED: Press to cycle through 13 fuel bed colors and off setting.

BRIGHTNESS: Press within 10s after pressing flame or fuel bed button to adjust the brightness in 5 levels.

HEATER: Press to cycle through low heater, high heater and off setting.

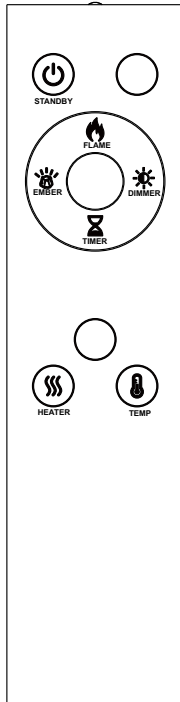
TEMPERATURE: Press within 10s after pressing the heater button to adjust the target ambient temperature. Temperature adjusted from 60 °F - 84 °F (16 °C - 28 °C) and then 99°F (58°C). Press once to query the current setting temperature. Hold for 3s to switch between °C and °F.








WIFI: Press to turn the WiFi on/off.

5b. REMOTE CONTROL

NOTE:

- Ensure that the handset batteries are new and inserted correctly.
- Aim the remote control at the remote receiver which is besides the touch control panel at the bottom right.



Icon	Title	Function	Fireplace Response
	STANDY BY	Press to turn on with the last used flame and fuel bed settings. Or place it into standby mode with all features turned off including heater.	The flame and fuel bed turn on.
	FLAME	Press to cycle through 13 flame colors and off setting.	The flame runs. F.01, F.02,, F.13, F.00 shows on the display.
	HEATER	Press to cycle through low heater, high heater and off setting.	H.Lo, H.HI, H.oF will show on the display. Usually it will light on for 10s, but if all lights are off, H.HI/H.oF will always light on to indicate the heater is on.
	FUEL BED	Press to cycle through 13 fuel bed colors and off setting.	E.01, E.02,, E.13, E.00 will show on the display.
	BRIGHTNESS	Press within 10s after pressing flame or fuel bed button to adjust the brightness in 5 levels.	Fb.5, ..., Fb.1, Eb.5, ..., Eb.1 will show on the display.
	TIMER	Press to cycle through 0.5H, 1H, 2H,.....,9H, 0H.	Turn off once time is up. Press to query the time left.
	TEMPERATURE	Press within 10s after pressing the heater button to adjust the target ambient temperature. Temperature adjusted from 60 °F - 84 °F (16 °C - 28 °C) and then 99°F (58°C). Press once to query the current setting temperature. Hold for 3s to switch between °C and °F.	Temperature numbers will show on the display.

IMPORTANT SAFETY INFORMATION FOR REMOTE CONTROL

1. Two AAA alkaline batteries are required for the remote control;
2. Use the thumb press and push the bar figure on the back cover down simultaneously, then take out the cover and remove the battery or insert the battery, after this, put the cover back to its body back;
3. This AAA alkaline battery (non-recharged) is not to be recharged;
4. Different types of batteries or new and used batteries are not to be mixed;
5. Batteries are to be inserted with the correct polarity;
6. Exhausted batteries are to be removed from the appliance and safely disposed of;
7. If the remote control is to be stored unused for a long period, the batteries should be removed;
8. The supply terminals are not to be short-circuited.

5c. APP CONTROL

Visit your APP store (IOS or Android) to download the TUYA SMART APP. Follow the onscreen instructions to create an account. Once installed, follow the procedure below to pair the device with your appliance.

- Start the APP and click “Add Device” on screen. Select “Small Home Appliance” from the list, then select “Electric Fireplace (Wi-Fi)”.
- Ensure the appliance is powered on, then press and hold the Wi-Fi button on the appliance until you hear 3 beeps at EZ mode. At the same time the Wi-Fi button and the fuel bed will blink. If failed at EZ mode, try AP mode. Please press the Wi-Fi button, you will hear 3 beeps, then keep pressing until you hear other 5 beeps enter AP mode.
- Follow the instructions on the APP to input your home network details. Note, your device must also be connected to the same home network what you wish to connect the appliance to.
- Complete setup and link the fireplace to your account.

We have created a very detailed APP Operation Instruction and a video to guide you through the process how to load down the TUYA Smart APP, create an account, pair your appliance to your smart phone and operate the appliance. Scan the QR code to be taken to the Operation Instruction or the video.



APP Video



APP Instruction

5d. VOICE CONTROL

Note: Before using voice control, ensure that the appliance is connected to the TUYA APP and that Amazon Alexa or Google Assistant APP is installed.

Google Assistant Commands

NOTE: Use your "device name" in place of "my fireplace" below

1.	Fireplace On/Off	OK Google, turn on <my fireplace> OK Google, turn off <my fireplace>
2.	Flame On/Off	OK Google, activate flame for the <my fireplace> OK Google, cancel flame for the <my fireplace>
3.	Heater On/Off	OK Google, activate heater for the <my fireplace> OK Google, cancel heater for the <my fireplace>
4.	Heater Low/High	OK Google, set heat mode to low OK Google, set heat mode to high

5.	Thermostat On/Off	OK Google, activate thermostat for the <my fireplace> OK Google, cancel thermostat for the <my fireplace>
6.	Flame Color	OK Google, set flame color to color 1 (or 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13)
7.	Flame Brightness	OK Google, set brightness to 1 (or 2, 3, 4, 5)
8.	Fuel Bed On/Off	OK Google, activate fuel bed for the <my fireplace> OK Google, cancel fuel bed for the <my fireplace>
9.	Set Room Temperature	OK Google, set <my fireplace> temperature to N Celsius (N=16-28)

Amazon Alexa Commands

NOTE: Use your "device name" in place of "my fireplace" below

1.	Fireplace On/Off	Alexa, turn on <my fireplace> Alexa, turn off <my fireplace>
2.	Flame On/Off	Alexa, turn on flame on <my fireplace> Alexa, turn off flame on <my fireplace>
3.	Heater On/Off	Alexa, turn on heater on <my fireplace> Alexa, turn off heater on <my fireplace>
4.	Heater Low/High	Alexa, set heat mode on <my fireplace> to low Alexa, set heat mode on <my fireplace> to high

5.	Thermostat On/Off	Alexa, turn on thermostat on <my fireplace> Alexa, turn off thermostat on <my fireplace>
6.	Flame Color Switch On/Off	Alexa, turn on flame color switch on <my fireplace> Alexa, turn off flame color switch on <my fireplace>
7.	Flame Color	Alexa, set flame color on <my fireplace> to 1 (or 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13) Alexa, set flame color on <my fireplace> to off
8.	Flame Brightness	Alexa, set flame brightness on <my fireplace> to 1 (or 2, 3, 4, 5) Alexa, increase flame brightness on <my fireplace> Alexa, decrease flame brightness on <my fireplace>
9.	Fuel Bed Switch On/Off	Alexa, turn on fuel bed switch on <my fireplace> Alexa, turn off fuel bed switch on <my fireplace>
10.	Fuel Bed Color	Alexa, set fuel bed color on <my fireplace> to 1 (or 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13) Alexa, set fuel bed color on <my fireplace> to off
11.	Fuel Bed Brightness	Alexa, set fuel bed brightness on <my fireplace> to 1 (or 2, 3, 4, 5) Alexa, increase fuel bed brightness on <my fireplace> Alexa, decrease fuel bed brightness on <my fireplace>
12.	Set Room Temperature	Alexa, set <my fireplace> temperature to N Celsius (N=16-28) Alexa, set <my fireplace> temperature to N Fahrenheit (N=60-84)

NOTE:

- You can't set the timer by voice control for Alexa.
- You should set temperature unit for Alexa.

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 fire 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 proceeds is as follows:

1. Switch off the appliance (Manual switch) and leave it off for approximately 10-15 minutes.
2. Remove any obstruction to the fan heater outlet or fan blades etc. Make sure that the power supply is disconnected with the plug socket outlet while doing this.
3. Switch on the appliance and the E.S. Control will be reset.
4. Ensure that the appliance is functioning correctly. If the E.S. Control operates again, the appliance should be checked by a competent electrician.

6. CARE AND MAINTENANCE



ALWAYS turn the heater OFF and unplug the power cord from the outlet before cleaning, performing maintenance, or moving this fireplace. Failure to do so could result in electric shock, fire, or personal injury.

Cleaning



NEVER immerse in water or spray with water. Doing so could result in electric shock, fire, or personal injury.

Metal:

- Buff using a soft cloth, slightly dampened with a citrus oil-based product.
- **DO NOT** use brass polish or household cleaners as these products will damage the metal trim.

Glass:

- Use a good quality glass cleaner and dry thoroughly with a paper towel



or lint-free cloth.

- **NEVER** use abrasive cleansers, liquid sprays, or any cleaner that could scratch the surface.

Plastic:

- Wipe gently with a slightly damp cloth and a mild solution of dish soap and warm water.
- **NEVER** use abrasive cleansers, liquid sprays, or any cleaner that could scratch the surface.
- **Vents:**
- Use a vacuum or duster to remove dust and dirt from the heater and vent areas.
- Clean the exterior of the fireplace with a slightly damp cloth or duster.

Maintenance

	Risk of electric shock! DO NOT OPEN! No user-serviceable parts inside!
	ALWAYS turn the heater OFF and unplug the power cord from the outlet before cleaning, performing maintenance, or moving this fireplace. Failure to do so could result in electric shock, fire, or personal injury.

Electrical and Moving Parts:

- The fan motors are lubricated at the factory and will not require lubrication.
- Electrical components are integrated in the fireplace and are not serviceable by the consumer.

Storage:

- Store heater in a clean dry place when not in use.

Replacement parts:

- Use only replacement parts supplied by the manufacturer. Use of any other parts, or modifying the fireplace in any way, will void all warranties.
- No internal parts are replaceable or serviceable.

7. LIMITED WARRANTY

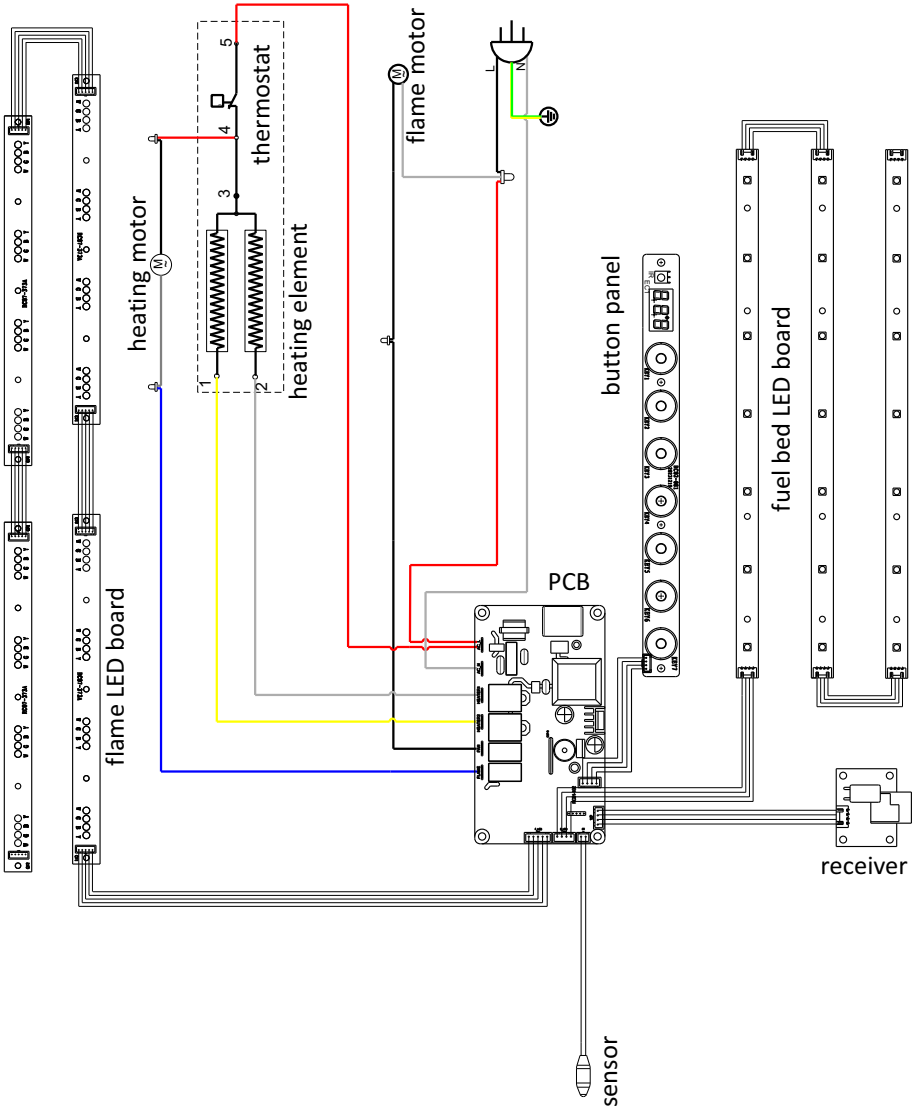
This warrants to the original purchaser that this product is free from defects in material and workmanship as of the date of purchase and that it will, under normal use and proper care, remain so for one year from the date of purchase. Missing or initially defective parts will be replaced free of charge during the period of this limited warranty. If parts are unavailable, comparable replacement or refund will be given. **The original dated sales receipt is required for all warranty claims.** This warranty does not cover damage which has occurred during transport from the point of purchase to the consumer's home. This warranty does not cover glass, light bulbs, batteries, transportation, labor, or other issues not associated with the manufacture of the product.

This product is for residential use only. Any and all commercial use of this product voids all warranties, and frees the manufacturer from all liability.

Read and understand all assembly and operating instructions, and all safety information and warnings, before use. The following will void this warranty: Damage caused from tampering with, modifying, or altering the fireplace insert in any manner; Damage due to incorrect assembly, improper care, misuse, or abuse; Damage from being used with the wrong power source; Water damage; Damage caused from this insert being used outdoors; Damage caused from this insert being used for excessive periods of time; Damage caused by the insert being used in a commercial application; Damage from use as a primary heat source; Other misuse or abuse not specifically listed herein.

This product is not intended to be used as a primary heat source. It is for supplemental heating purposes only.

8. SCHEMATIC DIAGRAM



Ningbo Richen Electrical Appliance Co., Ltd.
Address: No. 19, Yongdinghe Road, Xiapu, Beilun, Ningbo, Zhejiang, P.R.China