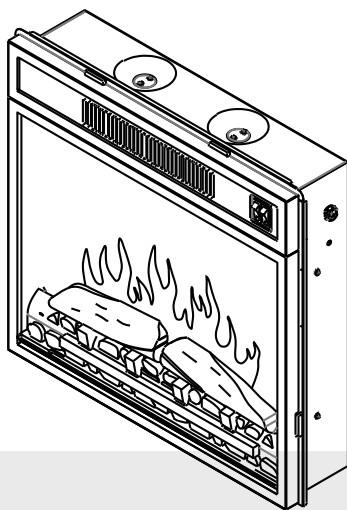


MANUAL INSTRUCTION

Electric Fireplace Insert
EFM-CS01-43W



We offer a diverse range of products to
meet the needs of customers.



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.

IMPORTANT SAFETY INFORMATION

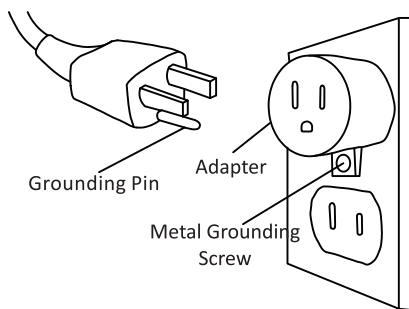
- Read all of the instructions before using this appliance.
- This heater is hot when in use. To avoid burns, DO NOT let bare skin touch hot surfaces. If provided, use handles when moving this heater. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 3 feet (0.9m) from the front of the heater, and keep them away from the sides and rear.
- Extreme caution is necessary when any heater is used by or near children or invalids and whenever the heater is left operating and unattended.
- DO NOT operate any heater with a damaged cord or plug or after the heater malfunctions, has been dropped or damaged in any manner. Discard heater, or return to authorized service facility for examination and/or repair.
- DO NOT insert or allow foreign objects to enter any ventilation or exhaust opening, as this may cause electric shock or fire, or damage the heater.
- INDOOR use only! NEVER use this heater outdoors! Doing so may result in electric shock!
- To disconnect heater, turn controls to off, and turn off power to heater circuit at main disconnect panel (or operate internal disconnect switch if provided).
- To prevent a possible fire, DO NOT block air intakes or exhaust in any manner. Doing so could cause a fire. DO NOT use on soft surfaces, like a bed, where openings may become blocked.
- 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.
- 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.

- Connect to properly grounded outlets ONLY.
- DO NOT place the heater near a bed because objects such as pillows or blankets can fall off the bed and be ignited by the heater.
- NEVER use this heater in bathrooms, laundry rooms, or any other location where the heater could fall into a bathtub or pool, become damp, or come in contact with water.
- AVOID FIRE! Regularly inspect all air vents to make sure they are free from dust, lint, or other blockage. Unplug the unit and clean with a vacuum ONLY. DO NOT rinse or get wet.
- WARNING: REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK---DO NOT USE THIS HEATER WITH ANY SOLID STATE SPEED CONTROL DEVICES.
- For residential use only! NOT for commercial use! Any commercial or public use of this heater voids all warranties, and could cause injury.
- This product is not intended to be a primary heat source. It is for supplemental heat only.
- NEVER modify this heater. Doing so could result in personal injury or property damage. Modification of this fireplace completely voids all warranties.
- ALWAYS disconnect this unit from the power supply before performing any assembly or cleaning, or before relocating the electric fireplace.
- NEVER leave this heater unattended. ALWAYS unplug this heater when not in use.
- ALWAYS store this heater in a dry location. NEVER use the fireplace if it has become wet.
- ONLY use this heater on a 120V AC 15-Amp circuit. NEVER overload the circuit. If this heater trips the circuit breaker, unplug

all other appliances on the same circuit before the next use. Avoid plugging other appliances into the same circuit as this heater.

- NEVER plug this heater into an outlet that is old, cracked, or has any loose wires or connections. Plugging this heater into a faulty outlet could result in electric arcing within the outlet that could cause the outlet to overheat or catch fire.
 - ALWAYS check your heater cord and plug connections with each use!
1. MAKE SURE the plug fits tight in the outlet! Faulty wall outlet connections or loose plugs can cause the outlet to overheat.
 2. Heaters draw more current than small appliances. Overheating may occur even if it has not occurred with the use of other appliances.
 3. During use check frequently to see if the plug outlet or faceplate is HOT!
 4. If the outlet or faceplate is HOT, discontinue use immediately and have a qualified electrician inspect and/or replace the faulty outlets.

This heater has a three-blade grounding type plug as show in below picture. If there is a two-slot receptacles only, an adapter should be used for connecting three-blade grounding type plugs. The grounding plug extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box by a metal screw. The adapter should not be used if a three-slot grounded receptacle is available.



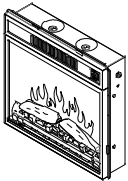
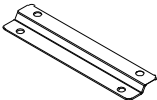



SAVE THESE INSTRUCTIONS!

TECHNICAL SPECIFICATIONS

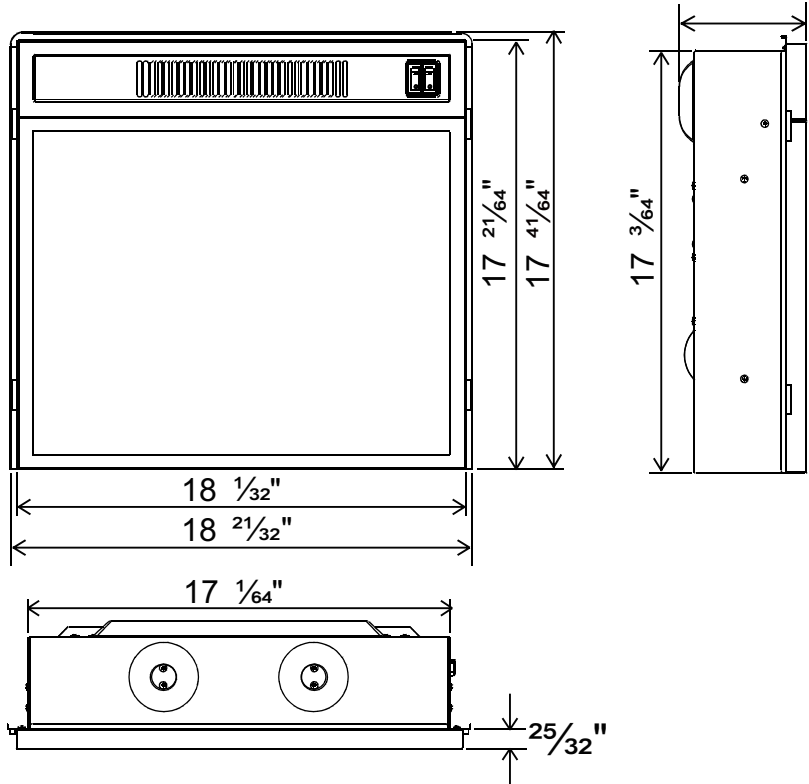
Model No.: EF500B
Supply Voltage: AC120V 60Hz
Maximum power consumption:1500W
Power for flame and fuel bed effect: 6.4W

PARTS AND HARDWARE

- Unpack the fire carefully, make sure that the appliance is intact with no signs of damage caused by transport and no part has been exposed to water. If in 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.

 1x	 2x	 4x	 4x
FIREBOX	FIXING BRACKETS	SCREW ST4*12	SCREW ST4*6
 1x			
INSTRUCTION			

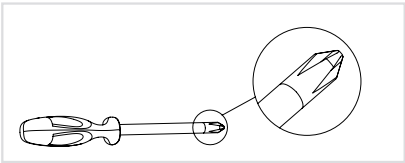
APPLIANCE DIMENSIONS



INSTALLATION INSTRUCTIONS

Tools Required

A screw driver will be needed.



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.

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

Prepare the electrical supply

- Plan the location of the appliance so that it will have adequate electric power. A 15 AMP, 60Hz circuit is required for 120V installation. The appliance should ideally be located close to a suitable main socket to enable power connection.
- The power cord is 6ft long and locates on the right side of the unit. If the cord is found not long enough to reach the outlet, a grounded extension could be run from an existing socket outlet but a minimum size 14 AWG with a minimum rating 1875W would be recommended, and it should not be longer than 7ft and 10 ³/₆₄ ”.
- Always make sure the outlet is in good condition and the plug is not loose. NEVER exceed the maximum amperage of the circuit.

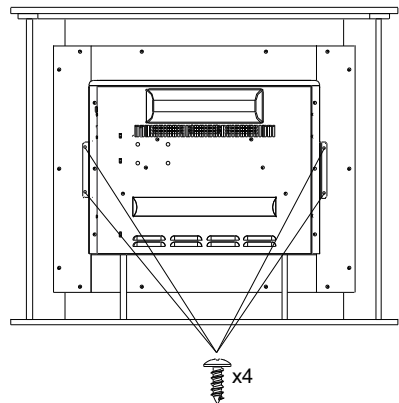
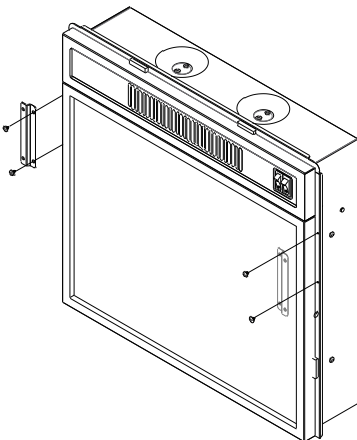
Installing the Appliance

Install into a wood mantel

a. Opening dimensions:

18 ⁷/₆₄" wide, 17 ⁷/₁₆" high and 5 ³³/₆₄" deep at least.

b. Install two fixing brackets with four ST4*6 screws on the firebox first, and then fix the firebox with four ST4*12 screws as shown in the following picture.



OPERATING INSTRUCTION

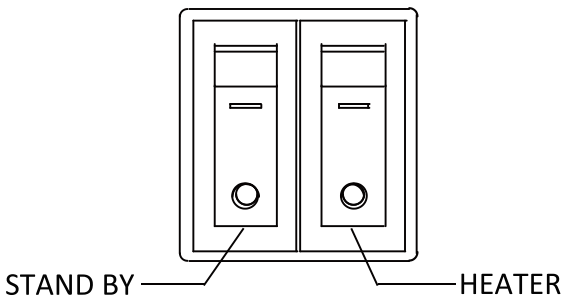
1. GENERAL

WARNING! Do not operate the appliance if it is damaged or has mal-functioned. If you suspect the appliance is damaged or has malfunctioned, call a qualified service engineer to inspect the appliance, and replace any part of the electrical system if necessary, before re-use.

WARNING! To reduce the risk of fire, keep textiles, curtains, or any other flammable material a minimum distance of 1 meter from the air outlet.

- MAKE SURE the plug fits tight in the outlet. Faulty wall outlet connections or loose plugs can cause the outlet to overheat.
- DO NOT disconnect the power at the mains supply whilst the appliance is running. Use the functions on the remote to turn the fire off and ensure the mains switch has been moved to the off position before disconnecting.

2. MANUAL CONTROL PANEL



1. STAND BY: Press to turn off all the functions or turn on flame effect after power is on.
2. HEATER: Press to turn on/off the heater when flame is on.

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 procedures are as follows :

1. Press button STAND BY on fire to turn off the appliance 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 so.
3. Turn 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.

CLEANING

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

WARNING! 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

WARNING! Risk of electric shock! DO NOT OPEN! No user-serviceable parts inside!

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.

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.

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.

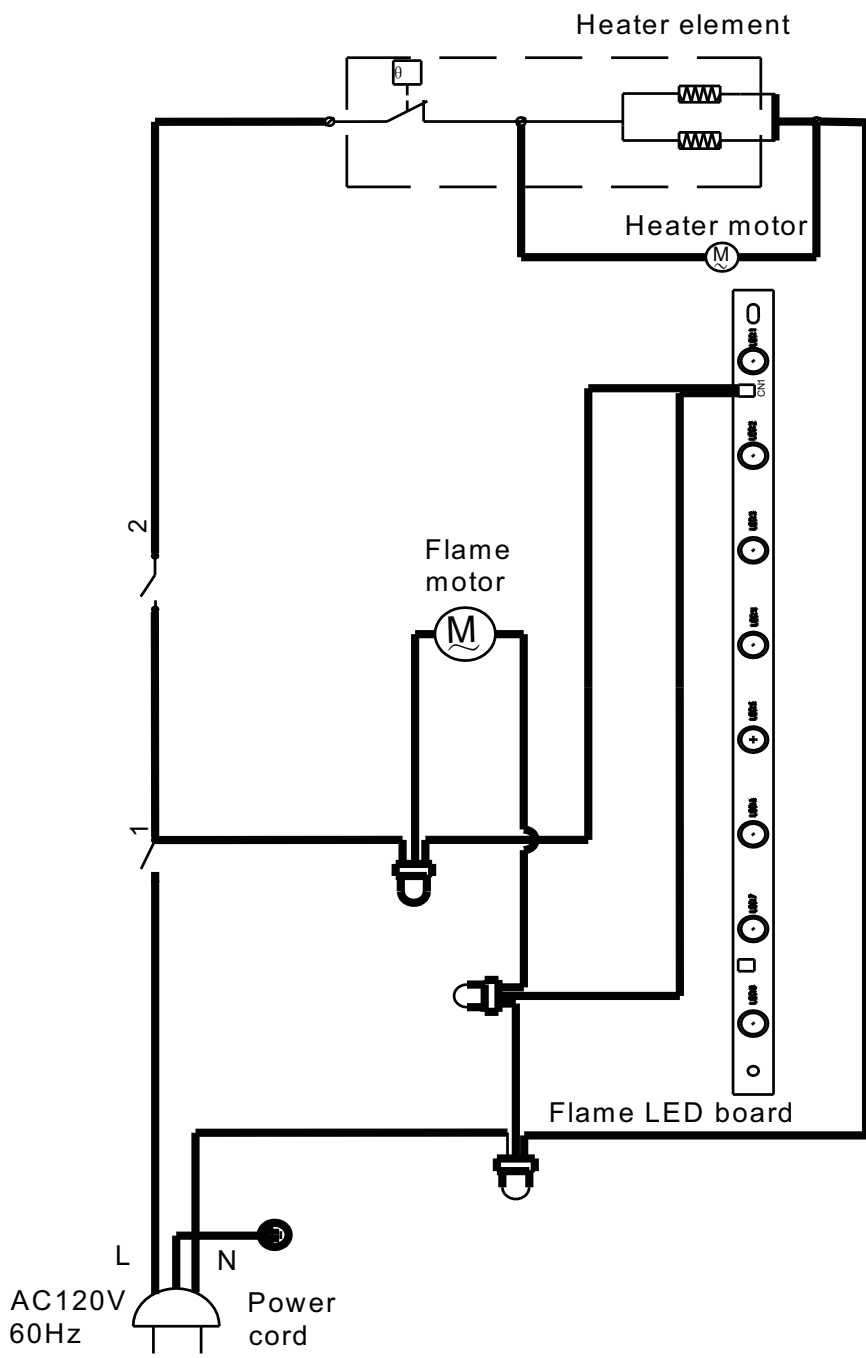
This warranty does not cover damage which has occurred during transport from the point of purchase to the consumer's home. This warranty does not cover glass, light bulbs, batteries, transportation, labor, or other issues not associated with the manufacture of the product.

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.

Schematic Diagram



Troubleshooting

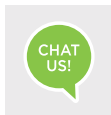


WARNING! Turn off the appliance, unplug and let cool for at least 5 minutes before attempting to service.
Only a qualified professional should attempt to service or repair the appliance.

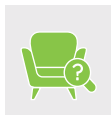
Problem	Possible Cause	Corrective Action
Flame effect is in malfunction	1.LED bulbs are burned out. 2.Flame motor is not functioning.	1.Contact with the technical. 2. Replace the LED board. 3. Replace the flame motor.
The appliance turns off and willnot turn back on	1.The overheat protection device in the appliance has been triggered. 2.House circuit breaker has been tripped.	1.Turn all controls off, unplug the appliance, allow to cool for at least 10 minutes, then plug back in and restart. 2. Reset house circuit breaker.
The appliance does not turn on when the button is pushed to "ON"	1.The overheat protection device in the appliance has been triggered.	1.Turn all controls off, unplug the appliance. Allow to cool for at least 5 minutes, then plug back in and restart.
Heating function is not working	1.Heating element is not functioning. 2.Fan assembly is not functioning.	1.Contact with the technical. 2.Replace the heating element. 3.Replace the fan assembly.

HELP CENTER

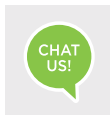
Question about your product? We're here to help. Visit us at:



Chat Support



Product Inquiry



Orders FAQ



Product Assembly



Returns & Refunds

We Stand Behind the Quality of Their Furniture

If you have any issues with your item please let us know! We will always do our best to come up with a solution that you will be happy with.

Please get in touch with our customer service team before returning the product.

And pls do not throw the original box(es) if you have not finished assembling or confirmed no quality issues.

Length of return period:

Items can be returned within 30 days of purchase.

In the meanwhile, everything you purchased from us comes with a one-year warranty.

Who is responsible for the return shipping fee:

We will cover the return shipping fees if:

1. Your item has a manufacturing defect in its materials or workmanship. For example, torn wicker or misaligned screw holes. We will send you a prepaid shipping label after photos are sent.
2. Your item has been damaged in transit. For example, glass is broken or wicker is damaged. We will send you a prepaid shipping label after photos are sent.
3. You receive the wrong box(es) due to a warehouse error. We will send you a prepaid shipping label after photos are sent of the wrong SKU numbers on the outer box(es).
4. One or more boxes are lost in transit. We will send you a prepaid shipping label if you no longer want the item.

* However, we still hope to work with you for a better solution instead of a return. Please don't hesitate to contact our customer service team.

Customer will cover the return shipping fees if:

1. You don't like the product(s) after receiving the box(es).
2. You no longer need the product(s) but you have received the box(es).
3. You buy the product(s) by mistake but you have received the box(es).
4. Order/Shipment cancellation failed and you have received the box(es).

Return Request

In order to get a full refund as described in this return policy, all items must be: (1) In a brand new/unused condition, please provide photos before and after packaging. (2) When returning, all accessories and parts are firmly packed in all original packaging.

If your return does not meet the requirements, you may not get a full refund.

When will I be refunded?

The refund is released once the goods have been returned to our warehouse.

What if the product is damaged/defective outside of the valid return period?

We want you to be a happy customer. Please reach out to us by email and we will come up with a solution to make sure you are satisfied.