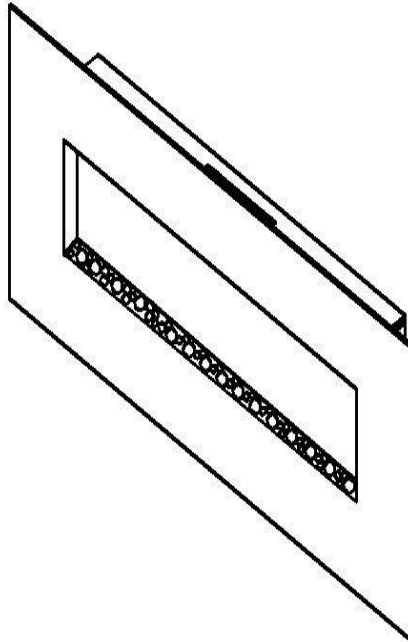


# ELECTRIC FLAT PANEL FIREPLACE HEATER

## OWNER'S MANUAL



AC 120V 60Hz 1500W

### **⚠ 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**

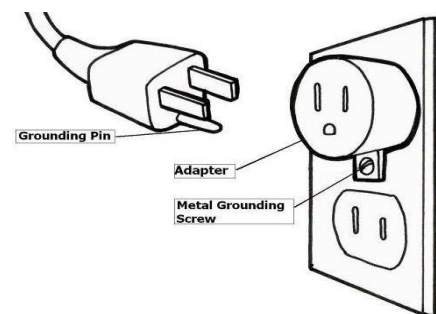
**Keep this owner's manual** for future reference. If you sell or give this product away, **make sure this manual accompanies this product**.

# IMPORTANT SAFETY INFORMATION!

## WARNING

- **Read all instructions before using this heater!**
- 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** run **power cord** under carpeting. **DO NOT** cover power cord with throw rugs, runners, or similar coverings. **DO NOT** route power cord under furniture or appliances. Arrange power cord **away from traffic** area, and where it will not be tripped over.
- **Connect to properly grounded outlets ONLY.**
- **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**.
- 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.**
- **ALWAYS** plug heaters directly into a wall outlet/receptacle. **NEVER** use with an extension cord or relocatable power tap (outlet/power strip).
- **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.
- **NEVER** hang this unit on a wall **directly below an electrical outlet**.
- **NEVER** permanently install in a **recessed area of the wall**. This may result in **blocked air flow, overheating, or fire**.
- **ALWAYS** mount to wall bracket before use. **DO NOT** set on the floor, or other surface, to use.
- **NEVER** use a wall mount bracket from another manufacturer.

- **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**.
- **INDOOR use only! NEVER** use this heater **outdoors!** Doing so may result in **electric shock!**
- **Risk of electric shock! DO NOT OPEN!** No user-serviceable parts inside!
- **NEVER modify this heater.** Doing so could result in personal **injury** or property **damage**. Modification of this fireplace **completely voids all warranties**.
- **ALWAYS** turn this heater off before unplugging it from the outlet.
- **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.
- Place the heater near a wall outlet so an extension cord is not needed. If an extension cord is needed, the **gauge** of the cord **must be at least 14AWG**, and the **rating must be at least 1875 Watts**. **NEVER** use a **smaller gauge** cord with a **lower rating**. Doing so may result in **fire or electric shock**.
- **ONLY** use this heater on a **120V AC 15-Amp grounded 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!**
  - i) **MAKE SURE** the plug fits tight in the outlet! Faulty wall outlet connections or loose plugs can cause the outlet to overheat.
  - ii) **Heaters draw more current** than small appliances. **Overheating** may occur even if it has not occurred with the use of other appliances.
  - iii) During use **check frequently** to see if the **plug outlet or face plate is HOT!**
  - iv) If the outlet or face plate is **HOT, discontinue use immediately** and have a qualified electrician inspect and/or replace the faulty outlets.
- The power cord supplied with the heater has three prongs: two flat blades (live and neutral) and one round pin (ground). If a 3-slot receptacle is not available, an adapter **MUST** be used. The adapter **MUST** be **properly grounded** to the outlet box (see figure at right). [NOTE: Adapter NOT INCLUDED.]
- **SAVE THESE INSTRUCTIONS!**



# Preparation








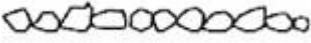



This product includes a **GLASS panel!** Always use **extreme caution** when handling **glass**. Failure to do so could result in **personal injury** or **property damage**.

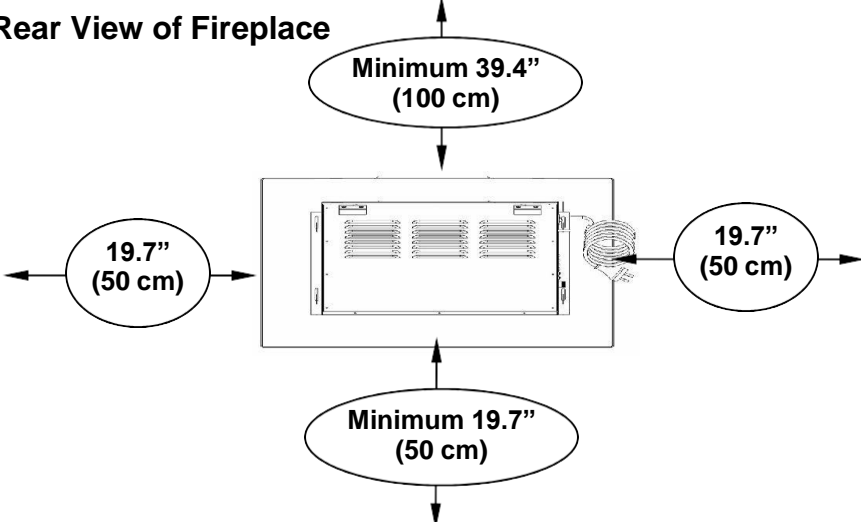
Remove all parts and hardware from the carton and place them on a clean, soft, dry surface. Parts and assembly steps are grouped for wall-hanging use. Check the parts list to make sure nothing is missing. Dispose of packaging materials properly. Please recycle whenever possible.

**You will need the following tools (not included):** Phillips screwdriver; stud finder; level; tape measure; electric drill; 1/4" wood drill bit, hammer.

# Parts and Hardware

 <b>A – Fireplace ( 1 )</b>	 <b>B – Wood Screws ( 3 )</b>	 <b>C – Drywall anchors ( 3 )</b>	
	 <b>D – M5x10 Metal Screws ( 2 )</b>	 <b>RC – Remote Control</b>	
	 <b>E - Wall Bracket ( 1 )</b>		 <b>I - Shelf</b>
	 <b>F - Decorative Crystals</b>	 <b>G - Decorative Crystals</b>	

# Installation and Assembly

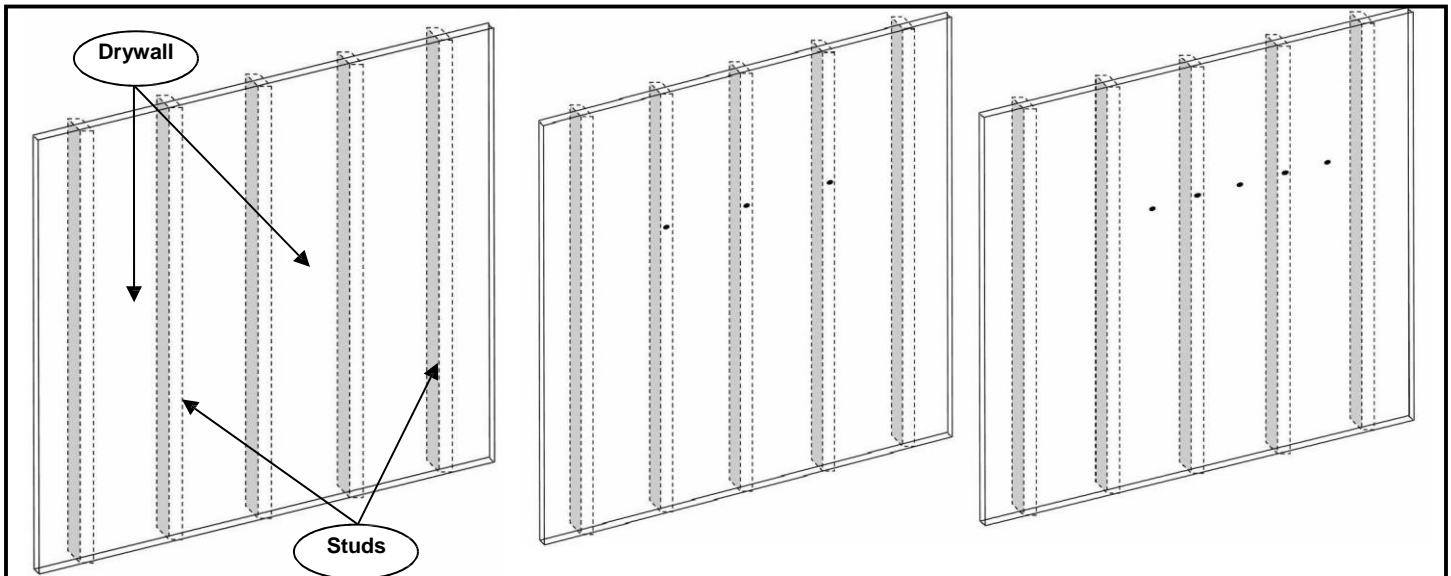
<p><b>Rear View of Fireplace</b></p> 	<p><b>Step 1. Find a safe location.</b></p> <p>Minimum clearance on each side: 19.7" (50 cm).          Minimum clearance below: 19.7" (50 cm).          Minimum clearance above: 39.4" (100 cm).          Minimum clearance from the front and sides: 3 feet (90 cm).</p> <p>Choose a location near an outlet so an extension cord is not required.</p> <p><b>DO NOT</b> position the unit <b>directly below</b> a power outlet.</p> <p>See <b>Safety Information</b> on <b>pages 2 and 3</b> for warnings about <b>safe placement, safe installation, and proper use</b> of this product.</p>
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## NOTICE

The wall mount fasteners included with this fireplace are for use **ONLY** with a wood-framed wall covered in drywall (sheet rock). For concrete walls, cinder blocks, or other wall types, consult a professional for the best attachment methods.



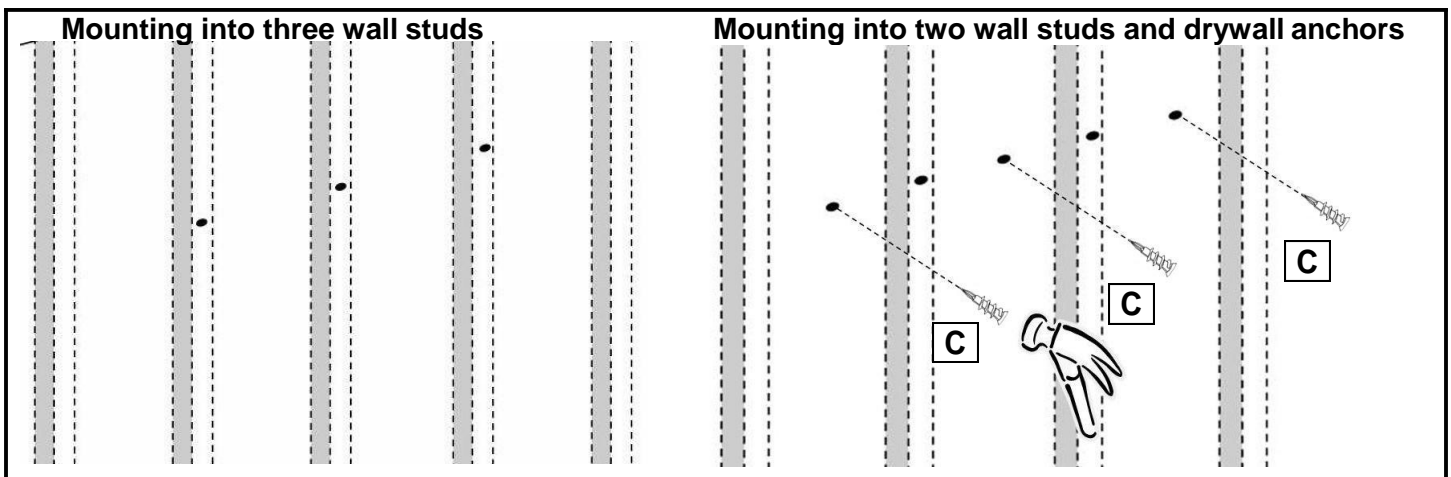
**ALWAYS unplug** this fireplace heater **before assembly or cleaning, or before relocating.** Failure to do so could result in **electric shock, fire, or personal injury.**



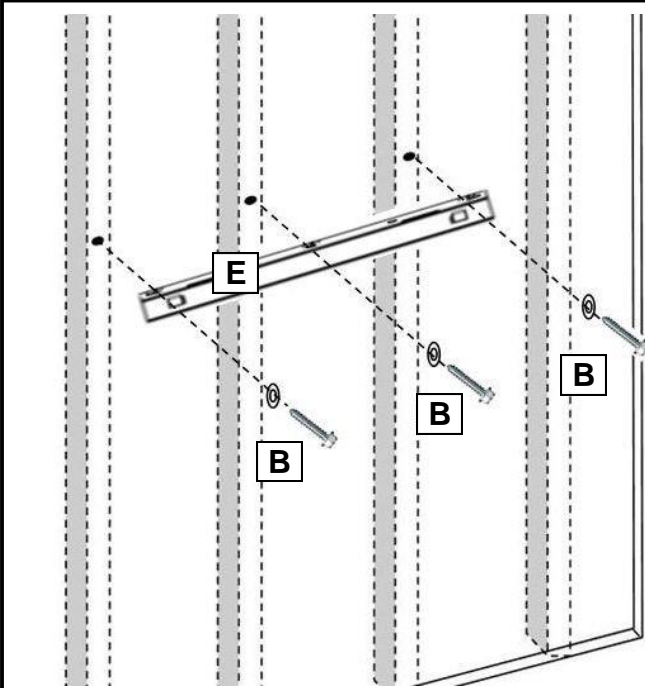
**STEP 2. A.** Locate the wall studs using an electronic stud-finder. Mark the hole locations with a pencil. The holes should be 8" (20.3 cm) apart, and level. The minimum height from the surface below must be 19.7" (50 cm). **B.** Three screws should be screwed directly into wall studs. Then, no drywall anchors are needed. **C. If only two studs are available, two screws MUST be screwed directly into studs, and the other screws must be screwed into the drywall anchors.**



**AVOID INJURY and DAMAGE!** Three screws should be screwed directly into wall studs. If only two studs are available, two screws must be screwed directly into the wall studs, and additional screws must also be screwed into the drywall anchors.



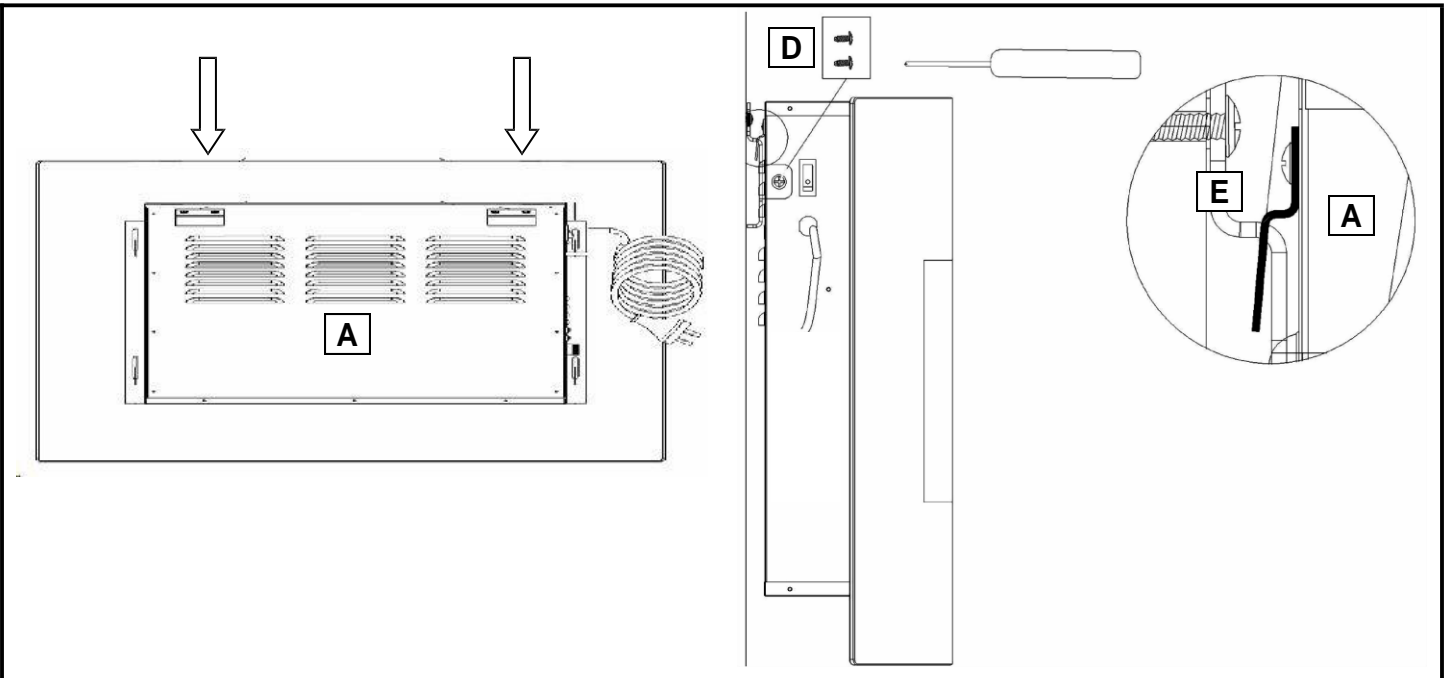
**STEP 3.** Drill a pilot hole into each mark using a 1/4" wood drill bit. **A.** If screws will go into three studs, no drywall anchors are needed. **B.** Tap the drywall anchor(s) (C) carefully into the drywall holes until they are flush with the drywall surface. Use care to avoid damage.



**STEP 4.** Align the holes in the wall bracket (E) with the pilot holes and drywall anchors. Thread wood screws (B) through washers and holes in the wall bracket, then directly into the wall studs and/or drywall anchors. Make sure bracket is level. Tighten all screws securely with a screwdriver.



**ALWAYS unplug** this fireplace heater **before assembly** or **cleaning**, or **before relocating**. Failure to do so could result in **electric shock**, **fire**, or **personal injury**.



**STEP 5. A.** With the help of a capable adult, lift the fireplace (A) and align the hooks on the back of the fireplace with the slots on the wall bracket. Carefully set the hooks into the slots.

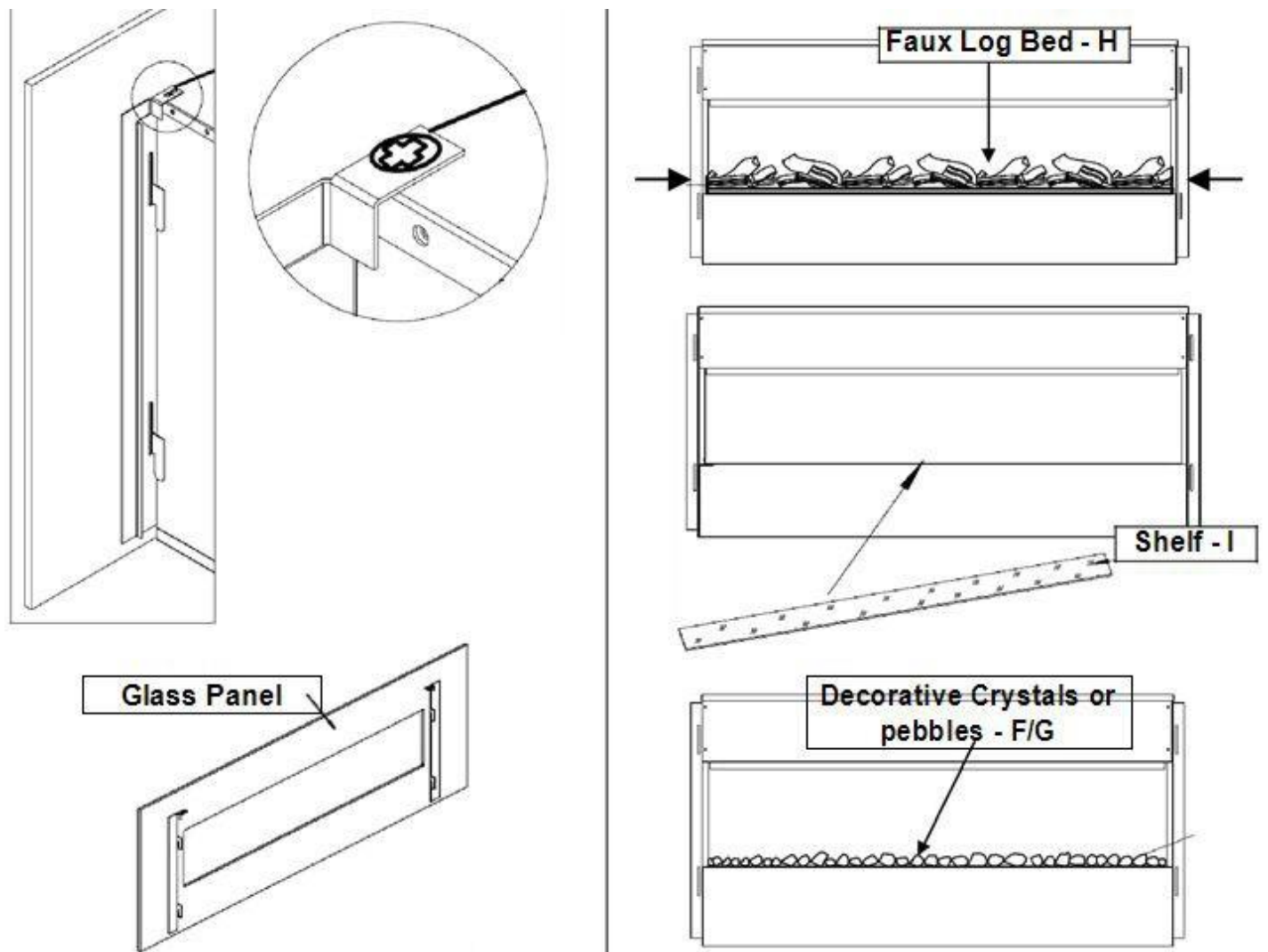
**B.** Secure the fireplace to the wall bracket with two M5x10 metal screws (D), one on each side. Thread the screws through the fireplace and into the wall bracket side tabs. Tighten both screws with a Phillips screwdriver. The unit may now be plugged in.



This next step involves **GLASS! ALWAYS** use **extreme caution** when handling glass. Failure to do so could result in **personal injury** or **property damage**.



**ALWAYS** keep the decorative crystals and pebbles **OUT OF REACH OF CHILDREN!** Leave no pieces where children can find them. Failure to do so could cause a choking hazard.



**NOTE:** The fireplace comes with the faux log bed in place, and can be used as is. To switch to decorative glass or stones, follow these steps. Have a capable adult help you.

- STEP 6A.** While one person holds the glass panel, remove the two screws at the top edge of the fireplace with a Phillips (+) screwdriver.
- STEP 6B.** Together, carefully remove the front glass panel and set it aside on a clean soft surface.
- STEP 6C.** Remove the two log bed screws (one at each end of the log bed), and lift the log bed out.
- STEP 6D.** Set the shelf (I) onto the ledge in the opening at the front of the fireplace.
- STEP 6E.** Arrange the decorative crystals or pebbles (F/G) on the shelf in the desired position. **STEP 6F.** Set the front glass panel back onto the firebox.
- STEP 6G.** Align the tabs of the glass panel with the holes on the top edge of the fireplace. Thread the screws back into the holes and tighten them both with a Phillips screwdriver.

## Operation



**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.**

### Power

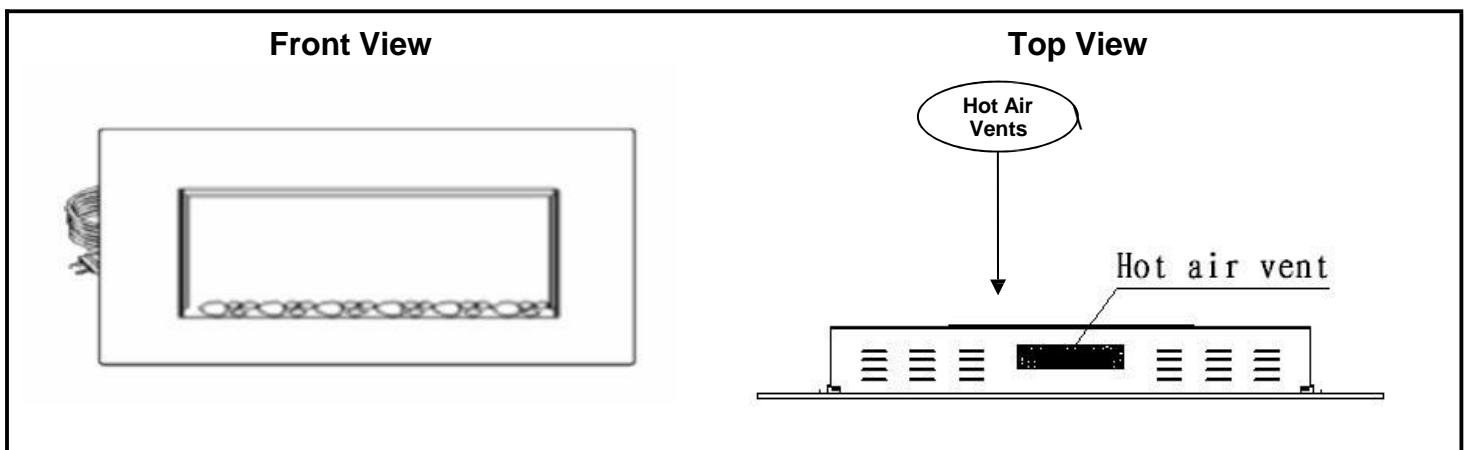
Make sure the ON/OFF switch, located on the left side panel, is in the OFF position. Plug the power cord into a 110~120 Volt 15 Amp grounded outlet (see **IMPORTANT SAFETY INFORMATION** on **Pages 2 and 3**). Make sure the outlet is in good condition and that the plug is not loose. **NEVER** exceed the maximum amperage for the circuit. **DO NOT** plug other appliances into the same circuit.

### Methods of Operation

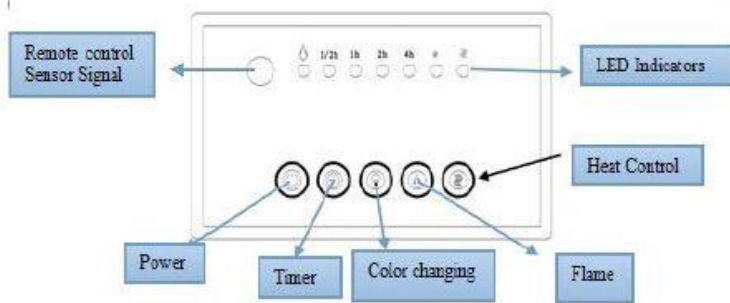
This electric fireplace can be operated by the CONTROL PANEL, located on the right side panel of the fireplace (see figure below), or by the battery-powered REMOTE CONTROL.

The operation and functions of the two methods are the same.

Before operating, please review the **IMPORTANT SAFETY INFORMATION** on **Pages 2 and 3**, and heed all warnings.












## Control Panel / Remote Control Operation

(Control panel POWER switch must be ON to use remote control.)

BUTTON	FUNCTION	ACTION & INDICATION
 <b>POWER</b>	<p><b>ON:</b> Enables control panel functions and remote control. Turns on flame effect.</p> <p><b>OFF:</b> Disables control panel functions and remote control. Turns off flame effect.</p>	<ol style="list-style-type: none"> <li><b>Press once.</b> Indicator light turns on. Power turns on. All functions enabled.</li> <li><b>Press again.</b> Flame effect turns off. Unit goes to standby. All functions turn off.</li> </ol>
 <b>TIMER</b>	<p><b>TIMER button:</b> Controls timer settings to turn off fireplace at selected time.</p> <p>Settings range from 0.5 hours to 7.5 hours.</p>	<ol style="list-style-type: none"> <li><b>Press once.</b> Indicator light turns on. Timer is set to 0.5 hours.</li> <li><b>Press again until desired setting is reached.</b> Indicator lights show setting.</li> </ol>
 <b>FLAME</b>	<p><b>FLAME button:</b> Makes flame effect dimmer and brighter.</p> <p><b>NOTE:</b> Flame effect stays on until power button is turned off. Flame effect must be on for heater to turn on.</p>	<ol style="list-style-type: none"> <li><b>Press once.</b> Flame brightness effect gets changing.</li> <li><b>Press again.</b> until desired setting is reached.</li> </ol>
 <b>COLOR</b>	<p><b>COLOR button:</b> Makes the color flame effect changing.</p> <p><b>NOTE:</b> color effect stays on until power button is turned off. Color flame effect must be on for heater to turn on.</p>	<ol style="list-style-type: none"> <li><b>Press once.</b> Flame color effect gets changing.</li> <li>Press again until desired setting is reached. total 10 colors.</li> </ol>

 <p><b>HEATER</b></p>	<p><b>HEATER button:</b> Turns heater on and off.</p> <p><b>NOTE:</b> The heater only works when the flame effect is on. If the flame effect is off, the heater will not turn on.</p> <p><b>NOTE:</b> To prevent overheating, the heater fan will blow cool air for 8-10 seconds before the heater turns on, and after the heater turns off.</p>	<ol style="list-style-type: none"> <li><b>Press once.</b> Indicator lights up. Fan blows cool air for 10 seconds. 750W heater turns on and blows warm air.</li> <li><b>Press again.</b> Indicator lights up. 1500W heater turns on and blows hot air.</li> <li><b>Press again.</b> Heaters turn off. The fan blows cool air for 10 seconds to allow heater to cool down, then turns off.</li> </ol>
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**NOTICE** To improve operation, **aim** the remote control at the front of the fireplace. **DO NOT press the buttons too quickly.** Give the unit time to respond to each command.


## Temperature Limiting Control

This heater is equipped with a Temperature Limiting Control. Should the heater reach an unsafe temperature, the heater will automatically turn OFF. To reset:

1. Unplug the power cord from the outlet.
2. Turn the ON/OFF switch on the CONTROL PANEL to OFF. **Wait 5 minutes.**
3. Inspect the fireplace to make sure no vents are blocked, or clogged with dust or lint. If they are, use a vacuum to clean the vent areas.
4. With the POWER switch in the OFF position, plug the power cord back into the outlet.
5. If the problem continues, have your outlet and wiring inspected by a professional.


## Remote Control Battery Information


- This remote control uses **two AAA batteries (Not included)**.
- Instructions for battery installation are on the Remote Control battery compartment.

 **NEVER** dispose of batteries in re. Failure to observe this precaution **may result in an explosion.** Dispose of batteries at your local hazardous material processing center.

## Care and Maintenance

### Cleaning

 **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.**

 **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 sprayed onto the cloth or towel. Dry thoroughly with a paper towel or lint-free cloth.
- **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.

**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.

## Maintenance



**Risk of electric shock! DO NOT OPEN any panels 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.

# Troubleshooting

## **WARNING**

**DISCONNECT THE APPLIANCE COMPLETELY AND LET COOL PRIOR TO ANY SERVICE. ONLY A QUALIFIED SERVICE PERSON SHOULD SERVICE AND REPAIR THIS ELECTRIC APPLIANCE.**

<b>Problem</b>	<b>Possible Cause</b>	<b>Solution</b>
1. Fireplace turns off and will not turn on.	1. Fireplace has overheated and safety device has caused thermal switch to disconnect or home circuit breaker has opened.	1. Reset switch by turning main power switch off and waiting 10 minutes then turning it back on. 2. Reset circuit breaker.
2. Flame is not moving.	1. Loose wiring. 2. Flame motor defective.  3. Flame rod out of place	1. Inspect wiring for loose connections. 2. Call a qualified service technician to replace flame motor. 3. "Flame Rod" out of place due to rough transit/handling of the product. This issue can be corrected as simple as removing the glass, flipping the fireplace upside down, removing a set of screws that are holding the bottom frame plate and placing the flame rod back into place.
3. Flame is not visible.	1. Wiring is loose.	1. Disconnect from power source and inspect wiring for loose connections and repair or replace as necessary. 2. Push the flame button to high position.
4. Log set is not glowing.	1. Wiring is loose. 2. Ember is in off mode	1. Disconnect from power source and inspect wiring for loose connections and repair or replace if necessary. 2. Push the ember button to high position.
5. Remote control does not work.	1. Low batteries.  2. Not aiming control correctly.  3. Defective remote control and /or sensor.	1. Replace batteries in remote control. 2. Aim control at sensor located directly behind glass screen in center of unit just above logs. 3. Replace remote control and/or sensor.
6. Fireplace will not turn on when switch is flipped to ON.	1. Fireplace is not plugged in to an electrical outlet. 2. Control failure. 3. Breaker tripped.	1. Check plug. 2. Call a qualified service technician. 3. Reset breaker.

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7. Heater does not provide heat when turned on.

1. Thermal switch has been tripped.

2. Wiring is loose.

3. Heater is defective.

1. Turn unit off and unplug unit for 10 minutes. Plug back in and turn unit on. If plug cannot be reached, follow directions for tripped circuit breaker.

2. Disconnect from power source and inspect wiring for loose connections and repair or replace if necessary.

3. Replace heater.

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**CAUTION:**To remove the glass, you will notice two screws on top sides (right and left) of the fireplace. Once the screws are removed, slide the glass up and away from the fireplace. Once the bottom frame plate is removed, you will notice one flame motor on right side where the rod should be in place with the rubber plugs.

Please remember to always have the unit disconnected prior to any work, always lay glass as well as the unit on a towel or other material not to damage parts/frame.

This entire process should not take longer than 20-30 minutes.

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