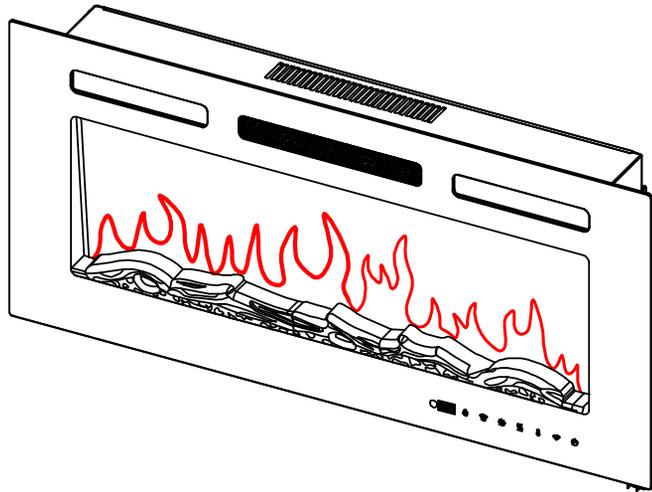


# INSTRUCTION MANUAL

Electric Fireplace



## Oneinmil furniture

---

We are a professional furniture provider with top-notch factories and outstanding designs, Our mission is to provide consumers with new lifestyles. By collecting consumer feedback, we constantly improve our products and create more choices for consumers.

If you want to create your space,

We are an ideal choice.

————— Always. —————



## **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.**



AS THIS ITEM CONTAINS MANY PARTS, PLEASE READ THE INSTALLATION INSTRUCTION CAREFULLY BEFORE INSTALLATION. PLEASE USE TOOLS PROPERLY AND CAREFULLY.

IF YOU HAVE ANY QUESTIONS ABOUT THE PRODUCT AND INSTALLATION, PLEASE CONTACT US. OUR PROFESSIONAL AFTER-SALES TEAM WILL SERVE YOU ONLINE ALL DAY.

## IMPORTANT SAFETY INFORMATION!

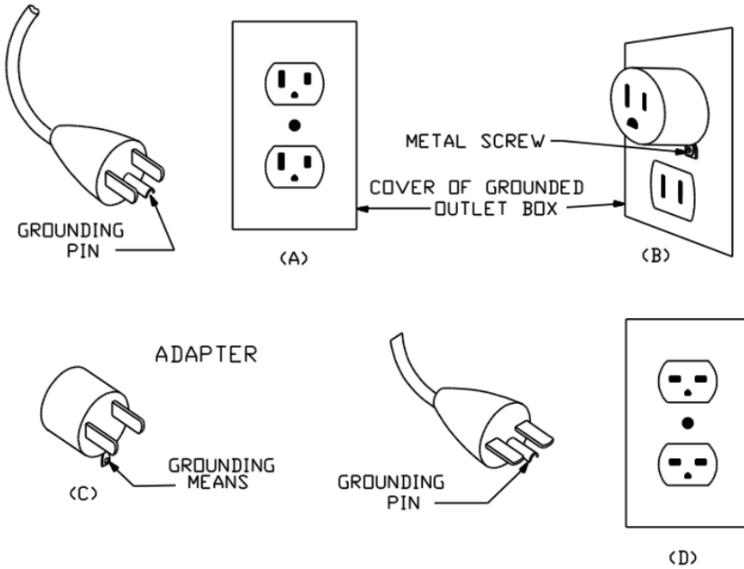
### WARNING

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 using this heater.
2. 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 0.9 m 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 (or operate internal disconnect switch if provided).
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.
9. The meaning of figure in marking is "WARNING: DO NOT COVER". 
10. A heater has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint, or flammable vapors or liquids are used or stored.
11. 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.

12. 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.

**Grounding methods**



**NOTE:** Adaptors are NOT for use in Canada.

13. SAVE THESE INSTRUCTIONS.

**TECHNICAL SPECIFICATIONS**

Model NO: FC304BK02A-LC  
FC304BK03A-LC

Supply Voltage: AC120V 60Hz

Maximum power consumption: 1500W

Power for flame and fuel bed effect

FC304BK03A-LC	FC304BK02A-LC
8.16W	10.08W

# TOOLS REQUIRED



PHILLIPS  
SCREWDRIVER



DRILL &  
NO.6 DRILL BIT



PENCIL  
& RULER

+ AAA - 2 AAA BATTERIES



LEVELER



2Persons Assembly



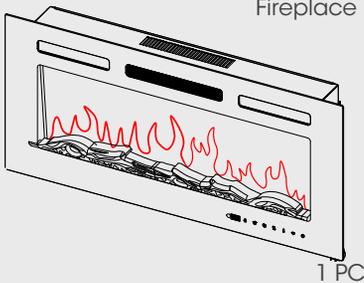
Minimum 30 Minutes For Assembly

## PARTS & 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.

**A**

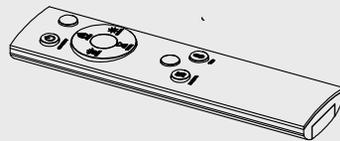
Fireplace



1 PC

**B**

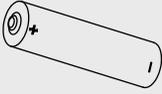
Remote Control



1 PC

C

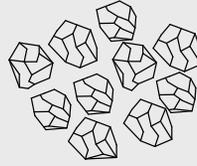
AAA Battery



2 PC

D

Decorative Crystals



1 SET

E

ST4\*12 Screw



4 PC

F

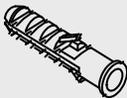
ST4\*30 Screw



1 SET

G

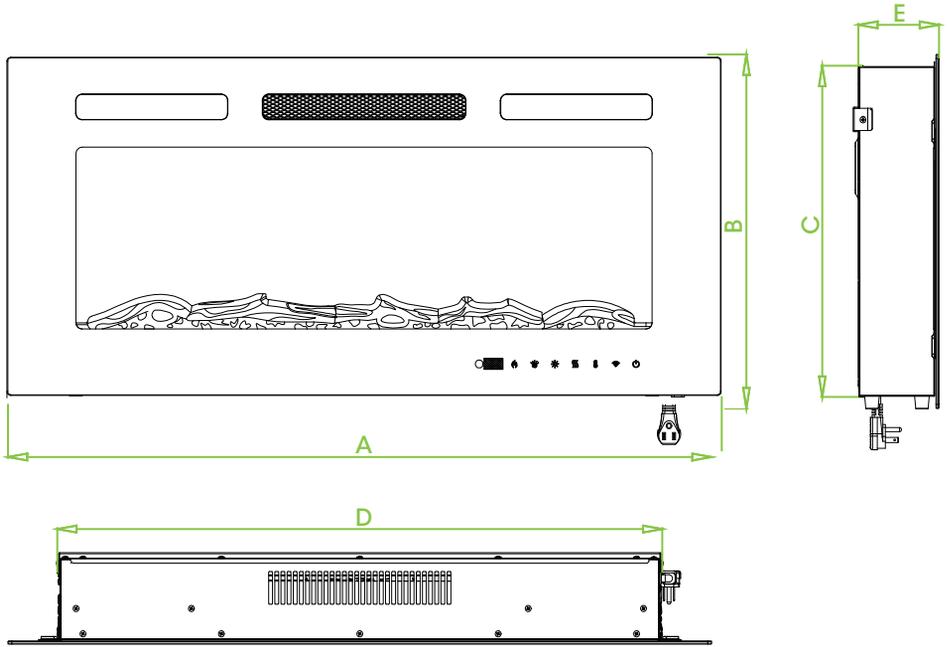
Wall Plug



1 SET

# APPLIANCE DIMENSIONS

Unit:mm

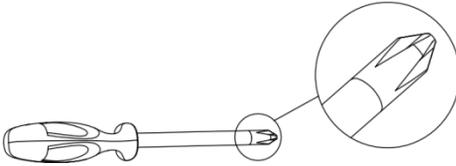


Model	A	B	C	D	E
FC304BK03A-LC	1270	432	404	1180	106
FC304BK02A-LC	1524	432	404	1433	106

# 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 result, 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

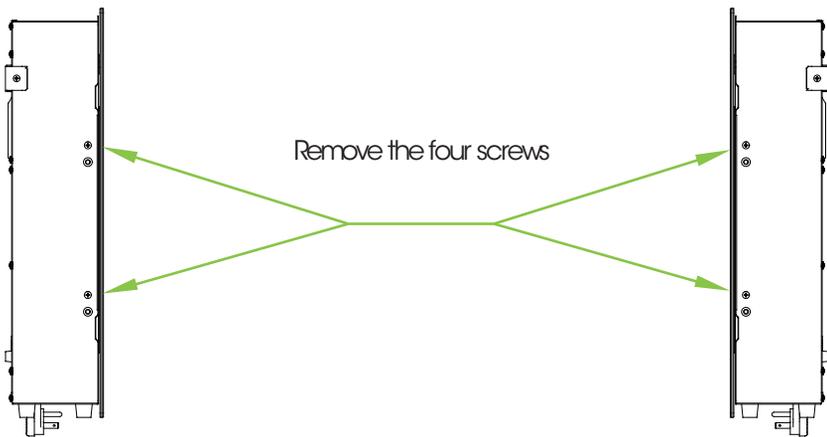
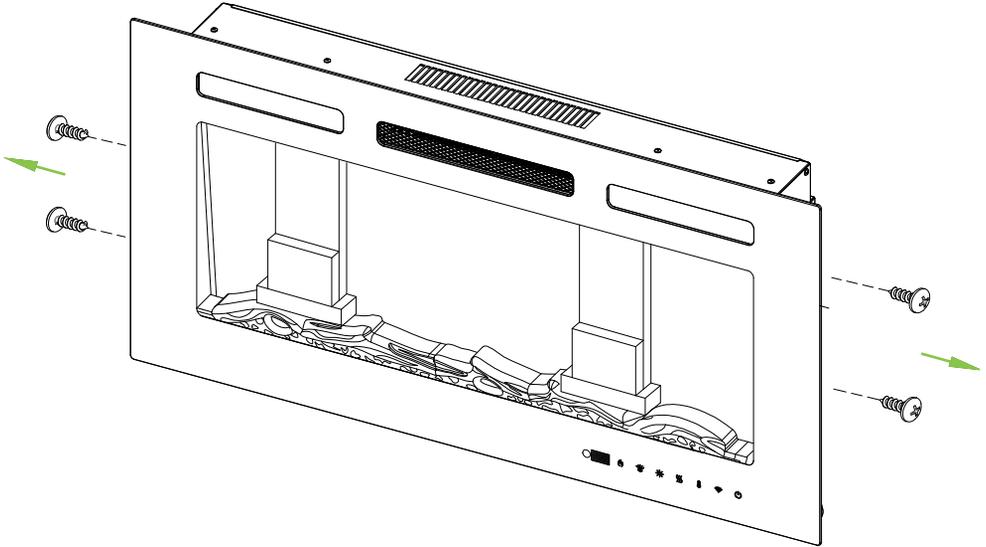
- Plan the location of the appliance so that it will have adequate electric power. A 15 AMP, 60Hz circuit is required for 120V installation. The appliance should ideally be located close to a suitable main socket to enable power connection.
- Always make sure the outlet is in good condition and the plug is not loose. NEVER exceed the maximum amperage of the circuit.

## Installing the Appliance

The appliance can be installed either as an inserted model or a wall mounted model.

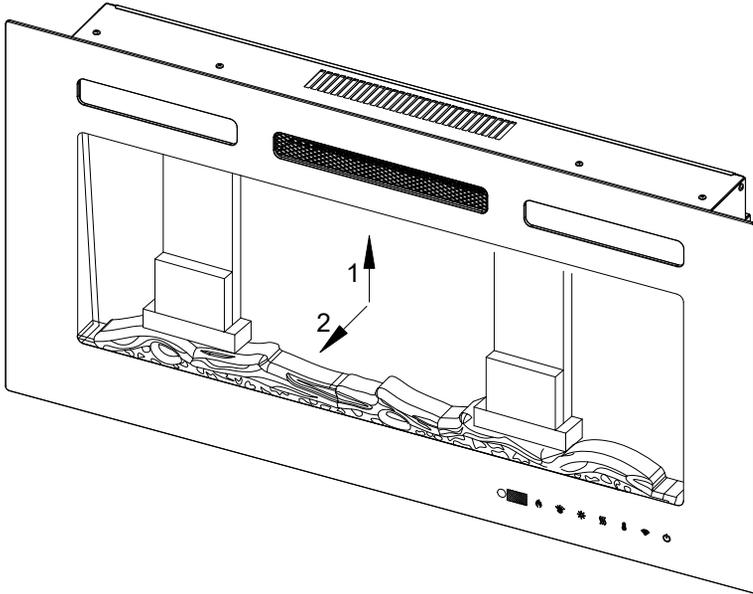
# Installing the Appliance (Inserted installation)

1. Remove the four screws pointed by arrows as shown in the below pictures.

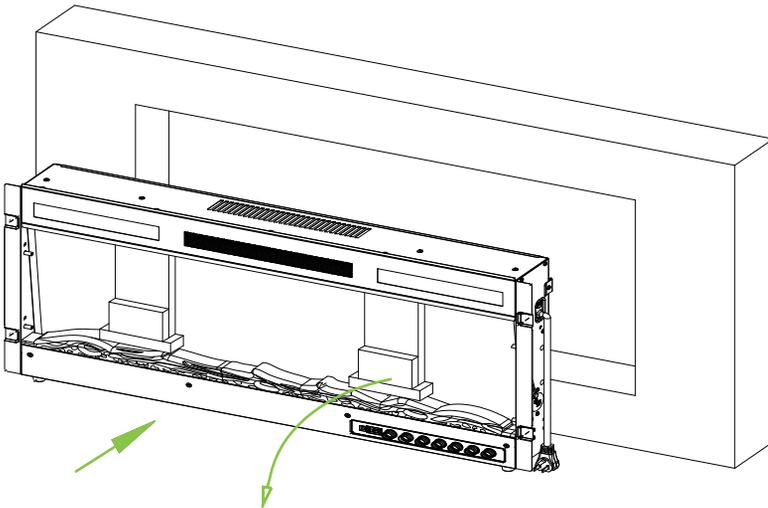


## Installing the Appliance

- 2** 2. Remove the glass panel carefully.

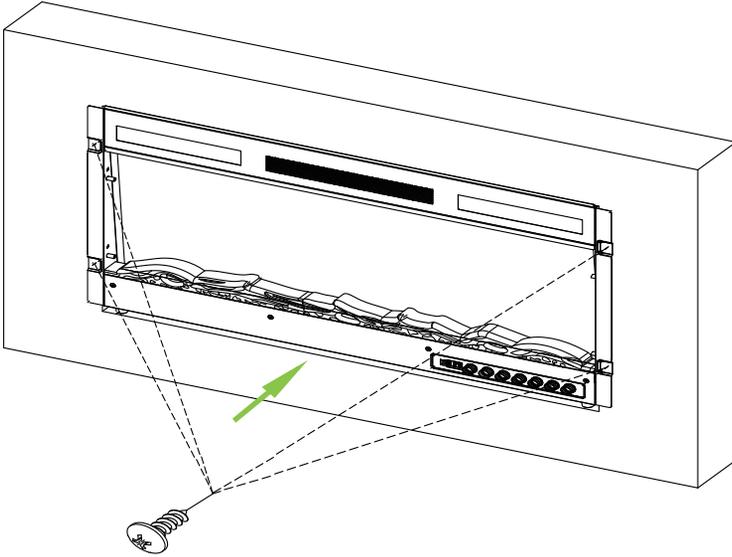


- 3** 3. Plug the fireplace and then push it into the frame. Take out the packing materials which are used to secure the log during transportation.

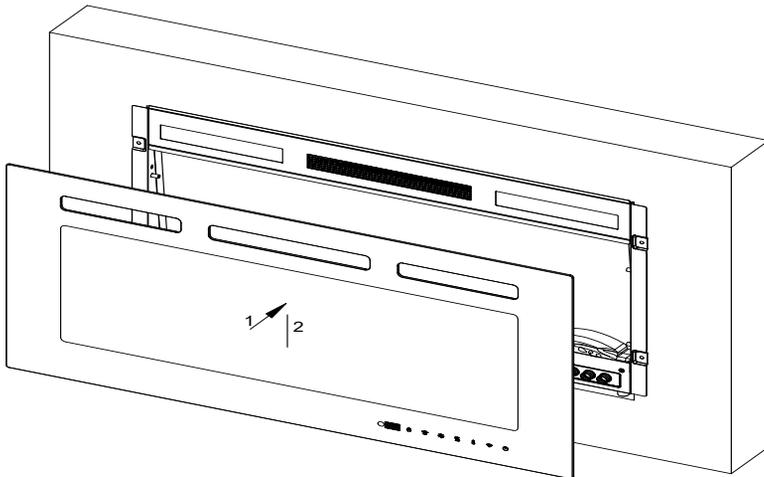


## Installing the Appliance

- 4** 4. Secure the fireplace with four ST4\*12 screws.

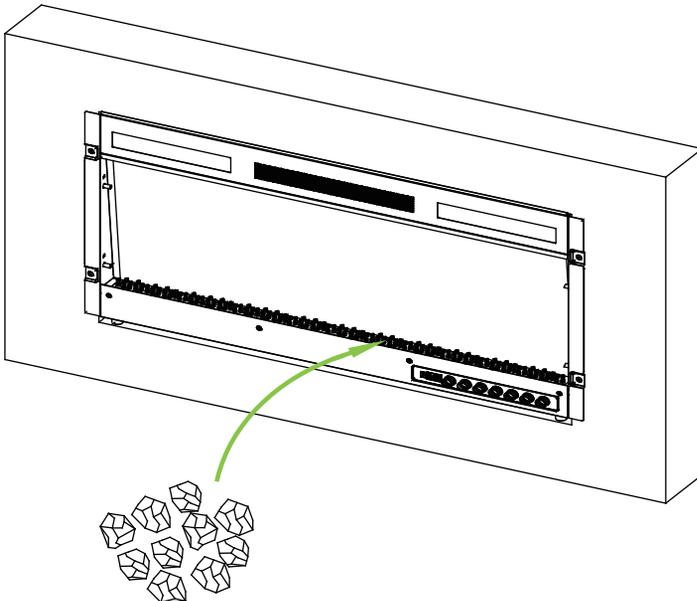
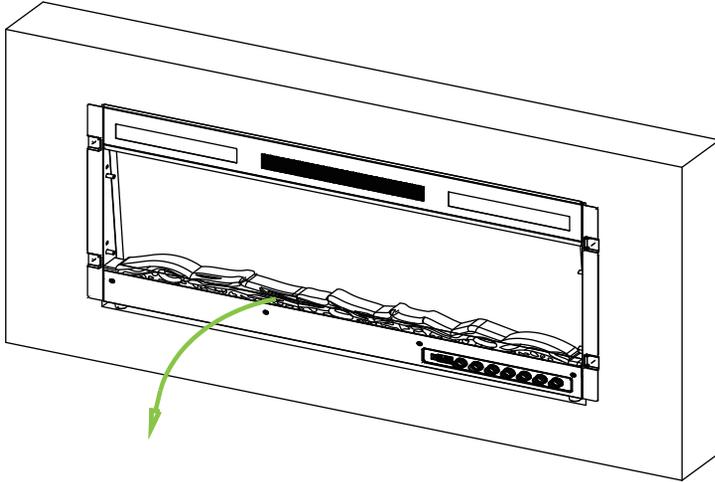


- 5** 5. Install the glass panel back if you are satisfied with the log media.



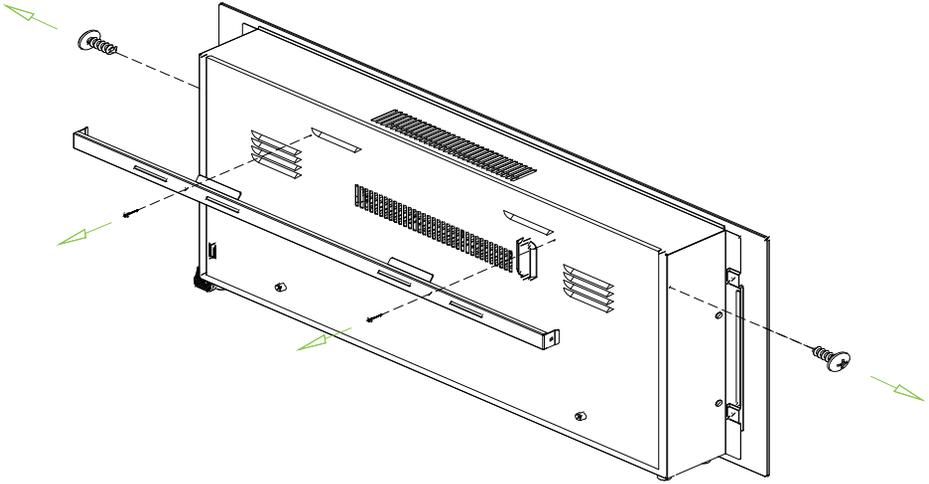
## Installing the Appliance

6. Take off the log and decorate the fireplace with crystals before installing back the glass panel if you prefer crystal media.

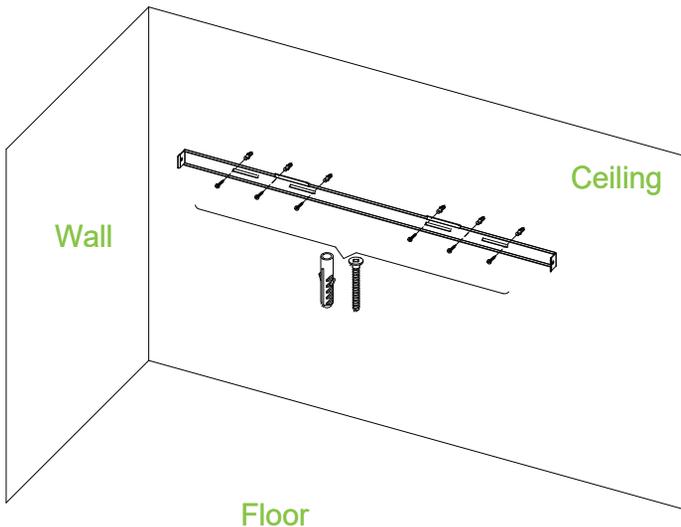


## Installing the Appliance (Wall mounted installation)

1. Remove the screws which secure the wall mounted bracket from the appliance and keep them for future use.

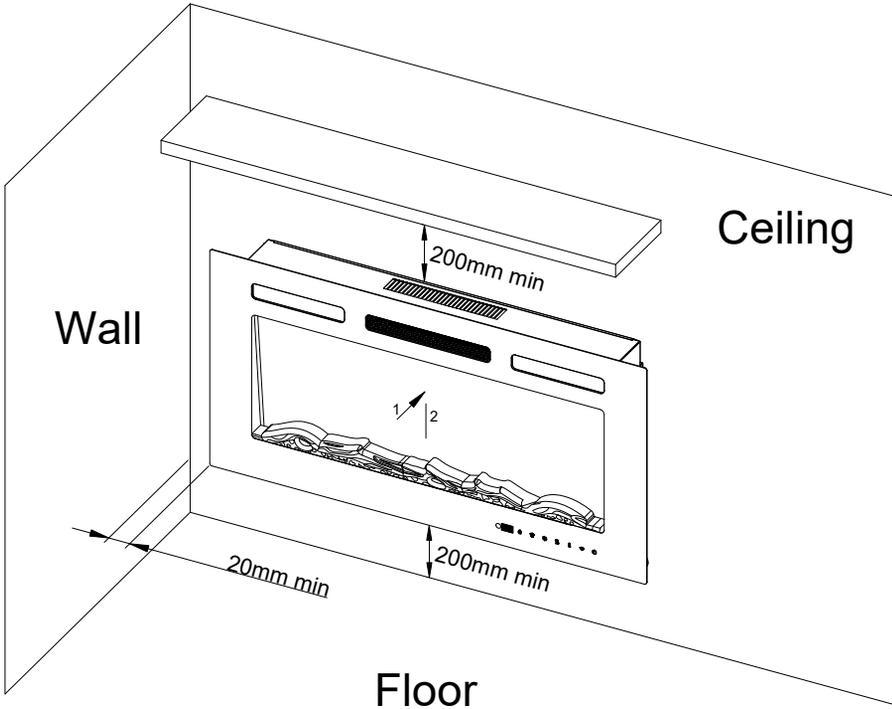


2. Install the wall plugs and fix the wall mounted bracket with ST4\*30 screws (wall plugs and ST4\*30 screws are included with the package).



## Installing the Appliance

3. Install the appliance on the wall mounted bracket, and make sure to leave minimum clearance around the appliance as shown in the below picture.



# OPERATING INSTRUCTIONS

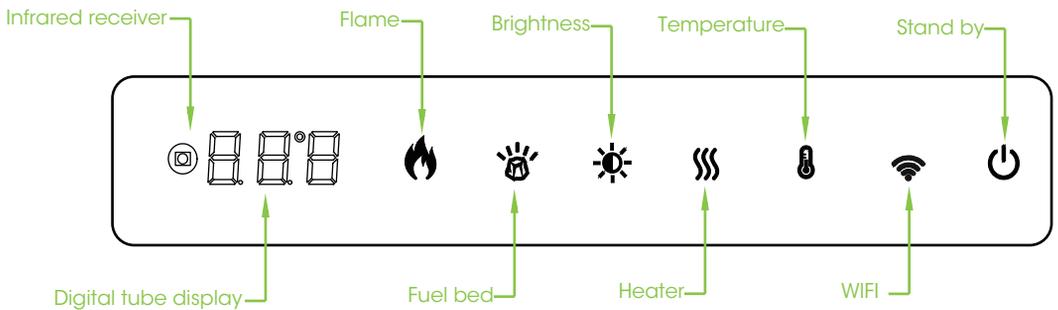
## 1. GENERAL

**WARNING!** Do not operate the appliance if it is damaged or has malfunctioned. 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.

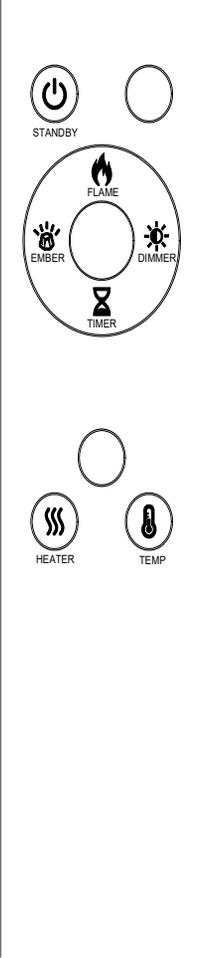
## 2. Manual Control Panel



Name	Function	Product display
Stand by	Turn on the Flame and Fuel bed. Turn off all function and memorizethe flame, fuel bed and temperature states.	Digital tube displays current temperature.
Flame	Press to cycle through 12 flame effects, color looping setting, and off setting.	Digital tube displays F.01,F.02...F.13,F.00.
Fuel bed	Press to cycle through 12 fuel bed effects, color looping setting, and off setting.	Digital tube displays E.01,E.02,...E.13,E.00.
Brightness	Press Flame button,then press Brightness button in 10s to cycle through 5 levels of flame brightness. Press Fuel bed button, then press Brightness button in 10s to cycle through 5 levels of fuel bed brightness.	Press Flame and Brightness, digital tube displays Fb.5,Fb.4...Fb.1. Press Fuel bed and Brightness digital tube displays Eb.5,Eb.4...Eb.1
Heater	Press to cycle through Heat Low/ High /OFF  Heater can be turned on without flame.	Digital tube displays H.Lo,H.HI and H.oF  Digital tube will keep on, displaying H.Lo or H.HI accordingly.

<p>Temperature</p>	<p>Press to cycle through 60°F-84°F, 99°F(16 °C-28 °C,58 °C), totally 14 settings.If the setting temperature is 99°F or 58°C, the heater will always be on.</p> <p>Long press 3s to change between °F and °C.When the temperature is not shown on the digital tube display, press once to query the current setting temperature.</p>	<p>Digital tube displays the corresponding temperature.</p>
<p><b>WIFI</b></p>	<p><b>After powering on, Press the button again to turn off WiFi mode;</b></p> <p><b>After powering on the product, press the WIFI button once, and the WIFI indicator will be on continuously (orange yellow).</b></p>	<p><b>WiFi indicator is always on (orange) or off</b></p>

### 3.Remote Handset

	Button	Function	Product display
		<p>Turn on the Flame and Fuel bed.</p> <p>Turn off all function and memorize the flame, fuel bed and temperature states.</p>	Digital tube displays current temperature.
		<p>Press to cycle through 12 flame effects, color looping setting, and off setting.</p>	Digital tube displays F.01,F.02,...F.13,F.00.
		<p>Press to cycle through 12 fuel bed effects, color looping setting, and off setting.</p>	Digital tube displays E.01,E.02,...E.13,E.00.
		<p>Press to cycle through Heat Low/High /OFF</p> <p>Heater can be turned on without flame.</p>	<p>Digital tube displays H.Lo,H.HI and H.oF</p> <p>Digital tube will keep on,displaying H.Lo or H.HI accordingly.</p>
		<p>Press to cycle through 60°F-84°F,99°F(16°C - 28 °C,58 °C), totally 14 settings.</p> <p>If the setting temperature is 99°F or 58 °C, the heater will always be on.Long press 3s to change</p>	Digital tube displays the corresponding temperature.

		<p>between and°C .</p> <p>When the temperature is not shown on the digital tube display, press once to query the current setting temperature.</p>	
		<p>Press Flame button, then press Brightness button in 10s to cycle through 5 levels of flame brightness.</p> <p>Press Fuel bed button, then press Brightness button in 10s to cycle through 5 levels of fuel bed brightness.</p>	<p>Press Flame and Brightness, digital tube displays Fb.5,Fb.4...Fb.1 .</p> <p>Press Fuel bed and Brightness digital tubedisplays Eb.5,Eb.4...Eb.1</p>
		<p>Press once enter the time rsetting query state.</p> <p>Press to cycle through 0.5H, 1H,2H...9H, 0H, totally 11 settings.When the timing ends, theproduct will enter the standby state.</p>	<p>Digital tube displays the corresponding time.</p>

#### 4、WIFI network instructions

WiFi fast connection): After powering on, press and hold the WiFi button for 3 seconds until the buzzer beeps three times. At this time, the orange WiFi indicator light and the red carbon bed start to flash rapidly (about once per second), entering the WiFi network configuration mode, and the network configuration time is valid within 2 minutes.

#### 5、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 HomeAppliance" 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 sametime the Wi-Fi button and the fuel bed will blink. If failed at E2 mode, try APmode. 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.



## 6、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  
Voice control via Amazon Alexa & Google Assistant.

### Download the Alexa mobile App:

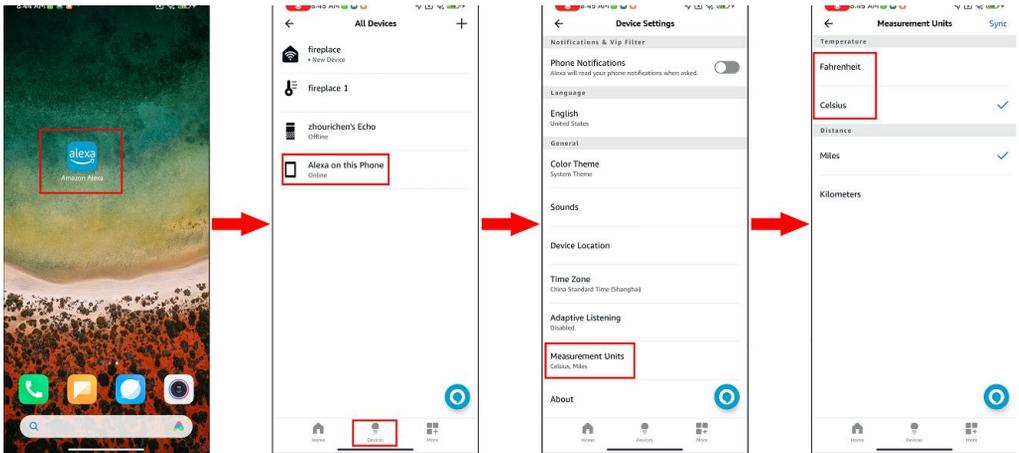
– Log in to the App Store with Apple ID registered in the United States, and search and download **Amazon Alexa** for iOS.

– Go to Google Play, and search and download **Amazon Alexa** for Android.

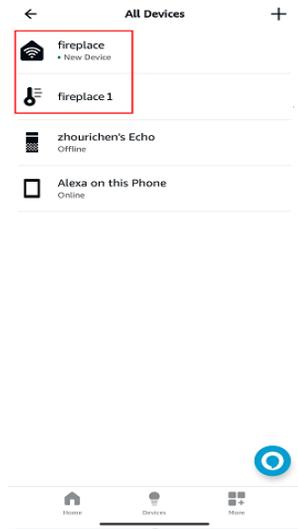
This section describes how to configure Amazon Echo in the Alexa mobile app. The configuration procedure is similar for the Alexa web application.

Note:

- 1) When using Amazon Alexa, a product will appear two device icons, the thermometer icon is to control the temperature, and the wifi icon is to control the switch and light. When using commands related to temperature control, you need to modify the corresponding temperature unit in Amazon Alexa to read the corresponding range value, as shown in the attachment. Or voice use Alexa, set temperature unit to Fahrenheit/ Celsius to change the temperature unit (the modification of the temperature unit is only for the Alexa sound itself, the unit of the product panel does not change. The unit at the end of the product panel does not affect the reading.



- 2) When using Amazon Alexa, two device icons will appear on a product, and the device name cannot be the same.



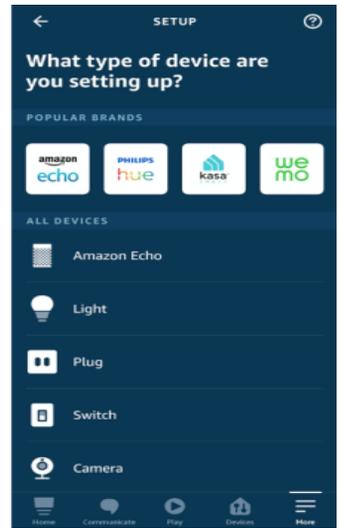
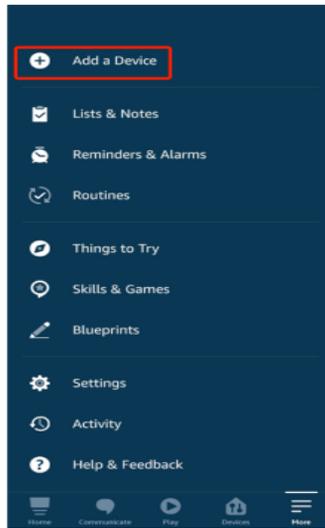
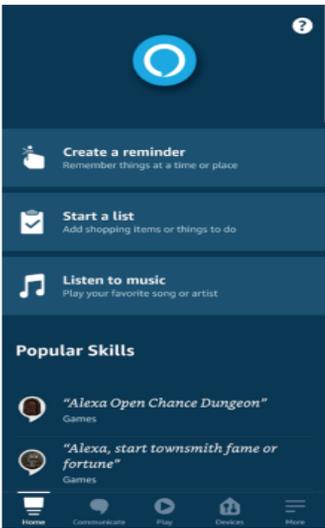
- 3) Google's temperature unit is modified in the device panel, and then read relative to the value range.

**app Prerequisites:**

- The Echo is powered on.
- The Echo is connected to a Wi-Fi network over which Amazon services are accessible.

**Procedure:**

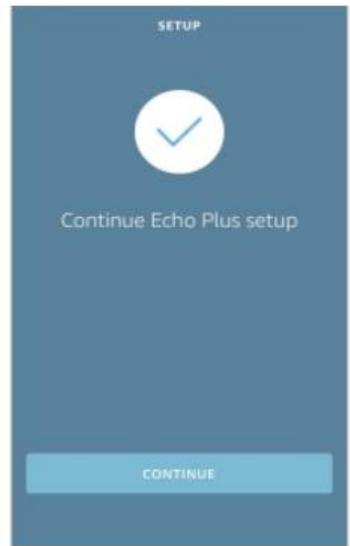
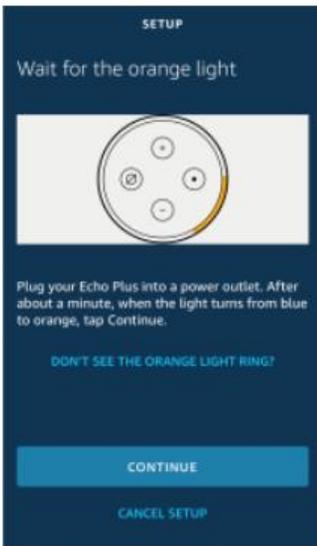
1. Open the Amazon Alexa app.
2. Enter the Amazon account and password, and tap **SIGN IN**.
3. After successful login, in the bottom right corner of the Home page, tap More > Add a Device, and on the SETUP page that appears, select the Amazon Echo brand.



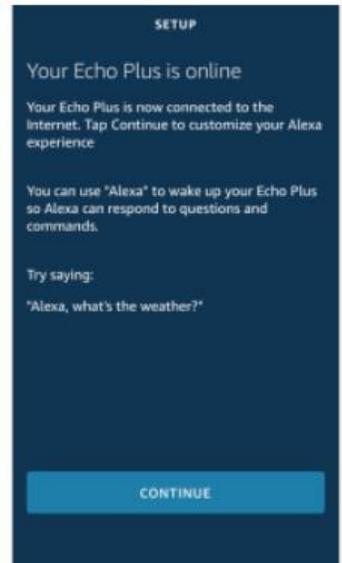
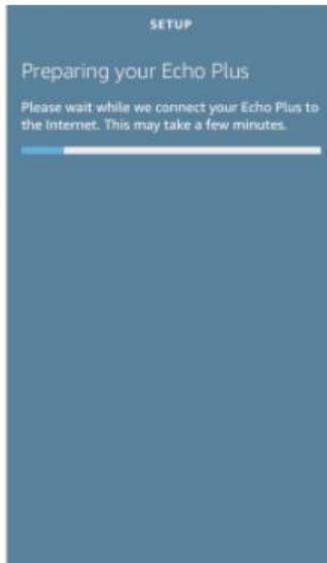
4. Select your Echo device type and tap CONTINUE to configure the Echo.



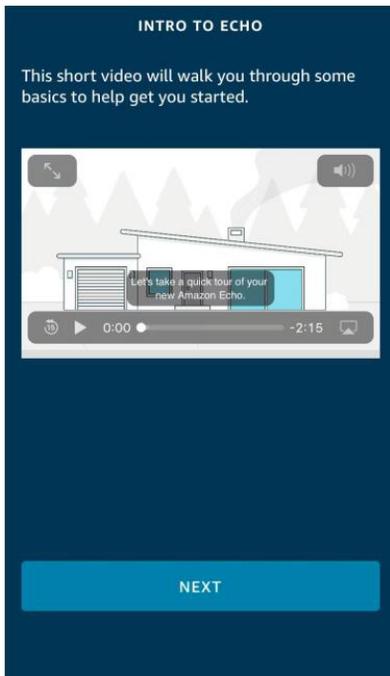
5. When the page **Wait for the orange light** appears, press and hold the action button until the light ring turns orange. Tap **CONTINUE** to connect the mobile phone to the hotspot of the Echo, and tap **CONTINUE**.



6. Select a Wi-Fi network to which the Echo will be connected. Enter the Wi-Fi password and tap **CONNECT**. It takes several minutes for the Echo to successfully connect to the Wi-Fi network.

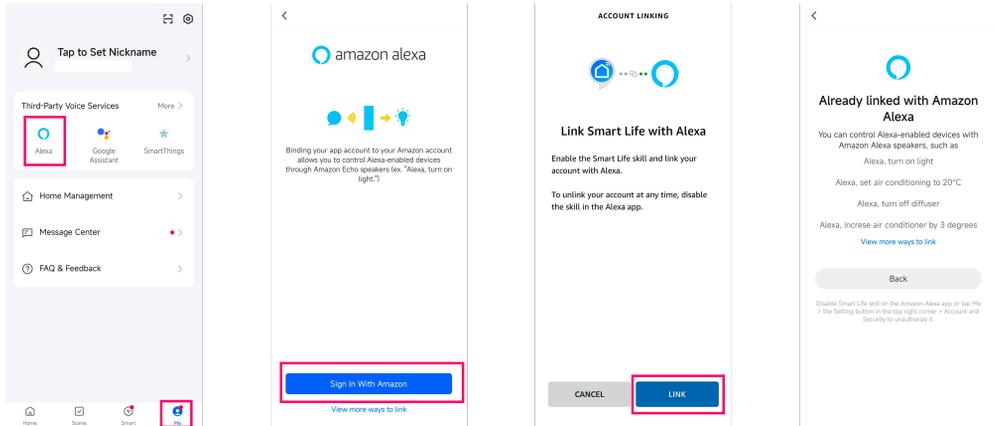


7. Then, tap **CONTINUE**. A video walkthrough appears to help get you started. At the end of the video, tap **NEXT** to navigate to the Home page of Alexa. Now, the Echo is configured.

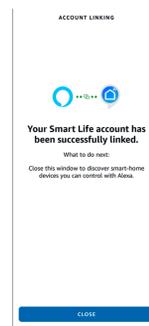
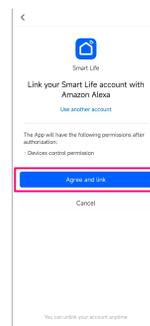
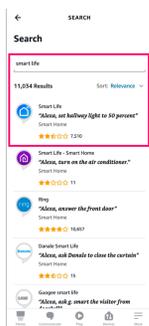
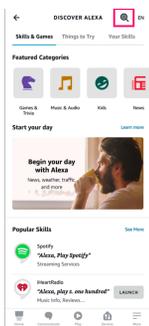
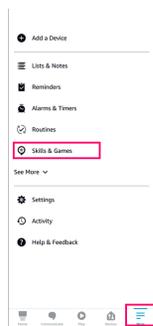


## Bind Tuya Smart app with Alexa

### Method 1: Use Tuya Smart app to start binding



### Method 2: Use Alexa app to start binding



## Use Echo to control smart device

The Echo needs to discover a device before it can control the device. The device discovery page automatically appears after the Tuya Smart skill is bound. Tap **DISCOVER DEVICES** to search for devices. You can also say to the Echo: “Alexa, discover devices.” Then, the Echo starts searching for smart devices that are paired with the Tuya Smart app. The Echo reports the search result about 20 seconds later and the Alexa app displays the discovered devices in a list.

## Use voice commands to control device

Google Assistant Commands

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

No.	Function	Commands in Manual
1	Fireplace On/Off	OK Google, turn on <my fireplace> OK Google, turn off <my fireplace>
2	Flame On/Off	OK Google, turn on flame on <my fireplace> OK Google, turn off flame on <my fireplace>
3	Heater On/Off	OK Google, turn on heater on <my fireplace> OK Google, turn off heater on <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, turn on thermostat on <my fireplace> OK Google, turn off thermostat on <my fireplace>
6	Flame Color Switch On/Off	OK Google, turn on flame color switch on <my fireplace> OK Google, turn off flame color switch on <my fireplace>
7	Flame Color	OK Google, set flame color to 1 (or 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13) OK Google, set flame color to off
8	Flame	OK Google, set flame brightness to 1 (or 2, 3, 4, 5)

	Brightness	
9	Fuel Bed Switch On/Off	OK Google, turn on fuel bed switch on <my fireplace> OK Google, turn off fuel bed switch on <my fireplace>
10	Fuel Bed Color	OK Google, set fuel bed color to 1 (or 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13) OK Google, set fuel bed color to off
11	Fuel Bed Brightness	OK Google, set fuel bed brightness to 1 (or 2, 3, 4, 5)
12	Timer Switch On/Off	OK Google, turn on timer switch on <my fireplace> OK Google, turn off timer switch on <my fireplace>
13	Timer	OK Google, set timer on <my fireplace> to 30 minutes (or half an hour, 1 hour, 2 hours, 3 hours, 4 hours, 5 hours, 6 hours, 7 hours, 8 hours, 9 hours) OK Google, set timer on <my fireplace> to off
14	Set Room Temperature	OK Google, set <my fireplace> temperature to N Celsius (N=16-28) OK Google, set <my fireplace> temperature to N Fahrenheit (N=60-84)

## 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 this.
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.

### GENERAL

**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

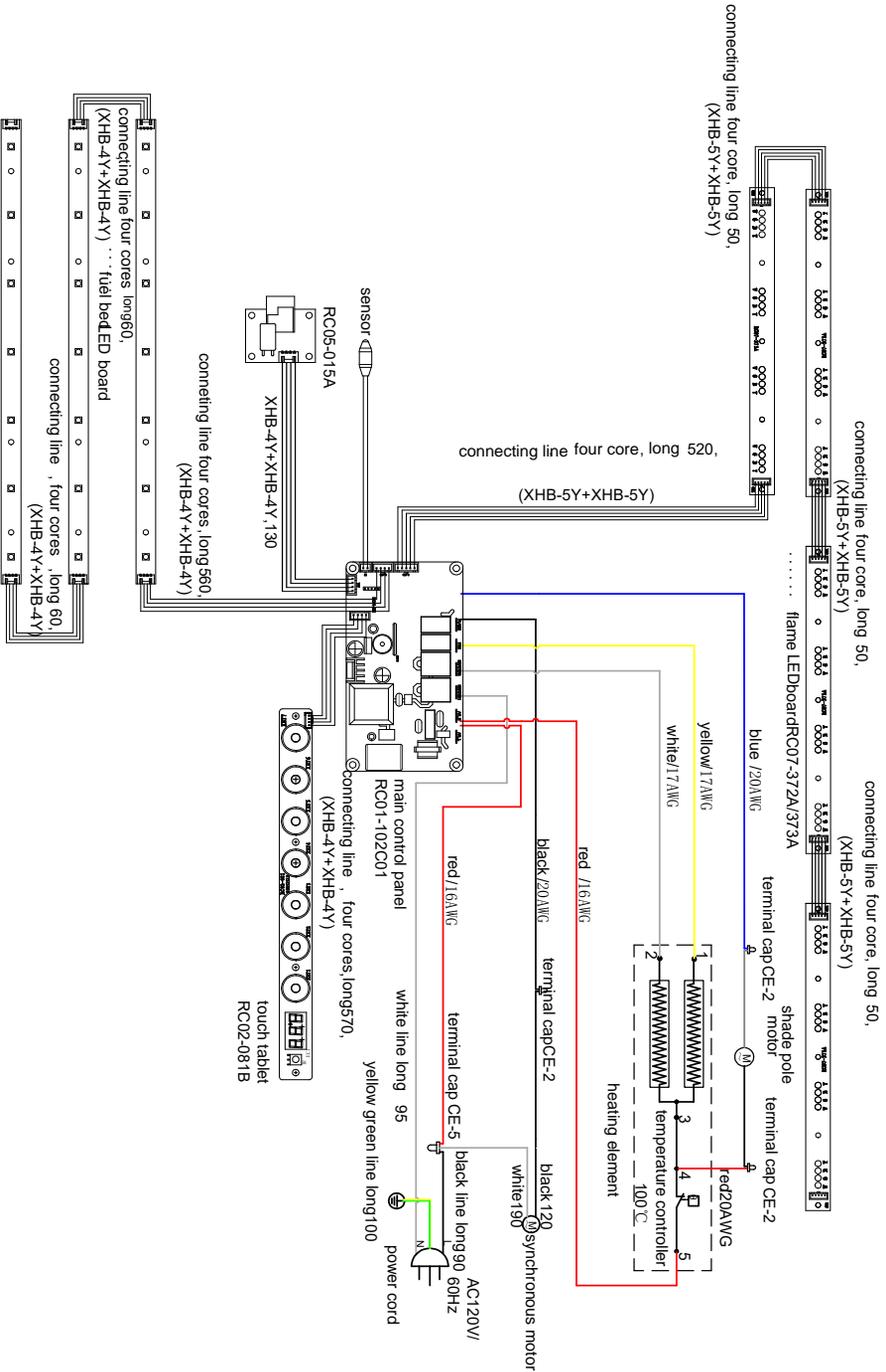
This warrants to the original purchaser that this product is free from defects in material and workmanship as of the date of purchase and that it will, under normal use and proper care, remain so for one year from the date of purchase. Missing or initially defective parts will be replaced free of charge 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

Disconnect the appliance completely and let it cool prior to any service. Only a qualified service personnel should service and repair this electric appliance.

<b>Problem</b>	<b>Possible Cause</b>	<b>Solution</b>
Fireplace turns off and will not turn on.	Fireplace has overheated and safety device has caused thermal switch to disconnect or home circuit breaker has opened.	Reset switch by turning main power off and waiting to turn it back on or breaker circuit breaker.
Flame is not moving.	1. Loose wiring. 2. Flame motor defective	1. Inspect wiring for loose connections. 2.Call a qualified service technician to replace the flame motor.
Remote control does not work.	1.Low batteries. 2.Not aiming control correctly. 3.Defective remote control and/or sensor.	1.Replace the batteries of the remote control. 2.Aim control at the sensor behind the control panel. 3.Replace the remote control and/or sensor.

# HELP CENTER

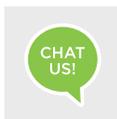
Question about your product? We're here to help. Visit us at:



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.