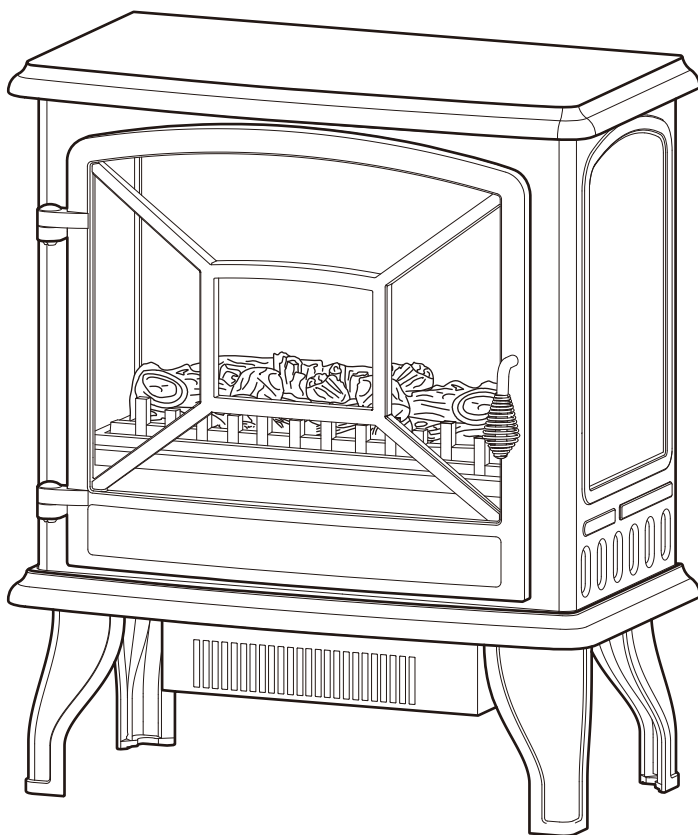


INSTRUCTION MANUAL



Electric Fireplace

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Safety Information

Please read all instructions before attempting to assemble or use this product.

- Do not use this fireplace with missing, damaged, or broken legs.
- Do not use outdoors.
- This fireplace is not intended for use in bathrooms, laundry rooms, or similar indoor areas. Do not place this appliance where it may fall into a bathtub or other water containers.
- If using this appliance on the floor or carpet, please keep the legs at least 2-4 inches (50-100mm) higher from the carpet or floor.
- This appliance is hot when in use. To avoid burns, do not touch the hot air outlet. If necessary, wear protective gloves when moving the fireplace. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 36 inches (914mm) from the appliance.
- Do not use this fireplace on elevated areas, such as shelves, raised platforms, etc.
- Do not route the cord under a carpet. Do not cover the cord with throw rugs, runners, etc.
- Route the cord away from high-traffic areas to avoid tripping hazards.
- Extreme caution is necessary when the fireplace is used near children, disabled persons, or whenever the fireplace is left operating unattended.
- Do not operate the fireplace with a damaged cord, damaged plug, or after appliance malfunction or damage.
- Any repairs to this appliance should be performed by a qualified service technician.
- Under no circumstances should this appliance be modified.
- Connect to properly grounded outlets only.
- Always plug the fireplace directly into a wall outlet. An extension cord or relocatable power tap (outlet/strip) should never be used.
- When installing this appliance, it must be electrically grounded in accordance with local codes (For Canada: CSA C22.1 Canadian Electrical codes, For USA: National Electric Code, ANSI/NFPA No.70).
- To disconnect this appliance, turn the fireplace off, then remove the plug from the outlet.
- Always unplug the fireplace if you do not plan to use it for a long period of time.
- Do not allow any objects to enter any ventilation or exhaust openings, as this may cause an electric shock, fire, or damage to the appliance.
- To avoid fire risk, do not block air intakes or exhausts. Do not use this appliance on soft surfaces, such as a bed, where openings may be blocked.
- The fireplace has hot, sparking, and arcing parts inside. Do not use it in areas where gasoline, paint, or flammable liquids are used or stored. This appliance should not be used as a drying rack for clothing.
- Use this appliance only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or personal injury.
- Keep all small parts and packaging materials for this product away from babies and children as they may pose a dangerous choking hazard.



ELECTRICAL CONNECTION

A 15-Amp, 120-Volt, 60Hz circuit with a properly grounded outlet is required. Only use this outlet for this appliance. Having other appliances on the same circuit may cause the circuit breaker to trip or the fuse to blow when the fireplace is in operation.

To reduce the risk of fire, electrical shock, and personal injury, electrical outlet wiring must comply with local building codes and other applicable regulations.

Do not use this appliance if any part of it has been under water. Immediately contact a qualified service technician to inspect the appliance and replace any part of the electrical system which has been under water.

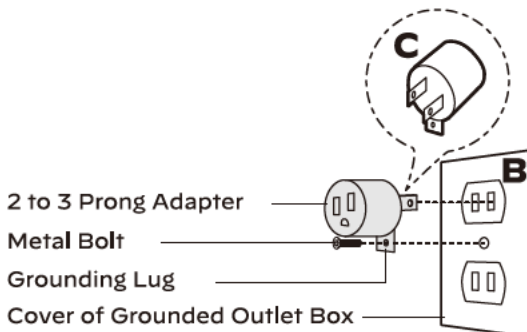
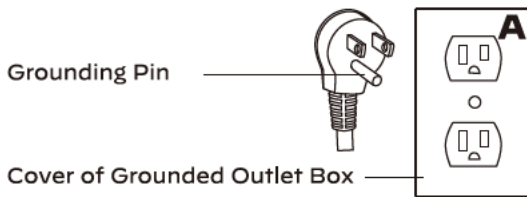


Plug Instructions

This fireplace is for use with 120 volts only. The cord has a plug that fits into a three-slot grounded outlet (Figure A). If you only have a two-slot outlet (Figure B), an adapter as shown (Figure C) is required for connecting three-pin grounding type plugs to two-slot receptacles. The green grounding lug extending from the adapter must be connected to a permanent grounded device such as a properly grounded outlet box.

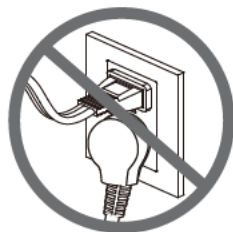
If the product malfunctions, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. The adapter should not be used if a three-slot grounded receptacle is available.

NOTE: Adapters are NOT for use in Canada



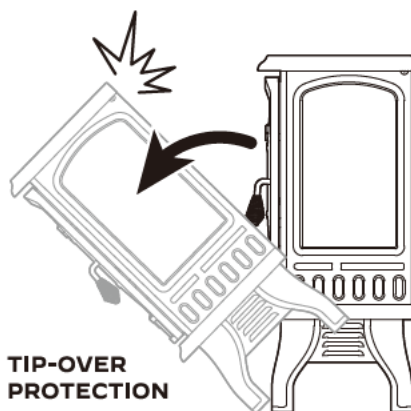
For your safety, please insert the plug correctly. If the plug does not fit, contact a qualified electrician.

Always plug the fireplace directly into a wall outlet. An extension cord or relocatable power tap (outlet/strip) should never be used.

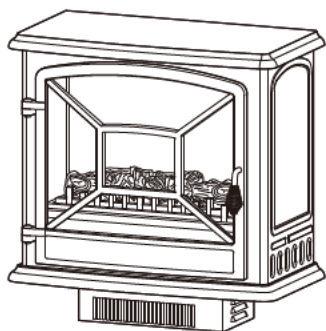


TIP-OVER PROTECTION

The fireplace has a tip-over protection feature that automatically shuts power off if the unit is tilted **over 45°**. If there is an accidental tip-over, place the fireplace upright and press the  power switch to restart it.



Supplied Parts and Hardware



A

Electric Fireplace x 1



B

Leg x 4



C

Screw x 12



D

Phillips Screwdriver x 1



E

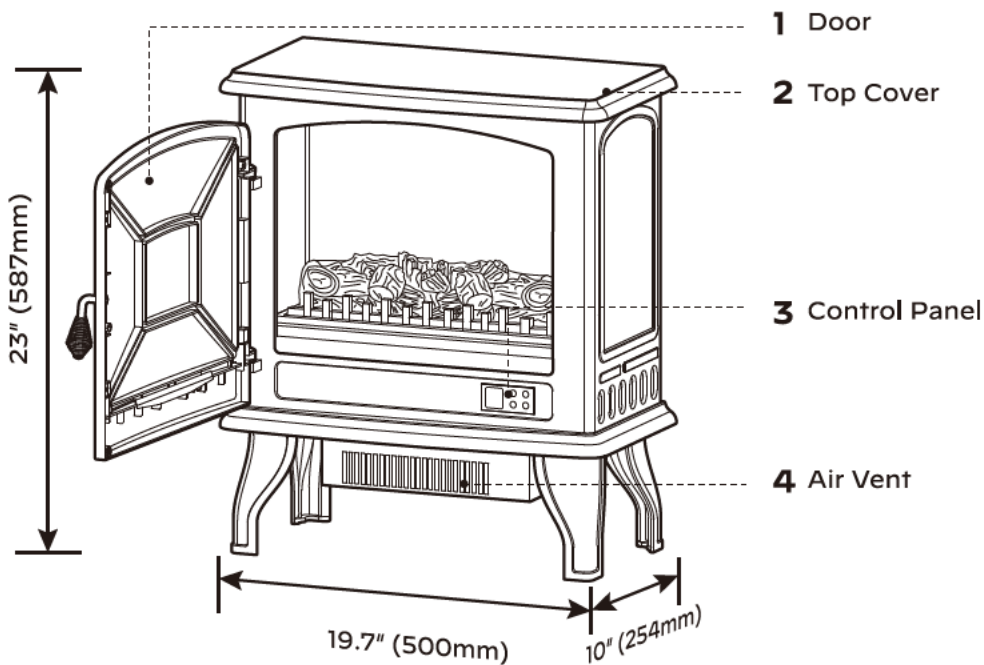
Remote Control x 1



F

AAA Battery x 2

Accessories are contained in foam. Please remove them to avoid loss.



Installation

The fireplace should be located in an area:

- Out of direct sunlight
- Not susceptible to moisture
- Away from outside walls that are not insulated

WARNING

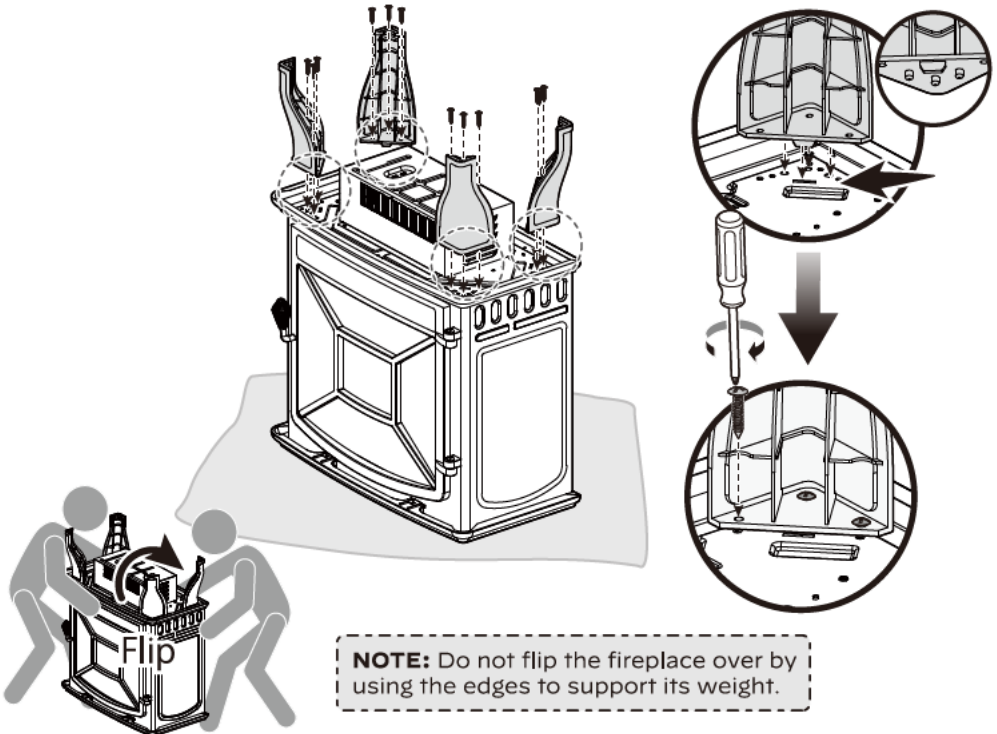
- The fireplace is heavy and should be assembled near its desired location.
- To avoid potential injury, it is recommended that two people move the assembled fireplace.

WARNING

- Do not install the unit on shelves, raised platforms, beds, blankets, pillows, etc.
- Keep combustible materials such as furniture, bedding, papers, clothes and curtains at least 36 inches (914mm) from the fireplace.

ASSEMBLY INSTRUCTIONS

1. Lay the fireplace [A] upside down on a soft surface.
2. Attach the legs [B] to the fireplace using screws [C]. Snap the 4 protruding pins on the legs into the electric fireplace, then align and fully tighten each screw one by one.

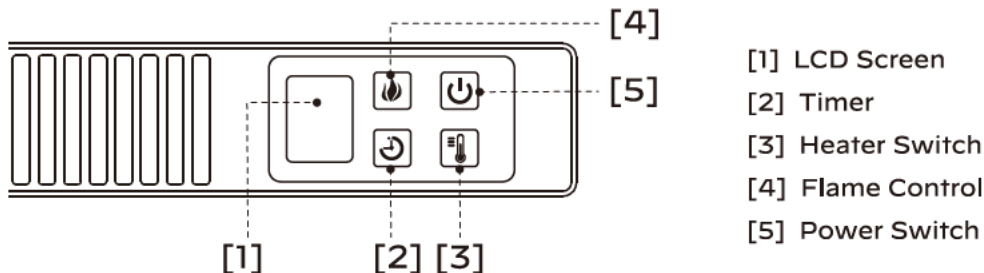


CAUTION

Make sure that the unit is installed without the power cord compressed against or caught on the fireplace and with an unobstructed path to the grounded outlet.

Operation

USING THE CONTROL PANEL



Press the Power Button to turn on the fireplace.

The flame effect will be turned on automatically. To enter heating mode, press the  Heater Switch.

Indicator Features



There are red, green, and blue indicators. The red indicator indicates Fahrenheit display. The green indicator indicates Celsius display. The blue indicator indicates the timer function is engaged.

Use the Heater Switch



1. Press this button to turn the heater on.
2. When the heater is turned on, press and hold this button for 5 seconds to enter the temperature setting mode. In this case, the red indicator turns on and the LCD screen flashes.

3. For temperature settings, see detailed temperature on page 08-09.

4. When temperature setting is finished, the LCD screen will flash 5 times and exit from the setting status.

Heater Continuity Setting


- The heating will automatically pause once the set temperature is reached.
- When setting temperature with "ON", the heater will work continuously until you turn it off manually.

Change the temperature scale

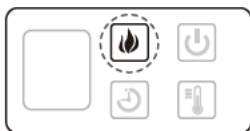
Button Press	1	2	3	...	6	7	8	9	...	12
Celsius Temperature	22°C	23°C	24°C	...	27°C	ON	17°C	18°C	...	21°C

Button Press	1	2	3	...	11	12	13	14	...	22
Fahrenheit Temperature	72°F	73°F	74°F	...	82°F	ON	62°F	63°F	...	71°F

Change the Temperature Scale


1. With the heater on, the temperature is displayed with the Fahrenheit scale, the red indicator turns on.
2. Press and hold the  Power Switch for 5 seconds to enter the temperature scale converting mode.
3. The current number in the LCD screen flashes 5 times in red, then changes to green. The temperature value is now displayed with the Celsius scale.
4. Repeat the same steps to convert from Celsius scale to Fahrenheit scale.

Use the Flame Control



Press this button to adjust the flame effect. For flame brightness settings, see the following table.

Button Press	Flame Level	Display Value	Fireplace Appearance
1st Press	Highest	L5	Highest flame, logs glow the brightest
2nd Press	Medium High	L4	Medium-high flame, logs glow less bright
3rd Press	Medium	L3	Medium flame, logs glow medium-bright
4th Press	Medium Low	L2	Medium-low flame, logs glow low-bright
5th Press	Low	L1	Low flame, logs glow the darkest

NOTE: If you turn off the fireplace by pressing the  Power Switch, the flame brightness setting won't be saved. When restarting the fireplace, the flame effect will be in L5 mode by default.

Timer Function



When the heater is running, you can set the Timer to choose the heating duration. The duration will be displayed in the LCD screen and the blue indicator turns on.

For timer settings, see the following table.

Button Press	Heating Duration	Display
1st Press	1 Hour	1H
2nd Press	2 Hours	2H
3rd Press	3 Hours	3H
4th Press	4 Hours	4H
5th Press	5 Hours	5H
6th Press	6 Hours	6H
7th Press	7 Hours	7H
8th Press	8 Hours	8H
9th Press	OFF	None

Temperature Limiting Control

This fireplace is equipped with a Temperature Limiting Control feature. Should the fireplace reach an unsafe temperature because of misuse or accident, the fireplace will automatically turn off.

To reset: Unplug the power cord from the outlet. Wait for 10-20 minutes, then plug the power cord back into the outlet.

CONNECT TO APP

Use the app to control your electric fireplace from your iPhone or Android device even when you are away from home.

SYSTEM REQUIREMENTS

- Supported wireless routers must have a 2.4 GHz operating frequency
- Standard: 802.11b/g/n bands
- Supported smartphone systems: Android 6.0 or later, iOS 11 or later

Step 1

To download the app, scan the QR code. You can download the iOS or Android version, then install on your mobile device.



If you have issues downloading the app, please call technical support or email customer service.

Step 2

Open the app, turn on Bluetooth, then sign up for a free account.

Log in with your account name and password.



Step 3

Select your network and enter the password. The network must be 2.4 GHz.



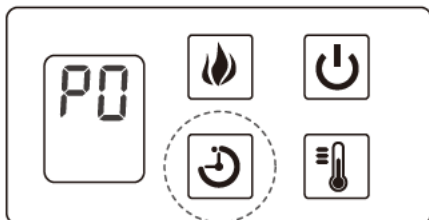
Step 4

After plugged in, the electric fireplace will enter standby mode. Press any button to exit standby mode.

In standby mode, press and hold the  timer button for 5 seconds to activate Wi-Fi pairing mode. The screen will flash "PO" continuously.

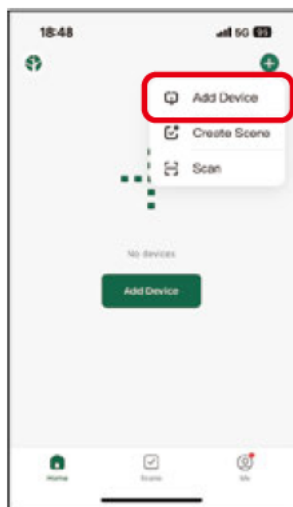
NOTE:

1. Pairing mode will be automatically turned off if there is no operation after 60 seconds. Do not touch any buttons during the pairing process, or it will exit pairing mode.
2. Wi-Fi pairing mode can only be done when in standby mode. If the electric fireplace is powered on, turn it off for a Wi-Fi connection.



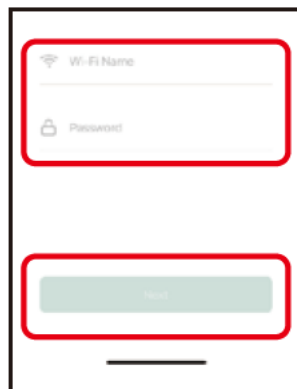
Step 5

Open the app, then select the **ADD DEVICE** button. The app will search for the fireplace automatically. Press the green **ADD DEVICE** button to add your device.



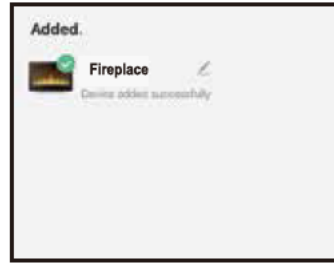
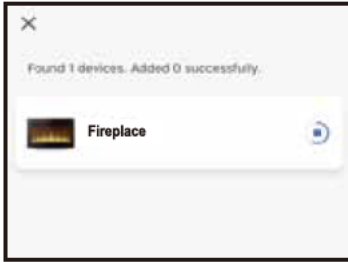
Step 6

Choose your Wi-Fi name (the one your phone is connected to) and enter the password. Press the **Next** button to continue.

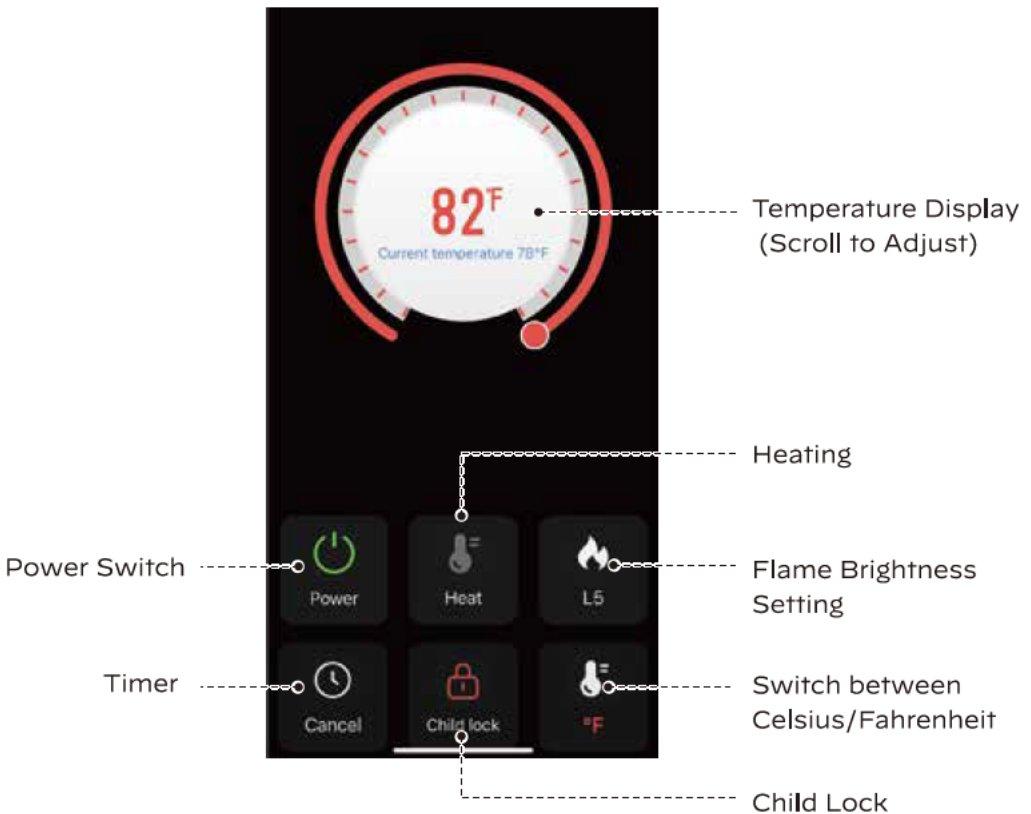


Step 7

The app starts connecting to your fireplace. It may take some time, but please wait patiently to set up the connection.

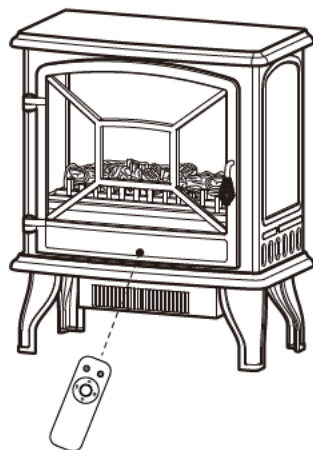
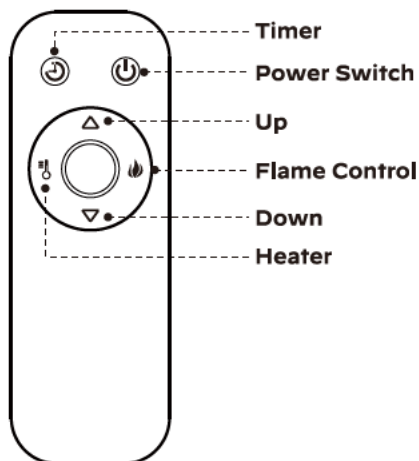


USING THE APP



USE REMOTE CONTROL

NOTE: The remote control can operate up to 13.1 ft (4m) away from the heater as long as there are no obstacles between the remote and the fireplace.



Remote Control

Maintenance

- Always turn the fireplace OFF and unplug the power cord from the outlet before cleaning.
- Use a vacuum or duster to remove dust and dirt from the fireplace and vent areas.
- To keep the surface polished, clean with a soft, slightly damp cloth and buff with a dry cloth.
- Do not strike or slam the glass.
- Never use abrasive cleansers, liquid sprays, or any cleaner that could scratch the surface of the appliance.
- This fireplace is made with tempered glass parts. Replacement of the glass supplied by the manufacturer should only be performed by a qualified service technician.
- Never drag the unit across a floor. The added stress from dragging the unit may cause the legs to break.

Troubleshooting

PROBLEM	CAUSE	SOLUTION
The fireplace does not work.	The fireplace is not plugged in.	Make sure the fireplace is plugged in to a standard 240V outlet.
	The circuit breaker has tripped or the fuse has blown out.	Check other appliances on the same circuit. It is recommended to use only one outlet for this appliance alone.
	The fireplace has not been operated correctly.	Refer to the operation instructions.
	The power switch is not turned on.	
	The vents are dirty or blocked.	Unplug the unit, then clean the vents. Wait 10 minutes, plug the unit in again, then turn on the fireplace.
	The power switch or other parts are defective.	Please contact customer service.
	There is loose wiring.	
No heating	The heater switch has not been reset.	Turn the machine off and unplug it for heat dissipation. Wait 5-10 minutes, then reconnect the cable.
		Check to see if foreign items are blocking the air intake or air outlet. If blocked, turn the machine off. Try to remove foreign items after cooling down.
	The ambient temperature is higher than the preset temperature.	Increase the preset temperature to the ON position.
		Check to see if foreign items are blocking the air intake or air outlet. If blocked, turn the machine off. Try to remove foreign items after cooling down.

PROBLEM	CAUSE	SOLUTION
There is excessive noise when the fireplace is running.	The fan is defective.	Please contact customer service.
	The fireplace parts are defective.	
The flame effect switch is in the ON position but there is no flame effect.	The fireplace has not been operated correctly.	Refer to the operation instructions.
EH	The ambient temperature is too high.	Turn the machine off and unplug it for heat dissipation. Wait 5-10 minutes, then reconnect the cable.
		Check to see if foreign items are blocking the air intake or air outlet. If blocked, turn the machine off. Try to remove foreign items after cooling down.
EE	The NTC device's connection plug is loose.	1. Unplug the power cord, then plug it back in. Check if the "EE" error is cleared. 2. Contact customer service.
	The NTC device is damaged.	Replace with a new NTC device or contact customer service.
E3	The thermostat connection is loose.	Unplug the power cord, wait 5 minutes, then plug it back in. After turning it on, the "E3" will be cleared automatically.
LO	The child lock is activated.	In the powering-on state, press and hold the 🔥 button for 5 seconds to deactivate the child lock.

* If there are any other issues, turn the machine off and unplug it. Wait a few minutes, then plug it back in and turn it on. If problems are left unsolved, contact customer service.

FCC Statement

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.

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.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. 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.

Thank You

for Choosing Us!

All of us do appreciate your product purchase. We hope that you are as happy with this product as we were designing and manufacturing it for you. We strive to provide you with the best quality products and services in the industry.