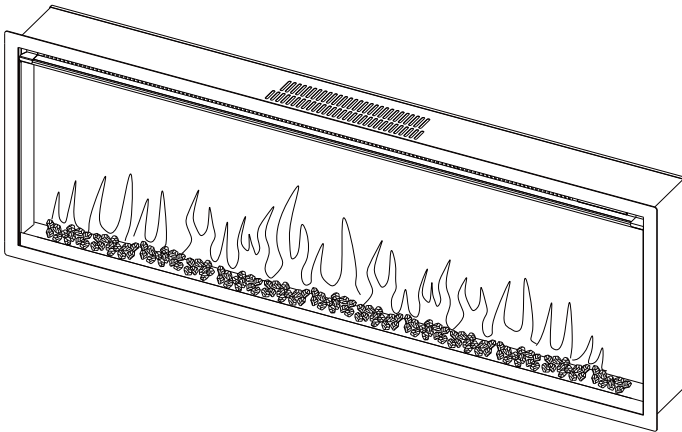




Electric Fireplace

EF537B EF538B EF539B EF540B EF541B
OWNER'S MANUAL



 WARNING	Read and understand this entire owner's manual, including all safety information, before plugging in or using this product. Failure to do so could result in fire, electric shock, or serious personal injury.
 CAUTION	Keep this owner's manual for future reference. If you sell or give this product away, make sure this manual accompanies this product.

DO NOT RETURN!

Contact our customer service team for help first.

Email: service2@richenchina.com

Call: 909-206-6608

1. IMPORTANT SAFETY INFORMATION

IMPORTANT INSTRUCTIONS

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

1. Read all instructions before installing or using this heater.
2. This heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, etc. and curtains at least 0.9m from the front of the heater and keep them away from the sides and rear.
3. Extreme caution is necessary when any heater is used by or near children or invalids and whenever the heater is left operating and unattended.
4. Always unplug heater when not in use. (for Portable Type Only)
5. 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.(for Portable Type Only)
6. Do not operate any heater after it malfunctions. Disconnect power at service panel and have heater inspected by a reputable electrician before reusing.(for Stationary Type Only)
7. Do not use outdoors.
8. This heater is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate heater where it may fall into a bathtub or other water container.(for Portable Type only)
9. Do not run cord under carpeting. Do not cover cord with throw rugs, runners, or similar coverings. Do not route cord under furniture or appliances. Arrange cord away from traffic area and where it will not be tripped over.(for Portable Type Only)
10. To disconnect heater, turn controls to off, then remove plug from outlet.(for Portable Type Only)

11. To disconnect heater, turn controls to off, and turn off power to heater circuit at main disconnect panel.(for Stationary Type Only)
12. 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.
13. To prevent a possible fire, do not block air intakes or exhaust in any manner. Do not use on soft surfaces, like a bed, where openings may become blocked.(for Portable Type Only)
14. To prevent a possible fire, do not block air intakes or exhaust in any manner.(for Stationary Type Only)
15. 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.
16. 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.
17. Always plug heaters directly into a wall outlet/receptacle. Never use with an extension cord or relocatable power tap.(for Portable Type Only)
18. This heater may include an audible (a visual) alarm to warn that parts of the heater are getting excessively hot. If the alarm sounds (flashes), immediately turn the heater off and inspect for any objects on or adjacent to the heater that may cause high temperatures. **DO NOT OPERATE THE HEATER WITH THE ALARM SOUNDING (FLASHING).**
19. Hyperthermia can result in death. Symptoms of hyperthermia include high body temperature, headache, nausea, vomiting, tiredness, dizziness, fainting, and rapid pulse. If you begin to experience symptoms related to hyperthermia, turn off the heater and seek medical attention.(for Portable Type Only)
20. To avoid excessive room temperatures which can cause hyperthermia: **DO NOT** leave product running unattended in a confined space around infants, or individuals with reduced physical, sensory, or mental capabilities.(for Portable Type Only)

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC warning:

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

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

IC warning

- English:

This device complies with Industry Canada licence-exempt RSS standard(s).

Operation is subject to the following two conditions: (1) This device may not cause interference, and (2) This device must accept any interference, including interference that may cause undesired operation of the device.

- French:

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

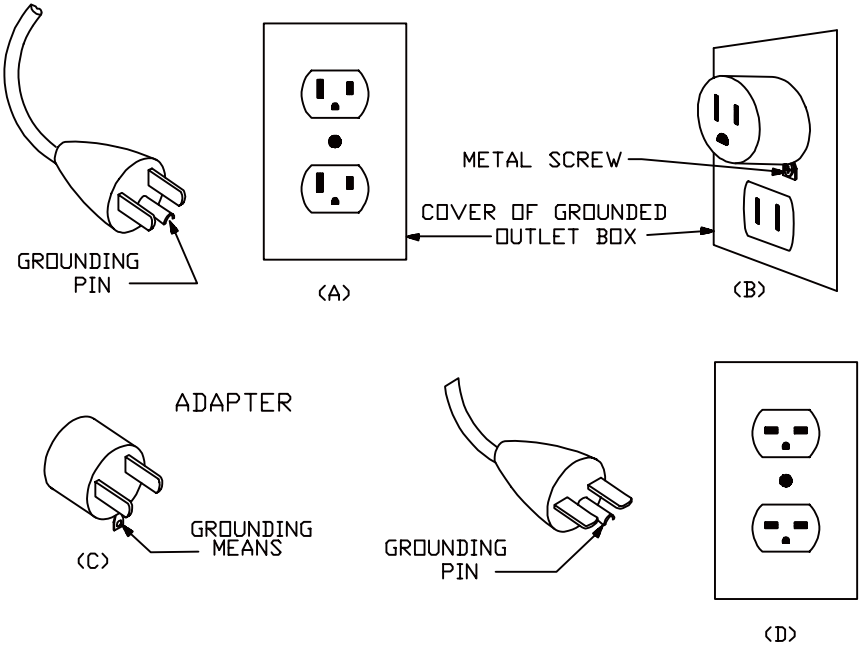
(1) l'appareil ne doit pas produire de brouillage, et

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

This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

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

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



AA210

NOTE: Adaptors are NOT for use in Canada.

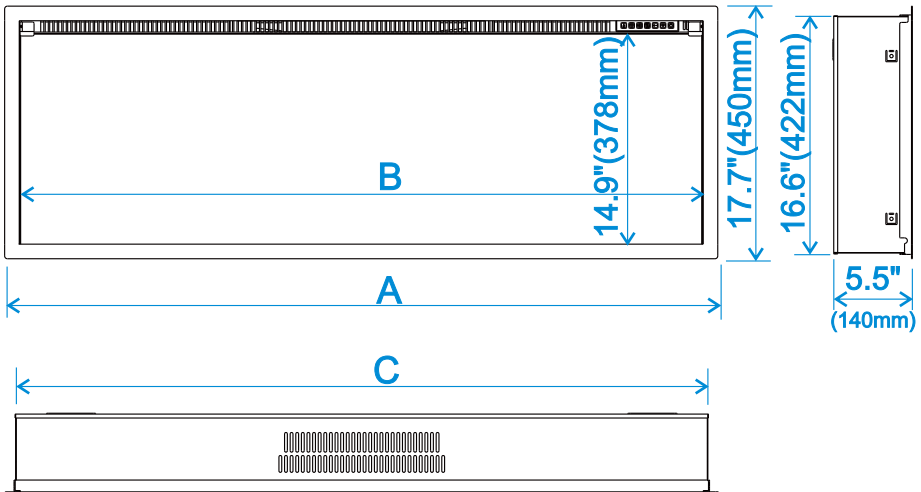
SAVE THESE INSTRUCTIONS

2. TECHNICAL SPECIFICATIONS

Electric Specifications

Model	Volt	Watt (min/max)	Hz	BTU(max)	Amp	Heating Area(max)
EF537-541B	120	750/ 1500	60	5100	12.5	400sq.ft.

Product Dimensions



Model	Unit	EF537B	EF538B	EF539B	EF540B	EF541B
A	inch	36	42.1	50	60	72
	mm	915	1070	1270	1525	1830
B	inch	34.1	40.1	48	58	69.7
	mm	865	1018	1218	1473	1793
C	inch	34.6	40.7	48.5	58.6	70.6
	mm	878	1033	1233	1488	1793

3. BEFORE INSTALLATION

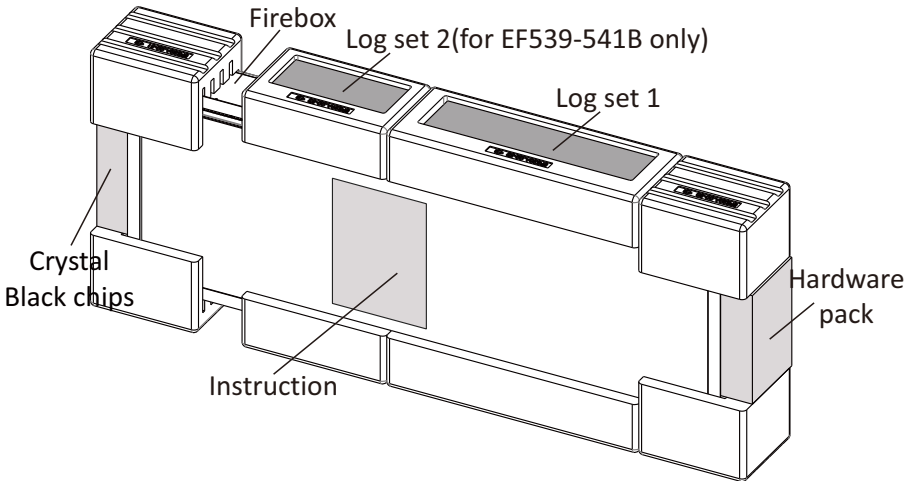
Note:

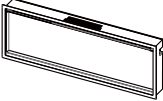
- Keep the packaging (carton, rapping bag, etc.) for future transportation and/or storage.
- If there is any problem or question, please contact the service team.
- If the unit needs to be returned, please make sure all the spare parts are packed inside, and packing as the same as the original packing.

Check Spare Parts

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

NOTE: Contact service team for help if there is any part missing or damaged. Email to service2@richenchina.com or call 909-206-6608.



			
1x	1x	1x	2x
Firebox	Left Standing Foot	Right Standing Foot	Fixing Bracket
			
8x	8/8/8/10/10x	4x	8/8/8/10/10x
Screw ST4*10	Screw ST5*40	Screw ST4*40	Wall Plug Ø8*40
			
1x	3x	1/1/2/2/2 set x	1 set x
Hard Wire Part	Cable Cap	Resin Log	Crystal
			
1 set x	1x	1x	1x
Black Chips	Remote Handset	AAA Battery	Instruction Manual
			
1x			
Voice Control Manual			

Function Testing

Please refer to section 5a. Manual Control Panel and 5b. Remote Control to test the appliance first before installation. Should any defects found, please contact service team for help. Call 909-206-6608 or email service2@richenchina.com.

4. INSTALLATION INSTRUCTIONS

Tools Required

A Phillips screwdriver, a drill and a hammer will be needed.

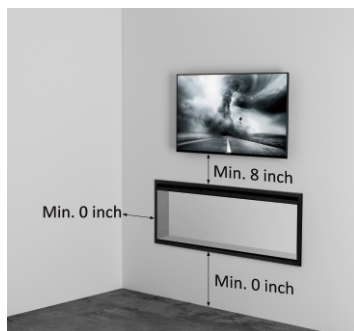
1. Locate the appliance

Your new electric fireplace may be installed virtually anywhere in your home. However, when choosing a location ensure that the general instructions are followed.

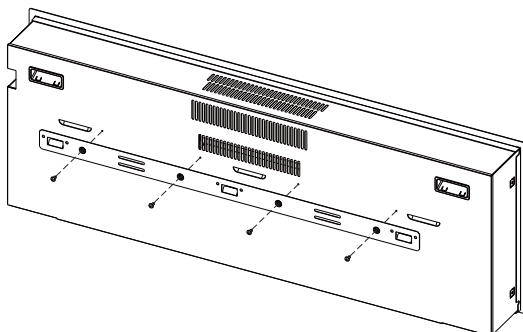
- For best results, install out of direct sunlight.
- The appliance should be connected to an earthed electrical outlet and it must be easily accessible to allow disconnection.

MINIMUM CLEARANCE TO COMBUSTIBLE

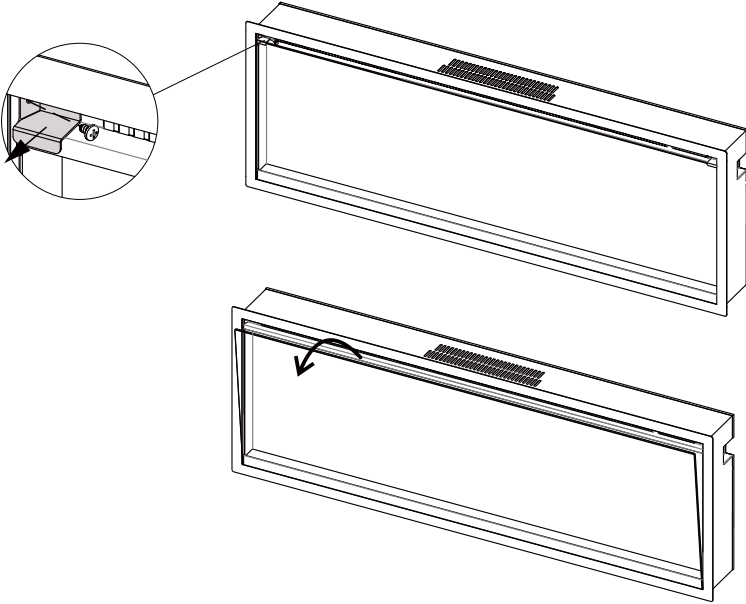
Sides.....	0
Floor.....	0
Back.....	0
Top (Mantel or TV)	8" Minimum
Front.....	36" Minimum



2. Remove the wall mounting bracket



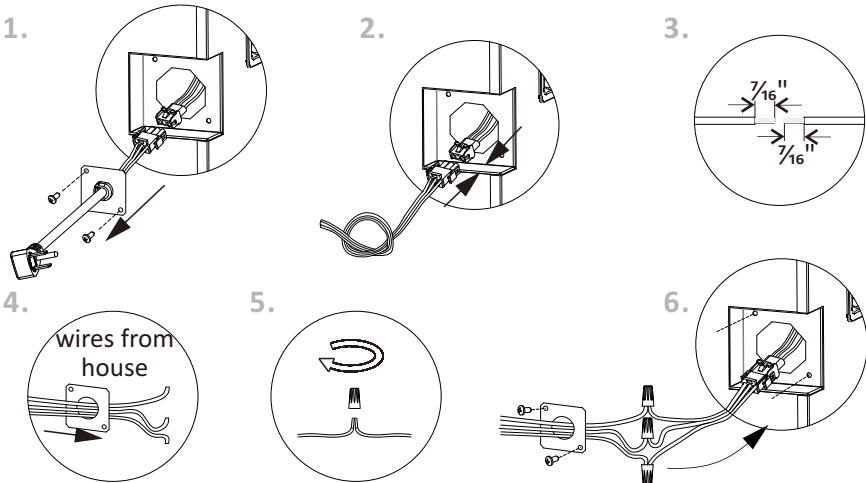
3. Remove the front glass panel.



4. Prepare power supply.

Hard Wire

Remove the power cord and plug the connect wire for hard wire, strip the wires for $\frac{7}{16}$ " (11mm), put the wires from the house into the hole of the cover plate, connect wires by caps provided, fix cover plate to the firebox.



5. Installation

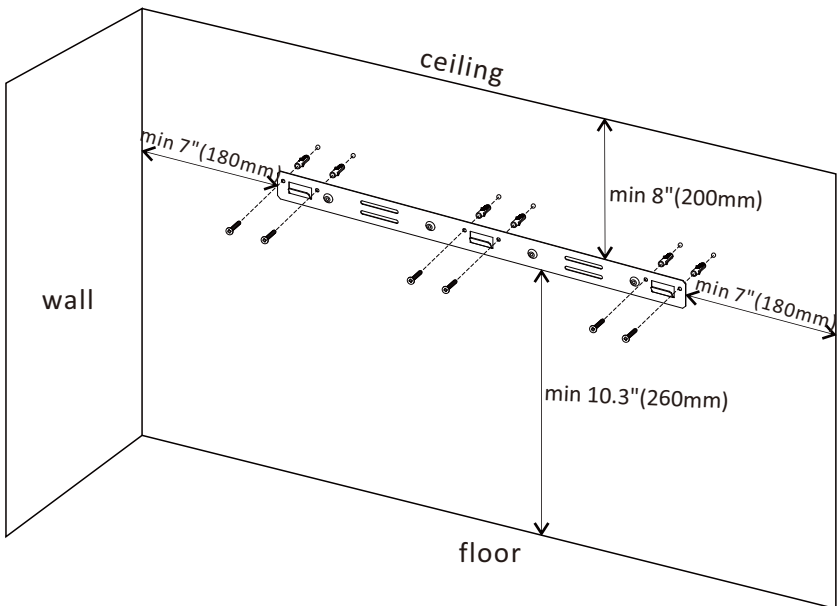
The following installation types are only given as a general guide. Various materials can be used for the framework and cladding. But consideration should be made to soften the internal surface of any cladding to minimums the amplification of noise.

WALL MOUNTED

- **Fix the wall mount bracket on the wall**

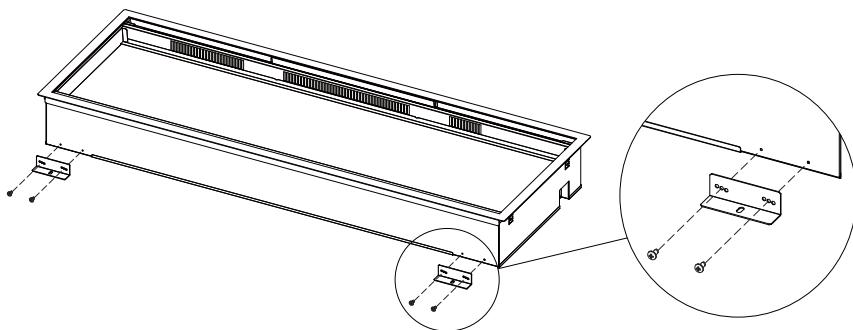
Put the mounting bracket on the wall where you would like to install the appliance, mark the holes for screws, drill holes on the marks, insert the wall plugs $\Phi 8*40$ (for masonry wall only) into the holes and fix the bracket by screws ST5*40.

Note: Keep at least 7" on both sides of the wall bracket, 8" to top ceiling (if there is) and 10.3" to the floor.



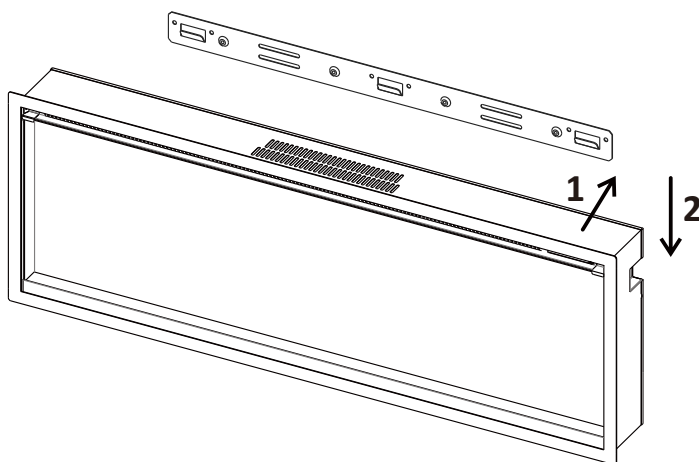
- **Install the fixing brackets**

Lie the firebox on a soft surface, secure 2 fixing brackets by 4pcs screw ST4*10.

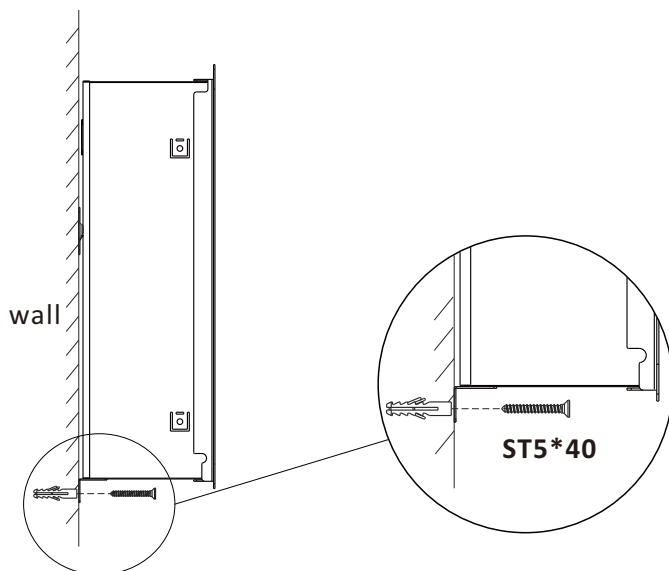


- **Mark and fix the wall plug**

Hang the firebox on the brackets and mark the two holes for the L brackets on the wall. Then take down the fireplace. Drill two holes with an 8mm drill bit at the marked locations, insert the wall plugs into.



- **Hang on the firebox and secure**

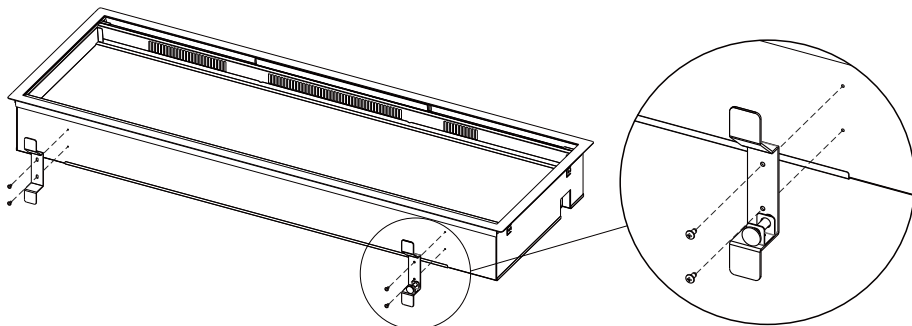


FREESTANDING

- **Fix the standing feet**

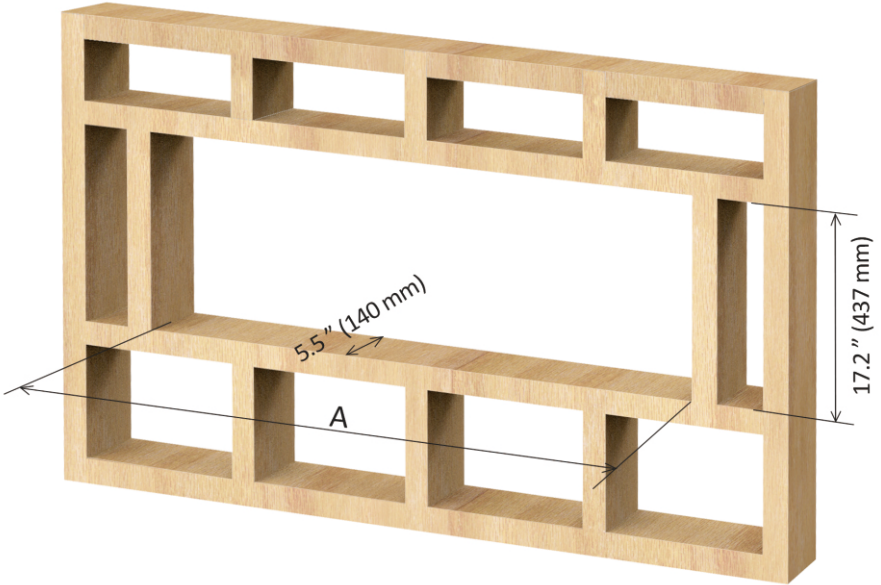
Lie the firebox on a soft surface and fix the standing feet as shown below by screws ST4*10.

Once the unit is lifted on or fallen down, the unit will be power off to make it safe for people after the standing feet are installed.



FLUSH MOUNTED INSTALLATION

- Build a frame where the power supply is ready.

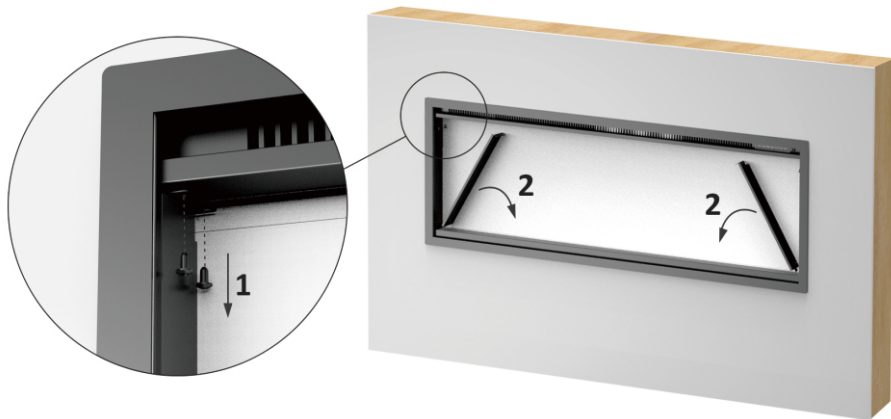


Model	Unit	EF537B	EF538B	EF539B	EF540B	EF541B
A	inch	35.2	41.3	49.2	59.3	71.3
	mm	895	1050	1250	1505	1810

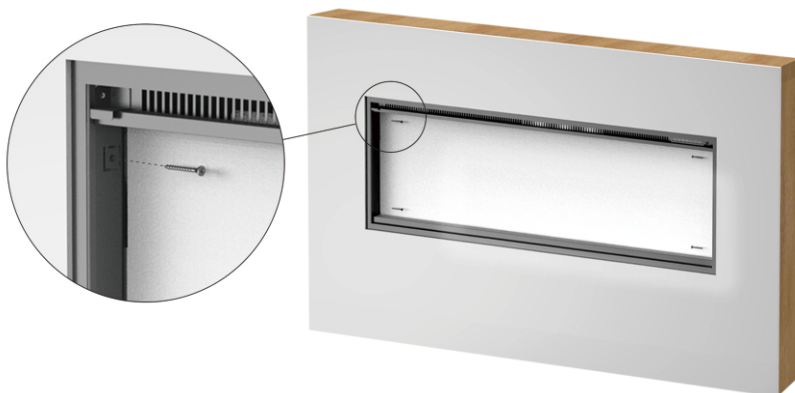
- Finish the wall by paint or wall paper



- **Remove side screen panels on both sides**



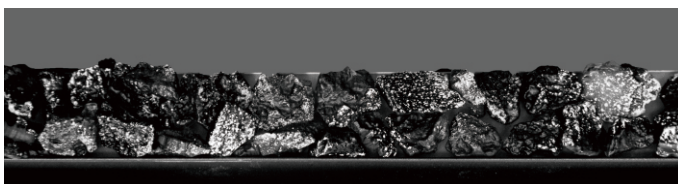
- **Plug or hard wire the appliance then push it into the frame, secure with ST4*40 screws. Then fix the side screen panels back.**



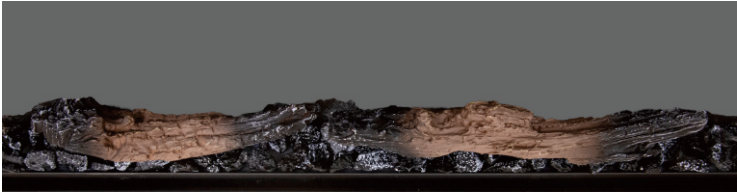
6. Fuel bed arrangement

- **Log effect**

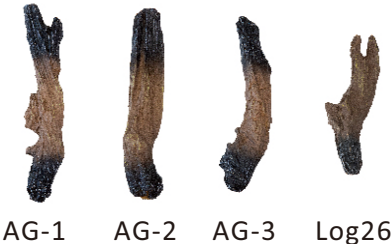
Place the black chips on the fuel bed;



Place the logs on the black chips.

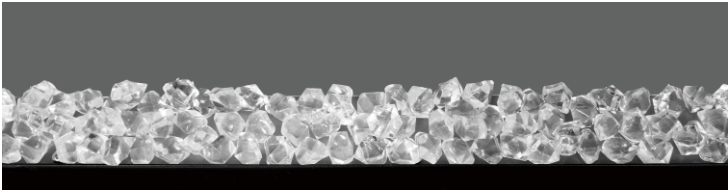


Suggestion of the log order:



• **Crystal effect**

Place the crystals on the fuel bed.



7. Fix the front glass back and installation finished.

5. OPERATING INSTRUCTIONS

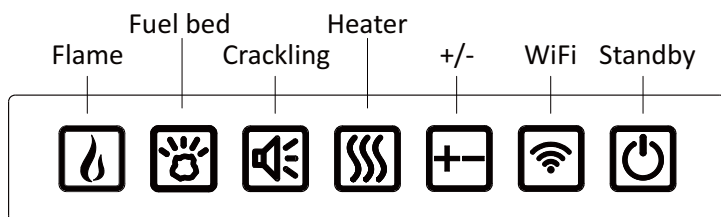


Read and understand this entire owner's manual, including all safety information, before plugging in or using this product. Failure to do so could result in electric shock, fire, serious injury, or death.



WARNING! Do not operate the unit if it is damaged or has malfunctioned. If you suspect the unit is damaged, call a qualified service technician to inspect and replace any part of the electrical system if necessary.

5a. Manual Control Panel



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

STANDBY: Turn on the appliance with the last used settings without any heat. Place the appliance into standby mode with all features turned off.

FLAME: Press to cycle through 9 flame colors and off setting.

Note: Each time a button is pressed on the appliance or on the remote control, an audible beep is emitted. To turn off this feature, keep pressing button FLAME for 3 seconds.

HEATER: Press to cycle through the heat output options: Low-High-Off.

Note: Press HEATER button for 3s to change the temperature unit between °C and °F.

CRACKLING: Press to turn on/off the crackling sound.

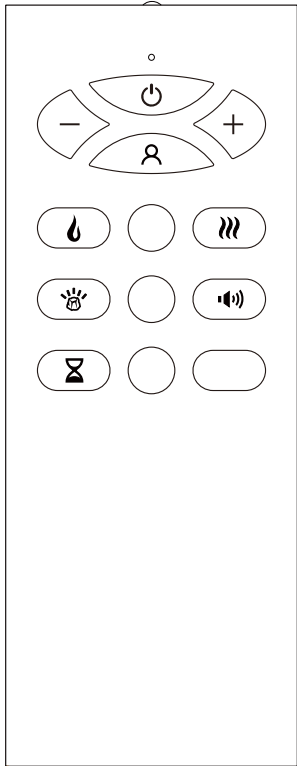
Note: Press CRACKLING button for 3s, if 2 long beeps are heard, it indicates that the WiFi signal is good, 3 short beeps or no beep indicates the signal is weak or no signal.









FUEL BED: Press to cycle through 9 fuel bed colors and off setting.

+/-: Press to adjust the brightness, volume, and time after pressing the FLAME/FUEL BED/CRACKLE/TIMER button once; Press directly to set the temperature.

WiFi: Press to turn WiFi on or off.

5b. REMOTE CONTROL



BUTTON	TITLE	FUNCTION
	STANDBY	Turns on the appliance with the last used settings without any heat. Place the appliance into standby mode with all features turned off.
	MY FLAME	Press 3s to record current color and brightness of flame and fuel bed as my favorite flame.
	FLAME	Press to cycle through flame 1, 2, ... 9 and off.
	FUEL BED	Press to cycle through fuel bed 1, 2, ... 9 and off.
	Minus & Plus	Press to adjust the brightness, volume, and time after pressing the FLAME/FUEL BED /CRACKLE/TIMER button once; Press directly to set the temperature.
	HEATER	Press to cycle through Low-High-Off Note: if the thermostat is on and room temperature is higher than setting value, the heater will not work.
	TIMER	Press to cycle through 0.5H, 1H, 2H, 3H, 4H, 5H, 6H, 7H, 8H, 9H and off.
	CRACKLING	Press to turn on or turn off crackling sound effect.

Note: In order to prevent the product becoming too hot, there is a 10s delay when turning on the heater and a 10s delay when turning off the heater fan.

IMPORTANT SAFETY INFORMATION FOR BATTERY

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

5c. APP CONTROL

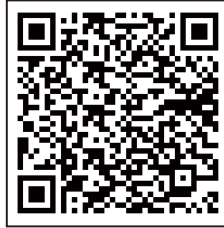
Visit your APP store (IOS or Android) to download the TUYA SMART APP. Follow the onscreen instructions to create an account. Once installed, follow the procedure below to pair the device with your appliance.

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

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



APP Video



APP Instruction

5d. VOICE CONTROL

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

Voice control via Amazon Alexa & Google Assistant. See 《Amazon Alexa & Google Assistant Commands》

RESETTING THE THERMAL CUT OUT

The appliance is fitted with an Electronic Safety Control (E.S.). This is a safety device, which switches off the fire if, for any reason, the appliance overheats, e.g. when covered. If the heater stops operating while the flame effect continues working normally, this indicates that the E.S. Control is in operation. The E.S. Control can only be re-set after the appliance has cooled down, and the appliance has been reset. Resetting of the E.S. Control proceeds is as follows:

1. Switch off the appliance (Manual switch) and leave it off for approximately 10-15 minutes.
2. Remove any obstruction to the fan heater outlet or fan blades etc. Make sure that the power supply is disconnected with the plug socket outlet while doing this.

3. Switch on the appliance and the E.S. Control will be reset.
4. Ensure that the appliance is functioning correctly. If the E.S. Control operates again, the appliance should be checked by a competent electrician.

6. CARE AND MAINTENANCE



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

Cleaning



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

Metal:

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

Glass:

- Use a good quality glass cleaner and dry thoroughly with a paper towel or lint-free cloth.
- **NEVER** use abrasive cleansers, liquid sprays, or any cleaner that could scratch the surface.



Plastic:

- Wipe gently with a slightly damp cloth and a mild solution of dish soap and warm water.
- **NEVER** use abrasive cleansers, liquid sprays, or any cleaner that could scratch the surface.

Vents:

- Use a vacuum or duster to remove dust and dirt from the heater and vent areas.
- Clean the exterior of the fireplace with a slightly damp cloth or duster.

Maintenance

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

Electrical and Moving Parts:

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

Storage:

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

Replacement parts:

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

7. LIMITED WARRANTY

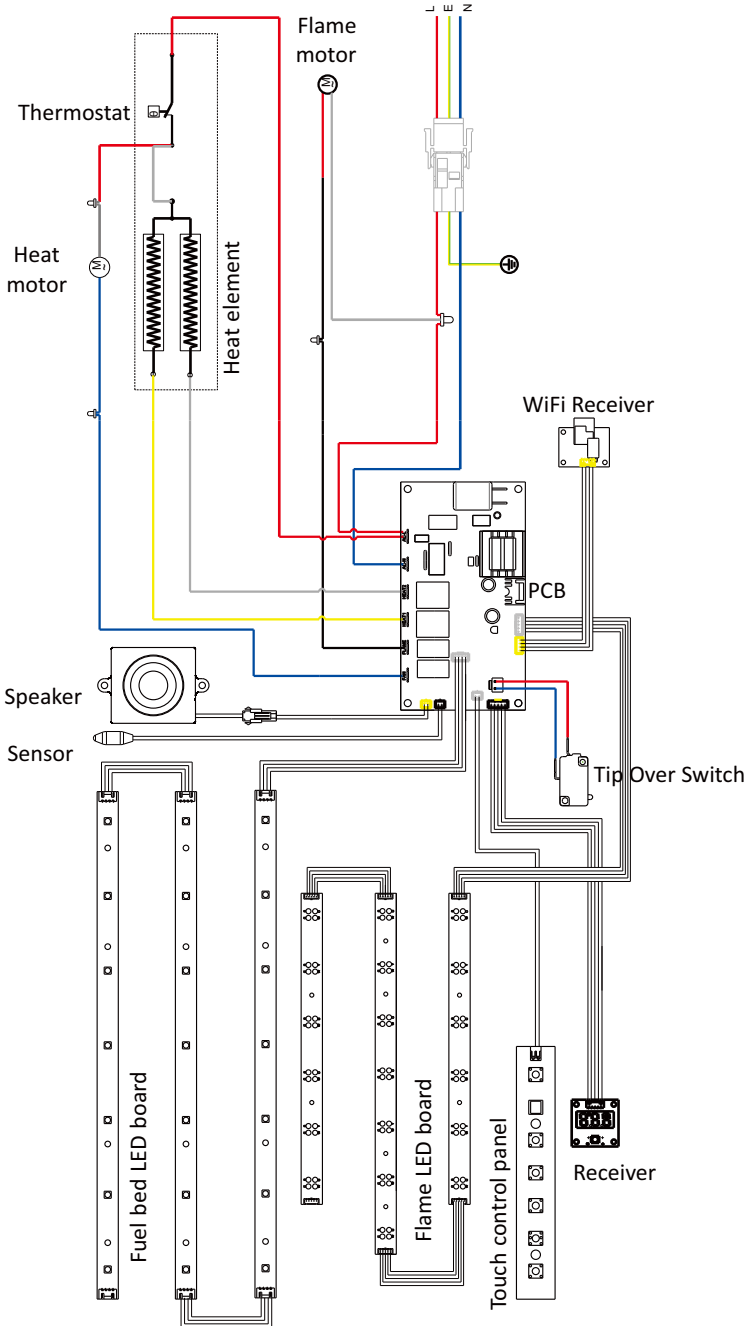
This warrants to the original purchaser that this product is free from defects in material and workmanship as of the date of purchase and that it will, under normal use and proper care, remain so for one year from the date of purchase. Missing or initially defective parts will be replaced free of charge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

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

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

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

8. SCHEMATIC DIAGRAM



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