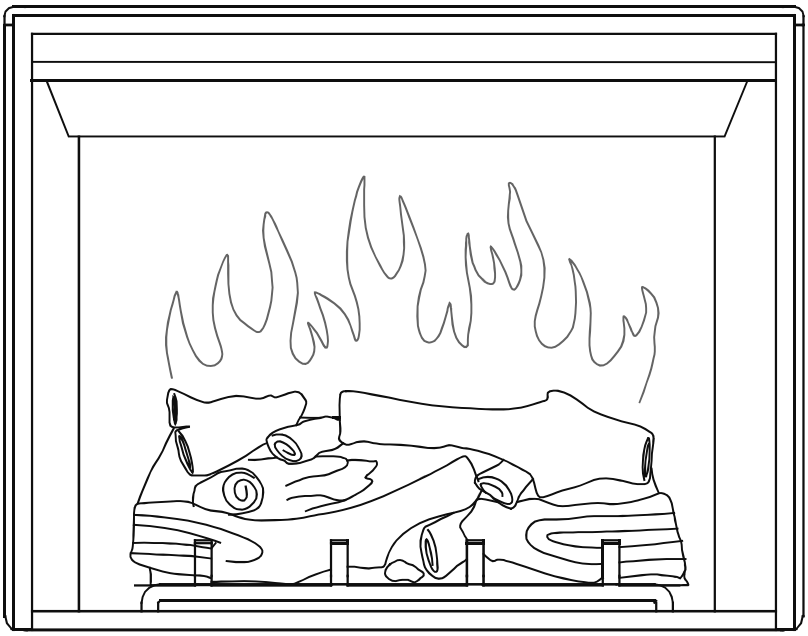
Electric Fireplace Insert

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.

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1. IMPORTANT SAFETY INFORMATION

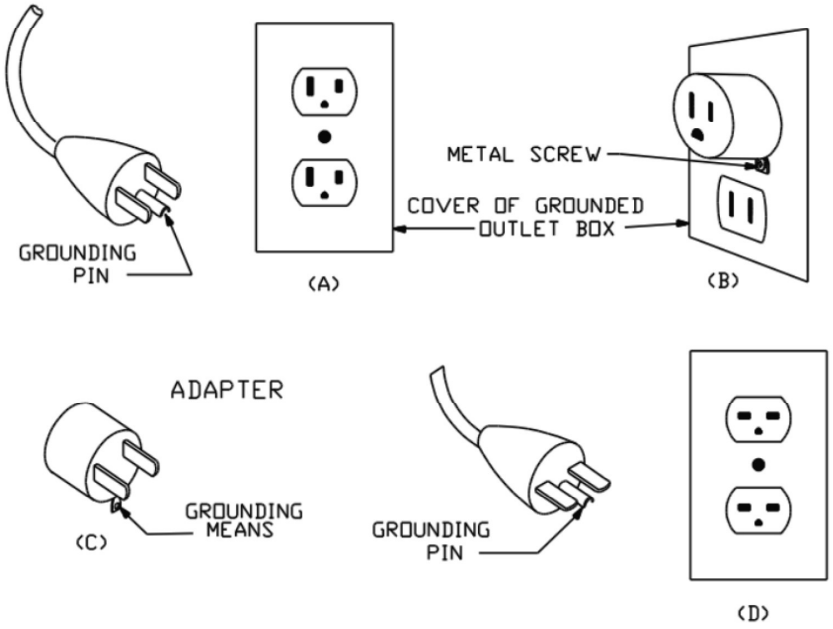
When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

- **Read all instructions before installing or using this heater.**
- 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 0.9 m** 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 after it malfunctions. Disconnect power at service panel and have heater inspected by a reputable electrician before reusing.
- **Do not** use **outdoors.**
- 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).
- **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.**
- To prevent a possible fire, **do not** block air intakes or exhaust in any manner.
- 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.
- 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.
- This heater may include an audible or visual **alarm** to **warn** that parts of the heater are **getting excessively hot.** If the alarm sounds (or illuminates), **immediately** turn the heater off and inspect for any objects on or adjacent to the heater that may have blocked the airflow or otherwise caused high temperatures to have occurred. **DO NOT OPERATE THE HEATER WITH THE ALARM SOUNDING (OR ILLUMINATING).**

- **Risk of electric shock! DO NOT OPEN!** No user-serviceable parts inside!
- **Never modify this appliance.** Doing so could result in personal injury or property damage. Modification of this fireplace **completely voids all warranties.**
- **Always** turn this appliance off before unplugging it from the outlet.
- **Always use** properly grounded, **fused** and polarized outlet.
- **Never** plug this appliance into an outlet that is **old, cracked,** or has any **loose wires or connection.** Plugging this appliance into a faulty outlet could result in **electric arcing** within the outlet that could cause the **outlet** to **overheat or catch fire.**
- **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.

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.

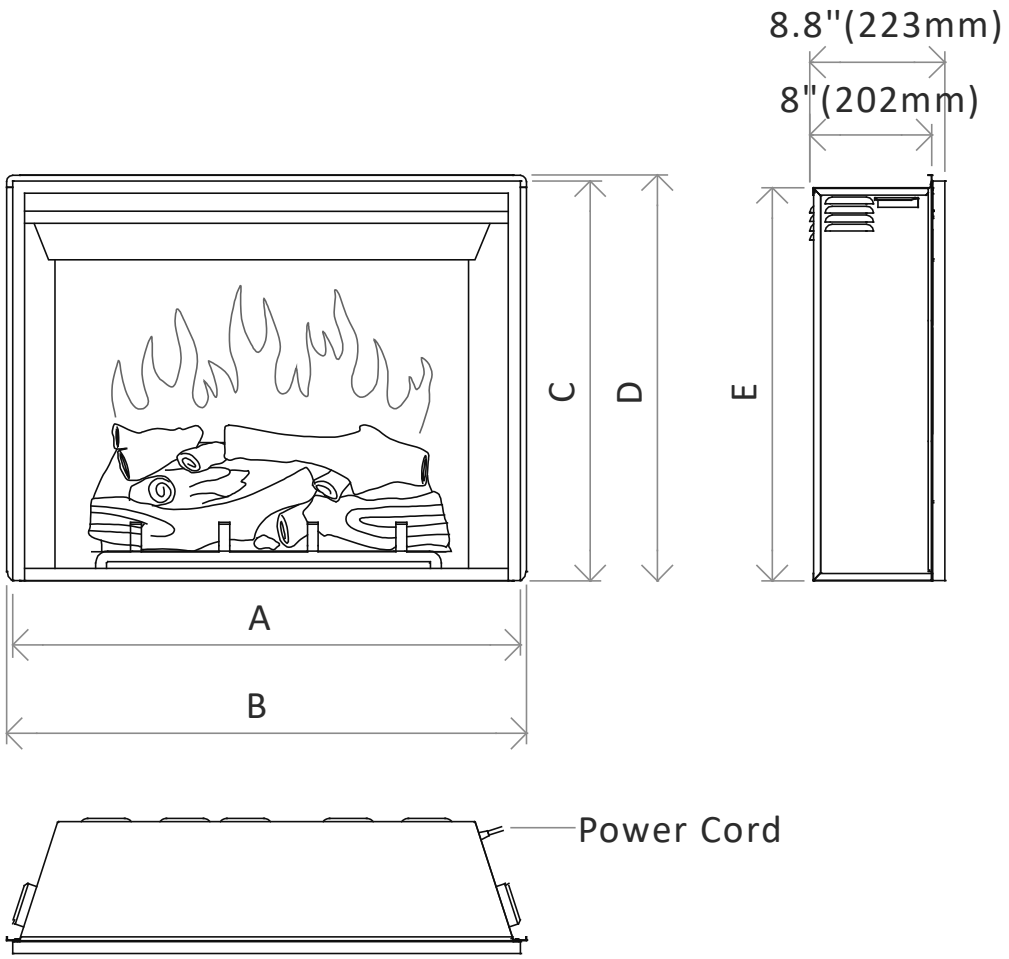
SAVE THESE INSTRUCTIONS

2. TECHNICAL SPECIFICATIONS

Electric Specifications

Model	Volt	Watt(min/max)	Hz	BTU	Amp	Heating Area
EF44D, EF45D	120V	750/1500	60	5000	12.5	400sq.ft.

Product Dimensions



Unit	A	B	C	D	E
inch	28.3''	29.9''	23.6''	24''	23.2''
mm	720	760	600	610	589
inch	31.5''	33.1''	26''	26.4''	25.6''
mm	800	840	660	670	649

3. BEFORE INSTALLATION

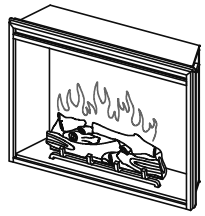
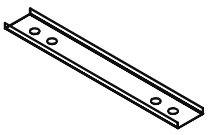
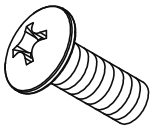
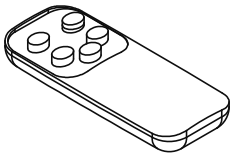
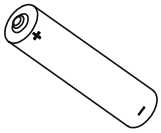
1) Check:

WARNING! DO NOT use this Electric Fireplace if any part has been under water. Immediately call a qualified service technician to inspect and to replace any part of the electrical system if necessary. Keep plastic wrapping **away from children**.

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.

A.	B.	C.	D.
			
1 x	2 x	4 x	1 x
Electric Fireplace Insert	**Fixing Bracket**	**Screw M6x16**	**Remote Control**
E.	**F.**		
			
2 x	1 x		
AAA Battery	**Instruction Manual**		

2) Kindly suggestions

- 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.

3) Function testing

Please refer to section 5a. Manual Control and 5b. Remote Control to test the appliance first before installation. Should any defects found, please contact service team for help.

4. INSTALLATION INSTRUCTIONS

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.**

Keep drapery and other furnishings at least **3ft/0.9m** from the **front** and sides of the electric fireplace.

AFTER installation, ensure that there is **≥0.04㎡ ventilation area** between **inside** and **outside** of fireplace mantel.

1) Location 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.

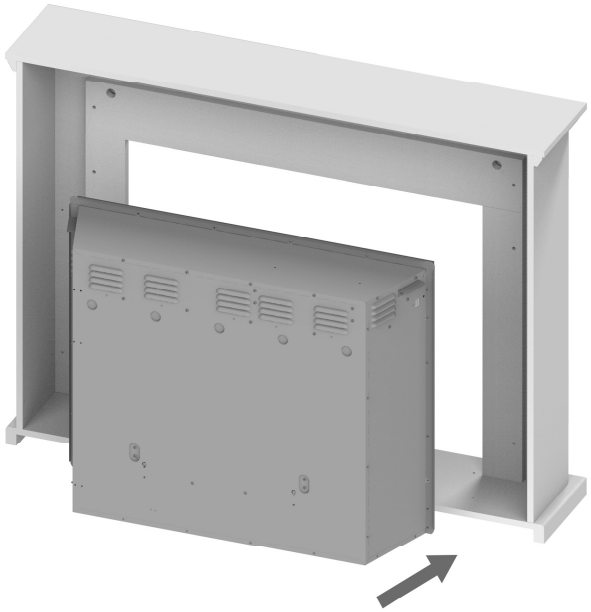
- For best results, install out of direct sunlight.
- Power supply service must be installed within proximity of electric fireplace prior to finishing avoiding reconstruction.

2) Locate an outlet

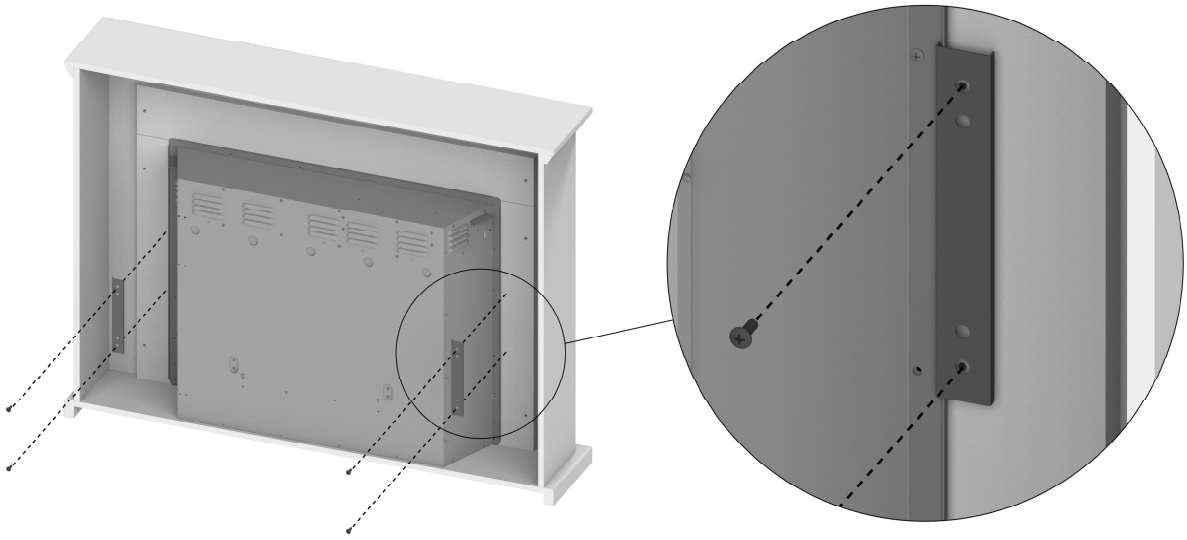
- Plan the location of the appliance so that it will have adequate electric power. **A 15 amp, 120V/60Hz circuit is required.** Additional appliances on the same circuit as this appliance may exceed the current rating of the circuit. A dedicated circuit is not required, but is preferred to prevent circuit breaker trips or fuse failure.
- Prepare the outlet close to the right side of appliance. Make sure the outlet is in good condition and the plug must be plugged tightly on the outlet.

Note: This model cannot be hard wired.

3) Insert into a wood mantel



- Carefully insert the fireplace into the mantel opening from rear side, caution that the bottom of insert may make scratches on the surface of the bottom panel of the mantel.



- Use the fixing brackets to fix the insert to the mantel.
- Use the parts coming with the mantel to attach the mantel suite to the wall.

5. OPERATION INSTRUCTIONS

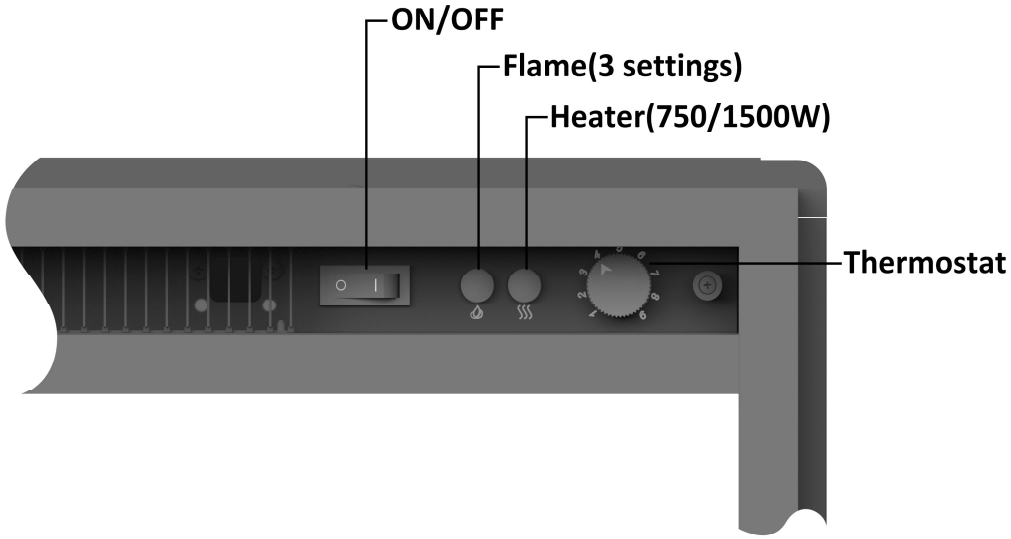


Read and understand this entire owner's manual, including all safety information, before plugging in or using this product. Failure to do so could result in electric shock, fire, serious injury, or death.

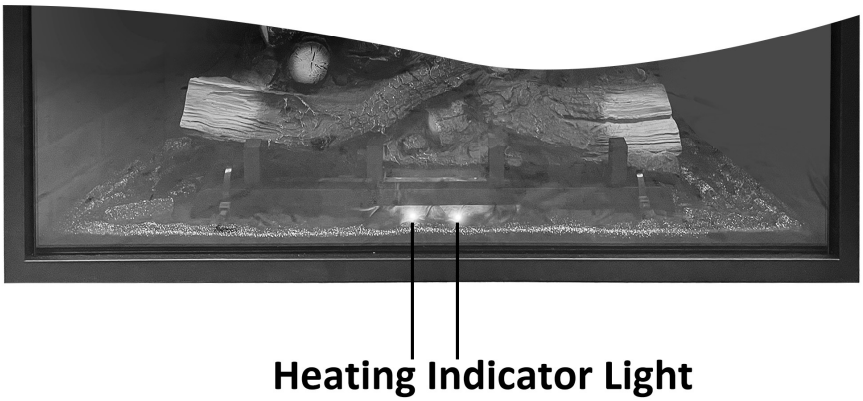


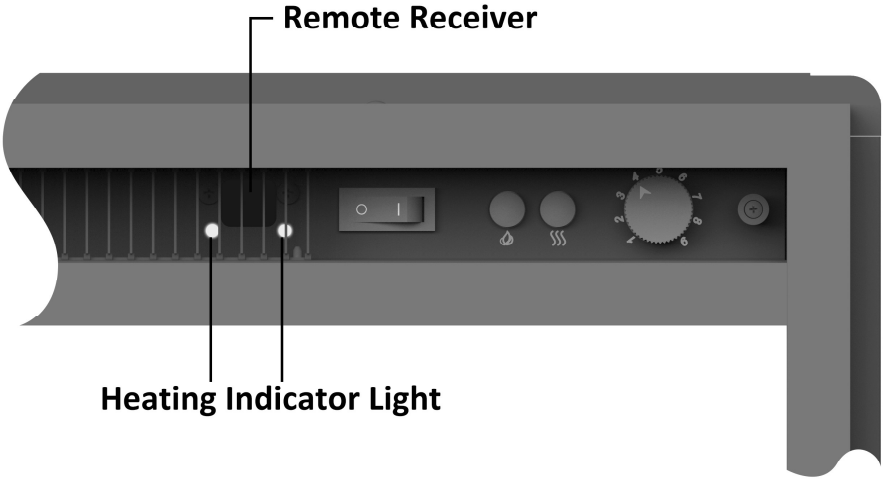
WARNING! Do not operate the unit if it is damaged or has malfunctioned. If you suspect the unit is damaged, call a qualified service technician to inspect and replace any part of the electrical system if necessary.

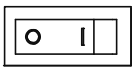
5a. MANUAL CONTROL



Note: When the heater is first turned on, a slight odor may be present. This is normal and should not occur again unless the heater is not used for a long period of time.





BUTTON	NAME	FUNCTION
	**POWER SWITCH**	Turn the main power switch on. A long “beep” sound will be heard when the switch is turned at ON Position “I”. **Note:** The remote control will lost the memory for function settings when the switch is turned at OFF Position “O”.
	**FLAME**	The flame will be cycled from Flame A – Flame B – Flame C – Flame Off. Flame A: full bright flame + little blue Flame B: full bright flame Flame C: half bright flame
	**HEATER**	The heater will be cycled from Low – High – Heater Off. The indicator light on left to Power Switch (see the right picture on last page) will illuminate when the heater is turned on. The indicator light will go out within 10s. Low: (●○) High: (●●) **Note:** 1. Heater can be used without flame. 2. The heater will work when the temperature set by thermostat is higher than room temperature. 3. The Fan works about 10s ahead of the heater, and stops about 10s later than the heater. 4. The indicator light in the lower fuel bed (see the left picture on last page) always illuminates when heater is on.
	**THERMOSTAT**	Turn it to setting 9 first and when the room has reached a desired level, turn the rotary switch counterclockwise slowly until the thermostat just ‘clicks’ off. The thermostat will then maintain the room at this selected level. To increase the temperature, turn the rotary switch clockwise to a higher setting.

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.

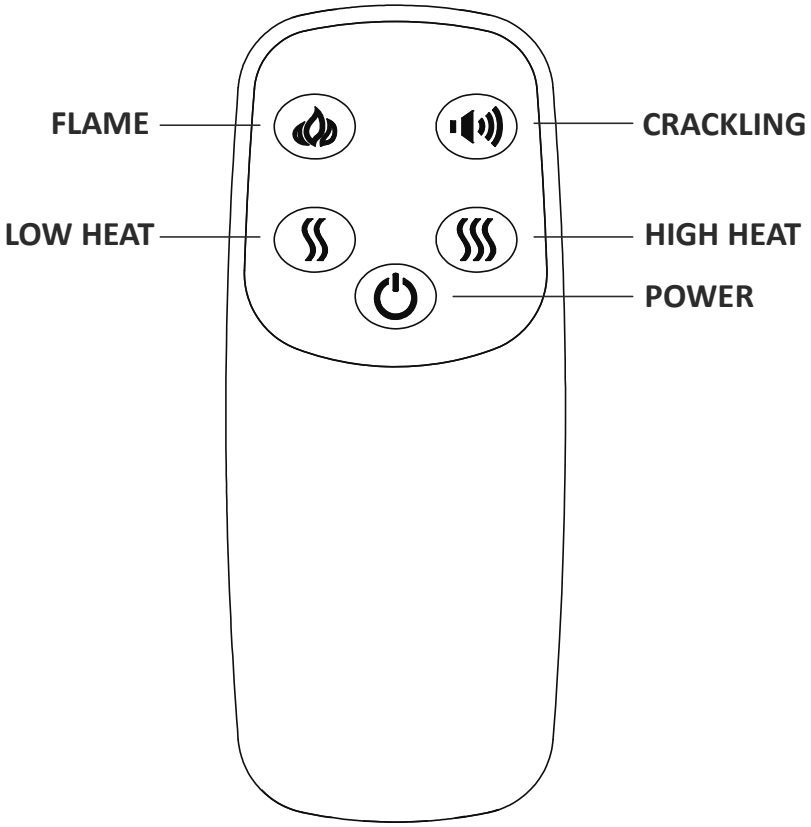
To reset:

- Unplug the power cord from the outlet.
- Turn the Power Switch on the CONTROL PANEL to OFF. Wait at least 15 minutes.
- 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.
- With the Power Switch in the OFF position, plug the power cord back into the outlet.

If it switches off again, UNPLUG THE HEATER RIGHT AWAY! Have the outlets, wiring, and breaker box inspected by a professional. Make necessary repairs before using the heater.

5b. REMOTE CONTROL

Note: Remote control can be used only when the main power switch is on. Aim the remote control at the remote receiver (see picture on page 7) which is on the left of the main power switch.



BUTTON	TITLE	FUNCTION
	**POWER**	This fireplace can be easily operated by this button. All function settings will be memorized if the fireplace is turned off by “Power Button”. For next use, we can only push this button to have the same settings (for both flame and heater) as latest use.
	**FLAME**	The flame will be cycled from Flame A – Flame B – Flame C – Flame Off.
	**LOW HEAT**	To turn on the heater on half heat setting or turn off the heater.
	**HIGH HEAT**	To turn on the heater on full heat setting or turn off the heater.
	**CRACKLING**	To turn on the crackling and cycle through loud crackling sound – regular crackling sound – low cracking sound - loud crackling sound with wind – regular crackling sound with wind – low loud crackling sound with wind.

IMPORTANT SAFETY INFORMATION FOR BATTERY

- Two AAA battery are required for the remote control;
- 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;
- This AAA battery (non-recharged) is not to be recharged;
- Different types of batteries or new and used batteries are not to be mixed;
- Battery is to be inserted with the correct polarity;
- Exhausted batteries are to be removed from the appliance and safely disposed of;
- If the remote control is to be stored unused for a long period, the battery should be removed;
- The supply terminals are not to be short-circuited.

6. CARE AND MATAINTENANCE



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 of 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. TROUBLESHOOTING GUIDE

1. The remote does not work and the new unit we just got cannot be turned on.

   1) Make sure the main power switch on the top right behind the fence is on.

   2) There would be a long beep when the main power switch is turned on.

   3) If there is no beep, the connecters on the PCB board might be loosen, please contact service team for a checking instruction.

   4) If there is a beep and the control panel can be used but the remote is not working, the remote is not working either close or far, please contact service team for help.

2. My old unit no longer works, it cannot power on.

   1) Check the power cord to see if it is well.

   2) If the power cord is fine, check the wires behind the rocker switch to see if they are burned.

   3) If the wires are well, too, the PCB board might be broken and need to be replaced. Please contact service team for a replacement and instruction.

3. The heater does not work, it turns on for several seconds then shuts off itself.

   1) New product:

      a. Turn the thermostat to 9 to see if the heater will work continuously.

      b. If not, unplug the unit for a whole night.

      c. If still not, contact service team for a checking instruction, the fan assembly should be checked.

   2) Product has been used for some time:

      a. Open the top panel to check if the fan can move smoothly or the heater motor is well connected.

      b. If yes, pull off the CN3 connecter plugged on the PCB board. If the heater works, the button panel should be replaced.

      c. If the heater still does not work after unplugging the CN3 connecter, please contact service team for a further solution.

4. There is no air coming out when turn the heater on.

   1) New product:

      a. Confirm if the air outlet feels warm or there is something getting red inside when the heater is turned on. If yes, the fan is stuck or the heat motor is not in right position.

b. If not, check the heater connecters on PCB board. Unplug and replug all connecters to see if the heater will work.

2) Product has been used for some time:

a. Confirm if the air outlet feels warm or there is something getting red inside when the heater is turned on. If yes, the fan is stuck or the heat motor is not in right position.

b. If not, please contact service team for help.

5. The heater does not come back even the room is already cold.

Turn the thermostat to 9 to see if the heater will work continuously, if yes, the sensor is malfunction, if not, please contact service team for help.

6. The flame does not show up or flicker or a noise when turn it on.

Please contact service team for a checking instruction of the flame LED board connecter, flame motor and spindle.

7. There is a black tie inside the unit or there is a small spot on the glass.

Please contact service team for an instruction of removing the glass.

8. The wood mantel has wrong panels or visible scratches.

Please contact service team for a replacement and instruction.

9. SCHEMATIC DIAGRAM

