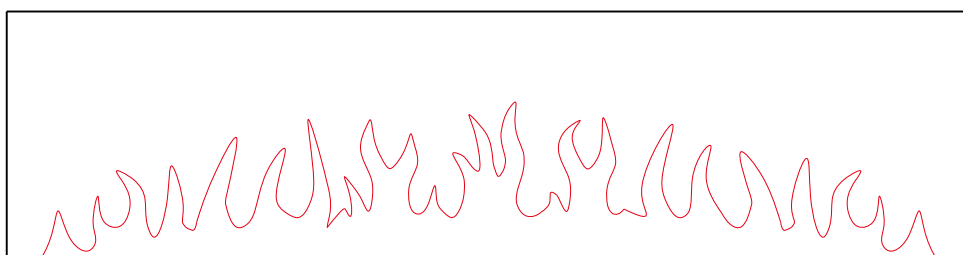




WALL MOUNT ELECTRIC FIREPLACE

EF336A EF337A EF202E

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.

service2@richenchina.com

Call: 909-206-6608

CONTENT

1. Important Safety Information	1
2. Technical Specifications	4
3. Before Installation	5
4. Installation Instruction	7
5. Operation Instruction	13
5a. Manual Control Panel	13
5b. Remote Control	15
6. Care and Maintenance	16
7. Limited Warranty	18
8. Troubleshooting Guide	19
9. Schematic Diagram	21

1. IMPORTANT SAFETY INFORMATION

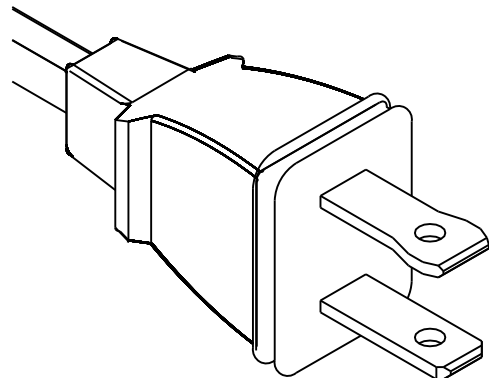
WARNING

- **Read all instructions before using this heater!**
- This heater is **hot when in use**. To avoid burns, **DO NOT** let bare skin touch **hot** surfaces. If provided, use handles when moving this heater. Keep **combustible materials**, such as furniture, pillows, bedding, papers, clothes, and curtains at least **3 feet (0.9m)** from the **front of the heater**, and **keep them away from the sides and rear**.
- **Extreme caution** is necessary when any heater is used by or near **children or invalids** and whenever the heater is left **operating and unattended**.
- **DO NOT** operate any heater with a **damaged cord or plug** or after the **heater malfunctions**, has been **dropped or damaged in any manner**. Discard heater, or return to authorized service facility for examination and/or repair.
- **DO NOT** run **power cord** under carpeting. **DO NOT** cover power cord with throw rugs, runners, or similar coverings. **DO NOT** route power cord under furniture or appliances. Arrange power cord **away from traffic** area, and where it will not be tripped over.
- **DO NOT** insert or allow **foreign objects** to enter any **ventilation or exhaust opening**, as this may cause **electric shock or fire**, or **damage the heater**.
- To prevent a possible fire, **DO NOT** block air intakes or exhaust in any manner. Doing so could cause a **fire**. **DO NOT** use on soft surfaces, like a bed, where openings may become blocked.
- A heater has **hot and arcing or sparking parts inside**. **DO NOT** use it in areas where **gasoline, paint, or flammable liquids** are used or stored.
- **Use this heater only as described in this manual**. Any other use not recommended by the manufacturer may cause fire, electric shock, or injury to persons.
- **ALWAYS** plug heaters directly into a wall outlet/receptacle. **NEVER** use with an extension cord or relocatable power tap (outlet/power strip).

- **DO NOT place the heater near a bed** because objects such as pillows or blankets can fall off the bed and be ignited by the heater.
- **NEVER** use this heater in **bathrooms, laundry rooms**, or any other location where the heater could fall into a **bathtub** or **pool**, **become damp**, or **come in contact with water**.
- **AVOID FIRE!** Regularly inspect all air vents to make sure they are free from dust, lint, or other blockage. **Unplug the unit** and clean with a **vacuum ONLY**. **DO NOT** rinse or get wet.
- **WARNING: DO NOT DEPEND ON THE POWER SWITCH THE SOLE MEANS OF DISCONNECTING POWER WHEN SERVICING OR MOVING THE HEATER. ALWAYS UNPLUG THE POWER CORD.**
- **WARNING: REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK---DO NOT USE THIS HEATER WITH ANY SOLID STATE SPEED CONTROL DEVICES.**
- **For residential use only! NOT for commercial use!** Any commercial or public use of this heater **voids all warranties**, and could cause **injury**.
- This product is **not intended** to be a **primary heat source**. It is for **supplemental heat only**.
- **INDOOR use only! NEVER** use this heater **outdoors!** Doing so may result in **electric shock!**
- **Risk of electric shock! DO NOT OPEN!** No user-serviceable parts inside!
- **NEVER modify this heater.** Doing so could result in personal **injury** or property **damage**. Modification of this fireplace **completely voids all warranties**.
- **ALWAYS** turn this heater off before unplugging it from the outlet.
- **ALWAYS disconnect** this unit from the **power** supply **before** performing any assembly or cleaning, or before relocating the electric fireplace.
- **NEVER** leave this heater unattended. **ALWAYS** unplug this heater when not in use.
- **ALWAYS** store this heater in a dry location. **NEVER** use the fireplace if it has become wet.
- **ONLY** use this heater on a **120V AC 15-Amp circuit**. **NEVER overload the circuit**. If this heater trips the circuit breaker, unplug all other appliances on the same circuit before the next use. Avoid plugging other appliances into the same circuit as this heater.

- **NEVER** plug this heater into an outlet that is **old, cracked**, or has any **loose wires or connections**. Plugging this heater into a faulty outlet could result in **electric arcing** within the outlet that could cause the **outlet to overheat or catch fire**.
- **ALWAYS** check your heater cord and plug connections with **each use**!
 1. **MAKE SURE** the plug fits tight in the outlet! Faulty wall outlet connections or loose plugs can cause the outlet to overheat.
 2. **Heaters draw more current** than small appliances. **Overheating** may occur even if it has not occurred with the use of other appliances.
 3. During use **check frequently** to see if the **plug outlet or faceplate is HOT!**
 4. If the outlet or faceplate is HOT, discontinue use immediately and have a qualified electrician inspect and/or replace the faulty outlets.

This heater has a **polarized plug (one blade is wider than the other)**. As a safety feature to reduce the risk of electrical shock, this plug is intended to fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. Do not attempt to defeat this safety feature.



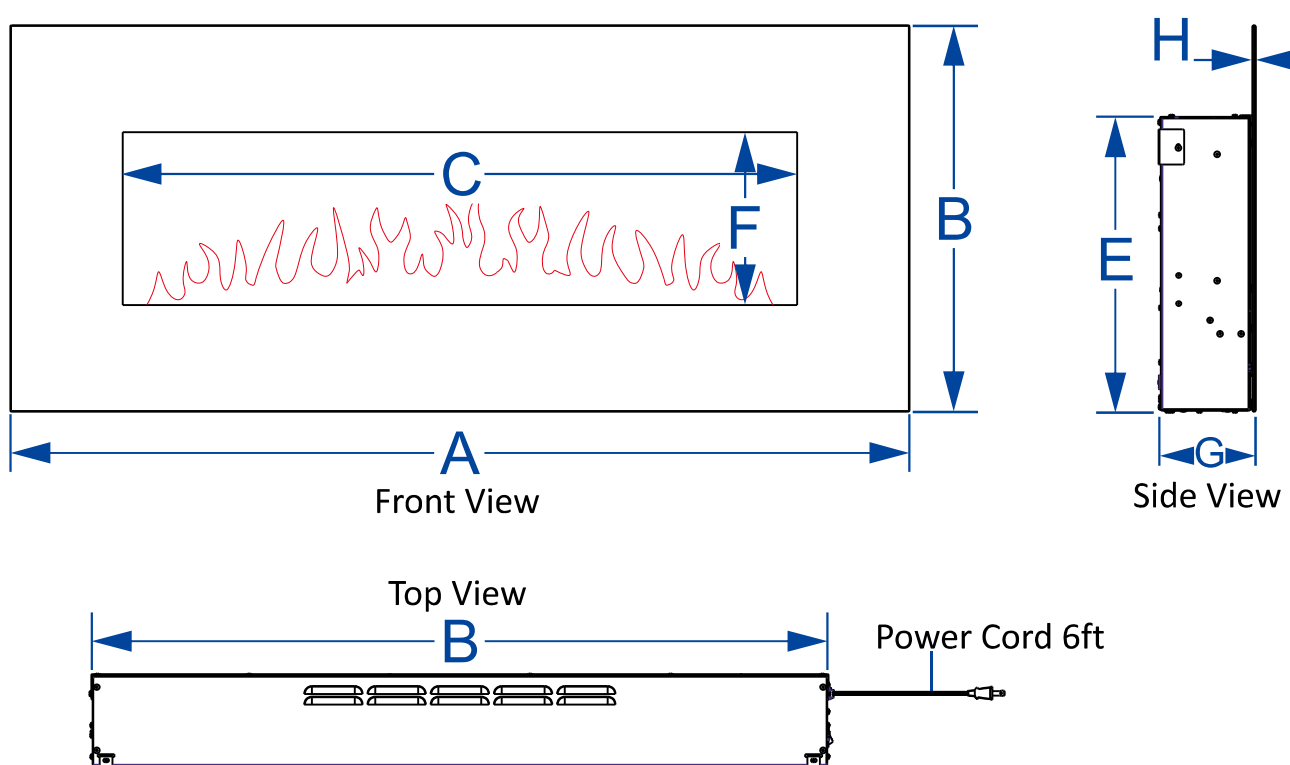
SAVE THESE INSTRUCTIONS!

2. TECHNICAL SPECIFICATIONS

Electric Specifications

Model	Volt	Watt (min/max)	Hz	BTU(max)	Amp	Heating Area(max)
EF336A EF337A EF202E	120	750/1500	60	5100	12.5	400 square feet

Product Dimensions



Model	unit	A	B	C	D	E	F	G	H
EF336A	inch	36 7/32	27 7/16	23 5/8	21 21/32	16 1/2	9 11/16	5 7/16	13/64
	mm	920	697	600	550	419	246	138	5
EF337A	inch	42 1/8	33 11/32	29 17/32	21 21/32	16 1/2	9 11/16	5 7/16	13/64
	mm	1070	847	750	550	419	246	138	5
EF202E	inch	50 25/64	41 39/64	37 57/64	21 21/32	16 1/2	9 11/16	5 7/16	13/64
	mm	1280	1057	960	550	419	246	138	5

3. BEFORE INSTALLATION

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.

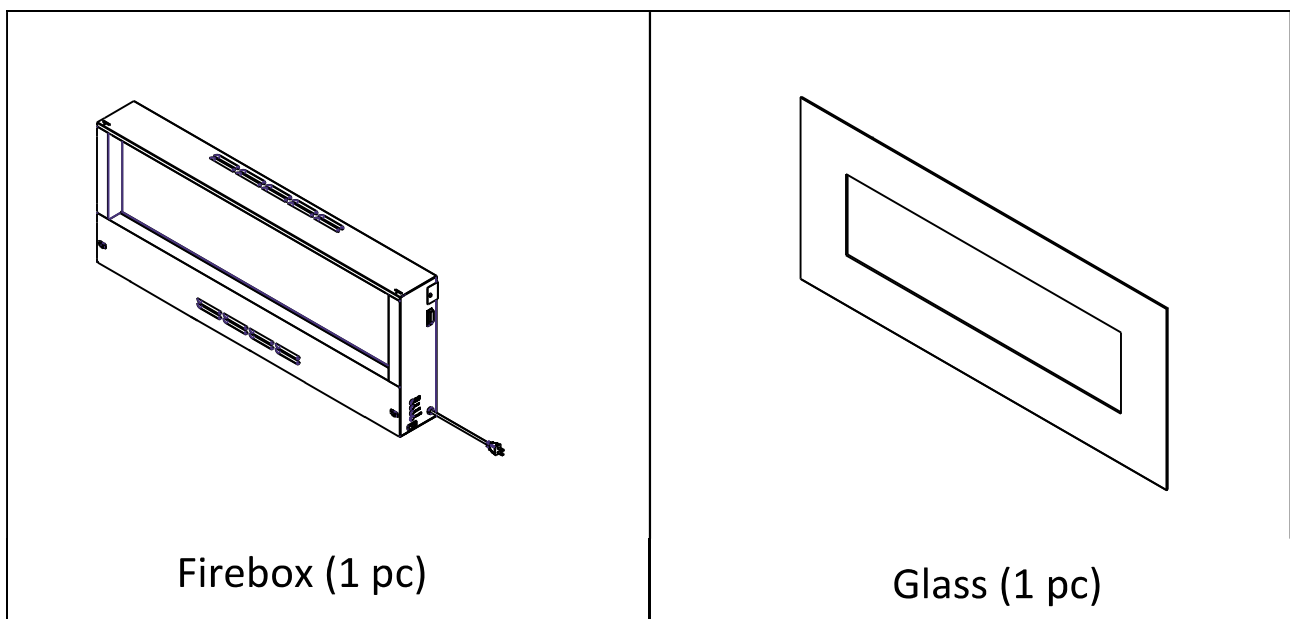
Note:

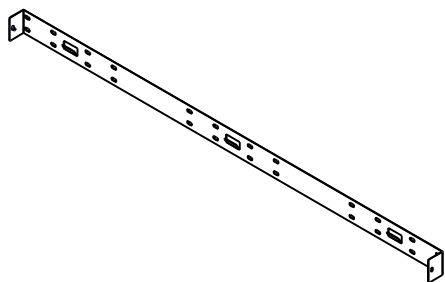
- Keep the packaging (carton, rapping bag, etc.) for future transportation and/or storage.
- If there is any problem or question, please contact the service team.
- If the unit needs to be returned, please make sure all the spare parts are packed inside, and packing as the same as the original packing.

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.

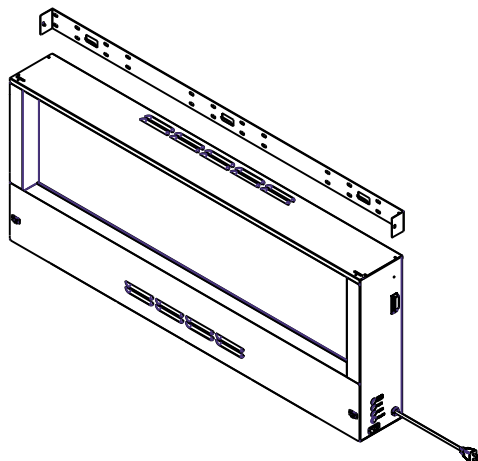
NOTE: Contact service team for help if there is any part missing or damaged. Email to service2@richenchina.com or call 909-206-6608 during PST 9:00 to 17: from Monday to Friday.



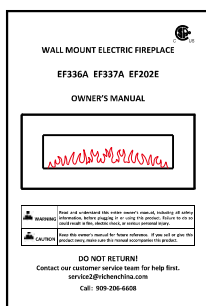


NOTE: The wall mount bracket is attached to the back of the firebox by two screws.

Wall Mount Bracket (1 pc)



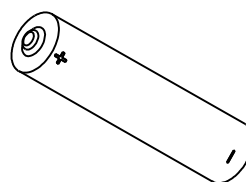
NOTE: Unscrew both screws from the top of the firebox. KEEP the screws. Remove the wall mount bracket from the firebox.



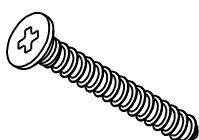
Owner's Manual (1 pc)



Remote Handset (1 pc)



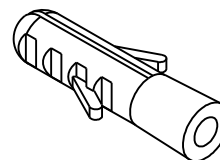
Battery (2 pcs)



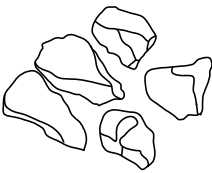
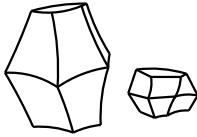
ST5x40 Wood Screw
(6 pcs)



ST4x10 Screws (2 pcs)



Φ 8x40 Plastic Wall
Plug (6 pcs)

 Logs (1 set)	 Black Glass Chips (1 set)	 Big & Small Crystals (1 set)
---	--	---

Function Testing

Note: DO NOT test the heat function when the unit is standing directly on the floor.

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. E-mail service2@richenchina.com or call 909-206-6608 during PST 9:00 to 17: from Monday to Friday.**

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 $\geq 0.004 \text{ m}^2$ ventilation area between inside and outside of fireplace mantel.

Tools Required

A Phillips screwdriver, a drill and a hammer

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 for safety are followed.

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

Minimum Clearance to Combustibles

Sides.....4 inch
 Floor.....15 ³/₄ inch
 Back.....0 inch
 Top (shelf or TV).....8 inch min
 Front.....36 inch

WARNING! Risk of Fire! Keep electrical cords, drapery, furnishings or other combustibles at least 3ft. (0.9 m) from the front of the electric fireplace.



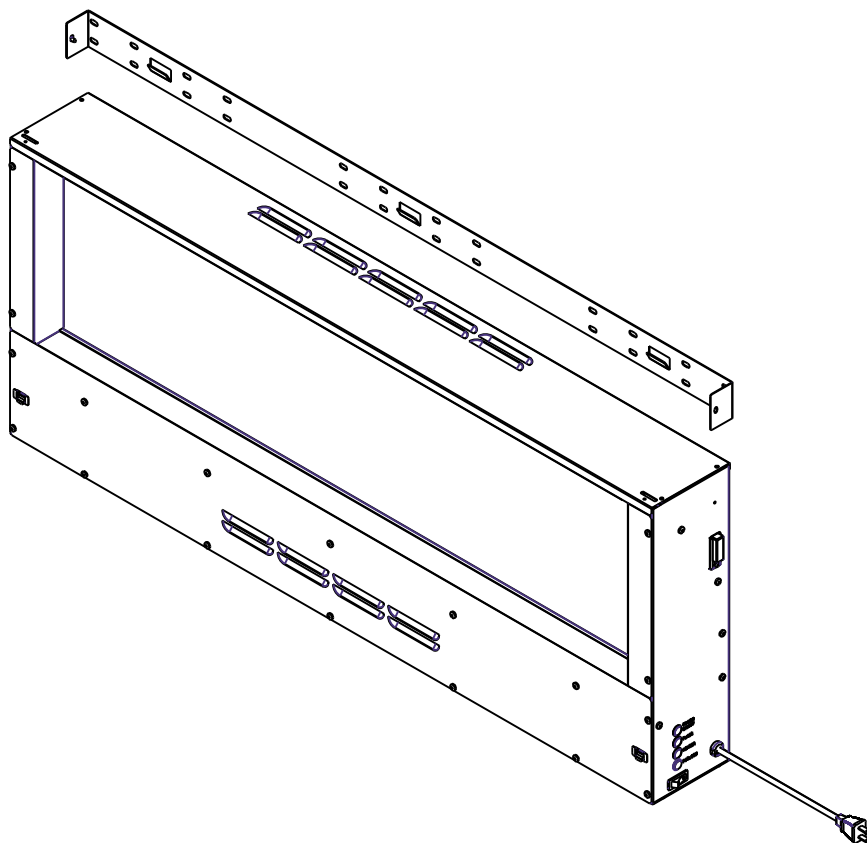
Electrical Supply Circuit Requirements

- Plan the location of the appliance so that it will have adequate electric power. A 15AMP, 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.

Note: This model can **NOT** be hard wired.

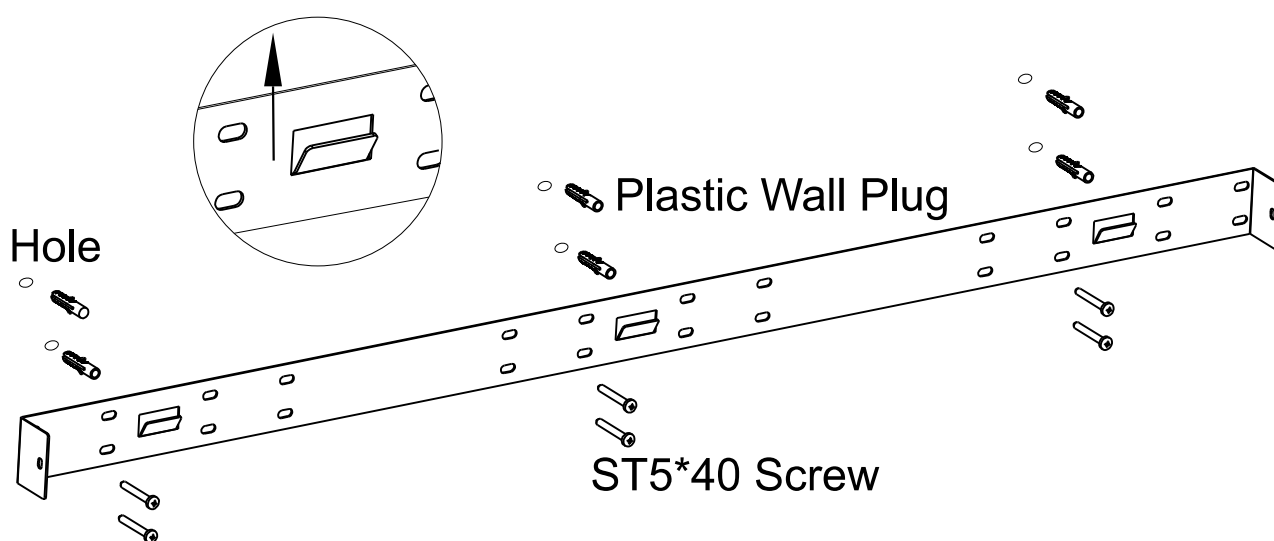
Hang on the wall

1. Unscrew both screws from the top of the firebox. KEEP the screws. Remove the wall mount bracket from the firebox.

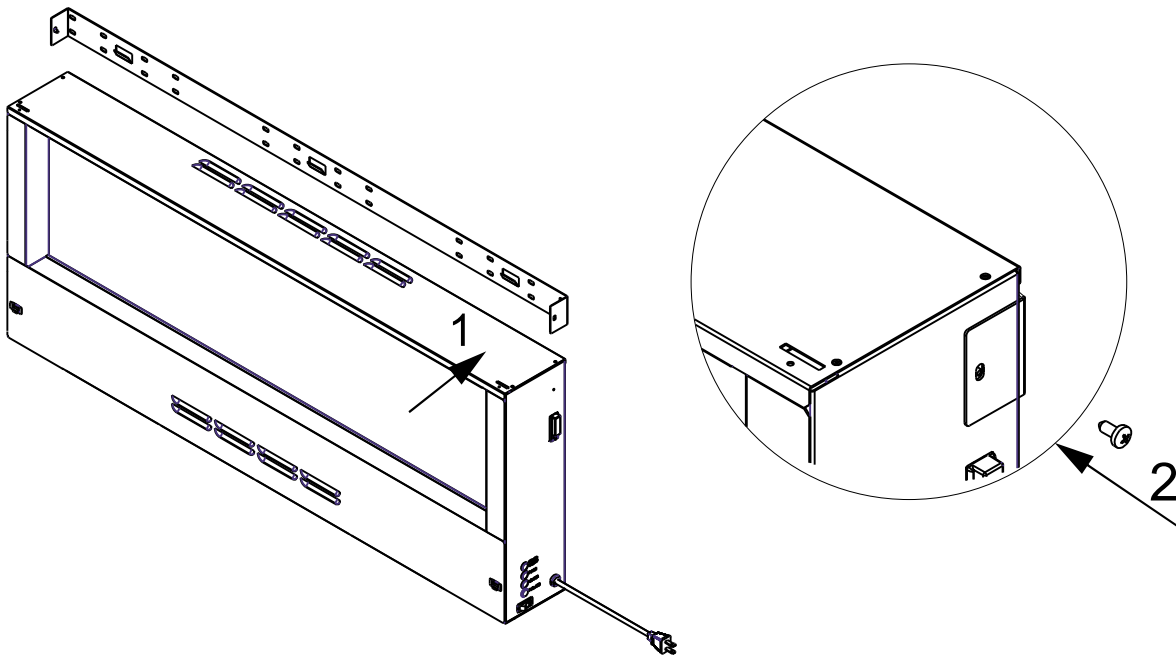


2. Choose a wall, put the bracket on the position where you want to install the fireplace and mark the positions need to be drilled on the wall.

3. Take away the bracket and drill 6pcs $\Phi 8$ holes on the wall. Tap the plastic wall plugs into the holes. Secure the bracket by ST5X40 screws. If the wall is solid wood, it is no need to drill the holes on the wood and use plastic wall plugs.

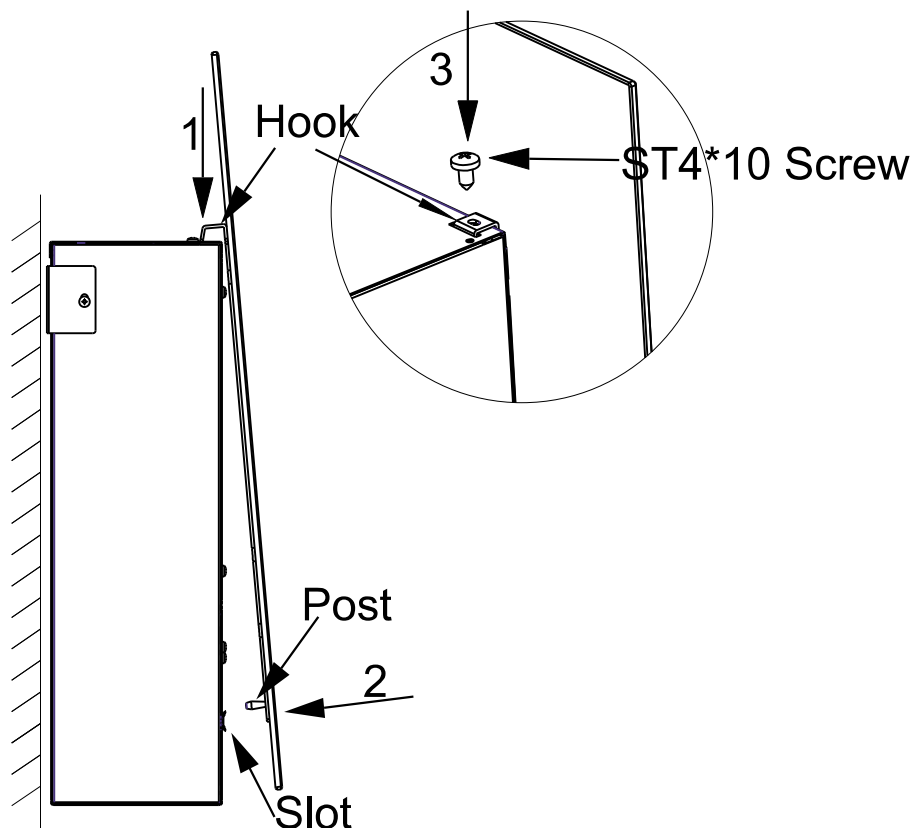


4. Fit the slots in the back of firebox over the hooks on the bracket, and carefully hang the firebox on the bracket. Then secure the screws on both sides.



5. Set the fuel bed. Reference to Section Fuel Bed Setting.

6. Hang the flat panel glass on the firebox, and secure it with 2pcs ST4X10 screws.



7. Fully assembled.

Fuel Bed Setting

The appliance is supplied with 2 fuel effect options: a. Crystal Effect.
b. Log Effect

a Crystal Effect

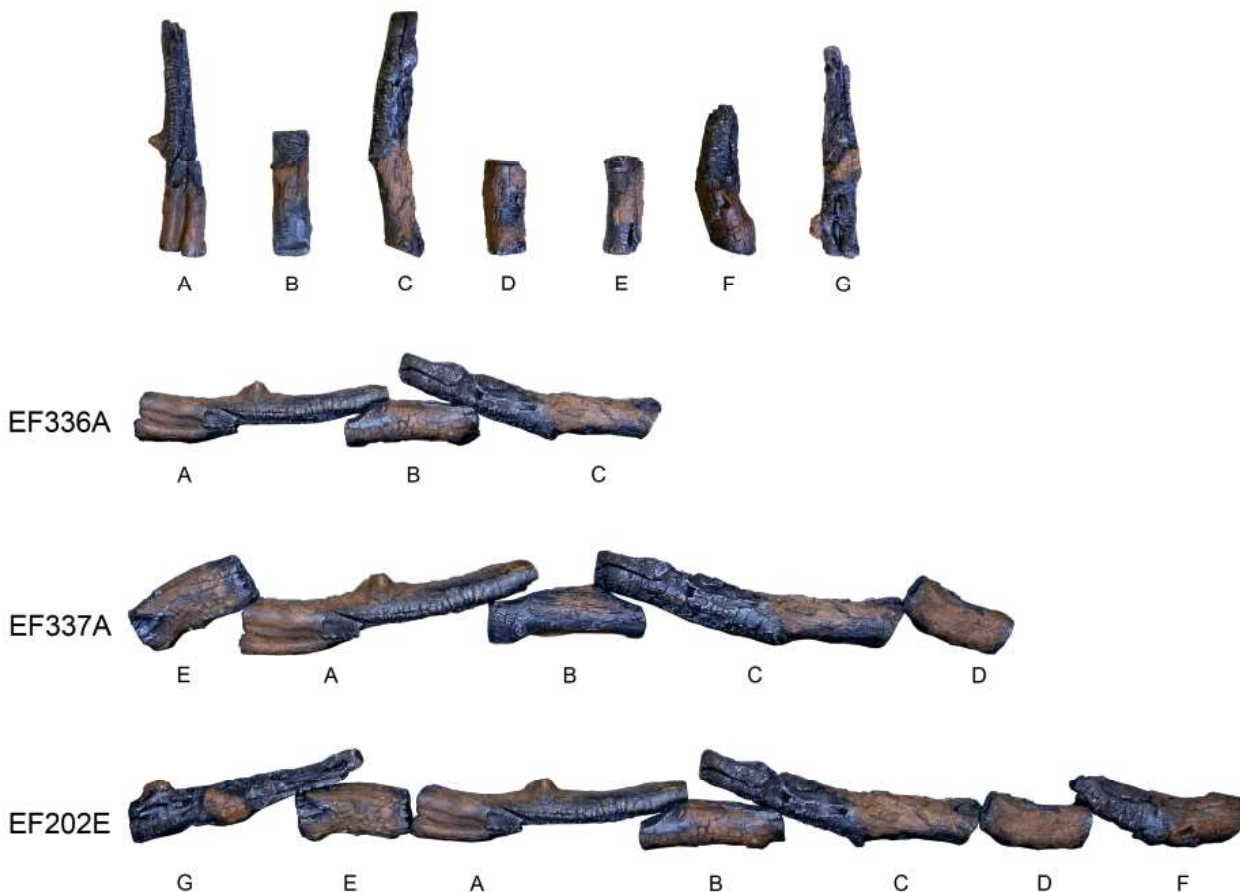
- a1 Evenly spread the small clear crystals across the fuel bed. It is not necessary to use all of the effect supplied.
- a2 Randomly space the large crystals throughout the fuel bed.

b Log Effect

Logs must be positioned according to the following instructions to give the correct flame effect.

The log layouts below cover all models. Please refer to Diagram below to identify the logs for specific models. The logs for the fuel bed are NOT individually labeled; the numbers are for reference information only.

- b1 Place the logs on the fuel bed as shown below.
- b2 Place the black glass chips in between the log layout.



5. OPERATING INSTRUCTIONS

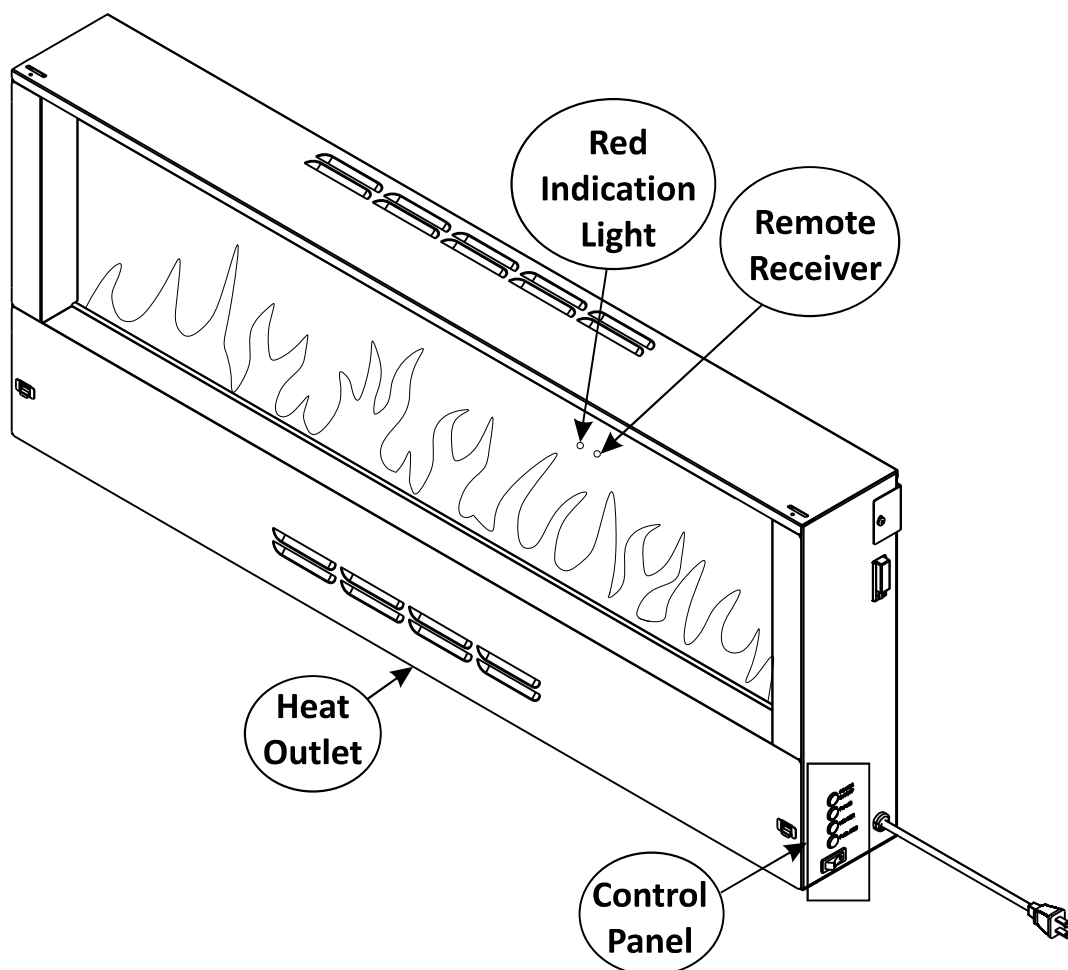


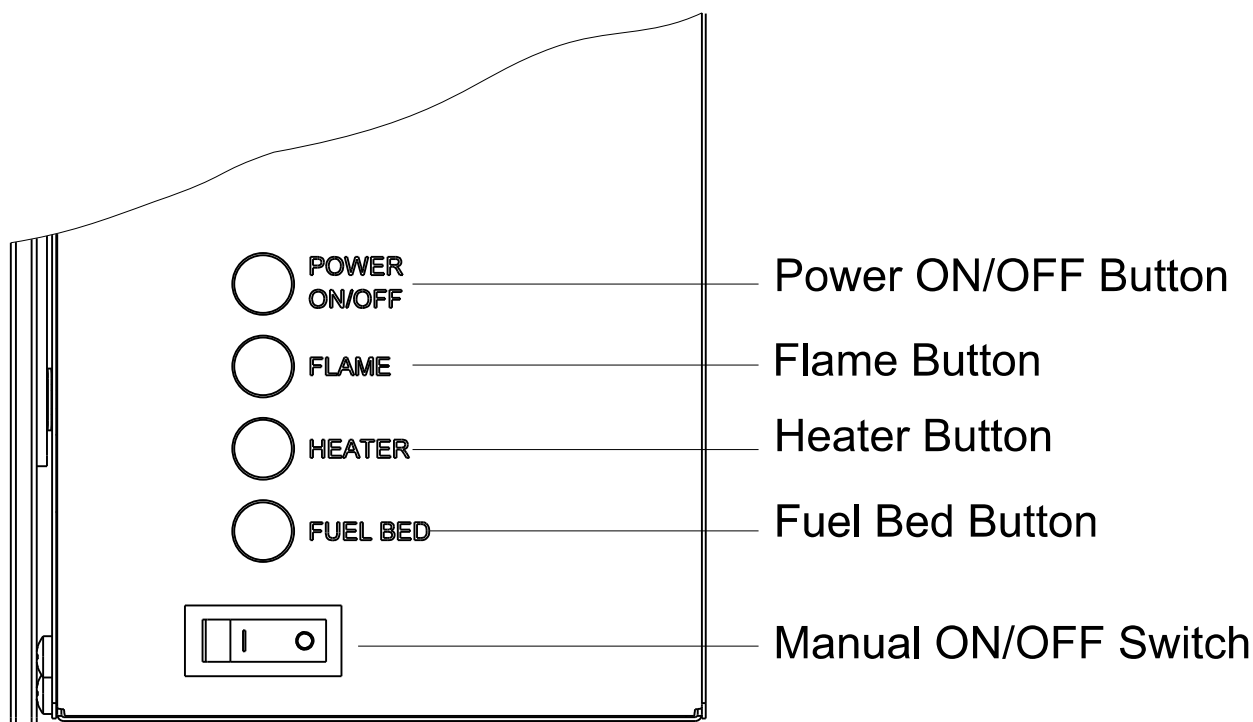
Read and understand this entire owner's manual, including all safety information, before plugging in or using this product. Failure to do so could result in electric shock, fire, serious injury, or death.



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





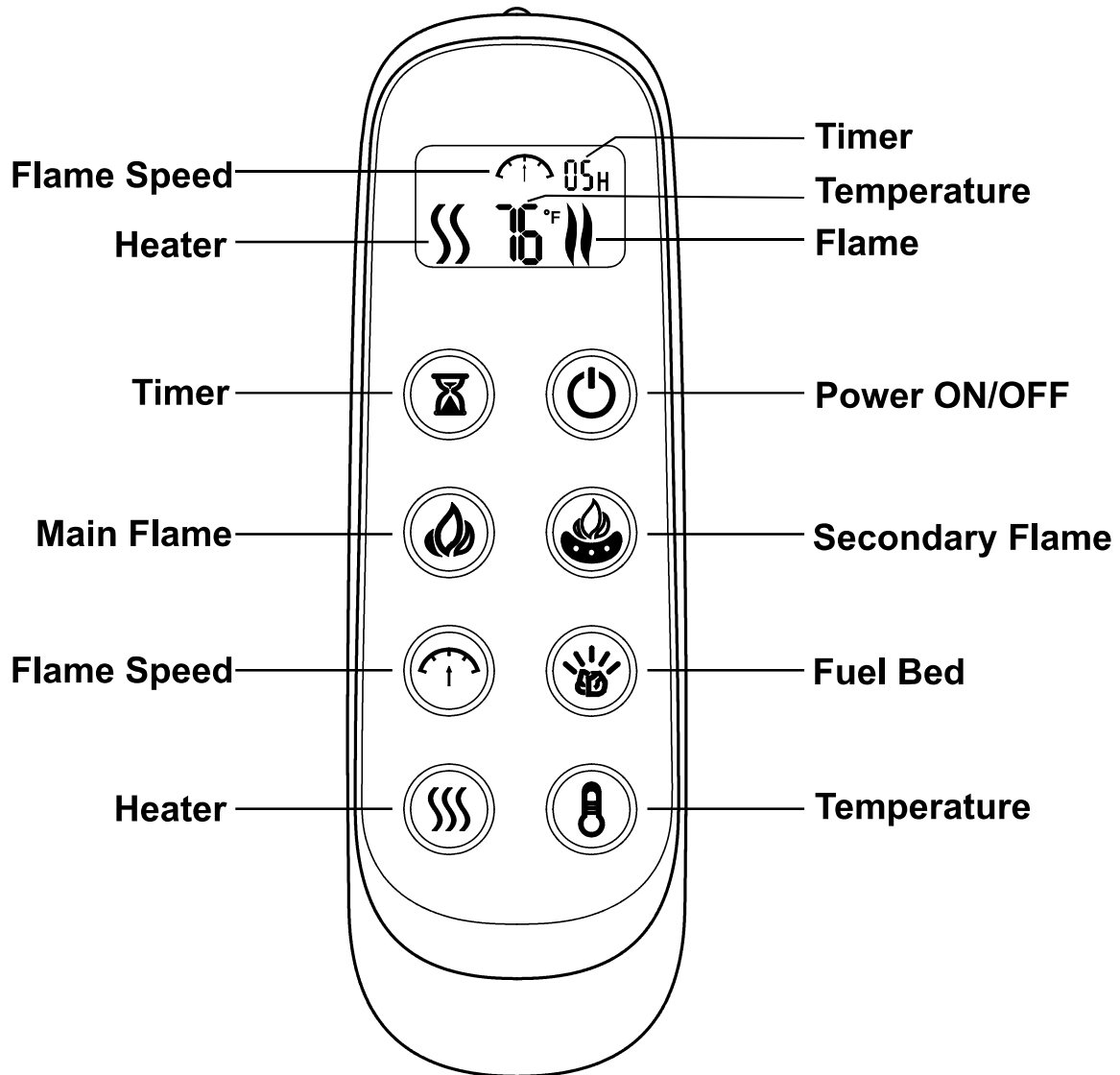
Note: When the heater is first turned on, a slight odor may be present. This is normal and should not occur again unless the heater is not used for a long period of time.

BUTTON	FUNCTION
MANUAL ON/OFF SWITCH	Press to enable the appliance to enter into standby mode or power off.
POWER ON/OFF	Press to turn the flame, fuel bed and heater on/ off.
FLAME	Cycle through 7 flame effects and off.
FUEL BED	Cycle through 1, 2, ..., 9, off.
HEATER	Press to cycle through Low-High-Off. The fireplace will indicate: Low: (●○), High: (●●). The indicate light will disappear after 10s. Fuel bed 3 will light on at a 5% brightness to indicate the heater is on when all the lights are off.

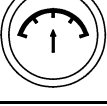
NOTE: Keep pressing the FLAME button for 3 seconds to turn off the “beep” sound.

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 page12) which is on the right of the screen.



BUTTON	TITLE	FUNCTION
	Power ON/OFF	Press to turn the flame, fuel bed and heater on/off.
	Timer	Press to cycle through 0.5H, 1H, 2H, 3H, 4H, 5H, 6H, 7H, 8H, 9H and off. Once the timer is off, the unit is standby.

	Main Flame	Press to cycle through flame A, B, C and off.
	Secondary Flame	Press to cycle through secondary flame 1, 2, ..., 18 and off. Secondary flame 9 is a cycle from 1 to 8 and secondary flame 18 is a cycle from 10 to 17.
	Fuel Bed	Press to cycle through fuel bed 1, 2, ... 9, off.
	Flame Speed	Press to cycle through speed 1, 2, ... 5, off.
	Temperature	Press to set the temperature from 60 to 84 °F (16 to 28 °C) and off. Hold for 3s to set from °C to °F.
	Heater	Press to cycle through Low-High-Off Note: if the room temp is higher than temperature set, the heater will not work.

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.

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.

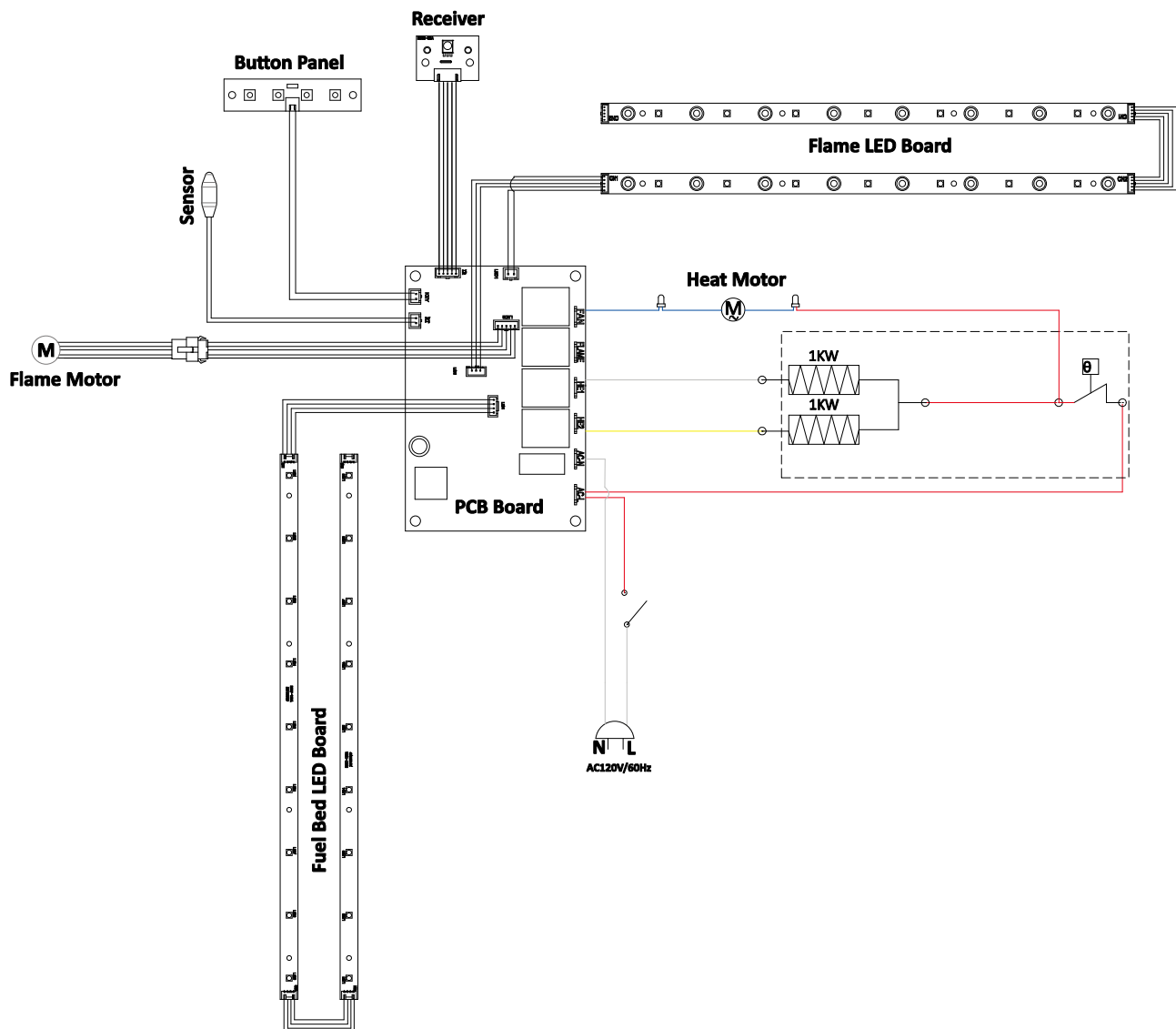
This product is not intended to be used as a primary heat source. It is for supplemental heating purposes only.

8. TROUBLESHOOTING GUIDE

PROBLEM	SOLUTION
There is no power to the fireplace, or it does not turn on.	1. Make sure the power cord is plugged into a functioning and properly grounded 15 Amp 120V AC electrical outlet. 2. Make sure the ON/OFF switch on the control panel is ON. 3. If the unit had been working, but then turned off by itself, the temperature limiting control may need to be reset. 4. Check for damage to the power cord or plug. If damaged, DO NOT USE.
The control panel functions do not work.	1. Make sure the ON/OFF switch on the control panel is turned on. If it is OFF, the functions will not work. 2. If the ON/OFF switch is ON, and the functions do not work, please e-mail us at service2@richenchina.com
The FLAME button doesn't work.	1. Make sure the ON/OFF switch on the control panel is ON. 2. If the ON/OFF switch is ON, and the functions do not work, please e-mail us at service2@richenchina.com
The flame effect does not turn off when I press the flame button.	1. Make sure the batteries are installed properly. If it still cannot work, please e-mail us at service2@richenchina.com

The heater does not work.	1. Make sure the ON/OFF switch on the control panel is turned on. 2. Control Panel: Press the heater button on the control panel to override the thermostat at any time. 3. Remote control: Make sure the thermostat is not set too low. If the thermostat is set lower than the room temperature, the heater will not turn on. Or try to turn off the thermostat on the remote control. 4. If none of these solutions work, please e-mail us at service2@richenchina.com
The heater does not blow hot air when it turns on and off.	This is normal. The fans blow cool air while the heater gradually heat up. The fans blow after the heater turn off to cool the heater and prevent overheating.
The remote control does not work.	1. Make sure the battery is properly installed. 2. Make sure the ON/OFF switch on the control panel is turned on. The remote control will not work unless the ON/OFF switch on the control panel is turned off. 3. Aim the remote control at the receiver. 4. Remove objects that may be in the way. Items between the remote control and the remote control receiver will block the signal. 5. Don't press the remote control buttons too quickly. Give the unit time to respond to your commands.
The thermostat (TEMP button) does not work.	1. Make sure the heater is turned on. The thermostat will not work unless the heater is turned on. 2. Make sure the thermostat is not set too low. If the thermostat is set lower than room temperature, the heater will not turn on.

9. SCHEMATIC DIAGRAM



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