

Troubleshooting Common Issues with Electric Fireplaces

No.	Common problem	Possible reasons	Solution
1	The remote control is not working	1. No battery installed. 2. The battery level is low. 3. The positive and negative terminals of the battery are reversed. 4. The remote control is not paired.	1. Install a new battery. 2. Replace the battery with a new one. 3. Disassemble the battery and reinstall it. 4. Re pair the remote control, press and hold the fireplace power button for 5 seconds while the fireplace is on. After hearing a beep, click the power button on the remote control to complete the pairing. Please refer to the operating instructions in the manual for specific details.
2	APP unable to connect	1. The WiFi network signal is not good. 2. The first connection to the fireplace did not reset the data.	1. Replace the wifi with a good network signal. 2. For detailed instructions on connecting the app, please refer to the instruction manual.
3	Flame plate/bottom plate/glass damage	Logistics company's rough handling.	Contact our after-sales team immediately for assistance. please take a photo and video to show the damage location of fireplace for us to confirm the problem. We will send new parts free of charge and assist you in replacing the damaged parts.
4	The flame doesn't turn	The shaft has come loose.	1. The product may cause the shaft to detach due to violent transportation or falling, and the product cannot drive the shaft to rotate during operation, resulting in the phenomenon of flame not rotating. It is necessary to remove the front glass and PS board, and then remove the fire shaped plate inside, and reinstall the shaft to work normally. You can contact our after-sales team to obtain an operation video for this issue.
5	The light is not working	The lights are turned off.	1. The remote control of the fireplace can turn off the lighting function, turn on the lights again, or adjust the brightness of the lights to maximum.

👉 1. If you encounter any of the above problems that you cannot resolve, please provide operation videos and photos when contacting our after-sales team so that we can solve your problem more efficiently.

👉 2. Please do not discard the packaging until you have verified that the product is in good condition, in case a return is necessary.