ELECTRIC FIREPLACE

USER MANUAL



SAFETY INFORMATION		NOTE
⚠WARNING **FIRE OR EXPLOSION HAZARD** If the information in these instructions are not followed exactly, a fire or explosion may result property damage, personal injury, or loss of life.	**⚠WARNING** The remote control contains small button battery that is hazardous to young children. Keep them away from children. If swallowed, please seek medical assistance immediately.	**FOR INDOOR USE ONLY!** The Manufacturer reserves the right to vary the features of the product without prior notice. The technical data are indicative only.
Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.		**INSTALLER:** Leave this manual with the appliance. **CONSUMER:** Retain this manual for future reference.

Read this booklet thoroughly before using and save it for future reference

Thank you for choosing our products as your life partner!

Our customer service is always available for you to address concerns and problems. Your satisfaction is our ultimate goal.

Choosing us, enjoying your every moment.

We persist in providing every customer reliable products and service.

If you have any problem when using your products, please contact us

CONTENTS

SAFETY INSTRUCTION..... 1

KNOWING YOUR UNIT..... 4

Component List..... 4

Hardware List..... 5

Dimension..... 5

BEFORE FIRST USE..... 6

Unpacking And Placing Appliance..... 6

Installation Options..... 7

CONNECTING YOUR UNIT..... 8

Listing Approvals..... 8

Grounding Appliance..... 8

INSTALLING YOUR UNIT..... 10

Installation - Wall Hanging..... 11

Installation - Built-in Construction..... 14

USING YOUR UNIT..... 16

Remote Control & Control Panel Operation..... 16

APP Connection 18

Alexa Connecting Instruction 19

Alexa Voice Command Instructions 20

MAINTENANCE..... 22

Partially Reflective Glass Cleaning..... 22

Warranty..... 22

TROUBLESHOOTING..... 24

SAFETY INSTRUCTION

WARNING

These instructions should be carefully read before installation and retained by the user. The booklet must be kept and delivered to the new user in case of disposal of the heater.

- **THIS APPLIANCE IS HOT WHEN OPERATED AND CAN CAUSE SEVERE BURNS IF TOUCHED.**
- Do not operate the appliance before reading and understanding operating instructions. Failure to operate the appliance according to operating instructions could cause fire, electric shock, or serious personal injury.
- Always unplug the appliance when not in use.
- All electric appliances have hot and arcing or sparking parts inside. Do not use it in areas where a gas line, paint or flammable liquids are present.
- Keep combustible materials, such as furniture, pillows, bedding, papers, clothes and curtains at least 3 feet (0.9 m) from the front of this appliance and keep away from the sides and the rear.

  WARNING: In order to avoid overheating, do not cover the heater. The clearance may be inadequate when installed in a Recreational Vehicle with the slide-out closed.
- It is imperative that the control compartments, circulating blower and its passageway in the appliance are kept clean. The appliance should be inspected before use and at least annually by a qualified service person. More frequent cleaning may be required due to excessive lint from carpeting, bedding material, etc. The appliance area must be kept clear and free from combustible materials, gasoline and other flammable vapors and liquids.
- 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 appliance.
- To prevent a possible fire, do not block air intakes or exhaust in any manner. Do not use on soft surfaces, like a carpet, where openings may become blocked.
- Under no circumstances should this appliance be modified.
- Risk of burns. Servicing should be done only while the appliance is disconnected from the power supply circuit, and the appliance should be allowed to cool before servicing.
- To disconnect the appliance from the power supply, turn off the controls, and then remove the plug from the outlet.
- Do not burn wood or other materials in this appliance.
- Do not install damaged, incomplete or substitute components.
- Young children should be carefully supervised when they are in the same room with the appliance. Toddlers, young children, and others may be susceptible to accidental contact burns. A physical barrier is recommended if there are at risk individuals in the house. To restrict access to an appliance or stove, install an adjustable safety gate to keep toddlers, young children and other at risk individuals out of the room and away from hot surfaces.
- Keep all small parts and packaging materials for this product away from babies and children as they potentially pose a serious choking hazard.
- To prevent accidental swallowing, media wall should be kept away from children and infants.
- Ensure that you have incorporated adequate safety measures to protect infants/toddlers from touching hot surfaces.
- Keep the packaging material out of reach of children and dispose of the material in a safe manner. As with all plastic bags, these are not toys and should be kept away from children and infants.

- Check with your local hearth specialty dealer for safety screens and hearth guards to protect children from hot surfaces. These screens and guards must be fastened to the floor.
- Do not install battery backwards, charge it, put it in fire or mix it with used or other types of battery - may explode or leak causing injury.
- Do not use this appliance if any part has been in contact with water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system which has been under water.
- If equipped with a glass door, do not operate the appliance with the glass door removed, cracked or broken. Replacement of the glass should be done by a licensed or qualified service person. Do not strike or slam shut the appliance's glass door.
- Do not use the appliance outdoors.
- Never place the appliance where it may fall into a bathtub or other water container.
- When installing this appliance in a room where water is present, the installation must comply with codes recognizing the increased hazard of electrical shock and electrocution.
- Do not run cord under carpeting. Do not cover the cord with throw rugs, runners, etc. Arrange the cord away from high-traffic areas to avoid a tripping hazard.
- Connect to properly grounded outlets only.
- It is normal for your electric appliance to produce noise, especially when installed in a quiet space such as a bedroom.
- Always plug appliances directly into a wall outlet/receptacle. Never use an extension cord or relocatable power tap (outlet/power strip).
- Do not operate this appliance with a damaged cord or plug after the appliance has been defective, dropped, or damaged in any manner. Return the appliance to the authorized service facility for examination, electrical or mechanical adjustment, or repair.
- These appliances are tested and listed for use only with the optional accessories listed in these instructions. Use of optional accessories not specifically tested for this appliance could void the warranty and/or result in a safety hazard.
- Ensure clearances to combustibles are maintained when building a mantel or shelves above the appliance. Elevated temperatures on the wall or in the air above the appliance can cause melting, discolouration or damage to decorations, a TV or other electronic components.

CAUTION - Some parts of this product can become very hot and cause burns. Particular attention has to be given where children and vulnerable people are present.

A. Prior to plugging your appliance into an electrical outlet, verify that the house circuit breakers for the outlet are on.

B. The appliance may emit a slight, harmless odor when first used. This odor is normal and caused by the initial heating of internal appliance elements, and the odor will not occur again.

C. If your appliance does not emit heat, consult the USING YOUR UNIT section of this manual for further information.

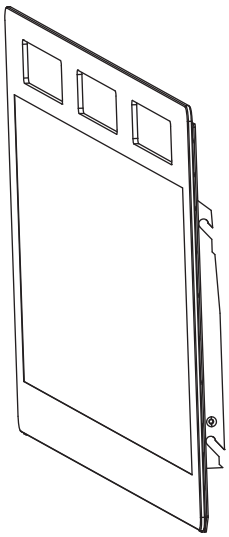
D. Use with an ETL or UL certified surge protector.

WARNING - This product can expose you to chemicals including lead and lead compounds, which are known to the State of California to cause cancer, and chemicals including BBP and DEHP, which are known to the State of California to cause birth defects or other reproductive harm.

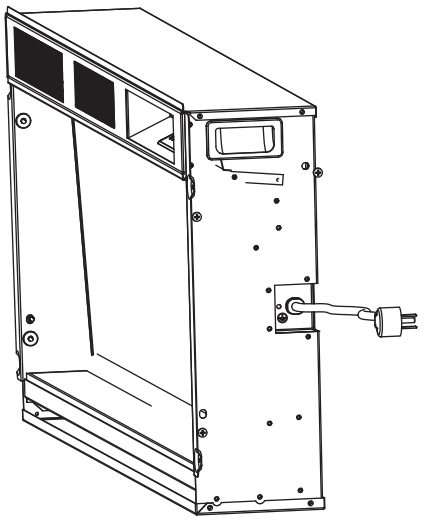
This device complies with Part 15 of the FCC Rules. operation is subject to the following 2 conditions:
(1) This device may not cause harmful interference, and
(2) This device must accept any interference received, including interference that may cause undesired operation.
NOTE: Changes or modifications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

KNOWING YOUR UNIT

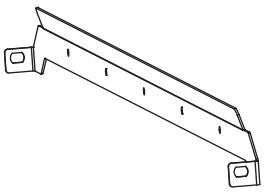
Component List



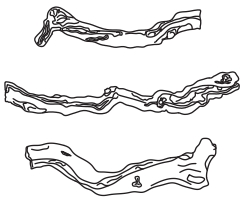
①



②



③



⑦



⑥



⑤



④

1 Front glass frame

2 Electric fireplace

3 Mounting bracket (pre-attached)

4 User manual

5 Remote control

6 AAA batteries*2pcs

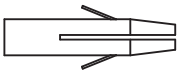
7 Decorative stuff (fire log) and crystal stones (Different models have different designs)

A		D	
B		E	
C		F	

Hardware List



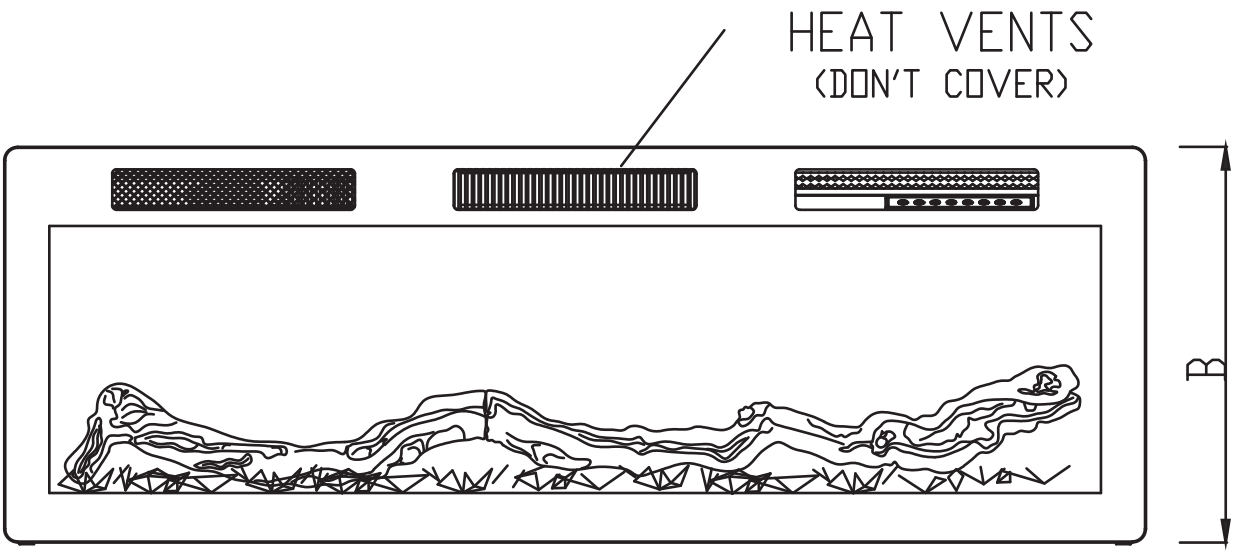
ST5.2*35---5pcs

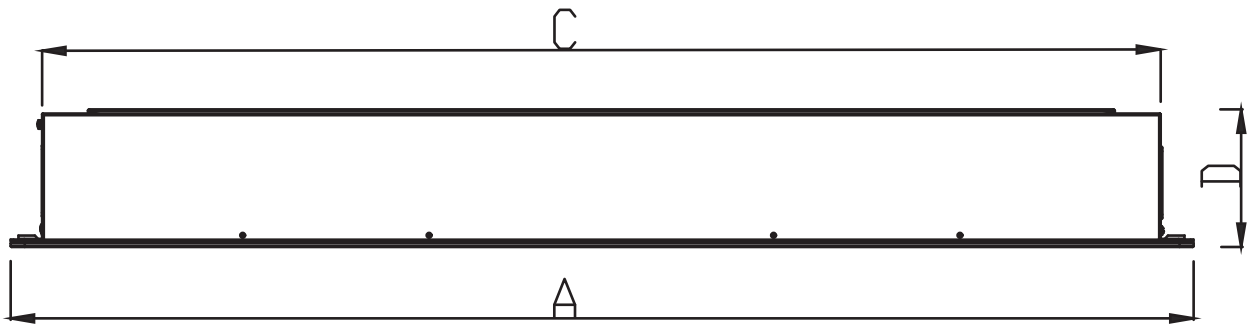


Expansion bolts---5pcs

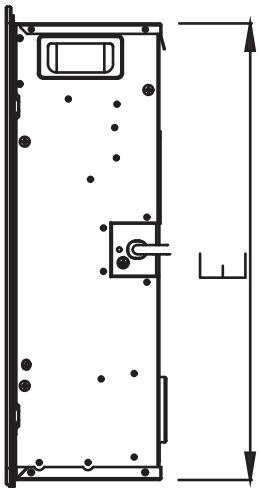
Note: The specific quantity depends on the model you ordered.

Dimension





A	B	C	D	E
mm/inch	mm/inch	mm/inch	mm/inch	mm/inch
762/30	440/17.32	697/27.44	145/5.71	422/16.61
914/36		849/33.43		
1067/42		1002/39.45		
1270/50		1205/47.44		
1524/60		1459/57.44		
1727/68		1662/65.43		



BEFORE FIRST USE

Unpacking And Locating Appliance

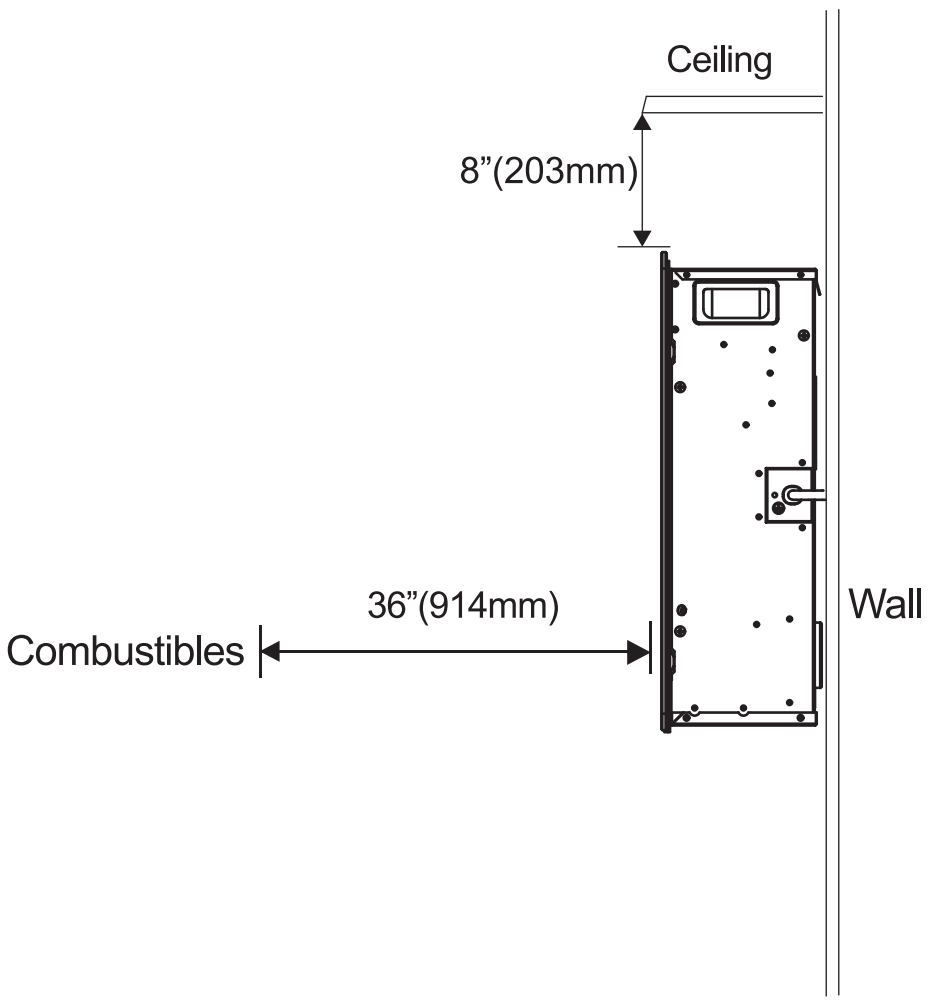
Carefully remove the appliance from the box and separate and count all parts and hardware. Always place the product on a flat, steady and stable surface.

As with most electronic devices, your new electric appliance has been designed to operate at temperatures between 5°C (41°F) and 35° C (95°F). During the colder winter months, allow the appliance to reach room temperature before turning it on.

Find a safe location near an outlet so an extension cord is not required. We recommend that, where possible, all items are assembled near to the area in which they will be placed in use, to avoid moving the product unnecessarily once assembled.

Select a location that is not prone to moisture. The minimum clearance between the fireplace and the ceiling must be at least **8 inches (203mm)** and the minimum clearance between the front glass and the combustible materials (such as curtain drapes, furniture, bedding, paper) must be at least **36 inches (914mm)**.

Note: DO NOT position the unit directly below a power outlet.



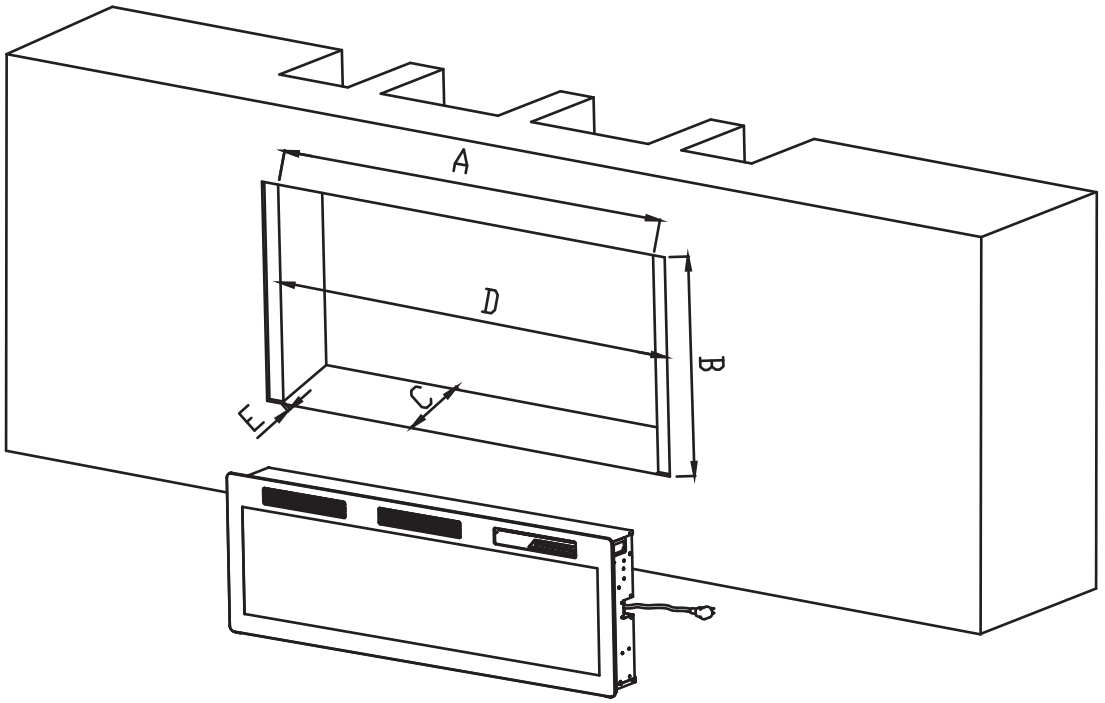
Installation Options

The fireplace can be installed with 2 options: **wall hanging with provided mounting bracket** or **built-in construction (in-wall recessed)**.

If you choose the installation option of built-in construction, please note:

1. Before constructing built-in zone for fireplace, please leave enough space to place the power cord on the right side of the fireplace.

2. Different models of fireplace have different sizes, please construct built-in zone for fireplace according to the following size table (If you have any confusion, please feel free to consult our customer service):



A	B	C	D	E
mm/inch	mm/inch	mm/inch	mm/inch	mm/inch
701-711/27.6-28	430/16.93	>155/>6.1	747/29.41	6/0.24
853-863/33.58-34			899/35.39	
1007-1017/39.65-40			1052/41.42	
1209-1219/47.6-48			1255/49.41	
1464-1473/57.6-58			1509/59.41	
1667-1676/65.6-66			1712/67.40	

CONNECTING YOUR UNIT

Listing Approvals

This appliance has been tested in accordance with the ETL Standards for fixed and location-dedicated electric room appliances in the United States and Canada. If you need assistance during installation, please contact our after-sales service.

NOTE: This appliance must be electrically wired and grounded in accordance with local or, in the absence of local, with National Electric Code ANSI/NFPA 70-latest edition in the United States or the Canadian Electric Code and ETL in Canada.

Description	Wall-mount,recessed
Voltage	120VAC
Watts	Max 1500W
Amps	12.5AMP
BTUs	5100BTU

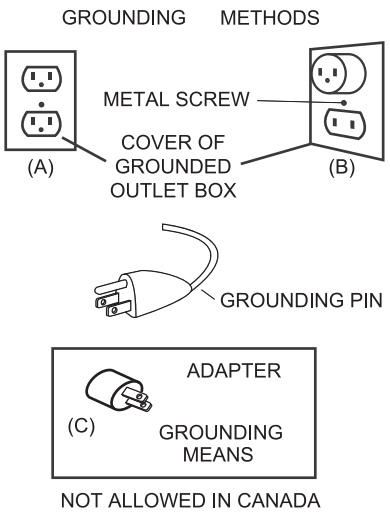
Grounding Appliance

This appliance is for use on 120 Volts. Prior to installing the appliance, test to make sure the appliance operates properly by plugging the power supply cord into a conveniently located 120 Volt grounded outlet.

The cord has a three-prong plug as shown in (A). An adapter as shown in (C) is available for connecting three-blade grounding type plugs to two-slot receptacles, as shown in (B).

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.

To disconnect the appliance, turn off the controls, then remove the plug from the outlet.



Follow all National and local electrical codes:

1. The heaters should be installed only using the mounting brackets we provided if you want to mount them.
2. The heater must not be recessed in the ceiling. There must be enough space around the top of the heater to ensure adequate ventilation.
3. The heater should be at least 60cm/24 inches away from any surrounding walls.
4. A distance of at least 90cm/36 inches should always be left in front of the heaters to ensure safety.
5. The heater must be located neither directly below nor in front of a socket-outlet.
6. The heater must be installed to prevent any control switches from being touched by anyone who is in the shower or bath.
7. Make sure that there is no possibility of inflammable material, combustible material or curtains coming into contact with the heater, there is a risk of fire if this happens.
8. DO NOT LEAVE THE HEATER UNATTENDED DURING USE.

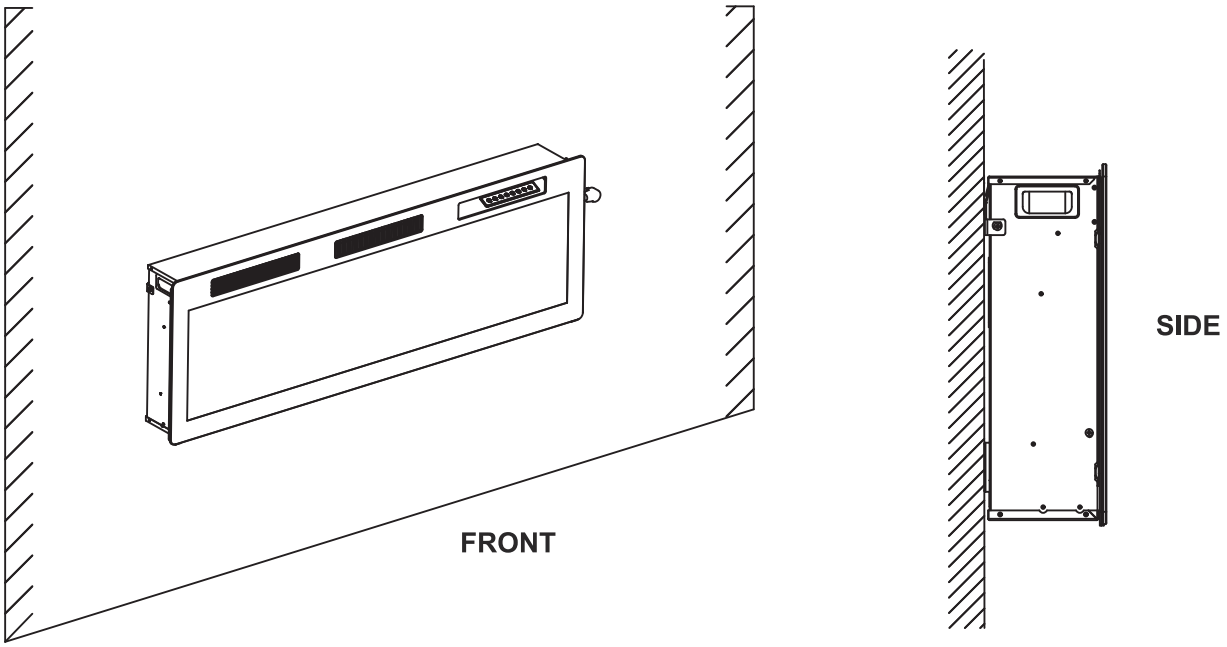
⚠ WARNING

- Risk of fire! The power cord must not be pinched against a sharp edge. Secure cord to avoid tripping or snagging to reduce the risk of fire, electric shock or personal injury. Do not run cord under carpeting. Do not cover cord with throw rugs, runners, etc. Arrange cord away from traffic area to avoid tripping hazards.
- Risk of fire! To prevent a possible fire, do not block air intake or exhaust in any manner. Do not use it on soft surfaces where openings may become blocked.
- Risk of fire! Do not blow or place insulation against the appliance.
- This electric appliance is tested and listed for use only with the approved optional accessories. Use of optional accessories not specifically tested for this electric appliance could void the warranty and/or result in a safety hazard.
- If the information in these instructions is not followed exactly, a fire may result causing property damage, personal injury or death. Do not store or use gasoline or other flammable vapors in the vicinity of this or any other appliance.
- This appliance is heavy. It is highly recommended that two people install this appliance.
- Heater vents on the electric appliance cannot, in any way, be covered as it may create a fire hazard.
- Do not run the power cord horizontally, directly below the appliance.

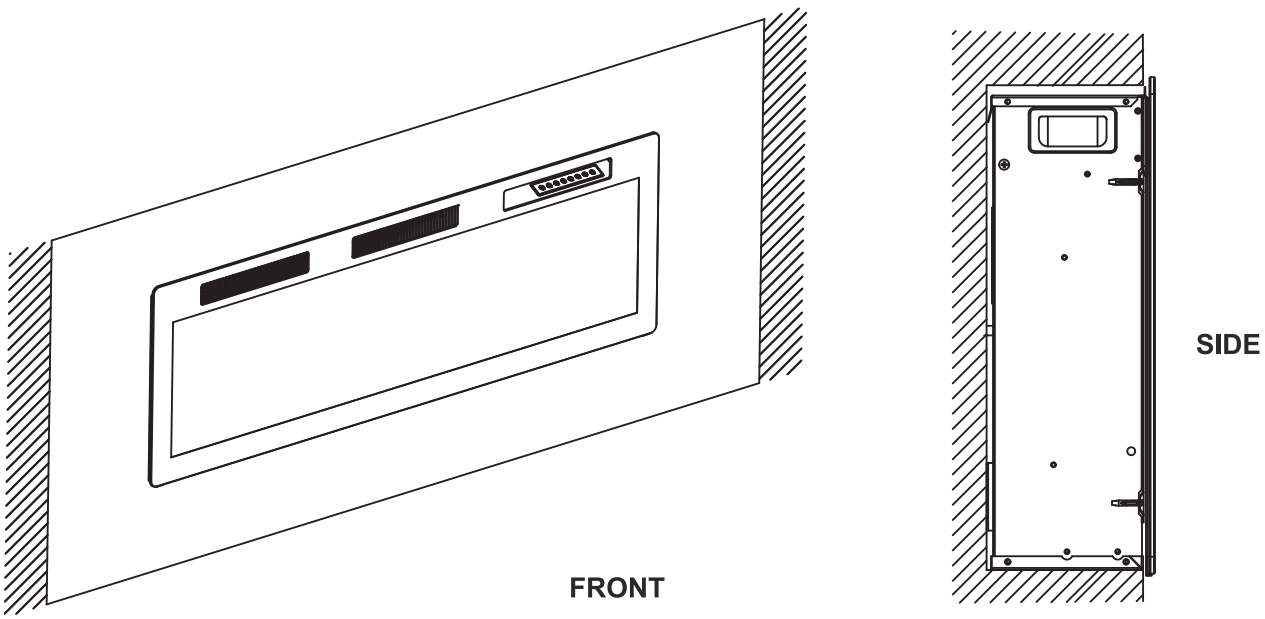
INSTALLING YOUR UNIT

The installation of the product requires a two-person collaboration.

Please follow the installation instructions below based on your installation preference.



Installation - Wall Hanging



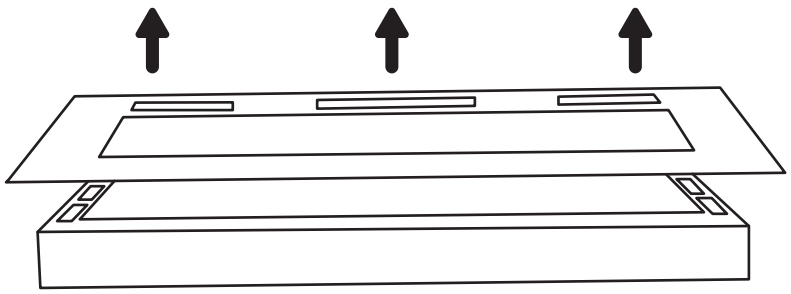
Installation - Built-in Construction

NOTE: Remember to cut off the zip ties securing the bottom tray.

1. Installation - Wall Hanging

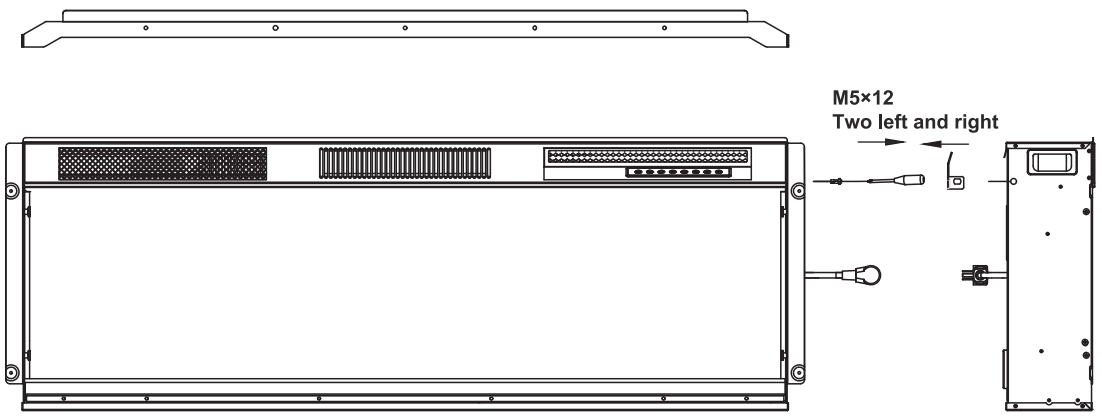
Step 1: Remove The Glass Frame

- Unscrew the screws shown in the following picture on both sides of the product.
- Lay the unit flat on its back, pull the glass frame horizontally forward for 0.4-0.8 inches along the direction parallel to the fireplace and then lift away along the direction vertical to the fireplace.

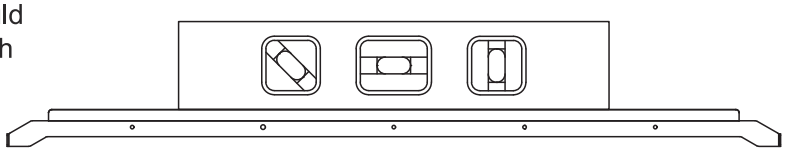


Step 2: Remove The Mounting Bracket

- Unscrew the 2 fixed screws on both sides of the mounting bracket on the back of the fireplace (Do not discard the screws), then remove the bracket.

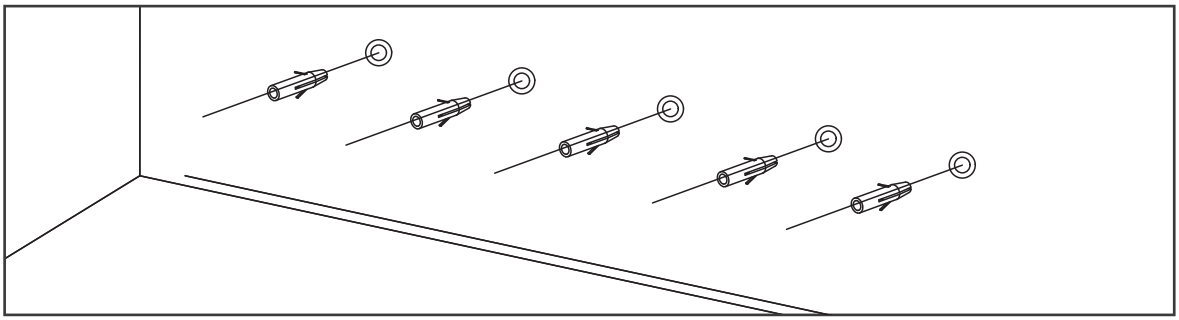


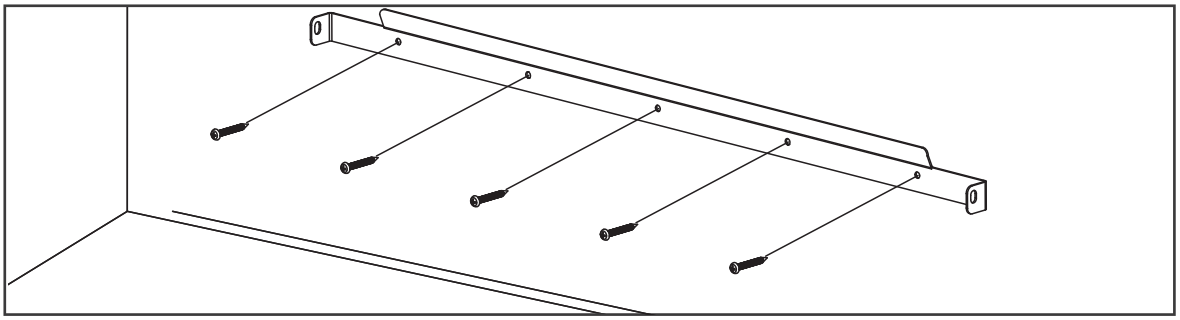
- Position the bracket in the appropriate place on the wall using a gradienter (the bracket should be parallel to the ground) and mark the wall with dots through 3-5 screw holes of the bracket (according to the model you ordered).



Step 3: Secure The Mounting Bracket

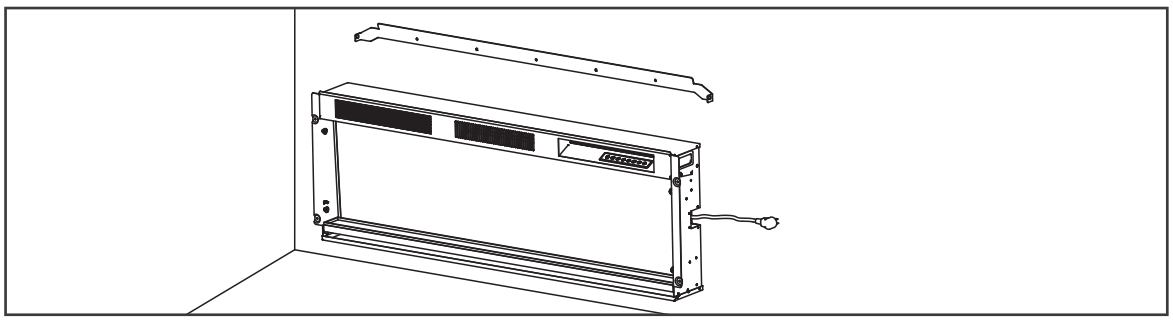
- Drill holes according to the dots and plug expansion bolts in the drilled holes, then secure the bracket on the wall with ST5.2X35 screws.

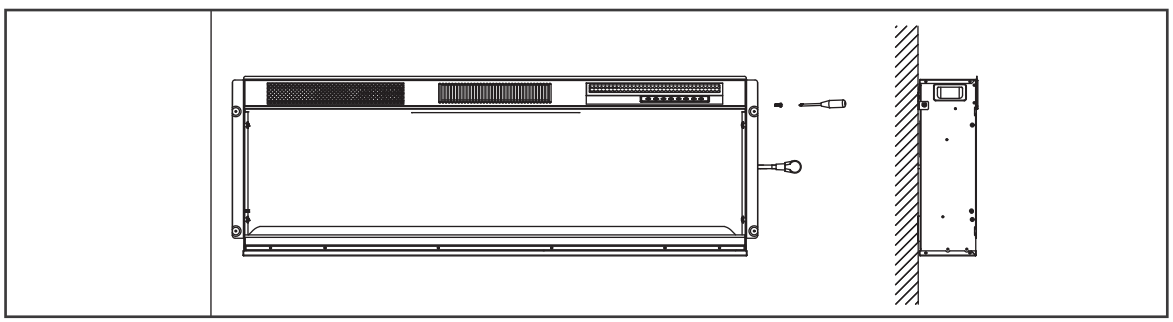




Step 4: Install The Fireplace

- Hang the fireplace on the bracket, then secure the fireplace through the bracket on both sides with 2 screws unscrewed when bracket was disassembled in Step 2.



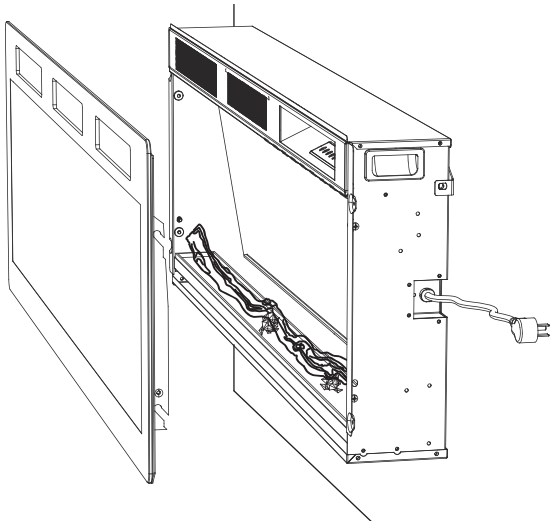


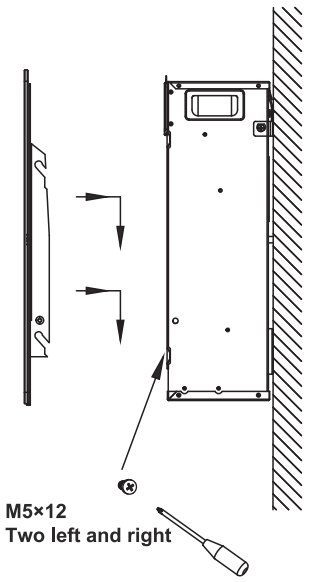
Step 5: Install The Glass Frame

- Place the decorative stuff (crystal stones or fire log) in the way as you like on the bottom tray on the front of the fireplace. Remember to cut off the zip ties securing the bottom tray.

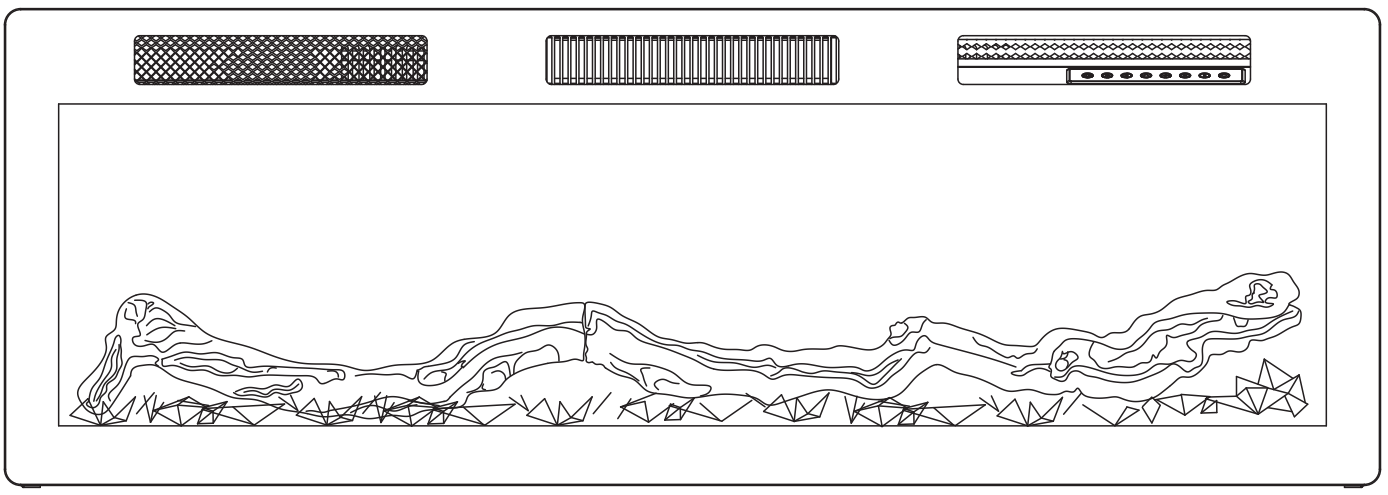
- Insert the glass frame back into the slot of the fireplace in the opposite direction as it was pulled out.

- Pass the screws unscrewed when glass frame was disassembled in Step 1 through the screw holes on the both sides of the fireplace and tighten it.





Step 6: Complete the installation



Note: The final look is based on the model you purchase.

2. Installation - Built-in Construction

Note: Before the built-in installation, please reserve enough space on the media wall in advance （see page 13) according to the size of the fireplace you ordered.

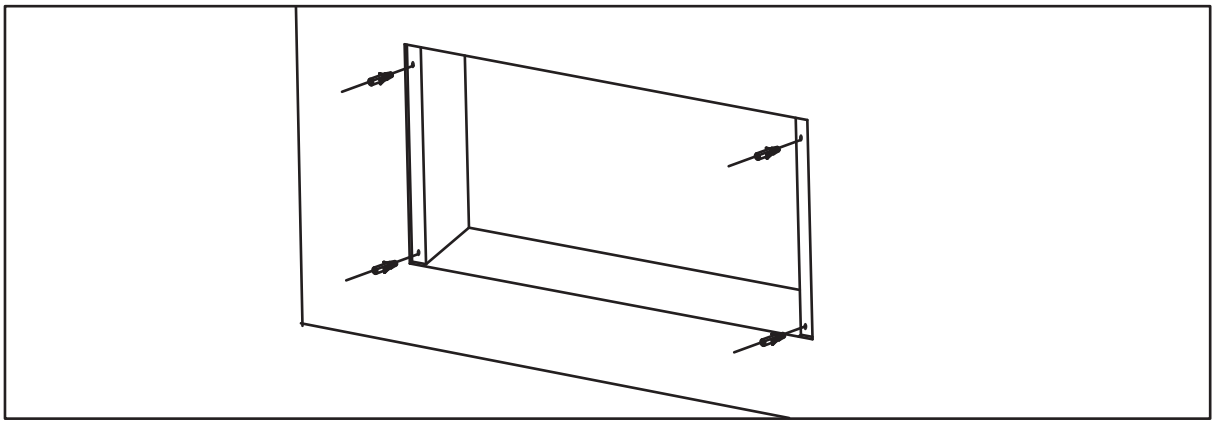
Warning: It's better to reserve some space between the frame and the media wall to enable better air circulation if available.

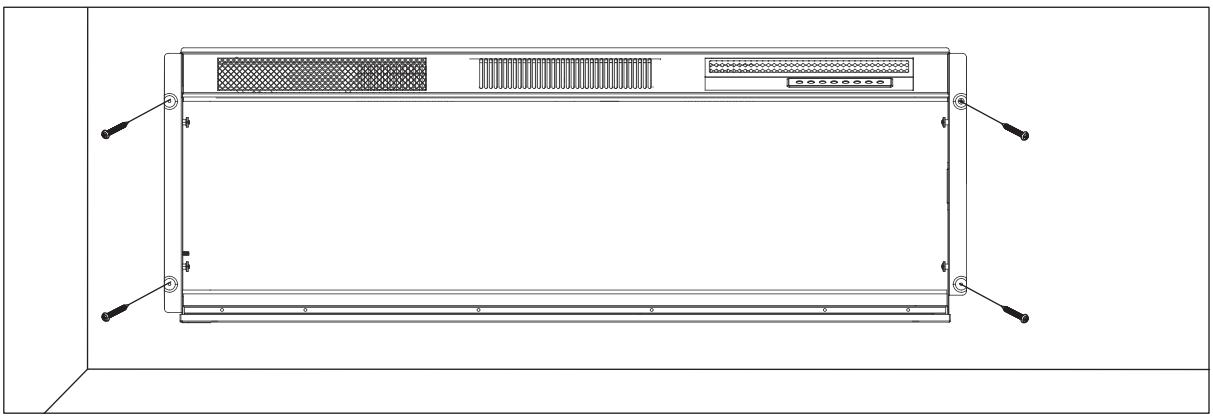
As for Step 1 to 2, please refer to Wall Hanging Installation, then follow the instructions as below:

Step 3: Install The Fireplace

- Embed the fireplace into the recessed zone, mark the wall with dots through 4 screw holes on the both sides of the fireplace. Keep the holes as symmetrical as possible. Otherwise, the unit may appear misaligned after the glass is installed.

- Remove the fireplace to drill holes into the dots and plug expansion bolts in the drilled holes, then embed and secure the fireplace on the wall with 4*ST5.2X35 screws.

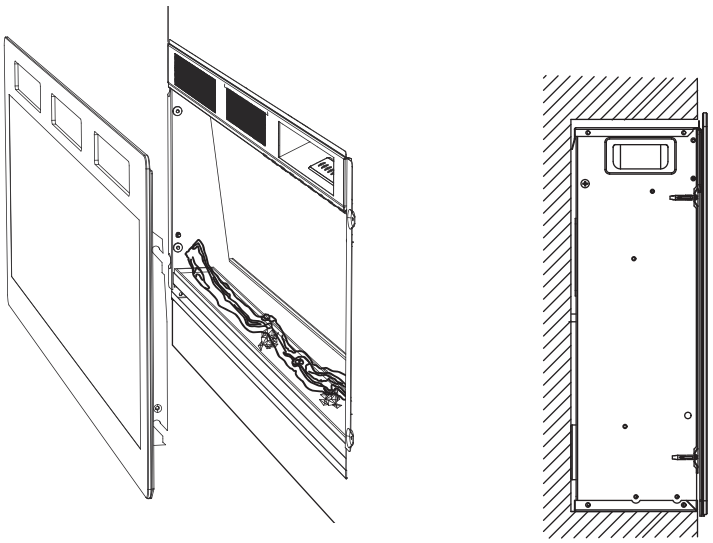




Note: Before embedding the fireplace, please pass the power cord through the reserved hole for subsequent connection to the power socket.

Step 4: Install The Glass Frame

- Place the decorative stuff (crystal stones or fire log) in the way as you like on the bottom tray on the front of the fireplace.
- Insert the glass frame back into the slot of the fireplace in the opposite direction as it was pulled out.



NOTE:

- Grille may be hot, do not touch air outlet until cooled.

- The frame hooks are part of a safety system and must be properly engaged. Do not operate the appliance with hooks disengaged.

- Facing and/or finishing materials must not interfere with air flow through air openings, operation of frame or access for service. Observe all clearances when applying combustible materials.

- Before frame is removed, turn the appliance off and wait until appliance is cool to the touch. Frame is heavy and fragile so handle with care.

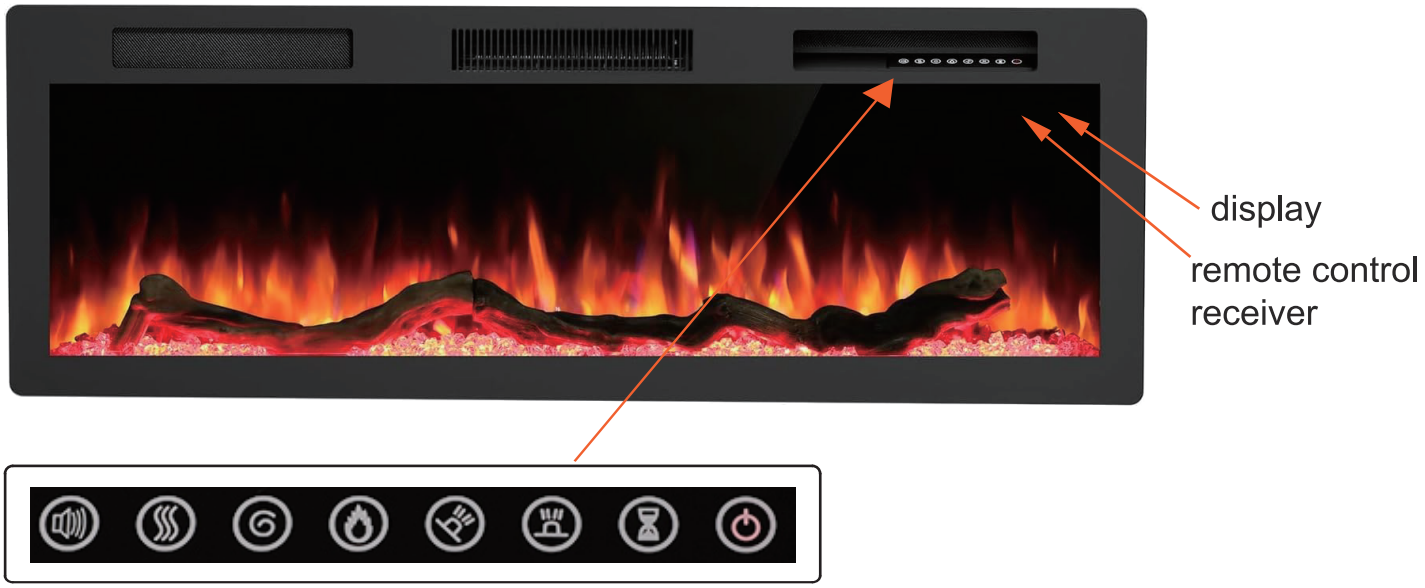
- Glass frame must be removed and the appliance must be finished in its final location before the media wall is installed. Media wall may have sharp edges. Wear safety glasses and gloves when handling.

- If you are going to install the fireplace directly in the wooden structure, there is no need to use expansion screws.

USING YOUR UNIT

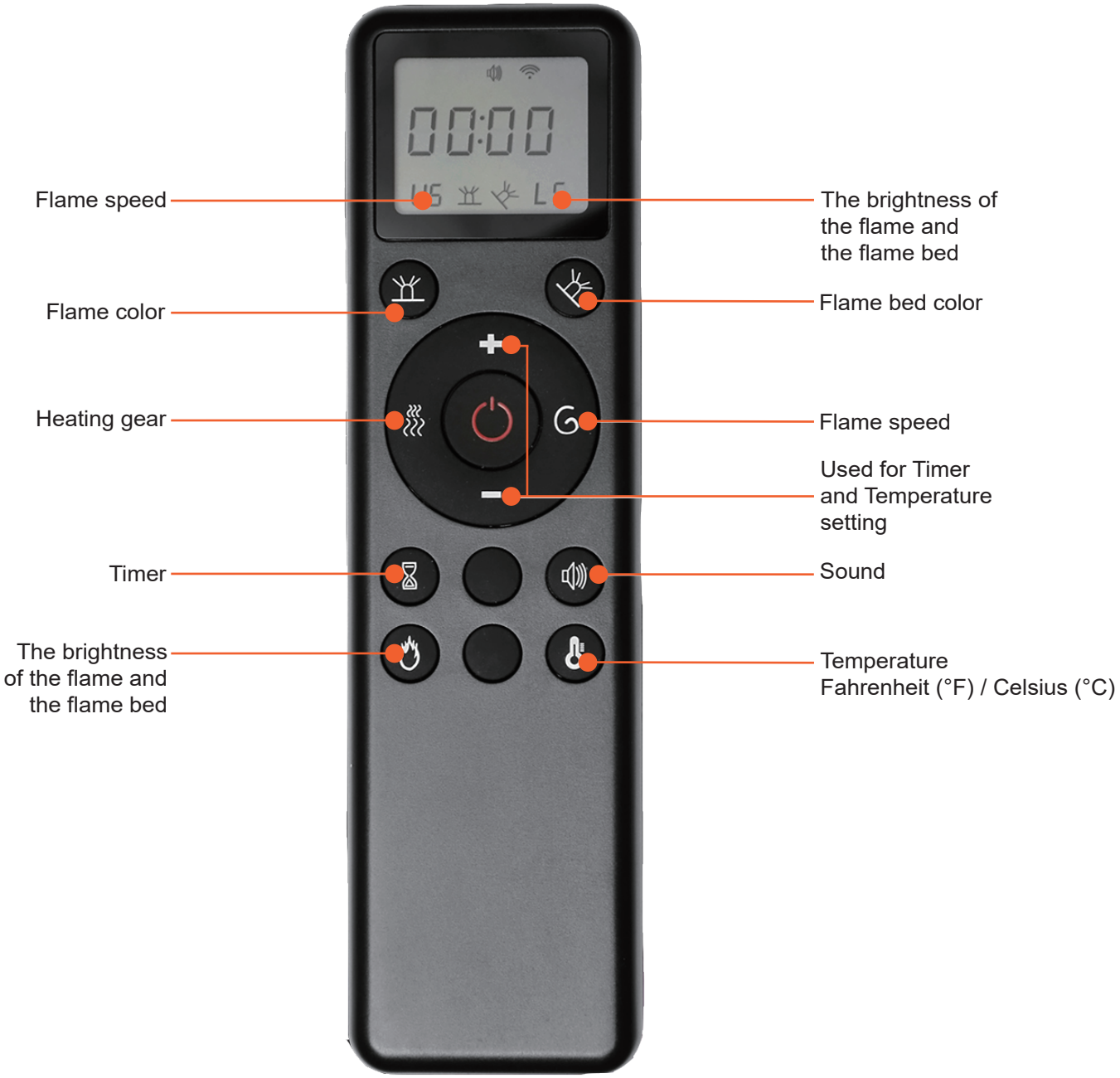
Remote Control & Control Panel Operation

The touch control panel is located on the top right side of the front of the glass frame.



REMOTE	PANEL	FUNCTION
Sound		Sound mode: F1 (Firewood Crackling), F2 (Ocean Waves), F3 (Birdsong), F4 (Stream Flowing), F5 (Rainfall), and mute. The 6 modes could only be adjusted on the control panel and in the app. Sound volume: The 3 volume levels could only be adjusted on the remote control and in the app. **NOTE:** The remote control can adjust the volume only by pressing the "-" button.
Heating gear		(OFF): no heater or blower (-): heater blows warm air (750W) (--): heater blows hot air (1500W)
Flame speed		5 settings: U1-U5 (U5 is the fastest setting)
Light brightness		6 settings: L0 L1 L2 L3 L4 L5 (L5 is the brightet setting, L0 is the dimmest setting)
Flame bed color		Control the color of flame bed. 12 Settings: 1.red 2.orange 3.green 4.yellow 5 purple 6.blue 7. rose red 8.apple green 9.pink A.yellow&green B. light blue C.red & orange
Flame color		Control the color of flame. 12 Settings: 1.red 2.orange 3.green 4.yellow 5.purple 6.blue 7. rose red 8.apple green 9.pink A.yellow&green B.light blue C.red & orange
Timer		8 settings: 1h-8h (press once for one hour) **NOTE:** Press button until the desired setting is reached.
Power		Turn the appliance ON/OFF.

NOTE: To connect a new phone, turn off the unit, then press and hold the power button for about 10 seconds until the indicator light flashes. Turn the unit back on, and it is then restored to its default settings.



Press button to activate Temperature setting mode, the screen will display the current temperature.

Press and hold this button, or tap the switch button in the upper-left corner of the app interface, to switch the temperature unit between Fahrenheit and Celsius.

NOTE: By default, the heater will not turn on if the room temperature is above 25°C (77°F). To force it on, use the remote to set a target temperature higher than the current room temperature.

Set the target temperature within the range of 15-35°C (59-95°F) using "+" and "-" button. Note that the increment or decrement must be at least 1°C (1℉).

Press button to exit the Temperature setting mode.

Note: To improve the heater's performance, aim the remote control at the front of the fireplace. DO NOT press the buttons too quickly. Give the unit enough time to respond to each command.

The remote control must remain within 10meters (33 feet) of the appliance to be effective. This range may be reduced when battery power is depleted.

APP Connection

To download the app, search for the app in the Apple App Store or Google Play.

1. To download the app, search for the app in the Apple App Store or Google Play.

2.Tap Sign Up to create a new account.

3.After creating a new account and logging in, tap the on "+" on the left top, and choose "Add Device"

4. After finding and connecting the device, your machine can already be controlled through the app. You can operate all the functions of this fireplace through this interface.

NOTE: The temperature unit can be switched between Fahrenheit and Celsius by tapping the toggle in the upper-left corner of the app interface.

Connecting Instruction

1. After connecting the fireplace to the main app, open the app and tap "See More" in the bottom right corner.

2. Find and tap "Skills & Games."

3. Use the search bar to look the main app, then select the right app.

4. Tap the blue "Enable to use"

5. You will be redirected to the main app.

Tap the red "Agree and link" button.

6. Then the app will connect to your device automatically. After completing the custom settings of all the guidelines, you are able to enjoy the hands-free control now.

Voice Command Instructions

Power control (the time is what you want to set)

- "Turn on the fireplace."
- "Turn off the fireplace."
- "Turn on the fireplace after 30 seconds."
- "Turn on the fireplace at 10 o'clock."

Temperature

- "Set the fireplace temperature to <value>"
- "Decrease the temperature on the fireplace by <value>."
- "What's the fireplace temperature?"
- "Turn up the fireplace temperature."

Charcoal color (charcoal color: red, orange, green, yellow, purple, blue, rose red, apple green, pink, yellow & green, blue, red & orange)

- "Set the charcoal color to <color>." (Set the charcoal to <color>)
- "Set the charcoal color on the fireplace to <color>." (Set the charcoal on the fireplace to <color>")
- "Increase the charcoal color on the fireplace."
- "What's the charcoal color on the fireplace?"

Flame color (flame color: red, orange, green, yellow, purple, blue, rose red, apple green, pink, yellow & green, blue, red & orange)

- "Set the flame color to <color>." (Set the flame to <color>.)
- "Set the flame color on the fireplace to <color>." (Set the flame on the fireplace to <color>.)
- "Increase the flame color on the fireplace."
- "What's the flame color on the fireplace?"

Rotate speed (rotate speed value: speed 1/2/3/4/5)

- "Set the rotate speed to <value>."
- "Set the rotate speed on the fireplace to <value>."
- "Increase the rotate speed on the fireplace."
- "What's the rotate speed on the fireplace?"

Light control

- "Turn on light."
- "Turn off light."
- "Turn on light on fireplace."
- "Turn off light on fireplace."



Heat control I

- "Turn on heat 1."
- "Turn off heat 1."
- "Turn on heat 1 on fireplace."
- "Turn off heat 1 on fireplace."



Heat control II

- "Turn on heat 2."
- "Turn off heat 2."
- "Turn on heat 2 on fireplace."
- "Turn off heat 2 on fireplace."



Sound control

- "Turn on sound."
- "Turn off sound."
- "Turn on sound on fireplace."
- "Turn off sound on fireplace."



Sound mode control (sound mode: mode 1/2/3/4/5)

- "Set the sound mode to <mode>."
- "Set the sound mode on the fireplace to <mode>."
- "Increase the sound mode on the fireplace."
- "What's the sound mode on the fireplace?"



Loudness control （loudness value: 0-3)

- "Set the fireplace loudness to <value>."
- "Decrease the loudness on the fireplace by <value>."
- "What's the fireplace loudness?"
- "Turn up the fireplace loudness."



Timing control （timing value: 1–8 hour)

- "Set the timing to <value>."
- "Set the timing on the fireplace to <value>."
- "Increase the timing on the fireplace."
- "What's the timing on the fireplace?"



Brilliance control (brilliance value:1–5)

- "Set the brilliance control to <value>."
- "Set the brilliance control on the fireplace to <value>."
- "Increase the brilliance control on the fireplace."
- "What's the brilliance control on the fireplace?"

MAINTENANCE

DISCONNECT POWER AND ALLOW HEATER TO COOL BEFORE ATTEMPTING ANY AINTENANCE OR CLEANING TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK OR AMAGE TO PERSON.

THE FIREPLACE SHOULD NOT BE OPERATED WITH AN ACCUMULATION OF DUST OR DIRT ON OR IN THE UNIT, AS THIS CAN CAUSE A BUILD UP OF HEAT AND SUBSEQUENT EVENTUAL DAMAGE. FOR THIS REASON THE HEATER MUST BE INSPECTED REGULARLY, DEPENDING ON CONDITIONS AND AT LEAST AT YEARLY INTERVALS.

Partially Reflective Glass Cleaning

The partially reflective glass is cleaned in the factory during the assembly operation. During shipment, installation, handling, etc., the partially reflective glass may collect dust particles; these can be removed by dusting lightly with a clean dry cloth.

To remove fingerprints or other marks, the partially reflective glass can be cleaned with a damp cloth. The partially reflective glass should be completely dried with a lint-free cloth to prevent water spots. To prevent scratching, do not use abrasive cleaners.

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 by tampering with, modifying, or altering the fireplace insert in any manner; Damage caused by incorrect assembly, improper care, misuse, or abuse; Damage caused by wrong power source; Water damage; Damage caused by outdoor use of the insert; Damage caused by the 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.

TROUBLESHOOTING

PROBLEM	SOLUTION	
The mounting bracket cannot be removed.	► The mounting bracket is preattached. Unscrew the two screws at both sides of the fireplace with a Phillips screwdriver, then remove the preattached mounting bracket. ► If the problem is still not solved, please contact our customer service.	
The control panel functions do not work.	► Please contact our customer service.	
Sudden power outage during the heating process.	► Don't cover the air outlet. ► Unplug the appliance, and wait for 10 minutes and try to turn it on again. ► If the problem is still not solved, please contact our customer service.	
There is an odor coming from the heater.	► The heater may emit a slight, harmless odor when first used. This is a normal condition caused by the initial heating of the internal parts and will not occur again.	
Appliance doesn't come on with the power button/switch put into the "ON" position.	► Circuit breaker has been tripped.	► Too many appliances are on this circuit. Make sure that the electrical supply for this unit is an independent circuit.
	► The appliance is unplugged into an electrical outlet.	► Make sure the appliance is plugged into a functioning and properly grounded 15 Amp 120V AC electrical outlet. Check plug in the appliance if necessary.
	► Power cord or plug are damaged.	► Check and replace the power cord or plug.
	► Power outlet for power plug prong is loose.	► Check and replace the power outlet.
	► Loose wiring.	► Contact a qualified electrician to check all wiring for loose connections.
	► Appliance is overheated and safety thermal switch has tripped.	► Turn off and unplug the appliance. Wait for 10 minutes, then plug in and turn on again.
	► The air inlet or outlet is blocked completely.	► Remove the blockage on or in front of the air inlet or outlet and leave adequate space around the appliance.
Heater shuts off automatically.	► Room temperature is higher than appliance setting (if set to room temperature).	► The heater has a built-in thermostat so it will shut off automatically once the pre-set temperature is reached. It will also turn on automatically if the room temperature drops below the pre-set temperature.
The appliance does not blow hot air when it turns on and off.	► This is normal. The fans blow cool air while the appliance gradually heats up. The fans blow after the appliance turns off to cool and prevent overheating.	
No hot air coming out of the appliance.	► Heater setting not selected.	► See USING YOUR UNIT section.
	► Heater has been locked out.	
	► Room temperature is higher than appliance setting (if set to room temperature).	► See USING YOUR UNIT section.
	► Appliance is overheated and safety thermal switch has tripped.	► Turn off and unplug the appliance. Wait for 10 minutes, then plug in and turn on again.
	► Heater issue.	► Inspect the blower and heater and replace, if necessary.
No airflow with "Heating gear" switch turned on.	► Heater system is overheated and temperature Limit thermostat is cut off.	► Check the air inlet and outlet and remove the blockage. Turn off and unplug the appliance. Wait for 10 minutes, then plug in and turn on again.
	► The "Power" and the "Heating gear" buttons are not turned on.	► Turn these two switches on.
	► Fan motor is defective.	► Turn these two switches on.
	► Fan blower is balanced badly.	

Dim or no flame with the appliance turned on.	► Long press the "Flame lightness" button for 6 seconds to set the appliance into sleep mode. All the lights off, the heating function goes on. Then long press for 6 seconds again, the appliance will back to normal mode.	
	► Flame brightness not selected.	► See USING YOUR UNIT section.
	► Flame LEDs issue.	► Inspect the LED and replace, if necessary.
	► Loose wiring.	► Contact a qualified electrician to check all wiring for loose connections.
Flame is frozen.	► Flame element is not attached to the motor.	► Contact our customer service.
	► Rotation motor is defective.	
Flame bed is not glowing or dimming.	► Brightness not selected.	► See USING YOUR UNIT section.
	► Flame LED issue.	► Inspect the flame bed LEDs and replace, if necessary.
Excessive noise in the lower portion of the heater.	► Flame element isn't seated properly.	► Contact our customer service.
	► Motor is defective.	
Fan runs but no heat is coming out.	► Loose wiring.	
	► Bad heating element.	
	► Heater fan is defective.	
	► Build-up of dirt on the fans.	► Clean all fans.
The remote control doesn't work.	► Low/dead batteries.	► Replace batteries in remote control.
	► The battery is not properly installed.	► Make sure the battery is properly installed. Move the battery's transparent insulating piece away before using.
	► Not pointing to the right position.	► Aim the remote control at the receiver.
	► There is an obstacle in front of the appliance.	► Remove the obstacle. Items between the remote control and the receiver will block the signal.
	► Press the remote control buttons too quickly.	► Don't press the remote control buttons too quickly. Give the unit enough time to respond to your commands.
NOTE: For the most of functional problems, you can unplug the unit, wait for 10 minutes and plug it again, the machine will reset to the initial status (original system state). If the problem still exists, feel free to contact our customer service.		