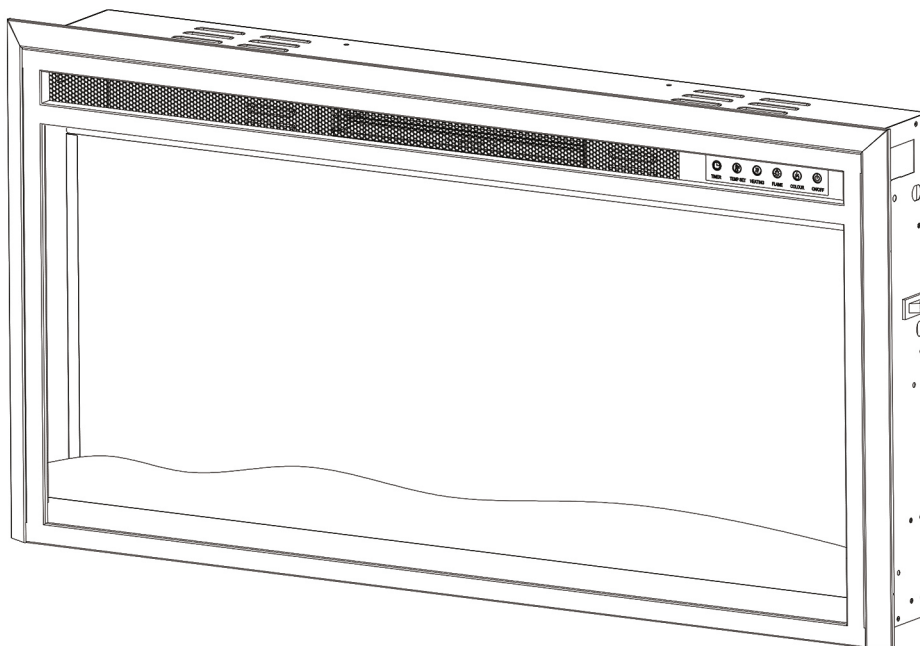


# IMPORTANT INSTRUCTIONS AND OPERATING MANUAL

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## ELECTRIC FIREPLACE



EF03-36/EF03-42/EF03-50/EF03-60/EF03-72

CERTIFIED UNDER CANADIAN AND AMERICAN NATIONAL STANDARDS: ETL





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If you want to learn more about the installation tutorial, please scan our youtube QR code, we have a professional installation video for you to solve the problem



# IMPORTANT SAFETY INSTRUCTION



## WARNING



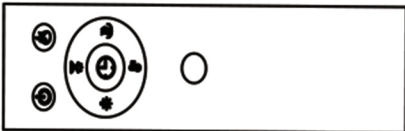




**These instructions should be carefully read before installation. The booklet must be kept and delivered to the new user. The Manufacturer reserves the right to vary the features of the product without prior notice. The technical data are indicative only.**

- 1. THIS APPLIANCE IS HOT WHEN OPERATED AND CAN CAUSE SEVERE BURNS IF TOUCHED.**
2. Do not operate the appliance before reading and understanding the instructions. Failure to operate the appliance could cause fire or injury.
3. Keep this product away from combustible materials by at least 3 feet (0.9 m), such as furniture, pillows, bedding, papers, clothes, and curtains. **WARNING:** To prevent overheating, do not cover the heater. The space may be inadequate when installed in a Recreational Vehicle.
4. Risk of burns: Please avoid touching the appliance directly after use; allow it to cool for a while. Remember to turn off the controls and then remove the plug to disconnect the power from the appliance.
5. Do not install damaged or incomplete components.
6. Young children should be carefully supervised when they are in the same room with the appliance. They may be susceptible to accidental contact burns.
7. Do not install damaged, incomplete or substitute components.
8. To prevent accidental swallowing, small parts should be kept away from children and infants.
9. The remote contains small batteries. Please keep it away from children.
10. Do not install the battery in the wrong direction, place it near fire, or mix it with other types of batteries.
11. Ensure you have adequate safety measures to protect infants/toddlers from touching hot surfaces.
12. It is imperative that the control compartments, circulating blower, and ventilation channels in the appliance are kept clean. The appliance should be inspected before use and examined by a qualified service person once a year.
13. Under no circumstances should this appliance be modified.
14. Do not use this appliance if any part has been in contact with water. Please call a qualified service technician to inspect the appliance immediately and to replace the parts which have been in contact with water.
15. Do not operate the appliance when the glass door was removed, cracked or broken. Replacement of the glass service should be done by a qualified service person.
16. Do not strike the glass door of appliance.
17. Keep the packaging material away from children and dispose of the materials in a safe manner.

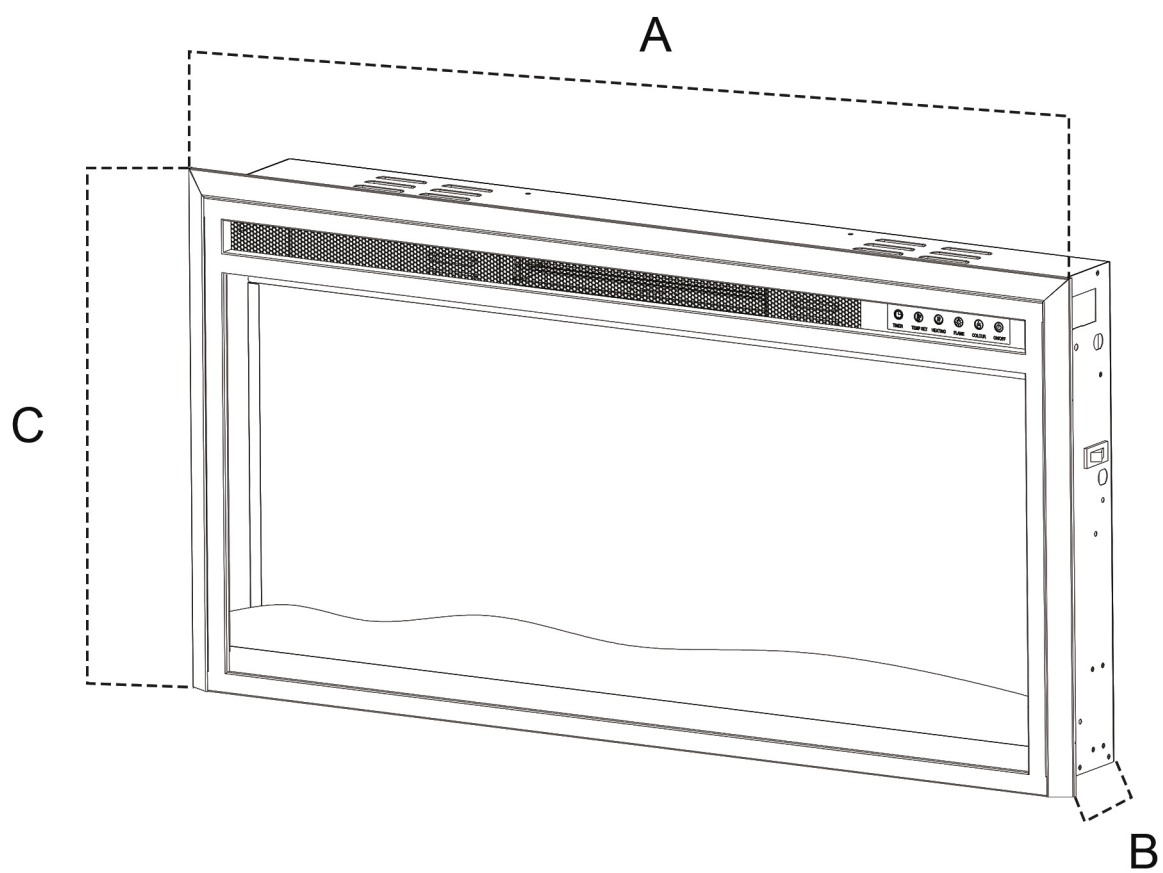
- 18.** Always unplug appliance when not in use.
- 19.** Do not operate this appliance with a damaged cord or plug after the appliance malfunctions, please return appliance to authorized service facility for electrical or mechanical adjustment, or repair.
- 20.** Do not use appliance outdoors.
- 21.** Never place appliance where it may fall into a bathtub or other water container.
- 22.** Do not run cord under carpet. Do not cover cord with throw rugs, frunitures etc. Place cord away from cluttered area and where it will not be tripped over.
- 23.** Connect to properly grounded outlets only.
- 24.** Do not insert or allow foreign objects to enter any ventilation or exhaust valve as this may cause an electric shock or fire, or damage the appliance.
- 25.** To prevent fire cases, do not block the air intake or exhaust valve in any way. Do not use appliance on soft surfaces, such as carpet, where exhaust valve may become blocked.
- 26.** Always plug appliances directly into a wall outlet/receptacle. Do not use extension cord or relocatable power tap (outlet/power strip).

# 1.0 PACKING LIST

## Unpacking and Installation

| Product name  | Drawing sample | Quantity |
|---|----------------|----------|
|    | Fireplace      | 1 pcs    |
|    | M4 X 8MM Screw | 4pcs     |
|  | Remote Control | 1pcs     |
|  | Glue Points    | 4pcs     |
|  | Crystal Stones | 1Set     |
|  | Logs           | 1Set     |
|  | Strip Light    | 1pcs     |

## DIMENSIONS



| MODEL   | A mm/in   | B mm/in | C mm/in |
|---------|-----------|---------|---------|
| EF03-36 | 935/36.8  | 135/5.3 | 484/19  |
| EF03-42 | 1087/42.8 | 135/5.3 | 484/19  |
| EF03-50 | 1290/50.8 | 135/5.3 | 484/19  |
| EF03-60 | 1544/60.8 | 135/5.3 | 484/19  |
| EF03-72 | 1849/72.8 | 135/5.3 | 484/19  |

**NOTE:**

- ※ Please ensure that there is enough space on the right side of the fireplace to accommodate the power cord.

**LISTING APPROVALS**

This appliance has been certified 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 your local dealer.

**NOTE: This appliance must be electrically wired and grounded in accordance with local electrical codes or, in the absence of local codes, with the National Electric Code ANSI/NFPA 70 (latest edition) in the United States or the Canadian Electrical Code (CEC) in Canada.**

|                    |  |
|--------------------|--|
| <b>Model No.</b>   | EF03-36/EF03-42/EF03-50<br>EF03-60/EF03-72 |
| <b>Description</b> | Wall-mount,<br>recessed                    |
| <b>Voltage</b>     | 120VAC                                     |
| <b>Watts</b>       | Max 1500W                                  |
| <b>Amps</b>        | 12.5AMP                                    |
| <b>BTUs</b>        | 5100BTU                                    |

## 2.0 ELECTRICAL INSTALLATION NOTES

### 2.1 GENERAL INSTRUCTIONS



**CAUTION:** Some parts of this product can become hot and may cause burns. Please pay attention to keep away from them.

- A. Please ensure that the house circuit breakers for the outlet are turned on before plugging your appliance into an electrical outlet.
- B. The appliance may emit a slight harmless odor when first used. It is caused by the initial heating of internal appliance elements and will not occur again.
- C. If your appliance does not emit heat, check the operation section of this manual for further information.
- D. Use with an ETL or UL certified protector.



**RISK OF FIRE!** TO PREVENT A POSSIBLE FIRE, DO NOT BLOCK AIR INTAKE OR EXHAUST VALVE 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 OTHER ACCESSORIES THAT NOT TESTED FOR THIS ELECTRIC APPLIANCE COULD DISABLE THE WARRANTY AND THE FIRE HAZARD RESULT.

A FIRE RESULT MAY CAUSE PROPERTY DAMAGE, PERSONAL INJURY, OR DEATH IF THE CUSTOMER DOES NOT FOLLOW THE INSTRUCTIONS EXACTLY. DO NOT STORE OR USE GASOLINE OR OTHER FLAMMABLE VAPORS IN THE VICINITY OF THIS APPLIANCE.

**THIS APPLIANCE IS HEAVY, THUS IT REQUIRES TWO PEOPLE FOR INSTALLATION**

**Follow all national and local electrical codes.**

1. At least 90 cm should always be left in front of the heaters to ensure safety.
2. The heater can not be located either directly below, or in front of a socket outlet.
3. The heater must be installed to prevent any control switches from being able to be touched by anyone who is in the shower or bath.
4. Make sure that there is no possibility of inflammable material, combustible material, or curtains coming into contact with the heater.
5. DO NOT USE THE HEATER WITHOUT SUPERVISION.

## 3.0 INSTALLATION INSTRUCTIONS

- ALWAYS check your heater cord and plug connections with each use!

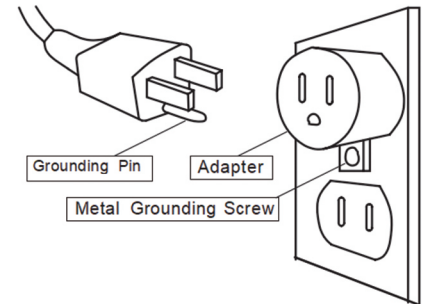
i) MAKE SURE the plug fits tightly in the outlet! Faulty wall outlet connections or loose plugs can cause the outlet to overheat.

ii) Heaters draw more current than small appliances. Overheating may occur even if it has not occurred with the use of other appliances.

iii) During use, frequently check to see if the plug outlet or faceplate is HOT!

iv) If the outlet or faceplate is HOT, discontinue use immediately and have a qualified electrician inspect and/or replace the faulty outlets.

- The power cord supplied with the heater has a plug with two flat blades (live and neutral) and one round pin (ground). If a 3-slot receptacle is not available, an adapter MUST be used. The adapter MUST be properly grounded to the outlet box (see figure at right)



- NOTE: Adapter NOT INCLUDED.

## 4.0 WARNINGS OF INSTALLATION

Do not place the fireplace next to combustible materials, such as furniture, pillows, bedding, and in areas with high traffic for the high heating temperature of the fireplace.

Items such as paper, clothing and curtains must be kept at least 36 inches away from the fireplace.

Never install the fireplace where it could fall into a bathtub or other water sources.

Wear safety gloves and safety glasses for protection during installation to prevent personal injury from broken glass.

Installation is to prevent the fireplace from coming into contact with electrically charged objects. Do not install the fireplace next to or near a vapor barrier or exposed electrically charged body.

Do not expose the fireplace to the natural environment (rain, snow, dew, etc.).

This unit may be installed into a firebox from front to back, or back to front.

## 5.0 AEESEMBLY

Figure1

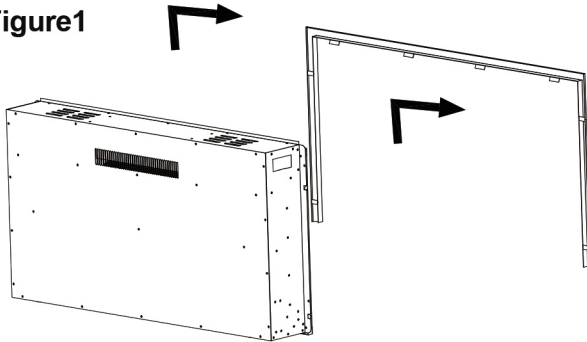
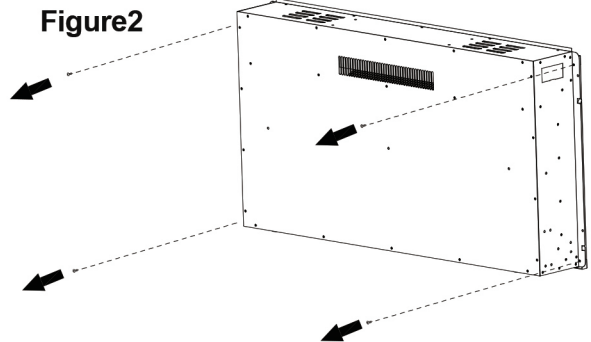


Figure2



(1) First, remove the frame (Figure1) and 4x M4x8mm Screws from the back (Figure 2).

(2) Then Carefully lift the glass panel off the fireplace and place it on a soft, clean surface (Figure 3).

Figure3

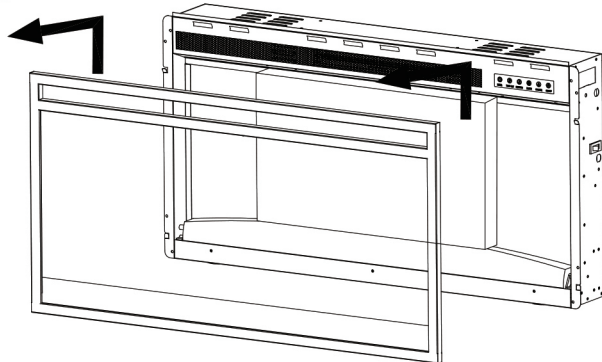
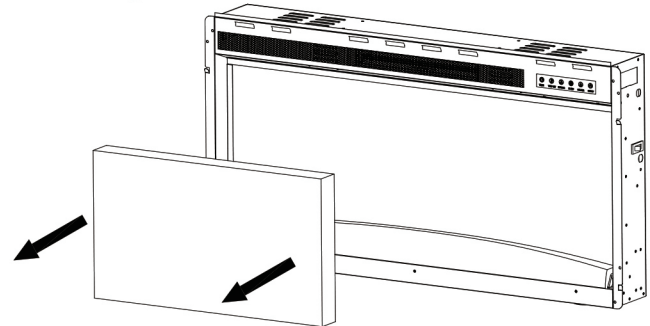


Figure4



(3) Remove the pearwood from inside the unit. (Figure 4)

(4) If decorative crystal media is preferred, carefully remove the log media, cover and store the log media in a safe place. Install the decorative crystals and small logs by placing them on the tray inside the fireplace.

Figure5

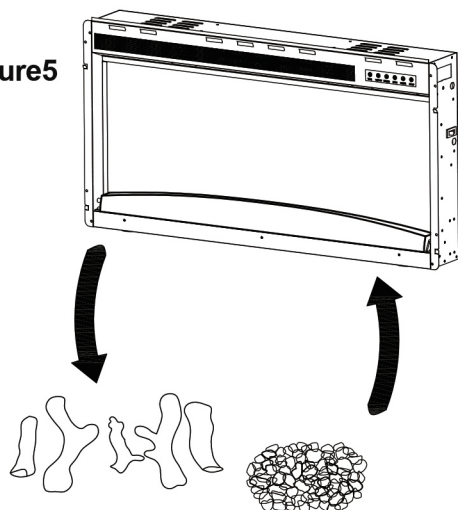
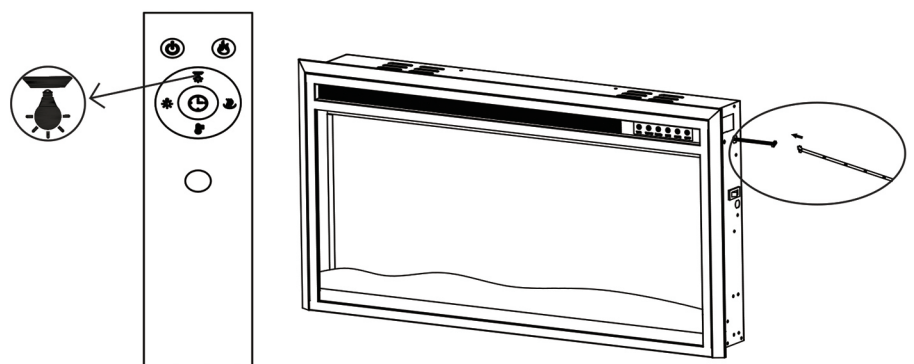


Figure6



(5) Do the reserve to reset everything.

(6) 13 changeable backlights You can change it by remote control after the installation of the light belt.

# INSTALLATION OPTIONAL

## From the Front

Figure1

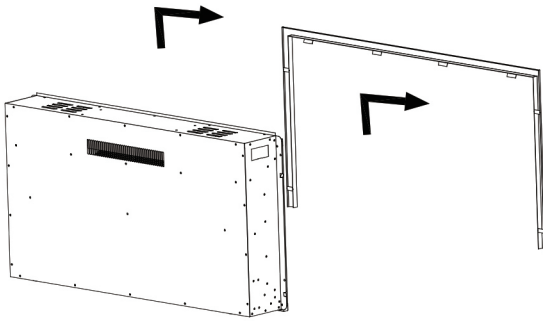
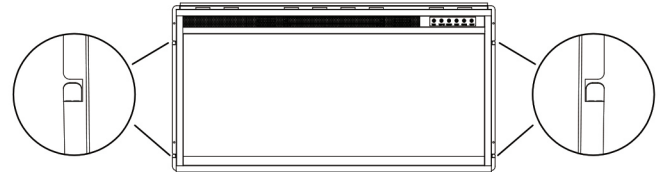


Figure2



1. Remove the trim, as shown. [Figure 1]
2. Find the fireplace brackets on the sides of fireplace and tilt them 10-15 degrees toward the front. [Figure 2]

Figure3

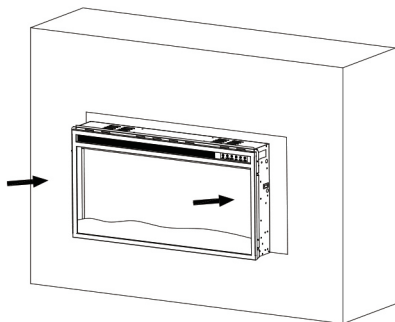
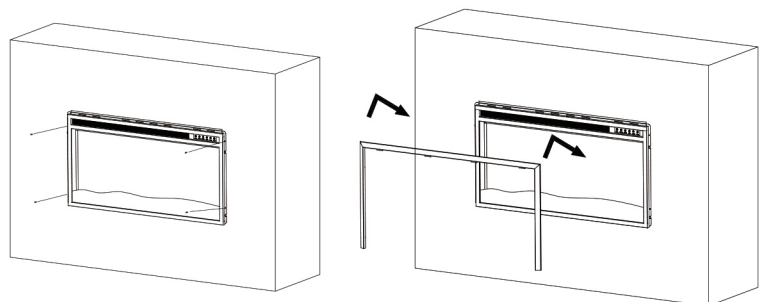


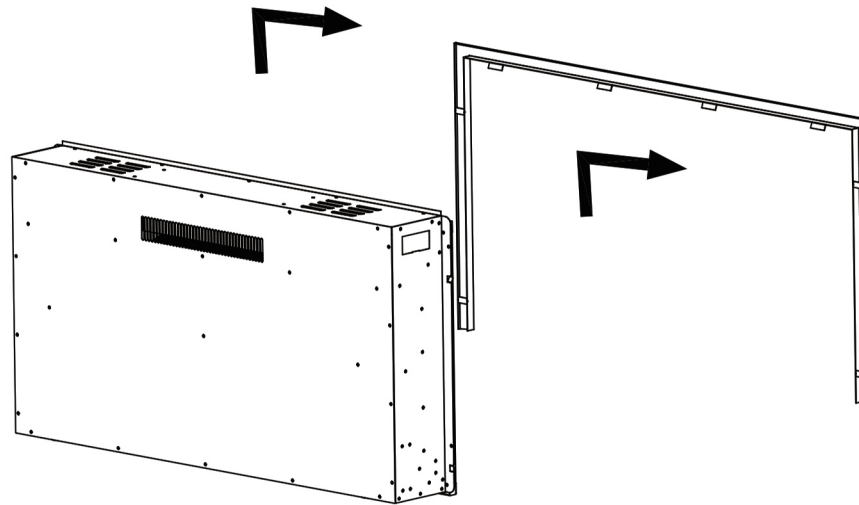
Figure4



3. Locate the final location of your fireplace. Making sure that you have clear access to an electrical outlet, position the fireplace mantel close to it's final location, leaving enough room to access the front of the mantel. Use (4) M4 \* 8 mm Wood Screw(B) to affix the fireplace to firebox [Figure 3]
4. Clip the trim bracket onto the fireplace bracket, ensuring the trim is securely connected. [Figure 4]

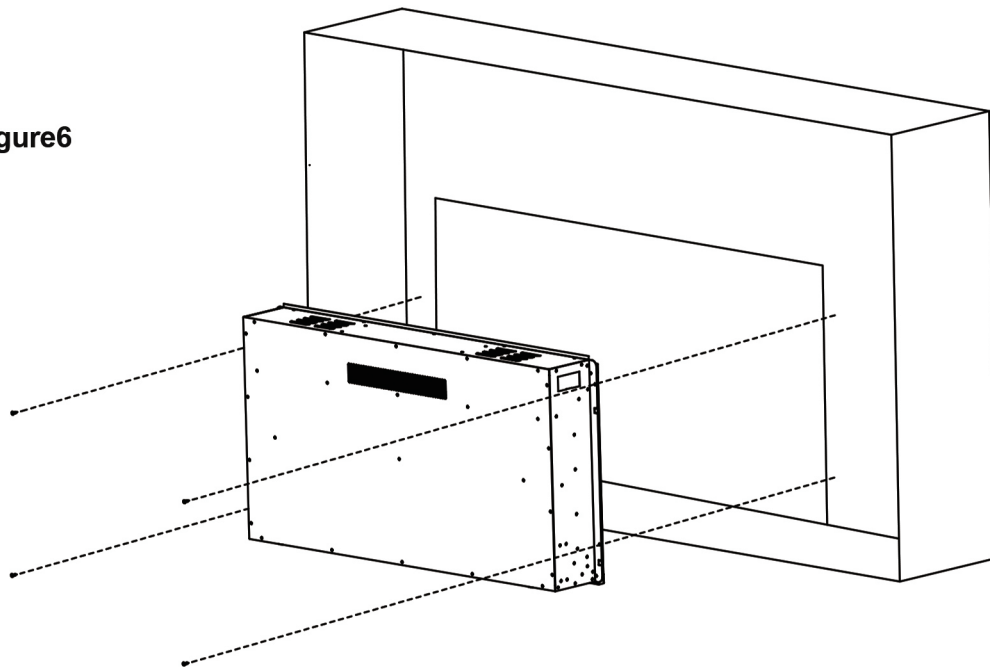
## From the Back

Figure5



1. Remove the trim, as shown. [Figure 5] Please keep the trim so that you can use it again in the future.

Figure6

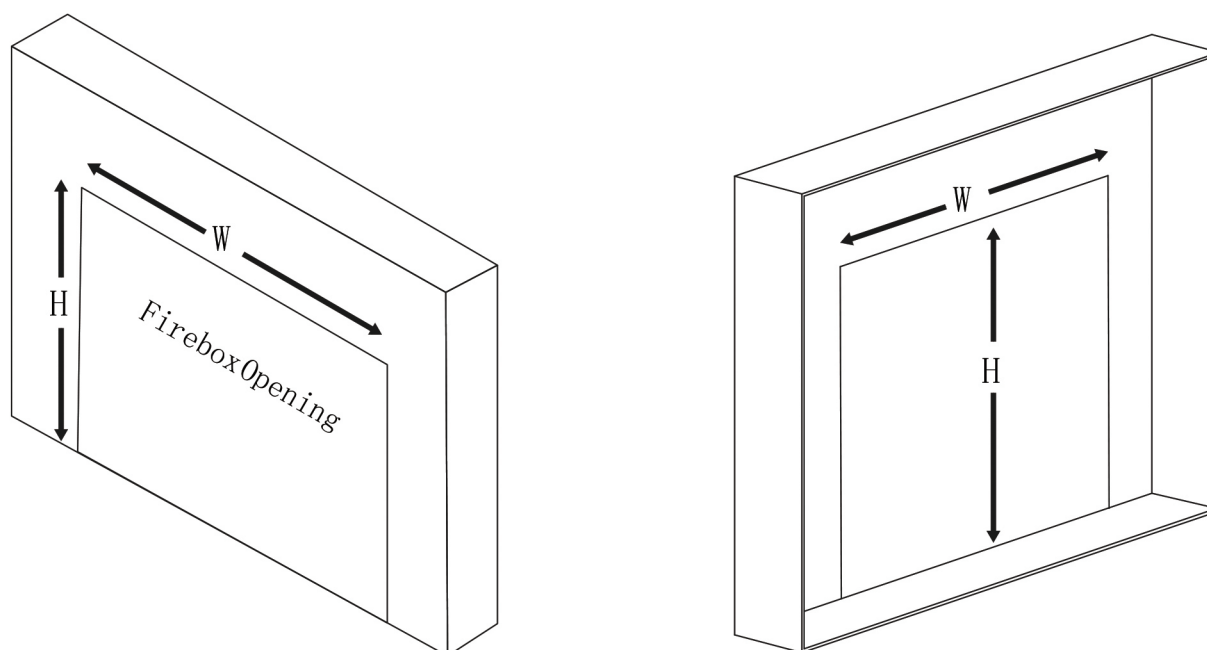


2. Locate the final location of your fireplace. Making sure that you have clear access to an electrical outlet, position the fireplace mantel close to it's final location, leaving enough room to access the front of the mantel. Use (4) M4 \* 8 mm Wood Screw(B) to affix the fireplace to firebox [Figure 6]

## INSTALLATION OPTIONAL

Due to the different types of materials used in wall construction, it is strongly recommended to consult with a local contractor before installing this fireplace. Choose a location that is not prone to moisture and ensure that it is at least 36 inches away from curtains, smoke, bedding, or other combustible materials. To avoid inconvenience with wall openings, carefully select a wall type that is free of electrical charges and combustible materials before cutting into the wall. If there are unavoidable electrical objects and combustible materials within the wall, make sure to maintain a safe distance from them.

**NOTE: Do not install the fireplace on a load-bearing wall. The fireplace should only be recessed into nonload-bearing walls.**



### FIREBOX/FRAMING SIZE

| MODEL NUMBER | FRONT TO BACK |        | BACK TO FRONT |        |
|--------------|---------------|--------|---------------|--------|
|              | WIDTH         | HEIGHT | WIDTH         | HEIGHT |
| EF03-36      | 896mm         | 474mm  | 895mm         | 466mm  |
| EF03-42      | 1048mm        | 474mm  | 1047mm        | 466mm  |
| EF03-50      | 1251mm        | 474mm  | 1250mm        | 466mm  |
| EF03-60      | 1505mm        | 474mm  | 1504mm        | 466mm  |
| EF03-72      | 1810mm        | 474mm  | 1809mm        | 466mm  |

## 6.0 FINISHING



THE GRILLE MAY BECOME VERY HOT, DO NOT TOUCH THE AIR OUTLET BEFORE IT COOLS DOWN. THE DOOR HOOK IS PART OF THE SAFETY SYSTEM AND MUST BE PROPERLY CONNECTED. DO NOT OPERATE THE APPLIANCE IF THE HOOK IS DETACHED.

DECORATIVE MATERIALS MUST NOT OBSTRUCT AIRFLOW THROUGH THE VENTS OR INTERFERE WITH DOOR OPERATION OR MAINTENANCE ACCESS. WHEN USING COMBUSTIBLE MATERIALS, PAY ATTENTION TO ALL CLEARANCES BEFORE REMOVING THE DOOR. TURN OFF THE APPLIANCE AND WAIT UNTIL IT COOLS DOWN BEFORE HANDLING THE DOOR, AS IT IS HEAVY AND FRAGILE, HANDLE IT WITH CARE.

## 7.0 OPERATING INSTRUCTION

### Operating Fireplace

The power plug of the fireplace is plugged into the grounded socket and the fireplace is now ready for operation. Make sure the machine room power breaker is in the closed position.

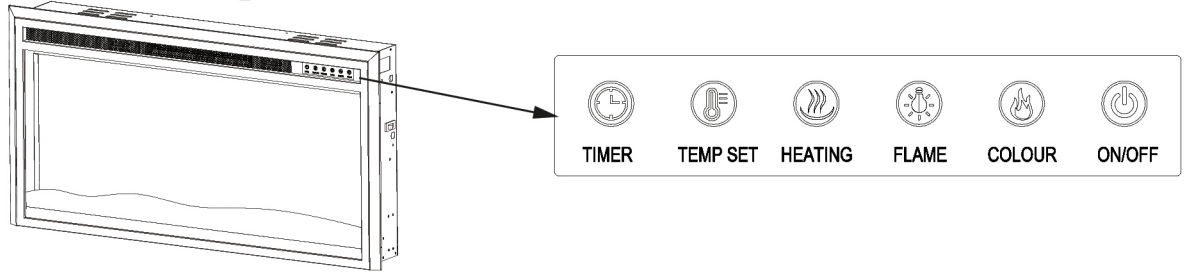
### Operation Method

The fireplace can be operated from the control panel in the upper right corner of the dry fireplace, or by a wireless remote. The operation and functions are the same for both methods. Some functions are set to be operated by the remote controller as the limitations of the machine structure,

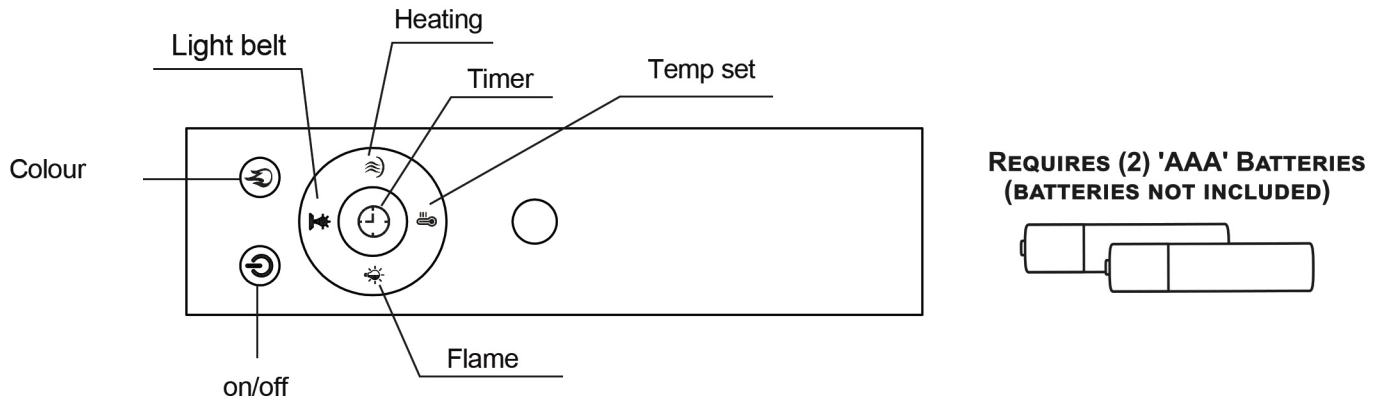
### Warnings

Plug the power cord into an AC110V/60HZ 15A grounded socket. Make sure the socket is in good condition and the plug is not loose. Do not exceed the maximum current of the circuit. Do not plug other appliances into the same circuit.

# Control panel



# Wireless remote controller



**WARNING:** Do not move or remove the mesh trim panel when the appliance is plugged in and operating. This will cause the remote control and touch panel to no longer function.

**NOTICE:** 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.

**NOTICE:** To improve operation, aim the remote control at the front of the fireplace. DO NOT press the buttons too quickly. Give the unit time to respond to each command.

## ◆ Remove the transparent insulation piece of the battery before use

### Operation of remote controller

\*This random remote controller uses two 7#AAA batteries (batteries are not available as random accessories, and users prepare for themselves).

\*Battery installation instructions are located on the battery compartment of the remote controller.

\*When using the remote controller, be sure to aim the remote controller emitter at the upper right front of the fireplace.

\*When the remote controller is in use, do not operate the keys too quickly and give each function command a corresponding amount of time to respond (usually 1-2 seconds).

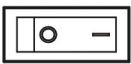






\*If the remote controller is not used for a long time, please make sure to remove the batteries and store it in a dry and non-corrosive place.

Note: Please do not put the batteries for remote controller into the fire. Failure to observe these precautions may result in an explosion. Waste batteries should be disposed of at the local disposal center for hazardous materials.

#### Temperature limit protection

The heater in the fireplace is equipped with a temperature limit controller. If the heater reaches an unsafe temperature, the heater will automatically turn off. The fireplace no longer starts the heating work. Do the following for reset:

1. Disconnect power to the fireplace by unplugging the power cord from the socket.
2. Place the ON/OFF switch on the control panel in the OFF position. Wait 5 minutes for the fireplace to cool down.
3. Check the fireplace to make sure the vents are not blocked with dust, lint or any foreign objects. If any, clean the vents with a vacuum cleaner.
4. When the ON/OFF switch is in the OFF position, plug the power cord into the socket again.
5. If the problem still exists, ask a professional to check the socket and wiring. If there is no problem using the wiring, please contact our technical after-sales service department.

| Button   | Function  | Action and Indication  |
|--|---|--|
| <br>MASTER SWITCH | ON (I) Enables all functions.<br>OFF (O) All functions on the control panel and remote control are disabled.  | 1. Press ON (I). Power turns on. All functions are enabled.<br>2. Press OFF (O). Power, flame effect, and all functions turn off.  |
| <br>POWER         | ON: Enables control panel and remote control function. Turns on the flame effect.<br>OFF: Enables control panel and remote control function. Turns off the flame effect.  | 1. Press once. Indicator light turns on. Power turns on. All functions are enabled.<br>2. Press again, power and all functions turn off. Unit goes to standby.   |
| <br>FLAME         | COLOR button: Changes the color flame effect.<br>12 color settings: C1, C2, C3.... C10,C11,C12  | 1. Press once to change the color flame effect.<br>2. Press again until desired setting is reached.  |
| <br>COLOR       | FLAME button: Makes flame effect brighter and dimmer<br>NOTE: Flame effect stays on until power button is turned off. Flame effect must be on for the heater to turn on.<br>5 brightness settings: L1, L2, L3, L4, L5 | 1. Press once to change flame color brightness.<br>2. Press again until desired setting is reached; L1 is dimmest, L5 is brightest.  |
| <br>HEATER      | HEATER button: Turns heater on and off.<br>NOTE: To prevent overheating, the heater fan will blow out cool air for 30 seconds after the heater turn off.<br>00, LL, HH will show on the display.                      | 1. Press button, LL (low heat) about 750W.<br>2. Press button, HH (high heat) about 1500W.<br>3. Press button, 00, heat function is off.   |
| <br>TEMPERATURE | TEMPERATURE button: Changes the temperature setting.<br>Setting ranges from 62°F to 82°F<br>62, 63, 64....82 will show on the display.  | Press button until desired setting is reached.<br>LED display shows selected setting.<br>Once the desired temperature is reached, the heater will stop heating the room. Heat will automatically turn back on when room temperature falls below the set temperature. |
| <br>TIMER       | TIMER button: Controls the timer settings to automatically turn the fireplace off.<br>Settings range from 1 hour to 8 hours.<br>0H, 1H, 2H....8H will show on the display.  | Press button until desired setting is reached.<br>LED display will show the setting.<br>When time reaches the selected setting, the unit will automatically turn off.<br>0H disables the timer function.   |

## 8.0 TROUBLE SHOOTING GUIDE

| PROBLEM  | SOLUTION   |  |
|--|--|--|
| The control panel functions do not work                      | <ol style="list-style-type: none"> <li>1. Make sure the Power Switch on the control panel is turned on before operation.</li> <li>2. Make sure the line is connected</li> <li>3. If the problem is still not solved, please contact us via Email.</li> </ol> |  |
| The appliance does not blow hot air when it turns on and off | This heater is equipped with a Temperature Limiting Control. Should the heater reach an unsafe temperature, the heater will automatically turn OFF   |  |
| Sudden power outage during the heating process               | <ol style="list-style-type: none"> <li>1. Don't cover the air outlet.</li> <li>2. Unplug the plug, wait for 10 minutes and try open it again.</li> <li>3. If the problem is still not solved, please contact us via Email.</li> </ol>                        |  |
| Sudden power outage during the heating process               | 1. Main Power supply switch is off   | Turn the main power supply switch to "ON" position.  |
|  | 2. Circuit breaker has tripped, when it turns on and off.  | Too many appliances on this circuit. Be sure that electrical supply for this unit is an individual circuit.                    |
|  | 3. Heater is unplugged from wall outlet.   | Make sure the power cord is plugged into a functioning and properly grounded 12.5 Amp 120V AC electrical outlet.               |
|  | 4. Power cord or power plug are damaged.   | Contact a qualified electrician to replace power cord.   |
|  | 5. Power outlet for power plug prong is loose.   | Check the power outlet and replace with a new one.   |
|  | 6. Loose wiring.   | Check all wiring for loose connections. Contact a qualified electrician.   |
| Heater is on, but no flame or low flame intensity            | 1. Flame Adjusting knob is at low setting.   | Turn the knob to maximum setting.  |
|  | 2. Loose wiring.   | Check all wiring for loose connections. Contact a qualified electrician.   |
| The remote control does not work.                            | 1. The battery is not properly installed.  | Make sure the battery is properly installed. Move the battery's transparent insulating piece away before using.                |
|  | 2. Not pointing to the right position.   | Aim the remote control at the receiver.  |
|  | 3. Have an obstacle in front of the machine.   | Remove objects that may be in the way. Items between the remote control and the remote control receiver will block the signal. |
|  | 4. Press the remote control buttons too quickly.   | Don't press the remote control buttons too quickly. Give the unit time to respond to your commands.                            |

|   |   |
|---|---|
| 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 initial heating of the internal parts and will not occur again.   |
| Restart the device  | <ol style="list-style-type: none"> <li>1. Turn the Master Switch OFF (O).</li> <li>2. Unplug the power cord from the outlet.</li> <li>3. Wait for at least 15 seconds to 1 minute before plugging the unit back in.</li> <li>4. Turn the Master Switch ON (I) and press the power button to restart the unit.</li> <li>5. If the unit does not power on, allow the unit to thoroughly cool down and 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.</li> <li>6. If the problem continues, have your outlet and wiring inspected by a professional.</li> </ol> |
| <p><b>NOTE: For the most of functional problems, you can unplug the plug, wait for 10 minutes and plug it again, the machine will reset to the initial status (product originals).</b></p> <p><b>If the problem is still not solved, feel free to contact us via <a href="mailto:fireplace-service@hotmail.com">fireplace-service@hotmail.com</a></b></p> |   |

## 9.0 MAINTENANE



Disconnect power and allow heater to cool before attempting any maintenance or cleaning to reduce the risk of fire, electric shock or damage 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.

The partially reflective glass is cleaned in the factory during the assembly operation. During shipment, installation, handling, ect., 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. They partially reflective glass should be completely dried with a lint-free cloth to prevent water spots. To prevent scratching, do not use abrasive cleaners.

## 10.0 LIMITED WARRANTY

Within one year from the date of purchase, we will replace any missing or defective parts at no cost. If a malfunction occurs that cannot be repaired and is not due to human error, the product will be replaced free of charge.

**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.**

Before using, read and understand all assembly and operation instructions, as well as all safety information and warnings.

The following will void any damage claims: any tampering, modifications, or alterations to the fireplace insert in any way; damage resulting from improper assembly, improper care, misuse, or abuse; damage caused by using the incorrect power supply; water damage; damage resulting from outdoor use; damage due to prolonged use; damage from use in commercial applications; damage from using the insert as a primary heat source; and any other misuse or abuse not specifically listed here.

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