



**Wall Hanging Mode**



**Freestanding Mode**

**AC 120V / 60Hz 1500W**

**⚠ 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**.

# IMPORTANT SAFETY INFORMATION!

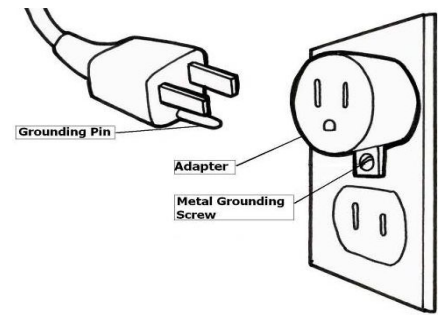
## WARNING

- **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.
- **Connect to properly grounded outlets ONLY.**
- **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.
- **NEVER** hang this unit on a wall **directly below an electrical outlet**.
- **NEVER** permanently install in a **recessed area of the wall**. This may result in **blocked air flow, overheating, or fire**.
- **ALWAYS** mount to wall bracket before use. **When** setting on the floor, or other surface, you need to install the metal stand brackets to use.
- **NEVER** use a wall mount bracket from another manufacturer.

# **WARNING**

- **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.
- Place the heater near a wall outlet so an extension cord is not needed. If an extension cord is needed, the **gauge** of the cord **must be at least 14AWG**, and the **rating must be at least 1875 Watts**. **NEVER** use a **smaller gauge** cord with a **lower rating**. Doing so may result in **fire** or **electric shock**.
- **ONLY** use this heater on a **120V AC 15-Amp grounded 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!**
  - i) **MAKE SURE** the plug fits tight 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 **check frequently** to see if the **plug outlet or face plate** is **HOT!**
  - iv) If the outlet or face plate 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 three prongs: 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.]
- **SAVE THESE INSTRUCTIONS!**



## Preparation




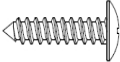

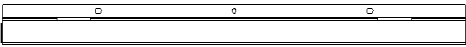




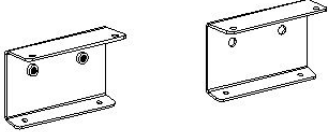


This product includes a **GLASS panel!** Always use **extreme caution** when handling **glass**. Failure to do so could result in **personal injury** or **property damage**.

Remove all parts and hardware from the carton and place them on a clean, soft, dry surface. Parts and assembly steps are grouped for free-standing or wall-hanging use. Check the parts list to make sure nothing is missing. Dispose of packaging materials properly. Please recycle whenever possible.

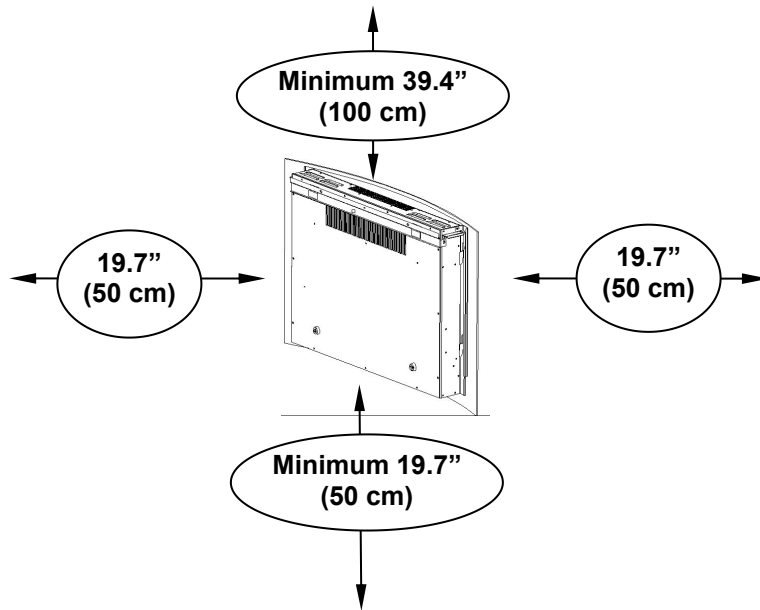
**You will need the following tools (not included):** Phillips screwdriver; stud finder; level; tape measure; electric drill;  $\varnothing 1$  wood drill bit, hammer.

## Parts and Hardware

 <p><b>A – Fireplace ( 1 )</b></p>		
	<p><b>B – Wood Screws ( 3 )</b></p> <p>À</p>	<p><b>C – Drywall anchors ( 3 )</b></p>
		
<p><b>D – ST5 x10 Metal Screws (18)</b></p>	<p><b>RC – Remote Control</b></p>	
		
<p><b>E - Wall Bracket (1)</b></p>	<p><b>F-Pebbles (1)</b></p>	<p><b>G – Stand Bracket ( 2 )</b></p>
		
<p><b>H – Plastic Shelf (1)</b></p>	<p><b>I – M6x15 screws for Stand bracket (4)</b></p>	<p><b>J1 (2) / J2 (2)- Metal parts for stand</b></p>

# Installation and Assembly

## Rear View of Fireplace



### Step 1. Find a safe location.

Minimum clearance on each side:  
19.7" (50 cm).

Minimum clearance below:  
19.7" (50 cm).

Minimum clearance above:  
39.4" (100 cm).

Minimum clearance from the front  
and sides: 19.7" (50 cm).

Choose a location near an outlet so  
an extension cord is not required.

**DO NOT** position the unit **directly**  
**below** a power outlet.

See **Safety Information** on pages  
**2 and 3** for warnings about **safe**  
**placement, safe installation,** and  
**proper use** of this product.



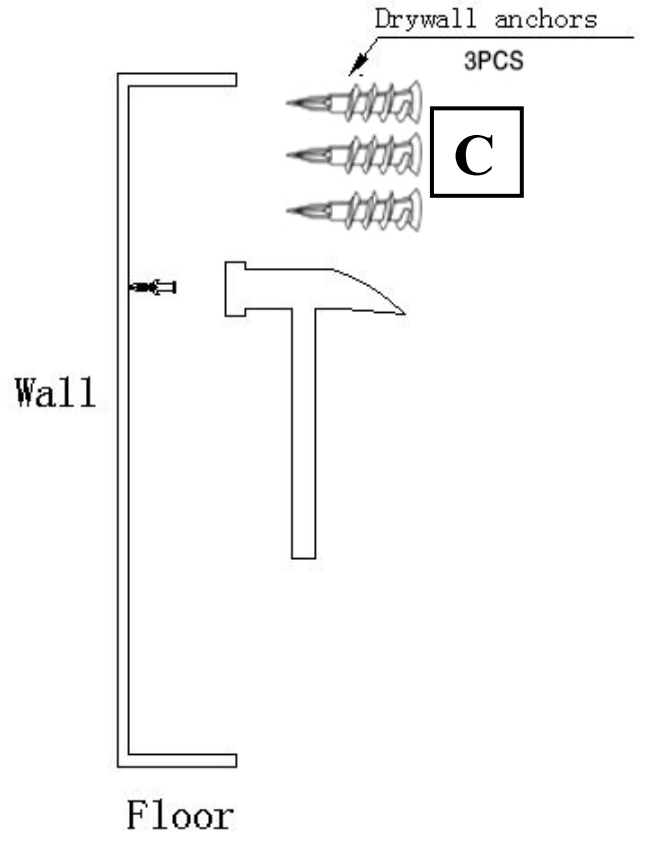
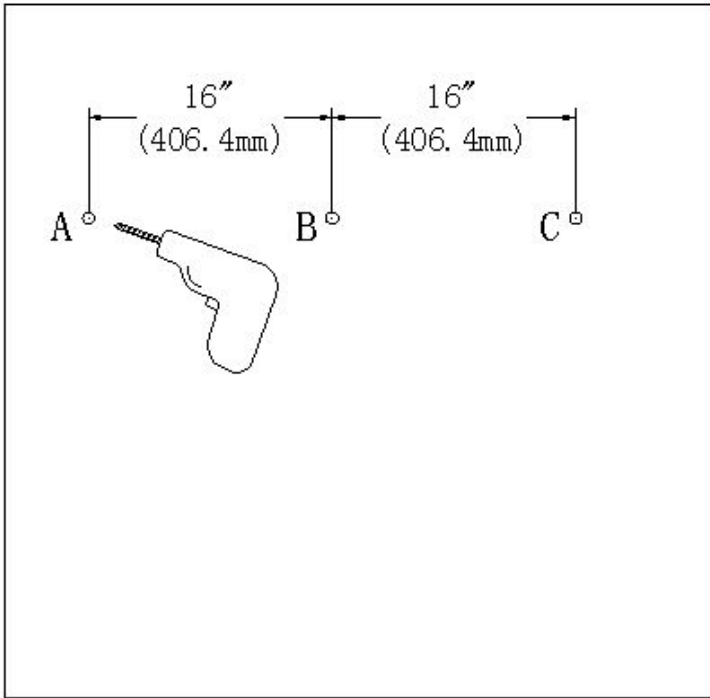
**ALWAYS unplug** this fireplace heater **before assembly** or **cleaning**, or **before relocating**. Failure to do so could result in **electric shock, fire, or personal injury**.



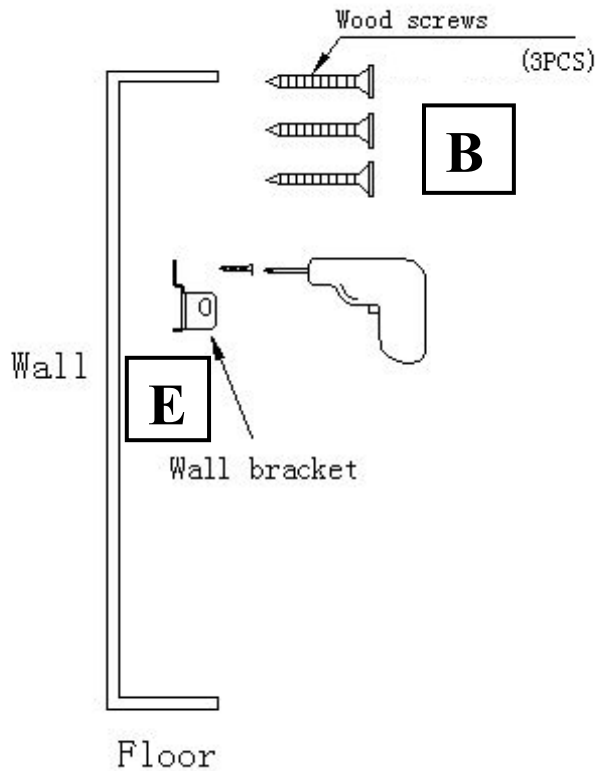
**AVOID INJURY and DAMAGE!** Three screws should be screwed **directly into wall studs**. If only two studs are available, **two screws must be screwed directly into the wall studs**, and additional screws must also be **screwed into the drywall anchors**.

**STEP1** ) Select a location that is not prone to moisture and is located at least 36" away from combustible materials such as curtain drapes, furniture, bedding, paper, etc. then use a  $\varnothing 7$  drill bit to drill the three holes A,B,C and use the Hammer to thread the Drywall anchors (C) into the hole till it keep flat with the wall.

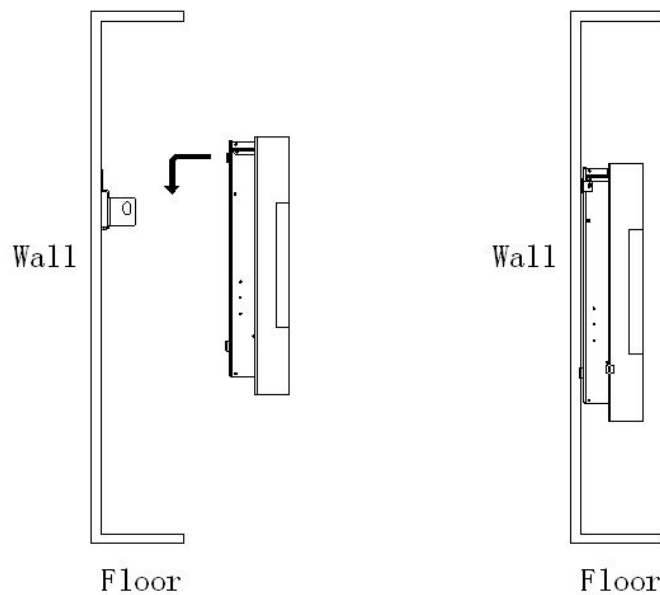
Wall



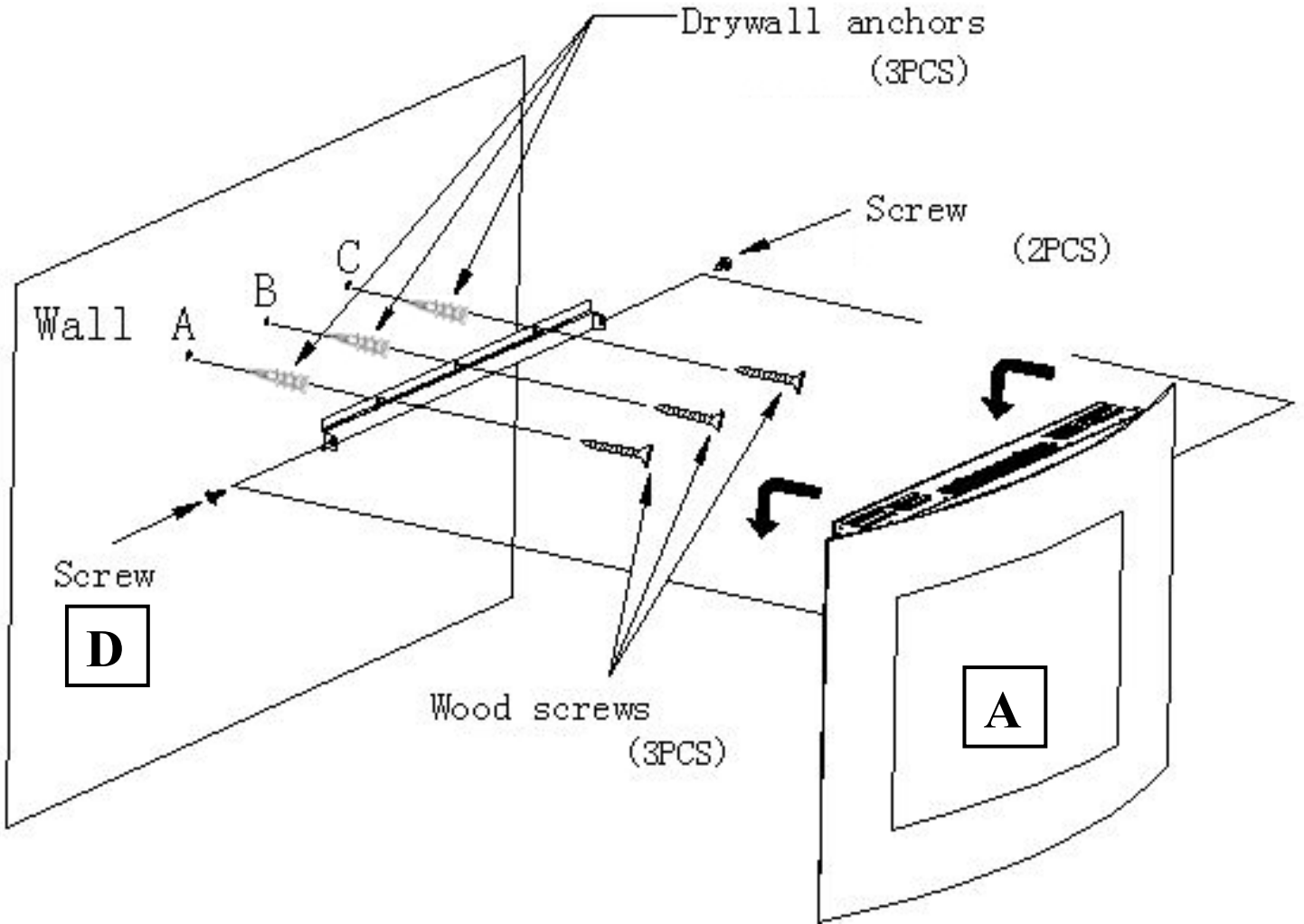
**STEP2 )** Using the three wood screws (**B**) to fix the wall bracket , with wood screws thread the wall bracket and to lock with the drywall anchors, please tighten all wood screws.



**STEP 3)** Have two people lift the fireplace machine up and insert the hooks ( 2 hooks on back of fireplace box) to the wall bracket slot.



**STEP 4)** With the fireplace installed safely, then using screws driver to lock the bracket and fireplace with two ST5x10 (**D**) screws in both sides. Check the appliance for stability ensuring that the appliance will not pull free from the wall.



# IMPORTANT GLASS PANEL SAFETY INFORMATION!



## WARNING

- **Under no circumstances** should this product be **operated with broken or chipped** glass panels.
- **Do not strike, slam** or use **blunt force** on any part of the glass.
- **Do not use abrasive** cleansers to clean the glass.
- This product uses **tempered glass**. **Replacement** of the glass supplied by the manufacturer should be done by a **qualified professional**.



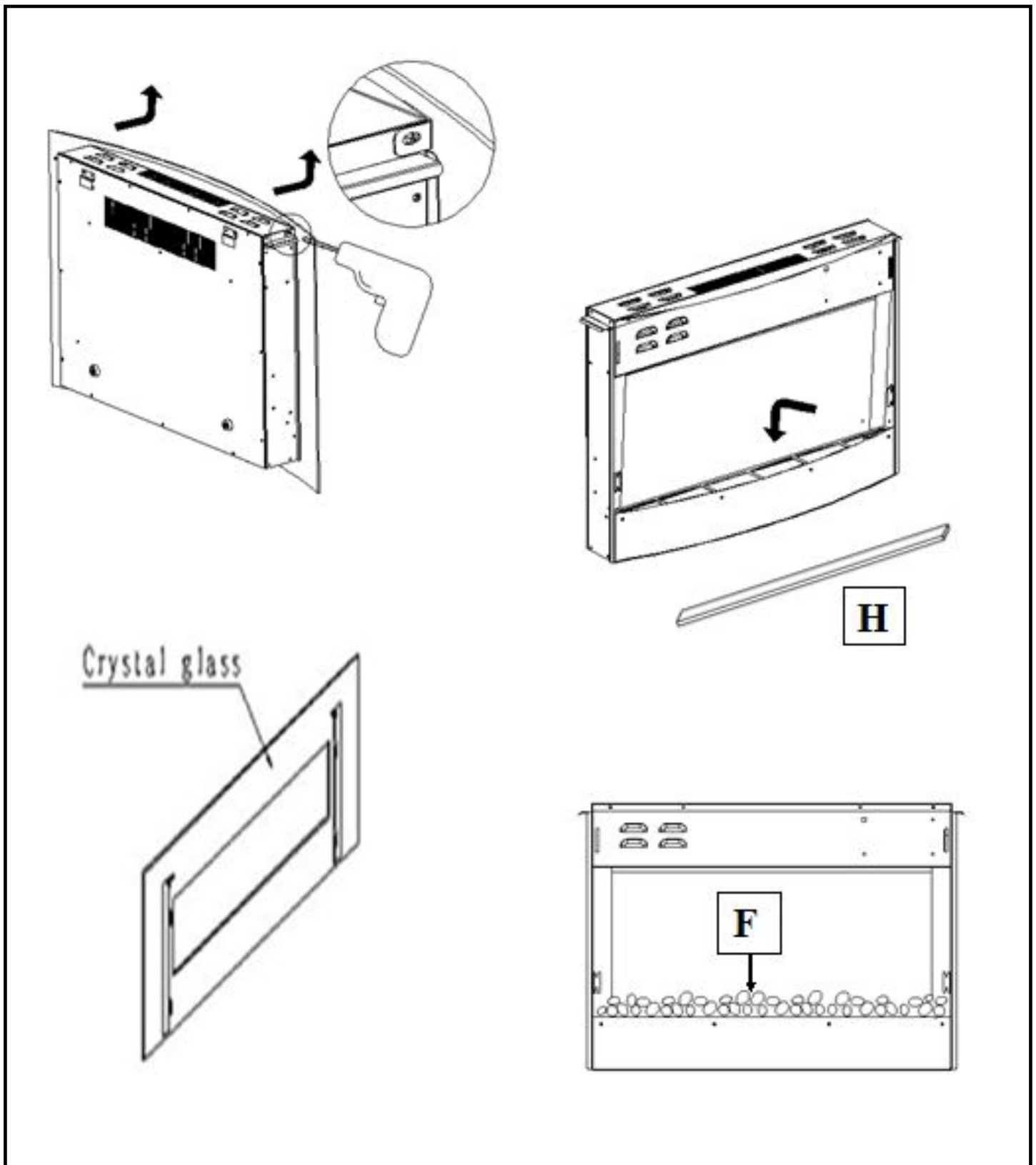
This next step involves **GLASS! ALWAYS** use **extreme caution** when handling glass. Failure to do so could result in **personal injury** or **property damage**.

## Crystal and Pebble Medias Replacement



**ALWAYS** keep the decorative crystals **OUT OF REACH OF CHILDREN!** Leave no pieces where children can find them. Failure to do so could cause a choking hazard.

# Installation for Pebbles



NOTE: To install decorative pebbles, follow these steps. Have a capable adult help you.

**STEP 5A.** While one person holds the glass panel, remove the two screws at the top edge of the fireplace with a Phillips (+) screwdriver.

**STEP 5B.** Together, carefully remove the front glass panel and set it aside on a clean soft surface.

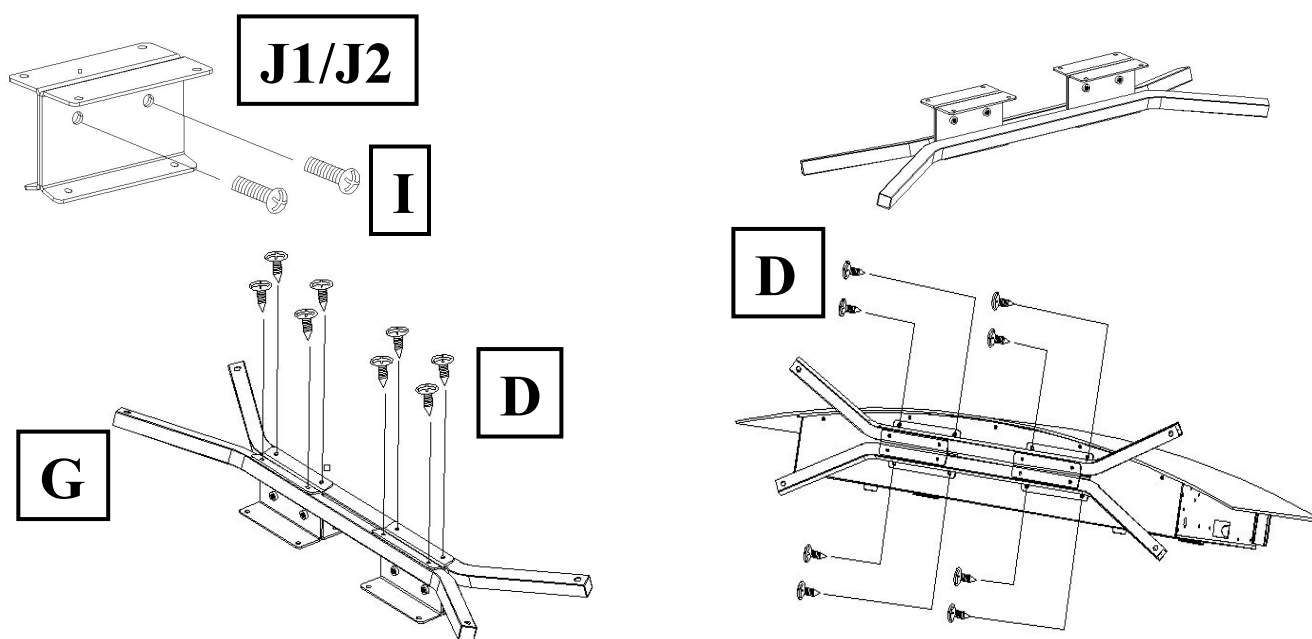
**STEP 5C.** Set the plastic shelf (H) onto the ledge in the opening at the front of the fireplace.

**STEP 5D.** Arrange the decorative pebbles (F) on the plastic shelf in the desired position.

**STEP 5E.** Set the front glass panel back onto the firebox.

**STEP 5F.** Align the tabs of the glass panel with the holes on the top edge of the fireplace. Thread the screws back into the holes and tighten them both with a Phillips screwdriver.

## Installation for Metal Stand



**STEP 6A.** Fix the J1 and J2 metal parts with screws (I), in total two sets. Using screws (D) to fix the two stand brackets (G) to the J1/J2. 8 pcs screws (D) will be used.

**STEP 6B.** Put the fireplace on a soft surface flatly, see the drawing above, locate the bracket to the bottom mounting holes, fix the baseboard with 8 pcs **ST5x10** screws (D)

Tighten each screw securely with a Phillips screwdriver.

## Operation



**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.**

## Power

Plug the power cord into a 110~120 Volt 15 Amp grounded outlet (see **IMPORTANT SAFETY INFORMATION** on

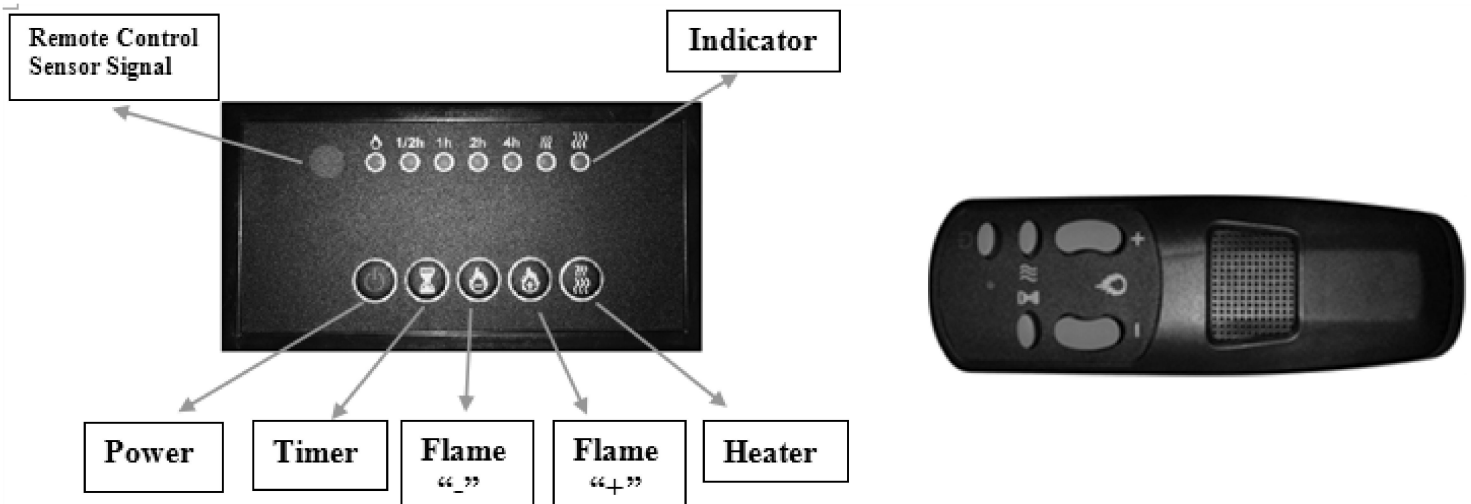
Pages 2 and 3). Make sure the outlet is in good condition and that the plug is not loose. **NEVER** exceed the maximum amperage for the circuit. **DO NOT** plug other appliances into the same circuit.

## Methods of Operation

This electric fireplace can be operated by the CONTROL PANEL, located on the right side panel of the fireplace (see figure below), or by the battery-powered REMOTE CONTROL.




The operation and functions of the two methods are the same.



Before operating, please review the **IMPORTANT SAFETY INFORMATION** on Pages 2 and 3, and heed all warnings.



## Control Panel / Remote Control Operation

(Control panel POWER switch must be ON to use remote control.)

BUTTON	FUNCTION	ACTION & INDICATION
 <b>POWER</b>	<b>ON:</b> Enables control panel functions and remote control. Turns on flame effect. <b>OFF:</b> Disables control panel functions and remote control. Turns off flame effect.	1. <b>Press once.</b> Indicator light turns on. Power turns on. All functions enabled. 2. <b>Press again.</b> Flame effect turns off. Power and all functions turn off.
 <b>TIMER</b>	<b>TIMER button:</b> Controls timer settings to turn off fireplace at selected time. Settings range from 0.5 hours to 7.5 hours.	1. <b>Press once.</b> Indicator light turns on. Timer is set to 0.5 hours. 2. <b>Press again until desired setting is reached.</b> Indicator lights show setting.
 <b>FLAME -</b>	<b>FLAME “-”:</b> Makes flame effect dimmer. <b>NOTE:</b> Flame effect stays on until power button is turned off. Flame effect must be on for heater to turn on.	1. <b>Press once.</b> Flame effect gets dimmer. 2. <b>Press again until desired setting is reached.</b> Flame effect continues to get dimmer each time button is pressed.

 <b>FLAME +</b>	<b>FLAME “+”:</b> Makes flame effect brighter. <b>NOTE:</b> Flame effect stays on until power button is turned off. Flame effect must be on for heater to turn on.	1. <b>Press once.</b> Flame effect gets brighter. 2. <b>Press again until desired setting is reached.</b> Flame effect continues to get brighter each time button is pressed.
 <b>HEATER</b>	<b>HEATER button:</b> Turns heater on and off. <b>NOTE:</b> The heater only works when the flame effect is on. If the flame effect is off, the heater will not turn on. <b>NOTE:</b> To prevent overheating, the heater blows cool air for 10 seconds before the heater turns on, and after it turns off.	1. <b>Press once.</b> Indicator lights up. Fan blows cool air for 10 seconds. Low heater turns on and blows warm air. 2. <b>Press again.</b> Indicator lights up. High heater turns on and blows hot air. 3. <b>Press again.</b> Heaters turn off. The fan blows cool air, then turns off.

**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.


## Temperature Limiting Control

This heater is equipped with a Temperature Limiting Control. Should the heater reach an unsafe temperature, the heater will automatically turn OFF. To reset:

1. Unplug the power cord from the outlet.
2. Turn the ON/OFF switch on the CONTROL PANEL to OFF. **Wait 5 minutes.**
3. 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.
4. With the POWER switch in the OFF position, plug the power cord back into the outlet.
5. If the problem continues, have your outlet and wiring inspected by a professional.

## Remote Control Battery Information

- This remote control uses **two AAA batteries (Not included)**.
- Instructions for battery installation are on the Remote Control battery compartment.

 **NEVER** dispose of batteries in **fire**. Failure to observe this precaution **may result in an explosion**. Dispose of batteries at your local hazardous material processing center.

# Care and Maintenance

## Cleaning



**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**.



**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 sprayed onto the cloth or towel. Dry thoroughly with a paper towel or lint-free cloth.
- **NEVER** use abrasive cleansers, liquid sprays, or any cleaner that could scratch the surface.

#### **Vents:**

- Use a vacuum or duster to remove dust and dirt from the heater and vent areas.

#### **Plastic:**

- Wipe gently with a slightly damp cloth and a mild solution of dish soap and warm water.
- **NEVER** use abrasive cleansers, liquid sprays, or any cleaner that could scratch the surface.

## **Maintenance**



**Risk of electric shock! DO NOT OPEN any panels ! 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.



**WARNING! NO SERVICING** of the internal or electrical parts should be performed by the consumer. Do not service the unit yourself.

# Troubleshooting

## WARNING

DISCONNECT THE APPLIANCE COMPLETELY AND LET COOL PRIOR TO ANY SERVICE. ONLY A QUALIFIED SERVICE PERSON SHOULD SERVICE AND REPAIR THIS ELECTRIC APPLIANCE.

<b>Problem</b>	<b>Possible Cause</b>	<b>Solution</b>
1. Fireplace turns off and will not turn on.	1. Fireplace has overheated and safety device has caused thermal switch to disconnect or home circuit breaker has opened.	1. Reset switch by turning main power switch off and waiting 10 minutes then turning it back on. 2. Reset circuit breaker.
2. Flame is not moving.	1. Loose wiring. 2. Flame motor defective.  3. Flame rod out of place	1. Inspect wiring for loose connections. 2. Call a qualified service technician to replace flame motor. 3. "Flame Rod" out of place due to rough transit/handling of the product. This issue can be corrected as simple as removing the glass, flipping the fireplace upside down, removing a set of screws that are holding the bottom frame plate and placing the flame rod back into place.
3. Flame is not visible.	1. Wiring is loose.	1. Disconnect from power source and inspect wiring for loose connections and repair or replace as necessary. 2. Push the flame button to high position.
4. Log set is not glowing.	1. Wiring is loose. 2. Ember is in off mode	1. Disconnect from power source and inspect wiring for loose connections and repair or replace if necessary. 2. Push the ember button to high position.
5. Remote control does not work.	1. Low batteries.  2. Not aiming control correctly.  3. Defective remote control and /or sensor.	1. Replace batteries in remote control. 2. Aim control at sensor located directly behind glass screen in center of unit just above logs. 3. Replace remote control and/or sensor.
6. Fireplace will not turn on when switch is flipped to ON.	1. Fireplace is not plugged in to an electrical outlet. 2. Control failure. 3. Breaker tripped.	1. Check plug. 2. Call a qualified service technician. 3. Reset breaker.

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7. Heater does not provide heat when turned on.

1. Thermal switch has been tripped.

2. Wiring is loose.

3. Heater is defective.

1. Turn unit off and unplug unit for 10 minutes. Plug back in and turn unit on. If plug cannot be reached, follow directions for tripped circuit breaker.

2. Disconnect from power source and inspect wiring for loose connections and repair or replace if necessary.

3. Replace heater.

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**CAUTION:**To remove the glass, you will notice two screws on top sides (right and left) of the fireplace. Once the screws are removed, slide the glass up and away from the fireplace. Once the bottom frame plate is removed, you will notice one flame motor on right side where the rod should be in place with the rubber plugs.

Please remember to always have the unit disconnected prior to any work, always lay glass as well as the unit on a towel or other material not to damage parts/frame.

This entire process should not take longer than 20-30 minutes.

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