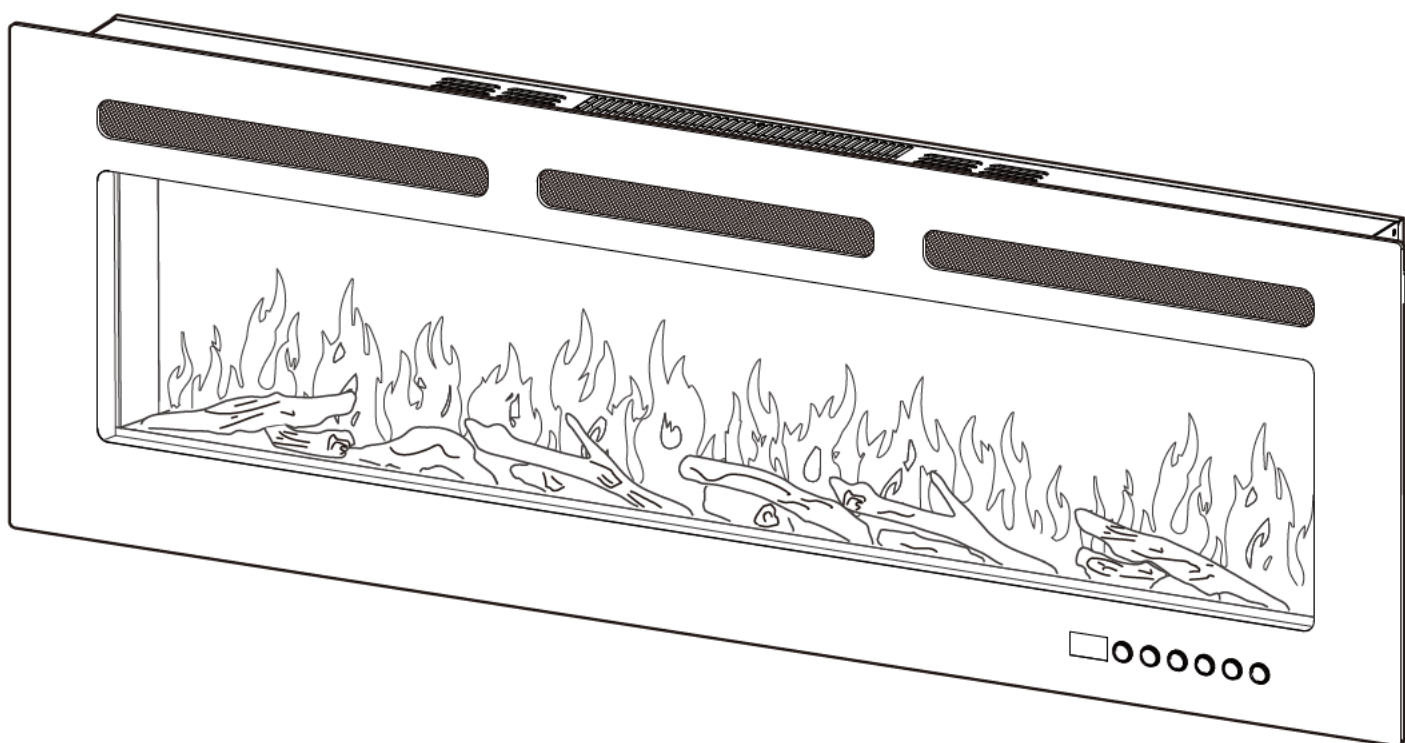


INSTRUCTION MANUAL



Electric Fireplace

CONTENTS

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SAFETY INFORMATION

Please read all instructions before attempting to assemble or use this product.

- **THIS APPLIANCE IS HOT DURING OPERATION AND WILL CAUSE SEVERE BURNS IF TOUCHED.**
- Do not operate appliance before reading and understanding operating instructions. Failure to operate appliance according to operating instructions could cause fire or injury.
- Keep combustible materials, such as furniture, pillows, bedding, papers, clothes and curtains at least 3 feet (0.9m) 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.
- Risk of burns. Power should be turned off and the appliance allowed to cool before service. To disconnect power, turn controls to off, then remove plug from outlet.
- Do not install damaged, incomplete or substitute components.
- Young children should be carefully supervised when in the same room as the appliance. Toddlers and young children may be in danger of accidental burns if left unsupervised near the appliance.
- To prevent choking hazards, small parts should be kept away from children and infants.
- Remote control contains small batteries. Keep away from children. If swallowed, seek medical attention immediately.
- Do not install batteries backwards, attempt to charge, expose to fire, or mix with used or other battery types. If handled improperly, batteries may explode or leak and cause injury.
- Control compartments, circulating blower, and all passageways must be kept clean at all times. The appliance should be inspected before use and at least annually by a qualified service technician.
- Under no circumstances should this appliance be modified.
- 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 in contact with water.
- Do not operate the appliance with the glass door removed, cracked, or broken. Glass replacement should only be performed by a licensed or qualified service technician.
- Keep all packaging materials out of reach of children and dispose in a safe manner. As with all plastic bags, these are not toys and should be kept away from children and infants.
- Servicing should only be performed while the appliance is disconnected from the power supply circuit.
- Always unplug appliance when not in use for long periods of time.
- Do not operate this appliance with a damaged cord or plug, after the appliance malfunctions, or has been dropped or damaged in any manner. Return appliance to authorized service facility for examination, electrical or mechanical adjustment, or repair.
- Do not use appliance outdoors.
- Never place appliance where it may fall into a bathtub or other water container.

- Do not run cord under carpeting. Do not cover cord with throw rugs, runners, etc. Only route cord away from traffic areas where it does not pose a tripping hazard.
- Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock, fire or damage the appliance.
- To prevent a possible fire, do not block air intakes or exhaust in any manner.
- Always plug appliances directly into a wall outlet/receptacle. Never use an extension cord or relocatable power tap (outlet/power strip).

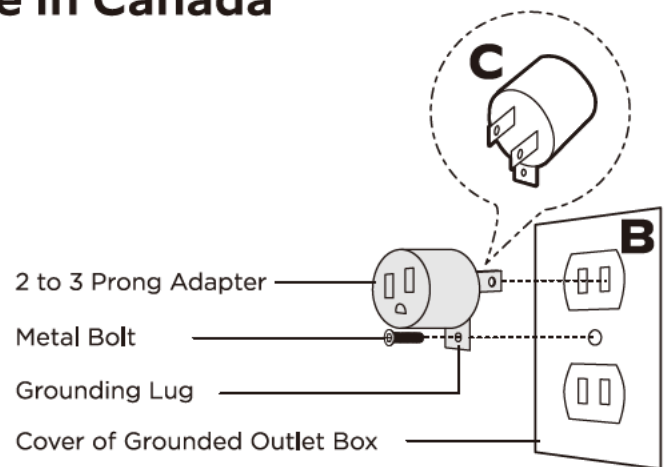
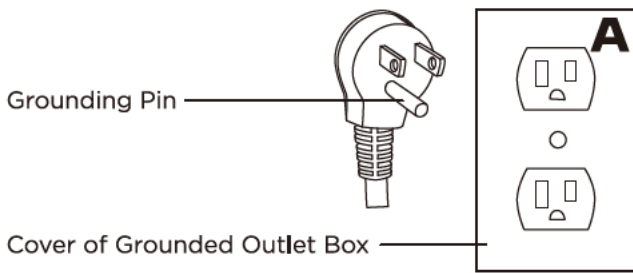


PLUG INSTRUCTIONS

This fireplace is for use with 120 volts only. The cord has a plug that fits into a three-slot grounded outlet (Figure A). If you only have a two-slot outlet (Figure B), an adapter as shown (Figure C) is required for connecting three-pin grounding type plugs to two-slot receptacles. The green grounding lug extending from the adapter must be connected to a permanent grounded device such as a properly grounded outlet box.

If the product malfunctions, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. The adapter should not be used if a three-slot grounded receptacle is available.

NOTE: Adapters are NOT for use in Canada



ELECTRICAL CONNECTION

A 15-Amp, 120-Volt, 60Hz circuit with a properly grounded outlet is required. Only use this outlet for this appliance. Having other appliances on the same circuit may cause the circuit breaker to trip or the fuse to blow when the fireplace is in operation.

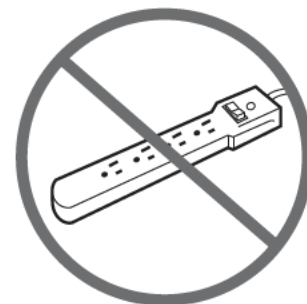
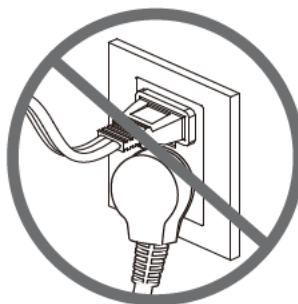
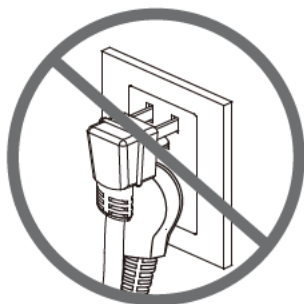
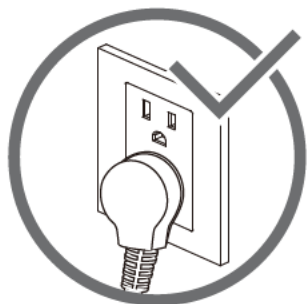
Electrical outlet wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electrical shock and personal injury.

Do not use this appliance if any part of it has been under water. Immediately contact a qualified service technician to inspect the appliance and replace any part of the electrical system which has been under water.



For your safety, please insert the plug correctly. If the plug still does not fit, contact a qualified electrician.

Always plug the fireplace directly into a wall outlet. An extension cord or relocatable power tap (outlet/strip) should never be allowed.



COLD CLIMATE INSTALLATION RECOMMENDATION:

When installing this unit on an exterior wall, the wall must be insulated to conform to applicable insulation codes. Installation on non-insulated outer walls is not permitted.

CLEANING TRIM

Clean the metal trim using a soft cloth, slightly dampened with citrus oil based product and buff with a clean soft cloth.

DO NOT use brass polish or household cleaners as these products will damage the metal trim.

Citrus oil based products can be obtained at supermarkets or hardware stores.

MAINTENANCE

The motors used on the fan and the flame generator assembly are pre-lubricated for extended bearing life and require no further lubrication. However, periodic cleaning/vacuuming of the fan/ heater unit is recommended. Make sure the unit is OFF and unplugged whenever you are cleaning the heater or fireplace.

WARNING: Make sure the power is turned off before proceeding. Any electrical repairs or rewiring of this unit should be performed by a licensed electrician in accordance with national and local codes. If repairing or replacing any electrical component or wiring, the original wire routing, color coding and securing locations must be followed.

WARNING: Electric outlet wiring must comply with local building codes and other applicable regulations to reduce risk of fire, electric shock and injury.

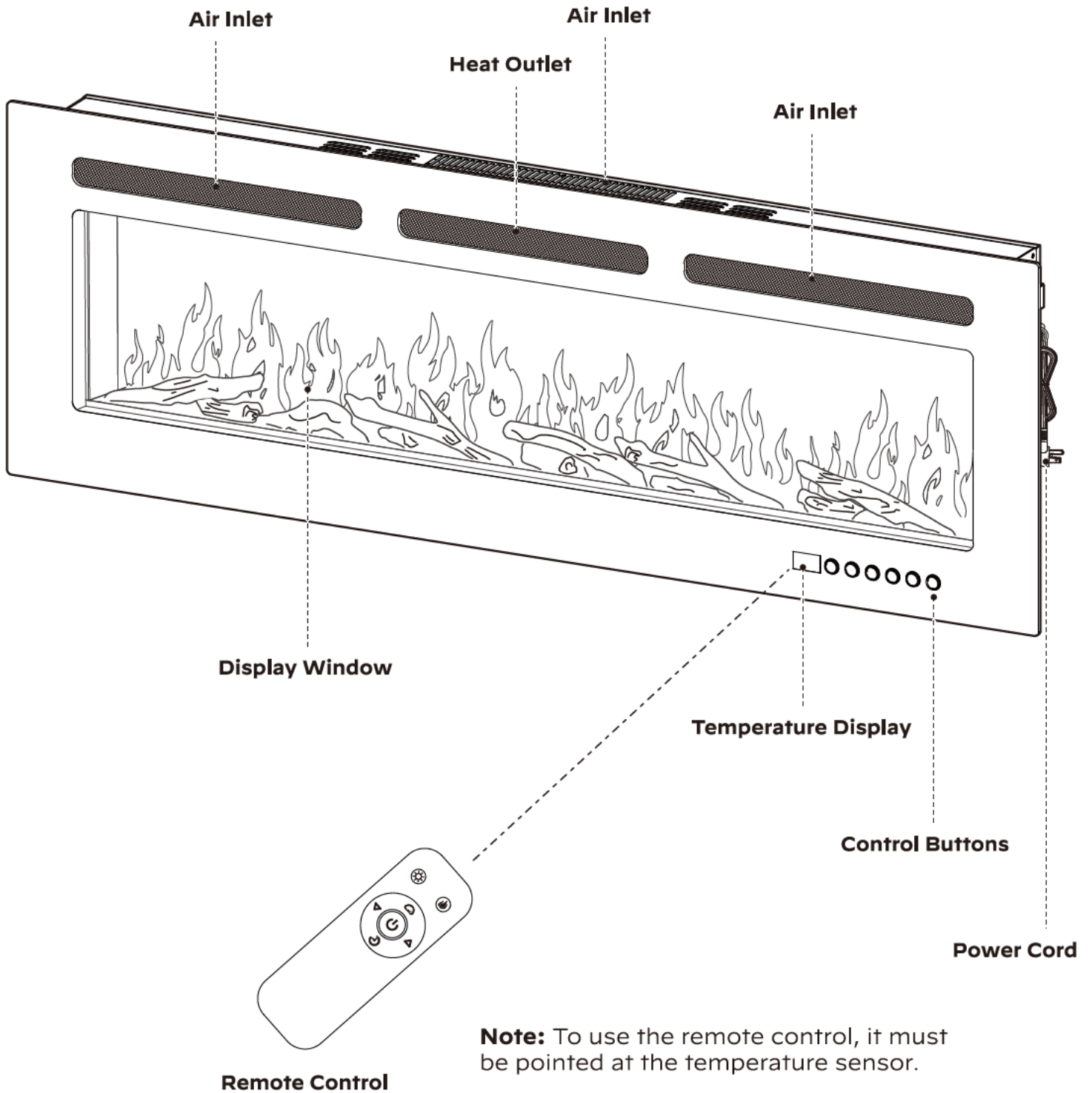
WARNING: Do not use this fireplace if any part of it has been under water.

Immediately call a qualified service technician to inspect the fireplace and replace any part of the electrical system that has been affected.

WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electrical shock or personal injury.

WARNING: During any service of this appliance, the power to the unit must be turned off. Always remember to remove the electrical plug from the wall outlet.

INDICATOR DIAGRAM

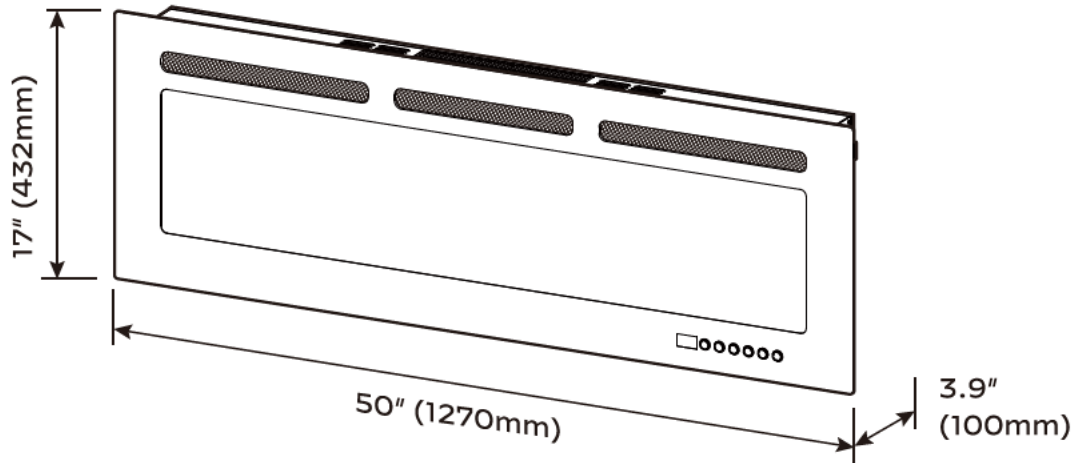


Note: When unpacking, please note that the two sections of protective foam contain the installation accessories.

BEFORE INSTALLATION

1

Verify Size



2

Check Max. Weight

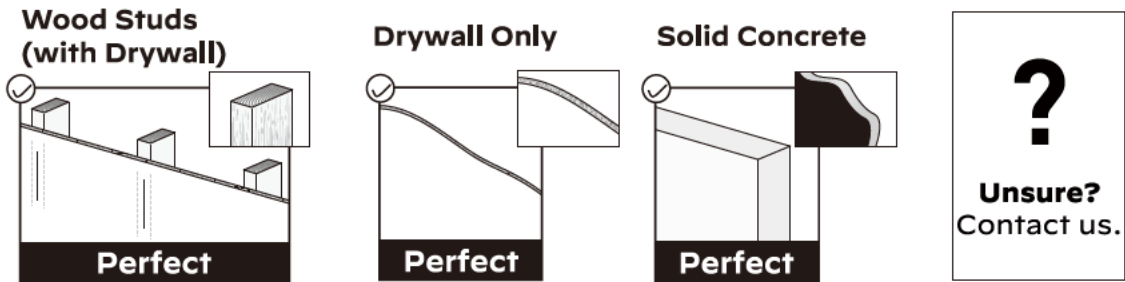


! WARNING

The wall must be capable of supporting four times the weight of the fireplace.

3

Verify Wall Type



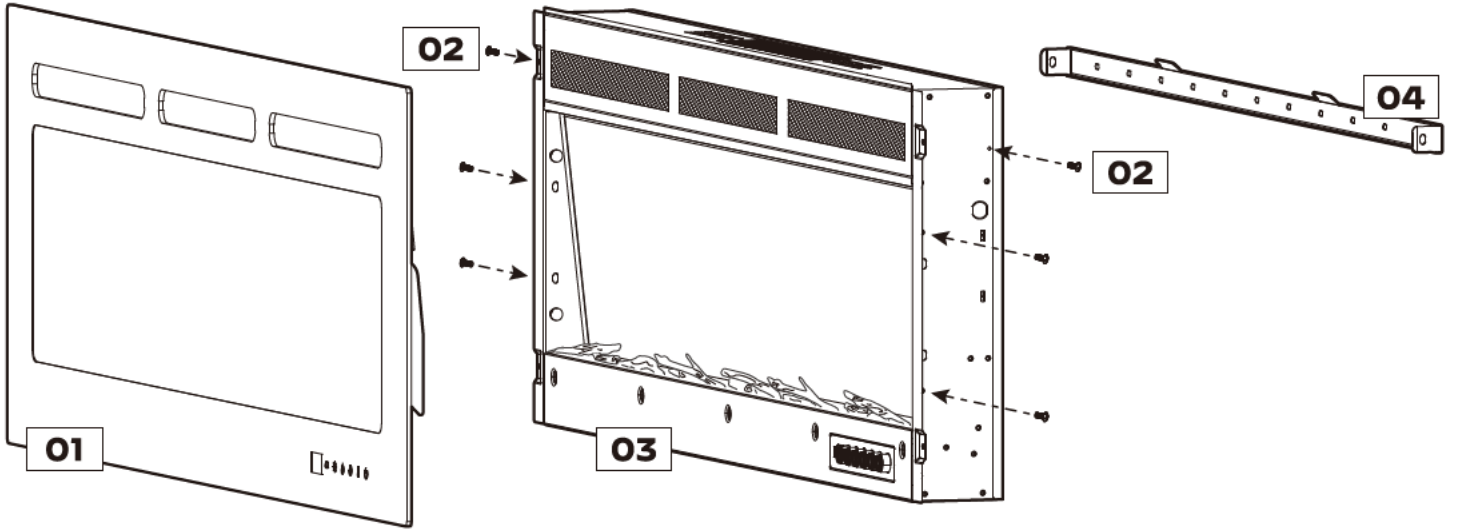
4



Tools Needed (not included)

For Wood Stud Walls	For Drywall	For Solid Concrete
 Stud Finder Awl 5/64" (2mm) Wood Drill Bit	 5/16" (8mm) Drywall Drill Bit	 3/8" (10mm) Concrete Drill Bit

INCLUDED PARTS



Front Glass
(Pre-attached)

01 x 1

Bolt
(Pre-attached)

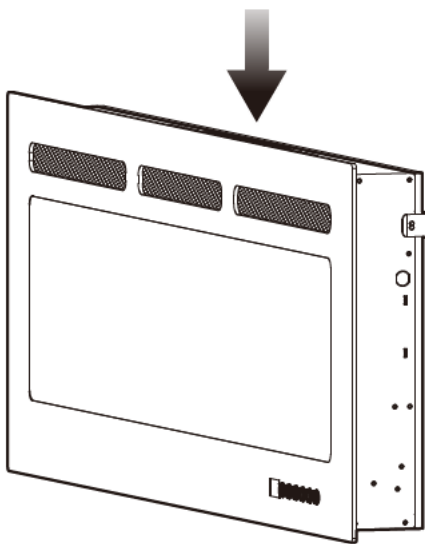
02 x 6

Electric Fireplace Frame

03 x 1

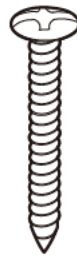
Mounting Bracket
(Pre-attached)

04 x 1



Electric Fireplace

A x 1



ST 5/32 x 1 3/16"
Lag Screw

B x 9

CAUTION!

DO NOT use these wall anchors on wood wall or solid concrete.



Drywall Anchor

C x 5

CAUTION!

DO NOT use these wall anchors on wood wall or drywall.



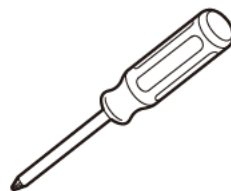
Concrete Wall
Anchor

D x 9



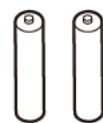
Remote Control

E x 1



Phillips Screwdriver

G x 1



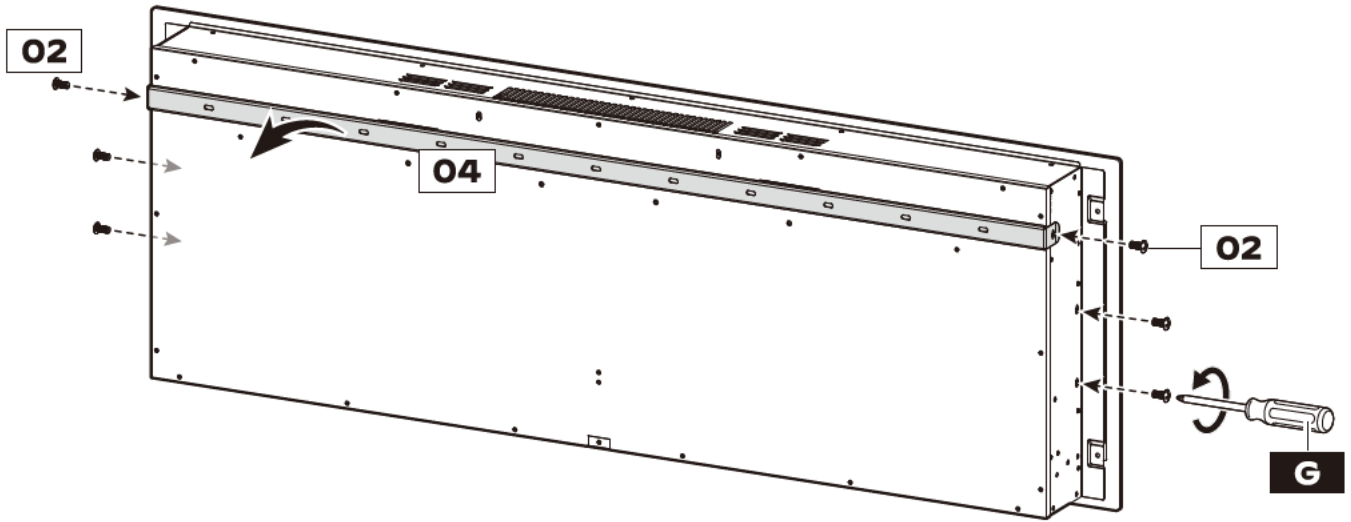
AAA Battery

H x 2

ASSEMBLY

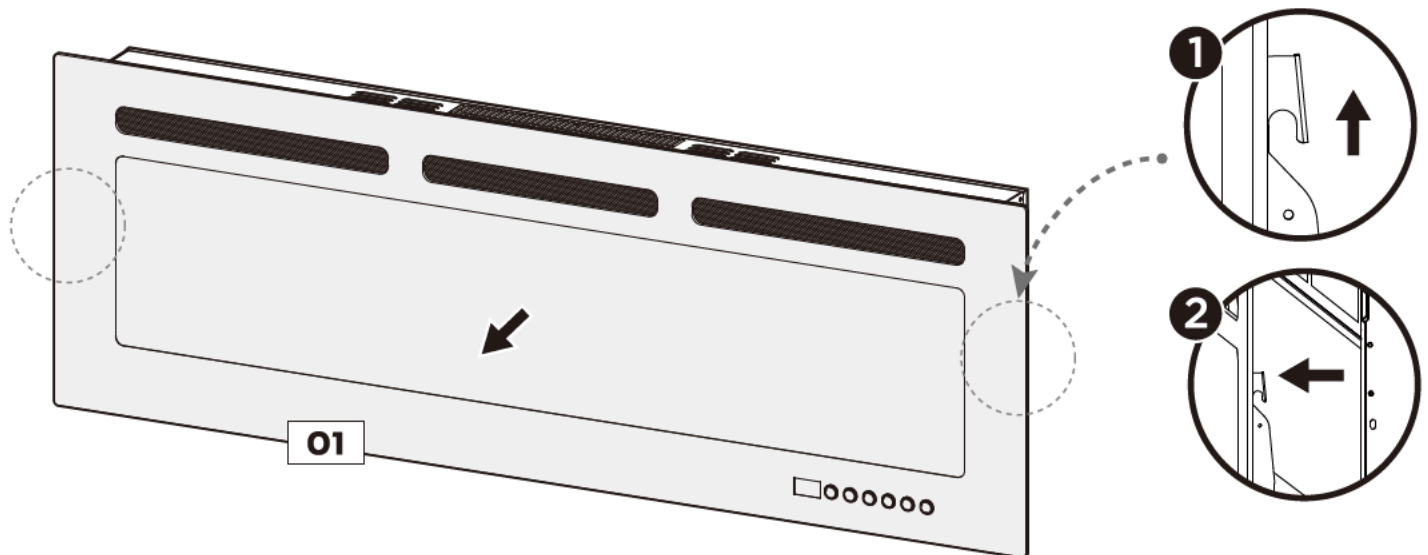
Step 1-1

Remove bolts [02] on both sides to disassemble the mounting bracket [04], then save them for later use.



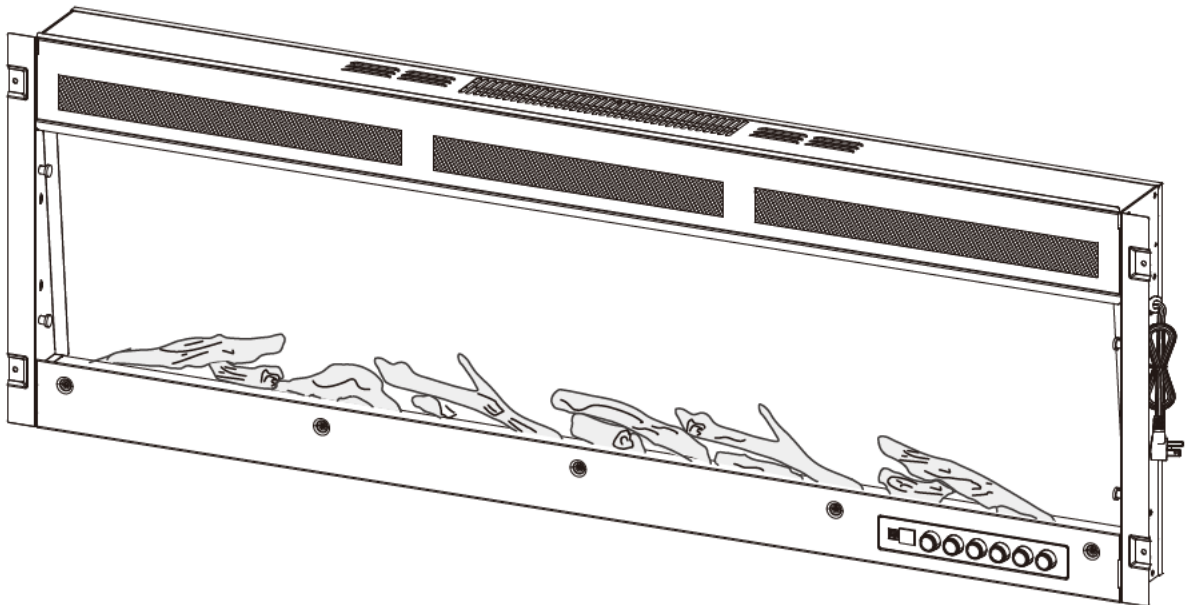
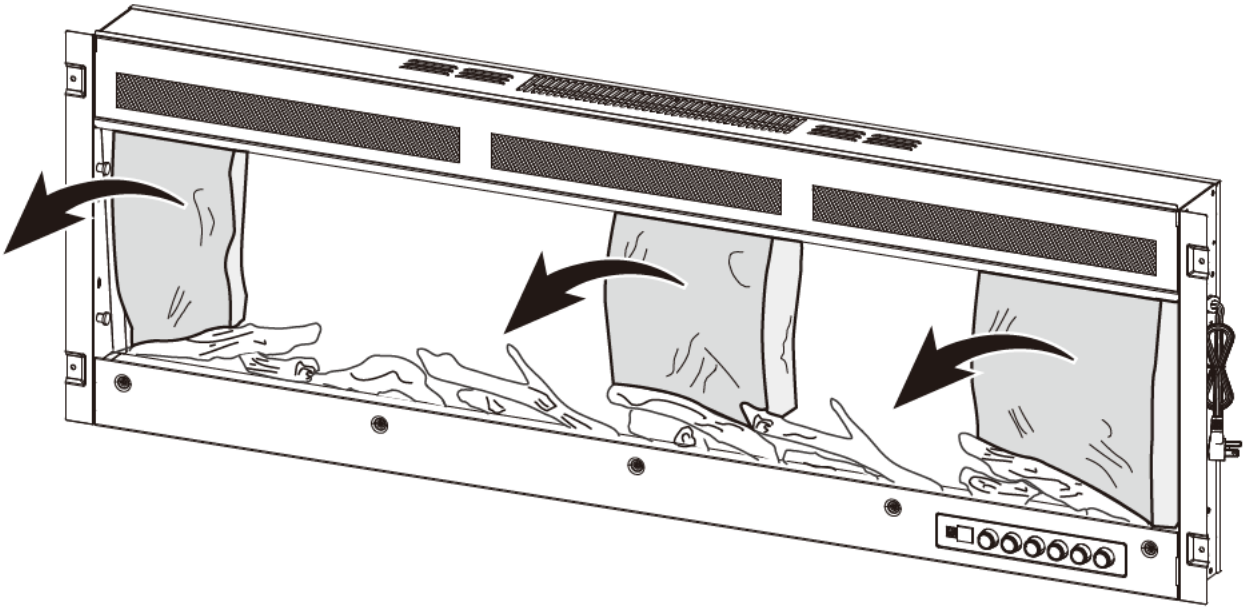
Step 1-2

To remove the front glass [01], lift it, then move it away from the frame.



HEAVY! You may need assistance with this step.

Step 1-3 Remove the cushion pad securing the faux logs.

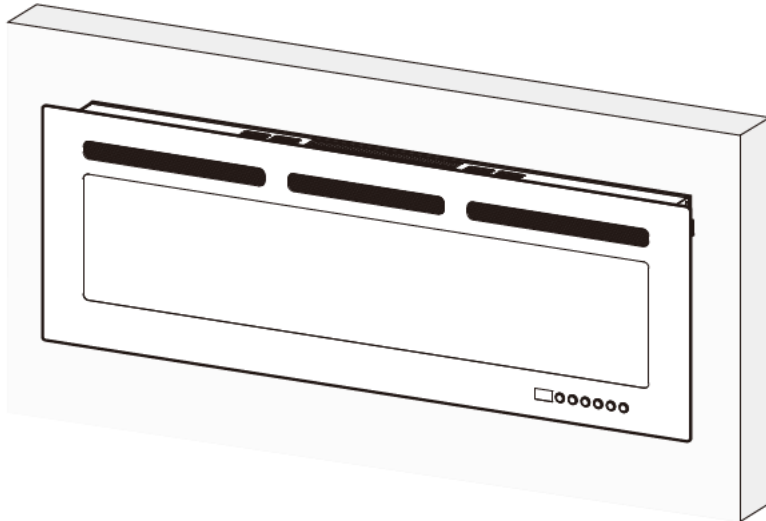


Step 2 Choose Installation Method

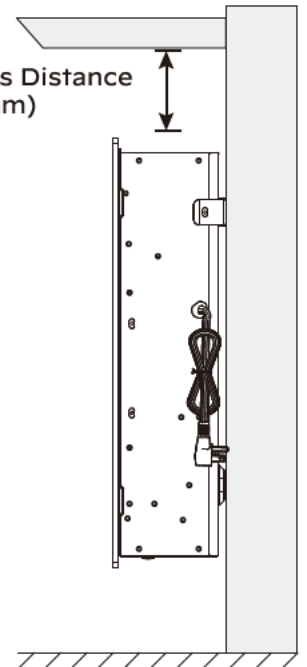
Option A Wall Hanging with Provided Mounting Bracket



Side View



Bottom and Sides Distance
Min: 11.8" (300mm)



Page 12-18

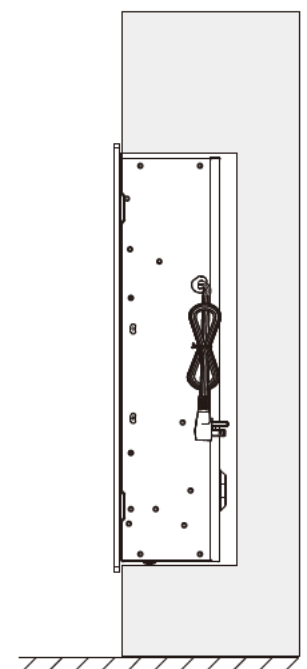
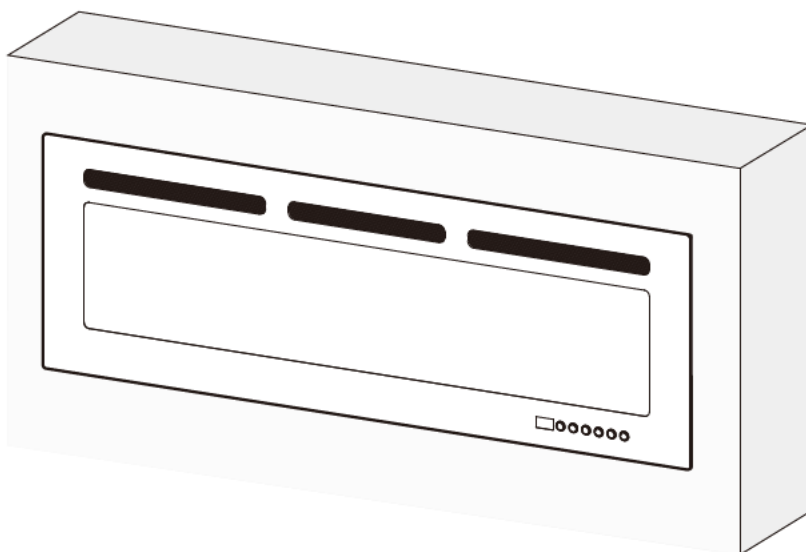
Option B Recessed Installation

Refer to fireplace dimensions for required framing size.

WARNING: Do not create an opening in a load-bearing wall. Consult a licensed contractor for more information.



Side View



Page 19-22

Option A Wall Hanging with Provided Mounting Bracket

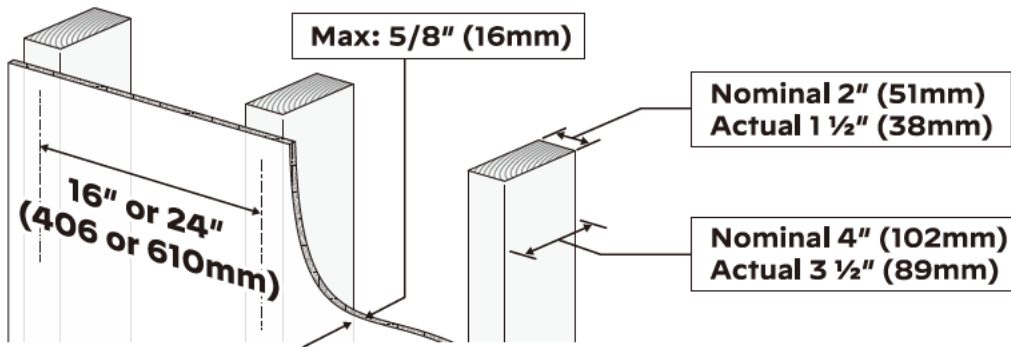
For mounting on wood stud walls, go to Option A-1 on page 12 to 14.

For mounting on drywall or solid concrete, go to Option A-2 on page 15 to 16.



Option A-1

For Wood Stud Installation (with Drywall)



Tools Needed (Not Included)



Level



Hammer



Stud Finder



Electric Drill



Awl



Pencil



5/64" (2mm)
Wood Drill Bit



Tape Measure



5/16" (8mm)
Drywall Drill Bit

! WARNING

- Avoid the risk of personal injury or property damage! Tighten the lag screws **[B]** only until they are pulled firmly against the wall plate (**DO NOT overtighten**).
- Do not use drywall anchors **[C]** and concrete wall anchors **[D]** on wood studs.

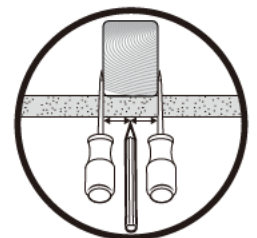
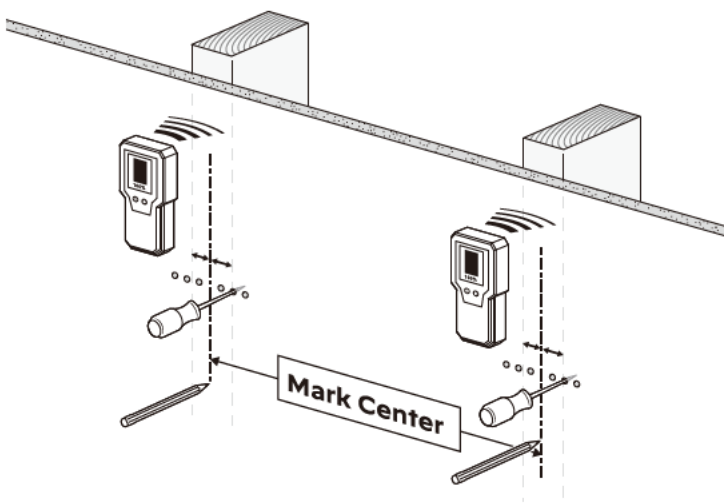


C
Drywall
Anchor

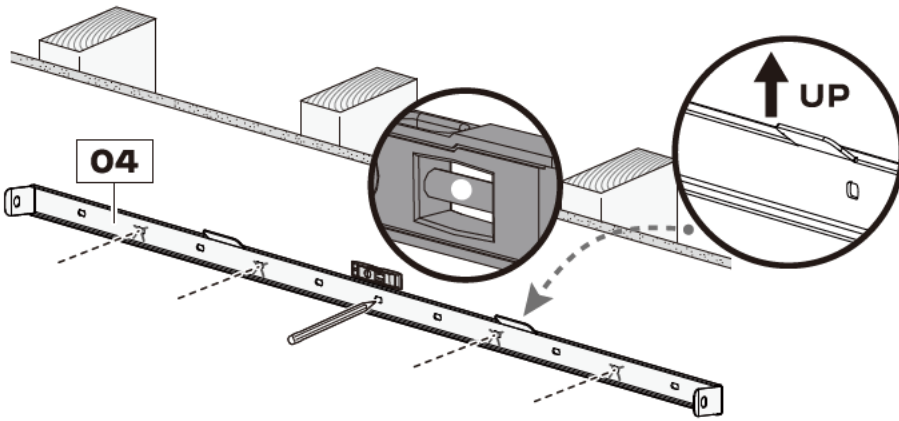


D
Concrete
Wall Anchor

1 Find studs and mark holes.

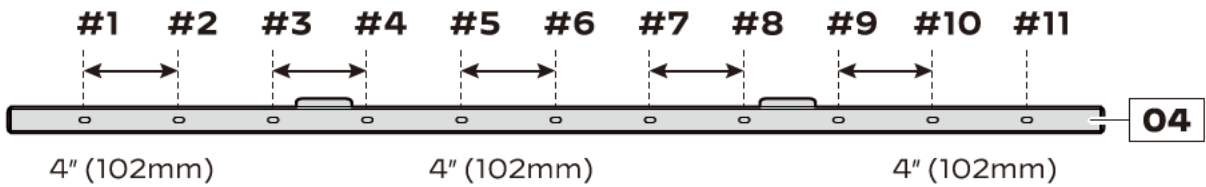


2 Align bracket holes with studs, then mark holes.



For safety, mark and drill at least 5 holes for lag screws.

INSTALLATION SUGGESTIONS



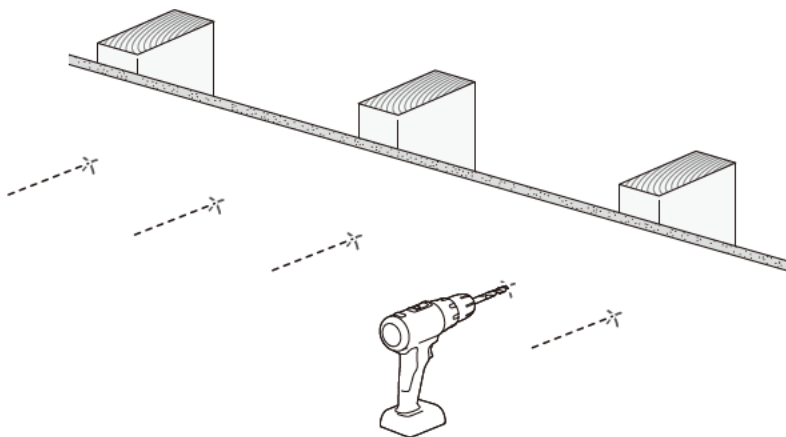
When wood studs are spaced **16"** apart, drill holes in **#2, 4, 6, 8, and 10**. Use lag screws for wood studs in **#2, 6, and 10** while drywall anchors in **#4 and 8**.

When wood studs are spaced **24"** apart, drill holes in **#1, 3, 6, 8, and 10**. Use lag screws for wood studs in **#3, and 9** while drywall anchors in **#1, 6, and 11**.

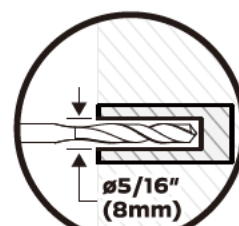
Wood Studs Spacing	Suggested Drill Positions (#)	For Wood Studs Screws	For Drywall Anchors
16"	2, 4, 6, 8, 10	2, 6, 10	4, 8
24"	1, 3, 6, 9, 11	3, 9	1, 6, 11

NOTE: Install drywall anchors according to your actual needs.

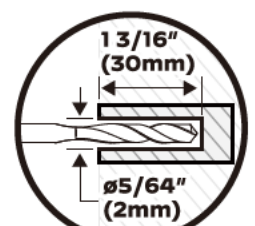
3 Drill 5 holes.



Note: Be sure to use the specified drill bit.

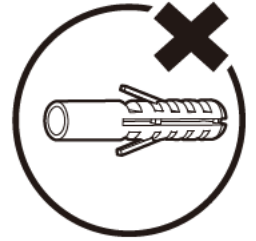
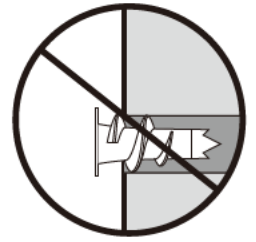
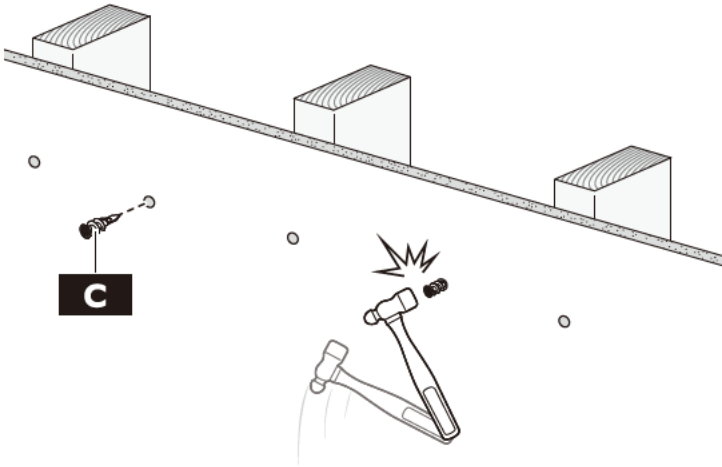


For Drywall

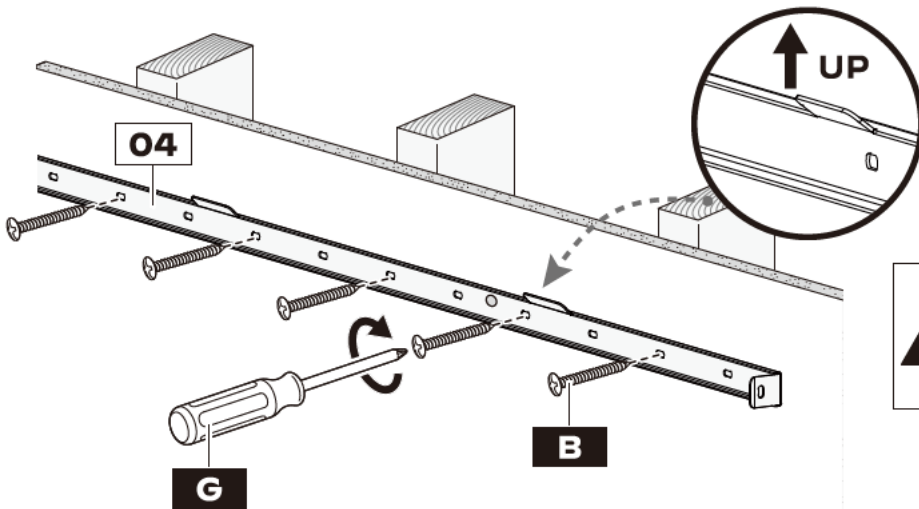


For Wood Stud Walls

4 Tap drywall anchors in.



5 Secure the mounting bracket.

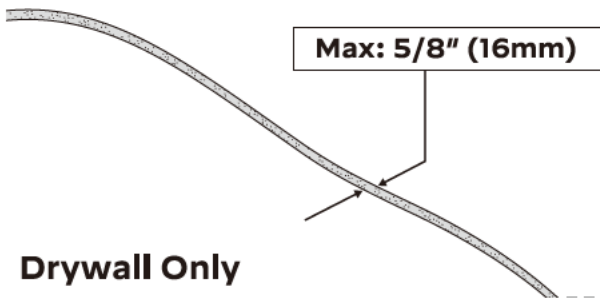


 **HEAVY!** You may need assistance with this step.

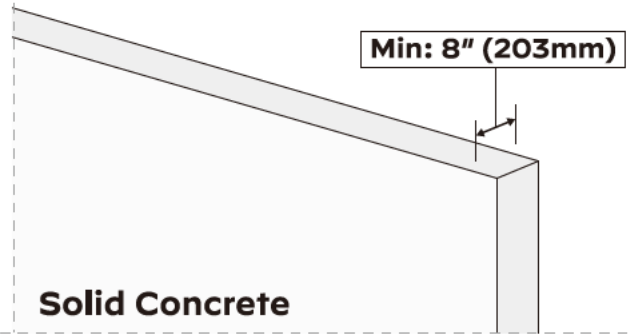
Go to Frame Haning on Page 17



Option A-2 For **Drywall Only** and **Solid Concrete** Installation

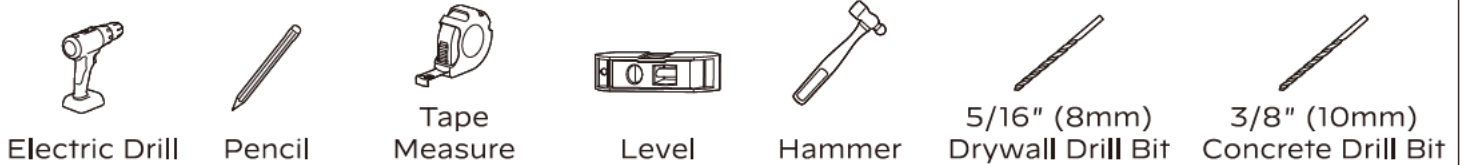


Drywall Only



Solid Concrete

Tools Needed (Not Included)



WARNING (For Drywall Only Installation)

- Drywall must be of sound construction with no water damage. If water damage occurs, remove the fireplace immediately.
- Do not mount to patched areas, drywall seams, or uneven walls.
- Do not reuse the lag screws after removal.
- Use drywall anchors **[C]** for this mounting option.



C

Drywall Anchor

WARNING (For Concrete Installation)

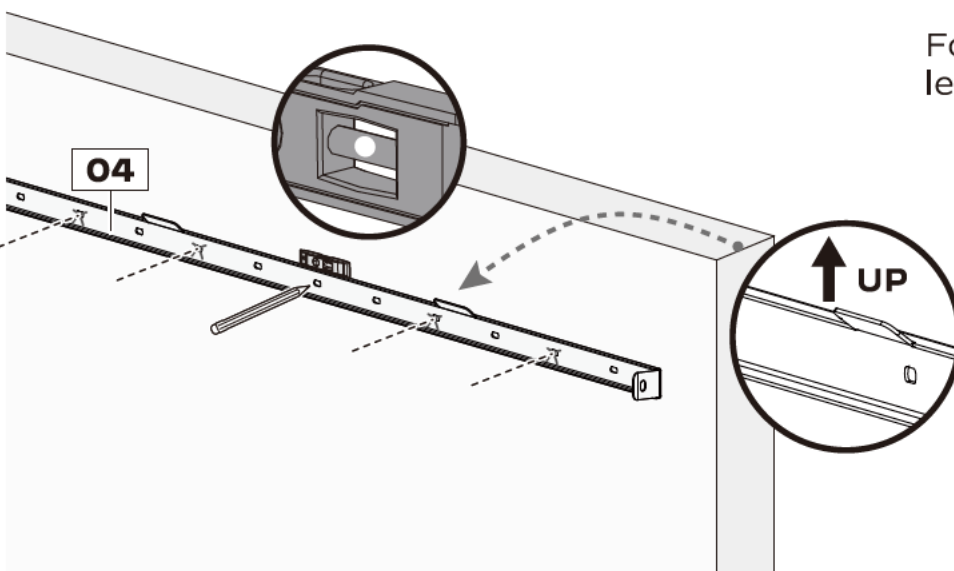
- Use concrete wall anchors **[D]** for this mounting option.
- Mount the mounting bracket directly on the concrete surface.



D

Concrete Wall Anchor

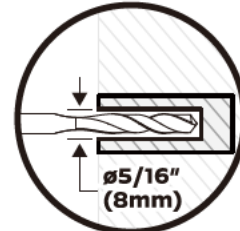
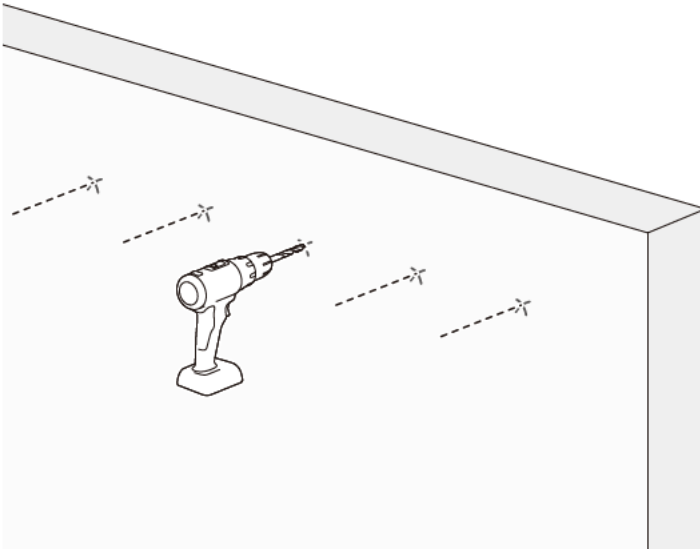
1 Mark 5 hole positions.



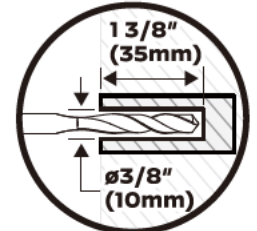
For safety, mark and drill at least 5 holes for lag screws.

2 Drill 5 holes.

⚠ Note: Be sure to use the specified drill bit.

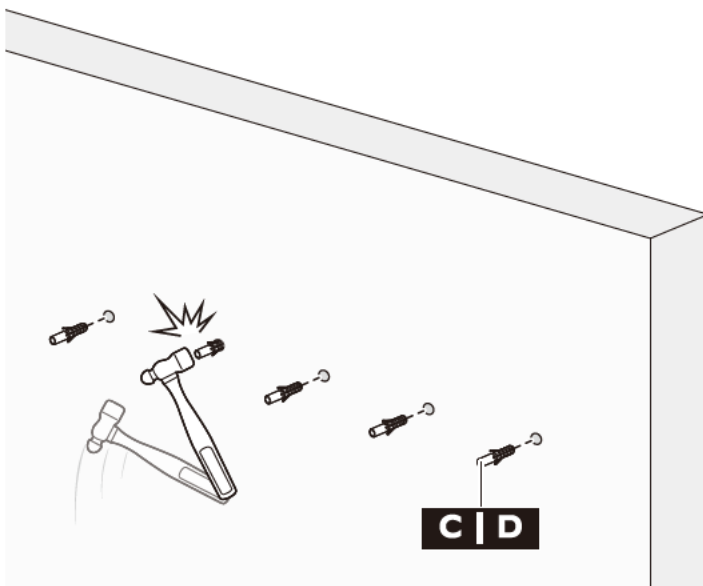


For Drywall



For Solid Concrete

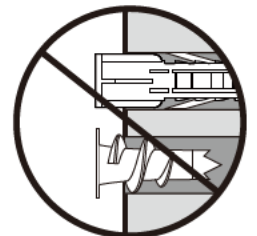
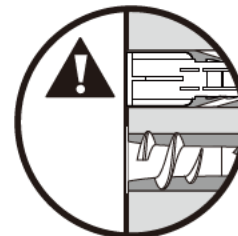
3 Tap wall anchors in.



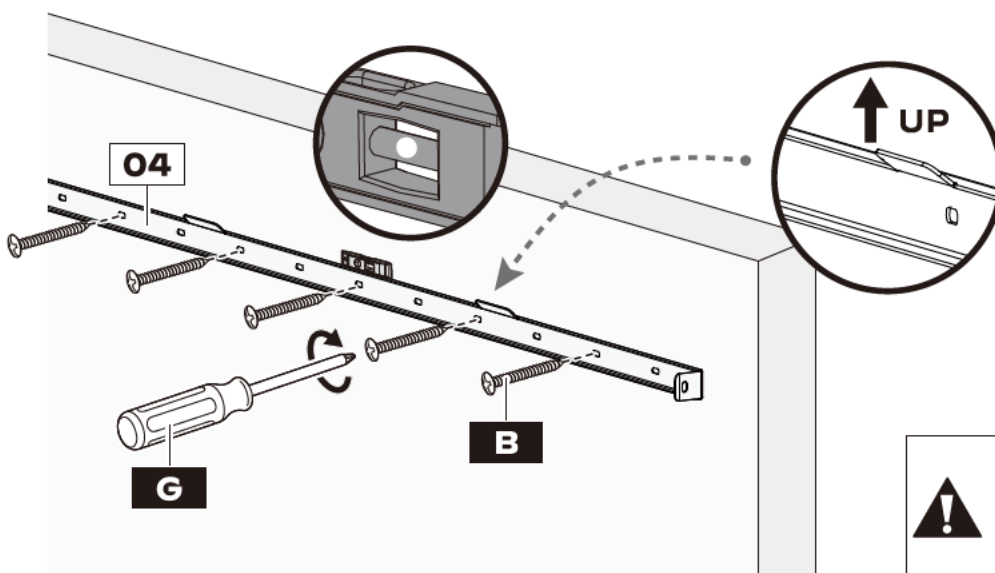
For Drywall



For Solid Concrete

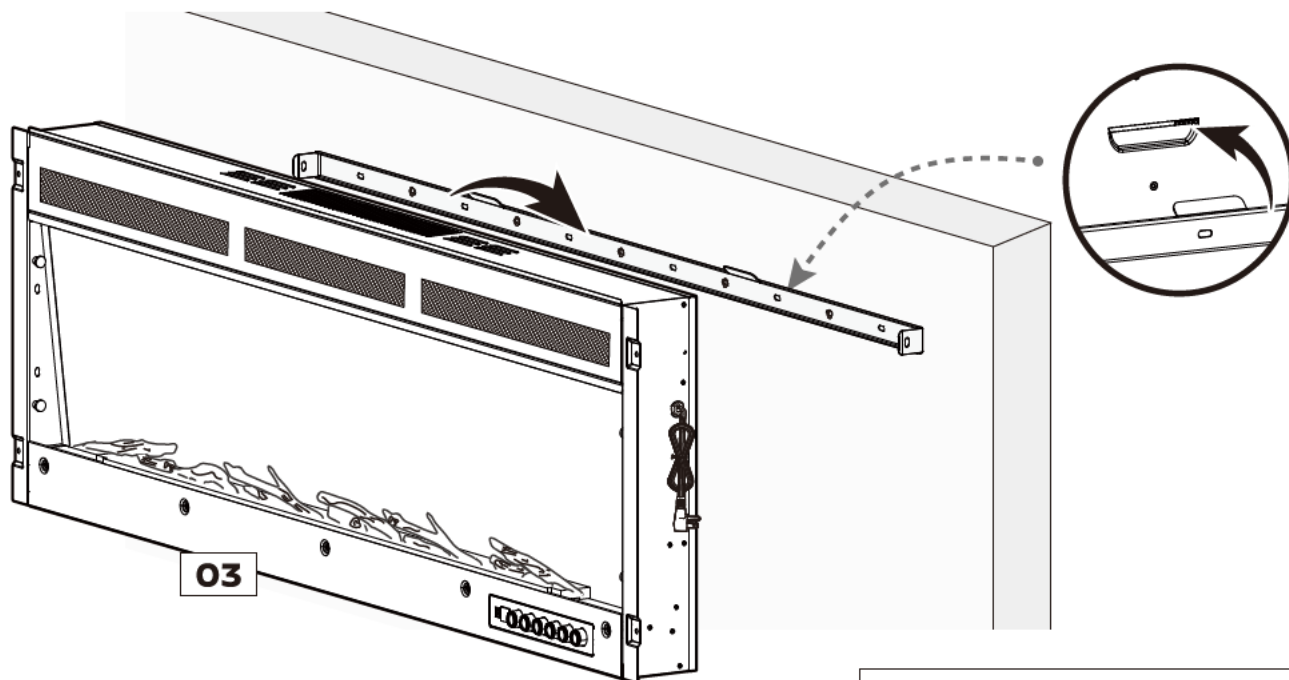


4 Secure the mounting bracket.



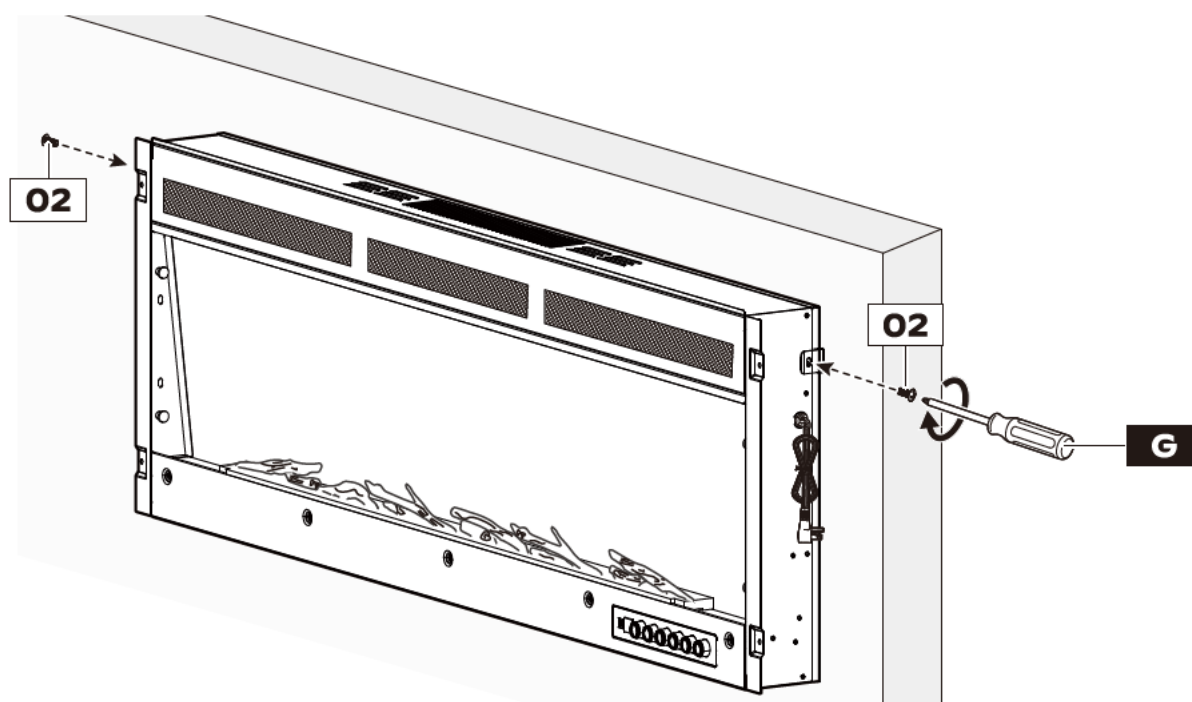
⚠ HEAVY! You may need assistance with this step.

5 Hang the frame on the bracket using 2 slots on the back of the frame.



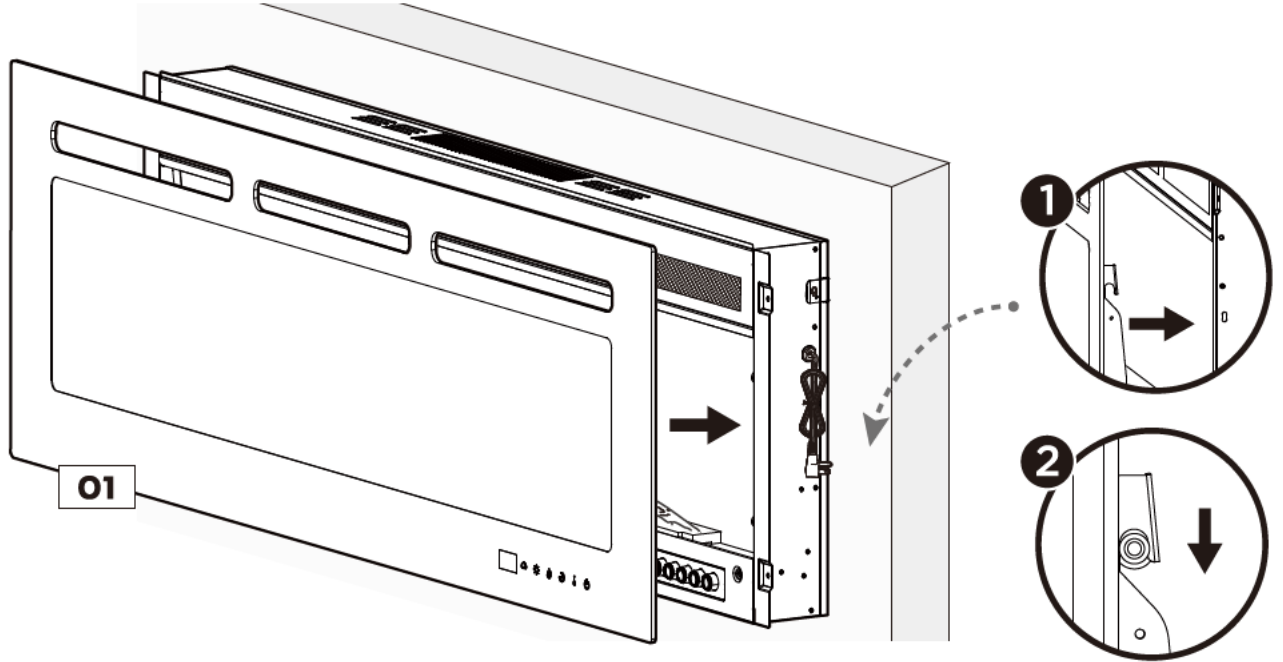
HEAVY! You may need assistance with this step.

6 Secure the frame using the bolts [02]. The bolts should be fully tightened.

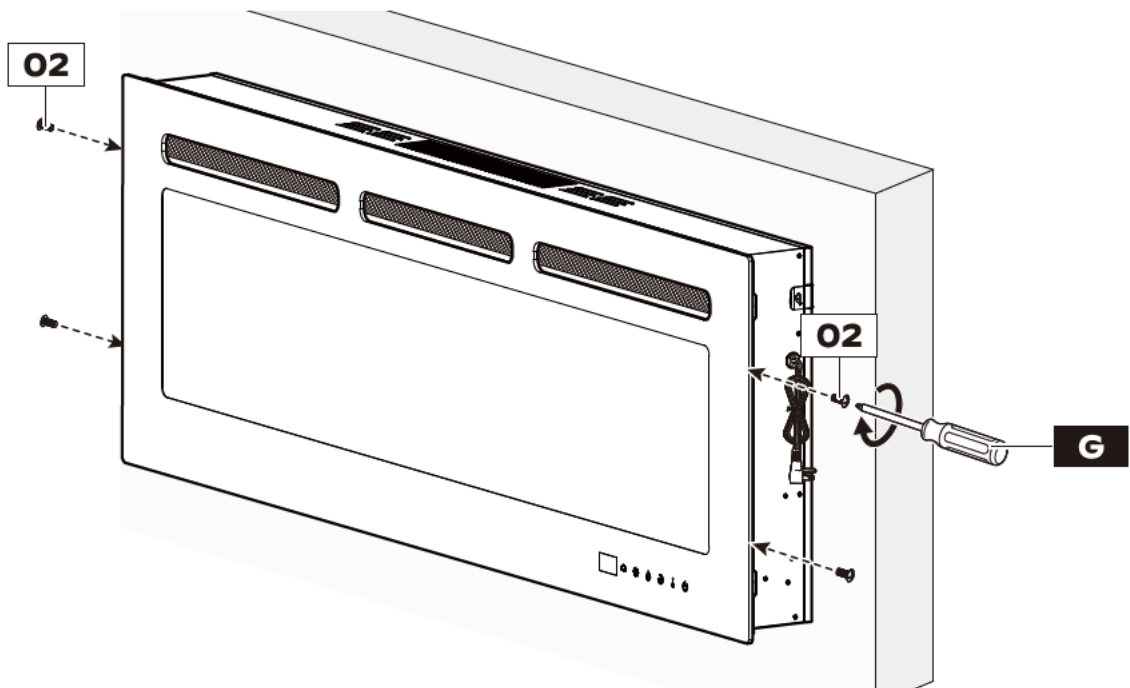


7 Hang the front glass [01] on the frame.

  **HEAVY!** You may need assistance with this step.



Secure with the remaining bolts [02]. The bolts should be fully tightened.



Option B Recessed Installation

Tools Needed (Not Included)



Electric Drill



Pencil



Tape Measure



Level



Hammer



5/64" (2mm)
Wood Drill Bit



5/16" (8mm)
Drywall Drill Bit



3/8" (10mm)
Concrete Drill Bit

WARNING

- Avoid the risk of personal injury or property damage! Tighten the lag screws **[B]** only until they are pulled firmly against the wall plate (**DO NOT overtighten**).
- Do not use drywall anchors **[C]** or concrete wall anchors **[D]** for this mounting option.



C

Drywall Anchor



D

Concrete Wall Anchor

WARNING

Do not create an opening in a load-bearing wall.

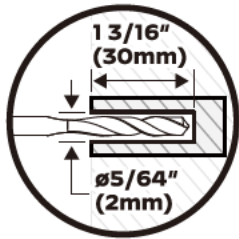
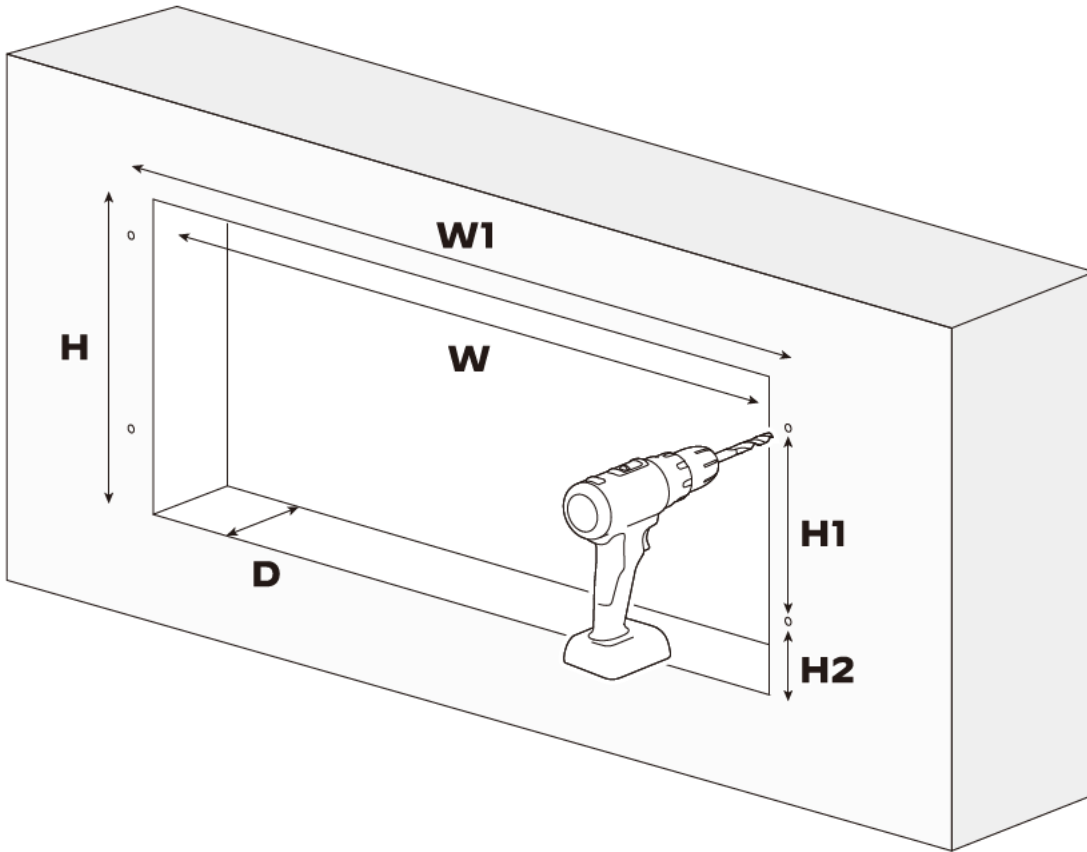
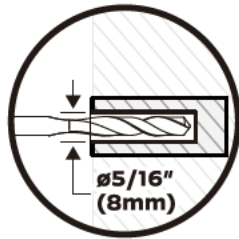
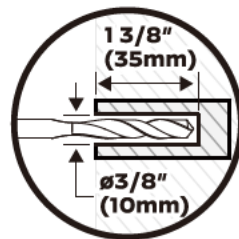
For more information on load-bearing walls, please consult with a licensed contractor to determine which walls are load bearing.

Any wall opening must be properly framed with wood on all sides for structural integrity.

NOTE: Consult a licensed electrician to determine how to safely connect and/or route power for a recessed installation.

NOTE: Please create a hole for the power cord to plug in the power.

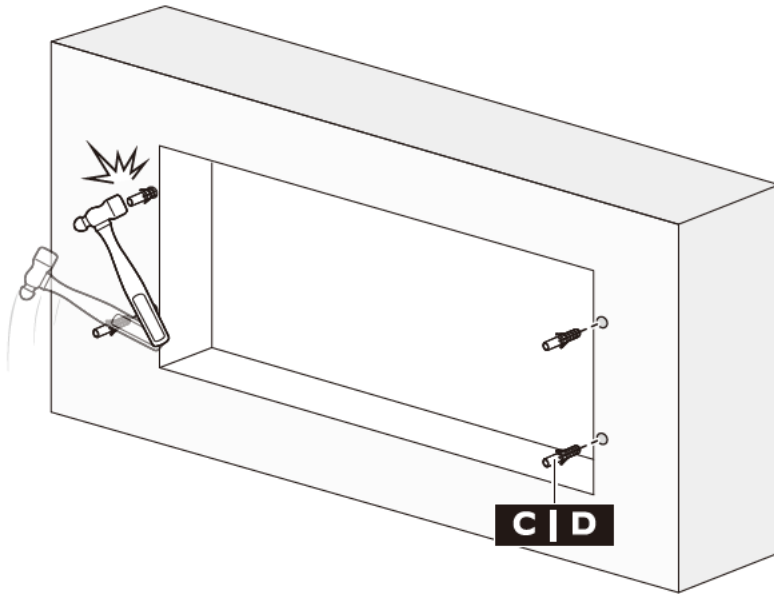
Tip: We recommend mounting the product on a solid concrete wall. If you want to mount on wood wall, refer to Option A-1 (**For Wood Stud Installation**) on Page 12.

1**WARNING:** Do not create an opening in a load-bearing wall. Consult a licensed contractor for more information.**For Wood Stud Wall****For Drywall****For Solid Concrete****Refer to fireplace dimensions for the required framing size.**

W	H	D	W1	H1	H2
47.1" (1198mm)	16.5" (418mm)	4.7" (120mm)	48" (1218mm)	11.8" (300mm)	2.2" (56mm)
57.1" (1452mm)	16.5" (418mm)	4.7" (120mm)	58" (1472mm)	11.8" (300mm)	2.2" (56mm)

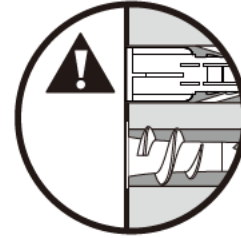
**Please strictly follow the recommended slot dimensions to avoid the risk of overheating and short circuits.**

2 Tap wall anchors in.

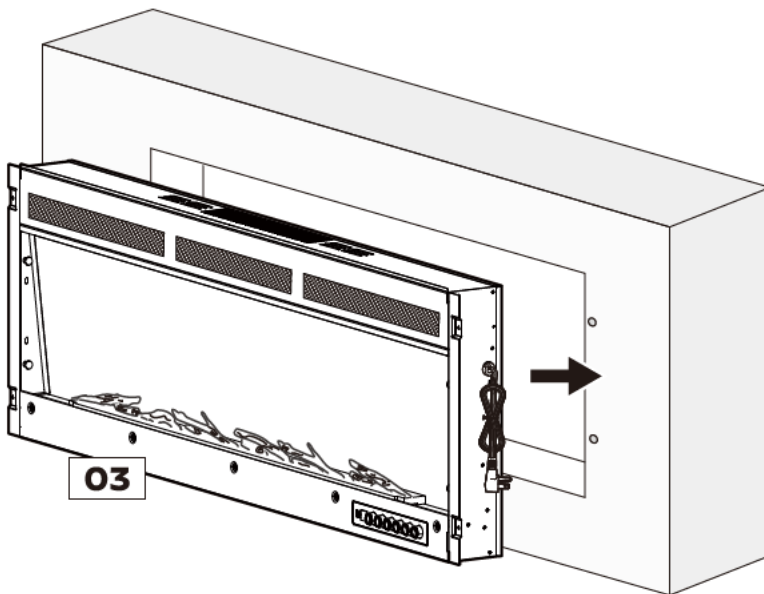


For **Wood Stud Installation**, refer to **Option A-1 on Page 12**.

Both wall anchors cannot be used for wood studs.



3 Place the electric fireplace frame into the recessed hole.

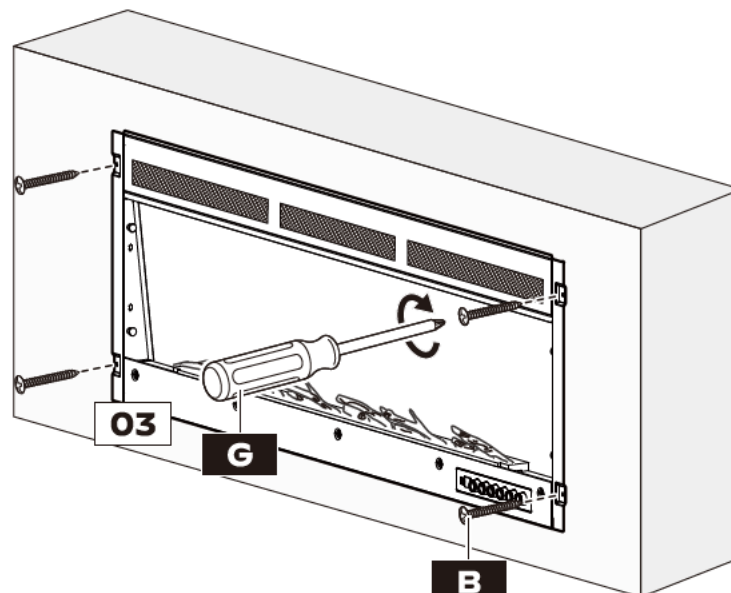


NOTE: Please create a hole for the power cord to plug in the power in this step.

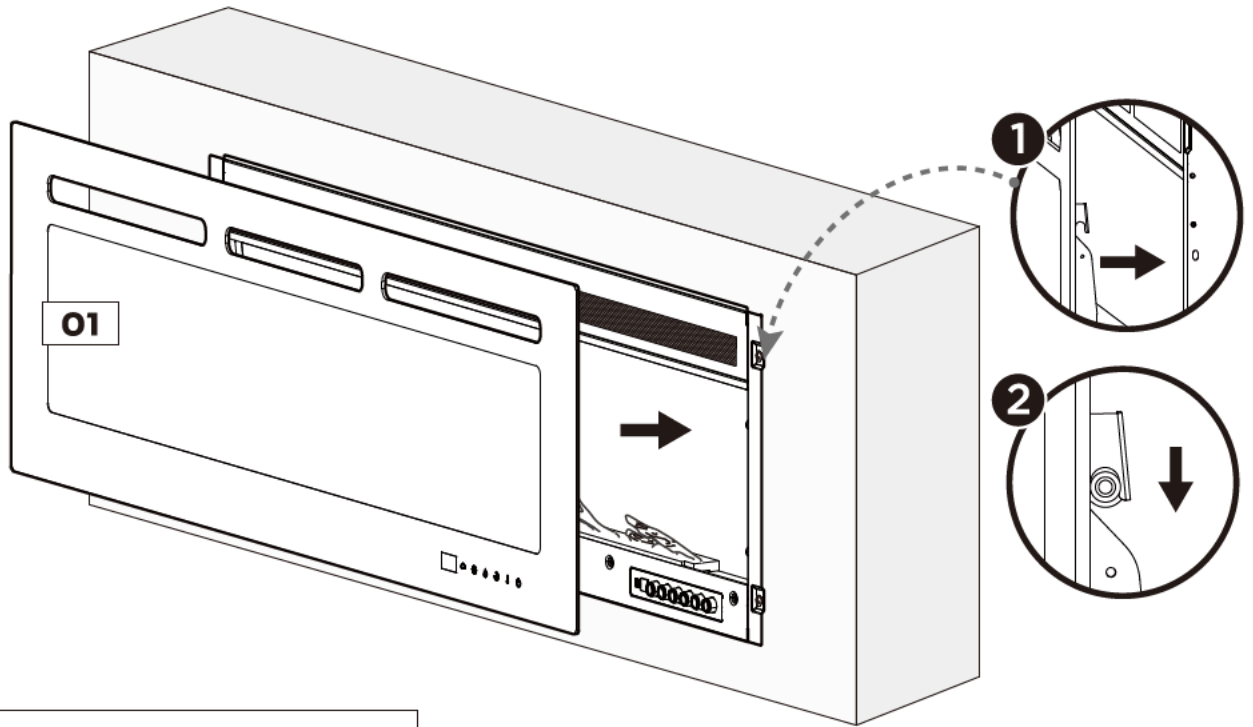


HEAVY! You may need assistance with this step.

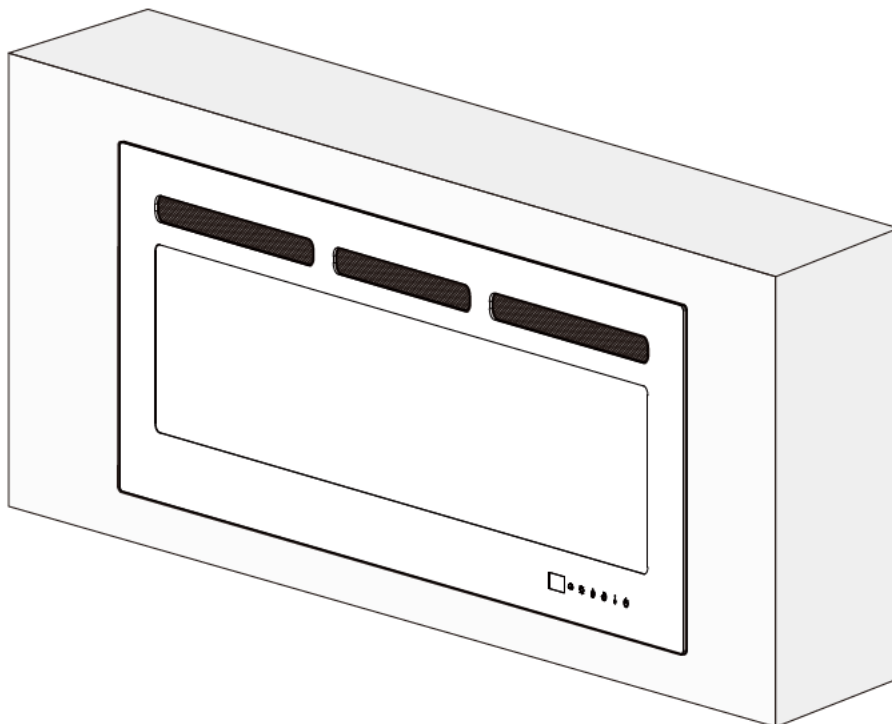
4 Secure the frame.



5 Hang the front glass [01] on the frame.



 **HEAVY!** You may need assistance with this step.



CONNECT TO APP

Use the app to control your electric fireplace from your iPhone or Android device even when you are away from home.

SYSTEM REQUIREMENTS

- Supported wireless routers must have a 2.4 GHz operating frequency
- Standard: 802.11b/g/n bands
- Supported smartphone systems: Android 6.0 or later, iOS 11 or later

Step 1

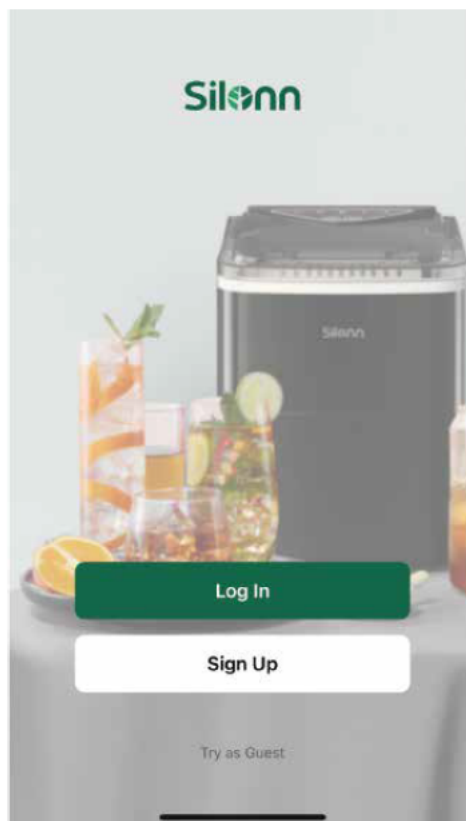
To download the app, scan the QR code. You can download the iOS or Android version, then install on your mobile device.



If you have issues downloading the app, please call technical support or email customer service.

Step 2

Open the app, turn on Bluetooth, then sign up for a free account. Log in with your account name and password.




Step 3

Select your WiFi network and enter the password. The network must be 2.4 GHz.

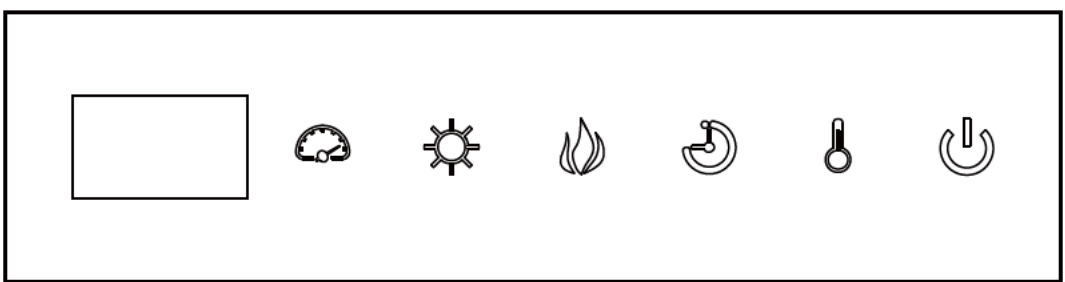


Step 4

When the fireplace is plugged in, it enters standby mode. To activate the WiFi pairing mode, press and hold the  **Timer** button for 5 seconds. The display screen will flash "PO" continuously.

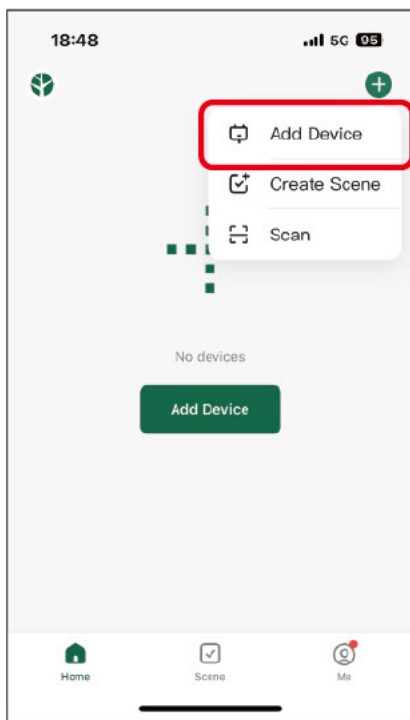
NOTE:

- 1. The mode will automatically turn off after 60 seconds of inactivity. Do not touch any button during the pairing process. Otherwise, it will exit from the pairing mode.
- 2. If the fireplace is powered on, power it off for WiFi pairing. The WiFi pairing mode can only be accessed during standby mode.



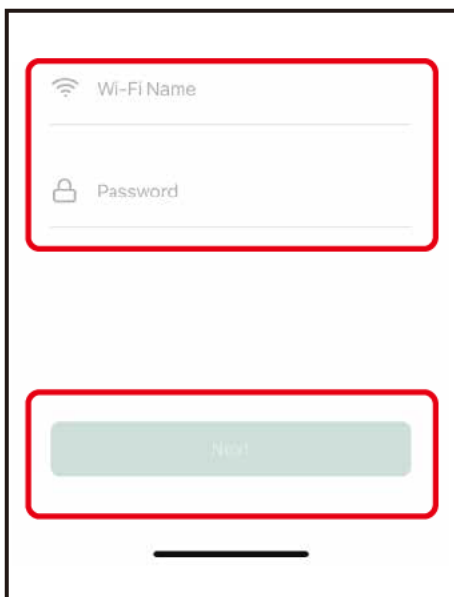
Step 5

Open the app, then select the **ADD DEVICE** button. The app will search for the fireplace automatically. Press the green **ADD DEVICE** button to add your device.



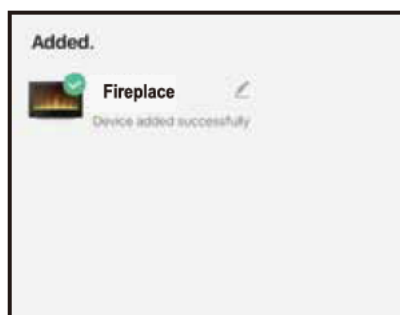
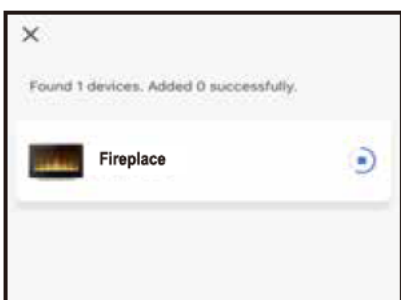
Step 6

Choose your Wi-Fi name (the one your phone is connected to) and enter the password. Press the **Next** button to continue.

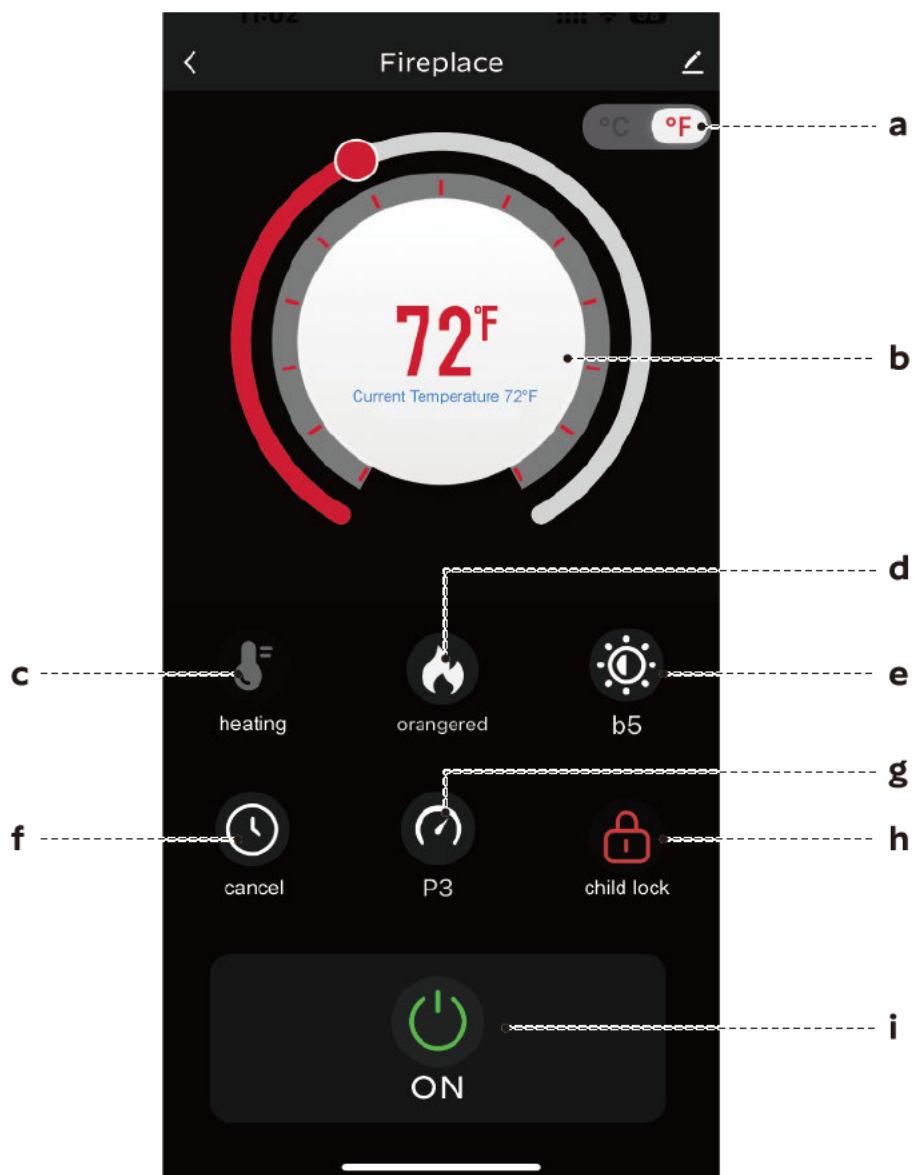


Step 7

The app starts connecting to your fireplace. It may take some time, but please wait patiently to set up the connection.



USING THE APP



a Switch between Celsius/Fahrenheit

b Temperature Display (Scroll to Adjust)

c Heater Switch

d Flame Color Setting

e Flame Brightness Setting

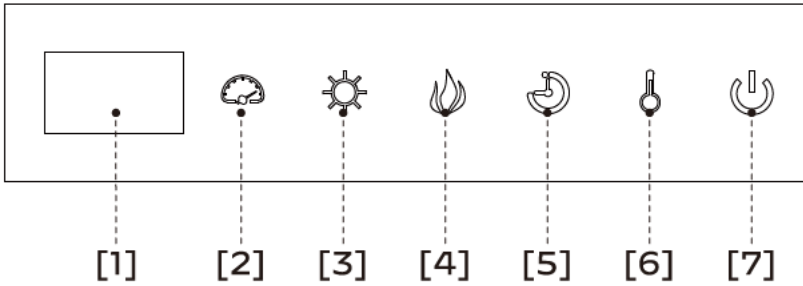
f Timer

g Flame Jump Speed Setting

h Child Lock

i Power Switch

USING THE CONTROL PANEL



- [1] LCD Screen
- [2] Flame Jump Speed Setting
- [3] Flame Brightness Setting
- [4] Flame Color Setting
- [5] Timer
- [6] Heater Switch
- [7] Power Switch


Flame Speed Setting

Press the  button to adjust the flame speed. There are 5 speed settings.

Flame Brightness Setting

Press this button to adjust the flame effect. For flame brightness settings, see the following table.

Button Press	Flame Level	Display Value	Fireplace Appearance
1st Press	Highest	b5	Highest flame, stones glow the brightest
2nd Press	Medium High	b4	Medium-high flame, stones glow less bright
3rd Press	Medium	b3	Medium flame, stones glow medium-bright
4th Press	Medium Low	b2	Medium-low flame, stones glow low-bright
5th Press	Low	b1	Low flame, stones glow the darkest

NOTE: If you turn off the fireplace by pressing the  Power Switch, the flame brightness setting won't be saved. When restarting the fireplace, the flame effect will be in b5 mode by default.

Flame Color Setting

- There are 21 flame color modes. Press this button to choose the flame color and the LCD screen will display the corresponding value. When starting the fireplace, the flame color will be in F1 mode by default.
- When choosing the AU mode (the 21st mode), the flame color will change automatically from the 1st to the 20th mode. The change interval of every 2 modes is 8 seconds.

Timer Function


When the heater is running, press the  Timer button to choose the heating duration. The LCD screen display will turn off after no operation of 5 seconds.

Button Press	Timer Interval	Display
1st Press	1 Hour	1H
2nd Press	2 Hours	2H
3rd Press	3 Hours	3H
4th Press	4 Hours	4H
5th Press	5 Hours	5H
6th Press	6 Hours	6H
7th Press	7 Hours	7H
8th Press	8 Hours	8H
9th Press	OFF	None

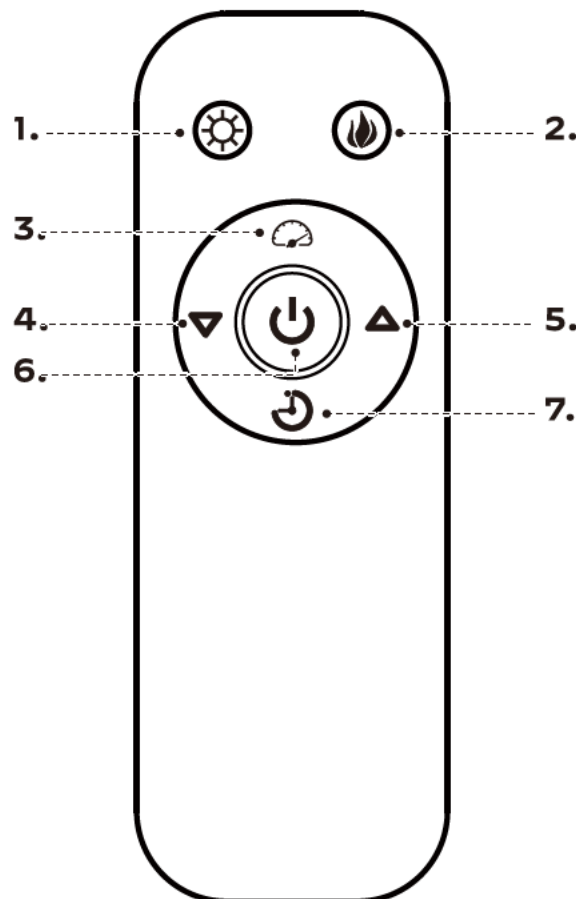
Heater Function

1. Press this button to turn the heater on.
2. When the heater is turned on, press and hold this button for 3 seconds to enter the temperature setting mode.
3. When temperature setting is finished, the LCD screen will flash 5 times and exit from the setting status.
4. The default temperature value is 72°F when starting the fireplace. Adjust the temperature by 2°F with each press of the Timer button, with a minimum setting of 62°F and a maximum of 86°F.
5. When turning the heater off, the cooling fan should stop operation after 20 seconds.

Change the Temperature Scale

Press and hold the  heating button for 11 seconds to enter the temperature scale conversion mode. The temperature value is displayed in degrees Celsius and the current number on the LCD screen flashes 5 times.

USING THE REMOTE CONTROL



1. Flame Brightness Setting

2. Flame Color Setting

3. Flame Jump Speed Setting

4. Down



5. Up

6. Power Switch

7. Timer

TROUBLESHOOTING

PROBLEM	CAUSE	SOLUTION
The fireplace does not work.	The fireplace is not plugged in.	Make sure the fireplace is plugged in to a standard 120V outlet.
	The circuit breaker has tripped or the fuse has blown out.	Check additional appliances on the circuit. Ideally, the fireplace should be on a dedicated 15-amp circuit.
	The vents are dirty or blocked.	Unplug the unit, then clean the vents. Wait 10 minutes, plug the unit in again, then turn on the fireplace.
	The fireplace has not been operated correctly.	Refer to the operating instructions.
	The power switch is defective.	Please contact customer service.
	There is loose wiring.	
The flame effect is not visible.	The fireplace has not been operated correctly.	Refer to the operation instructions.
There is excessive noise when the fireplace is working.	The fan is defective.	Please contact customer service.
	The fireplace parts are defective.	
There is no heating.	The ambient temperature is too high, and the set temperature is too low.	Increase the set temperature, then check if there is heating.

PROBLEM	CAUSE	SOLUTION
The LCD screen displays "EO".	The fan fails.	If "EO" appears for the first time, power off the fireplace, then power it back on. Press the  heater switch to see if "EO" is cleared.
	The fan wheel is blocked.	
The LCD screen displays "EE".	The NTC device's connection plug is loose.	1. Unplug the power cord, then plug it back in. Check if the "EE" error is cleared. 2. Reinstall the NTC connection plug.
	The NTC device is damaged.	Replace with a new NTC device or contact customer service.
The LCD screen displays "E3".	The thermostat connection is loose.	Unplug the power cord, wait 5 minutes, then plug it back in. After turning it on, "E3" will be cleared automatically.
The LCD screen displays "EH".	The ambient temperature is higher than 122°F (50°C).	Wait until the temperature drops below 113°F (45°C), and the "EH" will be cleared. The heating function will restart automatically.
The LCD screen displays "LO".	The child lock function is activated.	In the powering-on state, press and hold the  power button for 5 seconds, and the "LO" will be cleared. The heating function will restart automatically.
The button touch is not responsive.	The front glass is not installed properly.	Reinstall the front glass, power the fireplace back on, wait for 8 seconds and try again. The touch sensitivity will be automatically restored.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two 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: 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 Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This device complies with Part 15 of the FCC Rules. Operation is subject to the following two 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.