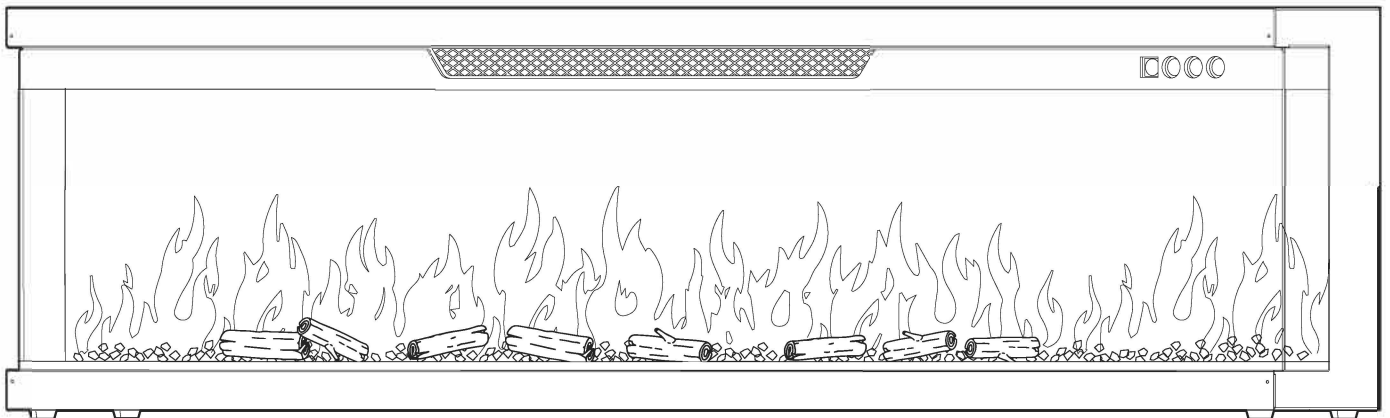


# INSTRUCTION MANUAL V2

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## Electric Fireplace



SAFETY INFORMATION ----- 01

CONFIRMATION INFORMATION ----- 03

INCLUDED PARTS ----- 04

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ASSEMBLY ----- 07

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CARE AND MAINTENANCE ----- 26

TROUBLESHOOTING ----- 27

FCC STATEMENT ----- 29

# SAFETY INFORMATION

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



• **THIS APPLIANCE IS HOT DURING WORKING AND WILL CAUSE SEVERE BURNS IF TOUCHED.**

- Risk of burns. Disconnect the power and allow the appliance to cool down before serving. To disconnect the power, turn the appliance off, then unplug it.
- Toddlers and young children should be closely supervised when the appliance is in use. Otherwise, there is a risk of accidental burns.



- Do not operate the appliance before reading and understanding operating instructions. Failure to operate the 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 ft (0.9m) from the front, the sides, and the rear of the appliance.



- **WARNING:** In order to avoid overheating, do not cover the appliance.



- To prevent a possible fire, do not block the air inlet or outlet in any manner.



- Do not insert or allow foreign items to enter any ventilation openings as this may cause an electric shock or fire, or damage the appliance.



- Do not route the cord under carpeting. Do not cover the cord with throw rugs, runners, etc. Only route the cord away from traffic areas where it does not pose a tripping hazard.



- Always unplug the appliance when not in use.



- Servicing should only be performed while the appliance is disconnected from the power.



- 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 the appliance to authorized service facility for examination, electrical or mechanical adjustment, or repair.



- Always plug the appliance directly into a wall outlet/receptacle. Never use an extension cord or relocatable power tap (outlet/power strip).



• **Use a properly grounded 120V, 60Hz outlet for this appliance only. Sharing the circuit with other devices may cause breaker tripping or fuse failure.**

- Never place the appliance where it may fall into a bathtub or other water container.

- Do not use this appliance if any part has been submerged in water. Call a qualified service technician immediately to inspect the appliance and replace any part of the control system that has been affected.



- To prevent choking hazards, small parts should be kept away from children and infants.

- Remote control contains small batteries. Keep the batteries away from children. If swallowed, seek medical attention immediately.



- Do not install the batteries backwards. Do not charge the batteries or expose them to fire. Do not mix the batteries with other batteries. If handled improperly, batteries may explode or leak and cause injury.



- Do not install damaged, incomplete or substitute components.

- 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.



- Do not operate the appliance with the glass panel removed, cracked, or broken. Glass replacement should only be performed by a licensed or qualified service technician.



- Under no circumstances should this appliance be modified.

- Do not use this appliance outdoors.



- Keep all packaging materials out of reach of children and dispose in a safe manner.

SAVE THESE INSTRUCTIONS

**! DANGER**

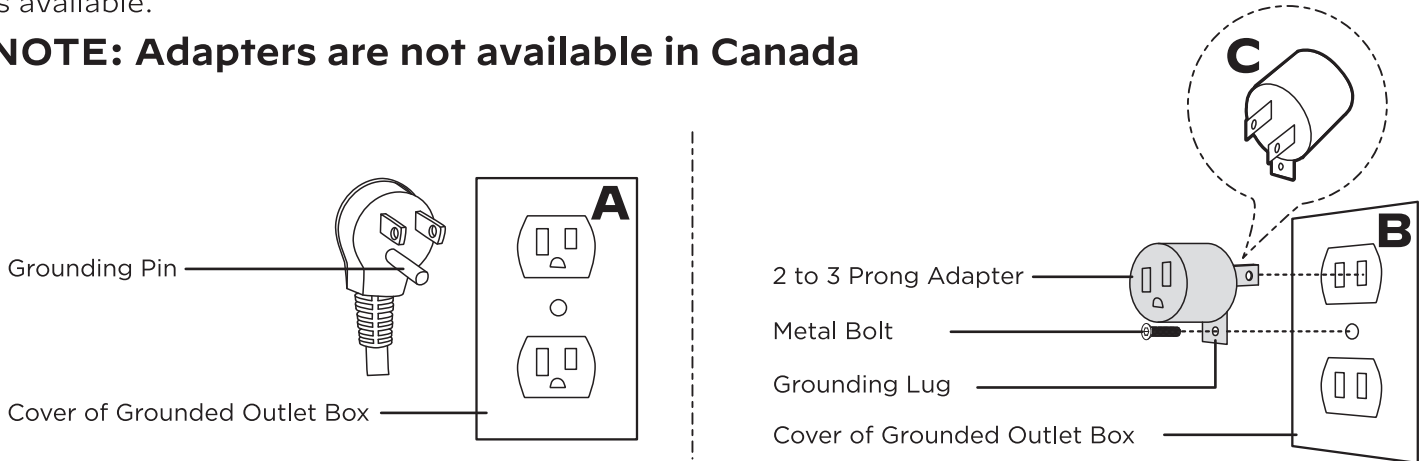
**! ELECTRICAL SAFETY**  
(High Voltage Appliance)

## PLUG INSTRUCTIONS

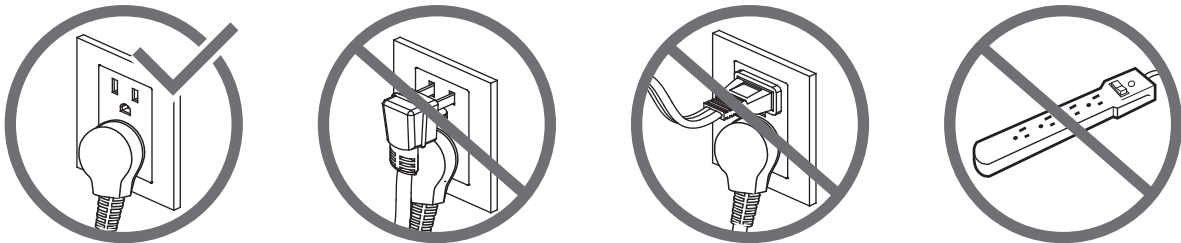
This fireplace is for use with 120V only. The cord has a plug that fits into a three-slot grounded outlet (Figure A). If you only have a two-slot outlet (Figure B), an adapter as shown (Figure C) is required for connecting three-pin grounding type plugs to two-slot outlets. The green grounding lug extending 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 available in Canada**



**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 against a non-insulated exterior wall or chase, it is mandatory that outer walls be insulated to conform to applicable insulation codes.

## METAL TRIM CLEANING TIP

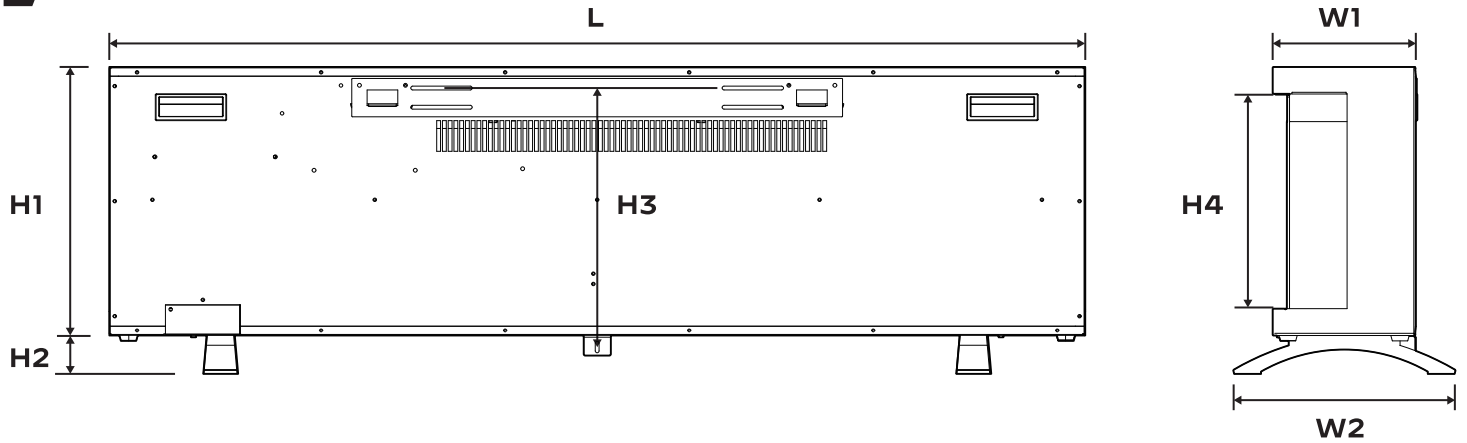
- Clean the metal trim using a soft cloth, slightly dampened with a citrus oil-based detergent, then buff with a clean soft cloth.
- **DO NOT** use brass polish or household cleaners, as these products will damage the metal trim.
- Citrus oil-based detergent can be obtained at supermarkets or hardware stores.

## MAINTENANCE

- The fan motor and the flame generator assembly are pre-lubricated for extended bearing life and require no further lubrication.
- Periodic cleaning or vacuuming of the fan/heater unit is recommended.
- Make sure the unit is turned off and unplugged before cleaning.
- **WARNING:** Any electrical repairs or rewiring of this unit must 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.

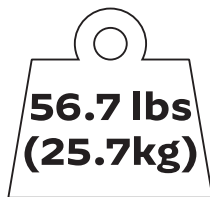
# IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT US.

**1**



| H1               | H2             | H3               | H4             | L               | W1                | W2                 |
|------------------|----------------|------------------|----------------|-----------------|-------------------|--------------------|
| 13.8"<br>(350mm) | 2.4"<br>(60mm) | 13.3"<br>(338mm) | 11"<br>(280mm) | 50"<br>(1270mm) | 7.4"<br>(186.6mm) | 11.4"<br>(289.6mm) |

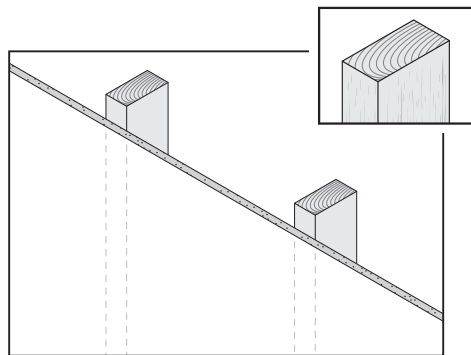
**2**



**! WARNING**

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

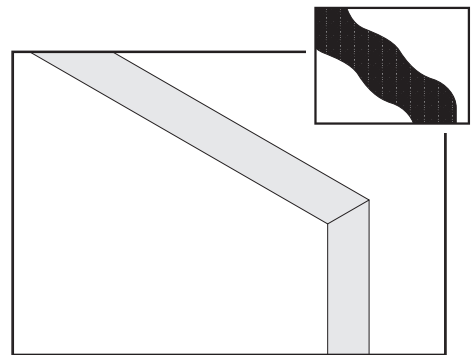
**3**



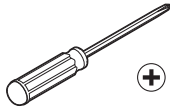
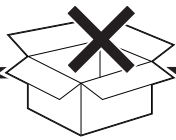
**Wood Studs (with Drywall)**

**! WARNING**

Do not install on drywall alone.



**Solid Concrete**



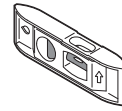
Phillips Screwdriver



Pencil



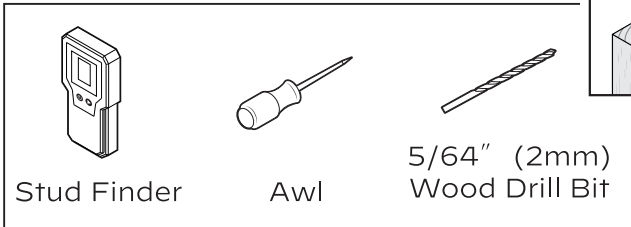
Electric Drill



Level



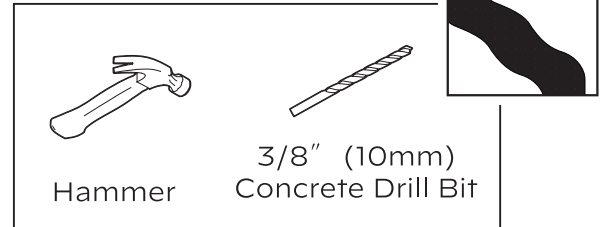
Tape Measure



Stud Finder

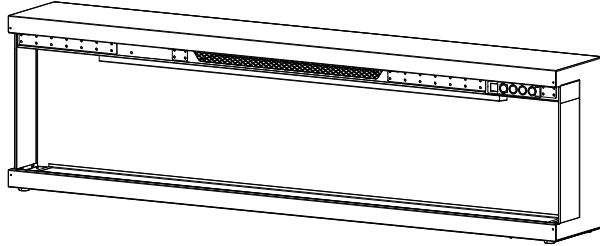
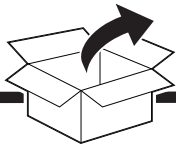
Awl

5/64" (2mm)  
Wood Drill Bit

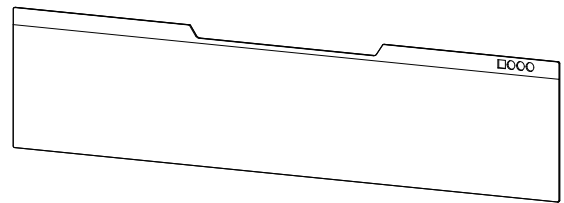


Hammer

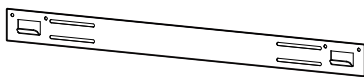
3/8" (10mm)  
Concrete Drill Bit



Electric Fireplace  
**01** x 1



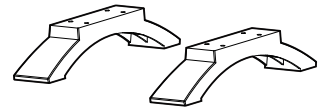
Glass Panel  
**02** x 1



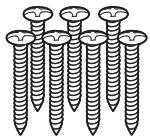
Mounting Bracket  
(Pre-attached)  
**03** x 1



L-Shaped Bracket  
**04** x 1



Leg  
**05** x 2



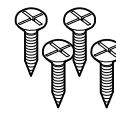
Lag Screw  
ST3.5 x 35mm  
**A** x 7



Screw  
**B** x 2



Wall Anchor  
**C** x 7



Screw  
ST4 x 12mm  
**D** x 4



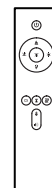
Screw  
**I** x 10



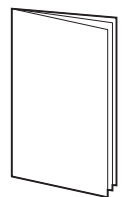
Logs  
**E** x 1



Crystal Stone  
**F** x 2



Remote Control  
**G** x 1



Manual  
**H** x 1

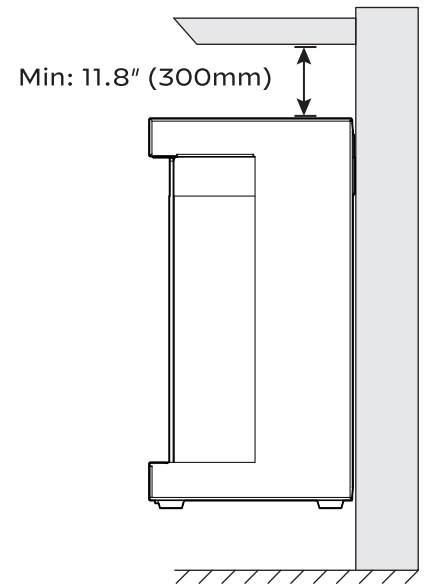
Accessories are contained in foam. Please remove them to avoid loss.

# STEP 1 BEFORE INSTALLATION

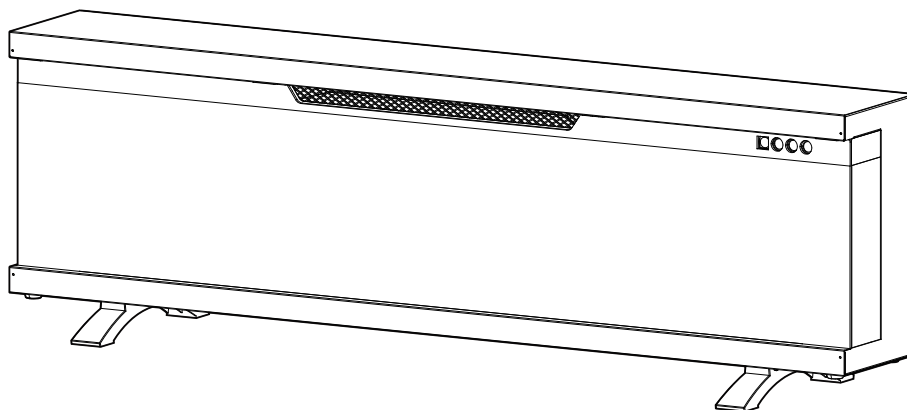
## CHECK MINIMUM CLEARANCES



Side View

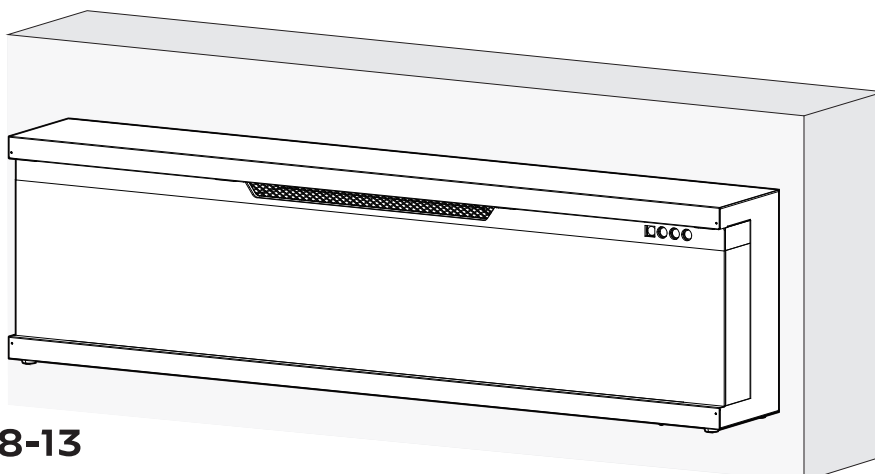


### Option A: Free-Standing Installation



Page 07

### Option B: Wall Hanging with Provided Mounting Bracket

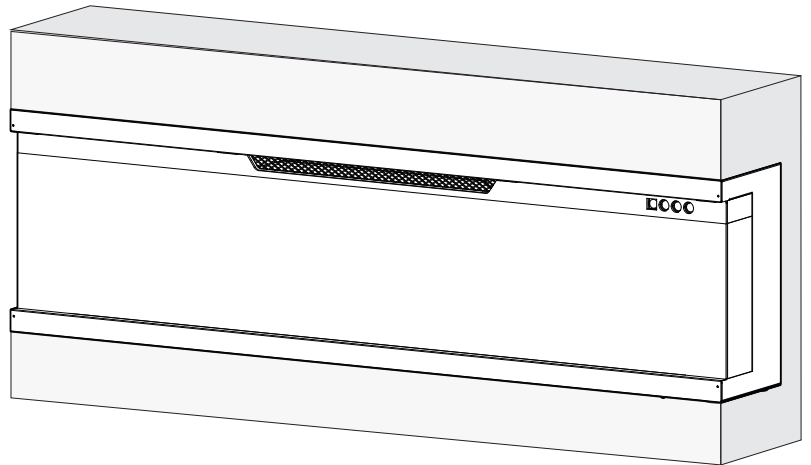


Page 08-13

## Option C: Framing or Recessed Installation

### Three-sided installation

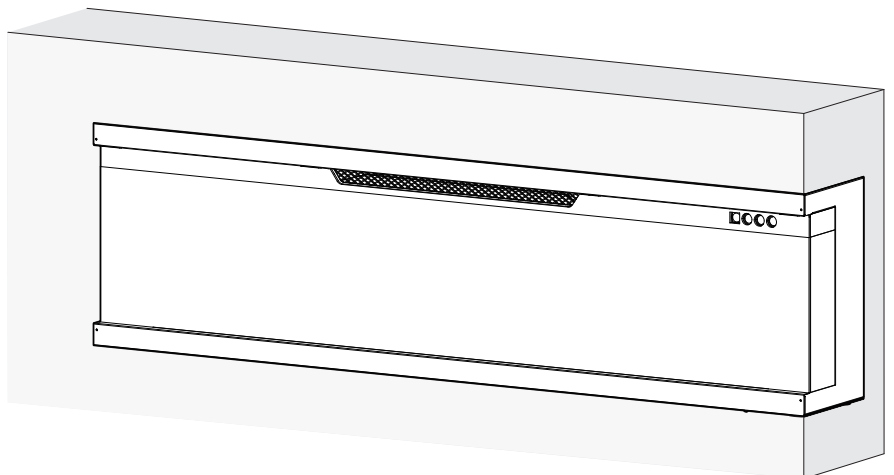
The fireplace is fully recessed into the wall with three sides exposed.



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### Two-sided installation

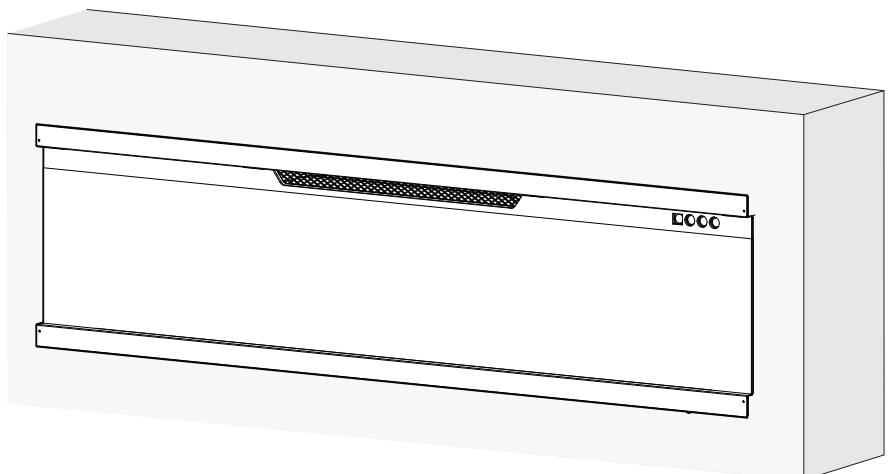
The fireplace is fully recessed into the wall with two sides exposed.



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### Single-sided installation

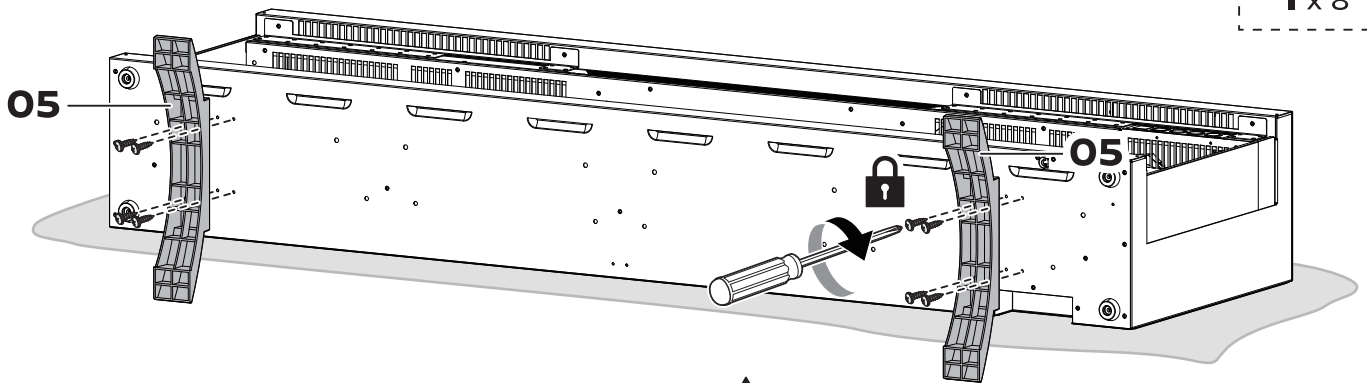
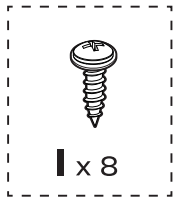
The fireplace is fully recessed into the wall with only one side exposed.



# STEP 2 ASSEMBLY

## Option A: Free-Standing Installation

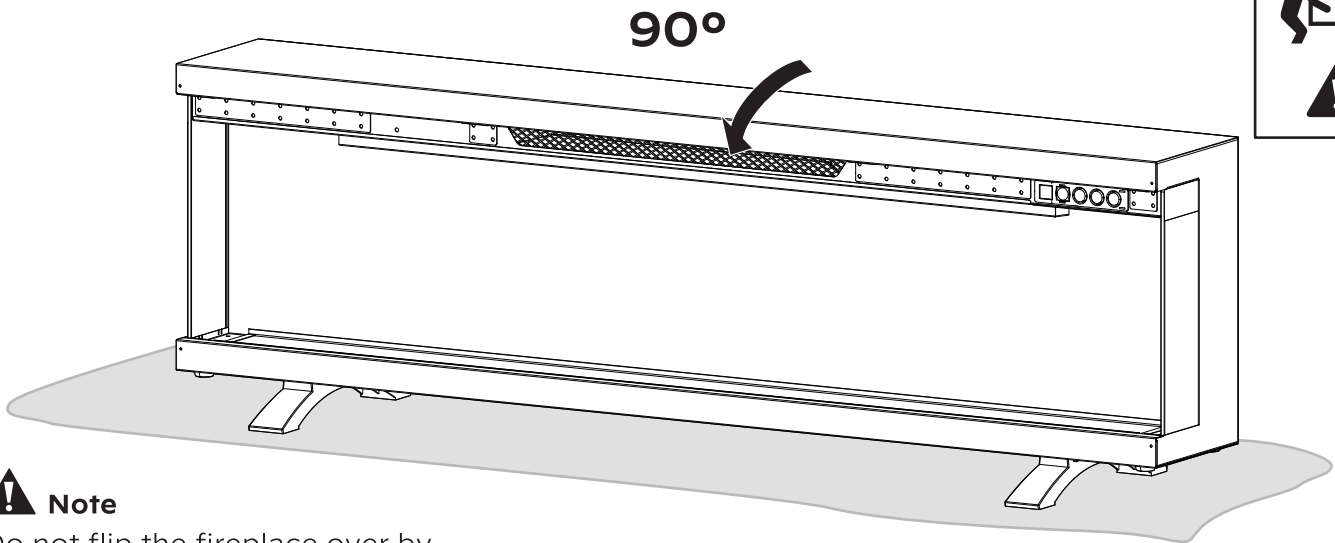
### A-1.



#### Note

To avoid scratching your fireplace, it is strongly recommended to assemble it on a soft surface.

### A-2.



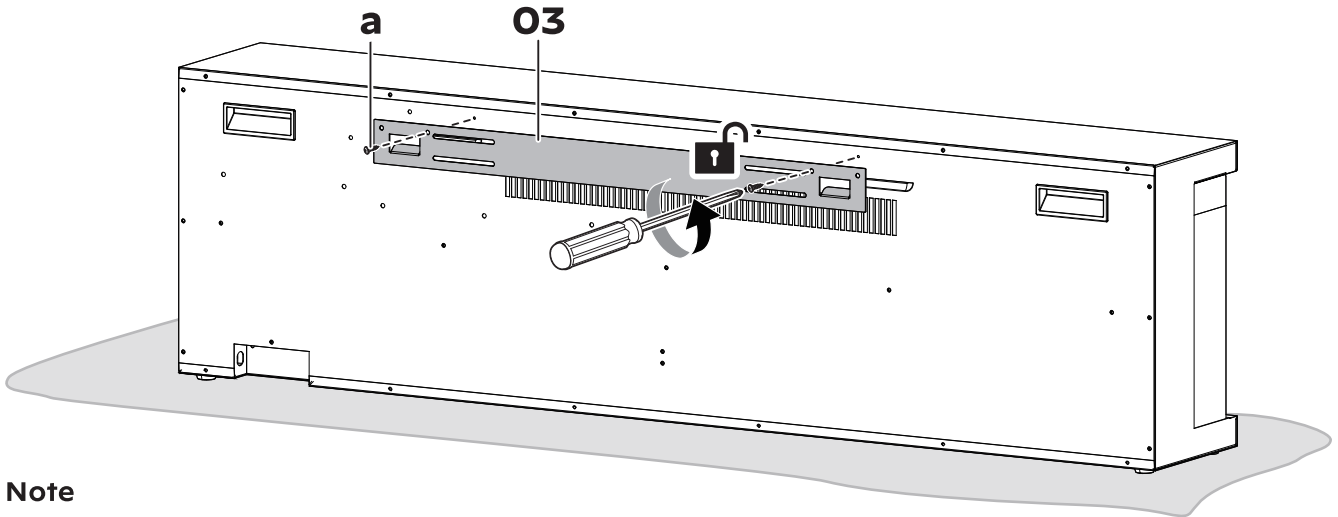
#### Note

Do not flip the fireplace over by using the legs to support its weight.

**Go to Step 3 on Page 17**

## Option B: Wall Hanging with Provided Mounting Bracket

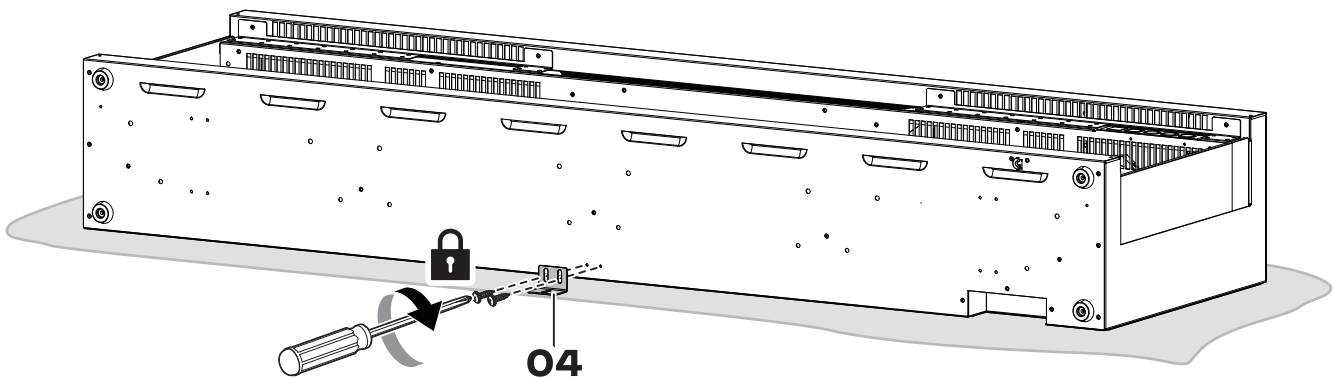
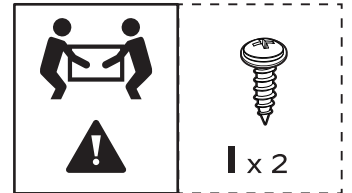
**B-1.** Remove the screws [a] from the back to disassemble the mounting bracket.

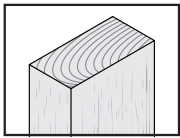


### ⚠ Note

To avoid scratching your fireplace, it is strongly recommended to remove the screws on a soft surface.

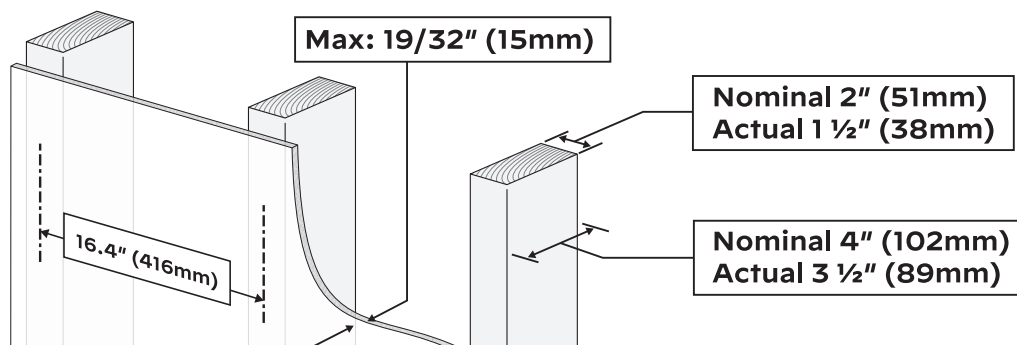
**B-2.**





## Option B1

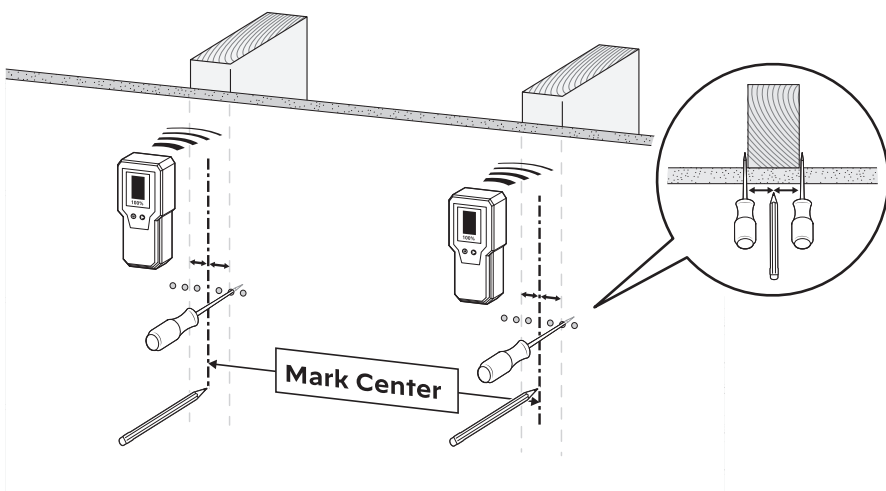
For Wood Stud Installation (with Drywall)



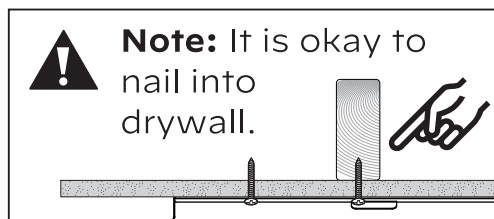
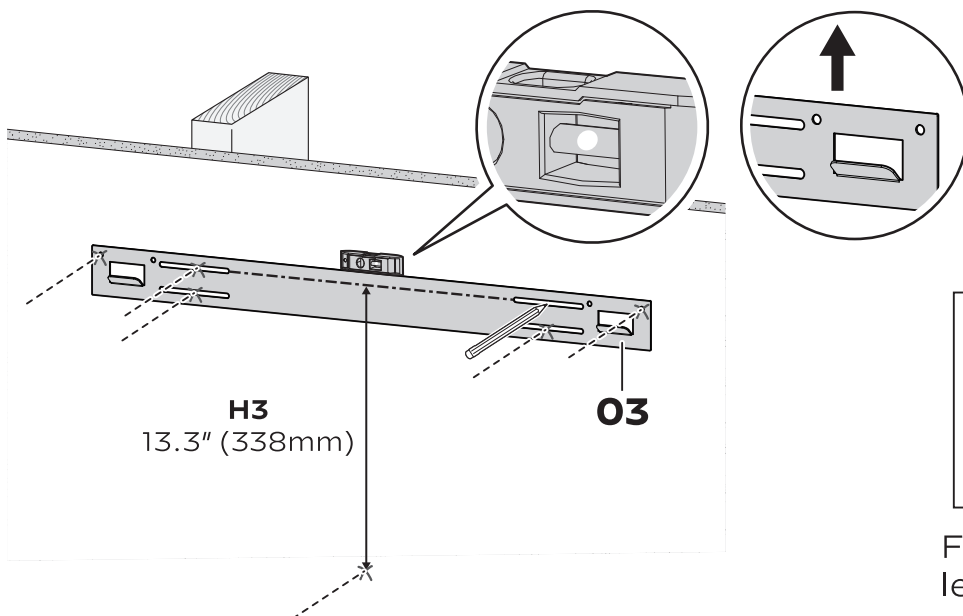
### ! WARNING

Avoid the risk of personal injury or property damage! Tighten the lag screws [A] only until they are pulled firmly against the mounting bracket (Do not overtighten).

## B1-1.

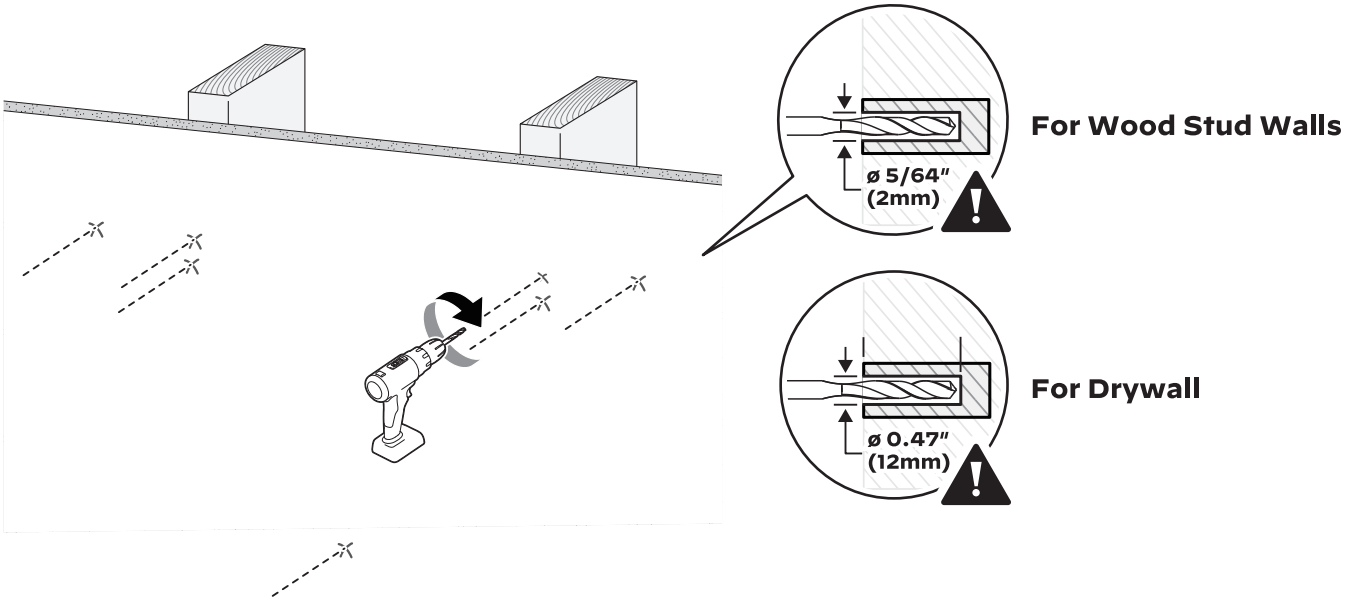


## B1-2.

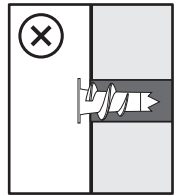
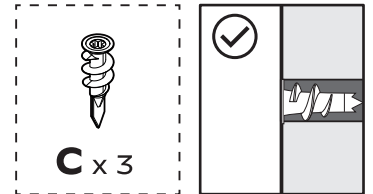
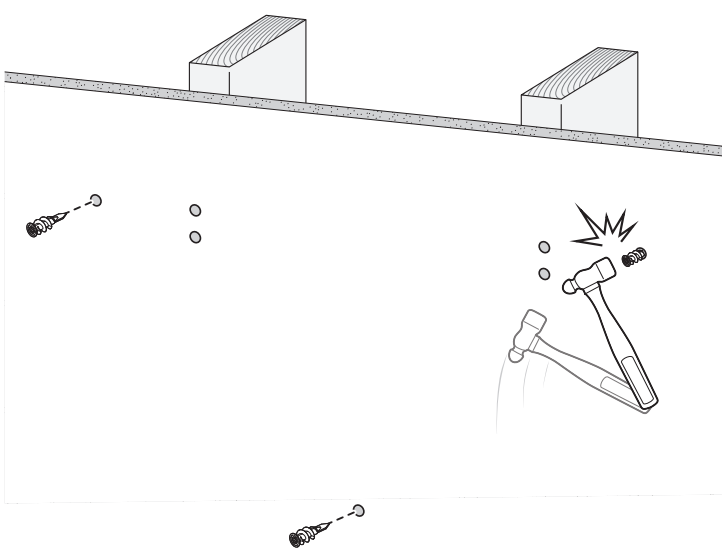


For safety, mark and drill at least 4 holes on wood studs.

### B1-3.



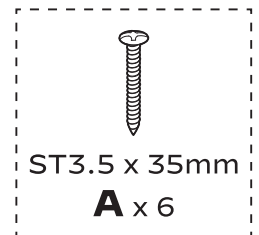
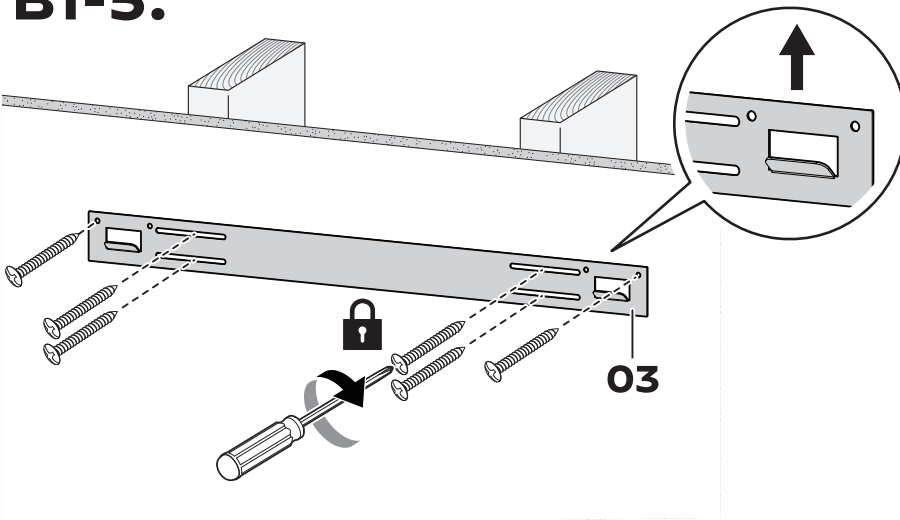
### B1-4.



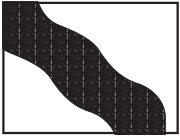
#### ! Note

This anchor is for solid concrete and drywall. Do not use them in wood studs.

### B1-5.

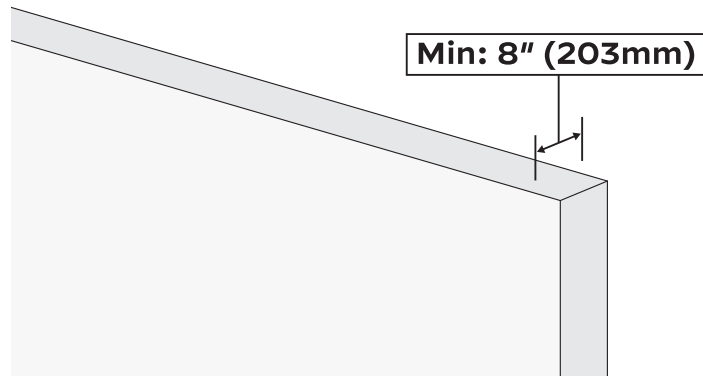


Go to Frame Hanging on Page 13



## Option B2

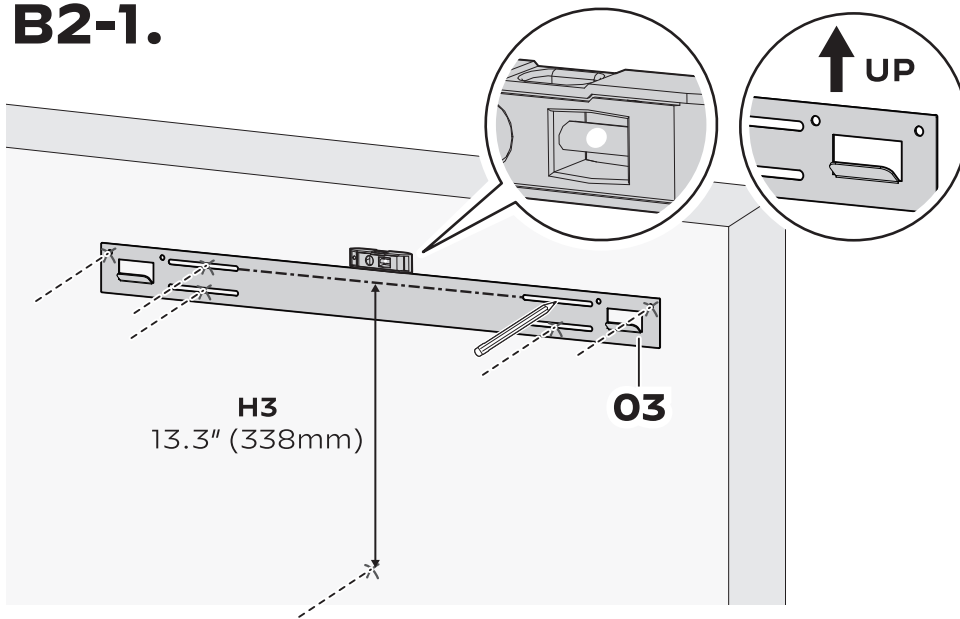
For Solid Concrete Installation



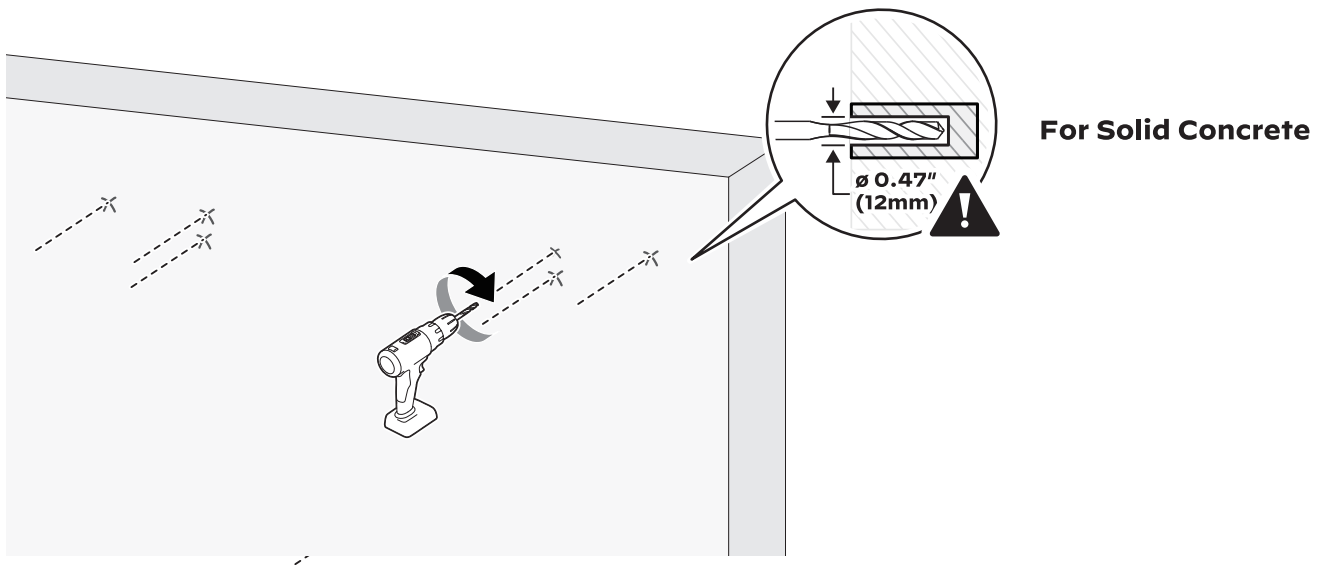
### **!** WARNING

Avoid the risk of personal injury or property damage! Tighten the lag screws [A] only until they are pulled firmly against the mounting bracket (Do not overtighten).

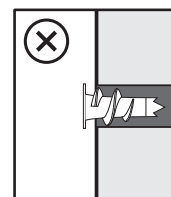
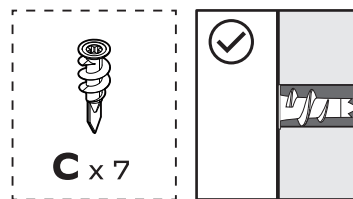
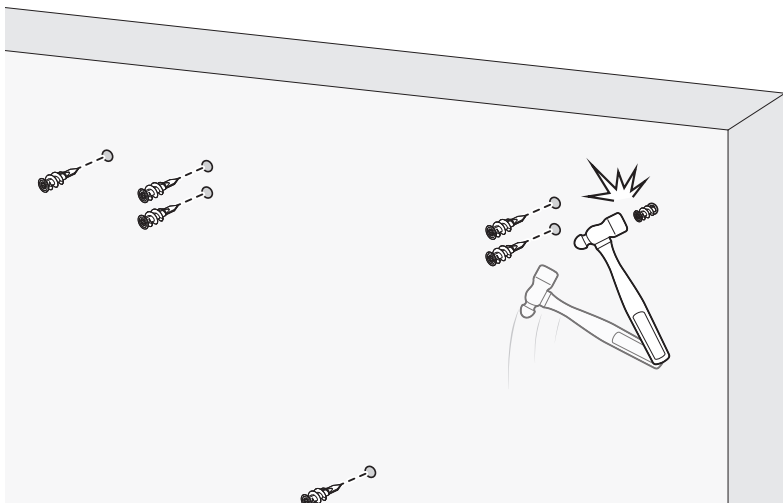
## B2-1.



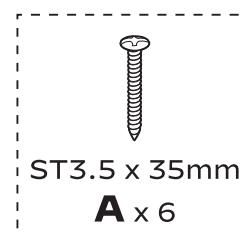
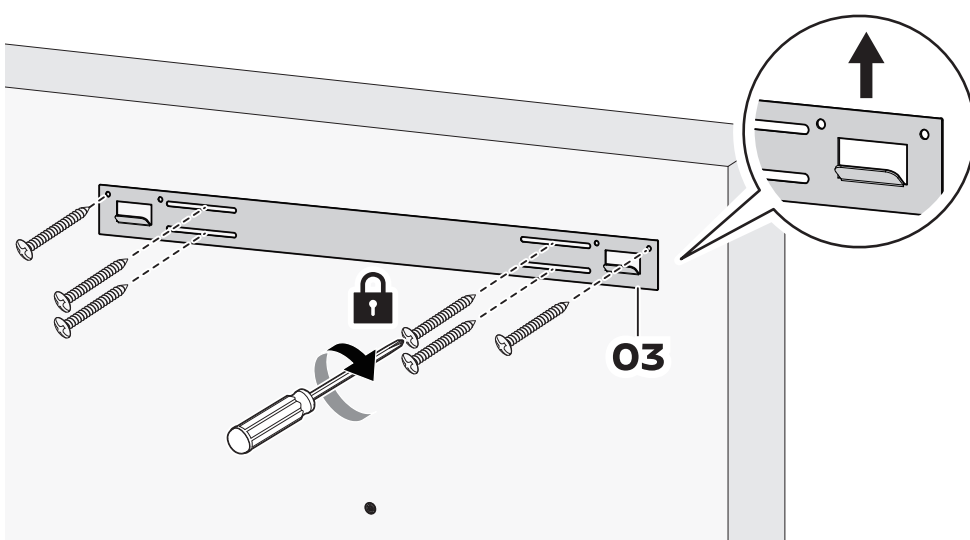
## B2-2.



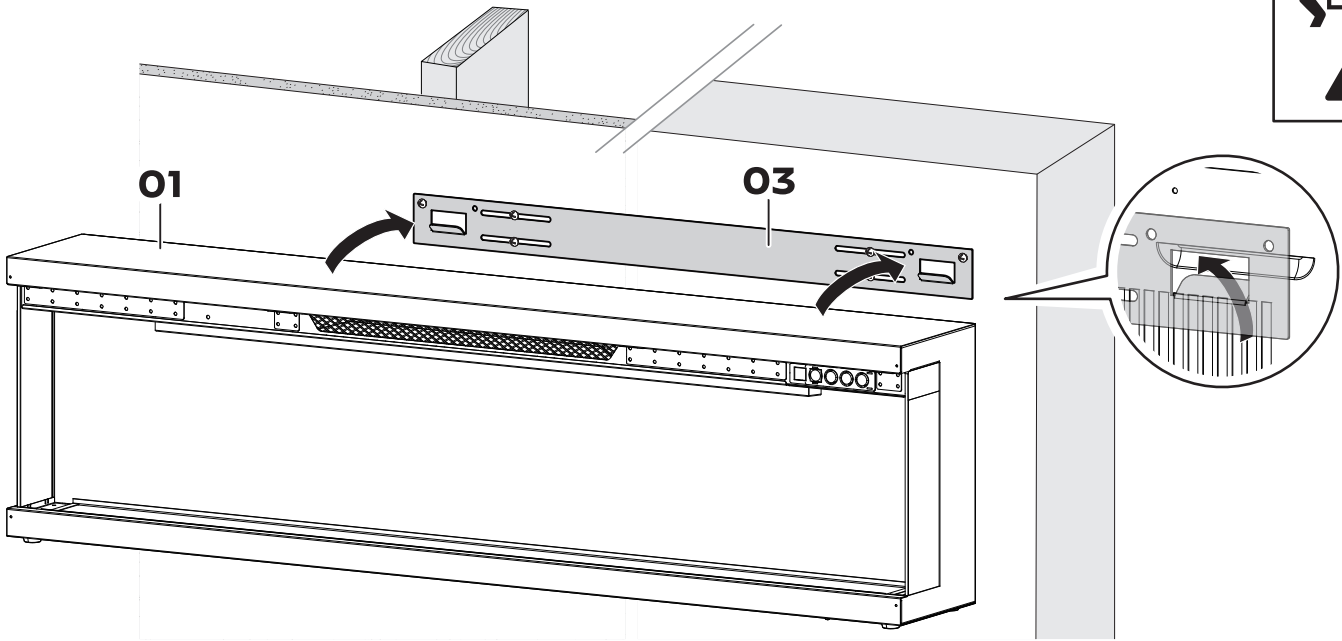
## B2-3.



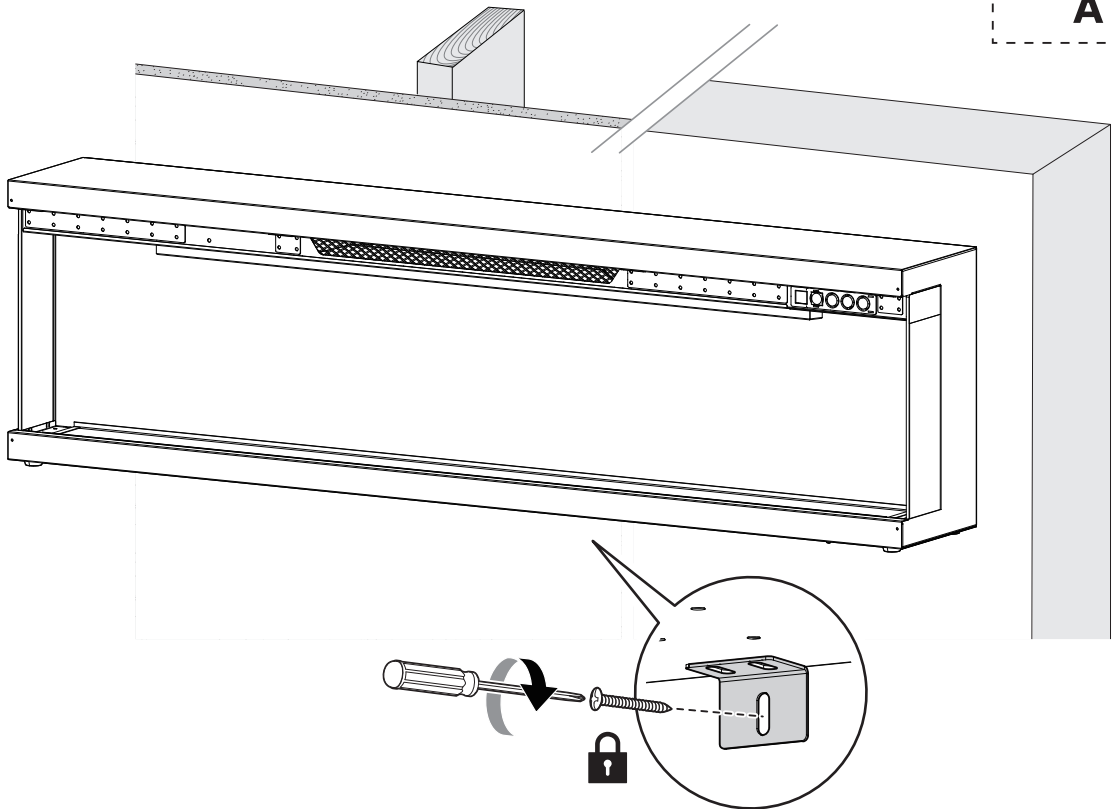
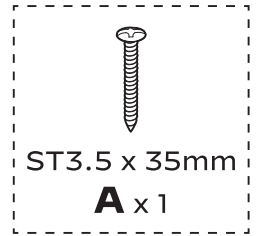
## B2-4.



# B-4.

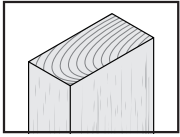


# B-5.



Go to Step 3 on Page 17

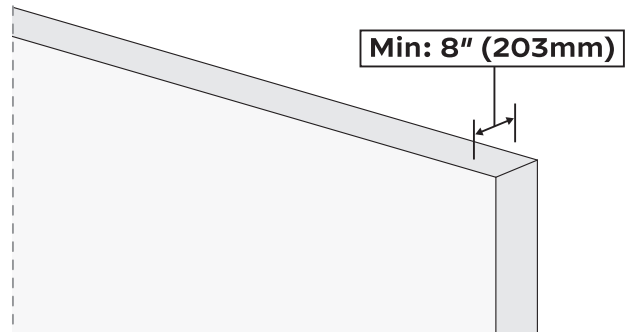
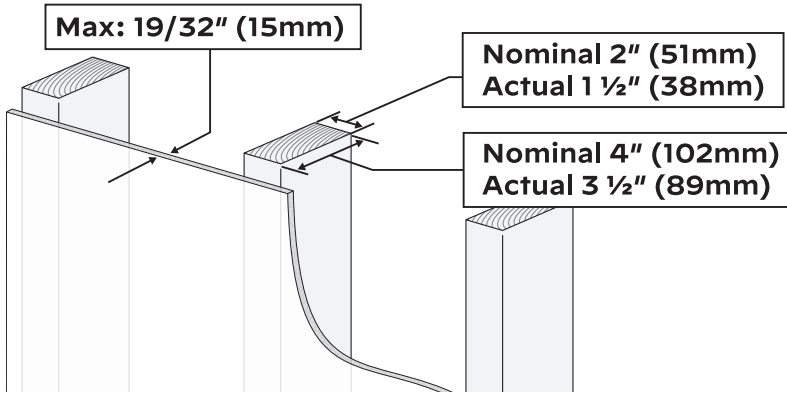
## Option C: Framing or Recessed Installation



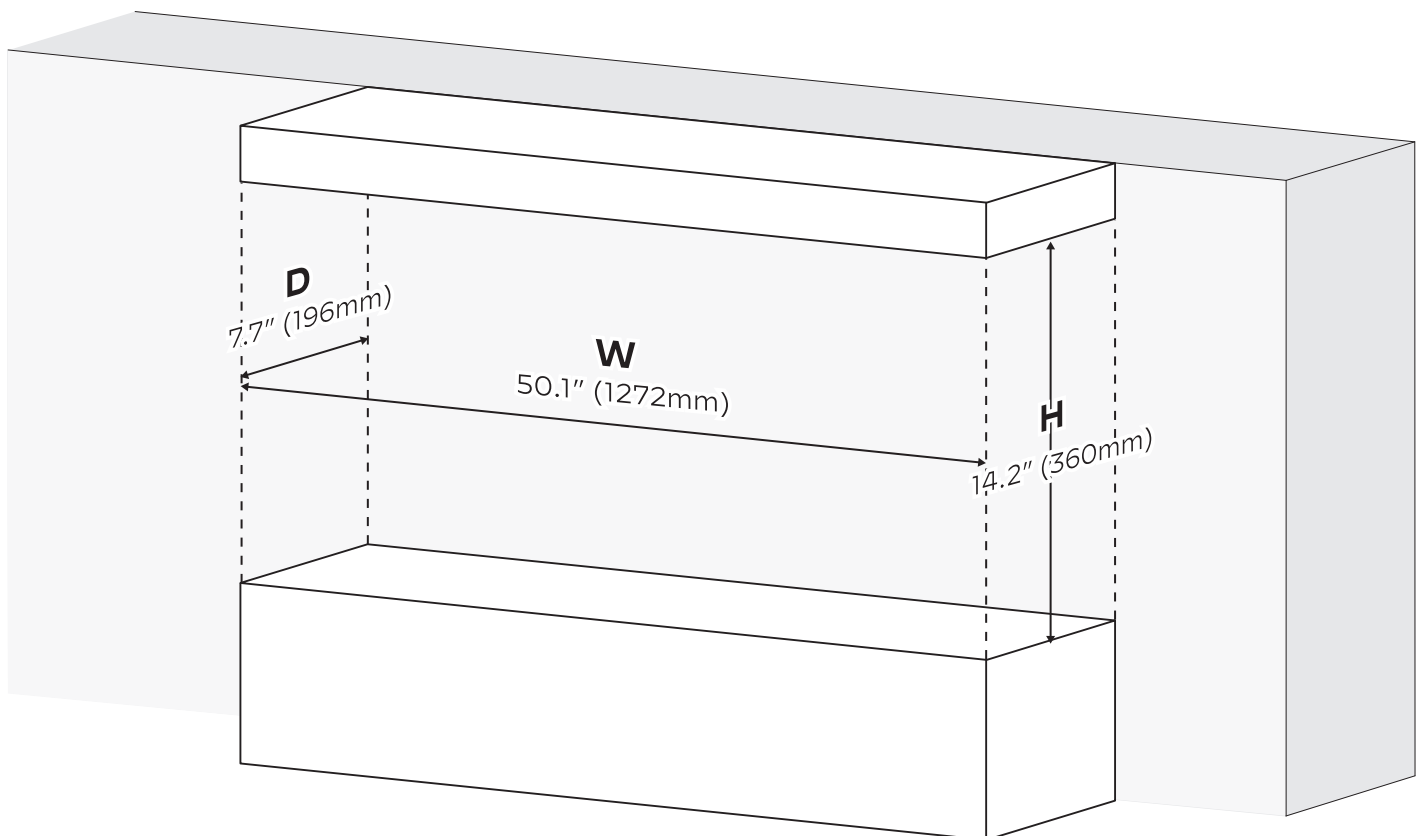
For Wood Stud Installation  
(with Drywall)



For Solid  
Concrete Installation



### C-1.

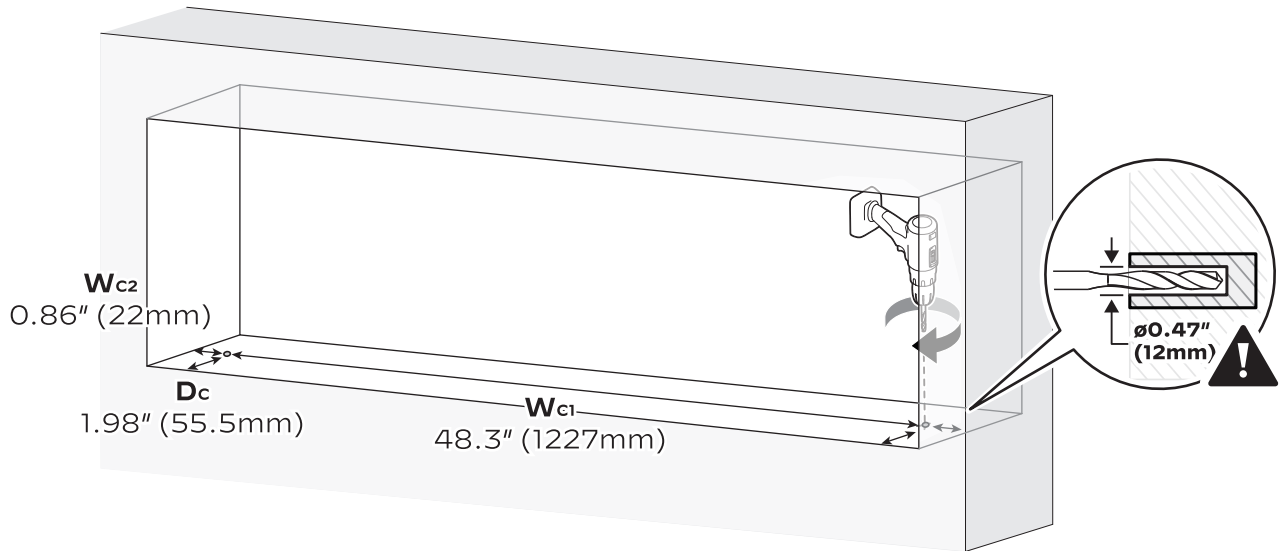


#### Note:

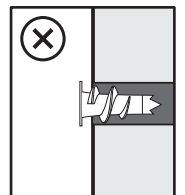
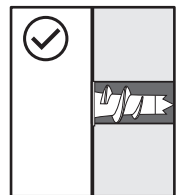
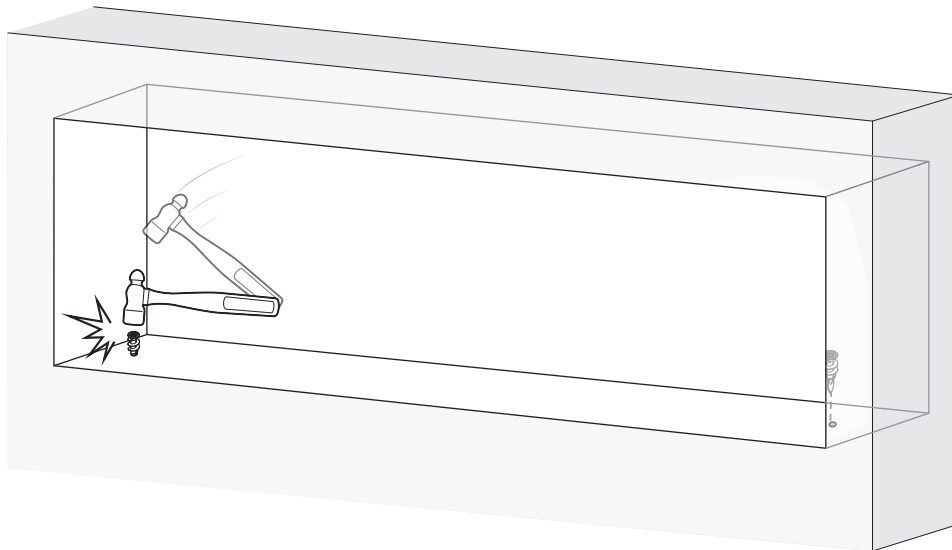


1. Do not install on drywall alone.
2. Carefully consider the weight of the framing materials.
3. Use the same framing dimensions for different installation types including framing and recessed installation.
4. When installed in solid concrete and drywall, wall anchors are required.

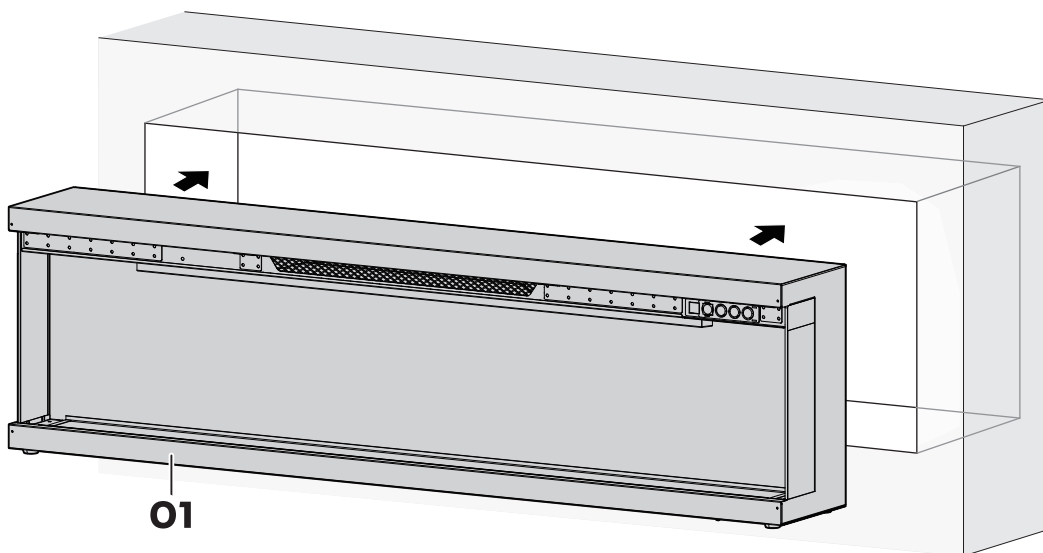
**C-2.** Tip: Only one installation type is demonstrated. Follow the same steps for other installation types.



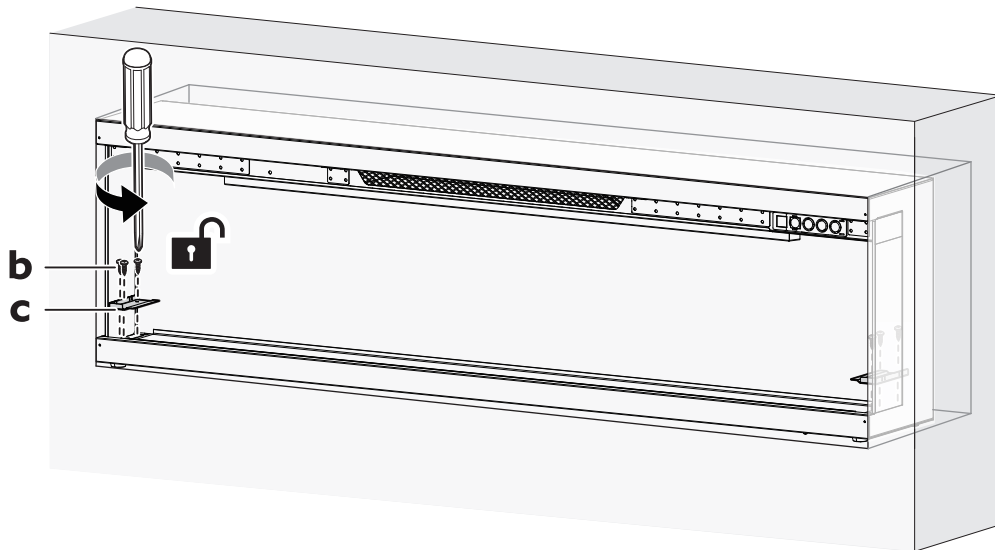
**C-3.**



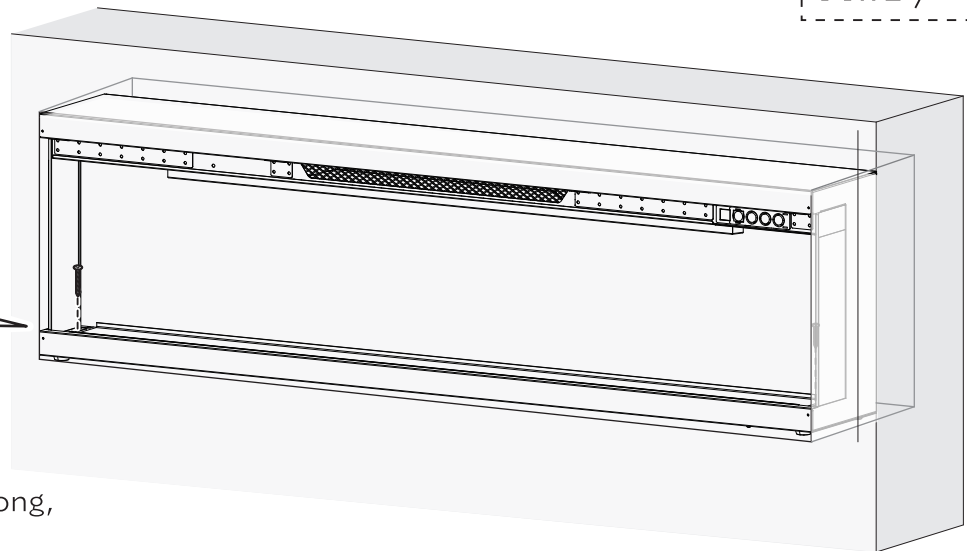
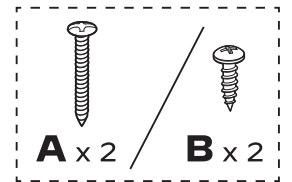
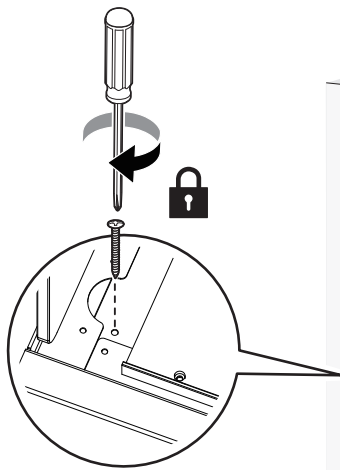
**C-4.**



**C-5.** Remove the screws [b] to disassemble the plastic brackets on both sides.



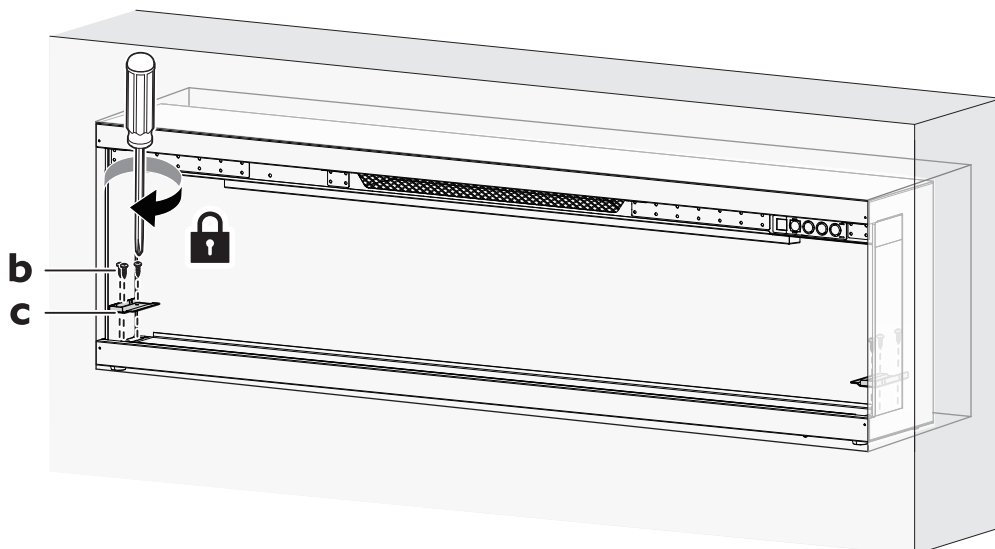
**C-6.**



**! Note**

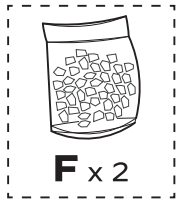
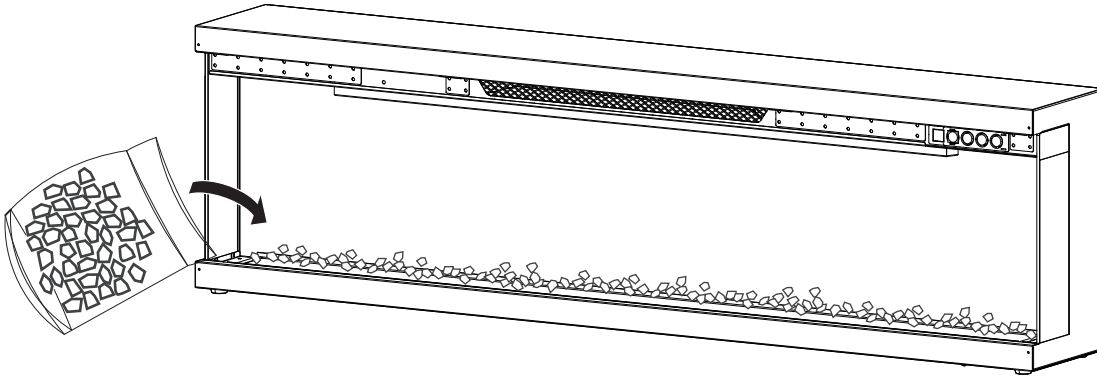
If the screws [A] are too long, use the screws [B].

**C-7.** Reinstall the screws [b] to secure the plastic brackets.

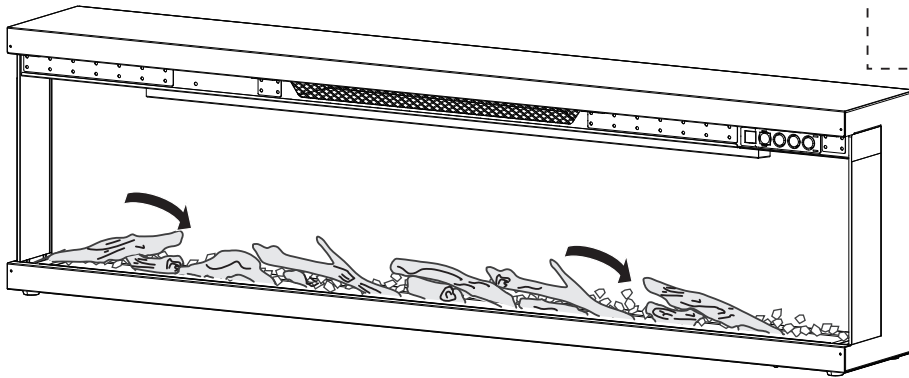


# STEP 3 ACCESSORIES INSTALLATION

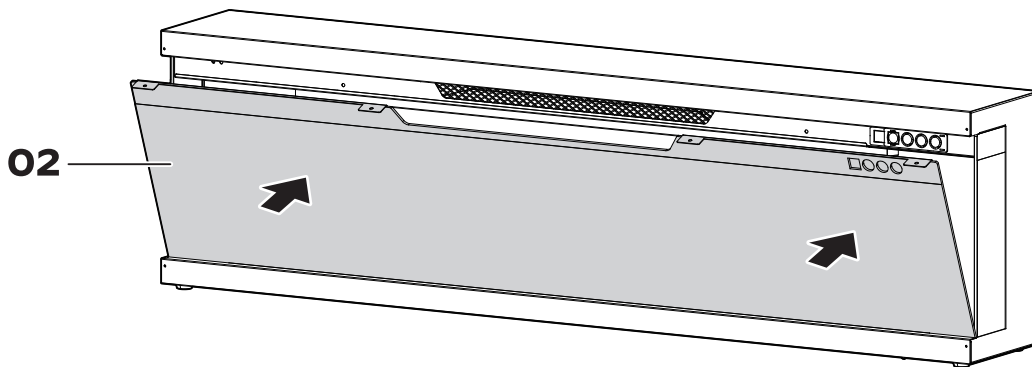
1.



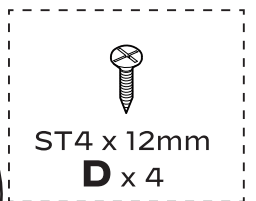
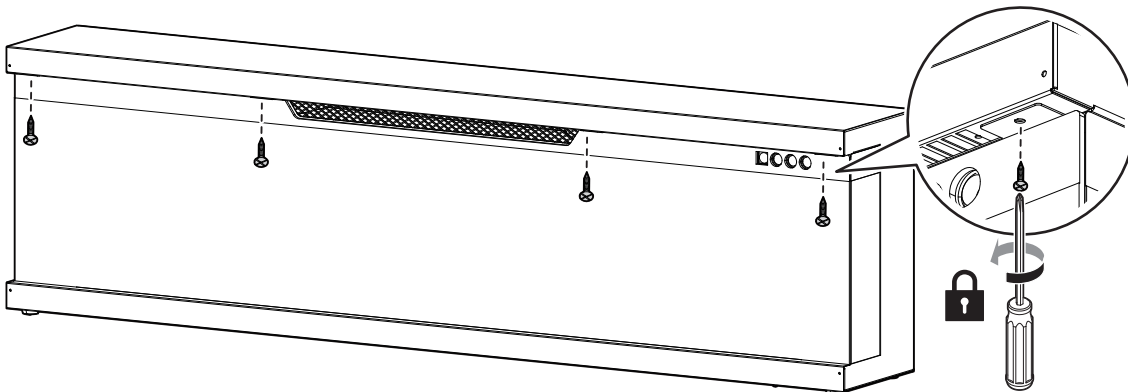
2.



3.



4.



# STEP 4 OPERATION

The electric fireplace can be operated via the control panel, remote control, APP and Alexa voice control.



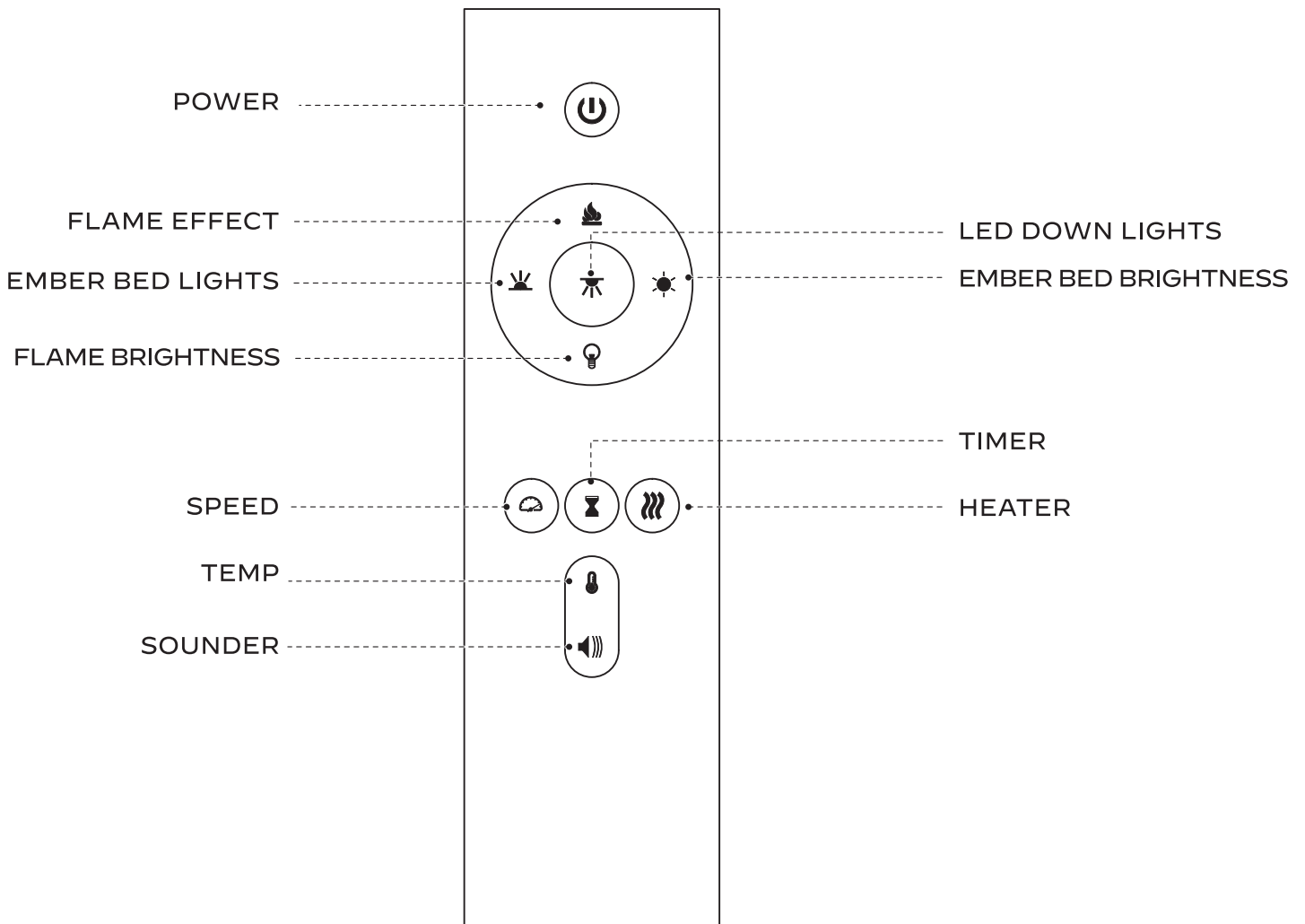
Read and understand this entire owner's manual, including all safety information, before plugging in or using this product. Failure to do so may result in electric shock, fire, serious injury, or death.



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.

To improve operation, aim the remote control in front of the fireplace. Do not press the buttons too quickly. Give the unit time to respond to each command.



## Remote Control



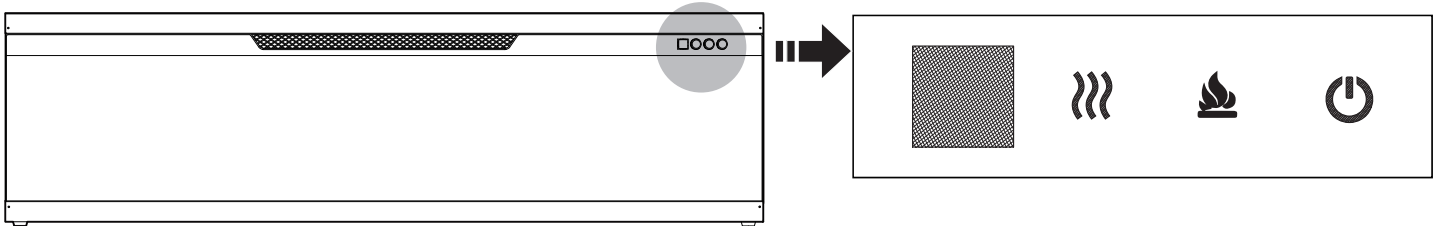
\* 2 AAA batteries (not included) are required for remote control use.




| Button  | Function  |
|---|---|
| <br><b>POWER</b>                  | Press once to enable control panel and remote control functions. The flame effect is also turned on.  |
|   | Press again to disable control panel and remote control functions. The flame effect is also turned off.   |
| <br><b>FLAME EFFECT</b>          | After the fireplace is turned on, press once to change the flame effect color.<br><b>Note:</b> The flame effect must be turned on for the heater to work.                           |
|   | Press again to change the flame color, with a total of 15 colors.   |
| <br><b>EMBER BED LIGHTS</b>      | Press once to turn the ember lights on and change the ember lights' color.<br><b>Note:</b> This fireplace has a memory function for ember lights.                                   |
|   | Press again to change the ember bed lights' color, with a total of 15 colors. When adjusted to code 16, the lights' color will change automatically.                                |
| <br><b>DOWN LIGHT</b>            | Press once to turn the LED down lights on and change the LED down lights' color.<br><b>Note:</b> This fireplace has a memory function for LED down lights.                          |
|   | Press again to change the down lights' color, with a total of 15 colors.  |
| <br><b>EMBER BED BRIGHTNESS</b> | Press once to adjust the brightness of the ember bed lights.  |
|   | Press again to adjust the brightness of the ember bed lights between 4 brightness levels and 1 dynamic level.   |
| <br><b>FLAME BRIGHTNESS</b>    | Press once to change the flame effect brightness.   |
|   | Press again to change the flame effect brightness.  |
| <br><b>SPEED</b>                | Press once to change the flame speed. Three speed settings are 01 (slow), 02 (medium), and 03 (fast). The default setting is 02 (medium).   |
|   | Press again to change the flame speed.  |
| <br><b>TIMER</b>                | The timer programs when the fireplace should stop. Each press increases by 1 hour, with a range of 0.5-8 hours.   |
|   | Press once to activate the timer, with the default setting is 0.5 hours.  |
|   | Press again to increase the timer.  |
| <br><b>HEATER</b>               | Press once to allow the fan to blow cool air for 20 seconds. Then the 900W heater starts to blow hot air.<br><b>Note:</b> The heater only works when the flame effect is turned on. |
|   | Press again to allow the 1800W heater starts to blow hot air.   |
|   | Press again to allow the fan to blow cool air for 30 seconds. Then the heater will be turned off.   |
|   | To activate the child lock, press and hold this button for 5 seconds. The screen will display "LO". Press and hold it again to deactivate the child lock.                           |

## Remote Control

| Button   | Function   |              |    |    |    |    |    |    |    |    |    |    |    |   |    |    |    |    |    |    |    |    |    |    |    |    |   |    |    |    |    |    |    |    |    |    |    |    |    |
|--|--|--------------|----|----|----|----|----|----|----|----|----|----|----|---|----|----|----|----|----|----|----|----|----|----|----|----|---|----|----|----|----|----|----|----|----|----|----|----|----|
| <br><b>TEMP</b>   | Press once to change the heater temperature. The display is shown below.   |              |    |    |    |    |    |    |    |    |    |    |    |   |    |    |    |    |    |    |    |    |    |    |    |    |   |    |    |    |    |    |    |    |    |    |    |    |    |
|  | Press again to change the heater temperature.  |              |    |    |    |    |    |    |    |    |    |    |    |   |    |    |    |    |    |    |    |    |    |    |    |    |   |    |    |    |    |    |    |    |    |    |    |    |    |
|  | Press and hold this button for 5 seconds to switch between °C and °F.  |              |    |    |    |    |    |    |    |    |    |    |    |   |    |    |    |    |    |    |    |    |    |    |    |    |   |    |    |    |    |    |    |    |    |    |    |    |    |
|  | <table border="1"> <thead> <tr> <th>Button Press</th> <th>1</th> <th>2</th> <th>3</th> <th>4</th> <th>5</th> <th>6</th> <th>7</th> <th>8</th> <th>9</th> <th>10</th> <th>11</th> <th>N</th> </tr> </thead> <tbody> <tr> <td>°C</td> <td>20</td> <td>21</td> <td>22</td> <td>23</td> <td>24</td> <td>25</td> <td>26</td> <td>27</td> <td>28</td> <td>29</td> <td>30</td> <td>C</td> </tr> <tr> <td>°F</td> <td>68</td> <td>70</td> <td>72</td> <td>74</td> <td>76</td> <td>78</td> <td>80</td> <td>82</td> <td>84</td> <td>86</td> <td>88</td> <td>F</td> </tr> </tbody> </table> | Button Press | 1  | 2  | 3  | 4  | 5  | 6  | 7  | 8  | 9  | 10 | 11 | N | °C | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | C | °F | 68 | 70 | 72 | 74 | 76 | 78 | 80 | 82 | 84 | 86 | 88 |
| Button Press   | 1  | 2            | 3  | 4  | 5  | 6  | 7  | 8  | 9  | 10 | 11 | N  |    |   |    |    |    |    |    |    |    |    |    |    |    |    |   |    |    |    |    |    |    |    |    |    |    |    |    |
| °C   | 20   | 21           | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | C  |    |   |    |    |    |    |    |    |    |    |    |    |    |    |   |    |    |    |    |    |    |    |    |    |    |    |    |
| °F   | 68   | 70           | 72 | 74 | 76 | 78 | 80 | 82 | 84 | 86 | 88 | F  |    |   |    |    |    |    |    |    |    |    |    |    |    |    |   |    |    |    |    |    |    |    |    |    |    |    |    |
| <br><b>SOUNDER</b> | Press once to open and adjust the simulation cracking sound.   |              |    |    |    |    |    |    |    |    |    |    |    |   |    |    |    |    |    |    |    |    |    |    |    |    |   |    |    |    |    |    |    |    |    |    |    |    |    |
|  | Press again to change the simulation cracking sound between S2-S1-S0 (OFF)-S3-S2-S1...   |              |    |    |    |    |    |    |    |    |    |    |    |   |    |    |    |    |    |    |    |    |    |    |    |    |   |    |    |    |    |    |    |    |    |    |    |    |    |

## Control Panel



| Button   | Function  |
|--|---|
| <br><b>POWER</b>         | Press once to enable control panel and remote control functions. The flame effect is also turned on.  |
|  | Press again to disable control panel and remote control functions. The flame effect is also turned off.   |
| <br><b>FLAME EFFECT</b> | After the fireplace is turned on, press once to change the flame effect color.<br><b>Note:</b> The flame effect must be turned on for the heater to work.                           |
|  | Press again to change the flame color, with a total of 15 colors.   |
| <br><b>HEATER</b>       | Press once to allow the fan to blow cool air for 20 seconds. Then the 900W heater starts to blow hot air.<br><b>Note:</b> The heater only works when the flame effect is turned on. |
|  | Press again to allow the 1800W heater starts to blow hot air.   |
|  | Press again to allow the fan to blow cool air for 30 seconds. Then the heater will be turned off.   |
|  | To activate the child lock, press and hold this button for 5 seconds. The screen will display "LO". Press and hold it again to deactivate the child lock.                           |

# CONNECT TO APP

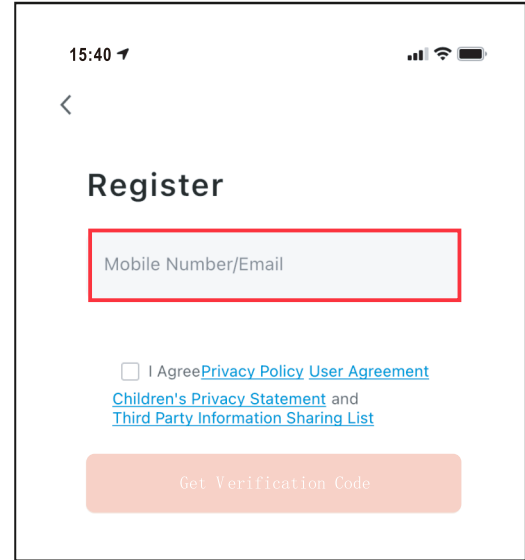
Use the app to control your electric fireplace from your iPhone or Android device even when you are away from home.

## 1. Download and Install the App

- Search in APP Store to download the app.
- Turn the GPS on from your mobile device.

## 2. Create Your Account

- Register with your email or mobile number.
- Create your password.

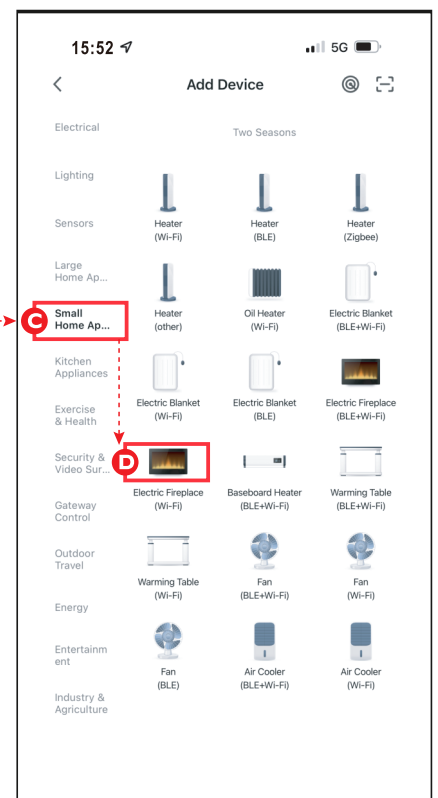
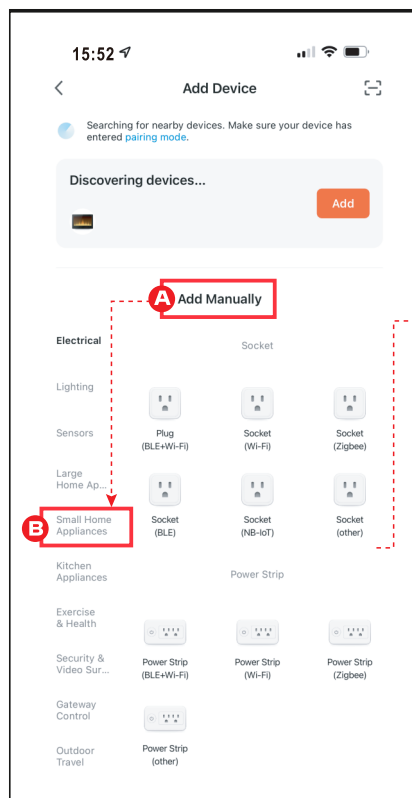
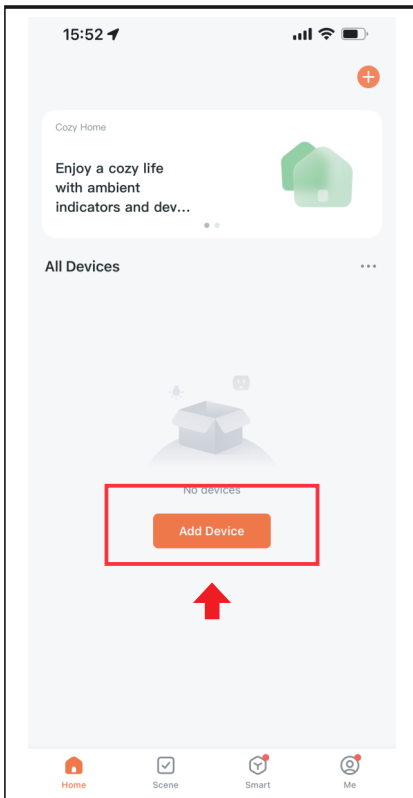


## 3. Add Your Device


After the account is created, log in, then tap 'Add Device'.

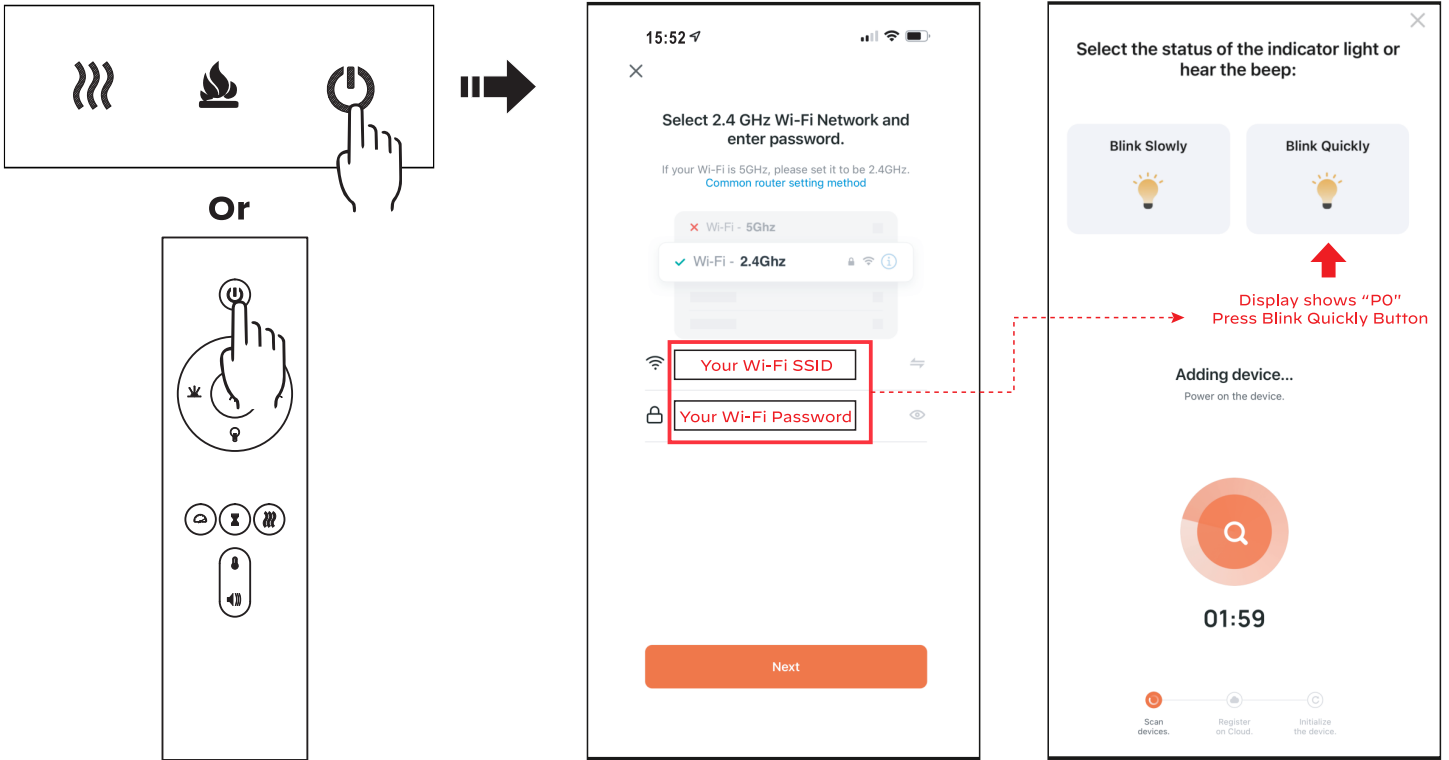
There are three methods to add your fireplace:

- 1) P0 Mode: Add manually through Wi-Fi. Follow the Steps A-D in the following demonstration.
- 2) P1 Mode: Add manually through device's hotspot. Follow the Steps A-D in the following demonstration.
- 3) If you use Bluetooth, turn the Bluetooth on before adding.




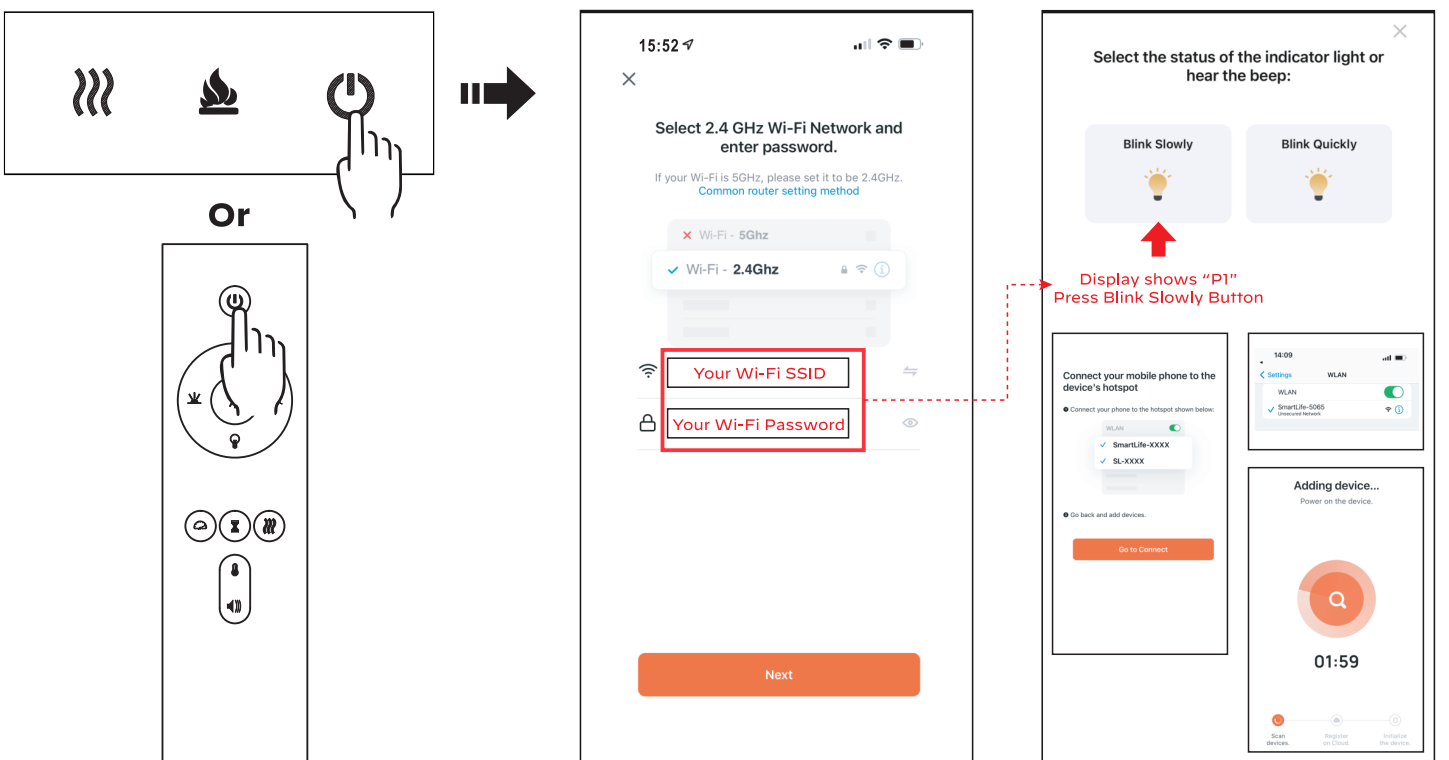
## Wi-Fi Mode

1. Press and hold the  button on the control panel or the remote control until "P0" displays.
2. Enter your Wi-Fi name and password. Then tap '**Next**' for device pairing.
3. Tap '**Blink Quickly**' to add your device.
4. When the connection is done, "P4" will display and the LED lights turn green and flash 6 times.




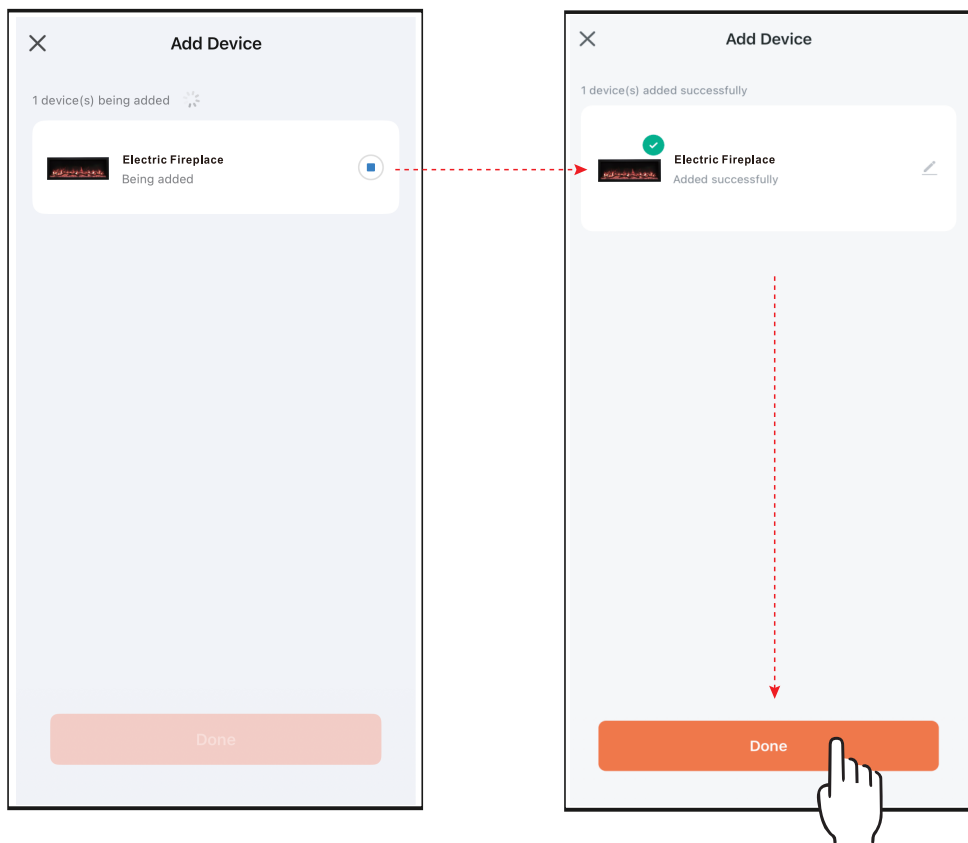
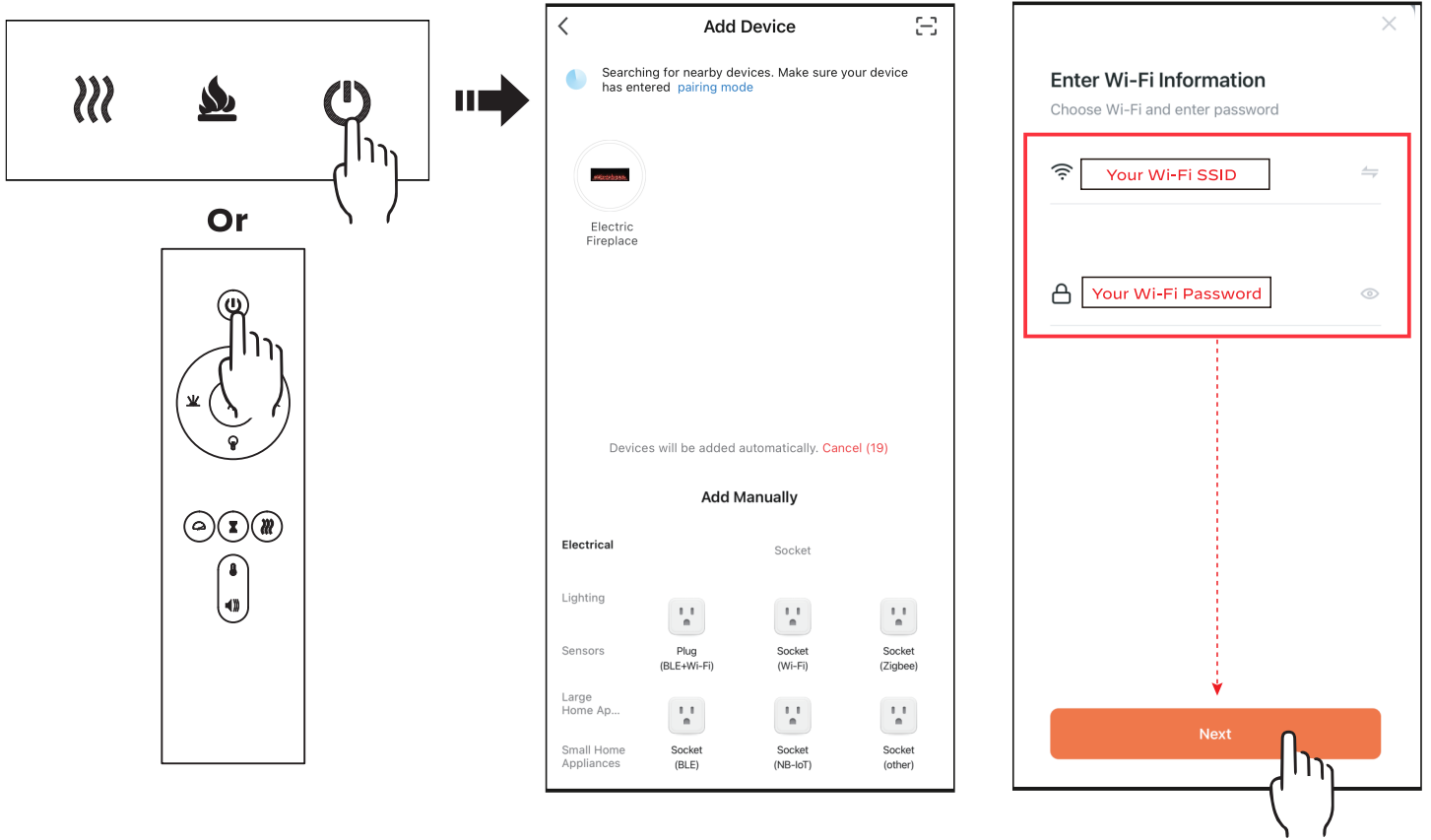
## Hotspot Mode

1. Press and hold the  button on the control panel or the remote control until "P1" displays.
2. Enter your Wi-Fi name and password. Then tap '**Next**' for device pairing.
3. Tap '**Blink Quickly**', then connect your mobile phone to the device's hotspot to add your device.
4. When the connection is done, "P4" will display and the LED lights turn green and flash 6 times.

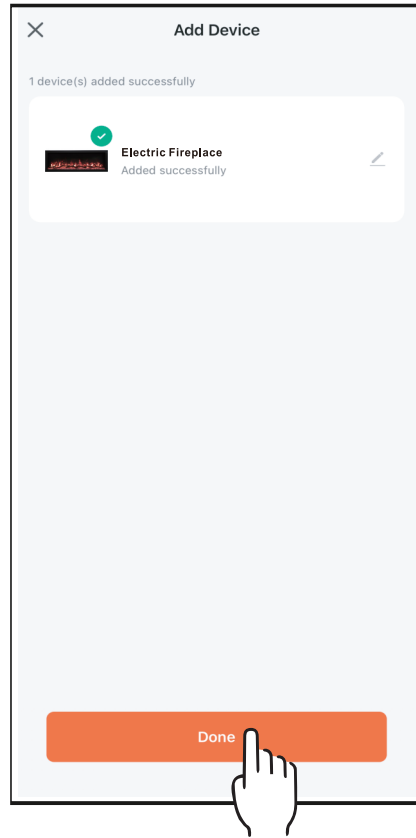


## Bluetooth Mode

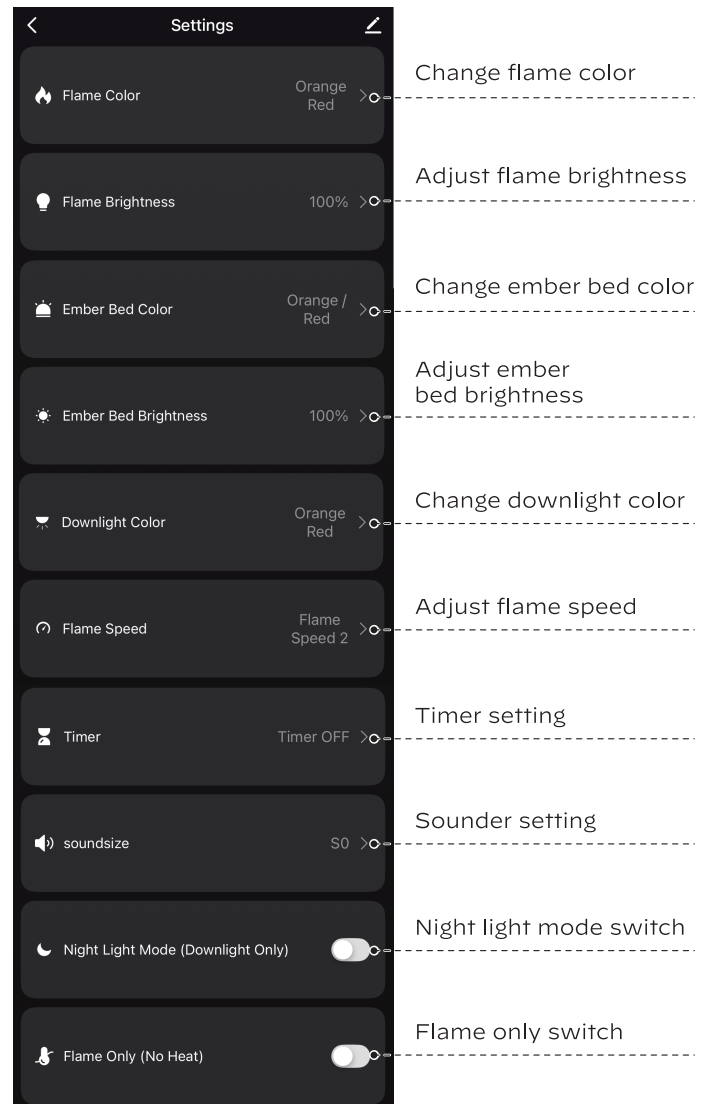
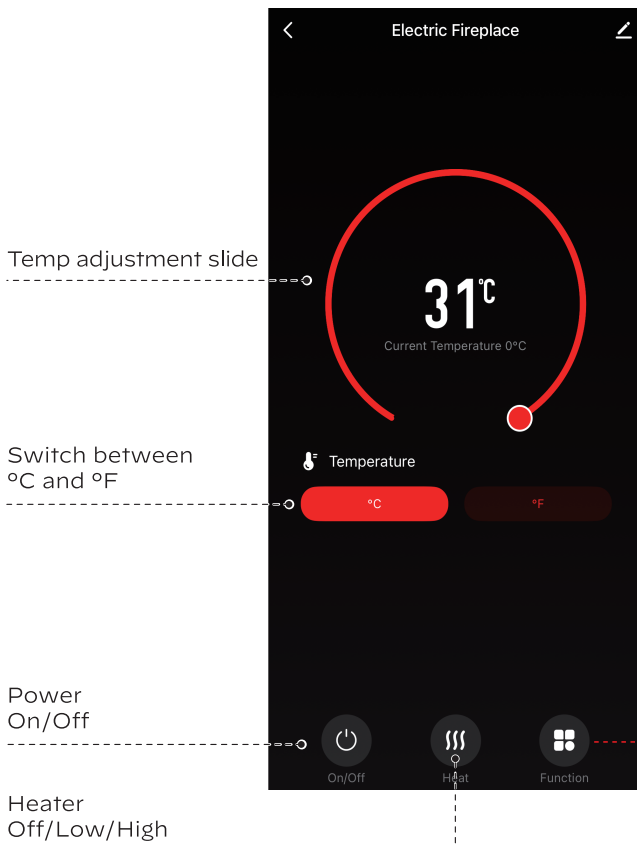
1. Press and hold the  button on the control panel or the remote control until "P0" displays.
2. Tap 'Add' button when the device named "Electric Fireplace" is displayed.
3. Enter your Wi-Fi name and password. Then tap 'Next' for device pairing.
4. When the connection is done, "P4" will display and the LED lights turn green and flash 6 times.



## 4. Connect to the Fireplace



## Using the APP



## Voice Control

The fireplace supports voice control. To use this feature, an device is required.

| Function                          | Mode Name  | Voice Commands  |
|-----------------------------------|--|---|
| <b>Power switch</b>               | /  | "turn on the <device name>."<br>"turn off the <device name>."   |
| <b>Flame color</b>                | Flame Color  | "set the <mode name> to <mode value>"<br>"set the <mode name> on the <device name> to <mode value>""<br>"increase the <mode name> on the <device name>"<br>"what's the <mode name> on the <device name>?" |
| <b>Flame brightness</b>           | Flame Light /<br>Flame Brightness /<br>Flame Intensity |   |
| <b>Flame speed</b>                | Flame Speed  |   |
| <b>Ember bed light color</b>      | Ember Bed Color  |   |
| <b>Ember bed light brightness</b> | Ember Bed Brightness                                   |   |
| <b>LED down lights color</b>      | Downlight Color  |   |
| <b>Simulation sound</b>           | Soundsize  |   |
| <b>Heater</b>                     | Heat   |   |

# CARE AND MAINTENANCE



**ALWAYS** turn the heater off and unplug the power cord before cleaning, performing maintenance, or moving this fireplace. Failure to do so may result in electric shock, fire, or personal injury.

**NEVER** immerse in water or spray with water. Doing so may result in electric shock, fire, or personal injury.

## TEMPERATURE LIMITING CONTROL

This heater is equipped with temperature limiting control. Should the heater reach an unsafe temperature, the heater will automatically shut off. To reset:

1. Turn the unit off and unplug the power cord. Wait 5 minutes.
2. 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.
3. Plug the power cord in and turn the unit on.
4. If the problem continues, contact a professional technician for inspection.

## METAL

- Wipe up using a soft cloth, slightly dampened with a citrus oil-based detergent.
- Do not use brass polish or household cleaners as these detergents will damage the metal trim.

## GLASS

- Use a good quality glass cleaner sprayed onto a 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.

## STORAGE

- 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.



**Risk of electric shock! DO NOT OPEN any panels! No user-serviceable parts inside!**


**ALWAYS** turn the heater OFF and unplug the power cord before cleaning, performing maintenance, or moving this fireplace. Failure to do so could result in electric shock, fire, or personal injury.



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

# TROUBLESHOOTING

| PROBLEM  | CAUSE  | SOLUTION   |
|--|--|--|
| <b>The fireplace does not work.</b>                            | 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.                                     |  |
| <b>The flame effect is not visible.</b>                        | The fireplace has not been operated correctly.             | Refer to the operation instructions.   |
| <b>There is excessive noise when the fireplace is working.</b> | The fan is defective.                                      | Please contact customer service.   |
|  | The fireplace parts are defective.                         |  |
| <b>There is no heating.</b>                                    | The flame effect is not turned on.                         | Turn the flame effect on. The heater only works when the flame effect is turned on.  |
| <b>The button touch is not responsive.</b>                     | The front glass is not installed properly.                 | Reinstall the front glass, power the fireplace back on, wait for 30 seconds and try again. The touch sensitivity will be automatically restored. |

| <b>PROBLEM</b>                       | <b>CAUSE</b>  | <b>SOLUTION</b>   |
|--------------------------------------|---|---|
| <b>The LCD screen displays "E1".</b> | The NTC device's connection plug is loose.  | Unplug the power cord, then plug it back in. Check if the "E1" error is cleared.<br>Reinstall the NTC connection plug.  |
|                                      | The NTC device is damaged.  | Replace with a new NTC device or contact customer service.  |
| <b>The LCD screen displays "88".</b> | The ambient temperature suffers a sudden drop of 10-15 degrees within 30 minutes. | Check to see if the doors and windows are closed properly.  |
| <b>The LCD screen displays "OH".</b> | Overheating protection caused by an abnormal heating fan.                         | Turn off the machine and unplug the power cord. Wait half an hour for the temperature to cool down before restarting it.  |
|                                      | The heater protector is damaged.  | Please contact customer service.  |
| <b>The LCD screen displays "LO".</b> | The child lock is activated.  | In the powering-on state, press and hold the  power button for 5 seconds to deactivate the child lock. |

\* If there are any other issues, turn the machine off and unplug it. Wait a few minutes, then plug it back in and turn it on. If problems are left unsolved, contact customer service.

## FCC STATEMENT

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 uses 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.