

ELECTRIC FIREPLACE

Model # : ☐ EF-IMPE46 ☐ EF-IMPE67 ☐ EF-IMPE88

OWNER'S MANUAL



AC 220V-240V 50Hz 1400-1600W

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, paper, 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**, after it has **malfunctioned**, or if it has been **dropped or damaged in any manner**. Discard the heater or return it to an authorized service facility for examination and/or repair.
- **DO NOT** run the power cord under carpeting. **DO NOT** cover the power cord with throw rugs, runners, or similar coverings. **DO NOT** route the power cord under furniture or appliances. Arrange the 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.
- **ALWAYS** mount to wall bracket before use. **DO NOT** set on the floor or other surface to use.
- **NEVER** use a wall mount bracket from another manufacturer.
- 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.

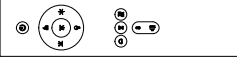
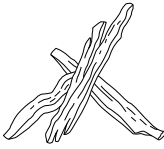
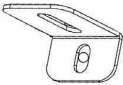
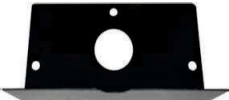
- **ALWAYS** turn this heater off before unplugging it from the outlet.
- **ALWAYS disconnect** this unit from the **power** supply **before** performing any assembly or cleaning or before relocating the electric fireplace.
- **NEVER** leave this heater unattended. **ALWAYS** unplug this heater when not in use.
- **ALWAYS** store this heater in a dry location. **NEVER** use the fireplace if it has become wet.
- **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.
- **SAVE THESE INSTRUCTIONS!**

Preparation

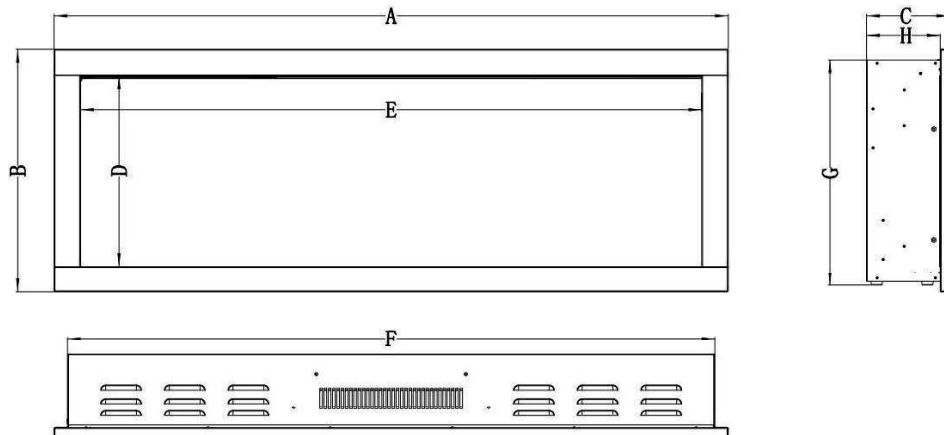
Remove all parts and hardware from the carton and place them on a clean, soft, dry surface. Parts and assembly steps are grouped for wall-hanging or recessing use. Check the parts list to make sure nothing is missing. Dispose of packaging materials properly. Please recycle whenever possible.

You will need the following tools (not included): Phillips screwdriver, stud finder, level, tape measure, electric drill, 1/4" wood drill bit, and hammer.

Parts and Hardware

				
A - Wood Screw	B - Drywall Anchors	C - Remote Control	D - Driftwood Logs	
				
E- Black Glass Embers	F – “L” Shape Bracket	G - Metal Cover Plate	H – Box Connector	I – Manual
				
J – Side Skirt Panels		K – Short Screws	L - Wood Chips	M - Decorative volcanic stone

Dimensions



PRODUCT DIMENSIONS

Model Number	A	B	C	D	E	F	G	H
EF-IMPE46	45-5/8" [1160mm]	19-5/8" [500mm]	6-5/8" [168mm]	15-3/4" [400mm]	41-3/4" [1060mm]	43-7/8" [1115mm]	18-1/2" [471mm]	5-7/8" [149mm]
EF-IMPE67	66-1/2" [1690mm]	19-5/8" [500mm]	6-5/8" [168mm]	15-3/4" [400mm]	62-5/8" [1590mm]	64-3/4" [1645mm]	18-1/2" [471mm]	5-7/8" [149mm]
EF-IMPE88	87-3/8" [2220mm]	19-5/8" [500mm]	6-5/8" [168mm]	15-3/4" [400mm]	83-7/16" [2120mm]	85-5/8" [2175mm]	18-1/2" [471mm]	5-7/8" [149mm]

Installation and Assembly

This appliance is designed to be **slide-in mounted**. It can be **hardwired** or **plugged into a receptacle** (power cord supplied). Select a suitable location that is not susceptible to moisture and is away from drapes, furniture, and high traffic areas.

NOTE: Follow all national and local electrical codes.

MINIMUM CLERANCE TO COMBUSTIBLES

Measurements are taken from the glass front.			
Bottom	0"	Top	11.8" (300mm) to mantel
Sides	0"	Top	11.8" (300mm) to ceiling
Back	0"	Front	36" (915mm)

WARNING

WHEN USING PAINT OR LACQUER TO FINISH THE MANTEL, THE PAINT OR LACQUER MUST BE HEAT RESISTANT TO PREVENT DISCOLORATION.

Power

Plug the power cord into a AC 220-240 Volt outlet (see **IMPORTANT SAFETY INFORMATION** on Pages 1 and 2). 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.

Pre-Installation Built-In

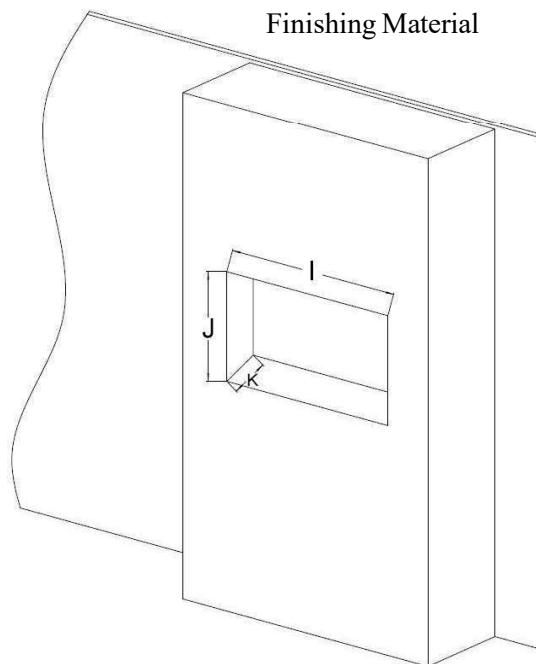
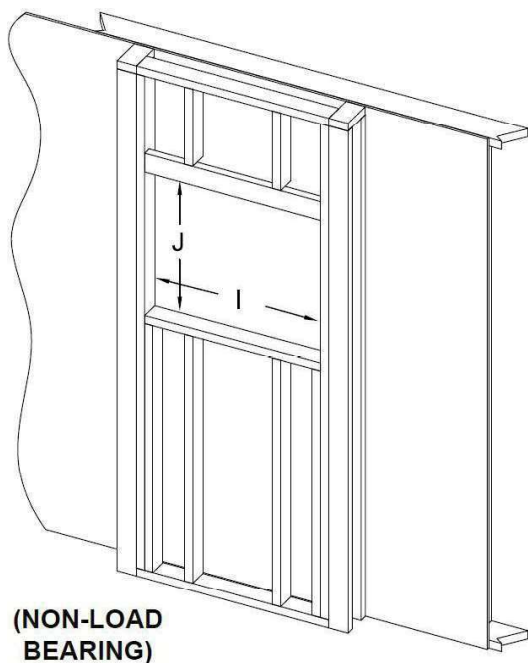
Due to the many different materials used on different walls, it is highly recommended that you consult your local builder before you install this appliance.

A. Select a location that is not prone to moisture and is located at least 36" (915mm) away from combustible materials such as curtains, furniture, bedding, paper, etc.

B. Create a rough-in frame with electrical (see **Framing Dimensions** on **Page 5**).

C. Remove the trim and front glass (see **Front Trim Removal** on **Page 5** and **Front Glass Removal** on **Page 6**).

D. Hold the appliance up to ensure it will fit into the framing.



FRAMING DIMENSIONS			
Model Number	I	J	K
EF-IMPE46	44" [1120mm]	18-3/4" [476mm]	6" [152mm]
EF-IMPE67	65" [1650mm]	18-3/4" [476mm]	6" [152mm]
EF-IMPE88	85-7/8" [2180mm]	18-3/4" [476mm]	6" [152mm]

Front Trim Removal

- Take off the screws on both sides. (Fig. 1-1)
- Carefully lift the front trim up and away from the appliance (Fig. 1-2). Place it face down on a soft, non-abrasive surface.
- Reverse these steps to re-install the front trim.

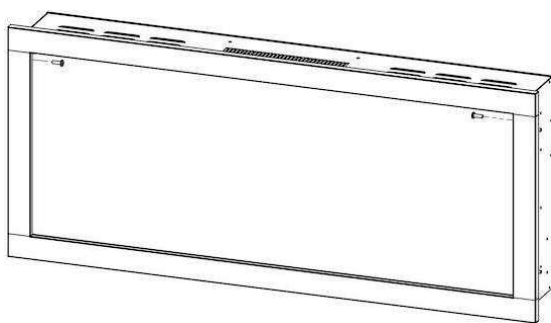


Fig. 1-1

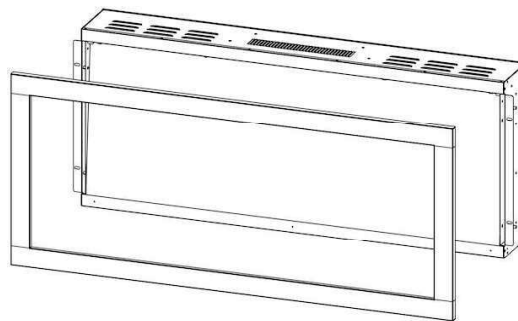


Fig. 1-2

Front Glass Removal

- A. With one hand on the front glass to prevent it from falling, remove the screws from the top of the glass. Set the screws aside. (Fig. 2-1)
- B. Carefully lift the front glass up and away from the appliance. Place it face down on a soft, non-abrasive surface. (Fig. 2-2)
- C. Reverse these steps to re-install the front glass.

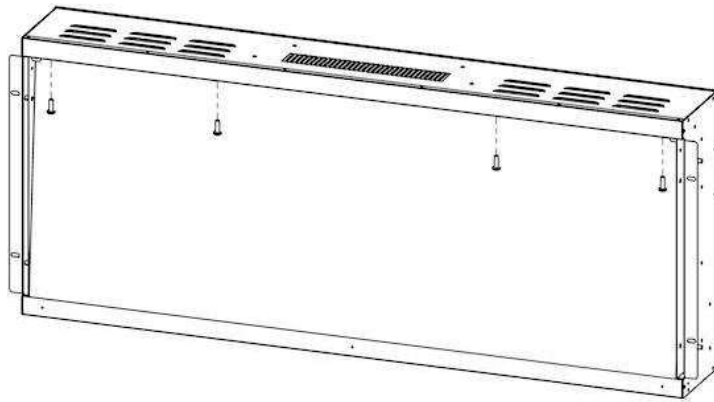


Fig. 2-1

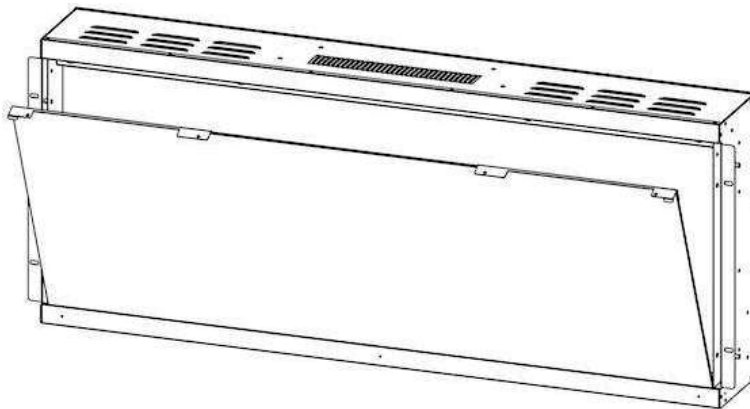


Fig. 2-2

Wall Recessed Installation

- A. With the front glass removed, remove the four (4) screws from the internal side plates. (Fig. 3-1)
- B. Carefully remove the side plates from the fireplace. (Fig. 3-2)
- C. Remove the power cord and hardwire the unit (see **Hardwiring Installation** on **Page 10**).
- D. Insert the fireplace into the rough-in frame and then secure it by installing four (4) wood screws (A) through the holes (Fig. 3-3, Fig 3-4).
- E. Install the Fuel-bed Decorative Media (**Page 11**) into the ember bed and then re-install the front glass and trim.
- F. **(Optional)** Secure the fireplace by installing four (4) wood screws through the mounting holes on the front. (Fig. 3-5)

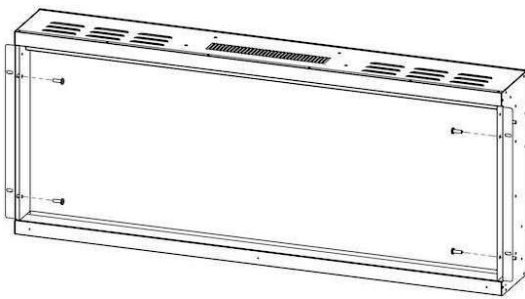


Fig. 3-1

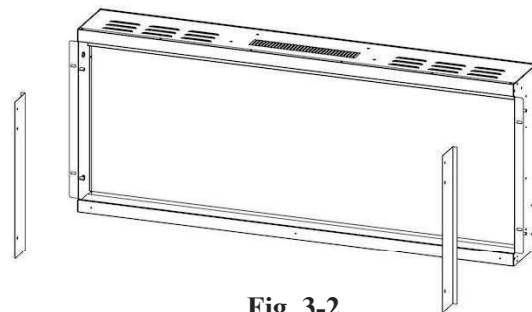


Fig. 3-2

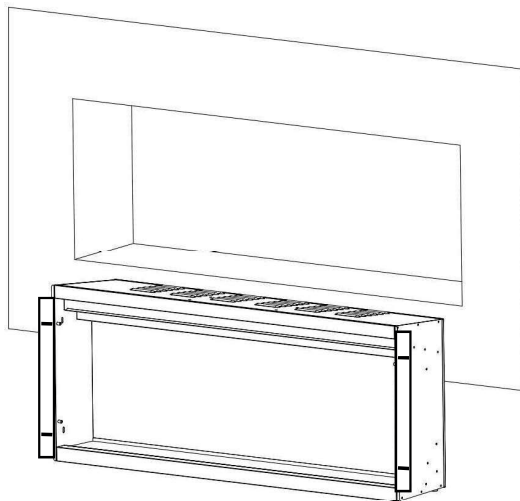


Fig. 3-3

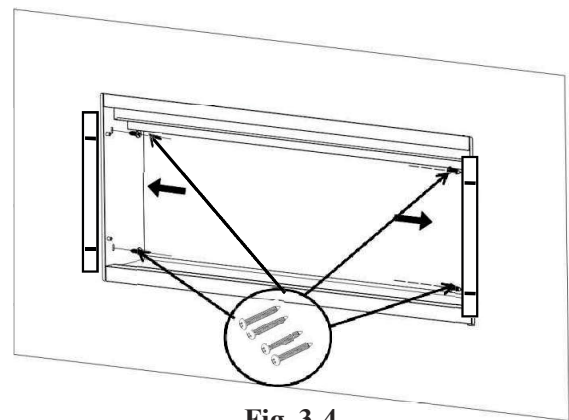


Fig. 3-4

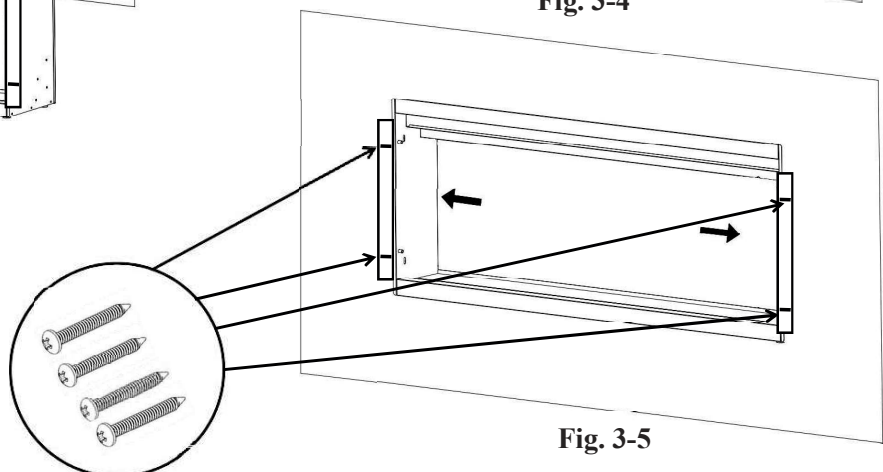


Fig. 3-5

Wall Mounted Installation

Due to the many different materials used on different walls, it is highly recommended that you consult your local builder before you install this appliance on the wall.

- A. Select a location that is not prone to moisture and is at least 36" (915mm) away from combustible materials, such as curtains, furniture, bedding, paper, etc.
- B. Have two (2) people position the appliance against the wall where it will be mounted. Use a bubble level to ensure the fireplace is level on the wall. Mark the location.
- C. Place the unit face down on a soft, non-abrasive surface. Remove the bracket from the back of the unit by removing the screws as shown in Fig. 3-6.
- D. If not currently installed, install the side plates to the outside of the fireplace.
- E. **CAUTION!** It is required that the mounting bracket be screwed into wall studs.
- F. Mark the location of the screw locations on the wall. Then mount the bracket on the wall using the supplied screws. The bracket **MUST** have the hooks facing upward and be level.

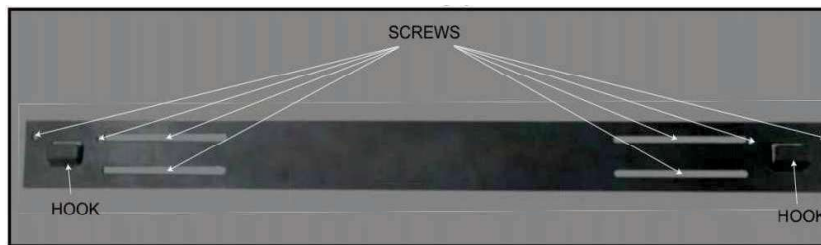
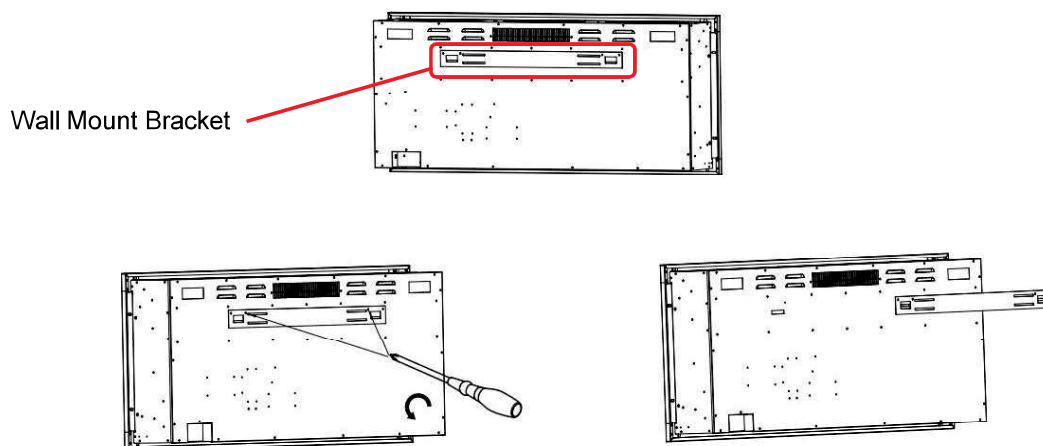


Fig. 3-6

- G. With the wall mounting bracket installed to the wall, have two (2) people lift the appliance and insert the two (2) hooks on the bracket into the two (2) slots on the back of the fireplace.
- H. Check the fireplace for stability, ensuring that the bracket will not pull free from the wall.



Wall Bracket Illustrated

“L” Shape Bracket Installation

- A. Remove the silver screw at the bottom of the appliance. (Fig. 4-1) Set the screw aside.

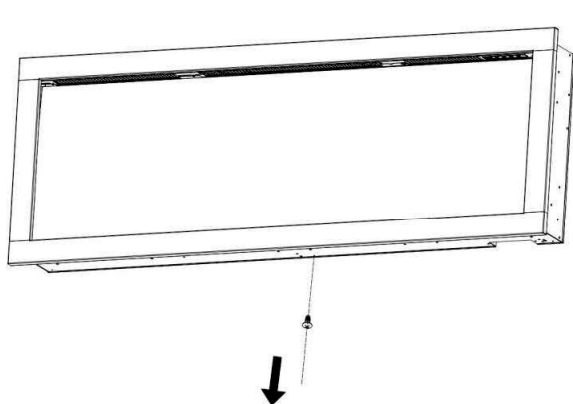


Fig. 4-1

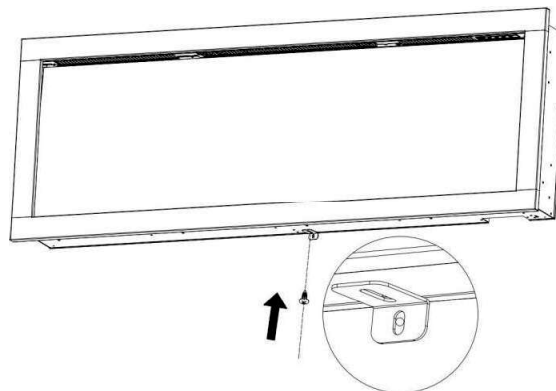


Fig. 4-2

- B. Using the screw previously removed, attach the L-bracket (supplied) to the bottom of the fireplace. (Fig. 4-2)

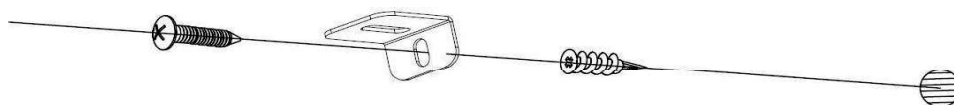


Fig. 4-3

- C. Install a plastic anchor (B) into the drywall. Then, install a screw (A) into the hole of the L-bracket (F) into the wall anchor to secure the fireplace from coming off the hooks. (Fig. 4-3)

Side Skirt Panel Installation

- A. Attach the side skirt panel (J) to each side of firebox. (Fig. 4-4)
B. Fix the panels by using the shorter screws (K) provided. (Fig 4-5)

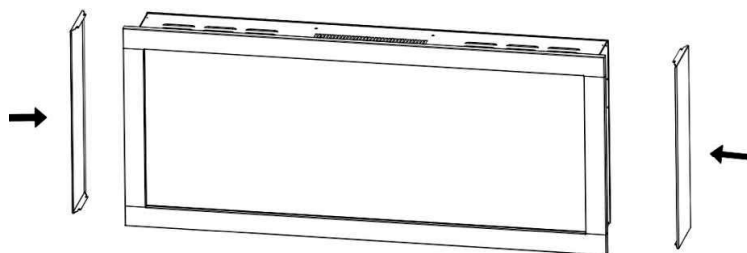


Fig. 4-4

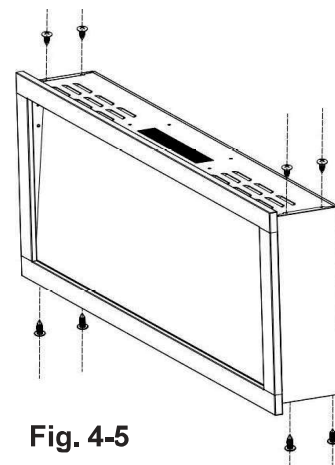


Fig. 4-5

Hardwiring Installation

If it is necessary to hardwire this appliance, a qualified electrician must remove the cord connection and wire the appliance directly to the household wiring.

NOTE: A dedicated 20 Amp (or higher) breaker is required.

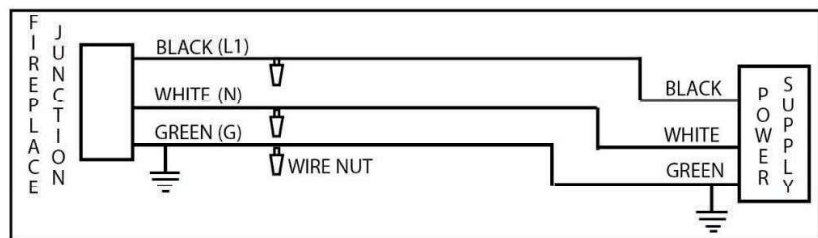
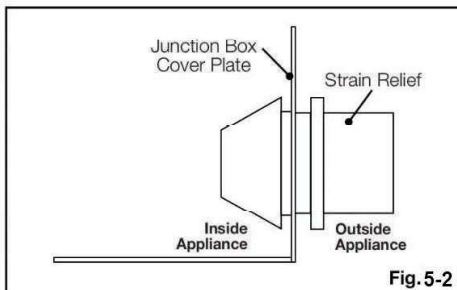
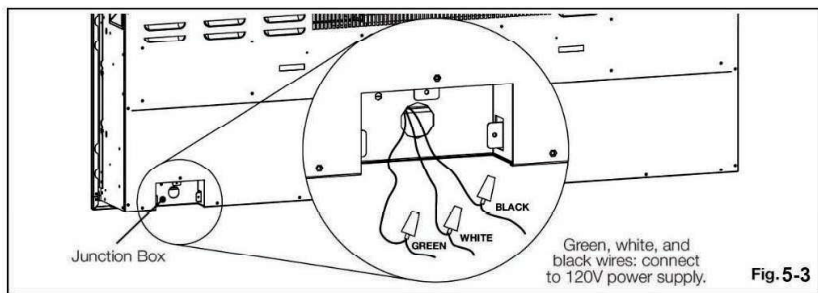
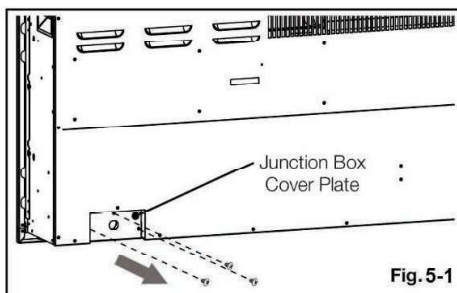
This appliance must be electrically connected and grounded in accordance with local codes if hard wired.

! TURN OFF POWER FROM CIRCUIT BREAKER FIRST

Note:

There are 3 wires from the appliance junction box: white (neutral), black (power L1), and green (ground) that are connected to 220-240V power source (circuit breaker panel).

- Remove the 3 securing screws from the junction box cover plate located on the bottom left-hand, back side of the appliance. (Fig. 5-1)
- Install the strain relief to the junction box cover plate (located in hardware bag). (Fig. 5-2)
- Separate the black, white, and green wires that have the wire nuts on them.
- Remove all the wire nuts. Connect the green (G) wire to the supply ground wire, the white (N) wire to the supply neutral wire, and the black (L1) wire to the supply L1 wire. (Fig. 5-3)
- Re-secure the junction box cover plate using the 3 screws previously removed.



Fuel-bed Decorative Media Installation

- A. Glass front must be removed and the appliance must be mounted in its final location before the decorative ember media are installed.
- B. Carefully place the black glass embers evenly on the fuel-bed tray in a side to side motion. Randomly place the decorative volcanic stone on the surface of the black glass embers. **Figure 6-1**
- C. Randomly place the charred wood chips on the surface of the black glass embers as shown in **Figure 6-2**.
- D. Randomly place the driftwood logs on top of the black glass embers as shown in **Figure 6-3**.



Figure 6-1



Figure 6-2



Figure 6-3

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.**

Methods of Operation

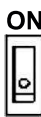
This electric fireplace can be operated by the CONTROL PANEL (located on the UPPER right corner of the fireplace), by the battery-powered REMOTE CONTROL, and by the Tuya APP.



Control Panel



Remote Control

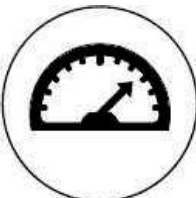
 ON OFF	ON (I): Enables all functions. OFF (O): Turns off all functions on control panel and remote control.	1. Press ON (I): Power turns on. All functions are enabled. 2. Press OFF (O): Power, flame effect, and other functions turn off.
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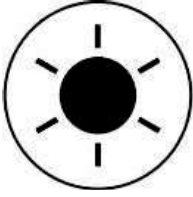
CONTROL PANEL OPERATION

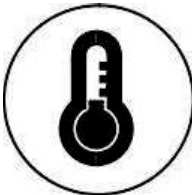
BUTTON	FUNCTION	ACTION & INDICATION
 POWER	ON: Enables control panel functions and remote control. Turns on flame effect. OFF: Disables control panel functions and remote control. Turns off flame effect.	1. Press once: Indicator light turns on. Power turns on. All functions enabled. 2. Press again: Flame effect turns off. Unit goes to standby. All functions turn off.
 FLAME	FLAME BUTTON: Changes flame style and flame color.	1. Press once: Flame style and color change. 2. Press again until desired flame color and style are reached.

 DOWNLIGHT	DOWNLIGHT BUTTON: Cycles down light colors. NOTE: Downlight color effect stays on until power button is turned off. This fireplace has memory function for down light settings.	1. Press once: Cycle downlight color. 2. Press again until desired color is reached. 01-orange (default), 02-red, 03-blue, 04-yellow, 05-green, 06-purple, 07-azure, 08-magenta, 09-rose/white, 10-pink, 11-auto cycle, 12-color lock NOTE: Press and hold for 5 seconds to turn on/off night light mode.																																							
 EMBER BED LIGHT	EMBER BED LIGHT BUTTON: Cycles ember bed colors. NOTE: Media bed color effect stays on until power button is turned off.	1. Press once: Cycle ember bed light colors. 2. Press again until desired color is reached. 01-orange (default), 02-red, 03-blue, 04-yellow, 05-green, 06-purple, 07-azure, 08-magenta, 09-rose/white, 10-pink, 11-auto cycle, 12-color lock																																							
 HEATER	HEATER BUTTON: Turns heater on and off. NOTE: The heater only works when the flame is on. If the flame is off, the heater will not turn on. NOTE: To prevent overheating, the heater fan will blow cool air for 30 seconds after the heater turns off.	1. Press once: Turns the heater and blower on. 2. Press again until it cycles through the heater settings: H0 - Heater and blower off H1 - Low Heat (750W) H2 - High Heat (1500W) NOTE: Press and hold the heater button for 5 seconds to lock/unlock the heater and thermostat.																																							
 TIMER	Press once: Control panel indicator becomes active. Press again until desired temperature is reached. Table below shows corresponding temperatures: <table><tr><td>NO</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td><td>11</td><td>N</td></tr><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></table> NOTE: Press the button for 5 seconds to switch between °C and °F.		NO	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
NO	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																													

REMOTE CONTROL OPERATION

BUTTON	FUNCTION	ACTION & INDICATION
 POWER	ON: Enables control panel functions and remote control. Turns on flame effect. OFF: Disables control panel functions and remote control. Turns off flame.	1. Press once: Indicator light turns on. Power turns on. All functions enabled. 2. Press again: Flame effect turns off. Unit goes to standby. All functions turn off.
 FLAME SPEED	FLAME SPEED BUTTON: Controls the speed of the flame. There are 3 flame speed settings. The default setting is 02 (medium speed).	1. Press once: Indicates current flame speed. 2. Press again until desired setting is reached. Display shows the setting: 01 (Slow), 02 (Medium), 03 (Fast).
 FLAME	FLAME BUTTON: Changes flame style and flame color.	1. Press once: Flame style and color change. 2. Press again until desired flame color and style are reached.
 FLAME BRIGHTNESS	FLAME BRIGHTNESS BUTTON: Makes flame dimmer and brighter.	1. Press once: Flame brightness enabled. 2. Press again until desired setting is reached: F4-100% (default), F3-50%, F2-10%, F1-1%.

 HEATER	HEATER BUTTON: Turns heater on and off. NOTE: The heater only works when the flame is on. If the flame is off, the heater will not turn on. NOTE: To prevent overheating, the heater fan will blow cool air for 30 seconds after the heater turns off.	1. Press once: Turns the heater and blower on. 2. Press again until it cycles through the heater settings: H0 - Heater and blower off H1 - Low Heat (750W) H2 - High Heat (1500W) NOTE: Press and hold the heater button for 5 seconds to lock/unlock the heater and thermostat. L0 will be displayed when locked.
 TIMER	TIMER BUTTON: Controls timer settings to turn off fireplace at selected time. Settings range from 30 mins to 8 hours.	1. Press once: Indicator light turns on. Timer defaults to 30 min. 2. Press again until desired setting is reached. By default, the timer is off.
 EMBER BED	EMBER BED BUTTON: Turns media bed on and changes the colors.	1. Press once: Turns on ember bed. 2. Press again until desired color is reached. (10 colors). 01-orange (default), 02-red, 03-blue, 04-yellow, 05-green, 06-purple, 07-azure, 08-magenta, 09-rose/white, 10-pink, 11-auto cycle, 12-color lock
 EMBER BED BRIGHTNESS	EMBER BED BRIGHTNESS BUTTON: Makes media bed dimmer and brighter.	1. Press once: Brightness becomes active. 2. Press again until desired setting is reached. (4 brightness levels and 1 pulsating level). B5-100%, B4-75%, B3-50%, B2-25%, B1-pulsating (default), B0-off
 SOUND	CRACKLING SOUND BUTTON: Adjusts the volume of the crackling sound.	1. Press once: Crackling sound is enabled. 2. Press again until desired setting is reached. S1 low, S2-med, S3-high, S0-off (default).

 TEMPERATURE	1. Press once: Touch panel indicator becomes active. 2. Press again until desired temperature is reached. Digital display shows settings 1-11. Table below shows corresponding temperatures: <table><tr><td>NO</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td><td>11</td><td>N</td></tr><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></table> NOTE: Press the button for 5 seconds to switch between °C and °F.	NO	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
NO	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																												
 DOWNLIGHT	DOWNLIGHT COLOR BUTTON: Cycles downlight colors. NOTE: Press and hold for 5 seconds to turn on/off night light mode. 1. Press once: Turns on LED downlight. 2. Press again until desired color is reached (10 colors). 01-orange (default), 02-red, 03-blue, 04-yellow, 05-green, 06-purple, 07-azure, 08-magenta, 09-rose/white, 10-pink, 11-auto cycle, 12-color lock																																							

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.
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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.
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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:

- A. Turn the unit off and unplug the cord from the outlet. Wait 5 minutes.
- B. 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.
- C. Plug the cord into the power outlet and turn the unit on.
- D. If the problem continues, have your outlet and wiring inspected by a professional.

Remote Control Battery Information

- Remote control uses two **AAA** batteries (**Not Included**).

	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.
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Care and Maintenance



ALWAYS turn the heater **OFF** and **remove the power from the appliance** before cleaning, performing maintenance, or moving the 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**.

Cleaning

Metal:

- Clean using a soft cloth, slightly dampened with soapy water.
- **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 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.

Maintenance



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



ALWAYS turn the heater **OFF** and **remove power from the appliance** before cleaning, performing maintenance, or moving the 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

Symptom	Problem	Solution
Fireplace will not come on when power button/switch is put into the ON position.	Appliance is not plugged into an electrical outlet.	Check plug. Plug in the fireplace if necessary.
	Hardwire connections are not correct.	See "Hardware Installation: on page 10.
	Appliance has overheated and the safety thermal switch has been tripped.	Unplug power or turn off the circuit breaker. Allow fireplace to cool for 15 minutes and then plug in the fireplace or turn the breaker back on.
	Main PCB board issue.	Inspect the circuit boards for loose connections or obvious damage.
	Fireplace has not fully turned on.	Allow 20-30 seconds for the fireplace to fully turn on.
	House circuit breaker not in "ON" position.	Inspect circuit breaker. Turn breaker to "ON" position.
Fireplace turns off and will not turn on.	House circuit breaker has tripped.	Reset the house circuit breaker
	Fireplace's fuse has blown.	Inspect circuit boards for loose connections or obvious damage.
	Fireplace has overheated and the safety thermal switch has tripped.	Unplug power or turn off the circuit breaker. Allow fireplace to cool for 15 minutes and then plug in the fireplace or turn the breaker back on.
Remote control does not work.	Low/dead batteries.	Replace the batteries in the remote control.
	Remote receiver malfunction.	Ensure the remote receiver is not blocked. Replace touch-on control panel if necessary.
No warm air coming out of the fireplace.	Heater setting is not selected.	See "Operation" starting on page 12.
	Heater has been locked out.	See "Operation" starting on page 12.
	Room temperature is higher than fireplace setting (if not set to room temperature).	Reset temperature setting.
	Fireplace has overheated and safety thermal switch has tripped.	Unplug power or turn off the circuit breaker. Allow fireplace to cool for 15 minutes and then plug in the fireplace or turn the breaker back on.
	Hardwire connections are not correct.	See "Hardware Installation" on page 10.
	Heater issue.	Inspect the blower and heater. Replace if necessary.
Heater shuts off automatically.	Room is too warm.	The heater has a built-in thermostat. It will shut off automatically once the pre-set temperature has been reached. It will turn on automatically if the room temperature drops below the pre-set temperature.
Dim or no flame.	Flame LCD issue.	Inspect the LCD and replace if necessary.
	Main PCB board issue.	Inspect the circuit boards for loose connections or obvious damage.
Ember bed is dim or not glowing.	Brightness is not selected.	See "Operation" starting on page 12.
	Ember bed LED issue.	Inspect the circuit boards for loose connections or obvious damage.
	Main PCB board issue.	Inspect the circuit boards for loose connections or obvious damage.
No difference from setting H1 to H2	Main PCB board issue.	Inspect the circuit boards for loose connections or obvious damage.
	Heating element issue.	Inspect the circuit boards for loose connections or obvious damage.
Error code "E1"	Thermostat issue.	Inspect the circuit boards for loose connections or obvious damage.

FREQUENTLY ASKED QUESTIONS

Q. What distance can the remote be used from the fireplace?

A. Optimal distance for the remote control is maximum 20 feet.

Q. Can you turn on the fireplace via the manual control and off via the remote (or vice versa)?

A. Yes.

Q. Can the fireplace be installed outside?

A. No. Please review the entire safety chapter before installing this fireplace.

Q. Does the fireplace need to be on a dedicated 20 amp circuit?

A. Yes.

Q. What thickness of sheetrock should be used for the recessed installation?

A. 1/2" or 5/8." Thinner is recommended for tile facade.

Q. How often do the batteries in the remote need to be replaced?

A. Annually, possibly more with heavy use.

Q. Is there a remote receiver in the fireplace that requires batteries?

A. No. Only the actual remote requires batteries. The rest of the fireplace runs entirely off the main power supply.

Q. How do I reset the unit?

A. Turn power off at the breaker for 15 minutes.

Q. Do I have to arrange the media logs in a particular way? Do I have to use all the media provided?

A. No, the logs do not have to be arranged in a specific way. The suggested placement is just a recommendation – you can arrange them however you prefer. You may use as many or as few logs and/or crystals as you like.

Q. The front glass isn't installing straight because it's broken. I need a replacement.

A. Because the fireplace has a smaller front grill opening, the glass is installed at a slight angle to create a cleaner, more streamlined look.