

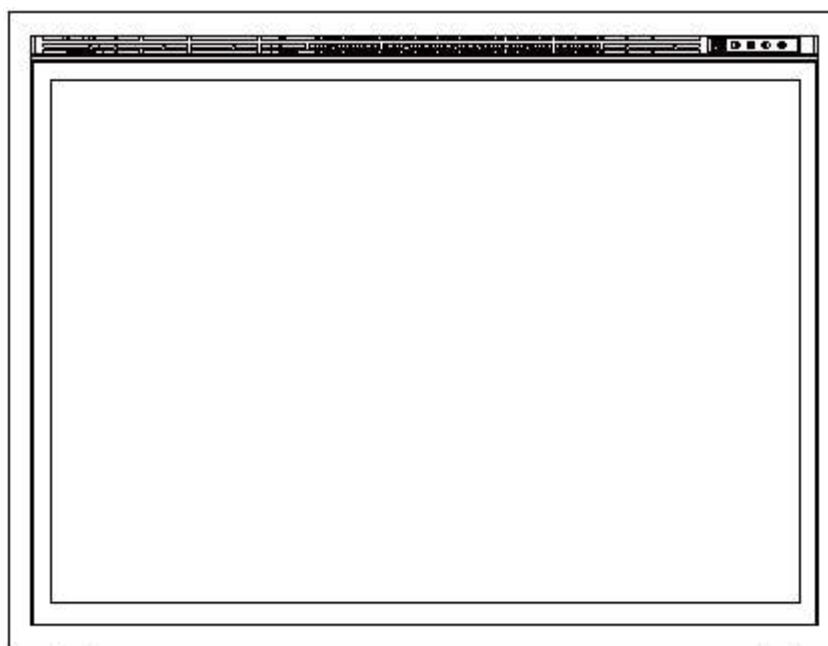
Owner's Manual

Install and Operation

Built-In Electric Fireplace

MODELS

- ☐ 23" - EF-SKYL23
- ☐ 28" - EF-SKYL28
- ☐ 33" - EF-SKYL33
- ☐ 36" - EF-SKYL36
- ☐ 42" - EF-SKYL42



AC 220-240V~ 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

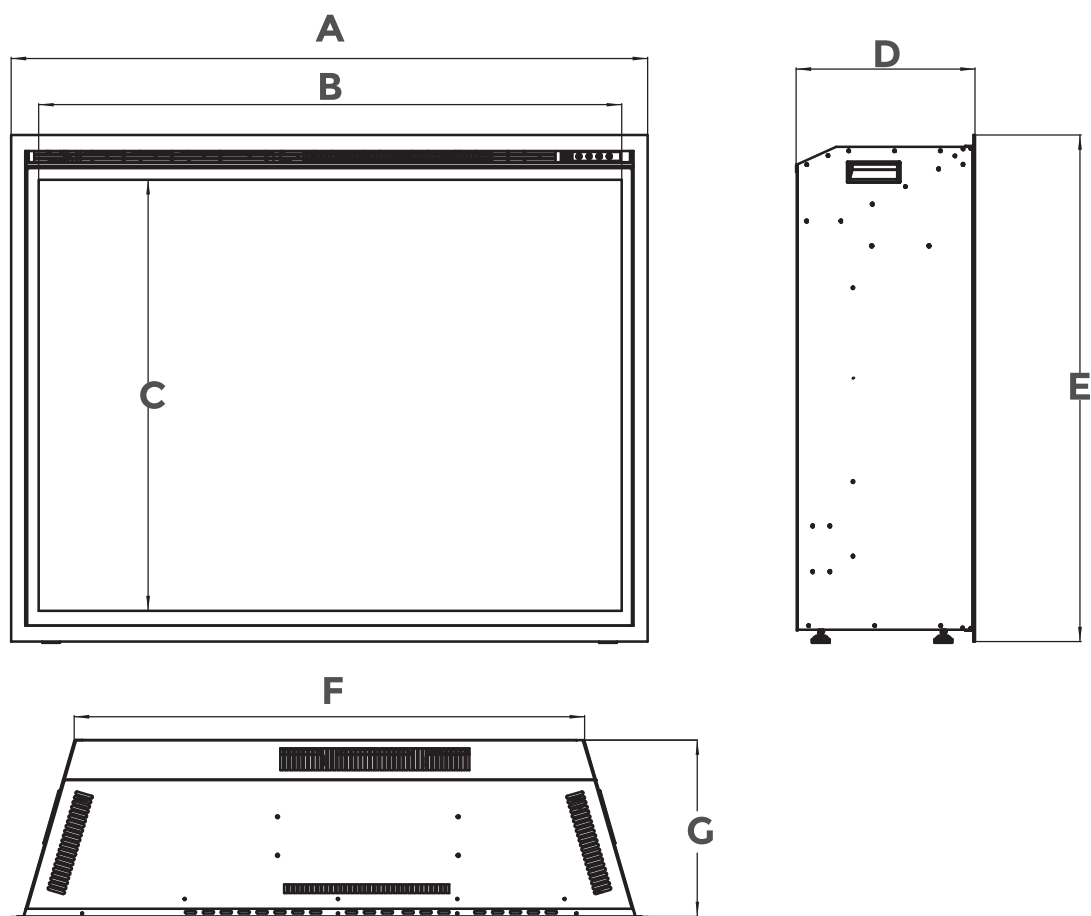


- **Read all Instructions before using this heater!**
- This heater is **hot when in use**. To avoid burns, **DO NOT** let bare skin touch hot surfaces. If provided, use handles when moving this heater. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least **3 feet (0.9m)** from the front of the heater, and keep them away from the sides and rear.
- **Extreme caution** is necessary when any heater is used by or near children or invalids and whenever the heater is left operating and unattended.
- **DO NOT** operate any heater with a damaged cord or plug, 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 power cord under carpeting. **DO NOT** cover power cord with throw rugs, runners, or similar coverings.
- **DO NOT** route power cord under furniture or appliances. Arrange power cord away from traffic area, and where it will not be tripped over.
- **Connect to properly grounded outlets ONLY.**
- **DO NOT** Insert or allow foreign objects to enter any ventilation or exhaust opening, as this may cause electric shock or fire, or damage the heater.
- To prevent a possible fire, **DO NOT** block air intakes or exhaust in any manner. Doing so could cause a fire. **DO NOT** use on soft surfaces, like a bed, where openings may become blocked.
- **A heater has hot and arcing or sparking parts inside. DO NOT** use it in areas where gasoline, paint, or flammable liquids are used or stored.
- **Use this heater only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or injury to persons.**
- **ALWAYS** plug heaters directly into a wall outlet/receptacle. **NEVER** use with an extension cord or relocatable power tap (outlet/power strip).
- **DO NOT place the heater near a bed** because objects such as pillows or blankets can fall off the bed and be ignited by the heater.
- **NEVER** use this heater in bathrooms, laundry rooms, or any other location where the heater could fall into a bathtub or pool, become damp, or come in contact with water.
- **AVOID FIRE!** Regularly inspect all air vents to make sure they are free from dust, lint, or other blockage. Unplug the unit and clean with a **vacuum ONLY. DO NOT rinse or get wet.**
- 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.

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Fireplace Dimensions & Specifications



PRODUCT DIMENSIONS

Model Number	A	B	C	D	E	F	G
EF-SKYL23	23" 585mm	19-1/2" 495.6mm	12-3/4" 322.6mm	11-3/4" 300mm	17-3/4" 450mm	14-3/4" 373.7mm	11-5/8" 296mm
EF-SKYL28	28" 710mm	25-3/8" 643mm	16-5/8" 422.6mm	11-3/4" 300mm	21-5/8" 550mm	19-5/8" 498.7mm	11-5/8" 296mm
EF-SKYL33	33" 838mm	29-1/2" 748.6mm	20-5/8" 522.6mm	11-3/4" 300mm	25-5/8" 650mm	24-5/8" 626.7mm	11-5/8" 296mm
EF-SKYL36	36" 915mm	32-1/2" 825.6mm	22-1/2" 572.6mm	11-3/4" 300mm	27-1/2" 700mm	27-3/4" 703.7mm	11-5/8" 296mm
EF-SKYL42	42" 1067mm	38" 977.6mm	28" 722.6mm	11-3/4" 300mm	33-1/2" 850mm	33-3/4" 855.7mm	11-5/8" 296mm

Before You Begin

PARTS AND HARDWARE

				
(A) Wood Screw	(B) Suction Cup	(C) Remote Control	(D) Black Glass Embers	(E) Log-set
				
(F) Wood Chips	(G) Safety Gloves	(H) Hardwire Cover Plate	(I) Hardwire Strain Relief	(J) Manual

UNPACKING AND SETUP

Remove all parts and hardware from the carton and place them on a clean, soft, dry surface. Check the parts list to make sure no parts are missing.

NOTE: Do not let children play with the plastic bag. Dispose of packaging properly.



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

TOOLS NEEDED

Phillips screwdriver, level, square, tape measure, electric drill, 1/4" wood drill bit, hammer, gloves and safety glasses.

PREPARATION

This appliance is designed to be slide-in mounted (recessed into the wall). It is supplied with a plug and can also be hardwired. 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.

Before You Begin

Testing the Fireplace Prior to Installation

Before installing the fireplace, test the fireplace to make sure that it operates properly. Plug the fireplace into an approved outlet and power on the fireplace. Reference the Operating Instructions section of this manual for detailed operating instructions. Once the fireplace is tested, continue with the installation.

ELECTRICAL CONNECTION REQUIREMENTS

Circuit Requirements:

A minimum 10AMP, 220-240V/50Hz grounded circuit is required (15AMP, 220-240V/50Hz recommended). The fireplace can either be plugged into a grounded outlet or hardwired. Additional appliances on the same circuit as this appliance may exceed the current rating of that circuit. A dedicated circuit is not required, but is recommended to prevent circuit breaker trips or fuse failure.

Outlet Installation:

- If this fireplace trips the circuit breaker, unplug all other appliances on the same circuit before the next use. Avoid plugging other appliances into the same circuit as this fireplace.
- The outlet used must be accessible. Always check the fireplace plug and connections before each use.
- Never plug this fireplace into an outlet that is cracked or has any loose wires or connections. Plugging this fireplace into a faulty outlet could result in the outlet overheating or catching fire.
- Always plug this fireplace into a wall outlet or receptacle. Never plug this fireplace into a surge protector, extension cord, or relocatable power tap.
- Make sure this plug fits securely into the outlet. Faulty wall outlet connections or loose plugs can cause the outlet to overheat. If the outlet or faceplate is hot, discontinue use immediately and have a qualified electrician inspect and/or replace the faulty outlet.

Installation Instructions

IMPORTANT

Always test fit the appliance into the opening with the front trim installed before finishing the wall to ensure proper trim coverage.

- Due to the many different materials used on different walls, it is highly recommended that you consult a qualified contractor.
- Select a location that is not prone to moisture and is located at least 36" away from combustible materials such as curtains, drapes, furniture, bedding, paper, etc.

IMPORTANT: Framing Height Accuracy

For best installation results, the framing opening height must closely match the specified dimension (B) shown in the framing table. Always test fit the appliance into the framing with the front trim installed to ensure there is enough trim coverage for the opening.

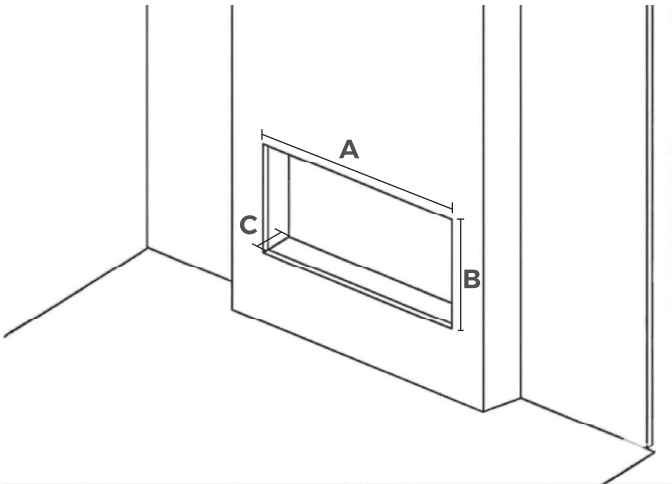
The decorative front trim provides limited coverage at the top of the wall opening. If the opening height is too large, the trim may not fully cover the finished wall edge. If the opening height is too small, the fireplace may be difficult to insert into the opening.

For optimal fit, the framing opening height should be within $\pm 1/8$ in (3 mm) of the specified dimension.

Installer Tips:

- Always test fit the fireplace into the framing before finishing the wall and ensure the front trim will fully cover the opening when installed.
- If the opening height is slightly too small, carefully remove material from the framing as needed.
- If the opening height is slightly too large, install a shim beneath the fireplace to achieve proper coverage when the trim is installed.

MODEL		A	B	C
EF-SKYL23	mm	574	437	315
	in	21"1/2	17"1/4	12"3/8
EF-SKYL28	mm	672	537	315
	in	26"1/2	21"1/8	12"3/8
EF-SKYL33	mm	800	637	315
	in	31"1/2	25" 1/8	12"3/8
EF-SKYL36	mm	877	687	315
	in	34"1/2	27"	12"3/8
EF-SKYL42	mm	1029	837	315
	in	40"1/2	33"	12"3/8



Installation Instructions

REMOVE THE FRONT GLASS PANEL

- ① Support the front glass with one hand to prevent it from falling. Remove the four (4) screws from the top of the glass and set them aside (Fig. 2-1).
- ② Carefully lift the front glass up and away from the appliance (Fig. 2-2). Place it face down on a soft, non-abrasive surface.
- ③ To reinstall the front glass, reverse these steps.

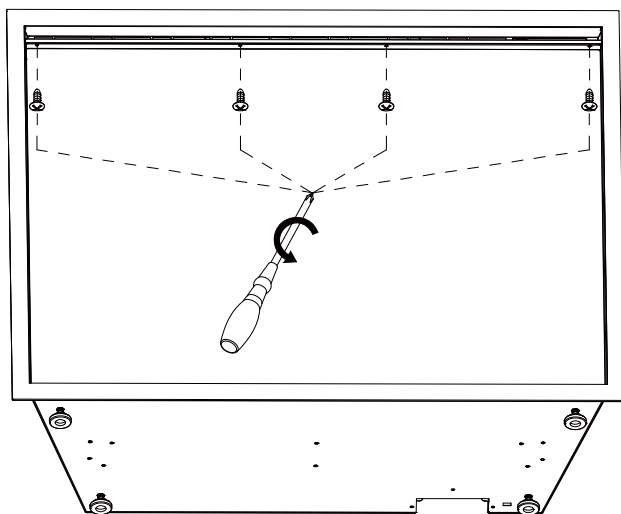


Figure. 2-1

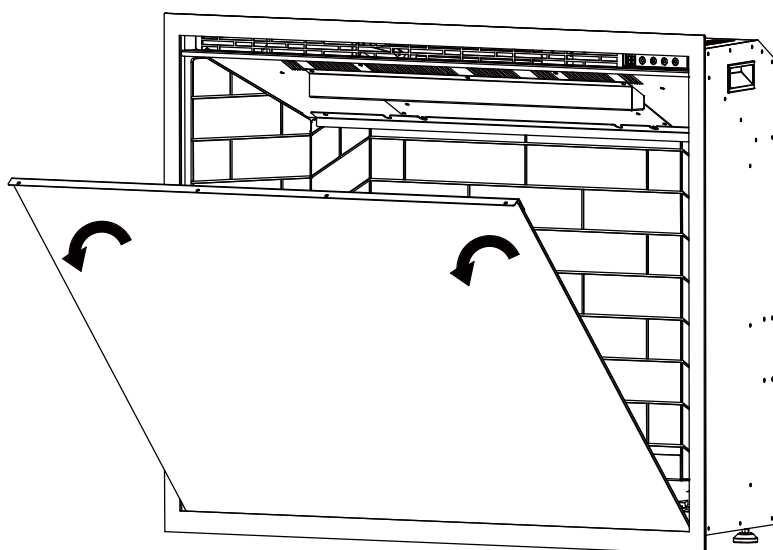


Figure. 2-2

Installation Instructions

RECESS THE FIREPLACE INTO THE WALL

- ① Use the suction cup to remove the side decorative brick panels (Fig. 3-1).
- ② Insert the fireplace into the finished opening, ensuring the unit is flush with the finished wall surface (Fig. 3-2).
- ③ Secure the fireplace using four wood screws (A) through the interior side mounting holes shown (Fig. 3-3).
- ④ Install the desired ember bed media into the ember bed. Reinstall the decorative side brick panels. Reinstall the front glass panel (See ember bed media installation section for details.)

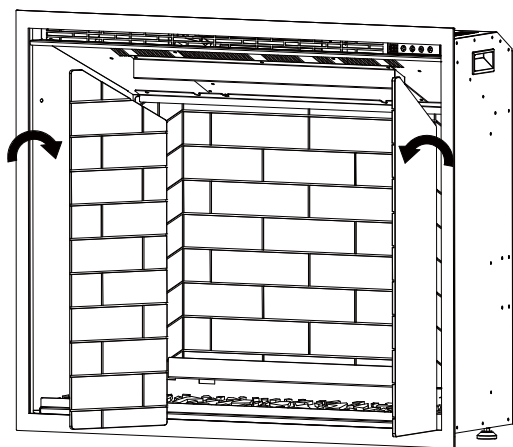


Figure. 3-1

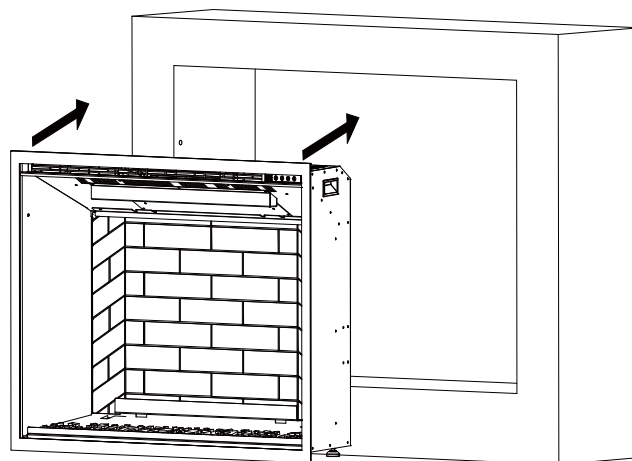


Figure. 3-2

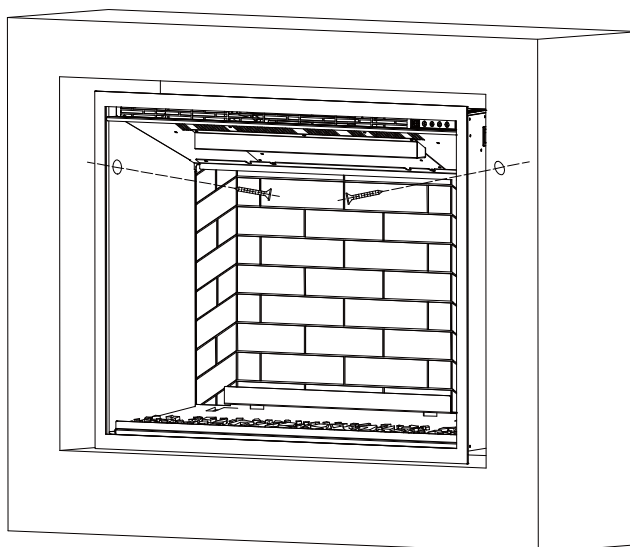


Figure. 3-3

Installation Instructions

EMBER BED MEDIA INSTALLATION

The electric fireplace both includes black glasses, wood chips and lit log-set. Carefully remove all packaging materials before making installation.

- ① Remove the front glass panel. Ensure the appliance is fully installed and secured in its final location before installing ember bed media.
- ② Connect the lit log-set to the power supplied (Fig. 4-1). Insert the log-set metal feet to the slots. make sure they are well-sited in the slots (Fig. 4-2)
- ③ Evenly distribute the selected black glass across the ember tray, creating a uniform layer from side to side (Fig. 4-3).
- ④ Randomly place the logs on the surface of the black glasses (Fig. 4-4).
- ⑤ Reinstall the front glass.



Figure.4-1



Figure.4-3



Figure.4-4



Figure.4-2

Hard Wire Installation

WARNING

TURN OFF THE APPLIANCE COMPLETELY AND LET COOL BEFORE SERVICING. ONLY A QUALIFIED SERVICE PERSON SHOULD SERVICE AND REPAIR THIS ELECTRIC APPLIANCE.

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

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

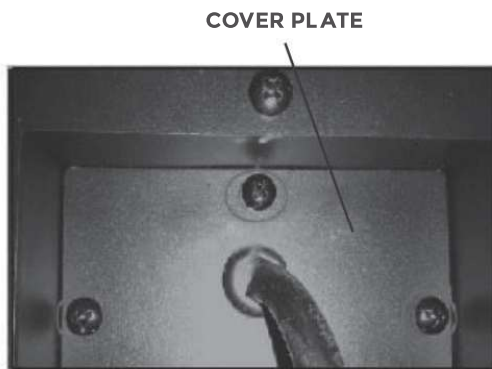


Fig 5-1

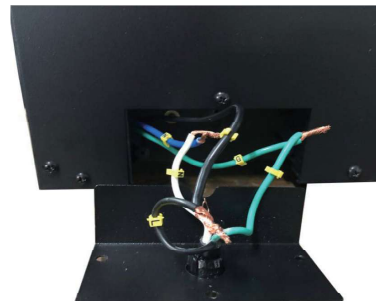


Fig 5-2

A. Remove the cover plate from the right side bottom of the appliance by removing the three screws, as shown above. **(Fig 5-1)**

B. Remove the wire connectors from the power cord. The power cord may be discarded. **(Fig 5-2)**

C. Take the new cover plate, supplied in the hardware bag. Punch out the 7/8" (22.2mm) hole and install a box connector through, into the junction box. Snap the box connector clamp onto the supply wires.

D. Using the wire connectors, connect the ground green wires (G), the common white wires (N) together, then the hot black wires (L) and then refer to **Fig 5-3**.

E. Reinstall the cover plate using the three screws, as shown in **Fig 5-1**.

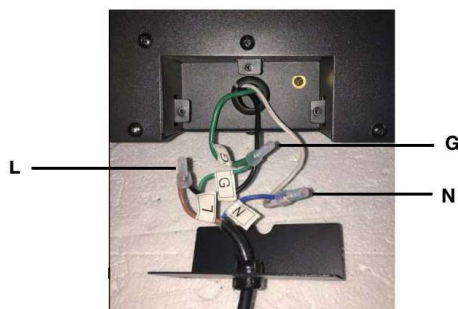
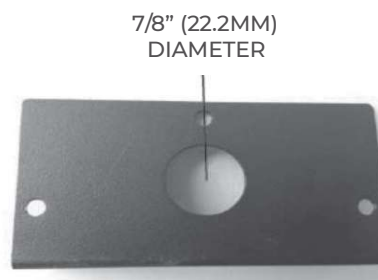


Fig 5-3



Operation

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 SmartLife App.

OPTIMIZING YOUR FLAME PRESENTATION

Flame appearance is highly subjective, and the ideal settings may vary depending on room lighting, viewing angle, and personal preference. The fireplace includes multiple adjustable lighting features to help you create your preferred ambiance.

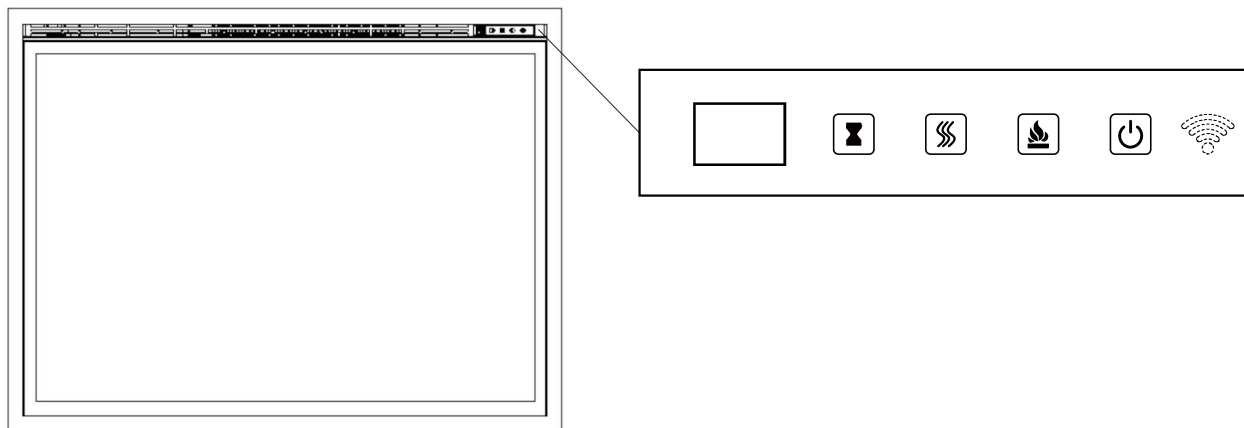
All lighting effects include adjustable brightness levels that can be modified using the buttons on the remote control or control panel, or with the SmartLife App.

Helpful Tips:

- **Adjust brightness based on room lighting:**
In rooms with limited natural light, the flame effect often appears more natural at lower brightness settings.
- **Flame brightness affects ember reflections:**
Higher flame brightness levels may increase reflections from the ember bed within the flame screen. Adjusting brightness can help balance the overall appearance.
- **Use downlighting to highlight your fuel bed:**
The downlights illuminate ember bed media and logs, preventing them from appearing too dark. However, subtle lighting typically produces the most natural look.

Operation

CONTROL PANEL OPERATION



ICON	TITLE	FUNCTION
	Power	Press the POWER button: The flame light, ember bed light, downlight and light strip fade from OFF to full brightness, the log set light defaults to breathing mode. Press the POWER button again: All functions turn off. The heater blows cool air for 20 seconds after the heater turns off, the flame turns off after a 3.5-second delay. NOTE: Press and hold for 5 seconds to enter WiFi pairing mode.
	Flame	Press the FLAME button to cycle through the flame colors. There are total 5 flame colors. Orange, amber, yellow, orange-amber, orange-yellow.
	Heater	Press the HEATER button to cycle between Heater Lo, Heater HI, and OFF. H0-Heater and blower off F-Blower on H1-Low heat H2-High heat NOTE: To prevent overheating, the heater blows cool air for 20-30 seconds after the heater turns off. Press and hold for 5 seconds to lock or unlock the heater and thermostat controls.
	Timer	Press the TIMER button to set the timer. The timer starts at 0.5 hours. Settings: 00 30min 1h 2h 3h 4h 5h 6h 7h 8h

Operation

REMOTE CONTROL OPERATION

To improve operation of the remote control, 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.

REMOTE CONTROL BATTERY INFORMATION

The REMOTE CONTROL uses 2 AAA batteries (not included).

ICON	TITLE	FUNCTION
	Power	Press the POWER button: The flame light, ember bed light and downlight fades from OFF to full brightness, The log set light defaults to breathing mode. Press the POWER button again: All functions turn off. The heater blows cool air for 20 seconds after the heater turns off, the flame turns off after a 3.5-second delay. NOTE: Press and hold for 5 seconds to enter WiFi pairing mode.
	Flame color	Press the FLAME button to cycle through the flame colors. There are a total of 5 flame colors. Orange, amber, yellow, orange-amber, orange-yellow.
	Flame brightness	Press the FLAME button to adjust the flame brightness. There are a total of 5 flame brightness levels: F4 - 100% (default) F3 - 80% F2 - 60% F1 - 25% F0 - 0% (off)
	Heater	Press the HEATER button to cycle between Heater Lo, Heater HI, and OFF. H0-Heater and blower off F-Blower on H1-Low heat H2-High heat NOTE: To prevent overheating, the heater blows cool air for 20-30 seconds after the heater turns off. Press and hold for 5 seconds to lock or unlock the heater and thermostat controls.
	Ember Bed color	Press the EMBER BED button to cycle through ember bed colors, rotating color. There are a total of 10 colors for ember. Orange, red, yellow, blue, green, violet, sky blue, burgundy, white, pink. On the 11th press, the LED ember light will auto-cycle. (NOTE: It will take 15 seconds to switch between colors.) The LED ember light is locked to the current color on the 12th press.
	Ember Bed brightness	Press the EMBER BED button to adjust ember bed brightness. There are a total of 6 ember bed brightness levels: b5 - Fade in and out (default) b4 - 100% b3 - 75% b2 - 50% b1 - 25% b0 - 0% (off)



Operation

REMOTE CONTROL OPERATION

ICON	TITLE	FUNCTION
	Downlight	Press the DOWNLIGHT button to cycle through colors. There are a total of 10 colors for downlight. Orange, red, yellow, blue, green, violet, sky blue, burgundy, white, pink.
	Timer	Press the TIMER button to set the timer. The timer starts at 0.5 hours. Settings: 00 30min 1h 2h 3h 4h 5h 6h 7h 8h
	Sound	Press the SOUND button to cycle through sound effects and OFF. There are 4 adjustable volume levels. S3 - High S2 - Medium S1 - Low S0 - Off (default)
	Thermostat	Press the THERMOSTAT button to toggle the thermostat ON or OFF. Settings: 18°C (64°F), 19°C (66°F), 20°C (68°F), 21°C (70°F), 22°C (72°F), 23°C (74°F), 24°C (76°F), 25°C (78°F), 26°C (80°F), 27°C (82°F), 28°C (84°F), 29°C (86°F), 30°C (88°F), and OFF. NOTE: Press and hold the THERMOSTAT button for 5 seconds to switch between Celsius and Fahrenheit.
	Flame Speed	Press the FLAME SPEED button to cycle through the flame speed settings. There are 3 adjustable speed levels. 03 - Fastest (default) 02 - Medium 01 - Slowest



Operation

TEMPERATURE LIMITED CONTROL SWITCH

This heater is equipped with a Temperature Limiting Control. Before the heater reaches an unsafe temperature, it will automatically turn OFF.

To reset the heater:

1. Turn the unit OFF and unplug the power cord from the outlet or switch off at the breaker. Wait 5 minutes.
2. Inspect the fireplace to ensure the air vents are not blocked or clogged with dust or lint. If needed, use a vacuum to clean the vent openings.
3. Restore power and turn the unit ON.
4. If the problem continues, have the outlet and wiring inspected by a qualified professional. If the outlet is okay, please contact our technical support department.

NOTICE

When the heater is first turned on, a slight odor may be present. This is normal and should not occur again unless the heater is not used for a long period of time.

NOTICE

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

App Connection Instructions

WIFI OPERATION

INSTALL TuyaSmart life

There are 2 ways to install TuyaSmart:

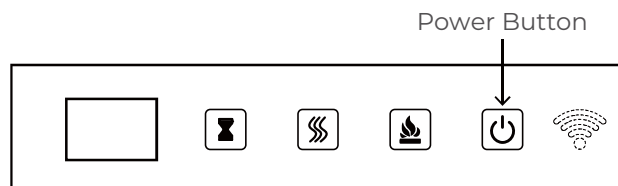
1. Search for "TuyaSmart life" in the APP store on your phone; download and install.
2. Scan the QR code below with your mobile phone.



WIFI SETTING AND FIREPLACE OPERATION

NOTICE

Before logging into TuyaSmart, make sure the WiFi signal is good and have the WiFi account name and password available. To activate Wifi, press and hold power button from remote control or control panel until display on control panel shows "P0".



1. Create an account and log in.
2. When you log in, click "Add Device" (Figure 1) to go to the next step. The APP will scan and add the fireplace to the APP automatically (Figure 2). Click Add. Enter your WiFi account name and password (Figure 3) and click Next. The APP will add the electric fireplace (Figures 4 and 5). Click Done to finish the WiFi setup.
3. You will proceed to the app interface (Figures 6 and 7) and can operate the fireplace via WiFi.

App Connection Instructions

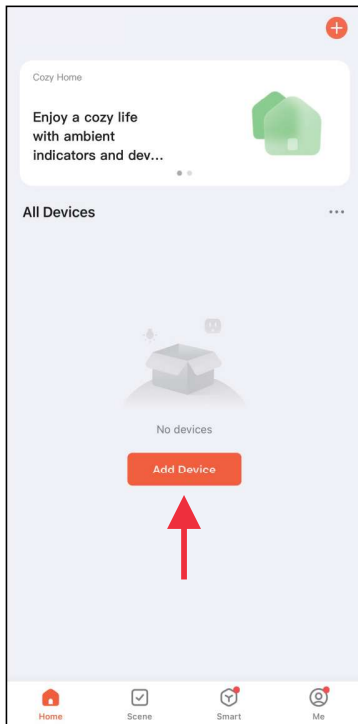


Figure 1

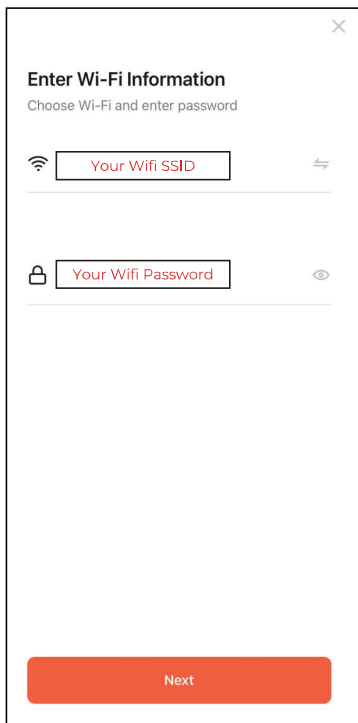


Figure 3

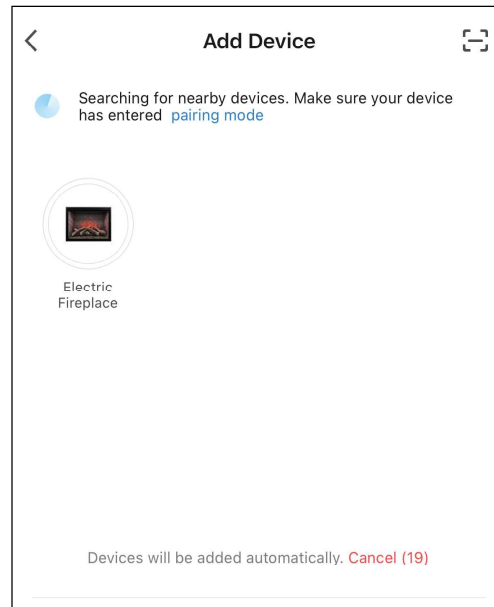


Figure 2

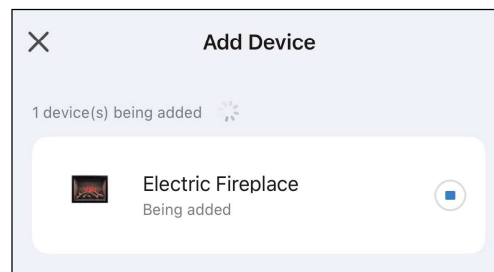


Figure 4

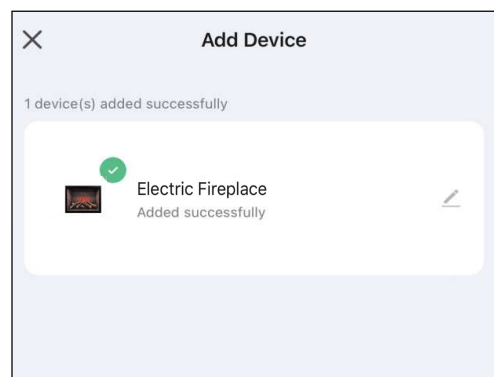


Figure 5

App Connection Instructions

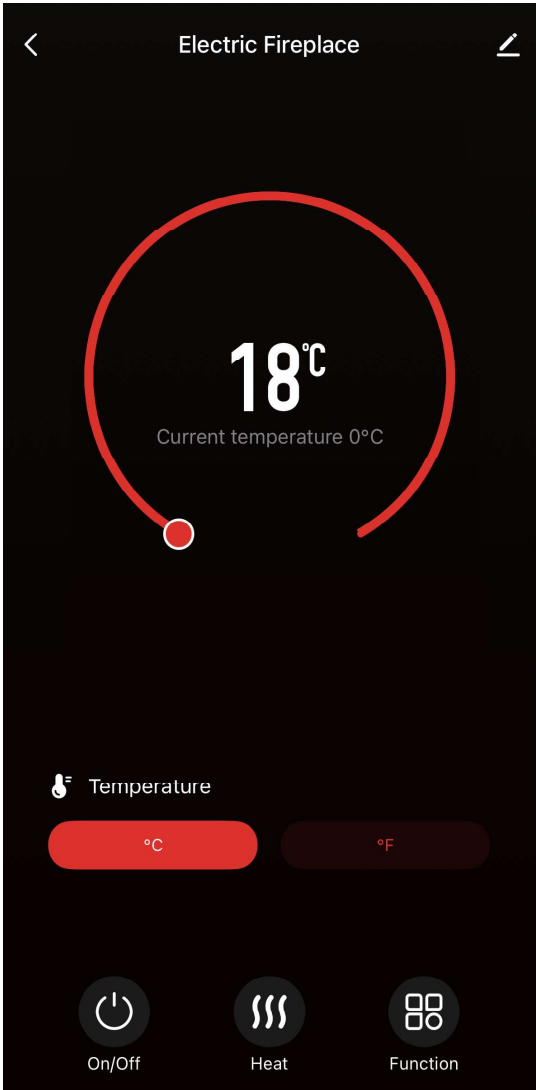


Figure 6

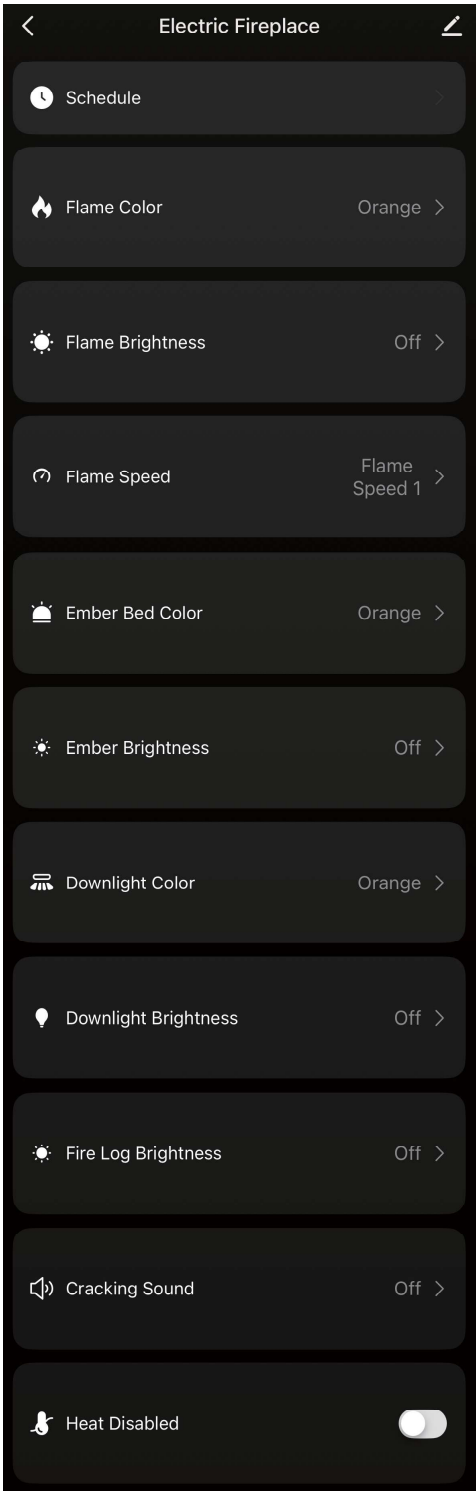


Figure 7

Care and Maintenance



Make sure the power is turned off before proceeding. Any electrical repairs or rewiring of this unit should be carried out 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.



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



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



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.

CLEANING

Metal:

- Clean with a soft cloth slightly dampened with mild soapy water.
- DO NOT use brass polish or household cleaners, as these may damage the metal trim.

Glass:

- Apply a quality glass cleaner to a cloth or paper towel, then wipe the glass surface. Dry thoroughly using a paper towel or lint-free cloth.
- NEVER use abrasive cleaners, liquid sprays, or any cleaner that could scratch the surface.

Vents:

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

Plastic:

- Wipe gently with a soft cloth slightly dampened with a mild dish soap and warm water solution.
- NEVER use abrasive cleaners, 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 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.**

Care and Maintenance

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 customer.

STORAGE

- When the heater is not in use, the heater should be stored in a dry location, away from possible damage. The power cord should be stored properly to avoid contact with hot or sharp objects.

Troubleshooting

Problem	Possible Cause	Corrective Action
Nothing comes on (touch screen, etc.)	A. Breaker tripped or circuit has no power	A. Reset breaker, test circuit for power, check power switch
	B. Internal component is frozen and needs to be reset	B. Turn power off at the main breaker for 60 seconds. Turn power back on.
	C. Loose connection	C. Inspect wiring for loose or damaged connection
	D. Defective component	D. Replace motherboard, touch control or power switch
Touch Screen Comes on - then nothing	A. Not operating touch control properly with finger	A. Press flat part of finger firmly on the touch screen and apply moderate pressure
	B. Loose connection on motherboard	B. Check functions with remote control. If functional, check connections on motherboard
	C. Motherboard is defective	C. Replace Motherboard
Fireplace turns off and will not turn back on	A. Fireplace has overheated and safety disc has snapped or circuit breaker has tripped	A. Turn the main breaker to the "off" position for 60 seconds. Next flip the breaker back into the "on" position.
Can operate fireplace functions with manual controls but not remote control	A. Low Batteries	A. Replace batteries in remote control with - AAA
	B. Remote not paired properly	B. With the fireplace ON, press and hold the Power button for about 3 seconds until you hear the buzzer sound twice and the power indicators begin to flash. Within 5 seconds, on the hand held remote, press the Power button repeatedly until the buzzer sounds again and the indicators flash, acknowledging that it has paired. You may also hear another buzzer and the pair is now completed.
	C. Remote control defective	C. Replace remote control

Troubleshooting

Problem	Possible Cause	Corrective Action
Heater does not provide heat when on	A. Wiring is loose	A. Disconnect unit from power source and inspect for loose connections
	B. Snap disc tripped	B. Turn off for 5 minutes to reset
	C. Heater core is defective	C. Replace Heater Core
Flame is not visible when unit is turned on	A. Wiring is loose	A. Disconnect unit from power source and inspect for loose connections
	B. LEDs defective	B. Replace LEDs
	C. Motherboard is defective	C. Replace motherboard
Fireplace lights up but there is no flame image or flame image frozen	A. Wiring for motor is loose	A. Disconnect unit from power source and inspect for loose connections from motor
	B. Spindle rod came loose	B. Reconnect spindle rod
	C. Motor is defective	C. Replace motor
Fireplace is squeaking when flame image is on	A. Fireplace spindle/rod is contacting to metal	A. Apply lithium grease or any standard grease to contacts with rod and metal
	B. Motor is defective	B. Replace motor
Heater does not turn on	A. Heater is locked out	A. Unlock heater. See Operation Section
	B. Flame Only, No Heat mode is enabled in the App	B. Turn off Flame Only, No Heat in the App

Troubleshooting

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 vise 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 10 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 of the main power supply.

Q. How do I reset the unit?

A. Turn power off at the breaker for 1 minute.