



**WALL MOUNTED  
OWNER'S MANUAL**



**⚠ 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

**When using electrical appliances basic precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:**

**Read all instructions before using this fireplace.**

- This heater is hot when in use. To avoid burning, do not touch hot surface. If provided, use handles when moving this heater. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 1 m from the front of the heater and keep them away from the sides and rear. In order to avoid overheating, do not cover the heater.
- Extreme caution is necessary when any heater is used near children or the infirm and whenever the heater is left operating and unattended.
- Always unplug heater when not in use.
- Do not operate any heater with a damaged cord or plug or after the heater malfunctions, has been dropped damaged in any manner, return heater to authorized service facility for examination, electrical or mechanical adjustment, or repair.
- Indoor use only, do not use outdoors.
- This heater is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate heater where it may fall into a bathtub or other water containers.
- Do not run cord under carpeting. Do not cover cord with throw rugs, runners, or similar coverings. Arrange cord away from traffic area and where it will not be tipped over.
- To disconnect heater, turn controls to off, then remove plug from outlet.
- Do not inset or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire or damage the heater.
- To prevent a possible fire, do not block air intakes or exhaust in any manner. 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, or flammable liquids are used or stored.
- Use this heater only as describes in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or injury to persons.
- DANGER-High Temperatures may be generated under certain abnormal conditions. Do not partially or fully cover or obstruct the front of this heater.
- Replacement of the lamps should be done only while the heater is disconnected from the supply circuit.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.
- CAUTION: In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.
- Electric sockets in residential rooms should comply with the 6/12 spacing requirements, this comes from the NEC and states that in a living area of a home, you must keep an electrical socket (outlet) 6 feet from any obstruction, or break in the wall, such as a doorway and no more than 12 feet from the previous electrical socket.
- Whilst electric fires are very safe, we recommend you only plug into a mains socket, do not use an extension lead as the extension lead wire can get knocked, or overheat and become a hazard. You should never overload an extension lead or multiple extension leads.

## Preparation

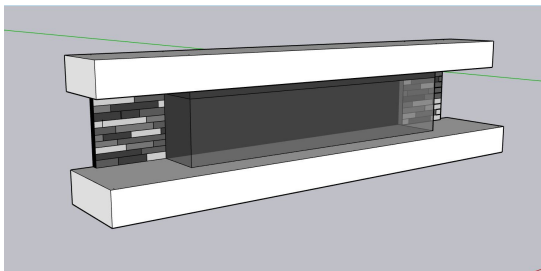







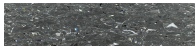




This product includes a GLASS panel! Always use extreme caution when handling glass. Failure to do so could result in personal injury or property damage.

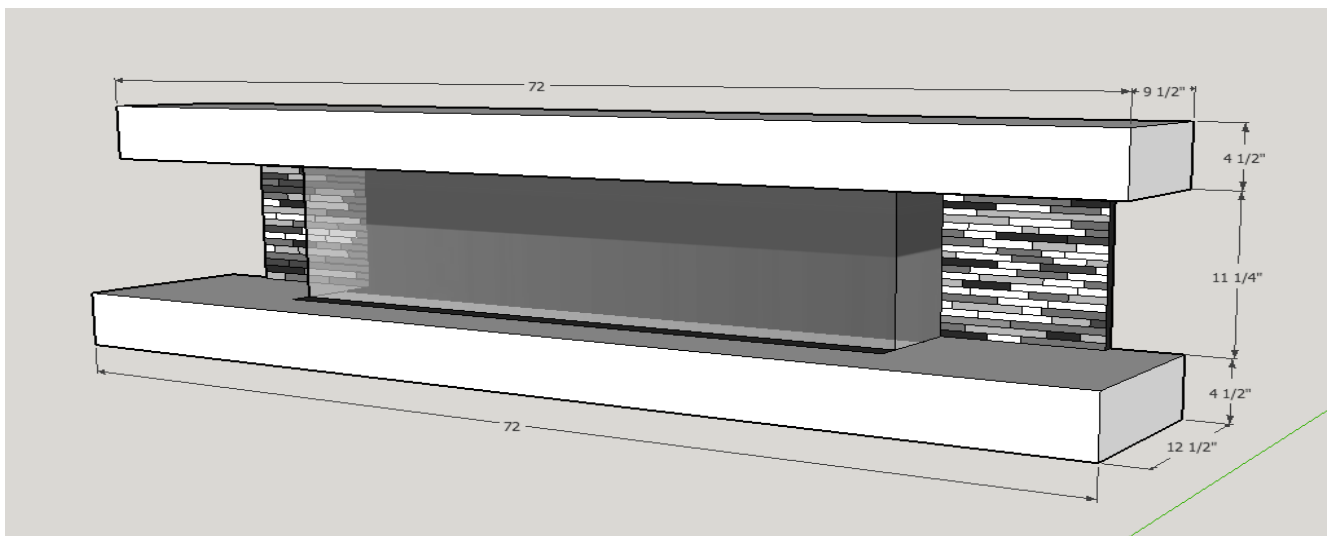
Remove all Parts and assembly st. for wall-hanging or recessing use. Check the parts list to make sure nothing is missing. Dispose of packaging materials properly. Please recycle whenever possible.

**You will need the following tools (not included):** Phillips screwdriver; stud finder; level; tape measure; electric drill.

## Parts and Hardware

 <p><b>A – Fireplace</b></p>			
	<b>B – Screws</b>		<b>C – Drywall anchors</b>
			
	<b>D-Remote Control</b>	<b>E -8mm Drill Bit</b>	<b>F - 8mm Wall Plugs</b>
			
<b>G-Wall Bracket</b> Fixed on back of fireplace	<b>H - Small Decorative Crystals</b>	<b>I - Big Decorative Crystals</b>	<b>J - Log set</b>

## Specification and Dimension



# Installation and Assembly

## NOTE

**REMOVAL OF THE PLUG TOP FROM THE POWER CABLE WILL INVALIDATE YOUR WARRANTY.**

Your appliance is a wall-mounted appliance. Select a suitable location that is not susceptible to moisture and is away from drapes, furniture and high traffic-areas.

## MINIMUM CLEARANCE TO COMBUSTIBLES

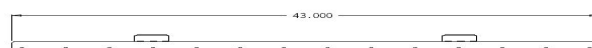
### Wall Mounted Installation

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 located at least 36" (914mm) away from combustible materials such as curtain drapes, furniture, bedding, paper, etc.
- B.** Have two people hold the appliance against the wall to determine the final location.
- C.** Remove the bracket from the back of the unit by removing the screws, refer to Figure 1.
- D.** Mark out location, then mount the bracket onto the wall using the supplied screws. This bracket **MUST** have the hooks facing upward and be level.

**NOTE:** It is strongly recommended that the mounting bracket be screwed into at least 2 wall studs.

- E.** With the wall mounting bracket installed have two people lift the appliance up and insert the two hooks on the bracket into the two slots on the back of the appliance.
- F.** Check the appliance for stability ensuring that the bracket will not pull free from the wall.



Mounting Bracket



# Log-set Crystal Ember Media Bed Installation

**NOTE:** Please use the information below to set out your media set based on the model you purchased.

**A.** The glass front must be removed and the appliance must be mounted in its final location before the log-set / crystals are installed.

**B. Crystal Media Bed Placement**

Carefully empty the 2 bags of small crystals onto the plastic tray, see **Figure 1**.

Next place the 4 large crystals on top of the small crystals and replace the glass, see **Figure 2**.

Figure 1.

Small Crystal Placement



Figure 2.

Large Crystal Placement



**C. Log Media Bed Placement**

1. Empty the 2 crystal bags onto the plastic tray (shown in figure 1.)
2. Place the 2 large logs on top of the crystal's
3. Place the 2 medium logs at either end of the media bed,
4. Place the 4 twigs on top of the large logs.



Large Logs x2



Medium Logs x2



Twigs x4

Log Media Bed Placement



## Installation of the front glass panel

Firstly remove the 4 screws which are fitted into the fireplace as shown



Unpack the glass screen, place it into the bottom tray and push backwards until the 4 tabs on the glass screen line up with screw holes.



Screw in the 4 screws which were removed in the first step.

# Operation



Please read the 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**.

## Power

Plug the power cord into a 220-240V 50Hz outlet (see **IMPORTANT SAFETY INFORMATION** on **Pages 2 and 3**). Make sure the outlet is in good condition and the plug is not loose. **NEVER** exceed the maximum amperage for the circuit. **DO NOT** plug other appliances into the same circuit.

## Methods of Operation

The electric fire can be operated by the control panel located on the front of the unit or the remote control. **See figures below**.





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

## AIR FLOW VENTS

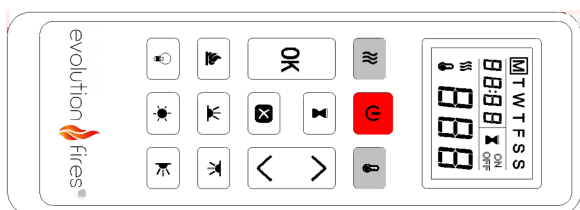



Heater Location

Control Panel

 <b>FLAME</b>	<p><b>FLAME button:</b> Makes flame effect dimmer and brighter.</p> <p><b>NOTE:</b> Flame effect stays on until power button is turned off. Flame effect must be on for heater to turn on.</p>	<p>1. <b>Press once.</b> Flame brightness effect gets changing.</p> <p>2. <b>Press again.</b> until desired setting is reached.</p>																																																				
 <b>COLOR</b>	<p><b>COLOR button:</b> Makes the color flame effect changing.</p> <p><b>NOTE:</b> color effect stays on until power button is turned off. Color flame effect must be on for heater to turn on.</p> <p><b>NOTE:</b> this fireplace is with memory function for flame.</p>	<p>1. <b>Press once.</b> Flame color effect gets changing.</p> <p>2. Press again until desired setting is reached.</p>																																																				
 <b>HEATER</b>	<p><b>HEATER button:</b> Turns heater on and off.</p> <p><b>NOTE:</b> The heater only works when the flame effect is on. If the flame effect is off, the heater will not turn on.</p> <p><b>NOTE:</b> To prevent overheating, the heater fan will blow cool air for 8-10 seconds before the heater turns on, and after the heater turns off.</p>	<p>1. <b>Press once.</b> Indicator lights up. Fan blows cool air for 10 seconds. 750W heater turns on and blows warm air.</p> <p>2. <b>Press again.</b> Indicator lights up. 1500W heater turns on and blows hot air.</p> <p>3. <b>Press again.</b> Heaters turn off. The fan blows cool air for 10 seconds to allow heater to cool down, then turns off.</p>																																																				
	<p><b>TEMPERATURE button:</b> Turns heater on and off.</p> <p><b>NOTE:</b> Press the button for 5 seconds, the temperature setting will switch from °C to °F. Same way from °F to °C.</p>	<p>1. <b>Press once:</b> Touch panel indicator comes active.</p> <p><b>Press again:</b> until desired setting is reached. Digital display shows setting codes as below:</p> <table><tr><td>0</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>12</td></tr><tr><td>18</td><td>19</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></tr><tr><td>64</td><td>66</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></tr><tr><td>65</td><td>67</td><td>69</td><td>71</td><td>73</td><td>75</td><td>77</td><td>79</td><td>81</td><td>83</td><td>85</td><td>87</td><td></td></tr></table>	0	1	2	3	4	5	6	7	8	9	10	11	12	18	19	20	21	22	23	24	25	26	27	28	29	30	64	66	68	70	72	74	76	78	80	82	84	86	88	65	67	69	71	73	75	77	79	81	83	85	87	
0	1	2	3	4	5	6	7	8	9	10	11	12																																										
18	19	20	21	22	23	24	25	26	27	28	29	30																																										
64	66	68	70	72	74	76	78	80	82	84	86	88																																										
65	67	69	71	73	75	77	79	81	83	85	87																																											

## Remote Control Operation



BUTTON	FUNCTION	ACTION & INDICATION
	<p><b>ON:</b> Enables control panel functions and remote control. Turns on flame effect.</p> <p><b>OFF:</b> Disables control panel functions and remote control. Turns off flame effect.</p>	<ol style="list-style-type: none"> <li><b>Press once.</b> Indicator light turns on. Power turns on. All functions enabled.</li> <li><b>Press again.</b> Flame effect turns off. Power and all functions turn off.</li> </ol>

# Operation



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

## Power

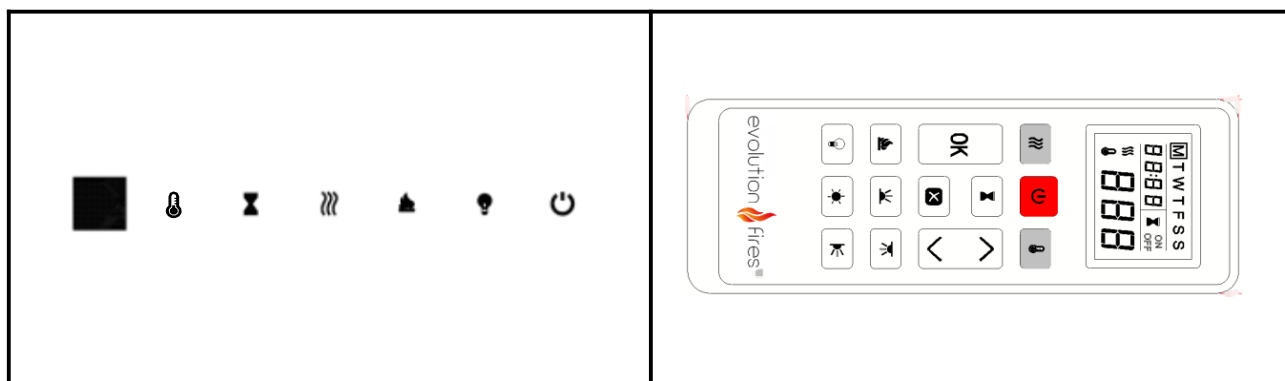
Plug the power cord into grounded outlet (see **IMPORTANT SAFETY INFORMATION** on **Pages 2 and 3**). Make sure the outlet is in good condition and that the plug is not loose. **NEVER** exceed the maximum amperage for the circuit. **DO NOT** plug other appliances into the same circuit.

## Methods of Operation



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







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

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




## Touch Panel Operation


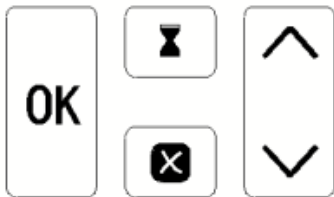


BUTTON	FUNCTION	ACTION & INDICATION
 <b>POWER</b>	<b>ON:</b> Enables control panel functions and remote control. Turns on flame effect. <b>OFF:</b> Disables control panel functions and remote control. Turns off flame effect.	1. <b>Press once.</b> Indicator light turns on. Power turns on. All functions enabled. 2. <b>Press again.</b> Flame effect turns off. Unit goes to standby. All functions turn off.
 <b>TIMER</b>	<b>TIMER button:</b> Controls timer settings to turn off fireplace at selected time. Settings range from 0.5 hours to 8 hours.	1. <b>Press once.</b> Indicator light turns on. Timer is set to 0.5 hours. 2. <b>Press again until desired setting is reached.</b> Indicator lights show setting.

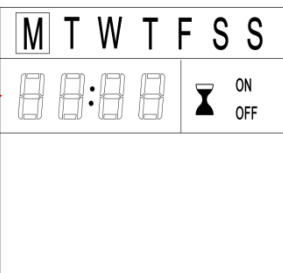
	<p><b>COLOR button:</b> Makes the color flame effect changing.</p> <p><b>NOTE:</b> color effect stays on until power button is turned off. Color flame effect must be on for heater to turn on.</p>	<p><b>1.Press once.</b> Indicator light turns on. Flame color effect gets changing.</p> <p><b>2.Press again</b> until desired setting is reached.Display window shows setting.</p>
	<p><b>FLAME button:</b> Makes flame effect dimmer and brighter.</p> <p><b>NOTE:</b> Flame effect stays on until power button is turned off. Flame effect must be on for heater to turn on.</p>	<p><b>1. Press once.</b> Indicator light turns on. Flame brightness effect gets changing.</p> <p><b>2. Press again.</b> until desired setting is reached.</p>
 <b>HEATER</b>	<p><b>HEATER button:</b> Turns heater on and off.</p> <p><b>NOTE:</b> The heater only works when the flame effect is on. If the flame effect is off, the heater will not turn on.</p> <p><b>NOTE:</b> To prevent overheating, the heater blows cool air for 10 seconds before the heater turns on, and after it turns off.</p>	<p><b>1. Press once.</b> Indicator lights up. Fan blows cool air for 10 seconds. Low heater turns on and blows warm air.</p> <p><b>2. Press again.</b> Indicator lights up. High heater turns on and blows hot air.</p> <p><b>3. Press again.</b> Heaters turn off. The fan blows cool air, then turns off.</p>
	<p><b>LED Ember light button ( 1 ):</b> Makes the color on bottom effect changing.</p> <p><b>NOTE:</b> Ember color effect stays on until power button is turned off.</p>	<p><b>1. Press once.</b> Ember color effect gets changing.</p> <p><b>2. Press again.</b> until desired setting is reached, in total 10 colors recycling.</p> <p>11 level-Auto-cycle 12 level-off</p>
 <b>EMBER BRIGHTNESS</b>	<p><b>LED Ember light brightness button:</b> Makes the LED ember lights on bottom effect gets changing.</p> <p><b>NOTE:</b> LED Ember light brightness effect stays on until power button is turned off.</p>	<p><b>1. Press once.</b> LED ember light color effect gets changing.</p> <p><b>2. Press again</b> until desired setting is reached. In total 5 levels.</p> <p><b>From b4 - b3 - b2 - b1 - b5 - b4</b></p>
	<p><b>LED Side light button:</b> Makes the LED side lights effect gets changing.</p>	<p><b>1. Press once.</b> Side light color effect gets changing.</p> <p><b>2. Press again.</b> until desired setting is reached.</p> <p>Cycle from 01-02-03-04-05-06</p>




	<p><b>LED Down light button:</b> Makes the color on TOP effect changing.</p> <p><b>NOTE:</b> Down light color effect stays on until power button is turned off.</p>	<p>1. Press once. Down light color effect gets changing.</p> <p>2. Press again. until desired setting is reached.</p> <p>Cycle from 01-02-03-04-05-06-07-08-09-10-11-12</p> <p>“12” Down lights off</p>
---	---	---

## TIMER SETTINGS ON REMOTE CONTROL

 : <b>Timer:</b> Displays current day, time, and week. Press to enter or confirm timer settings.	
 : <b>Settings:</b> Press to move to next step (use with Timer button). Press to confirm week timer.	
 : <b>Back:</b> Press to clear timer settings. Press to return to the previous step (use with Settings button).	
<b>:Up and Down</b> (use with Settings button).	

LCD Screen		
<b>Weekday</b> Mon, Tues, Wed, Thurs, Fri, Sat, Sun		<p><b>Note:</b> The functions can only be adjusted when the related letters or digits are flashing.</p> <p><b>Note:</b> Calibrate the timer to current time before the weekly settings.</p>
<b>Time Display</b>		
Current Time / Timer From 00: 00 to 24 NOTE: 00-12:00 is AM / 13:00-24:00 is PM		



**TEMP**

**TEMPERATURE button:** Turns heater on and off.





**NOTE:** Press & Hold the button for 5 seconds, the temperature setting will switch from °C to °F. Same way from °F to °C.



1. **Press once:** Indicator lights up.  
Temperature goes to 18 °C

2. **Press again:** until desired setting is Reached. Digital display shows setting circles as below:




NO	0	1	2	3	4	5	6	7	8	9	10	11	12
°C	18	19	20	21	22	23	24	25	26	27	28	29	30
°F	64	66	68	70	72	74	76	78	80	82	84	86	88
	65	67	69	71	73	75	77	79	81	83	85	87	

### 1 Set current day and time

- Press  once. When “MON” (Monday) begins flashing, use  to select the current day.
- Press  . When the hour digits begin flashing, use  to select the current hour.




3. Press **OK** again. When the minute digits begin flashing, use  to select the current minute.
4. Press  again. The current time is now set.

## 2 Set ON/OFF time and temperature on a weekly cycle

1. Press . When "MON" begins flashing, press **OK** 3 times. When "ON" begins flashing, use  to select the desired hour and minute to turn on the heater.  at any time to clear the digits and shut down "ON" timer.





### note:

The timer can only be adjusted in 30-minute increments (i.e. 00:00 - 00:30; 00:30 - 01:00, etc.)

2. Press **OK**. When "OFF" begins flashing, use  to select the desired hour and minute to turn off the heater. Press  at any time to clear the digits and shut down "OFF" timer.
3. Press **OK** again. When "18" begins flashing, use  to select the desired temperature for Monday.

### note:

If the temperature was previously set, those digits will be shown instead of "18".

4. Press **OK** again. When "TUES" appears on the screen and "ON" begins flashing, use  to select the desired hour and minute to turn on the heater for Tuesday.
5. Press **OK** again. When "OFF" begins flashing, use  to select the desired hour and minute to turn off the heater for Tuesday.
6. Press **OK** again. When "18" begins flashing, use  to select the desired temperature for Tuesday.
7. Repeat steps 1 to 6 to set the "ON/OFF" time and temperature for Wednesday, Thursday, Friday, Saturday, and Sunday.
8. Press **OK** or  to complete programming, ensuring to aim the remote control at the receiver, located in the middle of the appliance. The appliance will "beep" once to confirm that programming has been successful.

## Open window warning

If the room temperature decreases by 10 degrees within 3 minutes, the appliance will assume there is an open window nearby. In order to conserve energy, the heater will automatically switch from High Heat to Low Heat, or if the heater is already at Low Heat, it will turn off completely.

When switching from High Heat to Low Heat, the appliance will beep 3 times and the digital display will flash "88" 3 times before displaying the existing heating status.

When switching from Low Heat to Off, the appliance will beep 3 times and the digital display will flash "88" continuously.

To reset the heating function, see "operating remote control" section.

# Care and Maintenance

## Cleaning



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



**NEVER** immerse in water or spray with water. Doing so could result in electric shock, fire, or personal injury. **ALWAYS** turn the fireplace OFF and unplug the power cord from the outlet before cleaning, performing maintenance, or moving this fireplace. Failure to do so could result in electric shock, fire, or personal injury.

### Metal:

- Buff using a soft cloth, slightly dampened with a citrus oil-based product.
- DO NOT use brass polish or household cleaners as these products will damage the metal trim.

### Glass:

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

### Vents:

- Use a vacuum or duster to remove dust and dirt from the fireplace 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 fireplace OFF and unplug the power cord from the outlet before cleaning, performing maintenance, or moving this fireplace. Failure to do so could result in electric shock, fire, or personal injury. **DO NOT OPEN any panels ! No user-serviceable parts inside!**

### 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 fireplace 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/FAQ

<b><u>Problem</u></b>	<b><u>Possible Cause</u></b>	<b><u>Solution</u></b>	<b><u>Note</u></b>
<b>Fire not turning on</b>	Fire not plugged in or switched on at socket	Check plug is correctly fitted into socket and the socket is turned on.	If all solutions have been tested and problem persists, a new control panel is required.
	Fuse blown	Disconnect plug and inspect the fuse. Replace with a 13A fuse if broken.	
	Faulty control panel	If the controls do not work, press each control continuously one at a time. After a few cycles, the controls should recognize the input and work correctly.	
<b>Noisy heater</b>	Fan clogged	Remove the heating unit and remove dust from fan.	If all solutions have been tested and problem persists, a new heating element/fan assembly is required.
	Fan unbalanced/catching on housing	Manually re-center fan on each side. Check fan is not warped or damaged.	
<b>Heater only blowing cold air</b>	Fan clogged	Remove the heating unit and remove dust from fan.	If all solutions have been tested and problem persists, a new heating element/fan assembly is required.
	Faulty heating element	Inspect the heating element and make sure all wires are firmly connected.	
	Faulty fan motor	Fan may be rotating too slow.	
<b>No flame picture/partial flame picture</b>	Loose connection	Ensure all wires are connected firmly.	If all solutions have been tested and problem persists, a new PCB is most likely required.
	LED blown (If partial flame picture)	Test the faulty LED strip using another LED power connector that you know works. If LED strip still doesn't work, the fault is most likely with the LED strip and not the PCB.  New LED strip required.	
	Damaged PCB	New PCB required.	

<b>Heater cutting out</b>	Build-up of hot air	Ensure inlets and outlet are free from obstruction and there are sufficient clearances surrounding the unit.	If problem persists, the installation will need assessed to ensure it adheres to all required minimum clearances as stated in this manual.
	Thermostat setting causing heater to cut-out	Adjust thermostat setting on remote to maintain desired room temp or deactivate thermostat setting.	-
<b>Heater switching on without activation</b>	Thermostat set to keep room at certain temperature.	Adjust thermostat setting to maintain desired room temp or deactivate thermostat setting.	If all solutions have been tested and problem persists, a new PCB is required.
	Thermostat faulty	Replace PCB	

**NOTE: Wiring and exploded diagrams to assist with fire repair are available on request.**

### **Product Warranty**

**Your Product is guaranteed for one year from the date of purchase.**

Should this product prove defective within one year of purchase due to a design fault, workmanship or material breakdown, the product will be repaired or replaced free of charge.

Product warranty is subject to the following conditions:

- The product is to be used for domestic purposes only in accordance with the operating instructions.
- Responsibility of proof of purchase lies with the end user(s) who must prove product purchase within 12 month period of claim date.
- All warranties will be invalidated if unauthorized repairs or modifications are made to the electric fire, or in case of accident, misuse or damage caused by improper installation, or damage occurring during transit to or from the repairer.
- This warranty does not apply to heating elements, bulbs or fuses within this product

Your rights under this guarantee are additional to your statutory rights, which in turn are not affected by this guarantee.