

# IMPORTANT INSTRUCTIONS & OPERATING MANUAL

## Smart Electric Fireplace

Model#: EF36N,EF40HN,EF42N,EF45N,EF50N,EF60N,EF72N,EF84N,EF100N



### **⚠ 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 reference. If you sell or give this product away, make sure this manual accompanies this product.

### **Do Not Return This Item**

If you have any questions about assembly or operation or missing parts, or product is damaged of this product, please contact us feel free.

E-mail: [service@velayhome.com](mailto:service@velayhome.com)



**NO VENTING REQUIRED**  
**120V AC; 60 Hz; 5000BTU**

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**IMPORTANT: It is important to read these instructions carefully before using the appliance for the first time. Keep the instructions safe so that you can refer to them later if necessary.**

## Important Instructions

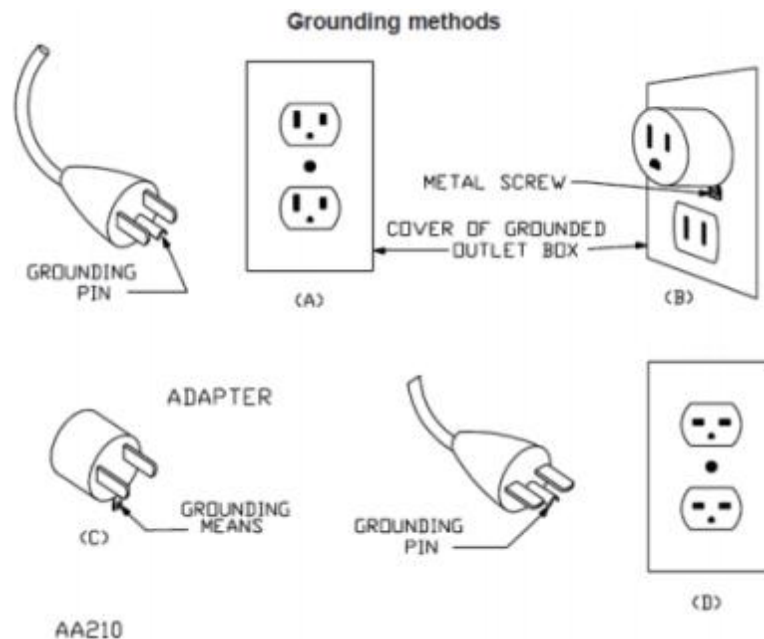
When using electrical appliances basic precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

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

1. This heater is hot when in use. To avoid burning, do not touch hot surface. If needed, 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.
2. Extreme caution is necessary when any heater is used near children or the infirm and whenever the heater is left operating and unattended.
3. Always unplug heater when not in use.
4. Do not operate any heater with a damaged cord or plug or after the heater malfunctions, has been dropped or damaged in any manner, return heater to authorized service facility for examination, electrical or mechanical adjustment, or repair.
5. Do not use outdoors.
6. 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 container.
7. 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.
8. To disconnect heater, turn controls off, then remove the plug from the outlet.
9. Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage the heater.
10. To prevent a possible fire, do not block air intakes or exhaust. Do not use soft surfaces, like a bed, where openings may become blocked.
11. 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.
12. 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.
13. DANGER-HIGH Temperatures may be generated under certain abnormal conditions. Do not partially or fully cover or obstruct the front of this heater.
14. Replacement of the lamps should be done only while the heater is disconnected from the supply circuit.
15. 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 the use of the appliance by a person responsible for their safety.
16. Children should be supervised to ensure that they do not play with the appliance.
17. 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.

# Instructions importantes

1. Lisez toutes les instructions avant d'installer ou d'utiliser ce radiateur.
2. Ce radiateur est chaud lorsqu'il est utilisé. Pour éviter les brûlures, ne laissez pas la peau nue toucher les surfaces chaudes. Gardez les matériaux combustibles, tels que les meubles, les oreillers, la literie, les papiers, les vêtements, etc. et les rideaux à au moins 0,9 m de l'avant du radiateur et éloignez-les des côtés et de l'arrière.
3. Une extrême prudence est nécessaire lorsqu'un radiateur est utilisé par ou près des enfants ou des invalides et chaque fois que le radiateur est laissé en fonctionnement et sans surveillance.
4. Ne faites pas fonctionner de radiateur après les dysfonctionnements. Débranchez l'alimentation au panneau de service et faites inspecter le radiateur par un électricien réputé avant de réutiliser.
5. N'utilisez pas à l'extérieur.
6. Pour déconnecter le radiateur, tournez les commandes vers OFF et désactivez l'alimentation sur le circuit de chauffage au panneau de déconnexion principale (ou faire fonctionner l'interrupteur de déconnexion internes s'il est fourni).
7. Ne pas insérer ou permettre aux objets étrangers de pénétrer dans une ventilation ou une ouverture d'échappement car cela peut provoquer un choc électrique ou un incendie, ou endommager le radiateur.
8. Pour éviter un éventuel incendie, ne bloquez pas les apports d'air ou ne vous échappez en aucune façon.
9. Un radiateur a des pièces chaudes et des arcs ou étincelles à l'intérieur. Ne l'utilisez pas dans les zones où l'essence, la peinture ou les vapeurs ou liquides inflammables sont utilisés ou stockés.
10. Utilisez ce radiateur uniquement comme décrit dans ce manuel. Toute autre utilisation non recommandée par le fabricant peut provoquer un incendie, un choc électrique ou une blessure aux personnes.
11. Ce radiateur peut inclure une alarme audible ou visuelle pour avertir que les parties du radiateur deviennent excessivement chaudes. Si l'alarme sonne (ou illumine), éteignez immédiatement le radiateur et inspectez tous les objets ou adjacents au radiateur qui pourraient avoir bloqué le flux d'air ou autrement provoqué des températures. Ne faites pas fonctionner le radiateur avec l'activation de l'alarme (ou illuminant).
12. «Enregistrez ces instructions»



Ce radiateur est utilisé sur 120 volts. Le cordon a une fiche comme indiqué ci-dessous. Un adaptateur comme indiqué sur C est disponible pour connecter les bouchons de type demise à la terre à trois lames aux réceptacles à deux plans. La patte demise à la terre verte s'étendant de l'adaptateur doit être liée à un sol permanent comme une boîte de sortie correctement mise à la terre. L'adaptateur ne doit pas être utilisé si un réceptacle mis à trois places est disponible.

## ● Unpacking And Testing Appliance

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. If parts are missing, please contact customer service for replacement.

Prior to installing the appliance, test to make sure the appliance operates properly by plugging the power supply cord into a conveniently located 110-120Volt grounded outlet.

**NOTE:** Dispose of plastic bag, as it may cause choking hazard with young children. Do not let children play with plastic bag.







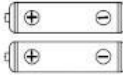

## ● Grounding Appliance

This appliance is for use on 120 Volts. For connecting three-blade grounding type plugs to three -slot receptacles. The green grounding lug extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box. The adapter should not be used if a three-slot grounded receptacle is available. To disconnect appliance, turn controls off, then remove the plug from outlet.

### **WARNING:**

Keep the front of the appliance through which the heat is radiated at least 1 meter away from furniture, curtains and other flammable objects at all time. Never use an extension lead. The main cable must remain at the back of the appliance and must not be in contact with any hot elements.

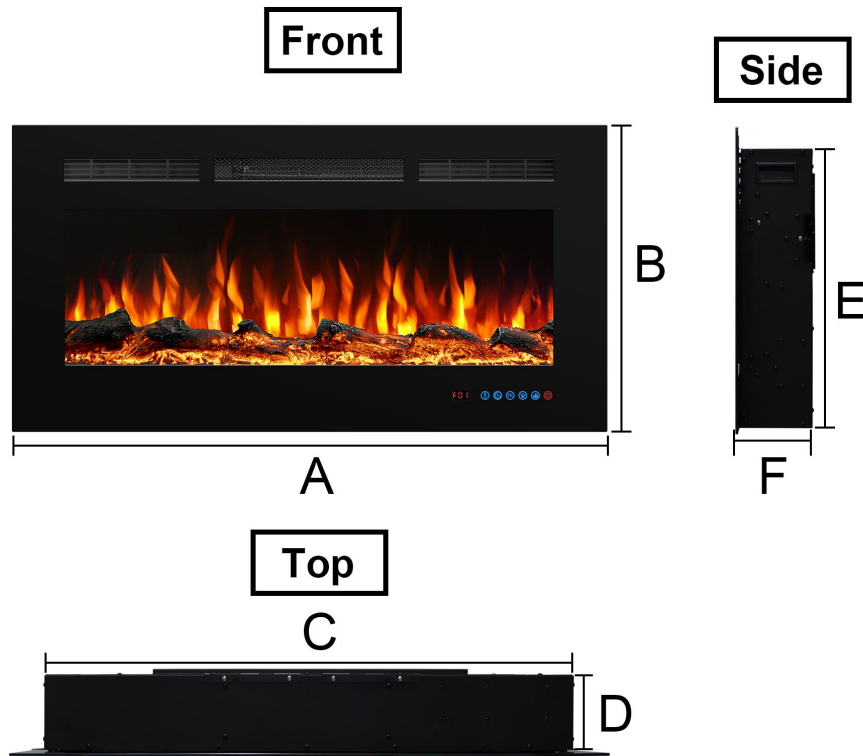
## Packing List

			
Plastic Tray ( 1 pcs)	<b>Drywall anchors</b> ( 6 pcs)	<b>ST4*40-Screws</b> ( 6 pcs)	Logs
			
Manual ( 1 pcs)	Remote control ( 1 pcs)	AAA battery ( 2 pcs)	Crystals

## Specification

Model	Armani (EFN)
Power supply	120V-60Hz
Amps	15
Power consumption	Max1500
Light bulb	LED
Cord length	6 ft

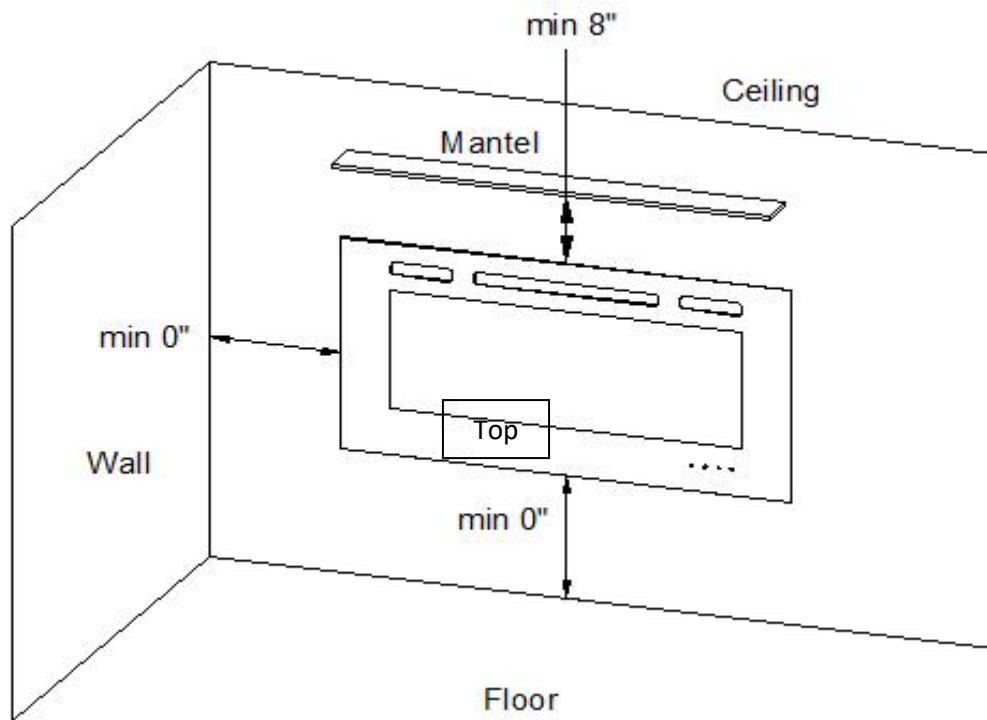
● **Dimension**



MODEL SIZE	EF36N	EF40HN	EF42N	EF45N	EF50N	EF60N	EF72N	EF84N	EF100N
A(Inch)	36	40	42	45	50	60	72	84	100
B(Inch)	21.65	26.5	21.65	21.65	21.65	21.65	21.65	21.65	21.65
C(Inch)	31.38	35.4	37.36	40.35	45.35	55.35	67.4	79.33	95.35
D(Inch)	5.5	5.5	5.5	5.5	5.5	5.5	5.5	5.5	5.5
E(Inch)	20.3	25.12	20.3	20.3	20.3	20.3	20.3	20.3	20.3
F(Inch)	5.95	5.95	5.95	5.95	5.95	5.95	5.95	5.95	5.95

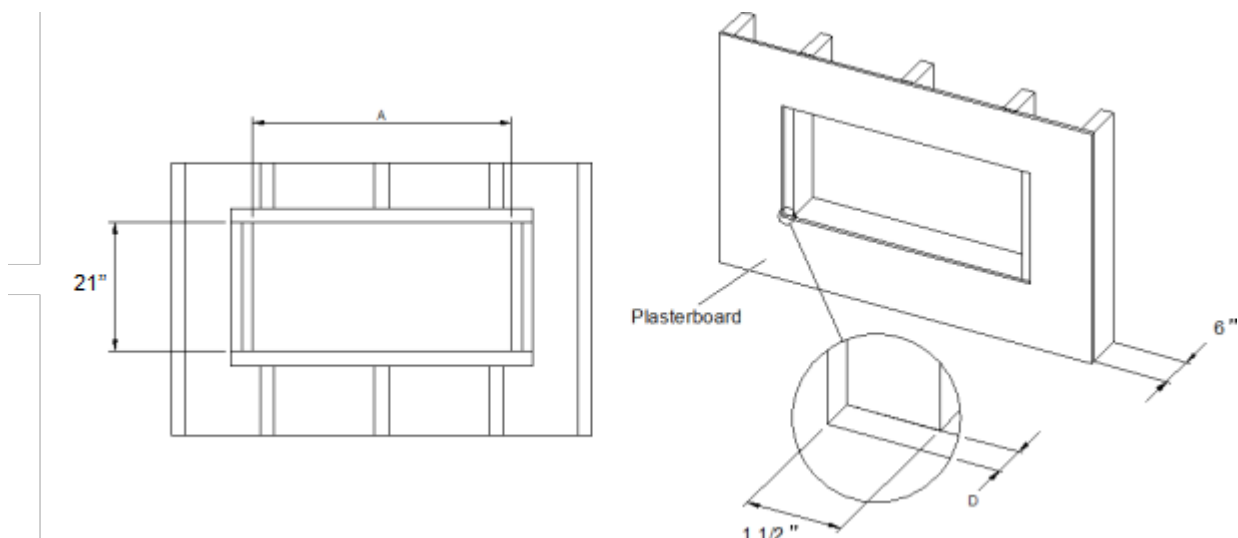
## ● Installation

**WARNING:** Find a safe location and build a suitable hole for fireplace. Minimum clearance from the ceiling and the mantel must be at least 8 inches (200mm); minimum clearance from the front must be at least 3 feet (900mm). Choose a location near an outlet so an extension cord is not required.



Take model EF50N as an example. Prepare a wall with a framed opening of 45.7 inch (1160mm) wide X 21" (533.4mm) high. Make sure the width of the wood block on both sides which used to fix the fireplace is 3" (76mm). Make sure that the revealed wood block width on both sides is about 1 1/2" (37.5mm) after finishing the plasterboard. Measure the depth D from the plasterboard surface to the wood block and write it down.

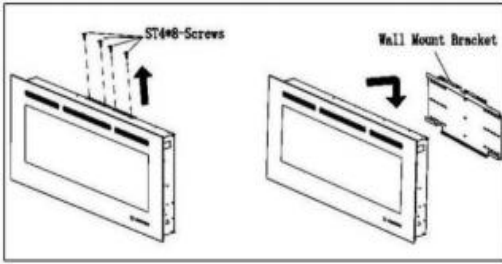
MODEL	EF36N	EF40HN	EF42N	EF45N	EF50N	EF60N	EF72N	EF84N	EF100N
A	31.7" (805mm)	37.7" (957mm)	37.7" (957mm)	40.67" (1033mm)	45.7" (1160mm)	55.7" (1414mm)	67.7" (1720mm)	79.7" (2025mm)	95.67" (2430mm)



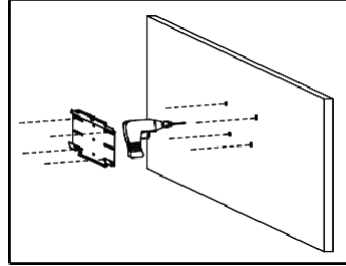
**!** Before installing the in-wall fireplace, please read the following steps carefully.

● **Wall-Mounted Fireplace Style**

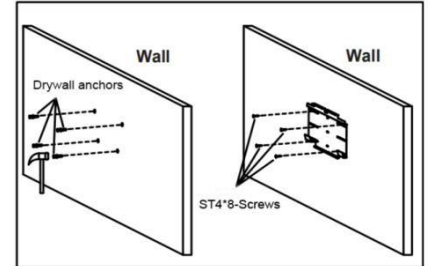
1. Remove the four silver-colored screws (ST4\*8-screw) on the top, and take off the wall bracket. (See Step 1)
2. Use the screwdriver to drill the wall. (See Step 2)
3. Use a hammer to put the screws into the wall together with the wall bracket. (See Step 3)



Step 1

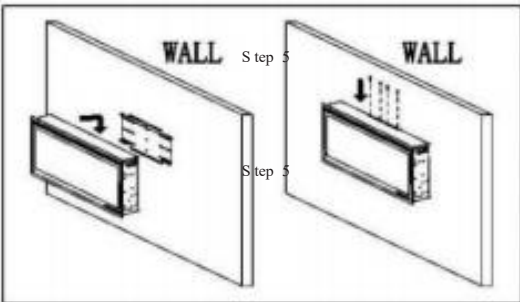


Step 2

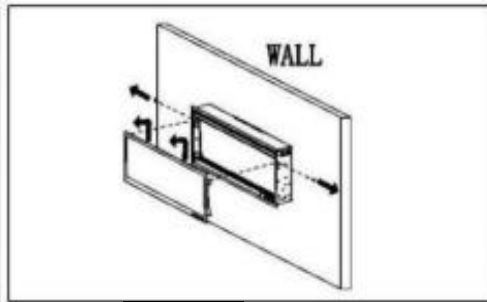


Step 3

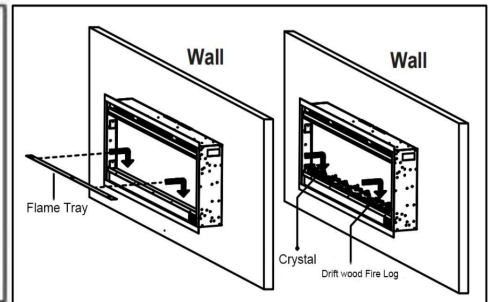
4. Lift the fireplace and put it onto the bracket, then lock the 4 silver screws on the top. (See Step 4)
5. Take off the 2 silver screws on the left side and right side. Use a suction cup to hold the glass surface, first take out the glass upwards and then outwards, and find a place to put the glass (See Step 5)
6. Put the plastic tray, and put on the crystal and drift wood fire logs, then lift the glass panel onto the fireplace with 2 screws. (See Step 6)



Step 4



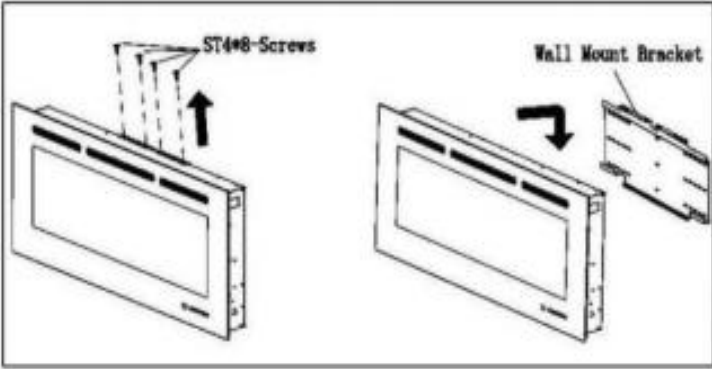
Step 5



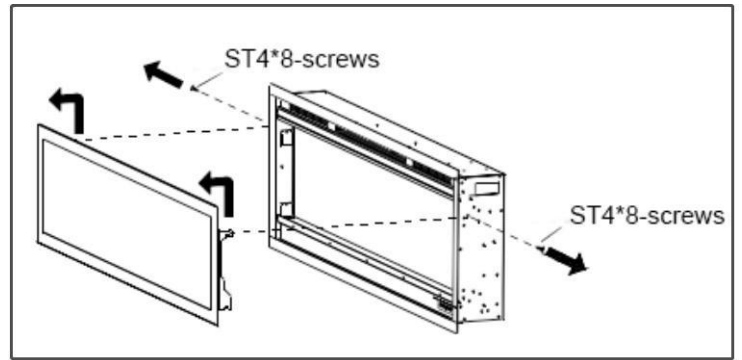
Step 6

## ● Recessed Fireplace Style

1. Remove the wall bracket first. Take off the 4 silver screws (ST4\*8-screw) on the top and then take off the wall bracket from the fireplace.
2. Take off the 2 silver screws (ST4\*8-screw) on the left side and right side, then pull out the front glass panel from the fireplace.

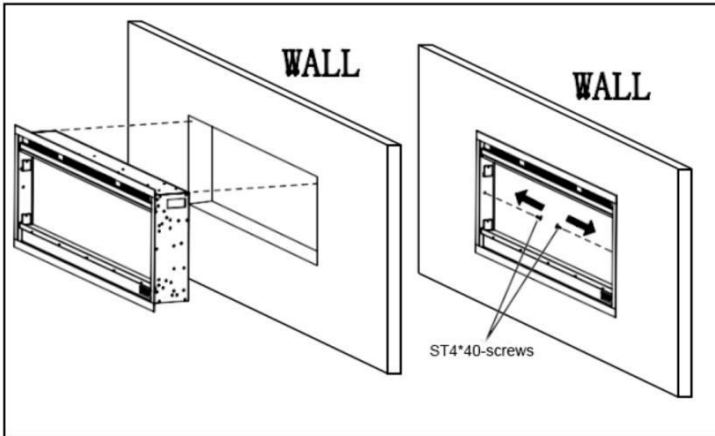


Step 1

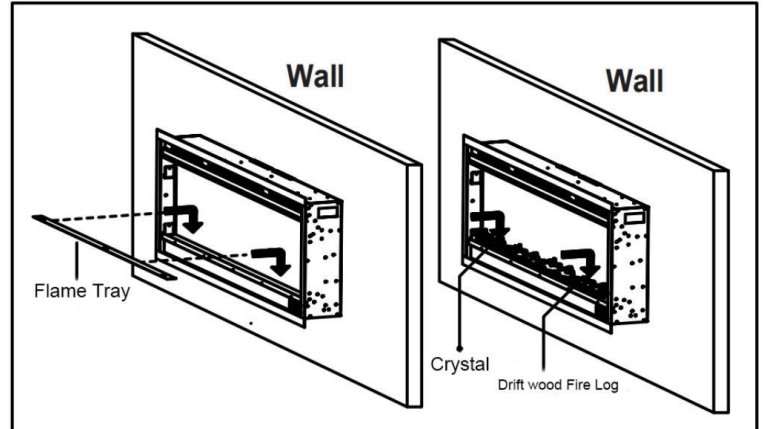


Step 2

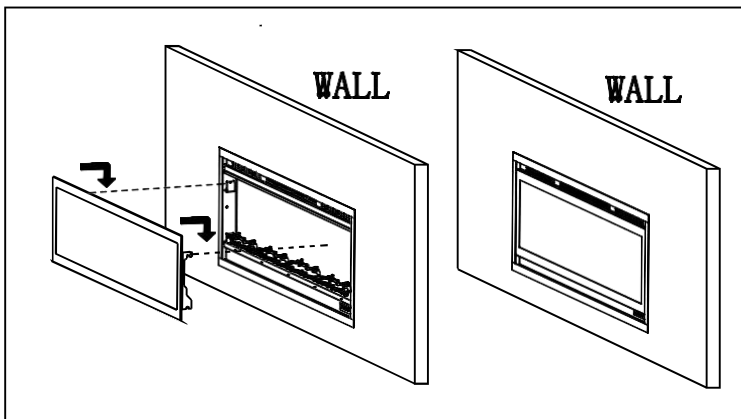
3. Put the fireplace into the hole, then fix the 2 silver screws (ST4\*40-screw) as the photo from the inside of the fireplace.
4. Put the plastic tray, and put on the crystal and drift wood fire logs.
5. Put the glass panel onto the fireplace directly. Make sure the front of the firebox is not lower than the surface of the wall. Carefully set both hooks of the front glass panel onto the firebox.



Step 3



Step 4



Step 5



**Take care of the installation of a Glass panel!**  
We recommends that two adults install the glass panel. Always use extreme caution when handling glass. Failure to do so could result in personal injury or property damage.

**Note:** make sure the glass is fully attached to the firebox so that the control panel can work properly. This will keep the decorative glass in place and enable the control panel to work well.

## Operation

Plug the power cord into a 110-120 Volt 15 Amp outlet. 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.

### ● Temperature Limiting Control

This heater is equipped with a Temperature Limiting Control. Should the heater reach an unsafe temperature(212°F / 100°C), the heater will automatically turn OFF.

To reset:

1. Unplug the power cord from the outlet
2. Turn the ON/OFF switch on the CONTROL PANEL to OFF. Wait at least 5 minutes.
3. 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.
4. With the POWER switch in the OFF position, plug the power cord back into the outlet.
5. If it switches off again, UNPLUG THE HEATER RIGHT AWAY! Have the outlets, wiring, and breaker box inspected by a professional. Make necessary repairs before using the heater

### ● Heater Rating

Maximum Heat Output: 1500 W (5000 BTU)

Maximum Heating Area: 400 square feet.

## Care and Maintenance

### Cleaning



**ALWAYS** turn the heater **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**.

#### 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.

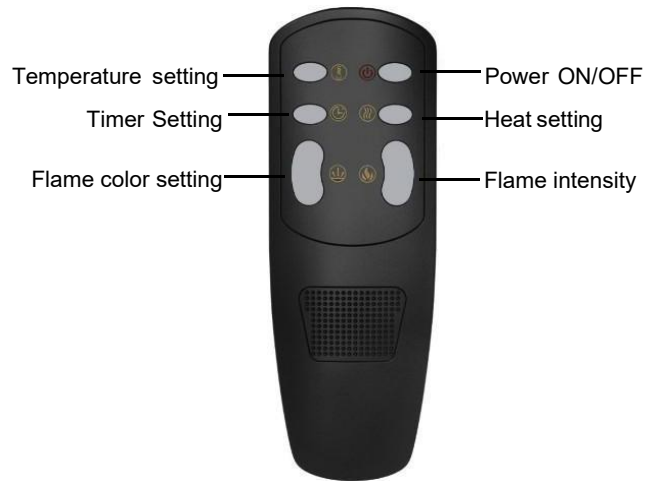
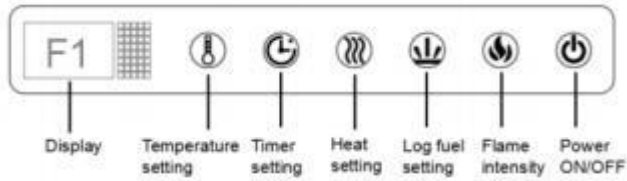
#### Vents:

- Use a vacuum or duster to remove dust and dirt from the 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.

● Remote Control /Switch Panel Instruction



(Control panel power switch must be ON to use remote control.)

The touch display panel is shown by LED's on the front bottom right of the appliance. The LED's will appear on the bottom of the fireplace control panel.

<b>POWER</b>		Turns the appliance ON/OFF.																																					
<b>FLAME</b>		Controls Flame brightness. 5 Settings: ( L1-L2-L3-L4-L5) Flame dims from L1 to L5. F5 is the brightest setting.																																					
<b>FLAME - Log</b>		Controls Log Flame change. 3 colors : ( F1-F2-F3) Flame dims from F1 to F3.																																					
<b>HEATER</b>		Controls the Heater. Press button to initiate the heater. (OFF) no heater or blower.  (LO), heater blows warm air (750W) (HI), heater blows hot air (1500W) <b>NOTE: Heater functions cycle from OFF-LO-HI</b>																																					
<b>TIMER</b>		Controls the Timer. 9 Settings: (1h, 2h, 3h, 4h, 5h, 6h, 7h, 8h,9h) Press button until reach desired setting.																																					
<b>TEMPERATURE</b>		1. <b>Press once:</b> Touch panel indicator becomes active. 2. Press again until desired setting is reached. Digital display shows setting circles as below. <table border="1" style="margin-left: 20px;"> <tr> <td><b>Display Value</b></td> <td>0</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>...</td> <td>12</td> <td>13</td> <td>14</td> <td>15</td> <td>N</td> </tr> <tr> <td rowspan="2"><b>Temperature</b></td> <td>. C</td> <td>17</td> <td>18</td> <td>19</td> <td>20</td> <td>21</td> <td>...</td> <td>27</td> <td>28</td> <td>29</td> <td>30</td> <td>ON</td> </tr> <tr> <td>. F</td> <td>62</td> <td>64</td> <td>66</td> <td>68</td> <td>69</td> <td>...</td> <td>80</td> <td>82</td> <td>84</td> <td>86</td> <td>ON</td> </tr> </table> <b>NOTE:</b> Press the button for 10 seconds, the temperature setting will switch from °C to °F. Same way from °F to °C.	<b>Display Value</b>	0	1	2	3	4	...	12	13	14	15	N	<b>Temperature</b>	. C	17	18	19	20	21	...	27	28	29	30	ON	. F	62	64	66	68	69	...	80	82	84	86	ON
<b>Display Value</b>	0	1	2	3	4	...	12	13	14	15	N																												
<b>Temperature</b>	. C	17	18	19	20	21	...	27	28	29	30	ON																											
	. F	62	64	66	68	69	...	80	82	84	86	ON																											

**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.

- **Remote Control Battery Information**

- This remote control uses two AAA batteries (Not included).
- Instructions for battery installation are on the Remote Control battery compartment.



**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.


## APP Operational Manual



1,Scan the QR code,then download the APP;

2,Press the “”;  
Xaralyn Smart

3,Create the new Account: press the mobile number-set the password-receive the verification code-add device-electric fireplace;

4, Plug-in the electric fireplace and keep “Power ON”,press “” for 10 seconds,release the key board fast when you can see “CCC”;

5,Enter into your home’s WI-FI account and password,press confirmation to connect FIREPLACE APP;

6,After connection,it can eject APP to operate the fireplace functions.

**Note: If move the fireplace to another place or change the WI-FI,please re-operate Step 4-6.**

# Vioce with Alexa

## What you need to get started

Before using Echo to control your smart devices, make sure you meet the following conditions.

- Stable Wi-Fi network which could access to Amazon server.
- An Echo device, including Echo, Echo Tap, or Echo Dot.
- An Amazon account.
- Tuya Smart App and a related account.
- Smart devices.

## Add devices in Tuya Smart App (Refer to App Instruction)

You can skip this part if you've already added some devices to your Tuya Smart account, and in the meantime, the devices' names are easily recognized.

## Download Tuya Smart App (Refer to App Instruction)

You can scan the QR code below to download the Tuya Smart App :



You can also search "Tuya Smart" in either App Store or Google Play to install the App.  
Note: Tuya Smart app is just an App name (for example), you can download your app.

## Register a Tuya Smart account and sign in to the App (Refer to App Instruction)

Open the Tuya Smart App, tap "Register" to register an account, then sign in to the App.

## Add device and change device's name (Refer to App Instruction)

Sign in with the Tuya Smart account, add the device, then change the device name to an easily recognized word or phrase, like "bedroom light".

# Set up Amazon Echo and enable Tuya Smart Skill

We suggest using the web for configuration in mainland China since Alexa App is not available here.

Users can configure Echo through the web or Alexa App.

Web configuration link: <http://alexa.amazon.com/spa/index.html>.

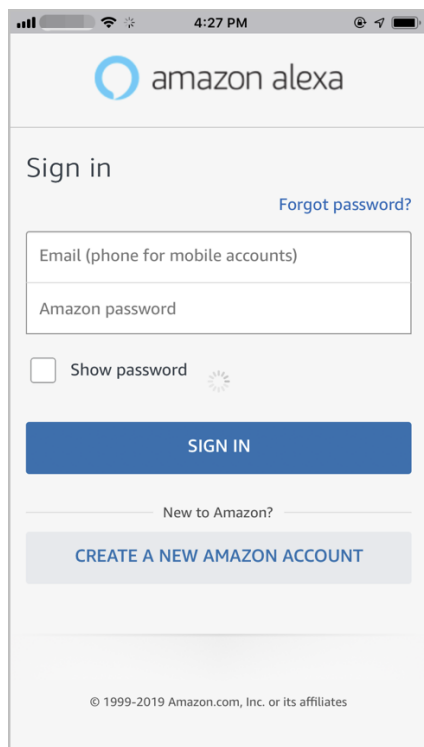
Search “Amazon Alexa” in App Store or Google Play to install the App.

We take App configuration as an example. Configuration through web and App are basically the same.

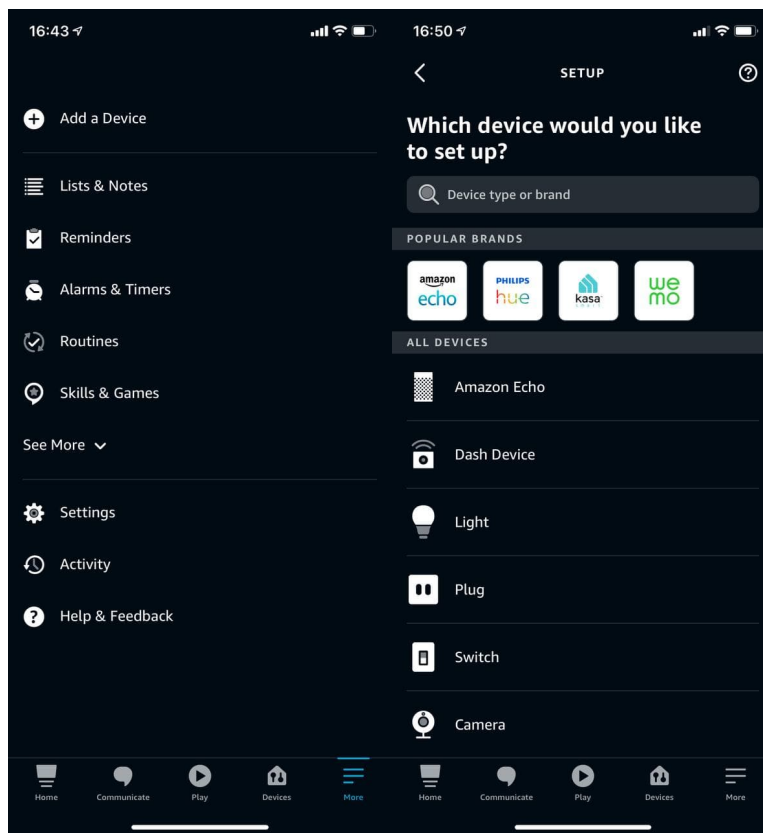
## Set up Echo with Alexa app

You can skip this part if your Echo is already set up.

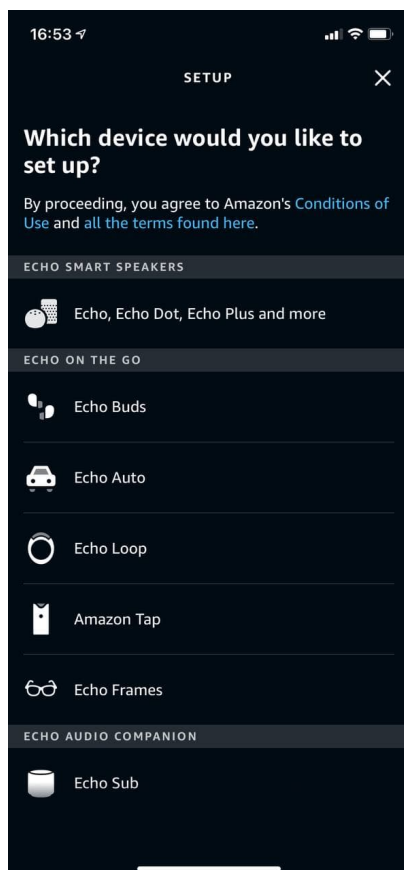
1. Make sure your Echo device is energized.
2. Make sure Echo is in a Wi-Fi network that can access Amazon services smoothly.
3. Open the Alexa App by tapping the App icon on your mobile device.
4. Type in your Amazon account and password, then tap “SIGN IN”.



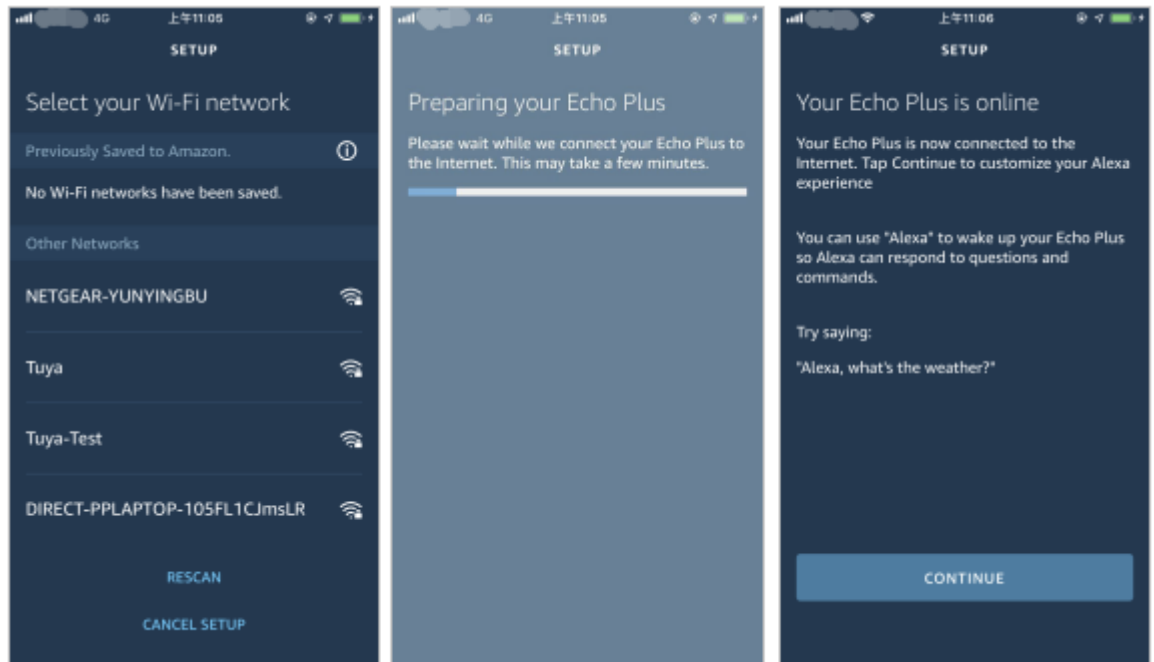
5. Tap the hamburger menu on the top left corner, select "Add Device", Select Amazon Echo in the Set up page.



6. Select the type of your Echo, then tap "CONTINUE".

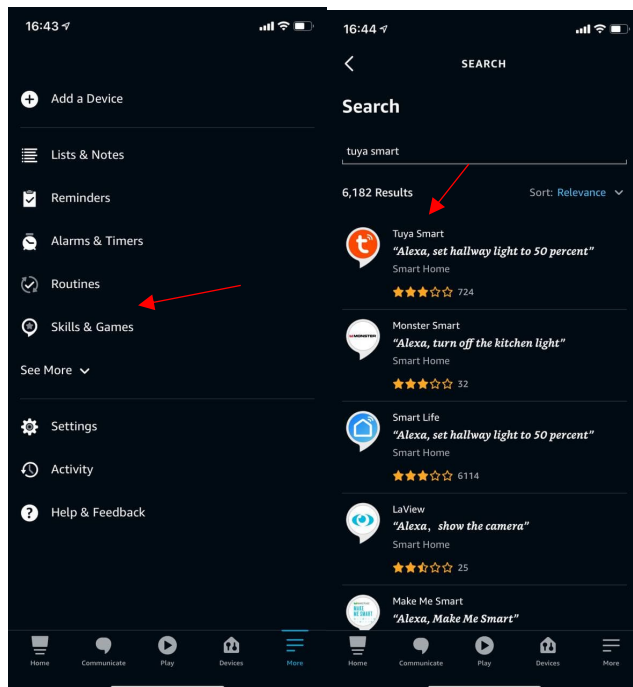


7. Select a Wi-Fi to let Echo have the access to the internet. Type in the Wi-Fi password, then tap “CONNECT”. Echo may take several minutes to connect the network.

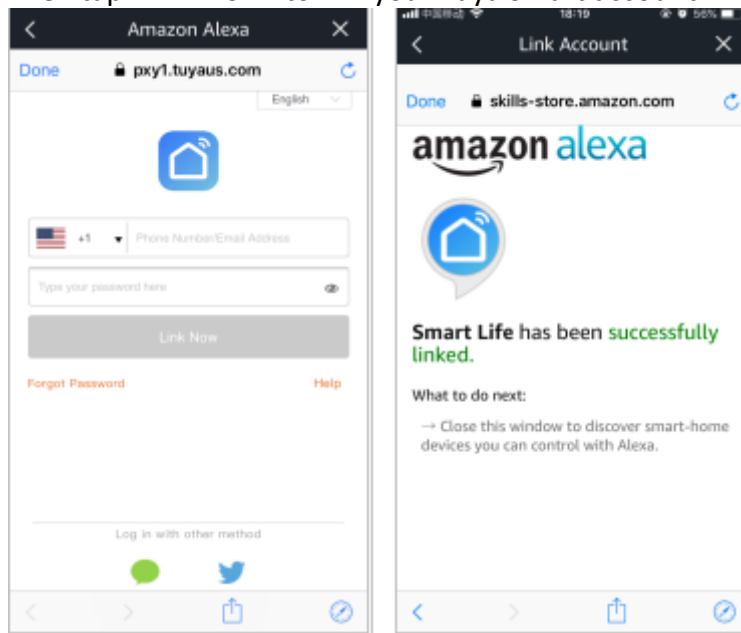


## Link Tuya Smart account to Alexa

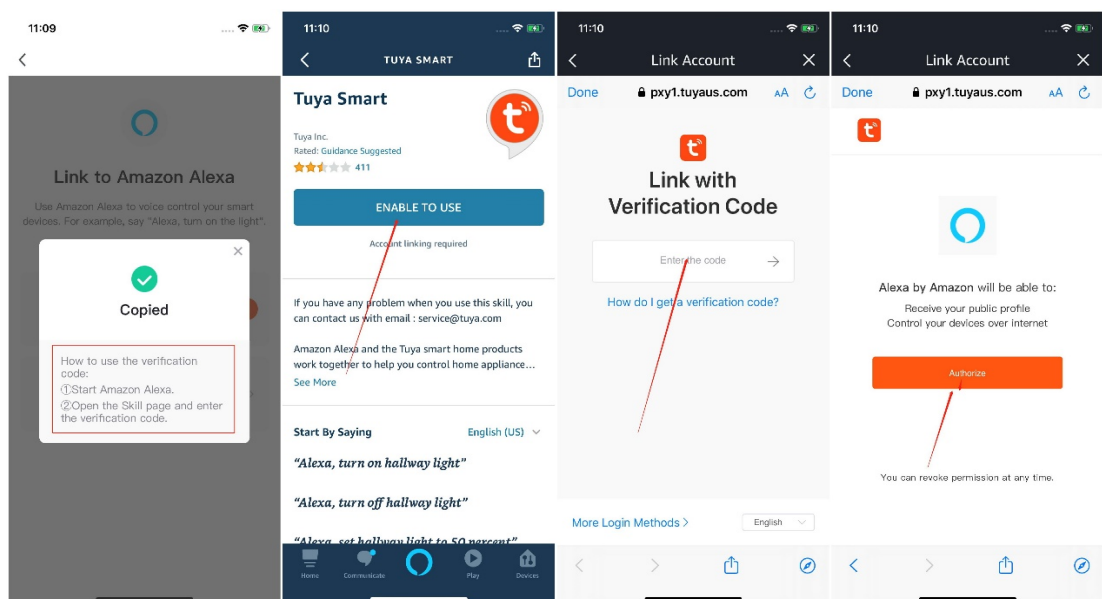
1. Tap “Skills&Games” in the hamburger menu, then search “Tuya Smart”. Select “Tuya Smart” and tap “ENABLE” to enable the Skill.



- You will be redirected to the account link page. Type in your Tuya Smart account and password, don't forget to select the country/region where your account belongs to. Then tap "Link Now" to link your Tuya Smart account.



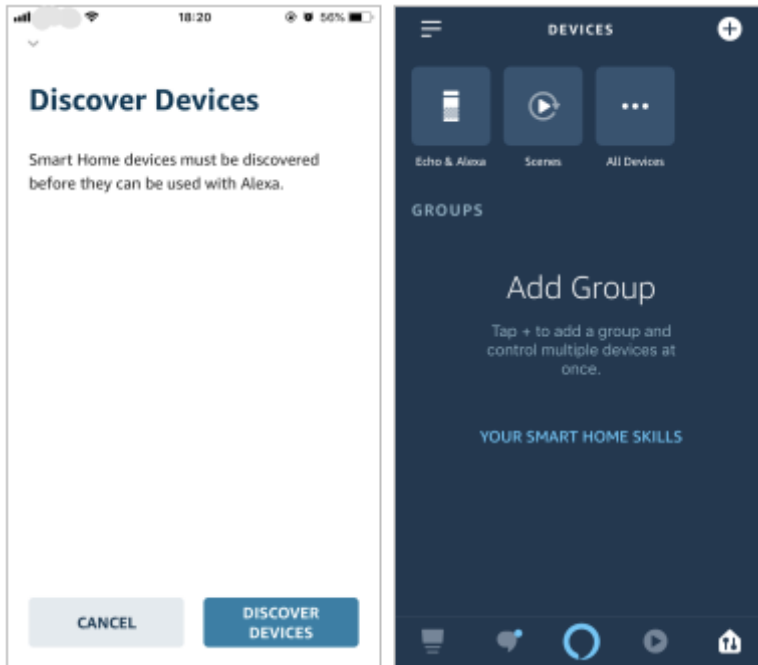
- Link with Verification Code, open Tuya Smart App, click "Me—More Services—Alexa".



# Control your smart devices through Echo

## Discover devices

Echo needs to discover your smart devices before it controls them. After the skill binding is successful, the page as figure1 will appear automatically.



Note: every time you change the device's name on Tuya Smart App, Echo must re-discover before you control them.

## Control devices by voice commands

Now you can control your smart devices through Echo.

# Vioce with Google home

## What you need to get started

Before using Google Home to control your devices, make sure you meet the following conditions.

- A Google Home device, or Android phone with Google Assistant.
- Latest Google Home App.
- Latest Google App (Android only)
- A Google account.
- The device display language must be set to English US.
- Tuya Smart App and a related account.
- Smart devices.

## Add devices in Tuya Smart App (Refer to App Instruction)

You can skip this part if you've already add some devices to your Tuya Smart account, and in the meantime the devices' name are easily recognized.

### Download Tuya Smart App (Refer to App Instruction)

You can scan the QR code below to download the Tuya Smart App :



You can also search "Tuya Smart" in either App Store or Google Play to install the App.  
**Note:** "Tuya Smart" App is just a App name (for example), you can download your App.

### Register a Tuya Smart account and sign in the App (Refer to App Instruction)

Open the Tuya Smart App, tap "Register" to register an account, then sign in the App.

### Add device and change device's name (Refer to App Instruction)

Sign in with the Tuya Smart account, add the device, then change device name to a easily recognized word or phrase, like "bedroom light".

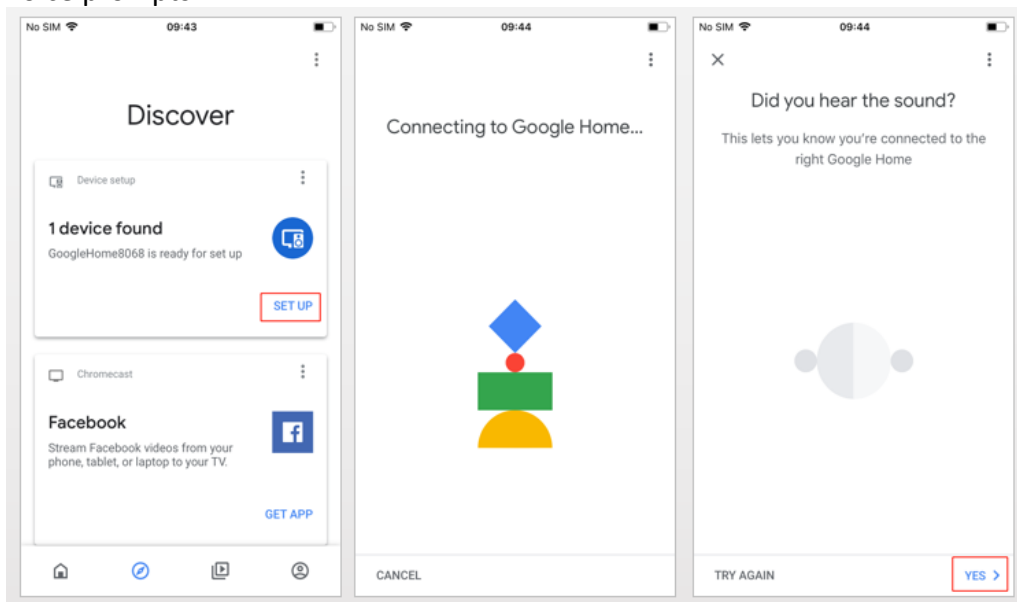
# Set up Google Home and configure in Home Control

Configuration needs Google Home App. Search “Google Home” in App Store or Google Play to install the App.

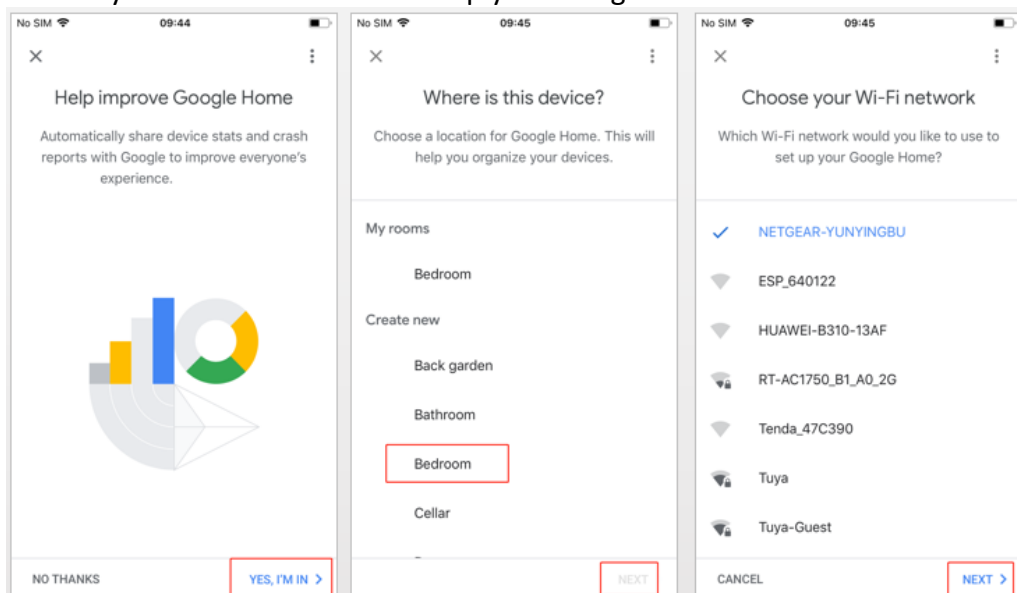
## Set up Google Home with Google Home App

You can skip this part if your Google Home is already set up.

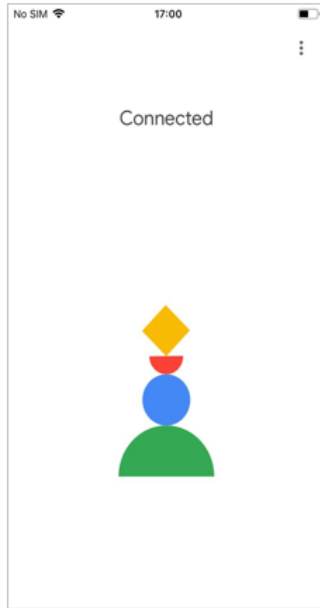
1. Make sure your Google Home is energized and four colored lights on the top are on which means that it is in a state of waiting for a connection.
2. Make sure Google Home is in a Wi-Fi network that has smooth access to Google services.
3. Open the Google Home App, the device will automatically appear in the “Discover” page.
4. Click “SET UP” to start connecting to Google speakers and click “YES” after you hear the voice prompts.



5. Help improve Google Home and click “YES, I’M IN” in the lower right corner.
6. Choose a location for Google Home, for example, choose “bedroom”.
7. Choose your WI-FI network to set up your Google Home.

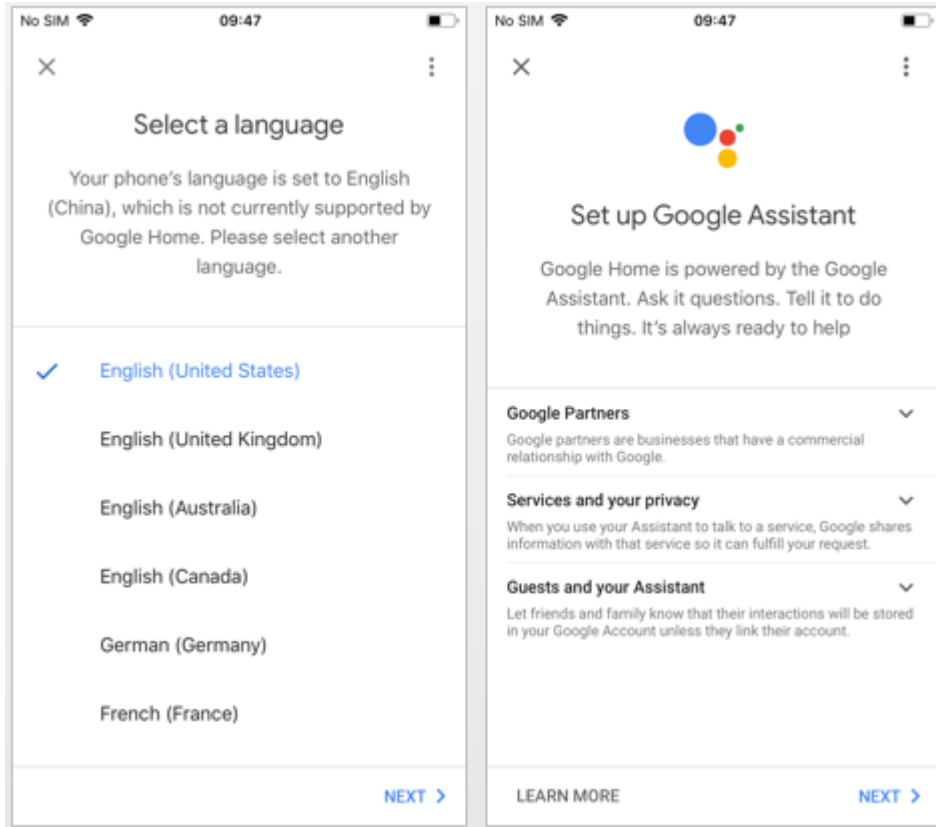


8. After successfully connected, the App page will display as follows.

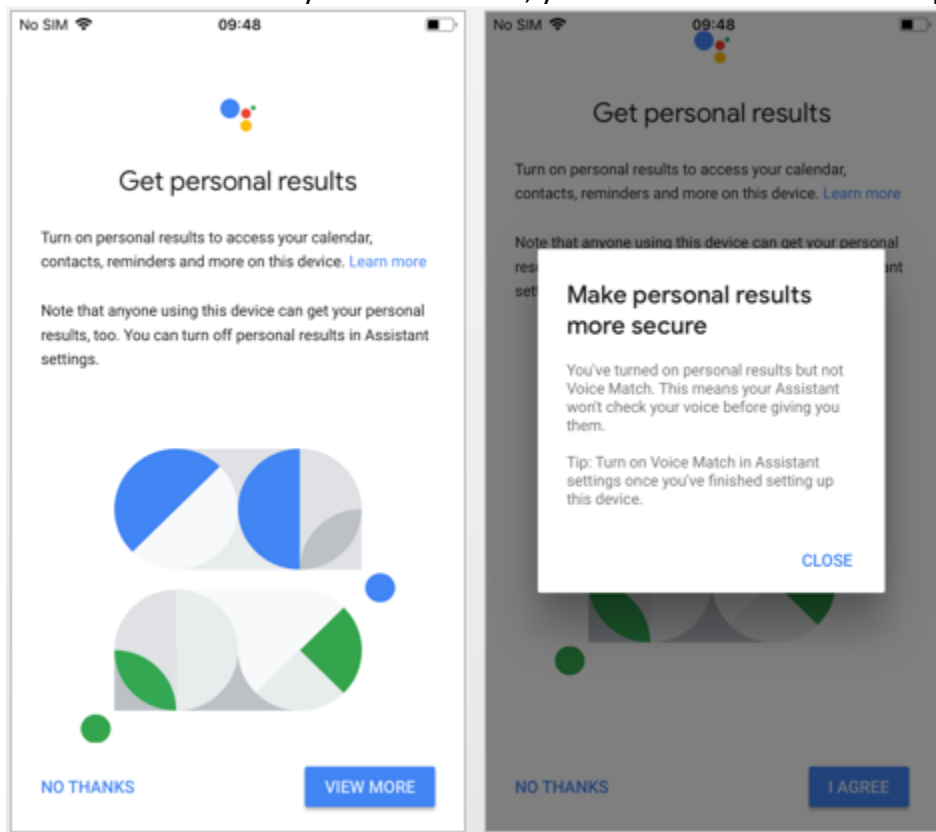


9. Select a language, then click "Next".

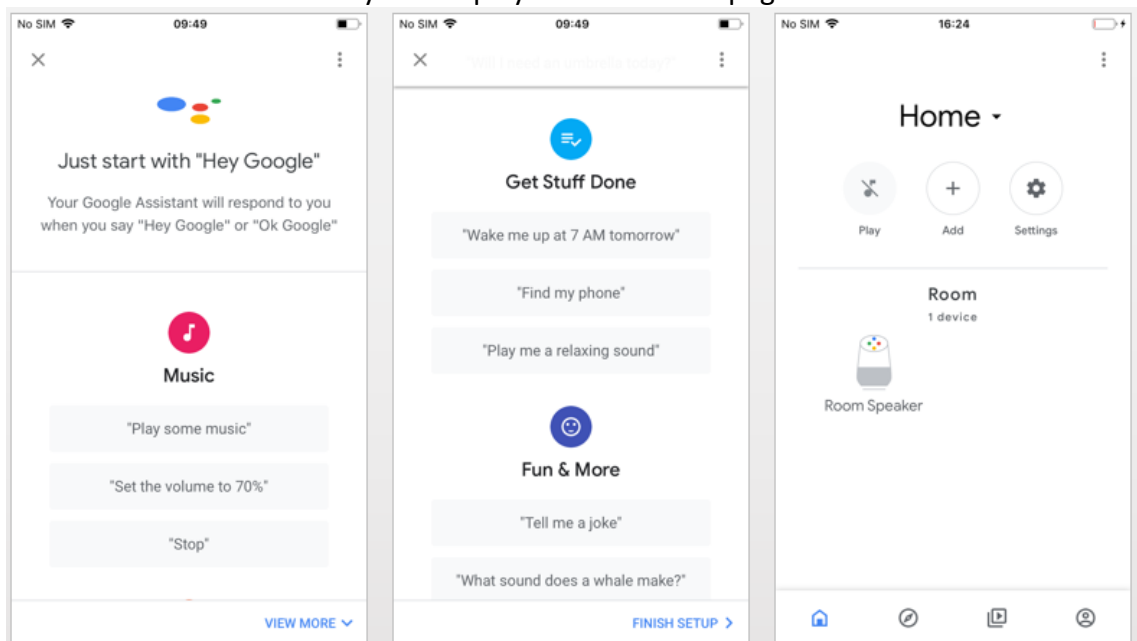
10. Waiting for the system to set up your Google Assistant automatically, click "Next".



- Click "VIEW MORE" to pop up a dialog box, and then click "I AGREE" to allow Google Home to get your calendar, flight itinerary, and more to provide personalized customization. Then set your geographic location, select the music service you need, and click on "NEXT". If you don't need it, you can click "Not Now" to skip.



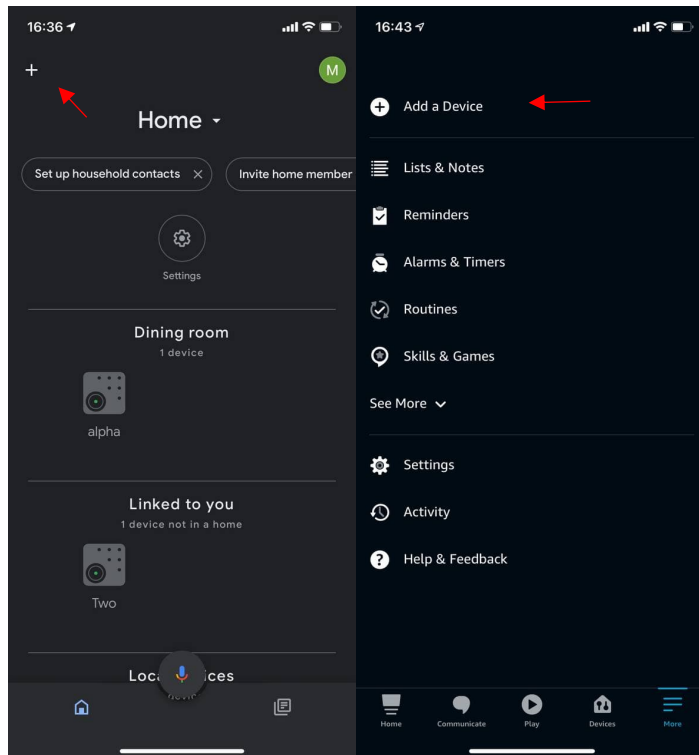
- Then comes a review of what you have done. After clicking "Next" the page will display "Google Home is ready". At this point, Google Home's setup is complete.
- This step is the voice control tutorial, click "FINISH SET UP". Then the speaker that have been connected successfully will display in the "Home" page.



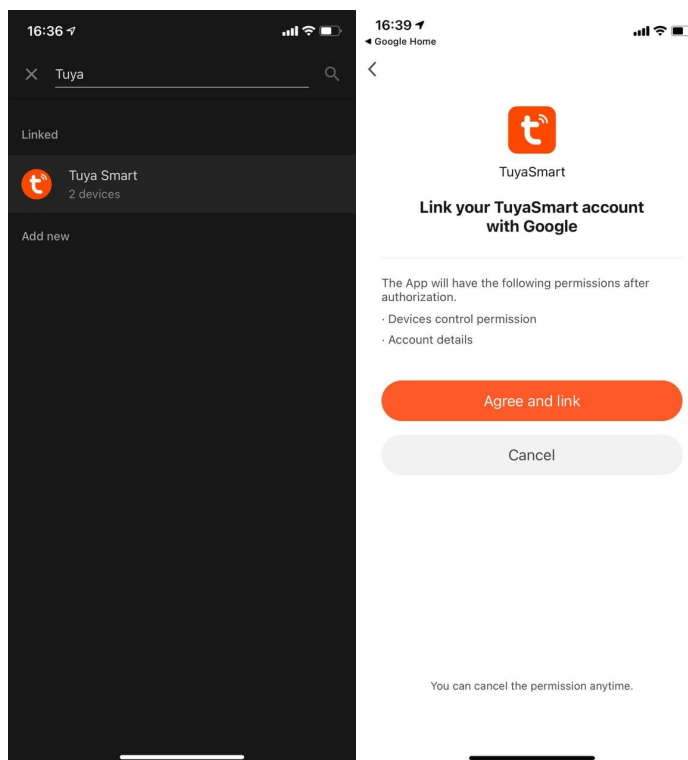
## Link Tuya Smart account in Home Control

**Attention:** Due to the Google Home App's known bug, you could only use one Google account to control "Home Control Action". If you sign in Google Home App with several Google accounts, only the first Google account you signed in can be used for "Home Control".

1. On the homepage of Google Home App, click the button in the higher left corner, select "+", select "Set up device" under the list of "Add and manage", and then click "Have something already set up".



2. Find “Tuya Smart” in the list. In the new window, select your Tuya Smart account’s region, type your Tuya Smart account and password, then tap “Link Now”. After you assign rooms for devices, your devices will be listed in the Home Control page.



3. Link with Verification Code, open Tuya Smart App, click "Me – More Services – Google Assistant"  
**Now you can control your smart devices through Google Home.**

## 【 Safety instructions 】

Only use the appliance in accordance with the instructions in this manual! It cannot be used for any other purpose.

Never operate the appliance when the appliance itself or the main cable show any signs of damage.

In order to avoid overheating, do not cover the heater.

Be responsible when handling the packing material. Warning: plastic wrapping may be lethal to children.

Do not place the appliance next to a socket.

Never operate the heater on a program switch, timer switch or any other appliance for automatic operation.

The heater is only suitable for indoor use.

Never use the heater in the bathroom, shower or near a swimming pool.

The heater must not be located immediately below a socket-outlet

If the supply cord is damaged, it must be replaced by the manufacturer or its service agent or a similarly qualified person in order to avoid a hazard.

Never leave small children unattended near the appliance.

In case of malfunction, disconnect the plug immediately.

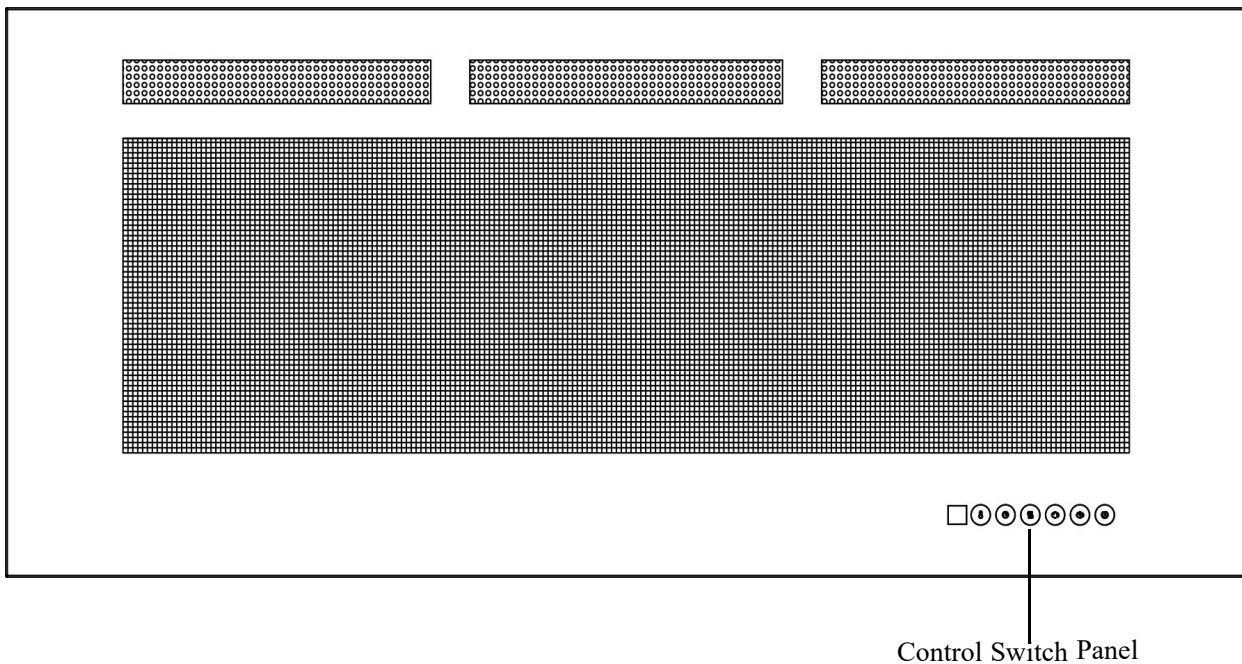
When not in use for a considerable amount of time, unplug the appliance.

Components should only be serviced by an approved electro technician.

## 【 To switch on 】

Plug in the appliance into the socket. Turn on the **Power Switch**

The control **Switch Panel** is on the bottom of tempered glass panel(See pic)



## Care and Maintenance

### ● Cleaning instruction



**ALWAYS** turn the heater **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**.

#### **Glass:**

- ① Use a good quality glass cleaner sprayed onto the cloth or towel. Dry thoroughly with a paper towel or lint-free cloth.
- ② 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:**

- ① Wipe gently with a slightly damp cloth and a mild solution of dish soap and warmwater.
- ② NEVER use abrasive cleansers, liquid sprays, or any cleaner that could scratch the surface.

#### **Metal:**

- ① Buff using a soft cloth, slightly dampened with a citrus oil-based product.
- ② DO NOT use brass polish or household cleaners as these products will damage the metal trim.

### ● Maintenance

- ◆ After installation, the power plug should be accessible.
- ◆ If the power cord is damaged. It must be replaced by the manufacturer or its service agent or a similarly qualified person in order to avoid a hazard.
- ◆ The heater must not be located immediately below a socket.
- ◆ The appliance is not intended for use by young children or infirm persons. Young children should be supervised to ensure that they do not play with the appliance.
- ◆ Do not use this heater in the immediate surroundings of a bath, a shower or a swimming pool.
- ◆ In order to avoid overheating, do not cover the heater.
- ◆ 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: Store fireplace in a clean, dry place when not in use.

## Trouble shooting

### 1.Q: Unit does not heat?

- A:** 1. Turn on the heater to see if the heater will work continuously.  
2. If not, unplug the unit for a whole night. And then turn it on again.  
3. If still not, contact service team for help

### 2.Q: Why is there no flame effect?

- A:** 1. Make sure the unit is plugged into a power outlet.  
2. Check if the main power on the right side of the fire place is turned on.  
3. Switch the flame color by the remote or touch screen to check whether there is flame effect.  
4. If still not, please contact service team for help.

### 3.Q: Fireplace turns off and will not turn on.

- A:** Fireplace has overheated and safety device has caused thermal switch to disconnect or home circuit breaker has opened. Reset switch by turning main power off and waiting turning it back on or breaker circuit breaker.

### 4.Q: The remote does not work and the new unit cannot be turned on.

- A:** 1. Replace batteries in remote control.  
2. Aim control at sensor located directly behind glass screen in center of unit just above logs.  
3. Replace remote control and/or sensor.

### 5.Q: The front trim is out of shape, the remote is missed or the log is broken.

- A:** Please contact customer service for a replacement and instruction.

### 6. Q: There is a black tie inside the unit or there is a small spot on the glass.

- A:** Please contact customer service for an instruction of removing the glass.

### 7.Q: There is a noise only when the flame is on.

- A:** The spindle touches the wires or panels around, please contact customer service team for a checking instruction manual.

### 8.Q: The heater of my new product does not work.

1. There is no air blowing.  
Check if the connector on the PCB board that links to the fan is loosen, if not, the problem might be the PCB board.
2. There is only cold air.  
The heating element might be broken. Please contact customer service team for help.
3. It blows a little heat and then shut off and never come back unless re-plug it.  
The fan might be stuck or the heat motor is fall off. Confirm if there is something getting red inside the air outlet when turn the heater on, then contact customer service for help.
4. The blower works for about 5s then shuts off.  
Press the temperature on the remote until there is no temp number showing on the remote display to see if the blower will work. If not, check if the sensor is loosen, if yes, please kindly noted that there would be a 3 degree deviation between the temp the sensor feels and the room temperature.

## Limited Warranty

- This warrants to the original purchaser that this product is free from defects in material and workmanship as of the date of purchase and that it will, under normal use and proper care, remain so for one year from the date of purchase.
- Missing or initially defective parts will be replaced free of charge during the period of this limited warranty. If parts are unavailable, comparable replacement or refund will be given. The original dated sales receipt is required for all warranty claims.
- This warranty does not cover damage which has occurred during transport from the point of purchase to the consumer's home.
- This warranty does not cover glass, light bulbs, batteries, transportation, labor, or other issues not associated with the manufacture of the product.
- This product is for residential use only. Any and all commercial use of this product voids all warranties, and frees the manufacturer from all liability.
- Read and understand all assembly and operating instructions, and all safety information and warnings before use.
- The following will void this warranty: Damage caused from tampering with, modifying, or altering the fireplace insert in any manner; Damage due to incorrect assembly, improper care, misuse, or abuse; Damage from being used with the wrong power source; Water damage; Damage caused from this insert being used outdoors; Damage caused from this insert being used for excessive periods of time; Damage caused by the insert being used in a commercial application; Damage from use as a primary heat source; Other misuse or abuse not specifically listed herein.
- This product is not intended to be used as a primary heat source. It is for supplemental heating purposes only.

### Thank you for purchasing this product!

For immediate help with assembly, product information or if your product arrives damaged, please contact us first. Our staff is ready to provide assistance.

**E-mail: [service@dreamflamefireplace.com](mailto:service@dreamflamefireplace.com)**

**Tel: [302-281-1886](tel:302-281-1886)**

