

# IMPORTANT INSTRUCTIONS & OPERATING MANUAL



## Amazon – Decorative Electric Fireplace with On Screen Display

Item No: P50-1/0345



Read these instructions carefully before attempting to assemble, install, operate or maintain the product described. Protect yourself and others by observing all safety information. Failure to comply with instructions could result in personal injury and / or property damage. Retain instructions for future reference.



## GENERAL SAFETY INFORMATION

**When using this fireplace, basic precautions should always be taken to reduce the risk of fire, electric shock and injury to persons, including the following:**

CAUTION – Due to the high temperature, keep electrical cords, drapery and other furnishings at least 3 feet from the front, side and rear of the fireplace.

1. Carefully read all instructions before using the fireplace and retain for future reference.
2. Remove the unit from its packaging and check to make sure it is in good condition before use.
3. Do not let children play with any parts of the packing (such as plastic bags, etc.).
4. Check the household voltage to ensure that it matches the fireplace's rated specification.
5. Before using the fireplace, carefully check the power cord and plug for any damage.
6. Be sure that the room is equipped with a working smoke detector.
7. Before unplugging the power cord, turn off the power. When touching the unit, keep your hands dry to prevent electric shock.
8. Do not place the fireplace near curtains or other inflammable objects. Keep combustible materials, such as pillows, bedding, papers, clothes, and curtains at least 3 feet away from the front, side and rear of the fireplace.
9. Do not block air intakes or exhaust in any manner to prevent fire.
10. Do not use on soft or uneven surfaces, like a bed, where openings may become blocked.
11. Exhibit extreme caution when any fireplace is in the vicinity of children and infants.
12. Never leave children or infants unattended while the fireplace is on or plugged in.
13. When not in use, always unplug the fireplace.
14. Prevent water from entering the housing of the fireplace during operation or while in storage.
15. Always store the fireplace in a dry area free from any moisture. This fireplace is not intended for use in bathrooms, laundry areas, or similar indoor locations. Never place the fireplace where it may fall into a bath tub or get exposed to water in any way.
16. Do not use in places where gasoline, paint, or other inflammable liquids are used or stored.
17. Do not run the cord under carpets. Do not cover the cord with throw rugs, runners, or similar products. Arrange the cord away from traffic areas such that it will not be tripped over by anyone.
18. Do not operate any fireplace with a damaged cord, a damaged plug, after the fireplace malfunctions, or if it has been dropped or damaged in any manner. Return the fireplace to an authorized service facility for examination, electrical or mechanical adjustment, or repair.
19. Do not insert fingers or allow foreign objects to enter any ventilation or exhaust opening as this may lead to an electric shock or fire, or may even damage the fireplace.
20. This fireplace becomes hot during use. To avoid burns, do not let bare skin touch hot surfaces. If necessary, use the handles when moving this fireplace.
21. Use this fireplace only as described in this manual. Any other uses not recommended by the manufacture may cause fire, electric shock, or personal injury and may void warranty privileges.
22. Always plug fireplaces directly into a wall outlet. Never use an extension cord, power strip, surge protector, multiple outlet adapter, cord reel or outlet-type air freshener. The use of such devices creates a fire hazard.
23. Connect to properly grounded outlets only.

24. Faulty wall outlet connections may cause the wall outlet to overheat. Be sure that the fireplace plug properly fits into the outlet before each use. During use, make sure the fireplace plug does not overheat. If necessary, have a qualified electrician check and / or replace the wall outlet.
25. Always plug the Fireplace directly into a wall outlet/receptacle. Never use with an extension cord or re-locatable power tap (outlet/power strip).
26. Do not place the fireplace near a bed for objects such as pillows or blankets can fall off the bed and be ignited by the fireplace.
27. Never clean this fireplace while it is plugged in. To disconnect, turn control to OFF, then remove the plug from the outlet. Never pull the cord. Always hold the plug firmly and then remove from the outlet.
28. This fireplace is intended for supplemental heat and / or decorative purposes. Continuous use for several hours can impact the performance and life of the fireplace.
29. This Fireplace has a safety device that makes it stop working once the inner temperature reaches 85°(± 2°F). To reset the appliance, turn it off and disconnect power, let it cool off for 10 minutes and plug back in.
30. It is not intended to be used in commercial, industrial or agricultural settings.
31. Do not use outdoors.

### **Getting Started**

- Remove the fireplace from the box.
- Please retain all packaging after you have checked and counted all the parts and the contents against the list.

### **Package Contents**

- Electric Fireplace
- Front Panel
- Wall Mount (Preassembled to the fireplace)
- 4 x Wall Plugs
- 4 x Screw 1
- 4 x Screw 2
- Decorative Crystals
- Remote Control
- Instruction Manual

### **Features**

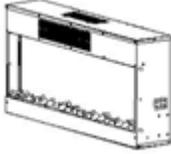
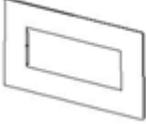
- Wall Mountable Electric Fireplace
- Heats rooms up to 1000 Sq. Ft.
- Decorative flame effect works independent of heat
- Great for use all year round
- Crystal pebbles with color changing bed
- LED Flame technology for realistic effects
- Multiple flame modes
- 1500 Watts
- Energy Efficient
- Built-in Thermostat (50°F - 86°F or 10°C - 30°C)

- Automatically adjusts power to match the set temperature
- Built-in Timer (0.5 hours to 8 hours)
- Built-in overheat protection (auto safety shut-o-)
- Built-in child safety lock
- On-screen Display shows temperature, heat mode, flame mode, Flame brightness, timer & child lock
- Heat Resistant Tempered Glass Panel
- Remote Control Included
- Wall Mount & Screws Included
- Product Dimensions: 48'' (w) x 5.7'' (d) x 22'' (h)

**Quick Reference Guide**

- Prior to installation, please ensure that the voltage and capacity of your power outlet is compatible with your fireplace.
- Your fireplace may emit a slight, harmless odor during its first use. This odor is a normal reaction caused by the initial heating of internal fireplace parts and it will not occur again.
- It is normal for fireplace to make a rattling sound for a short duration of time during its first use.
- If your fireplace does not emit heat, please ensure the fireplace switch is on. For further information, please refer to the Troubleshooting section of this manual.

**Description of Parts**

Name	Illustration
Fireplace	
Glass Panel	
Remote control	
Wall Mount (preassembled to Fireplace)	

Decorative Crystals	
Wall plug (4pcs)	
Screw 1 (4pcs)	
Screw 2 (4pcs)	

**Note: Tools Required** (not included)

Drill	
Phillips screwdriver	

### Helpful Tips before Installation

- Please retain all packaging until you have checked and counted all the parts and other package contents.
- The package contains small apparatus which should be kept away from young children and infants.
- We suggest that you move all the smaller parts into a container to reduce the risk of losing them.
- At least 2 people are required to install this fireplace.
- It is recommended to place your fireplace near an existing outlet, for ease of electric connection.
- Do not attempt to wire new outlets or circuits. To reduce the risk of fire, electric shock or injury to persons, always have a licensed electrician perform maintenance and other repairs.
- Connect to properly grounded outlet only
- Do not connect the fireplace to the power supply until properly mounted on the wall and the instructions are carefully read.
- The minimum distances must be observed as shown in the diagrams below.
- During installation of the fireplace, avoid any possible damage to concealed cables.

- Please be careful when drilling holes.

### **Identifying Mounting Location**

- When choosing a location for your electric Fireplace, ensure that the general instructions are followed.
- This Fireplace must be mounted on a flat wall. Ideally, install the Fireplace directly on a brick wall, masonry surface or the internal wooden frame of a plasterboard wall. If the wooden frame behind the plasterboard is not accessible, use a minimum of four heavy-duty anchors (not included) that are suitable for the weight of the Fireplace. If you are not sure if the wall is stable enough, consult a hardware expert.
- If the Fireplace is to be mounted on to a plasterboard wall with wooden studs, make sure the wall is strong and stable enough to hold the weight of the appliance. The vapor control barrier must not be damaged, and the structural members of the house must not be damaged. We recommend minimum 12mm thick plasterboard.
- Do not recommend that the Fireplace be fitted to a wall covered in blown vinyl wallpaper, polystyrene tiles or other flammable materials.
- It is important that the Fireplace be never installed under a shelf or flammable materials such as curtains.
- For best results, install the Fireplace away from direct sunlight, moisture and dust.
- Before drilling into walls, always check that there are no hidden wires, water pipes, gas pipes etc. Make sure that screws and wall plugs supplied are suitable for supporting the unit in your surface. Consult a qualified person if you are not sure.
- For best view of the flame effect, it is recommended that there be a distance of 2 feet from the bottom of the fireplace and the floor.

### **Unpacking & Handling**

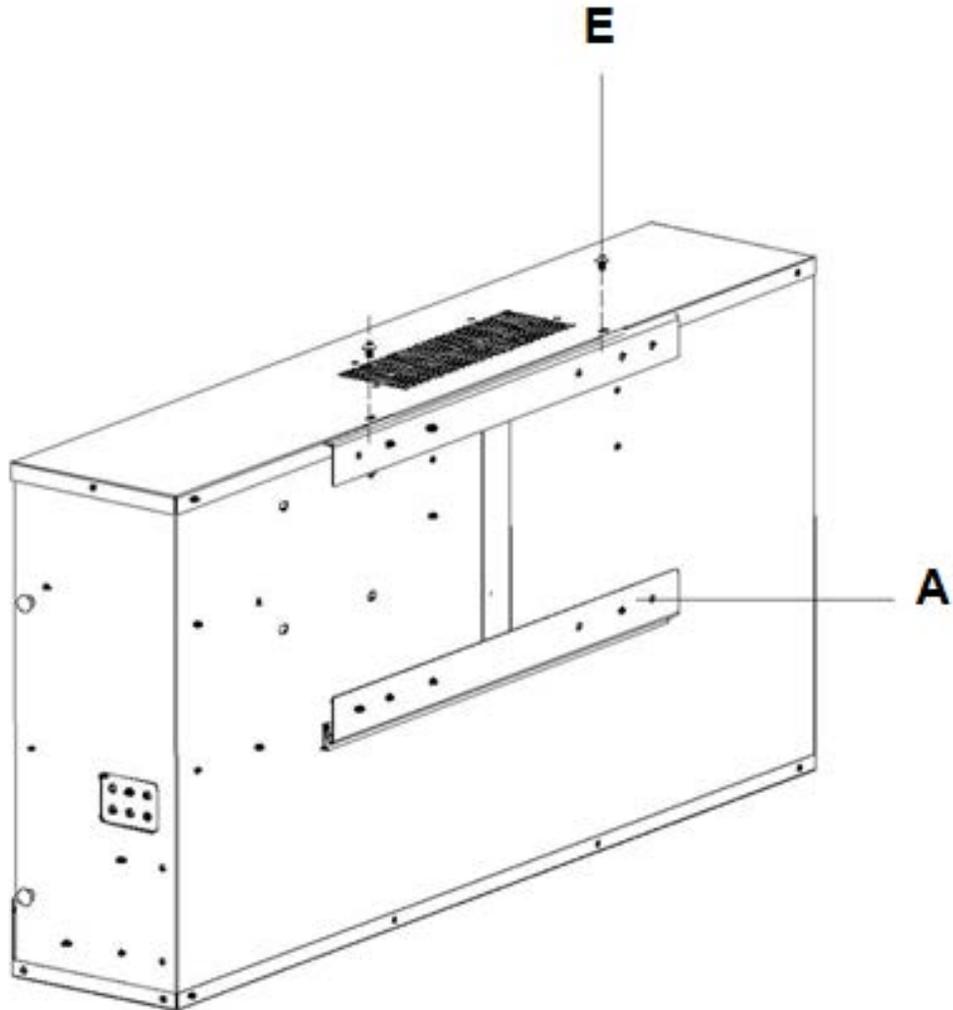
Before starting the installation of this Fireplace, please read the following:

1. Installation should be carried out by two adults to avoid injury or damage. If for any reason it is considered too heavy, please obtain additional assistance.
2. When lifting the Fireplace, always keep your back straight. Bend your legs and not your back.
3. Avoid upper body / top heavy bending. Always bend from the knees rather than the waist. Do not lean forward or sideways while handling the fireplace.
4. Always grip the Fireplace with the palm of the hand. Do not use the tips of fingers for support.
5. While mounting, always keep the Fireplace as close to the body as possible.
6. Use gloves to provide additional grip.
7. Unpack the package and lift the product gently out of the box, place it on a flat surface with the front panel facing up.

## Hardware

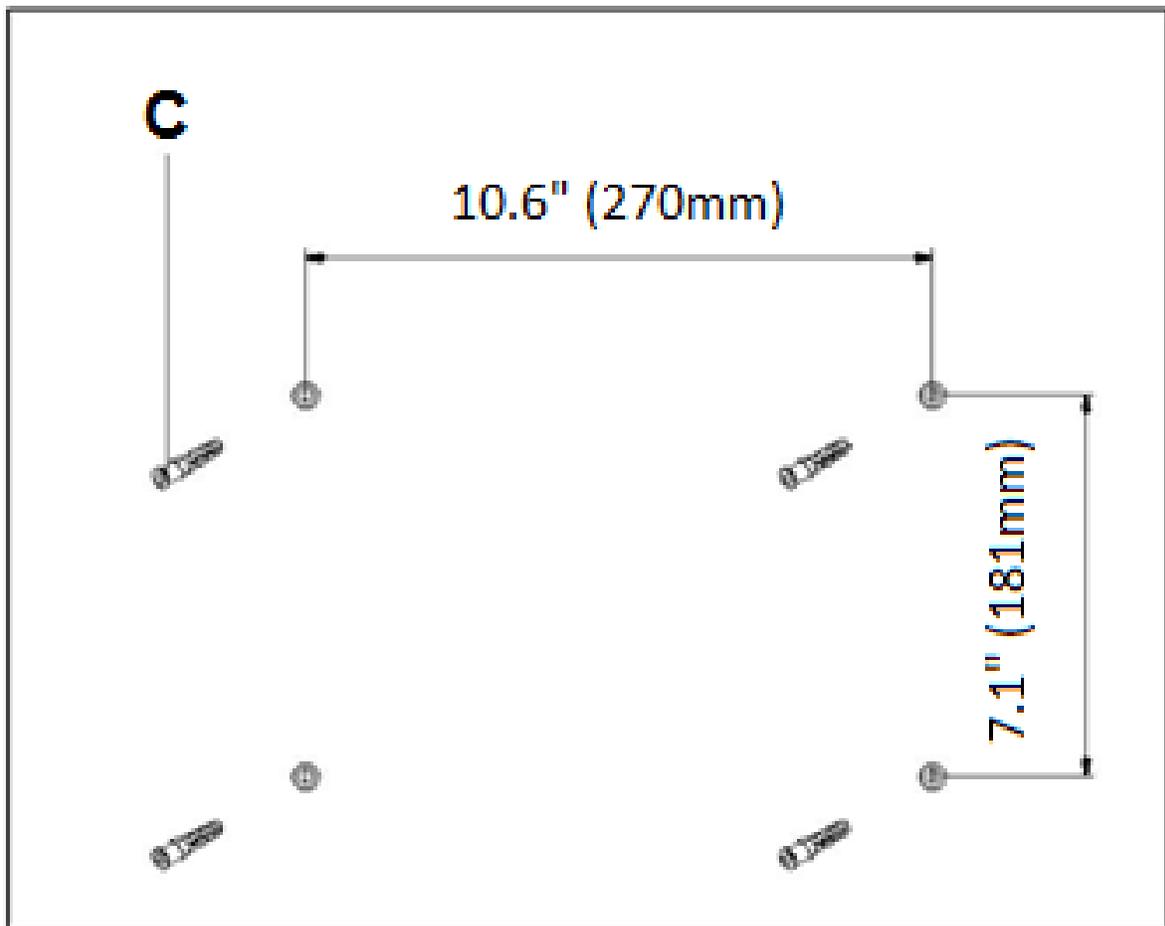
Wall Mount (1PC)	Decorative Crystals	Wall plug (4pcs)	Screw 1 (4pcs)	Screw 2 (4pcs)
A	B	C	D	E
				

**Step 1** – Remove Wall Mount (A) from back of Fireplace by removing the two screws (E) at the top of the fireplace.



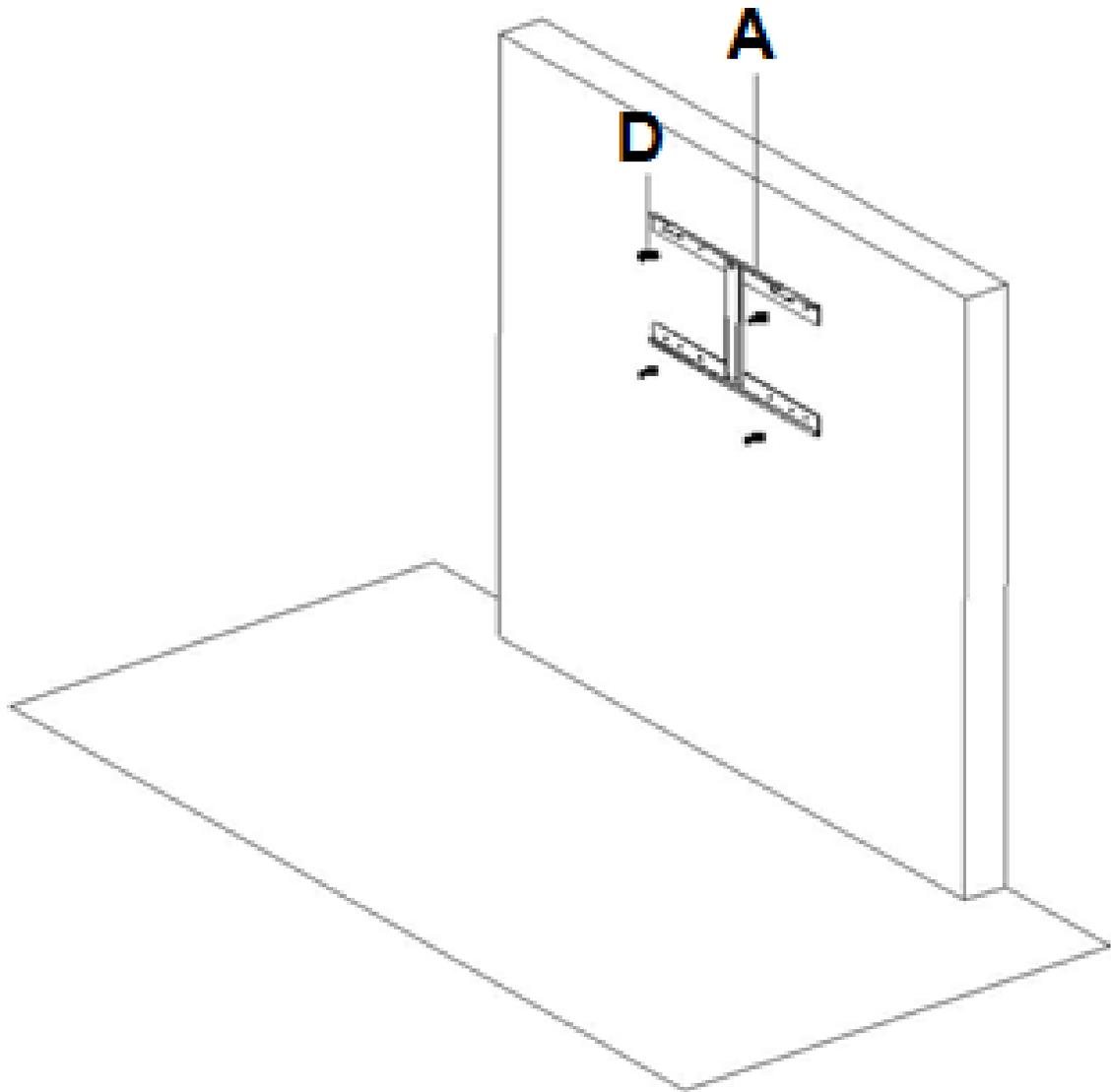
**Step 2** – Install wall plugs (C) into wall.

1. Drill 4 holes [0.3" (8mm) diameter, 0.15" (4mm) deep] on the wall.
2. Insert wall plugs (C) into the drilled holes.
3. Please refer to the diagram for the locations of holes.
4. Both top holes should be located at least 16.5" (420mm) away from the ceiling.



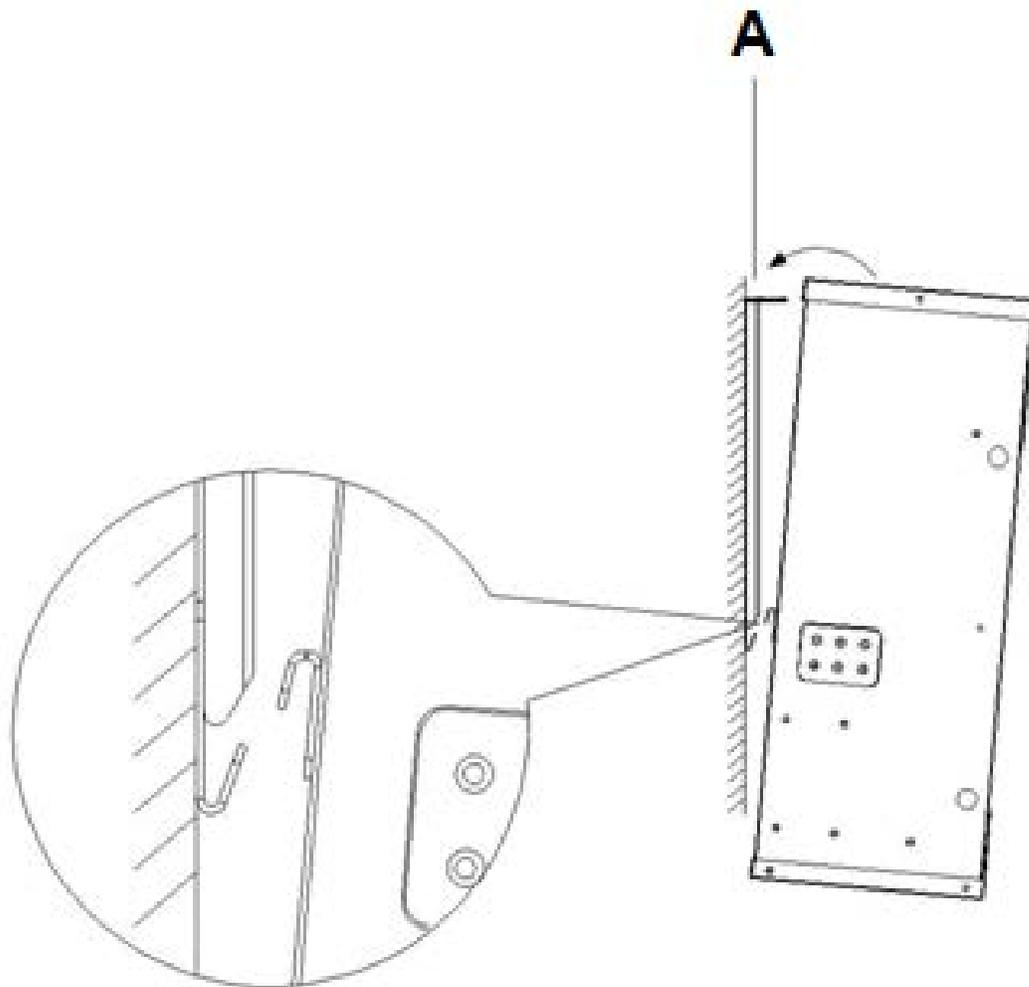
**Step 3** – Attach Wall Mount (A) into wall.

1. Holding the Wall Mount (A) against the drilled holes, insert screws (D) through the second & fifth holes on the upper and lower Wall Mount.
2. Mount the Wall Mount (A) in place with a Phillips screwdriver.
3. The screw should be fully inserted to the wall in order to avoid the screw head protruding over the bracket.
4. Ensure the Wall Mount is securely mounted on the wall.



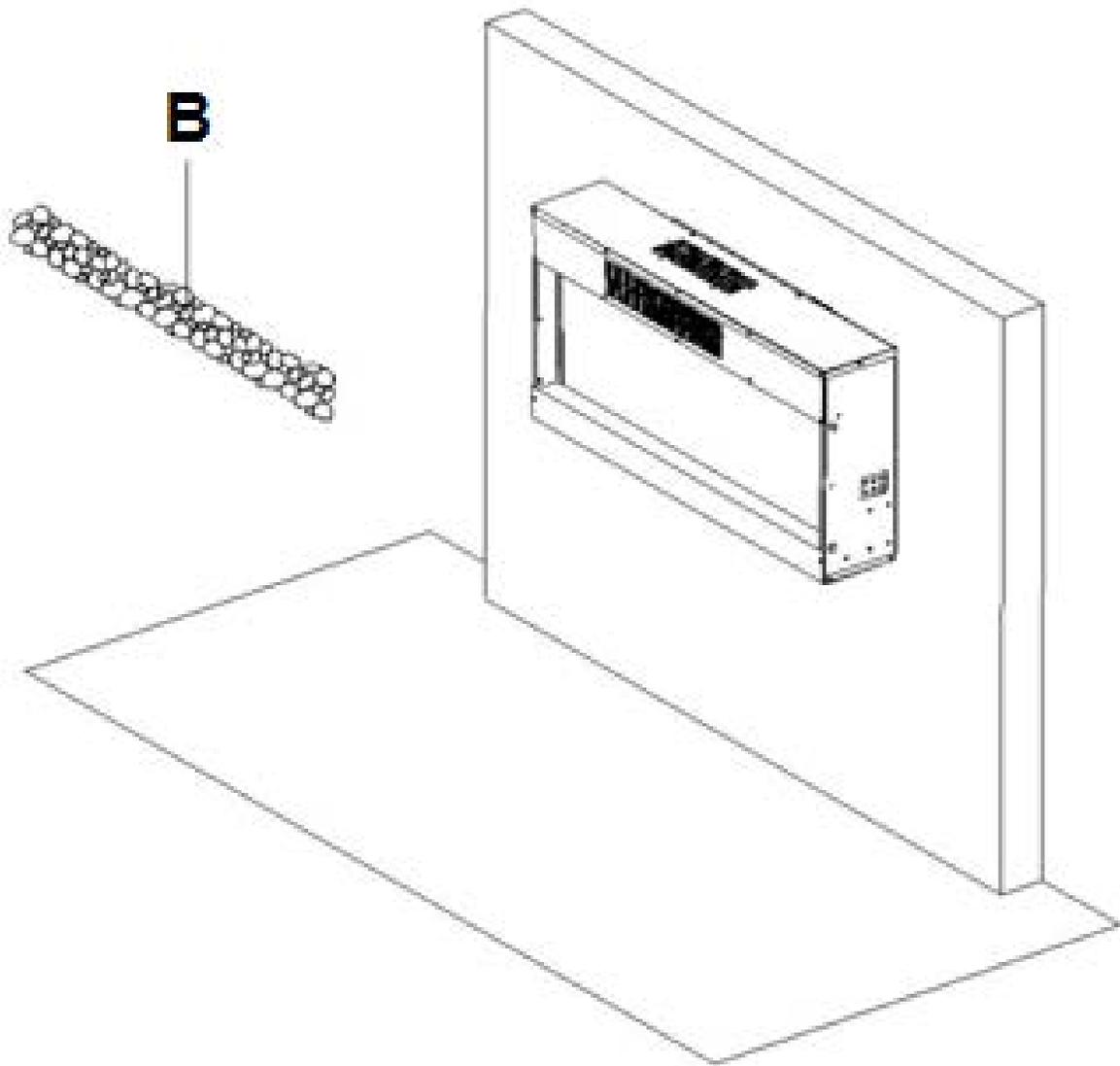
**Step 4 – Hang the Fireplace onto the Wall Mount.**

1. Check to make sure the Wall Mount (A) is securely attached to the wall.
2. Hang the Fireplace on the hooks at the bottom of the Wall Mount (A) and push the Fireplace into the Wall Mount (A).
3. Re-fasten both the screws (E) that were removed during Step 1.
4. Check that the top of the Fireplace is at least 400 mm from the ceiling.



**Step 5** - Place the decorative crystals on the front opening of the Fireplace.

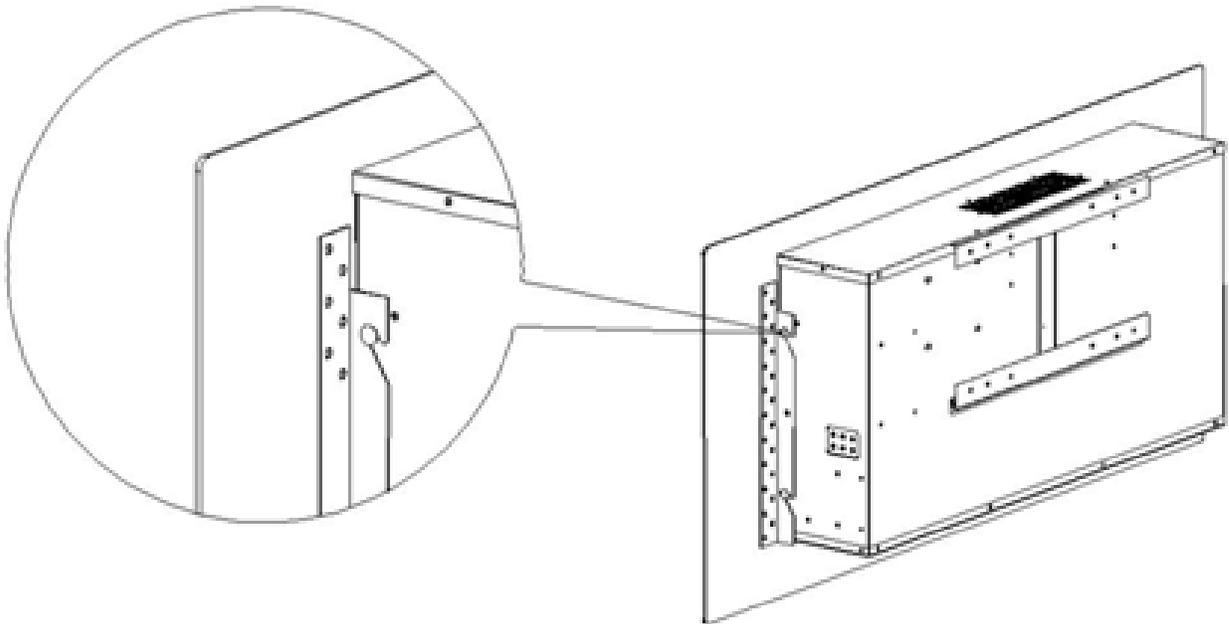
1. Ensure the crystals are spread evenly in the Fireplace opening.
2. Check to make sure the crystal bed is securely in place.



**Step 6** - Install the glass panel.

1. Make sure the glass panel is free from debris and dirt.
2. Hold the panel securely and hang it onto the Fireplace hooks, located on both sides.

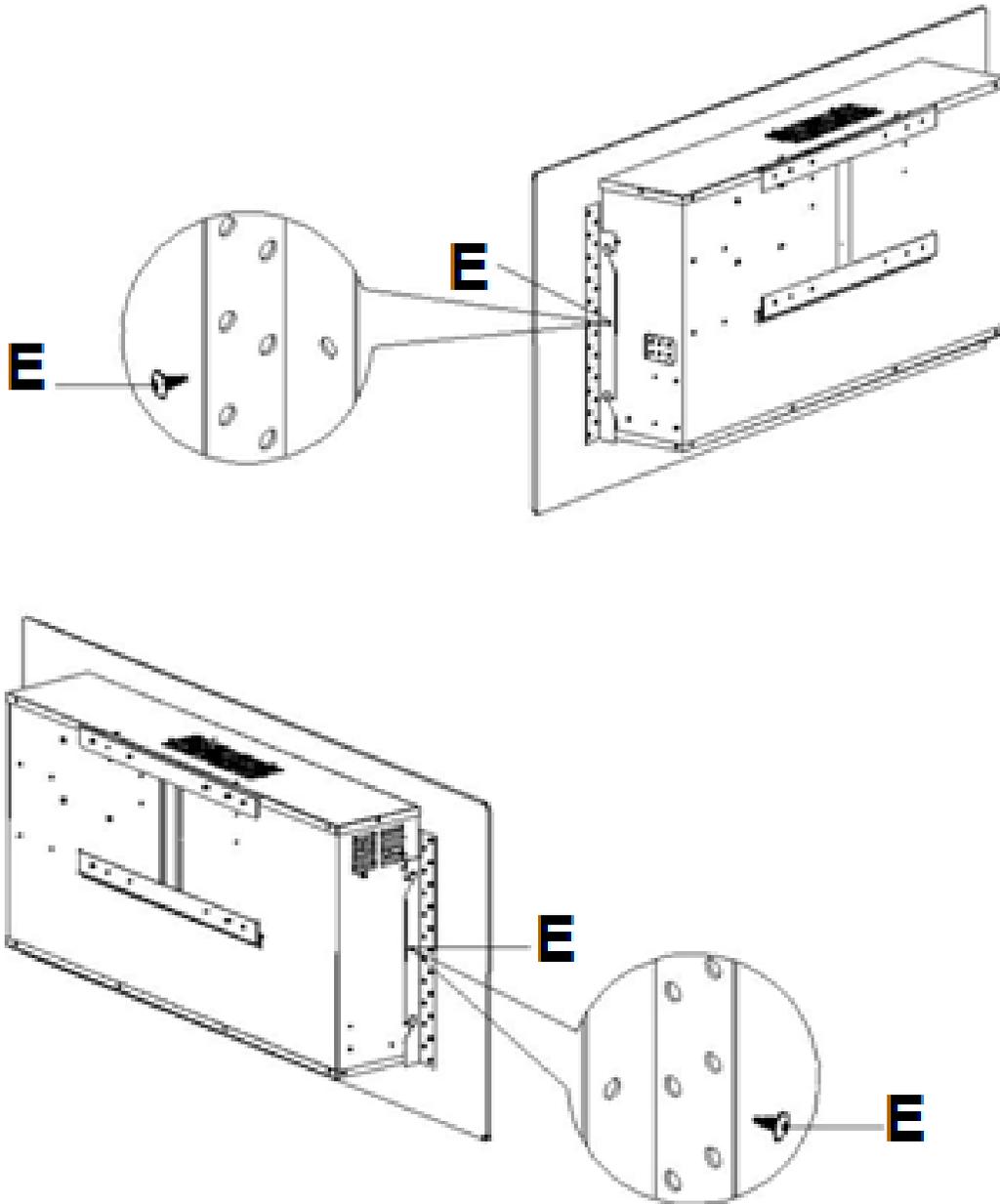
3. The panel should be secured on all four hooks on the Fireplace.
4. Check to make sure the panel is held securely in place.



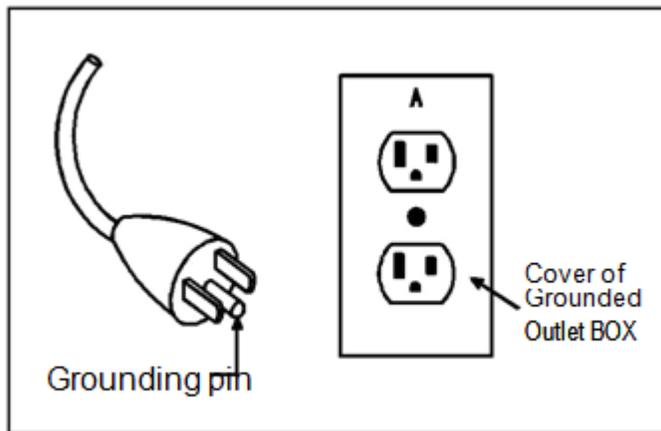
**Step 7 – Secure the glass panel onto the Fireplace.**

1. Once you've mounted the glass panel onto the fireplace, locate the holes on both left and right of the fireplace and insert screw (E) in each of the holes, through the hook, into the Fireplace.

2. Tighten screw to pass it through the hook, on both sides.
  3. Ensure the glass panel is secure.
- Note: Tighten up the screw carefully, to avoid damage to the glass panel.



**REMARK:** This Fireplace uses 120 volts. The cord has a plug as shown below –

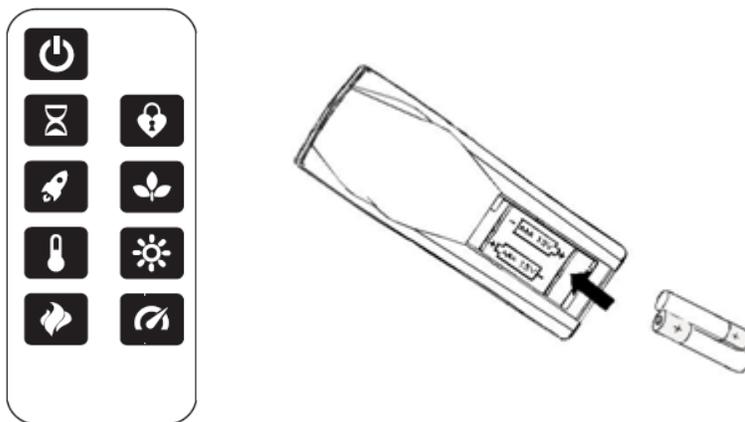


## INSTRUCTIONS FOR USE



When a function is changed from the control panel or remote control, there will be a corresponding indicator displayed on the On-screen Display. The indicator shows the function changed and the level selected. When the function is turned off, the corresponding indicator will turn off.

## Remote control



### Replacing the remote control batteries

When the remote control stops operating or its range seems reduced, it is time to replace the batteries with new ones.

1. On the back of the remote control, press and slide the battery cover open and remove the old batteries.
2. Replace with two AAA batteries (not included), as per the indicated polarity.
3. Replace the battery compartment cover.

#### Note:

Batteries should be removed if the product is to be left unused for a long time.

Do not mix old and new batteries.

Do not mix alkaline, standard (carbon-zinc), or rechargeable (Ni-Cad, Ni-MH, etc) batteries.

Do not throw batteries in trash. Please follow local recycling laws for disposal of batteries.

Function	Icon	Description
POWER		Press the button once, to put the fireplace in standby mode. It also turn on flame effect at the same time. Press one more time to turn off all the functions at once.
Heater		Press this button to turn on the heat function.  The default setting temperature is 72°F (22°C).  The thermostat setting range is 50°-86°F or 10°-30°C.  The thermostat is adjustable in the increments of 2°F or 1°C.  To switch between °F and °C mode, press and hold the HEATER button for 5 seconds.

ECO		<p>Press the ECO button when the heater is on, to run the heater in a reduced wattage range.</p> <p>NOTE: Hold the ECO button for 3 seconds to disable any Fireplace functions.</p>
BOOST		<p>To quickly heat up a cold room/space, press the BOOST button to run the heater at maximum power.</p> <p>Press the BOOST button repeatedly to cycle through the following Boost settings: 5 minutes, 10 min, 15 min, 20 min, 25 min, 30 min and off.</p>
TIMER		<p>This function turns off the fireplace after the selected duration, automatically. Press the Timer button repeatedly to cycle through the following timer durations: 30 minutes, 1hr, 2hrs, 3hrs, 4hrs, 5hrs, 6hrs, 7hrs, 8hrs and off.</p> <p>The Fireplace will automatically turn off when the timer reaches zero minutes.</p>
BRIGHTNESS		<p>Brightness is adjustable from remote control only.</p> <p>This button controls the brightness of the flame effect.</p>
FLAME MODE		<p>5 different flame effects are available: Snow White, Rubine, Ocean, Provence &amp; Party.</p> <p><b>Party:</b> In this mode, the unit will cycle automatically between all flame effects automatically.</p>
FLAME SPEED		<p>The flame speed is adjustable from remote control only.</p> <p>There're 5 speed modes: setting 1 is the slowest; setting 5 is the fastest.</p>
CHILD SAFETY LOCK		<p>Child safety lock is adjustable from remote control only,</p> <p>Holding the child safety lock button for 3 seconds disables or enables all functions on the control panel and remote control.</p>

## Troubleshooting

<b>Problem</b>	<b>Possible cause</b>	<b>Corrective action</b>
Display shows "E1".	Auto shut off due to overheat has been activated.	Inspect the Fireplace and check that the air inlets and outlets are not blocked as this may cause overheating. Unplug the Fireplace for 10 minutes and allow it to cool down. Plug it back in and turn it on; This will reset the fireplace. Check the Fireplace for signs of overheating. If the problem persists discontinue use of the Fireplace and contact customer service.
Display shows "E2".	The thermostat sensor is disconnected.	Unplug and plug the fireplace. If it doesn't fix the error message, contact customer service.
No Power	There is no power to the unit.	Check that unit is plugged into a standard 120V outlet. Press the power button several times and make sure the power is set to the "ON" position.
The heater does not blow warm air.	Thermostat setting is preventing the Fireplace from turning on.	Adjust the temperature settings to ensure that the thermostat is set higher than the current room temperature.
Power cord gets warm.	Normal operation.	Check your heater cord and plug connections. Faulty wall outlet connections or loose plugs can cause the outlet or plug to overheat. Be sure the plug fits tight in the outlet. Fireplace draws more current than small appliances, overheating of the outlet may occur even if it has not occurred with the use of other appliances. During use check frequently to determine if your plug outlet or faceplate is HOT! If so, discontinue use of the Fireplace and have a qualified electrician check and/or replace the faulty outlet(s).
Remote control doesn't work.	There are no batteries or the signal is poor.	Change the remote batteries.  Operate remote control at a slow measured pace.  Press the remote control buttons with even and gentle pressure. Repeatedly pressing buttons in rapid succession may cause the remote to

		malfunction.
Loud noise from the Fireplace.	The air inlets are dirty or obstructed.	Check the air inlets for obstructions or dust build up.
	The blower/Fireplace assembly is defective.	Contact Customer Service for troubleshooting. If this doesn't fix the problem, contact the retailer you bought the product from, for replacement.

### Cleaning & Maintenance

- Disconnect from the power supply before attempting any maintenance or cleaning in order to reduce the risk of fire, electric shock to persons or damage to property.
- **Warning** - Always disconnect from the power supply before cleaning fireplace.
- For general cleaning, use a soft, clean duster. Never use abrasive cleaners. The glass viewing screen should be cleaned thoroughly with a soft cloth. Do **NOT** use proprietary glass cleaners.
- Periodically check all fixings and tighten if necessary.
- Do not strike or slam the glass.
- Do not use abrasive cleaning solvents to clean the glass.
- Unplug this Fireplace when not in use.
- The LED bulbs inside can NOT be replaced.

### Technical Specification

- Supply: 120V, 60Hz
- Dimensions: 48"W x 5.7"D x 22"H
- Weight: 48.4 lbs
- Rated Power: 1500W
- Bulb: LED (cannot be replaced)