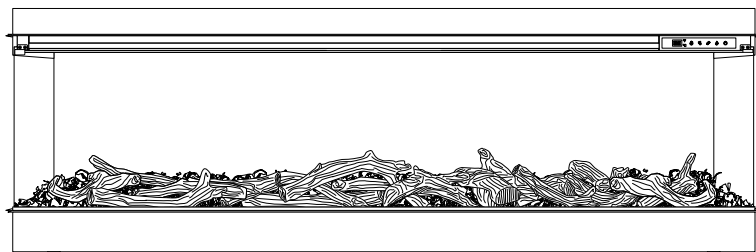


# Intelligent 3-sided fireplace



## Product Specifications

Rated Voltage: 220~240V

Rated Frequency: 50~60Hz

Rated Power: 750W/1500W



Only use this heater as described in this manual. Any other use is **not** recommended by the manufacturer, and may cause **fire, electric shock, or other personal injury.**



**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, serious personal injury, or death.**



**WARNING! INDOOR use only! NEVER** use this heater **outdoors!**

## SAVE THESE INSTRUCTIONS!



**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



- **ALWAYS** keep **electric cords, home furnishings, drapes, clothing, papers, or other combustibles** at least **3 feet (0.9m)** away from the **front of this heater**, and away from the bottom, sides, and rear of this heater.
- **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.
- **DO NOT COVER** this heater or **block** the air vents at all. Doing so could cause a **fire**.
- **AVOID fire or electric shock! NEVER** insert or allow any foreign objects to enter the ventilation or exhaust openings of this heater.
- **Prevent Fire!** Keep all **flammable liquids**, like gasoline or paint, away from this heater. This heater produces **arcing sparks** that **could ignite** flammable liquids.
- **DO NOT cover** this heater in any manner. Doing so could block the air flow and cause the unit to **overheat**, or could **ignite** the material covering the heater.
- **NEVER** run the **power cord** under carpet, rugs, runners, or any other covering. Doing so could cause the cord or materials covering the cord to overheat.
- **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.



## WARNING



- **For residential use only! NOT for commercial use! NEVER** use this fireplace for other than its intended purpose.
- **Only** use this insert with **the mantel that came with the insert. NEVER** use a mantel from another manufacturer.
- **NEVER** use this electric fireplace insert **unless** it is **properly installed** in the correct mantel.
- Use **extreme caution** if using this heater **near children**, or where children may be present.
- **NEVER** leave this heater unattended. **ALWAYS** unplug this heater when not in use.

This heater is **hot** when **in use. AVOID INJURY! DO NOT TOUCH** hot surfaces, or **attempt to move this heater while it is hot.**

- **ALWAYS** turn this heater off before unplugging it from the outlet.
- **AVOID INJURY!** Keep the cord from crossing traffic areas to avoid tripping.
- **NEVER** **modify this fireplace.** Doing so could result in personal injury or property damage. Modification of this fireplace **completely voids all warranties.**
- **Discontinue use** if this fireplace **malfunctions** or is **dropped or damaged in any manner.**



## WARNING



- **Risk of electric shock! DO NOT OPEN!** No user-serviceable parts inside!
- **ALWAYS** **disconnect** this unit from the **power** supply **before** performing any assembly or cleaning, or before relocating the electric fireplace.
- **ALWAYS** store this heater in a dry location. **NEVER** use the fireplace if it has become wet.
- **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.**
- **NEVER** hang this unit on a wall **directly below an electrical outlet.**
- **NEVER** operate this heater if the **power cord** or **plug** has become **damaged**, or if the **grounding pin** is **damaged** or **missing.**
- **ONLY** use this heater on a **220~240 Volt grounded circuit. NEVER** **overload the circuit.** If this heater 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 heater.
- **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.

## PREPARATION



This insert has front panel made of **GLASS! ALWAYS** use **extreme caution** when handling **glass**. Failure to do so could result in **personal injury** or **property damage**.

Remove all parts and hardware from the carton and place them on a clean, soft, dry surface. Check the parts list to make sure nothing is missing. Dispose of packaging materials properly. Please recycle whenever possible.

**The product is packaged and integrated, without any other components.**

## 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

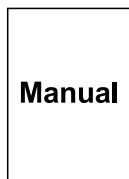
Make sure the ON/OFF switch, located on the control panel, is in the OFF position. Plug the power cord into a 220~240 Volt grounded outlet (see **IMPORTANT SAFETY INFORMATION** on **Pages 1 to 3**). Make sure the outlet is in good condition and that the plug is not loose. **NEVER** exceed the maximum amperage for the circuit. **DO NOT** plug other appliances into the same circuit.

## ASSEMBLY



**ALWAYS unplug** this fireplace heater **before assembly** or **cleaning**, or **before relocating**. Failure to do so could result in **electric shock, fire, or personal injury**.

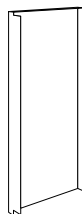
## PARTS & HARDWARE



Manual



Remote



Metal Baffle (Left)  
(Removable)



Metal Baffle (right)  
(Removable)

## PARTS BOX



Acrylic Crystal



Black Acrylic Crystal

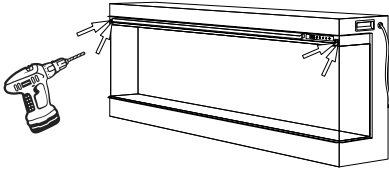


Resin Firewood

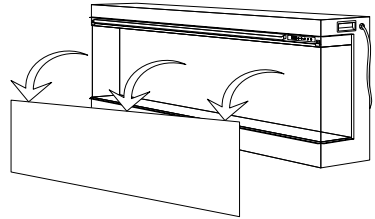


**WARNING!**  
**CHOKING HAZARD**  
Small Parts. Not for children under 10

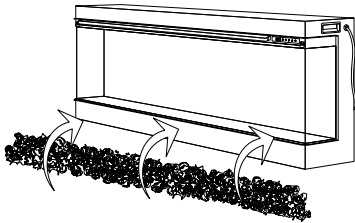
# Crystal Placement Instructions:



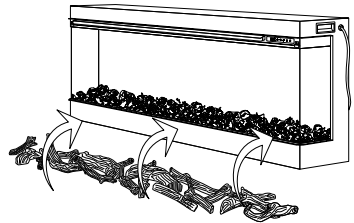
1. Use an electric screwdriver (cross screwdriver) to remove the screws at the arrow and remove the glass baffle (hold the glass steady with your hand).



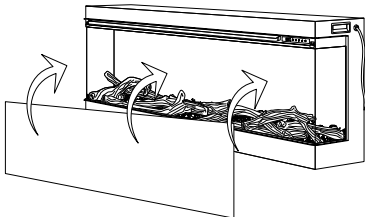
2. Remove the glass and set it aside.



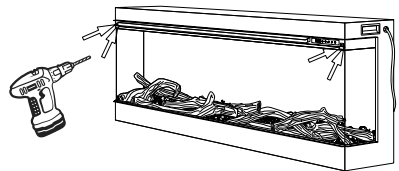
3. Spread the crystal stones evenly on the white plastic board.



4. Place the firewood sticks on top of the crystal stone according to your preference.



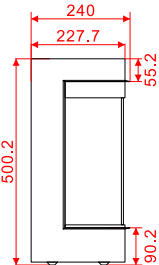
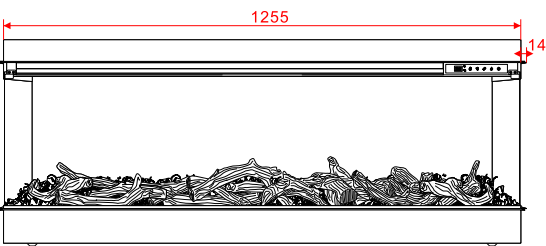
5. Place the bottom of the glass into the lower slot (hold it steady).



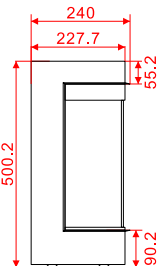
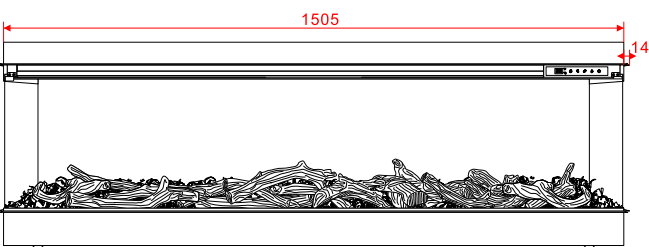
6. Use an electric screwdriver (cross screwdriver) to lock the glass baffle into the hole (hold the glass steady with your hand).

Product Size (Unit: mm):

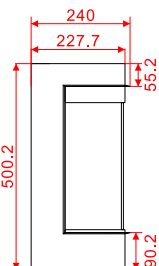
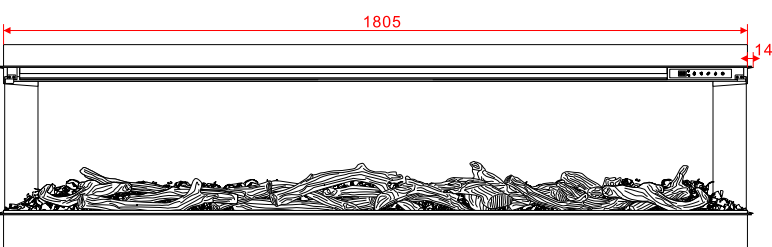
EH110040



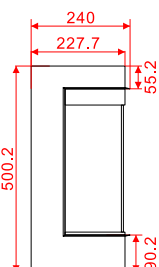
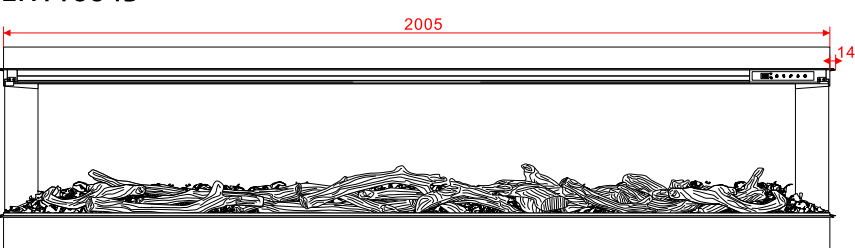
EH110041



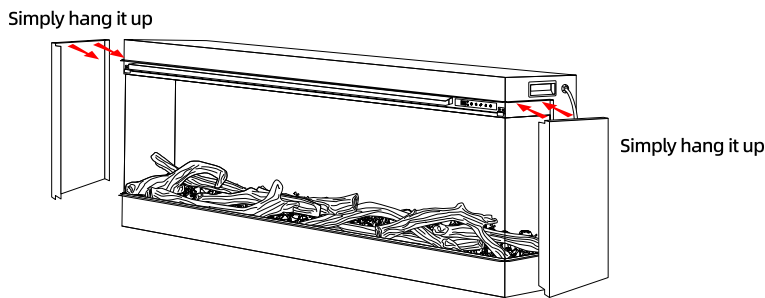
EH110042



EH110043

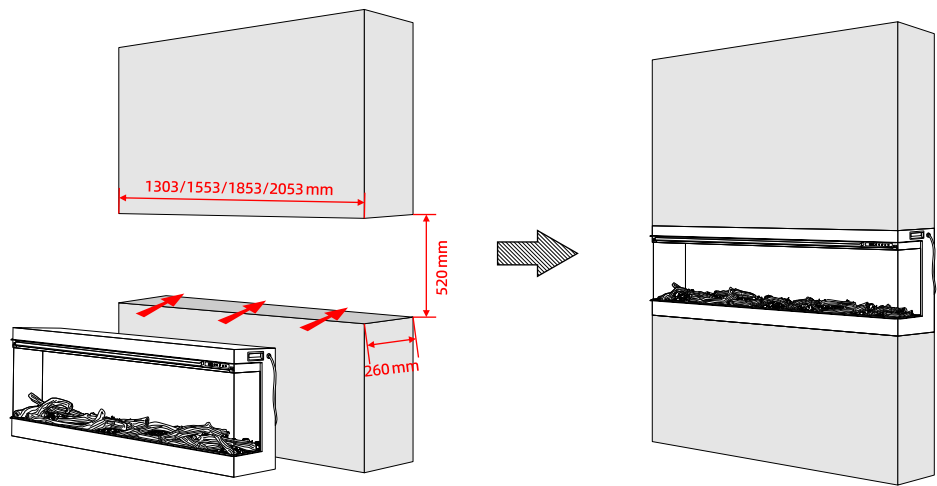


# Metal Baffle Installation:



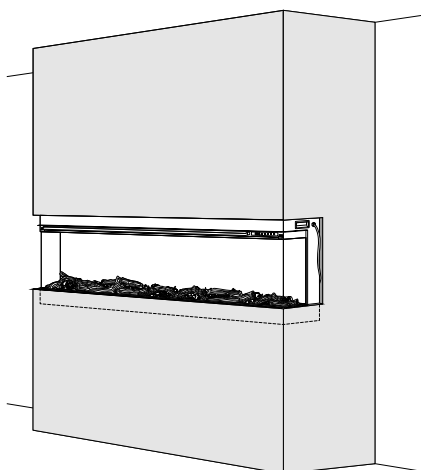
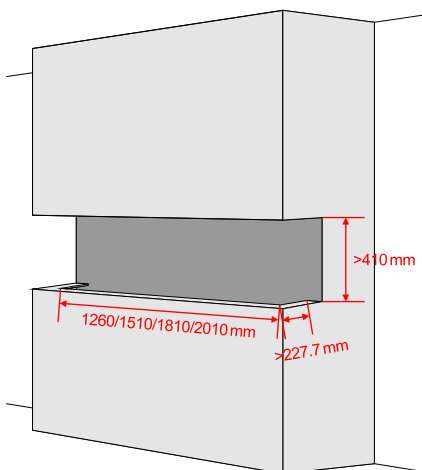
# Embedded Fireplace Installation:

Example of semi Embedded Size :



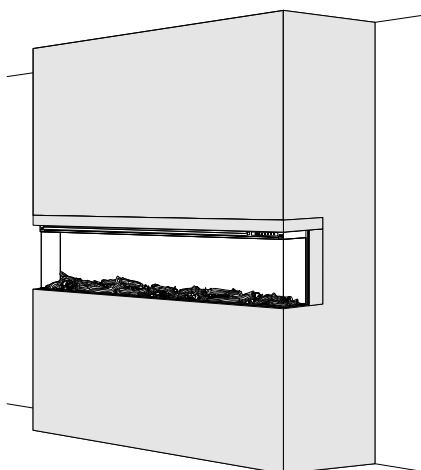
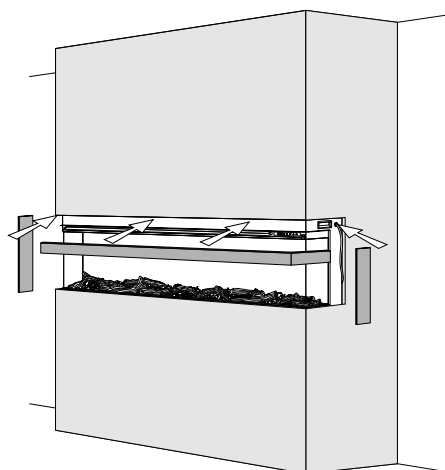
## Example of semi Embedded Size (Front installation):

The installation example is for reference only. Please discuss the specific operations in detail with a professional installer to ensure proper installation.



1. Before commencing installation, ensure sufficient space is reserved to facilitate the process.

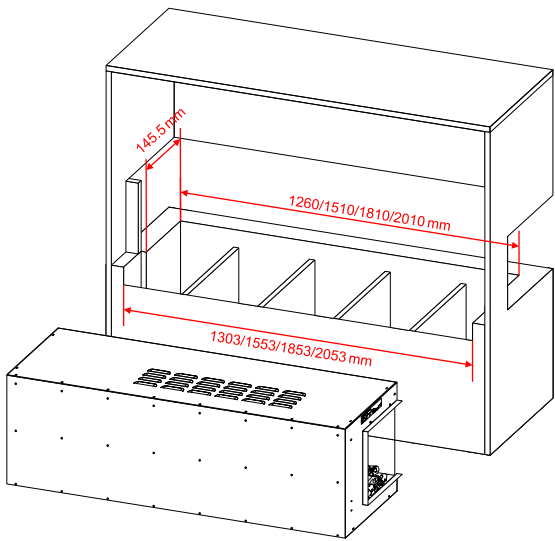
2. Carefully guide the fireplace into the pre-designed recessed slot, ensuring it is securely seated within.



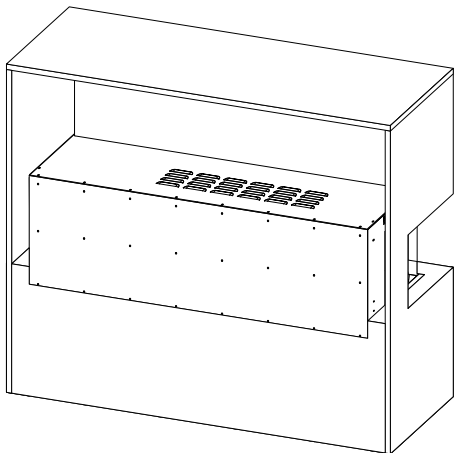
3. Install wall panels to cover the area above the fireplace, achieving a clean and cohesive look.

# Example of semi Embedded Size (Back installation):

The installation example is for reference only. Please discuss the specific operations in detail with a professional installer to ensure proper installation.



1.Before commencing installation, ensure sufficient space is reserved to facilitate the process.

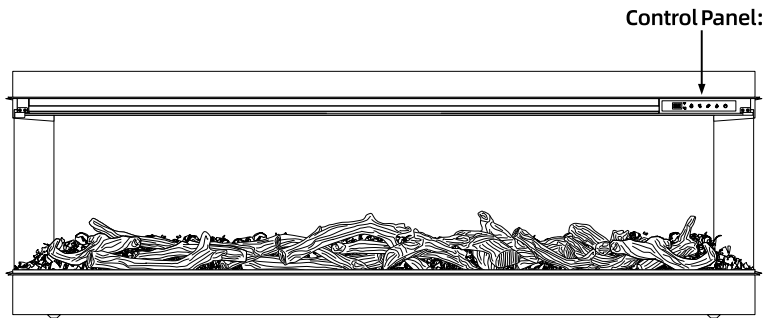


2.Carefully guide the fireplace into the pre-designed recessed slot, ensuring it is securely seated within.

**Methods of Operation**

The fireplace control functions can be accessed in two ways:

- 1.Using the control panel, located on the bottom right-hand of the fireplace(Fig.2).
- 2.Using the remote control(Fig.3).



**Fig.1**

**Control Panel:**



**Fig.2**

| BUTTON                                                                              | ACTION / FUNCTION                  | INDICATION / RESULT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-------------------------------------------------------------------------------------|------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <b>Power Key</b>                   | <p>ON: Enables control panel functions and remote control. Turn on flame effect.</p> <p>OFF: Disables control panel functions and remote control. Turn off flame effect.</p> <p>Press and hold for 5 seconds to enter pairing mode; turn on your phone's Bluetooth and open the 'Tuya' app to connect.</p>                                                                                                                                                                                                     |
|    | <b>Flame Color</b>                 | <p>1. Control the change of the flame light, and adjust the flame color in 12 levels. The 13th gear automatically changes color.</p> <p>2. Press and hold the flame color button for 2 seconds to adjust the flame brightness in 5 levels, namely L1-L2-L3-L4-L5.</p>                                                                                                                                                                                                                                          |
|    | <b>Log Color</b>                   | <p>1. Control the change of the bottom light (Atmosphere lamp), and adjust the flame color in 7 levels. The 8th gear automatically changes color.</p> <p>2. Press and hold the flame color button for 2 seconds to adjust the flame brightness in 5 levels, namely L1-L2-L3-L4-L5.</p>                                                                                                                                                                                                                         |
|   | <b>Time Setting Control Switch</b> | <p>1. It is the timing setting key for the whole machine. The timing gears are: 0H-1H-2H-3H-4H-5H-6H-7H-8H-9H, in total 10 gears.</p> <p>2. Press and hold this key for 2 seconds to switch to the ceiling light control button (this is only available for 3-sided glass fireplace), which controls the ceiling light color in 7 levels. The 8th gear automatically changes color.</p>                                                                                                                        |
|  | <b>Heating function</b>            | <p>1. Press it one time, it displays: H1, low heating 750W power.</p> <p>2. Press it two times, it displays: H2, high grade heating 1500W power.</p> <p>3. Press it again, it displays: OFF. The heating is closed.</p> <p>4. To set the machine temperature, when the heating is turned on and reaches an ideal temperature, press and hold the heating button to set a fixed temperature.</p> <p>5. Press and hold this key for 2 seconds to enter the temperature setting program (default is Celsius).</p> |

## NOTICE

To improve operation, **DO NOT** press the buttons too quickly. Give the unit time to respond to each command.



## WARNING!

**NEVER** leave heater unattended during operation! Failure to do so could result in **personal injury** or **property damage**.

## 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.

## Infrared Remote Control:

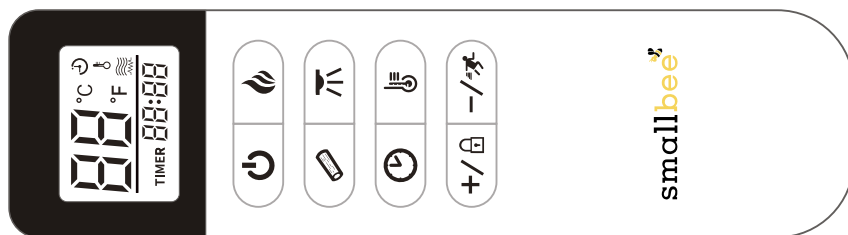


Fig.3

Remote control requires two AAA batteries.

## REPLACE THE REMOTE CONTROL BATTERY

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

1. The battery compartment is located on the back end of the remote.
2. Press and slide the battery door open and remove the old battery.
3. Insert two AAA batteries, checking that the "+" and "-" terminals of the battery matches the inside of the battery compartment.
4. Replace the battery compartment door.

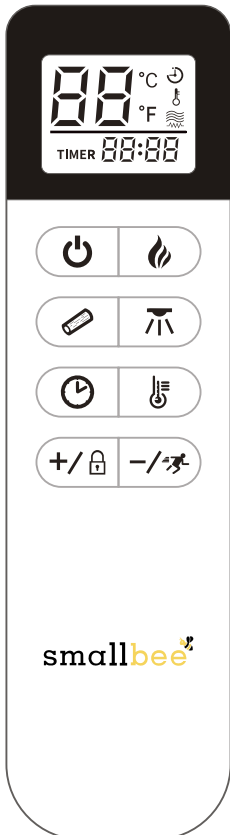
**DO NOT** mix old and new batteries.

**DO NOT** use rechargeable silver oxide cell batteries with remote control unit.

**DO NOT** mix alkaline. Standard (Carbon-zinc). Or rechargeable (Nickel - Cadmium) batteries.

**DO NOT** dispose of batteries in fire. Improper disposal may cause batteries to leak or explode.

# Remote Control:

|                                                                                                    |                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|----------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <p>smallbee</p> |    | Power on/off button, display the color of the firewood when turned on, and display the time when turned off.<br>Long second 6-second matching network.                                                                                                                                                                                                                                                                                                                                                                                                                              |
|                                                                                                    |    | The flame light button is effective after turning on, and each press changes color for a total of 12 colors. The 13 is an automatic loop button.<br>Long press for 2 seconds to adjust the brightness of the light (then press the plus or minus button below).                                                                                                                                                                                                                                                                                                                     |
|                                                                                                    |    | There are a total of 7 colors for the firewood lamp, F1-F8. The F8 is an automatic loop button.<br>Long press for 2 seconds to adjust the brightness of the light (then press the plus or minus button below).                                                                                                                                                                                                                                                                                                                                                                      |
|                                                                                                    |    | Is there a total of 7 colors for the ceiling light, d1-d8. The d8 is an automatic loop button.<br>Long press for 2 seconds to adjust the brightness of the light (then press the plus or minus button below).                                                                                                                                                                                                                                                                                                                                                                       |
|                                                                                                    |    | Timer time 0-9H.<br>Long press for 3 seconds to adjust the volume, U0-U3.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|                                                                                                    |    | Heating function, H1-H2-OF.<br>Press and hold for 3 seconds to enter constant temperature setting mode, temperature range: 15°C - 37°C.                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|                                                                                                    |  | Combination key+When the screen displays C, adjust the brightness of the flame lamp. When F is displayed, it is the brightness of the diesel lamp plus. When D is displayed, it is the brightness of the overhead lamp plus. When heating is displayed, it is the temperature shooting adjustment (ON-15°C-37°C, ON-55°F-60°F-...-90°F-95°F-99°F).<br>Press and hold for 6 seconds to enter the child lock function. In the child lock state, the machine can only be turned on and off, and no operation can be performed. It can only be operated after unlocking the child lock. |
|                                                                                                    |  | Combination keys - When the screen displays C, adjust the brightness of the flame lamp. When F is displayed, decrease the brightness of the diesel lamp. When D is displayed, decrease the brightness of the overhead lamp. When heating is displayed, adjust the temperature setting (37°C-15°C-ON, 99°F-95°F-90°F-...-65°F-60°F-55°F).<br>Please ignore the symbol on the right.                                                                                                                                                                                                  |

# CARE AND MAINTENANCE



**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**.

## Cleaning



**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 and 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.
- Clean the exterior of the fireplace with a slightly damp cloth or duster.

## Maintenance



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



**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**.

### **Electrical and Moving Parts:**

- The fan motors are lubricated at the factory and will not require lubrication.
- Electrical components are integrated in the fireplace and are not serviceable by the consumer.

### **Storage:**

- Store heater in a clean dry place when not in use.



**WARNING!** No other servicing should be performed by the consumer. Do not attempt to service the unit yourself.

## LED light Inspection and Replacement:

**Note:** The flame effect on this electric fireplace insert is created by LED Bulbs.

The life of these LED bulbs will be 100,000 hours. The users are not recommended to replace the LED Bulbs. For any reason should the bulbs stop working properly, contact a qualified technician.



## Meaning of crossed -out wheeled dustbin:

Do not dispose of electrical appliances as unsorted municipal waste, use separate collection facilities.

Contact you local government for information regarding the collection systems available.

If electrical appliances are disposed of in landfills or dumps, hazardous substances can leak into the groundwater and get into the food chain, damaging your health and well-being.

When replacing old appliances with new ones, the retailer is legally obligated to take back your old appliance for disposals at least free of charge.

# Fireplace APP use instructions

Note: Touchpad, remote control, WIFI control do not interfere with each other

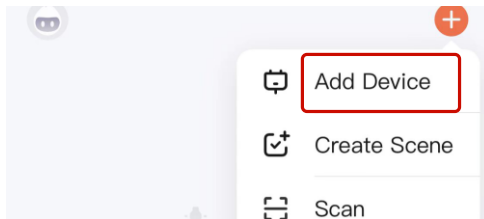
- 1, Turn on the cell phone Bluetooth, WIFI, cellular data, to ensure that the network is running well.
- 2, Open the cell phone application store to search and download "TuyaSmart" APP, download and install.



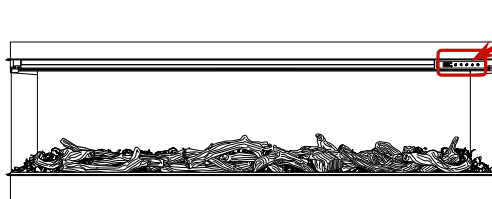
TuyaSmart

Android 5.0 / iOS 8.0 or higher

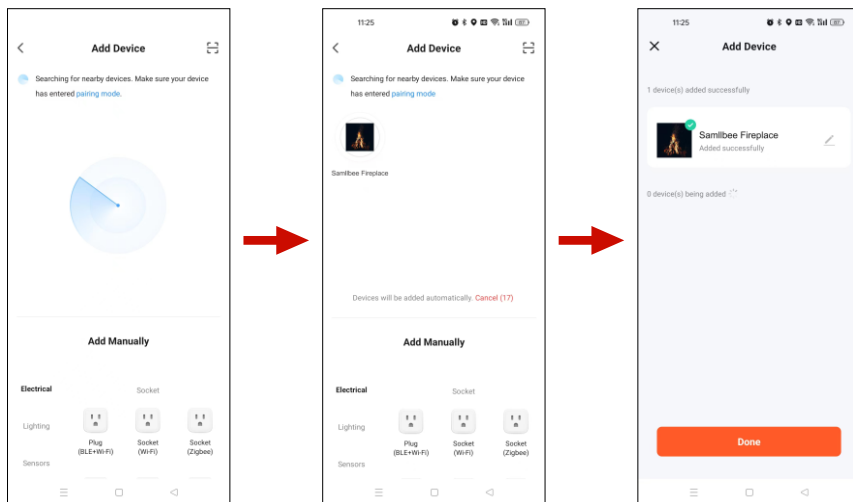
- 3, Open "TuyaSmart" APP, click "+" in the upper right corner, and then click "Add Device".



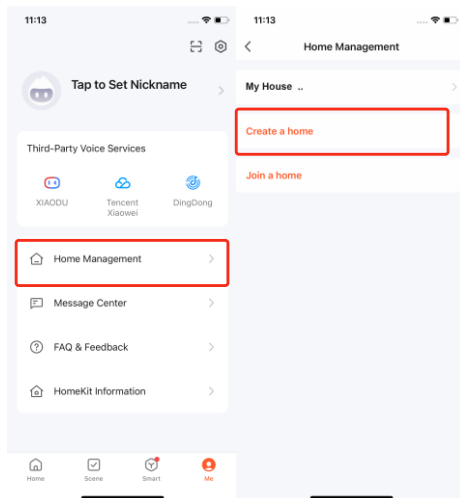
- 4, Long press the "⏻" button on the touch panel of the fireplace for 6-7 seconds to start matching network.



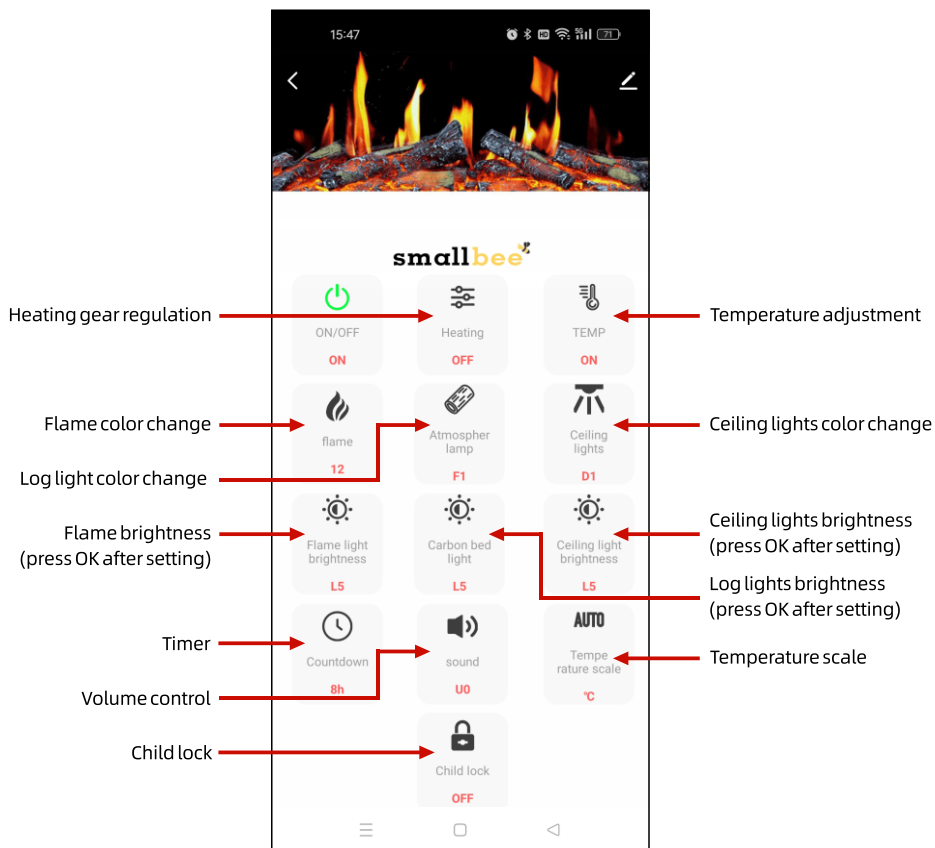
5, Click connect after the device name pops up, enter the WIFI name and password of your area, wait for the connection to be completed.



6, Through the family management button can edit the existing "family", "create a new family" and "join a family". One account can control multiple families at the same time, and the smart devices in each family are independent.



# Fireplace APP operation interface description



# Troubleshooting

 **WARNING**

DISCONNECTED THE APPLIANCE COMPLETELY AND LET COOL PRIOR TO ANY SERVICE.  
ONLY A QUALIFIED SERVICE PERSON SHOULD SERVICE AND REPAIR THIS ELECTRIC APPLIANCE.

| Problem                                      | Possible Cause                                                                                                            | Solution                                                                                                                                                                                                                                                                                                                                                                                                 |
|----------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Fireplace turns off and will not turn on. | 1. Fireplace has overheated and safety device has caused thermal switch to disconnect or home circuit breaker has opened. | 1. Reset switch by turning main power off and waiting turning it back on or breaker circuit breaker.                                                                                                                                                                                                                                                                                                     |
| 2. Flame is not moving.                      | 1. Loose wiring.<br>2. Flame motor defective.<br>3. Flame rod out of place                                                | 1. Inspect wiring for loose connections.<br>2. Call a qualified service technician to replace flame motor.<br>3. "Flame Rod" out of place due to rough transit/handling of the product. This issue can be corrected as simple as removing the glass, flipping the fireplace upside and down, removing a set of screws that are holding the bottom frame plate and placing the flame rod back into place. |
| 3. Flame is not visible.                     | 1. Wiring is loose                                                                                                        | 1. Disconnect from power source and inspect wiring for loose connections and repair or replace if necessary.<br>2. Push the flame button to high                                                                                                                                                                                                                                                         |
| 4. Log set and /or is not glowing.           | 1. Wiring is loose<br>2. Ember is off mode                                                                                | 1. Disconnect from power source and inspect wiring for loose connections and repair or replace if necessary.                                                                                                                                                                                                                                                                                             |
| 5. Remote control does not work.             | 1. Low batteries.<br>2. Not aiming control correctly.<br>3. Defective remote control and /or sensor                       | 1. Replace batteries in remote control.<br>2. Aim control at sensor located directly behind glass screen in center of unit just above logs.<br>3. Replace remote control and/or sensor.                                                                                                                                                                                                                  |