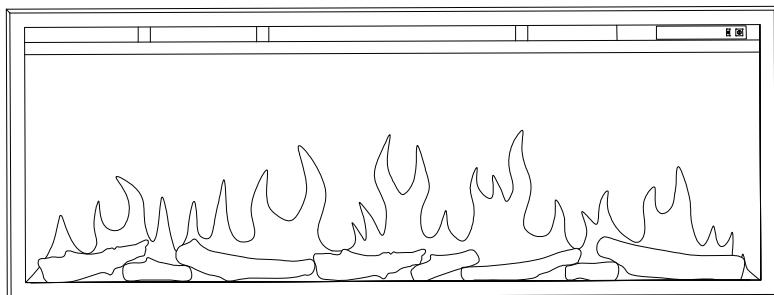




In Wall Recessed and Wall Mounted Electric Fireplace

**EF385A, EF286A, EF287A, EF288A, EF289A
EF388A, EF352A, EF353A, EF354A, EF355A**

OWNER'S MANUAL



⚠ WARNING	Read and understand this entire owner's manual, including all safety information, before plugging in or using this product. Failure to do so could result in fire, electric shock, or serious personal injury.
⚠ CAUTION	Keep this owner's manual for future reference. If you sell or give this product away, make sure this manual accompanies this product.

DO NOT RETURN!
Contact our customer service team for help first.
service5@fireandfireservice.com

Call: 949-385-6588

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1. IMPORTANT SAFETY INFORMATION

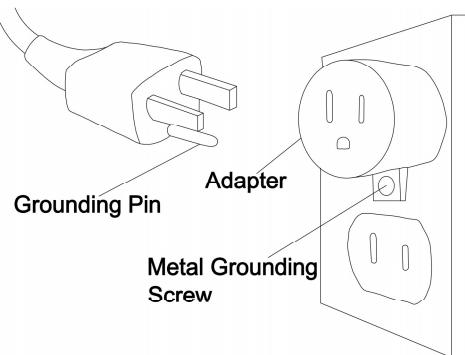
WARNING

- **Read all instructions before using this appliance.**
- **Use this appliance only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or injury to persons.**
- **DO NOT use outdoors.**
- **NEVER use this appliance in bathrooms, laundry rooms, or any other location where the appliance could fall into a bathtub or pool, become damp, or come in contact with water.**
- **For residential use only. NOT for commercial use!** Any commercial or public use of this appliance **voids all warranties**, and could cause injury.
- This product is **not intended** to be a **primary heat source**. It is for **supplemental heat only**.
- **DO NOT** locate the appliance immediately **below** a fixed socket outlet.
- This appliance **must be grounded**.
- **DO NOT** operate any appliance with a **damaged cord or plug** or after the **appliance malfunctions**, has been **dropped** or **damaged in any manner**. Discard appliance, or return to authorized service facility for examination and/or repair.
- This appliance is **hot when in use**. To avoid burns, **DO NOT** let bare skin touch **hot surfaces**. Keep **combustible materials**, such as furniture, pillows, bedding, papers, clothes, and curtains at least **3 feet (0.9m)** from the **front of the appliance**.
- **Extreme caution** is necessary when any appliance is used by or near **children or invalids** and whenever the appliance is left **operating and unattended**.
- **DO NOT** insert or **allow foreign objects** to enter any **ventilation or exhaust opening**, as this may cause **electric shock or fire, or damage the appliance**.

- To prevent a possible fire, **DO NOT** block air intakes or exhaust in any manner. Doing so could cause a fire. **DO NOT** use on soft surfaces, like a bed, where openings may become blocked.
- As the appliance has **hot and arcing or sparking parts inside**. **DO NOT** use it in areas where **gasoline, paint, or flammable liquids** are used or stored.
- **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.
- **DO NOT USE** this appliance with any **solid state speed control devices**.
- **Risk of electric shock!** **DO NOT OPEN!** No user-serviceable parts inside!
- **NEVER modify this appliance.** Doing so could result in personal **injury** or property **damage**. Modification of this fireplace **completely voids all warranties**.
- **NEVER** leave this appliance unattended. **To disconnect** appliance, **ALWAYS turn controls to “OFF”** then remove plug from outlet or turn off circuit when not in use.
- **ALWAYS** turn this appliance off before unplugging it from the outlet.
- **To prevent** a possible fire, **do not burn wood** or other materials **in this appliance**.
- **ALWAYS disconnect** this unit from the **power supply** **before** performing any assembly or cleaning, or before relocating the electric fireplace.
- **Always use** properly grounded, **fused** and polarized outlets.
- **Always use ground fault protection** where required by electrical code.
- **Avoid use** of an **extension cord** because an extension cord may overheat and cause a fire. However if you have to use an extension cord, the cord should be **No.14 AWG minimum size** and rated to not less than 1875watts.
- **NEVER** plug this appliance into an outlet that is **old, cracked**, or has any **loose wires or connections**. Plugging this appliance into a faulty outlet could result in **electric arcing** within the outlet that could cause the **outlet to overheat or catch fire**.

- **DO NOT** run power cord under carpeting. **DO NOT** cover power cord with throw rugs, runners, or similar coverings. **DO NOT** route power cord under furniture or appliances. Arrange power cord **away from traffic** area, and where it will not be tripped over.
- **ALWAYS** check your appliance cord and plug connections with **each use!**
 - A. **MAKE SURE** the plug fits tight in the outlet! Faulty wall outlet connections or loose plugs can cause the outlet to overheat.
 - B. **Appliances draw more current** than small appliances. **Overheating** may occur even if it has not occurred with the use of other appliances.
 - C. During use **check frequently** to see if the **plug outlet** is **HOT!** If the outlet or faceplate is **HOT**, **discontinue use immediately** and have a qualified electrician inspect and/or replace the faulty outlets.

This heater has a three-blade grounding type plug as show in below picture. If there is a two-slot receptacles only, an adapter should be used for connecting three-blade grounding type plugs. The grounding lug extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box by a metal screw. The adapter should not be used if a three-slot grounded receptacle is available.



SAVE THESE INSTRUCTIONS!

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC warning:

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

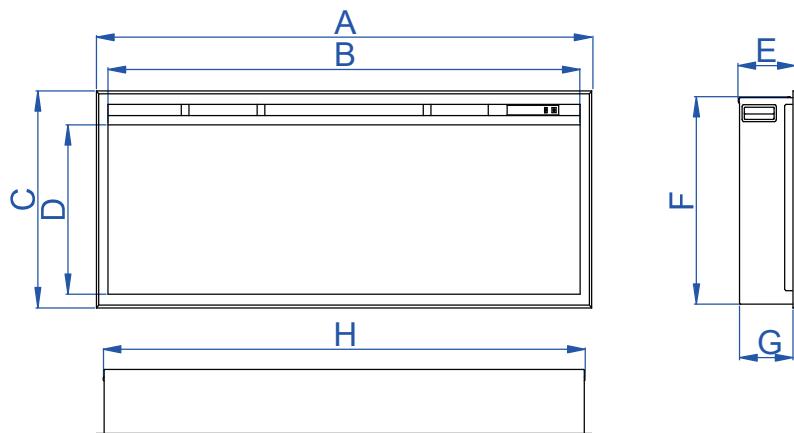
This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

2. TECHNICAL SPECIFICATIONS

Electric Specifications

Model	Volt	Watt (min/max)	Hz	BTU(max)	Amp	Heating Area(max)
EF385/EF286-289A	120	750/1500	60	5100	12.5	400 sq. ft.
EF388/EF352-355A						

Product Dimensions



Model	unit	A	B	C	D	E	F	G	H
EF385A	Inch	33 5/64	30 11/16	18 29/32	14 3/4	5 25/32	18 7/64	5 19/32	31 21/32
	mm	840	780	480	375	147	460	142	804
EF286A	Inch	40	37 5/8	18 29/32	14 3/4	5 25/32	18 7/64	5 19/32	38 37/64
	mm	1016	956	480	375	147	460	142	980
EF287A	Inch	50	47 5/8	18 29/32	14 3/4	5 25/32	18 7/64	5 19/32	48 37/64
	mm	1270	1210	480	375	147	460	142	1234
EF288A	Inch	60	57 5/8	18 29/32	14 3/4	5 25/32	18 7/64	5 19/32	58 37/64
	mm	1524	1464	480	375	147	460	142	1488
EF289A	Inch	72	69 5/8	18 29/32	14 3/4	5 25/32	18 7/64	5 19/32	70 37/64
	mm	1830	1770	480	375	147	460	142	1793

Model	unit	A	B	C	D	E	F	G	H
EF388A	Inch	33 5/64	30 11/16	18 29/32	14 3/4	7 3/4	18 7/64	7 19/16	31 21/32
	mm	840	780	480	375	147	460	142	804
EF352A	Inch	40	37 5/8	18 29/32	14 3/4	7 3/4	18 7/64	7 19/16	38 37/64
	mm	1016	956	480	375	147	460	142	980
EF353A	Inch	50	47 5/8	18 29/32	14 3/4	7 3/4	18 7/64	7 19/16	48 37/64
	mm	1270	1210	480	375	147	460	142	1234
EF354A	Inch	60	57 5/8	18 29/32	14 3/4	7 3/4	18 7/64	7 19/16	58 37/64
	mm	1524	1464	480	375	147	460	142	1488
EF355A	Inch	72	69 5/8	18 29/32	14 3/4	7 3/4	18 7/64	7 19/16	70 37/64
	mm	1830	1770	480	375	147	460	142	1793

3. BEFORE INSTALLATION

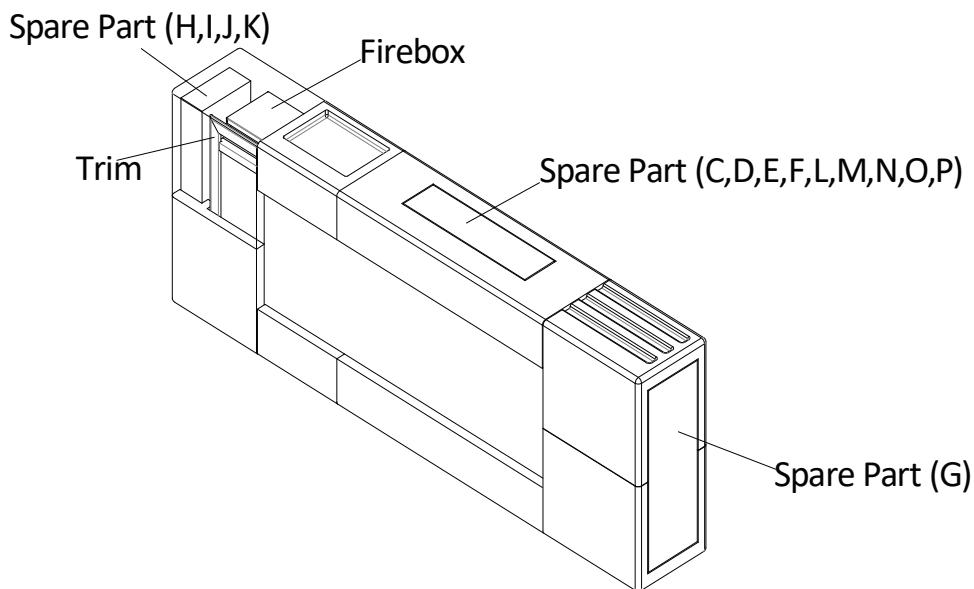
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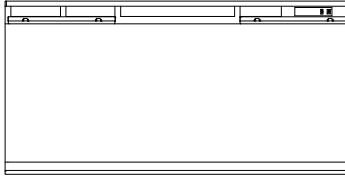
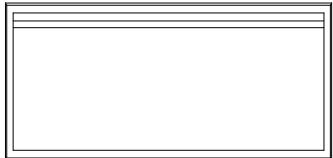
- Keep the packaging (carton, rapping bag, etc.) for future transportation and/or storage.
- If there is any problem or question, please contact the service team.
- If the unit needs to be returned, please make sure all the spare parts are packed inside, and packing as the same as the original packing.

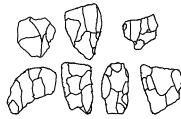
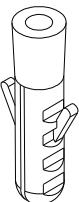
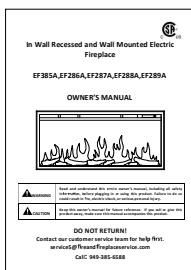
Check Spare Parts

- Open the packaging carefully and remove the polystyrene.
- Check all the spare parts are fully received.
- Carefully check if any damages that may have for the spare parts.

NOTE: Contact service team for help if there is any part missing or damaged. Email to service5@fireandfireservice.com or call 949-385-6588.



<p>A.</p>  <p>Firebox (1 pc)</p> <p>NOTE: The wall mount bracket is attached to the back of the firebox by 4 screws.</p>	<p>B.</p>  <p>Trim (1 pc)</p>	
<p>C.</p>  <p>ST5x40 Wood Screw (5 pcs)</p>	<p>D.</p>  <p>Φ 8x40 Plastic Wall Plug (5 pcs)</p>	<p>E.</p>  <p>ST4*40 Screw (4 pcs)</p>
<p>F.</p>  <p>Side screen panel with magnets (2 pcs)</p>	<p>G.</p>  <p>Logs (1 set)</p>	<p>H.</p>  <p>Large Crystals (1 set)</p>

I. 	J. 	K. 
Small Crystals (1 set)	Black Glass Chips (1 set)	Small pumice stone (1 set)
L. 	M. 	N. 
Small brush (1 pc)	Φ4X20 Plastic Wall Plug (1pc)	Remote Handset (1 pc)
O. 	P. 	
AAA Battery (2pcs)	Owner's Manual (1 pc)	

Function Testing

Please refer to section 5a. Manual Control Panel and 5b. Remote Control to test the appliance first before installation. **Should any defects found, please contact service team for help. E-mail service5@fireandfireservice.com or call 949-385-6588.**

4. INSTALLATION INSTRUCTIONS

Tools Required

A Phillips screwdriver, a drill and a hammer

Locating the appliance

Your new electric fireplace may be installed virtually anywhere in your home. However, when choosing a location, ensure that the general instructions for safety are followed.

- For best results, install out of direct sunlight, water or very damp air.
- Power supply service must be installed within proximity of electric fireplace prior to finishing avoiding reconstruction.

Minimum Clearance to Combustibles

Sides.....	0 inch
Floor.....	0 inch
Back.....	0 inch
Top (shelf or TV).....	8 inch min
Front.....	36 inch



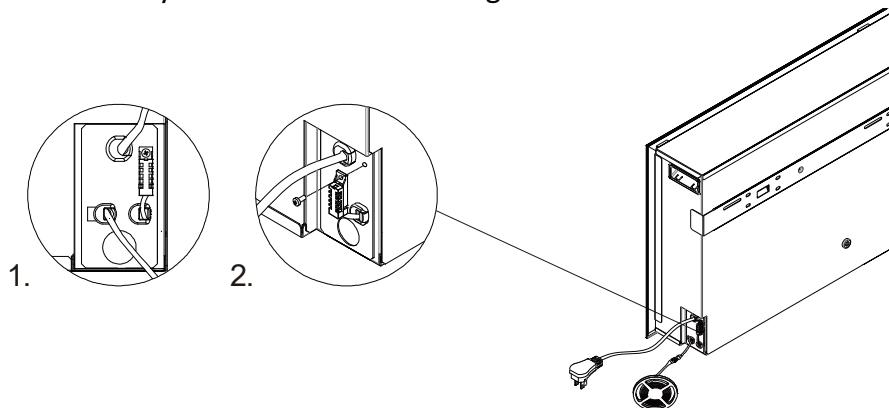
WARNING! Risk of Fire! Keep electrical cords, drapery, furnishings or other combustibles at least 3ft. (0.9 m) from the front of the electric fireplace.

Electrical Supply Circuit Requirements

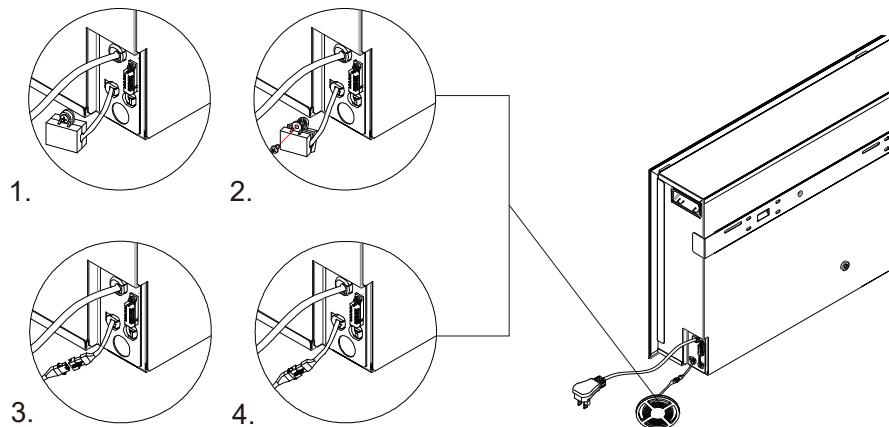
- Plan the location of the appliance so that it will have adequate electric power. A 15AMP, 120V/60Hz circuit is required. Additional appliances on the same circuit as this appliance may exceed the current rating of that circuit. A dedicated circuit is not required, but is preferred to prevent circuit breaker or fuse failure.
- Prepare the outlet close to the right side of appliance. Make sure the outlet is in good condition and the plug must be plugged tightly in the outlet.

- For hard wiring, please refer to page 17.

Remove the temperature sensor from the fire box (if needed). You can fix it on the outer surface of the wall to measure the room temperature more accurately. The cable is 95cm long.



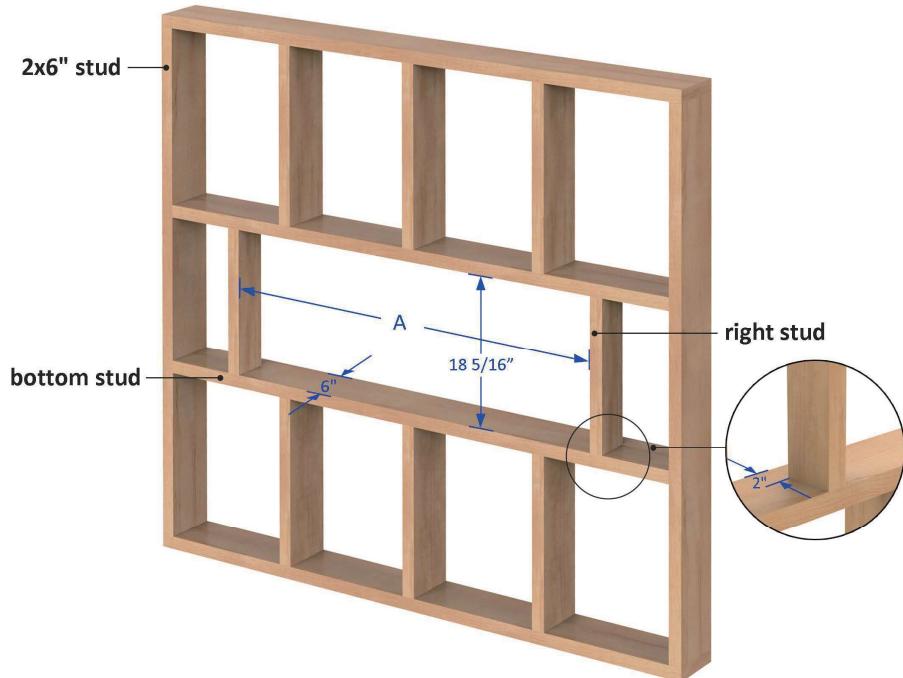
Connect mood light cable (if needed) as shown below.



NOTE: Compatible mood lights are available from Legend Flame Group LLC, other makes may not be suitable and will void warranty.

4a. Recessed into the wall

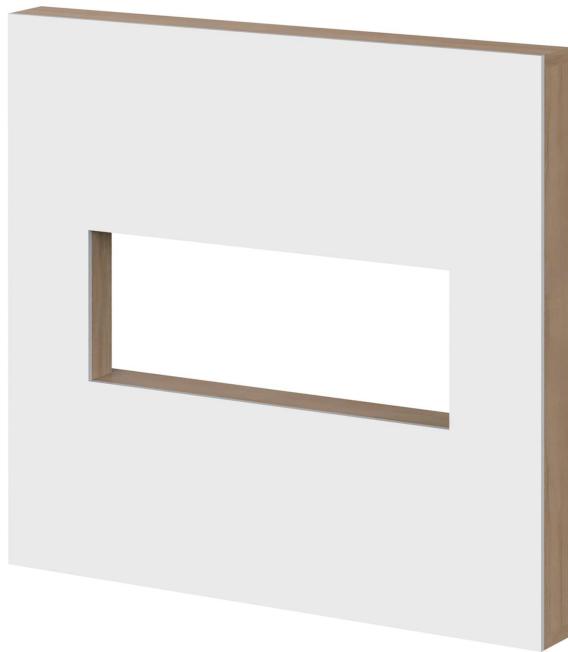
4a.1. Build the framing by 2x6" stud, below picture of 50" as an example. Dimensions for all sizes are listed below. The appliance will be supported by the bottom framing, make sure the bottom framing is solid and level. Leave some gap behind the right stud for electrical supply.



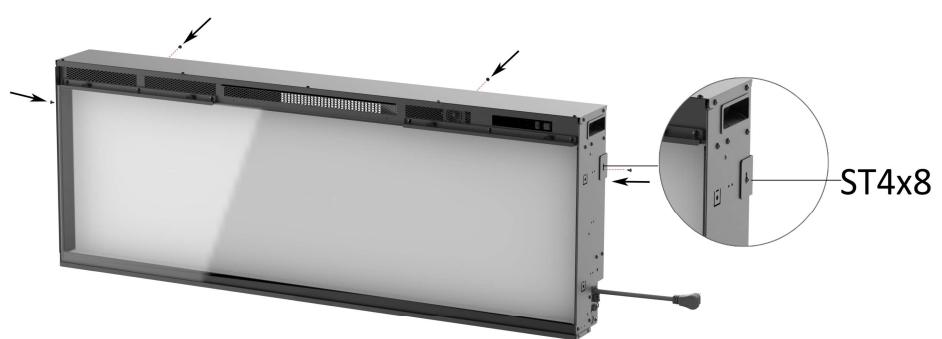
Model	unit	EF385A EF388A	EF286A EF352A	EF287A EF353A	EF288A EF354A	EF289A EF289A
A	Inch	31 57/64	38 13/16	48 13/16	58 13/16	70 55/64
	mm	810	986	1240	1494	1800

4a.2. Prepare electrical supply.

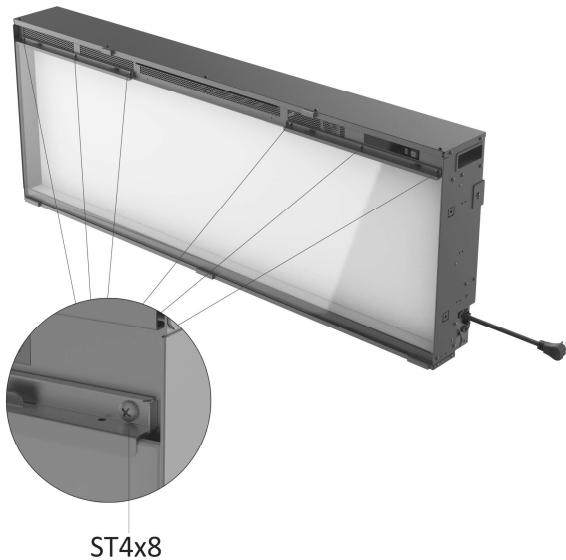
4a.3. Fix the plasterboard to edge of the framed opening. Paint it or cover it with wall paper to finish the wall. BUT ledger stone is NOT suitable.



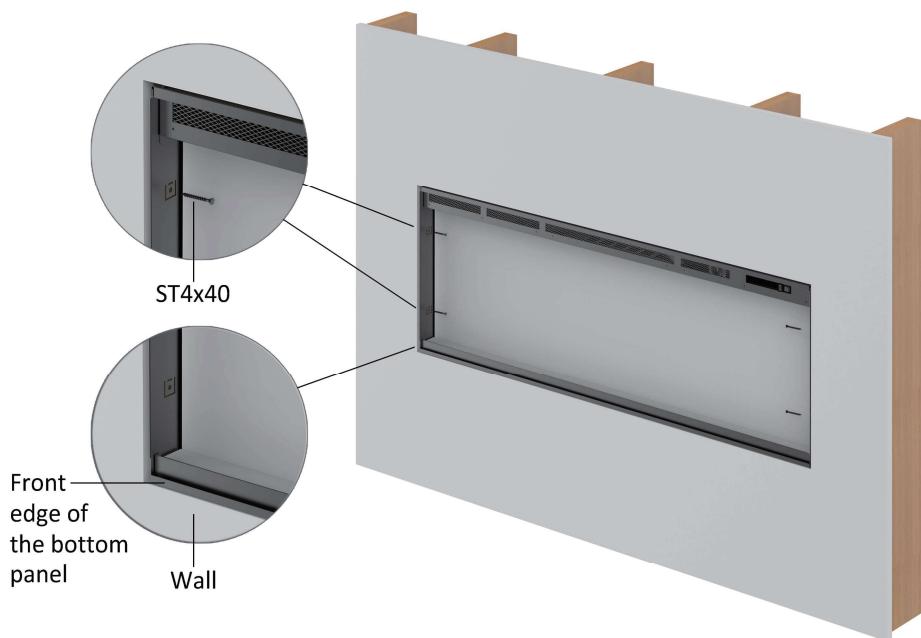
4a.4. Unscrew at two sides and rear panel. Remove the wall mount bracket from the firebox.



4a.5. Unscrew the glass fixing brackets and take the brackets and the glass out.



4a.6. Insert the firebox into the opening gently, make sure the front surface of the bottom is at the same level of the surface of the finishing wall. Use 4pcs ST4x8 screws to fix the firebox on the stud.

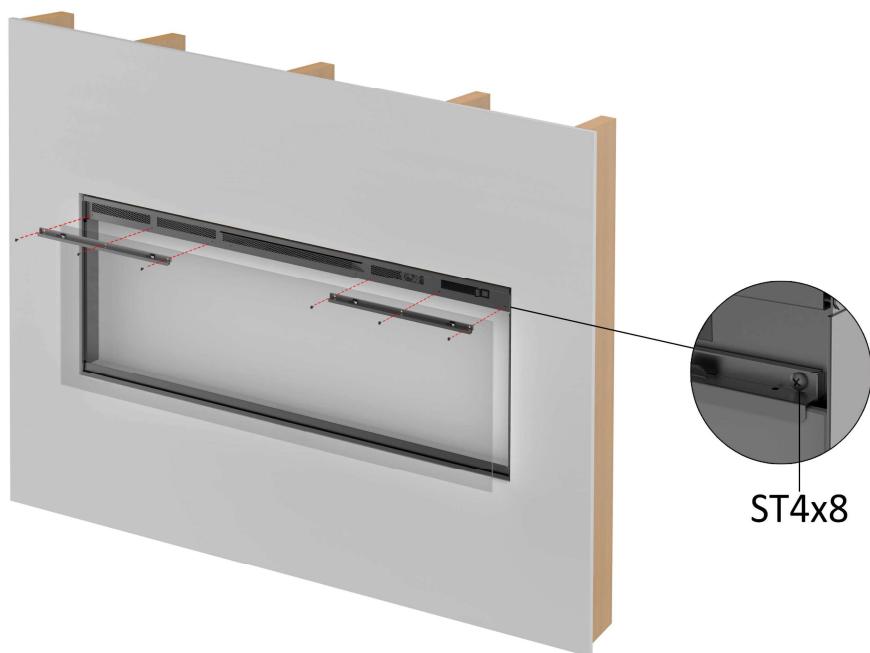


4a.7. Attach the side panel on both sides.



4a.8. Set the fuel bed. Reference to Section **Fuel Bed Setting**.

4a.9. Install the glass back and fix the glass fixing brackets. If there are some pumice stone fallen into the groove for the glass, use the small brush to clean them out first.



4a.10. Attach the trim on firebox.

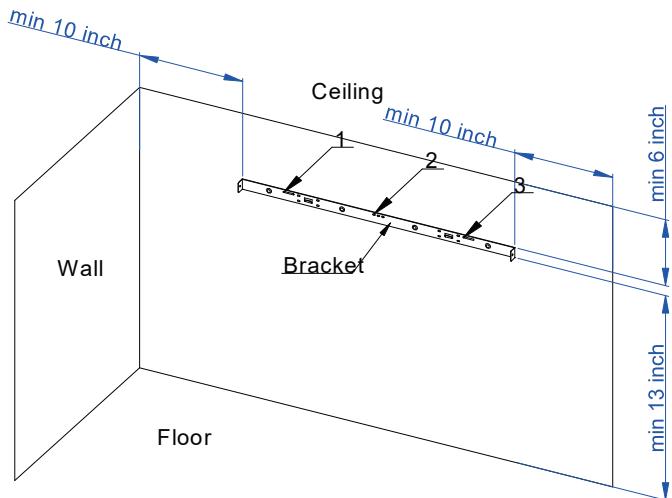


4a.11. Fully assembled.

4b. Hang on the wall

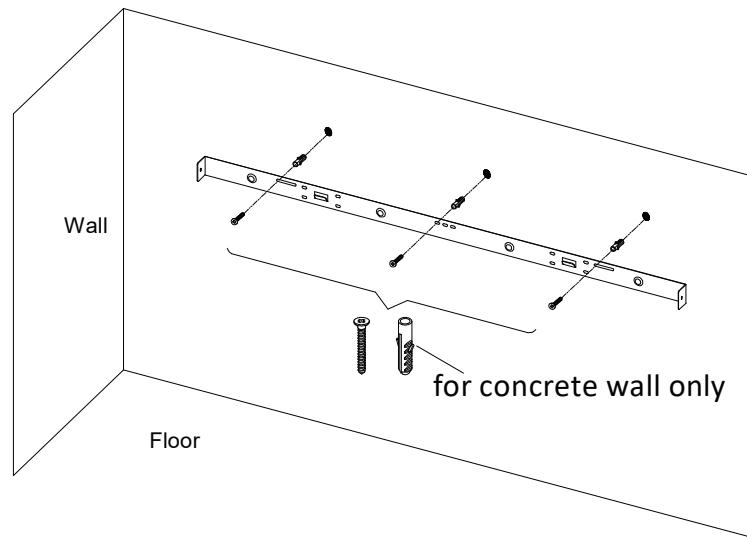
4b.1. Unscrew at two sides and rear panel. Remove the wall mount bracket from the firebox like 4a.4.

4b.2. Choose a wall, put the bracket on the position where you want to install the fireplace and mark the positions need to be drilled on the wall.

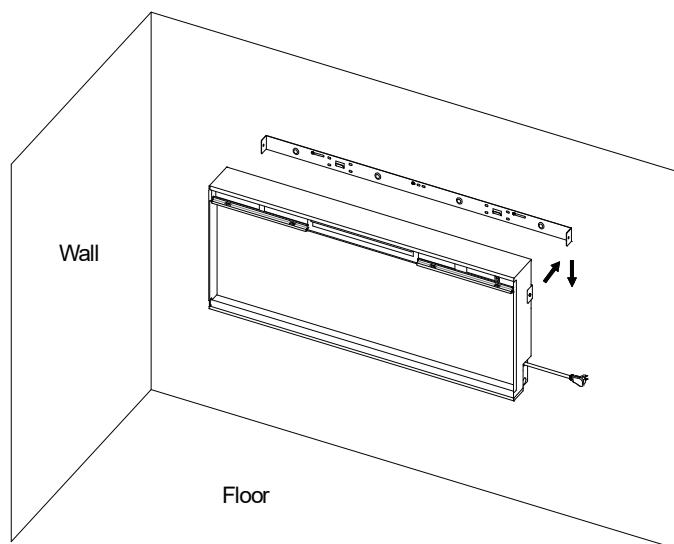


4b.3. Take away the bracket and drill 3pcs 40mm deep, $\Phi 8$ holes on the wall. Tap the plastic wall plugs into the holes. Secure the bracket by 3pcs ST5X40 screws.

If the wall is solid wood, it is no need to drill the holes on the wood and use plastic wall plugs.



4b.4. Fit the slots in the back of firebox over the hooks on the bracket, and carefully hang the firebox on the bracket. Then secure the screws on both sides.



4b.5. Unscrew the glass fixing brackets and take the brackets and the glass out as step 4a.5.

4b.6. Same installation steps as 4a.6 to 4a.10.

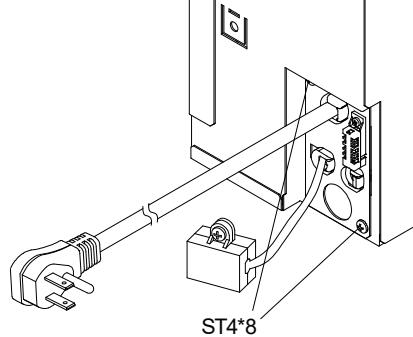
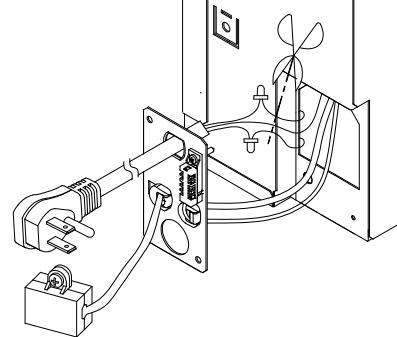
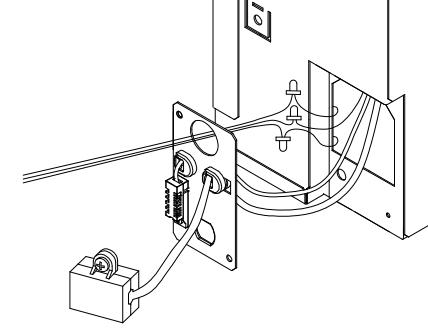
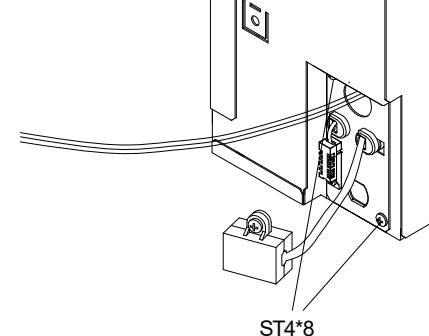
Electrical Connection

WARNING: Do not attempt to wire your own new outlets or circuits. To reduce the risk of fire, electric shock or injury to persons, the hard wiring must be supplied with a qualified electrician.

WARNING: Ensure that the circuit on which the fireplace is to be installed has the power cut off at the service panel until installation is complete.

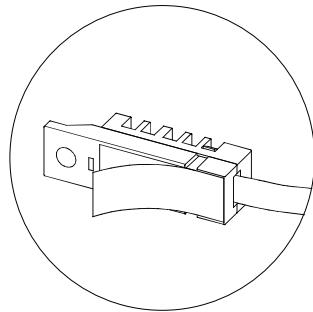
The fireplace is packaged with a three prong plug installed for plug-in convenience. Hard wiring the fireplace is also an option for any installation.

- a** Plug in (the power cord is 6ft (1.8m) long and on the right of the fireplace, you may run the power cord out of the framed wall opening to an existing outlet or install an outlet on a nearby wall stud within the wall). If the cord is not long enough to reach the outlet, a grounded extension cord minimum AWG No. 14 wiring and rated to a minimum of 1875 watts may be used.
- b** Hard wire the fireplace. A qualified electrician may remove the cord connection, and wire the appliance directly to the house hold wiring. The appliance must be electrically connected and grounded in accordance with local codes.

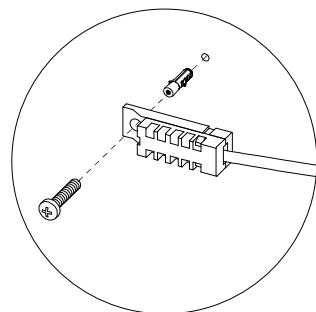
	
<p>Remove 2pcs ST4*8 screws to release the cover of the junction box and take it out, use a plier to take the wire clip off and move away the power cord</p>	<p>Cut the lines at the position showing in picture above and save the power cord.</p>
	
<p>Lead the wires through the hole of the cover and connect with the wire from the fireplace by cables.</p>	<p>Fix the cover back by 2 ST4*8 screws.</p>

Temperature sensor arrangement

In order to improve the accuracy of the temperature sensor, you can remove it from the appliance and fix it on the wall where the hot air from the heater has less effect. If needed, a wall plug $\Phi 4*20$ could be used when fix on the wall.

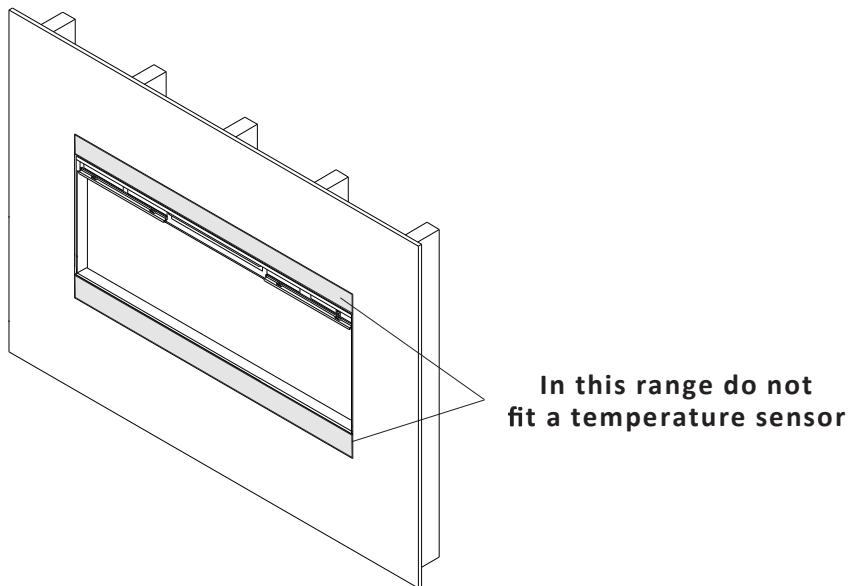


STICK ON THE WALL



FIX ON THE WALL

NOTE: For a lesser effect by hot air from the heater, do not fix the sensor in the below area.



Fuel Bed Setting

The appliance is supplied with 2 fuel effect options: a. Crystal Effect. b. Log Effect

a Crystal Effect

- a1 Evenly spread the small clear crystals across the fuel bed. It is not necessary to use all of the effect supplied.
- a2 Randomly space the large crystals throughout the fuel bed.

b Log Effect

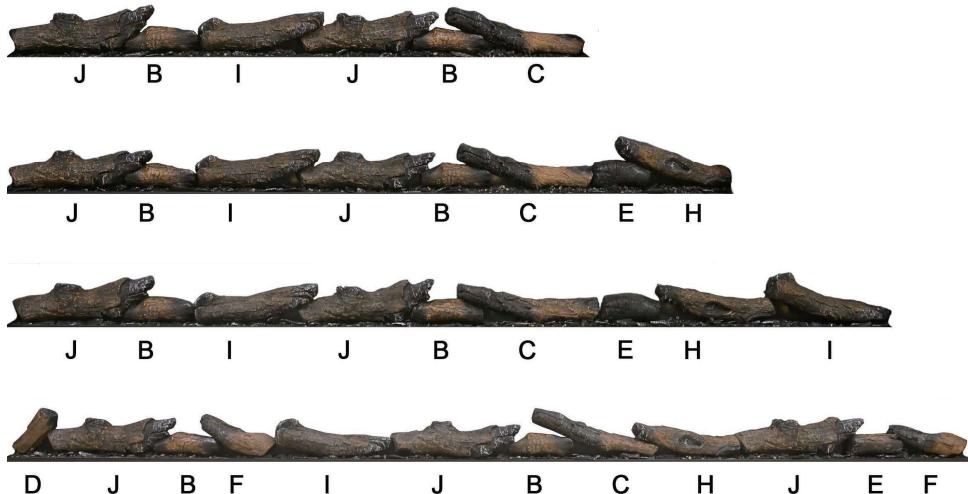
Logs must be positioned according to the following instructions to give the correct flame effect. **Every log has a number on its back to be identified.**

The log layouts below cover all models. Please refer to Diagram below to identify the logs for specific models. The logs for the fuel bed are NOT individually labeled; the numbers are for reference information only.

b1 Fully place the black glass chips on the fuel bed.

b2 Place the logs on the black glass chips as shown below.

b3 Place the small pumice stones at the edge of the fuel bed.



5. OPERATING INSTRUCTIONS

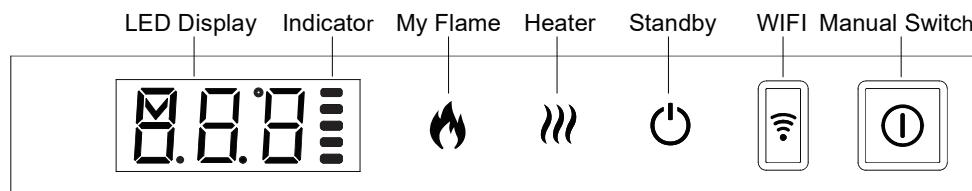


Read and understand this entire owner's manual, including all safety information, before plugging in or using this product. Failure to do so could result in electric shock, fire, serious injury, or death.



WARNING! Do not operate the unit if it is damaged or has malfunctioned. If you suspect the unit is damaged, call a qualified service technician to inspect and replace any part of the electrical system if necessary.

5a. Manual Control Panel



NOTE: Keep pressing My Flame button for 3 seconds to turn off the "beep" sound for buttons and remote control.

MANUAL SWITCH: Press to turn on or off power to the appliance.

STANDBY: Turns on the appliance with the last used settings without any heat. Place the appliance into standby mode with all features turned off.

MY FLAME: Press to cycle through 9 flame colours and off setting.

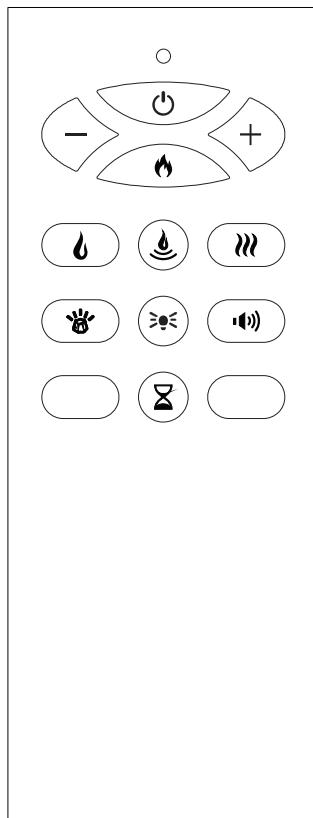
HEATER: Press to cycle through low heater, high heater and off setting.

WiFi: Press to turn wifi on or off. An illuminated LED indicates that wifi is turned on. Hold the button for 3 seconds to enter device pairing mode.

NOTE: The manual button controls basic functions, not a full range of controls. Use the remote handset to carry out all functions. The controls on appliance will lose the memory for all function settings when the switch is set to the Off Position. In order to prevent the product becoming too hot, there is a 10s delay when turning on the heater and a 10s delay when turning off the heater and a 10s delay when turning off the heater fan.

5b. Remote Control

NOTE: Ensure that the handset batteries are new and inserted correctly. Aim the remote control at the remote receiver which is behind the right side of the flame screen.



BUTTON	TITLE	FUNCTION
	STANDBY	Turns on the appliance with the last used settings without any heat. Place the appliance into standby mode with all features turned off.
	MY FLAME	Press to cycle through 9 default flames and off.
	FLAME A	Press to turn on/off the flame A.
	FLAME B	Press to cycle through flame B 1, 2, ..., 9 and off.
	FUEL BED	Press to cycle through fuel bed 1, 2, ... 9 and off.

	MINUS & PLUS	Press to adjust the brightness, volume, and timer after pressing the FLAME A/ FLAME B/FUEL BED/ MOOD LIGHT/ CRACKLE CHOICE/TIMER button once; Press directly to set the temperature; Press + for 3s to change the temperature unit between °C and °F.
	HEATER	Press to cycle through Low-High-Off NOTE: if the thermostat is on and room temp is higher than temperature set, the heater will not work.
	TIMER	Press to cycle through 0.5H, 1H, 2H, 3H, 4H, 5H, 6H, 7H, 8H, 9H, 10H and off.
	MOODLIGHT	Press to cycle through moodlight 1, 2, ... 14 and off.
	CRACKLE CHOICE	Press to cycle through crackling 1, 2 and off.

5c. APP CONTROL

Visit your APP store (IOS or Android) to download the TUYA SMART APP. Follow the onscreen instructions to create an account. Once installed, follow the procedure below to pair the device with your appliance.

- Start the APP and click “Add Device” on screen. Select “Small Home Appliance” from the list, then select “Electric Fireplace (Wi-Fi)”.
- Ensure the appliance is powered on, then press and hold the Wi-Fi button on the appliance until you hear 3 beeps at EZ mode. At the same time the Wi-Fi button and the fuel bed will blink. If failed at EZ mode, try AP mode. Please press the Wi-Fi button, you will hear 3 beeps, then keep pressing until you hear other 5 beeps enter AP mode.

- Follow the instructions on the APP to input your home network details. Note, your device must also be connected to the same home network what you wish to connect the appliance to.
- Complete setup and link the fireplace to your account.

We have created a very detailed APP Operation Instruction and a video to guide you through the process how to load down the TUYA Smart APP, create an account, pair your appliance to your smart phone and operate the appliance. Scan the QR code to be taken to the Operation Instruction or the video.



APP Video



APP Instruction

6. 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.

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.

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.

Replacement parts:

- Use only replacement parts supplied by the manufacturer. Use of any other parts, or modifying the fireplace in any way, will void all warranties.

7. 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.

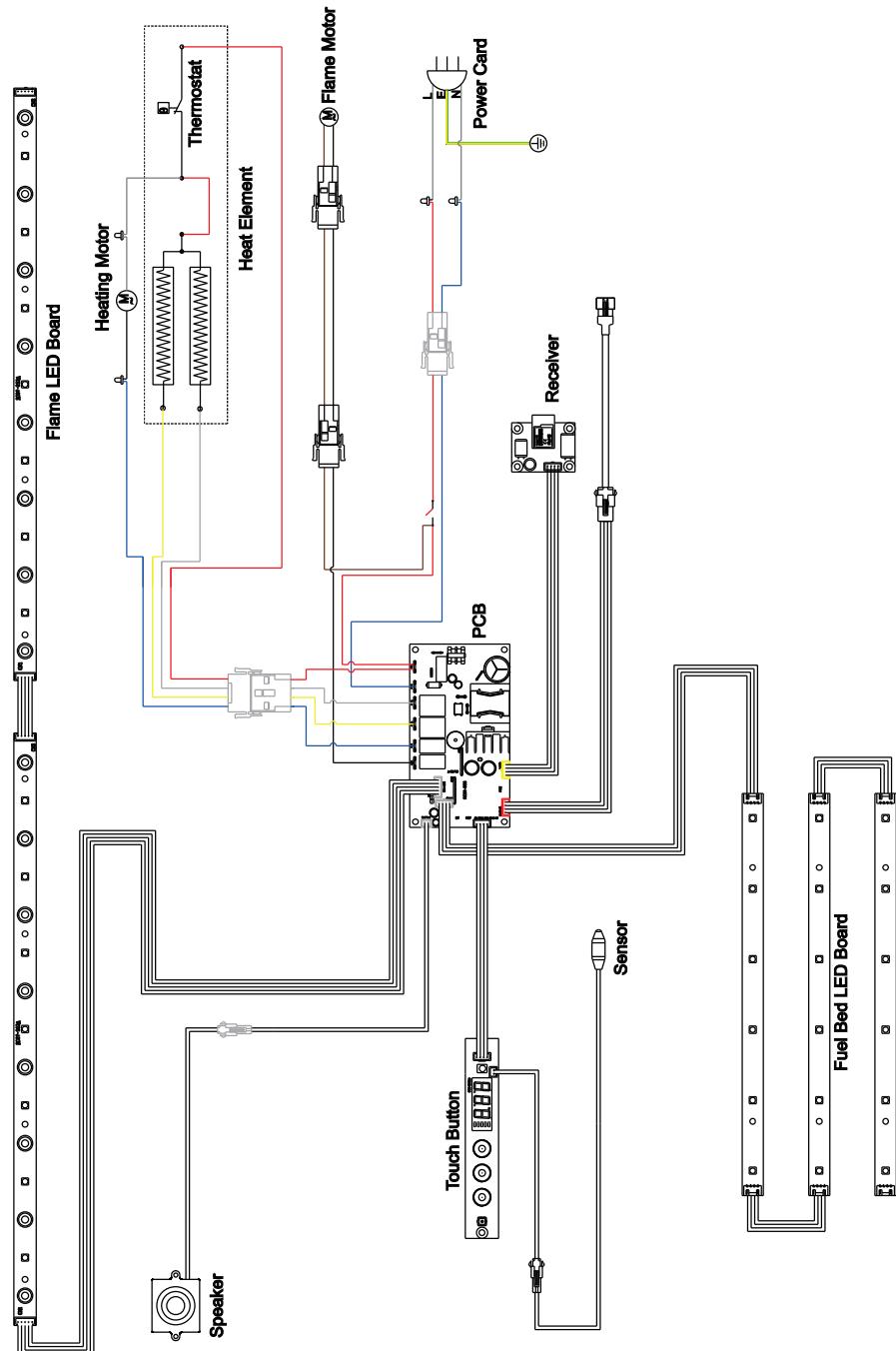
8. TROUBLESHOOTING GUIDE

PROBLEM	SOLUTION
There is no power to the fireplace, or it does not turn on.	<ol style="list-style-type: none">1. Make sure the power cord is plugged into a functioning and properly grounded 15 Amp 120V AC electrical outlet.2. Make sure the ON/OFF switch on the control panel is ON.3. If the unit had been working, but then turned off by itself, the temperature limiting control may need to be reset.4. Check for damage to the power cord or plug. If damaged, DO NOT USE.
The control panel functions do not work.	<ol style="list-style-type: none">1. Make sure the ON/OFF switch on the control panel is turned on. If it is OFF, the functions will not work.2. If the ON/OFF switch is ON, and the functions do not work, please call 949-385-6588 or email service5@fireandfireplaceservice.com.

The FLAME button doesn't work.	<ol style="list-style-type: none"> 1. Make sure the ON/OFF switch on the control panel is ON. 2. If the ON/OFF switch is ON, and the functions do not work, please call 949-385-6588 or email service5@fireandfireplaceservice.com.
The flame effect does not turn off when I press the flame button.	<ol style="list-style-type: none"> 1. Make sure the batteries are installed properly. If it still cannot work, please call 949-385-6588 or email service5@fireandfireplaceservice.com.
The heater does not work.	<ol style="list-style-type: none"> 1. Make sure the ON/OFF switch on the control panel is turned on. 2. Control Panel: Press the heater button on the control panel to override the thermostat at any time. 3. Remote control: Make sure the thermostat is not set too low. If the thermostat is set lower than the room temperature, the heater will not turn on. Or try to turn off the thermostat on the remote control. 4. If none of these solutions work, please call 949-385-6588 or email service5@fireandfireplaceservice.com.
The heater does not blow hot air when it turns on and off.	<p>This is normal. The fans blow cool air while the heater gradually heat up. The fans blow after the heater turn off to cool the heater and prevent overheating.</p>

The remote control does not work.	<ol style="list-style-type: none"> 1. Make sure the battery is properly installed. 2. Make sure the ON/OFF switch on the control panel is turned on. The remote control will not work unless the ON/OFF switch on the control panel is turned off. 3. Aim the remote control at the receiver. 4. Remove objects that may be in the way. Items between the remote control and the remote control receiver will block the signal. 5. Don't press the remote control buttons too quickly. Give the unit time to respond to your commands.
The thermostat (TEMP button) does not work.	<ol style="list-style-type: none"> 1. Make sure the heater is turned on. The thermostat will not work unless the heater is turned on. 2. Make sure the thermostat is not set too low. If the thermostat is set lower than room temperature, the heater will not turn on.

9. SCHEMATIC DIAGRAM



Ningbo Richen Electrical Appliance Co.,Ltd.

Address: No.9 Yongdinghe Road,iapu,Beilun,Ningbo,35807 hejiang,P.R.China