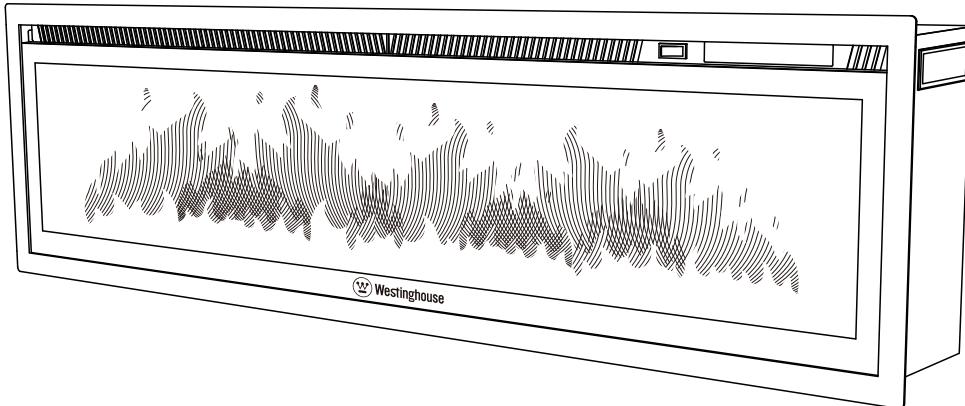




# User Manual

## ELECTRIC FIREPLACE

Model No.:  WTH-50EF12A1  WTH-60EF12A1  WTH-74EF12A1



**Implementation Standards:**

Fixed And Location-Dedicated Electric Room Heaters [UL 2021] [CSA C22.2#46]



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Made in China

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## CONSUMER SAFETY INFORMATION

- Read this manual before installing and operating this appliance.
- Failure to follow these instructions may result in electric shock, fire property, or personal injury.
- Do not store or use gasoline or other flammable liquids in the vicinity of this appliance.

# IMPORTANT SAFETY INFORMATION!



## WARNING



- **Read all instructions before using this heater!**
- This heater is hot **when in use**. To avoid burns, **DO NOT** let bare skin touch hot surfaces. If provided, use handles when moving this heater. Keep **combustible materials**, such as furniture, pillows, bedding, papers, clothes, and curtains at least **3 feet (0.9m)** from the front of **the heater**, and **keep them away from the sides and rear**.
- **Extreme caution** is necessary when any heater is used by or near children or invalids and whenever the heater is left **operating and unattended**.
- **DO NOT** operate any heater with a **damaged cord or plug** or after the **heater malfunctions**, has been **dropped** or **damaged in any manner**, Discard heater, or return to authorized service facility for examination and /or repair.
- **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.



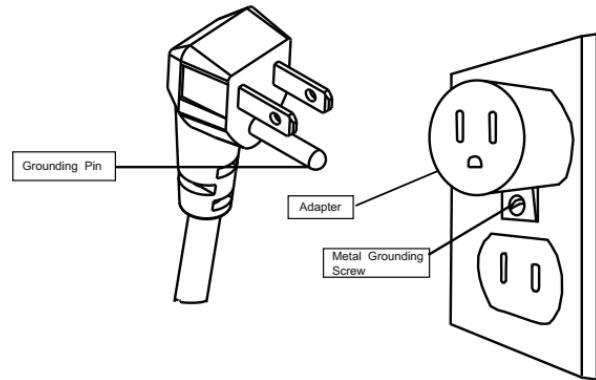
## WARNING



- Connect to properly grounded outlets **ONLY**.
- **DO NOT** insert or allow foreign objects to **enter any ventilation or exhaust openings**, as this may cause **electric shock or fire, or damage the heater**.
- 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.
- A heater has **hot and arcing or sparking parts inside**. **DO NOT** use it in areas where **gasoline, paint, or flammable liquids** are used or stored.
- 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.
- **ALWAYS** plug heaters directly into a wall outlet/receptacle. Never use with an extension cord or relocatable power tap (outlet/power strip).
- **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.
- **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**.
- **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.
- **ALWAYS** mount to wall bracket before use. **DO NOT** set on the floor, or other surface, to use.

- **NEVER** use a wall mount bracket from another manufacturer.
- This product is **not intended** to be a **primary heat source**. It is for **supplemental heat only**.
- **INDOOR use only!** **NEVER** use this heater **outdoors!** Doing so may result in **electric shock!**
- **Risk of electric shock!** **DO NOT OPEN!** No user-serviceable parts inside!
- **ALWAYS** turn this heater off before unplugging it from the outlet.
- **ALWAYS** disconnect this unit from the **power supply** **before** performing any assembly or cleaning, or before relocating the electric fireplace.
- **NEVER** leave this heater unattended. **ALWAYS** unplug this heater when not in use.
- **ALWAYS** store this heater in a dry location. **NEVER** use the fireplace if it has become wet.
- **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!**
  - MAKE SURE** the plug fits tight in the outlet! Faulty wall outlet connections or loose plugs can cause the outlet to overheat.
  - Heaters draw more current** than small appliances. **Overheating** may occur even if it has not occurred with the use of other appliances.
  - During use **check frequently** to see if the **plug outlet or face plate is HOT!**
  - If the outlet or face plate is **HOT**, **discontinue use immediately** and have a qualified electrician inspect and/or replace the faulty outlets.

- The power cord supplied with the heater has a plug with two flat blades (live and neutral) and one round pin (ground). If a 3-slot receptacle is not available, an adapter **MUST** be used. The adapter **MUST** be **properly grounded** to the outlet box (see figure at right). (Note: Adapter **NOT INCLUDED**.)
- SAVE THESE INSTRUCTIONS!**



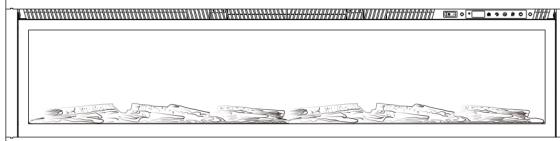
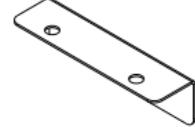
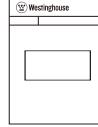
## PREPARATION



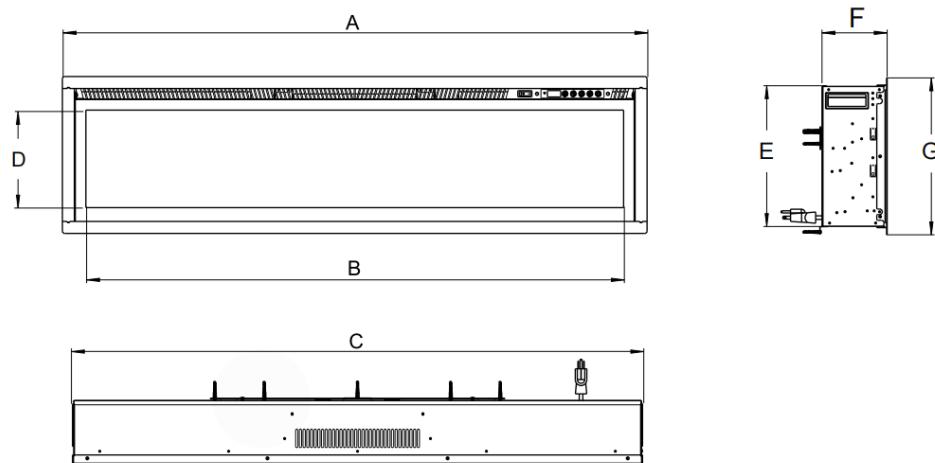
This product includes a **GLASS panel**. Always use **extreme caution** when handling **glass**. Failure to do so could result in **personal injury or property damage**.

Remove all parts and hardware from the carton and place them on a clean, soft, dry surface. Parts and assembly steps are grounded for wall-hanging or recessing use. Check the parts list to make sure nothing is missing. Dispose of packaging materials properly. Please recycle whenever possible. You will need the following tools (not included): Phillips screwdriver; stud finder; level; tape measure; electric drill; battery; 1/4" wood drill bit, hammer.

## PARTS & HARDWARE

 <p>A. Fireplace</p>			
	<p>B. Wood Screws (11pcs)</p>	<p>C. Wall Anchors (11pcs)</p>	<p>D. 4x8mm Screws (2pcs)</p>
			
	<p>E. Wall Bracket Fixed on back of firebox</p>	<p>F. Metal Bracket</p>	<p>G. Instructions</p>
			
	<p>H. Remote Control</p>	<p>I. Log Set</p>	<p>J. Decorative Crystals</p>

## Specification and Dimension



## PRODUCT DIMENSIONS

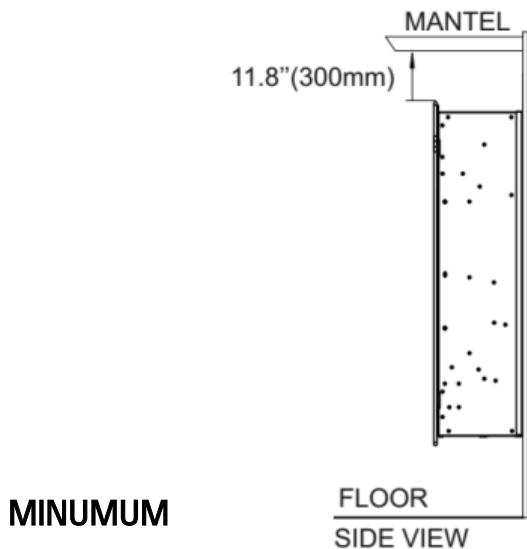
Model Number	A	B	C	D	E	F	G
WTH-50EF12A1	50.0" 1270mm	12 23/32" 1168mm	48 3/4" 1238mm	8 11/32" 212mm	12 15/32" 306mm	5 37/64" 141.5mm	13 27/64" 341mm
WTH-60EF12A1	60.0" 1524mm	12 23/32" 1168mm	58 3/4" 1492mm	8 11/32" 212mm	12 15/32" 306mm	5 37/64" 141.5mm	13 27/64" 341mm
WTH-74EF12A1	74" 1880mm	70" 1778mm	72 3/4" 1848mm	10 43/64" 271mm	14 11/32" 364mm	5 37/64" 141.5mm	15 3/4" 400mm

# Installation and Assembly

Your appliance is a wall-mounted, recessed and /or mantel installed appliance. Select a suitable location that is not susceptible to moisture and is away from drapes, furniture and high traffic areas. **NOTE: Follow all national and local electrical codes.**

## MINIMUM CLEARANCE TO COMBUSTIBLES

Measurements are taken from the glass front.			
Bottom	0"	Top	11.8" (300mm) to mantel
Sides	0"	Top	11.8" (300mm) to ceiling
Back	0"		



## WARNING

WHEN USING PAINT OR LACQUER TO FINISH THE MANTEL, THE PAINT OR LACQUER MUST BE HEAT RESISTANT TO PREVENT DISCOLOURATION

## MANTEL CLEARANCES

## RECESSED TO WALL INSTALLATION ( Tips: Wall bracket removing is NOT required. )

**STEP1** Select a dry wall to open a hole for fireplace box. **Figure (A)**

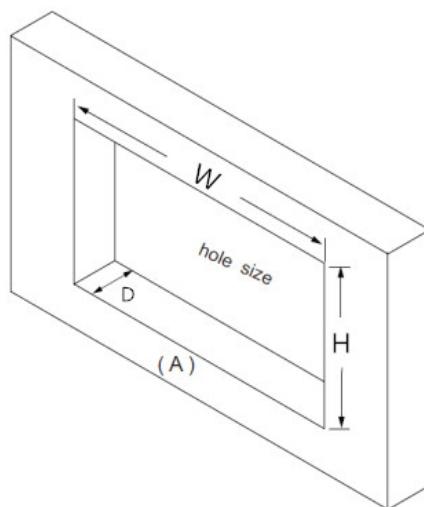


Figure (A) Hole cut size

Size of hole as below chat-Framing Hole Size

Framing Hole Size			
Model Number	W	H	D
WTH-50EF12A1	49 3/64" (1246mm)	12 23/32" (323mm)	6.0" (152mm)
WTH-60EF12A1	59 3/64" (1500mm)	12 23/32" (323mm)	6.0" (152mm)
WTH-74EF12A1	73.0" (1856mm)	15.0" (381mm)	6.0" (152mm)

**STEP 2** Remove two screws on both sides of the fireplace at front corner. **Figure (C)**

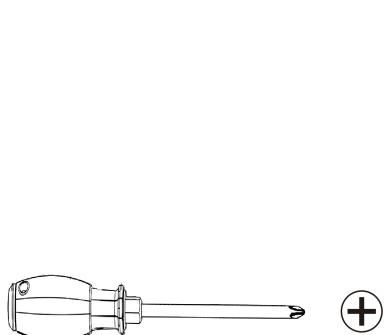
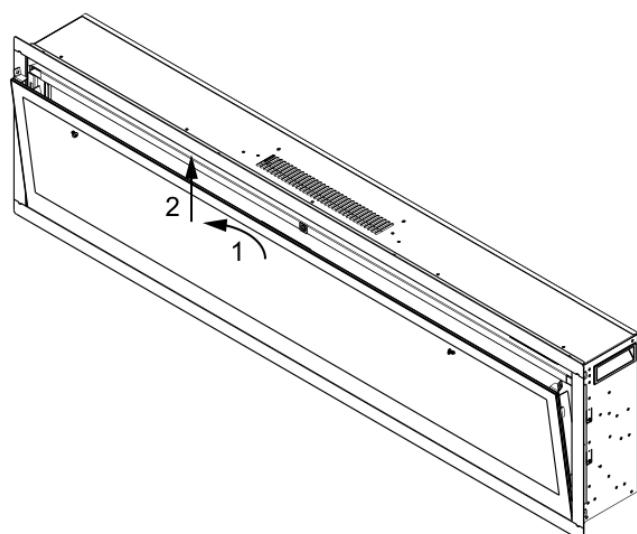


Figure (C)

**STEP 3** Take off the front tempered glass of the fireplace. **Figure (D)**



Figure(D)

**STEP 4** Take foam out of the fireplace. **Figure(E)**

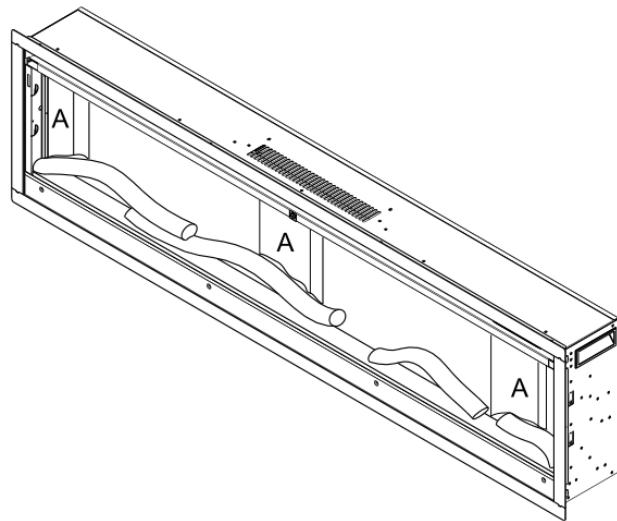


Figure (E)

**STEP 5** Have two people to move the fireplace box to the wall hole or fireplace mantel. **Figure(F)** If the appliance is fully recessed into the wall:

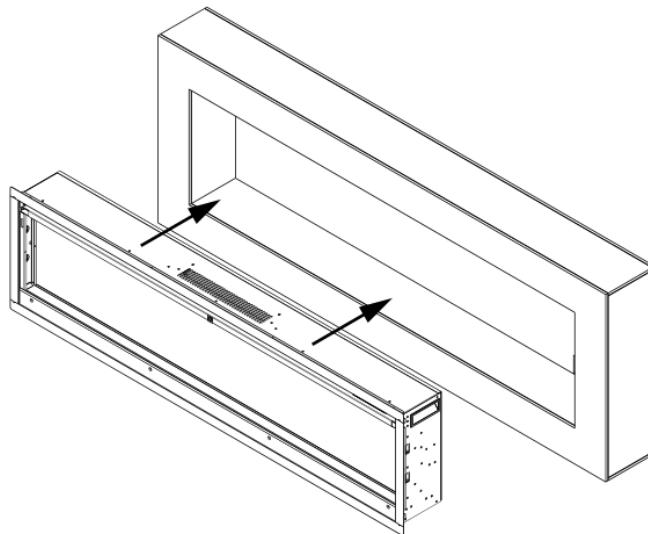
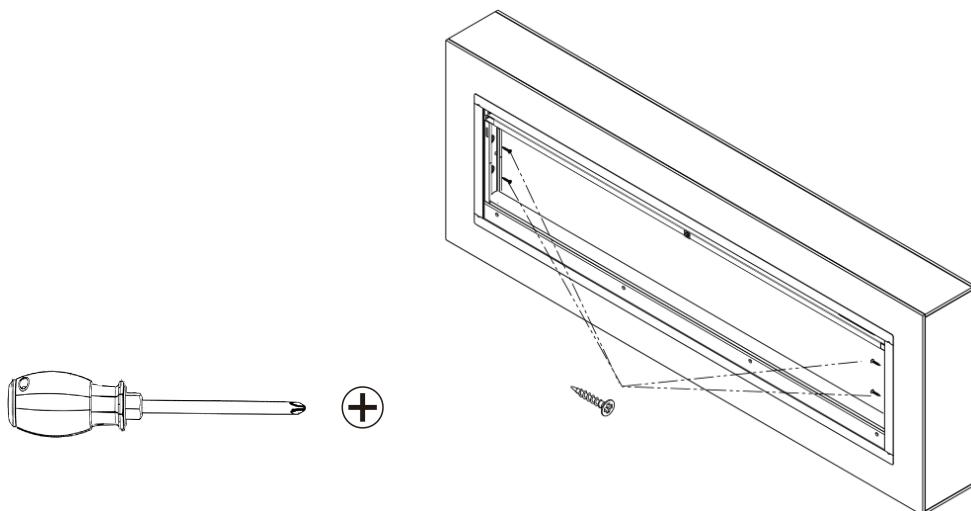


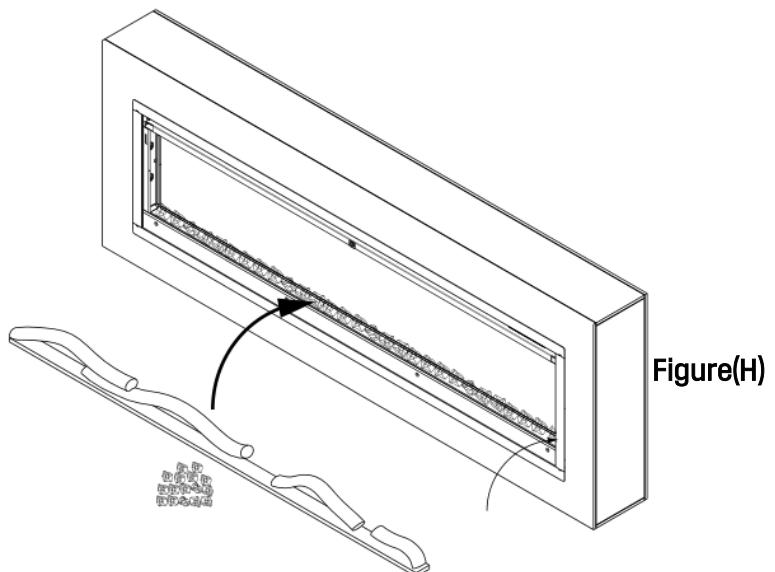
Figure (F)

**STEP 6** Use the 4 screws(provided) to lock the appliance into wall with the existing two side flanges, **Figure(G)**

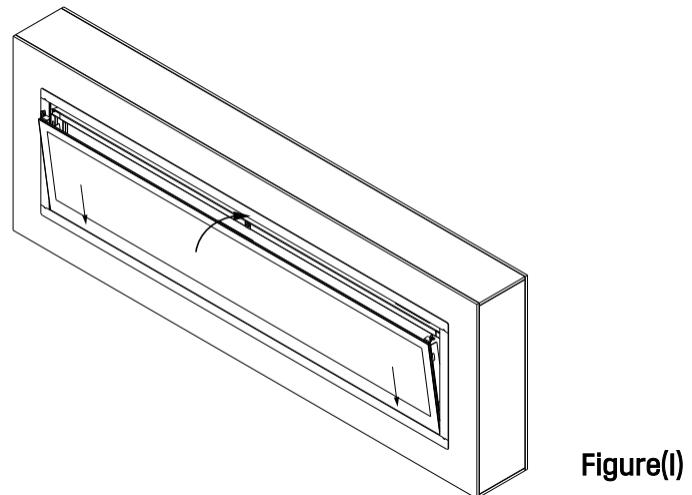


Figure(G)

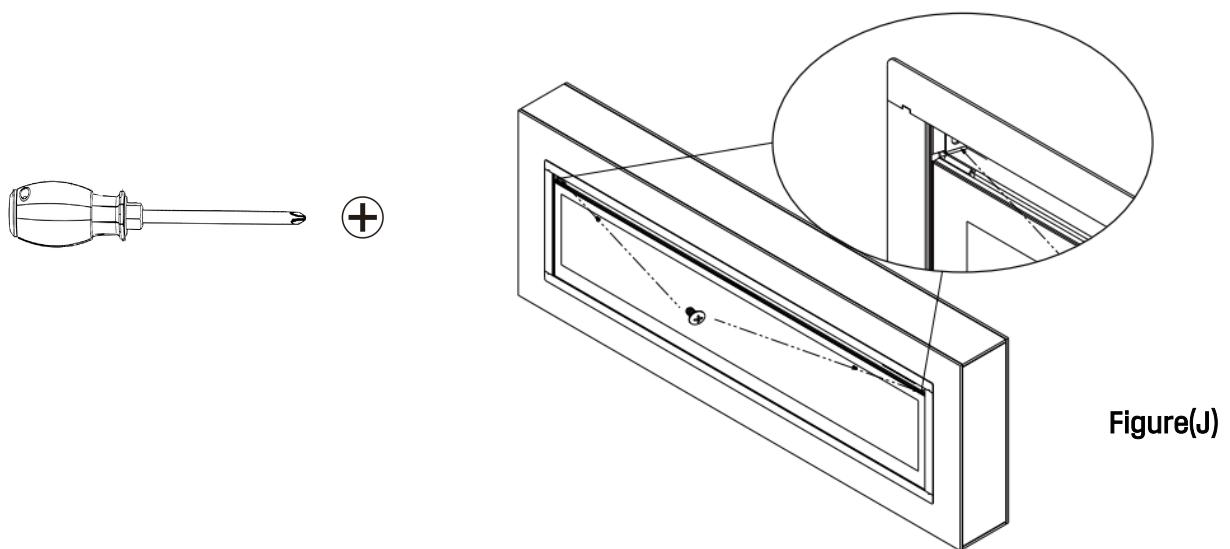
**STEP7** Put carbon log or crystal stone to bed. **Figure(H)**



**STEP8** Place the front panel lock the appliance. **Figure(I)**



**STEP9** Place the front panel lock the appliance. **Figure (J)**



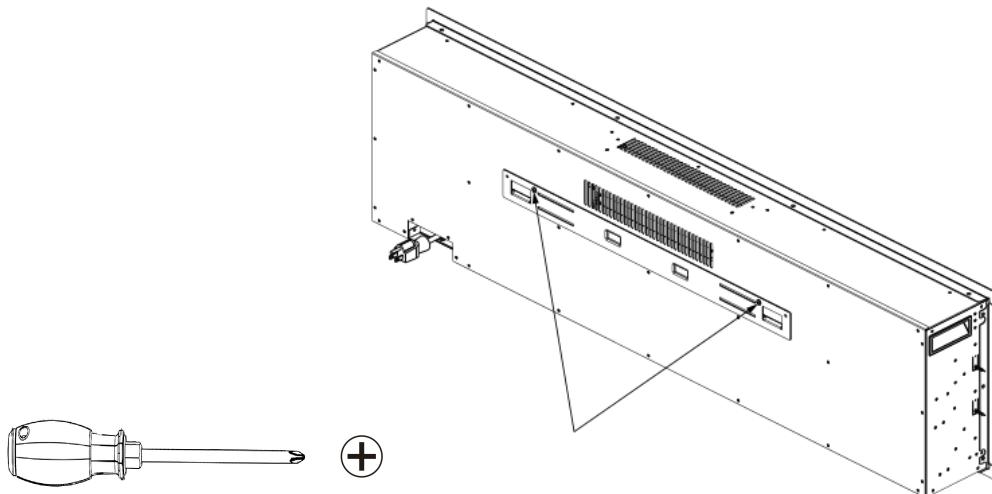
## WALL MOUNTED INSTALLATION

Due to many different materials used on different walls, it is highly recommended that you consult your local builder before you install this appliance on the wall.

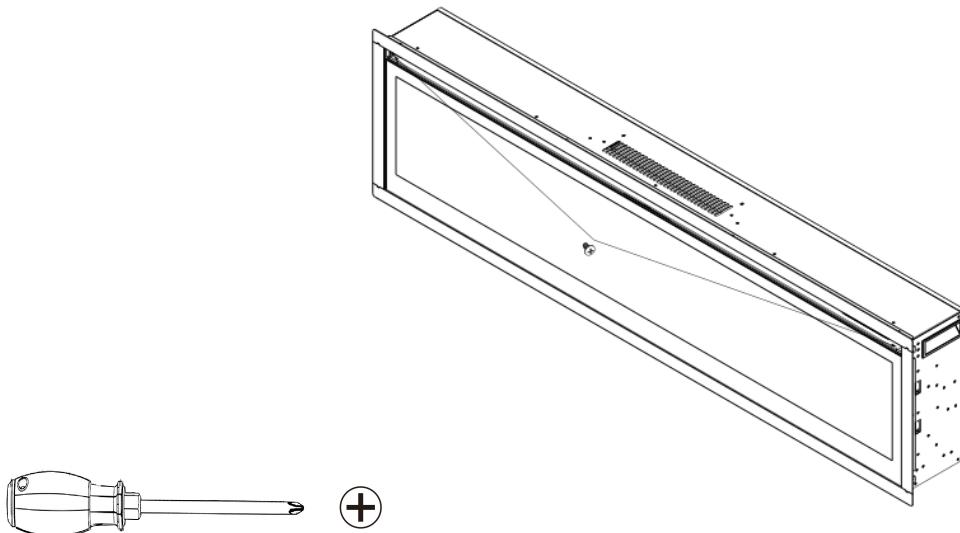
**STEP 1** Select a location that is not prone to moisture and is located at least 36"(914mm) away from combustible materials such as curtain drapes, furniture, bedding, paper, etc.

**STEP 2** Have two people hold the appliance against the wall to determine the final location.

**STEP 3** Place unit face down on a soft, non abrasive surface. Remove the bracket from the back of the unit by removing the screws. **Figure(a)** Remove four pieces of silver screws on both sides. **Figure(b)**

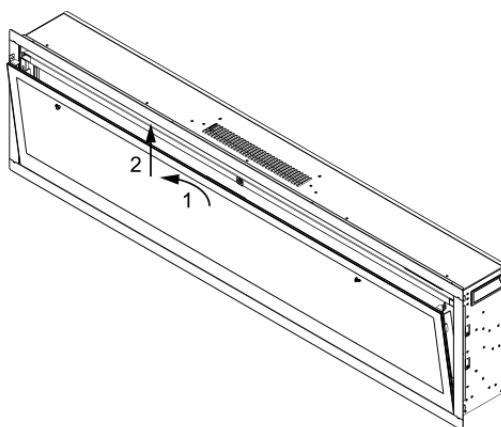


Figure(a)



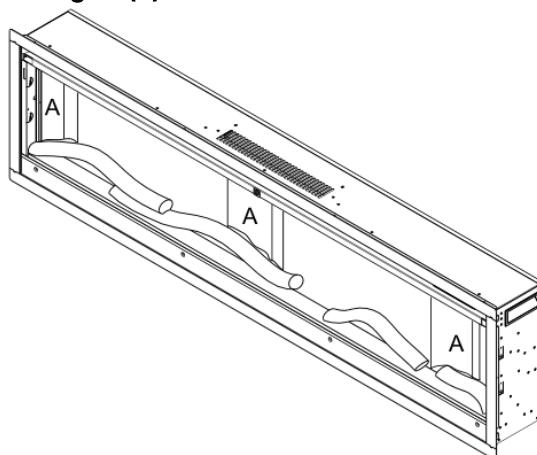
Figure(b)

**STEP 4** Take the glass panel out of the fireplace box. Place it in a soft and clean place. **Figure(c)**



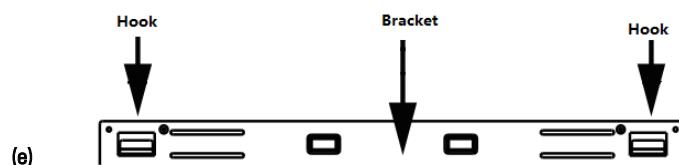
**Figure (c)**

**STEP 5** Take foam(A) out of the fireplace. **Figure(d)**



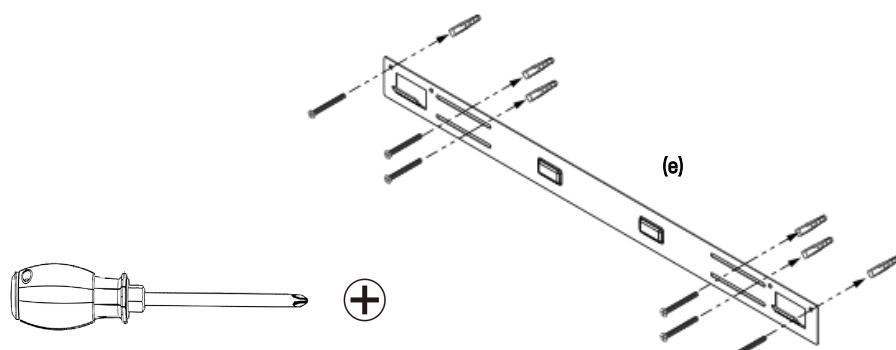
**Figure (d)**

**STEP 6** Mark out location, then mount the bracket(part e) onto the wall using the supplied screws. This bracket MUST have the hooks facing upward and be level. **Figure(e)**



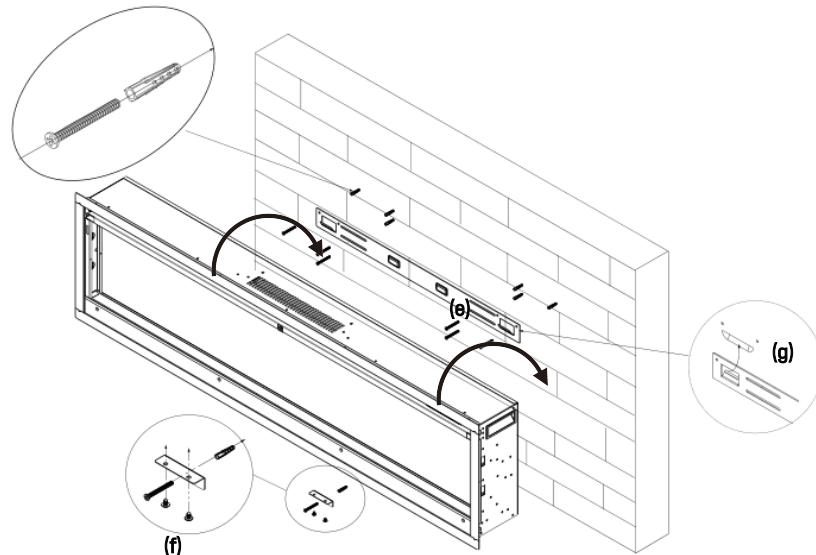
**Figure(e)**

NOTE: It is strongly recommended that the mounting bracket(part e) be screwed into the wall studs where possible. If the wall studs cannot be used, ensure that the supplied plastic anchors are used to affix the bracket to the wall and the bracket is adequately secured. **Figure(f)**



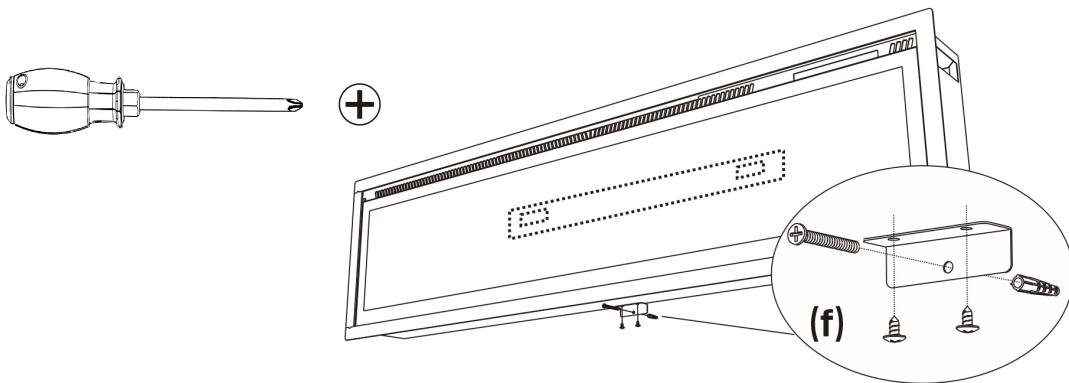
**Figure(f)**

**STEP 7** With the wall mounting bracket installed have two people lift the appliance up and insert the two hooks on the bracket into the two slots on the back of the appliance.



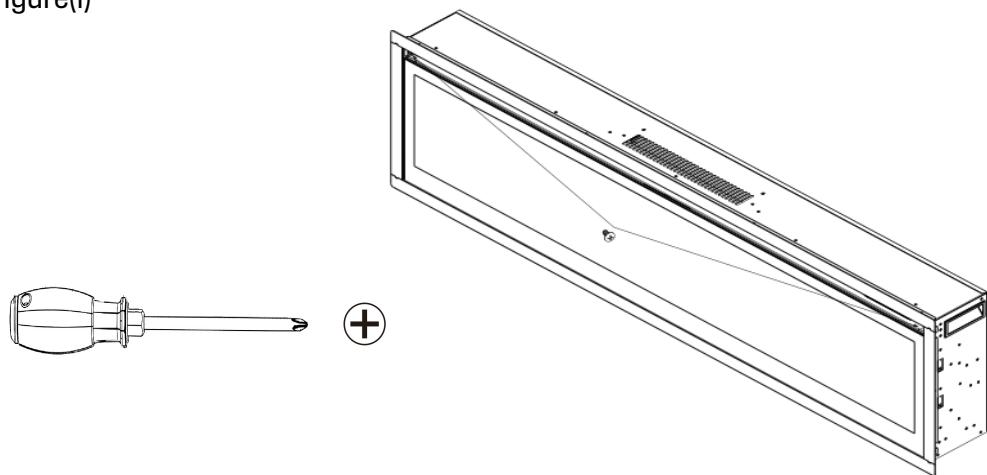
Figure(g)

**STEP 8** Fasten the metal bracket (F) at the back of fireplace with 2pcs of 4x8mm screws, the other end to the wall with 1pc of drywall anchors.



Figure(h)

**STEP 9** Put carbon log or crystal stone to bed, place the front panel lock the appliance by 4x8mm screws. Figure(i)



Figure(i)

## LOG-SET/CRYSTAL EMBER INSTALLATION

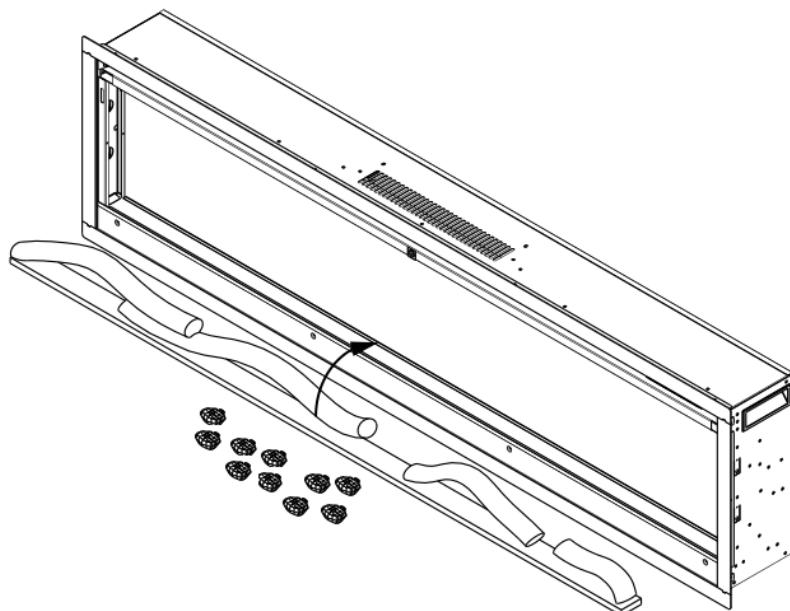
(Note: Please make the installation according to the embers which you bought or selected.)

\* Glass front must be removed and the appliance must be mounted in its final location before the log-set/crystal embers are installed.

\* If your fireplace come with log-set, remove the log-set from the package, put it to the fireplace designed place. **Figure1**

\* If your fireplace come with CLEAN CRYSTAL MEDIA: crystal may have a fine oil residue that needs to be cleaned prior to installation. Clean them with mild dish soap, drain, rinse thoroughly and dry before placing into the tray.

\* Then place the crystal embers carefully into the bottom tray on the front of the appliance as illustrated. Apply an even layer from side to side. **Figure1**



# Control Description

## 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 electric shock, fire, serious injury, or death.

### POWER

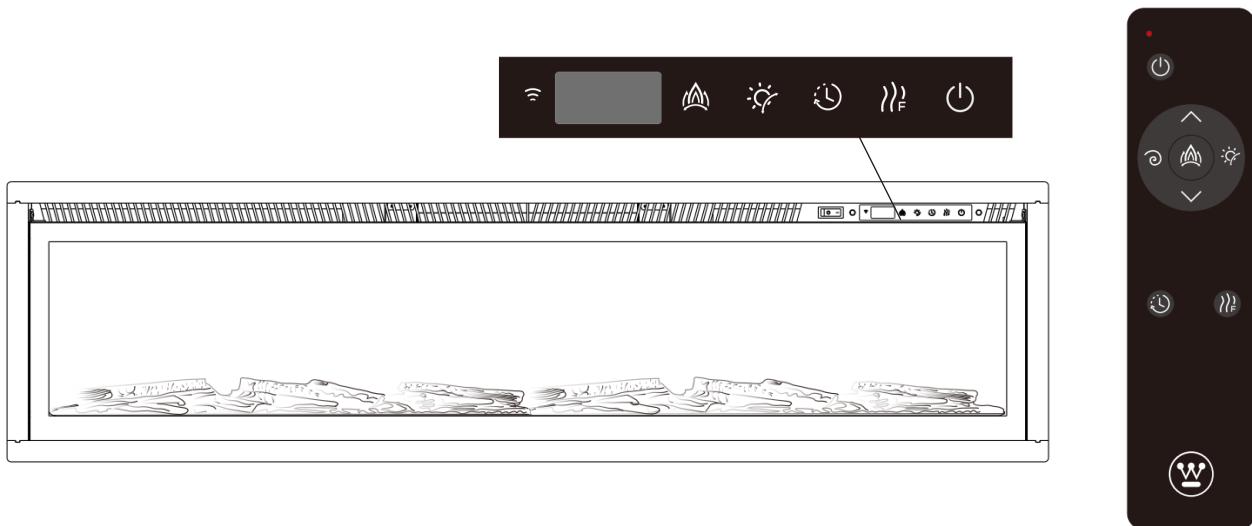
Make sure the ON/OFF switch, located on the control panel, is in the OFF position. Plug the power cord into a 120-230V Volt 7 Amp grounded outlet (see IMPORTANT SAFETY INFORMATION on Pages 2 and 3). Make sure the outlet is in good condition and that the plug is not loose. NEVER exceed the maximum amperage for the circuit. DO NOT plug other appliances into the same circuit.

### METHODS OF OPERATION

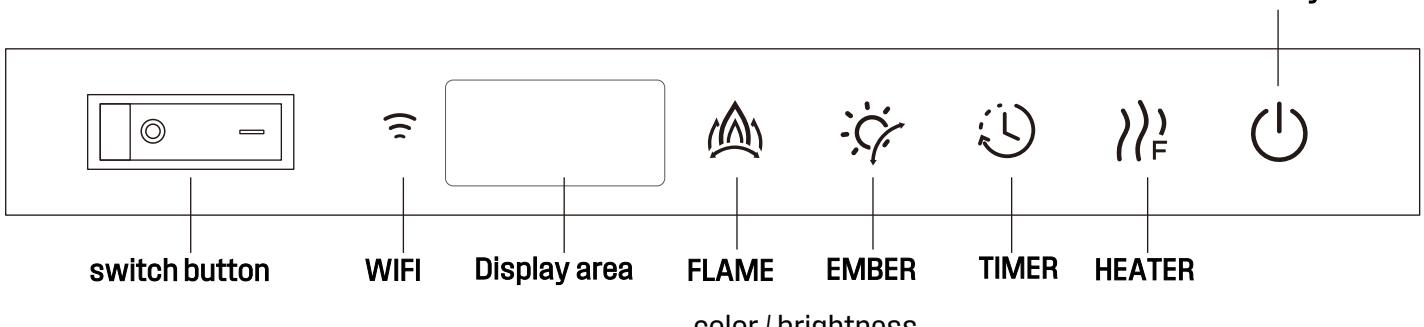
This electric fireplace can be operated by the button, located on the TOP right side glass panel of the fireplace, or by the battery-powered REMOTE CONTROL.

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

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



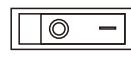
Power standby switch





Turn on switch button first

BUTTON	FUNCTION	ACTION&INDICATION
 POWER	ON: Enables control panel functions and remote control. Turn on flame effect. OFF: Disables control panel functions and remote control. Turn off flame effect.	1. Press once. Indicator light turns on. Power turns on. All functions enabled. 2. Press again. Indicator light turns off. Power turns on. All functions will off.
 HEATER	HEATER button: Turn heater on and off. NOTE: To prevent overheating, the heater fan will blow out cool air for 30 seconds after the heater turn off. TEMPERATURE button: Control temperature settings to choose temperature as desired. Setting range from 62F to 82F.	1. Press once. Indicator lights up(LOF). 750W heater turns on and blows warm air. 2. Press again. Indicator lights up(HIF). 1500W heaters turns on and blows hot air. 3. Press again. Smart 72F 4. Press again. Heaters turn off. The display show " OFF" 5. Keep pressing 3 seconds to setting temperature 62F to 82F.
 TIMER	TIMER button: Control timer settings to turn off fireplace at selected time. Settings range from 0 hours, 1 hours, to 24 hours.	1. Press once. Indicator light turn on. Temperature is set to hours. 2. Press again until desired setting is reached(0-8H). LED display show setting. 3. Keep pressing 3 seconds to setting 0-24 hours.
 EMBER	EMBER button: Makes the ember bed color effect changing. Makes the ember bed effect dimmer and brighter.	1. Press once. Ember bed color effect gets changing.(12 color) 2. Press again until desired setting is reached. When set the color to C0, the ember bed color will automatic changing Keep pressing 3 seconds to make the ember bed effect dimmer and brighter(L5-L1).
 FLAME	FLAME button: Makes the flame color effect changing. Makes the flame effect dimmer and brighter.	3. Press once. flame color effect gets changing. (12 color) 4. Press again until desired setting is reached. When set the color to F0, the flame color will automatic changing Keep pressing 3 seconds to make the flame effect dimmer and brighter(L5-L1).
 UP	UP button: Flame&ember bed color/dimmer and brighter/Timer/Flame speed/ Temperature	Flame&ember bed color/dimmer and brighter/ Timer/Flame speed/ Temperature
 DOWN	DOWN button: Flame&ember bed color/dimmer and brighter/Timer/Flame speed/ Temperature	Flame&ember bed color/dimmer and brighter/ Timer/Flame speed/ Temperature
 SPEED	FLAME SPEED button: Setting the flame speed (S5-S1)	Setting the flame speed (S5-S1)

 Turn on switch button first →  Power standby switch

 F00



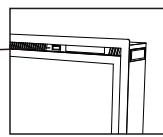
 F01  
F02  
F12



Flame color e. ect



Long press for 3 s. Click the button, the flame brightness effect



 E01



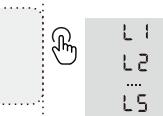
 C02  
C03  
C12



ember bed color e. ect



Long press for 3 s. Click the button, ember bed brightness effect



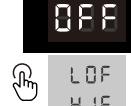
 E0H



 1H  
2H  
...  
24H



Timer to turn off the fireplace

 OFF



 L0F  
H1F  
72



Heater 750W /1500W/ 72f/OFF

 3H  
2H

Long press for 3S to enter automatic forward time mode.  
Long press to stop scrolling.  
Setting completed.

 0H  
24H



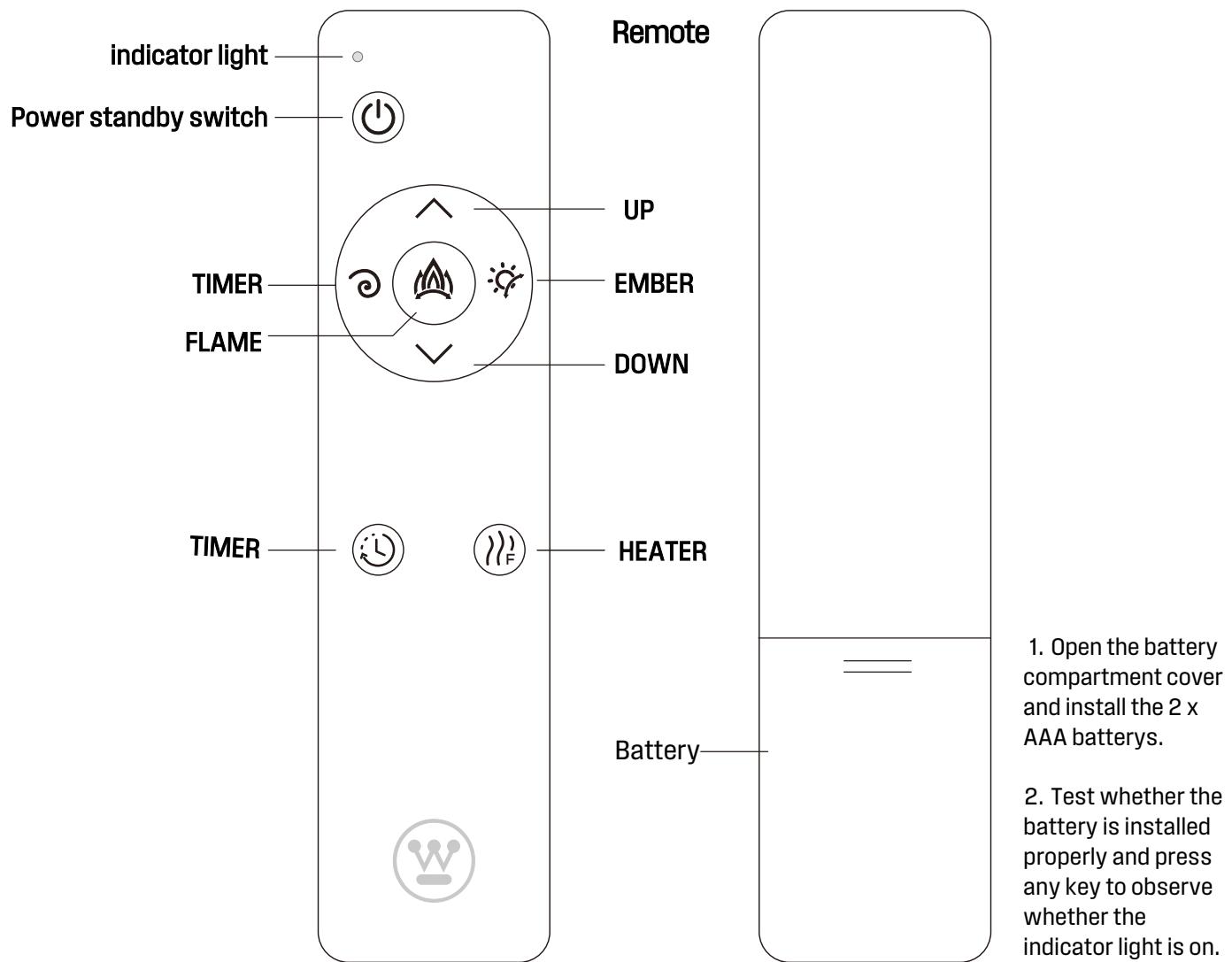
 76  
74

Long press for 3S to enter automatic forward temperature mode.  
Long press to stop scrolling. Setting completed.

 372  
70  
68



# Remote Control Description



## MODE 1



Remote control  
1. Illustration of button mode

## MODE 2



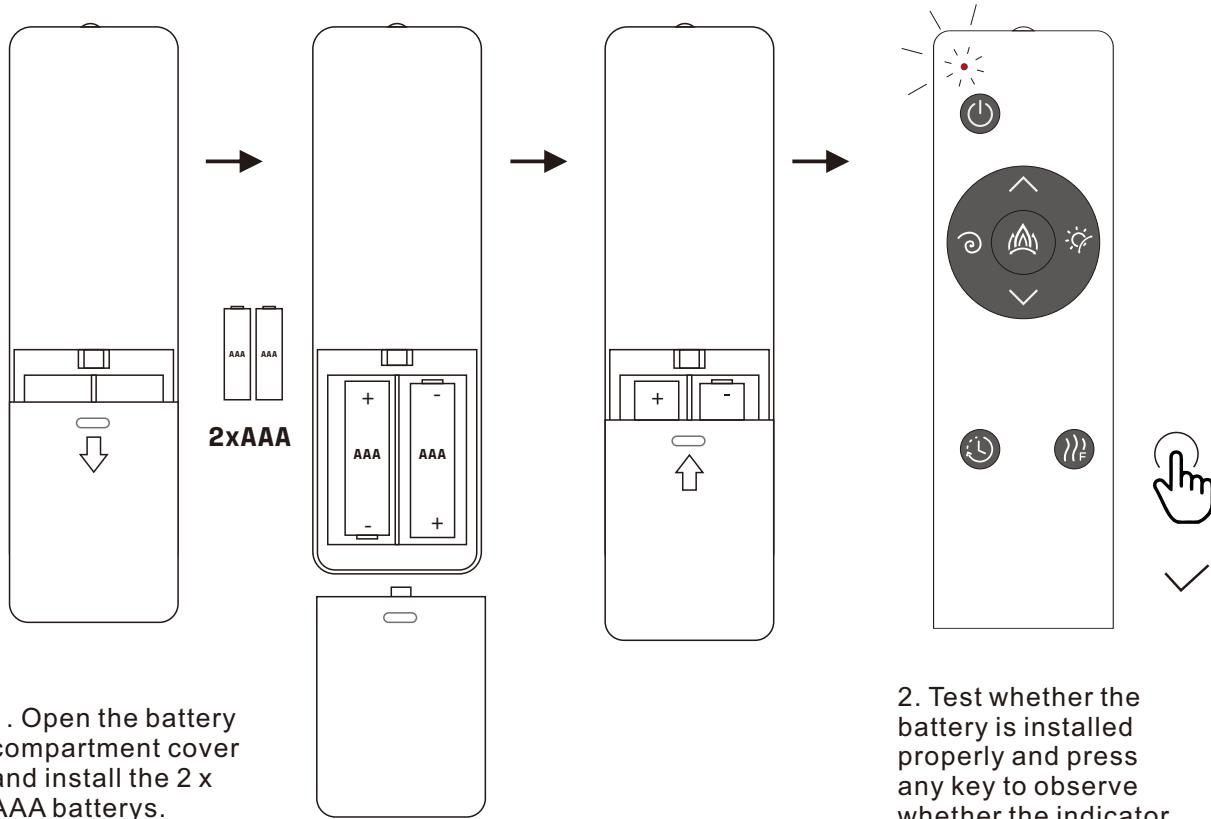
Remote control  
2. Remote control function selection mode, up and down selection



## 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.

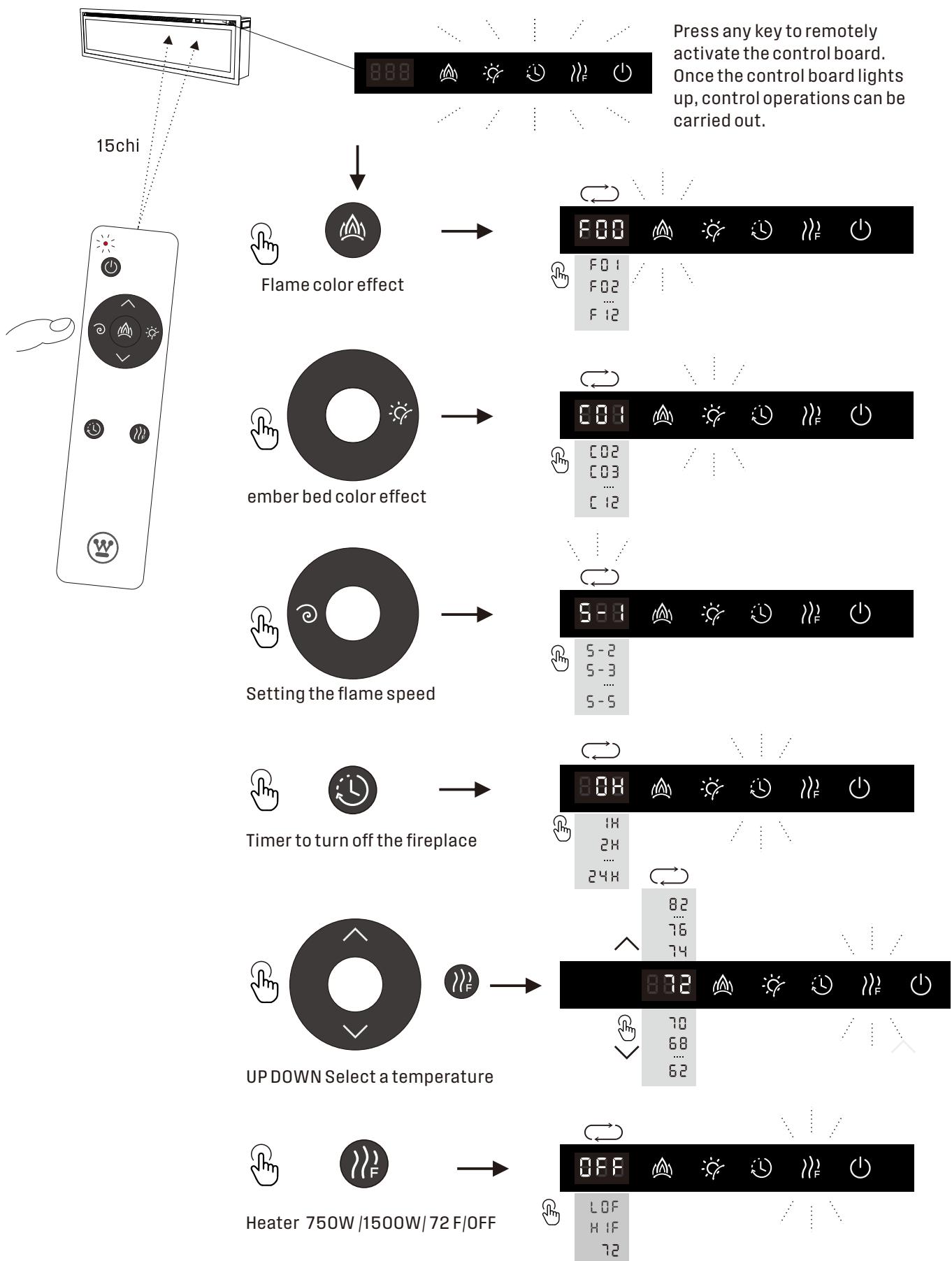
- Excluding batteries, Prepare yourselfWith 2x AAA batteries.



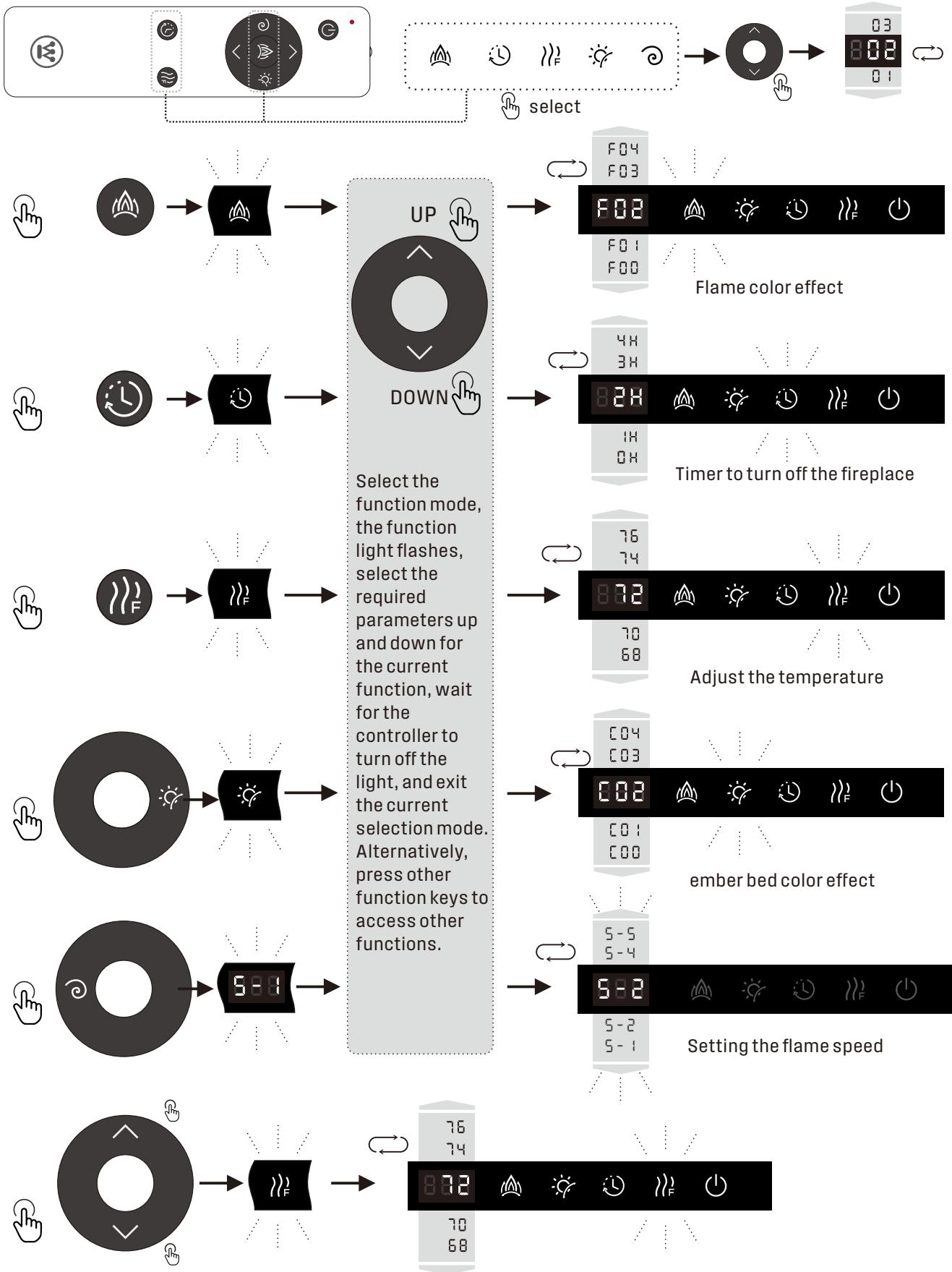
### Remote control to adjust brightness



## Remote control 1. Illustration of button mode



## Remote control 2. Remote control function selection mode, up and down selection



# WIFI LINK CONTROL

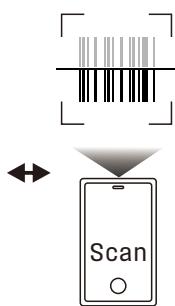
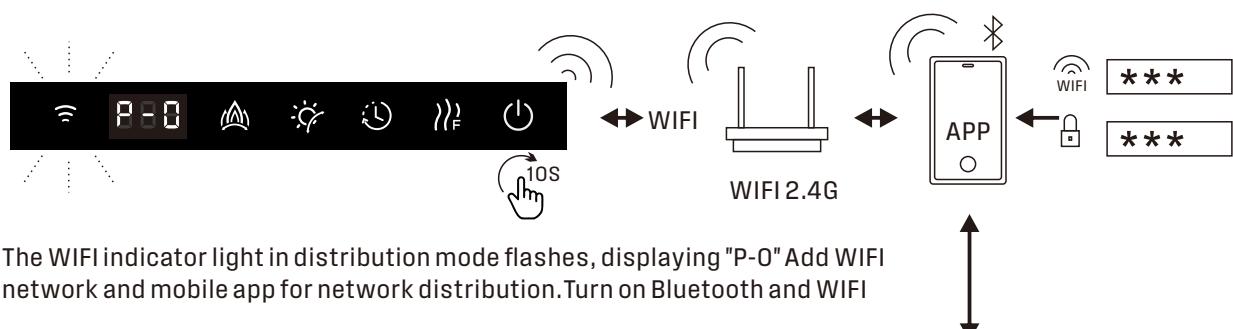
Fireplace networking process



Turn on switch button first

10s

Long press the power standby button 10S to enter the network distribution mode, the WIFI indicator flashes, showing "P-O".



or

Google Play and  
App Store for  
Android and IOS  
Search "Westingh  
ouse Butler"  
Install the App



Westinghouse B..

Install the "Westinghouse Butler" App

Cell phone code copy installation  
"Westinghouse Butler"APP

Registration process

- 1, open the "Westinghouse Butler" app, click register, start registration
- 2, enter your email address and fill in the verification code
- 3, set your login password

4, enter the app page to open the settings page, allow nearby devices and location

NOTE: (This permission is disabled will not be able to use the app to control the fireplace)



Note: Please make sure the wireless network and the Bluetooth function of the cell phone are turned on before networking.

open the app to enter the home page, click add device app will automatically search for fireplace, click add fireplace.(or Scan Code Add)

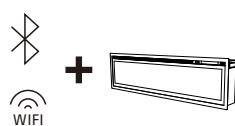
the device network successfully "fireplace control page icon"

## WiFi connectivity

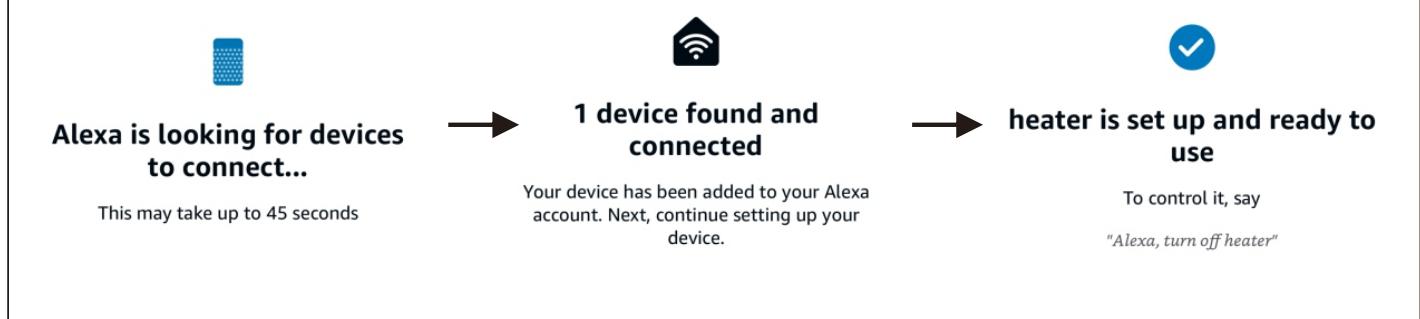
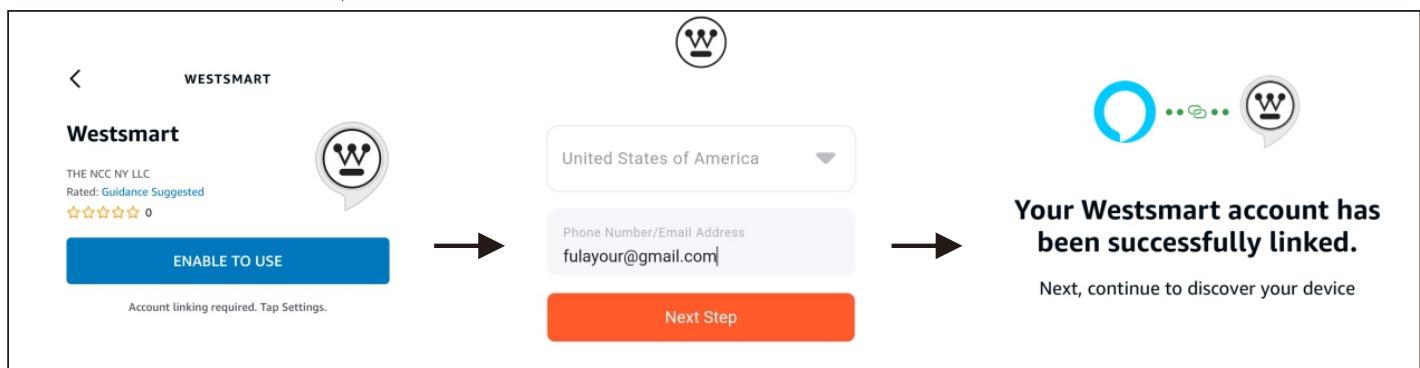
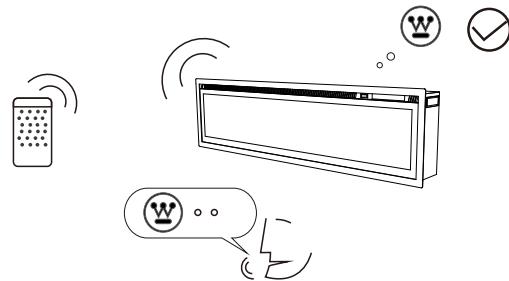
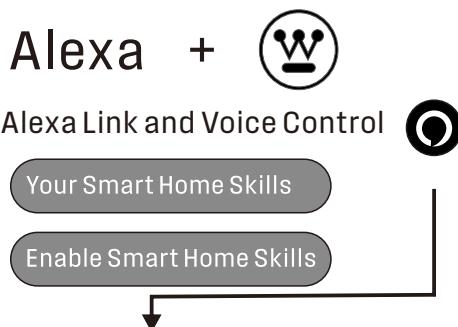
802.11 B/G/N20  
Channel 1-14 @ 2.4GHz  
Supports Bluetooth 4.2 Low Energy  
Support WPA/WPA2 security mode  
Output power of +20dBm in 802.11b mode  
Support for SmartConfig functionality (including Android and IOS devices)  
Onboard PCB Onboard antenna  
Working temperature: -4°F to 185°F



Westinghouse B..



# Alexa Link and Voice Control



1. Your Smart Home Skills
2. Enable smart home skills to discover devices and scenes Alexa can control. Enable Smart Home Skills
3. Search for "westinghouse".
4. "Westsmart" ENABLE TO USE.
5. Associated "Westinghouse Butler" account.
6. Alexa is looking for devices to connect
7. device found and connected
8. heater is set up and ready to use

Special statement: The content on this material has been carefully checked, if there are typographical errors and omissions and content. In case of misunderstanding, the company reserves the right of final interpretation.

\* If the product is technically improved, without notice, the appearance and color of the product are changed. The thing prevails.

## **For Both FCC & IC application:**

This device complies with Part 15 of the FCC Rules / Industry Canada licence-exempt

RSS standard(s). 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.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

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

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.

## **MPE Requirements**

To satisfy FCC / IC RF exposure requirements, a separation distance of 20 cm or more should be maintained between the antenna of this device and persons during device operation.

To ensure compliance, operations at closer than this distance is not recommended.

Les antennes installées doivent être situées de façon à ce que la population ne puisse y être exposée à une distance de moins de 20 cm. Installer les antennes de façon à ce que le personnel ne puisse approcher à 20 cm ou moins de la position centrale de l'antenne.

La FCC des États-Unis stipule que cet appareil doit être en tout temps éloigné d'au moins 20 cm des personnes pendant son fonctionnement.

## NOTICE 1

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 2

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.

### Temperature Limiting Control

This heater is equipped with a Temperature Limiting Control. Should the heater reach an unsafe temperature, 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 5 minutes.
3. Inspect the fireplace to make sure no vents are blocked, or clogged with dust or lint. If there 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 the problem continues, have your outlet and wiring inspected by a professional.

### Remote Control Battery Information

- Excluding batteries, Prepare yourselfWith 2x AAA batteries.

**NOTE:** Remote control battery used depends on the remote control type which selected above.



**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.

## 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 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.

## Troubleshooting

### **! WARNING**

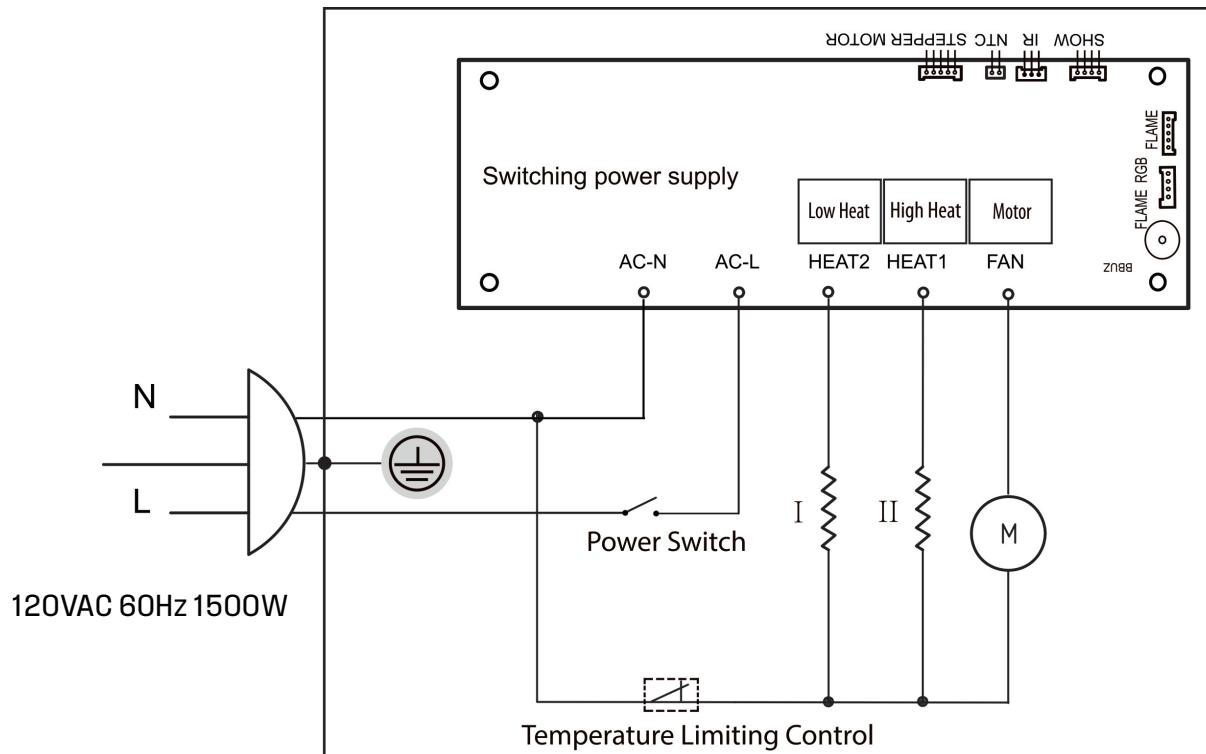
DISCONNECTED THE APPLIANCE COMPLETELY AND LET COOL PRIOR TO ANY SERVICE.

ONLY A QUALIFIED SERVICE PERSON SHOULD SERVICE AND REPAIR THIS ELECTRIC APPLIANCE.

PROBLEM	POSSIBLE CAUSE	SOLUTION
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.
Flame is not moving.	1. Loose wiring. 2. Flame motor defective. 3. Flame rod out of place.	1. Inspect wiring for loose connections. 2. Call a qualified service technician to replace flame motor. 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.

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. 2. Push the flame button to high.
Log set and /or is not glowing.	1. Wiring is loose. 2. Ember is off mode.	1. Disconnect from power source and inspect wiring for loose connections and repair or replace if necessary.
Remote control does not work.	1. Low batteries. 2. Not aiming control correctly. 3. Defective remote control and / or sensor.	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.

# Electrical schematic



# Customer Support

## Returns

The return policy refers to products purchased directly from Westinghouse Fireplace. Reseller sales are subject to respective policies of the seller

NOTE: Return policies refer to westinghouse fireplace direct purchases. Reseller sales are subject to respective policies of the seller

## Electric Fireplace Return Policies

- If an order arrives damaged, defective or incomplete, please contact [fireplace@westinghouse.cn](mailto:fireplace@westinghouse.cn)
- If a product is concealed damaged or defective after (14) days of delivery, the product will be processed under its warranty.
- Westinghouse fireplace does not accept returns for refunds due to customer regret thirty (30) days after delivery.
- For fireplaces returned in original packaging and in saleable condition, thirty (30) days from the date of delivery, the customer may regret.
- Human damage is not covered by the return warranty .
- Return shipping costs are the responsibility of the consumer.

## Warranty

- 2 year warranty (2 year full replacement) .
- Replacement of any non-functioning electronic parts.

**CONTACT US :[fireplace@westinghouse.cn](mailto:fireplace@westinghouse.cn)**