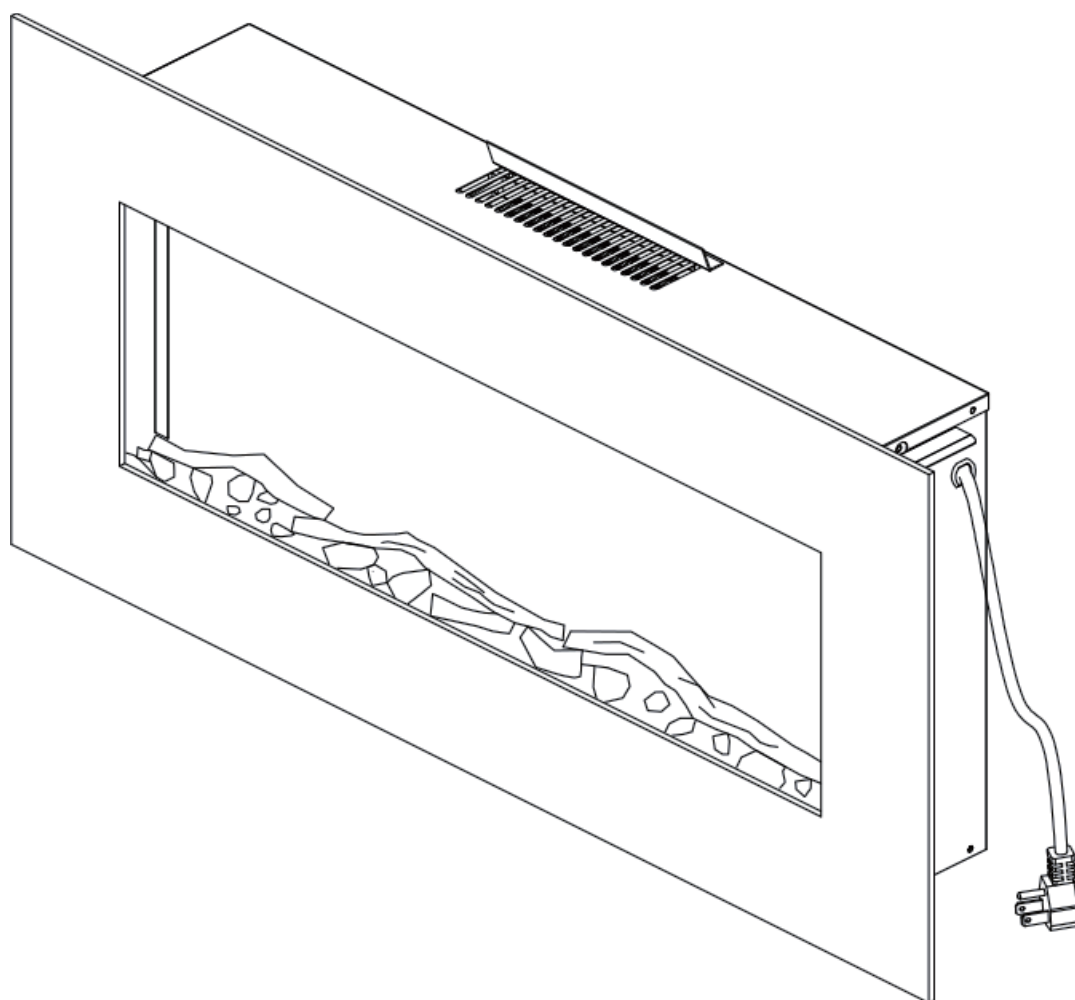




# Electric Fireplace Instruction Manual



Read Carefully Before Use  
Keep for Future Reference

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# Safety Information

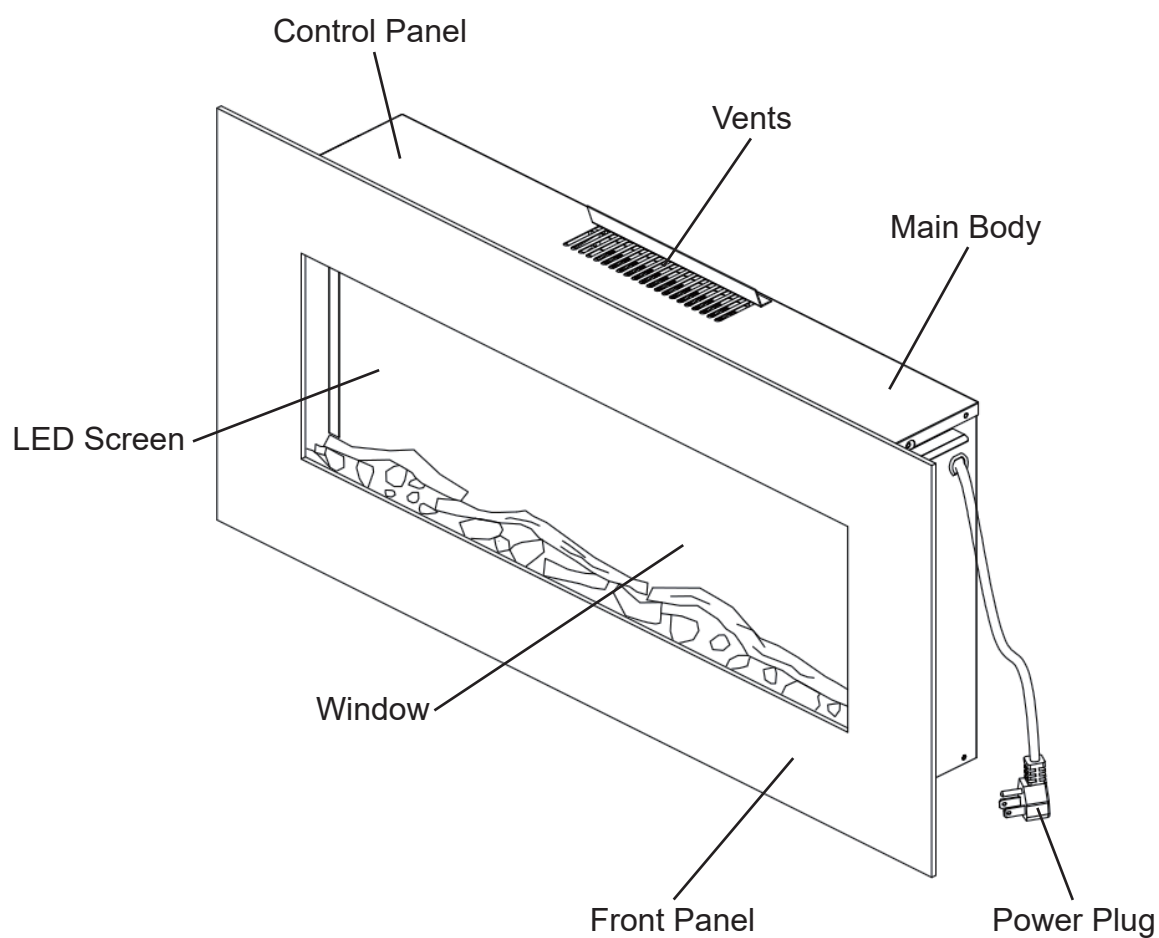
## Warning!

- Read these instructions carefully before use and keep them for future reference. Provide them to anyone who will use the appliance and provide them with the appliance if it is ever given or sold to a third party. Failure to follow these instructions may lead to electric shock, fire, and serious personal injury and property damage.
- **ONLY** use this appliance for its intended purpose heating your room. It is designed for private use and not for commercial, trade, or industrial purposes.
- **DO NOT** allow people unfamiliar with this appliance or these instructions to operate it. Do not let children or persons with compromised physical or mental capabilities use it without adult supervision.
- **ONLY** install or place this appliance on even and stable surfaces indoors and away from direct sunlight. Do not locate it in bathrooms, laundry rooms, or other highly humid environments.
- To install this appliance on a wall, wear personal protective equipment (PPE) suitable for your task, especially appropriate eye and ear protection if using a power drill. Ensure all components and fasteners are present, intact, and securely tightened.
- **DO NOT** set this appliance in a freestanding position without the provided foot brackets. Failure to do so can result in an unexpected fall or drop, leading to personal injury and property damage.
- **ONLY** use this appliance with a stable, compatible, and well-grounded wall socket. Do not use 3-to-2 prong adapters, ungrounded extension cords, or extension cords of insufficient gauge for this appliance's expected electrical load. Never pull on the power cord or modify the power plug.
- **DO NOT** place or leave any inflammable or explosive materials within 80 cm (3 feet) of this appliance. Such materials include bedding, carpets, curtains, clothes, papers, petrol, ethanol, lighters, batteries, chargers, firecrackers, and aerosol cans. Do not use aerosol sprays or similarly dangerous fumes near this appliance.
- **DO NOT** place objects on this appliance at any time. Keep the vents free of obstacles and coverings to avoid fire and damage to this appliance caused by overheating.
- **DO NOT** get this appliance wet or operate it with wet hands.
- **DO NOT** leave this appliance unattended during use.
- Exercise caution with the glass window on the front panel. Avoid any accidental impact on it to prevent personal injury and property damage.
- **DO NOT** touch the hot vents with your bare skin during or immediately after use.
- **DO NOT** unplug this appliance while it is in use. Disconnect it from its power supply between uses and before undertaking any cleaning, relocation, or servicing.
- **DO NOT** operate this appliance if it is dropped, damaged, or shows any sign of malfunction. Repair or replace damaged components before further use. Never replace any parts with non-identical ones.
- This appliance should be serviced **ONLY** by a trained technician.

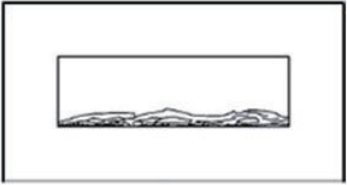
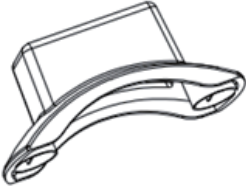
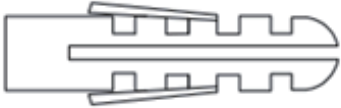
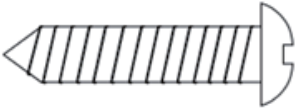
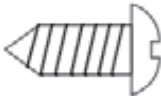
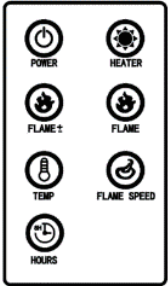
# Specifications

|                         |      |                                           |
|-------------------------|------|-------------------------------------------|
| Rated Power             | Low  | 900W                                      |
|                         | High | 1800W                                     |
| Input Power             |      | 220–240 V~ 50 Hz                          |
| Recommended Room Area   |      | 4–40 m <sup>2</sup> (40–430 sq. ft.)      |
| Timer Range             |      | 1–8 hr.                                   |
| Temperature Range       |      | 15–35°C (60–95°F)                         |
| Overall Dimensions      |      | 85 × 13.5 × 40 cm (33.5 × 5.3 × 15.8 in.) |
| Power Cord Length       |      | 180 cm (5 ft. 11 in.)                     |
| Drywall Anchor Diameter |      | 8 mm (0.3 in.)                            |
| Net Weight              |      | 10.8 kg (24 lb.)                          |

# Product Diagram



# Package List

|                                                                                                                        |                                                                                                                      |                                                                                                                          |
|------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|
| <p>A Fireplace</p>  <p>× 1</p>        | <p>B Wall Bracket</p>  <p>× 1</p>   | <p>C Foot Brackets</p>  <p>× 2</p>    |
| <p>D Drywall Anchors</p>  <p>× 3</p> | <p>E ST5×35 Screws</p>  <p>× 3</p> | <p>F ST4×8 Screws</p>  <p>× 2</p>     |
| <p>G M6×16 Bolts</p>  <p>× 4</p>    | <p>H M6 Washers</p>  <p>× 3</p>   | <p>I Remote Control</p>  <p>× 1</p> |

## Not Included but Necessary for Installation:

Electric Drill × 1

Hammer × 1

Phillips Screwdriver × 1

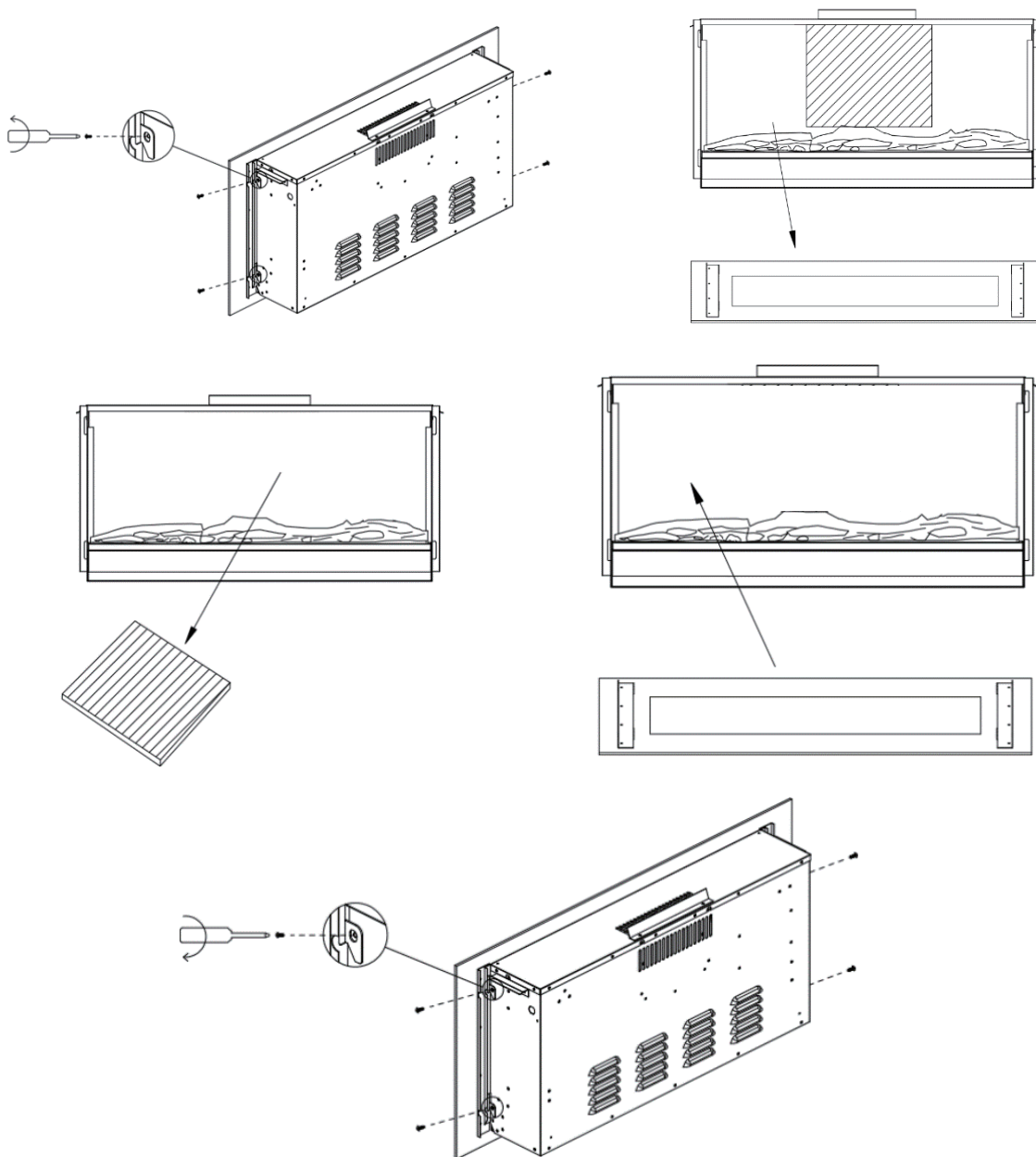
Stud Finder × 1 (for Mounting onto Weaker Walls)

Anchor Bolt Kits × 3 (for Mounting onto Concrete)

# Installation

## Preparation

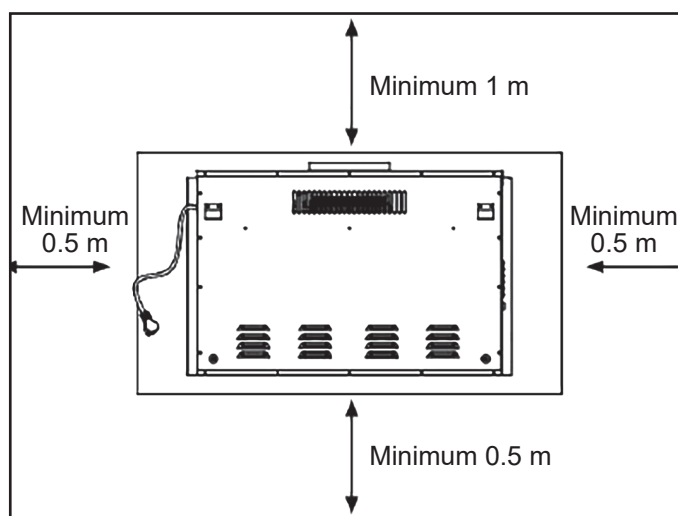
1. A piece of EPE foam is pre-installed inside the fireplace to protect the artificial logs during shipment. To remove it, unscrew the four screws behind the front panel using a Phillips screwdriver (not included). Disconnect the panel from the main body and take the foam out. Rejoin the panel and main body, replacing and retightening the screws.



2. A plastic sheet is pre-installed between the battery and its electrical contact in the battery case of the remote control (I). Remove the sheet to connect the remote to its battery before use.

## Wall Mounting

1. Mark an 85 × 40 cm (33.5 × 15.8 inches) area on a wall near a grounded power socket and with the necessary clearance described in the Safety Information on Page 1. Leave a certain clearance on each side of this area. A minimum of 1 m (40 inches) above and 0.5 m (20 inches) left, right, and below is recommended for best results.

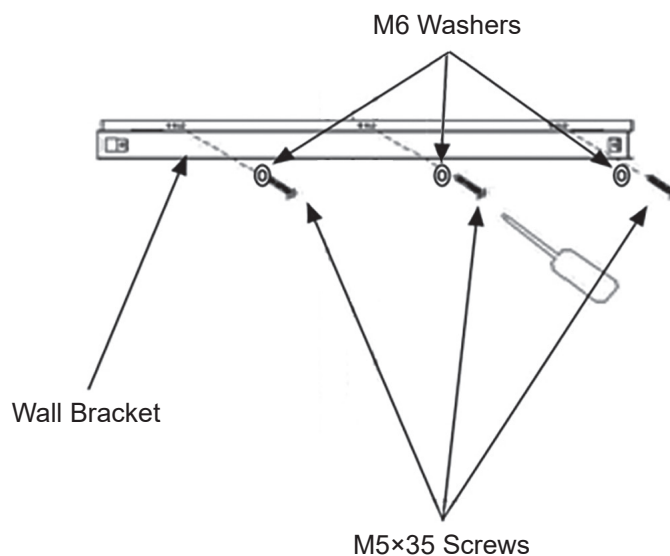


For thinner and weaker walls, use a stud finder (not included) to be sure the fireplace (A) will be well supported. If a wall stud is located directly behind the fireplace, find the other studs on each side. Open the relevant area of the wall and securely connect all three studs with strong timber at the height of the fireplace's upper edge. Test that it will be able to bear much more than the weight of the fireplace and repair the wall.

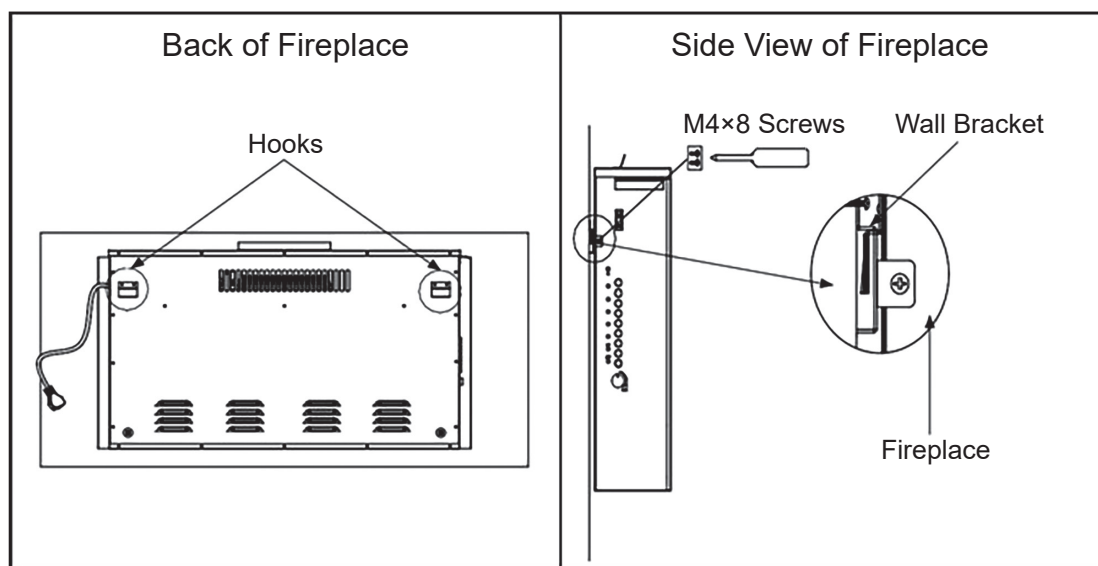
2. Hold the wall bracket (B) over the upper edge of the marked area. Mark the locations of holes at the top left, top centre, and top right of the bracket. Remove the bracket and place it nearby.

Drill into the marked locations. When drilling into thinner and weaker walls, make 8 mm (0.3 inches) wide holes to match the provided drywall anchors (D). Insert the anchors into the holes and lock them in place with your hammer (not included). When drilling into concrete or similarly firm substrates, make holes that match your anchor bolts (not included).

For installation onto thinner and weaker walls, align the bracket with these anchors and fasten it into place using the ST5×35 screws (E) and M6 washers (H). Tighten the screws with your Phillips screwdriver. For concrete or similarly firm walls, align the bracket with the drilled holes and secure it into place using anchor bolts.

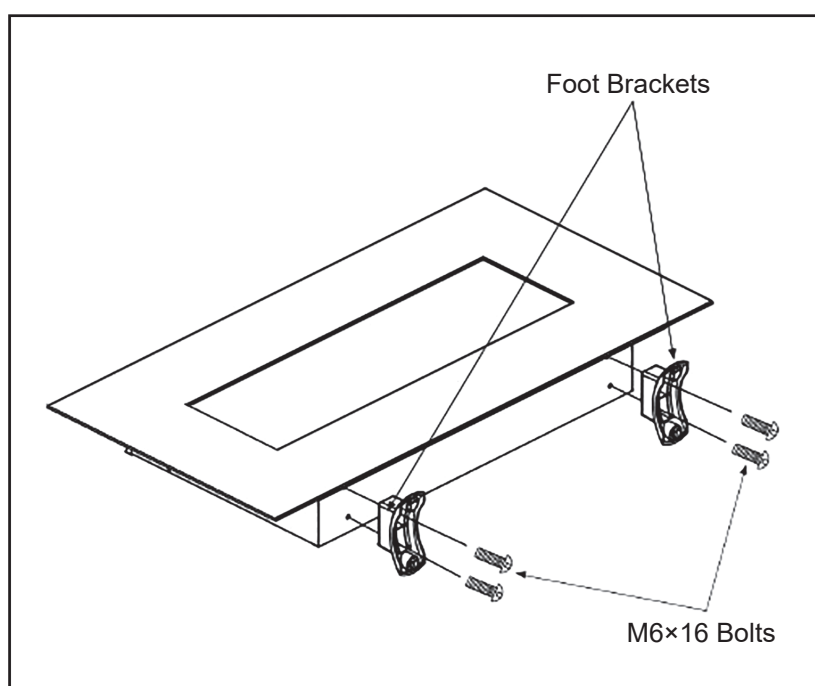


3. Hang the fireplace on the wall bracket using its rear hooks. Secure it using the ST4×8 screws (F) and tighten them with your Phillips screwdriver.



## Freestanding Placement

1. Lay the fireplace down on a level surface.
2. Fit the foot brackets (C) into place on the bottom of the fireplace. Secure the brackets using the M6×16 bolts (G) and tighten them with your Phillips screwdriver.
3. Place the fireplace at an upright position on a firm and level platform, at least 85 × 13.5 cm (33.5 × 5.3 inches) in area and meeting all the clearance requirements described in the Safety Information.

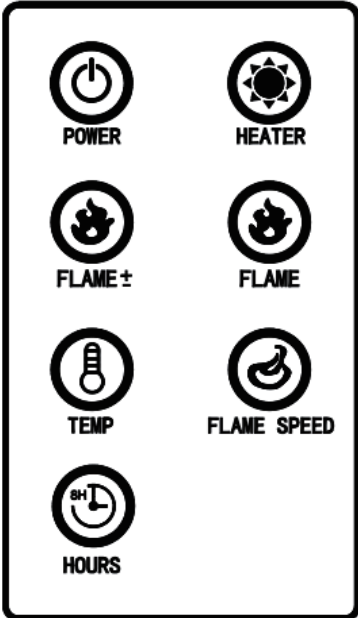


# Operation

## Control Panel

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <div><div><div><div><div></div></div><div>POWER</div></div><div><div><div></div></div><div>FLAME</div></div><div><div><div></div></div><div>FLAME ±</div></div><div><div><div></div></div><div>FLAME SPEED</div></div><div><div><div></div></div><div>TIMER</div></div><div><div><div></div></div><div>TEMP</div></div><div><div><div></div></div><div>UP</div></div><div><div><div></div></div><div>DOWN</div></div><div><div><div></div></div><div>HEATER</div></div></div></div> <div><div>ON</div><div><div><div></div></div><div>OFF</div></div><div>Main Power Switch</div></div> | <ul style="list-style-type: none"><li>• <b>POWER:</b> Turns the appliance on and off</li><li>• <b>FLAME:</b> Toggles among 5 flame colours</li><li>• <b>FLAME ±:</b> Toggles among 5 levels of flame brightness</li><li>• <b>FLAME SPEED:</b> Toggles among 5 flame speeds</li><li>• <b>TIMER:</b> Toggles between standard and timed operation and sets a length of time after which the appliance automatically stops operation</li><li>• <b>TEMP:</b> Activates temperature adjustment and increases the temperature value</li><li>• <b>UP:</b> Increases the temperature value</li><li>• <b>DOWN:</b> Decreases the temperature value</li><li>• <b>HEATER:</b> Controls the heating fan</li><li>• <b>ON:</b> Activates the control panel and remote control</li><li>• <b>OFF:</b> Deactivates the control panel and remote control</li></ul> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## Remote Control

|                                                                                    |                                                                                                   |                                                                                                                                |
|------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|
|  | <br>POWER        | Turns the appliance on and off                                                                                                 |
|                                                                                    | <br>HEATER       | Controls the heating fan                                                                                                       |
|                                                                                    | <br>FLAME ±      | Toggles among 5 levels of flame brightness                                                                                     |
|                                                                                    | <br>FLAME        | Toggles among 5 flame colours                                                                                                  |
|                                                                                    | <br>TEMP         | Increases the temperature value                                                                                                |
|                                                                                    | <br>FLAME SPEED | Toggles among 5 flame speeds                                                                                                   |
|                                                                                    | <br>HOURS      | Toggles between standard and timed operation and sets a length of time after which the appliance automatically stops operation |

## Standard Operation

1. Connect the fireplace to a compatible and well-grounded wall socket. (Do not use a 3-to-2 prong adapter or ungrounded extension cord.) Flip the main power switch to **ON** to activate the control panel and remote control. Press **POWER** to turn on the appliance and an artificial flame will ignite behind the window.
2. Press **HEATER**. The heating fan will start operating at low power and the LED screen will display “LL”. Press **HEATER** again to activate high power and the LED screen will display “HH”. Press **HEATER** again to turn the fan off and the LED screen will display “00”. Cool air will blow for a short time to protect the heating units and then automatically shut off.
3. Press **POWER** again and the flame will disappear.
4. Flip the main power switch to **OFF** and disconnect the appliance from the power source.

## Timed Operation

To set the number of hours after which the appliance automatically ceases operating, press **TIMER** on the control panel or **HOURS** on the remote control. Each time you press either button increases the time by 1 hour up to a maximum of 8 hours ("8H"). The appliance will then work for the selected amount of time and then automatically shut off, resetting to standard untimed operation.

## Flame Adjustment

To toggle among 5 flame colours, press **FLAME**.

To adjust the flame brightness, press **FLAME±**. Each time you press this button increases the brightness by one level up to a maximum of Level 5. Press this button a sixth time to return to the lowest level of brightness.

To adjust the flame speed, press **FLAME SPEED**. Each time you press this button increases the speed by one level up to a maximum of Level 5. Press this button a sixth time to return to the lowest speed.

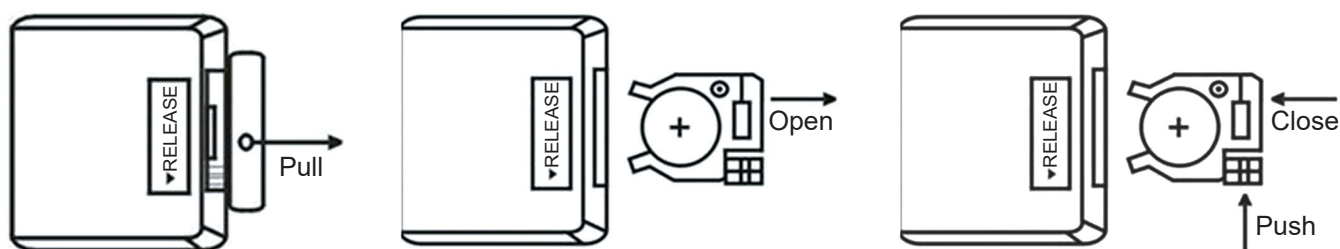
## Temperature Adjustment

If using the control panel, press **TEMP** to activate temperature adjustment. To increase the power of the heating units, press **TEMP** again or **UP** immediately. Each time you press either button increases the temperature by 1°C (1.8°F) up to a maximum of 35°C (95°F). Press either button again to return to 15°C (60°F). To decrease the temperature, press **DOWN** immediately. Each time you press this button decreases the temperature by 1°C (1.8°F) down to a minimum of 15°C (60°F). Press this button again to return to 35°C (95°F).

If using the remote control, press **TEMP** to increase the temperature. Each time you press this button increases the temperature by 1°C (1.8°F) up to a maximum of 35°C (95°F). Press this button again to return to 15°C (60°F).

## Maintenance

- When the remote control runs out of power, slide the battery case out by pressing its access button and replace the dead battery with a new CR2025 3V lithium coin battery. Hold its clasp closed as you reinsert the case and then release to lock it in place.



- Unplug your fireplace and clean its exterior periodically. For the vents, dust them with a soft dry cloth or vacuum cleaner. For any other exterior parts, wipe them with a soft damp cloth. Do not use abrasive cleaners, caustic chemicals, or liquid sprays.
- Check the parts for any looseness, wear, or damage. Tighten, repair, or replace any problematic parts before further use.

## Troubleshooting

The heating fan may shut off automatically if its sensors detect that it is at risk of overheating.

Flip the main power switch to **OFF** and unplug the appliance. Wait at least 15 minutes as it cools down. Once the vents are cool, remove any dirt or blockage as instructed above. Plug the fireplace back in and restart it.

## Contact Us

Thank you for choosing our products! If you have any questions or comments, contact us at **[help@cs-supportpro.com](mailto:help@cs-supportpro.com)** and we'll resolve your issue ASAP!

For a .pdf copy of the latest version of these instructions, use the appropriate app on your smartphone to scan the QR code to the right.

