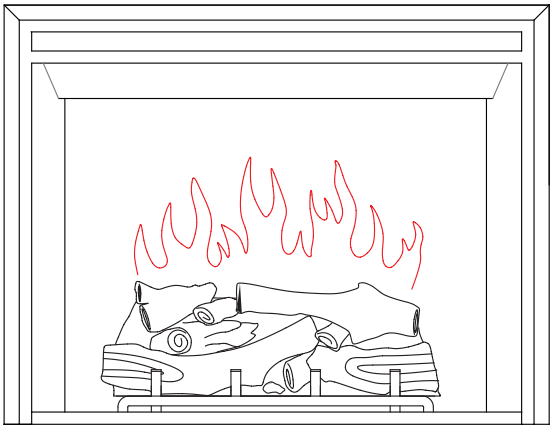
PuraFlame

Western

Electric Fireplace Insert

Model Number: (EF42D, EF43D, EF44D, EF45D, EF302A)

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.

customerservice@puraflame.com

Call: 844-377-5786

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1. 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.
- **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 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**

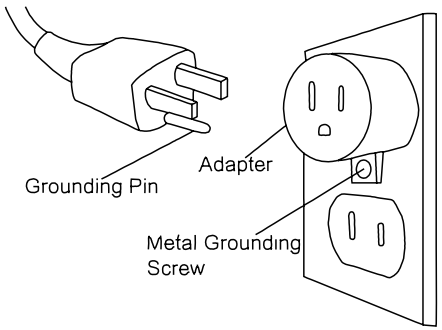
(outlet/power strip).

- **Connect to properly grounded outlets ONLY.**
- **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.
- **WARNING: DO NOT DEPEND ON THE POWER SWITCH THE SOLE MEANS OF DISCONNECTING POWER WHEN SERVICING OR MOVING THE HEATER. ALWAYS UNPLUG THE POWER CORD.**
- **WARNING: REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK---DO NOT USE THIS HEATER WITH ANY SOLID STATE SPEED CONTROL DEVICES.**
- **For residential use only! NOT for commercial use!** Any commercial or public use of this heater **voids all warranties**, and could cause **injury.**
- 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!
- **NEVER modify this heater.** Doing so could result in personal **injury** or property **damage.** Modification of this fireplace **completely voids all warranties.**
- **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.
- **ONLY** use this heater on a **120V AC 15-Amp circuit. NEVER overload the circuit.** If this heater trips the circuit breaker, unplug all other appliances on the same circuit before the next use. Avoid plugging other appliances into the same circuit as this heater.
- **NEVER** plug this heater into an outlet that is **old, cracked,** or has any **loose wires or connections.** Plugging this heater into a faulty outlet could result in **electric arcing** within the outlet that could cause the **outlet** to **overheat or catch fire**.
- **ALWAYS** check your heater cord and plug connections with **each use!**

1. **MAKE SURE** the plug fits tight in the outlet! Faulty wall outlet connections or loose plugs can cause the outlet to overheat.
2. **Heaters draw more current** than small appliances. **Overheating** may occur even if it has not occurred with the use of other appliances.
3. During use **check frequently** to see if the **plug outlet or faceplate** is **HOT!**
4. 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 **polarized plug (one blade is wider than the other).** As a safety feature to reduce the risk of electrical shock, this plug is intended to fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. Do not attempt to defeat this safety feature.



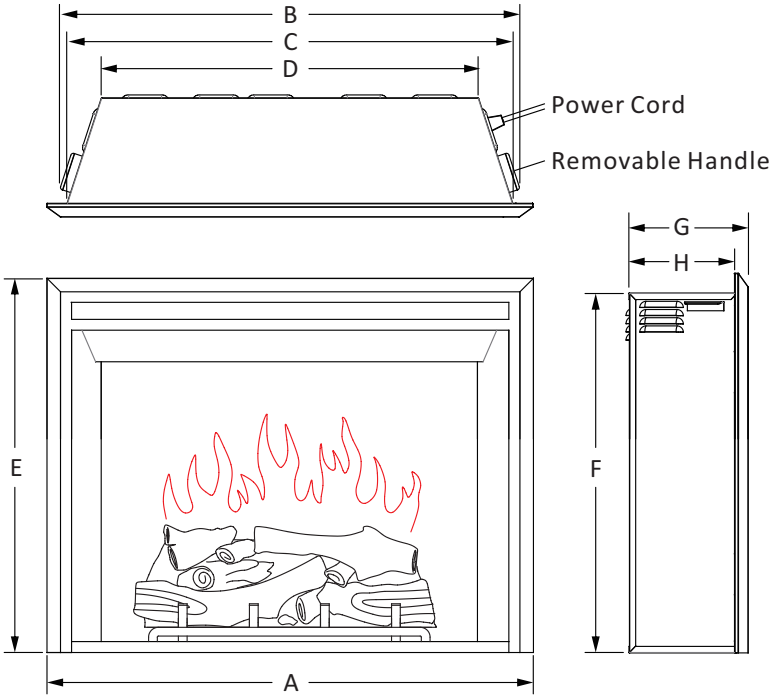
SAVE THESE INSTRUCTIONS!

2. TECHNICAL SPECIFICATIONS

1) Electric Specifications

Model	Volt	Watt (min/max)	Hz	BTU(max)	Amp	Heating Area(max)
EF42-45D EF302A	120	750/1500	60	4600	12.5	400 square feet

2) Product Dimensions



Units: **inches**

Model	A	B	C	D	E	F	G	H
EF42D	24.80	22.91	21.89	16.93	21.46	20.04	8.7	7.8
EF43D	27.95	25.96	25.20	20.02	24.61	23.19	8.7	7.8
EF44D	31.89	29.90	29.02	23.95	24.61	23.19	8.7	7.8
EF45D	35.04	33.05	32.29	27.10	26.99	25.55	8.7	7.8
EF302A	35.04	33.05	32.29	27.10	22.44	21	8.7	7.8

3. BEFORE INSTALLATION

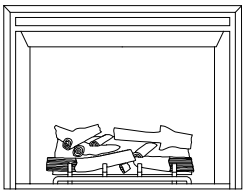
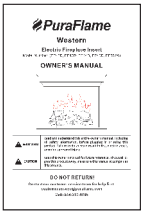
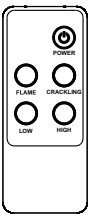
1) Check:

WARNING! DO NOT use this Electric Fireplace if any part has been under water. Immediately call a qualified service technician to inspect and to replace any part of the electrical system if necessary. Keep plastic wrapping away from children.

Spare Parts Checking

- 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 customerservice@puraflame.com or call 844-377-5786 during EDT 9:00 to 17:00 from Monday to Friday.***

		
Firebox ×1 pc	Owner's Manual ×1 pc	Remote Handset ×1 pc

2) Kindly suggestions

- Keep the packaging (carton, polystyrene, poly 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 packed the same as the original packaging.

Note: This model cannot be hard wired.

4. INSTALLATION INSTRUCTIONS



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

KEEP drapery and other furnishings at least **3ft /0.9m** from the **front** and **sides** of the electric fireplace.

AFTER installation, ensure that there is **≥0.004㎡ ventilation area** between **inside** and **outside** of fireplace mantel.

1) 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.

2) Locate an outlet

- Plug in (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). ***The circuit should be 120v 15amp.***
- The power cord is 6ft long. 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 or 1875 watts may be used, please kindly noted that it should not be longer than 7.87ft.
- 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.

3) Recessed into a wall

It is available to install the unit into a wall. The opening depth 8.1” is suggested for better ventilation. Build the opening according to the suggested specification shown below.



Opening sizes ranges/inches				
SKU	Width	Height	Depth(min)	Depth(suggest)
EF42D	21.9-23.9	20.1-21.3	7.8	8.1
EF43D	25.2-27.2	23.2-24.4		
EF44D	29.1-31.1	23.2-24.4		
EF45D	32.3-34.3	25.6-26.6		
EF302A	32.3-34.3	21-22		

Prepare the opening and outlet, place the unit into the framed opening gently and no fixing brackets are needed.

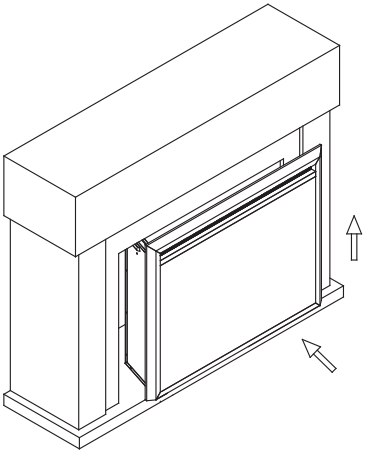
Note: If the existing opening is found a little bit narrow, the handles on both sides could be removed.

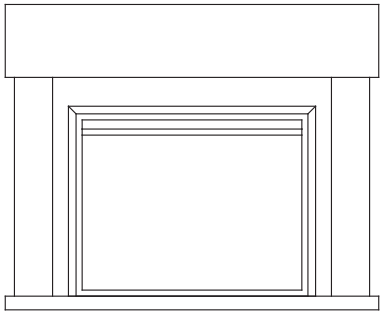
4) Insert into a cabinet or wood mantel.

It is available to install the unit into a wood cabinet or mantel.

Also, it would be better to keep the depth at 8.1”.

The clearance from the top of the unit to the bottom of TV or something else sitting on the cabinet should be 8” at least.





When moving the insert into a mantel, DO NOT let bottom of insert touch the mantel to avoid scratches.

5. OPERATING INSTRUCTIONS

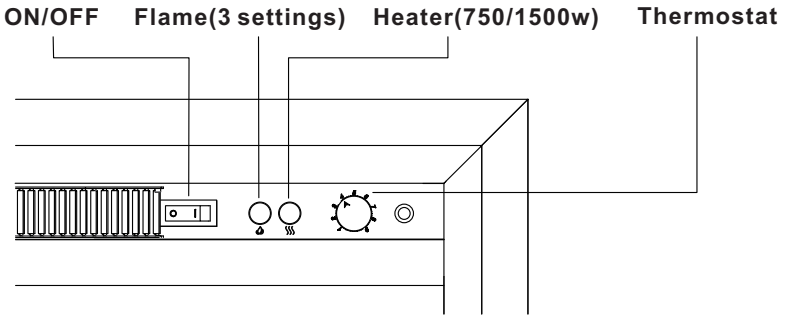


Read and understand this entire owner's manual, including all safety information, before plugging in or using this product. Failure to do so could result in electric shock, fire, serious injury, or death.

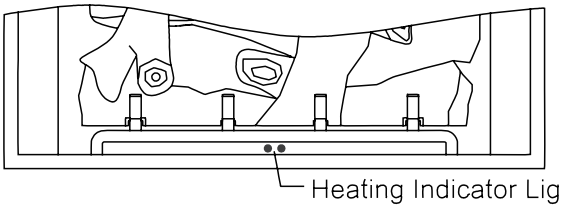


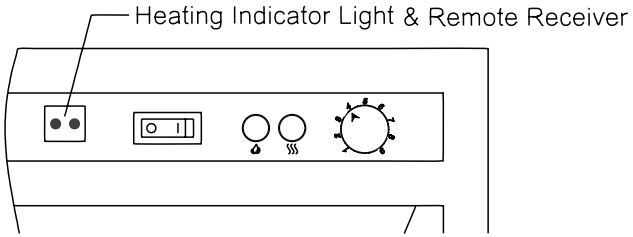
WARNING! Do not operate the unit if it is damaged or has malfunctioned. If you suspect the unit is damaged, call a qualified service technician to inspect and replace any part of the electrical system if necessary.

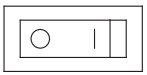
5a. Manual Control Panel

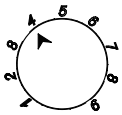


Note: When the heater is first turned on, a slight odor may be present. This is normal and should not occur again unless the heater is not used for a long period of time.



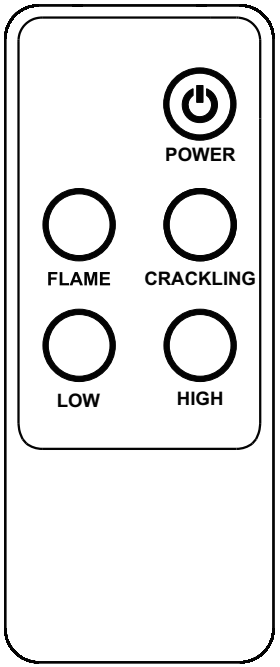


BUTTON	NAME	FUNCTION
	**POWER SWITCH**	Turn the main power switch on. A long "beep" sound will be heard when the switch is turned at ON Position "I". **Note:** The remote control will lost the memory for function settings when the switch is turned at OFF Position "O".

	**FLAME**	The flame will be cycled from Flame A – Flame B – Flame C – Flame Off. Flame A: full bright flame + little blue Flame B: full bright flame Flame C: half bright flame
	**HEATER**	The heater will be cycled from Low – High – Heater Off. The indicator light on left to Power Switch (see the second picture on last page) will illuminate when the heater is turned on. The indicator light will go out within 10s. Low: (●○) High: (●●) **Note:** 1. Heater can be used without flame. 2. The heater will work when the temperature set by thermostat is higher than room temperature. 3. The Fan works about 10s ahead of the heater, and stops about 10s later than the heater. 4. The indicator light in the lower fuel bed (see the first picture on last page) always illuminates when heater is on.
	**THERMOSTAT**	Turn it to setting 9 first and when the room has reached a desired level, turn the rotary switch counterclockwise slowly until the thermostat just 'clicks' off. The thermostat will then maintain the room at this selected level. To increase the temperature, turn the rotary switch clockwise to a higher setting.

5b. Remote Control

Note: Remote control can be used only when the main power switch is on. Aim the remote control at the remote receiver (see picture on page 9) which is on the left of the main power switch





NOTE: A coin cell (CR2032) should be used for this remote but it is NOT included in the package in consideration of the transportation safety, please source it locally.

BUTTON	TITLE	FUNCTION
POWER	POWER	The power button will put the unit in standby mode. This will turn off all functions and hold the settings in memory, press the power button again will turn on the unit to previous settings. For the first time use, Flame A will be turned on.

	**FLAME**	The flame will be cycled from Flame A – Flame B – Flame C – Flame Off.
	**LOW HEAT**	To turn on the heater on half heat setting or turn off the heater.
	**HIGH HEAT**	To turn on the heater on full heat setting or turn off the heater.
	**CRACKLING**	To turn on the crackling and cycle through high crackling sound – normal crackling sound – low cracking sound - high crackling with wind sound – normal crackling with wind sound – low crackling with wind sound- off.

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:

- Unplug the power cord from the outlet.
- Turn the Power Switch on the CONTROL PANEL to OFF. Wait at least 5 minutes.
- Inspect the fireplace to make sure no vents are blocked, or clogged with dust or lint. If they are, use a vacuum to clean the vent areas.
- With the Power Switch in the OFF position, plug the power cord back into the outlet.

If it switches off again, UNPLUG THE HEATER RIGHT AWAY! Have the outlets, wiring, and breaker box inspected by a professional. Make necessary repairs before using the heater.

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.
- No internal parts are replaceable or serviceable.

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 of 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

1. The remote does not work and the new unit we just got cannot be turned on.
    1) Make sure the main power switch on the top right behind the fence is on.
    2) There would be a long beep when the main power switch is turned on.
    3) If there is no beep, the connecters on the PCB board might be loosen, please contact service team for a checking instruction.
    4) If there is a beep and the control panel can be used but the remote is not working, the remote is not working either close or far, please contact service team for help.
2. My old unit no longer works, it cannot power on.
    1) Check the power cord to see if it is well.

2) If the power cord is fine, check the wires behind the rocker switch to see if they are burned.

3) If the wires are well, too, the PCB board might be broken and need to be replaced. Please contact service team for a replacement and instruction.

3. The heater does not work, it turns on for several seconds then shuts off itself.

1) New product:

a. Turn the thermostat to 8 to see if the heater will work continuously.

b. If not, unplug the unit for a whole night.

c. If still not, contact service team for a checking instruction, the fan assembly should be checked.

2) Product has been used for some time:

a. Open the top panel to check if the fan can move smoothly or the heater motor is well connected.

b. If yes, pull off the CN3 connecter plugged on the PCB board. If the heater works, the button panel should be replaced.

c. If the heater still does not work after unplugging the CN3 connecter, please contact service team for a further solution.

4. There is no air coming out when turn the heater on.

1) New product:

a. Confirm if the air outlet feels warm or there is something getting red inside when the heater is turned on. If yes, the fan is stuck or the heat motor is not in right position.

b. If not, check the heater connecters on PCB board. Unplug and replug all connecters to see if the heater will work.

2) Product has been used for some time:

a. Confirm if the air outlet feels warm or there is something getting red inside when the heater is turned on. If yes, the fan is stuck or the heat motor is not in right position.

b. If not, please contact service team for help.

5. The heater does not come back even the room is already cold.
Turn the thermostat to 8 to see if the heater will work continuously, if yes, the sensor is malfunction, if not, please contact service team

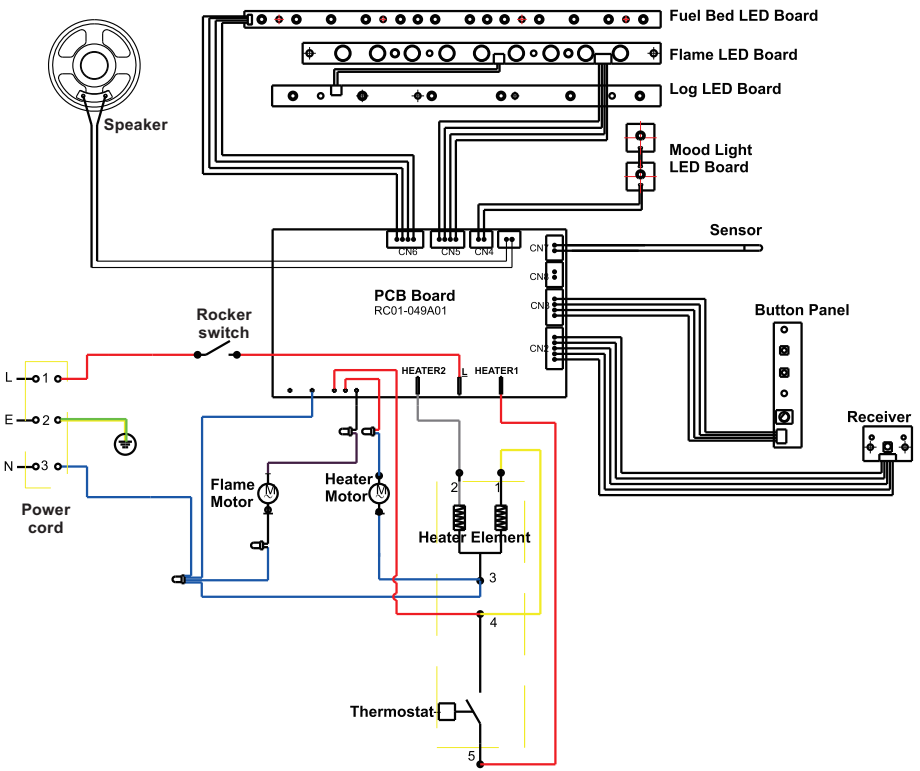
for help.

6. The flame does not show up or flicker or a noise when turn it on.
   Please contact service team for a checking instruction of the flame LED board connecter, flame motor and spindle.

7. There is a black tie inside the unit or there is a small spot on the glass.
   Please contact service team for an instruction of removing the glass.

8. The front trim is out of shape, the remote is missed or the log is broken.
   Please contact service team for a replacement and instruction.

9. SCHEMATIC DIAGRAM



Ningbo Richen Electrical Appliance Co., Ltd
Address: No.19, Yongdinghe Road, Xiapu, Beilun, Ningbo PR. China
www.puraflame.com

3.EF.43.05.456 A4