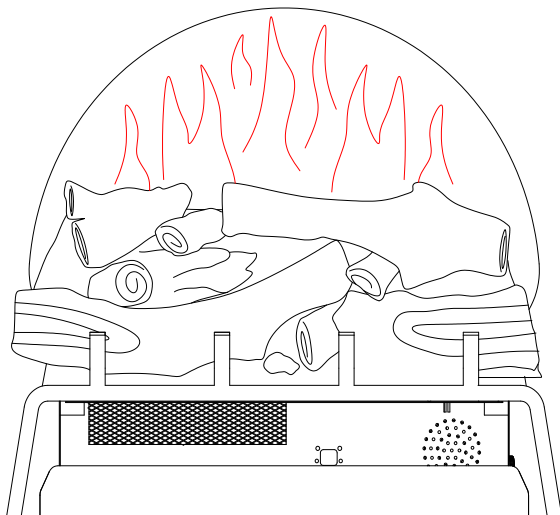


23" Electric Fireplace Log Set

Model Number: EF290A

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.

Call 949 385 6588

E-Mail: service5@fireandfireplaceservice.com

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1. IMPORTANT SAFETY INFORMATION

WARNING

- **Read all instructions before using this appliance.**
- 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**.
- Always unplug heater when not in use.
- **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** use outdoors.
- **This heater is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate heater where it may fall into a bathtub or other water container.**
- **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.
- To disconnect heater, turn controls to off, then remove plug from outlet.
- **Connect to properly grounded outlets only.** (This item may be omitted if the heater is not provided with a grounding type attachment plug.)

- **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, electrical 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).

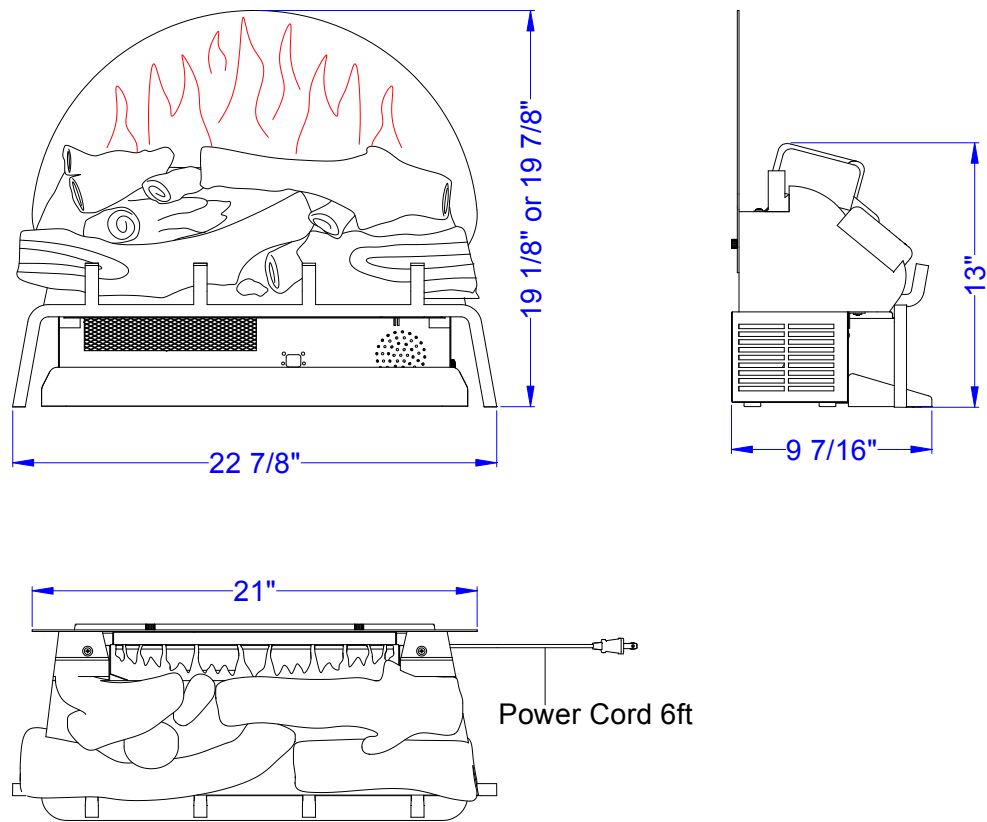
• **SAVE THESE INSTRUCTIONS.**

2. TECHNICAL SPECIFICATIONS

Electric Specifications

Model	Volt	Watt (min/max)	Hz	BTU(max)	Amp	Heating Area(max)
EF290A	120	750/1500	60	4600	12.5	400 square feet

Product Dimensions



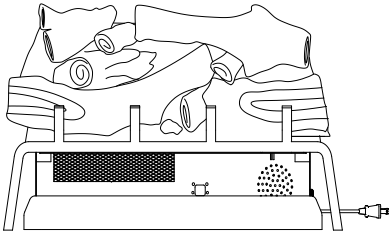
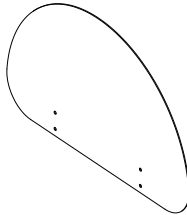
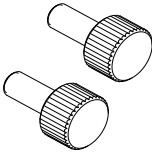
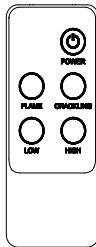
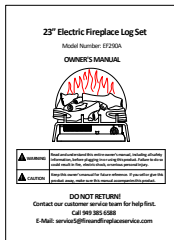
3. BEFORE INSTALLATION

Note:

- Keep the packaging (carton, poly bag, polystyrene, etc.) for future transportation and/or storage.
- **If the unit needs to be returned, please make sure all the spare parts are packed inside, door handles are taken off, and packed the same as the original packing.**

Check Spare Parts

- Open the packaging carefully and remove the polystyrene.
- Check the spare part list below to verify all parts have been received.
- Carefully check if any damages that may have for the insert or spare parts.

		
Log Insert (1 pc)	Flame Screen (1 pc)	
		
M5x12 Screws (2 pcs)	Remote Handset (1 pc)	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. Call 949 385 6588 or Email service5@fireandfireplaceservice.com**

4. INSTALLATION INSTRUCTIONS

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.

Note: This model can **NOT** be hard wired.

Minimum Clearance to Combustibles

Sides.....	0 inch
Floor.....	0 inch
Back.....	0 inch
Top (shelf or TV).....	0 inch
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 15 AMP, 60Hz circuit is required for 120V installation. The appliance should ideally be located close to a suitable main socket to enable power connection.

- The power cord is 6ft long and locates on the right side of the unit. If the cord is found not long enough to reach the outlet, a grounded extension could be run from an existing socket outlet but a minimum size 14 AWG with a minimum rating 1875W would be recommended, and it should not be longer than 7ft and 10 31/64”.
- Always make sure the outlet is in good condition and the plug is not loose. **NEVER** exceed the maximum amperage of the circuit.

Installation

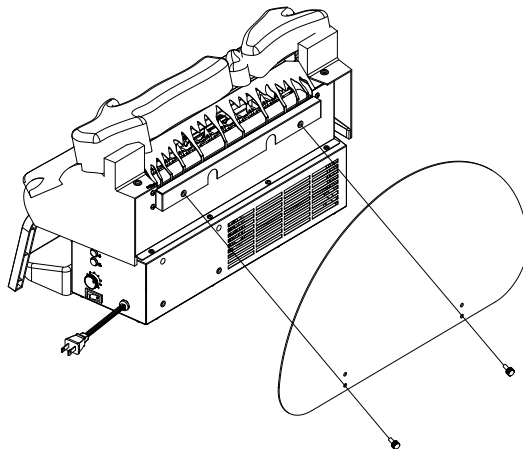
NOTE:

- Do not lift by gripping the logs or the grate front legs. Lift it by holding the sides of the heater box for stability.
- Make sure there is clearance for air circulation beneath the unit.
- If installing in an existing fireplace opening, seal all drafts and vents with a non-fibrous insulation material to prevent any chimney debris from falling onto the unit. Do not install into an existing fireplace opening that is prone to dampness.

1. Fix the screen

Use 2pcs M5x12 Screws to fix the flame screen to the back of the firebox.

Note: There are 2 sets holes on the flame screen, if the opening is not high enough, you can fix the screen through the top holes to lower the total height of the log set to 19 1/8”.



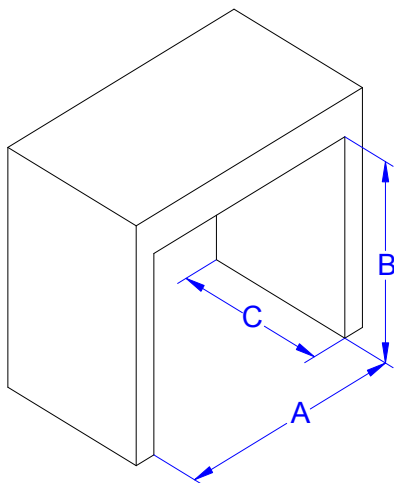
2. Plug in

Make sure the plug is plugged very **tightly** and **NO** other appliances should be plugged onto the same circuit.

3. Insert into the Opening

This unit does not require any special venting. It is recommended to install it in an opening with the following Minimum dimensions for Best flame effect to see:

- A. 23 23/26" (605mm) wide
- B. 22 1/8" (561mm) high
- C. 11 7/16" (291mm) deep



5. OPERATING INSTRUCTIONS

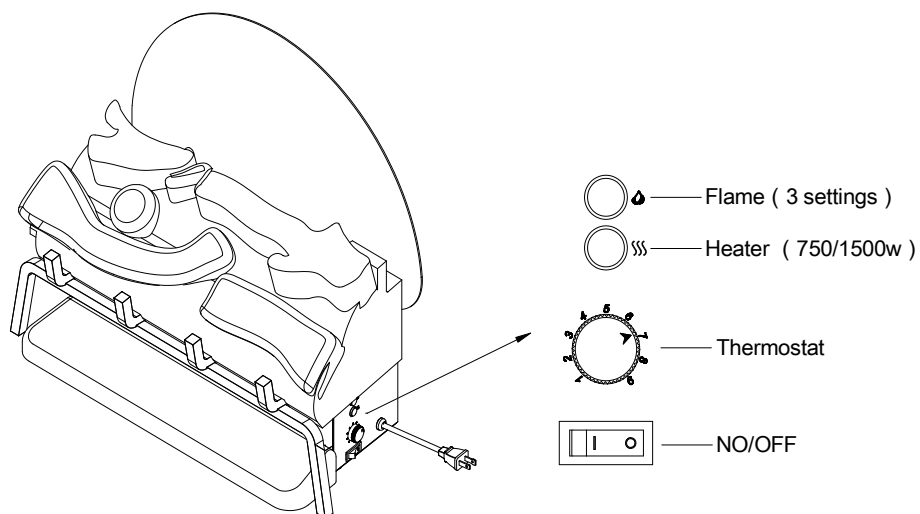


Read and understand this entire owner's manual, including all safety information, before plugging in or using this product. Failure to do so could result in electric shock, fire, serious injury, or death.

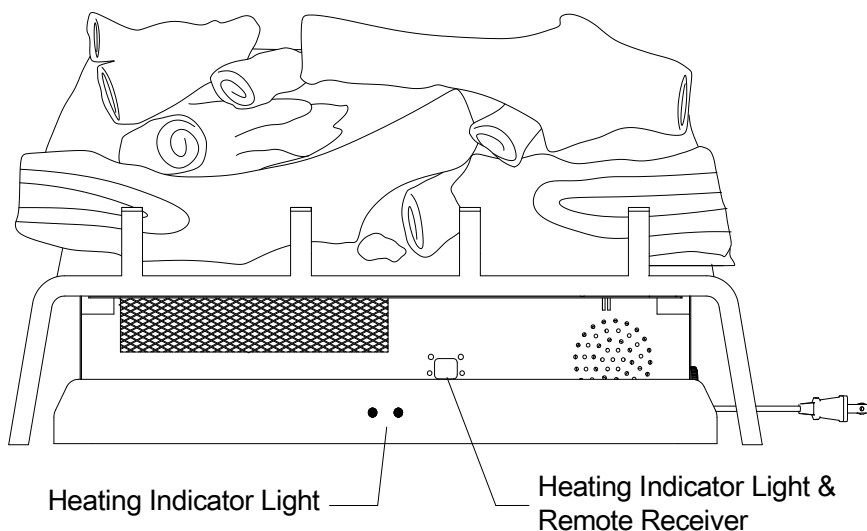


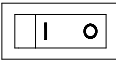
WARNING! Do not operate the unit if it is damaged or has malfunctioned. If you suspect the unit is damaged, call a qualified service technician to inspect and replace any part of the electrical system if necessary.

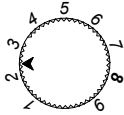
5a. Manual Control Panel



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.

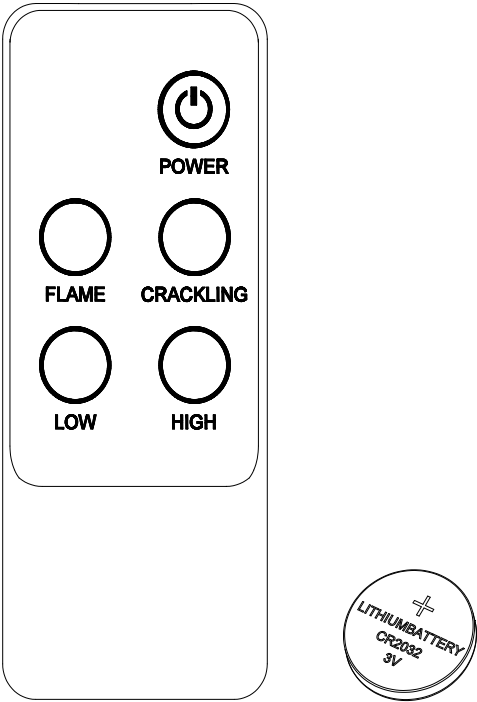


BUTTON	NAME	FUNCTION
	POWER SWITCH	Turn the main power switch on. A long “beep” sound will be heard when the switch is turned at ON Position “I”. Note: The remote control will lost the memory for function settings when the switch is turned at OFF Position “O”.
	FLAME	The flame will be cycled from Flame 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 the bottom of the firebox (see the 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 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.
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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



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

Logs and base:

- The log set should not be operated with an accumulation of dust or dirt on or in the unit, as this can cause a build up of heat and eventual damage.
- Dust and vacuum the log set as needed. Use a damp cloth and a mild detergent to clean painted surfaces of the fireplace. Never use abrasive cleaners.

Flame screen:

- The flame screen is cleaned in the factory during the assembly operation. During shipment, installation, handling, etc., the screen may collect dust particles; these can be removed by dusting lightly with a clean dry cloth.
- To remove fingerprints or other marks clean the flame screen with a damp cloth. Never use abrasive cleaners. Dry the screen completely with a lint free cloth to prevent water spots.

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 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

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 connectors 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 connector plugged on the PCB board. If the

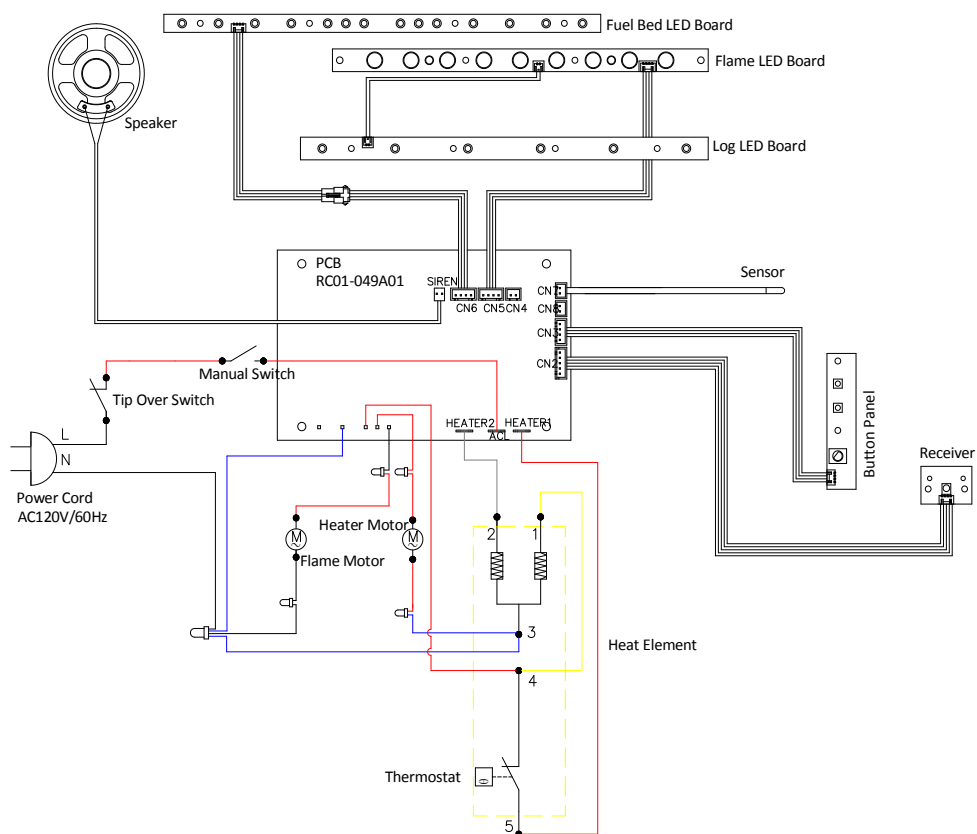
heater works, the button panel should be replaced.

- c. If the heater still does not work after unplugging the CN3 connector, 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 connectors on PCB board. Unplug and replug all connectors 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 connector, flame motor and spindle.

9. SCHEMATIC DIAGRAM



Legend Flame Group LLC

Address: 92 Corporate Park, Ste. C655 Irvine, CA 92606, United States