

Installation

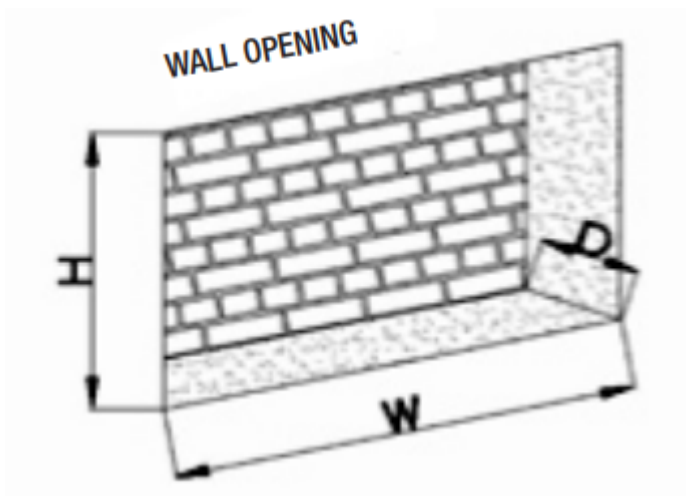
Recessed

CLEARANCE: PLEASE ALLOW A MINIMUM OF 1/2" SPACE FROM THE REAR OF THE UNIT TO A WALL.

Wall opening dimensions:

NOTE: Before installing the fireplace, please confirm the opening size of the wall.

Model	Unit Overall Dimensions(inches)	Cutout Dimensions(inches)
W914-36	W:35.98 H:17.72 D:6.22	W:33.86 H:17.13 D:≥6.3
W914-48	W:47.99 H:17.72 D:6.22	W:45.87 H:17.13 D:≥6.3



1. Remove the front cover

- Remove the two mounting screws.
- Remove the front cover by pulling it upward (See Figure A)

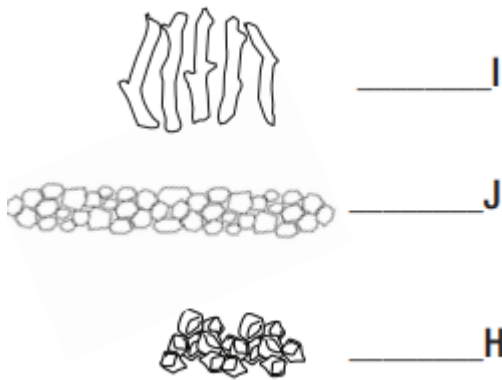
2. Securing the fireplace

- Secure the unit to the back wall using 4 screws (A) as shown in Figure B.



3. Place Decorative Media

- Put the decorative log, stones & crystals into the heater. (Figure 1)
- Media may be combined or displayed individually



4. Replace Front Cover

- Hold the front cover tightly and engage it with the 6 keyhole slots on both sides of the heater. Make sure the front cover has been completely put into ALL 6 keyhole slots before releasing your hands. Figure D
- Slide downward until locked in place. See Figure. E.
- Secure it with two G screws (See Fig. C).

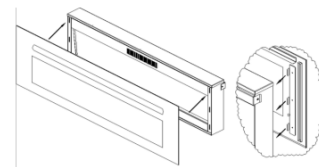


Figure D

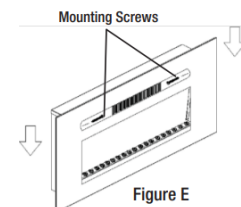


Figure E

Wall Mount

1. Wall location preparation

- Select the wall location where you want to hang your fireplace.
- Draw a horizontal line using a level (Figure F)
- Using the mounting bracket as a guide, mark 4 drill holes for the 4 anchors (for drywall) or 4 screws (for wood studs).

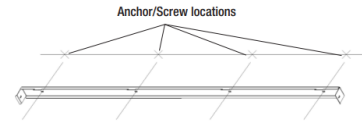


Figure F

2. Pre-drill screw

- Drill 4 holes 8 mm (5/16in) in diameter and 43 mm (1.7in) deep on the marked locations.
- For holes that do not hit a stud, use the supplied wall anchor. Install the wall anchors into the holes and gently tap them into place with a hammer until the flange of the wall anchor is flush with the wall surface. See Figure G.

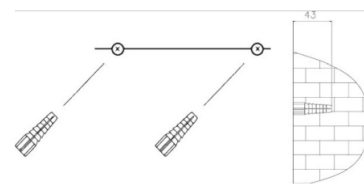


Figure G



3. Attach the bracket

- Secure the mounting bracket to the wall anchors using the 4 anchor screws and 4 washers as shown in Figure H

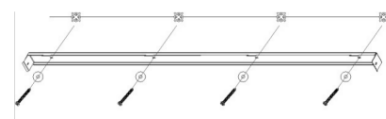


Figure H



4. Mounting the fireplace

- Mount the fireplace on the wall using the keyhole slots of the metal bracket at the back of the heater. See Figure I
- Make sure that the mounting bracket is completely engaged into the metal bracket at the back of the heater.

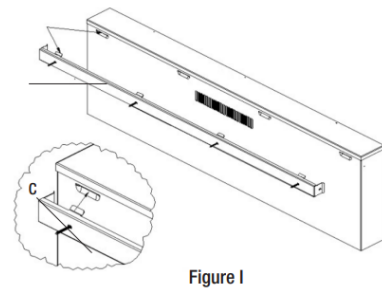


Figure I

5. Secure mounting bracket

- Secure the mounting bracket to the heater using 2 mounting screws. See Figure J.

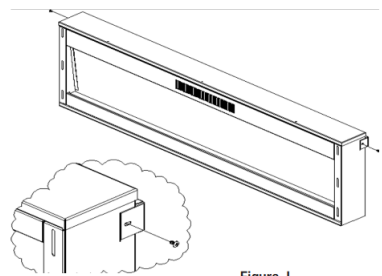
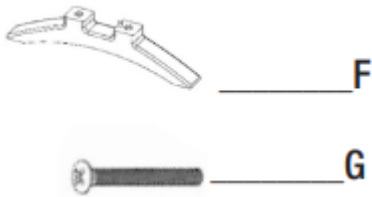


Figure J

Stand Brackets

1. Attach stands

- Fix the bracket by installing four G screws (See Fig. L)



Operation





Pre-Operation

After reading all the instructions, make sure that all the fireplace controls are in the OFF position. Plug the fireplace into a 15A/120V outlet.










Operating Fireplace Controls

The controls are located at the right of the heater outlet.



	<p>Press this button to turn ON the fireplace. Press again to turn off the fireplace and the fan will continue to work for 60 seconds without heat.</p>
	<p>Press this button to change the flame effect. By default, the flame color is yellow.</p> <p>Press again to change flame color. There are ten groups of flame colors including four primary colors: yellow, blue, green and red and six different combinations of mixed primary colors.</p> <p>Hold the button 3 seconds and longer, the background light will turn on and change its colors in turn : Blue, green, red ,purple, yellow ,white and cyan. The color will stop changing when you release the button.</p>
	<p>Press this button to change flame intensity. Press again to decrease the flame intensity. There are 6 light intensities for your selection. The flame optics will go lower under the sequence of 6,5,4,3,2 and 1.</p> <p>Pressing the button again will stop the flame effect.</p>
	<p>Press this button to set the desired temperature.</p> <p>When desired ambient temperature is reached, the heater will automatically stop heating.</p> <p>When the ambient temperature drops below the desired temperature 2°C, the heater will resume heating.</p>

Operation By Remote Control

	<p>Press this button to turn ON the fireplace and the fan will continue to work for 60 seconds without heat.</p>	
	<p>Press this button for timer function. The letters '0H' to '8H' will appear on the LED screen. '0H' means there is no set running time and heater will run continuously. The letters '1H' to '8H' mean the number of hours that the heater will operate before shutting off.</p>	
	<p>Press this button to toggle between the two temperature scales. The corresponding Celsius (C) or Fahrenheit (F) LED indicates the current setting.</p>	
	<p>For heat function - Press this button to turn on the heat function. Press again to turn off.</p>	
	<p>Press this button to change flame intensity. Press again to decrease the flame intensity. There are 6 light intensities for your selection. The flame optics will go lower under the sequence of 6,5,4,3,2 and 1. Pressing the button again will stop the flame effect.</p>	
	<p>Press this button to change flame effect. The unit will beep. By default, the flame color is yellow. Press again to change flame color. There are ten groups of flame colors. Including four primary colors: yellow, blue, green and red and six different combinations of mixed colors.</p>	
	<p>Press to change backlight effect. There are seven types of backlight effect, consisting of blue, green, red, purple, yellow, white and cyan. Press this button until the desired color is set.</p>	
	<p>Press up or down button to the desired temperature. When desired ambient temperature is reached, the heater will automatically stop heating. When the ambient temperature drops below the desired temperature 2°C, the heater will resume heating.</p>	

Operation with The DEMO Switch

■	Press the I /O switch to turn on/turn off the power for heating system. When the switch is turned off, you still can control the flame and background light, but the power for heating system. If you want to open the heating function, pls make sure the switch is turned on.
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Remote Control Battery Replacement:

- Replace with a CR2025 battery and follow the diagram at the back of remote handset to install the new battery

Maintenance, Care & Cleaning

Maintenance

WARNING: Completely disconnect power before attempting any maintenance or cleaning, to reduce the risk of fire or electric shock. Maintenance should only be performed by a certified technician.

Cleaning

- Before cleaning any parts of the fireplace make sure to first turn off the controls and then unplug the unit from power source.
- **CAUTION:** Wait until the unit has completely cooled before attempting any cleaning.
- Cleaning Glass Panel: Remove dust with clean dry cloth. Remove fingerprints and other marks from glass door by using a clean damp cloth. Do not use abrasive cleaners or spray liquids on glass door surfaces.
- Metal and metal painted parts should be cleaned with clean damp cloth only. Do not use abrasive cleaners or spray liquids on these surfaces.

Anti-frost function

- The fireplace has anti-frost function.
- When the room temperature is below 32° F/0° C the start-up time will be delayed by several minutes

Troubleshooting



PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
Fireplace doesn't work.	Fireplace inner components are overheating or the home circuit breaker has tripped.	Reset switch by turning master switch off and waiting for 5mins, then turning it back on.
Flame is not moving.	Wiring may be loose or the flame motor may be defective	Call customer service for instructions.
Dim or poorly visible flame or crystals aren't glowing.	LED lights are burnt out or the wiring is loose.	Call customer service for instructions.
Flame sputters.	Flame motor is defective.	Call customer service for instructions.
Remote control does not work.	Low battery. Master switch is in "OFF" position.	Change the battery for remote control. Check to make sure the master switch is turned on.
Circuit breaker trips or fuse blows when the unit is on.	Improper circuit current rating.	Turn off electrical equipment sharing the circuit. Call customer service for instructions.
Heater does not provide heat when turned on.	Thermal switch has been tripped. Circuit breaker has been tripped.	Turn the unit off and unplug the unit for 5mins. Plug back in and turn on the unit. Turn off circuit breaker that supplies electricity to the unit, wait 5 minutes, then flip circuit breaker back on
Appliance turns off and will not turn on.	Appliance has overheated and its safety device has caused the thermal switch to disconnect.	Unplug the appliance, allow to cool for 15mins, then plug back in.
	House circuit breaker has tripped	Reset the house circuit breaker.

Warning

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.

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