20210901

143mm

210mm

IMPORTANT SAFETY INFORMATION!

WARNING

1. **Read all instructions before using this heater!**
2. 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.**
3. **Extreme caution** is necessary when any heater is used by or near children or invalids and whenever the heater is left **operating and unattended.**
4. **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.
5. **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.

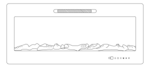
Troubleshooting

WARNING

DISCONNECTED THE APPLIANCE COMPLETELY AND LET COOL PRIOR TO ANY SERVICE.
ONLY A QUALIFIED SEVICE PERSON SHOULD SERVICE AND PEPAIR THIS ELECTRIC APPLIANCE.

Problem	Possible Cause	Solution
1.Fireplace turns offand will not turn on.	1.Fireplace has overheated and safety devise has caused thermal switch to disconnect or home circuit breaker has opened.	1. Pull the plug, wait 5 minutes to plug it back in and turn it on.
2.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/handing 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.
3.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.
4.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.
5. 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.

Electric Fireplace
UH002-BK User Manual

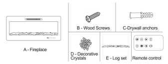


CONSUMER SAFETY INFORMATION

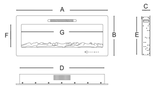
1. Read this manual before installing and operating this appliance.
2. Failure to follow these instructions may result in electric shock, fire property, or personal injury.
3. Do not store or use gasoline or other flammable liquids in vicinity of this appliance.

Intertek

PARTS & HARDWARE



Specification and Dimension



PRODUCT DIMENSIONS

Model Number	A	B	C	D	E	F	G
UH002-BK	36″	19″	6″	32.8″	18″	10.6″	29.7″
	91.4CM	48CM	15.2CM	83.3CM	45.9CM	27CM	75.4CM

14. Screen protection function:
The heaters have a screen protection function, If the heaters after working without operation on the keypad or remote control after 30 seconds, the heater will be closed the keypad all display light expect the power on light. The heaters on normal work, if you need wake up the display again, then you only press any button on the keypad or on the remote control then it can be shown again.

NOTICE When the heater is first turned on, a slight odor may be 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 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. Turn the ON/OFF switch on the CONTROL PANEL to OFF. Wait 5 minutes.
2. Unplug the power cord from the outlet.
3. 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.
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

Small remote control uses one CR2025 battery(included)

NOTICE Remote control battery used depends on the remote control type which selected above.

NOTICE 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!

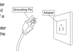
ALWAYS turn the heater **OFF** and **unplug the power cord from the outlet** before cleaning, performing maintenance, or moving this fireplace. Failure to do so could result in **electric shock, fire, or personal injury.**

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.

- **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!** i)**MAKE SURE** the plug fits tight in the outlet! Faulty wall outlet connections or loose plugs can cause the outlet to overheat. ii)**Heaters draw more current** than small appliances. **Overheating** may occur even if it has not occurred with the use of other appliances. iii)During use **check frequently** to see if the **plug outlet or face plate is HOT!** iv) 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 handing 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; 1/4″ wood drill bit, hammer.

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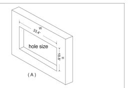
RECESSED TO WALL INSTALLATION

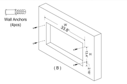
WARNING

Only qualified person can perform the installation.



STEP A. Selection a dry wall to open a hole for fireplace box. Size of hole as below chat.

Framing Hole Size		
Model Number	W	H
UH002-BK	33.4″(84.84cm)	18.8″(47.75cm)



STEP B. Punch 4 holes around the wall and install 4 Drywall anchors (Part C), please drive C completely into the wall.

HEATER	**High Heating and Low heating setting:** If press "HEATER" button on keypad by 3 seconds,can switch between ℉ and ℃.(Please Note:this function is not available on the remote control.) Boot default setting temperature is 72℉ (22℃), if the room temperature is lower than the setting temperature, Then the electric fireplace high heating mode start to work, if you need electric fireplace heating work in low heating mode, then click the keypad or remote control the HEAT button to switch the heating on high and low working mode (first time press the button the display window will display the current heating work mode, such as the current heating setting mode is high heating then display window flicker HH, when you press the button once again , the display window flicker LL, the heating mode become low heating, if you press the button once again, then the display window flicker OO, the heating mode become OFF mode, if you repeat press the HEAT button, then the heating mode will be work on HH-LL-OO three kind mode in cycles), every time you press the button will have a short buzzer sound, if you want to turn off the electric fireplace heating function, you also can operate on the keypad or remote control setting temperature "DOWN" button.Make the setting temperature is lower than the room temperature , then you can shut off the electric fireplace heating function. When the heating is turned off, the fan which inside the electric fireplace will continue to work for 10 seconds before stopping.
TIMER	**Timer Setting:** Timer can be set it between of 0-12 hours, When turn on , the electric fireplace timing of the default is 0 hours, you can operate the timer setting by the keypad or remote control With the TIME button, After the electric fireplace on working, press the TIME buttons on the keypad or on the remote control, then The display at the temperature display in the display window changes to "00" and is flashing, at this time, every time you press the button of the TIME in (0.5H-1.0H-1.5H-2H-2.5H-3H-3.5H-4H-4.5H-5H-5.5H-6.0H-6.5H-7.0H-7.5H-8.0H-8.5H-9.0H-9.5H-10H-11H-12H) change, How long time you need it, then you stop press, after display flashing by 10 seconds, if you not operate, the display will be transferred back to the room temperature display and in a constantly light state.
▲	**Temperature setting increase buttons:** Temperature setting range is 60℉(15℃)-97℉(36℃), (the default setting temperature is 72℉/22℃), press the UP button on the keypad or remote control by each time, the temperature will add 1℉/1℃.If long time press on keypad (don't lose the button, the the Numbers is change) set temperature will continue to increase until maximum.(Note that this long press function is not available on the remote control.) When on temperature setting, the temperature display window is in a flickering state. After 10S no operate the set temperature button, then the display window will be turned back to the room temperature display and in a constantly bright state .
▼	**Temperature setting decrease buttons:** Temperature setting range is 60℉(15℃)-97℉(36℃), (the default setting temperature is 72℉/22℃), press the DOWN button on the keypad or remote control by each time, the temperature will reduce 1℉/1℃.If long time press on keypad (don't lose the button, the the Numbers is change) set temperature will continue to decrease until the minimum.(Note that this long press function is not available on the remote control.) When on temperature setting, the temperature display window is in a flickering state. After 10S no operate the set temperature button, then the display window will be turned back to the room temperature display and in a constantly bright state.

FLAME	**DIMMER FUNCTION :** The flame brightness is on the brightest mode by first time. The flame brightness is have five levels. If you need to adjust the flame brightness, every time you press the DIMMER button, the brightness of the LDE lamp front and back will become dark, the display window of digital tube will be on brightness display. The digital tube in the middle will flash display brightness level (5-4-3-2-1), every time you press the DIMMER button, the number will minus 1, when the flame is the darkest, at this time, you press the DIMMER button, it will returned to the brightest flame again.
COLOR MODE	**CHANGE FLAME COLOR FUNCTION:** The default boot flame is orange COLOR and presses the COLOR MODE button on the remote control, the display window by the temperature display to the COLOR display, (C -1,C- 2, C- 3,C - 4,C-5 , C - 6 , C-7 , C - 8 , C - 9), Every time you press the button , the LED lights will light by (C - 1) Orange - (C - 2) green, (C - 3) blue - (C - 4) white - (C - 5) green + orange - (C - 6) orange + blue - (C - 7) orange + white -(C - 8) green + blue - (C - 9) green + white .
LOCK	**Child lock function:** The electric fireplace have lock function on remote control and keypad, After finished all function setting of the products, press the "UP" and "DOWN" button together by 3 seconds on keypad or child lock button on remote control by one second, you will hear the buzzer short sound, then the electric fireplace is locked,the button can not be operating.The display window of middle display is in a flickering state by L after 10S the display window will be turned back to the room temperature display. If you want to operate the keyboard and the remote control again, you need to press the "UP" and "DOWN" button together on keypad by 3 seconds or child lock button on remote control by one second, and you will hear the buzzer short sound,the child lock function is unlock.

13. Room temperature display error correction function:
When in use the heater, if the heater display the room temperature with the actual room temperature have error, you can use the temperature display error correction function to change the display window room temperature, through long time press TIME key on the keypad by 3 seconds, then the display window of room temperature normally light change to temperature correction display, The digital display is in the flashing display mode. When the first time used the temperature error correction function, Press the TIME button for 3 seconds, and the display window will be displayed as 0. At this time, every time you press the up or down key of the remote control, the display window will be up +1 or down -1 accordingly, and the correction range is between -9 and 9. If on the temperature error correction mode, 10S no operate of the keypad or remote control, then the display window will be turned back to the room temperature display mode.

PREPARATION

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.

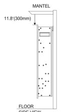
MINIMUM CLEARANCE TO COMBUSTIBLES

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

MINUMUM MANTEL CLEARANCES

WARNING

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

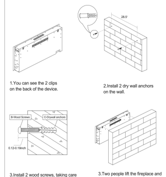


Wall Mounted Installation

WARNING

Only qualified person can perform the installation.

Due to the 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.



1.You can see the 2 clips on the back of the device.

2.Install 2 dry wall anchors on the wall.

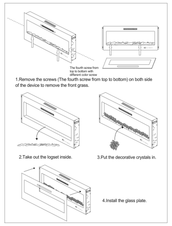
3.Install 2 wood screws, taking care not to screw them in completely. Screw head exposed 0.12-0.19inch distance.

3.Two people lift the fireplace and hang the 2 clips on the back on the 2 dry wall anchors.

Logset /Crystal Ember Installation

WARNING

Only qualified person can perform the installation.



1.Remove the screws (The fourth screw from top to bottom) on both side of the device to remove the front grass.

2.Take out the logset inside.

3.Put the decorative crystals in.

4.Install the glass plate.

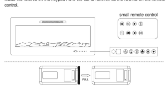
WARNING

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

OPERATION INSTRUCTION:

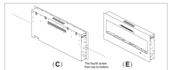
Plug in a power plug hear a long buzzer and the electric fireplace is in standby mode. Press the POWER key on the keyboard to show red, and the rest of the display is not displayed. At this time, the electric fireplace is in standby mode.

Note: the ICONS on the keypad have the same function as the ICONS on the remote control.

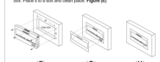


Remove the romote control insulation sheet.

ICONS	FUNCTIONS
POWER	**Switch on/off button, turn on operation:** click the POWER button on keyboard or on remote control with a short buzzer sound, the electric fireplace starts to work, the POWER button on the keyboard with blue color, other keys with white color, the LED lights on the front and back start to light up, the display window shows the room temperature . **turn off operation:** click the POWER button on keyboard or on remote control with a short buzzer sound, the LED light will be turned off, the electric fireplace will be turned off, the heating will be turned off, the POWER button on the keyboard will turn red to show all out, at this time, the fan which inside electric fireplace will be continue to work for 10 seconds after stopped, then the electric fireplace is in standby state.



STEP C. Take off the screws （The fourth screw from top to bottom) in both sides of fireplace. **Figure (C)**
STEP D. Remove puckaging attachments from the log set.
1.Remove the front grass.
2.Remove the pear cotton block.
3.Remove the log set's packaging bag.
STEP E. Have two person to take the glass panel out of the fireplace box. Place it to a soft and clean place. **Figure (E)**



STEP F. Take off the two screws in both sides of fireplace. Figure (C)
If the appliance is fully recessed into the wall:
- Use the 4 screws(provided) to lock the appliance into wall with the existing two side flanges, **see Figure(F)**
- Install the media and re-install the glass front.

STEP G. Place the front panel lock the appliance. **See Figure (G)**
STEP H. Fireplace will be like this after installation **Figure (H)**

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