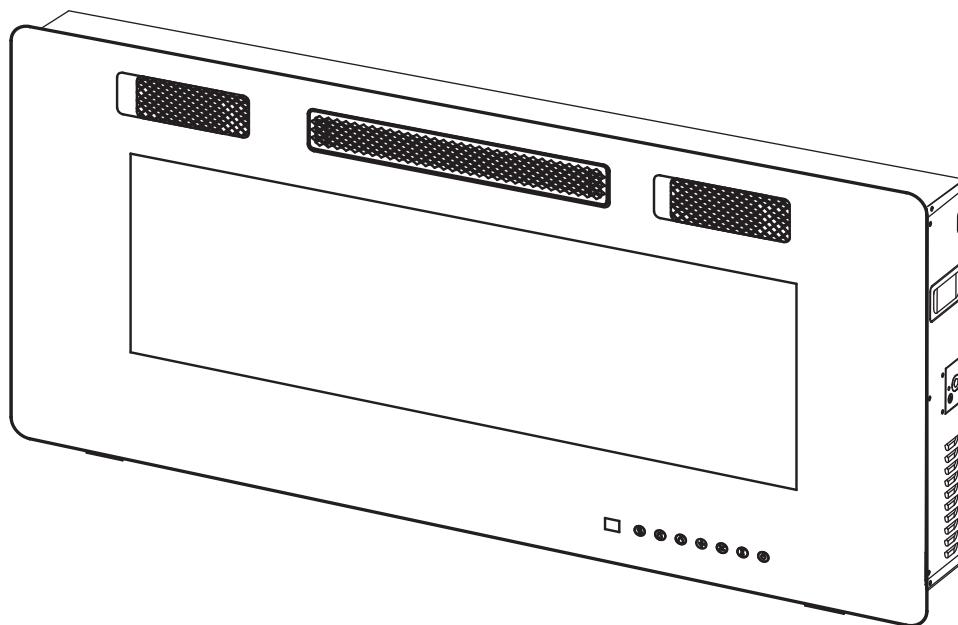


ELECTRIC FIREPLACE

(RFH-3001 LC Illustrated)

USER MANUAL



Model No.: RFH-3001LC / RFH-3601LC / RFH-4201LC
RFH-5001LC / RFH-6001LC / RFH-6801LC

THANK YOU FOR PURCHASING OUR PRODUCT!

SAFETY INFORMATION		NOTE
⚠ WARNING FIRE OR EXPLOSION HAZARD If the information in these instructions are not followed exactly, a fire or explosion may result property damage, personal injury, or loss of life.	⚠ WARNING The remote control contains small button battery that is hazardous to young children. Keep them away from children. If swallowed, please seek medical assistance immediately.	FOR INDOOR USE ONLY! The Manufacturer reserves the right to vary the features of the product without prior notice. The technical data are indicative only.
Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.		INSTALLER: Leave this manual with the appliance. CONSUMER: Retain this manual for future reference.



Scan the QR code to
watch the product videos



Web: www.electacticshop.com



Email: service@electacticshop.com



Tel: 888-698-2504

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SAFETY INSTRUCTION

WARNING

These instructions should be carefully read before installation and retained by the user. The booklet must be kept and delivered to the new user in case of disposal of the heater.

- THIS APPLIANCE IS HOT WHEN OPERATED AND CAN CAUSE SEVERE BURNS IF TOUCHED.
- Do not operate the appliance before reading and understanding operating instructions. Failure to operate the appliance according to operating instructions could cause fire, electric shock, or serious personal injury.
- Always unplug the appliance when not in use.
- All electric appliances have hot and arcing or sparking parts inside. Do not use it in areas where a gasoline, paint or flammable liquids are present.
- Keep combustible materials, such as furniture, pillows, bedding, papers, clothes and curtains at least 3 feet (0.9 m / 35.43 in) from the front of this appliance and keep away from the sides and the rear.
WARNING: In order to avoid overheating, do not cover the heater. The clearance may be inadequate when installed in a Recreational Vehicle with the slide-out closed.
- It is imperative that the control compartments, circulating blower and its passageway in the appliance are kept clean. The appliance should be inspected before use and at least annually by a qualified service person. More frequent cleaning may be required due to excessive lint from carpeting, bedding material, etc. The appliance area must be kept clear and free from combustible materials, gasoline and other flammable vapors and liquids.
- Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage the appliance.
- To prevent a possible fire, do not block air intakes or exhaust in any manner. Do not use on soft surfaces, like a carpet, where openings may become blocked.
- Under no circumstances should this appliance be modified.
- Risk of burns. Servicing should be done only while the appliance is disconnected from the power supply circuit, and the appliance should be allowed to cool before servicing.
- To disconnect the appliance from the power supply, turn off the controls, and then remove the plug from the outlet.
- Do not burn wood or other materials in this appliance.
- Do not install damaged, incomplete or substitute components.
- Young children should be carefully supervised when they are in the same room with the appliance. Toddlers, young children, and others may be susceptible to accidental contact burns. A physical barrier is recommended if there are at risk individuals in the house. To restrict access to an appliance or stove, install an adjustable safety gate to keep toddlers, young children and other at risk individuals out of the room and away from hot surfaces.
- Keep all small parts and packaging materials for this product away from babies and children as they potentially pose a serious choking hazard.
- To prevent accidental swallowing, media wall should be kept away from children and infants.
- Ensure that you have incorporated adequate safety measures to protect infants/toddlers from touching hot surfaces.
- Keep the packaging material out of reach of children and dispose of the material in a safe manner. As with all plastic bags, these are not toys and should be kept away from children and infants.

- Check with your local hearth specialty dealer for safety screens and hearth guards to protect children from hot surfaces. These screens and guards must be fastened to the floor.
- Do not install battery backwards, charge it, put it in fire or mix it with used or other types of battery - may explode or leak causing injury.
- Do not use this appliance if any part has been in contact with water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system which has been under water.
- If equipped with a glass door, do not operate the appliance with the glass door removed, cracked or broken. Replacement of the glass should be done by a licensed or qualified service person. Do not strike or slam shut the appliance's glass door.
- Do not use the appliance outdoors.
- Never place the appliance where it may fall into a bathtub or other water container.
- When installing this appliance in a room where water is present, the installation must comply with codes recognizing the increased hazard of electrical shock and electrocution.
- Do not run cord under carpeting. Do not cover the cord with throw rugs, runners, etc. Arrange the cord away from high-traffic areas to avoid a tripping hazard.
- Connect to properly grounded outlets only.
- It is normal for your electric appliance to produce noise, especially when installed in a quiet space such as a bedroom.
- Always plug appliances directly into a wall outlet/receptacle. Never use an extension cord or relocatable power tap (outlet/power strip).
- Do not operate this appliance with a damaged cord or plug after the appliance has been defective, dropped, or damaged in any manner. Return the appliance to the authorized service facility for examination, electrical or mechanical adjustment, or repair.
- These appliances are tested and listed for use only with the optional accessories listed in these instructions. Use of optional accessories not specifically tested for this appliance could void the warranty and/or result in a safety hazard.
- Ensure clearances to combustibles are maintained when building a mantel or shelves above the appliance. Elevated temperatures on the wall or in the air above the appliance can cause melting, discolouration or damage to decorations, a TV or other electronic components.

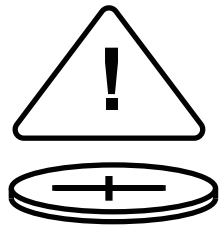


CAUTION - Some parts of this product can become very hot and cause burns. Particular attention has to be given where children and vulnerable people are present.

- A.** Prior to plugging your appliance into an electrical outlet, verify that the house circuit breakers for the outlet are on.
- B.** The appliance may emit a slight, harmless odor when first used. This odor is normal and caused by the initial heating of internal appliance elements, and the odor will not occur again.
- C.** If your appliance does not emit heat, consult the USING YOUR UNIT section of this manual for further information.

WARNING

- **INGESTION HAZARD:** This product contains a button cell or coin battery.
- **DEATH** or serious injury can occur if ingested.
- A swallowed button cell or coin battery can cause internal **Chemical Burns** in as little as **2 hours**.
- **KEEP** new and used batteries **OUT OF REACH OF CHILDREN**.
- Seek immediate medical attention if a battery is suspected to be swallowed or inserted inside any part of the body.



- Remove and immediately recycle or dispose of used batteries according to local regulations and keep them away from children. DO NOT dispose of batteries in household trash or incinerate.
- Even used batteries may cause severe injury or death.
- Call a local poison control center for treatment information.
- Compatible battery type: CR2025
- Battery nominal voltage: 3.0 Vdc
- Non-rechargeable batteries are not to be recharged.
- Do not force discharge, recharge, disassemble, heat above rated temperature (140°F), or incinerate. Doing so may result in injury due to venting, leakage, or explosion resulting in chemical burns.
- Ensure the batteries are installed correctly according to polarity (+ and -).
- Do not mix old and new batteries, different brands, or types of batteries, such as alkaline, carbon-zinc, or rechargeable batteries.
- Remove and immediately recycle or dispose of batteries from equipment not used for an extended period according to local regulations.
- Always completely secure the battery compartment. If the battery compartment does not close securely, stop using the product, remove the batteries, and keep them away from children.

WARNING

1. Read all instructions before using the heater.
2. Strictly prohibit to plug-in or off the plug instead of turn on or off the power switch.
3. This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
4. Children of less than 3 years should be kept away unless continuously supervised.
5. Children aged from 3 years and less than 8 years shall only switch on/off the appliance provided that it has been placed or installed in its intended normal operating position and they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children aged from 3 years and less than 8 years shall not plug in, regulate and clean the appliance or perform user maintenance.
6. CAUTION —Some parts of this product can become very hot and cause burns. Particular attention has to be given where children and vulnerable people are present.
7. Do not use this fan heater in the immediate surroundings of a bath, a shower or a swimming pool.
8. Do not use this heater if it has been dropped.
9. Do not use if there are visible signs of damage to the heater.
10. Use this heater on a horizontal and stable surface.
11. If the supply cord is damaged, it must be replaced by the manufacturer or its service agent or a similar qualified person in order to avoid a hazard.
12. Strictly prohibit use the same socket-outlet with other big power appliance.
13. Please put off the plug when nobody is nearby.
14. Strictly prohibit use the heater in where be easy shocked or be toppled.
15. If there is something wrong with the heater, please turn off the machine and put off the plug immediately and send to service agent.
16. Warning: In order to avoid overheating, do not cover the heater.
17. The heater must not be located immediately below a socket-outlet.
18. The used heating wire treated by a special way, it has a long using life, please do not use any other heating wire instead of it.
19. Keep combustible material such as furniture, cushions, bedding, paper, clothes, curtains, etc. At least 100cm away from the heater.
20. Keep the air inlet and outlet free from objects: at least 39.37 in(1 m) in front and 19.69 in(50 cm) behind the heater.
21. Only connect the fan heater to a single-phase socket with a main voltage as specified on the rating plate.
22. Do not leave your home while the appliance is in function: ensure that the switch is in OFF(0) position and the thermostat is in minimum position. Always unplug the appliance.
23. WARNING: Do not use this heater in small rooms when they are occupied by persons not capable of leaving the room on their own, unless constant supervision is provided.

24. WARNING: To reduce the risk of fire, keep textiles, curtains, or any other flammable material a minimum distance of 1 m from the air outlet.

25. The meaning of figure in  marking is "WARNING: DO NOT COVER".

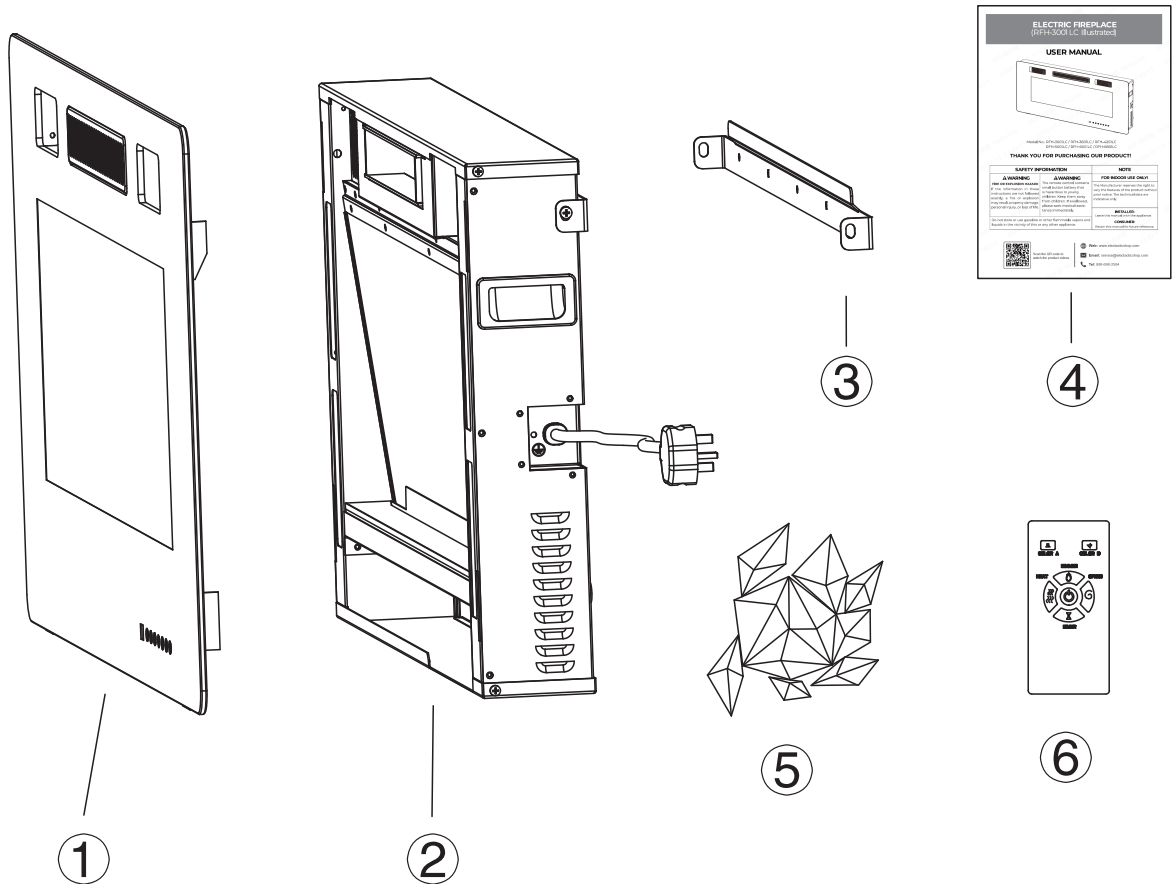
26. This appliance may be operated under 50Hz without any adjustment.



27. **WARNING** KEEP OUT OF REACH OF CHILDREN. Swallowing can lead to chemical burns, perforation of soft tissue, and death. Severe burns can occur within 2 hours of ingestion. Seek medical attention immediately.
28. Keep batteries out of the reach of children.
29. Do not allow children to replace batteries without adult supervision.
30. Do not short-circuit batteries.
31. Do not heat batteries.
32. Remove batteries from equipment if it is not to be used for an extended period of time unless it is for emergency purposes.
33. Always select the correct size and type of battery most suitable for the intended use. Information provided with the equipment to assist correct battery selection should be retained for reference.
34. Clean the battery contacts and also those of the equipment prior to battery installation.
35. Ensure that the batteries are installed correctly with regard to polarity (+ and -).
36. Remove exhausted batteries promptly.
37. Do not dismantle batteries.
38. Do not dispose of batteries in fire except under conditions of approved and controlled incineration.
39. Batteries may be disposed of via communal refuse arrangements provided no local rules to the contrary exist.

KNOWING YOUR UNIT

Component List

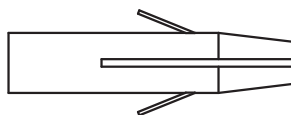


- 1 Front glass frame
- 2 Electric fireplace
- 3 Mounting bracket (pre-attached)
- 4 User manual
- 5 Decorative stuff (crystal stone)
- 6 Remote control (battery included)

Hardware List



ST5.2X35 screw (3-5pcs)



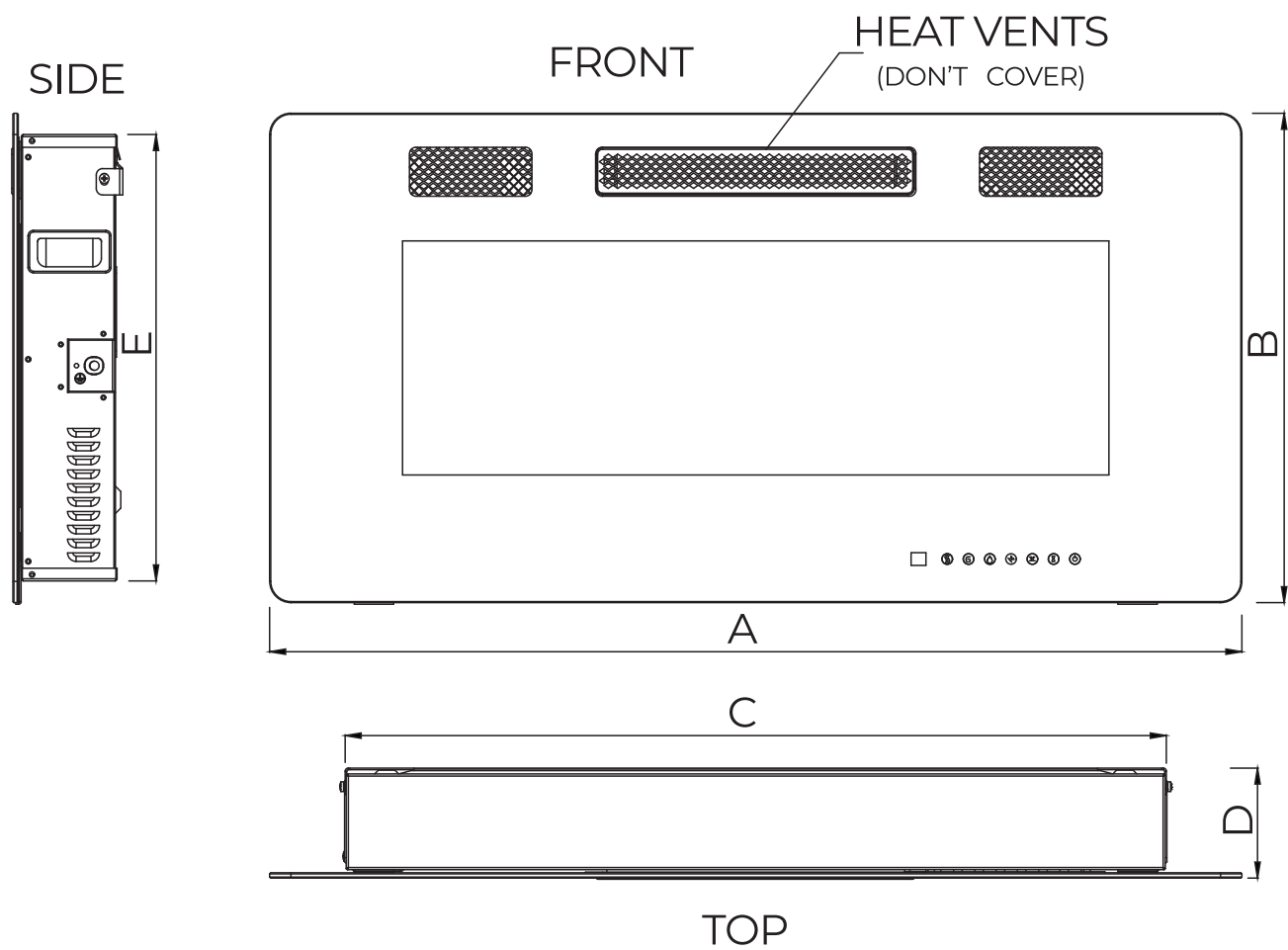
Expansion bolt (3-5pcs)



M4X12 screw (1 pc)

Note: The specific quantity depends on the model you ordered.

Dimension



Model	A (in.)	B (in.)	C (in.)	D (in.)	E (in.)
RFH-3001LC	30	18.11	24.33	3.86	16.54
RFH-3601LC	36	18.11	30.35	3.86	16.54
RFH-4201LC	42	18.11	36.30	3.86	16.54
RFH-5001LC	50	18.11	44.33	3.86	16.54
RFH-6001LC	60	18.11	54.33	3.86	16.54
RFH-6801LC	68	18.11	62.32	3.86	16.54

BEFORE FIRST USE

Unpacking And Locating Appliance

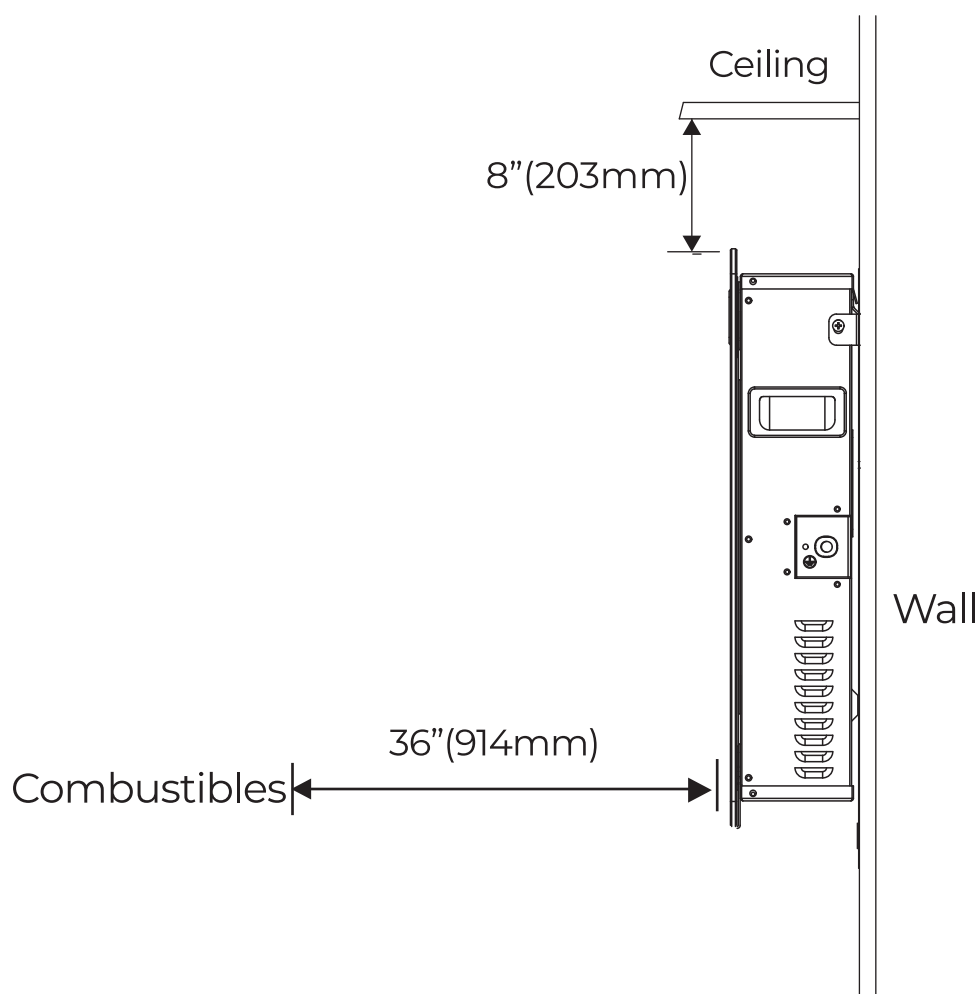
Carefully remove the appliance from the box and separate and count all parts and hardware. Always place the product on a flat, steady and stable surface.

As with most electronic devices, your new electric appliance has been designed to operate at temperatures between 5°C (41°F) and 35° C (95°F). During the colder winter months, allow the appliance to reach room temperature before turning it on.

Find a safe location near an outlet so an extension cord is not required. We recommend that, where possible, all items are assembled near to the area in which they will be placed in use, to avoid moving the product unnecessarily once assembled.

Select a location that is not prone to moisture. The minimum clearance between the fireplace and the ceiling must be at least 8 inches (203mm) and the minimum clearance between the front glass and the combustible materials (such as curtain drapes, furniture, bedding, paper) must be at least 36 inches (914mm).

Note: DO NOT position the unit directly below a power outlet.

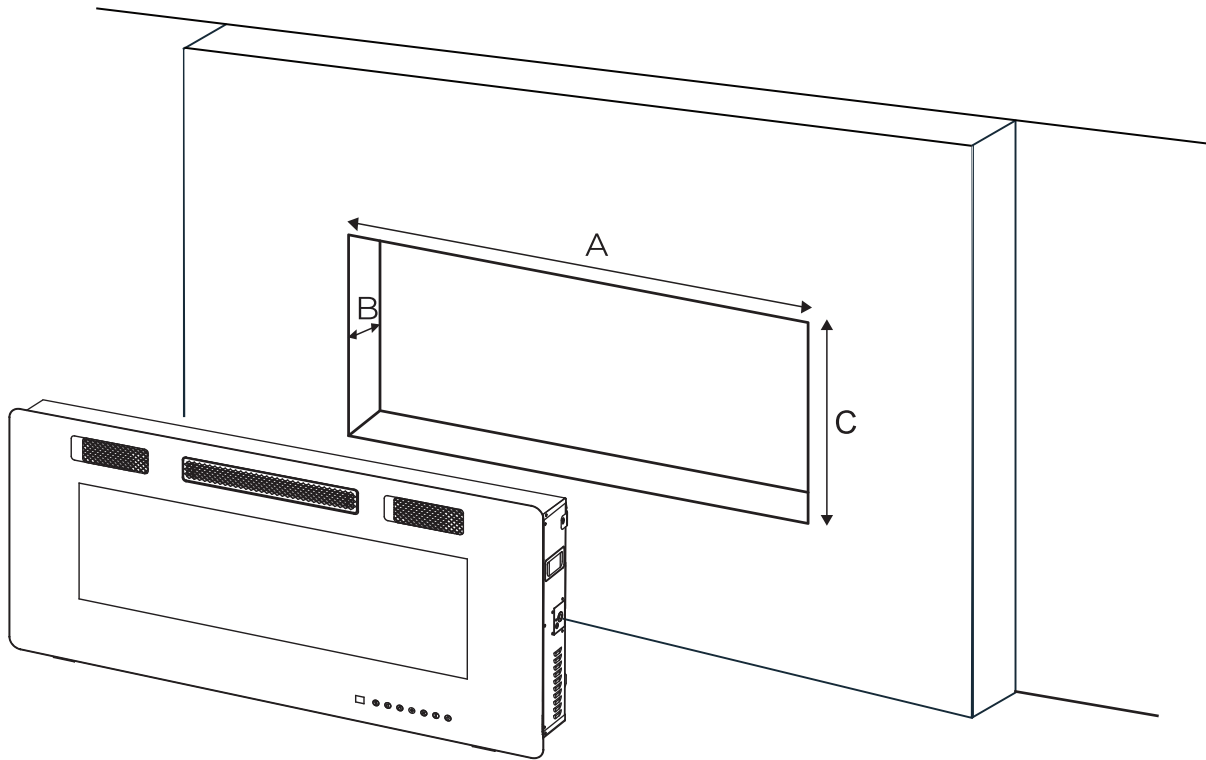


Installation Options

The fireplace can be installed with 2 options: **wall hanging with provided mounting bracket** or **built-in construction (in-wall recessed)**.

If you choose the installation option of built-in construction, please note:

1. Before constructing built-in zone for fireplace, please leave enough space to place the power cord on the right side of the fireplace.
2. Different models of fireplace have different sizes, please construct built-in zone for fireplace according to the following size table (If you have any confusion, please feel free to consult our customer service):



Model	A (in.)	B (in.)	C (in.)
RFH-3001 LC	24.61-29.1	3.15-3.54	16.93-17.7
RFH-3601 LC	31-35.2	3.15-3.54	16.93-17.7
RFH-4201 LC	36.82-41.1	3.15-3.54	16.93-17.7
RFH-5001 LC	44.9-49.2	3.15-3.54	16.93-17.7
RFH-6001 LC	54.75-59.2	3.15-3.54	16.93-17.7
RFH-6801 LC	66.7-67.6	3.15-3.54	16.93-17.7

CONNECTING YOUR UNIT

Model No.	RFH-3001LC/RFH-3601LC/ RFH-4201LC/RFH-5001LC/ RFH-6001LC/RFH-6801LC/
Description	Wall-mount, recessed
Voltage	120V AC
Watts	Max 1500W
Amps	12.5AMP
BTUs	5100BTU

Follow all National and local electrical codes:

1. The heaters should be installed only using the mounting brackets we provided if you want to mount them.
2. The heater must not be recessed in the ceiling. There must be enough space around the top of the heater to ensure adequate ventilation.
3. The heater should be at least 60cm / 24 inches away from any surrounding walls.
4. A distance of at least 90cm / 36 inches should always be left in front of the heaters to ensure safety.
5. The heater must be located neither directly below nor in front of a socket-outlet.
6. The heater must be installed to prevent any control switches from being touched by anyone who is in the shower or bath.
7. Make sure that there is no possibility of inflammable material, combustible material or curtains coming into contact with the heater, there is a risk of fire if this happens.
8. DO NOT LEAVE THE HEATER UNATTENDED DURING USE.

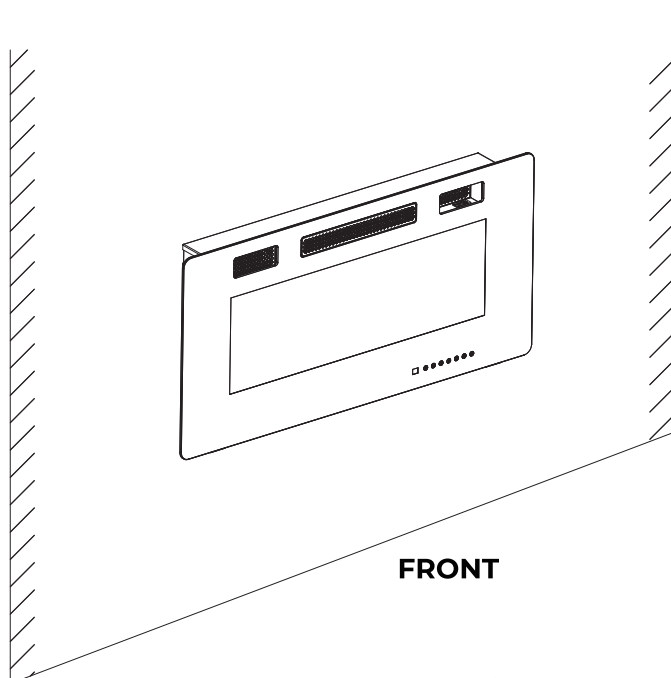
WARNING

- **RISK OF FIRE!** The power cord must not be pinched against a sharp edge. Secure cord to avoid tripping or snagging to reduce the risk of fire, electric shock or personal injury. Do not run cord under carpeting. Do not cover cord with throw rugs, runners, etc. Arrange cord away from traffic area to avoid tripping hazards.
- **RISK OF FIRE!** To prevent a possible fire, do not block air intake or exhaust in any manner. Do not use it on soft surfaces where openings may become blocked.
- **RISK OF FIRE!** Do not blow or place insulation against the appliance.
- This electric appliance is tested and listed for use only with the approved optional accessories. Use of optional accessories not specifically tested for this electric appliance could void the warranty and/or result in a safety hazard.
- If the information in these instructions is not followed exactly, a fire may result causing property damage, personal injury or death. Do not store or use gasoline or other flammable vapors in the vicinity of this or any other appliance.
- This appliance is heavy. It is highly recommended that two people install this appliance.
- Heater vents on the electric appliance cannot, in any way, be covered as it may create a fire hazard.
- Do not run the power cord horizontally, directly below the appliance.

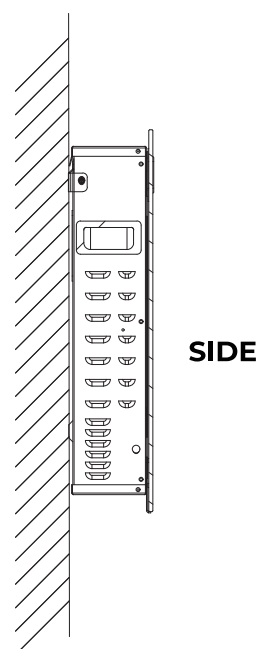
INSTALLING YOUR UNIT

The installation of the product requires a two-person collaboration.

Please follow the installation instructions below based on your installation preference.

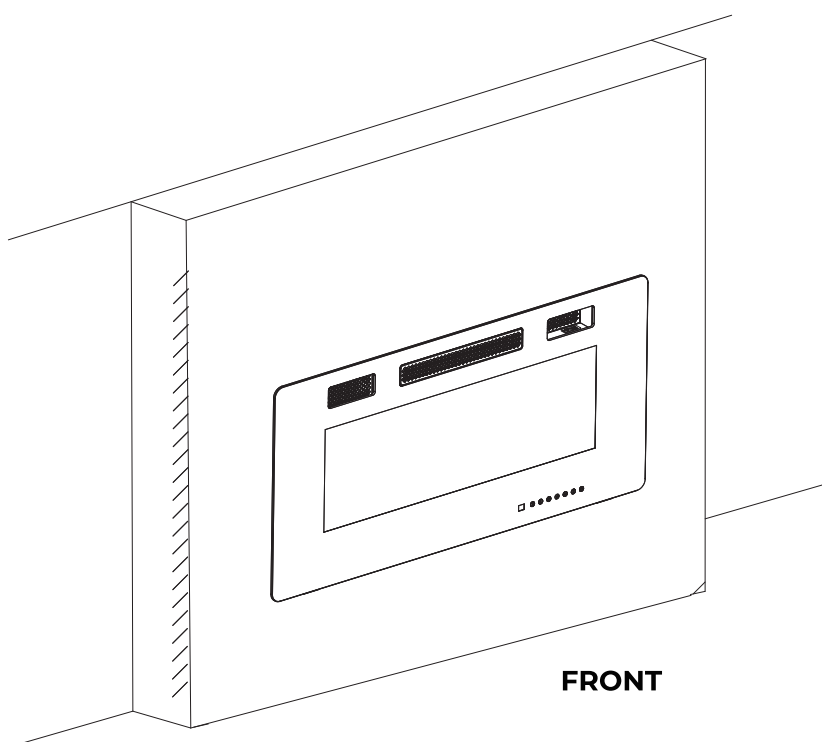


FRONT

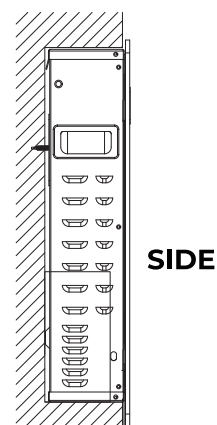


SIDE

Installation - Wall Hanging



FRONT



SIDE

Installation - Built-in Construction

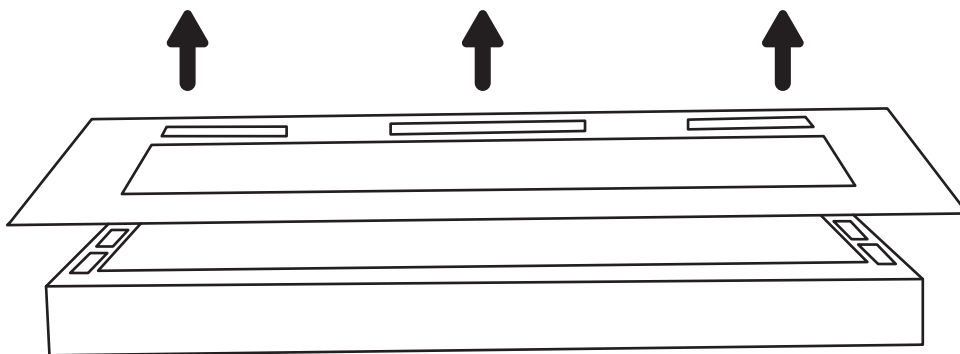
NOTE: Remember to cut off the zip ties securing the bottom tray.

1. Installation - Wall Hanging

Step 1: Remove The Glass Frame

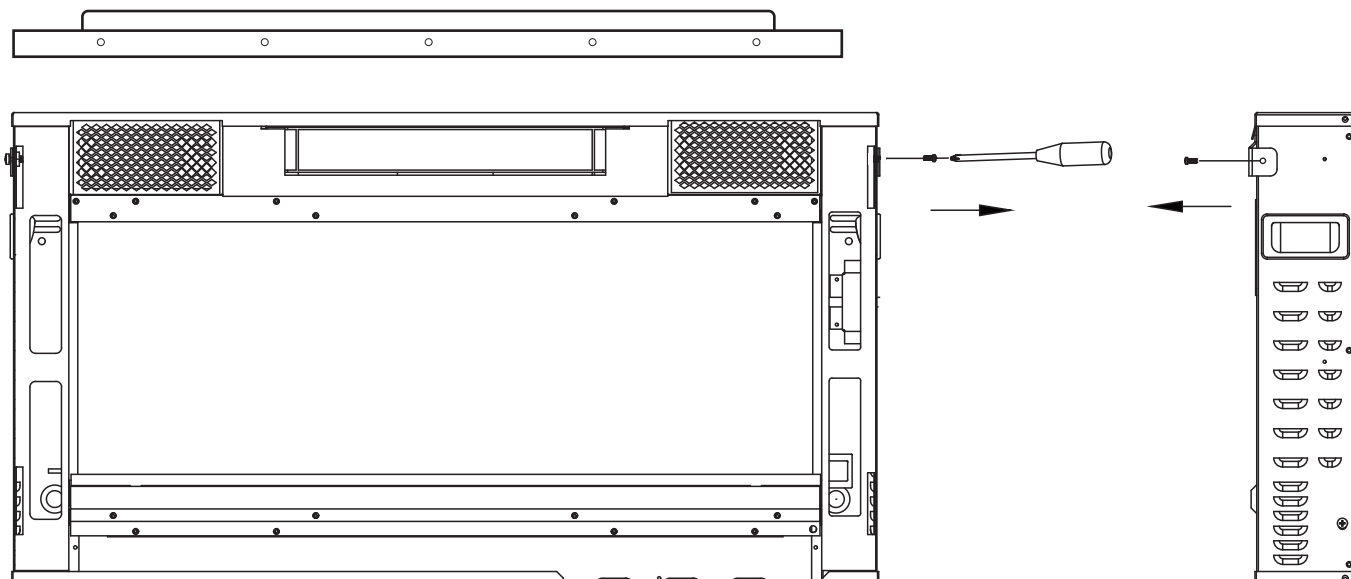
- Unscrew the fixed screw in the lower-left corner of the fireplace (Do not discard the screw).
- Lay the unit flat on its back, pull the glass frame horizontally forward for 0.4-0.8 inches along the direction parallel to the fireplace and then lift away along the direction vertical to the fireplace.
- Remember to disconnect the FFC connectors between the glass panel and fireplace body before removing the glass frame.

NOTE: The FFC connectors may be tied together with a plastic zip tie. You need to first cut the zip tie, then press the button of the FCC connectors to disconnect.



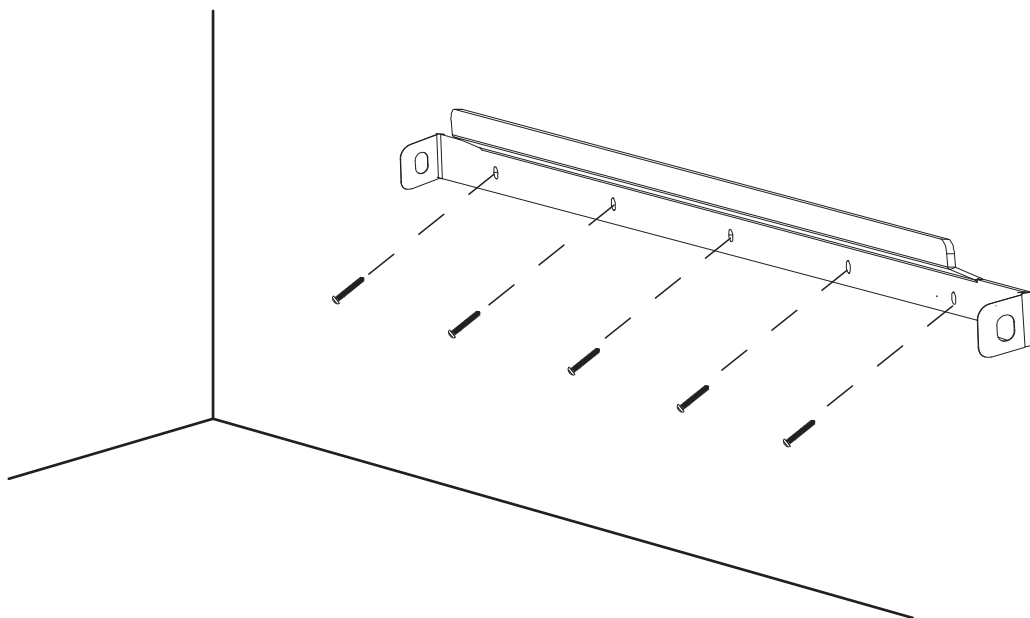
Step 2: Remove The Mounting Bracket

- Unscrew the 2 fixed screws on both sides of the mounting bracket on the back of the fireplace (Do not discard the screws), then remove the bracket.



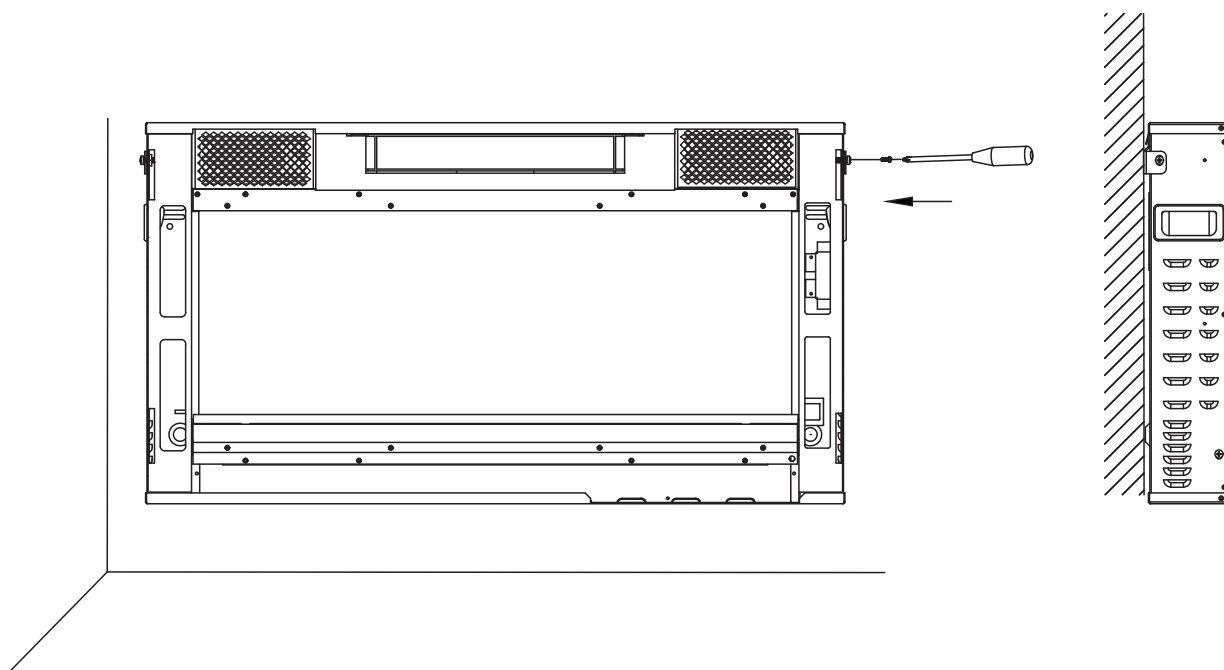
Step 3: Secure The Mounting Bracket

- Position the bracket in the appropriate place on the wall using a gradienter (the bracket should be parallel to the ground) and mark the wall with dots through 3-5 screw holes of the bracket (according to the model you ordered).
- Drill holes according to the dots and plug expansion bolts in the drilled holes, then secure the bracket on the wall with ST5.2X35 screws.



Step 4: Install The Fireplace

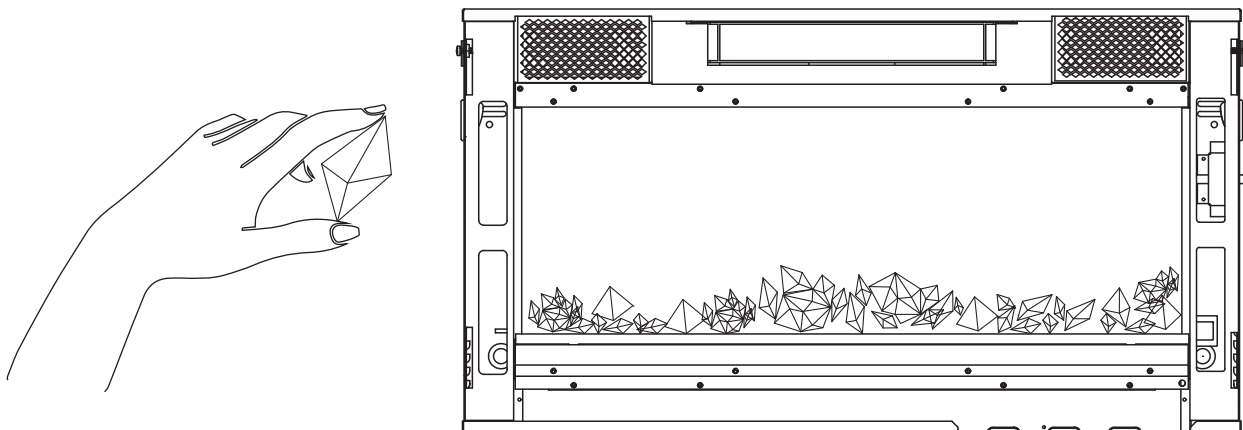
- Hang the fireplace on the bracket, then secure the fireplace through the bracket on both sides with 2 screws unscrewed when bracket was disassembled in Step 2.



Step 5: Place The Crystal Stones

- Place the decorative stuff (crystal stones) in the way as you like on the bottom tray on the front of the fireplace.

NOTE: It is recommended to wear gloves when placing the crystal stones as their sharp edges may hurt.

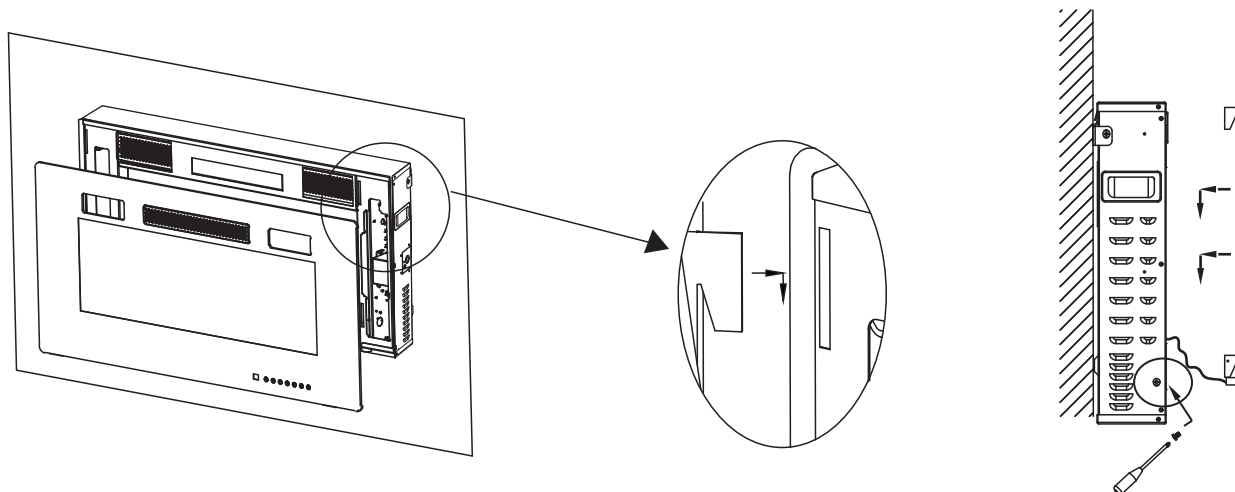


Step 6: Install The Glass Frame

- Connect the FFC connector inside the fireplace.

- Insert the glass frame back into the slot of the fireplace in the opposite direction as it was pulled out.

- Pass the screw unscrewed when glass frame was disassembled in Step 1 through the screw hole in the lower left corner of the fireplace and tighten it.



2. Installation - Built-in Construction

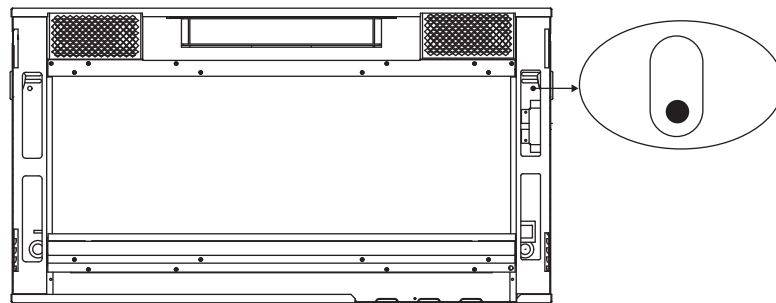
Note: Before the built-in installation, please reserve enough space on the media wall in advance according to the size of the fireplace you ordered.

Warning: It's better to reserve some space between the frame and the media wall to enable better air circulation if available.

As for Step 1 to 2, please refer to Wall Hanging Installation, then follow the instructions as below:

Step 3: Install The Fireplace

- Embed the fireplace into the recessed zone, mark the wall with dots through 2 screw holes inside the both sides of the fireplace.
- Remove the fireplace to drill holes into the dots and plug expansion bolts in the drilled holes, then embed and secure the fireplace on the wall with 2 ST5.2X35 screws.

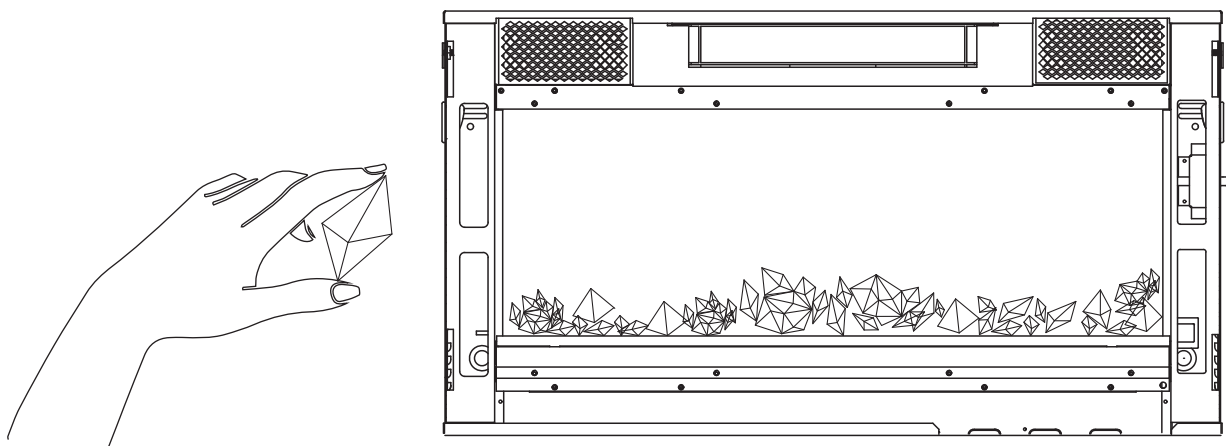


Note: Before embedding the fireplace, please pass the power cord through the reserved hole for subsequent connection to the power socket.

Step 4: Place The Crystal Stones

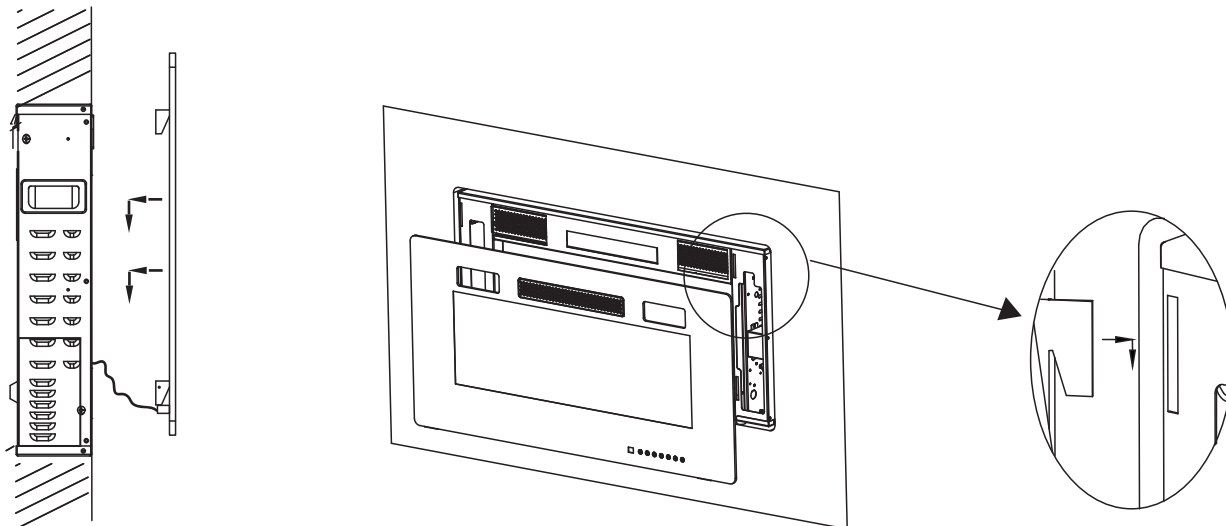
- Place the decorative stuff (crystal stones) in the way as you like on the bottom tray on the front of the fireplace.

NOTE: It is recommended to wear gloves when placing the crystal stones as their sharp edges may hurt.



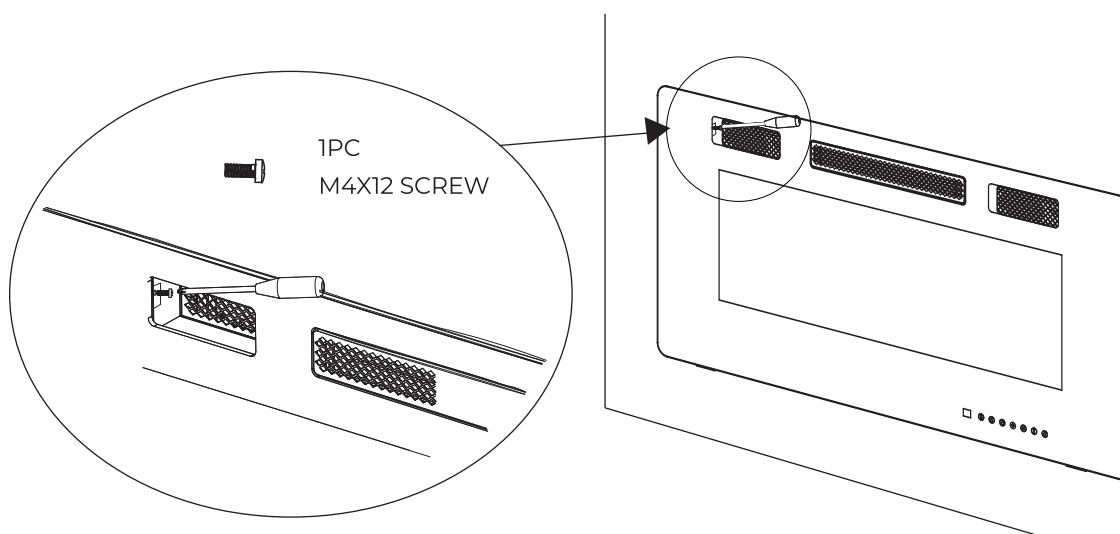
Step 5: Install The Glass Frame

- Connect the FFC connector inside the fireplace.
- Insert the glass frame back into the slot of the fireplace in the opposite direction as it was pulled out.



Step 6: Refasten The Glass Frame

- Pass the M4X12 screw through the screw hole in the groove in the upper left corner of the fireplace and tighten it to secure the glass frame.



NOTE:

- Grille may be hot, do not touch air outlet until cooled.
- The frame hooks are part of a safety system and must be properly engaged. Do not operate the appliance with hooks disengaged.
- Facing and/or finishing materials must not interfere with air flow through air openings, operation of frame or access for service. Observe all clearances when applying combustible materials.
- Before frame is removed, turn the appliance off and wait until appliance is cool to the touch. Frame is heavy and fragile so handle with care.
- Glass frame must be removed and the appliance must be finished in its final location before the media wall is installed. Media wall may have sharp edges. Wear safety glasses and gloves when handling.

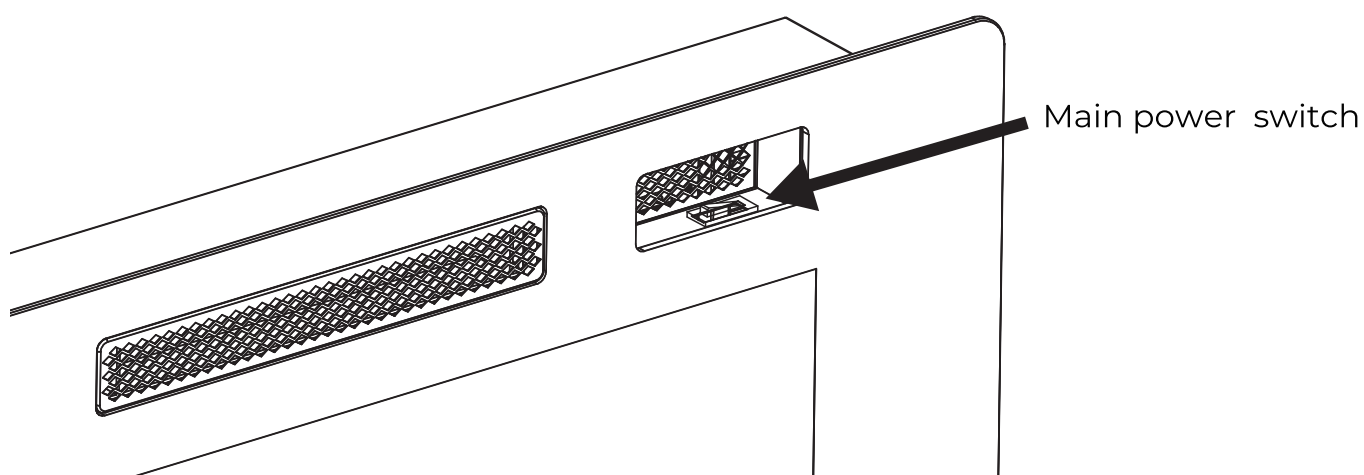
USING YOUR UNIT

Main Power Switch

The main power switch is located on the upper right of the fireplace. Press the switch to turn on the appliance, and press the other end to turn it off.

Note: Make sure the appliance is plugged into a grounded electrical outlet and the main power switch is turned on before operating.

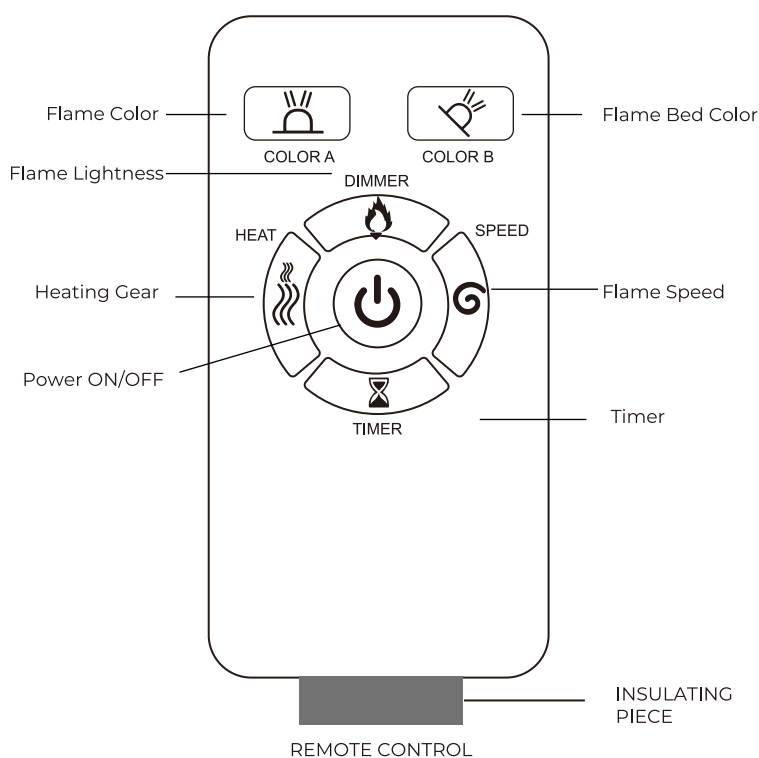
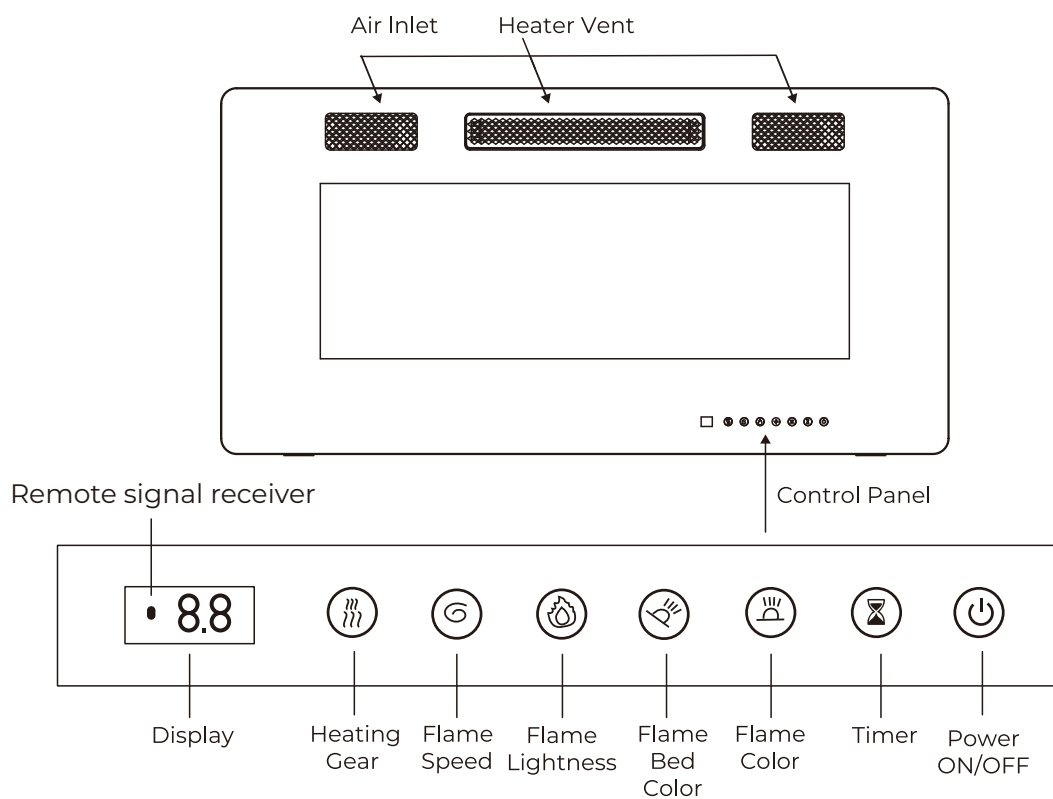
Note: When the heater is turned on for the first time, a slight odor may be present. This is normal and should not occur again unless the heater is not used for a long period of time.



Remote Control & Control Panel Operation

The touch control panel is located on the bottom right side of the front of the glass frame.

Note: Turn on the main power switch and move the battery's transparent insulating piece away before using the remote control. The remote signal receiver is beside the display screen.



REMOTE	PANEL	FUNCTION
Power		Turn the appliance ON/OFF.
TIMER		8 settings: 1h-8h (press once for one hour) NOTE: Press button until the desired setting is reached.
COLOR A		12 settings: red, yellow, blue, orange, red & yellow, red & blue, red & orange, yellow & blue, yellow & orange, blue & orange, red & yellow & blue, multicolor NOTE: Long press the button for 6 seconds, the indicator will show digital "0", and the flame color and brightness will change automatically.
COLOR B		12 settings: red, gentian blue, green, pink, yellow, cyan, purple, white, saffron, sky blue, verdant, capri blue NOTE: Long press the button for 6 seconds, the indicator will show digital "0", and the flame bed color and brightness will change automatically.
DIMMER		5 settings: L1-L5 (L5 is the brightest setting) NOTE: Long press the button for 6 seconds, the appliance will enter sleep mode, all the lights are off, but the heating function goes on. Long press for more than 6 seconds again to restore the appliance to the normal mode.
SPEED		5 settings: U1-U5 (U5 is the fastest setting)
HEAT		(OFF): no heater or blower (-): heater blows warm air (1000W) (--): heater blows hot air (2000W)

WARNING: Do not move or remove the mesh trim panel when the appliance is plugged in and operating. This will cause the remote control and touch panel to no longer function

Note: To improve the heater's performance, aim the remote control at the front of the fireplace. DO NOT press the buttons too quickly. Give the unit enough time to respond to each command

The remote control must remain within 5 meters (17 feet) of the appliance to be effective. This range may be reduced when battery power is depleted.

Battery

There is a transparent insulating piece to prolong the battery life while shipping. Remove the piece away before using.



Battery must be recycled or disposed of properly.
Check with your Local Authority or Retailer for recycling advice in your area.

MAINTENANCE



DISCONNECT POWER AND ALLOW HEATER TO COOL BEFORE ATTEMPTING ANY MAINTENANCE OR CLEANING TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK OR DAMAGE TO PERSON.

THE FIREPLACE 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 SUBSEQUENT EVENTUAL DAMAGE. FOR THIS REASON THE HEATER MUST BE INSPECTED REGULARLY, DEPENDING ON CONDITIONS AND AT LEAST AT YEARLY INTERVALS.

Partially Reflective Glass Cleaning

The partially reflective glass is cleaned in the factory during the assembly operation. During shipment, installation, handling, etc., the partially reflective glass may collect dust particles; these can be removed by dusting lightly with a clean dry cloth.

To remove fingerprints or other marks, the partially reflective glass can be cleaned with a damp cloth. The partially reflective glass should be completely dried with a lint-free cloth to prevent water spots. To prevent scratching, do not use abrasive cleaners.

Warranty

Warranty Period

- Electactic's household appliances and accessories enjoy 1-year warranty from the date of purchase.
- The warranty is nontransferable and valid only for the original owner and the original product.
- Within one month from the date of receipt, the defective machine can be replaced in whole. After one month, only replacement or free repairs of parts are available.

Repair And Replacement Details (covered by the warranty)

- Repair or replacement will be conducted according to the specific malfunction.
- Parts that can be repaired or replaced include, but are not limited to, the display screen, motherboard, etc.
- All replaced parts or units are brand new.
- Replaced parts or the entire machine will continue to enjoy the remaining warranty of the original order.
- The buyer is responsible for the shipping costs to the designated repair facility. The repair costs and shipping costs to be sent back to the buyer are under the charge of Electactic.

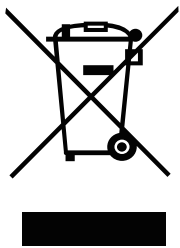
Repair Process

- Please contact us before you prepare for a repair or replacement. Maybe we can save you from this hassle or make your experience smoother.
- When requesting warranty service, you must provide valid proof of purchase like an invoice. The request date must be covered by the registered warranty.

Conditions that are not covered by the warranty

1. Issues related to consumable parts, easily worn parts, or glass products specified at the time of purchase are not covered by this warranty. Users may choose to purchase replacement parts from the official website and refer to the instructional videos for self-repair.
2. Damage caused by failure to follow the instructions of the "User Manual" and "Technical Specifications Sheet" or due to improper maintenance, such as connecting to an incompatible power supply, using unauthorized accessories, parts and consumable items, incorrect installation and lack of proper maintenance.
3. Damage caused by the product being used for industrial or commercial purposes.
4. Normal wear and aging of the product without affecting the normal use of the product.
5. Damage caused by shipping issues, such as the damage during the shipping for replacement or repair.
6. Damage caused by modification or repair without the company's authorization.
7. Other damage caused by force majeure factors (such as natural disasters, sudden accidents, abnormal voltage).
8. For more warranty restrictions, please refer to the relevant sections of the User Manual.

Correct Disposal

	This marking indicates that this product should not be disposed with other household wastes throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can take this product for environmental safe recycling.
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TROUBLESHOOTING

PROBLEM	SOLUTION	
The mounting bracket cannot be removed.	▶ The mounting bracket is preattached. Unscrew the two screws at both sides of the fireplace with a Phillips screwdriver, then remove the preattached mounting bracket. ▶ If the problem is still not solved, please contact our customer service.	
The control panel functions do not work.	▶ Make sure the Power switch on the control panel is turned on before operation. ▶ Make sure you have reconnected the connector cable which was pulled out when you removed the glass frame. ▶ If the problem is still not solved, please contact our customer service.	
Sudden power outage during the heating process.	▶ Don't cover the air outlet. ▶ Unplug the appliance, and wait for 10 minutes and try to turn it on again. ▶ If the problem is still not solved, please contact our customer service.	
There is an odor coming from the heater.	▶ The heater may emit a slight, harmless odor when first used. This is a normal condition caused by the initial heating of the internal parts and will not occur again.	
Appliance doesn't come on with the power button/switch put into the "ON" position.	▶ Circuit breaker has been tripped.	▶ Too many appliances are on this circuit. Make sure that the electrical supply for this unit is an independent circuit.
	▶ The appliance is unplugged into an electrical outlet.	▶ Make sure the appliance is plugged into a functioning and properly grounded 8.7 Amp 220-240V AC electrical outlet. Check plug in the appliance if necessary.
	▶ Power cord or plug are damaged.	▶ Check and replace the power cord or plug.
	▶ Power outlet for power plug prong is loose.	▶ Check and replace the power outlet.
	▶ Loose wiring.	▶ Contact a qualified electrician to check all wiring for loose connections.
	▶ Appliance is overheated and safety thermal switch has tripped.	▶ Turn off and unplug the appliance. Wait for 10 minutes, then plug in and turn on again.
	▶ The air inlet or outlet is blocked completely.	▶ Remove the blockage on or in front of the air inlet or outlet and leave adequate space around the appliance.
The appliance does not blow hot air when it turns on and off.	▶ This is normal. The fans blow cool air while the appliance gradually heats up. The fans blow after the appliance turns off to cool and prevent overheating.	
No hot air coming out of the appliance.	▶ Heater setting not selected.	▶ See USING YOUR UNIT section.
	▶ Heater has been locked out.	
	▶ Appliance is overheated and safety thermal switch has tripped.	▶ Turn off and unplug the appliance. Wait for 10 minutes, then plug in and turn on again.
	▶ Heater issue.	▶ Inspect the blower and heater and replace, if necessary.
No airflow with "Heating gear" switch turned on.	▶ Heater system is overheated and temperature Limit thermostat is cut off.	▶ Check the air inlet and outlet and remove the blockage. Turn off and unplug the appliance. Wait for 10 minutes, then plug in and turn on again.
	▶ The "Power" and the "Heating gear" buttons are not turned on.	▶ Turn these two switches on.
	▶ Fan motor is defective.	▶ Turn these two switches on.
	▶ Fan blower is balanced badly.	

Dim or no flame with the appliance turned on.	► Long press the "Flame lightness" button for 6 seconds to set the appliance into sleep mode. All the lights off, the heating function goes on. Then long press for 6 seconds again, the appliance will back to normal mode.	
	► Flame brightness not selected.	► See USING YOUR UNIT section.
	► Flame LEDs issue.	► Inspect the LED and replace, if necessary.
	► Loose wiring.	► Contact a qualified electrician to check all wiring for loose connections.
Flame is frozen.	► Flame element is not attached to the motor.	► Contact our customer service.
	► Rotation motor is defective.	
Flame bed is not glowing or dimming.	► Brightness not selected.	► See USING YOUR UNIT section.
	► Flame LED issue.	► Inspect the flame bed LEDs and replace, if necessary.
Excessive noise in the lower portion of the heater.	► Flame element isn't seated properly.	► Contact our customer service.
	► Motor is defective.	
Fan runs but no heat is coming out.	► Loose wiring.	
	► Bad heating element.	
	► Heater fan is defective.	
	► Build-up of dirt on the fans.	► Clean all fans.
The remote control doesn't work.	► Low/dead batteries.	► Replace batteries in remote control.
	► The battery is not properly installed.	► Make sure the battery is properly installed. Move the battery's transparent insulating piece away before using.
	► Not pointing to the right position.	► Aim the remote control at the receiver.
	► There is an obstacle in front of the appliance.	► Remove the obstacle. Items between the remote control and the receiver will block the signal.
	► Press the remote control buttons too quickly.	► Don't press the remote control buttons too quickly. Give the unit enough time to respond to your commands.
NOTE: For the most of functional problems, you can unplug the unit, wait for 10 minutes and plug it again, the machine will reset to the initial status (original system state). If the problem still exists, feel free to contact our customer service.		

ROWAN ELECTRIC APPLIANCE LLC

**8:30am–5:30pm P.S.T.
Monday to Friday**