

## **USER'S MANUAL**

### **Wall Mounted Electric Fireplace**

THIS INSTRUCTION BOOKLET CONTAINS **IMPORTANT** SAFETY INFORMATION. PLEASE READ AND KEEP FOR FUTURE REFERENCE.

**Please give us a chance to make it right and do better!**

Contact our friendly customer service department for help first.

Replacements for missing or damaged parts will be shipped ASAP!



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# Contact Us!

## **Do NOT return this item.**

Contact our friendly customer service department for help first.



## Before You Start

- ⚠ Please read all instructions carefully.
- ⚠ Retain instructions for future reference.
- ⚠ Separate and count all parts and hardware.
- ⚠ Read through each step carefully and follow the proper order.
- ⚠ 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.
- ⚠ Always place the product on a flat, steady and stable surface.
- ⚠ Keep all small parts and packaging materials for this product away from babies and children as they potentially pose a serious choking hazard.

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## TABLE OF CONTENTS

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**IMPORTANT:** Read all instructions and warnings carefully before starting installation. Failure to follow these instructions may result in a possible electric shock, injury to persons, fire hazard and will void the warranty.

Please read the Installation & Operating Instructions before using this appliance.

### CAUTION

**PRODUCT DAMAGE MAY OCCUR.**

Never attempt to disassemble or alter the product in any way not instructed by this manual.



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## USER INSTRUCTION

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### Before use

Check that the air intake and exhaust is not covered or obstructed in anyway.

Keep combustible objects at least 3ft away from the unit.

Plug the unit to a grounded power socket.

### Grounding

This product must be grounded. If it should malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electric shock.

This unit comes standard with a 6ft (1.8m) long, three wired cord. Always plug the unit into a wall outlet. An extension or relocate tab should never be used.

**⚠ CAUTION! WARNING:** Improper connection of the equipment grounding conductor can result in a risk of electric shock. Check with a qualified electrician or serviceman if you are in doubt as to whether the product is properly grounded.

**⚠ CAUTION! WARNING:** DO NOT modify the plug provided with the product nor using any bypass device if the plug does not fit the outlet. Have a proper outlet installed by a qualified electrician.



## SAFETY INFORMATION

Please read and understand this entire manual before attempting to assemble, operate or install the product.

1. Read all instructions before using this fireplace.
2. Always unplug this appliance when not in use.
3. Children should be advised not to play with this fireplace.
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. Return heater to authorized service facility for examination, electrical or mechanical adjustment, or repair.
5. Any repairs to this appliance should be carried out by qualified/authorized service personnel only.
6. Under no circumstances should this appliance be modified. Parts having to be removed for servicing must be replaced with original "OEM" (original equipment manufacturers) parts only.
7. Do not use outdoors.
8. This appliance is not intended for use in bathrooms, laundry areas, and similar indoor locations. Never locate this appliance where it may fall into a bathtub or other water container.
9. Do not run the cord under carpeting. Do not cover the cord with throw rugs, runners, or the like. Arrange the cord away from traffic areas and where it will not be tripped over.
10. To disconnect heater, turn controls to off, then remove plug from outlet.
11. Connect to properly grounded outlets only.
12. This appliance, when installed, must be electrically grounded in accordance with local codes, with the current CSA C22.1 Canadian Electric codes, or for USA installations, follow local codes and the National Electrical Code, ANSI/NFPA No. 70.
13. There is a thermostat limiter inside the fireplace. When the inner temperature overheats or abnormal heating occurs, the thermostat protective device will cut off power supply to avoid damage to the fireplace or risk of fire.
14. This appliance has hot and arching or sparking parts inside. Do not use it in areas where gasoline, paint, or flammable liquids are used or stored. This appliance should not be used as a drying rack for clothing, nor should Christmas stockings or decorations be hung on or near it.
15. Use this appliance only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or injury to persons.
16. The use of an extension cord is not recommended due to risk of fire. If used the extension cord shall be No. 14 AWG minimum size and rated no less than 1875 watts, and the extension cord shall be a three-wire cord with grounding type plug and cord connector. The extension cord shall not be more than 20 ft (6 m) in length.
17. Do not use this appliance with a programmable timer or any other device that switches the appliance on and off automatically. In order to avoid a hazard due to inadvertent resetting of the thermal cut out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by an utility.
18. This product contains a button battery. If swallowed, it could cause severe injury or death in just 2 hours. Seek medical attention immediately.



## SAFETY INFORMATION (CONTINUED)



**CAUTION:** Operate only on supplied stand or mount to wall. Do Not install heater less than 60 cm/23.6 in from the floor.



**WARNING:** 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 appliance. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 3 feet (0.9 m) from front, sides and rear of the heater.



**CAUTION:** When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons.



**CAUTION:** To prevent a possible fire, do not block heater air intakes or the exhaust in any manner. Do not operate the heater on soft surfaces, like a bed, where openings may become blocked.



**CAUTION:** Do not insert or allow foreign objects to enter any ventilation or exhaust openings, as this may cause an electric shock or fire, or damage to the heater.



**CAUTION:** Extreme caution is necessary when any heater is used by or near children or invalids, and whenever the heater is left operating and unattended.



**IMPORTANT:** SAVE THESE INSTRUCTIONS.

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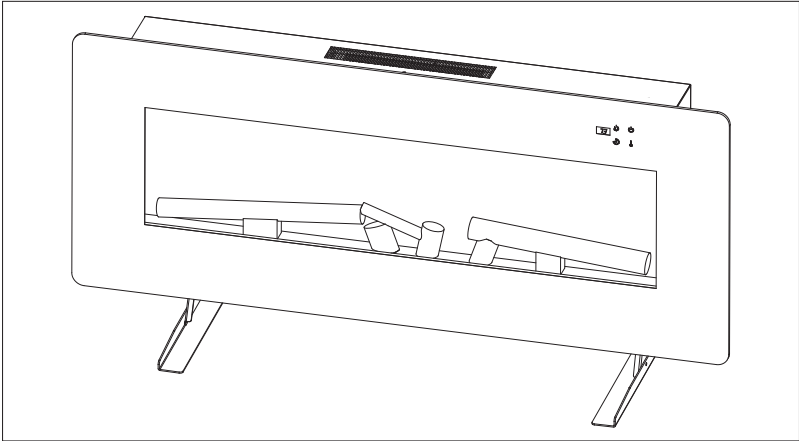
# SPECIFICATIONS

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|                        |  |
|------------------------|--|
| Model Number           | SF311-36A                                    |
| Dimensions (W x D x H) | wall:36"x4.4"x17.3"    stand:36"x10.4"x20.8" |
| Net Weight             | 18 LBS                                       |
| Gross Weight           | 22 LBS                                       |
| Power Rating           | 1400 W                                       |
| Voltage                | 120 V  |
| Frequency              | 60 Hz  |

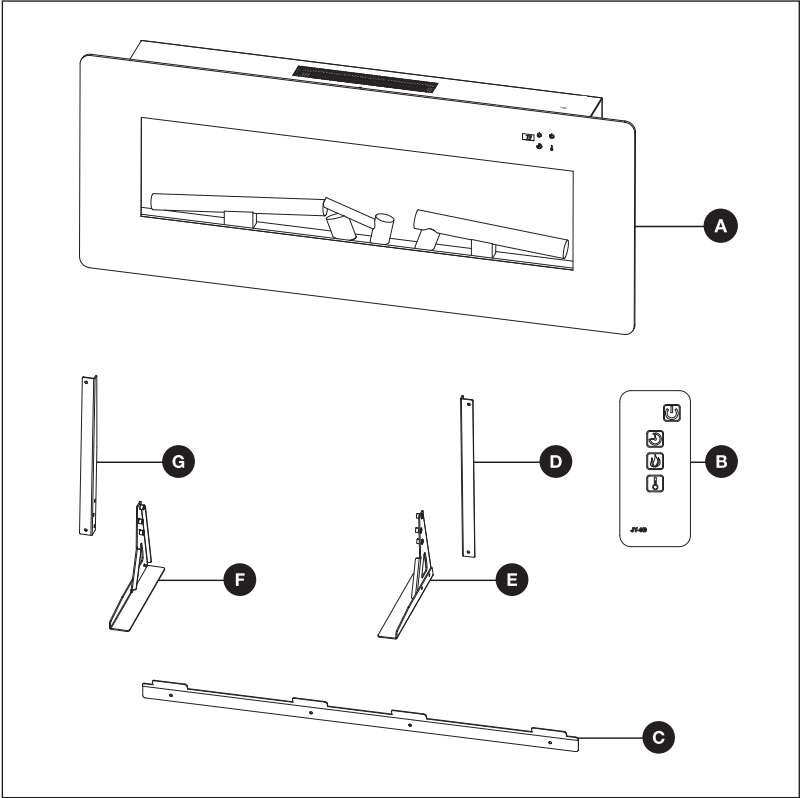
# PACKAGE CONTENTS

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**WARNING:** Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 3 feet (0.9 m) from front, sides and rear of the heater.

# PACKAGE CONTENTS



| PART | DESCRIPTION           | QUANTITY |
|------|-----------------------|----------|
| A    | Electric Fireplace    | 1        |
| B    | Remote Control        | 1        |
| C    | Wall Mounting Bracket | 1        |
| D    | Right Foot Bracket    | 1        |
| E    | Right Foot Base       | 1        |
| F    | Left Foot Bracket     | 1        |
| G    | Left Foot Base        | 1        |

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# INSTALLATION GUIDE

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## Planning Installation

Before you begin assembly, locate the instructions and hardware. Compare all parts with the Hardware Included in Package Contents lists. Be sure you have all the parts and can identify them. A helping hand is always good. Assemble your fireplace with an adult assistant if possible. Some pieces are heavy and will need to be held by a helper. Assembly time will take approximately 5-20 minutes.

Before assembly, use scissors to unwrap the parts from the packaging. Do not use a box cutter or exacto-knife, as you may cut into the heater pieces inside the box and damage the finish. Check for the red hardware bag located inside the packaging, taped to the top of the box. Do not discard any pieces. Use an appropriate screwdriver to insert and tighten all screws.



**CAUTION:** This carton includes a GLASS panel! Always use extreme caution when handling glass. Failure to do so could result in personal injury or property damage.

## Electrical Connection



**WARNING:** Electrical outlet wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electric shock, and injury to persons.



**WARNING:** Do not use this fireplace if any part of it has been under water. Immediately call a qualified service technician to inspect the fireplace and replace any part of the electrical system which has been under water.

A 15 Amp, 120 Volt, 60 Hz circuit with a properly grounded outlet is required to operate this appliance. Preferably, the appliance will be on a dedicated circuit, as other appliances on the same circuit may cause the circuit breaker to trip or the fuse to blow when the fireplace is in operation. The unit comes standard with a 6 ft (1.8 m) long 3-wire cord, exiting out the back of the fireplace. Plan the installation to avoid the use of an extension cord. If an extension cord must be used, it must be a minimum No. 14 AWG, 3-wire with grounding type plug and connector, and must be rated not less than 1875 watts. The extension cord shall not be more than 20 ft (6 m) in length.

This remote control requires 1 Lithium Coin Cell Battery (size CR2025), which is included.



**CAUTION:** Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.



**WARNING:** DO NOT mix old and new batteries.



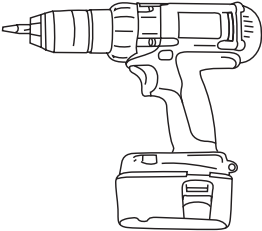
DO NOT use rechargeable silver oxide cell batteries with remote control unit.

DO NOT mix alkaline, standard (Carbon-Zinc), or rechargeable (Nickel-Cadmium) batteries.


DO NOT dispose of batteries in fire. Improper disposal may cause batteries to leak or explode.


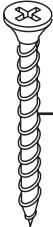

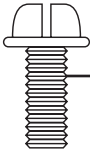
# INSTALLATION GUIDE (CONTINUED)

## Tools Required (not included)

|   |   |   |
|---|---|---|
|  |  |  |
| Safety Goggles  | Phillips Screwdriver  | Power Drill   |

## Hardware Included

**NOTE:** Hardware shown not actual size.

|   |  |  |  |
|---|--|--|--|
|  |  |  |  |
| AA  | BB   | CC   | DD   |

| Part | Description      | Qty. |
|------|------------------|------|
| AA   | Small Bolt       | 4    |
| BB   | Large Wall Screw | 4    |
| CC   | Wall Anchor      | 4    |
| DD   | Large Bolt       | 6    |

**WARNING:** There are two ways to assemble this product. The first way is to hang it on the wall. The second is to stand on the table.

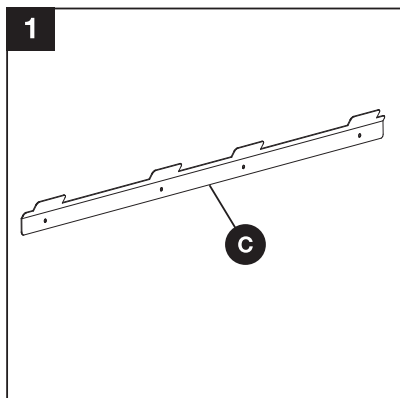
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## The first way of hanging on the wall

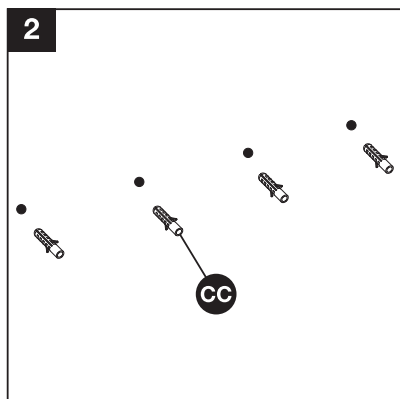
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1. Choose a solid wall. Position the mounting bracket (C) where the electric fireplace (A) is to be installed on the wall, and ensure that the mounting bracket (C) is level.

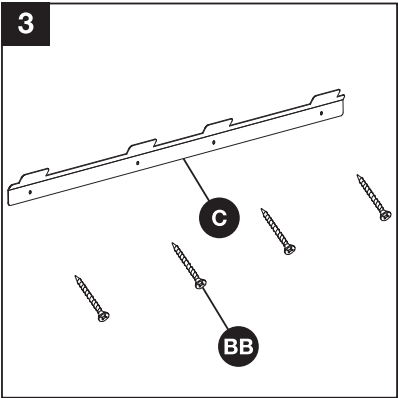
Use a pen to mark the 4 mounting holes on the wall at the desired mounting location, using the mounting bracket (C) as a template.



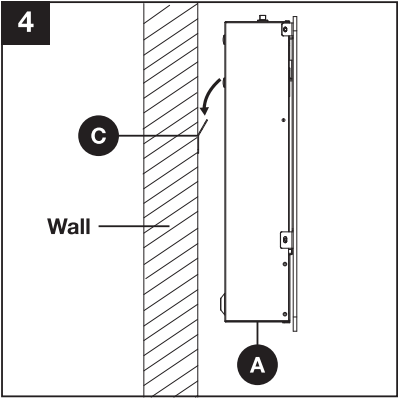
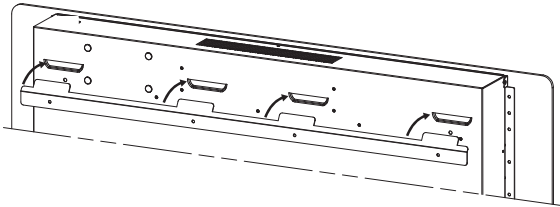
- 
2. Insert the 4 self-drilling wall anchors (CC) into the wall where previously marked. If installing the mounting bracket (C) to a wall stud, there is no need to drill the holes in the wood and no need for the plastic wall anchors (CC). It is recommended to install the mounting bracket to at least one stud.



3. Secure the mounting bracket (C) to the wall using 4 large screws (BB).



4. Hang the electric fireplace (A) on the mounting bracket (C).

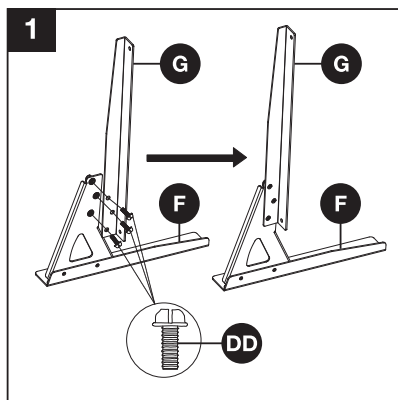


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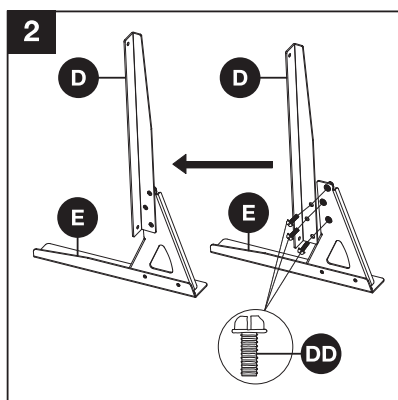
## The second way of standing on the table.

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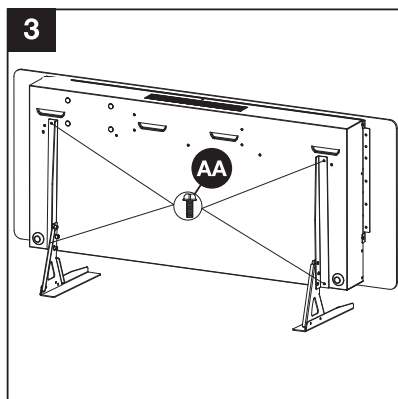
1. Attach the left bracket (G) to the Left foot base (F) using 3 large screws (DD).



2. Attach the Right bracket (D) to the Right foot base (E) using 3 large screws (DD).



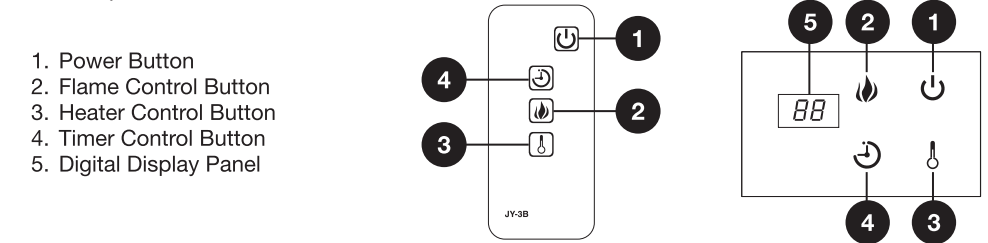
3. Use a screwdriver to secure the mounting fireplace (A) to the left and right table top stand with 4 small screws (AA).



# OPERATING INSTRUCTIONS

## Using the Manual and Remote Controls

The upper right corner of the electric fireplace (A) is the control panel. The button on the front of the electric fireplace(A) has the same function as the remote control (B). The effective range of the remote control is up to 13 feet.

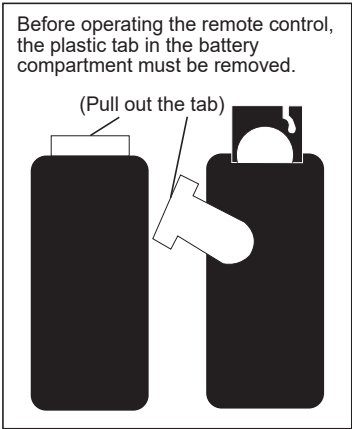


Check that the heater outlet grill is not covered or obstructed in any way, and make sure the power to the unit is switched on. The fireplace can be accessed in two ways: Using the touch control panel, or using the multifunction remote control unit.

Press the corresponding button to operate your fireplace:

## Using the Power Button

- 
- The main power button (1) is located on the control panel on the front of the electric fireplace.
  - Pressing the power button (1) once turns the power on.
  - Pressing the power button (1) again will turn the power off.
  - If you find that none of the other buttons appear to work, check to make sure that the main power (1) is turned on.



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## Using the Flame Control Button



- Press the flame control button (2) to turn on the ember bed and flame effect.
- Pressing the flame control button (2) once turns flames on and lights up the ember bed.
- Pressing the flame control button (2) again will cycle through different colors of the ember bed. The color rotation mode will cycle through different color settings continuously. Please refer to the table for more detailed information.

| Button Press | Display Value | Ember Bed and Flame Color |
|--------------|---------------|---------------------------|
| 1st Press    | 1             | Orange                    |
| 2nd Press    | 2             | Green                     |
| 3rd Press    | 3             | Blue                      |
| 4th Press    | 4             | Orange/Green              |
| 5th Press    | 5             | Orange/Blue               |
| 6th Press    | 6             | Orange/Green/Blue         |
| 7th Press    | 7             | Cycle                     |

# OPERATING INSTRUCTIONS (CONTINUED)

## Using the Heater Control Button



This button controls the heater ON/OFF. When the temperature unit is set as “F” or “C”, the temperature scope is as shown in the table.


To display the temperature setting in either Fahrenheit or Celsius, press the heat button (3) of control panel once, then press and hold the heater button (3) of control panel for 10 seconds. The display will switch between Fahrenheit or Celsius.

| Button Press | Celsius Temperature |
|--------------|---------------------|
| 1st Press    | 17 °C               |
| 2nd Press    | 18 °C               |
| 3rd Press    | 19 °C               |
| 4th Press    | 20 °C               |
| 5th Press    | 21 °C               |
| 6th Press    | 22 °C               |
| 7th Press    | 23 °C               |
| 8th Press    | 24 °C               |
| 9th Press    | 25 °C               |
| 10th Press   | 26 °C               |
| 11th Press   | 27 °C               |
| 12th Press   | 28 °C               |
| 13th Press   | 29 °C               |
| 14th Press   | 30 °C               |
| 15th Press   | ON                  |

| Button Press | Fahrenheit Temperature |
|--------------|------------------------|
| 1st Press    | 62 °F                  |
| 2nd Press    | 63 °F                  |
| 3rd Press    | 64 °F                  |
| 4th Press    | 65 °F                  |
| 5th Press    | 66 °F                  |
| 6th Press    | 67 °F                  |
| 7th Press    | 68 °F                  |
| 8th Press    | 69 °F                  |
| 9th Press    | 70 °F                  |
| 10th Press   | 71 °F                  |
| 11th Press   | 72 °F                  |
| 12th Press   | 73 °F                  |
| 13th Press   | 74 °F                  |
| 14th Press   | 75 °F                  |
| 15th Press   | 76 °F                  |
| 16th Press   | 77 °F                  |
| 17th Press   | 78 °F                  |
| 18th Press   | 79 °F                  |
| 19th Press   | 80 °F                  |
| 20th Press   | 81 °F                  |
| 21st Press   | 82 °F                  |
| 22nd Press   | 83 °F                  |
| 23rd Press   | 84 °F                  |
| 24th Press   | 85 °F                  |
| 25th Press   | 86 °F                  |
| 26th Press   | ON                     |

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## Using the Timer Control Button

 Pressing the timer control button (4) will set the timer. This interval period is shown in the display (5) on the control panel on the front of the electric fireplace. The set intervals are as listed in the table.

| Button Press | Timer Interval | Display Value |
|--------------|----------------|---------------|
| 1st Press    | 1 Hour         | 1H            |
| 2nd Press    | 2 Hours        | 2H            |
| 3rd Press    | 3 Hours        | 3H            |
| 4th Press    | 4 Hours        | 4H            |
| 5th Press    | 5 Hours        | 5H            |
| 6th Press    | 6 Hours        | 6H            |
| 7th Press    | 7 Hours        | 7H            |
| 8th Press    | 8 Hours        | 8H            |



**NOTE:** If this product experiences exceptionally high temperature, it may automatically stop heating. If this occurs the product should be unplugged or isolated from the main supply for a period of 5 minutes before the power is then resupplied.

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## OPERATING INSTRUCTIONS (CONTINUED)

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### Heater Locking Function



To turn off the heating mode, press and hold the power button for 10 seconds to enter heat lock out mode. Flame lights will flash 6 times to signal the heating function is turned off and locked out. To turn on the heating mode, press and hold the power button for 10 seconds. The flame lights will flash 6 times and the heating function will be restored. When the heat button is pressed in lock out mode, the ember bed will flash 6 times until the heating mode is turned on.

## CARE AND MAINTENANCE

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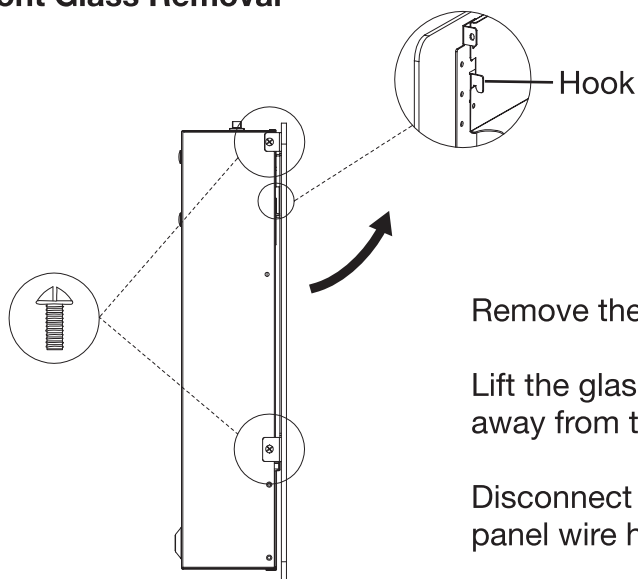


**IMPORTANT:** Always unplug the power cord before cleaning the unit. Allow the unit to cool before cleaning it.

- Wipe the exterior surface of the electric fireplace occasionally with a soft, damp cloth (not dripping wet), and dry the exterior surface before operating.
- Do not immerse the electric fireplace in water.
- Do not use any cleaning chemicals such as detergents and abrasives.
- Do not allow the interior to get wet, as this could create a hazard.
- Light accumulated dust may be removed from the electric fireplace with a soft, dry cloth.
- To store the electric fireplace, put it back into its original packaging and store in a clean, dry place.
- The blower and flame motor are pre-lubricated for a durable using time and need no further lubrication or maintenance. Dust particles will accumulate on/in the electric fireplace, so periodic cleaning/vacuuming of the electric fireplace is recommended.
- Always turn the heater OFF and unplug the power cord from the outlet before cleaning.
- Cleaning behind the front glass can be done by removing the front glass from the engine assembly. There are two screws on each side of the engine that hold the glass in place. Remove the four screws that hold the glass and then lift the glass up and away from the engine assembly. While holding the glass, disconnect the control panel wire harness from the engine assembly. Clean with a lint free damp cloth. To replace the glass, center the glass over the engine assembly and re-connect the control panel's wire harness to the engine assembly and lower the glass until it seats. Install the four screws that you removed into the brackets on each side of the glass. Tighten all the screws.

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## Front Glass Removal



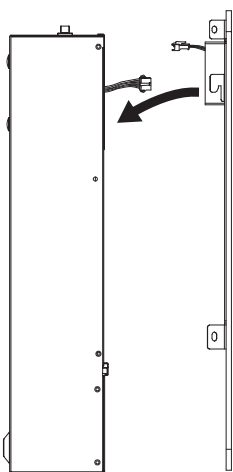
Remove the four screws.

Lift the glass up and away from the firebox.

Disconnect the control panel wire harness.

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## Front Glass Installation




Re-connect the control panel's wire harness.

Lower the glass onto the firebox.

Install and tighten the four screws.

# CARE AND MAINTENANCE (CONTINUED)



**CAUTION:** Do not mix old and new batteries. Do not mix alkaline, standard (carbon-zinc), or rechargeable (ni-cad, ni-mh, etc) batteries.

Battery Replacement  
Procedure  
  
Battery Size CR2025

## Disposal of Used Batteries



The battery may contain hazardous substances which could endanger the environment and human health. This symbol marked on the battery and/ or packaging indicates that used battery shall not be treated as municipal waste. Batteries should be disposed of at an appropriate collection point for recycling. By ensuring the used batteries are disposed of correctly, you will help prevent potential negative consequences for the environment and human health. The recycling of materials will help to conserve natural resources. For more information about the recycling of used batteries, please contact your local municipality waste disposal service.




### DANGER



**Disconnect power before servicing.**

Any electrical re-wiring of this appliance must be done by a qualified electrician. This wiring must be done in accordance with local codes and/or in Canada with the current CSA C22.1 Canadian Electrical Code, and for US installations, the National Electrical Code ANSI/NFPA No. 70.



**WARNING:** Disconnect power before servicing.

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We would like to extend our heartfelt thanks to  
all of our customers for taking time to assemble  
this product and giving us valuable feedbacks.

THANK  
you  
😊

