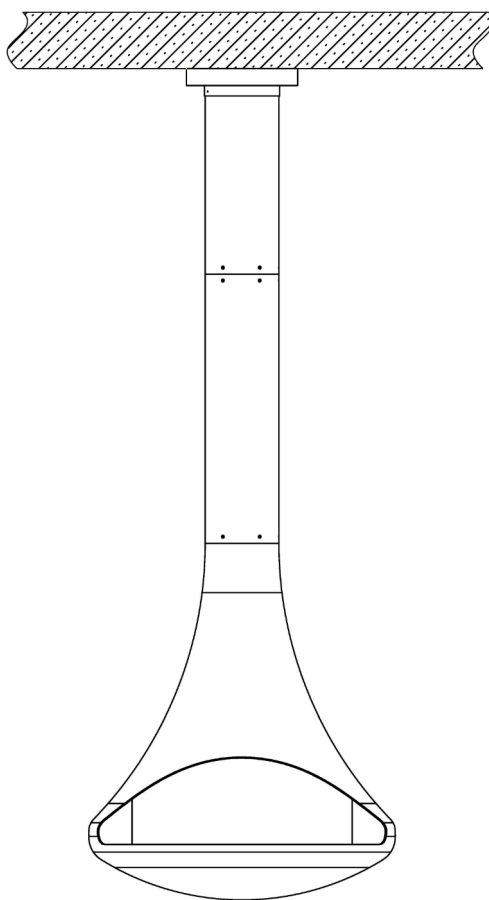


SUSPENDED LCD ELECTRIC FIREPLACE

Model#: Emberglow COVE

OWNER'S MANUAL



Suspended LCD Electric Fireplace

AC 220-240V 50Hz 1400-1600W

⚠ WARNING	Read and understand this entire owner's manual, including all safety information , before plugging in or using this product. Failure to do so could result in fire, electric shock, or serious personal injury .
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⚠ CAUTION	Keep this owner's manual for future reference. If you sell or give this product away, make sure this manual accompanies this product .
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visionLINE™
FIREPLACE SYSTEMS



IMPORTANT SAFETY INFORMATION!

WARNING

- Read all instructions before using this fireplace!
- **DO NOT** operate any fireplace with a damaged cord or plug, after the fireplace malfunctions, or after the fireplace has been dropped or damaged in any manner. Discard the fireplace or return to an authorized service facility for examination and/or repair.
- **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 high traffic areas and where it will not be tripped over.
- Connect to properly grounded outlets **ONLY**.
- **DO NOT** insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause electric shock, fire, or damage to the fireplace.
- To prevent a possible fire, **DO NOT** block air intakes or exhaust in any manner. **DO NOT** use on soft surfaces, like a bed, where openings may become blocked.
- A fireplace 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 fireplace only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or injury.
- **AVOID FIRE!** Regularly inspect all air vents to make sure they are free from dust, lint, or other blockages. Unplug the unit and clean with a vacuum **ONLY**. **DO NOT** rinse or get wet.
- This product is not intended to be a primary heat source. It is for supplemental heat only.
- **INDOOR** use only!
- Risk of electric shock- **DO NOT OPEN!** No user-serviceable parts inside.
- **NEVER** modify this fireplace. Doing so could result in personal injury or property damage. Modification of this fireplace completely voids all warranties.
- **ALWAYS** turn this fireplace 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.
- **ONLY** use this fireplace on a 220-240V AC 10-Amp grounded circuit. **NEVER** overload the circuit. If this fireplace trips the circuit breaker, unplug all other appliances on the same circuit before the next use. Avoid plugging other appliances into the same circuit as this fireplace.
- **NEVER** plug this fireplace into an outlet that is old, cracked, or has any loose wires or connections. Plugging this fireplace 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 appliance lead 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) Fireplaces 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 to see if the plug outlet or faceplate 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.
- This appliance is not intended for use by people (including children) with reduced physical or sensory capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.

Preparation

Remove all parts and hardware from the carton and place them on a clean, soft, dry surface. Parts and assembly steps are grouped for hanging on ceiling . 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; level; electric drill; plaster saw.

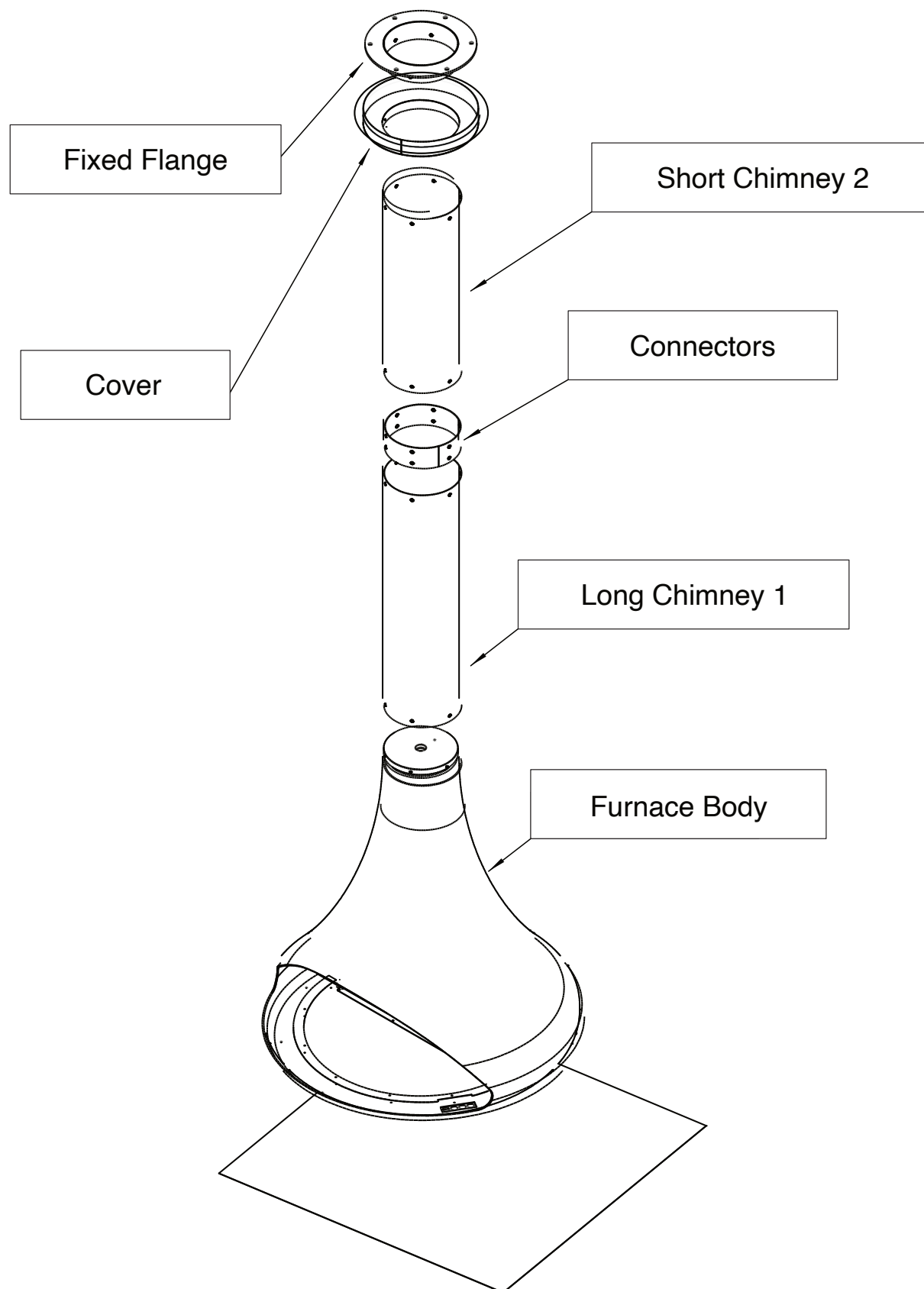
Please note: This fireplace installation instruction relates to mounting in a single storey with enough space for mounting onto a ceiling joist.

For multi-storey dwellings or pitched ceilings, please consider consulting a structural engineer for safe mounting methods.

Unit weight is approximately 113 kg.

Parts and Hardware

A-Fireplace





B- M8 Bolt, Washer and Nut



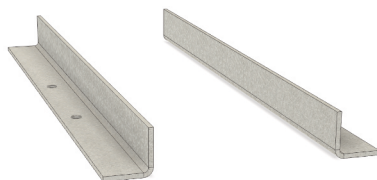
C- M6*10 Hex Flat Head Screws



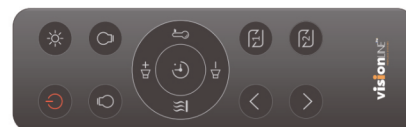
D- M4*8 Phillips Tapping Screws



E- Hex Key



F- 5mm Angle



G- Remote Control



H- Loose logs (with and without LED)



I- Clear Crystals



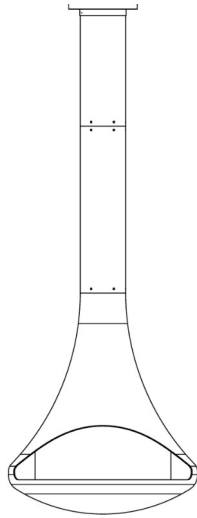
J- Black Rocks



K- Red Crystals

Installation and Assembly

Front View of Fireplace

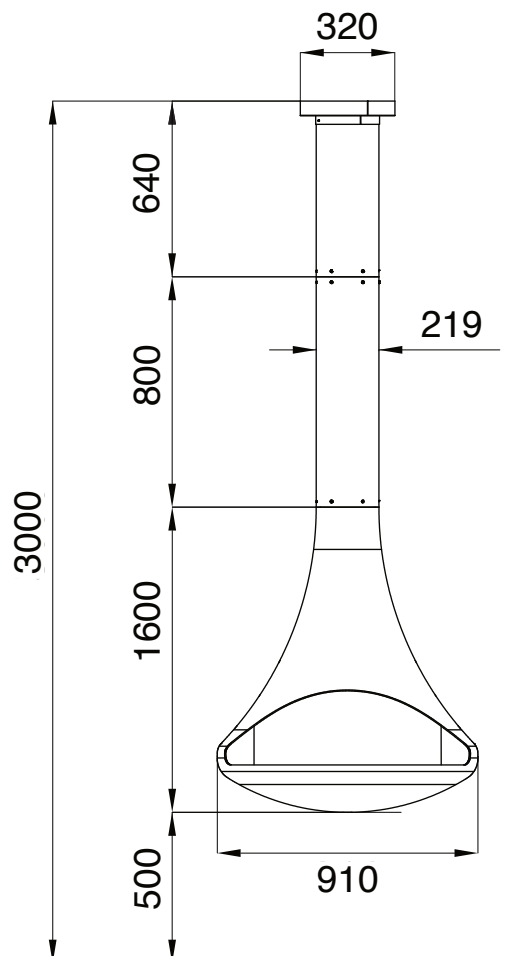


1. Find a safe location.
2. Choose a location near an outlet so an extension cord is not used. Appliance must be connected to an isolated plug base.
3. See Safety Information on pages 2 and 3 for warnings about safe placement, safe installation, and proper use of this product



ALWAYS isolate the appliance before assembly or cleaning, or before relocating. Failure to do so could result in electric shock, fire, or personal injury.

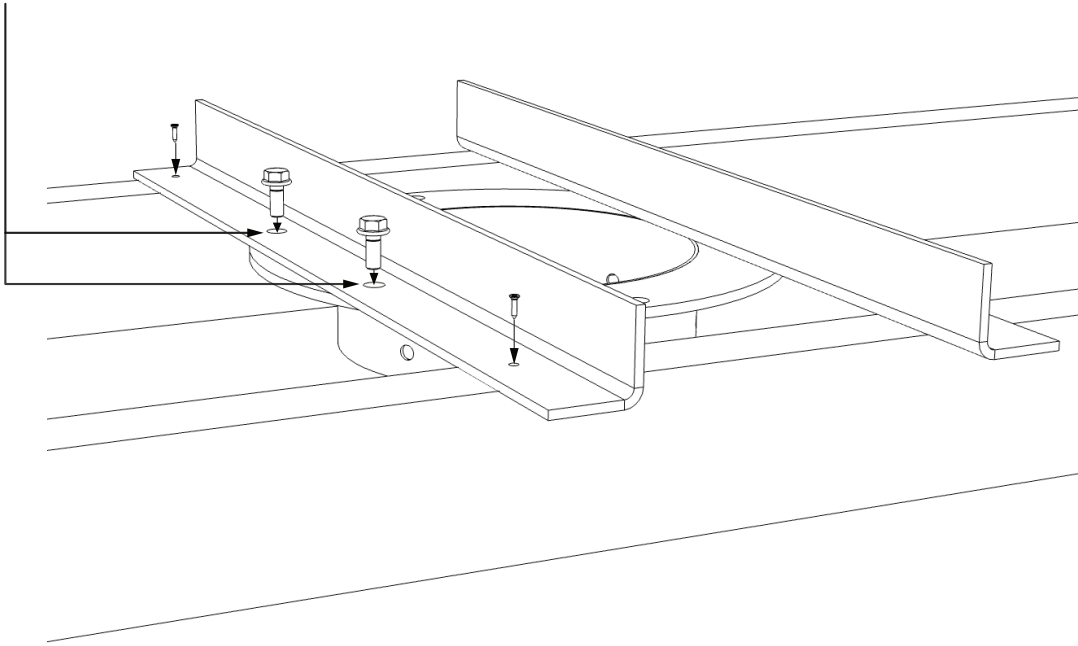
Dimensions



Weight - 113kg

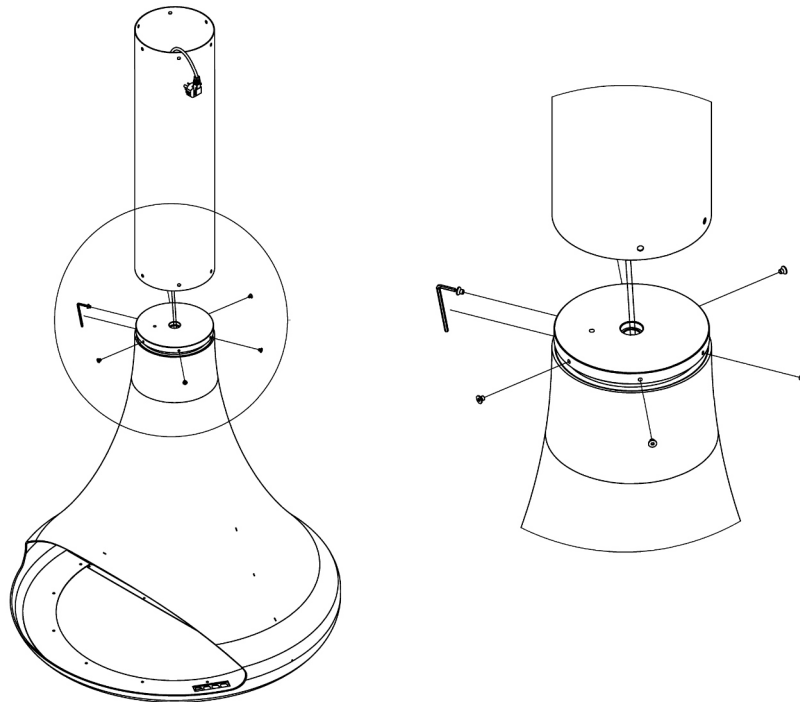
Step 1: Identify appropriate location for fixing to ceiling joist. Mark out centre for a 330 mm plaster cut out. Fix flange on 5mm angle (or equivalent) and secure to the ceiling joist with M8 bolts, washers and nuts.

Notice: Holes in 5mm angle to be drilled out by installer for flange and fixing to joist

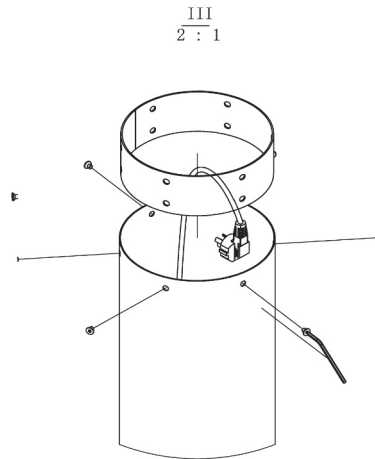
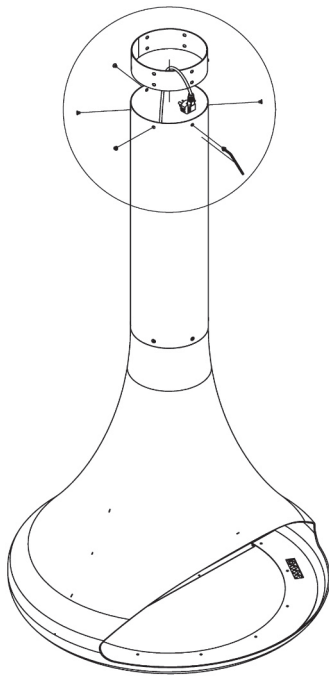


Step 2: Connecting furnace body with long chimney 1 with M6*10 hex flat head screws(C) by hex key(E).

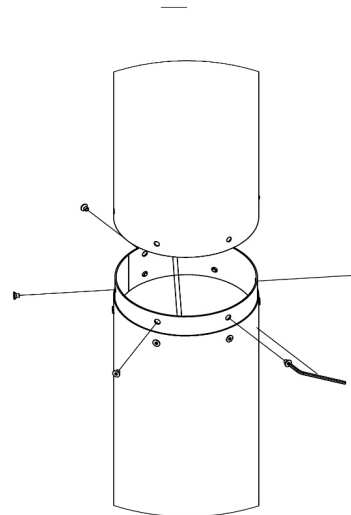
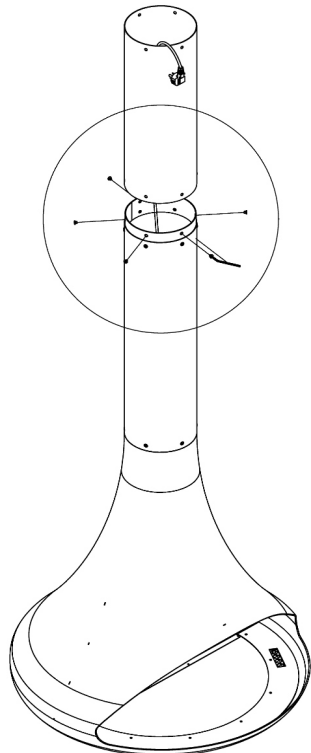
Notice: Keep appliance lead extending out of chimney from Step 2 until Step 5.



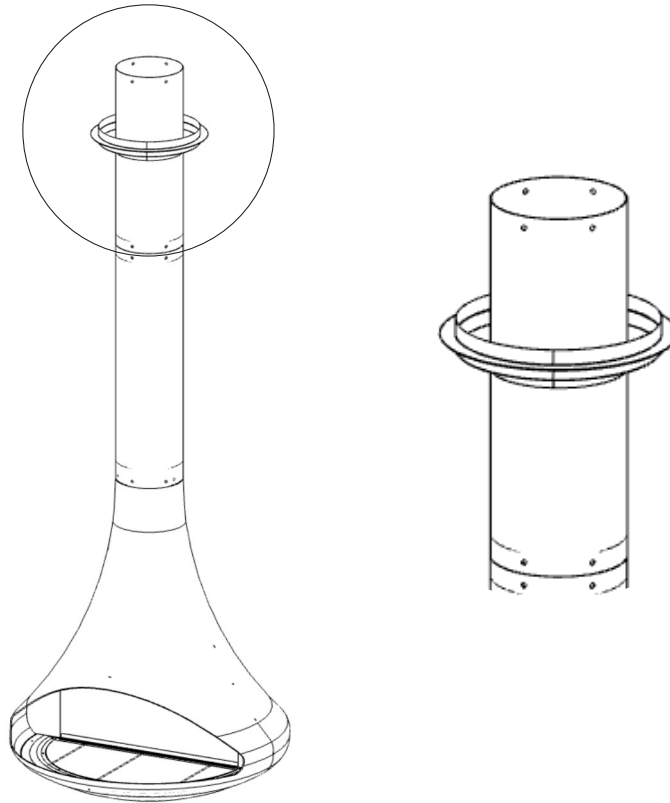
Step 3: Fix tube connector with long chimney with hex flat head screws(C) by hex key(E).



Step 4: Connect short chimney with long chimney by connector with hex flat head screws(C) and hex key(E).

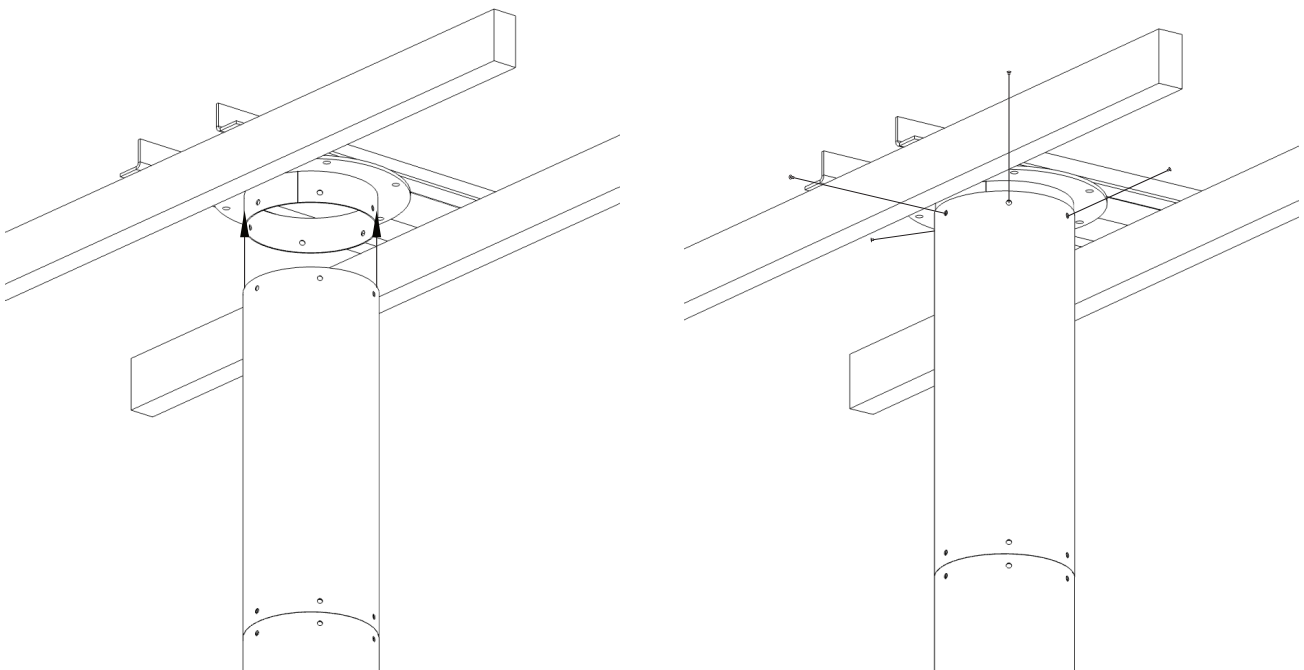


Step 5: Put cover on chimney.

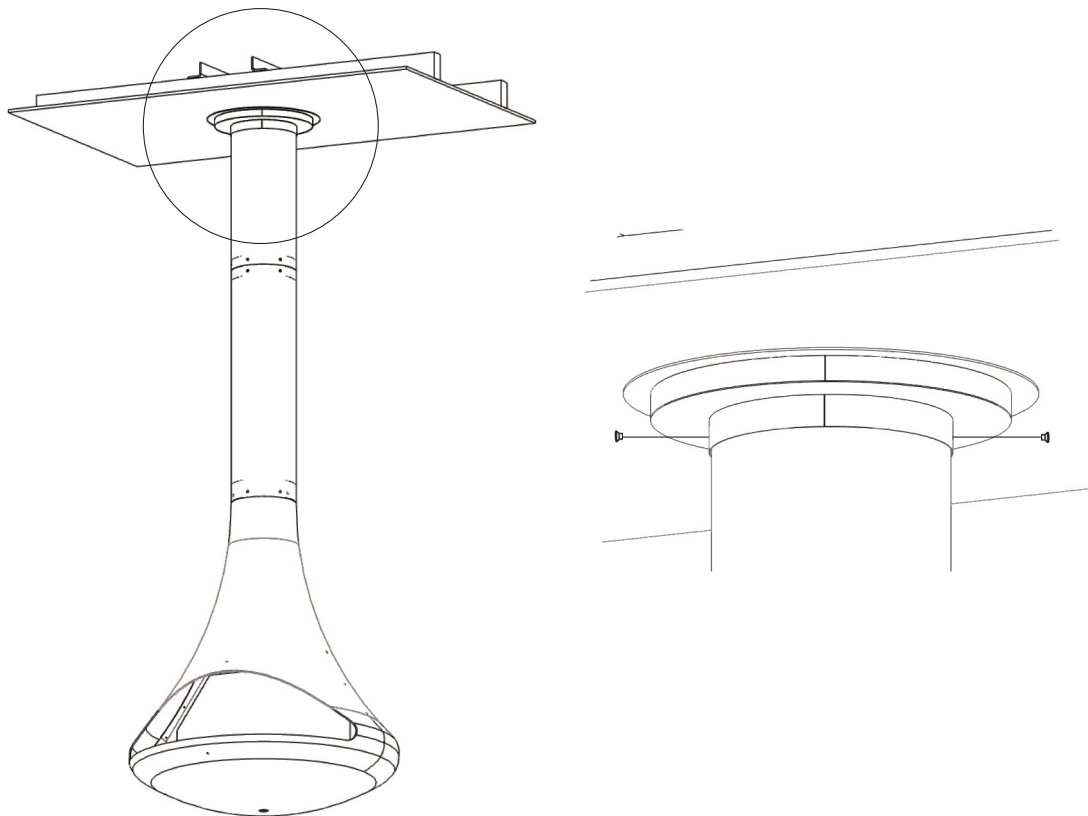


Step 6: Hanging fireplace on the ceiling with flange by hex screws(C) and hex key(E).

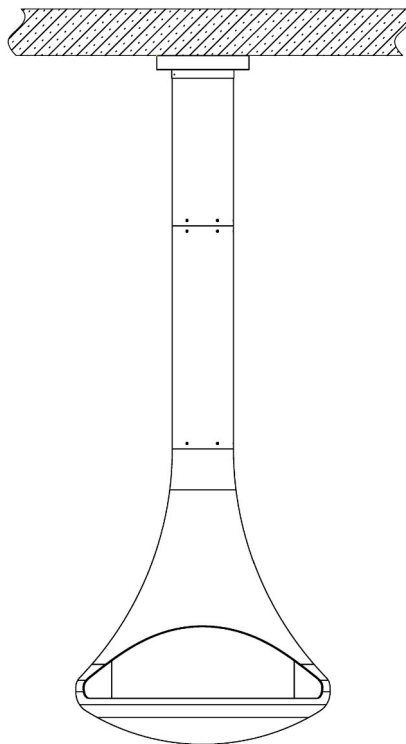
Notice: You may lift fireplace steadily with a hydraulic lifter.



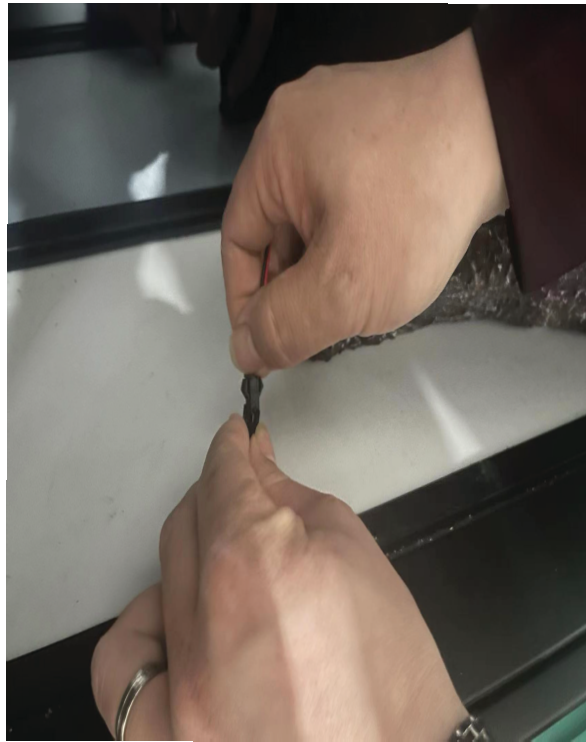
Step 7: Fix the cover with M4*8 philips tapping screws(D).



Step 8: Fireplace is installed like below.



Step 9: Connect glowing loose logs (with LED) with connectors like below and place them on ember bed in the position you prefer.



Step 10: Put on the rest of the loose logs and other media as you like to have your own designed ember bed.



Operation



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

Power

Plug the appliance lead into an outlet or hard wire the appliance. If you choose to hard wire the appliance, it **MUST** have a dedicated isolation switch accessible after installation.

Warning: do not attempt to wire your own new outlets or circuits. Always use a licensed electrician.

Methods of Operation

This electric fireplace can be operated by the TOUCH PANEL, located on the right-side panel of the fireplace (see figure below), or by the battery-powered REMOTE CONTROL.

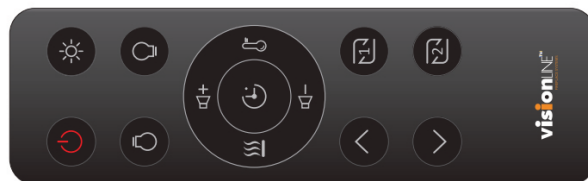
The operation and functions of the two methods are the same.

Before operating, please review the **IMPORTANT SAFETY INFORMATION** on **Pages 2 and 3**, and heed all warnings.

Touch Panel


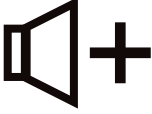
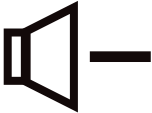











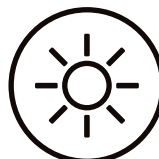
Remote Control



Touch Panel

Touch Panel & Remote Control Operation

BUTTON	FUNCTION	ACTION & INDICATION
	Power Switch	Turns the fireplace on/off.
	Volume	Adjusts the flame volume to 6 levels- 0%-20%-40%-60%-80%-100%
		
	Heater	Turns heater on or off (NOTE: To prevent overheating, the heater fan will blow out cool air for 10 seconds after the heater turn off). 1: Press once. Indicator lights up. 750W heater turns on and blows warm air. 2: Press again. Indicator lights up. 1500W heaters turns on and blows hot air. 3: Press again. Heaters turn off.
	Temperature Setting	Off-76°F [24°C]-80°F [26°C]-84°F [28°C]-88°F [30°C], five gear setting. When the indoor temperature is equal to or greater than the set temperature value, the heating function automatically shut down.
	Timing	The timing function is superimposed for 0.5 hours each time until 2 hours, and for every hour above 2 hours (maximum 8 hours).

	Top Light	TOP light color, Orange, Red, Yellow, Blue, Green, Violet, Pink (7 colours), 8th gear flash, 9th gear gradient, 10th gear OFF, 11th gear red breath light, 12th gear green breath light, 13th gear blue breath light.
	Ember Bed Light	Ember bed light color, Orange, Red, Yellow, Blue, Green, Violet, Pink (7 colours), 8th gear flash, 9th gear gradient, 10th gear OFF, 11th gear red breath light, 12th gear green breath light, 13th gear blue breath light
	Flame Colours	Changes flame colour and cycle.
	Flame Patterns	Changes flame mode and cycle.
	Flame Brightness	Increases the flame brightness in 6 stops, with 1 the brightest and 6 the darkest.
		Reduces the flame brightness in 6 stops, with 1 the brightest and 6 the darkest.
	Ember Bed Light Switch	Turns on a single orange-red breathing light switch inside the simulated wood.

NOTICE

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

- This remote control uses one CR2025 battery (**included**).



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 fireplace OFF and isolate the appliance 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 sprayed onto the cloth or towel. 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 fireplace and vent areas.

Plastic:

- Wipe gently with a slightly damp cloth and a mild solution of dish soap and warm water.
- **NEVER** use abrasive cleansers, liquid sprays, or any cleaner that could scratch the surface.

Maintenance



Risk of electric shock! **DO NOT OPEN** any panels! No user-serviceable parts inside!



ALWAYS turn the fireplace OFF and isolate the appliance 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 fireplace in a clean dry place when not in use.



WARNING! NO SERVICING of the internal or electrical parts should be performed by the consumer. Do not service the unit yourself.



Do not dispose of electrical appliances as unsorted municipal waste, use separate collection facilities. Contact your local government for information regarding the collection systems available. If electrical appliances are disposed of in landfills or dumps, hazardous substances can leak into the groundwater and get into the food chain, damaging your health and well-being.

Troubleshooting



WARNING

DISCONNECT THE APPLIANCE COMPLETELY AND LET COOL PRIOR TO ANY SERVICE. ONLY A QUALIFIED SERVICE PERSON SHOULD SERVICE AND REPAIR THIS ELECTRIC APPLIANCE.

Problem	Possible Cause	Solution
1. Fireplace turns off and will not turn on.	1. Fireplace has overheated and safety device has caused thermal switch to disconnect or home circuit breaker has opened.	1. Reset switch by turning main power switch off and waiting 10 minutes then turning it back on or reset circuit breaker.
2. Flame is not moving.	1. Loose wiring. 2. LCD screen defective.	1. Inspect wiring for loose connections. 2. Remove the left and right strips on outer glass and then remove the glass; remove DIY accessories on ember bed and remove the strip and the inner glass; put the screen upside down, unplug the screen cable and backlight cable; replace the LCD screen
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.
4. Log set and/or embers are not glowing.	1. Wiring is loose. 2. Ember is in off mode.	1. Disconnect from power source and inspect wiring for loose connections and repair or replace if necessary. 2. Ensure the ember button is pressed until on high.
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.
6. Fireplace will not come on when switch is flipped to ON.	1. Fireplace is not plugged in to an electrical outlet. 2. Control failure. 3. Breaker tripped.	1. Check plug. 2. Call a qualified service technician. 3. Reset breaker.

<p>7. Heater does not provide heat when turned on.</p>	<p>1. Thermal switch has been tripped.</p> <p>2. Wiring is loose.</p> <p>3. Heater is defective.</p>	<p>1. Turn unit off and unplug unit for 10 minutes. Plug back in and turn unit on. If plug cannot be reached, follow directions for tripped circuit breaker.</p> <p>2. Disconnect from power source and inspect wiring for loose connections and repair or replace if necessary.</p> <p>3. Replace heater.</p>
<p>8. Touch Panel / Remote Control do not work.</p>	<p>1. The front glass is moved or not secured properly.</p>	<p>1. Unplug the appliance. If the appliance is recessed to the wall, shut off house circuit breaker. Ensure the front glass is in the correct location and is sitting flat to the appliance touch panel. After 15 seconds, plug or turn on the appliance to reset it.</p>

This product covers 24 MONTHS OF LIMITED WARRANTY:

During the warranty period, free spare parts are available for your maintenance.



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