

# **ELECTRIC HEATER**

**MODEL : WU-31947**

Manufacturer: Dongguan Songwei Electric Technology Co., Ltd.

Note: This fireplace can be controlled via Bluetooth using your Apple or Android device. Visit the APP Store and enter “ember hearth 2017” in the search bar to download the APP.

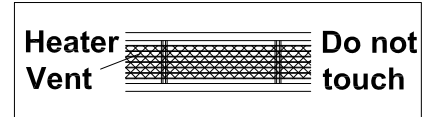
## **IMPORTANT INSTRUCTION**

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

Read all instructions before installing or using this heater.

- To avoid malfunction, please be certain the input voltage of the electric fireplace insert and the voltage of the outlet are identical before plugging in.
- Check the unit for any damage that may exist (such as missing screw, dents, etc.) before using this device.
- When first used, the electric fireplace insert may emit a slight odor. This is normal and harmless and will go away after the first few uses.
- The outlet must be 15A/120V.
- DO NOT touch the vent when heater is turned on.
- This product is very heavy. It is recommended that at least two people work together to assemble it.
- You may use the carton to protect the fireplace during assembly.
- Do not use power tools.



## **WARNING**

- This heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, curtains, etc. at least 0.9m / 3ft from the front of the heater and keep them away from the sides and rear.
- Proper ventilation is required when operating this fireplace. NEVER cover this device with anything that could restrict air circulation to or from the unit.
- To prevent a possible fire, DO NOT install or use this fireplace directly on carpet, beds, or similar soft surfaces as this may block air intakes, exhaust outlets or otherwise restrict air circulation beneath the heater.
- Extreme caution is necessary when any heater is used by or near children or clothes, curtains, etc. at least and whenever the heater is left operating and unattended.
- NEVER leave this fireplace unattended when in use.
- Always unplug this fireplace when not in use. Turn off all controls prior to removing the plug from the power source.
- This fireplace is designed for indoor use only. NEVER use this device outdoors.
- Connect this fireplace only to properly grounded outlets.
- Make sure plug is fully inserted into the electrical outlet to avoid fire caused by short circuit.
- Use caution and do not strike the mesh on this fireplace.
- NEVER use this device in bathrooms, laundry areas, or similar locations where it may come into contact with water.
- Avoid placing the power cord in high traffic areas where it could become damaged or be a trip hazard.
- DO NOT run the power cord under carpeting, furniture, or appliances.
- NEVER cover the power cord with throw rugs, runners, or similar coverings.
- DO NOT operate this device with a damaged power cord or plug.
- DO NOT operate this device if the cord becomes damaged, after the unit malfunctions in any way, has been dropped, or becomes damaged in any manner. If this happens, discard the unit or return to an authorized service facility to inspection and/or repair.
- DO NOT insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock, fire, or damage to this fireplace.

- This fireplace utilizes sparks and arcing in its internal operation. NEVER use this device in areas where gasoline, paint, or other flammable liquids are used or stored.
- Always plug heaters directly into a wall outlet/receptacle; never use with an extension cord or relocatable power tap (outlet power strip)
- NEVER burn wood or other materials of any kind in this fireplace.
- Always use a licensed electrician for any maintenance to this device.
- Always use properly grounded, fused, and polarized outlets.
- Always use ground fault protection where required by local electrical code.
- Always disconnect the device from its power source before moving the device or performing any cleaning or maintenance.
- To avoid damage when transporting or storing this fireplace, always keep both the insert and its power cord in a dry place and free from excessive vibration.
- DO NOT tangle power cord with cords of other appliances when in use.
- Use this fireplace ONLY as described in this manual. Using this device in a manner other than recommended by the manufacturer may cause fire, electric shock, injury to persons, and/or damage to property.
- Do not operate any heater after it malfunctions. Disconnect power at service panel and have heater inspected by a reputable electrician before reusing.
- To disconnect heater, turn controls to off, and turn off power to heater circuit at main disconnect panel.
- To prevent a possible fire, do not block air intakes or exhaust in any manner.
- 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 heater.
- The remote control requires 2-AAA Batteries.
- 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.
- To reduce the risk of fire, do not store or use gasoline or other flammable vapors and liquids in the vicinity of the heater.
- To disconnect heater, turn controls to off, and turn off power to heater circuit at main disconnect panel.
- To prevent a possible fire, do not block air intakes or exhaust in any manner.
- Warn that the heater must be properly installed before it is used.
- If the product is not used for a long period of time, please unplug the power cord from wall outlet to assure safety.
- Minimum installation external dimension:1165mm\* 515 mm\* 335 mm.
- Minimum installation internal dimension:1225mm\* 525mm\* 335mm.

**SAVE THESE INSTRUCTIONS**

# ASSEMBLY INSTALLATION INSTRUCTIONS

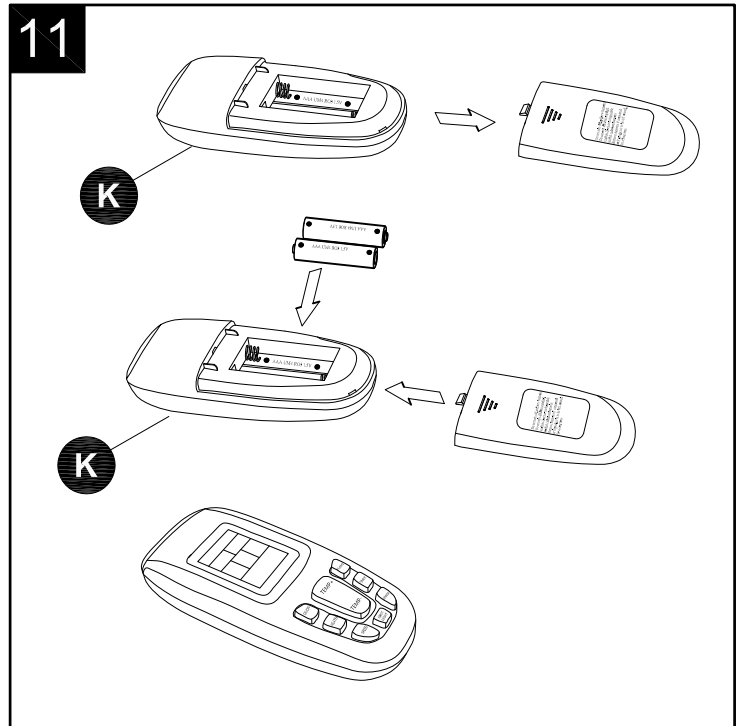
11. Remove the battery compartment cover from the Remote Control (K). Insert 2-AAA batteries (not included) making sure the polarity is correct. Then, replace the cover as shown FIG.11.

**Reminder:**

You may use Alkaline, Lithium, or Rechargeable batteries to power the Remote Control. However, ALWAYS use the same type of batteries. NEVER mix different types of batteries in the Remote Control. Do not mix old and new batteries. If it is necessary to change batteries, please replace all batteries with new ones to prolong the life-span of the batteries.

**Battery Usage & Storage:**

Remove batteries if consumed or if product is to be left unused for a long period of time.



**CAUTIONS: BATTERY INSTRUCTIONS**

- Always purchase the correct size and grade of battery most suitable for the intended use.
- Always replace the whole set of batteries at one time, taking care not to mix old and new ones, or batteries of different types.
- Clean the battery contacts and also those of the device prior to battery installation.
- Ensure the batteries are installed correctly with regard to polarity (+ and -).
- Remove batteries from equipment which is not to be used for an extended period of time.
- Remove used batteries promptly.
- For recycling and disposal of batteries to protect the environment, please check the internet or your local phone directory for local recycling centers and / or follow local government regulations.

# OPERATING INSTRUCTIONS

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Warning - The Fireplace must be properly installed before it is used.

Please reference attached operating instruction on remote control and control panel

《ON/OFF》 Turns the flame and logs On/Off.

《DIMMER》 Controls the brightness of the flame and logs.

《HEATER》 Controls the functions of the heater. Press the button once to set the heater to HIGH (1,500 W). Press the button twice to set the heater to LOW (750 W). When the heater is already running on HIGH, press the button once to change the setting to LOW and press twice to turn the heater OFF. When the heater is already running on LOW, press the button once to turn the heater OFF, and press twice to turn the heater to HIGH.

《FLAME》 Controls the color of the flame. The default setting for the flame color is YELLOW. Each time the flame button is pressed, the color of the flame will change. The last setting is one which causes the flames to automatically and continuously cycle through all colors, changing every 15 seconds. Pressing the FLAME button one more time will return to the first (default) flame color of YELLOW.

《SPEED》 Controls the speed at which the flame effect turns. There are 5 speed levels. The default speed is level three. There are two slower speeds and two faster speeds which can be set by pressing the SPEED button.

《SPOT LIGHT》 Controls the brightness of the accent lights. Press once to set the accent light at the highest level. Touch again to reduce the brightness. Press a third time to turn the accent light off.

《TIMER》 Controls the duration of the heater timer. To set or adjust the timer, press the TIMER button then press the "UP" or "DOWN" arrows. The timer is adjusted in 30 minute increments (settings from 30 minutes to 12 hours) each time the "UP" or "DOWN" arrow is pressed.

《UP》 Use in conjunction with the TIMER and HEATER modes. Controls the TIMER and THERMOSTAT settings. When in the TIMER mode, pressing the UP arrow will increase the timer setting by 30 minutes each time the arrow is pressed (settings from 30 minutes to 12 hours). When in the HEATER mode, pressing the UP arrow will increase the thermostat setting by 1°F each time the button is pressed (settings from 60°F-97°F).

《DOWN》 Use in conjunction with the TIMER and HEATER modes. Controls the TIMER and THERMOSTAT settings. When in the TIMER mode, pressing the DOWN arrow will decrease the timer setting by 30 minutes each time the arrow is pressed (settings from 30 minutes to 12 hours). When in the HEATER mode, pressing the DOWN arrow will decrease the thermostat setting by 1°F each time the button is pressed (settings from 60°F-97°F).

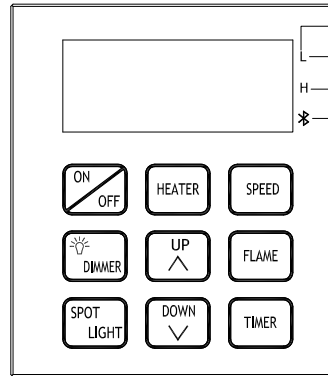
Child lock : Under the condition that the electric fireplace is on or off, long press both 《UP》 and 《DOWN》 for a few seconds, you will hear "beep" once, and the digital display panel will show "L", indicating all operation for control panel and remote control is locked. To unlock, press both 《UP》 and 《DOWN》 for a few seconds again, you will hear "beep" twice, indicating the all operation for control panel and remote control is back to normal.

Calibration : If the environment temperature and the temperature show on the digital display panel is different, calibration function can solve this problem. Long press 《TIMER》 for a few seconds, digital display panel will show "00F" and blink. Then, press 《UP》 or 《DOWN》 to increase or decrease the temperature on the display panel.( Calibration range : 9°F-0°F--9°F )

Operation reminder: When the environment temperature is higher than the desired temperature, heater stops. If you would like to simply run the heater without thermostat control, press 《HEATER》 to turn on the heater.  
Please refer to the digital display panel for working status of electric fireplace.



**Remote Control**



Low heat level indicator  
High heat level indicator  
Bluetooth connection indicator

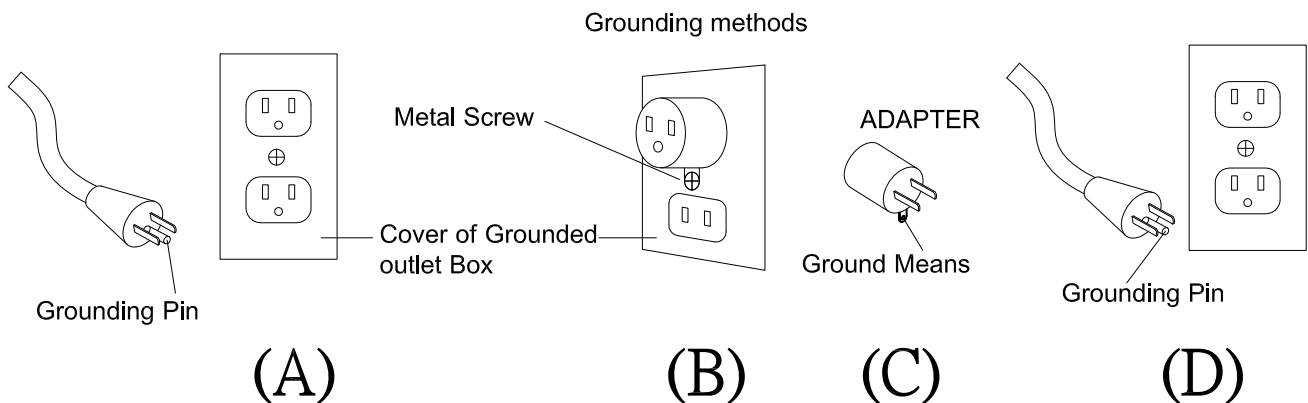
**Control Panel  
on fireplace insert**

**Other Important Features**

- Please be aware that when heater stops working, air will continue to blow for several seconds. This helps protect the internal wiring from overheating.
- If the temperature inside the electric fireplace becomes abnormally high, the temperature protection mechanism will activate automatically and the heater will be shut down. If this happens, the fireplace will not operate. To remedy this problem, remove the power cord from the power outlet and wait 3-5 minutes for the heater to cool down or until the temperature protection mechanism deactivates. Then, plug the power cord back into the power outlet to resume normal operation.
- 1500 watts / 5200 BTU per hour / Provides supplemental heat for up to 92.9 sq m or 1,000 sq ft.

**Grounding Instructions:**

This heater is suitable for 120 volts. The cord has a plug as shown in FIGURE A. An adaptor (not included) as shown in FIGURE C can be used to connect three-blade grounding-type plugs into two-slot receptacles. The green grounding plug extending from the adaptor must be connected to a permanent ground such as a properly grounded outlet box. The adaptor should not be used if a three-slot grounded receptacle is available.



# CARE AND MAINTENANCE

- Warning - Make sure the power has been turned off at the circuit breaker panel and that the heating element of the heater is cool before performing any maintenance on the fireplace.
- Dust the fireplace on a regular basis using a soft, lint-free cloth and a high-quality furniture polish. Always avoid "dry dusting" the fireplace as dust can scratch the wood finish.
- Avoid using soap/water to clean the fireplace. Soap can damage the wood finish and water can penetrate the wood causing damage. Anytime liquid comes into contact with the fireplace, it should be dried immediately to avoid damage to the wood.
- If possible, the fireplace should be placed in a location where it will not be exposed to direct sunlight for long periods of time. Sunlight can cause damage to wood finishes, so minimizing its exposure will lengthen the life of the fireplace.
- To avoid the risk of electrical shock, ALWAYS disconnect the power cord from the electrical outlet before any internal maintenance or replacement of parts is done.
- Use caution when opening the metal cabinet of the electric fireplace insert during inspection and maintenance.

## TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
No power, unit does not turn on, or power lights do not light up.	<ol style="list-style-type: none"> <li>1. Unit is not plugged into a standard 120-volt outlet.</li> <li>2. The main power button on the control panel is not in the "On" position</li> </ol>	<ol style="list-style-type: none"> <li>1. Verify that unit is plugged into a standard 120-volt outlet.</li> <li>2. Verify the main power button on the control panel is "On".</li> </ol>
Power is on but logs /ember bed do not glow.	There are loose or broken light bulbs.	Remove back panel and make certain there are no loose or broken lights.
Logs /ember bed glows but flame effect does work.	<ol style="list-style-type: none"> <li>1. The spinner rod is not correctly attached to the spinner motor and rotating properly.</li> <li>2. The spinner motor is not on and functioning correctly.</li> </ol>	<ol style="list-style-type: none"> <li>1. Remove back panel and make certain the spinner rod is correctly attached to the spinner motor and is rotating properly.</li> <li>2. Remove the back panel and verify the spinner motor is on and functioning.</li> </ol>
Logs /Ember bed glows and flame effect works, but heater does not blow warm air.	The heat button has not been pressed on either the remote control or the control panel.	<p>Verify the heat button has been pressed on either the remote control or the control panel.</p> <p>If the heat button has been pressed and the heater still does not blow warm air, turn the unit off and unplug the fireplace from the power outlet for 10 minutes. After 10 minutes, plug the unit back into the power outlet and operate as normal.</p>
Operation not allowed.	Child lock activated.	Child lock de-activated.

## CAUTION:

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**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**

### **NOTE:**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.