

ELECTRIC FIREPLACE



Owner's Manual

Model #: ☐ EWF-36 ☐ EWF-50 ☐ EWF-60 ☐ EWF-72 ☐ EWF-95

AC 120V 60Hz 1500W

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**.

CAUTION

Keep this owner's manual for future reference. If you sell or give this product away, **make sure this manual accompanies this product**.

 **IGNIS**[®]
P R O D U C T S

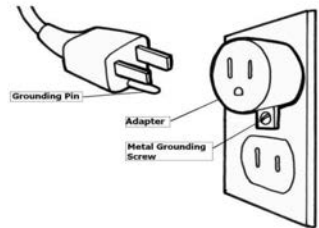


IMPORTANT SAFETY INFORMATION!

WARNING

- **Read all instructions before using this heater!**
- This heater is **hot when in use**. To avoid burns, **DO NOT** let bare skin touch **hot** surfaces. If provided, use handles when moving this heater. Keep **combustible materials**, such as furniture, pillows, bedding, papers, clothes, and curtains at least **3 feet (0.9m)** from the **front of the heater**, and **keep them away from the sides and rear**.
- **Extreme caution** is necessary when any heater is used by or near **children** or **invalids** and whenever the heater is left **operating and unattended**.
- **DO NOT** operate any heater with a **damaged cord or plug** or after the **heater malfunctions**, has been **dropped or damaged in any manner**. Discard heater, or return to authorized service facility for examination and/or repair.
- **DO NOT** run **power cord** under carpeting. **DO NOT** cover power cord with throw rugs, runners, or similar coverings. **DO NOT** route power cord under furniture or appliances. Arrange power cord **away from traffic** area, and where it will not be tripped over.
- **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** or **fire**, or **damage the heater**.
- To prevent a possible fire, **DO NOT** block air intakes or exhaust in any manner. Doing so could cause a **fire**. **DO NOT** use on soft surfaces, like a bed, where openings may become blocked.
- A heater has **hot and arcing or sparking parts inside**. **DO NOT** use it in areas where **gasoline, paint, or flammable liquids** are used or stored.
- **Use this heater only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or injury to persons.**
- **ALWAYS** plug heaters directly into a wall outlet/receptacle. **NEVER** use with an extension cord or relocatable power tap (outlet/power strip).
- **DO NOT** place the heater near a bed because objects such as pillows or blankets can fall off the bed and be ignited by the heater.
- **NEVER** use this heater in **bathrooms, laundry rooms**, or any other location where the heater could fall into a **bathtub or pool, become damp, or come in contact with water**.
- **AVOID FIRE!** Regularly inspect all air vents to make sure they are free from dust, lint, or other blockage. **Unplug the unit** and clean with a **vacuum ONLY**. **DO NOT** rinse or get wet.
- **ALWAYS** mount to wall bracket before use. **DO NOT** set on the floor, or other surface, to use.
- **NEVER** use a wall mount bracket from another manufacturer.
- This product is **not intended** to be a **primary heat source**. It is for **supplemental heat only**.
- **INDOOR use only! NEVER** use this heater **outdoors!** Doing so may result in **electric shock!**
- **Risk of electric shock! DO NOT OPEN!** No user-serviceable parts inside!

- **ALWAYS** turn this heater off before unplugging it from the outlet.
- **ALWAYS disconnect** this unit from the **power** supply **before** performing any assembly or cleaning, or before relocating the electric fireplace.
- **NEVER** leave this heater unattended. **ALWAYS** unplug this heater when not in use.
- **ALWAYS** store this heater in a dry location. **NEVER** use the fireplace if it has become wet.
- **NEVER** plug this heater into an outlet that is **old, cracked**, or has any **loose wires or connections**. Plugging this heater into a faulty outlet could result in **electric arcing** within the outlet that could cause the **outlet to overheat or catch fire**.
- **ALWAYS** check your heater cord and plug connections with **each use**!
 - i) **MAKE SURE** the plug fits tight in the outlet! Faulty wall outlet connections or loose plugs can cause the outlet to overheat.
 - ii) **Heaters draw more current** than small appliances. **Overheating** may occur even if it has not occurred with the use of other appliances.
 - iii) During use **check frequently** to see if the **plug outlet or face plate is HOT!**
 - iv) If the outlet or face plate is **HOT, discontinue use immediately** and have a qualified electrician inspect and/or replace the faulty outlets.
- The power cord supplied with the heater has three prongs: two flat blades (live and neutral) and one round pin (ground). If a 3-slot receptacle is not available, an adapter **MUST** be used. The adapter **MUST** be **properly grounded** to the outlet box (see figure at right). [NOTE: Adapter NOT INCLUDED.]
- **SAVE THESE INSTRUCTIONS!**



Preparation

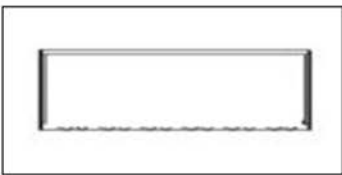











This product includes a **GLASS** panel! Always use **extreme caution** when handling **glass**. Failure to do so could result in **personal injury** or **property damage**.

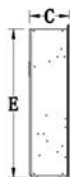
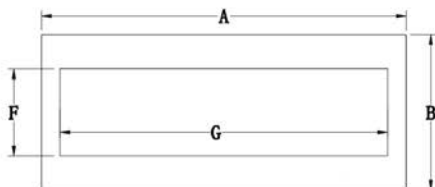
Remove all parts and hardware from the carton and place them on a clean, soft, dry surface. Parts and assembly steps are grouped for wall-hanging or recessing use. Check the parts list to make sure nothing is missing. Dispose of packaging materials properly. Please recycle whenever possible.

You will need the following tools (not included): Phillips screwdriver; stud finder; level; tape measure; electric drill; 1/4" wood drill bit, hammer.

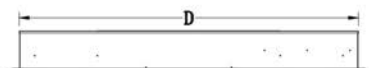
Parts and Hardware

 <p>A – Fireplace</p>		 <p>B – Wood Screws</p>	 <p>C – Drywall anchors</p>
 <p>E - Wall Bracket Fixed on back of firebox</p>		 <p>F-Decorative Pebbles <input type="checkbox"/></p>	 <p>G-Decorative Crystals <input type="checkbox"/></p>
 <p>H - Log set <input type="checkbox"/></p>		 <p>I - Plastic Tray <input type="checkbox"/></p>	
 <p>Remote Control</p>		 <p>Instruction Manual</p>	

Specification and Dimension



Description	Electric Fireplace
Type	Wall-Mount
Voltage	120V AC
Watts	MAX 1500W
Amps	15 AMP Grounded Circuit



PRODUCT DIMENSIONS

Model Number	A	B	C	D	E	F	G
EWF-36	36.02" 91.5cm	21.65" 55cm	4.59" 11.67cm	28.37" 72.06cm	18.62" 47.3cm	9.54" 24cm	25.39" 64.5cm
EWF-50	50.39" 128cm	21.65" 55cm	4.59" 11.67cm	40.71" 103.4cm	18.62" 47.3cm	9.54" 24cm	37.8" 96cm
EWF-60	60" 152.4cm	21.65" 55cm	4.59" 11.67cm	50.31" 127.8cm	18.62" 47.3cm	9.54" 24cm	47.4" 124cm
EWF-72	72" 182.88cm	21.65" 55cm	5.5" 14cm	62" 157.48cm	18.4" 46.74cm	8.7" 22cm	58.25" 147.96cm
EWF-95	95" 241.30cm	21.65" 55cm	5.5" 14cm	84.9" 215.65cm	18.4" 46.74cm	8.7" 22cm	81.4" 206.76cm

Installation and Assembly

Your appliance is a wall-mounted appliance. Select a suitable location that is not susceptible to moisture and is away from drapes, furniture and high traffic areas.

NOTE: Follow all National and local electrical codes.

MINIMUM CLEARANCE TO COMBUSTIBLES

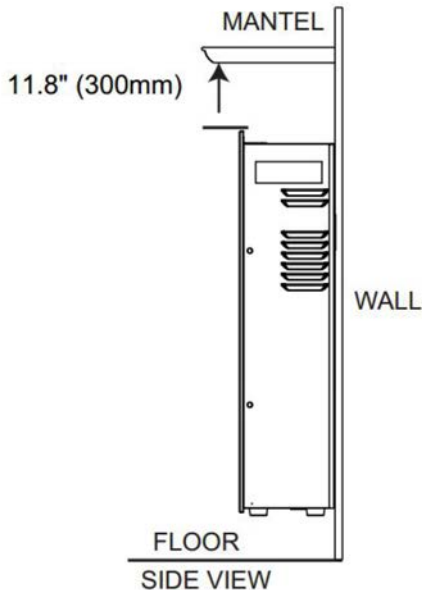
Measurements are taken from the glass front.

Bottom	0"	Top	8" (300mm) to mantel
Sides	0"	Top	8" (300mm) to ceiling
Back	0"		

MINIMUM MANTEL CLEARANCES

WARNING

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



Wall Mounted Installation

Due to the many different materials used on different walls, it is highly recommended that you consult your local builder before you install this appliance on the wall.

A. Select a location that is not prone to moisture and is located at least 36" (914mm) away from combustible materials such as curtain drapes, furniture, bedding, paper, etc.

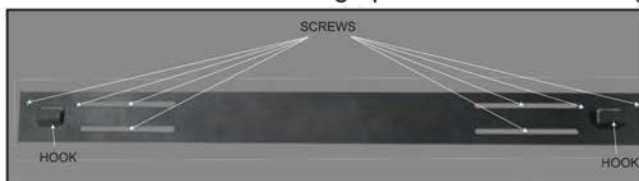
B. Have two people hold the appliance against the wall to determine the final location.

C. Place unit face down on a soft, non abrasive surface. Remove the bracket from the back of the unit by removing the screws, refer to Figure 1.

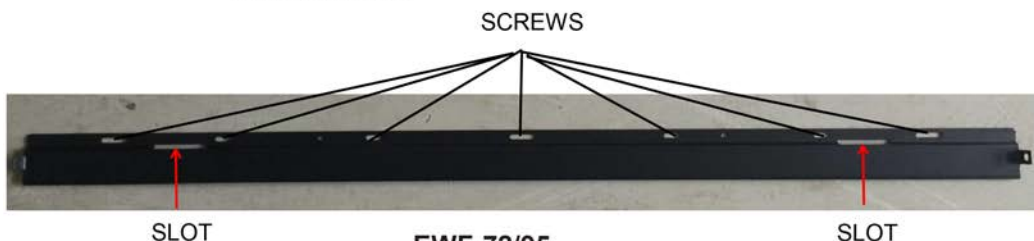
D. Mark out location, then mount the bracket(s) onto the wall using the supplied screws. This bracket

MUST have the hooks facing upward and be level. (EWF-36/50/60)

MUST have the slots facing upward and be level. (EWF-72/95)



EWF-36/50/60

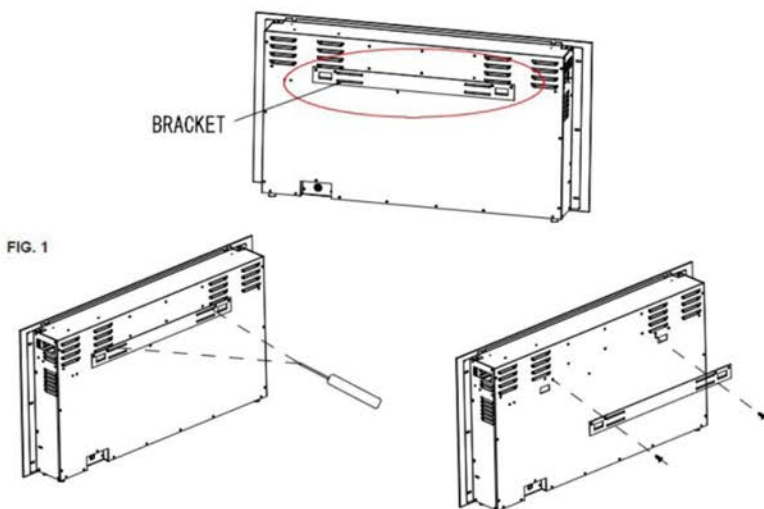


EWF-72/95

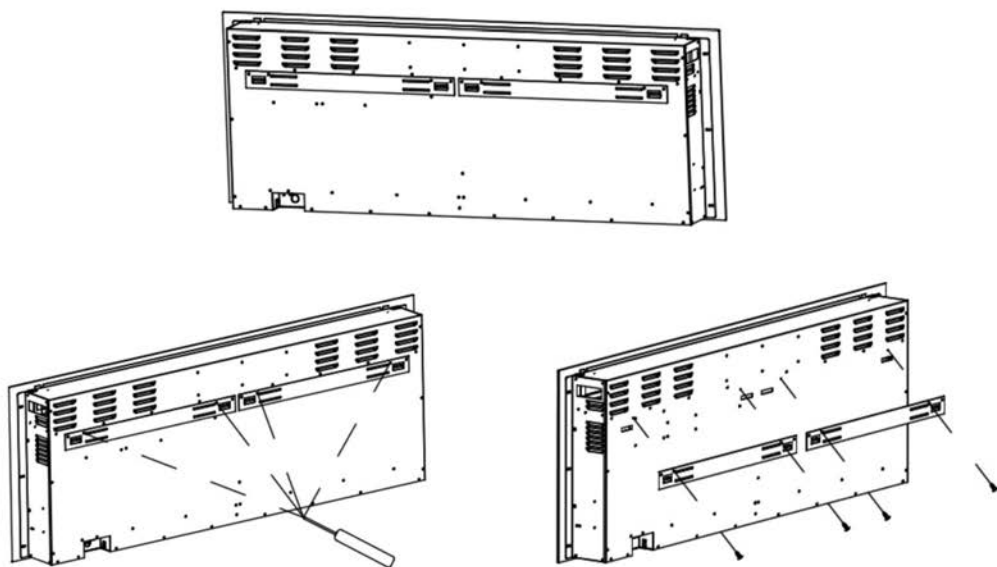
NOTE: It is strongly recommended that the mounting bracket (E) be Screwed into the wall studs Where possible. If the wall Studs cannot be used, ensure That the supplied plastic anchors are used to affix the bracket to the wall and the bracket is adequately secured.

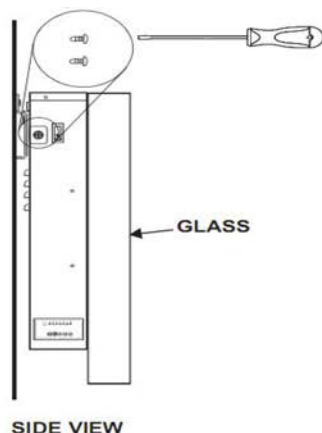
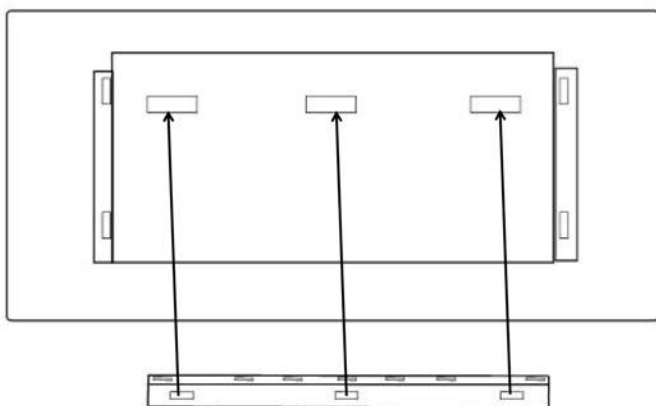
E. With the wall mounting bracket installed have two people lift the appliance up and insert the **hooks on the bracket into the slots on the back of the appliance** (EWF-36/50/60), or insert **the hooks on the back of the appliance into the slots on the bracket and** lock back the two screws on both sides(EWF72/95).

F. Check the appliance for stability ensuring that the bracket will not pull free from the wall.



EWF-36/50 Wall Bracket Illustrated





EWF-72/95 Wall Bracket Illustrated

Logset / Crystal / Pebble Ember Installation

(NOTE: Please make the installation according to the embers which you bought or selected.)

- A. Glass front must be removed and the appliance must be mounted in its final location before the logset / crystal / pebble embers are installed.
- B. If your fireplace come with logset, remove the logset from the package, put it to the fireplace designed place. **Figure 1.**
- C. **CLEAN CRYSTAL or PEBBLE MEDIA:** Crystal or pebbles media may have a fine oil residue that needs to be cleaned prior to installation. Clean the them with mild dish soap, drain, rinse thoroughly and dry before placing into the tray.
- D. Place the plastic tray (I) to the fireplace designed place. Then carefully place crystal or pebbles embers into the bottom tray on the front of the appliance as illustrated. Apply an even layer ember from side to side. **Figure 2, Figure 3.**

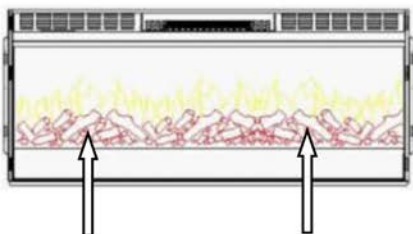


Figure 1.

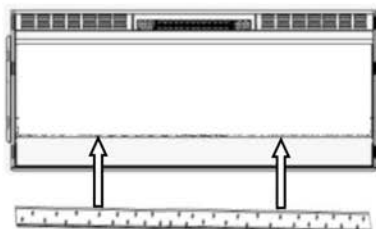


Figure 2.



Figure 3. (Crystal medias)



Figure 3. (Pebbles medias)

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

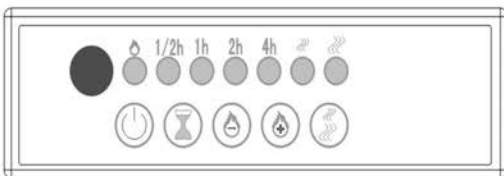
Plug the power cord into a 110~120 Volt 15 Amp grounded outlet (see **IMPORTANT SAFETY INFORMATION** on **Pages 2 and 3**). Make sure the outlet is in good condition and that the plug is not loose. **NEVER** exceed the maximum amperage for the circuit. **DO NOT** plug other appliances into the same circuit.

Methods of Operation

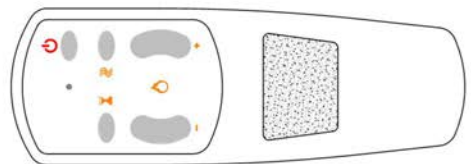
This electric fireplace can be operated by the CONTROL PANEL, located on the side of the fireplace, or by the battery-powered REMOTE CONTROL.

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.




Control Panel








Remote Control

Control Panel & Remote Control Operation

 ON OFF	<p>ON (I). Enables all functions.</p> <p>OFF (O). Turns off all functions on control panel and remote control.</p>	<ol style="list-style-type: none"> Press ON (I). Power turns on. All functions are enabled. Press OFF (O). Power, flame effect, and all functions turn off.
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NOTE: EWF-72/95 come with a ON/OFF switch, before using the appliance, you need to turn it to ON.

BUTTON	FUNCTION	ACTION & INDICATION
 POWER	<p>ON: Enables control panel functions and remote control. Turns on flame effect.</p> <p>OFF: Disables control panel functions and remote control. Turns off flame effect.</p>	<ol style="list-style-type: none"> Press once. Indicator light turns on. Power turns on. All functions enabled. Press again. Flame effect turns off. Power and all functions turn off.
 TIMER	<p>TIMER button: Controls timer settings to turn off fireplace at selected time. Settings range from 0.5 hours to 7.5 hours.</p>	<ol style="list-style-type: none"> Press once. Indicator light turns on. Timer is set to 0.5 hours. Press again until desired setting is reached. Indicator lights show setting.
 FLAME -	<p>FLAME “-”: Makes flame effect dimmer.</p> <p>NOTE: Flame effect stays on until power button is turned off. Flame effect must be on for heater to turn on.</p>	<ol style="list-style-type: none"> Press once. Flame effect gets dimmer. Press again until desired setting is reached. Flame effect continues to get dimmer each time button is pressed.
 FLAME +	<p>FLAME “+”: Makes flame effect brighter.</p> <p>NOTE: Flame effect stays on until power button is turned off. Flame effect must be on for heater to turn on.</p>	<ol style="list-style-type: none"> Press once. Flame effect gets brighter. Press again until desired setting is reached. Flame effect continues to get brighter each time button is pressed.
 HEATER	<p>HEATER button: Turns heater on and off.</p> <p>NOTE: The heater only works when the flame effect is on. If the flame effect is off, the heater will not turn on.</p> <p>NOTE: To prevent overheating, the heater blows cool air for 10 seconds before the heater turns on, and after it turns off.</p>	<ol style="list-style-type: none"> Press once. Indicator lights up. Fan blows cool air for 10 seconds. Low heater turns on and blows warm air. Press again. Indicator lights up. High heater turns on and blows hot air. Press again. Heaters turn off. The fan blows cool air, then turns off.

NOTICE

When the heater is first turned on, 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.

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

- Remote control uses two **AAA** batteries (**Not Included**)

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



NEVER dispose of batteries in **fire**. Failure to observe this precaution **may result in an explosion**. Dispose of batteries at your local hazardous material processing center.

Care and Maintenance

Cleaning



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



NEVER immerse in **water** or **spray with water**. Doing so could result in **electric shock, fire, or personal injury**.

Metal:

- Buff using a soft cloth, slightly dampened with a citrus oil-based product.
- **DO NOT** use brass polish or household cleaners as these products will damage the metal trim.

Glass:

- Use a good quality glass cleaner 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 heater 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 heater **OFF** and **unplug the power cord from the outlet** before cleaning, performing maintenance, or moving this fireplace. Failure to do so could result in **electric shock, fire, or personal injury.**

Electrical and Moving Parts:

- The fan motors are lubricated at the factory and will not require lubrication.
- Electrical components are integrated in the fireplace and are not serviceable by the consumer.

Storage:

- Store heater in a clean dry place when not in use.



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

Troubleshooting



WARNING

**DISCONNECTED 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 devise 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. Flame motor defective. 3.Flame rod out of place	1. Inspect wiring for loose connections. 2. Call a qualified service technician to replace flame motor. 3."Flame Rod" out of place due to rough transit/handling of the product. This issue can be corrected as simple as removing the glass, flipping the fireplace upside down, removing a set of screws that are holding the bottom frame plate and placing the flame rod back into place.

Problem	Possible Cause	Solution
3. Flame is not visible.	1. Wiring is loose.	1. Disconnect from power source and inspect wiring for loose connections and repair or replace if necessary. 2. Push the flame button to high
4. Log set and/or is not glowing.	1. Wiring is loose. 2. Ember is in off mode	1. Disconnect from power source and inspect wiring for loose connections and repair or replace if necessary. 2. Push the ember button is 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.
7. Heater does not provide heat when turned on.	1. Thermal switch has been tripped. 2. Wiring is loose. 3. Heater is defective.	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. 2. Disconnect from power source and inspect wiring for loose connections and repair or replace if necessary. 3. Replace heater.

CAUTION: To remove the glass, you will notice two screws on top sides (right and left) of the fireplace. Once the screws are removed, slide the glass up and away from the fireplace. Once the bottom frame plate is removed, you will notice one flame motor on right side where the rod should be in place with the rubber plugs.

Please remember to always have the unit disconnected prior to any work, always lay glass as well as the unit on a towel or other material not to damage parts/frame.

This entire process should not take longer than 20-30 minutes.

Warranty

1. Our fireplaces are guaranteed 3 Year Limited Warranty. Warranty begins on the date of purchase.
2. Warranty will be applied on presentation of a dated cash receipt and is strictly limited to factory service repair of the piece or pieces that are found to be defective.
3. Installations costs will not be reimbursed in any case as damages for any reason whatsoever.
4. Manufacturer will not be held responsible for any incidental or consequential defects, on goods or individuals.
5. The warranty will not be applied if devices have been subjected to abnormal use or if used under other conditions of use than the ones they were intended for.
6. The warranty will not apply in case of deterioration or accident due to negligence, damages caused by failing to maintain and service the device or resulting from an alteration of material.

Warranty Claim

You can use any of the following options to file a claim:

1. Fill out all the fields on the previous page and mail it to the following address:
Ignis Products - Warranty Department
409 Joyce Kilmer Avenue, Unit 3
New Brunswick, NJ 08901
2. Fill out all the fields on the form below, scan it and email it to:
warranty@ignisproducts.com
3. Submit claim form online at:
www.ignisproducts.com/warranty-and-returns

If you have any questions please don't hesitate to contact us

by phone: 1-855-MY-IGNIS
1-855-694-4647

By email:	general questions:	info@ignisproducts.com
	technical support:	support@ignisproducts.com
	warranty questions:	warranty@ignisproducts.com
	return questions:	returns@ignisproducts.com

Warranty Claim Form

*Please fill out all the fields

Name _____

Address: _____

Purchased from: _____ Order Number: _____

Model Name / Number: _____ Date of Purchase: _____

Description of Your Claim: _____



1-855-MY-IGNIS
1-855-694-4647

info@ignisproducts.com

www.ignisproducts.com