

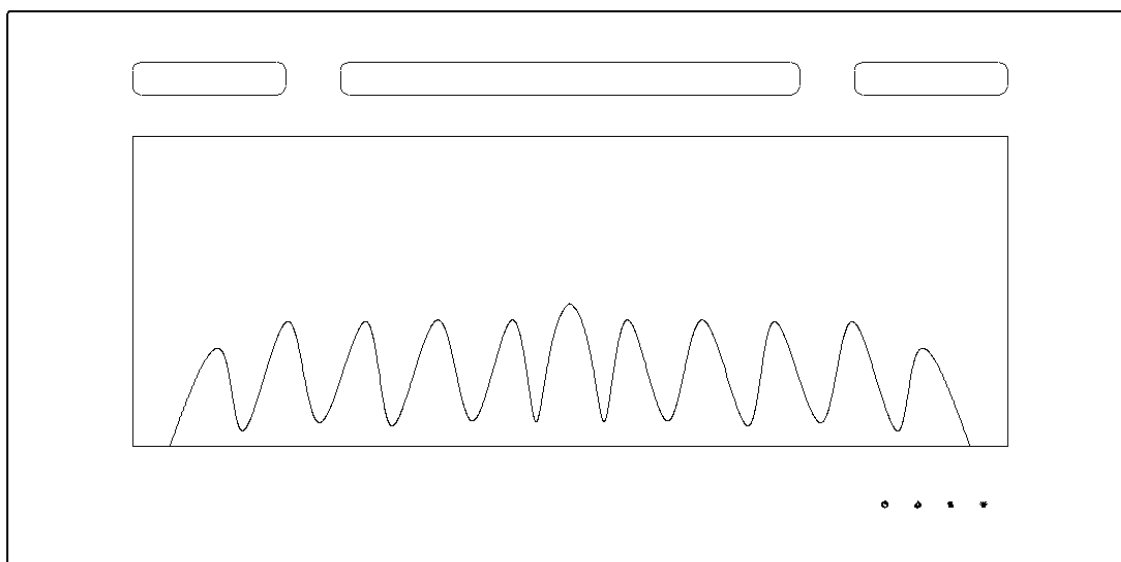


Alice

In Wall Recessed Electric Fireplace

Model Number: (EF172B, EF173B, EF174B, EF175B, EF176B)

OWNER'S MANUAL



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.

NO VENTING REQUIRED
120V AC; 60 Hz; 1500 Watts



WARNING DO NOT RETURN THIS PRODUCT!

Contact our customer service team for help first.

customerservice@puraflame.com

Call: 844-377-5786

CONTENTS

1. Important Safety Information	1
2. Technical Specifications.....	2
3. Parts and Hardware	3
4. Appliance Dimensions	4
5. Installation Instructions.....	5
6. Operating Instructions.....	11
6a. Manual Control Panel.....	11
6b. Remote Controls.....	13
7. Care and Maintenance.....	14
8. Schematic Diagram.....	15
9. FAQ – Frequently Asked Questions.....	16
10. Troubleshooting Guide.....	17
11. Limited Warranty.....	18
12. Customer Service	18

1. IMPORTANT SAFETY INFORMATION

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 using this appliance.**
- **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.**
- **DO NOT use outdoors.**
- **NEVER** use this appliance in **bathrooms, laundry rooms**, or any other location where the appliance could fall into a **bathtub** or **pool**, **become damp**, or **come in contact with water**.
- **For residential use only. NOT for commercial use!** Any commercial or public use of this appliance **voids all warranties**, and could cause **injury**.
- This product is **not intended** to be a **primary heat source**. It is for **supplemental heat only**.
- **Do not** locate the appliance immediately **below** a fixed socket outlet.
- This appliance **must** be **grounded**.
- **DO NOT** operate any appliance with a **damaged cord or plug** or after the **appliance malfunctions**, has been **dropped** or **damaged in any manner**. Discard appliance, or return to authorized service facility for examination and/or repair.
- This appliance 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, and curtains at least **3 feet (0.9m)** from the **front of the appliance**.
- **Extreme caution** is necessary when any appliance is used by or near **children** or **invalids** and whenever the appliance is left **operating and unattended**.
- **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 appliance**.
- 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.
- As the appliance has **hot and arcing or sparking parts inside**. **DO NOT** use it in areas where **gasoline, paint, or flammable liquids** are used or stored.
- **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.
- **DO NOT USE** this appliance with any **solid state speed control devices**.
- **Risk of electric shock! DO NOT OPEN!** No user-serviceable parts inside!
- **NEVER modify this appliance**. Doing so could result in personal **injury** or property **damage**. Modification of this fireplace **completely voids all warranties**.
- **NEVER** leave this appliance unattended. To **disconnect** appliance, **ALWAYS** turn controls to **“OFF”** then remove plug from outlet or turn off circuit when not in use.
- **ALWAYS** turn this appliance off before unplugging it from the outlet.
- To prevent a possible fire, **do not burn wood** or other materials **in this appliance**.

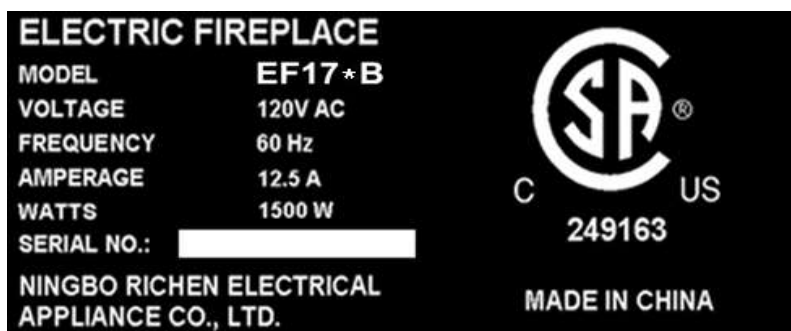
- **ALWAYS disconnect** this unit from the **power** supply **before** performing any assembly or cleaning, or before relocating the electric fireplace.
- **Always use** properly grounded, **fused** and polarized outlets.
- **Always use ground fault protection** where required by electrical code.
- **Avoid use** of an **extension cord** because an extension cord may overheat and cause a fire. However if you have to use an extension cord, the cord should be **No.14 AWG minimum size** and rated to not less than 1875watts.
- **NEVER** plug this appliance into an outlet that is **old, cracked**, or has any **loose wires or connections**. Plugging this appliance into a faulty outlet could result in **electric arcing** within the outlet that could cause the **outlet to overheat or catch fire**.
- **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.
- **ALWAYS** check your appliance cord and plug connections with **each use!**
 - A. **MAKE SURE** the plug fits tight in the outlet! Faulty wall outlet connections or loose plugs can cause the outlet to overheat.
 - B. **Appliances draw more current** than small appliances. **Overheating** may occur even if it has not occurred with the use of other appliances.
 - C. During use **check frequently** to see if the **plug outlet is HOT!** If the outlet or faceplate is **HOT**, **discontinue use immediately** and have a qualified electrician inspect and/or replace the faulty outlets.
- **SAVE THESE INSTRUCTIONS.**

⚠ Safety Alert Key:

- **WARNING!** Indicates a hazardous situation which, if not avoided could result in death or serious injury.
- **CAUTION!** Indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.

2. TECHNICAL SPECIFICATIONS

CSA Rating label:



* =2,3,4,5,6

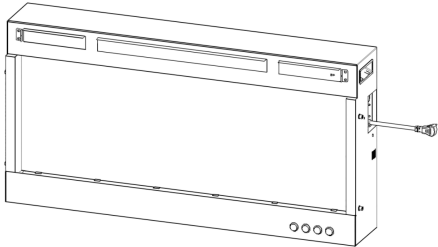
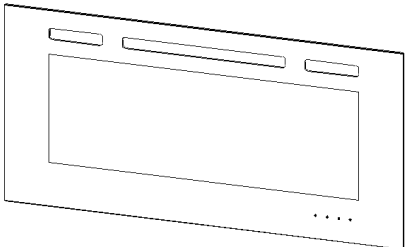


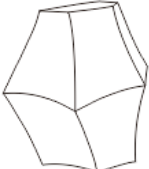
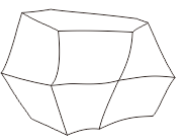

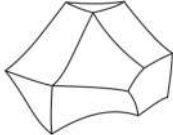

Maximum Heat Output: 1500 W (5120 BTU); Maximum Heating Area: 400 square feet.

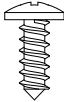
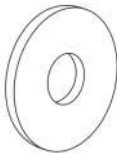

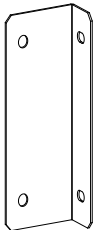

3. PARTS AND HARDWARE

WARNING! DO NOT use this Electric Fireplace if any part has been under water. Immediately call a qualified service technician to inspect and to replace any part of the electrical system if necessary. Keep plastic wrapping away from children.

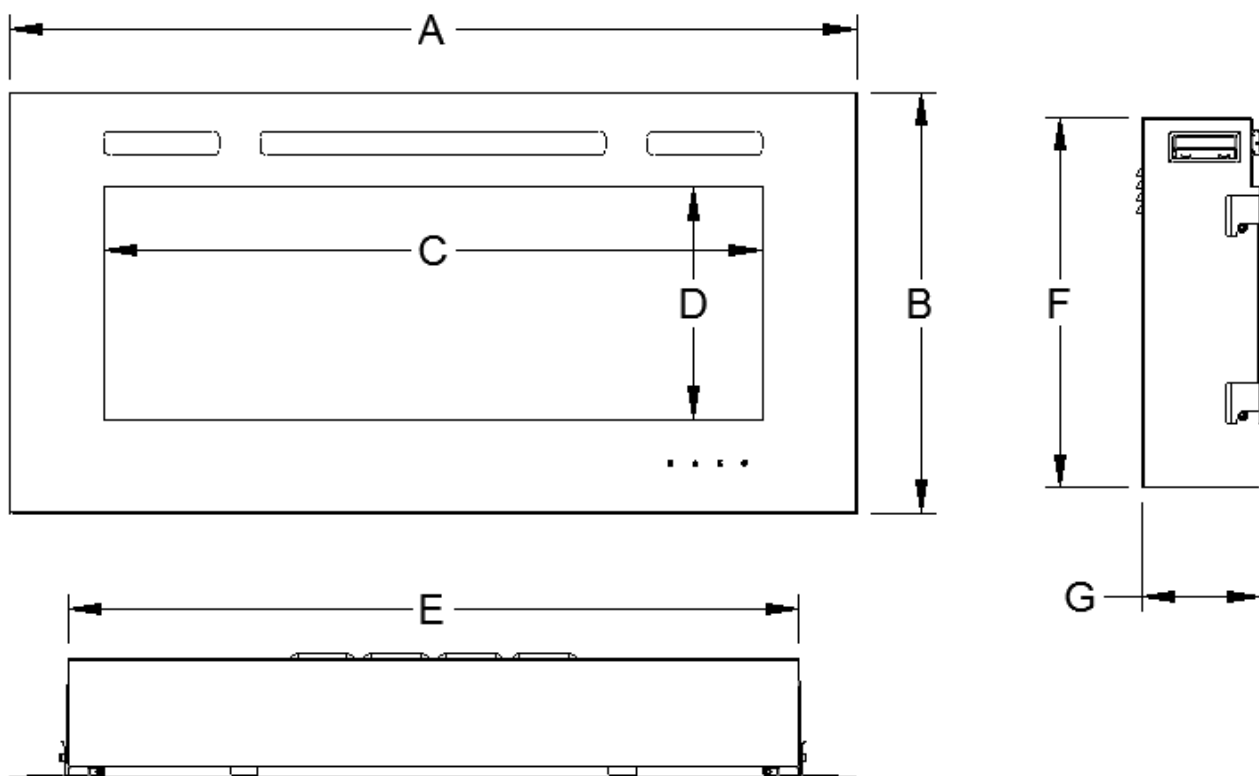
- Carefully remove the appliance and components from the packaging. Discard packaging.
- Carefully inspect components for any damage.
- Reference parts list to verify all parts have been received.
- Report to your dealer any missing or damaged parts.

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

<p>A</p>  <p>Fireplace (1 pc)</p>	<p>B</p>  <p>Glass Panel (1 pc)</p>	<p>C</p>  <p>Remote Control (1 pc)</p>
<p>D</p>  <p>AAA Battery (2 pcs)</p>	<p>E</p>  <p>Larger Crystal Glass (1 set)</p>	<p>F</p>  <p>Small Clear Crystal Ice Glass (1 set)</p>
<p>G</p>  <p>Logs (EF172B 9 pcs, EF173B 11 pcs, EF174B 15 pcs, EF175B 17 pcs, EF176B 21 pcs)</p>	<p>H</p>  <p>Small semi-painted Crystal Ice Glass (1 set)</p>	<p>I</p>  <p>ST 3*8 Metal Screws (2 pcs)</p>

<p>J</p>  <p>ST 4*10 Metal Screws (4 pcs)</p>	<p>K</p>  <p>Washers (4 pcs)</p>	<p>L</p>  <p>ST 4*25 Wood Screws (4 pcs)</p>
<p>M</p>  <p>Fixing Brackets (2 pcs)</p>	<p>N</p>  <p>Owner's Manual (1 pcs)</p>	

4. APPLIANCE DIMENSIONS



Model	A	B	C	D	E	F	G
EF172B	40 9/16" (1030mm)	20 1/4" (515mm)	31 1/2" (800mm)	11 1/4" (285mm)	35" (888mm)	17 13/16" (453mm)	5 11/16" (145mm)
EF173B	48 7/16" (1230mm)	20 1/4" (515mm)	39 3/8" (1000mm)	11 1/4" (285mm)	42 13/16" (1088mm)	17 13/16" (453mm)	5 11/16" (145mm)
EF174B	60 1/4" (1530mm)	20 1/4" (515mm)	51 3/16" (1300mm)	11 1/4" (285mm)	54 5/8" (1388mm)	17 13/16" (453mm)	5 11/16" (145mm)
EF175B	68 1/8" (1730mm)	20 1/4" (515mm)	59 1/16" (1500mm)	11 1/4" (285mm)	62 1/2" (1588mm)	17 13/16" (453mm)	5 11/16" (145mm)
EF176B	83 7/8" (2130mm)	20 1/4" (515mm)	74 13/16" (1900mm)	11 1/4" (285mm)	78 1/4" (1988mm)	17 13/16" (453mm)	5 11/16" (145mm)

5.INSTALLATION INSTRUCTIONS

Tools Required

A screw driver will be needed.

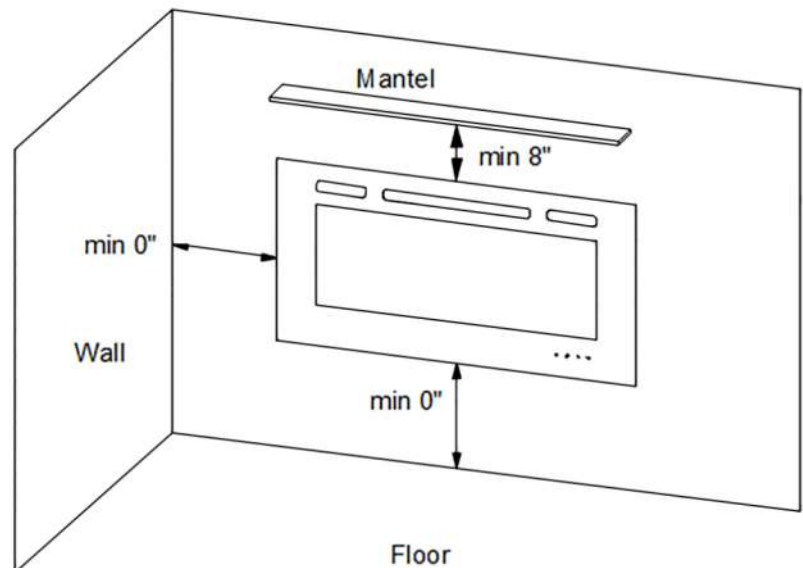
Locating the Appliance

Your new electric fireplace may be installed virtually anywhere in your home. However, when choosing a location, ensure that the general instructions are followed.

- For best results, install out of direct sunlight.
- Power supply service must be installed within proximity of electric fireplace prior to finishing avoiding reconstruction.

Minimum Clearance to Combustibles

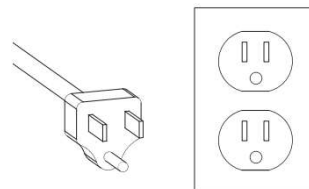
Sides.....0 inch
Floor.....0 inch
Top.....0 inch
Back.....0 inch
Front.....36 inch
Mantels.....See Figure at right



WARNING! Risk of Fire! Keep electrical cords, drapery, furnishings or other combustibles at least 3 ft. (0.9 m) from the front of the electric fireplace.

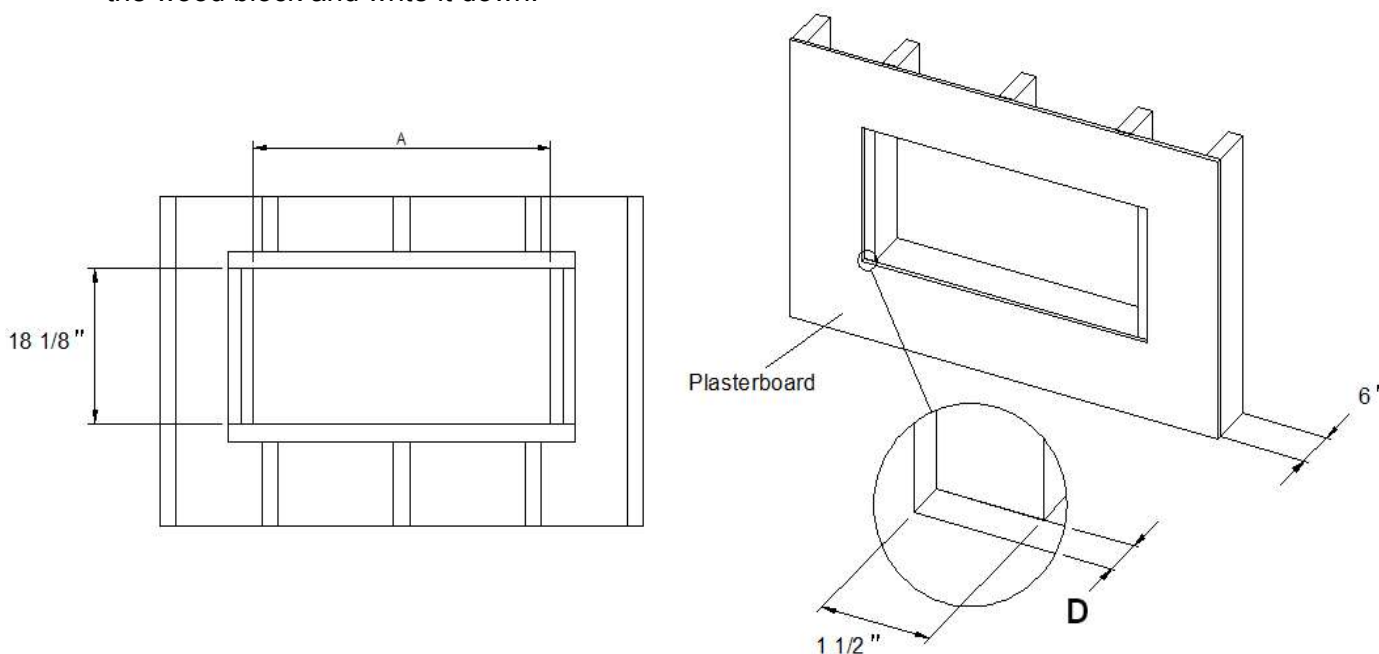
Preparing Power Supply

- The fireplace is packaged with a three prong plug installed for plug-in convenience. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances. It must be easily accessible to allow disconnection.
- Hard wiring the fireplace is also an option for any installation.
- A 15 AMP, 120V circuit is required. Additional appliances on the same circuit as this appliance may exceed the current rating of that circuit. If this appliance trips the circuit breaker, unplug all other appliances on the same circuit before the next use.



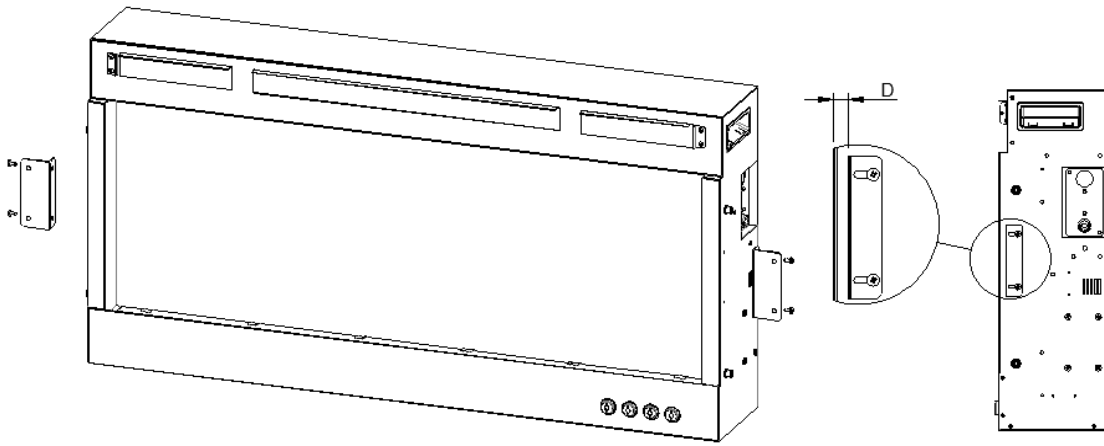
Flush Mounted Installation - 2x6 Framing

- 5.1** Take model EF173B as an example. Prepare a wall with a framed opening of 44 5/16" (1125mm) wide × 18 1/8" (460mm) high. Make sure the width of the wood block on both sides which used to fix the fireplace is 3". (76mm). Make sure that the revealed wood block width on both sides is about 1 1/2" (37.5mm) after finishing the plasterboard. Measure the depth D from the plasterboard surface to the wood block and write it down.



MODEL	EF172B	EF173B	EF174B	EF175B	EF176B
A	36 7/16" (925mm)	44 5/16" (1125mm)	56 1/8" (1425mm)	64" (1625mm)	79 3/4" (2025mm)

- 5.2** Fix the fixing brackets at both sides by 4pcs ST4X10 screws with 4 washers. Make sure the distance from the fixing brackets to the fireplace surface is equal to **D** in order to make sure the firebox surface is not lower than the plasterboard surface.



Electrical Connection

WARNING: Do not attempt to wire your own new outlets or circuits. To reduce the risk of fire, electric shock or injury to persons. Always use a licensed electrician.

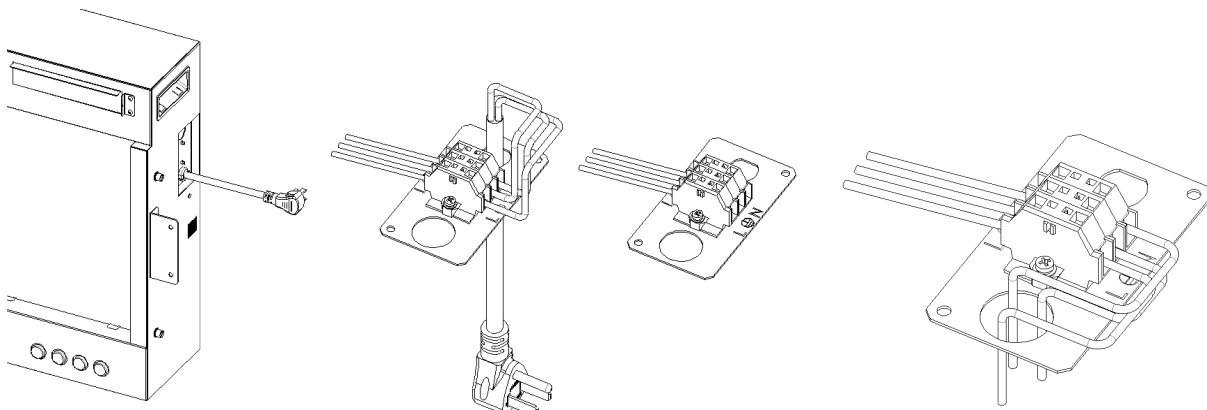
WARNING: Ensure that the circuit on which the fireplace is to be installed has the power cut off at the service panel until installation is complete.

The fireplace is packaged with a three prong plug installed for plug-in convenience. Hard wiring the fireplace is also an option for any installation.

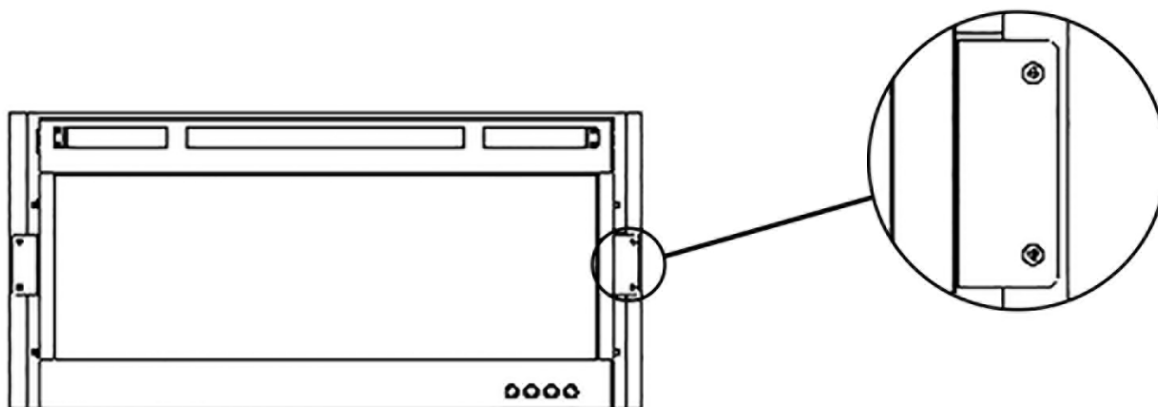
5.3a Plug in (you may run the power cord out of the framed wall opening to an existing outlet or install an outlet on a nearby wall stud within the wall). If the cord is not long enough to reach the outlet, a grounded extension cord minimum AWG No. 14 wiring and rated to a minimum of 1875 watts may be used.

5.3b Hard wire the fireplace (recommended). A qualified electrician may remove the cord connection, and wire the appliance directly to the house hold wiring. The appliance must be electrically connected and grounded in accordance with local codes.

- Remove the 2 screws to release the cover of junction box.
- Remove the cord connection.
- Wire to a properly grounded, 120volt, 60Hz, 15 AMP circuit.
- Ensure all junction block connections are tight.
- Replace the cover and retaining screws.



5.4 Lift fireplace and insert into opening and fix the fireplace on the wood stud by the screws (ST4X25 4 pcs). Make sure the front of the firebox is not lower than the surface of the wall.



Fuel Bed

The appliance is supplied with 2 fuel effect options: a. Crystal Ice Glass Effect. b. Log Effect

5.5a Crystal Ice Glass Effect

5.5a1 Evenly spread the small glass-effect crystals across the fuel bed. It is not necessary to use all of the effect supplied.

5.5a2 Randomly space the large glass-effect crystals throughout the fuel bed.

5.5b Log Effect

Logs must be positioned according to the following instructions to give the correct flame effect.

The log layouts below cover all models. Please refer to Diagram and table on page 10 to identify the logs for specific models. The logs for the fuel bed are NOT individually labeled; the numbers are for reference information only.

5.5b1 Place the small logs on the fuel bed as the log layout.



5.5b2 Place the medium logs on the fuel bed as the log layout.

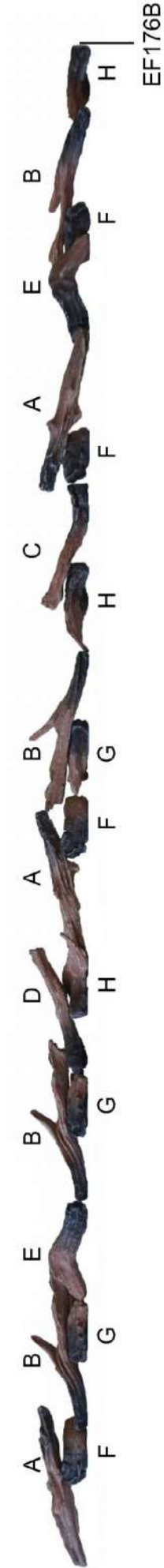
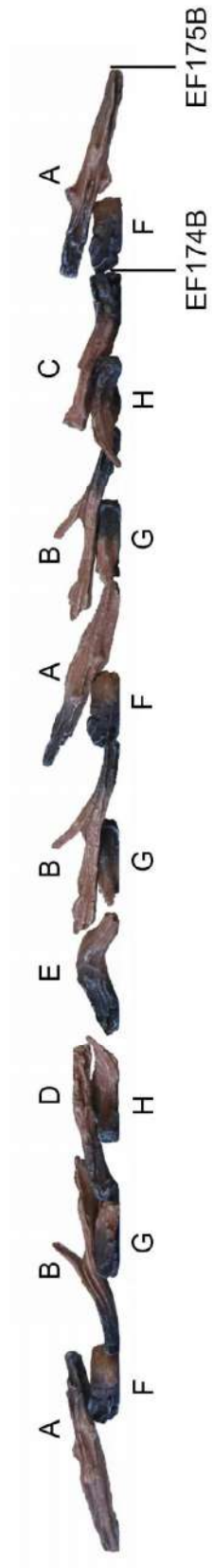
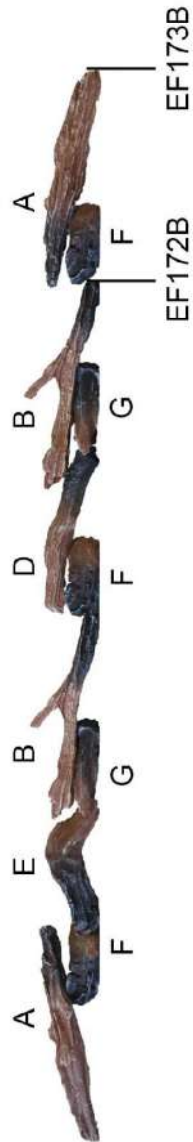


5.5b3 Place the small semi-painted and clear (quantity: 2:1) crystal ice glass in between the log layout.





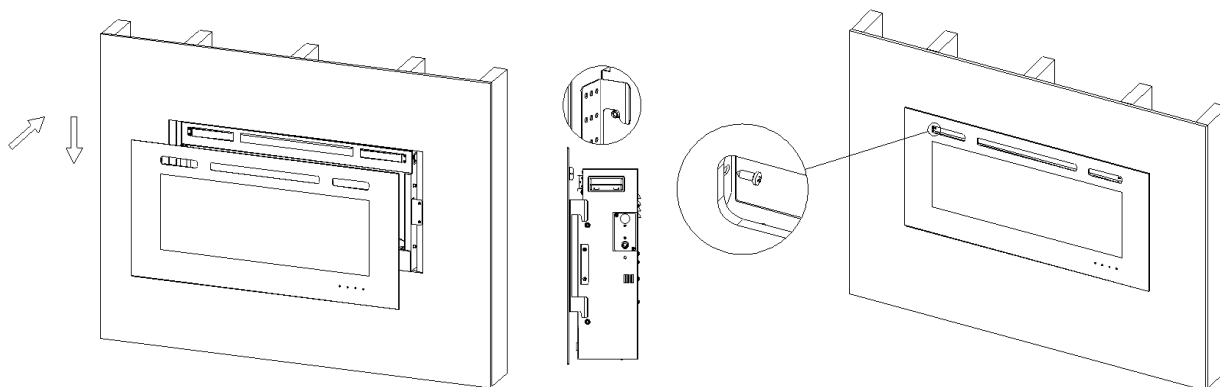
Log No.	Medium					Small			total
	A	B	C	D	E	F	G	H	
EF172B	1	2	-	1	1	2	2	-	9
EF173B	2	2	-	1	1	3	2	-	11
EF174B	2	3	1	1	1	2	3	2	15
EF175B	3	3	1	1	1	3	3	2	17
EF176B	3	4	1	1	2	4	3	3	21





CAUTION! The next step requires installation of a **GLASS panel!** The manufacturer recommends that two adults install the glass panel. Always use **extreme caution** when handling **glass**. Failure to do so could result in **personal injury** or **property damage**.

5.6 Carefully set both hooks of the front glass panel onto the firebox. **NOTE: Make sure the glass fully attached to the firebox so that the control panel can work properly.** Fix the glass front by the screws (ST3x8) and complete the installation.



6. OPERATING INSTRUCTIONS



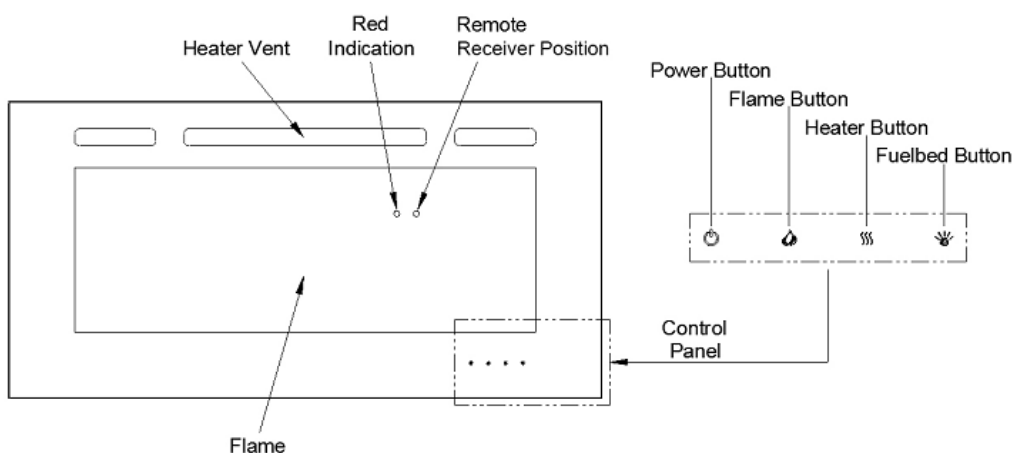
WARNING! Read and understand this entire owner's manual, including **all safety information**, before **plugging in** or **using** this product. Failure to do so could result in **electric shock, fire, serious injury, or death**.



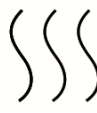



WARNING! Do not operate the unit if it is damaged or has malfunctioned. If you suspect the unit is damaged, call a qualified service technician to inspect and replace any part of the electrical system if necessary.

The appliance can be operated by both remote control and manual button. Once the unit has been properly connected to a grounded electrical circuit, the unit can be turned ON by pressing the power button.

6a. Manual Control Panel



ICON	TITLE	FUNCTION	FIREPLACE RESPONSE
	POWER	The POWER button will turn the fireplace on. It will also put the fireplace in a standby mode. This will turn off all functions at once but will hold the settings in memory except Heater function. The unit will turn on at the same settings by pressing the power button again.	Fireplace emits single audible beep to confirm command to transition to ON or STANDBY state
	FLAME	Touch the FLAME button, the unit will cycle through four flame effects and Off setting.	Fireplace emits single audible beep to confirm command to transition between four FLAME states.
	HEATER	Touch the Heater button, the heater will cycle the heat setting: Low – High – Off. The heater can be turned on without the flames.	Fireplace emits signal audible beep to confirm command to transition between ON and OFF. Fireplace displays red LEDs for 8 seconds to confirm command. Low: (●○) High: (●●)
	FUEL BED	Touch the Fuel Bed button, the unit will cycle through 13 colors for fuel bed, a color-cycle mode and off setting.	Fireplace emits single audible beep to confirm command to desired fuel bed setting.

NOTICE:

- Do not move the glass panel when the appliance is plugged in and operating. This will cause the control panel to no longer function.
- A harmless slight brief odor may occur during first use or not used for a long period of time.
- The heater can be turned on without the flames. The red LED indicators will keep on.
- There is a brief delay between the heater command and the heating turning ON. When the appliance receives a heater ON command, the appliance blower will turn ON for 8 seconds before the heater turns ON. There is also an 8 second delay between heater off and blower shutdown.

Temperature Limiting Control

This appliance is equipped with a Temperature Limiting Control. Should the appliance reach an unsafe temperature (212°F / 100°C), the appliance will automatically turn OFF. To reset:

- Turn the ON/OFF switch on the CONTROL PANEL to OFF. Unplug the power cord from the outlet or switch off circuit. **Wait at least 15 minutes.**
- 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.
- With the POWER switch in the OFF position, plug the power cord back into the outlet.

If it switches off again, **UNPLUG THE APPLIANCE RIGHT AWAY!** Have the outlets, wiring, and breaker box inspected by a professional. Make necessary repairs before using the appliance.



6b. Remote Controls





Remote Control Battery

- This remote control uses **two AAA batteries** (included).
- Instructions for battery installation are inside the Remote Control battery compartment.
- Battery must be recycled or disposed of properly. Check with your local authority for recycling advice in your area.

NOTICE: Aim the remote control at the **remote receiver**. Make sure you **hear a beep each time you press the button!** If not, the fireplace **will not respond** to the signal.



ICON	TITLE	FUNCTION	REMOTE LCD DISPLAY	FIREPLACE RESPONSE
	POWER	The POWER button will turn the fireplace on. It will also put the fireplace in a standby mode. This will turn off all functions at once but will hold the settings in memory except Heater function. The unit will turn on at the same settings by pressing the power button again.	LCD illuminates and displays flame status Icon and temperature set point.	Fireplace emits single audible beep to confirm command to transition to ON or STANDBY state
	FLAME	Press the FLAME button, the unit will cycle through four flame effects and Off setting.	-	Fireplace emits single audible beep to confirm command to transition between four FLAME states.

	HEATER	Press Heater button, the heater will cycle the heat setting: Low – High –Off.	LCD illuminates and displays heater status icon.	Fireplace emits signal audible beep to confirm command to transition between ON and OFF. Fireplace displays red LEDs for 8 seconds to confirm command. Low: (●○) High: (●●)
	THERMOSTAT	Pressing the Temperature button adjusts the heater's response to the ambient temperature conditions in the room. Temperature adjusts from 16 °C - 28 °C (61 °F - 82 °F). Power button must be on to set from °C to °F. Hold for 3 seconds and the LCD display from °C to °F.	Remote displays the temperature. If in Stand-by mode, temperature displays but cannot be adjusted.	Fireplace emits single audible beep to confirm command to change desired temperature set point.
	TIMER	Pressing the Timer button sets the time desired for the fireplace to run. The Timer can be set 0.5H, 1.0H, and then each hour up to 9.0H.	Remote will display the time setting selected. If no timer is set, there will be no indicator.	Fireplace emits single audible beep to confirm command to desired timer setting.
	FUEL BED	Press the Fuel Bed button, the unit will cycle through 13 colors for fuel bed, a color-cycle mode and off setting.	-	Fireplace emits single audible beep to confirm command to desired fuel bed setting.

7. CARE AND MAINTENANCE



- **ALWAYS** turn the appliance **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**.
- **Risk of electric shock! DO NOT OPEN! No user-serviceable parts inside!**

CLEANING

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 and dry thoroughly with a paper towel or lint-free cloth.

- **NEVER** use abrasive cleansers, liquid sprays, or any cleaner that could scratch the surface.

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.

Vents:

- Use a vacuum or duster to remove dust and dirt from the appliance and vent areas.
- Clean the exterior of the fireplace with a slightly damp cloth or duster.

MAINTENANCE

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.

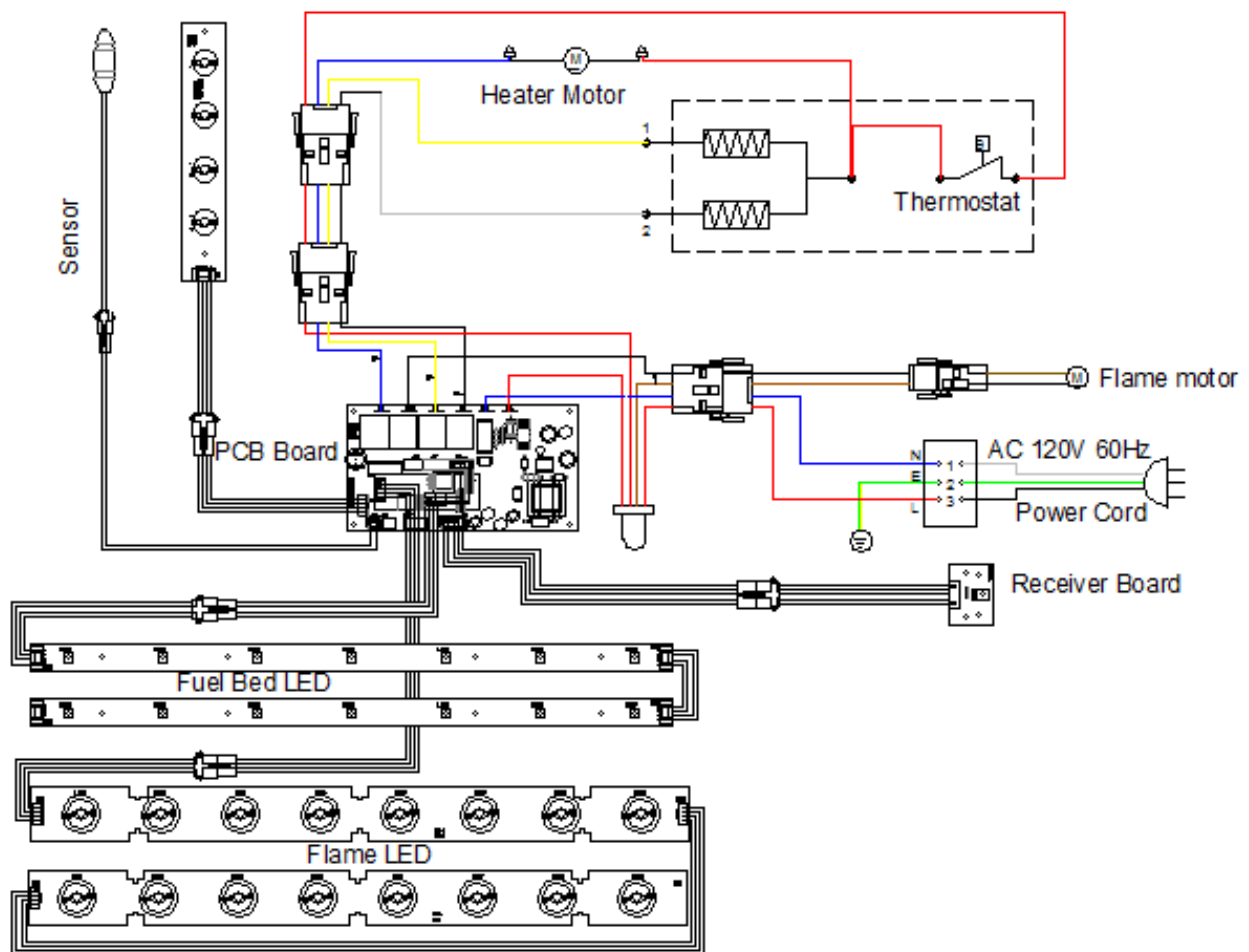
Storage:

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

Replacement parts:

- Use only replacement parts supplied by the manufacturer. Use of any other parts, or modifying the fireplace in any way, will void all warranties.
- No internal parts are replaceable or serviceable.

8. SCHEMATIC DIAGRAM



9. FAQ – FREQUENTLY ASKED QUESTIONS

- **Why does the fan blow before the heat comes on, and after the appliance is turned off?**

Heat and cool gradually. The fan blows when the appliance is first turned on, and the heat is still heating up. After the appliance turns off, the fan will continue to blow air for 8 seconds. This allows the fireplace to cool slowly, and helps prevent overheating.

- **What does the fireplace beep? Can I turn the beeping off?**

The beeps indicate that the signal from the control panel, or remote control has been received by the fireplace. The beeping cannot be turned off.

- **Why doesn't the fireplace function change when remote control setting changes?**

It is probably because the remote control does not aim at the indication light. Aims at the remote receiver, try again.

- **Why does the remote control not work, or only work sometimes?**

Check to make sure the batteries are good. If necessary, change to new batteries. If the remote control is not aimed properly, if you are too far away, or if you are too far off to the side, the signal may not reach the fireplace. Get closer, aim at the upper right corner of the screen (where the red heat indicator light is located), and try again.

- **How do I change from high heat to low appliance?**

The appliance is controlled by the appliance button on the control panel, or the appliance and temp buttons on the remote control.

- **Is the thermostat setting accurate?**

The temperature within a room can vary. Room size, fireplace location, air flow, sunlight, wall type (interior vs. exterior), insulation, etc. all affect temperature. The fireplace setting may not match your home thermostat exactly. This is normal. Try different thermostat setting on your fireplace until you find one that is right for you

- **Can you have flames only for ambiance without heat?**

Yes. The flame effect can be switched on and off without the need to start the heater so a pleasing effect can be enjoyed even when heat is not required, in the summer for example.

- **Does this fireplace come with logs, rocks, and crystals?**

Yes. It comes with two different fuel bed options, one is crystal ice glass effect and the other option is log effect. Please refer to page 8 part 5.5a and 5.5b for more details.

- **Would this be fully recessed in the wall?**

Yes. Take model EF173B as an example. Prepare a wall with a framed opening of 44 5/16" (1125mm) wide × 18 1/8" (460mm) high. Please refer to the assembly methods on page 6 for the detailed dimensions of the recessed walls of each model.

- **Does this have a full glass front cover?**

Yes. It has a full glass front cover with middle fire part transparent. Please refer to the PRODUCT DIMENSION on page 5 for the detailed dimensions of the glass of each model.

10. TROUBLESHOOTING GUIDE

PROBLEM	SOLUTION
There is no power to the fireplace, or it does not turn on.	<ol style="list-style-type: none"> 1. Make sure the power cord is plugged into a functioning and properly grounded 15 Amp 120V AC electrical outlets. 2. Make sure the house circuit breaker is ON. 3. If the unit had been working, but then turned off by itself, the temperature limiting control may need to be reset. 4. Check for damage to the power cord or plug. If damaged, DO NOT USE.
The control panel functions do not work.	<ol style="list-style-type: none"> 1. Make sure the house circuit breaker is turned on. If it is OFF, the functions will not work. 2. If the house circuit breaker is ON, and the functions do not work, please e-mail us at customerservice@puraflame.com
The flame button doesn't work.	<ol style="list-style-type: none"> 1. Make sure the house circuit breaker is ON. 2. If the house circuit breaker is ON, and the functions do not work, please e-mail us at customerservice@puraflame.com
The flame effect does not turn off when I press the flame button.	<ol style="list-style-type: none"> 1. Make sure the batteries are installed properly. If it still cannot work, please e-mail us at customerservice@puraflame.com
The appliance does not work.	<ol style="list-style-type: none"> 1. Make sure the house circuit breaker is turned on. 2. Control Panel: Press the appliance button on the control panel to override the thermostat at any time. 3. Remote control: Make sure the thermostat is not set too low. If the thermostat is set lower than the room temperature, the appliance will not turn on. Or try to turn off the thermostat on the remote control. 4. If none of these solutions work, please e-mail us at customerservice@puraflame.com
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 heat up. The fans blow after the appliance turn off to cool the appliance and prevent overheating.
The remote control does not work.	<ol style="list-style-type: none"> 1. Make sure the battery is properly installed. 2. Aim the remote control at the receiver. 3. Remove objects that may be in the way. Items between the remote control and the remote control receiver will block the signal. 4. Don't press the remote control buttons too quickly. Give the unit time to respond to your commands.
The thermostat (TEMP button) does not work.	<ol style="list-style-type: none"> 1. Make sure the appliance is turned on. The thermostat will not work unless the appliance is turned on. 2. Make sure the thermostat is not set too low. If the thermostat is set lower than room temperature, the appliance will turn on.

11. LIMITED WARRANTY

This warrants to the original purchaser that this product is free from defects in material and workmanship as of the date of purchase and that it will, under normal use and proper care, remain so for one year from the date of purchase. Missing or initially defective parts will be replaced free of charge during the period of this limited warranty. If parts are unavailable, comparable replacement or refund will be given. **The original dated sales receipt is required for all warranty claims.** This warranty does not cover damage which has occurred during transport from the point of purchase to the consumer's home. This warranty does not cover glass, light bulbs, batteries, transportation, labor, or other issues not associated with the manufacture of the product.

This product is for residential use only. Any and all commercial use of this product voids all warranties, and frees the manufacturer from all liability.

Read and understand all assembly and operating instructions, and all safety information and warnings, before use. The following will void this warranty: Damage caused from tampering with, modifying, or altering the fireplace insert in any manner; Damage due to incorrect assembly, improper care, misuse, or abuse; Damage from being used with the wrong power source; Water damage; Damage caused from this insert being used outdoors; Damage caused from this insert being used for excessive periods of time; Damage caused by the insert being used in a commercial application; Damage from use as a primary heat source; Other misuse or abuse not specifically listed herein.

This product is not intended to be used as a primary heat source. It is for supplemental heating purposes only.

Thank you for purchasing this product! If you have questions about assembly or operation of this product, are missing parts, or if the product is damaged, please e-mail us at:

customerservice@puraflame.com



Ningbo Richen Electrical Appliance Co.,Ltd

Address: No.19,Yongdinghe Road,Xiapu,Beilun,Ningbo PR.China

www.puraflame.com