



**Model# BG-50B**

50" L WALL MOUNT/RECESSED ELECTRIC  
FIREPLACE- FRONT VENT WITH REMOTE  
CONTROL- 3 FLAME COLORS & 10 COLORS  
FUEL BED



**Model# BG-60B**

60" L WALL MOUNT/RECESSED ELECTRIC  
FIREPLACE- FRONT VENT WITH REMOTE  
CONTROL- 3 FLAME COLORS & 10 COLORS  
FUEL BED



**Model# BG-72B**

72" L WALL MOUNT/RECESSED ELECTRIC  
FIREPLACE- FRONT VENT WITH REMOTE  
CONTROL- 3 FLAME COLORS & 10 COLORS  
FUEL BED

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**AC 120V 60Hz 1500W**

**IMPORTANT SAFETY INFORMATION:** Always read this manual first before attempting to install or use this fireplace. For your safety, always comply with all warnings and safety instructions contained in this manual to prevent personal injury or property damage.



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Always use a qualified technician or service agency to repair this fireplace

**! NOTE:** Procedures and techniques that are considered important enough to emphasize.

**! CAUTION:** Procedures and techniques which, if not carefully followed, will result in damage to the equipment.

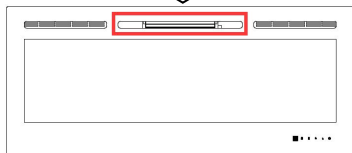
**! WARNING:** Procedures and techniques which, if not carefully followed, will expose the user to the risk of fire, serious injury , or death.

# **⚠️ IMPORTANT INSTRUCTIONS**

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:

- ① Read all instructions before using this electric fireplace
- ② This fireplace has its heating vent in the front. The glass area in the middle slot will get hot when the heating function is turned on. To avoid burns, do not let bare skin touch the hot surface. The rest of the fireplace including the tempered glass section will not get hot.

Middle Slot



**⚠️ DANGER:** High temperatures may be generated under certain abnormal conditions. Do not partially or fully cover or obstruct the front of this heater.

- ③ Extreme caution is necessary when any heater is used by or near children or invalids and whenever the unit is left operating and unattended.

- ④ Young children should be supervised to ensure that they do not play with the appliance.
- ⑤ The appliance is not intended for use by young children or infirm persons without supervision.
- ⑥ Do not operate any heater after it malfunctions. Disconnect power at service panel and have heater inspected by a reputable electrician before reusing.
- ⑦ If the supply cord is damaged it must be replaced by the manufacturer, or its service agent, or a qualified person in order to avoid a hazard.
- ⑧ Do not use outdoors.
- ⑨ Never locate fireplace where it may fall into a bathtub or other water container.
- ⑩ Do not locate the heater immediately below a fixed socket outlet.
- ⑪ To disconnect the fireplace turn the controls off, and turn off power to heater circuit at main disconnect panel.
- ⑫ 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 to the heater.

# ⚠️ IMPORTANT INSTRUCTIONS

- ⑬ To prevent a possible fire, do not block air intakes or exhaust in any manner.
- ⑭ A heater can produce arc flashes or sparks when electric current flows. Do not use in areas where gasoline, paint, or flammable liquids are used or stored.
- ⑮ 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.
- ⑯ To reduce the risk of electric shock, this appliance has a polarized plug (one blade is wider than the other). This plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install the proper outlet. Do not change the plug in any way. Always plug heaters directly into a wall outlet/receptacle. Never use with an extension cord or relocatable power tap (outlet/ power strip).
- ⑰ Do not burn wood or other materials in the electric fireplace
- ⑱ Do not strike the fireplace glass.
- ⑲ Always use a certified electrician should new circuits or outlets be required.
- ⑳ Always use properly grounded, fused and polarized outlets.
- ㉑ Disconnect all power supply before performing any cleaning, maintenance or relocation of the unit.
- ㉒ When transporting or storing the unit and cord, keep in a dry place, free from excessive vibration and store so as to avoid damage.
- WARNING:** Remote control contains small batteries. Keep away from children. If swallowed, seek medical attention immediately.
- WARNING:** Do not install battery backwards, charge, put in fire or mix with used or other battery types - may explode or leak causing injury.



**CAUTION**  
RISK OF ELECTRIC SHOCK  
DO NOT OPEN  
NO USER SERVICABLE PARTS INSIDE

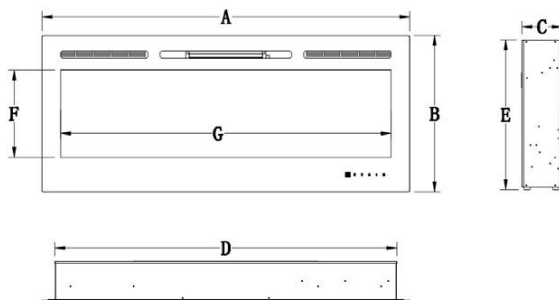


## SAVE THESE INSTRUCTIONS



## Quick Reference Guide

- ① The electrical information regarding your electric fireplace can be found on the rating label located on the front of the unit, behind the glass.
- ② For dimensions of your fireplace, refer to below diagram



### PRODUCT DIMENSIONS

Model Number	Description	A	B	C	D
<b>BG-50B</b>	50"L WALL MOUNT/RECESSED ELECTRIC FIREPLACE- FRONT VENT WITH REMOTE CONTROL- 3 FLAME COLORS & 10 COLORS FULE BED	50" 128cm	21.46" 54.4cm	5.51" 14cm	46.85" 119cm
<b>BG-60B</b>	50"L WALL MOUNT/RECESSED ELECTRIC FIREPLACE- FRONT VENT WITH REMOTE CONTROL- 3 FLAME COLORS & 10 COLORS FULE BED	60" 152cm	21.46" 54.4cm	5.51" 14cm	46.85" 119cm
<b>BG-72B</b>	50"L WALL MOUNT/RECESSED ELECTRIC FIREPLACE- FRONT VENT WITH REMOTE CONTROL- 3 FLAME COLORS & 10 COLORS FULE BED	72" 182.8cm	21.46" 54.4cm	5.51" 14cm	68.4" 173.75cm

### PRODUCT DIMENSIONS

Model Number	Description	E	F	G
<b>BG-50B</b>	50"L WALL MOUNT/RECESSED ELECTRIC FIREPLACE- FRONT VENT WITH REMOTE CONTROL- 3 FLAME COLORS & 10 COLORS FULE BED	20.51" 52.1cm	12" 30.5cm	38.31" 97.3cm
<b>BG-60B</b>	50"L WALL MOUNT/RECESSED ELECTRIC FIREPLACE- FRONT VENT WITH REMOTE CONTROL- 3 FLAME COLORS & 10 COLORS FULE BED	20.51" 52.1cm	12" 30.5cm	38.31" 97.3cm
<b>BG-72B</b>	50"L WALL MOUNT/RECESSED ELECTRIC FIREPLACE- FRONT VENT WITH REMOTE CONTROL- 3 FLAME COLORS & 10 COLORS FULE BED	20.51" 52.1cm	12" 30.5cm	66.81" 169.72cm

# Fireplace Installation

## Site Selection

Review and consider all of the following conditions for installation:

1. Unit requires a minimum of two wall studs in order to ensure a secure installation

2. Three installation method options:

i. **SURFACE WALL MOUNT INSTALLATION** (pg. 11)

ii. **FULLY RECESSED WALL MOUNT INSTALLATION** (pg. 14)

iii. **PARTIALLY WALL MOUNT INSTALLATION** (pg. 15)

3. Hardwired or plug-in method

**CAUTION:** Ensure installation does not allow fireplace to be in direct contact with building vapor barrier or insulation and meets all local building code.

**NOTE 1:** A 15 Amp, 120 Volt circuit is required. A dedicated circuit is preferred but not essential in all cases. A dedicated circuit will be required if, after installation, the circuit breaker trips or fuse blows on a regular basis when the heater is operating. Additional appliances on the same circuit may exceed the current rating of the circuit breaker.

**WARNING:** Ensure the power cord is not installed so that it is pinched or against a sharp edge

and ensure that the power cord is stored or secured to avoid tripping or snagging to reduce the risk of fire, electric shock or injury to persons.

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

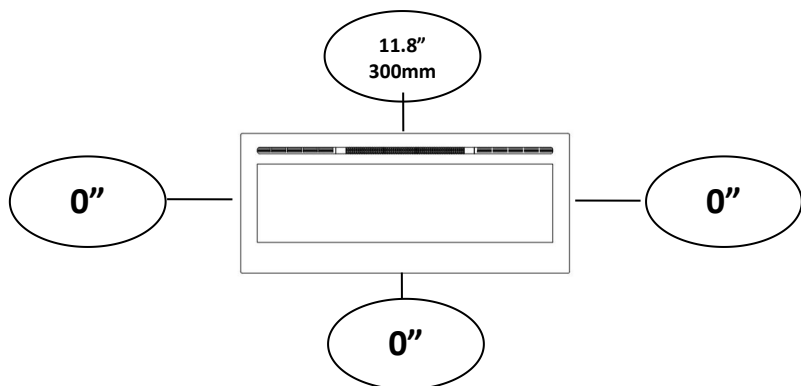
**WARNING:** To reduce the risk of fire, do not store or use gas - line or other flammable vapors or liquids in the vicinity of the heater.

1. Select a location that is not susceptible to moisture and is away from drapes, furniture and high traffic
2. For ease of electrical hook up you may wish to locate the fireplace near an existing outlet (for plug-in convenience) (refer to pg.9).
3. Remove fireplace, front glass and hardware from box and remove all packaging materials before installation.
4. Store the fireplace in a safe dry and dust free location until you are ready to install the fireplace.

# Fireplace Installation

## MINIMUM CLEARANCE

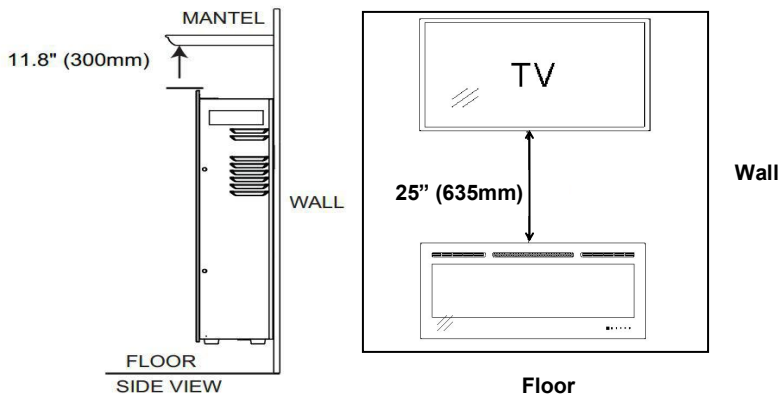
Measurements are taken from the glass front.			
Bottom	0" (can be put on the floor)	Top	11.8" (300mm) to mantel
Sides	0" (can go to the edge of the wall)	Top	11.8" (300mm) to ceiling
Back	0"	Top	25" (635mm) to TV



## MINIMUM MANTEL & TV CLEARANCES

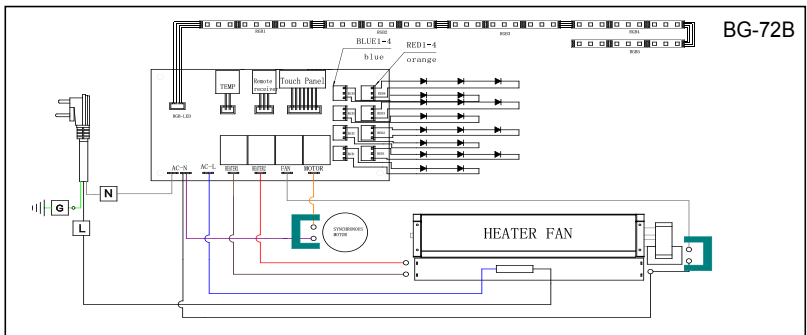
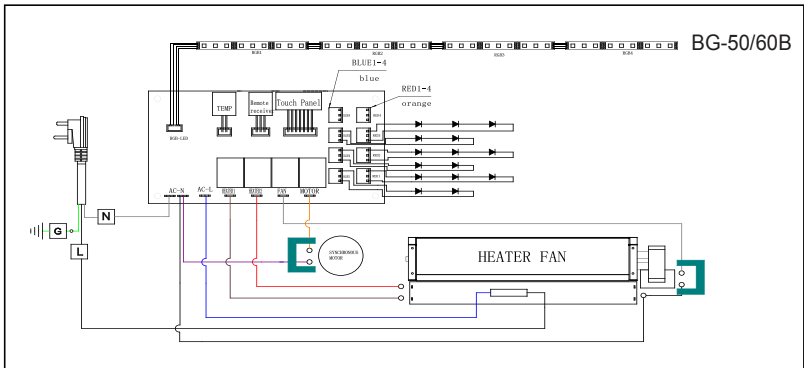
### WARNING

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



# Fireplace Installation

## Wiring Diagram



## Hard wire Installation

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.

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

**⚠ WARNING:** Ensure that the power cut off at the service panel until installation is complete.



# Fireplace Installation

## HARD WIRING CONNECTION

If it is necessary to hard wire this appliance, a qualified electrician must remove the cord connection, and wire the appliance directly to the house hold wiring.

This appliance must be electrically connected and grounded in accordance with local codes, if hard wired. In the absence of local codes, use the current CSA C22.1 CANADIAN ELECTRICAL CODE in Canada or the current ANSI/NFPA 70 NATIONAL ELECTRICAL CODE in the United States.

Fig. 1

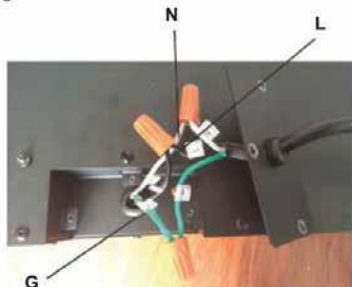


Fig. 2



- A. Remove the cover plate from the right side bottom of the appliance by removing the three screws, as shown above.
- B. Remove the wire connectors from the power cord. The power cord may be discarded.
- C. Take the new cover plate, supplied in the hardware bag. Punch out the 7/8" (22.2mm) hole and install a box connector through, into the junction box. Snap the box connector clamp onto the supply wires.
- D. Using the wire connectors, connect the ground green wires (G), the common white wires (N) together, then the hot black wires (L) and then refer to Figure 3.
- E. Re-install the cover plate using the three screws, as shown in Figure 1.

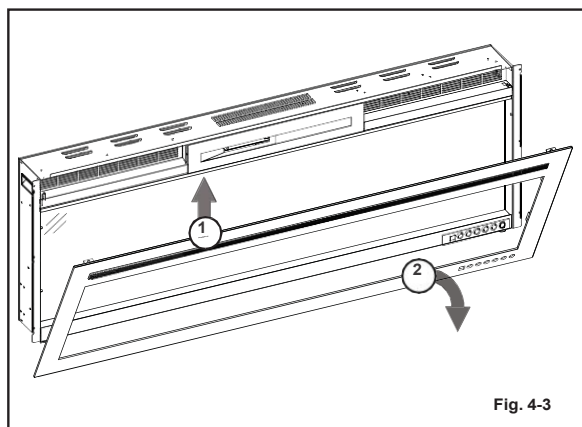
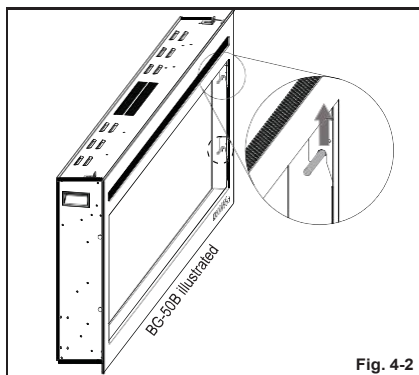
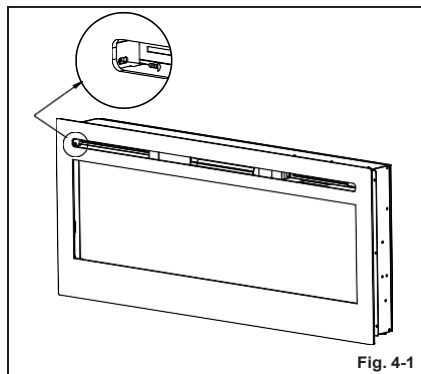
Fig. 3



## Fireplace Installation

### Front glass removal / installation

- A. With one hand on the front glass to prevent it from falling, remove the two screws (1 per side) from the side of the appliance (**Fig. 4-1**). Set the screws aside.
- B. Carefully lift the front glass up and away from the appliance (**Fig. 4-2 and 4-3**). Place it face down on a soft, non-abrasive surface.
- C. Reverse these steps to install the front glass.



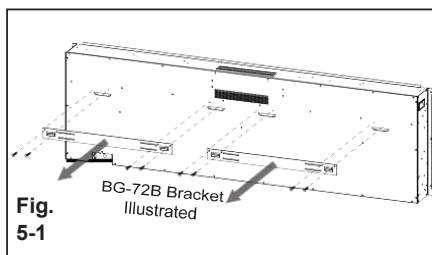
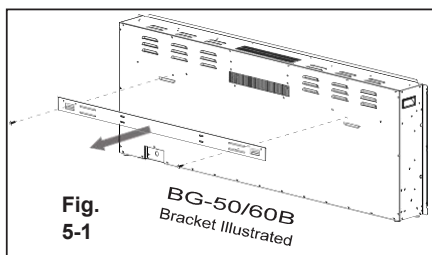
# Fireplace Installation

There are 3 OPTIONS TO INSTALL THE FIREPLACE:

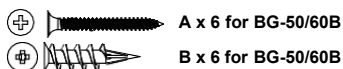
## i. SURFACE WALL MOUNT INSTALLATION

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" (91.4cm) away from combustible materials such as curtain drapes, furniture, bedding, paper, etc.
- B. Remove the front glass (see "front glass removal / installation" section).
- C. Have two people hold the appliance against the wall to determine the final location.
- D. Place appliance face down on a soft, non abrasive surface. Remove the bracket from the back of the appliance by removing the screws (Fig.5-1). Set the bracket aside and discard the screws.



- E. Mark out location, then mount the bracket onto the wall using screws (supplied). This bracket **MUST** have the hooks facing upward and be level (Fig. 5-2).



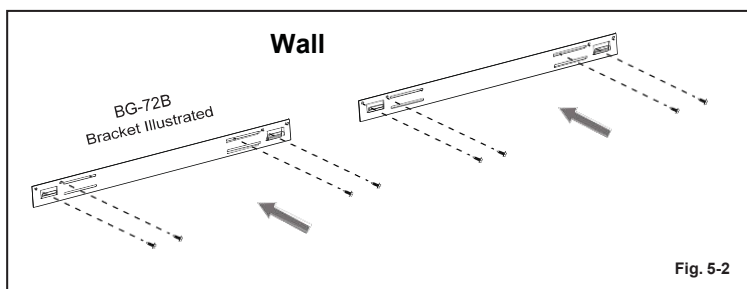
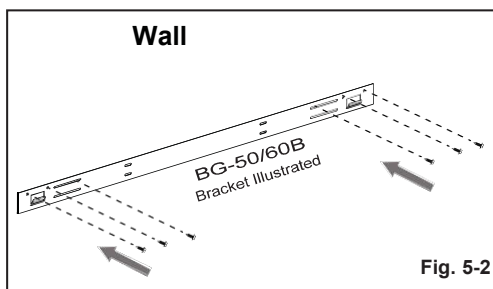
A x 8 for BG-72B

B x 8 for BG-72B

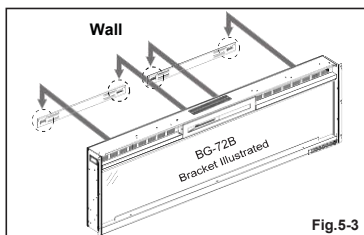
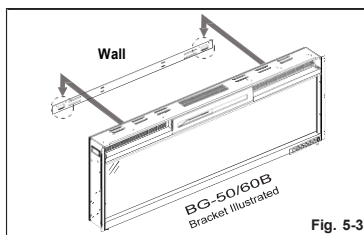
**note:**

It is strongly recommended that the mounting bracket 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.

## Fireplace Installation



- F. 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 (Fig. 5-3).



- G. Check the appliance for stability ensuring that the bracket will not pull free from the wall.
- H. Install media (see “media installation” section).
- You must complete this step before moving onto the next step.**
- I. Re-install the front glass.



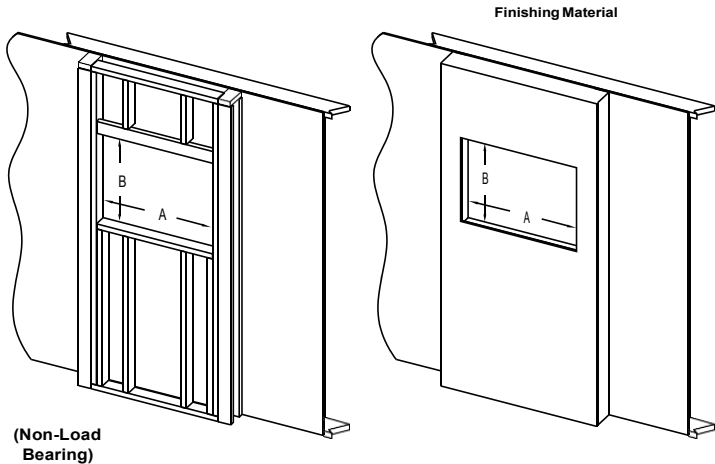
## Fireplace Installation

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.

**note:**

It is recommended the walls of the appliance enclosure be finished (i.e. drywall) to avoid exposed insulation or vapour barrier coming in contact with the appliance. This will ensure clearance to combustibles is maintained.

- A.** Select a location that is not prone to moisture and is located at least 36" (94.1cm) away from combustible materials such as curtain drapes, furniture, bedding, paper, etc.
- B.** Measure the appliance and create a rough-in frame with electrical (see below "framing").
- C.** Remove the front glass (see "front glass removal / installation" section).
- D.** Hold the appliance up to ensure it will fit into the framing.

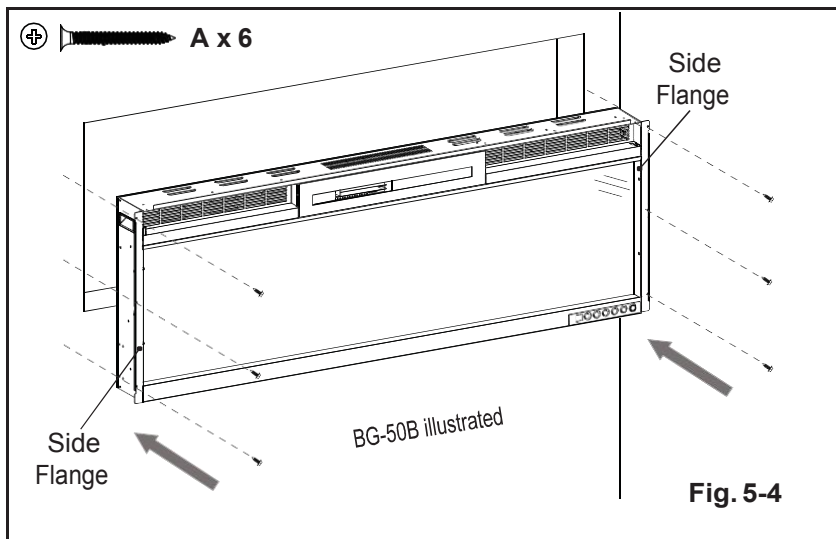


Model Number	Framing Size	
	A	B
BG-50B	47.17" (119.80CM)	20.75" (52.71CM)
BG-60B	47.17" (119.80CM)	20.75" (52.71CM)
BG-72B	69" (175.26CM)	20.75" (52.71CM)

## Fireplace Installation

### ii. FULLY RECESSED WALL MOUNT INSTALLATION

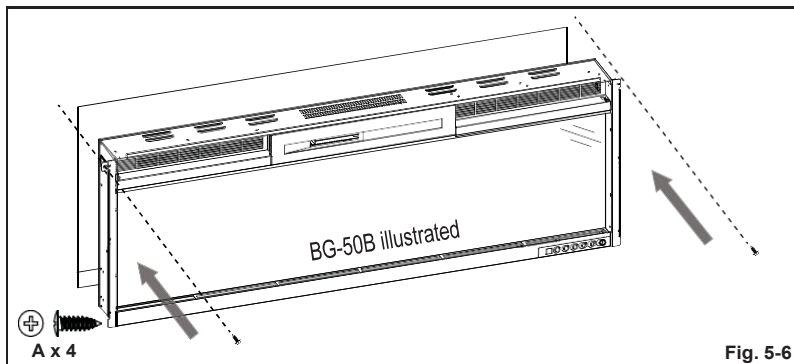
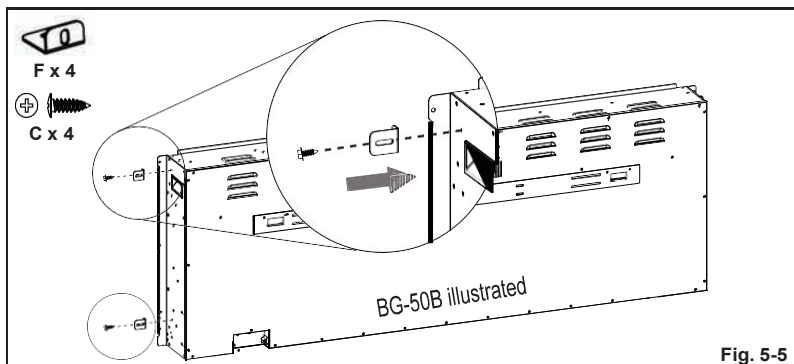
- A.** Remove power cord and complete hard wiring (see “hard wiring installation” section).
- B.** Insert the appliance into the rough-in frame, and then secure it by installing 6 screws (supplied) through the side flanges (**Fig. 5-4**).
- C.** Install media (see “media installation” section). **You must complete this step before moving onto the next step.**
- D.** Re-install the front glass.



## Fireplace Installation

### iii. PARTIALLY RECESSED WALL MOUNT INSTALLATION

- A. Install 4 metal brackets (2 per side) (supplied) onto the sides of the appliance (**Fig. 5-5**).
- B. Remove the power cord and complete hard wiring (see “hard wiring installation” section).
- C. Insert the appliance as far into the rough-in frame as possible/ desired, and then secure it by installing 4 screws (supplied) through the metal brackets (**Fig. 5-6**).
- D. Install media (see “media ember installation” section). **You must complete this step before moving onto the next step.**
- E. Re-install the front glass.



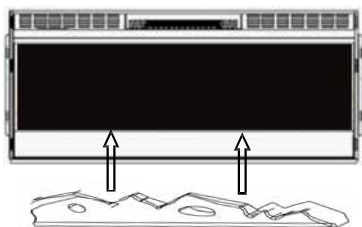


## Fireplace Installation

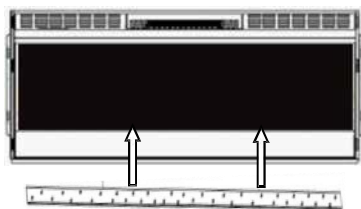
### Log-set / Crystal / Pebble Media Installation

This fireplace style comes with 3 media options: log-set, crystals and pebbles

- A. Glass front must be removed and the appliance must be mounted in its final location before the log-set / crystal / pebble embers are installed.
- B. To use log-set, remove the log-set from the package and set on the log-set designated space. **Figure 6-1.**
- C. To use crystals or pebbles: 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 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 from side to side. **Figure 6-2, Figure 6-3, 6-4.**



**Figure 6-1**



**Figure 6-2**  
(For crystal and pebble only)



**Figure 6-3** (Crystal media)



**Figure 6-4** (Pebbles media)





## Operation



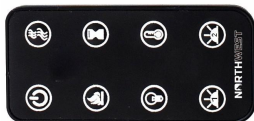
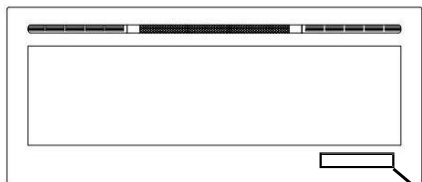
**Read and understand** this entire owner's manual, including **all safety information** before **plugging in** or **using** this product. Failure to do so could result in **electric shock**, **fire**, **serious injury**, or **death**.

### Power

Plug the power cord into a 110-120 Volt 15 Amp grounded outlet (see **IMPORTANT SAFETY INFORMATION** on **Pages 3 and 4**). 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 TOUCH-ON CONTROL PANEL, located on the front right side glass panel, or by the battery-powered REMOTE CONTROL.



Remote Control








Touch-on Control Panel

### Touch Panel / Remote Control Operation

BUTTON	FUNCTION	ACTION & INDICATION
 <b>POWER</b>	<b>ON:</b> Enables control panel functions and remote control. Turns on flame effect. <b>OFF:</b> Disables control panel functions and remote control. Turns off flame effect.	<b>1.Press once.</b> Indicator light turns on. Power turns on. All functions enabled. <b>2.Press again.</b> Flame effect turns off. Unit goes to standby. All functions turn off.
 <b>TIMER</b>	<b>TIMER button:</b> Controls timer settings to turn off fireplace at selected time. Settings range from 0.5 hours to 8 hours.	<b>1. Press once.</b> Indicator light turns on. Timer is set to 0.5 hours. <b>2.Press again until desired setting is reached.</b> Indicator lights show setting.
 <b>FLAME</b>	<b>FLAME button:</b> Makes flame effect dimmer and brighter. <b>NOTE:</b> Flame effect stays on until power button is turned off. Flame effect must be on for heater to turn on.	<b>1.Press once.</b> Flame brightness effect gets changing. <b>2.Press again.</b> until desired setting is reached.



## Operation

 <b>COLOR</b>	<p><b>COLOR button:</b> Makes the color flame effect changing.</p> <p><b>NOTE:</b> color effect stays on until power button is turned off. Color flame effect must be on for heater to turn on.</p> <p><b>NOTE:</b> this fireplace is with memory function for flame.</p>	<ol style="list-style-type: none"> <li><b>Press once.</b> Flame color effect gets changing.</li> <li><b>Press again</b> until desired setting is reached.</li> </ol>																																							
 <b>HEATER</b>	<p><b>HEATER button:</b> Turns heater on and off.</p> <p><b>NOTE:</b> The heater only works when the flame effect is on. If the flame effect is off, the heater will not turn on.</p> <p><b>NOTE:</b> Heater button can be locked or unlocked by holding the Heater button for 5 seconds.</p>	<ol style="list-style-type: none"> <li><b>Press once.</b> Indicator lights up. Fan blows cool air for 10 seconds. 750W heater turns on and blows warm air.</li> <li><b>Press again.</b> Indicator lights up. 1500W heater turns on and blows hot air.</li> <li><b>Press again.</b> Heaters turn off. The fan blows cool air for 10 seconds to allow heater to cool down, then turns off.</li> </ol>																																							
 <b>TEMP</b>	<p><b>TEMPERATURE button:</b> Turns heater on and off.</p> <p><b>NOTE:</b> Press &amp; Hold the button for 5 seconds, the temperature setting will switch from °C to °F. Same way from °F to °C.</p>	<ol style="list-style-type: none"> <li><b>Press once:</b> Indicator lights up. Temperature goes to 18 °C</li> <li><b>Press again:</b> until desired setting is Reached. Digital display shows setting circles as below:</li> </ol>																																							
<table border="1"> <tr> <td>NO</td> <td>0</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>N</td> </tr> <tr> <td>°C</td> <td>20</td> <td>21</td> <td>22</td> <td>23</td> <td>24</td> <td>25</td> <td>26</td> <td>27</td> <td>28</td> <td>29</td> <td>30</td> <td>C</td> </tr> <tr> <td>°F</td> <td>68</td> <td>70</td> <td>72</td> <td>74</td> <td>76</td> <td>78</td> <td>80</td> <td>82</td> <td>84</td> <td>86</td> <td>88</td> <td>F</td> </tr> </table>			NO	0	1	2	3	4	5	6	7	8	9	10	N	°C	20	21	22	23	24	25	26	27	28	29	30	C	°F	68	70	72	74	76	78	80	82	84	86	88	F
NO	0	1	2	3	4	5	6	7	8	9	10	N																													
°C	20	21	22	23	24	25	26	27	28	29	30	C																													
°F	68	70	72	74	76	78	80	82	84	86	88	F																													
 	<p><b>LED Bottom light button ( 1 ):</b> Makes the color on bottom effect changing.</p> <p><b>NOTE:</b> Ember color effect stays on until power button is turned off.</p>	<ol style="list-style-type: none"> <li><b>Press once.</b> Ember color effect gets changing.</li> <li><b>Press again.</b> until desired setting is reached, in total 10 colors recycling.</li> </ol>																																							
 	<p><b>LED Bottom light button ( 2 ):</b> Makes the color on bottom gets flash changing automatically.</p> <p><b>NOTE:</b> Ember color effect stays on until power button is turned off.</p>	<ol style="list-style-type: none"> <li><b>Press once.</b> Ember color effect gets flash changing automatically.</li> <li><b>Press again</b> to turn off flashing.</li> </ol>																																							

### 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.

## Operation

### 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 battery installation

The remote control comes with a pre-installed replaceable **CR2025** lithium battery.

#### **WARNING**

1. This remote control requires button batteries that are hazardous to young children.  
**1. WARNING - KEEP BATTERIES OUT OF REACH OF CHILDREN!**
1. Swallowing may lead to serious injury in as little as 2 hours or death, due to chemical burns and potential perforation of the esophagus.
2. If you suspect your child has swallowed or inserted a button battery, immediately seek urgent medical assistance.
3. Examine devices and make sure the battery compartment is correctly secured, e.g. that the screw or other mechanical fastener is tightened. Do not use if compartment is not secure.
4. Dispose of used button batteries immediately and safely. Flat batteries can still be dangerous.
5. Tell others about the risk associated with button batteries and how to keep their children safe.



#### **note:**

The remote control has a removable plastic tab to prolong the battery life while shipping. Remove the tab for the remote control to function.

1. To replace the existing battery remove the battery holder.
2. The battery holder is equipped with a child lock system. To remove the battery holder turn remote onto rear side and press the left side lever towards the center while pulling the battery holder out using the slot provided.
3. Replace existing battery, type CR 2025, with a new battery and re-install the battery holder into the remote by sliding it into position, as shown.
4. The battery holder is connected to the remote when you hear a "CLICK".



#### **note:**

The remote control must remain within 5 meters or 17 feet of the appliance to be effective. This range may be reduced when battery power is depleted.



Batteries must be disposed of according to the local laws and regulations. Some batteries may be recycled, and may be accepted for disposal at your local recycling center. Check with your municipality for recycling instructions.



## 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 microfiber cloth. Slightly dampen microfiber cloth with water to clean metal surfaces.
- **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.
- Energy-saving LED light strip is built into the product and is NOT replaceable by the consumer.

Model#	LED strip quantity	LED lumens	Life span	LED power
BG-50B/60B	3 PIECES	1500lm	25000 hours	15W
BG-72B	4 PIECES	2000lm	25000 hours	20W

#### 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.**

<b>Problem</b>	<b>Possible Cause</b>	<b>Solution</b>
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. 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.
3. Flame is not visible Or Flame is only partially visible	1. Wiring is loose 2. LED strip is loose or defect	1. Disconnect from power source and inspect wiring for loose connections and repair or replace if necessary. 2. Push the flame button to high  3. Replace with a new LED strip
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.
8. Touch panel / Remote Control do not work	The front glass is moved or not secured properly.	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.

**CAUTION:**To remove the glass, you will notice two screws on front both 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.