

ELECTRIC INSERT FIREPLACE HEATER OWNERS MANUAL

Model Numbers: ■ BEF-24BM ■ BEF-28BM



AC 220-240V 50Hz 1400-1600W

⚠️ ⚠️ WARNING

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

⚠️ ⚠️ CAUTION

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



WARNING

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 heater.

This heater is hot when in use. To avoid burning, do not touch hot surface. If provided, use handles when moving this heater. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 1 m from the front of the heater and keep them away from the sides and rear. In order to avoid overheating, do not cover the heater.

Extreme caution is necessary when any heater is used near children or the infirm and whenever the heater is left operating and unattended.

Always unplug heater when not in use.

Do not operate any heater with a damaged cord or plug or after the heater malfunctions, has been dropped damaged in any manner, return heater to authorized service facility for examination, electrical or mechanical adjustment, or repair.

Indoor use only, do not use outdoors.

This heater is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate heater where it may fall into a bathtub or other water container.

Do not run cord under carpeting. Do not cover cord with throw rugs, runners, or similar coverings. Arrange cord away from traffic area and where it will not be tipped over.

To disconnect heater, turn controls to off, then remove plug from outlet.

Do not inset or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage the heater.

To prevent a possible fire, do not block air intakes or exhaust in any manner. Do not use on soft surfaces, like a bed, where openings may become blocked.

A heater has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, or flammable liquids are used or stored.

Use this heater only as describes in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or injury to persons.

DANGER-HIGH Temperatures may be generated under certain abnormal conditions. Do not partially or fully cover or obstruct the front of this heater.

Replacement of the lamps should be done only while the heater is disconnected from the supply circuit.

This appliance is not intended for use by persons (including children) with reduced physical, sensory or capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.

CAUTION: In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.

Preparation



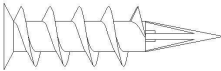
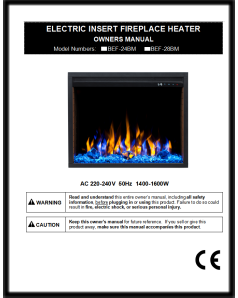


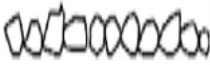




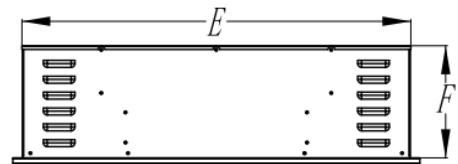
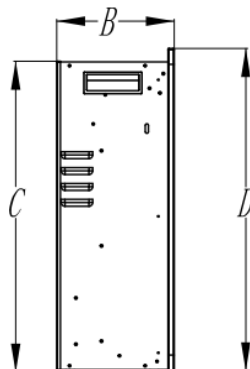
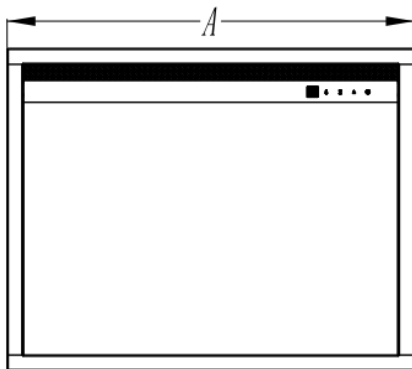
This product includes a **GLASS panel!** Always use **extreme caution** when **using**. Failure to do so could result in **personal injury** or **property damage**.

Remove all parts and hardware from the carton and place them on a clean, soft, dry surface. 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.

Parts and Hardware

| | | | |
|---------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| <p>A – Fireplace (1)</p>  |  |  |  |
| | <p>B –Wood screws</p> | <p>C– Drywall anchors</p> | |
| |  | | |
| | <p>D – Remote Control</p> | | <p>Instruction Manual</p> |
|  |  |  |  |
| <p>E- Decorative Log set</p> | <p>F- Decorative Crystals (small)</p> | <p>F-Decorative Crystals (Big)</p> | <p>H - Plastic Tray</p> |



Product Dimensions (mm)

| Model Number | A | B | C | D | E | F |
|--------------|---|---|---|---|---|---|
|--------------|---|---|---|---|---|---|

| | | | | | | |
|----------|-----|-------|-----|-----|-----|-----|
| BEF-24BM | 646 | 186.6 | 489 | 508 | 617 | 176 |
| BEF-28BM | 748 | 186.6 | 489 | 508 | 719 | 176 |

Front glass removal / installation

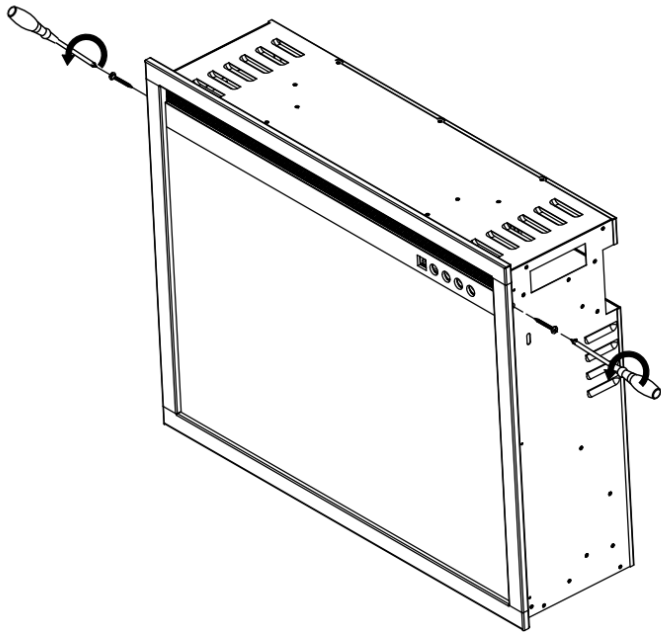


Fig.1

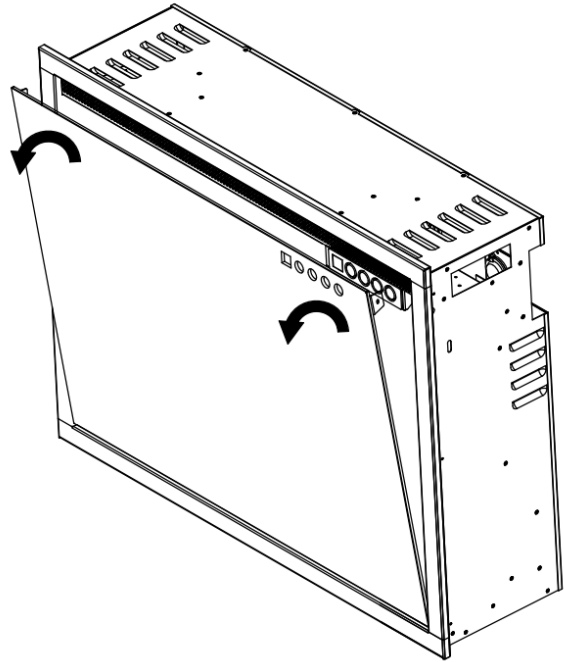


Fig.2

Using the screw driver to take off the two silver screws (one piece in each side) Fig.1

Move the glass panel out of the fireplace, and place it to a soft clean surface. Fig.2

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

Glass front must be removed before the log-set / crystal embers are installed.

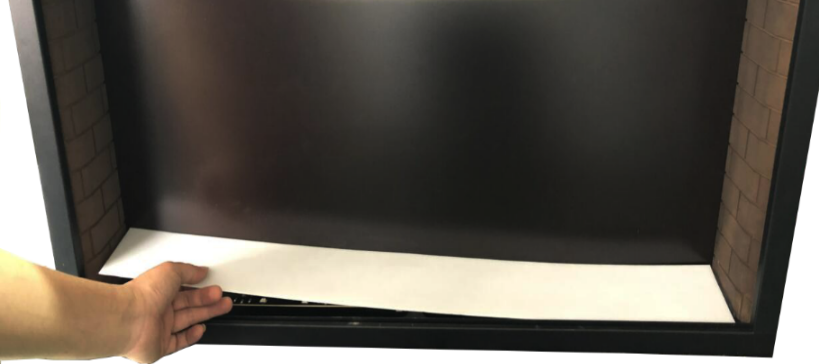
Put the log-set to the designed ember bed (Fig.3)

If you want to use the plastic crystals, place the Plastic Tray (H) into the designed slot. (Fig.4)

Carefully place decorative crystals onto the plastic tray. (Fig.5, Fig.6)



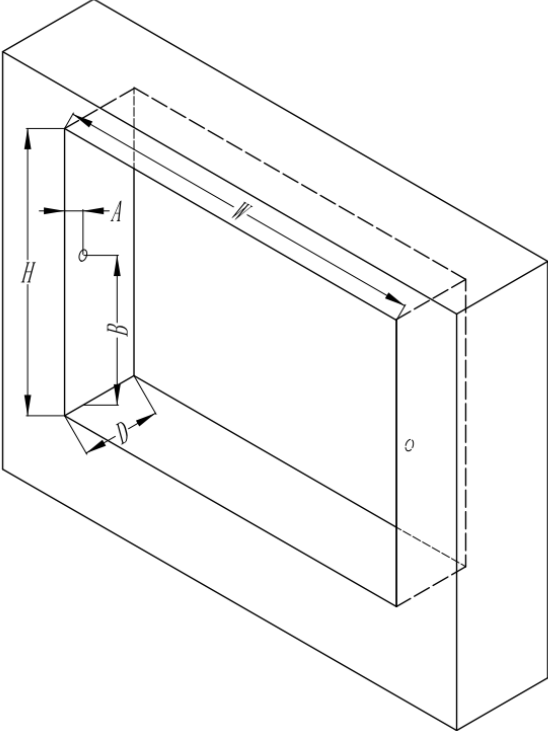
Fig.3



Plastic Tray Fig. 4



Small Crystals Fig. 5



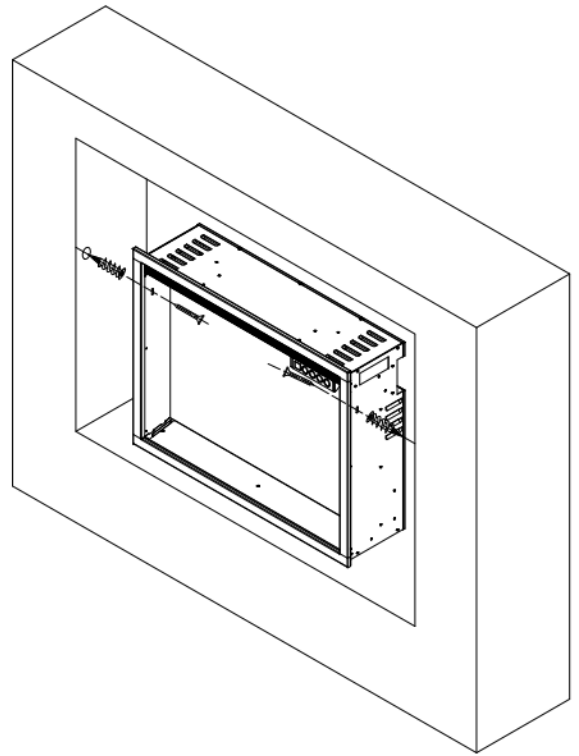
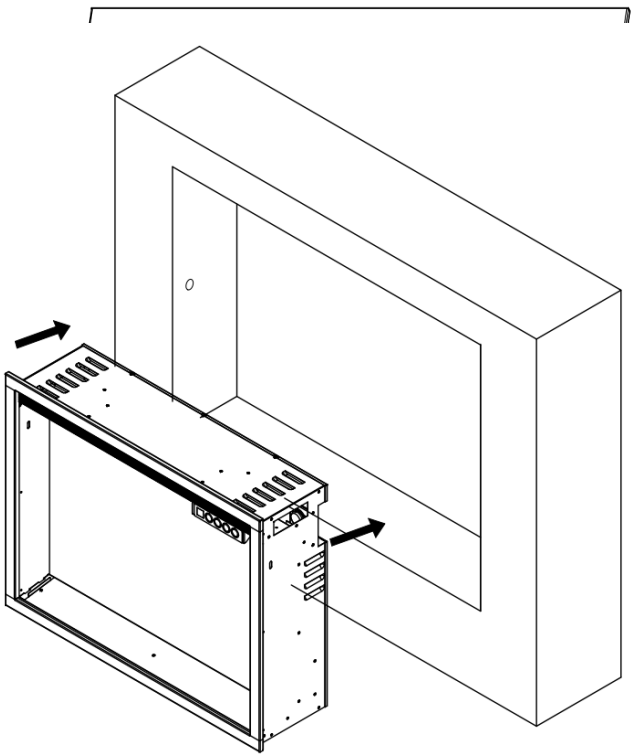


Fig. 8

Fig. 9

Use the screw driver to take off all screws from the bracket(s), and move the brick (s) panel out. (Fig.6, Fig.7)

Have two people lift the fireplace up and Insert it into the opening hole. (Fig.8)

Fixing it by two screw(s), one piece with each side. (Fig 9)

Install log-set or crystals, then move back the glass panel.

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

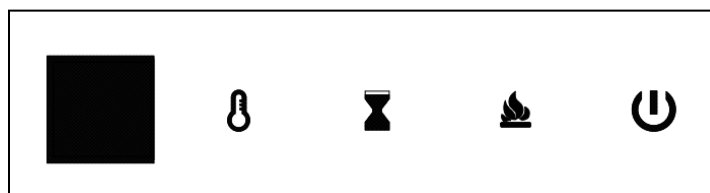
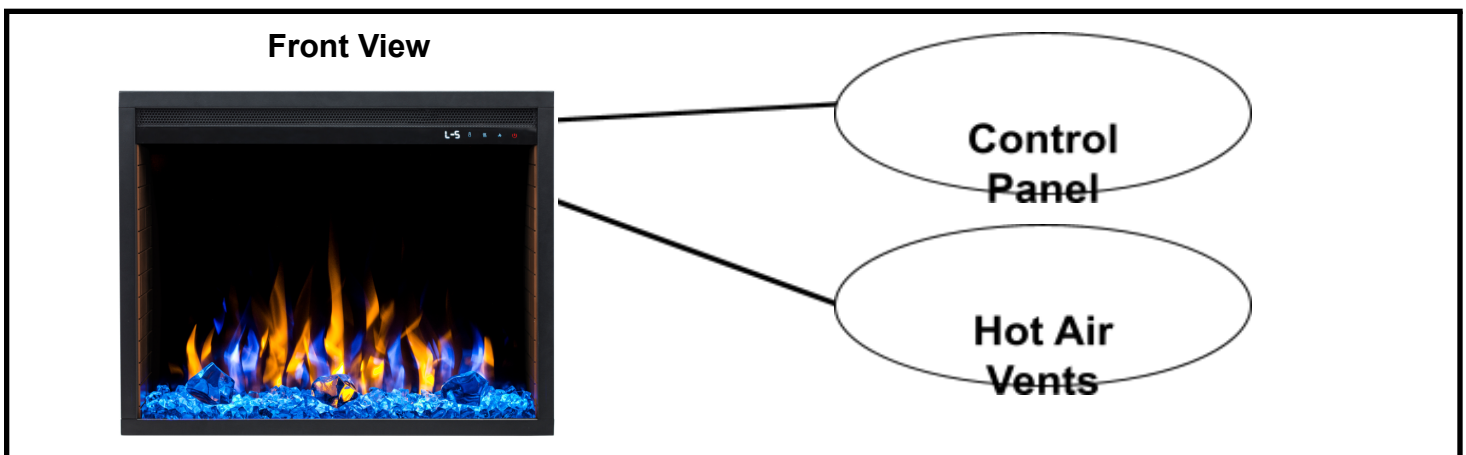
Make sure the ON/OFF switch, located on the front, is in the OFF position. Plug the power cord into a 220-240 Volt 10 Amp grounded outlet (see **IMPORTANT SAFETY INFORMATION** on **Pages 2 and 3**). Make sure the outlet is in good condition and that the plug is not loose. **NEVER** exceed the maximum 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 Front of the fireplace (see figure below), or by the battery-powered REMOTE CONTROL.

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

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












Touch On Control Panel Operation

| BUTTON | FUNCTION | ACTION & INDICATION | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|----------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|----|----|----|----|----|----|----|----|---|---|----|---|----|----|----|----|----|----|----|----|----|----|----|----|---|----|----|----|----|----|----|----|----|----|----|----|----|---|
|  POWER | ON: Enables control panel functions and remote control. Turns on flame effect. OFF: Disables control panel functions and remote control. Turns off flame effect. | 1. Press once. Indicator light turns on. Power turns on. All functions enabled. 2. Press again. Flame effect turns off. Unit goes to standby. All functions turn off. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  TIMER | TIMER button: Controls timer settings to turn off fireplace at selected time. Settings range from 0.5 hours to 8 hours. | 1. Press once. Indicator light turns on. Timer is set to 0.5 hours. 2. Press again until desired setting is reached. Indicator lights show setting. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  COLOR | COLOR button: Makes the color flame effect changing. NOTE: color effect stays on until power button is turned off. Color flame effect must be on for heater to turn on. NOTE: this fireplace is with memory function for flame. | Press once. Flame color effect gets changing. Press again until desired setting is reached. In total 6 colors. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  TEMP | TEMPERATURE button: Turns heater on and off. NOTE: Press the button for 5 seconds, the temperature setting will switch from °C to °F. Same way from °F to °C. | 1. Press once: Touch panel indicator becomes active. 2. Press again: until desired setting is Reached. Digital display shows setting circles as below: <table border="1" data-bbox="899 1373 1507 1461"> <thead> <tr> <th>Display</th> <th>0</th> <th>1</th> <th>2</th> <th>3</th> <th>4</th> <th>5</th> <th>6</th> <th>7</th> <th>8</th> <th>9</th> <th>10</th> <th>N</th> </tr> </thead> <tbody> <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> </tbody> </table> | Display | 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 |
| Display | 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 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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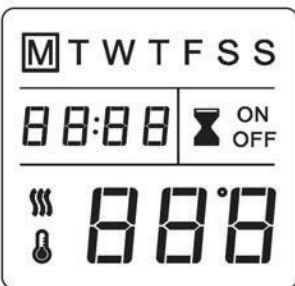
Remote Control Operation

| BUTTON | FUNCTION | ACTION & INDICATION |
|------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  POWER | ON: Enables control panel functions and remote control. Turns on flame effect. OFF: Disables control panel functions and remote control. Turns off flame effect. | <ol style="list-style-type: none"> Press once. Indicator light turns on. Power turns on. All functions enabled. Press again. Flame effect turns off. Unit goes to standby. All functions turn off. |
|  COLOR BLUE | BLUE COLOR button: Makes the blue color flame effect changing. NOTE: this fireplace is with memory function for flame. | Press once. Blue flame color effect gets changing. Press again until desired setting is reached. |
|  COLOR ORANGE | ORANGE COLOR button: Makes the orange color flame effect changing. NOTE: this fireplace is with memory function for flame. | Press once. Orange flame color effect gets changing. Press again until desired setting is reached. |
|  COLOR YELLOW | YELLOW COLOR button: Makes the yellow color flame effect changing. NOTE: this fireplace is with memory function for flame. | Press once. Yellow flame color effect gets changing. Press again until desired setting is reached. |
|  HEATER | HEATER button: Turns heater on and off. NOTE: To prevent overheating, the heater fan will blow cool air for 8-10 seconds before the heater turns on, and after the heater turns off. | <ol style="list-style-type: none"> Press once. Indicator lights up. Fan blows cool air for 10 seconds. 750W heater turns on and blows warm air. Press again. Indicator lights up. 1500W heater turns on and blows hot air. Press again. Heaters turn off. The fan blows cool air for 10 seconds to allow heater to cool down, then turns off. |





| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|----|----|----|----|----|----|----|----|---|---|----|---|----|----|----|----|----|----|----|----|----|----|----|----|---|----|----|----|----|----|----|----|----|----|----|----|----|---|
|  <p>SPEED</p> | <p>Flame speed button: Makes the flame speed changing. NOTE: Flame speed effect stays on until power button is turned off.</p> | <p>Press once. Indicator light turns on. flame speed effect gets changing. 2. Press again. until desired setting is reached. Cycle from 03-01-02-03-01-02-03 “03” is the default speed</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  <p>EMBER LIGHTS</p> | <p>LED Ember light button: Makes the color on bottom effect gets changing. NOTE: this fireplace is with memory function for LED ember lights.</p> | <p>Press once. LED ember light color effect gets changing. Press again until desired setting is reached. In total 10 colors for EMBER. Auto-cycle function: When pressing with the 11th time, the LED ember light will do auto-cycling (NOTE: It will take 5 seconds to switch between colors.)</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  <p>EMBER BRIGHTNESS</p> | <p>LED Ember light brightness button: Makes the LED ember lights brightness on bottom effect gets changing. NOTE: this fireplace is with memory function for LED ember light brightness.</p> | <p>Press once. LED ember light brightness effect gets changing. Press again until desired setting is reached. In total 5 levels.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  <p>TEMP</p> | <p>TEMPERATURE button: Turns heater on and off. NOTE: Press the button for 5 seconds, the temperature setting will switch from °C to °F. Same way from °F to °C.</p> | <p>1. Press once: Touch panel indicator becomes active. 2. Press again: until desired setting is Reached. Digital display shows setting circles as below:</p> <table border="1" data-bbox="898 1409 1507 1497"> <tr> <td>Display</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> | Display | 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 |
| Display | 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 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

TIMER SETTINGS ON REMOTE CONTROL



| | | |
|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|--|
|  | <p>: Timer: Displays current day, time, and week. Press to enter or confirm timer settings.</p> | |
| <p>OK</p> | <p>: Settings: Press to move to next step (use with Timer button). Press to confirm week timer.</p> | |

| | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <p>Back: Press to clear timer settings. Press to return to the previous step (use with Settings button).</p> |  | |
| <p>Up and Down (use with Settings button).</p> | | |
| <p>LCD Screen</p> | | |
| <p>Weekday Mon, Tues, Wed, Thurs, Fri, Sat, Sun</p> |  | <p>Note: The functions can only be adjusted when the related letters or digits are flashing.</p> <p>Note: Calibrate the timer to current time before the weekly settings.</p> |
| <p>Time Display</p> | | |
| <p>Current Time Timer From 00:00 to 24:00 NOTE: 00-12:00 is AM 13:00-24:00 is PM</p> | | |

Set current day and time



- 1 Press  once When "MON" (Monday) begins flashing, use  to selected current day. Press **OK** to complete the setting.
2. When the hour digits begin flashing, use  to select the current hour. Press **OK** to complete the setting.
3. When the minute digits begin flashing, use  to select the current minute. Press **OK** to complete the setting.


Set ON/OFF time and temperature on a weekly cycle

- 1 Press  once When "MON" (Monday) begins flashing, use  to selected current day. Press **OK** to complete the setting.

note:



The timer can only be adjusted in 30-minute intervals (i.e. 00:00 - 00:30; 00:30 - 01:00, etc.)

When "--:--" begins flashing, use  to select the desired hour and minutes to turn on the heater. Press **OK** to complete the setting. Press  at any time to clear the digits and shut down "ON" timer.

When "18" begins flashing, use  to selected the desired temperature to turn on the heater for Monday.

note:

If the temperature was previously set, those digits will be shown instead of "18".

When --:-- begins flashing, use  to select the desired hour and minutes to turn off the heater. Press **OK** to complete the setting. Press  at any time to clear the digits and shut down "OFF" timer.

Repeat steps 1 to 4 to set the "ON/OFF" time and temperature for Tuesday, Wednesday, Thursday, Friday, Saturday, and Sunday.

Press **OK** to complete programming, ensuring to aim the remote control at the receiver, located in the middle of the appliance. The appliance will "beep" once to confirm that programming has been successful.

Open window warning

If the room temperature decreases by 10 degrees within 3 minutes, the appliance will assume there is an open window nearby. In order to conserve energy, the heater will automatically switch from High Heat to Low Heat, or if the heater is already at Low Heat, it will turn off completely.

When switching from High Heat to Low Heat, the appliance will beep 3 times and the digital display will flash "88" 3 times before displaying the existing heating status.

When switching from Low Heat to Off, the appliance will beep 3 times and the digital display will flash "88" continuously.

To reset the heating function, see "operating remote control" section.

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. Turn the POWER switch in the OFF position, plug the power cord back into the outlet.

5. If the problem continues, have your outlet and wiring inspected by a professional.

Remote Control Battery Information

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



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

Care and Maintenance

Cleaning



ALWAYS turn the 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.



WEEE : Meaning of crossed –out wheeled dustbin:

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

When replacing old appliances with new ones, the retailer is legally obligated to take back your old appliance for disposals at least free of charge.