ELECTRIC FLAT PANEL FIREPLACE HEATER

Model Number: EFW-XB34D

OWNER'S MANUAL



Wall Hanging Mode



Pedestal Mode

⚠ **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**.

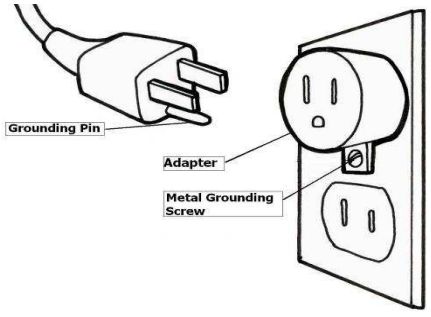
IMPORTANT SAFETY INFORMATION!

⚠ WARNING

- **Read all instructions before using this heater!**
- This heater is **hot when in use**. To avoid burns, **DO NOT** let bare skin touch **hot** surfaces. If provided, use handles when moving this heater. Keep **combustible materials**, such as furniture, pillows, bedding, papers, clothes, and curtains at least **3 feet (0.9m)** from the **front of the heater**, and **keep them away from the sides and rear**.
- **Extreme caution** is necessary when any heater is used by or near **children** or **invalids** and whenever the heater is left **operating and unattended**.
- **DO NOT** operate any heater with a **damaged cord or plug** or after the **heater malfunctions**, has been **dropped** or **damaged in any manner**. Discard heater, or return to authorized service facility for examination and/or repair.
- **DO NOT** run **power cord** under carpeting. **DO NOT** cover power cord with throw rugs, runners, or similar coverings. **DO NOT** route power cord under furniture or appliances. Arrange power cord **away from traffic** area, and where it will not be tripped over.
- **Connect to properly grounded outlets ONLY.**
- **DO NOT insert** or **allow foreign objects** to **enter any ventilation or exhaust opening**, as this may cause **electric shock** or **fire**, or **damage the heater**.
- To prevent a possible fire, **DO NOT** block air intakes or exhaust in any manner. Doing so could cause a **fire**. **DO NOT** use on soft surfaces, like a bed, where openings may become blocked.
- A heater has **hot and arcing or sparking parts inside**. **DO NOT** use it in areas where **gasoline, paint, or flammable liquids** are used or stored.
- **Use this heater only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or injury to persons.**
- **ALWAYS plug heaters directly into a wall outlet/receptacle. NEVER use with an extension cord or relocatable power tap (outlet/power strip).**
- **DO NOT place the heater near a bed** because objects such as pillows or blankets can fall off the bed and be ignited by the heater.
- **NEVER** use this heater in **bathrooms, laundry rooms**, or any other location where the heater could fall into a **bathtub** or **pool**, **become damp,** or **come in contact with water**.
- **AVOID FIRE!** Regularly inspect all air vents to make sure they are free from dust, lint, or other blockage. **Unplug the unit** and clean with a **vacuum ONLY**. **DO NOT** rinse or get wet.
- **NEVER** hang this unit on a wall **directly below an electrical outlet.**
- **NEVER permanently install in a recessed area of the wall.** This may result in **blocked air flow, overheating,** or **fire.**
- **ALWAYS** mount to wall bracket before use. **DO NOT** set on the floor, or other surface, to use.
- **NEVER** use a wall mount bracket from another manufacturer.

WARNING

- **For residential use only! NOT for commercial use!** Any commercial or public use of this heater **voids all warranties**, and could cause **injury**.
- This product is **not intended** to be a **primary heat source.** It is for **supplemental heat only.**
- **INDOOR use only! NEVER** use this heater **outdoors!** Doing so may result in **electric shock!**
- **Risk of electric shock**! **DO NOT OPEN!** No user-serviceable parts inside!
- **NEVER modify this heater**. Doing so could result in personal **injury** or property **damage.** Modification of this fireplace **completely voids all warranties**.
- **ALWAYS** turn this heater off before unplugging it from the outlet.
- **ALWAYS disconnect** this unit from the **power** supply **before** performing any assembly or cleaning, or before relocating the electric fireplace.
- **NEVER** leave this heater unattended. **ALWAYS** unplug this heater when not in use.
- **ALWAYS** store this heater in a dry location. **NEVER** use the fireplace if it has become wet.
- Place the heater near a wall outlet so an extension cord is not needed. If an extension cord is needed, the **gauge** of the cord **must be at least 14AWG,** and the **rating must be at least 1875 Watts**. **NEVER** use a **smaller gauge** cord with a **lower rating**. Doing so may result in **fire** or **electric shock**.
- **ONLY** use this heater on a **120V AC 15-Amp grounded circuit**. **NEVER overload the circuit.** If this heater trips the circuit breaker, unplug all other appliances on the same circuit before the next use. Avoid plugging other appliances into the same circuit as this heater.
- **NEVER** plug this heater into an outlet that is **old**, **cracked**, or has any **loose wires or connections**. Plugging this heater into a faulty outlet could result in **electric arcing** within the outlet that could cause the **outlet** to **overheat or catch fire**.
- **ALWAYS** check your heater cord and plug connections with **each use**!
  - i) **MAKE SURE** the plug fits tight in the outlet! Faulty wall outlet connections or loose plugs can cause the outlet to overheat.
  - ii) **Heaters draw more current** than small appliances. **Overheating** may occur even if it has not occurred with the use of other appliances.
  - iii) During use **check frequently** to see if the **plug outlet or faceplate** is **HOT**!
  - iv) If the outlet or faceplate is **HOT**, **discontinue use immediately** and have a qualified electrician inspect and/or replace the faulty outlets.
- The power cord supplied with the heater has three prongs: two flat blades (live and neutral) and one round pin (ground). If a 3-slot receptacle is not available, an adapter **MUST** be used. The adapter **MUST** be **properly grounded** to the outlet box (see figure at right). [NOTE: Adapter NOT INCLUDED.]



- SAVE THESE INSTRUCTIONS!

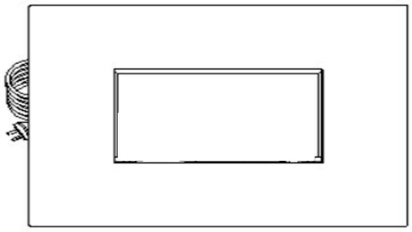
Preparation

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

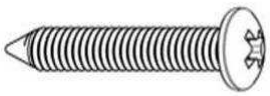
Remove all contents from the carton and place them on a clean, soft, dry surface. Check to make sure nothing is missing. Dispose of packaging materials properly. Please recycle whenever possible.

You will need the following tools (not included): Phillips screwdriver; stud finder; level; tape measure; electric drill; 1/4" wood drill bit, 1/16" wood drill bit, and a hammer.

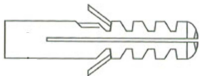
Parts and Hardware



A – Fireplace



B – Wood Screws (3)



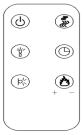
C – Drywall anchors (3)



D – M4x8 Metal Screws (2)



E - Wall Bracket (1)



RC – Remote Control



F – Decorative River Rock



F- Decorative Stones



F - Decorative Faux Log Bed



F - Decorative Glass



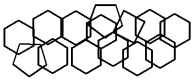
G – Feet (2)



H – M6 x 14Bolts (4)



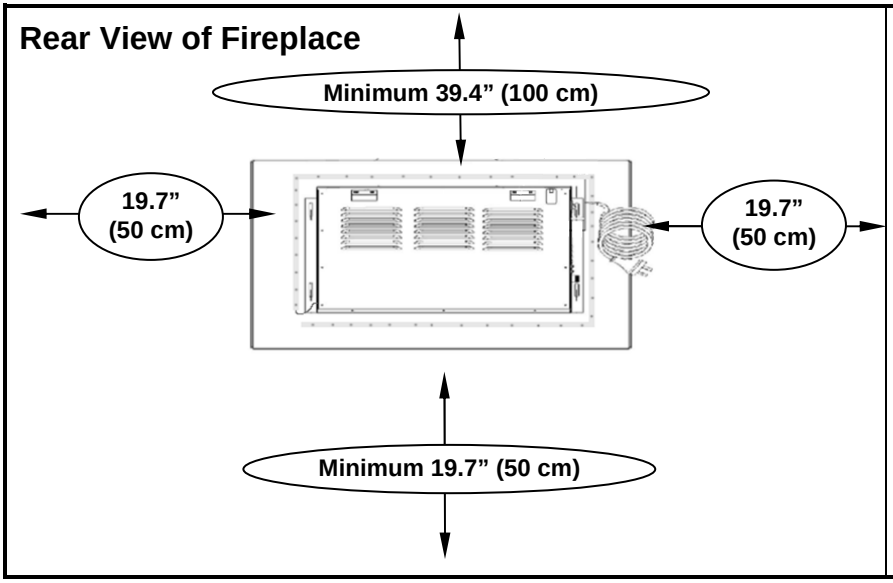
I - Shelf



F – Sea Glass

Installation and Assembly

Rear View of Fireplace



Step 1. Find a safe location.

Minimum clearance on each side: 19.7" (50 cm).

Minimum clearance below: 19.7" (50 cm). Wall mounted only.

Minimum clearance above: 39.4" (100 cm).

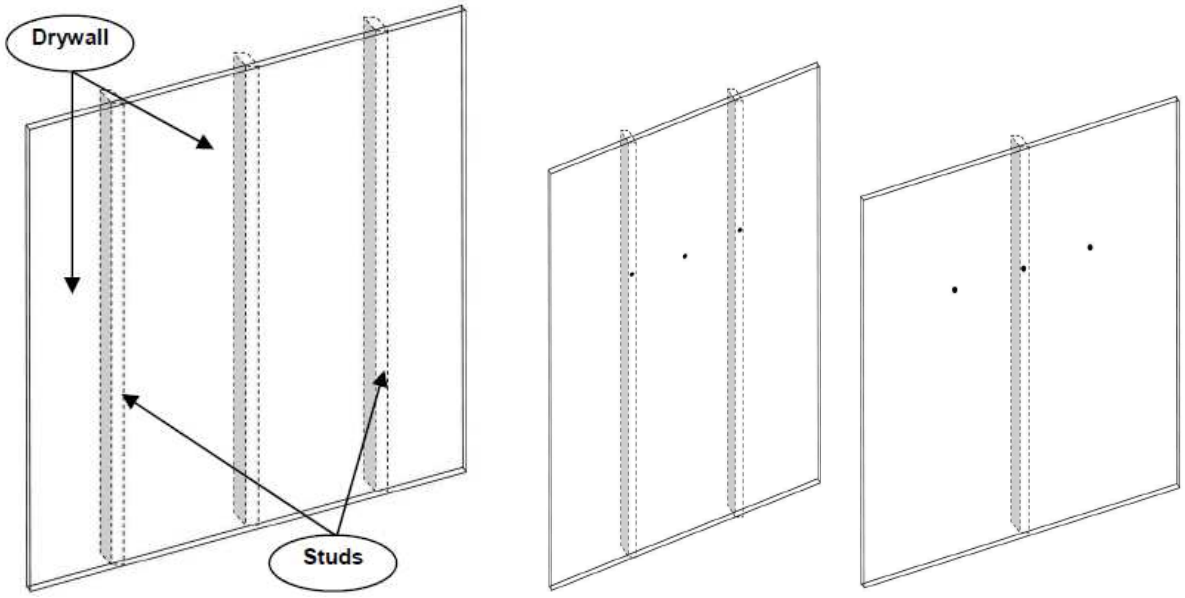
Minimum clearance from the front and sides: 3 feet (90 cm).

Choose a location near an outlet so an extension cord is not required.

DO NOT position the unit **directly below** a power outlet

NOTICE	The wall mount fasteners included with this fireplace are for use ONLY with a wood-framed wall covered in drywall (sheet rock). For concrete walls, cinder blocks, or other wall types, consult a professional for the best attachment methods.

ALWAYS unplug this fireplace heater **before assembly** or **cleaning, or before relocating.** Failure to do so could result in **electric shock**, **fire**, or **personal injury**.

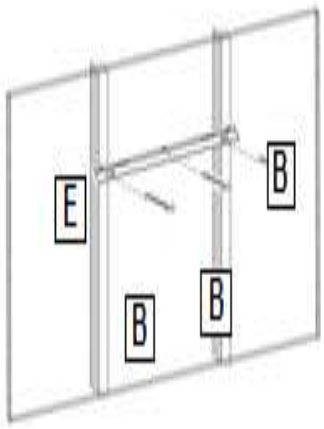


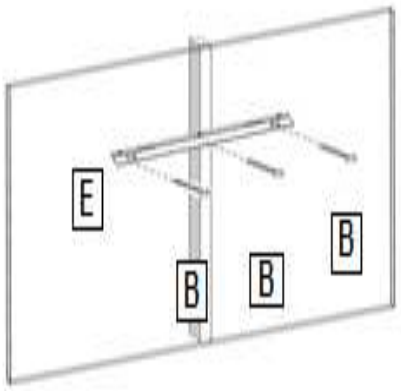
STEP 2A. Locate the wall studs using an electronic stud-finder.
STEP 2B. The outer screws should go into a wall stud,and the center screw into a drywall anchor
STEP 2C. If only two studs are available, two screws MUST be screwed directly into studs, and the other screws must be screwed into the drywall anchors.
STEP 2D. Mark the hole locations with a pencil. The holes should be 8” (20.3 cm) apart, and level. The minimum height from the surface below must be 75.2” (191 cm).

AVOID INJURY and DAMAGE! Three screws should be screwed **directly into wall studs**., The two additional screws may **be screwed into the drywall anchors**



STEP 3. Drill a pilot hole into each mark using a 1/4” wood drill bit for the drywall anchors, and a 1/16” wood drill bit for the wall studs. With a hammer, tap the drywall anchor(s) (C) carefully into the hole(s) until they are flush with the drywall surface. Use care to avoid damaging the drywall with the hammer.



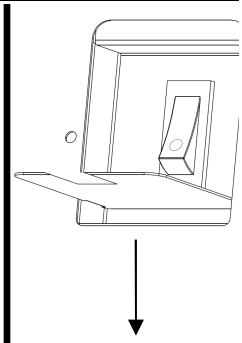


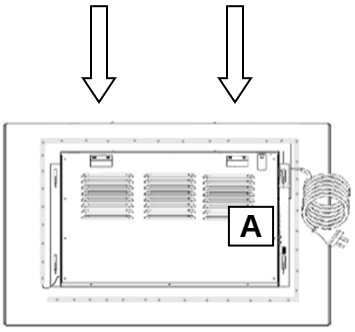
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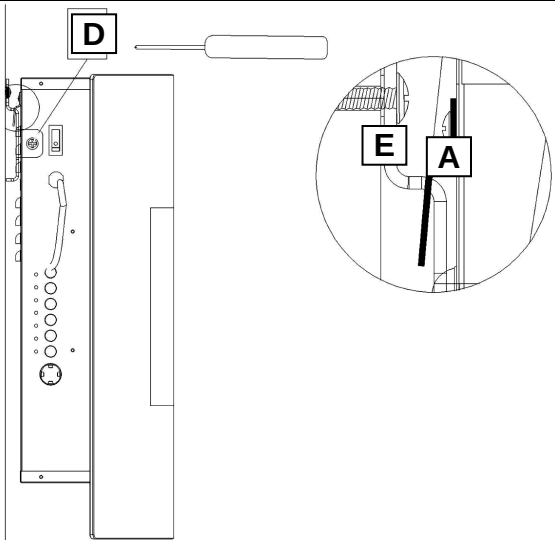
STEP 4. Align the holes in the wall bracket (E) with the pilot holes and drywall anchors. Thread three wood screws (B) through the holes in the wall bracket and directly into the wall studs and drywall anchor(s). Make sure the bracket is level. Tighten all screws securely with a screwdriver.

IMPORTANT NOTE:

The heat enabling switch on the back of the fireplace must be **ON** for the heater to work. **Turn it to ON position before hanging the fireplace on the wall.**







STEP 5A. Turn ON the heat enabling switch, which is located on the back of the fireplace (A).

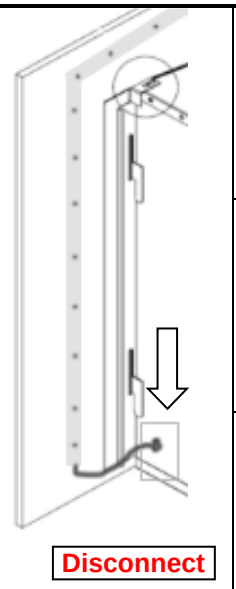
STEP 5B. With the help of a capable adult, lift the fireplace and align the hooks on the back of the fireplace (see arrows) with the slots on the wall bracket. Carefully set the hooks into the slots.

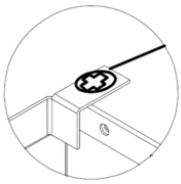
STEP 5C. Secure the fireplace to the wall bracket with two M4x8 metal screws (D), one on each side. Thread the screws through the fireplace and into the wall bracket side tabs. Tighten both screws with a Phillips screwdriver.

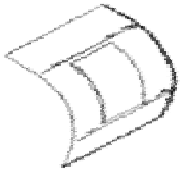
Decorative Glass Installation

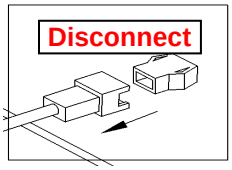
This next step involves **GLASS! ALWAYS** use **extreme caution** when handling **glass.** Failure to do so could result in **personal injury** or **property damage**.

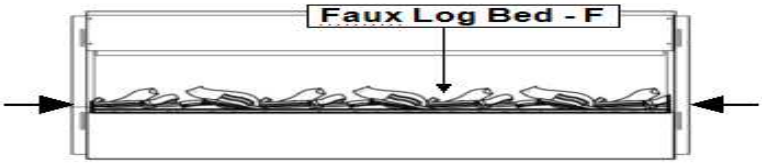
ALWAYS keep the decorative glass OUT OF REACH OF CHILDREN! Leave **no glass pieces where children can find them**. Failure to do so could cause a **choking hazard**.

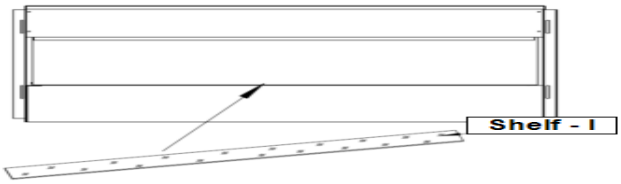


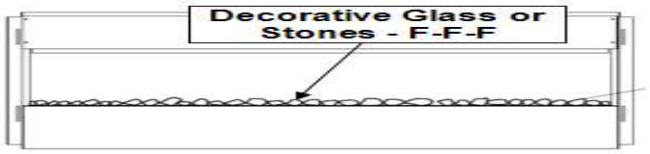












NOTE: Before removing glass panel, disconnect the backlight power connector.

To switch to decorative glass or stones, follow these steps. Have a capable adult help you.

STEP 6A. While one person holds the glass panel, remove the two screws at the top edge of the fireplace with a Phillips (+) screwdriver.

STEP 6B. Together, carefully remove the front glass panel and set it aside on a clean soft surface.

STEP 6C. Remove the two log bed screws (one at each end of the log bed), and lift the log bed out.

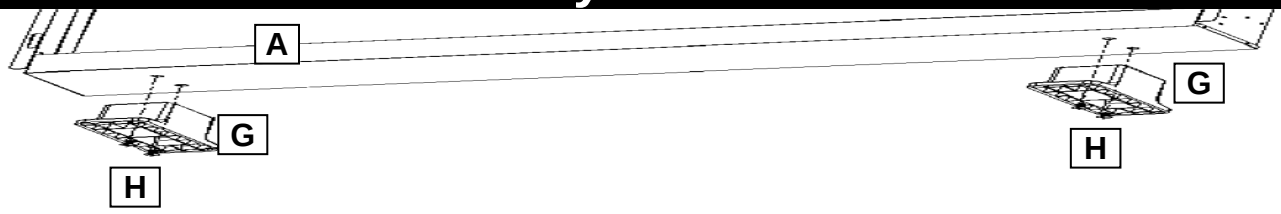
STEP 6D. Set the shelf (I) onto the ledge in the opening at the front of the fireplace.

STEP 6E. Arrange the decorative glass or stones (F/F/F/F) on the shelf in the desired position.

STEP 6F. Set the front glass panel back onto the firebox.

STEP 6G. Align the tabs of the glass panel with the holes on the top edge of the fireplace. Thread the screws back into the holes and tighten them both with a Phillips screwdriver.

Foot Pedestal Assembly



STEP 7. Secure the pedestal bracket (G) to the bottom of the fireplace (A) with four M6x14 metal bolts (H). Tighten each screw securely with a Phillips screwdriver.

STEP 8. Repeat Step **STEP 7.** Using remaining pedestal foot (G)

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

Methods of Operation

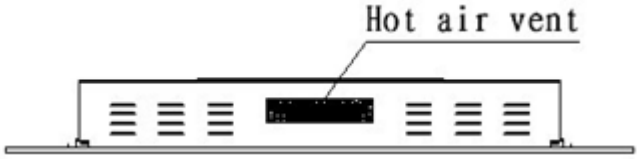
This electric fireplace can be operated by the CONTROL PANEL, located on the right side panel of the fireplace (see figure below), or by the battery-powered REMOTE CONTROL.

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

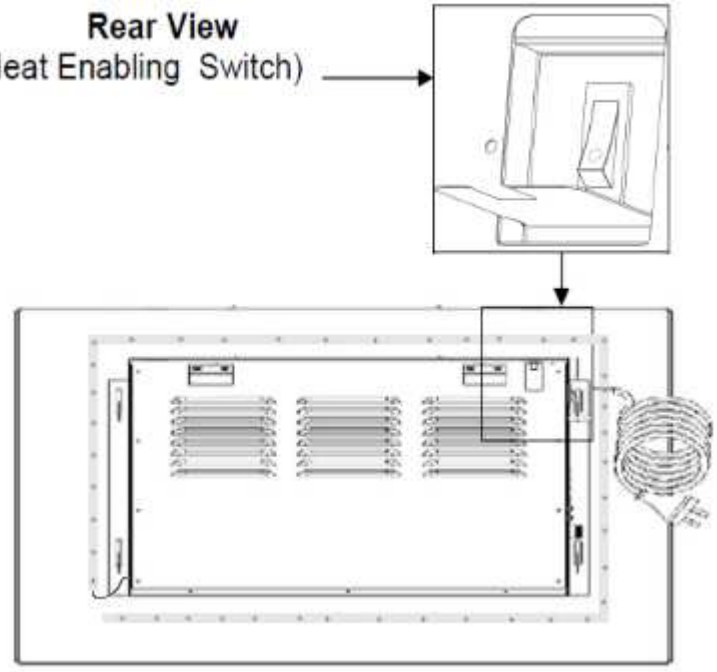
Front View



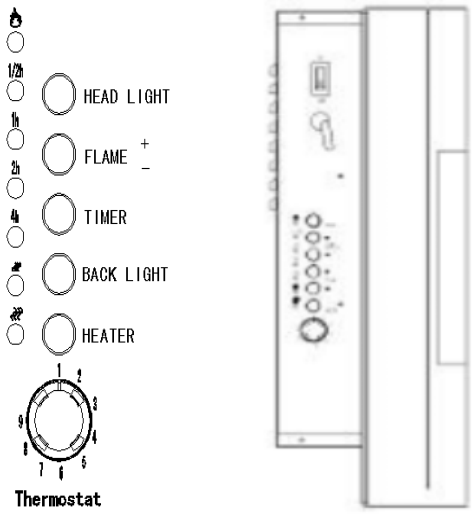
Top View



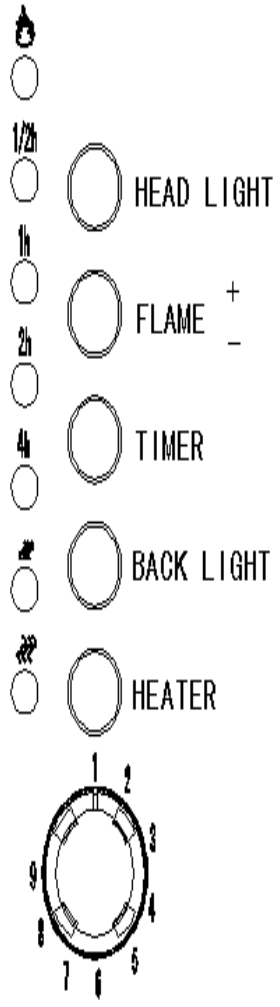
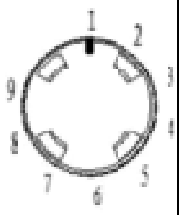
Rear View
(Heat Enabling Switch)



Left Side View



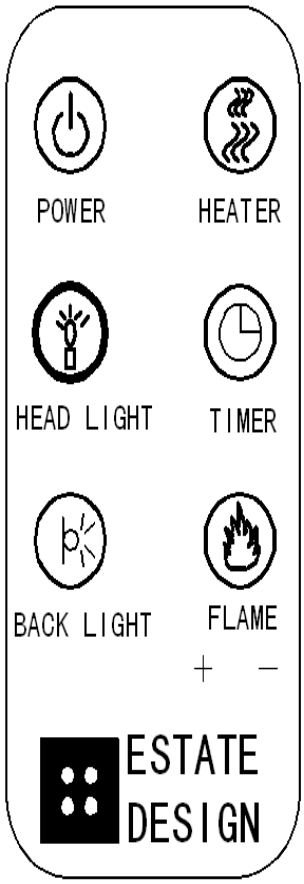
Control Panel Operation

BUTTON	ACTION and INDICATION	CONTROL PANEL
HEAD LIGHT	Press to cycle through the ten Flame Options	
FLAME	When the Power is turned on, the flame effect starts at High. 1. **Press once**. Flame effect changes from High to Low. 2. **Press again**. Flame effect changes from Low to Medium. 3. **Press again**. Flame effect changes from Medium to High	
TIMER	1. **Press once**. ½ h light turns on. Timer is set to ½ hour. 2. **Press again**. 1h light turns on. Timer is set to 1 hour. 3. **Press until desired setting is reached**. Timer setting increases by ½ hour up to 7½ h. Examples: **3** hours = **2h**+**1h; 7½** hours = **4h**+**2h**+**1h**+**½h**. 4. **Press again.** Timer setting increases by ½ hour until desired setting is reached, or until timer turns off. 5. **Press again** to restart timer from **½h**.	
BACK LIGHT	Controls the LED light strips at the left and right edges of the fireplace. The LED backlights include individual and alternating color combination	
HEATER	1. **Press once**. Small indicator lights up. Fan blows cool air. 750W heater turns on and blows warm air. 2. **Press again**. Large indicator lights up. 1500W heater turns on and blows hot air. 3. **Press again.** Heaters turn off. The fan blows cool air to allow heater to cool down, then turns off.	
	**THERMOSTAT SETTING: Heater must be on for thermostat settings to work.** Turn the knob to set the temperature of the heater ranging from about 48°F (9°C) to about 93°F (34°C). Settings will vary with room size, insulation, etc. The thermostat will turn the heater on and off to maintain the set temperature.	Thermostat

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.

Remote Control (Control panel POWER switch must be ON to use remote control.)

BUTTON	ACTION and INDICATION	REMOTE CONTROL
POWER	1. **Press once**. Flame effect turns on High and indicator light turns on. 2. **Press again**. Power and all functions turn off.	
HEATER	1. **Press once**. Small indicator lights up. Fan blows cool air. 750W heater turns on and blows warm air. 2. **Press again**. Large indicator lights up. 1500W heater turns on and blows hot air. 3. **Press again.** Heaters turn off. Fan blows cool air to allow heater to cool down, then turns off.	
HEAD LIGHT	Press to cycle through the ten Flame Options	
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BACK LIGHT	Controls the LED light strips at the left and right edges of the fireplace. The LED backlights include individual and alternating color combination	
FLAME	When the Power is turned on, the flame effect starts at High. 1. **Press once**. Flame effect changes from High to Low. 2. **Press again**. Flame effect changes from Low to Medium. 3. **Press again**. Flame effect changes from Medium to High.	

Temperature Limiting Control

This heater is equipped with a Temperature Limiting Control. Should the heater reach an unsafe temperature (212°F / 100°C), 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.
3. Inspect the fireplace to make sure no vents are blocked, or clogged with dust or lint. If they are, use a vacuum to clean the vent areas.
4. With the POWER switch in the OFF position, plug the power cord back into the outlet.
5. If the problem continues, have your outlet and wiring inspected by a professional.

Remote Control Battery Information

- This remote control uses one **battery** (included).
- Instructions for battery installation are on the Remote Control battery compartment.



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 other than the bulb replacement plate! 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.

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. Vendor Development Group, Inc.(hereafter, VDG), its directors, officers, or agents, will not be liable to the purchaser or any third party, whether in contract, in tort, or on any other basis, for any indirect, special, punitive, exemplary, consequential, or incidental loss, cost, or damage arising out of or in connection with the sale, maintenance, use, or inability to use this product, even if VDG, or its directors, officers, or agents have been advised of the possibility of such losses, costs or damages, or if such losses, costs, or damages are foreseeable. In no event will VDG, or its officers, directors, or agents be liable for any direct losses, costs, or damages that exceed the purchase price of the product. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to the purchaser. This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Thank you for purchasing this product! If you have questions about assembly, or about the safe operation of this product, please e-mail us at:

customerservice@vdgus.com

Or, call us toll-free (M-F 8:30 AM to 4:30 PM Central Standard Time) at:

1-866-561-0731

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