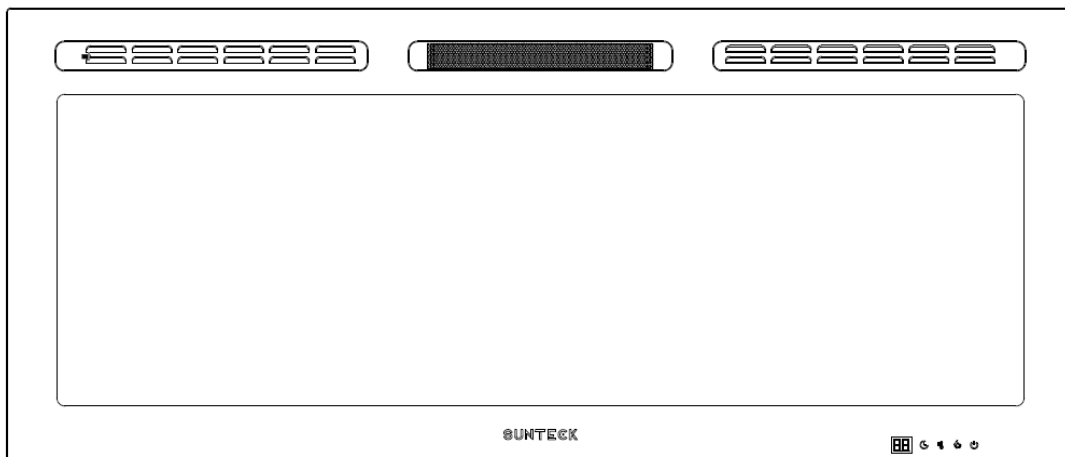


SUNTECK

OWNER'S MANUAL

In Wall Recessed Electric Fireplace

Model Number: STFP D50



⚠ 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.

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SAFETY INFORMATION

Please read and understand this entire manual before attempting to assemble, operate or install the product.

 Any use of this appliance other than that recommended by the manufacturer in the owner manual may cause fire, burns, electric shock or other serious injuries or death.

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 the manufacturer's instructions completely before using this appliance.
2. This appliance will become hot when in use. To avoid burns, do not let bare skin touch hot surfaces the grill at the top of this heater in particular will become hot when the heater is active. Take special care not to block the air intake or exhaust vents. Particular attention has to be given where children and vulnerable people are present.
3. Extreme caution is necessary when the appliance is used by or near children or invalids and whenever the heater is left operating and unattended.
4. Do not operate the heater if the power cord or plug has been damaged or the heater has been damaged or malfunctioned in any way. Take the appliance to an authorized service facility for examination, electrical or mechanical adjustment, or repair.
5. Do not use outdoors.
6. This heater is not intended for use in bathrooms, laundry areas and similar in door location. Never locate a heater that may fall into a bathtub or other water container.
7. To disconnect the appliance, turn all control "OFF", and remove the plug from the electrical outlet.
8. Do not cut the grounding prong. Connect to properly grounded **120V** outlets only.
9. Do not insert or allow foreign objects to enter any ventilation or exhaust openings as this may cause an electric shock or fire, or damage the appliance.
10. To prevent a possible fire, do not block air intakes or exhausts in any manner.
11. All electrical heaters have not and arching or sparking parts inside. Do not use in areas where gasoline, paint, or flammable liquids are used or stored or where the appliance will expose to flammable vapors.
12. Avoid using the appliance with an extension cord. Extension cords may overheat and cause a risk of fire. If an extension cord **MUST** be used, the cord must be No.16AWG minimum size and rated not less than 1875 watts.
13. When transporting or storing the heater, take care to keep both the unit and power cord /plug dry, free from excessive vibration, and away from heat sources.
14. Use the heater only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or injury to persons.
15. Do not attempt to burn wood or other materials in this heater.

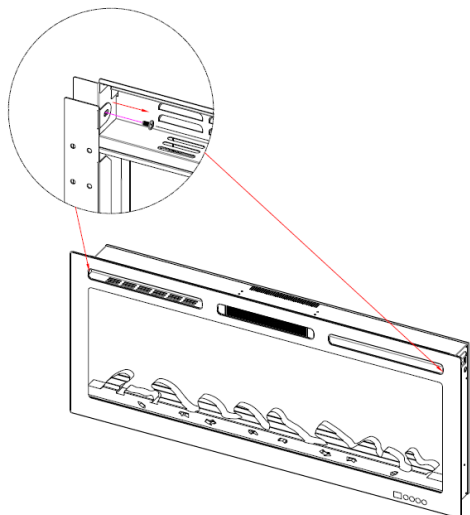
PREPARATION

Installation:

Please assemble on a soft and clean surface to prevent damage or scratch.

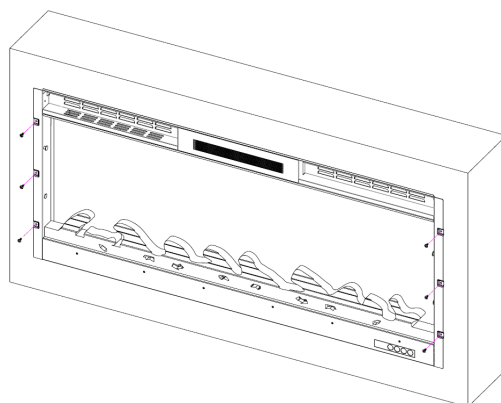
1. Get off the Front Frame

Unscrew the screws (Size M4x8mm) on both sides, and get off the Front Frame.



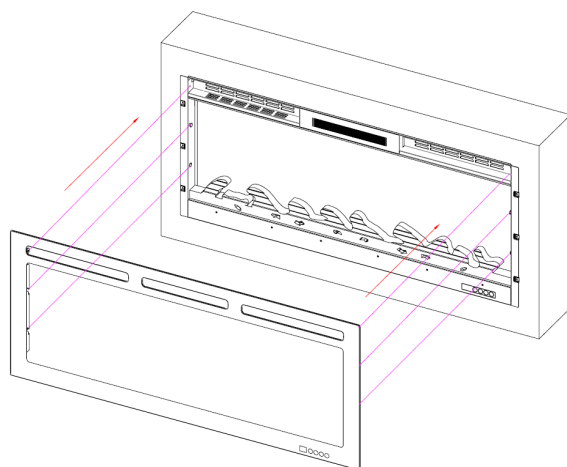
2. Installing the Fireplace.

Secure the fireplace to the wall using anchor screws 4x25mm



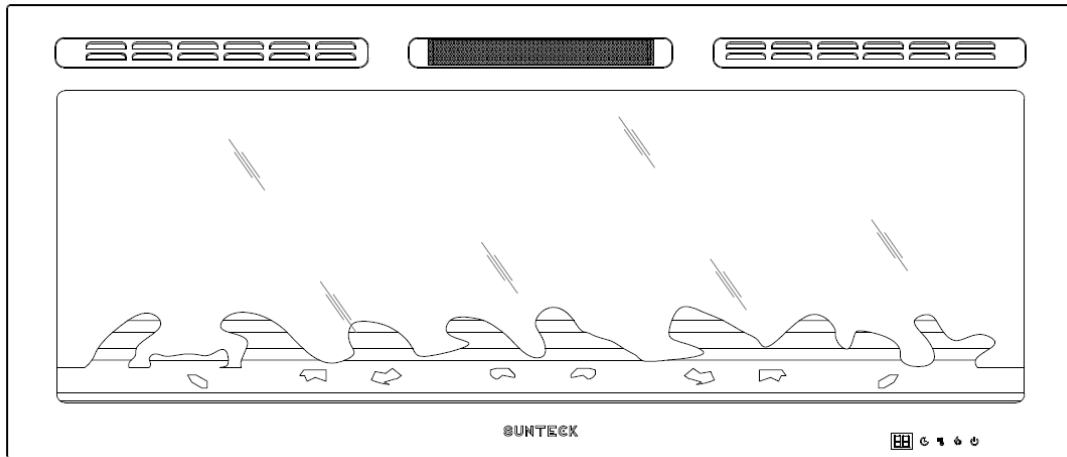
3. Hanging the Front Frame

Hang the front frame on the fireplace and gently push on the lower part of the frame until it snaps into place. And fix the front frame with 2 screws (size 4x8mm)

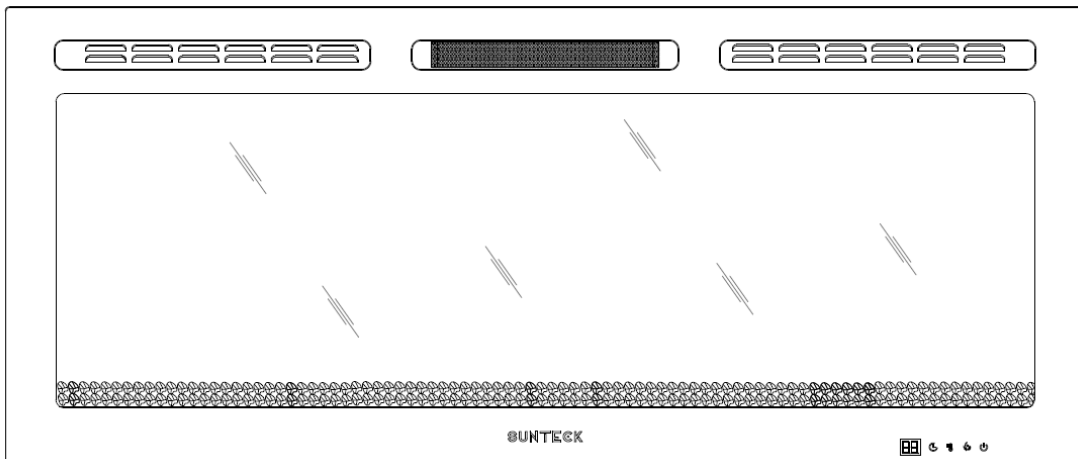


4. Two Options for Assembly

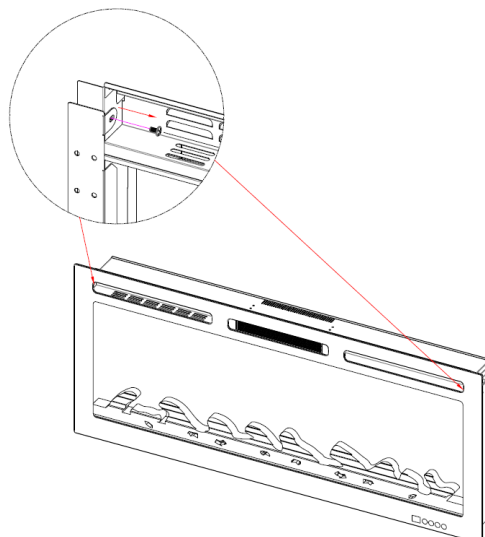
Option 1: Electric fireplace with log



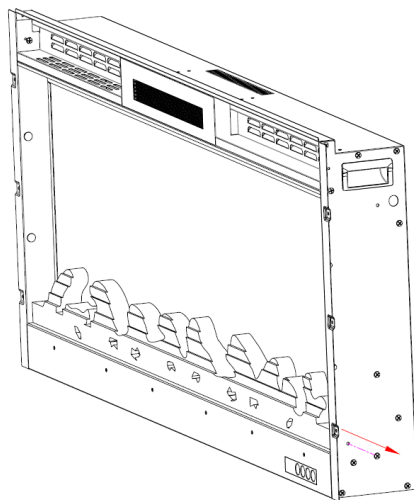
Option 2: Electric fireplace with Crystal Embers



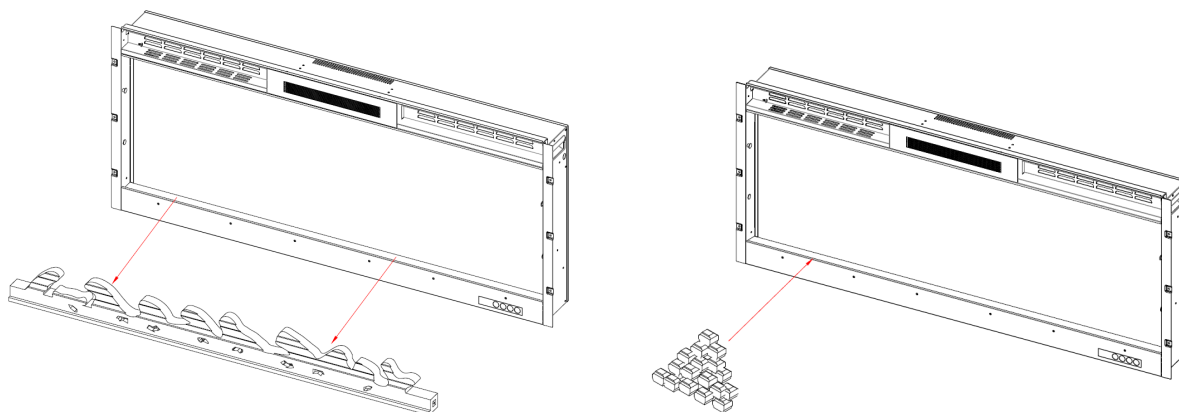
Step 1: Remove the glass frame from the fireplace.



Step 2: Unscrew 2 silver screws on each side of the fireplace body by a Philips screwdriver shown as below.



Step 3: Take out of the fire log first, then lay out all of the crystal embers above the plastic plate in fireplace body shown as below.



Step 4. Hanging the Front Frame

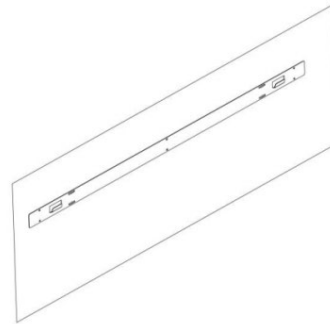
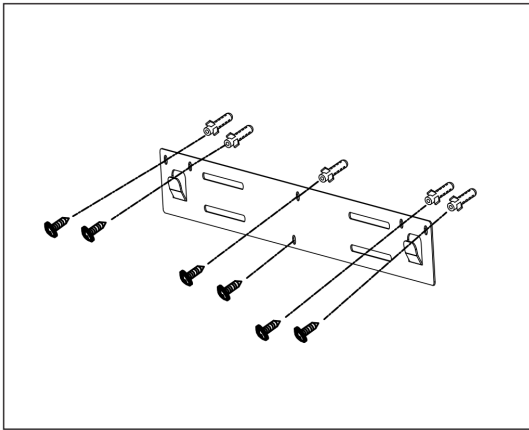
Hang the front frame on the fireplace and gently push on the lower part of the frame until it snaps into place. And fix the front frame with 2 screws (size 4x8mm)

PREPARATION

Wall Mount Installation:

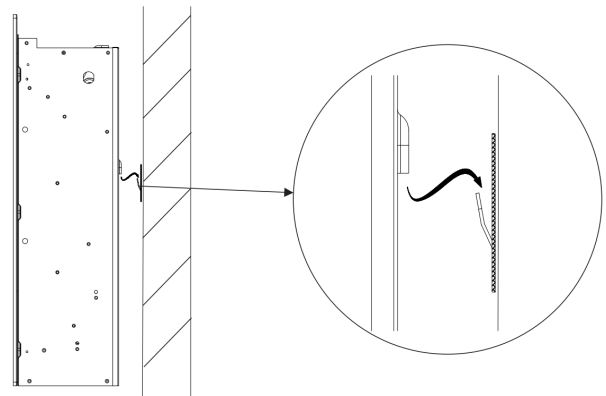
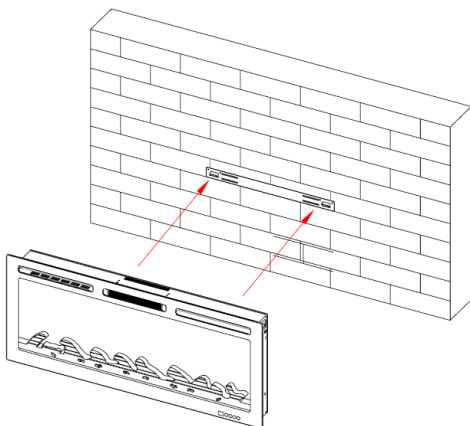
Please assemble on a soft and clean surface to prevent damage or scratch.

1. Mark the location of the bracket on the wall and then mount the bracket to the wall using the supplied screws and drywall anchors. The hooks in the bracket MUST be pointed away from the wall, upward, and level.



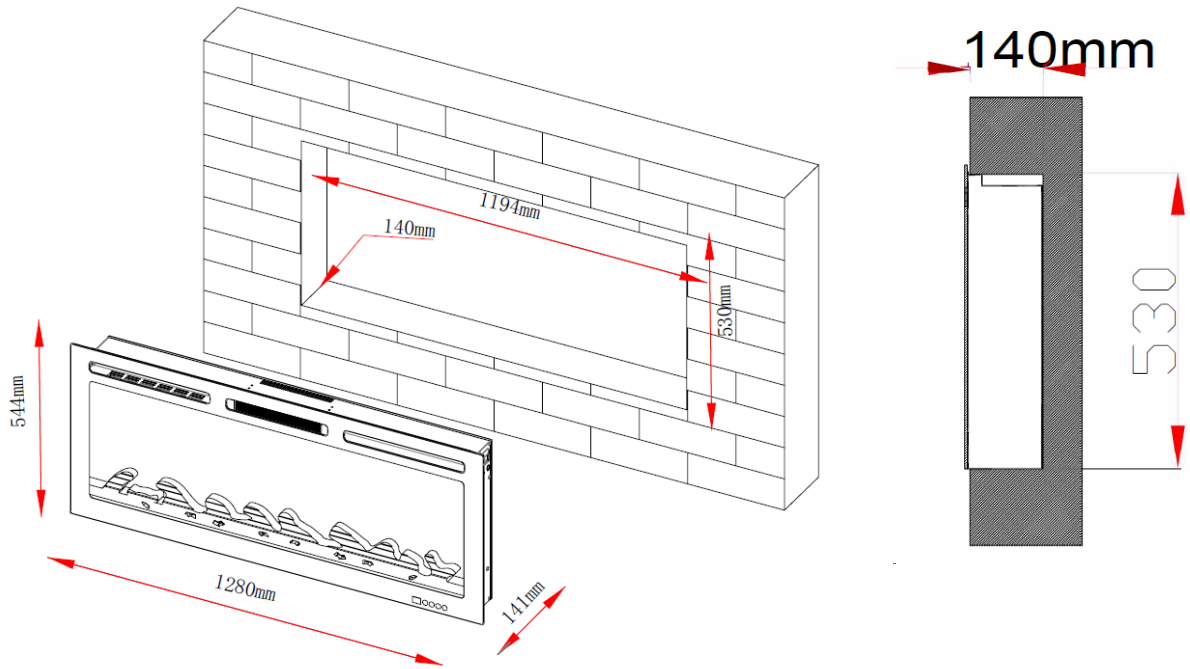
Mounting bracket installed on wall

2. With the wall mounting bracket installed, have 2 people lift the fireplace up and insert the 2 hooks on the bracket into the back of the fireplace. The 2 hooks on the mounting bracket will line up with 2 holes on the back of the fireplace. Once aligned, the hooks will insert into the holes in the back of the fireplace and lock in the down.



Hang fireplace on mounting bracket hooks

Wall Recessed Installation:



OPERATING INSTRUCTION

Read all instructions and warming before operating the appliance. Ensure that all controls are in the "OFF" position before plugging the appliance into a properly grounded electrical outlet.

**Flame and heater can be presented separately or at the same time.
The Fireplace control functions can be accessed in two ways.**

1. Using the touch control panel, located on the bottom right corner of the fireplace (Figure4)
2. Using the multi-function remote control (Figure5), some functions same as the control panel.

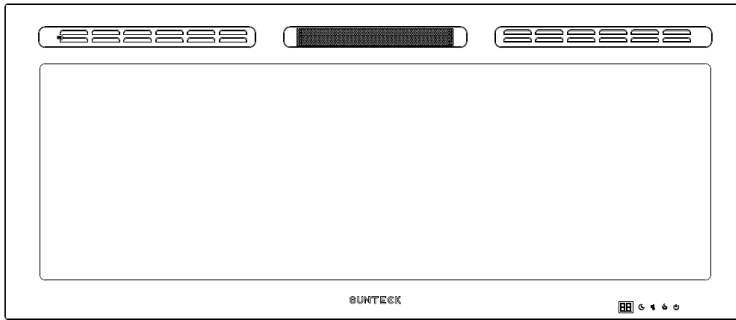


Figure 4



Figure 5

Using the Control Panel

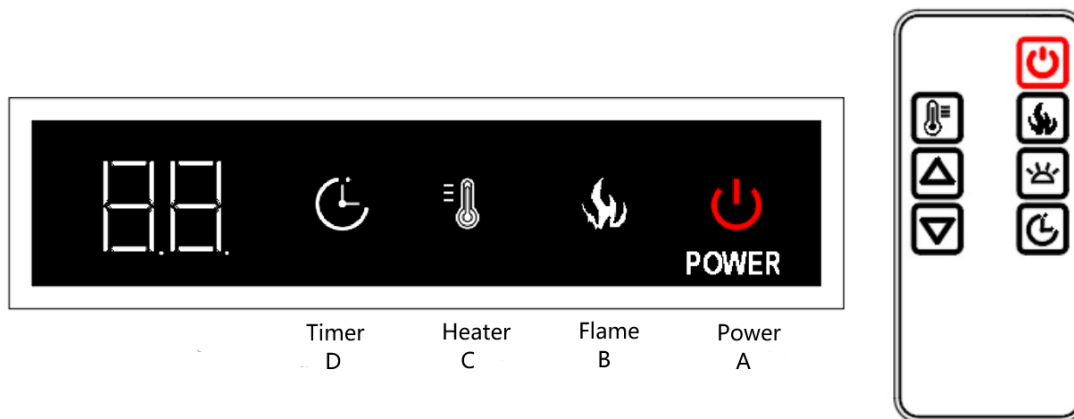


Figure 6

Control Panel

Control panel is located in the bottom right corner of the unit.

Button A Power ON / OFF

Press the power button to turn on the unit. Press again to turn off the unit.

Hide Function: Press the power button 3 seconds, can turn off the button light and vice versa.

NOTE: There is a thermostat limiter inside the unit. When the inner temperature is too hot, the unit will automatically turn off to avoid damage to the product or the risk of fire.

CAUTION/WARNING

DO NOT unplug the unit when it is still "ON".

Button B Flame Control

Press the flame control button to rotate and set flame effect levels. There are multiple color options for flame.

F1-F2-F3-F4-F5-F6-F7-F8-F9-F10

Button C Heater Control

Press the heater control to turn on and off the heater.

Button Press	Heater Condition	Display Value	Fireplace Appearance
1 st Press	OFF	00	Heater Off
2 nd Press	Lower Power	LO	750W Power eating
3 rd Press	High Power	HI	1500W Power Heating
4 th Press	OFF	00	Heater Off

When the heater is turned on, press and hold the heater control button for 3 seconds to enter temperature adjustment mode. In adjustment mode, the display flashes, and the indicator shows "ON". There are 12 levels to change Fahrenheit temperature (ON, 62°F - 82°F, ON).

To switch from degree Fahrenheit to degree Celsius, press and hold the flame button for 3 seconds when the heater is turned on. The LED display shows "C". There are 12 levels to change Celsius temperature (ON, 17°F - 27°F, ON). Repeat the same process to convert Celsius to Fahrenheit.

Button C + Temperature Adjustment Control

Press Button C for 3 seconds, then press up button to increase the temperature setting; press button down to lower the temperature setting. This function only available on remote control.

Button E Timer Control

Press the timer button to turn the timer on. The timer function can control both the flame effect and heater.

The timer can be set from 0.5 hours to 9 hours.

Button Embed Log Control

Press the embed log control button to rotate and set embed log effect levels. There are multiple color options for flame.

L1-L2-L3-L4-L5-L6-L7-L8-L9-L10

Hide Function: press this button for 3 seconds, can adjust the flame brightness, from L1-L2-L3-L4-L5

CARE AND MAINTENANCE

⚠ WARNING: Before attempting to perform any maintenance on this unit, turn all controls to the “OFF” position and unplug. Allow the unit to be “OFF” for at least 10 minutes before any maintenance is applied in to allow all components to cool down properly.

Cleaning:

1. To remove dust, fingerprints or other marks from glass window, use clean damp cloth. Do not spray glass cleaner or other liquids directly onto the glass.
2. Clean metal surfaces with a clean damp cloth making sure not to push dust or debris into any air intake or exhaust vents.
3. Do not use abrasive cleaners or spray liquids on any part of the appliance.
4. Periodic cleaning and vacuuming of the fan/ heater unit is strongly recommended to ensure that no dirt or foreign objects build up.

Replacing Remote Control Battery

If the remote control stops functioning or operates poorly, the battery should be replaced with new one (Model#CR2025)

1. The battery compartment can be found on the back side of the remote control.
2. Press and slide the battery door to open and remove the old battery.
3. Insert a new Cr2025 coin battery making sure that the polarity “+” and “-” matches properly as the illustration shows.
4. Close the battery door.

Zero Clearance Fireplace

The electric fireplace has zero clearance safety technology, with the advanced zero clearance safety sensor, if there is something covering or closing the slide-outs, after about 20 seconds, the appliance will switch off power automatically. Then pull the plug out, and let the appliance cool down for 3 minutes. Plug the power cord again, the fireplace will be working again.

TROUBLESHOOTING

⚠ WARNING: Turn off the unit, unplug and allow the unit to cool down for at least 10 minutes before attempting to perform any service. Only a qualified professional electrician should attempt to service or repair the unit.

PROBLEM	POSSIBLE CAUSE	SOLUTION
Simulated flame is dim or not presenting	<ol style="list-style-type: none"> 1. Flame setting incorrect 2. "Flame wand" has come loose and bracket. 3. "Flame wand" driving motor is not functioning. 4. LED light burns out. 	<ol style="list-style-type: none"> 1. Reset flame. 2. Remove screws holding back panel in place and remove back panel. Secure the end of flame wand back into the support bracket. 3. Call for a technical service. 4. Change it with a new LED panel.
The appliance turns off and will not turn back on.	<ol style="list-style-type: none"> 1. The overheat protection device in the appliance has been triggered. 2. House circuit breaker has been tripped. 	<ol style="list-style-type: none"> 1. Turn off and unplug the appliance, allow the insert to cool down for at least 10 minutes then plugin and restart. 2. Reset house circuit breaker.
The appliance does not turn on when the appliance setup to be "ON"	<ol style="list-style-type: none"> 1. The overheat protection device in the appliance has been triggered. 	<ol style="list-style-type: none"> 1. Turn off and unplug the appliance, allow the insert to cool down for at least 10 minutes then plug in and restart.
Remote Control does not work	<ol style="list-style-type: none"> 1. Low batteries. 2. Turn on the unit by control panel manually before using remote control. 	<ol style="list-style-type: none"> 1. Replacing with a new battery. 2. Turn on the unit by control panel manually before using a remote.