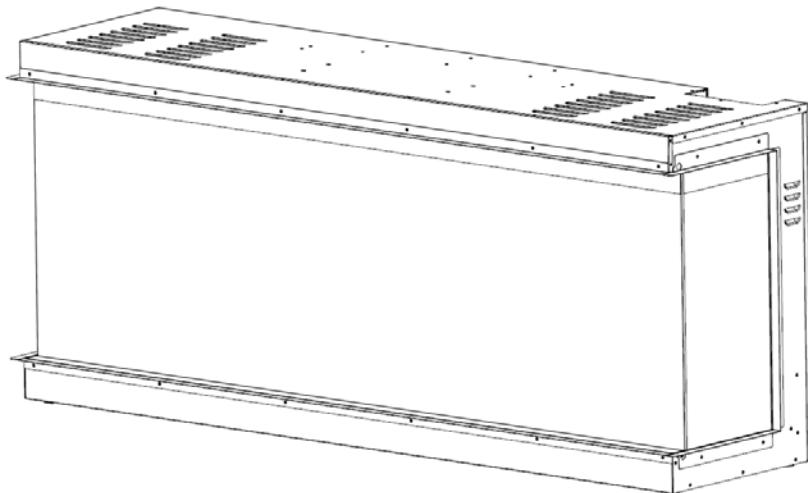


# 49" Three-sided Electric Fireplace

Model #: ■ BEF-49B-3SV (Multi49)

## OWNER'S MANUAL



**ambe<sup>®</sup>**

Ambe Electric Fire Bay 3 Sided 49"

AC 220-240V 50Hz 1400-1600W

<b>⚠ WARNING</b>	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.
------------------	--

<b>⚠ CAUTION</b>	Keep this owner's manual for future reference. If you sell or give this product away, make sure this manual accompanies this product.
------------------	---

Rev\_1



# IMPORTANT SAFETY INFORMATION!

## **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.
- 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 insert 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 many become blocked.
- A heater has hot surfaces 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 described 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 LEDs should only be done by a qualified technician or service agency 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.
- Do not use outdoors.
- Do not use in immediate surroundings of water, bath, shower, or pool etc.

# Preparation

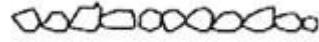
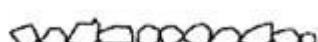
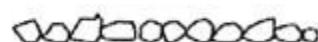
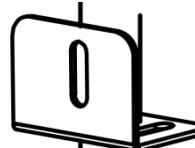


This product includes a **GLASS panel!** Always use **extreme caution** when handling **glass**. Failure to do so could result in **personal injury or property damage**.

Remove all parts and hardware from the carton and place them on a clean, soft, dry surface. Parts and assembly steps are grouped for free-standing or wall-hanging use. Check the parts list to make sure nothing is missing. Dispose of packaging materials properly. Please recycle whenever possible.

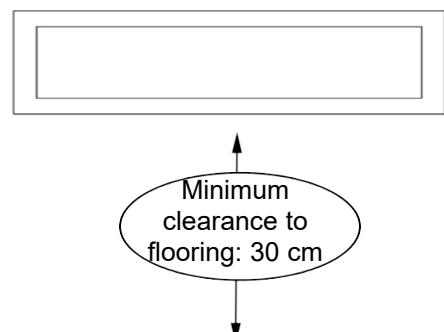
**You will need the following tools (not included):** Phillips screwdriver; stud finder; level; tape measure; electric drill; 1/4" wood drill bit, hammer.

## Parts and Hardware

 <b>A – Fireplace</b>	 <b>B – Wood Screws</b>	
 <b>D - Decorative Pebbles</b>	 <b>E - Decorative Black Crystals</b>	
 <b>E - Decorative Clear Crystals (Big &amp; Small)</b>	 <b>F – Remote Control</b>	 <b>G – Metal Brackets</b>

## Installation and Assembly

### Front View of Fireplace



### Step 1. Find a safe location.

Minimum clearance to flooring: 30 cm  
Choose a location near an outlet so an extension cord is not required.

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

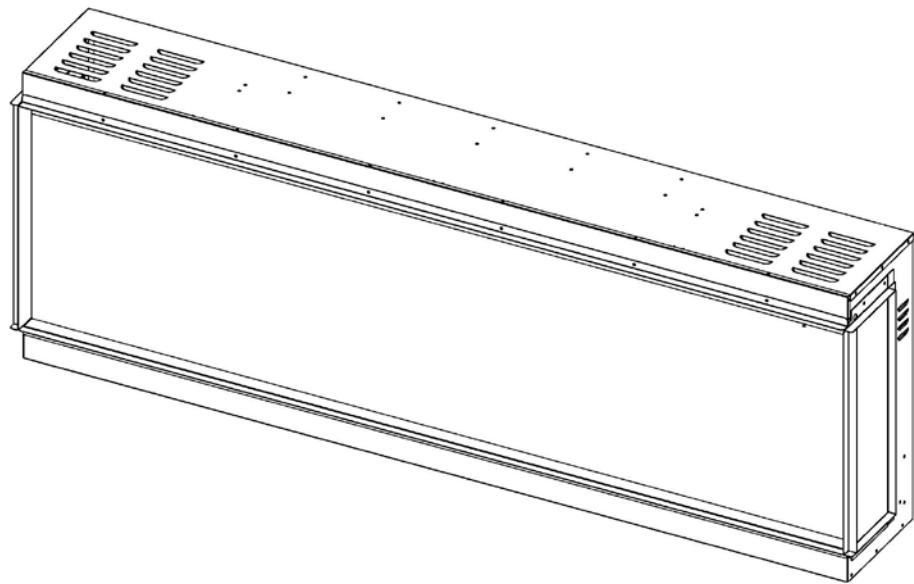
See **Safety Information** on **pages 2 and 3** for warnings about **safe placement, safe installation, and proper use** of this product.



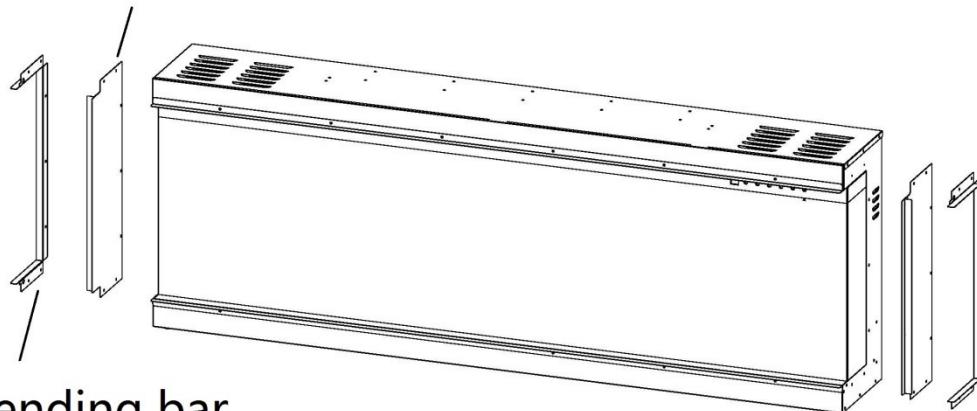
**ALWAYS unplug** this fireplace **before assembly or cleaning, or before relocating.**  
Failure to do so could result in **electric shock, fire, or personal injury**.

# Installation for 3 Sided Viewing

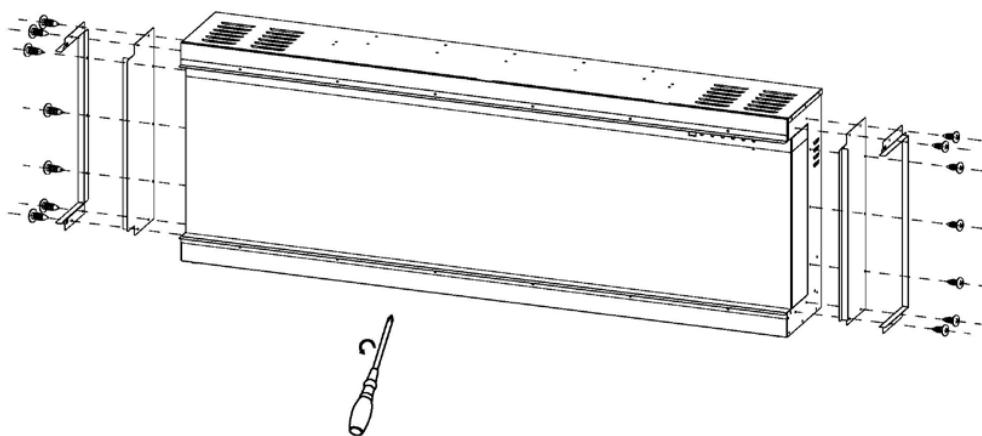
1. The fireplace is fixed with fencing bars and panels on the left and right side.



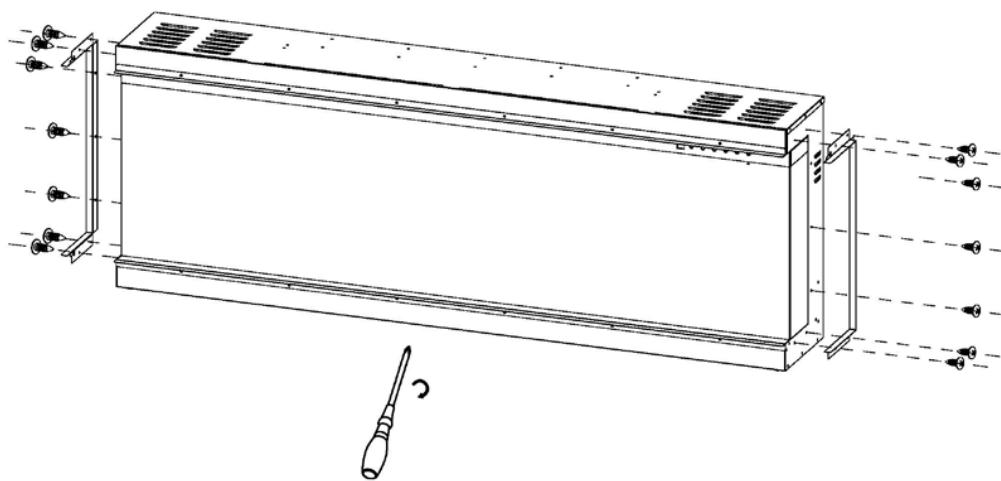
fencing panel



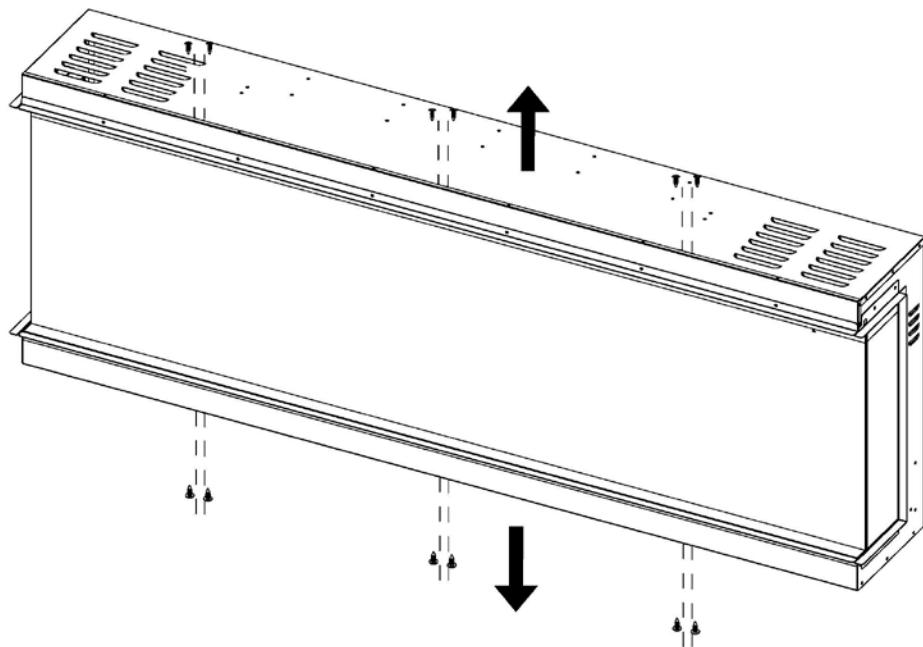
2. Take off the fending bars and panels if you want to view the fire from three sides.



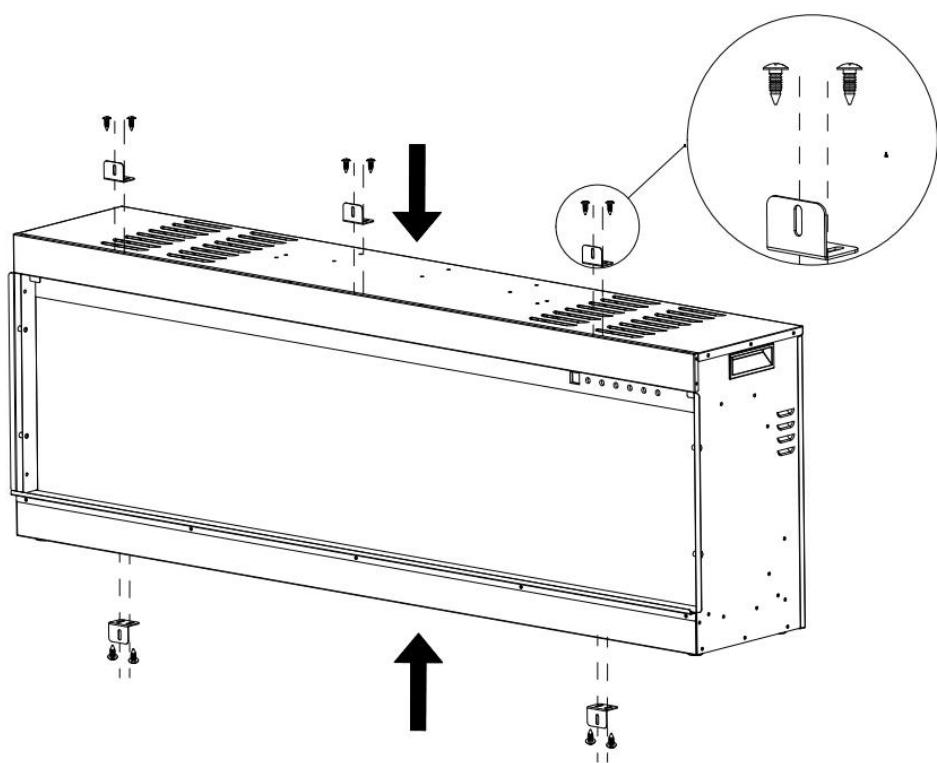
3. Fix back the fending bars after the panels are removed.



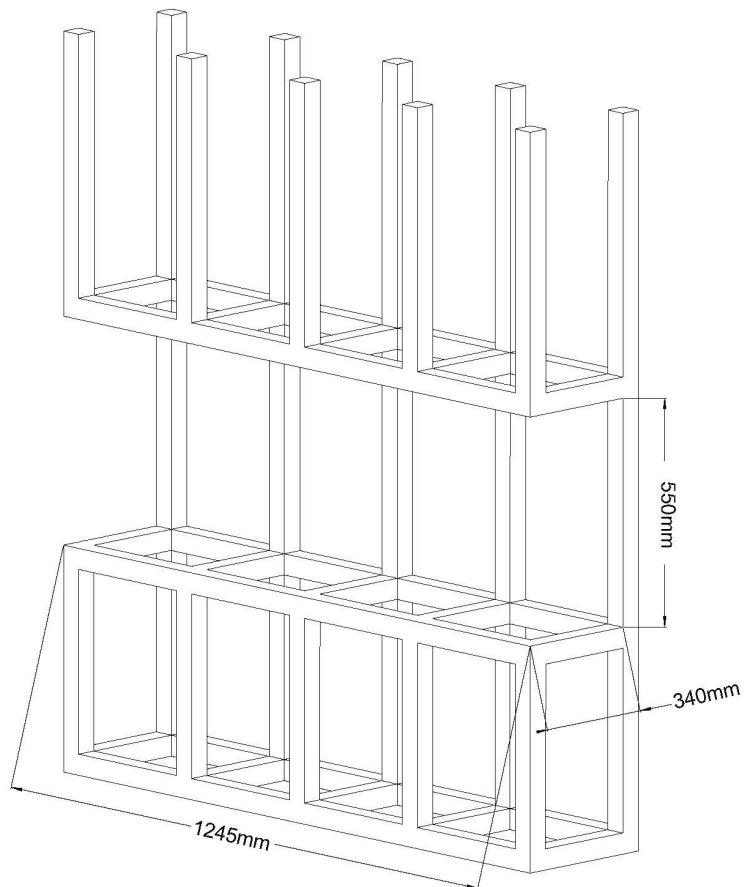
4. Remove the screws from the fireplace as shown in the picture below.



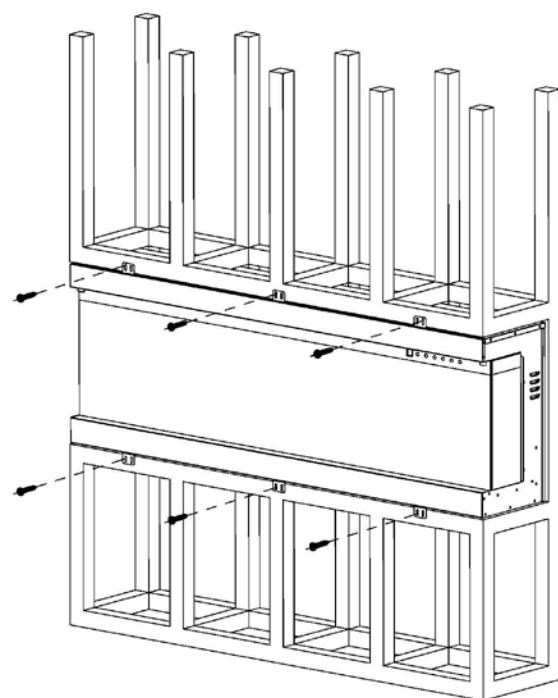
5. Fix the brackets with the screws in the previous step.



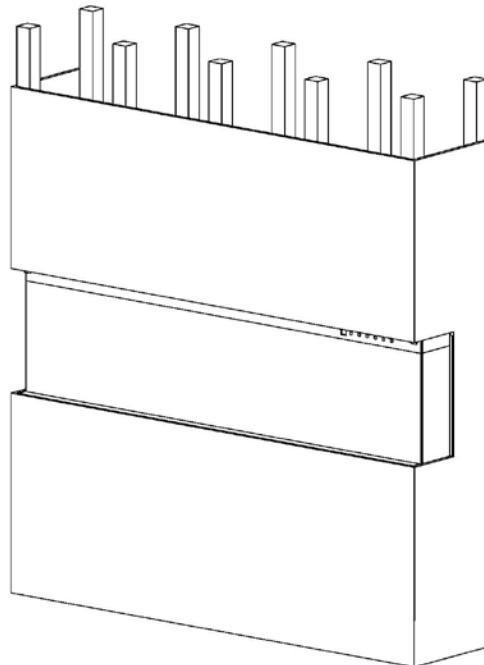
6. Make an opening for the fireplace with the sizes shown.



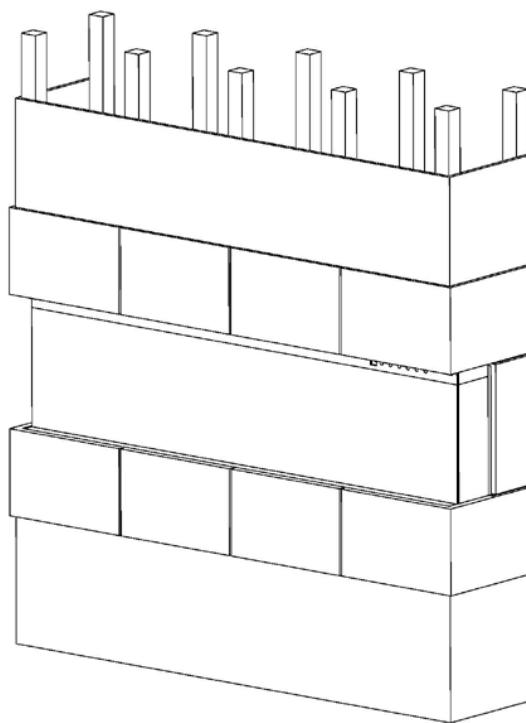
7. Insert the fireplace into the wall opening. Drive the mounting screws into the brackets and the wall studs. Plug in and check if the fireplace works properly. If so, move on to next step.



8. Cover the glass panel with protective plastic bag and install plywood or drywall.

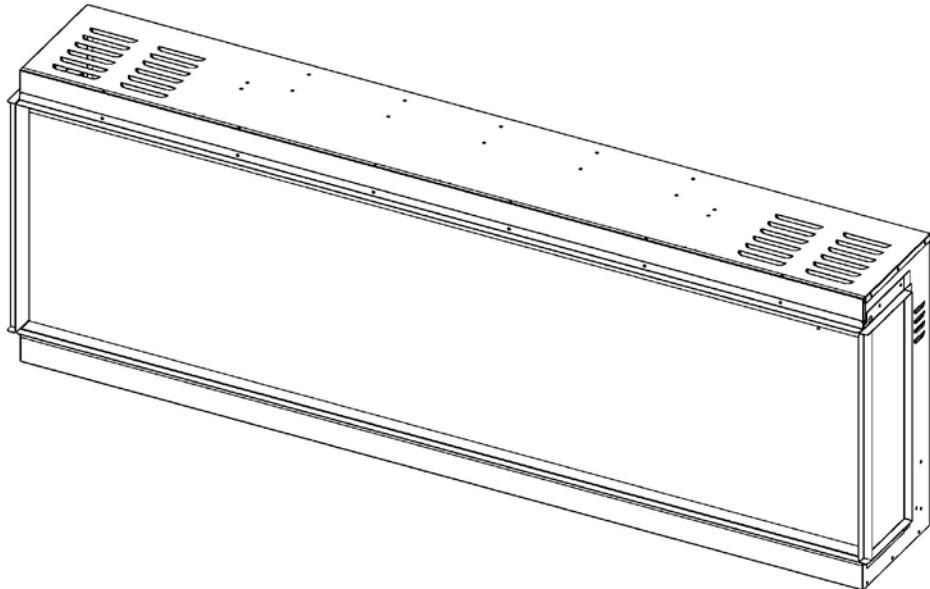


9. Decorate the plywood or drywall with glazed tile, wallpaper, etc.

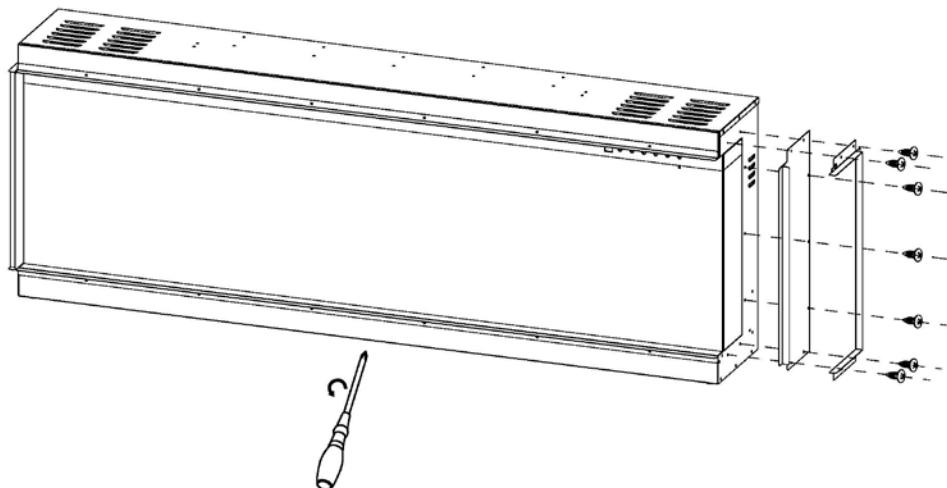


## Installation for Front and Right Side Viewing

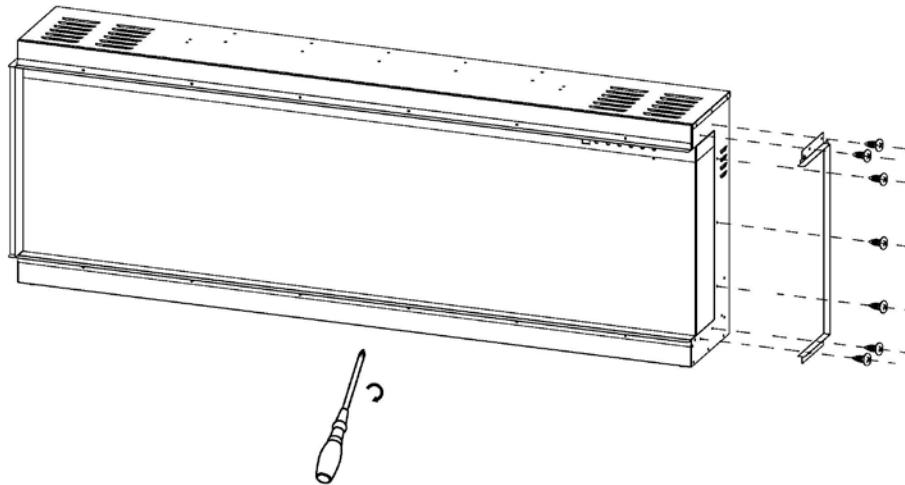
1. To view the fireplace from front and right side, you need to take off the fending panel on the right side and keep the left side close to a wall.



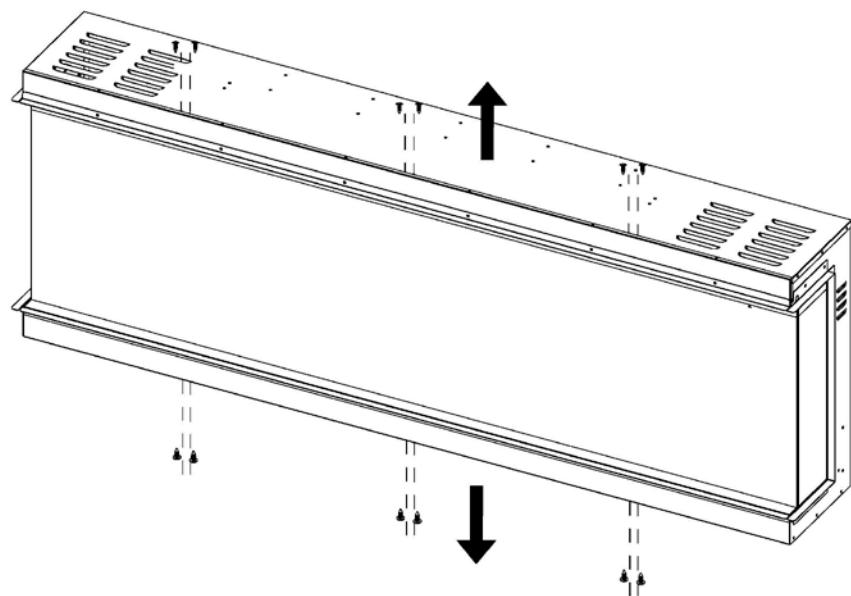
2. Remove the 7 screws on the right side. Take off the fending bar and panel.



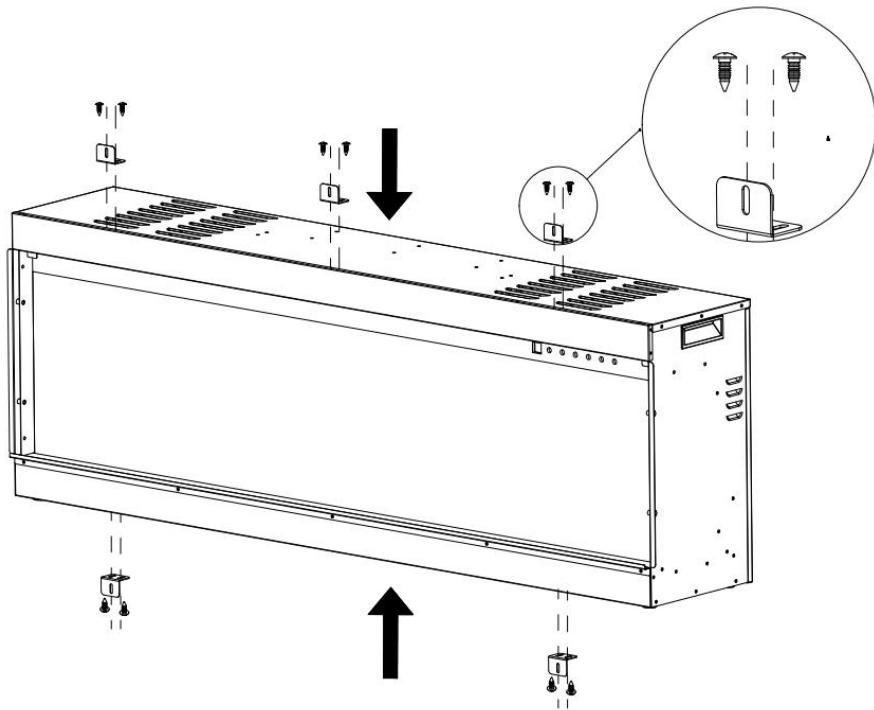
3. Fix back the fending bar after the panel is removed.



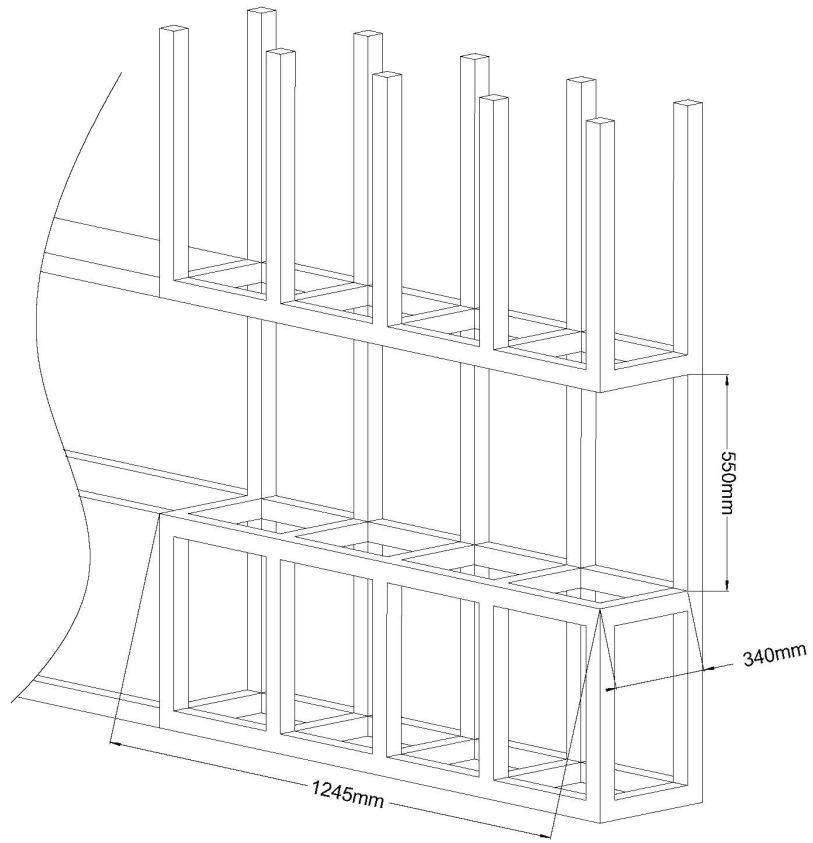
4. Remove the screws from the fireplace as shown in the picture below.



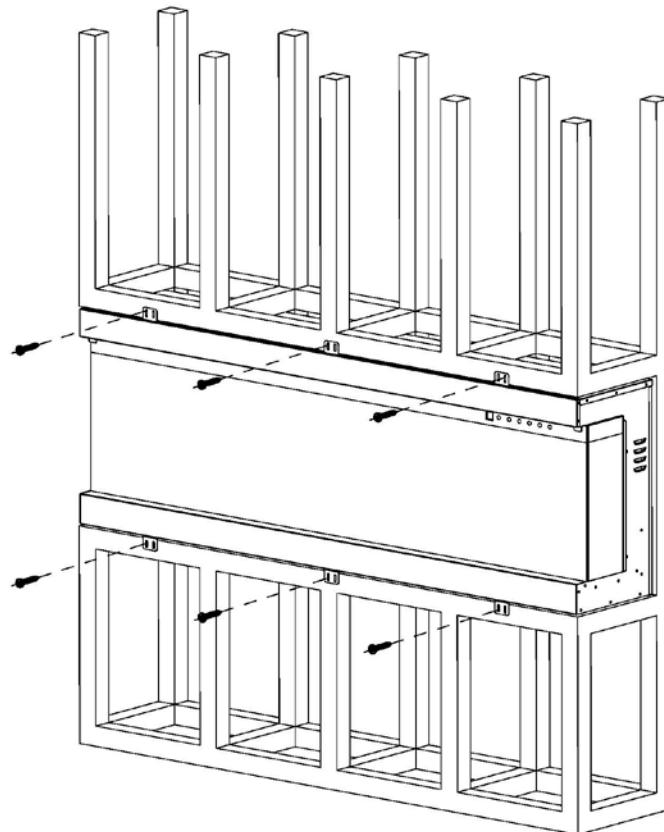
5. Fix the brackets with the screws in the previous step.



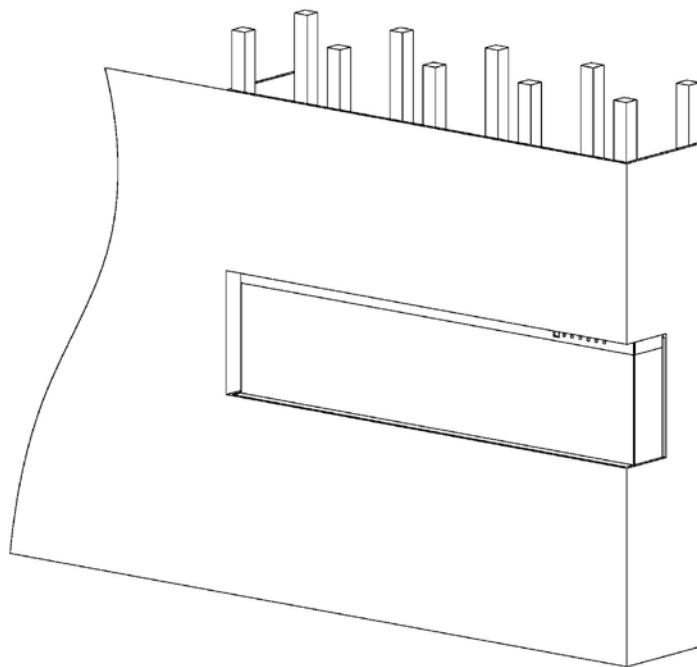
6. Make an opening for the fireplace with the sizes shown.



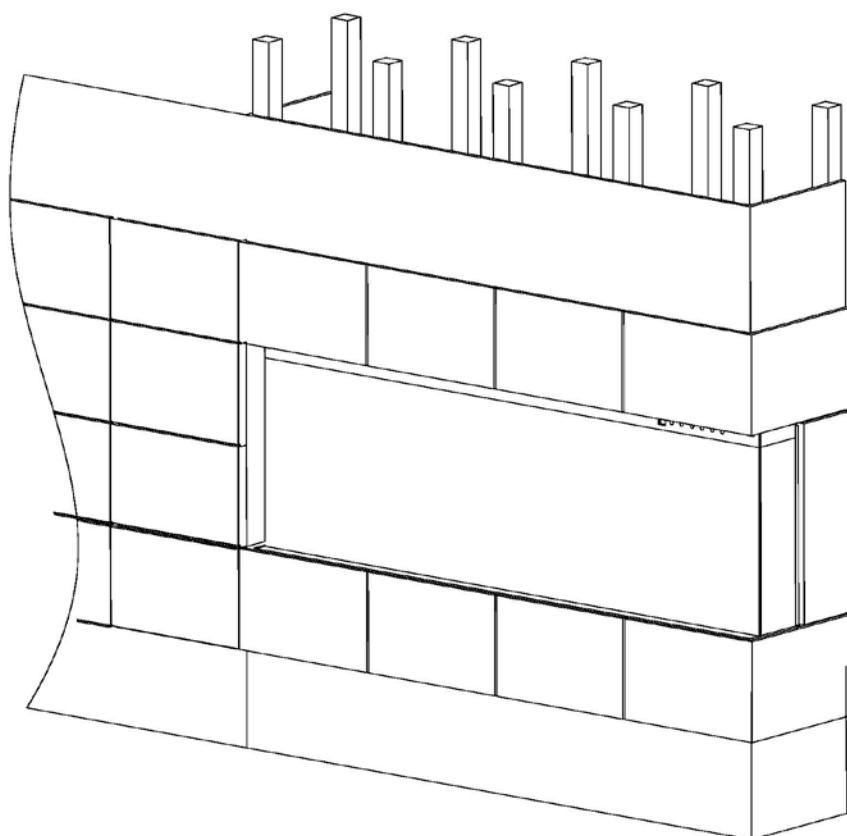
7. Insert the fireplace into the wall opening. Drive the mounting screws into the brackets and the wall studs. Plug in and check if the fireplace works properly. If so, move on to next step.



8. Cover the glass panel with protective plastic bag and install plywood or drywall.

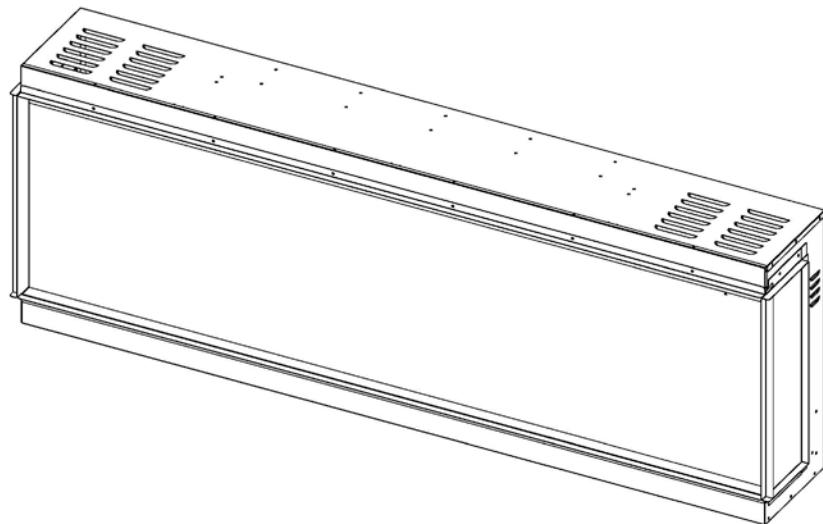


- Decorate the plywood or drywall with glazed tile, wallpaper, etc.

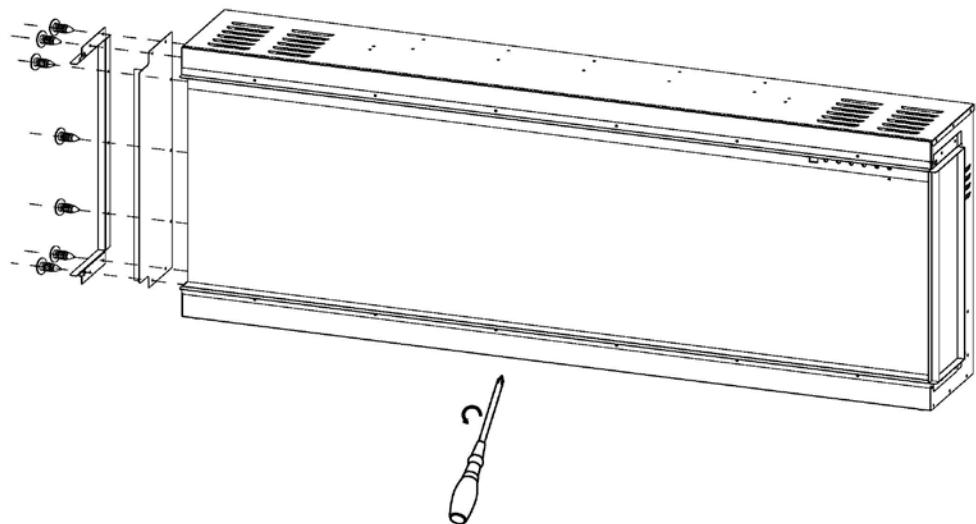


## Installation for Front and Left Side Viewing

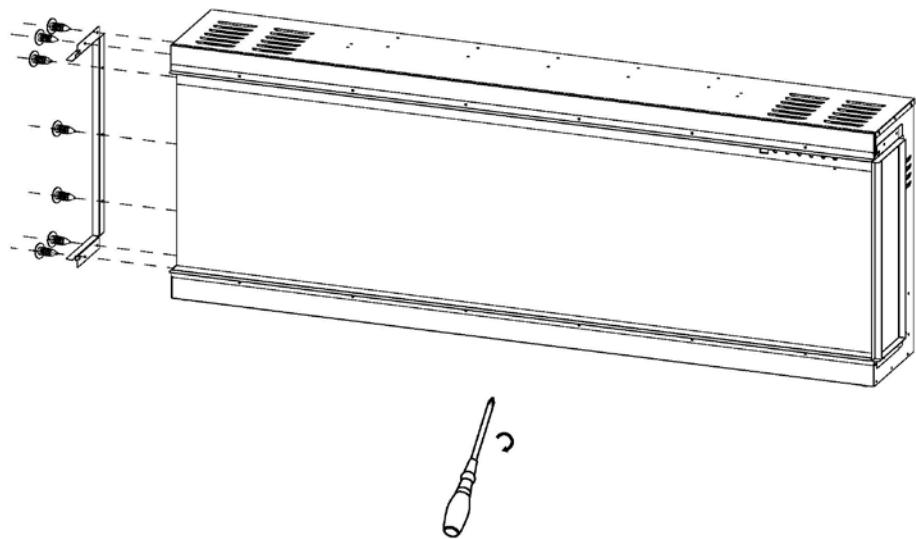
1. To view the fireplace from front and left side, you need to take off the fencing panel on the left side and keep the right side close to a wall.



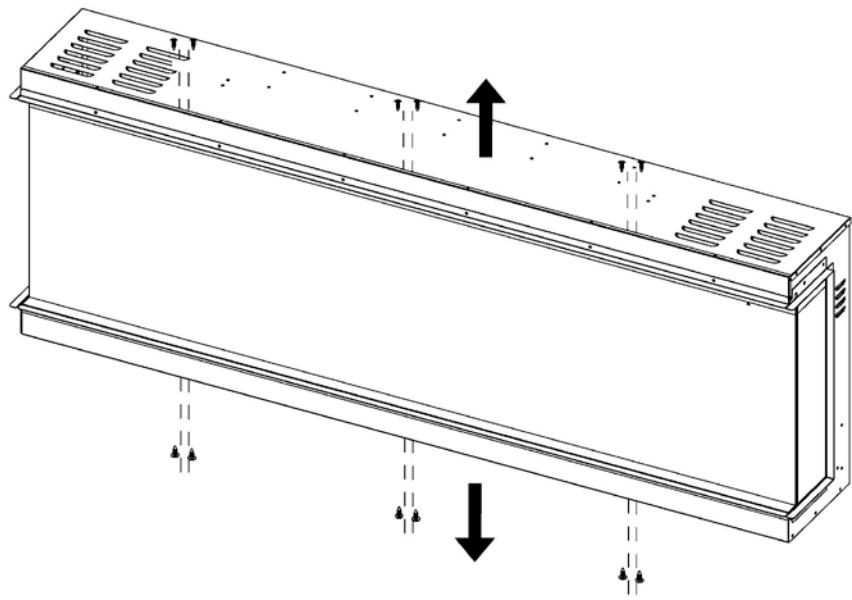
2. Remove the 7 screws on the right side. Take off the fencing bar and panel.



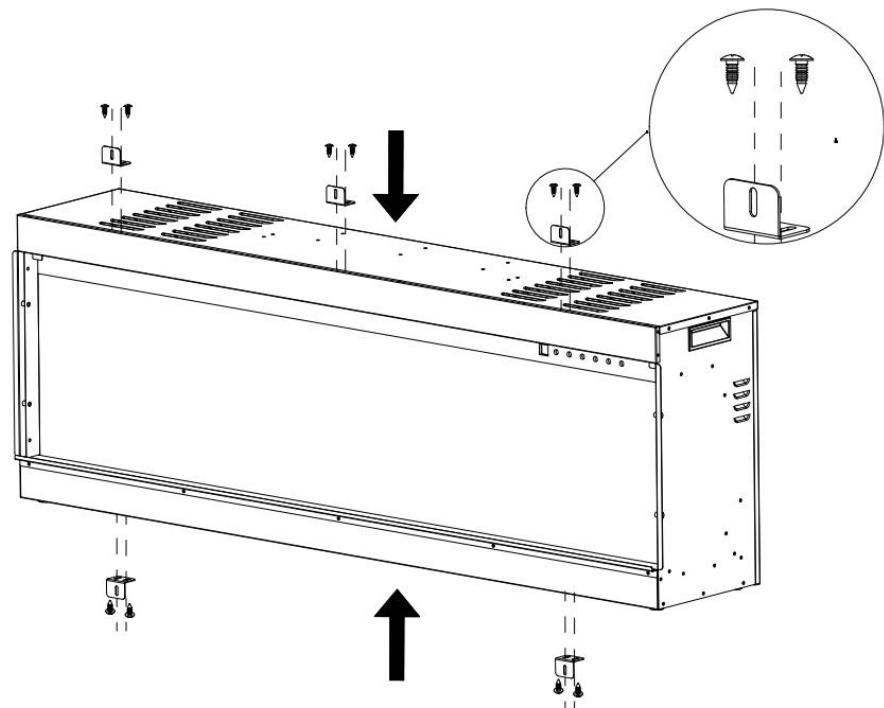
3. Fix back the fending bar after the panel is removed.



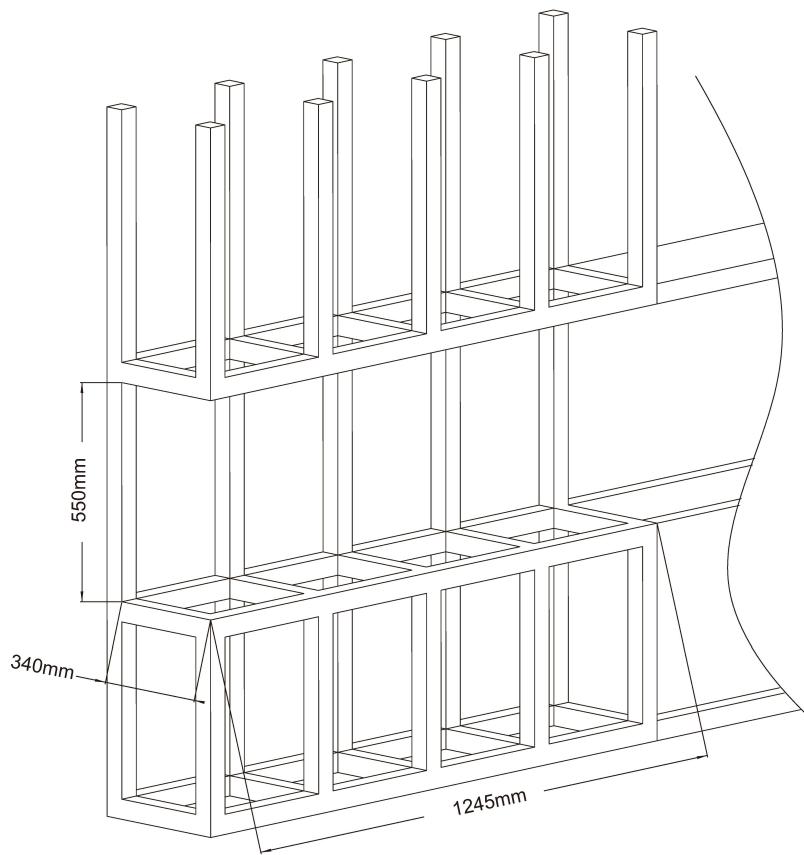
4. Remove the screws from the fireplace as shown in the picture below.



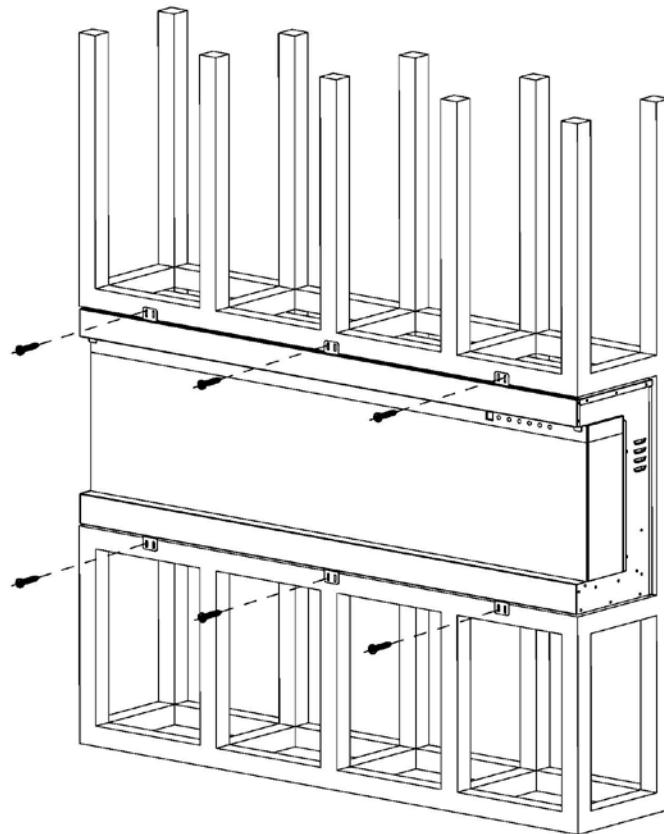
5. Fix the brackets with the screws in the previous step.



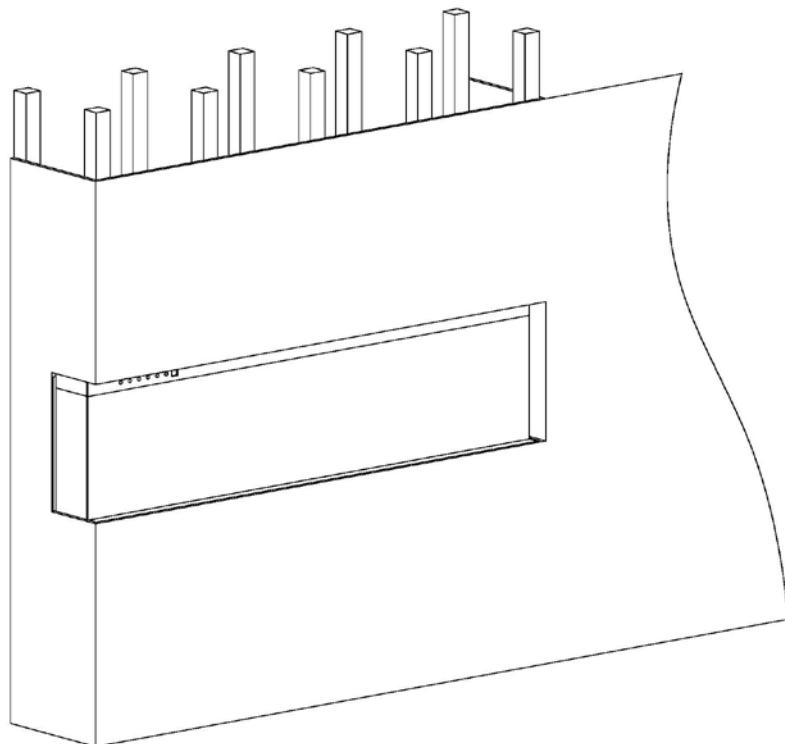
6. Make an opening for the fireplace with the sizes shown.



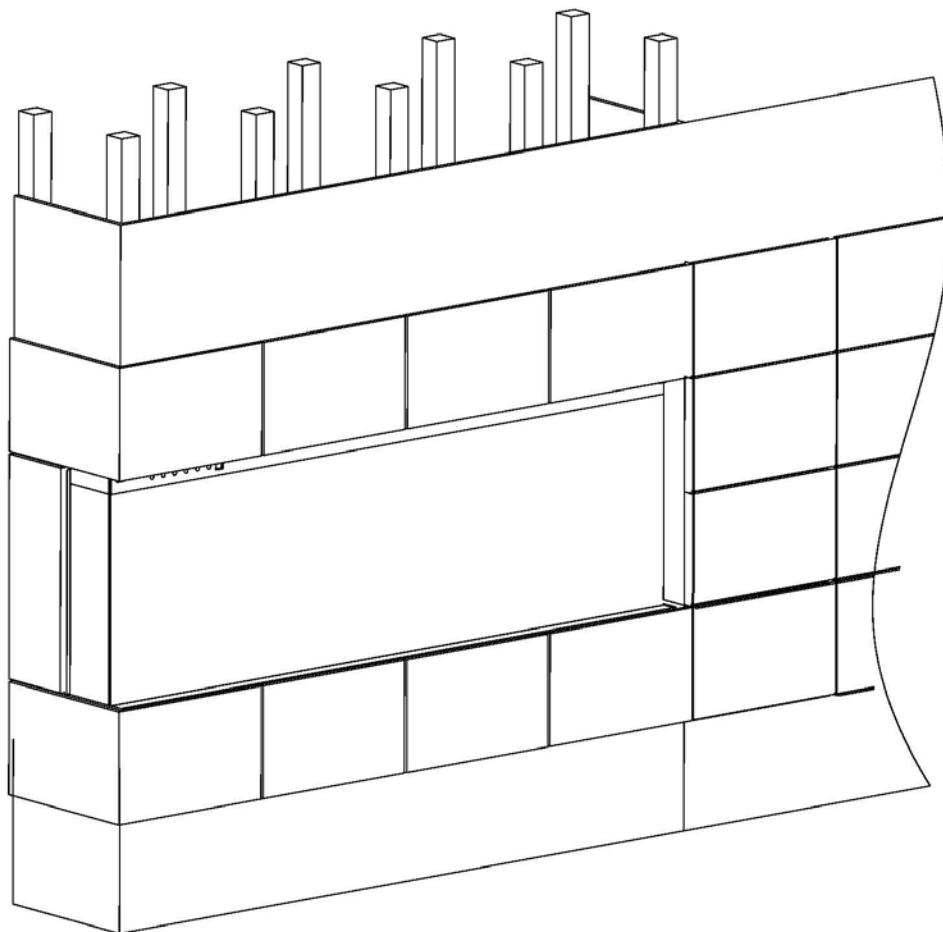
7. Insert the fireplace into the wall opening. Drive the mounting screws into the brackets and the wall studs. Plug in and check if the fireplace works properly. If so, move on to next step.



8. Cover the glass panel with protective plastic bag and install plywood or drywall.

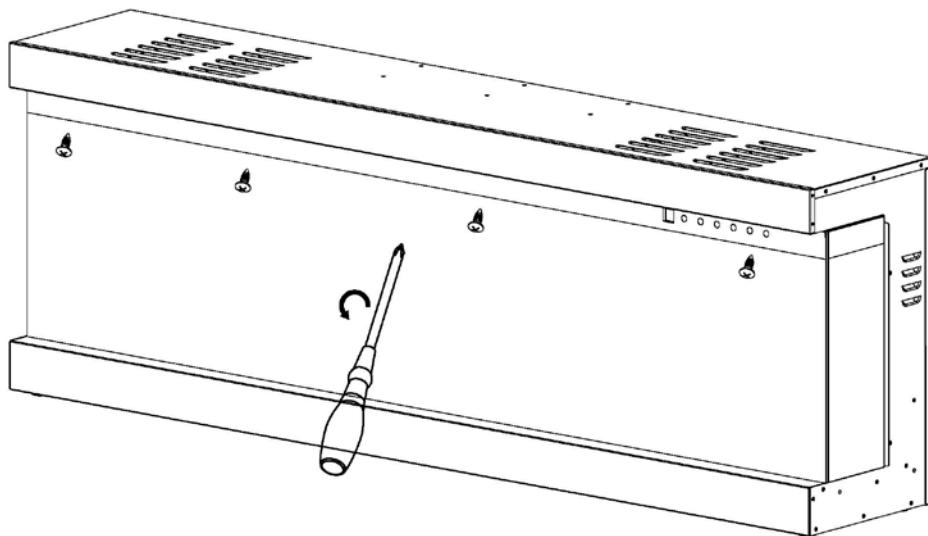


9. Decorate the plywood or drywall with glazed tile, wallpaper, etc.

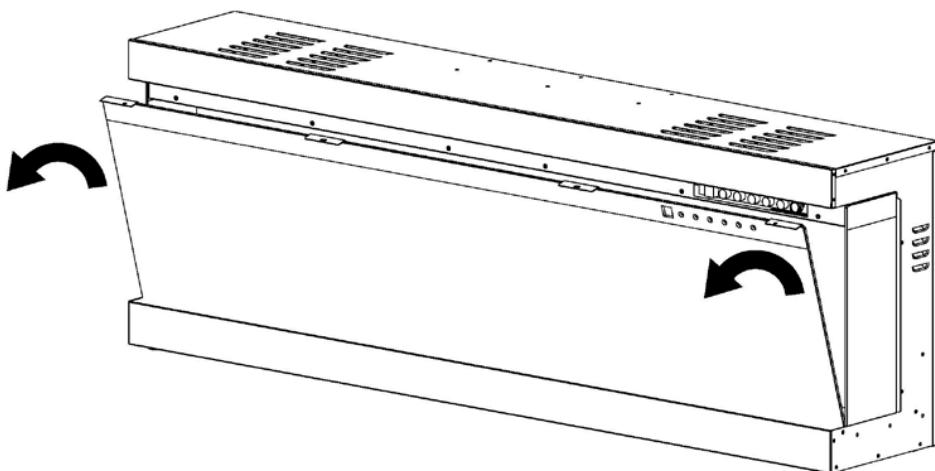


# Decorative Crystal & Pebble Ember Installation

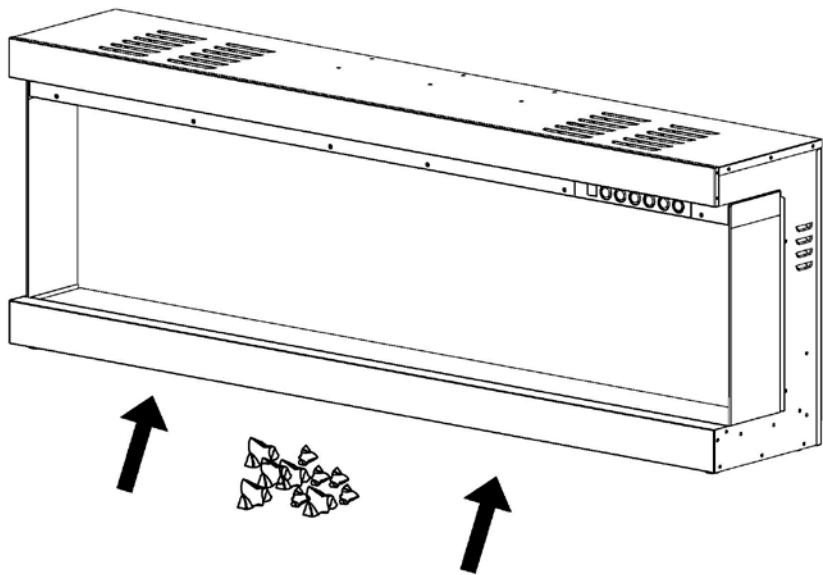
1. Use the screw driver to take off the 4 screws.



2. Have two people take out the glass panel and move it to a clean area taking care to avoid scratching.



3. Place the decorative crystals or pebbles on the media tray. Apply an even layer from side to side.



4. After placing the decorative crystals or pebble, fasten screws back on 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

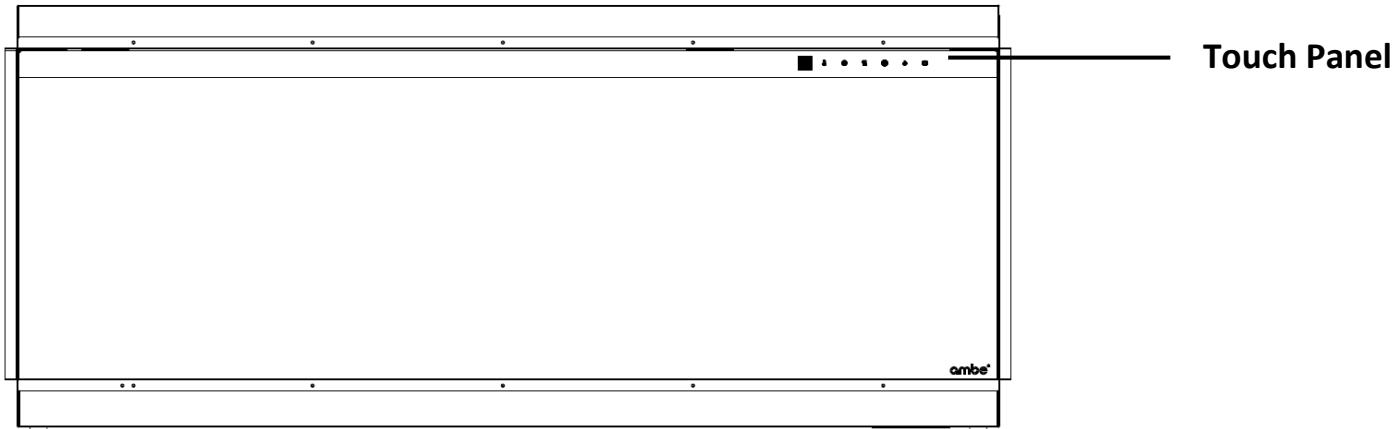
Plug the power cord into an outlet or hard wire the appliance. If you choose to hard wire the appliance, it MUST have a dedicated isolation switch accessible after installation.

Warning: do not attempt to wire your own new outlets or circuits. Always use a licensed electrician.

## Methods of Operation

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

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



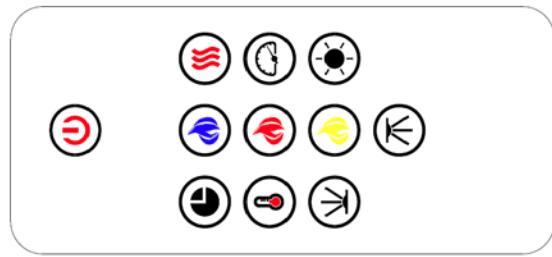
## Touch Panel Operation



BUTTON	FUNCTION	ACTION & INDICATION
	POWER	Turns the fireplace on/off.
	ORANGE FLAME	Controls flame brightness.  <b>Settings:</b> F4-Brightest flame(default) F3-Bright flame F2-Medium flame F1-Small flame F0-Flame off
	BLUE FLAME	Turns the heater and blower on/off.  <b>Settings:</b> HO-Heater and blower off bL-Blower on H1-Low heat H2-High heat <b>LO- Heater button can be locked or unlocked by holding the Heater button for 5 seconds</b>
	HEATER	

	<b>TIMER</b>	<p>Controls the timer.</p> <p><b>Settings:</b></p> <ul style="list-style-type: none"> <li>00</li> <li>30min</li> <li>1h</li> <li>2h</li> <li>3h</li> <li>4h</li> <li>5h</li> <li>6h</li> <li>7h</li> <li>8h</li> </ul>
	<b>TEMPERATURE</b>	<p>Controls the temperature.</p> <p><b>Settings:</b></p> <ul style="list-style-type: none"> <li>61°F [16°C]</li> <li>64°F [18°C]</li> <li>70°F [21°C]</li> <li>75°F [24°C]</li> <li>81°F [27°C]</li> <li>85°F [29°C]</li> <li>and OFF</li> </ul> <p>Note: To change temperature format from Fahrenheit to Celsius or vice versa, press and hold the Flame button for 5 seconds.</p>

## Remote Control Operation



BUTTON	FUNCTION	ACTION & INDICATION
	POWER	Turns the fireplace on/off.
	BLUE FLAME	Controls flame brightness.  <b>Settings:</b> F4-Brightest flame(default) F3-Bright flame F2-Medium flame F1-Small flame F0-Flame off
	ORANGE FLAME	
	YELLOW FLAME	
	HEATER	Turns the heater and blower on/off.  <b>Settings:</b> HO-Heater and blower off bL-Blower on H1-Low heat H2-High heat <b>LO- Heater button can be locked or unlocked by holding the Heater button for 5 seconds</b>

	<b>TIMER</b>	<p>Controls the timer.</p> <p><b>Settings:</b></p> <ul style="list-style-type: none"> <li>00</li> <li>30min</li> <li>1h</li> <li>2h</li> <li>3h</li> <li>4h</li> <li>5h</li> <li>6h</li> <li>7h</li> <li>8h</li> </ul>
	<b>TEMPERATURE</b>	<p>Controls the temperature.</p> <p><b>Settings:</b></p> <ul style="list-style-type: none"> <li>61°F [16°C]</li> <li>64°F [18°C]</li> <li>70°F [21°C]</li> <li>75°F [24°C]</li> <li>81°F [27°C]</li> <li>85°F [29°C]</li> <li>and OFF</li> </ul> <p>Note: To change temperature format from Fahrenheit to Celsius or vice versa, press and hold the Flame button for 5 seconds.</p>
	<b>FLAME SPEED</b>	<p>Controls the speed of the flame.</p> <p><b>Settings:</b></p> <ul style="list-style-type: none"> <li>1-slowest</li> <li>2</li> <li>3 (default)</li> <li>4</li> <li>5-fastest</li> </ul>

	<b>EMBER BED COLOR</b>	<p>Controls ember bed light settings.</p> <p><b>Settings:</b></p> <ul style="list-style-type: none"> <li>01-Orange (default)</li> <li>02-Red</li> <li>03-Blue</li> <li>04-Yellow</li> <li>05-Green</li> <li>06-Purple</li> <li>07-Azure</li> <li>08-Carmine</li> <li>09-White</li> <li>10-Pink</li> <li>11-Salmon pink</li> <li>12-Chartreuse</li> <li>13-Warm yellow</li> <li>14-Auto-cycle through orange, red, blue, yellow, green, purple, azure, carmine, white, pink, salmon pink, chartreuse and warm yellow. (NOTE: It will take 8.5 seconds to switch between colors.)</li> <li>15-Lock to the desired color</li> <li>00-Ember bed light off</li> </ul>
	<b>EMBER BED BRIGHTNESS</b>	<p>Controls the brightness of the ember bed light.</p> <p><b>Settings:</b></p> <ul style="list-style-type: none"> <li>b4- Brightest (default)</li> <li>b3-Bright</li> <li>b2-Medium</li> <li>b1-Low</li> <li>b5-Gradual brightening effect from b1-b4</li> </ul>

	 <b>TOP LIGHT COLOR</b>	<p>Controls the top light color settings.</p> <p>Settings:</p> <ul style="list-style-type: none"><li>01-Orange (default)</li><li>02-Red</li><li>03-Blue</li><li>04-Yellow</li><li>05-Green</li><li>06-Purple</li><li>07-Azure</li><li>08-Carmine</li><li>09-White</li><li>10-Pink</li><li>11-Salmon pink</li><li>12-Chartreuse</li><li>13-Warm yellow</li><li>14-Auto-cycle through orange, red, blue, yellow, green, purple, azure, carmine, white, pink, salmon pink, chartreuse and warm yellow.</li></ul> <p>(NOTE: It will take 8.5 seconds to switch between colors.)</p> <ul style="list-style-type: none"><li>15-Lock to the desired color</li><li>00-Top light off</li></ul>
--	---	---

**NOTICE**

When the fireplace is first turned on, a slight odor may be present. This is normal and should not occur again unless the fireplace 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. 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 CR2025 **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 fireplace **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 fireplace 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 fireplace **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 fireplace 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**

DISCONNECT THE APPLIANCE COMPLETELY AND LET COOL PRIOR TO ANY SERVICE. ONLY A QUALIFIED SERVICE PERSON SHOULD SERVICE AND REPAIR THIS ELECTRIC APPLIANCE.

Problem	Possible Cause	Solution
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.	1. Wiring is loose.	1. Disconnect from power source and inspect wiring for loose connections and repair or replace if necessary.  2. Push the flame button to high.
4. Log set and/or embers are 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.Ensure the ember button is pressed until on 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.