FIRESTONE LIVING



INSTALLATION & SETUP GUIDE

Smart Electric Fireplace

Recessed & Wall Mounted Heater with WiFi App, Alexa & Google Voice Control, 144 Flame Colors, Sound, 1500W

Recessed & wall-mounted electric fireplace

AVAILABLE OPTIONS

- 36 in
- 42 in
- 50 in
- 60 in

Read all instructions before installing. Save these instructions.

For use in the United States · 120 V AC · Supplemental heat

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01 Before you begin

What's in the box

- Electric fireplace unit with glass front
- Wall-mount bracket and mounting hardware
- Remote control
- Manufacturer's user manual

> **NOTE** Unpack everything on a soft, clean surface and check every part before you start. Keep the packaging until the product is installed and working. If anything is missing or damaged, contact us before installing.

Tools you'll need

- Phillips screwdriver
- Drill with a 7 mm (9/32 in) masonry or wood bit
- Stud finder
- Spirit level
- Tape measure and pencil
- Hammer (to set wall anchors)
- For a recessed installation: drywall saw and framing materials
- A second person to lift the unit

02 Specifications

Specification	Value
Widths	36, 42, 50, 60 in
Height x depth	16.93 in H x 5.39 in D
Heat output	750 W / 1500 W / Off
Thermostat	59–95 °F
Timer	1–8 hours, plus sleep mode
Flame effects	144 flame/bed color combinations, 6 brightness levels, 5 speeds
Sound	5 fireplace sound modes, 3 volume levels
Smart control	Mobile app, Alexa, Google Assistant (2.4 GHz Wi-Fi, no hub)
Controls	Touch panel, LCD remote, app, voice
Safety	Overheat auto shut-off

03 Important safety instructions

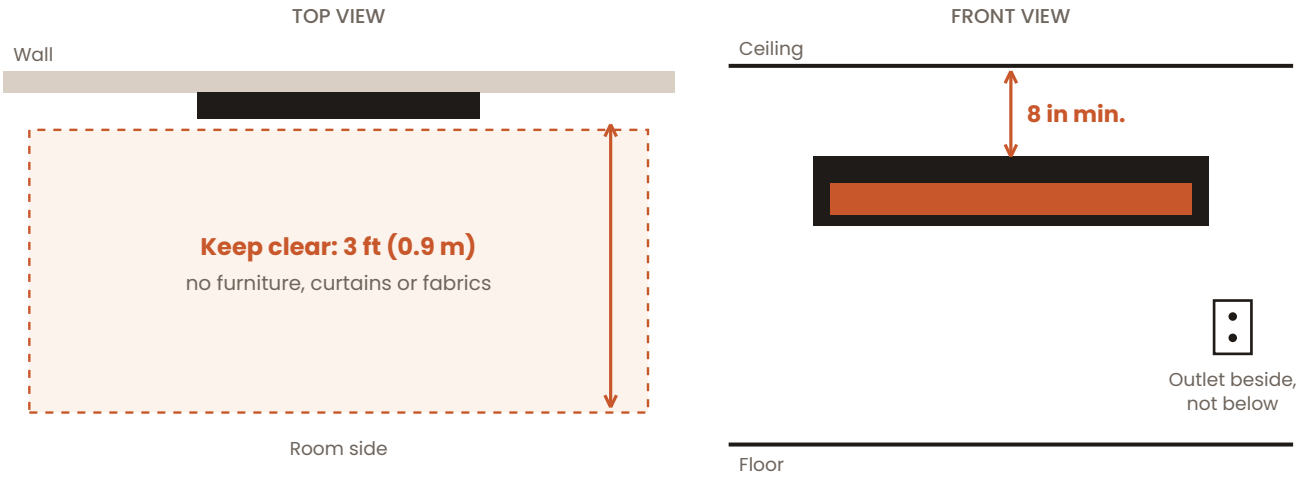
- Read this guide **and** the manufacturer's manual included in the box before installing or using the product. Keep both for future reference.
- This heater is hot when in use. Keep furniture, pillows, bedding, papers, clothing and curtains **at least 3 ft (0.9 m) from the front** of the unit, and keep them away from the sides and back.
- Use extreme caution when the heater is used near children, pets or anyone who cannot react to heat. Never leave the heater running unattended.
- Plug the unit **directly into a wall outlet**. Never use an extension cord or a power strip.
- Never run the power cord under carpets or rugs, and keep it away from walkways where it could be tripped over or pinched.
- Never block or cover the air intake or the hot-air outlet, and never insert objects into any opening.
- Do not use outdoors, in bathrooms, laundry rooms or other damp areas, or anywhere the unit could come into contact with water.
- Do not use where gasoline, paint or other flammable liquids are used or stored.
- Never operate the unit with the glass front removed, cracked or broken.
- Do not use the unit if the cord or plug is damaged, or after it has been dropped or has malfunctioned. Contact our support team.
- Always switch off, unplug and let the unit cool before moving, cleaning or servicing it.
- Do not modify the unit. Use only the parts supplied with it.
- This product provides **supplemental heat**. It is not designed to be the primary heat source of your home.

WARNING Keep these instructions. Pass them on to anyone who uses the product or to any future owner.

04 Planning your installation

Choosing the location

- Choose a solid, flat wall with nothing behind it that could be damaged by drilling (pipes, wiring).
- Leave **at least 8 in (200 mm) between the top of the unit and the ceiling**. Never recess the unit into a ceiling.
- Keep **3 ft (0.9 m) clear in front** of the glass, free of furniture and fabrics.
- Place the unit near an outlet, but **not directly above or in front of it**. Leave room for the cord on the side where it exits the unit.
- Do not install where anyone in a bath or shower could reach the controls.
- Never place insulation against the unit or blow insulation toward it.



Electrical requirements

- A standard **120 V AC, 15 A grounded outlet** (3-prong). At 1500 W the unit draws about 12.5 A.
- Use a circuit that is not shared with other high-power appliances (space heaters, microwaves, hair dryers). A dedicated circuit is best and prevents nuisance breaker trips.
- Plug directly into the wall outlet. No extension cords, no power strips.
- Any new outlet or wiring must be installed by a licensed electrician in accordance with the National Electrical Code (ANSI/NFPA 70) and local codes.

05 Installation

Option 1 — Wall-mounted installation

1. Locate the wall-mount bracket and its hardware (attached to the back of the unit or packed separately). Read the bracket section of the manufacturer's manual.
2. Mark the position: at least 8 in (200 mm) below the ceiling, near (not above) an outlet, with 3 ft clear in front.
3. Use a stud finder to locate the studs. Hold the bracket against the wall, level it and mark the holes, on studs wherever possible.
4. Drill pilot holes and fasten the bracket. Where a hole falls between studs, use suitable wall anchors rated for the weight of the unit.
5. With a helper, lift the unit and hook it onto the bracket. Check that it is engaged on both sides before letting go.
6. Fit any locking screws supplied to secure the unit to the bracket.
7. Add the decorative media supplied (if any) as shown in the manual, then plug in and test.

Option 2 — Recessed installation (full or partial)

1. Check the cut-out dimensions for your exact size in the manufacturer's manual **before cutting any wall**.
2. Frame the opening with sound framing, following the manual and local building codes. The opening must be square and level.
3. Plan the outlet so the plug stays reachable. Have a licensed electrician install any outlet inside a wall.
4. With a helper, slide the unit into the opening, feeding the cord through as you go.
5. Secure the unit to the framing with the screws supplied, through the mounting holes in its sides or frame.
6. Finish the wall around the trim without covering any air intake or outlet.
7. Plug in and test the flame and both heat settings.

> **TIP** For a partial recess, the unit sits partly in the wall and partly on the surface — a good option when the wall cavity is too shallow for a full recess.

06 Controls and first use

You can operate this product with the touch-sensitive buttons on the unit, the LCD remote, the mobile app, or voice commands through Alexa / Google Assistant.

Feature	How it works
Heat settings	750 W / 1500 W / Off. Choose the low setting for mild weather and the high setting for colder days.
Flame only	The flame effect runs independently of the heater, so you can enjoy it all year without heat.
Thermostat	Range 59–95 °F. The heater turns itself on and off to hold the temperature you set. If the room is already warmer than the setting, the heater stays off — this is normal.
Timer	1–8 hours: the unit switches off automatically when the time is up.
Sleep mode	Use the sleep-mode function on the remote or app to turn the lights off while the heater keeps running.
Sound	5 sound modes with 3 volume levels.

Remote control

- Before first use, fit the batteries. If a clear plastic tab sticks out of the battery holder, pull it out.
- Point the remote at the front of the fireplace and press the buttons slowly, one at a time.
- If the unit has a main power switch, it must be ON for the remote and the panel to work.
- Keep batteries away from children. If a battery is swallowed, seek medical help immediately. Never mix old and new batteries.

Connecting the app and voice assistants

1. Make sure your phone is connected to a **2.4 GHz** Wi-Fi network (5 GHz networks are not supported). Keep the fireplace within good range of your router.
2. Install the companion app shown in the manufacturer's manual (or scan the QR code supplied with the unit) and create an account.
3. Switch the fireplace on, then choose “Add device” in the app and follow the on-screen pairing instructions.
4. Once paired, link the app to Alexa or Google Assistant from the app's settings to use voice commands.

First use

- A slight, harmless odor is normal the first time the heater runs. It disappears after a short time.
- When you switch the heater on or off, the fan may blow cool air for a moment. This is normal: it protects the heating element.
- If the unit has been stored in the cold, let it reach room temperature before switching it on.

07 Troubleshooting

Problem	What to do
The unit does not turn on	Check that it is plugged in and that the main power switch (if your model has one) is ON. Check the circuit breaker. Test the outlet with another appliance.
The remote does not work	Check the batteries and their orientation, remove the insulating tab, point at the front of the unit and press slowly.
Flame works but no heat	Select a heat setting. Check the thermostat is set above the current room temperature. Exit sleep mode if lights are off.
The heater stops during use	The overheat protection has tripped. Make sure no opening is blocked, unplug for 10 minutes, then switch on again.
The breaker trips	The circuit is overloaded. Move other appliances to another circuit, or have an electrician add a dedicated circuit.
Cool air blows when switching on or off	Normal: the fan protects the heating element.
Slight odor	Normal on first use or after a long period without use.
Lights are off but heat is running	Sleep mode is on. Exit sleep mode from the remote or panel.
The app cannot find the fireplace	Use a 2.4 GHz network, check the password, move the router closer, then restart pairing in the app.
No sound	Check that the sound mode is on and the volume is not muted.
Anything else	Unplug for 10 minutes to reset the unit. If the problem continues, contact us — do not open the unit.

08 Care and support

Cleaning and care

- Always switch off, unplug and let the unit cool before cleaning.
- Dust the glass with a clean, dry cloth. Remove fingerprints with a slightly damp cloth, then dry with a lint-free cloth. Never use abrasive cleaners.
- Dust the air openings regularly with a soft brush or a vacuum on low power. Dust build-up can cause overheating.
- Have the unit inspected at least once a year, and before use if it has been stored.
- When storing the unit off-season, keep it in its original carton in a dry place.

Need help?

Our FireStone Living customer care team is here to help with installation questions, missing parts or anything that does not work as expected. Contact us through the **Contact** page on our website and include your **order number**, the **product name** printed on the first page of this guide, and a photo if relevant.

This guide is provided by FireStone Living to help you install and enjoy your product. It complements, and does not replace, the manufacturer's user manual included in the box. Always follow the safety instructions and the specific procedures in that manual; if anything in this guide differs from it, the manufacturer's manual takes precedence. Electrical work must be carried out by a licensed electrician in accordance with the National Electrical Code and local regulations.