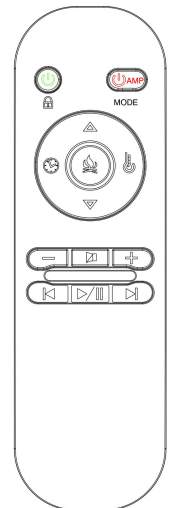
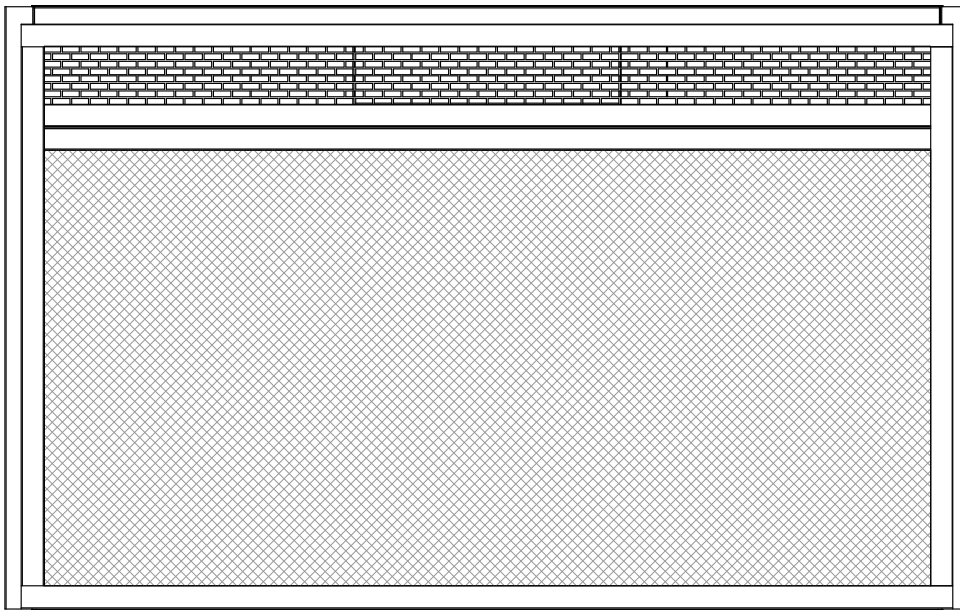




## User Manual

STOCK# 384-15A-20-33B

MODEL# 16IN-32-E



**PLEASE READ THIS MANUAL CAREFULLY FOR ELECTRIC FIREPLACE INSERT BEFORE INSTALL AND USE.  
PLEASE DO NOT RETURN ANY PRODUCT TO STORE. FOR ANY MISSING PARTS, HARDWARE OR ASSEMBLY  
PROBLEMS, PLEASE CONTACT WITH OUR CUSTOMER SERVICE CENTER.**



**EASY TOP (HK) ENTERPRISES LIMITED**

524 South Main St, Joplin, MO 64801

TOLL FREE: 1-866-949-3838 EMAIL: [support@easytop.com.cn](mailto:support@easytop.com.cn)

# IMPORTANT SAFETY INSTRUCTION

**WARNING: Any use of this appliance other than that recommended by the manufacturer in this owners manual may cause fire, burns, electric shock and/or other serious injuries or death.**

When using electrical appliance, basic precautions should always be followed to avoid the risk of fire, electric shock and injury to persons including the following:

1. **Read all instructions before using this appliance.**
2. This appliance is hot when in use. To avoid burns, do not let bare skin touch hot surface. If provided, use handles when moving this appliance. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains, etc. at least 3 feet (0.9 meter) away from the front of the appliance. Keep all items away from the sides and rear.
3. Extreme caution is necessary when the appliance is used by or near children or invalids and whenever the appliance is left operating and unattended.
4. Always unplug appliance when not in use. **This unit should be operate under supervision and should not be left on without supervision.**
5. Do not operate any appliance with a damaged cord or plug or after the appliance malfunctions, has been dropped or damaged in any manner. Return appliance to authorized service facility for examination, electrical or mechanical adjustment or repair.
6. Do not use outdoors.
7. This appliance is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate appliance where it may fall into a bathtub or other water container.
8. Do not run cord under carpeting. Do not cover the power cord with throw rugs, runners, or similar floor coverings. Arrange cord away from traffic area and where it will not be tripped over.
9. To disconnect the appliance, turn all controls "OFF", then remove the plug from the electrical outlet.
10. Connect to properly grounded outlets only.
11. 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.
12. To prevent a possible fire, do not block air intakes or exhausts in any manner. Do not use on soft surfaces, like a bed, where openings may become blocked.
13. All electrical appliances have hot and arching or sparking parts inside. Do not use in areas where gasoline, paint, or flammable liquids are used or stored.
14. Use this appliance only as described in this manual. Any other use which is not recommended by the manufacturer may cause fire, electric shock, or injury to persons.
15. **It is strongly recommended that to use the entire 15 amp outlet for the electric fireplace only.** Sharing the outlet with another electronic item could create overload and damage the outlet and electric items in the long term.
16. Avoid using an extension cord because the extension cords may overheat and cause a risk of fire. However, If an extension cord MUST be used, the cord must be No. 14AWG minimum size and rated not less than 1875 Watts. The extension cord must be a 3-prong cord with grounding type plug and cord connection and should not exceed 20' (6m) in length.
17. When transporting or storing the appliance, keep both the unit and power cord / plug dry, free from excessive vibration and away from heat sources to avoid causing fire, electric shock, or injury to persons.
18. Do not attempt to burn wood or other materials in this appliance.
19. This appliance, when installed must be electrically grounded in accordance with the current.

Canada: CSA C22.1, Canadian Electrical Code  
U.S.A.: ANSI/NFPA NO. 70, National Electrical Code

## SAVE THESE INSTRUCTIONS

# INSERT OPERATING INSTRUCTIONS

Read all instructions and warning prior to operating the appliance.

WiFi: ELECTRIC FIREPLACE

Bluetooth: SOUND SYSTEM

1. Ensure that all controls are in the “**OFF**” status before plugging the appliance into a properly grounded electrical outlet.

This appliance is for use on 120 Volts. The appliance has a 3-prong grounded plug. If your electrical outlet has only 2 slots, you will have to use an adapter to convert from the 3-prong power cord to a 2-slot receptacle. The green grounding plug extending from the adapter must be securely connected to a permanent ground such as a properly grounded outlet box. The adapter should only be used if a proper 3-slot receptacle is not available.

**NOTE: Adapters are not allowed for use in Canada.**

2. A 15 AMP circuit is required to operate this appliance. If the breaker trips when the appliance is running, you may need to move the appliance to another location or unplug other appliances that are on the same circuit.

The fireplace control functions can be accessed in two ways:

- Using the button control panel, located in the upper right-hand corner of the fireplace
- Using the multifunction remote control

The main control panel is located at the top right corner on the front (see Figure 2).

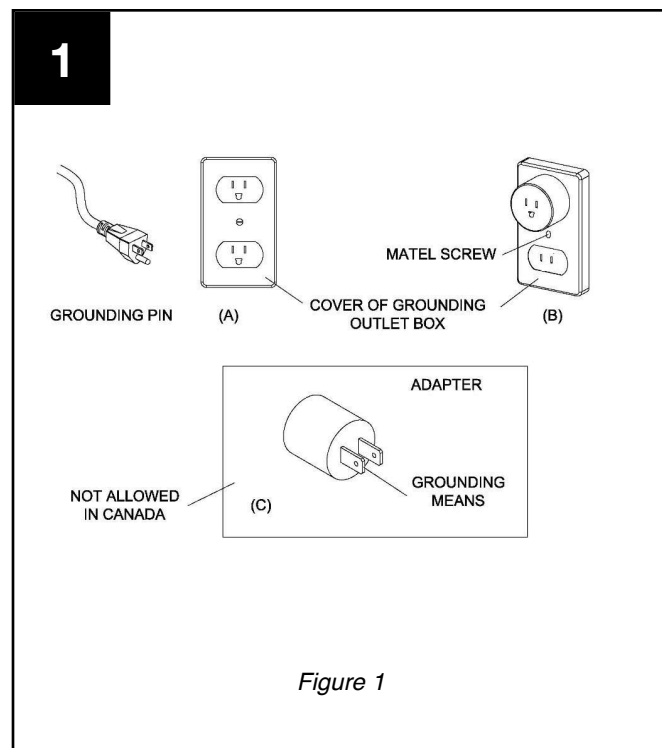


Figure 1

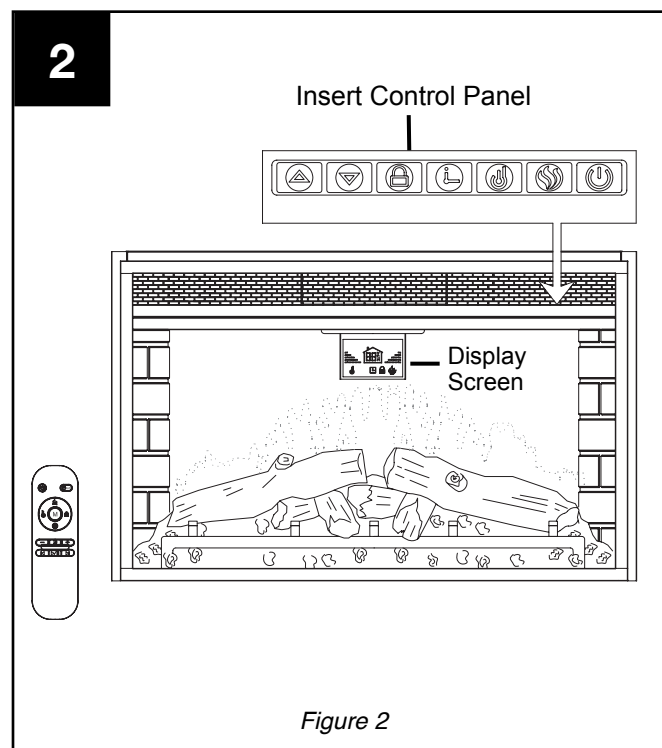


Figure 2

# INSERT OPERATING INSTRUCTIONS

**3.** If you press any button (except POWER) on the control panel or on the remote control, the display screen will flip down and display all the functions of the electric insert within 3 seconds. Without further operation, the display screen will automatically flip back up after 20 seconds.

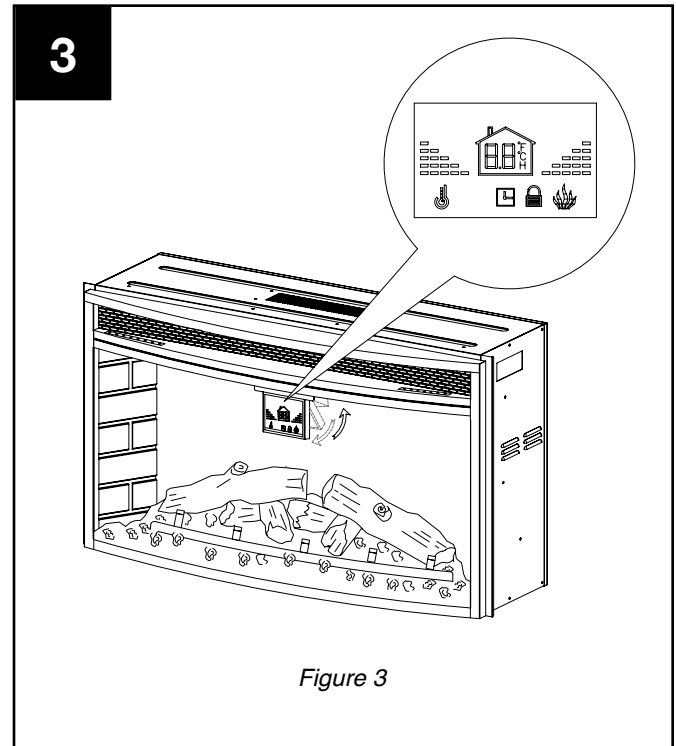


Figure 3

**4. Power:** Push button to turn on or turn off. If OFF, Heater will be restored at the next power ON.

**Note:** Unplugging the unit will reset all functions.

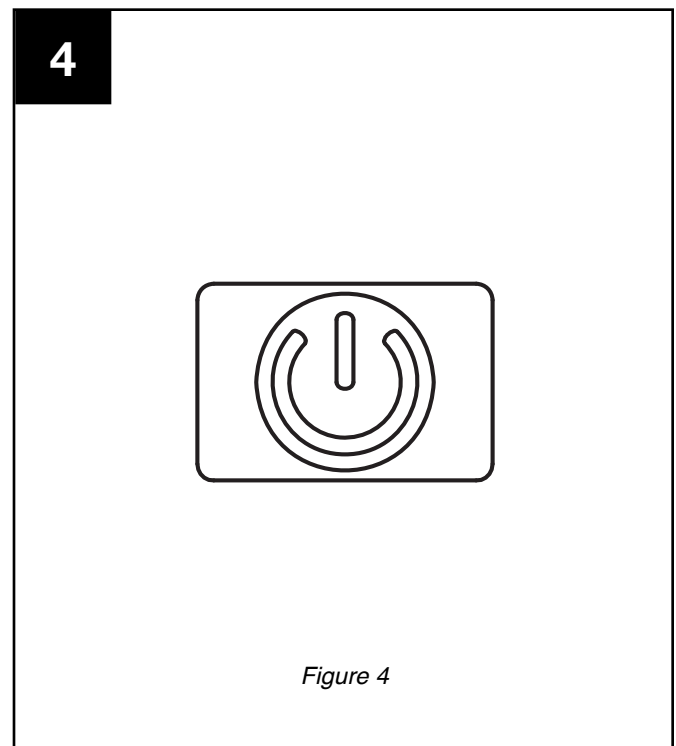


Figure 4

## INSERT OPERATING INSTRUCTIONS

**5. Flame:** Press to activate the flame function. This button controls the brightness of flame and ember effect. When the fireplace is first turned on, the flame will come in at the highest setting; press DOWN or UP button to adjust the brightness of flame. There are 6 levels you can cycle through, including the OFF setting (the ember remains on.) When adjusting the flame brightness with UP and DOWN button, the number of the flam level bars corresponds to the 5 brightness levels. When this feature is on, display screen FLAME icon is on also.

5

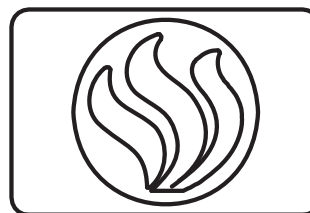


Figure 5

**6. Heater:** Press to activate the heater function. The system will start the temperature setting at 95F. There are 7 adjustable heat levels, ranging from 65F to 95F. Press the DOWM or UP button to adjust the levels, noting each level increases or decreases the temperature by 5F. When this feature is on, display screen HEATHER icon also. And when this feature is off, the inner blower will continue to run for additional 1 minutes to cool down the unit order to protect the heating elements before the unit completely shuts off.

6

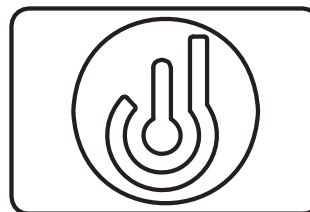


Figure 6

**Note:** You can switch the temperature display from Fahrenheit to Celsius by pressing and holding the HEATER button control panel for approximately 6 seconds, the display screen will show the room temperature.

# INSERT OPERATING INSTRUCTIONS

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**7. Timer:** Press once to activate. Press UP and DOWN button to adjust the timer. The choices are between 0.5H to 8H interval. Once the timer is on an the desired setting is reached, the system will shut down.

7

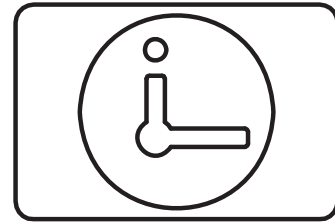


Figure 7

**8. Child Lock:** Press and hold the button for 6 seconds to activate the function. When the CHILD LOCK is on, all the other features are disabled. Press and hold the button again for 6 seconds to unlock the functions.

8



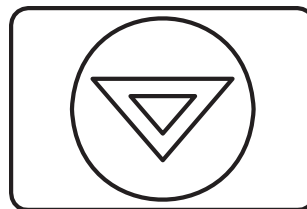
Figure 8

# INSERT OPERATING INSTRUCTIONS

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**9. Down:** Use to turn down the heat, brightness of flame or timer. When FLAME / HEATER / TIMER is not activated, this button will not work.

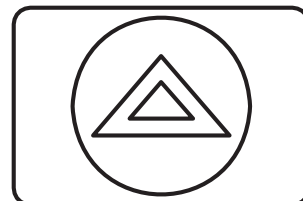
9



*Figure 9*

**10. Up:** Use to turn up the heat, brightness of flame or timer. When FLAME / HEATER / TIMER is not activated, this button will not work.

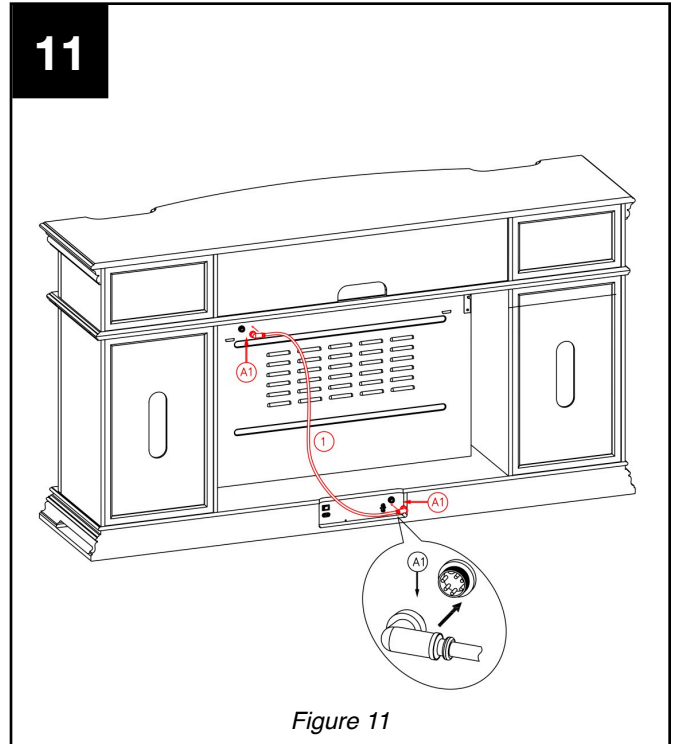
8



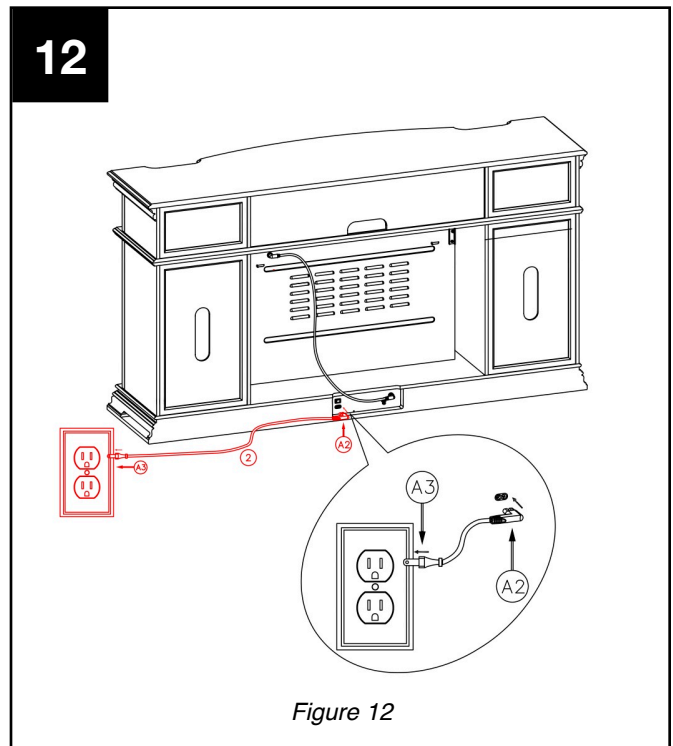
*Figure 10*

# SOUND SYSTEM OPERATING INSTRUCTIONS

**11.** Connect the electric insert to the sound system amplifier module with connection cable #1.

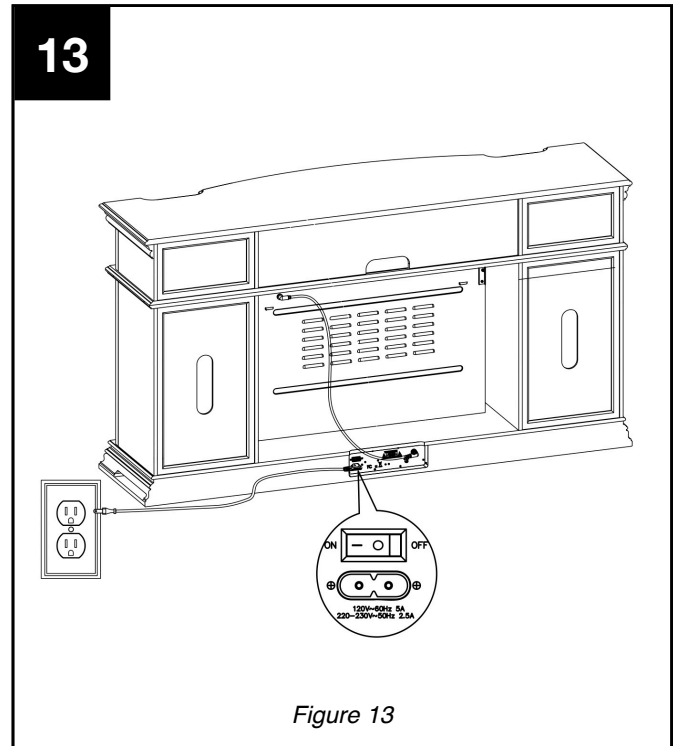


**12.** Connect the cable #2 and plug into the wall outlet.

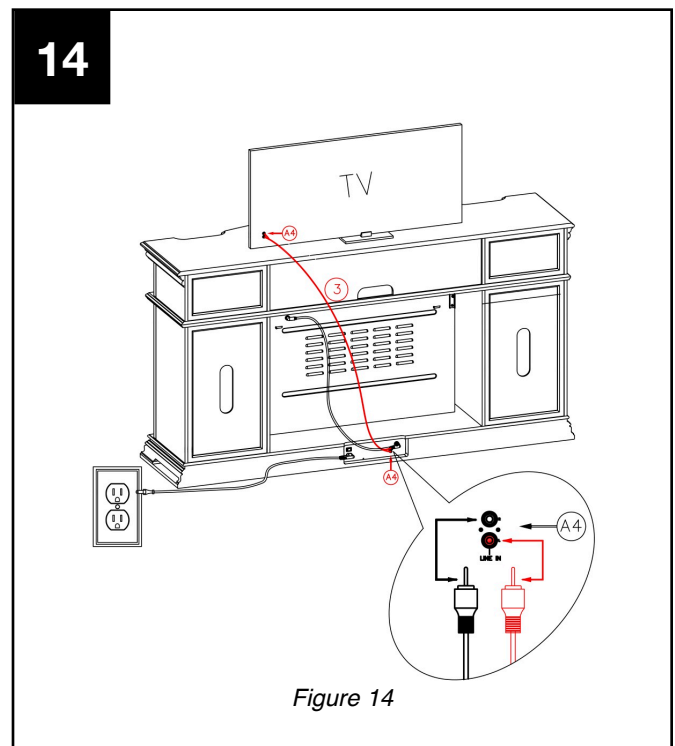


# SOUND SYSTEM OPERATING INSTRUCTIONS

**13.** Turn the sound system amplifier module's switch on.



**14.** The sound system amplifier module has a RCA line-in for TV to connect to. The RCA cable is not included and this is an optional setup.



# SOUND SYSTEM OPERATING INSTRUCTIONS

**15.** A 15 AMP circuit is required to operate this appliance. If the breaker trips when the appliance is running, you may need to move the appliance to another location or unplug other appliances that are on the same circuit.

The sound system control functions can be accessed in two ways:

- Using the button control panel, located in the upper left-hand corner of the fireplace
- Using the multifunction remote control

The sound system control panel is located at the top left corner on the front (see Figure 16).

**Plug the electric insert to the outlet before operating the sound system.**

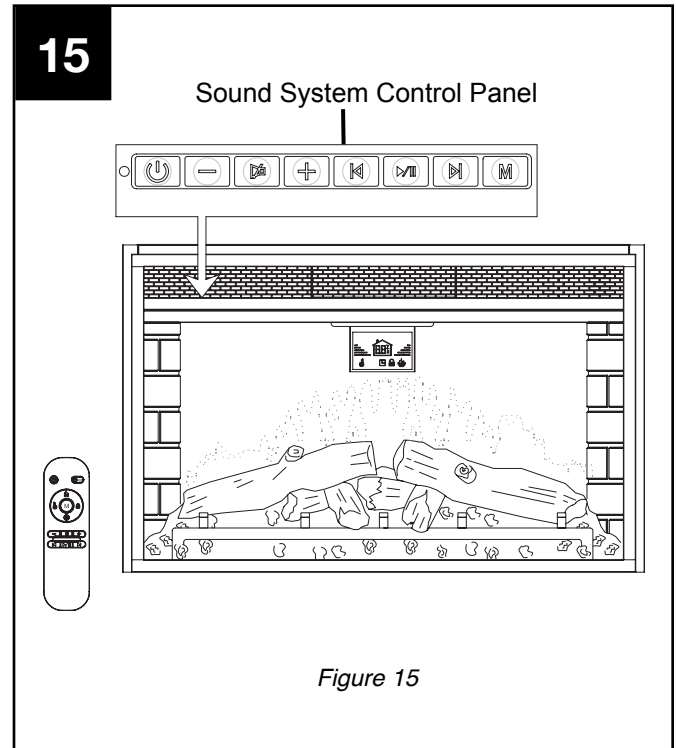


Figure 15

**16. Power:** Press button to turn on or turn off. When the sound system is first turned on, the ember is blue.

If OFF, sound system will be restored at the next power ON.

**Note:** Unplugging the unit will reset all functions.

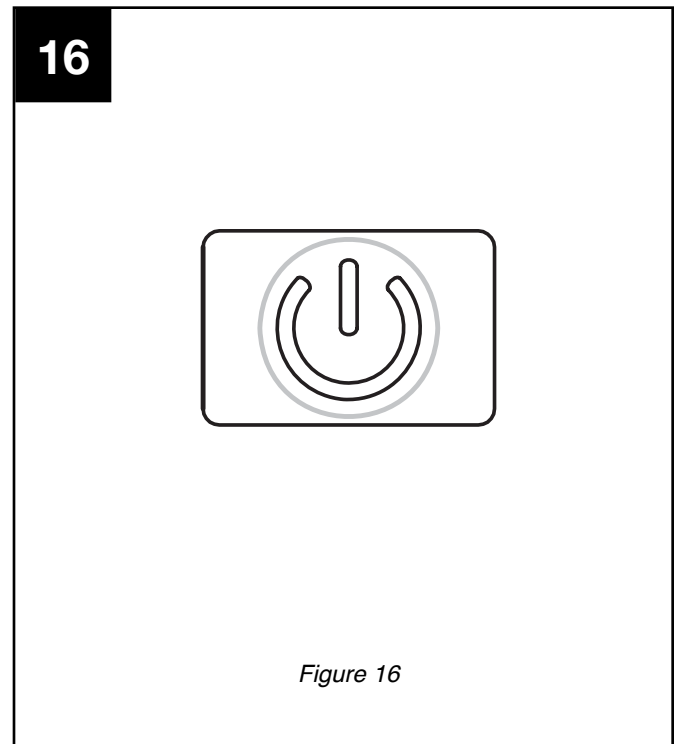


Figure 16

# SOUND SYSTEM OPERATING INSTRUCTIONS

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**17. Mode:** Press this button for 3 seconds to switch between Bluetooth and RCA functions. Without any connection for 5 minutes, the sound system will automatically go into standby mode; press any button to re-activate.

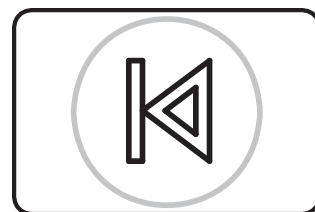
**17**



*Figure 17*

**18. Previous track:** Press this button to go back to previous track.

**18**



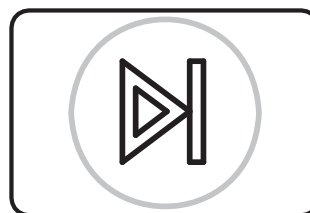
*Figure 18*

# SOUND SYSTEM OPERATING INSTRUCTIONS

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**19. Next track:** Press this button to go to next track.

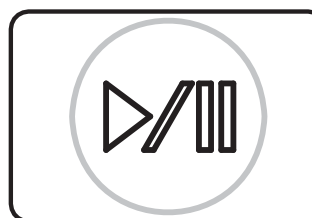
**19**



*Figure 19*

**20. Pause:** Press this button to pause or restart music playing.

**20**



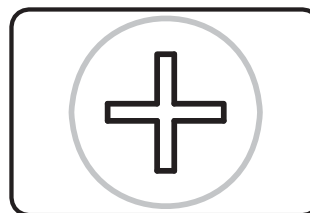
*Figure 20*

# SOUND SYSTEM OPERATING INSTRUCTIONS

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**21. Volume Up:** Press to turn up the volume of the sound system.

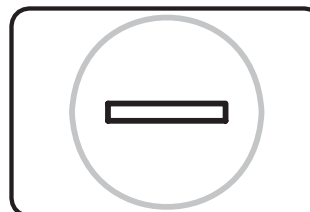
**21**



*Figure 21*

**22. Volume Down:** Press to turn down the volume of the sound system.

**22**



*Figure 22*

# SOUND SYSTEM OPERATING INSTRUCTIONS

**23. Mute:** Press this button to eliminate the volume.

**23**



Figure 23

**24.** Remove the insulation plastic film from the battery before operation.

**Note:**

**1. Child Lock function on remote control -** Different from the same button on the Control Panel, while operate with the Remote control, you just need to press the red “POWER” button for 3 seconds to cycle through the CHILD LOCK setting.

**2. Mode function for sound system on remote control -** Different from same button on the Control Panel, while operate with the Remote control, you just need to press the “AMP POWER” button for 3 seconds to switch between Bluetooth and RCA functions.

**24**

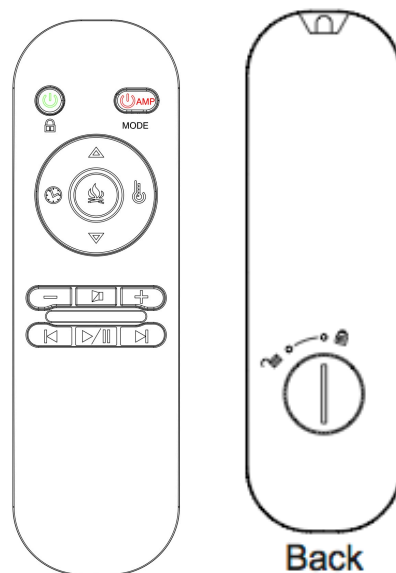


Figure 24

# CARE AND MAINTENANCE

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**Warning:** Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

**NOTE:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**WARNING:** Before attempting to perform any maintenance on this appliance, turn all controls to the "OFF" position and then unplug. Allow the appliance to be "OFF" for at least 10 minutes before performing any maintenance in order to allow all components to cool properly.

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

# TROUBLE SHOOTING

**WARNING:** Turn off the appliance, unplug and let cool for at least 10 minutes before attempting to service. Only a qualified professional should attempt to service or repair the appliance.

| PROBLEM                                                          | POSSIBLE CAUSE                                                                                                                                                                                                                        | SOLUTION                                                                                                                                                                                                                                                                                                                                                                            |
|------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Simulated Flame Effect is dim or not present                     | <ol style="list-style-type: none"><li>1. Dimmer control button is set too low.</li><li>2. LED strip not functioning.</li><li>3. "Flame wand" has come loose from bracket.</li><li>4. "Flame wand" motor is not functioning.</li></ol> | <ol style="list-style-type: none"><li>1. Push flame button to increase light.</li><li>2. Contact customer service center at toll-free no. 1-866-949-3838</li><li>3. Remove screws holding back panel in place and remove back panel. Secure end of "Flame wand" back into the support bracket.</li><li>4. Contact customer service center at toll-free no. 1-866-949-3838</li></ol> |
| The appliance turns off and will not turn back on                | <ol style="list-style-type: none"><li>1. The overheat protection device in the appliance has been triggered.</li><li>2. House circuit breaker has been tripped.</li></ol>                                                             | <ol style="list-style-type: none"><li>1. Turn all controls off, unplug the appliance, allow the insert to cool down for at least 10 minutes, and then plug in and restart.</li><li>2. Reset house circuit breaker.</li></ol>                                                                                                                                                        |
| The appliance does not turn on when the button is pushed to "ON" | The overheat protection device in the appliance has been triggered.                                                                                                                                                                   | Turn all controls off, unplug the appliance, allow the insert to cool down for at least 10 minutes, and then plug in and restart.                                                                                                                                                                                                                                                   |
| Remote control does not work                                     | <ol style="list-style-type: none"><li>1. Low batteries.</li></ol>                                                                                                                                                                     | <ol style="list-style-type: none"><li>1. Replace all batteries in the remote control.</li></ol>                                                                                                                                                                                                                                                                                     |

**NOTE:** If you experience difficulties, please do not return this product to store. Any missing parts, hardware or assembly problems, please call our customer service center at 1-866-949-3838.

# ONE YEAR LIMITED WARRANTY

**PLEASE DO NOT RETURN ANY PRODUCTS TO STORE, ANY MISSING PARTS OR HARDWARE OR ASSEMBLY PROBLEMS, PLEASE CONTACT WITH OUR CUSTOMER SERVICE CENTER AT 1866-949-3838.**

The following non-transferable limited warranty applies is extended only to the original consumer-purchaser of this EASY TOP (HK) Enterprises Limited (EASY TOP) product. This product is only warranted against defects in material and workmanship subject to the normal and reasonable use and correct installation of the product for a period of one (1) year from the date of purchase.

This warranty is made to the original owner, provided that the purchase was made through an authorized supplier of the company. Any unauthorized repair, alteration, misapplication, careless handling, improper installation, willful abuse, accident, or misuse of the product shall nullify this warranty. This warranty does not apply to the normal wear and tear. This warranty does not cover light bulbs. The duration of all implied warranties on this particular purpose are limited to the one (1) year duration of the express warranty period specified above.

In no event will EASY TOP be liable for any incidental or consequential damages (including loss of profits) arising from the use of this product. Some jurisdictions do not allow limitations on how long an implied warranty lasts / or do not allow the limitation or exclusion of incidental or consequential damages, so these implied warranty limitations may not apply to you. This limited warranty gives you specific legal rights. You may also have other rights which vary from jurisdiction to jurisdiction. Repair or replacement, at EASY TOP's option, of a defective product is your sole remedy under this limited warranty. In no event will EASY TOP's maximum liability exceed the purchase price of the product paid by the consumer/purchaser.

If replacement parts are needed or to obtain performance of any obligation under this limited warranty, phone EASY TOP's Customer Service Center.

Be prepared to provide evidence of purchase date and proof of purchase, model number of your EASY TOP product, part number and defective part. Register your product within ten days to ensure your warranty. You must pay all expenses incurred in obtaining performance of any obligation under this limited warranty, including transportation, postage, and other incidental service costs. If defective part or parts are requested by Customer Service Center, you must make the product available to us free and clear of all liens and other encumbrances. EASY TOP reserves the right to change prices, specifications and designs and to discontinue models without notice and without incurring obligations.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and ,if not installed and used in accordance with the instruction manual, might cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does not cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

The Remote Control requires 1 Lithium Coin Cell Battery (size CR2025, which is included).

- DO NOT mix old and new batteries.
- DO NOT use rechargeable silver oxide cell batteries with remote control unit
- DO NOT mix alkaline, standard(Carbon-Zinc), or rechargeable(Nickel-Cadmium) batteries.
- DO NOT dispose of batteries in fire. Improper disposal may cause batteries to leak or explode.