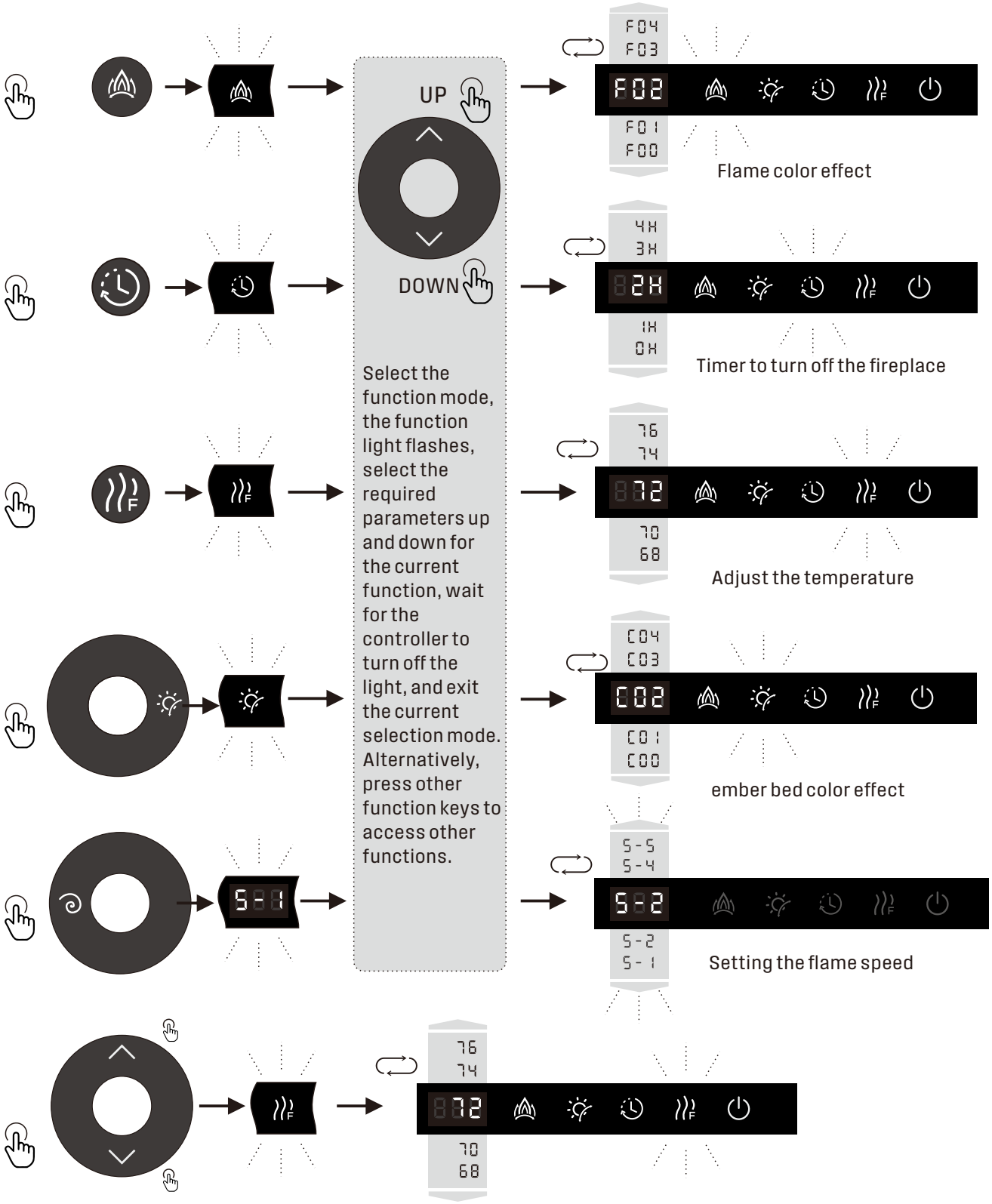
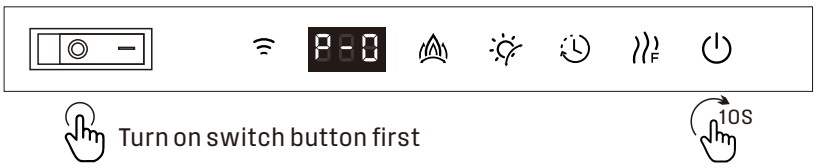
Remote control 2.Remote control function selection mode, up and down selection




The default mode up and down keys can directly adjust the temperature

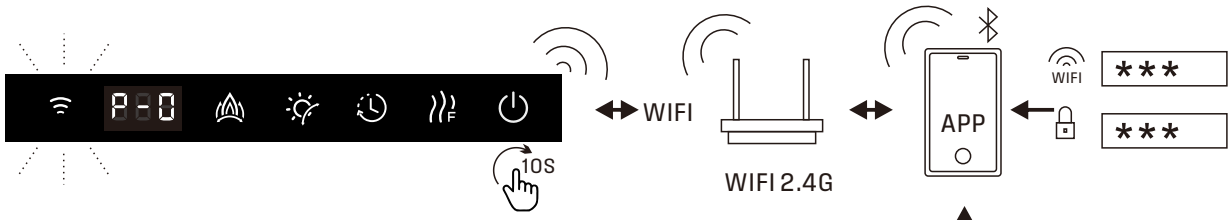
# WIFI LINK CONTROL

Fireplace networking process

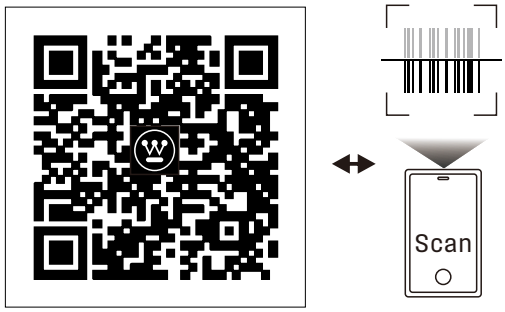



Turn on switch button first

Long press the power standby button 10S to enter the network distribution mode, the WIFI indicator flashes, showing"P-0".




The WIFI indicator light in distribution mode flashes, displaying "P-0" Add WIFI network and mobile app for network distribution.Turn on Bluetooth and WIFI




Cell phone code copy installation "Westinghouse Butler"APP

**or**

Google Play and App Store for Android and IOS Search"Westinghouse Butler" Install the App

Install the "Westinghouse Butler" App

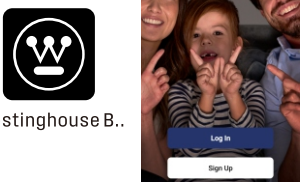
Registration process

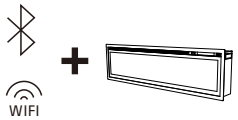
1, open the "**Westinghouse Butler**" app, click register, start registration
2, enter your email address and fill in the verification code
3, set your login password
4, enter the app page to open the settings page, allow nearby devices and location
NOTE:（This permission is disabled will not be able to use the app to control the fireplace） WIFI

Note: Please make sure the wireless network and the Bluetooth function of the cell phone are turned on before networking.
open the app to enter the home page, click add device app will automatically search for fireplace, click add fireplace.(or Scan Code Add)
the device network successfully "fireplace control page icon"

## Wi Fi connectivity

802.11 B/G/N20
Channel 1-14 @ 2.4GHz
Supports Bluetooth 4.2 Low Energy
Support WPA/WPA2 security mode
Output power of+20dBm in 802.11b mode
Support for SmartConfig functionality (including Android and IOS devices)
Onboard PCB Onboard antenna
Working temperature: -4°F to 185°F



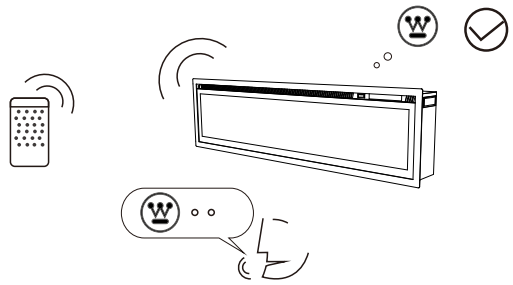
# Alexa Link and Voice Control

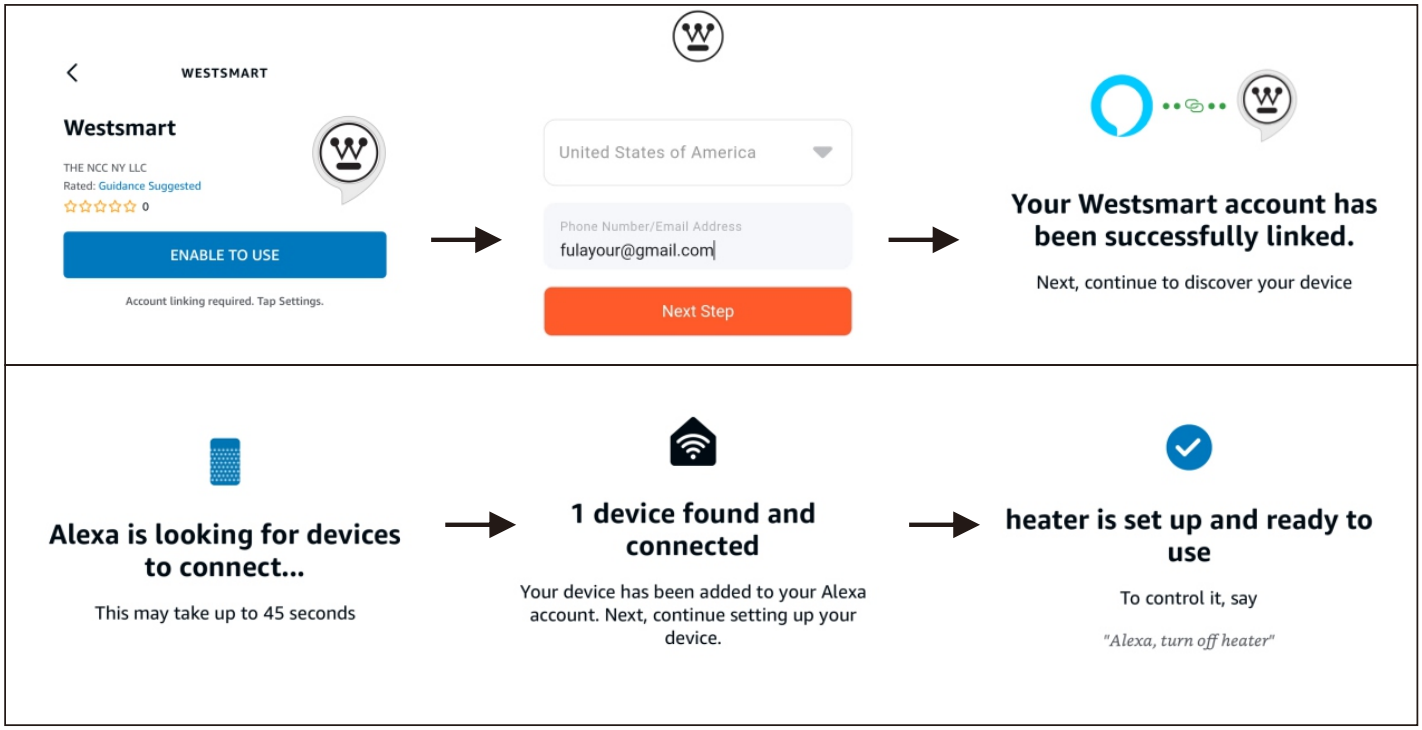
Alexa +

Alexa Link and Voice Control

Your Smart Home Skills

Enable Smart Home Skills






1. Your Smart Home Skills
2. Enable smart home skills to discover devices andscenes Alexa can control.Enable Smart Home Skills
3. Search for "westinghouse".
4. "Westsmart" ENABLE TO USE.
5. Associated " Westinghouse Butler"account.
6. Alexa is looking for devicesto connect
7. device found andconnected
8. heater is set up and ready touse

**Special statement: The content on this material has been carefully checked, if there are typographical errors and omissions and content In case of misunderstanding, the company reserves the right of final interpretation.**

*** If the product is technically improved, without notice, the appearance and color of the product are changed The thing prevails.**

## For Both FCC & IC application:

This device complies with Part 15 of the FCC Rules / Industry Canada licence-exempt

RSS standard(s). 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.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est
susceptible d'en compromettre le fonctionnement.

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

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.

## MPE Requirements

To satisfy FCC / IC RF exposure requirements, a separation distance of 20 cm or more should be maintained between the antenna of this device and persons during device operation.
To ensure compliance, operations at closer than this distance is not recommended.

Les antennes installées doivent être situées de facon à ce que la population ne puisse y être exposée à une distance de moin de 20 cm. Installer les antennes de facon à ce que le personnel ne puisse approcher à 20 cm ou moins de la position centrale de l' antenne.
La FCC des éltats-unis stipule que cet appareil doit être en tout temps éloigné d'au moins 20 cm des personnes pendant son functionnement.

| | |
|---|---|
| ***NOTICE*1** | When the heater is first turned on, a slight odor may be 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 2*** | 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 there 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

- Excluding batteries, Prepare yourselfWith 2x AAA batteries.

**NOTE**: Remote control battery used depends on the remote control type which selected above.

**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 and 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.
- Clean the exterior of the fireplace with a slightly damp cloth or duster.

## Maintenance

**Risk of electric shock! DO NOT OPEN! 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.

**WARNING!** No other servicing should be performed by the consumer. Do not attempt to service the unit yourself.

## *Troubleshooting*

# WARNING

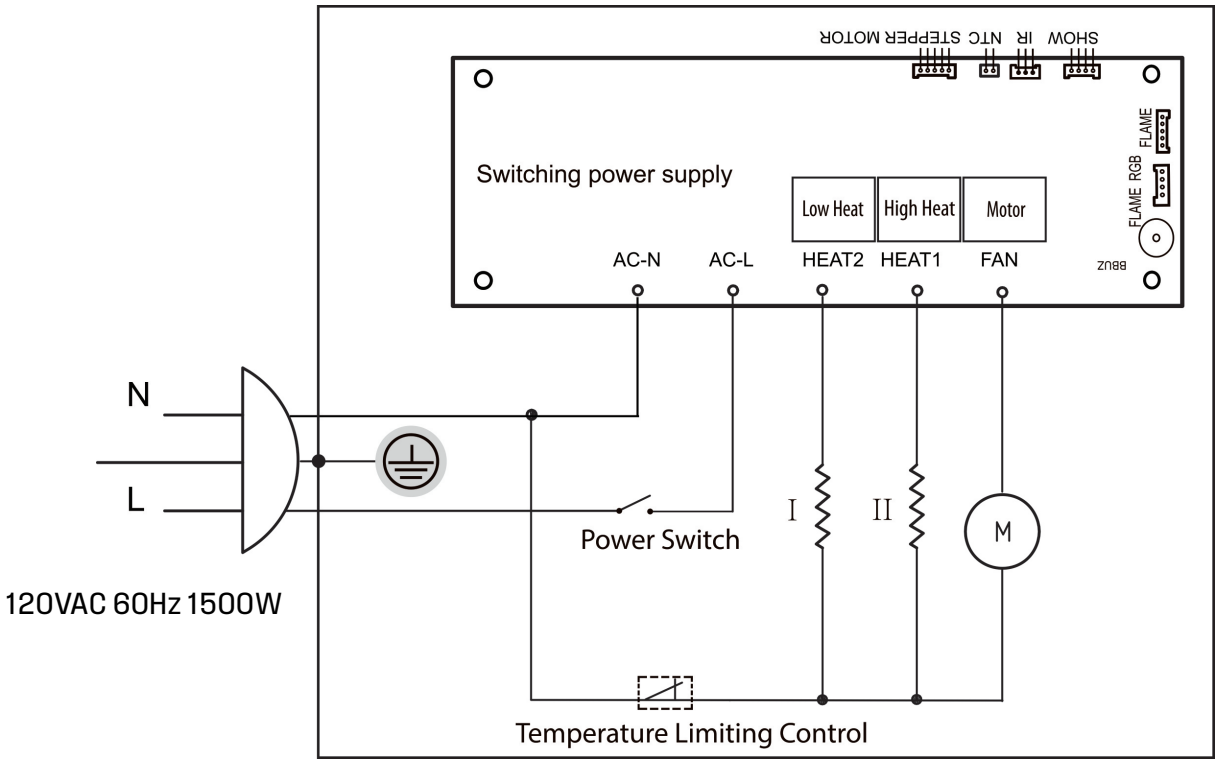
DISCONNECTED THE APPLIANCE COMPLETELY AND LET COOL PRIOR TO ANY SERVICE.

ONLY A QUALIFIED SEVICE PERSON SHOULD SERVICE AND PEPAIR THIS ELECTRIC APPLAINCE.

| PROBLEM | POSSIBLE CAUSE | SOLUTION |
|---|---|---|
| Fireplace turns off and will not turn on. | 1. Fireplace has overheated and safety devise has caused thermal switch to disconnect or home circuit breaker has opened. | 1. Reset switch by turning main power off and waiting turning it back on or breaker circuit breaker. |
| Flame is not moving. | 1. Loose wiring.<br>2. Flame motor defective.<br>3. Flame rod out of place. | 1. Inspect wiring for loose connections.<br>2. Call a qualified service technician to replace flame motor.<br>3. "Flame Rod" out of place due to rough transit/ handing of the product. This issue can be corrected as simple as removing the glass, flipping the fireplace upside and down, removing a set of screws that are holding the bottom frame plate and placing the flame rod back into place. |

| | | |
|---|---|---|
| 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.<br>2. Push the flame button to high. |
| Log set and /or is not glowing. | 1. Wiring is loose.<br>2. Ember is off mode. | 1. Disconnect from power source and inspect wiring for loose connections and repair or replace if necessary. |
| Remote control does not work. | 1. Low batteries.<br>2. Not aiming control correctly.<br>3. Defective remote control and / or sensor. | 1. Replace batteries in remote control.<br>2. Aim control at sensor located directly behind glass screen in center of unit just above logs.<br>3. Replace remote control and/or sensor. |

# Electrical schematic



# Customer Support

## Returns

The return policy refers to products purchased directly from Westinghouse Fireplace. Reseller sales are subject to respective policies of the seller
NOTE: Return policies refer to westinghouse fireplace direct purchases. Reseller sales are subject to respective policies of the seller

## Electric Fireplace Return Policies

- If an order arrives damaged, defective or incomplete, please contact **fireplace@westinghouse.cn**
- If a product is concealed damaged or defective after (14) days of delivery, the product will be processed under its warranty.
- Westinghouse fireplace does not accept returns for refunds due to customer regret thirty (30) days after delivery.
- For fireplaces returned in original packaging and in saleable condition, thirty (30) days from the date of delivery, the customer may regret.
- Human damage is not covered by the return warranty .
- Return shipping costs are the responsibility of the consumer.

## Warranty

- 2 year warranty (2 year full replacement) .
- Replacement of any non-functioning electronic parts.

**CONTACT US :fireplace@westinghouse.cn**