EZEEGLOW™

Owners Manual
E- Kinsale
(MZEKIN)



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AC 220-240V, 50HZ 1200W

Warning-Please read the 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 the owner's manual for future reference. if you sell or give this product away, make sure the manual accompanies it.

UK CA

CE

Rev A

Important Safety Information

When using electrical appliances basic precautions should 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, paper, clothes and curtains at least 1m 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 and whenever the heater is left operating and unattended.
- Always unplug heater when not in use.
- Heater must not be located immediately below a socket-outlet.
- Do not operate heater with a damaged cord, plug or after the heater malfunctions or has been dam- aged in any manner. Do not use this heater if it has been dropped. Do not use if there are visible signs of damage to the heater. Return heater to authorized service facility for examination, electrical/ me- chanical adjustment and repair.
- Indoor use only, do not use outdoors.
- Use this heater on a horizontal and stable surface or fix it to a wall as applicable.
- This heater is not intended for use in bathrooms, laundry areas or 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. Ar- range cord away from traffic areas, where it will not be tripped over.
- To disconnect heater, turn controls to off, then remove plug from outlet.
- Do not insert objects into any ventilation or exhaust openings, as this may cause an electric shock, 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 surfac- es like a bed, where openings may become blocked.
- The heater has hot, arcing parts inside. Do not use it in areas where flammable liquids are used/stored.
- Use this heater only as described in the 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 abnormal circumstances. Do not partially or fully cover/ obstruct the front of this heater.
- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children should not play with the appliance. Cleaning and user maintenance shall not be done by children without supervision.
- **CAUTION -** 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/off by the utility.

Important Safety Information

WARNING - The heat functions H1 and H2 do not control the room temperature. Thermostat function must be set-up to control room temperature. We recommend you do not use this heater in small rooms when they are occupied by persons not capable of leaving the room on their own, unless constant supervision is provided.

Children less than 3 years old should be kept away unless continuously supervised. Children aged from 3- 8 years shall only switch on the appliance, provided it is properly installed, have been given instructions on how to use it and understand the hazards involved. Children aged 3-8 shall not plug in, clean, or perform maintenance tasks on the appliance.

CAUTION - Some parts of this product can become very hot and cause burns. Particular attention must be given when children and vulnerable people are present.

Electrical connections - UK plug wiring instruction

- If the plug must be changed because it is not suitable for your socket, or due to damage, please follow the wiring instruction shown on this page. Cord length is 1.8m and exits the unit on the right/ back of the fire.

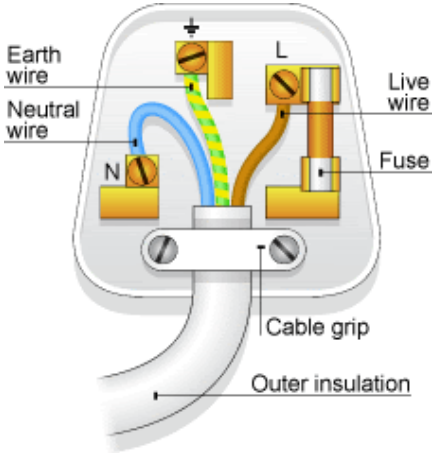
- The wires in the mains lead are coloured in accordance with the following

code: Brown: Live (L)

Blue: Neutral (N)

Green/Yellow: Earth (E)

As the colours of the wires in the mains lead of this appliance may not correspond with the coloured markings identifying the terminals in your plug, please see below:



- The BLUE wire is the NEUTRAL and must be connected to the terminal which is marked with the letter N or coloured BLACK.

- The BROWN wire is the LIVE and must be connected to the terminal that is marked with the letter L or coloured RED.

- The GREEN/YELLOW must be connected to the terminal which is marked E or the earth symbol or coloured GREEN or GREEN/YELLOW.

- Always ensure that the cord grip is positioned and securely fastened.

- WARNING - THIS APPLIANCE MUST BE EARTHED.

- If a 13A (BS1363) fused plug is used it must fit with a BS1362 13A fuse. If in doubt, consult a qualified electrician.

Any electrical repairs or replacements must only be performed by one of our pre-approved repairmen.

Key Features & Technical Specification

Key features

- Traditional Insert electric stove.
- Energy Related Products (ERP) compliant.
- RGB colour selection allowing for colour options for flame, fuel- bed and downlights.
- 5 brightness settings.
- 3 flame speed settings.
- 2 heat settings.
- Adjustable thermostat.
- Tipping cut-out sensor.
- Over-heat safety cut-out.

Technical specifications

- AC 220-240V, 50Hz.
- 1200W heat output.
- W643mm, H600mm, D318.5mm
- LED flame effect, fuel-bed and downlights.

Preparation

First things first...

1. Decide where the fire will be fitted and measure the space using the dimensions in this manual, making sure it fits.
2. Remove the fire unit from the box and place it on a clean, soft, dry surface.
3. Check the parts list to make sure you have all the parts you need.
4. Recycle all packaging materials at your local recycling centre.

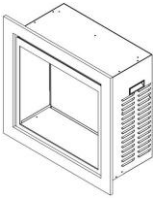
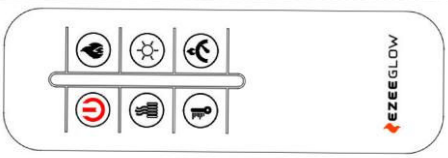
Warning - This product includes tempered glass panels. Use extreme caution when handling. Failure to do so could result in personal injury or property damage.

Parts & Hardware

Required tools for installation:

- Philips Screwdriver - PH2 head
- Stanley knife

Parts

	
A - Fire unit	B—Remote Control

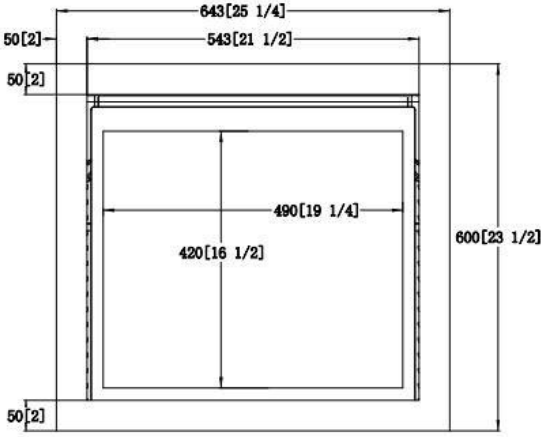


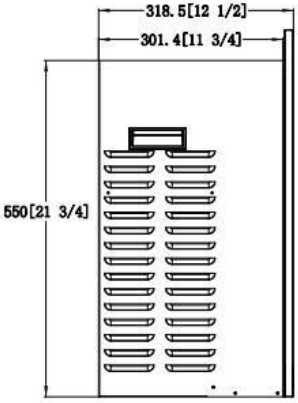
C - Logs	D - Decorative Crystals	E - Decorative Wood Chips

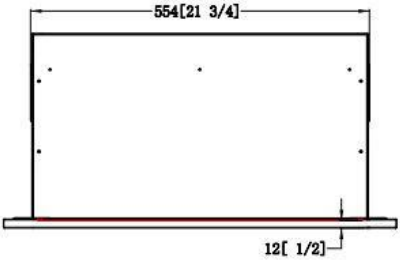


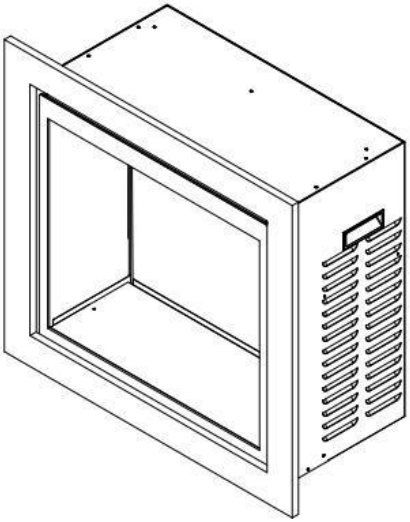
F - Instruction manual

Dimensions


643[25 1/4]
50[2]
543[21 1/2]
50[2]
490[19 1/4]
420[16 1/2]
600[23 1/2]
50[2]


318.5[12 1/2]
301.4[11 3/4]
550[21 3/4]


554[21 3/4]
12[1/2]



Installation - Minimum Clearances

Your appliance is a recessed and/or mantel installed appliance. Select a suitable location that is not susceptible to moisture build-up. It must be located enough distance away from curtains, furniture and high traffic areas.

Note - Follow all local and national electrical regulations/ codes.

Note - Ensure installation complies with all local building codes and requirements.

Note - We recommend you don't place soft furnishings directly in front of the heater outlet.

Note - Appliance is not load bearing.

MINIMUM CLEARANCES (MM)	
Bottom	0
Sides	0
Back	30
Top (see notes above)	0
Front (Measured from glass)	200

Installation - Fuel-bed setup

Note - Before you start, please take off the front trim and front glass.

Note - The fire must be installed in its final location before the crystals and logs are installed.

1. Cut open the crystals bag(s) and disperse all the crystals evenly on the fuel-bed tray in a side-to-side motion.
2. Next, cut open the wood chips bag and using the same side-to-side technique, disperse most of the wood chips on top of the crystals. Save some for later.
3. Place the logs on the surface of the crystals, leaving a gap underneath so the flame effect is visible below each log. To enhance the bed further, disperse the remainder of the wood chips in and around each log.
4. Re-install the front glass and front trim, then sit back and relax.



Operation

Warning - Please read the 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.

Note - When the heater is first turned on, a slight odour may be present. This is normal and should not occur again unless the heater is not used for a long period of time.

Note - To turn the fire on in first use, point the remote at the fire unit and hold the on/off button for 10 seconds to pair the remote to the fire permanently. The fire will beep to confirm pairing.

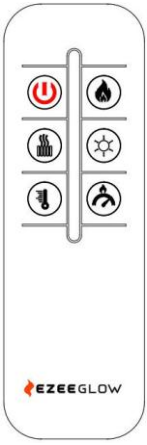
Power

Plug the power cord into a 220-240V, 50Hz outlet (see Important Safety Information on pages 2 and 3). Make sure the outlet is in good condition, and the plug is not loose. Never exceed the maximum amperage for the circuit. Do not plug other appliances into the same circuit. Cord length is 1.8m and exits the unit on the right/ back.

Method of operation

The electric fire can be operated by the remote control or the smart app.

Before operating, please review the Important Safety Information on pages 2 and 3.



On/Off — Flame, Ember-bed, Down-light Colour

Heater — Flame, Ember-bed, Down-light Brightness

Thermostat — Flame Speed

433Mhz

0.1 W

REMOTE OPERATION		
BUT-TON	FUNCTION	ACTION
	**ON / OFF -** Enables control panel functions. Turns on flame effect. **Note -** On first use, point the remote at the fire unit and hold the on/off button to pair the remote to the fire permanently.	1. Press once - Control panel illuminates, flame effect and remote screen turns on. 2. Press again - All functions turn off.
	**FLAME, EMBER-BED AND DOWN-LIGHT** Adjust flame, ember-bed and down-light colour. **Note -** Flame effect stays on until power button is turned off.	1. Press once - Flame, ember-bed, and down-light colour is activated. 2. Press again - Flame colour is deselected.
	**HEATER -** Turns heater on / off.	1. Press once - Low heat setting H1 activates and blows warm air. 2. Press again - High heat setting H2 activates and blows hot air. 3. Press again - Turns heat off, H0.
	**BRIGHTNESS -** Adjusts LED brightness. Adjusts flame, ember-bed and down-light brightness.	1. Press once -brightness changes. 2. Press again until desired brightness is selected.
	**THERMOSTAT -** Turns heater on / off to maintain room at selected temperature.	1. Press once - Indicator lights up. Temperature set at 18°C. 2. Press again until desired temperature setting is reached.
	**FLAME SPEED -** Adjusts flame speed. **Note -** Three speeds to choose from.	1. Press once - Flame speed slows. 2. Press again until desired speed is reached.

Operation - 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. Press the on / off button on the control panel and ensure the fire is off.
2. Unplug the unit from the electrical outlet.
3. Inspect the fire unit and make sure all vents are free from dust or lint. If they are clogged, use a vacuum to clean the vent areas.
4. Plug the unit back into the electrical socket and continue to use as instructed in this manual.
5. If the problem continues, have your electrical outlet and fire unit inspected by an electrician or electric fire installer.

Remote control battery information

The remote control uses two AAA batteries (not included).

Warning - Never dispose of batteries in a fire. Failure to observe this precaution may result in an explosion. Dispose of batteries at your local recycling centre in the hazardous mate- rial section.

Care & Maintenance

Cleaning

MDF- Buff using a soft, dry cloth. **Do not use abrasive household cleaners, as these products will damage the MDF fire body.**

Glass - Use a good quality glass cleaner sprayed onto a cloth. Dry thoroughly with kitchen roll or a lint-free cloth. **Never use abrasive cleaners, liquid sprays, or any cleaner that could scratch the surface.**

Heater vents - Use a vacuum to remove dust and dirt from the heater and vent areas.

Plastic - Wipe gently with a slightly damp cloth and a mild solution of washing-up liquid and warm water. **Never use abrasive cleansers, liquid sprays, or any cleaner that could scratch the surface.**

Warning - Always turn the heater off and unplug the power cord from the electrical socket before cleaning, performing maintenance, or moving the fire unit. Failure to do so could result in electric shock, fire, or personal injury.

Warning - Never spray or immerse the unit in water. Doing so could result in electric shock, fire, or personal injury.

Maintenance

The heating fan motors are pre-lubricated and will not require additional lubrication. Replacement electrical components are available to repair your fire, but the warranty may be invalidated if the repair work is not carried out by a repairman who is assigned or approved by us. Wiring and exploded diagrams to assist with repair are available on request.

Warning - Risk of electric shock. Do not attempt to remove any panels to repair any faults that have arisen. If there is an issue, contact your retailer and they will arrange for a qualified technician to inspect your unit.

TROUBLESHOOTING/ FAQ

PROB-LEM	POSSIBLE CAUSE	SOLUTION	NOTE
Fire not turning on	Fire not plugged in or switched on at socket	Check plug is correctly fitted into socket and socket is turned on.	If all solutions have been tested and problem persists, contact us and we can advise further.
	Fuse blown	Disconnect plug and inspect the fuse. Replace with a 13A fuse if broken.	
	Faulty control panel	If the controls do not work, press each control continuously one at a time. After a few cycles, the controls should recognize the input and work correctly.	
Noisy heater	Fan clogged	Remove heating unit and remove dust from fan.	If all solutions have been tested and problem persists, contact us and we can advise further.
	Fan unbalanced/ catching on housing	Check fan is not warped or damaged.	
Noisy fire when flame only is on	Flame flicker shaft or bushings are misaligned or worn	Inspect the bushings - grease if no grease is present and bushing aren't worn; or replace the bushings and grease if bushings are worn.	If all solutions have been tested and problem persists, contact us and we can advise further.
	Faulty flicker motor	Replace flicker motor.	
Heater only blowing cold air	Fan clogged	First remove dust from the inlet and outlet vents. Test again. If problem persists, remove the heat- er unit and remove dust from fan.	If all solutions have been tested and problem persists, contact us and we can advise further.
	Faulty heating element	Inspect the heating element and make sure all wires are firmly connected.	
	Faulty fan motor	Replace heating element / fan assembly.	
No flame picture/ partial flame picture	Loose connection	Ensure all wires are connected firmly.	If all solutions have been tested and problem persists, contact us and we can advise further.
	If partial flame picture - LED strip is broken	Test faulty LED strip using a working LED power connector. If LED strip still doesn't work, the fault is most likely with the LED strip, not the PCB; new LED strip required.	
	Damaged PCB	New PCB required.	

TROUBLESHOOTING/ FAQ CONTINUED			
PROB- LEM	POSSIBL E CAUSE	SOLUTION	NOTE
Heater cutting out	Build-up of hot air	Ensure inlets and outlets are free from obstruction and there are sufficient clearances surrounding the unit, as stated in manual.	If problem persists, the installation will need to be assessed to ensure it adheres to all required minimum clearances as stated in this manual.
	Thermostat setting causing heater to cut-out	Adjust thermostat setting on remote to maintain desired room temp or deactivate thermostat setting.	
Heater switching on automatically	Thermostat set to keep room at certain temperature	Adjust thermostat setting on remote to maintain desired room temp or deactivate thermostat setting.	If all solutions have been tested and problem persists, contact us and we can advise further.
	Thermostat faulty	Replace PCB & remote.	

Any electrical repairs must only be performed by one of our pre-approved repairmen. Non-electrical part replacement can be carried out by a capable person.

Appliance disposal

Do not dispose of electrical appliances as unsorted municipal waste, use separate collection facilities.

Contact your local government for information regarding the collection systems available. If electrical appliances are disposed of in landfills or dumps, hazardous substances can leak into the groundwater and get into the food chain, damaging your health and well-being.



Note - When replacing old appliances with new ones, the retailer is legally obligated to take back your old appliance for disposal, free of charge.

Note - Please recycle all packaging materials at your local recycling depot.

Warranty

Your product has a one-year guarantee from the date of purchase.

Should this product prove defective within one year of purchase due to a design fault, poor workmanship or material breakdown, the product will be repaired or replaced free of charge. Product warranty is subject to the following conditions:

- The product is to be used for domestic purposes only in accordance with the operating instructions contained in this manual.
- Responsibility for proof of purchase lies with the end user(s), who must prove product purchase within a 12-month period of the claim date.
- All warranties will be invalidated if unauthorised repairs or modifications are made to the electric fire, or in case of accident, misuse or damage caused by improper installation, or damage occurring during transit or damaged caused by the repairer.
- The warranty does not apply to fuses within the product.

Your rights under this guarantee are additional to your statutory rights, which in turn are not affected by this guarantee.

Should you require warranty or repair assistance in the UK, please use the following form to log your issue:

www.gr8fires.co.uk/warranty

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