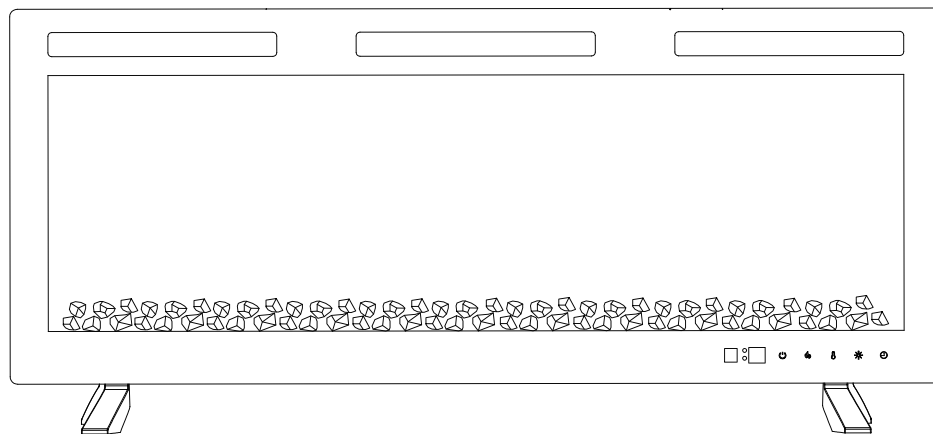


USE AND CARE GUIDE

2 AAA batteries are required. Not included



36" Mirage 2 Linear Electric Fireplace

Unit size - EF10260: 19.6 in. h x 36 in. w x 3.9 in. d
22.2 in. h x 36 in. w x 9.7 in. d (with legs)

48" Mirage 2 Linear Electric Fireplace

Unit size - EF10262: 19.6 in. h x 48 in. w x 3.9 in. d
22.2 in. h x 48 in. w x 9.7 in. d (with legs)

60" Mirage 2 Linear Electric Fireplace

Unit size - EF10263: 19.6 in. h x 60 in. w x 3.9 in. d
22.2 in. h x 60 in. w x 9.7 in. d (with legs)

NOTE: You must press the I/O switch to turn on the heating function.

THANK YOU

We appreciate the trust and confidence you have placed in ActiveFlame through the purchase of this electric fireplace. We strive to continually create quality products designed to enhance your home. Visit us online to see our full line of products available for your home improvement needs. Thank you for choosing ActiveFlame !

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Questions, problems, missing parts? Before returning to the store, please contact customer service at customercare@jrhome.com or call 1-800-561-5550

7 a.m. - 4 p.m., PST, Monday – Friday

WWW.JRHOME.COM

NOTE: You must press the I / O switch to turn on the heating function.

Important Safety Instructions

Please read and understand this entire manual before attempting to assemble, operate or install the product. If you have any question regarding the product, Please contact customer service at customercare@jrhome.com or call 1-800-561-5550 7 a.m. - 4 p.m., PST, Monday - Friday.

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

1. Read all instructions before installing or using the heater.
2. This appliance is hot when in use. To avoid burns, DO NOT let bare skin touch hot surfaces. Keep combustible material, such as furniture, pillows, bedding, papers, clothes and curtains, at least 3 ft. (1 m) from the front of the heater and keep them away from the side and rear.
3. Extreme caution is necessary when any heater is used by or near children or individuals with disabilities and whenever the fireplace is left operating and unattended.
4. ALWAYS unplug this appliance when not in use.
5. DO NOT operate any heater with a damaged cord or plug or after the heater malfunctions. DO NOT operate any heater if it has been dropped or damaged in any manner. Disconnect power at service panel and have the heater inspected by a reputable electrician before reusing. Discard the heater or return to the authorized service facility for examination and/or repair.
6. DO NOT use outdoors.
7. This heater is not intended for use in bathrooms, laundry areas and similar indoor locations. NEVER place the heater where it may fall into a bathtub or other water container.
8. DO NOT run the cord under carpeting. DO NOT cover the cord with throw rugs, runners, or similar covering. Do not route the cord under furniture or appliances. Arrange the cord away from traffic areas and where it will not be tripped over.
9. To disconnect this appliance, turn the controls to the off position, then remove the plug from the outlet.
10. ONLY connect to properly grounded outlets.
11. 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 appliance.
12. To prevent a possible fire, DO NOT block the air intakes or exhaust in any manner. DO NOT use on soft surfaces, like a bed, where the opening may become blocked.
13. Use this appliance only as described in the manual. Any other use is NOT recommended by the manufacturer and may cause fire, electric shock or injury to persons.
14. This appliance has hot and arcing or sparking parts inside. DO NOT use it in areas where gasoline, paint or flammable vapors or liquids are used or stored. This fireplace should not be used as a drying rack for clothing. Christmas stockings or decorations should not be hung in the area.
15. This appliance, when installed, must be electrically grounded in accordance with local codes, with the current CSA C22.1 Canadian Electrical Code or follow the National Electrical Code, ANSI/NFPA NO.70.



CAUTION: DO NOT place any objects on top of the fireplace and top air intake vents as this will cause the unit to overheat and can cause a fire.



CAUTION: The heaters MUST NOT be located immediately below a socket-outlet.



CAUTION: There is a thermostat protective device provided inside of the unit. If the inner temperature overheats or abnormal heating occurs, the thermostat protective device will cut off the power supply to prevent damage or risk of fire.



CAUTION: Any repairs to this fireplace should be carried out by a qualified service person.



CAUTION: If the information in this manual is not followed exactly, an electric shock or fire may result causing property damage, personal injury or loss of life.



CAUTION: Under no circumstances should this fireplace be modified. Parts having to be removed for servicing must be replaced prior to operating this fireplace again.



WARNING

- Unit must be placed on a level surface or leveled with included hardware (when applicable).
- Do not sit or stand on or allow children to climb, sit or stand on the assembled product.
- For safety reasons, it is imperative that this unit be mounted or installed into wall, or standing with the supplied legs.
- Unit can tip over causing severe injury or death.
- Never open more than one drawer at a time.
- Do not exceed the recommended weight limits.
- Before cutting, drilling or hammering into any wall or floor surface, verify the location of electrical, plumbing and gas lines. Cutting may cause serious injury.



NOTE: **SAVE THESE INSTRUCTIONS**

Always plug the heaters directly into a wall outlet / receptacle , never use with an extension extension cord or a re-locatable power tap (outlet/power trip).IT NEEDS A DEDICATED BREAKER

Important Safety Instructions (continued)

ELECTRICAL CONNECTION

- This product is equipped with a polarized plug (one blade is wider than the other blade).
To reduce the risk of electrical shock, this plug will fit into a outlet only one way. This is a safety feature.
If a 3-slot outlet is not available, an adapter **MUST** be used.
The adapter **MUST** be properly grounded to the outlet box.

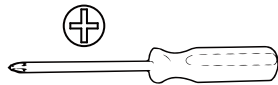
[NOTE: Adapter NOT INCLUDED.]

Pre-Installation

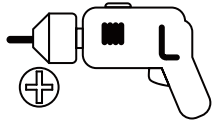
PLANNING ASSEMBLY

- Before you begin, locate the instructions and hardware. Be sure you have all of the parts and can identify them.
- To avoid scratching the finish, assemble the product on a soft, non-abrasive surface such as carpet or cardboard.
- Assembly of this product may require more than one person.

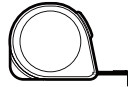
TOOLS REQUIRED



Philips Screwdriver



Hand Drill



Measuring tape



Level



Stud finder

PRODUCT SPECIFICATIONS

Voltage	120 VAC, 60 Hz
Amps	12.5 Amps
Watts	1500 Watts

HARDWARE INCLUDED



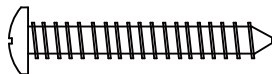
NOTE: Hardware is not shown to actual size.



NOTE: Number of the hardware in () is separated for backup.



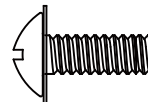
WARNING: The included plastic wall anchors (BB) are intended for use with solid wall applications only (tile and concrete). DO NOT USE WITH DRYWALL OR OTHER HOLLOW WALL APPLICATIONS.



AA



BB

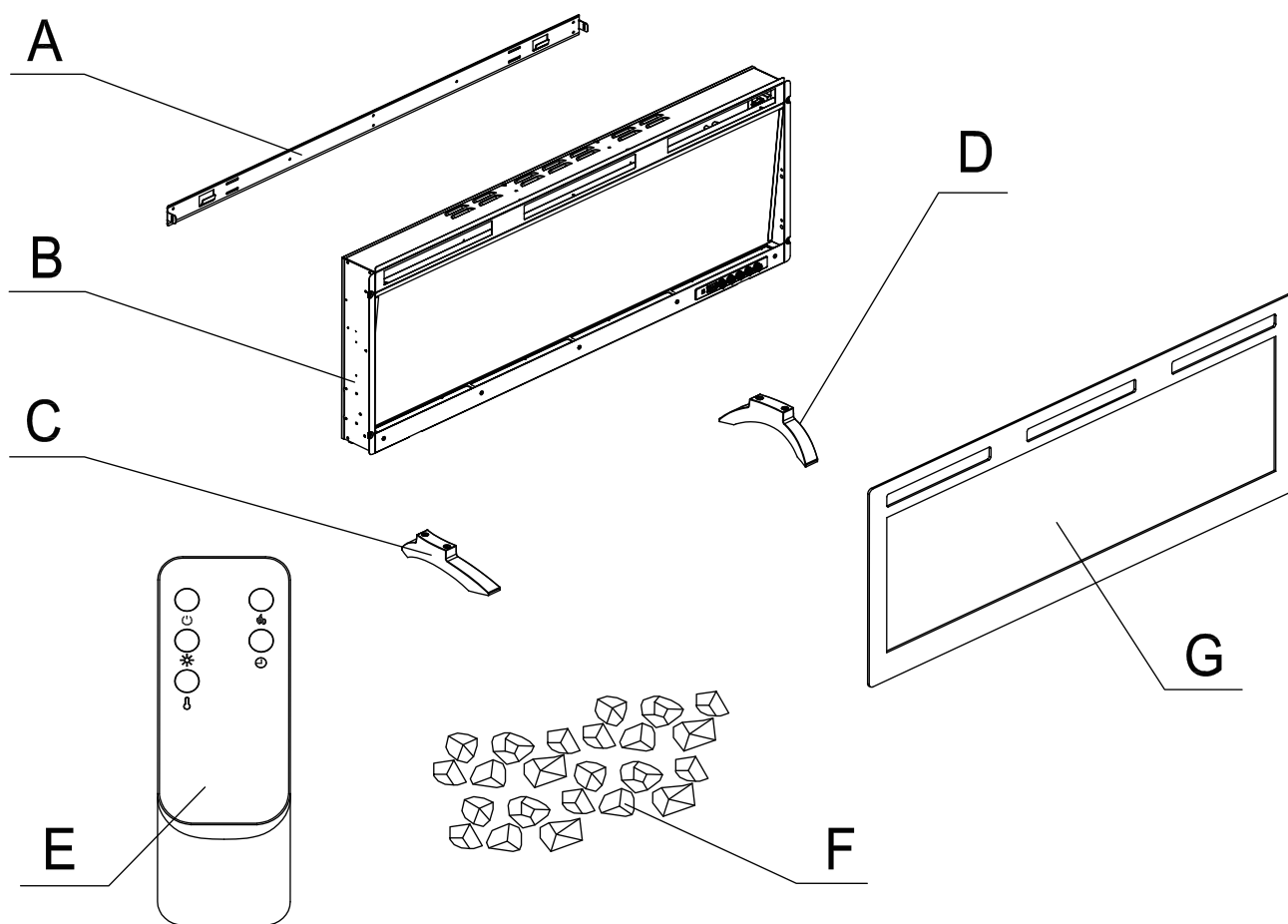


CC

Part	Description	Quantity
AA	Screws ST4*30mm.	8(1)
BB	Wall Anchor	8(1)
CC	Screw M6*12mm	4

Pre-Installation (continued)

PACKAGE CONTENTS

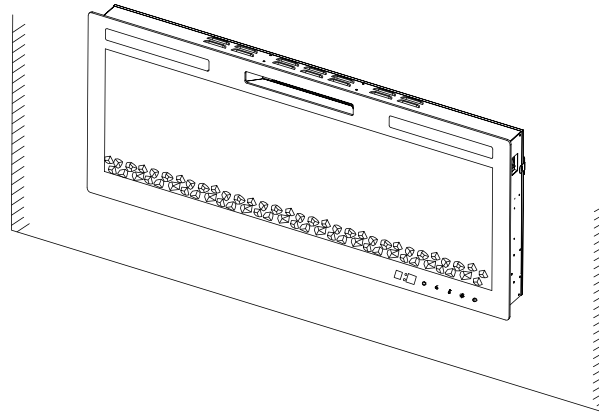


Part	Description	Quantity
A	Top Mounting bracket	1
B	Fireplace	1
C	Left foot	1
D	Right Foot	1
E	Remote Control	1
F	Decorative crystals	1
G	Front Glass	1

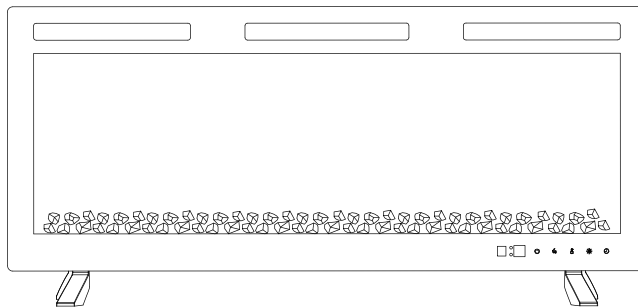
Installation

The Fireplace can be installed with 3 options:

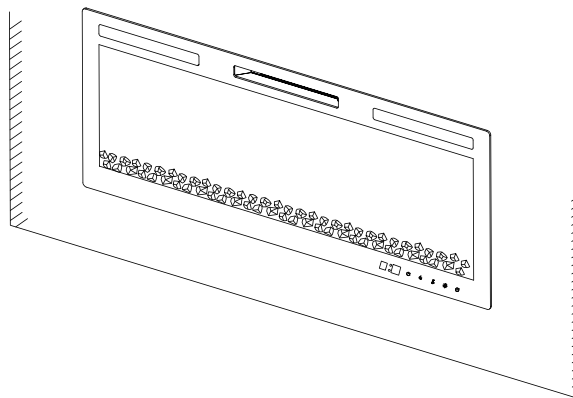
1. Mount the unit on the wall....Page 8



2. Freestanding....Page 12



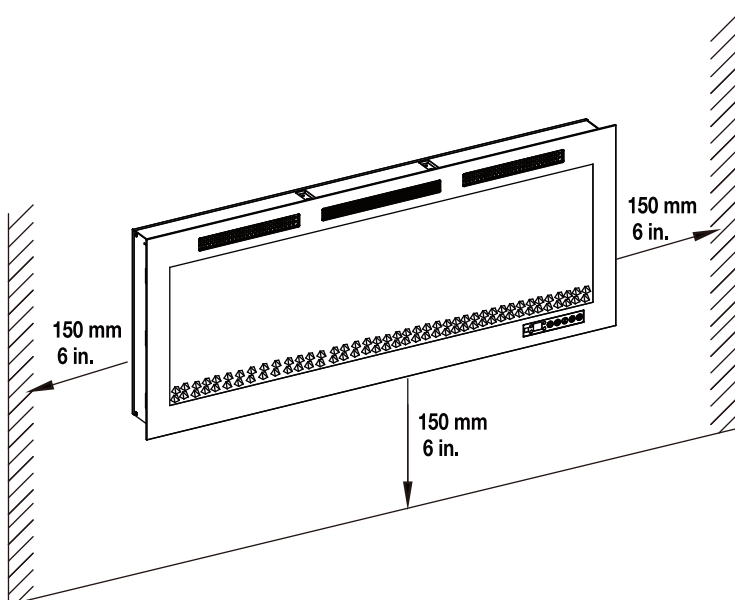
3. Recess the unit in the wall....Page 14



Installation - Wall Mount

1 Determine the desired location

- Before installing your fireplace, determine the desired location.



WARNING:For the best effect install the fireplace out of direct sunlight and away from overhead lighting.



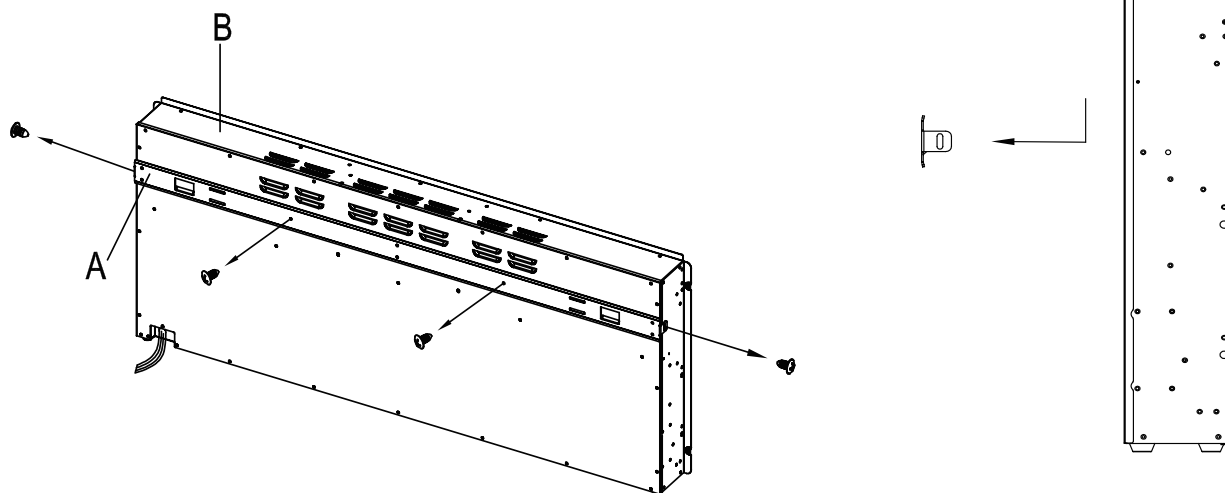
WARNING:For safe operation choose a mounting location with at least 6 in. of clear space around the unit.



WARNING:Keep safe distance to home electronics. Minimum clearance from home electronics: 39.5".

2 Remove the fireplace mounting bracket

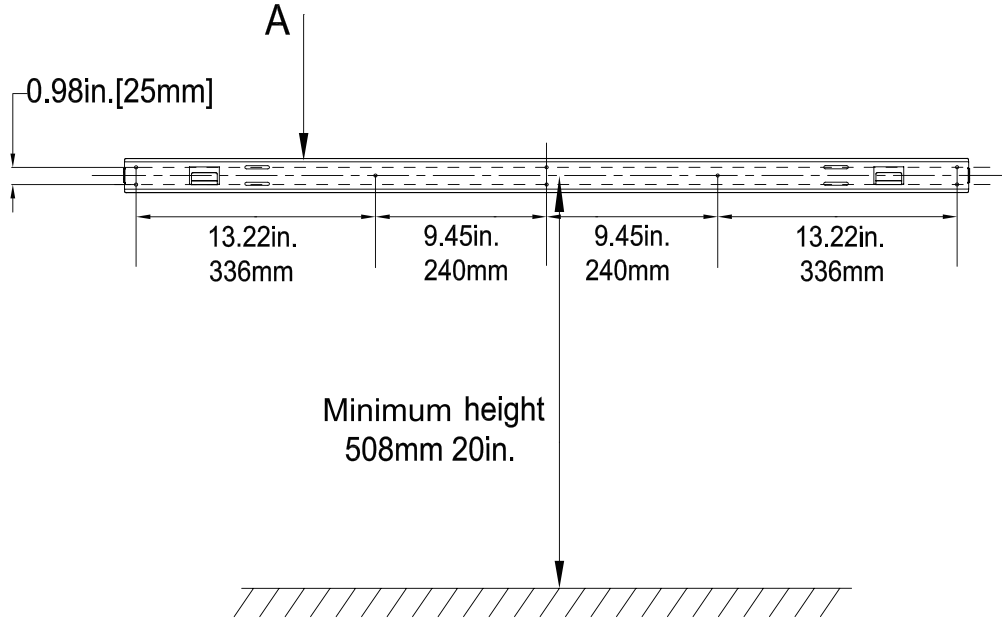
- Remove the four fixing screws between the mounting bracket and the fireplace.
- Remove the mounting bracket (A) from the fireplace (B).



Installation - Wall Mount (continued)

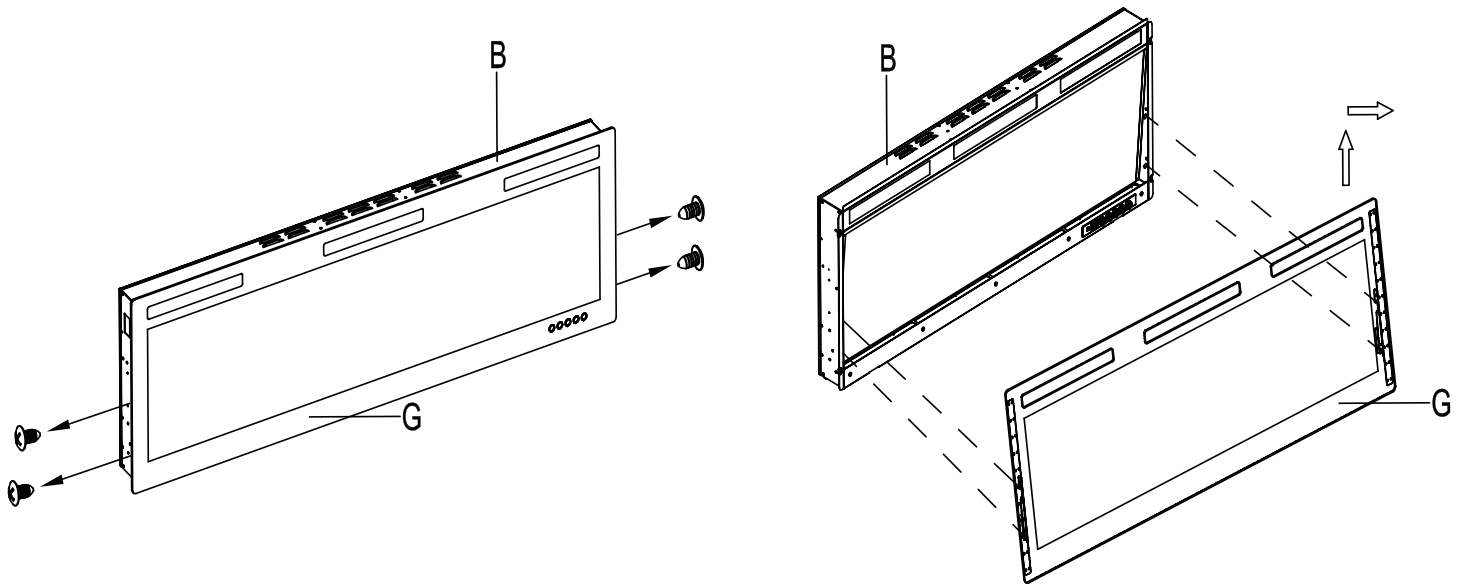
3 Mark the drill holes

- Use a level to align the top mounting bracket (A) and mark the holes with a pencil. For accuracy, use masking tape to attach the bracket to the intended wall and mark drill locations.



4 Remove the front glass

- Remove the four silver screws that fix the outer glass on both sides. Remove the front glass (G) for easy installation.



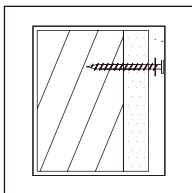
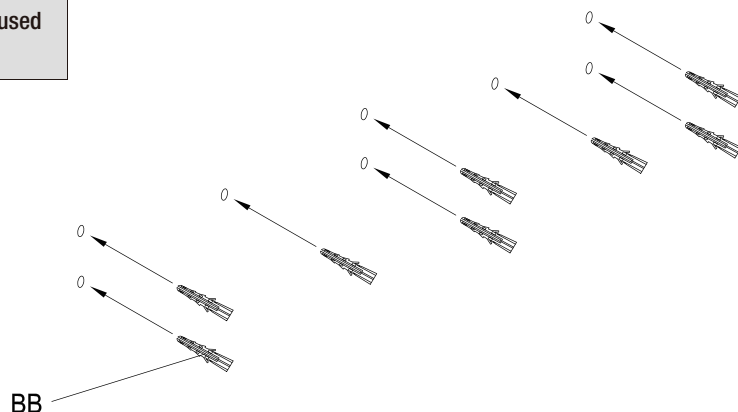
Installation - Wall Mount (continued)

5 Secure the top bracket to the wall

- Select the hardware best suited for your wall type and secure the top mounting bracket (A) to the wall.

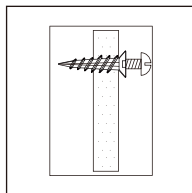


WARNING: Enclosed wall anchors (BB) only can be used on a concrete wall.



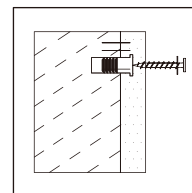
STUDWALL:

Secure the top mounting bracket (A) to the wall using the screws (AA) at the marked stud locations.



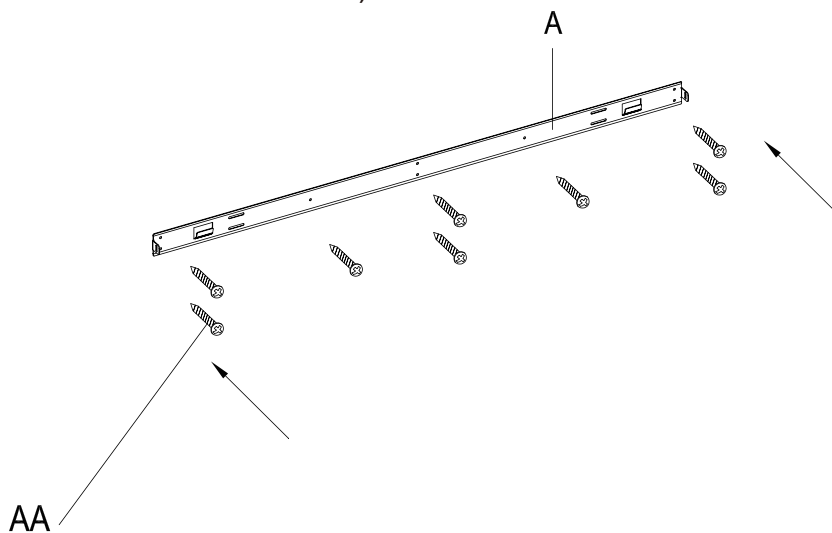
DRYWALL:

Screw the wall anchors (not included) flush into the desired wall location. Secure the top mounting bracket (A) onto the wall using the screws (not included) into the wall anchors.



CONCRETEWALL:

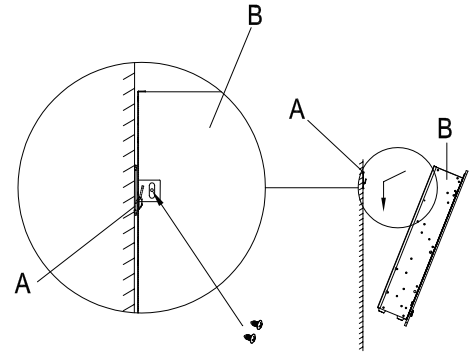
Drill holes at the marked location, then insert the wall anchors (BB) into the holes. Secure the top mounting bracket (A) to the wall using the screws (AA).



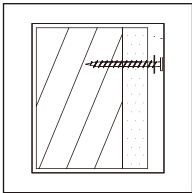
Installation - Wall Mount (continued)

6 Hang the fireplace to the wall

- Hang the fireplace (B) to the wall as shown.
- Select the hardware best suited for your wall type and restore the screws that were removed from both sides of the machine mounting plate in the fifth installation step.

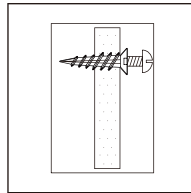


WARNING: The enclosed wall anchors (BB) can be used on a concrete wall only.



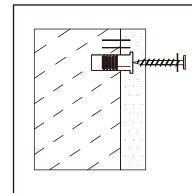
STUDWALL:

Secure the bottom mounting bracket (F) to the wall using the screws (AA) at the marked stud locations.



DRYWALL:

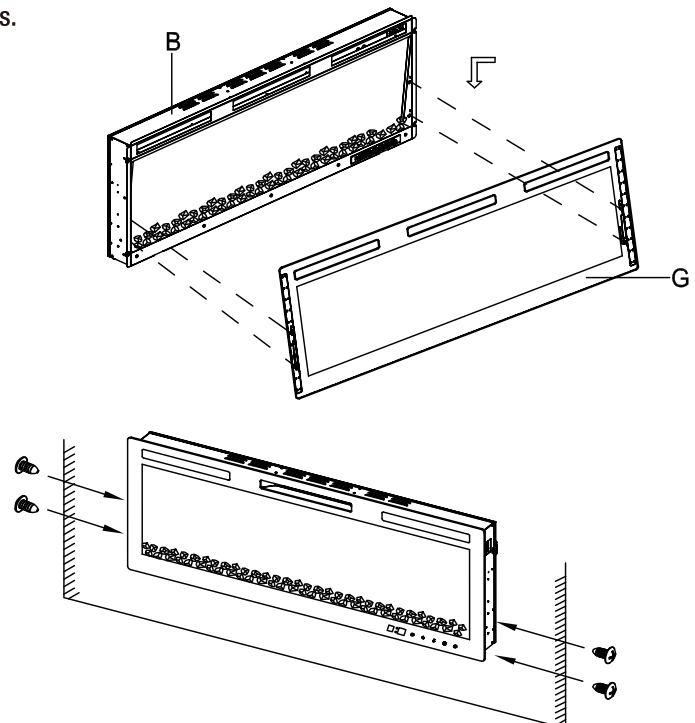
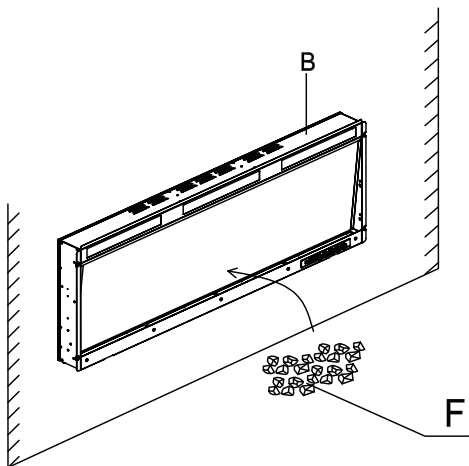
Screw the wall anchors (not included) flush into the desired wall location. Secure the bottom mounting bracket (F) onto the wall using the screws (not included) into the wall anchors.



CONCRETEWALL:

Drill holes at the marked locations, then insert the wall anchors (BB) into the holes. Secure the bottom mounting bracket (F) to the wall using the screws (AA).

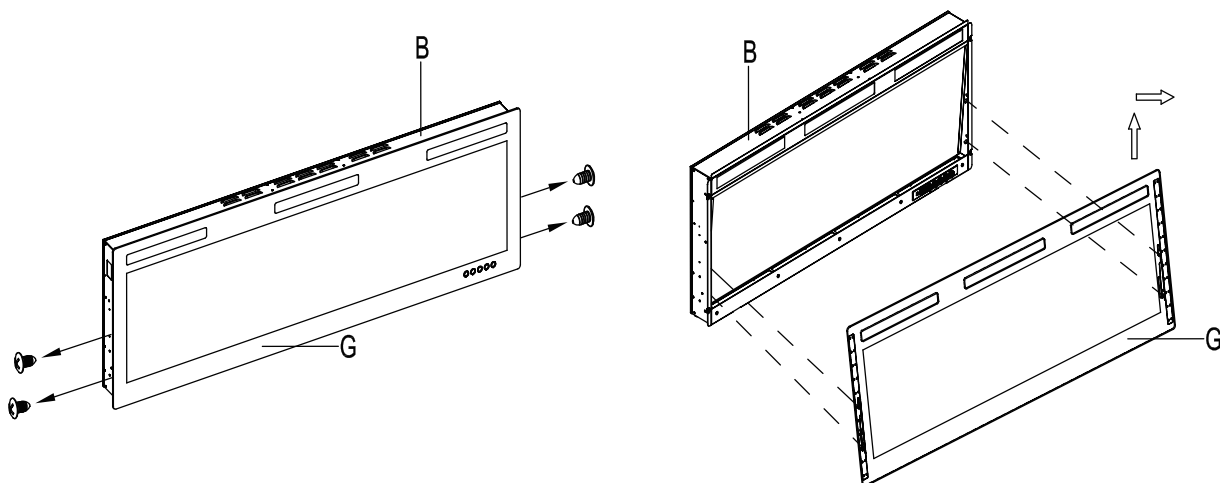
- Put the decorative crystals (F) into the fireplace media tray, and mount the front glass (G) to the fireplace (B).
- Put back the front glass (G) and secure the glass with preinstalled magnets.
- Reinstall the four sliver screws on both sides of the fixed glass.



Installation - Freestanding

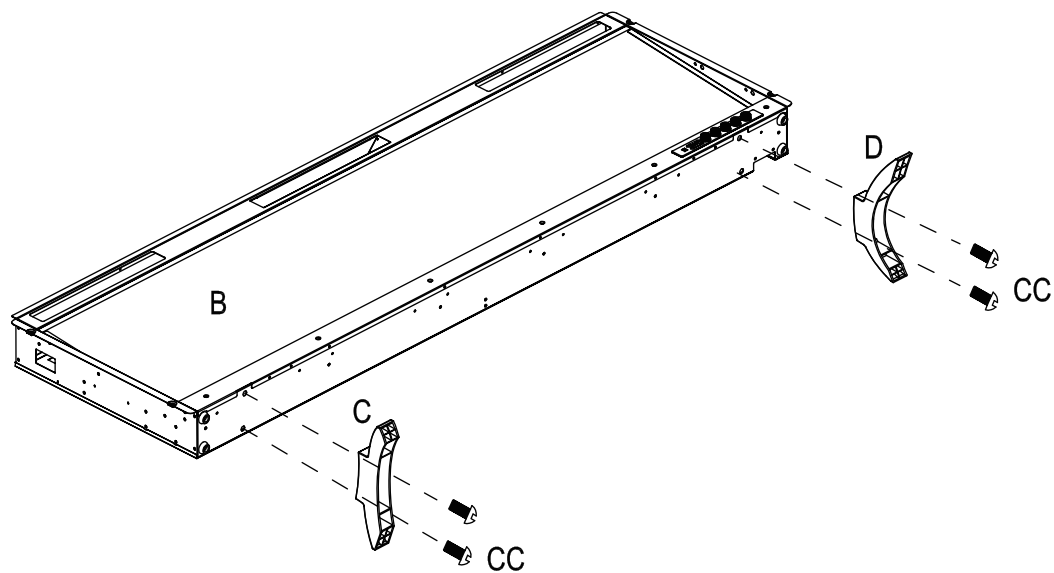
1 Remove the front glass and assemble the base

- Remove the front glass (H).



2 Attach the feet to the fireplace

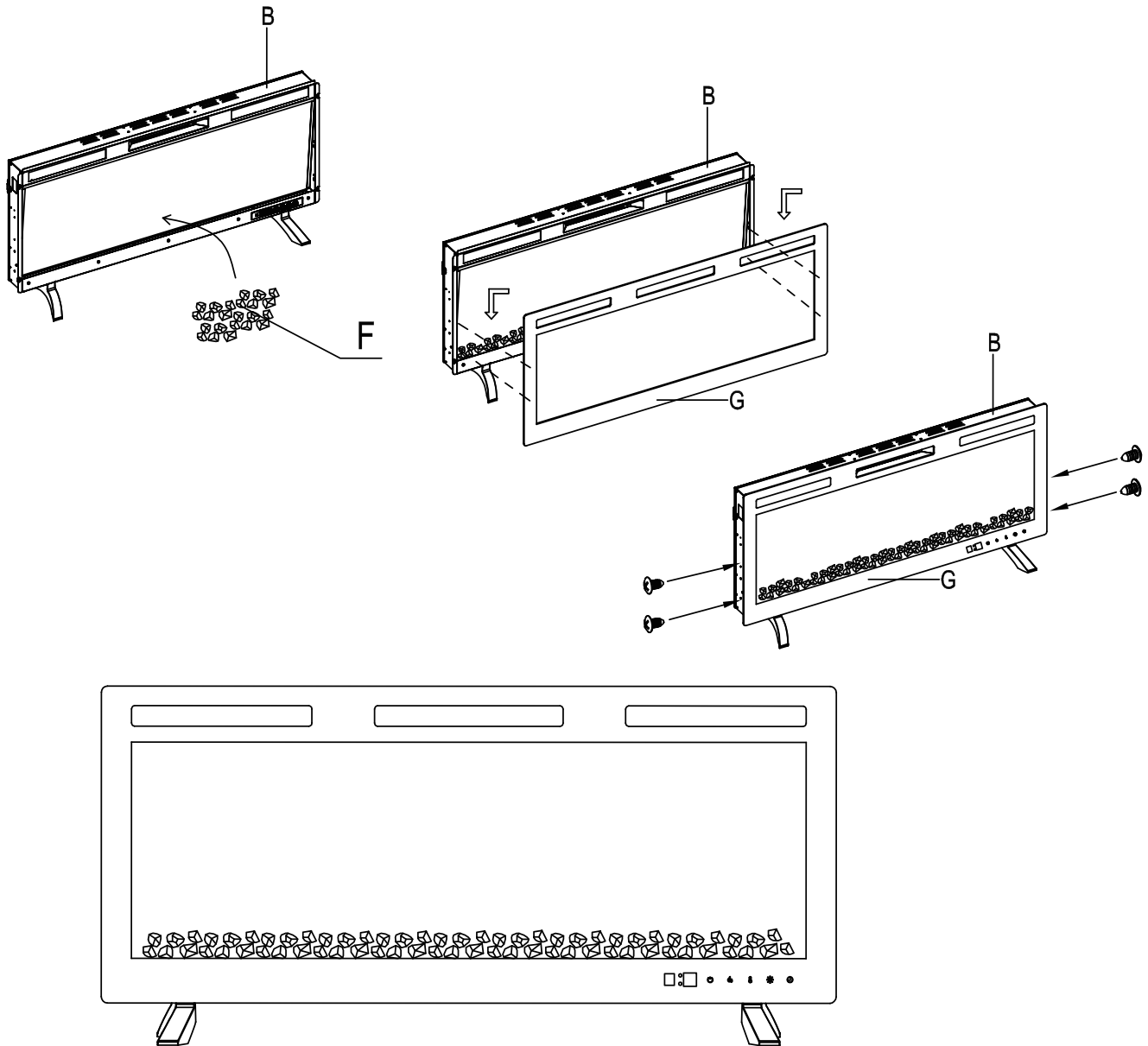
- Attach the feet (C) and (D) to the fireplace (B) as shown.



Installation - Freestanding (continued)

3 Put the crystals in and mount the front glass

- Put the decorative crystals (F) into the fireplace media tray, and mount the front glass (G) to the fireplace (B).
- Reinstall the four sliver screws on both sides of the fixed glass.

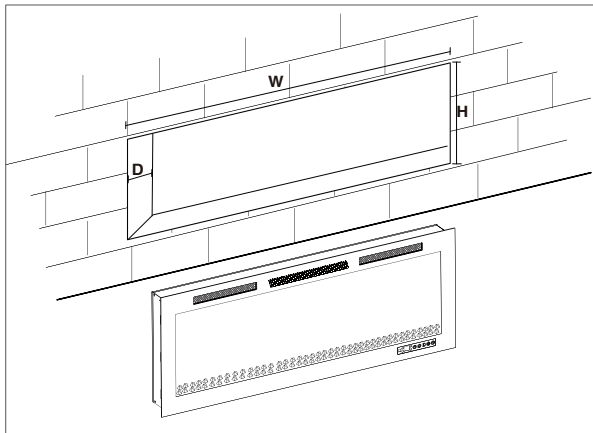


Installation - Recess Mount

1 Cut away the drywall

- Cut away the drywall. The rough opening dimensions are:

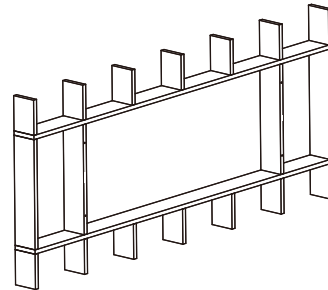
Item#	Model#	W (Minimum)	W (Max)	H	D
6418931	EFW-TJ48E	46.81 inch (1189mm)	46.93 inch (1192mm)	18.46 inch (469mm)	4.3 inch (109mm)
6418932	EFW-TJ60E	58.78 inch (1493mm)	58.90 inch (1496mm)	18.46 inch (469mm)	4.3 inch (109mm)
6418933	EFW-TJ72E	70.75 inch (1797mm)	70.87 inch (1800mm)	18.46 inch (469mm)	4.3 inch (109mm)



WARNING: Keep the width of the opening precise. Ensure the screws can mount securely on each side.

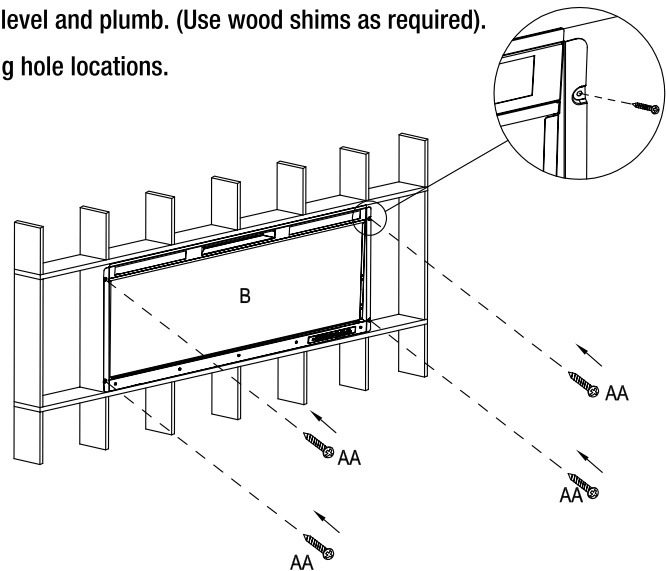
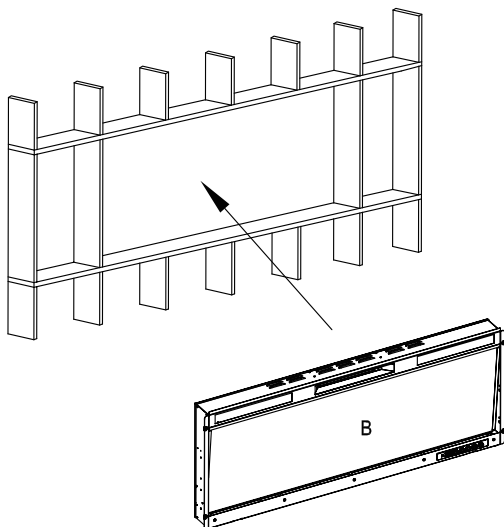
2 Frame out the wall cavity

- Mark the opening size of the framing.
- Construct rough opening as illustrated.



3 Mounting the firebox into a recess

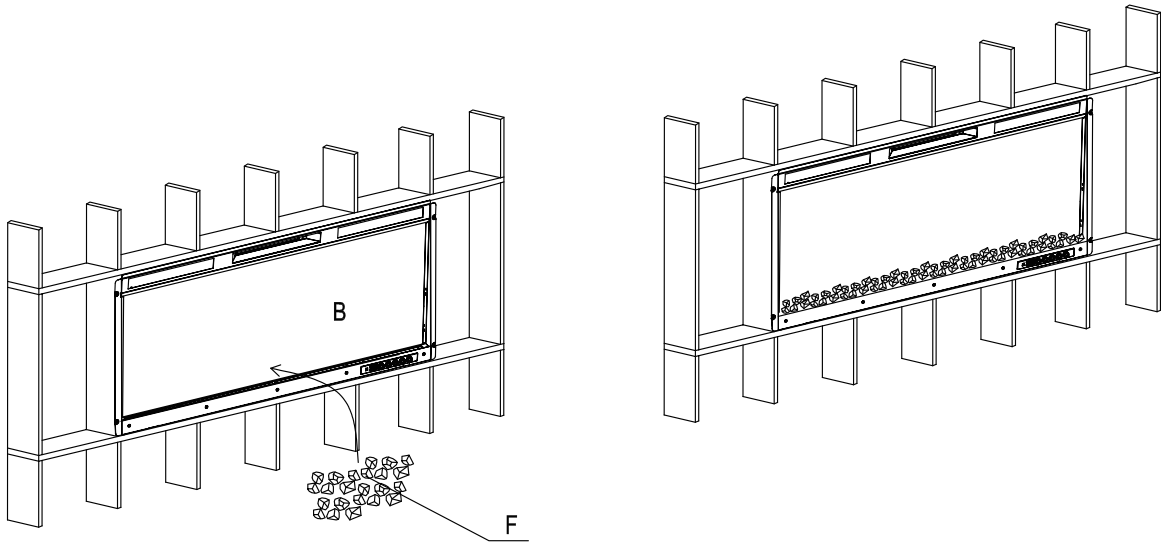
- Insert firebox into rough opening and make sure firebox is level and plumb. (Use wood shims as required).
- Secure both sides of the firebox at the designated mounting hole locations.



Installation - Recess Mount (continued)

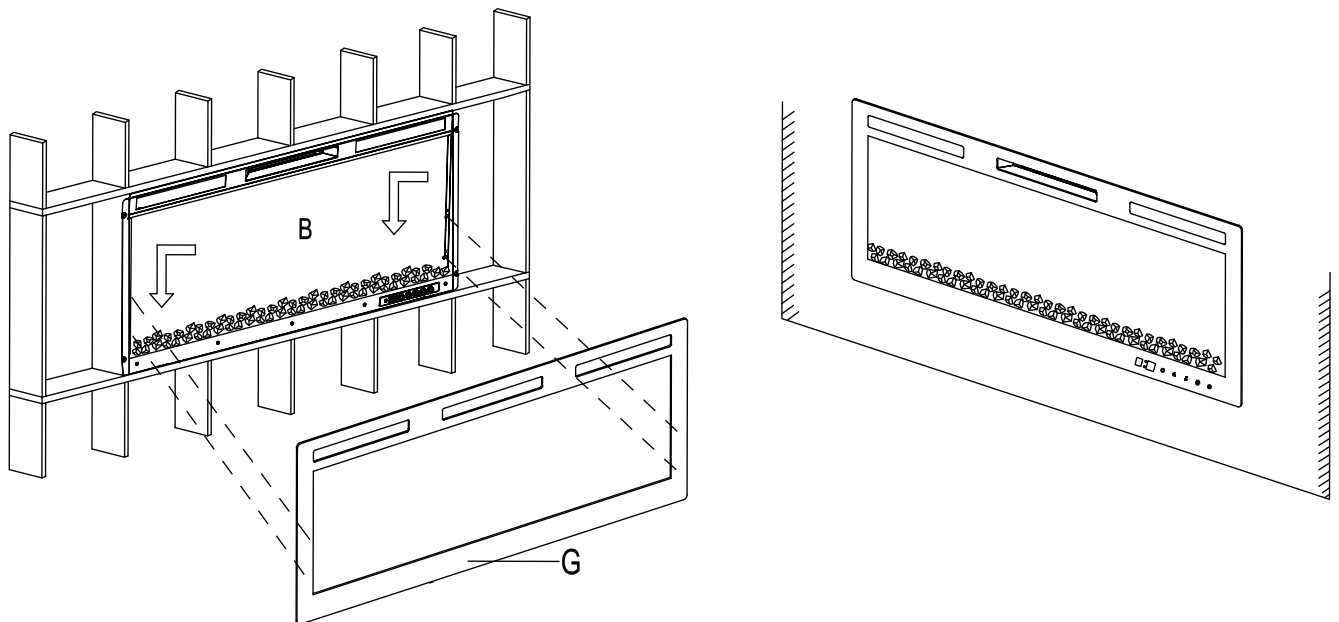
4 Put crystals into media tray

- Put the decorative crystals (F) into the fireplace media tray.

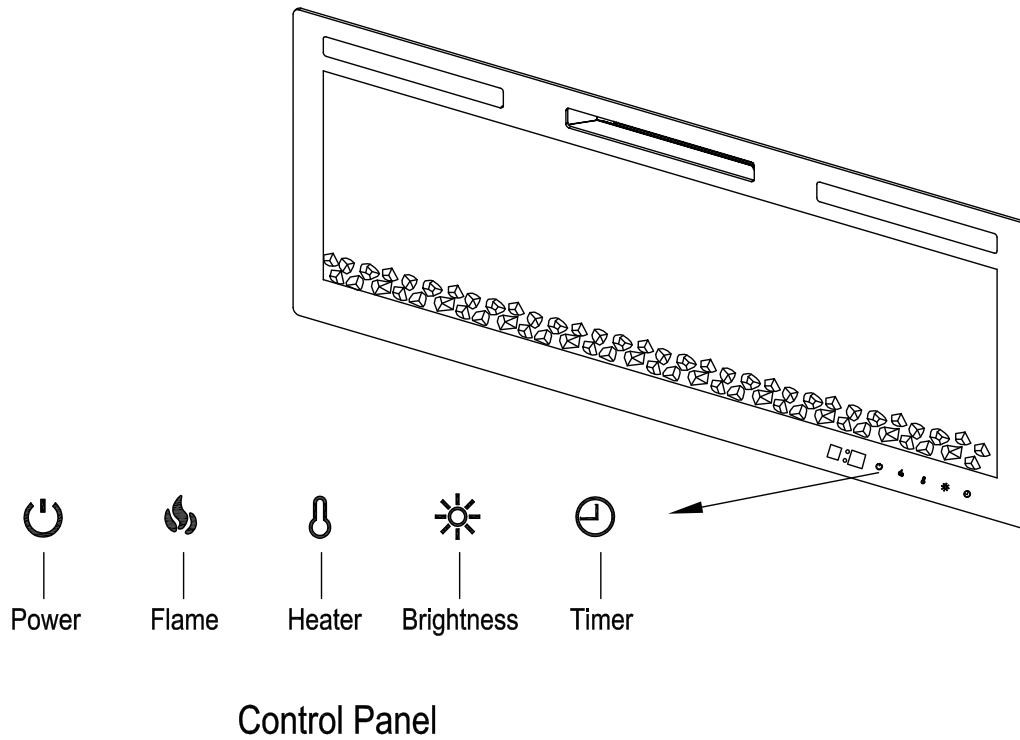


5 Mount the front glass

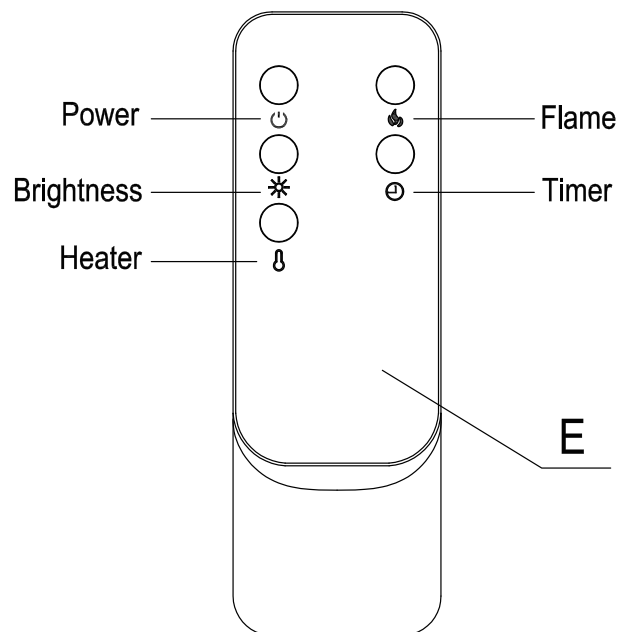
- Mount the front glass (G) on, make sure it is fully stuck on the magnets.



Operation



The fireplace can be operated by either the remote control (E) or the touch panel on the front.



Operation (continued)

1 Powering the Fireplace

- Push the Power button to supply power to all functions of the fireplace and to put the insert in a standby mode.
- Push the Power button again to turn off all functions.
- When the unit is in ON mode, the power icon indicator light is green.
- When the unit is in OFF mode, the power icon indicator light is red. When the power is OFF, the unit stops working. If the heater was operating before the power was turned OFF, the fan will continue to run for 20 seconds to ensure there is no heat trapped inside the unit.



NOTE: The unit has a memory function with last settings for heating level and flame brightness effect, unless the main power to the unit has been interrupted.



NOTE: When you plug in the unit each time, an internal check program runs for 5 seconds before the fan and heater turn on.

2 Adjusting the Temperature

- The Heater button controls the heater's thermostat setting.
- Press button to select the desired temperature.
- The thermostat setting range is OF (OFF), On(ON), 65°F (18°C) to 90°F (32°C).
- When the ambient temperature is higher than the set temperature, the heater will turn off automatically.
- When the thermostat setting range is HI , the heater will not turn off automatically .



NOTE: Hold the Heater button for 10 seconds. This allows the temperature unit to change from °C to °F or °F to °C. The unit default is °F. This function is only available if using the control panel.

3 Setting the Timer

- The timer setting should be used to set the countdown for the unit's main power.
- Press the button to adjust the timer setting cycle from 0 hour (OFF) to 9 hours (0H -0.5H -1H -2H-3H -4H -5H -6H -7H-8H -9H) in 1 hour intervals.

4 Adjusting the Flame Brightness

- The Brightness button is to set the flame brightness of the unit.
- Press the button to scroll through the flame brightness from F5 (brightest), F4 , F3, F2, F1, F0 (the flame is off and the embered glows).

Operation (continued)

5 Adjusting the Flame and the Emberbed Colors

- The Flame button controls the flame and the emberbed colors.
- Press the Flame button to scroll through the flame color settings: C5, C4, C3, C2 and C1.

Setting	Flame Color	Emberbed Color
C1	Red	Warm white
C2	Green	Orange
C3	Blue	Blue
C4	Yellow	Blue + Warm white
C5	Blue+Yellow+Red+Green	Blue+White+orange

6 Using the Child Lock feature

- When the unit is ON, hold the Lock button (🔒) on the control panel for 10 seconds to activate the Child Lock function. E3 will display, buzz and flash 3 times. When E3 is ON, the heater is locked, and E3 will display when adjusting the temperature setting.
- To deactivate the Child Lock function, hold the Lock button for 10 seconds.

Care and Maintenance

- Make sure the unit is turned OFF, unplugged and the heating elements of the heater are cool whenever you are cleaning the heater.
- Clean the metal trim using a water-dampened soft, clean cloth. DO NOT use brass polish or household cleaners as these products will damage the metal trim.
- The motors used on the fan and the flame generator assembly are pre-lubricated for extended bearing life and require no further lubrication. However, periodic cleaning/vacuuming of the fan/heater and air intake/output vents is recommended.
- Any other servicing should be performed by an authorized service representative.
- Use a household liquid glass cleaner to keep the front glass surfaces clean.



WARNING: Make sure the power is turned off before proceeding. Any electrical repairs or rewiring of this unit should be carried out by a licensed electrician in accordance with national and local codes.



WARNING: If repairing or replacing an electrical component or wiring, the original wire routing, color coding and securing locations must be followed.



WARNING: Electrical outlet wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electrical shock and injury to persons.



WARNING: Do not use this fireplace if any part of it has been under water. Immediately call a qualified service technician to inspect the fireplace and replace any part of the electrical system.



WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electrical shock or personal injury.



WARNING: During any service of this appliance, the power to the unit must be turned off. First turn the main power switch to the "OFF" position. Then remove the electrical plug from the wall outlet.

Care and Maintenance (continued)



NOTE: When the heater is not in use, the heater should be stored in a dry location, away from possible damage. The power cord should be stored properly to avoid contact with hot or sharp objects.

Replacing the Remote Control Battery

When the remote control stops operating or its range seems reduced, it is time to replace the batteries.

1. The battery compartment is located on the back end of the remote control.
2. Press the small tab inward as you slide the battery door open and remove the old battery. The unit uses 2 x AAA alkaline batteries (not included).
3. Do not mix old and new batteries. Do not mix alkaline, standard (carbon-zinc), or rechargeable (Ni-Cad, Ni-Mh, etc.) batteries.
4. Re-insert the battery door.



NOTE: The batteries should be removed if the product is to be left unused for a long time.



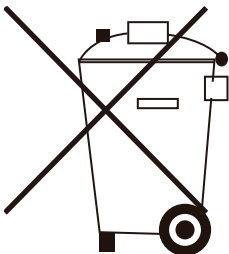
CAUTION: Do not attempt to re-charge a non-rechargeable battery. Remove the drained battery from the remote control.

Disposal of a Used Battery

A battery may contain hazardous substances that could endanger the environment and human health.

- This symbol marked on the battery and/or packaging indicates that a used battery shall not be treated as municipal waste. Instead it shall be left at the appropriate collection point for recycling.
- By ensuring the used battery is disposed of correctly, you will help prevent potential negative consequences for the environment and human health. The recycling of materials will help to conserve natural resources.

For more information about collection and recycling of used batteries, please contact your local municipality, your waste disposal service or the point of sale where you purchased this item.



Troubleshooting

Problem	Possible Cause	Corrective Action
There is no power and the logs do not glow.	The unit does not have power.	Check that the unit is plugged into a standard 120 volt outlet. Then make sure power is set to the "ON" position.
E1 displayed on the control panel.	The overheat protection device has been engaged.	Unplug the unit and wait 5-10 minutes to allow the sensor to reset itself. Plug the unit back in and turn on the heater. If the problem persists, call customer service.
E2 displayed on the control panel.	The ambient temperature sensor is broken or not working correctly.	Unplug the unit and wait 5-10 minutes to allow the sensor to reset itself. Plug the unit back in and turn on the heater. If the problem persists, call customer service.
E3 displayed on the control panel.	The Child Lock function is activated.	To deactivate the Child Lock function, hold the Lock button for 3 seconds.
E4 displayed on the control panel.	The fan blower is not working.	Unplug the unit and wait 5-10 minutes to allow it to reset itself. Plug the unit back in and turn it on. If the problem persists, call customer service.
The fan motor continues to blow after unit is powered off.	This is a normal operation.	This is a standard feature; the blower runs for an additional 20 seconds to ensure heat will not be trapped inside the unit.
The power cord gets warm to the touch.	This is a normal operation.	This is normal for a heater appliance as it requires more current to operate. Check the connections of the appliance cord and the outlet. Make sure the plug fits tightly into the outlet. During use, check the plug and outlet frequently to determine if it is HOT; if so, discontinue use of the appliance and consult with a qualified electrician to check or change the overheating outlet(s).

IMPORTANT

For questions, concerns or problems with our product please email our customer service department:

customercare@jrhome.com

DATED PROOF OF PURCHASE REQUIRED FOR WARRANTY SERVICE

Si vous éprouvez des difficultés ou si vous avez des questions ou des préoccupations, prière de faire parvenir un courriel à notre service à la clientèle

customercare@jrhome.com

UNE PREUVE D'ACHAT DATÉE EST REQUISE POUR SE PRÉVALOIR DE LA GARANTIE.

WARRANTY

This product is inspected, tested and carefully packaged to minimize the chance of damage during shipment. If a part (excluding light bulbs, glass and fuses*) within one year from the date of purchase proves to be defective in material or fabrication under normal use, the part will be repaired or replaced. The Company's obligation under the warranty is to replace or repair defective parts at our discretion. Any expenses or damage resulting from the installation, removal or transportation of the product will be the responsibility of the owner and are not covered by this warranty. The owner assumes all other risks arising from the use or misuse of the product. The warranty will be void if the product damage or failure is deemed by the Company to be caused by accident, alteration, misuse, abuse, incorrect installation or removal, or connection to an incorrect power source by the owner. The Company neither assumes, nor authorizes any person or entity to assume for it any obligation or liability associated with its products. Light bulbs and fuses are not covered under this warranty. If you have any questions regarding the warranty or service, please contact us at **customercare@jrhome.com**.

Customer Service :

JR Home Products

Unit 306 - 19100 Airport Way, Pitt Meadows, BC V3Y 0E2

Toll Free : 1-800-561-5550

E-mail : **customercare@jrhome.com**

Garantie

Ce produit a été soigneusement inspecté, testé et emballé afin de minimiser les risques de dommages durant le transport. Si l'une des pièces (à l'exception des verres, des ampoules électriques et des fusibles*) s'avère défectueuse au niveau de sa fabrication ou de ses matériaux dans l'année qui suit la date de l'achat suite à une utilisation normale, la pièce sera réparée ou tout frais. La compagnie est tenue de réparer ou remplacer les pièces défectueuses à sa discrétion, en vertu de la garantie. Tous frais ou dommage résultant de l'installation, du démantèlement ou du transport du produit demeurent la responsabilité du client et n'est pas couvert par cette garantie. Le client assume tout autre risque résultant de l'utilisation correcte ou fautive du produit. La garantie devient nulle si la compagnie détermine que le dommage ou le mauvais fonctionnement est causé par un accident, une modification, une mauvaise utilisation, un abus, une mauvaise installation ou un mauvais démantèlement ou un branchement à une source électrique inadéquate de la part du client. La compagnie n'est pas responsable et n'autorise quiconque, personne ou entité légale, à accepter de responsabilité ou obligation en son nom, en rapport avec ses produits. * Les ampoules électriques et les fusibles ne sont pas couverts par cette garantie. Pour toute question au sujet de la garantie ou du service, contacter le service à la clientèle à : **customercare@jrhome.com**.

Service à la clientèle:

JR Home Products

Unit 306 - 19100 Airport Way, Pitt Meadows BC V3Y 0E2

Numéro sans frais: 1-800-561-5550

Courriel: **customercare@jrhome.com**

You MUST register your product within 30 days of purchase to receive warranty service.

Registration can be completed online at www.jrhome.com or by mailing this form.

Vous DEVEZ enregistrer votre produit dans les 30 jours suivant l'achat pour bénéficier du service de garantie.

L'enregistrement sera complet une fois que vous aurez posté ce formulaire ou que vous serez inscrit en ligne.



Warranty Registration Information Form / Formulaire d'enregistrement de la garantie

Name / Nom : _____

Street / Adresse : _____

City / Ville : _____

Province / Province : _____

Postal Code / Code postal : _____

Daytime Phone # / No téléphone jour : _____

Evening Phone # / No téléphone soir : _____

E-Mail Address / Courriel : _____

Product/Produit : _____

Place of Purchase / Lieu de l'achat : _____

Date of Purchase / Date de l'achat : _____

Model # / No de modèle : _____

Serial # / Numéro de série : _____

You MUST register your product to receive warranty service.

For warranty service, contact J&R Home Products at the address, phone numbers listed below within 30 days of purchase. Be sure to have your sales receipt and original date of purchase. All warranty service will be coordinated by J&R Home Products service center.

Vous DEVEZ enregistrer votre produit pour vous prévaloir de la garantie.

Afin de faire valoir la garantie, communiquez avec J&R Home Products à l'adresse et aux numéros indiqués ci-dessous dans les 30 jours suivant la date d'achat. Ayez en main votre reçu et la date d'achat. Toutes les demandes liées aux garanties seront traitées par le centre de service de J&R Home Products.



Questions, problems, missing parts? Before returning to the store, please contact customer service at customercare@jrhome.com or call 1-800-561-5550 7 a.m. - 4 p.m., PST, Monday – Friday

JRHOME.COM

Retain this manual for future use.