



Item Number : EF10192

Model Number : JRLCD EF10192

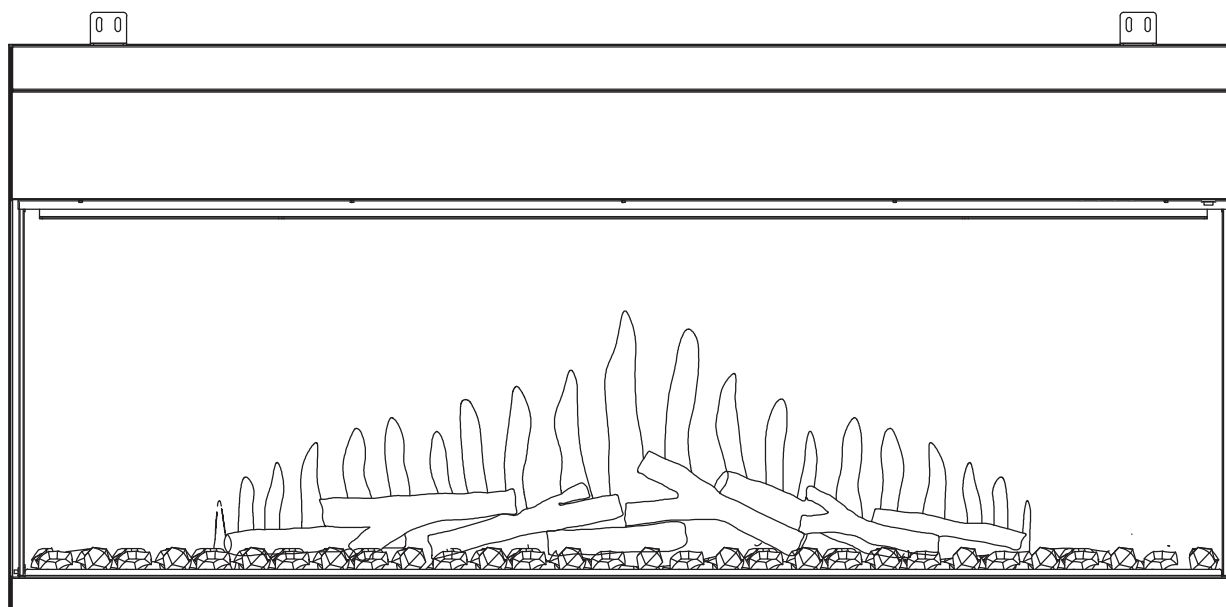
Service Manual



Instruction Manual

This hyperlink for the PDF version as well:

https://www.jrh-trade.com/OtherWebstoreFiles/PDFs/Manuals/EF10192_MAN_EN_01.pdf



Repairs should be done by an electrician or authorized dealer.

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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1.0 OPERATING INSTRUCTIONS

1.1 OPERATING BY CONTROL PANEL

□ Pre-Operation



After reading all the instructions, make sure that all the fireplace controls are in the OFF position. Plug the fireplace into a 15A/120V grounded circuit with a circuit breaker is on outlet. it is now ready to operate.

□ Operating The Fireplace

The controls are located at the right of the heater outlet.



Fireplace Control Panel

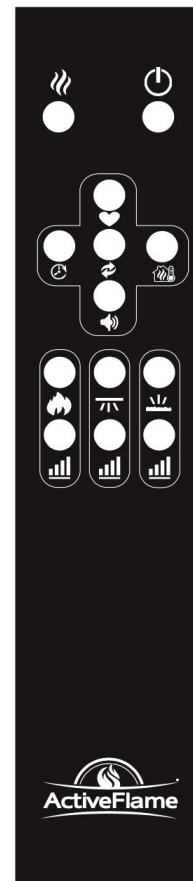
FIREPLACE CONTROL PANEL

Function	Image	Description
POWER		Press the power button to start the unit. The indicator light will illuminate. You can then select the function required. Press again to turn off the heater and enter standby mode.
FLAME EFFECT		Press this button to change the flame style. There is a total of 6 flame styles available.
HEATER		Press this button to turn the heater and blower on/off.
Wi-Fi Indicator		Indicates the appliance is connected to the wireless network. Press and hold the button 5 seconds to enter Wi-Fi setup mode. Indicator flashes.

1.0 OPERATING INSTRUCTIONS

1.2 OPERATING BY REMOTE CONTROL

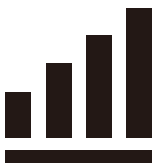
Remote Command Button, Event, and Operation status					
Function Button Icon	Function	Command	Event	Sound	Operating Status
	Main Power Off	Power Setting	Short Press Once	One Short Beep sound will be triggered	Main Power Off To power off the device, press the button once. One short beep sound will indicate that the device is powering off."
	Main Power On		Short Press Once	One Short Beep sound will be triggered	1. Initial Startup Short press the main power button to turn on the fireplace. All setting will be in their initial status: Flame: Option 1 (Active Flame) Ceiling Light: On, Colour 2 (Orange) Ceiling Light Brightness Level 5 Ember Light: On, Colour 2 (Orange) Ember Brightness Level: 5 Heater: Off Volume: On, Level 4 2. Subsequent Operations Turning On: After the initial startup, when the power is off, short press the main power button once to turn on the fireplace. All settings will revert to the last operation status."
	Turn on heater	Heat Setting	Short Press Once	One Short Beep sound will be triggered	Turn on the Heater: Press the heater button once to turn on the heater mode. It will keep heating unless the fireplace is over heated."
	Turn off heater		Short Press Once	One Short Beep sound will be triggered	Turning Off the Heater: When the heater is on, press the heater button to turn it off. The fan will keep running to cool down the heater and off in a few minutes."
		Eco Mode	Press and hold for 3 seconds	One Beep	Press once, the heater is on, with pre-set room temperature at 22°C / 72°F.
		Eco Mode	Press and hold for 3 seconds	Two Beep	Long press 3 second, it will cancel the room temperature setting. The heater will keep running unless the fireplace is over heated.
	Flame Sound Adjustment	Flame Sound Setting	Short Press Once	Short Beep Once	Repeat press the Sound Adjustment Button will adjust the Flame Sound. There are 5 sound levels available, and the mute mode."

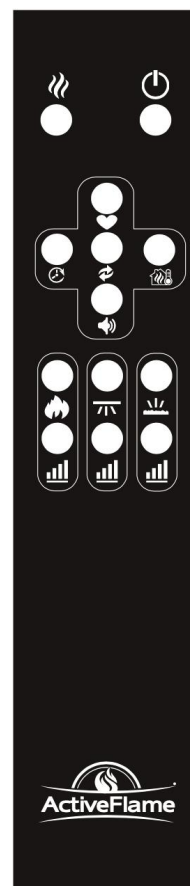


BATTERY REQUIRED
Two AAA batteries are required for the remote control.

1.0 OPERATING INSTRUCTIONS

1.2 OPERATING BY REMOTE CONTROL

Remote Command Button, Event, and Operation status					
Function Button Icon	Function	Command	Event	Sound	Operating Status
	Flame changing	Flame Setting	Short Press Once	Short Beep Once	Repeat press the Flame Change button to adjust the flame options. There are 6 flame options available to choose from. Option 1: Active Flame Option 2: Natural Gas Option 3: Ethanol Option 4: eFlame Option 5: Active Blue Option 6: Holiday BONUS
	Flame Brightness Adjustment/off	Brightness Setting	Short Press + button once	Short Beep Once	In any status, short press intensity to adjust the Flame Brightness. There are 5 brightness levels available and the off mode, use intensity button to adjust 0- Off 1- Dim 2- Soft 3- Medium 4- Moderate 5- Bright NOTE: When adjusting brightness from level 0 to 5, it will take 5 seconds for the screen to reach maximum brightness.
	Ceiling Light Setting Button	Ceiling Light Setting	Short Press Once	Short Beep Once	Repeat press the Ceiling Light Setting Button will adjust the Ceiling Light between the 14 color options: 00: Off 01-14 (see colour chart)
	Ceiling Brightness Adjustment/off	Brightness Setting			In any status, short press intensity to adjust the Ceiling Light Brightness. There are 5 brightness levels available and the off mode, use - button to adjust 0- Off 1- Dim 2- Soft 3- Medium 4- Moderate 5- Bright NOTE: When adjusting brightness from level 0 to 5, it will take 5 seconds for the screen to reach maximum brightness.
	Ember Light Setting Button	Ember Light Setting	Short Press Once	Short Beep Once	Repeat press the Ember Light Setting Button will adjust the Ember Light between the 14 color options: 00: Off 01-14 (see colour chart)
	Ember Brightness Adjustment/off	Brightness Setting	Short Press button once	Short Beep Once	In any status, short press intensity to adjust the Ember Brightness. There are 5 brightness levels available and the off mode, use - button to adjust 0- Off 1- Dim 2- Soft 3- Medium 4- Moderate 5- Bright NOTE: When adjusting brightness from level 0 to 5, it will take 5 seconds for the screen to reach maximum brightness.

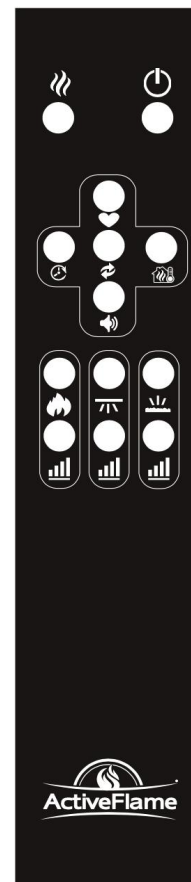


Colour Chart	
#	Colour
#00	Off
#01	Red
#02	Orange
#03	Orange-Red
#04	Amber
#05	Lavender
#06	Violet
#07	Tangerine
#08	Electric Green
#09	Lime
#10	Daylight
#11	Blue
#12	Cyan
#13	Azure
#14	Light Cycle

1.0 OPERATING INSTRUCTIONS

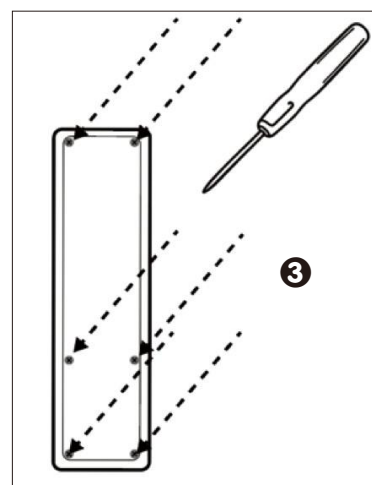
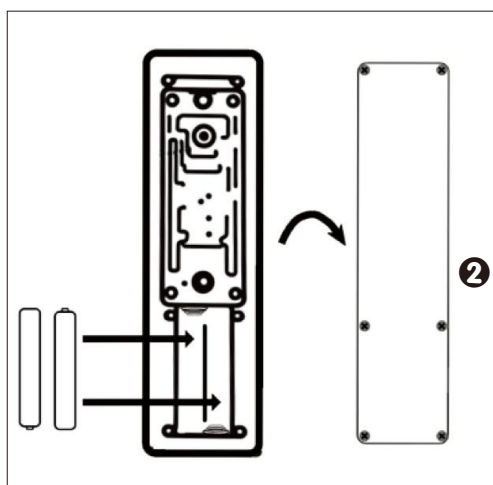
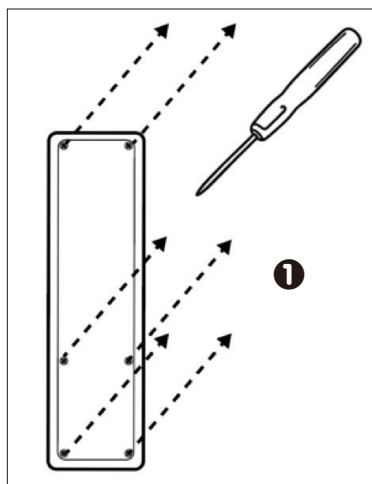
1.2 OPERATING BY REMOTE CONTROL

Remote Command Button, Event, and Operation status					
Function Button Icon	Function	Command	Event	Sound	Operating Status
	Set Timer	Timer Setting	Short Press Once	Short Beep Once	Activate the timer. Set the timer to 1hour
	Cancel Timer		Long Press for 3 sec	Long Beep Once	Deactivate the timer.
	Choose Favourite Preference	Favourite Setting	Short Press Once	Short Beep Once	Short press the Favourite Button will recall the saved status setting.
	Set and Re-write Favourite Setting		Press and hold for 3 seconds	Long Beep Once	Long press the Favourite Button will save the current fireplace setting status, include Flame Option, Flame Brightness, Flame Burning Sound Level, Ceiling Light, Ceiling Light Brightness, Ember Light, and Ember Light Brightness for your preference.
	Reset to Initial Factory Setting	Initial Factory Setting	Long Press for 3 sec	short beep continuesly 2 times	Reset all settings to their initial mode: Flame: Option 1 (Active Flame) Ceiling Light: On, Colour 2 (Orange) Ceiling Light Brightness Level 5 Ember Light: On, Colour 2 (Orange) Ember Brightness Level: 5 Heater: Off Volume: On, Level 4



1.0 OPERATING INSTRUCTIONS

1.2 OPERATING BY REMOTE CONTROL



Battery insertion /removal

1. Using the included screwdriver, remove and set aside the 6 screws holding the remote control back plate in place.
2. Insert 2 AAA batteries into the battery chamber.
3. Reattach the back plate using the 6 screws set aside from Step 1.

1.3 CARE AND MAINTENANCE



WARNING: ALWAYS TURN THE HEATER OFF AND UNPLUG THE POWER CORD FROM THE OUTLET BEFORE CLEANING, PERFORMING MAINTENANCE, OR MOVING THIS APPLIANCE. FAILURE TO DO SO COULD RESULT IN ELECTRIC CHOCK, 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 cleaner sprayed onto the cloth or towel. Dry thoroughly with a paper towel or lint-free cloth.
- Never use abrasive cleaners, 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.

Plastic:

- Wipe gently with a slightly damp cloth and a mild solution of dish soap and warm water.
- Never use abrasive cleaners, liquid sprays, or any cleaner that could scratch the surface.

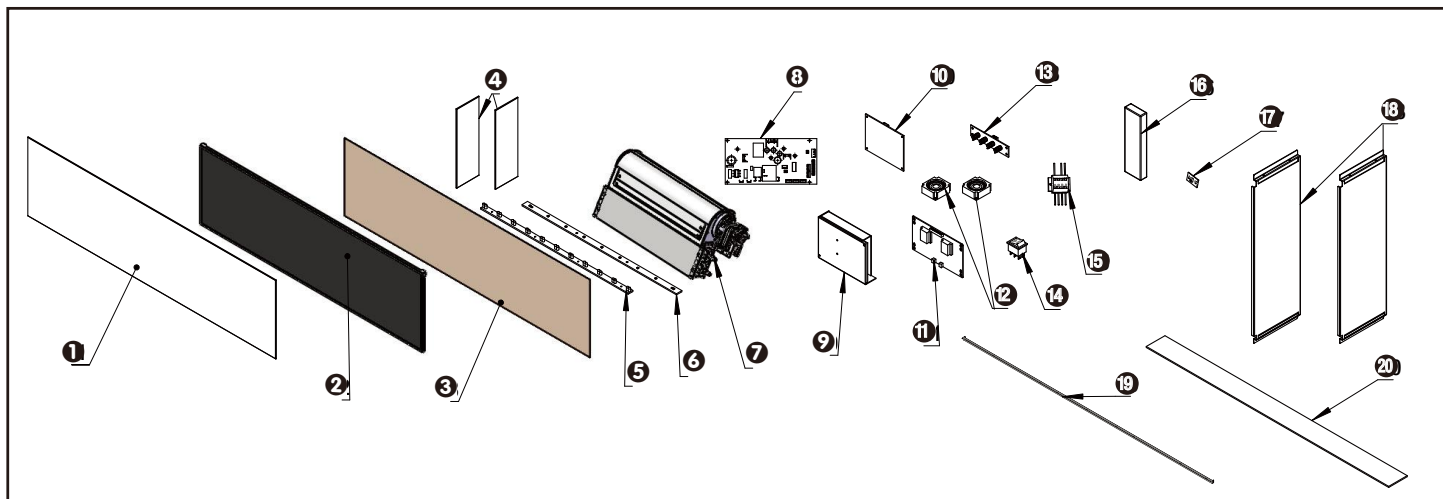


BATTERIES MUST BE DISPOSED OF ACCORDING TO THE LOCAL LAWS AND REGULATIONS. SOME BATTERIES MAY BE RECYCLED, AND MAY BE ACCEPTED FOR DISPOSAL AT YOUR LOCAL RECYCLING CENTER. CHECK WITH YOUR MUNICIPALITY FOR RECYCLING INSTRUCTIONS.

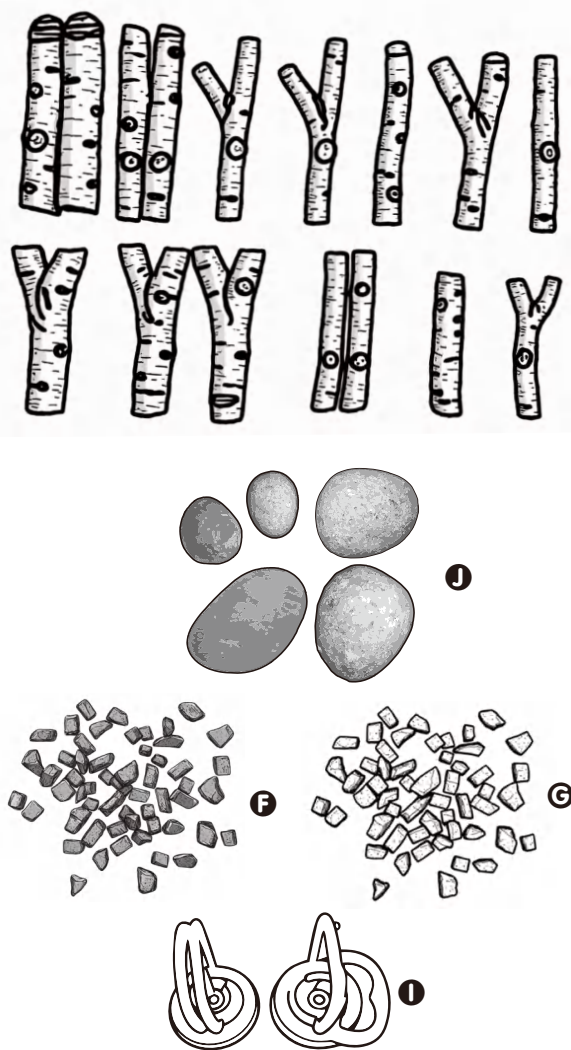
2.0 REPLACEMENT PARTS



ONLY PARTS SPECIFICALLY APPROVED FOR USE WITH THIS APPLIANCE MAY BE USED. FAILURE TO POSITION OR USE MANUFACTURER PARTS IN ACCORDANCE WITH THIS MANUAL MAY RESULT IN PROPERTY DAMAGE OR PERSONAL INJURY.



Part No.	Description	Description	Quantity
1	LCD55-AP02	Front Glass	1
2	LCD55-AP01	LCD Screen	1
3	LCD55-AP03	Sunlight Coated Glass	1
4	LCD55-AP04	Side Glass	2
5	LCD55-CP02	Ceiling Light Strip	3
6	LCD55-CP03	Ember Light Strip	9
7	LCD55-CP01	Heater and Blower Assembly	1
8	LCD55-EP01	Main Board	1
9	LCD55-EP02	Auxiliary Board	1
10	LCD55-EP03	Media Board	1
11	LCD55-EP04	Driver Board	1
12	LCD55-EP08	Speakers x2	1
13	LCD55-EP05	Push Button Assembly	1
14	LCD55-FM02	120V/240V Power Switch	1
15	LCD55-FM01	Hardwire Connector	1
16	LCD55-EP06	Remote Control	1
17	LCD55-EP07	Remote Receiver	1
18	LCD55-AP06	Side Panels	2
19	LCD55-AP07	Front Glass Top Bracket	1
20	LCD55-AP05	Ember Frosted Glass	1
D	LCD55-M01	Logs	1 Kit
J	LCD55-M02	River Rock (3 Large, 2 Medium)	1 Kit
F	LCD55-M03	Black Glass Chips	1.3kg(2.87lbs)
G	LCD55-M04	Grey Glass Chips	4kg(8.82lbs)
I	LCD55-M05	Glass Suction Cup	2

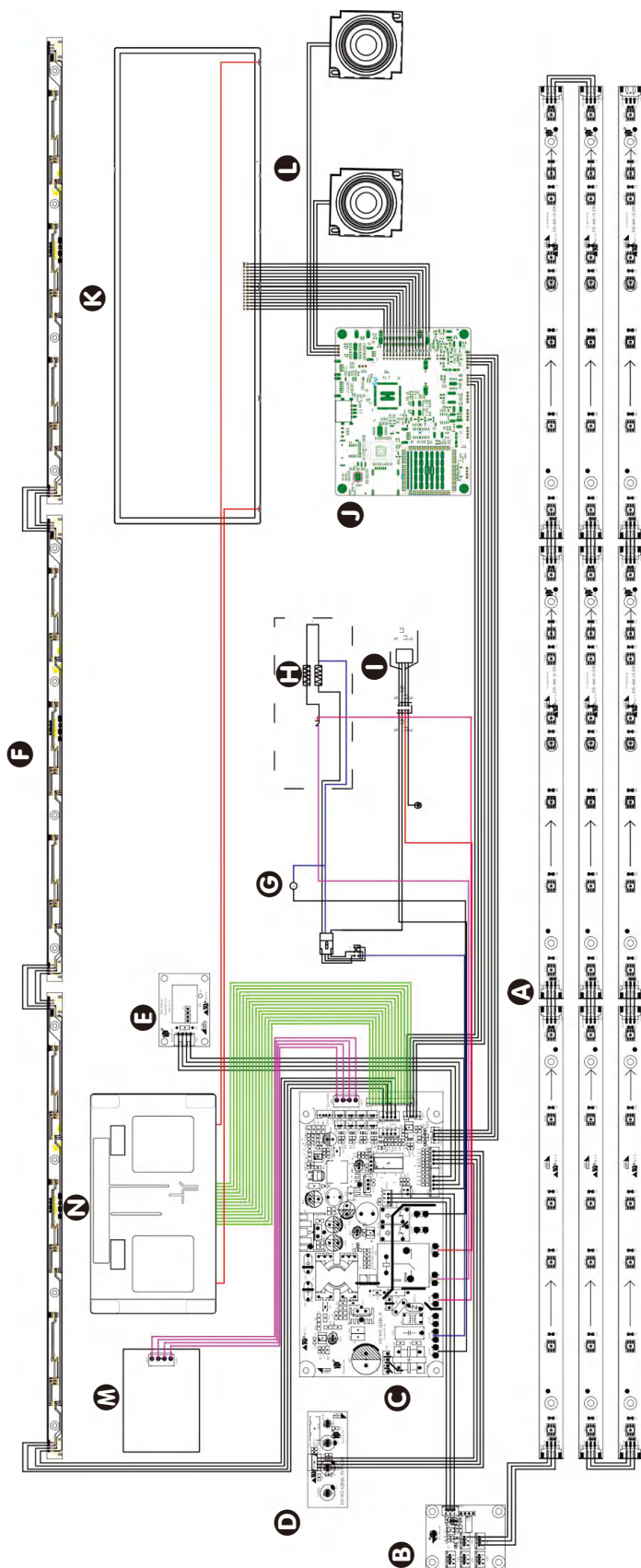


3.0 WIRING DIAGRAM



CAUTION: Turn off the appliance completely and let cool before servicing. Only a qualified service person should service and repair this electric appliance.

PART	NAME
A	Ember Light Strips
B	Ember Light Connector
C	Main Board
D	Push Button Panel
E	Remote Receiver
F	Ceiling Light Strips
G	Fan Blower
H	Heater
I	Hardwire Connector
J	Media Board
K	LCD Screen
L	Speakers
M	LCD Screen Supply Power Board
N	Driver Board



4.0 TROUBLE SHOOTING (Flow chart)

Preparation for Service

Note: All components are replaceable from the front of the fireplace while the unit is mounted in the wall.

Tool Required: Philips head screwdriver, Multimeter



WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons. Repairs should be done by an electrician or authorized dealer.



CAUTION: If unit was operating prior to servicing allow at least 10 minutes for lights and heating elements to cool off to avoid accidental burning of skin.



WARNING:RISK OF ELECTRICAL SHOCK AND HEATER BURNED THIS SECTION REQUIRES THE FIREPLACE AND THE HEATER TO STAY TURNED ON DURING SOME OF THE TESTINGS.

Symptom	Test Section
No power, main power switch failed	4.1 Main power testing (link to page 11)
Remote control not responding	4.2 Remote control testing (link to page 12)
The push button is not responding	4.3 Push button testing (link to page 13)
Heating function failure or reduced heating effect	4.4 Heating function testing (link to page 14)
Flame freezing, lines display on the screen, or no display	4.5 LCD display testing (link to page 15)
The LED lighting function of the ceiling light is abnormal	4.6.1 Ceiling light testing (link to page 18)
The LED lighting function of the ember light is abnormal	4.6.2 Ember light testing (link to page 19)
No sound or distorted sound	4.7 Sound testing (link to page 20)

4.0 TROUBLE SHOOTING (Flow chart)

4.1 MAIN POWER TESTING

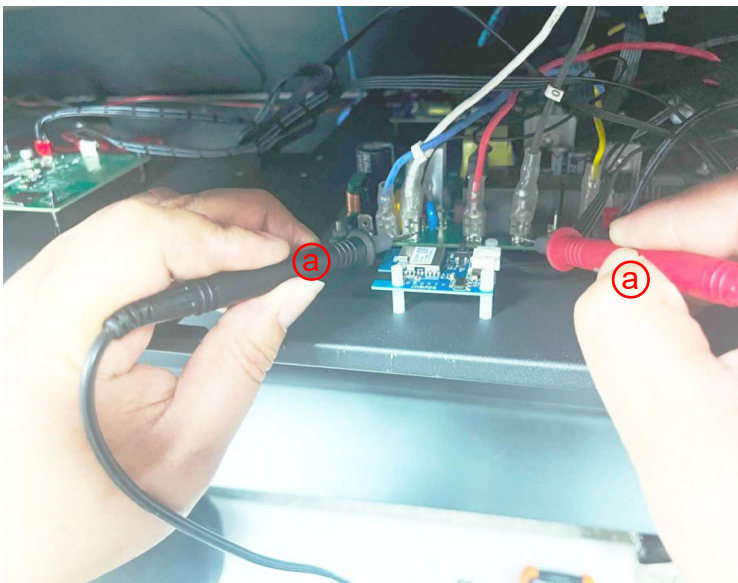
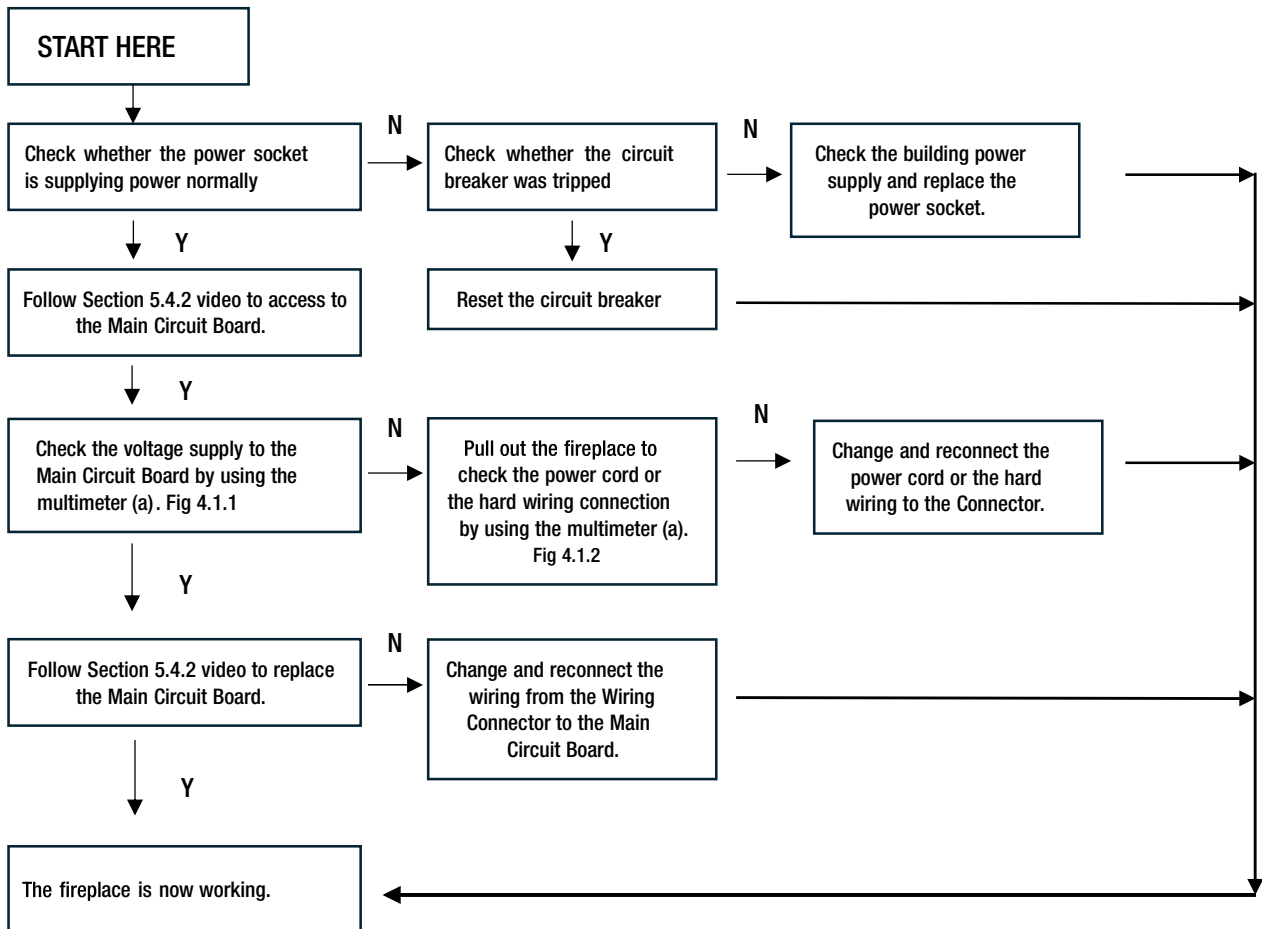


Fig. 4.1.1

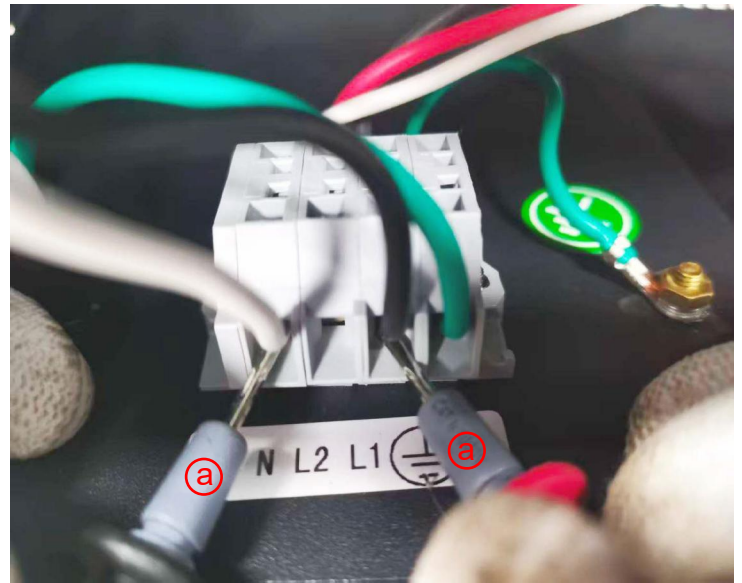
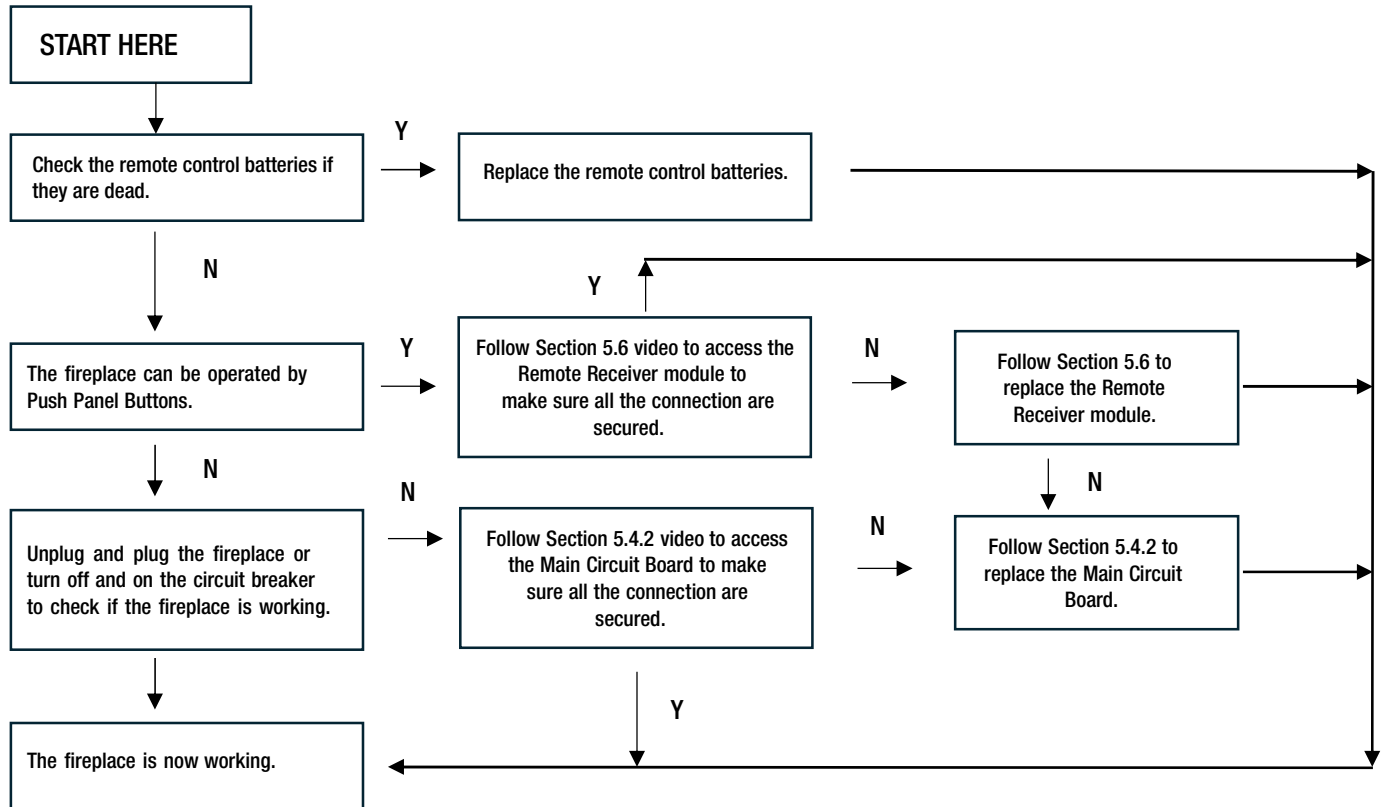


Fig. 4.1.2

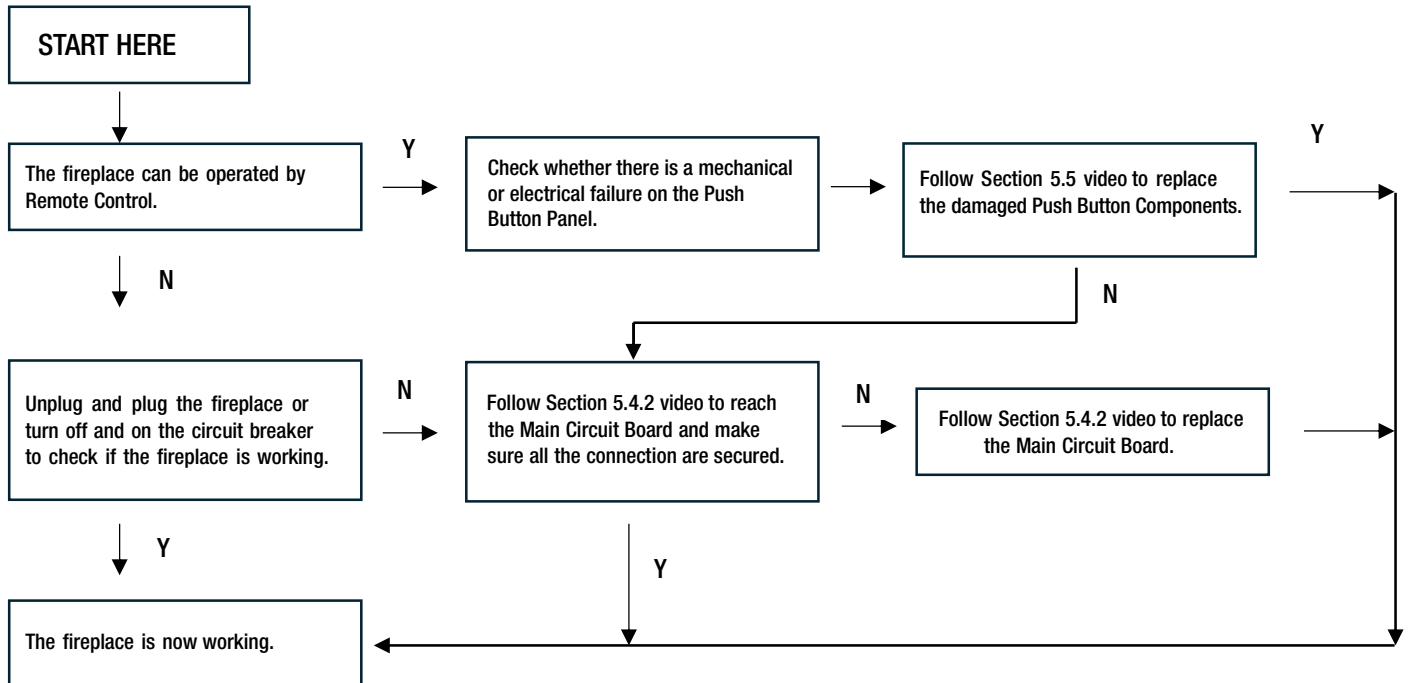
4.0 TROUBLE SHOOTING (Flow chart)

4.2 REMOTE CONTROL TESTING



4.0 TOUBLE SHOOTING (Flow chart)

4.3 PUSH BUTTON TESTING



4.0 TROUBLE SHOOTING (Flow chart)

4.4 HEATING FUNCTION TESTING

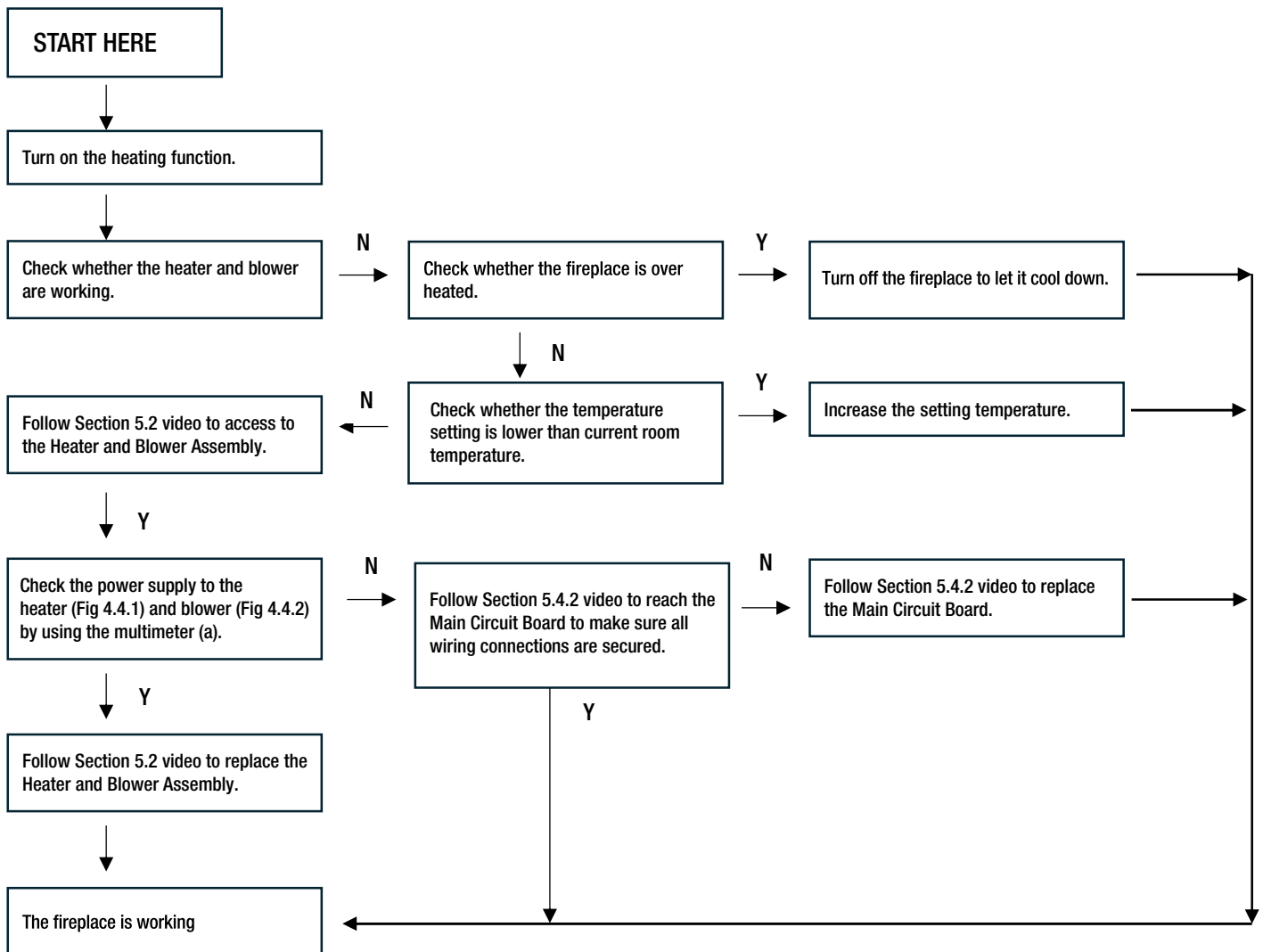


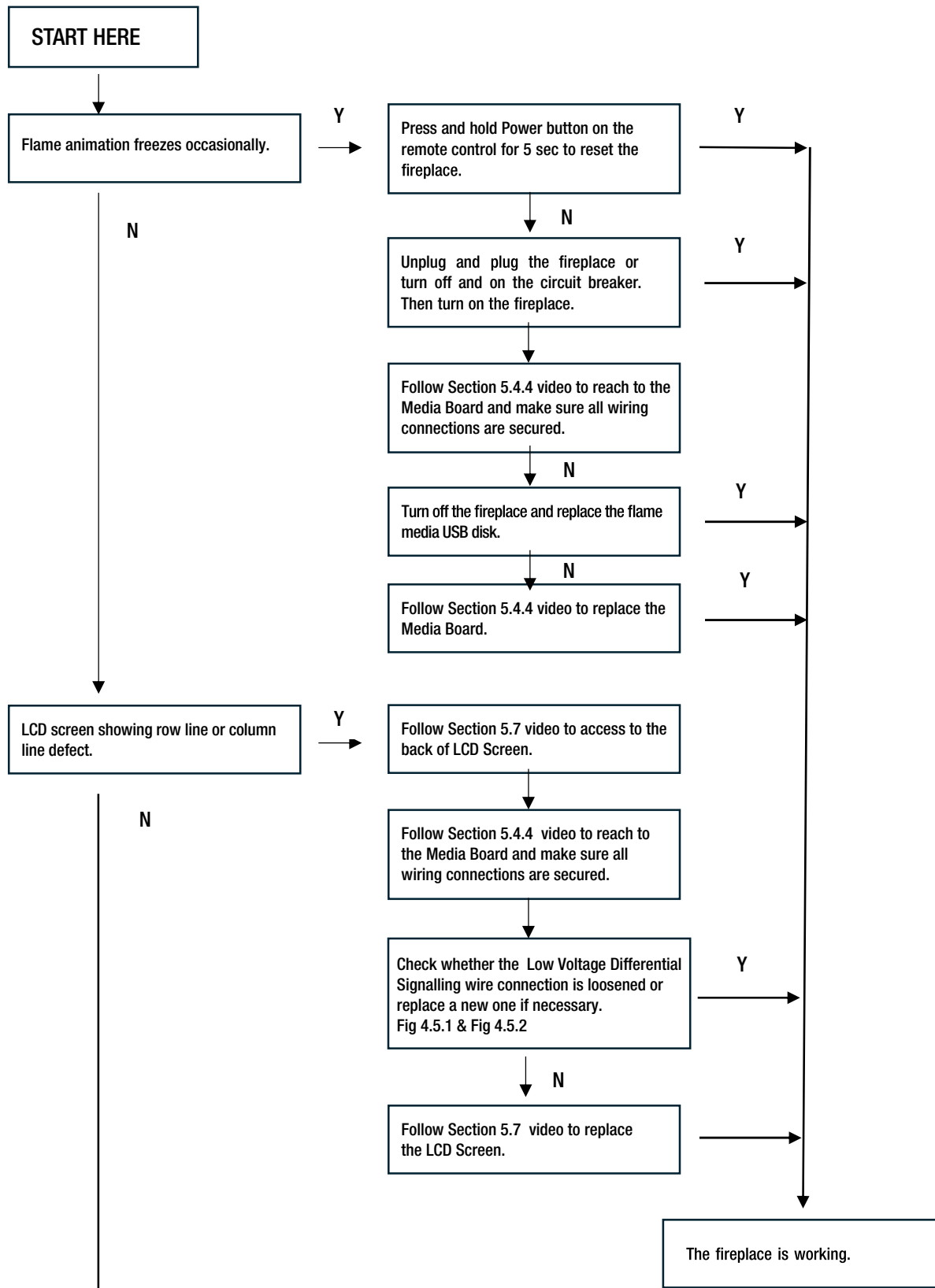
Fig. 4.4.1



Fig. 4.4.2

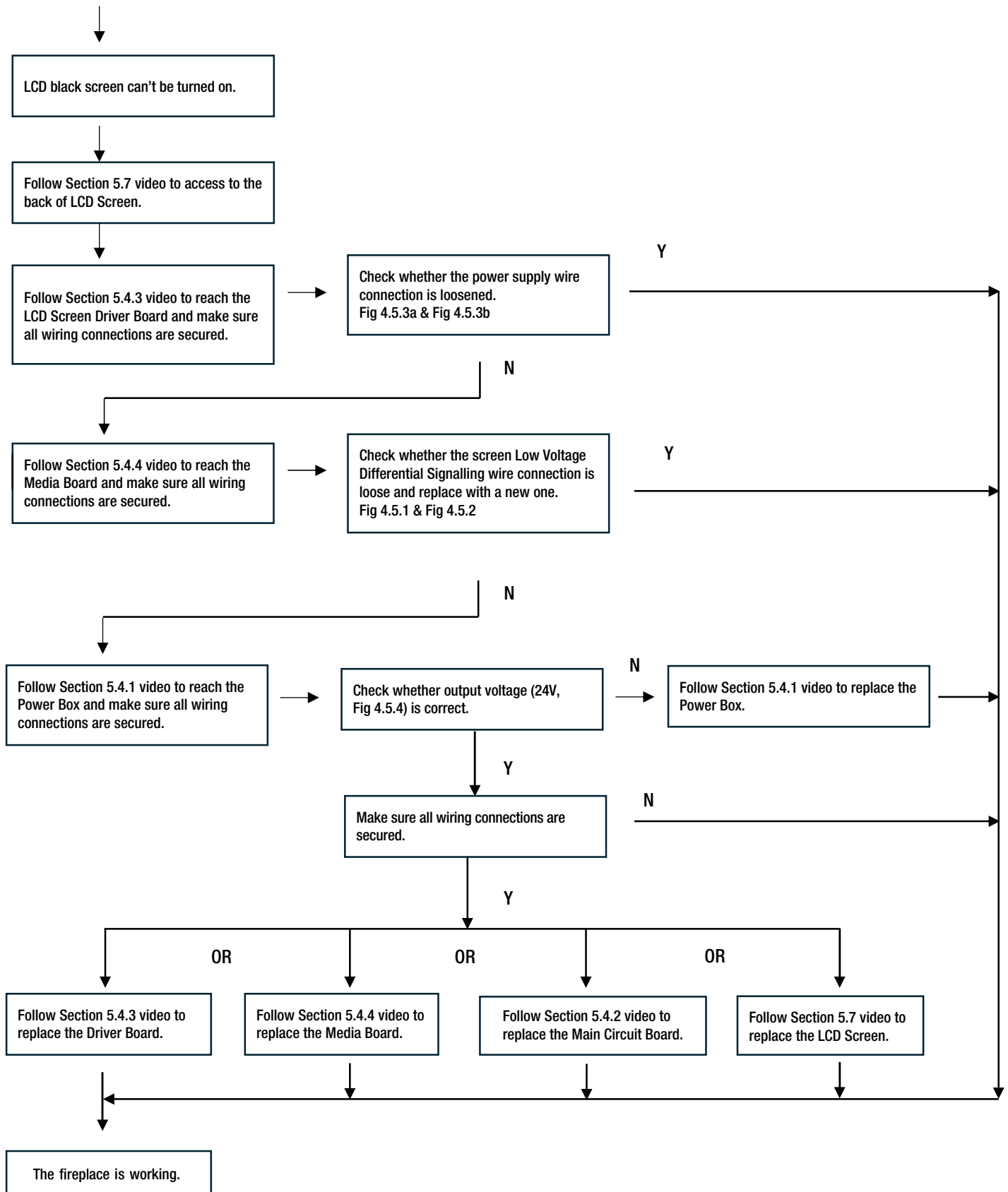
4.0 TROUBLE SHOOTING (Flow chart)

4.5 LCD DISPLAY TESTING



4.0 TROUBLE SHOOTING (Flow chart)

4.5 LCD DISPLAY TESTING



4.0 TROUBLE SHOOTING (Flow chart)

4.5 LCD DISPLAY TESTING

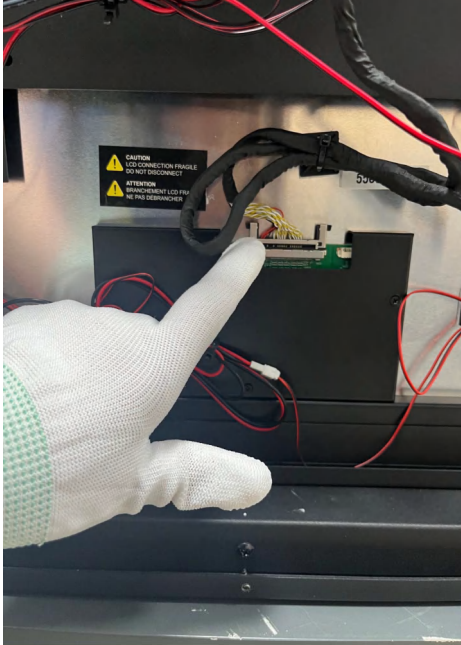


Fig. 4.5.1

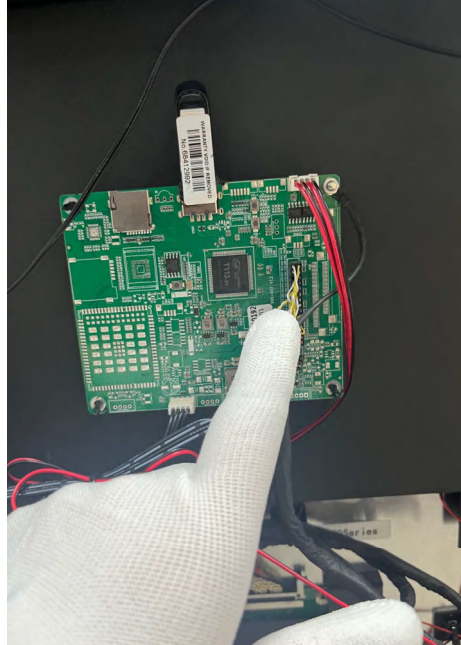


Fig. 4.5.2

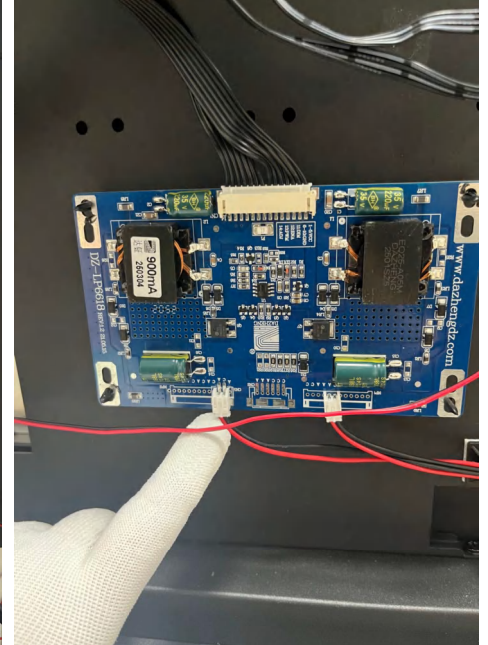


Fig. 4.5.3. A

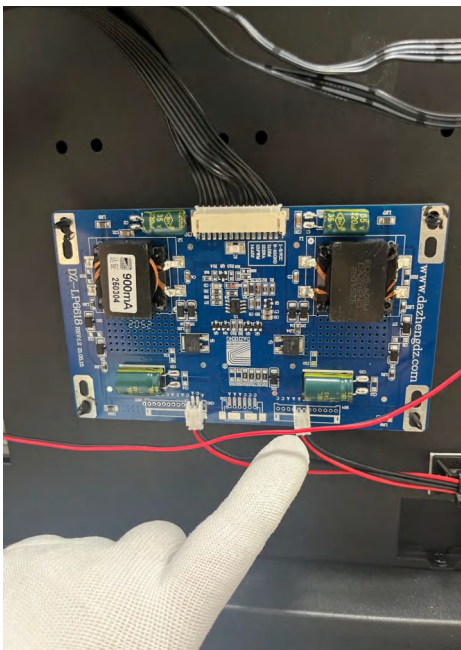


Fig. 4.5.3. B

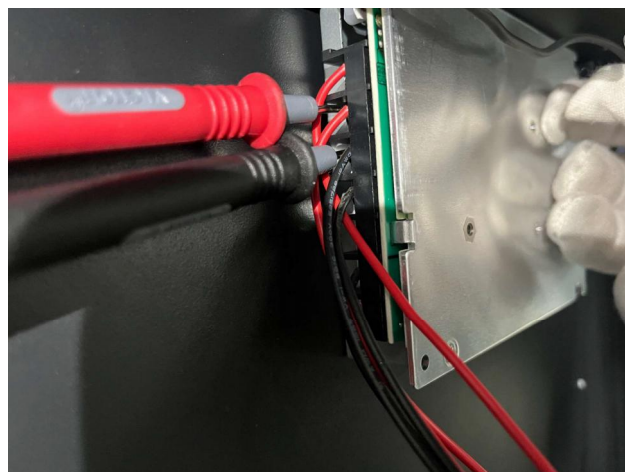
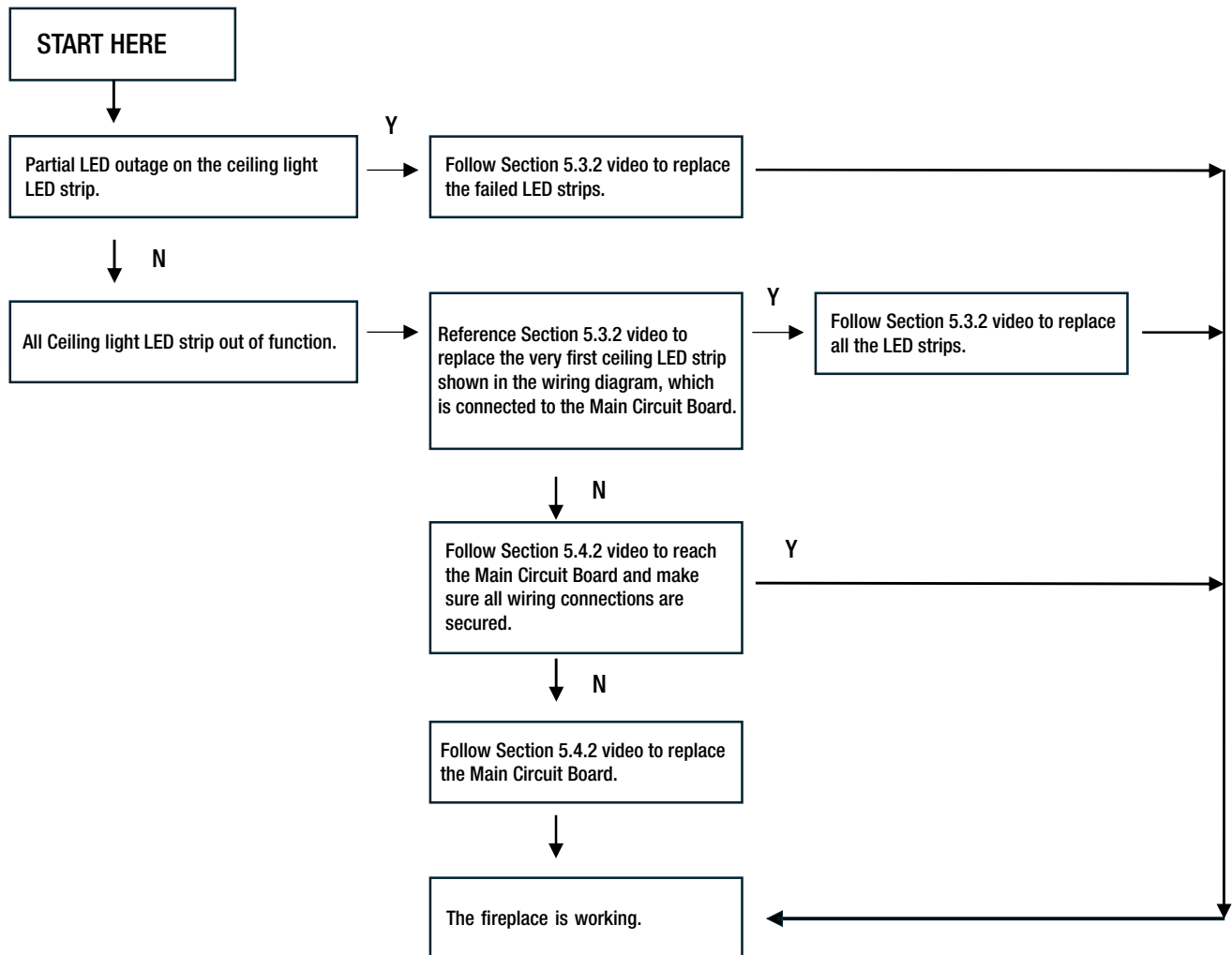


Fig. 4.5.4

4.0 TROUBLE SHOOTING (Flow chart)

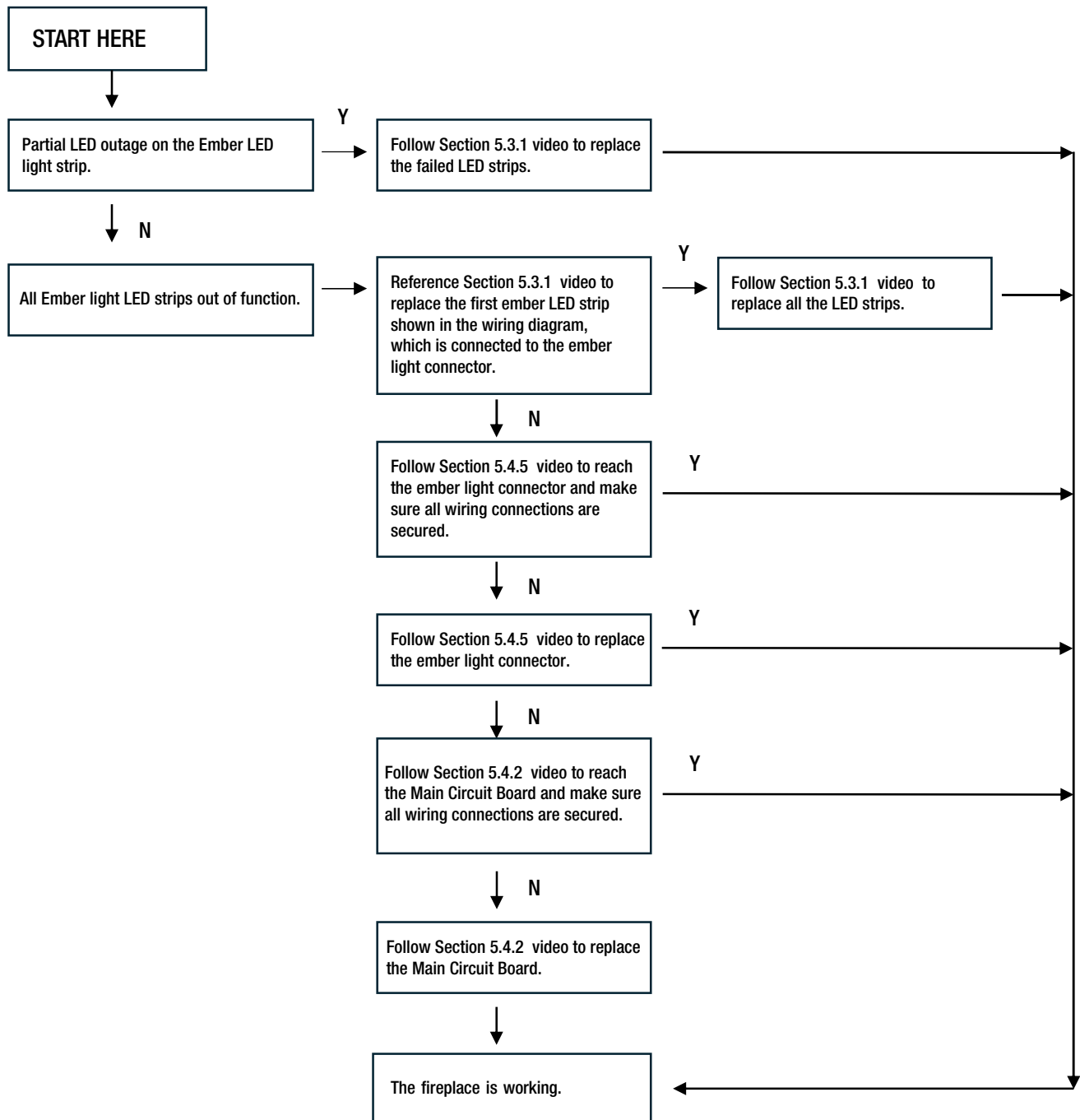
4.6 LED LIGHTING FUNCTION TESTING

4.6.1 CEILING LIGHT LED STRIPS TESTING



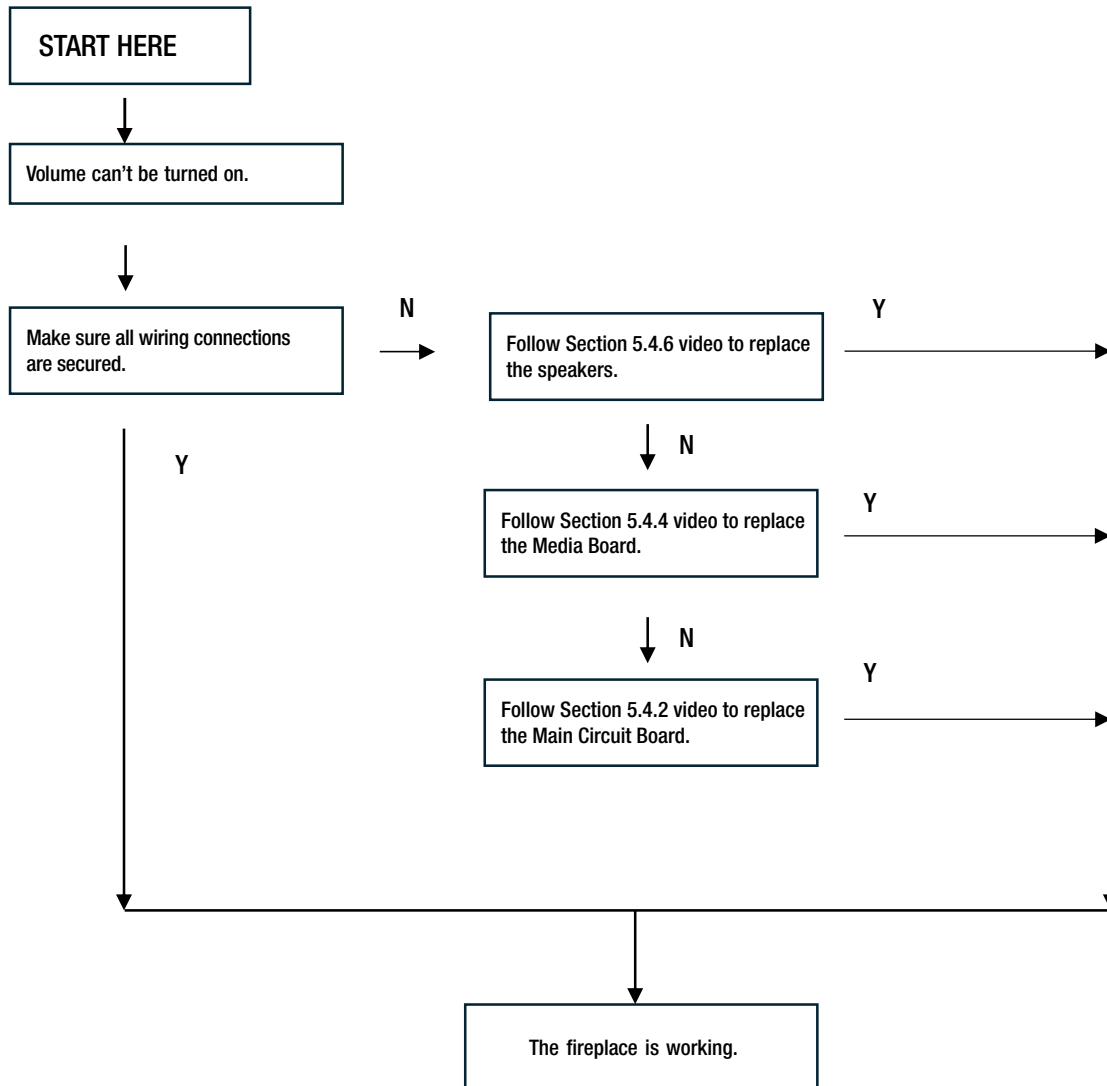
4.0 TROUBLE SHOOTING (Flow chart)

4.6.2 EMBER LIGHT LED STRIPS TESTING



4.0 TROUBLE SHOOTING (Flow chart)

4.7 SOUND TESTING



5.0 MAINTENANCE (Video Reference)

This link <http://bit.ly/3U429ME> goes to Maintenance Video Playlist.



Maintenance Video Playlist

- 5.1 Glass Components removal and replacement
 - 5.1.1 Front glass removal and replacement
 - 5.1.2 Side glass removal and replacement
 - 5.1.3 Ember glass removal and replacement
 - 5.1.4 Screen glass removal and replacement
- 5.2 Heater and blower assembly removal and replacement
- 5.3 LED Strips removal and replacement
 - 5.3.1 Ember light LED strips removal and replacement
 - 5.3.2 Ceiling light LED strips removal and replacement
- 5.4 Control panels and boards removal and replacement
 - 5.4.1 Power box removal and replacement
 - 5.4.2 Main board removal and replacement
 - 5.4.3 Screen driver board removal and replacement
 - 5.4.4 Media board removal and replacement
 - 5.4.5 Ember light connector removal and replacement
 - 5.4.6 Speaker removal and replacement
 - 5.4.7 Wi-Fi connector board removal and replacement
 - 5.4.8 Flame Media USB Drive Replacement
- 5.5 Push button assembly removal and replacement
- 5.6 Remote IR receiver removal and replacement
- 5.7 LCD screen removal and replacement