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Real Flame 7100E-W

Real Flame Ashley 48-inch Electric Fireplace with Mantel (Model 7100E-W) Instruction Manual

1. Important Safety Information

Please read and understand this entire manual before attempting to assemble, operate, or install this product. Failure to do so could result in electric shock, fire, serious injury, or death.

- Always disconnect the fireplace from the power supply before cleaning or performing any maintenance.
- Do not use this fireplace outdoors. It is designed for indoor use only.
- Keep combustible materials such as furniture, pillows, bedding, papers, clothes, and curtains at least 3 feet (0.9 m) from the front of the fireplace.
- This fireplace is hot when in use. To avoid burns, do not let bare skin touch hot surfaces.
- Extreme caution is necessary when any heater is used by or near children or invalids and whenever the fireplace is left operating and unattended.
- Do not run power cord under carpeting. Do not cover cord with throw rugs, runners, or similar coverings. Arrange cord away from traffic area and where it will not be tripped over.
- This electric fireplace features automatic safety shut-off and overheat protection.

2. Included Components

The Real Flame Ashley Electric Fireplace includes the following components:

- Mantel
- Replaceable Electric Fireplace Heater Insert
- Remote Control
- 6-foot Power Cord with Lay-Flat Plug
- Anti-Topple Safety Device and Hardware

3. Setup and Assembly

The product arrives in two boxes and requires full assembly. The estimated time to assemble is 1 hour, and it is suggested that two people perform the assembly. A Phillips screwdriver is required. It is recommended not to firmly tighten all bolts until after the unit is fully assembled.

3.1 Placement Considerations

- This fireplace is suitable for placement in bedrooms, dining rooms, home offices, and living rooms.
- Ensure the chosen location has a standard electrical outlet within reach of the 6-foot power cord.
- Maintain adequate clearance around the unit for proper ventilation and safety.

3.2 Assembly Steps

1. Unpack all components and verify against the included parts list.
2. Follow the detailed assembly instructions provided in the separate assembly guide for the mantel structure.
3. Once the mantel is assembled, carefully insert the electric fireplace heater into the designated opening.
4. Secure the heater insert using the provided hardware, ensuring all connections are firm but not overtightened until final assembly is complete.
5. Connect the anti-topple safety device to the unit and the wall as per instructions to prevent accidental tipping.



Image: Key features and connection point of the Real Flame Ashley Electric Fireplace.

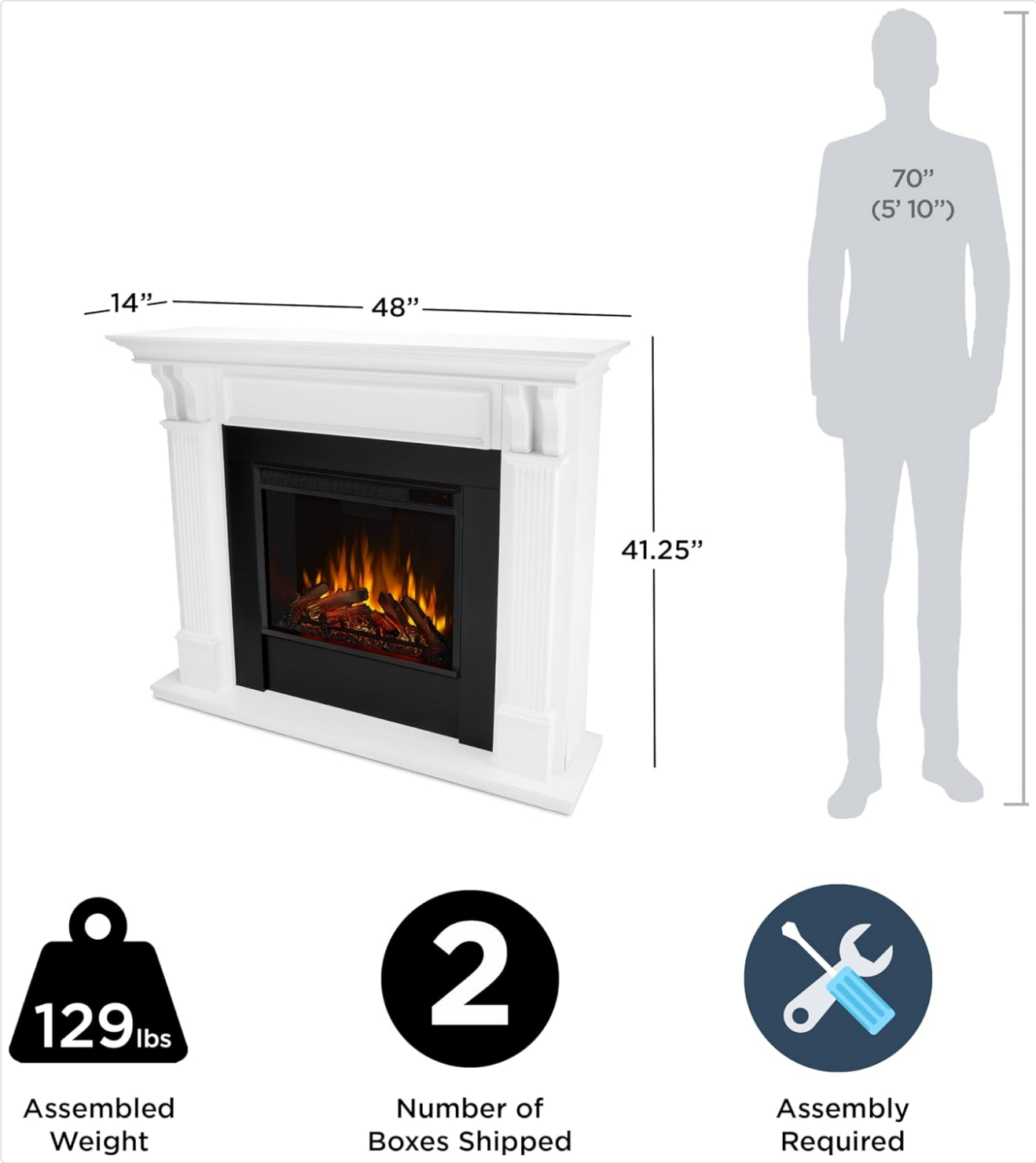


Image: Dimensions and assembly details for the electric fireplace.

4. Operating Instructions

The Real Flame Ashley Electric Fireplace offers various settings for ambiance and heating, controllable via the unit's touch screen or the included remote control.

4.1 Powering On/Off

- Plug the 6-foot power cord into any standard electrical outlet.
- Press the power button on the unit's control panel or the remote control to turn the fireplace on or off.

4.2 Flame Effects

The fireplace features multi-flame colors and brightness levels to customize your ambiance.

- Use the flame control buttons on the remote or control panel to cycle through 6 different flame color options.
- Adjust the flame brightness to your preference using the dedicated brightness controls.

4.3 Heating Function

The electric fireplace provides supplemental heat with an adjustable thermostat and timer.

- Activate the heater function using the heat button on the remote or control panel.
- Set your desired temperature using the adjustable thermostat. The unit will automatically maintain the set temperature.
- Utilize the timer function to set the heater to operate for a specific duration, ranging from 30 minutes up to 6 hours. The heater can also run continuously without a timer.
- The heater can be turned off to enjoy heatless flames year-round.



Image: Remote control and integrated control panel for the fireplace.



Image: Examples of the 6 multi-colored flame options available.

Your browser does not support the video tag.

Video: An overview of the Real Flame 4199 Firebox, demonstrating its features and realistic flame effects. This video is provided by the manufacturer, Jensen Metal Products – AKA Real Flame.

5. Maintenance

Regular maintenance ensures the longevity and optimal performance of your electric fireplace.

- **Cleaning:** Ensure the unit is unplugged and cool before cleaning. Use a soft, damp cloth to wipe down the exterior surfaces. Do not use abrasive cleaners or sprays.
- **Air Intake/Outlet:** Periodically check and clean the air intake and outlet vents to ensure they are free from dust and debris, which can impede airflow and heating efficiency.
- **Light Bulbs:** The flame effect uses LED technology, which typically does not require replacement. If any

issues arise with the flame effect, consult the troubleshooting section or contact customer support.

6. Troubleshooting

If you encounter any issues with your electric fireplace, refer to the following common troubleshooting steps:

- **No Power:** Ensure the power cord is securely plugged into a working electrical outlet. Check the circuit breaker.
- **No Heat:** Verify that the heater function is activated and the thermostat is set to a temperature higher than the ambient room temperature. Check for any obstructions in the air vents.
- **Flame Effect Not Working:** Ensure the unit is powered on. If the flame effect is still not visible, try adjusting the brightness settings.
- **Remote Control Not Responding:** Check and replace the battery in the remote control. Ensure there are no obstructions between the remote and the fireplace's receiver.
- **Automatic Shut-off:** If the unit unexpectedly shuts off, it may be due to the overheat protection system. Unplug the unit, allow it to cool for at least 10 minutes, and then plug it back in. Ensure proper ventilation.

If problems persist after attempting these steps, please contact customer support.

7. Specifications

Feature	Specification
Brand	Real Flame
Model Name	7100E-W Ashley Electric Fireplace
Product Dimensions (D x W x H)	14"D x 48"W x 41.25"H
Item Weight	99 Pounds
Power Source	Corded Electric
Power Consumption	1500 Watts
Heat Output	5100 British Thermal Units
Heating Coverage	Up to 1000 sq ft
Material	Wood
Finish Type	Painted
Installation Type	Freestanding
Ventilation Type	Vent Free
Special Features	Multi flame colors and brightness levels, adjustable thermostat, timer, over heat protection, automatic safety shut off, option to turn off heater to enjoy heatless flames year round.
Certifications	CSA Certified, FCC Certified



Image: Product certifications and safety features.

8. Warranty Information

This Real Flame product comes with a Limited Warranty. For specific details regarding coverage, duration, and terms, please refer to the warranty documentation included with your purchase or contact Real Flame customer support.

9. Customer Support

For further assistance, technical support, or warranty claims, please contact Real Flame customer service. Contact information can typically be found on the Real Flame website or on the packaging of your product.

You may also visit the Real Flame Store on Amazon for additional product information and support resources.

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