

## TAGU Helmi FM463

# TAGU Helmi Electric Fireplace with Powerflame, 23-inch, 1500W

## User Manual

### 1. INTRODUCTION

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Thank you for choosing the TAGU Helmi Electric Fireplace. This manual provides essential information for the safe and efficient operation, installation, and maintenance of your new electric fireplace. Please read all instructions carefully before assembly and use, and retain this manual for future reference.

The TAGU Helmi Electric Fireplace combines modern design with advanced heating technology, offering a realistic Powerflame effect and a powerful 1500W heater. It features a 7-day programmable digital thermostat and convenient remote control for optimal comfort and energy efficiency.



*Figure 1: Front view of the TAGU Helmi Electric Fireplace in Natural Oak finish, showcasing the Powerflame electric fire.*

## **2. IMPORTANT SAFETY INFORMATION**

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Always follow basic safety precautions when using electrical appliances to reduce the risk of fire, electric shock, and injury to persons.

- Read all instructions before using this fireplace.
- This fireplace is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. 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.
- 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 operate any fireplace with a damaged cord or plug or after the fireplace malfunctions, has been dropped, or damaged in any manner.

- Do not run 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.
- 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 fireplace.
- To prevent a possible fire, do not block air intakes or exhaust in any manner. Do not use on soft surfaces, like a bed, where openings may become blocked.
- This fireplace is not intended for use in bathrooms, laundry areas, and similar indoor locations. Never locate fireplace where it may fall into a bathtub or other water container.
- Connect to properly grounded outlets only.
- Do not use this fireplace outdoors.
- To disconnect the fireplace, turn controls to off, then remove the plug from the outlet.
- Always unplug the fireplace before performing any cleaning or maintenance.

### 3. PACKAGE CONTENTS

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Before beginning assembly, ensure all parts are present and undamaged. If any parts are missing or damaged, do not attempt to assemble or operate the product. Contact customer support for assistance.

- TAGU Helmi Fireplace Mantel (Natural Oak)
- Powerflame Electric Firebox (23-inch, 1500W)
- Remote Control
- Hardware Pack (screws, brackets, etc.)
- User Manual

### 4. SETUP AND INSTALLATION

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The TAGU Helmi Electric Fireplace is designed for freestanding installation. Assembly typically involves attaching the mantel components and inserting the electric firebox.

#### 4.1 Unpacking

1. Carefully remove all components from the packaging.
2. Place all parts on a soft, clean surface to prevent scratches.
3. Verify that all items listed in the "Package Contents" section are present.

#### 4.2 Assembly Steps

Follow the detailed assembly instructions provided in the separate assembly guide. General steps include:

1. Assemble the base and side panels of the mantel.
2. Secure the top shelf to the assembled mantel structure.
3. Carefully slide the electric firebox into the opening of the assembled mantel.
4. Ensure the firebox is securely seated and aligned.
5. Connect the power cord to a grounded 220-240V AC outlet.



Figure 2: This diagram illustrates the overall dimensions of the fireplace, including its height (95.2 cm), width (107.2 cm), and depth (24.5 cm), crucial for installation planning.



*Figure 3: The fireplace is shown integrated into a living room, demonstrating its aesthetic appeal and how it complements home decor. It is positioned against a wall with a lamp and plant nearby.*

## **5. OPERATING INSTRUCTIONS**

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Your TAGU Helmi Electric Fireplace can be operated using the control panel on the unit or the included remote control.

### **5.1 Remote Control Functions**



Figure 4: A close-up of the remote control for the TAGU Helmi fireplace, showing buttons for power, flame effects, temperature adjustment, timer, and settings.

- **Power Button:** Turns the fireplace ON/OFF.
- **Flame Button:** Adjusts the brightness of the flame effect (multiple levels).
- **Heater Button:** Activates the heating function. Press to cycle through heat settings (e.g., Low, High, Off).
- **Temperature +/- Buttons:** Adjusts the desired temperature setting for the thermostat.
- **Timer Button:** Sets the operating duration (e.g., 30 minutes to 9 hours).
- **7-Day Programmer Button:** Accesses the programmable thermostat settings for weekly scheduling. Refer to the detailed programming section in the full manual for advanced setup.

## 5.2 Flame Effect

The Powerflame technology creates a realistic flame effect. You can enjoy the flame effect independently of the heating function. Use the flame button on the remote or control panel to cycle through different brightness levels or turn the flame effect off.

## 5.3 Heating Function and Thermostat

The 1500W heater provides supplemental zone heating. Use the heater button to activate the heating. The digital thermostat allows you to set a desired room temperature. The heater will automatically turn on and off to maintain this temperature. Adjust the temperature using the +/- buttons.

## 5.4 7-Day Programmable Timer

The fireplace includes a 7-day programmable timer, allowing you to set specific heating schedules for each day of the week. This feature helps optimize energy consumption. Consult the detailed instructions in the full manual for setting up daily and weekly programs.

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*Video 1: An official product video demonstrating the ambiance and ease of use of the TAGU electric fireplace, showing a family enjoying its warmth and flame effect.*

# 6. MAINTENANCE

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

## 6.1 Cleaning

- Always unplug the fireplace from the power outlet before cleaning.
- **Mantel:** Wipe the mantel surface with a soft, damp cloth. Do not use abrasive cleaners or polishes that may damage the finish.
- **Glass Panel:** Clean the glass panel with a soft cloth and a non-abrasive glass cleaner. Do not spray cleaner directly onto the fireplace.
- **Air Vents:** Use a vacuum cleaner with a brush attachment to remove dust from the air intake and exhaust vents.

## 6.2 Storage

If storing the fireplace for an extended period, unplug it and store it in a dry, dust-free location. It is recommended to use the original packaging for protection.

# 7. TROUBLESHOOTING

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If you experience issues with your fireplace, refer to the following common problems and solutions:

Problem	Possible Cause	Solution
Fireplace does not turn on.	No power to the unit; power switch off; remote control batteries dead.	Check power cord connection; ensure wall outlet is functional; replace remote control batteries; ensure main power switch on unit is ON.

Problem	Possible Cause	Solution
No heat, but flame effect works.	Heater function not activated; thermostat set too low; overheat protection activated.	Press the heater button; increase thermostat setting; unplug unit for 5 minutes to reset overheat protection.
Flame effect not working.	Flame effect turned off; LED bulbs faulty.	Press the flame button to activate/adjust brightness. If still not working, contact customer support.
Remote control not working.	Batteries dead; obstruction between remote and unit; remote not paired.	Replace batteries; remove obstructions; refer to manual for remote pairing instructions if applicable.

If the problem persists after trying these solutions, please contact TAGU customer support.

## 8. SPECIFICATIONS

Feature	Specification
Brand	TAGU
Model Name	Helmi
Model Number	FM463-OA1-23PF1A
Power Source	Electric
Heat Output	1500 Watts
Voltage	220-240V (Standard European)
Product Dimensions (D x W x H)	24.5 cm x 107.2 cm x 95.2 cm
Item Weight	37.8 Kilograms
Material	Wood
Installation Type	Freestanding
Special Features	Flame effect, LED flame, Adjustable thermostat, 7-day programmable timer, Remote control
Heating Coverage	Up to 200 sq ft (approx. 18.5 sq meters)
Color	Natural Oak

## 9. WARRANTY AND SUPPORT

### 9.1 Product Warranty

The TAGU Helmi Electric Fireplace comes with a **2-year European warranty**. This warranty covers manufacturing defects and ensures the product meets quality standards. Please retain your proof of purchase

for warranty claims.

## **9.2 Customer Support**

For technical assistance, warranty claims, or any questions regarding your TAGU electric fireplace, please contact TAGU customer support. Refer to the contact information provided with your purchase or visit the official TAGU website for support details.