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› [DORTALA 36" Recessed Electric Fireplace: Instruction Manual for Model DO-EP24703-CA](#)

DORTALA DO-EP24703-CA

DORTALA 36" Recessed Electric Fireplace Instruction Manual

Model: DO-EP24703-CA | Brand: DORTALA

1. IMPORTANT SAFETY INFORMATION

Please read and understand this 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.

- Always 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 and away from the sides and rear.
- 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.
- 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 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.
- Always unplug the fireplace when not in use.
- Do not operate any fireplace with a damaged cord or plug or after the heater malfunctions, has been dropped or damaged in any manner.
- Do not use outdoors.

2. PRODUCT OVERVIEW

Key Features:

- **Space-Saving Design:** Upgraded ultra-thin thickness of 3.86 inches, suitable for recessed or wall-mounted installation.
- **Dual Heating Modes:** Offers 750W and 1500W heat settings for warmth and energy efficiency, heating up to 400 square feet.
- **Realistic Flame Effects:** Features 12 flame colors and 12 flame bed colors, with 5 modes of brightness and 5 flame speed modes. Includes sparkling crystal media for enhanced visual experience.
- **Convenient Controls:** Operates via touch screen with LED display or remote control.
- **Timer Function:** Adjustable timer from 1 to 8 hours.

- **Safety Certified:** ETL certified with overheat protection device. Infrared heat maintains natural air humidity.

Package Contents:

- 1 x Electric Fireplace
- 1 x Remote Control (Battery included)
- 1 x Crystals
- 1 x Metal Bracket
- 1 x Screw Kit
- 1 x Instruction Manual

3. SETUP AND INSTALLATION

The DORTALA 36" Electric Fireplace offers versatile installation options: recessed into a wall or mounted directly on a wall. Ensure proper clearance and electrical requirements are met before installation.

Dimensions and Recessed Opening:

Refer to the diagram below for precise measurements required for recessed installation. The overall size of the fireplace is 36" (L) x 18.11" (W) x 3.86" (H).

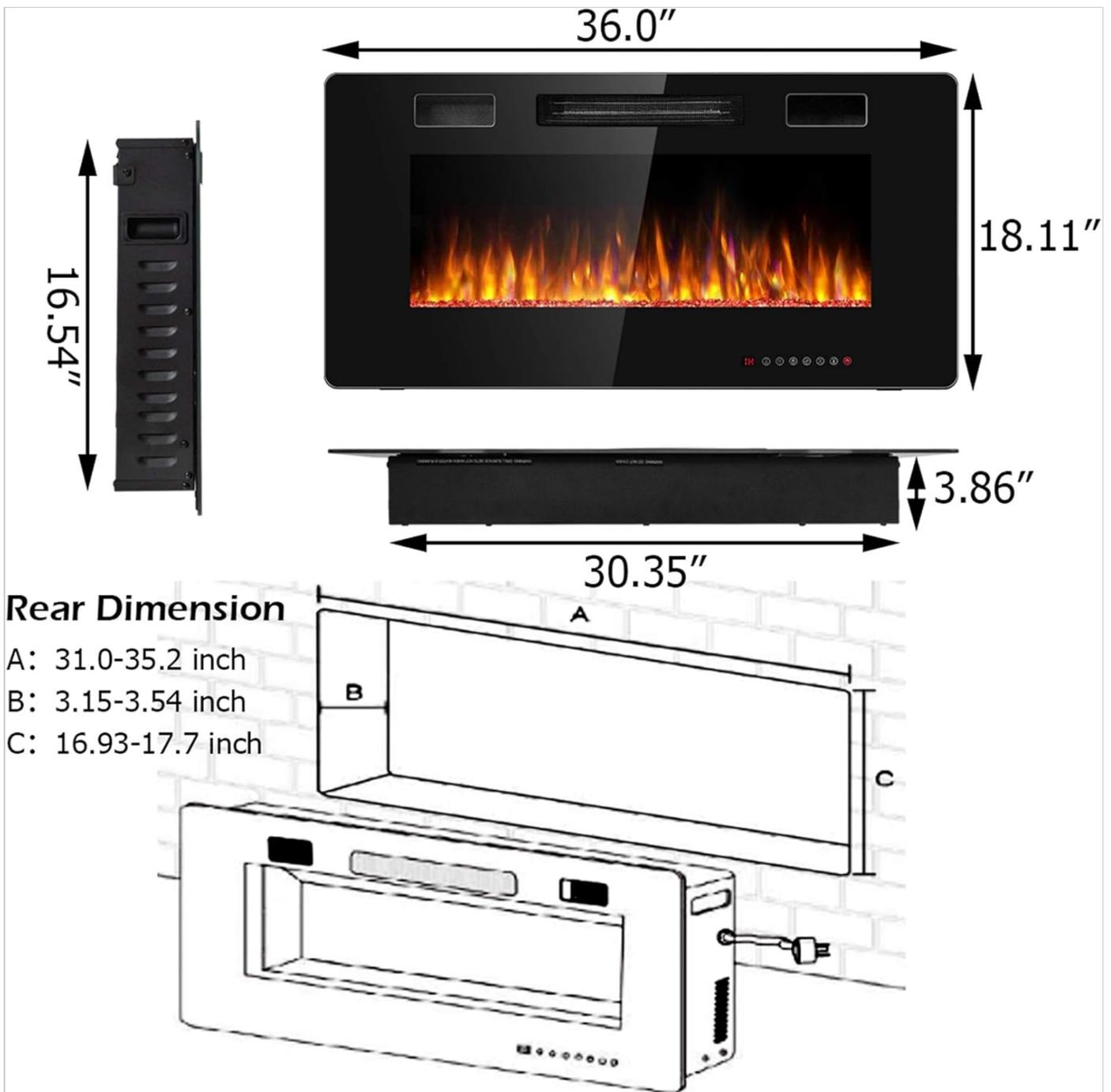


Figure 1: Product Dimensions and Recessed Opening Requirements. The fireplace measures 36 inches wide, 18.11 inches high, and 3.86 inches deep. The rear dimension for recessing requires a width of 31.0-35.2 inches, a depth of 3.15-3.54 inches, and a height of 16.93-17.7 inches.

Component Details:

Familiarize yourself with the various parts of your electric fireplace for easier installation and operation.



Figure 2: Detailed view of fireplace components including the outlet for hot air, convenient handles for positioning, front and back air vents for circulation, the main power button, and the security plug.

4. OPERATING INSTRUCTIONS

Your DORTALA electric fireplace can be operated using the touch screen control panel on the unit or the included remote control.

Control Panel and Remote:

The control panel and remote offer comprehensive control over all fireplace functions.

Dual Control For Easy use

Control Panel



Remote Control

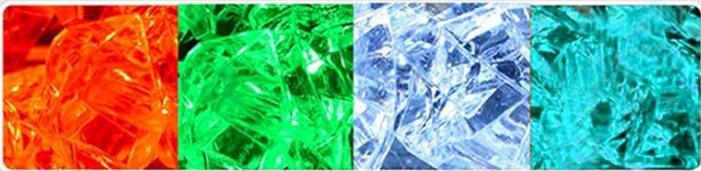
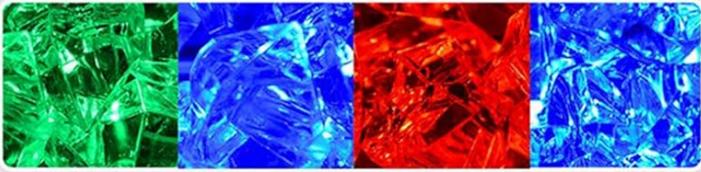
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|--------------------------------------|--|
| 1 Color A: 12 flame bed color | 5 Timer: 1-8 hour |
| 2 Color B: 12 flame color | 6 Heater: 750W/1500W |
| 3 Power ON/OFF | 7 Flame Speed: V1- V5 |
| 4 Dimmer: L1-L5 | 8 Insulating Piece: move it away before using |



Figure 3: The fireplace features a touch screen control panel with icons for display, flame speed, dimmer, heater, color A, color B, timer, and power ON/OFF. The remote control provides similar functions, including separate buttons for 12 flame bed colors (Color A), 12 flame colors (Color B), Power ON/OFF, Dimmer (L1-L5), Timer (1-8 hour), Heater (750W/1500W), and Flame Speed (V1-V5). Remember to remove the insulating piece from the remote before first use.

Flame and Heat Settings:

- **Flame Colors:** Choose from 12 distinct flame colors to match your mood or decor.
- **Flame Bed Colors:** Select from 12 different flame bed colors for a personalized ambiance.
- **Brightness Levels:** Adjust the flame brightness with 5 available levels.
- **Flame Speed:** Control the speed of the flame effect with 5 settings.
- **Heat Output:** Select between 750W (low) and 1500W (high) heating modes. The supplemental zone heating can warm areas up to 400 square feet.
- **Timer:** Set the operational timer from 1 to 8 hours.
- **Sleep Mode:** Activate sleep mode for heating with all lights dimmed.



Sparkling Crystal

Sparkling crystal cannot be hidden in your eyes



12 Flame Colors

12 Led Bed Colors

Double-twelve color presents you with its 144 combinations

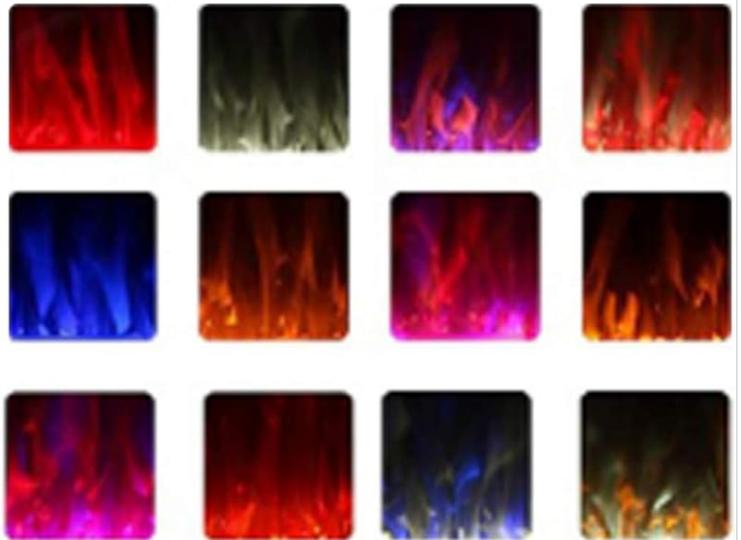


Figure 4: The fireplace offers 12 flame colors and 12 LED bed colors, providing 144 possible combinations. The sparkling crystal media enhances the realistic flame effect.

Fast and Efficient Heating

Two alternative heat settings: 750w (2559BTU) and 1500w (5118BTU)
Heating area up to 400 square foot

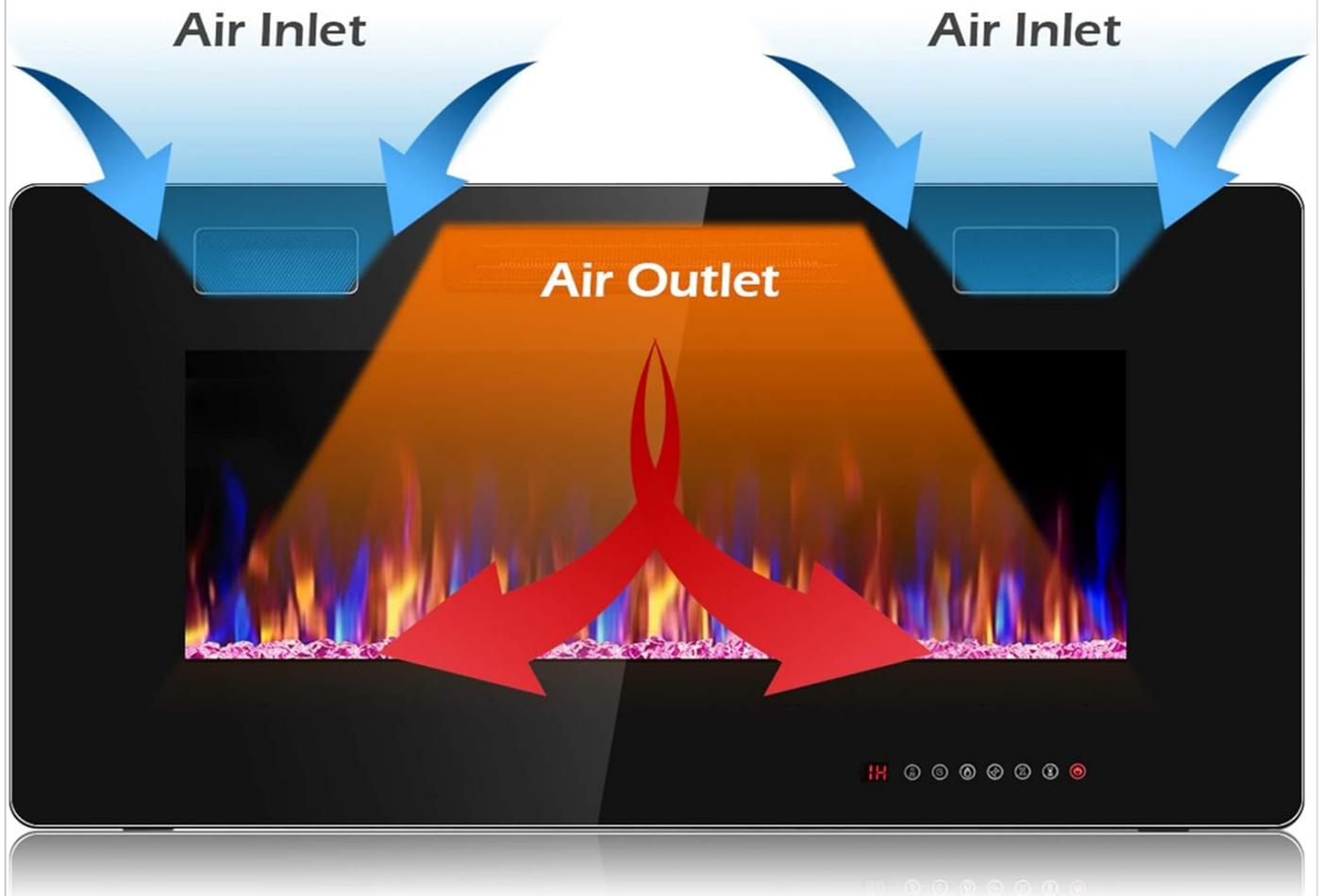


Figure 5: The fireplace provides fast and efficient heating with two heat settings: 750W (2559 BTU) and 1500W (5118 BTU). It can heat an area up to 400 square feet, with air inlets and a central air outlet.

5. MAINTENANCE

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

- Always disconnect the power before cleaning.
- Wipe the exterior surfaces with a soft, damp cloth. Do not use abrasive cleaners or sprays.
- Periodically check the air vents for dust or obstructions and clean as necessary to ensure proper airflow.
- The internal components do not require maintenance.

6. TROUBLESHOOTING

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

- **No Power:** Ensure the power cord is securely plugged into a working outlet. Check the main power button on the unit and the circuit breaker.
- **No Heat:** Verify that the heater function is turned on via the control panel or remote. Check the temperature setting.

- **Flames Not Working:** Ensure the flame effect is activated. Adjust brightness and speed settings.
- **Remote Not Working:** Check the battery in the remote control. Ensure there are no obstructions between the remote and the fireplace sensor.
- **Overheat Protection Activated:** If the unit shuts off unexpectedly, it may have overheated. Unplug the unit, wait 10-15 minutes for it to cool down, and check for any blocked air vents before plugging it back in.

If problems persist, please contact DORTALA customer support.

7. SPECIFICATIONS

Feature	Specification
Brand	DORTALA
Model Number	DO-EP24703-CA
Overall Size	36" x 18.11" x 3.86" (L x W x H)
Net Weight	31.5 lbs (14.29 kg)
Material	Sheet Metal + Tempered Glass
Power	750W / 1500W
Voltage	120VAC
Amps	12.5 AMP
BTUs	5100BTU
Timer	1-8 hours
Special Features	Adjustable Flame, Infrared, Timer

8. WARRANTY AND SUPPORT

For warranty information or technical support, please contact DORTALA customer service. Keep your purchase receipt and model number handy for faster assistance.

Visit the official DORTALA store for more products and support: [DORTALA Store](#)

