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Mystflame EF36R PRO

Mystflame Galaxy 36 Electric Fireplace User Manual

Model: EF36R PRO

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Introduction

Thank you for choosing the Mystflame Galaxy 36 Electric Fireplace. This manual provides essential information for the safe installation, operation, and maintenance of your new electric fireplace. Please read it thoroughly before use and retain it for future reference.

Image: Front view of the Mystflame Galaxy 36 electric fireplace, showcasing its realistic flame effect, decorative logs, and crystal fuel bed.

Important Safety Information

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.
- Do not operate any fireplace with a damaged cord or plug, or if the heater has malfunctioned, been dropped, or damaged in any manner.
- Do not use outdoors.
- 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 and keep them away from the sides and rear.
- 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 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 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.

Setup and Installation

Unpacking

Carefully remove the fireplace from its packaging. Retain all packaging materials for future transport or storage. Inspect the unit for any damage. If damage is found, do not install or operate the unit and contact customer support.

Mounting Options

The Mystflame Galaxy 36 electric fireplace is designed for wall-mounted installation. Ensure the chosen location is structurally sound and can support the weight of the unit (approximately 14.5 kg).

Image: Rear and side views of the fireplace, showing the mounting brackets and power cord connection.

Dimensions and Opening Requirements

Refer to the diagram below for precise dimensions and recommended opening sizes for recessed installation.

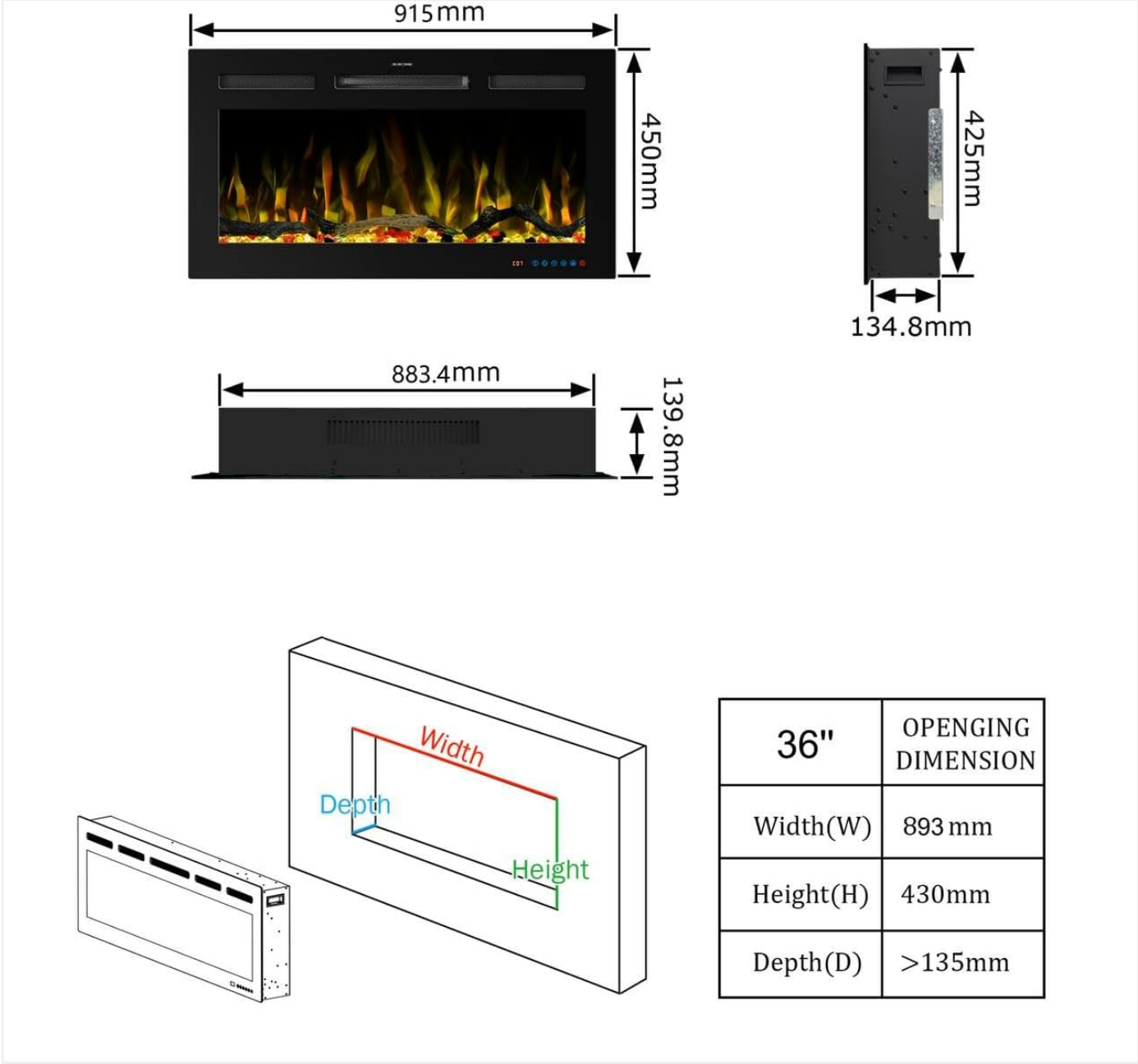

Image: Technical drawing detailing the dimensions of the Mystflame Galaxy 36 electric fireplace (915mm W x 450mm H x 145mm D) and the required opening dimensions for installation (893mm W x 430mm H x >135mm D).

- **Product Dimensions (L x W x H):** 14.5 x 91.5 x 45 cm (5.7 x 36 x 17.7 inches)
- **Recommended Opening Dimensions:**
  - Width (W): 893 mm
  - Height (H): 430 mm
  - Depth (D): >135 mm

Fuel Bed Installation

The fireplace comes with both decorative logs and crystals for the fuel bed. Choose your preferred option and carefully place them onto the fuel bed tray inside the fireplace. Ensure they are evenly distributed and do not obstruct any internal components.

Operating Instructions

The Mystflame Galaxy 36 can be controlled via the touch panel on the unit, the included remote control, or a smartphone

application.

Image: Detailed view of the fireplace's touch control panel and the remote control, illustrating buttons for power, timer, temperature, heating levels, flame color, and fuel bed color.

Control Panel & Remote Control Functions

- **Power (On/Off):** Activates or deactivates the fireplace.
- **Timer (1-9 hours):** Sets an automatic shut-off timer.
- **Temperature (17°C to 37°C):** Adjusts the desired room temperature.
- **Heating (750W / 1500W):** Selects between low (750W) and high (1500W) heat output.
- **Flame Color (13 options):** Cycles through 13 different flame color themes.
- **Flame Brightness (5 levels):** Adjusts the intensity of the flame effect.
- **Fuel Bed Color (13 options):** Cycles through 13 different colors for the decorative fuel bed lighting.
- **Fuel Bed Brightness (5 levels):** Adjusts the intensity of the fuel bed lighting.
- **Sound Effect:** Activates or deactivates the realistic crackling wood sound effect. The sound level is adjustable.

Smartphone Application Control

For enhanced convenience, you can control your fireplace using a dedicated smartphone application. Download the "XARALYN" app from your device's app store. Follow the in-app instructions to pair your device with the fireplace.

Image: A hand holding a smartphone displaying the XARALYN app interface, which allows control over heater, timer, temperature, fuel bed color, flame color, and power switch.

Maintenance

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

- **Cleaning:** Always unplug the fireplace before cleaning. Use a soft, damp cloth to wipe down the exterior surfaces. Do not use abrasive cleaners or sprays.
- **Glass Panel:** Clean the glass panel with a soft cloth and a glass cleaner. Do not scratch the glass.
- **Air Vents:** Periodically check and clean the air intake and exhaust vents to ensure they are free from dust and debris. Use a vacuum cleaner with a brush attachment if necessary.

- **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.

Troubleshooting

If you experience issues with your Mystflame Galaxy 36 electric fireplace, consult the following table for common problems and solutions.

Problem	Possible Cause	Solution
Fireplace does not turn on.	No power, power cord not plugged in, circuit breaker tripped.	Ensure the power cord is securely plugged into a working outlet. Check your household circuit breaker.
No heat output.	Heater function not activated, thermostat set too low, overheating protection activated.	Activate the heater function. Increase the thermostat setting. Unplug the unit for 15 minutes to reset the overheating protection.
Flame effect not working.	Flame effect not activated, LED lights malfunction.	Ensure the flame effect is turned on. If the issue persists, contact customer support.
Remote control not working.	Dead batteries, obstruction, remote out of range.	Replace batteries. Remove any obstructions between the remote and the fireplace. Ensure you are within range.

If the problem persists after attempting these solutions, please contact Mystflame customer support.

Product Specifications

Feature	Detail
Brand	Mystflame
Model Number	EF36R PRO
Color	Black
Product Dimensions (L x W x H)	14.5 x 91.5 x 45 cm (5.7 x 36 x 17.7 inches)
Weight	14.5 Kilograms (31.9 lbs)
Material	Metal, Plastic, Tempered Glass
Power Source	Electric Corded
Heat Output	750W / 1500W
Installation Type	Wall Mount
Special Features	Flame Effect, Multi-color Flame (13 options), Adjustable Flame, Timer, Overheat Protection, Multi-color Fuel Bed (13 options), Sound Effect

Warranty and Customer Support

Mystflame products are manufactured to high-quality standards and are guaranteed against manufacturing defects. Please refer to the warranty card included with your purchase for specific terms and conditions. For technical assistance, replacement parts, or any inquiries, please contact Mystflame customer support through the retailer where the product was purchased or visit the official Mystflame website.

Online Support: www.mystflame.com (*Note: This is a placeholder URL, please replace with actual support link if available.*)

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