Mystflame BI72G-pro

Mystflame 72-Inch WiFi-Enabled Electric Fireplace User Manual

Model: BI72G-pro

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 electric shock, fire, serious injury, or death.

- Always disconnect the fireplace from the power supply before cleaning, performing maintenance, or relocating.
- 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 intended 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 and keep them away from the sides and rear.
- 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.
- 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.
- This fireplace is hot when in use. To avoid burns, do not let bare skin touch hot surfaces.

2. Package Contents

Carefully remove all components from the packaging and check against the list below. Ensure all items are present and undamaged before proceeding with installation.

- Mystflame 72-Inch Electric Fireplace Unit
- Remote Control
- Log Set
- Crystal Media
- Mounting Hardware (screws, anchors, brackets)
- User Manual

3. Product Specifications

Feature	Detail
Brand	Mystflame
Model Name	BI72G-pro
Power Source	Corded Electric
Product Dimensions	5.51"D x 72"W x 17.72"H
Material	Glass, Metal, Tempered Glass
Installation Type	Wall Mount, Recessed
Heat Output	5000 British Thermal Units
Heating Power	750W/1500W
Heating Coverage	Up to 400 square feet
Special Features	WiFi-Enabled, Adjustable Flame Color, Remote Control, Touch Screen, Log Speaker
Item Weight	64 Pounds

4. Installation Instructions

The Mystflame electric fireplace offers both recessed and wall-mounted installation options. Detailed step-by-step instructions are provided in the separate installation guide included with your product. Please refer to that guide for specific measurements and procedures.

4.1. Dimensions and Mounting Options

Ensure your chosen installation location meets the required dimensions for proper fit and ventilation.

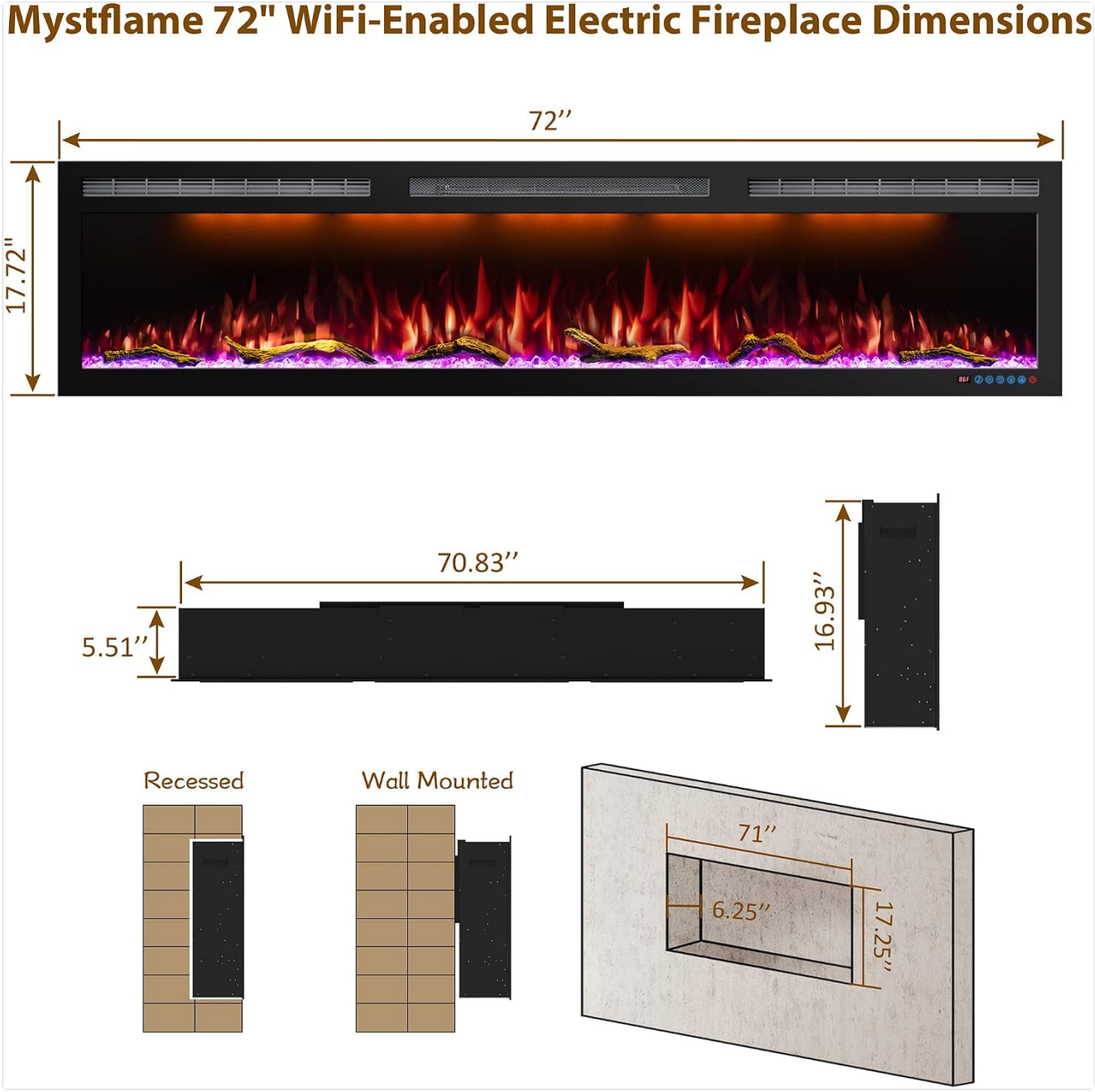


Figure 4.1: Fireplace Dimensions and Installation Types

The fireplace measures 72 inches in width, 17.72 inches in height, and 5.51 inches in depth. For recessed installation, a wall opening of approximately 71 inches wide by 17.25 inches high with a depth of 6.25 inches is recommended. Wall-mounted installation requires secure attachment to wall studs.

5. Operating Instructions

Your Mystflame electric fireplace can be operated using the included remote control, the touch screen panel on the unit, or via a WiFi-enabled application.

5.1. Control Panel and Remote Functions

The control panel and remote provide access to all fireplace functions. Familiarize yourself with the icons and their corresponding actions.

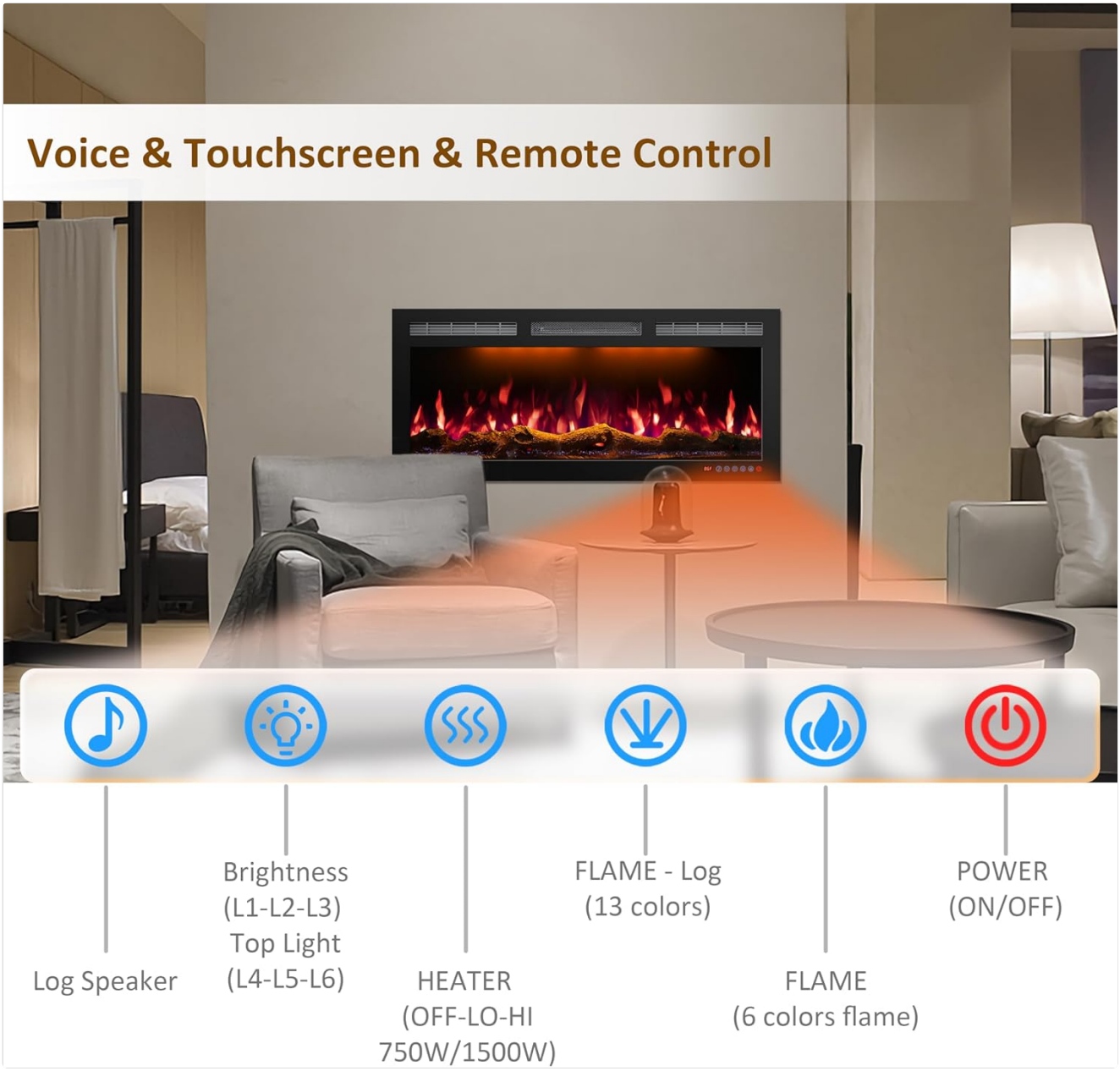


Figure 5.1: Control Functions Overview

- **Power (ON/OFF):** Turns the fireplace on or off.
- **Heater (OFF-LO-HI):** Select between 750W (LO) and 1500W (HI) heat settings, or turn off the heater.
- **Flame Colors:** Choose from 6 distinct flame colors.
- **Flame Bed Colors:** Select from 13 different flame bed colors.
- **Brightness:** Adjust the flame brightness with 3 selectable levels.
- **Log Speaker:** Activates the realistic log-burning sound effect.
- **Timer:** Set an automatic shut-off timer from 1 to 9 hours.

5.2. Flame and Media Customization

The fireplace offers extensive customization for its visual effects, allowing you to create various ambiances.

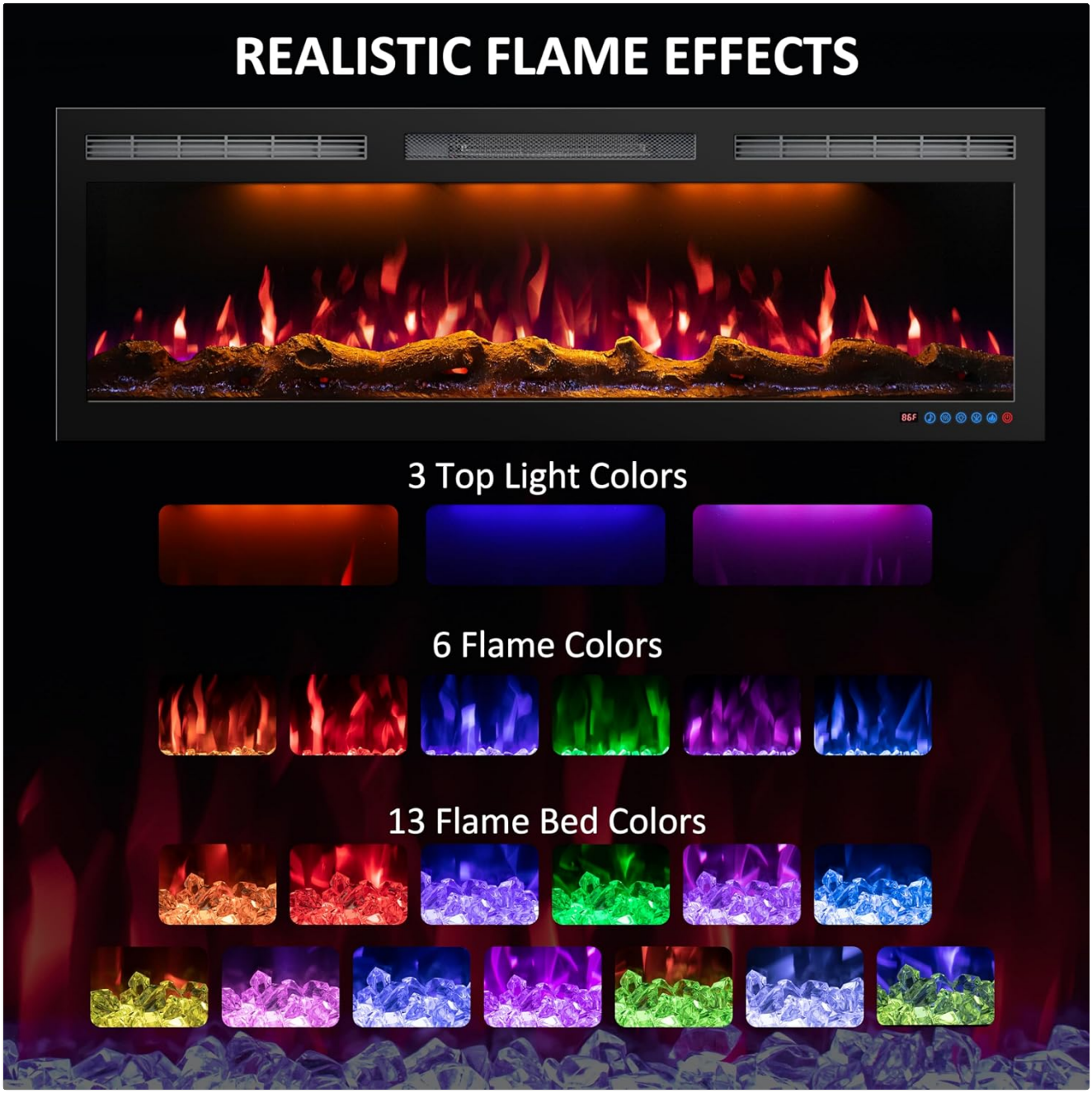
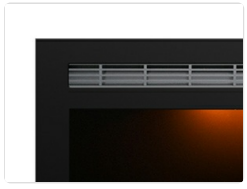


Figure 5.2: Realistic Flame Effects and Color Options

The unit includes both decorative logs and crystal media, which can be arranged to your preference. The combination of 3 top lights, 6 flame colors, and 13 flame bed colors provides numerous visual settings.



Log Media



Crystal Media

6. WiFi and Smart Control

The Mystflame electric fireplace is WiFi-enabled, allowing for smart control via a dedicated mobile application or voice commands through Amazon Alexa.



Figure 6.1: WiFi-Enabled Smart Control

6.1. App Setup

Download the recommended smart home application (e.g., Tuya Smart App or Xaralyn Smart APP) from your device's app store. Follow the in-app instructions to register an account and add your fireplace as a new device. Ensure your mobile device and fireplace are connected to the same 2.4GHz Wi-Fi network during setup.

6.2. Alexa Integration

To control your fireplace with Amazon Alexa, you will need to enable the corresponding skill in the Alexa app. Search for "Tuya Smart" or "Xaralyn Smart" skill, enable it, and link your smart home account. Once linked, Alexa will discover your fireplace, allowing for voice commands such as "Alexa, turn on the fireplace."

7. Maintenance

Regular maintenance ensures optimal performance and longevity 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, which can impede airflow and heating efficiency.
- **Storage:** If storing the fireplace for an extended period, ensure it is unplugged and stored in a dry, dust-free location.

8. Troubleshooting

If you encounter issues with your 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 for your home.
  - Verify the ON/OFF switch on the fireplace is in the "ON" position.
- **No Heat:**
  - Confirm the heater function is activated via the remote or control panel (LO or HI setting).
  - Check if the room temperature is above the set temperature on the fireplace. The heater will not activate if the ambient temperature is higher.
- **Flames Not Working:**
  - Ensure the flame effect is turned on.
  - Check if the brightness setting is too low.
- **Remote Control Not Working:**
  - Replace the batteries in the remote control.
  - Ensure there are no obstructions between the remote and the fireplace's sensor.
- **WiFi Connection Issues:**
  - Ensure your home Wi-Fi network is 2.4GHz.
  - Verify the fireplace is within range of your Wi-Fi router.
  - Restart your router and the fireplace, then attempt to reconnect via the app.
  - If the display shows "CCC" blinking, this may indicate a connection issue or an internal error. Try power cycling the unit. If the issue persists, contact customer support.

9. Warranty and Customer Support

Your Mystflame electric fireplace comes with a 1-year warranty from the date of purchase.
For any questions, technical assistance, or warranty claims, please contact Mystflame customer service. Satisfactory solutions will be provided.
Contact information can typically be found on the manufacturer's website or your purchase documentation.

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