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> Mystflame 95-Inch WiFi-Enabled Electric Fireplace User Manual

Mystflame BI95G-pro

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Model: BI95G-pro

1. INTRODUCTION

This manual provides essential instructions for the safe operation, installation, and maintenance of your Mystflame 95-Inch WiFi-Enabled Electric Fireplace. Please read this manual thoroughly before installation and use, and retain it for future reference.

The Mystflame electric fireplace offers realistic flame effects, adjustable heating, and smart control options via Wi-Fi, remote control, and touch screen. It is designed for both recessed and wall-mounted installations.

2. IMPORTANT SAFETY INFORMATION

WARNING: To reduce the risk of fire, electric shock, or injury, observe the following:

- Read all instructions before using this heater.
- This heater 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 heater 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 heater is left operating and unattended.
- Do not operate any heater with a damaged cord or plug or after the heater malfunctions, has been dropped or damaged in any manner. Discard heater, or return to authorized service facility for examination and/or repair.
- Do not run cord under carpeting. Do not cover cord with throw rugs, runners, or similar coverings. Do not route cord under furniture or appliances. Arrange cord away from traffic area and where it will not be tripped over.
- Connect to properly grounded outlets only.
- 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 heater.
- 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.
- A heater 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.
- Use this heater only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or injury to persons.

- Always plug heaters directly into a wall outlet/receptacle. Never use with an extension cord or relocatable power tap (outlet/power strip).

3. PACKAGE CONTENTS

Verify that all components are present before beginning installation.

- Mystflame 95-Inch Electric Fireplace Unit
- Remote Control
- Log Set
- Crystal Media
- Mounting Hardware (screws, anchors)
- User Manual (this document)



Image: The Mystflame 95-inch electric fireplace unit, shown with its remote control and an Alexa smart speaker, highlighting its smart home compatibility.

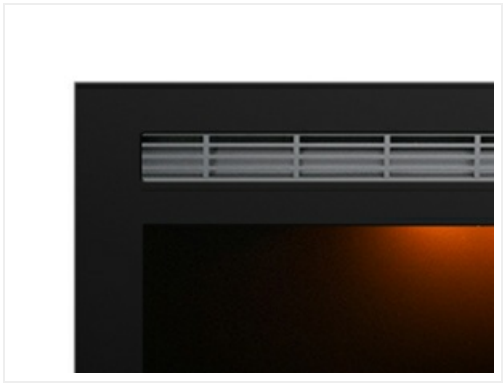


Image: A detailed view of the realistic log set included with the fireplace, designed to enhance the flame effect.



Image: A close-up of the decorative crystal media, which can be used in place of or in addition to the log set to create varied flame bed effects.

4. SPECIFICATIONS

Feature	Detail
Brand	Mystflame
Model Name	BI95G-pro
Product Dimensions	95"W x 5.51"D x 17.72"H
Material	Glass, Metal, Tempered Glass
Installation Type	Recessed, Wall Mount
Heat Output	750W / 1500W
Heating Coverage	Up to 400 sq ft
Power Source	Corded Electric
Control Options	Remote Control, Touch Screen, Wi-Fi (APP/Alexa)
Flame Colors	6 options
Flame Bed Colors	13 options
Top Light Colors	3 options
Timer	1 to 9 hours

Item Weight	121.7 pounds
UPC	772324233852

Mystflame 95" WiFi-Enabled Electric Fireplace Dimensions

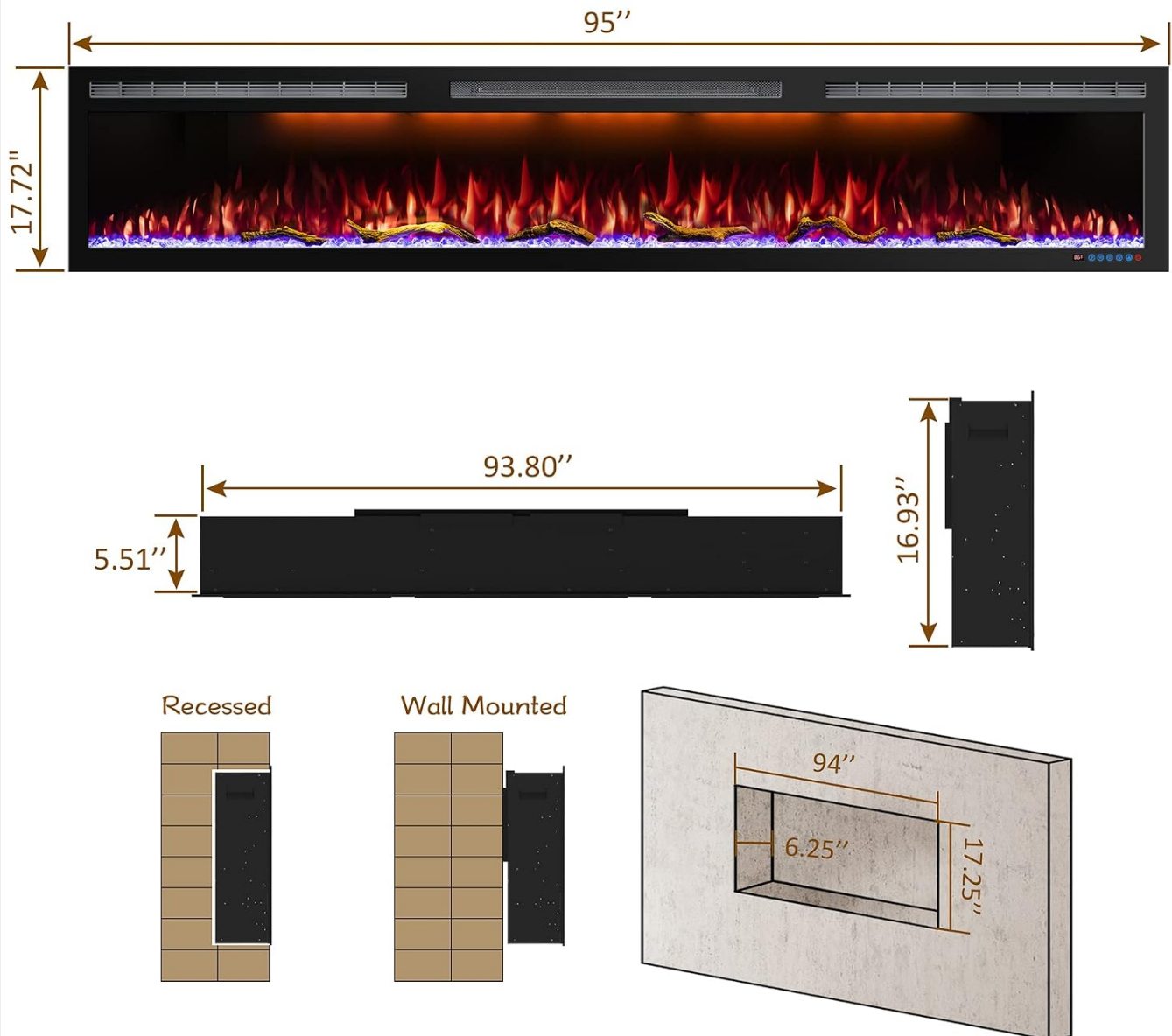


Image: Technical drawing illustrating the dimensions of the Mystflame 95-inch electric fireplace and diagrams for both recessed and wall-mounted installation methods.

5. SETUP AND INSTALLATION

The Mystflame electric fireplace can be installed as a recessed unit or wall-mounted. Refer to the separate installation manual for detailed instructions. Ensure the chosen location meets clearance requirements and has a dedicated, properly grounded electrical outlet.

5.1 Media Installation (Logs/Crystals)

1. Carefully remove the front glass panel according to the installation manual.
2. Place the desired media (logs or crystals) onto the ember bed. Arrange them to achieve the preferred aesthetic.

3. Reattach the front glass panel securely.

6. OPERATING INSTRUCTIONS

Your Mystflame electric fireplace can be operated using the touch screen controls on the unit, the included remote control, or via Wi-Fi using a smartphone app or Alexa voice commands.

6.1 Touch Screen and Remote Control Functions

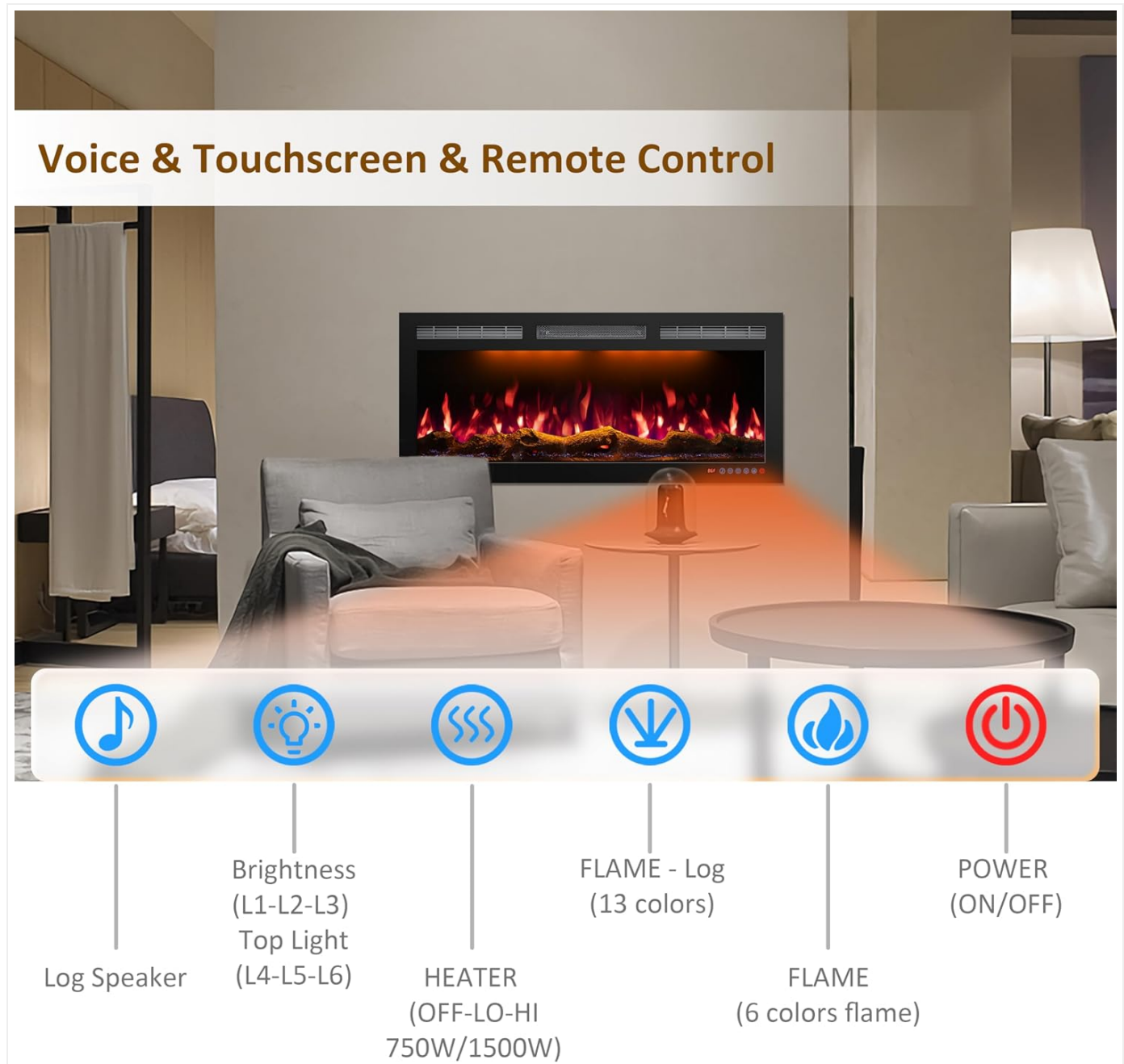


Image: An illustration detailing the functions of the fireplace's touch screen and remote control, including controls for log speaker, brightness (L1-L3), top light (L4-L6), heater (OFF-LO-HI, 750W/1500W), flame log (13 colors), flame (6 colors), and power (ON/OFF).

- **Power (ON/OFF):** Press to turn the fireplace on or off.
- **Heater (750W/1500W):** Select between low heat (750W), high heat (1500W), or turn the heater off.
- **Flame Color:** Cycle through 6 different flame color options.
- **Flame Bed Color:** Cycle through 13 different flame bed color options.
- **Top Light:** Adjust the top light color (3 options) and brightness (3 levels).
- **Log Speaker:** Activate or deactivate the simulated log burning sound effect.

- **Timer:** Set an automatic shut-off timer from 1 to 9 hours.

6.2 Wi-Fi and Smart Home Control (APP/Alexa)

The fireplace is Wi-Fi enabled, allowing control via a dedicated smartphone application or Amazon Alexa voice commands. Refer to the separate Wi-Fi setup guide included in your package for detailed pairing instructions.



Image: A smartphone screen showing the fireplace control application, positioned next to an Amazon Alexa device, demonstrating Wi-Fi and voice control capabilities.

Note: Ensure your home Wi-Fi network is stable and within range for optimal smart control functionality. If experiencing connectivity issues, refer to the troubleshooting section or the Wi-Fi setup guide.

7. MAINTENANCE

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

- **Cleaning:** Disconnect power before cleaning. Use a soft, damp cloth to clean the exterior surfaces. Do not use abrasive cleaners or sprays. For the glass panel, use a glass cleaner and a soft cloth.

- **Air Vents:** Keep the air intake and exhaust vents clear of dust and debris to ensure proper heat dissipation. Use a vacuum cleaner with a brush attachment to gently clean the vents periodically.
- **Light Bulbs:** The flame effect uses LED technology, which typically does not require replacement. If any issues arise, contact customer service.

8. TROUBLESHOOTING

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

Problem	Possible Cause	Solution
Fireplace does not turn on.	No power, circuit breaker tripped, power cord not fully plugged in.	Check power connection, reset circuit breaker, ensure cord is securely plugged into a grounded outlet.
No heat output.	Heater function off, thermostat set too low, air vents blocked.	Activate heater function, increase thermostat setting, clear any obstructions from air vents.
Flame effect not working.	Flame function off, LED issue.	Ensure flame function is activated. If issue persists, contact customer service.
Remote control not working.	Dead batteries, obstruction, remote out of range.	Replace batteries, remove obstructions, ensure remote is within operational range.
Wi-Fi connectivity issues.	Incorrect Wi-Fi setup, weak signal, router issues.	Refer to the Wi-Fi setup guide. Ensure fireplace is within Wi-Fi range. Restart router if necessary.
Display shows "CCC" (as reported by a customer review).	Specific error code, likely indicating an internal malfunction or a need for a reset.	There is no specific solution provided in the product information for "CCC". Try unplugging the unit for 5 minutes and plugging it back in. If the issue persists, contact Mystflame customer service for assistance.

9. WARRANTY AND CUSTOMER SUPPORT

The Mystflame electric fireplace comes with a **1-year limited warranty**. For warranty claims, technical support, or any questions regarding your product, please contact Mystflame customer service. Contact information can typically be found on the Mystflame official website or through your purchase platform. Please have your model number (BI95G-pro) and proof of purchase ready when contacting support.

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Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

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