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## HOMCOM ES820-383V91WT

# HOMCOM Electric Fireplace with Heating 1800W

MODEL: ES820-383V91WT USER MANUAL

## 1. Introduction and Overview

Thank you for choosing the HOMCOM Electric Fireplace, Model ES820-383V91WT. This decorative electric fireplace is designed to provide both aesthetic ambiance and effective heating for your living space. It features a realistic 3D flame effect with an ember bed, adjustable brightness, and intelligent heating control. With a powerful 1800W heater, it can warm rooms up to 30m<sup>2</sup> (323 sq ft). The unit includes a remote control for convenient operation, a weekly timer, and built-in overheat protection for safety.



Image 1.1: The HOMCOM Electric Fireplace, Model ES820-383V91WT, featuring a white mantel and a realistic flame effect.

## 2. Safety Instructions

Please read and understand all safety instructions before operating this electric fireplace. Failure to follow these instructions may result in electric shock, fire, or personal injury.

- **General Safety:** Ensure the fireplace is connected to a properly grounded outlet. Do not use extension cords or power strips.
- **Placement:** Place the fireplace on a firm, level surface. Maintain a minimum distance of 1 meter (3 feet) from combustible materials such as curtains, furniture, bedding, and paper.
- **Ventilation:** Do not block air vents. Ensure proper airflow around the unit to prevent overheating.
- **Operation:** Do not operate the fireplace if the cord is damaged or if the unit malfunctions. Do not insert objects into any openings.
- **Children and Pets:** Keep children and pets away from the fireplace, especially when it is operating. The glass surface can become hot.
- **Overheat Protection:** The unit is equipped with an automatic shut-off feature to prevent overheating. If the

unit shuts off, unplug it, allow it to cool, and check for obstructions before restarting.

- **Cleaning and Maintenance:** Always unplug the fireplace before cleaning or performing any maintenance.

### 3. Package Contents

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Verify that all components are present before assembly and operation:

- Electric Fireplace Unit (Mantel and Insert)
- Remote Control
- Assembly Hardware (screws, connectors, etc.)
- User Manual

### 4. Setup and Assembly

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This electric fireplace requires assembly. Please follow these general steps. Refer to the included assembly diagram for detailed instructions specific to your model.

1. **Unpack:** Carefully remove all components from the packaging. Place them on a soft, clean surface to prevent scratches.
2. **Identify Parts:** Identify all parts and hardware using the provided parts list in the assembly diagram.
3. **Assemble Mantel:** Follow the step-by-step instructions to assemble the fireplace mantel structure. Secure all connections firmly.
4. **Insert Firebox:** Once the mantel is assembled, carefully slide the electric firebox insert into the designated opening. Ensure it is seated correctly and secured if required.
5. **Placement:** Position the assembled fireplace in your desired location, ensuring it is on a stable, level surface and adheres to all safety clearance requirements.



Image 4.1: Dimensions of the assembled fireplace: 120 cm (Length) x 24 cm (Width) x 80 cm (Height).

## 5. Operating Instructions

The HOMCOM Electric Fireplace can be operated using the control panel on the unit or the included remote control.

### 5.1 Control Panel

The control panel is located on the front of the firebox insert. It includes buttons for Power, Flame Effect, Timer, and Heating.



## Llama

(Nivel: bajo, medio, alto)



## Potencia

(Encendido con efecto llama)



## Temporizador

(Periodicidad 0,5-6h)



## Calefacción

(Rango de temperatura  
17-27°C/62°F-82°F)



Image 5.1: Control panel with digital display and function buttons.

### 5.2 Remote Control

The remote control allows for convenient operation from a distance of up to 8 meters (26.2 feet). Ensure there is a clear line of sight to the fireplace sensor.



## MANDO A DISTANCIA

Alcance del mando a distancia: 8 m/26,2 pies



Potencia



Calefacción



Llama



Temporizador



Más y menos

Image 5.2: Remote control for the electric fireplace.

### 5.3 Functions

- **Power On/Off:** Press the power button to turn the unit on or off.
- **Flame Effect:** Press the flame button to cycle through 3 levels of flame brightness. The flame effect can be used independently without the heating function.

# EFECTO LLAMA REGULABLE

3 opciones de regulación de la llama



Puede utilizarse de forma independiente sin calefactor



Image 5.3: Adjustable flame effect with 3 brightness options.

- **Heating Function:** Press the heating button to activate the heater. The unit will automatically adjust heating power based on the temperature difference. The temperature range is 17-27°C (62-82°F).
- **Timer:** Press the timer button to set an automatic shut-off time from 0.5 to 6 hours.
- **Temperature Adjustment:** Use the '+' and '-' buttons on the remote control to adjust the desired temperature.



Área de  
cobertura:  
323ft<sup>2</sup>/30m<sup>2</sup>



Ruido:  
< 50 dB



Protección  
contra  
sobrecalentamiento



Ajuste de  
temperatura:  
17-27°C/  
62°F-82°F



Image 5.4: Key operational features including coverage area, noise level, overheat protection, and temperature range.

## 6. Maintenance

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

- **Cleaning:** Always unplug the unit before cleaning. Use a soft, damp cloth to wipe down the exterior surfaces. Do not use abrasive cleaners, sprays, or harsh chemicals.
- **Air Vents:** Periodically check and clean the air intake and outlet 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 cover it to protect it from dust.



Image 6.1: Heater vent location, which should be kept clear of obstructions.



Image 6.2: The top surface of the mantel, which can be cleaned with a soft cloth.

## 7. Troubleshooting

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

<b>Problem</b>	<b>Possible Cause</b>	<b>Solution</b>
No power/Unit does not turn on	Unit unplugged, circuit breaker tripped, power button not pressed.	Ensure the unit is securely plugged into a working outlet. Check your household circuit breaker. Press the power button on the unit or remote.

Problem	Possible Cause	Solution
No heat output	Heater not activated, temperature setting too low, air vents blocked, overheat protection activated.	Press the heating button. Increase the temperature setting. Check and clear any obstructions from the air vents. If overheat protection activated, unplug, wait 15-20 minutes, then plug back in.
Flame effect not working	Flame effect not activated, LED bulbs faulty.	Press the flame button to activate or adjust brightness. If still not working, contact customer support.
Remote control not working	Batteries dead, remote sensor blocked, remote out of range.	Replace batteries in the remote control. Ensure a clear line of sight between the remote and the fireplace sensor. Move closer to the unit.
Error Code 'E3' displayed	Overheat protection activated.	This indicates the unit has overheated. Unplug the fireplace immediately. Allow it to cool down for at least 15-20 minutes. Check for any obstructions around the air vents. Once cooled and clear, plug it back in and restart. If the error persists, contact customer support.

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

Your browser does not support the video tag.

Video 7.1: A short video demonstrating the control panel and an 'E3' error code, indicating an overheat condition.

## 8. Specifications

<b>Brand</b>	HOMCOM
<b>Model Number</b>	ES820-383V91WT
<b>Color</b>	White
<b>Dimensions (L x W x H)</b>	120 x 24 x 80 cm (47.2 x 9.4 x 31.5 inches)
<b>Weight</b>	33 kg (72.7 lbs)
<b>Power Output</b>	1800 W
<b>Voltage</b>	240 V
<b>Material</b>	Wood Melamine, Metal, ABS
<b>Heating Area Coverage</b>	Up to 30 m <sup>2</sup> (323 sq ft)
<b>Temperature Range</b>	17-27°C (62-82°F)
<b>Noise Level</b>	< 50 dB

### Special Features

Adjustable brightness and temperature, Remote control, Weekly timer, Realistic flame effects, Silent operation, Overheat protection

## 9. Warranty and Support

For warranty information, please refer to the terms and conditions provided at the time of purchase or contact your retailer. Keep your purchase receipt as proof of purchase.

For technical support, troubleshooting assistance, or to inquire about replacement parts, please contact the seller, Spanish Aosom, S.L. (EU), or visit the official HOMCOM website for customer service contact details.

### Contact Information:

Seller: Spanish Aosom, S.L. (EU)

Website: [HOMCOM Store on Amazon.es](#)