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> Westinghouse 50 Inch Electric Fireplace Heater User Manual (Model WTH-50EF12B3)

Westinghouse WTH-50EF12B3

Westinghouse 50 Inch Electric Fireplace Heater User Manual

Model: WTH-50EF12B3

1. IMPORTANT SAFETY INFORMATION

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

- **Clearance:** Maintain a minimum clearance of 11.8 inches (30 cm) from the ceiling, mantel, and any objects mounted directly above the fireplace.
- **Electrical Connection:** This unit operates on a 120V 15A circuit. Do not plug other appliances into the same circuit to prevent overload.
- **Overheat Protection:** The fireplace is equipped with an automatic overheat protection system that will shut off the unit if it becomes too hot.
- **Safety Shut-Off:** An additional safety shut-off feature is integrated for enhanced user protection.
- **Cool-to-Touch Glass:** The front glass panel remains cool to the touch during operation, enhancing safety, especially around children and pets.
- **Placement:** Do not install the fireplace directly below an electrical outlet.
- **Ventilation:** Ensure proper ventilation around the unit. Do not block air inlets or heater outputs.

2. PRODUCT OVERVIEW

The Westinghouse 50 Inch Electric Fireplace Heater offers both aesthetic appeal and functional heating. It features customizable flame and ember effects, adjustable heat settings, and multiple control options including a remote, a dedicated app, and compatibility with smart home systems like Alexa and Google Home.



Image: The Westinghouse 50 Inch Electric Fireplace Heater, showcasing its sleek design, accompanied by its remote control and a smartphone displaying the control app icon.

What's Included:

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Electric fireplace with 6ft 120V power cable



Strain relief



Wall mounting bracket
(pre-installed on back of fireplace)



Mounting kit



Realistic wood ember (pre-installed)



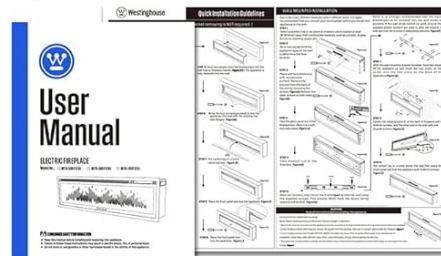
Camphor wood



Glass embers



Owners Manual &
Quick Start Guide



Remote with
batteries



Image: A visual representation of all components included in the package: the electric fireplace unit, a 6ft 120V power cable, strain relief, wall mounting bracket, mounting kit (screws, wall anchors, metal bracket), realistic wood ember set (pre-installed), camphor wood pieces, glass embers, owner's manual & quick start guide, and a remote control with batteries.

- Electric Fireplace Unit with 6ft 120V Power Cable
- Wall Mounting Bracket (pre-installed on back of fireplace)
- Mounting Kit (Screws, Wall Anchors, Wall Bracket, Metal Bracket, Strain Relief)
- Realistic Wood Ember Set (pre-installed)
- Interchangeable Camphor Wood Pieces
- Interchangeable Crystal Glass Embers
- Owner's Manual & Quick Start Guide
- Remote Control with Batteries

3. SPECIFICATIONS

Feature	Detail
Brand	Westinghouse
Model Number	WTH-50EF12B3
Product Dimensions (Overall)	5.5"D x 50"W x 15.75"H
Recessed Opening Dimensions Required	49"W x 15"H x 6"D
Material	Metal, Tempered Glass
Installation Type	Wall Mount / Built-in Recessed
Power Source	AC (120V)
Power Consumption	750W / 1500W
Heat Output	5110 British Thermal Units (BTU)
Adjustable Thermostat	62°F to 82°F
Flame Colors	12 options
Ember Colors	12 options
Brightness Levels	5 for flames and embers
Flame Speeds	5 options
Timer	1-24 hours
Special Features	Alexa & Google Home Compatible, Overheat Protection, Safety Shut Off, Adjustable Flame, Timer
Item Weight	30.9 pounds

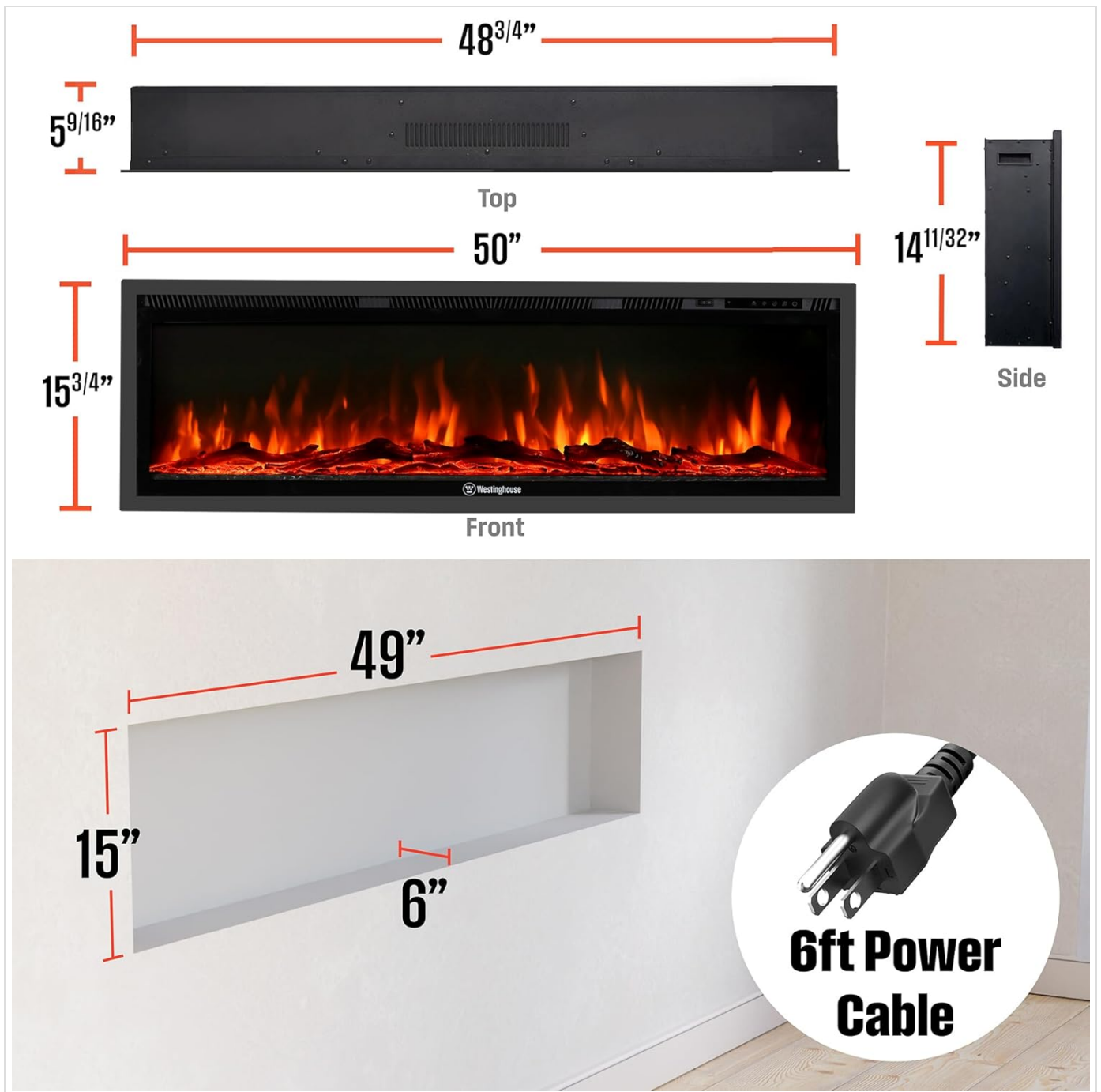


Image: Technical drawing illustrating the front, top, and side dimensions of the 50-inch electric fireplace, along with the required recessed opening dimensions (49"W x 15"H x 6"D) and a 6ft power cable.

4. SETUP AND INSTALLATION

This electric fireplace is designed for versatile installation, allowing for either wall-mounting or in-wall recessed flush mounting. Ensure you have the necessary tools and follow local electrical codes.

Installation Options:

- **Wall Mount:** The unit can be mounted directly onto a wall using the pre-installed wall mounting bracket and included mounting kit.
- **Recessed Installation:** For a flush look, the fireplace can be installed into a framed opening. The required opening dimensions are 49 inches wide, 15 inches high, and 6 inches deep.



Image: Depiction of the electric fireplace installed in both a wall-mounted configuration and a flush-mounted recessed configuration, highlighting the air inlet and heater output locations, and the 120V plug.

Pre-Installation Checks:

1. Unpack all components and verify against the 'What's Included' list.
2. Inspect the unit for any shipping damage. Do not install if damaged.
3. Ensure the chosen location meets the required clearances (11.8 inches from top surfaces).
4. Confirm a dedicated 120V 15A electrical outlet is available and accessible.

Ember Bed Customization:

The fireplace comes with a realistic wood ember set pre-installed. You can interchange this with the provided camphor wood pieces or crystal glass embers to customize the visual effect. Refer to the detailed instructions in the included Owner's Manual for specific steps on changing the ember bed.

5. OPERATING INSTRUCTIONS

The Westinghouse Electric Fireplace offers multiple ways to control its functions: the control panel on the unit, the included remote control, and a smartphone app compatible with Alexa and Google Home.



Image: A close-up of the fireplace's control panel and the remote control, detailing buttons for power, heater on/off, flame setting, ember setting, timer, WiFi mode indicator, and flame speed adjustment.

Control Panel & Remote Control Functions:

- **Power On/Off:** Activates or deactivates the unit.
- **Heater On/Off:** Toggles the heating function.
- **Flame Setting:** Cycle through 12 flame colors. Hold the button to cycle through 5 different brightness options.
- **Ember Setting:** Cycle through 12 ember colors. Hold the button to cycle through 5 different brightness options.
- **Flame Speed:** Cycle through 5 different flame burning speeds.
- **Timer:** Set an automatic shut-off timer from 1 to 24 hours.
- **WiFi Mode Indicator:** Indicates the status of the WiFi connection for app control.

Smart Home & App Control:

Enhance your experience by connecting the fireplace to the Westinghouse app, compatible with Alexa and Google Home. This allows for convenient control of all fireplace functions from your smartphone or through voice commands.



Realistic Log

Camphor wood Glass Embers

Lifelike flame to elevate your space, customizable with wood or glass embers

Image: A smartphone screen showing the Westinghouse app interface, demonstrating controls for heat, flame color, ember color, brightness, flame speed, and temperature settings. The image also indicates compatibility with Alexa and Google Home.

- **Download the App:** Search for the 'Westinghouse' app on the App Store (iOS) or Google Play Store (Android).
- **Pairing:** Follow the in-app instructions to pair your fireplace with your device and home network.
- **Voice Control:** Once paired, use voice commands via Alexa or Google Home to adjust settings.

Flame and Ember Customization:

The fireplace offers extensive customization for its visual effects:

- **144 Total Color Combinations:** Combine 12 flame colors with 12 ember colors.

- **Brightness:** 5 independent brightness levels for both flames and embers.
- **Flame Speed:** 5 adjustable flame burning speeds.



Image: A visual display demonstrating the extensive customization options, showing a grid of various flame and ember color combinations, highlighting the 12 flame colors, 12 ember colors, and 5 brightness settings for each.

Heating Function:

- **Adjustable Output:** Choose between 750W and 1500W heat settings.
- **Thermostat:** Set your desired room temperature between 62°F and 82°F. The unit will automatically adjust to maintain this temperature.

6. MAINTENANCE

Regular maintenance ensures optimal performance and longevity of your electric fireplace. Always disconnect power before performing any maintenance.

- **Cleaning:** Use a soft, damp cloth to wipe the exterior surfaces. Do not use abrasive cleaners or solvents.
- **Glass Panel:** Clean the glass panel with a soft cloth and a non-abrasive glass cleaner.
- **Air Inlets/Outlets:** Periodically check and clean any dust or debris from the air inlets and heater outlets to ensure proper airflow.
- **Storage:** If storing the unit for an extended period, ensure it is clean, dry, and stored in a safe, protected location.

7. TROUBLESHOOTING

If you encounter any issues with your Westinghouse Electric Fireplace, refer to the following common troubleshooting steps. If the problem persists, contact customer support.

Problem	Possible Cause	Solution
Unit does not turn on	No power, main switch off, circuit breaker tripped	Ensure unit is plugged in, main power switch is on, check household circuit breaker.
No heat output	Heater function off, thermostat set too low, overheat protection activated	Turn heater on, increase thermostat setting, allow unit to cool if overheat protection engaged.
Remote control not working	Dead batteries, obstruction, remote out of range	Replace batteries, remove obstructions, ensure remote is within operating range.
App control issues	WiFi connectivity issues, incorrect pairing	Check home WiFi network, re-pair the device via the app, ensure app is updated.
Flames not visible/dim	Brightness set too low, light source issue	Increase flame brightness setting, contact support if light source appears faulty.

8. WARRANTY INFORMATION

This Westinghouse Electric Fireplace Heater (Model WTH-50EF12B3) is covered by a **2-year warranty** from the date of purchase. This warranty covers manufacturing defects and workmanship under normal use and service.

Please retain your proof of purchase for warranty claims. The warranty does not cover damage resulting from misuse, accident, alteration, or unauthorized repair. For full warranty terms and conditions, please refer to the detailed warranty statement included with your product or contact Westinghouse customer support.

9. CUSTOMER SUPPORT

For any questions, technical assistance, or warranty inquiries regarding your Westinghouse Electric Fireplace Heater, please contact our customer support team:

- **Online Support:** Visit the official Westinghouse website for FAQs and support resources.
- **Contact Information:** Refer to the contact details provided in your Owner's Manual for phone or email support.

Our dedicated team is available to assist you with any concerns.