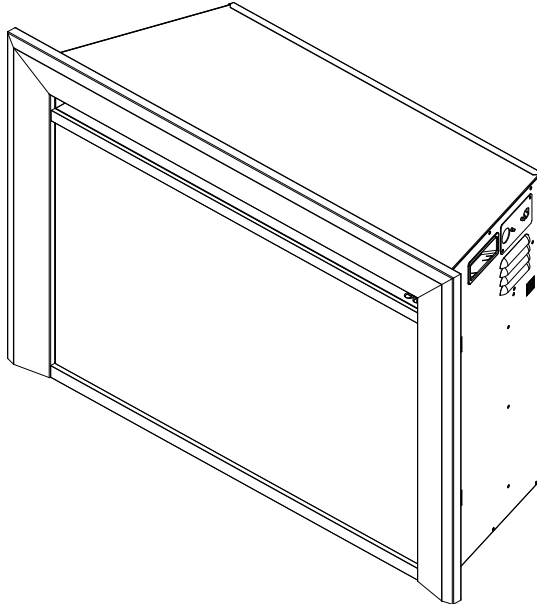


**Model(s):**

SF-INS25  
SF-INS30  
SF-INS35



### NOTICE



#### DO NOT DISCARD THIS MANUAL

- Important operating and maintenance instructions included.
- Read, understand and follow these instructions for safe installation and operation.
- Leave this manual with party responsible for use and operation.

**DO NOT  
DISCARD**

### Congratulations!

Congratulations on selecting a SimpliFire Electric Appliance, an elegant and clean alternative to wood and gas burning appliances. The SimpliFire electric appliance you have selected is designed to provide the utmost in safety, reliability, and efficiency.

**READ CAREFULLY BEFORE ATTEMPTING TO ASSEMBLE, INSTALL, OPERATE, OR MAINTAIN THIS PRODUCT.**

**PROTECT YOURSELF AND OTHERS BY OBSERVING ALL SAFETY INFORMATION. FAILURE TO COMPLY WITH INSTRUCTIONS COULD RESULT IN PERSONAL INJURY AND/OR PROPERTY DAMAGE.**

**⚠ WARNING: To reduce risk of fire, electrical shock, or personal injury, read all instructions before using appliance.**

**INSTALLER: DO NOT DISCARD THIS MANUAL -  
LEAVE FOR HOMEOWNER - SAVE THESE INSTRUCTIONS**

# 1 IMPORTANT INSTRUCTIONS

## IMPORTANT SAFETY INSTRUCTIONS

**WARNING! Risk of Fire! Risk of Burns!  
Risk of Electrical Shock!**

**DO NOT:**

- Install or operate damaged heater
- Modify heater
- Operate the heater without fully assembling all components

*Hearth & Home Technologies Inc. disclaims any responsibility for, and the warranty and agency listing will be voided by the above actions.*

When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

- Read all instructions before installing this appliance.
- This appliance 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, etc., and curtains at least 3 ft. (0.9 m) from the front of the appliance and keep them away from the sides and rear.
- Extreme caution is necessary when any appliance is used by or near children or other at risk individuals and whenever the appliance is left operating and unattended.
- Do not operate any appliance if it malfunctions. Disconnect power at service panel and have appliance inspected by a certified electrician before reusing.
- To prevent a possible fire, do not block appliance fan air intakes or exhaust in any manner.
- A heater has hot and sparking parts inside. Do not use it in areas where gasoline, paint, or flammable vapors or liquids are used or stored.
- Use this appliance only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or injury to persons.
- Do not operate any appliance with a damaged cord or plug or after the appliance malfunctions, has been dropped or damaged in any manner. Contact authorized dealer.
- Do not use outdoors.
- Never locate appliance where it may fall into a bathtub or water container.
- Do not run cord under carpeting. Do not cover cord with throw rugs, runners, or the like. Arrange cord away from traffic areas and where it will not be tripped over. Do not tightly coil cord.

**WARNING! DO NOT operate appliance before reading and understanding operating instructions. Failure to operate appliance according to operating instructions could cause fire or injury.**

**WARNING! Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Failure to install appliance according to Owner's Manual could cause property damage or injury.**

**NOTICE! This appliance is not intended for use as a primary heat source and should not be factored as such in residential heating calculations.**

- Always use ground fault protection where required by electrical code.
- To disconnect appliance, turn controls to "OFF" then remove plug from outlet.
- Always disconnect power before performing any cleaning, maintenance or relocation of the appliance.
- To prevent electrical shock or fire, always use a certified electrician should new circuits be required.
- When transporting or storing the appliance, keep in a dry place free from excess vibration to avoid damage.
- Avoid use of an extension cord because an extension cord may overheat and cause a fire. However if you have to use an extension cord, the cord should be No. 14 AWG minimum size and rated to not less than 1875 watts.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.
- Do not insert or allow fingers or foreign objects to enter any ventilation or exhaust opening as it may cause an electric shock or fire or damage the heater. Do not block or tamper with the heater in any manner while it is in operation
- Always use properly grounded, fused and polarized outlets.

**SAVE THESE INSTRUCTIONS**

**▲ Safety Alert Key:**

- **WARNING!** Indicates a hazardous situation which, if not avoided could result in death or serious injury.
- **CAUTION!** Indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.

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## A. Warranty

### Hearth & Home Technologies LLC LIMITED LIFETIME WARRANTY

Hearth & Home Technologies LLC (“HHT”) extends the following warranty for HHT gas, wood, pellet and electric hearth appliances (each a “Product” and collectively, the “Product(s)”) and certain component parts set forth in the table below (“Component Part(s)”) that are purchased from a HHT authorized dealer or distributor.

#### **WARRANTY COVERAGE:**

HHT warrants that the Products and their Component Parts will be free from defects in materials and workmanship for the applicable period of Warranty coverage set forth in the table below (“Warranty Period”). If a Product or Component Parts are found to be defective in materials or workmanship during the applicable Warranty Period, HHT will, at its option, repair the applicable Component Part(s), replace the applicable Component Part(s), or refund the purchase price of the applicable Product(s). The maximum amount recoverable under this Warranty is limited to the purchase price of the Product. This Warranty is transferable from the original purchaser to subsequent owners, but the Warranty Period will not be extended in duration or expanded in coverage for any such transfer. This Warranty is subject to conditions, exclusions, and limitations as described below.

#### **WARRANTY PERIOD:**

Warranty coverage begins at the date of installation. In the case of new home constructions, Warranty coverage begins on the date of first occupancy of the dwelling or six months after the sale of the Product(s) by an independent, authorized HHT dealer or distributor, whichever occurs earlier. However, the Warranty coverage shall commence no later than 24 months following the date of Product shipment from HHT, regardless of the installation or occupancy date.

The term “Lifetime” in the table below is defined as: 20 years from the beginning date of warranty coverage for gas appliances, 10 years from the beginning date of warranty coverage for wood and pellet appliances, and 5 years from the beginning of warranty coverage for standalone gas log sets. These time periods reflect the minimum expected useful lives of the designated Component Parts under normal operating conditions.

Warranty Period		HHT Manufactured Appliances and Venting					Component Parts Covered by this Warranty
Component Parts	Labor	Gas	Pellet	Wood	Electric	Venting	
1 Year		X	X	X		X	All parts including handles, external enameled components and other material except as covered by Warranty Conditions, Warranty Exclusions, and Warranty Limitations listed
2 Years					X		All parts except as covered by Warranty Conditions, Warranty Exclusions, and Warranty Limitations listed
2 years			X	X			Igniters, Auger Motors, Electronic Components, and Glass
		X					Electrical components limited to modules, remotes/wall switches, valves, pilots, blowers, junction boxes, wire harnesses, transformers and lights (excluding light bulbs)
		X		X			Molded Refractory Panels, Glass Liners
3 years			X				Firepots, burnpots, mechanical feeders/auger assemblies
5 years		X					Burners and logs for standalone gas log sets (Vented and Vent Free gas log sets not sold as components of the fireplace or stove)
5 years	1 year	X					Vent Free Burners and Vent Free Log components of HHT manufactured fireplaces or stoves
			X	X			Castings, Medallions and Baffles
6 years	3 years			X			Catalysts
7 years	3 years		X	X			Manifold tubes, HHT Chimney and Terminations
10 years	1 year	X					Burners, logs and refractory components of HHT manufactured fireplaces or stoves
Limited Lifetime	3 years	X	X	X			Firebox and heat exchanger, FlexBurn® System (engine, inner cover, access cover and fireback)
1 Year	None	X	X	X	X	X	All purchased replacement parts

## **WARRANTY CONDITIONS:**

- Because HHT cannot control the quality of any Products sold by unauthorized sellers, this Warranty only covers Products that are purchased through an HHT authorized dealer or distributor unless otherwise prohibited by law; a list of HHT authorized dealers is available on the HHT branded websites.
- This Warranty is only valid while the applicable Product remains at the site of original installation.
- This Warranty is only valid in the country in which the HHT authorized dealer or distributor that sold the applicable Product is authorized to sell applicable Product.
- Contact your installing distributor or dealer for Warranty service. If the installing dealer or distributor is unable to provide necessary parts, contact the nearest HHT authorized dealer or supplier. Additional service fees may apply if you are seeking Warranty service from a dealer other than the dealer from whom you originally purchased the applicable Product.
- No HHT consumer should bear cost of warranty service or costs incurred while servicing warranty claims (i.e., travel, gas, or mileage) when the service is performed within the terms of this Warranty. Check with your dealer or distributor in advance for any costs to you when arranging a warranty call. Travel and shipping charges for parts are not covered by this Warranty.

## **WARRANTY EXCLUSIONS:**

This Warranty does not cover the following:

- Changes in surface finishes as a result of normal use. As a heating appliance, some changes in color of interior and exterior surface finishes may occur. This is not a flaw and is not covered under the Warranty.
- Damage to printed, plated, or enameled surfaces caused by fingerprints, accidents, misuse, scratches, melted items or other external sources and residues left on the plated surfaces from the use of abrasive cleaners or polishes.
- Repair or replacement of parts that are subject to normal wear and tear during the Warranty Period are not covered. These parts include: paint, wood and pellet gaskets, firebricks, grates, flame guides, batteries and the discoloration of glass.
- Minor expansion, contraction, or movement of certain parts causing noise. These conditions are normal and complaints related to this noise are not covered by this Warranty.
- Damages resulting from: (1) failure to install, operate, or maintain the applicable Product in accordance with the installation instructions, operating instructions, and listing agent identification label furnished with the applicable Product; (2) failure to install the applicable Product in accordance with local building codes; (3) shipping or improper handling; (4) improper operation, abuse, misuse, continued operation with damaged, corroded or failed components, accident, or improperly/incorrectly performed repairs; (5) environmental conditions, inadequate ventilation, negative pressure, or drafting caused by tightly sealed constructions, insufficient make-up air supply, or handling devices such as exhaust fans or forced air furnaces or other such causes; (6) use of fuels other than those specified in the operation instructions; (7) installation or use of components not supplied with the applicable Product or any other components not expressly authorized and approved by HHT; (8) modification of the appliance not expressly authorized and approved by HHT in writing; and/or (9) interruptions or fluctuations of electrical power supply to the applicable Product.
- Non-HHT venting components, hearth connections or other accessories used in conjunction with the applicable Product.
- Any part of a pre-existing fireplace system in which an insert or a decorative gas applicable Product is installed.
- HHT's obligation under this Warranty does not extend to the Product's capability to heat the desired space. Information is provided to assist the consumer and the dealer in selecting the proper Product for the application. Consideration must be given to the Product location and configuration, environmental conditions, insulation and air tightness of the structure.

### **This warranty is void if:**

- The applicable Product has been over-fired, operated in atmospheres contaminated by chlorine, fluorine, or other damaging chemicals. Over-firing can be identified by, but not limited to, warped plates or tubes, deformation/warping of interior cast iron structure or components, rust colored cast iron, bubbling, cracking and discoloration of steel or enamel finishes.
- The applicable Product is subjected to prolonged periods of dampness or condensation.
- There is any damage to the applicable Product due to water or weather damage which is the result of, but not limited to, improper chimney or venting installation.

## **LIMITATIONS OF REMEDIES AND LIABILITY:**

- **EXCEPT TO THE EXTENT PROVIDED BY LAW, HHT MAKES NO EXPRESS WARRANTIES OTHER THAN THE WARRANTY SPECIFIED HEREIN. The owner's exclusive remedy and HHT's sole obligation under this Warranty or in contract, tort or otherwise, shall be limited to replacement of the Component Part(s), repair of the Component Part(s), or refund of the original purchase price of the applicable Product(s), as specified above; provided, however, that (i) if HHT is unable to provide replacement of the Component Part(s) and repair of the Component Part(s) is not commercially practicable or cannot be timely made, or (ii) the customer is willing to accept a refund of the purchase price of the applicable Product(s), HHT may discharge all such obligations by refunding the purchase price of the applicable Product. In no event will HHT be liable for any incidental or consequential damages caused by defects in the applicable Product. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This Warranty gives you specific legal rights and you may also have other rights which vary from State to State. THE DURATION OF ANY IMPLIED WARRANTY IS LIMITED TO DURATION OF THE EXPRESSED WARRANTY SPECIFIED ABOVE FOR THE APPLICABLE PRODUCT. Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.**

# 2 GENERAL INFORMATION

## A. Appliance Certification

**MODELS:** SF-INS25, SF-INS30, SF-INS35  
**LABORATORY:** CSA International  
**TYPE:** Electric Air-Heaters; Fixed and Location-Dedicated Electric Room Heaters  
**STANDARDS:** CSA C22.2 No 46-13; UL 2021 (4<sup>th</sup> Edition)

**NOTICE:** This appliance must be electrically wired and grounded in accordance with local codes or, in the absence of local codes, with National Electric Code ANSI/NFPA 70-latest edition or the Canadian Electric Code CSA C22.1.

**NOT INTENDED FOR USE AS A PRIMARY HEAT SOURCE.**

This appliance is tested and approved as either supplemental room heat or as a decorative appliance. It should not be factored as primary heat in residential heating calculations.

**Note:** The device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.



**WARNING:** This product can expose you to Di-(2-ethylhexyl) phthalate, which is known to the State of California to cause cancer and reproductive harm. For more information go to: [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).

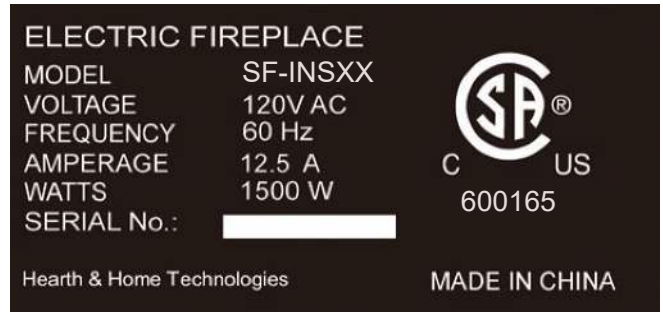
## B. Unpacking and Inspecting Appliance

**WARNING! DO NOT use this Electric Appliance if any part has been wet.** Immediately call a qualified service technician to inspect and to replace any part of the electrical system if necessary. Keep plastic wrapping away from children.

- Carefully remove the appliance and components from the packaging. Discard packaging.
- Carefully inspect components for any damage.
- Reference parts and hardware list to verify all parts have been received.
- Report to your dealer any missing or damaged parts.
- Read all the instructions before starting the installation. Follow these instructions carefully during the installation to ensure maximum safety and benefit.

## C. Model and Serial Number Information

The model and serial number information is located on the rating plate. The rating plate is located on the upper wall of the fireplace behind glass front.



### Homeowner Reference Information

We recommend that you record the following pertinent information about your appliance.

Model Name: \_\_\_\_\_ Date purchased/installed: \_\_\_\_\_

Serial Number: \_\_\_\_\_ Location on appliance: \_\_\_\_\_

Dealership purchased from: \_\_\_\_\_ Dealer Phone: \_\_\_\_\_

Notes: \_\_\_\_\_

# 3 GETTING STARTED

## A. Parts and Hardware

Parts and Hardware List	
Part	Quantity
Appliance	1
Front	1
Instruction Manual	1
Remote Control	1
AAA Battery	2
Front/Rear Leveling Bracket	4
Screw ST4x6	8
Construction Screws	4
Hard Wire Junction Block	1

## C. Tools and Supplies Needed

Before beginning the installation be sure that the following tools and building supplies are available.

Tape measure

Gloves

Phillips screwdriver

Level

Wire strain relief bushing

3/32 Slotted screwdriver/or equivalent

## B. Appliance Dimensions

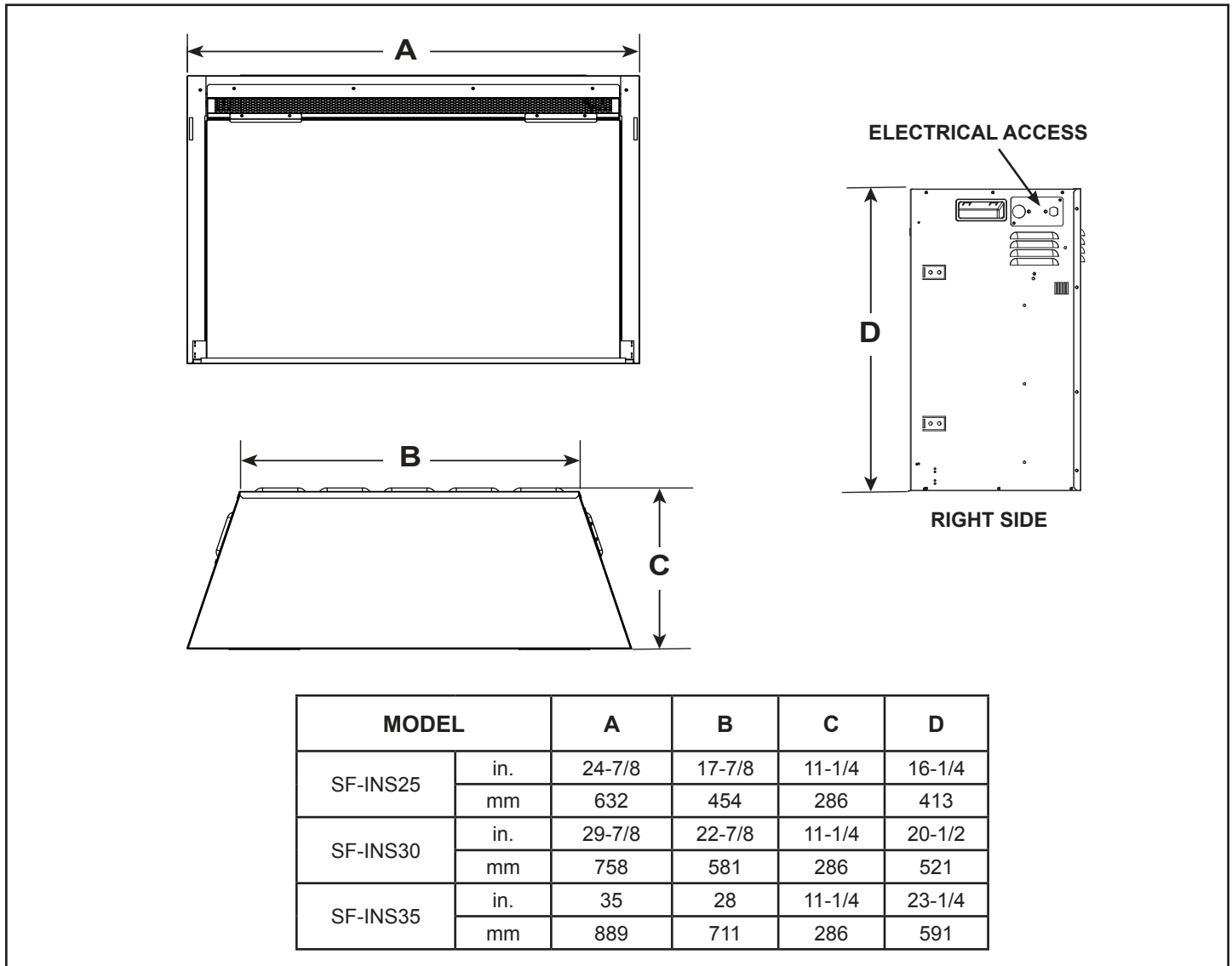


Figure 3.1 Appliance Dimensions

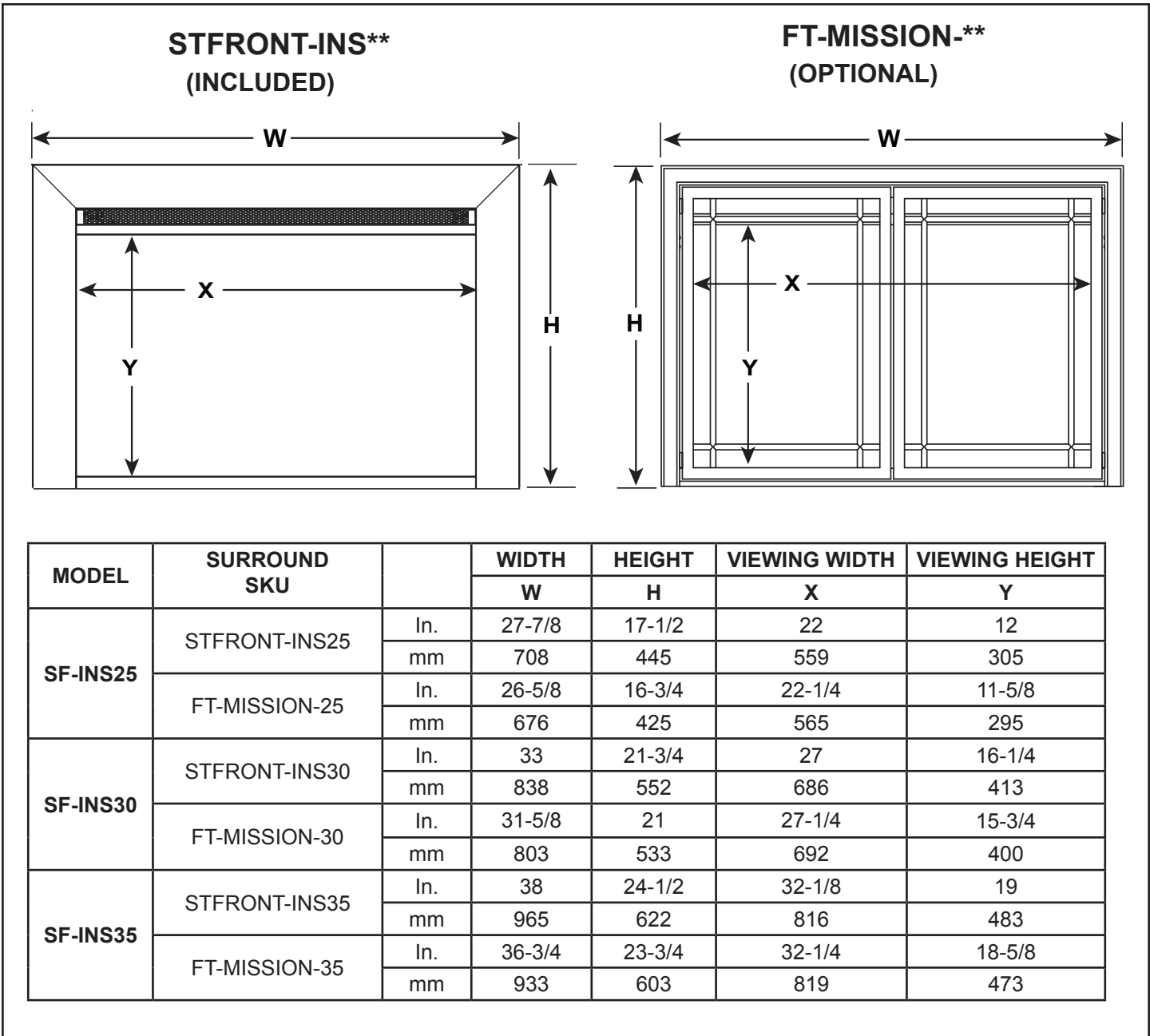


Figure 3.2 Decorative Front Dimensions



## D. Location

**Note:** If this appliance is installed in a bathroom, it must be protected by GFI receptacle or circuit. If receptacle is used it must be readily accessible. This electrical appliance is not water tight. To prevent electrical shock, it must be installed as to prevent water from entering appliance. It must be installed away from showers, tubs, or other water sources. Never locate the appliance where it may fall into a bathtub or other water container.

When choosing a location for your appliance ensure that the general rules are followed:

- For best results, install out of direct sunlight.
- Power supply service must be installed within proximity of electric appliance prior to finishing to avoid reconstruction.
- See Figure 3.1 for appliance dimensions and to determine location of appliance installation.

## E. Clearance to Combustibles

Reference Figures 4.10 and 4.11 for minimum chase dimensions and clearance to combustibles.

### Minimum Clearance to Combustibles

Sides.....	0 in
Floor.....	0 in
Top.....	0 in
Back.....	0 in
Front.....	36 in (813 mm)
Mantels.....	See Figure 3.3

**NOTE:** Do not pack insulation around the appliance blocking louvers.

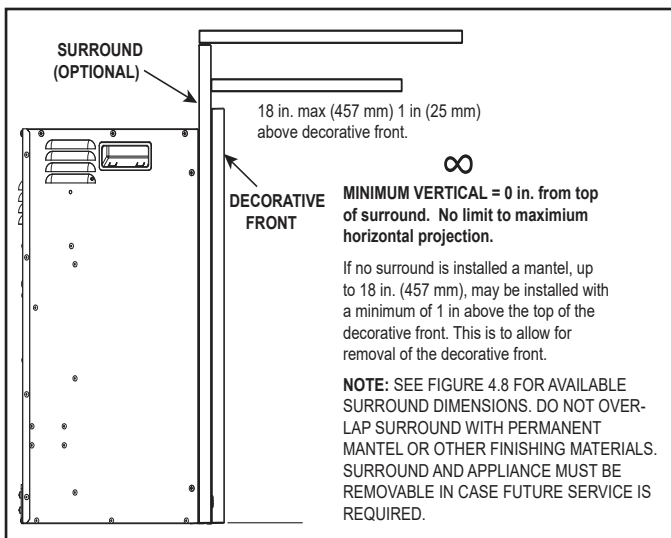


Figure 3.3 Mantel - Surround

**WARNING! Risk of Fire!** Keep electrical cords, drapery, furnishings or other combustibles at least 3 ft. (0.9 m) from the front of the electric appliance.

## F. Electrical Connection

**WARNING! Risk of Fire, Electrical Shock and Injury!** Electrical wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electrical shock and injury.

A 15 AMP, 120 Volt, 60 Hz circuit with a properly grounded outlet is required.

The appliance is supplied with a power cord equipped with NEMA-5-15P plug. An adapter must be used for connecting to a two-slot receptacle (Figure 3.4). The green grounding wire extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box. The adapter should not be used if a three slot grounded receptacle is available.

The appliance can also be hard wired using supplied hard wire junction block. See Section 4.B.

### Electrical Outlet Box

An outlet box may be installed in the existing solid fuel masonry or factory built appliance. The minimum chase dimensions may need to be adjusted when planning this installation. Alternatively, the supplied power cord may be routed out through the bottom corner of the surround to a nearby outlet.

**Note:** Power cord is approximately 7.8 feet (2.37 m) long, located on the right side of the appliance.

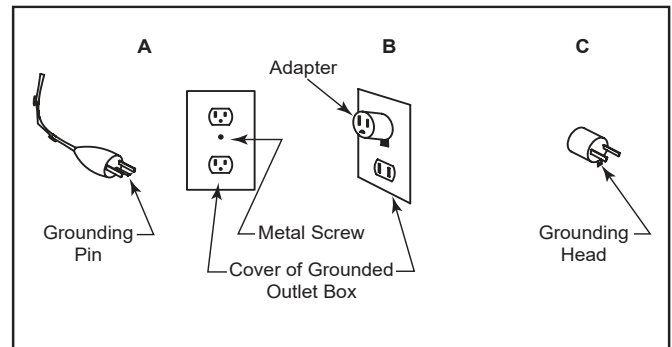


Figure 3.4 Cord Electrical Connection

**WARNING! Risk of Fire, Electrical Shock and Injury!** Ensure the power cord is not installed so that it is pinched or against a sharp edge and ensure that the power cord is stored or secure to avoid tripping and snagging.

# 4 INSTALLATION

## A. Selecting Appliance Location

When selecting a location for the appliance it is important to consider the required clearances to walls. See Figure 4.10 and 4.11.

**WARNING! Risk of Fire or Burns!** Provide adequate clearance around air openings and for service access. Due to high temperatures, the appliance should be located out of traffic and away from furniture and draperies.

**NOTICE:** Illustrations reflect typical installations and are FOR DESIGN PURPOSES ONLY. Illustrations/diagrams are not drawn to scale. Actual installation may vary due to individual design preference.

This product can be built into new construction or an existing wood burning fireplace.

## B. Appliance Preparation

If necessary, leveling brackets may be installed. Install leveling brackets (4) by aligning them to the preset holes at the base of the appliance. Use two (2) screws (ST4 x 6) per bracket to secure to the appliance. See Figure 4.1.

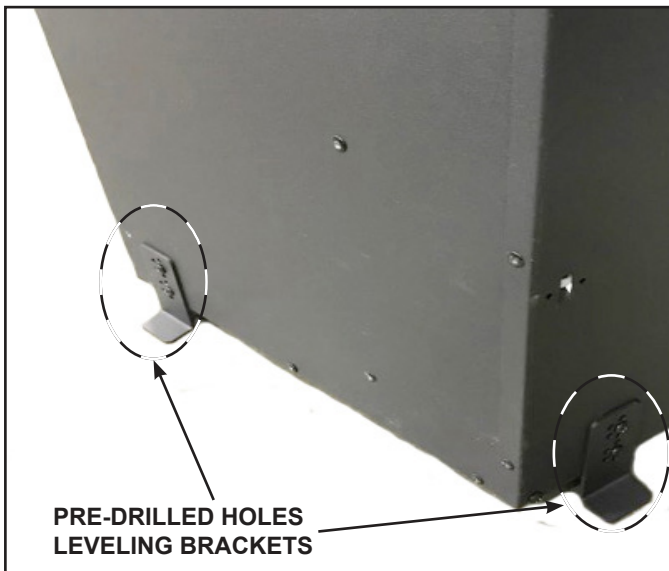


Figure 4.1 Pre-drilled Hole Locations

### Remove the Front

1. The Decorative Front is shipped attached to the appliance. To remove the front, remove the screws from the two (2) shipping brackets on each side of the appliance. See Figure 4.2
2. Slightly bend the shipping brackets to be perpendicular to the Decorative Front. See Figure 4.3
3. Grasp the Decorative Front and lift up to disengage the hooks and pull the front away from the appliance.
4. Remove and discard the shipping brackets from the rear of the Decorative Front by removing the screws. See Figure 4.4.



Figure 4.2

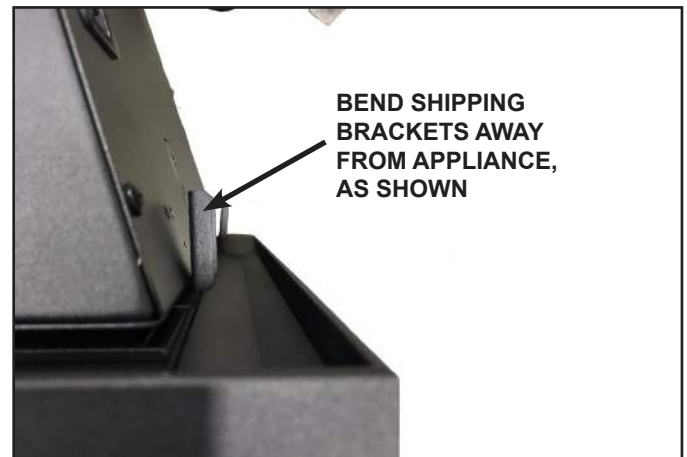


Figure 4.3

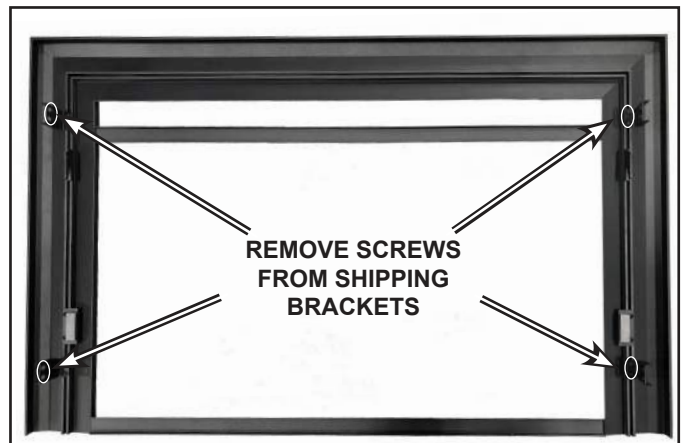


Figure 4.4

## Hard Wire Instructions

The appliance ships with a hard-wire terminal block that can be installed for hard wired installations.

**Note:** The appliance must be electrically connected and grounded in accordance with local building electrical codes

1. Remove terminal block cover plate attached to the power cord, located on the right side of the appliance.
2. Disconnect the terminal block from the three wires inside the appliance. Wires are released by disconnecting the three conductor wire connector. Discard the corded terminal block and cover plate assembly.
3. Locate the provided hard-wired junction block cover plate and install a wire strain relief bushing (not provided) through the 3/4 in. (19mm) hole of the cover plate.
4. Terminate type NM-B wire to the terminal block, ensure connections are secure, and tighten the strain relief. Use 3/32 slotted head screwdriver, or equivalent, to depress the spring loaded terminals for the conductors. Ensure all terminal block connections are tight.
5. Connect the three conductor wire connector from the appliance to the connector on the hard-wire junction block. See Figure 4.5.
6. Install the hard-wired terminal block cover plate and retaining screws.

## C. Installation into Existing Fireplace

1. Seal all drafts with non-fibrous insulation materials to prevent debris or water from falling from the chimney to electric appliance.
2. Close or seal off the chimney flue and close damper (if applicable) to prevent rain infiltration.
3. Do not install in an existing fireplace that is prone to moisture.
4. A provision must be made for the appliance to be connected to power within an existing firebox, or on an adjacent wall.

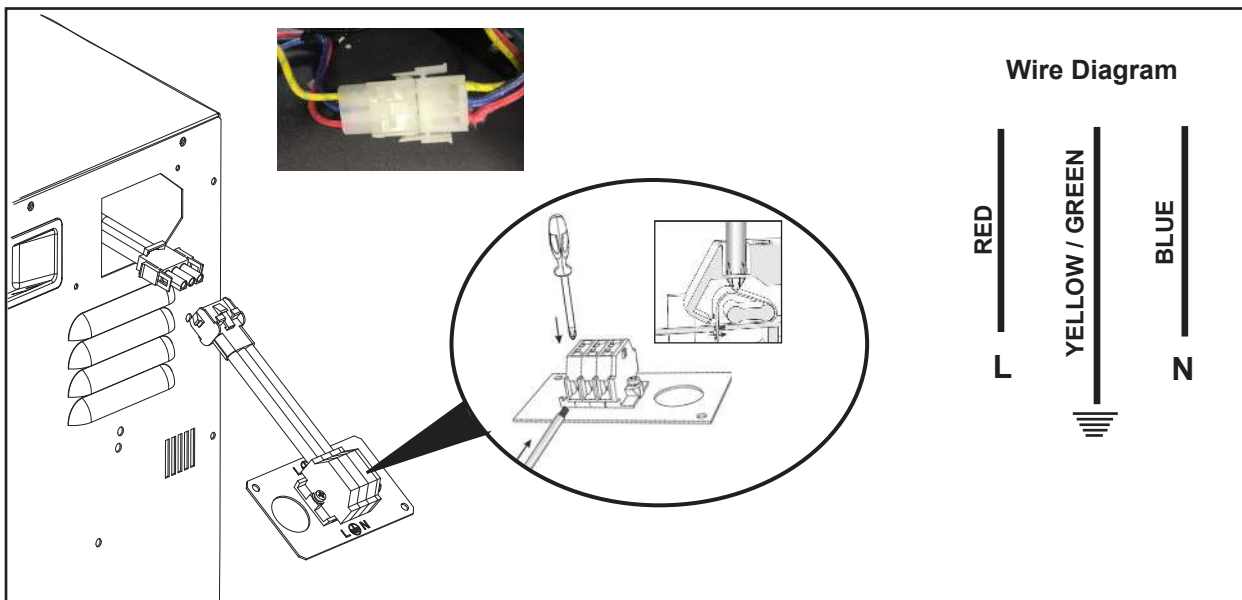


Figure 4.5 Wiring Hard Wire Terminal Block

## Install Surround (Optional)

An optional surround is available. The surround is designed to overlap the opening of the existing fireplace or constructed chase.

1. Remove the surround and hardware from the packaging.
2. Remove protective bag from the surround.
3. For a 3-sided configuration, remove the surround bottom panel, by removing the six (6) screws attaching it to the surround. See Figure 4.7.
4. If using the 3-sided surround configuration, the surround can be located by sliding the surround over the appliance from the top. See Figure 4.7.

If using the 4-sided configuration, the surround bottom panel may be kept in place, locate the surround onto the appliance by approaching it to the appliance at an angle as shown in Figure 4.6.

5. Attach the surround to the appliance with four (4) screws provided with the surround. See Figure 4.6.

Verify that the surround is securely attached to the appliance.

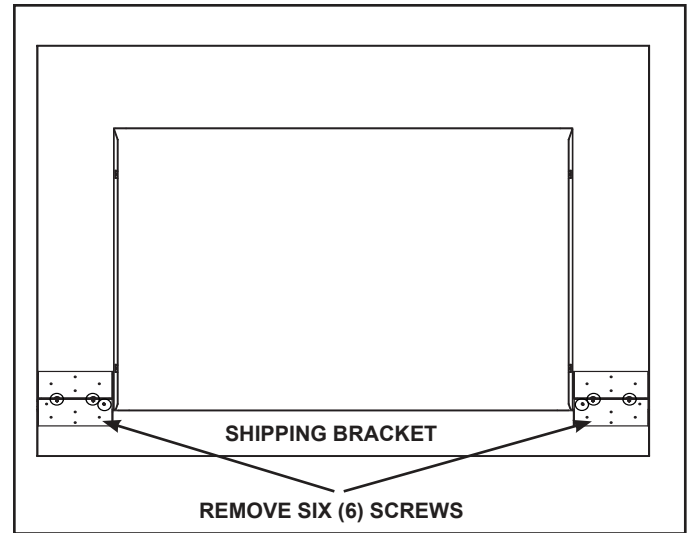


Figure 4.7 Surround Bottom Panel Removal

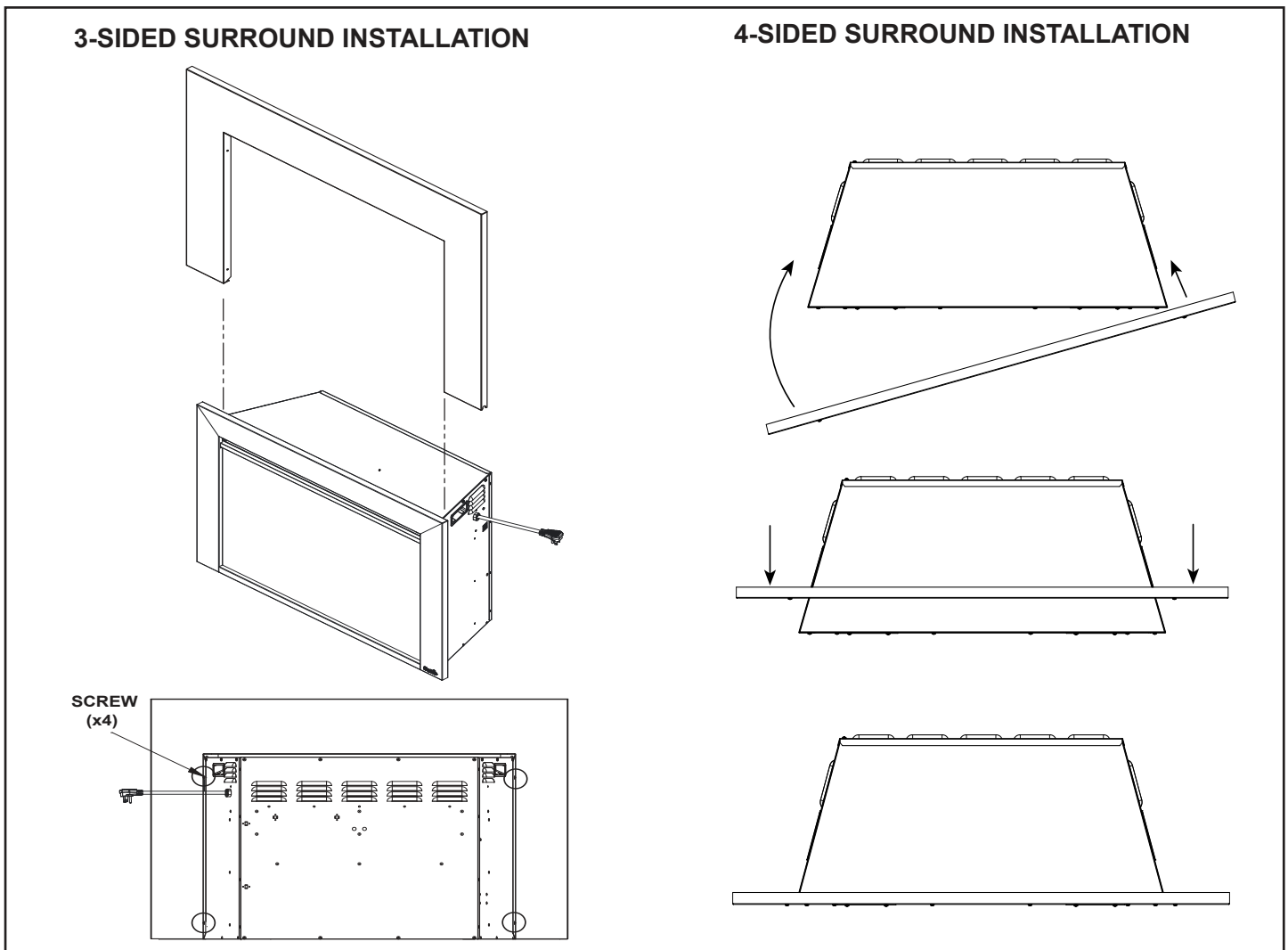
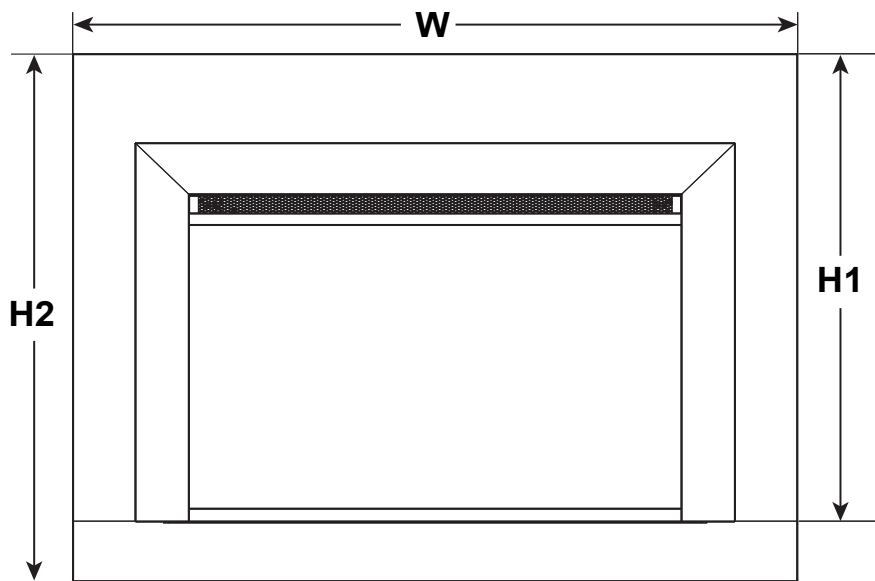


Figure 4.6 Surround Installation



MODEL	SURROUND SIZE	SURROUND SKU		WIDTH	3-SIDED H1	4-SIDED H2
				W		
SF-INS25	SMALL	SF-SI3523-INS25	In.	35	23	26-1/2
			mm	889	584	672
	LARGE	SF-SI3726-INS25	In.	37	26	30-1/2
			mm	940	660	773
SF-INS30	SMALL	SF-SI4027-INS30	In.	40	27	30-1/2
			mm	1016	686	773
	LARGE	SF-SI4230-INS30	In.	42	30	34-1/2
			mm	1067	762	875
SF-INS35	SMALL	SF-SI4229-INS35	In.	42	29	31
			mm	1067	737	784
	LARGE	SF-SI4432-INS35	In.	44	32	35
			mm	1118	813	886

Figure 4.8 Surround Dimensions

## Position the Appliance

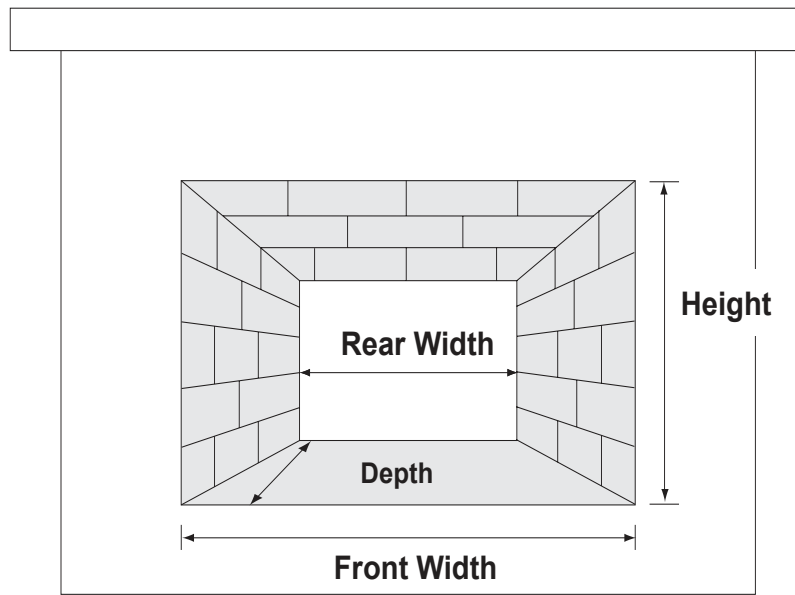
Position the appliance within the opening of the fireplace. Level the appliance with included leveling brackets, use shims if necessary.

Once the leveling brackets and surround are securely attached to the appliance, it can be fit into the existing fireplace.

1. Place a protective cover over the finished flooring in front of the fireplace or wall opening.
2. Locate the appliance in front of the fireplace opening.
3. Connect the power cord to the receptacle if the electrical service is located inside the existing fireplace. The cord will need to be loosely coiled inside the cavity along the right side of the appliance.

**Note:** If the power supply is located outside the fireplace, the cord can be routed through the bottom corner of the surround to a nearby outlet.

4. If necessary, adjust leveling brackets to achieve desired height.
5. Slide the appliance into the opening until the decorative front, or optional surround (if installed), contacts the wall.
6. Note any gaps between the decorative front, or optional surround (if installed), and the wall. Check for level.
7. Slide the appliance from the opening and make adjustments to the leveling brackets.
8. Repeat steps 5-7 until the appliance and decorative front or optional surround (if installed) are flush and level, and cord is securely routed and terminated to the receptacle.



Minimum dimensions for installation into an existing fireplace.

MODEL		FRONT WIDTH	REAR WIDTH	HEIGHT	DEPTH
SF-INS25	in.	25	18	16-3/8	11-3/8
	mm	635	457	416	289
SF-INS30	in.	30	23	20-5/8	11-3/8
	mm	762	584	524	289
SF-INS35	in.	35-1/8	28-1/8	23-3/8	11-3/8
	mm	892	714	594	289

Figure 4.9

## D. Installation into New Construction

**NOTICE:** The chase should be constructed in a manner of all outside walls of the home to prevent cold air drafting problems. The chase should not break the outside building envelope in any manner. Walls, ceiling, baseplate, and cantilever floor of the chase should be insulated. Vapor and air infiltration barriers should be installed in the chase as per regional codes for the rest of the home. Additionally, in regions where cold air infiltration maybe an issue, the inside surfaces may be drywalled and taped (or equivalent method may be used) to achieve maximum air tightness.

The appliance can be recessed into the wall. When installed in a recessed opening on an exterior wall in cooler climates, a chase may be required by local building codes to accommodate insulation.

**NOTICE:** Insulation and other loose materials must be secured to maintain the air clearance between the appliance and interior envelope of the wall opening. This will ensure that the appliance can circulate air to its room temperature sensor for maximum performance of the Thermostat function.

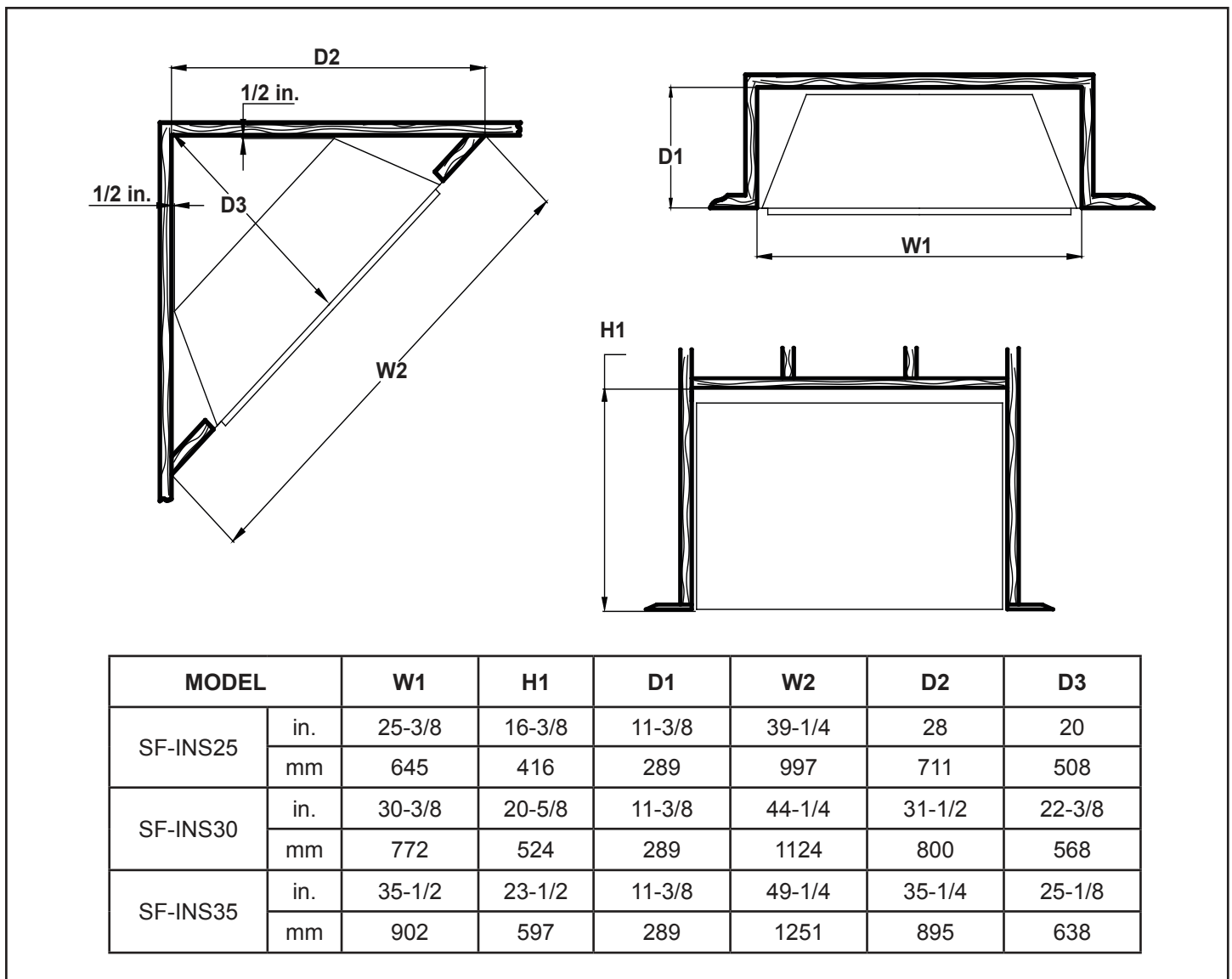


Figure 4.10 Framing Dimensions

## Position and Attaching the Appliance

Position the appliance within the opening in the framing. Level the appliance with included leveling brackets, and use shims if necessary. See Section 4.B.

Once the leveling brackets are securely attached to the appliance, it can be fit into the existing framed opening.

1. This appliance is approved for built-in installation. Refer to Figure 4.10 for framing dimensions.
2. Place a protective cover over the finished flooring in front of the wall opening.
3. Locate the appliance in front of the fireplace or wall opening.
4. Remove the front viewing glass from the appliance. Remove the two (2) glass retainers by removing four (4) screws. See Figure 4.11.
5. Remove the decorative side panels from inside the appliance. Pull the top of each panel away from the side of the appliance. Gently pull and bend the panel to maneuver it from the appliance. See Figure 4.12.
6. If using an optional surround, install it onto the fireplace. See Section 4.C. If not using the optional surround, place the decorative front on the fireplace to assist with determining the proper mounting depth into the framing. See front installation Figure 4.14 .
7. Connect the power cord to the receptacle if the electrical service is located inside of the wall opening. The cord will need to be loosely coiled inside the cavity along the right side of the appliance. If the appliance is to be hard-wired refer to section 4.B for wiring instructions.

**Note:** If the power supply is located outside the fireplace or chase, the cord can be routed through the bottom corner of the surround to a nearby outlet.

8. If necessary, adjust leveling brackets to achieve desired height.
9. Slide the appliance into the opening until the front (or surround, if used) is flush to wall.
10. Note any gaps between the front (or surround) and the wall. Check for level. If necessary, adjust leveling brackets.
11. Slide the appliance from the opening and make adjustments to the leveling brackets.
12. Repeat steps 9-11 until the appliance and surround are flush and level, and cord is securely routed and terminated to the receptacle.
13. Attach the appliance sides to the framing using four (4) construction screws (provided) through the four (4) tab locations on the appliance sides. See Figure 4.13.

14. Using the front mounting hole allows for 1/2 inch finishing material. The back hole allows for up to 1-1/2 inch finishing material. See Figure 4.13.
15. If installed, remove the decorative front, lift up to disengage hooks and pull away from the appliance.
16. Reinstall interior side panels.
17. Reinstall the decorative front. see front installation sec 4.C.



Figure 4.11 Top Glass Retainer Screw Location



Figure 4.12 Decorative Side Panel Removal

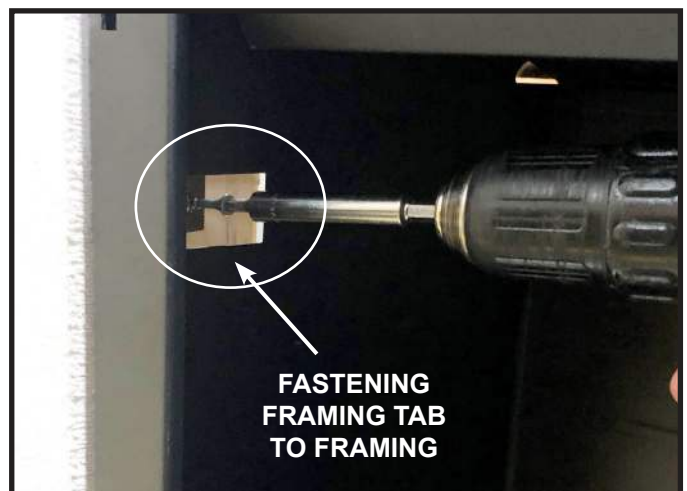


Figure 4.13 Fastening Framing Tab to Framing



## Finishing

Surrounds are available. The surround can overlap both combustible and non-combustible wall facing materials. See Figure 4.8 for available surround dimensions. Wall finishing materials, such as wood or stone, can be installed up to the outer edge of the surround. Wall or floor finishing materials cannot overlap the front face of the surround.

## Decorative Front Installation

1. Install the provided appliance front by aligning the two (2) top hooks on the back of the front with the slots on the decorative front of the appliance. See Figure 4.14.
2. Lower the hooks into the slots and allow the bottom front magnets to engage to the appliance.

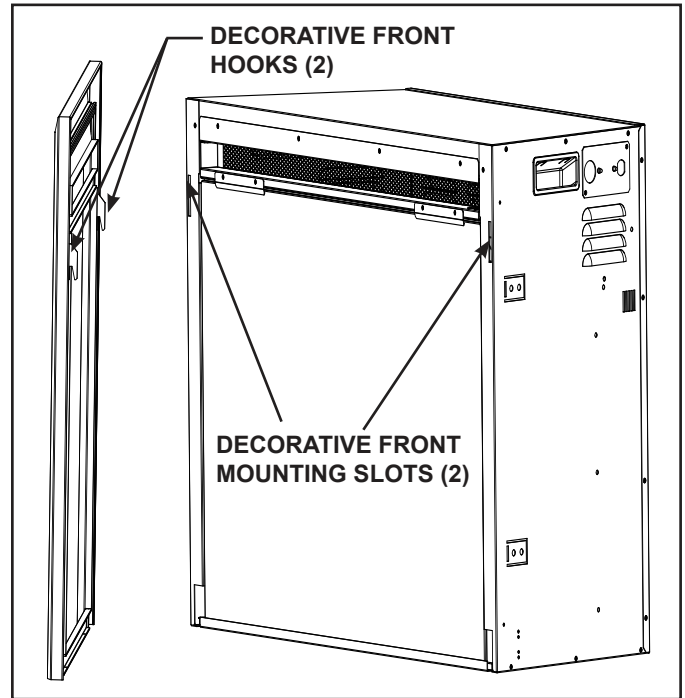


Figure 4.14 Decorative Front Installation

# 5 OPERATING INSTRUCTIONS

**WARNING!** Do not operate the appliance if it is damaged or has malfunctioned. If you suspect the appliance is damaged, call a qualified service technician to inspect and replace any part of the electrical system if necessary.

**Note:** A harmless slight brief odor may occur during first use or after prolonged period of storage.

## A. Manual Switch Function:

The appliance can be operated by both remote control and manual button. Once the appliance has been properly connected to a grounded electrical circuit, the appliance can be turned ON by pressing the Flame button to cycle through Flame options, or the Heater button to cycle heater settings. See Figure 5.1.

### Flame Button

By pressing the FLAME button, the appliance will cycle through four flame brightness levels.

### Heater Button

- Press the heater button to turn ON. The appliance will beep, illuminate one LED (see Figure 5.1), and turn the heater on LOW heat setting.
- Pressing a second time. The appliance will beep, illuminate two LEDs, and turn the heater on HIGH heat setting.
- Press a third time. The appliance will beep, no LED will illuminate, and heater will turn OFF.

## NOTE:

There is a brief delay between the heater command and the heat turning ON. When the appliance receives a heater ON command, the appliance blower will turn ON for 10 seconds before the heater turns ON. There is also a 10 second delay between heater off and blower shutdown.

## B. Heat Disengagement Switch

The appliance is equipped with a heat disengagement switch. This switch disables the use of the heater and will prevent it from being turned on by the remote or manual heater button. The switch is located behind the front viewing glass and is on the ceiling inside the appliance. See Figure 5.1. Refer to Section 4 for glass removal.

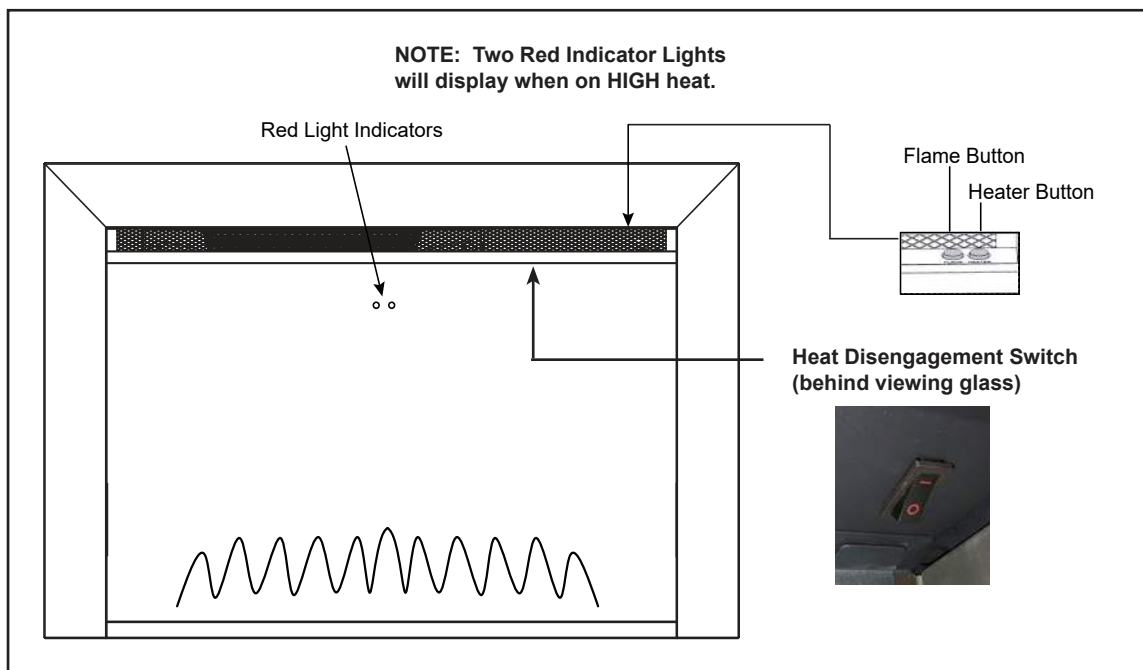


Figure 5.1 Manual Switch and Indicator Light

### C. Operating by Remote Control







- Make sure batteries are properly installed in Remote Control.
  - Battery requirements 2 x AAA batteries (included)
- The effective range of the remote is up to 13 ft.
- The remote control must be within the 13 ft. range and also be pointed directly at the face of the appliance. For best results, position the remote control within 45 degrees of the face of the appliance

### D. Resetting Temperature Cutoff Switch

The heater is protected with a safety device to prevent overheating. Should the heater overheat, an automatic cutoff will turn the heater OFF. It will not turn ON automatically without being reset. If it overheats for any reason, it can be reset by:

1. Turn appliance to off
2. Unplug unit or turn off the breaker to the circuit supplying power to the appliance and wait 15 minutes
3. Plug in or re-supply power to the appliance circuit and turn on.

**CAUTION:** If you need to continuously reset the heater, contact your dealer for service.

ICON	TITLE	FUNCTION	REMOTE LCD DISPLAY	APPLIANCE RESPONSE
	POWER	The POWER button will turn the appliance on. It will also put the appliance in a standby mode. This will turn off all functions at once but will hold the settings in memory except Heater function. The unit will turn on at the same settings by pressing the power button again.	LED illuminates and displays flame status icon and temperature set point.	Appliance emits single audible beep to confirm command to transition to ON or STANDBY state
	FLAME	By pressing the FLAME button, the unit will cycle through four flame effects.	LED illuminates and displays flame status icon.	Appliance emits single audible beep to confirm command to transition between four FLAME states.
	HEATER	Press Heater button once heater turns on heat setting 1. (LOW)	One LED illuminates.	Appliance emits single audible beep to confirm command.
		Press Heater button twice turns heater on heat setting 2. (HIGH)	Two LED's illuminate.	Appliance emits single audible beep to confirm command.
		Press Heater button again turns heater OFF.	No LED's illuminate.	Appliance does not make audible beep.
	THERMOSTAT	Pressing the Temperature button adjusts the heater's response to the ambient temperature conditions in the room. Temperature adjusts from 16 °C - 28 °C (60 °F - 82 °F). Power button must be on to set from °C to °F. Hold for 3 seconds and the LED display changes from °C to °F.	Remote displays the temperature. If in Stand-by mode, temperature displays but cannot be adjusted.	Appliance emits single audible beep to confirm command to change desired temperature set point.
				
	TIMER	Pressing the Timer button sets the time desired for the appliance to run. The Timer can be set from .5 hour up to 9 hours in 1 hour increments.	Remote will display the time setting selected. If no timer is set, there will be no indicator.	Appliance will emit single audible beep to confirm command to desired timer setting.

# 6 MAINTENANCE

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## A. Maintenance

**WARNING! Risk of Shock!** Always unplug the cord before moving or servicing. Do not immerse appliance in water.

- Always turn OFF the appliance and disconnect the cord from the electrical outlet before cleaning your appliance.
- Light accumulated dust may be removed from the appliance with a soft cloth or vacuum cleaner.
- Wipe the exterior surfaces of the appliance occasionally with a slightly damp cloth using a solution of mild detergent and water. Dry thoroughly before operating the appliance.

**CAUTION!** Do not allow water to run into the interior of the appliance as this could create a fire or electric shock. Always disconnect electrical service before servicing appliance.

- The fan motor is factory lubricated for life and will not require further lubrication.
- Store appliance in a clean dry place when not in use.

**WARNING! Risk of Fire!** To reduce risk of fire, do not store or use gasoline or any other flammable vapors or liquids in the vicinity of the appliance.

**WARNING! Risk of Electrical Shock!** Any other servicing needed must be performed by an authorized service technician. Do not attempt to service the appliance yourself.

## B. Cleaning

### Cleaning Glass

Dust particles can be removed by buffing lightly with a clean dry cloth. Fingerprints and other marks can be cleaned with a cloth dampened with a quality household glass cleaner. The glass should be completely dried with a lint free cloth or paper towel. Do not use abrasive cleaners on glass surface. Do not spray liquids directly onto any surface.

### Metal Surface

Dust particles can be removed by buffing lightly with a clean dry cloth. A damp cloth can be used to clean painted surfaces. Do not use abrasive cleaners. Do not spray liquids directly on to any surface.

## C. Servicing

Except for installation and cleaning described in this manual, an authorized service technician should perform any other servicing.

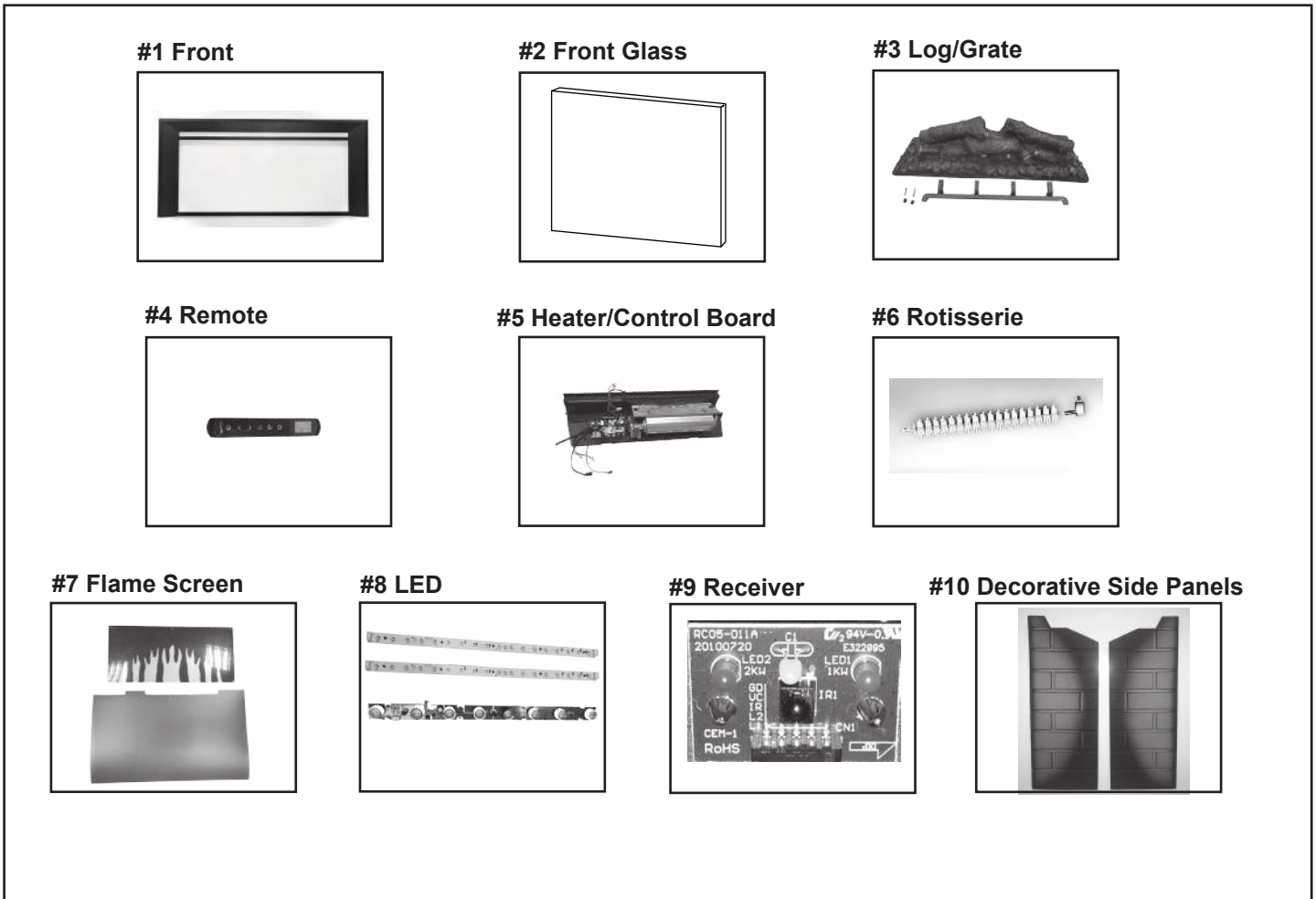
**WARNING! Risk of Electrical Shock!** Any other servicing needed must be performed by an authorized service technician. Do not attempt to service the appliance yourself.

## D. SimpliFire Troubleshooting Guide

Symptom	Possible Cause	Corrective Action
Circuit breaker trips or fuse blows when appliance is turned on	Exceeding current rating of the circuit breaker or fuse, perhaps from operating other appliances on the same circuit as the appliance	Install appliance onto a dedicated 15 amp circuit.
Lights in room dim while the appliance is on	Appliance is drawing close to circuit current rating	Install appliance onto a dedicated 15 amp circuit.
Appliance will not come on when using the manual controls on the appliance	Appliance is not plugged into an electrical outlet	Ensure plug is connected to a working outlet.
	Hard-wire connections not correct (if applicable)	Review wiring instructions to ensure correct connection.
	No incoming power from the electrical outlet or electrical box	Check fuse/breaker panel.
	Defect in control board (PCB)	Replace the control board (PCB).
Remote control does not work	Low/dead batteries	Replace batteries in the remote.
	Remote receiver is blocked, or remote is not pointed directly at the receiver.	Ensure receiver is not blocked. Move closer to the appliance.
	Appliance power switch is in the off "O" position (if equipped)	Turn the power switch on, to the "I" position (if equipped).
	Control board (PCB) malfunction?	Replace control board (PCB).
Heater will not turn on, but flame is functioning	Remote is in thermostat mode and room temperature (temperature at appliance thermistor) is higher than the set point on the remote	Increase thermostat set point on the remote, or exit thermostat mode (press the thermostat button until no temperature set point is displayed on the remote). See "Room Temperature and Thermostat Function" section of the manual.
	Appliance has overheated and safety thermal switch has tripped	Unplug or turn off power at circuit breaker and allow it to cool for 15 minutes. Then plug in the appliance or turn power back on at circuit breaker and turn appliance back on.
	Heater disengagement switch is set to "OFF" position.	Toggle the heater disengagement switch, located on the ceiling inside of appliance to the "ON" position.
	Defective main control board	Replace control board (PCB).
	Defective heater assembly	Replace heater assembly.
Heater shuts off automatically or won't stay on	Room temperature (temperature at the appliance thermistor) is higher than the set point on the remote	Increase thermostat set point on the remote, or exit thermostat mode (press the thermostat button until no temperature set point is displayed on the remote). See "Room Temperature and Thermostat Function" section of the manual.
	Appliance has overheated and safety thermal switch has tripped	Unplug or turn off power at circuit breaker and allow it to cool for 15 minutes. Then plug in the unit or turn power back on at circuit breaker and turn unit back on.
Heater emits an odor	Normal operation	It is normal for the heater to emit an odor for a brief amount of time after turning on. It is burning off dust that has accumulated on the heater.
Flame does not move at all	Flame rotisserie motor is stalled or malfunctioning	Cycle appliance on or off. If problem persists inspect rotisserie and motor for blockage or interference. If no interference, replace the control board (PCB) and rotisserie motor.
Flame shudder	Flame rotisserie contacting other internal components when spinning	Ensure rod is straight and mounted properly and is spinning freely without spindles hitting other components.
	Defective flame rotisserie motor	Replace rotisserie motor.

## SimpliFire Troubleshooting Guide (continued)

Symptom	Possible Cause	Corrective Action
Ember bed does not light up	Ember bed is turned off	Refer to operation section of the user manual.
	Loose wiring	Check wiring to ember bed LEDs.
	Defective control board (PCB)	Replace control board (PCB).
	Defective LED lights	Replace ember bed LED lights.
Appliance turns on by itself	Defective control board (PCB)	Replace control board (PCB).
	Similar infrared signal from another remote causing appliance to turn on (pre-2019 manufactured appliances only)	Some TV remotes may cause the appliance to turn on for appliances manufactured before 2019. Replace control board (PCB).
Excessive noise with heater on	Interference with fan blade	Inspect heater assembly and fan for obstructions or interference.
	Defective blower motor	Replace heater assembly.
Grinding or rubbing noise (when heater is off)	Rotisserie hitting or rubbing against internal components	Ensure rotisserie rod is straight and mounted properly and is spinning freely without spindles hitting other components. If sound is coming from friction with the rotisserie bracket, apply grease to contact point.

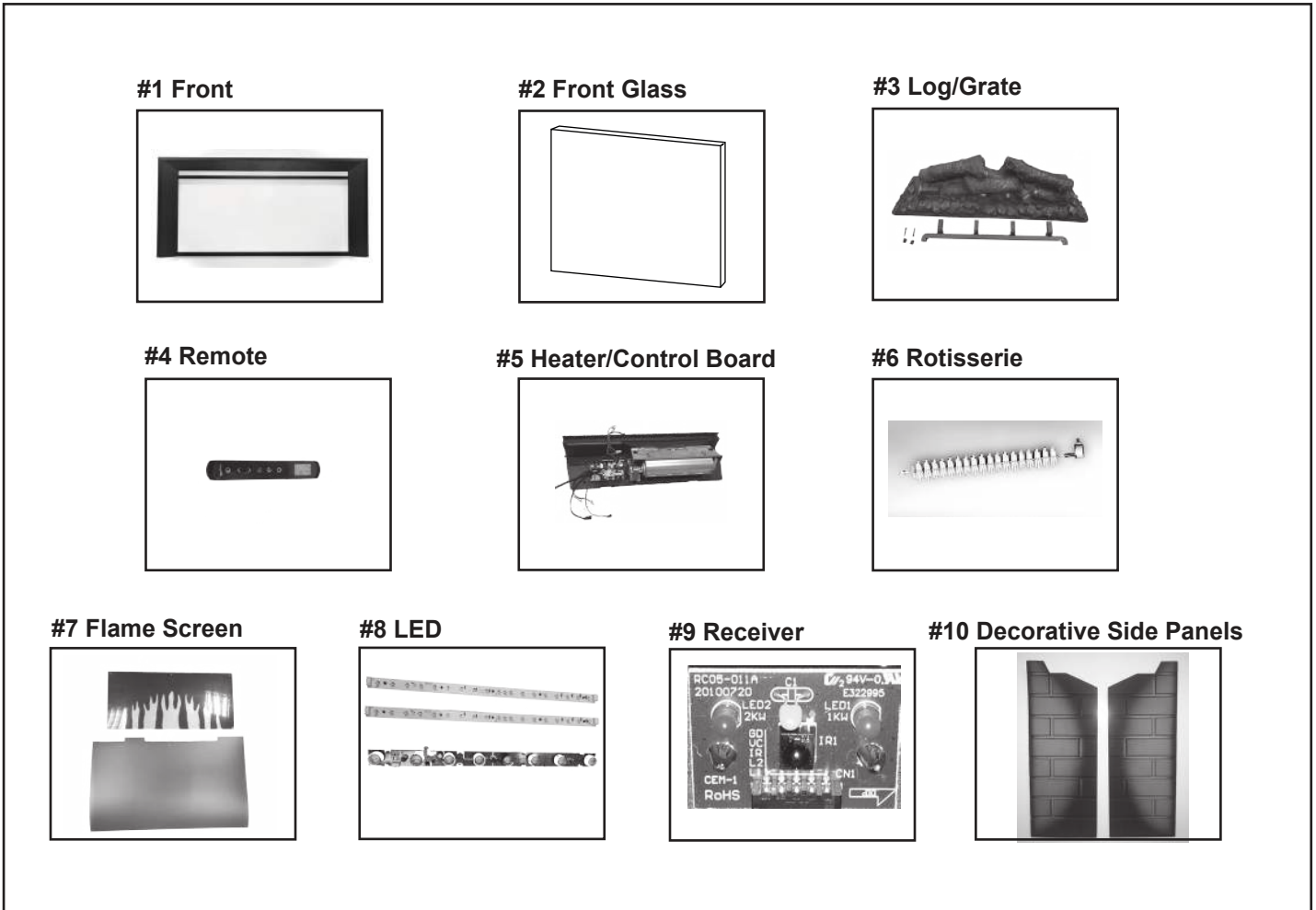


IMPORTANT: THIS IS DATED INFORMATION. Parts must be ordered from a dealer or distributor. **Hearth and Home Technologies does not sell directly to consumers.** Provide model number and serial number when requesting service parts from your dealer or distributor.



Stocked at Depot

ITEM	DESCRIPTION	COMMENTS	PART NUMBER	
1	Front		STFRONT-INS25	
2	Front Glass		GLAS-INS25	Y
3	Log/Grate Assembly		LOG-INS25	Y
4	Remote		REMOTE-INS30	Y
5	Heater/Control Board Assembly	Control Board, Heater & Fan Included	HEAT-INS25	Y
6	Rotisserie (Rod, Motor, & Screws)		ROTISS-INS25	Y
7	Flame Screen		FLAM-INS25	
8	LED Assembly	Includes all LEDs	LED-INS25	Y
9	Receiver		RECEIVER-ELECT	Y
	Hardware Bag (Includes 2 leveling legs w/fasteners)		HRDW-BI	Y
10	Decorative Side Panels (Includes left & right)		PANEL-INS25	



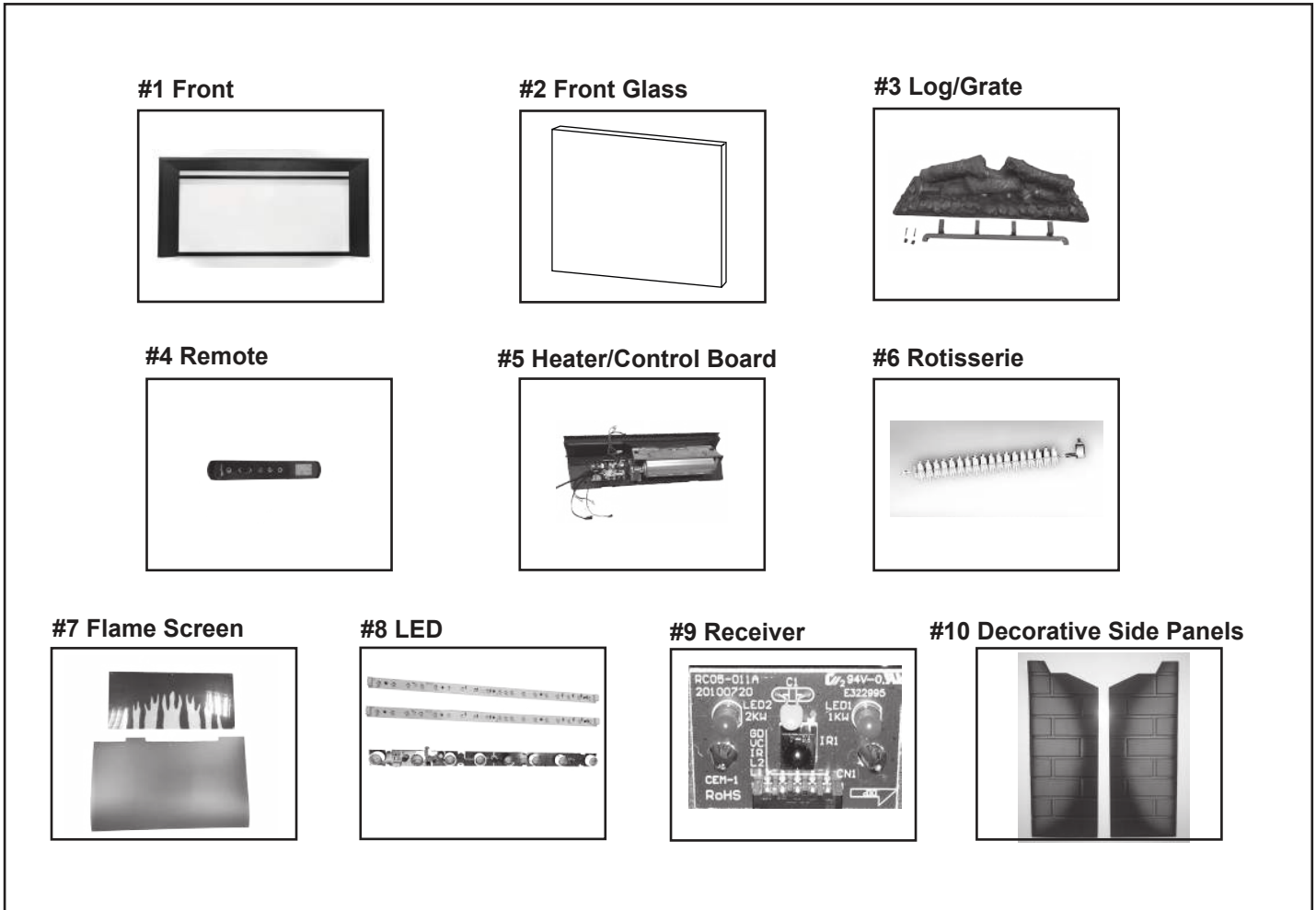
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**Stocked  
at Depot**

ITEM	DESCRIPTION	COMMENTS	PART NUMBER	
1	Front		STFRONT-INS30	
2	Front Glass		GLAS-INS30	Y
3	Log/Grate Assembly		LOG-INS30	Y
4	Remote		REMOTE-INS30	Y
5	Heater/Control Board Assembly	Control Board, Heater & Fan Included	HEAT-INS30	Y
6	Rotisserie (Rod, Motor, & Screws)		ROTISS-INS30	Y
7	Flame Screen		FLAM-INS30	
8	LED Assembly	Includes all LEDs	LED-INS30	Y
9	Receiver		RECEIVER-ELECT	Y
	Hardware Bag (Includes 2 leveling legs w/fasteners)		HRDW-BI	Y
10	Decorative Side Panels (Includes left & right)		PANEL-INS30	





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**Stocked  
at Depot**

ITEM	DESCRIPTION	COMMENTS	PART NUMBER	
1	Front		STFRONT-INS35	
2	Front Glass		GLAS-INS35	Y
3	Log/Grate Assembly		LOG-INS35	Y
4	Remote		REMOTE-INS30	Y
5	Heater/Control Board Assembly	Control Board, Heater & Fan Included	HEAT-INS35	Y
6	Rotisserie (Rod, Motor, & Screws)		ROTISS-INS35	Y
7	Flame Screen		FLAM-INS35	
8	LED Assembly	Includes all LEDs	LED-INS35	Y
9	Receiver		RECEIVER-ELECT	Y
	Hardware Bag (Includes 2 leveling legs w/fasteners)		HRDW-BI	Y
10	Decorative Side Panels (Includes left & right)		PANEL-INS35	

