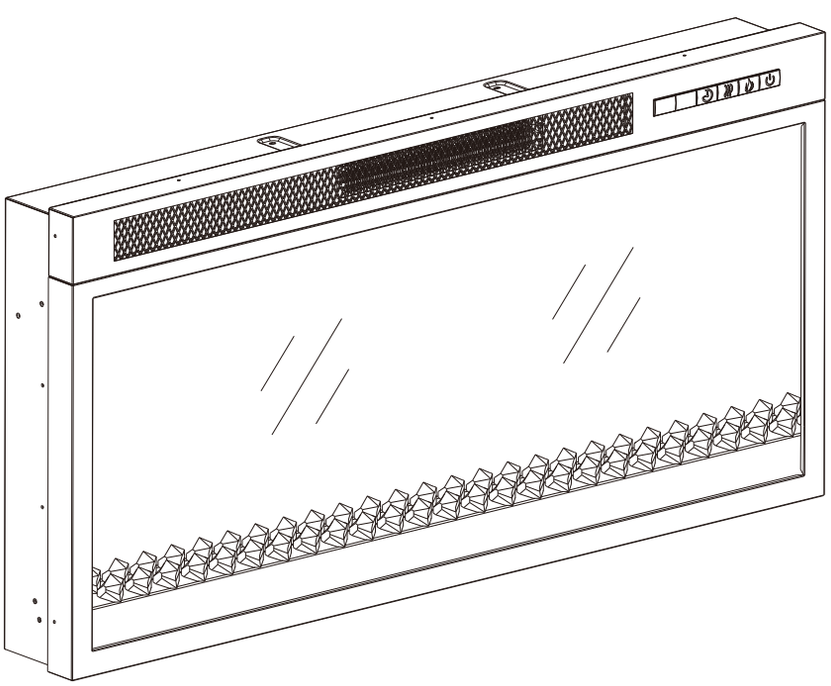
HOMEOWNERS MANUAL

SF103-36

ELECTRIC FIREPLACE INSERT



C 255895 US

INSTALLER / CONSUMER SAFETY INFORMATION

General

1. Read all instructions before using this appliance.
2. 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 (0.9m) from the front of this heater and keep them away from the sides and rear.
3. CAUTION: Extreme caution is necessary when any heater is used by or near children or invalids and whenever the heater is left operating unattended.
4. Always unplug this appliance when not in use.
5. Do not operate any heater with a damaged cord or plug or after the appliance malfunctions, has been dropped or damaged in any manner. Return heater to authorized service facility for examination, electrical or mechanical adjustment, or repair.
6. Any repairs to this appliance should be carried out by a licensed service person.
7. Under no circumstances should this appliance be modified.
8. Do not use outdoors.
9. This heater is not intended for use in bathrooms,laundry areas and similar indoor locations.Never locate heater where it may fall into a bathtub or other water container.
10. Do not run cord under carpeting. Do not cover cord with throw rugs, runners or similar covering. Arrange cord away from traffic areas and where it will not be tripped over.
11. To disconnect this appliance, turn controls to the off position, then remove plug from outlet.
12. Connect to properly grounded outlets only.
13. This appliance, when installed must be electrically grounded in accordance with local codes, with the current CSA C22.1 Canadian Electrical codes or for USA installations, follow local codes and the National Electric Code, ANSI/NFPA No. 70.
14. Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock, fire or damage the heater.
15. To prevent 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.
16. This heater has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint or flammable liquids are used or stored. This appliance should not be used as a drying rack for clothing, nor should Christmas stockings or decorations be hung on or near it.
17. 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.
18. Always plug heaters directly into a wall outlet/receptacle. Never use with an extension cord or relocatable power tap (outlet/power strip).
19. The heater has a safety device that makes it stop working once the inner temperature reaches 85º (±2°C). To reset the appliance, turn heater off and disconnect power, let it cool off for 10 minutes and plug back in.
20. SAVE THESE INSTRUCTIONS.

LOCATING YOUR FIREPLACE

Your new electric fireplace may be installed on the floor only in your home.This fireplace is an insert fireplace and can't be used as an movable fireplace. However, when choosing a location for your electric fireplace, ensure that the general instructions are followed. Also, for best effect, install the electric fireplace away from direct sunlight and dust.

SERVICE INSTRUCTIONS

USER INSTRUCTIONS

1. Any repairs to this appliance should be carried out by a qualified service person.
2. Under no circumstances should this appliance be modified. Parts having to be removed for servicing must be replaced prior to operating this appliance again.
3. This firebox is to be cleaned with a damp cloth (water) only. Do not use any abrasive cleaners on the unit.
4. Please unplug this firebox when not in use.
5. If using firebox in existing fireplace, please clean/vacuum thoroughly before inserting the firebox. Vacuum firebox vents periodically to avoid dust buildup for long lasting use.

TEMPERED GLASS INFORMATION

1. Under no circumstances should this product be operated with broken glass.
2. Do not strike or slam the glass.
3. Do not use abrasive cleansers to clean the glass.
4. This product uses tempered glass. Replacement of the glass supplied by the manufacturer should be done by a qualified service person.

FIREBOX SPECIFICATIONS

Fireplace Insert Dimensions(W x D x H)	36 x 5 3/8 x 18 inch 91.4 x 13.7 x 45.7 cm
Net Weight / Gross Weight	13 kg / 14.9 kg
Voltage	120V~
Frequency	60Hz
Watts	1400 Watts

ELECTRICAL CONNECTION

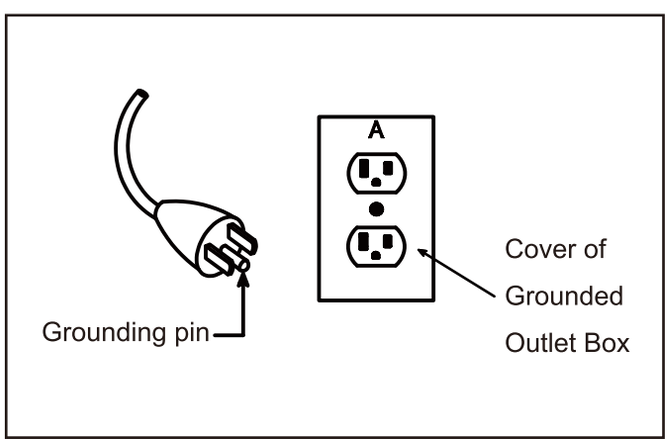
Preferably, the fireplace will be on a dedicated circuit as other appliances on the same circuit may cause the circuit breaker to trip or the fuse to blow when the heater is in operation. The unit comes standard with 6ft. (1800mm) three prong cord, exiting from the rear of the fireplace. Plan the installation to avoid the use of an extension cord. Always plug heaters directly into a wall outlet/receptacle. Never use with an extension cord or relocatable power tap(outlet/power strip).

WARNING

- Do not use this fireplace insert if any part of it has been under water. Immediately call a qualified service technical to inspect the firebox and replace any part of the electrical system which has been under water.
- During any service of this appliance, the power to the unit must be turned off. First turn the main power switch to the "OFF" position. Then remove the electrical plug from the wall outlet.

GROUNDING INSTRUCTIONS

This heater is for use on 120 volts. The cord has a plug as shown at A in figure.

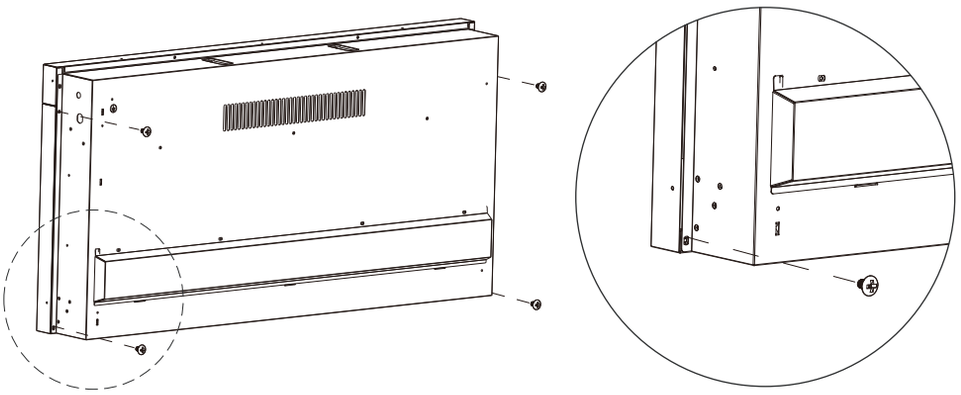


Grounding method

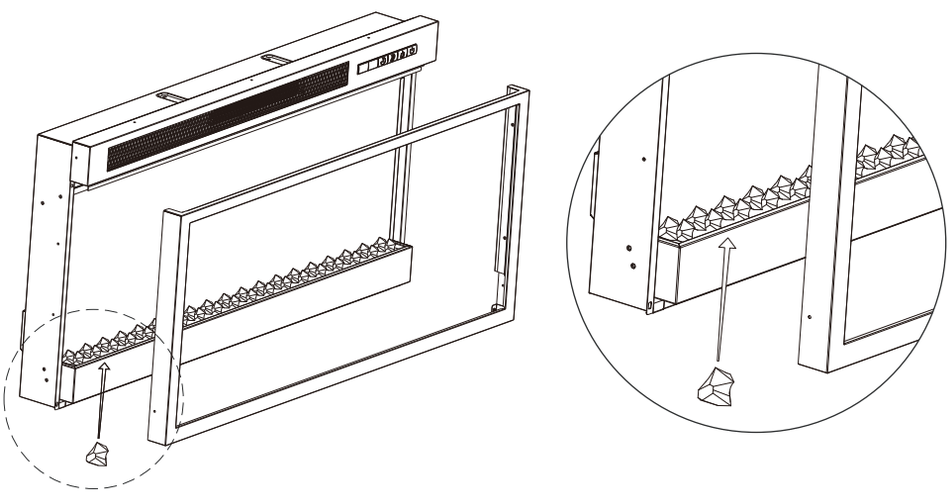
INSTALLATION-CRYSTAL EMBER

Before installing the fireplace into the mantel or stand

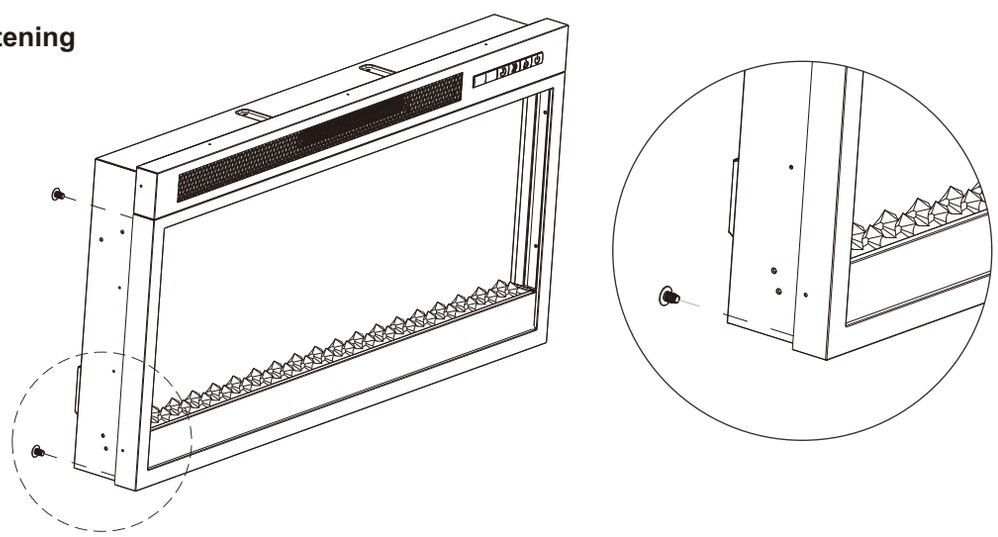
1. Use a phillips head screwdriver (not provided) to unscrew 4 screws (2 screws each side) located at the back side of the fireplace to remove the glass front from the unit.



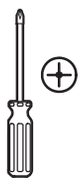
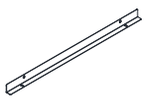
2. Carefully lift the glass front to take it out from the fireplace, and put it on a clean and soft surface to avoid any scratches. Arrange the ember bed (acrylic crystals) along the insert window ledge at the front of the fireplace.



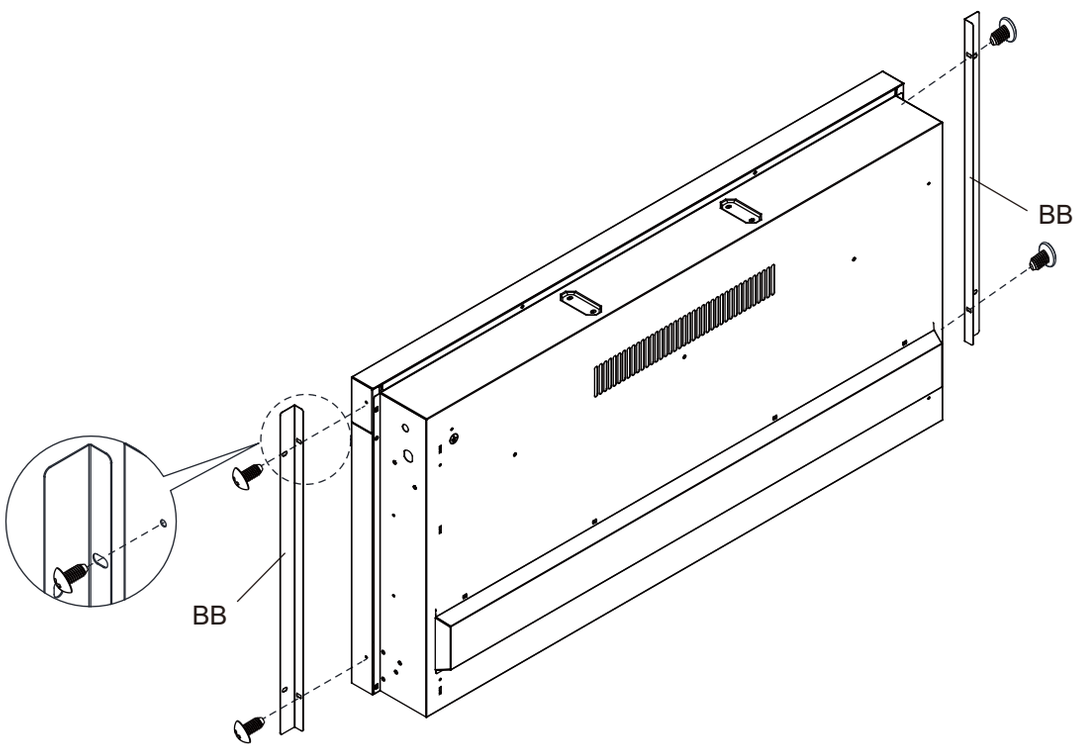
3. Secure the glass front by fastening back 4 screws from the back of fireplace.



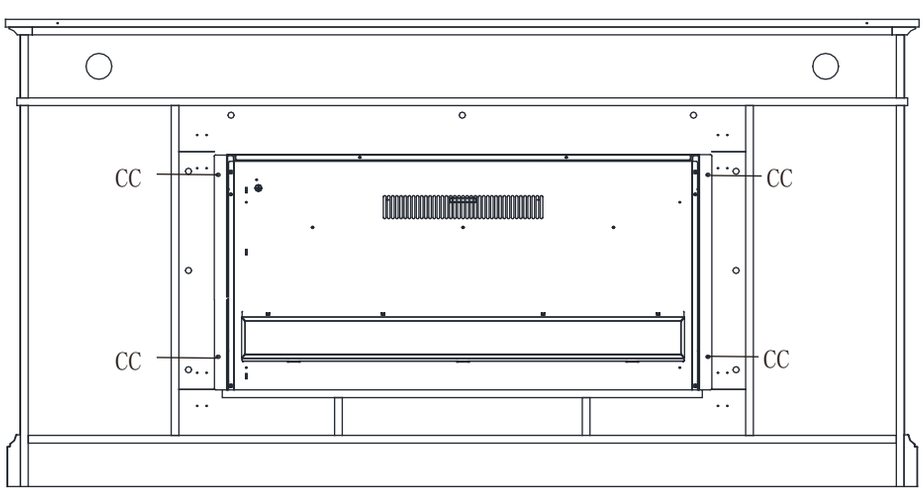
ASSEMBLY INSTRUCTIONS

REQUIRED TOOLS	HARDWARE		
 Phillips Screwdriver (not included)	 BB x 2	 Φ4 X 10mm CC x 5	 Φ4 X 6mm DD x 5

1. ATTACHING THE METAL TRIMS



2. INSTALLING THE FIREPLACE INSERT



Read all instructions and warnings prior to operating the appliance. Ensure that all controls are in the "OFF" position before plugging the appliance in to a properly grounded electrical outlet.

The Fireplace control functions can be accessed in two ways:

- Using the touchpad control panel, located on the upper right-hand of the fireplace (see Figure 1)
- Using the multi-function remote control (see Figure 2), functions same as control panel.

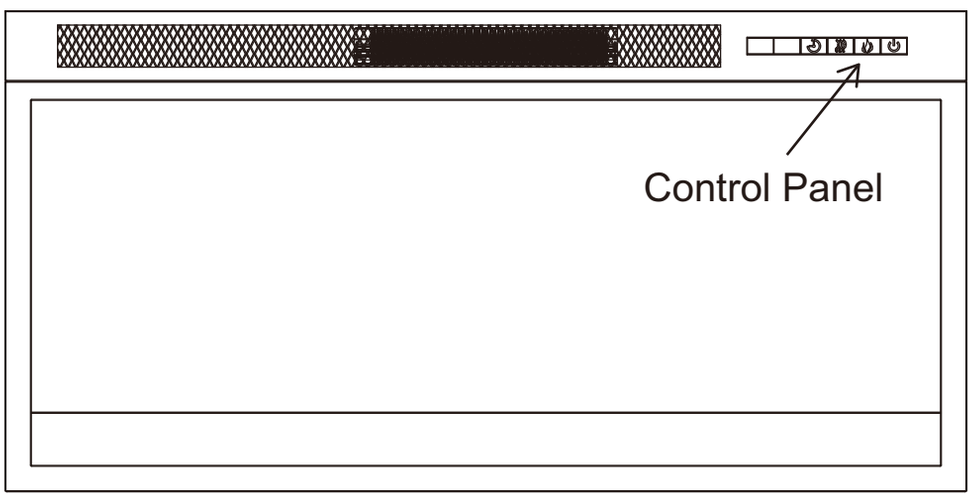


Figure 1

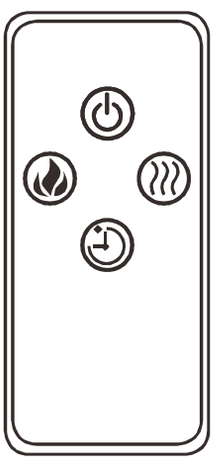
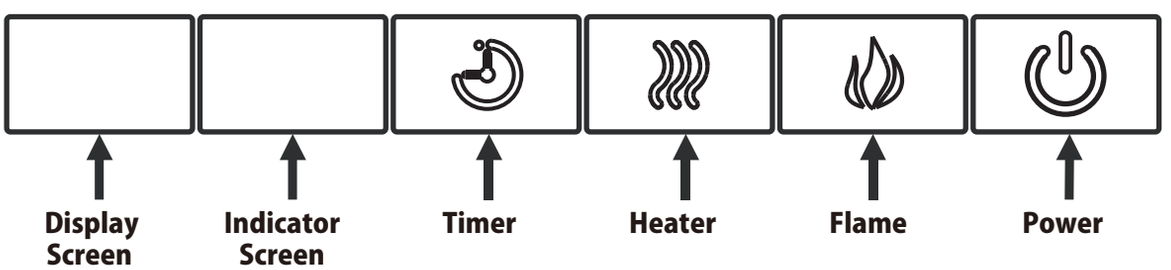


Figure 2

Using the Control Panel



When a function is changed from the control panel or remote there will be a corresponding indicator displayed. The indicator colors corresponding to different functions are as follows:

Red -- Flame function
Blue -- Heater function
Green -- Timer function

OPERATING INSTRUCTIONS

<table>
<tr><th>FUNCTION</th><th>ICON</th><th>DESCRIPTION</th></tr>
<tr><td>POWER</td><td></td><td>Press the POWER button to turn on the unit; press again to turn off the unit.</td></tr>
<tr><td>FLAME</td><td></td><td>Press the FLAME button to set the brightness of flame effect.
Change the flame brightness by pressing flame button repeatedly.
The brightness level of flame is as follows: max-high-medium-low-min. And the display shows 5-4-3-2-1 accordingly.</td></tr>
<tr><td>HEATER</td><td></td><td>

Press the HEATER button repeatedly will cycle through the following heat settings:

<table>
<tr><th rowspan="2">Temperature setting</th><th colspan="2">Display screen</th></tr>
<tr><th>° F</th><th>° C</th></tr>
<tr><td>Turn on the heater</td><td>ON</td><td>ON</td></tr>
<tr><td>1st level</td><td>62</td><td>17</td></tr>
<tr><td>2nd level</td><td>64</td><td>18</td></tr>
<tr><td>3rd level</td><td>66</td><td>19</td></tr>
<tr><td>4th level</td><td>68</td><td>20</td></tr>
<tr><td>5th level</td><td>70</td><td>21</td></tr>
<tr><td>6th level</td><td>72</td><td>22</td></tr>
<tr><td>7th level</td><td>74</td><td>23</td></tr>
<tr><td>8th level</td><td>76</td><td>24</td></tr>
<tr><td>9th level</td><td>78</td><td>25</td></tr>
<tr><td>10th level</td><td>80</td><td>26</td></tr>
<tr><td>11th level</td><td>82</td><td>27</td></tr>
<tr><td>Turn off the heater</td><td>NONE</td><td>NONE</td></tr>
</table>

Note: When the heating function is turned off, the LED indicator flashes five times in blue color.
To change between °F and °C press and hold the HEATER button on the control panel for 5 seconds.

</td></tr>
<tr><td>TIMER</td><td></td><td>Press the timer button repeatedly will cycle through the following timer settings:

30 minutes, 1, 2, 3, 4, 5, 6, 7, 8, 9 hours and off. And the display shows 30-1H-2H-3H-4H-5H-6H-7H-8H-9H-0 accordingly.

The fireplace/heater will turn off after settled interval period.</td></tr>
</table>

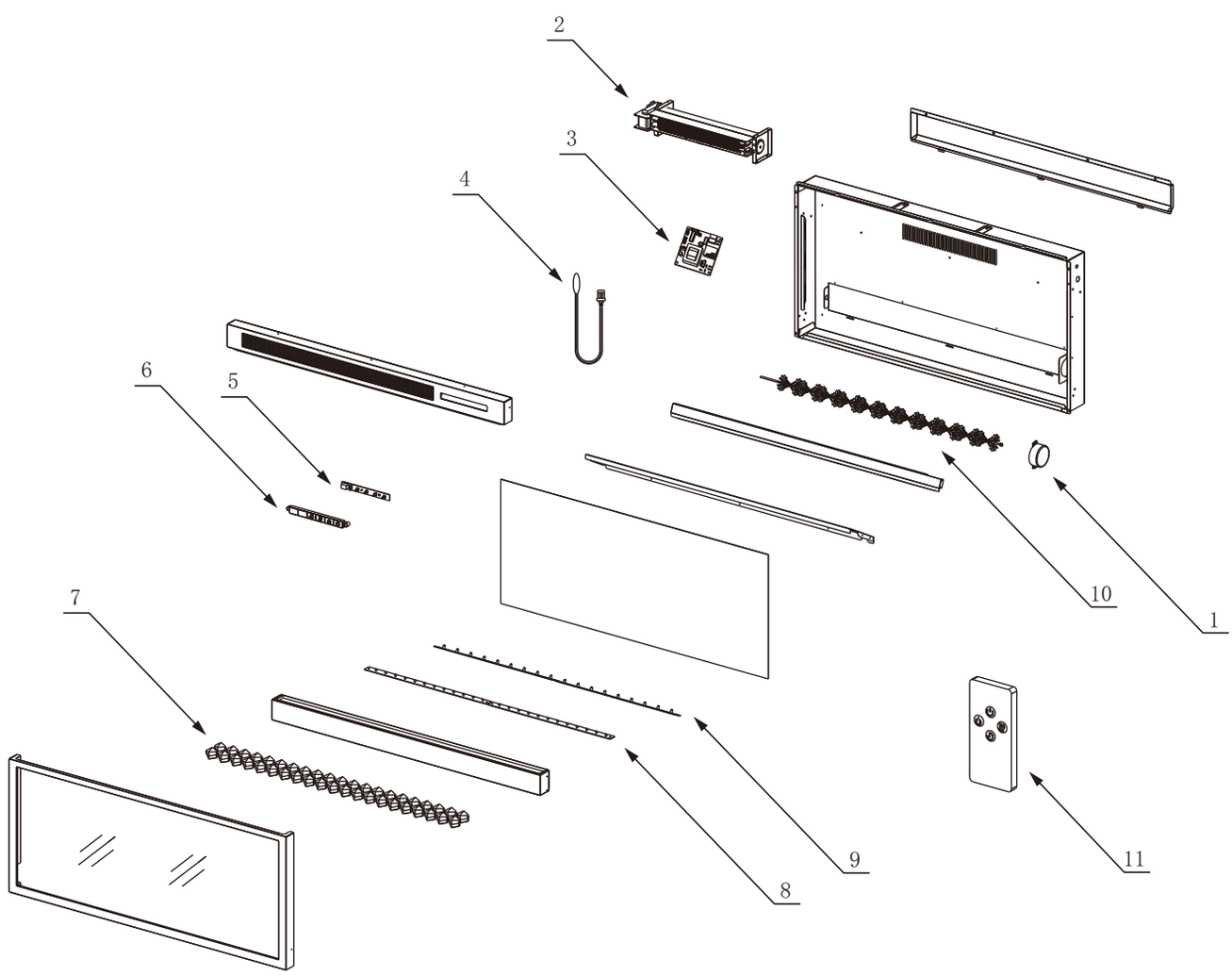
TROUBLESHOOTING GUIDE

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
Display shows “E1”.	The thermostat sensor is broken or disconnected.	Contact customer service for a replacement thermostat sensor.
There is no power.	There is no power to the unit.	Check that unit is plugged into a standard 120V outlet. Press the power button several times and make sure the power is set to the “ON” position.
The heater does not blow warm air.	Thermostat setting is preventing heater from turning on.	Adjust the temperature settings to ensure that the thermostat is set higher than the current room temperature.
Power cord gets warm.	Normal operation.	Check your heater cord and plug connections. Faulty wall outlet connections or loose plugs can cause the outlet or plug to overheat. Be sure the plug fits tight in the outlet. Heaters draw more current than small appliances, overheating of the outlet may occur even if it has not occurred with the use of other appliances. During use check frequently to determine if your plug outlet or faceplate is HOT! If so, discontinue use of the heater and have a qualified electrician check and/or replace the faulty outlet(s).
The remote control is not working.	There is no battery or the signal is poor.	Change the remote battery. Operate remote control at a slow measured pace. Press the remote control buttons with an even motion and gentle pressure. Repeatedly pressing buttons in rapid succession may cause the transmitter to malfunction.
The noise when the heater is on is louder than normal.	a. The air intakes are dirty or obstructed.	a. Check the air intakes for obstructions or high dust build up.
	b. The blower/heater assembly is defective.	b. Contact Customer Service for a new heater/blower assembly.
Abnormal noise when the heater is not on and the flame effect is on.	The spinner motor is defective.	Contact Customer Service for a new spinner motor.

REPLACEMENT PARTS LIST AND EXPLODED VIEW

Part	Part Name
1	Flame Generator Drive Motor
2	Heater/Blower Assembly
3	Main Circuit Board
4	Thermostat Sensor
5	Control Panel Circuit Board
6	Control Panel Buttons
7	Crystal Bed
8	Emberbed Circuit Board
9	Flame Effect Circuit Board
10	Flame Generator/Spinner
11	Remote Control

Some parts and specifications may change without notice.



INSTRUCTIONS

Periodic cleaning/vacuuming of the fan/heater unit is recommended.Make sure the unit is turned OFF and unplugged whenever you are cleaning the appliance.

Check your heater cord and plug connections. A loose fitting outlet can cause the plug to overheat and/or cause a fire. Be sure plug fits tight in the outlet. Check frequently during use to make sure plug and outlet are not hot. If so, discontinue using heater and have outlet replaced by a qualified electrician.

Note: Heaters draw more current than small appliances, overheating of the outlet may occur even if it has not occurred with the other appliances.

WARNING:Electrical outlet wiring must comply with local building codes and other applicable regulations to reduce the risk of fire,electrical shock and injury to persons.

WARNING:Make sure the power is turned off before proceeding.Any electrical repairs or rewiring of this unit should be carried out by a licensed electrical in accordance with national and local codes.

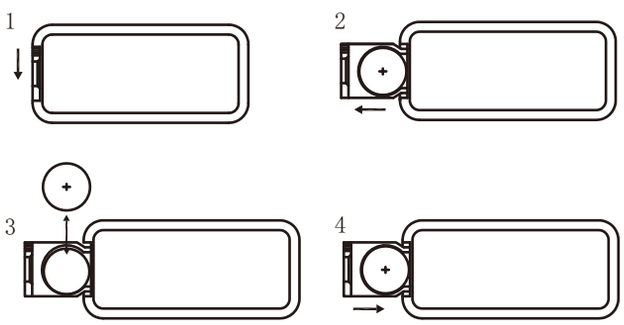
If repairing or replacing any electrical component or wiring,the original wire routing,color coding and securing locations must be followed.

WARNING:Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electrical shock or personal injury.

REPLACING THE REMOTE CONTROL BATTERY

When the remote control stops operating or its range seems reduced, it is time to replace the battery with new ones.

3 volt lithium coin cell type 2025.



NOTE:
Caution for Ingestion.
Do not mix alkaline, standard (carbon-zinc), or rechargeable (ni-cad, ni-mh, etc) batteries.
Battery should be removed if the product is to be left unused for a long time.

Please operate the remote control at a slow measured pace. Press the remote control buttons with an even motion and gentle pressure. Repeatedly pressing buttons in rapid succession may cause the transmitter to malfunction.

DISPOSING OF USED BATTERIES

The batteries may contain hazardous substances that could endanger the environment and human health.

Used batteries must not be processed with municipal waste. Instead they should be brought to the appropriate collection point for recycling.

By correctly disposing of used batteries, you prevent potential negative consequences for the environment and human health. Recycling used materials also preserves our natural resources.

For more information about collecting and recycling used batteries, please contact your local municipality, your waste disposal service or the store where you purchased this product.



⚠ WARNING

- **INGESTION HAZARD:** This product contains a button cell or coin battery.
- **DEATH** or serious injury can occur if ingested.
- A swallowed button cell or coin battery can cause **Internal Chemical Burns** in as little as 2 hours.
- **KEEP** new and used batteries **OUT OF REACH OF CHILDREN**
- **Seek immediate medical attention** if a battery is suspected to be swallowed or inserted inside any part of the body.



Remove and immediately recycle or dispose of used batteries according to local regulations and keep away from children. Do NOT dispose of batteries in household trash or incinerate.

Even used batteries may cause severe injury or death.

Call a local poison control center for treatment information.

Compatible battery type is CR2032, 3 V

Ensure the batteries are installed correctly with regard to polarity (+ and -).

Do not mix old and new batteries, different brands or types of batteries, such as alkaline, carbon-zinc, or rechargeable batteries

Non-rechargeable batteries are not to be recharged. Exhausted batteries are to be removed from the product.

Do not force discharge, recharge, disassemble, heat above (manufacturer's specified temperature rating) or incinerate. Doing so may result in injury due to venting, leakage or explosion resulting in chemical burns.

Remove and immediately recycle or dispose of batteries from equipment not used for an extended period of time according to local regulations.

Always completely secure the battery compartment. If the battery compartment does not close securely, stop using the product, remove the batteries, and keep them away from children.

⚠ WARNING INGESTION HAZARD: This product contains a button cell or coin battery.

⚠ ADVERTENCIA

- **PELIGRO DE INGESTIÓN:** Este producto contiene una batería (pila) en forma de botón o moneda
- Si se ingiere, puede causar la **MUERTE** o lesiones graves
- La ingestión de la batería en forma de botón o moneda puede causar **Quemaduras Químicas Internas** en tan solo 2 horas.
- **MANTENGA** las baterías nuevas y usadas **FUERA DEL ALCANCE DE LOS NIÑOS**
- **Busque atención médica inmediata** si se sospecha que una batería ha sido ingerida o introducida en cualquier parte del cuerpo.



Remueva las baterías (pilas) usadas y recíclelas o deséchelas inmediatamente de acuerdo con los reglamentos locales y manténgalas fuera del alcance de los niños. NO tire las baterías al recipiente de basura doméstica ni las incinere.

Incluso las baterías usadas pueden causar lesiones graves o la muerte.

Llame a un centro de toxicología local para obtener información sobre el tratamiento.

Tipo de batería compatible CR2032, 3 V

Asegúrese que las pilas estén bien colocadas respecto a la polaridad (+ y -).

No mezcle baterías viejas y nuevas, de diferentes marcas o tipos de baterías, tal como las baterías alcalinas, de carbono-zinc, o recargables

Las baterías no-recargables no se deben recargar. Las baterías gastadas se deben sacar del producto.

No fuerce la descarga, no recargue, no desensamble, no caliente por encima de la capacidad de temperatura especificada por el fabricante ni incinere. Hacerlo puede causar lesiones debido al desfogue, fuga o explosión que podrían causar quemaduras químicas.

Remueva y recicle o deseche inmediatamente las baterías de equipos que no se hayan utilizado durante un período prolongado de tiempo, de acuerdo con los reglamentos locales.

Siempre cierre por completo el compartimiento de las baterías. Si el compartimiento de las baterías no está bien cerrado, deje de usar el producto, extraiga las baterías y manténgalas fuera del alcance de los niños.

⚠ ADVERTENCIA PELIGRO DE INGESTIÓN: Este producto contiene una batería (pila) en forma de botón o moneda.

⚠ AVERTISSEMENT

- **RISQUE D'INGESTION :** Ce produit contient une pile bouton ou de type 'pièce de monnaie'.
- **La MORT** ou des blessures graves peuvent survenir en cas d'ingestion.
- Une pile bouton ou de type 'pièce de monnaie' avalée peut provoquer des **brûlures chimiques internes** en seulement deux heures.
- **GARDER** les piles neuves et usagées **HORS DE PORTÉE DES ENFANTS**
- **Consultez immédiatement un médecin** si vous soupçonnez qu'une pile a été avalée ou insérée dans une partie du corps.



Retirez les piles usagées et recyclez-les ou mettez-les au rebut immédiatement, conformément aux réglementations locales. Gardez-les hors de portée des enfants. Ne PAS jeter les piles dans les ordures ménagères ni les incinérer.

Des piles même usagées peuvent provoquer des blessures graves, voire la mort.

Appelez un centre antipoison local pour obtenir des informations sur le traitement à suivre.

Type de batterie compatible CR2032, 3 V

Correctement en respectant la polarité (+ et -).

Ne pas mélanger des piles usagées et des piles neuves, ni des marques ou types de piles différents, comme des piles alcalines, des piles carbone-zinc ou des piles rechargeables.

Les piles non rechargeables ne doivent pas être rechargées. Les piles épuisées doivent être retirées de l'appareil.

Ne pas décharger de force, recharger, démonter, chauffer au-delà de la température spécifiée par le fabricant, ni incinérer. Cela pourrait entraîner des blessures dues à l'éventement, à une fuite ou une explosion, entraînant des brûlures chimiques.

Retirez et recyclez ou éliminez immédiatement les piles des équipements non utilisés pendant une période prolongée, conformément aux réglementations locales.

Sécurisez toujours complètement le compartiment des piles. Si le compartiment des piles ne se ferme pas correctement, cessez toute utilisation du produit, retirez les piles et gardez-les hors de portée des enfants.

⚠ AVERTISSEMENT RISQUE D'INGESTION : Ce produit contient une pile bouton ou de type 'pièce de monnaie'.