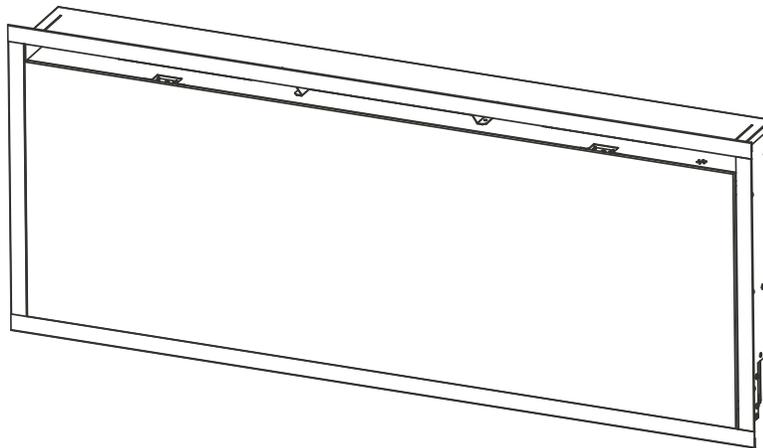


Allusion Platinum Series:

Model(s):

SF-ALLP50-BK
SF-ALLP60-BK
SF-ALLP72-BK



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 Fireplace, an elegant and clean alternative to wood & gas burning fireplaces. The SimpliFire electric fireplace 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.

Please contact your SimpliFire dealer with any questions or concerns.
For the location of your nearest SimpliFire dealer,
please visit www.hearthnhome.com.

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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.

WARNING! DO NOT operate fireplace 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.

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.
- Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage the appliance.
- To prevent a possible fire, do not block appliance connection 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. Return appliance to authorized service facility for examination, electrical or mechanical adjustment or repair.
- 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.
- Always use properly grounded, fused and polarized outlets.
- Always use ground fault protection where required by electrical code.
- To disconnect appliance, turn controls to "OFF" then remove the power cord plug from the wall power outlet.
- Always disconnect appliance 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.
- Extension cord use should be avoided due to fire danger risk. However, if needed, the extension cord electrical ratings must be no less than No. 14 AWG and 1875 watts.

SAVE THESE INSTRUCTIONS

▲ Safety Alert Key:

- **DANGER!** Indicates a hazardous situation which, if not avoided will result in death or serious injury.
- **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.
- **NOTICE:** Used to address practices not related to personal injury.

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A. Warranty

SimpliFire™ WARRANTY

Hearth & Home Technologies, on behalf of its brand SimpliFire ("SimpliFire"), extends the following warranty for electric fireplaces that were purchased from a SimpliFire authorized dealer.

WARRANTY COVERAGE:

SimpliFire warrants to the original owner of the SimpliFire fireplace, and to any transferee taking ownership of the SimpliFire fireplace within 2 years following the date of original purchase, that the SimpliFire fireplace will be free from defects in materials and workmanship at the time of manufacture for a period of 2 years. If a SimpliFire fireplace is found to be defective in materials or workmanship during applicable warranty period, HHT will, at its option, repair or replace the SimpliFire fireplace. SimpliFire, at its own discretion, may fully discharge all of its obligations under such warranties by replacing the product itself or refunding the verified purchase price of the product itself. The maximum amount recoverable under this warranty is limited to the purchase price of the product. This warranty is subject to conditions, exclusions and limitations as described below.

WARRANTY PERIOD:

Warranty coverage begins on the date of original purchase. In the case of new home construction, warranty coverage begins on the date of first occupancy of the dwelling or six months after the sale of the product by an independent, authorized SimpliFire dealer/ distributor, whichever occurs earlier. The warranty shall commence no later than 24 months following the date of product shipment from HHT, regardless of the installation or occupancy date.

WARRANTY CONDITIONS:

This warranty only covers SimpliFire fireplaces that are purchased through a SimpliFire authorized dealer or distributor. A list of SimpliFire authorized dealers is available on the SimpliFire websites.

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 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. These parts include: paint, batteries and the discoloration of glass.
- Damages resulting from: (1) failure to install, operate, or maintain the appliance in accordance with the installation instructions, operating instructions, and listing agent identification label furnished with the appliance; (2) shipping or improper handling; (3) improper operation, abuse, misuse, continued operation with damaged, corroded or failed components, accident, or improperly/ incorrectly performed repairs; (4) environmental conditions (5) installation or use of components not supplied with the appliance or any other components not expressly authorized and approved by HHT; (6) modification of the appliance not expressly authorized and approved by HHT in writing; and/or (7) interruptions or fluctuations of electrical power supply to the appliance.
- Our obligation under this warranty does not extend to the SimpliFire fireplace's capability to heat the desired space.

This warranty is void if:

- The fireplace is subject to or operated in atmospheres contaminated by chlorine, fluorine, or other damaging chemicals.
- The fireplace is subjected to or operated in places with prolonged periods of dampness or condensation or weather. Examples include but are not limited to outdoors, porches, and laundry rooms.
- There is any damage to the fireplace or other components due to water or weather damage.

LIMITATIONS OF LIABILITY:

- The owner's exclusive remedy and SimpliFire's sole obligation under this warranty, under any other warranty, express or implied, or in contract, tort or otherwise, shall be limited to replacement, repair, or refund, as specified above. In no event will SimpliFire be liable for any incidental or consequential damages caused by defects in the appliance. Some states do not allow exclusions or limitation of incidental or consequential damages, so these limitations may not apply to you. This warranty gives you specific rights; you may also have other rights, which vary from state to state.
EXCEPT TO THE EXTENT PROVIDED BY LAW, SIMPLIFIRE MAKES NO EXPRESS WARRANTIES OTHER THAN THE WARRANTY SPECIFIED HEREIN. THE DURATION OF ANY IMPLIED WARRANTY IS LIMITED TO DURATION OF THE EXPRESSED WARRANTY SPECIFIED ABOVE.

2040-645 4/20

2 GENERAL INFORMATION

A. Appliance Certification

MODELS: SF-ALLP50-BK, SF-ALLP60-BK, SF-ALLP72-BK

LABORATORY: CSA International

TYPE: Electric Air-Heaters; Fixed and Location-Dedicated Electric Room Heaters

STANDARD: CSA C22.2 No 46-2013; UL 2021 (4th Edition)

NOTICE: This installation must conform with local building electrical codes.

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 Electromagnetic Interference (EMI), and
2. This device must accept any interference received, including interference that may cause undesired operation.

This equipment uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful EMI to radio or television reception, which can be determined by turning the equipment off and on. The user is encouraged to try to correct the EMI by one or more of the following measures:

- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

 **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.

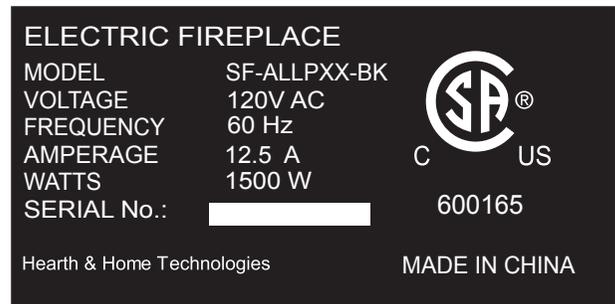
B. Unpacking and Inspecting Appliance

WARNING! DO NOT use this Electric Fireplace if any part has been under water. 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 list to verify all parts have been received.
- 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 bottom left of the appliance front, behind the glass.



Homeowner Reference Information

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

Model Name: _____ Date purchased/installed: _____

Serial Number: _____ Location on fireplace: _____

Dealership purchased from: _____ Dealer Phone: _____

Notes: _____

3 GETTING STARTED

A. Parts and Hardware

Parts and Hardware List	
Part	Quantity
Appliance	1
Glass Panel	1
Instruction Manual	1
Remote Control	1
AAA Battery	2
Trim (Shipped attached to appliance with ST4X8 (x14) screws - SF-ALLP50-BK or (x18) - SF-ALLP60-BK, SF-ALLP-72-BK	1
ST4X8 screw (glass to appliance)	2
Side Panel	2
ST4X40 Screws (appliance to framing)	4
Small Crystal Stones	1 bag
Large Crystal Stones	1 bag
White Ceramic Stones	1 bag
Glass Screw Vanity Cover	2
Power Cord	1

B. Tools and Supplies Needed

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

Tape measure

Pliers

Hammer

Gloves

Level

Square

Magnetic Phillips screwdriver

Safety glasses

Drill

Small flat head screwdriver 3/32 in. or smaller (for power cord installation only)

Type NM-B Wire Strain Relief

C. Appliance Dimensions

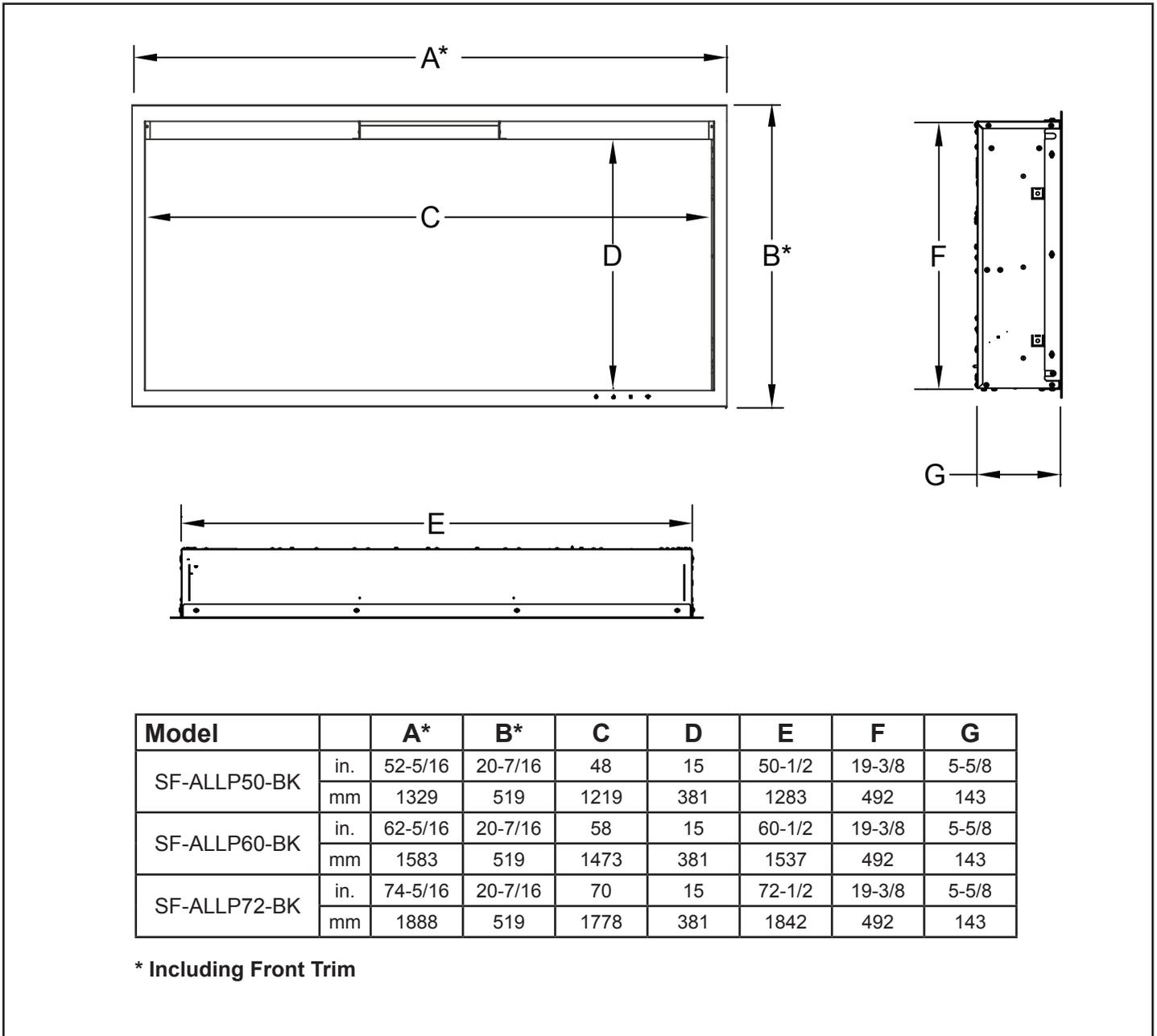


Figure 3.1 Appliance Dimensions

D. Location

Note: If this unit is installed in a bathroom, it must be protected by GFCI 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 unit. 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 fireplace ensure that the following general rules are followed:

- For best results, install out of direct sunlight.
- Power supply service must be installed within proximity of electric fireplace prior to finishing to avoid reconstruction.
- Appliance should be mounted so the front glass panel is located outside the swing arc of adjacent door.
- See Figure 3.2 and 3.3 to determine location of appliance installation.

E. Clearance to Combustibles

Minimum Clearance to Combustible Construction

Sides.....	0 in.
Floor.....	0 in.
Top.....	0 in.
Back.....	0 in.
Front.....	36 in.
Mantel.....	5/8 in.

See Figure 3.2.

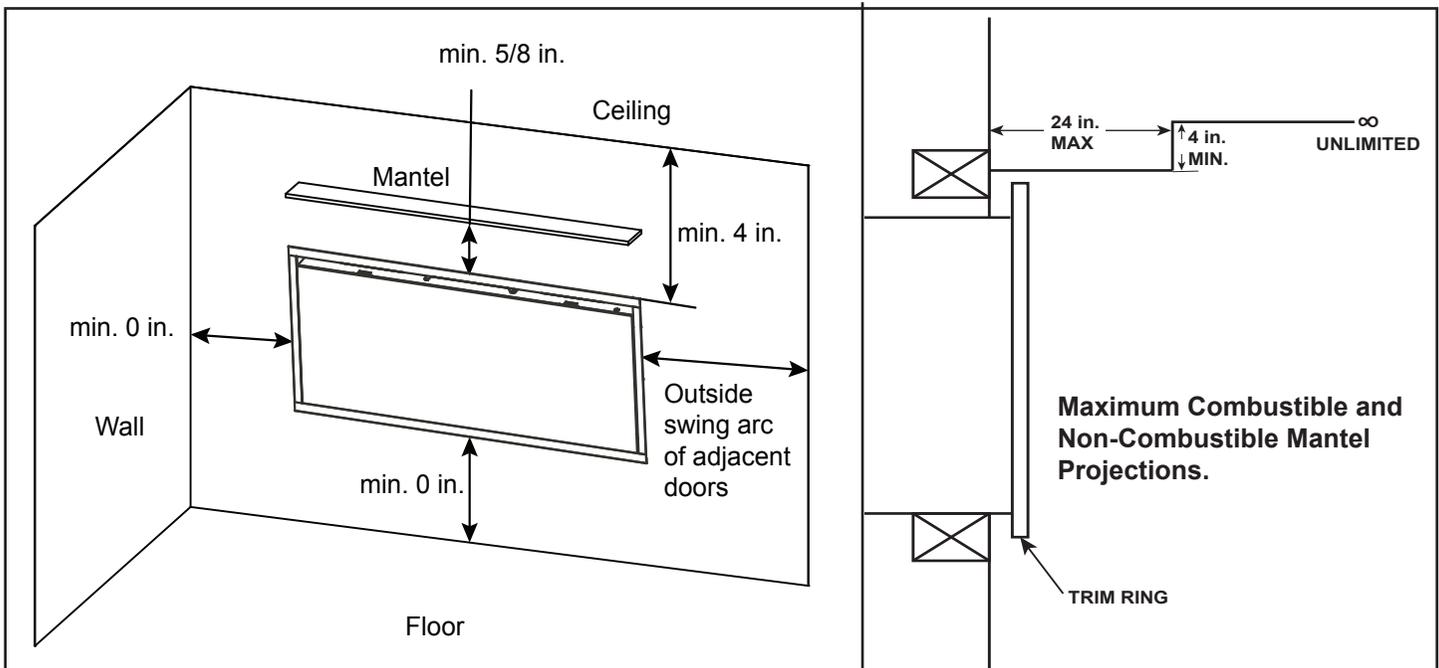


Figure 3.2 Location and Clearances Requirements

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 fireplace, and away from the sides or rear.

F. Electrical Supply Circuit Requirements

Plan the location of the appliance so that it will have adequate electric power. A 15 AMP, 120VAC/60Hz circuit is required. Additional appliances on the same circuit as this appliance may exceed the current rating of that circuit. A dedicated circuit is not required, but is strongly recommended to prevent circuit breaker trips or fuse failure.

Note: If mounting on a wall and using the supplied power cord, choose a location near an outlet so an extension cord is not required.

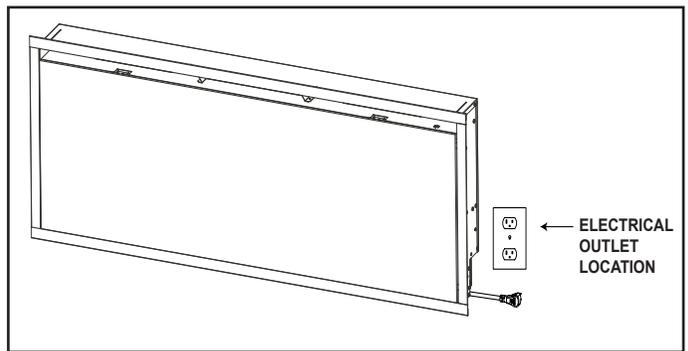


Figure 3.3 Electrical Outlet Location

4 INSTALLATION

WARNING! Risk of Personal Injury or Property Damage! Failure to install the appliance as instructed below may result in damage to the equipment and or may expose the user to the risk of fire, serious injury, illness or death.

NOTICE: These instructions are not substitutes for the requirements of local building codes.

There are two options for the appliance installation:

- Recessed into a 2 x 6 in. wall - Section 4.B.
- Mounted directly on the wall - Section 4.C.

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.

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 may be an issue, the inside surfaces may be drywalled and taped (or equivalent method may be used) to achieve maximum air tightness.

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.

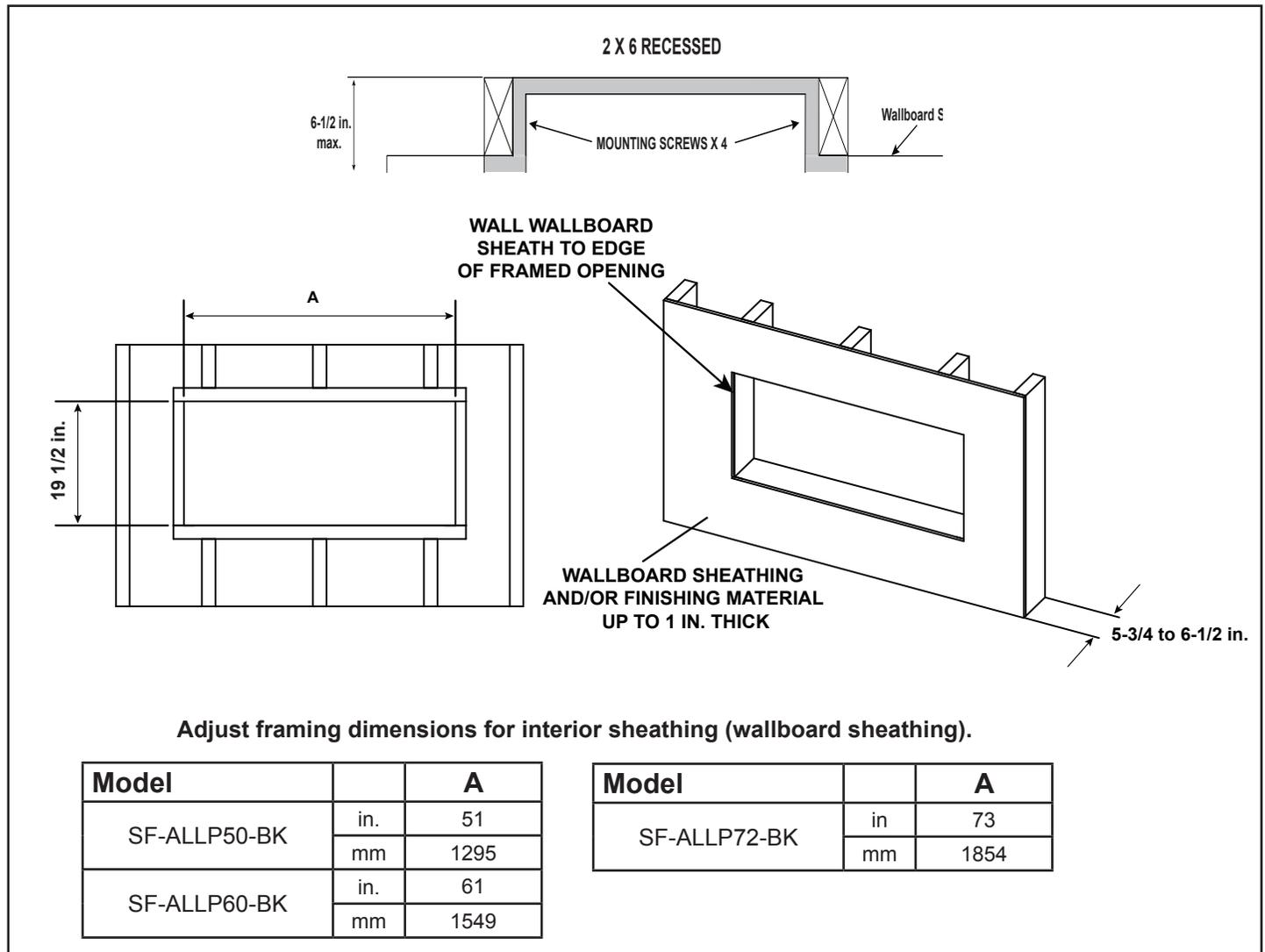


Figure 4.1 Framing and Wall Finishing for Recessed Installation

A. Appliance Preparation

After determining the location and framing dimensions, the appliance must be prepared for installation.

Remove appliance from packaging.

The appliance is shipped with the Trim Ring installed for 2 X 6 recessed installations.

NOTICE: For optional wall mounting installations, additional wall mount kit must be ordered.

If the appliance is to be recessed into 2 X 6 in. framed wall construction, refer to Section 4.B for installation instructions.

This appliance is not intended to be recessed into 2 X 4 in. framed wall construction. A minimum wall framing and finishing material thickness of 5-3/4 in. is required.

If the appliance is to be installed directly to the face of the wall, refer to Section 4.C for installation.

B. Recessed in 2 x 6 Framed Wall

1. Finish wall construction per requirements in Figure 4.1.

Note: This appliance is intended for use with no more than 1 inch combined thickness of wallboard and finishing materials.

2. Connect to electrical service. Reference Section 4.D.
3. Remove interior side panels on left and right of appliance by removing two (2) screws. See Figure 4.2.

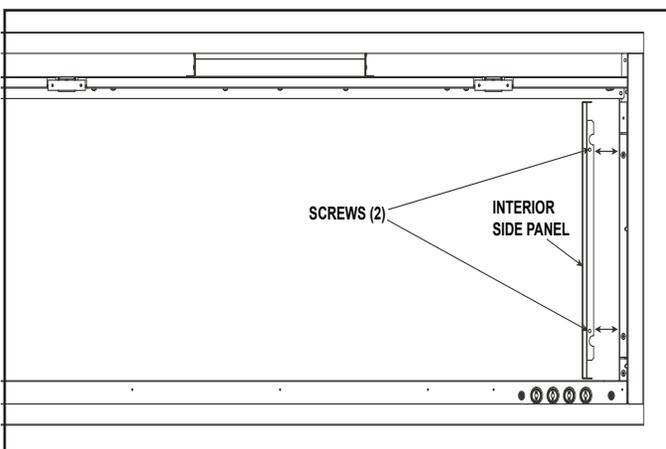


Figure 4.2 Interior Side Panels Covering Attachment Points for Recessed Mounting in 2 X 6 in. Framing

4. Install the appliance into the opening so the weight of the appliance is supported by the bottom framing.
5. Level and plum the appliance using shims if necessary. Ensure the Trim Ring is flush with wallboard or wall finishing material.

Note: The maximum distance from the back of the Trim Ring to the face of the framing materials is 1 inch.

6. Once leveled, plum, and flush secure with four (4) ST4X40 screws at the tabbed locations. See Figure 4.3.

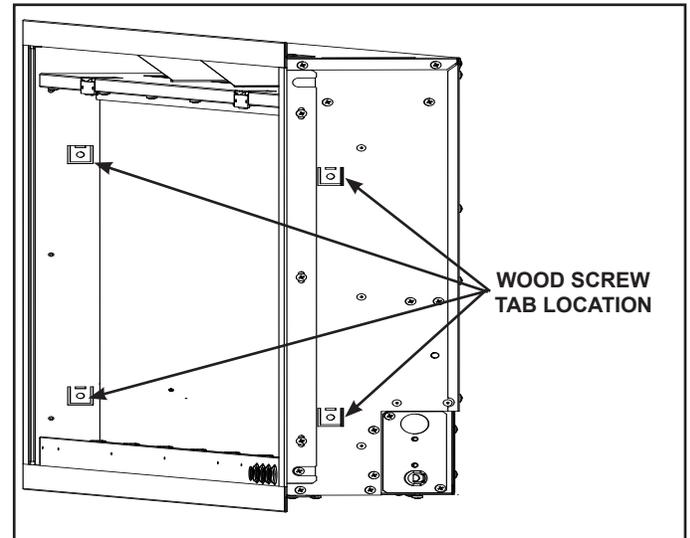


Figure 4.3 Securing the Appliance in 2 X 6 Framing

7. Reattach side panel covers.
8. See Section 4.E for Appliance Final Setup.

C. Electrical Connection / Installation

Note: All wiring must be completed prior to finishing the unit.

All electrical connections shall be performed by a qualified electrician.

WARNING! Risk of Fire, Electrical Shock and Injury! Electrical wiring must comply with local building electrical codes and the latest edition of the NFPA 70 National Electric Code (NEC) other applicable regulations.

WARNING! Risk of Shock! Label all wires prior to disconnection when servicing the appliance. Wiring errors can cause improper and dangerous operation. Verify proper operation after servicing.

This appliance has been designed to be hard-wired for 120VAC. A supplied plug-in kit is also available for use with a grounded receptacle.

A 15 AMP, 120VAC/60Hz circuit is required. Additional appliances on the same circuit as this appliance may exceed the current rating of that circuit. A dedicated circuit is not required, but is strongly recommended to prevent circuit breaker trips or fuse failure.

Hard-Wired Installation:

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

1. Remove terminal block cover plate located on the right end of the appliance.
2. Install a wire strain relief bushing into the cover plate.
3. Terminate type NM-B wire to the terminal block, ensure connections are secure, and tighten the strain relief. Use 3/32 slotted heat screwdriver, or equivalent, to depress the spring loaded terminals for the conductors.
4. Replace terminal block cover plate and retaining screws.

Power Cord Installation

The appliance power cord has a three pin NEMA-5-15P plug. The power cord should not be used unless a grounded receptacle is available.

1. Remove the terminal block cover plate located on the right end 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 terminal block cover plate.
3. Connect the three conductor wire connector to the connector on the block supplied with the power cord kit. See Figure 4.10.
4. Replace cord kit terminal block cover plate and retaining screws. Plug cord into nearest outlet. See Figure 3.3.

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.

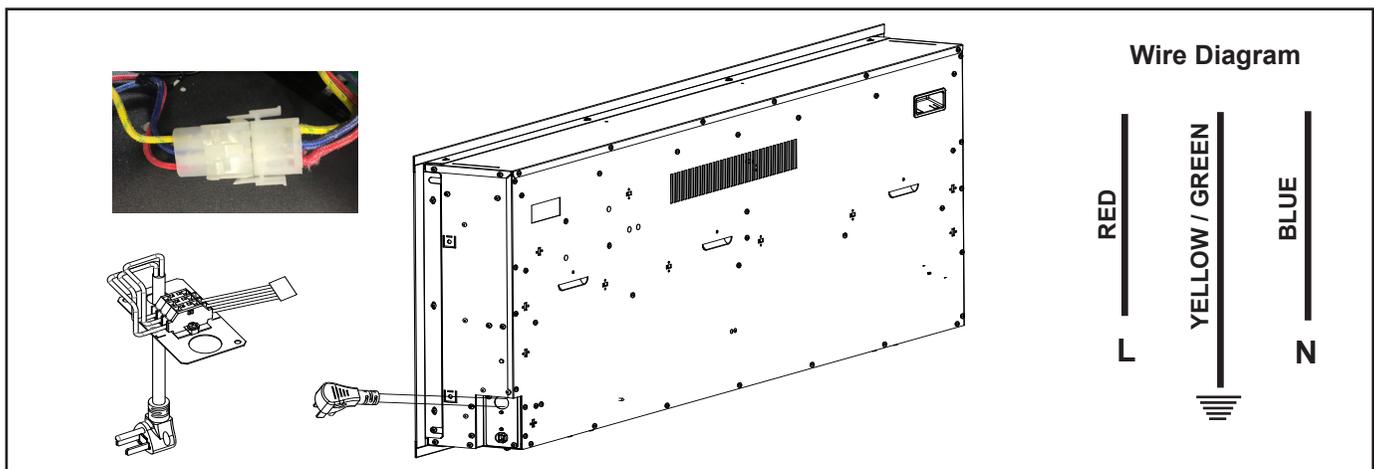


Figure 4.10 Optional Power Cord Assembly

D. Appliance Final Setup

The appliance comes with clear crystal media and white stone media. You can use either media in any combination. To install media, ensure glass is removed, then carefully spread media across the ember bed as desired. See Figure 4.11.

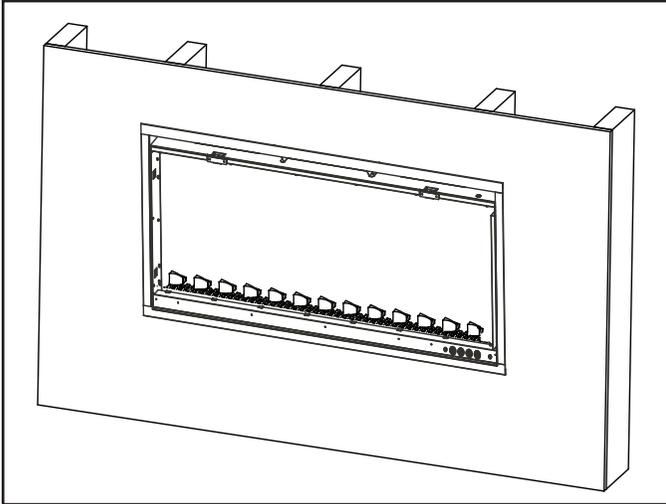


Figure 4.11 Stone Installation

Note: If optional logs are purchased, arrange the logs on top of the crystal stones as desired.

CAUTION! *Two adults are recommended for the installation of glass front. Use caution when handling glass. Failure to do so could result in personal injury or property damage.*

Install Front Glass Panel

1. Angle the glass to place the bottom edge into the channel behind the outer trim. See Figure 4.12.

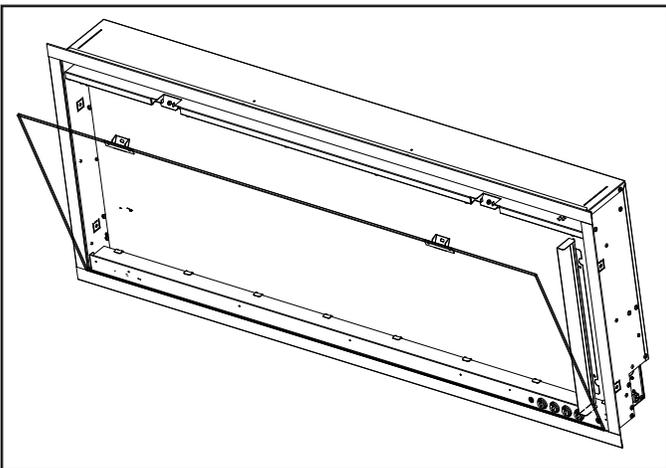


Figure 4.12 Glass Front Installation

2. Place the top edge of the glass against the appliance and secure with two (2) ST4X8 screws. Two glass bracket covers may be snapped into place above the glass mounting screws.

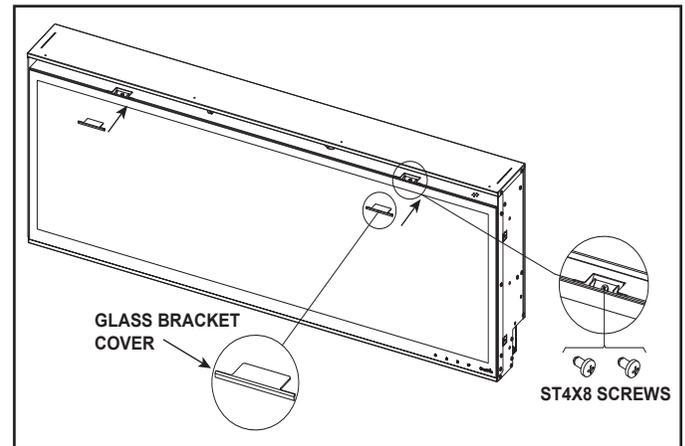


Figure 4.13 Glass Front Attachment

5 OPERATING INSTRUCTIONS

CAUTION! The unit's power cord must be connected to a properly grounded and protected 120VAC outlet. Always use ground fault protection where required by the electrical code.

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

A. Manual Touch Controls

The appliance can be operated by both remote control and touch control buttons. Once the unit has been properly connected to a grounded electrical outlet, turn on the power button located on the lower right side of the appliance. A beep should be heard when the power is first applied. See Figure 5.1.

Power Button

The Power button turns the power of the appliance on or off.

Flame Button

By pressing the FLAME button, the unit will cycle through four flame effects.

Heater Button

The HEATER button will cycle from low to high and to off settings.

Ember bed LED Light Button

The Ember Bed LED light button will turn on the LED lights and cycle through 14 color themes (13 colors and a color rotating option).

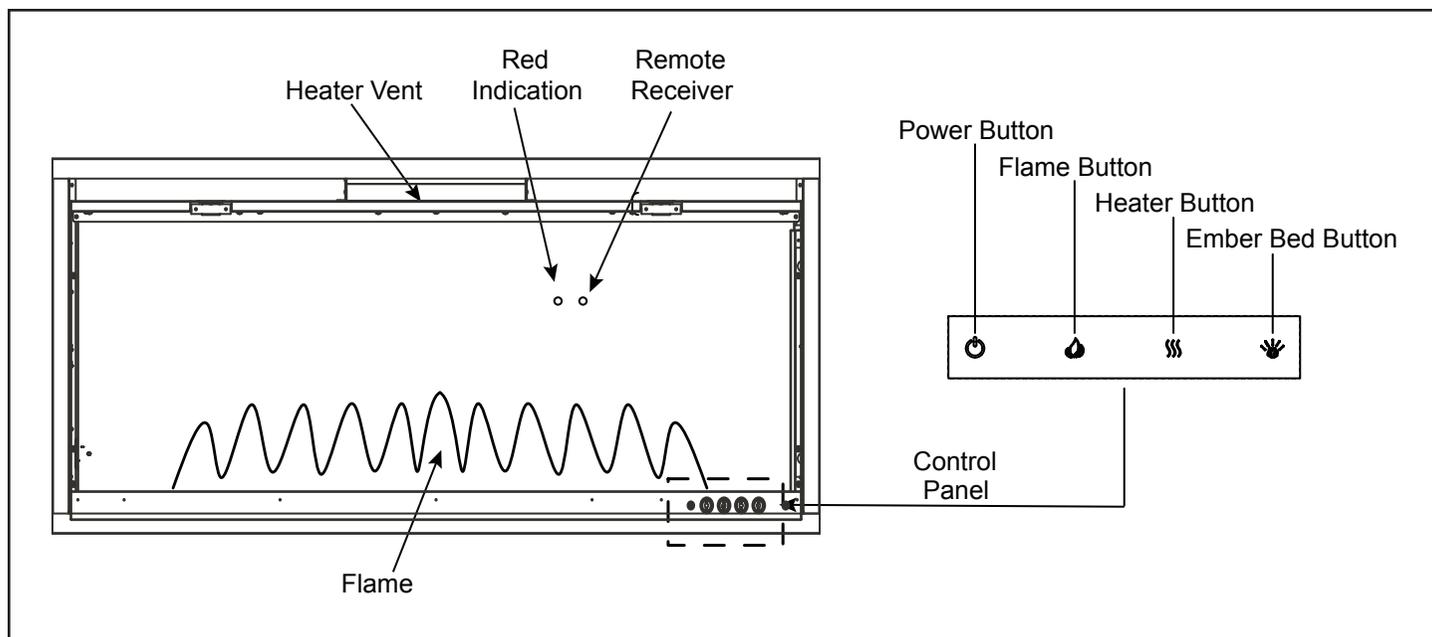


Figure 5.1 Manual Operating Switches

B. 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 16 ft.
- The remote control must be within the 16 ft. range and also be pointed directly at the face of the appliance. For best results, point the remote control toward the remote receiver location. See Figure 5.1.

ICON	TITLE	FUNCTION	REMOTE LCD DISPLAY	FIREPLACE RESPONSE
	POWER	The POWER button will turn the fireplace on. It will also put the fireplace in a standby mode. This will turn off all functions at once but will hold the settings in memory except Timer function. The unit will turn on at the same settings by pressing the power button again.	LCD illuminates and displays flame status icon and temperature set point.	Fireplace 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.	LCD illuminates and displays flame status icon.	Fireplace emits single audible beep to confirm command to transition between four FLAME states.
	HEATER	Press Heater button once, heater turns on LOW. Press Heater button twice, heater turns on HIGH. Press Heater button three times, heater turns off.	LCD illuminates and displays heater status icon.	Fireplace emits single audible beep to confirm command to transition between HEATER states. Fireplace displays one red LED for 10 seconds to confirm low heater command. Fireplace displays two red LED for ten (10) seconds to confirm high heater command.
	THERMOSTAT	Pressing the Temperature button adjusts the heaters response to the ambient temperature conditions in the room. Temperature adjusts from 16 °C - 28 °C (60 °F - 84 °F). To exit Thermostat mode, toggle Temperature button until no temperature is displayed. Power button must be on to set °C to °F. Hold Thermostat button for 3 seconds to toggle the LCD display from °C to °F.	Remote displays the temperature. If in Stand-by mode, temperature displays but cannot be adjusted.	Fireplace emits single audible beep to confirm command to change desired temperature set point.
	TIMER	Pressing the Timer button sets the time desired for the fireplace to run. The Timer can be set from .5 hour up to nine (9) hours in one (1) hour increments.	Remote will display the time setting selected. If in Stand-by mode time will display but cannot be adjusted.	
	LIGHT	Pressing the Light button changes the ember bed colors (14 color themes available - 13 colors and a color rotating option), and turns it on/off.	No indicator.	

C. Room Temperature and Thermostat Function

The temperature display on the remote control is a set point for the desired temperature of the room in which the appliance is installed. The Thermostat button on the remote can be used to set the desired room temperature. The heater will only operate if the remote control temperature set point is higher than the actual room temperature. The heater will not operate if the actual temperature is greater than the remote control temperature set point. To exit Thermostat mode, toggle Temperature button until no temperature is displayed.

This function can also be used as a thermostat, under the following conditions:

- When the remote control display is set to a desired room temperature using the thermostat button, the appliance heater will turn OFF automatically when the room temperature reaches the set point.
- The heater will turn ON automatically if the room temperature falls below the set point.

Note: The actual room temperature is measured by a hidden sensor located behind the glass front of the appliance. During certain situations, this sensor temperature can be slightly different than either the remote control location, or the overall space being heated. For this reason, the remote control set point temperature may need to be set slightly higher or lower than expected room temperature for the heater function to work as desired.

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. Shut-off power at the circuit breaker.
3. Let appliance cool for 15 minutes.
4. Turn on power at the circuit breaker.
5. Turn on appliance with touch power button or remote control.

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

6 MAINTENANCE

A. Maintenance

WARNING! Risk of Shock! Always remove power before moving or servicing. Do not immerse appliance in water.

- Before cleaning or servicing, always turn off appliance and remove power, by either unplugging from the wall outlet or shutting off circuit breaker.
- Light accumulated dust may be removed from the appliance exterior with a soft cloth or vacuum cleaner.
- Wipe the exterior surfaces of the appliance occasionally with a slightly damp micro fiber 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 remove power before moving or servicing.

- The fan motor is factory lubricated for life and will not require further lubrication.

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 representative. Do not attempt to service the unit 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

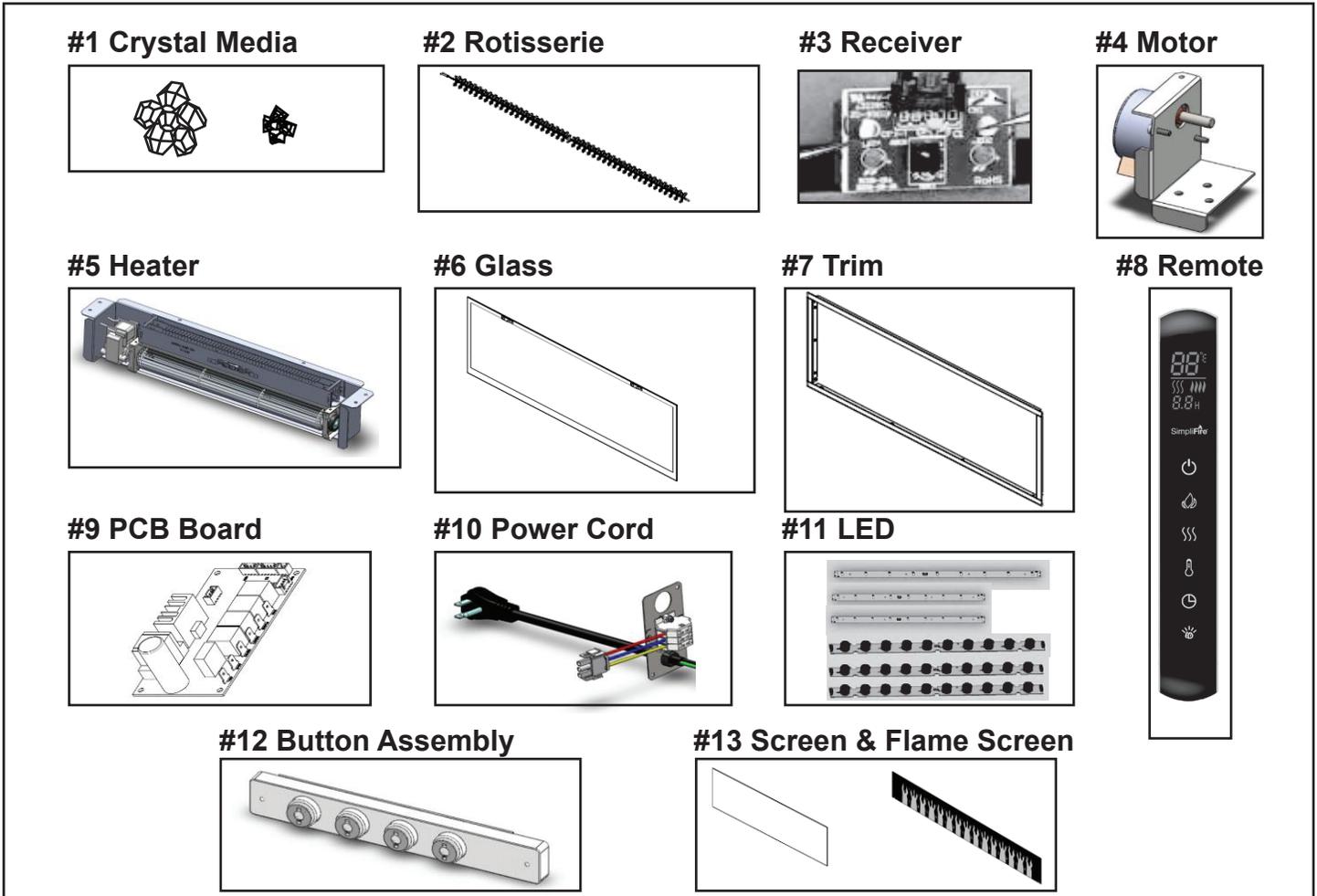
Except for cleaning, an authorized service representative should perform any other service.

D. SimpliFire Troubleshooting Guide

Symptom	Possible Cause	Corrective Action
Circuit breaker trips or fuse blows when unit is turned on	Exceeding current rating of the circuit breaker or fuse, perhaps from operating other appliances on the same circuit as the fireplace	Install unit onto a dedicated 15 amp circuit.
Lights in room dim while the unit is on	Unit is drawing close to circuit current rating	Install unit onto a dedicated 15 amp circuit.
Fireplace will not come on when using the manual controls on the unit	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 unit or turn power back on at circuit breaker and turn unit back on.
	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 unit 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.
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.

SimpliFire Troubleshooting Guide (continued)

Symptom	Possible Cause	Corrective Action
Fireplace turns on by itself	Defective control board (PCB)	Replace control board (PCB).
	Similar infrared signal from another remote causing unit to turn on (pre-2019 manufactured units only)	Some TV remotes may cause the fireplace 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.

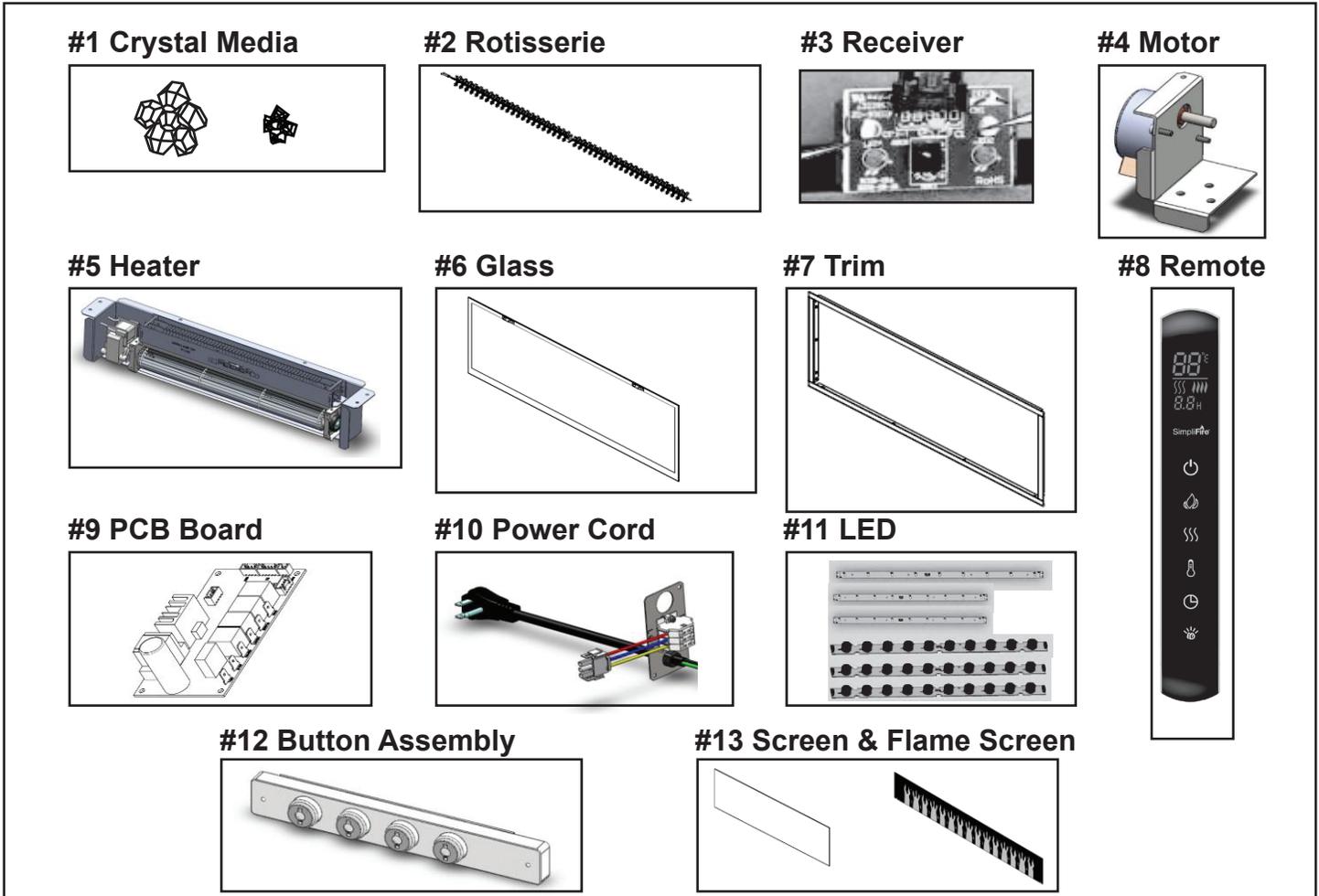


IMPORTANT: THIS IS DATED INFORMATION. Parts must be ordered from a dealer or distributor. **Hearth and Home Technologies does not sell directly to consumers.** Provide model number and serial number when requesting service parts from your dealer or distributor.



Stocked at Depot

ITEM	DESCRIPTION	COMMENTS	PART NUMBER	
1	Crystal Media		CRYSTAL-ALLUS	Y
2	Rotisserie, 50"		ROTISS-ALLP50	Y
3	Remote Receiver		RECEIV-ALLUS-E	Y
4	Flame Motor		MOTOR-ALLP	Y
5	Fan Heater		HEATER-ALLP	Y
6	Glass Front, 50"		GLA-ALLP50	Y
7	Trim, 50"		TRIM-ALLP50	Y
8	Remote		REMOT-ELECT-ALL	Y
9	Main PCB		PCB-ALLP	Y
10	Power Cord		PLUGIN-ALLP	Y
11	LED Assembly, 50" (Ember and Flame Bed Included)		LED-ALLP50	Y
12	Button Assembly		TOUCH-ALLP	Y
13	Screen and Flame Screen, 50"		FLAME-ALLP50	Y

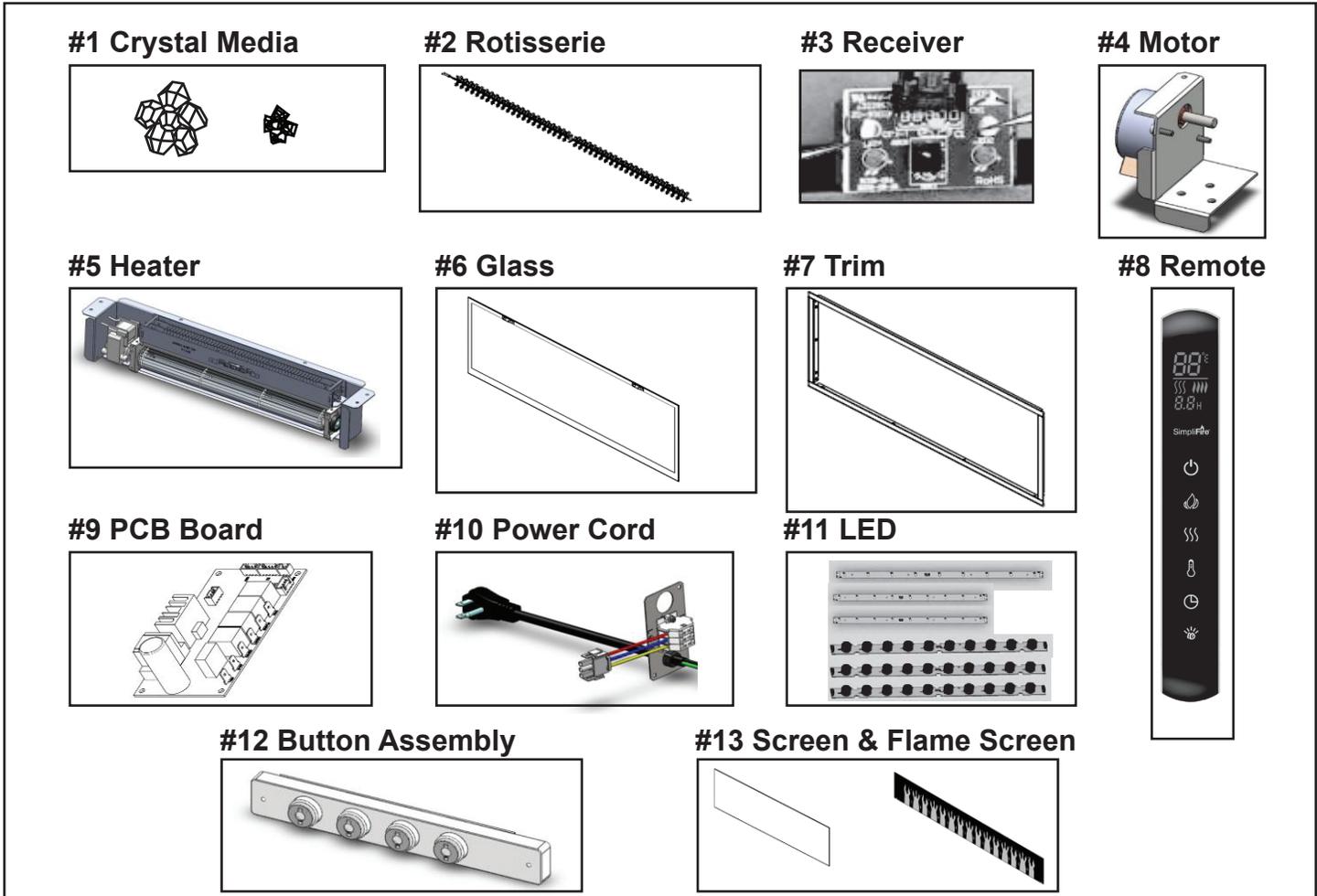


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Stocked at Depot

ITEM	DESCRIPTION	COMMENTS	PART NUMBER	
1	Crystal Media		CRYSTAL-ALLUS	Y
2	Rotisserie, 60"		ROTISS-ALLP60	Y
3	Remote Receiver		RECEIV-ALLUS-E	Y
4	Flame Motor		MOTOR-ALLP	Y
5	Fan Heater		HEATER-ALLP	Y
6	Glass Front, 60"		GLA-ALLP60	Y
7	Trim, 60"		TRIM-ALLP60	Y
8	Remote		REMOT-ELECT-ALL	Y
9	Main PCB		PCB-ALLP	Y
10	Power Cord		PLUGIN-ALLP	Y
11	LED Assembly, 60" (Ember and Flame Bed Included)		LED-ALLP60	Y
12	Button Assembly		TOUCH-ALLP	Y
13	Screen and Flame Screen, 60"		FLAME-ALLP60	Y



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Stocked at Depot

ITEM	DESCRIPTION	COMMENTS	PART NUMBER	
1	Crystal Media		CRYSTAL-ALLUS	Y
2	Rotisserie, 72"		ROTISS-ALLP72	Y
3	Remote Receiver		RECEIV-ALLUS-E	Y
4	Flame Motor		MOTOR-ALLP	Y
5	Fan Heater		HEATER-ALLP	Y
6	Glass Front, 72"		GLA-ALLP72	Y
7	Trim, 72"		TRIM-ALLP72	Y
8	Remote		REMOT-ELECT-ALL	Y
9	Main PCB		PCB-ALLP	Y
10	Power Cord		PLUGIN-ALLP	Y
11	LED Assembly, 72" (Ember and Flame Bed Included)		LED-ALLP72	Y
12	Button Assembly		TOUCH-ALLP	Y
13	Screen and Flame Screen, 72"		FLAME-ALLP72	Y

