



SUSTAINABLE HEARTH

STYLE MEETS SUSTAINABILITY

Instruction Manual Optic 50



Important Safety Information

Always read this manual first before attempting to install or use this fireplace. For your safety, always comply with all warnings and safety instructions.

Instructions contained in this manual to prevent personal injury or property damage.



Product
Information

August 2026

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IMPORTANT: Ensure that the operating instructions for the unit are left with the customer.

IMPORTANT SAFETY INFORMATION

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

- **WARNING:** If the fireplace is damaged, check immediately with your retailer before installation and operation. The heater must not be used if any part of it is damaged.
- Do not use outdoors.
- **WARNING:** In order to avoid overheating, do not cover the heater.
- The fireplace carries the Warning Symbol indicating that it must not be covered or has a do not cover label. Do not cover or obstruct in any way the heat outlet grille located above the window of the fireplace.
- Do not place material or garments over the front of the fireplace as this could cause overheating and a fire risk.
- In the event of a fault unplug the heater.
- This fireplace can be used by persons if they have been given instruction concerning use of the fireplace in a safe way or are supervised and understand the hazards involved.
- If the supply cord is damaged, switch off the mains power at the wall socket immediately.
- **WARNING:** The heater must not be located immediately below, above or in front of a fixed socket outlet or electrical connection box.
- **CAUTION:** Some parts of this fireplace around the heater grill can become very hot and cause burns.
- The heater must not be positioned or used where it may come into contact with water, for example but not exclusively, in wet rooms, bathrooms, swimming pools, laundries or used to dry clothes.
- Do not insert any objects into the fireplace.
- This fireplace must be connected to a 120V 60Hz supply.
- If the supply cord is damaged, it must be replaced by the manufacturer, its agent or a similarly qualified person in order to avoid a hazard.
- This fireplace is supplied with a power lead complete with a molded 15 Amp North American three-pin plug to connect into a standard North American outlet. This fireplace must be grounded. The plug must be easily accessible after installing the fireplace.
- Use only a dry duster or vacuum cleaner with brush attachment to clean the fireplace. Never use abrasive cleaners, water, steam cleaners or aerosols on or near the fireplace.
- Only control the fireplace using the manual operations or the supplied remote control described in this manual.



PRE-INSTALLATION PLANNING

PRODUCT INSTALLATION RECORD

Installer: Please complete this form.

Customer: Please retain this information.

Purchased From	
Date of Purchase	
Installed By	
Date of Installation	
Fireplace Serial Number	

General Instructions

- Prior to plugging your fireplace into an electrical outlet, verify that the house circuit breakers for the outlet are on.
- The fireplace may emit a slight, harmless odor when first used. This odor is normal and it is caused by the initial heating of internal fireplace elements.
- If your fireplace does not emit heat when called for, consult the operating section of this manual for further information.
- Use with a CSA or UL certified surge protector.
- Do not route the power cord directly underneath the fireplace.

This electric fireplace meets the construction and safety standards of H.U.D. for application in manufactured homes when installed according to these instructions.

As with most electronic devices, your new electric fireplace has been designed to operate at temperatures between 5°C (41°F) and 35° C (95°F). During the colder winter months, allow the fireplace to reach room temperature before turning it on.

Installation Requirements

Before commencing installation of the unit consideration should be given to the following

1. Read these instructions thoroughly.
2. You will need the suitable tools (e.g., drill and drill bits, screwdrivers, spirit level, tape measure).
3. Select a location that is not prone to moisture.
4. 120 Volt socket capable of accommodating a maximum load of 1500 watts must be available and close to the fireplace. The socket must be always accessible.
5. This product has been designed to be installed into a plaster board, or existing chimney breast.
6. If the product is to be installed into an open chimney or flue, it is important that the chimney flue is blocked off to prevent any up/down draughts and falling debris which could restrict and alter the airflow to the product.
7. It is also important to ensure that the product has a minimum **internal clearance directly above the product of 4"**. This is to ensure that the product can circulate the required airflow for the heater unit.

PRE-INSTALLATION PLANNING

8. The product should never be sealed into an opening with the use of silicones or adhesives as this can also alter the airflow and hinder any further servicing of the product.
9. For ventilation and normal function of the fireplace ensure a 1/2" [10mm] minimum gap exists between the back of the fireplace and the wall the fireplace is fixed to.

Note:

Installation should be carried out by a trained installation technician. If the product is installed incorrectly your warranty may be invalid.

*** It is very important that the air inlet grills on the underside of the fireplace are unobstructed and adequate space is left to allow free circulation of air around this area.**

Tools Required

A screwdriver, spirit level, spanner M5 8mm, M4 7mm, tape measure, and drill may be needed.

Box Contents

Please check that the following components are included within the box. If anything is missing or damaged, please contact the retailer and do not use the fireplace until you have everything.

- Fireplace with trailing lead with molded 15 Amp plug
- Remote control and batteries
- Instruction Manual
- Fire Media
- Glass Removal Suction Cup
- Magnet Tool

Unpacking the Fireplace

Warning! Do not use this fireplace if any part has been exposed to water. Immediately call a qualified service technician to inspect and to replace any part of the electrical system if necessary.

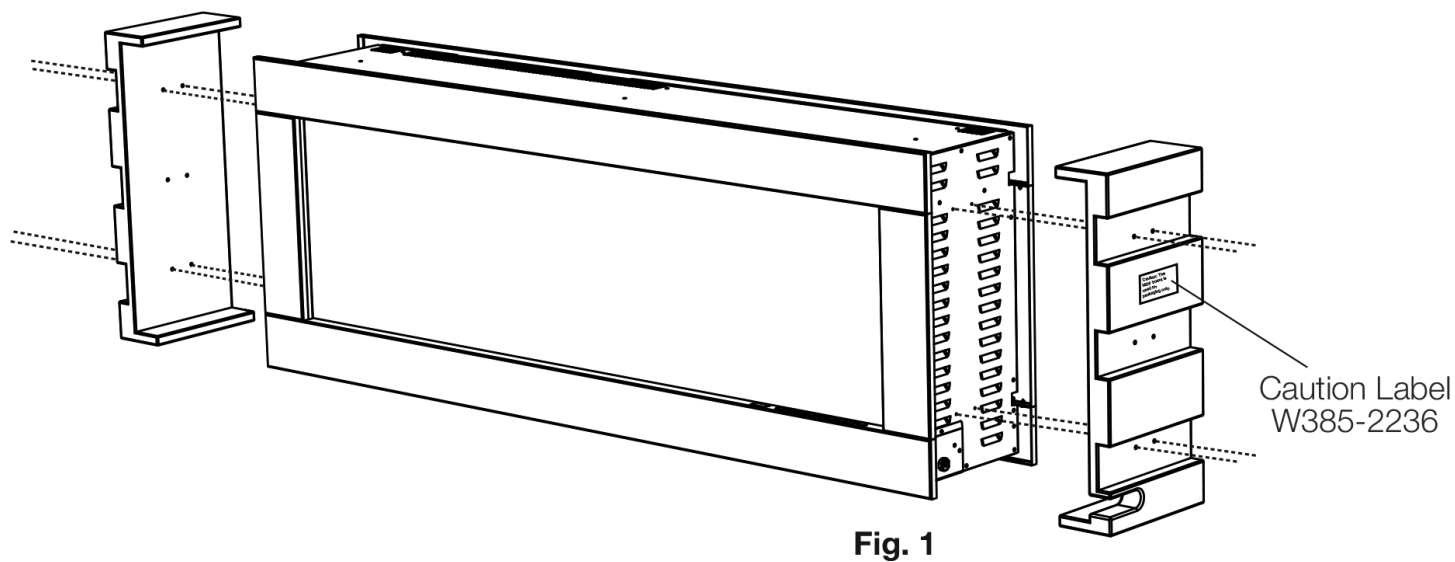
- Carefully unpack the fireplace. Take care not to damage the surface of the fireplace or the installation area. Keep plastic wrapping away from children. Be responsible when handling the packing materials.
- Check all parts and accessories are removed before disposing of any packaging.
- If necessary, keep the original packaging for future transport and/or storage.

Testing the Fireplace

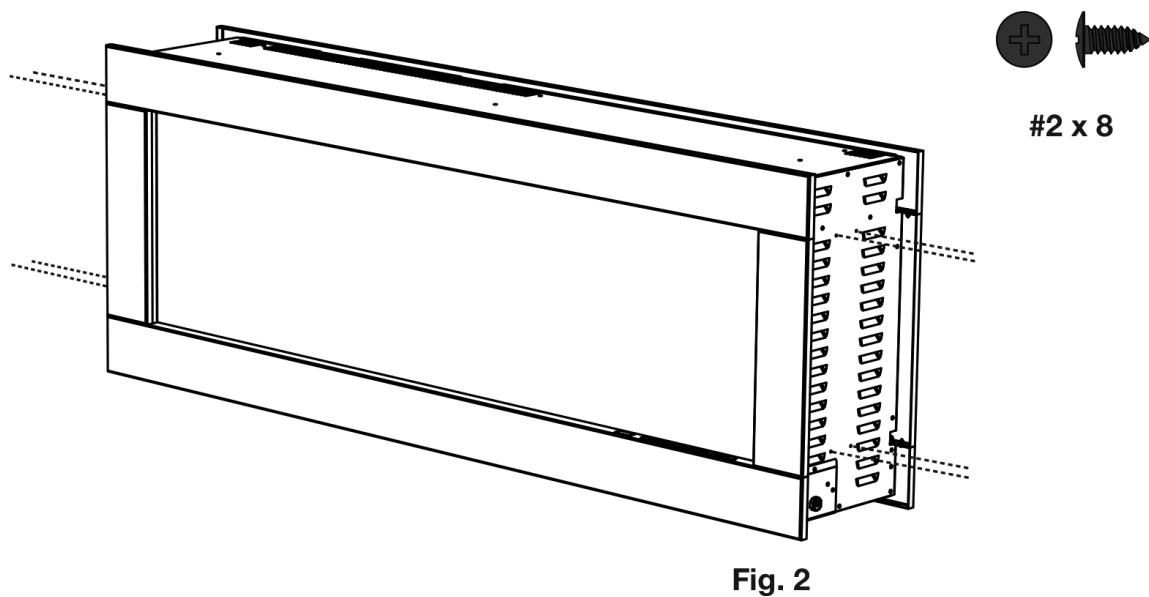
Prior to installing the fireplace, test to make sure the fireplace operates properly by plugging the power supply cord into a conveniently located 120 volt, 15 amp grounded outlet.

PRE-INSTALLATION PLANNING

The appliance comes with medium density fiberboard (MDF board) installed on the sides. Remove fasteners on each side (Fig. 1), and then discard both MDF boards.



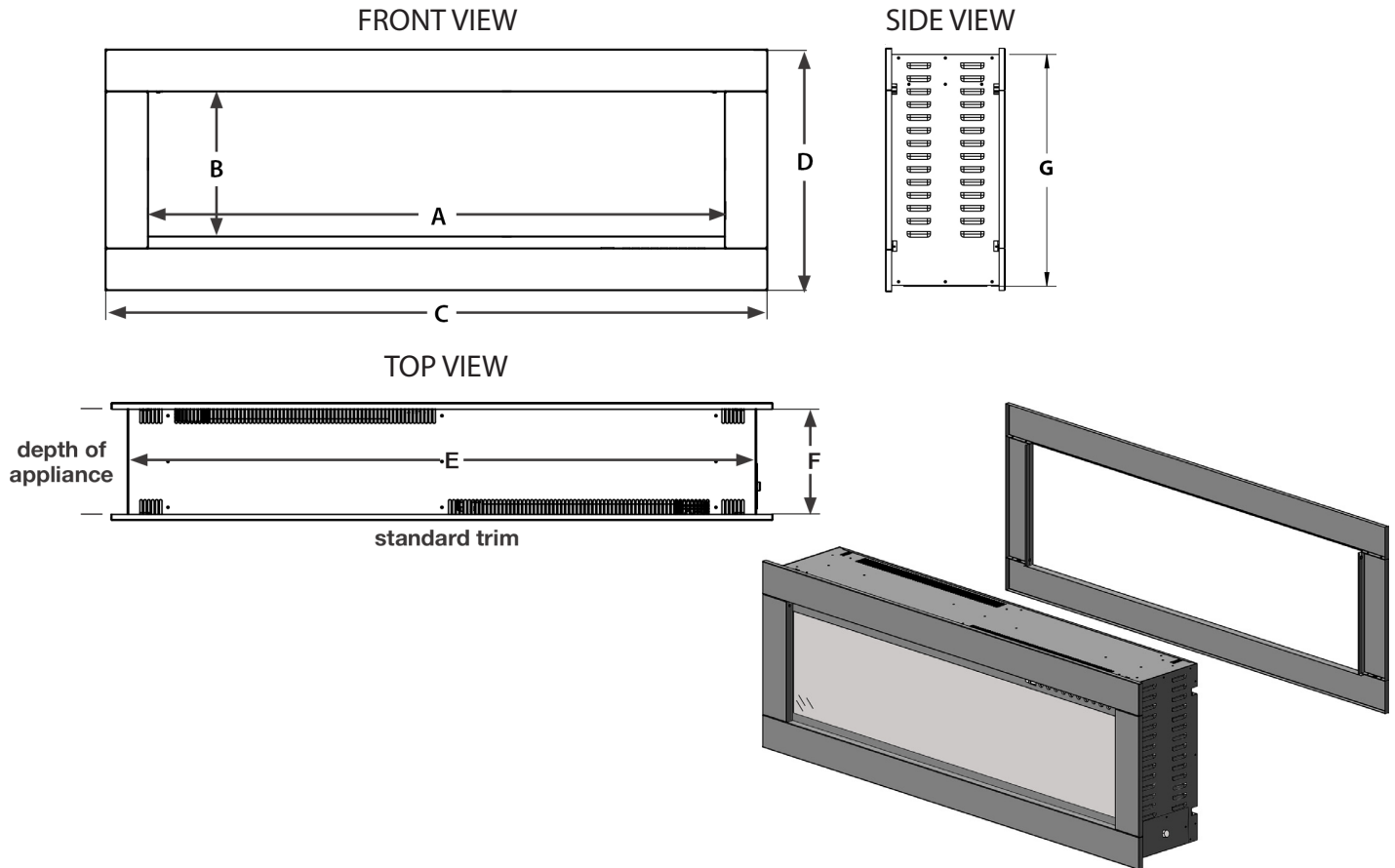
Use 4 new fasteners (supplied) on each side to cover MDF board fastener holes (Fig. 2).



Fitting the Fireplace

- Take care when lifting the fireplace. Obtain assistance if required and always follow safe manual handling techniques.
- When in doubt, consult your retailer or suitably qualified person.

CUT SHEET



	A	B	C	D	E	F	G
INCH	43 ⁵ / ₈ "	12"	50"	18 ³ / ₈ "	47 ⁹ / ₁₆ "	8 ¹ / ₁₆ "	17 ⁵ / ₈ "
[MILLIMETER]	[1108]	[305]	[1270]	[467]	[1208]	[205]	[448]

	Weight
POUNDS	98
[KILOGRAMS]	[44.5]

Description	See-Through Electric Appliance
Type	Electric Appliance
Voltage	120V AC
Watts	MAX 1500W
Amps	Dedicated 15 Amp Grounded Circuit

This appliance has been tested in accordance with the UL/CSA Standards for fixed and location dedicated electric room appliances in the United States and Canada, If you need assistance during installation, please contact your local dealer.

GENERAL INFORMATION

Rating Plate Information

CERTIFIED UNDER CANADIAN AND AMERICAN NATIONAL STANDARD: CSA 22.2 NO. 46 AND UL 2021 / HOMOLOGUÉ SELON LES NORMES NATIONALES CANADIENNES ET AMÉRICAINES: CSA 22.2 NO. 46 UL 2021

ELECTRIC FIREPLACE. SUITABLE FOR BEDROOM AND BED-SITTING ROOM INSTALLATION. SUITABLE FOR MOBILE HOME INSTALLATION.



FOYER À ÉLECTRIQUE. HOMOLOGUÉ POUR INSTALLATION DANS UNE CHAMBRE À COUCHER, UNE SALLE DE BAIN ET UN STUDIO. APPROPRIÉ POUR INSTALLATION DANS UNE MAISON MOBILE.

MASTER CONTRACT: 161746

CONTRAT-CADRE: 161746

Model: Optica 50

VOLTAGE: 120 V

TENSION: 120 V

FREQUENCY: 60Hz

FRÉQUENCE: 60Hz

POWER: 1500W

PUISSANCE: 1500W

Sustainable Hearth™

MADE IN CHINA

FABRIQUE EN CHINE

SERIAL NUMBER/NO. DE SERIE:

Note:

The rating plate must remain with the appliance at all times. It must not be removed.

⚠ WARNING

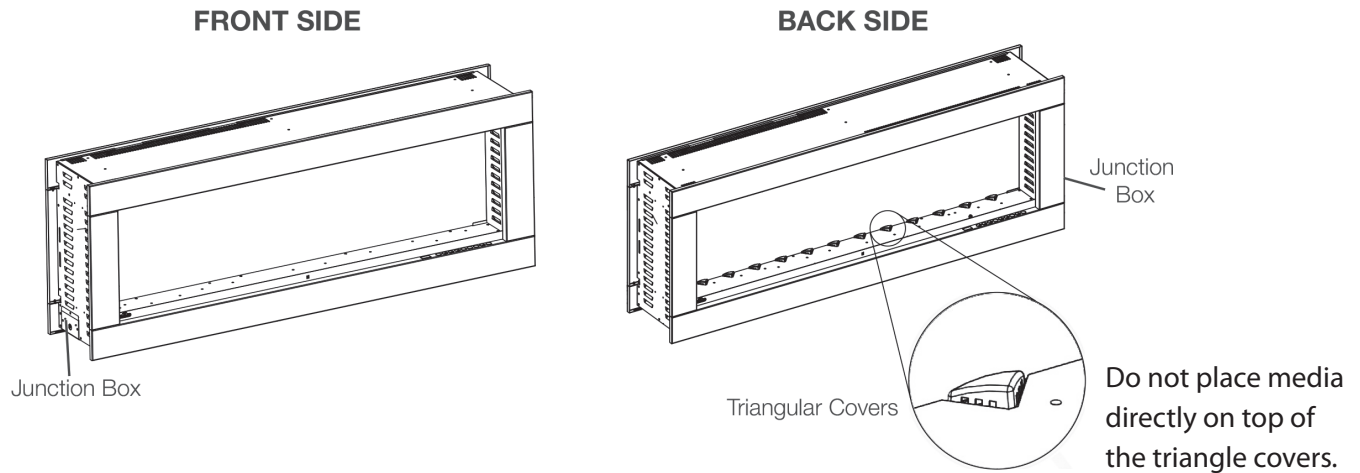
- Risk of fire! The power cord must not be pinched against a sharp edge. Secure cord to avoid tripping or snagging to reduce the risk of fire, electric shock, or personal injury. Do not run cord under carpeting. Do not cover cord with throw rugs, runners, or similar items. Arrange cord away from traffic areas and where it will not be tripped over.
- Risk of fire! To prevent a possible fire, do not block air intake or exhaust in any manner. Do not use on soft surfaces where openings may become blocked.
- Risk of fire! Do not blow or place insulation against the fireplace.
- This electric fireplace is tested and listed for use only with the approved optional accessories. Use of optional accessories not specifically tested for this electric fireplace could void the warranty and/or result in a safety hazard.
- If the information in these instructions is not followed exactly, a fire or explosion may result causing property damage, personal injury, or death. Do not store or use gasoline or other flammable vapors in the vicinity of this or any other fireplace.
- This fireplace is heavy. It is highly recommended that two people install this fireplace.
- Ensure the heater vents cannot, in any way, be covered as it may create a fire hazard.
- Do not run the power cord horizontally, directly below the fireplace.

Your fireplace is a see-through electric fireplace installed into a wall. Select a suitable location that is not susceptible to moisture and is away from drapes, furniture and high traffic areas.

GENERAL INFORMATION

Determining the Front

To determine the front side of the fireplace, the junction box should be located on the left side of the fireplace when the fireplace is viewed from the front side. Alternatively, you can determine the back side of the fireplace by looking for triangular covers on the media tray or by locating the junction box on the right side of the fireplace.



⚠ WARNING

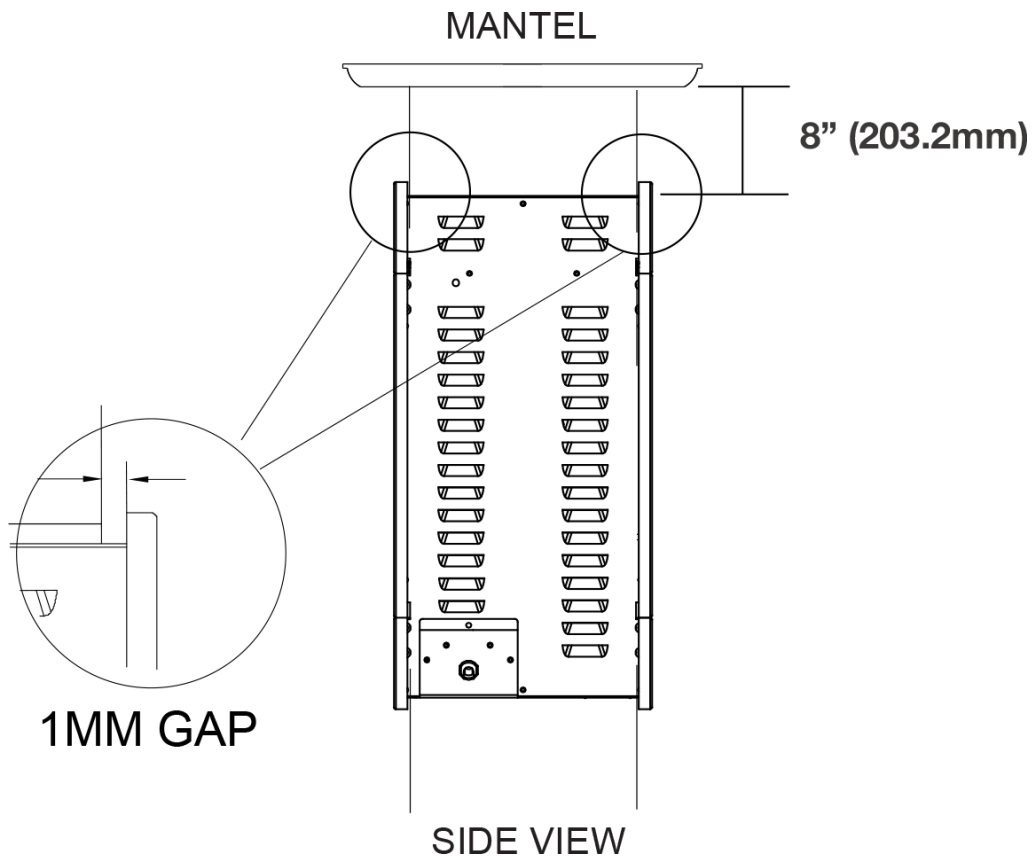
- Due to high temperatures, this electric fireplace should be located out of a high traffic area. Keep combustible materials such as furniture, pillows, bedding, papers, clothes, curtains, and similar items at least 36" from the front of the fireplace.
- Never locate this electric fireplace where it may fall into a bathtub or other water container.
- Wear safety gloves and safety glasses for protection during installation and maintenance.
- To prevent contact with sagging or loose insulation, the electric fireplace must not be installed against vapor barrier or exposed insulation. Localized overheating could occur and fire could result.
- Do not expose the electric fireplace to the outside elements (such as rain, etc.)

INSTALLATION

Minimum Mantel Clearances

WARNING

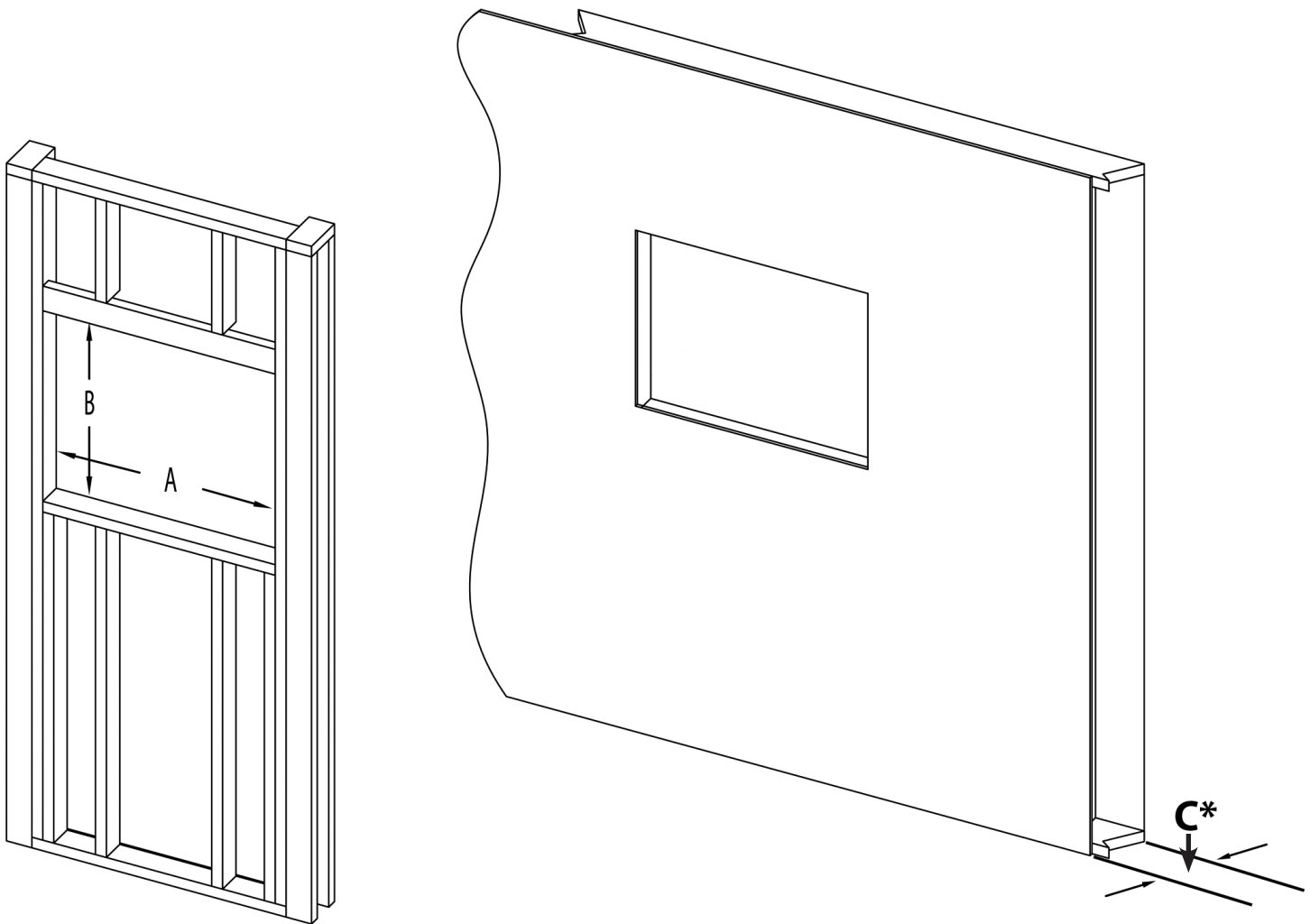
- When using paint or lacquer to finish the mantel, the paint or lacquer must be heat resistant to prevent discoloration.



INSTALLATION

Framing

FINISHED WALL



Important:

* This measurement accounts for thickness of wall plus any wallboard materials such as stone, tile, etc. This means the framing plus finishing materials must equal 8".

Example: $\frac{1}{2}$ " wallboard plus $\frac{1}{4}$ " tile on each side
 $= (\frac{1}{2})2 + (\frac{1}{4})2$
 $= 1 \frac{1}{2}$ "

This means framing will be $6 \frac{1}{2}$ " ($1 \frac{1}{2}$ " + $6 \frac{1}{2}$ " = 8")

Model No.	A	B	C *
OPTIC 50	49" [1245mm]	17 $\frac{7}{8}$ " [454mm]	8" [203mm]

INSTALLATION

Installing the Fireplace

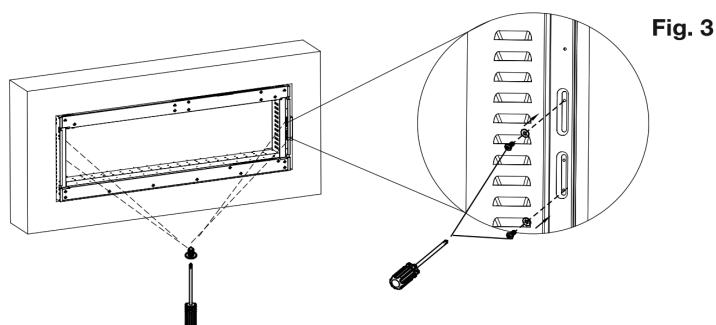
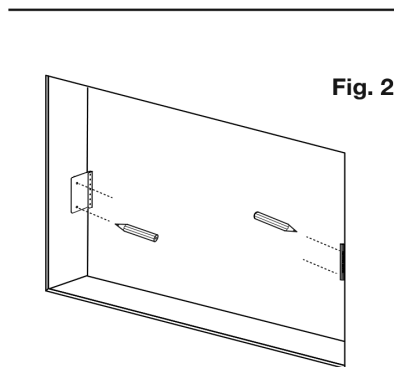
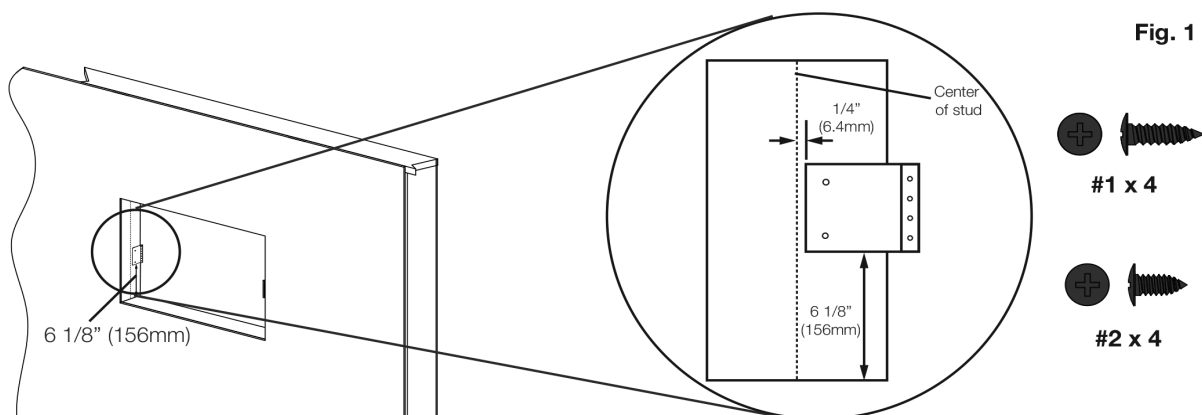
Note:

It is recommended to have the walls of the fireplace enclosure be finished (i.e. drywall) to avoid exposed insulation or vapor barrier coming in contact with the fireplace. This will ensure clearance to combustibles is maintained.

Wall anchors are not required when screwing into the wall stud.

It is recommended to use a magnetic screwdriver bit during installation to prevent the screws from falling into the fireplace.

- A. Frame the fireplace while allowing for the electrical connection.
- B. Remove the trims on both front side and back side (see “front trim installation / removal” section).
- C. Remove the glass on both front side and back side (see “front glass installation / removal” section).
- D. Install mounting bracket by aligning the edge $\frac{1}{4}$ " (6.4mm) from the center of the wall sides and $6\frac{1}{8}$ " (156mm) from the bottom of the wall sides (Fig. 1).



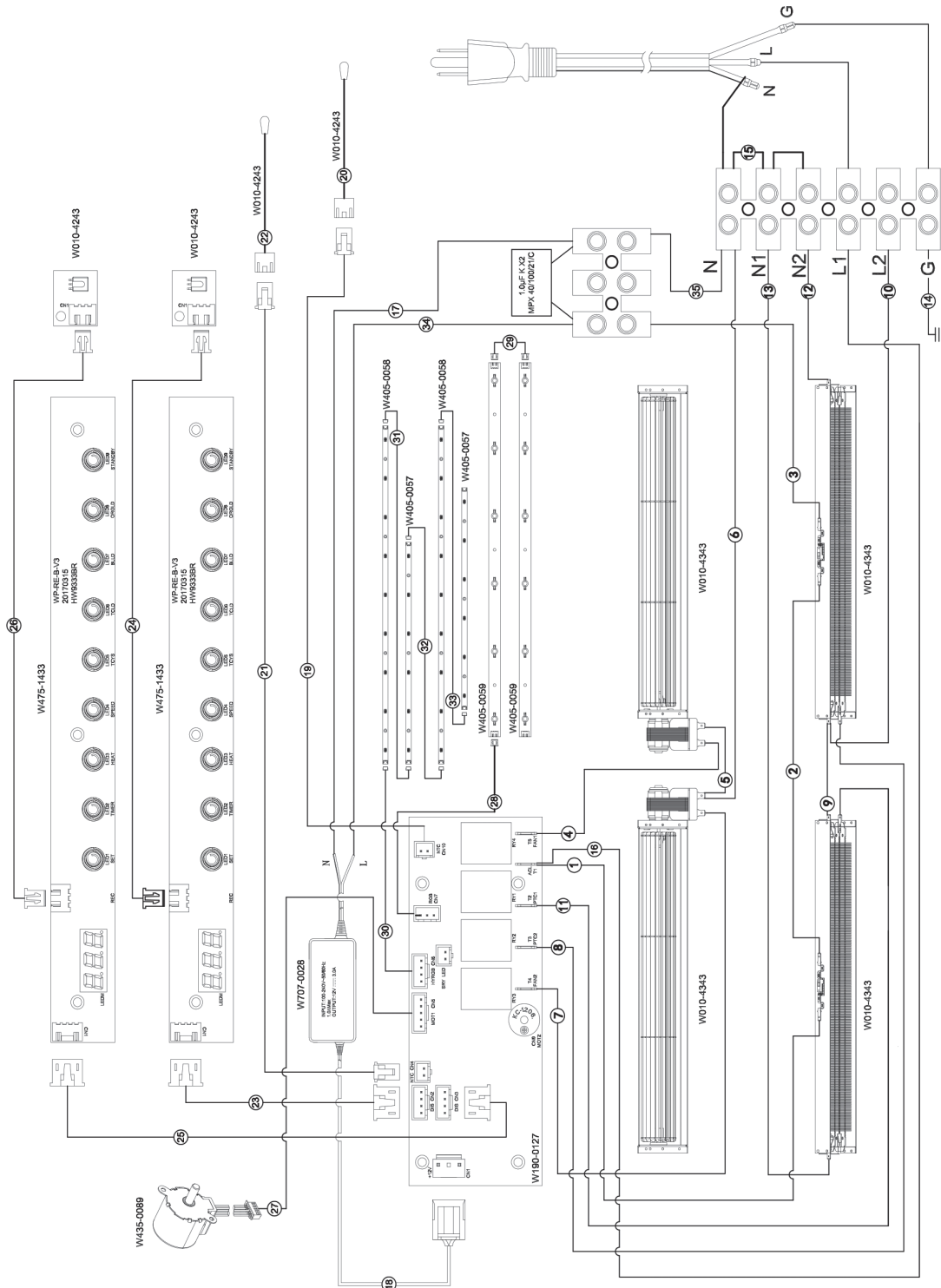
- E. Mark the holes for the mounting bracket. Ensure the marked holes are on opposite sides, as the bracket cannot be mounted on the same side (Fig. 2).
- F. Drill marked holes and secure the mounting brackets with fasteners (supplied).
- G. Secure appliance to the brackets using 4 fasteners (supplied) and the slots from the appliance (Fig. 3).
- H. Install media (see “media installation” section).
- I. Reinstall front trim and glass (see “front trim installation / removal” and “front glass installation / removal” sections) page 19.

ELECTRICAL INFORMATION

! WARNING

- Turn off the fireplace completely and let cool before servicing. Only a qualified service person should service and repair this electric fireplace.

Wiring Diagram



ELECTRICAL INFORMATION

! WARNING

- Turn off the fireplace completely and let cool before servicing. Only a qualified service person should service and repair this electric fireplace.

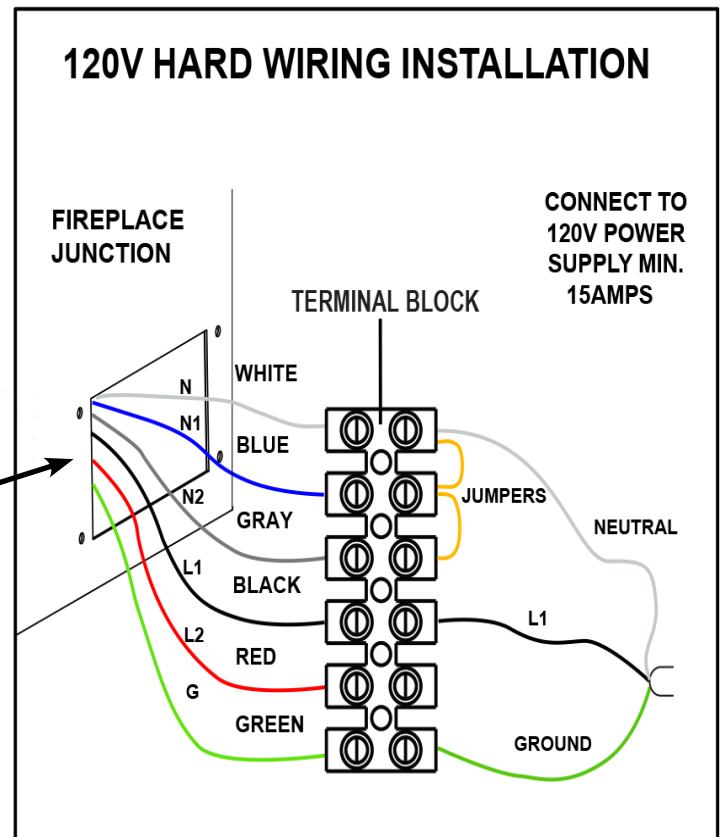
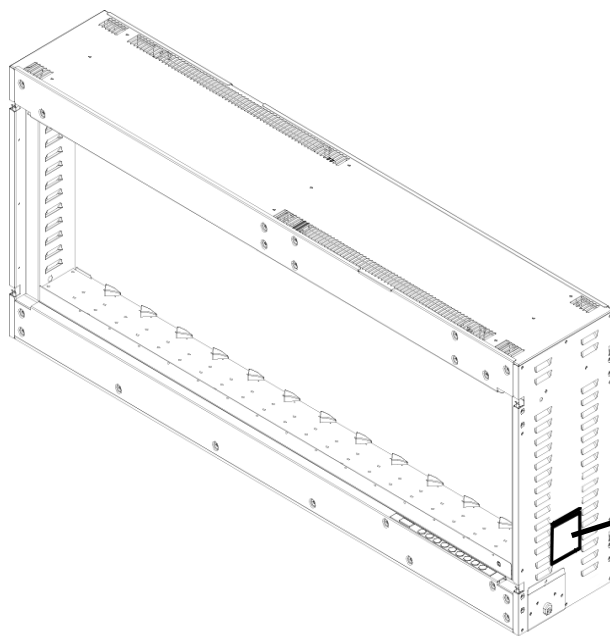
Hard Wiring Connection

If it is necessary to hard wire this fireplace, a qualified electrician must remove the cord connection, and wire the fireplace directly to the household wiring. The wire and power supply breaker must rated for **120V minimum 15 amps**.

This fireplace must be electrically connected and grounded in accordance with local codes, if hard wired. In the absence of local codes, use the current CSA C22.1 CANADIAN ELECTRICAL CODE in Canada or the current ANSI/NFPA 70 NATIONAL ELECTRICAL CODE in the United States.

Note:

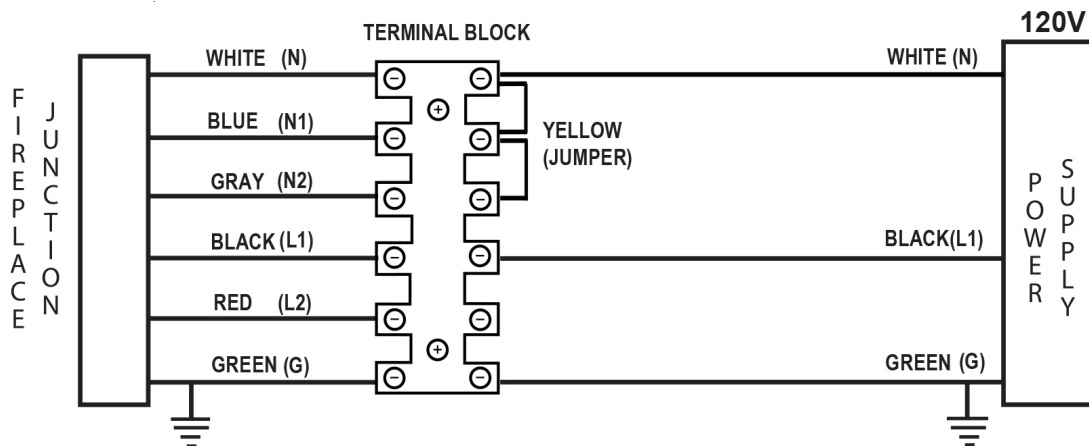
There are 6 wires from the fireplace junction box: 1 green (G), 1 white (N), 1 blue (N1), 1 gray (N2), 1 black (L1), and 1 red (L2).



ELECTRICAL INFORMATION

120V Hard Wire Connection

- A. Loosen the securing screw from the terminal block to remove the cord from the terminal block. **KEEP 2 WIRE JUMPERS IN THE TERMINAL BLOCK.**
- B. Add a strain relief and feed the supply wires through the 7/8" (22mm) hole from the terminal lock.
- C. Insert White (N) wire from power supply to the designated (N) slots in the terminal block. Secure by tightening the screws on the (N) slots. **ENSURE JUMPER WIRES ARE SECURED.**
- D. Run Black (L1) and Green (G) wires from the power supply to designated slots on the terminal lock.
- E. Re-install cover plate.



Note:

Leave enough wiring so that the appliance can be removed from the enclosure without disconnecting the appliance from the power supply.

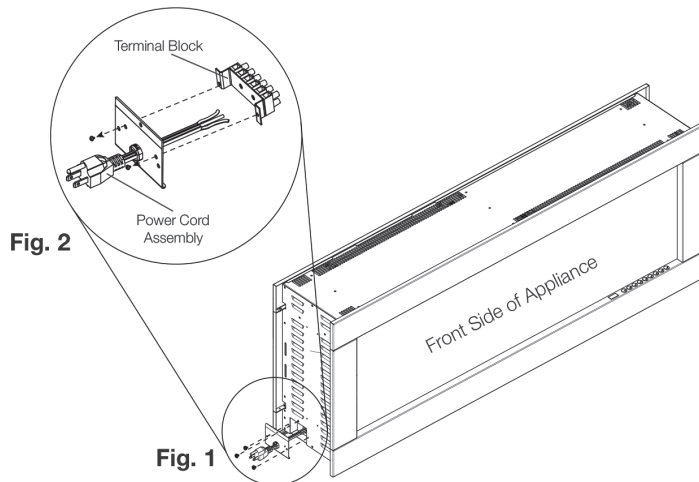
ELECTRICAL INFORMATION

! WARNING

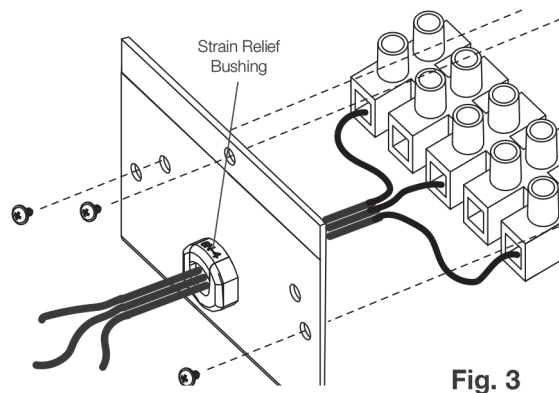
- This fireplace is for use with 120 volts.
- A grounded power source is mandatory for this fireplace.
- This fireplace must be connected to a dedicated 15 amp circuit. The use of an extension cord is NOT permitted.

Description	See-Through Electric Appliance
Type	Electric Appliance
Voltage	120V AC
Watts	MAX 1500W
Amps	Dedicated 15 Amp Grounded Circuit

- A. Remove the cover plate by removing the 3 screws (Fig. 1). Set screws aside.



- B. Remove the terminal block from the power cord assembly by removing the 2 screws (Fig. 2). Set terminal block and screws aside; discard power cord assembly.
- C. Hard wire fireplace (see "120V hard wire connection").
- D. Install the small end of the strain relief into the new cover plate (supplied) using the screws previously removed in step A (Fig. 3).



FINISHING

Media Installation

- A. Black Glass - 2 bags, 4 lbs each
- B. Logs - 2 boxes, 10 logs per box
- C. Twigs - 2 bags, 2 oz each

A.



B.



C.



- A. Spread the Black Glass.
- B. Spread 1/2 of the Twigs.
- C. Add the Logs.
- D. Add the remaining Twigs.

A. & B.



C. & D.



FINISHING

Front Glass Installation / Removal

⚠ WARNING

- Before the front trim or glass is removed or installed, turn off the appliance and wait until it is cool to the touch.
- Trim can be heavy and fragile. Handle with care

- A. Have 2 people lift the glass up. Place the bottom side of the glass into the appliance and then pivot it until the glass is touching the side panel (**Fig. 1**).
- B. Secure using 4 fasteners (**Fig. 2**).
- C. To remove front glass, reverse steps.

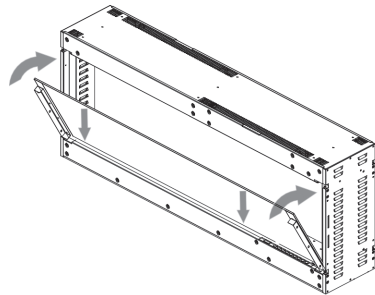


Fig. 1

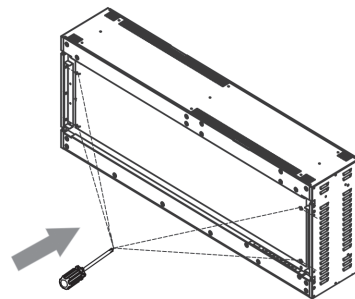


Fig. 2

Front Trim Installation / Removal

- A. Align the front trim to the appliance from the top and ensure the trims clip onto the brackets on the appliance (**Fig. 1**).
- B. Pull the trim down to ensure it is hooked properly onto the brackets (**Fig. 2**).
- C. Secure trims by tightening the securing fasteners (**Fig. 3**).
- D. To remove the front trim, reverse steps.

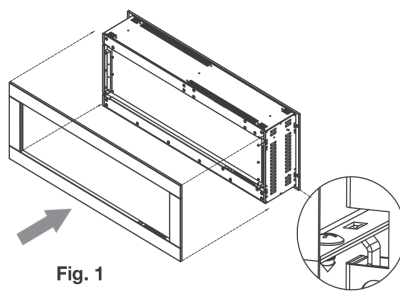


Fig. 1

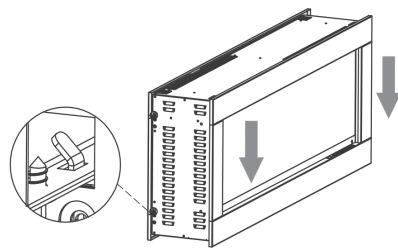


Fig. 2

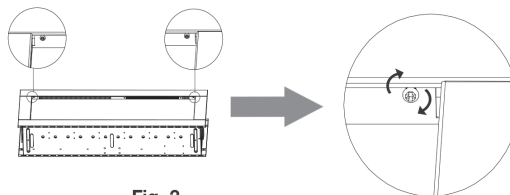


Fig. 3

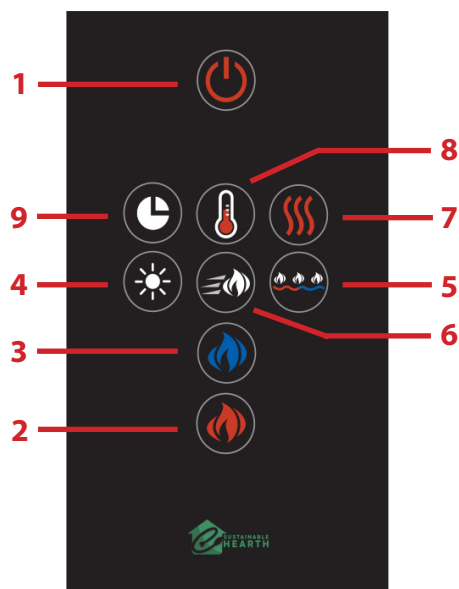
OPERATING INSTRUCTIONS

WARNING

- While the fireplace is operating, do not remove the trim. This will cause the remote control and touch panel to malfunction.

Once the fireplace has been plugged into a grounded electrical outlet, it is ready to operate.

Remote Control



1	POWER BUTTON	
2	ORANGE	Controls flame brightness. Settings: F-3 - Brightest F-2 - Medium F-1 - Smallest Flame
3	BLUE	 Settings: b-2 - Brightest b-1 - Medium b-0 - Off
4	EMBER BED BRIGHTNESS	Settings: b-2 - Brightest b-1 - Medium b-0 - Off
5	EMBER BED COLOR	Settings: C01 - Yellow C02 - Orange C03 - Blue C04 - Magenta C05 - White
6	FLAME SPEED	Settings: S-1 - Slow S-2 - Medium S-3 - Fast
7	HEATER	Settings: OFF - Heater and blower off ON - Heater and blower on

OPERATING INSTRUCTIONS

8	TEMPERATURE CONTROL (OPTIONAL)	Sets desired temperature. <table><tr><th>Fahrenheit Settings</th><th>Celsius Settings</th></tr><tr><td>64°F</td><td>18°C</td></tr><tr><td>65°F</td><td>19°C</td></tr><tr><td>66°F</td><td>20°C</td></tr><tr><td>67°F</td><td>21°C</td></tr><tr><td>68°F</td><td>22°C</td></tr><tr><td>69°F</td><td>23°C</td></tr><tr><td>70°F</td><td>24°C</td></tr><tr><td>71°F</td><td>25°C</td></tr><tr><td>72°F</td><td>26°C</td></tr><tr><td>73°F</td><td>27°C</td></tr><tr><td>74°F</td><td></td></tr><tr><td>75°F</td><td></td></tr><tr><td>76°F</td><td></td></tr><tr><td>77°F</td><td></td></tr><tr><td>78°F</td><td></td></tr><tr><td>80°F</td><td></td></tr><tr><td>81°F</td><td></td></tr><tr><td>82°F</td><td></td></tr><tr><td>Off</td><td></td></tr></table> To switch from °C to °F or from °F to °C, hold the temperature control button for 5 seconds.	Fahrenheit Settings	Celsius Settings	64°F	18°C	65°F	19°C	66°F	20°C	67°F	21°C	68°F	22°C	69°F	23°C	70°F	24°C	71°F	25°C	72°F	26°C	73°F	27°C	74°F		75°F		76°F		77°F		78°F		80°F		81°F		82°F		Off	
Fahrenheit Settings	Celsius Settings																																									
64°F	18°C																																									
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9	TIMER	0.5H - 30 Minutes 1H - 1 hour 2H - 2 hours 3H - 3 hours 4H - 4 hours 5H - 5 hours 6H - 6 hours 7H - 7 hours 8H - 8 hours Note: Display will read 0.0H after completing the 9 timer settings.																																								

Note:

After the heater is turned off, the blower will continue running for 1 minute and the display window will show OFF. This helps to remove heat from the appliance and bring down its temperature.

TECHNICAL

Technical Parameters

Information requirements for electric local space heaters.

MODEL	Optic 50
WEIGHT Pounds [Kilograms]	98.1 [44.5]
VOLTAGE	120V 750/1500W
REMOTE BATTERY	CR 2025

Note:

Weights are of the unit only, not including packaging.

MAINTENANCE

Remote Battery Installation

WARNING

- This remote control requires button batteries that are hazardous to young children.
- **WARNING - KEEP BATTERIES OUT OF REACH OF CHILDREN**
- Swallowing may lead to serious injury in as little as 2 hours or death, due to chemical burns and potential perforation of the esophagus.
- If you suspect your child has swallowed or inserted a button battery, immediately seek urgent medical assistance.
- Examine devices and make sure the battery compartment is correctly secured, e.g. that the screw or other mechanical fastener is tightened. Do not use if compartment is not secure.
- Dispose of used button batteries immediately and safely. Flat batteries can still be dangerous.
- Tell others about the risk associated with button batteries and how to keep their children safe

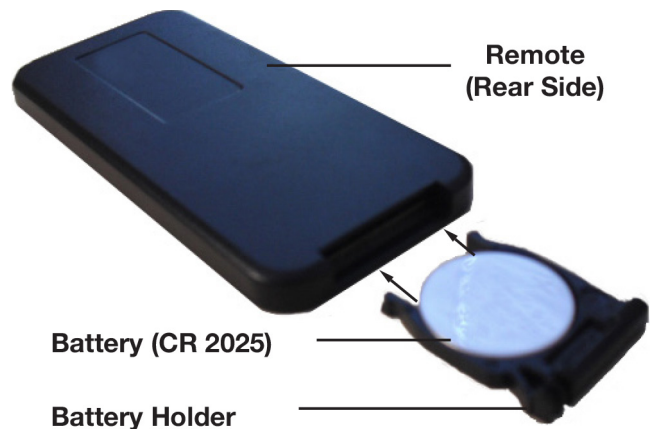


Note:

The remote control has a removable plastic tab to prolong the battery life while shipping. Remove the tab for the remote control to function

The remote control must remain within 17 feet [5 meters] of the appliance to be effective. This range may be reduced when battery power is depleted. The remote control must be aimed at the bottom center of the appliance for it to function most effectively

1. To replace the existing battery remove the battery holder.
2. To remove the battery holder turn remote onto rear side and press the left side lever towards the center while pulling the battery holder out using the slot provided.
3. Replace existing battery, type CR 2025, with a new battery and reinstall the battery holder into the remote by sliding it into position, as shown.



MAINTENANCE

Note:

Allow the fireplace to completely cool before cleaning it.

Cleaning

- Turn off before cleaning.
- Using a soft, dry cloth, carefully clean the exterior surface of the product.
- Do not allow water or other liquids to run into the interior of the product, as this is a hazard.
- Lightly run a vacuum cleaner nozzle over the grills along the control panel to remove any dust or dirt that may have accumulated inside or on the unit.

CAUTION: Do not use harsh detergents, chemical cleaners or solvents as they may damage the surface finish of the plastic components.

Cleaning the Fuel Bed

To access the fuel effect, it will be necessary to remove the front glass viewing panel, see page 19.

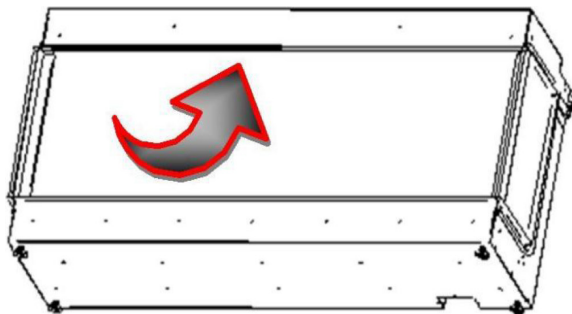
Ensure the fireplace is unplugged.

- Remove the logs and dust/clean. Do not wet the logs. Use a lint free duster.
- Lift all fuel medium out of the fireplace and wipe fuel bed down.
- Ensure no moisture remains before returning the logs into position. See log installation process.

Caution: replace front trim while removing logs and fuel material to ensure pieces do not fall into the fireplace
Replace the glass and trim as described on page 19.

Cleaning Outlets

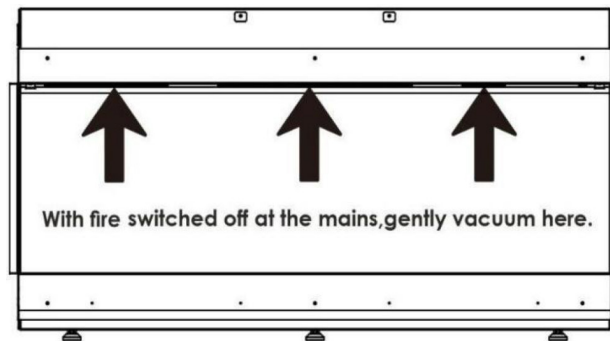
- Ensure the fireplace is shut off.
- Clean the air inlet grilles regularly with a soft cloth or the nozzle of a vacuum cleaner.
- Dust build-up can inhibit efficient performance of the fan and cause the heating function to turn off.
- Keep the area around the fireplace clean and free of dust or pet hair.
- Build-up of dust etc. can occur around the heater vent area. Take particular care to keep this area free from such particles on a regular basis to prevent build-up.



MAINTENANCE

Servicing and Maintenance

- **The air inlet grilles on the TOP and/or BACK and SIDES of the fireplace should be unobstructed. Free air needs to circulate in these areas.**
- There are no user-serviceable components to this fireplace – do not attempt to service the fireplace. If there are issues that cannot be resolved with your fireplace, then please contact your retailer.
- All floor covering cause fluff that can be drawn into the air intakes. From time-to-time and no less than every two months, isolate the fire from the mains and attach the brush accessory to your vacuum cleaner and gently vacuum the air intakes and outlets. (See image below)
- Use only a clean dry duster to clean the surfaces of the fireplace. DO NOT use water, abrasive cleaners, steam or other household industrial products or cleaners.

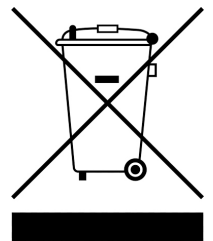


Maintenance of Motors

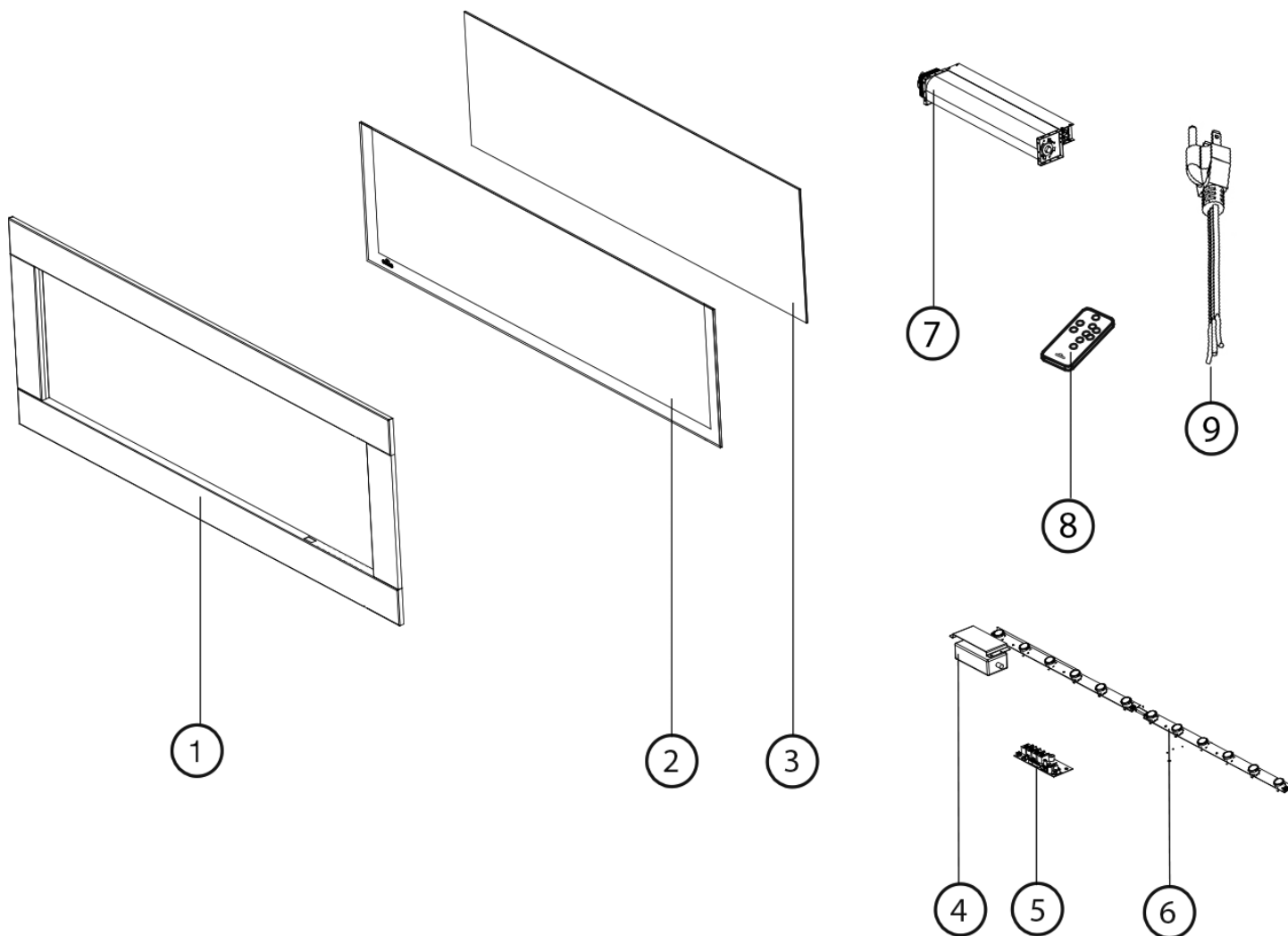
The motors used on the fan and flame effect are pre-lubricated for extended bearing life and require no further lubrication. However, periodic cleaning/ vacuum of the fan/heater unit is recommended

Correct Disposal of this Product

This marking indicates that this product should not be disposed with other household wastes throughout North America. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources.



REPLACEMENT PARTS



Items may not appear exactly as illustrated.

Ref.	Part Number	Description
1	SH-CP-FRA-OPT-50	Frame Assembly
2	SH-CP-FGA-OPT-50	Face Glass Assembly
3	SH-CP-CGA-OPT-50	Curtain Glass Assembly
4	SH-ES-SM-OPT-50	Stepper Motor
5	SH-ES-MB-OPT-50	Main Board
	SH-ES-RB-OPT-50	Receiving Board
6	SH-ES-FLAME-LED-OPT-50	Flame LED
	SH-ES-FB-LED-OPT-50	Fuel Bed LED
7	SH-ES-FHA-OPT-50	Fan Heater Assembly
8	SH-ES-RC-OPT-50	Remote Control
9	SH-ES-5AMP-ADP-OPT-50	5A adapter

TROUBLESHOOTING

WARNING

Turn off the appliance completely and let cool before servicing. Only a qualified service person should service and repair this electric appliance.

Symptom	Problem	Solution
Appliance will not come on when power button/switch is put into the "on" position.	House circuit breaker has tripped.	Reset house circuit breaker.
	Hard-wire connections are not correct (if applicable).	See "hard-wiring installation" section.
	Appliance has overheated and safety thermal switch has tripped.	Unplug power or turn off the circuit breaker, allow appliance to cool for 15 minutes, then plug in the appliance or turn the breaker on.
	Main PCB board issue.	Inspect the circuit board and replace.
Appliance turns off and will not turn on.	House circuit breaker has tripped.	Reset house circuit breaker.
	Appliance has overheated and safety thermal switch has tripped.	Unplug power or turn off the circuit breaker, allow appliance to cool for 15 minutes to reset the thermal switch, then plug in the appliance or turn the breaker on.
Remote control does not work.	Low/dead batteries.	Replace batteries in remote control.
	Remote receiver malfunction.	Ensure remote receiver is not blocked. Replace control panel and remote.
Heater shuts off automatically.	Temperature control is set too low.	The heater has a built-in thermostat so it will shut off automatically once the pre-set temperature is reached. It will also turn on automatically if the room temperature drops below the pre-set temperature. You can also set temperature control off for continuous running.
Dim or no flame.	Flame brightness not selected.	See operating instructions on page 20.
	Flame LED issue.	Inspect the LED and replace.
	Main PCB board issue.	Inspect the main PCB board and replace.
Flame does not move.	Motor is stalled/malfunctioning.	Turn on/off. If problem persists, replace.
Ember bed is not glowing or dimming.	Brightness not selected.	See operating instructions on page 20.
	Ember LED issue.	Inspect the ember bed LEDs and replace.
	Main PCB board issue.	Inspect the main PCB board and replace.
LED flashing "OH".	Appliance has overheated and safety thermal switch has tripped.	Unplug power or turn off the circuit breaker. Allow appliance to cool for 15 minutes, then plug in the appliance or turn the breaker on. If problem persists, consults your dealer.
Burning Smell	The heater smells burnt	On first uses there may be a smell as the heating elements burn off residual deposits from manufacture.
		After periods of no use, dust can settle on the elements and will burn off.
		If smell continues, please refer to your retailer.

WARRANTY

European Home Warranty Sustainable Hearth Family of Products

European Home warrants all Sustainable Hearth electric fireplaces against defects in materials and workmanship for a period of TWO (2) YEARS from the date of original retail purchase. If a defect exists, European Home will, at its option, either (1) provide needed components using new or refurbished replacement parts or (2) exchange the product with one which is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original product. A replacement product/part assumes the remaining warranty of the original product or ninety (90) days from the date of replacement or repair, whichever provides longer coverage for you. When a product or part is exchanged, any replacement item becomes your property and the replaced item becomes the property of European Home.

Nothing in the above shall be deemed to imply that this warranty shall apply to work which has been abused or neglected or shows evidence of changes or modifications by others with or without permit, damages caused by the acts of God, building settlement or moving, fire or vandalism. In addition, installation of this product that varies from the requirements stated in the instruction manual will void the warranty.

NOTES

[illegible]

NOTES

[illegible]



INSTRUCTIONS MUST BE KEPT AFTER INSTALLATION
FOR FUTURE MAINTENANCE

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