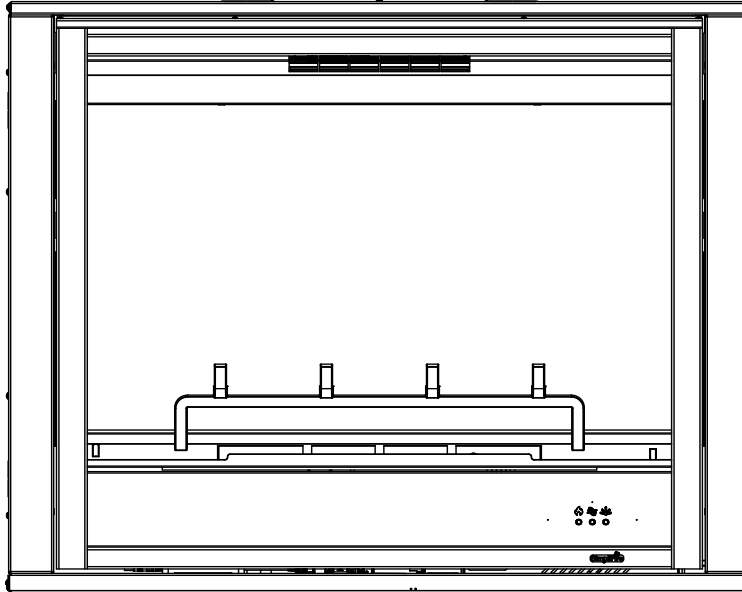


Model(s):
SF-INC36



NOTICE



DO NOT DISCARD THIS MANUAL

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

**DO NOT
DISCARD**

Congratulations!

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

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

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

⚠ WARNING: To reduce risk of fire, electrical shock, or personal injury, read and understand all instructions, including safety information before connecting power and using appliance.

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

1 IMPORTANT INSTRUCTIONS

IMPORTANT SAFETY INSTRUCTIONS

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

This electrical appliance includes an electric heater.

DO NOT:

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

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

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

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

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

When using electrical heaters/appliances, basic precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including but not limited to the following:

- Read all instructions before installing this appliance.
- 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.
- The 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, decorations, and/or curtains, etc. at least 3 ft. (0.9 m) from the front of the appliance.
- Extreme caution is necessary when any heater is used by or near children or other at risk individuals and whenever the heater is left operating and unattended.
- Do not operate any heater 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.
- Do not block appliance fan air intakes or exhaust in any manner to prevent damage or possible fire.
- A heater has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint, flammable vapors or liquids are used or stored.
- Do not use outdoors.
- Do not operate any appliance that has been dropped or damaged in any manner or that has a damaged cord/plug. Return appliance to authorized service facility for examination, electrical or mechanical adjustment, or repair.
- 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.
- Never use an extension cord or relocatable power strip to power the appliance.
- Always use properly grounded, fused, and polarized outlets.
- Always use ground fault protection where required by electrical code.
- Always use a certified electrician should the appliance require a new circuit.
- Always disconnect power to the appliance by removing the plug from electrical outlet and disconnecting power at the service panel before performing any cleaning, maintenance, or relocation of the appliance.
- When transporting or storing the appliance, keep in a dry place free from excess vibration to avoid damage.
- Never locate appliance where it may fall into a bathtub or water container.

SAVE THESE INSTRUCTIONS

▲ Safety Alert Key:

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

Table of Contents

Congratulations! 1

1 IMPORTANT INSTRUCTIONS

A. Warranty 4

2 GENERAL INFORMATION

A. Appliance Certification 6
B. California 6
C. Unpacking and Inspecting Appliance 6
D. Model and Serial Number Information 6

3 GETTING STARTED

A. Parts and Hardware 7
B. Appliance Dimensions 7
C. Tools and Supplies Needed 7
D. Decorative Front Dimensions 8
E. Location 11
F. Clearance to Combustibles 12
G. Electrical Supply Circuit Requirements 12

4 INSTALLATION

A. Selecting Appliance Location 13
B. Appliance Preparation 14
C. Electrical Connection / Installation 14
D. Finishing 17
E. Component Parts Installation 19
F. Log Placement 20

5 OPERATING INSTRUCTIONS

A. Remote Control 22
B. Menu Interface 23
C. IntelliFire® App and WiFi Setup: 24
D. Appliance Buttons 25
E. Resetting Temperature Cutoff Switch 25

6 MAINTENANCE

A. Maintenance 26
B. Electrical Wiring Diagram 26
C. Cleaning 26
D. Servicing 27
E. Advanced Functions 27
F. SimpliFire Troubleshooting Guide 28
G. Service Parts List 31
H. Contact Information 32

A. Warranty

Hearth & Home Technologies LLC

LIMITED WARRANTY

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

WARRANTY COVERAGE:

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

WARRANTY PERIOD:

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

Warranty Period		HHT Manufactured Appliances and Venting					
Component Parts	Labor	Gas	Pellet	Wood	Electric	Component Parts Covered by this Warranty	
1 Year		X	X	X		All parts including handles, external enameled components and other material except as covered by Warranty Conditions, Warranty Exclusions, and Warranty Limitations listed	
2 Years					X	All parts except as covered by Warranty Conditions, Warranty Exclusions, and Warranty Limitations listed	
			X	X		Glass, Electrical components limited to heating element/igniters, Top feed auger assembly, Blowers, Junction Box, Remotes/Wall switches, linear actuator, power cord, vacuum switch, snap disc, wire harnesses and thermocouple	
		X				Electrical components limited to modules, remotes/wall switches, valves, pilots, blowers, junction boxes, wire harnesses, transformers and lights (excluding light bulbs)	
		X		X		Cement Refractory Panels, Glass Liner Panels	
3 years			X			Firepots, burnpots, Harman mechanical feeders	
5 years		X		X		Catalysts, Vented and Vent Free burners and logs	
10 years	1 year	X				Burners, logs and metal/fiber refractory components of HHT manufactured fireplaces or stoves, venting due to poor workmanship	
10 years	3 years		X	X		Castings, Medallions & Baffles, FlexBurn® System (engine, inner cover, access cover and fireback), Firebox and heat exchanger, HHT Chimney & Terminations, Manifolds	
20 years	3 years	X				Firebox and heat exchanger	
All purchased replacement parts and optional accessories							
1 Year	None	X	X	X	X	All purchased replacement parts and optional accessories	

WARRANTY CONDITIONS:

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

WARRANTY EXCLUSIONS:

This Warranty does not cover the following:

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

This warranty is void if:

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

LIMITATIONS OF REMEDIES AND LIABILITY:

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

2 GENERAL INFORMATION

A. Appliance Certification

MODELS: SF-INC36
LABORATORY: Intertek
TYPE: Electric Air-Heaters Fixed and Location-Dedicated Electric Room Heaters
STANDARD: UL 2021 (3rd Edition) CSA C22.2 No 46-13

NOTICE: This installation must conform with local 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.

WARNING! Do not operate the heater prior to completing the installation process outlined in Section 4 of this Installation Manual.

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

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

B. California



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.



C. Unpacking and Inspecting Appliance

WARNING! DO NOT use this Electric Appliance 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.
- Report to your dealer any missing or damaged parts.
- Read all the instructions before starting the installation. Follow these instructions carefully during the installation to ensure maximum safety and benefit.

D. Model and Serial Number Information

The model and serial number information is located on the rating plate. The rating plate is located in the lower controls cavity behind the decorative front.

Hearth & Home Technologies, LLC 7571-215 th Street West Lakeville, MN 55044		MFG DATE: UL STD 2021	
CONFORMS TO: (CONFORME A)	CERTIFIED TO: (CERTIFIÉ POUR)	CSA STD C22.2 NO.46	
MODEL (MODÈLE):	SF-INC36		Intertek 5027047
SERIAL: (NUMÉRO DE SÉRIE)			
VOLTAGE (TENSION):	120VAC / 240VAC		
FREQUENCY: (FRÉQUENCE)	60 Hz		Owner's / Install Manual Propriétaire / Manuel d'installation
AMPERAGE: (INTENSITÉ)	12.5 A		MADE IN USA
WATTS (PUISSANCE):	1500 W / 3000 W		
SKU (UGS):	SERIAL (NUMÉRO DE SÉRIE):		

4200-990D

Homeowner Reference Information

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

Model Name: _____ Date purchased/installed: _____

Serial Number: _____ Location of appliance: _____

Dealership purchased from: _____ Dealer Phone: _____

Notes: _____

3 GETTING STARTED

A. Parts and Hardware

Parts and Hardware List	
Part	Quantity
Inception Appliance	1
Instruction Manual	1
Remote Control	1
AAA Alkaline Battery	2
Logs	4
Black Embers	1
Side Panels	2
Refractory Pieces	2
Fuel Bed Filter	1

C. Tools and Supplies Needed

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

- Tape measure
- Gloves
- Phillips screwdriver
- Safety glasses
- Type NM-B Wire Strain Relief
- Twelve (12) Construction Screws
- Level
- Electric drill and bits (1/4 in.)

The optional Wescott Mantel Kit (MK-WS-INC36) is available as an alternate installation method. Reference the mantel kit instructions (4200-935) for wall mount bracket and electrical outlet location guidance.

B. Appliance Dimensions

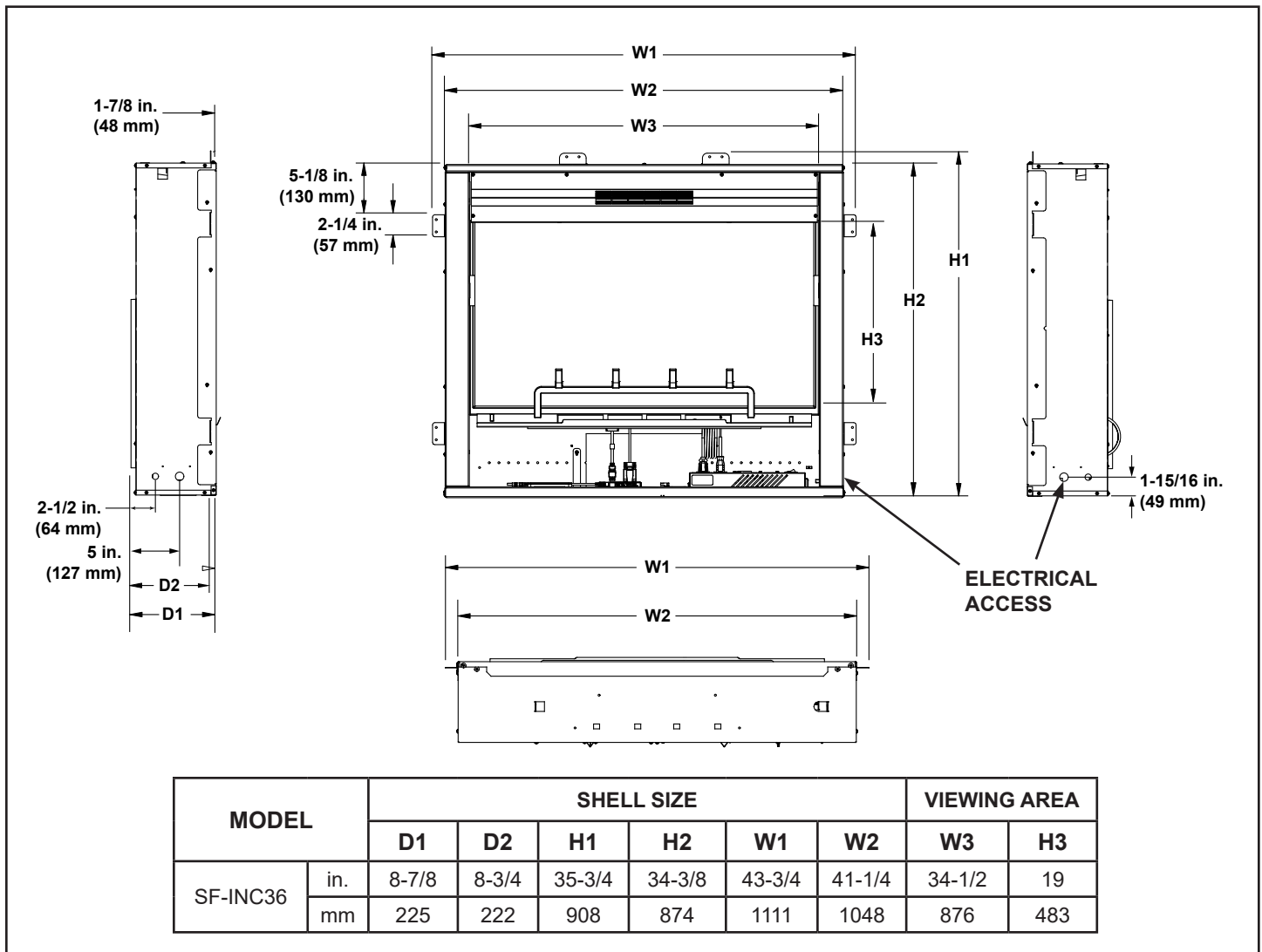


Figure 3.1 Appliance Dimensions

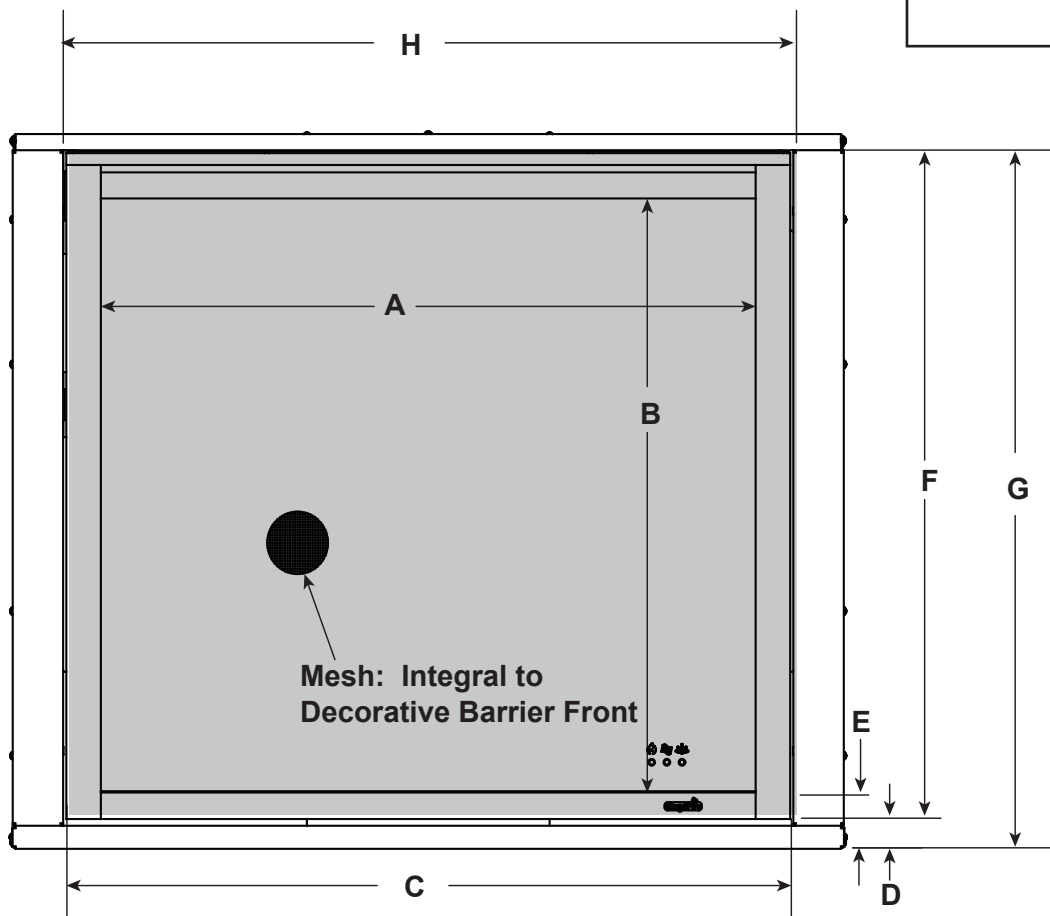
D. Decorative Front Dimensions

INCEPTION FOLIO DECORATIVE FRONT

IMPORTANT! This appliance requires an installed decorative front to act as a barrier preventing direct contact with the heater. **DO NOT** operate the appliance with the front removed.

Decorative front must be ordered at time of appliance purchase. If decorative front is not present, contact dealer.

Note: The Folio Front is inside fit front only.



		A	B	C	D	E	F	G	H
SF-FOL-36	in.	34	28-3/4	35-15/16	1-3/8	2-5/8	32-1/8	33-1/2	36-1/8
	mm	864	730	913	35	67	816	851	918

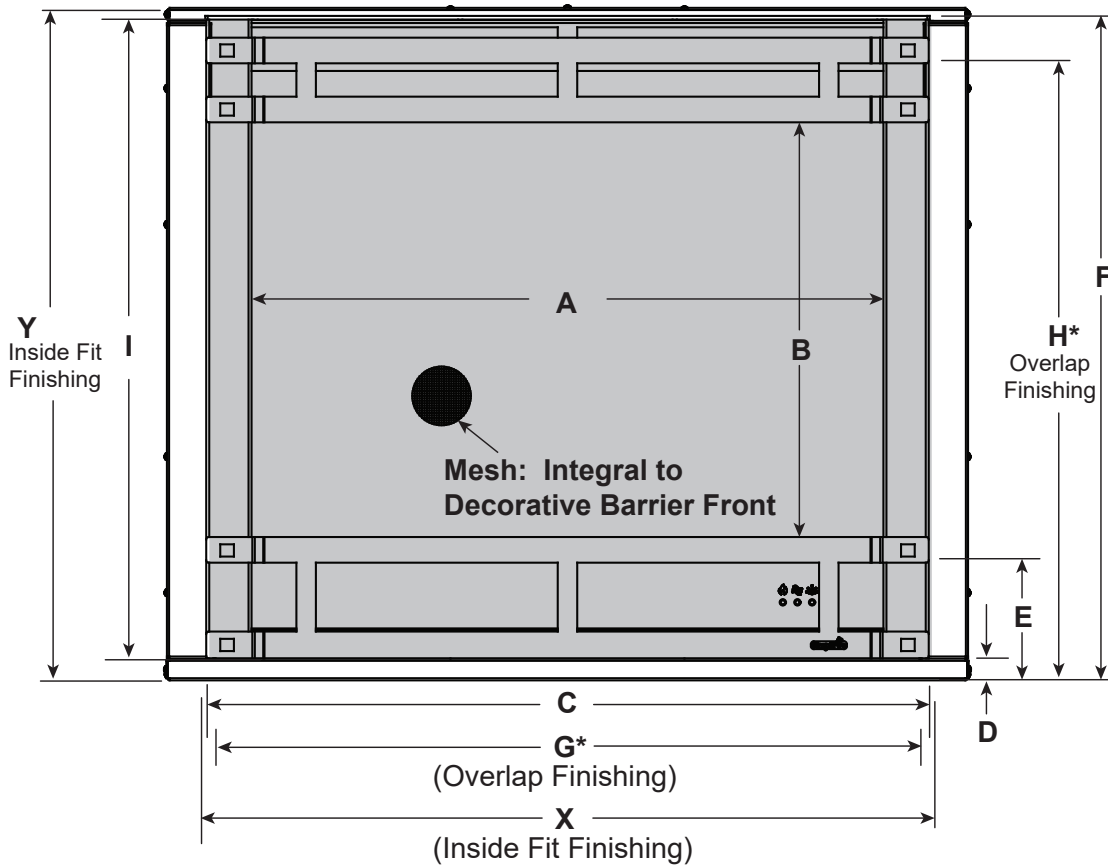
Figure 3.2 Decorative Front Dimensions - Folio

INCEPTION HALSTON DECORATIVE FRONT

IMPORTANT! Verify the shipping bracket has been removed from the backside of the Halston Front before operating the appliance.

IMPORTANT! This appliance requires an installed decorative front to act as a barrier preventing direct contact with the heater. **DO NOT** operate the appliance with the front removed.

Decorative front must be ordered at time of appliance purchase. If decorative front is not present, contact dealer.



0 IN. to 1 IN.
Overlap Fit
Finishing
See Section
4.D.

1 IN. to 6 IN.
Inside Fit
Finishing

		A	B	C	D	E	F	G	H	I	X	Y
SF-HAL-36	in.	32-7/16	21-1/4	37-3/16	1-1/8	6-1/4	34	36-1/8	32-5/8	32-7/8	37-3/8	34-3/8
	mm	824	540	945	29	159	864	918	829	835	949	873

* Refer to Section 4.D for detailed clearances to overlapped finishing materials.

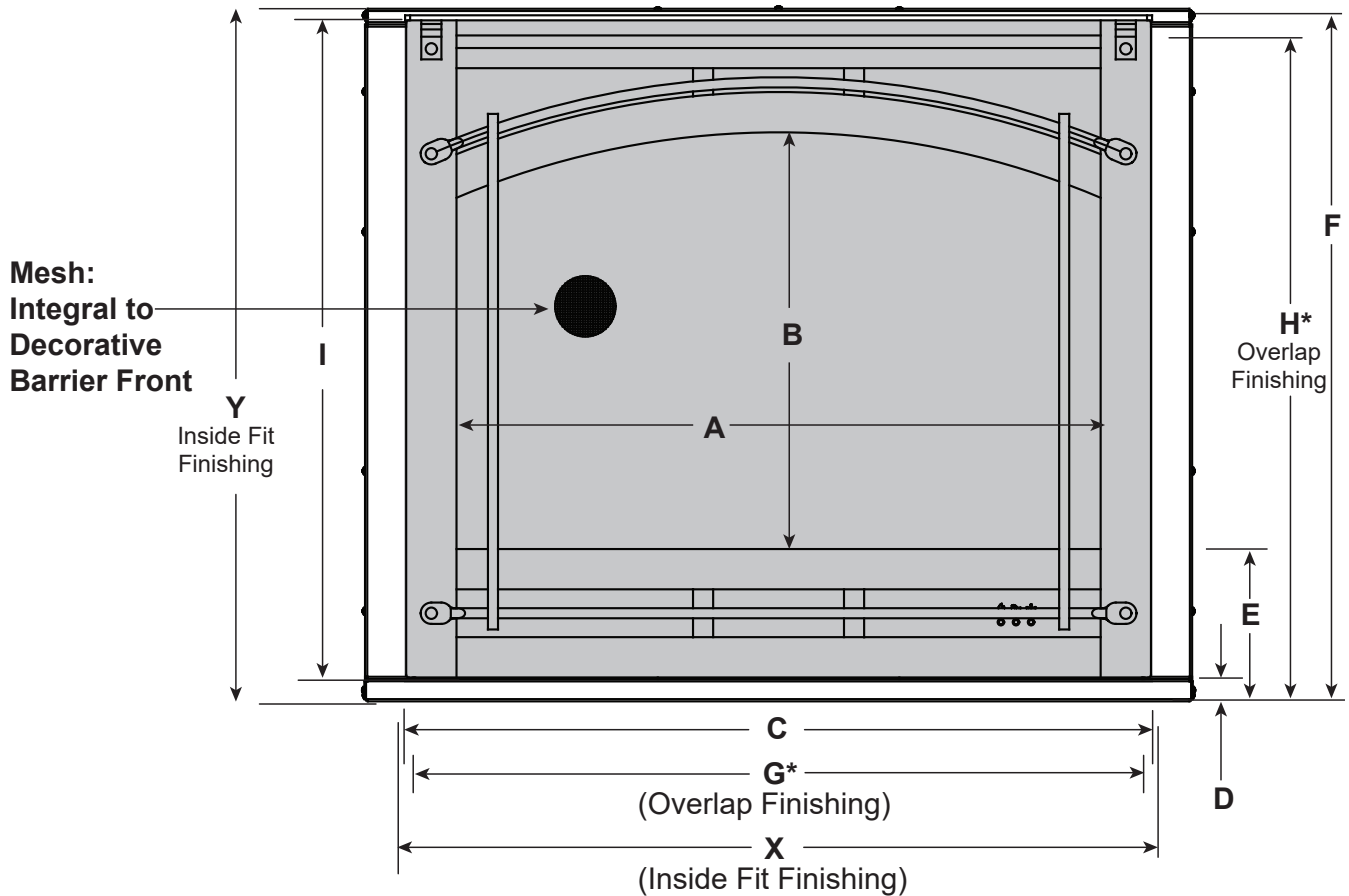
Figure 3.3 Decorative Front Dimensions - Halston

INCEPTION CHATEAU FORGE DECORATIVE FRONT

IMPORTANT! Verify the shipping bracket has been removed from the backside of the Chateau Front before operating the appliance.

IMPORTANT! This appliance requires an installed decorative front to act as a barrier preventing direct contact with the heater. DO NOT operate the appliance with the front removed.

Decorative front must be ordered at time of appliance purchase. If decorative front is not present, contact dealer.



0 IN. to 1 IN.
Overlap Fit
Finishing
See Section
4.D.

1 IN. to 6 IN.
Inside Fit
Finishing

		A	B	C	D	E	F	G	H	I	X	Y
SF-CHAF-36	in.	32	20-3/4	37-1/8	1-3/16	7-9/16	34-1/4	36-1/8	32-5/8	32-7/8	37-3/8	34-3/8
	mm	813	527	943	30	192	870	918	829	835	949	873

* Refer to Section 4.D for detailed clearances to overlapped finishing materials.

Figure 3.4 Decorative Front Dimensions - Chateau Forge

E. Location

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

- For best results, install out of direct sunlight.
- Power supply service must be installed within proximity of electric appliance prior to finishing to avoid reconstruction.
- See Section 3.B for appliance dimensions and to determine location of appliance installation.

Note: If this unit is installed in a bathroom, it must be protected by GFI receptacle or circuit. If receptacle is used it must be readily accessible. This electrical appliance is not water tight. To prevent electrical shock, it must be installed as to prevent water from entering 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.

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

F. Clearance to Combustibles

The SF-INC36 is a zero clearance design.

Minimum Clearance to Combustibles

	120VAC	240VAC
Sides.....	0 in.....	0 in
Floor.....	0 in.....	0 in
Top.....	0 in.....	0 in
Back.....	0 in.....	0 in
Front.....	36 in.....	36 in
Mantels.....	See Figure 4.1	
Finishing Materials.....	See Section 4.D	

Wall Mounted Televisions

There are no required clearances for wall mounting a TV above the SF-INC36 appliance. A mantel is not required but may be used to decrease operating temperatures of a wall mounted TV.

Since every home has unique air flow characteristics and maximum allowable operating temperatures can vary from manufacturer to manufacturer and from model to model, actual TV temperatures should be validated

at the time of each installation. TVs should not be used in situations where the actual TV temperature exceeds the manufacturers' maximum allowable operating temperatures identified in the TV's technical specifications. Contact the TV's manufacturer directly if you cannot locate this information or have questions regarding the information.

G. Electrical Supply Circuit Requirements

Plan the location of the appliance so that it will have adequate electric power. If using 120VAC for power a minimum 15 AMP, 120V/60Hz circuit is required. If using 240VAC for power a minimum 20 AMP, 240V/60Hz circuit is required. Appliances have been tested to be compatible with AFCI / GFCI breakers.

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 recommended to prevent circuit breaker trips or fuse failure.

The product is designed to operate safely under the minimum installation conditions when installed and operated properly.

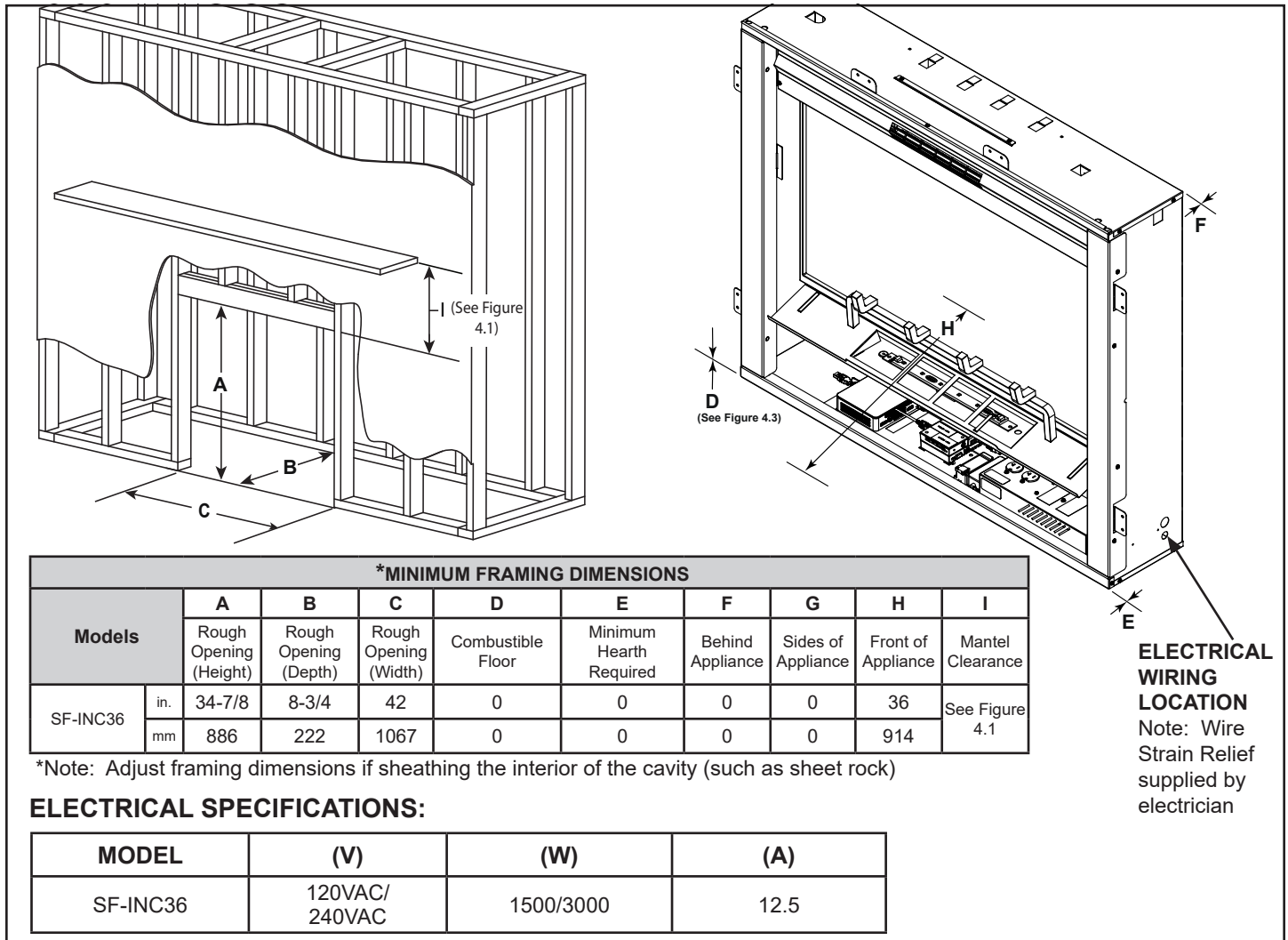


Figure 3.5 Framing Dimension

4 INSTALLATION

The appliance can be installed two ways:

- Built into new construction before the wall is finished (Sections 4.A - 4.D).
- Attached to a finished wall with the optional Wescott Mantel Kit (MK-WS-INC36). Reference 4200-935 for mantel kit installation instructions (including wall mount bracket and electrical outlet location guidance).

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

A. Selecting Appliance Location

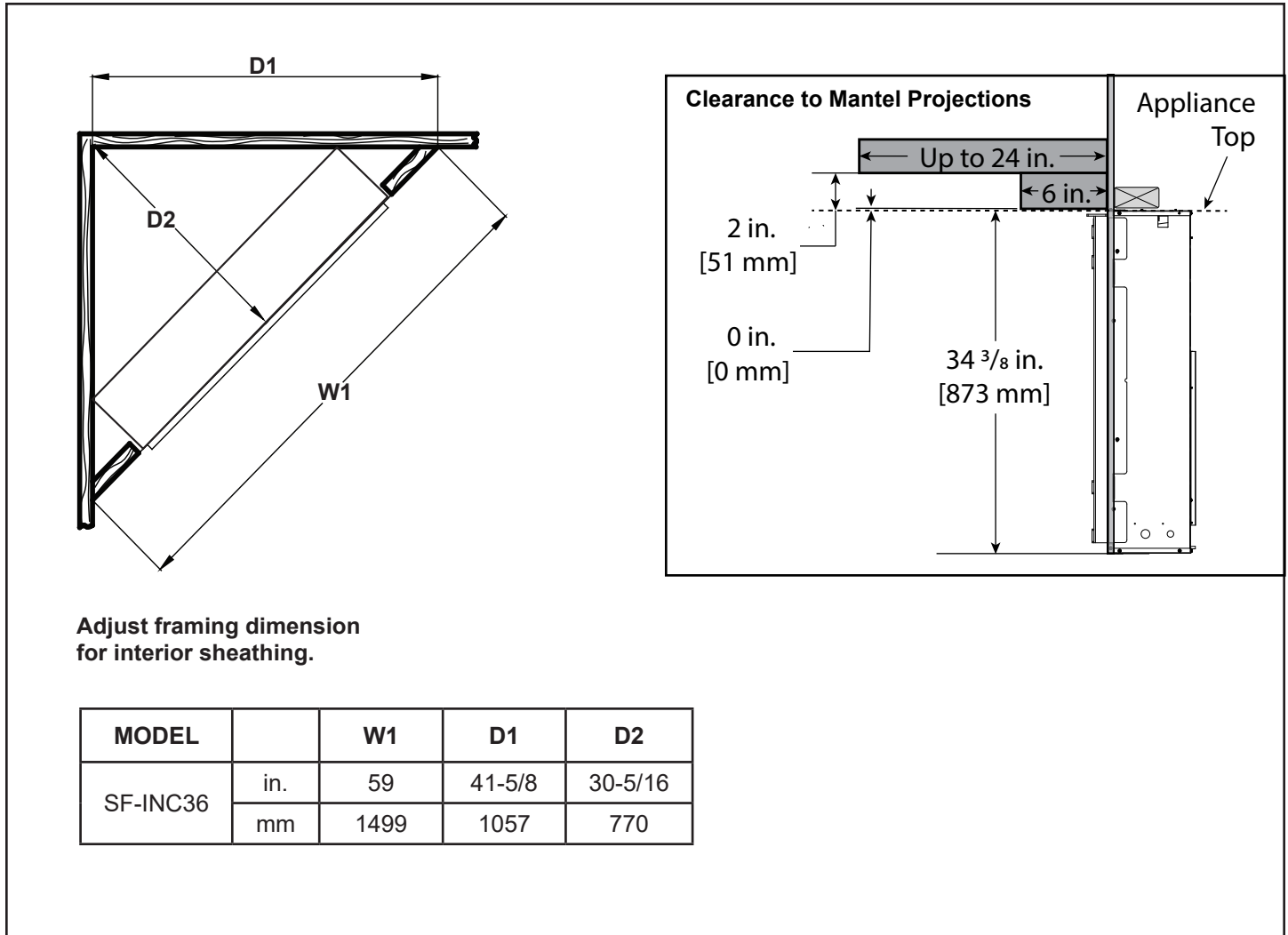


Figure 4.1 Clearance Requirements

B. Appliance Preparation

Position the appliance within the framing opening. Level the appliance with shims if necessary. Bend out mounting brackets (6) with pre-drilled holes located at the sides and top of the appliance. Use two #8 construction screws for each bracket to secure the appliance in place. See Figure 4.2.

Note: A built-in appliance can have a maximum of 1" of flooring brought up to front edge if mounted directly to sub flooring. See Figure 4.3.

Installations with the optional Wescott Mantel Kit (MK-WS-INC36) must be installed on finished floors only.

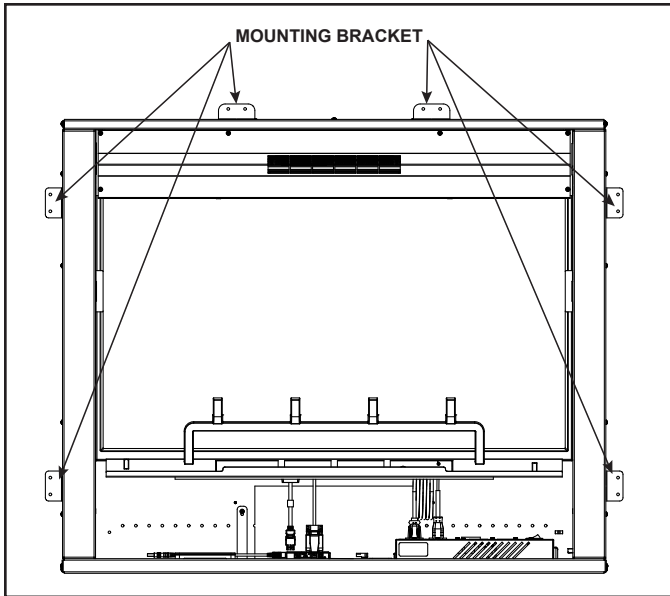


Figure 4.2 Pre-drilled Bracket Hole Locations

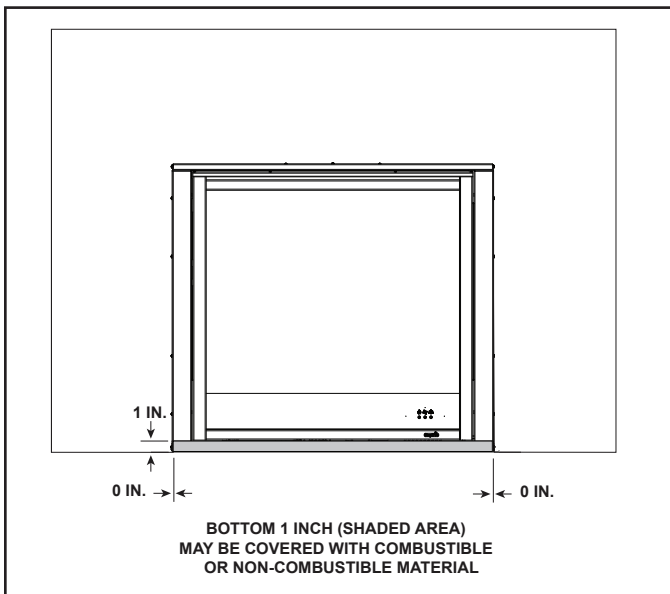


Figure 4.3 Bottom Edge for Flooring

C. Electrical Connection / Installation

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

All electrical connections shall be performed by a qualified electrician. Wiring procedures and connections shall be in accordance with the national and local codes having jurisdictions.

The optional Wescott Mantel Kit (MK-WS-INC36) is available as an alternate installation method and includes a power cord. Reference the mantel kit instructions (4200-935) for electrical outlet location guidance.

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 is designed to be hard-wired for 120VAC or 240VAC. The AC voltage supply wiring should be properly grounded. A dedicated circuit is recommended. Other appliances on the circuit may cause the breaker to trip or fuse to blow when the appliance is operating.

NOTE: Appliances have been tested to be compatible with AFCI/GFCI breakers. If the connected breaker trips, consult a qualified electrician, reference the breaker manufacturer's instruction for guidance, reference National Electric Code (NEC).

Hard-Wired Installation:

Appliance installations using 120VAC require a minimum of a 15AMP circuit wired with 14AWG wire. Appliance installations using 240VAC require a minimum of a 20AMP circuit wired using a minimum of 12AWG wiring. A properly grounded outlet is required for both voltages. Use Copper wire only.

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

1. Install a wire strain relief bushing into side of appliance.
2. Terminate type NM-B wire to the supplied splicing connection to ensure connections are secure, and tighten the strain relief.

For 120VAC Applications:

The following instructions must be followed to install a 3-wire NM-B Romex cable to the supplied splicing connection shown on Figure 4.4.

- a. Connect ground wire (green) to the ground terminal.
- b. Connect line input neutral wire (white) to the N terminal.
- c. Connect line input voltage wire (black) to the L1 terminal.
- d. Make sure no wire is connected to the L2 terminal.

120VAC / 240VAC Applications:

- 120VAC@15A circuit breaker or
- 240VAC@20A circuit breaker

How to hook up 120VAC or 240VAC to appliance:

The electrical connection must be made in either of the following methods:

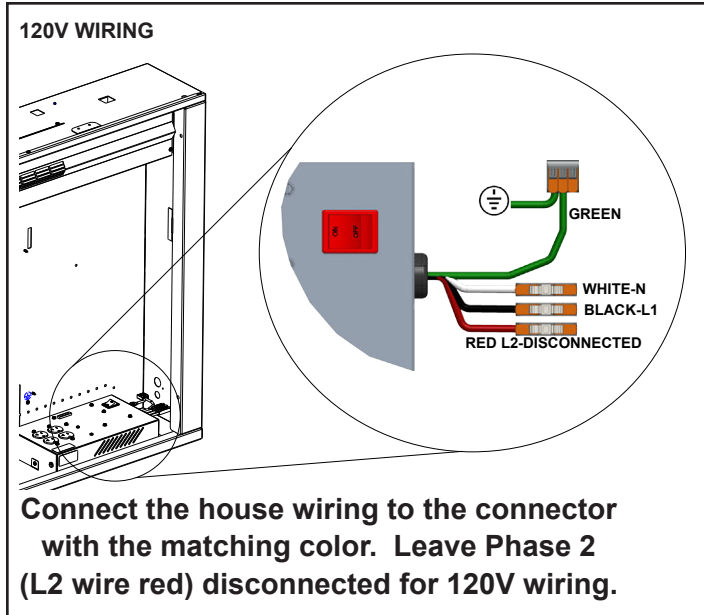


Figure 4.4 120VAC Wiring

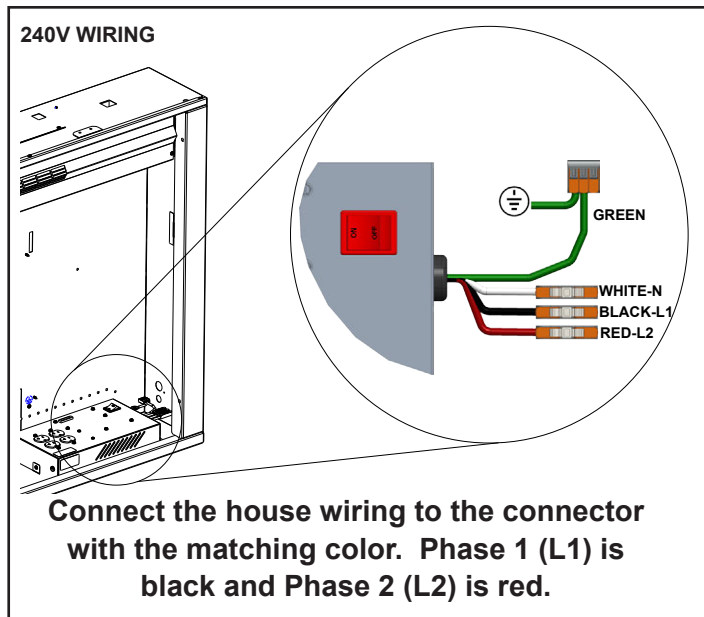


Figure 4.5 240VAC Wiring

Automatic 120VAC and 240VAC Junction Box:

The appliance's power junction box allows for an electrician to easily connect either 120VAC or 240VAC with a simple connection of wires. It does not require any switching or changing of components to select the input voltage.

Wire Termination:

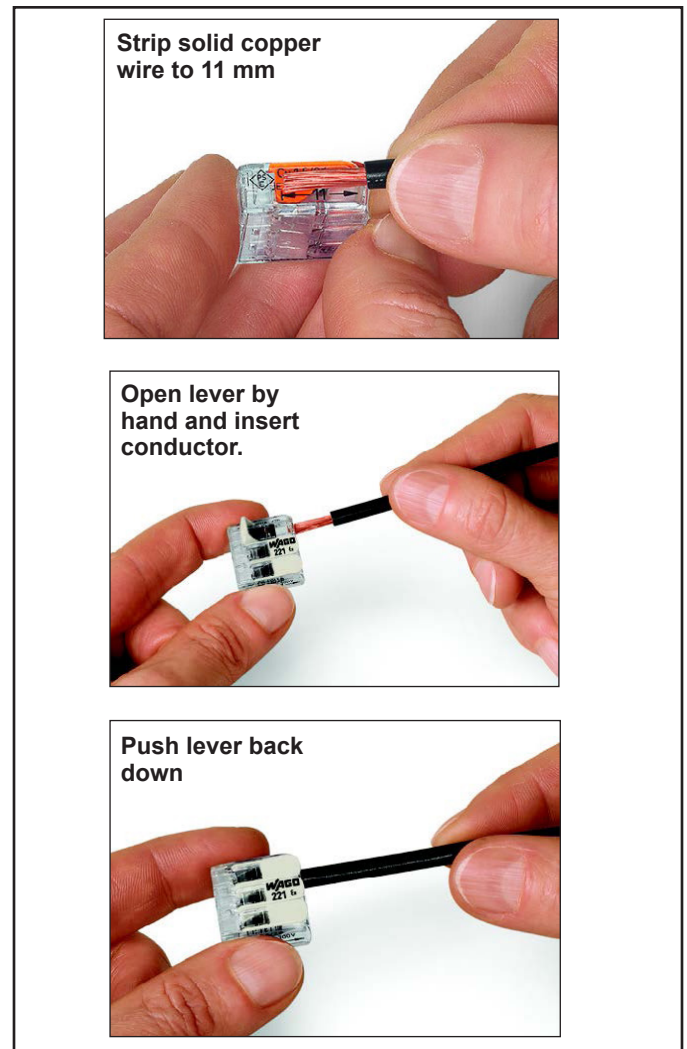


Figure 4.6 Wire Termination

Termination Cover Installation:

After completing the wire termination. Locate and form the included termination cover included in the appliance installation manual bag. See Figure 4.7.

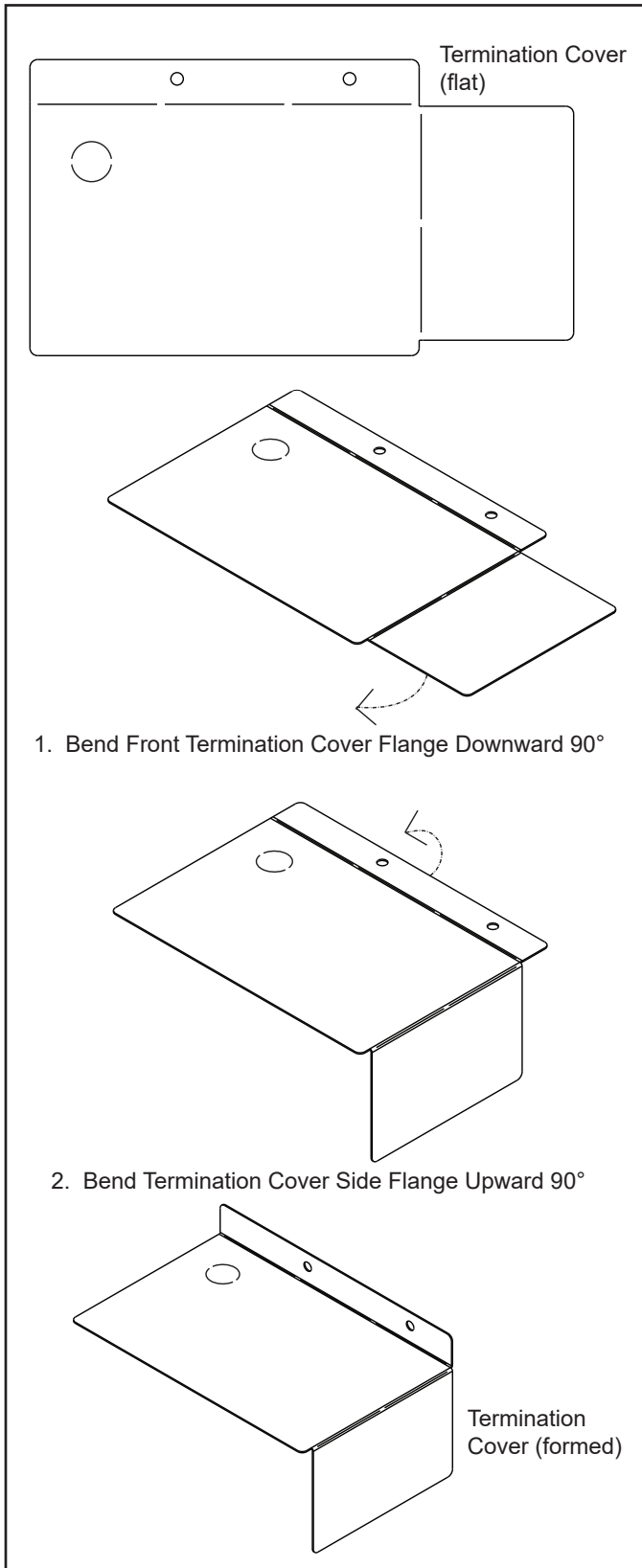


Figure 4.7 Termination Cover

After completing the appliance wiring and bending the termination cover, position the termination cover over the wire termination area between the right side wall of the appliance and the junction box. See Figure 4.8

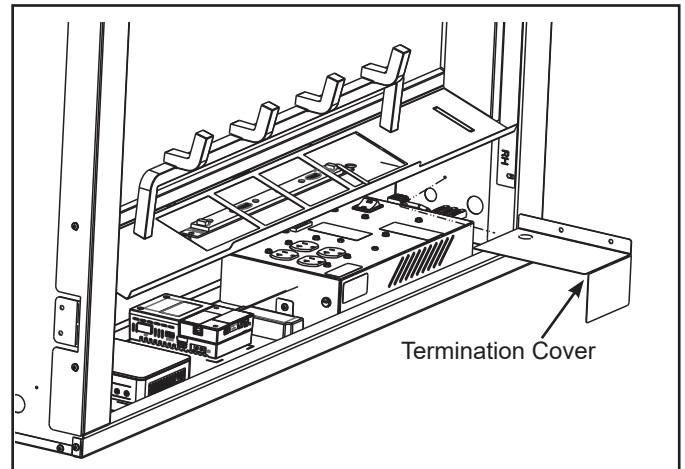


Figure 4.8 Termination Cover Installation

Secure the termination cover in place with the two screws provided. See Figure 4.9

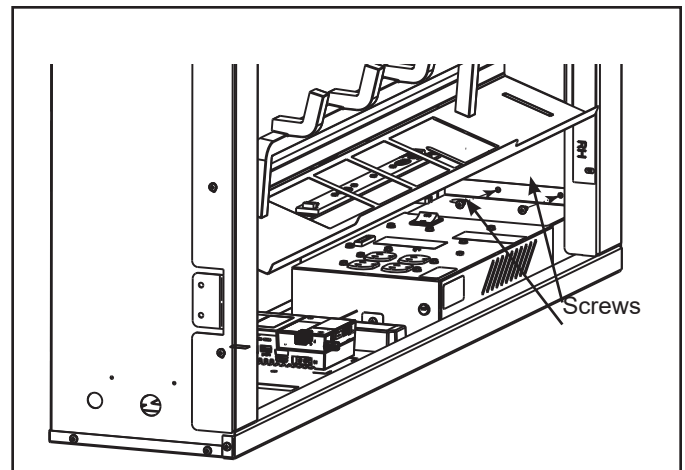


Figure 4.9 Securing Termination Cover

D. Finishing

▲ WARNING

Risk of Fire!

DO NOT apply combustible materials beyond the minimum clearances. Comply with all minimum clearances to combustibles as specified in this manual. Keep finishing and construction materials clear of the Heater and Heater discharge openings. Materials could ignite and will interfere with air flow through decorative fronts.

- Facing and/or finishing materials must not interfere with air flow through decorative fronts, removal of decorative fronts or access for service.

Flooring materials, such as carpeting and padding, and other floor finishing materials must not extend higher than one inch from the base of the appliance when the appliance is mounted at floor level. See Figure 4.3.

Overlap Fit Fronts

Overlap Method (CHAF & HAL Front Only):

The Halston and Chateau Forge doors are designed to be installed as “Overlap” or “Inside Fit”. Finishing material that is one inch or less (such as marble or tile) is installed up to the fireplace opening on the sides and top. The back of the decorative front contacts the face of the finish material, thus the decorative front “overlaps” the finish material. Refer to the decorative front installation instructions for more detailed information.

Adjustable Overlap Fit - CHAF & HAL Front Only

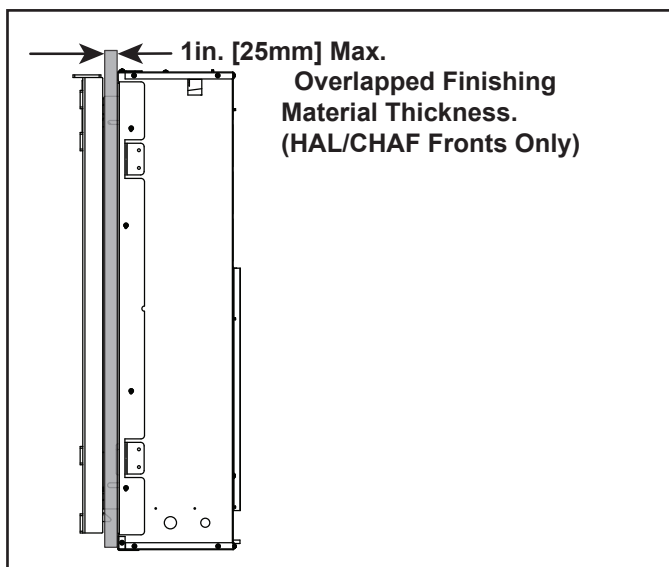


Figure 4.11 Overlap Fit Finishing (CHAF & HAL Fronts Only)

Inside Fit Front

IMPORTANT! When using the Halston or Chateau Fronts, verify that the shipping bracket has been removed from the backside of the Front before operating the appliance.

The bracket can block the heater output and cause damage to the display.

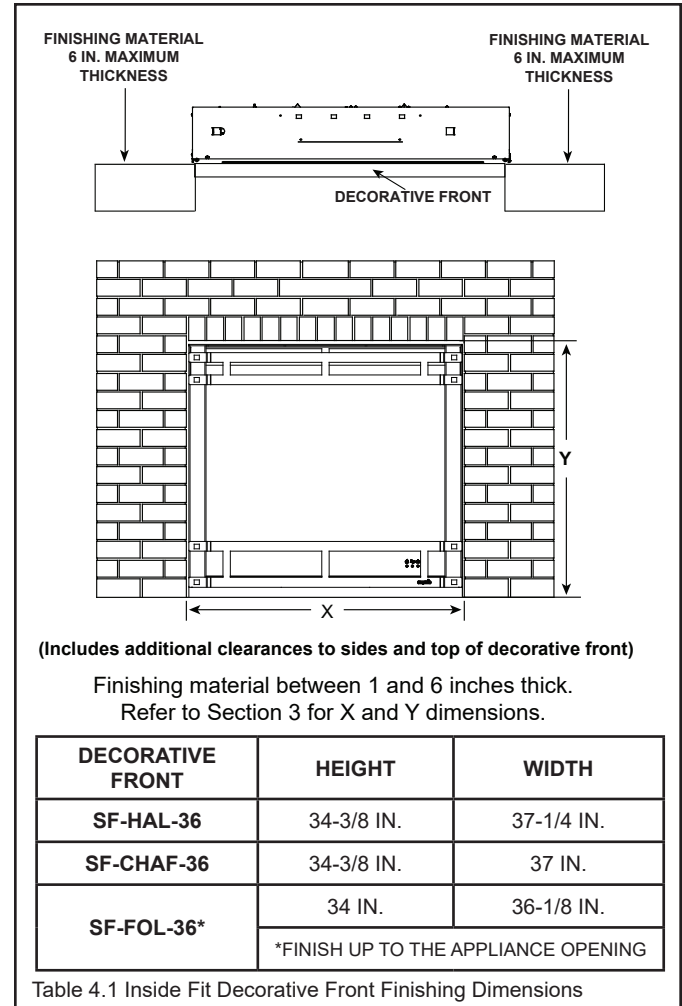


Figure 4.10 Inside Fit Finishing

Inside Fit Method (Required for FOLIO):

Typically, the inside fit method is only used when noncombustible finish material greater than one inch is preferred (such as cultured stone). This finish material is installed adjacent to the decorative front sides and top. Do not install finish material greater than one inch thick inside the 34 in x 36-1/8 in. appliance opening.

When installed, the back of the decorative front contacts the black surround on the fireplace, thus the decorative front is “inside” the adjacent finish material on the top and sides. Refer to the decorative front installation instructions for more detailed information.

Overlapped Finishing Clearances

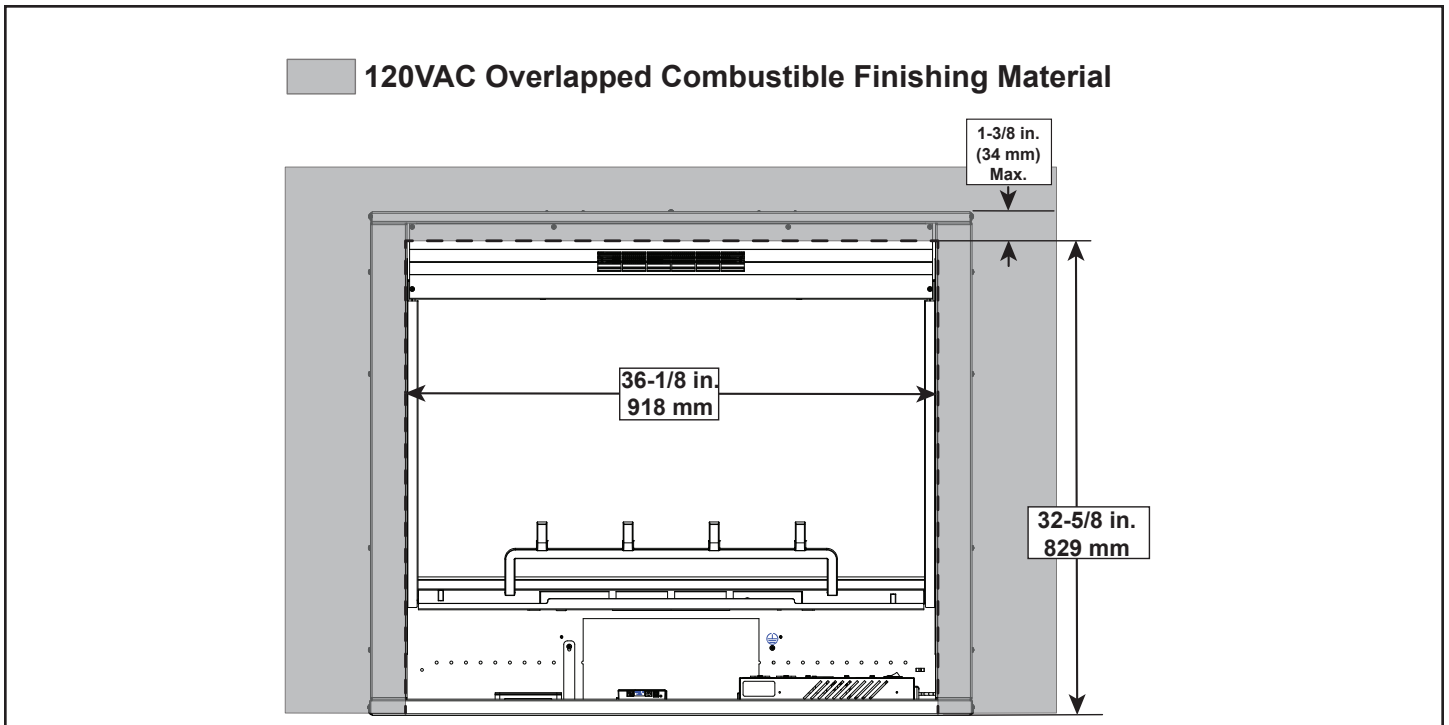


Figure 4.12 120 VAC Overlapped Finishing Clearances

240VAC Overlapped Finishing Area

When using 240VAC input, all overlapped finishing material, behind the decorative front, in the non-combustible zone must be a non-combustible material only.

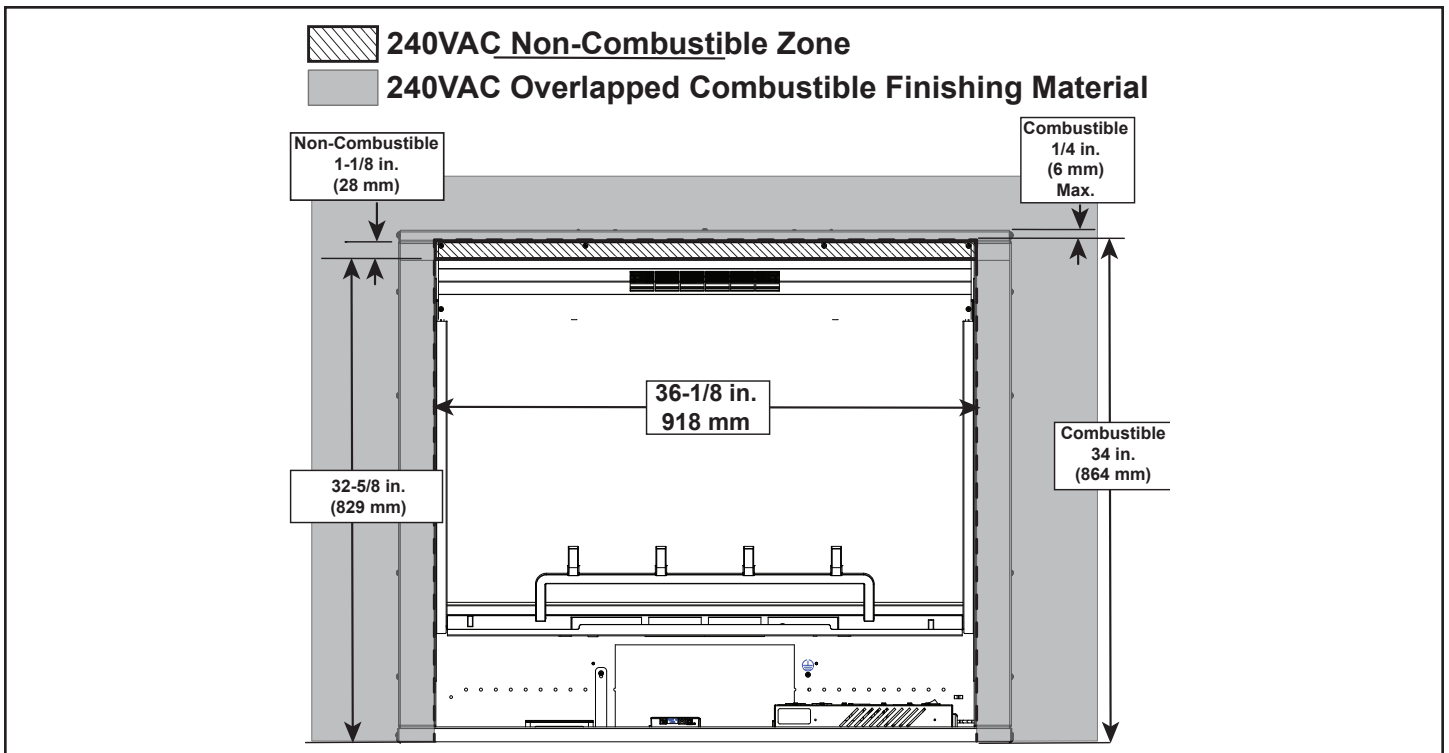


Figure 4.13 240 VAC Overlapped Finishing Clearances

E. Component Parts Installation

Before installing components within the appliance, carefully remove the protective film from the display.

NOTE: Make sure appliance is located in final position and decorative front brackets are installed (HAL/CHAF model fronts only) before setting up components. This will eliminate any issues with components getting damaged if attempting to move the appliance.

1. If using Halston/Chateau Forged decorative fronts:

Note: Verify the shipping bracket has been removed from the back of the Halston or Chateau Front before moving on.

Follow the installation instructions included with the decorative front to install door hanging brackets in conjunction with the side panels.

If using Folio FireScreen decorative Front:

Remove the (2) side panels from the component box. The angled portion of the side panel should be facing the bottom of appliance. Locate the (4) shoulder bolts and attach the (2) side panels with (2) shoulder bolts per side. See Figure 4.14.

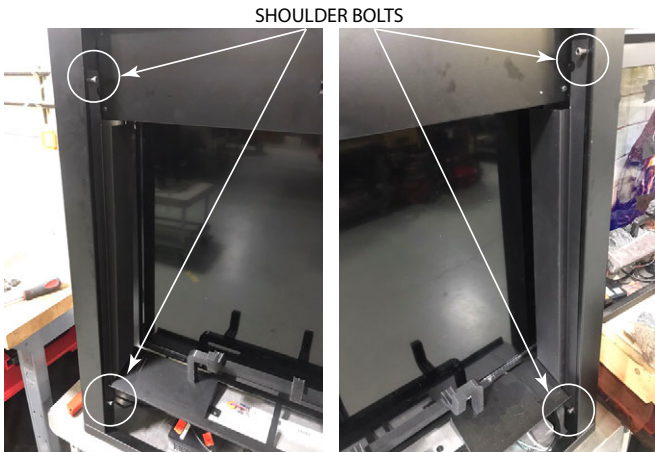


Figure 4.14 Install Side Panels

2. Locate the (3) Positioning Tabs and bend tabs to an upward orientation. See Figure 4.15.

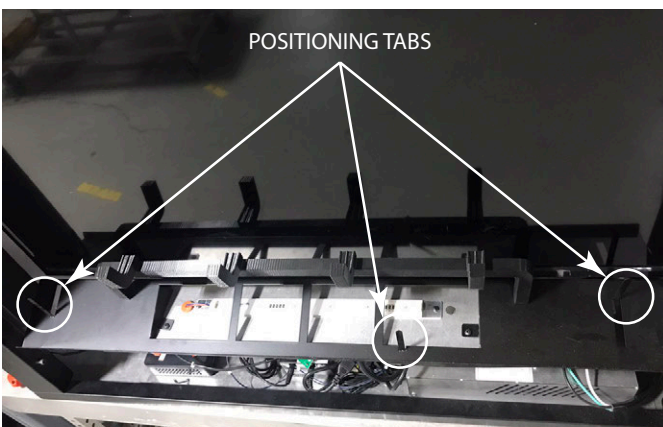


Figure 4.15 Fold Up Tabs

3. Place the orange fuel bed filter onto the base tray. The filter sits between the grates as shown and the hole in the filter is placed over the positioning tab. See Figure 4.16.

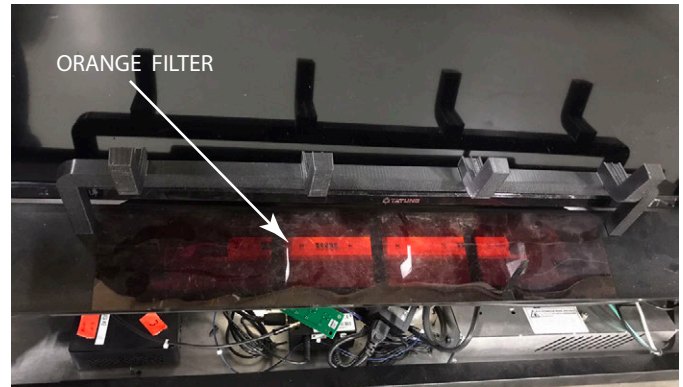


Figure 4.16 Place Filter

4. Place the left and right base refractory pieces on the base pan of the appliance. Each piece will fit over the Positioning Tab (that were folded up in step 2) as shown in Figure 4.15. See Figure 4.17.

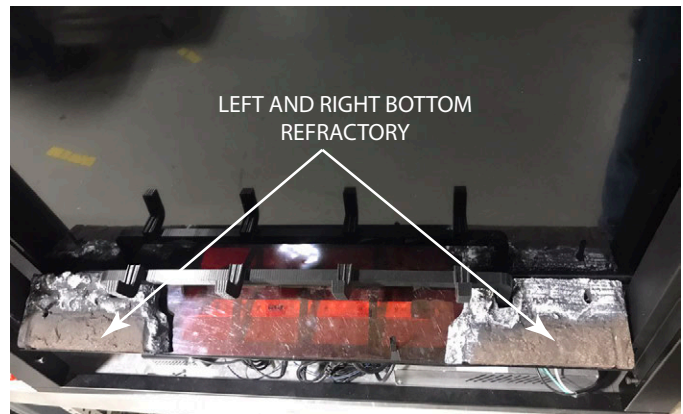


Figure 4.17 Install Left and Right Base Refractory Pieces

5. Place the black embers between the (2) base refractory pieces. The black embers should cover the orange fuel bed filter. See Figure 4.18.

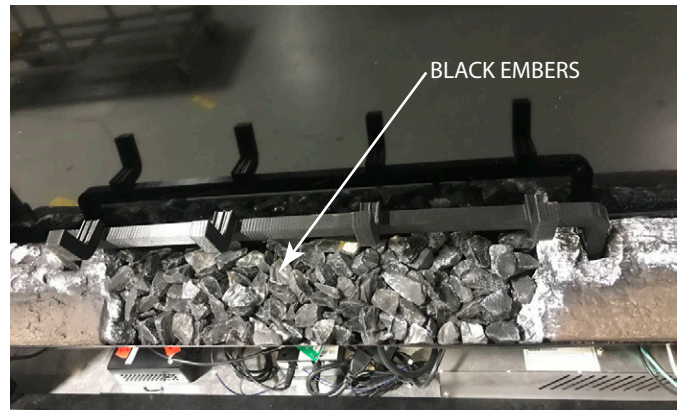


Figure 4.18 Install Black Embers

F. Log Placement

1. Locate and lay out logs in the order shown in Figure 4.19.



Figure 4.19 Log Identification

2. Locate the positioning hole on Log 1 and line it up with the Positioning Tab on the right side of the appliance. Place Log 1 as shown. The left side of the log will rest on the right side of the grate. See Figures 4.20 and 4.21.



Figure 4.20 Log #1 Hole

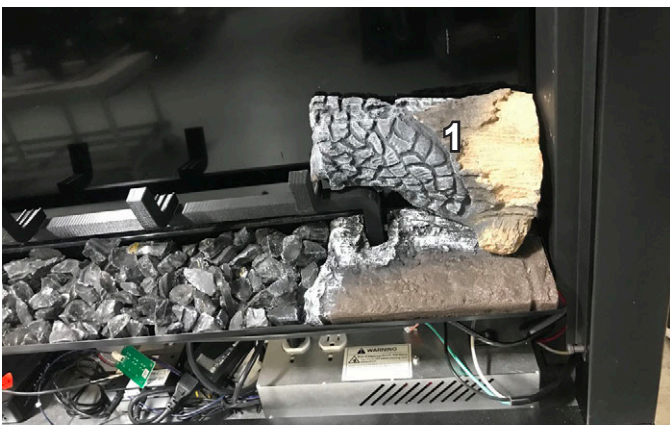


Figure 4.21 Install Log #1

3. Place log 2 on the grate between the middle two grate tines. There is a notch in the log that will rest on the left tine. See Figures 4.22 and 4.23.



Figure 4.22 Log #2



Figure 4.23 Install Log #2

4. Place log #3 on front log Positioning Tab and lean against Log 2 as shown. See Figure 4.24.



Figure 4.24 Install Log #3

5. Locate the Positioning Hole on Log #4 and place it on the left Positioning Tab. The log will lean against the grate as shown. See Figures 4.25 and 4.26.



Figure 4.25 Log #4 Hole



Figure 4.26 Install Log #4

6. Final set up of unit should look like Figure 4.27. The next step is to install the Decorative Front (Sold Separately) on the unit. See Decorative Front Installation Instructions for proper installation.



Figure 4.27 Final Log Set Up

NOTE: Before installing decorative front, make sure the appliance junction box master switch is switched to the "ON" position

7. Install Decorative Front:
- Connect the wire harness for the controls at the lower right of the front to the corresponding connector from the appliance.
 - Align the bottom slots on the decorative front with the bottom shoulder bolts and set the front onto the bottom shoulder bolts.
 - Tilt the decorative front towards the appliance until it contacts the top shoulder bolts. Once the decorative front contacts the top shoulder bolts, lift up slightly and push decorative front toward appliance until slots and bolts are engaged. Release the decorative front.
 - The decorative front now hangs on the top two shoulder bolts and is properly secured. Ensure the decorative front is properly attached and securely positioned on the appliance.

5 OPERATING INSTRUCTIONS

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

Note: A harmless, brief odor may occur during first use or after prolonged period of non-use.

The appliance can be operated by the remote, appliance buttons, the IntelliFire App, or compatible voice assistants. Once the appliance has been properly connected to a grounded electrical circuit and junction box master switch flipped to the ON position, the appliance will automatically begin the start-up sequence, lasting approximately 30 seconds. Followed by on-screen network set up and pairing instructions.

A. Remote Control

- Make sure batteries are properly installed in Remote Control.
 - Remote requires 2 x AAA batteries (included)

Note: The remote's maximum operational distance varies by installation conditions, it is recommended it be placed within 15 feet of the appliance.

Pair your Remote with Appliance




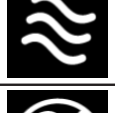



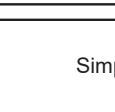
Option 1: Automatic Remote Pairing

After the appliance is turned on and the batteries are installed in the remote, the appliance will automatically search for your remote and complete pairing.

Option 2: Manual Remote Pairing Using Appliance Buttons If Remote Does Not Pair Automatically


Pair the remote using the appliance buttons:

1. Press the left and middle appliance buttons at the same time and hold for 10 seconds.
2. Remote Pairing Guide will appear on your appliance display.
3. Follow the steps shown on the display to pair your remote.

ICON	MENU NAVIGATION		FUNCTION	FUNCTION	Appliance RESPONSE
	DISPLAY ON/OFF BUTTON			The POWER button will turn the appliance on and off. When turning the appliance off the system will remember the last settings for next time it is powered on.	Appliance emits single audible beep to confirm command has been received to turn display on and off. It will remember the last setting of appliance.
	UP BUTTON		FLAME ON BUTTON	The FLAME button will activate flame. This button also works as the UP button when navigating the menu.	Appliance emits single audible beep if changing from logs only to flame ignition.
	DOWN BUTTON		FLAME OFF BUTTON	The NO FLAME button will turn off flame and display only the appliance logs and also works as the DOWN button when navigating the menu.	Appliance emits single audible beep when turning the flame off.
	RIGHT BUTTON		HEATER ON BUTTON	The HEATER ON button will activate the heater to ON position. Also works as the RIGHT button when navigating the menu.	Appliance emits single audible beep when turning the heater ON.
	LEFT BUTTON		HEATER OFF BUTTON	The HEATER OFF button will deactivate the heater to OFF position. Also works as the LEFT button when navigating the menu.	Appliance emits single audible beep when turning the heater OFF.
	BACK BUTTON			The BACK is used when navigating the menu. It will take you back to the previous screen or exit the menu.	Navigates BACK one level within the menu, or exits the menu when at the top level.
	MENU BUTTON			The MENU button will make the menu appear or disappear when activated.	Makes MENU appear or disappear.
	OK BUTTON			The OK button operates as the SELECT button within the menu. Current setting will have a solid line underneath it.	Appliance will emit an audible beep if OK button selects a new setting in the menu.

B. Menu Interface

Note: There are some features that can only be accessed through the appliance menu.

The appliance features a menu interface for easily adjusting appliance settings. To access the menu, press the  menu button on the remote.

Menu Navigation

The remote directional pad is used to navigate within the menu interface.

- Press the MENU button to open and close the menu.
- Press the **UP** and **DOWN** buttons to navigate vertically through the menu.
- Press the **LEFT** and **RIGHT** buttons to navigate horizontally through the menu.
- Press the **OK** button to select a setting.
- Selected settings display as **UNDERLINED** in the menu. See Figures 5.1 and 5.2.

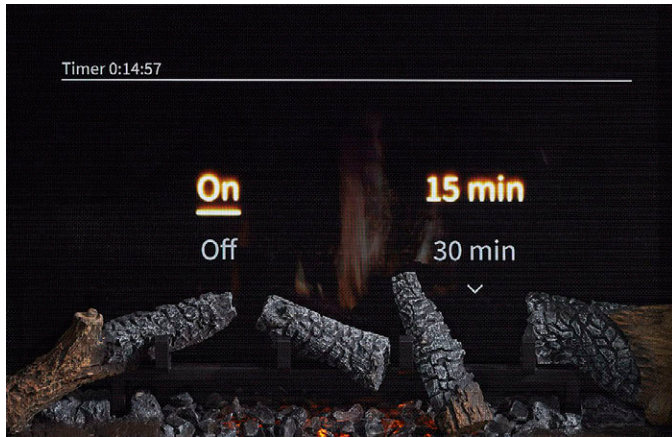


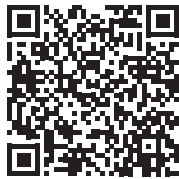
Figure 5.2 Menu Selection

Main Menu	Submenu	Options
HEATER	ON	N/A
	OFF	N/A
	THERMOSTAT	6°C/43°F
		...
	37°C/99°F	
BACKGROUND	BACKGROUND 1	
	...	
	BACKGROUND 7	
SOUND EFFECT	SOUND EFFECT 1	
	...	
	SOUND EFFECT 5	
	OFF	
VOLUME	HIGH	
	MEDIUM	
	LOW	
BRIGHTNESS	LIGHTS	HIGH
		MEDIUM
		LOW
		OFF
	DISPLAY	HIGH
		MEDIUM
		LOW
TIMER	ON	15min
		...
		120min
OFF	N/A	
SETTINGS	HEATER	ENABLE
		DISABLE
	SYSTEM	STATUS
		DIAGNOSTICS
		RESET
	NETWORK	ABOUT
		SETUP
	TEMP °C/°F	°C
°F		

Figure 5.1 Menu Navigation

C. IntelliFire® App and WiFi Setup:

Download the IntelliFire App from the App Store or Google Play Store. Scan the QR Code to the right for Setup Video Walkthroughs on YouTube.



Before starting Wi-Fi setup

- Ensure that the Wi-Fi router is functioning and will provide adequate signal strength to the appliance.
- Write down the Wi-Fi Network Name and Password for easy reference.

Option 1: The first time the appliance is powered on it will show the Setup Guide. Follow the steps shown on the Setup Guide to complete Wi-Fi setup.

Option 2: Wi-Fi Setup with Menu Settings:

To connect the appliance to Wi-Fi using menu settings:

1. Use remote to open MENU.
2. Navigate to SETTINGS.
3. Select NETWORK.
4. Select SETUP.
5. The Wi-Fi Setup Guide will appear on the appliance.
6. Follow the steps shown on the Setup Guide to connect the appliance to Wi-Fi using the IntelliFire App on a phone.

Connect your Appliance to Voice Control

Once your appliance is connected to Wi-Fi and working with the IntelliFire App, search for IntelliFire using Google Home or Amazon Alexa apps.

For more detailed instructions, scan the QR code to go to view the IntelliFire App and Voice Assistant User Guide.



D. Appliance Buttons - Basic Controls

Use the appliance buttons located on the decorative front to control the flame, heater, and lights.

Buttons are located on the lower right side of your appliance front. See Figure 5.3.

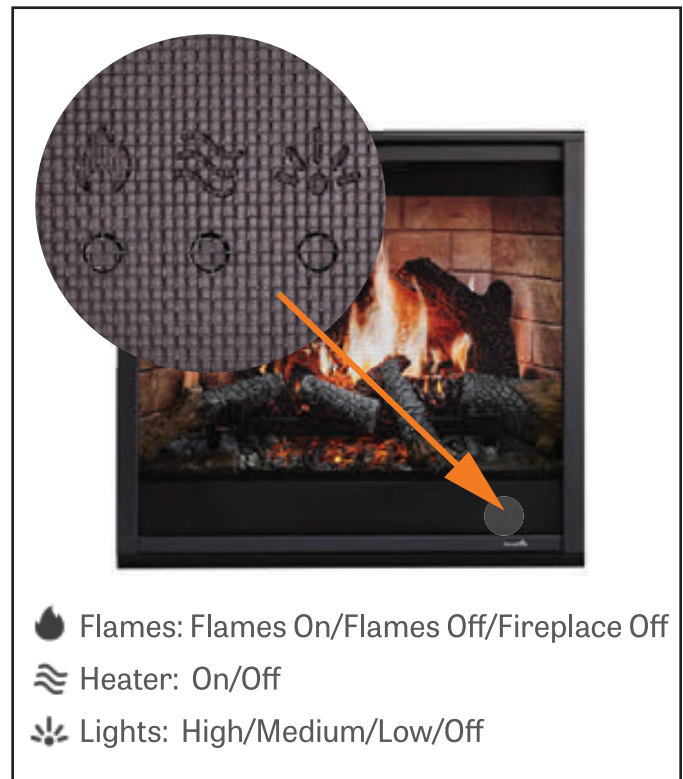
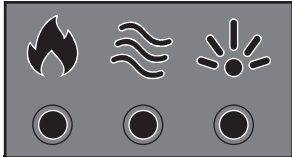


Figure 5.3

E. Appliance Buttons - Advanced Functions

Advanced functions can be useful for trouble shooting. These function commands are initiated by holding down specific appliance button combinations located on the decorative front for 10 seconds. All buttons marked “X” must be pressed at the same time for the duration noted to complete the command. See Figure 5.4.



	Left Button	Middle Button	Right Button	Button press time	Action
Advanced functions					
WiFi SETUP GUIDE	X	X	X	Hold for 10s	WiFi Reset (Takes user to WiFi Setup Guide and will turn off lights, heater, thermostat, timer)
REMOTE PAIRING GUIDE	X	X		Hold for 10s	Remote Pairing (Takes user to Remote Pairing Guide)
FACTORY RESET	X		X	Hold for 10s	Factory Settings Reset (Takes user at any time to Welcome Guide and resets settings to factory state)
COMPUTER RESTART		X	X	Hold for 10s	Computer Restart (Restarts the computer and takes user to Welcome Guide)
SKIP	X			Single Press	Use the flame button to SKIP out of Wi-Fi Setup or Remote Pairing screens

Figure 5.4 Advanced Functions with Appliance Buttons

F. 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 the appliance overheats or the heater fan is running but is blowing cool air:

1. Turn Heater to OFF.
2. Let appliance cool for 5-15 minutes.
3. Ensure there is nothing blocking the heater discharge.
4. Turn Heater ON.

If the appliance continues to blow cool air, follow the Temperature Cutoff Switch Reset procedure:

1. Turn appliance to OFF.
2. Shut-off power at circuit breaker or using junction box toggle switch.
3. Let appliance cool for 15 minutes.
4. Turn on power at circuit breaker or using junction box toggle switch.
5. Turn on appliance with manual flame control button or remote control.

CAUTION: If you need to continuously reset the heater, unplug or shut off power to the appliance and call for technical support.

G. Room Temperature & Thermostat Function

The appliance heater can be used in a Thermostat Mode.

Thermostat mode can be turned ON or OFF in the MENU. If the thermostat mode is ON you must select a temperature set point from the Menu options.

When thermostat mode is ON the selected temperature set point and the actual room temperature will be shown on the upper right hand corner of your fireplace in the MENU.

When Thermostat mode is on, the heater will only operate if the selected temperature set point is higher than the actual room temperature. The heater will not operate if the selected temperature set point is lower than the actual room temperature.

- 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 updated every 5 minutes.
- The actual room temperature is measured by a hidden sensor located inside of the remote. During certain situations, this sensor temperature can be slightly different than either the appliance 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.

6 MAINTENANCE

A. Maintenance

WARNING! Risk of Shock! Always turn off circuit breaker and ensure the heating element on the heater is cool before cleaning or servicing. Do not immerse appliance in water.

- Always disconnect electrical service before servicing appliance. Turn off main switch and breaker at service panel.
- Light accumulated dust may be removed from the appliance with a soft cloth or vacuum cleaner.
- Wipe the exterior surfaces of the appliance occasionally with a slightly damp cloth using a solution of mild detergent and water. Dry thoroughly before operating the appliance.

CAUTION! Do not allow water to run into the interior of the appliance as this could create a fire or electric shock.

- 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. Electrical Wiring Diagram

See Figure 6.2.

C. Cleaning

Frequency of Cleaning

Cleaning should be done annually or more depending on the usage and the environment location of the appliance.

Cleaning Display

Cleaning should be done annually or more depending on the usage and the environment location of the appliance. 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.

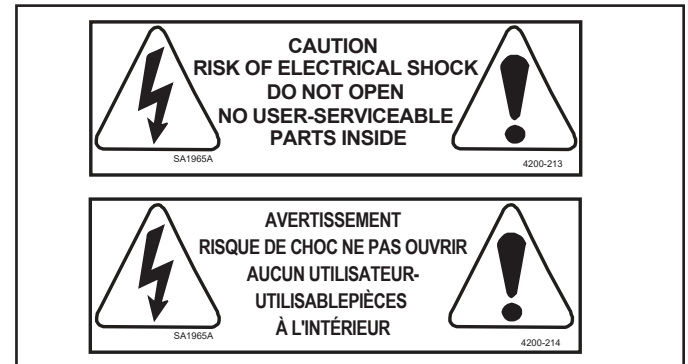


Figure 6.1 Electrical Shock Warning Labels

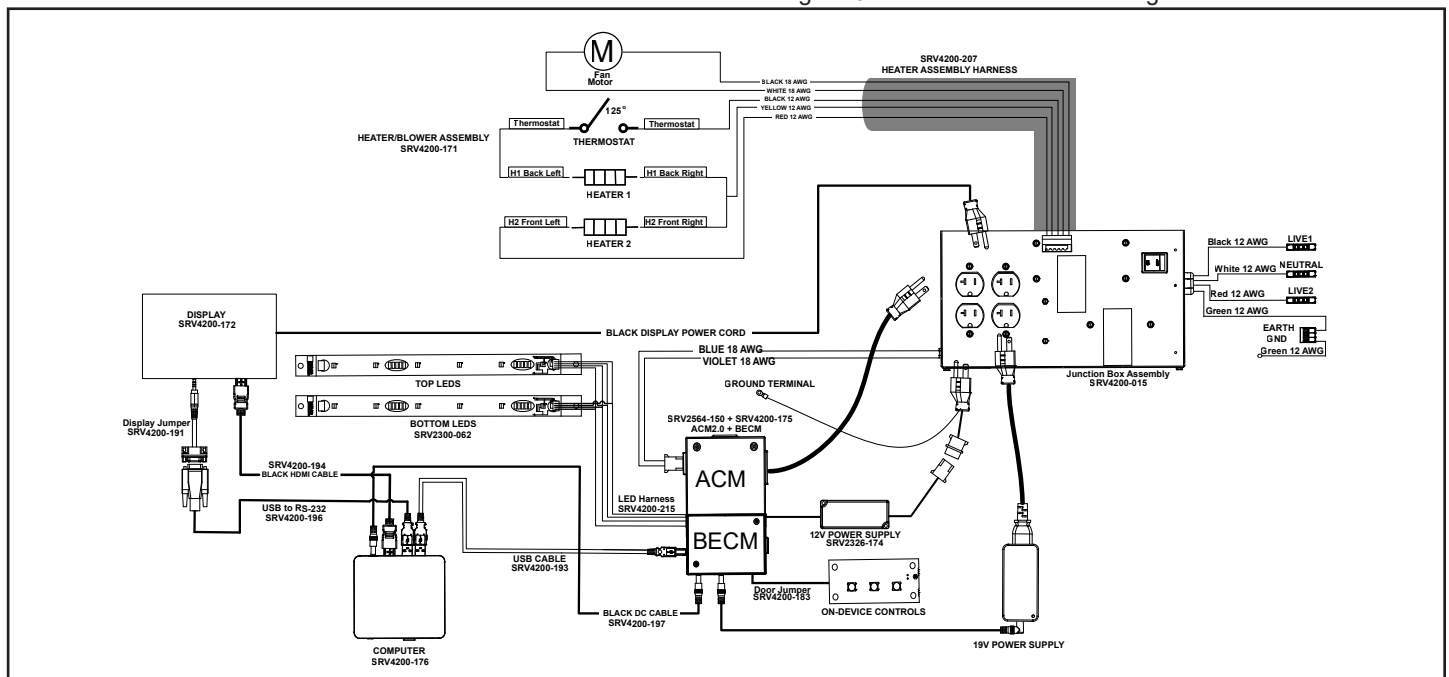


Figure 6.2 Electrical Wiring Diagram

D. Servicing

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

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.

F. SimpliFire Troubleshooting Guide

This appliance comes with a built-in diagnostics tool to help with basic troubleshooting. To access and run diagnostics, navigate to "SETTINGS" > "SYSTEM" > "DIAGNOSTICS" in the menu.

Symptom	Possible Cause	Corrective Action
Remote control does not work	Batteries are installed incorrectly.	Remove batteries and install correctly.
	Batteries are dead.	Remove batteries from remote and replace with new batteries.
	Remote is out of range.	Ensure remote is within range of fireplace.
	Remote is not paired to appliance.	Use remote pairing button combination to pair the remote.
	Appliance is in the "OFF" position at the junction box.	Toggle the power switch located on the appliance junction box to the "ON" position.
	Computer is turned off.	Turn on computer.
	Loose power supply.	Verify connections are secure or replace if damaged.
	Different appliance remote is paired.	Use remote pairing button combination to pair the remote.
	Remote is defective.	Replace remote.
AFCI / GFCI breaker trips	AFCI / GFCI breaker wired incorrectly	Verify breaker neutral pigtail is correctly wired per the breaker component manufacturer's installation instructions and National Electric Code (NEC). Verify all wiring is correct, consult a qualified electrician, reference the breaker manufacturer's instruction for guidance, reference NEC.
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.	Verify circuit rating, install on dedicated circuit. 120VAC: Install unit onto a dedicated 15 amp circuit. 240VAC: Install unit onto a dedicated 20 amp circuit.
Lights in room dim while the unit is on	Unit is drawing close to circuit current rating.	
Appliance will not turn on when using the appliance buttons but will turn on with remote	Wire connector between appliance and buttons is disconnected or damaged.	Properly connect wire or replace.
	Buttons misaligned.	Ensure buttons are installed correctly..
	Buttons defective.	Replace.
	BECM defective.	Replace.
Display will not turn on and the Ember Bed Lights are flashing	USB cable from computer to BECM loose/disconnected/damaged	Verify connections are secure or replace if damaged.
	Ember Bed Lighting flashes in 3 sets of 2 flashes.	Verify RS232 connection to the Display. It is disconnected or loose.
	Ember Bed Lighting flashes in 3 sets of 3 flashes.	Verify connection of RS232 cable to display. Replace RS232 Cable consisting of part numbers 4200-191 and 4200-196 if issue persists.
Appliance will not turn on with appliance buttons or remote	Ember Bed Lighting flashes in 3 sets of 4 flashes.	Verify the HDMI connection from the Computer to the Display. It is likely disconnected or loose.
	Appliance is in the "OFF" position at the junction box	Toggle the power switch located on the appliance junction box to the "ON" position.
	No incoming power from the electrical outlet or electrical box.	Check breaker panel switch to ensure power is supplied to the appliance.
	Computer is turned off.	Turn on computer.
	Loose or damaged cables.	Verify connections are secure or replace if damaged.
	Loose power supply.	Verify power connections and voltage.
Hard-wire connections not correct.	Review wiring instructions to ensure correct connection.	

SimpliFire Troubleshooting Guide (continued)

Symptom	Possible Cause	Corrective Action
Thermostat mode not working	Remote disconnected or out of range.	See troubleshooting section "Remote control does not work".
	Remote location does not reflect average room temperature.	Place remote in a location that is exposed to average room temperature.
	Room temperature is read every 5 minutes.	Wait 5 minutes for room temperature to read again.
Flame has visual defect	HDMI cord is loose or damaged.	Verify connections are secure or replace if damaged.
Flame appears dark/dim	Fireplace brightness set to "LOW".	Change fireplace brightness to "HIGH".
Appliance turns on by itself	Normal operation during power up.	During initial power up the appliance turns on automatically.
		During a power cycle the appliance returns to previous state (Note: heater will reset to Off).
	Another user is turning on the appliance from the IntelliFire App.	Only one user should control the fireplace at a time.
	Different remote is paired to the appliance.	Pair the correct remote with the appliance.
Heater will not turn on	Thermostat mode is on and room temperature is higher than the temperature set point.	Increase thermostat set point on the appliance, or turn off thermostat mode.
	Heater is disabled in "SETTINGS".	Enable heater in "SETTINGS".
	Appliance has overheated and safety thermal switch has tripped.	First, turn off power at junction box or circuit breaker and allow it to cool for 15 minutes. Then, turn power back on at junction box or circuit breaker and turn fireplace on.
	Loose or damaged cables.	Verify connections are secure or replace if damaged.
	Defective heater assembly.	Replace heater assembly.
	Defective ACM.	Replace ACM.
Heater shuts off automatically or won't stay on	Thermostat mode is on and room temperature is higher than the temperature set point.	Increase thermostat set point on the appliance, or turn off thermostat mode.
	Heater setting automatically turns "OFF" after 3 hours of continuous operation.	Turn thermostat mode or heater "ON" to resume heater operation.
	Appliance has overheated and safety thermal switch has tripped.	Ensure the front is installed in the correct position. Ensure the heater output is unobstructed. Turn off power, at the Junction Box Main Power Switch or circuit breaker. Then, allow the appliance to cool for 15 minutes. Return power to the appliance and wait for it to start up.
	Appliance has overheated due to blocked heater output.	
	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 for 120VAC. Install unit onto a dedicated 20 amp circuit for 240VAC.
	Another user is operating the appliance from the IntelliFire App.	Only one user should control the fireplace at a time.
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.
Fuel bed and accent lights don't work	Lights are set to "OFF".	Turn lights "ON".
		Verify connections are secure or replace if damaged.
Fuel bed lights don't work but accent lights do OR Accent lights don't work but fuel bed lights do	Loose or damaged cables.	Verify connections are secure or replace if damaged.
	Defective LED lights.	Replace lights.

SimpliFire Troubleshooting Guide (continued)

Symptom	Possible Cause	Corrective Action
Excessive noise with heater on	Interference with fan blade.	Inspect heater assembly and fan for obstructions or interference.
	Defective heater assembly.	Replace heater assembly.
Difficulty installing front	Ember tray is interfering with vanity panel on front.	Ensure vanity panel clears the ember tray when installing.
Blue light visible from fuel bed area	Insufficient black glass ember coverage in ember tray (power indicator light isn't covered).	Add or rearrange black glass embers in the ember tray.
Unable to successfully complete WiFi onboarding	WiFi network password incorrect.	Verify network password on phone or tablet and retry setup process (delete location in the app first if one already exists).
	Incorrect IntelliFire App version installed on phone.	Inception requires Android App Version 0.29.8 or above or IOS 0.138 or above.
	WiFi signal at the appliance location is insufficient.	Verify WiFi signal level using available tools for Windows PCs, Mac, iOS, or Android. A signal level greater than -65dBm (Ex: -70dBm, -83dBm) may have intermittent connectivity issues.
	Cannot connect to hidden SSIDs.	Connect to available SSID.
	Commercial WiFi connection.	Provide the MAC address of the Inception to the IT administrator to be whitelisted.
Unable to control a previously set up appliance with the IntelliFire App	Appliance is not connected to the internet.	Ensure WiFi router is connected to the internet.
	IntelliFire app account login issues.	Log out and log back into the IntelliFire app account.
	Appliance has been factory reset.	Delete the appliance from the IntelliFire App and perform Network Setup again in Settings.
	Router, SSID or network password has changed.	Delete the appliance from the IntelliFire App and perform Network Setup again in Settings.
Unable to control with voice assistant	Voice assistant integration has become unlinked from IntelliFire.	Verify IntelliFire App is functional first. If it is, refresh the integration by unlinking and re-linking the specific voice assistant to IntelliFire using the Alexa or Google Home apps.

G. Service Parts List

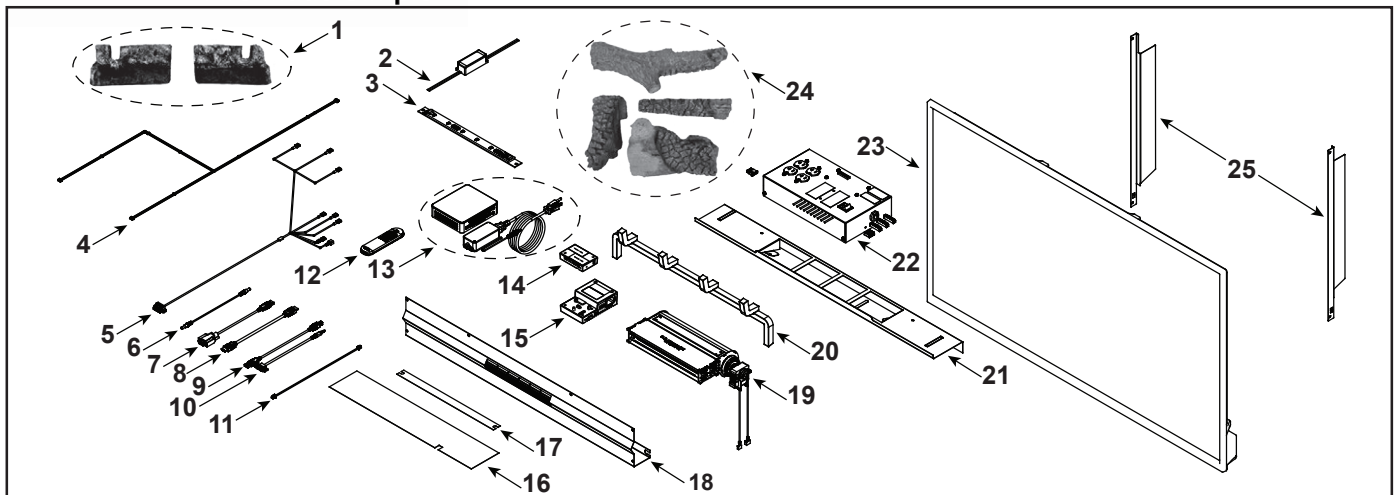


Service Parts

SF-INC36

36" Inception

Beginning Manufacturing Date: Aug 2023
Ending Manufacturing Date: Active



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	Stocked at Depot
1	Refractory, Left & Right		SRV4200-024	Y
	Media, Teco-Sil		SRV4200-220	
2	Moons Power Supply		SRV2326-174	Y
3	Assembly, LED Board & Strip		SRV2300-062	Y
4	Harness, Light Bar		SRV4200-215	Y
5	Harness, Heater 5-pin		SRV4200-207	Y
6	DC Plug, Male to Male (BECM to Computer Cable)		SRV4200-197	Y
7	USB to RS-232 Male (Computer to Display Cable)		SRV4200-196	Y
8	4K HDMI Cable (Computer to Display Cable)		SRV4200-194	Y
9	USB A to B Cable (Computer to BECM Cable)		SRV4200-193	Y
10	TV Jumper (Display to RS-232 Computer Cable)		SRV4200-191	Y
11	Door Buttons, Jumper		SRV4200-183	Y
12	Remote		SRV4200-174	Y
13	Simply NUC Computer		SRV4200-176	Y
14	Basic ECM Assembly		SRV4200-175	Y
15	US-ACM Module		SRV2564-150	Y
16	Kapton, Bottom Light		SRV4200-130	
17	Filter, Top Light		SRV4200-131	
18	Blower Cover Assembly		SRV4200-010	Y
19	Heater/Blower		SRV4200-171	Y
20	Grate		SRV4200-169	
21	Ember Tray		SRV4200-120	
22	Junction Box Assembly		SRV4200-015	Y
23	Digital Display		SRV4200-172	Y
24	Log Set		SRV4200-070	Y
25	Side Panels, Left & Right		SRV4200-106	

