

## Triton

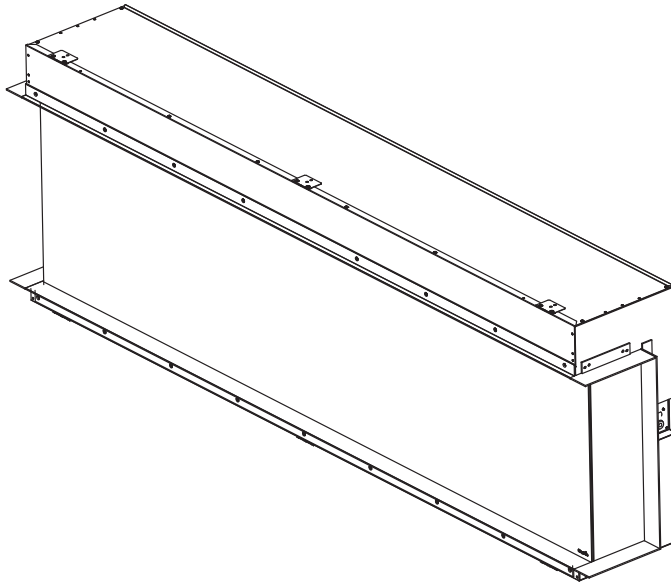
### Built-In Linear Electric Fireplace

#### Sizes:

50" (SF-TR50)

65" (SF-TR65)

78" (SF-TR78)



#### NOTICE



#### DO NOT DISCARD THIS MANUAL

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

**DO NOT  
DISCARD**

#### Congratulations!

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

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

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

**⚠ WARNING: To reduce risk of fire, electrical shock, or personal injury, read 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](http://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 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.

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## 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	
<b>All purchased replacement parts and optional accessories</b>							
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-TR50, SF-TR65, SF-TR78  
**LABORATORY:** CSA International  
**TYPE:** Electric Air-Heaters; Fixed and Location-Dedicated Electric Room Heaters  
**STANDARD:** CSA C22.2 No 46-13; UL 2021 (4<sup>th</sup> Edition)

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


## B. Unpacking and Inspecting Appliance


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


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

## C. Model and Serial Number Information

The model and serial number information is located on the rating plate. The rating plate is located behind the glass on the top interior surface of the viewing area.

<b>ELECTRIC FIREPLACE</b>		
MODEL(HVIN)	SF-TR50	
VOLTAGE	120V / 240V AC	C US
FREQUENCY	60 Hz	
AMPERAGE	11.6 A	600165
WATTS	1400W / 2800W	
SERIAL No.:	<input type="text"/>	WIFI MODULE FCC ID: 2ANDL-WBR3 IC:23243-WBR3 MADE IN CHINA
Hearth & Home Technologies		

<b>ELECTRIC FIREPLACE</b>		
MODEL(HVIN)	SF-TR65	
VOLTAGE	120V / 240V AC	C US
FREQUENCY	60 Hz	
AMPERAGE	11.6 A	600165
WATTS	1400W / 2800W	
SERIAL No.:	<input type="text"/>	WIFI MODULE FCC ID: 2ANDL-WBR3 IC:23243-WBR3 MADE IN CHINA
Hearth & Home Technologies		

<b>ELECTRIC FIREPLACE</b>		
MODEL(HVIN)	SF-TR78	
VOLTAGE	120V / 240V AC	C US
FREQUENCY	60 Hz	
AMPERAGE	11.6 A	600165
WATTS	1400W / 2800W	
SERIAL No.:	<input type="text"/>	WIFI MODULE FCC ID: 2ANDL-WBR3 IC:23243-WBR3 MADE IN CHINA
Hearth & Home Technologies		

### Homeowner Reference Information

*It is recommended that you record the following pertinent information about your fireplace.*

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

Serial Number: \_\_\_\_\_ Location on fireplace: \_\_\_\_\_

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

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

## D. Important Safety Information - Compliance

This 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.

### FCC warning:

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

### IC warning

This device contains licence-exempt transmitter(s)/ receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

L'appareil a été évalué pour répondre aux exigences générales d'exposition aux RF. Le dispositif peut être utilisé dans des conditions d'exposition portatives sans restriction.

# 3 Getting Started

## A. Parts and Hardware

Parts and Hardware List			
Part Description	Quantity		
	SF-TR50	SF-TR65	SF-TR78
Appliance	1	1	1
Instruction Manual	1	1	1
Remote Control	1	1	1
AAA Battery	2	2	2
Black Glass Embers	4 bags	5 bags	6 bags
Small Clear Crystal Media	2 bags	3 bags	3 bags
Large Clear Crystal Media	2 bags	2 bags	3 bags
Log Set	16 logs	22 logs	26 logs
ST4X40 Screws (Appliance to Framing)	6	6	6
Thumb Screws	2	2	2
1/2 Inch Framing Bracket	6	6	6
2 Inch Framing Bracket	6	6	6
Front Viewing Glass	1	1	1
Suction Cup	1	1	1
<b>Glass Brackets</b>	2	2	2

## C. Tools and Supplies Needed

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

- Tape measure
- Gloves
- Level
- Square
- Magnetic screwdriver, or electric screw gun with Phillips bit
- Safety glasses
- Drill
- Type NM-B Wire Strain Relief

## D. Optional Accessories

These optional accessories must be ordered separately. Refer to the instructions included with the accessory for their installations.

ACCESSORY	PART NUMBER
XL Birch Logs	SF-TR-BIRCH
Decorative Spheres	SF-SPHERES
50" Triton Floating Mantel Kit (painted white)	FMK-WH-TR50
Triton Linking Kit (for extended lengths)	SF-TR-LINK

## B. Appliance Dimensions

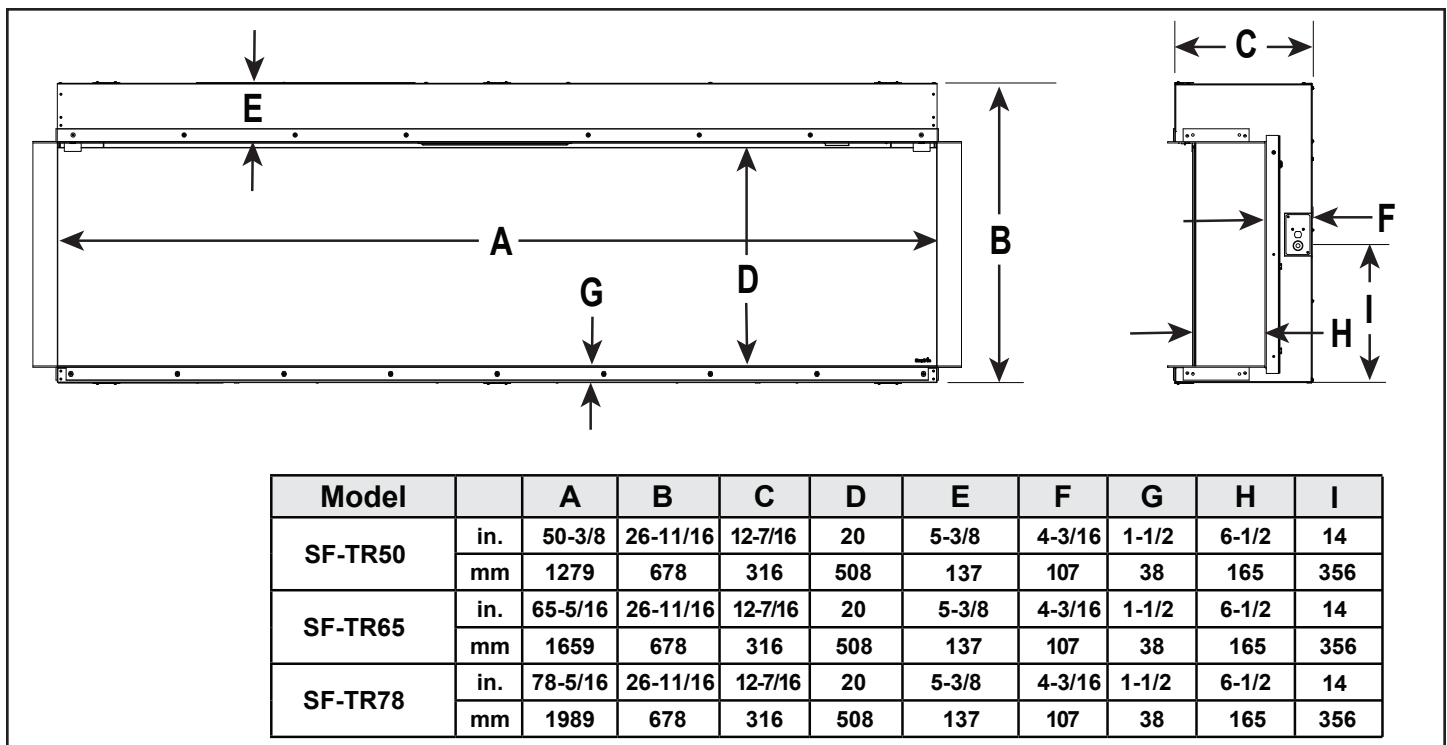


Figure 3.1 Appliance Dimensions

## E. Location

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

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

- For best results, install out of direct sunlight.
- Power supply service must be installed within proximity of electric fireplace prior to finishing to avoid reconstruction.
- See Figure 3.2 to determine location of appliance installation.

## G. Electrical Supply Circuit Requirements

Plan the location of the appliance so that it will have adequate electric power. A minimum 15 AMP, 120V/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.

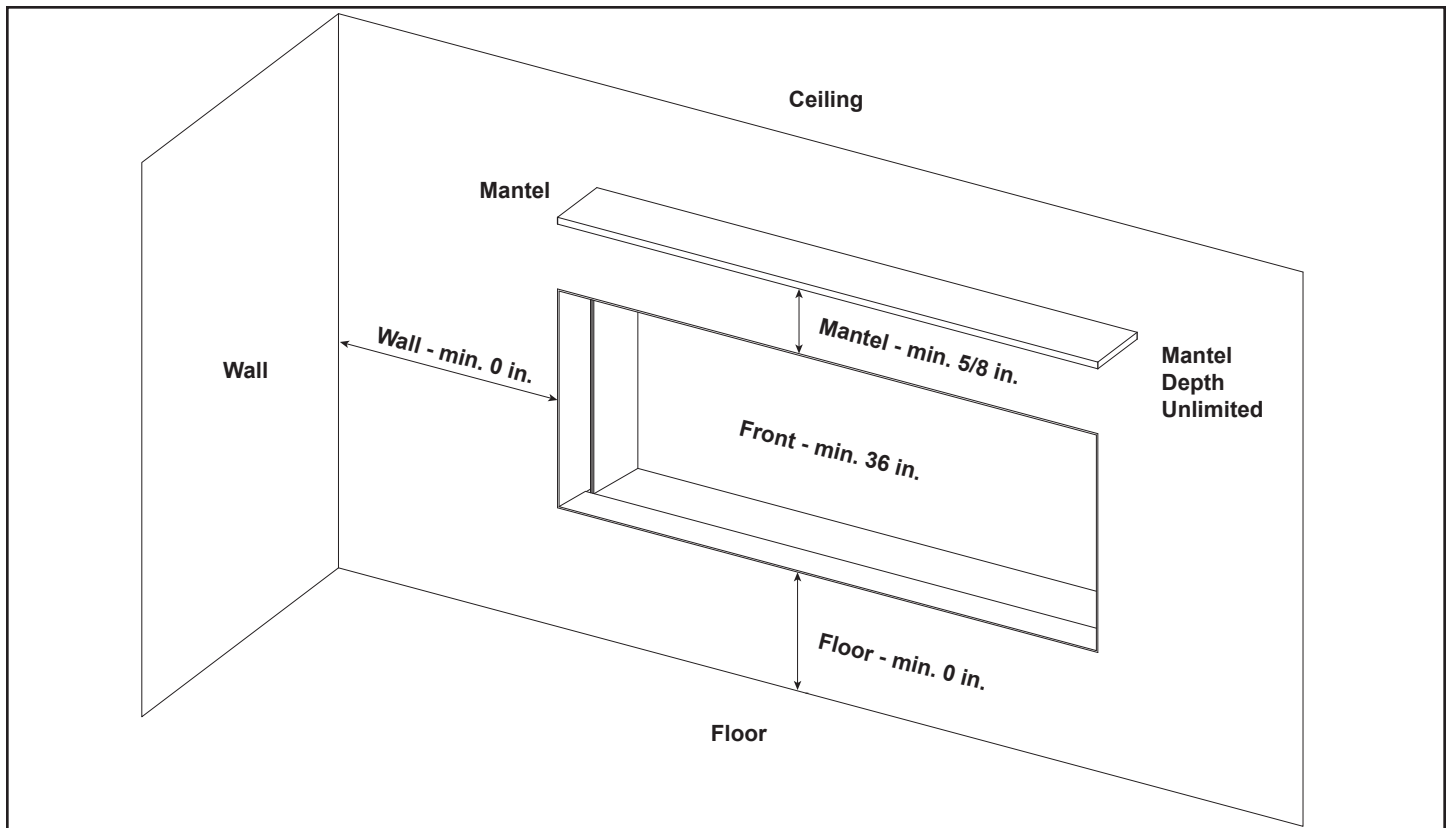


Figure 3.2 Location and Clearances Requirements

## F. Clearance to Combustibles

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

See Section 4.A for framing dimensions.

### Minimum Clearance to Combustible Construction

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

See Figure 3.2.

# 4 Installation

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

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

The Triton appliance can be installed multiple ways.

- The 50 inch Triton (SF-TR50) can be installed directly on a finished wall using the optional Floating Mantel Kit (FMK-WH-TR50). See Section 4.E for more information.
- The Triton (all models) can be built into the wall in a single-sided, 2-sided, or 3-sided configuration. See Figure 4.1 for configurations.

When installed in a recessed opening on an exterior wall in cooler climates, a chase may be required by local building codes to accommodate insulation. The chase should be constructed in a manner of all outside walls of the home to prevent cold air drafting problems. The chase should not break the outside building envelope in any manner. Walls, ceiling, baseplate, and cantilever floor of the chase should be insulated. Vapor and air infiltration barriers should be installed in the chase as per regional codes for the rest of the home. Additionally, in regions where cold air infiltration may be an issue, the inside surfaces may be drywalled and taped (or equivalent method may be used) to achieve maximum air tightness.

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

## Installation Options

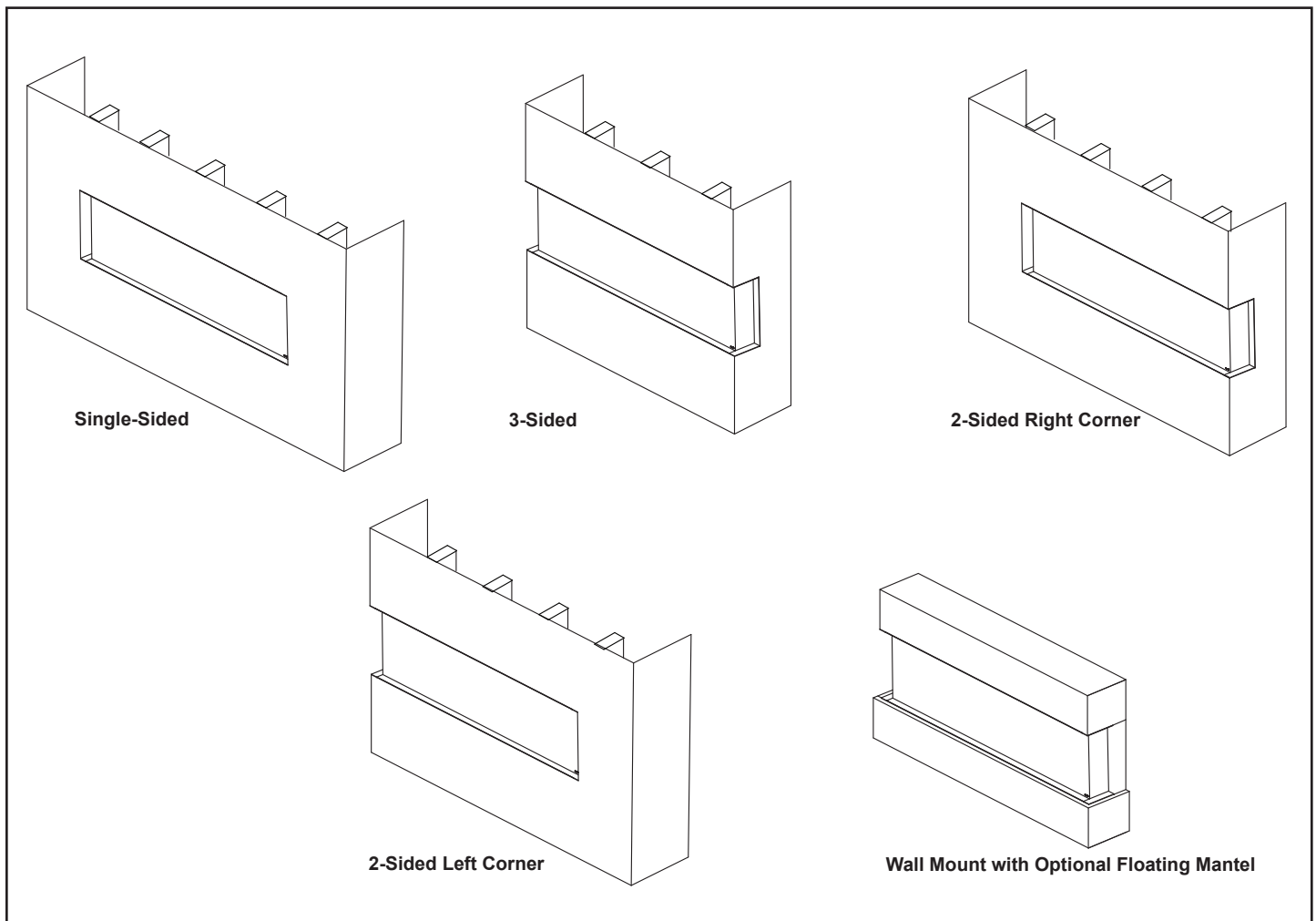


Figure 4.1 Installation Options

## A. Framing Dimensions for Built-in Configurations

**Note:** Framing dimensions need to be adjusted for thickness of chase interior wall sheathing, if applicable.

Model		Height	Width	Depth
SF-TR50	in.	27-3/16	50-5/8	12-15/16
	mm	691	1286	329
SF-TR65	in.	27-3/16	65-9/16	12-15/16
	mm	691	1665	329
SF-TR78	in.	27-3/16	78-9/16	12-15/16
	mm	691	1996	329

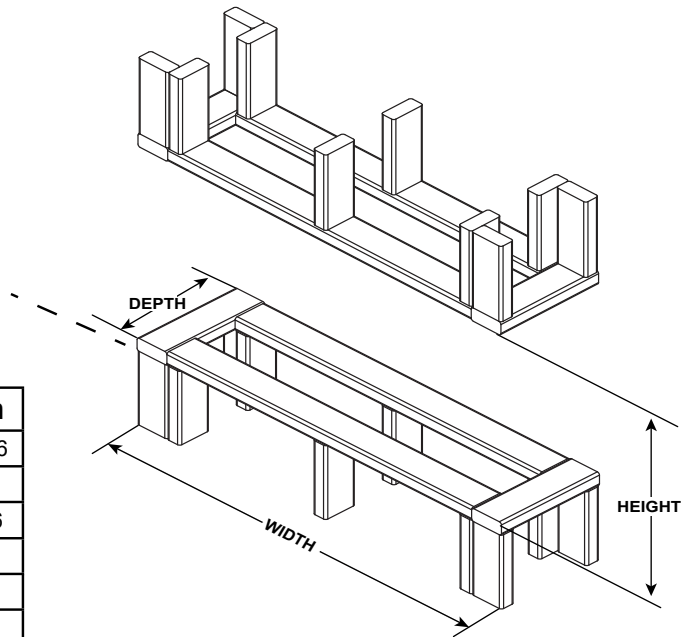


Figure 4.2 Framing Dimensions

## B. Appliance Configuration

This appliance is designed with multiple installation options for single-sided, 2-sided, and 3-sided configurations. See Section 4.C for more details on each appliance configurations.

### 2-inch (51 mm) trim

The included 2-inch (51 mm) trim may be installed for 3-sided or 2-sided installations.

The 2-inch (51 mm) trim is designed for use with a 2x4 (51x102 mm) framing and 1/2 inch (13 mm) drywall.

### 1/2-inch (13 mm) trim

The included 1/2-inch (13 mm) trim may be installed for 3-sided or 2-sided installations. The 1/2-inch (13 mm) trim is designed for use with 1/2 inch (13 mm) drywall.

### Flat Side Cover Plate

The flat side cover plates come installed on the appliance for shipping protection. These must be left in place for single-sided applications or 2-sided installations on the side which will be covered by finishing material.

1. To install the appropriate trim for the desired configuration, if applicable, remove the flat side cover plate from the side of the appliance by removing seven screws. See Figure 4.3.
2. Install the desired trim, 1/2-inch (13 mm) or 2-inch (51 mm), by securing the top and bottom pieces to the side with two screws each that were removed from the flat side cover plate. Attach the vertical trim with three screws.

**Note:** The bottom trim has 4 holes. See Figure 4.3.

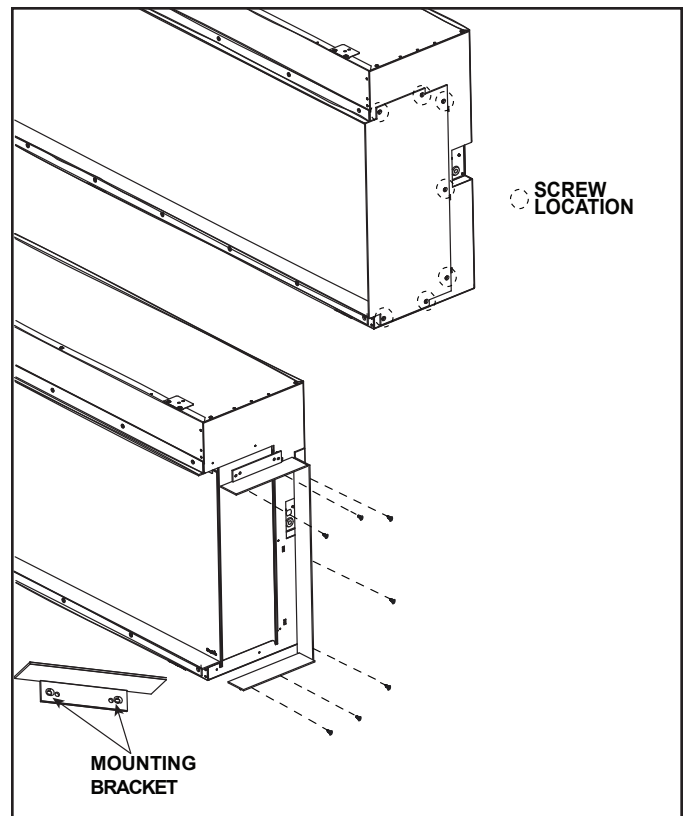


Figure 4.3 Plate Removal and Trim Install

## C. Installation into Construction Framing

1. Fold out the six mounting brackets. See Figure 4.4.
2. Connect to electrical service. Reference Section 4.F.
3. Install the appliance into the opening reference Figure 4.5. Ensure that weight of appliance is fully supported by floor or bottom framing member. Level with shims if necessary. Ensure that it is centered left to right, then fasten it directly to the framing with six (6) provided ST4x40 screws, one through each of the six (6) brackets.

## Framing and Finishing for 2-inch Trim Configuration

The included 2-inch (51 mm) side trim, is designed for use with a 2x4 framing and 1/2 inch (13 mm) drywall.

Attach 2x4 framing members on the side of the framed appliance opening as shown in figure 4.5.

Secure side framing to the construction framing. Do not secure framing directly to the appliance. Finish with 1/2 inch (13 mm) drywall.

If finishing with material other than 1/2 inch (13 mm) thickness make the appropriate adjustments to the framing material thickness to reach 2 inch (51 mm) overall framing and finishing material thickness on the appliance sides.

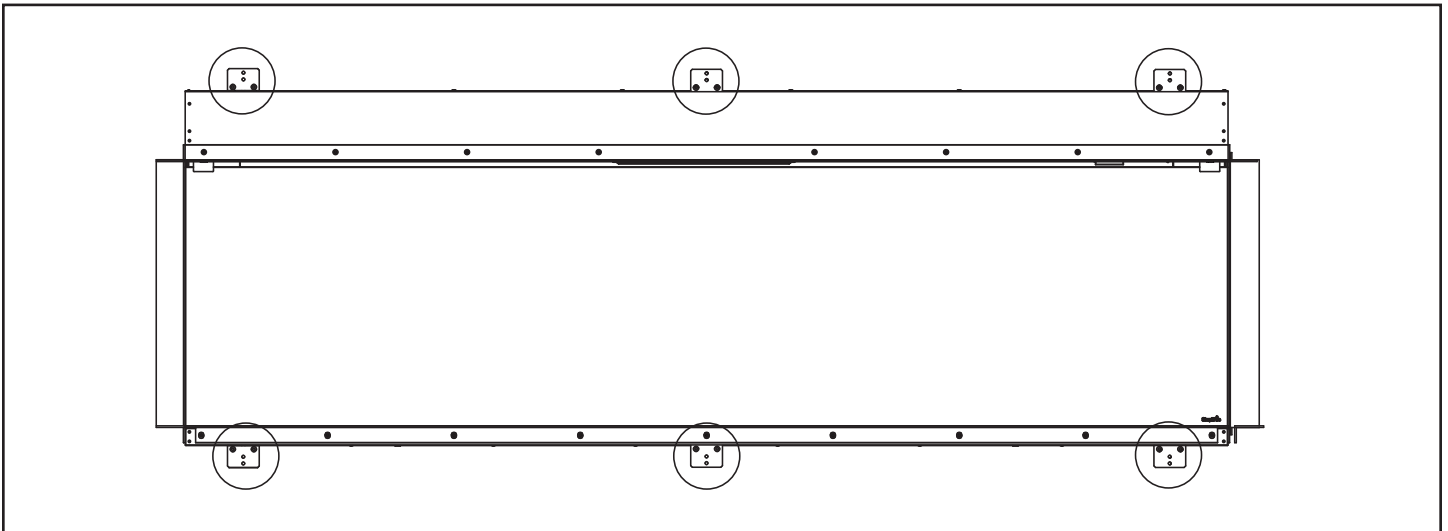


Figure 4.4 Mounting Brackets

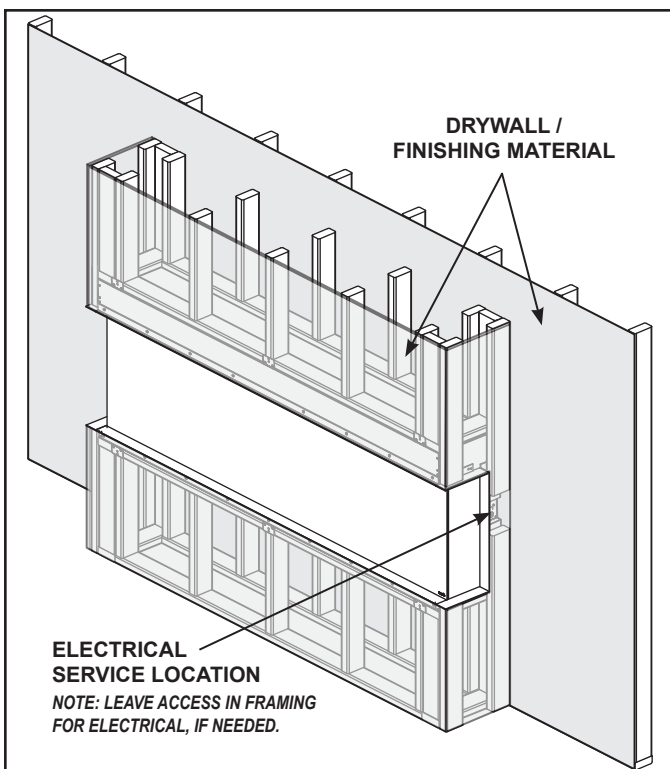


Figure 4.5 2 in. (51 mm) Side Trim Configuration

## Framing and Finishing for 1/2-inch trim configuration

The included 1/2-inch (13 mm) side trim, is designed for use with 1/2 inch (13 mm) drywall as shown in Figure 4.6.

Secure the drywall to the construction framing. Do not screw drywall directly to the appliance.

If finishing with material other than 1/2 inch (13 mm) thickness, shimming may be required to obtain a flush finish to the side trim.

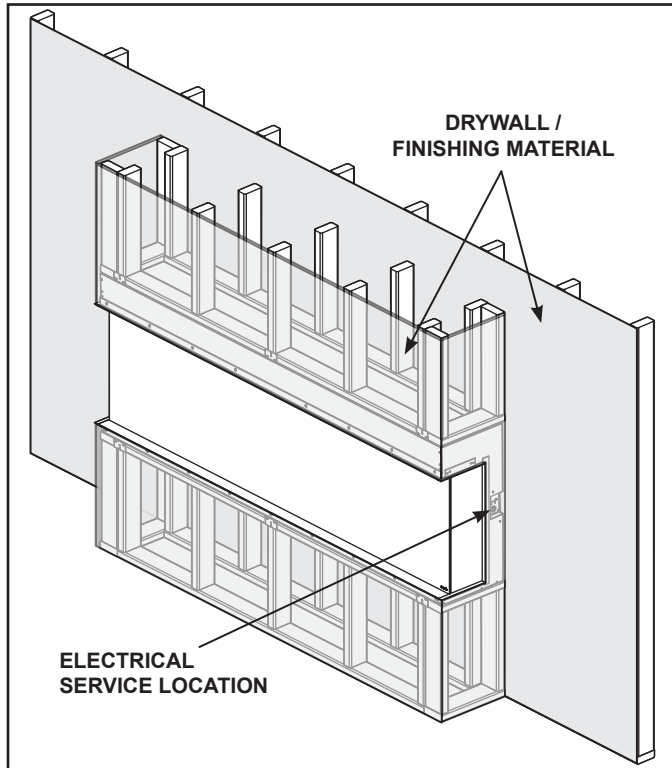


Figure 4.6 1/2 in. (13 mm) Side Trim Configuration

## 2-Sided Corner or Single-Sided Configuration and Finishing

For installation as 2-sided or single-sided, the included flat side plate shall be left in place on the side(s) intended to be covered with finishing material. Drywall or other finishing material is to be installed covering the side of the appliance and flat side plate. Finishing and framing material should be fastened to the construction framing and not to the appliance. See Figures 4.7 and 4.8.

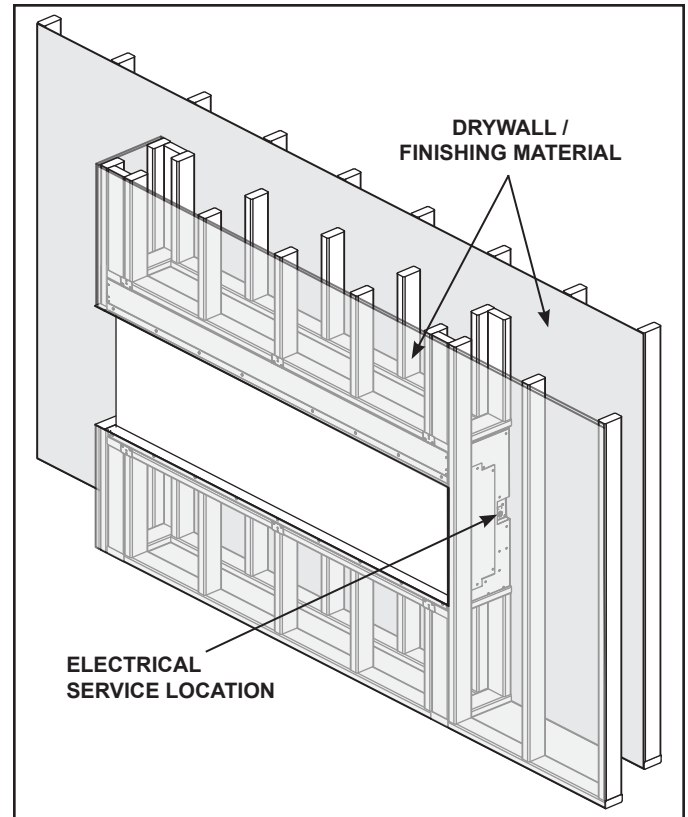


Figure 4.7 2 in. (51 mm) Left Corner Configuration with Flat Side Cover Plate on the Right Side

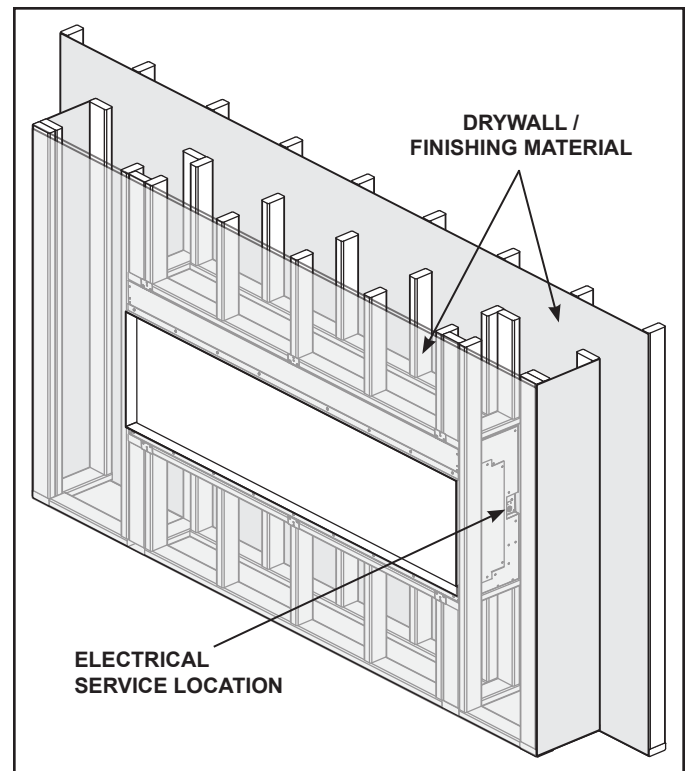


Figure 4.8 Single Side Configuration with Flat Side Cover Plates

## D. Drywall Finishing

**Note:** Use appliance dimensions A and D for finishing stop perimeter dimensions.

A corrugated splatter guard is included as a part of the packaging of the Triton. This may be used to mask the viewing area during the finishing steps of the installation.

The Triton is designed to have a clean finish and does not have a fascia trim to cover any exposed drywall edges. It is recommended to use drywall edging materials to achieve a clean edge between drywall and appliance trim.

One example of this is shown in Figure 4.8 using a tear-away “L-Shaped” drywall bead, available at most hardware or builder’s supply stores.



Figure 4.8 Install Appliance

## E. Wall Mounted with Optional Floating Mantel Kit

The 50 inch Triton (SF-TR50) may be installed with an optional Floating Mantel kit. Wall mounting the appliance will allow for the installation of a floating style mantel or other custom built surround.

If wall mounting with a floating mantel without additional framing, the total weight in addition to the appliance including any mantel, finishing materials and setting objects shall not exceed 100 lbs (45Kg). See Figure 4.9.

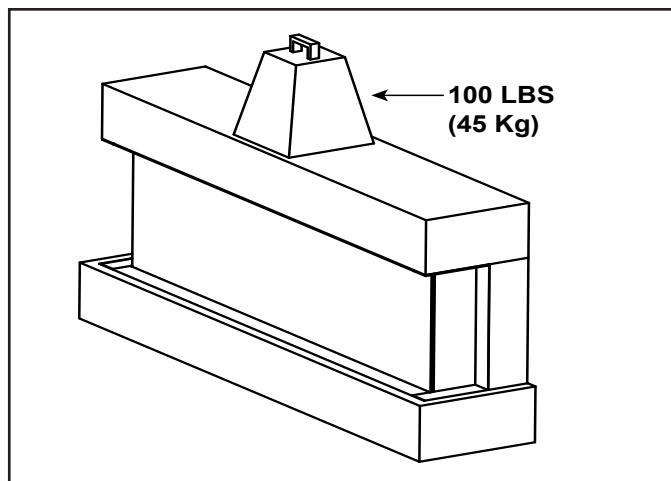


Figure 4.9 Wall Mount Weight Capacity  
(In Addition To Appliance Weight)

An optional floating mantel kit (FMK-WH-TR50) is available for the Triton 50 inch appliance (SF-TR50). The kit allows the appliance to be installed directly to a finished wall.

**Note:** If the appliance is to be wall mounted with the FMK-WH-TR50, the total weight in addition to the appliance must not exceed 100 pounds.

## F. Electrical Connection / Installation

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

All electrical connections shall be performed by a qualified electrician.

**WARNING! Risk of Fire, Electrical Shock and Injury!**  
Electrical wiring must comply with local building codes and 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.

**Note:** The appliance must be connected and grounded in accordance with local codes and/or the current ANSI/NFPA 70 National Electric Code or CSA C22.1 Canadian Electrical Code.

### Input Voltage:

This appliance can be installed hard wired for either 120V or 240V. The appliance is equipped with a heater input voltage/disable switch that must be toggled to the correct position based on the connection.

### Toggle Switch Location:

The heater input voltage/disable switch is located inside the appliance, attached to the heater panel behind the glass. See Figure 4.10.

**Note:** During installation, prior to final setup, the toggle switch setting must be verified so that the switch setting and the appliance wiring are the same. If the switch setting is different from how the appliance is wired, the appliance will not function correctly.

### Circuit Requirements:

- 120V requires 15AMP, 60Hz circuit
- 240V requires 20AMP, 60Hz circuit

A minimum 15 AMP, 120V/60Hz circuit is required (20AMP, 120V/60Hz recommended). 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 preferred to prevent circuit breaker trips or fuse failure.



Figure 4.10 Heater Input Voltage/Disable Switch

### Hard Wire Installation:

1. Remove terminal block cover plate located on the right end of the appliance. Keep screws for reassembly.
2. Install a wire strain relief bushing into the cover plate.
3. Terminate type NM-B wire to the terminal block, ensure connections are secure, and tighten the strain relief. To load wire conductors into the junction block, depress the spring-loaded terminals on the junction block by hand or use a screwdriver. See Figure 4.11.
4. Replace terminal block cover plate and retaining screws.

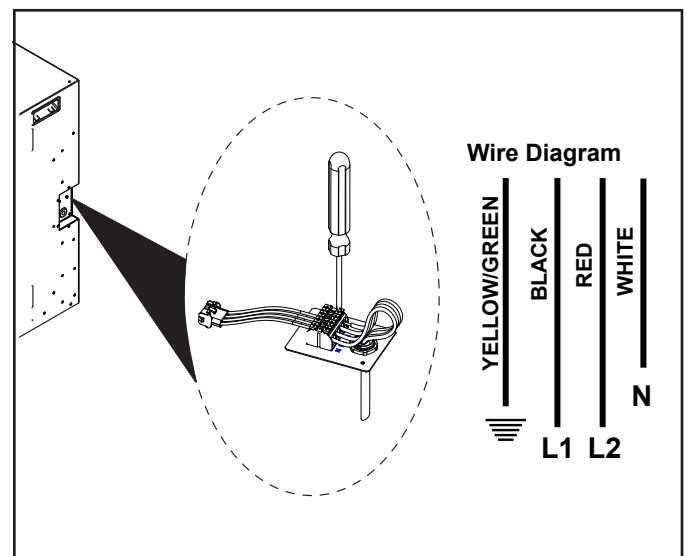


Figure 4.11 Wiring Diagram

## G. Appliance Final Setup

1. Remove the splatter guards that are installed to protect the appliance.
2. Verify that the correct input voltage has been selected and that the appliance is functioning as expected. See Section 4.F.
3. Place media as desired. See Media Placement Section below.
4. Install glass.

### Media Placement:

Small and large clear crystals, black stone embers, and logs are included with the appliance. These items may be installed via the owner's preference. A log installation instruction for general setup is included below.

### Clear Crystal Media Placement:

Carefully spread the small clear crystals across the ember bed. Then evenly arrange the large crystals on top of or within the small crystal media. See Figure 4.12.



Figure 4.12 Media Installation

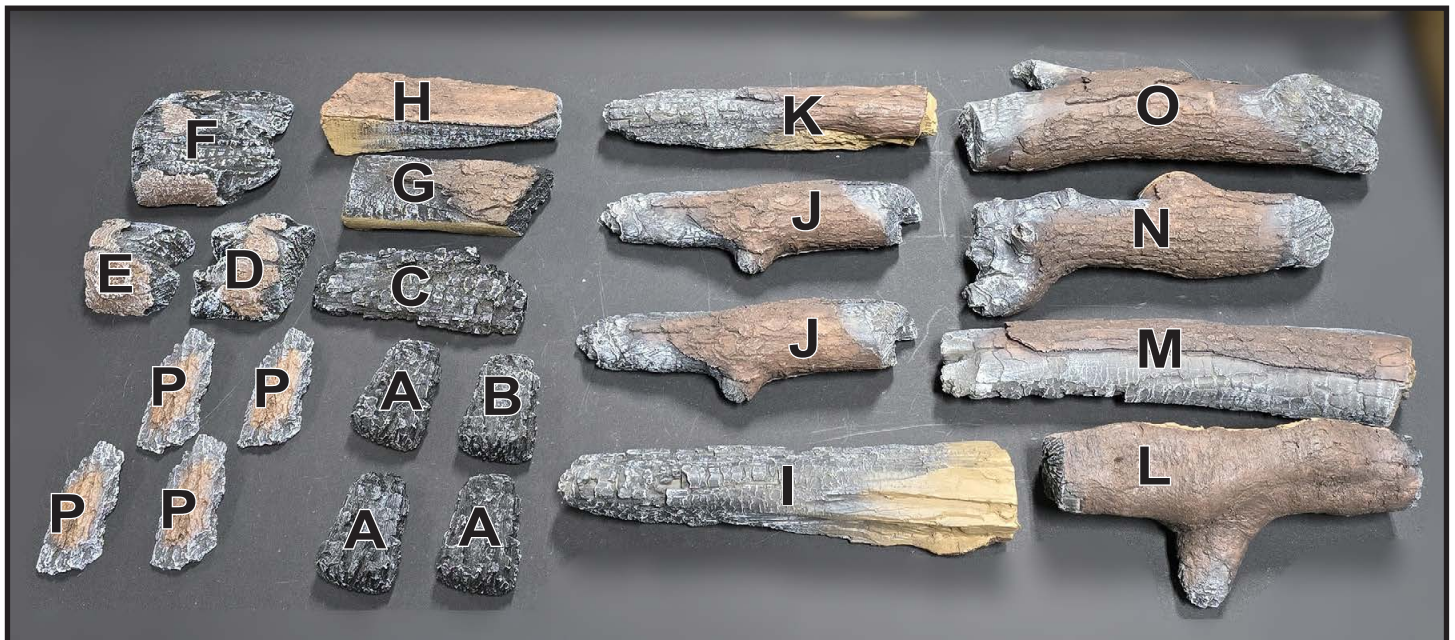


Figure 4.13

### Log Media Placement:

**Note:** The Log Placement instructions are a recommendation. The logs may be installed according to the Owner's preference. These log media placement instructions are based on the installation of the 65 inch Triton appliance (SF-TR65).

1. Layer the small, charred pieces (A, B, C, D, E). See Figure 4.13 and Figure 4.14.
2. Fill in the ember bed with the black glass embers. Cover as much of the ember bed as possible. See Figure 4.15.
3. Place the medium-sized logs (F, G, H) across the embers as shown in Figure 4.16.
4. Place larger logs (I, J, K, L, M, N, O) spread across the ember bed area filling the space as shown in Figure 4.17 and 4.18.
5. Finish the log setup by adding the small bark pieces (P) as desired. See Figure 4.17.

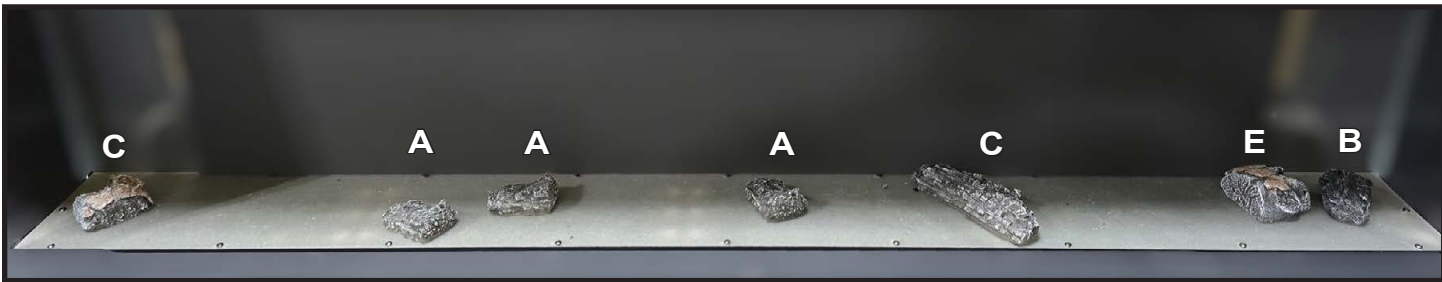


Figure 4.14



Figure 4.15



Figure 4.16

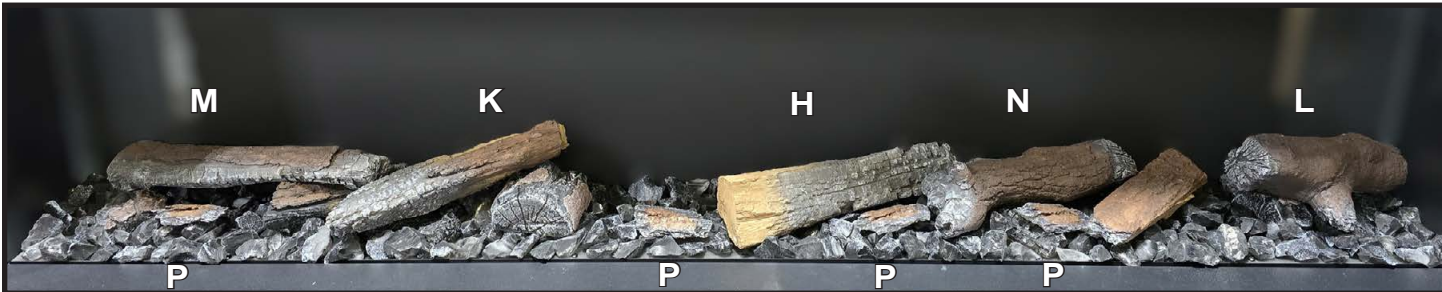


Figure 4.17



Figure 4.18

### Glass Installation:

1. Set the bottom edge of glass into the glass channel and tip back into the appliance until it rests against the glass stops.
2. Thread the two (2) M5X12 thumb screws into the threaded holes on the glass panel. Check the alignment of the glass panel and securely tighten the screws. See Figure 4.19.



Figure 4.19 Glass Removal and Installation

# 5 Operating Instructions

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

## A. Operation Using Appliance Buttons

The appliance can be operated with the buttons on the appliance (Section 5.A), remote control (Section 5.B), or with Wi-Fi (Section 6).

Once the circuit breaker is switched ON, the AC power cutoff switch can be switched to the 'ON' position. A beep should be heard when power is first applied. See Figure 5.1.

**NOTICE:** Verify the AC Power Cutoff Switch is in the ON position before trying to operate the appliance.

Use heater input voltage/disable switch to Adjust/Disable heater. See Electrical Connection/Installation Section (4.F) for switch information. The heater input voltage/disable switch is shown in Figure 4.10.

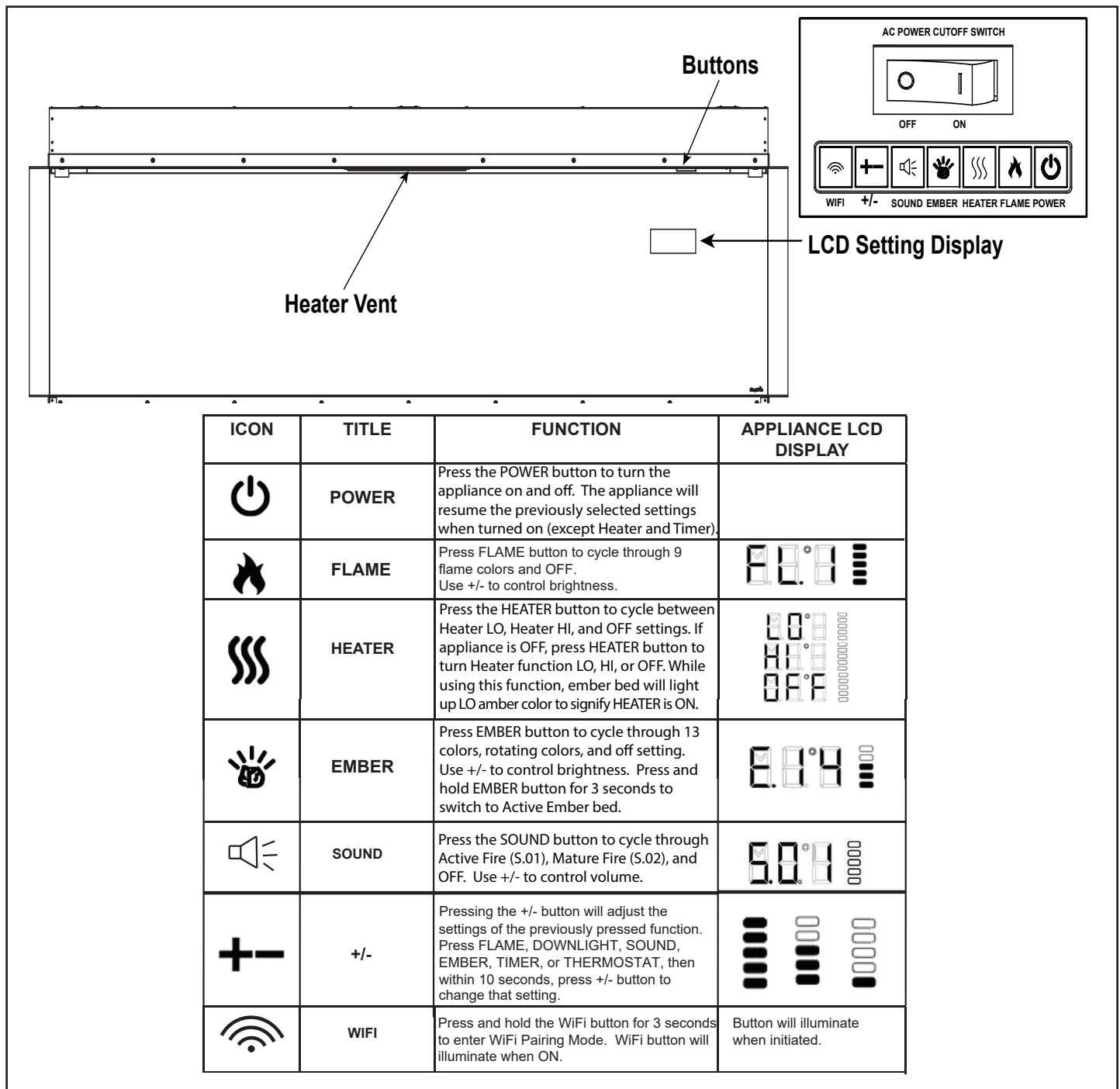


Figure 5.1 Manual Operating Switches and Indicator Lights

## B. Operation Using Remote Control

- Ensure batteries are properly installed in Remote Control.
  - Battery requirements 2 x AAA batteries (included).
- The effective range of the remote is up to 16 ft.
- The remote uses radio frequency so it does not have a specific field-of-view requirement. See Figure 5.1.



ICON	TITLE	FUNCTION	Appliance LCD Display
	POWER	Press the POWER button to turn the appliance on and off. The appliance will resume the previously selected settings when turned on (except Thermostat and Timer).	
	PRESET	Press the PRESET button to turn on/off the preset function. To save your favorite lighting effect as the present, press and hold the PRESET button for 3 seconds.	
	+/-	Press + or - to adjust the settings for each of the separate functions. After pressing FLAME, DOWNLIGHT, SOUND, EMBER, TIMER, or THERMOSTAT buttons (within 10 seconds) use +/- to change the settings to your personal preference.	
	HEATER	Press the HEATER button to cycle between Heater LO, Heater HI, and OFF settings. If appliance is OFF, press HEATER button to turn Heater function LO, HI, or OFF. While using this function, ember bed will light up LO amber color to signify HEATER is ON.	
	FLAME	Press the FLAME button to cycle through 9 flame colors and OFF. Use +/- to control brightness.	
	EMBER	Press EMBER button to cycle through 13 colors, plus rotating colors, and off setting. Use +/- to control brightness.	
	ACTIVE EMBER BED	Press EMBER button to cycle through 13 colors, plus rotating colors, and off setting. Use +/- to control brightness.	
	DOWNLIGHT	Press the DOWNLIGHT button to cycle through warm, cool, and OFF setting. Use +/- to control brightness.	
	SOUND	Press the SOUND button to cycle through Active Fire (S.01), Mature Fire (S.02), and OFF settings. Use +/- to control volume.	
	TIMER	Press the TIMER button to turn timer ON and OFF. Initial setting when turned on is 0.5H. Use +/- to control timer settings up and down.	
	THERMOSTAT	Press the THERMOSTAT button to toggle between ON and OFF options. Use +/- to increase or decrease the temperature set point. Press and hold the THERMOSTAT button for 3 seconds to switch between Celsius and Fahrenheit.	

Figure 5.2 Remote Control Operation

## C. Room Temperature and Thermostat Function

The selected temperature set point is the temperature number selected by the user with the THERMOSTAT button on the remote. The set point is the desired temperature of the room in which the appliance is located.

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

- The heater will turn ON if the set point is greater than the actual room temperature.
- The heater will not operate or will turn OFF automatically if the actual temperature is equal to or greater than the set point.

**Note:** The actual room temperature is measured by a hidden sensor in the remote. The temperature reading could vary slightly depending on the location of the remote.

## D. Resetting Temperature Cutoff Switch

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

1. Flip the appliance AC power cutoff switch to OFF.
2. Shut-off power at the circuit breaker.
3. Wait 30 minutes.
4. Turn on power at the circuit breaker.
5. Flip the appliance AC power cutoff switch to ON.

**CAUTION:** *If appliance overheats repeatedly, discontinue use and call customer / technical support.*

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

## E. Operation with Wall Switch

This appliance is designed to retain settings when the power is disconnected from the appliance. This means the appliance can be operated using a wall switch if desired. When the power is disconnected from the appliance using a wall switch and turned back on, the appliance will resume the previous settings.

The controls for this appliance are designed to retain the appliance settings in the event of any power disruption. If the power is removed while the appliance is operating, the appliances will return to the same settings and operating modes once the power is restored to the appliance.


# 6 Wi-Fi Setup and Use

## A. Add Device - Primary Method

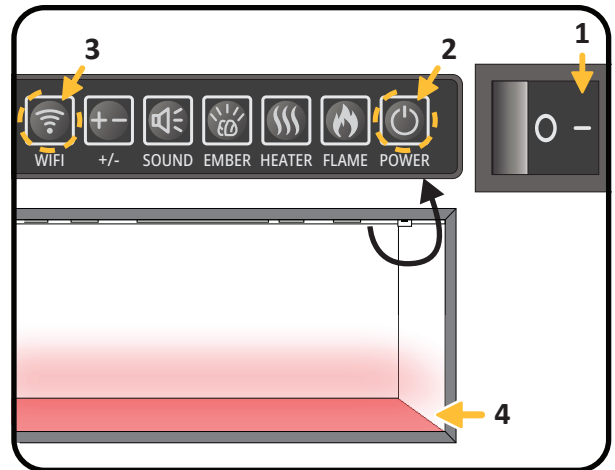
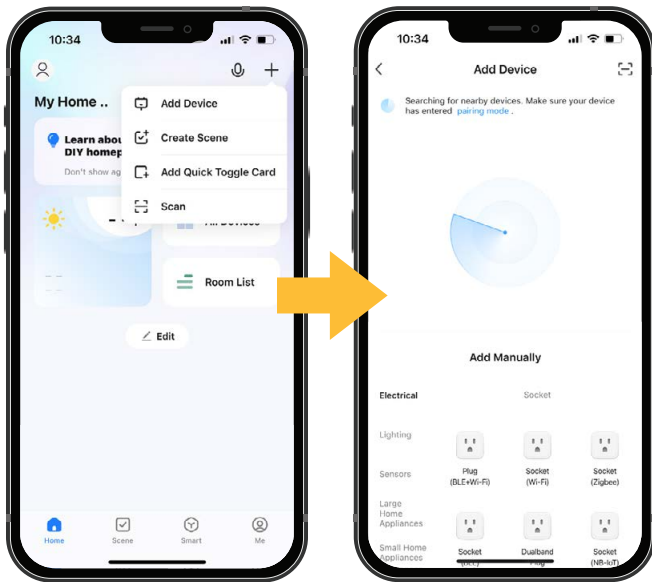
**NOTE: Make sure to select a 2.4 GHz Wi-Fi network. The Wi-Fi router should not be too close to the appliance. If the router is less than 2 inches (50 cm), it may cause issues with pairing.**

**NOTE: Visuals in the Smart Life app may periodically change due to application updates. General process will remain the same.**

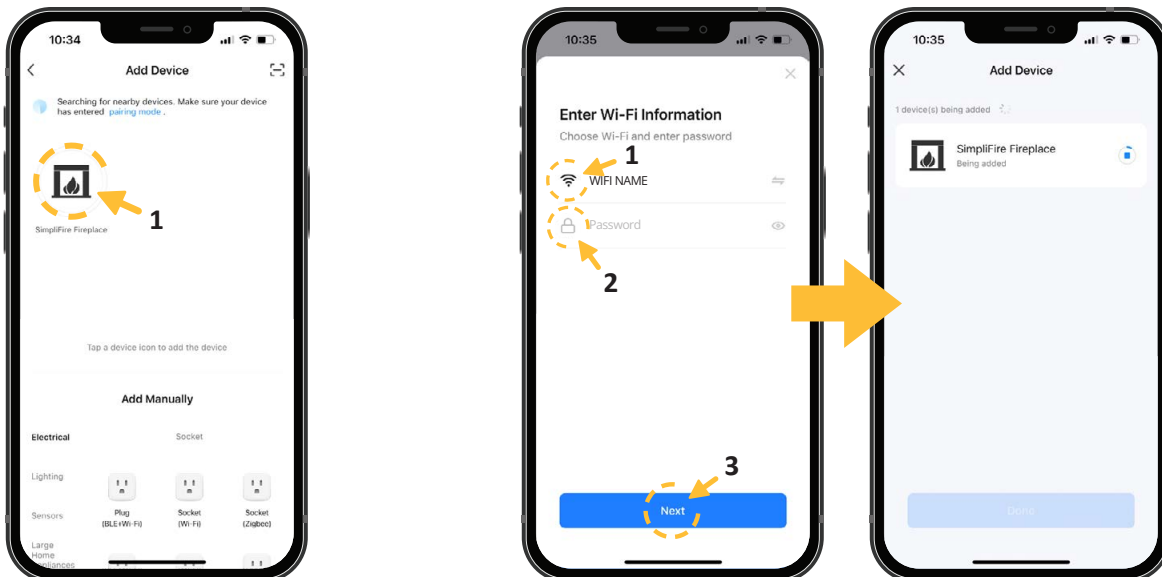


1. Download the **Smart Life - Smart Living** app .
2. Navigate to the Smart Life app and Log In. The Smart Life app is available from the Apple App Store or the Google Play Store. Use the QR code for a link to download the app.
3. Press the **+** icon and select **Add Device** from the Smart Life app Home screen.
4. Turn ON the appliance (1 & 2), and then press and hold the **WIFI** button (3) until **3 beeps** are heard. The ember bed (4) turns red and starts blinking quickly.

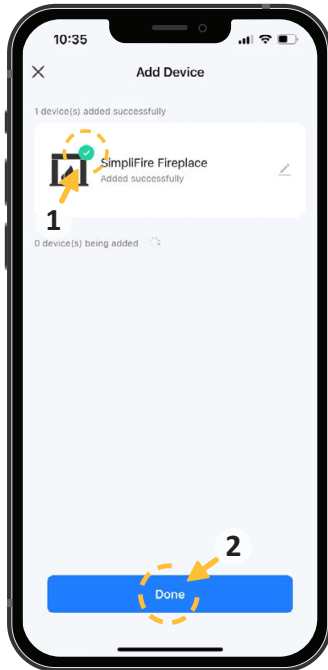
**NOTE: Ember bed will turn blue if Wi-Fi pairing mode times out. Repeat step 4 to restart the pairing process.**



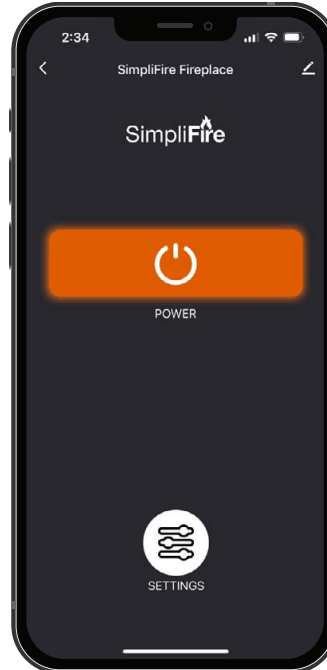
5. Press the **Appliance** icon (1), once it appears on the screen.
6. Confirm the selected Wi-Fi network (1), enter the password (2), and then press **Next** (3). Application begins connecting to the appliance.



- Confirm a green check mark (1) appears, and press **Done** (2). The ember bed also turns a solid green.




- See the *Wi-Fi Operation* section for details on using the SimpliFire screen for wireless and remote control of the appliance.



**NOTE:** If the application is unable to connect to the appliance, see the *Add Device - Secondary Method* section for an alternative method to pair the appliance.

## B. Wi-Fi Operation

- Navigate to the **Smart Life** app .
- Select a paired appliance from the Home screen or the All Devices menu.

*NOTE:* See the *Add Device* section to pair appliances with the *Smart Life* app.

- Operate the selected appliance using the app.
  - Press the **Power** button (1) to turn the appliance On/Off.
  - Press the **Back** icon (2) to go back to the Smart Life app Home screen.
  - Press the **Pencil** icon (3) to view and edit the appliance details.
  - Press the **Settings** button (4) to view and edit the appliance's settings.

*NOTE:* See the *Wi-Fi Settings* section for a complete list of the available options and the associated voice commands.



## C. Wi-Fi Settings

All of the appliance settings are adjustable for paired appliances on the Settings screen of the app. A Wi-Fi connection allows for wireless and remote control of the appliance settings using the app.

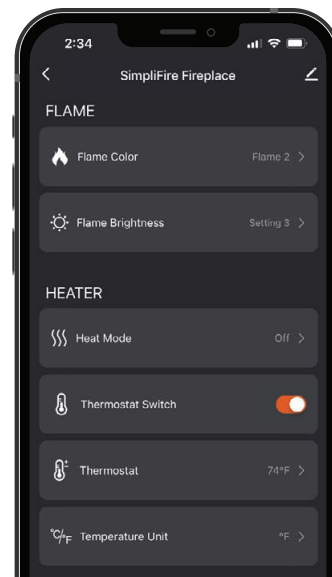
## Voice Commands

Voice commands are available for paired appliances by connecting the Smart Life app to Alexa or Google Home. Navigate to **Third-Party Services** in the **Me** menu to operate a paired appliance with voice commands.

Use commands like “Alexa / OK Google: Turn on/off <SimpliFire Fireplace>”.

**NOTE:** <SimpliFire Fireplace> is the default name assigned to added devices. Press the Pencil icon in the upper right to edit the name, as desired. Use the name of the appliance when using the voice commands.

[ Square Brackets ] are used in the table below to indicate the desired option and can be any of the options listed for that setting when using the corresponding voice command.




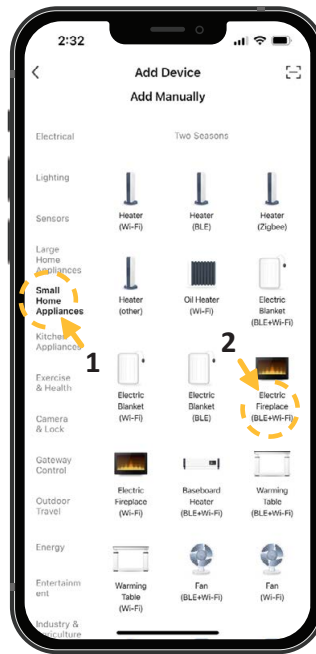
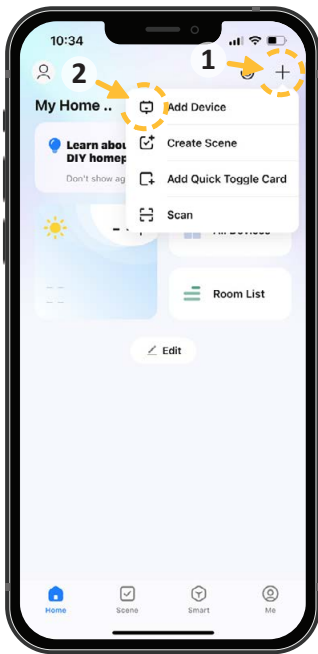
Icon	Name	Options	Voice Command
	Preset	Toggle On/Off	N/A, use app or remote to control this setting
	Flame Color	Off, Flame 1 – 9	“Alexa / OK Google: Set flame color on <SimpliFire Fireplace> to [Flame 1]” (“...to [Off]” currently only works with Alexa)
	Flame Brightness	Setting 1 – 5	“Alexa / OK Google: Set flame brightness on <SimpliFire Fireplace> to [1]”
	Heat Mode	Off, Low, High	“Alexa / OK Google: Set heat mode on <SimpliFire Fireplace> to [High]” (“...to [Off]” currently only works with Alexa)
	Thermostat Switch	Toggle On/Off	“Alexa: Turn [On/Off] thermostat on <SimpliFire Fireplace>” “OK Google: [Activate/Cancel] thermostat on <SimpliFire Fireplace>”
	Thermostat	16–28°C or 60–84°F	N/A, use app or remote to control this setting
	Temperature Unit	°C, °F	N/A, use app or remote to control this setting
	Ember Bed Color	Off, White, Red, Orange, Gold, Green, Emerald, Aqua, Light Blue, Ice Blue, Royal Blue, Purple, Pink, Flamingo, Rotating	“Alexa: Set ember bed color on <SimpliFire Fireplace> to [On/Blue]” N/A for Google, use app or remote to control this setting
	Ember Bed Brightness	Setting 1 – 5	“Alexa: Set ember bed brightness on <SimpliFire Fireplace> to [1]” N/A for Google, use app or remote to control this setting
	Active Ember Bed	Toggle On/Off	“Alexa: Turn [On/Off] active ember bed on <SimpliFire Fireplace>” N/A for Google, use app or remote to control this setting
	Down Light Color	Off, Warm, Cool	“Alexa: Turn [On/Off] down light on <SimpliFire Fireplace>” “OK Google: [Activate/Cancel] down light for the <SimpliFire Fireplace>” “Alexa / OK Google: Set down light color on <SimpliFire Fireplace> to [Warm/Cool]”
	Down Light Brightness	Setting 1 – 5	“Alexa: Set down light brightness on <SimpliFire Fireplace> to [1]” N/A for Google, use app or remote to control this setting
	Sound Effect	Off, Active Fire, Mature Fire	“Alexa / OK Google: Set sound effect on <SimpliFire Fireplace> to [Active Fire / Mature Fire]” (“...to [Off]” currently only works with Alexa) “OK Google: [Activate / Cancel] sound for the <SimpliFire Fireplace>”
	Sound Level	Setting 1 – 5	“Alexa: Set sound level on <SimpliFire Fireplace> to [1]” N/A for Google, use app or remote to control this setting
	Timer	Off, 30 min, 1–9 Hours	N/A, use app or remote to control this setting

## D. Add Device - Secondary Method

**NOTE:** Use this alternate pairing method if the application is unable to connect to the appliance using the primary method provided in the Add Device section.

**NOTE:** Make sure to select a 2.4 GHz Wi-Fi network. The Wi-Fi router should not be too close to the appliance. If the router is less than 2 inches (50 cm) it may cause issues with pairing.

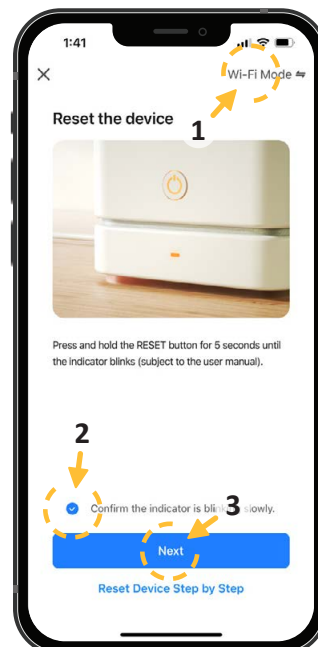
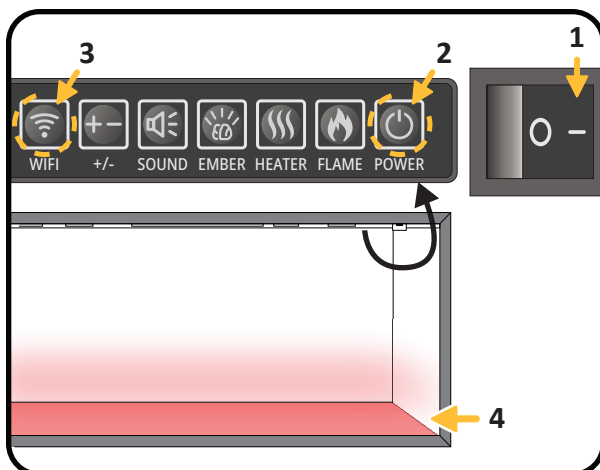
1. Navigate to the **Smart Life - Smart Living** app .
2. Press the **+** icon (1) and select **Add Device** (2).
3. Scroll down and press **Small Home Appliance** (1), and then select **Electric Fireplace (BLE+Wi-Fi)** (2).



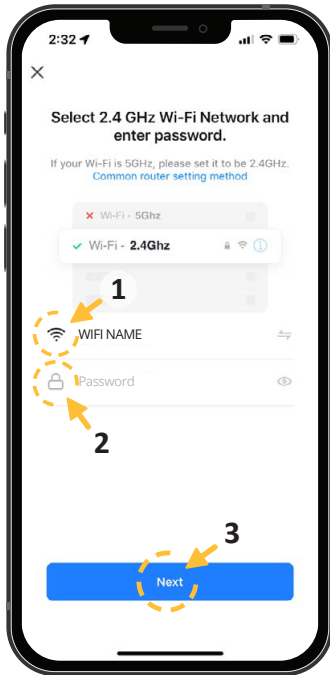
4. Turn ON the appliance (1 & 2), and then press and hold the **WIFI** button (3) until **8 beeps** are heard (3 beeps, then 5 beeps). The ember bed (4) turns red and starts blinking slowly.

5. Select **Wi-Fi Mode** from the Mode drop-down menu (1), confirm the ember bed is slowly blinking red (2), and then press **Next** (3).

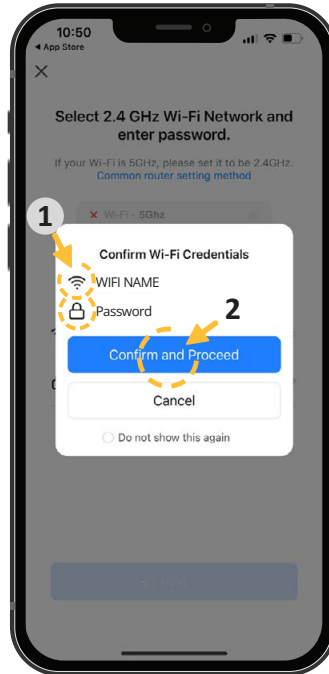
**NOTE:** Ember bed will turn blue if Wi-Fi pairing mode times out. Repeat step 4 to restart the pairing process.



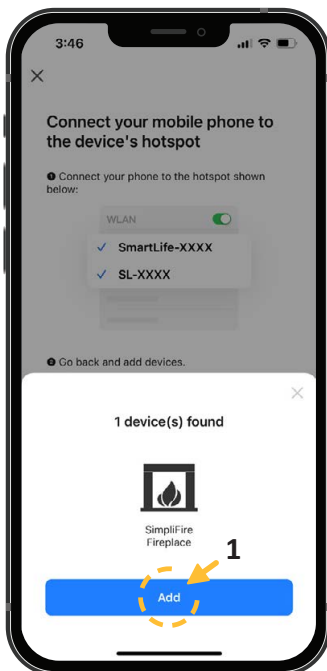
6. Confirm the selected Wi-Fi network (1), enter the password (2), and then press **Next** (3).



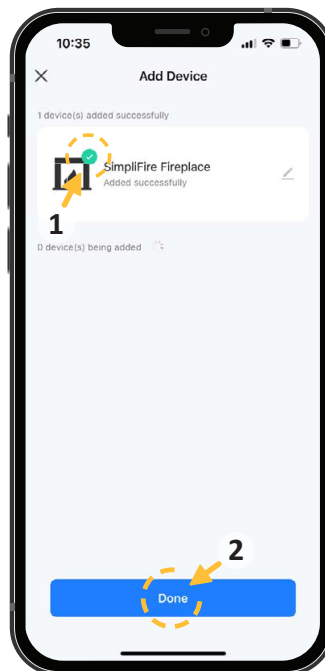
7. Confirm Wi-Fi information (1) and press **Confirm and Proceed** (2).



8. Press **Add** (1), once it appears on the screen. Application begins connecting to the appliance.



9. Confirm a green check mark (1) appears, and press **Done** (2). The ember bed also turns a solid green.



10. See the *Wi-Fi Operation* section for details on using the SimpliFire screen for wireless and remote control of the appliance.



# 7 Maintenance

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## A. Maintenance

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

- Before cleaning or servicing, always turn off appliance and remove power, by shutting off circuit breaker.
- Light accumulated dust may be removed from the appliance exterior with a soft cloth or vacuum cleaner.
- Wipe the exterior surfaces of the appliance occasionally with a slightly damp micro fiber cloth using a solution of mild detergent and water. Dry thoroughly before operating the appliance.

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

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

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

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

## B. Cleaning

### Glass

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

### Metal Surface

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

### Vents

Use a vacuum cleaner to remove dirt and dust from heater and vent areas. The heater must be inspected regularly, and cleaned at least once per year or more often depending on conditions.

## C. Servicing

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

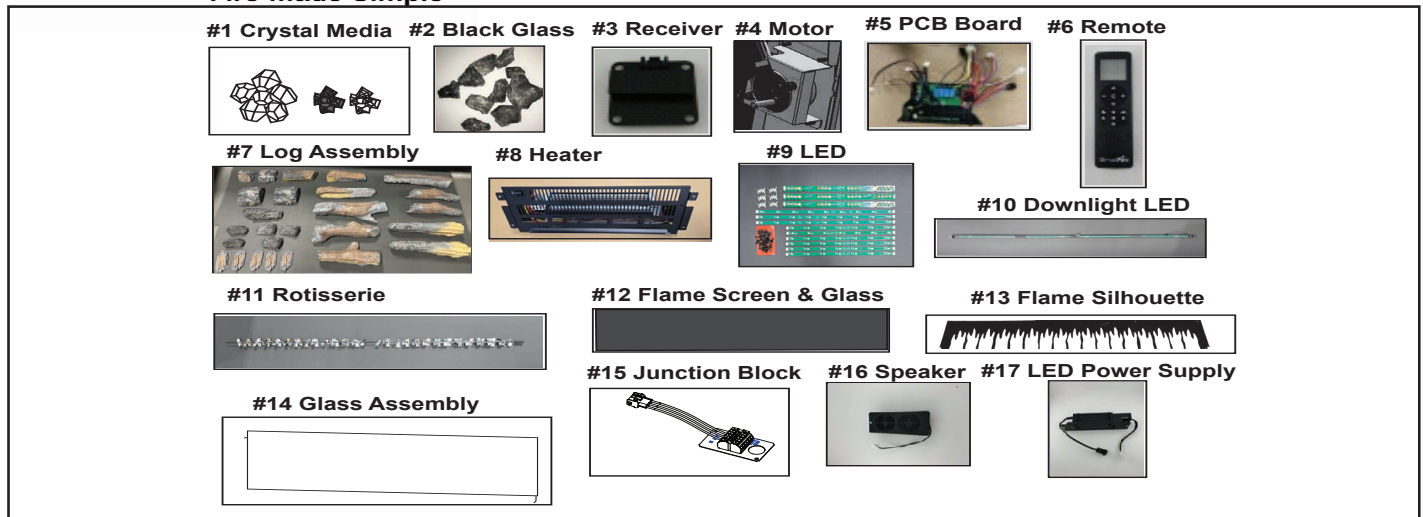
**WARNING! Risk of Electrical Shock! Do Not Open!** No user serviceable parts inside. Always turn heater off and disconnect power before performing maintenance, service, or removal from the framed wall opening.

## D. SimpliFire Troubleshooting Guide

Symptom	Possible Cause	Corrective Action
Circuit breaker trips or fuse blows when appliance is turned on	Exceeding current rating of the circuit breaker or fuse, perhaps from operating other appliances on the same circuit as the fireplace	Confirm amp draw on circuit is not exceeding electrical code requirements.
Lights in room dim while the appliance is on	Appliance is drawing close to circuit current rating	Confirm amp draw on circuit is not exceeding electrical code requirements.
Fireplace will not come on when using the manual controls on the appliance	Appliance is not plugged into an electrical outlet (if applicable)	Ensure plug is connected to a working outlet.
	Hard-wire connections not correct	Review wiring instructions to ensure correct connection.
	No incoming power from the electrical outlet or electrical box	Check fuse/breaker panel.
	Defect in control board (PCB)	Replace the control board (PCB).
Remote control does not work	Low/dead batteries	Replace batteries in the remote.
	Remote receiver is blocked	Ensure receiver is not blocked. Move closer to the appliance.
	AC power cutoff switch is in the off, "O" position (if equipped)	Toggle the AC power cutoff switch to the on, "I" position (if equipped).
	Remote is not paired	Pair remote to appliance: 1. Hold POWER button on appliance (for approximately three (3) seconds), until two (2) beeps are heard. 2. Press the POWER button on the remote.
	Control board (PCB) malfunction	Replace control board (PCB).
Heater will not turn on, but flame is functioning	Remote is in thermostat mode and room temperature (temperature at appliance thermistor) is higher than the set point on the remote	Increase thermostat set point on the remote, or exit thermostat mode (press the thermostat button until no temperature set point is displayed on the remote). See "Room Temperature and Thermostat Function" section of the manual.
	Appliance has overheated and safety thermal switch has tripped	Unplug or turn off power at circuit breaker and allow it to cool for 30 minutes. Then plug in the appliance or turn power back on at circuit breaker and turn appliance back on.
	Heater input voltage/disable switch is not set correctly	Verify the toggle switch is set to 120V or 240V depending on how the appliance is wired. If wired for 120V and switch is set to 240V, the heater will NOT function.
	Defective main control board	Replace control board (PCB).
	Defective heater assembly	Replace heater assembly.
Heater shuts off automatically or won't stay on	Room temperature (temperature at the remote thermistor) is higher than the set point on the remote	Increase thermostat set point on the remote, or exit thermostat mode (toggle the thermostat button until no temperature set point is displayed on the remote). See "Room Temperature and Thermostat Function" section of the manual.
	Appliance has overheated and safety thermal switch has tripped	Unplug or turn off power at circuit breaker and allow it to cool for 30 minutes. Then plug in the appliance or turn power back on at circuit breaker and turn appliance back on.
Heater emits an odor	Normal operation	It is normal for the heater to emit an odor for a brief amount of time after turning on. It is burning off dust that has accumulated on the heater.
Flame does not move at all	Flame rotisserie motor is stalled or malfunctioning	Cycle appliance on or off. If problem persists inspect rotisserie and motor for blockage or interference. If no interference, replace the control board (PCB) and rotisserie motor.

## SimpliFire Troubleshooting Guide (continued)

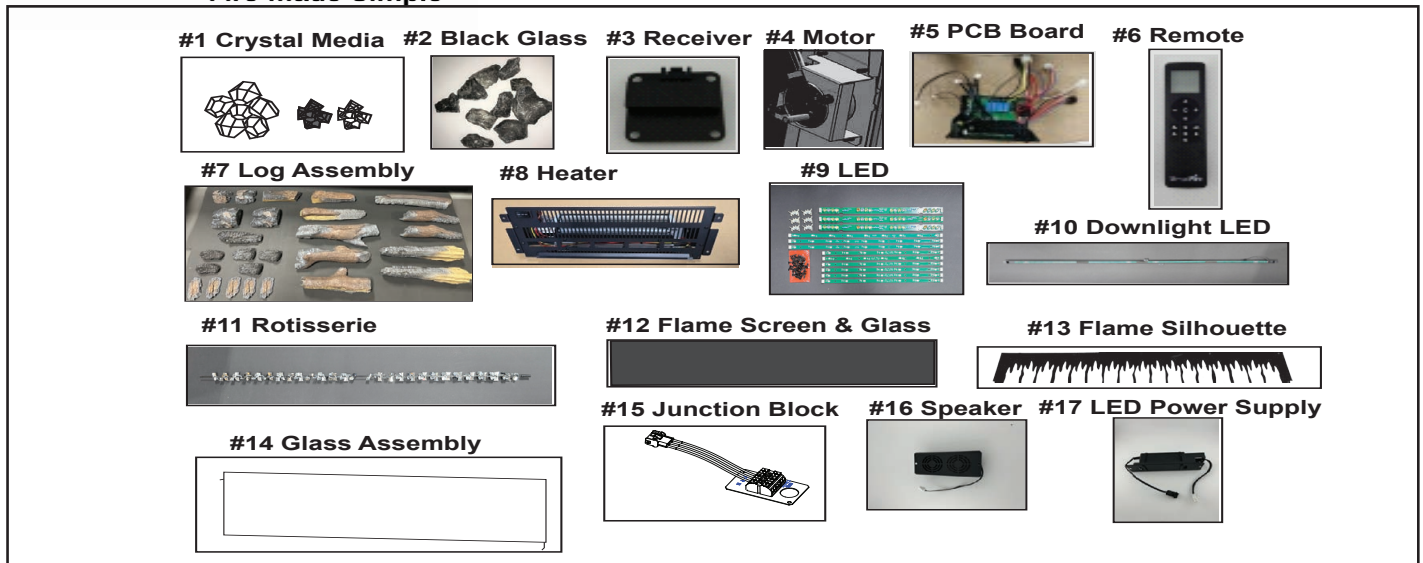
Symptom	Possible Cause	Corrective Action
Flame shudder	Flame rotisserie contacting other internal components when spinning	Ensure rod is straight and mounted properly and is spinning freely without spindles hitting other components.
	Defective flame rotisserie motor	Replace rotisserie motor.
Ember bed does not light up	Ember bed is turned off	Refer to operation section of the user manual.
	Loose wiring	Check wiring to ember bed LEDs.
	Defective control board (PCB)	Replace control board (PCB).
	Defective LED lights	Replace ember bed LED lights.
Appliance turns on by itself	Defective control board (PCB)	Replace control board (PCB).
Excessive noise with heater on	Interference with fan blade	Inspect heater assembly and fan for obstructions or interference.
	Defective blower motor	Replace heater assembly.
Grinding or rubbing noise (when heater is off)	Rotisserie hitting or rubbing against internal components	Ensure rotisserie rod is straight and mounted properly and is spinning freely without spindles hitting other components. If sound is coming from friction with the rotisserie bracket, apply grease to contact point.
Sound not working	Defective speaker	Replace speaker.
"noH" error code	Heater input voltage/disable switch on incorrect setting	Verify heater input voltage/disable switch is on correct setting for 120V or 240V wiring and not in the OFF position. (120V/OFF/240V)
	Bad PCB or Heater	Replace PCB, and if problem persists, replace Heater.
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.



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**Stocked at Depot**

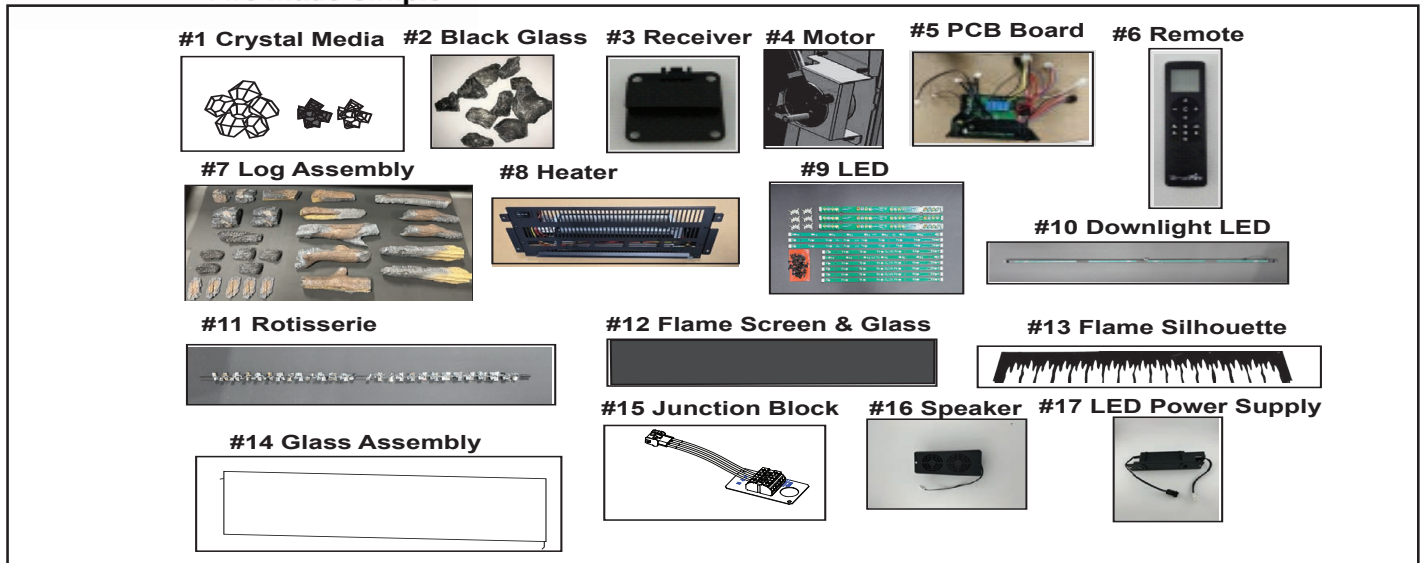
ITEM	DESCRIPTION	COMMENTS	PART NUMBER	Stocked at Depot
1	Clear Crystal Media (3 bags of small & 3 bags of large)		CRYSTAL-SCION	Y
2	Black Glass Embers (6 bags)		EMBER-SCION	Y
3	LCD Remote Receiver with Pins		SF-LCD-ST	Y
4	Rotisserie Motor (Includes screws)		MOTOR-TR	Y
5	PCB Board Assembly (Includes WiFi Chip, Control Board, Button Board, & Heat Disengagement Switch)		PCB-TR	Y
6	Radio Frequency Remote Control		RC-SFRF12	Y
7	Log Assembly		LOGS-TR	Y
8	Heater Assembly	Heater & Fan	HEATER-TR	Y
9	LED Assembly	Emberbed & Flame LEDs w/connectors/pins	LEDS-TR50	Y
10	Downlight LEDS and Housing		DOWN-TR50	Y
11	Rotisserie		ROTISS-TR50	Y
12	Flame Screen and Glass		FLAME-TR50	Y
13	Flame Silhouette		SILHO-TR50	Y
14	Glass		GLASS-TR50	Y
15	Hardwire Junction Block Replacement		SF-JBLOCK-BI	Y
16	Speaker System		SF-SPKR	Y
17	LED Power Supply		SF-POWER	Y
	Wall Mount Bracket		BRACKET-ALL48	
	Side Panels	Left & Right	PANELS-TR	Y
	Floating Mantel Kit Hardware Pack (Top Side Trim x2, Bottom Side Trim x2, Side Bracket x2, Side Bottom Bracket x2, Front Bracket x1, Wooden Dowels x8, M6x16 Screws x8, ST4x12 Screws x6, ST4x8 Screws x4, 4x12 Counter-Sunk screws x8, M5x10 Screws x2)		HDWR-FMK	Y
	Extra Hardware Kit (Includes Glass retaining bracket x2, thumb screws x2, St4x8 Screws x8, Mounting brackets x6)		HDWR-TR	Y



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4	Rotisserie Motor (Includes screws)		MOTOR-TR	Y
5	PCB Board Assembly (Includes WiFi Chip, Control Board, Button Board, & Heat Disengagement Switch)		PCB-TR	Y
6	Radio Frequency Remote Control		RC-SFRF12	Y
7	Log Assembly		LOGS-TR	Y
8	Heater Assembly	Heater & Fan	HEATER-TR	Y
9	LED Assembly	Emberbed & Flame LEDs w/connectors/pins	LEDS-TR65	Y
10	Downlight LEDS and Housing		DOWN-TR65	Y
11	Rotisserie		ROTISS-TR65	Y
12	Flame Screen and Glass		FLAME-TR65	Y
13	Flame Silhouette		SILHO-TR65	Y
14	Glass		GLASS-TR65	Y
15	Hardwire Junction Block Replacement		SF-JBLOCK-BI	Y
16	Speaker System		SF-SPKR	Y
17	LED Power Supply		SF-POWER	Y
	Side Panels	Left & Right	PANELS-TR	Y
	Floating Mantel Kit Hardware Pack (Top Side Trim x2, Bottom Side Trim x2, Side Bracket x2, Side Bottom Bracket x2, Front Bracket x1, Wooden Dowels x8, M6x16 Screws x8, ST4x12 Screws x6, ST4x8 Screws x4, 4x12 Counter-Sunk screws x8, M5x10 Screws x2)		HDWR-FMK	Y
	Extra Hardware Kit (Includes Glass retaining bracket x2, thumb screws x2, St4x8 Screws x8, Mounting brackets x6)		HDWR-TR	Y



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6	Radio Frequency Remote Control		RC-SFRF12	Y
7	Log Assembly		LOGS-TR	Y
8	Heater Assembly	Heater & Fan	HEATER-TR	Y
9	LED Assembly	Emberbed & Flame LEDs w/connectors/pins	LEDS-TR78	Y
10	Downlight LEDs and Housing		DOWN-TR78	Y
11	Rotisserie		ROTISS-TR78	Y
12	Flame Screen and Glass		FLAME-TR78	Y
13	Flame Silhouette		SILHO-TR78	Y
14	Glass		GLASS-TR78	Y
15	Hardwire Junction Block Replacement		SF-JBLOCK-BI	Y
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	Extra Hardware Kit (Includes Glass retaining bracket x2, thumb screws x2, St4x8 Screws x8, Mounting brackets x6)		HDWR-TR	Y

