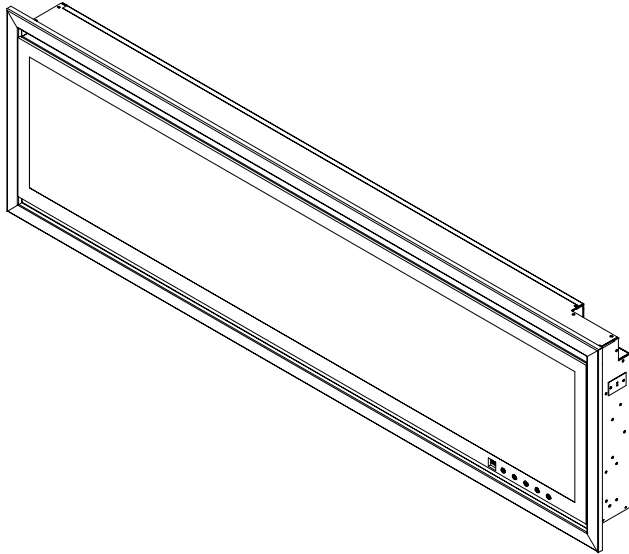




# Installation and Operation Instructions

## 45", 55", 60", 72", 84" AND 100" LINEAR ELECTRIC FIREPLACES



45", 55", 60", 72", 84" AND 100" Linear Electric Fireplaces  
P/N 901042-00 Rev. A 05/2021

### MODELS

Sentry 45	ERL2045	MPE-45S
Sentry 55	ERL2055	MPE-55S
Plexus 60	ERL3060	MPE-60D
Plexus 72	ERL3072	MPE-72D
Plexus 84	ERL3084	MPE-84D
Plexus 100	ERL3100	MPE-100D

**INSTALLER:** Leave this manual with the appliance  
**CONSUMER:** Retain this manual for future reference

**INSTALLATEUR :** Laissez cette notice avec l'appareil.  
**CONSOMMATEUR :** Conservez cette notice pour consultation ultérieure.

*A French manual is available upon request. Order P/N 901042-02  
Ce manuel d'installation est disponible en français, simplement en faire la demande. Numéro de la pièce 901042-02.*

**IMPORTANT! TO ASSURE PROPER ALIGNMENT, INSTALL THIS FIREPLACE IN A SQUARE AND PLUMB CONDITION, USING SHIMS AS NECESSARY AT SIDES.**

IHP electric fireplaces are designed for use as a decorative appliance and/or as a supplemental heater. They are not intended for continuous use as a primary heat source.



Report # 2048831

This manual will enable you to obtain a safe, efficient and dependable installation and operation of your electric fireplace. Please read and understand these instructions before beginning your installation.

Do not alter or modify this fireplace or its components under any circumstances. Any modification or alteration of the fireplace system, including but not limited to the fireplace and accessories, may void the warranty, listings and approvals of this system and could result in an unsafe and potentially dangerous installation.

### FOR YOUR SAFETY

**DO NOT STORE OR USE GASOLINE OR OTHER FLAMMABLE VAPORS AND LIQUIDS IN THE VICINITY OF THIS OR ANY OTHER APPLIANCE.**

**EXPOSED SURFACES OF THE ELECTRONIC FIREPLACE ADJACENT TO HEATERS AND BLOWERS MAY BECOME HOT. CARE SHOULD BE TAKEN TO AVOID CONTACT WITH BLOWER HEAT DISCHARGE OUTLETS SUCH AS THE ONE ON THE TOP OF THIS FIREPLACE.**

**IF THE INFORMATION IN THIS MANUAL IS NOT FOLLOWED EXACTLY, AN ELECTRICAL SHOCK OR FIRE MAY RESULT CAUSING PROPERTY DAMAGE, PERSONAL INJURY OR LOSS OF LIFE.**

**BEFORE STARTING YOUR FIREPLACE INSTALLATION, READ THIS INSTALLATION AND OPERATION MANUAL VERY CAREFULLY TO ENSURE YOU UNDERSTAND IT COMPLETELY AND IN ENTIRETY. FAILURE TO FOLLOW THESE INSTRUCTIONS MAY RESULT IN A POSSIBLE ELECTRIC SHOCK, FIRE HAZARD AND/OR INJURY OR PROPERTY DAMAGE AND WILL VOID THE WARRANTY.**

**EXTREME CAUTION IS NECESSARY WHEN ANY HEATER IS USED BY OR NEAR CHILDREN OR INVALIDS AND WHENEVER THE HEATER IS LEFT OPERATING AND UNATTENDED.**

**ELECTRIC FIREPLACES INSERTS AND FREE STANDING ELECTRIC FIREPLACES HEATERS RATED AT 1500W/ 5000 BTU**



P901042-00

## IMPORTANT SAFETY AND WARNING INFORMATION

**READ THIS MANUAL IN ITS ENTIRETY AND UNDERSTAND THESE RULES TO FOLLOW FOR SAFETY.**

### WARNING

If the information in this manual is not followed exactly, an electrical shock or fire may result causing property damage, personal injury or loss of life.

### IMPORTANT

Before starting your fireplace installation, read this installation and operation manual very carefully to ensure you understand it completely and in entirety. Failure to follow these instructions may result in a possible electric shock, fire hazard and/or injury or property damage and will void the warranty.

### CAUTION

Extreme caution is necessary when any heater is used by or near children or invalids and whenever the heater is left operating and unattended.

### IMPORTANT

These fireplaces are designed as supplemental heaters. Therefore, it is advisable to have an alternate heat source when installed in a dwelling.

### IMPORTANT

**Cold climate installation recommendation:** when installing this fireplace against a non-insulated exterior wall or chase, it is mandatory that the outer walls be insulated to conform to applicable insulation codes.

### WARNING

This product can expose you to chemicals including Carbon Black, which is known to the State of California to cause cancer, and Bisphenol A (BPA), which is known to the State of California to cause birth defects or other reproductive harm. For more information go to [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov)

### WARNING

To prevent contact with sagging or loose insulation, the appliance must not be installed against vapor barriers or exposed insulation. Localized overheating could occur and a fire could result. Insulation and a vapor barrier should be placed a minimum of 2 inches from the appliance.

TO PREVENT A POSSIBLE FIRE, DO NOT BLOCK AIR INTAKES OR EXHAUSTS IN ANY WAY. DO NOT USE NEAR SOFT SURFACES, LIKE A PILLOW, WHERE OPENINGS MAY BECOME BLOCKED.

THIS APPLIANCE MAY BECOME HOT WHEN IN USE. TO AVOID BURNS, DO NOT LET BARE SKIN TOUCH HOT SURFACES. KEEP COMBUSTIBLE MATERIALS, SUCH AS FURNITURE, PILLOWS, BEDDING, PAPERS, CLOTHES AND CURTAINS AT LEAST 3 FEET (1 METER) FROM THE FRONT OF THIS APPLIANCE.

DO NOT OPERATE ANY HEATER WITH DAMAGED WIRING OR CONNECTORS, OR AFTER THE APPLIANCE MALFUNCTIONS, OR IF IT HAS BEEN DROPPED OR DAMAGED IN ANY WAY.

ANY REPAIRS TO THIS FIREPLACE SHOULD BE PERFORMED BY A QUALIFIED SERVICE TECHNICIAN.

UNDER NO CIRCUMSTANCES SHOULD THIS FIREPLACE BE MODIFIED. PARTS HAVING TO BE REMOVED FOR SERVICING MUST BE REPLACED PRIOR TO OPERATING THE FIREPLACE AGAIN.

DO NOT USE THIS APPLIANCE OUTDOORS. DO NOT EXPOSE FIREPLACE TO THE ELEMENTS (SUCH AS RAIN, ETC.).

THIS APPLIANCE IS NOT INTENDED FOR USE IN BATHROOMS, LAUNDRY AREAS OR SIMILAR INDOOR LOCATIONS. NEVER LOCATE THIS APPLIANCE WHERE IT COULD FALL INTO A BATHTUB OR OTHER WATER CONTAINER.

DO NOT RUN ELECTRICAL WIRING OR POWER CORD UNDER CARPETING. OR COVER WITH THROW RUGS, RUNNERS OR SIMILAR MATERIALS.

FOR 120 VAC POWER CORD AVOID THE USE OF AN EXTENSION CORD BECAUSE THE EXTENSION CORD MAY OVERHEAT AND CAUSE A RISK OF FIRE. HOWEVER, IF YOU HAVE TO USE AN EXTENSION CORD, THE CORD SHALL BE NO. 14 AWG MINIMUM SIZE AND RATED NOT LESS THAN 1800 WATTS, 15 AMPS. THE EXTENSION CORD MUST BE A THREE CONDUCTOR SHEATH CABLE WITH GROUNDING TYPE PLUG AND CORD CONNECTION.

THIS APPLIANCE HAS HOT AND ARCING OR SPARKING PARTS INSIDE. DO NOT USE IT IN AREAS WHERE GASOLINE, PAINT OR FLAMMABLE LIQUIDS ARE USED OR STORED.

THIS FIREPLACE SHOULD NOT BE USED AS A DRYING RACK FOR CLOTHING, NOR SHOULD CHRISTMAS STOCKINGS OR OTHER DECORATIONS BE HUNG NEAR IT.

USE THIS APPLIANCE ONLY AS DESCRIBED IN THIS MANUAL. ANY OTHER USE IS NOT RECOMMENDED BY THE MANUFACTURER AND MAY CAUSE A FIRE, ELECTRIC SHOCK OR INJURY TO PERSONS.

IF APPLIANCE IS TO BE DISCONNECTED, TURN OFF CONTROLS FIRST.

DO NOT INSERT OR ALLOW FOREIGN OBJECTS TO ENTER ANY VENTILATION OR EXHAUST OPENING, AS THIS MAY CAUSE AN ELECTRIC SHOCK, FIRE, OR DAMAGE TO THE APPLIANCE.

SAVE THESE INSTRUCTIONS.

In selecting this Innovative Hearth Products linear electric fireplace, you have chosen the finest and most dependable fireplace found anywhere. A beautiful and prestigious addition to the finest homes. Welcome to a Family of hundreds of thousands of satisfied IHP Fireplace Owners.

Please read and carefully follow all of the instructions found in this manual. Please pay special attention to the safety instructions provided in this manual. The instructions included here will assure that you have many years of dependable and enjoyable service from your IHP product.

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**Please read and understand these instructions before installing, operating, or servicing this product.**

**PACKAGING LIST**

This assembled Electric Room Heater is packaged with:

- One accessory package located in the firebox, containing;
  1. One Installation and Operation Manual.
  2. One Warranty Certificate (in manual)
  3. One Remote Control.

**Installation must conform to local codes. In the absence of local codes, electrical wiring and grounding must comply with the National Electrical Code ANSI/ NFPA 70 - latest edition. In Canada, the current CSA C22-1 Canadian Electrical Code - latest edition.**

**INTRODUCTION**

**This Electric Fireplace is designed for residential applications to be wall mounted or framed in as a fireplace.**

**This appliance has been tested in accordance with UL 2021 and CSA C22.2 No. 46-M198 standards for fixed and location dedicated electric room heaters.**

**GENERAL INFORMATION**

**Power Supply Wire Specifications**

**120 Volt, 60 Hz, 1500 Watts:**  
 Power is supplied to the fireplace through a 120Volt, 60Hz receptacle located within reach of the power cord provided with the fireplace. If the heater option it to be used we suggest that a separate circuit with breaker be used. See **Table 1**.

**TOOLS AND BUILDING SUPPLIES NORMALLY REQUIRED**

- |                         |                           |
|-------------------------|---------------------------|
| <b>TOOLS:</b>           | <b>BUILDING SUPPLIES:</b> |
| Phillips Screwdriver    | Framing Materials         |
| Hammer                  | Wall Finishing Materials  |
| Saw And/or Saber Saw    |                           |
| Level                   |                           |
| Measuring Tape          |                           |
| Plumb Line              |                           |
| Electric Drill And Bits |                           |
| Pliers                  |                           |
| Square                  |                           |
| Gloves                  |                           |

**IMPORTANT NOTE: This fireplace system is not difficult to install. However, in the interest of safety, it is recommended that the installer be a qualified or certified "tradesman" familiar with commonly accepted fireplace installation and safety techniques as well as prevailing local codes.**

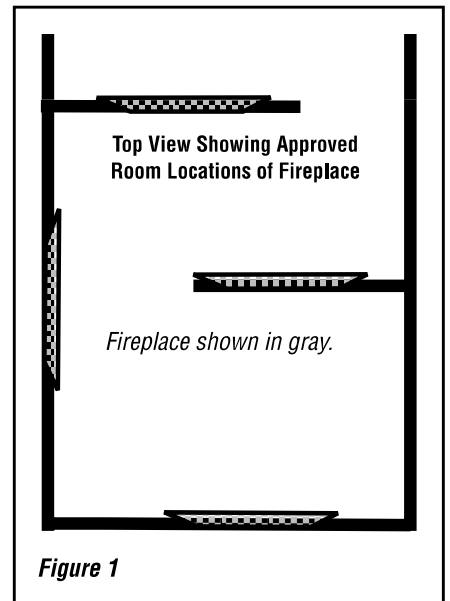
Power Supply Wire Gage		
Voltage	Wire Gage	Fuse
120 V	14 GA.	15 AMP

*Table 1*

**LOCATING YOUR PRO SERIES ELECTRIC FIREPLACE**

Your new fireplace may be installed into a recessed wall (see **Figure 1**).

When choosing a location for your new fireplace, ensure that the general instructions are followed. Also, for the best effect, install the fireplace out of direct sunlight and away from overhead lighting. See **Figure 1**.



*Figure 1*

**⚠ WARNING**

**The minimum recommended safe distance from the fireplace to adjacent walls and furnishings is 15-3/4" (600mm).**

## FRAMING SPECIFICATIONS

### RECESSED INSTALLATION

The Electric Fireplaces listed in this manual accept installation as a recessed appliance for a more finished appearance.

### RECESSED FRAMING OPTION

These Electric Fireplaces offer a recessed installation (see **Figure 3 and 4**) that gives the fireplace a more distinguished appearance.

For secure installation, remove front glass, there are 4 oblong installation holes on both sides in the upper and lower corners of the firebox. Use the wood screws to mount and secure the firebox to the wood frame.

Recessed framing places the front glass on the unit nearly flush with the wall. With this option, the fireplace will be more permanently affixed in its desired position in the home for a more dramatic presentation.

**NOTE:** The design of the front trim is to cover up the dry wall gap after the installation of the fireplace. The fireplace will be push in until the front trim reaches the dry wall surface.

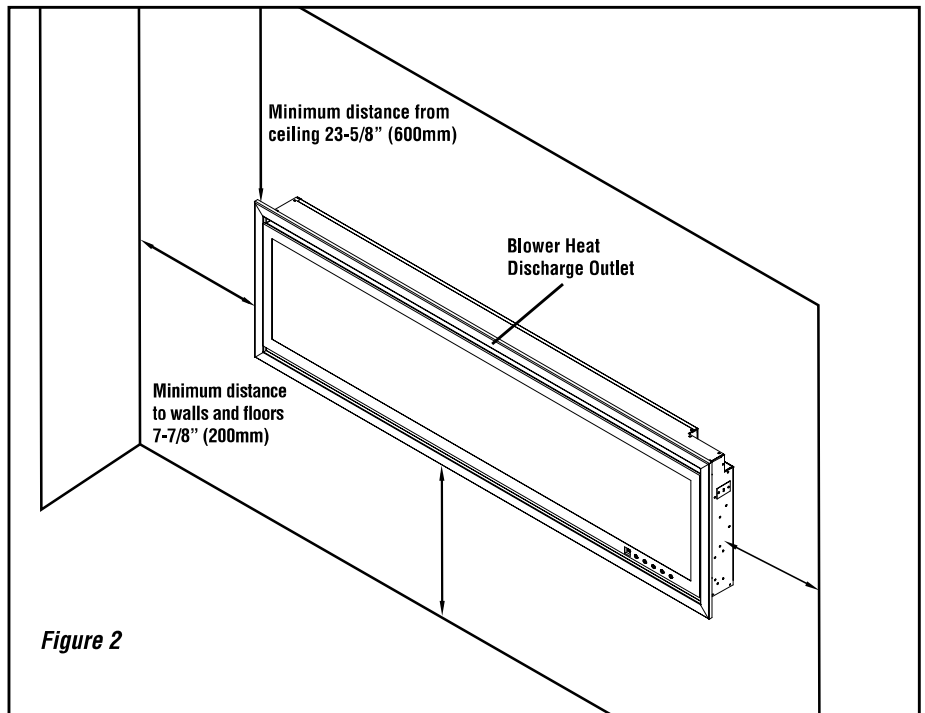


Figure 2

MODEL	A - Height	B - Width	C - Depth
45"	16-1/2"	48"	5-1/8"
55"	16-1/2"	58"	5-1/8"
60"	16-1/2"	63"	6-1/2"
72"	16-1/2"	75"	6-1/2"
84"	16-1/2"	87"	6-1/2"
100"	16-1/2"	103"	6-1/2"

Table 2 - Recessed Framing Dimensions (corresponds to Figures 3 and 4)

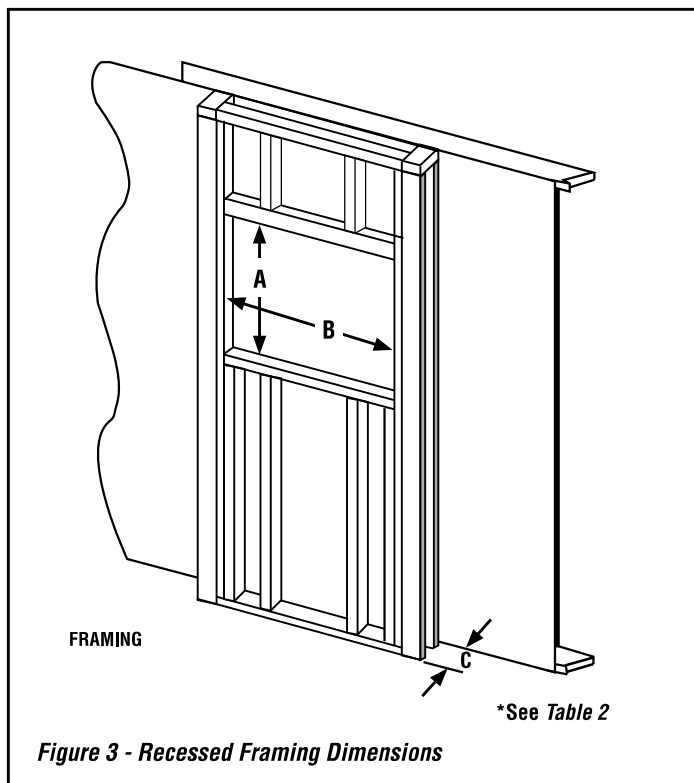


Figure 3 - Recessed Framing Dimensions

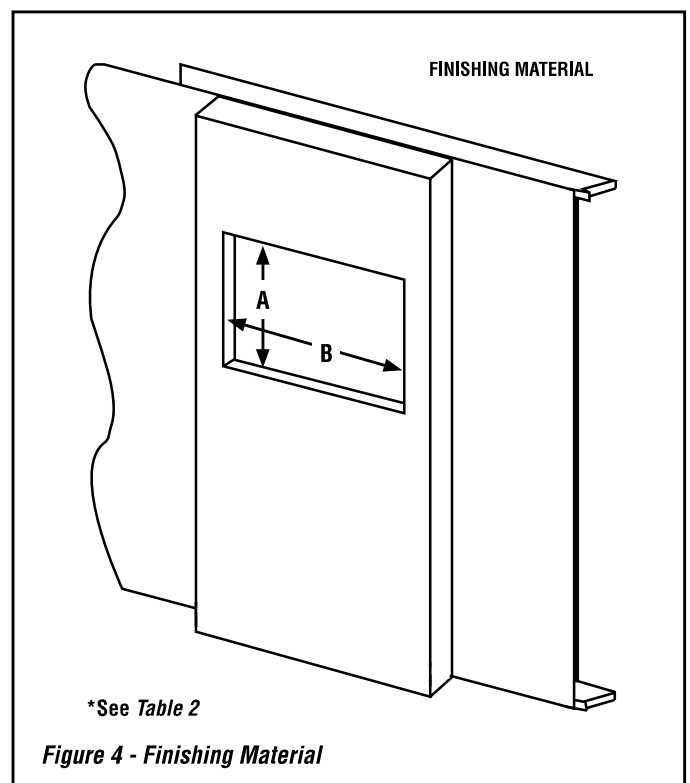


Figure 4 - Finishing Material

## FIREPLACE SPECIFICATIONS

### 45" Models:

Description: 45" Electric Fireplace Insert, 5000 BTU  
 Shipping Weight: 51 lbs. (23 kgs)  
 Appliance Weight: 43 lbs (19.5 kgs)  
 Packaging:  
     7.9 cu. ft.  
 Power Requirements:  
     (120 Volt, 60 Hz.)  
         Rated Wattage - 1600 Watts  
         Amperage - 13.33 Amps  
 Blower CFM: 83 CFM  
 (120 V): 5,461 BTU/HR

### 55" Models:

Description: 55" Electric Fireplace Insert, 5000 BTU  
 Shipping Weight: 62 lbs. (28 kgs)  
 Appliance Weight: 53 lbs (24 kgs)  
 Packaging:  
     9.2 cu. ft.  
 Power Requirements:  
     (120 Volt, 60 Hz.)  
         Rated Wattage - 1600 Watts  
         Amperage - 13.33 Amps  
 Blower CFM: 83 CFM  
 (120 V): 5,461 BTU/HR

### 60" Models:

Description: 60" Electric Fireplace Insert, 5000 BTU  
 Shipping Weight: 99 lbs. (45 kgs)  
 Appliance Weight: 75 lbs (34 kgs)  
 Packaging:  
     7.2 cu. ft.  
 Power Requirements:  
     (120 Volt, 60 Hz.)  
         Rated Wattage - 1600 Watts  
         Amperage - 13.33 Amps  
 Blower CFM: 83 CFM  
 (120 V): 5,461 BTU/HR

### 72" Models:

Description: 72" Electric Fireplace Insert, 5000 BTU  
 Shipping Weight: 121 lbs. (55 kgs)  
 Appliance Weight: 90 lbs (41 kgs)  
 Packaging:  
     8.5 cu. ft.  
 Power Requirements:  
     (120 Volt, 60 Hz.)  
         Rated Wattage - 1600 Watts  
         Amperage - 13.33 Amps  
 Blower CFM: 83 CFM  
 (120 V): 5,461 BTU/HR

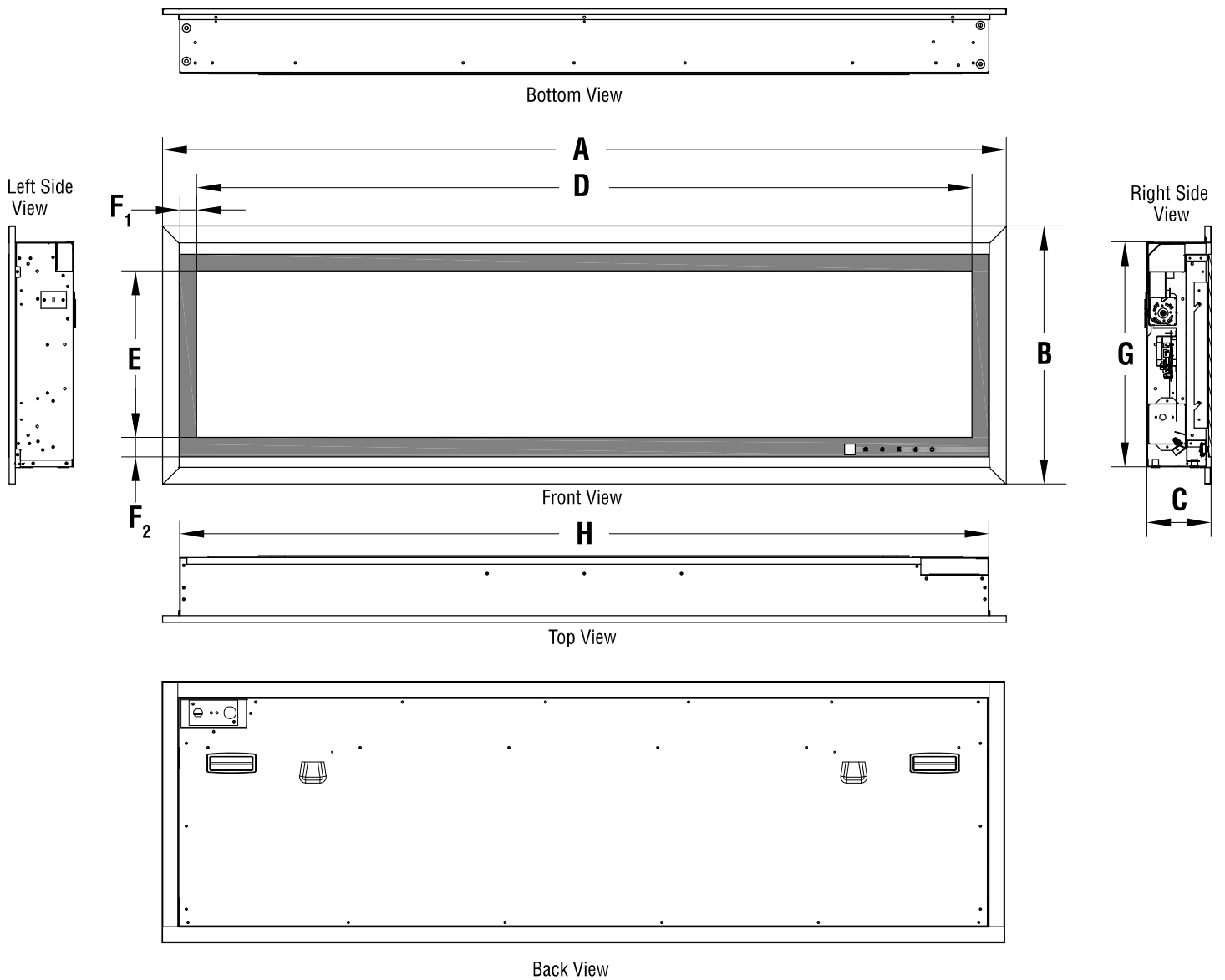
### 84" Models:

Description: 84" Electric Fireplace Insert, 5000 BTU  
 Shipping Weight: 137 lbs. (62 kgs)  
 Appliance Weight: 105 lbs (47.5 kgs)  
 Packaging:  
     9.7 cu. ft.  
 Power Requirements:  
     (120 Volt, 60 Hz.)  
         Rated Wattage - 1600 Watts  
         Amperage - 13.33 Amps  
 Blower CFM: 83 CFM  
 (120 V): 5,461 BTU/HR

### 100" Models:

Description: 100" Electric Fireplace Insert, 5000 BTU  
 Shipping Weight: 162 lbs. (73.5 kgs)  
 Appliance Weight: 124 lbs (56 kgs)  
 Packaging:  
     11.3 cu. ft.  
 Power Requirements:  
     (120 Volt, 60 Hz.)  
         Rated Wattage - 1600 Watts  
         Amperage - 13.33 Amps  
 Blower CFM: 83 CFM  
 (120 V): 5,461 BTU/HR

## LINEAR ELECTRIC FIREPLACE DIMENSIONS



**NOTE:** The 55" Model is Shown Above. Proportions for the other models may differ but the dimensions below are accurate.

inches									
PRODUCT DIMENSION									
Models	A	B	C	D	E	F <sub>1</sub>	F <sub>2</sub>	G	H
45"	49-7/8	18-3/8	4-5/8	45	11-7/8	1-1/4	1-3/8	16	47-1/2
55"	59-7/8	18-3/8	4-5/8	55	11-7/8	1-1/4	1-3/8	16	57-1/2
60"	64-7/8	18-3/8	6	60	11-7/8	1-1/4	1-3/8	16	62-1/2
72"	76-7/8	18-3/8	6	72	11-7/8	1-1/4	1-3/8	16	74-1/2
84"	88-7/8	18-3/8	6	84	11-7/8	1-1/4	1-3/8	16	86-1/2
100"	104-7/8	18-3/8	6	100	11-7/8	1-1/4	1-3/8	16	102-1/2

**Figure 5**

## MINIMUM CLEARANCES TO COMBUSTIBLES

This appliance is an electric fireplace designed to be framed in with combustible materials (up to the edge of the appliance).

Fireplace Clearances		
	WALL	RECESS
Sides	7-7/8" (200mm)	0" (0mm)
Floor	7-7/8" (200mm)	0" (0mm)
Top	23-5/8" (600mm)	0" (0mm)
Rear	0" (0mm)	0" (0mm)

*Table 3*

**Mantel Clearance:** Combustible and Non-combustible mantels may be installed above the top of the face of fireplace.

Minimum clearance requirements include any projections such as shelves, window sills, mantels, etc. above the fireplace.

## PRE-INSTALLATION

### Before You Start

Check appliance for any concealed damage.

## DETAILED INSTALLATION STEPS

### RECESSED WALL INSTALLATION

1. Do not connect the appliance until properly fixed to the wall and the instruction manual is read fully.
2. **Two people are recommended for installation of this electric fireplace heater.**
3. Peel off the removable label and the protective sheet attached to the front tempered glass.
4. To place the decorative crystals/wood logs media follow the steps as given below.

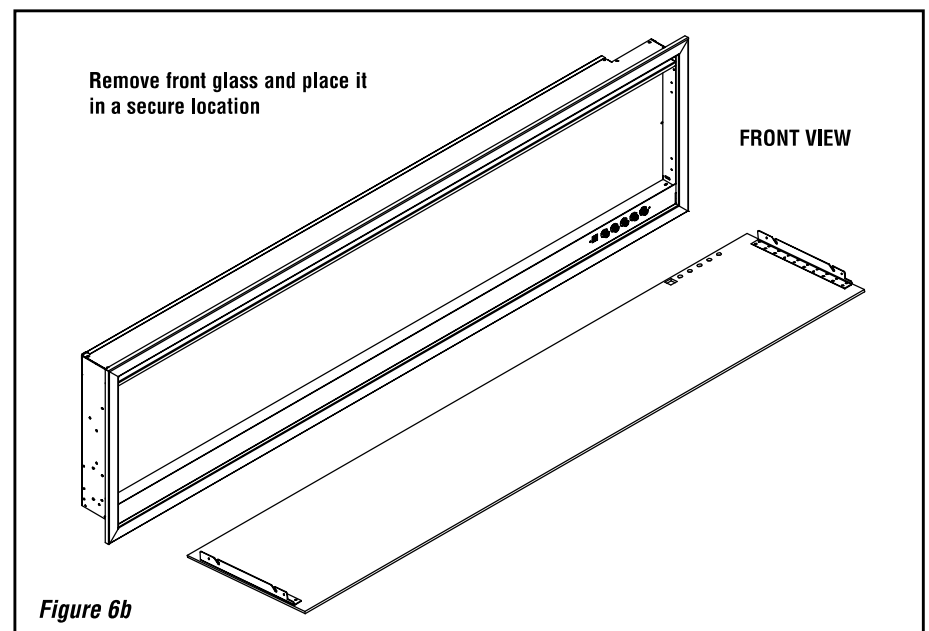
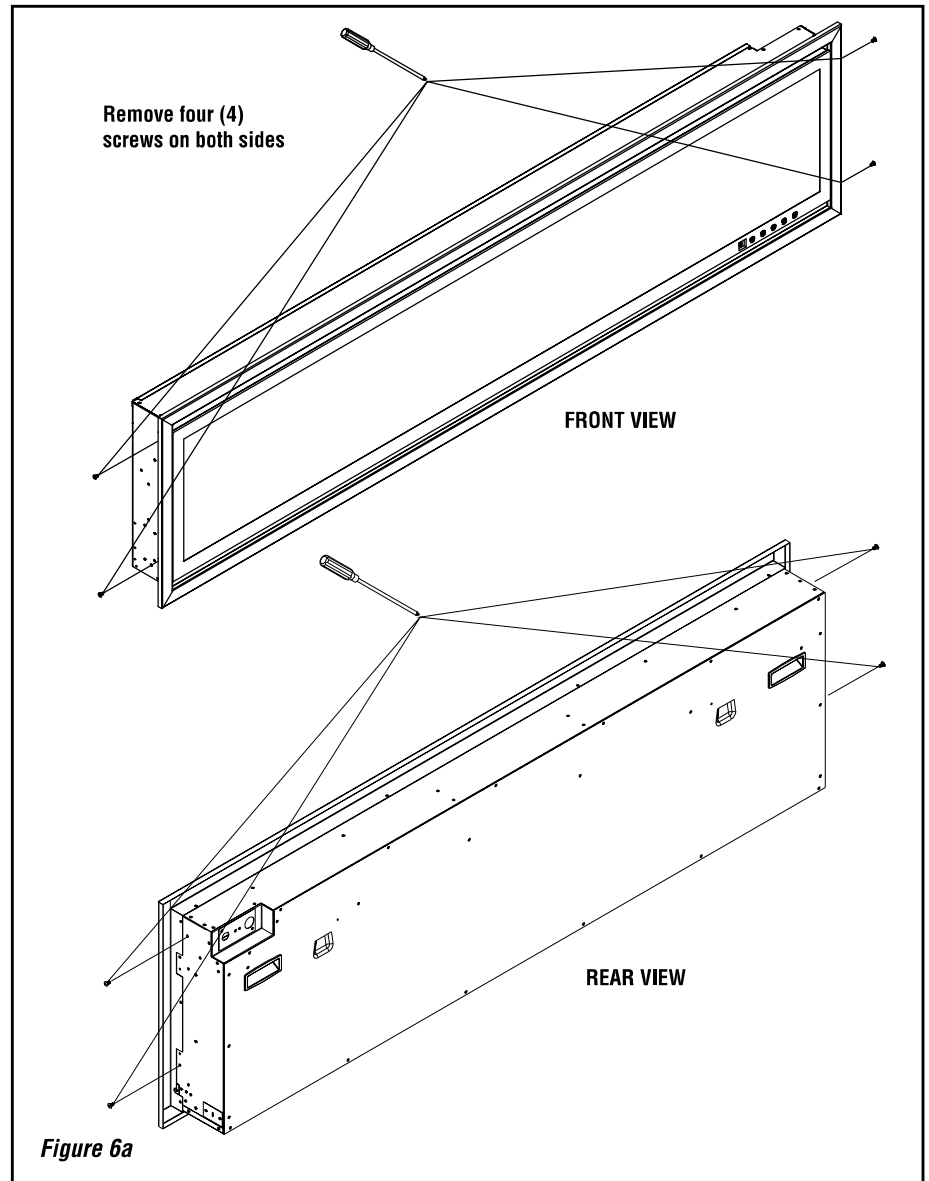
**NOTE:** 45" and 55" models use decorative crystals only.

- a. To place the crystals/wood logs, the front glass is required to be removed from the heater panel body. Remove four (4) screws on both sides (**Figure 6a**). Lift up and remove front glass out from the heater body, and place it in a secure location (**Figure 6b**).

**NOTE:** This is done at the initial installation only. Discard the screws removed.

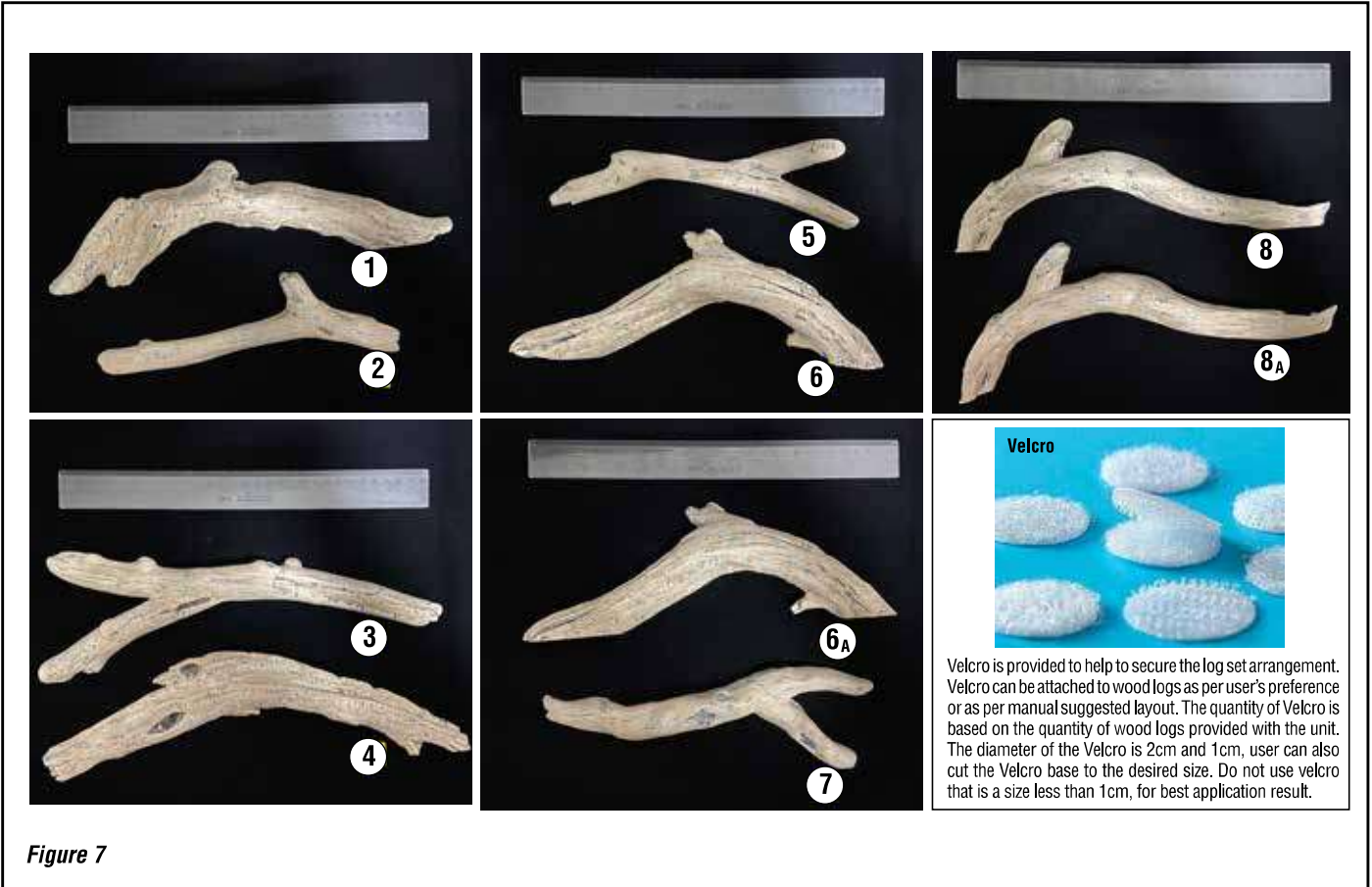
continued on **Page 8**

## FRONT GLASS REMOVAL



6. Place the crystals along the light unit in an even layer bed.
7. Place the logs along the light unit and over the crystals layer bed (see **Figure 7** and **Tables 4a and 4b**).
8. Place the front glass back; the front glass can be hooked on the hangers (**Tables 4a and 4b, Page 7**). Make sure the glass is secured before continuing with the installation.

**NOTE:** Repeat this step every time you replace the crystals/log media.



**Figure 7**

Log Quantities											Total # of logs per unit
Models	# 1	# 2	# 3	# 4	# 5	# 6	# 6A	# 7	# 8	# 8A	
60"	1	1	1	2	1	1					7
72"	1	1	1	2	1	1		1	1		9
84"	2	2	1	2	2	1			1		11
100"	2	2	2	2	1	1	1	1		1	13

**Table 4a**

Log Layout - From Left to Right													
60"	#4	#3	#2	#1	#5	#4	#6						
72"	#8	#4	#3	#2	#1	#5	#4	#6	#7				
84"	#8	#5	#4	#3	#2	#1	#5	#4	#6	#2	#1		
100"	#8A	#6A	#2	#4	#3	#2	#1	#5	#4	#7	#6	#3	#1

**Table 4b**



## ELECTRICAL CONNECTIONS FOR RECESSED FRAMING

### **⚠ WARNING**

**Electrical wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electrical shock and injury to individuals.**

### **⚠ IMPORTANT**

**Any electrical re-wiring of this appliance must be done by a qualified electrician.**

1. Complete the framing opening to the dimensions specified in **Figure 3**. Ensure that the fireplace is in the off position (see **Figure 9**).
2. **WIRE A DEDICATED**, properly fused circuit with an Amp rating for the appropriate voltage (120 V - 15 Amps). A dedicated circuit is required to prevent overloading a house circuit in cases of having multiple appliances on the same circuit. Use an outlet that is protected by a ground fault circuit interrupter where required by electrical code.
3. Prepare the connections to power receptacle:

**120 Volt Connections** - Locate the power cord on the left side of the unit and connect it to the outlet installed during the framing. Verify that the power to the receptacle is off.

**Hard wired installation:**

Ensure that there is a minimum of 8" of the service cable for connection to the junction box on the fireplace.

- Loosen two screws to remove the junction box cover plate.
- Disconnect and remove the 120 Volt power cord from the fireplace wires.
- Position the fireplace into the framed-in opening.
- Attach the wiring to the wire connector. Please make sure the live wire (Black) goes into the "L", the neutral wire (White) goes into the "N" and the ground wire (Green) goes into the "G". See **Figure 8**.
- Complete the wiring to the fireplace as shown on **Page 22**.

4. Perform a function test. See *Remote Control Operation* on **Page 11**.

### RECESSED INSTALLATION

Use the following detailed instructions for recessed installation.

Installing the fireplace is a two person job.

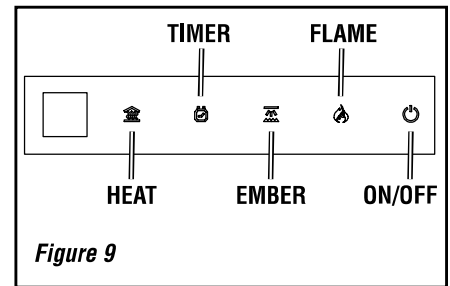
1. Prepare the wall recess and electrical receptacle as seen in **Figure 3, Page 4**. It may be necessary to shim the wall bracket to the wall forming the rear of the recess to meet the minimum distance from the bracket to the appliance (see **Figure 9**).

2. **IMPORTANT:** Shut off the breaker leading to the appliance.
3. Follow the wiring details located on **Page 22**.
4. **Flip the master power switch to the "ON" position.**
5. Turn the breaker supporting the fireplace back on.
6. Use the supplied remote control to operate the fireplace.

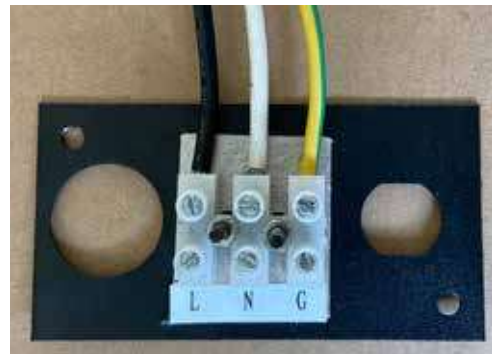
**NOTE: Ensure the circuit breakers for the power supply are turned on.**

This appliance can be activated by using the touch panel control (see **Figure 9**) or by using the remote control when the unit power switch is already in the "ON" position.

The manual touch panel controls with LED display are located at the lower right corner of the fireplace (see **Figure 9**).



**Figure 9**



**Figure 8 - Wiring**

## MAINTENANCE

This appliance has been designed to provide many years of trouble-free service. The components that will need to be serviced have been kept to a minimum. Periodic dusting of the fireplace is all that should be required.

### CAUTION

Handle glass very carefully to prevent accidental breakage.

### CAUTION

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

### WARNING

When cleaning the fireplace, the fireplace must be cool.

## CLEANING THE GLASS ENCLOSURE PANEL

Over time the front glass panel may become dirty or dusty. Dust can be removed by lightly rubbing the glass surface with a clean, lint free cloth or paper towel. To remove fingerprints or other marks, use a damp cloth with a good quality household glass cleaner. The front glass panel should be completely dried with a clean, lint free cloth or paper towel.

### CAUTION

Do not use abrasive cleaners on the glass panel. Do not spray liquids directly onto any surface of the fireplace.

### WARNING

An authorized service representative should perform any other servicing.

## OPERATION

*NOTE: See operation on Pages 10 to 15.*

### SAFETY CUT-OFF

- This appliance is fitted with a safety cut-off which will operate if the heater overheats (eg. due to blocked air vents). For safety reasons, the heater will NOT automatically reset.
- To reset the appliance, disconnect the appliance from the mains supply for at least 30 minutes. Reconnect the supply to the main switch on the appliance.

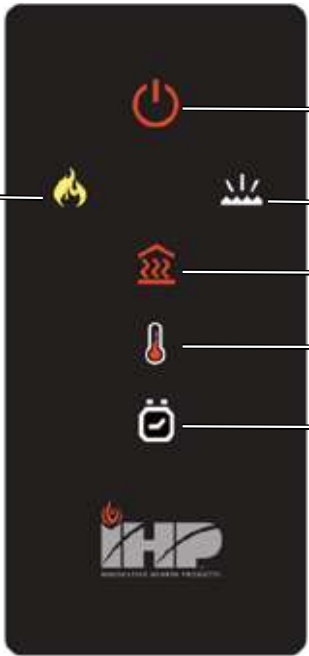






### WARNING

Do not use this fireplace if any part of it has been underwater. Immediately call a qualified service technician to inspect the fireplace and replace any part of the electrical system which has been under water.

### BREAK-IN PERIOD:

During the first few initial uses of this heater, there may be a release of a slight, harmless odor. This odor is a normal occurrence caused by the initial heating of the internal heating elements and should not reoccur.

**REMOTE CONTROL OPERATION:  
MODELS 45" AND 55" FIREPLACES**

REMOTE CONTROL	ICON NO.	REMOTE AND TOUCH PANEL ICON	MAIN FUNCTION	OPTIONS
 <p>When using the remote control, the power on/off switch on the lower right side of the unit must be in the "ON" position.</p>	1		Main Power	Power On/ Off
	2		Flame adjusting	4 levels of flame brightness include flame off
	3		Ember bed adjusting	9 options with different color setting operations include ember off
	4		Heater function	3 setting for heater operation, 750W/1500W/ OFF; heater safe lock feature built in
	5		Temperature setting	Switch from C/F setting, and set for desired room temperature (temperature showing on product, 7 levels)
	6		Timer setting	Choose from 30 min. up to 8 hour setting for product operation (Timing digits shows on product)

**REMOTE CONTROL MODEL NO. R80**

**⚠ CAUTIONS**


- Do Not Use Old Batteries With New Ones.
- Do Not Use Batteries Other Than The Type Specified (2 Ea. AA).
- Ensure Batteries Are Correctly Installed In Remote Control.

This IHP Electric Fireplace is provided with an Infrared light Remote Control. All functions of the fireplace can be controlled through the remote control. **NOTE:** The Effective range of the remote control is up to approximately 26 feet (6 meters).

**REMOTE CONTROL OPERATION STEPS:**


1. Press the "Power" button to turn on the yellow flame (y4), ember bed (E3); LEDs at the brightest level. Indicate "ON" on LED display. The heater is in OFF status. Press again to turn off the fireplace. Indicate "OFF" on LED display. LED display for 5 seconds, then goes off.
 

**NOTE:** If power is not in OFF condition, shutdown by the remote control, then next time turn ON by the remote control, the existing setting will resume to the previous shutdown setting. The heater and timer is OFF. When the flame is ON, the LED display indicates 5 seconds, then goes blanking. Press any key, LED display indicates the previous blanking setting, except the "Power" key.

Icon	Display	Main Power
	ON	Main power on, initial setting with highest flame brightness(y4) and snow white ember bed color(E3), heater off (HO)
	OFF	Main power off, product turn off


**Table 5**

2. Press the "Yellow Flame" button multiple times to cycle through 4 different brightness levels and OFF for the yellow flame LEDs. Indicate (y4-y3-y2-y1-y0).

Icon	Display	Flame
	y4	The highest flame setting
	y3	The 2nd highest flame setting
	y3	The medium level flame setting
	y1	The lowest level flame setting
	y0	Flame off



**Table 6**

- Press the **"Ember Bed"** button multiple times to cycle through the ember bed colors of red, pink, snow white, cool blue, dark blue, green, lake green, all-colors automatic circulation (EE) in 60 seconds and OFF (E0). Indicate (E1-E2-E3-E4-E5-E6-E7-EE-E0).

Icon	Display	Ember Bed Color
	E1	Red
	E2	Pink
	E3	Snow white
	E4	Cool blue
	E5	Dark blue
	E6	Green
	E7	Lake green
	EE	Auto color rotation from E1 to E7 (60 second)
	E0	Ember bed light off



**Table 7**

- Heater current setting (H1 or H2) and will not disappear, until Press the **"Heater"** button, heater ON/LOW/HIGH/OFF. Under 120V, press the button, first press, one group of heating system turns ON (indicate H1 - 750W); second press, two groups of heating system turn ON (indicate H2 - 1500W); third press, both the heating system and the blower are OFF (indicate "H0"). Repeat circulation. Press button for 5 seconds (heater lock/unlock function), the heater and related keys will lock, indicate "LO"; press the key again for 5 seconds, the heater will unlock, indicate "UL". You will hear "beep" sound when press the keys, but can't turn on and no response; if heater is in ON position, press "lock", the heater will turn off, and related temperature keys will lock and not response, only hear "beep" sound when press again. After heater and related keys are locked, the flame and lighting will remain ON and controllable. If we press the key again for 5 seconds, the heater will unlock, and the heater is in OFF position, until user press any heating function. If heater is ON, while flame lighting is OFF, indication will display flame lighting resumed.

Icon	Display	Heater Level
	H1	750w/low level
	H2	1500w/high level
	HO	Heater off
	LO	With Beep sound, the heater feature lock, heater remain off status
	UL	With "beep" sound, the heater feature unlocked, heater back to work normal

**Table 8**

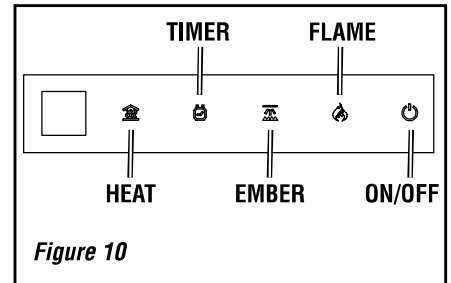
- With the **"Temperature"** key: set the required room temperature, the parameters is pre-set in degrees Celsius 16-19-21-23-25-27-30; Repeat circulation. Press **"Temperature"** key for 5 seconds, hear a "beep" sound once, the indication will display "F" for 3 seconds and disappear, (indicate that Celsius degree has been changed to Fahrenheit degree). Celsius degree is switched to associate Fahrenheit degree; the parameter is set to Fahrenheit degree of 61-66-70-73-77-80-86. Repeat circulation. If press the key again for 5 seconds, hear a "beep" sound once, the indication will display "C" for 3 seconds and disappear, (indicate that Fahrenheit degree has been changed back to Celsius degree) Temperature key only function when the heater is ON.

Icon	Display	Temperature
	16C/61F	
	19C/66F	
	21C/70F	
	23C/73F	
	25C/77F	
	27C/80F	
	30C/86F	
	C/F	With 1 "beep" sound temperature display switch from "Celsius" to "Fahrenheit". With 1 "beep" sound temperature display switch from "Fahrenheit" to "Celsius".


**Table 9**

- Press the **"Timer"** key: set the timer to shut down in: 30 min-1H-2H-3H-4H-5H-6H-7H-8H-OFF timer; LED display indicates 30-1H-2H-3H-4H-5H-6H-7H-8H-00. Repeat circulation.

**OPERATING WITH TOUCH PANEL (WITH LED DISPLAY ON FIREPLACE)**



- Press the **"Power"** button to turn on/off the fireplace; If turn on (indicate "ON"), the yellow flame (y4), ember bed (E3) LEDs at the brightest level. Press again, the heater is in OFF status indicate "OFF", goes off after 5 seconds.
- Press the **"Yellow Flame"** button multiple times to cycle through 4 different brightness levels and OFF for all the flames LED (Yellow and Blue). Indicate (F4-F3-F2-F1-F0).
- Press the **"Heater"** button, first press, one group of heating system turns ON (indicate H1 - 750W); second press, two groups of heating system turn ON (indicate H2 - 1500W); third press, both the heating system and the blower are OFF (indicate H0). Repeat circulation.
- Press the **"Ember Bed"** button multiple times to cycle through the ember bed colors of red, pink, snow white, cool blue, dark blue, green, lake green, all-colors automatic circulation (EE) in 60 seconds and OFF (E0). Indicate (E1-E2-E3-E4-E5-E6-E7-EE-E0).

Icon	Display	Color
	E1	Red
	E2	Pink
	E3	Snow white
	E4	Cool Blue
	E5	Dark blue
	E6	Green
	E7	Lake green
	EE	Auto rotation
	E0	Off

**Table 10**

- Press the **"Timer"** button multiple times to set operating duration to 30 min., 1H, 2H, 3H, 4H, 5H, 6H, 7H, 8H, or OFF. LED display indicates 30-1H-2H-3H-4H-5H-6H-7H-8H-00. Repeat circulation.

**NOTE:** The touch panel buttons will glow when pressed. The light fades in 5 seconds after pressing.

**MULTI-FUNCTIONAL OPERATING WITH REMOTE CONTROL (WITH LED DISPLAY ON FIREPLACE)**

**MODELS 60", 72", 84" & 100" FIREPLACE**

REMOTE CONTROL	ICON NO.	REMOTE AND TOUCH PANEL ICON	MAIN FUNCTION	OPTIONS
	1		Main Power (Power ON/OFF)	Power ON/ OFF
	2		Yellow Flame (Yellow flame setting)	4 levels of flame brightness and flame off. y4-y3-y2-y1-y0
	3		Blue Flame (Blue flame setting)	4 levels of flame brightness and flame off. b4-b3-b2-b1-b0
	4		Flame ON/OFF	Button to turn on/off all flame colors, ember bed, and ceiling light LEDs
	5		Ceiling Light (Ceiling light setting)	4 different brightness levels and OFF for the ceiling light LEDs. Indicate C4-C3-C2-C1-C0
	6		Ember Bed Light (Ember bed light setting)	Multiple times to cycle through the ember bed colors of red, pink, snow white, cool blue, dark blue, green, lake green, all-colors automatic circulation (EE) in 60 seconds and OFF (E0). Indicate E1-E2-E3-E4-E5-E6-E7-EE-E0
	7		Heater Function (Heater Lock & unlock)	Heater ON/HIGH/OFF. Heater LOCK/ UNLOCK 1500W@120V
	8		Low Temperature Heater Setting	750W@120V
	9		High Temperature Heater Setting	1500W@120V
	10		Temperature Setting (Celsius & Fahrenheit interchange)	Celsius 16-19-21-23-25-27-30 Fahrenheit 61-66-70-73-77-80-86
	11		One Button Preset	Preset desired flame effect

When using the remote control, the power on/off switch on the lower right side of the unit must be in the "ON" position.

**REMOTE CONTROL MODEL NO. R301**

**CAUTIONS**

- Do Not Use Old Batteries With New Ones.
- Do Not Use Batteries Other Than The Type Specified (2 Ea. AA).
- Ensure Batteries Are Correctly Installed In Remote Control.


This IHP Electric Fireplace is provided with an Infrared light Remote Control. All functions of the fireplace can be controlled through the remote control. **NOTE:** The Effective range of the remote control is up to approximately 26 feet (8 meters).

**REMOTE CONTROL OPERATION STEPS**

1. Press the "Power" remote button to turn on the yellow flame (y4), ember bed (E3) and ceiling light (C3) white color; LEDs at the brightest level. Indicate "ON" on LED display. The heater is in OFF status. Press again to turn off the fireplace. Indicate "OF" on LED display. LED display for 5 seconds, then goes off.


**NOTE:** If power is not in OFF condition, shutdown by the remote control, then next time turn ON by the remote control, the existing setting will resume to the previous shutdown setting. The heater and timer is OFF. When the flame is ON, the LED display indicates 5 seconds, then goes blanking. Press any key, LED display indicates the previous blanking setting, except the "Power" key.

2. Press the **"Yellow Flame"** button multiple times to cycle through 4 different brightness levels and OFF for the yellow flame LEDs. Indicate (y4-y3-y2-y1-y0).

Icon	Yellow Flame Setting	Display
	4 different brightness levels and OFF	y4
		y3
		y2
		y1
		y0


**Table 11**

3. Press the **"Blue Flame"** button multiple times to cycle through 4 different brightness levels and OFF for the blue flame LEDs. Indicate (b4-b3-b2-b1-b0).

Icon	Blue Flame Setting	Display
	4 different brightness levels and OFF	b4
		b3
		b2
		b1
		b0


**Table 12**

4. Press the **"Flame"** button to turn on all flame colors, ember bed, and ceiling light LEDs (at brightest level). If press off and on again, LED setting will resume to previous setting.
5. Press the **"Ceiling Light"** button multiple times to cycle through 4 different brightness levels and OFF for the ceiling light LEDs. Indicate (C4-C3-C2-C1-C0).

Icon	Ceiling Light Setting	Display
	4 different brightness levels and OFF	C4
		C3
		C2
		C1
		C0


**Table 13**

6. Press the **"Ember Bed"** button multiple times to cycle through the ember bed colors of red, pink, snow white, cool blue, dark blue, green, lake green, all-colors automatic circulation (EE) in 60 seconds and OFF (E0). Indicate (E1-E2-E3-E4-E5-E6-E7-EE-E0).

Icon	Ember Bed Light Setting	Display
	Red	E1
	Pink	E2
	Snow white	E3
	Cool blue	E4
	Dark blue	E5
	Green	E6
	Lake green	E7
	Auto rotation	EE
	Off	E0

**Table 14**


7. Press the **"Heater"** button, heater ON/OFF. First press the heater is ON the heater is working on "HIGH" temperature status two groups of heating system turn ON at 1500W; press again the heater is OFF.

Icon	Heater Function	Display
	Heater ON/HIGH/OFF. 1500W@120V	H2
	Heater LOCK/UNLOCK	LO/UL

**Table 15**


Press button for 5 seconds (heater lock/unlock function), the heater and related keys will lock, indicate "LO"; press the key again for 5 seconds, the heater will unlock, indicate "UL". You will hear "beep" sound when press the keys, but can't turn on and no response; if heater is in ON position, press "lock", the heater will turn off, and related temperature keys will lock and not respond, only hear "beep" sound when press again. After heater and related keys are locked, the flame and lighting will remain ON and controllable. If we press the key again for 5 seconds, the heater will unlock, and the heater is in OFF position, until user press any heating function. If heater is ON, while flame lighting is OFF, indication will display heater current setting (H1 or H2) and will not disappear, until flame lighting resumed.

8. Under 120V, when the heater is in the ON condition, press the **"Low Temperature"** button, one group of heating system will turn ON (indicated by H1 - 750W); press **"High Temperature"** button, and two groups of heating system will turn ON (indicated by H2 - 1500W);

Icon	Heater Setting	Display
	750W@120V	H1
	1500W@120V	H2

**Table 16**

9. **"Temperature"** button: set the required room temperature, the parameters is pre-set in degrees Celsius 16-19-21-23-25-27-30; Repeat circulation. Press "temperature" button for 5 seconds, hear a "beep" sound once, the indication will display "F" for 3 seconds and disappear, (indicate that Celsius degree has been changed to Fahrenheit degree). Celsius degree is switched to associate Fahrenheit degree; the parameter is set to Fahrenheit degree of 61-66-70-73-77-80-86. Repeat circulation. If press the button again for 5 seconds, hear a "beep" sound once, the indication will display "C" for 3 seconds and disappear, (indicate that Fahrenheit degree has been changed back to Celsius degree) Temperature button only function when heater is ON.

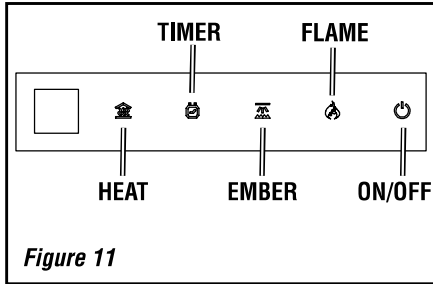
Icon	Temperature Setting	Display
	Celsius	16-19-21-23-25-27-30
	Fahrenheit	61-66-70-73-77-80-86

**Table 17**



10. **"One Button Preset"** button: preset the desired flame effect and one button return to preset stage. Once you manipulate the flame effect as your favorite, press the button for 3 seconds, it memorizes the flame setting. While you want to return to preset stage, press the button for 3 seconds. It only memorizes one storage of flame setting, the new setting will override the previous setting. Indicate "PS".

**Operating with Touch Panel (with LED display on fireplace)**



1. Press the **"Power"** button to turn on/off the fireplace; If turn on (indicate "ON"), the yellow flame (y4), ember bed (E3), and ceiling light (C3) LEDs at the brightest level. Press again, the heater is in OFF status indicate "OF", goes off after 5 seconds.
2. Press the **"Heater"** button, first press, one group of heating system turns ON (indicate H1 - 750W); second press, two groups of heating system turn ON (indicate H2 - 1500W); third press, both the heating system and the blower are OFF (indicate H0). Repeat circulation.

Icon	Heater Setting	Display
	750W@120V 1500W@120V	H1
		H2
		H0

**Table 18**

3. Press the **"Flame"** button multiple times to cycle through 4 different brightness levels and OFF for all the flames LED (Yellow and Blue). Indicate (F4-F3-F2-F1-F0). ok.

Icon	Flame Setting	Display
	Yellow and Blue	F4
		F3
		F2
		F1
		F0

**Table 19**

4. Press the **"Ember Bed"** button multiple times to cycle through the ember bed colors of red, pink, snow white, cool blue, dark blue, green, lake green, all-colors automatic circulation (EE) in 60 seconds and OFF (E0). Indicate (E1-E2-E3-E4-E5-E6-E7-EE-E0). Ceiling light stays on C2 brightness.

Icon	Ember Bed & Ceiling Light Setting	Display
	Red	E1 + C2
	Pink	E2 + C2
	Snow white	E3 + C2
	Cool blue	E4 + C2
	Dark blue	E5 + C2
	Green	E6 + C2
	Lake green	E7 + C2
	Auto rotation	EE + C2
	Off	E0 + C2

**Table 20**

5. Press the **"Timer"** button multiple times to set operating duration to 30 min, 1H, 2H, 3H, 4H, 5H, 6H, 7H, 8H, or OFF. LED display indicates 30-1H-2H-3H-4H-5H-6H-7H-8H-00. Repeat circulation.  
**NOTE:** The touch panel buttons will glow when pressed. The light fades in 5 seconds after pressing.

Icon	Timer Setting	Display
	Duration to 30 min, 1h, 2h, 3h, 4h, 5h, 6h, 7h, 8h	30 OR 1H - 8H

**Table 21**

## TROUBLESHOOTING FOR ALL MODELS

Symptom	Possible Causes	Corrective Action
1. Abnormal Noise	From heater assembly (item 13)	Blower assembly has defect that cause noise during high speed rotation. Replace the whole heater assembly
	From flame assembly (item 14) a) Repeating clicking sound during flame operation b) Scratching noise during flame operation	Flicker rod curved when hitting/rubbing the flame wall and back wall during rotation that cause the noise.  If flicker rod is slightly curved, pull out the flame board/flame pattern (which is thin metal) to adjust the depth between and the flame board.
	Noise from flame assembly motor.	Lack of lubricant or defect. Replace the motor.
	Internal wiring is loose and fall in between the flicker rod and the back wall that cause the friction noise.	Re-wire and fix the wiring to prevent the wiring from falling.
2. Heater not blowing.	Motor from heater assembly	If motor is not working, the blower doesn't rotate, it will cause the heater overheated. Turn off and unplug the fireplace. Replace the whole heater assembly.
3. Flame not rotating (e.g. Flame is not moving smoothly or stop moving).	Motor from flame system	The flame LED is ON, but not rotating. Replace the motor on the flame.
4. Dim or no flame / Ember bed / Ceiling light is not glowing or dimming.	Flame LED's are burnt out or loose wire	Inspect the LED's and replace them if necessary
	Ember bed LED's are burnt out or loose wire	Inspect the LED's and replace them if necessary
	Ceiling Light LED's are burnt out or loose wire	Inspect the LED's and replace them if necessary
	Main circuit board burnt out or loose wire	Inspect the Main circuit board and replace if necessary
5. No warm air coming out of appliance	Room temperature is higher than the appliance setting (if it is set to room temperature)	Reset temperature setting
	Heater is locked out	Unlock heater. See operation section
	Heater is burnt out	Inspect the heater assembly and replace it if necessary
6. Appliance turns off and will not turn on	Appliance has overheated and safety thermal switch has tripped	Unplug power cord and allow appliance to cool for 15 minutes, then plug in the power cord and turn the power ON
	House circuit breaker has tripped	Reset house circuit breaker
7. Appliance will not switch on when the Power button is turned ON	Appliance is not plugged into an electrical outlet or the hard wire connections are not correct (if applicable)	Check plug and plug it into a 120V outlet. Check the hard wire connections (if applicable)
	Appliance has overheated and safety thermal switch has tripped	Unplug power cord and allow appliance to cool for 15 minutes, then plug in the power cord and turn the power ON
	Circuit board is burnt out	Inspect the circuit board and replace it if necessary
8. Remote control does not work	Low battery	Replace batteries in remote control
9. Heater shuts off automatically	Room is too warm	The heater has a built-in thermostat so it will shut off automatically once the pre-set temperature is reached. It will also turn on automatically if the room temperature drops below the pre-set temperature.
10. Touch panel/ Remote Control do not work	The front glass has moved or is not secured properly	Unplug the appliance, if the appliance is recessed into the wall, shut off house circuit breaker. Ensure the front glass is in the correct position and is sitting flat to the appliance touch panel. After 10 seconds, plug in or turn on the appliance to reset it.

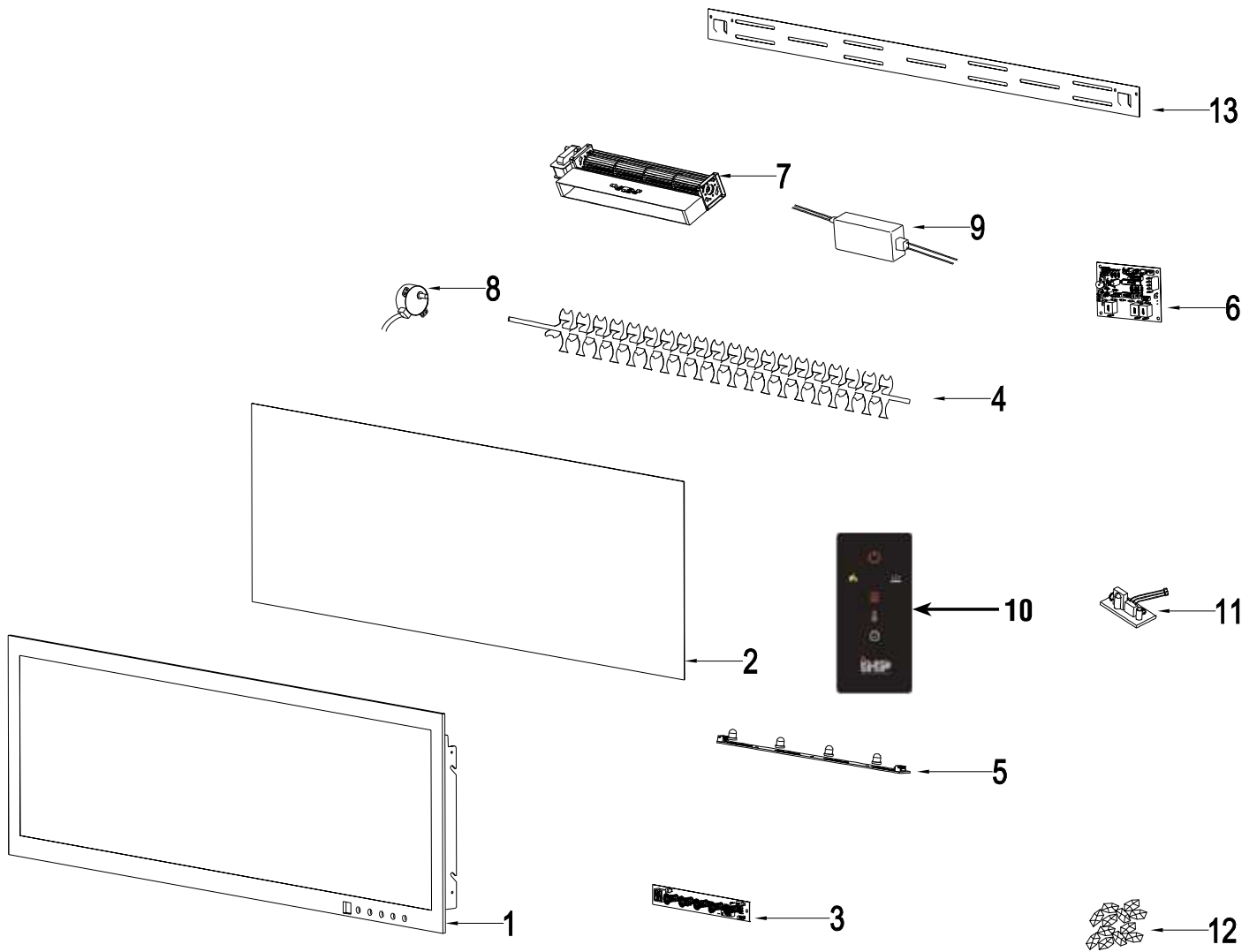




## REPLACEMENT PARTS - 45" AND 55" MODELS

### EXPLODED DIAGRAM WITH AVAILABLE REPLACEMENT PARTS

Product Reference Information		
Cat. #	Models	Description
F4443	Sentry 45, ERL2045	45" Electric Fireplace, 5000 BTU
F4444	Sentry 55, ERL2055	55" Electric Fireplace, 5000 BTU



**EXPLODED DIAGRAM KEY AND AVAILABLE REPLACEMENT PARTS - 45" AND 55" MODELS**

ITEM NO.	DESCRIPTION	45"		55"	
		Cat. No.	QTY	Cat. No.	QTY
1	Front Glass, FG45 & FG55	F4555	1	F4556	1
2	PP Mirror Glass, PP45 & PP55	F4567	1	F4568	1
3	Control Circuit Board RA8-1M	F4570	1	F4570	1
4	Reflective brush, RB45 & RB55	F4572	1	F4573	1
5	Flame LED circuit board, LED4-M23	F4672	4	F4672	5
6	Circuit Board (Main), LRC27S	F4562	1	F4562	1
7	Blower Fan With Electrical Heater, 1500W, FRT30-306	F4560	1	F4560	1
8	Flame Motor 120v/10/12rpm	F4550	1	F4550	1
9	Power Adaptor XY60S-1205000Q-UF	F4577	1	F4577	1
10	Remote control R403	F4673	1	F4673	1
11	Remote control Receiver (receiver only) 301506	F4674	1	F4674	1
12	Crystal 1 lb. bag 540g	F4552	1	F4552	1
13	Mounting Bracket, 3184021 and 324013	F4676	1	F4677	1

*NOTE: If touch-up paint is needed, use Rust-oleum®, Painter's Touch, Flat Black (part number 1976) available at most stores which sell aerosol touch-up paint.*

**⚠ WARNING**

**Failure to position the parts in accordance with these diagrams or failure to use only parts specifically approved with this appliance may result in property damage or personal injury.**

**⚠ AVERTISSEMENT**

**Risque de dommages ou de blessures si les pièces ne sont pas installées conformément à ces schémas et ou si des pièces autres que celles spécifiquement approuvées avec cet appareil sont utilisées.**

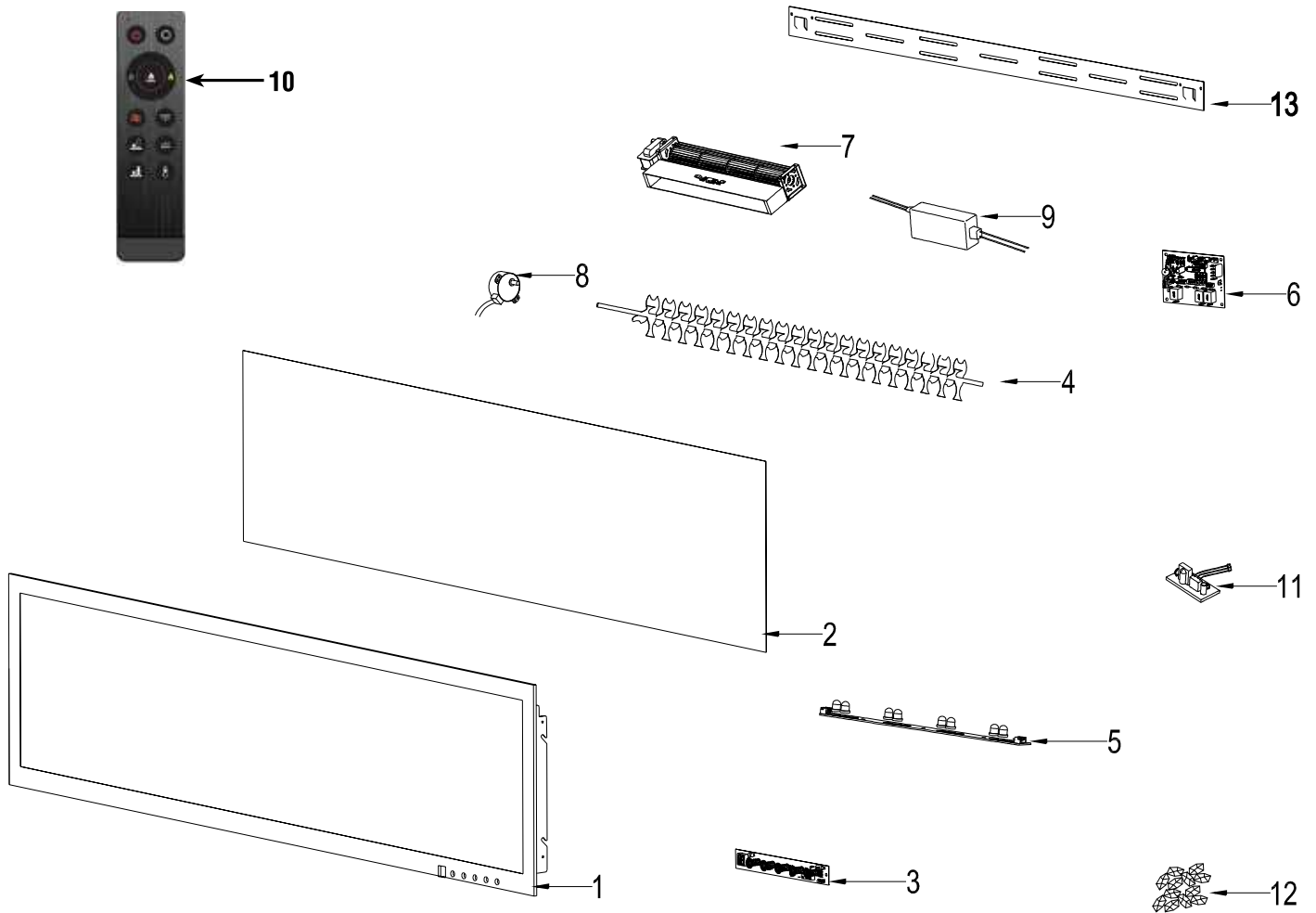
**⚠ WARNING**

**Never use substitute materials. Use of non-approved parts can result in poor performance and safety hazards.**

## REPLACEMENT PARTS - 60", 72", 84" AND 100" MODELS

### EXPLODED DIAGRAM WITH AVAILABLE REPLACEMENT PARTS

Product Reference Information		
Cat. #	Models	Description
F4445	Plexus 60, ERL3060	60" Electric Fireplace, 5000 BTU
F4446	Plexus 72, ERL3072	72" Electric Fireplace, 5000 BTU
F4447	Plexus 84, ERL3084	84" Electric Fireplace, 5000 BTU
F4448	Plexus 100, ERL3100	100" Electric Fireplace, 5000 BTU



**EXPLODED DIAGRAM WITH AVAILABLE REPLACEMENT PARTS - 60", 72", 84" AND 100" MODELS**

ITEM NO.	DESCRIPTION	60"	QTY	72"	QTY	84"	QTY	100"	QTY
		Cat. No.		Cat. No.		Cat. No.		Cat. No.	
1	Front Glass FG60, FG72, FG84 & FG100	F4557	1	F4558	1	F4559	1	F4554	1
2	Mirror Glass, MG60, MG72, MG84 & MG100	F4564	1	F4565	1	F4566	1	F4563	1
3	Control Circuit Board RA8-1M	F4570	1	F4570	1	F4570	1	F4570	1
4	Reflective brush, RB60, RB72, RB84 & RB100	F4574	1	F4575	1	F4576	1	F4571	1
5	Flame LED circuit board	F4561	5	F4561	6	F4561	7	F4561	9
6	Circuit Board (Main), LRC27D (60 & 72) and LRC27 (84 & 100)	F4759	1	F4759	1	F4562	1	F4562	1
7	Blower, Heating Element FRT30-306	F4560	1	F4560	1	F4560	1	F4560	1
8	Flame Motor 120v/10/12rpm	F4550	1	F4550	1	F4550	1	F4550	1
9	Power Adaptor XY60S-1205000Q-UF	F4577	1	F4577	1	F4577	1	F4577	1
10	Remote control R301	F4063	1	F4063	1	F4063	1	F4063	1
11	Remote control Receiver (receiver only), 301506A	F4674	1	F4674	1	F4674	1	F4674	1
12	Crystal 1 lb. bag 540g	F4552	1	F4552	1	F4552	1	F4552	1
13	Mounting Bracket, 324013 and 328015	F4677	1	F4675	1	F4675	1	F4675	1
<i>See Page 8</i>	Logset Kit, ALOGIHP <i>(set includes logs 1, 2, 3, 4, 5, 6, 6<sub>A</sub>, 7, 8, &amp; 8<sub>A</sub> - see Page 8)</i>	F4553	1	F4553	1	F4553	1	F4553	1

**NOTE: If touch-up paint is needed, use Rust-oleum®, Painter's Touch, Flat Black (part number 1976) available at most stores which sell aerosol touch-up paint.**

**⚠ WARNING**

**Failure to position the parts in accordance with these diagrams or failure to use only parts specifically approved with this appliance may result in property damage or personal injury.**

**⚠ AVERTISSEMENT**

**Risque de dommages ou de blessures si les pièces ne sont pas installées conformément à ces schémas et ou si des pièces autres que celles spécifiquement approuvées avec cet appareil sont utilisées.**

**⚠ WARNING**

**Never use substitute materials. Use of non-approved parts can result in poor performance and safety hazards.**

# ELECTRICAL DIAGRAMS

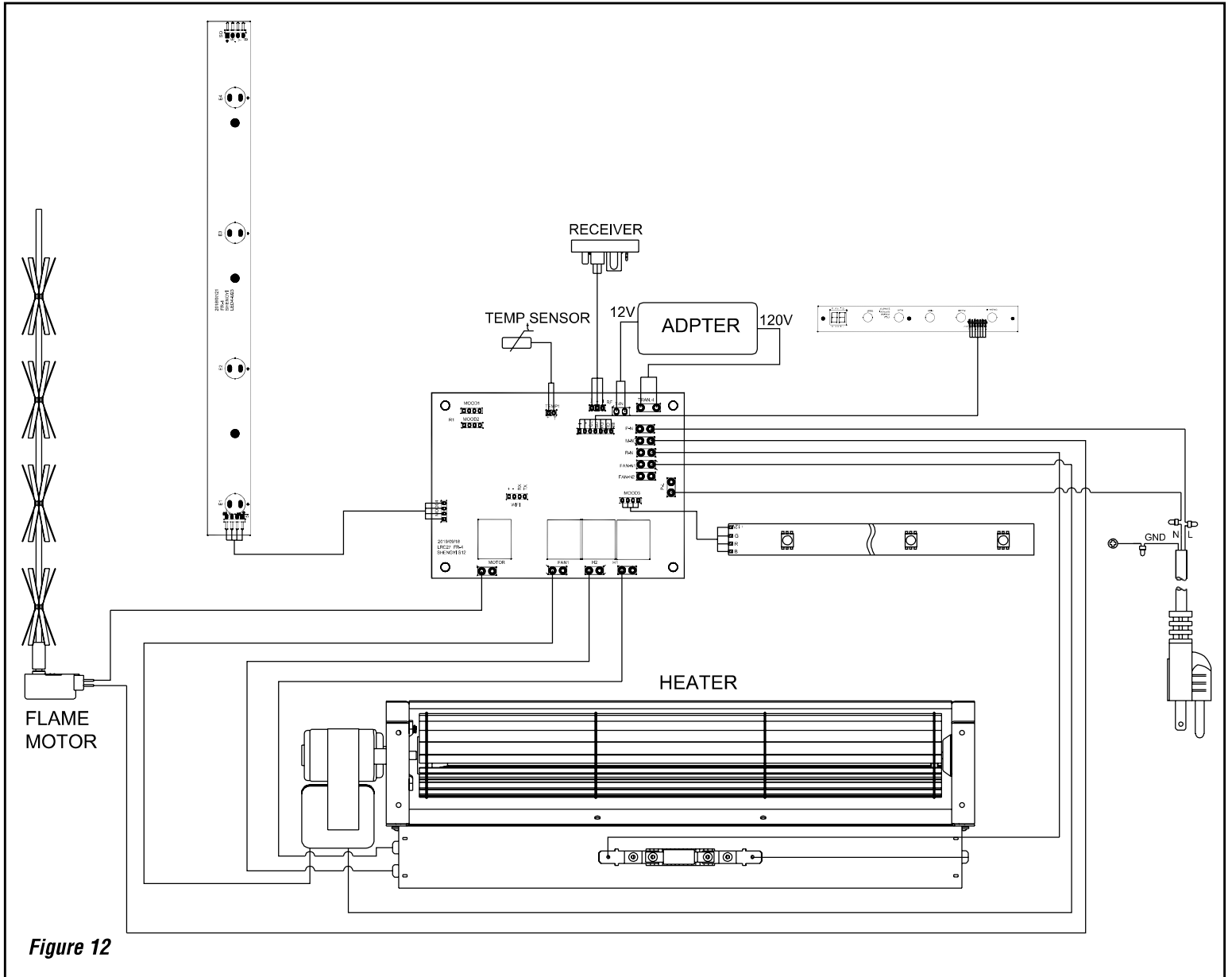


Figure 12

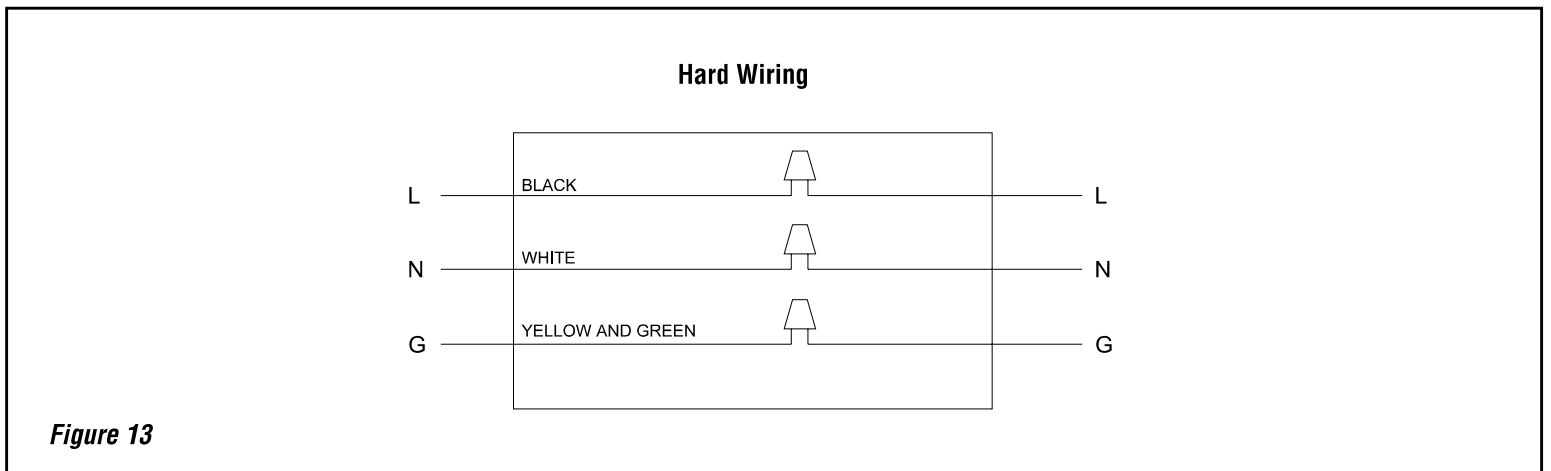


Figure 13

# Innovative Hearth Products Electric Fireplace Limited One Year Warranty

## THE WARRANTY

Innovative Hearth Products Limited One Year Warranty ("IHP") warrants your electric fireplace, appliance or insert ("Product") to be free from defects in materials and workmanship at the time of manufacture. The product body, blower and circuit board, if applicable, carry the Limited One Year Warranty. After installation, if covered components are found to be defective in materials or workmanship during the Limited One Year Warranty period and while the Product remains at the site of the original installation, IHP will, at its option, repair or replace the covered components. If repair or replacement is not commercially practical, IHP will, at its option, refund the purchase price or wholesale price of the IHP Product, whichever is applicable. IHP will also pay IHP prevailing labor rates, as determined in its sole discretion, incurred in repairing or replacing such components. THERE ARE EXCLUSIONS AND LIMITATIONS to this Limited One Year Warranty as described herein.

## COVERAGE COMMENCEMENT DATE

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

## EXCLUSIONS AND LIMITATIONS

This Limited One Year Warranty applies only if the Product is installed in the United States or Canada and only if operated and maintained in accordance with the printed instructions accompanying the Product and in compliance with all applicable installation and building codes and good trade practices.

This warranty is non-transferable and extends to the original owner only. The Product must be purchased through a listed supplier of IHP and proof of purchase must be provided. The following do not carry a Limited One Year Warranty but are warranted as follows:

- Glass components** – Replacement for 90 days from the date of installation
- Accessories & doors** – Repair or replacement for 90 days from the date of installation
- Light bulbs, LED strips & batteries** – Replacement for 90 days from the date of installation for defects in material and workmanship only
- Remote control** – Repair or replacement for one year from the date of installation
- Labor coverage** – Prevailing IHP labor charges apply for the warranty period of the component

**Parts not otherwise listed carry a 90 day warranty from the date of installation.**

**Whenever practicable, IHP will provide replacement parts, if available, for a period of 10 years from the last date of manufacture of the Product.**

IHP will not be responsible for: (a) damages caused by normal wear and tear, accident, riot, fire, flood or acts of God; (b) damages caused by abuse, negligence, misuse, or unauthorized alteration or repair of the Product affecting its stability or performance (The Product must be subjected to normal use. All precautions and warnings as described in the instruction/owner's manual must be followed.); (c) damages caused by failing to provide proper maintenance and service in accordance with the instructions provided with the Product; (d) damages, repairs or inefficiency resulting from faulty installation or application of the Product.

This Limited One Year Warranty covers only parts and labor as provided herein. In no case shall IHP be responsible for materials, components or construction which are not manufactured or supplied by IHP or for the labor necessary to install, repair or remove such materials, components or construction. Additional utility bills incurred due to any malfunction or defect in equipment are not covered by this warranty. All replacement or repair components will be shipped F.O.B. from the nearest stocking IHP factory.

## LIMITATION ON LIABILITY

It is expressly agreed and understood that IHP's sole obligation and the purchaser's exclusive remedy under this warranty, under any other warranty, expressed or implied, or in contract, tort or otherwise, shall be limited to replacement, repair, or refund, as specified herein.

In no event shall IHP be liable for any incidental or consequential damages caused by defects in the Products, whether such damage occurs or is discovered before or after repair or replacement, and whether such damage is caused by IHP's negligence. IHP has not made and does not make any representation or warranty of fitness for a particular use or purpose, and there is no implied condition of fitness for a particular use or purpose.

IHP makes no expressed warranties except as stated in this Limited One Year Warranty. The duration of any implied warranty is limited to the duration of this expressed warranty.

No one is authorized to change this Limited One Year Warranty or to create for IHP any other obligation or liability in connection with the Product. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. The provisions of this Limited One Year Warranty are in addition to and not a modification of or subtraction from any statutory warranties and other rights and remedies provided by law.

## INVESTIGATION OF CLAIMS AGAINST WARRANTY

IHP reserves the right to investigate any and all claims against this Limited One Year Warranty and to decide, in its sole discretion, upon the method of settlement.

To receive the benefits and advantages described in this Limited One Year Warranty, the appliance must be installed and repaired by a licensed contractor approved by IHP.

Contact IHP at the address provided herein to obtain a listing of approved dealers/distributors. **IHP shall in no event be responsible for any warranty work done by a contractor that is not approved without first obtaining IHP's prior written consent.**

## HOW TO REGISTER A CLAIM AGAINST WARRANTY

In order for any claim under this warranty to be valid, you must contact the IHP dealer/distributor from which you purchased the product. If you cannot locate the dealer/distributor, then you must notify IHP in writing. IHP must be notified of the claimed defect in writing within 90 days of the date of failure. Notices should be directed to the IHP Warranty Department at 1769 East Lawrence Street, Russellville, AL 35654 or visit our website at [WWW.IHP.US.COM](http://WWW.IHP.US.COM).

**IHP.us.com**

Record the following important information about your appliance:

Appliance model number	
Appliance serial number	
Date appliance was Installed	
Dealer name	

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Innovative Hearth Products (IHP) reserves the right to make changes at any time, without notice, in design, materials, specifications, prices and also to discontinue colors, styles and products. Consult your local distributor for fireplace code information.

