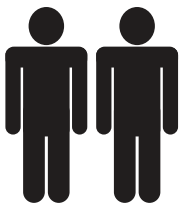
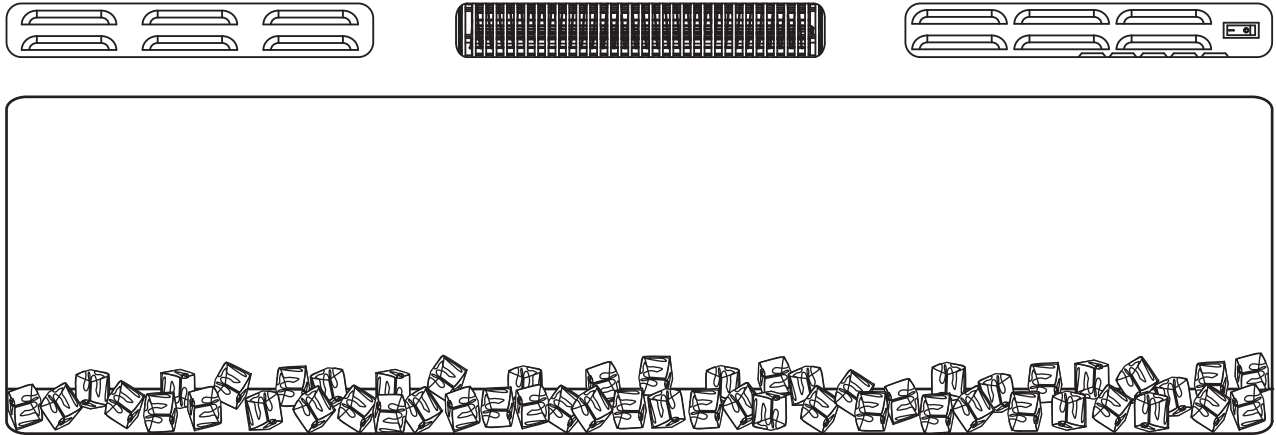


SOPHISTICATED HEARTH ELECTRIC FIREPLACE

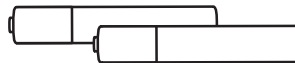
! WARNING

Read and understand this entire manual, including all safety information, before plugging in or using this product. Failure to do so could result in fire, electric shock, or serious personal injury.



2-PERSON
ASSEMBLY/
INSTALLATION
RECOMMENDED

REMOTE CONTROL REQUIRES
(2) 'AAA' BATTERIES
(BATTERIES NOT INCLUDED)



! WARNING!

Manufacturer and seller expressly disclaim any and all liability from personal injury, property damage or loss, whether direct or indirect, or incidental, resulting from the incorrect attachment, improper use, inadequate maintenance, or neglect of this product.

⚠ IMPORTANT SAFETY INFORMATION ⚠

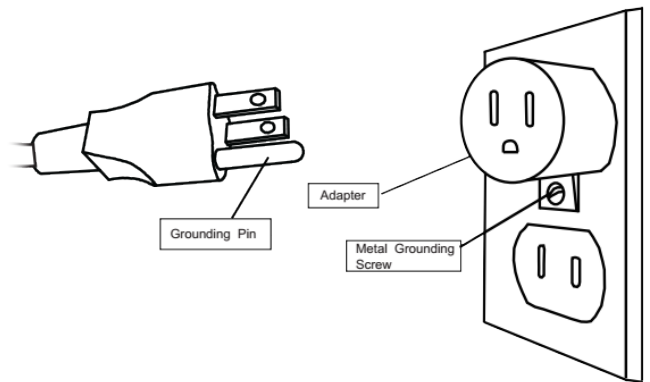
⚠ WARNING ⚠

Read all instructions before using this heater!

- This heater is **hot when in use**. To avoid burns, **DO NOT** touch hot surfaces.
- Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 3 feet (0.9m) from all sides of the heater.
- If provided, use handles when moving the heater.
- **Extreme caution** is necessary when any heater is used. **NEVER** leave the unit unattended while heater is in use.
- Ensure adequate **safety measures are incorporated to protect infants/toddlers** from touching hot surfaces.
- **DO NOT operate any heater if the cord is damaged**, the heater malfunctions, has been dropped, or damaged in any manner. Discard heater or have it serviced by a certified professional.
- **DO NOT** run the power cord under carpeting, throw rugs, runners, or similar floor coverings. **DO NOT** route the power cord under furniture or appliances. Arrange power cord away from traffic area, and where it will not be tripped over.
- **Connect to properly grounded outlet ONLY.**
- **DO NOT insert or allow foreign objects to enter any ventilation or exhaust opening**, as this may damage the heater, cause electric shock or fire.
- **DO NOT** block air intakes or exhaust in any manner as doing so could cause a fire.
- **DO NOT** use on soft surfaces, like a bed, where openings may become blocked.
- **A heater has arcing or sparking parts inside and becomes HOT. DO NOT** use it in areas where gasoline, paint, or any flammable liquids are used or stored or where flammable vapors are present.
- **Only use this heater as described in this manual. Any other use may cause fire, electric shock, personal injury or death.**
- **ALWAYS plug heaters directly into a wall outlet/receptacle. NEVER** use this unit with an extension cord or relocatable power tap (power strip).
- **DO NOT install the heater near a bed**, objects such as pillows or blankets can fall off the bed and be ignited by the heater.
- **NEVER use this heater in bathrooms, laundry rooms**, or any other location where the heater could come in contact with water or be exposed to high moisture.
- **AVOID FIRE!** It is imperative that the control compartments, circulating blower, and its passageway in the fireplace is kept clean. Regularly inspect all air vents to make sure they are free from dust, lint, or other blockages. **Unplug the unit and clean with a vacuum ONLY. DO NOT** rinse or get wet.
- **NEVER** hang this unit on a wall directly below an electrical outlet.
- **Ensure clearances to combustibles are maintained** when building a mantel or shelves near the fireplace. Elevated temperatures on the wall or in the air around the fireplace can cause melting, discoloration or damage to decorations, a TV or other electronic components.
- **ALWAYS** mount the unit before use. **DO NOT** set this unit on the floor or any other surfaces to use.
- **NEVER** use a wall mount bracket from another manufacturer.
- **Do not install the fireplace against a vapor barrier or exposed insulation.**

⚠ WARNING ⚠

- **For residential use only! NOT for commercial use!** Any commercial or public use of this heater voids all warranties and could cause injury.
- **This product is not intended to be a primary heat source.** It is for supplemental heat only.
- **INDOOR use only! NEVER** use this heater outdoors! Doing so may result in electric shock!
- **DO NOT OPEN! Risk of electric shock!** No user-serviceable parts inside!
- **NEVER modify this heater.** Doing so could result in personal injury or property damage. Modification of this fireplace completely voids all warranties.
- **ALWAYS** turn this heater off before unplugging it from the outlet.
- **ALWAYS** disconnect this unit from the power supply before performing any assembly or cleaning, or before relocating the electric fireplace.
- **NEVER** leave this heater unattended. **ALWAYS** unplug this heater when it is not in use.
- **ALWAYS** store this heater in a dry location. **NEVER** use the fireplace in a location where it may become wet.
- **NEVER** plug this heater into an outlet that is old, cracked, or has any loose wires or connections. Plugging this heater into a faulty outlet could result in **electric arcing** within the outlet that could cause the outlet to overheat or catch fire.
- **ALWAYS** check your heater cord and plug connections with each use!
 - i) **MAKE SURE** the plug fits tightly in the outlet! Faulty wall outlet connections or loose plugs can cause the outlet to overheat.
 - ii) **Heaters draw more current** than small appliances. **Overheating** may occur even if it has not occurred with the use of other appliances.
 - iii) During use, frequently check to see if the plug outlet or faceplate is **HOT!**
 - iv) If the outlet or faceplate is **HOT, discontinue use immediately** and have a qualified electrician inspect and/or replace the faulty outlets.
- The power cord supplied with the heater has a plug with two flat blades (live and neutral) and one round pin (ground). If a 3-slot receptacle is not available, an adapter **MUST** be used. The adapter **MUST** be **properly grounded** to the outlet box (see figure at right).
- **NOTE: Adapter NOT INCLUDED.**
- Under no circumstances should this fireplace be modified.

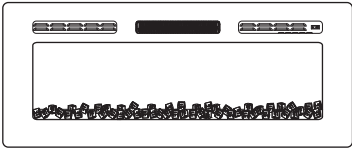
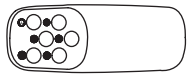

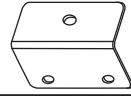

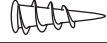



Any modification to the product or failure to follow recommended care will void the product warranty.

⚠ WARNING!

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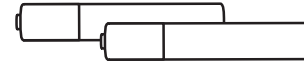
Parts and Hardware

No.	PARTS	QTY.
A	 Fireplace	1
B	 Remote Control	1
C	 Decorative Crystals	1PK
D	 Metal Bracket	1
E	 M4 x 8mm Screw	2
F	 Drywall Anchor	9
G	 M4 x 30mm Wood Screw	9



Inspect packaging to ensure all parts are accounted for before disposing of packing materials.

**REMOTE CONTROL REQUIRES
(2) 'AAA' BATTERIES
(BATTERIES NOT INCLUDED)**



**2-PERSON
ASSEMBLY/
INSTALLATION
RECOMMENDED**


WARNING

CHOKING HAZARD — This item contains small parts that can be swallowed. Keep children away during assembly.

Preparation

 This product includes a **GLASS** panel! Always use extreme caution when handling glass. Failure to do so could result in personal injury or property damage.

Remove all parts and hardware from the carton and place them on a clean, soft, dry surface. Assembly steps are grouped for wall-hanging or recessed installation. Check the parts list to make sure nothing is missing. Dispose of packaging materials properly. Please recycle whenever possible.

 Before installation, plug the unit into a properly grounded outlet for a brief test to ensure the unit works properly. Do not continue to operate until packing material has been removed from inside the unit.

Tools needed for installation (not included):

Phillips screwdriver, stud finder, level, tape measure, pencil, power drill, 1/4" wood drill bit, hammer

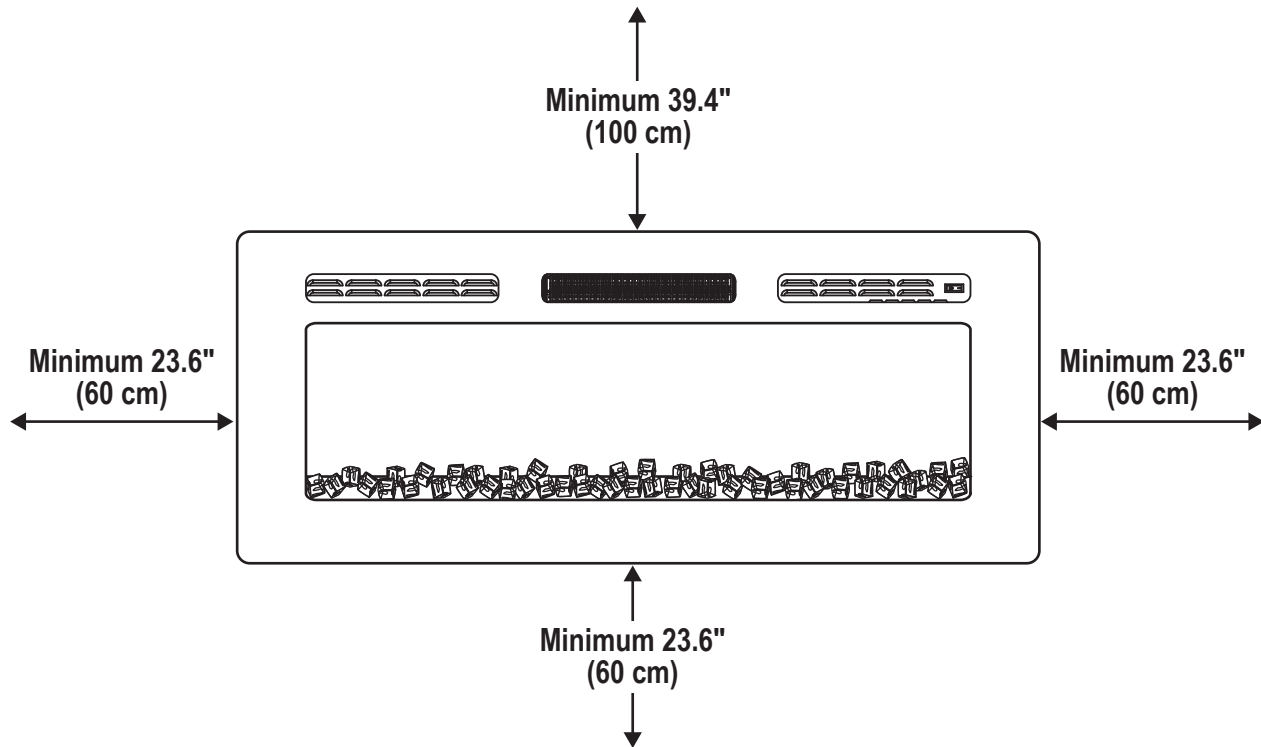
WARNING

When using paint or lacquer to finish a mantel, the paint or lacquer must be heat resistant.

Installation and Assembly

This electric fireplace is a wall-mounted, recessed or firebox installed appliance. Select a suitable location that is not susceptible to moisture and is away from drapes, furniture and high traffic areas.

NOTE: Follow all National and local electrical codes.



⚠️ Install in a safe location

Minimum clearance on each side: 23.6" (60 cm)

Minimum clearance below: 23.6" (60 cm)

Minimum clearance above: 39.4" (100 cm)

Minimum clearance from the front: 48" (122 cm)

Choose a location near a properly grounded outlet. Do not use an extension cord.

DO NOT position the unit directly below a power outlet.

See Important Safety Information on pages 2 and 3 for warnings about safe placement, safe installation, and proper use of this product.

⚠️ WARNING

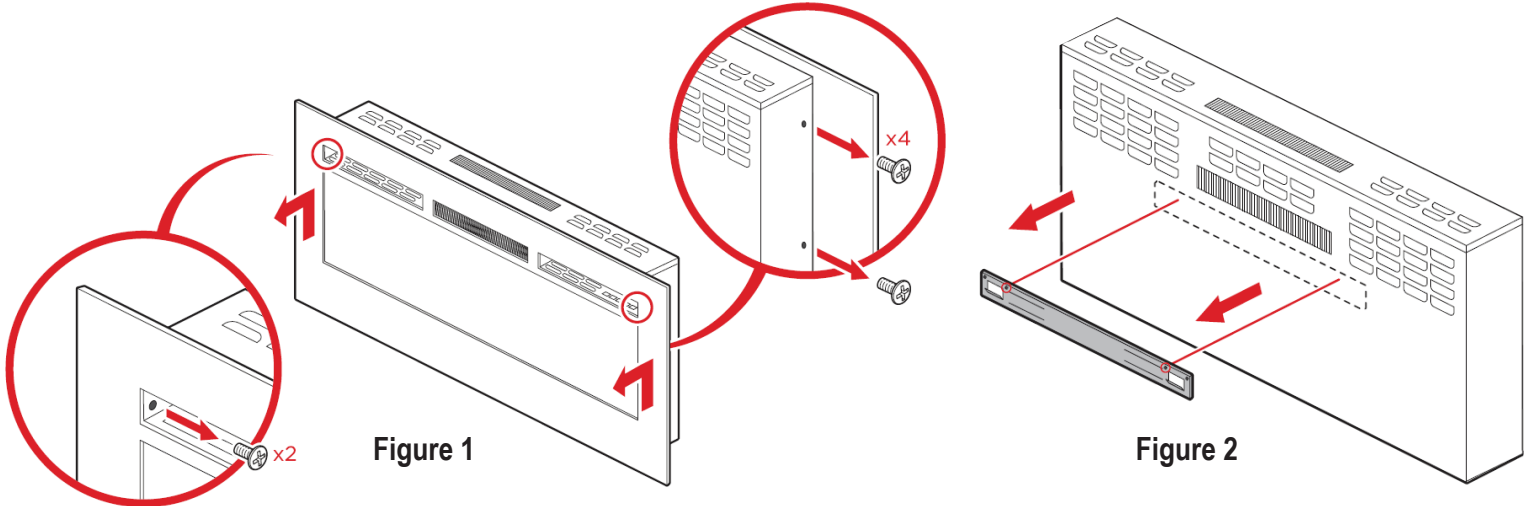
Read and understand this entire manual, including all safety information, before plugging in or using this product. Failure to do so could result in fire, electric shock, or serious personal injury.

Wall-Mounted Installation

Due to the many different materials used for walls, it is highly recommended to consult a certified home contractor before installing this appliance on the wall.

NOTE: When installing on drywall, it is strongly recommended that the mounting bracket be screwed into the wall studs where possible. If the wall studs cannot be used, ensure that the supplied anchors are used to affix the bracket to the wall and the bracket is adequately secured.

 **ENSURE the fireplace is unplugged before assembly, installation, cleaning or relocating. Failure to do so could result in electric shock, fire, or personal injury.**



- Select a location that is not prone to moisture and follows clearances as noted on page 5.
- Lay the unit flat on a soft, non-abrasive surface. Remove two screws from the front of the heater, then two screws from the left and right side of the heater. Save the screws for reinstalling the glass panel. [Figure 1]
- Carefully lift the glass panel off the fireplace and gently place it on a soft, clean surface. Remove the packing paper and log insert from inside the unit.
- Place the unit face-down on a soft, non-abrasive surface. Remove the mounting bracket from the back of the unit by removing two screws. [Figure 2]

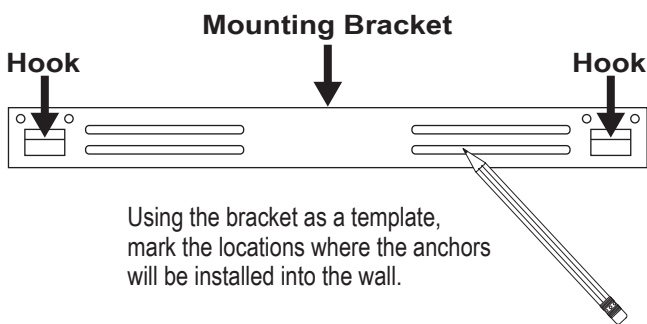
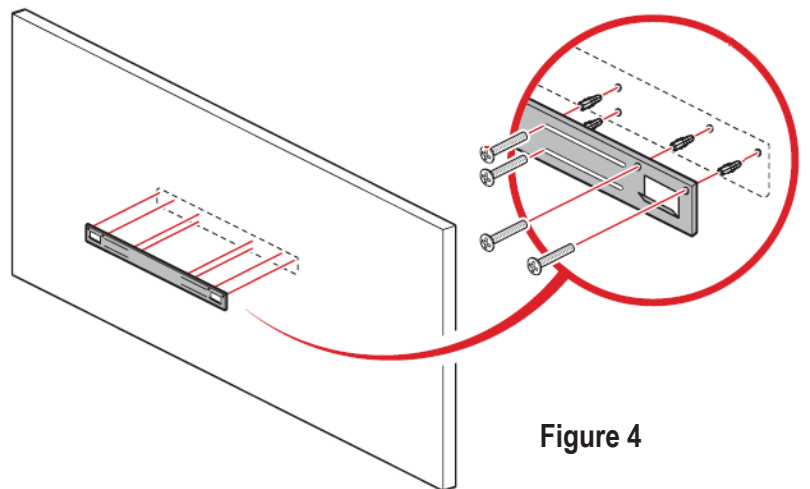


Figure 3



- Ensuring the mounting bracket is level and the hooks are facing upward, use a pencil to mark where the eight screws will be installed. This bracket **MUST** have the hooks facing upward, and be level. [Figure 3]
- Drill the holes and insert eight Drywall Anchors (F) into the holes. Install the bracket to the wall using eight M4 x 30mm Screws (G). [Figure 4]

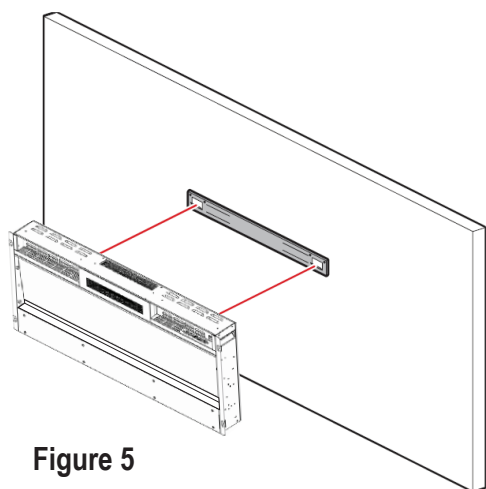


Figure 5

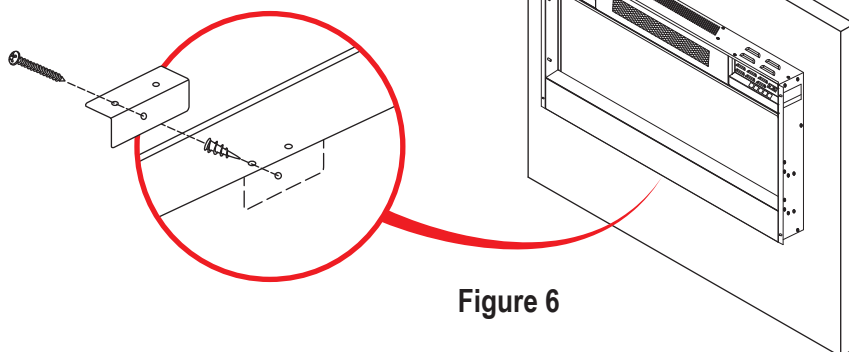


Figure 6

- G. Carefully hang the fireplace on the mounting bracket, ensuring the bracket and heater are firmly engaged. [Figure 5]
- H. Align Metal Bracket (D) with the installation holes on the underside of the fireplace. Use a pencil to mark the location where the bracket will install onto the wall. Drill a hole in the marked location.
- I. Insert one Drywall Anchor (F) into the hole and secure Metal Bracket (D) to the wall using one M4 x 30mm Screw (G). [Figure 6]

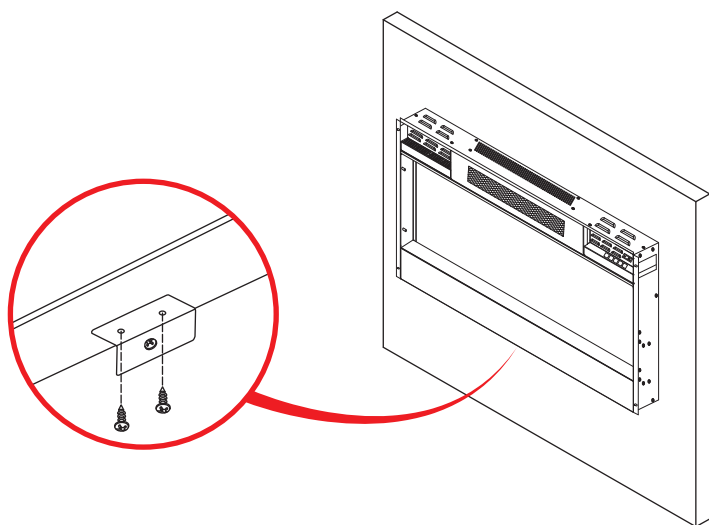


Figure 7

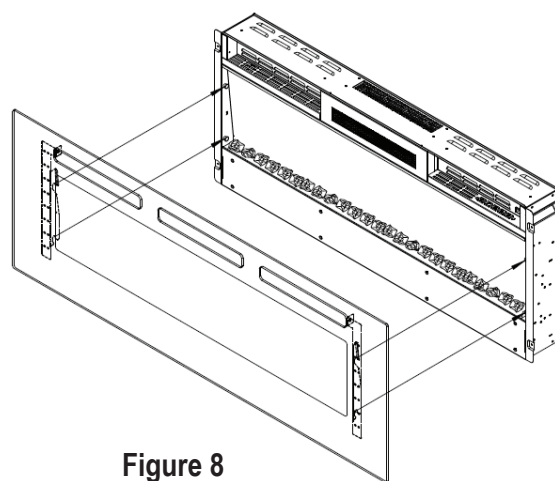


Figure 8

- J. Use two M4 x 8mm Screws (E) to secure the bracket to the bottom of the fireplace. [Figure 7]
- K. Determine the desired media for inside the fireplace (log or decorative crystals). Install the log media or decorative crystals on the media tray inside the fireplace. If using the decorative crystals, cover and store the log media in a safe place.
- L. With assistance of another person, attach the front glass using the screws that were removed during Step B. Ensure the glass is fully secured and stable before releasing it. [Figure 8]



Read and understand this entire owner's manual, including all safety information, before plugging in or using this product. Failure to do so could result in electric shock, fire, serious injury, or death.

Recessed Installation

⚠ WARNING: Do not cut into walls without consulting a certified home contractor. Doing so could cause property damage, serious injury or death. It is highly recommended that a certified professional perform recessed installation.

Manufacturer and seller expressly disclaim any and all liability from personal injury, property damage or loss, whether direct or indirect, or incidental, resulting from the incorrect attachment, improper use, inadequate maintenance, or neglect of this product.

⚡ ENSURE the fireplace is unplugged before assembly, installation, cleaning or relocating. Failure to do so could result in electric shock, fire, or personal injury.

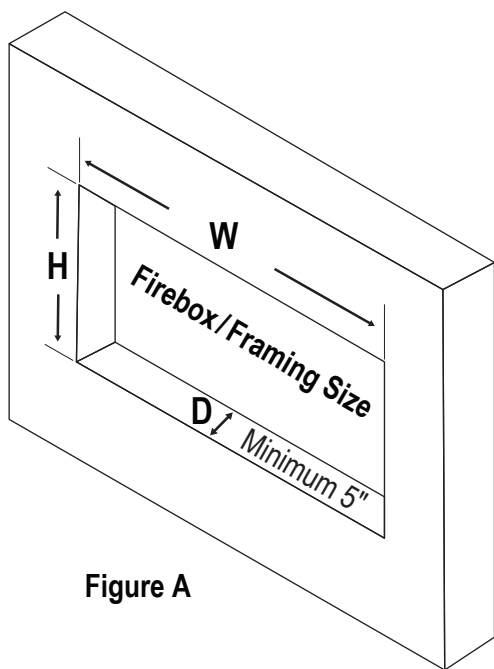


Figure A

1. Select a location that is not prone to moisture and follows clearances as noted on page 5. Ensure the opening is large enough for the fireplace box. [Figure A]

FIREBOX/FRAMING SIZE

ITEM NUMBER	WIDTH	HEIGHT
LOE-374	28.43" (78.3 cm)	17.67" (44.9 cm)
LOE-381	40.82" (103.7 cm)	17.67" (44.9 cm)
LOE-398	40.82" (103.7 cm)	17.67" (44.9 cm)

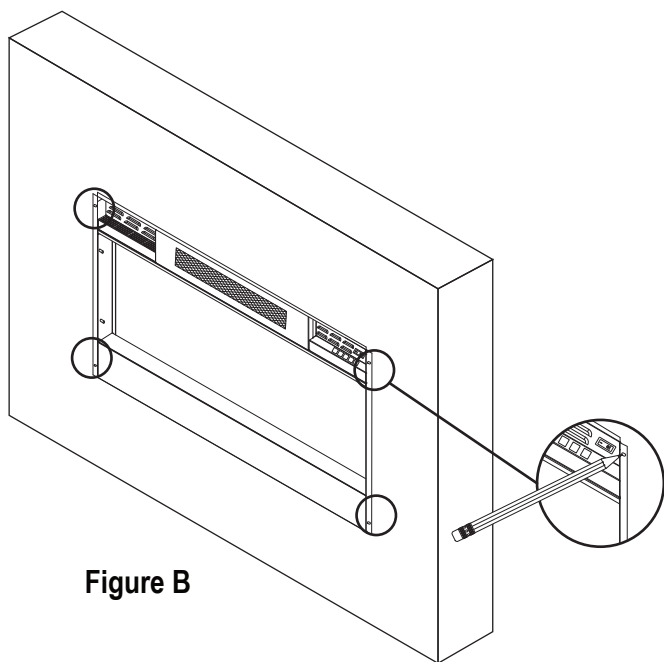


Figure B

2. Remove the glass from the firebox as explained in Steps B and C under Wall Mount Installation on page 6.
3. If the unit is being mounted directly into studs, skip to step 4. Place the firebox into the opening. Mark the locations where the anchors will be installed into the wall. [Figure B]
4. Remove the firebox from the opening. Carefully drill the marked holes and insert four Drywall Anchors (F).
5. While placing the firebox into the opening, plug the power cord into a properly grounded GFCI outlet.

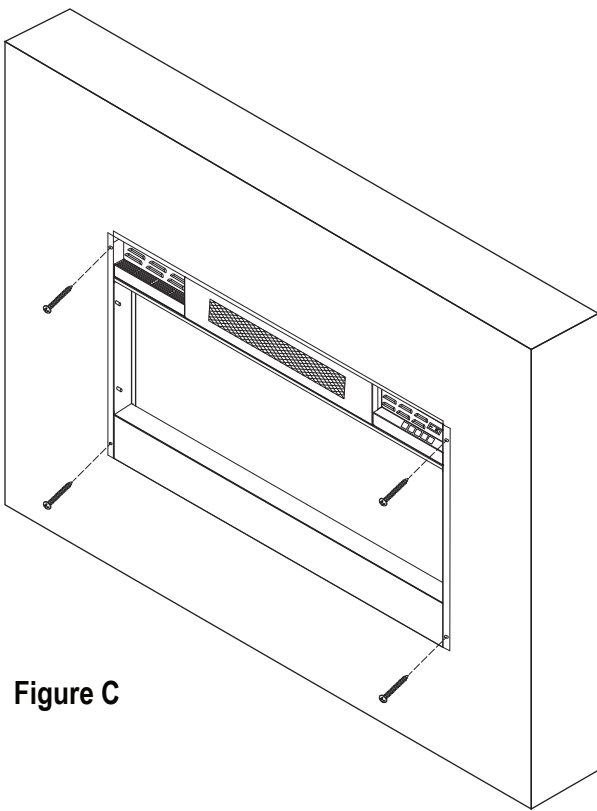


Figure C

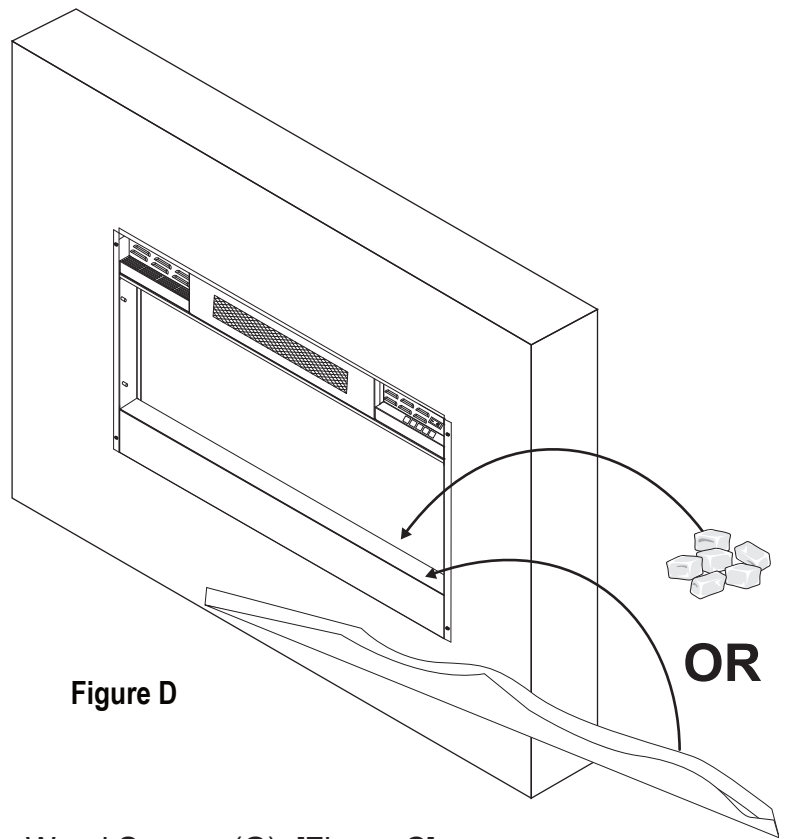


Figure D

6. Secure the firebox to the wall using four M4 x 30mm Wood Screws (G). [Figure C]

7. Determine the desired media (log or decorative crystals) and place it on the media tray. [Figure D]

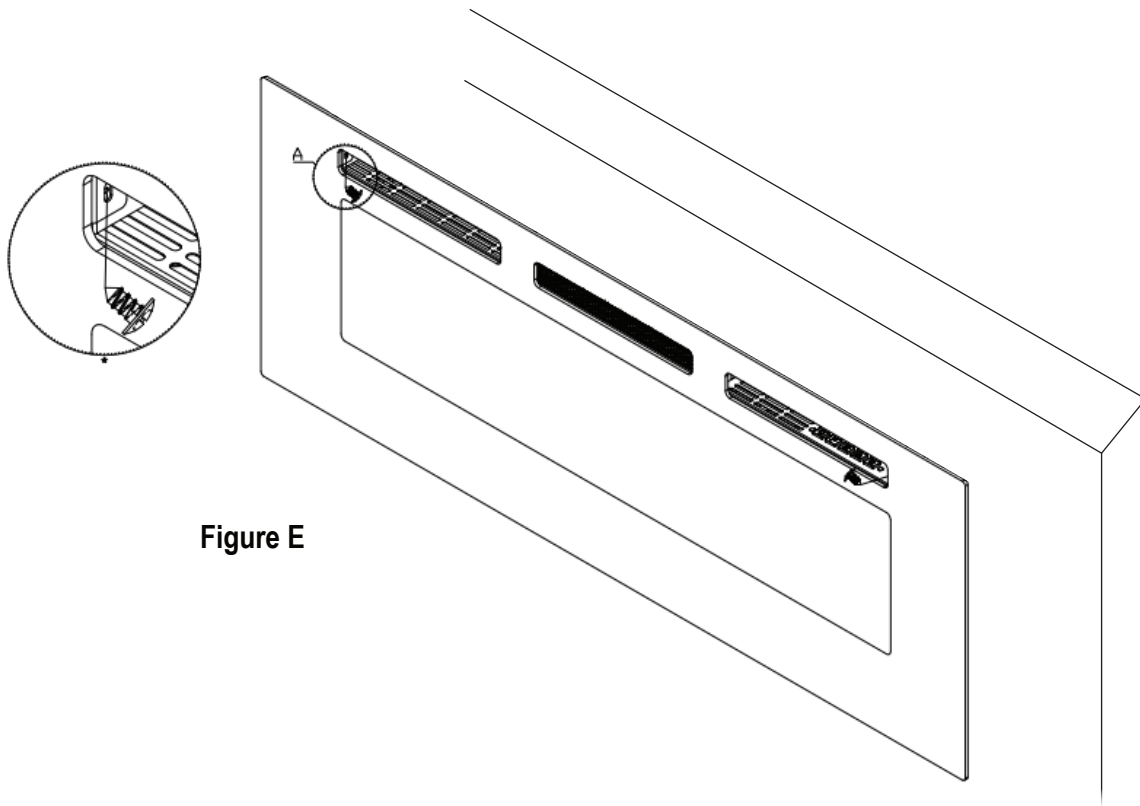


Figure E

8. Reinstall the front glass. Use two of the screws that were removed during removal of the glass to secure the glass to the firebox. Ensure the glass is fully secured and stable before releasing the glass. [Figure E]

Operation

Ensure the circuit breaker(s) for the power supply are turned on.

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

NOTE: In the event of a power failure, the appliance will lose its memory function and will reset to factory mode when the power returns.

MASTER SWITCH



The Master Power Switch is located at the top right side on the front of the appliance.

The master power switch must be turned ON (—) for the unit to operate. The unit will make a short alarm sound to indicate it is ready to use. If no sound is heard, the unit may not be plugged in, the circuit breaker may have tripped, or there is a malfunction.

Turn the master switch OFF (O) to shut off electric supply.

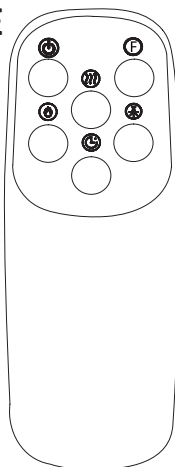
Methods of Operation

This electric fireplace can be operated by the CONTROL PANEL, located on the top right side of the fireplace, or by the battery-powered REMOTE CONTROL (batteries not included).

The operation and functions of the two methods are the same, except color function. The remote is used to change the color function.

Before operating, please review the IMPORTANT SAFETY INFORMATION on Pages 2 and 3, and heed all warnings.

REMOTE



**REQUIRES (2) 'AAA' BATTERIES
(BATTERIES NOT INCLUDED)**



- Remove the battery housing cover from the back of the remote.
- Paying attention to the positive and negative terminals, gently insert two new 'AAA' batteries (not included).
- Replace the battery housing cover.
- **NOTE:** Promptly remove expelled batteries. Do not mix old and new batteries; mixing batteries could cause the acid inside the batteries to leak, damaging the remote.

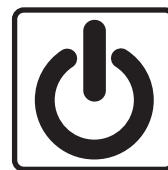
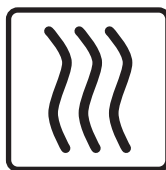
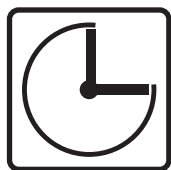
NOTICE








To improve operation, aim the remote control at the front of the fireplace. **DO NOT** press the buttons too quickly. Give the unit time to respond to each command.



NEVER dispose of batteries in fire. Failure to observe this precaution may result in an explosion. Dispose of batteries at your local hazardous material processing center.

CONTROL PANEL



BUTTON	FUNCTION	ACTION AND INDICATION
 MASTER SWITCH	ON (—) Enables all functions. OFF (O) All functions on the control panel and remote control are disabled.	1. Press ON (—). Power turns on. All functions are enabled. 2. Press OFF (O). Power and all functions turn off.
 POWER	ON: Enables control panel and remote control function. Turns on the flame effect. OFF: Disables control panel and remote control function. Turns off the flame effect.	1. Press once. Indicator light turns on. Power turns on. All functions are enabled. 2. Press again, power and all functions turn off. Unit goes to standby.
 FLAME	FLAME button: Makes flame effect brighter and dimmer. NOTE: Flame effect stays on until power button is turned off. Flame effect must be on for the heater to turn on. 5 brightness settings: F1, F2, F3, F4, F5	1. Press once to change flame color brightness. 2. Press again until desired setting is reached; F1 is dimmest, F5 is brightest.
 HEAT	HEAT button: Turns heater on and off. NOTE: To prevent overheating, the heater fan will blow out cool air for 30 seconds after the heater turn off. 00, LL, HH will show on the display.	1. Press button, LL (low heat) about 750W. 2. Press button, HH (high heat) about 1500W. 3. Press button, 00, heat function is off.
 TEMPERATURE	TEMPERATURE button: Changes the temperature setting. Setting ranges from 62°F to 82°F 62F, 63F, 64F....82F will show on the display.	Press button until desired setting is reached. LED display shows selected setting. Once the desired temperature is reached, the heater will stop heating the room. Heat will automatically turn back on when room temperature falls below the set temperature.
 COLOR	COLOR button: Changes the color flame effect. 3 color settings: C1, C2, C3 NOTE: This button is on the remote only.	1. Press once to change the color from Amber to Blue. 2. Press again to change to Amber and Blue. 3. Press again to return to Amber.
 TIMER	TIMER button: Controls the timer settings to automatically turn the fireplace off. Settings range from 1 hour to 8 hours. 0H, 1H, 2H....8H will show on the display.	Press button until desired setting is reached. LED display will show the setting. When time reaches the selected setting, the unit will automatically turn off. 0H disables the timer function.

NOTICE When the heater is first turned on, a slight odor may be present. This is normal and should not occur again unless the heater is not used for a long period of time.

Temperature Limiting Control

This heater is equipped with a Temperature Limiting Control. Should the heater reach an unsafe temperature, the heater will automatically turn OFF.

To reset:

1. Turn the Master Switch OFF (O).
2. Unplug the power cord from the outlet.
3. Wait for at least 15 minutes before plugging the unit back in.
4. Turn the Master Switch ON (—) and press the power button to restart the unit.
5. If the unit does not power on, allow the unit to thoroughly cool down and inspect the fireplace to make sure no vents are blocked, or clogged with dust or lint. If they are, use a vacuum to clean the vent areas.
6. If the problem continues, have your outlet and wiring inspected by a professional.

Cleaning



ALWAYS turn the heater OFF and unplug the power cord from the outlet before cleaning, performing maintenance, or moving this fireplace. Failure to do so could result in electric shock, fire, or personal injury.

NEVER immerse in water or spray with water or cleaning solutions. Doing so could result in electric shock, fire, or personal injury.



DO NOT CLEAN WHILE THE UNIT IS HOT! Wait at least 45 minutes after the unit is powered off before attempting to clean. If the unit still feels hot, wait until it is completely cooled.

Metal:

- Dust using a soft cloth. Clean with a slightly damp cloth or duster. Dry thoroughly with a paper towel or a soft, lint-free cloth.
- **DO NOT** use brass polish or household cleaners as these products will damage the metal trim.

Glass:

- Use a good quality glass cleaner sprayed onto a cloth or towel to clean the glass. Dry thoroughly with a paper towel or a soft, lint-free cloth.
- **NEVER** use abrasive cleansers, liquid sprays, or any cleaner or cloth that could scratch the surface.

Vents:

- Use a vacuum or duster to remove dust and dirt from the heater and vent areas.
- Clean the exterior of the fireplace with a slightly damp cloth or duster.

Maintenance



Risk of electric shock! DO NOT OPEN! No user-serviceable parts inside!

ALWAYS turn the heater **OFF** and unplug the power cord from the outlet before cleaning, performing maintenance, or moving this fireplace. Failure to do so could result in electric shock, fire, or personal injury.

Electrical and Moving Parts:

- The fan motors are lubricated at the factory and will not require lubrication.
- Electrical components are integrated in the fireplace and are not serviceable by the consumer.

Storage:

- Store heater in a clean, dry place when not in use.

! WARNING: No other servicing should be performed by the consumer. Do not service the unit yourself.

LED Bulb Replacement

NOTE: The flame effect on this electric fireplace insert is created by LED Bulbs. The life of these LED bulbs is approximately 100,000 hours if the unit is handled properly. If the LED bulbs require replacement, contact a Qualified technician. Do not attempt to change the bulbs yourself.

NOTICE

Keep this owner's manual for future reference. If you sell or give this product away, make sure this manual accompanies this product.

! WARNING!

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