

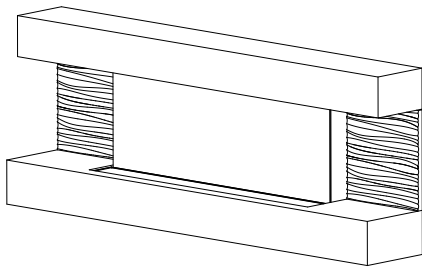
**FORMAT**  
**Wall Mount Series:**

**Model(s):**  
SF-FORMAT36

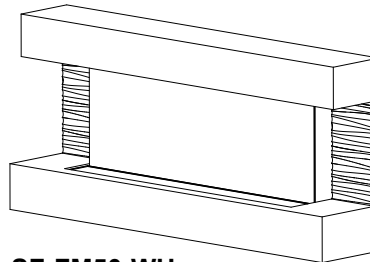
**Mantel(s):**  
SF-FM43-WH  
SF-FM50-WH  
SF-FM60-WH

Scan for easy 3D instructions

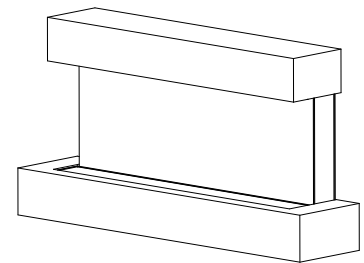
**Tap. Zoom. Rotate**  
Free interactive  
Instructions with the  
**BILT app**



SF-FM60-WH



SF-FM50-WH



SF-FM43-WH

### NOTICE



#### DO NOT DISCARD THIS MANUAL

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

**DO NOT DISCARD**

### Congratulations!

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

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

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

**⚠ WARNING: To reduce risk of fire, electrical shock, or personal injury, read all instructions before using appliance.**

Please contact your SimpliFire dealer with any questions or concerns.  
For the location of your nearest SimpliFire dealer,  
please visit [www.hearthnhome.com](http://www.hearthnhome.com).

# 1 IMPORTANT INSTRUCTIONS

## IMPORTANT SAFETY INSTRUCTIONS

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

#### **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 appliances, basic precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

- Read all instructions before installing this appliance.
- This appliance 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, etc., and curtains at least 3 ft. (0.9 m) from the front of the appliance and keep them away from the sides and rear.
- Extreme caution is necessary when any appliance is used by or near children or other at risk individuals and whenever the appliance is left operating and unattended.
- Do not operate any appliance 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.
- To prevent a possible fire, do not block appliance fan air intakes or exhaust in any manner.
- A heater has hot and sparking parts inside. Do not use it in areas where gasoline, paint, or flammable vapors or liquids are used or stored.
- 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.
- Do not operate any appliance with a damaged cord or plug or after the appliance malfunctions, has been dropped or damaged in any manner. Return appliance to authorized service facility for examination, electrical or mechanical adjustment or repair.
- Do not use outdoors.
- Never locate appliance where it may fall into a bathtub or water container.
- 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.
- Always use properly grounded, fused and polarized outlets.
- Always use ground fault protection where required by electrical code.
- To disconnect appliance, turn controls to "OFF" then remove the power cord plug from the wall power outlet.
- Always disconnect appliance before performing any cleaning, maintenance or relocation of the appliance.
- To prevent electrical shock or fire, always use a certified electrician should new circuits be required.
- When transporting or storing the appliance, keep in a dry place free from excess vibration to avoid damage.
- Extension cord use should be avoided due to fire danger risk. However, if needed, the extension cord electrical ratings must be no less than No. 14 AWG and 1875 watts.

**SAVE THESE INSTRUCTIONS**

## ▲ Safety Alert Key:

- **DANGER!** Indicates a hazardous situation which, if not avoided will result in death or serious injury.
- **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.
- **NOTICE:** Used to address practices not related to personal 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-FORMAT36

**LABORATORY:** CSA International

**TYPE:** Electric Air-Heaters; Fixed and Location-Dedicated Electric Room Heaters

**STANDARD:** CSA C22.2 No 46-2013; UL 2021 (4<sup>th</sup> Edition)

**NOTICE:** This installation must conform with local building electrical 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.

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

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

This equipment uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful EMI 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 EMI by one or more of the following measures:

- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.



**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).

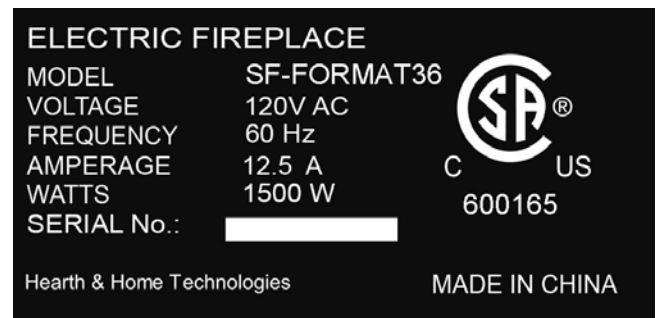
## B. Unpacking and Inspecting Appliance

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

- Carefully remove the appliance and components from the packaging. Discard packaging.
- Carefully inspect components for any damage.
- Reference parts list to verify all parts have been received.
- 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 adjacent to the manual control buttons.



## Homeowner Reference Information

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

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

Serial Number: \_\_\_\_\_ Location of appliance: \_\_\_\_\_

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

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

# 3 GETTING STARTED

## A. Parts and Hardware

Parts and Hardware List - SF-FORMAT36	
Part	Quantity
Appliance	1
Instruction Manual	1
Remote Control	1
AAA Alkaline Battery	2
Small Crystal Stones - Clear	1 bag (880g)
Large Crystal Stones	1 bag (7)
Log Assembly	1
ST4*8 Screw	4
L-Shaped Bracket	2
Toggle Bolt	6
Masonry Anchor (UX8*51)	6
ST6*50 Screw	6
Wall Mount Bracket	1
Hard Wire Terminal Block	1

## B. Tools and Supplies Needed

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

Tape measure  
Pliers  
Hammer  
Gloves  
Level  
Square  
Magnetic Phillips screwdriver  
Safety glasses  
Drill  
Type NM-B Wire Strain Relief

Parts and Hardware List - Mantels	SF-FM43-WH	SF-FM50-WH	SF-FM60-WH
Mantel Top	1	1	1
Mantel Bottom	1	1	1
Mantel Side		2	2
Thumb Screw	2	2	2
Rubber Washer	2	2	2
M5*35 Screw	2	4	4
M6x18mm Flat Washer	2	4	4
Installation Instructions	1	1	1
Touch Up Paint Pen	1	1	1

### C. Appliance Dimensions

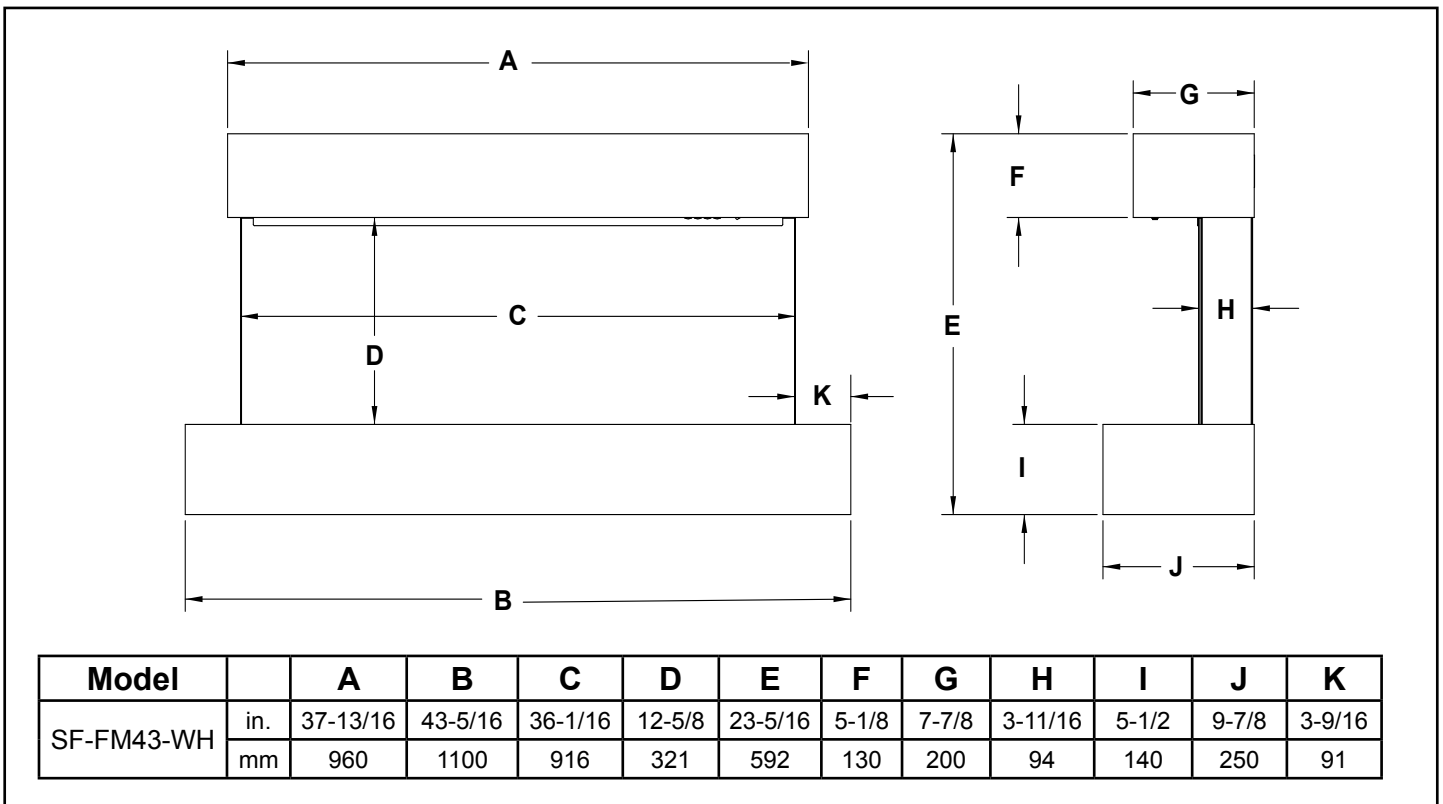


Figure 3.1 Appliance Dimensions - SF-FM43-WH

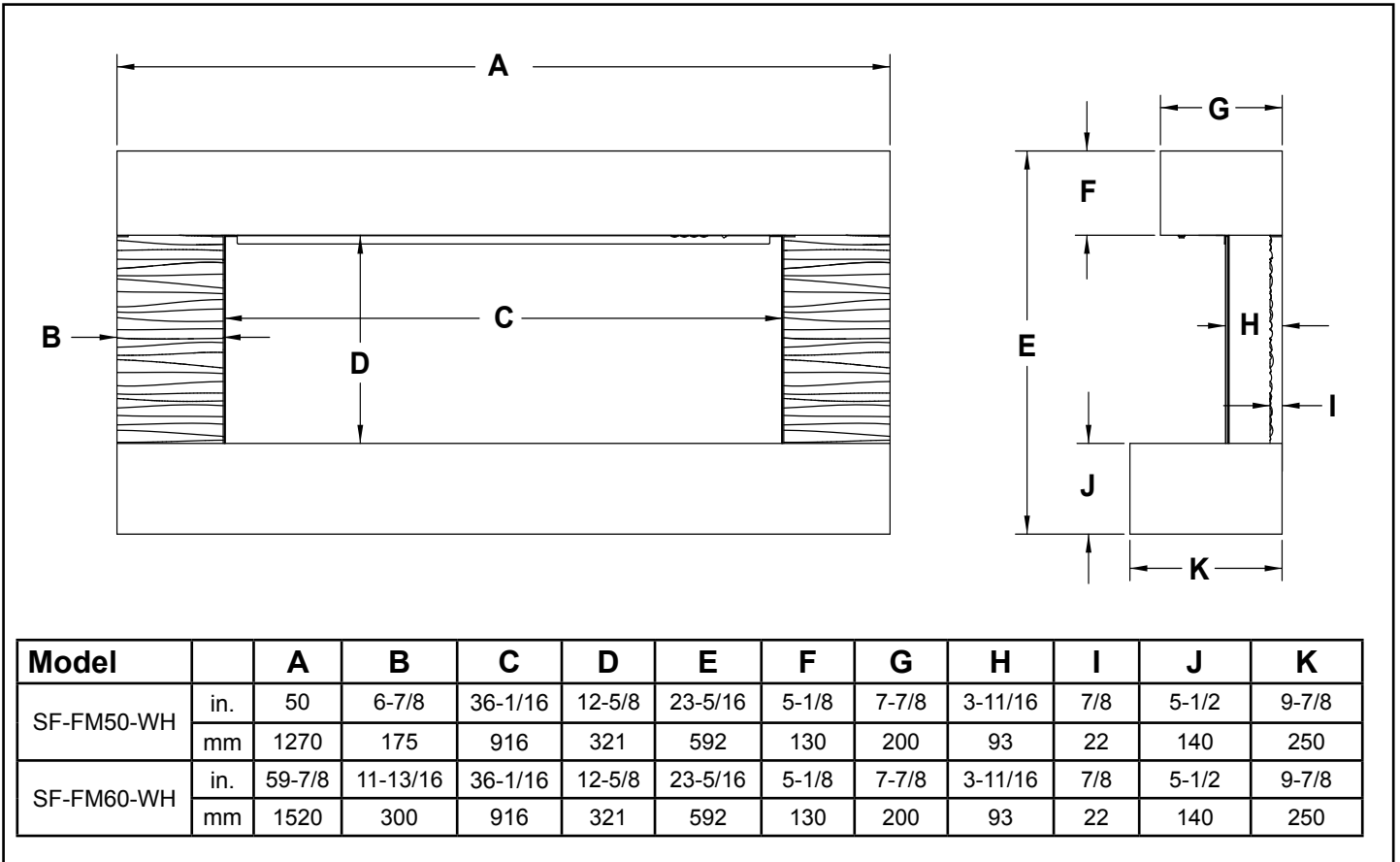


Figure 3.2 Appliance Dimensions - SF-FM50-WH, SF-FM60-WH



## D. Location

**Note:** If this appliance is installed in a bathroom, it must be protected by GFCI 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 appliance 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 appliance prior to finishing to avoid reconstruction.
- Appliance should be mounted if it is located outside the swing arc of adjacent door.
- See Figure 3.3 and 4.1 to determine location of appliance installation.

## E. Clearance to Combustibles

### Minimum Clearance to Combustible Construction

Sides.....0 in.  
Floor.....0 in.  
Top.....0 in.  
Back.....0 in.  
Front..... 36 in.

See Figure 3.3.

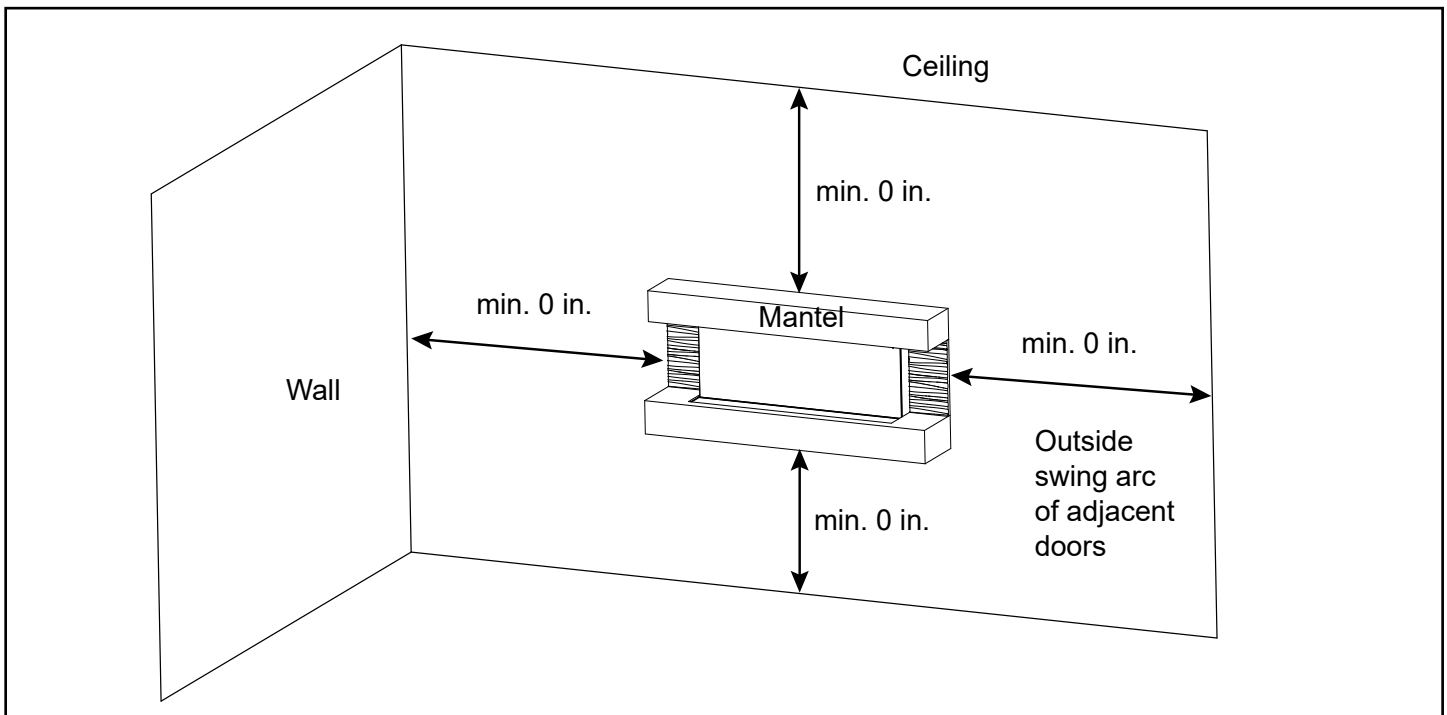


Figure 3.3 Location and Clearances Requirements

**WARNING! Risk of Fire!** Keep electrical cords, drapery, furnishings or other combustibles at least 36 in. (914 mm) from the front of the electric appliance, and away from the sides or rear.

## F. Electrical Supply Circuit Requirements

Plan the location of the appliance so that it will have adequate electric power. A 15 AMP, 120VAC/60Hz circuit is required. 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 strongly recommended to prevent circuit breaker trips or fuse failure.

**Note:** A wall switch may be used on the circuit if desired.

**Note:** If using the supplied power cord, choose a location near an outlet so an extension cord is not required.

Scan for easy 3D instructions



**Tap. Zoom. Rotate**  
Free interactive  
Instructions with the  
BILT app



# 4 INSTALLATION

## Appliance Location

**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.

This Appliance is designed to be mounted directly on a wall using the included wall mount bracket.

The appliance is required to be finished with one of the available Format mantel kits. - Section 4.D.

When locating the wall mount bracket be aware of the final position and dimensions of the appliance, mantel and electrical receptacle. See Figures 3.1 and 3.2 for mantel dimension and Figure 4.1 for dimension in relations to the wall mount bracket.

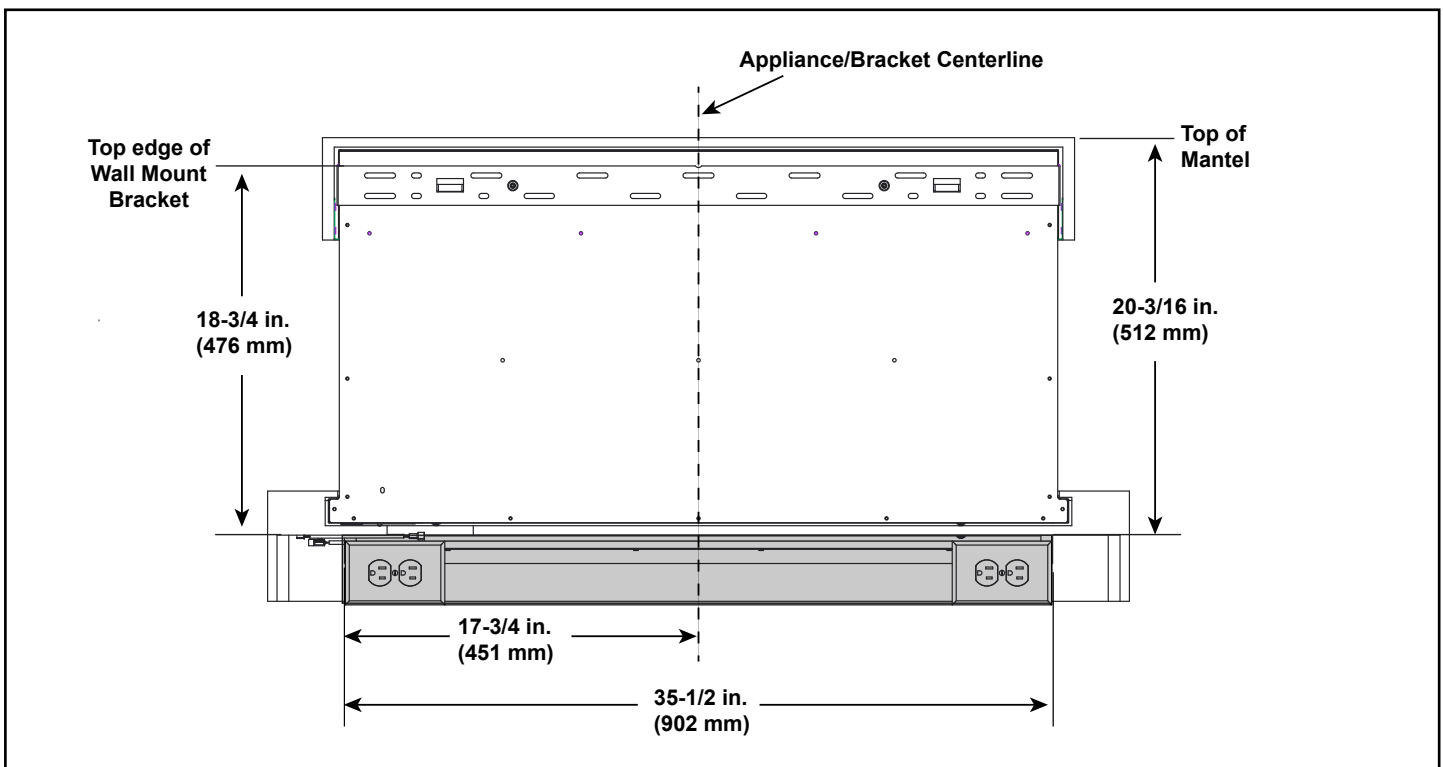


Figure 4.1 Discrete Locating of Outlet Receptacle

### Electrical Receptacle

An electrical receptacle may be discretely located under the bottom mantel section. Refer to Figure 4.1. When planning the location of your appliance, special care is required to ensure the wall mount bracket is located a sufficient distance above the electrical receptacle. Refer to Figure 4.1 when planning placement of the appliance, electrical receptacle and wall mount bracket.

## A. Appliance Preparation

After determining the location and clearance dimensions, the appliance must be prepared for installation.

Remove appliance from packaging.

## B. Wall Mount Installation Instructions

Remove the wall mount bracket from the rear of the appliance by removing the two screws on each side of the appliance and two screws on the rear of the appliance. Retain these screws for re-installation. See Figure 4.2.

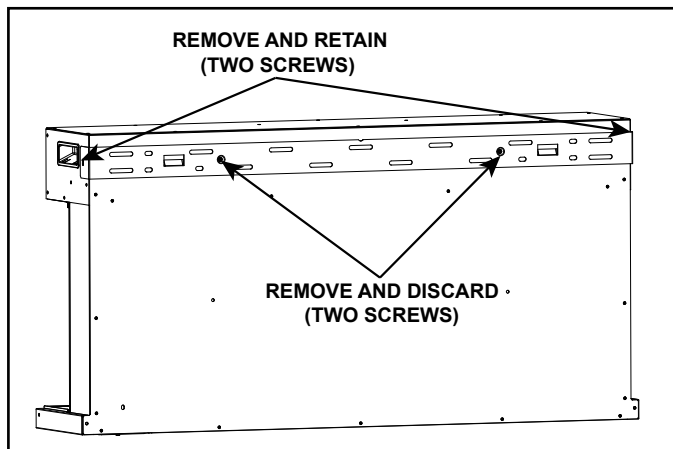


Figure 4.2 Removing Wall Mount Bracket from Appliance

## Direct Wall Mounting with Wall Mounting Bracket

The wall mounting bracket can be installed on masonry walls such as those constructed of brick or concrete, or to framed walls constructed of wood or steel framing sheathed with gypsum wallboard, drywall, wood, etc. The method used to mount the mounting bracket is different between masonry walls and framed walls. Refer to the following sections for more detail on the method applicable to this installation.

### Framed Wall

- Locate the mounting bracket on the wall (orient the bracket with the hooks pointing upwards) in the desired location of the appliance. Refer to figure 4.1 when planning the location of the wall mount bracket in relation to the electrical receptacle. Level the bracket, then mark its location on the wall, including a marking for each of the fastener holes in the bracket.
- For each of the marked mounting point locations, determine which points align with a structural framing member. A minimum of two (2) locations must be secured into a framing member.
- At the points where a wood or metal framing member exists, the ST6X50 screw can be installed directly into that structural member.
- For every mounting hole that does not align with a structural framing member, a wall board toggle-bolt anchor must be used. See Figure 4.3.



Figure 4.3 3/16 Toggle-Bolt Anchor

- The toggle-bolt anchors are provided to accommodate the required anchor points based on the appliance. Use of toggle bolt anchors requires drywall thickness of minimum 1/2 in. and drilled holes size of 1/2 in. diameter.
- Insert the bolt through the front side of the mounting bracket and thread the toggle onto it from the rear of the bracket. See Figure 4.4.
- Fold the toggle wings flush against the bolt and push them through a drilled hole until the toggle wings expand open on the other side. See Figure 4.5.
- Pull back on the bolt and tighten. See Figure 4.5.

**Note:** This product cannot be installed on a wall sheathed with drywall less than 1/2 in. thick, unless all four (4) anchor points in the mounting bracket align with structural framing members.

**NOTICE:** Minimum four (4) screws and/or toggle bolt anchors are required for wall mounting.

**WARNING! Risk of Damage or Personal Injury!** Allowable pull-out and shear strength are 25% of ultimate values or less, as required by building authorities.



Figure 4.4 Toggle Bolt Installation through Mounting Bracket



Figure 4.5 Installing Anchors in Hollow Wall

## Masonry Wall

- Locate the mounting bracket on the wall in the desired location of the appliance. Level the bracket, then mark its location on the wall, including a marking for each of the fastener holes in the bracket.

**NOTICE:** Minimum four (4) screws and anchors are required for MASONRY wall mounting.

- In the marked locations, drill 5/16 in. diameter x 2 in. deep holes. See Figure 4.6.
- Insert the provided wall anchors into the holes.
- Gently tap the anchors with a hammer until they are flush with the wall surface.
- With mounting hooks pointed up, attach the bracket to the masonry anchors with ST6X50 screws. See Figure 4.7.

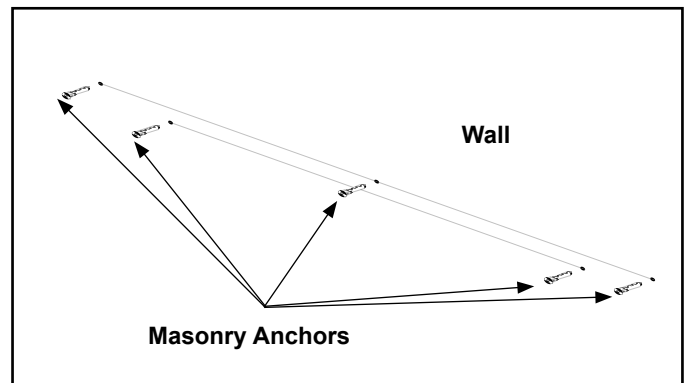


Figure 4.6 Masonry Anchor Placement

**WARNING! Risk of Damage or Personal Injury!** Do not use supplied masonry anchors on hollow walls, sheathed with wood, gypsum wallboard, drywall or other materials.

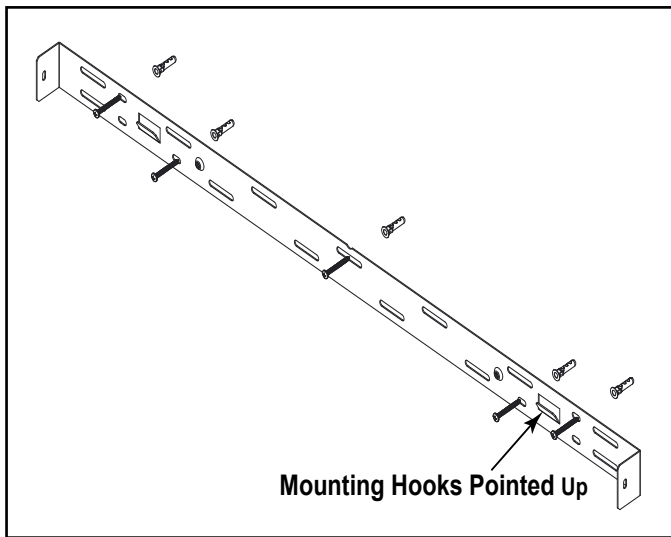


Figure 4.7 Bracket Attachment

### Appliance Installation

1. Hang appliance on the mounting bracket.
2. Align the slots on the back of the appliance with the tabs on the bracket.
3. Hang the appliance and pull down to ensure the tabs are fully engaged. See Figure 4.8.

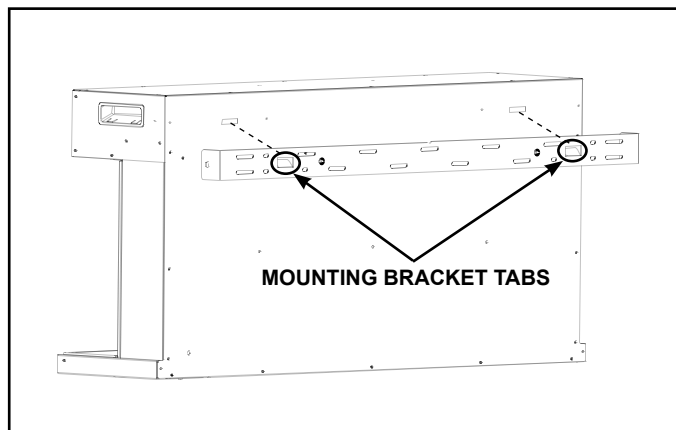


Figure 4.8 Attaching Appliance to Bracket

4. Install two (2) provided 'L-shaped' brackets to the bottom of the appliance using four (4) provided ST4x8 screws. See Figure 4.9.

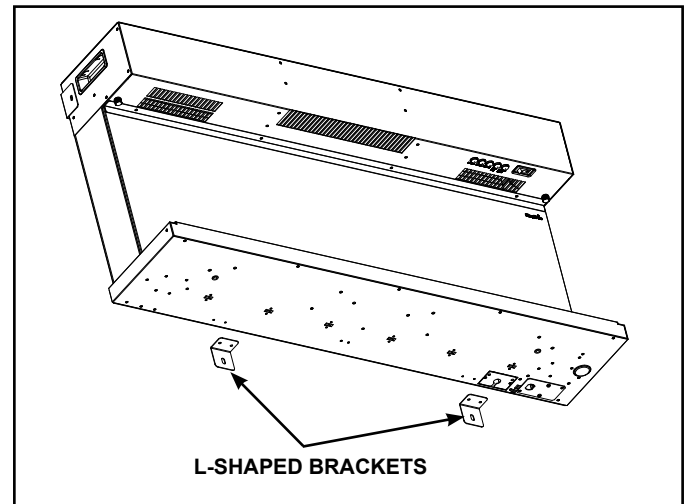


Figure 4.9 L-Shaped Bracket Location

With the L-brackets installed, mark the mounting hole locations. Follow the steps to install the appropriate fastener to secure the L-Bracket to the wall.

- If a wood or metal framing member exists, the ST6X50 screw can be installed directly into the structural member.
- If a mounting hole does not align with a structural framing member, a wall board toggle-bolt anchor must be used.
  - Remove the appliance from the wall mount bracket.
  - Follow the toggle bolt installation steps as described for the wall mount bracket.
- If installing on a masonry wall.
  - Remove the appliance from the wall mount bracket.
  - Follow the ST6x50 screw and anchor method for masonry wall as described for the wall mount bracket.

Re- mount the appliance to the wall mount bracket.

1. Hang appliance on the mounting bracket.
2. Align the slots on the back of the appliance with the tabs on the bracket.
3. Hang the appliance and pull down to ensure the hooks are fully engaged. See Figure 4.8.
4. Secure the bracket to the sides of the appliance using the two (2) ST4x6 screws retained when removing the bracket from the appliance.
5. Secure the bottom L-brackets to the wall with the appropriate fasteners and anchor for the wall construction (masonry anchor or toggle bolt).

## C. Electrical Connection / Installation

**Note:** All electrical connections shall be performed by a qualified electrician.

**WARNING! Risk of Fire, Electrical Shock and Injury!**  
This appliance must be electrically wired and grounded in accordance with local codes or, in the absence of local codes, with **National Electric Code ANSI/NFPA 70-latest edition** or the **Canadian Electric Code CSA C22.1**.

**WARNING! Risk of Shock!** Label all wires prior to disconnection when servicing the appliance. Wiring errors can cause improper and dangerous operation. Verify proper operation after servicing.

This Appliance is equipped with a 120 VAC power cord. It may also be configured for hard-wired applications using the included hard-wired terminal block.

A 15 AMP, 120VAC/60Hz circuit is required. 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 strongly recommended to prevent circuit breaker trips or fuse failure.

**Note:** A wall switch may be used on the circuit to operate the appliance if desired.

### Installation with Power Cord

The appliance comes with a power cord attached. The power cord utilizes a three pin NEMA-5-15P plug. The power cord should not be used unless a grounded receptacle is available.

### Hard-Wired Installation:

This appliance comes with a power cord attached, but can be configured for Hard-Wired installation using the included Hard-Wire terminal block.

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

1. Remove the power cord cover plate located on the bottom of the appliance. Retain the screws.
2. Disconnect the power cord terminal block from the three wires inside the appliance. Wires are released by disconnecting the three conductor wire connector. Discard the power cord assembly.
3. Connect the three conductor wire connector to the connector on the hard-wire terminal block supplied with the appliance. See Figure 4.10.
4. Install a wire strain relief bushing into the cover plate.
5. 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 4.10.
6. Using the screws removed in step one, secure the hard-wired terminal block cover plate in place of the power cord cover plate, on the bottom of the appliance.

**WARNING! Risk of Fire, Electrical Shock and Injury!**  
Ensure that the power cord is not installed so that it is not pinched against a sharp edge, and ensure that it is secured or stored safely to avoid tripping and snagging.

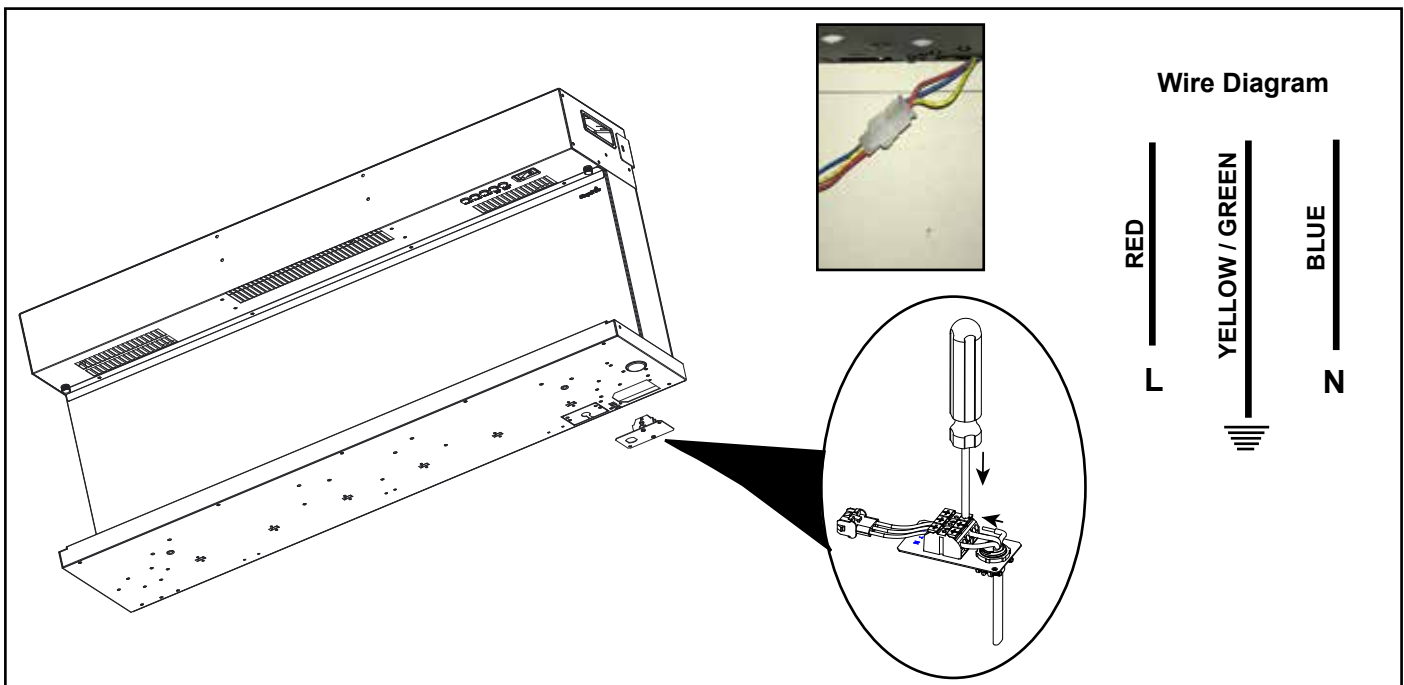


Figure 4.10 Hard Wire Installation

## D. Mantel Instructions: SF-FM43-WH, SF-FM50-WH, SF-FM60-WH

Once the appliance is mounted to the wall and the preferred electrical connection has been installed, the mantel can be installed.

### Tools and Supplies Needed

Magnetic Phillips screwdriver

KIT COMPONENTS	SF-FM43-WH	SF-FM50-WH	SF-FM60-WH
Mantel Top	1	1	1
Mantel Bottom	1	1	1
Mantel Side Panel		2	2
Thumb Screw	2	2	2
Rubber Washer	2	2	2
M5*35 Screw	2	4	4
M6x18mm Flat Washer	2	4	4
Installation Instructions	1	1	1
Touch Up Paint Pen	1	1	1

### Preparation

Remove the mantel and hardware from the packaging.

### Refinishing (Optional)

Mantel is finished in white. If refinishing is desired, the following steps are recommended prior to assembling the mantel:

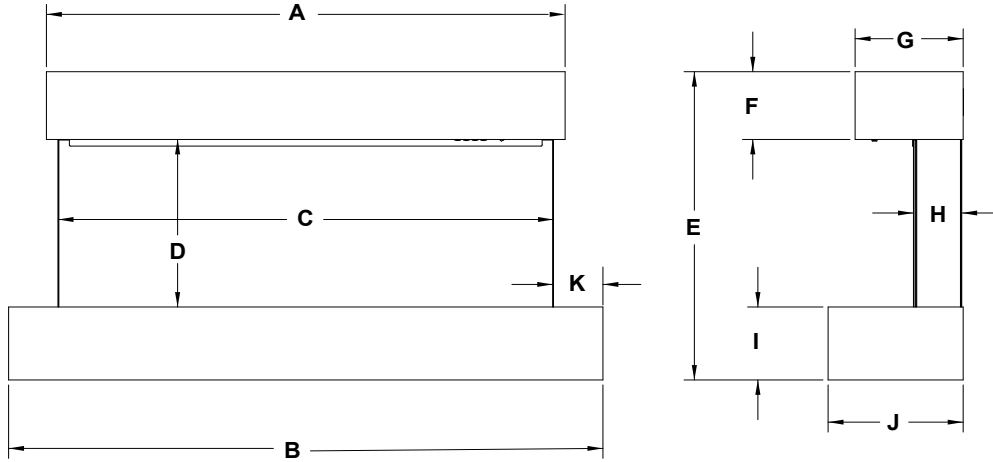
- Properly cover any areas of work space that you do not want to be painted.
- Lightly scuff the existing finish with 320 grit sandpaper.
- Remove dust using lint free cloth.
- For best results, apply a base coat of spray paint primer to evenly cover the mantel.
- Wait the recommended amount of time per the paint and primer instructions, then apply a spray paint top coat in the color of choice to evenly cover the mantel.
- Apply additional top coats until desired coverage is achieved.

### NOTICE:

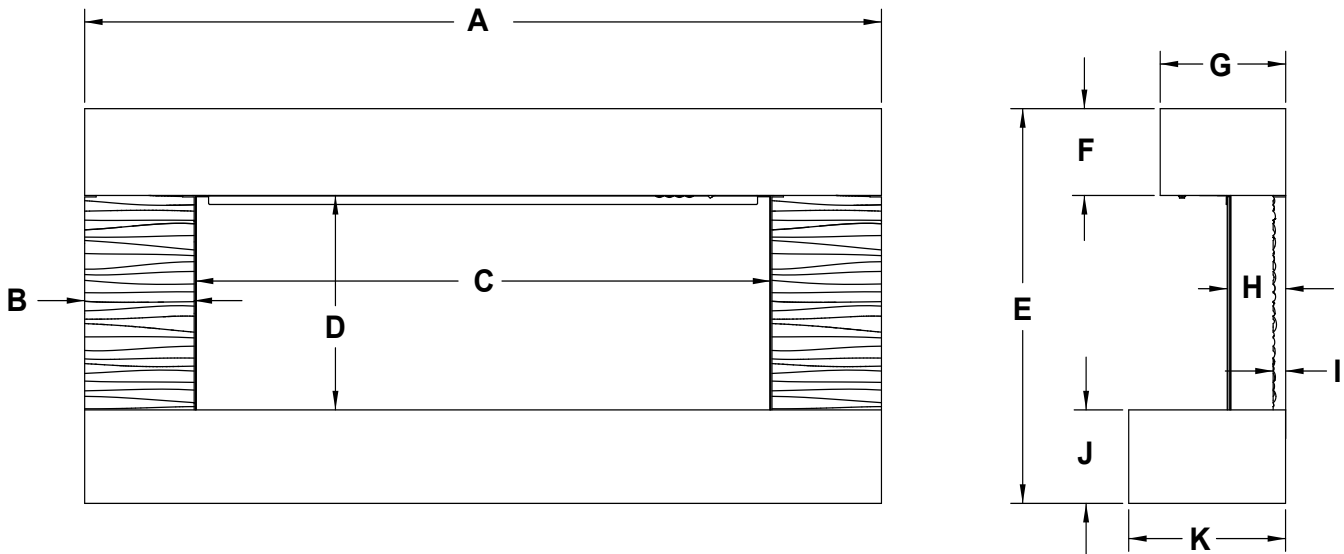
- Follow all recommended guidelines for the materials you are using.
- Do not spray paint near the appliance.
- Do not spray paint while the appliance is operating.
- Always wear appropriate gloves, eye protection, clothing and a respirator or mask when painting.
- The room or area you are spraying must be well ventilated and must be properly masked in order to preventing overspray from covering woodwork, floors or furnishings.

## Mantel Options

There are three available mantels.



Model		A	B	C	D	E	F	G	H	I	J	K
SF-FM43-WH	in.	37-13/16	43-5/16	36-1/16	12-5/8	23-5/16	5-1/8	7-7/8	3-11/16	5-1/2	9-7/8	3-9/16
	mm	960	1100	916	321	592	130	200	94	140	250	91



Model		A	B	C	D	E	F	G	H	I	J	K
SF-FM50-WH	in.	50	6-7/8	36-1/16	12-5/8	23-5/16	5-1/8	7-7/8	3-11/16	7/8	5-1/2	9-7/8
	mm	1270	175	916	321	592	130	200	93	22	140	250
SF-FM60-WH	in.	59-7/8	11-13/16	36-1/16	12-5/8	23-5/16	5-1/8	7-7/8	3-11/16	7/8	5-1/2	9-7/8
	mm	1520	300	916	321	592	130	200	93	22	140	250



## SF-FM43-WH Installation

1. Slide the bottom mantel section onto the appliance and connect the bottom mantel wire connection to the appliance wire connector protruding from the bottom of the appliance (the cover plate on the bottom of the appliance may need to be removed to access the wire connector). See Figure 1 and 2.
2. Fasten the bottom mantel section to the appliance with two M5\*35 Phillips screws. See Figure 5.

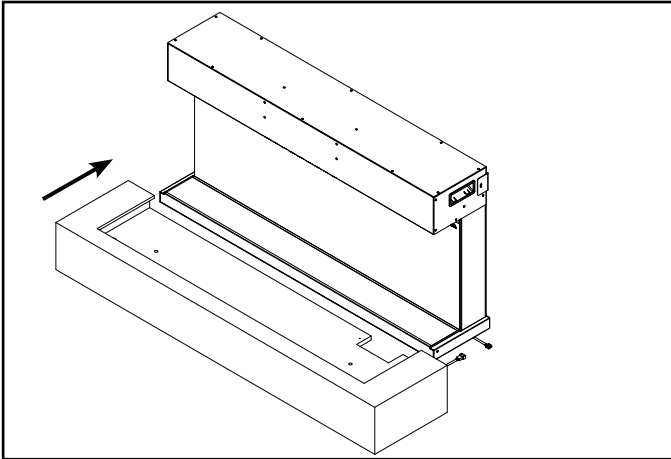


Figure 1

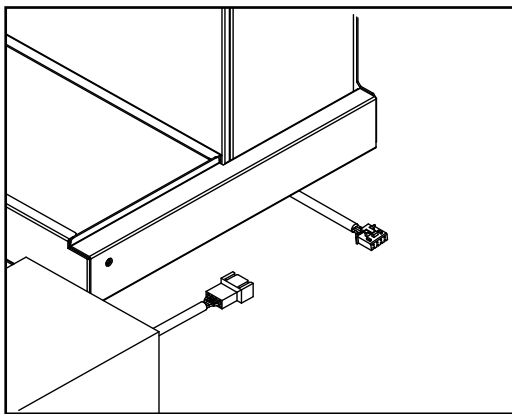


Figure 2

3. Before installing the top mantel, bend the mounting tabs slightly into a more open position to allow for clearance while installing the mantel. See Figure 3.

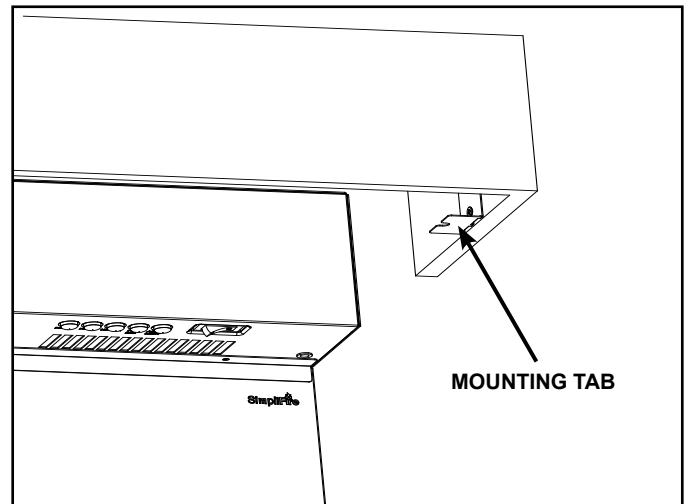


Figure 3

4. Slide the top mantel section onto the appliance. See Figure 4.

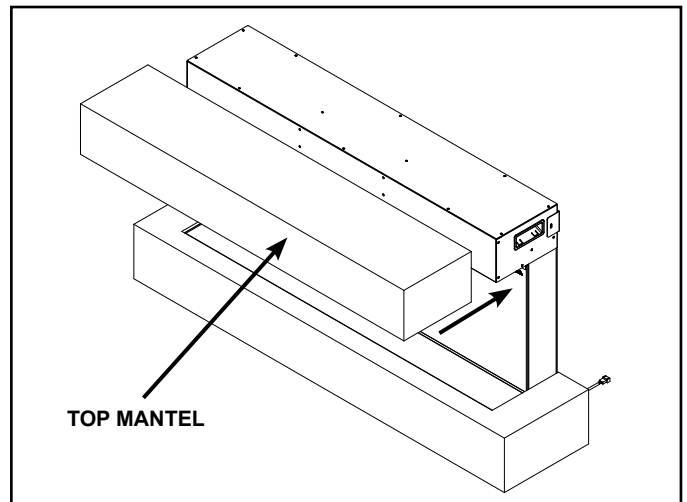


Figure 4

- Once the top mantel is in place, bend the mounting tabs at a 90° angle so it is flush against the inner surface of the appliance.
- Secure the top mantel to the appliance using two (2) M5X12 thumb screws with rubber washers. See Figure 5.

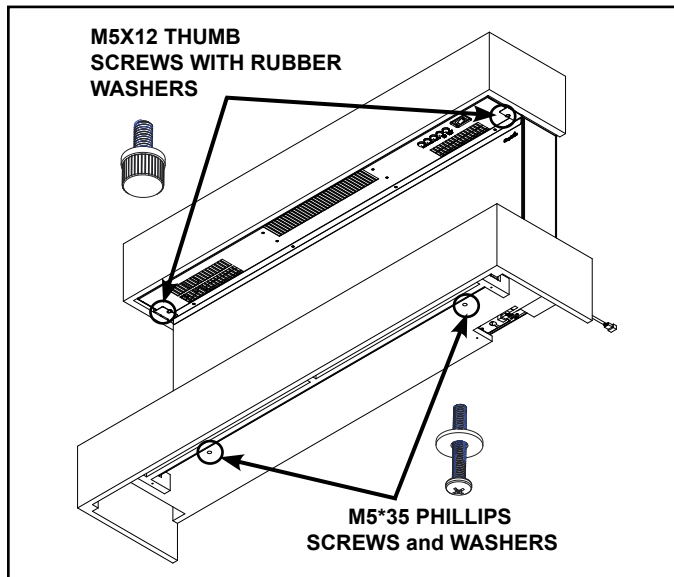


Figure 5

#### SF-FM50-WH and SF-FM60-WH Installation

- Slide the bottom mantel section onto the appliance and connect the bottom mantel wire connection to the appliance wire connector protruding from the bottom of the appliance (the cover plate on the bottom of the appliance may need to be removed to access the wire connector). See Figure 6.
- Fasten the bottom mantel section to the appliance with two (2) M5\*35 Phillips screws. See Figure 10.

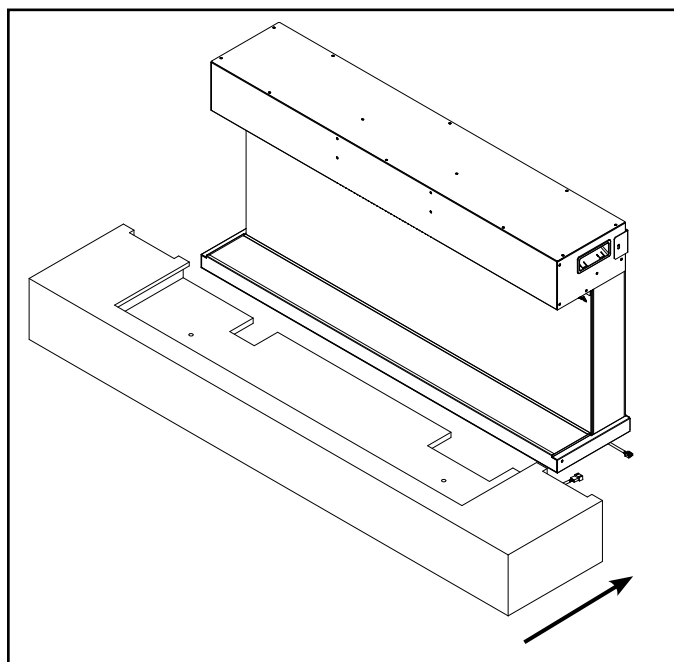


Figure 6

- Attach the side panel wire connector to the connector on the bottom mantel section. Slide the side panels into the recess between the bottom mantel section and the wall. Take care not to pinch the wire between the side panel and the wall. See Figure 7.

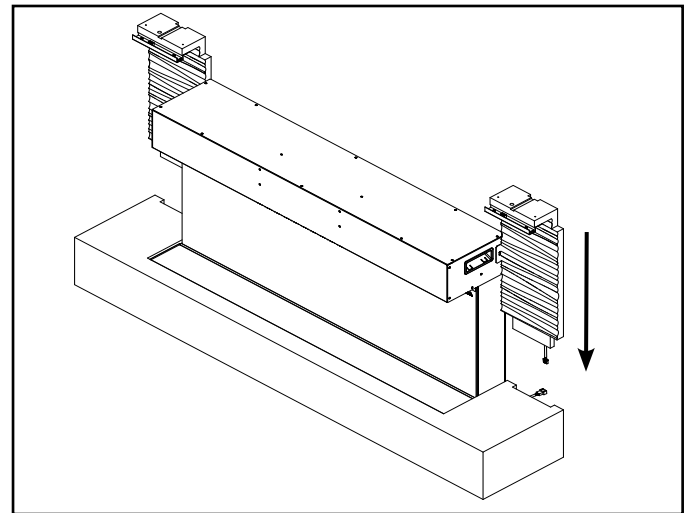


Figure 7

- Before installing the top mantel, bend the mounting tabs slightly into a more open position to allow for clearance while installing the mantel. See Figure 8.

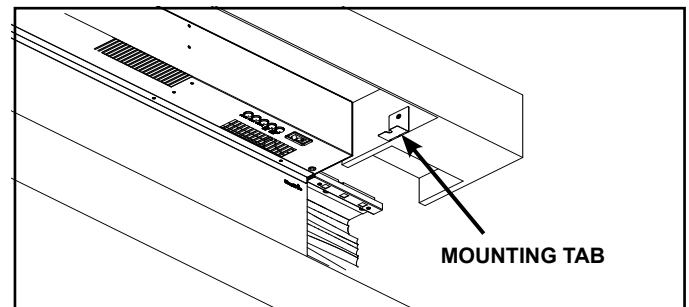


Figure 8

- Slide the top mantel section onto the appliance. See Figure 9.
- Once the top mantel is in place, bend the the mounting tabs at a 90° angle so it is flush against the inner surface of the appliance.

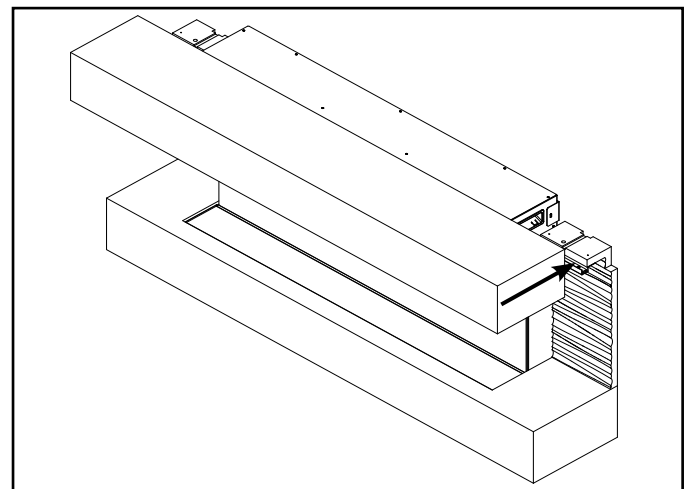


Figure 9

7. Secure the top mantel to the appliance using two (2) M5X12 thumb screws with rubber washers. See Figure 10.
8. Secure the side panels using two (2) provided M5\*35 screws.

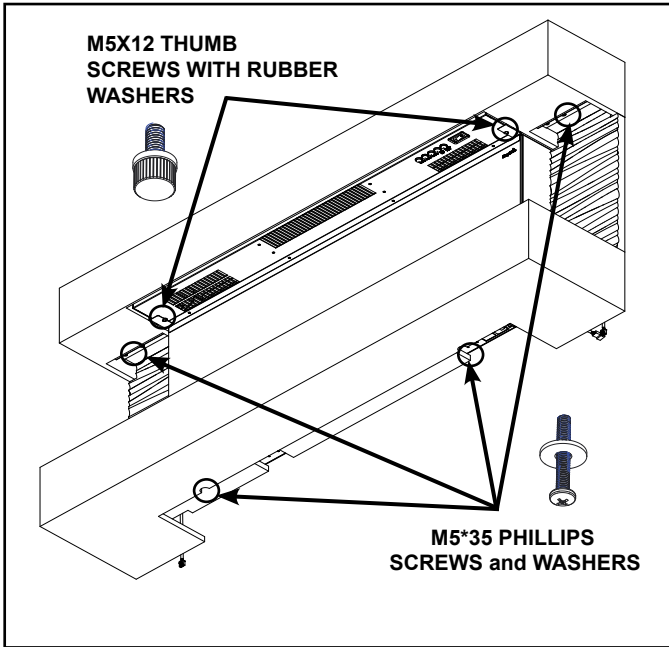


Figure 10

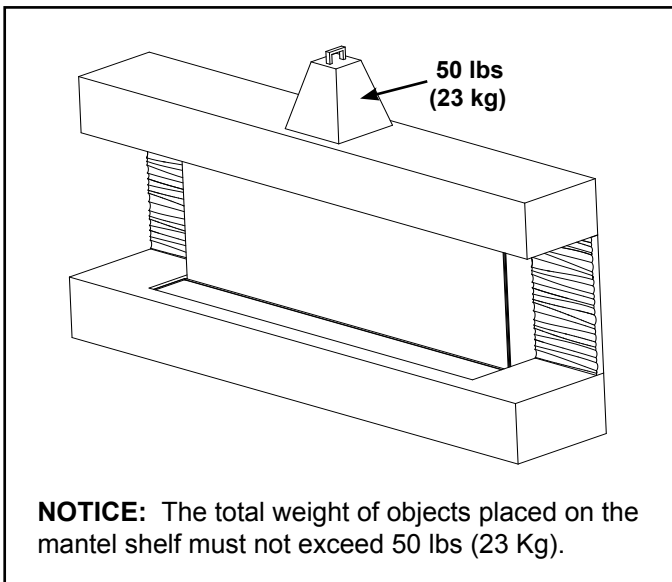


Figure 11

2042-951

## E. Appliance Final Setup

### Clear Crystal Media

The appliance comes with small and large clear crystal media. You can use either media in any combination. To install the clear crystal media, carefully spread media across the fuel bed as desired. See Figure 4.10.



Figure 4.10 Media Installation

### ShadowGlo™ Log Set

The appliance also comes with a one-piece ShadowGlo™ Alpine Timber log set. This can be installed in lieu of crystal media, by placing the log assembly directly onto the appliance fuel bed. See Figure 4.11.



Figure 4.11 ShadowGlo™ Log Set Assembly

# 5 OPERATING INSTRUCTIONS

**CAUTION!** The appliance's power cord must be connected to a properly grounded and protected 120VAC outlet. Always use ground fault protection where required by the electrical code.

**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. Manual Controls

The appliance can be operated by both remote control and touch control buttons. Once the appliance has been properly connected to a grounded electrical outlet, turn on the power button located on the upper right side of the appliance. A beep should be heard when the power is first applied. See Figure 5.1.

### Power Button

The Power button turns the power of the appliance on or off.

### Flame Button

By pressing the FLAME button, the appliance will cycle through four flame effects.

### Heater Button

The HEATER button will cycle from low to high to off settings.

### Fuel Bed LED Light Button

The Fuel Bed LED light button will turn on the LED lights and cycle through 14 color themes (13 colors and a color rotating option).

### Accent Light Button

The Accent light button will turn on the LED Accent lights, located on the Mantel, and cycle through 14 color themes (13 colors and a color rotating option).

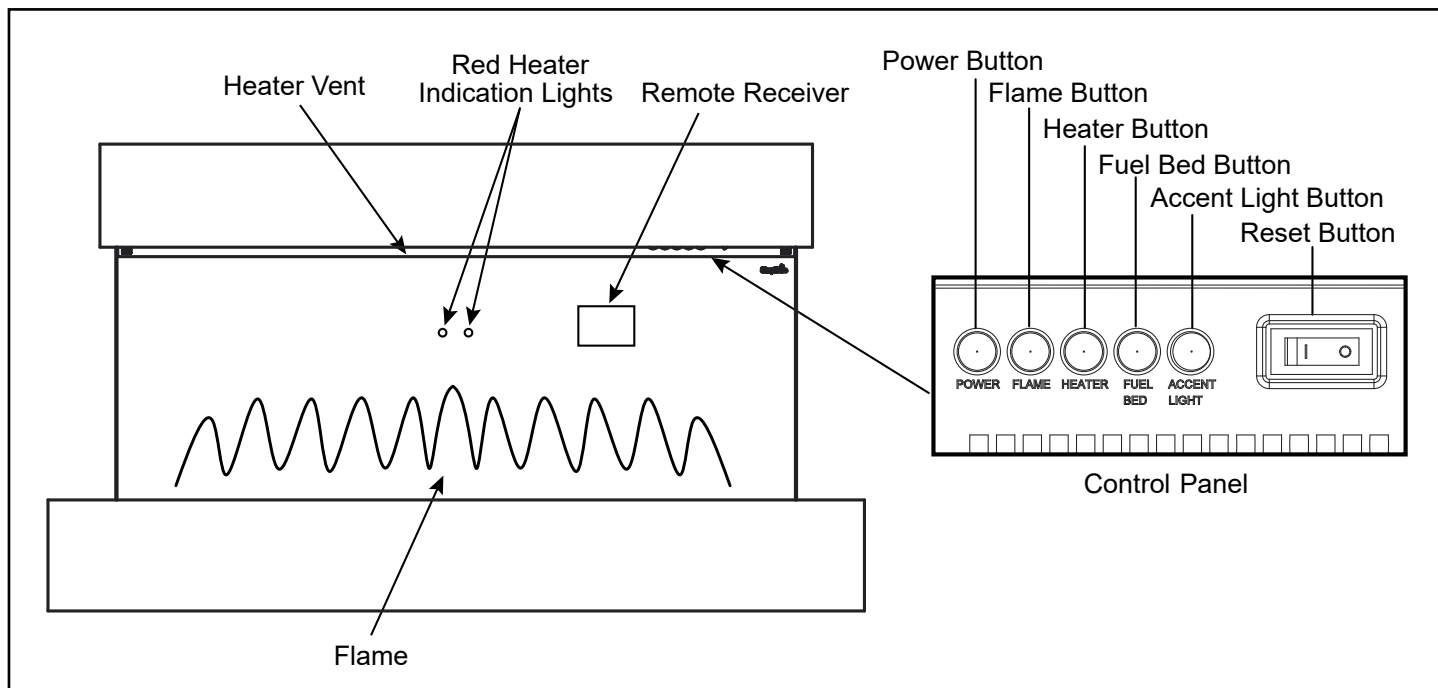











Figure 5.1 Manual Operating Switches

## B. Operating by Remote Control

- Make sure 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. (4.9m).
- The remote control must be within the 16 ft. (4.9m) range and also be pointed directly at the face of the appliance. For best results, point the remote control toward the remote receiver location. See Figure 5.1.

	ICON	TITLE	FUNCTION	REMOTE LCD DISPLAY	Appliance RESPONSE
		POWER	The POWER button will turn the appliance on. It will also put the appliance in a standby mode. This will turn off all functions at once but will hold the settings in memory except Timer function. The appliance will turn on at the same settings by pressing the power button again.	LCD illuminates and displays flame status icon and temperature set point.	Appliance emits single audible beep to confirm command to transition to ON or STANDBY state.
		FLAME	By pressing the FLAME button, the appliance will cycle through four flame effects.	LCD illuminates and displays flame status icon.	Appliance emits single audible beep to confirm command to transition between four FLAME states.
		HEATER	Press Heater button once, heater turns on LOW. Press Heater button twice, heater turns on HIGH. Press Heater button three times, heater turns off.	LCD illuminates and displays heater status icon.	Appliance emits single audible beep to confirm command to transition between HEATER states. Appliance displays one red LED for 10 seconds to confirm low heater command. Appliance displays two red LED for ten (10) seconds to confirm high heater command.
		THERMOSTAT	Pressing the Temperature button adjusts the heaters response to the ambient temperature conditions in the room. Temperature adjusts from 16 °C - 28 °C (60 °F - 82 °F). To exit Thermostat mode, toggle Temperature button until no temperature is displayed. Hold Thermostat button for 3 seconds to toggle the LCD display from °C to °F. Power button must be on to set °C to °F.	Remote displays the temperature set-point. If no temperature is displayed, appliance is no longer in thermostat mode. If in Stand-by mode, temperature will display but cannot be adjusted.	Appliance emits single audible beep to confirm command to change desired temperature set point.
		TIMER	Pressing the Timer button sets the time desired for the appliance to run. The Timer can be set from 30 minutes and one hour increments up to nine hours.	Remote will display the time setting selected. If in Stand-by mode time will display but cannot be adjusted.	Appliance emits single audible beep to confirm command to change desired timer setting.
		BRIGHTNESS	Pressing the Brightness Button will change the Flame, Ember, and Accent Light brightness. (5 Settings; 100%, 50% 25%, 12.5%, and Off)	No indicator.	Appliance emits single audible beep to confirm command and toggles to the next brightness setting.
		EMBER LIGHT	Pressing the Light button changes the fuel bed colors (14 color themes available - 13 colors and a color rotating option), and turns it on/off.	No indicator.	Appliance emits single audible beep to confirm command and toggles to the next fuel bed light color setting.
		ACCENT LIGHT	Pressing the Accent Light button changes the accent light colors (14 color themes available - 13 colors and a color rotating option), and turns it on/off.	No indicator.	Appliance emits single audible beep to confirm command and toggles to the next accent light color setting.

### C. Room Temperature and Thermostat Function

The temperature display on the remote control is a set point for the desired temperature of the room in which the appliance is installed. The Thermostat button on the remote can be used to set the desired room temperature. The heater will only operate if the remote control temperature set point is higher than the actual room temperature. The heater will not operate if the actual temperature is greater than the remote control temperature set point. To exit Thermostat mode, toggle Temperature button until no temperature is displayed.

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

- When the remote control display is set to a desired room temperature using the thermostat button, the appliance heater will turn OFF automatically when the room temperature reaches the set point.
- The heater will turn ON automatically if the room temperature falls below the set point.

**Note:** The actual room temperature is measured by a hidden sensor located inside of the appliance. During certain situations, this sensor temperature can be slightly different than either the remote control location, or the overall space being heated. For this reason, the remote control set point temperature may need to be set slightly higher or lower than expected room temperature for the heater function to work as desired.

### 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. Turn appliance to OFF.
2. Shut-off power at the circuit breaker.
3. Let appliance cool for 15 minutes.
4. Turn on power at the circuit breaker.
5. Turn on appliance with touch power button or remote control.

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

### E. Setting Retention

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

# 6 MAINTENANCE

---

## 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 either unplugging from the wall outlet or 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.

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

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

## B. Cleaning

### 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. Do not spray liquids directly on to any surface.

## C. Servicing

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

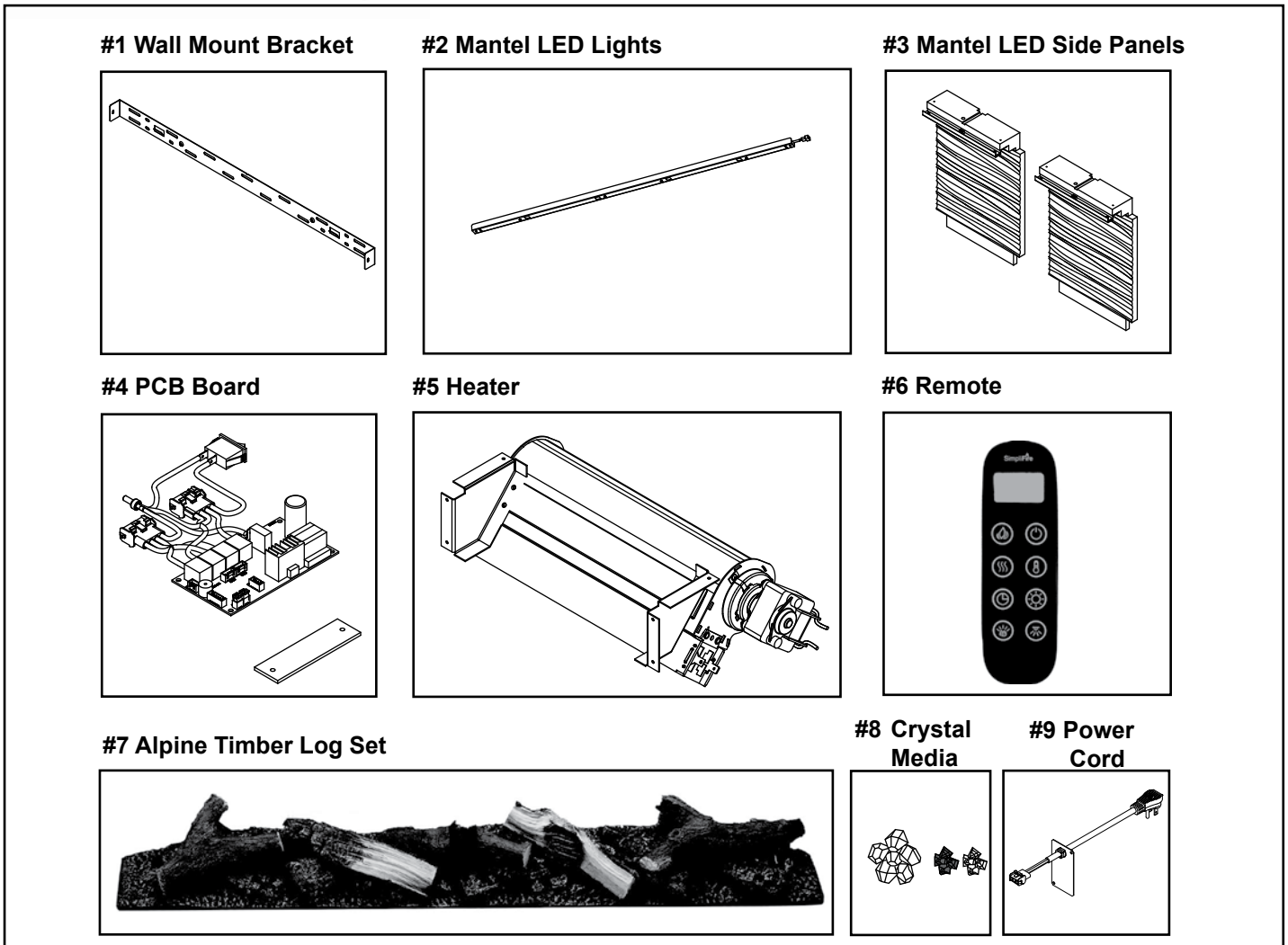
## D. SimpliFire Troubleshooting Guide

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 appliance	Install appliance onto a dedicated 15 amp circuit.
Lights in room dim while the appliance is on	Appliance is drawing close to circuit current rating	Install appliance onto a dedicated 15 amp circuit.
Appliance will not come on when using the manual controls on the appliance	Appliance is not plugged into an electrical outlet	Ensure plug is connected to a working outlet.
	Hard-wire connections not correct (if applicable)	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, or remote is not pointed directly at the receiver.	Ensure receiver is not blocked. Move closer to the appliance.
	Appliance power switch is in the off "O" position (if equipped)	Turn the power switch on, to the "I" position (if equipped).
	Remote control malfunction	Replace remote control
	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 (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 15 minutes. Then plug in the appliance or turn power back on at circuit breaker and turn appliance back on.
	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 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 15 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).
Flame shudder	Flame rotisserie contacting other internal components when spinning	Contact Dealer / Replace Appliance
	Defective flame rotisserie motor	Contact Dealer / Replace Appliance



## SimpliFire Troubleshooting Guide (continued)

Symptom	Possible Cause	Corrective Action
Fuel bed does not light up	Fuel bed is turned off	Refer to operation section of the user manual.
	Loose wiring	Check wiring to fuel bed LEDs.
	Defective control board (PCB)	Replace control board (PCB).
	Defective LED lights	Contact Dealer / Replace Appliance
Appliance turns on by itself	Defective control board (PCB)	Replace control board (PCB).
	Similar infrared signal from another remote causing appliance to turn on (pre-2019 manufactured appliances only)	Some TV remotes may cause the appliance to turn on for appliances manufactured before 2019. 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	Contact Dealer / Replace Appliance



**IMPORTANT: THIS IS DATED INFORMATION.** Parts must be ordered from a dealer or distributor. **Hearth and Home Technologies does not sell directly to consumers.** Provide model number and serial number when requesting service parts from your dealer or distributor.



**Stocked at Depot**

ITEM	DESCRIPTION	COMMENTS	PART NUMBER	
1	Wall Mount Bracket		BRACKET-FMT36	Y
2	Mantel Accent LED Lights	For SF-FM43-WH	LED-FM43	Y
3	Mantel Side Panels w/Accent LEDs	For SF-FM50-WH	LED-FM50-WH	Y
		For SF-FM60-WH	LED-FM60-WH	Y
4	PCB Board		PCB-FMT	Y
5	Heater Assembly		HEATER-FMT	Y
6	Remote		REMOTE-AC	Y
7	Alpine Timber Log Set	One-piece	LOGS-FMT36	Y
8	Crystal Media (clear small, clear large, & black small)		CRYSTAL-SCION	
9	Power Cord	Pre 12/23	PLUGIN-ALLP	Y
		Post 12/23	SF-PLUGIN	Y
	Format Hardware Kit (appliance & mantel)		HDWR-FORMAT	

