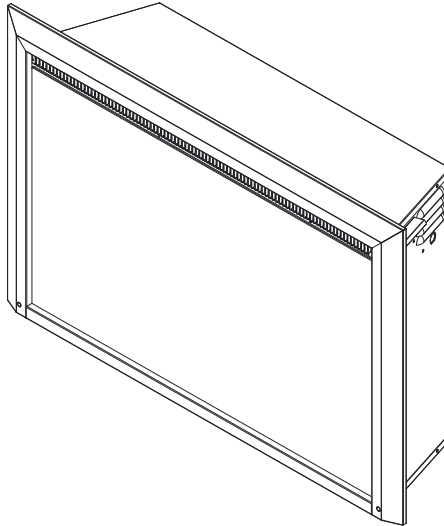


**Model:**  
**GI-32-ZC**



**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.**

**INSTALLER: DO NOT DISCARD THIS MANUAL -  
LEAVE FOR HOMEOWNER - SAVE THESE INSTRUCTIONS**

# 1 IMPORTANT INSTRUCTIONS

## IMPORTANT SAFETY INSTRUCTIONS

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

#### **DO NOT:**

- Install or operate damaged appliance
- Modify appliance
- Operate the appliance 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 reputable electrician before reusing.
- Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock, fire, or damage the appliance.
- To prevent a possible fire, do not block appliance fan air intakes or exhaust in any manner.
- An appliance has hot and sparking parts inside. Do not use it in areas where gasoline, paint, 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, plug 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 plug from outlet.
- Always disconnect power 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.
- Avoid use of an extension cord because an extension cord may overheat and cause a fire. However if you have to use an extension cord, the cord should be No. 14 AWG minimum size and rated to not less than 1875 watts.

**SAVE THESE INSTRUCTIONS**

**▲ Safety Alert Key:**

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

## Table of Contents

Congratulations! ..... 1

### 1 IMPORTANT INSTRUCTIONS

B. Warranty ..... 4

### 2 GENERAL INFORMATION

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

### 3 GETTING STARTED

A. Parts and Hardware ..... 7  
C. Appliance Dimensions ..... 7  
B. Tools and Supplies Needed ..... 7  
D. Installation Location ..... 9  
E. Clearance to Combustibles ..... 9  
F. Electrical Connection ..... 9

### 4 INSTALLATION

A. Selecting Appliance Location ..... 10  
B. Appliance Preparation ..... 10  
C. Surround Installation (Optional) ..... 11  
D. Preparation for Installation into Existing  
Fireplace Opening ..... 13  
E. Installation into Existing Fireplace Opening ..... 13  
F. Installation into New Construction ..... 14  
G. Position and Attaching the Appliance ..... 15  
H. Finishing Fireplace Wall ..... 15

### 5 OPERATING INSTRUCTIONS

A. Manual Switch Function: ..... 16  
B. Operating by Remote Control ..... 17  
C. Resetting Temperature Cutoff Switch ..... 17

### 6 MAINTENANCE

A. Maintenance ..... 18  
B. Cleaning ..... 18  
C. Electrical Wiring Diagram ..... 18  
D. Servicing ..... 18  
E. SimpliFire Troubleshooting Guide ..... 19  
F. Service Parts List ..... 21  
G. Contact Information ..... 22

## B. Warranty

### Hearth & Home Technologies LLC

#### LIMITED LIFETIME 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 its option, 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 on the date of first occupancy of the dwelling or six months after the sale of the Product(s) by an independent, authorized HHT dealer or distributor, whichever occurs earlier. However, the Warranty coverage shall commence no later than 24 months following the date of Product shipment from HHT, regardless of the installation or occupancy date.

The term “Lifetime” in the table below is defined as: 20 years from the beginning date of warranty coverage for gas appliances, 10 years from the beginning date of warranty coverage for wood and pellet appliances, and 5 years from the beginning of warranty coverage for standalone gas log sets. These time periods reflect the minimum expected useful lives of the designated Component Parts under normal operating conditions.

Warranty Period		HHT Manufactured Appliances and Venting					
Component Parts	Labor	Gas	Pellet	Wood	Electric	Venting	Component Parts Covered by this Warranty
1 Year		X	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
2 years			X	X			Igniters, Auger Motors, Electronic Components, and Glass
		X					Electrical components limited to modules, remotes/wall switches, valves, pilots, blowers, junction boxes, wire harnesses, transformers and lights (excluding light bulbs)
		X		X			Molded Refractory Panels, Glass Liners
3 years			X				Firepots, burnpots, mechanical feeders/auger assemblies
5 years		X					Burners and logs for standalone gas log sets (Vented and Vent Free gas log sets not sold as components of the fireplace or stove)
5 years	1 year	X					Vent Free Burners and Vent Free Log components of HHT manufactured fireplaces or stoves
			X	X			Castings, Medallions and Baffles
6 years	3 years			X			Catalysts
7 years	3 years		X	X			Manifold tubes, HHT Chimney and Terminations
10 years	1 year	X					Burners, logs and refractory components of HHT manufactured fireplaces or stoves
Limited Lifetime	3 years	X	X	X			Firebox and heat exchanger, FlexBurn® System (engine, inner cover, access cover and fireback)
1 Year	None	X	X	X	X	X	All purchased replacement parts

## **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, 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 replacement of the Component Part(s), repair of the Component Part(s), or refund of the original purchase price of the applicable Product(s), as specified above; provided, however, that (i) if HHT is unable to provide replacement of the Component Part(s) and repair of the Component Part(s) is not commercially practicable or cannot be timely made, or (ii) the customer is willing to accept a refund of the purchase price of the applicable Product(s), HHT may discharge all such obligations by refunding the purchase price of the applicable Product. 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:** GI-32-ZC  
**LABORATORY:** CSA International  
**TYPE:** Electric Air-Heaters Fixed and Location-Dedicated Electric Room Heaters  
**STANDARD:** UL 2021 (3<sup>rd</sup> Edition) CSA C22.2 No 46-13

**NOTICE:** This installation must conform with local codes.

**NOT INTENDED FOR USE AS A PRIMARY HEAT SOURCE.**  
This appliance is tested and approved as either supplemental room heat or as a decorative appliance. It should not be factored as primary heat in residential heating calculations.

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

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

## B. California



**WARNING:** This product can expose you to Di-(2-ethyl hexyl) 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).

## C. Unpacking and Inspecting Appliance

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

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

## D. Model and Serial Number Information

The model and serial number information is located on the rating plate. The rating plate is located on the upper wall of the appliance behind glass front.

### ELECTRIC FIREPLACE

MODEL	GI-32-ZC
VOLTAGE	120V AC
FREQUENCY	60 Hz
AMPERAGE	12.5 A
WATTS	1500 W
SERIAL No.:	_____



Hearth & Home Technologies

MADE IN CHINA

## Homeowner Reference Information

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

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

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

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

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

# 3 GETTING STARTED

## A. Parts and Hardware

Parts and Hardware List	
Part	Quantity
Appliance	1
Front	1
Instruction Manual	1
Remote Control	1
CR2032 Lithium Battery (included with remote)	1
Construction Screws	4

## 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
- Phillips screwdriver
- Safety glasses
- Flat blade screwdriver
- Level
- Framing material
- Framing square
- Electric drill and bits (1/4 in.)
- Reciprocating saw

## C. Appliance Dimensions

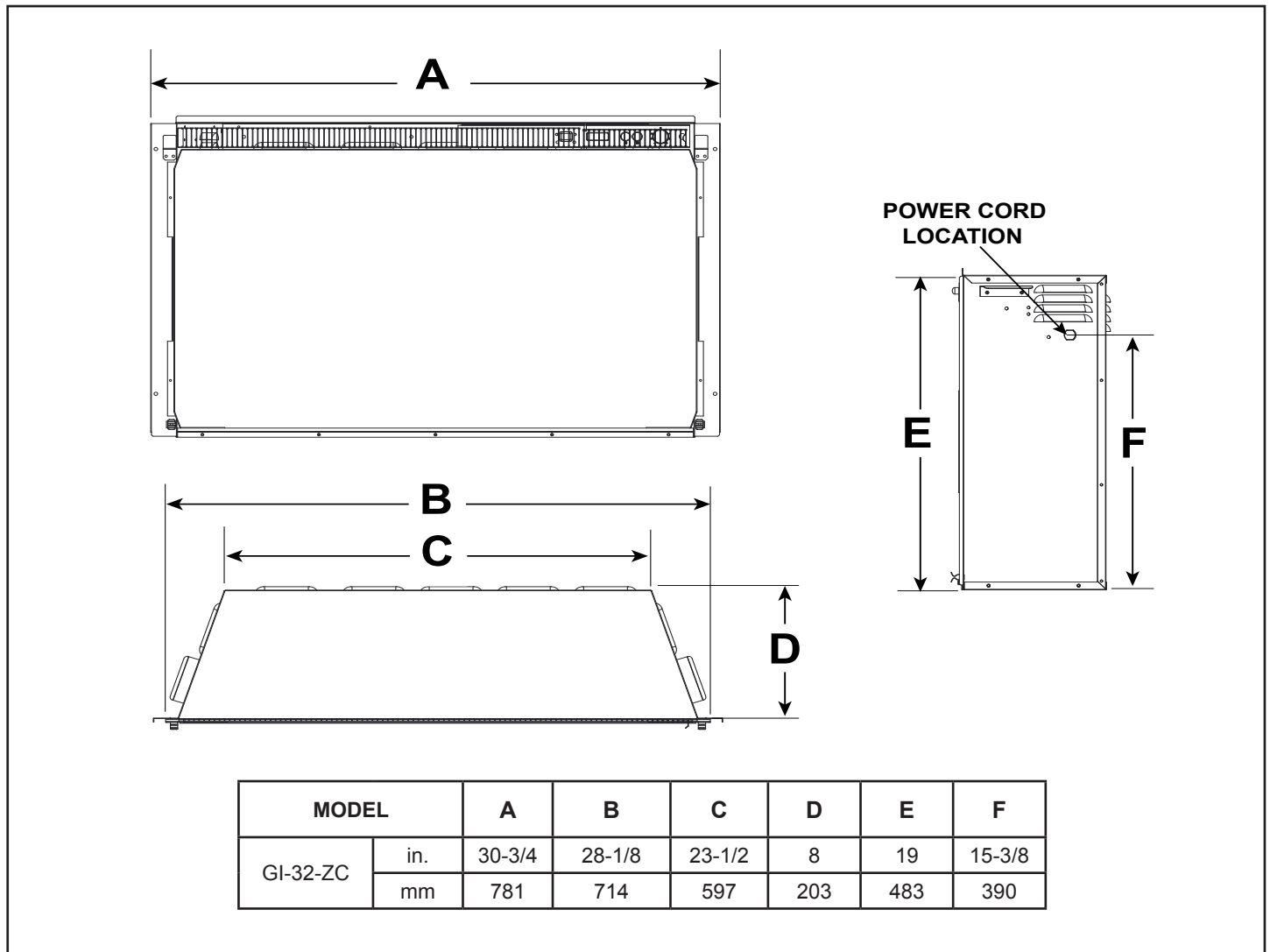
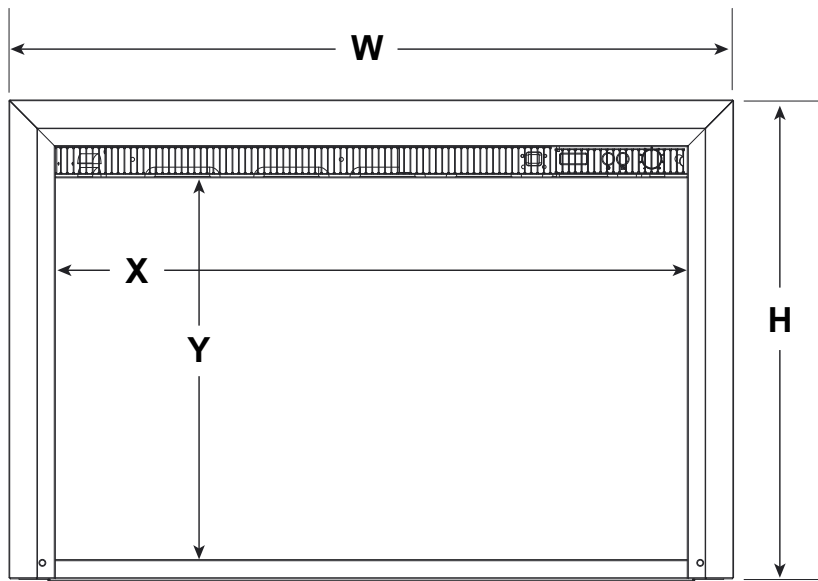


Figure 3.1 Appliance Dimensions



MODEL		WIDTH	HEIGHT	VIEWING WIDTH	VIEWING HEIGHT	DEPTH OF DOOR
		W	H	X	Y	
GI-32-ZC	in.	31-7/16	20-9/16	27-3/8	16	3/4
	mm	799	522	695	406	19

Figure 3.2 Decorative Front Dimensions

## D. Installation Location

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

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

- For best results, install out of direct sunlight.
- Power supply service must be installed within proximity of electric appliance prior to finishing to avoid reconstruction.
- See Figure 3.1 for appliance dimensions and to determine location of appliance installation.

## E. Clearance to Combustibles

Reference Figures 4.6 and 4.7 for minimum chase dimensions and clearance to combustibles.

### Minimum Clearance to Combustibles

Sides.....	0 in
Floor.....	0 in
Top.....	0 in
Back.....	0 in
Front.....	36 in (813 mm)
Mantels.....	See Figure 3.3

**NOTE:** Do not pack insulation around the appliance blocking louvers.

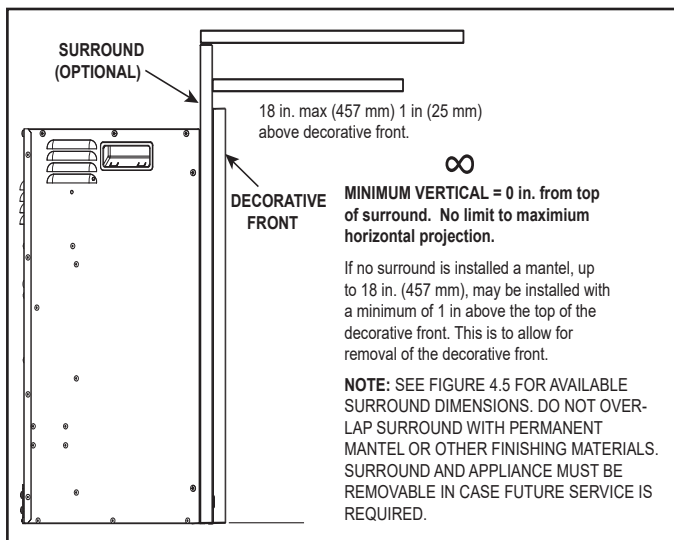


Figure 3.3 Mantel - Surround

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

## F. Electrical Connection

**WARNING! Risk of Fire, Electrical Shock and Injury!** Electrical wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electrical shock and injury.

A 15 AMP, 120 Volt, 60 Hz circuit with a properly grounded outlet is required.

The appliance is supplied with a power cord equipped with NEMA-5-15P plug. An adapter must be used for connecting to a two-slot receptacle (Figure 3.4). The green grounding wire extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box. The adapter should not be used if a three slot grounded receptacle is available.

### Electrical Outlet Box

An outlet box may be installed in the existing solid fuel masonry or factory built appliance. The minimum chase dimensions may need to be adjusted when planning this installation. Alternatively, the supplied power cord may be routed out through the bottom corner of the surround to a nearby outlet.

**Note:** Power cord is approximately 6 feet (1.8 m) long, located on the right side of the appliance.

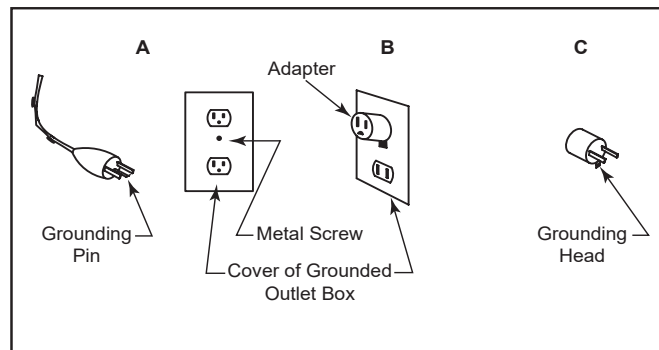


Figure 3.4 Cord Electrical Connection

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

# 4 INSTALLATION

## A. Selecting Appliance Location

When selecting a location for the appliance it is important to consider the required clearances to walls. See Figure 4.6 and 4.7.

**WARNING! Risk of Fire or Burns!** Provide adequate clearance around air openings and for service access. **Due to high temperatures, the appliance should be located out of traffic and away from furniture and draperies.**

**NOTICE:** Illustrations reflect typical installations and are FOR DESIGN PURPOSES ONLY. Illustrations/diagrams are not drawn to scale. Actual installation may vary due to individual design preference.

This product can be built into new construction or an existing wood burning fireplace.

## B. Appliance Preparation

1. The Decorative Front is shipped attached to the appliance. To remove the front from the appliance. Pull the bottom of the front away from the appliance, disengaging it from the spring clips. See Figure 4.1
2. Grasp the Decorative Front and lift up to disengage the hooks and pull the front away from the appliance.

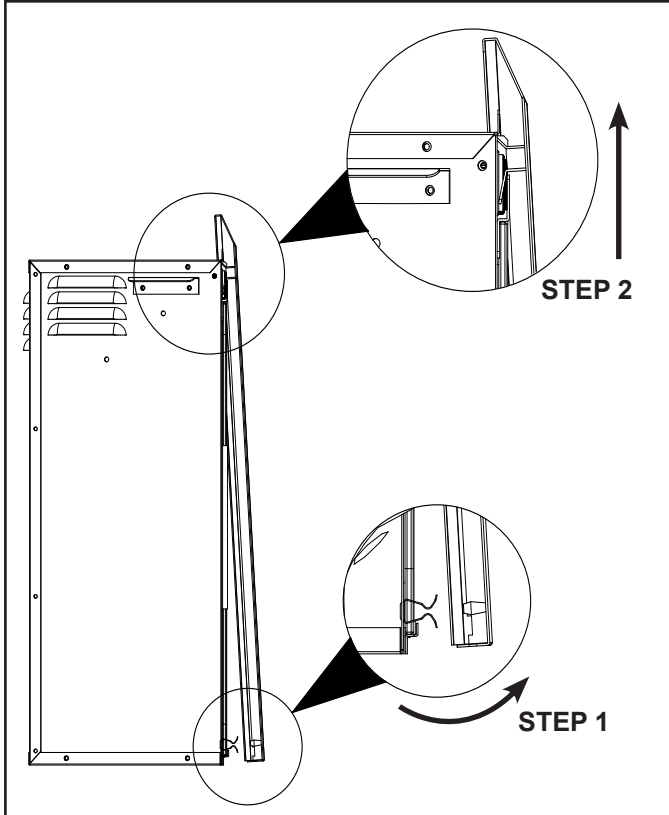


Figure 4.1

### C. Surround Installation (Optional)

An optional surround is available. The surround is designed to overlap the opening of the existing fireplace or constructed chase.

1. Follow the assembly instructions included with the surround into a 3-sided configuration.
2. Slide the assembled 3-sided surround over the top of the appliance behind the appliance side flanges. See Figure 4.3
3. Secure the surround to the appliance side flanges in four (4) locations with the ST4X8 screws provided with the surround. The screws will be installed from the rear of the appliance. See Figure 4.3.
4. (Optional) If the optional 4th side is to be used. Align the bottom 4th side surround piece, with the bottom of the installed 3-sided surround. Attach the 4th side with four (4) ST4X8 screws provided with the surround. The screws will be installed from the rear of the appliance. See Figure 4.4.
5. Verify that the surround is securely attached to the appliance.

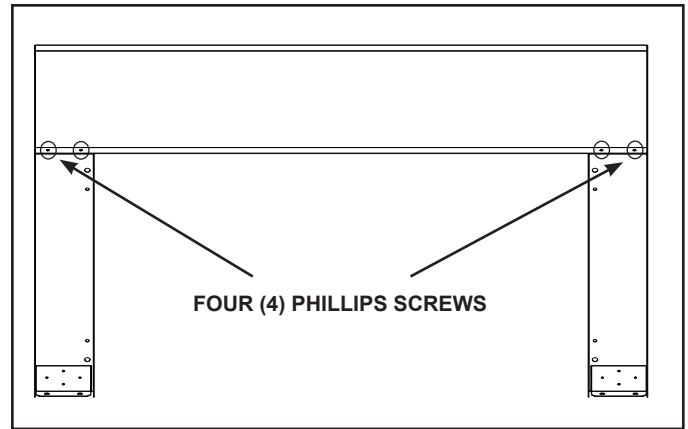


Figure 4.2 Surround Assembly

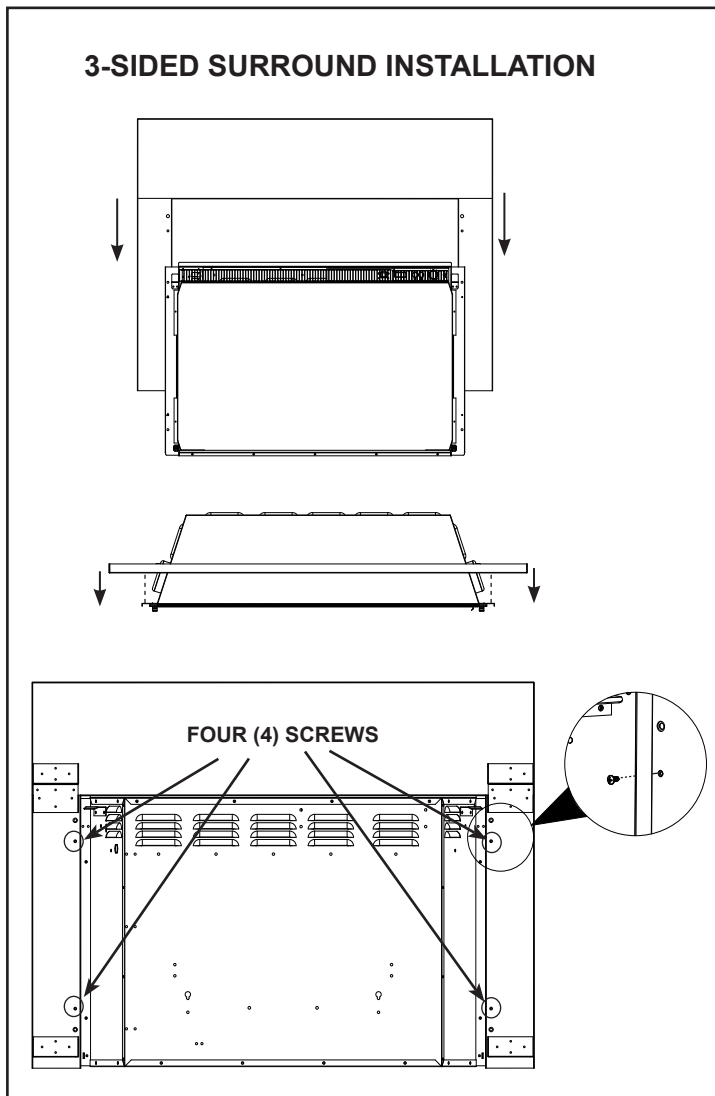


Figure 4.3 3-Sided Surround Installation

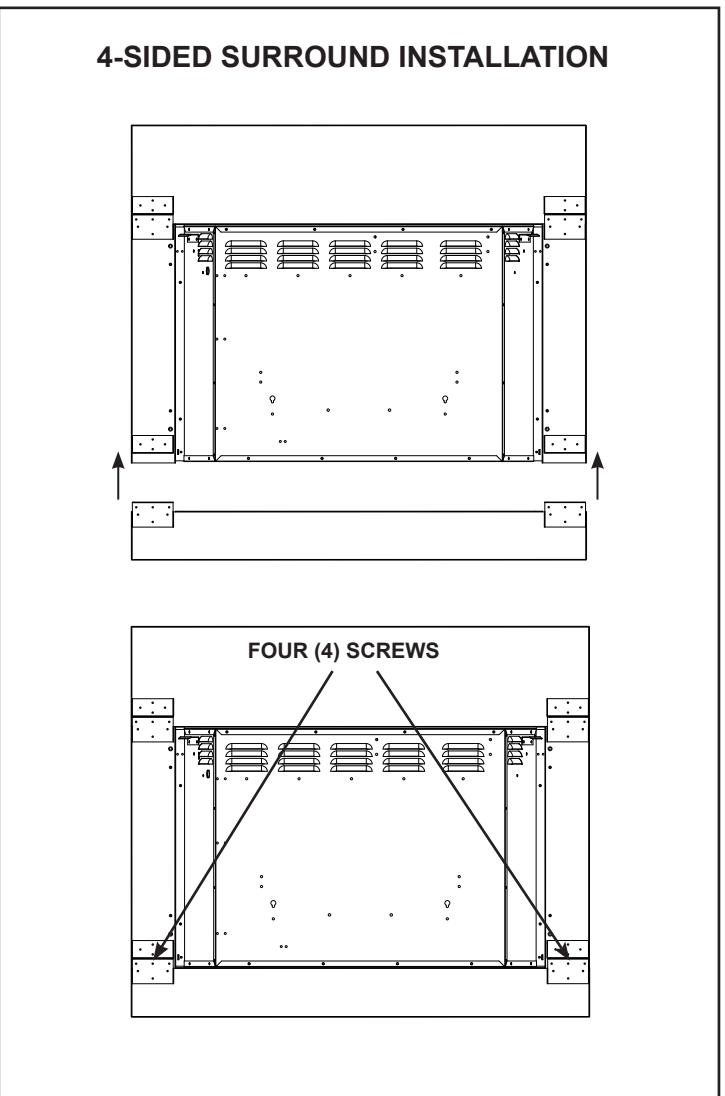
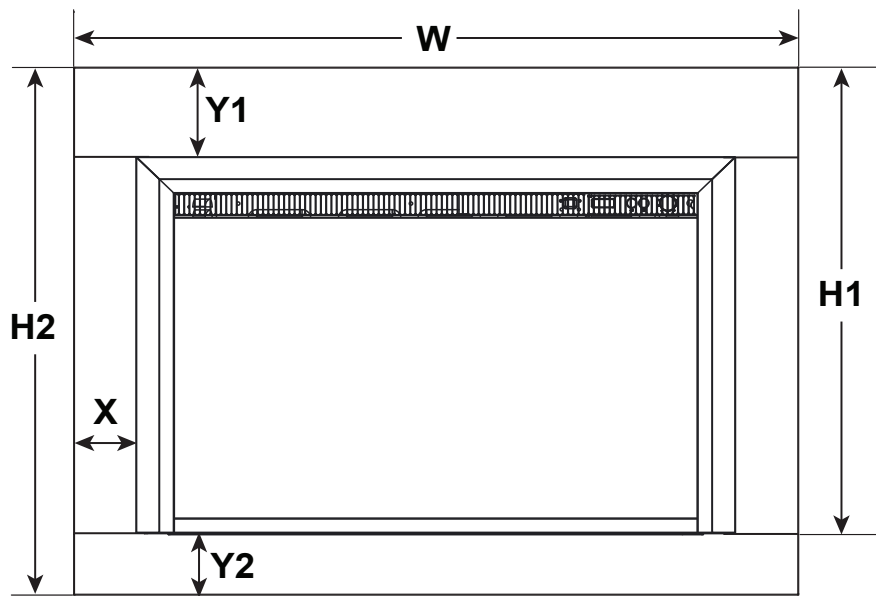


Figure 4.4 4-Sided Surround Installation



MODEL	SURROUND SIZE	SURROUND SKU		WIDTH W	3-SIDED H1	4-SIDED H2	DEPTH	X	Y1	Y2
GI-32-ZC	SMALL	IS-36-GI32	In.	36-1/2	27-1/4	31-1/4	13/16	2-1/2	6-1/2	4
			mm	927	692	794	20	64	165	102
	LARGE	IS-42-GI32	In.	42-1/2	28-3/4	32-3/4	13/16	5-1/2	8-1/2	4
			mm	1080	730	832	20	140	205	102

Figure 4.5 Surround Dimensions

**D. Preparation for Installation into Existing Fireplace Opening**

1. Seal all drafts with non-fibrous insulation materials to prevent debris or water from falling from the chimney to electric fireplace.
2. Close or seal off the chimney flue and close damper (if applicable) to prevent rain infiltration.
3. Do not install in an existing fireplace that is prone to dampness.
4. A provision must be made for the appliance to be connected to power within an existing firebox, or on an adjacent wall.

**E. Installation into Existing Fireplace Opening**

If desired construction materials may be used to frame a rough opening within the existing fireplace. This allows for the appliance to then be secured with construction screws to the framing through the 4 holes on the front flanges of the appliance. Refer to Figure 4.7 for framing dimensions.

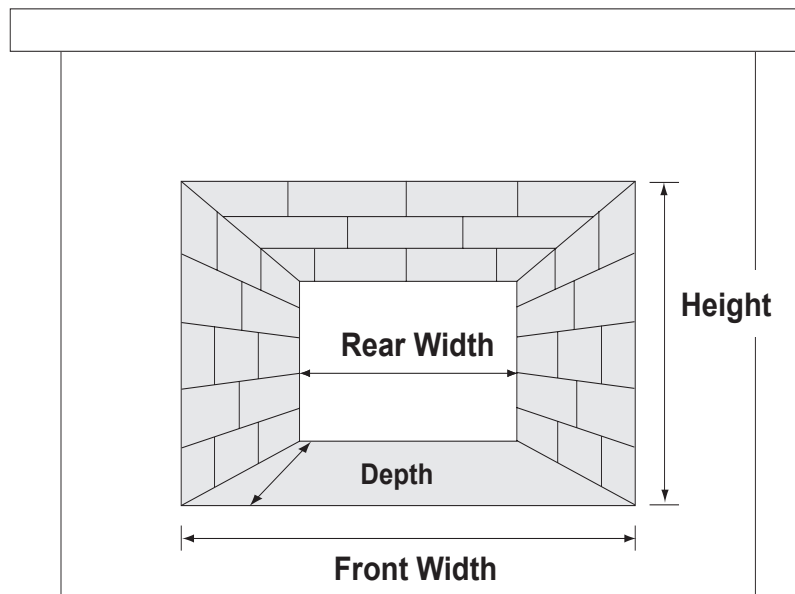
Once the appliance is level and plum and the surround is securely attached to the appliance, it can be fit into the existing fireplace.

1. Place a protective cover over the finished flooring in front of the fireplace or wall opening.
2. Locate the appliance in front of the fireplace opening.

3. Connect the power cord to the receptacle if the electrical service is located inside the existing fireplace. The cord will need to be loosely coiled inside the cavity along the right side of the appliance.

**Note:** If the power supply is located outside the fireplace, the cord can be routed through the bottom corner of the surround to a nearby outlet.

4. If necessary, use shims or blocking to achieve desired height.
5. Slide the appliance into the opening until the decorative front, or optional surround (if installed), contacts the wall.
6. Note any gaps between the decorative front, or optional surround (if installed), and the wall. Check for level.
7. Slide the appliance from the opening and make adjustments to the leveling brackets.
8. Repeat steps 5-7 until the appliance and decorative front or optional surround (if installed) are flush and level, and cord is securely routed and terminated to the receptacle.



Minimum dimensions for installation into an existing fireplace.

MODEL		FRONT WIDTH	REAR WIDTH	HEIGHT	DEPTH
GI-32-ZC	in.	29-1/8	24	19-3/4	8-3/4
	mm	740	610	502	222

Figure 4.6

## F. Installation into New Construction

**NOTICE:** The chase should be constructed in a manner of all outside walls of the home to prevent cold air drafting problems. The chase should not break the outside building envelope in any manner. Walls, ceiling, baseplate, and cantilever floor of the chase should be insulated. Vapor and air infiltration barriers should be installed in the chase as per regional codes for the rest of the home. Additionally, in regions where cold air infiltration maybe an issue, the inside surfaces may be drywalled and taped (or equivalent method may be used) to achieve maximum air tightness.

The appliance can be recessed into the wall. When installed in a recessed opening on an exterior wall in cooler climates, a chase may be required by local building codes to accommodate insulation.

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

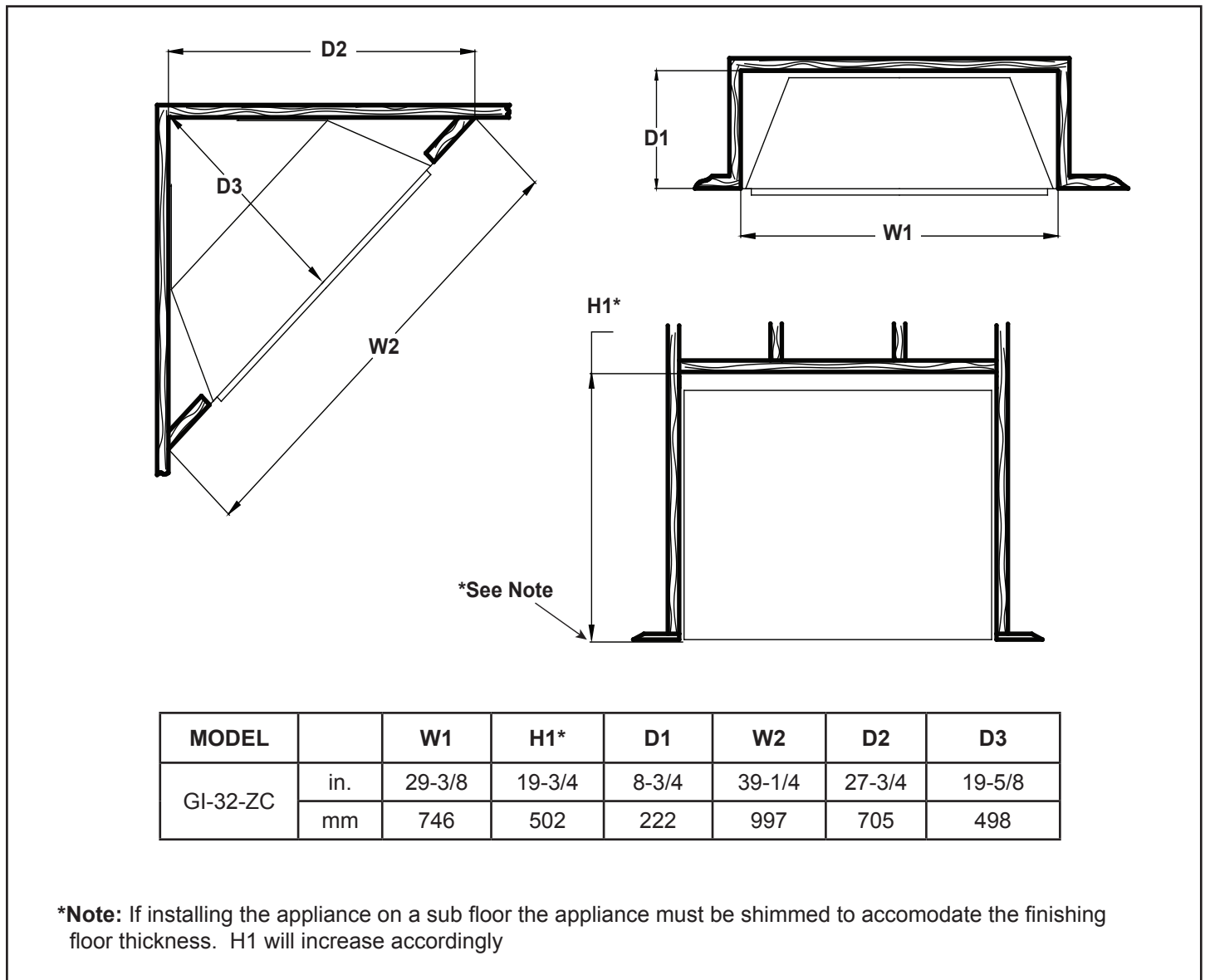


Figure 4.7 Framing Dimensions

## G. Position and Attaching the Appliance

1. This appliance is approved for built-in installation. Refer to Figure 4.7 for framing dimensions.
2. Place a protective cover over the finished flooring in front of the wall opening.
3. Locate the appliance in front of the fireplace or wall opening.
4. If using an optional surround, install it onto the fireplace. See Section 4.C.
5. Connect the power cord to the receptacle if the electrical service is located inside of the wall opening. The cord will need to be loosely coiled inside the cavity along the right side of the appliance.

**Note:** If the power supply is located outside the fireplace or chase, the cord can be routed through the bottom corner of the surround to a nearby outlet.

6. If necessary use shims or construction materials to achieve the desired height.
7. Position the appliance into the opening, with the mounting flanges (or surround, if used) flush to the wall. See Figure 4.8.
8. Note any gaps between the appliance (or Surround, if used) and the wall. Check for level and if necessary, level the appliance use shims if necessary. See Section 4.D.
9. Attach the appliance sides to the framing using four (4) construction screws (provided) through the four (4) locations on the front of the appliance. See Figure 4.9.
10. Reinstall the decorative front. See front installation Figure 4.10.

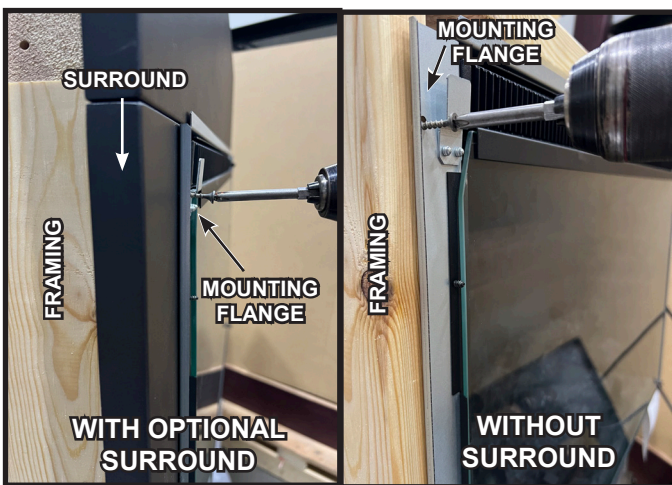


Figure 4.8



Figure 4.9 Fastening Framing Tab to Framing

## H. Finishing Fireplace Wall

Surrounds are available. The surround can overlap both combustible and non-combustible wall facing materials. See Figure 4.5 for available surround dimensions. Wall finishing materials, such as wood or stone, can be installed up to the outer edge of the surround. Wall or floor finishing materials cannot overlap the front face of the surround.

### Decorative Front Installation

1. Install the provided appliance front by aligning the two (2) top hooks on the back of the front with the hooks on the front of the appliance. See Figure 4.10.
2. Then press the bottom of the decorative front toward the appliance to engage the lower pins into the spring clips on the appliance.

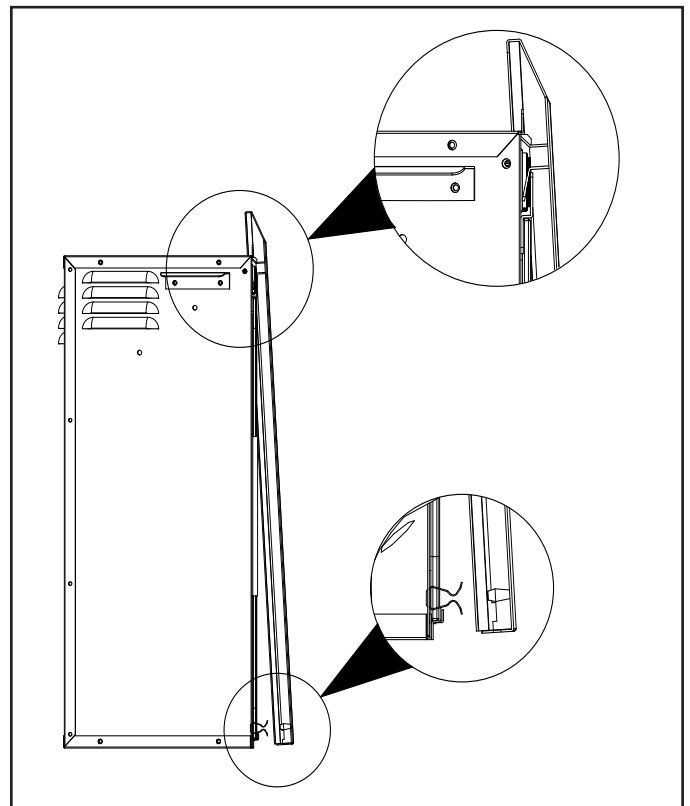


Figure 4.10 Decorative Front Installation

# 5 OPERATING INSTRUCTIONS

**WARNING!** 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.

**Note:** A harmless slight brief odor may occur during first use or after prolonged period of storage.

## A. Manual Switch Function:

The appliance can be operated by both remote control and manual button. Once the appliance has been properly connected to a grounded electrical circuit and the main power switch is turned on, the appliance can be turned ON by pressing the Flame button.

### Main power switch

The POWER switch supplies power to all of the functions of the appliance. This switch must be in the "ON" position for any of the functions including the remote to work.

### Flame Button

By pressing the FLAME button, the appliance will cycle through five flame effects and off. Flame button will also wake the appliance from standby mode.

### Heater Button

- Press to turn on low heat setting. (Pilot lights illuminated ●○).
- Press again for high heat setting. (Pilot lights illuminated ●●)
- Press a third time to turn heat off completely. (Pilot lights illuminated ○○).
- There are 3 levels you can cycle through including the OFF setting.

### NOTE:

There is a brief delay between the heater command and the heating turning ON. When the appliance receives a heater ON command, the appliance blower will turn ON for 8 seconds before the heater turns ON. There is also an 8 second delay between heater off and blower shutdown.

### Thermostat control

The appliance features a 9 Step thermostat-controlled heater. If the room temperature is too high, turn the thermostat knob counter-clockwise direction to a lower set point. If you require a warmer room temperature, turn the thermostat knob clockwise, to a higher set point.

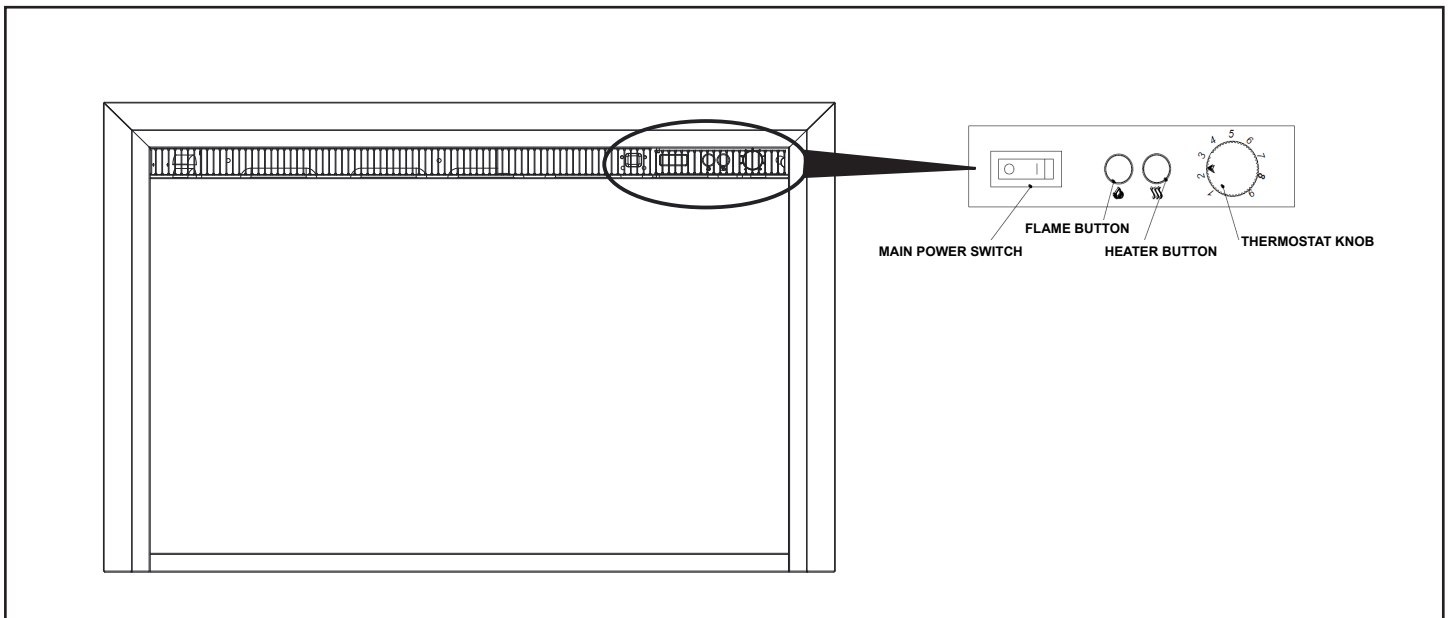


Figure 5.1 Control Buttons

## B. Operating by Remote Control

**Note:** The appliance Main Power Switch must be switched ON in order for the Remote Control to function if the appliance is in standby mode, Press either the "POWER" button on remote or Flame button on the appliance before activating heater or other remote functions.

- Make sure batteries are properly installed in Remote Control.
  - Battery requirements CR2032 battery button cell (included)
- The effective range of the remote is up to 13 ft.
- The remote control must be within the 13 ft. range and also be pointed directly at the face of the appliance. For best results, position the remote control within 45 degrees of the face of the appliance

## C. 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 main power switch to off
2. Shut-off power at circuit breaker.
3. Let appliance cool for 15 minutes.
4. Turn on power at circuit breaker.
5. Turn appliance main power switch to power on.
5. Turn appliance on by flame button on appliance or remote control.

**CAUTION:** *If you need to continuously reset the heater, unplug the appliance and call your customer/technical support.*



ICON	TITLE	FUNCTION	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 for heater. The appliance will turn on at the same settings by pressing the power button again.	Appliance emits single audible beep to confirm command to transition to ON or STANDBY state. Note: if the appliance is in standby mode, Press either the "POWER" button on remote or Flame button on the appliance before activating heater or other remote functions.
	FLAME	By pressing the FLAME button, the appliance will cycle through four flame effects and turn flame off.	Appliance emits single audible beep to confirm command to transition between four FLAME states.
	EMBER LIGHT	Pressing the Light button changes the ember.	Appliance emits single audible beep to confirm command and toggles to the next brightness setting or off.
	ACCENT LIGHT	Pressing the Accent Light button turns the accent light on and off.	Appliance emits single audible beep to confirm command and toggles on and off.
	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.	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.

# 6 MAINTENANCE

## A. Maintenance

**WARNING! Risk of Shock!** Always unplug the cord before moving or servicing. Do not immerse appliance in water.

- Always turn OFF the appliance and disconnect the cord from the electrical outlet before cleaning your appliance.
- Light accumulated dust may be removed from the appliance with a soft cloth or vacuum cleaner.
- Wipe the exterior surfaces of the appliance occasionally with a slightly damp cloth using a solution of mild detergent and water. Dry thoroughly before operating the appliance.

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

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

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

**WARNING! Risk of Electrical Shock!** Any other servicing needed must be performed by an authorized service 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. Electrical Wiring Diagram

See Figure 6.1.

## D. Servicing

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

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

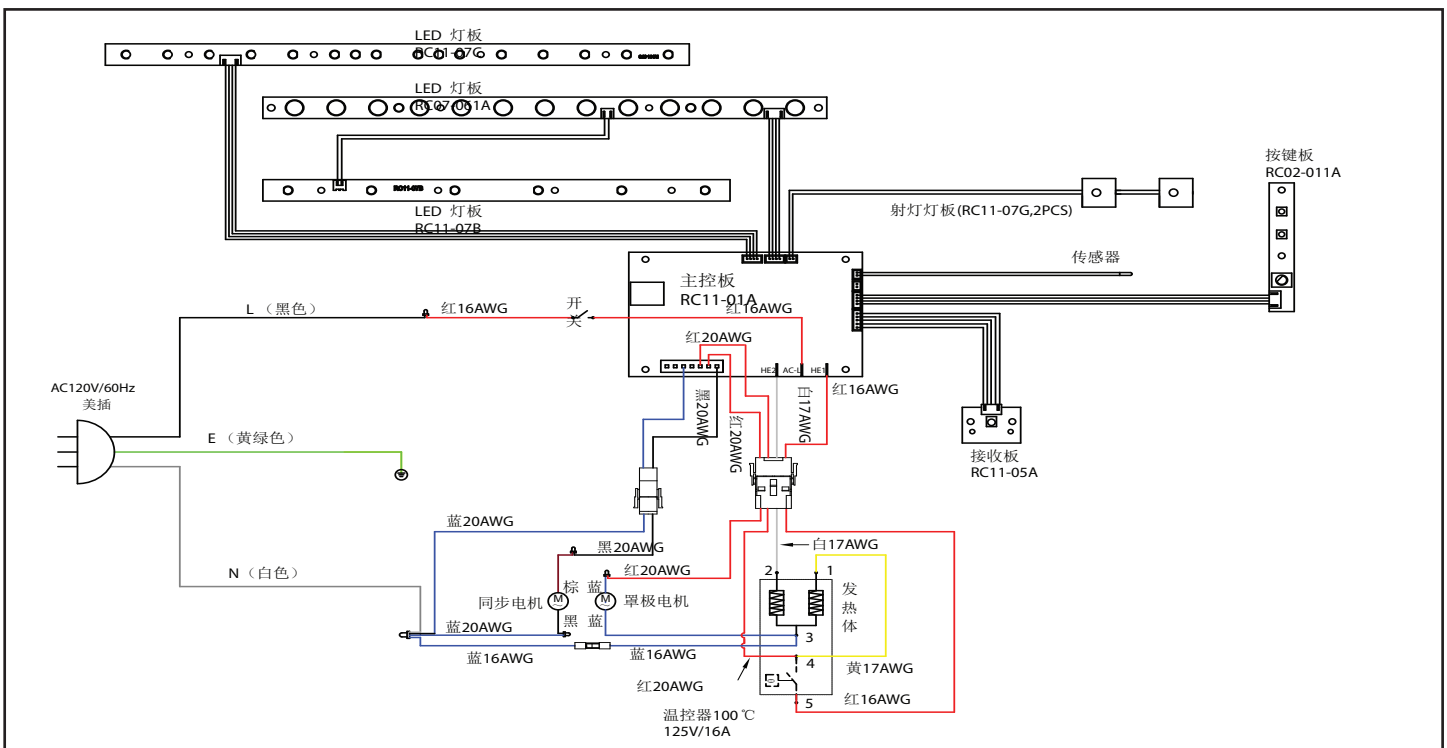


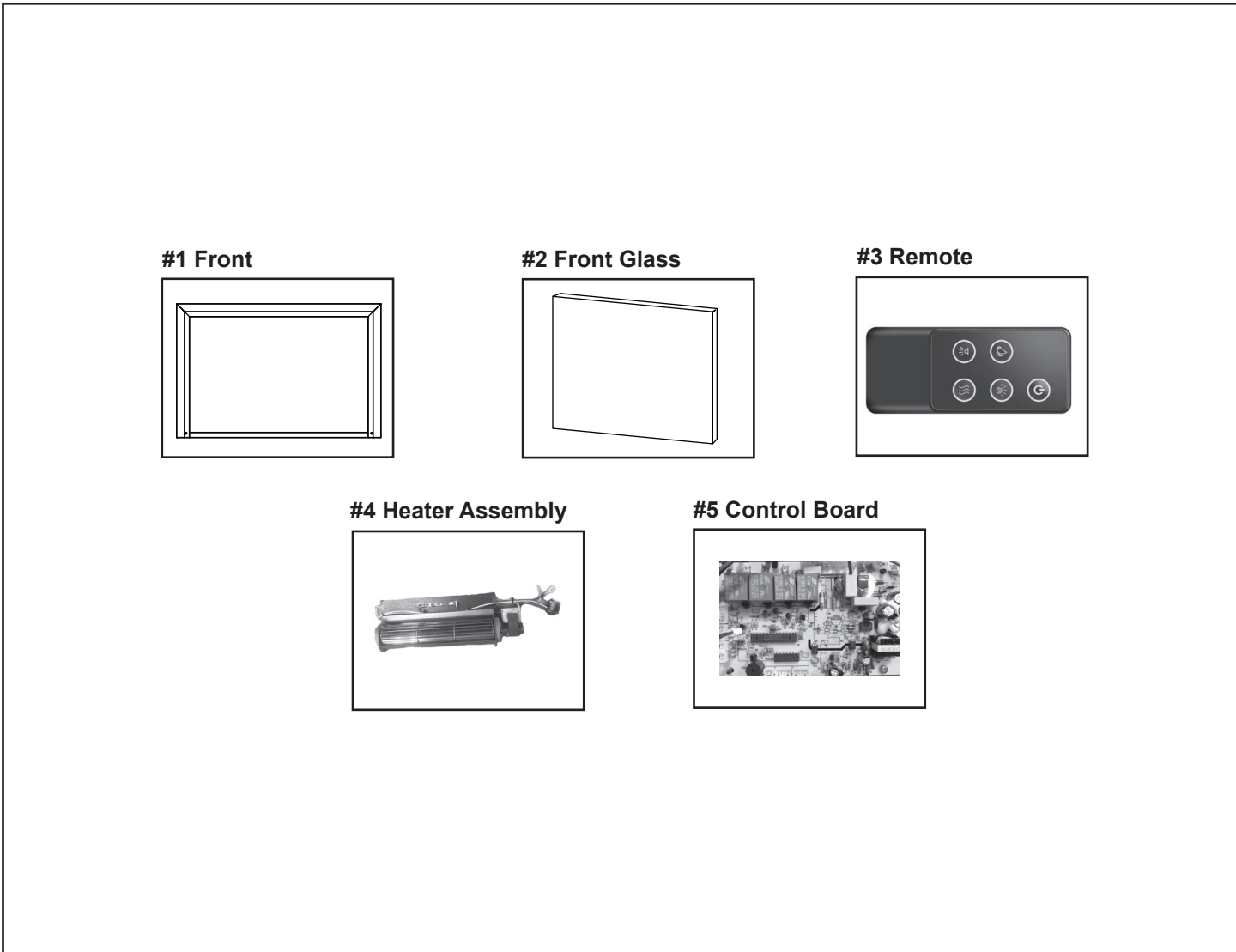
Figure 6.1 Electrical Wiring Diagram

## E. 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.
	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	Appliance power switch is on but the remote is still in OFF state.	Press "POWER" button on remote before activating other remote functions.
	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).
	Control board (PCB) malfunction?	Replace control board (PCB).
Heater will not turn on, but flame is functioning	Thermostat knob on the appliance is adjusted to a set point lower than room temperature (temperature at the appliance thermistor).	Increase the Thermostat knob on the appliance to a set point higher than room temperature (temperature at the appliance thermistor). See section 5.A of the appliance 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.	Increase thermostat set point. See section 5.A of the appliance 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).
Portion of the flame not moving or deformed flame effect	Flame LEDs out of place or dislodged from the LED mounting bracket	Contact Dealer.
Flame shudder	Flame rotisserie contacting other internal components when spinning	Ensure rod is straight and mounted properly and is spinning freely without spindles hitting other components.
	Defective flame rotisserie motor	Contact Dealer.
Ember bed does not light up	Ember bed is turned off	Refer to operation section of the user manual.
	Loose wiring	Check wiring to ember bed LEDs.
	Defective control board (PCB)	Replace control board (PCB).
	Defective LED lights	Contact Dealer

## SimpliFire Troubleshooting Guide (continued)

Symptom	Possible Cause	Corrective Action
Appliance main power switch is in the ON "   " but Heater button and Remote buttons unresponsive.	Appliance is in standby mode.	Press either the "POWER" button on remote or Flame button on the appliance before activating heater or other remote functions.
Appliance turns on by itself	Defective control board (PCB)	Replace control board (PCB.)
	Similar infrared (IR) signal from another remote causing appliance to turn on	Some TV remotes may cause the appliance to turn on remove IR interference.
Excessive noise with heater on	Interference with fan blade	Inspect heater assembly and fan for obstructions or interference.
	Defective blower motor	Replace heater assembly.
Grinding or rubbing noise (when heater is off)	Rotisserie hitting or rubbing against internal components	Ensure rotisserie rod is straight and mounted properly and is spinning freely without spindles hitting other components. If sound is coming from friction with the rotisserie bracket, apply grease to contact point



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	Front Assembly		FRONT-GI32	
2	Glass Assembly		GLASS-GI32	Y
3	Remote		REMOTE-GI32	Y
4	Heater Assembly		HEATER-GI32	Y
5	Control Board		PCB-GI32	Y

12/22

