



SUSTAINABLE HEARTH™

STYLE MEETS SUSTAINABILITY

by:
EuropeanHome

Instruction Manual Signal 40/60/80



Important Safety Information

Always read this manual first before attempting to install or use this fireplace. For your safety, always comply with all warnings and safety instructions.

Instructions contained in this manual to prevent personal injury or property damage.



ENGLISH



Signal 40
Product
Information



Signal 60
Product
Information



Signal 80
Product
Information

November 2024

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IMPORTANT: Ensure that the operating instructions for the unit are left with the customer.

IMPORTANT SAFETY INFORMATION

When using electric fireplaces, basic precautions should be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

- **WARNING:** If the fireplace is damaged, check immediately with your retailer before installation and operation. The heater must not be used if any part of it is damaged.
- Do not use outdoors.
- **WARNING:** In order to avoid overheating, do not cover the heater.
- The fireplace carries the Warning Symbol indicating that it must not be covered or has a do not cover label. Do not cover or obstruct in any way the heat outlet grille located above the window of the fireplace.
- Do not place material or garments over the front of the fireplace as this could cause overheating and a fire risk.
- In the event of a fault unplug the heater.
- This fireplace can be used by persons if they have been given instruction concerning use of the fireplace in a safe way or are supervised and understand the hazards involved.
- If the supply cord is damaged, switch off the mains power at the wall socket immediately.
- **WARNING:** The heater must not be located immediately below, above or in front of a fixed socket outlet or electrical connection box.
- **CAUTION:** Some parts of this fireplace around the heater grill can become very hot and cause burns.
- The heater must not be positioned or used where it may come into contact with water, for example but not exclusively, in wet rooms, bathrooms, swimming pools, laundries or used to dry clothes.
- Do not insert any objects into the fireplace.
- This fireplace must be connected to a 120V 60Hz supply.
- If the supply cord is damaged, it must be replaced by the manufacturer, its agent or a similarly qualified person in order to avoid a hazard.
- This fireplace is supplied with a power lead complete with a molded 15 Amp North American three-pin plug to connect into a standard North American outlet. This fireplace must be grounded. The plug must be easily accessible after installing the fireplace.
- Use only a dry duster or vacuum cleaner with brush attachment to clean the fireplace. Never use abrasive cleaners, water, steam cleaners or aerosols on or near the fireplace.
- Only control the fireplace using the manual operations or the supplied remote control described in this manual.



PRE-INSTALLATION PLANNING

PRODUCT INSTALLATION RECORD

Installer: Please complete this form.

Customer: Please retain this information.

Purchased From	
Date of Purchase	
Installed By	
Date of Installation	
Fireplace Serial Number	

General Instructions

- Prior to plugging your fireplace into an electrical outlet, verify that the house circuit breakers for the outlet are on.
- The fireplace may emit a slight, harmless odor when first used. This odor is normal and it is caused by the initial heating of internal fireplace elements.
- If your fireplace does not emit heat when called for, consult the operating section of this manual for further information.
- Use with a CSA or UL certified surge protector.
- Do not route the power cord directly underneath the fireplace.

This electric fireplace meets the construction and safety standards of H.U.D. for application in manufactured homes when installed according to these instructions.

As with most electronic devices, your new electric fireplace has been designed to operate at temperatures between 5°C (41°F) and 35° C (95°F). During the colder winter months, allow the fireplace to reach room temperature before turning it on.

Installation Requirements

Before commencing installation of the unit consideration should be given to the following

1. Read these instructions thoroughly.
2. You will need the suitable tools (e.g., drill and drill bits, screwdrivers, spirit level, tape measure).
3. Select a location that is not prone to moisture.
4. 120 Volt socket capable of accommodating a maximum load of 1500 watts must be available and close to the fireplace. The socket must be always accessible.
5. This product has been designed to be installed into a plaster board, or existing chimney breast.
6. If the product is to be installed into an open chimney or flue, it is important that the chimney flue is blocked off to prevent any up/down draughts and falling debris which could restrict and alter the airflow to the product.
7. It is also important to ensure that the product has a minimum **internal clearance directly above the product of 4"**. This is to ensure that the product can circulate the required airflow for the heater unit.

PRE-INSTALLATION PLANNING

- The product should never be sealed into an opening with the use of silicones or adhesives as this can also alter the airflow and hinder any further servicing of the product.
- For ventilation and normal function of the fireplace ensure a 1/2" [10mm] minimum gap exists between the back of the fireplace and the wall the fireplace is fixed to.

Note:

Installation should be carried out by a trained installation technician. If the product is installed incorrectly your warranty may be invalid.

*** It is very important that the air inlet grills on the underside of the fireplace are unobstructed and adequate space is left to allow free circulation of air around this area.**

Tools Required

A screwdriver, spirit level, spanner M5 8mm, M4 7mm, tape measure, and drill may be needed.

Box Contents

Please check that the following components are included within the box. If anything is missing or damaged, please contact the retailer and do not use the fireplace until you have everything.

- Fireplace with trailing lead with molded 15 Amp plug
- Remote control and batteries
- Instruction Manual
- Fire Media
- Glass Removal Suction Cup
- Magnet Tool

Unpacking the Fireplace

Warning! Do not use this fireplace if any part has been exposed to water. Immediately call a qualified service technician to inspect and to replace any part of the electrical system if necessary.

- Carefully unpack the fireplace. Take care not to damage the surface of the fireplace or the installation area. Keep plastic wrapping away from children. Be responsible when handling the packing materials.
- Check all parts and accessories are removed before disposing of any packaging.
- If necessary, keep the original packaging for future transport and/or storage.

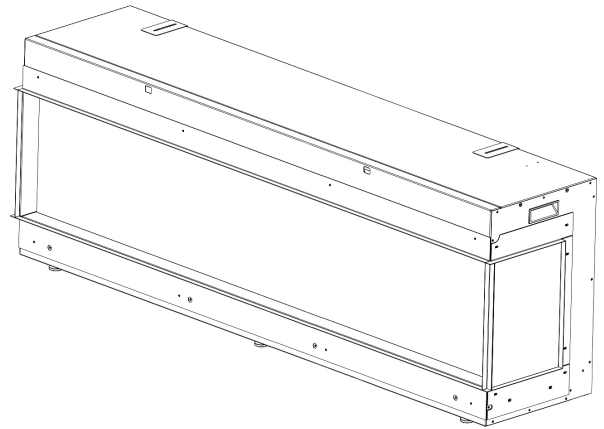
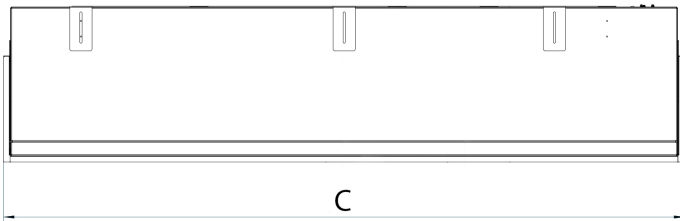
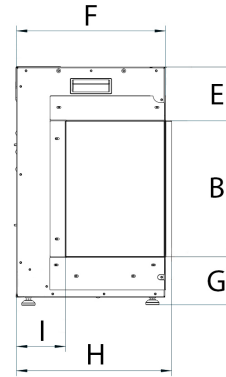
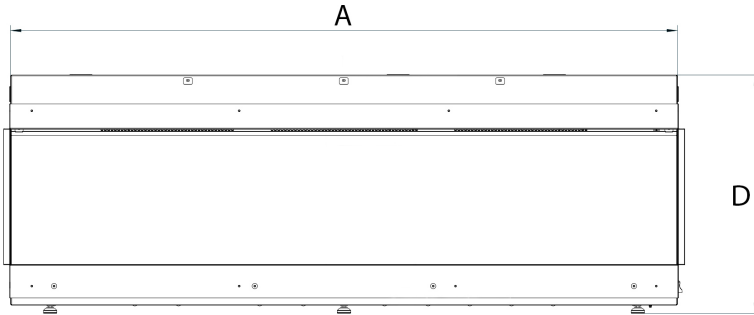
Testing the Fireplace

Prior to installing the fireplace, test to make sure the fireplace operates properly by plugging the power supply cord into a conveniently located 120 volt, 15 amp grounded outlet.

Fitting the Fireplace

- Take care when lifting the fireplace. Obtain assistance if required and always follow safe manual handling techniques.
- When in doubt, consult your retailer or suitably qualified person.

CUT SHEET



INCH [MILLIMETER]	A	B	C	D	E	F	G	H	I
Signal 40	39 1/2" [996]	12" [305]	40 1/2" [1027]	21" [534]	4 3/4" [120]	13 1/4" [334]	4 1/4" [107]	13 3/4" [348]	4 3/8" [110]
Signal 60	59 3/4" [1496]	12" [305]	60 1/4" [1527]	21" [534]	4 3/4" [120]	13 1/4" [334]	4 1/4" [107]	13 3/4" [348]	4 3/8" [110]
Signal 80	78 3/8" [1997]	12" [305]	80" [2026]	21" [534]	4 3/4" [120]	13 1/4" [334]	4 1/4" [107]	13 3/4" [348]	4 3/8" [110]

Type	Electric Appliance
Voltage	120V AC
Watts	MAX 1500W
Amps	15 amps

This appliance has been tested in accordance with the UL/CSA Standards for fixed and location dedicated electric room appliances in the United States and Canada, If you need assistance during installation, please contact your local dealer.

GENERAL INFORMATION

Rating Plate Information

	<p>CAUTION RISK OF ELECTRIC SHOCK DO NOT OPEN NO USER-SERVICEABLE PARTS INSIDE</p>	
SA1965A		
WARNING		
Risk of Fire-Keep combustible material such as furniture, papers, clothes, and curtains at least 3 feet (0.9m) from the front of the heater and away from the sides and rear.		
PRODUCT NAME: SIGNAL ELECTRIC FIREPLACE MODEL: SIGNAL 40 POWER:1500W / Voltage:120V AC 60Hz CONFORMS TO UL STD. 2021 ETL APPLICANT:NINGBO		
MADE IN CHINA FOR INDOOR USE ONLY		<p>CAUTION: USE SUPPLY WIRES SUITABLE FOR 105°C. DO NOT LOCATE AGAINST WALLS OR BEHIND DRAPES OR FURNITURE WHEN IT IS FREE-STANDING USED. WARNING: RISK OF FIRE-KEEP COMBUSTIBLE MATERIAL AWAY FROM FRONT CAUTION: TO PREVENT ELECTRIC SHOCK MATCH WIDE BLADE OF PLUG TO WIDE SLOT, FULLY INSERT</p>
		Sustainable Hearth™

Note:

The rating plate must remain with the appliance at all times. It must not be removed.

GENERAL INFORMATION

⚠ WARNING

- Risk of fire! The power cord must not be pinched against a sharp edge. Secure cord to avoid tripping or snagging to reduce the risk of fire, electric shock, or personal injury. Do not run cord under carpeting. Do not cover cord with throw rugs, runners, or similar items. Arrange cord away from traffic areas and where it will not be tripped over.
- Risk of fire! To prevent a possible fire, do not block air intake or exhaust in any manner. Do not use on soft surfaces where openings may become blocked.
- Risk of fire! Do not blow or place insulation against the fireplace.
- This electric fireplace is tested and listed for use only with the approved optional accessories. Use of optional accessories not specifically tested for this electric fireplace could void the warranty and/or result in a safety hazard.
- If the information in these instructions is not followed exactly, a fire or explosion may result causing property damage, personal injury, or death. Do not store or use gasoline or other flammable vapors in the vicinity of this or any other fireplace.
- This fireplace is heavy. It is highly recommended that two people install this fireplace.
- Ensure the heater vents cannot, in any way, be covered as it may create a fire hazard.
- Do not run the power cord horizontally, directly below the fireplace.

⚠ WARNING

- Due to high temperatures, this electric fireplace should be located out of a high traffic area. Keep combustible materials such as furniture, pillows, bedding, papers, clothes, curtains, and similar items at least 36" from the front of the fireplace.
- Never locate this electric fireplace where it may fall into a bathtub or other water container.
- Wear safety gloves and safety glasses for protection during installation and maintenance.
- To prevent contact with sagging or loose insulation, the electric fireplace must not be installed against vapor barrier or exposed insulation. Localized overheating could occur and fire could result.
- Do not expose the electric fireplace to the outside elements (such as rain, etc.)

Note:

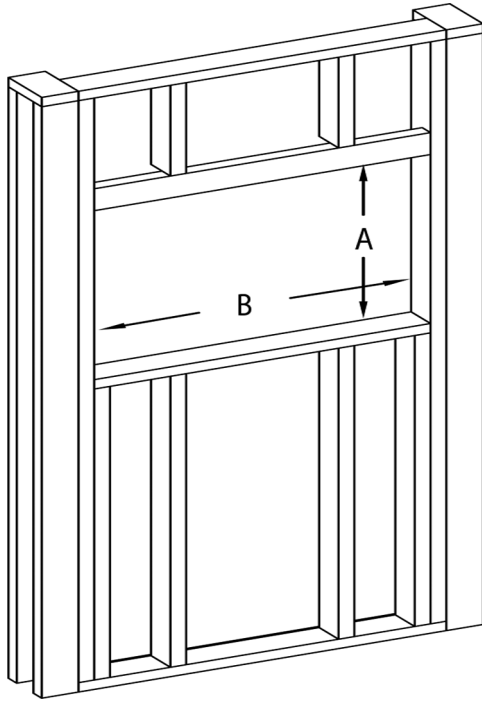
It is recommended to have the walls of the fireplace enclosure be finished (i.e. drywall) to avoid exposed insulation or vapor barrier coming in contact with the fireplace. This will ensure clearance to combustibles is maintained.

INSTALLATION

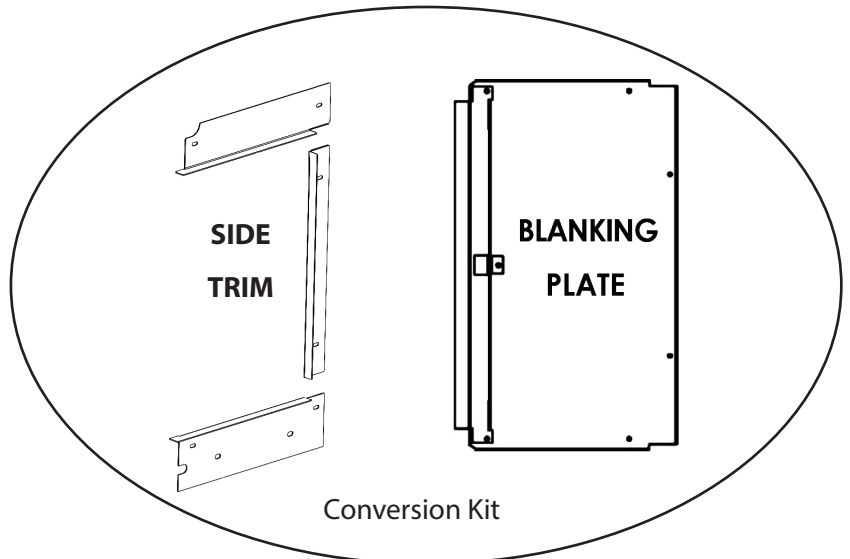
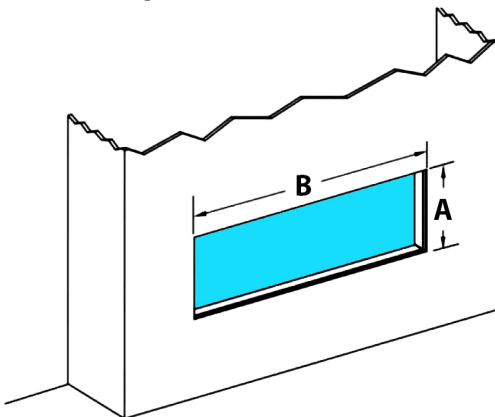
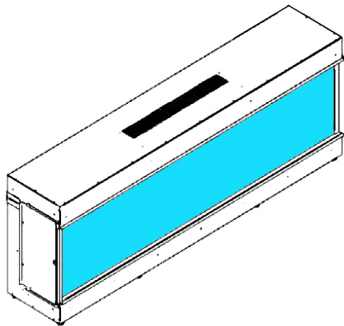
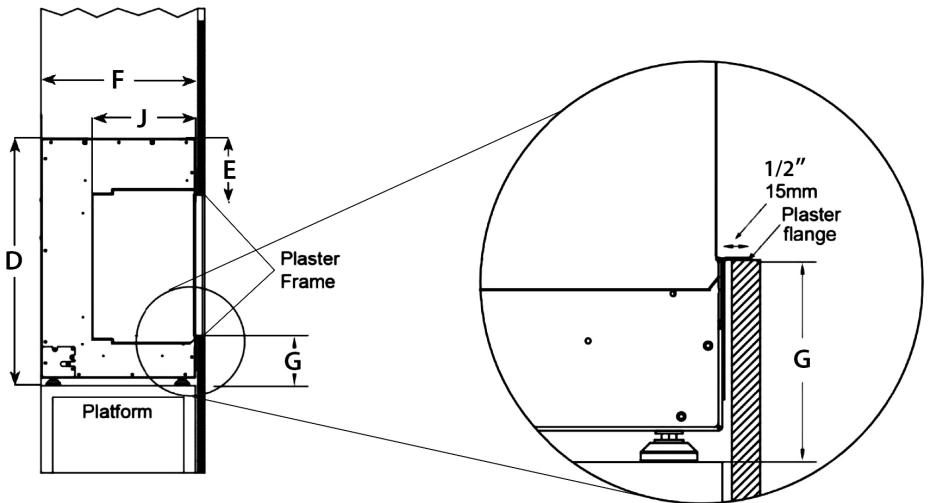
Installation - Option 1 - Single-Sided

Single Sided Fireplace

The fireplace comes standard as a single sided fireplace (see picture below). The conversion kit to change to a corner or 3-sided fireplace is attached to the fireplace.



FRAMING							
Model	A	B	D	E	F	G	J
Signal 40	21 1/2" [546]	40" [1016]	21" [534]	4 3/4" [120]	14" [356]	4 1/4" [107]	9 3/8" [238]
Signal 60	21 1/2" [546]	60 3/4" [1543]	21" [534]	4 3/4" [120]	14" [356]	4 1/4" [107]	9 3/8" [238]
Signal 80	21 1/2" [546]	80 1/2" [2045]	21" [534]	4 3/4" [120]	14" [356]	4 1/4" [107]	9 3/8" [238]



INSTALLATION

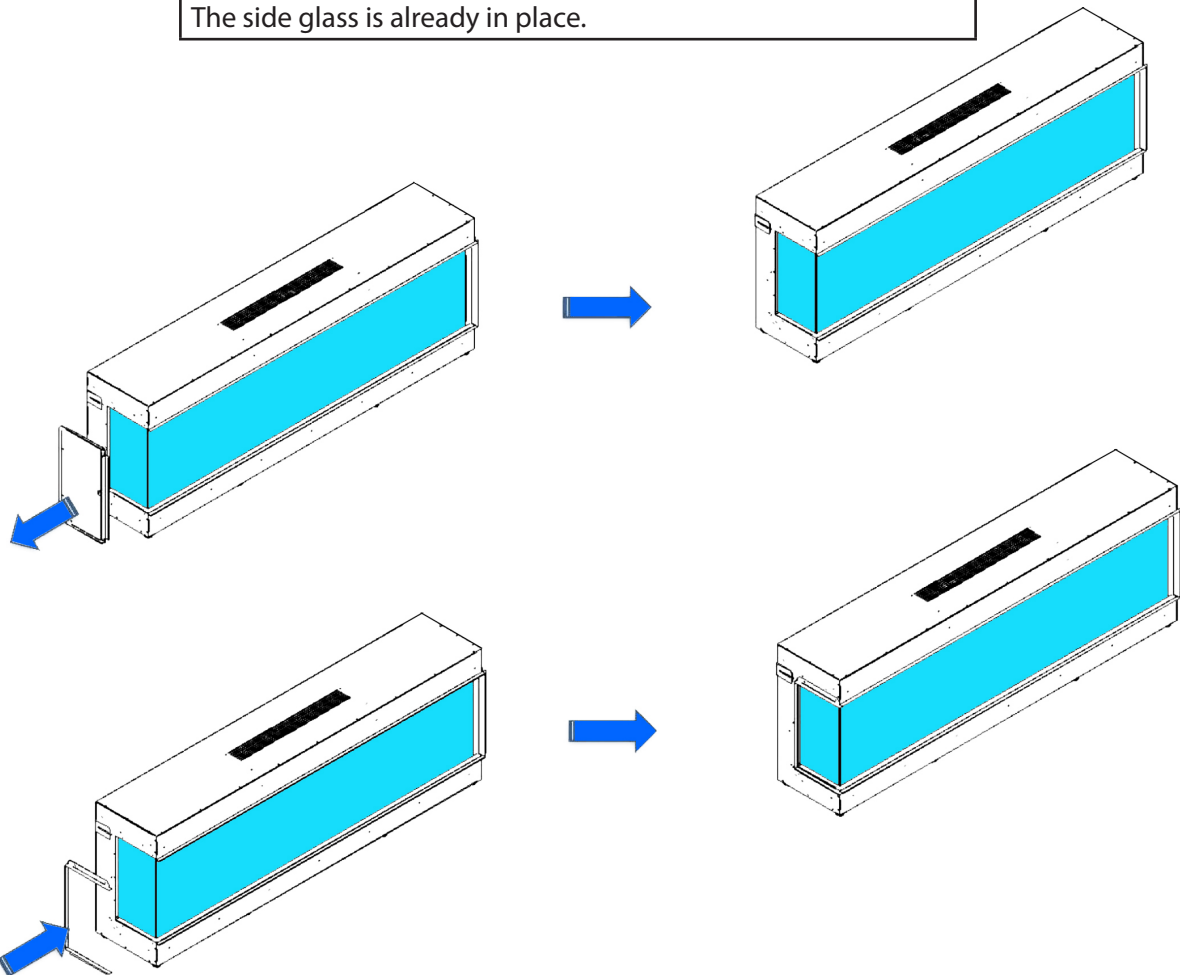
Installation - Option 2 & 3 - Left or Right Corner

Right or Left Corner Fireplace

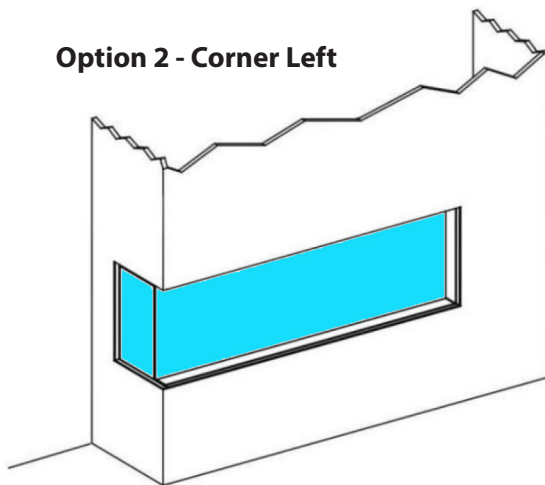
- Remove the 3 side trim pieces (top, vertical side and bottom).
- Remove the blanking plate.
- Reinstall the 3 trim pieces back into their original positions.

Note:

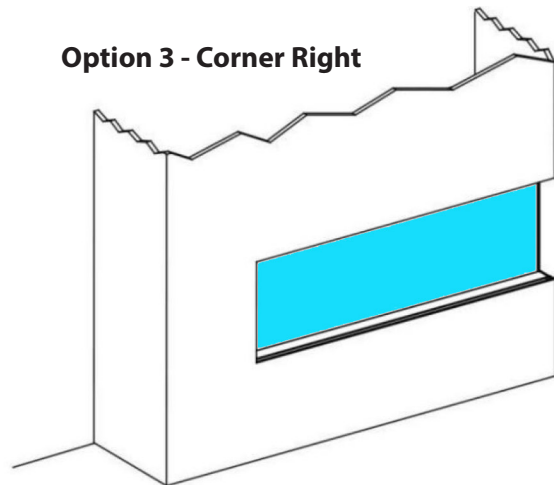
The side glass is already in place.



Option 2 - Corner Left



Option 3 - Corner Right



INSTALLATION

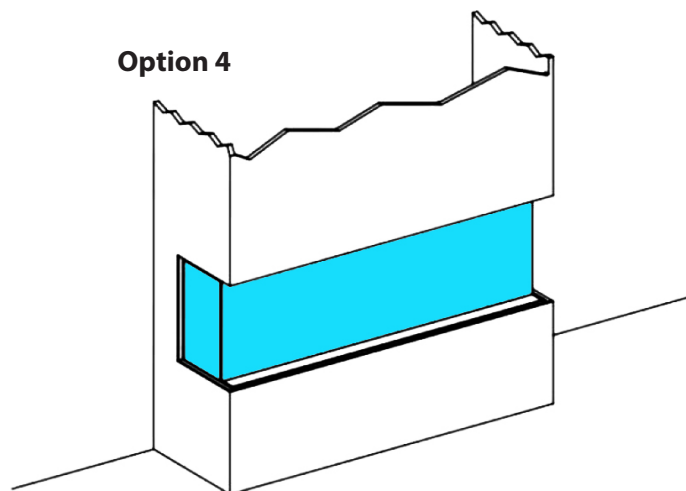
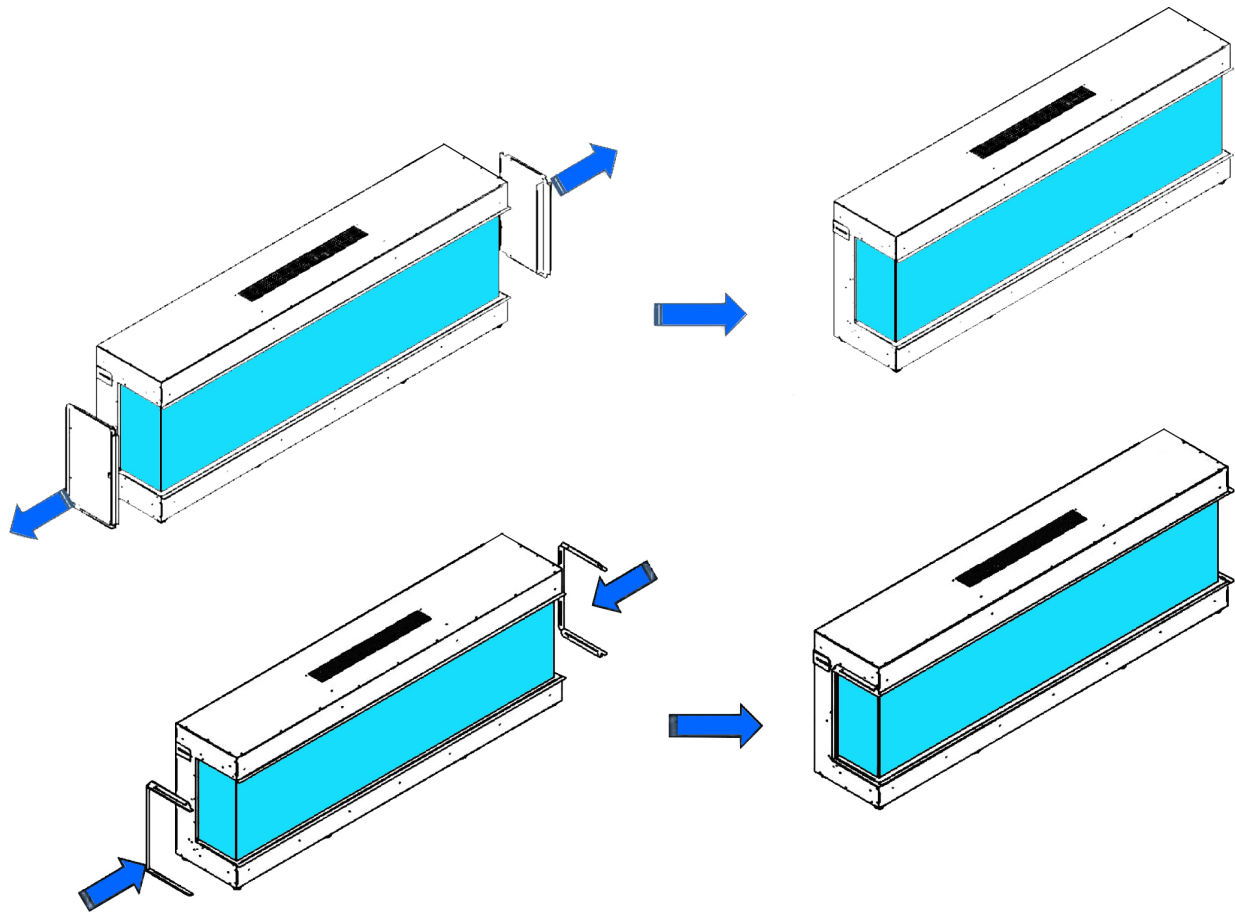
Installation - Option 4 - Three-Sided

3-Sided Fireplace

- Remove the 3 side trim pieces (top, vertical side and bottom) on both sides of the fireplace.
- Remove the blanking plates on both sides of the fireplace.
- Reinstall the 3 trim pieces back into their original position on both sides of the fireplace.

Note:

The side glass is already in place.



INSTALLATION

Positioning Fireplace

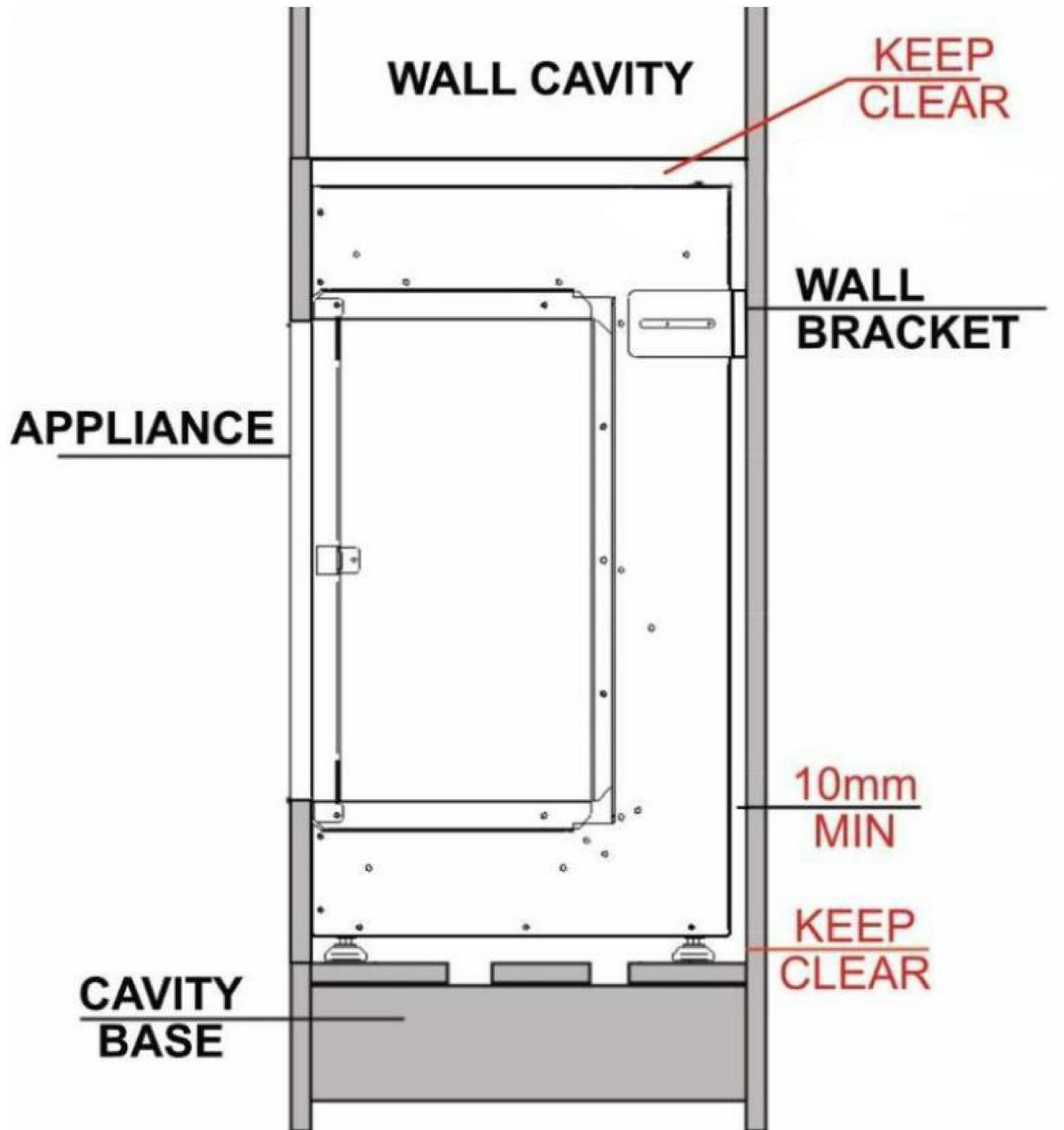
- Your new fireplace may be installed virtually anywhere in your home. Please follow instructions.
- The positioning of the fireplace should ideally be fitted into/onto a flat wall of block/brick construction or an internal wooden frame plaster board wall. No mounting hardware are provided with your fireplace. Please seek advice from your retailer regarding mounting methods, based on your chosen installation position and your wall material.
- Always ensure the fireplace is adequately supported and sits on a firm structure when mounting above floor level.
- If the power cord is damaged, it must be repaired by the manufacturer, its authorized service center or professional person.
- Ensure that curtains and furniture are not positioned close to the chosen position, as this would create a potential fire hazard or block the heater outlet ducts. For best results, install out of direct sunlight.
- The fireplace should ideally be located close to a suitable mains socket to enable connection.
- The electrical socket must be easily accessible to allow disconnection when the fireplace is fitted.
- **Warning! If the electrical socket is not accessible once the fireplace has been installed, then a qualified electrician will need to install an isolation switch or follow local code.**
- **Warning! Keep any furnishings or combustible materials at least 36" [91cm] from the front of the electric fireplace.**
- Do not insulate or pack your fireplace into its location. For the heater and flame affect to function it requires circulation of air
- The fireplace should be located on a flat floor or surface.
- If installed inside a wall cavity, ensure the base constructed for the fireplace is level and clear of objects to allow air flow.
- In all installation scenarios ensure the wall mounting brackets are used to secure the fireplace.
- For ventilation and normal function of the fireplace ensure a ½" [10mm] minimum gap exists between the back of the fireplace and the wall the fireplace is fixed to.
- Move the wall bracket screws and rotate the bracket.
- Reattach the brackets so they are flat against the fixing wall and align with the mount holes on your fireplace. Return the bracket screws loosely.
- **Note: no mounting hardware supplied to secure the fireplace to the chosen wall.**
- Ensure an appropriate mounting method is used depending on the construction material of the wall.
- When installing into a wall cavity space, a stud work enclosure should be built to house the fireplace.

See framing.



- Finish the enclosure in the chosen material ensuring panels are pushed up-to the edge frame leaving the edge returns visible.
- Ensure that curtains, furnishings, and combustible materials are not positioned closer than 36" [91cm] to the front of the fireplace as this could create a potential fire hazard.
- If your fireplace is not level when installed the glass corner fit will be misaligned.

INSTALLATION

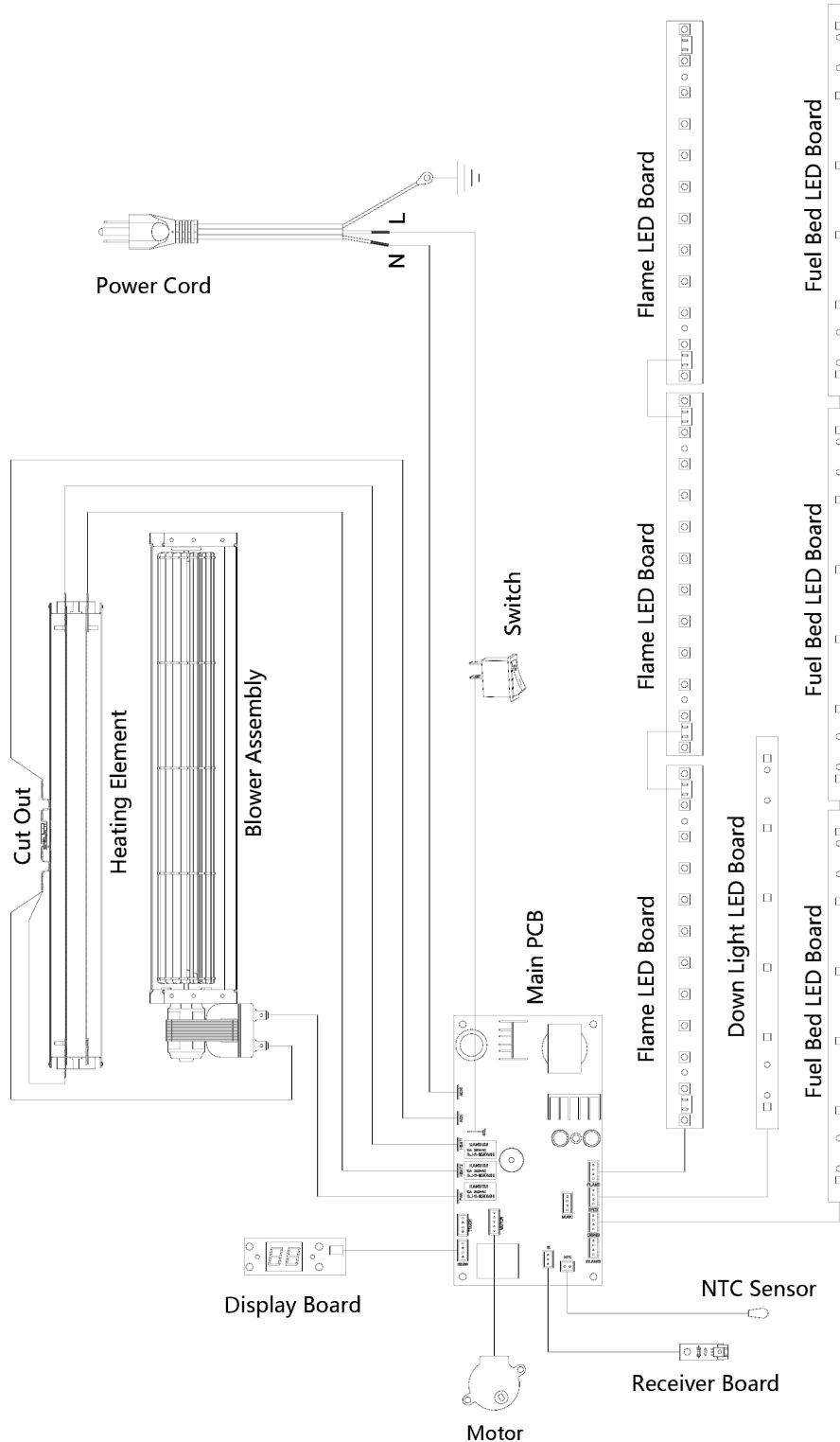


ELECTRICAL INFORMATION

! WARNING

- Ensure the fireplace is fully assembled and the front glass with trim is installed before the fireplace is connected to main power

Wiring Diagram



ELECTRICAL INFORMATION

⚠ WARNING

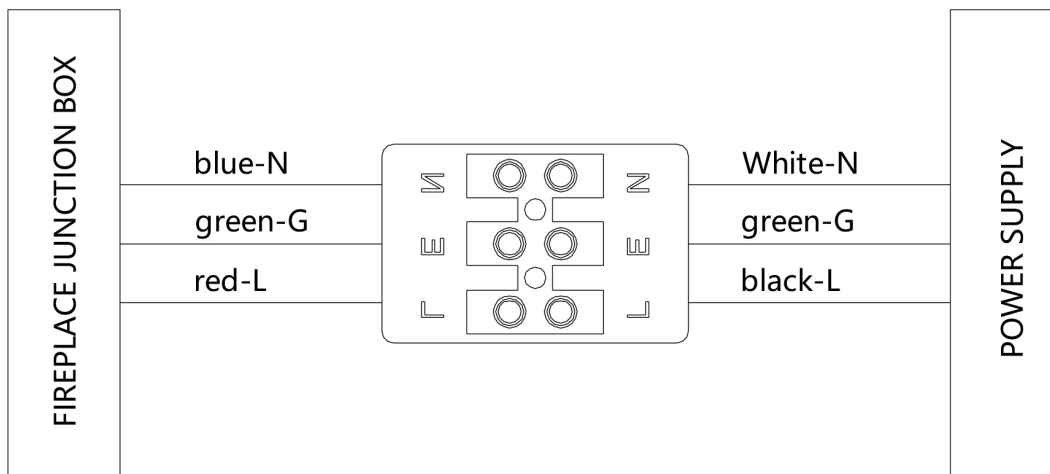
- Turn off the fireplace completely and let cool before servicing. Only a qualified service person should service and repair this electric fireplace.

120V Hard Wire Connection

Hard Wiring Connection

If it is necessary to hard wire this fireplace, a qualified electrician must remove the cord connection, and wire the fireplace directly to the household wiring. The wire and power supply breaker must rated for **120V minimum 15 amps**.

This fireplace must be electrically connected and grounded in accordance with local codes, if hard wired. In the absence of local codes, use the current CSA C22.1 CANADIAN ELECTRICAL CODE in Canada or the current ANSI/NFPA 70 NATIONAL ELECTRICAL CODE in the United States.



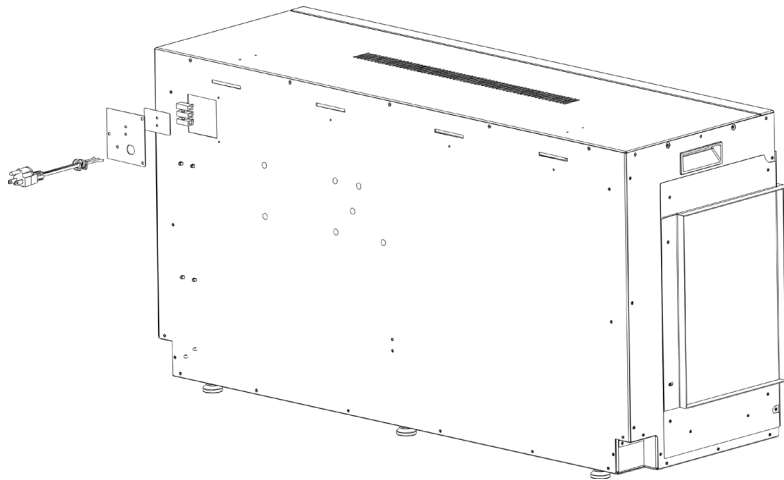
ELECTRICAL INFORMATION

⚠ WARNING

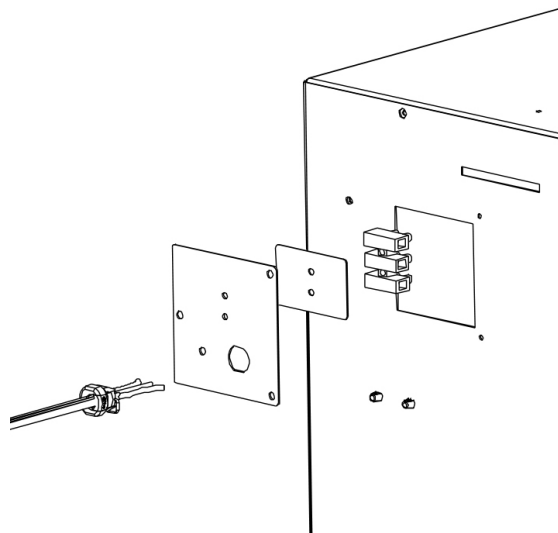
- This fireplace is for use with 120 volts.
- A grounded power source is mandatory for this fireplace.
- This fireplace must be connected to a dedicated 15 amp circuit. The use of an extension cord is NOT permitted.

Type	Electric Appliance
Voltage	120V AC
Watts	MAX 1500W
Amps	15 amps

- A. Use a Phillips head screwdriver to remove the 3 screws on the power cord fixing plate.



- B. Remove the power cord.
C. Connect wires from power supply as shown on page 16.
D. Install the power cord fixing plate in its original position.



FINISHING

Media Installation

- A. Black Glass - 2 bags, 4 lbs each
- B. Logs - 2 boxes, 10 logs per box
- C. Twigs - 2 bags, 2 oz each

A.



B.



C.



- A. Spread the Black Glass.
- B. Spread $\frac{1}{2}$ of the Twigs.
- C. Add the Logs.
- D. Add the remaining Twigs.

A. & B.



C. & D.

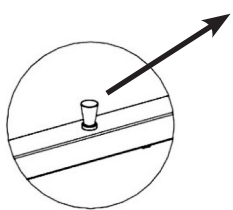


FINISHING

Front Glass Installation / Removal

⚠ WARNING

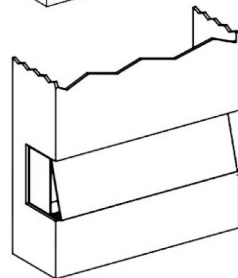
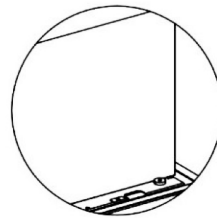
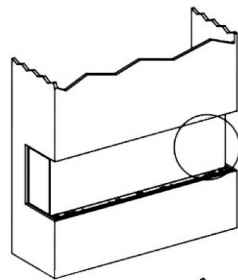
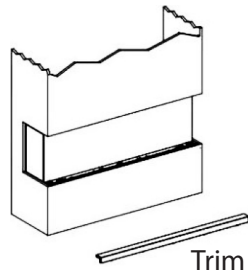
- Before the front trim or glass is removed or installed, turn off the appliance and wait until it is cool to the touch.
- Trim can be heavy and fragile. Handle with care



Magnet Tool

Place the tool at the end of the cover and slowly lift up

1. Remove the long front steel trim at the bottom of the front glass with the magnet tool (provided)
2. Unscrew the two rubber washers at the bottom right and left front where the glass sits.
3. Using a suction cup, pull the bottom of the glass towards you and slowly lower it into the trough that was covered by the trim.
4. Pull the top of the glass towards you. Once it is clear of the fireplace lift up and remove. Note: always have a support hand under the glass, do not rely solely on the suction cup.
5. Reverse the process when installing the glass



OPERATING INSTRUCTIONS

Remote Control



1	POWER BUTTON	
2	FLAME BRIGHTNESS	Three Flame Brightness Settings: F1 - Smallest Flame F2 - Medium F3 - Brightest
3	COLOR OF FLAME	1 - Red 2 - Yellow 3 - Blue 4 - Orange/Yellow 5 - Yellow/Blue 6 -Yellow/Orange/Blue
4	TOP LIGHT	L0 - Off L1 - Dimmest L2 - Brightest
5	TOP LIGHT COLOR	01-Yellow 02-Red 03-Blue 04-Purple 05-Pink
6	FUEL BED	E1 - Dimmest E2 - Medium E3 - Brightest
7	FUEL BED COLORS	01-Yellow 02-Orange 03-Sky Blue 04-Purple 05-White
8	SOUND SETTINGS	0 - Off 1 - Low 2 - High
9	FLAME SPEED	1 - Low Speed 2 - Intermediate Speed 3 - High Speed
10	HEAT SETTINGS	H0 - Off H1 - Low H2 - High

OPERATING INSTRUCTIONS

11	TIMER	<p>30 - 30 minutes 1H - 1 hour 2H - 2 hours 3H - 3 hours 4H - 4 hours 5H - 5 hours 6H - 6 hours 7H - 7 hours 8H - 8 hours 00 is a timed shut down</p>																																						
12	TEMPERATURE SETTING	<p>Sets desired temperature.</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Fahrenheit Settings</th> <th style="text-align: left;">Celsius Settings</th> </tr> </thead> <tbody> <tr><td>64°F</td><td>18°C</td></tr> <tr><td>65°F</td><td>19°C</td></tr> <tr><td>66°F</td><td>20°C</td></tr> <tr><td>67°F</td><td>21°C</td></tr> <tr><td>68°F</td><td>22°C</td></tr> <tr><td>69°F</td><td>23°C</td></tr> <tr><td>70°F</td><td>24°C</td></tr> <tr><td>71°F</td><td>25°C</td></tr> <tr><td>72°F</td><td>26°C</td></tr> <tr><td>73°F</td><td>27°C</td></tr> <tr><td>74°F</td><td>28°C</td></tr> <tr><td>75°F</td><td>29°C</td></tr> <tr><td>77°F</td><td>30°C</td></tr> <tr><td>79°F</td><td></td></tr> <tr><td>81°F</td><td></td></tr> <tr><td>86°F</td><td></td></tr> <tr><td>87°F</td><td></td></tr> <tr><td>88°F</td><td></td></tr> </tbody> </table> <p>C - is set for the shutdown temperature.</p>	Fahrenheit Settings	Celsius Settings	64°F	18°C	65°F	19°C	66°F	20°C	67°F	21°C	68°F	22°C	69°F	23°C	70°F	24°C	71°F	25°C	72°F	26°C	73°F	27°C	74°F	28°C	75°F	29°C	77°F	30°C	79°F		81°F		86°F		87°F		88°F	
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TECHNICAL

Technical Parameters

Information requirements for electric local space heaters.

MODEL	Signal 40	Signal 60	Signal 80
WEIGHT Pounds [Kilograms]	80 [36.3]	96 [43.5]	115 [52.2]
VOLTAGE	120V 750/1500W	120V 750/1500W	120V 750/1500W
REMOTE BATTERY	AAA (x2)	AAA (x2)	AAA (x2)

Note:

Weights are of the unit only, not including packaging.

OPEN WINDOWS DEVICE FUNCTION

To ensure minimum energy wastage, this fireplace will turn off the heaters when the door is opened Or the window is detected. When the heater is in operation (H01 or H02) and once the environment temperature drops to 41°F/5°C within 10 minutes, the fireplace heaters will turn off automatically. Upon activation of the Open Window Device, the red indicator light will blink on for 0.5 seconds and then off for 0.5 seconds, repeating until the heaters have been restarted. Close the window/door or turn off any cooling items, push the heater control buttons on remote control to restart the heaters.

MAINTENANCE

Remote Control Battery Replacement



When the remote batteries are low they must be changed immediately. Install correct replacements and dispose of the old batteries carefully.

Battery information

1. Slide open the battery cover on the back of the remote control.
2. Install AAA batteries into the remote control.
3. Replace the battery cover.

Discard Leaky Batteries

Dispose of batteries in the proper manner according to local regulations.

Any battery may leak electrolytes under the following conditions:

- if mixed with a different battery type
- if inserted incorrectly
- if all the batteries are not replaced at the same time
- if disposed of in a fire
- if an attempt is made to charge a battery not intended to be recharged

Note:

Allow the fireplace to completely cool before cleaning it.

Cleaning

- Turn off before cleaning.
- Using a soft, dry cloth, carefully clean the exterior surface of the product.
- Do not allow water or other liquids to run into the interior of the product, as this is a hazard.
- Lightly run a vacuum cleaner nozzle over the grills along the control panel to remove any dust or dirt that may have accumulated inside or on the unit.

CAUTION: Do not use harsh detergents, chemical cleaners or solvents as they may damage the surface finish of the plastic components.

Cleaning the Fuel Bed

To access the fuel effect, it will be necessary to remove the front glass viewing panel, see page 19. Ensure the fireplace is unplugged.

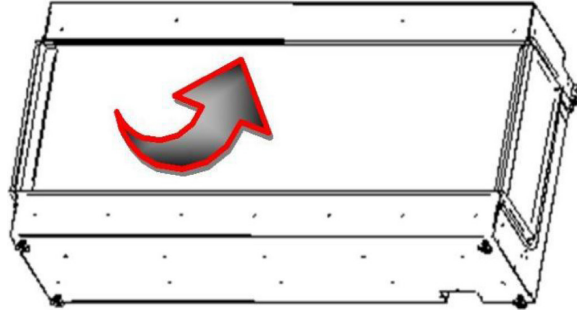
- Remove the logs and dust/clean. Do not wet the logs. Use a lint free duster.
- Lift all fuel medium out of the fireplace and wipe fuel bed down.
- Ensure no moisture remains before returning the logs into position. See log installation process.

Caution: replace front trim while removing logs and fuel material to ensure pieces do not fall into the fireplace. Replace the glass and trim as described on page 19.

MAINTENANCE

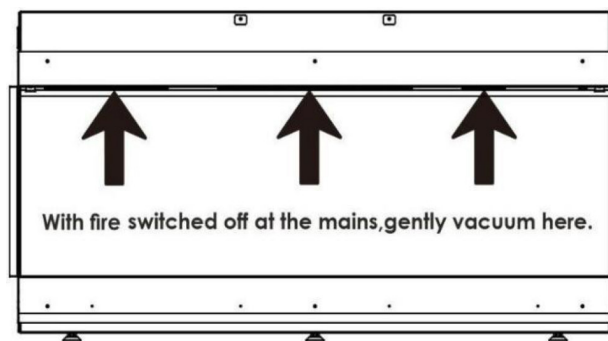
Cleaning Outlets

- Ensure the fireplace is shut off.
- Clean the air inlet grilles regularly with a soft cloth or the nozzle of a vacuum cleaner.
- Dust build-up can inhibit efficient performance of the fan and cause the heating function to turn off.
- Keep the area around the fireplace clean and free of dust or pet hair.
- Build-up of dust etc. can occur around the heater vent area. Take particular care to keep this area free from such particles on a regular basis to prevent build-up.



Servicing and Maintenance

- **The air inlet grilles on the TOP and/or BACK and SIDES of the fireplace should be unobstructed. Free air needs to circulate in these areas.**
- There are no user-serviceable components to this fireplace – do not attempt to service the fireplace. If there are issues that cannot be resolved with your fireplace, then please contact your retailer.
- All floor covering cause fluff that can be drawn into the air intakes. From time-to-time and no less than every two months, isolate the fire from the mains and attach the brush accessory to your vacuum cleaner and gently vacuum the air intakes and outlets. (See image below)
- Use only a clean dry duster to clean the surfaces of the fireplace. DO NOT use water, abrasive cleaners, steam or other household industrial products or cleaners.



MAINTENANCE

Maintenance of Motors

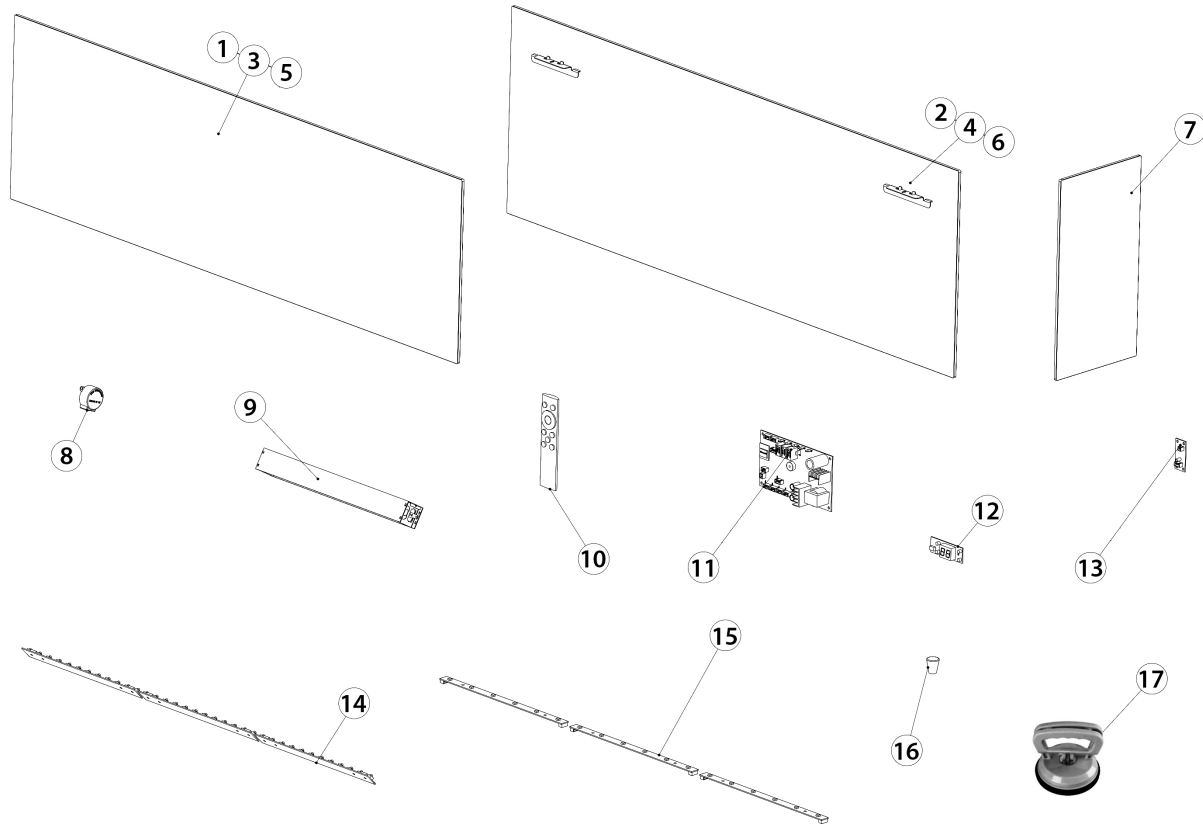
The motors used on the fan and flame effect are pre-lubricated for extended bearing life and require no further lubrication. However, periodic cleaning/ vacuum of the fan/heater unit is recommended

Correct Disposal of this Product

This marking indicates that this product should not be disposed with other household wastes throughout North America. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources.



REPLACEMENT PARTS



No.	Part #	Name	Model
1	SH-CP-FGA-SIG-40	Face glass	Signal 40
2	SH-CP-CG-SIG-40	Curtain glass	Signal 40
3	SH-CP-FGA-SIG-60	Face glass	Signal 60
4	SH-CP-CG-SIG-60	Curtain glass	Signal 60
5	SH-CP-FGA-SIG-80	Face glass	Signal 80
6	SH-CP-CG-SIG-80	Curtain glass	Signal 80
7	SH-CP-SG-SIG-UNI	Side Glass - Universal	Signal 40/60/80
8	SH-ES-SM-SIG-UNI	Stepper Motor - Universal	Signal 40/60/80
9	SH-ES-FHA-SIG-UNI	Fan heater assembly - Universal	Signal 40/60/80
10	SH-ES-RC-SIG-UNI	Remote Control - Universal	Signal 40/60/80
11	SH-CP-MB-SIG-UNI	Main board- Universal	Signal 40/60/80
12	SH-ES-DB-SIG-UNI	Display board - Universal	Signal 40/60/80
13	SH-ES-SDB-SIG-UNI	Speaker Driver Board - Universal	Signal 40/60/80
14	SH-ES-FLAME-LED-SIG-UNI	Flame LED - Universal	Signal 40/60/80
15	SH-ES-FB-LED-SIG-UNI	Fuel bed LED- Universal	Signal 40/60/80
16	SH-CP-MP-SIG-UNI	Magnetic pull - Universal	Signal 40/60/80
17	SH-CP-SUC-SIG-UNI	Suction cup assembly - Universal	Signal 40/60/80
	SH-FM-LOG-SIG-40	Log and decorative accessories	Signal 40
	SH-FM-LOG-SIG-60	Log and decorative accessories	Signal 60
	SH-FM-LOG-SIG-80	Log and decorative accessories	Signal 80

TROUBLESHOOTING

Troubleshooting

⚠ WARNING

Turn off the appliance completely and let cool before servicing. Only a qualified service person should service and repair this electric appliance.

Symptom	Problem	Solution
Appliance will not come on when power button/switch is put into the "on" position.	House circuit breaker has tripped.	Reset house circuit breaker.
	Hard-wire connections are not correct (if applicable).	See electrical information on page 17.
	Main PCB board issue.	Inspect the circuit board and replace.
Appliance turns off and will not turn on.	House circuit breaker has tripped.	Reset house circuit breaker.
Remote control does not work.	Low/dead batteries.	Replace batteries in remote control. Replace remote control.
	Temperature is set too low.	The heater has a built-in thermostat so it will shut off automatically once the pre-set temperature is reached. It will also turn on automatically if the room temperature drops below the pre-set temperature. You can also set temperature control off for continuous running.
Dim or no flame.	Flame brightness not selected.	See operating instructions on page 20.
	Flame LED issue.	Inspect the LED and replace.
	Main PCB board issue.	Inspect the main PCB board and replace.
Flame does not move.	Motor is stalled/ malfunctioning.	Turn on/off. If problem persists, consult dealer.
Ember bed is not glowing or dimming.	Brightness not selected.	See "operation" section.
	Ember LED issue.	Inspect the ember bed LEDs and replace.
	Main PCB board issue.	Inspect the main PCB board and replace.
Burning Smell	The heater smells burnt	On first uses there may be a smell as the heating elements burn off residual deposits from manufacture.
		After periods of no use, dust can settle on the elements and will burn off.
		If smell continues, please refer to your retailer.

TROUBLESHOOTING

Fire Sounds

*Your fire will make some sounds during normal operation. There are four sources of sound:

1. **Switch/thermostat** - During operation they will make quiet clicking sounds and will occur when your heater fan and heating elements are switched on or off.
2. **Flame Effect** - To ensure you experience a slow and relaxed flame effect speed, the electric motor provides its drive via an internal gearbox that will emit a very faint gear noise.
3. **Fan Heater** - just like any fan heater there will be the sound of air being blown into the room.
4. **Fire Sound** - Features a fire audio option. The volume of this sound can be adjusted using your remote.

The thermostat reading on the screen does not match the room temperature.

*The thermostat reading is of the ambient temperature in the immediate vicinity of the fire. It may be necessary to set a higher target temperature in some instances. In some cases, it may be more suitable to turn on the heating element(s) without setting a target temperature – see heat and temperature setting on pages 20 and 21.

WARRANTY

European Home Warranty Sustainable Hearth Family of Products

European Home warrants all Sustainable Hearth electric fireplaces against defects in materials and workmanship for a period of TWO (2) YEARS from the date of original retail purchase. If a defect exists, European Home will, at its option, either (1) provide needed components using new or refurbished replacement parts or (2) exchange the product with one which is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original product. A replacement product/part assumes the remaining warranty of the original product or ninety (90) days from the date of replacement or repair, whichever provides longer coverage for you. When a product or part is exchanged, any replacement item becomes your property and the replaced item becomes the property of European Home.

Nothing in the above shall be deemed to imply that this warranty shall apply to work which has been abused or neglected or shows evidence of changes or modifications by others with or without permit, damages caused by the acts of God, building settlement or moving, fire or vandalism. In addition, installation of this product that varies from the requirements stated in the instruction manual will void the warranty.



EuropeanHome

INSTRUCTIONS MUST BE KEPT AFTER INSTALLATION
FOR FUTURE MAINTENANCE

European Home
30 Log Bridge Road
Building 300, Suite 303
Middleton, MA 01949
United States

