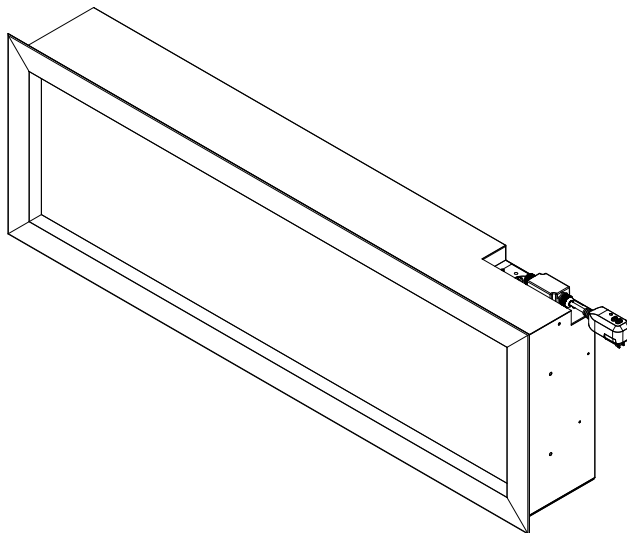


**Forum Series:**

**Model(s):**

SF-OD43

SF-OD55



### 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.



### Congratulations!

Congratulations on selecting a SimpliFire Electric Fireplace, an elegant and clean alternative to wood and gas burning fireplaces. The SimpliFire electric fireplace 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 and understand all instructions, including safety information before plugging in and using this 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 Electrical Shock!**

#### **DO NOT:**

- Install or operate damaged appliance
- Modify appliance
- 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.

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

- Read all instructions before installing this appliance.
- 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 the appliance as this may cause an electric shock, fire, or damage the appliance.
- 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.
- 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
<b>1 Important Instructions</b>	
A. Warranty .....	4
<b>2 General Information</b>	
A. Appliance Certification .....	6
B. Unpacking and Inspecting Appliance .....	6
C. Model and Serial Number Information .....	6
<b>3 Getting Started</b>	
A. Parts and Hardware .....	7
B. Tools and Supplies Needed .....	7
C. Appliance Weights and Dimensions .....	8
D. Location .....	9
E. Clearance to Combustibles .....	9
F. Electrical Supply Circuit Requirements .....	9
<b>4 Installation</b>	
A. Framing Dimensions .....	10
B. Appliance Preparation .....	11
C. Chase Construction and Moisture Resistance .....	12
D. Installation .....	12
E. Finishing .....	13
→ F. Electrical Connection / Installation .....	14
G. Appliance Final Setup .....	15
<b>5 Operating Instructions</b>	
A. Operation with On-Device Controls .....	16
B. Operating by Remote Control .....	17
<b>6 Maintenance</b>	
A. Maintenance .....	18
B. Cleaning .....	18
C. Servicing .....	18
D. SimpliFire Troubleshooting Guide .....	19
E. Service Parts List .....	20
F. Contact Information .....	22

## 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
All purchased replacement parts and optional accessories						
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-OD43, SF-OD55

**LABORATORY:** ETL Intertek

**TYPE:** Luminaires; Household and Commercial  
Furnishings

**STANDARD:** CSA C22.2 No 250; UL 962

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

**NOT INTENDED FOR USE AS A HEAT SOURCE.** This appliance is not equipped with a heater.

**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.

This equipment uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference 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 interference 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 Fireplace 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 behind the glass on the top interior surface of the viewing area.

#### ELECTRIC FIREPLACE

MODEL SF-OD\*\*  
VOLTAGE 120V AC  
FREQUENCY 60 Hz  
AMPERAGE 0.5A  
WATTS 36W  
SERIAL No.: \_\_\_\_\_



C US

600165

Hearth & Home Technologies

MADE IN CHINA

### Homeowner Reference Information

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

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

Serial Number: \_\_\_\_\_ Location on fireplace: \_\_\_\_\_

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

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

# 3 Getting Started

## A. Parts and Hardware

Parts and Hardware List	
Part	Quantity
Appliance	1
Instruction Manual	1
Remote Control	1
AAA Battery	2
Small Crystal Stones - Clear	2 bags
Black Embers - SF-OD43	3 bags
Black Embers - SF-OD55	3 bags
Large Crystal Stones - SF-OD43	12
Large Crystal Stones - SF-OD55	12
Log set (12 per set) - SF-OD43	1
Log set (14 per set) - SF-OD55	1
Self-Trimming Decorative Front	1
Wood Screw (Appliance to Framing)	4
Rubber Bushing	4
Washer	4
GFCI Power Cord (shipped attached to appliance, plug-in ready)	1
Suction Cup	1

## B. Tools and Supplies Needed

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

Tape measure

Gloves

Level

Square

Magnetic screwdriver, or electric screw gun with Phillips bit

Safety glasses

Drill

3/32 slotted head screwdriver/or equivalent

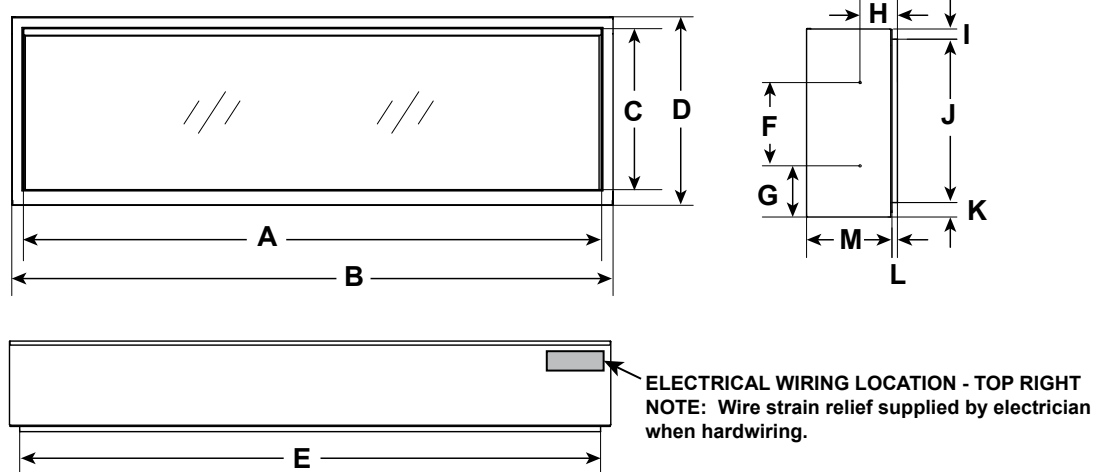
Outdoor specific installation:

- Exterior Silicone Caulk Sealant
- Preferred Flashing Method, such as:
  - Flashing Tape
  - Aluminum Flashingor available Drip Pan (SF-OD\*\*-DP)

## C. Appliance Weights and Dimensions

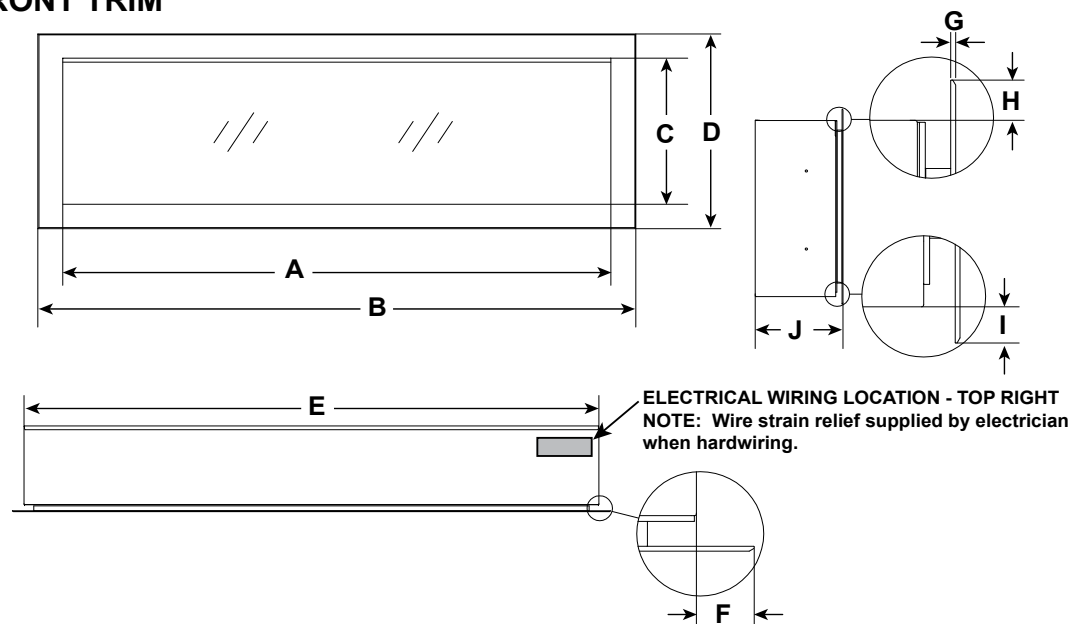
Model	Pounds	Killograms
SF-OD43	110	50
SF-OD55	132	60

### APPLIANCE WITHOUT FRONT TRIM



Model		A	B	C	D	E	F	G	H	I	J	K	L	M
SF-OD43	in.	43-1/2	46	15-3/8	18-1/8	43-3/4	8	5	3-3/4	1	15-3/4	1-3/8	1/2	8-1/4
	mm	1104	1168	392	460	1110	203	127	95	25	400	36	13	210
SF-OD55	in.	55-1/2	58	15-3/8	18-1/8	55-3/4	8	5	3-3/4	1	15-3/4	1-3/8	1/2	8-1/4
	mm	1409	1473	392	460	1415	203	127	95	25	400	36	13	210

### APPLIANCE WITH FRONT TRIM



Model		A	B	C	D	E	F	G	H	I	J
SF-OD43	in.	43	48	15	20	46	1-1/8	1/8	1-1/8	3/4	8-3/4
	mm	1092	1219	380	507	1168	29	3	29	19	223
SF-OD55	in.	55	60	15	20	58	1-1/8	1/8	1-1/8	3/4	8-3/4
	mm	1397	1523	380	507	1473	29	3	29	19	223

Figure 3.1 Appliance Dimensions



## D. Location

**Note:** The Forum appliance is designed for indoor/outdoor use. The appliance is weather resistant and must be installed in a framed wall. The appliance is equipped with a GFCI power cord or can be hardwired.

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

- The Forum fireplace is designed to work best when ambient light levels are low. If the Forum is installed in brightly lit areas or in direct sunlight, the strong reflections may diminish the flame. For best results, install out of direct sunlight.
- Power supply service must be installed within proximity of electric fireplace prior to finishing to avoid reconstruction.
- See Figure 3.2 to determine location of appliance installation.

## E. Clearance to Combustibles

**See Section 4.A for framing dimensions.**

### Minimum Clearance to Combustible Construction

Sides.....	0 in.
Floor.....	0 in.
Top.....	0 in.
Back.....	0 in.
Front.....	0 in.
Mantel.....	0 in.
Mantel Depth.....	Unlimited.

See Figure 3.2.

## F. Electrical Supply Circuit Requirements

Plan the location of the appliance so that it will have adequate electric power. A minimum 15 AMP, 120V/60Hz circuit is required.

If hardwiring for an outdoor appliance, the circuit must be Ground Fault Circuit Interrupter (GFCI) Protected.

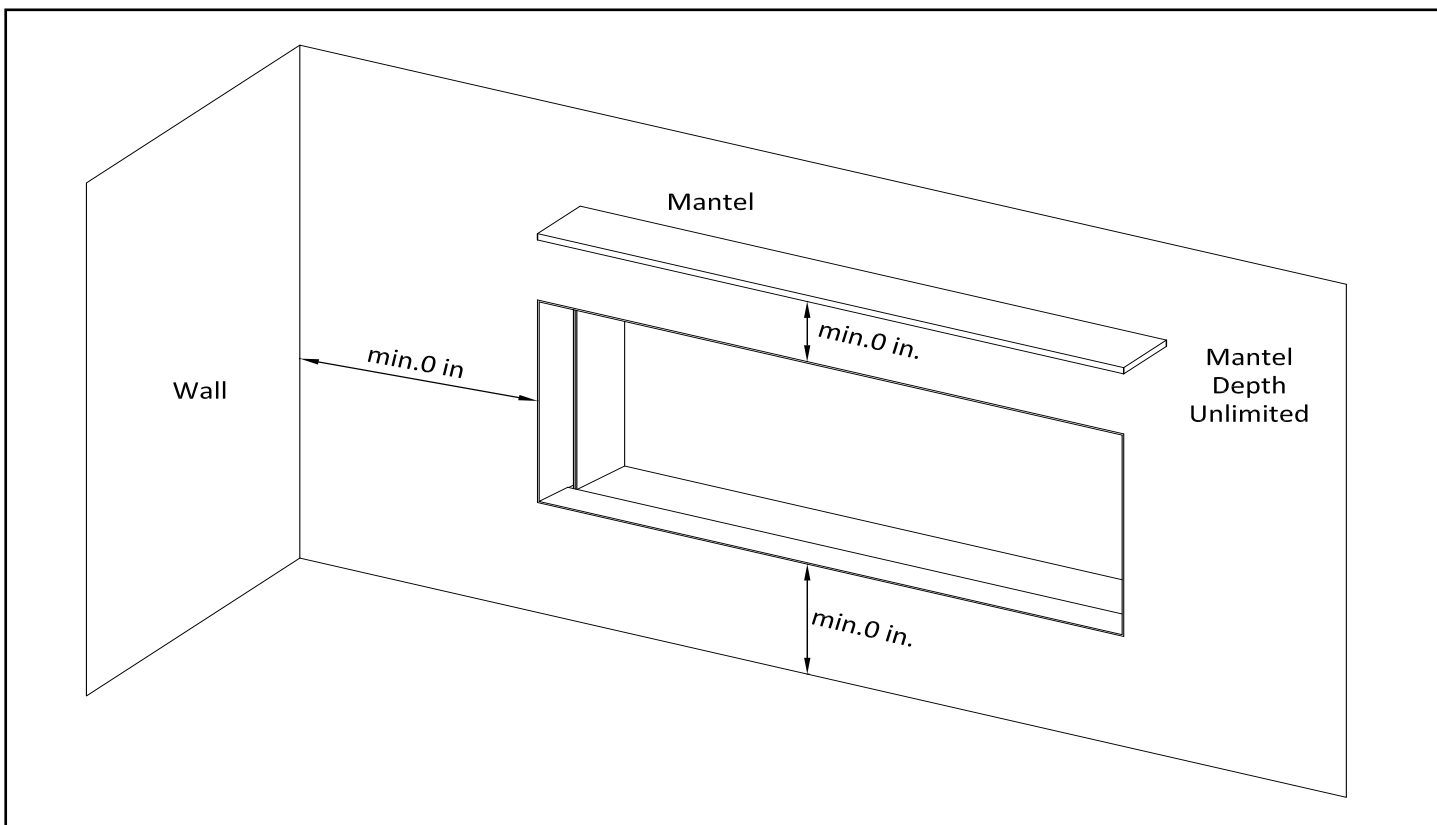


Figure 3.2 Location and Clearances Requirements

# 4 Installation

**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.

The appliance shall be installed into a wall as a stand-alone structure, or into an exterior bump out wall separate of the structures weather envelope. There are two installation methods, built-in with finishing materials over the appliance for a frameless look (this is a permanent installation) or recessed with finishing materials up to the opening, using self-trimming front (this is a removable installation). See Figure 4.1.

## A. Framing Dimensions

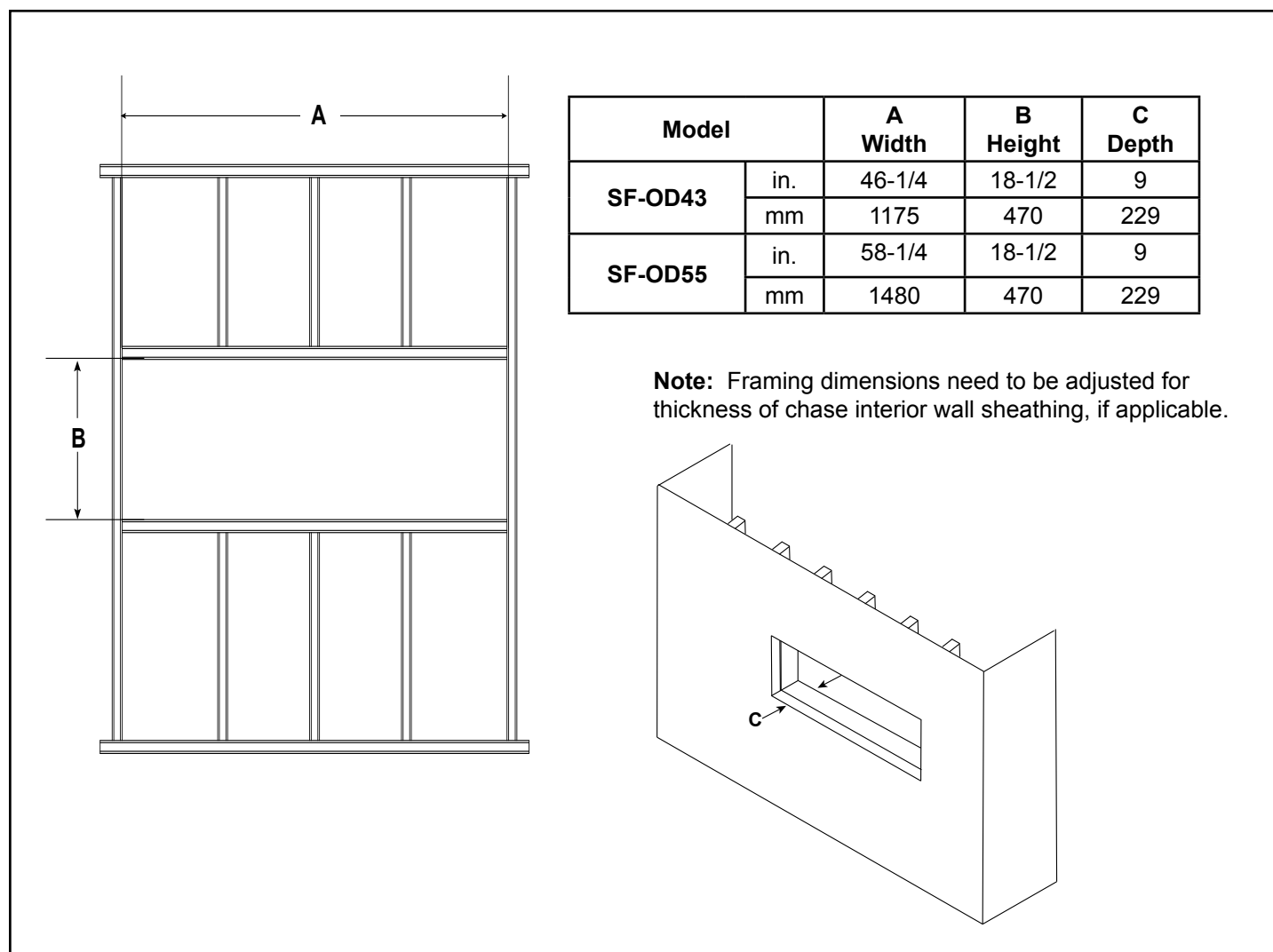


Figure 4.1

## B. Appliance Preparation

### Removing Front Finishing Trim:

To remove the front finishing trim, remove the two (2) Phillips screws located at the top of the trim. See Figure 4.2.

With the screws removed pull the friction fit trim straight out and away from the appliance.

### Glass Removal:

To remove the front viewing glass, remove the screws attaching the glass retaining bracket to the appliance. See Figure 4.3.

With the retaining bracket removed from the appliance, use the provided suction cup to pull the glass forward. **Do not rely on the suction cup for lifting of the glass!** See Figure 4.4.

Carefully tilt the glass forward and lift it out of the bottom channel and away from the appliance. See Figure 4.4.

Set glass aside by placing one edge on a soft surface.

### Interior Side Panel Removal:

To access the appliance mounting holes, the interior side panels must be removed.

Remove the left and right interior side panels by removing the two (2) screws attaching them to the appliance ceiling. Use the small tab located on the top of each panel to pull the top downward and away from the appliance sidewall. The panel's bottom tab will lift out of the appliance. Repeat for both sides. See Figure 4.5.

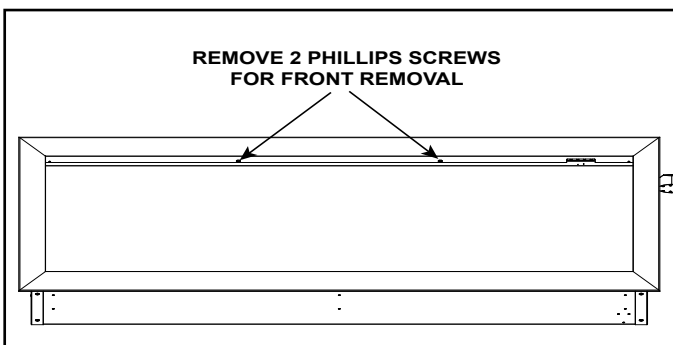


Figure 4.2 Front Removal

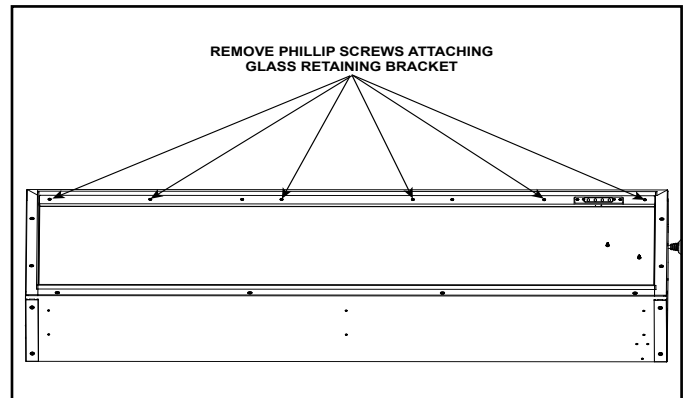


Figure 4.3 Remove Glass Retaining Bracket

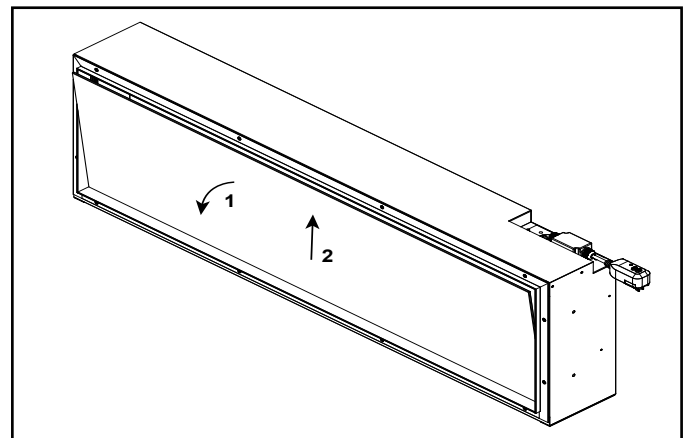


Figure 4.4 Tilt and Remove Glass

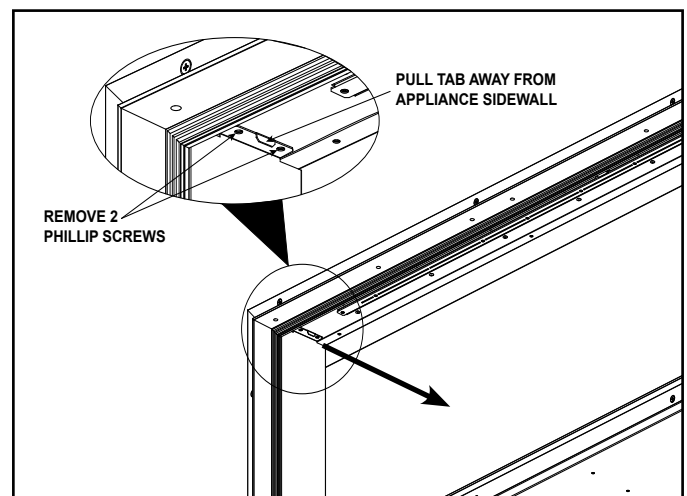


Figure 4.5 Side Panel Removal

## C. Chase Construction and Moisture Resistance

This outdoor appliance will shed moderate amounts of water, but is not waterproof. This appliance must be enclosed or covered with finishing material and all joints sealed to prevent water infiltration.

This appliance will not perform as an exterior wall. Moisture penetration must be considered for construction that places the appliance in a wall or within moisture sensitive materials.

**When installed on exterior walls:** Hearth & Home Technologies recommends that the chase be constructed outside the structure's weather envelope. Where the platform meets the wall, use a flashing detail similar to that required for attached decks. Chase platforms, including hearths should slope away from the structure at 1/8 in. to 1/4 in. per foot. The appliance can be shimmed level.

**Water Drainage:** The Forum is designed to operate outdoors experiencing rain and other sources of moisture. The appliance is designed to drain excess moisture out of weep holes located on the appliance base. When constructing the enclosure, the builder must provide a means of draining water from under the appliance and out of the structure. This can be achieved by properly positioned drain holes, slots or other means for all water to exit at the lowest grade of the structure. Choosing the location of the appliance is also important so that an area that may experience excessive water flow or standing water is avoided. In some cases a drain pan is needed to ensure proper drainage. This can be constructed from corrosion resistant metal, or suitable material for outdoor use with a water resistant membrane. A slope of 1/4" per foot toward the drain ports of the structure is recommended. A drain pan can also be purchased (SF-OD43-DP) for the 43 inch appliance or the (SF-OD55-DP) for the 55 inch appliance.

## Flashing

- Flash the appliance in a manner consistent with regional practices to prevent water penetration around the appliance.
- For brick, stone, stucco and similar construction, weep screeds should be installed per regional codes.
- See Figures 4.7 and 4.8 for more information regarding wall and enclosure construction required to prevent moisture penetration into the structure. The appliance will shed moderate amounts of water but is not waterproof.

**Be sure to plan a drain system for your installation.**

**NOTICE:** If the optional drain pan is not used during construction ensure any water build-up can escape to the exterior of the finished enclosure.

Water penetration can occur, and accumulate below the appliance, and if not taken into consideration can cause deterioration of materials, and may cause premature failure of the structure.

## D. Installation

1. Connect to electrical service. Reference Section 4.F.
2. Install the appliance into the opening. Ensure that weight of appliance is fully supported by floor or bottom framing member. Level with shims if necessary. Ensure that it is centered left to right, then fasten it directly to the framing.
3. For recessed installations using the Front Trim, the appliance should be pushed into the finished opening until the outer edge of the finishing stops are flush with the finished surface. See Figure 4.8.
4. With the appliance in place, leveled and plum, attach it to the framing using 4 sets of the provided rubber bushings, washers, and wood screws through the appliance mounting holes. See Figure 4.6.

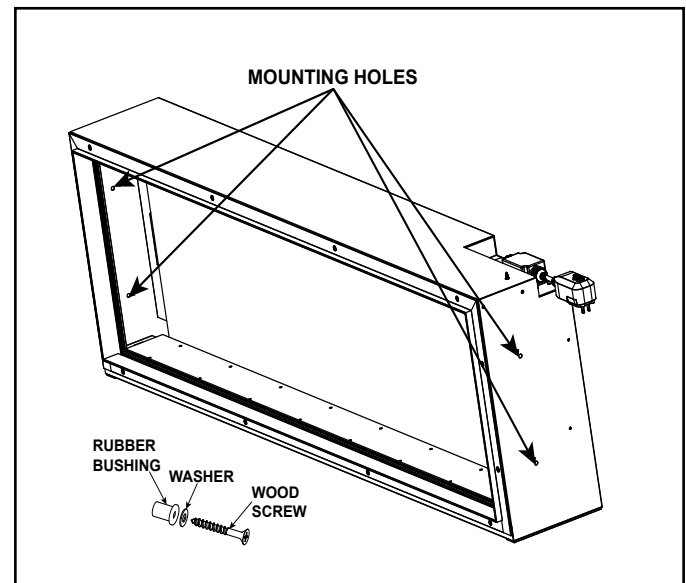


Figure 4.6

## E. Finishing

Maximum finishing differ between built-in overlap and recessed installations. Refer to Figure 4.7 and 4.8.

### Built-In Overlap Installations

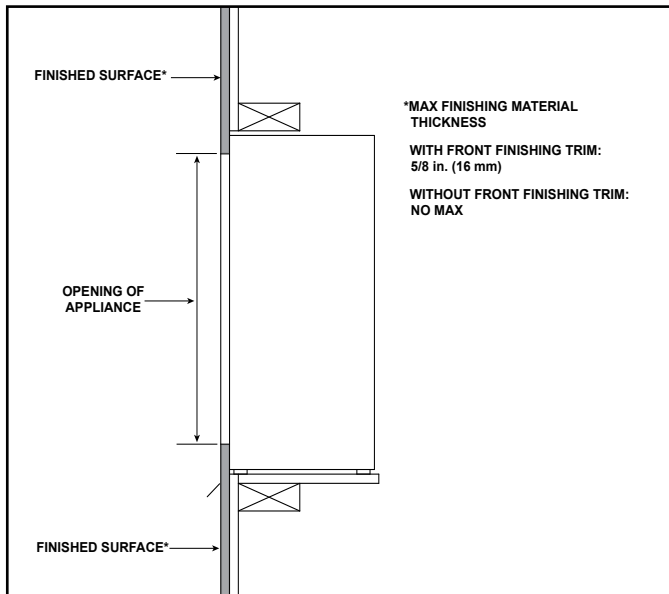


Figure 4.7 Finishing Around a Permanent Built-in

### Recessed Installations

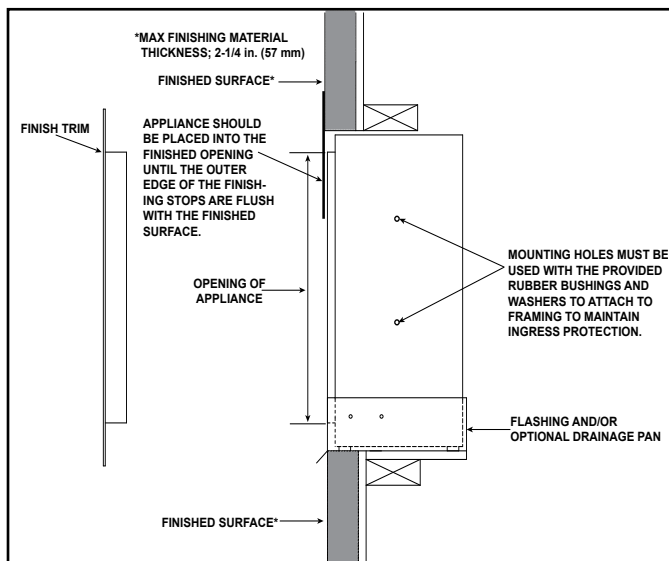


Figure 4.8 Finishing Around a Recessed Appliance

A corrugated splatter guard is included as part of the packaging of the Forum. This may be used to mask the viewing area during the finishing steps of the installation. See Figure 4.9.

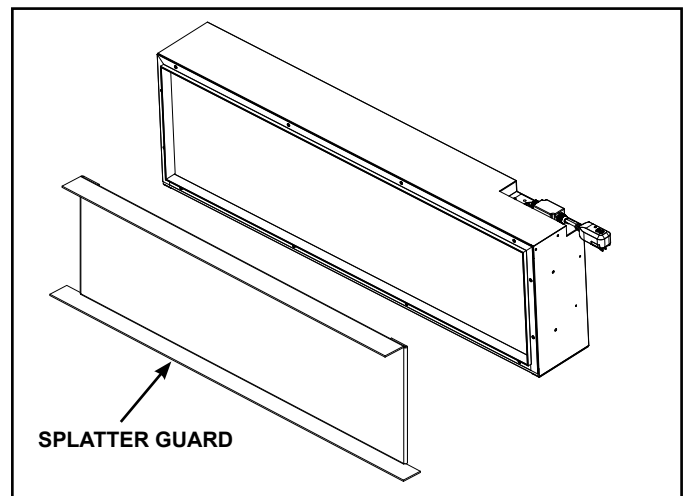


Figure 4.9

## F. Electrical Connection / Installation

**Note:** All wiring must be completed prior to finishing the appliance.

All electrical connections shall be performed by a qualified electrician.

**WARNING! Risk of Fire, Electrical Shock and Injury!**

Electrical wiring must comply with local building codes and other applicable regulations.

**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.**

**Note:** The appliance must be connected and grounded in accordance with local codes and / or the current ANSI/NFPA 70 National Electric Code or CSA C22.1 Canadian Electrical Code.

This Appliance ships with a GFCI protected power cord installed. The power cord may be removed from the junction box enclosure for use with hardwired applications.

For hardwired installations, a minimum 15 AMP, 120V/60Hz Ground Fault Interrupter (**GFCI**) circuit is required outdoor only.

### Hard Wire Installation:

1. Remove the terminal block housing on the right top end of the appliance, by removing two phillips screws. On the underside of the terminal block housing remove the two remaining phillips screws attaching the cover plate to the housing. See Figure 4.10.
2. Loosen the cord grip on the power cord side of the housing.
3. Use a screwdriver or depress the spring loaded terminals to remove the power cord.
4. Using NM-B type cable, strip conductors to 11 mm, and terminate the wires to the terminal block, ensuring connections are secure, and tighten the cord grip. Use a screwdriver, to depress the spring-loaded terminals for the conductors.
5. Replace terminal block housing and cover plate with retaining screws.

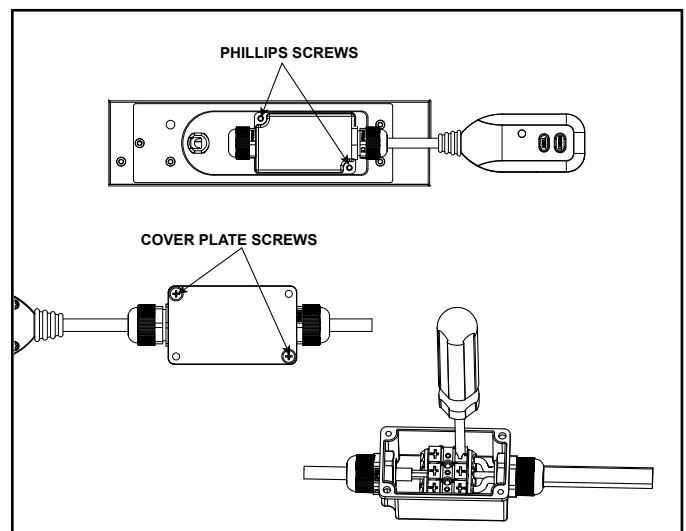


Figure 4.10

## G. Appliance Final Setup

### Glass Removal:

Refer to Section 4.B.

### Media Placement:

**Note:** There are no specific requirements for media installation. Crystal and log media are included, but not required. The placement instructions provided are the most popular configurations to display the included media.

### Clear Crystal Media Placement:

Carefully spread the small clear crystals across the ember bed. Then evenly arrange the large crystals on top of or within the small crystal media. See Figure 4.11.



Figure 4.11 Media Installation

### Log Media Placement:

1. Evenly spread the black embers and clear small crystals across the ember bed. The black embers provide a more realistic ember look with the logs. Clear crystals can be mixed in if desired. Adjustments can be made for your individual preference.
2. Place the smaller logs evenly spaced on the ember bed as shown in Figure 4.12.



Figure 4.12 Media and Small Logs Installation

3. Arrange the larger logs so that one end rests on top of a smaller log. Refer to Figure 4.13 as an example.



Figure 4.13 Larger Log Installation

### Glass Installation:

1. Use the provided suction cup to set the bottom edge of glass into the glass channel and tip back into the appliance until it rests against the glass stops. **Do not rely on the suction cup for lifting of the glass!**
2. Secure the glass in place by attaching the glass retaining bracket to the appliance using the supplied Phillips screws. Refer to Appliance Preparation Section 4.B and figure showing glass removal.

# 5 Operating Instructions

**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.

The appliance can be operated by both remote control and manual buttons located on appliance. Once the power is supplied to the appliance, the power button can be pressed a beep should be heard when the appliance turns on. See Figure 5.1.

**Operating Temperatures:** +14 °F to +104 °F (-10 °C to +40 °C)

**Non-Operating / Storage Temperatures:** -20 °F to +140 °F (-29 °C to +60 °C)

## A. Operation with On-Device Controls

### 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.

### Fuel Bed Button

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

### Flame Brightness Button

The Flame Brightness button will cycle through four brightness settings. This adjusts Accent/Flame/Fuel Bed brightness levels simultaneously.

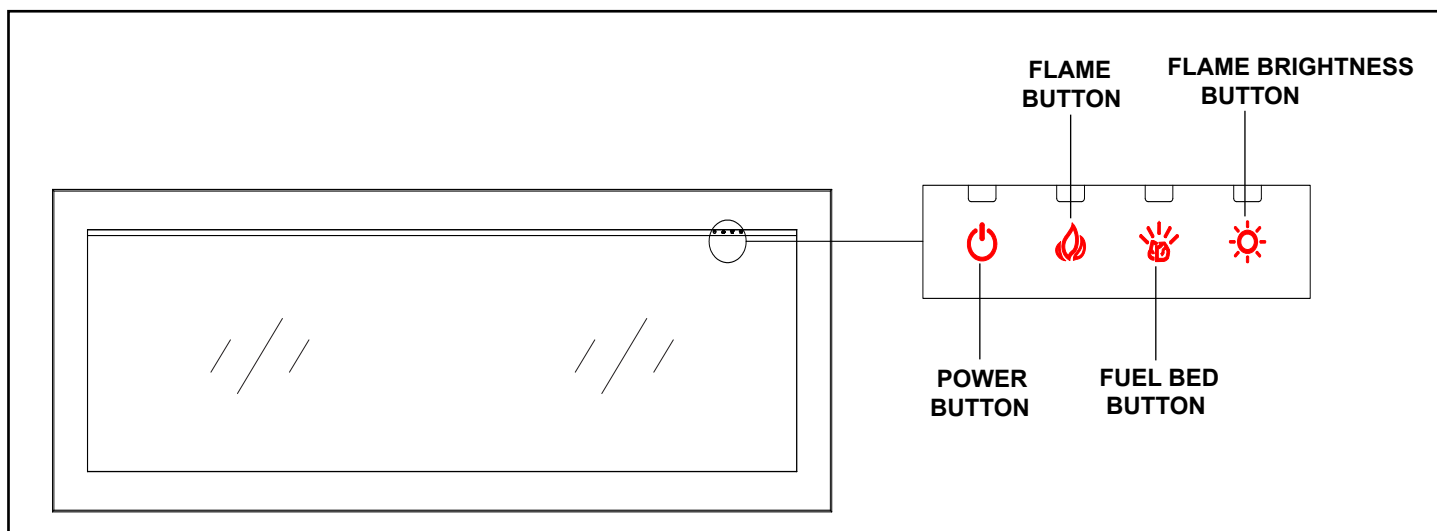








Figure 5.1 Manual Operating



## B. Operating by Remote Control

- The appliance Main Power button must be in the “ON” position for the remote control to function.
- 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.
- The remote control must be within the 16 ft. 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.

**This remote control is not outdoor rated and should be stored indoors and away from the elements when not in use.**

	ICON	TITLE	FUNCTION	REMOTE LCD DISPLAY	FIREPLACE RESPONSE
		POWER	The POWER button will turn the fireplace on. It will also put the fireplace 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.	Fireplace 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.	Fireplace emits single audible beep to confirm command to transition between four FLAME states.
		FUEL BED	Pressing the Light button changes the ember bed colors (14 color themes available - 13 colors and a color rotating option), and turns it on/off.	No indicator.	
		BRIGHTNESS	Pressing the brightness button toggles 4 brightness settings. This adjusts all Lighting, Accent/ Flame/Fuel Bed brightness levels simultaneously.	No Indicator.	
		TIMER	Pressing the Timer button sets the time desired for the fireplace to run. The Timer can be set from .5 hour up to nine (9) hours in one (1) hour increments.	Remote will display the time setting selected. If in Stand-by mode time will display but cannot be adjusted.	

# 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.
- The rotisserie 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 technician. Do not attempt to service the appliance yourself.

## B. Cleaning

**CAUTION!** Do not power wash or 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.

### 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.

### 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 or chemical household cleaners. Do not spray liquids directly on to any surface.

## C. Servicing

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

### Resetting Appliance GFCI Cord

If the Appliance GFCI power cord is tripped and there is no power to the appliance, it must be reset by pressing the “RESET” button on the GFCI plug. See Figure 6.1.

### GLASS AND GLASS GASKET

It is normal during temperature changes for condensation to form on the appliance viewing glass. This may require the glass to be occasionally removed for cleaning the interior side of the glass. See section 4.B for glass removal instructions and refer to section 6.B for a suggested cleaning method.

While removing and replacing the front viewing glass, caution should be taken to ensure the glass gasket remains in place on the appliance.

Before re-installing the front viewing glass, ensure the glass gasket is fully seated and not blocking the bottom glass channel. If the gasket is protruding into the channel the glass may not fully seat and could cause interference when re-installing the glass.

If the glass gasket becomes separated from the appliance gasket channel it must be reinstalled by pressing the gasket back into the glass gasket channel of the appliance. If the gasket is damaged or becomes unusable contact your dealer for a replacement.

**WARNING! Risk of Electrical Shock! Do Not Open! No user serviceable parts inside.** Always turn appliance off and disconnect power before performing maintenance, service, or removal from the framed wall opening.

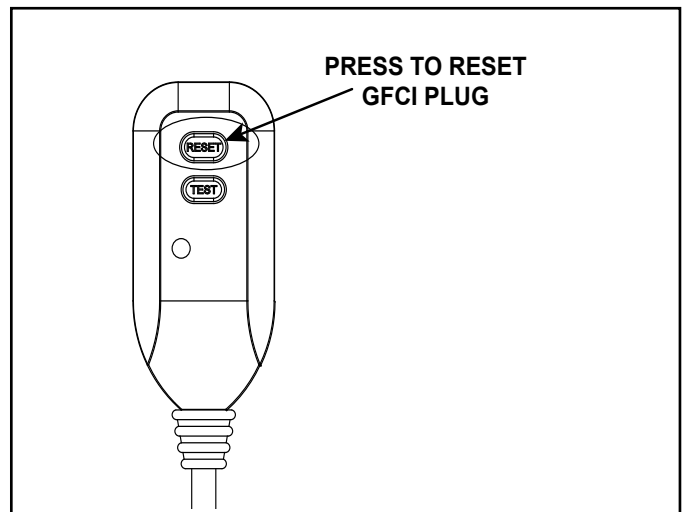
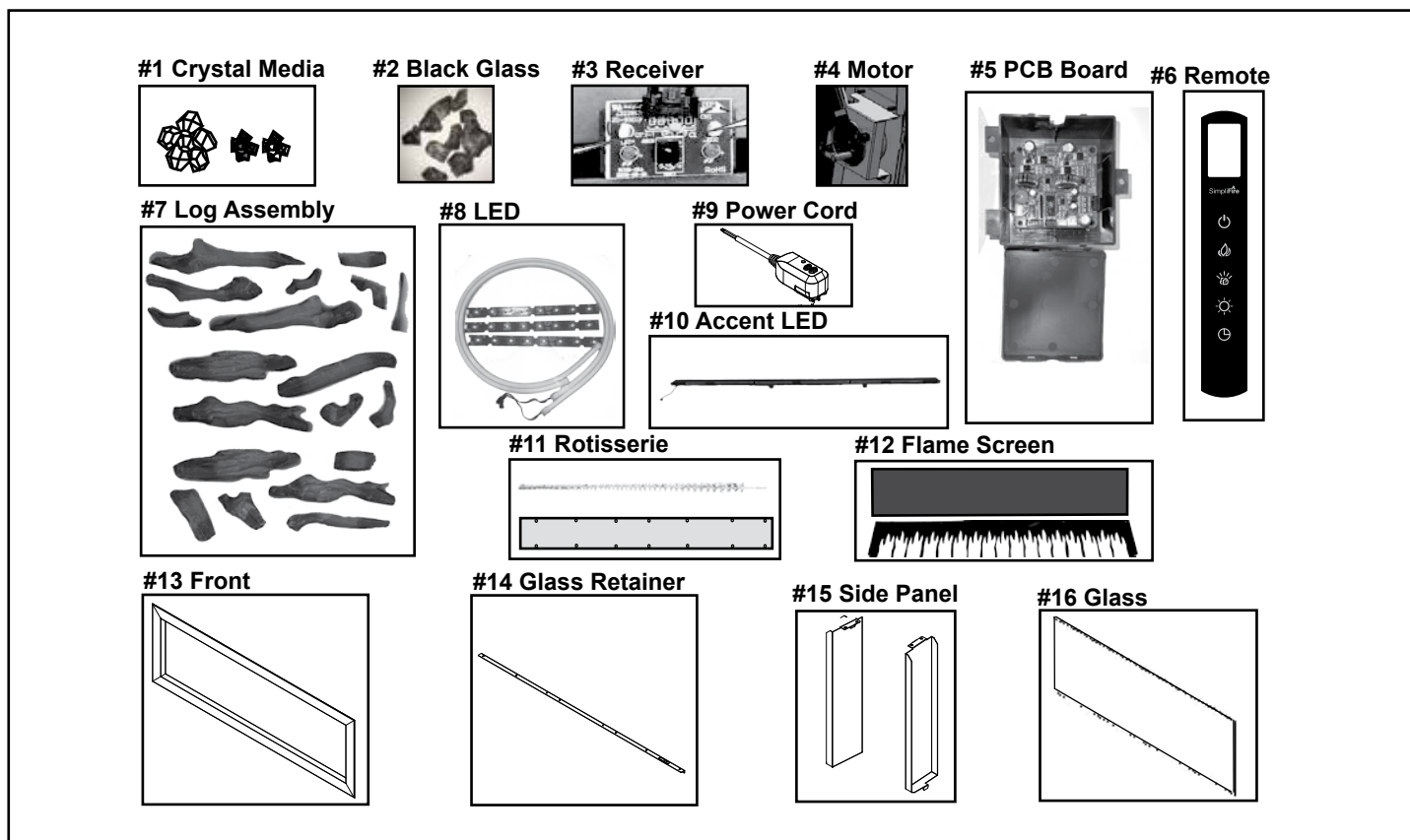


Figure 6.1

## 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).
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	Ensure rod is straight and mounted properly and is spinning freely without spindles hitting other components.
	Defective flame rotisserie motor	Replace flame rotisserie motor.
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	Replace fuel bed LED lights.
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).
Grinding or rubbing noise	Rotisserie hitting or rubbing against internal components	Replace rotisserie.



**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	SFE Forum Crystal Media (large and small clear crystals)		CRYSTAL-OD	
2	Black Glass Embers		EMBER-SCION	
3	SF-OD Remote Receiver		RECEIV-OD	Y
4	Forum Outdoor Motor		MOTOR-OD	Y
5	PCB Board Assembly	Main & Button	PCB-OD	Y
6	Forum Outdoor Electric Remote		REMOTE-OD	Y
7	SFE Forum OD Log Set		LOGS-OD	Y
8	Forum OD LED Assembly		LED-OD43	Y
9	Power Cord, Forum OD		PLUGIN-OD	Y
10	Forum OD Accent		ACCENT-OD43	Y
11	Forum OD Rotisserie		ROTISS-OD43	
12	Flame Screen Forum OD		FLAME-OD43	
13	Front for Forum OD		FRONT-OD43	
14	Glass Bracket, Forum OD		GLABRKT-OD43	
15	Forum Outdoor Panels	Pkg of 2	PANELS-OD	
16	Forum OD Glass Front		GLA-OD43	Y
	Forum Outdoor Hardware Pack		HDWR-OD	

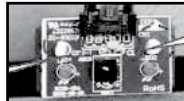
#1 Crystal Media



#2 Black Glass



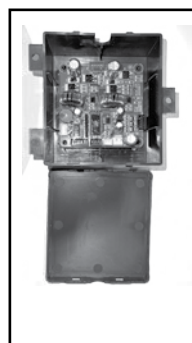
#3 Receiver



#4 Motor



#5 PCB Board



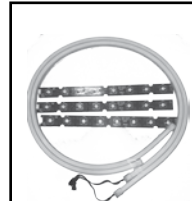
#6 Remote



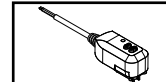
#7 Log Assembly



#8 LED



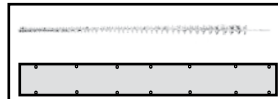
#9 Power Cord



#10 Accent LED



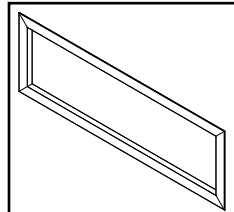
#11 Rotisserie



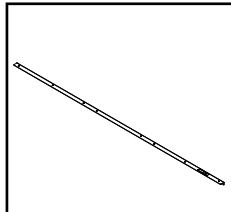
#12 Flame Screen



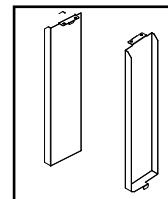
#13 Front



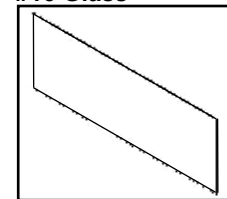
#14 Glass Retainer



#15 Side Panel



#16 Glass



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	SFE Forum Crystal Media (large and small clear crystals)		CRYSTAL-OD	
2	Black Glass Embers		EMBER-SCION	
3	SF-OD Remote Receiver		RECEIV-OD	Y
4	Forum Outdoor Motor		MOTOR-OD	Y
5	PCB Board Assembly	Main & Button	PCB-OD	Y
6	Forum Outdoor Electric Remote		REMOTE-OD	Y
7	SFE Forum OD Log Set		LOGS-OD	Y
8	Forum OD LED Assembly		LED-OD55	Y
9	Power Cord, Forum OD		PLUGIN-OD	Y
10	Forum OD Accent		ACCENT-OD55	Y
11	Forum OD Rotisserie		ROTISS-OD55	
12	Flame Screen Forum OD		FLAME-OD55	
13	Front for Forum OD		FRONT-OD55	
14	Glass Bracket, Forum OD		GLABRKT-OD55	
15	Forum Outdoor Panels	Pkg of 2	PANELS-OD	
16	Forum OD Glass Front		GLA-OD55	Y
	Forum Outdoor Hardware Pack		HDWR-OD	

F. Contact Information



SimpliFire, a brand of Hearth & Home Technologies  
7571 215<sup>th</sup> Street West, Lakeville, MN 55044  
[www.hearthnhome.com](http://www.hearthnhome.com)

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

- NOTES -

---

---

---

---

---



---

---

---

---

---

<b>NOTICE</b>		
	<b>DO NOT DISCARD THIS MANUAL</b>	
<ul style="list-style-type: none"><li>• Important operating and maintenance instructions included.</li></ul>	<ul style="list-style-type: none"><li>• Read, understand and follow these instructions for safe installation and operation.</li></ul>	<ul style="list-style-type: none"><li>• Leave this manual with party responsible for use and operation.</li></ul>