



**HEARTH PRODUCTS**

# INSTALLATION AND OPERATING INSTRUCTIONS

## MERIT® PLUS SERIES

27" Electric Fireplace  
P/N 850,035M REV. D 06/2008

### MODELS

*MPE-27*



This manual will enable you to obtain a safe, efficient and dependable installation of your electric fireplace. Please read and understand these instructions before beginning your installation.

Do not alter or modify the fireplace or its components under any circumstances. Any modification or alteration of the fireplace system, including but not limited to the fireplace and accessories, may void the warranty, listings and approvals of this system and could result in an unsafe and potentially dangerous installation.

### FOR YOUR SAFETY

**DO NOT STORE OR USE GASOLINE OR OTHER FLAMMABLE VAPORS AND LIQUIDS IN THE VICINITY OF THIS OR ANY OTHER APPLIANCE**

**LENNOX™ ELECTRIC FIREPLACES ARE DESIGNED FOR USE AS A DECORATIVE APPLIANCE AND/OR AS A SUPPLEMENTAL HEATER. THEY ARE NOT INTENDED FOR CONTINUOUS USE AS A PRIMARY HEAT SOURCE.**

**INSTALLER: Leave this manual with the appliance.  
CONSUMER: Retain this manual for future reference.**

A French manual is available upon request. Order Form Number 850,035CF.

Ce manuel d'installation est disponible en français, simplement en faire la demande. Numéro de la pièce 850,035CF.



CSA Report No. 46-M198

## CONGRATULATIONS!

In selecting this DAVE LENNOX Merit® Plus electric fireplace, you have chosen the finest and most dependable fireplace found anywhere. A beautiful and prestigious addition to the finest homes. Welcome to a Family of hundreds of thousands of satisfied LENNOX Fireplace Owners.

Please read and carefully follow all of the instructions found in this manual. Please pay special attention to the safety instructions provided in this manual. The Care and Operation Instructions included here will assure that you have many years of dependable and enjoyable service from your LENNOX product.

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### IMPORTANT

Please read and understand these instructions before beginning your installation.

**WARNING: IF THE INFORMATION IN THIS MANUAL IS NOT FOLLOWED EXACTLY, AN ELECTRICAL SHOCK OR FIRE MAY RESULT CAUSING PROPERTY DAMAGE, PERSONAL INJURY OR LOSS OF LIFE.**

## PACKAGING LIST

This assembled Electric Room Heater is packaged with:

- One accessory package located in the firebox, containing;
  1. One Installation and Operation Manual.
  2. One Warranty Certificate.
- One Remote Control
- Two spare Light Bulbs are located in a recess on the back of the log assembly.
- One bag of orange glowing embers.

## INTRODUCTION

This Electric Fireplace is designed for residential applications to be framed in used freestanding.

This appliance has been tested in accordance with UL 2021 and CSA C22.2 No. 46-M198 standards for fixed and location dedicated electric room heaters.

Installation must conform to local codes. In the absence of local codes, electrical wiring and grounding must comply with the National Electrical Code ANSI/ NFPA 70 - latest edition. In Canada, the current CSA C22-1 Canadian Electrical Code - latest edition.

**IMPORTANT:** Before starting your fireplace installation, read this installation and operation manual very carefully to ensure you understand it completely and in entirety. Failure to follow these instructions may result in a possible electric shock, fire hazard and/or injury or property damage and will void the warranty.

**CAUTION:** Extreme caution is necessary when any heater is used by or near children or invalids and whenever the heater is left operating and unattended.

**CAUTION:** This appliance is mounted on rubber feet. The purpose of these feet is to ensure adequate air circulation beneath the fireplace. Do not remove these feet. Do not install the fireplace directly onto a carpet, rug, furniture or similar surfaces, which could hinder or block the airflow.

**IMPORTANT: THESE FIREPLACES ARE DESIGNED AS SUPPLEMENTAL HEATERS. THEREFORE, IT IS ADVISABLE TO HAVE AN ALTERNATE HEAT SOURCE WHEN INSTALLED IN A DWELLING.**

**TO PREVENT A POSSIBLE FIRE, DO NOT BLOCK AIR INTAKES OR EXHAUSTS IN ANY WAY. DO NOT USE NEAR SOFT SURFACES, LIKE A PILLOW, WHERE OPENINGS MAY BECOME BLOCKED.**

**THIS APPLIANCE MAY BECOME 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 AND CURTAINS AT LEAST 3 FEET (1 METER) FROM THE FRONT OF THIS APPLIANCE.**

**DO NOT OPERATE ANY HEATER WITH DAMAGED WIRING OR CONNECTORS, OR AFTER THE APPLIANCE MALFUNCTIONS, OR IF IT HAS BEEN DROPPED OR DAMAGED IN ANY WAY.**

**ANY REPAIRS TO THIS FIREPLACE SHOULD BE PERFORMED BY A QUALIFIED SERVICE TECHNICIAN.**

**UNDER NO CIRCUMSTANCES SHOULD THIS FIREPLACE BE MODIFIED. PARTS HAVING TO BE REMOVED FOR SERVICING MUST BE REPLACED PRIOR TO OPERATING THE FIREPLACE AGAIN.**

**DO NOT USE THIS APPLIANCE OUTDOORS. DO NOT EXPOSE FIREPLACE TO THE ELEMENTS (SUCH AS RAIN, ETC.).**

NEVER LOCATE THIS APPLIANCE WHERE IT COULD FALL INTO A BATHTUB OR OTHER WATER CONTAINER.

DO NOT RUN ELECTRICAL WIRING OR POWER CORD (OPTIONAL) UNDER CARPETING. OR COVER WITH THROW RUGS, RUNNERS OR SIMILAR MATERIALS.

AVOID THE USE OF AN EXTENSION CORD BECAUSE THE EXTENSION CORD MAY OVERHEAT AND CAUSE A RISK OF FIRE. HOWEVER, IF YOU HAVE TO USE AN EXTENSION CORD, THE CORD SHALL BE NO. 14 AWG MINIMUM SIZE AND RATED NOT LESS THAN 1800 WATTS, 15 AMPS. THE EXTENSION CORD MUST BE A THREE WIRE CORD WITH GROUNDING TYPE PLUG AND CORD CONNECTION.

THIS APPLIANCE HAS HOT AND ARCING OR SPARKING PARTS INSIDE. DO NOT USE IT IN AREAS WHERE GASOLINE, PAINT OR FLAMMABLE LIQUIDS ARE USED OR STORED.

THIS FIREPLACE SHOULD NOT BE USED AS A DRYING RACK FOR CLOTHING, NOR SHOULD CHRISTMAS STOCKINGS OR OTHER DECORATIONS BE HUNG NEAR IT.

USE THIS APPLIANCE ONLY AS DESCRIBED IN THIS MANUAL. ANY OTHER USE IS NOT RECOMMENDED BY THE MANUFACTURER AND MAY CAUSE A FIRE, ELECTRIC SHOCK OR INJURY TO PERSONS.

IF APPLIANCE IS TO BE DISCONNECTED, TURN OFF CONTROLS FIRST.

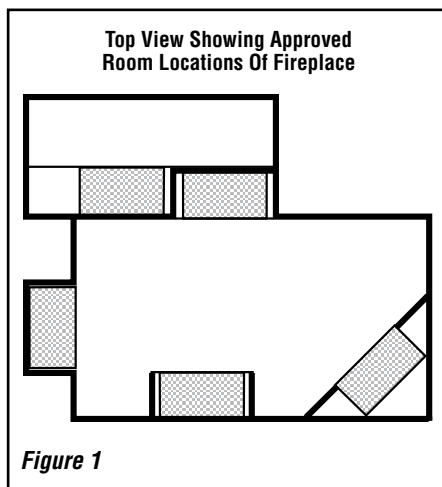
DO NOT INSERT OR ALLOW FOREIGN OBJECTS TO ENTER ANY VENTILATION OR EXHAUST OPENING, AS THIS MAY CAUSE AN ELECTRIC SHOCK, FIRE, OR DAMAGE TO THE APPLIANCE.

SAVE THESE INSTRUCTIONS.

## LOCATING YOUR MERIT PLUS ELECTRIC FIREPLACE

Your new fireplace may be installed into existing framing or built into a wall (see **Figure 1**), or set in a freestanding mantel cabinet available from your dealer (see Page 9).

When choosing a location for your new fireplace, ensure that the general instructions are followed. Also, for the best effect, install the fireplace out of direct sunlight and away from overhead lighting. See **Figure 1**.



## TOOLS AND BUILDING SUPPLIES NORMALLY REQUIRED

No tools are required for setup of the fireplace.

Tools: (construction)  
Phillips Screwdriver  
Hammer  
Saw And/or Saber Saw  
Level  
Measuring Tape  
Plumb Line  
Electric Drill And Bits  
Pliers  
Square  
Gloves

Building Supplies:  
Framing Materials  
Wall Finishing Materials  
Mantel  
Caulking Materials

**IMPORTANT NOTE:** This fireplace system is not difficult to install. However, in the interest of safety, it is recommended that the installer be a qualified or certified "tradesman" familiar with commonly accepted fireplace installation and safety techniques as well as prevailing local codes.

## FRAMING SPECIFICATIONS

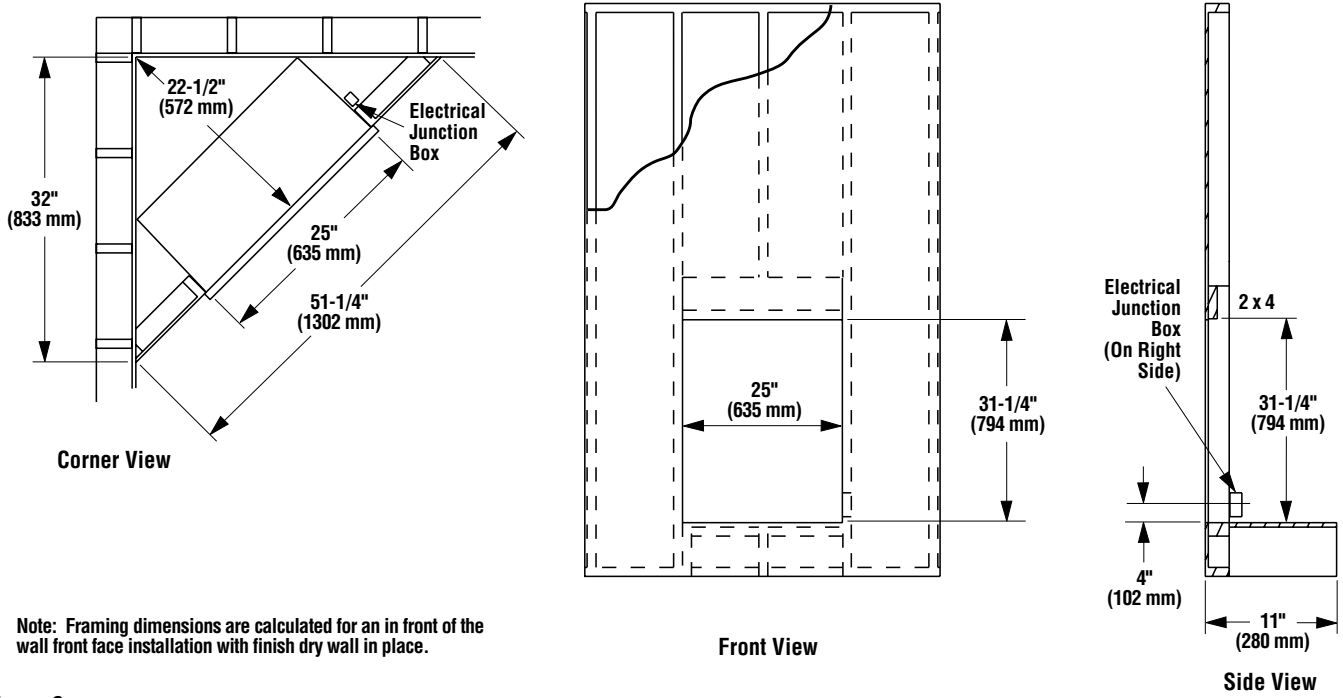


Figure 2

## FIREPLACE SPECIFICATIONS

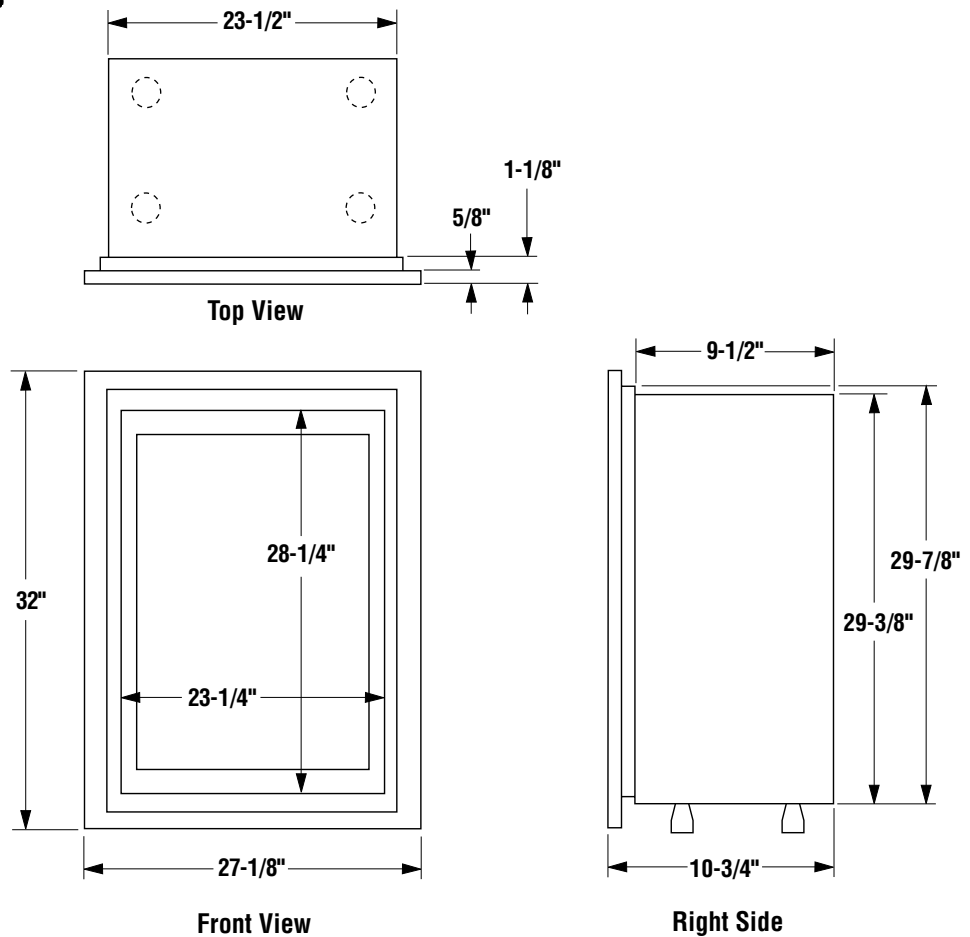


Figure 3

NOTE: DIAGRAMS & ILLUSTRATIONS NOT TO SCALE.

## Fireplace Specifications

Cat. No. H3428

Model: MPE-27

Description: Merit Plus Electric Fireplace - 27"

Shipping Weight: 78 lb.'s (35 KG)

Packaging:

34 1/2" x 14" x 34"

(876 mm x 356 mm x 864 mm)

14.1 cu. ft.

Power Requirements:

(120 Volt, 60 Hz.)

Rated Wattage - 1600 Watts

Amperage - 15 Amps

Blower CFM: 83 CFM

(120 V): 5,461 BTU/HR

## Minimum Clearances to Combustibles

|               |                         |
|---------------|-------------------------|
| <b>Sides:</b> | <b>25.5 mm - 1 inch</b> |
| <b>Floor:</b> | <b>25.5 mm - 1 inch</b> |
| <b>Top:</b>   | <b>25.5 mm - 1 inch</b> |

Mantel Clearance: Combustible and Non-combustible mantels may be installed at any height above the top of the face of fireplace.

Hearth Protection: A hearth is not mandatory, but may be used for aesthetic purposes. Secure the hearth extension to the floor to prevent possible shifting. Do not block the airflow beneath the appliance (read the following WARNING).

**WARNING: THIS APPLIANCE IS MOUNTED ON RUBBER FEET TO ENSURE ADEQUATE AIR CIRCULATION BENEATH FIREPLACE. DO NOT BLOCK AIRFLOW AT THE BOTTOM AIR INTAKES.**

**IMPORTANT:** Cold climate installation recommendation: when installing this fireplace against a non-insulated exterior wall or chase, it is mandatory that the outer walls be insulated to conform to applicable insulation codes.

**WARNING: TO PREVENT CONTACT WITH SAGGING OR LOOSE INSULATION, THE APPLIANCE MUST NOT BE INSTALLED AGAINST VAPOR BARRIERS OR EXPOSED INSULATION. LOCALIZED OVERHEATING COULD OCCUR AND A FIRE COULD RESULT. INSULATION AND A VAPOR BARRIER SHOULD BE PLACED A MINIMUM OF 1 INCH FROM THE APPLIANCE.**

## PRE-INSTALLATION

### Before You Start

Check appliance for any concealed damage.

Detailed Installation Steps

1. Complete the framing opening to the dimensions specified in *Figure 2* or assemble mantel.
2. A dedicated circuit is not required. Use an outlet that is protected by a ground fault circuit interrupter where required by electrical code.
3. Plug the fireplace into receptacle.
4. Slide the fireplace into place in framed/finished opening or into mantel.
5. Perform a function test. See Operating Instructions and Remote Control Operation on Page 6.

**WARNING: ELECTRICAL WIRING MUST COMPLY WITH LOCAL BUILDING CODES AND OTHER APPLICABLE REGULATIONS TO REDUCE THE RISK OF FIRE, ELECTRICAL SHOCK AND INJURY TO INDIVIDUALS.**

**WARNING: DO NOT USE THIS FIREPLACE IF ANY PART OF IT HAS BEEN UNDERWATER. IMMEDIATELY CALL A QUALIFIED SERVICE TECHNICIAN TO INSPECT THE FIREPLACE AND REPLACE ANY PART OF THE ELECTRICAL SYSTEM WHICH HAS BEEN UNDER WATER.**

## FINAL FINISHING

Materials such as brick and tile can be extended down to the top of the fireplace. Do not extend down, covering the outlet or glass enclosure panel (optional kit).

There are a wide variety of "finished looks" for these fireplaces, from formal wall decor with elaborate mantels to rustic wood paneling or warm brick facings.

### Mantel Cabinet

An optional mantel cabinet kit is available from your dealer (see Page 9). This option gives the appliance an attractive finished look.

### Hearth

An aesthetically pleasing fireplace hearth can be installed, if desired.

### BREAK-IN PERIOD:

During the first few initial uses of this heater, there may be a release of a slight, harmless odor. This odor is a normal occurrence caused by the initial heating of the internal heating elements and should not reoccur.

## EXISTING FIREPLACE INSTALLATION

Thoroughly clean out the existing fireplace and hearth area.

Plan the power supply. If an existing grounded outlet is near the fireplace, the cord can run along the front of the fireplace. If the cord is not long enough to reach the outlet, a grounded extension cord minimum AWG No. 14 and rated to a minimum of 1875 watts, may be used.

If you plan to cut or drill a hole in the existing fireplace for wiring, it is best to hire a professional to do this step in order to prevent personal injury. To reduce the risk of fire, do not run the power cord under rugs, carpets, etc. Arrange the power supply cord away from high traffic areas where it may pose a tripping hazard.

## NEW CONSTRUCTION OR RENOVATION

1. Select a location that is not prone to moisture and is located at least 3 feet (or 0.9m) away from combustible materials such as curtains or drapes, furniture, bedding, paper, etc.
2. Place the unit in selected location to see how it will look in the future.
3. Mark the desired location on the floor and store unit in a safe, dry and dust free location.
4. Frame in an opening leaving at least 1/4" (6mm) around the edge of the unit. Any new wiring must be done in compliance with local and national codes and other applicable regulations in order to reduce the risk of fire, electric shock or other injuries. Therefore, it is strongly recommended that you hire a professional to complete any such work.

## INSTALLING THE FIREPLACE INSERT

1. Once the site has been prepared, the fireplace insert can be installed.
2. Make sure the switch is in the "OFF" position.
3. Plug the fireplace into a 15-amp/120 volt, grounded outlet.
4. Push the fireplace insert so that the trim is against the finished mantel or wall surface.

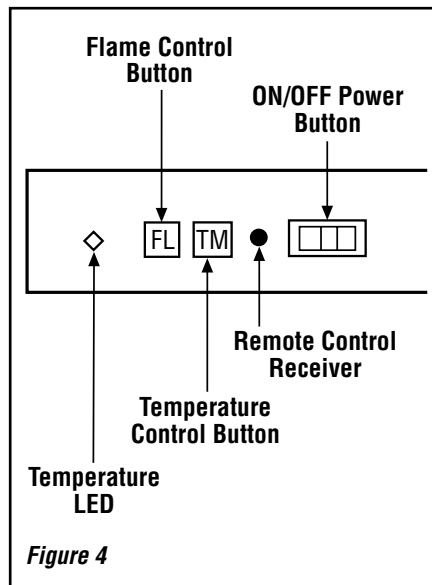
**WARNING: GRILLS ON THIS ELECTRIC FIREPLACE CANNOT, IN ANY WAY, BE COVERED AS IT MAY CREATE A FIRE HAZARD.**

**Notes:** Power supply service must be complete prior to finishing, to avoid reconstruction. Grills and air openings **cannot** be covered in any circumstances.

## OPERATING INSTRUCTIONS

The controls (see **Figure 4**) are located on the bottom right corner of the unit.

1. Plug in your electric fireplace.
2. **Main ON/OFF Power Switch:** This switch is located on the right side of the control panel (see **Figure 4**). When the unit is on, the default settings for the fireplace is HI ember bed and flame and the heater is OFF.



**Figure 4**

### 3. Temperature Control Button and LED:

This button is located to the left of the Remote Control Receiver (see **Figure 4**). The LED is located to the right of the Flame Button. Push this button to cycle through the settings. When this button is pushed, the LED will change to its corresponding color; Green for LO, Orange for MED, and Red for HI. When heater is on, heat will emit through vents located above the firebox opening panel (see **Figure 6, page 7**).

The heater has a built in thermostat so it will shut off automatically once the set temperature is reached. It will also turn on automatically if the room temperature drops below the set temperature.

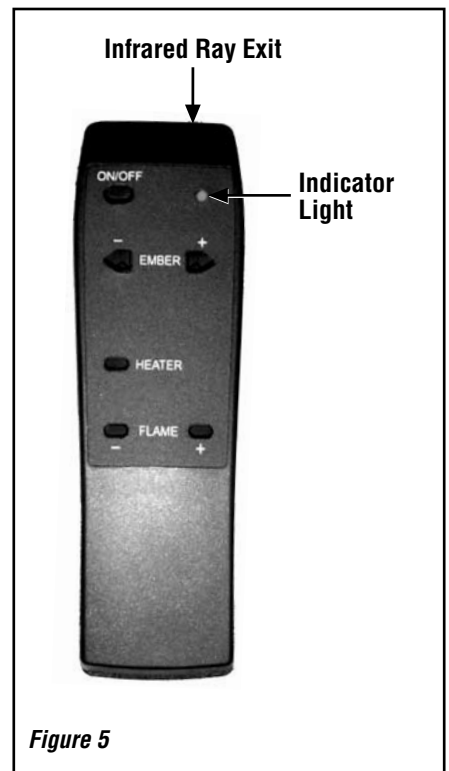
**Notes:** When the heater is turned on for the first time, it may release a slight, harmless odor. This odor is a normal occurrence caused by the initial heating of the internal heating elements and should not occur again.

**4. Flame Control Button:** This button is located to the left of the Temperature Button (see **Figure 4**). After power is on, push the Flame Control Button to adjust flame and ember bed brightness. Press and release the Flame Control Button to cycle through LO, MED, HI and OFF.

## OPERATING BY REMOTE CONTROL

(see **Figure 5**)

1. Plug in your electric fireplace.
2. Push the ON/OFF Power Button to turn unit on. Power LED will light.



**Figure 5**

3. When operating the remote control, it must be pointed at the sensor on the bottom PANEL.
4. The ON/OFF button at the top left of the remote is the main ON/OFF power button. Pressing this button activates the power to the unit.
5. To adjust the ember bed lighting and flame brightness, press the "-" or "+" FLAME buttons. There are six levels of brightness.

The HEATER button activates the heater. The heater is pre-wet to the following temperatures: HI will shut off when room reaches approximately 86° F (30° C). The LED will be red. MED will shut off when room reaches approximately 75° F (24° C). The LED will be orange. LO will shut off when room reaches approximately 64° F (18° C). The LED will be green.

**6.** To turn off the fireplace, press the ON/OFF button once. When you restart the fireplace with the remote control, all of the features you had set will remain in effect. **Notice:** This remote control must remain within 26 feet or 8 meters of the fireplace to be effective.

**Note:** Make sure your batteries are fully charged and installed correctly in your remote control.

**WARNING: ALWAYS DISCONNECT POWER AND ALLOW THE ELECTRIC FIREPLACE TO COOL BEFORE PERFORMING ANY CLEANING, MAINTENANCE OR RELOCATION OF THIS ELECTRIC FIREPLACE. TURN CONTROLS TO OFF AND REMOVE PLUG FROM OUTLET OR TURN OFF CIRCUIT BREAKER TO ELECTRIC FIREPLACE.**

### BACK GLASS

1. The glass is cleaned in the factory during assembly. During shipment, installation, handling, etc., the glass surface may collect dust particles. These can be removed by buffing lightly with a clean dry cloth. To access the back glass, refer to **Figure 6** and the removal process in the next section.

2. To remove fingerprints or other marks, the glass can be cleaned with a damp cloth using a good quality household glass cleaner. The glass should be completely dried with a lint free cloth or paper towel.

3. In the event of glass breakage, vacuum all remaining glass pieces with a shop vac. **DO NOT VACUUM WHILE PIECES ARE HOT!** Remove glass only with replacement parts specifically for this heater. Never substitute material. Only fully tempered safety glass may be used on this heater.

### BULB REPLACEMENT

**WARNING: THE HALOGEN LIGHT BULBS IN YOUR UNIT CAN BECOME EXTREMELY HOT. ALLOW AT LEAST 10 MINUTES BETWEEN TURNING OFF THE HEATER AND REMOVING THE LIGHT BULBS TO AVOID ACCIDENTAL BURNS.**

There are a total of 4 halogen light bulbs (type GX6.35 rated 120 volts, 35 watts) required for the operation of your unit:

- \*2 bulbs provide illumination for the ember bed beneath the log set.
- \*2 bulbs provide illumination for the flame generation assembly.
- \*2 bulbs for replacement are also supplied.

**WARNING: DO NOT INSTALL REPLACEMENT BULBS THAT EXCEED SPECIFIC MAXIMUM WATTS.**

Your fireplace unit must be opened in order to replace the light bulbs. To reduce the number of times you need to open the unit, replace all bulbs at the same time.

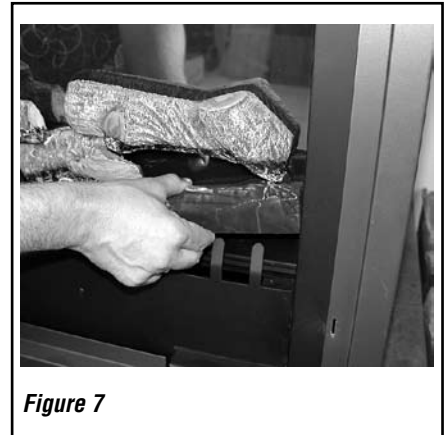
### EMBER BED BULBS

1. Remove the door (see **Figure 6**) by grasping the door firmly at the bottom and supporting the top. Lift up and away.



**Figure 6**

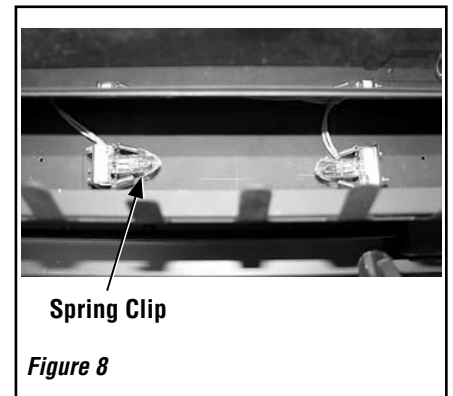
2. From the bottom of the ember bed (on the plastic), gently grasp and lift up log/ember bed until front edge clears the grate tines. Angle the ember bed (one end higher than the other) to clear it from the front of the unit (do not pull up on logs) (see **Figure 7**).



**Figure 7**

3. Release spring clip over one bulb (see **Figure 8**).

4. Hold socket and pull out the old bulb.



**Spring Clip**

**Figure 8**

5. Hold socket and push in new bulb (DO NOT exceed wattage).

6. Replace spring clip.

7. Repeat steps 4 through 6 for second bulb.

8. Gently push log/ember bed down into place.

9. Reinstall the door. Catch all four tabs in the slots located at the four corners of the unit inside of the outer frame. Ensure the slots on the tabs engage the face frame as the door drops into place downwards.

## FLAME GENERATION BULBS

1. Hold the front glass panel, lift up and move backwards to take out the front glass panel (refer to **Figure 6**).
2. From the bottom, gently pull forward and lift up log/ember bed until front edge clears the front of the unit (do not pull up on logs).
3. Remove two screws on the top corners of the glass that hold glass in place (see **Figure 9**).



Figure 9

4. With gloves and safety glasses in place, use both hands to hold the bottom of the glass. Use fingers to gently push the glass towards you until the glass falls onto your hands. Gently hold the glass, using both hands, and place glass on smooth, soft surface to avoid breakage.
5. Remove screws and loosen and pull up and away the flame board (see **Figure 10**).

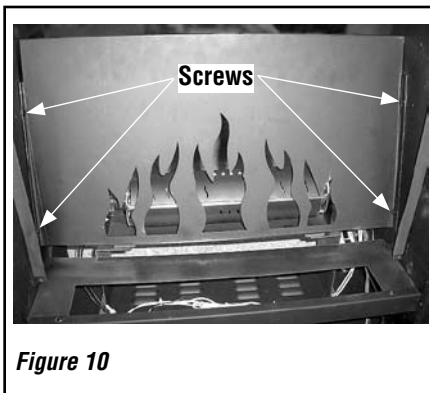


Figure 10

6. Locate flame generation cylindrical drum.

7. Squeeze half of the drum cylinder (see **Figure 11**) until its top edge clears the top drum track. Remove bottom edge of cylinder drum from the bottom drum track. This will give you access to the light bulbs.

**Note:** Do not exert excessive pressure on the drum cylinder as this may cause damage.

8. Remove spring clip (see **Figure 12**). Hold socket and pull out old bulb.

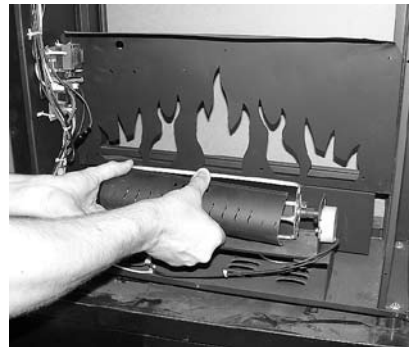


Figure 11

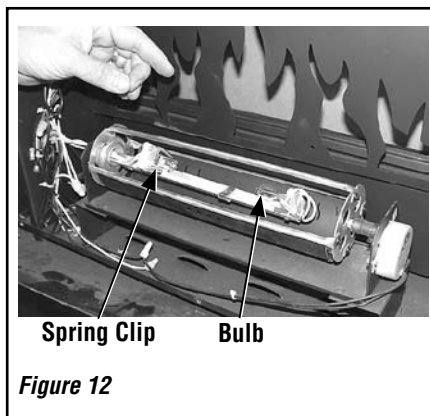


Figure 12

9. Hold socket and push in new bulb (DO NOT exceed wattage). Replace spring clip.

10. Replace steps 8 and 9 for second bulb.

11. Insert bottom edge of removed cylinder half into bottom drum track. Squeeze drum cylinder until its top edge fits into top drum track.

12. With gloves, carefully replace glass. Slide top of glass into metal slot and slide bottom onto ledge.

13. Place brackets against glass and tighten screws.

14. Gently push ember bed down until it rests inside its area.

15. Replace grate and screws.

**WARNING: TURN OFF THE FIREPLACE COMPLETELY AND LET COOL BEFORE SERVICING. ONLY A QUALIFIED SERVICE PERSON SHOULD SERVICE AND REPAIR THIS ELECTRIC FIREPLACE.**

**WARNING: THE FIREPLACE MUST BE UNPLUGGED/DISCONNECTED FROM THE POWER SUPPLY PRIOR TO ANY MAINTENANCE OR CLEANING IN ORDER TO REDUCE THE RISK OF ELECTRIC SHOCK OR FIRE.**

**WARNING: THE HALOGEN LIGHT BULBS IN YOUR FIREPLACE CAN BECOME EXTREMELY HOT. ALLOW AT LEAST 10 MINUTES BETWEEN TURNING OFF THE FIREPLACE AND REMOVING LIGHT BULBS TO AVOID THE ACCIDENTAL BURNING OF SKIN.**

**CAUTION:** Do not exceed a 35 Watt bulb. Use of a higher rated bulb may result in a fire, causing property damage, personal injury or loss of life.

**CAUTION:** Do not touch the bulbs, oils from your skin will damage them when they heat up. Use gloves or cloth when handling bulbs.



## PLACING GLOWING EMBERS

Remove the door (*refer to Figure 6*) by grasping the door firmly at the bottom and supporting the top. Lift up and away.

Place the orange plastic glowing ember coals along the back of the ember bed, behind and below the logs. Refer to *Figures 13 and 14*.

Reinstall the door. Catch all four tabs in the slots located at the four corners of the unit inside of the outer frame. Ensure the slots on the tabs engage the face frame as the door drops into place downwards.



Figure 13



Figure 14

## ACCESSORY PARTS AND COMPONENTS FOR THE MPE-27

The accessory parts and components listed on this page are to be used only with your MPE-27 electric fireplace. Separate installation instructions are packaged with all accessories.

If you encounter any problems or have questions concerning the installation or application of this system, please contact your distributor. For the name of your nearest distributor contact:

**LENNOX HEARTH PRODUCTS**  
**1110 West Taft Avenue**  
**Orange, CA 92865**

| Model  | Catalog Number | Weight  |
|--------|----------------|---------|
| MPE-27 | H3428          | 78 lbs. |

## ACCESSORY COMPONENTS

The following items are available for use with this appliance.



|   |       |        |
|---|-------|--------|
| Cabinet Surround Kit, Mantel<br>- Honey Oak | H3432 | SK-270 |
|---|-------|--------|



|                           |       |        |
|---------------------------|-------|--------|
| Touch-Up Paint Kit (Gray) | H5093 | TPK-GR |
|---------------------------|-------|--------|

### Touch-Up Paint Kit

Repair of minor scratches and discoloration of the appliance's painted surfaces may be accomplished with the use of this touch-up paint kit.

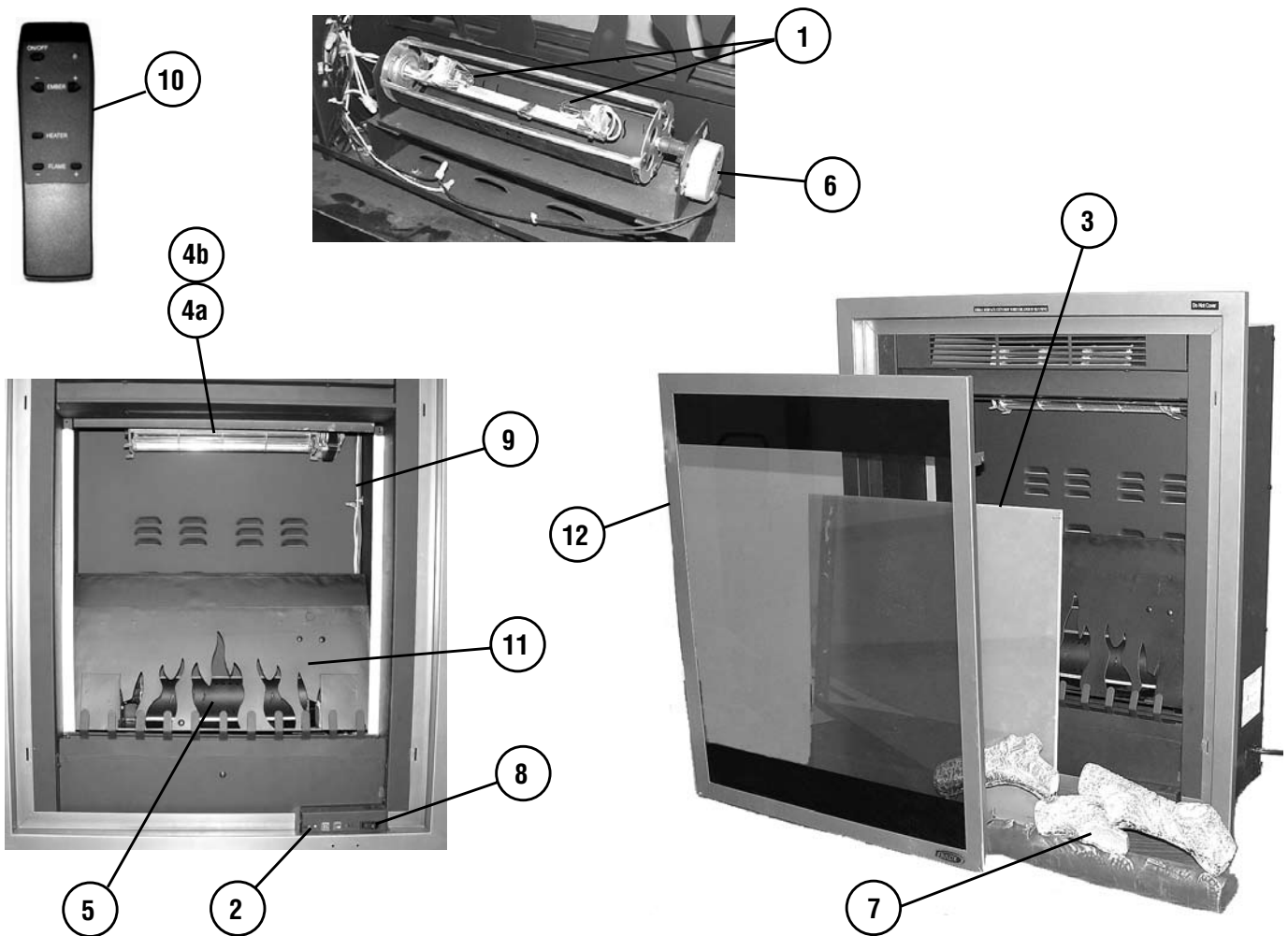
## **TROUBLESHOOTING DIAGRAM**

| <b>SYMPTOM</b>   | <b>POSSIBLE CAUSES</b>   | <b>WHO PERFORMS CORRECTIVE ACTION</b> | <b>CORRECTIVE ACTION</b>  |
|--|--|---------------------------------------|---|
| 1. Fireplace turns off and will not turn on and an audible beeping noise can be heard. | Fireplace has overheated.  | Homeowner                             | The appliance is protected with a safety device to prevent it from overheating. If the fireplace should overheat, a thermal switch will disconnect power to the unit and will not come back on without being reset. Reset it by turning the main power switch off (or optional wall switch or wall thermostat, if installed) and waiting 10 minutes, then turning it back on. If the thermal switch continues to trip repeatedly, contact a qualified service technician. |
| 2. Flame is fixed (unmoving).  | Wiring may be loose or the flame motor may be defective.               | Qualified Service Technician          | Inspect all wiring for loose connections. If the wire connections are good, replace the flame motor.  |
| 3. Dim or poorly visibly flame or log set and ember is not glowing.                    | Light bulb(s) burnt out or wiring is loose.                            | Homeowner                             | Inspect all wiring for loose connections and repair or replace if necessary. Inspect light bulbs and replace if necessary.  |
| 4. Flame sputters.   | Flame motor is defective.  | Qualified Service Technician          | Replace flame motor.  |
| 5. Remote control does not work.   | Low batteries.<br><br>Unit switch and/or wall switch in "ON" position. | Homeowner                             | Replace AA batteries in remote control. If problem persists, there may have been loss of power to the unit as a possible result from a power failure (i.e. breaker tripped).<br><br>Turn off main power on/off switch ( <i>see Figure 4</i> ) and/or optional wall switch (if applicable).  |
| 6. Circuit breaker trips or fuse blows when the unit is turned on.                     | Improper circuit current rating.                                       | Qualified Service Technician          | Check the house circuit to ensure it is on a dedicated circuit with proper Amp. rating. If the circuit breaker continues to trip ( or blown fuses), inspect wiring for a loose connection or a dead short. Repair or replace wiring and/or connectors as necessary.   |

## REPLACEMENT PARTS

| Item No. | DESCRIPTION  | MPE-27      |      |
|----------|--|-------------|------|
|          |  | Catalog No. | Qty. |
| 1.       | Bulb Kit, (10 Each, 35W halogen)                   | H1623       | 1    |
| 2.       | Circuit Board and Remote Control Sensor            | H3863       | 1    |
| 3.       | Glass Mirror                                       | H3864       | 1    |
| 4a.      | Blower, Heating Element, and Access Panel Assembly | H3865       | 1    |
| 4b.      | Fuse Plate Assembly (5 each)                       | H5043       | 1    |
| 5.       | Flame Cylinder Assembly                            | H3866       | 1    |
| 6.       | Flame Motor  | H3867       | 1    |
| 7.       | Log Assembly and Ember Bed                         | H3868       | 1    |
| 8.       | Switch, Toggle (1 Each)                            | H3869       | 1    |
| 9.       | Wire Harness                                       | H3870       | 1    |
| 10.      | Remote Control                                     | H3871       | 1    |
| 11.      | Panel, Flame Cover                                 | H3872       | 1    |
| 12.      | Panel Glass  | H3873       | 1    |

## REPLACEMENT PARTS COMPONENT DIAGRAM



NOTE: DIAGRAMS & ILLUSTRATIONS NOT TO SCALE.

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The manufacturer reserves the right to make changes at any time, without notice, in design, materials, specifications, prices and also to discontinue colors, styles and products. Consult your local distributor for fireplace code information.



**HEARTH PRODUCTS**

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