



## **ELECTRIC FIREPLACES**

# **SAFETY INFORMATION AND INSTALLATION MANUAL**

INS-FM-30

INS-FM-34

ZC-FM-37

ZC-FM-45

Read these instructions completely before beginning installation. Failure to follow them could cause a heater malfunction and result in serious injury and/or property damage.

**WARNING:** All electric heaters have hot or sparking parts inside. Do not use it in areas where gasoline, paint or flammable liquids are stored.

**WARNING:** This heater is tested and listed for use only with the optional accessories listed in these instructions. Use of optional accessories not specifically tested for this heater could void the heater warranty and/or result in a safety hazard.



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## CONGRATULATIONS!

In selecting this Sierra Flame Wall Mount OR Built-in electric fireplace, you have chosen the finest and most dependable fireplace on the market today. A beautiful and functional addition to the finest homes. Welcome to the family of satisfied Sierra Flame electric 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 instructions included here will assure that you have many years of dependable and enjoyable service from your Sierra Flame product.

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Keep this manual for future reference.

## **SAFETY INFORMATION**

Due to high temperatures, the insert should be located out of traffic and away from furniture and draperies.

Do not place clothing or other flammable material on or near the insert. Never place any objects on the insert.

The insert can become very hot when running. Keep children and adults away from hot surfaces to avoid burns or clothing ignition. The insert will remain hot for a time after shutdown. Allow surfaces to cool before touching.

When using electrical heaters, basic precautions, like the ones listed below, should always be followed in order to reduce the risk of fire, electric shock and injury.

1. Read all instructions before using this heater.
2. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes and curtains at least 3 feet from the front of the heater; keep them away from sides and rear as well.
3. Always unplug heater when it's not in use.
4. Do not operate the fireplace insert if it has a damaged cord or plug, after it has malfunctioned, or if the unit has been dropped or damaged in any way.
5. Do not use the heater outdoors.
6. This heater is not intended for use in bathrooms, laundry areas and similar indoor locations. Never place the heater where it may fall into a bathtub or other water containers.
7. Do not run the cord under carpeting. Do not cover the cord with throw rugs, runners or anything else. Arrange the cord away from traffic areas where it could be tripped over.
8. To disconnect the heater, turn the controls to "OFF" before removing the plug from the outlet.
9. 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 heater.
10. To prevent a possible fire, do not block air intakes in any manner.
11. A heater has hot or sparking parts inside. Do not use it in areas where gasoline, paint or flammable liquids are used or stored.

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12. Use this heater only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.
  13. Avoid the use of an extension cord because the extension cord may overheat and cause a fire. If you have to use an extension cord, the cord should be No. 14 AWG minimum size and rated not less than 1875 WATTS.
  14. Always use a properly grounded, protected (fuse or circuit breaker), and polarized outlet.
  15. Always use ground fault protection where it is required by electrical codes.
  16. Always disconnect the power before performing any cleaning, maintenance or relocation of the heater.
  17. To prevent a possible fire, do not burn wood or other materials in this heater.
  - 18 To prevent electric shock or fire, always use a certified electrician, should new circuits or outlets be required.
  19. When transporting or storing the heater, keep it in a dry place, free from excessive vibration.

## LISTING APPROVALS

This heater has been tested in accordance with the CSA Standards for fixed and location-dedicated electric room heaters in the United States. All components are UL or CSA safety certified.

Voltage:	120 AC,
Hz:	60
Watts:	1500
Amps:	15

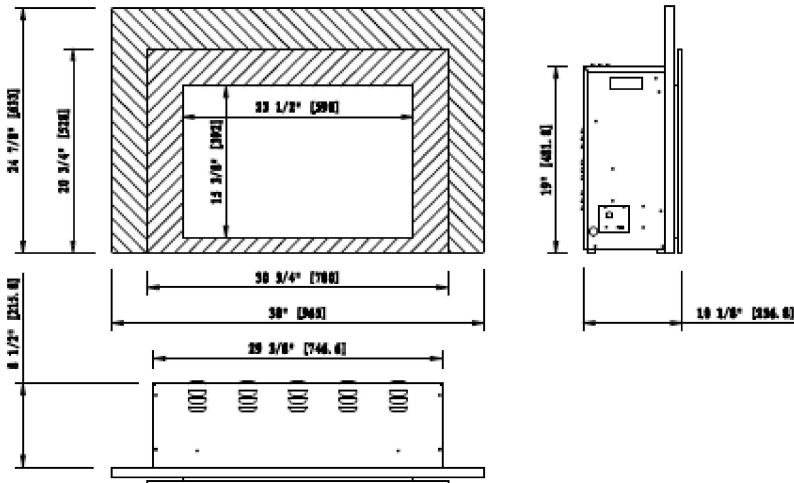
**Note:** This heater must be electrically wired and grounded in accordance with local codes or, in the absence of local codes, with National Electric Code.

# INS-FM-30

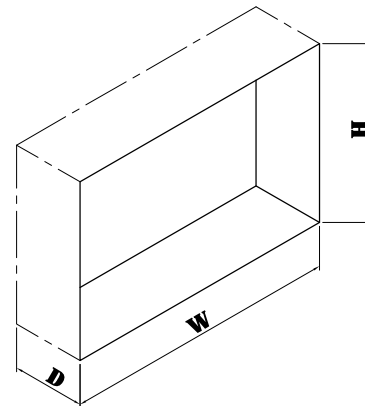
Description		Built-in Appliance
Voltage		120V AC, 60 Hz
Amps		12A
Watts		1500 W
HEATER	HIGH	1500W
	LOW	750W
No HEATER		18W
Motor HEATER		30W
Motor Flame		4W
Appliance Width		38" or 96.5 cm
Appliance Height		24 7/8" or 63.3cm
Appliance Depth		8 1/2" or 21.58 cm
Gross Weight		63.93 Lbs or 29 Kg
Plug Location		Left side
Cord Length		74 3/4" or 190 cm
Rough Wall Opening Size		31 1/4"x19 5/8" or 79.5 cmx49.8 cm

This appliance has been tested in accordance with the UL Standard 2021 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.

**NOTE: This appliance must be electrically wired and grounded in accordance with local codes. In the absence of local codes, us the current CSA C22.1 Canadian Electrical Code in Canada or the ANSI/NFPA 70 National Electrical Code in the United States.**



The rough wall opening size of the fireplace.



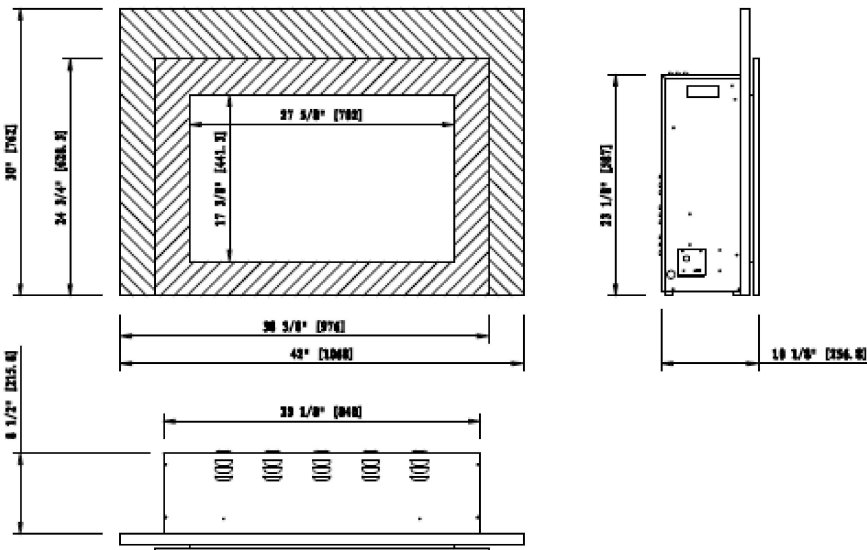
	W (")	D (")	H (")
INS-FM-30	31 1/4	9 3/4	19 5/8

# INS-FM-34

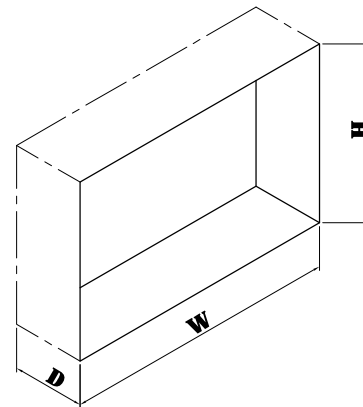
Description		Built-in Appliance
Voltage		120V AC, 60 Hz
Amps		12A
Watts		1500 W
HEATER	HIGH	1500W
	LOW	750W
No HEATER		18.5W
Motor HEATER		30W
Motor Flame		4W
Appliance Width		42" or 106.8 cm
Appliance Height		30" or 76.2 cm
Appliance Depth		8 1/2" or 21.58 cm
Gross Weight		72.75 Lbs or 33 Kg
Plug Location		Left side
Cord Length		74 3/4" or 190 cm
Rough Wall Opening Size		32 7/8" x 23 5/8" or 83.5 cm x 60 cm

This appliance has been tested in accordance with the UL Standard 2021 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.

**NOTE: This appliance must be electrically wired and grounded in accordance with local codes. In the absence of local codes, use the current CSA C22.1 Canadian Electrical Code in Canada or the ANSI/NFPA 70 National Electrical Code in the United States.**



The rough wall opening size of the fireplace.



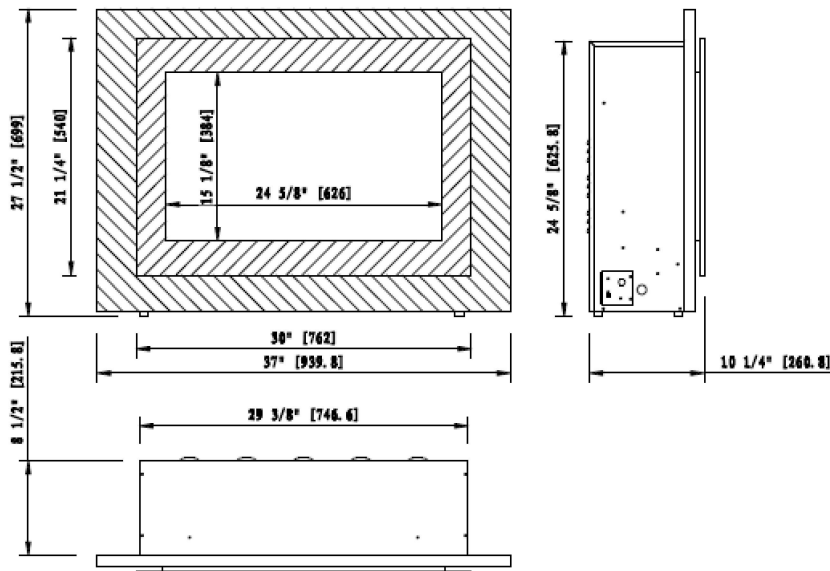
	W (")	D (")	H (")
ZECL-30-3226	32 7/8	9	23 5/8

# ZC-FM-37

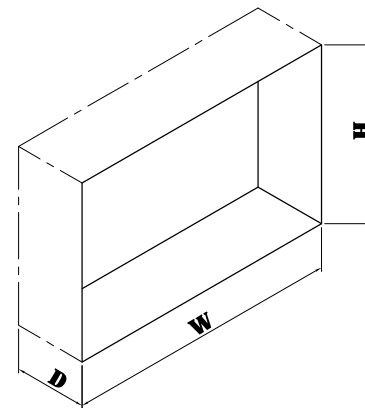
Description		Built-in Appliance
Voltage		120V AC, 60 Hz
Amps		12A
Watts		1500 W
HEATER	HIGH	1500W
	LOW	750W
No HEATER		19W
Motor HEATER		30W
Motor Flame		4W
Appliance Width		37" or 93.98 cm
Appliance Height		27 1/2" or 69.9 cm
Appliance Depth		8 1/2" or 21.58 cm
Gross Weight		66.13 Lbs or 30 Kg
Plug Location		Left side
Cord Length		74 3/4" or 190 cm
Rough Wall Opening Size		31 1/4"x25 1/4" or 79.5 cmx64.2 cm

This appliance has been tested in accordance with the UL Standard 2021 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.

**NOTE: This appliance must be electrically wired and grounded in accordance with local codes. In the absence of local codes, use the current CSA C22.1 Canadian Electrical Code in Canada or the ANSI/NFPA 70 National Electrical Code in the United States.**



The rough wall opening size of the fireplace.



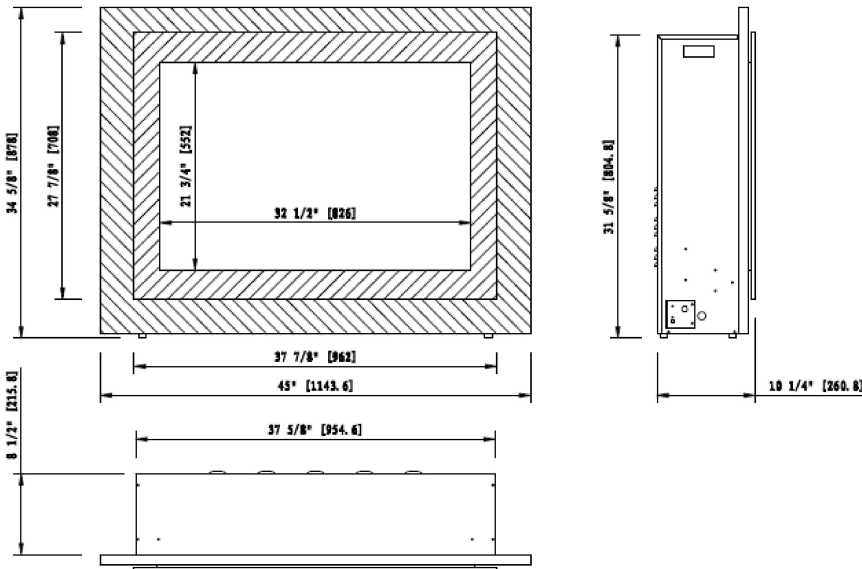
	W (")	D (")	H (")
ZECL-33-3624	31 1/4	9 3/4	25 1/4

# ZC-FM-45

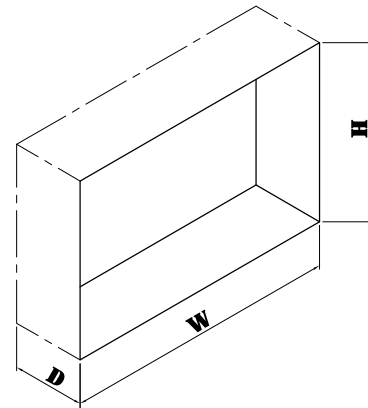
Description		Built-in Appliance
Voltage		120V AC, 60 Hz
Amps		12A
Watts		1500 W
HEATER	HIGH	1500W
	LOW	750W
No HEATER		20W
Motor HEATER		30W
Motor Flame		4W
Appliance Width		45" or 114.36 cm
Appliance Height		34 5/8" or 87.8 cm
Appliance Depth		8 1/2" or 21.58 cm
Gross Weight		94.8 Lbs or 43 Kg
Plug Location		Left side
Cord Length		74 3/4" or 190 cm
Rough Wall Opening Size		39 1/2"x32 3/8" or 100.3 cmx82.1 cm

This appliance has been tested in accordance with the UL Standard 2021 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.

**NOTE: This appliance must be electrically wired and grounded in accordance with local codes. In the absence of local codes, use the current CSA C22.1 Canadian Electrical Code in Canada or the ANSI/NFPA 70 National Electrical Code in the United States.**



The rough wall opening size of the fireplace.



	W (")	D (")	H (")
ZC-FM-45	39 1/2	9 3/4	32 3/8

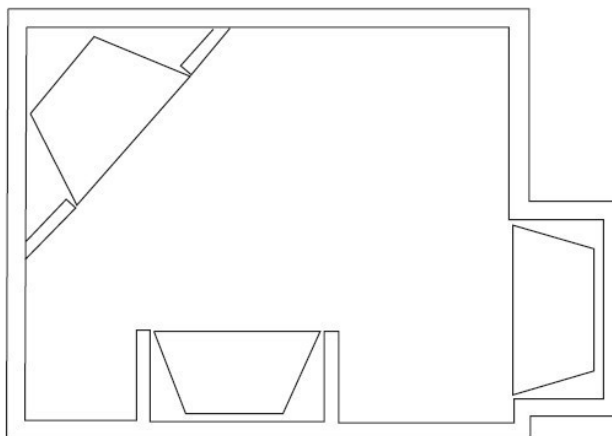


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## LOCATING THE FIREPLACE INSERT

**⚠WARNING:** Never locate this heater where it may fall into a bathtub or any water container.

**NOTICE:** All clearances must be maintained to combustibles. Illustrations throughout these instructions reflect typical installations and are for design purposes only. Actual installations may vary slightly due to individual preferences.

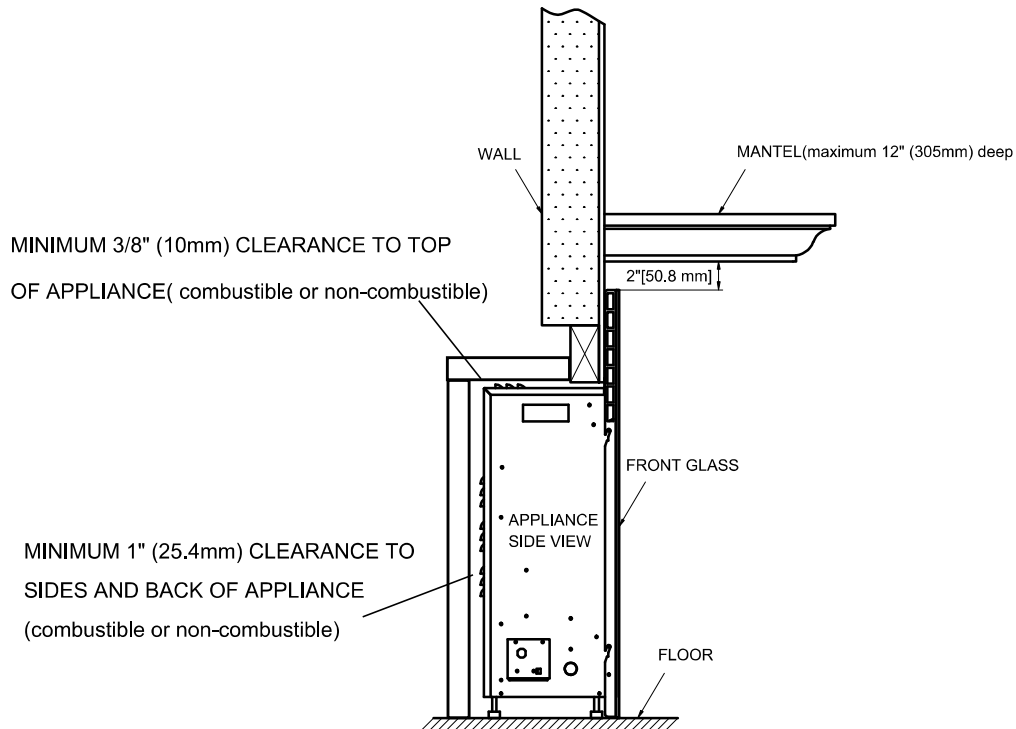


Heater must be placed so it remains level (use included level to verify). Leveling bolts are provided on the base of the fireplace insert to insure proper leveling.

**WARNING:** RISK OF FIRE. MAINTAIN ALL SPECIFIED CLEARANCES TO COMBUSTIBLES. FAILURE TO COMPLY WITH THESE INSTRUCTIONS MAY CAUSE A FIRE OR CAUSE THE APPLIANCE TO OVERHEAT. ENSURE ALL CLEARANCES (I.E. BACK, SIDE, TOP, VENT MANTEL, FRONT, ETC.) ARE CLEARLY MAINTAINED. APPLIANCE GRILLS (VENTS) LOCATED ON THE FRONT AND BACK OF THIS ELECTRIC APPLIANCE CANNOT IN ANY WAY BE COVERED AS IT MAY CREATE A FIRE HAZARD. WHEN USING PAINT OR LACQUER TO FINISH THE AREA ABOVE THE INSERT, THE PAINT OR LACQUER MUST BE HEAT RESISTANT TO PREVENT DISCOLORATION.

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## CLEARANCES WHEN BUILT-IN



The fireplace insert may be placed within a framed enclosure that is level, dry, and capable of supporting the weight of the appliance and front glass. It may be placed directly on wood or a non-combustible surface (not on linoleum or carpet). The minimum clearance from the top of the appliance to a mantel (combustible or non-combustible) is 2" (50.8mm). The sides and back must maintain 1" (25.4mm) clearance to any material. The top must maintain a 3/8" (10mm) clearance to any material.

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## UNPACKING AND TESTING THE FIREPLACE INSERT

Carefully remove the fireplace insert from the box.

Remove the packing screws from both sides of the insert

(see illustration to the right). Prior to installing the

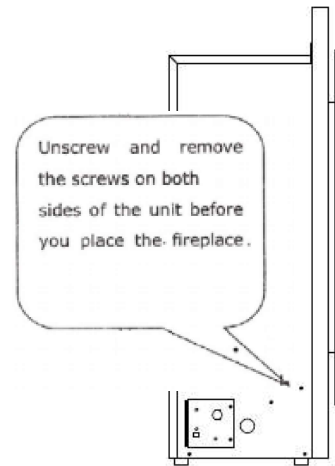
fireplace insert, plug the unit into a 120-volt grounded

outlet and test operation. Test all aspects of its

operation (manual switches, remote, display

characteristics and heater) to make sure all components

operate correctly.



## INSTALLATION

**⚠ CAUTION:** The unit's power supply cord must be connected to a properly grounded and protected 120-volt outlet. Always use ground fault protection where required by the electrical code.

**⚠ WARNING - RISK OF FIRE!** To prevent a possible fire, do not block the grills, louvers, or air openings on the fireplace insert in any manner.

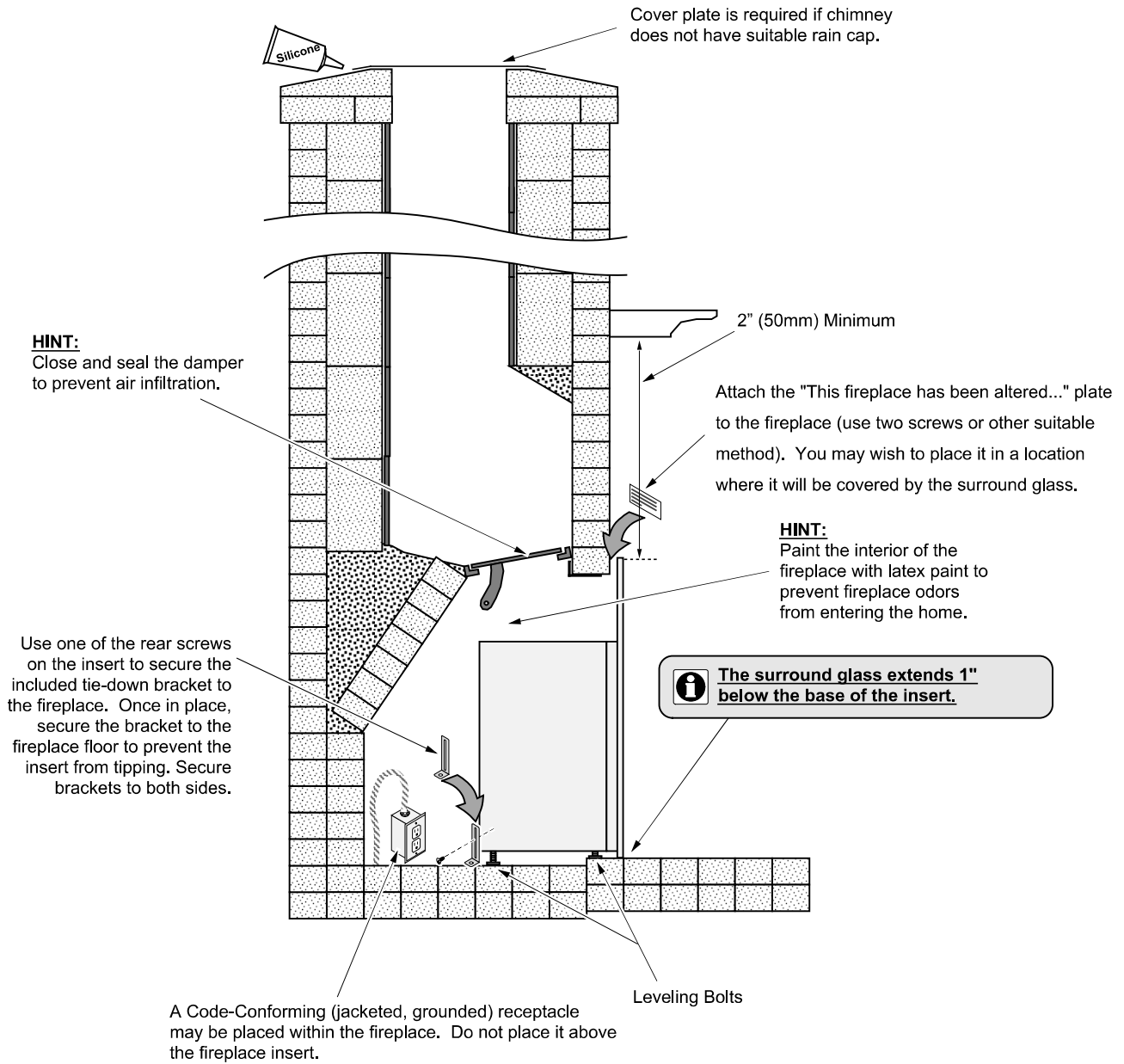
**⚠ WARNING - RISK OF FIRE!** The power cord must not be pinched or placed against a sharp edge. Secure the cord to avoid tripping or snagging thus reducing the risk of fire, electric shock or personal injury. Do not run the cord under carpeting. Do not cover the cord with throw rugs, runners or similar items. Arrange the cord away from traffic areas where it could be tripped over.

This insert must be installed into an existing masonry or zero-clearance (metal) fireplace.

Select a suitable location that is not susceptible to moisture and is away from drapes, furniture and high traffic areas.

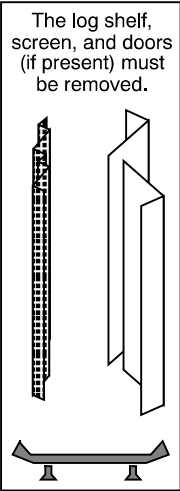
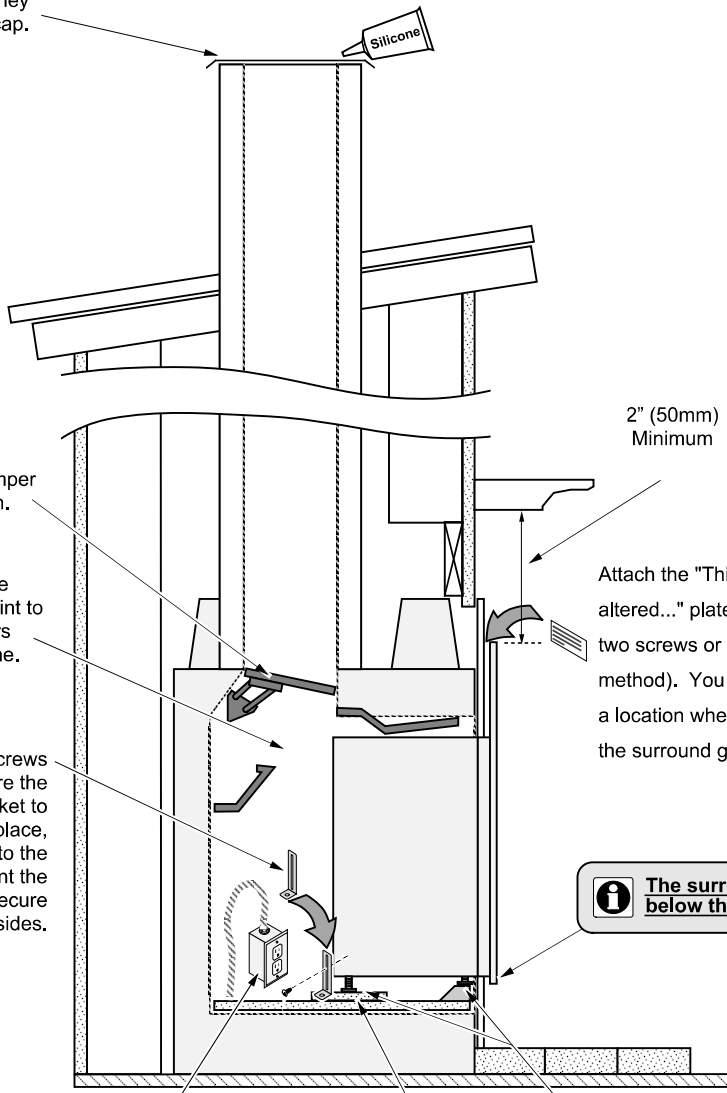
Note: Follow all national and local electrical codes.

# INSTALLATION OVERVIEW – MASONRY FIREPLACES



# INSTALLATION OVERVIEW – ZERO-CLEARANCE (METAL) FIREPLACES

Cover plate is required if chimney does not have suitable rain cap.



**HINT:**  
Close and seal the damper to prevent air infiltration.

**HINT:**  
Paint the interior of the fireplace with latex paint to prevent fireplace odors from entering the home.

Use one of the rear screws on the insert to secure the included tie-down bracket to the fireplace. Once in place, secure the bracket to the fireplace floor to prevent the insert from tipping. Secure brackets to both sides.

2" (50mm) Minimum

Attach the "This fireplace has been altered..." plate to the fireplace (use two screws or other suitable method). You may wish to place it in a location where it will be covered by the surround glass.

**i** The surround glass extends 1" below the base of the insert.

Leveling Bolts

A Code-Conforming (jacketed, grounded) receptacle may be placed within the fireplace. Do not place it above the fireplace insert.

If the firebox steps down greater than 1", place shims (plywood, tile, etc.) under the leveling bolts to provide adequate leveling.

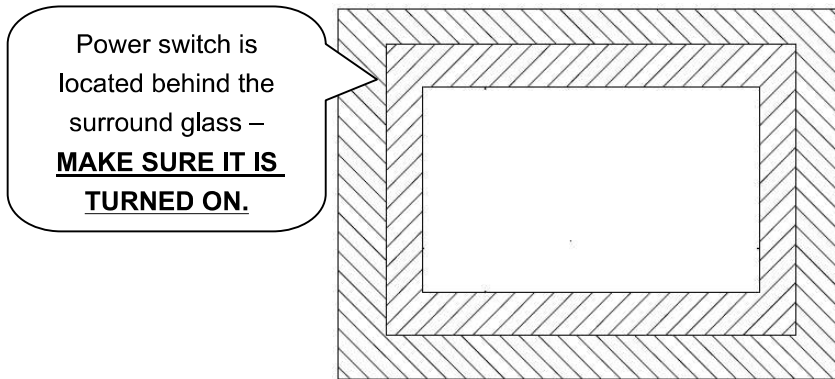
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## OPERATING INSTRUCTIONS

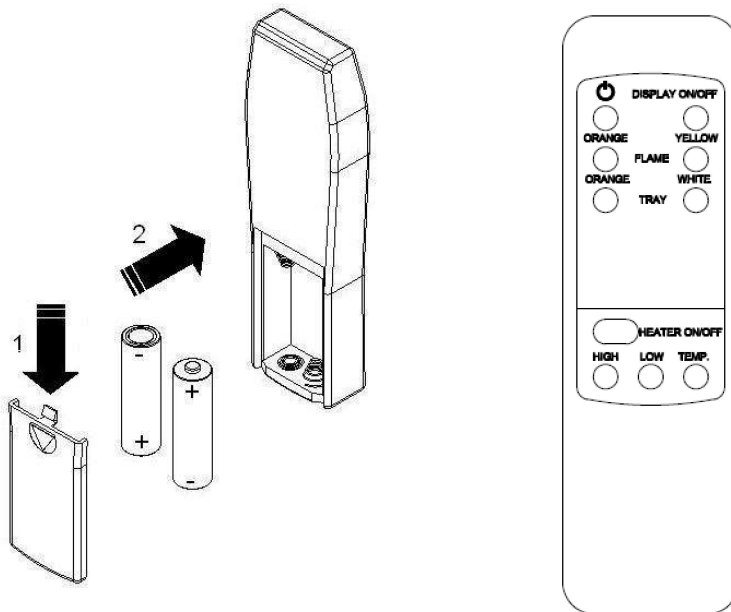
### REMOVING THE SURROUND GLASS

Before removing the surround glass, make sure to have a suitable location to place the surround glass once it is removed. Do not place the glass on sharp or uneven areas that may chip or damage the tempered glass. Use both hands to lift the surround glass directly up. The hooks on the glass will disengage from the pins that protrude from the side of the insert.

### REMOTE CONTROL OPERATION



1. For the remote to function make sure the heater is plugged in and main power switch is turned on.



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## REMOTE CONTROL OPERATION



The button located at the top position of the remote control is ON/OFF. Press it, the flame and ember will be on. The heater will be off. Press again, the fireplace will turn off.

**“DISPLAY ON/OFF”**: Switching the fireplace flame and tray light ON/OFF. It has functions of setting memory.

**“FLAME ORANGE”**: Adjust the orange colour brightness of flame.

**“FLAME YELLOW”**: Adjust the yellow colour brightness of flame.

**“TRAY ORANGE”**: Adjust the orange colour brightness of tray.

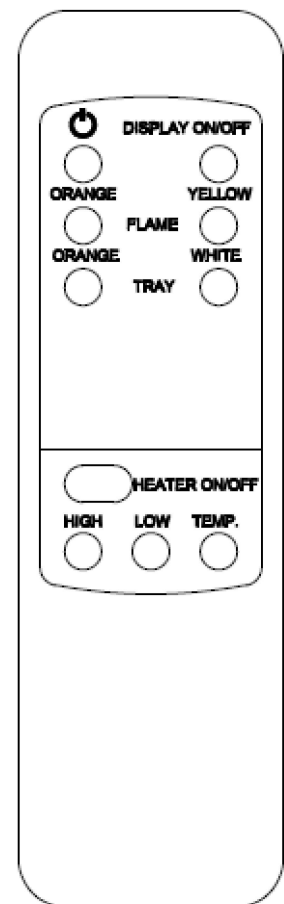
**“TRAY WHITE”**: Adjust the white colour brightness of tray.

**“HEATER ON/OFF”**: Switching the fireplace heater ON/OFF. It has functions of setting memory.

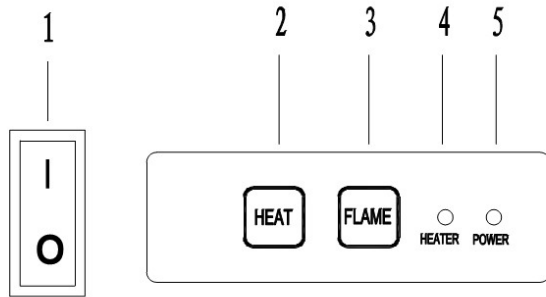
**“HIGH”**: The heater works at 1500W.

**“LOW”**: The heater works at 750W.

**“TEMP.”**: The heater keep working if the room temperature lower than 22°C. The heater not working if the room temperature higher than 25°C.



## DIRECT OPERATION



1. Power ON/OFF switch
2. Heat control button
3. Flame control button
4. HEATER LED
5. POWER LED

Plug the heater into a suitable outlet.

### 1) "Power ON/OFF"

Set this switch to position **I** to turn the product ON. Setting it to **O** to turn the product OFF. The POWER LED will be lit when the fireplace insert is on.

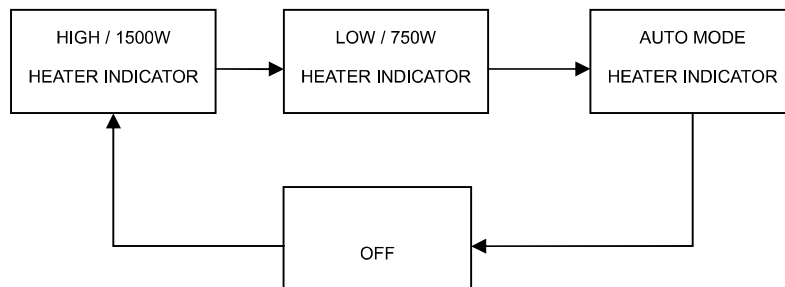
### 2) "Heat control button"

Press the HEAT button repeatedly to set the heater to the desired heat set. The HEATER LED will indicate the current setting for the heater as shown below:

HEATER LED = Red = 1500W HEAT OUTPUT

HEATER LED = Blue = 750W HEAT OUTPUT

HEATER LED = Purple = AUTO MODE



### Auto Mode

In this mode the heater will automatically turn on and off. When the room temperature drops below 71° F (22° C) the heater will turn on to the high heat setting (1500 watt). When the room temperature is between 71° and 77° F (22-25° C) the heater output will switch to the low heat setting (750W). When the room temperature goes above 77° F (25° C) the heater will turn off.

### 3) "Flame control button"

Press "Flame" button to adjust the flame intensity and ember bed brightness.

Press the "FLAME" control button to cycle through LO, MED, HI and OFF.



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## CLEANING AND MAINTENANCE

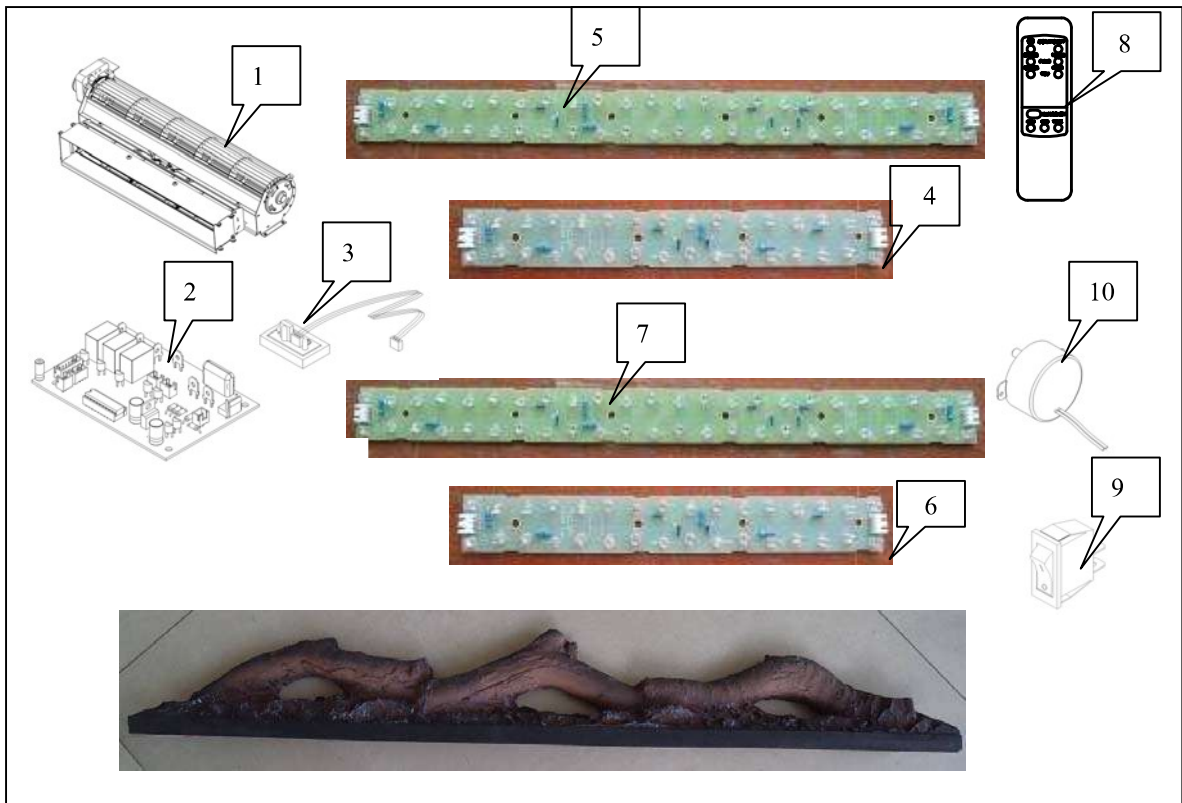
**⚠ WARNING: Always disconnect the power and allow the heater to cool before performing any cleaning, maintenance or relocation. Turn the controls to OFF and remove the plug from the outlet or turn off the circuit breaker before attempting any cleaning.**

### FRONT GLASS

1. Remove dust by buffing lightly with a clean dry cloth.
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 THE PIECES ARE HOT. Replace glass only with replacement parts made specifically for this heater.** Never substitute material.

## REPLACEMENT PARTS

REF NO	PART NO.	DESCRIPTION	REMARK
1	602030C	HEATER ASSEMBLY	FRT60420
2	601089D	CIRCUIT BOARD	LRC9B
3	301506	REMOTE RECEIVER	
4	601140C	LED STRIP FOR FLAME	LED-H20-3 ORANGE/YELLOW
5	601141C	LED STRIP FOR FLAME	LED-H30-3 ORANGE/YELLOW
6	601140D	LED STRIP FOR LOG	LED-H20-4 ORANGE/WHITE
7	601141D	LED STRIP FOR LOG	LED-H30-4 ORANGE/WHITE
8	10105051	REMOTE	
9	10101201C	FLAME MOTOR	WITH PLUG
10	10104010	SWITCH	
11	10305517	INS LOG	INS-FM-30
12	10305516	INS LOG	INS-FM-34
13	10305507B	LOG	ZC-FM-37
14	10305509B	LOG	ZC-FM-45

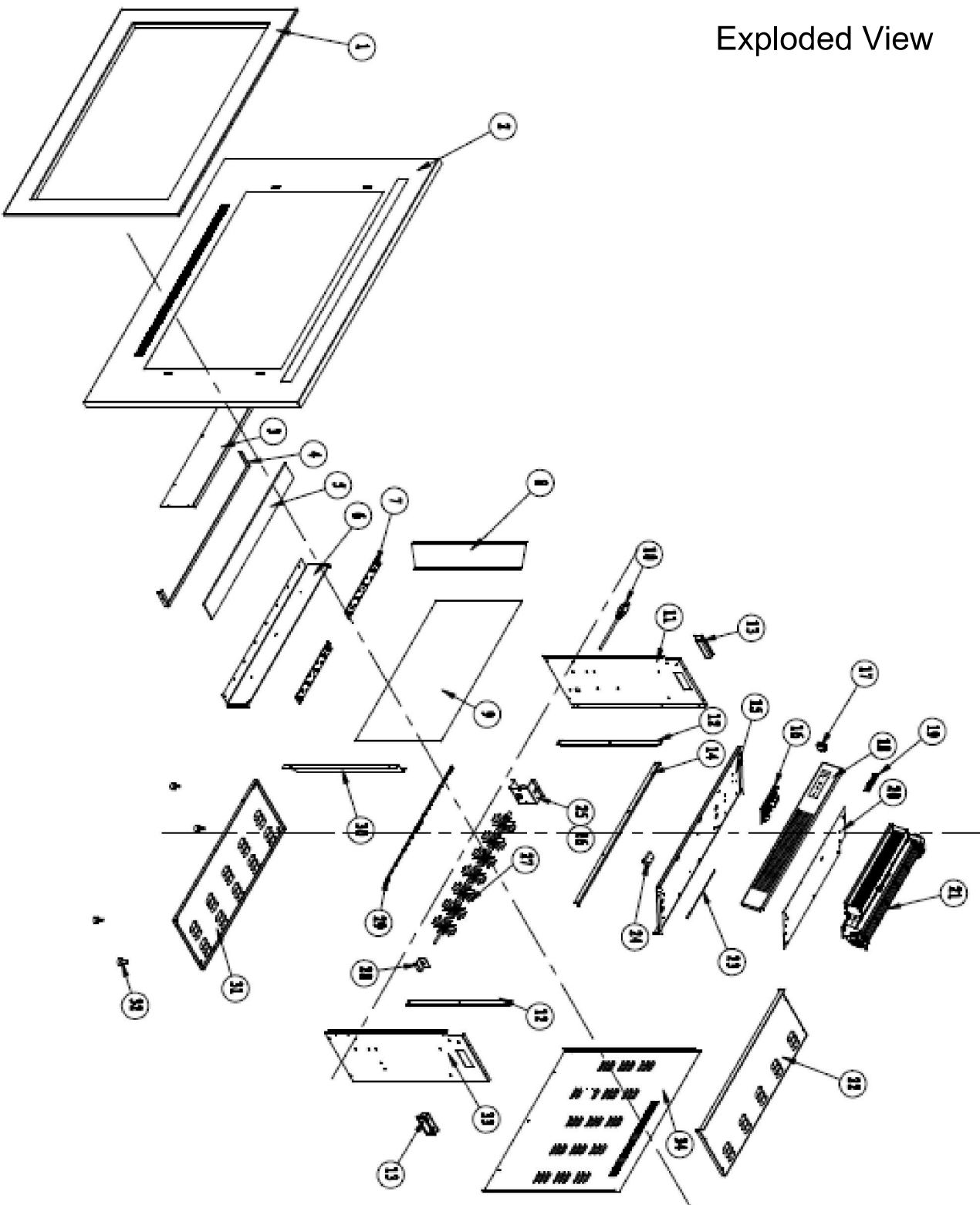


## TROUBLE SHOOTING

**⚠ WARNING:** Always disconnect power and allow the heater to cool before performing any cleaning, maintenance or relocation. Turn the controls to OFF and remove the plug from the outlet or turn off the circuit breaker before attempting any cleaning.

OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
Fireplace insert turns off and will not turn on	Fireplace insert has overheated and safety device has caused thermal switch to disconnect or home circuit breaker has opened	Reset switch by turning main power switch off and waiting five minutes, then turning it back on
Log set and/or ember is dark	Wiring is loose	Inspect wiring for loose connections and repair or replace if necessary
Flame effect is not moving or working abnormally	Flame motor is defective	Call a qualified service technician
Remote control does not work	Low Batteries Power switch is in OFF position	Replace AA batteries in remote control Turn on the main power switch
Heater does not provide heat when turned on	Thermal switch has been tripped. Circuit breaker has been tripped	Turn the unit off and unplug the unit for five minutes. Plug back in and turn the unit on. If plug can not be reached, turn off the circuit breaker that supplies electricity to the unit .Wait five minutes then flip circuit breaker back on.

# Exploded View



NO.	DESCRIPTION
34	Rear Panel
33	Side panel RH
32	Adjust feet
31	Bottom panel
30	Plastic panel RH
29	Flame LED
28	Flicker bracket
27	Flicker
26	Flame motor bracket
25	Flame motor
24	Receiver
23	TEMP. sensor
22	Top panel
21	Heater
20	Heater bracket
19	Manual control
18	Outlet
17	Switch
16	Main PCB board
15	Middle bracket
14	Plastic holder 2
13	Handle
12	Plastic holder
11	Side panel LH
10	Power cord
9	Plastic
8	Plastic brack LH
7	Tray LED
6	LED bracket
5	Tray
4	Tray bracket
3	Front panel
2	Front panel assembly
1	overlay



# WARRANTY

Sierra Flame Imports Corp. ("Sierra Flame") warrants that your newly purchased Sierra Flame electric fireplace is free from manufacturing and material defects for a period of one (1) year from the date of the first purchase, subject to the conditions and limitations contained below.

## Warranty Application & Exclusions

This limited warranty applies to your newly purchased Sierra Flame electric fireplace; the limited warranty's application is limited to purchases made in any province of Canada or in any of the 52 States of the United States of America, including the District of Columbia. Only the original purchaser of the product is eligible for coverage under this limited warranty; the warranty is not transferable.

## Products excluded from this limited warranty

Light bulbs are not covered by this limited warranty and are the sole responsibility of the owner/purchaser.

## Warranty Coverage and Team

Products covered by this limited warranty have been tested and inspected prior to shipment and, subject to the provisions of this warranty, Sierra Flame warrants such products to be free from defects in material and workmanship for a period of one (1) year from the date of the first purchase of such products.

The limited one (1) year warranty period for products also applies to any implied warranties that may exist under applicable law. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to the purchaser.

All other warranties - expressed or implied - with respect to the product, its components and accessories or any obligation/liabilities on the part of Sierra Flame are hereby expressly excluded.

## Limitations to Coverage Under Limited Warranty

This limited warranty does not apply to products that have been repaired, except by Sierra Flame or its authorized service representatives, or otherwise altered. This limited warranty further does not apply to defects resulting from misuse, abuse, accident, neglect, incorrect installation, improper maintenance or handling, or operation with an incorrect power source.

Products made by other manufacturers, sold with the product or thereafter, are not covered by this limited warranty. The use of unauthorized components will render this warranty null and void.

## Service Under Limited Warranty

Defects must be brought to the attention of Sierra Flame Technical Service by contacting Sierra Flame at (1-888-406-8764), or at #1503-7088 18th Avenue, Burnaby, British Columbia, Canada, V3N 0A2. Please have your proof of purchase, catalogue/model and serial numbers available when calling; any and all service under the limited warranty requires a proof of purchase of the product.

## Defects

Should a product or part covered by this limited warranty be proven to be defective, in material or workmanship, and during the one (1) year limited warranty period, Sierra Flame will replace such defective product or part without charge. If Sierra Flame is unable to replace such product, or if replacement is not commercially practicable or cannot be timely done, in its sole discretion Sierra Flame may, in lieu of replacement, choose to refund the purchase price for such product or part.

## Limitations

In no event will Sierra Flame, including without limitation any of its directors, officers, shareholders, employees, consultants, agents, heirs, executors, administrators and assigns, be liable to the purchaser or any third party, whether in contract, in tort, or on any other basis for any indirect, special, punitive, exemplary, consequential, or incidental loss, cost or damage arising out of or in connection with the sale, maintenance, use or inability to use the product, even if Sierra Flame, including without limitation any of its directors, officers, shareholders,

employees, consultants, agents, heirs, executors, administrators and assigns, have been advised of the possibility of such losses, costs or damages, or if such losses, costs or damages are foreseeable. In no event will Sierra Flame, including without limitation any of its directors, officers, shareholders, employees, consultants, agents, heirs, executors, administrators and assigns, be liable for any direct losses, costs or damages that exceed the purchase price of the product.

Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to the purchaser.

#### Application of Provincial and State law

This limited warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction. The provisions of the United Nations Convention on Contracts for the Sale of Goods shall not apply to this limited warranty or the sale of products covered by this limited warranty.

#### General

Sierra Flame reserves the right to make changes at any time without notice, in design, material, specifications, prices and the right to discontinue styles and products.



**Date of Purchase:**

**Dealer Information:**