



INSTALLATION AND OPERATION INSTRUCTIONS

33" AND 36" ELECTRIC FIREPLACES



33" and 36" Electric Fireplaces
P/N 900974-00 Rev. A 10/2020

MODELS

CAPELLA 33

ERT3033

MPE-33-N

CAPELLA 36

ERT3036

MPE-36-N

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

Do not alter or modify this 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.

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

INSTALLATEUR : Laissez cette notice avec l'appareil.
CONSOMMATEUR : Conservez cette notice pour consultation ultérieure.

IMPORTANT! IF OPTIONAL GLASS DOORS ARE PURCHASED, TO ASSURE PROPER ALIGNMENT, INSTALL THIS FIREPLACE IN A SQUARE AND PLUMB CONDITION, USING SHIMS AS NECESSARY AT SIDES. THIS APPLIANCE IS MOUNTED ON RUBBER FEET TO ENSURE ADEQUATE AIR CIRCULATION BENEATH FIREPLACE. DO NOT BLOCK AIRFLOW AT THE BOTTOM AIR INTAKES.

*A French manual is available upon request. Order P/N 900974-01
Ce manuel d'installation est disponible en français, simplement en faire la demande. Numéro de la pièce 900974-01.*

FOR YOUR SAFETY

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

IHP 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.

Electric fireplace inserts and free standing electric fireplace heaters rated at 1500w/ 5000 BTU.



Report # 2048831



P900974-00

IMPORTANT SAFETY AND WARNING INFORMATION

READ THIS MANUAL IN ITS ENTIRETY AND UNDERSTAND THESE RULES TO FOLLOW FOR SAFETY.

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.

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.

IMPORTANT

These fireplaces are designed as supplemental heaters. Therefore, it is advisable to have an alternate heat source when installed in a dwelling.

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

This product can expose you to chemicals including Carbon Black, which is known to the State of California to cause cancer, and Bisphenol A (BPA), which is known to the State of California to cause birth defects or other reproductive harm. For more information go to www.P65Warnings.ca.gov

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 2 inches from the appliance.

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.

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.).

THIS APPLIANCE IS NOT INTENDED FOR USE IN BATHROOMS, LAUNDRY AREAS OR SIMILAR INDOOR LOCATIONS. NEVER LOCATE THIS APPLIANCE WHERE IT COULD FALL INTO A BATHTUB OR OTHER WATER CONTAINER.

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

FOR 120 VAC POWER CORD 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 CONDUCTOR SHEATH CABLE 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.

CONGRATULATIONS!

In selecting this Innovative Hearth Products (IHP) electric fireplace, you have chosen the finest and most dependable fireplace found anywhere. A beautiful and prestigious addition to the finest homes.

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 product.

TABLE OF CONTENTS

Important Safety Information.....	Page 2
Packaging List.....	Page 3
Introduction	Page 3
General Information	Page 3
Locating Fireplace	Page 3
Tools/Supplies Required	Page 3
Framing Specifications.....	Page 4
Fireplace Specifications.....	Page 4
Clearances	Page 6
Pre-installation.....	Page 6
Installation Steps	Page 6
Electrical Connections.....	Page 7
Final Finishing	Page 7
Break-In Period	Page 7
Control Panel Operation.....	Page 7
Remote Control Operation	Page 8
Maintenance.....	Page 9
Wiring Diagrams.....	Page 11
Troubleshooting	Page 16
Replacement Parts.....	Page 17
Optional Accessories.....	Page 19
Warranty Certificate.....	Page 21

Please read and understand these instructions before installing, operating, or servicing this product.

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 Remote Control.

INTRODUCTION

This Electric Fireplace is designed for residential applications to be framed in as a zero clearance fireplace.

This appliance has been tested in accordance with UL 2021 and GSA 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.

GENERAL INFORMATION

Power Supply Wire Specifications

120 Volt, 60 Hz, 1500 Watts:
(ref. *Page 11*)

Hard Wire Connection - Use two conductor, non-metallic sheath cable with ground wire (total three wires) for the incoming power supply. The wire used must conform to local and national electrical codes for the specified power consumption rating. See *Table 1*.

240 Volt, 60 Hz, 3000 Watt:
(ref. *Page 12*)

Use three conductor, non-metallic sheath cable with ground wire (total four wires) for the incoming power supply. The wire used must conform to local and national electrical codes for the specified power consumption rating. See *Table 1*.

Wall Thermostat Kit
(optional kits, see *Page 19*)

Low voltage wire is provided for the wall switch connection. The wires gage requirements are shown on *Table 1*.

⚠ WARNING

Do not install or operate this fireplace through a switch wired in the 120 VAC or 240 VAC circuits. The only approved wiring for a switch is through the low voltage circuit (24 VAC) as shown on *Page 15*.

Wall Thermostat Wire Gage	
Voltage	Wire Gage
5 VOLTS	18 GAGE

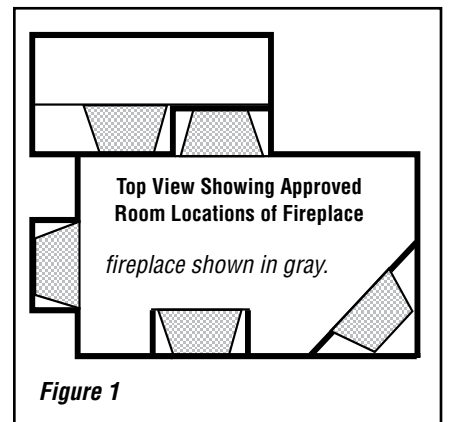
Power Supply Wire Gage		
Voltage	Wire Gage	Fuse
120 V	14 GA.	15 AMP
240 V	14 GA.	20 AMP

Table 1

LOCATING YOUR IHP ELECTRIC FIREPLACE

Your new fireplace may be installed into existing framing or built into a wall (see *Figure 1*).

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

TOOLS:

Phillips Screwdriver
7/16" Socket Drive
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
Caulking Materials
(noncombustible)

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.

33" MODELS

FRAMING SPECIFICATIONS

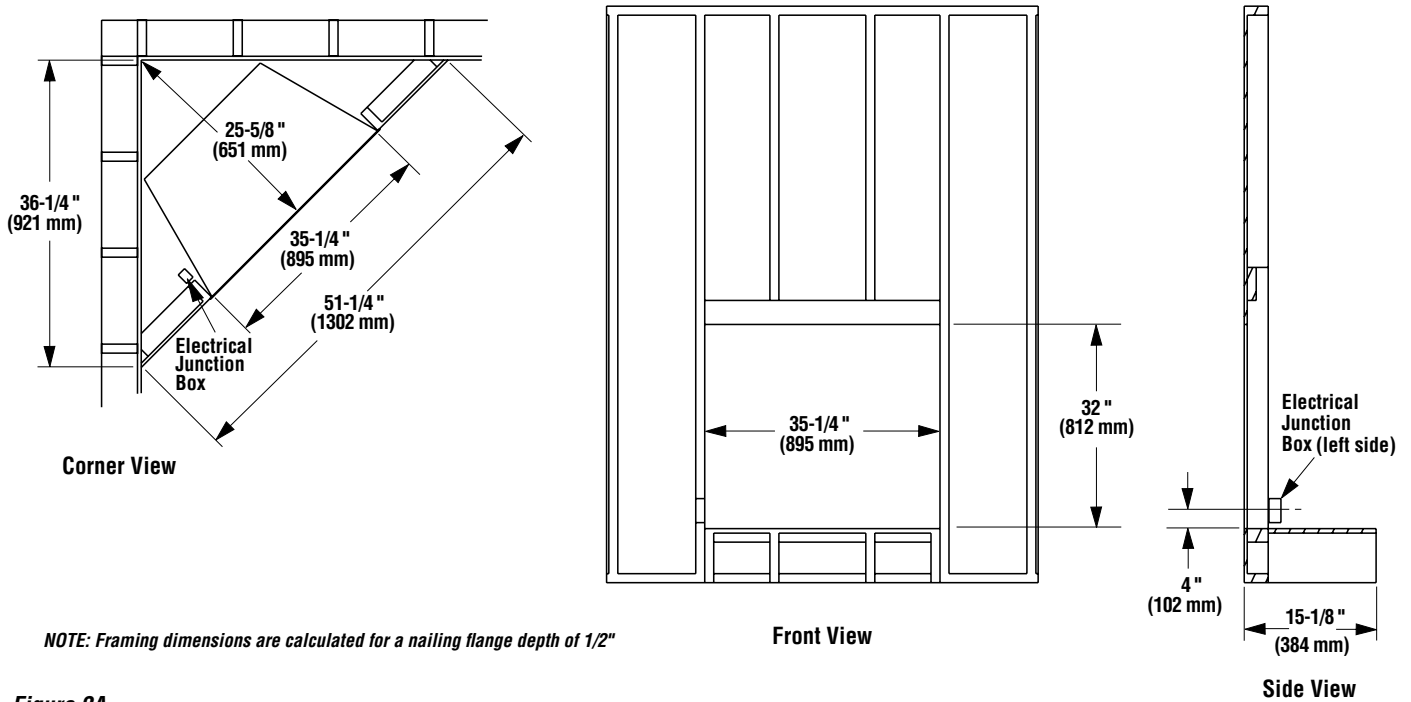


Figure 2A

FIREPLACE SPECIFICATIONS

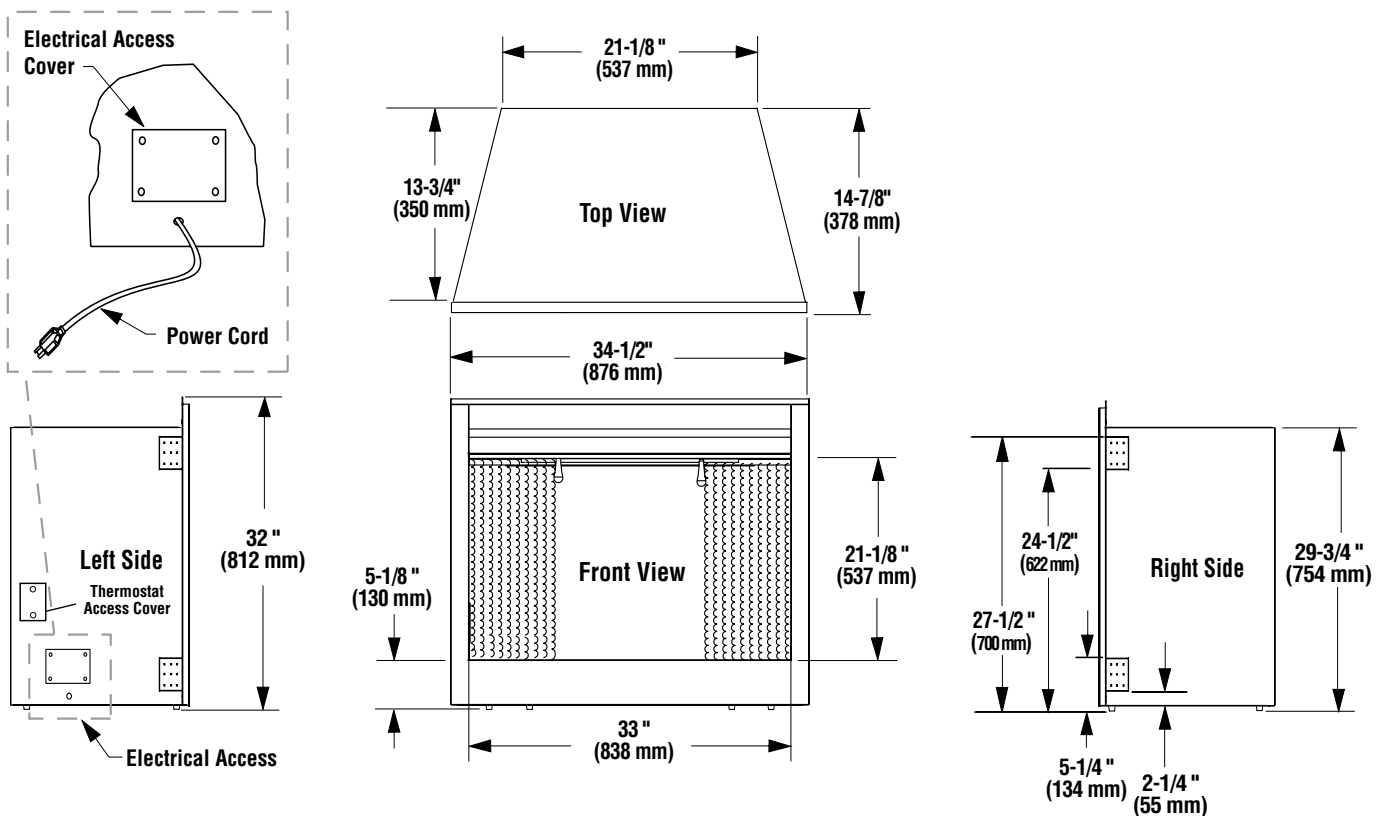
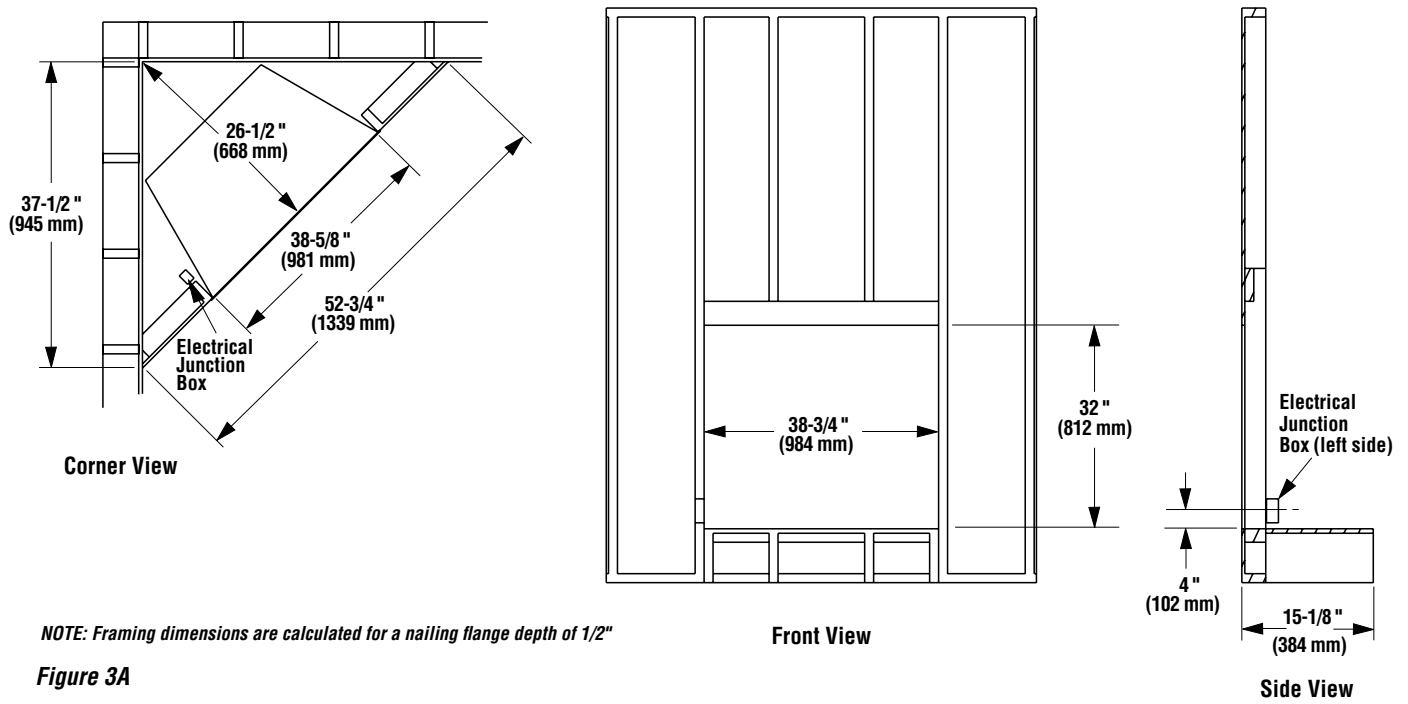


Figure 2B

36" MODELS

FRAMING SPECIFICATIONS



FIREPLACE SPECIFICATIONS

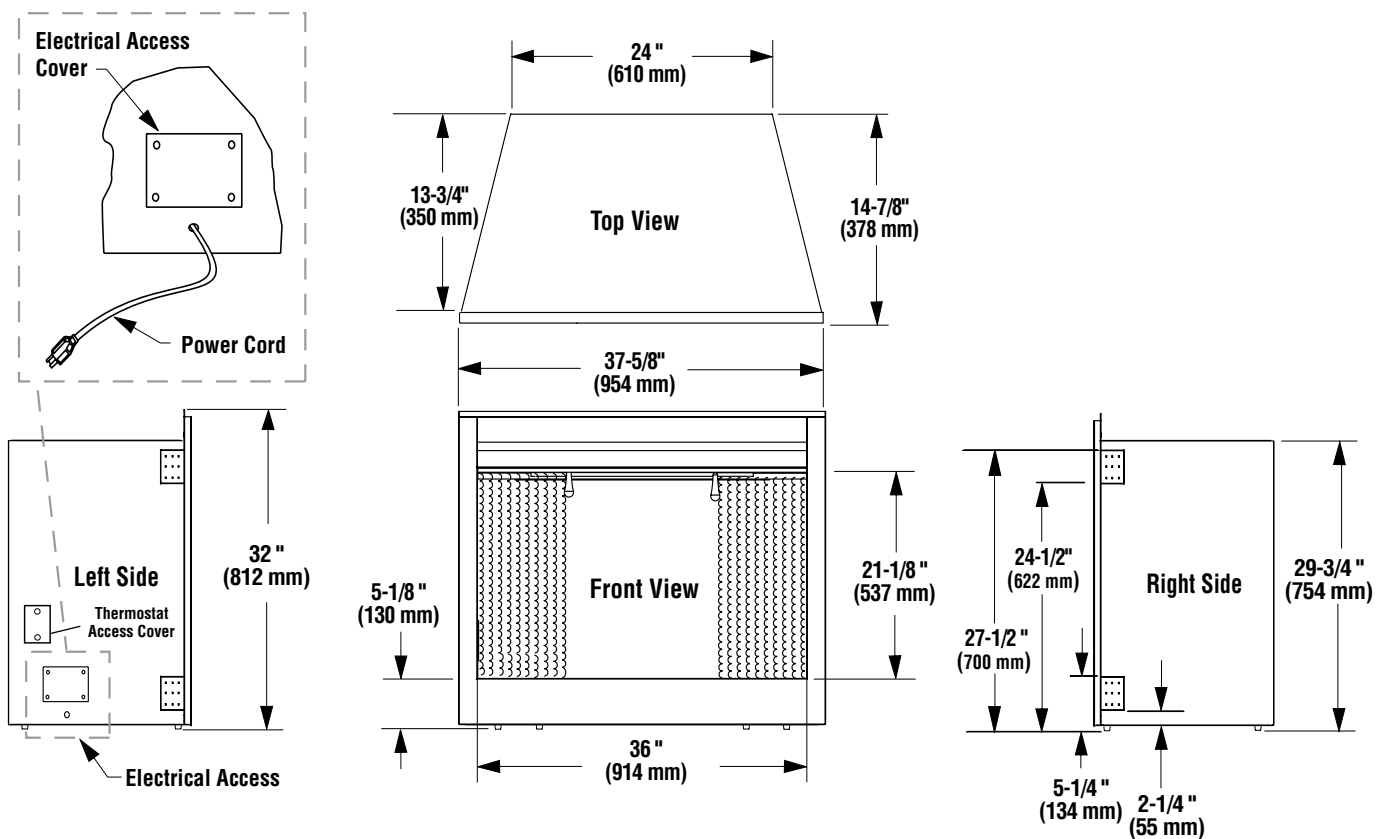


Figure 3B

FIREPLACE SPECIFICATIONS

33" MODELS:

Model: CAPELLA 33
Model: ERT3033
Model: MPE-33-N / MPE-33-3

Description: Electric Fireplace,
33" Radiant
Shipping Weight: 81 lb.'s (36.75 KG)
Packaging:
41" x 17-3/4" x 33-1/2"
(1040 mm x 451 mm x 850 mm)
14.1 cu. ft.

Power Requirements:
(120 Volt, 60 Hz.)
Rated Wattage - 1500 Watts
Amperage - 13.33 Amps
(240 Volt, 60 Hz.)
Rated Wattage - 3000 Watts
Amperage - 12.5 Amps

Blower CFM: 83 CFM
(120 V): 5,461 BTU/HR
(240 V): 10,239 BTU/HR

36" MODELS:

Model: CAPELLA 36
Model: ERT3036
Model: MPE-36-N / MPE-36-3

Description: Electric Fireplace,
36" Radiant
Shipping Weight: 90 lb.'s (41 KG)
Packaging:
44-3/4" x 19-1/2" x 34-1/4"
(1135 mm x 495 mm x 870 mm)
17.30 cu. ft.

Power Requirements:
(120 Volt, 60 Hz.)
Rated Wattage - 1500 Watts
Amperage - 13.33 Amps
(240 Volt, 60 Hz.)
Rated Wattage - 3000 Watts
Amperage - 12.5 Amps

Blower CFM: 83 CFM
(120 V): 5,461 BTU/HR
(240 V): 10,239 BTU/HR

MINIMUM CLEARANCES TO COMBUSTIBLES

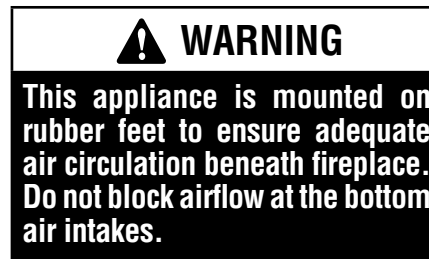
This appliance is a zero-clearance design and is approved to be framed in with combustible materials (up to the edge of the appliance). A drywall lip at the top of the fireplace and 4 nailing flanges on the sides of the appliance is provided to facilitate installation.

Clearances	
Sides	0 inches - 0 mm
Floor	0 inches - 0 mm
Top	0 inches - 0 mm

Table 2

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 it is recommended for aesthetic purposes. Secure the hearth extension to the floor to prevent possible shifting. Do not block the air-flow beneath the appliance (read the following WARNING).



PRE-INSTALLATION

Before You Start

Check appliance for any concealed damage.

DETAILED INSTALLATION STEPS

1. Complete the framing opening to the dimensions specified in **Figures 2 A/B and 3 A/B**.
2. Prepare the connections to power source:
120 Volt Connections - Locate the power cord on the left side of the unit and connect it to the outlet installed during the framing (see **Figures 2 A/B and 3 A/B**). Verify that the power to the receptacle is off.
Hard wired installation:

Ensure that there is a minimum of 8" of the service cable for connection to the junction box on the fireplace.

- Loosen four screws to remove the junction box cover plate.
- Disconnect and remove the 120 Volt power cord from the fireplace wires.
- Position the fireplace into the framed-in opening. Attach fireplace to frame using nailing flanges provided.
- Complete the wiring to the fireplace as shown on **Page 11**.
- Place all wire connectors inside the junction box.
- Attach junction box cover plate with four screws.

240 Volt Connections - Ensure that there is a minimum of 8" of the service cable for connection to the junction box on the fireplace.

- Loosen four screws to remove the junction box cover plate.
- Disconnect and remove the 120 Volt power cord from the fireplace wires.
- Position the fireplace into the framed-in opening. Attach fireplace to frame using nailing flanges provided.
- Complete the wiring to the fireplace as shown on **Page 12**.
- Place all wire connectors inside the junction box.
- Attach junction box cover plate with four screws.
The fireplace wires L1, L2, N, N1, N2 and G are attached to the rear of the junction box cable clamp for easy access.

3. Wire a dedicated, properly fused circuit with an Amp rating for the appropriate voltage (120 V - 15 Amps or 240 V - 20 Amps). A dedicated circuit is required to prevent overloading a house circuit in cases of having multiple appliances on the same circuit. Use an outlet that is protected by a ground fault circuit interrupter where required by electrical code.
4. Perform a function test. See *Manual Control Panel Operation* on **Page 7** and *Remote Control Operation* on **Page 8**.

ELECTRICAL CONNECTIONS

Refer to the electrical diagrams on *Pages 11-15*.

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.

IMPORTANT

Any electrical re-wiring of this appliance must be done by a qualified electrician.

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.

Accent Trim Installations

An optional accent trim kit is available from your dealer (see *Page 19*). These options give the appliance an attractive finished look.

Hearth

An aesthetically pleasing fireplace hearth can be installed, if desired (see hearth protection on *Page 6*).

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.

MANUAL CONTROL PANEL OPERATION (refer to *Figure 4*)

Once this appliance has been properly installed and connected to the power supply as defined in this manual, it is ready to operate.

NOTE: Ensure the circuit breakers for the power supply are turned on.


This appliance can be operated either from the manual control panel (see *Figure 4*) or by using the remote control.


The manual controls are located on the firebox floor on the front left (see *Figure 4*). If an optional glass enclosure is installed, it must be removed to access.


Main Power ON/OFF Switch


When the main power switch is turned on, power is supplied to the fireplace. This switch must be on for all other switches to operate.


Plug in the power plug and move the rocker switch to the "ON" position and one audible beep will be heard that verifies that the power is connected. The fireplace is in standby mode until power switch is turned on.

Press the “” key once, the heater is in High temperature mode, two groups of heater is ON at 1500W. The indication will display red color.

Press the “” key twice, the heater is in Low temperature mode, one group of heater is ON at 750W. The indication will display in blue color.

Press the “” key three times, the indication will display in purple color, the heater is working on “auto” mode. Fireplace will auto setting the room temperature at 77° F (25° C). When the room temperature rises above 77° F (25° C), the heater will cycle off; when the room temperature drops below 72° F (22° C), the heater will turn on automatically.

Press the “” key four times, the heater will turn OFF;

Press the “” key to control the flame, ember bed and ceiling light brightness, 4 brightness levels, from the most brightness to dim, multiple times to cycle through the brightness levels and OFF.

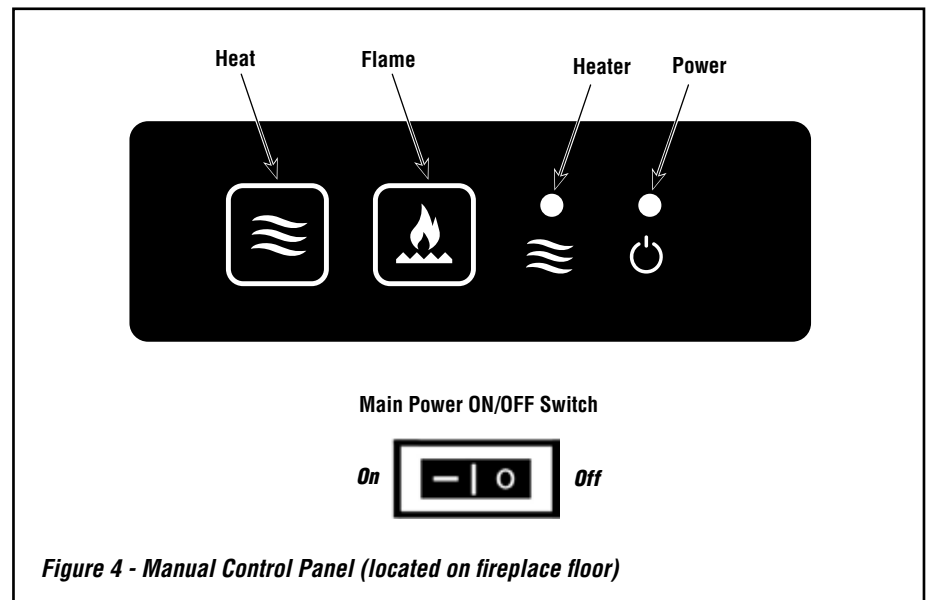
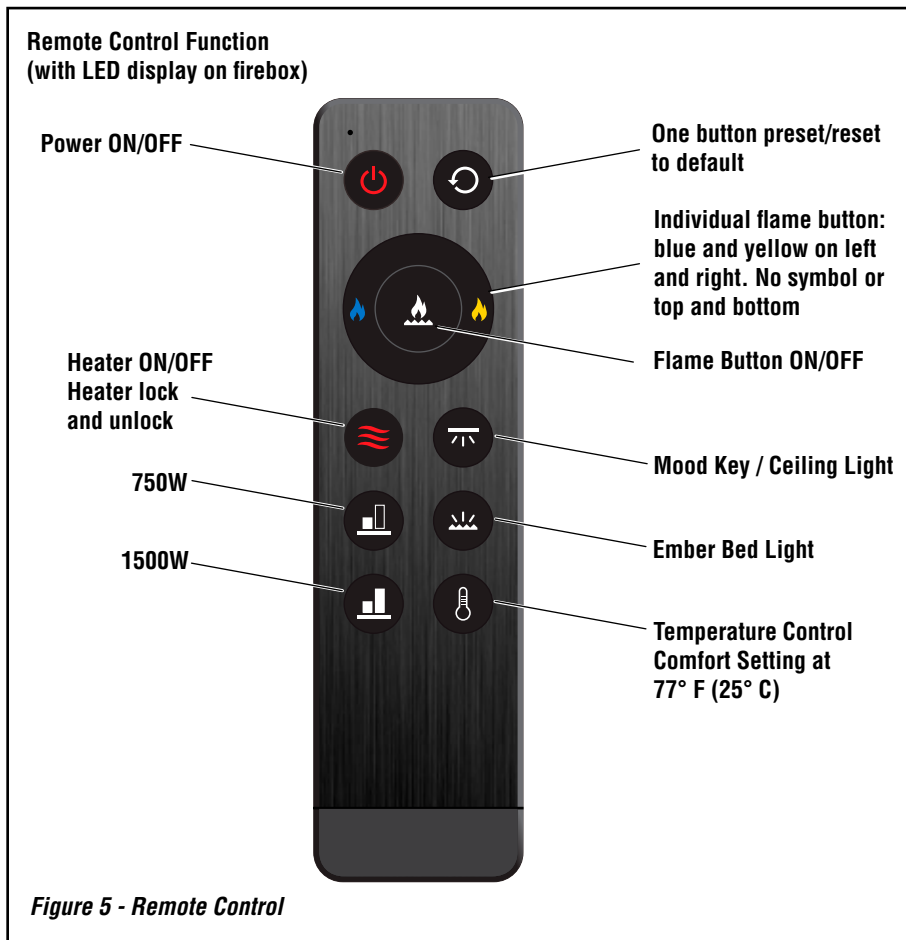


Figure 4 - Manual Control Panel (located on fireplace floor)

REMOTE CONTROL OPERATION:



OPERATION:

1. Plug in the power plug, turn on the power switch, you can hear the buzzer "beep" once, that means the power is connected. Press the "⏪" key: flame and ember bed LED lights are in the brightest level, the flame colors blue and yellow, ember bed is red, ceiling light is orange, the heating system is in OFF status; then click "⏪" again, the fireplace is turned OFF; the other keys will only work if the "⏪" is turned back ON;

NOTE: If power is not in OFF condition, shutdown by the remote control, then next time turn ON by the remote control, the existing setting will resume to the previous shutdown setting. If lighting is off before the power is turned off, press this key again, the flame, ember bed and ceiling light are in the brightness level. The heater is OFF.

- Blue key** (🔵) to control the brightness of blue flame LED, (3) different brightness levels, multiple times to cycle through the (3) brightness levels and OFF;
- Yellow key** (🔴) to control the brightness of yellow flame LED, (3) different brightness levels, multiple times to cycle through the (3) brightness levels and OFF;
- Flame key** (🔥) to control ON/OFF of all the flames, ember and mood lighting; next time turn on by the flame key, the existing setting will resume to the previous turn off setting.
- EMBER key** (🔴), to control the brightness of the ember LED (3) different brightness levels, multiple times to cycle through the (3) brightness levels and OFF;
- MOOD key / Ceiling Light** (🔆), to control the brightness of the mood LED (3) different brightness levels, multiple times to cycle through the (3) brightness levels and OFF;

- Heater ON/OFF key** (🔥): press first, the heater is ON the heater is working on "HIGH" temperature status, two groups of heating system turn ON at 1500W; press again, the heater is OFF;
- Press HIGH key** (🔴): two groups of heating system is working at 1500W, the indicator is in red color;
- Press LOW key** (🔵): one group of heating system is working at 750W, the indicator is in blue color;
- Press TEMP key** (🌡): the indicator is a purple color, the fireplace is auto setting the room temperature at 77° F (25° C), When room temperature exceed 77° F (25° C), the heater(s) will turn off and stop working, and when room temperature drops below 72° F (22° C), the heater(s) will turn on automatically again.

NOTE: "HIGH" "LOW" "TEMP" key works when the "⏪" "Heater On/off" key is in ON position. When temperature sensor detected the temperature greater than 113° F (45° C), the heater will automatically turns off.

Press and hold "heater on/off" key for 5 seconds to lock heater and related keys. Press and hold "heater on/off" key for 5 seconds to unlock heater and related keys.

NOTE: Lighting functions will still operate while heater is locked.

- ⏪ Key** is "One button LED light recovery", preset and reset the flame and other lighting effect. User preset the flame and lighting condition, when user preset to their desire flame combination, press for 3 seconds (hear beep sound), store the current status. After user changed the flame setting several times and return to preset condition. User can press "one button recovery" back to preset condition. If user would like to preset another set of lighting effect, after that, press 3 seconds and will store the latest setting.

⚠ CAUTION

- **Do Not Use Old Batteries With New Ones.**
- **Do Not Use Batteries Other Than The Type Specified (2 ea. AA).**
- **Ensure Batteries Are Correctly Installed In Remote Control.**

MAINTENANCE

This appliance has been designed to provide many years of trouble-free service. The components that will need to be serviced have been kept to a minimum. Periodic dusting of the fireplace is all that should be required.

⚠ CAUTION

Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electrical shock or personal injury.

⚠ WARNING

When cleaning the fireplace, the fireplace must be cool.

CLEANING THE GLASS ENCLOSURE PANEL (OPTIONAL KIT)

Over time the front glass panel may become dirty or dusty. Dust can be removed by lightly rubbing the glass surface with a clean, lint free cloth or paper towel. To remove fingerprints or other marks, use a damp cloth with a good quality household glass cleaner. The front glass panel should be completely dried with a clean, lint free cloth or paper towel.

⚠ CAUTION

Do not use abrasive cleaners on the glass panel. Do not spray liquids directly onto any surface of the fireplace.

⚠ WARNING

An authorized service representative should perform any other servicing.

⚠ CAUTION

Handle glass very carefully to prevent accidental breakage.

HEATER/BLOWER REPLACEMENT PROCEDURE

1. Turn off power to the fireplace.
2. Let the fireplace completely cool, if it has been operating.

3. Open the screens (remove glass panel enclosure, if applicable).
4. OPTIONAL: To ensure that the brick panel isn't accidentally scratched, you may wish to remove it before proceeding:

Brick Panel Removal Procedure:

- a. Remove the 2 screws on the front of the grate. Remove Grate (see **Figure 6**).
- b. Lift out Log / Ember assembly and set aside. **Caution: Be careful not to scratch the finish.**
- c. Remove the top brick panel retaining bracket (see **Figure 13, Page 10**). Be very careful to hold the bracket when removing the 2 screws to ensure the bracket doesn't fall.
- d. Remove the left and right side brick panel retaining brackets (see **Figure 13, Page 10**). Be very careful to hold the bracket when removing. Remove the bottom screw first to avoid the frame falling down after both screws are removed.

TAKE CARE TO HOLD BRICK PANEL IN PLACE TO PREVENT POSSIBLE DAMAGE.

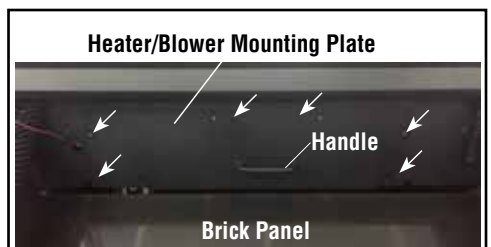
Suggestion: Slide the screens toward the middle of the fireplace for easier access to the screws on the sides. Return the screens to the sides before proceeding to instruction e.

- e. Tip brick panel forward from the top, just enough to clear screens. Carefully remove brick panel from firebox and set aside in a safe place.
5. Remove the screws which secure the heater blower mounting plate using a phillips screwdriver as follows (see **Figures 7 and 8**):
 - a. While using one hand to hold the handle of the heater/blower assembly (see **Figure 7**), remove the 5 screws which secure the mounting plate. **Remove the 4 side screws first (2 on each side). Remove the middle screw that is on the top of the handle last.**
 - b. Slowly lower the heater/blower assembly and let it rest on the 2 support chains (1 on each side).
- IMPORTANT NOTE: Label all wire locations prior to disconnecting to ensure that wires are reconnected in the correct positions.**
6. Replace the heater/blower as follows:
 - a. Replace the old heater/blower with the new one. **NOTE: When replacing the heater/blower, ensure that all the wires on the heater are correct, otherwise the heater will not function properly.**

- b. Turn the power and heater switches on and check for proper operation.
 - c. Turn off power to the fireplace.
 - d. Using one hand to hold the handle of the heater/blower assembly, slowly push it back up and line up the holes for the 5 screws. Install the 5 screws to secure the new heater/blower assembly to the mounting plate.
7. (If brick panel was removed) Reverse instructions on **Step 4**.
 8. Reinstall glass panel enclosure, if applicable.



Figure 6



Remove screws indicated by arrows

Figure 7

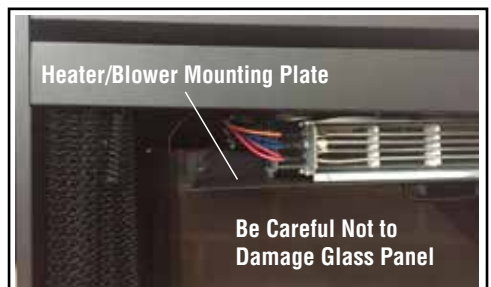


Figure 8

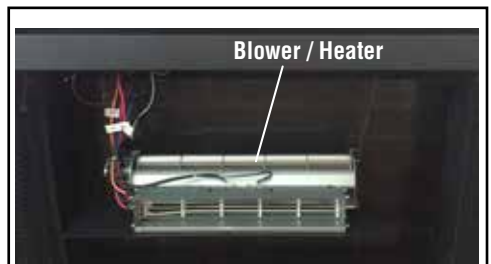


Figure 9

Replacing LED Strips

WARNING

The fireplace must be unplugged/disconnected from the power supply prior to any maintenance or cleaning in order to reduce the risk electric shock or fire.

LED Strip Replacement Procedure:

- 2 LED strips provide illumination for the ember bed and 1 LED strip provides illumination for the flame generation assembly.
- Replacement LED strips are available through IHP (see [Page 17](#)).

1. Turn off power to the fireplace.
2. Let the fireplace cool, if it has been operating.
3. (If optional glass panel enclosure is installed) Remove glass panel per instructions provided in kit.
4. Remove the 2 screws on the front of the grate (see [Figure 10](#)). Remove Grate.
5. Lift out log/ember assembly by tilting forward and firmly pulling on back of ember bed assembly. It should pop out from track and lift out. **Caution:** Be careful not to scratch the finish.

Access LED strips as follows:

Use gloves or cloth when handling bulbs to prevent oils from your skin damaging bulbs when heated.

- a. Ember Bed LED Strips-
 - i. With the ember bed removed, the 2 ember bed LED strips will be visible (see [Figure 11](#)).
 - ii. Using needle-nose pliers, squeeze the plastic clips holding the LED strips in place and push them through the holes in the LED strips (see [Figure 12](#)). Unclip the wires from the LED strips and remove them. Insert new LED strips and re-connect the associated wiring.
 - iii. Plug in power cord or connect power to appliance. Turn on power to test LEDs. Disconnect power.
 - iv. Reverse [Steps 3 to 5](#).

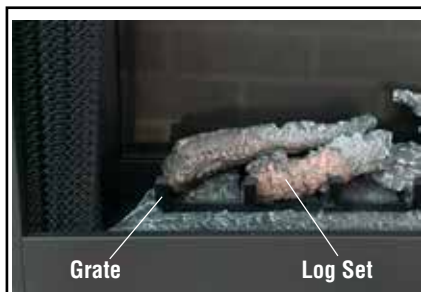


Figure 10

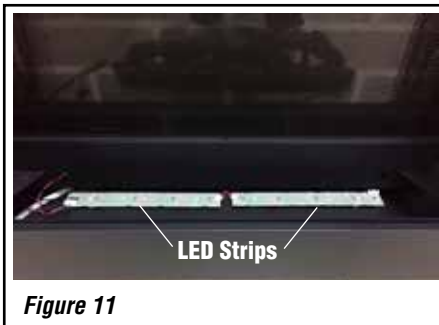


Figure 11

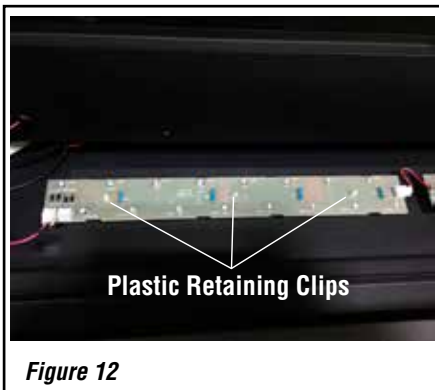


Figure 12

b. Flame Cylinder LED Strip

- i. Remove Brick panel, following procedure on [Page 9](#) (see [Brick panel Removal Procedure](#)).

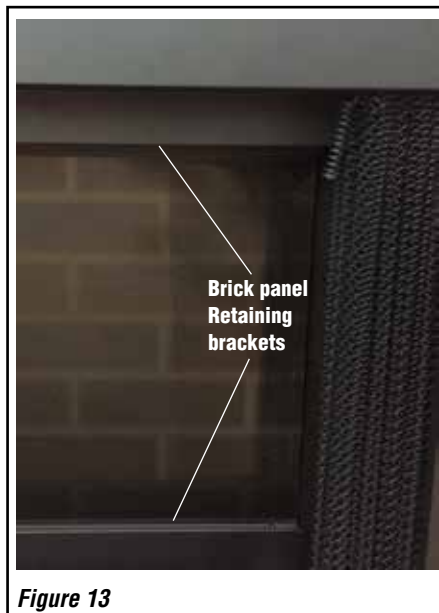


Figure 13

- ii. using a phillips screwdriver, remove the flame panel (see [Figure 14](#)).

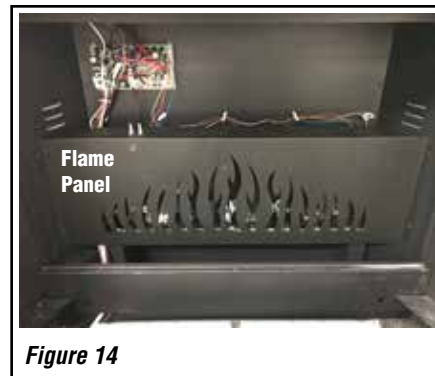


Figure 14

- iii. Loosen two screws to release the metal ring between the flame flicker rod shaft and the motor shaft. Carefully remove the flicker rod out from both ends (see [Figure 15](#)).
 - iv. Unplug the white cap along the LED circuit board. Carefully remove the LED circuit board (see [Figure 16](#)).
6. Reinstall all components that were removed (reverse [Steps 1-5](#)).

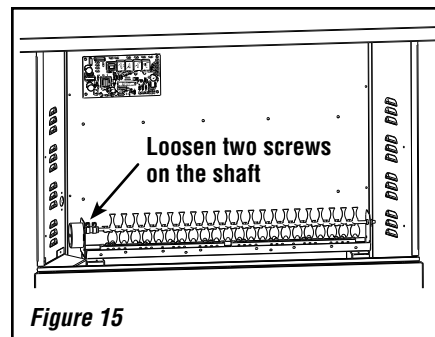


Figure 15

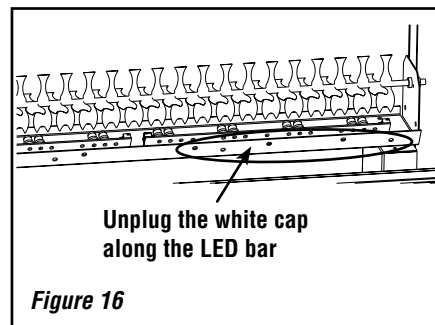


Figure 16

WIRING DIAGRAM - 120 VOLT

Wiring diagrams are provided here for reference purposes only. This information is also provided on schematics attached directly to the appliance on the left side.

CAUTION: LABEL ALL WIRES PRIOR TO DISCONNECTION WHEN SERVICING CONTROLS. WIRING ERRORS CAN CAUSE IMPROPER AND DANGEROUS APPLIANCE OPERATION.

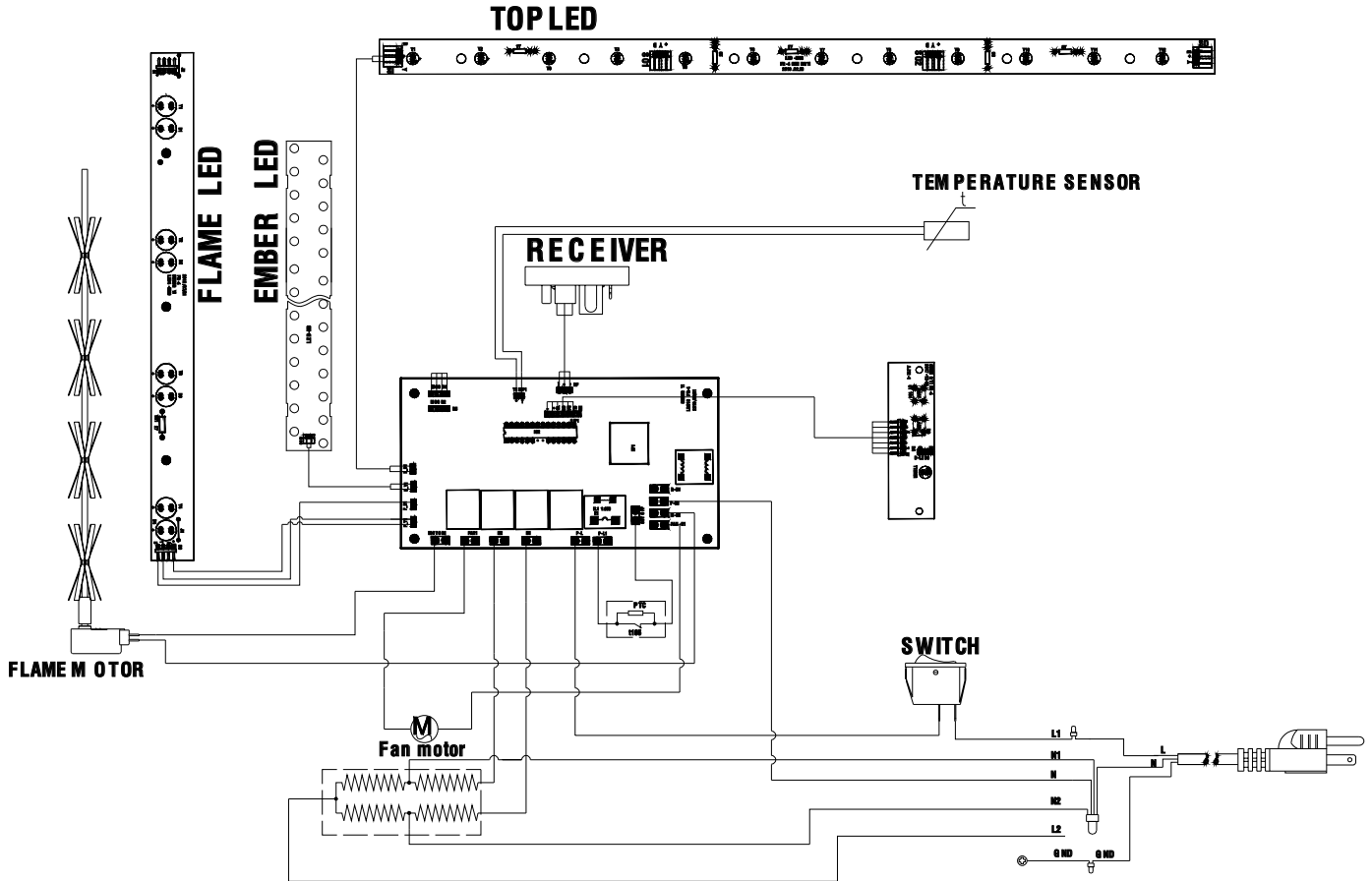


Figure 17

110 / 120V WIRING DIAGRAM

WIRING - 120 VOLT

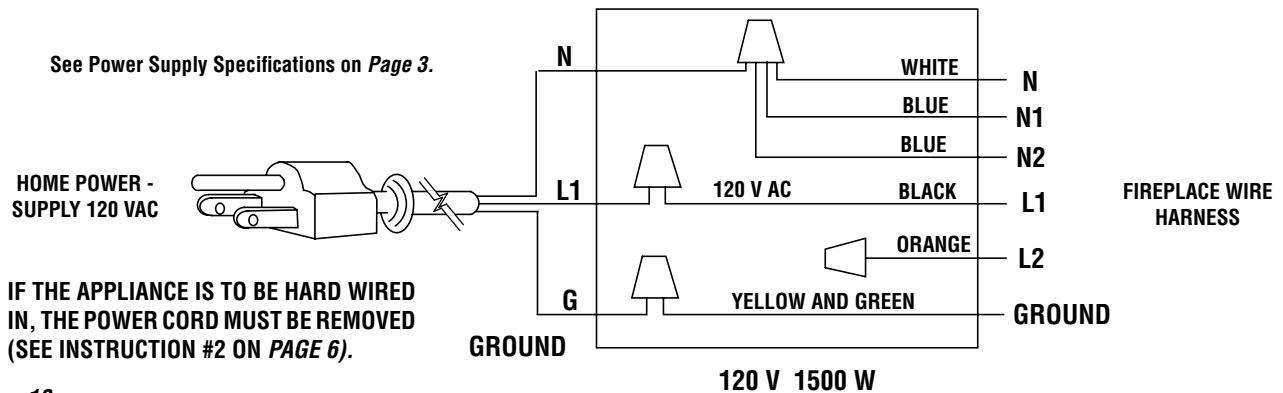


Figure 18

! WARNING

Do not install or operate this fireplace through a switch wired in the 120 VAC or 240 VAC circuits. The only approved wiring for a switch is through the low voltage circuit (24 VAC) as shown on Page 15.

WIRING DIAGRAM - 240 VOLT

Wiring diagrams are provided here for reference purposes only. This information is also provided on schematics attached directly to the appliance on the left side.

CAUTION: LABEL ALL WIRES PRIOR TO DISCONNECTION WHEN SERVICING CONTROLS. WIRING ERRORS CAN CAUSE IMPROPER AND DANGEROUS APPLIANCE OPERATION.

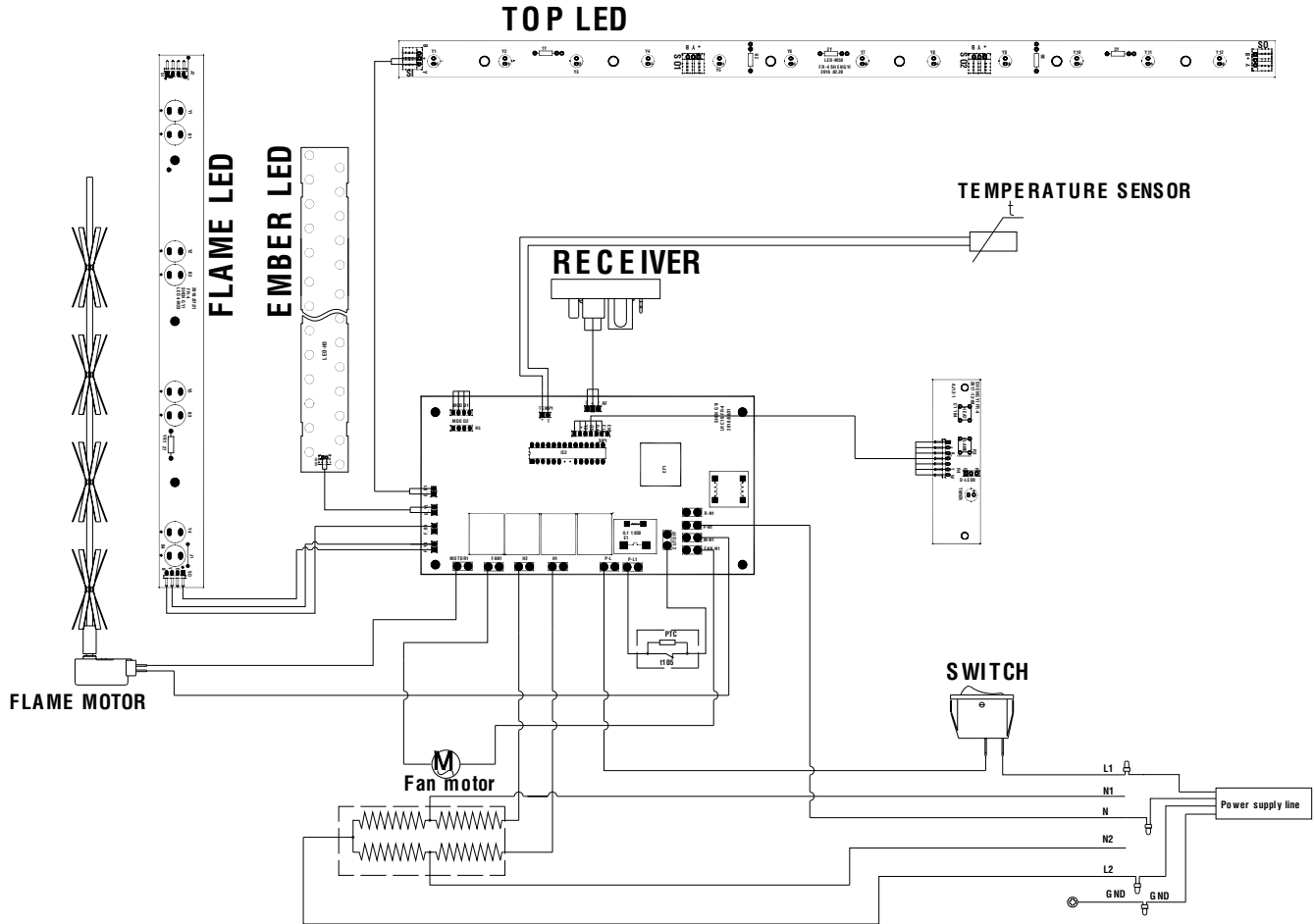


Figure 19

240V WIRING DIAGRAM

WIRING - 240 VOLT

See Power Supply Specifications on Page 3.

HOME POWER SUPPLY
240 VAC
120 V (L1) + 120 V (L2) = 240 V

THE 120 VOLT POWER CORD INSTALLED ON THIS APPLIANCE MUST BE REMOVED (SEE INSTRUCTION #2 ON PAGE 6).

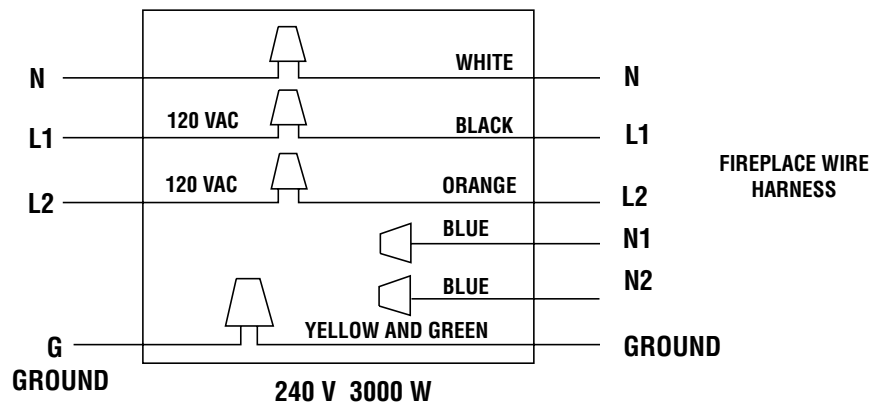
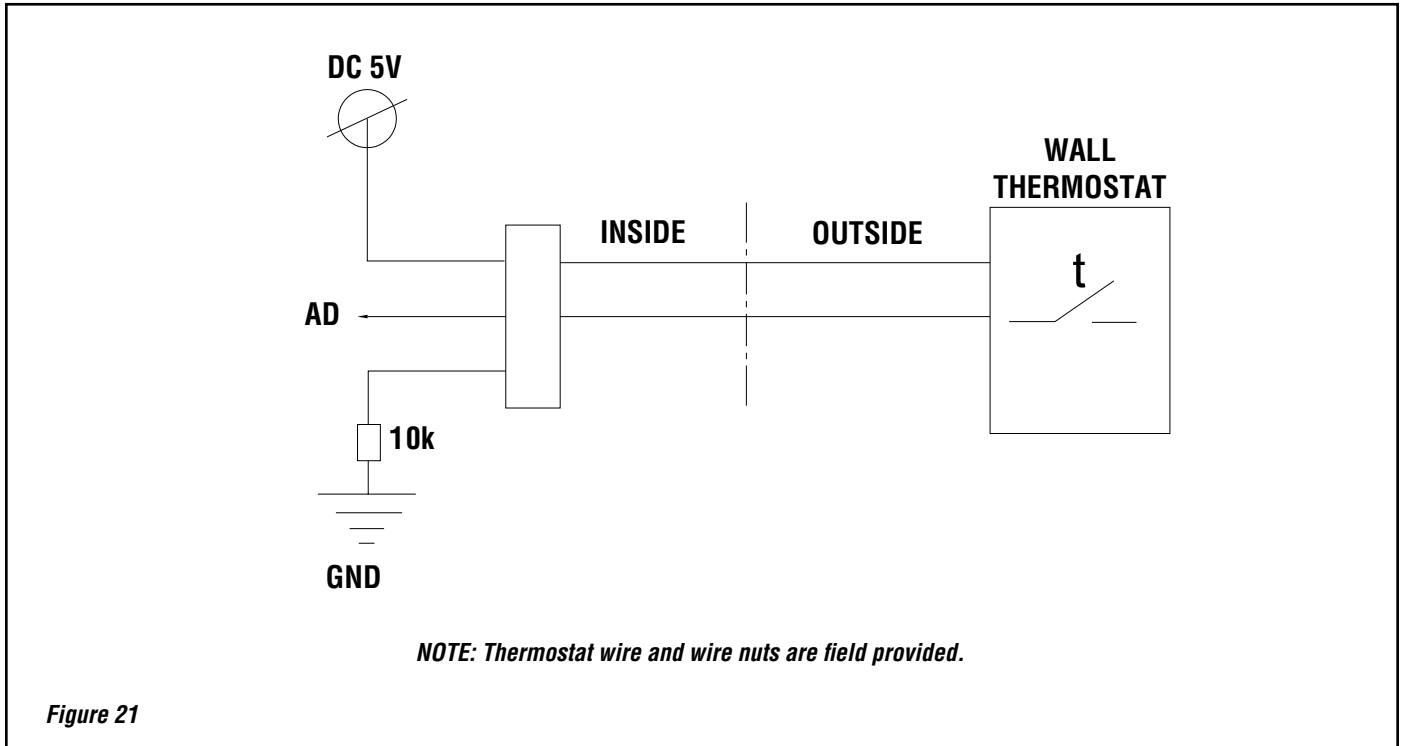


Figure 20

⚠ WARNING

Do not install or operate this fireplace through a switch wired in the 120 VAC or 240 VAC circuits. The only approved wiring for a switch is through the low voltage circuit (24 VAC) as shown on Page 15.

WALL THERMOSTAT WIRING DIAGRAM
(optional kit, see Page 19)



Installing Wall Thermostat

(optional kit, see Page 19)

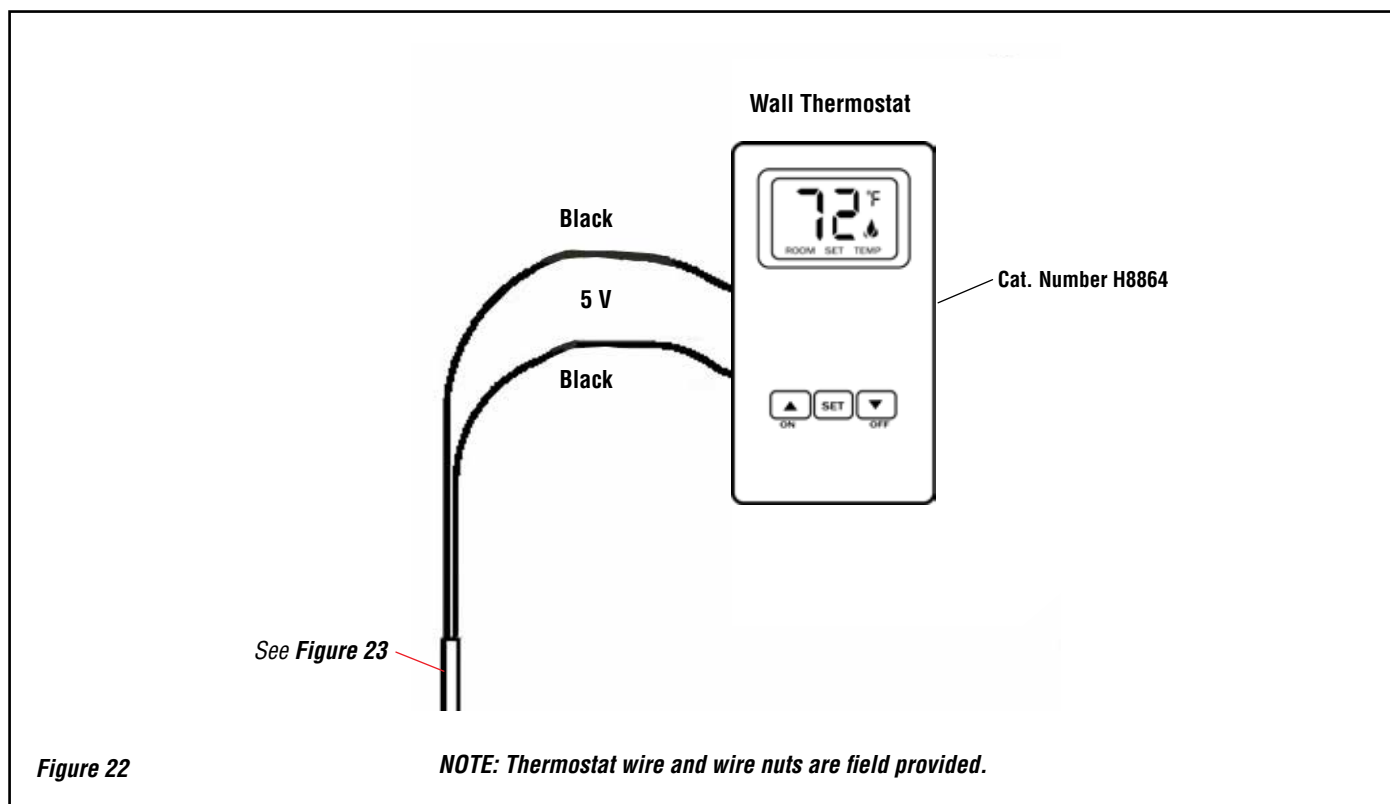
Wire the wall thermostat prior to installing the fireplace.

WALL THERMOSTAT WIRING (24 VAC):

Install Wall Thermostat per instructions provided with kit and per the following information:

NOTE: Thermostat only turns on or off fireplace heat.

1. Turn off circuit breaker.
2. Remove cover plate located on the left side of appliance (see **Figure 23, Page 15**).
3. Locate the the two(2) black wires and pull out the length needed to reach wall thermostat (15 feet max.).
4. Connect the wires to the wall thermostat as shown in **Figure 22**. Follow instructions provided with wall thermostat kit.



THERMOSTAT/SWITCH WIRE ACCESS COVER

Follow instructions in *Figure 23*.

1) Locate access cover



3) Pull out Temp Sensor and cut black wires.



2) Remove access cover.



4) Access wire and connect to Wall Thermostat (H8864)



Figure 23

NOTE: Thermostat wire and wire nuts are field provided.

TROUBLESHOOTING

Symptom	Possible Causes	Who Performs Corrective Action	Corrective Action
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 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. Flame sputters.	Flame motor is defective.	Qualified service technician	Replace flame motor.
4. Remote control does not work.	Low batteries. Unit switch and/or wall thermostat in "on" position.	Homeowner	Replace AA batteries in remote control. If problem persists, there may have been a loss of power to the unit as a possible result from a power failure (i.e. Breaker tripped). Turn off main power on/off switch (<i>see Figure 4, Page 7</i>) and/or optional wall thermostat (if applicable).
5. 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 - MODELS CAPELLA 33/36, MPE-33/36-3, AND ERT3033/36

ITEM NO.	DESCRIPTION	33" Electric Fireplaces Cat. No. F4449		36" Electric Fireplaces Cat. No. F4450	
		CAT. NO.	QTY	CAT. NO.	QTY
1	LED Light Strip, Embers	H9106	2	H9106	2
2	Side Frames, 1 Left And 1 Right	H1942	1	H1942	1
3	Circuit Board LED	F4040	1	F4040	1
4	Nailing Flange Kit, 4 Each	H1626	1	H1626	1
5	Mirror Glass Panel	F4166	1	F4041	1
6	Glass Retaining Bracket Kit: Two strips top/bottom	F4167	1	F4168	1
8a	Blower, Heating Element and Access Panel Assembly	F4169	1	F4169	1
8b	Fuse Plate Assembly, 5 each	H5043	1	H5043	1
9	Flicker Rod (33RFB & 36RFB)	F4632	1	F4633	1
10	Flame Motor, 120V/10/12RPM (49TYJ)	F4634	1	F4634	1
11	Flame Cylinder Strip, LED	F4172	1	F4173	1
12	Log / Ember Bed Assembly	F4175	1	F4044	1
13	Panel, Bottom, Front	H1946	1	F4174	1
14	Panel, Flame Cover	H1947	1	F4176	1
15	Panel, Louver, Upper Front	H1948	1	F4177	1
16	Panel, Upper Frame Top	H1949	1	F4178	1
17	Electrical Outlet Cover Plate	H1639	1	H1639	1
18	Screen Set, Pull	H1640	1	H1640	1
19	Switch, Toggle, 1 Each	H1641	1	H1641	1
21	Wire Harness, LED Models	F4179	1	F4179	1
22	Remote Control	F4063	1	F4063	1
23	Power Cord (110 V only)	H1645	1	H1645	1
24	Remote Control Receiver (receiver only)	H8232	1	H8232	1
25	Bottom Panel Circuit Board	F4064	1	F4064	1
26	Top LED Light	F4065	1	F4065	1

 WARNING

Failure to position the parts in accordance with these diagrams or failure to use only parts specifically approved with this appliance may result in property damage or personal injury.

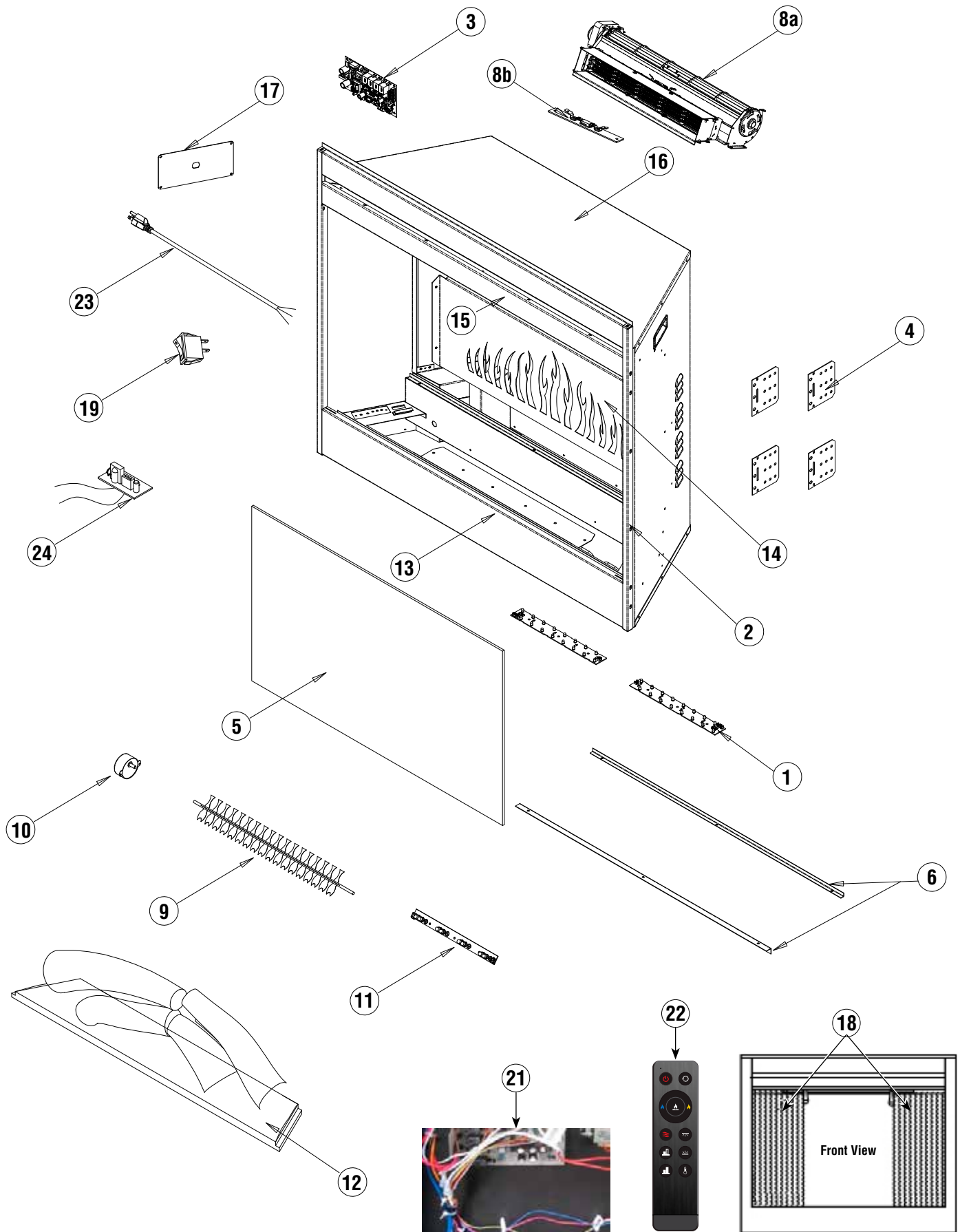
 AVERTISSEMENT

Risque de dommages ou de blessures si les pièces ne sont pas installées conformément à ces schémas et ou si des pièces autres que celles spécifiquement approuvées avec cet appareil sont utilisées.

 WARNING

Never use substitute materials. Use of non-approved parts can result in poor performance and safety hazards.

REPLACEMENT PARTS COMPONENT DIAGRAMS - MODELS CAPELLA 33/36, MPE-33/36-3, AND ERT3033/36



NOTE: DIAGRAMS & ILLUSTRATIONS ARE NOT TO SCALE.

900974-00A 08/2020

ACCESSORY COMPONENTS - MODELS CAPELLA 33/36, MPE-33/36-3, AND ERT3033/36

Front Face Kits

These decorative, screened front face panels are available in two attractive styles and are easy to install.



*Interlocking Arch
Face Panel*

Facade Styles



*Mission Style
Face Panel*

33" MODELS

Cat. No.	Model	Description
H3604	FFEP-33M33"	Decorative Complete Front Face, Mission Style
H3605	FFEP-33IA33"	Decorative Complete Front Face, Interlocking Arch

36" MODELS

Cat. No.	Model	Description
H3606	FFEP-36M36"	Decorative Complete Front Face, Mission Style
H3607	FFEP-36IA36"	Decorative Complete Front Face, Interlocking Arch

Trim Kits

This kit contains trim panels used to finish the gaps between the wallboard and the fireplace, providing the appliance a finished built-in look.



Stainless



Black

33" MODELS

Cat. No.	Model	Description
H3435	TK3-33BL	3-pc. Black Trim Kit
H1932	TK3-33BS	3-pc. Stainless Trim Kit

36" MODELS

Cat. No.	Model	Description
H1538	TK3-36BL	3-pc. Black Trim Kit
H1540	TK3-36BS	3-pc. Stainless Trim Kit



Glass Enclosure Kit

These glass enclosure panels are a one-piece panel, which have a bi-fold "look" as shown below.

33" MODELS

Cat. No.	Model	Description
H3430	GEP-33BL	Glass Enclosure Panel, Black on Bronze
H3434	GEP-33BS	Glass Enclosure Panel, Stainless on Bronze

36" MODELS

Cat. No.	Model	Description
H1535	GEP-36BL	Glass Enclosure Panel, Black on Bronze
H1537	GEP-36BS	Glass Enclosure Panel, Stainless on Bronze



Wall Thermostat

The wall thermostat kit provides temperature control for optimum comfort.



Cat. No.	Model	Description
H8864	WS-S-TSTAT	Wall Switch Thermostat

PRODUCT REFERENCE INFORMATION

Please contact your IHP dealer for any questions or concerns. For the number of your nearest dealer, contact us at IHP.us.com.

INNOVATIVE HEARTH PRODUCTS
 1769 East Lawrence Street
 Russellville, AL 35654
 visit us at IHP.us.com

Innovative Hearth Products Electric Fireplace Limited One Year Warranty

THE WARRANTY

Innovative Hearth Products Limited One Year Warranty ("IHP") warrants your electric fireplace, appliance or insert ("Product") to be free from defects in materials and workmanship at the time of manufacture. The product body, blower and circuit board, if applicable, carry the Limited One Year Warranty. After installation, if covered components are found to be defective in materials or workmanship during the Limited One Year Warranty period and while the Product remains at the site of the original installation, IHP will, at its option, repair or replace the covered components. If repair or replacement is not commercially practical, IHP will, at its option, refund the purchase price or wholesale price of the IHP Product, whichever is applicable. IHP will also pay IHP prevailing labor rates, as determined in its sole discretion, incurred in repairing or replacing such components. THERE ARE EXCLUSIONS AND LIMITATIONS to this Limited One Year Warranty as described herein.

COVERAGE COMMENCEMENT DATE

Warranty coverage begins on the date of purchase. In the case of new home construction, warranty coverage begins on the date of first occupancy of the dwelling or six months after the sale of the Product by an independent IHP dealer/distributor, whichever occurs earlier. The warranty shall commence no later than 24 months following the date of product shipment from IHP, regardless of the installation or occupancy date.

EXCLUSIONS AND LIMITATIONS

This Limited One Year Warranty applies only if the Product is installed in the United States or Canada and only if operated and maintained in accordance with the printed instructions accompanying the Product and in compliance with all applicable installation and building codes and good trade practices.

This warranty is non-transferable and extends to the original owner only. The Product must be purchased through a listed supplier of IHP and proof of purchase must be provided. The following do not carry a Limited One Year Warranty but are warranted as follows:

- Glass components** – Replacement for 90 days from the date of installation
- Accessories & doors** – Repair or replacement for 90 days from the date of installation
- Light bulbs, LED strips & batteries** – Replacement for 90 days from the date of installation for defects in material and workmanship only
- Remote control** – Repair or replacement for one year from the date of installation
- Labor coverage** – Prevailing IHP labor charges apply for the warranty period of the component

Parts not otherwise listed carry a 90 day warranty from the date of installation.

Whenever practicable, IHP will provide replacement parts, if available, for a period of 10 years from the last date of manufacture of the Product.

IHP will not be responsible for: (a) damages caused by normal wear and tear, accident, riot, fire, flood or acts of God; (b) damages caused by abuse, negligence, misuse, or unauthorized alteration or repair of the Product affecting its stability or performance (The Product must be subjected to normal use. All precautions and warnings as described in the instruction/owner's manual must be followed.); (c) damages caused by failing to provide proper maintenance and service in accordance with the instructions provided with the Product; (d) damages, repairs or inefficiency resulting from faulty installation or application of the Product.

This Limited One Year Warranty covers only parts and labor as provided herein. In no case shall IHP be responsible for materials, components or construction which are not manufactured or supplied by IHP or for the labor necessary to install, repair or remove such materials, components or construction. Additional utility bills incurred due to any malfunction or defect in equipment are not covered by this warranty. All replacement or repair components will be shipped F.O.B. from the nearest stocking IHP factory.

LIMITATION ON LIABILITY

It is expressly agreed and understood that IHP's sole obligation and the purchaser's exclusive remedy under this warranty, under any other warranty, expressed or implied, or in contract, tort or otherwise, shall be limited to replacement, repair, or refund, as specified herein.

In no event shall IHP be liable for any incidental or consequential damages caused by defects in the Products, whether such damage occurs or is discovered before or after repair or replacement, and whether such damage is caused by IHP's negligence. IHP has not made and does not make any representation or warranty of fitness for a particular use or purpose, and there is no implied condition of fitness for a particular use or purpose.

IHP makes no expressed warranties except as stated in this Limited One Year Warranty. The duration of any implied warranty is limited to the duration of this expressed warranty.

No one is authorized to change this Limited One Year Warranty or to create for IHP any other obligation or liability in connection with the Product. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. The provisions of this Limited One Year Warranty are in addition to and not a modification of or subtraction from any statutory warranties and other rights and remedies provided by law.

INVESTIGATION OF CLAIMS AGAINST WARRANTY

IHP reserves the right to investigate any and all claims against this Limited One Year Warranty and to decide, in its sole discretion, upon the method of settlement.

To receive the benefits and advantages described in this Limited One Year Warranty, the appliance must be installed and repaired by a licensed contractor approved by IHP.

Contact IHP at the address provided herein to obtain a listing of approved dealers/distributors. **IHP shall in no event be responsible for any warranty work done by a contractor that is not approved without first obtaining IHP's prior written consent.**

HOW TO REGISTER A CLAIM AGAINST WARRANTY

In order for any claim under this warranty to be valid, you must contact the IHP dealer/distributor from which you purchased the product. If you cannot locate the dealer/distributor, then you must notify IHP in writing. IHP must be notified of the claimed defect in writing within 90 days of the date of failure. Notices should be directed to the IHP Warranty Department at 1769 East Lawrence Street; Russellville, AL 35654 or visit our website at WWW.IHP.US.COM.

IHP.us.com

Record the following important information about your appliance:

Appliance model number	
Appliance serial number	
Date appliance was Installed	
Dealer name	

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

