

# INSTALLATION & USER MANUAL

APPLICABLE FOR THE

**UE44 | UE56 | UE68 | UE80**



**UPTOWN**  
LUXURY FIREPLACES



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

**C-17010**

# SAFETY PRECAUTIONS

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

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

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

- When using electrical heaters, basic precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:
- Failure to follow these instructions may also void your fire insurance and/or warranty.

- **WARNING: Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Refer to this manual. For assistance or additional information, consult a qualified installer.**
- **CAUTION: Do not expose the heater to the elements (such as rain, etc).**
- **Do not place clothing or other flammable material on or near firebox. Never place any objects on the fireplace.**
- **Do not place clothing or other flammable material on or near firebox. Never place any objects on the fireplace.**
- **Fireplace becomes very hot when running. Keep children and adults away from hot surfaces to avoid burns or clothing ignition. Fireplace will remain hot for a time after shutdown. Allow surfaces to cool before touching.**



**CAUTION:** In order to avoid overheating, do not cover the heater.

## FOR YOUR SAFETY

1. Read all instructions before installing or using this heater.
2. This heater is 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 (0.9m) from the front of the heater and keep them away from the sides and rear.
3. Extreme caution is necessary when any heater is used by or near children or disabled people and whenever the heater is left operating and unattended.
4. Do not operate any heater after it malfunctions, has been dropped, or damaged in any manner. Disconnect power at service panel and have heater inspected by an authorized technician or a reputable electrician before using.
5. Do not use outdoors.
6. To disconnect heater, turn controls to off and turn off power to heater circuit at main disconnect panel.
7. Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage the heater.
8. To prevent a possible fire, do not block air intakes or exhaust in any manner.
9. A heater has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint or flammable vapours or liquids are used or stored.
10. 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.
11. SAVE THESE INSTRUCTIONS

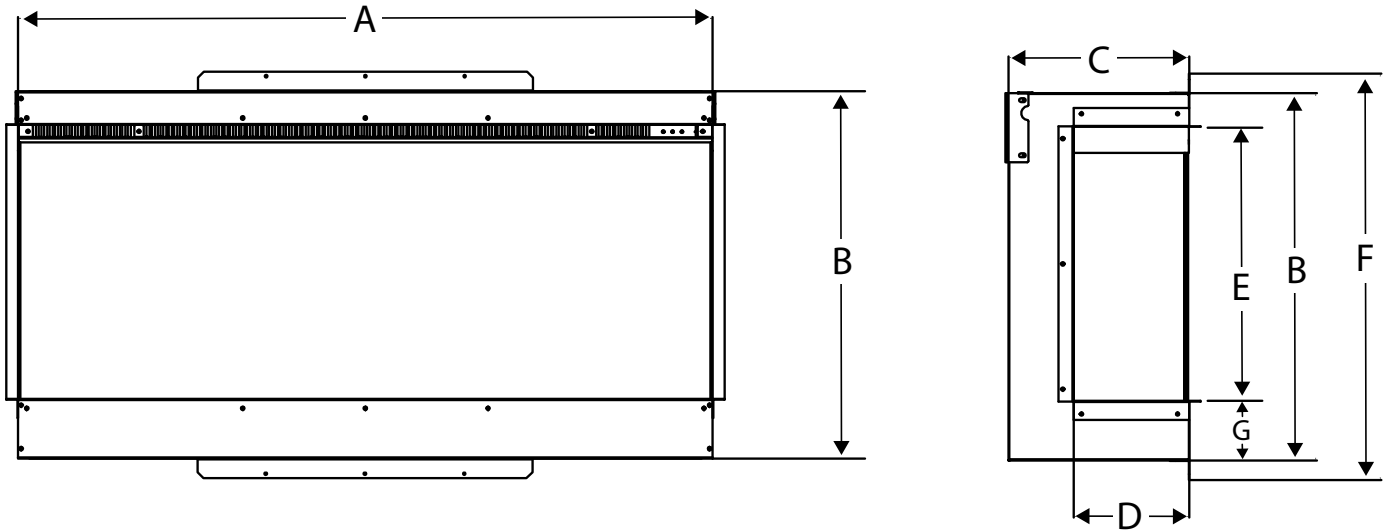
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# SPECIFICATIONS

## DIMENSIONS:



MODEL	A	B	C	D	E	F	G
UE44	44" (1120MM)	23.3" (592MM)	11.5" (291.5MM)	7.34" (186.5MM)	17.4" (442MM)	25.78" (655MM)	3.75" (95.3MM)
UE56	56" (1421MM)						
UE68	68" (1726MM)						
UE80	80" (2032MM)						

Figure 1: Fireplace Dimensions

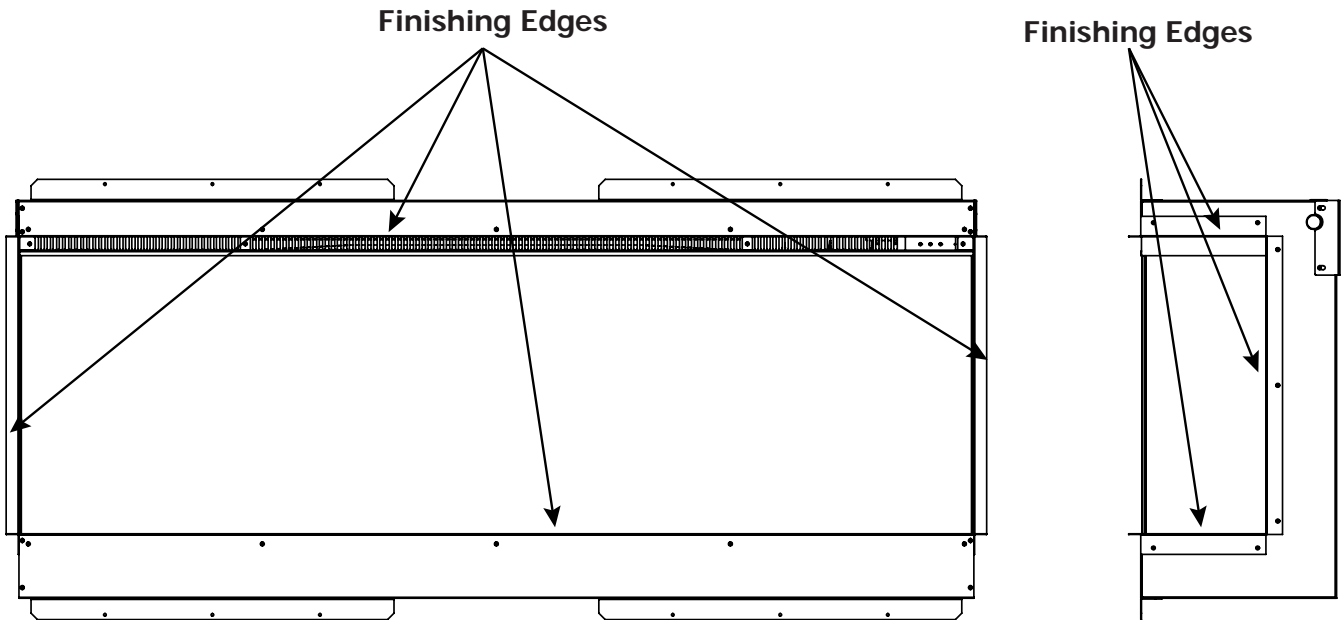
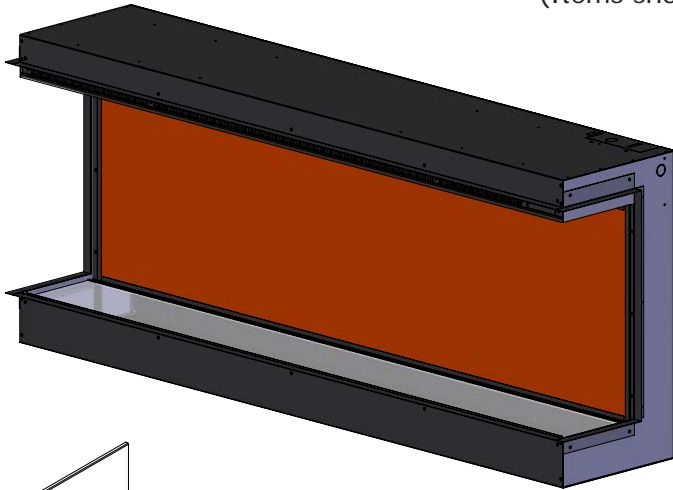


Figure 2: Drywall / Tiling Finishing Edges

# BOX CONTENTS

(Items shown not to scale)

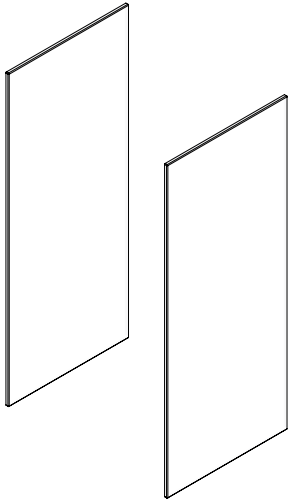


**FIREPLACE**

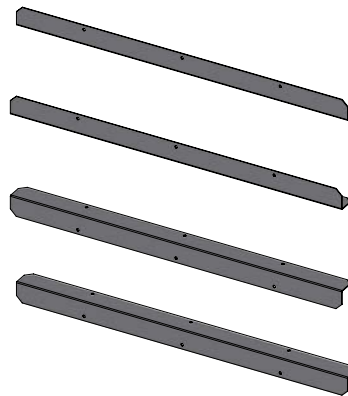


**REMOTE CONTROL**

\*Battery supplied in manual bag. See Cleaning & Maintenance section for instructions.

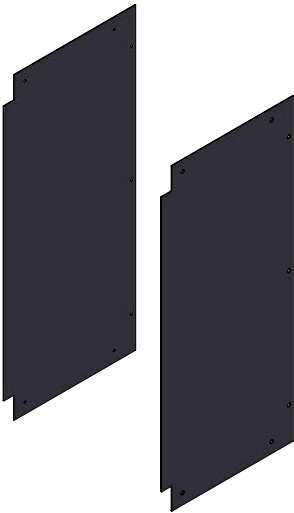


**SIDE GLASS (x2)**



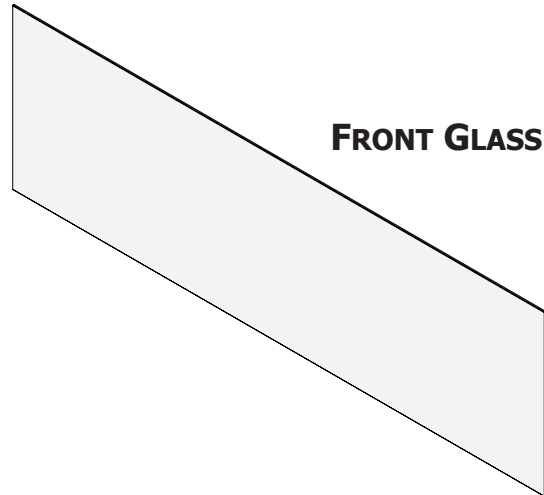
**MOUNTING**

**L -BRACKETS (x4)**



**METAL SIDE COVERS (x2)**

\*See Installation - Optional Side Covers section for instructions.



**FRONT GLASS**

**All optional firebox log sets and media supplied separately.  
See page 25 for more information.**

# INITIAL INSTALLATION

**WARNING:** If the information in these instructions is not followed exactly, a fire or explosion may result causing property damage, personal injury or death

**WARNING: RISK OF FIRE!**

To prevent a possible fire, do not block air intake or exhaust in any manner. Do not use on soft surfaces where openings may become blocked. Do not blow or place insulation against the firebox.

To reduce the risk of fire do not store or use gasoline or other flammable vapors in the vicinity of this or any other heater.

**CAUTION:** Keep combustible materials, such as furniture, pillows, bedding, papers, clothes and curtains at least 3 feet (0.9m) from the front of the heater and keep them away from the sides and rear.

**CAUTION:** Wear gloves and safety glasses for protection during installation and maintenance.

## Installing the fireplace

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

This fireplace has a number of installation options. It can be installed with all 3 sides showing (bay), 2 sides showing (left or right corner), or flush with only the front glass showing (linear). In addition, it may also be partially recessed for a floating installation. If a mantle is desired, refer to the Mantle Clearance section of this manual for the permitted installation height.

## ELECTRICAL REQUIREMENTS:

For installations using the standard 1500W heater, a dedicated 20 AMP 120VAC circuit will be required. For installations opting to use the 3000W heater, a dedicated 20 Amp 4 wire 240VAC circuit will be required instead. No modification to the fireplace or extra parts are needed to use the 3000W heater.

Note - Follow all national and local electrical and building codes.

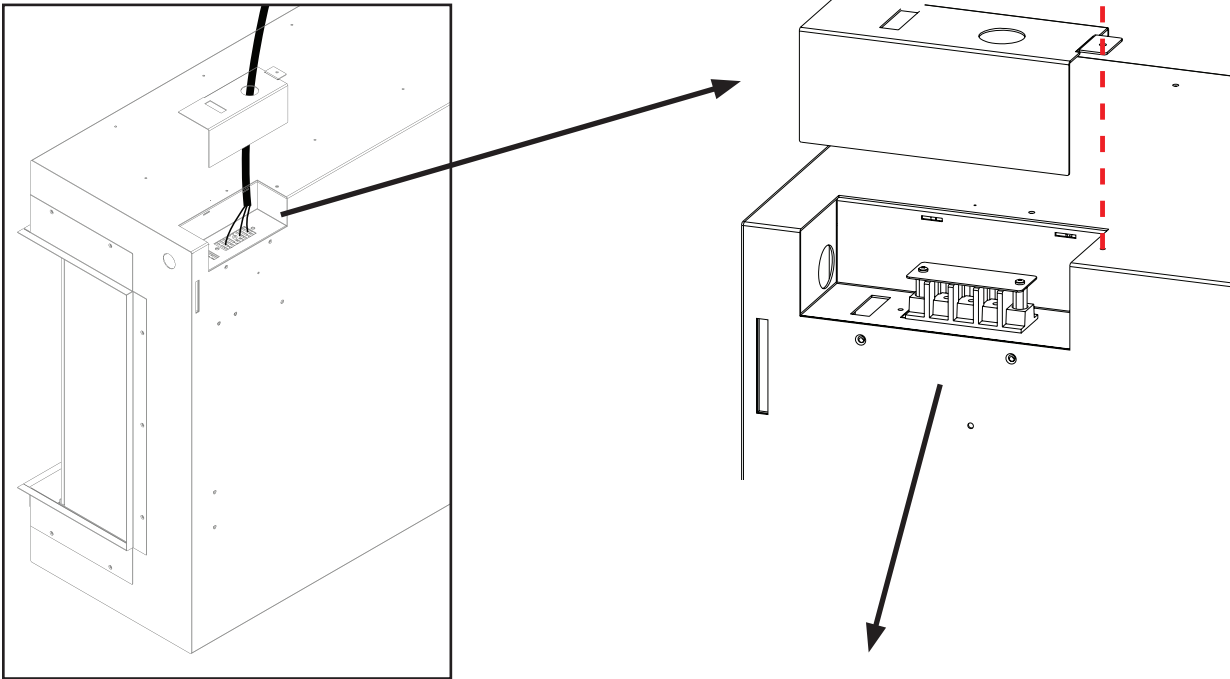
ALL MODELS			
HEATER OPTION	VOLTS (AC)	Hz	AMPS
1500W	120	60	14
3000W	240	60	14

Figure 3: Electrical Requirements

# INSTALLATION - WIRING

**To be performed by a qualified electrician according to local building codes.**

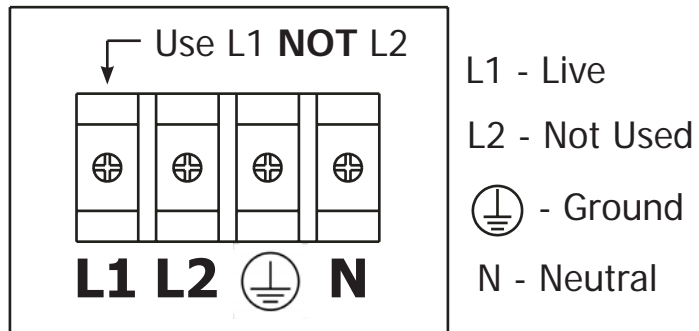
To prepare for installation locate and remove the electrical cover on the top rear of the fireplace. Next, remove the clear plastic cover above the wiring terminals. Connect the supplied power cord (120VAC installations only) or incoming hard wire to the terminal block according to the instructions below. Make sure the connections are made using a wiring connector type approved by local building codes.



**Figure 4: Electrical Cover Location**

For installations using the standard 1500W heater, a 3 wire 120VAC 20 Amp dedicated circuit will be required. See the 3 wire diagram as shown. Connect to the L1, Ground and Neutral terminals. **L2 terminal is not used for 120VAC installations.** A power cord is also supplied with the fireplace for installations utilizing an existing accessible electrical outlet.

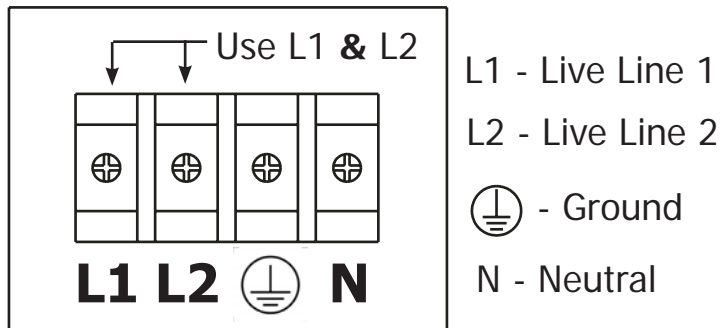
## 120VAC 1500W Wiring



**Figure 5: 1500W Wiring Diagram**

For installations opting to use the 3000W heater, a 4 wire 240VAC 20 Amp dedicated circuit **MUST** be used. See the 4 wire diagram as shown. All 4 wiring terminals are used for this installation. The fireplace must be hard wired and **the supplied power cord CANNOT be used.**

## 240VAC 3000W Wiring



**Figure 6: 3000W Wiring Diagram**

# INSTALLATION - FRAMING & FINISHING

MINIMUM FRAMING DIMENSIONS			
MODEL	WIDTH	DEPTH	HEIGHT
UE44	44 5/16" (1126MM)	11 7/8" (302MM)	23 7/8" (606MM)
UE56	56 5/16" (1430MM)		
UE68	68 5/16" (1735MM)		
UE80	80 5/16" (2040MM)		

Figure 7: Framing Dimensions

1. Prepare the framed opening according to the chart above.

\*Provide appropriate dedicated circuit for hard wire install at the top right of framed opening.

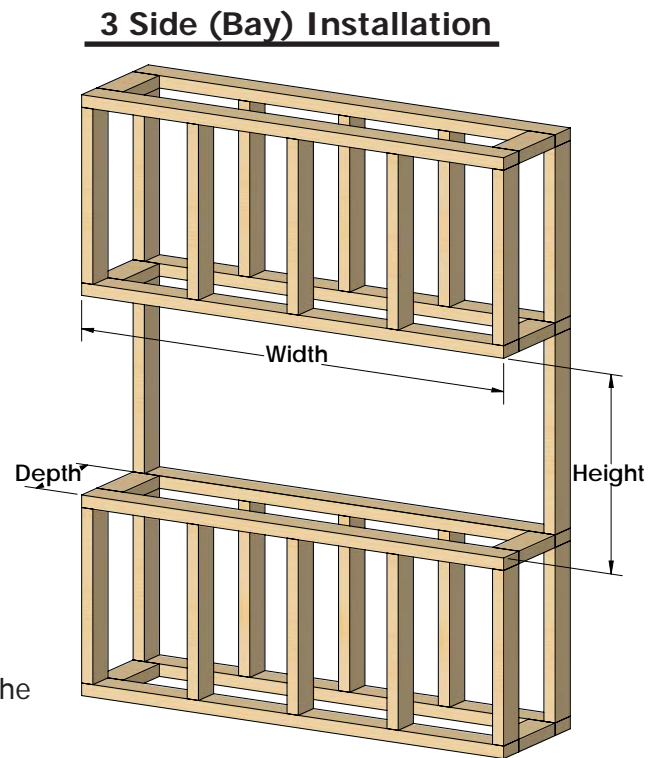


Figure 8: Typical Bay Fireplace Framing

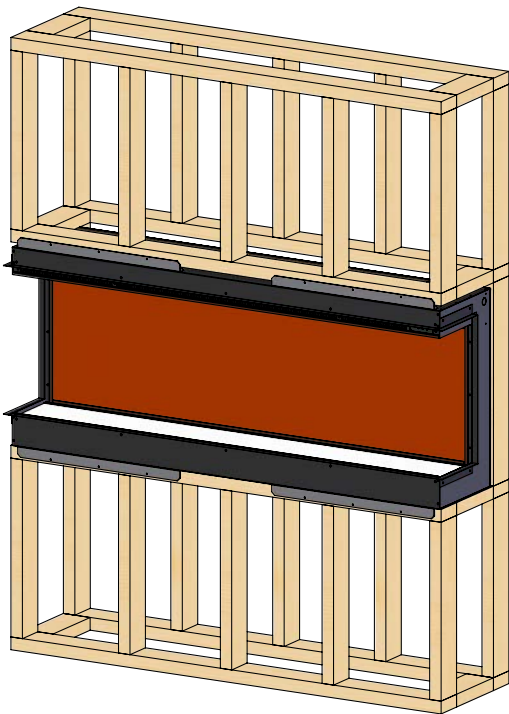


Figure 9: Bay Fireplace Installed

2. Install the four supplied mounting L-Brackets.

3. Install the fireplace in the framed opening using minimum 1 1/4" long drywall screws to secure the unit.

4. Mask off / cover the fireplace during the finishing process. Install desired finishing material up to the finishing edges on the perimeter of the firebox. For more information on the location of the finishing edges see page 4.

5. Install the firebox media and/or log set of choice (not included with the fireplace) following the instructions supplied with the media.

6. Install the side and front glass pieces according to the instructions on pages 12 and 13.

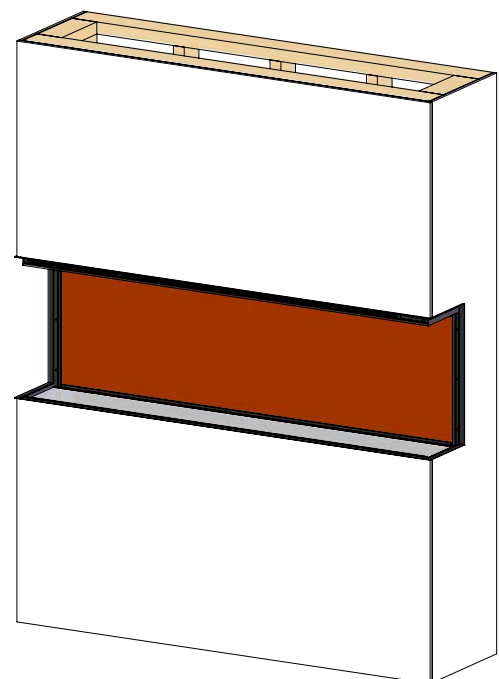


Figure 10: Bay Fireplace Finished

# INSTALLATION - FRAMING & FINISHING

## 2 Side (Left/ Right Corner) Installation

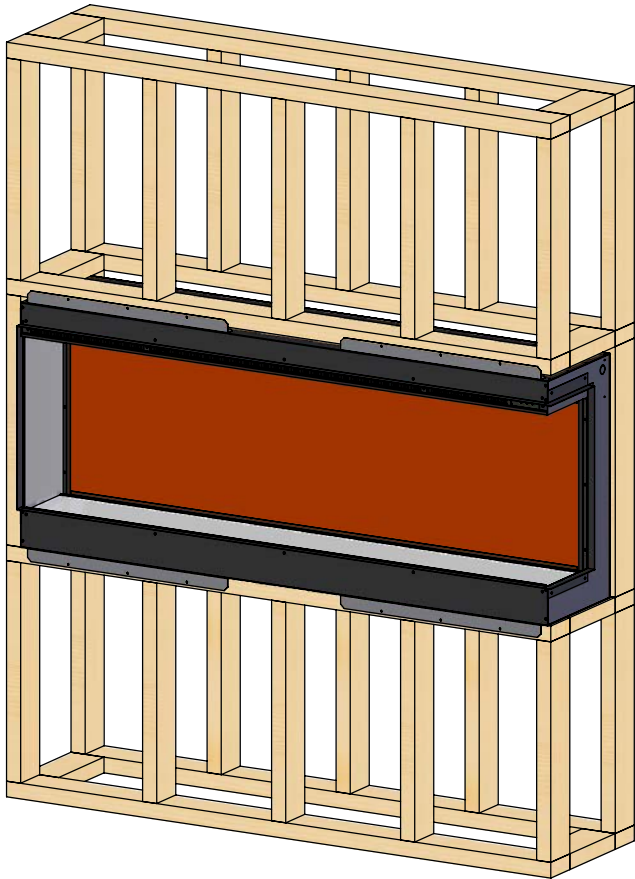


Figure 11: Typical Corner Fireplace Framing

1. Follow steps 1 & 2 from the 3 sided installation instructions.
2. Choose the desired side of the fireplace to be blocked off. In the figure shown, the left side of the fireplace is blocked off
3. Refer to the section *Installation - Optional Side Covers* for the instructions on how to install the side covers.
4. Install the fireplace in the framed opening using minimum 1 ¼" long drywall screws to secure the unit.

5. Mask off / cover the fireplace during the finishing process. Install the desired finishing material to the finishing edges on the perimeter of the firebox. For more information on the location of the finishing edges see page 4.

6. Install the firebox media and/or log set of choice (not included with the fireplace) following the instructions supplied with the media.

7. Install the remaining side and front glass pieces following the instructions on pages 12 and 13.

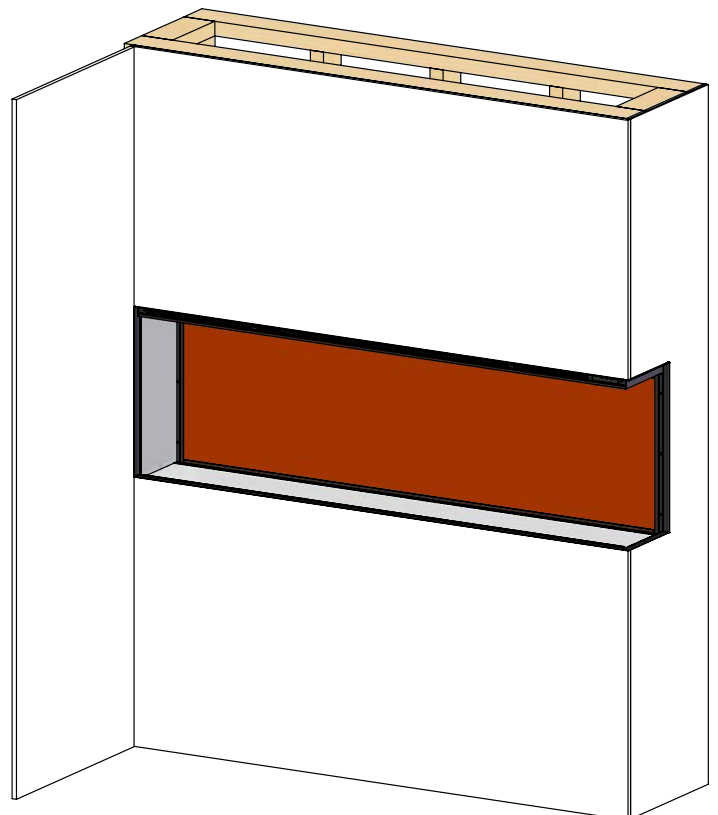


Figure 12: Corner Fireplace Finished

# INSTALLATION - FRAMING & FINISHING

## Flush (Linear) Installation

1. Follow steps 1 & 2 from the 3 sided installation instructions.
2. Install both supplied side covers. Refer to the section *Installation - Optional Side Covers* for the instructions on how to install the side covers
3. Install the fireplace in the framed opening using minimum 1 ¼" long drywall screws to secure the unit.

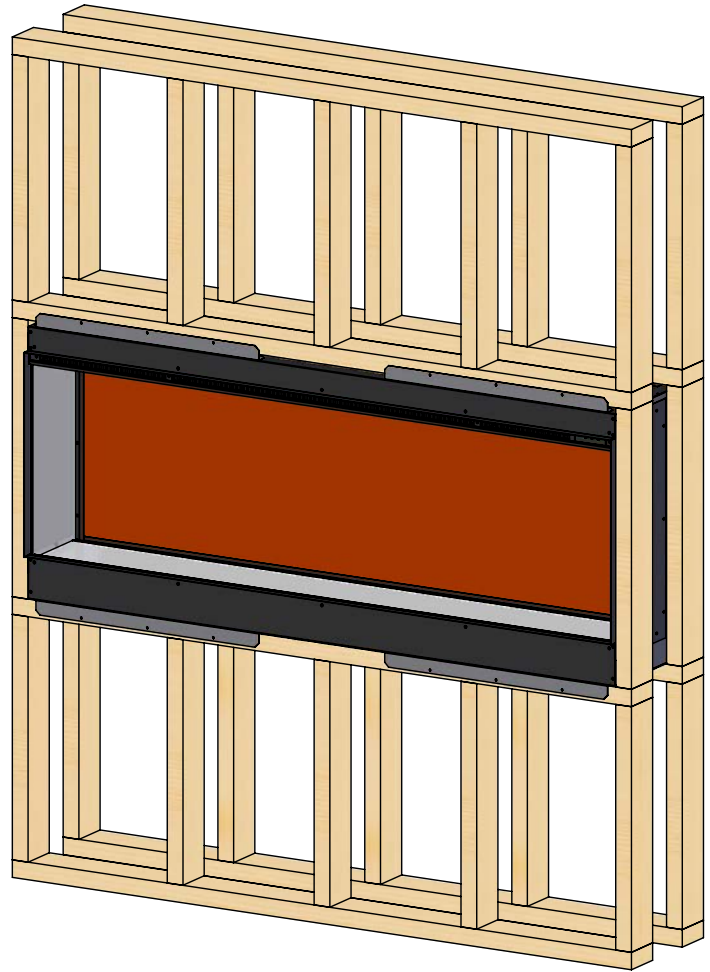


Figure 13: Typical Linear Fireplace Framing

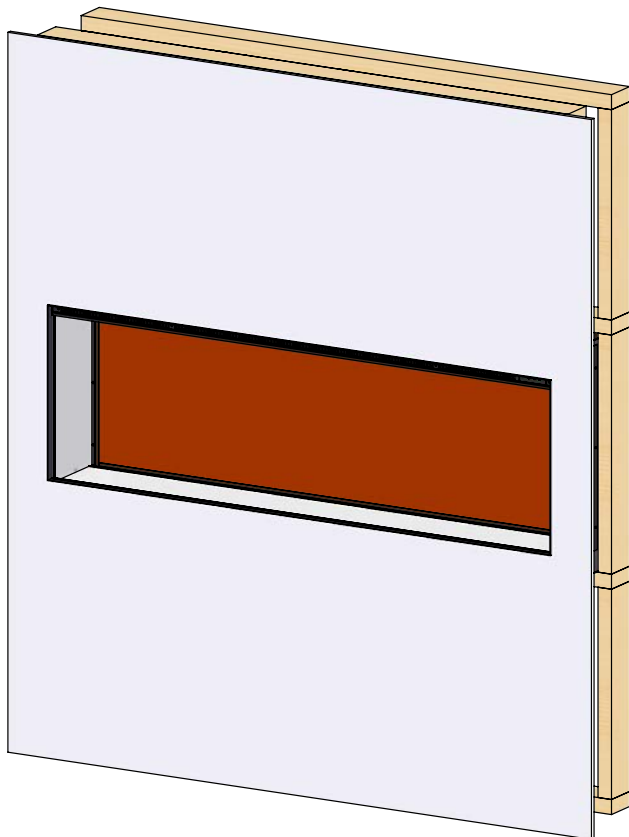


Figure 14: Linear Fireplace Finished

4. Mask off / cover the fireplace during the finishing process. Install desired finishing material to the finishing edges on the perimeter of the firebox. For more information on the location of the finishing edges see page 4.
5. Install the firebox media and/or log set of choice (not included with the fireplace) following the instructions supplied with the media.
6. Install the front glass piece following the instructions on page 12.

# INSTALLATION - FRAMING & FINISHING

## Partial Recess Installation

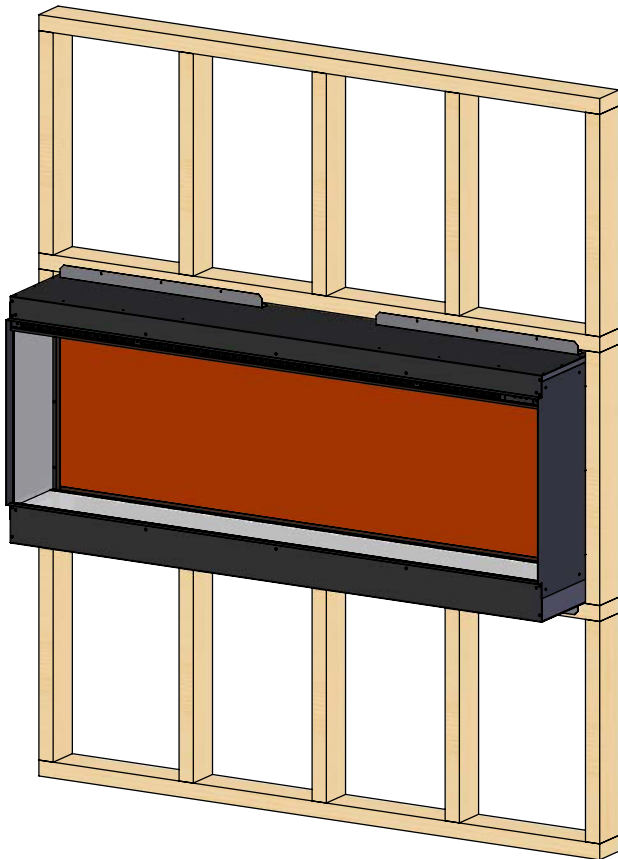


Figure 15: Fireplace Installed Partially Recessed

This installation style is optimized for 2x4 framed interior walls.

1. Prepare the framed opening following the required width and height of the selected model in the table on page 8.

\*Provide appropriate dedicated circuit for hard wire install at the top right of framed opening.

2. Install the four supplied mounting L-Brackets using the second set of holes in the cabinet, closer to the back of the fireplace.

3. Install both supplied side covers. Refer to the section *Installation - Optional Side Covers* for the instructions on how to install the side covers

4. Install the fireplace in the framed opening using minimum 1 ¼" long drywall screws to secure the unit.

5. **The fireplace must be covered with a finishing material.** Non-combustible material is not required. Mask off / cover the fireplace during the finishing process. Install the desired finishing material to the finishing edges on the perimeter of the firebox. For more information on the location of the finishing edges see page 4.

6. Install the firebox media and/or log set of choice (not included with fireplace) following the instructions supplied with media.

7. Install the side and front glass pieces according to the instructions on pages 12 and 13.

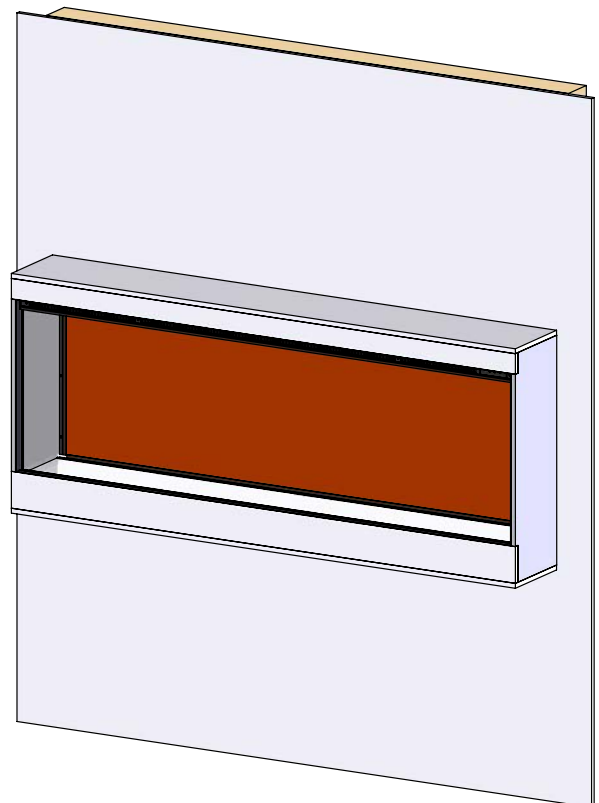


Figure 16: Partial Recess Finished

# INSTALLATION - COMBUSTIBLE CLEARANCES

The fireplace is permitted for zero clearance combustible framing around the chassis. Non-combustible front wall finishing material is not required. If installing a mantel above the fireplace there must be a minimum 8" clearance as measured from the top of the fireplace opening. Heat resistant paint is recommended to prevent any potential discoloration.

Clearance to Combustibles (all models)	
Side	0"
Bottom	0"
Top	0"
Mantel	8" / 203mm

Figure 17: Clearances

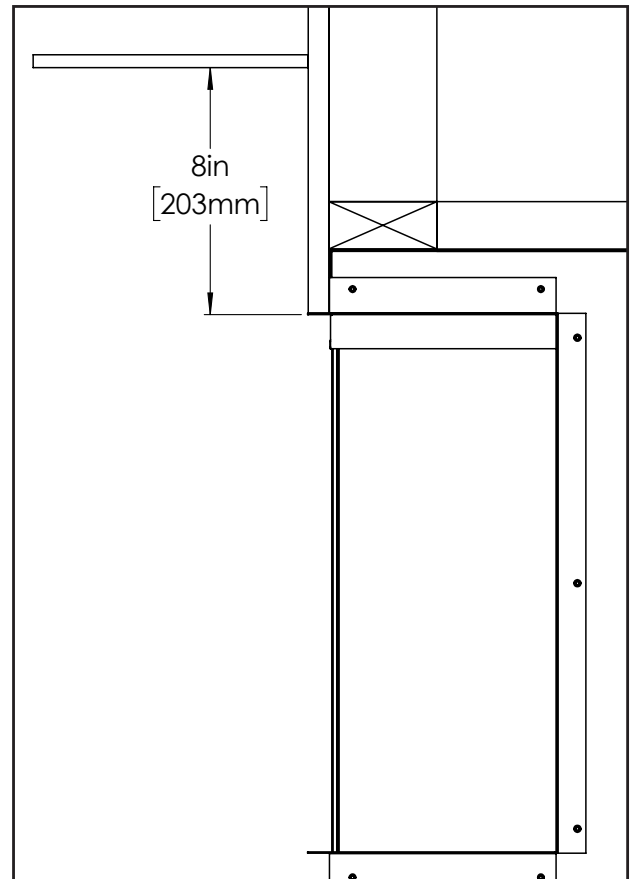


Figure 18: Mantel Clearance

# INSTALLATION - FRONT GLASS

The fireplace has a bottom channel and a top retainer to hold the front glass in place.

1. Insert the front glass at an angle into the bottom channel (see figure 19).
2. Stand the front glass up straight until it touches the front of the fireplace
3. Install the 2-piece top retainer bracket using a Phillips head screwdriver. Attach the retainer first, then the finishing louver.

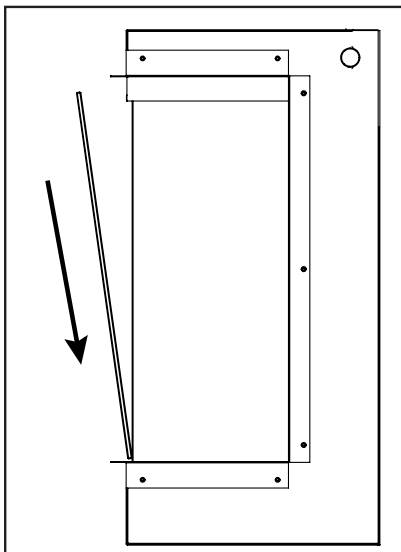


Figure 19: Front Glass - Step 1

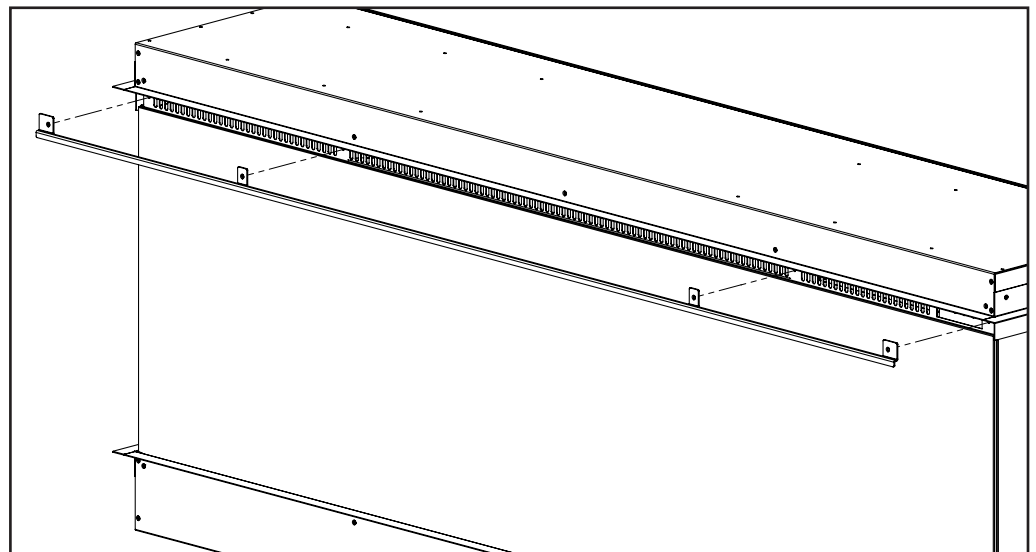


Figure 20: Front Glass - Step 2

## INSTALLATION - SIDE GLASS

The fireplace has a top and bottom channel on each side to hold the side glass in place.

1. Insert side glass at an angle into the top channel
2. Swing the bottom edge of the side glass into the firebox
3. Slide the side glass down into the bottom channel
4. Push the side glass back until it stops.

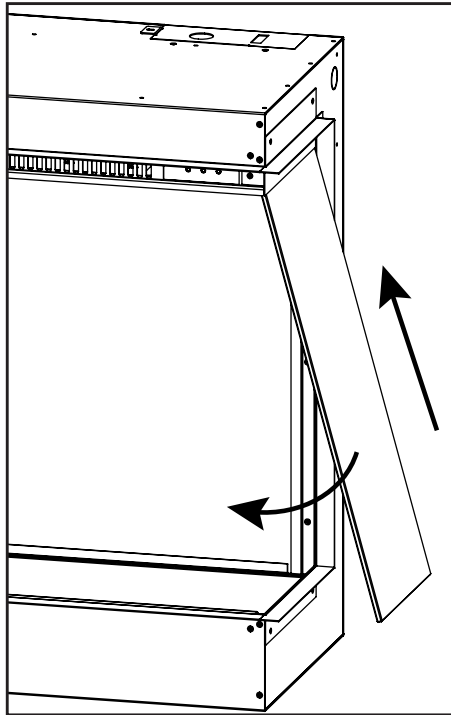


Figure 21: Side Glass - Step 1

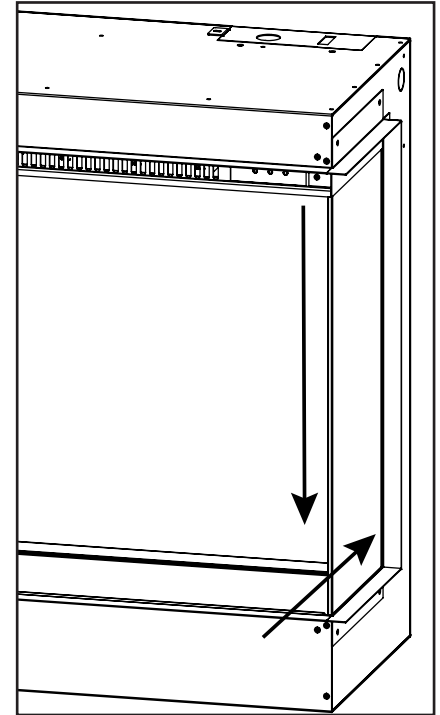


Figure 22: Side Glass - Step 2

## INSTALLATION - OPTIONAL SIDE COVERS

When installing the optional steel side covers **the side glass is not used**.

1. Using a small Phillips screwdriver remove the top, bottom and rear finishing flanges on the desired side of the fireplace. Retain the small screws (7 total). The removed finishing flanges may be discarded.
2. Install one of the supplied steel side covers, **with the glossy side facing inward**. Reuse the removed finishing flange screws to mount the side cover.

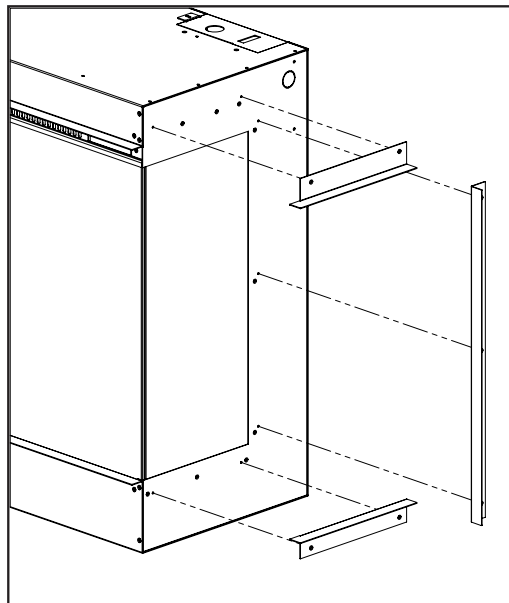


Figure 23: Finishing Flange Removal

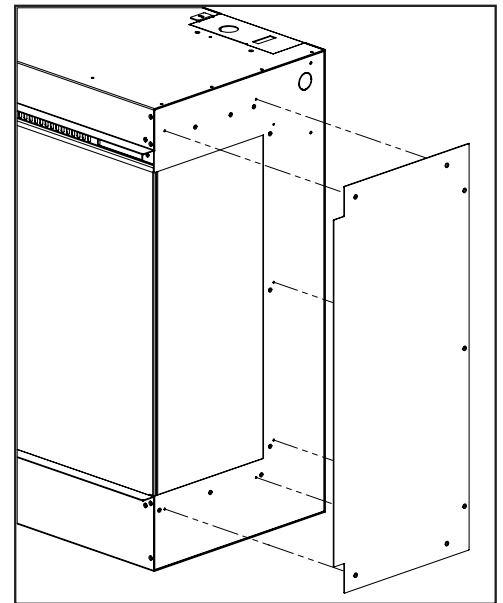


Figure 24: Side Cover Installation

3. Repeat for the other side of the fireplace if installing flush (linear) or partially recessed.

# OPERATION - MANUAL CONTROLS

For manual control of the fireplace there is a control panel located just above the front glass at the top right hand side. The control panel consists of 3 black buttons which are Power, Heat and Colour from left to right. To the right of the Colour button is the Reset button.

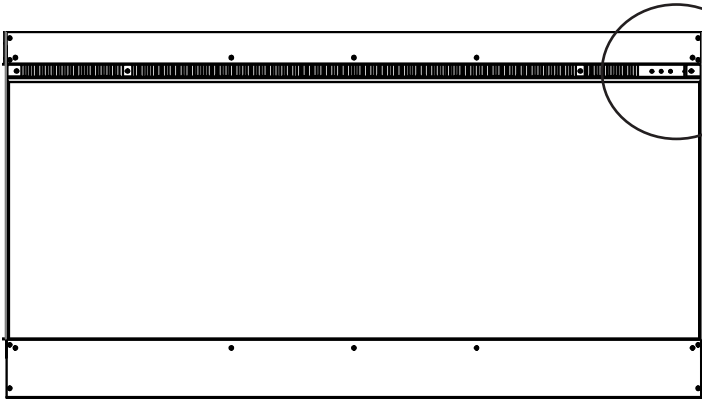


Figure 25: Control Panel Location



Figure 26: Control Panel

**Power** - Press once to wake up the fireplace and press again to turn the fireplace on. To turn the fireplace off press button again at any time.

**Heater** - Press once to turn the fireplace heater on low. Press twice to turn the heater up to high. Press button again to turn heater off.

**Colour** - Pressing the colour button will cycle the fireplace through 7 preset coloured fireplace schemes.

**Reset** - Clears the fireplace memory of any paired remote. Insert a paper clip or stick pin into the pin hole and hold for 3 seconds until a "beep" is heard. The fireplace is now ready to pair to a new remote. See Remote Controls section of manual for pairing instructions.

**Indicator Lights:** Hidden behind the rear flame panel of the fireplace, in the upper right corner, are a set of indicator lights that illuminate momentarily when the fireplace is turned on to identify the status of fireplace:

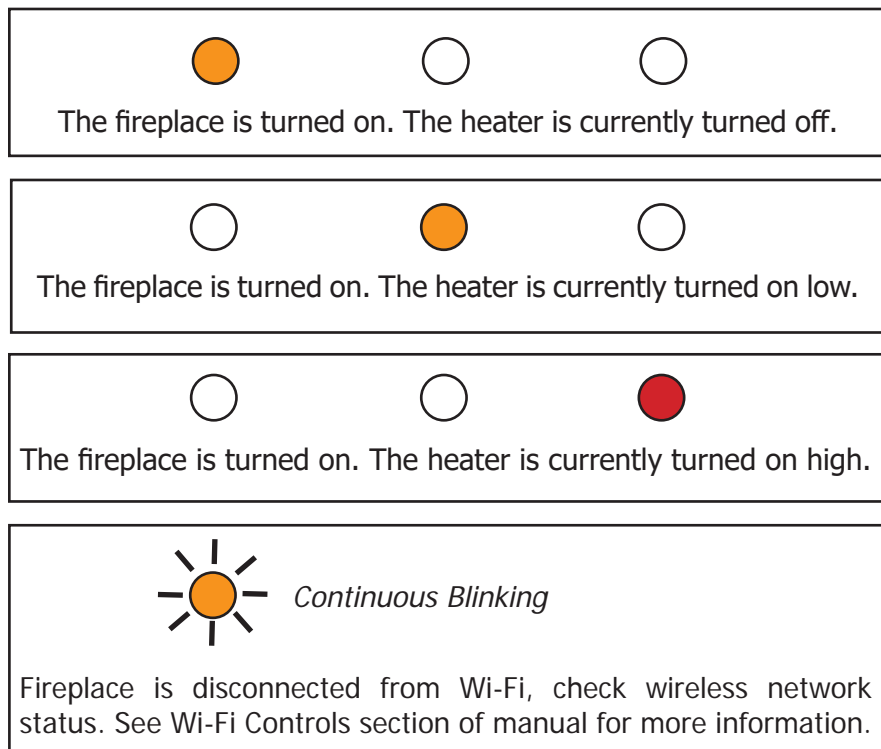


Figure 27: Indicator Light Scenarios

# OPERATION - REMOTE CONTROLS

The fireplace may also be controlled using the supplied remote. The remote control is capable of making many fireplace setting adjustments that are not possible with the manual controls. To use the remote it must first be paired to the fireplace.

## Pairing the Remote to the fireplace:

1. Manually turn the fireplace on by pressing the POWER button on the control panel
2. Press the power button again and hold it down for 3 seconds until three "beeps" are heard. The first orange indicator light should now be flashing.
3. Within 5 seconds, repeatedly press the power button on the remote until a "beep" is heard and the orange indicator light has stopped flashing. Pairing must be done within 5 seconds of hearing the two "beeps" or else the fireplace will exit pairing mode.

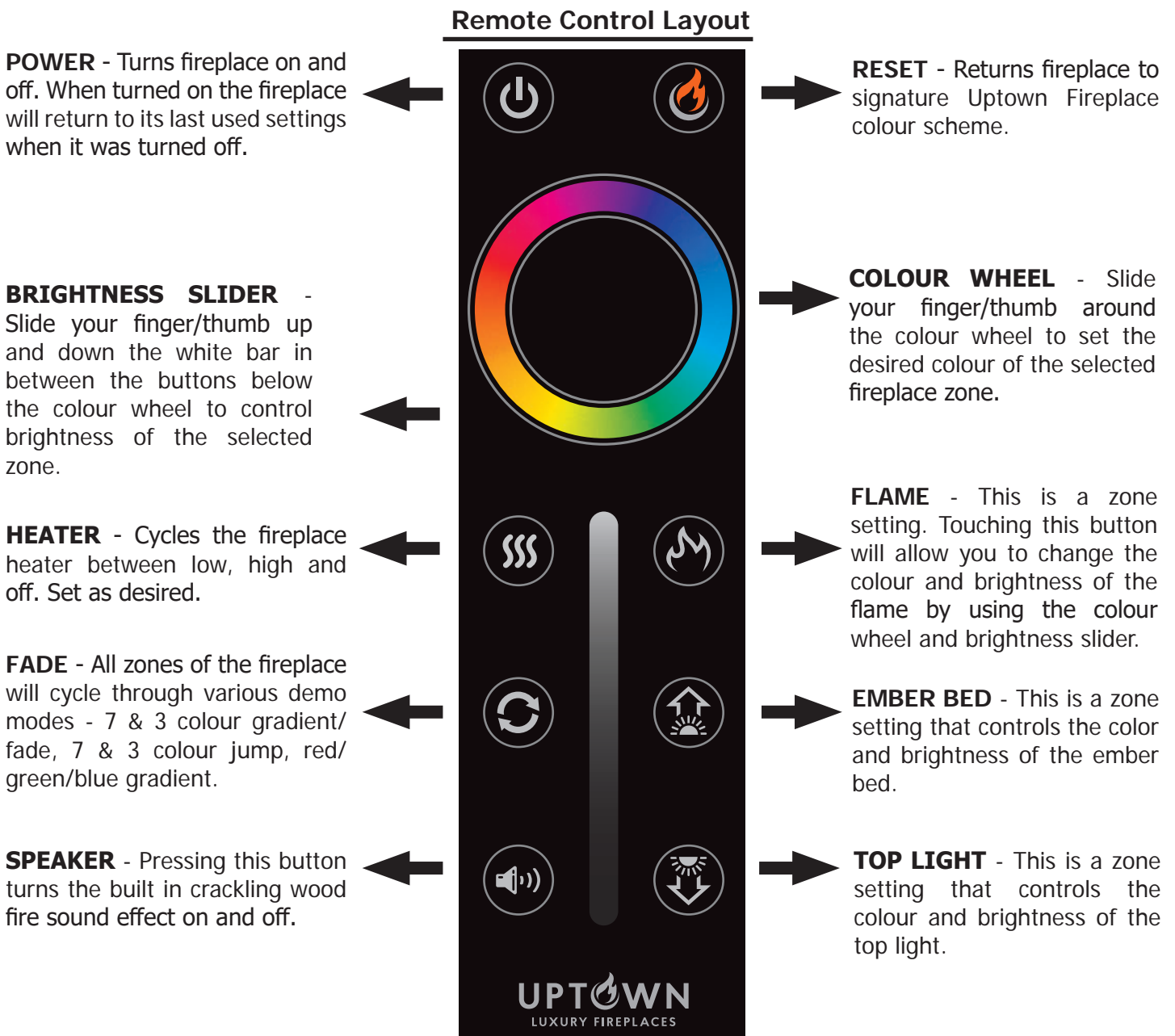


Figure 28: Remote Control

# OPERATION - WI-FI CONTROLS

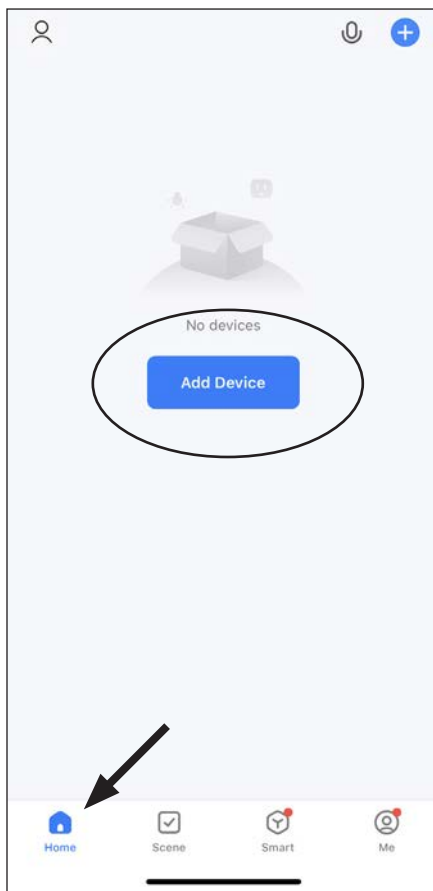
This fireplace is also capable of being controlled over Wi-Fi using an Apple or Android mobile device. Scan the QR code for an instructional walk through video on how to download and setup the app needed to control your Uptown Electric fireplace. Alternatively, you can follow the steps below.



1. Download the app **Smart Life - Smart Living**, from either the Apple App Store or Google Play Store, and create a new user account.
2. Turn on the fireplace using either the control panel or remote control.



Figure 29: Setup Video QR Code



3. Navigate to the **Home** screen in the app and press the **Add Device** button.

4. On the Add Device screen select the **Small Home Appliances** category then pick **Electric Fireplace (Wi-Fi)**.

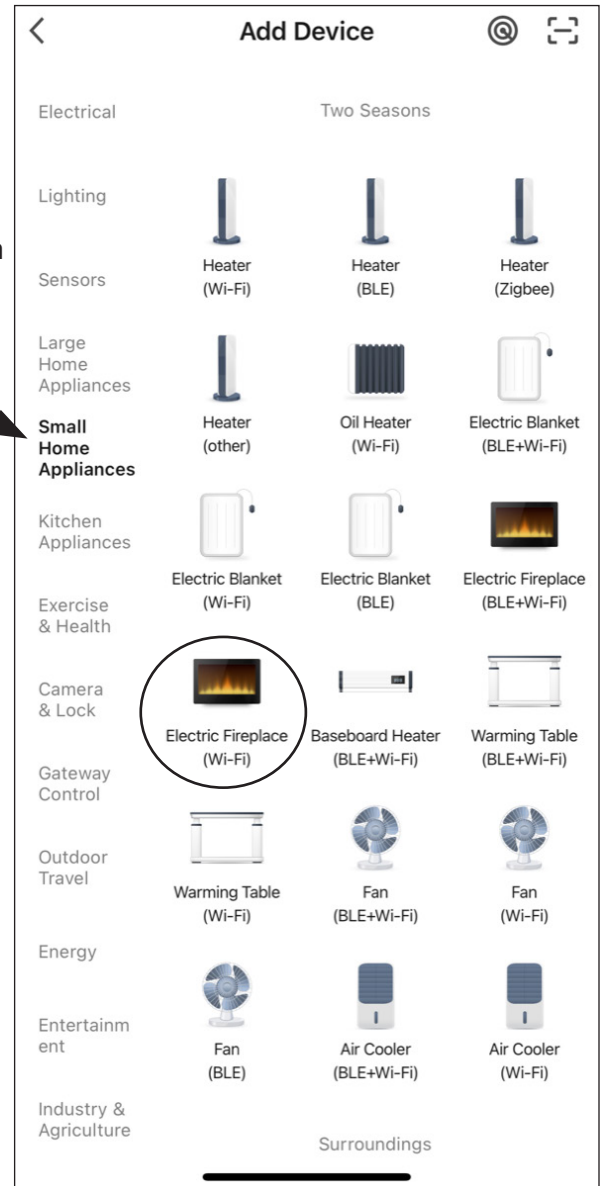


Figure 31: Appliance Selection

# OPERATION - WI-FI CONTROLS

5. Next you will be prompted to connect to your existing home wireless network. Select the appropriate 2.4GHz network and log in.

**Note** - Only 2.4GHz wireless networks are compatible, 5GHz wireless networks cannot be used. If not available, contact your wireless service provider for further information on setting up a 2.4GHz wireless network.

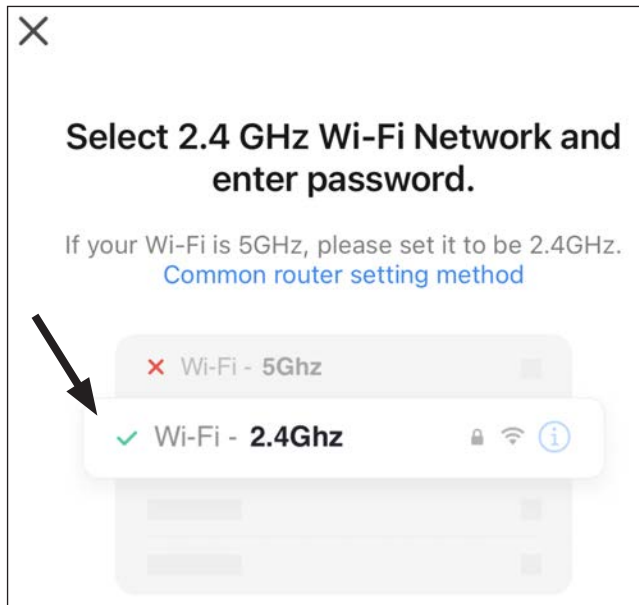


Figure 32: Network Connection

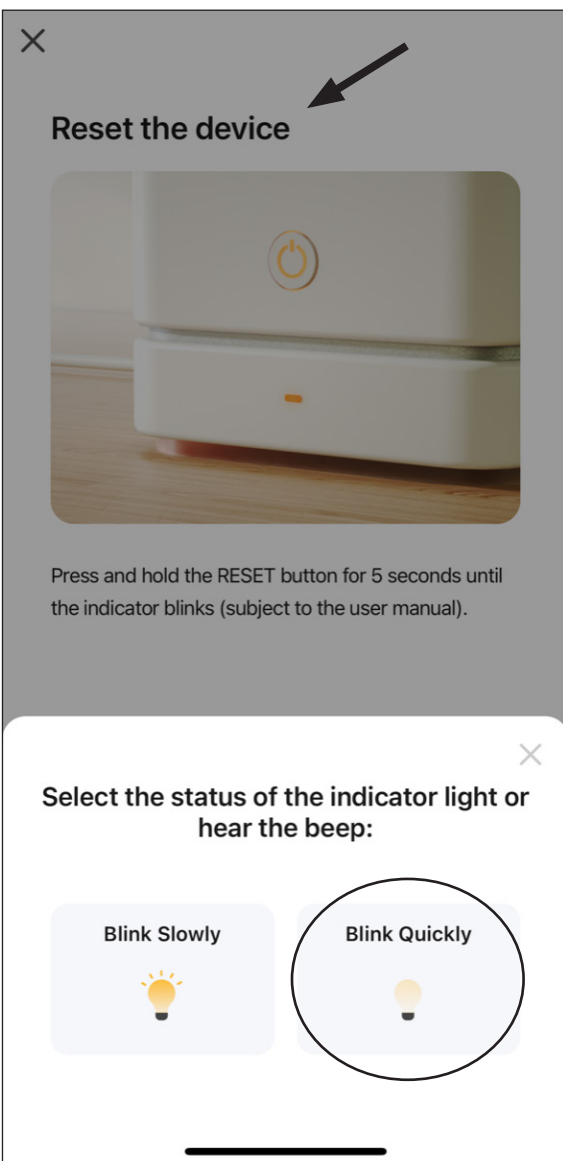


Figure 33: Fireplace Pairing

6. Once you are connected to your home network put the fireplace into pairing mode. Press and hold the **COLOUR** button on the control panel (see page 14) of the fireplace until the back flame and ember bed begin flashing at the same time.

7. With the fireplace now in pairing mode select the **Blink Quickly** option on the **Reset the Device** screen in the app (see figure 33). The app will begin pairing to the fireplace on a timing screen and automatically finish once pairing is successful (see figure 34).

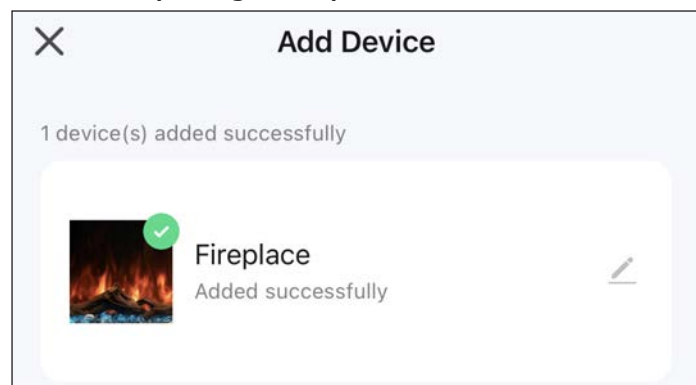


Figure 34: Fireplace Successfully Paired

# OPERATION - WI-FI CONTROLS

8. With the fireplace now successfully paired it can be controlled in the same manner as the remote controls (see page 15). Added capabilities like Sleep Timer and Heat Program are only possible when using the app.

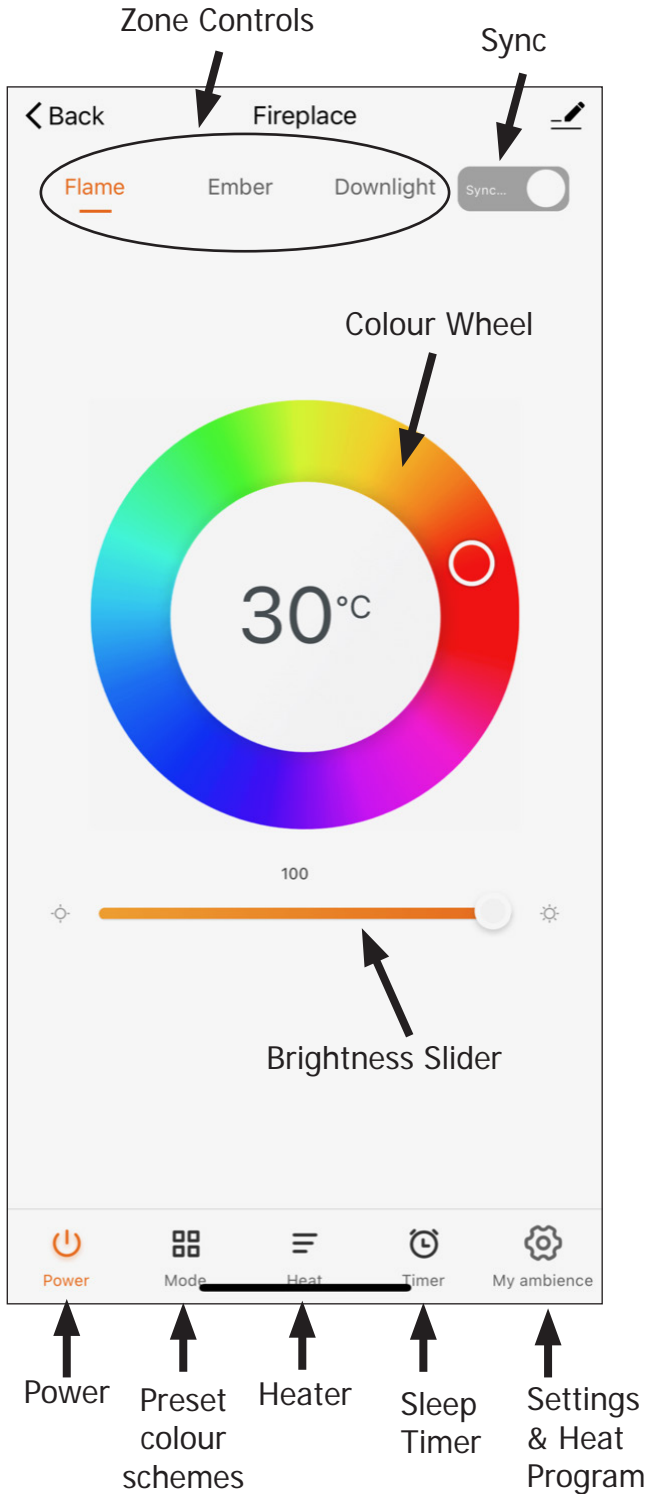


Figure 35: Fireplace App Controls

## Creating a Heat Program

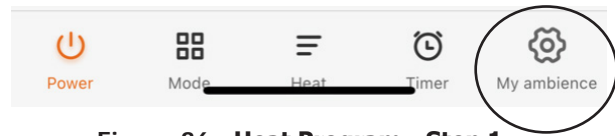


Figure 36: Heat Program - Step 1

In the **My Ambience** screen select the **Heat Program** option. This feature is a 7-day program that allows you to pick what time of day you would like the fireplace and heater to turn on and off.

1. Select the desired day of the week and time slot. In the example below a program has been selected for Wednesdays from 1:00PM-6:00PM.

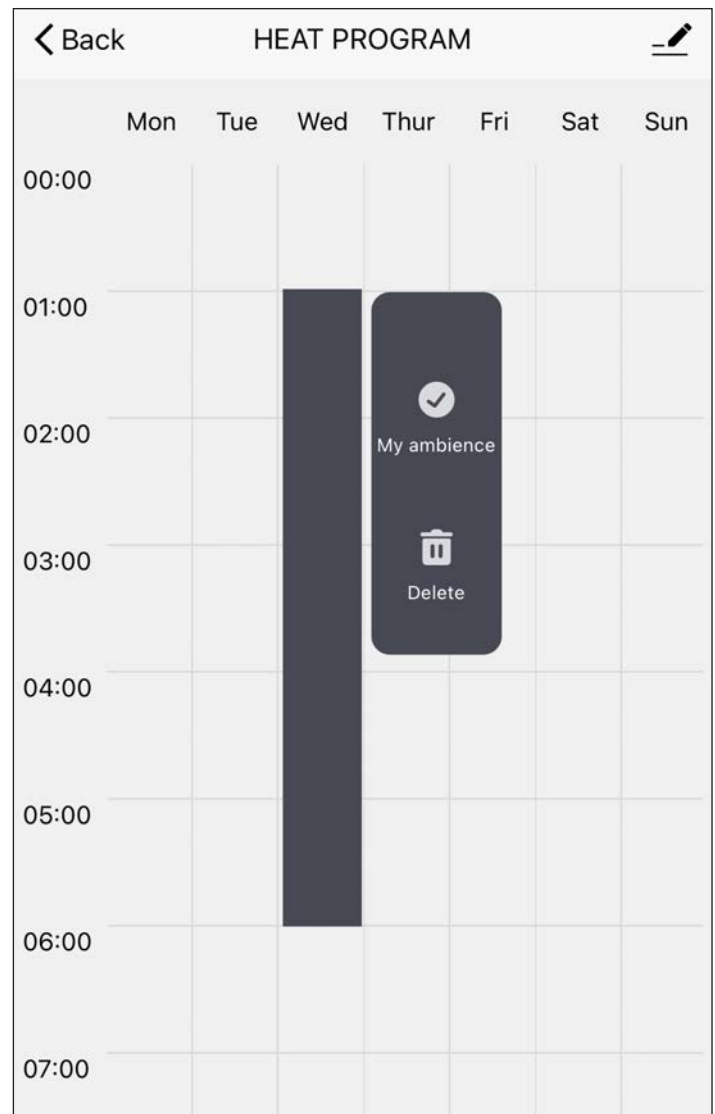


Figure 37: Heat Program - Step 2

# OPERATION - WI-FI CONTROLS

2. Next, in the pop-up window select the desired program settings:

**Switch** - Turn fireplace on or off

**Gear** - Turn heater on low, high, off

**Temperature** - Set desired temperature

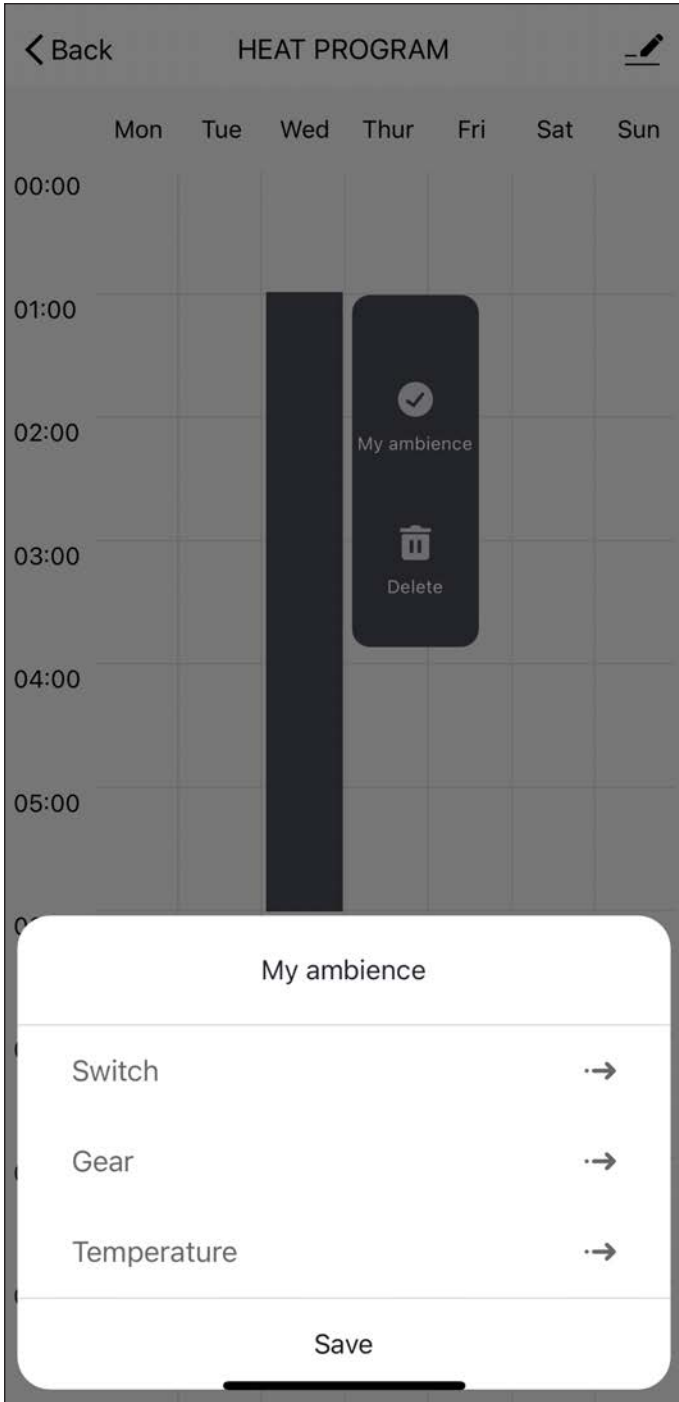


Figure 38: Heat Program - Step 3

3. The Heat Program is now set to turn the fireplace and heater on at 1:00PM every Wednesday to maintain a temperature of 20°C until 6:00PM.

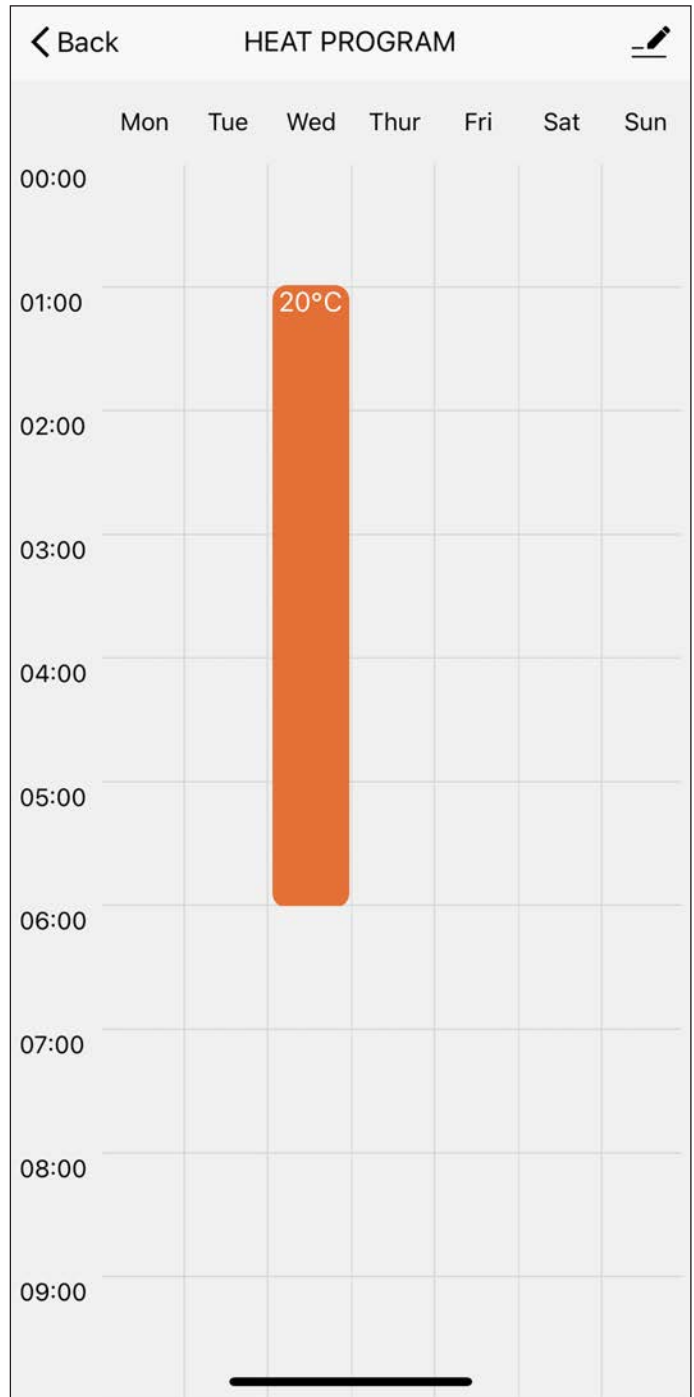


Figure 39: Heat Program - Step 4

# CLEANING & MAINTENANCE

On a semi-annual basis disconnect the fireplace from main power, wait for the heating element to cool and dust the fireplace with a dry cloth. Be careful not to brush any wires that may be exposed.

- To clean the glass of the fireplace simply use any household desired glass cleaner with paper towels.
- To clean the air inlets/outlets, wipe with a soft cloth or the nozzle of a vacuum cleaner
- Dust can easily build up around the heater area inside the fireplace, on the left and right sides. Take particular care to clean this area on a regular basis to prevent buildup.
- For long periods of inactivity, unplug the fireplace and ensure the surrounding area remains dry
- To install or replace the remote control battery, follow the steps below:
  1. Insert the supplied remote tool, or a unfolded paper clip, into the pin hole in the back of remote control.
  2. Push the tool/paper clip into the pin hole to separate the remote top from the bottom housing.
  3. Slide the existing battery down and out of the metal sleeve.
  4. Slide the new battery (CR2450) up into the metal sleeve, + sign facing up.
  5. Re-attach the remote top to the bottom housing. It will automatically attach via magnets once close enough.



Figure 40: Remote Battery - Step 1



Figure 41: Remote Battery - Step 2



Figure 42: Remote Battery - Step 3

# WIRING DIAGRAM

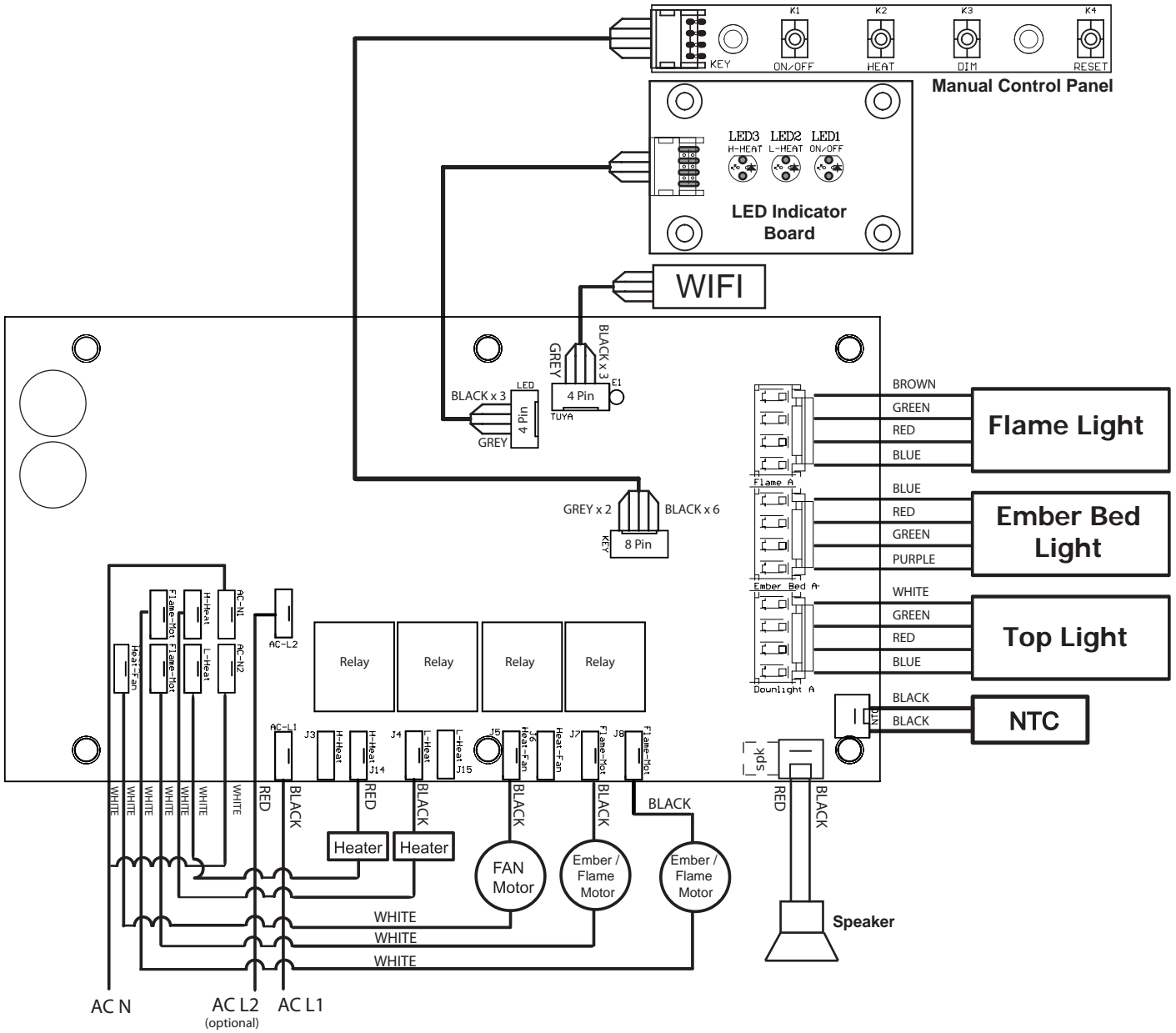


Figure 43: Wiring Diagram

# TROUBLESHOOTING

<b>Problem</b>	<b>Possible Cause</b>	<b>Solution</b>
Fireplace will not turn on	Tripped circuit breaker, circuit has no power	· Reset breaker. Test circuit for incoming power
	Fireplace needs to be reset	· Turn off main power breaker to fireplace for 60 seconds, then turn back on
	Loose connection	· Disconnect fireplace from power and inspect for any loose or damaged wire connections
	Defective component	· Contact your Uptown Fireplace dealer
Fireplace turns off and will not turn back on	Fireplace has overheated and tripped the safety circuit	· Turn off main power breaker to fireplace for 60 seconds, then turn back on
Can operate fireplace with manual controls but not remote	Low battery	· Replace the battery in the remote using a small pin or paperclip. Required battery is a CR2450
	Remote not paired correctly to fireplace	· Follow remote pairing procedure on page 15. Remote must be paired to the fireplace within 5 seconds
	Defective Remote Control	· Replace the remote control. Contact your Uptown Fireplace dealer
No heat from heater when turned on	Loose connection	· Disconnect fireplace from power and inspect heater for any loose connections
	Safety circuit tripped	· Turn off the heater for 5 minutes to reset
	Defective heater	· Replace the heater. Contact your Uptown Fireplace dealer
Fireplace turns on with no flame	Loose connection	· Disconnect fireplace from power and inspect for any loose or damaged wire connections
	Defective component	· Contact your Uptown Fireplace dealer
Fireplace turns on with frozen/still flame	Loose connection	· Disconnect fireplace from power and inspect spindle motor for any loose connections
	Spindle rod is jammed or has come loose	· Inspect the spindle rod to confirm it is still attached to the spindle motor. · Inspect the spindle rod for any interferences that may be jamming the spindle rod.
	Defective spindle motor	· Replace the spindle motor. Contact your Uptown Fireplace dealer
Fireplace is making a squeaking sound	Spindle rod interference	· Inspect the spindle rod for any interferences that may be causing the sound · Apply a small of grease to the spindle rod connection points
	Defective spindle motor	· Replace the spindle motor. Contact your Uptown Fireplace dealer

# PARTS DIAGRAM

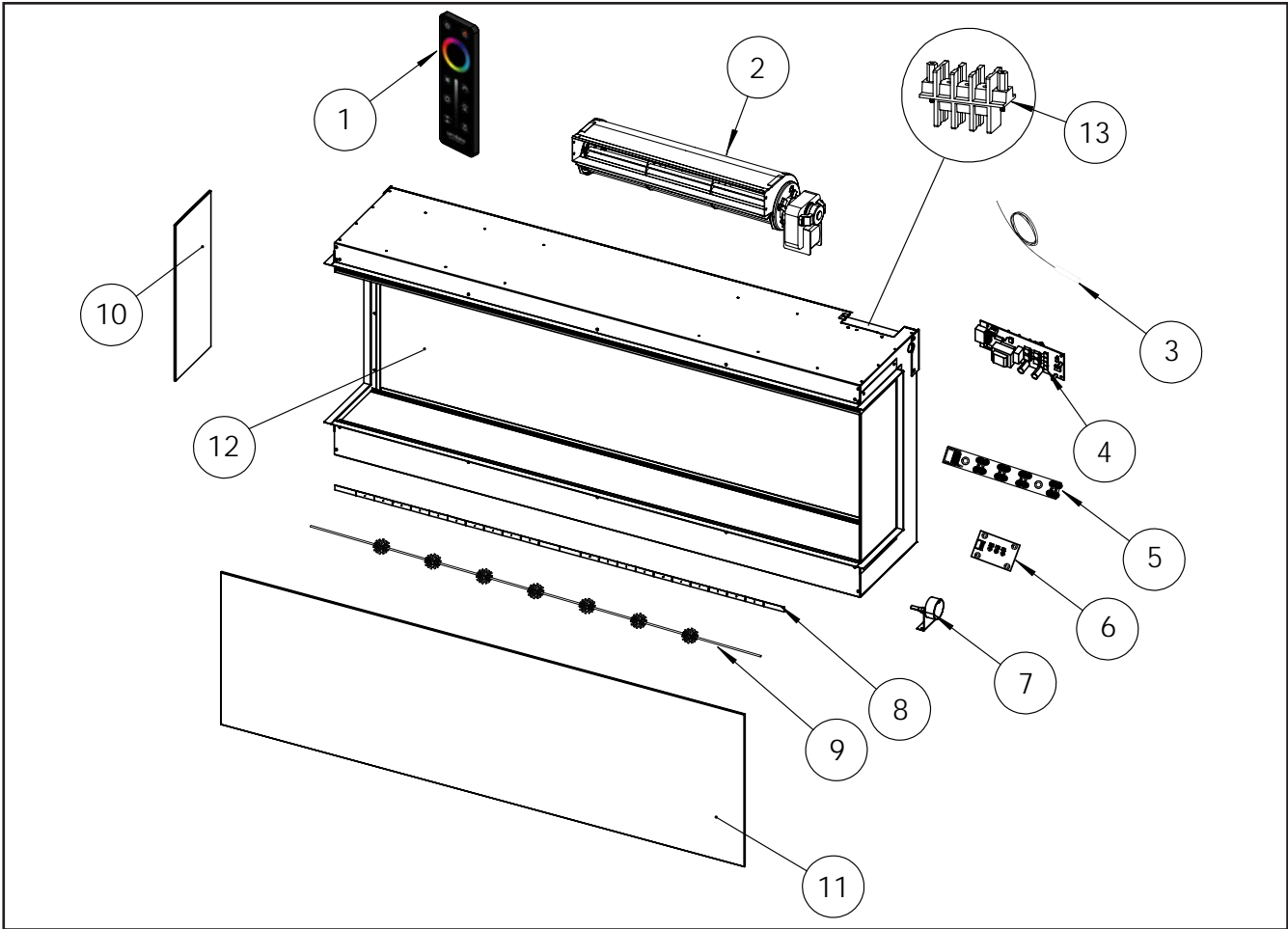


Figure 44: Parts Diagram

# PARTS LIST

#	Part Description	Part Number
1	Gen2 Remote Control	50-4475
2	Fan Heater (240V ready)	50-4377
3	Thermostat Sensor	50-4398
4	Main Control Board	50-4385
5	Manual Control Panel Board	50-4395
-	Wi-Fi Control Board	50-4396
6	Indicator Light Board	50-4397
7	Fireplace Motor	50-4384
8	UE44 Top Light LED	50-4785
	UE44 Flame LED	50-4786
	UE44 Ember LED	50-4787
	UE56 / UE56-SLIM Top Light LED	50-4788
	UE56 / UE56-SLIM Flame LED	50-4789
	UE56 / UE56-SLIM Ember LED	50-4790
	UE68 / UE68-SLIM Top Light LED	50-4791
	UE68 / UE68-SLIM Flame LED	50-4792
	UE68 / UE68-SLIM Ember LED	50-4793
	UE80 Top Light LED	50-4794
	UE80 Flame LED	50-4795
	UE80 Ember LED	50-4796
9	UE44 Flame & Ember Spindle Rod	50-4391
	UE56 Flame & Ember Spindle Rod	50-4392
	UE68 Flame & Ember Spindle Rod	50-4393
	UE80 Flame & Ember Spindle Rod	50-4394
10	Side Glass (1 pce.)	50-4383
11	UE44 Front Glass	50-4379
	UE56 Front Glass	50-4380
	UE68 Front Glass	50-4381
	UE80 Front Glass	50-4382
12	UE44 Flame Screen	50-4387
	UE56 Flame Screen	50-4388
	UE68 Flame Screen	50-4389
	UE80 Flame Screen	50-4390
13	4 Position Wiring Terminal Block	50-4414

# LOG SETS & MEDIA



Figure 45: Western Timber Log Set with Western Log Ember Media

Log Sets	
Part Description	Part Number
UE44 Western Timber Log Set	50-4421
UE56 Western Timber Log Set	50-4425
UE68 Western Timber Log Set	50-4426
UE80 Western Timber Log Set	50-4474
Signature Traditional Log Set (all models) <i>*Shown on cover page of manual*</i>	50-4293
Signature Birch Log Set (all models)	50-4294
Driftwood Log Set (all models)	50-3209

Media	
Part Description	Part Number
UE44 Western Log Ember Media (10lb)	50-4424
UE44 Glacier Clear Glass Media (10lb)	50-4422
UE44 Obsidian Black Glass Media (10lb)	50-4423
UE56 Western Log Ember Media (15lb)	50-4429
UE56 Glacier Clear Glass Media (15lb)	50-4427
UE56 Obsidian Black Glass Media (15lb)	50-4428
UE68 Western Log Ember Media (20lb)	50-4432
UE68 Glacier Clear Glass Media (20lb)	50-4430
UE68 Obsidian Black Glass Media (20lb)	50-4431
UE80 Western Log Ember Media (25lb)	50-4435
UE80 Glacier Clear Glass Media (25lb)	50-4433
UE80 Obsidian Black Glass Media (25lb)	50-4434



Figure 46: Glacier Clear Glass Media

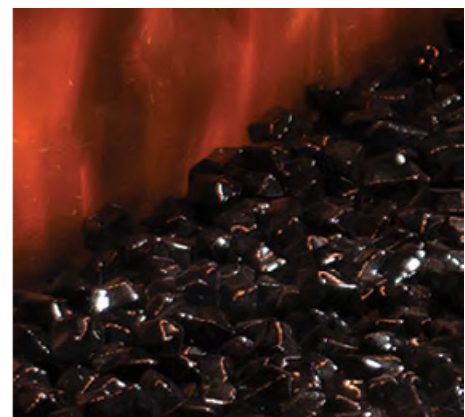


Figure 47: Obsidian Black Glass Media

Sherwood Industries Ltd. ("Sherwood") hereby warrants, subject to the terms and conditions herein set forth, this product against defects in material and workmanship during the specified warranty period starting from the date of original purchase at retail. In the event of a defect of material or workmanship during the specified warranty period, Sherwood reserves the right to make repairs or to assess the replacement of a defective product at Sherwood's factory. The shipping costs are to be paid by the consumer. All warranties by Sherwood are set forth herein and no claim shall be made against Sherwood on any oral warranty or representation.

### Conditions

- A completed warranty registration must be submitted to Sherwood within 90 days of original purchase via the online warranty registration page. Have the installer fill in the installation data sheet in the back of the manual and keep this for your own future reference.
- This warranty applies only to the original owner in the original location from date of purchase.
- The unit must have been properly installed by a qualified technician or installer, and must meet all local and national building code requirements.
- The warranty does not cover removal and re-installation costs.
- Sherwood Industries Ltd. reserves the right to make changes without notice.
- Sherwood Industries Ltd. and its employees or representatives will not assume any damages, either directly or indirectly caused by improper usage, operation, installation, servicing or maintenance of this appliance.
- A proof of original purchase must be provided by you or the dealer including serial number.

### Exclusions

An expanded list of exclusions is available at [www.uptownfireplaces.com/exclusions/](http://www.uptownfireplaces.com/exclusions/)

This warranty does not cover:

- Damage as a result of improper usage or abuse.
- Damage caused due to incorrect setup or tampering.
- Damage caused by incorrect installation.

### To the Dealer

- Provide name, address and telephone number of purchaser and date of purchase.
- Provide date of purchase. Name of installer and dealer. Serial number of the appliance. Nature of complaint, defects or malfunction, description and part # of any parts replaced.
- Pictures or return of damaged or defective product may be required.

### To the Distributor

- Sign and verify that work and information are correct.

### Sherwood Industries Ltd.

6782 Oldfield Road, Victoria, BC. Canada V8M 2A3

Online warranty registration: [www.uptownfireplaces.com/product-registration/](http://www.uptownfireplaces.com/product-registration/)

Category	One Year	Two Year	Three Year
Glass Panel			✓
LCD Display Screen		✓	
Flame Effect Screen			✓
Power Unit	✓		
Heater Unit	✓		
Ember Bed			✓
Flame Effect Spindle / Flame Effect LED Board	✓		
Fuel Effect Spindle / Fuel Effect LED Board	✓		
Spindle Motor	✓		
Power Cable / Plug Kit		✓	
Remote Control		✓	
Fan		✓	
Media (Log Sets, Glass Media)			✓

**Important:** A 120 VAC, 20A dedicated circuit is required for operation of the 1500w heater. 1 240VAC, 20A dedicated circuit is required for the 3000w heater. A dedicated circuit is required to prevent circuit breaker tripping or fuse failure. Failure to provide adequate power to this appliance will void your warranty.

**Note:** If hard wiring to the appliance, this must be completed by a qualified electrician. Failure to do so will void your warranty.

# INSTALLATION DATA SHEET

The following information must be recorded by the installer for warranty purposes and future reference.

NAME OF OWNER:  
\_\_\_\_\_  
  
ADDRESS:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
  
PHONE: \_\_\_\_\_

NAME OF DEALER:  
\_\_\_\_\_  
  
ADDRESS:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
  
PHONE: \_\_\_\_\_

MODEL: \_\_\_\_\_  
SERIAL NUMBER: \_\_\_\_\_  
DATE OF PURCHASE: \_\_\_\_\_ (dd/mm/yyyy)  
DATE OF INSTALLATION: \_\_\_\_\_ (dd/mm/yyyy)  
  
INSTALLER'S SIGNATURE:  
\_\_\_\_\_

NAME OF INSTALLER:  
\_\_\_\_\_  
  
ADDRESS:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
  
PHONE: \_\_\_\_\_

MANUFACTURED BY:  
SHERWOOD INDUSTRIES LTD.  
6782 OLDFIELD RD. SAANICHTON, BC, CANADA V8M 2A3  
[www.Uptownfireplaces.com](http://www.Uptownfireplaces.com)  
January 2026  
C-17010