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-16843

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:

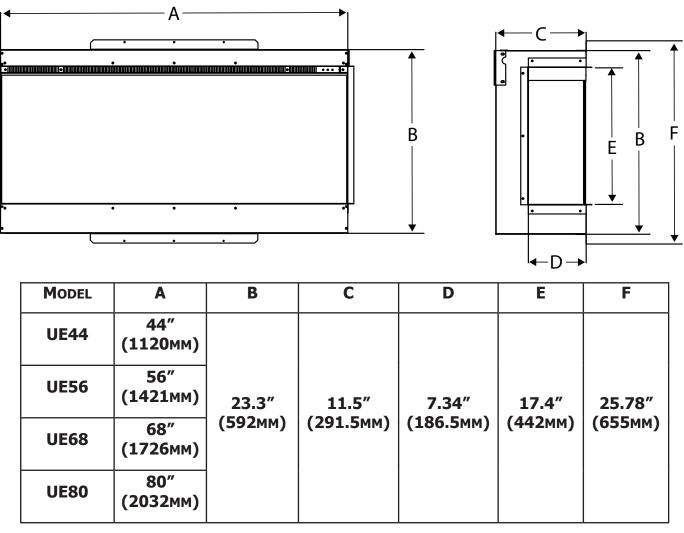


Figure 1: Fireplace Dimensions

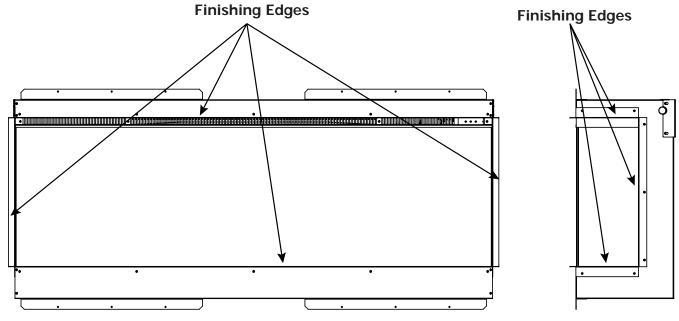
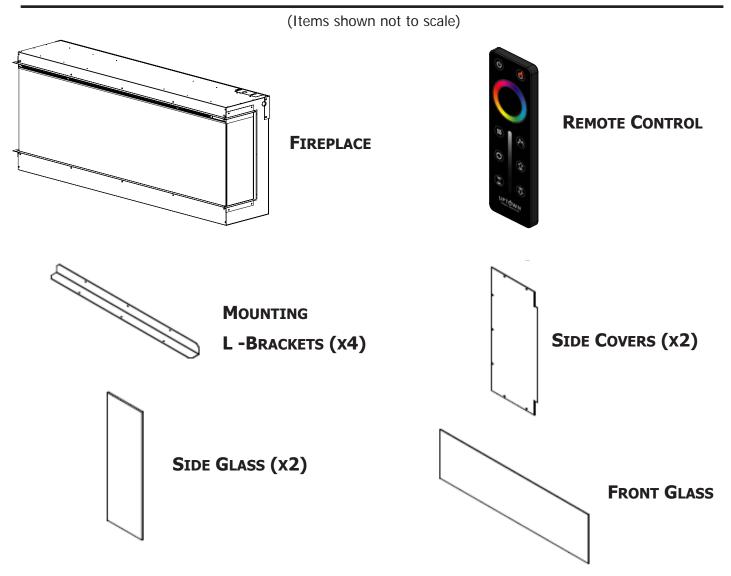


Figure 2: Drywall / Tiling Finishing Edges

BOX CONTENTS



FIREBOX MEDIA & LOG SETS SUPPLIED SEPARATELY

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/right corner), or flush (linear). In addition, it may also be partially recessed for a floating installation.

ELECTRICAL REQUIREMENTS:

For models using the standard 1500W heater, a dedicated 20 AMP 120VAC circuit will be required. If installing the optional 3000W heater, a dedicated 20 Amp 4 wire 240VAC circuit will be required instead.

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. Connect the incoming hard wire to the terminal block according to the figure below, using a wiring connector type approved by local building codes.

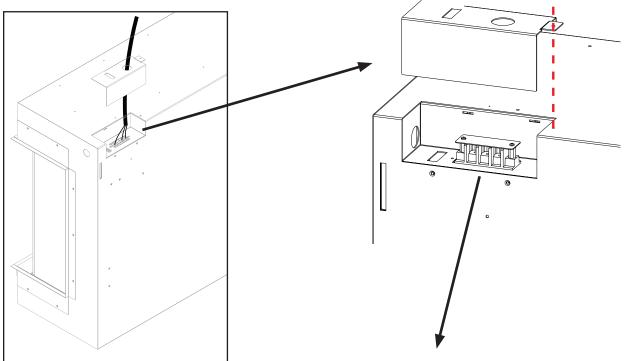


Figure 4: Electrical Cover Location

For fireplaces with the standard 1500W heater, a 3 wire 120VAC line will be required. A dedicated 20 Amp 3 wire circuit will be required. Follow the 3-pole wiring diagram as shown.

Standard 1500W Wiring

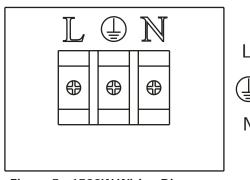


Figure 5: 1500W Wiring Diagram

Optional 3000W Wiring

For fireplaces with the optional 3000W heater, a 4 wire 220-240VAC line MUST be used. A dedicated 20 Amp 4 wire circuit will be required. Follow the 4-pole wiring diagram as shown.

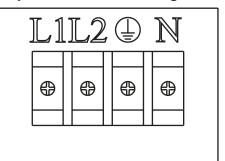


Figure 6: 3000W Wiring Diagram

L - Line

 (\bot) - Ground

N - Neutral

L1 - Line 1 (Primary)

L2 - Line 2 (Optional)

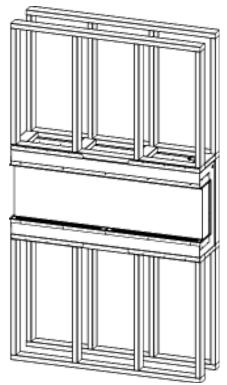
🔔 - Ground

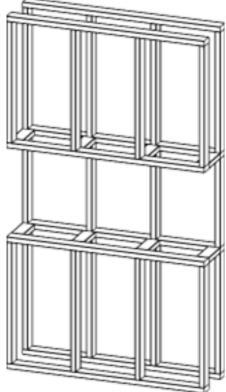
N - Neutral

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

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.





3 Side (Bay) Installation

Figure 8: Typical Bay Fireplace Framing

- 2. Install the supplied mounting L-Brackets.
- 3. Install the fireplace in the framed opening using minimum 1 1/4" long drywall screws to secure the unit.

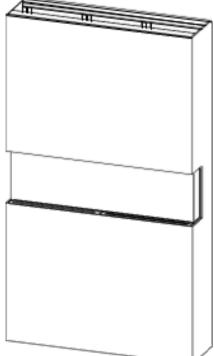


Figure 9: Bay Fireplace Installed

- 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 side and front glass pieces according to the instructions on page 12.

Figure 10: Bay Fireplace Finished

2 Side (Left/ Right Corner) Installation

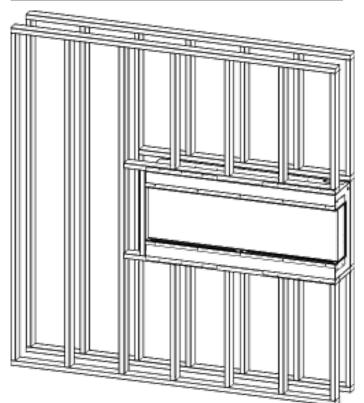


Figure 11: Typical Corner Fireplace Framing

- 6. 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.
- 7. Install the firebox media and/or log set of choice (not included with the fireplace) following the instructions supplied with the media.
- 8. Install the remaining side and front glass pieces following the instructions on page 12.

- 1. Follow steps 1 & 2 from the 3 sided installation instructions.
- 2. Remove the corresponding finishing edges according to your chosen installation (in the figure shown, the finishing edges on the left side would be removed.)
- 3. Install the side glass corresponding to your installation.

Note - the side glass must be installed before the metal side cover. See instructions on Page 12.

- 4. Install the supplied side cover over top of the side glass using the same screw locations and fasteners used by the removed finishing edge.
- 5. Install the fireplace in the framed opening using minimum 1 $\frac{1}{4}$ " long drywall screws to secure the unit.

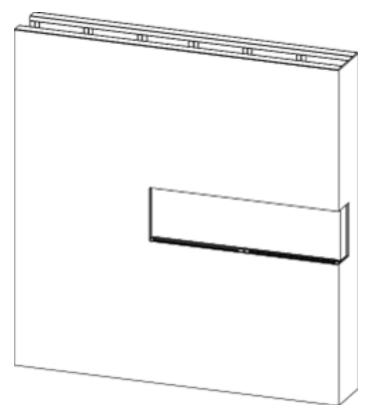


Figure 12: Corner Fireplace Finished

Flush (Linear) Installation

- 1. Follow steps 1 & 2 from the 3 sided installation instructions.
- 2. Remove the finishing edges on both sides of the fireplace.
- 3. Install the side glass on both sides of the fireplace.
- Note the side glass must be installed before the metal side cover. See instructions on page 12.
- 4. Install the supplied side covers over top of the side glass using the same screw locations and fasteners used by the removed finishing edges.
- 5. Install the fireplace in the framed opening using minimum 1 $\frac{1}{4}$ " long drywall screws to secure the unit.

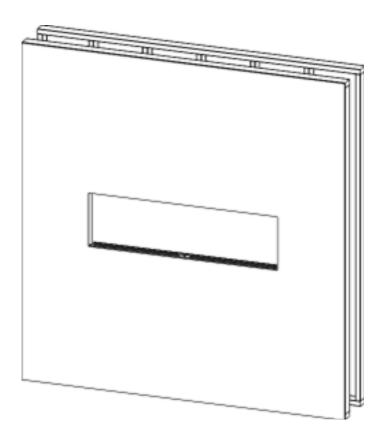


Figure 14: Linear Fireplace Finished

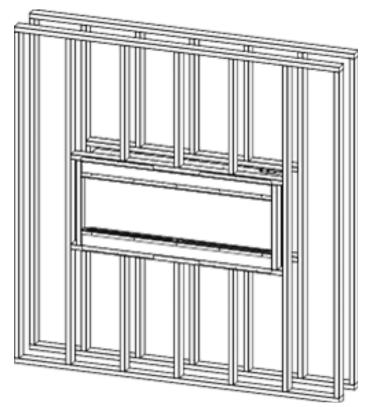


Figure 13: Typical Linear Fireplace Framing

- 6. 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.
- 7. Install the firebox media and/or log set of choice (not included with the fireplace) following the instructions supplied with the media.
- 8. Install the front glass piece following the instructions on page 12.

Partial Recess Installation

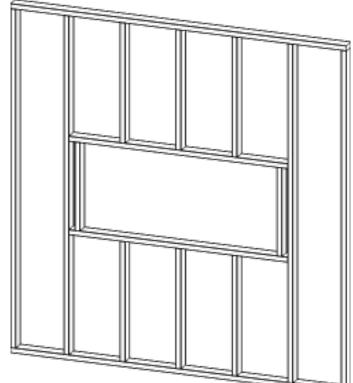


Figure 15: Typical Recess Framing

- 2. Install the supplied mounting L-Brackets.
- 3. Install the fireplace in the framed opening using minimum 1 $\frac{1}{4}$ " long drywall screws to secure the unit.

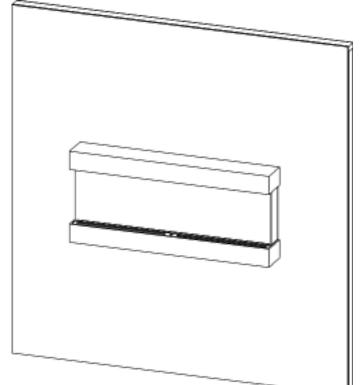


Figure 17: Partial Recess Finished

This installation style is optimized for 2x4 framed 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.

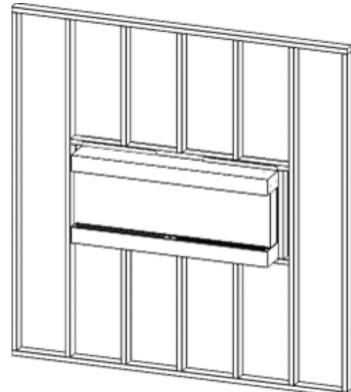


Figure 16: Fireplace Installed in Recess

- 4. **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.
- 5. Install the firebox media and/or log set of choice (not included with fireplace) following the instructions supplied with media.
- 6. Install the side and front glass pieces according to the instructions on page 12.

INSTALLATION - FRONT & SIDE GLASS

Side Glass Installation

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.

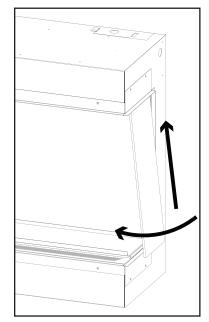


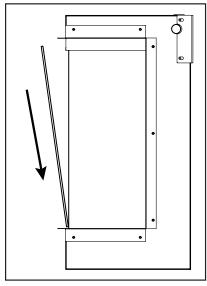
Figure 18: Side Glass - Step 1

Figure 19: Side Glass - Step 2

Front Glass Installation

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 20).
- 2. Stand the front glass up straight until it touches the front of the fireplace
- 3. Install the top retainer bracket using a Phillips head screwdriver



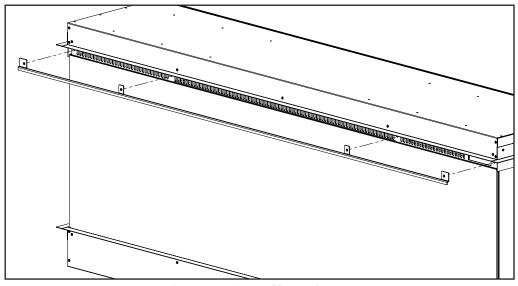


Figure 20: Front Glass - Step 1

Figure 21: Front Glass - Step 2

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.

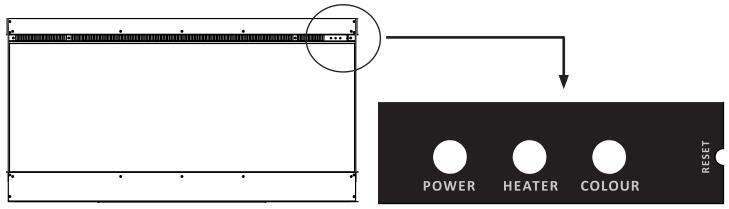


Figure 22: Control Panel Location

Figure 23: Control Panel

Power - Press to turn fireplace on and off

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 remotes. 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:

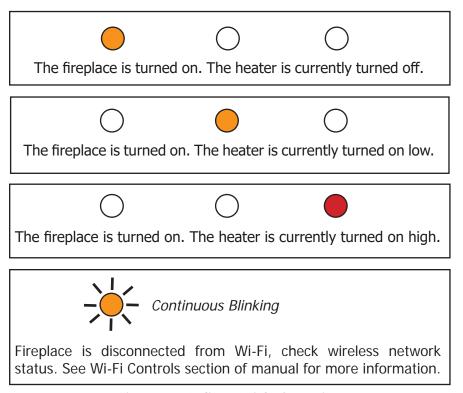


Figure 24: Indicator Light Scenarios

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.

Remote Control Layout

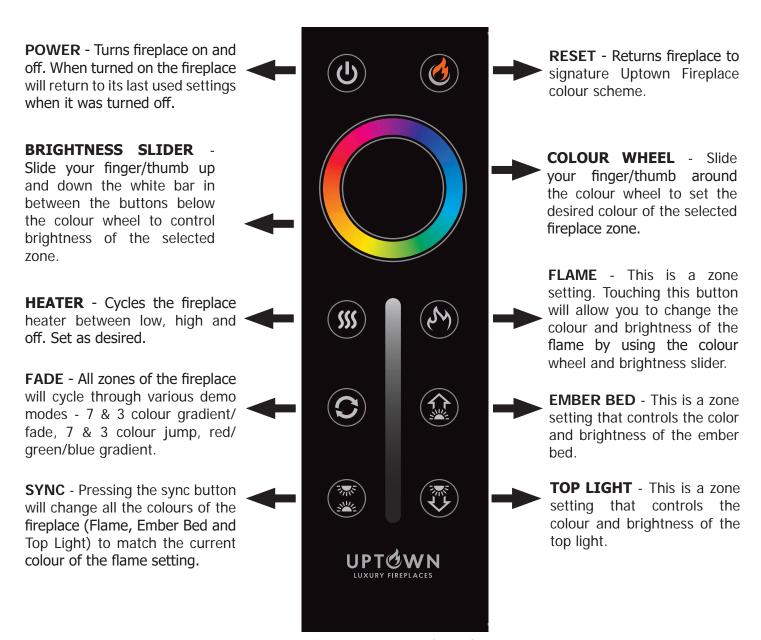


Figure 25: Remote Control

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 26: Setup Video QR Code

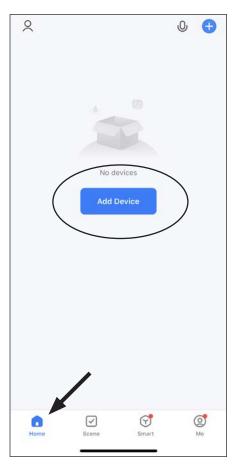


Figure 27: Add Device

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).

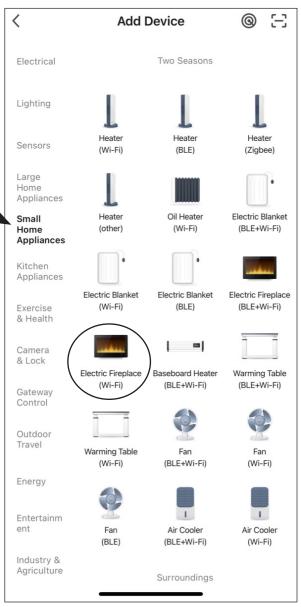


Figure 28: Appliance Selection

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.

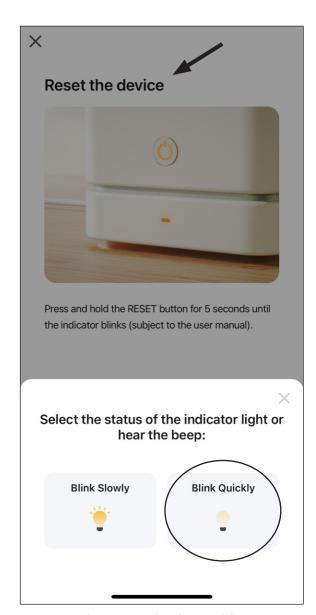


Figure 30: Fireplace Pairing



Figure 29: Network Connection

- 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 13) 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 30). The app will begin pairing to the fireplace on a timing screen and automatically finish once pairing is successful (see figure 31).

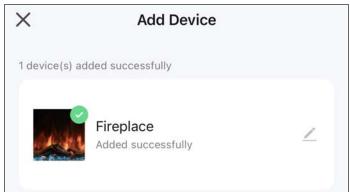


Figure 31: Fireplace Successfully Paired

8. With the fireplace now successfully paired it can be controlled in the same manner as the remote controls (see page 14). Added capabilities like Sleep Timer and Heat Program are only possible when using the app.

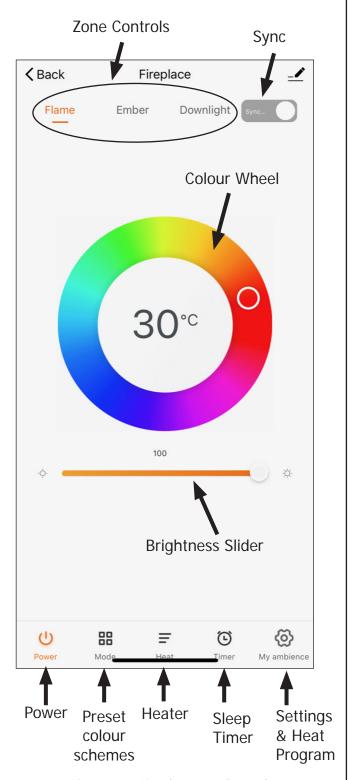


Figure 32: Fireplace App Controls

Creating a Heat Program



Figure 33: Heat Program - Step 1

In the **My Ambiance** 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.

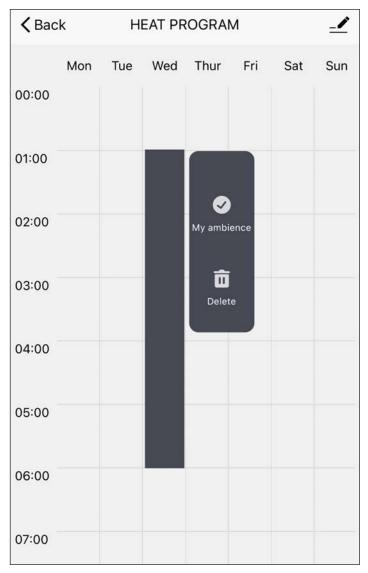


Figure 34: Heat Program - Step 2

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

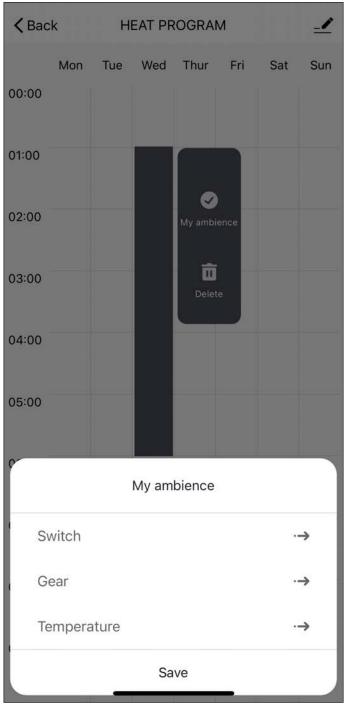


Figure 35: Heat Program - Step 3

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.

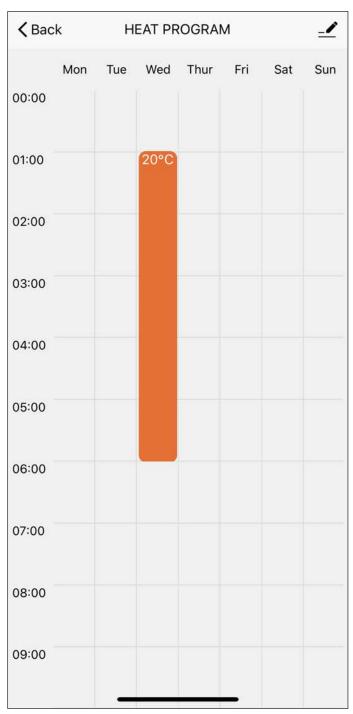


Figure 36: Heat Program - Step 4

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.

WIRING DIAGRAM

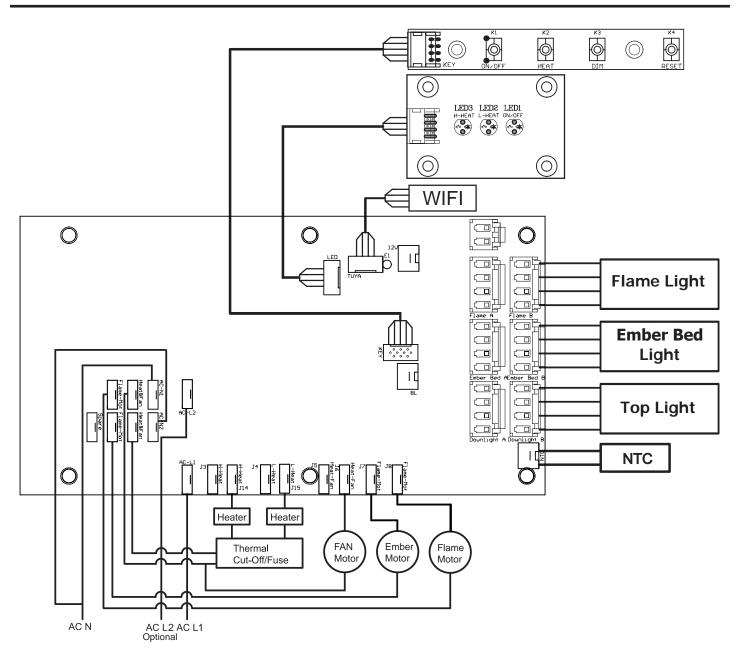


Figure 37: Wiring Diagram

TROUBLESHOOTING

Problem	Possible Cause	Solution	
	Tripped circuit breaker, circuit has no power	Reset breaker. Test circuit for incoming power	
Fireplace will not turn on	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	Low battery	· Replace the battery in the remote using a small pin or paperclip. Required battery is a CR2032	
fireplace with manual controls but	Remote not paired correctly to fireplace	· Follow remote pairing procedure on page 15. Remote must be paired to the fireplace within 5 seconds	
not remote	Defective Remote Control	· Replace the remote control. Contact your Uptown Fireplace dealer	
No heat from heater when	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	
turned on	Defective heater	· Replace the heater. Contact your Uptown Fireplace dealer	
Fireplace turns on with no	Loose connection	 Disconnect fireplace from power and inspect for any loose or damaged wire connections 	
flame	Defective component	· Contact your Uptown Fireplace dealer	
	Loose connection	· Disconnect fireplace from power and inspect spindle motor for any loose connections	
Fireplace turns		· Inspect the spindle rod to confirm it is still attached to the spindle motor.	
on with frozen/ still flame	Spindle rod is jammed or has come loose	· 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	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 	
squeaking sound	Defective spindle motor	Replace the spindle motor. Contact your Uptown Fireplace dealer	

PARTS LIST

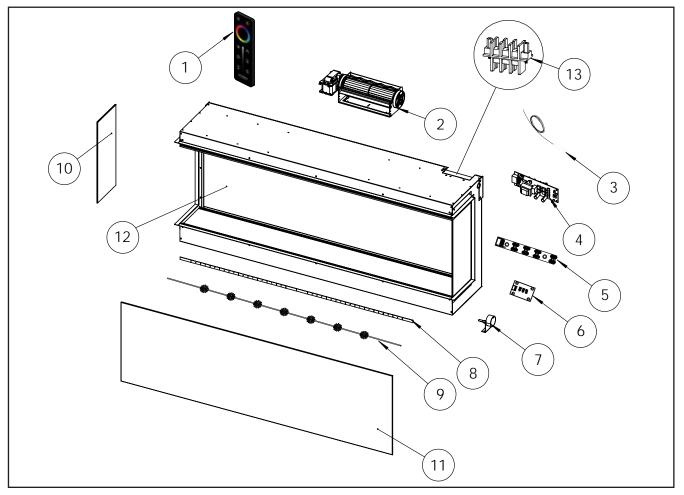


Figure 38: Parts Diagram

Replacement Parts					
#	Part Description	Part Numbe r	#	Part Description	Part Numbe r
1	Remote Control	50-4376	10	Side Glass (1 pce.)	50-4383
2	Fan Heater	50-4377		UE44 Front Glass	50-4379
-	Fan Heater (220V)	50-4386	11	UE56 Front Glass	50-4380
3	Thermostat Sensor	50-4398		UE68 Front Glass	50-4381
4	Main Control Board	50-4385		UE80 Front Glass	50-4382
5	Manual Control Panel Board	50-4395		UE44 Flame Screen	50-4387
-	Wi-Fi Control Board	50-4396	12	UE56 Flame Screen	50-4388
6	Indicator Light Board	50-4397	12	UE68 Flame Screen	50-4389
7	Fireplace Motor (115V)	50-4384		UE80 Flame Screen	50-4390
-	Fireplace Motor (220V)	50-4412	13	Wiring Terminal Block (115V)	50-4413
8	LED Strips (4 pcs.)	50-4378	-	Wiring Terminal Block (220V)	50-4414
	UE44 Flame & Ember Spindle Rod	50-4391			
9	UE56 Flame & Ember Spindle Rod	50-4392			
9	UE68 Flame & Ember Spindle Rod	50-4393			
	UE80 Flame & Ember Spindle Rod	50-4394			

Notes

UPTOWN LUXURY FIREPLACES

WARRANTY INFORMATION

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 so 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/ 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/

Category	One Year	Two Year	Three Year
Glass Panel			✓
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:	NAME OF DEALER:
ADDRESS:	ADDRESS:
PHONE:	PHONE:
MODEL:	NAME OF INSTALLER:
SERIAL NUMBER:	
DATE OF PURCHASE: (dd/mm/yyyy)	
DATE OF INSTALLATION:(dd/mm/yyyy)	ADDRESS:
INSTALLER'S SIGNATURE:	
	PHONE:

MANUFACTURED BY:
SHERWOOD INDUSTRIES LTD.
6782 OLDFIELD RD. SAANICHTON, BC, CANADA V8M 2A3
www.Uptownfireplaces.com
January 2024
C-16843