



# INSTALLATION AND OPERATION INSTRUCTIONS

## 27" ELECTRIC FIREPLACES

27" Electric Fireplaces  
P/N 900273-00 Rev. B 03/2017



### MODELS

CAPELLA 27    ERT3027    SPARK 27    MPE-27-2

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.

### 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.**

*A French manual is available upon request. Order P/N 900276-00  
Ce manuel d'installation est disponible en français, simplement en faire la demande. Numéro de la pièce 900276-00.*

**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.



CSA Report No. 1692948



P900273-00

## 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 Homeowner's Care and Operation Instructions included here will assure that you have many years of dependable and enjoyable service from your product.

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

### **WARNING**

**If the information in this manual is not followed exactly, an electrical shock or fire may result causing property damage, personal injury or loss of life.**

## PACKAGING LIST

This assembled Electric Room Heater is packaged with:

- One accessory package located in the firebox, containing;
  - 1 ea. Installation and Operation Manual.
  - 1 ea. Remote Control

## INTRODUCTION

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

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

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

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

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

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

### **IMPORTANT**

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

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

**THIS APPLIANCE MAY BECOME HOT WHEN IN USE. TO AVOID BURNS, DO NOT LET BARE SKIN TOUCH HOT SURFACES. KEEP COMBUSTIBLE MATERIALS, SUCH AS FURNITURE, PILLOWS, BEDDING, PAPERS, CLOTHES AND CURTAINS AT LEAST 3 FEET (1 METER) FROM THE FRONT OF THIS APPLIANCE.**

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

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

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

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

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

DO NOT RUN ELECTRICAL WIRING OR POWER CORD 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.

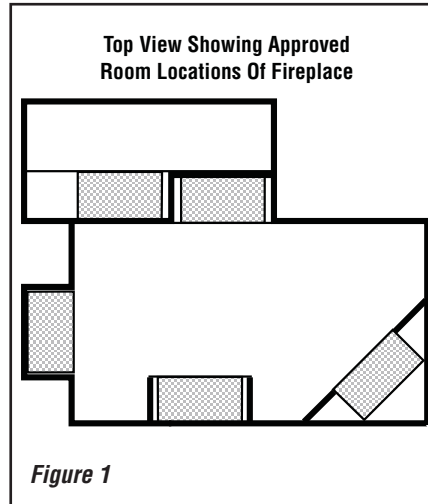
DO NOT INSERT OR ALLOW FOREIGN OBJECTS TO ENTER ANY VENTILATION OR EXHAUST OPENING, AS THIS MAY CAUSE AN ELECTRIC SHOCK, FIRE, OR DAMAGE TO THE APPLIANCE.

SAVE THESE INSTRUCTIONS.

## 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*.



THIS APPLIANCE IS NOT INTENDED FOR USE IN BATHROOMS, LAUNDRY AREAS OR SIMILAR INDOOR LOCATIONS.

## TOOLS AND BUILDING SUPPLIES NORMALLY REQUIRED

### TOOLS:

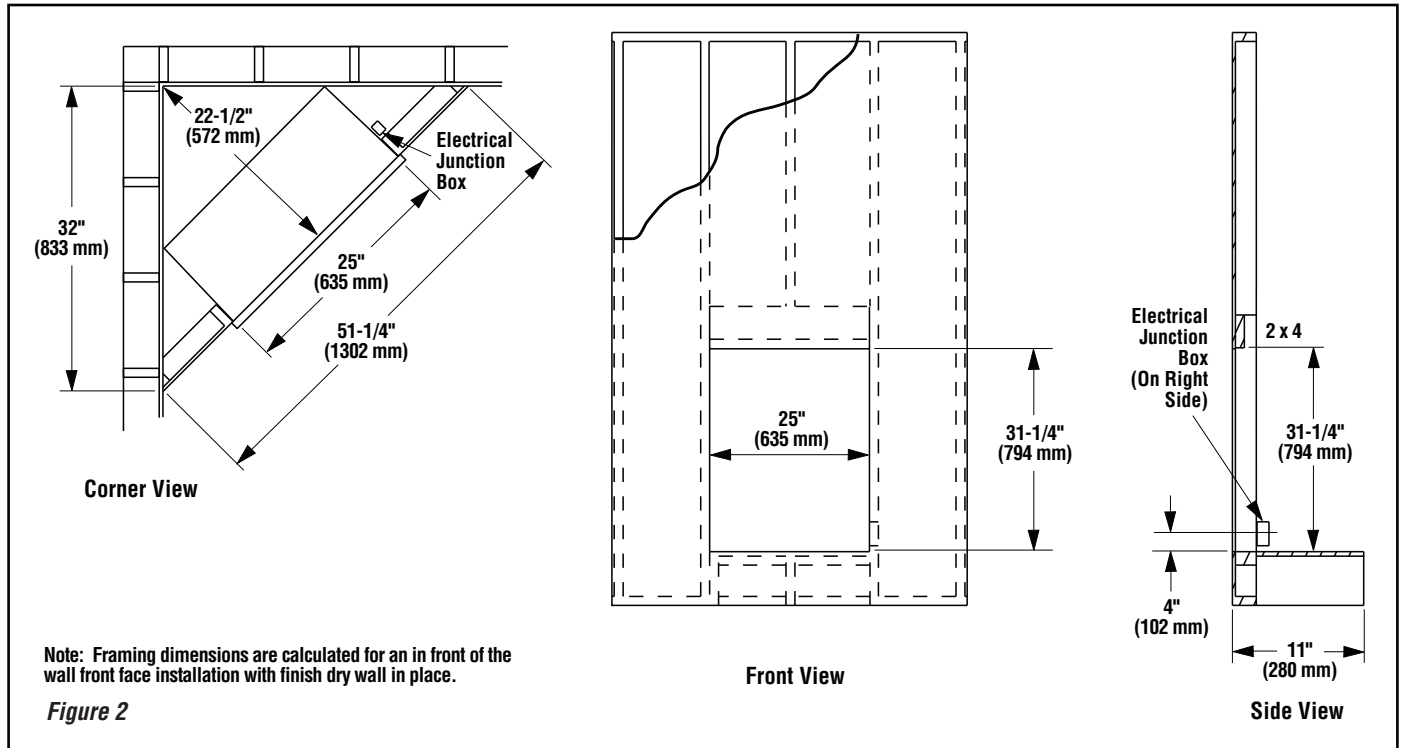
Phillips Screwdriver  
Hammer  
Saw and/or Saber Saw  
Level  
Measuring Tape  
Plumb Line  
Electric Drill And Bits  
Pliers  
Square  
Gloves

### BUILDING SUPPLIES:

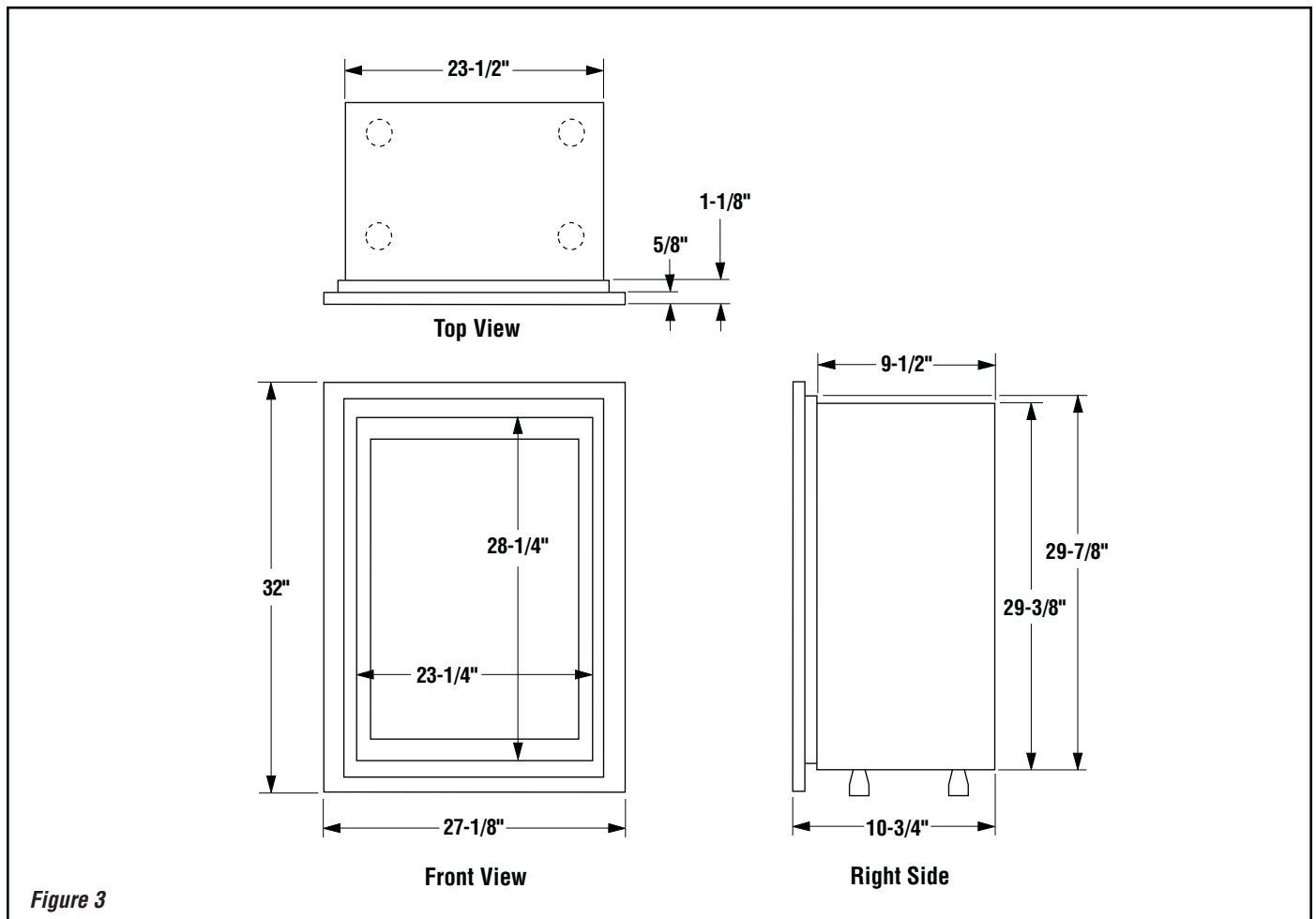
Framing Materials  
Wall Finishing Materials  
Mantel  
Caulking Materials  
(noncombustible)

**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.

## FRAMING SPECIFICATIONS



## FIREPLACE SPECIFICATIONS



## FIREPLACE SPECIFICATIONS

Model: Capella 27  
Model: ERT3027  
Model: Spark 27  
Model: MPE-27-2

Description: Electric Fireplaces, 27"

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

Packaging:

34-1/2" x 14" x 34"

(876 mm x 356 mm x 864 mm)

14.1 cu. ft.

Power Requirements:

(120 Volt, 60 Hz.)

Rated Wattage - 1600 Watts

Amperage - 15 Amps

Blower CFM: 83 CFM

(120 V): 5,461 BTU/HR

## MINIMUM CLEARANCES TO COMBUSTIBLES

Clearances	
Sides	1 inch (26 mm)
Floor	1 inch (26 mm)
Top	1 inch (26 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 may be used for aesthetic purposes. Secure the hearth extension to the floor to prevent possible shifting. Do not block the airflow beneath the appliance (read the following WARNING).

### WARNING

**This appliance is mounted on rubber feet to ensure adequate air circulation beneath fireplace. Do not block airflow at the bottom air intakes.**

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

### WARNING

**To prevent contact with sagging or loose insulation, the appliance must not be installed against vapor barriers or exposed insulation. Localized overheating could occur and a fire could result. Insulation and a vapor barrier should be placed a minimum of 1 inch from the appliance.**

## PRE-INSTALLATION

### Before You Start

Check appliance for any concealed damage.

## DETAILED INSTALLATION STEPS

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

### WARNING

**Electrical wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electrical shock and injury to individuals.**

### WARNING

**Do not use this fireplace if any part of it has been underwater. Immediately call a qualified service technician to inspect the fireplace and replace any part of the electrical system which has been under water.**

## FINAL FINISHING

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

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

### Hearth

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

### BREAK-IN PERIOD

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

### EXISTING FIREPLACE INSTALLATION

Thoroughly clean out the existing fireplace and hearth area.

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

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

## NEW CONSTRUCTION OR RENOVATION

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

## INSTALLING THE FIREPLACE INSERT

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

### WARNING

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

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

## OPERATING INSTRUCTIONS

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

1. Plug in your electric fireplace.
2. **Main ON/OFF Power switch:** This switch is located on the right side of the control panel (see **Figure 4**). When the unit is on, the default settings for the fireplace is HI ember bed and flame and the heater is OFF.
3. **Temperature Control button and LED:** This button is located to the left of the Remote Control Receiver (see **Figure 4**). The LED is located to the right of the Flame Button. Push button to cycle through the settings. When this button is pushed, the LED will change to its corresponding color; Blue for LO, Red for MED, and Purple for TEMP. When heater is on, heat will emit through vents located above the firebox opening panel (see **Figure 6, Page 7**).

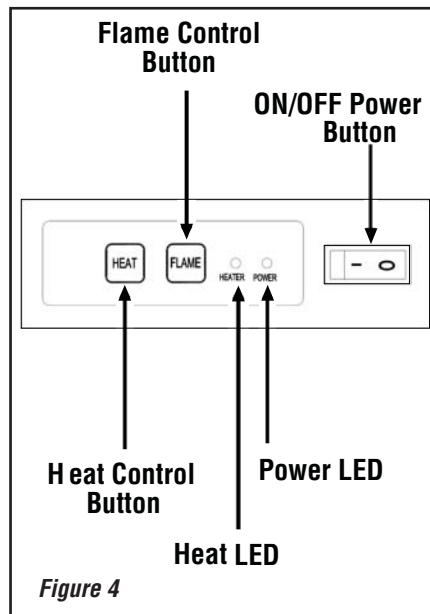


Figure 4

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

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

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

## OPERATING BY REMOTE CONTROL

(see **Figure 5**)

1. **When using the remote control**, point it at the fireplace. The maximum detection distance is 20 feet (6 meters).
2. **Press the power**  button, the flame and ember will be on and the heater will be off. Press it again, then all functions will be turned off. To turn off the flame and ember, press the DISPLAY ON/OFF button.
3. **The DISPLAY ON/OFF button:** This button turns the flame lights on and off.
4. **The EMBER+/- buttons:** controls the brightness of the ember (there are 6 settings). To increase the ember brightness, press the ember(+) button. Each additional press will incrementally increase the brightness until it reaches the brightest setting. If pressed again, the brightness will not increase beyond the highest setting. To decrease the ember brightness press the ember(-) button, each press will incrementally decrease the brightness until the light turns off.

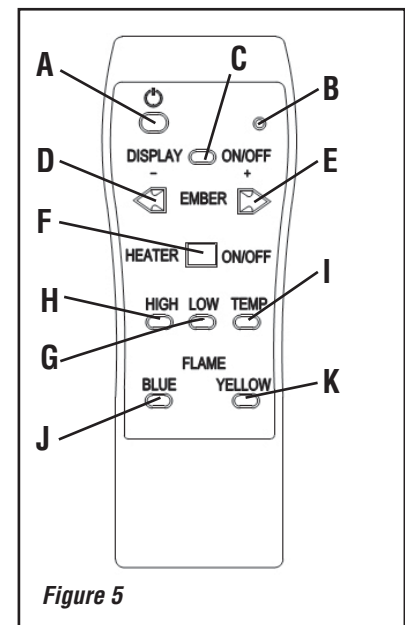


Figure 5

5. **HEATER ON/OFF button:** pressing this button will turn the heater on to the HIGH mode (1900W). Pressing the HEATER ON/OFF again will turn off the heating.
  - **HIGH:** heater works at 1900W - LED color=RED
  - **LOW:** heater works at 950W - LED color=BLUE
  - **TEMP:** Pressing this button will automatically control the room temperature between 72-77°F (22-25° C). It will shut off when the room temperature reaches 77° F (25° C), and it will automatically turn the heater on when the room temperature reaches 72° F (22° C) - LED color=PURPLE
6. **FLAME BLUE:** If you desire a Blue Flame, press the FLAME BLUE button. It controls the Blue LED Brightness (there are 6 settings). The Blue Flame settings will incrementally change from Brightest to off. Once the blue light is off, only the Yellow Flame will appear on the fire surface (if it is on). If you press it again, the Blue Flame will be at its brightest setting.
7. **FLAME YELLOW:** If you desire a Yellow Flame, press the FLAME YELLOW button. It controls the Yellow LED Brightness (6 settings). The Yellow Flame settings will incrementally change from Brightest to off. Once the Yellow light is off, only the Blue Flame will appear on the fire surface (if it is on).

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

## WARNING

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

### BACK GLASS

1. The glass is cleaned in the factory during assembly. During shipment, installation, handling, etc.. The glass surface may collect dust particles. These can be removed by buffing lightly with a clean dry cloth. To access the back glass, refer to **Figure 6** and the removal process in the next section.
2. To remove fingerprints or other marks, the glass can be cleaned with a damp cloth using a good quality household glass cleaner. The glass should be completely dried with a lint free cloth or paper towel.
3. In the event of glass breakage, vacuum all remaining glass pieces with a shop vac. **DO NOT VACUUM WHILE PIECES ARE HOT!** Replace glass only with replacement parts specifically for this heater. Never substitute material. Only fully tempered safety glass may be used on this heater.

### 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 8**).
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 6**. 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:

- a. Ember Bed LED Strips-
  - i. With the ember bed removed, the 2 ember bed LED strips will be visible (see **Figure 7**).
  - 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 8**). 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**.

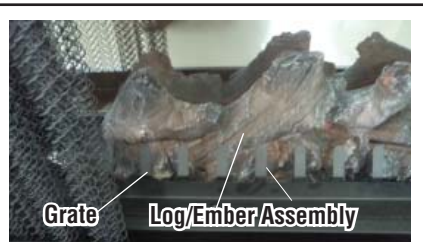


Figure 6

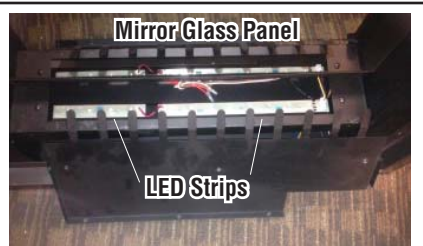


Figure 7



Figure 8

- b. Flame Cylinder LED Strip
  - i. Remove Mirror panel.



Figure 9

- ii. Using a phillips screwdriver, remove the flame panel (see **Figure 10**).

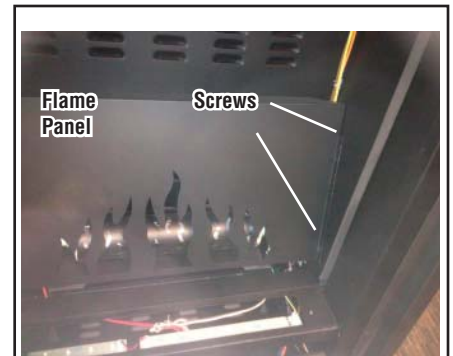


Figure 10

- iii. Locate flame cylinder drum (see **Figure 11**). Locate the cotter pin on left side of flame cylinder and remove it. Remove outer plastic sleeve of drum by removing the (3) screws on the right side of the sleeve. Disconnect the left side of the flame cylinder drum from the motor, and slide the outer sleeve off. you will have access to the LED strip (see **Figure 12**). **NOTE: do not exert excessive pressure on the drum cylinder as this may cause damage.**
  - iv. Using needle-nose pliers, squeeze the plastic clips holding the LED strips in place and push them through the holes in the LED strip. Unclip the wires from the LED strip and remove it.
6. Reinstall all components that were removed (reverse **Steps 1-5**).

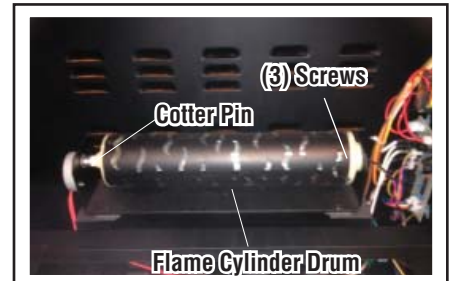


Figure 11

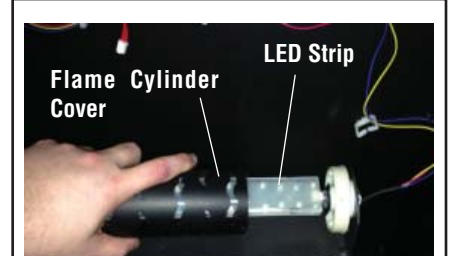


Figure 12

## REPLACEMENT PARTS

ITEM NO.	DESCRIPTION	27" Electric Fireplaces	
		CAT. NO.	QTY
1	LED Strip, PCB LED H20	H9120	1
2	Remote Control Receiver Kit (includes receiver, push button panel and connection wire)	H3863	1
3	Glass Mirror	H3864	1
4a	Blower, Heating Element, and Access Panel Assembly	H3865	1
4b	Fuse Plate Assembly (5 each)	H5043	1
5	Flame Cylinder Assembly, LED 27	H9121	1
6	Flame Motor	H3867	1
7	Log Ember Bed, 27	H9115	1
8	Switch, Toggle (1 each)	H3869	1
9	Wire Harness 27	H9117	1
10	RCE27 Remote Control, Electric, 27	H9119	1
11	Panel, Flame Cover	H3872	1
12	Panel Glass	H3873	1
13	Power Cord (120V)	H1645	1
14	LED Strip, PCB LED -M1	H9106	1
15	Main Circuit Board, LRC8-01	F3273	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 DIAGRAM



## PRODUCT REFERENCE INFORMATION

Model	Description	Weight
Capella 27	27" Electric Fireplace	78 lbs.
ERT3027	27" Electric Fireplace	78 lbs.
Spark 27	27" Electric Fireplace	78 lbs.
MPE-27-2	27" Electric Fireplace	78 lbs.

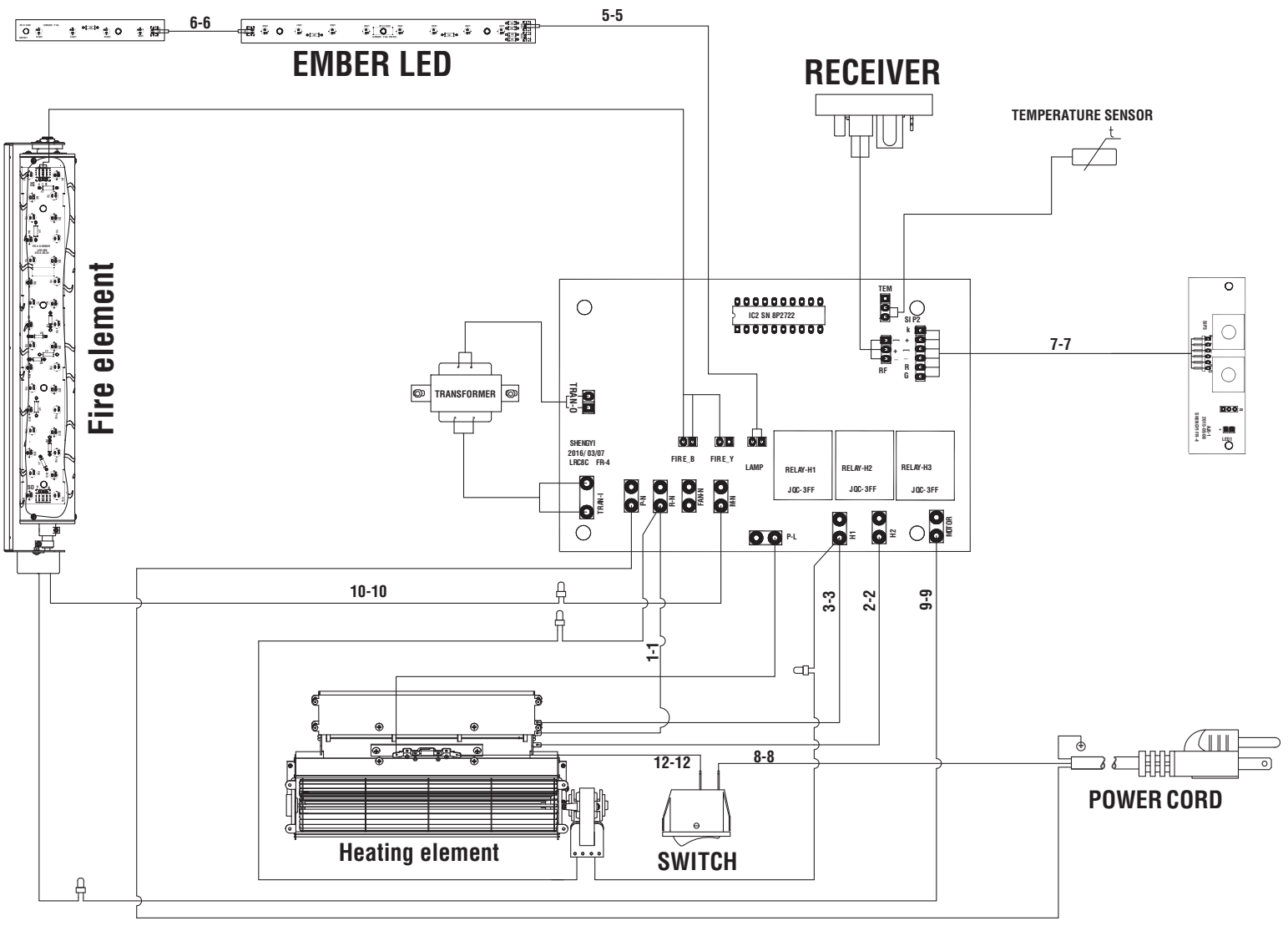
If you encounter any problems or have questions concerning the installation or application of this system, please contact your distributor. For the name of your nearest distributor contact:

**Innovative Hearth Products, LLC**  
**1508 Elm Hill Pike, Suite 108**  
**Nashville, TN 37210**  
**visit us at IHP.us.com**

## 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 switch or wall thermostat, if installed) and waiting 10 minutes, then turning it back on. If the thermal switch continues to trip repeatedly, contact a qualified service technician.
2. Flame is fixed (unmoving).	Wiring may be loose or the flame motor may be defective.	Qualified service technician	Inspect all wiring for loose connections. If the wire connections are good, replace the flame motor.
3. 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 switch 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 (e.g. breaker tripped).  Turn off main power on/off switch (see <b>Figure 4</b> ) and/or optional wall switch (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.

**WIRING DIAGRAM - CAPELLA 27, ERT3027, SPARK 27 AND MPE-27-2**





# 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 1508 Elm Hill Pike, Suite 108; Nashville, TN 37210 or visit our website at [WWW.IHP.US.COM](http://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	

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

