MODERN EMBER®

Owner's Manual & Installation Guide

Highmark Traditional Built-in Electric Fireplace



Models

ME-HM26-TRAD · ME-HM30-TRAD · ME-HM33-TRAD · ME-HM38-TRAD · ME-HM44-TRAD

Built-in Electric Fireplace

⚠ WARNING	**Read and understand this entire owner's manual, including all safety information, before plugging in or using this product. Failure to do so could result in electric shock, or serious personal injury.**

⚠ CAUTION	**Keep this owner's manual for future reference. If you sell or give this product away, make sure this manual accompanies this product.**

AC 120V 60Hz 1500W

C ETL US LISTED Intertek

Important Safety Information

When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electrical shock, and/or injury including the following:

General Use

- This heater becomes hot during use. Do not let bare skin touch hot surfaces.
- Use the carry handles (if provided) when moving the heater.
- Never leave the heater unattended. Always unplug it when not in use.
- Use extreme caution when the heater is used near children or individuals who need assistance.
- This heater provides supplemental heat only — it is not intended as a primary heat source.
- Use only as described in this manual. Any other use may cause fire, electric shock, or injury.

Placement & Clearance

- Keep furniture, bedding, pillows, curtains, clothing, papers, and other combustibles at least 3 feet (0.9 m) from the front, sides, and rear of the heater.
- Never place the heater near a bed — falling pillows or blankets can ignite.
- Do not use on soft surfaces, such as a bed or carpet, where air openings could become blocked.
- Do not block the air intake or exhaust in any way.
- Do not insert or allow foreign objects into any vent or exhaust opening — this can cause electric shock, fire, or damage.

Power Cord & Electrical

- Plug directly into a properly grounded wall outlet only. Never use an extension cord or power strip.
- Make sure the plug fits snugly in the outlet. A loose or faulty connection can cause the outlet to overheat.
- Never plug into an outlet that is old, cracked, or has loose wiring — this can cause arcing, overheating, or fire.
- Check the cord and plug before every use. Do not operate the heater if the cord or plug is damaged, if the unit has malfunctioned, or if it has been dropped or otherwise damaged. Discard it or return it to an authorized service facility for repair.
- Do not run the cord under carpeting, rugs, runners, furniture, or appliances. Route it away from foot traffic to prevent tripping.
- Heaters draw more current than most small appliances, so overheating at the outlet can occur even if it hasn't with other devices. Periodically check whether the plug, outlet, or faceplate feels hot. If it does, stop using the heater immediately and have a qualified electrician inspect and replace the outlet.
- Always turn the heater off before unplugging it, and always disconnect it from power before assembling, cleaning, or moving it.

Location & Environment

- For indoor use only. Never use outdoors.
- Never use in bathrooms, laundry rooms, or other areas where the heater could fall into water, get damp, or contact moisture.
- Do not use in areas where gasoline, paint, or other flammable materials are used or stored.
- Store in a dry location. Never use the heater if it has gotten wet.

Maintenance

- Regularly inspect air vents and remove dust, lint, or debris with a vacuum only. Unplug the heater first. Never rinse or wet it.
- Risk of electric shock: do not open the housing. There are no user-serviceable parts inside.



CALL US FIRST DO NOT RETURN TO STORE

For immediate assistance with assembly, missing parts, or if your product arrives damaged, please contact us before returning to the retailer.

1-888-575-6968

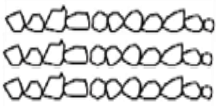
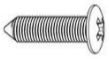
Monday through Friday, 8am to 5pm CST

customercare@modernember.com | modernember.com

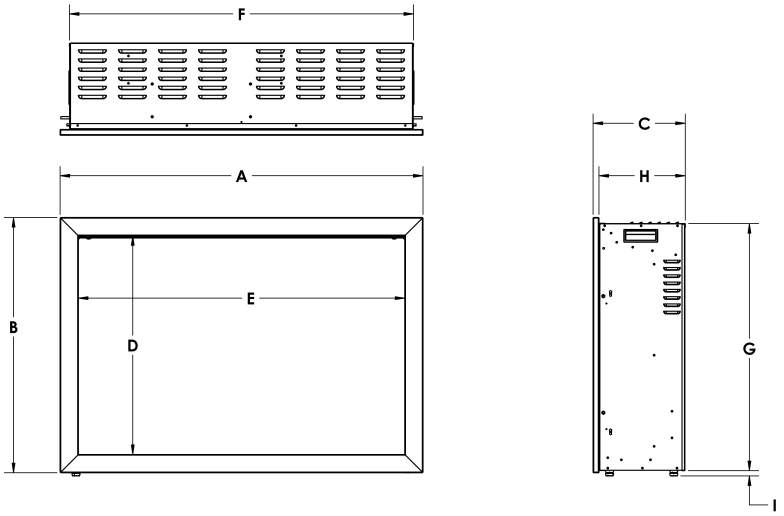
SAVE THESE INSTRUCTIONS FOR FUTURE USE

If you sell or give this product to another person, make sure this manual is included with it.

Parts and Hardware

			
A-Wood Screw	B- Remote Control	C-Driftwood Logs	D-Strain Relief
			
E-Glacier Crystals	F-Metal Cover Plate	G-Screws	H-Manual

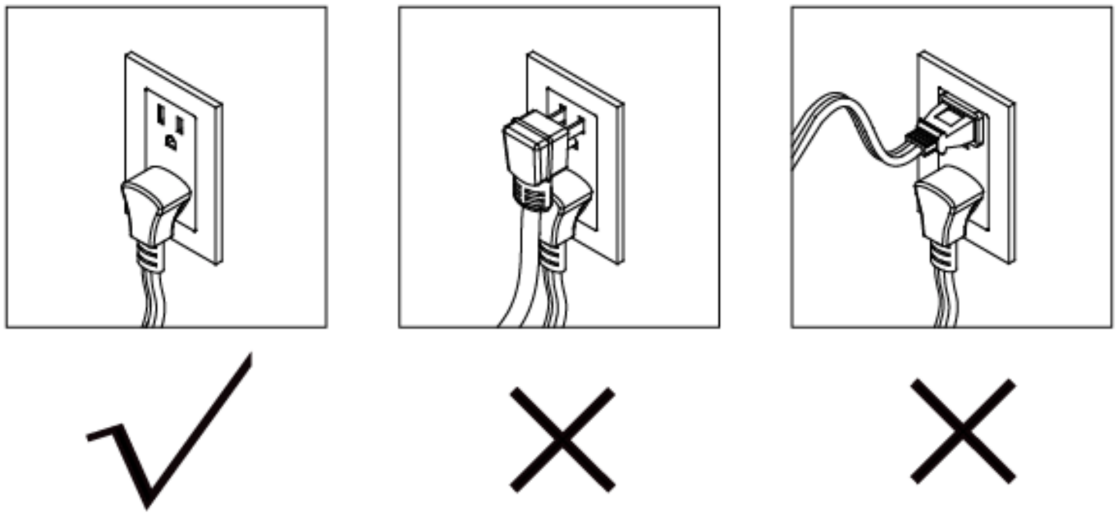
Specification and Dimensions



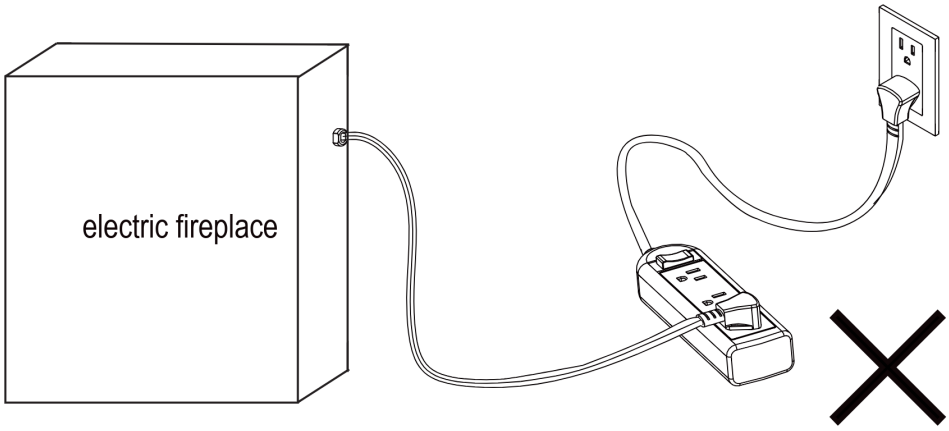
PRODUCT DIMENSIONS									
Model Number	**A**	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**
ME-HM26-TRAD	27-3/8" [695mm]	17-1/8" [435mm]	10-1/16" [256mm]	13-3/16" [335mm]	23-3/8" [594mm]	25-1/2" [648mm]	16-3/8" [416mm]	9-7/16" [240mm]	1/4" to 5/8" [6mm to 15.6mm]
ME-HM30-TRAD	31-1/2" [800mm]	19-1/2" [495mm]	10-1/16" [256mm]	15-1/2" [395mm]	27-9/16" [700mm]	29-5/8" [753mm]	18-3/4" [476mm]	9-7/16" [240mm]	1/4" to 5/8" [6mm to 15.6mm]
ME-HM33-TRAD	33-7/8" [861mm]	22-5/8" [575mm]	10-1/16" [256mm]	18-11/16" [475mm]	29-15/16" [761mm]	32" [814mm]	21-7/8" [556mm]	9-7/16" [240mm]	1/4" to 5/8" [6mm to 15.6mm]
ME-HM38-TRAD	39-1/4" [997mm]	27-9/16" [701mm]	10-1/16" [256mm]	23-9/16" [601mm]	35-5/16" [897mm]	37-3/8" [950mm]	26-7/8" [682mm]	9-7/16" [240mm]	1/4" to 5/8" [6mm to 15.6mm]
ME-HM44-TRAD	45-5/16" [1151mm]	32" [813mm]	10-1/16" [256mm]	28-1/16" [713mm]	41-3/8" [1051mm]	43-7/16" [1104mm]	31-1/4" [794mm]	9-7/16" [240mm]	1/4" to 5/8" [6mm to 15.6mm]

Installation & Assembly

Do not share a socket with other appliances when using the electric fireplace. Please use a dedicated socket.



Never use with an extension cord or relocatable power tap (outlet / power strip).



Installation and Assembly

This appliance is designed to be **slide-in mounted**. It can also be **hardwired** or **plugged into a receptacle** (power cord supplied). Select a suitable location that is not susceptible to moisture and is away from drapes, furniture and high traffic areas.
NOTE: Follow all national and local electrical codes.

WARNING
WHEN USING PAINT OR LACQUER TO FINISH THE MANTEL, THE PAINT OR LACQUER MUST BE HEAT RESISTANT TO PREVENT DISCOLOURATION.

Power

Plug the power cord into a dedicated 120 Volt 15 Amp grounded outlet (see **IMPORTANT SAFETY INFORMATION** on **Pages 2 and 3**). Make sure the outlet is in good condition and the plug is not loose. **NEVER** exceed the maximum amperage for the circuit. **DO NOT** plug other appliances into the same circuit.

Pre-installation Built-in

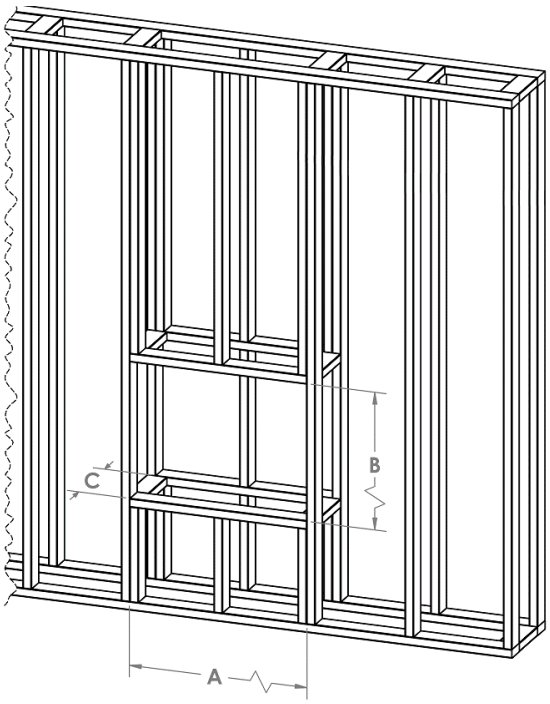
Due to the many different materials used on different walls, it is highly recommended that you consult your local builder before you install this appliance.

A. Select a location that is not prone to moisture and is located at least 36" (94.1cm) away from combustible materials such as curtains, drapes, furniture, bedding, paper, etc.

B. Create a rough-in frame with electrical (see below "Framing Hole Size").

C. Remove the front glass (see “Front Glass Removal” section).

D. Hold the appliance up to ensure it will fit into the framing.



Framing Hole Size			
Model Number	**A**	**B**	**C**
ME-HM26-TRAD	**25-3/4" [648mm]**	**16-7/8" [429mm]**	**9-1/2" [241mm]**
ME-HM30-TRAD	**29-7/8" [759mm]**	**19-1/4" [489mm]**	**9-1/2" [241mm]**
ME-HM33-TRAD	**32-5/16" [821mm]**	**22-3/8" [568mm]**	**9-1/2" [241mm]**
ME-HM38-TRAD	**37-5/8" [956mm]**	**27-3/8" [695mm]**	**9-1/2" [241mm]**
ME-HM44-TRAD	**43-11/16" [1110mm]**	**31-3/4" [807mm]**	**9-1/2" [241mm]**

Front Trim Removal

A. Take off the screws on both sides. (Fig. 1-1)

B. Carefully lift the front trim up and away from the appliance (Fig. 1-2). Place it face down on a soft, nonabrasive surface.

C. Reverse these steps to install the front trim.

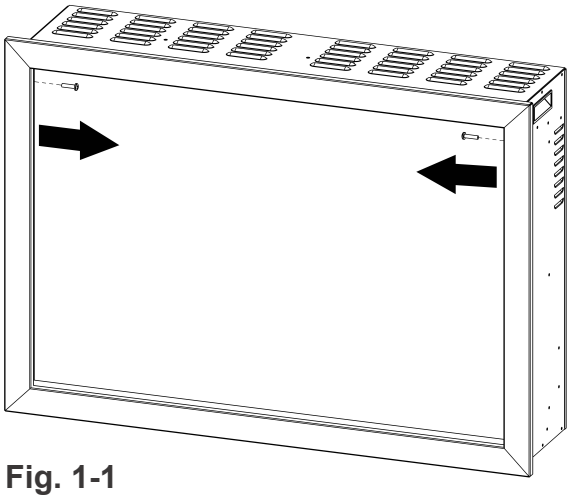


Fig. 1-1

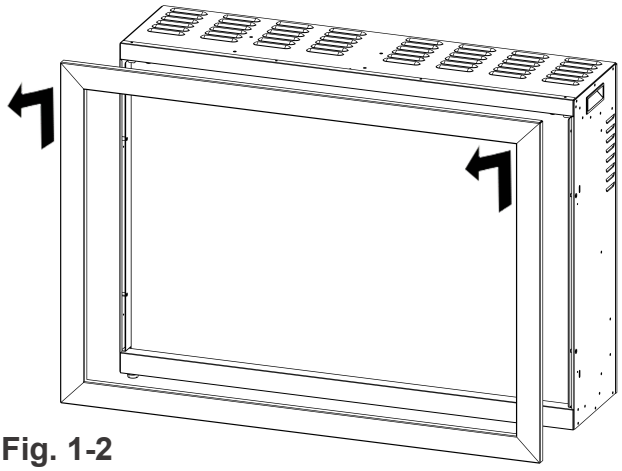


Fig. 1-2

Front Glass Panel Removal

A. With one hand on the front glass to prevent it from falling, remove the screws from the top of the glass. Set the screws aside. (Fig. 2-1)

B. Carefully lift the front glass up and away from the appliance. Place them face down on a soft, nonabrasive surface. (Fig. 2-2)

C. Reverse these steps to install the front glass.

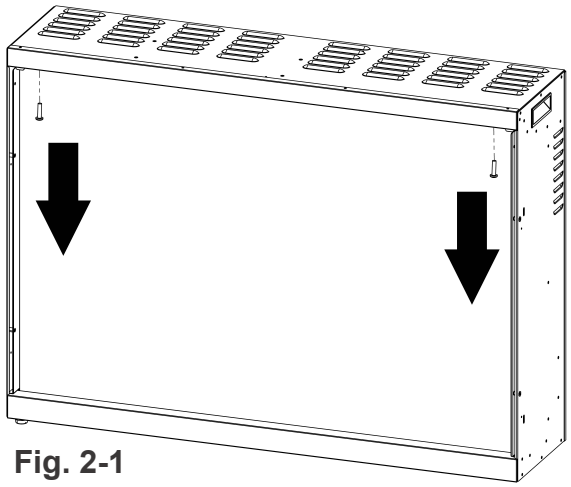


Fig. 2-1

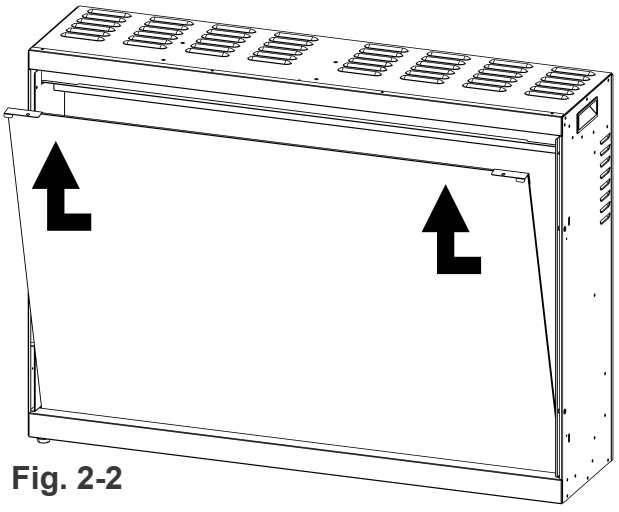


Fig. 2-2

Wall Recessed Installation

A. With the front trim and glass removed, remove the four screws holding the interior walls. (Fig. 3-1)

B. Carefully take the interior walls away from the appliance. Place them face down on a soft, nonabrasive surface. (Fig. 3-2)

C. Power the fireplace by plugging into the wall receptacle.

D. Insert the fireplace into the rough-in frame and then secure it by installing **4** wood screws **(A)** through the mounting holes (Fig. 3-3, Fig 3-4).

E. Reinstall the interior walls using the previously removed screws.

F. Install the logs and glacier crystals into the ember bed. Reinstall the front glass and front trim. See below section for driftwood logs and glacier crystals installation.

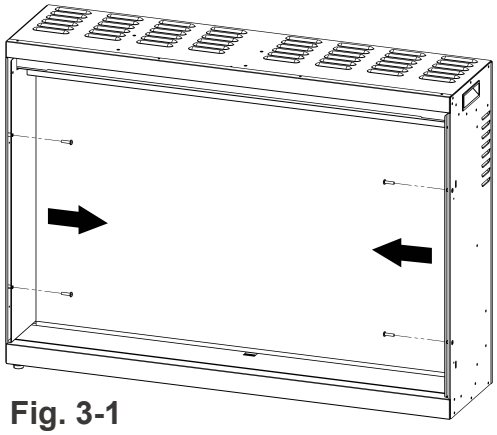


Fig. 3-1

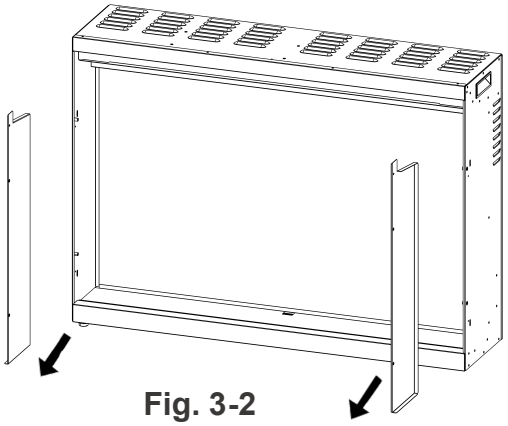


Fig. 3-2

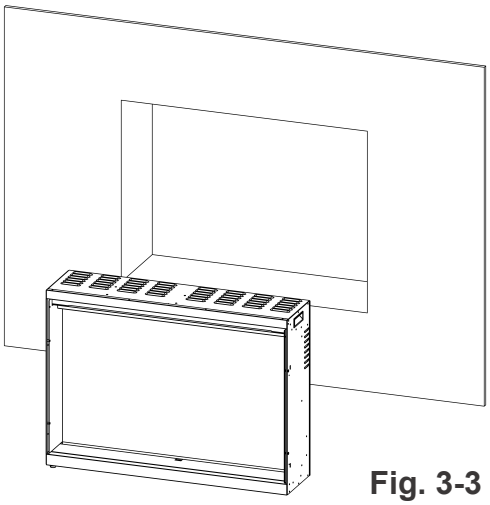


Fig. 3-3

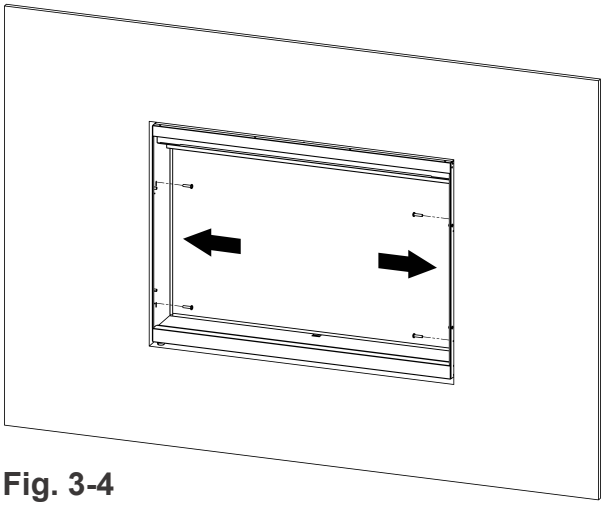


Fig. 3-4

Hard Wiring Installation

WARNING

TURN OFF THE APPLIANCE COMPLETELY AND LET COOL BEFORE SERVICING. ONLY A QUALIFIED SERVICE PERSON SHOULD SERVICE AND REPAIR THIS ELECTRIC APPLIANCE.

HARD WIRING CONNECTION

If it is necessary to hard wire this appliance, a qualified electrician must remove the cord connection and wire the appliance directly to the house wiring.
This appliance must be electrically connected and grounded in accordance with local codes, if hard wired. In the absence of local codes, use the current CSA C22.1 CANADIAN ELECTRICAL CODE in Canada or the current ANSI/NFPA 70 NATIONAL ELECTRICAL CODE in the United States.

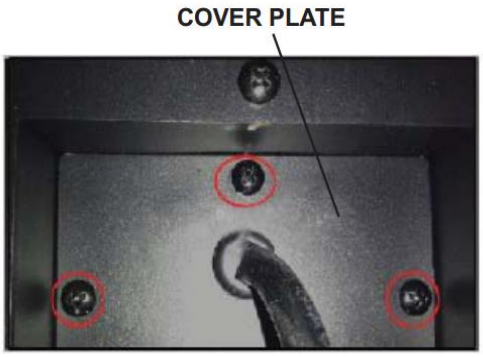


Fig. 4-1



Fig. 4-2

A. Remove the cover plate from the right side bottom of the appliance by removing the three screws, as shown above. **(Fig 4-1)**

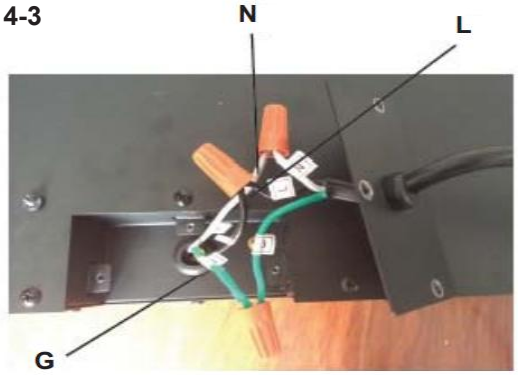
B. Remove the wire connectors from the power cord. The power cord may be discarded. **(Fig. 4-2)**

C. Take the new cover plate from the hardware bag and punch out the 7/8" (22.2mm) hole and install a box connector through into the junction box. Snap the box connector clamp onto the supply wires.

D. Using the wire connectors, connect the ground green wires (G), the common white wires (N) together and then the hot black wires (L) and then refer to **Fig 4-3.**

E. Reinstall the cover plate using the three screws, as shown in **Fig 4-1.**

Fig 4-3





Glacier Crystals and Driftwood Logs Installation

A. The front glass must be removed and the appliance must be mounted in its final location before the glacier crystals and driftwood logs are installed.
B. Carefully place glacier crystals into the plastic tray as illustrated. Apply an even layer from side to side. **(Fig. 5-1)**
C. Carefully place the driftwood logs on the surface of the glacier crystals. **(Fig.5-2)**
D. Re-install the front glass and the front trim.

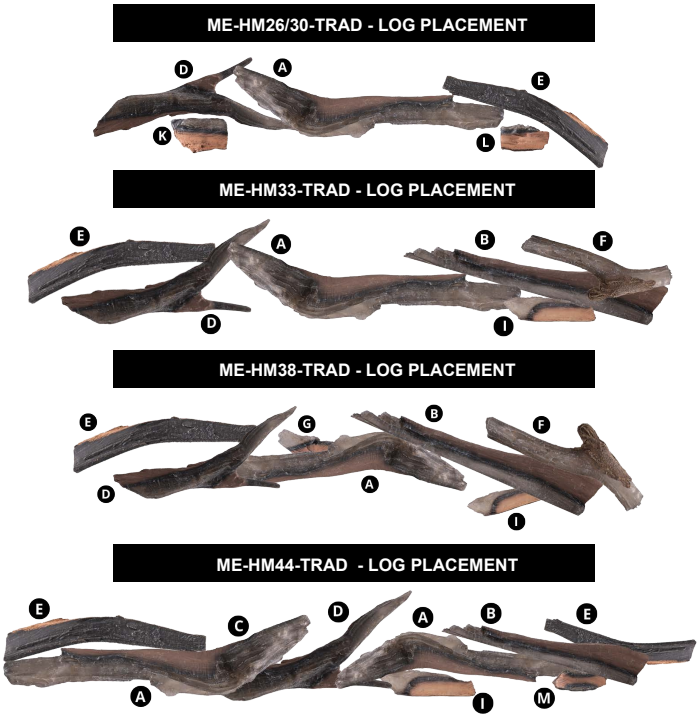


Fig. 5-1



Fig. 5-2





Operation

Read and understand this entire owner's manual, including **all safety information**, before **plugging in** or **using** this product. Failure to do so could result in **electric shock, fire, serious injury, or death.**

Methods of Operation

This electric fireplace can be operated by the CONTROL PANEL, located on the UPPER right corner of the fireplace, by the battery-powered REMOTE CONTROL and by the Tuya APP.





Remote control

Control Panel Operation

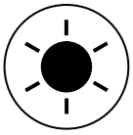
BUTTON	FUNCTION	ACTION & INDICATION
POWER	**ON**: Enables control panel functions and remote control. Turns on flame effect. **OFF**: Disables control panel functions and remote control. Turns off flame effect.	1. **Press once**. Indicator light turns on. Power turns on. All functions enabled. 2. **Press again**. Flame effect turns off. Unit goes to standby. All functions turn off.
FLAME	**FLAME button**: Changes flame color.	1. **Press once:** Flame color illuminates. 2. **Press again** until desired color is reached. There is a total of 10 flame colors. **01-02-03-04-05-06-07-08-09-10-11(Auto Cycle)**

HEATER	**HEATER button**: Turns heater on and off. **NOTE:** The heater only works when the flame is on. If the flame is off, the heater will not turn on. **NOTE:** To prevent overheating, the heater fan will blow cool air for 8-10 seconds after the heater turns off.	**1. Press once:** Turns the heater and blower on. **2. Press again** until it cycles thru the heater settings. Settings: **H0** - Heater and blower off **H1** - Low Heater **H2** - High Heater **NOTE:** Press and hold the heater button for 5 seconds to lock/unlock the heater and thermostat. **H0** will be displayed when locked.
TIMER	**TIMER button**: Controls timer settings to turn off fireplace at selected time. Settings range from 30 min to 8 hours.	1. **Press once:** Indicator light turns on. Timer defaults to 30 min. 2. **Press again** until desired setting is reached.



Remote Control Operation

BUTTON	FUNCTION	ACTION & INDICATION
POWER	**ON**: Enables control panel functions and remote control. Turns on flame effect. **OFF**: Disables control panel functions and remote control. Turns off flame.	1. **Press once**. Indicator light turns on. Power turns on. All functions enabled. 2. **Press again**. Flame effect turns off. Unit goes to standby. All functions turn off.
FLAME SPEED	**Flame speed button**: Controls the speed of the flame. There are 4 flame speed settings. The Default setting is 02 (medium speed).	1. **Press once:** Indicates current flame speed. 2. **Press again** until desired setting is reached. Display shows the setting. **01 (Slowest), 02 (Medium), 03 (Fast), 04 (Turbo)**
FLAME	**FLAME button**: Changes flame color.	1. **Press once:** Flame color illuminates. 2. **Press again** until desired color is reached. There is a total of 10 flame colors. **01-02-03-04-05-06-07-08-09-10-11(Auto Cycle)**

<table>
<tr><td>
FLAME BRIGHT NESS</td><td>FLAME brightness button: Makes flame dimmer and brighter.</td><td>1. Press once: Flame brightness enabled.
2. Press again until desired setting is reached. F5-F4-F3-F2-F1-F0(OFF)</td></tr>
<tr><td>
HEATER</td><td>HEATER button: Turns heater on and off.
NOTE: The heater only works when the flame is on. If the flame is off, the heater will not turn on.
NOTE: To prevent overheating, the heater fan will blow cool air for 8-10 seconds after the heater turns off.</td><td>1. Press once: Turns the heater and blower on.
2. Press again until it cycles thru the heater settings. Settings:
H0 - Heater and blower off
H1 - Low Heater
H2 - High Heater
NOTE: Press and hold the heater button for 5 seconds to lock/unlock the heater and thermostat. H0 will be displayed when locked.</td></tr>
<tr><td>
TIMER</td><td>TIMER button: Controls timer settings to turn off fireplace at selected time.
Settings range from 30 mins to 8 hours.</td><td>1. Press once: Indicator light turns on. Timer defaults to 30min.
2. Press again until desired setting is reached.</td></tr>
<tr><td>
EMBER BED</td><td>EMBER BED button: Turns on media bed and changes color.</td><td>1. Press once: Turns on ember bed.
2. Press again until desired color is reached. There is a total of 10 flame colors.
01-02-03-04-05-06-07-08-09-10-11 (Auto Cycle)-12 (Lock)</td></tr>
<tr><td>
EMBER BED BRIGHT NESS</td><td>EMBER BED brightness button: Makes media bed dimmer and brighter.</td><td>1. Press once: Brightness becomes active.
2. Press again until desired setting is reached. There is a total of 4 brightness levels and 1 pulsating level.
L5-L4-L3-L2-L1 (Pulsating)-L0(OFF)</td></tr>
<tr><td>
TEMP</td><td colspan="2">1. Press once: Touch panel indicator becomes active.
2. Press again until desired temperature is reached. Digital display shows settings 0-10.
Table below shows corresponding temperatures:
<table>
<tr><td>NO</td><td>0</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td><td>NO</td></tr>
<tr><td>℃</td><td>20</td><td>21</td><td>22</td><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>℃</td></tr>
<tr><td>℉</td><td>68</td><td>70</td><td>72</td><td>74</td><td>76</td><td>78</td><td>80</td><td>82</td><td>84</td><td>86</td><td>88</td><td>℉</td></tr>
</table>
NOTE: Press the button for 5 seconds to switch between ° C and ° F.</td></tr>
</table>

 **DOWN LIGHT**	**DOWN LIGHT button**: Turns on LED down light and changes color.	1.**Press once:** Turns on LED down light. 2.**Press again** until desired color is reached. There is a total of 10 flame colors. **01-02-03-04-05-06-07-08-09-10-11(Auto Cycle)-00(OFF)** **NOTE**: Press and hold the media button for 5 seconds; fireplace is enabled to nightlight mode.

NOTICE	When the heater is first turned on, a slight odor may be present. This is normal and should not occur again unless the heater is not used for a long period of time.

NOTICE	To improve operation, **aim** the remote control at the front of the fireplace. **DO NOT press the buttons too quickly**. Give the unit time to respond to each command.

Temperature Limiting Control

This heater is equipped with a Temperature Limiting Control. Should the heater reach an unsafe temperature, the heater will automatically turn OFF. To reset:

1. Turn the unit off and unplug the cord from the outlet. Wait 5 minutes.
2. Inspect the fireplace to make sure no vents are blocked or clogged with dust or lint. If they are, use a vacuum to clean the vent areas.
3. Plug the cord into the power outlet and turn the unit on.
4. If the problem continues, have your outlet and wiring inspected by a professional.

Remote Control Battery Information

- Remote control uses two **AAA** batteries **(Not Included)**



NEVER dispose of batteries in **fire.** Failure to observe this precaution **may result in an explosion**. Dispose of batteries at your local hazardous material processing center.

Care and Maintenance

Cleaning



ALWAYS turn the heater **OFF** and **remove the power from the appliance** before cleaning, performing maintenance, or moving the fireplace. Failure to do so could result in **electric shock, fire, or personal injury**.



NEVER immerse in water or **spray with water.** Doing so could result in **electric shock, fire, or personal injury.**

Metal:

- Clean using a soft cloth, slightly dampened with soapy water.
- **DO NOT** use brass polish or household cleaners as these products will damage the metal trim.

Glass:

- Use a good quality glass cleaner sprayed onto a cloth or towel. Dry thoroughly with a paper towel or lint-free cloth.
- **NEVER** use abrasive cleansers, liquid sprays, or any cleaner that could scratch the surface.

Vents:

- Use a vacuum or duster to remove dust and dirt from the heater and vent areas.

Plastic:

- Wipe gently with a slightly damp cloth and a mild solution of dish soap and warm water.
- **NEVER** use abrasive cleansers, liquid sprays, or any cleaner that could scratch the surface.

Maintenance



Risk of electric shock! **DO NOT OPEN any panels! No user-serviceable parts inside!**



ALWAYS turn the heater **OFF** and **remove power from the appliance** before cleaning, performing maintenance, or moving the fireplace. Failure to do so could result in **electric shock, fire, or personal injury**.

Electrical and Moving Parts:

- The fan motors are lubricated at the factory and will not require lubrication.
- Electrical components are integrated in the fireplace and are not serviceable by the consumer.

Storage:

- Store heater in a clean, dry place when not in use.



WARNING! NO SERVICING of the internal or electrical parts should be performed by the consumer. Do not service the unit yourself.

APP Connecting Instruction

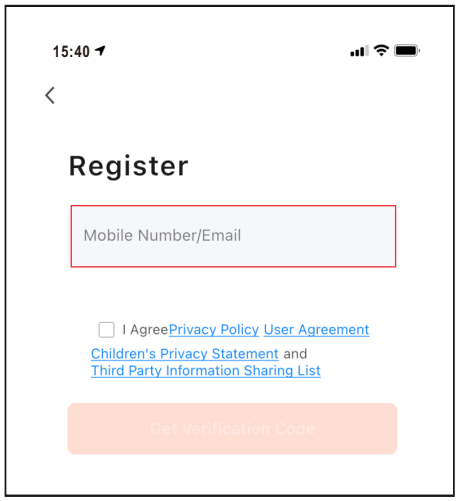
1. App download

- Download "**Tuya Smart**" from the app store.
- Scan the **QR** code.
- Turn on the **"GPS"** from your mobile device.

Note: make sure your mobile phone is well connected to the nearest WiFi signal.

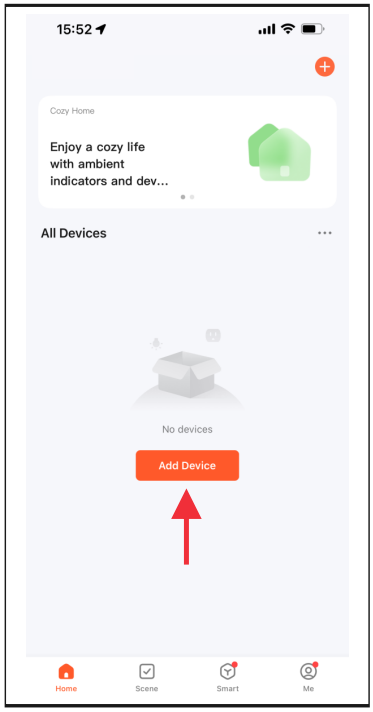
2. Login

- Register with your email ID or Mobile phone number as the user name.
- Setup your account password.



3. Add device

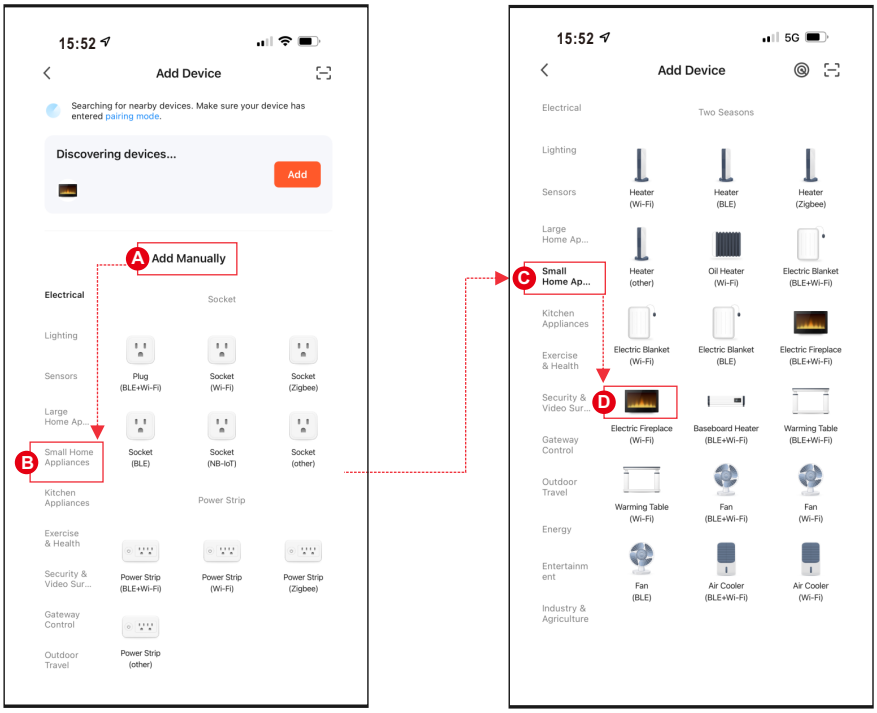
After account is created, log into account and select the "**Add Device**" button.



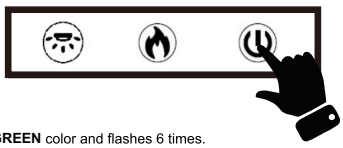
3. Add device - Continued

There are three methods to add your Highmark Traditional Fireplace.

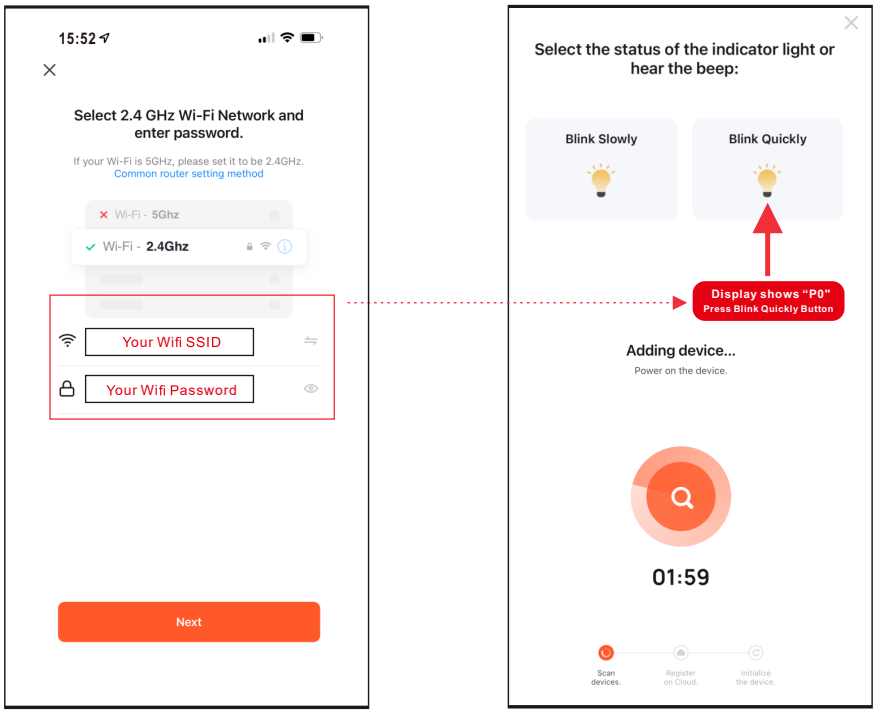
- **Method 1: Add Manually on "P0" mode. Please follow below steps A,B,C,D.**
- **Method 2: Add Manually on "P1" mode. Please follow below steps A,B,C,D.**
- **Method 3: Add by Bluetooth. Open Bluetooth on your mobile phone before adding.**



4. Connecting method 1 - (P0)



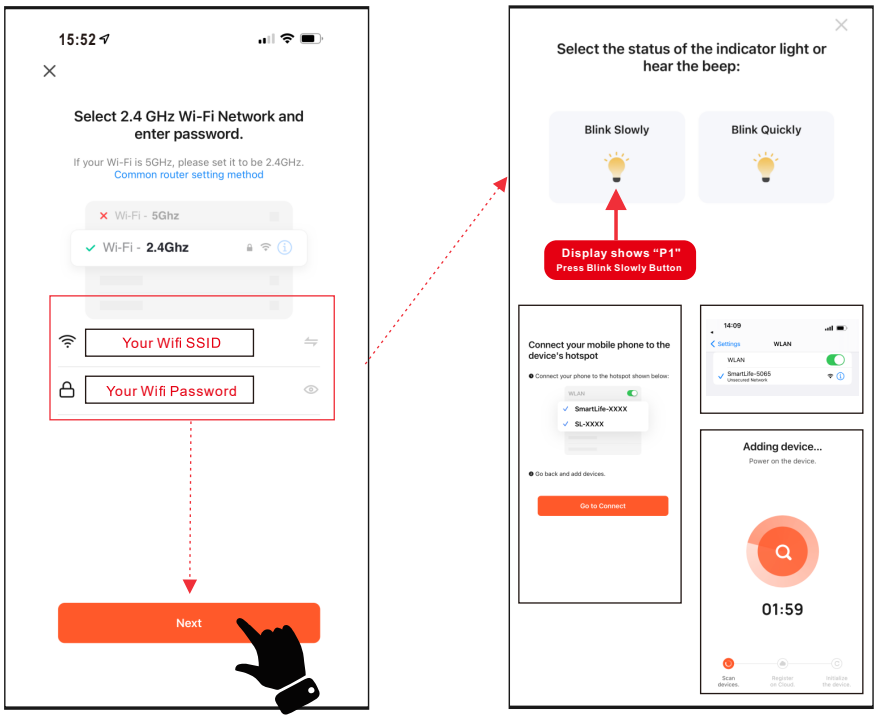
- Press & hold ⏻ from remote control or control panel until display on control panel shows **"P0."**
- Enter the WiFi name and password, and then press "Next" button for pairing.
- Press the **Blink Quickly** button for **"P0,"** device being added.
- When complete, display on control panel shows **"P4,"** and LED Ember-light shows **GREEN** color and flashes 6 times.



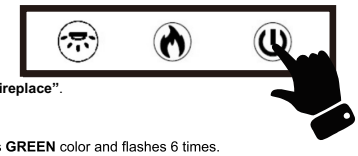
4. Connecting method 2 - (P1)



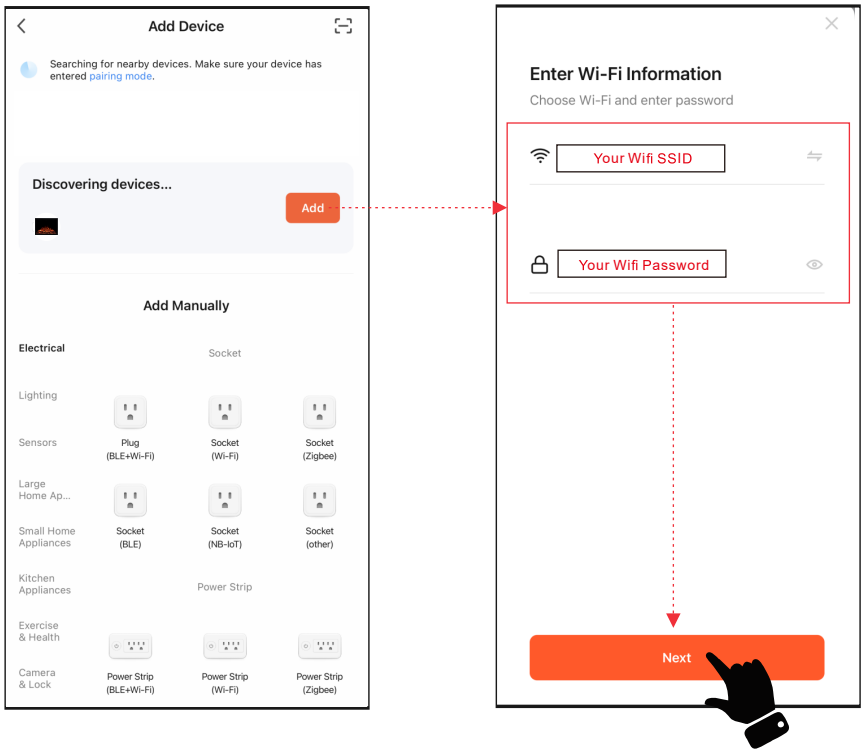
- Press & hold ⏻ from remote control or control panel until display on control panel shows **"P1."**
- Enter the WiFi name and password, and then press "Next" button for pairing.
- Press the **Blink Slowly** button for **"P1."** Then, go to connect your mobile phone to the device's hotspot.
- Select device's hotspot (**SmartLife-xxxx**), and then back to device - device being added.
- When complete, display on control panel shows **"P4,"** and LED Ember-light shows **GREEN** color and flashes 6 times.

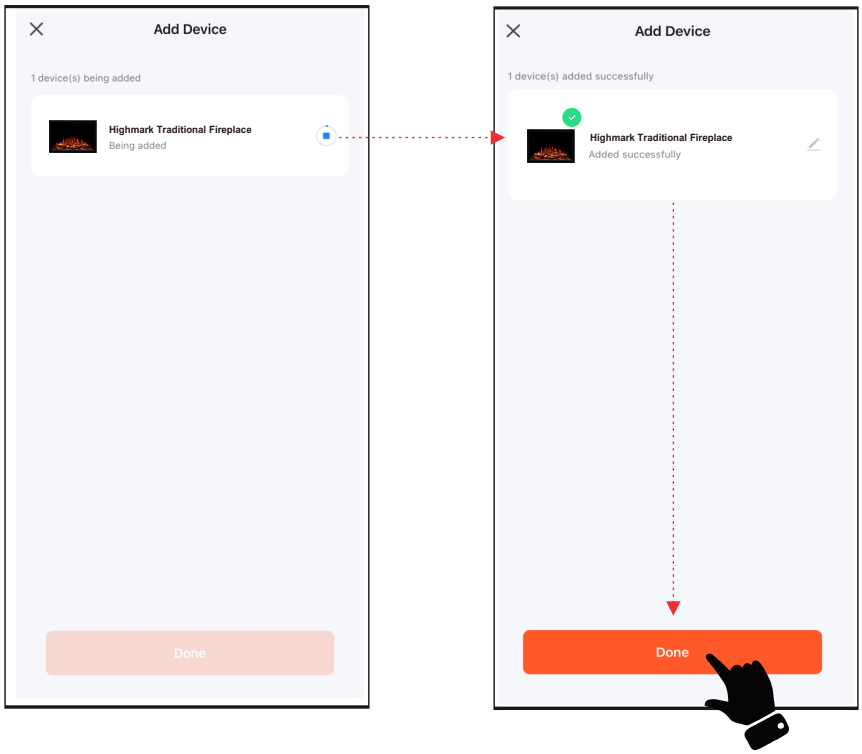


4. Connecting method 3 - (Bluetooth)



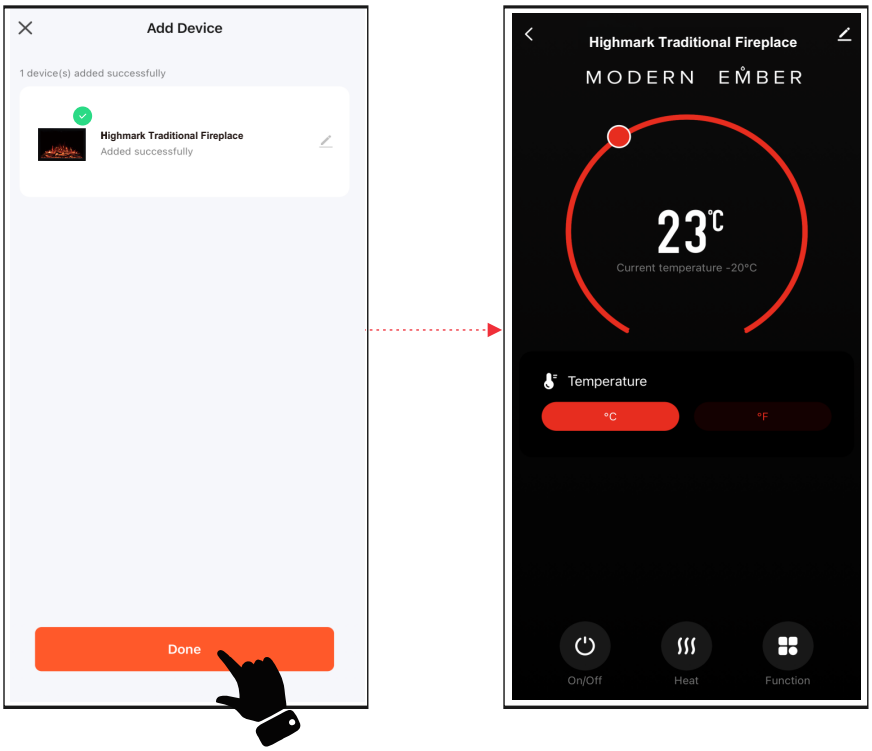
- Press & hold ⏻ from remote control or control panel until display on control panel shows "P0."
- Press the Add button when you see the device named **"Highmark Traditional Fireplace"**.
- Enter the WiFi name and password, and then press "Next" button for pairing.
- When complete, display on control panel shows **"P4,"** and LED Ember-light shows **GREEN** color and flashes 6 times.



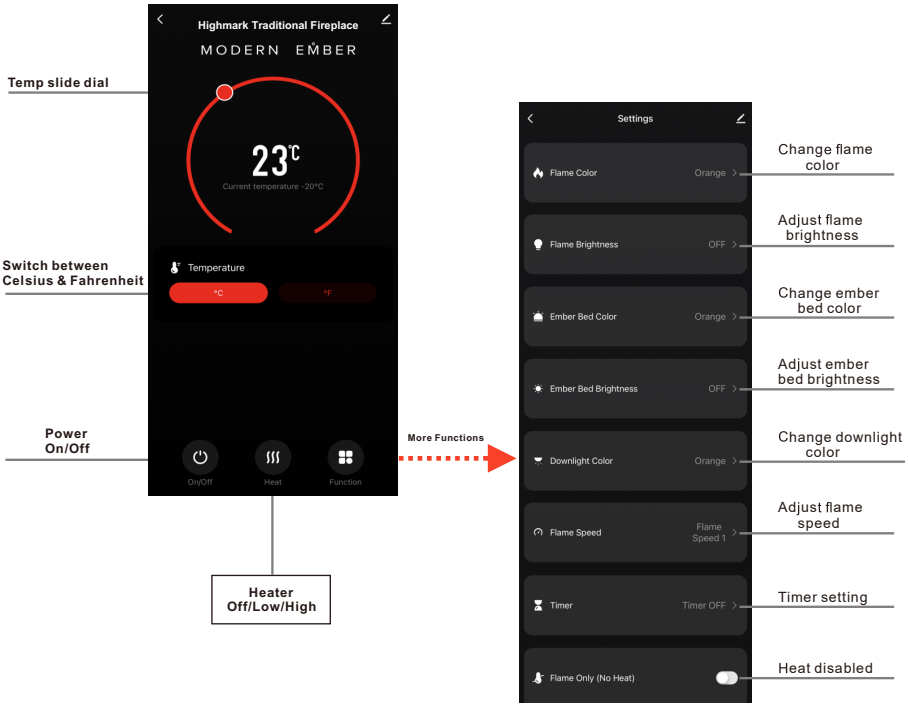


5.Complete

● Press Done to complete.



APP Operating Instruction



SPARE PARTS, PART NUMBERS	ME-HM 26-TRAD	ME-HM 30-TRAD	ME-HM 33-TRAD	ME-HM 38-TRAD	ME-HM 44-TRAD
Front Metal Trim	ME-HM-TRAD-4020250744	ME-HM-TRAD-4020250745	ME-HM-TRAD-4020250746	ME-HM-TRAD-4020250747	ME-HM-TRAD-4020250748
Front Glass	ME-HM-TRAD-4060011262	ME-HM-TRAD-4060011321	ME-HM-TRAD-4060011319	ME-HM-TRAD-4060011261	ME-HM-TRAD-4060011350
Acrylic Plastic Panel (Flame Screen)	ME-HM-TRAD-4010020997	ME-HM-TRAD-4010021041	ME-HM-TRAD-4010021039	ME-HM-TRAD-4010020994	ME-HM-TRAD-4010021069
Clear Glass Panel (Flame Screen)	ME-HM-TRAD-4060011263	ME-HM-TRAD-4060011320	ME-HM-TRAD-4060011318	ME-HM-TRAD-4060011264	ME-HM-TRAD-4060011349
Heater (Resistive)	ME-HM-TRAD-4040040115				
Blower	ME-HM-4040010084				
Stepper Motor	ME-HM-5.07.01.042				
Power Board	ME-HM-5.05.051.007				
Main Circuit Board	ME-HM-4040100252				
Remote Control	ME-HM-TRAD-4040150187				
Flame LED Strip	ME-HM-5.05.071.007				
Ember Bed Strip	ME-HM-5.05.006.009				
Downlight LED Strip	ME-HM-5.05.051.007				
Thermostat (NTC)	ME-HM-5.05.069.004				
Remote Receiver	ME-HM-5.05.009.008				
Control Panel	ME-HM-4040110073				
Digital Display Panel	ME-HM-4040030027				
Log A	ME-HM-TRAD-4010040691				
Log B	ME-HM-TRAD-4010040692				
Log C	ME-HM-TRAD-4010040693				
Log D	ME-HM-TRAD-4010040694				
Log E	ME-HM-TRAD-4010040695				
Log F	ME-HM-TRAD-4010040696				
Log G	ME-HM-TRAD-4010040697				
Log H	ME-HM-TRAD-4010040698				
Log I	ME-HM-TRAD-4010040699				
Log J	ME-HM-TRAD-4010040700				
Log K	ME-HM-TRAD-4010040701				
Log L	ME-HM-TRAD-4010040702				
Log M	ME-HM-TRAD-4010040703				
Log N	ME-HM-TRAD-4010040704				

Symptom	Problem	Solution
Nothing comes on (touch screen,etc.)	Breaker tripped or circuit has no power.	Reset breaker, test circuit for power, check power switch.
	Internal power. component is frozen and needs to be reset.	Turn power off at the main breaker for 60 seconds. Turn power back on.
	Loose connection.	Inspect wiring for loose or damaged connection.
	Defective component.	Replace motherboard, touch control or power switch.
Touch Screen Comes on – then nothing	Not operating touch control properly with finger.	Press flat part of finger firmly on the touch screen and apply moderate pressure.
	Loose connection on motherboard.	Check functions with remote control. If functional, check connections on motherboard.
	Motherboard is defective.	Replace motherboard.
Fireplace turns off and will not turn back on	Fireplace has overheated and safety disc has snapped or circuit breaker has tripped.	Turn the main breaker to the "off " position for 60 seconds. Next flip the breaker back into the "on" position.
Can operate fireplace functions with manual controls but not remote control	Low Batteries.	Replace batteries in remote control with - CR2025.
	Remote not paired properly.	With the fireplace ON, press and hold the Power button for about 3 seconds until you hear the buzzer sound twice and the power indicators begin to flash. Within 5 seconds, on the hand held remote, press the Power button repeatedly until the buzzer sounds again and the indicators flash, acknowledging that it has paired. You may also hear another buzzer and the pair is now completed.
	Remote control defective.	Replace remote control.
Heater does not provide heat when on	Wiring is loose.	Disconnect unit from power source and inspect for loose connections.
	LEDs defective.	Replace LEDs.
	Motherboard is defective.	Replace motherboard.
Fireplace lights up but there is no flame image or flame image frozen	Wiring for motor is loose.	Disconnect unit from power source and inspect for loose connections from motor.
	Spindle rod came loose.	Reconnect spindle rod.
	Motor is defective.	Replace motor.
Fireplace is squeaking when flame image is on	Fireplace spindle/rod is contacting to metal.	Apply lithium grease or any standard grease to contacts with rod and metal.
	Motor is defective.	Replace motor.
Heater does not turn on	Heater is locked out.	Unlock heater. See Operation Section.
	Flame Only, No Heat mode is enabled in the App.	Turn off Flame Only, No Heat in the App.

FREQUENTLY ASKED QUESTIONS

Q. What distance can the remote be used from the fireplace?
A. Optimal distance for the remote control is maximum 20 feet.

Q. Can you turn on the fireplace via the manual control and off via the remote (or vice versa)?
A. Yes.

Q. Can the fireplace be installed outside?
A. No. Please review the entire safety chapter before installing this fireplace.

Q. Does the fireplace need to be on a dedicated 15 amp circuit?
A. Yes.

Q. What thickness of sheetrock should be used for the recessed installation?
A. 1/2" or 5/8." Thinner is recommended for tile facade.

Q. How often do the batteries in the remote need to be replaced?
A. Annually, possibly more with heavy use.

Q. Is there a remote receiver in the fireplace that requires batteries?
A. No, only the actual remote requires batteries. The rest of the fireplace runs entirely off of the main power supply.

Q. How do I reset the unit?
A. Turn power off at the breaker for 1 minute.

Modern Ember 2 Year Limited Warranty

Modern Ember warrants to the original purchaser that its electric fireplaces shall be free from defects in material and workmanship under normal use and service for a period of two (2) years from the date of original purchase, subject to the conditions and exclusions outlined below.

Scope of Warranty
During the warranty period, Modern Ember will, at its discretion provide replacement parts free of charge.

This warranty applies only to units purchased from authorized dealers and installed in accordance with all applicable codes and installation guidelines provided with the product.

Exclusions and Limitations

- This warranty does not cover:
- Damage due to misuse, abuse, accident, alteration, negligence, improper installation, or lack of maintenance.
- Surface blemishes or cosmetic damage occurring after purchase (e.g., discoloration, chips, scratches).
- Operation with unauthorized accessories or components not originally supplied with the unit.
- Acts of God, environmental conditions (e.g., prolonged exposure to dampness), or chemical damage.
- Damage caused by shipping or handling.
- Consumable parts including light bulbs, fuses, batteries, and remote control batteries.
- Any labor or travel expenses not pre-approved or exceeding industry-average thresholds.

Conditions of Warranty

- This warranty applies only to the original purchaser and is non-transferable.
- Proof of purchase (receipt or invoice) must be provided with any warranty claim.
- Modern Ember reserves the right to inspect the product or request photographs before authorizing warranty service or reimbursement.
- Any replacement parts provided are covered for the remainder of the original warranty period or 90 days, whichever is longer.
- Any installation, labor, construction, transportation, or other related costs/expenses arising from defective part(s), repair, replacement, or otherwise of same, will not be covered by this warranty, nor shall the Company assume responsibility for same.

Claim Process
To initiate a warranty claim, please contact Modern Ember Customer Support at 1-888-575-6968 or customercare@modernember.com. Please provide:

- Proof of purchase.
- Product model and serial number.
- A description of the issue, including relevant photos or video, if available.

Modern Ember may require that defective components be returned for evaluation. Return shipping is the responsibility of the customer unless otherwise specified.

Limitations of Liability |
To the maximum extent permitted by law:

- Modern Ember's liability under this warranty is limited to the purchase price of the product or part.
- Modern Ember shall not be liable for indirect, incidental, or consequential damages arising out of use or inability to use the product.

Your Legal Rights
This warranty provides you with specific rights. You may have other rights, which vary from state to state or province to province.

MODERN EMBER®

Thank you for your purchase.

Each unit has been manufactured to ensure safety and reliability. Before first use, read the instructions carefully and keep them for further reference.

Questions, problems, missing parts?
Before returning to store, call Customer Service:

8am-5pm CST, Monday - Friday

Phone: 1-888-575-6968
Email: customercare@modernember.com

Retain this manual for future use.

Don't forget to tag us!
@modern.ember