

MODERN EMBER[®]

Owner's Manual & Installation Guide

Uptown Smart Electric Fireplace



Models

EF-TL-23 • EF-TL-23-CONC • EF-TL-26 • EF-TL-26-CONC •
EF-TL-28-3 • EF-TL-28-CONC • EF-TL-33-CONC • EF-TL-33 •



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.



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

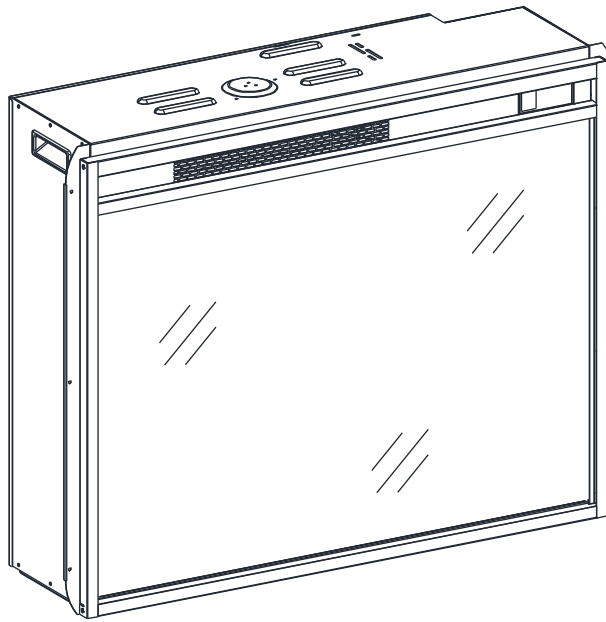
Monday through Friday, 8am to 5pm CST

customercare@modernmember.com | modernmember.com

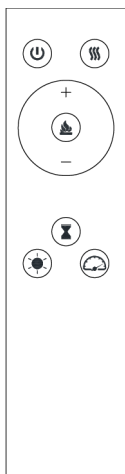
SAVE THESE INSTRUCTIONS FOR FUTURE USE

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

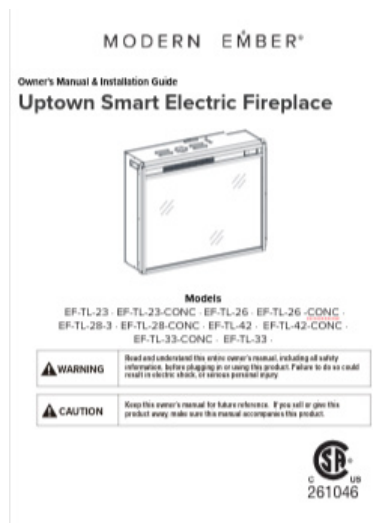
Parts & Hardware



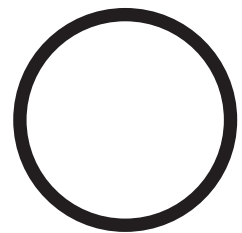
Fireplace



Remote Control



Manual



Plastic Wire Ring

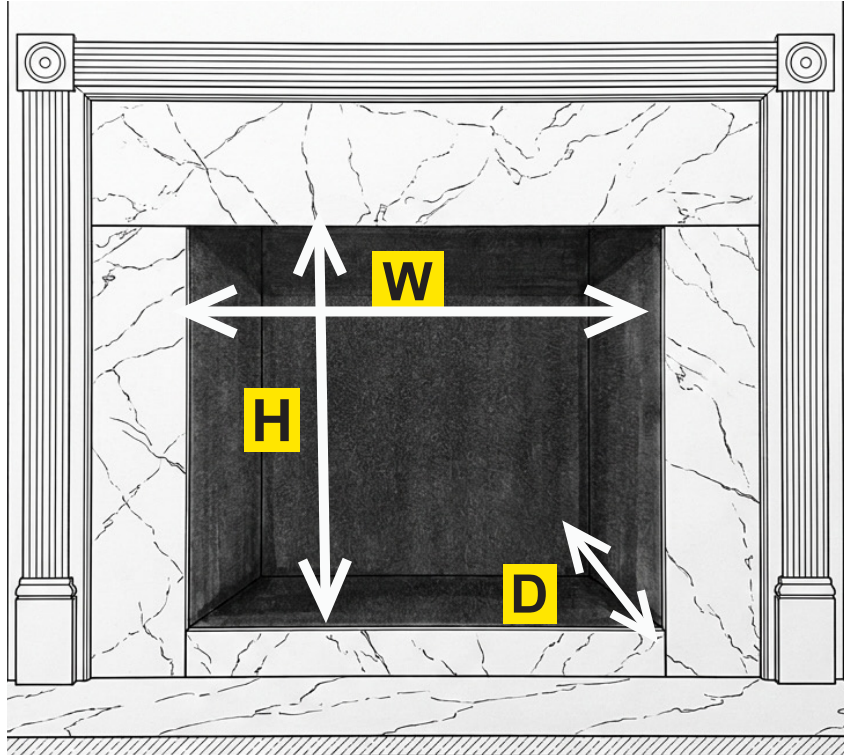
Electrical Specifications

Voltage: 120 VAC

Rating: 1500 Watts

Frequency: 60 Hz

Pre-Installation : Existing Fireplace Opening



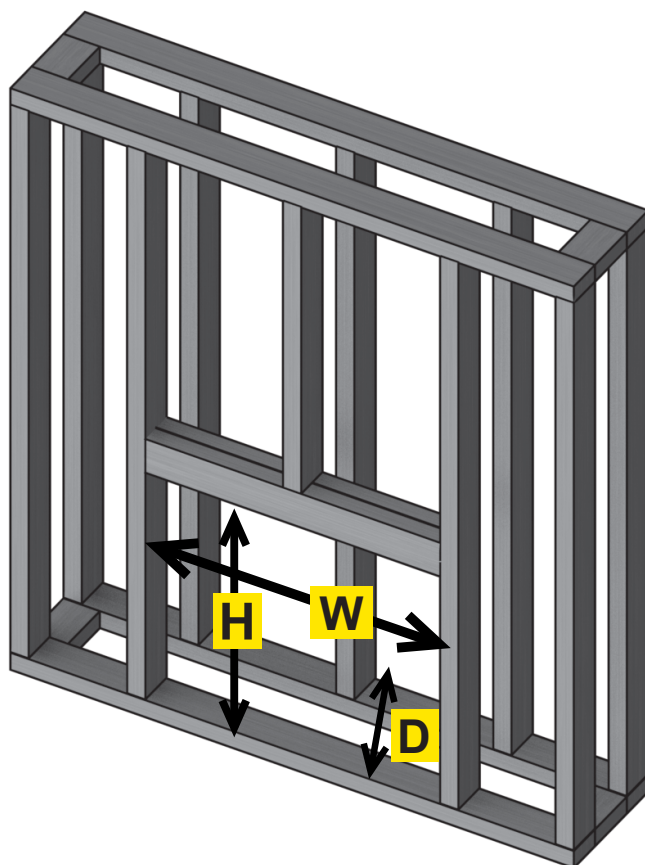
Wall & Surround does not need to be load bearing.

Note: The Uptown Magnetic Trim Kit is available (but not necessary) to cover any gaps for a seamless finish. Available in 3 sided and 4 sided configurations. Trim Kit is sold separately.

Minimum opening requirements for an existing fireplace or cabinet:

Model Number	Frame Width (W)	Frame Height (H)	Frame Depth (D)
EF-TL-23 EF-TL-23-CONC	22.4 in.	21.4 in.	8.5 in.
EF-TL-26 EF-TL-26-CONC	25.7 in.	18.8 in.	8.5 in.
EF-TL-28-3 EF-TL-28-CONC	27.5 in.	24.4 in.	8.5 in.
EF-TL-33 EF-TL-33-CONC	32.7 in.	27.2 in.	9.7 in.

Pre-Installation : Build-Out Wall Opening



Note: Magnetic Trim Kit is required for New Build-Outs. Trim kits are essential to ensure proper ventilation and airflow around the unit while creating a seamless, gap-free finish. Trim kits sold separately.

For Trim Kit: please see Trim Kit Installation Guide for instructions.

Required opening requirements for a build-out installation:

Model Number	Frame Width (W)	Frame Height (H)	Frame Depth (D)
EF-TL-23 EF-TL-23-CONC	25.4 in.	21.4 in.	8.5 in.
EF-TL-26 EF-TL-26-CONC	28.7 in.	18.8 in.	8.5 in.
EF-TL-28-3 EF-TL-28-CONC	30.9 in.	24.4 in.	8.5 in.
EF-TL-33 EF-TL-33-CONC	35.7 in.	27.2 in.	9.7 in.

Installation

WARNING: Never install into a fireplace or chimney still connected to a gas or wood-burning fuel source. A licensed professional must permanently cap and disconnect any gas supply. Failure to do so may cause fire, explosion, carbon monoxide poisoning, or death.

Existing Fireplace Opening

1. Have a professional cap any gas line. No venting needed.
2. Confirm the opening meets the minimum size requirements on page 5, with 1" side clearance and 1.5" top clearance.
3. Use a grounded outlet within reach of the power cord (the power cord is 6 ft long), or hardwire the unit. Never use a power strip, surge protector, or multi-outlet adapter with this fireplace; if additional length is needed, use only one heavy-duty, 3-prong grounded extension cord rated for at least 1875 watts and no longer than 20 ft (6 m), and do not plug any other devices into the extension cord while the fireplace is in use.
4. Slide the appliance in, forward-facing and centered, keeping the clearances above on both sides.
5. Glass doors or screens must stay fully open during use or be removed.

Existing Cabinet or Media Console

1. Confirm the opening meets the minimum size requirements on page 5, with 1" side clearance and 1.5" top clearance.
2. Use a grounded outlet within reach of the power cord (the power cord is 6 ft long).
3. It is recommended to install the firebox through the back opening of the cabinet or media console, centering the firebox within the opening.

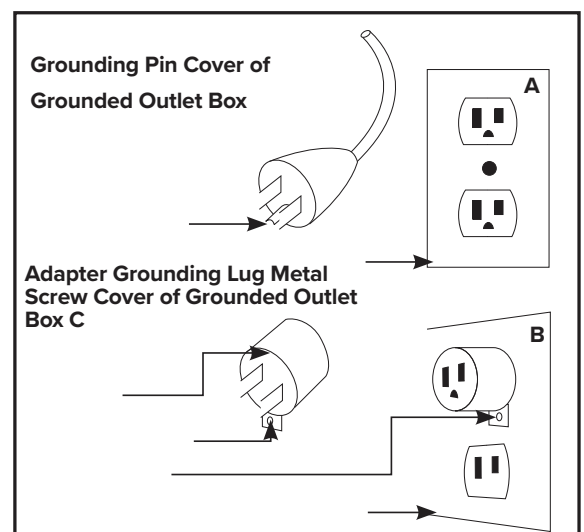
In-Wall (build-out) Installation

In-wall installation requires the optional trim kit, sold separately. Follow the instructions included with the trim kit for proper installation.

GROUNDING INSTRUCTIONS

This heater is for use on 120 volts. The cord has a plug as shown at (A) in Figure 2. An adapter as shown at (C) is available for connecting three-blade grounding-type plugs to two-slot receptacles. The green grounding lug extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box. The adapter should not be used if a three-slot grounded receptacle is available.

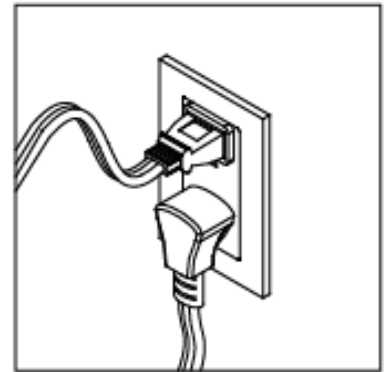
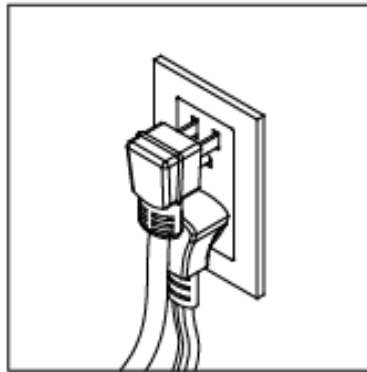
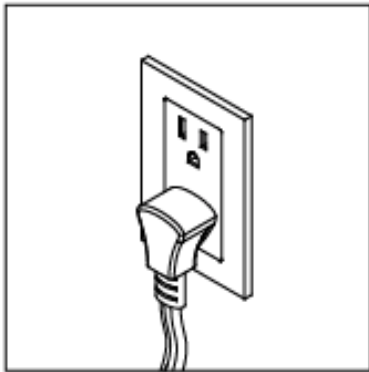
NOTE: Adapters are NOT for use in Canada.



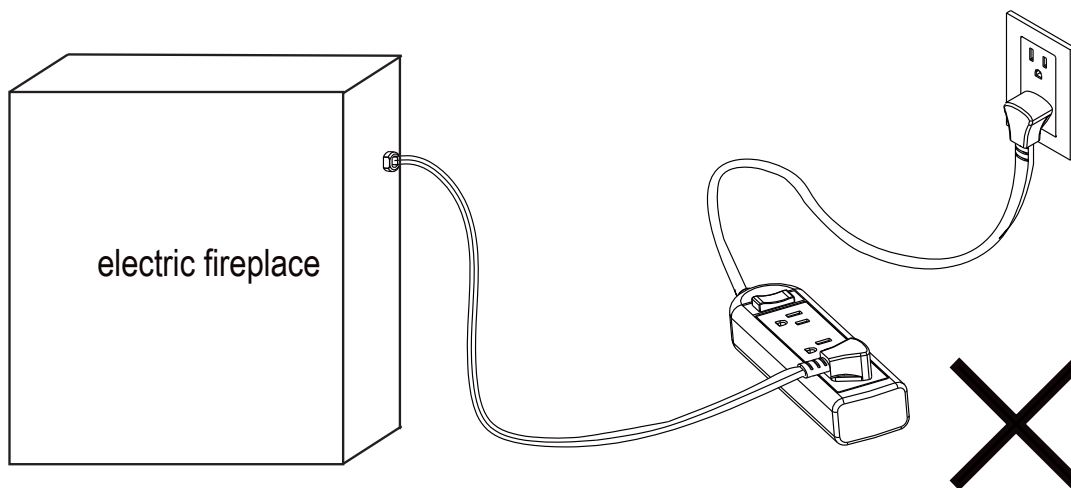
Installation & Assembly



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



Never use with a surge protector, power strip, or relocatable power tap.



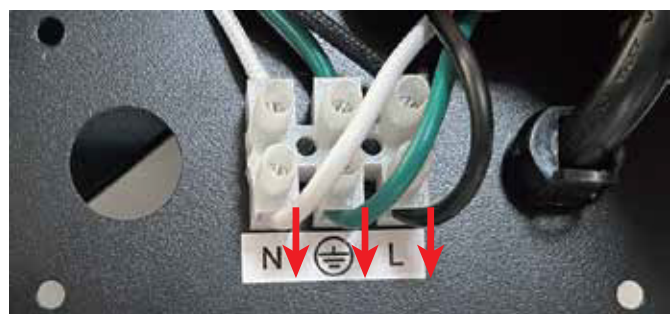
Installation & Assembly

Hardwire Installation

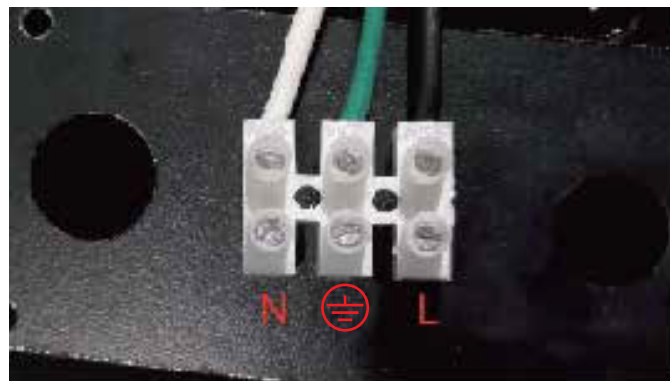
If it is necessary to hardwire this appliance, a qualified electrician must remove the cord connection, and wire the appliance directly to the household wiring.

This appliance must be electrically connected and grounded in accordance with local codes if hardwired. 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.

1. Test the fireplace to confirm it is working properly before removing the power cord. Remove the cover plate from the back top left corner of the fireplace by removing the four screws as shown below. Unscrew and remove the power cord.



2. Attach the plastic wire ring strain relief to the cover plate. Attach the household wiring to the junction block. Please make sure the live wire goes into the terminal marked "L," the neutral wire into the terminal marked "N" and the ground wire into the terminal marked with a ground symbol.



3. Return the cover plate to the back top left corner and screw the four screws back in to fasten the plate.



Operating Instructions

On the top-right of the fireplace is the touchscreen control panel. This panel contains the buttons to properly operate the electric fireplace.



Button	Function
 POWER	Turns the fireplace on and off. Press once to turn the fireplace on. If it's already on, press again within 10 seconds to turn it off. Has a memory function that retains the fireplace's last status after power is restored. The timer setting does not carry over. If the unit is unplugged from mains power, it will restart at default settings.
 FLAME	Turns flames on and off, and cycles through 5 flame colors (L1-L5) plus an OFF position. When the flame is off and the heater function is activated, the ember bed dims slightly to indicate that the fireplace heating function is turned on.
 HEATER	Turns the heater on and off. Press once to turn on. Press again within 10 seconds to turn off, which stops the quartz tubes first, then the blower after 60 seconds. Press and hold for 5 seconds to adjust temperature. There are 11 settings, from 64°F to 82°F-ON (18°C to 27°C-ON). Switch °F / °C: Hold the Power button for 5 seconds. The display flashes 3 times to confirm the change. The remote cannot change temperature units. Lock / unlock heater: Hold the Heater button for 10 seconds to lock or unlock the heater function. The ember bed flashes 6 times to confirm. The remote cannot lock or unlock the heater.
 TIMER	Sets a shutoff timer from 1 to 9 hours, or OFF, cycling as 1h-2h-3h-4h-5h-6h-7h-8h-9h-OFF. If no setting is chosen within 10 seconds, the display shuts off automatically. When the timer runs out, the unit exits all functions and enters standby. Press the power button to restart the appliance.
 SPEED	Adjusts flame speed across 10 settings, shown as 05-06-07-08-09-10-01-02-03-04. Default speed is 05 (medium). Setting 10 is fastest, setting 01 is slowest.
 BRIGHTNESS	Adjusts brightness of the flame and ember bed across 10 settings, shown as 10-09-08-07-06-05-04-03-02-01. Setting 10 is brightest, setting 01 is lowest.

Operating Instructions

REMOTE CONTROL

Power

The Power Button turns the fireplace ON and OFF.

Heater

The Heater Button turns the heat ON and OFF. Press “+” or “-” button to adjust the temperature 64 degrees - 82 degrees.

Flame

The Flame Button is used to turn the flames ON, to alter the flame color, and turn the flames OFF. Press “+” or “-” button to change the flame color (L1-L5).

Timer

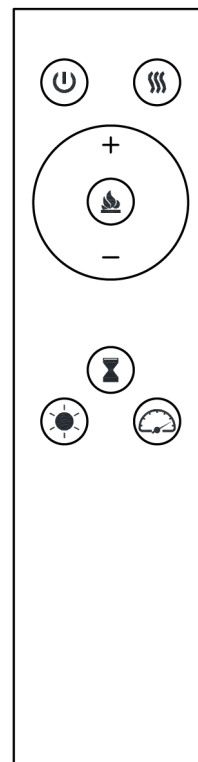
The Timer Button turns the timer ON and OFF. Press “+” or “-” button to adjust the timer (1h-2h-3h-4h-5h-6h-7h-8h-9h-OFF).

Brightness

The Brightness Button adjusts the brightness of the flame and ember bed. Press “+” or “-” button to adjust the flame brightness.

Speed

The Speed Button is used to adjust the flame speed. Press “+” or “-” button to adjust the flame speed.

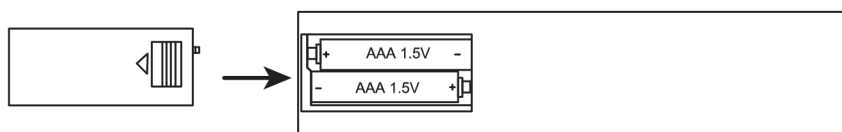


BATTERY REPLACEMENT

The battery compartment is located on the back end of the remote control.

1. Press and slide the battery cover open.
2. Insert two 1.5V (AAA) batteries, ensuring they are installed correctly with regard to the polarities (+ and -) marked on the inside of the battery compartment.
3. Replace the battery cover.

NOTE: The batteries should be removed if the product is to be left unused for a long time.



When replacing the batteries, replace both batteries at the same time with new batteries of the correct type.

- Do not mix old and new batteries.
- Do not mix alkaline, standard (Carbon-Zinc), or rechargeable (Nicad, Nimh, etc) batteries.

App Connection Instructions

WIFI OPERATION

INSTALL TuyaSmart life

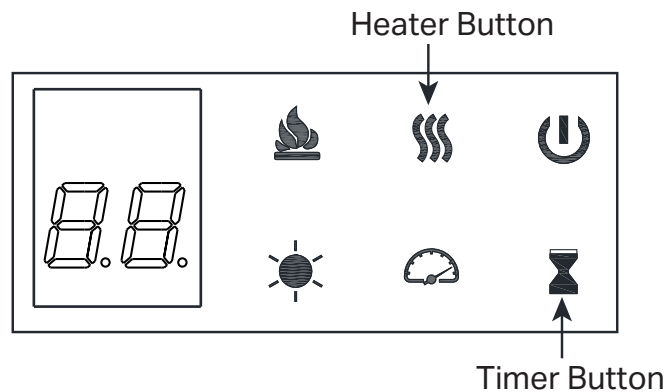
There are 2 ways to install TuyaSmart:

1. Search for "TuyaSmart life" in the APP store on your phone; download and install.
2. Scan the QR code below with your mobile phone.



WIFI SETTING AND FIREPLACE OPERATION

NOTE: Before logging into TuyaSmart, make sure the WiFi signal is good and have the WiFi account name and password available. To activate Wifi, press the timer button 5 seconds until the heater button blinks quickly.



1. Create an account and log in.
2. When you log in, click "Add Device" (Figure 1) to go to the next step. The APP will scan and add the fireplace to the APP automatically (Figure 2). Click Add. Enter your WiFi account name and password (Figure 3) and click Next. The APP will add the electric fireplace (Figures 4 and 5). Click Done to finish the WiFi setup.
3. You will proceed to the app interface (Figures 6 and 7) and can operate the fireplace via WiFi.

App Connection Instructions

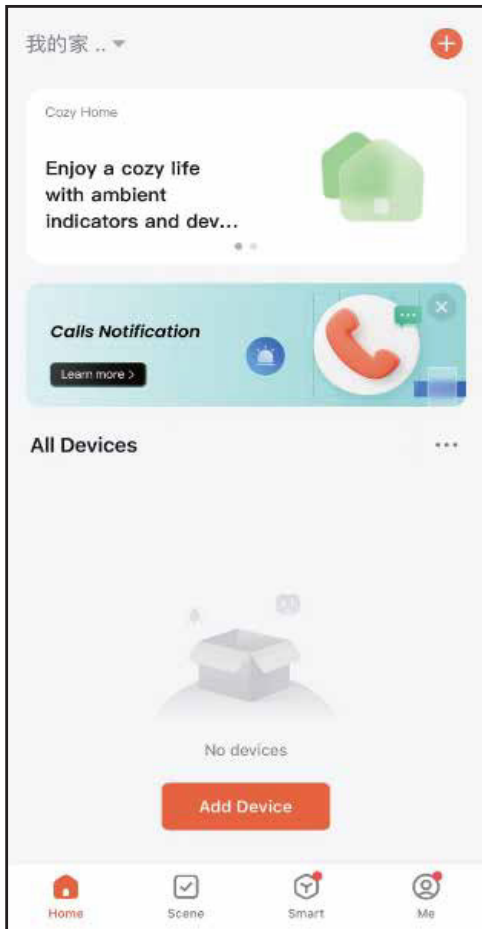


Figure 1

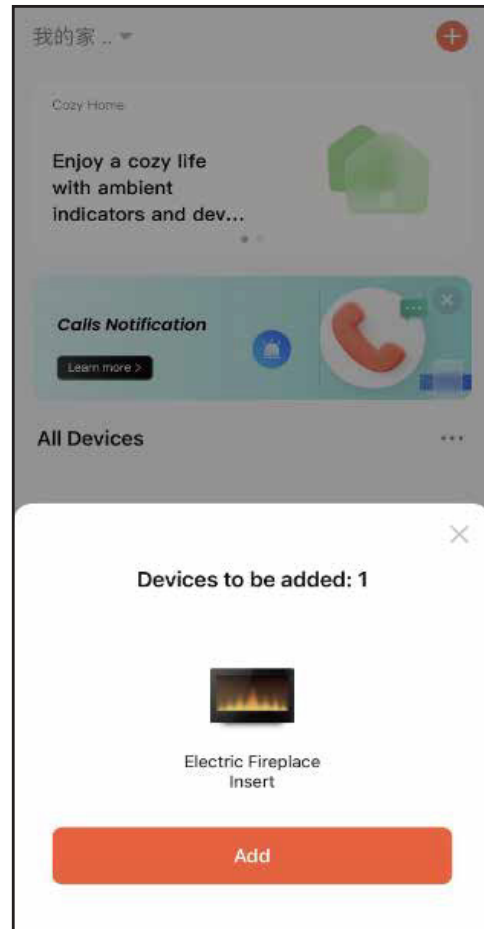


Figure 2

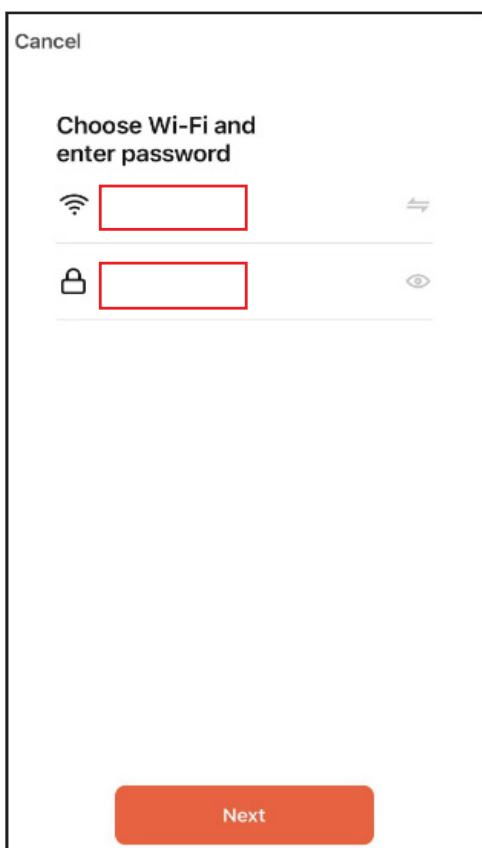


Figure 3

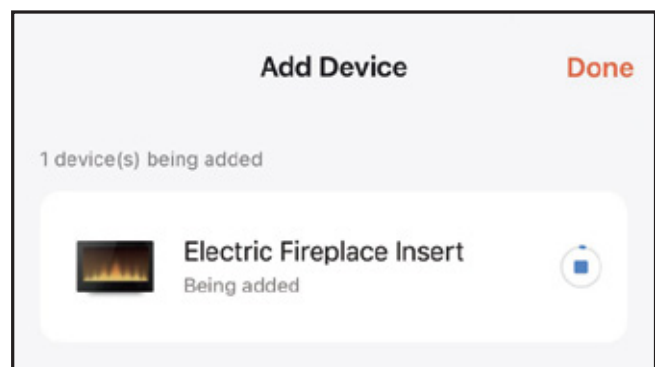


Figure 4

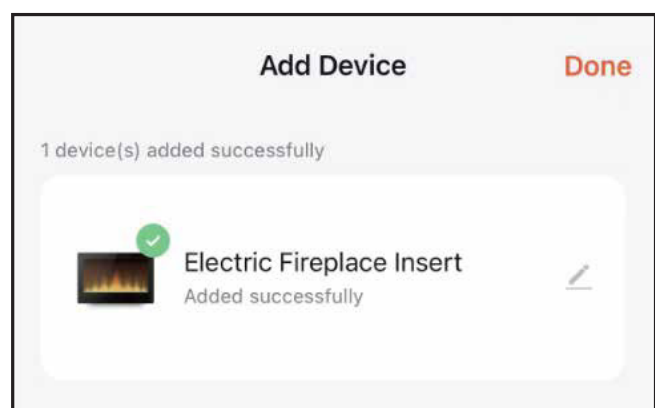


Figure 5

App Connection Instructions

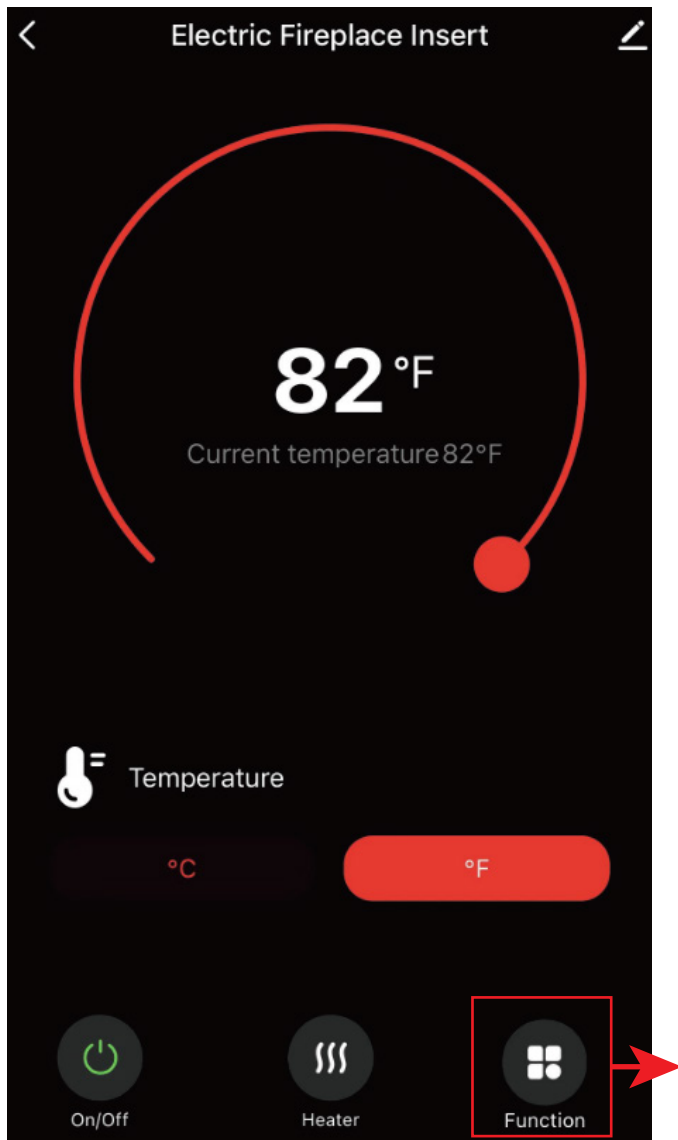


Figure 6

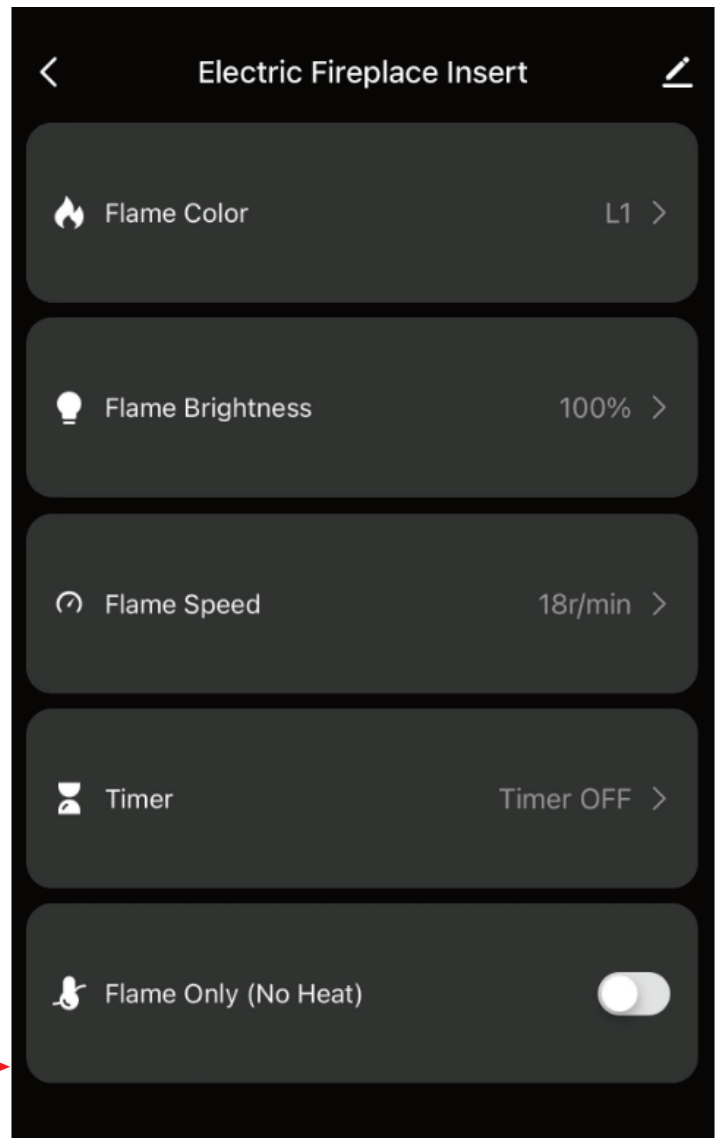


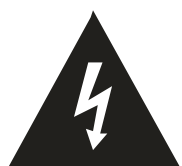
Figure 7

Care & Maintenance

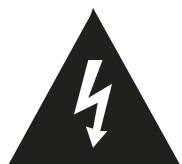
Clean the metal trim using a soft cloth, slightly dampened with citrus oil based product and buff with a clean soft cloth.

DO NOT use brass polish or household cleaners as these products will damage the metal trim. Citrus oil based products can be obtained at supermarkets or hardware stores.

The motors used on the fan and the flame generator assembly are pre-lubricated for extended bearing life and require no further lubrication. However, periodic cleaning/vacuuming of the fan/heater unit is recommended. Make sure the unit is turned OFF and unplugged whenever you are cleaning the heater or fireplace.



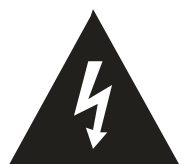
WARNING: Make sure the power is turned off before proceeding. Any electrical repairs or rewiring of this unit should be carried out by a licensed electrician in accordance with national and local codes. If repairing or replacing any electrical component or wiring, the original wire routing, color coding and securing locations must be followed.



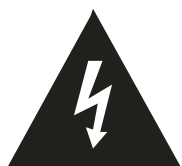
WARNING: Electric outlet wiring must comply with local building codes and other applicable regulations to reduce risk of fire, electric shock and injury to persons.



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



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



WARNING: During any service of this appliance, the power to the unit must be turned off. Always remember to remove the electrical plug from the wall outlet.



WARNING: When the heater is not in use, the heater should be stored in a dry location, away from possible damage. The power cord should be stored properly to avoid contact with hot or sharp objects.

FCC Statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

CAUTION: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

TROUBLESHOOTING

Fault Code	Fault Cause	Solution
E1	Heater is overheating	Contact customer service
E3	Heater is not working	Turn the unit off and unplug it from the electrical outlet. Check for dirty or clogged vents. Clean the dust and debris from the vent area. Wait 5 minutes, plug in the fireplace, and then turn it back on. If the heater still doesn't work, contact customer service.

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

