

INSTALLATION & USER MANUAL

APPLICABLE FOR THE

UE56-SLIM | UE68-SLIM



UPTOWN

LUXURY FIREPLACES



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

C-16965

SAFETY PRECAUTIONS

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

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

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

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

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



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

FOR YOUR SAFETY

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

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SPECIFICATIONS

DIMENSIONS:



MODEL	A	B	C	D	E	F	G
UE56-SLIM	56 1/4" (1429MM)	23 3/4" (603MM)	5 1/2" (140MM)	13 1/4" (336MM)	57 1/8" (1451MM)	14 1/2" (368MM)	1/2" (12.7MM)
UE68-SLIM	68 1/4" (1733MM)				69 1/8" (1755MM)		

Figure 1: Fireplace Dimensions

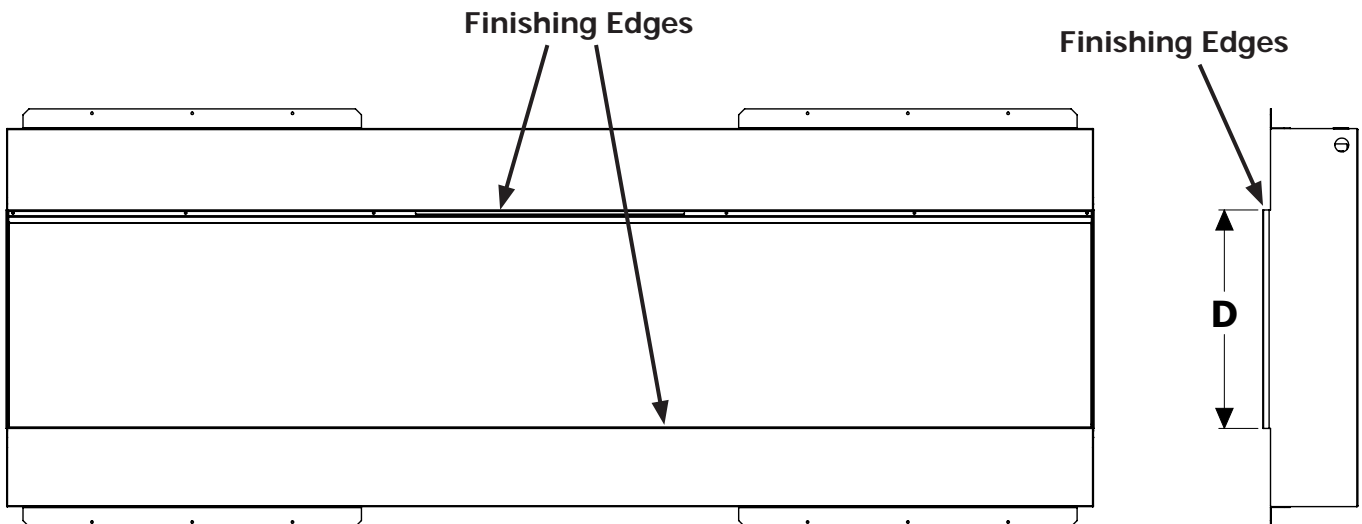
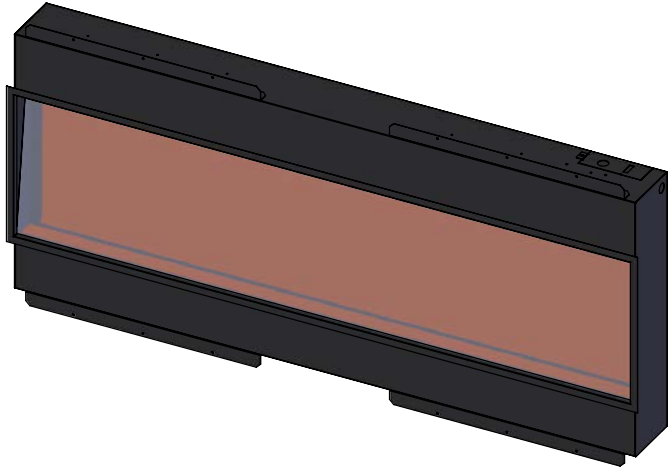


Figure 2: Drywall / Tiling Finishing Edges
(with finishing bezel removed)

BOX CONTENTS

(Items shown not to scale)

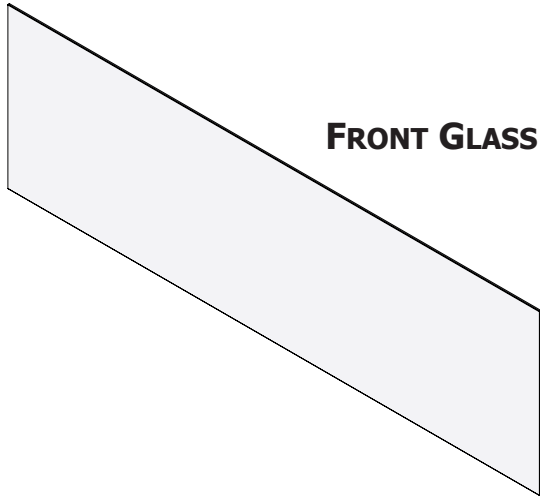


FIREPLACE

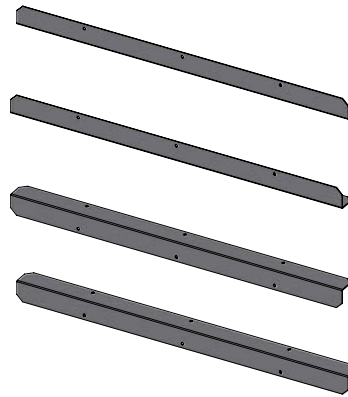


REMOTE CONTROL

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



FRONT GLASS



**MOUNTING
L -BRACKETS (x4)**

All optional firebox log sets and media supplied separately.

INITIAL INSTALLATION

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

WARNING: RISK OF FIRE!

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

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

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

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

Installing the fireplace

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

ELECTRICAL REQUIREMENTS:

All Slim models come standard with a 1500W heater, a dedicated 20 AMP 120VAC circuit will be required.

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

ALL SLIM MODELS			
HEATER	VOLTS (AC)	Hz	AMPS
1500W	120	60	14

Figure 3: Electrical Requirements

INSTALLATION - WIRING

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

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

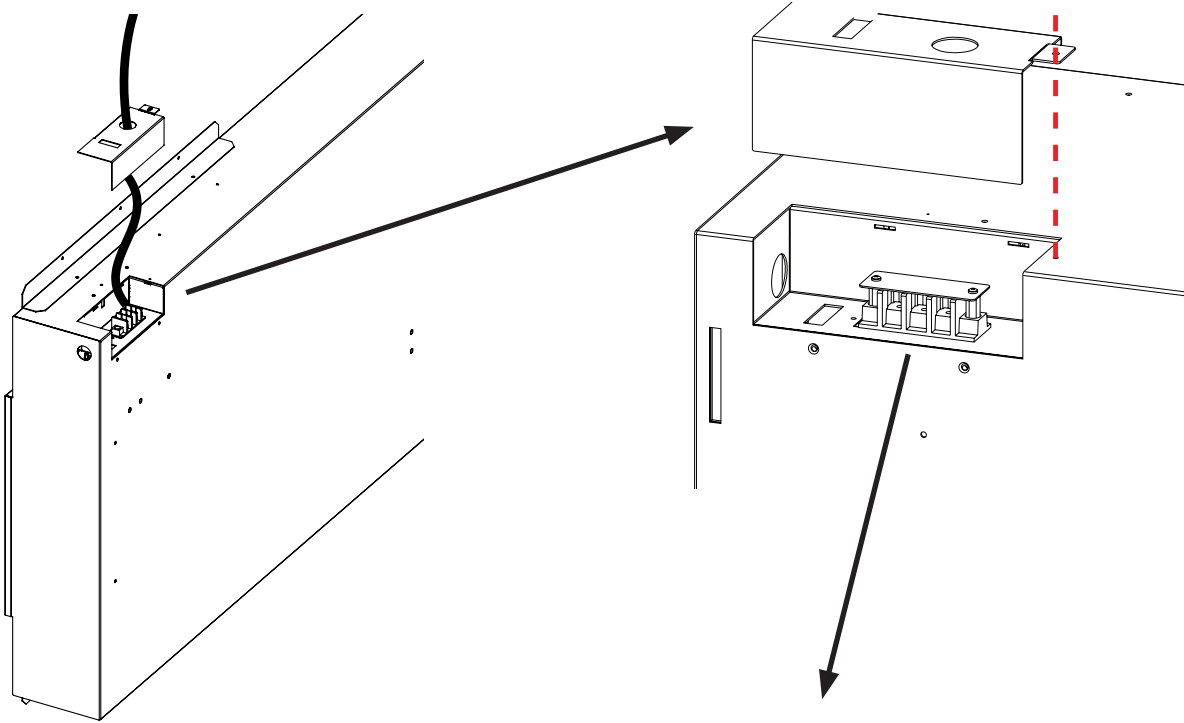
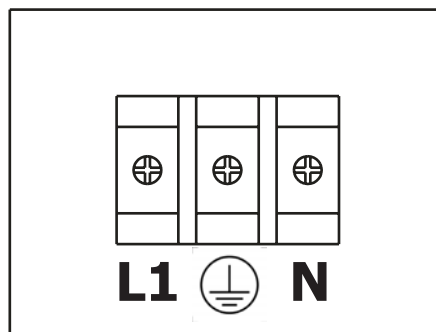


Figure 4: Electrical Cover Location

Standard 1500W Wiring

For the standard 1500W heater, a 3 wire 120VAC line will be required. A dedicated 20 Amp 3 wire circuit will be required. Follow the 3 wire diagram as shown. A power cord is also supplied with the fireplace for installations utilizing an existing accessible electrical outlet.



L - Live
⊕ - Ground
N - Neutral

Figure 5: 1500W Wiring Diagram

INSTALLATION - FRAMING & FINISHING

FRAMING DIMENSIONS			
MODEL	WIDTH	DEPTH	HEIGHT
UE56-SLIM	56 1/2" (1435MM)	6" (152MM)	24 1/8" (612MM)
UE68-SLIM	68 1/2" (1740MM)		

Figure 6: Framing Dimensions

The overall size of the Uptown Slim models has been purposely made to fully recess the fireplace into a 2x6 framed wall.

1. Refer to the figures above and to the right for the required framing dimensions to fully recess the selected fireplace model.

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

2. Remove the front finishing bezel.

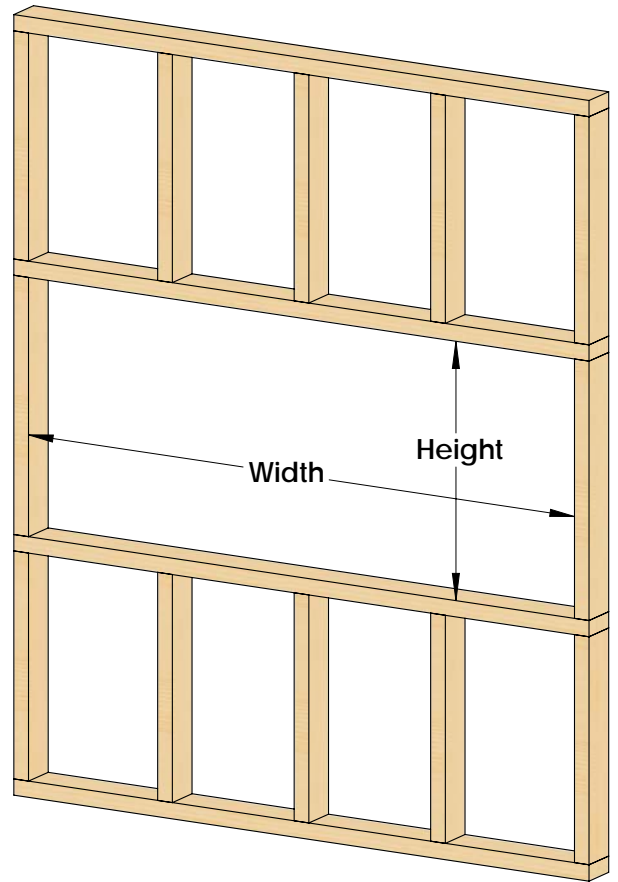


Figure 7: Framed Opening

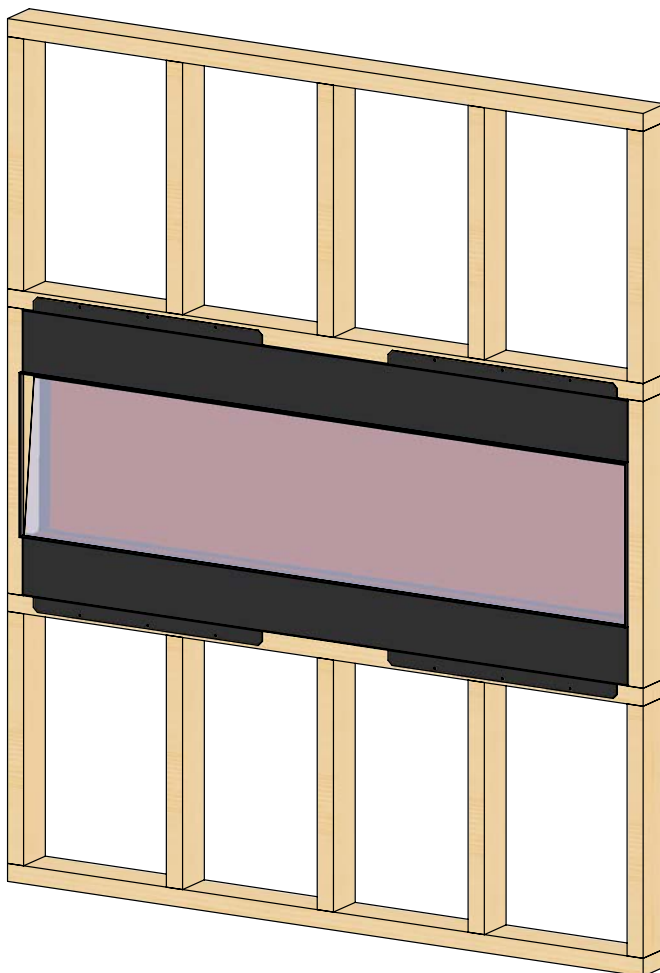


Figure 8: Fireplace Installed in Framed Opening

3. Install the four supplied mounting L-backets on the top and bottom of the fireplace.

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

INSTALLATION - FRAMING & FINISHING

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

6. Remove the front glass (see page 10) and install the firebox media and/or log set of choice (not included with the fireplace) following the instructions supplied with the media.

7. Re-install the front glass and finishing bezel (see page 10).

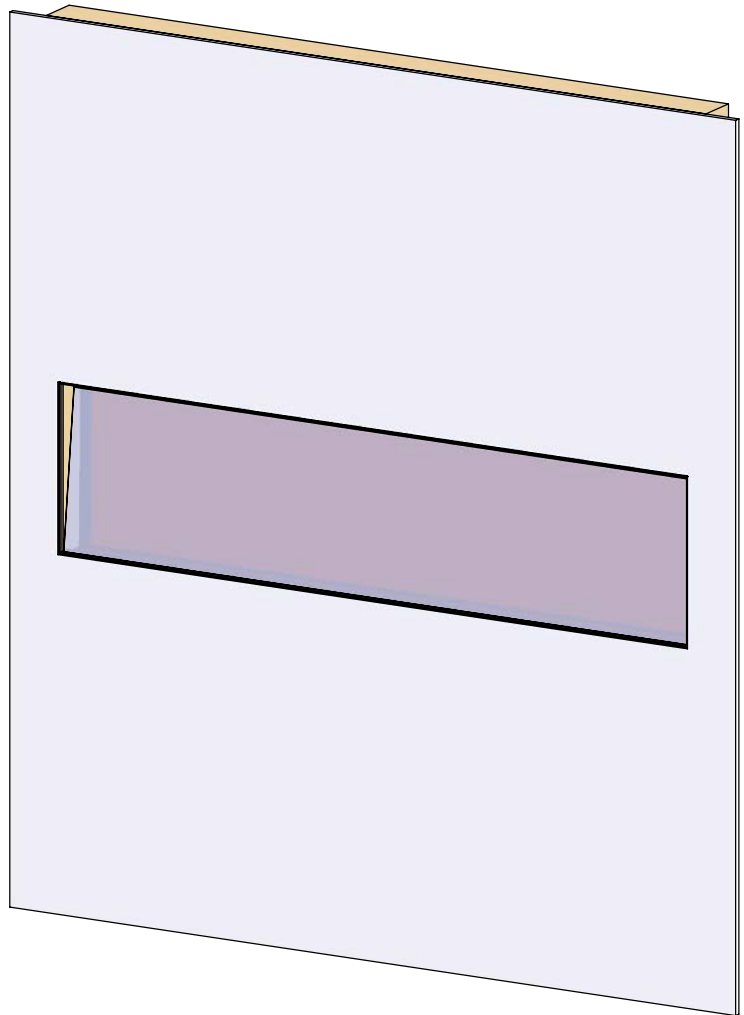


Figure 9: Finished Installation without bezel

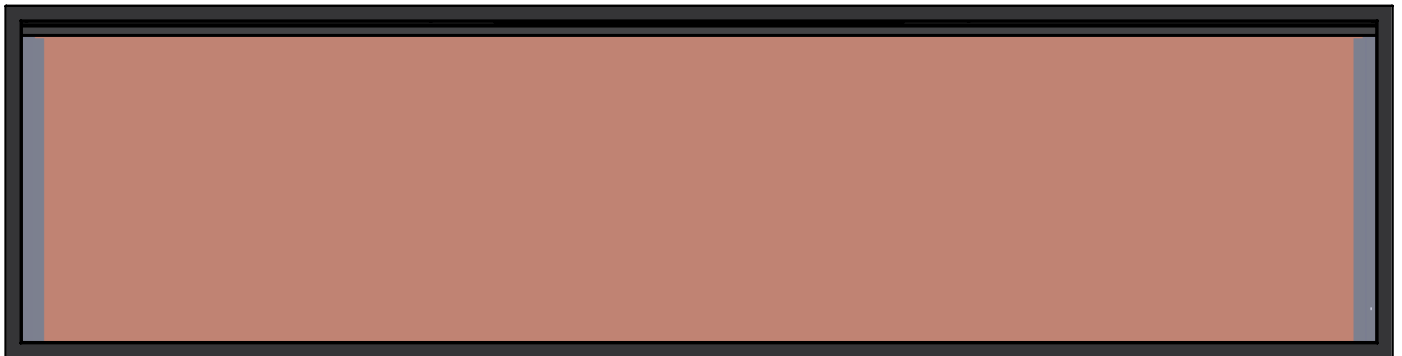


Figure 10: Finishing Bezel Installed

INSTALLATION - BEZEL AND FRONT GLASS

The fireplace comes with a finishing bezel that overlaps the finishing edges for a clean look. The finishing bezel easily attaches to the front of the fireplace with magnets, no tools are required.

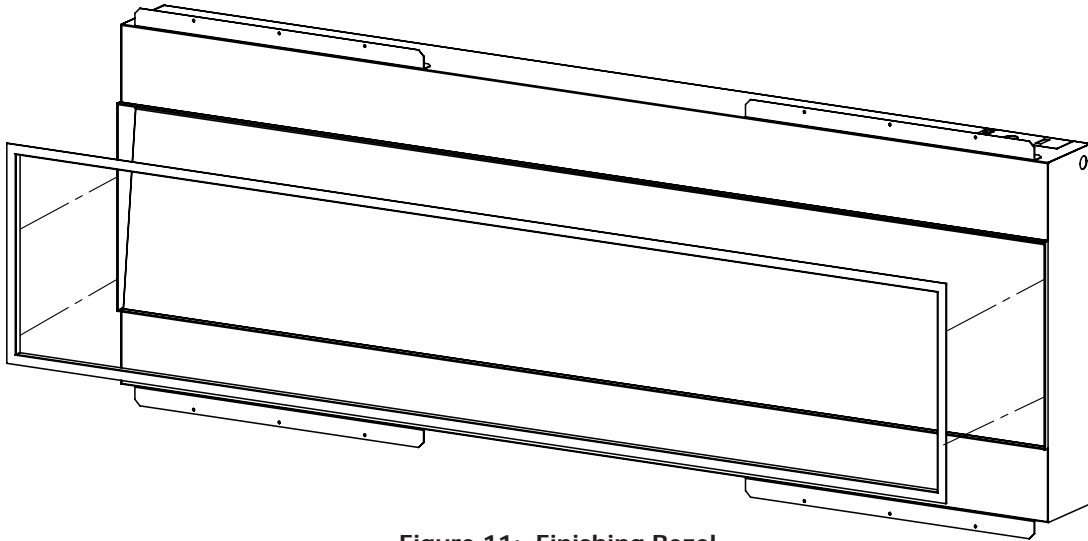


Figure 11: Finishing Bezel

This fireplace has a bottom channel and top retainer that holds the front glass in place. The front glass on this fireplace lays at an angle when installed correctly. The finishing bezel must first be removed prior to installation or removal of the front glass.

1. Insert the front glass into the bottom channel at an angle.
2. Gently lay the front glass back until the top touches the fireplace.

Note - The front glass does lean back on an angle when correctly installed.

3. Install the top retainer using the supplied screws and Philips screwdriver.

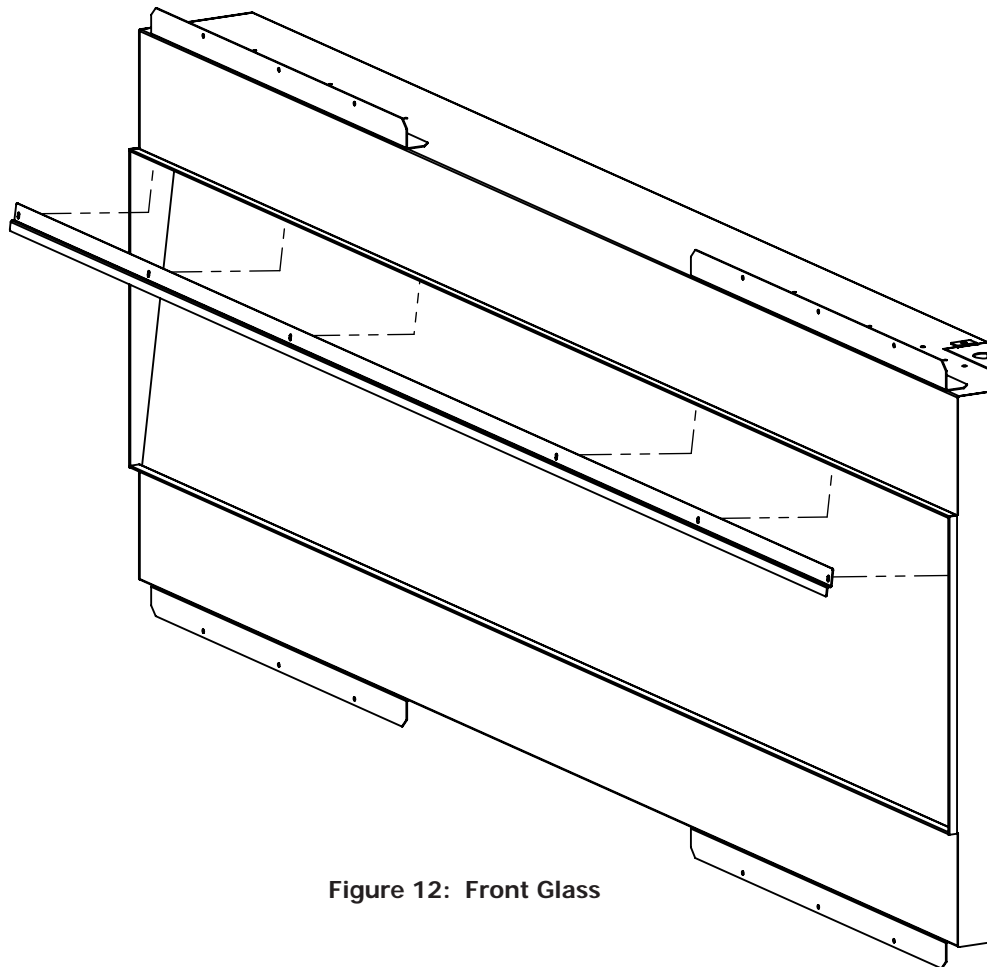


Figure 12: Front Glass

OPERATION - MANUAL CONTROLS

For manual control of the fireplace there is a control panel hidden just above the front glass at the top right hand side. The control panel consists of 1 large rocker switch and 3 black buttons which are Power, Heat and Colour from left to right. To the right of the Colour button is the Reset button.

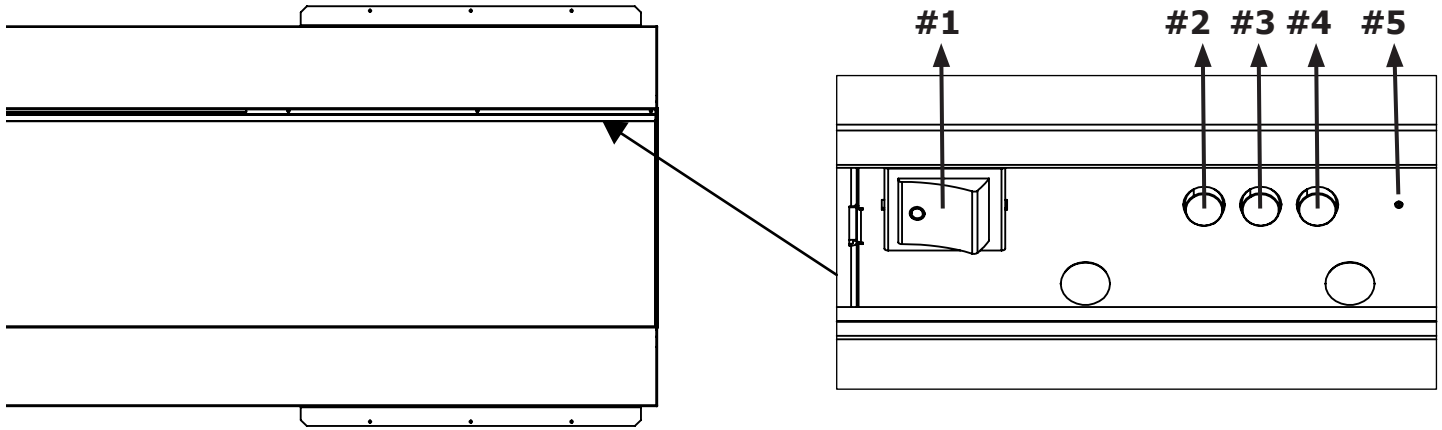


Figure 13: Control Panel Location

#1 Master ON/OFF - Toggling the rocker switch turns all power supply to the fireplace on and off.

#2 Power - Press once to wake the fireplace and press again to turn it on. Press again to turn off fireplace.

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

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

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

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

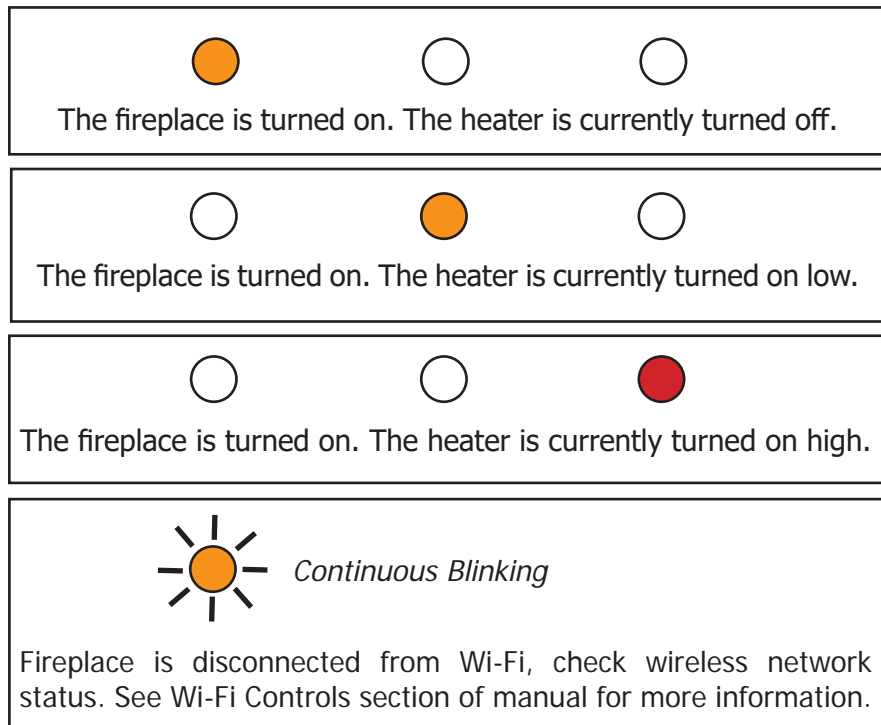


Figure 14: Indicator Light Scenarios

OPERATION - REMOTE CONTROLS

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

Pairing the Remote to the fireplace:

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

Remote Control Layout

POWER - Turns fireplace on and off. When turned on the fireplace will return to its last used settings when it was turned off.

BRIGHTNESS SLIDER - Slide your finger/thumb up and down the white bar in between the buttons below the colour wheel to control brightness of the selected zone.

HEATER - Cycles the fireplace heater between low, high and off. Set as desired.

FADE - All zones of the fireplace will cycle through various demo modes - 7 & 3 colour gradient/fade, 7 & 3 colour jump, red/green/blue gradient.

SPEAKER - Pressing this button turns the built in crackling wood fire sound effect on and off.



RESET - Returns fireplace to signature Uptown Fireplace colour scheme.

COLOUR WHEEL - Slide your finger/thumb around the colour wheel to set the desired colour of the selected fireplace zone.

FLAME - This is a zone setting. Touching this button will allow you to change the colour and brightness of the flame by using the colour wheel and brightness slider.

EMBER BED - This is a zone setting that controls the color and brightness of the ember bed.

TOP LIGHT - This is a zone setting that controls the colour and brightness of the top light.

Figure 15: Remote Control

OPERATION - WI-FI CONTROLS

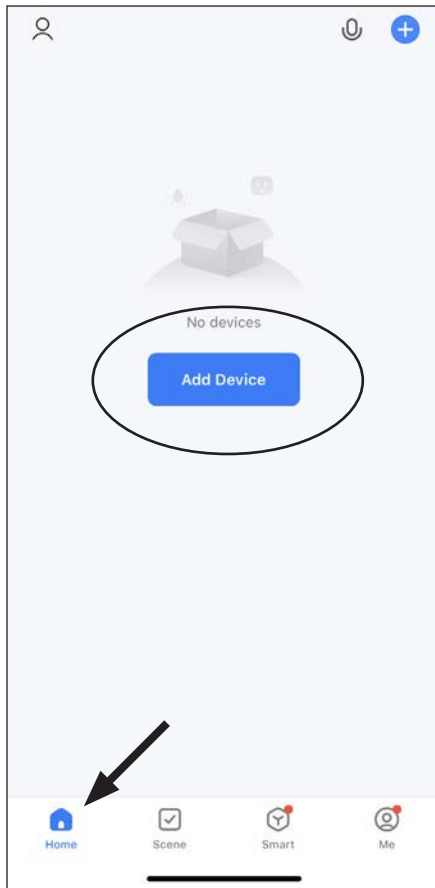
This fireplace is also capable of being controlled over Wi-Fi using an Apple or Android mobile device. Scan the QR code for an instructional walk through video on how to download and setup the app needed to control your Uptown Electric fireplace. Alternatively, you can follow the steps below.



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



Figure 16: Setup Video QR Code



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

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

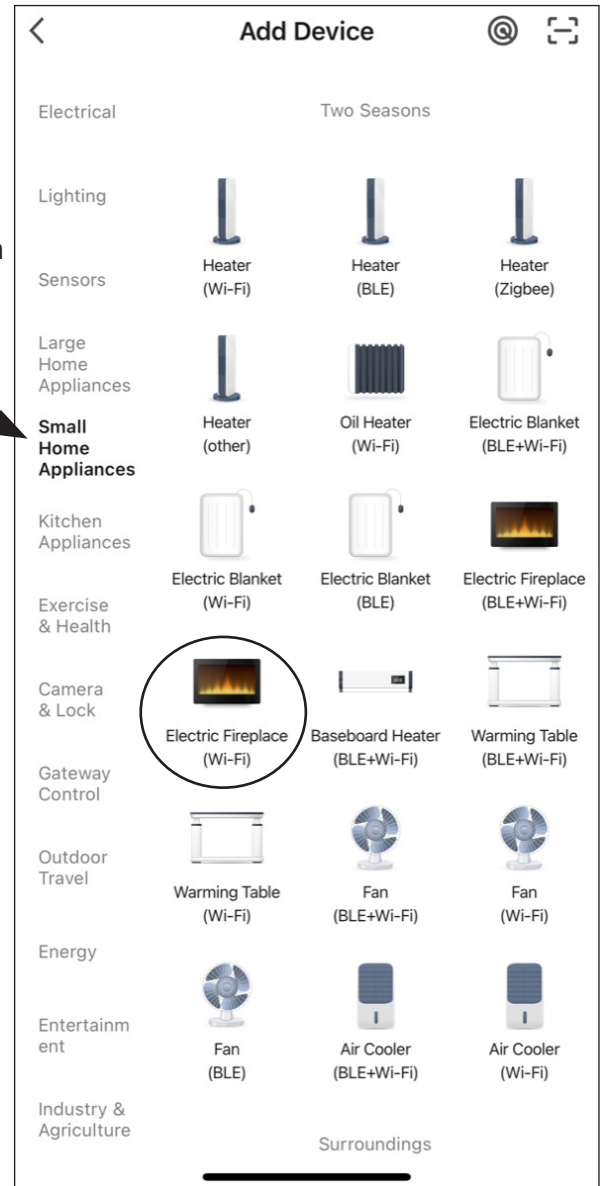


Figure 17: Add Device

Figure 18: Appliance Selection

OPERATION - WI-FI CONTROLS

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

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

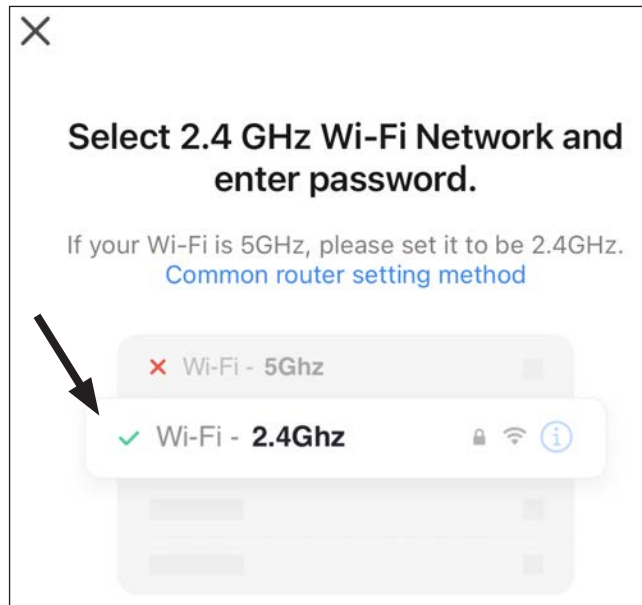


Figure 19: Network Connection

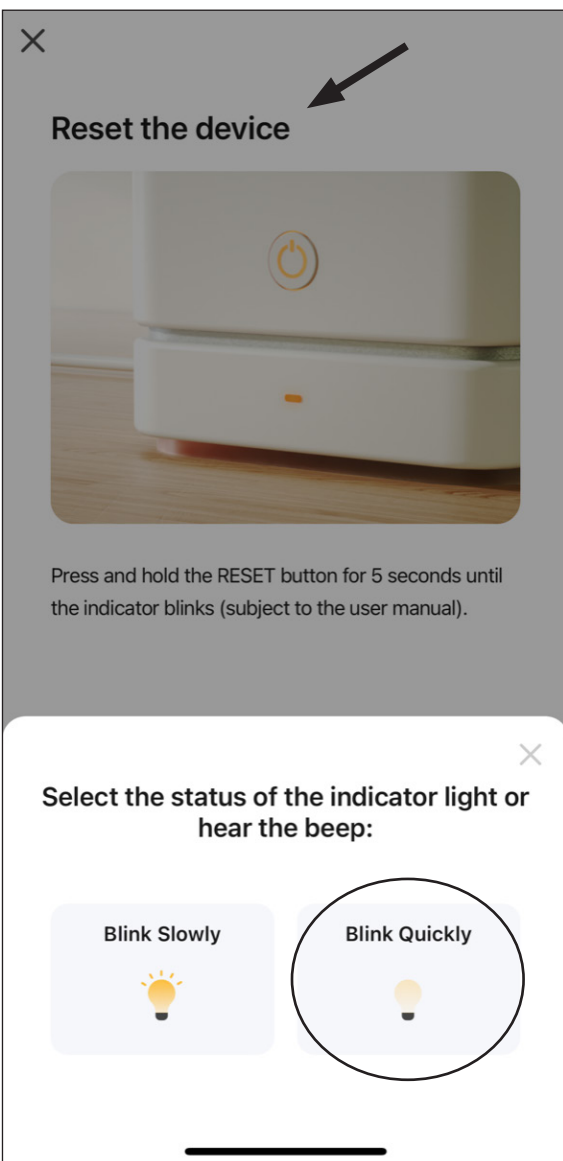


Figure 20: Fireplace Pairing

6. Once you are connected to your home network put the fireplace into pairing mode. Press and hold the **COLOUR** button on the control panel (see page 11) of the fireplace until the back flame and ember bed begin flashing at the same time.

7. With the fireplace now in pairing mode select the **Blink Quickly** option on the **Reset the Device** screen in the app (see figure 20). The app will begin pairing to the fireplace on a timing screen and automatically finish once pairing is successful (see figure 21).

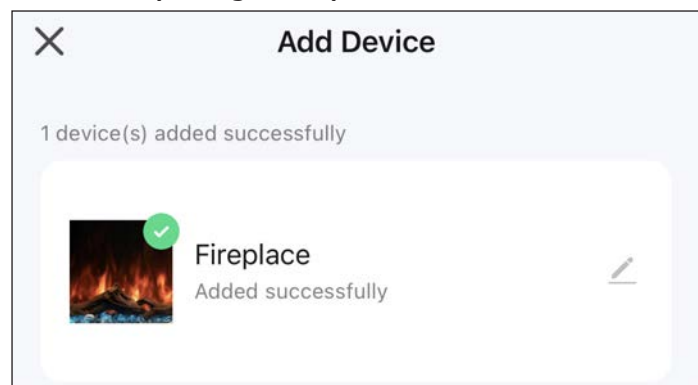


Figure 21: Fireplace Successfully Paired

OPERATION - WI-FI CONTROLS

8. With the fireplace now successfully paired it can be controlled in the same manner as the remote controls (see page 12). Added capabilities like Sleep Timer and Heat Program are only possible when using the app.

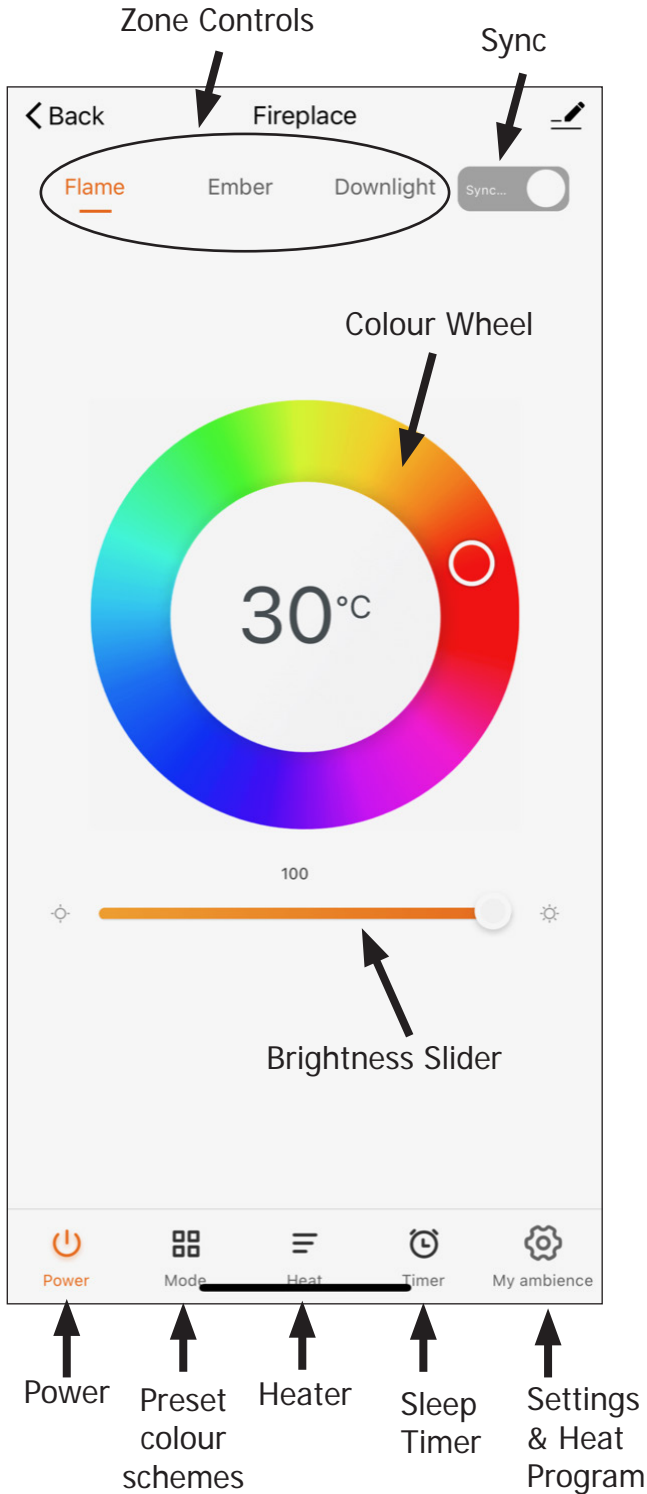


Figure 22: Fireplace App Controls

Creating a Heat Program

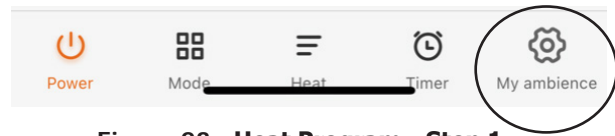


Figure 23: Heat Program - Step 1

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

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

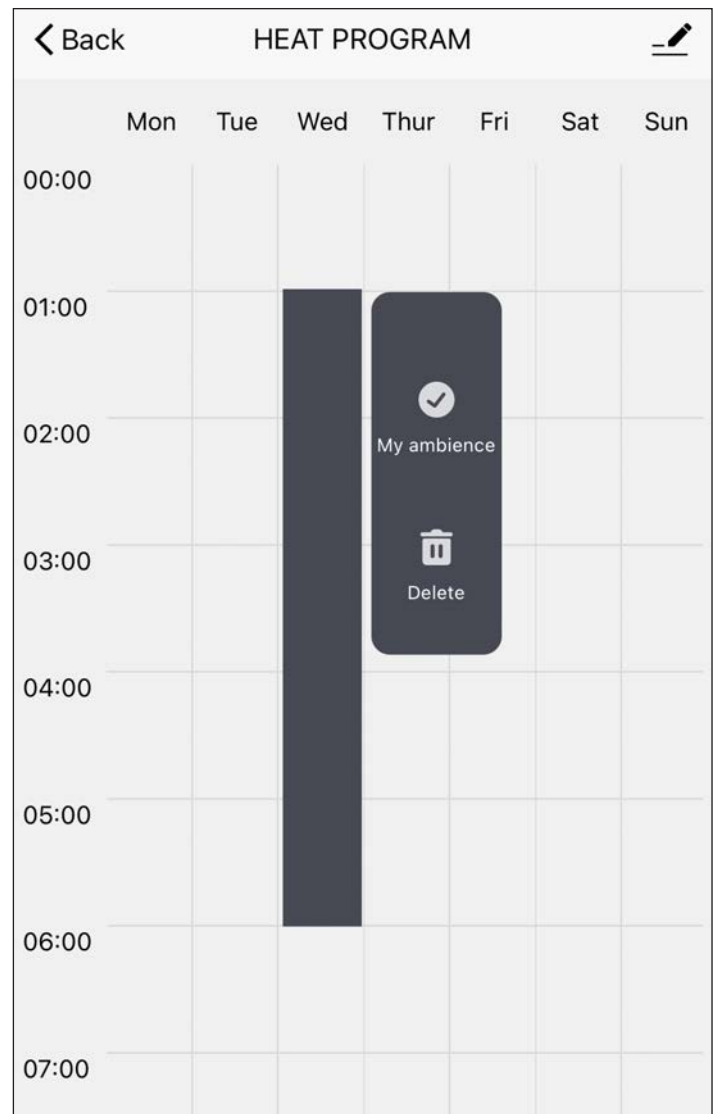


Figure 24: Heat Program - Step 2

OPERATION - WI-FI CONTROLS

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

Switch - Turn fireplace on or off

Gear - Turn heater on low, high, off

Temperature - Set desired temperature

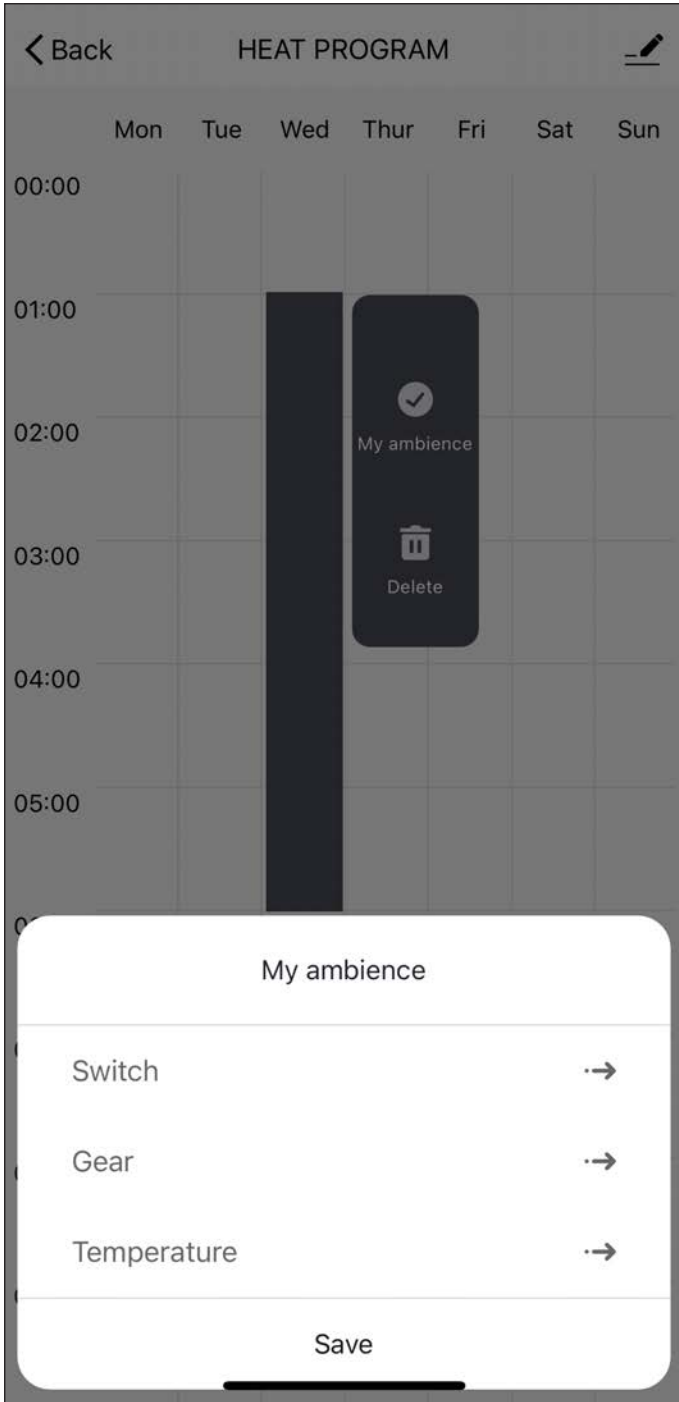


Figure 25: Heat Program - Step 3

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

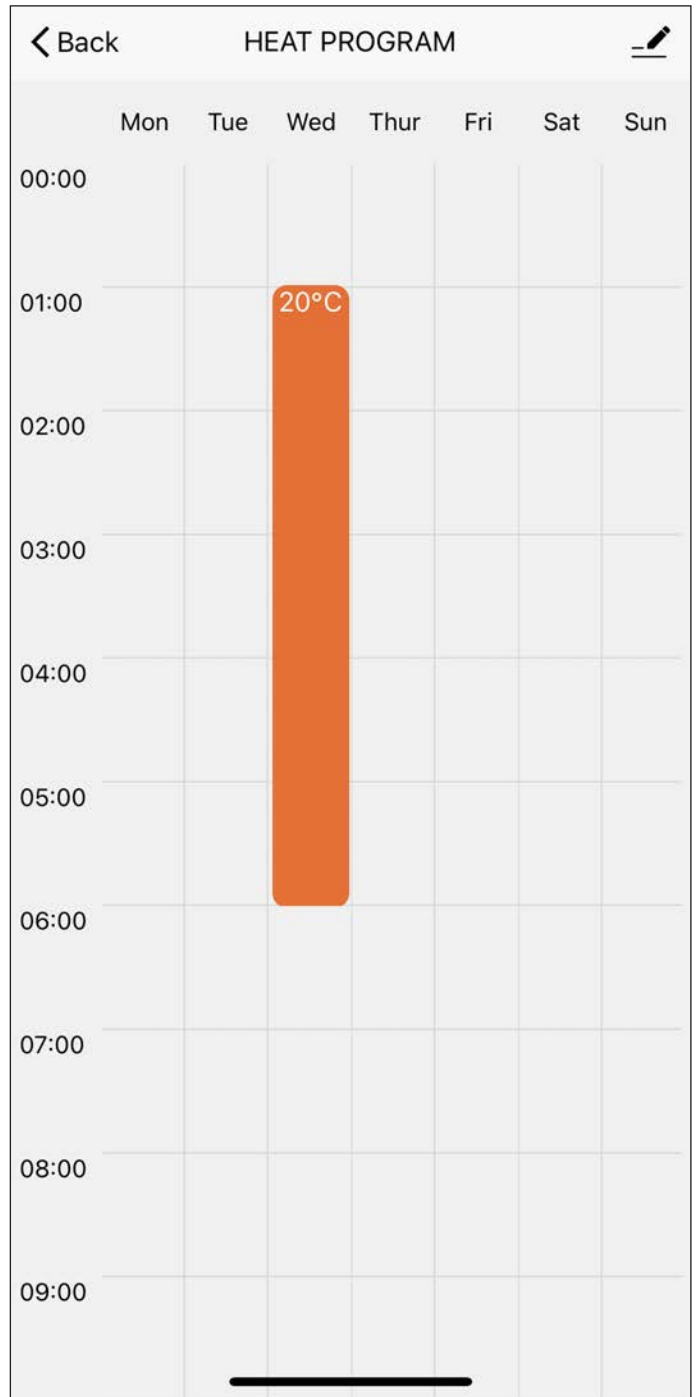


Figure 26: Heat Program - Step 4

CLEANING & MAINTENANCE

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

- To clean the glass of the fireplace simply use any household desired glass cleaner with paper towels.
- To clean the air inlets/outlets, wipe with a soft cloth or the nozzle of a vacuum cleaner
- Dust can easily build up around the heater area inside the fireplace, on the left and right sides. Take particular care to clean this area on a regular basis to prevent buildup.
- For long periods of inactivity, unplug the fireplace and ensure the surrounding area remains dry.
- To install or replace the remote control battery, follow the steps below:

1. Insert the supplied remote tool, or a unfolded paper clip, into the pin hole in the back of remote control.
2. Push the tool/paper clip into the pin hole to separate the remote top from the bottom housing.
3. Slide the existing battery down and out of the metal sleeve.
4. Slide the new battery (CR2450) up into the metal sleeve, **+ sign facing up**.
5. Re-attach the remote top to the bottom housing. It will automatically attach via magnets once close enough.

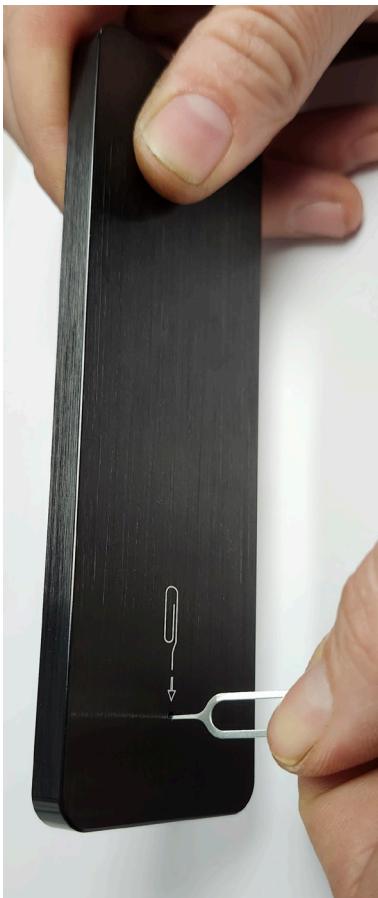


Figure 27: Remote Battery - Step 1



Figure 28: Remote Battery - Step 2



Figure 29: Remote Battery - Step 3

WIRING DIAGRAM

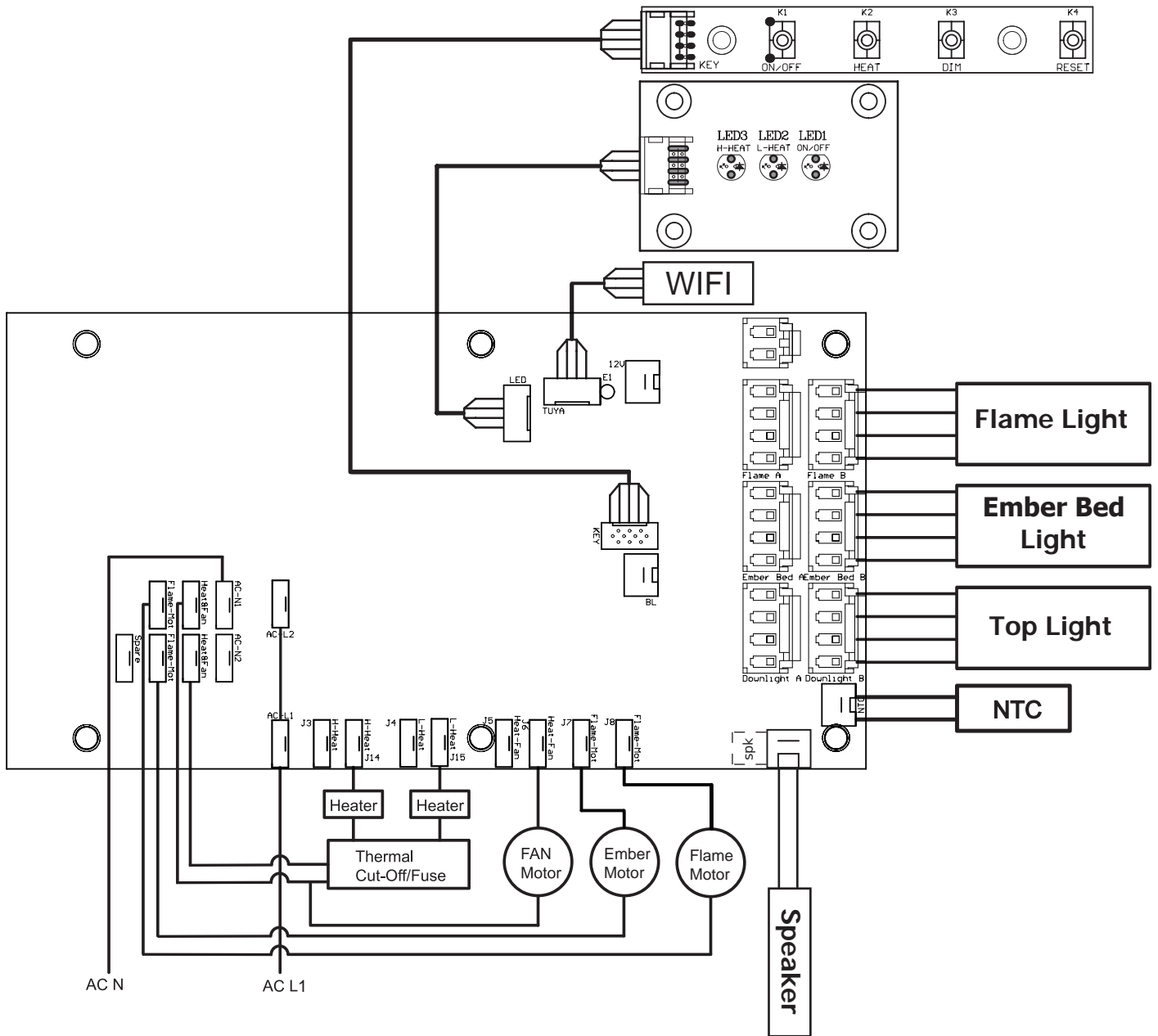


Figure 30: Wiring Diagram

TROUBLESHOOTING

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

PARTS LIST

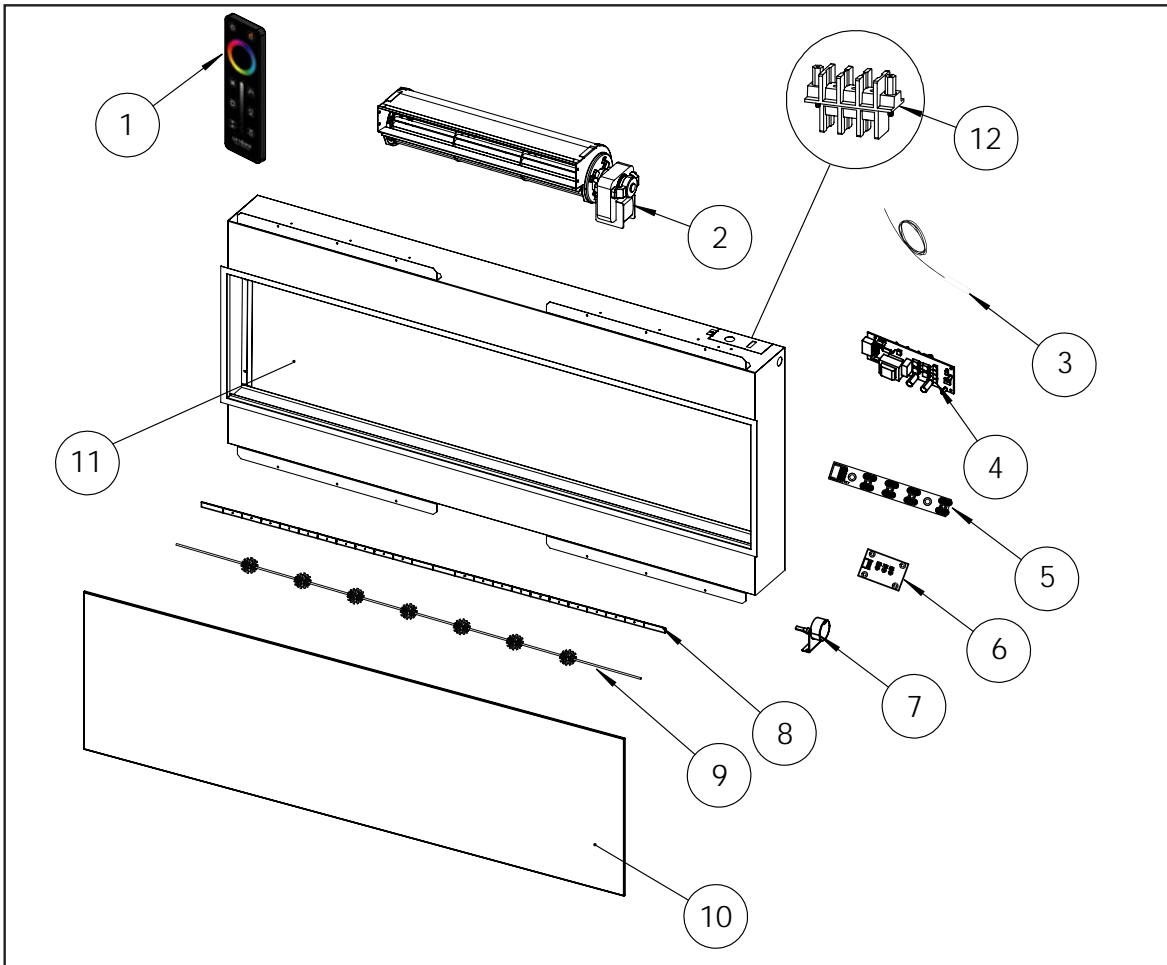


Figure 31: Parts Diagram

Replacement Parts					
#	Part Description	Part Number	#	Part Description	Part Number
1	Gen2 Remote Control	50-4475	8	LED Strips (4 pcs.)	50-4378
2	Fan Heater (120V only)	50-4476	9	UE56 Flame & Ember Spindle Rod	50-4392
3	Thermostat Sensor	50-4398		UE68 Flame & Ember Spindle Rod	50-4393
4	Main Control Board	50-4385	10	UE56-SLIM Front Glass	50-4469
5	Manual Control Panel Board	50-4395		UE68-SLIM Front Glass	50-4470
-	Wi-Fi Control Board	50-4396	11	UE56-SLIM Flame Screen	50-4471
6	Indicator Light Board	50-4397		UE68-SLIM Flame Screen	50-4472
7	Fireplace Motor	50-4384	12	3 Position Wiring Terminal Block	50-4413

NOTES

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

Conditions

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

Exclusions

An expanded list of exclusions is available at www.uptownfireplaces.com/exclusions/

This warranty does not cover:

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

To the Dealer

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

To the Distributor

- Sign and verify that work and information are correct.

Sherwood Industries Ltd.

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

Online warranty registration: www.uptownfireplaces.com/product-registration/

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

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

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

INSTALLATION DATA SHEET

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

NAME OF OWNER:

ADDRESS:

PHONE: _____

NAME OF DEALER:

ADDRESS:

PHONE: _____

MODEL: _____
SERIAL NUMBER: _____
DATE OF PURCHASE: _____ (dd/mm/yyyy)
DATE OF INSTALLATION: _____ (dd/mm/yyyy)

INSTALLER'S SIGNATURE:

NAME OF INSTALLER:

ADDRESS:

PHONE: _____

MANUFACTURED BY:
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