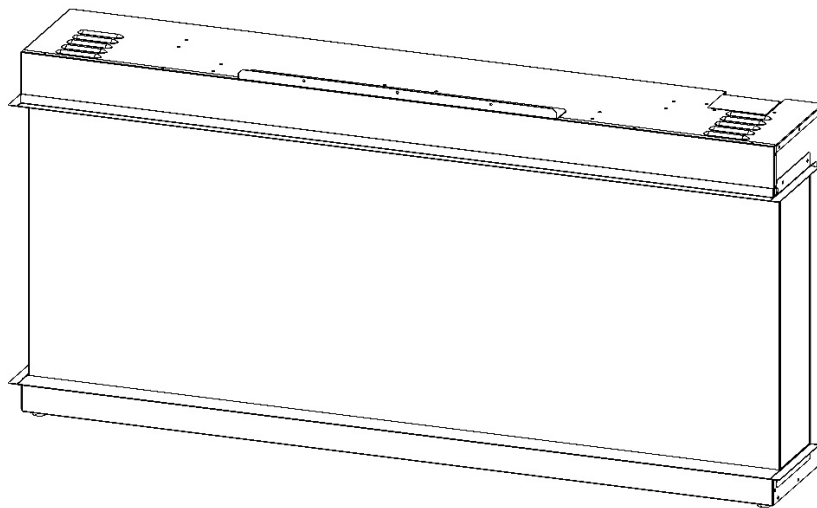


ORION MULTI BUILT-IN OR WALL-MOUNT FIREPLACE

Model #: ■ OR52-MULTI-V2 ■ OR60-MULTI-V2 ■ OR76-MULTI-V2
■ OR100-MULTI-V2 ■ OR120-MULTI-V2

OWNER'S MANUAL



AC 120V 60Hz 1,465W (5,000 BTUs)
(2,930W 10,000 BTUs capable)

Approved for Indoor and Outdoor Use



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 fire, electric shock, or serious personal injury.



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

AFFIX SERIAL NUMBER LABEL HERE
FOR FUTURE REFERENCE





IMPORTANT SAFETY INFORMATION!

- Read all instructions before installing or using this heater.
- **Use a dedicated 15 amp minimum circuit. A 20 amp circuit is preferred. For 240 V split phase dual-heater operation (10,000 BTU's), use a dedicated 2-pole circuit breaker.**
- This heater is hot when in use. To avoid burns, DO NOT let bare skin touch hot surfaces. If provided, use handles when moving this heater. 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.
- Extreme caution is necessary when any heater is used by or near children or invalids and whenever the heater is left operating and unattended.
- Do not operate any heater if it malfunctions. Disconnect power at service panel and have the heater inspected by a reputable electrician before reusing.
- To disconnect the heater, turn the controls to off, and turn off power to the heater circuit at the main disconnect panel (or operate internal disconnect switch if provided).
- Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock, fire, or damage the heater.
- To prevent a possible fire, do not block air intakes or exhaust in any manner.
- A heater has hot arcing or sparking parts inside. Do not use in areas where gasoline, paint, flammable vapors, or liquids are used or stored.
- 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.
- This heater may include an audible or visual alarm to warn that parts of the heater are getting excessively hot. If the alarm sounds (or illuminates), immediately turn the heater off and inspect for any objects on or adjacent to the heater that may have blocked the airflow or otherwise caused high temperatures to have occurred. **DO NOT OPERATE THE HEATER WITH THE ALARM SOUNDING (OR ILLUMINATING).**
- ALWAYS plug heaters directly into a wall outlet/receptacle. NEVER use with an extension cord or relocatable power tap (outlet/power strip).
- NEVER use this heater a manner where the heater could fall into a bathtub, pool, become damp, or come in contact with water.
- AVOID FIRE! Regularly inspect all air vents to make sure they are free from dust, lint, or other blockage. Unplug the unit and clean with a vacuum ONLY. DO NOT rinse or get wet.
- ALWAYS mount to wall bracket before use. DO NOT set on the floor, or other surface, to use.
- NEVER use a wall mount bracket from another manufacturer.
- This product is not intended to be a primary heat source. It is for supplemental heat only.



IMPORTANT SAFETY INFORMATION!

- ALWAYS disconnect this unit from the power supply before performing any assembly, cleaning, or before relocating the electric fireplace.
- NEVER leave this heater unattended. ALWAYS unplug this heater when not in use.
- ALWAYS store this heater in a dry location. NEVER use the fireplace if it has become wet.
- NEVER plug this heater into an outlet that is old, cracked, or has loose wires or connections. Plugging this heater into a faulty outlet could result in electric arcing within the outlet that could cause the outlet to overheat or catch fire.
- ALWAYS check your heater cord and plug connections with each use.
 - i) MAKE SURE the plug fits tightly in the outlet. Faulty wall outlet connections or loose plugs can cause the outlet to overheat.
 - ii) Heaters draw more current than small appliances. Overheating may occur even if it has not occurred with the use of other appliances.
 - iii) During use, check frequently to see if the plug outlet or face plate is HOT.
 - iv) If the outlet or face plate is HOT, discontinue use immediately and have a qualified electrician inspect and/or replace the faulty outlets.

FCC CAUTION

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.

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

NOTE: 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.

To maintain compliance with FCC's RF exposure guidelines, this equipment should be installed and operated with minimum distance between 20cm from the radiator and your body: Use only the supplied antenna.

SAVE THESE INSTRUCTIONS

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Preparation

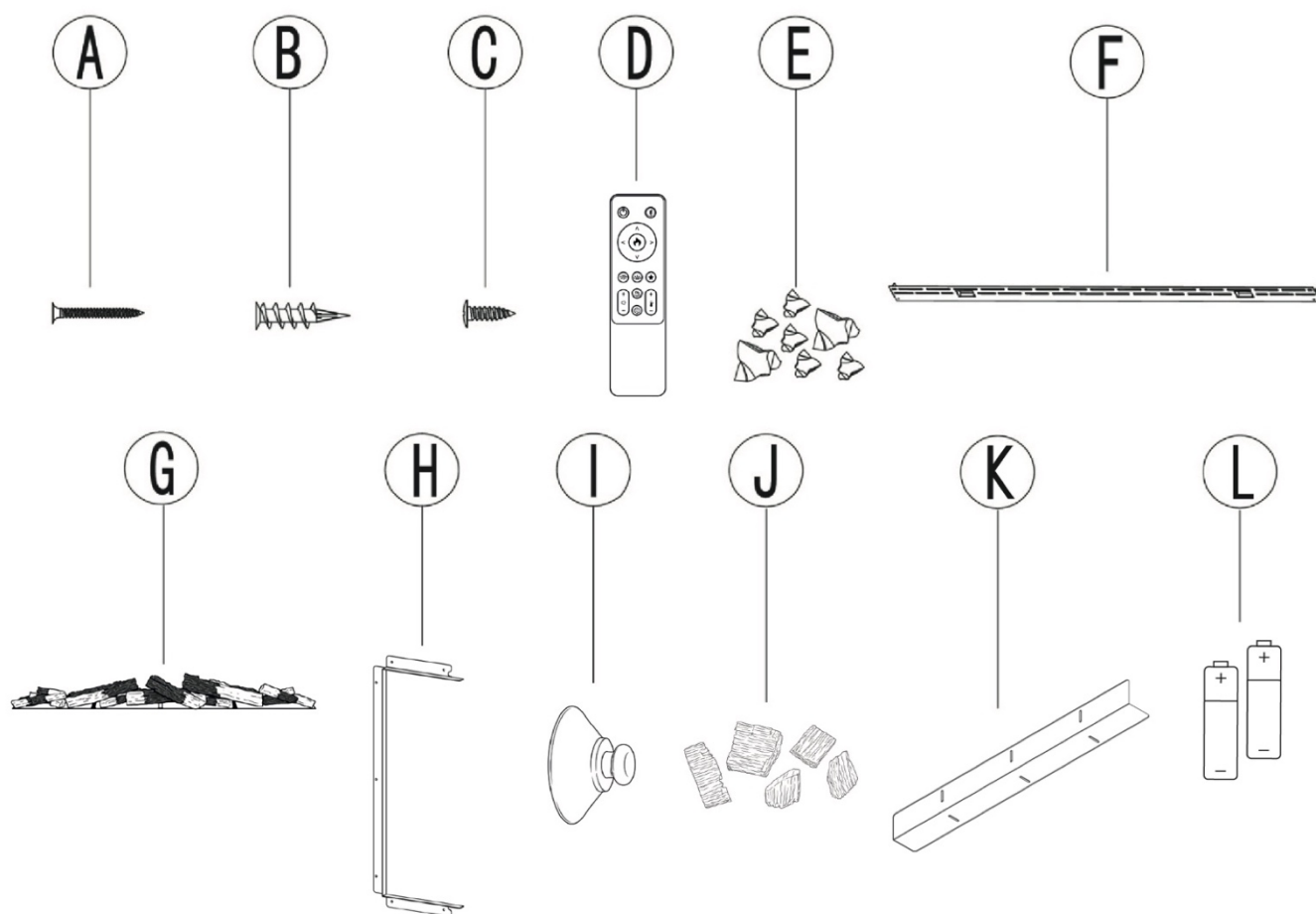


This product includes a GLASS panel. Always use extreme caution when handling glass. Failure to do so could result in personal injury or property damage.

Remove all parts and hardware from the carton and place them on a clean, soft, dry surface. Check the parts list to make sure nothing is missing. Dispose of packaging materials properly. Please recycle whenever possible.

You will need the following tools (not included): Phillips screwdriver, stud finder, level, tape measure, electric drill, 1/4" wood drill bit, hammer.

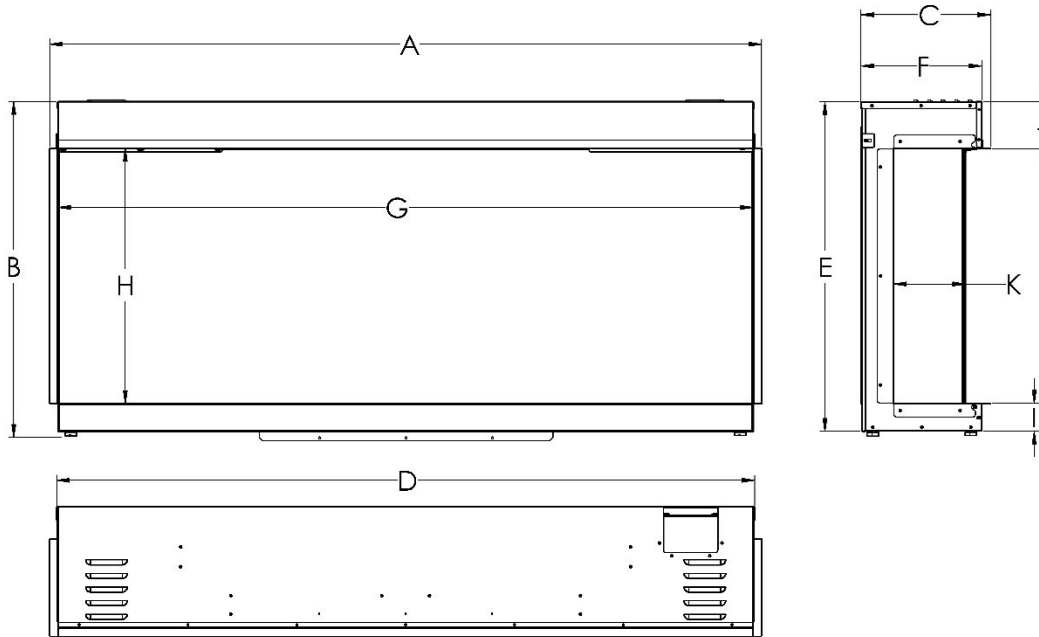
Parts and Hardware



PART NO.	DESCRIPTION
A	Screws (Long)
B	Drywall Anchor
C	Screws (Short)
D	Remote Control
E	Crushed Glass
F	Wall Mount Bracket

PART NO.	DESCRIPTION
G	Lit Log Set
H	Drywall Stop
I	Suction Cups
J	Wood Chips
K	"L" Metal Nailing Flange
L	AAA Batteries

Dimensions and Specifications



PRODUCT DIMENSIONS

Model Number	A	B	C	D	E	F	G	H	I	J	K
OR52-MULTI-V2	51-1/2" (1308mm)	24-5/16" (618mm)	9-9/16" (240mm)	50-5/8" (1286mm)	23-7/8" (606mm)	8-15/16" (224mm)	50-1/8" (1274mm)	18-7/16" (468mm)	2" (52mm)	3-7/16" (87mm)	5-3/16" (132mm)
OR60-MULTI-V2	60" (1524mm)	24-5/16" (618mm)	9-9/16" (240mm)	59-1/8" (1502mm)	23-7/8" (606mm)	8-15/16" (224mm)	58-11/16" (1491mm)	18-7/16" (468mm)	2" (52mm)	3-7/16" (87mm)	5-3/16" (132mm)
OR76-MULTI-V2	75-3/4" (1925mm)	24-5/16" (618mm)	9-9/16" (240mm)	74-15/16" (1904mm)	23-7/8" (606mm)	8-15/16" (224mm)	74-7/16" (1891mm)	18-7/16" (468mm)	2" (52mm)	3-7/16" (87mm)	5-3/16" (132mm)
OR100-MULTI-V2	100" (2542mm)	24-5/16" (618mm)	9-9/16" (240mm)	99-1/4" (2521mm)	23-7/8" (606mm)	8-15/16" (224mm)	98-3/4" (2508mm)	18-7/16" (468mm)	2" (52mm)	3-7/16" (87mm)	5-3/16" (132mm)
OR120-MULTI-V2	124-3/8" (3159mm)	24-5/16" (618mm)	9-9/16" (240mm)	123-1/2" (3137mm)	23-7/8" (606mm)	8-15/16" (224mm)	123" (3125mm)	18-7/16" (468mm)	2" (52mm)	3-7/16" (87mm)	5-3/16" (132mm)

Installation and Assembly

Your appliance is a wall-mounted, recessed, and/or mantel installed appliance. 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.

Glass Removal/Installation



This product includes a GLASS panel. Always use extreme caution when handling glass. Failure to do so could result in personal injury or property damage.

Removing Front Glass

- With one hand on the front glass to prevent it from falling, remove the six screws (three per side) and two brackets (one per side) from the underside of the viewing area of the fireplace. (Fig. 1-1). Set the screws and brackets aside.
- Carefully tilt the top edge of the glass away from the appliance (Fig. 1-2) using the supplied suction cup (Part I.) as needed. Once the top edge of the glass is free from the fireplace, lift on the glass to fully remove it. Place the glass on a soft, non-abrasive surface. For the larger configurations, it may require multiple people to safely remove the glass.
- Reverse these steps to re-install the front glass.

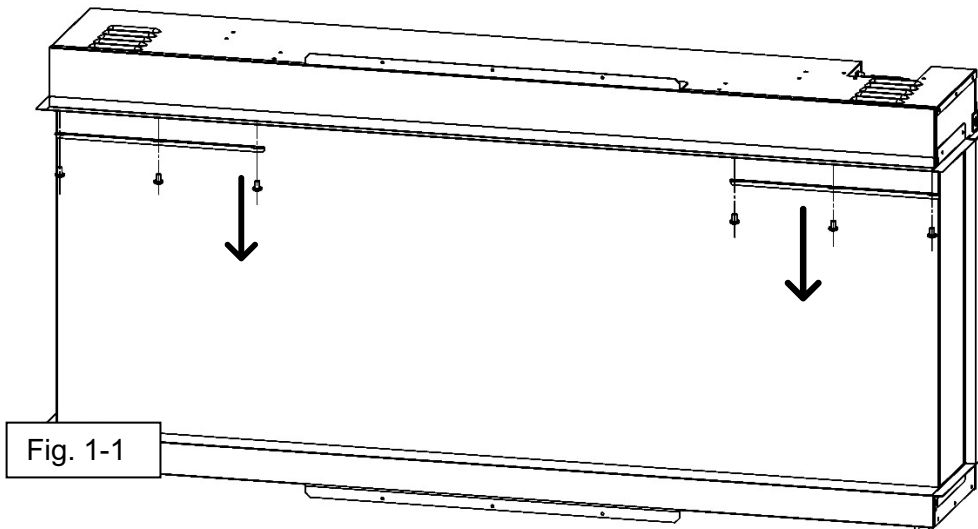


Fig. 1-1

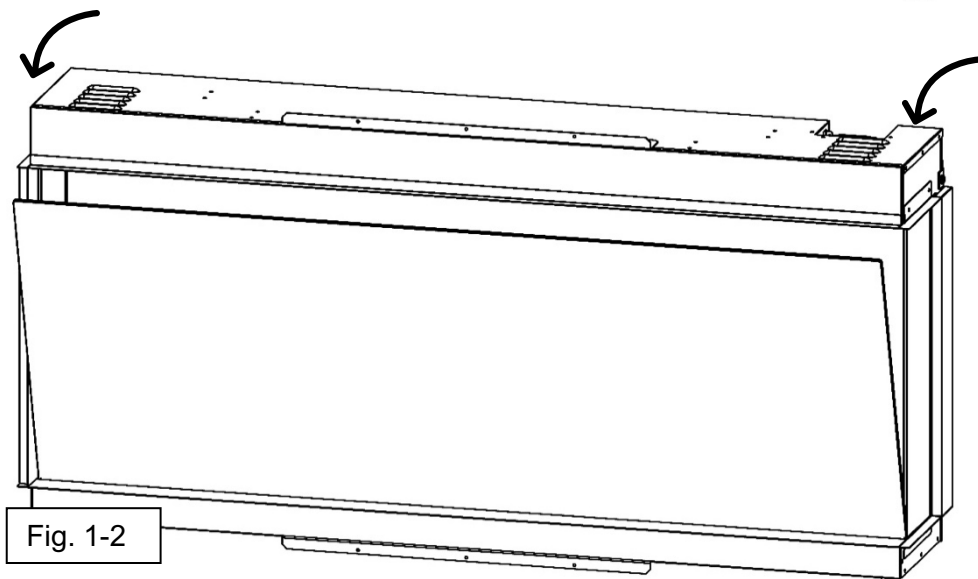
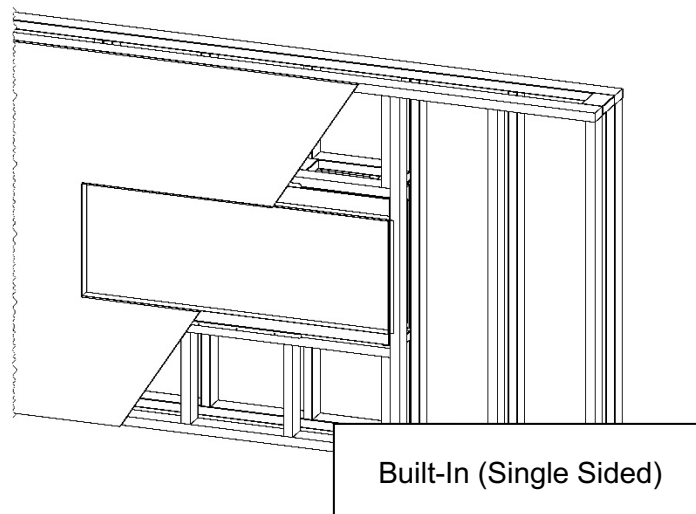
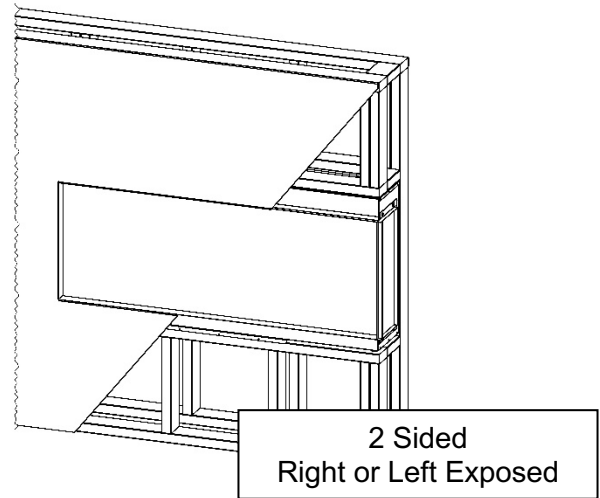
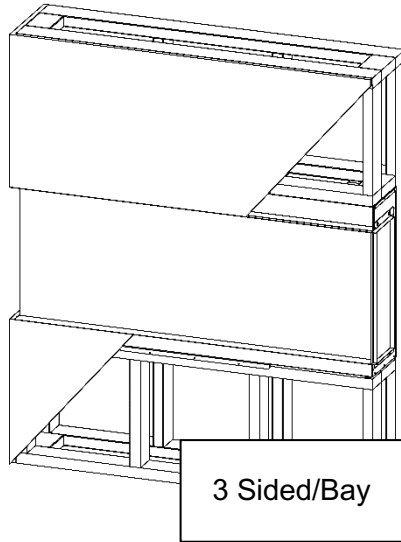


Fig. 1-2

Built-In Installation Styles

Optional Built-In styles shown below. See “Partial Recess Installation” or “Wall Mounted Installation” for additional mounting styles.



Built-In Installation Framing

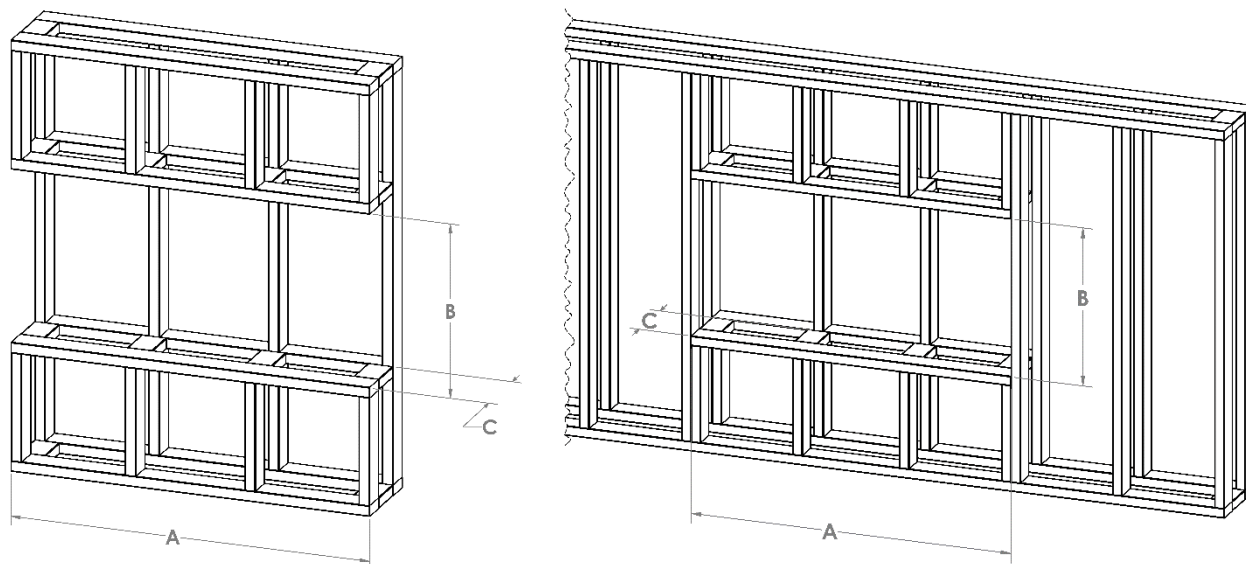


Due to different materials used on different walls, it is highly recommended for you to consulting with your local builder before you install this electric fireplace.



Before cutting any custom finishings (i.e. granite, marble, veneer, etc.), it is recommended to double-check the dimensions of the actual fireplace.

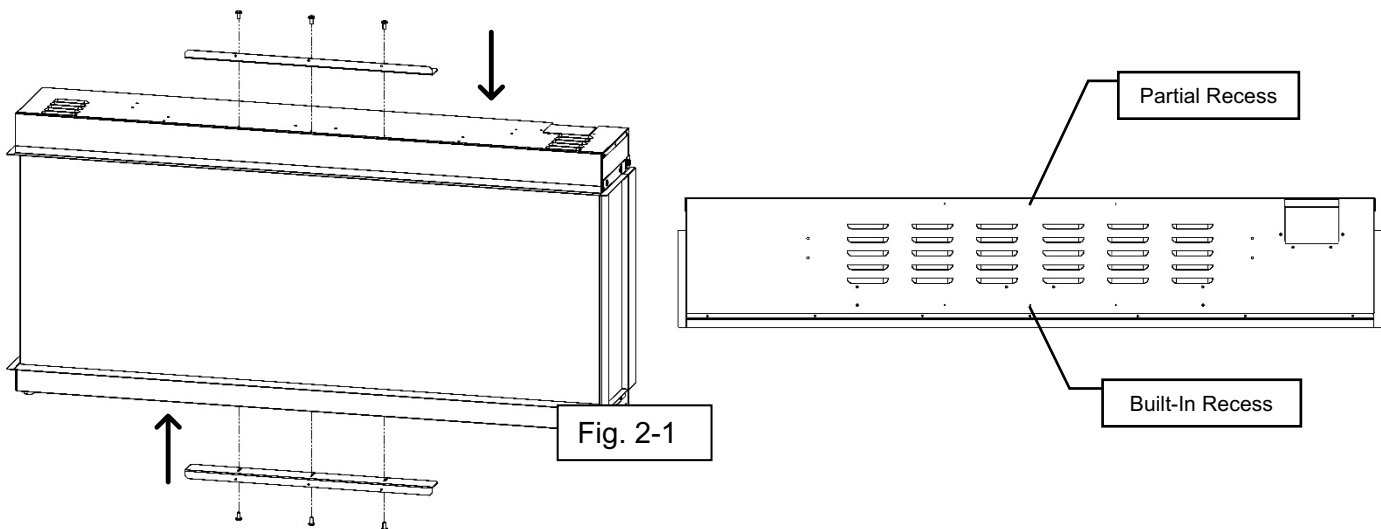
- Select a location that is not prone to moisture and is located at least 36" (914mm) away from combustible materials such as curtain drapes, furniture, bedding, paper, etc.
- Measure the appliance and create a rough-in frame with electrical (see "Rough Opening Framing Dimensions"). Electrical to be at the top right of the rough-in framing.
- Remove the front glass (see "Glass Removal/Installation" section).
- Hold the appliance up to ensure it will fit into the framing.



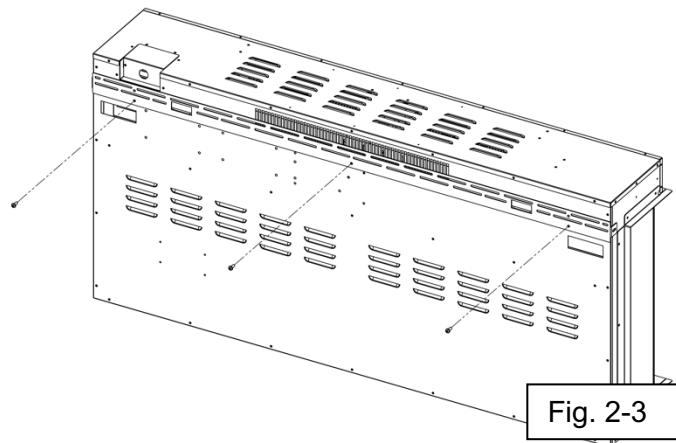
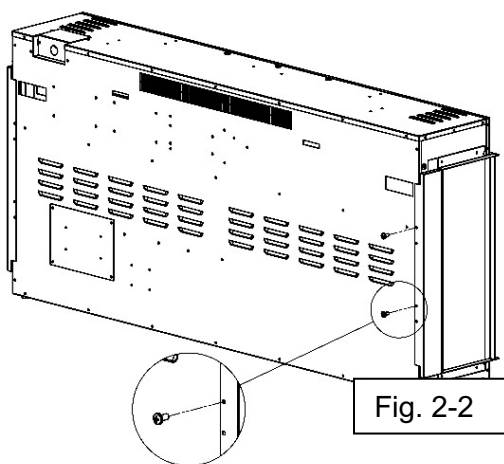
ROUGH OPENING FRAMING DIMENSIONS				
Model Number	A	A (3-Sided/Bay)	B	C (Fully Recessed)
OR52-MULTI-V2	51" (1295mm)	50-5/8" (1286mm)	24-3/4" (629mm)	9" min. (229mm min.)
OR60-MULTI-V2	59-1/2" (1511mm)	59-1/8" (1502mm)	24-3/4" (629mm)	9" min. (229mm min.)
OR76-MULTI-V2	75-1/4" (1911mm)	74-15/16" (1904mm)	24-3/4" (629mm)	9" min. (229mm min.)
OR100-MULTI-V2	99-1/2" (2527mm)	99-1/4" (2521mm)	24-3/4" (629mm)	9" min. (229mm min.)
OR120-MULTI-V2	124" (3150mm)	123-1/2" (3137mm)	24-3/4" (629mm)	9" min. (229mm min.)

Built-In Installation

- Determine the desired installation style (see “Built-In Installation Styles”).
 - i. See “Wall Mounted Installation” for wall mounting the fireplace.
 - ii. See “Partial Recessed Installation” for partial recessing the fireplace.
 - iii. See below for all other installation styles.
- Prepare the framed opening according to the “Framed Opening Dimensions” chart and the installation style that was selected. Ensure an appropriate dedicated power circuit is provided at the top right of the framed opening.
- Remove the front glass. See “Glass Removal/Installation”.
- Install the “L” Metal Nailing Flanges to both the top and bottom of the fireplace (Fig. 2-1). Quantities of “L” Metal Nailing Flanges will change depending on the fireplace size ordered. Note that the location of the “L” bracket will change if partial installation is chosen.

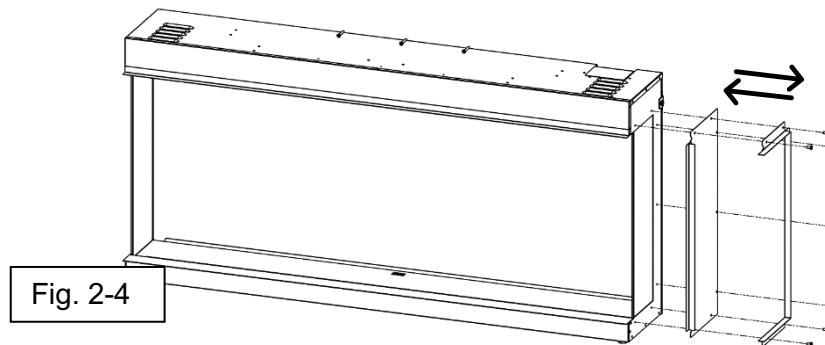


- Remove the two side skirts (Fig. 2-2), one from both sides of the fireplace, and the wall mount bracket from the back (Fig. 2-3). Store all items in a safe place.

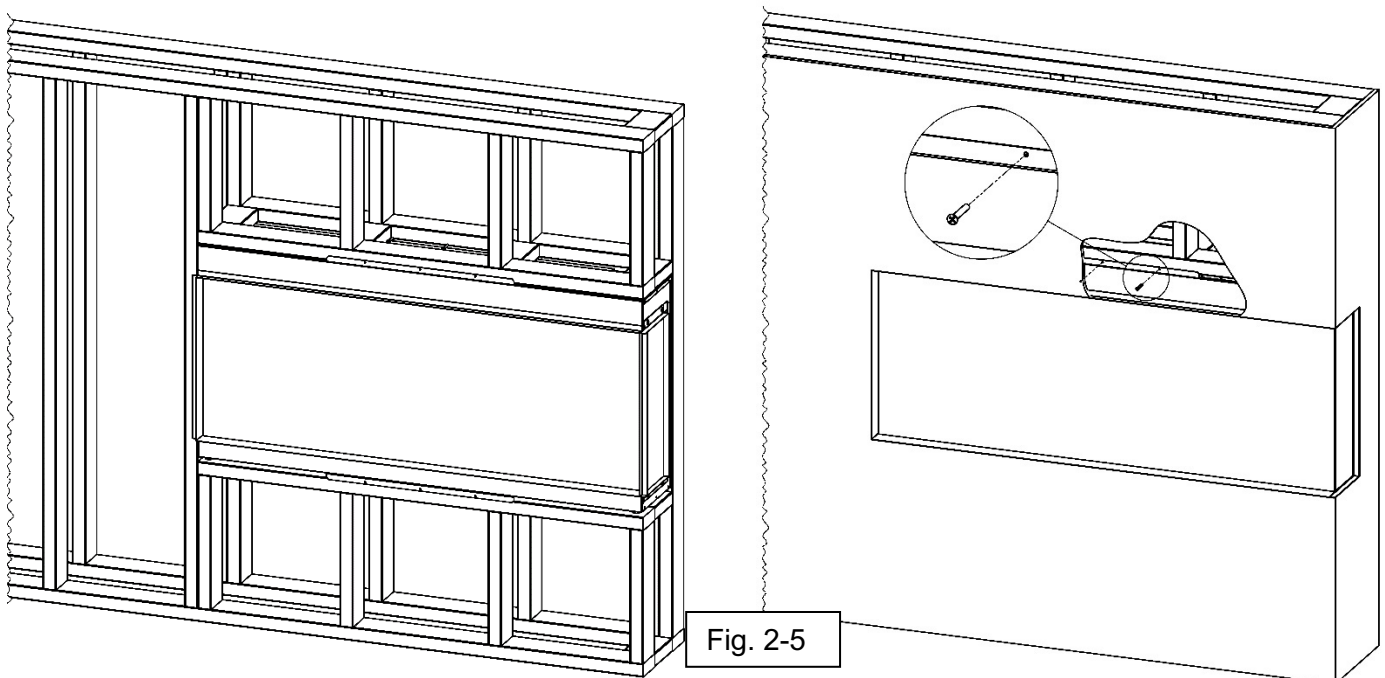


Built-In Installation (Continued)

- If installing (Fig. 2-4):
 - i. Built-In – No changes required.
 - ii. 2-Sided – Remove the side plate covering the side glass on the exposed side of the fireplace using the previously removed side plate screws. Install the drywall stop (shipped loose) on the exposed side of the fireplace using the previously removed side plate screws. Store the removed side plate and extra drywall stop in a safe place.
 - iii. 3-Sided/Bay – Remove the side plates covering the side glass on both sides of the fireplace. Install the drywall stops (shipped loose) on the exposed side of the fireplace using the previously removed side plate screws. Store the side plates in a safe place.



- Hardwire the fireplace to the dedicated power circuit (see “Hardwiring Installation”).
- Install the fireplace in the framed opening. Adjust the adjustable feet as needed to ensure the fireplace is level.
- Fasten the fireplace to the framing using the “L” Metal Nailing Flanges (K) and drywall screws that have a minimum length of 1-1/4” (Fig. 2-5).
- Mask the exposed viewing area of the fireplace prior to texturing/finalizing the framed wall.
- Decorate according to the media installation guide. See “Log Set and Crushed Glass Installation.”
- Install the front glass. See “Glass Removal/Installation.”



Partial Recess Installation

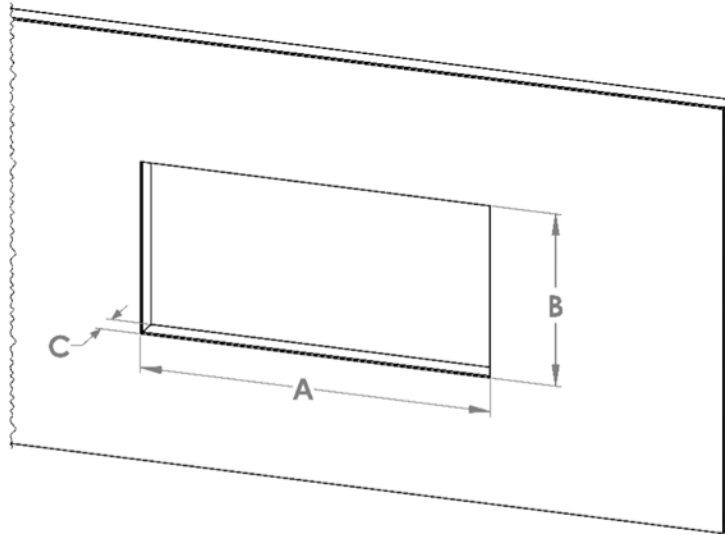


Due to different materials used on different walls, it is highly recommended for you to consult with your local builder before you install this electric fireplace.



Before cutting any custom finishings (i.e. granite, marble, veneer, etc.), it is recommended to double-check the dimensions of the actual fireplace.

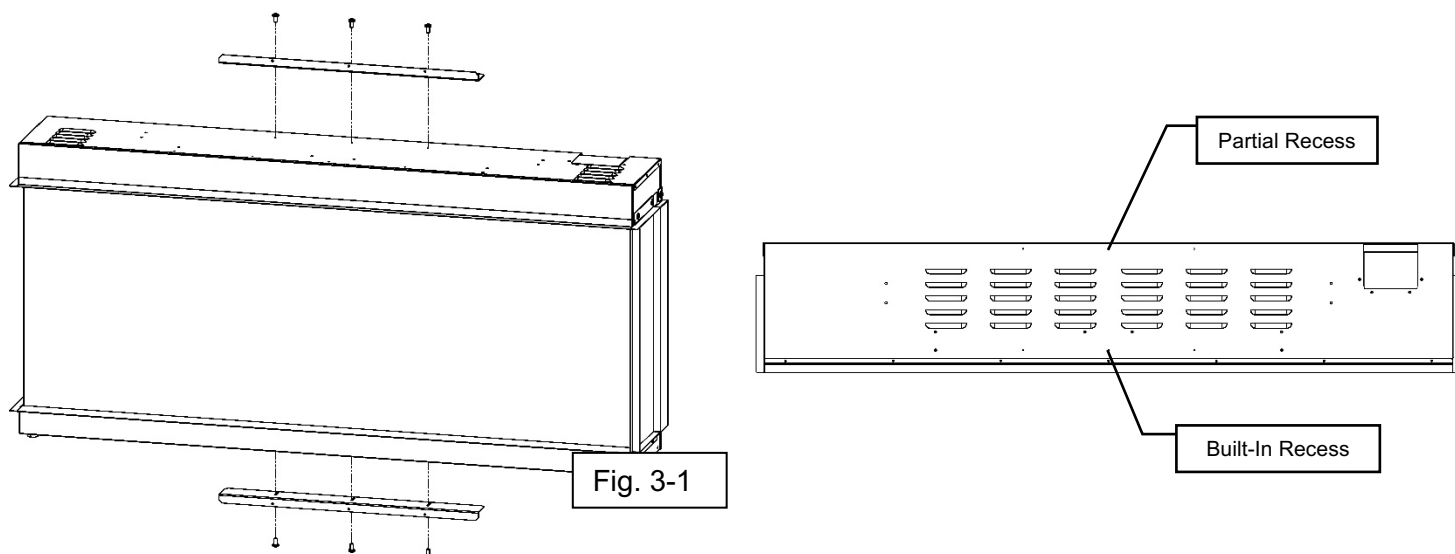
NOTE: A dedicated 15 amp (or higher), 2-pole (for 10,000 BTU's) breaker is required.



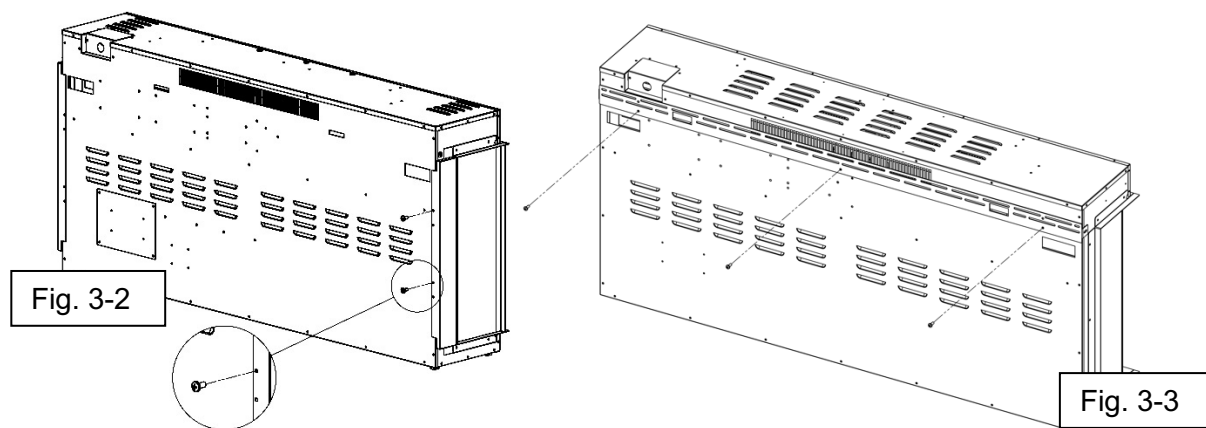
FINISHED OPENING FRAMING DIMENSIONS			
Model Number	A	B	C (Partial Recessed)
OR52-MULTI-V2	50-15/16" (1294mm)	24-9/16" (624mm)	2-5/8" min. (67mm min.)
OR60-MULTI-V2	59-7/16" (1510mm)	24-9/16" (624mm)	2-5/8" min. (67mm min.)
OR76-MULTI-V2	75-3/16" (1910mm)	24-9/16" (624mm)	2-5/8" min. (67mm min.)
OR100-MULTI-V2	99-1/2" (2527mm)	24-9/16" (624mm)	2-5/8" min. (67mm min.)
OR120-MULTI-V2	123-13/16" (3145mm)	24-9/16" (624mm)	2-5/8" min. (67mm min.)

- Prepare the finished opening according to the "Finished Opening Framing Dimensions" chart for partial recessed. Ensure an appropriate dedicated circuit is provided at the top right of the framed opening.
- Remove the front glass. See "Glass Removal/Installation".
- Install the "L" Metal Nailing Flanges to both the top and bottom of the fireplace (Fig. 3-1). Quantities of "L" Metal Nailing Flanges will change depending on the fireplace size ordered. Note that the location of the "L" bracket will change for partial installation.

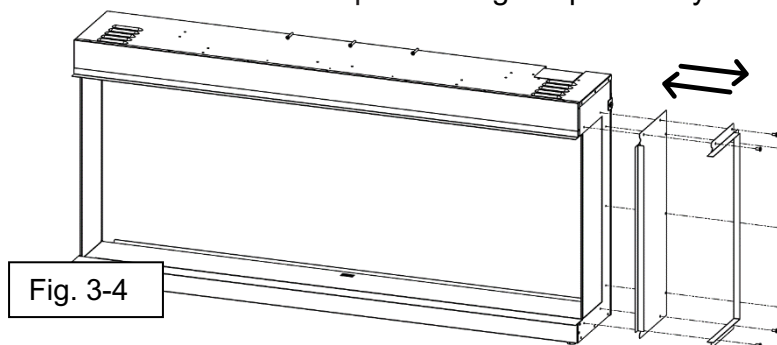
Partial Recess (Continued)



- Remove the two side skirts (Fig. 3-2), one from both sides of the fireplace, and the wall mount bracket (Fig. 3-3) from the back. Store all items in a safe place.



- Remove the side plates from both sides of the fireplace. Store the plates in a safe place (Fig. 3-4).
- Install the side trim to both sides of the fireplace using the previously removed side plate screws.



- Hardwire the fireplace to the dedicated circuit (see “Hardwiring Installation”).
- Install the fireplace in the framed opening. Adjust the adjustable feet as needed to ensure the fireplace is level (Fig. 3-5).

Partial Recess (Continued)

- Fasten the fireplace to the framing using the “L” Metal Nailing Flanges and drywall screws that have a minimum length of 1-1/4” (Fig. 3-6).

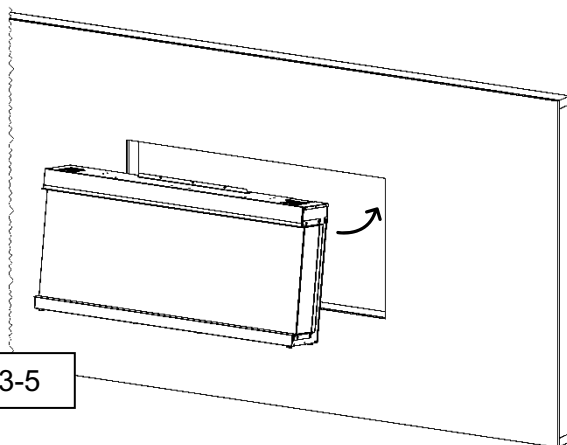


Fig. 3-5

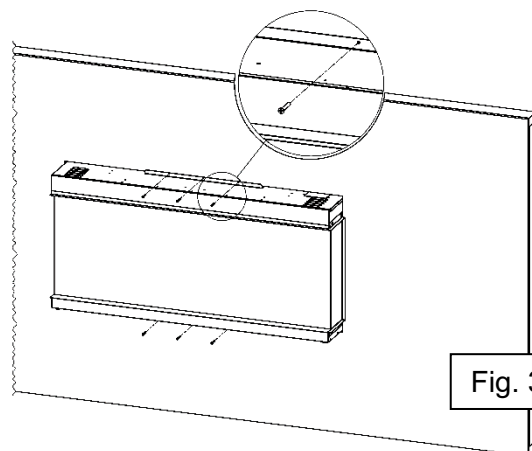
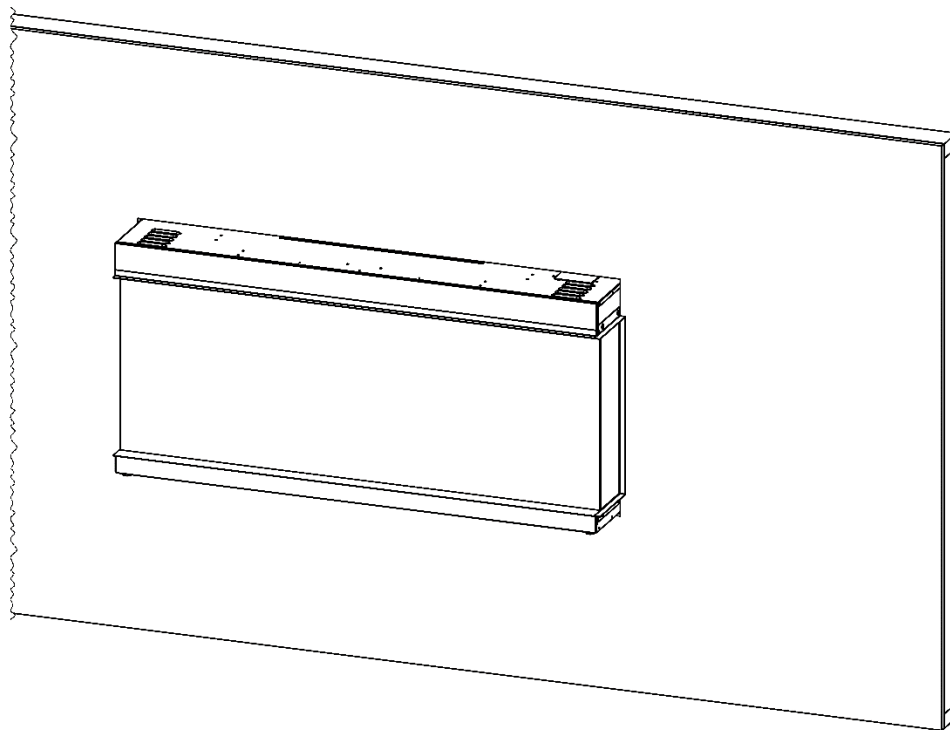


Fig. 3-6

- Mask the exposed viewing area of the fireplace prior to texturing/finalizing the framed wall.
- Decorate according to the media installation guide. See “Log Set and Crushed Glass Installation.”
- Install the front glass. See “Glass Removal/Installation.”
- Additional construction is required to finish off the fireplace.



Wall Mounted Installation

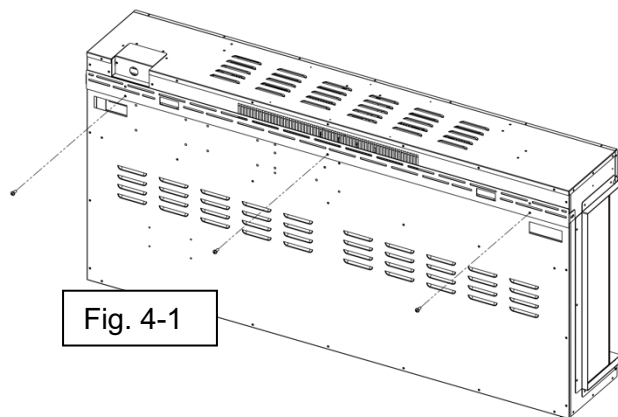


Due to different materials used on different walls, it is highly recommended for you to consult with your local builder before you install this electric fireplace.

NOTE: Use a dedicated 15 amp minimum circuit. A 20 amp circuit is preferred. For 240 V split phase dual-heater operation (10,000 BTU's), use a dedicated 2-pole circuit breaker.

Select a location that is not prone to moisture and is located at least 36" (914mm) away from combustible materials such as curtain drapes, furniture, bedding, paper, etc.

- Have two people hold the appliance against the wall to determine the final location.
- Place the unit down on a soft, non-abrasive surface.
- Remove the wall bracket from the back of the unit by removing the screws (Fig. 4-1). Set screws aside. For best results, keep the side skirts installed onto the fireplace.



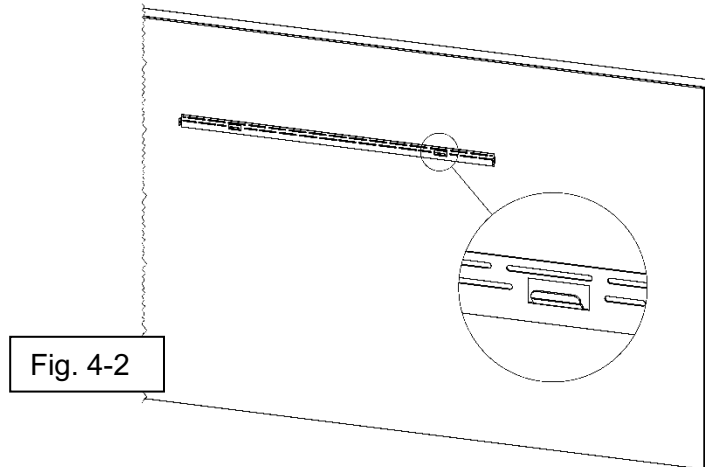
- After you have selected a suitable location for wall mounting, locate the studs on the wall. You must be able to secure to a minimum of 2 studs for proper installation of the bracket.



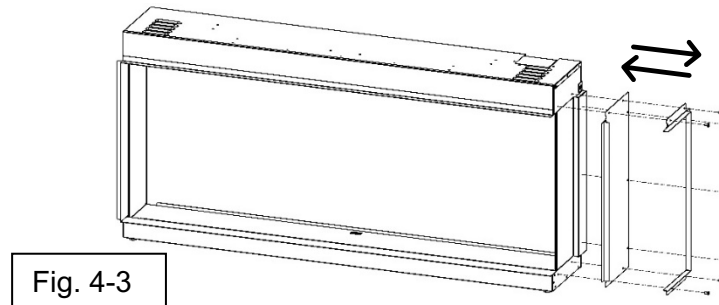
**FAILURE TO DO SO CAN RESULT IN PERSONAL INJURY
AND/OR DAMAGE TO EQUIPMENT.**

- Using the wall bracket as a guide, mark the mounting hole locations.
- This bracket **MUST** have the hooks facing upward and be level (Fig. 4-2).
- Additional support is provided by using the included wall anchors (**B**) between the studs.
- Additional wall anchors must be installed prior to the wall bracket being mounted.
 - i. To install additional wall anchors, pre-drill (optional) all locations with a 1/8" drill bit.
 - ii. Install the wall anchors with a Philips tip screwdriver.
- Install the wall bracket to the studs using #8 – 1-5/8" (**A**) screws and to the wall anchors with a #8 – 1" screws (**C**).

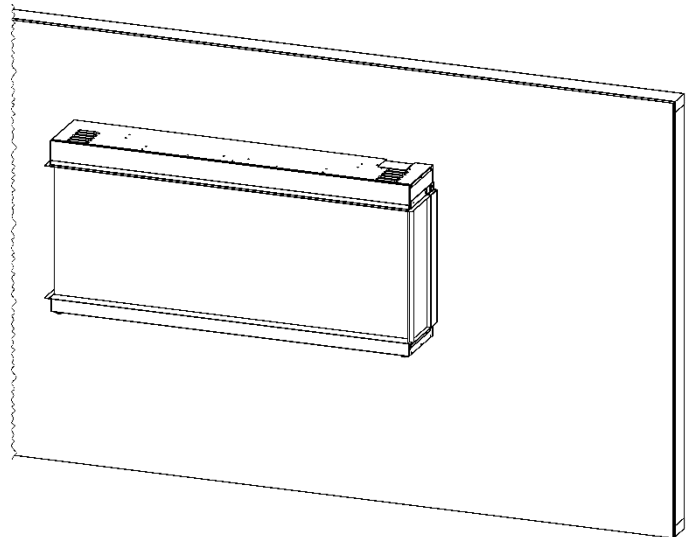
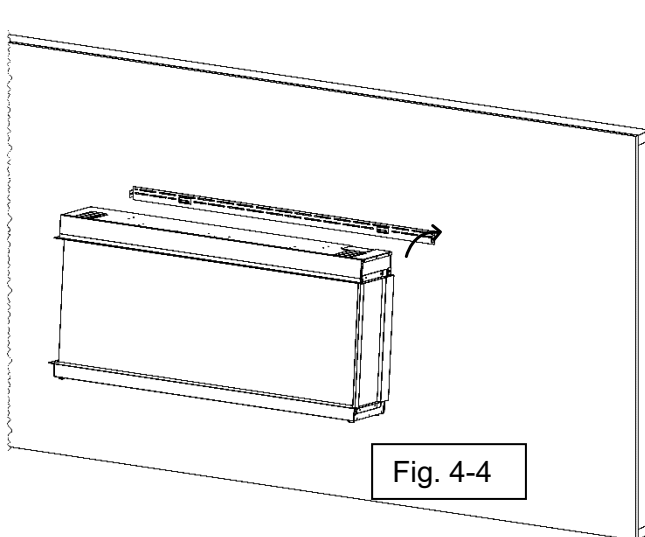
Wall Mounted Installation (Continued)



- Remove the side plates from both sides of the fireplace. Store the plates in a safe place (Fig. 4-3).
- Install the side trim to both sides of the fireplace.



- With the wall mounting bracket installed, have two people lift the appliance up and insert the two hooks of the wall bracket into the two receiver slots on the back of the appliance (Fig. 4-4).
- Install two wall mount bracket screws (C) from the hardware kit to the side of the wall mount bracket. Check the appliance for stability ensuring the bracket will not pull free from the wall.
- Wall Mount Cabinet Suite (sold separately) may now be installed.
- Electrical cord not included, must be supplied/wired by an electrician.



Outdoor Installation Requirements

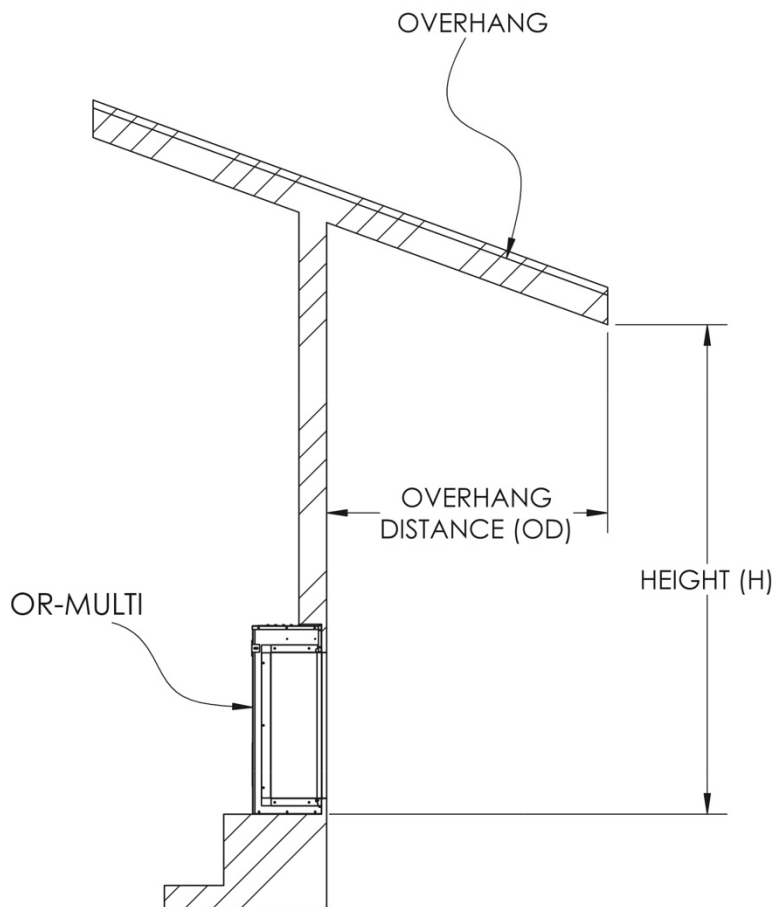
The Orion Multi electric fireplace from Modern Flames, LLC. has been tested and approved for installation outdoors under a patio cover and away from direct water contact or direct sunlight.

Modern Flames, LLC. standard warranty applies if installed per instructions. All electrical wiring must be to local building codes. Consult professional installers before installation. Approved installations are as noted below.

NOTE: Only the built-in installation is approved when installing outdoors.

Front Protection

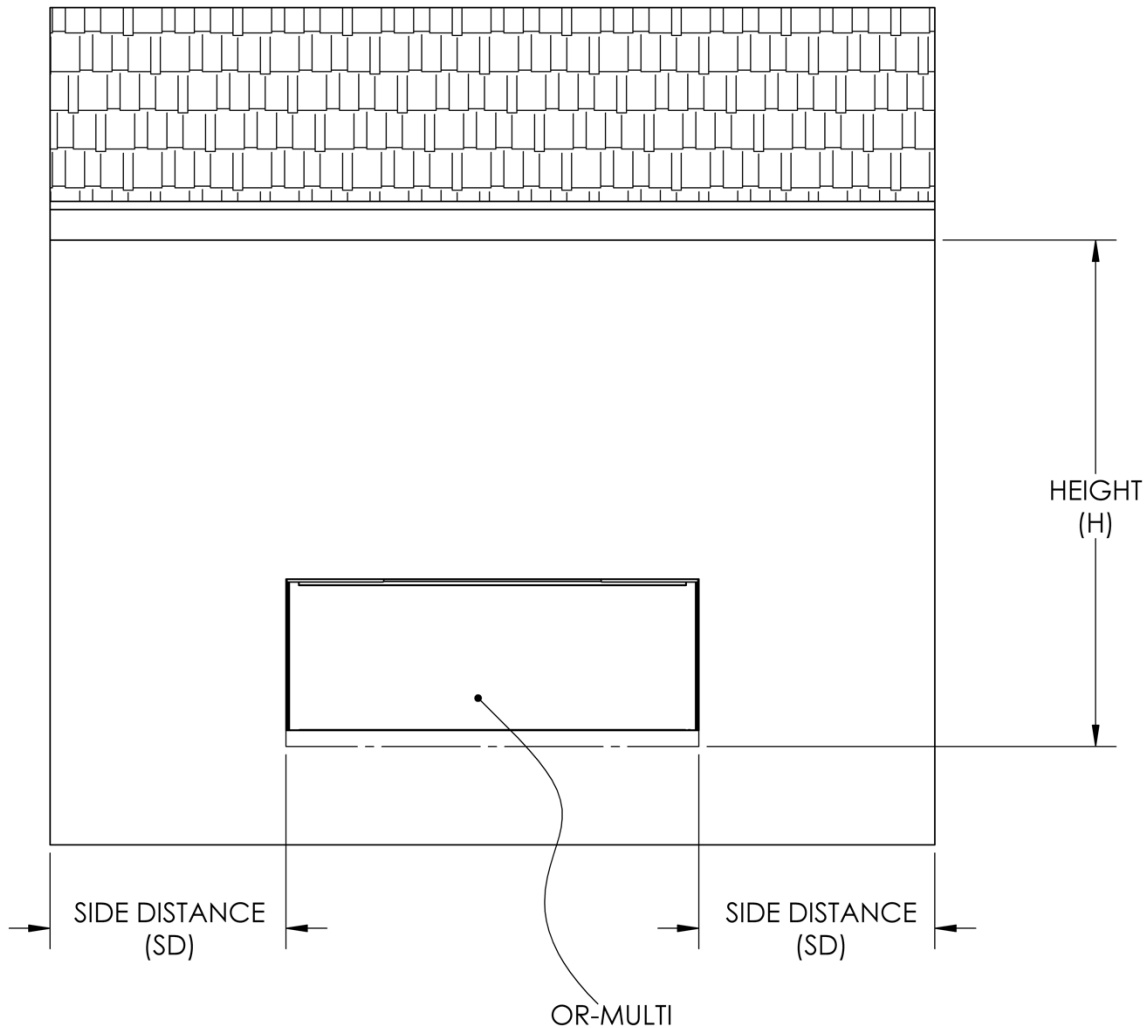
- Modern Flames LLC standard warranty applies if installed per instructions. All electrical wiring must be to local building codes.
- Patio roof overhang must be 50% (or more) of the height of the patio roof from bottom of fireplace.
- If: $H=6'$
 - Then: $OD=3'$ minimum ($6' \times 50\%=3'$)
 - **Note 1:** H is taken from the bottom of the fireplace.
- **Note 2:** The base of the fireplace must be 2" (minimum) above the floor.



Outdoor Installation Requirements

Side Protection

- Side distance (SD) must be 50% (or more) of the height(H).
- If: $H=6'$
 - Then: $SD=3'$ minimum ($6' \times 50\%=3'$)
 - **Note:** H is taken from the bottom of the fireplace.



Hardwiring Installation

A qualified electrician must wire this fireplace to a dedicated 110~120 volt, 15 amp, circuit.

NOTE: Use a dedicated 15 amp minimum circuit. A 20 amp circuit is preferred. For 240 V split phase dual-heater operation (10,000 BTU's), use a dedicated 2-pole circuit breaker.

The appliance must be electrically connected and grounded in accordance with local codes. 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 USA.



TURN OFF POWER FROM CIRCUIT BREAKER FIRST

120 Volt Power (5,000 BTU's):

Note:

Only 3 terminals will be used in the appliance junction box (Fig 5-1): white (neutral), black (power L1), and green/bare (ground) that are connected to 120V power source (circuit breaker panel). 12 or 14 gauge wire recommended.

- Ensure power from the circuit breaker is off.
- Remove the 2 securing screws from the junction box cover plate, located on the top left-hand, back-side of the appliance (Fig. 5-1).
- From the power supply wire, connect the green/bare copper wire to ground (G), the white wire to neutral (N), and the black wire to Line1 (L1) (Fig. 5-2).
 - i. L2 Terminal is for 220-240V only.
- Resecure the junction box cover plate using the 2 screws previously removed.

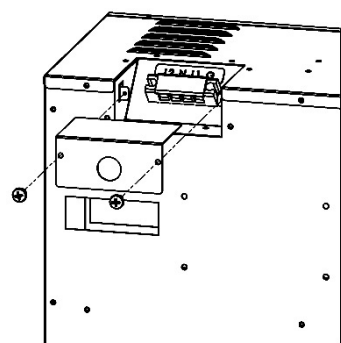


Fig. 5-1

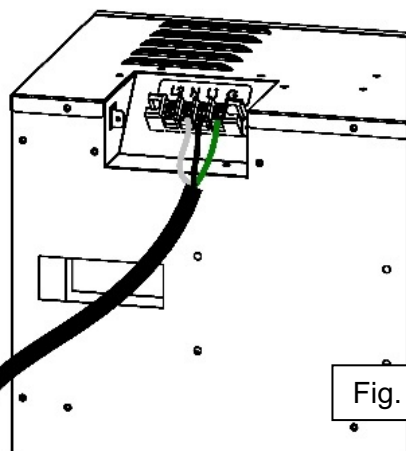
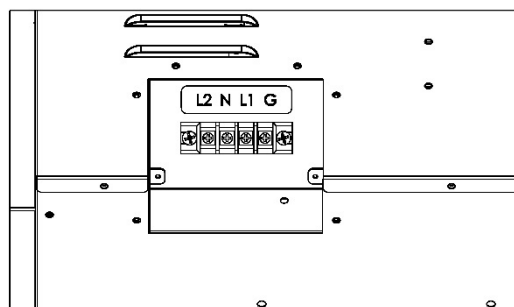
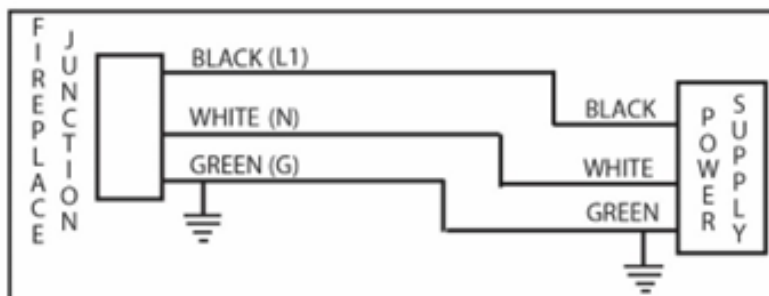


Fig. 5-2



Hardwiring Installation (Continued)

240 Volt Power (10,000 BTU's):

This fireplace is equipped with the ability to optionally wire with 240 volts, which will supply 10,000 BTU's of heat.

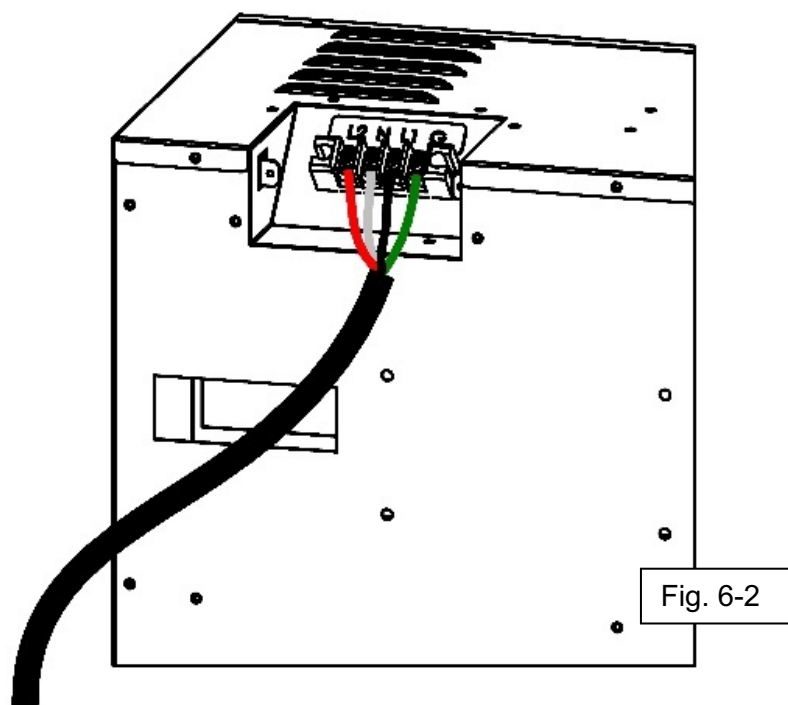
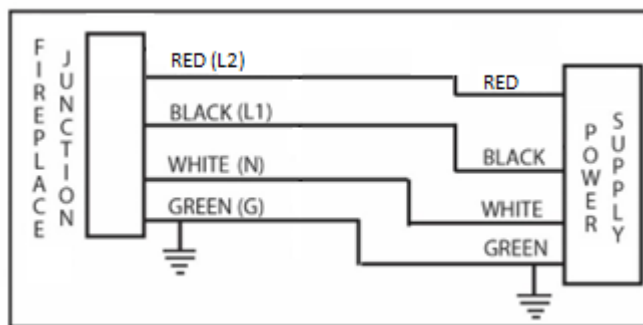
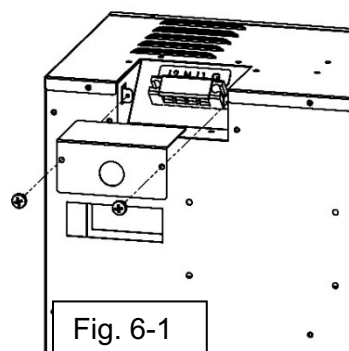
A qualified electrician must wire this fireplace to a dedicated 220~240 volt, 2-pole 20 amp, circuit.

Note:

All 4 terminals will be used in the appliance junction box (Fig. 6-1): white (neutral), black (power L1), red, (power L2), and green/bare (ground) that are connected to 220V power source (circuit breaker panel).

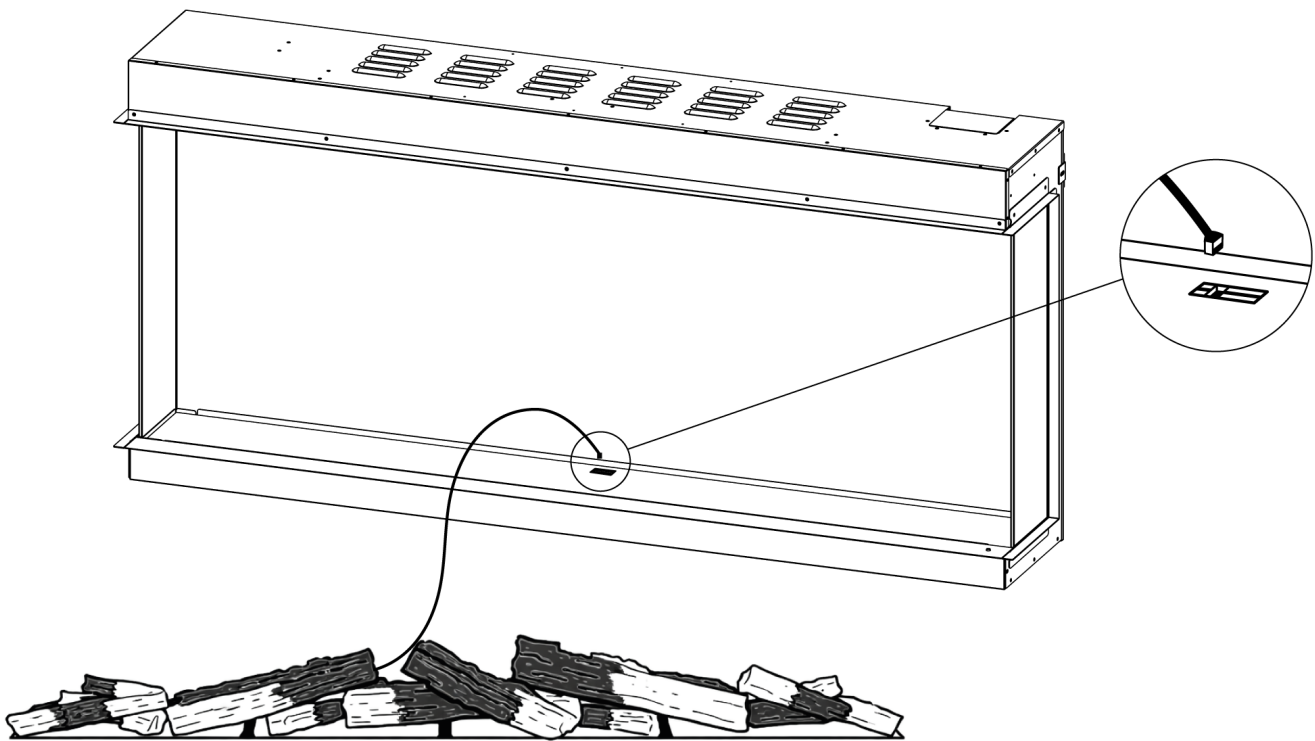
220~240V supply connection must include a neutral. Connection must be 4 wires (3 primary wires and a ground).

- Ensure that power from the circuit breaker is off.
- Remove the 2 securing screws from the junction box cover plate, located on the top left-hand, back-side of the appliance (Fig. 6-1).
- On the terminal block, locate the fourth position terminal that has the label covering the L2 terminal. The label indicates "220-240V Only". Remove the label.
- From the 4-wire, 240 volt power supply wire, connect the green/bare copper wire to ground (**G**), the white wire to neutral (**N**), the black wire to Line1 (**L1**), and the red wire to Line2 (**L2**) (Fig. 6-2).
- Re-secure the junction box cover plate using the 2 screws previously removed.



Log Set and Crushed Glass Installation

- The front glass must be removed and the appliance must be mounted in its final location before the log set and crushed glass is installed.
- Install the log set into the fireplace by plugging the wired connector from the log set into the log set receiver in the back, center, of the ember bed. Ensure careful alignment when plugging in the connector, as it can only be installed in one orientation.
- After the log set has been installed, arrange the glass media on the ember bed so that the entirety of the acrylic ember bed is covered. Sprinkle the wood chips over the crushed glass as desired. If the glass media falls into the channel used by the front glass, preventing the front glass from being installed, the channels can be cleared by sliding the crushed glass along the channel until it falls into one of the cleanout slots.



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.

Master Power Switch

- Located above the Touch Control Panel is the Master Power Switch. Ensure the rocker switch is pressed in the "On" position prior to operating the fireplace.
- **Note:** After resetting the Master Power Switch or from a loss of power, the fireplace takes 20-30 seconds before the fireplace is fully booted and operational.

Pairing the Remote

- With the fireplace ON, press and hold the Power button on the fireplace for 5 seconds until you hear a beep from the fireplace. "P1" will be shown on the display.
- Within 5 seconds of the fireplace beeping, repeatedly press the power button on the remote until the fireplace beeps again.
- Pairing must be completed within 5 seconds or the fireplace pairing will time out of pairing mode.
- This pairing process may take multiple attempts before the remote has successfully paired.

Heater Lockout

- For applications in which the user desires to remove the heater functionality, there is a micro switch located behind a small access panel in the ceiling of the viewing area. Turning the micro switch into the "Off" position will disable the heater and fan from being turned on.
- **Note:** While the heater and fan are disabled, using the heater function on the touch controls, remote, or Modern Flames + App will still cause the fireplace to behave as if the heater were enabled.
- To access this micro switch, remove the single screw and pivot the access panel so that it can be temporarily removed. Flip the switch to the "Off" position and reattach the access panel (Fig.7-1).

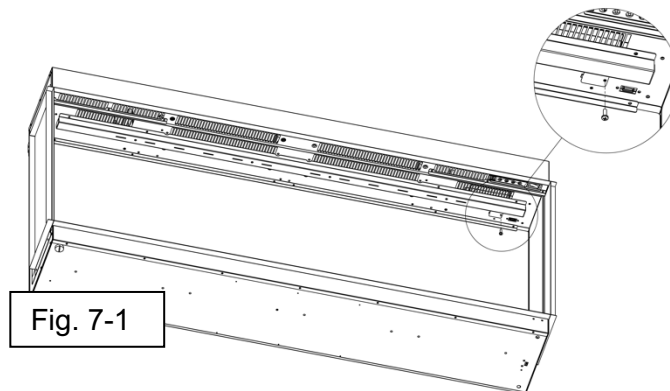


Fig. 7-1

Operation

Sound Modes

The electric fireplace is equipped with an integrated audio system featuring multiple selectable sound modes to enhance the environmental realism.

- **Normal Mode** outputs a continuous, looped fire-crackling sound calibrated to simulate a natural burning fireplace.
- **Starry Night Mode** layers low-level ambient wind effects over the fire crackle, creating a broader sound field intended to replicate a calm nighttime outdoor environment.
- **Stormy Night Mode** utilizes the same fire and wind audio layers as Starry Night Mode, with the addition of intermittent thunder effects to produce a more dynamic and immersive sound profile.
- **Bluetooth Mode** enables wireless audio streaming from compatible smart devices, allowing users to route external music or audio content directly to the fireplace's built-in speaker system.
 - To pair a smart device to the fireplace, open the Bluetooth settings on the smart device.
 - Select the option to pair a new Bluetooth device.
 - Search the list of available devices, select "ModernFlames-XXXX" and follow the on-screen instruction on the smart device to complete pairing.
 - **Note:** The fireplace does not need to be in the Bluetooth Mode to pair with a smart device but it does need to be in Bluetooth mode to stream music to the device. Only one user can play audio at a time

Log Lighting

The fireplace features illuminated logs with four lightning modes.

- **Static Mode** provides constant illumination for a steady ember effect.
- **Breathing Mode** gradually and randomly increases and decreases the log brightness to emulate the natural glowing effect of a real fireplace. Three speed settings are available to adjust the rate of the breathing effect.
- **Reactive Mode** dynamically adjusts log brightness in real time based on fireplace sounds or Bluetooth audio, creating a synchronized audio-visual experience.
- **Off Mode** turns the logs off completely for a darker, more subdued fireplace appearance.

Note: Log functions can only be controlled via the remote. The Modern Flames + app can only enable/disable the log lighting.

Ember Bed Lighting

The fireplace features an illuminated ember bed with four lightning modes.

- **Static Mode** provides constant illumination for a steady ember effect.
- **Breathing Mode** gradually and randomly increases and decreases the ember bed brightness to emulate the natural glowing effect of a real fireplace. Three speed settings are available to adjust the rate of the breathing effect.
- **Reactive Mode** dynamically adjusts the ember bed brightness in real time based on the fireplace sounds or Bluetooth audio, creating a synchronized audio-visual experience.
- **Off Mode** turns the ember bed off completely for a darker, more subdued fireplace appearance.

Adaptive Brightness

The fireplace is equipped with an adaptive brightness sensor. When in a darker room, the flames will automatically dim down to adjust to the new room light level. Alternatively, when in a bright room, the flames will brighten up.

- When the environment light level changes, it will take 10-15 seconds before the fireplace adjusts the brightness.
- Ensure that the sensor is not obscured while in normal operation as doing so will prevent the adaptive brightness from working properly. The sensor is located on the front of the fireplace and in the bottom right-hand corner, under the Modern Flames logo.

In addition to the adaptive brightness feature, the fireplace also allows the flame brightness to be adjusted manually to suit the user's preference.

To Adjust:

- On the remote, press and hold the Extras Button (Star icon) for 5 seconds until the fireplace beeps. A0 will be shown on the display.
- Within 5 seconds of hearing the beep, use the Up or Down arrows of the remote to manually adjust the brightness. The display will show a range of 00 – 99.
- After each adjustment, if no input is received by the fireplace after 5 seconds, the manual adjustment will time-out and the current brightness will be selected. The fireplace will return to normal operation.
- Press and hold the Extras Button (Star icon) again for 5 seconds to return back to Adaptive Brightness.
- Hitting the MF default button will re-enable adaptive brightness.

Operation

Methods of Operation

This electric fireplace can be operated by the Touch Control Panel located on the upper right corner of the fireplace, by the battery-powered Remote Control, or by the Modern Flames + App using a smart phone or tablet.

Touch Control Panel



Remote Control



Operation – Touch Control Panel



Touch Panel Operation

Button	Function	Action																																							
	ON: Enables control panel functions. Turns on flame. OFF: Disables control panel functions. Turns off flame.	1. Press once: Indicator light turns on. Power turns on. All functions enabled. 2. Press again: Flame turns off. Unit goes to standby. All functions turn off. 3. Press & Hold for 5 seconds: Places fireplace in remote pairing mode. Displays P1 while pairing.																																							
	FLAME BUTTON: Changes between flame presets. NOTE: Color effect stays on until power button is turned off. NOTE: This fireplace has memory function for flame presets.	1. Press once: Flame color illuminates. 2. Press again until desired preset color is reached. In total, four styles of flame with six colors for each flame. 1C-2C-3C-4C-5C-6C NOTE: Press and hold for 5 seconds to start connecting with App.																																							
	HEATER BUTTON: Turns the heater and fan on. 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 fan on. 2. Press again until it cycles thru the heater settings. Settings: H0 - Heater and fan off. F – Fan only. H1 - Low Heat. H2 - High Heat. NOTE: Press and hold the heater button for 5 seconds to lock/unlock the heater and thermostat. H0 will be displayed when locked.																																							
	THERMOSTAT BUTTON: Turns heater on/off to maintain room at selected temperature. NOTE: Press the button for 5 seconds to switch between °C and °F.	1. Press once: Cycles through the preset thermostat values. 2. Press again until desired temperature is reached. F or C will be displayed when the thermostat is off. Available thermostat values: <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>°C</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>°C</td></tr><tr><td>°F</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>°F</td></tr></table>	NO	0	1	2	3	4	5	6	7	8	9	10	NO	°C	20	21	22	23	24	25	26	27	28	29	30	°C	°F	68	70	72	74	76	78	80	82	84	86	88	°F
NO	0	1	2	3	4	5	6	7	8	9	10	NO																													
°C	20	21	22	23	24	25	26	27	28	29	30	°C																													
°F	68	70	72	74	76	78	80	82	84	86	88	°F																													

Operation – Remote Control



Home Screen		
Button	Function	Action
1	On: Enables control panel functions. Turns on flame. Off: Disables control panel functions. Turns off flame.	1. Press once: Indicator light turns on. Power turns on. All functions enabled. 2. Press again: Flame turns off. Unit goes to standby. All functions turn off.
2	Default Button: Returns the fireplace to the default color settings.	Press once: Flame video changes to flame style 1, color yellow. Ember bed and down light changes to Modern Flames orange. Flame speed changes to default and sound level changes to medium. Note: Long press (5 seconds) to clear the local cache.
3	Flame Style: Cycles between the different flame styles.	1. Press flame button once: Flame switches to the next flame style in the sequence. 2. Press flame button again until desired style is reached. In total, four styles.

4	Flame Speed: Λ: Increases the speed of the flame V: Decreases the speed of the flame >: Cycles the preset colors of the current flame style <: Cycles the preset colors of the current flame style	Flame Speed: 1. Press Λ once increases the speed of the flame. Press Λ again until the desired speed is reached. In total, three speeds are available. 2. Press V once decreases the speed of the flame. Press V again until the desired speed is reached. In total, three speeds are available. 3. Press > once to change to the next flame color. Press > again until the desired flame color is selected. In total, six colors are available per flame style. 4. Press < once to change to the next flame color. Press < again until the desired flame color is selected. In total, six colors are available per flame style.
	Downlight mode: Λ: Increases the brightness of the downlight V: Decreases the brightness of the downlight >: Cycles the color of the downlight <: Cycles the color of the downlight	Downlight Mode: 1. Press Λ once increases the brightness of the downlight. Press Λ again until the desired brightness is reached. In total, five brightness levels are available. 2. Press V once decreases the brightness of the downlight. Press V again until the desired brightness is reached. In total, five brightness levels are available. D4 - D3 - D2 - D1 - D0 (off). 3. Press > once to change to the next downlight color. Press > again until the desired downlight color is selected. In total, ten colors and one fade mode are available. 4. Press < once to change to the next flame color. Press < again until the desired downlight color is selected. In total, ten colors and one fade mode are available. 01-02-03-04-05-06-07-08-09-10-11
	Ember Bed mode: Λ: Increases the brightness of the ember bed V: Decreases the brightness of the ember bed >: Cycles the color of the ember bed <: Cycles the color of the ember bed	Ember Bed Mode: 1. Press Λ once increases the brightness of the ember bed. Press Λ again until the desired brightness is reached. In total, five brightness levels are available. 2. Press V once decreases the brightness of the ember bed. Press V again until the desired brightness is reached. In total, five brightness levels are available. E4 - E3 - E2 - E1 - E0 (off). 3. Press > once to change to the next ember bed color. Press > again until the desired ember bed color is selected. In total, ten colors and a fade mode are available. 4. Press < once to change to the next flame color. Press < again until the desired ember bed color is selected. In total, ten colors and a fade mode are available. 01-02-03-04-05-06-07-08-09-10-11

	Extras mode: Λ: Changes the active ember mode V: Changes the active ember mode >: Cycles the preset of the selected favorites <: Cycles the preset of the selected favorites	Extras mode: 1. Press Λ once to change the next ember bed effect. Press Λ again until the desired effect is reached. In total, 5 settings are available. 2. Press V once to change to the next ember bed effect. Press V again until the desired effect is reached. In total, 5 settings are available. Available settings: 1E – Breathing, Slow 2E – Breathing, Medium 3E – Breathing, Fast 4E – Static 5E – Reactive 3. Press > once to change to the next flame preset in the favorite's carousel. Press > again until the desired flame preset is selected. In total, six presets are available in the favorite's carousel. 4. Press < once to change to the next flame preset in the favorite's carousel. Press < again until the desired flame preset is selected. In total, six presets are available in the favorite's carousel.
	Log Mode: Λ: Cycles the light effects of the lit logs V: Cycles the light effects of the lit logs	Log Mode: 1. Press Λ once to change to the next log light effect. Press Λ again until the desired effect is reached. In total, 4 effects are available. 2. Press V once to change to the next log light effect. Press V again until the desired effect is reached. In total, 4 effects are available. Log effects: L0 – Off L1 – Breathing L2 – Static L3 – Reactive
5	Ember Bed Button: Enables the ember bed mode of the remote. Indicator light (See No. 6) turns on above the ember bed button to indicate the remote is on ember bed mode. Note: This fireplace has a memory function for the ember bed settings and will return to the previously used color when the fireplace is turned back on.	1. Press once: Indicator light turns on. Toggles ember bed mode. See No. 4 2. Press again: Indicator light turns off. Toggles ember bed off. Note: Long press (5 seconds) of the ember bed button will enter Log Mode. See No. 4.
6	Indicator Light: Shows the operator what mode is selected when using the cursor buttons.	Note: Indicator Light above downlight: Cursor controls of the downlight enabled. Indicator Light above ember bed: Cursor controls of the ember bed or log mode (long press) enabled. Indicator Light above ember bed: Cursor controls of the extras mode or adaptive brightness (long press) enabled.

7	Downlight Button: Enables the downlight mode of the remote. Indicator light (See No. 6) turns on above the downlight button to indicate the remote is on downlight mode. Note: This fireplace has a memory function for the downlight settings and will return to the previously used color when the fireplace is turned back on.	1. Press once: Indicator light turns on. Toggles downlight mode on. See No. 4 2. Press again: Indicator light turns off. Toggles downlight mode off. Note: Long press (5 seconds) of the downlight button will enable Night Light mode. All features of the fireplace turn off except for the downlight. Long press again to resume normal fireplace operations.
8	Extras Button: Enables the extras mode of the remote. Indicator light (See No. 6) turns on above the extras button to indicate remote is on extras mode.	1. Press once: Indicator light turns on. Toggles extras mode on. See No. 4 2. Press again: Indicator light turns off. Toggles extras mode off. Note: Long press (5 seconds) of the Extras Button will turn the Adaptive Brightness on and off A1 = Adaptive Brightness On A0 = Adaptive Brightness Off Within 5 seconds of turning the Adaptive Brightness Off, the brightness can be customized to a stationary brightness with the Up and Down arrows of the remote.
9	Flame Volume Button: Changes the sound effect volume of the fireplace between 4 different volumes. Can cycle between OFF, LOW, MEDIUM, HIGH.	1. Press + once: Cycles up through the volume levels. 2. Press – once: Cycles down through the volume settings. Volume settings: S0 – Off S1 – Low S2 – Medium S3 – High
10	Heater Button: Turns the heater and fan on. 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 fan on. 2. Press again cycles thru the heater settings. Heater Settings: H0 – Heater and fan off F – Fan only 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 flash when locked
11	Thermostat Button: Changes the thermostat value of the fireplace, enabling or disabling the heater at the set temperature.	1. Press + Once: Cycles up through the thermostat values until the desired temperature is selected. 2. Press – Once: Cycles down through the thermostat values until the desired temperature is selected. Note: Long press (5 seconds) to switch between °C and °F. Note: F or C will be displayed when the thermostat is off.”
12	Sound Mode Button: Changes the sound mode of the fireplace. Cycles between Normal, Starry Night, Stormy Night, and Bluetooth.	1. Press once: Changes the current sound mode to the next available sound mode. 2. Press again until the desired sound mode is selected. Sound mode settings: B0 – Normal - Normal fireplace crackling. B1 – Starry Night – Normal sound mode with additional wind sounds. B2 – Stormy Night – Starry Night sound mode with additional thunder sounds. B3 – Bluetooth – Allows for streaming music from a smart device to the fireplace.

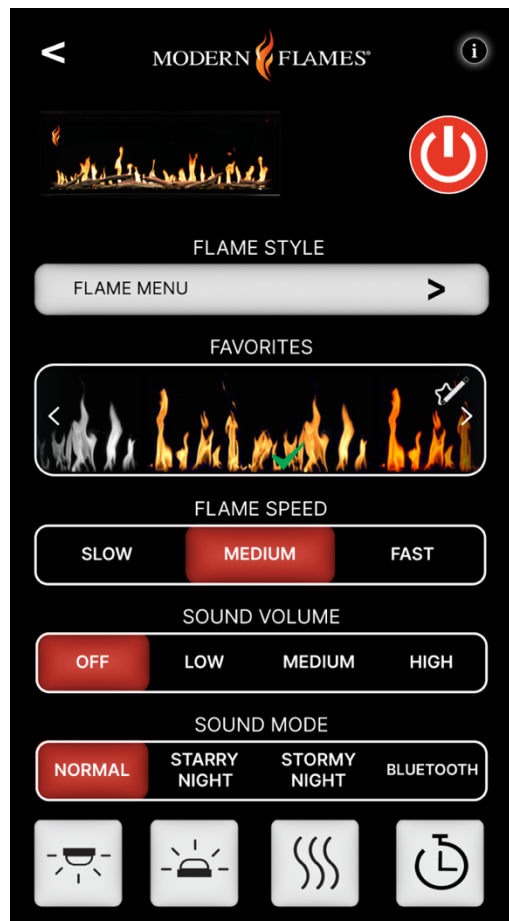
Smart Phone App Connection

Download Smart Phone App

Note: Download the Modern Flames + App from your App Store before connecting



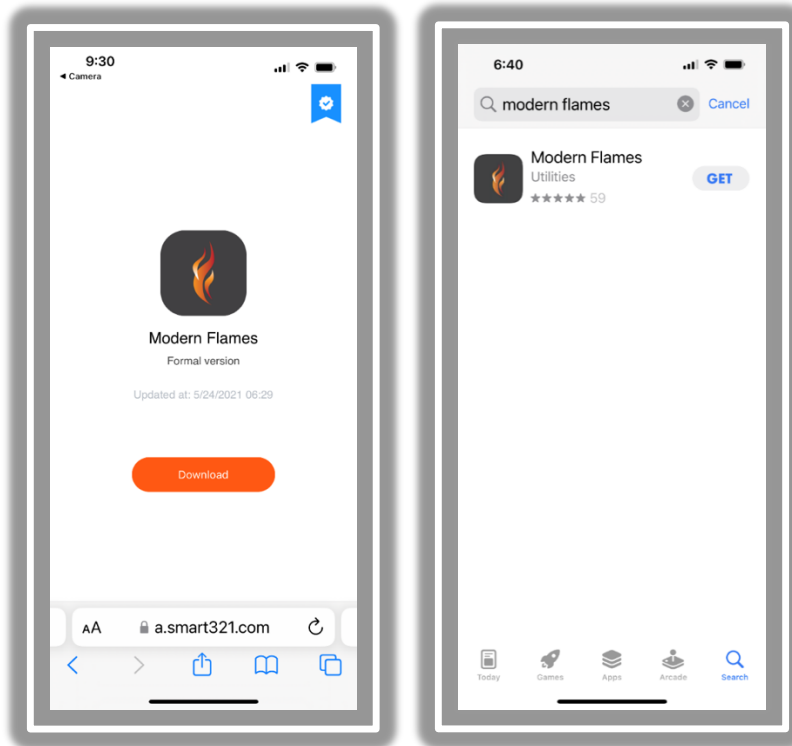
Download Mobile App



Note: Download the Modern Flames + App from the App Store before connecting.
Important: The Orion V2 series fireplaces are only compatible with the “Modern Flames +” app. They are not compatible with the standard “Modern Flames” app.

Wi-Fi – Initial Log-in

- Search for and install the Modern Flames + App from the Google Play or Apple App Store.



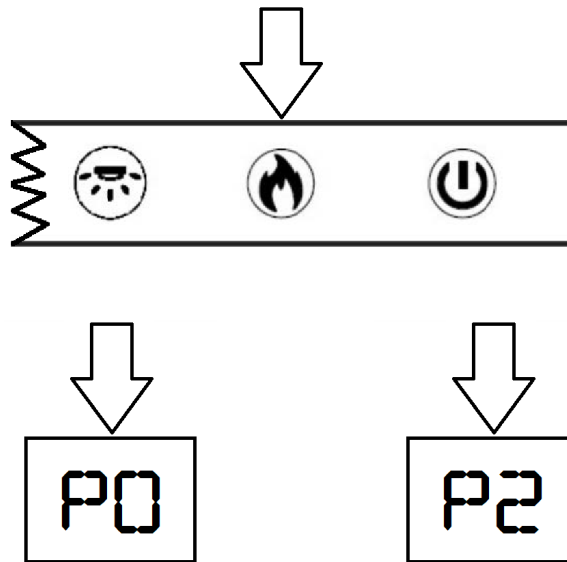
- After the App is installed, log in to the Modern Flames + App. Must have Wi-Fi and Bluetooth enabled on the smart device.
- Once opened from the home page, sign in and then select the “Add Fireplaces” button.



Wi-Fi – Pairing

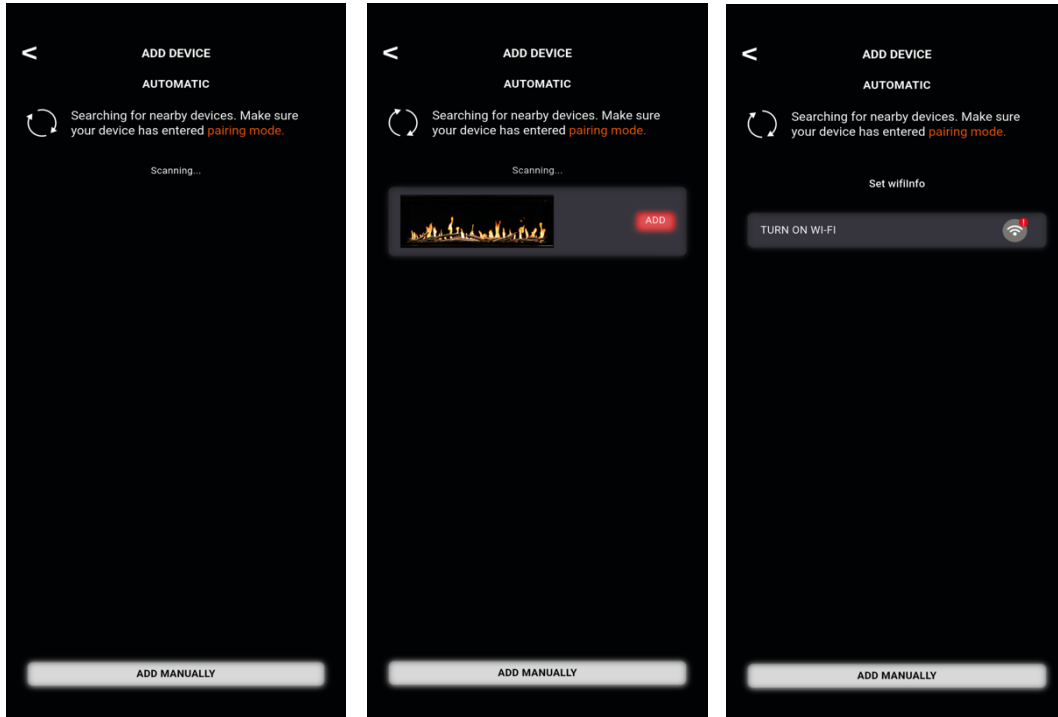
Auto Scan

- The App will automatically start to scan for nearby fireplaces.
- On the fireplace touch controls, press and hold the “Flame” button for 5 seconds. The fireplace will show either “P0” or “P2”. This will place the fireplace in pairing mode.

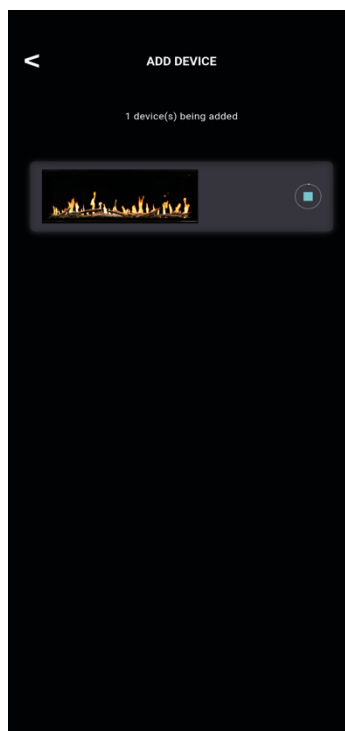


Wi-Fi – Pairing (Continued)

- Auto scan will search for available devices. Upon finding the available fireplace, select the “Add” button if the app does not proceed automatically. If the scan fails to find a fireplace, press and hold the “Flame” button on the manual touch controls to switch pairing modes. Holding the flame button for 10 seconds will switch the pairing modes.

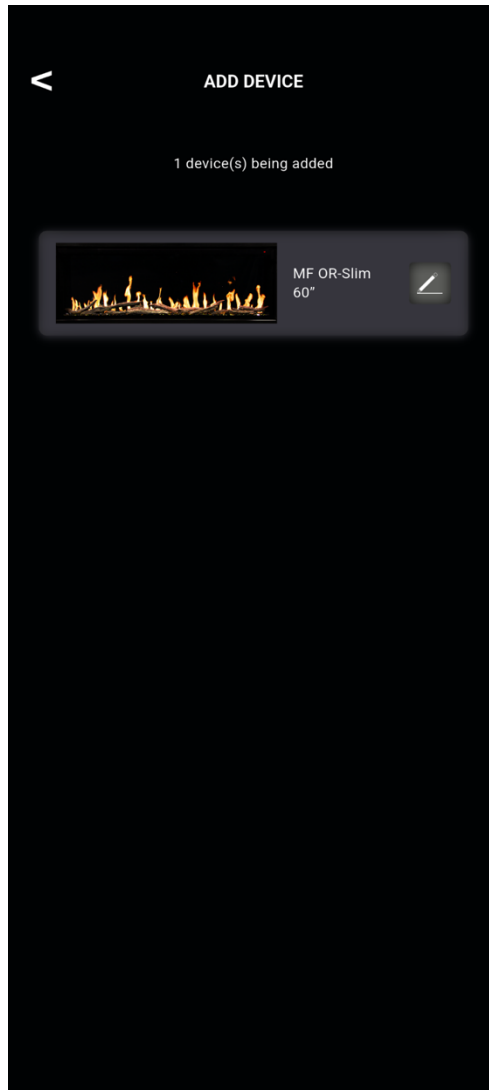


- Enter in the Wi-Fi information. The information must be entered to be able to proceed to the next step. Your Wi-Fi must be on 2.4 Ghz.
- The App will begin connecting. The fireplace will beep repeatedly during the pairing process.



Wi-Fi – Pairing (Continued)

- The fireplace display will show “P4” and the downlight LEDs will blink green on a successful pair. The fireplace name may be changed at this time by selecting the Pencil Icon.
 - i. NOTE: Do not turn OFF or disconnect the fireplace from power while pairing the Wi-Fi or performing updates. Failure to do so can result in damage to electrical components of the fireplace. Damage as a result of this may not be covered under warranty.



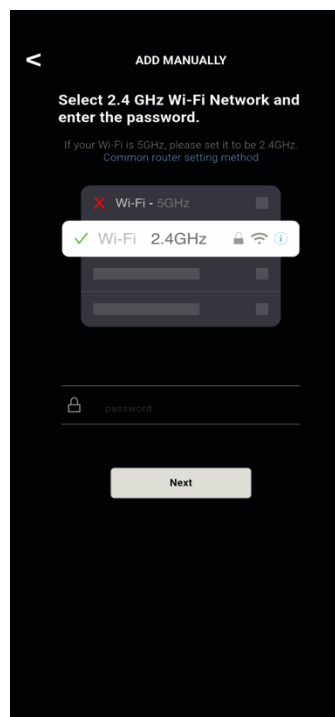
Wi-Fi – Pairing (Continued)

Manual Connect

- Select the "Add Manually" button at the bottom of the page and follow the instructions in the App.

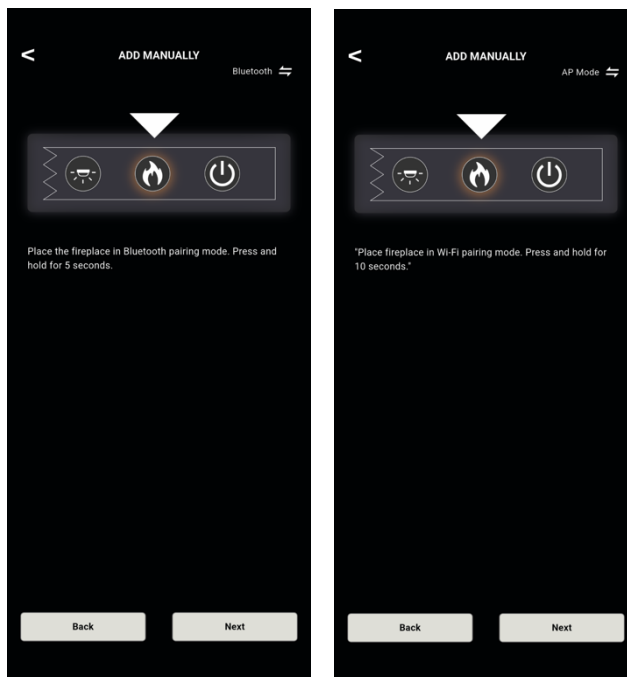


- When pairing via Wi-Fi, the 2.4 GHz Wi-Fi signal must be used. Ensure the appropriate login information is entered before continuing to the next step.

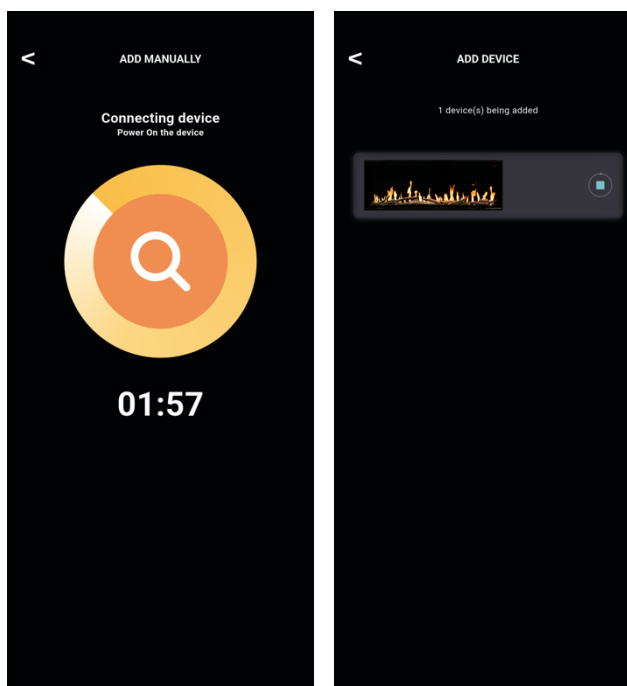


Wi-Fi – Pairing (Continued)

- Hold the “Flame” button on the manual touch controls for 5 seconds. The top right of the App allows switching between Bluetooth Mode and Access Point (AP) Mode.
 - i. In Bluetooth Mode, the fireplace will display “P0”.
 - ii. In AP Mode, the fireplace will display “P2”.
 - iii. Holding the flame button for an additional 5 seconds will cycle the fireplace between Bluetooth Mode and AP Mode. This allows Bluetooth devices to more easily pair to the fireplace.

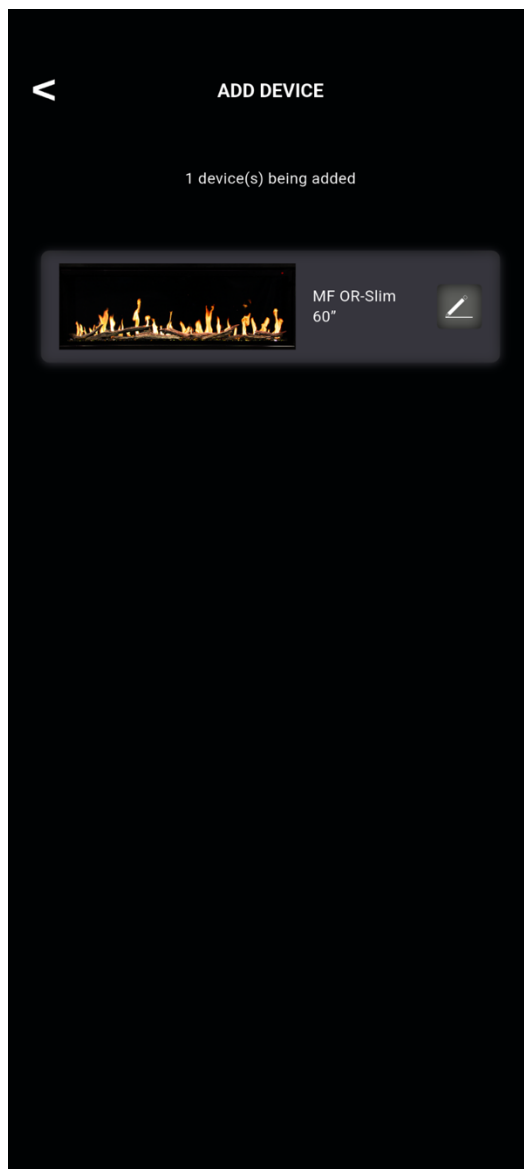


- Device and app should now begin to pair. Depending on the Wi-Fi signal, this can take up to two minutes to pair and may need to be repeated more than once.



Wi-Fi – Pairing (Continued)

- The fireplace display will show “P4” and the downlight LEDs will blink green on a successful pair. The fireplace name may be changed at this time by selecting the Pencil icon.
 - i. NOTE: Do not turn OFF or disconnect the fireplace from power while pairing the Wi-Fi or performing updates. Failure to do so can result in damage to electrical components of the fireplace. Damage as a result of this may not be covered under warranty.



Smart Device App

View the **Modern Flames + App User Guide** by scanning the QR code below.



<https://www.modernflames.com/app-functionality/>

Operation – Important Warnings

Note:

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.

To improve operation, aim the remote control at the front of the fireplace. Quickly pressing buttons on the remote without allowing the fireplace to complete the previous operation may result in operational errors. Allow the fireplace to complete each command before issuing another.

Remote Control Battery Information

- The remote control uses two AAA batteries (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.

Adding the Remote Control Battery

- Looking at the backside of the remote, locate the removeable door to the battery compartment.
- Gently slide the battery door down, towards the bottom edge of the remote.
- Taking the supplied batteries, place them in the remote. Ensure that the “+” of the batteries align with the “+” inside the battery cavity.
- Replace the battery door by sliding it back into position, starting from the base of the remote.

Replacing the Remote Control Battery

- Looking at the backside of the remote, locate the removeable door to the battery compartment.
- Gently slide the battery door down, towards the bottom edge of the remote.
- Remove the older batteries and dispose at your local hazardous material processing center.
- Taking new AAA batteries, place them in the remote. Ensure that the “+” of the batteries align with the “+” inside the battery cavity.
- Replace the battery door by sliding it back into position, starting from the base of the remote.

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:

- Remove power from the fireplace. Wait 5 minutes.
 - i. Unplug the fireplace or turn off the appropriate breaker at the circuit breaker box.
- Inspect the fireplace to ensure no vents are blocked or clogged with dust or lint. Using a vacuum can help clear the areas if needed.
- Apply power to the fireplace.
- If problem continues, have the wiring and outlet inspected by a professional.

Care – Cleaning



Always turn heater OFF and unplug power cord from the outlet before cleaning, performing maintenance, or moving this 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 a brass polish or household cleaners as these products will damage the metal trim.

Glass:

- Use an ammonia-free glass cleaner sprayed onto a cloth or towel. Dry thoroughly with a paper towel or lint-free cloth.
- DO NOT 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.
- DO NOT use abrasive cleaners, liquid sprays, or any cleaner that could scratch the surface.

Care – Maintenance



Risk of electric shock! Do not open any panels! No user-serviceable parts inside!

Always turn the heater OFF and unplug power cord from the outlet before cleaning, performing maintenance, or moving this 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 do not require additional lubrication.
- Electrical components are integrated into the fireplace and are not serviceable by the consumer.

Storage:

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



WARNING! NO SERVICING of the internal or electrical parts should be performed by the consumer.

Replacement Parts List

REF.	SPARE PARTS, PART NUMBERS	OR52-Multi-V2	OR60-Multi-V2	OR76-Multi-V2	OR100-Multi-V2	OR120-Multi-V2
1	Heater, PTC	01-00191				
2	Fan, PTC	01-00192				
3	Heater/Fan Wire Harness	01-00260				
4	Heater Lockout Switch (with wire)	01-00264				
5	Main PCB	01-00266				
6	Power Supply Board	01-00104		01-00267		
7	Protector Board	01-00268				
8	EMI Filter Board	01-00269				
9	Processor Board	01-00271				
10	LVDS/Backlight Splitter Board	N/A		01-00274		
11	Digital Display	01-00168				
12	Touch Control, 4 Button	01-00124				
13	Ambient Light Sensor Assy	01-00275				
14	NTC	01-00009				
15	Ember Bed LED	01-00279				
16	Downlight LED	01-00281				
17	Lit Log Receiver	01-00282				
18	Speaker	01-00283				
19	LCD Screen	01-00288				
20	Rocker Switch	01-00113				
21	Terminal Block	01-00114				
22	USB Cable	01-00163				
23	Microphone	01-00292				
24	Ember Bed Strip, Textured	03-00103	03-00104	03-00105	03-00106	03-00107
25	Remotes	01-00297				
26	Glass, Front	04-00053	04-00054	04-00055	04-00056	04-00057
27	Glass, Side	04-00052				
28	Glass, Mirror	04-00047	04-00048	04-00049	04-00050	04-00051
29	Snap Disc	01-00298				
30	Logs	05-00241	05-00242	05-00243	05-00244	05-00245

Troubleshooting / FAQ



Turn off the appliance completely and let it cool down before servicing. Only a qualified service person should service and repair this electric appliance.

Symptom	Problem	Solution
Fireplace will not come on when power button/switch is put into the ON position.	Appliance is not plugged into an electrical outlet.	Check plug. Plug in the fireplace if necessary.
	Hardwire connections are not correct.	See "Hardwiring Installation" section.
	Appliance has overheated and the safety thermal switch has been tripped.	Unplug power or turn off the circuit breaker. Allow fireplace to cool for 15 minutes and then plug in the fireplace or turn the breaker back on.
	Main PCB board issue.	Inspect circuit boards for loose connections or obvious damage. Call Modern Flames Customer Service for support (1-877-246-9353)
	Fireplace has not fully turned on.	Allow 20-30 seconds for the fireplace to fully turn on.
	House circuit breaker not in "ON" position.	Inspect circuit breaker. Turn breaker to "ON" position.
Fireplace turns off and will not turn on.	House circuit breaker has tripped.	Reset the house circuit breaker.
	Fireplace's fuse has blown.	Inspect circuit boards for loose connections or obvious damage. Call Modern Flames Customer Service for support (1-877-246-9353)
	Fireplace has overheated and the safety thermal switch has tripped.	Unplug power or turn off the circuit breaker. Allow fireplace to cool for 15 minutes and then plug in the fireplace or turn the breaker back on.
Remote control does not work.	Low/dead batteries.	Replace the batteries in the remote control.
	Remote receiver malfunction.	Ensure the remote receiver is not blocked. Replace touch-on control panel if necessary.
No warm air coming out of the fireplace.	Heater setting is not selected.	See "Operation" section.
	Heater has been locked out.	See "Operation" section.
	Room temperature is higher than fireplace setting (if not set to room temperature).	Reset temperature setting.
	Fireplace has overheated and safety thermal switch has tripped.	Unplug power or turn off the circuit breaker. Allow fireplace to cool for 15 minutes and then plug in the fireplace or turn the breaker back on.
	Hardwire connections are not correct.	See "Hardwiring Installation" section.
	Heater issue.	Inspect the blower and heater. Replace if necessary.
Heater shuts off automatically.	Room is too warm.	The heater has a built-in thermostat. It will shut off automatically once the pre-set temperature has been reached. It will turn on automatically if the room temperature drops below the pre-set temperature.

Troubleshooting / FAQ (Continued)

Symptom	Problem	Solution
Dim or no flame.	Flame LCD issue.	Inspect the LCD and replace if necessary.
	Main PCB board issue.	Inspect circuit boards for loose connections or obvious damage. Call Modern Flames Customer Service for support (1-877-246-9353)
Ember bed is dim or not glowing.	Brightness is not selected.	See "Operation" section.
	Ember bed LED issue.	Inspect circuit boards for loose connections or obvious damage. Call Modern Flames Customer Service for support (1-877-246-9353)
	Main PCB board issue.	Inspect circuit boards for loose connections or obvious damage. Call Modern Flames Customer Service for support (1-877-246-9353)
No difference from setting H1 to H2.	Main PCB board issues.	Inspect circuit boards for loose connections or obvious damage. Call Modern Flames Customer Service for support (1-877-246-9353)
	Heating element issue.	Inspect circuit boards for loose connections or obvious damage. Call Modern Flames Customer Service for support (1-877-246-9353)
Error code "E1"	Thermostat issue.	Inspect circuit boards for loose connections or obvious damage. Call Modern Flames Customer Service for support (1-877-246-9353)

Notes

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

DO NOT RETURN TO STORE!



CALL US FIRST

For immediate help with installation, product information or if your product arrives damaged, please call our toll-free number at:

1-877-246-9353

(Monday – Friday, 8:00AM – 5:00PM, AZ Mountain Time)

Or email us at:

customerservice@modernflames.com

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