

# INSTALLATION & USER MANUAL

APPLICABLE FOR THE UE29 Insert



# UPTOWN

LUXURY FIREPLACES



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

C-17023

# 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

# TABLE OF CONTENTS

---

<b>Safety Precautions</b> .....	2
<b>Table of Contents</b> .....	3
<b>Specifications</b> .....	4
Dimensions: .....	4
<b>Box Contents</b> .....	4
<b>Initial Installation</b> .....	5
Electrical Requirements: .....	5
<b>Installation - Minimum Fireplace Size</b> .....	5
<b>Installation - Height From Floor</b> .....	6
<b>Installation - Combustible Clearances</b> .....	6
<b>Installation - Front Glass</b> .....	7
<b>Installation - Surround Panel</b> .....	8
<b>Operation - Manual Controls</b> .....	9
<b>Operation - Remote Controls</b> .....	10
<b>Operation - Wi-Fi Controls</b> .....	11
Creating a Heat Program: .....	13
<b>Cleaning &amp; Maintenance</b> .....	15
<b>Wiring Diagram</b> .....	16
<b>Troubleshooting</b> .....	17
<b>Parts List</b> .....	18
<b>Warranty</b> .....	19
<b>Installation Data Sheet</b> .....	20

# SPECIFICATIONS

## DIMENSIONS:

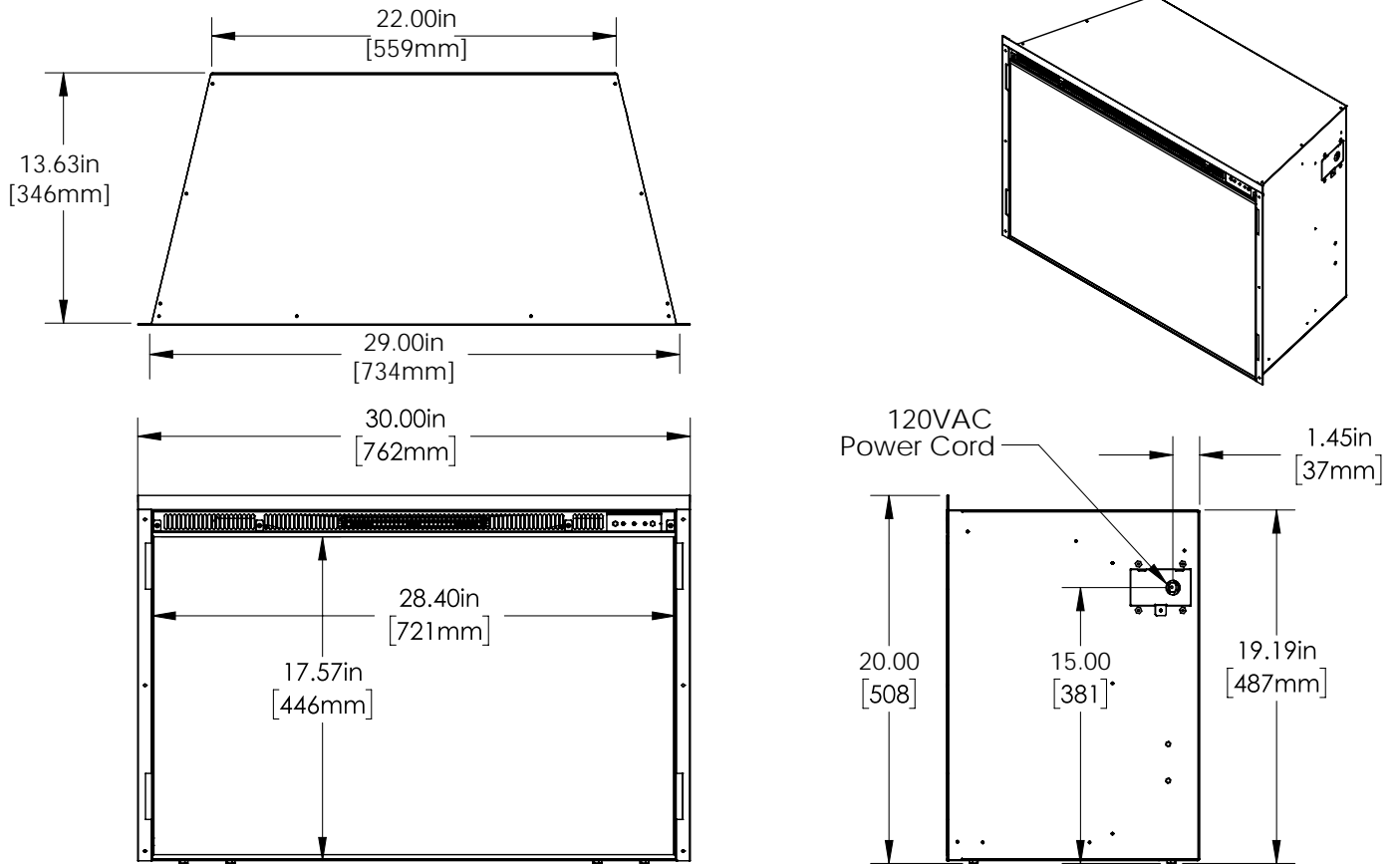
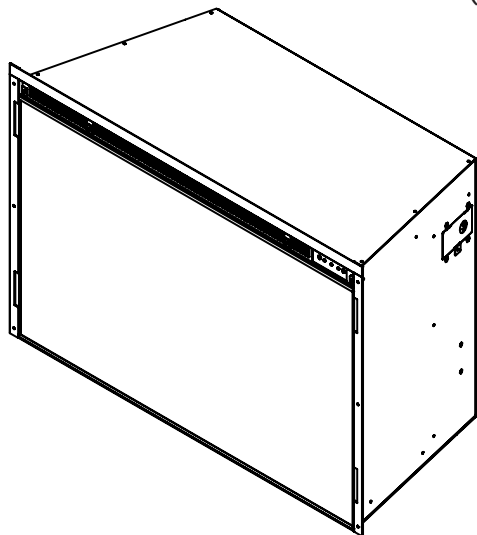


Figure 1: Fireplace Dimensions

## BOX CONTENTS

(Items shown not to scale)



**FIREPLACE**



### REMOTE CONTROL

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

**Optional firebox log set 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 UE29 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 UE29 MODELS			
HEATER	VOLTS (AC)	HZ	AMPS
1500W	120	60	14

Figure 2: Electrical Requirements

All UE29 fireplace models come pre-wired with a grounded 3-prong power cord.

## INSTALLATION - MINIMUM FIREPLACE SIZE

The fireplace is permitted for zero clearance combustible framing around the chassis. See the table below for the minimum fireplace size required.

MINIMUM FIREPLACE SIZE				
MODEL	FRONT WIDTH	REAR WIDTH	DEPTH	HEIGHT
UE29	29" (737MM)	23" (582MM)	13 5/8" (346MM)	19 1/2" (495MM)

Figure 3: Minimum Fireplace Size

## INSTALLATION - HEIGHT FROM FLOOR

When preparing for installation the desired surround panel must be accounted for. See the table below for the minimum height the fireplace needs to be off the floor depending on the surround panel size and configuration used. Measurement taken from the bottom of the fireplace.

SURROUND PANEL	HEIGHT
<b>50-4499 REGULAR PANEL (WITHOUT BOTTOM PANEL)</b>	<b>0"</b>
<b>50-4499 REGULAR PANEL (WITH BOTTOM PANEL)</b>	<b>4 ½" (114MM)</b>
<b>50-4500 OVERSIZED PANEL (WITHOUT BOTTOM PANEL)</b>	<b>0"</b>
<b>50-4500 OVERSIZED PANEL (WITH BOTTOM PANEL)</b>	<b>7 ¼" (184MM)</b>

Figure 4: Minimum Surround Panel Floor Clearance

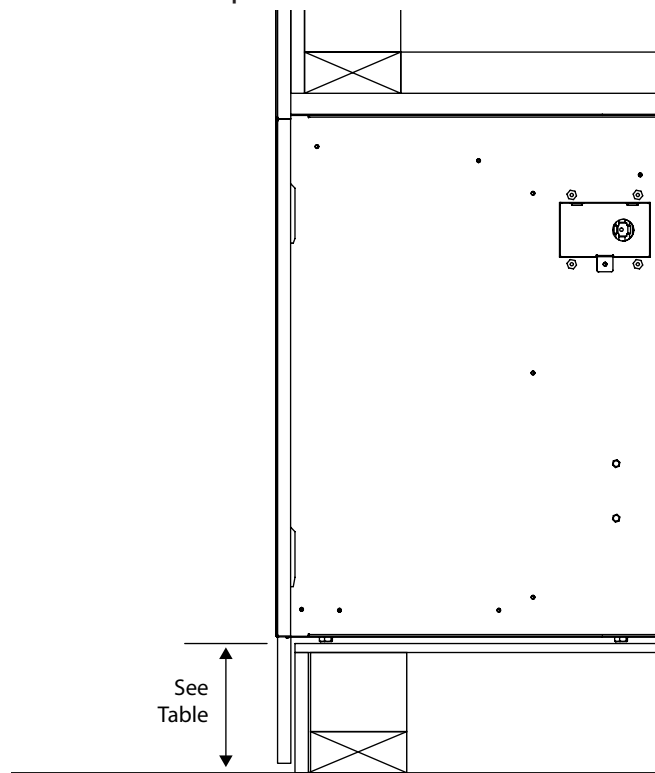


Figure 5: Required Floor Clearance

## INSTALLATION - COMBUSTIBLE CLEARANCES

If installing a mantel above the fireplace there must be a minimum 8" clearance as measured from the top of the fireplace opening. Heat resistant paint is recommended to prevent any potential discolouration. Non-combustible front wall finishing material is not required.

Clearance to Combustibles	
Side	0"
Bottom	0"
Top	0"
Mantel	8" / 203mm

Figure 6: Clearance to Combustibles

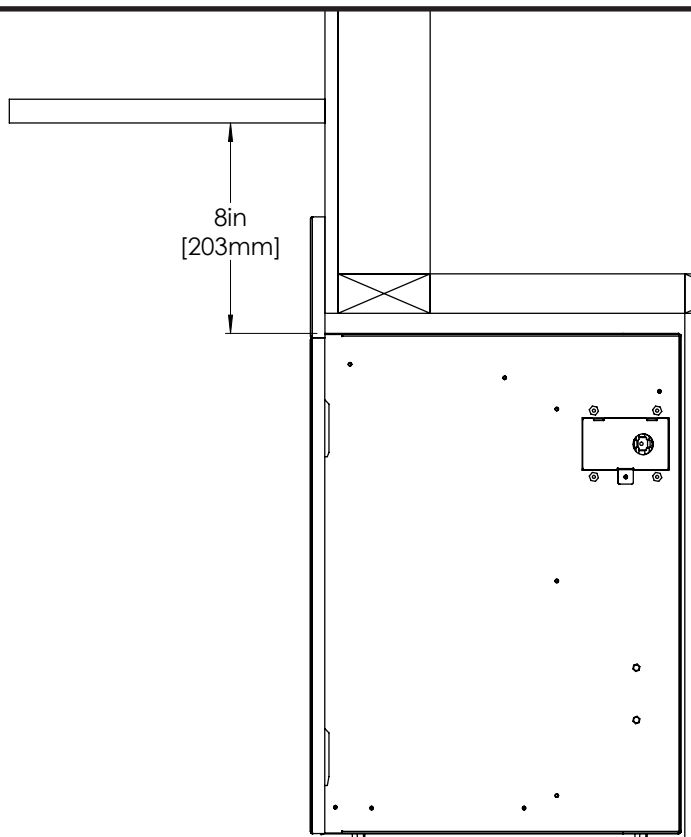


Figure 7: Mantle Clearance

# INSTALLATION - FRONT GLASS

This fireplace has a bottom channel and top retainer that holds the front glass in place. There are four small Phillips screws across the top of the fireplace that hold the retainer in place.

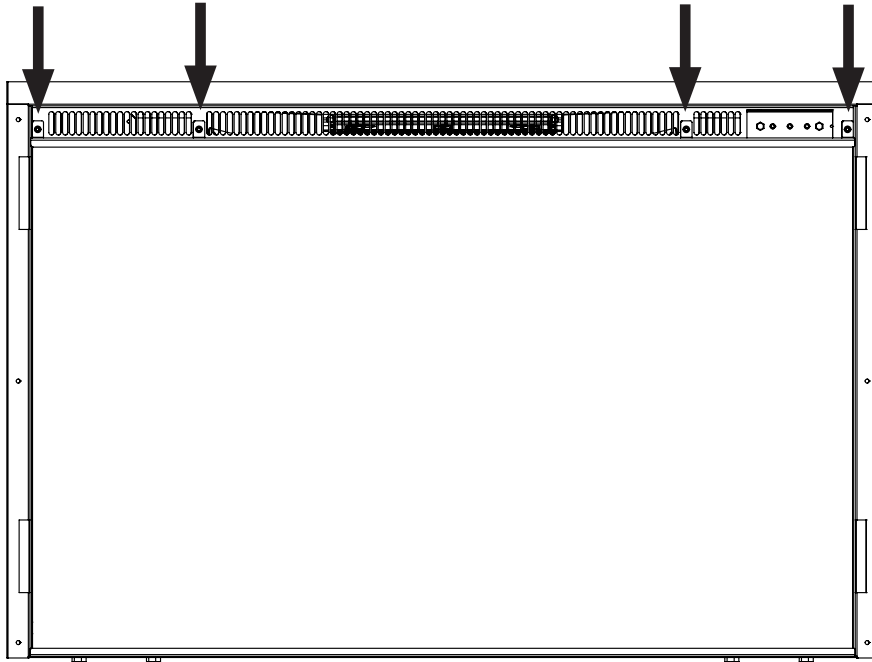


Figure 8: Front Glass Retainer Screws

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

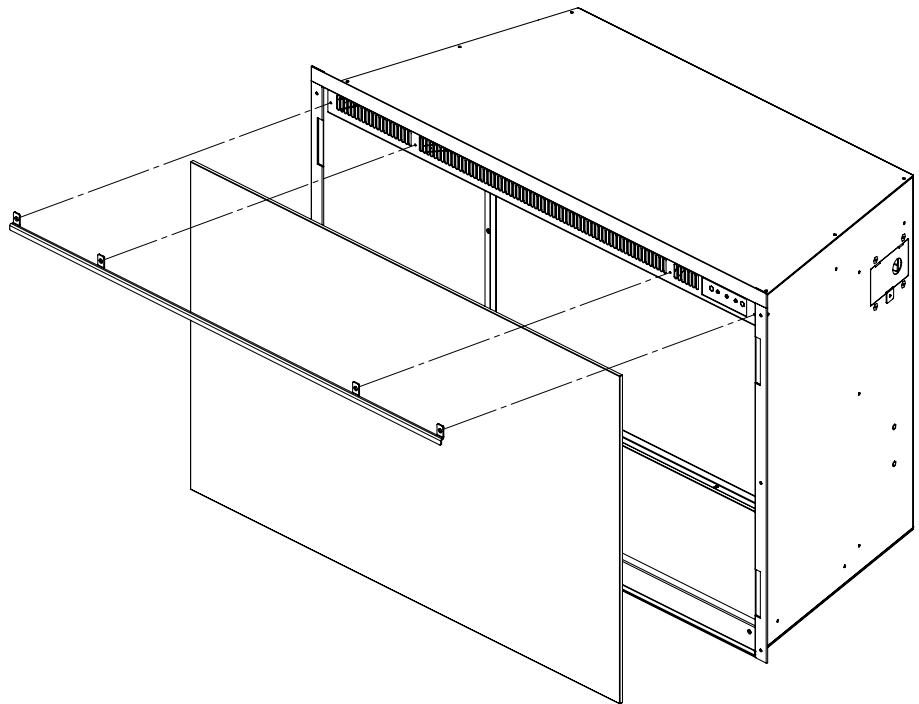


Figure 9: Front Glass Removal / Installation

# INSTALLATION - SURROUND PANEL

A surround panel will be required to complete the installation of the fireplace. Two different sizes of surround panels are available in a 4 piece design. Prior to installation the surround panel must first be assembled as shown:

Lay all 4 panels face down on a soft surface or blanket. Use a 1/4" hex / socket driver to install the supplied sheet metal screws into the panels to attach them together. Use of the supplied bottom panel is optional depending on the desired fireplace installation.

Assembled Surround Panel Sizes:

50-4499 Regular Surround Panel

*No Bottom Panel* - 37 3/4" x 23 1/2"

*With Bottom Panel* - 37 3/4" x 28"

50-4500 Oversized Surround Panel

*No Bottom Panel* - 43 1/4" x 26 1/4"

*With Bottom Panel* - 43 1/4" x 33 1/2"

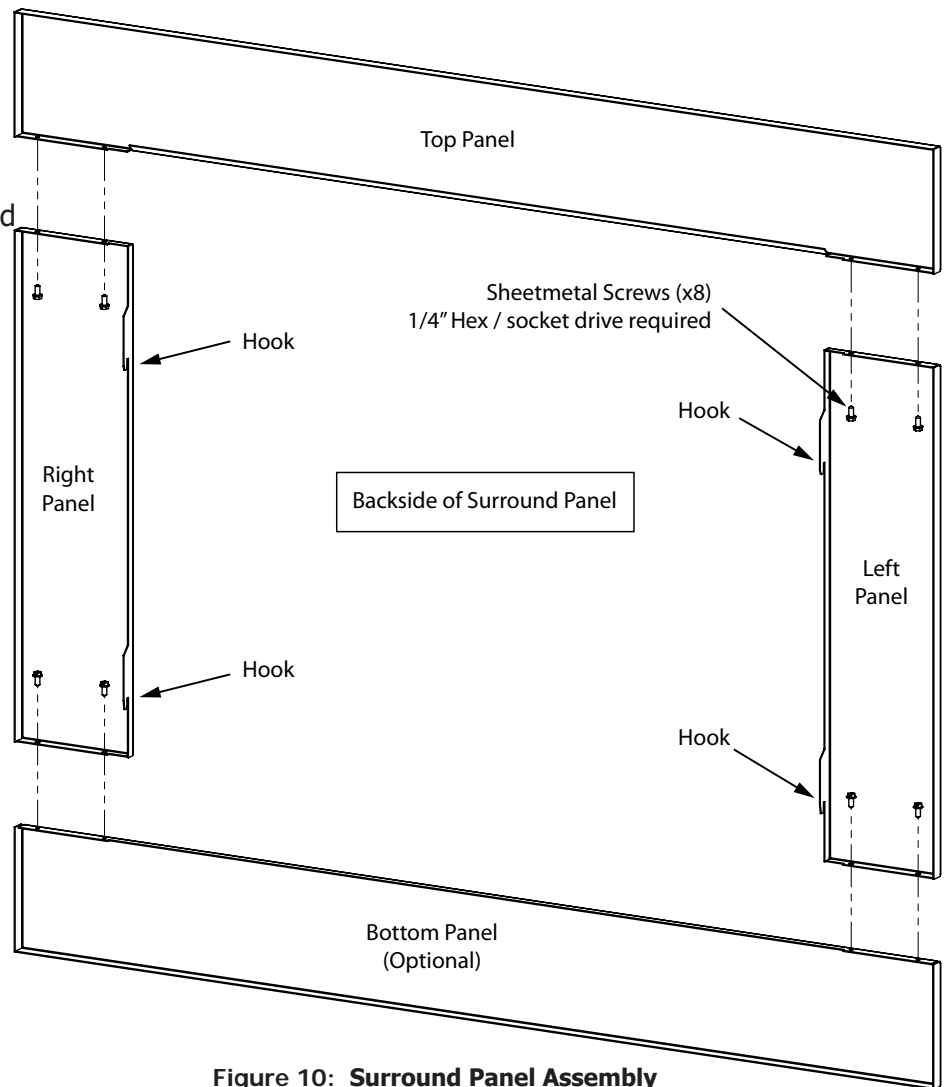


Figure 10: Surround Panel Assembly

Once the surround panel is assembled it easily hooks onto the two slots on each side at the front of the fireplace.

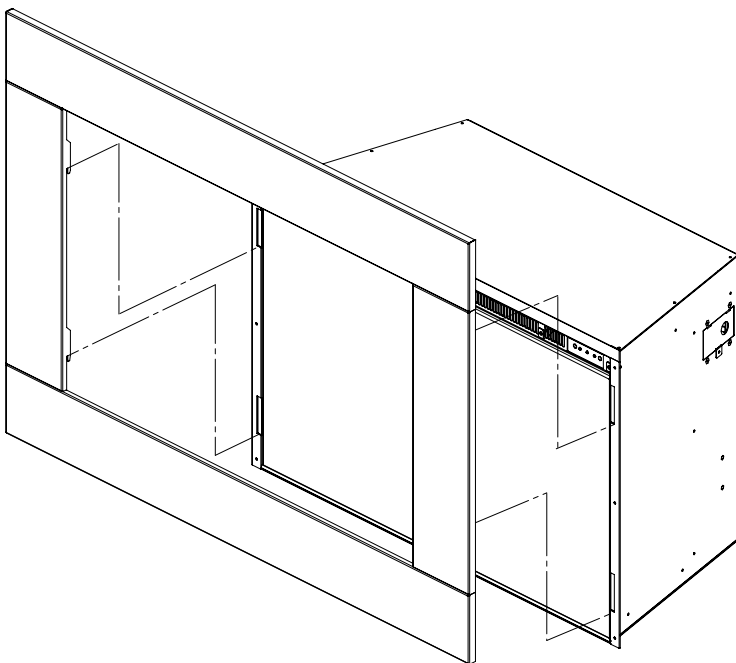


Figure 11: Surround Panel Installation

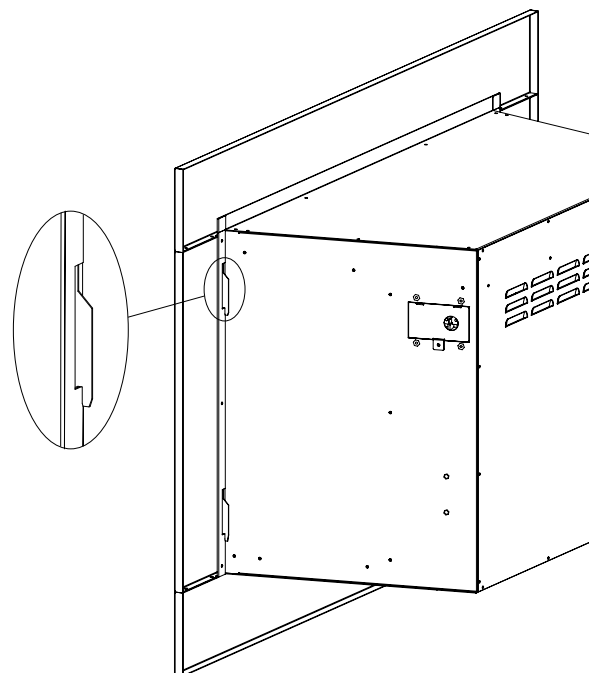


Figure 12: Surround Panel Hooks Installed



# OPERATION - MANUAL CONTROLS

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

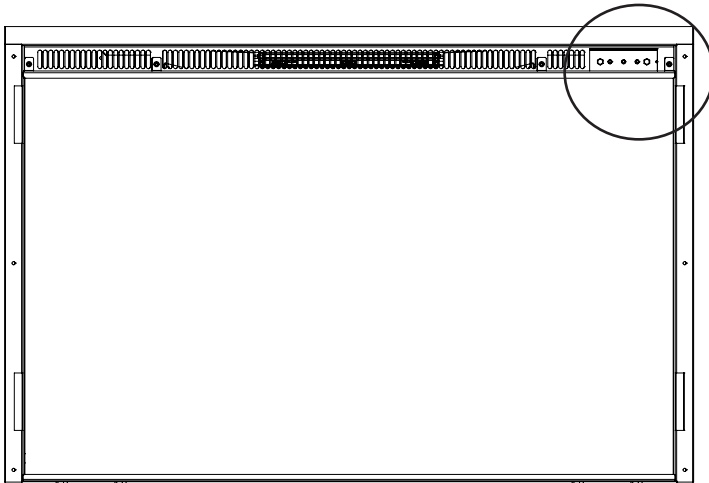


Figure 13: Control Panel Location



Figure 14: Control Panel

**Power** - Press once to wake up the fireplace and press again to turn the fireplace on. To turn the fireplace off press button again at any time.

**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.

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

**Reset** - Clears the fireplace memory of any paired remote. 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:

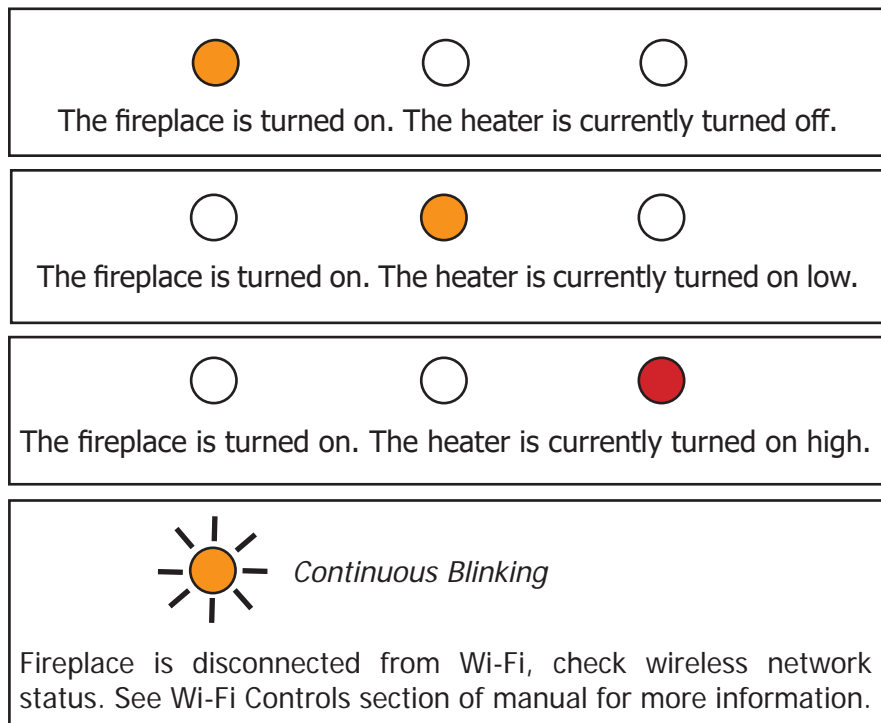


Figure 15: Indicator Light Scenarios

# 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 16: 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 17: Setup Video QR Code

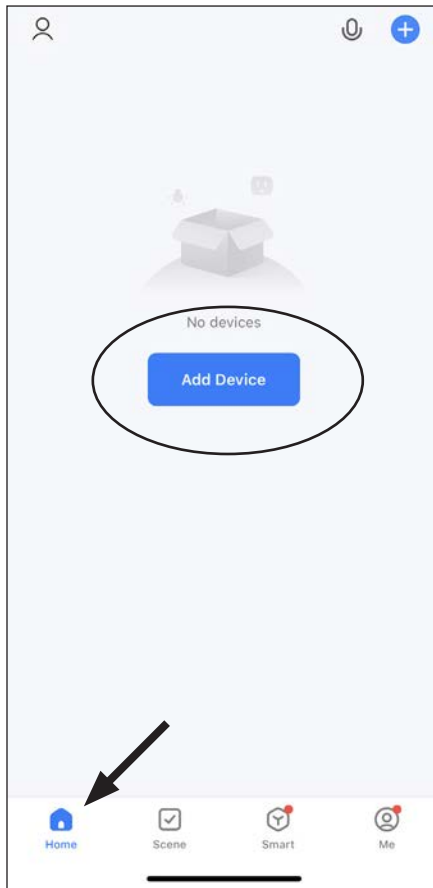


Figure 18: Add Device

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)**.

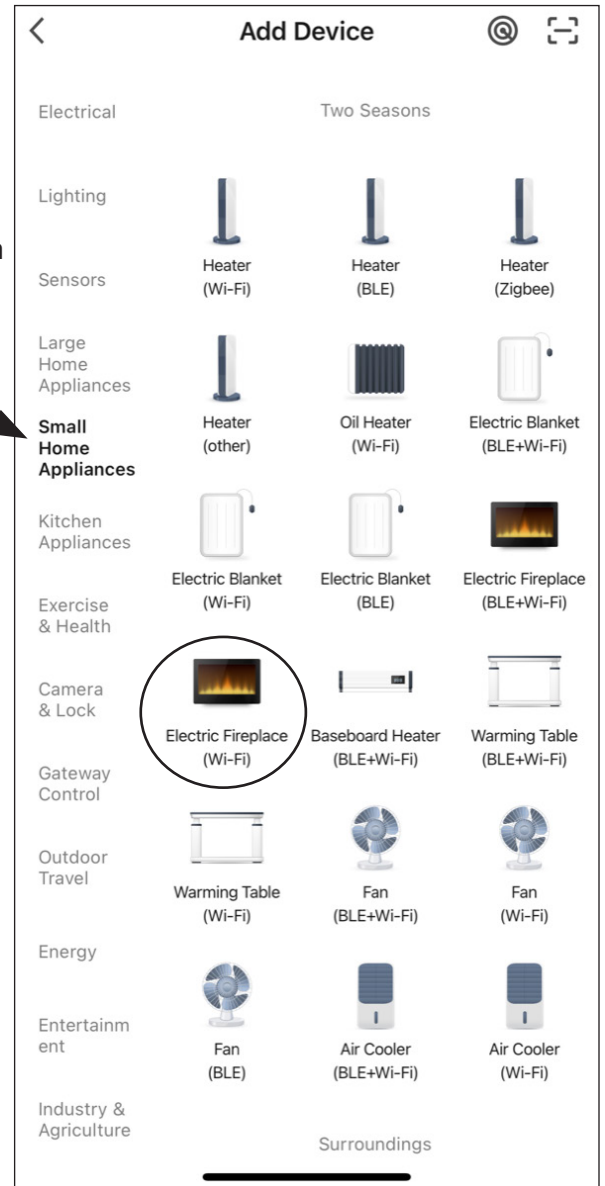


Figure 19: Appliance Selection

# 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.

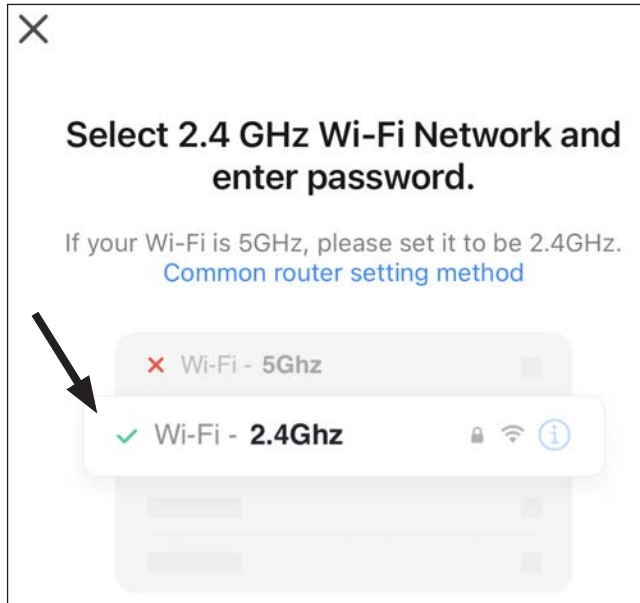


Figure 20: Network Connection

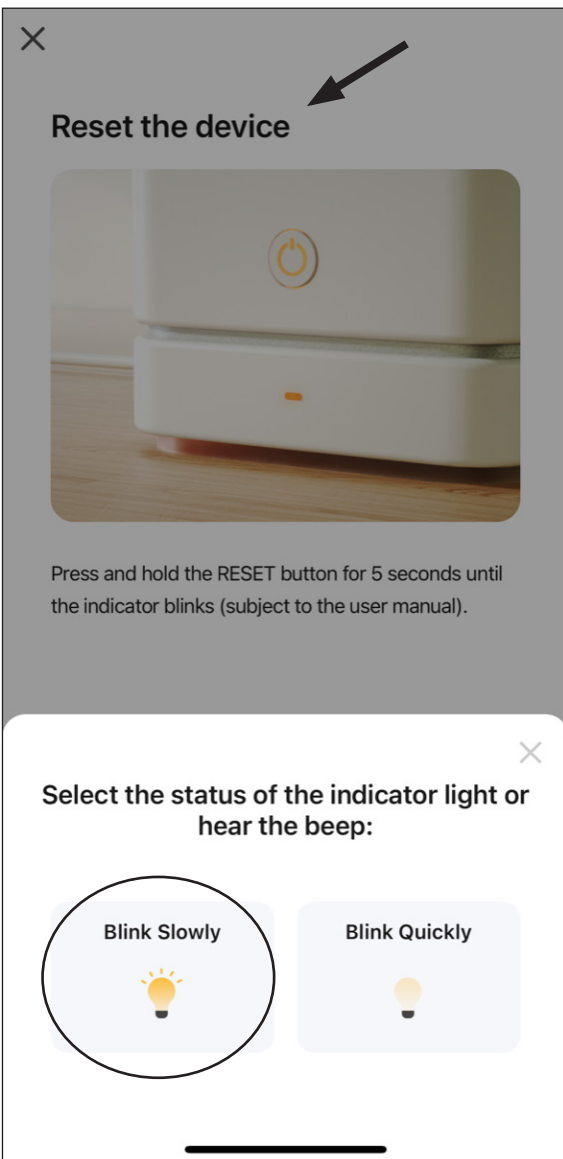


Figure 21: Fireplace Pairing

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 9) of the fireplace until the back flame and ember bed begin slowly flashing at the same time.

7. With the fireplace now in pairing mode select the **Blink Slowly** option on the **Reset the Device** screen in the app (see figure 21). The app will begin pairing to the fireplace on a timing screen and automatically finish once pairing is successful (see figure 22).

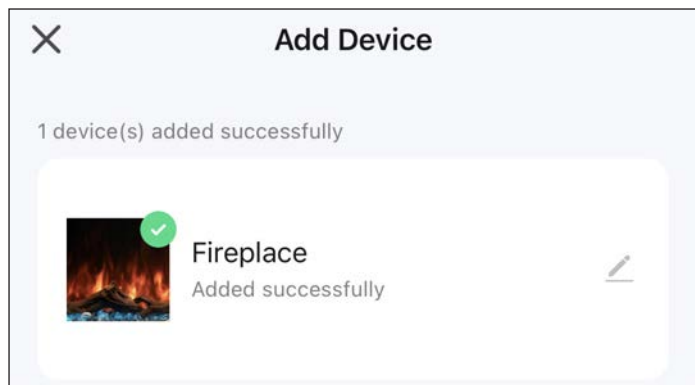


Figure 22: Fireplace Successfully Paired

# 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 10). Added capabilities like Sleep Timer and Heat Program are only possible when using the app.

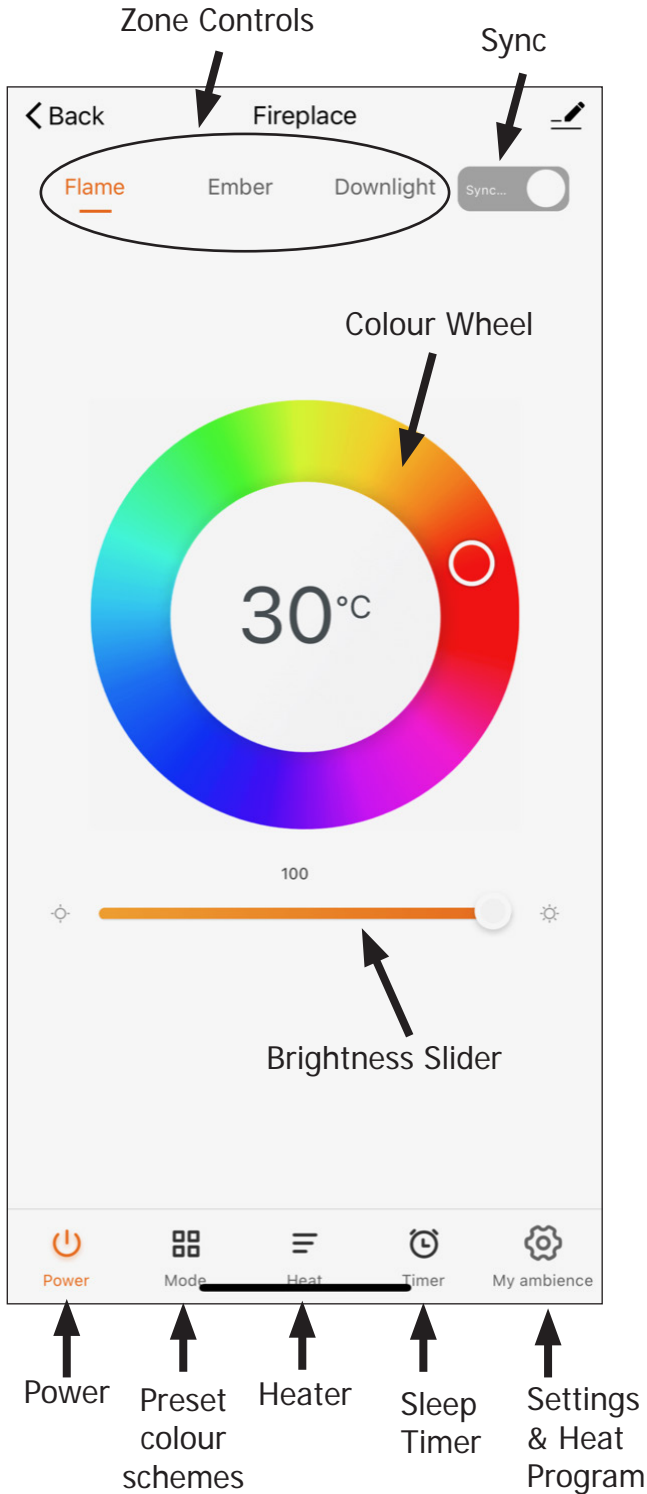


Figure 23: Fireplace App Controls

## Creating a Heat Program

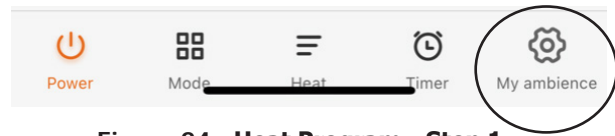


Figure 24: Heat Program - Step 1

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.

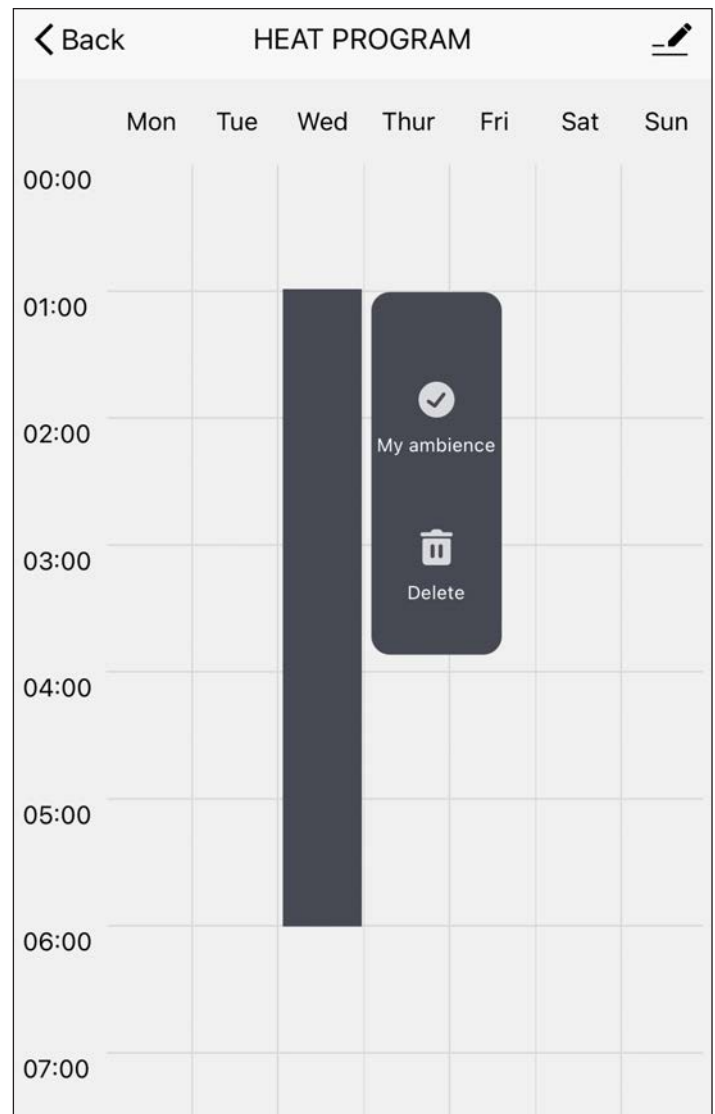


Figure 25: Heat Program - Step 2

# 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

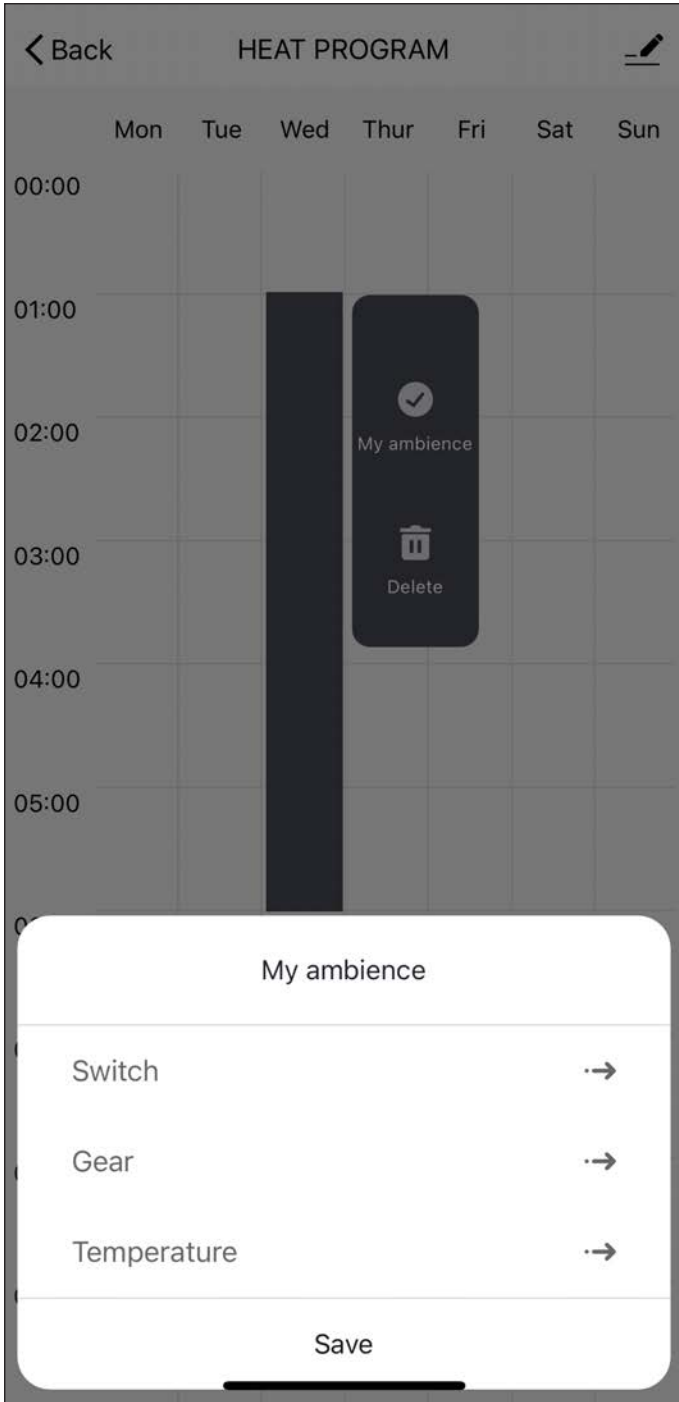


Figure 26: Heat Program - Step 3

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.

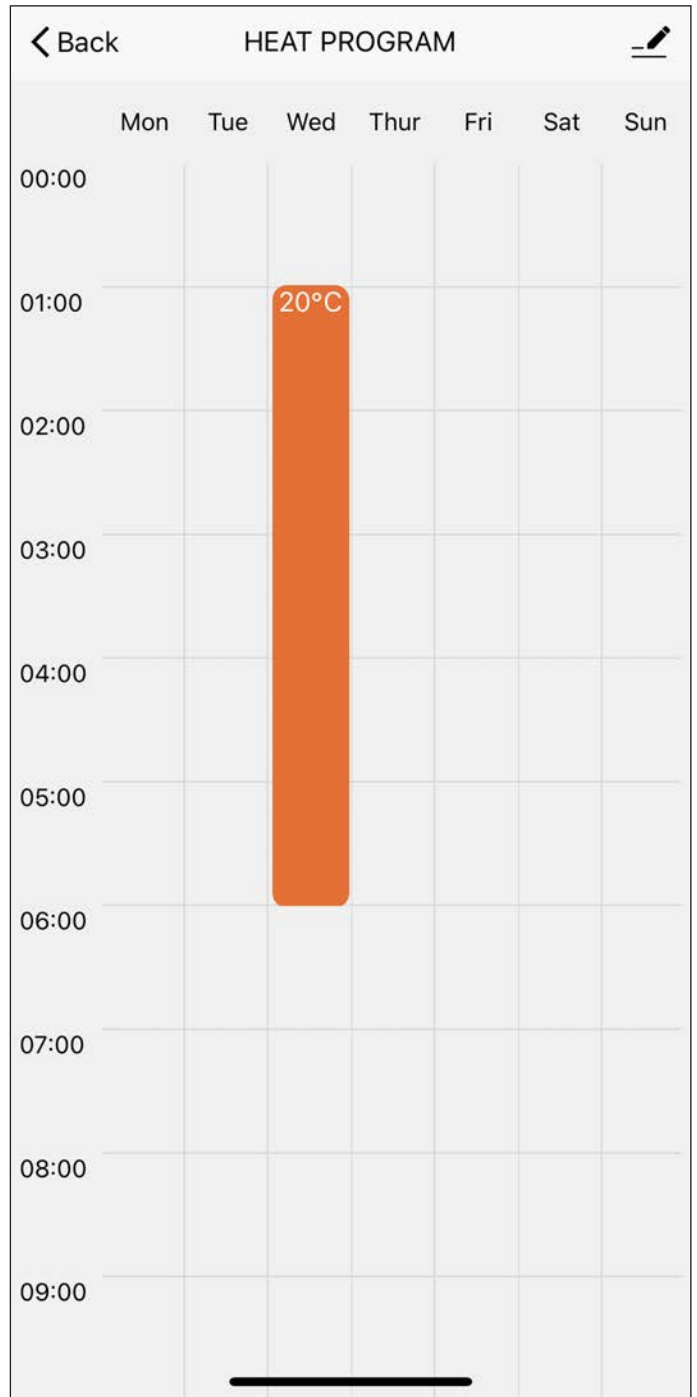


Figure 27: Heat Program - Step 4

## 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.

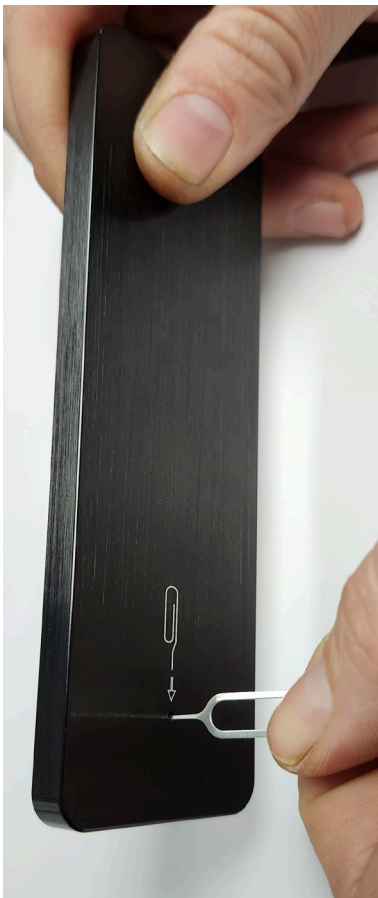


Figure 28: Remote Battery - Step 1



Figure 29: Remote Battery - Step 2



Figure 30: Remote Battery - Step 3

# WIRING DIAGRAM

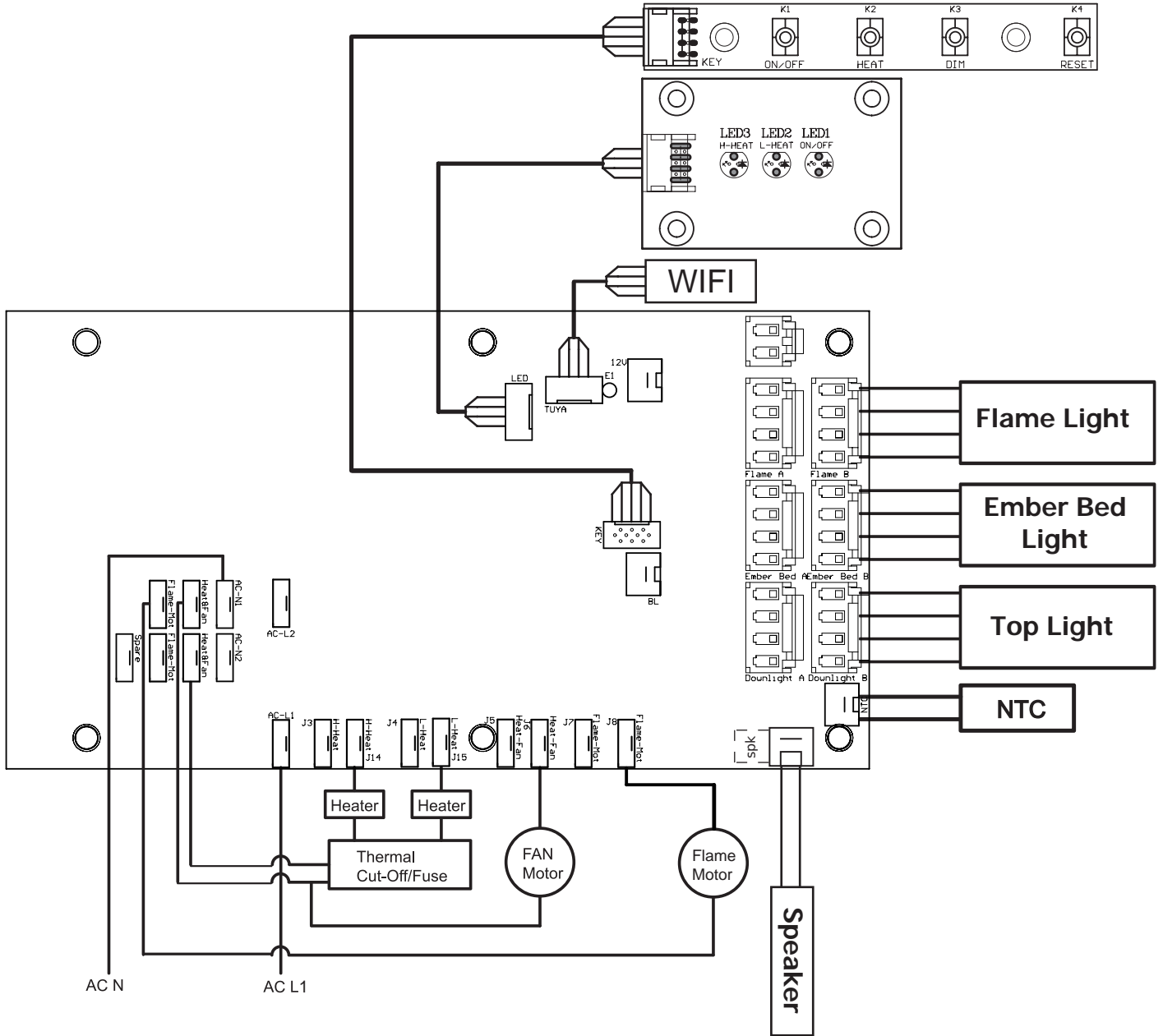


Figure 31: Wiring Diagram



# TROUBLESHOOTING

<b>Problem</b>	<b>Possible Cause</b>	<b>Solution</b>
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 10. 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

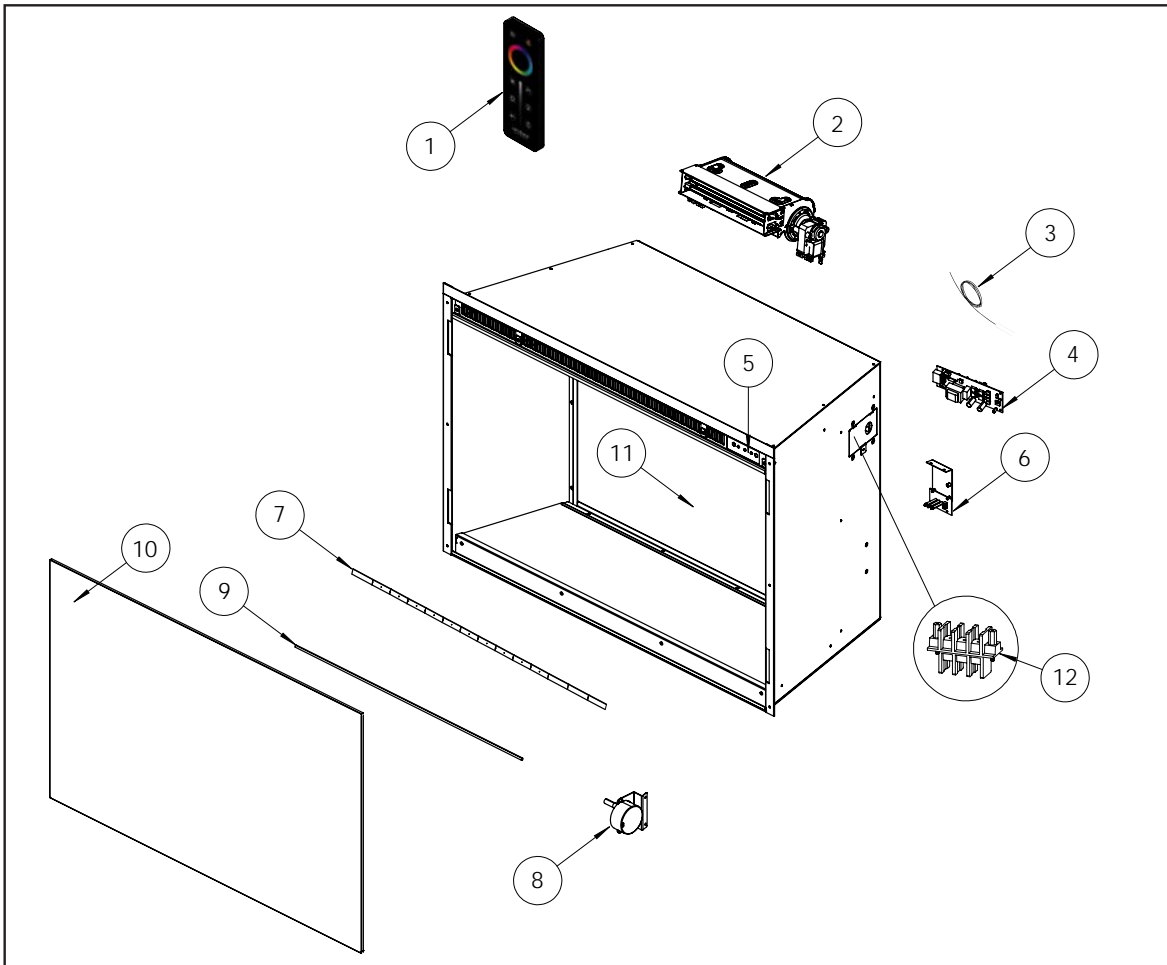


Figure 32: Parts Diagram

Replacement Parts		
#	Part Description	Part Number
1	Gen2 Remote Control	50-4475
2	Insert Fan Heater (120V only)	50-4501
3	Thermostat Sensor	50-4398
4	Main Control Board	50-4385
5	Manual Control Panel Board	50-4395
-	Wi-Fi Control Board	50-4396
6	Indicator Light Board	50-4397
7	LED Strips (4 pcs.)	50-4378
8	Fireplace Motor	50-4384
9	UE29 Flame Spindle Rod	50-4493
10	UE29 Front Glass	50-4494
11	UE29 Flame Screen	50-4491
12	3 Position Wiring Terminal Block	50-4413

Firebox Options	
Part Description	Part Number
UE29 Western Timber Log Set	50-4495
UE29 Western Log Ember Media	50-4496
Surround Panels	
UE29 Regular Surround Panel	50-4499
UE29 Oversized Surround Panel	50-4500

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/](http://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/](http://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:  
SHERWOOD INDUSTRIES LTD.  
6782 OLDFIELD RD. SAANICHTON, BC, CANADA V8M 2A3  
[www.Uptownfireplaces.com](http://www.Uptownfireplaces.com)  
April 2024  
C-17023