


## USER MANUAL

Please carefully check the unit and make sure there is no damage when you open the carton.

**QUESTIONS, PROBLEMS, OR MISSING PARTS?**  
Please Contact Customer Service Before Returning to Store

 [www.soupro.com](http://www.soupro.com)

 [servicespi@sourceproinc.com](mailto:servicespi@sourceproinc.com)

 +1-844-455-4621

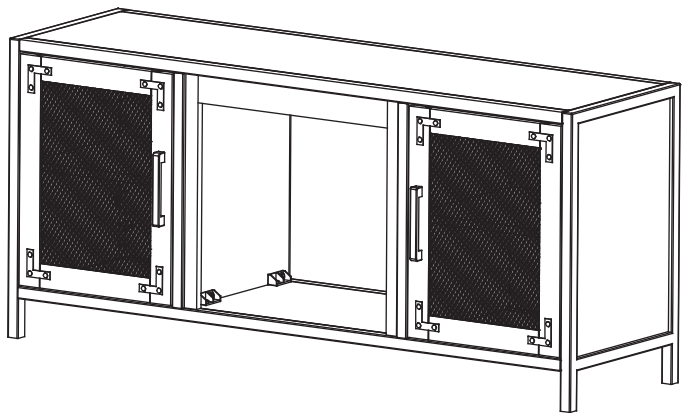
If parts are damaged or missing please call customer service for replacements.  
**DO NOT RETURN THIS PRODUCT TO THE RETAILER.**

Keep this manual for future reference

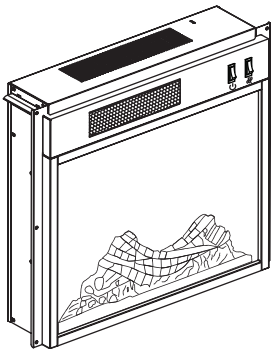
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# PACKAGE CONTENTS //



Fireplace Mantel  
SP6556OF



Firebox  
SP1816SC-HE

# SAFETY INSTRUCTIONS //

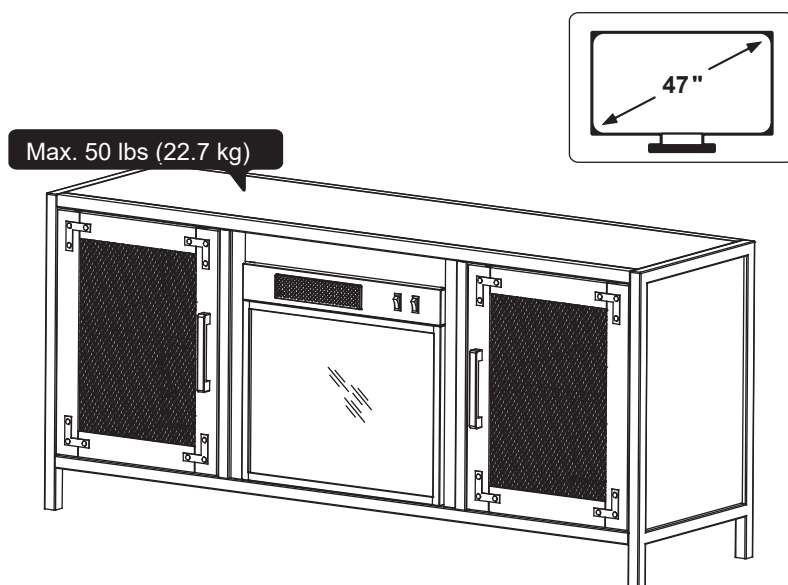
Please read and understand this entire manual before attempting to assemble, operate or install the product.

## IMPORTANT NOTICE

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

- ⚠ **WARNING:** Place this unit in a location that avoids direct sunlight and high temperatures.
- ⚠ **WARNING:** Plastic bags, nails, etc. should be kept out of reach of children.
- ⚠ **WARNING:** This appliance is hot when in use. To avoid burns, DO NOT let bare skin touch hot surfaces. Keep combustible material, such as furniture, pillows, bedding, papers, clothes and curtains, at least 3 feet from the front of the heater and keep them away from the side and rear.
- ⚠ **WARNING:** Extreme caution is necessary when any heater is used by or near children or individuals with disabilities and whenever the fireplace is left operating and unattended.
- ⚠ **WARNING:** DO NOT run cord under carpeting. DO NOT cover cord with throw rugs, runners, or similar covering. Do not route cord under furniture or appliances. Arrange cord away from traffic areas and where it will not be tripped over.
- ⚠ **WARNING:** 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 appliance.
- ⚠ **WARNING:** This appliance has hot and arcing or sparking parts inside. DO NOT use it in areas where gasoline, paint or flammable vapors or liquids are used or stored. This fireplace should not be used as a drying rack for clothing. Christmas stockings or decorations should not be hung in the area of it.

# MAXIMUM LOAD WARNING //



## WARNING

Never use this furniture with a TV that is too large or too heavy. Severe injury or death can occur. The TV and furniture will be unstable and may tip.

- The TV must weigh less than 50 lbs.
- The base of the TV must be able to sit completely on the shelf.

For use only with flat panel televisions measuring 47 in. wide or less.

Refer to instruction book for complete safety information.

- ⚠ **CAUTION:** This unit is intended for use only with the products and maximum weights indicated. Use with other products or products heavier than the maximum weights indicated may result in instability causing possible injury.
- ⚠ **NOTE:** Flat panel TVs with base support should be placed squarely in the center of the stand with no overhang on any side.

# WARRANTY



## 1-YEAR LIMITED WARRANTY


**Source Pro Industries Ltd.** (hereinafter referred to collectively as “the Company”) warrants that your new **HearthPo** Electric Fireplace is free from manufacturing and materials defects for a period of one (1) year from date of purchase. Subject to the following conditions and limitations:


1. The electric fireplace must be installed and operated at all times in accordance with the installation and operating instructions furnished with the product. Any unauthorized repair, alteration, willful abuse, accident, or misuse of the product shall nullify this warranty.
2. This warranty is non-transferable, and is made to the original owner, provided that the purchase was made through an authorized supplier of the Company.
3. The warranty is limited to the repair or replacement of part(s) found to be defective in material or workmanship – provided that such part(s) have been subjected to normal conditions of use and service – after said defect is confirmed by the Company’s inspection. All replacement parts or products will be new, remanufactured, or refurbished.
4. The Company may, at its discretion, require that any defective part(s) be returned in exchange for the replacement part(s).
5. The Company may, at its discretion, fully discharge all obligations with respect to this warranty by refunding the wholesale price of the defective part(s).
6. This warranty does not cover the LED light bar included with the electric fireplace.
7. Any installation, labor, construction, transportation, or other related costs/expenses arising from defective part(s), repair, replacement, or otherwise of same, will not be covered by this warranty, nor shall the Company assume responsibility for the same.
8. The owner/user assumes all other risks – if any – including but not limited to the risk of any direct, indirect or consequential loss or damage arising out of the use, or inability to use the product, except as provided by law.
9. All other warranties – express or implied – with respect to the unit, its components and accessories, or any obligations/liabilities on the part of the Company are hereby expressly excluded.
10. The Company neither assumes, nor authorizes any third party to assume on its behalf, any other liabilities with respect to the sale of the unit.
11. The warranties as outlined within this document do not apply to non-accessories used in conjunction with the installation of this product.
12. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.


This warranty is void if:

- (a) The fireplace is subjected to prolonged periods of dampness or condensation.
- (b) Any unauthorized alteration, willful abuse, accident, or misuse of the product.
- (c) You do not have the original purchase receipt.

### IF WARRANTY SERVICE IS NEEDED Please Contact Customer Service

 [www.soupro.com](http://www.soupro.com)

 [servicespi@sourceproinc.com](mailto:servicespi@sourceproinc.com)

 +1-844-455-4621



Make sure you have the following information ready:

- Warranty
- Sales Receipt
- Product Model/Serial Number
- Date of Purchase
- Location of Purchase



# PREPARATION

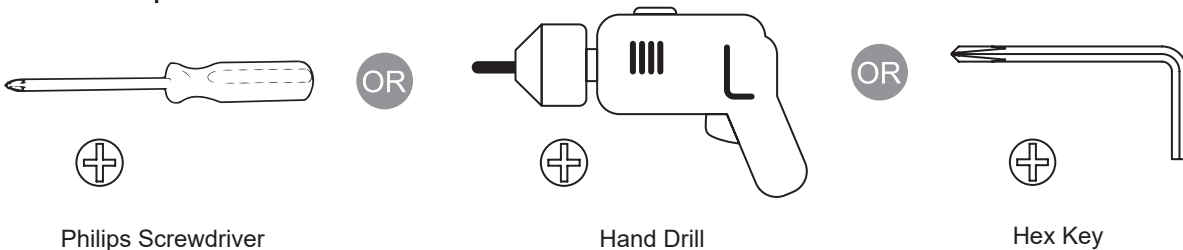
## ⚠ IMPORTANT INFORMATION

1. Before you begin, locate the instructions and hardware. Be sure you have all of the parts and can identify them.
2. To avoid scratching the finish, assemble the product on a soft, non-abrasive surface such as carpet or cardboard.
3. Assembly of this product may require more than one person.

## ⚠ WARNING

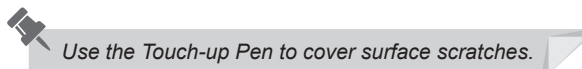
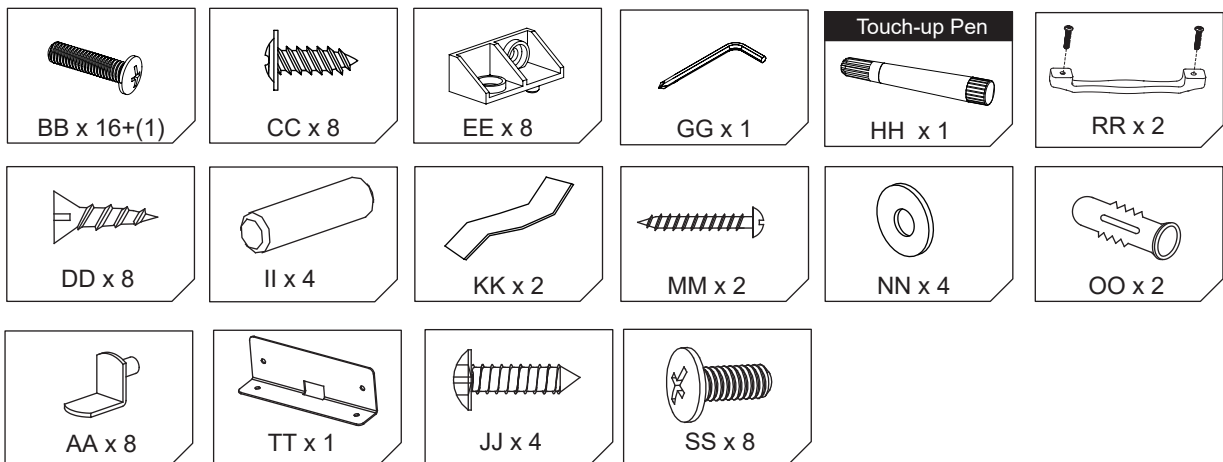
1. Do not let any sharp objects touch or rub the surface of the product.
2. When assembling, do not let children play around the working area.
3. Please confirm all parts are correct before starting the assembly process.
4. Do not tighten all bolts and screws completely until the entire unit has been assembled and set up.
5. **DO NOT USE POWER TOOLS.** Power tools can overtighten screws and strip threads.

## Tools Required



## Hardware Identification

Number of spare hardware is indicated in ( ).



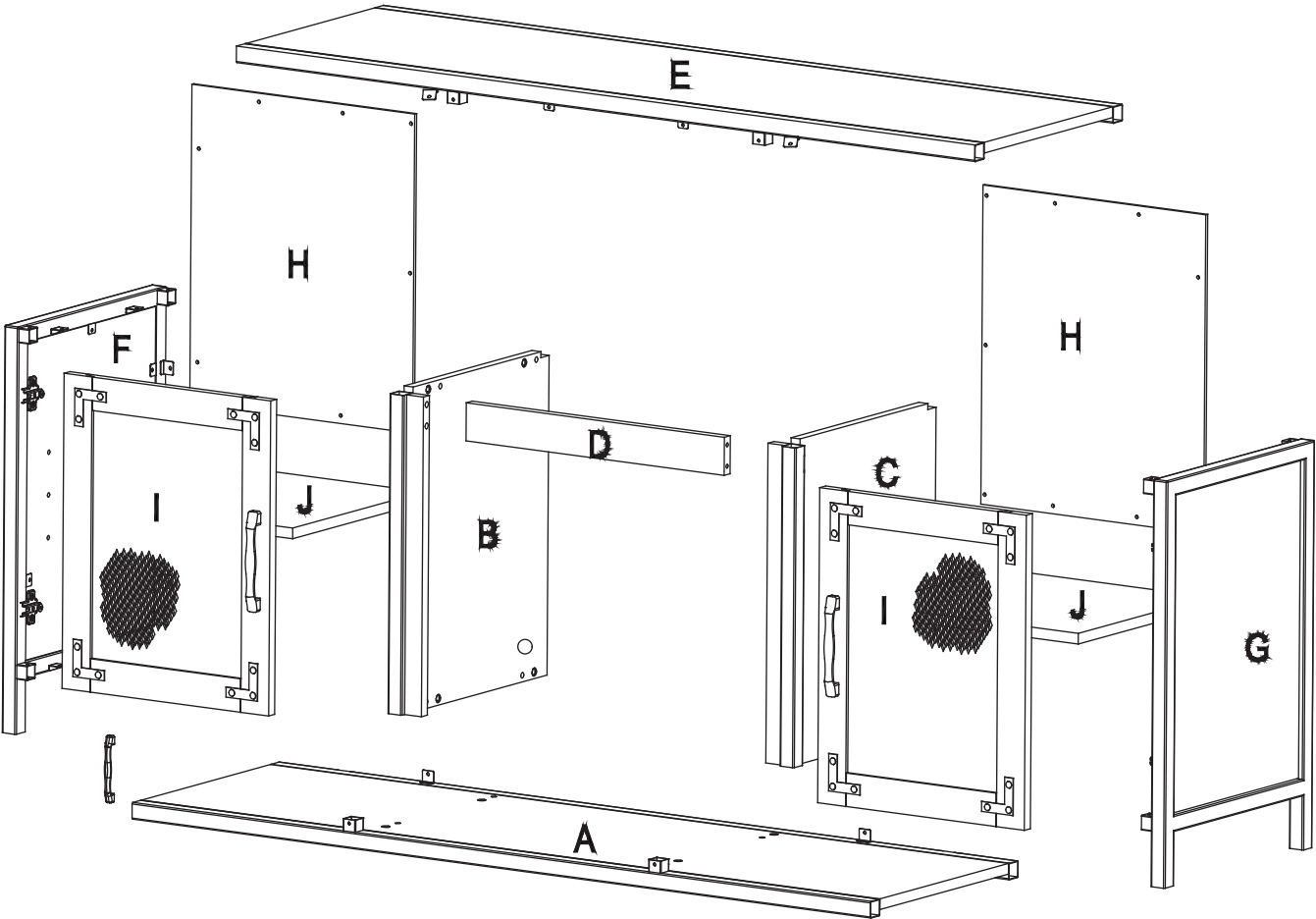
⚠ **WARNING:** The included plastic wall anchors (OO) are intended for use with solid wall applications only (tile and concrete). DO NOT USE WITH DRYWALL OR OTHER HOLLOW WALL APPLICATIONS.

# PREPARATION



## Parts List

ASSEMBLY INSTRUCTIONS



<b>A</b>	_____	x 1
<b>B</b>	_____	x 1
<b>C</b>	_____	x 1
<b>D</b>	_____	x 1
<b>E</b>	_____	x 1
<b>F</b>	_____	x 1

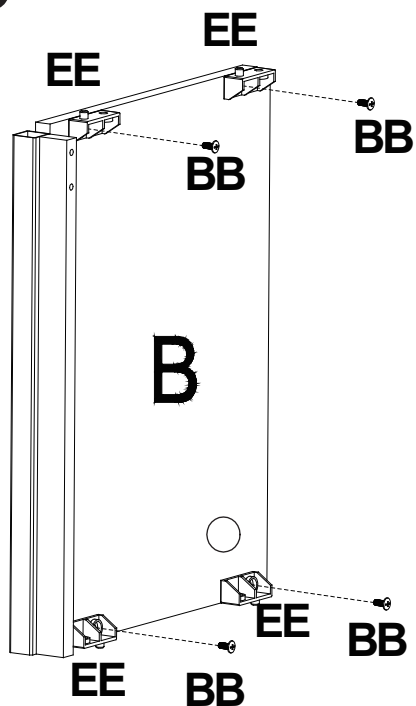
<b>G</b>	_____	x 1
<b>H</b>	_____	x 2
<b>I</b>	_____	x 2
<b>J</b>	_____	x 2

# ASSEMBLY

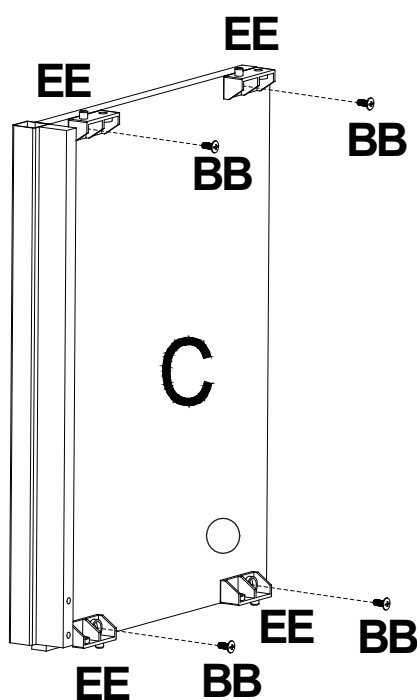


Do not fully tighten screws during assembly. Only tighten when all parts are installed in place.

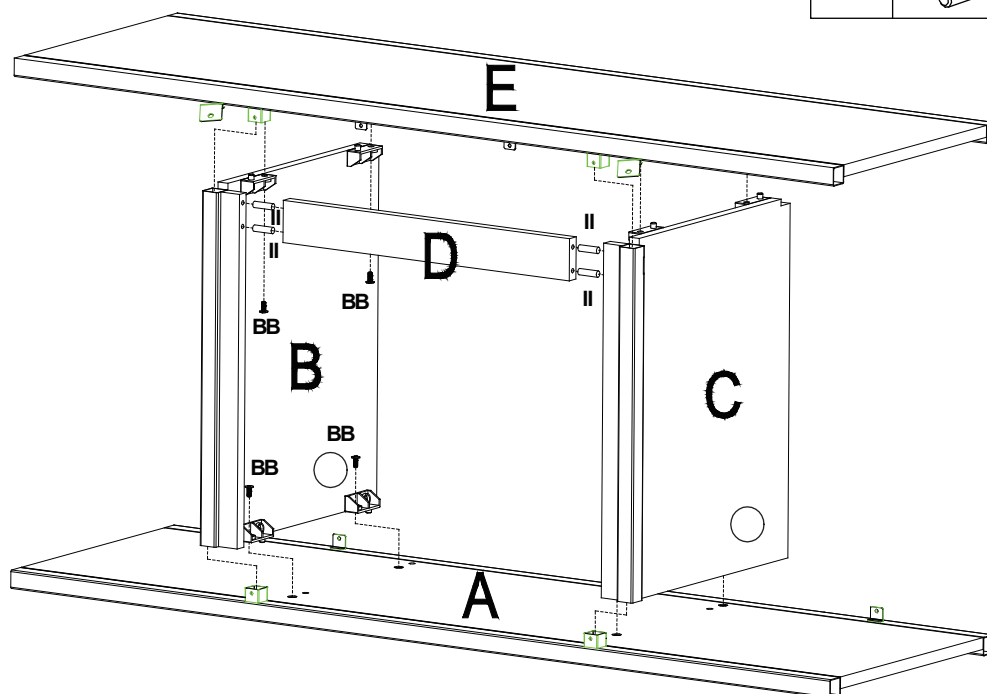
1.



BB		8
EE		8



2.



BB		8
II		4

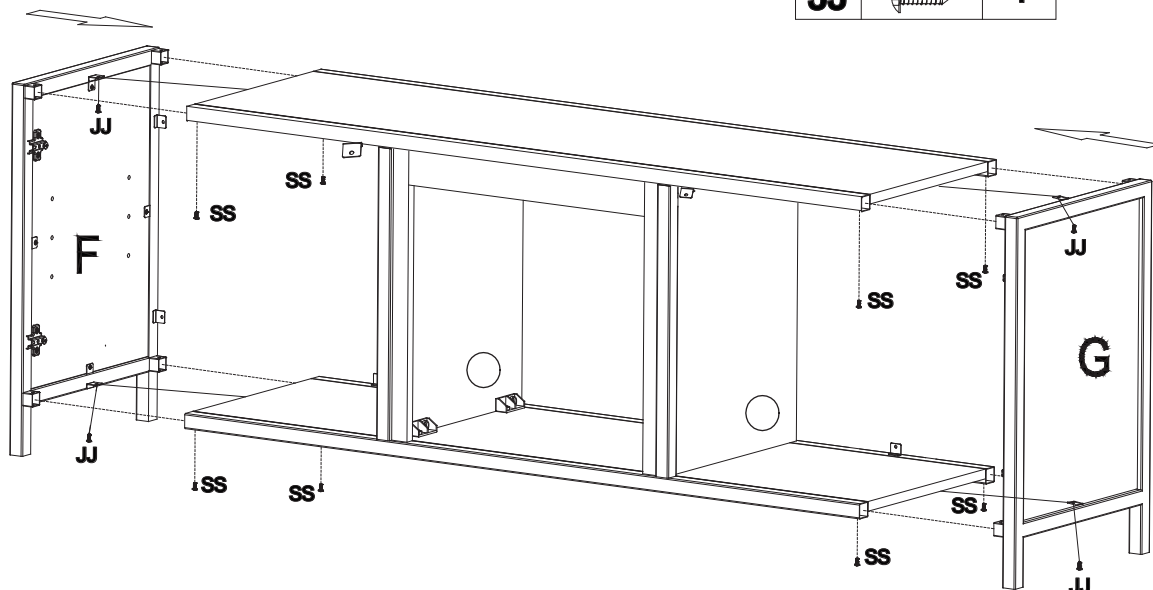
# ASSEMBLY



Do not fully tighten screws during assembly. Only tighten when all parts are installed in place.

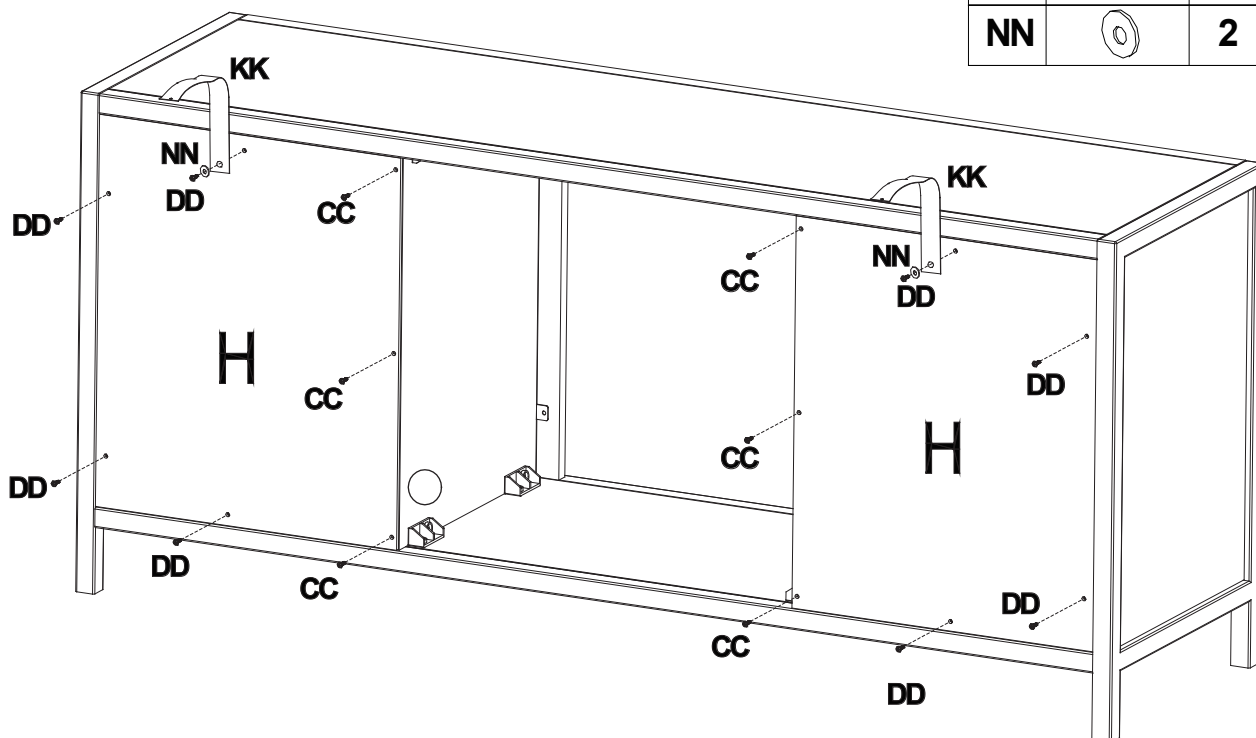
3.

SS		8
JJ		4



4.

CC		6
KK		2
DD		8
NN		2



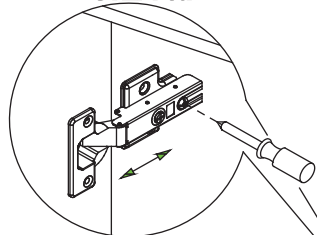
# ASSEMBLY



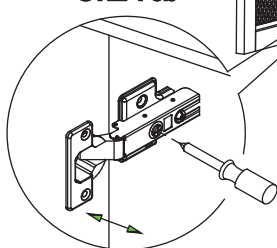
Do not fully tighten screws during assembly. Only tighten when all parts are installed in place.

5.

STEP: 5a



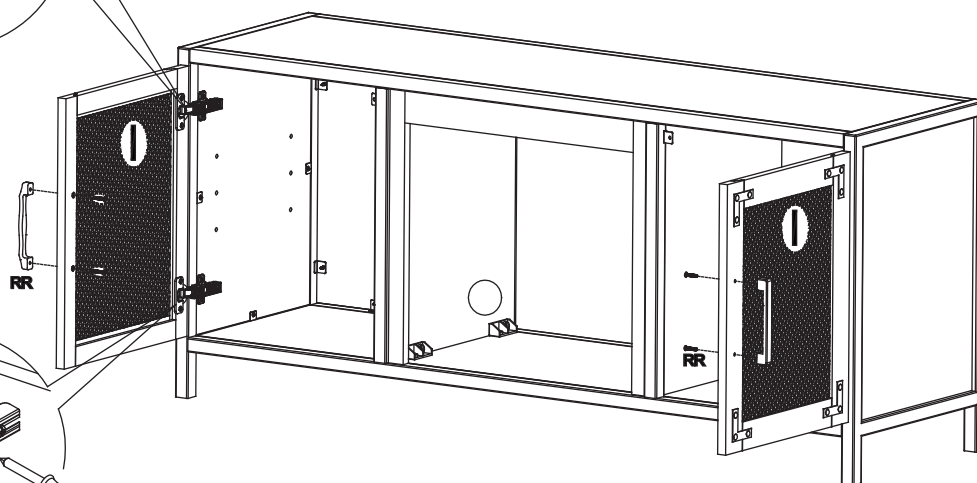
STEP: 5b



RR



2

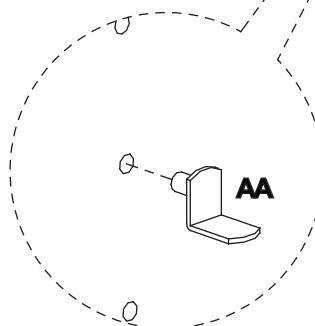
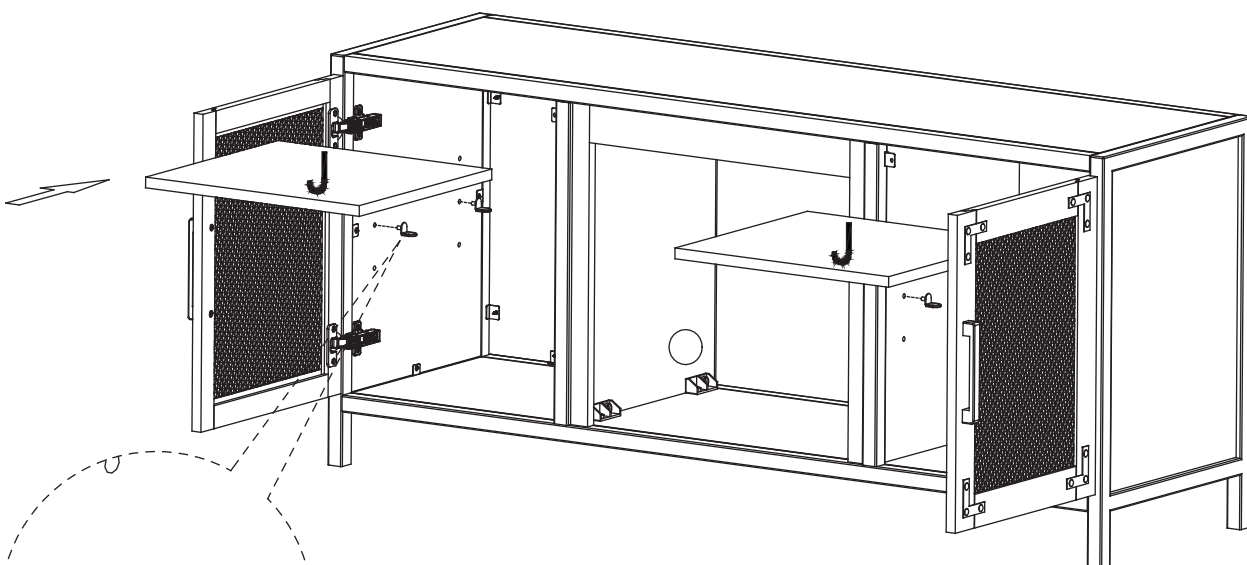


6.

AA



8

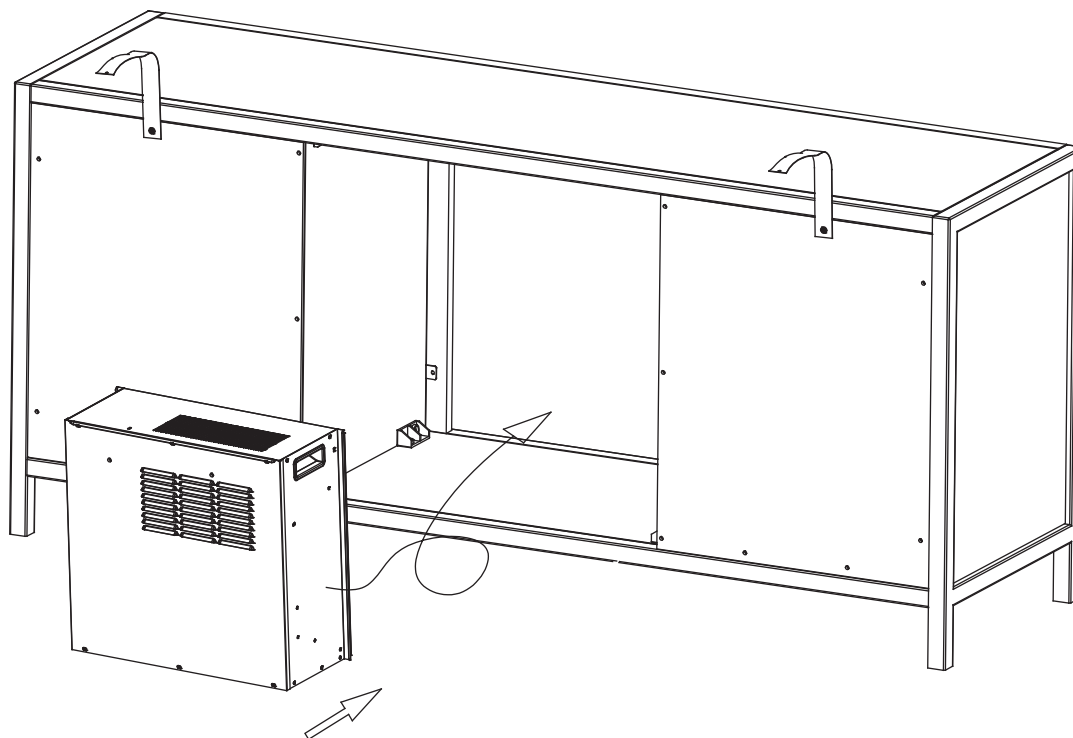


# ASSEMBLY



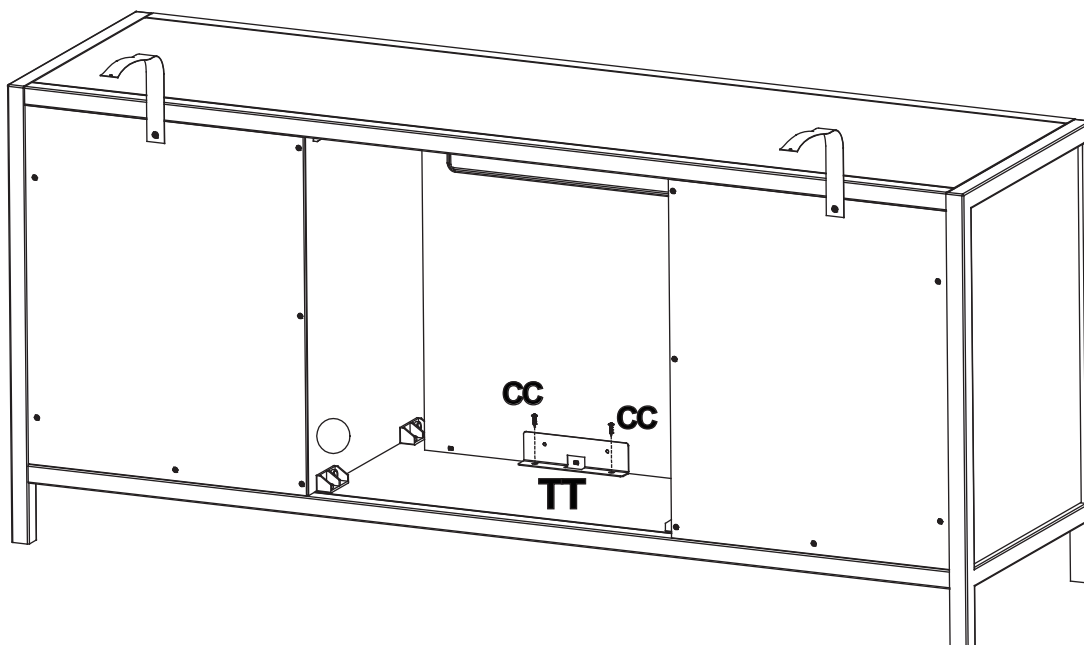
Do not fully tighten screws during assembly. Only tighten when all parts are installed in place.

7.



8.

TT		1
CC		2






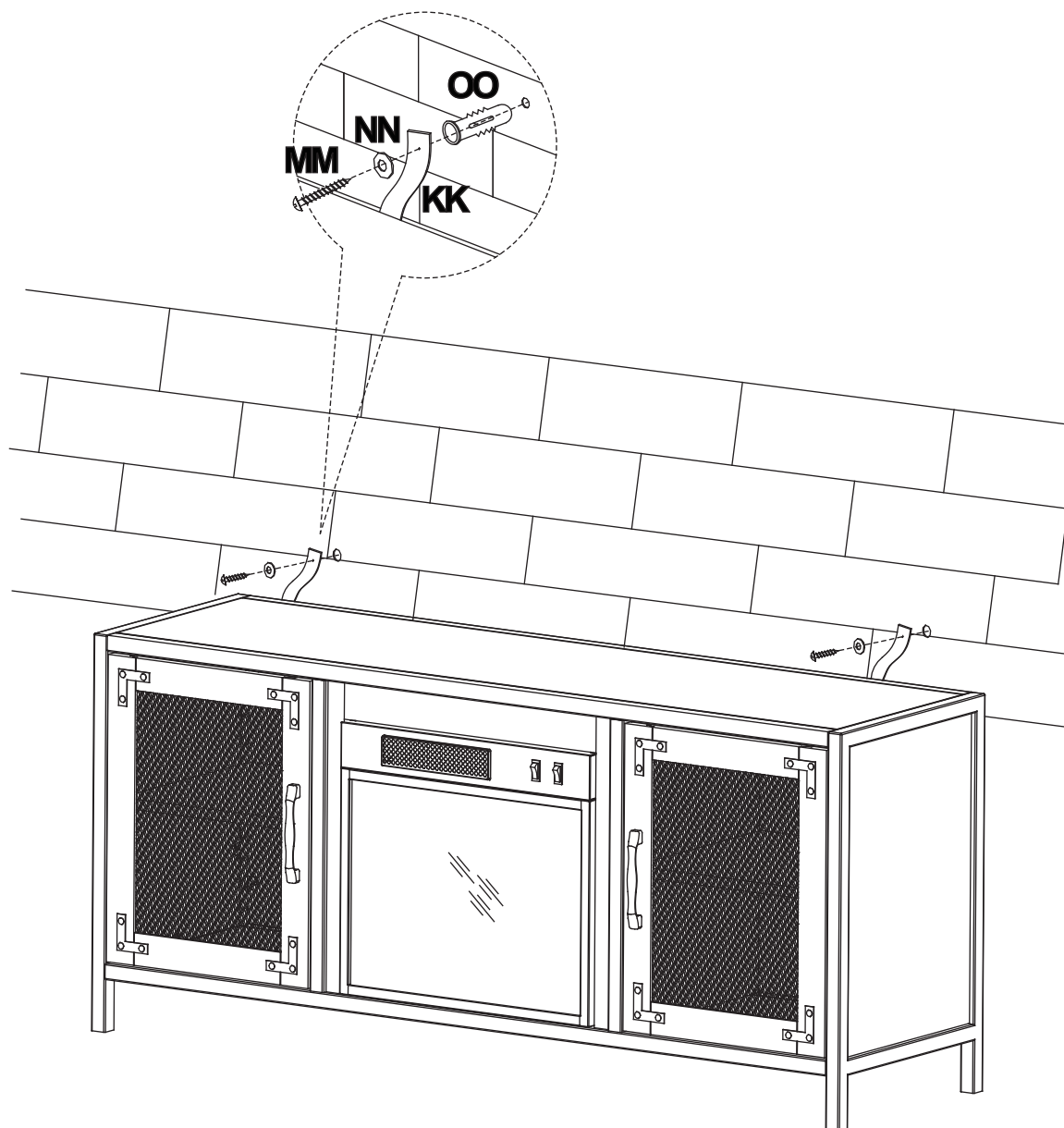
# ASSEMBLY



Do not fully tighten screws during assembly. Only tighten when all parts are installed in place.

9.

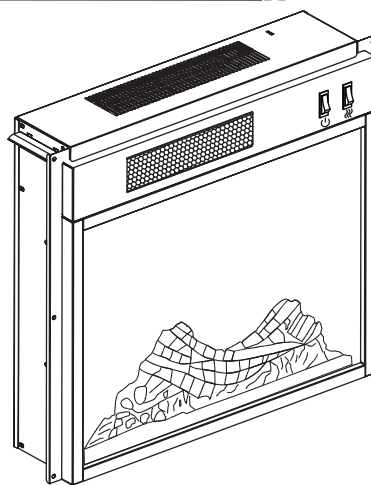
<b>MM</b>		<b>2</b>
<b>NN</b>		<b>2</b>
<b>OO</b>		<b>2</b>





# SAFETY INFORMATION

## Firebox Model



SP1816SC-HE



### ATTENTION:

- Find a location for the firebox that is protected from direct sunlight.
- Failure to read all instructions may result in a possible electric shock, fire hazard and/or injury and will void the warranty.



### WARNING:

- If the information in this manual is not followed exactly, an electric shock or fire may result causing property damage, personal injury or loss of life.
- Do not store or use gasoline or other flammable vapors or liquids in the vicinity of this appliance.



### CAUTION:

- High temperature, risk of fire, keep electrical cords, drapery, furnishings, and other combustibles at least 3 feet (0.9m) from the front of the heater and away from the side and rear.

## IMPORTANT INSTRUCTIONS

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

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, etc. 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 invalids and whenever the heater is left operating and unattended.
4. Do not operate any heater after it malfunctions. Disconnect power at service panel and have heater inspected by a reputable electrician before reusing.
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 vapors 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. This heater includes an automatic protection system that will shut off the unit to prevent overheating. If the unit is at risk of overheating, the front panel will display "E1" and a thermal cut out will shut off the heater to prevent damage or risk of fire. DO NOT OPERATE THE HEATER WHEN "E1" DISPLAYED.

## SAVE THESE INSTRUCTIONS

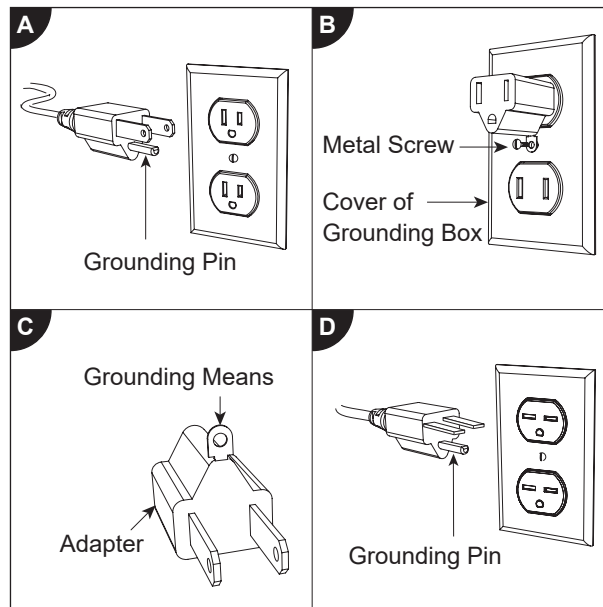
# SAFETY INFORMATION

## ELECTRICAL CONNECTION:

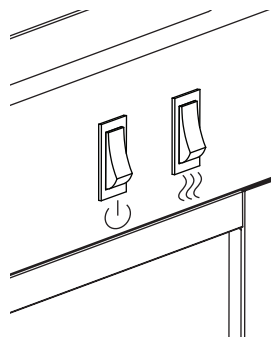
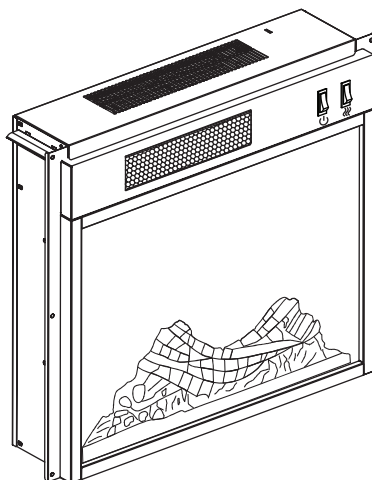
- A 15-amp, 120-volt, 60 Hz circuit with a properly grounded outlet is required. Preferably, the fireplace will be on a dedicated circuit as other appliances on the same circuit may cause the circuit breaker to trip or the fuse to blow when the heater is in operation. The unit comes standard with 6-ft. three-wire cord, exiting from the rear of the fireplace. **DO NOT** exceed the current rating of the current tap. **ALWAYS** plug this unit directly into a wall outlet/receptacle. **NEVER** use with an extension cord or relocatable power tap (outlet/power strip).
- This firebox is for use on 120 volts. The cord has a plug as shown below. See illustration for grounding instruction. An adapter as shown at C is available for connecting three-blade grounding type plugs to two-slot receptacles. The green grounding lug extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box. The adapter should not be used if a three-slot grounded receptacle is available.

## ELECTRICAL SPECIFICATIONS

Voltage:	120 VAC, 60 Hz
Amps:	12.5 Amps
Watts:	1500 Watts



# OPERATING INSTRUCTIONS



## TO ACCESS CONTROL PANEL

- Control panel can be accessed at upper right corner of insert.

## POWER

- Press this switch for main power and flame effect. The indicator light will turn on.


## HEATER

- The HEATER switch turns the heater ON and OFF.


# CARE AND MAINTENANCE //


## CLEANING INFORMATION:


- Make sure the unit is turned off, unplugged and the heating elements of heater are cool whenever you are cleaning the heater.
- Clean the metal trim using a water-dampened, soft, and clean cloth. DO NOT use brass polish or household cleaners as these products will damage the metal trim.
- The motors used on the fan and the flame generator assembly are pre-lubricated for extended bearing life and require no further lubrication. However, periodic cleaning/vacuuming of the fan/heater and air intake/output vents is recommended.


 **WARNING:** Make sure the power is turned off before proceeding. Any electrical repairs or rewiring of this unit should be carried out by a licensed electrician in accordance with national and local codes.


If repairing or replacing an electrical component or wiring, the original wire routing, color coding and securing locations must be followed.

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

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

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

 **WARNING:** During any service of this appliance, the power to the unit must be turned off. First turn the main power switch to the "OFF" position. Then remove the electrical plug from the wall outlet.


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

# TROUBLESHOOTING //

PROBLEM	POSSIBLE CAUSE	SOLUTION
1. No power, logs do not glow.	1. The unit does not have power.	1. Check that unit is plugged into a standard 120 volt outlet. Then make sure power is set at "ON" position.
2. Power cord gets warm to the touch.	2. Normal operation.	2. This is normal for a heater appliance as it requires more current to operate. Check the connections of the appliance cord and the outlet. Make sure the plug fits tightly into the outlet. During use, check the plug and outlet frequently to determine if it is HOT; if so, discontinue use of the appliance and consult with a qualified electrician to check or change the overheating outlet(s).
3. Flame effect flash and heater function does not work.	3. The heater is getting excessively hot.	3. Immediately turn the heater off, unplug the unit and inspect for any objects on or adjacent to the heater that may cause high temperatures.



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