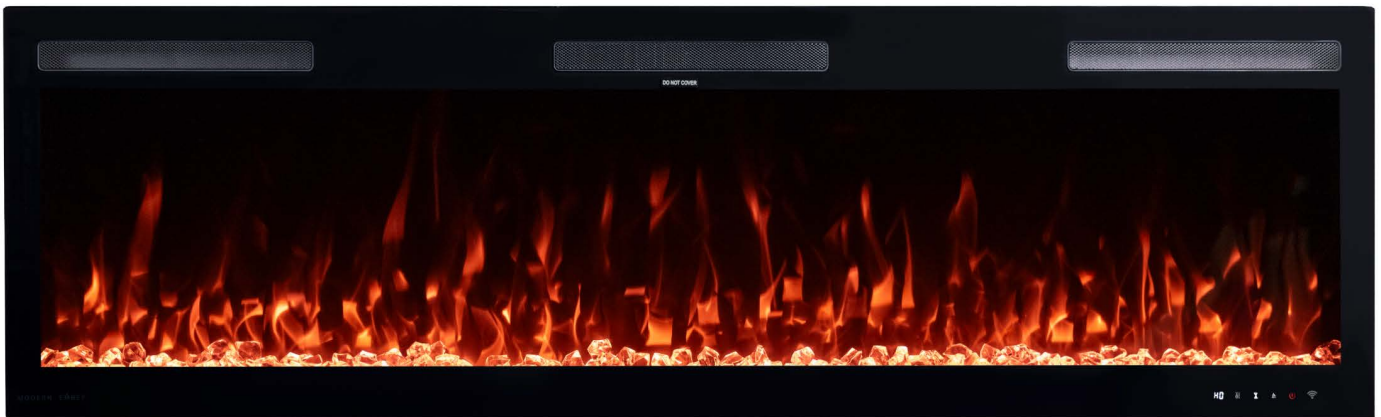


MODERN EMBER®

Owner's Manual & Installation Guide

Vibrance Linear Electric Fireplace



Models

**ME-VIB-42-Crystals • ME-VIB-50-Crystals •
ME-VIB-60-Crystals • ME-VIB-72-Crystals •**



WARNING

Read and understand this entire owner's manual, including all safety information, before plugging in or using this product. Failure to do so could result in electric shock, or serious personal injury.



CAUTION

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



Important Safety Information

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

General Use

- This heater becomes hot during use. Do not let bare skin touch hot surfaces.
- Use the carry handles (if provided) when moving the heater.
- Never leave the heater unattended. Always unplug it when not in use.
- Use extreme caution when the heater is used near children or individuals who need assistance.
- This heater provides supplemental heat only — it is not intended as a primary heat source.
- Use only as described in this manual. Any other use may cause fire, electric shock, or injury.

Placement & Clearance

- Keep furniture, bedding, pillows, curtains, clothing, papers, and other combustibles at least 3 feet (0.9 m) from the front, sides, and rear of the heater.
- Never place the heater near a bed — falling pillows or blankets can ignite.
- Do not use on soft surfaces, such as a bed or carpet, where air openings could become blocked.
- Do not block the air intake or exhaust in any way.
- Do not insert or allow foreign objects into any vent or exhaust opening — this can cause electric shock, fire, or damage.

Power Cord & Electrical

- Plug directly into a properly grounded wall outlet only. Never use an extension cord or power strip.
- Make sure the plug fits snugly in the outlet. A loose or faulty connection can cause the outlet to overheat.
- Never plug into an outlet that is old, cracked, or has loose wiring — this can cause arcing, overheating, or fire.
- Check the cord and plug before every use. Do not operate the heater if the cord or plug is damaged, if the unit has malfunctioned, or if it has been dropped or otherwise damaged. Discard it or return it to an authorized service facility for repair.
- Do not run the cord under carpeting, rugs, runners, furniture, or appliances. Route it away from foot traffic to prevent tripping.
- Heaters draw more current than most small appliances, so overheating at the outlet can occur even if it hasn't with other devices. Periodically check whether the plug, outlet, or faceplate feels hot. If it does, stop using the heater immediately and have a qualified electrician inspect and replace the outlet.
- Always turn the heater off before unplugging it, and always disconnect it from power before assembling, cleaning, or moving it.

Location & Environment

- For indoor use only. Never use outdoors.
- Never use in bathrooms, laundry rooms, or other areas where the heater could fall into water, get damp, or contact moisture.
- Do not use in areas where gasoline, paint, or other flammable materials are used or stored.
- Store in a dry location. Never use the heater if it has gotten wet.

Maintenance

- Regularly inspect air vents and remove dust, lint, or debris with a vacuum only. Unplug the heater first. Never rinse or wet it.
- Risk of electric shock: do not open the housing. There are no user-serviceable parts inside.



CALL US FIRST DO NOT RETURN TO STORE

For immediate assistance with assembly, missing parts, or if your product arrives damaged, please contact us before returning to the retailer.

1-888-575-6968

Monday through Friday, 8am to 5pm CST

customercare@modernmember.com | modernmember.com

SAVE THESE INSTRUCTIONS FOR FUTURE USE

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

Preparation

⚠ CAUTION

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.
- Parts and assembly steps are grouped for wall-hanging or recessing use.
- Check the parts list to make sure nothing is missing.
- Dispose of packaging materials properly. Please recycle whenever possible.

Tools

YOU WILL NEED THE FOLLOWING TOOLS
(NOT INCLUDED):

- **Phillips Screwdriver**
- **Electric Drill**
- **Stud Finder**
- **1/4" Wood Drill Bit**
- **Level**
- **Hammer**
- **Tape Measure**

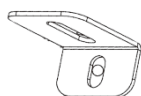
Parts & Hardware



A - Fireplace



C - Drywall Anchors



E - "L" Shape Bracket



G - Box Connector



I - Wall Bracket
Fixed on back of fireplace



B - Wood Screws



D - Remote Control

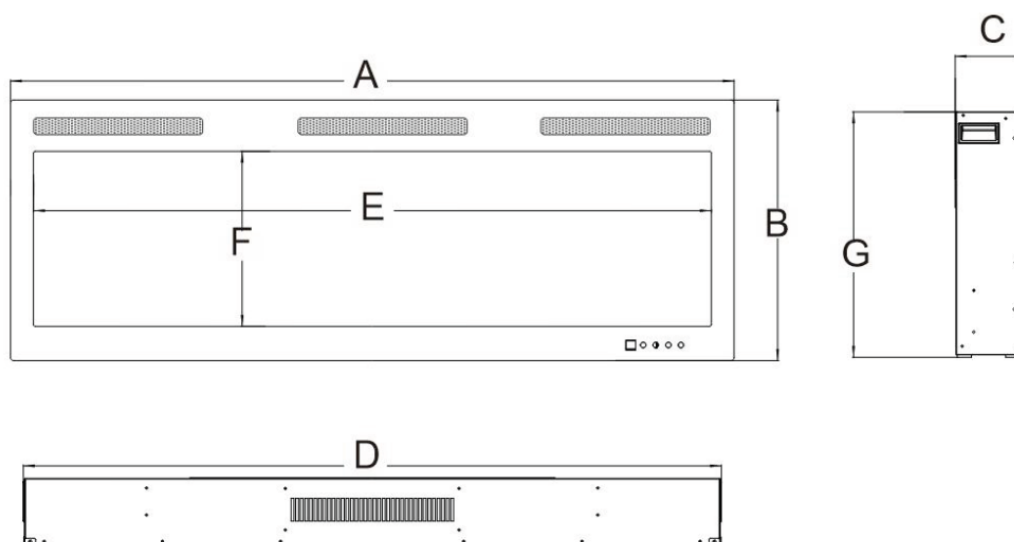


F - Metal Cover Plate



H - Decorative Clear Crystals

Specifications & Dimensions



PRODUCT DIMENSIONS

Model Number	A	B	C	D	E	F	G
ME-VIB-42-Crystals	42" [1067mm]	18" [457mm]	5" [126.2mm]	40 1/4" [1022mm]	38 3/4" [987mm]	11.9" [302mm]	17" [430.3mm]
ME-VIB-50-Crystals	50" [1270mm]	18" [457mm]	5" [126.2mm]	48 1/4" [1225.2mm]	46 3/4" [1190mm]	11.9" [302mm]	17" [430.3mm]
ME-VIB-60-Crystals	60" [1524mm]	18" [457mm]	5" [126.2mm]	58 1/4" [1479.2mm]	56 3/4" [1444mm]	11.9" [302mm]	17" [430.3mm]
ME-VIB-72-Crystals	72" [1828mm]	18" [457mm]	5" [126.2mm]	70 1/4" [1783.2mm]	68 3/4" [1747mm]	11.5" [292mm]	17" [430.3mm]

Installation & 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.

MINIMUM CLEARANCE TO COMBUSTIBLES

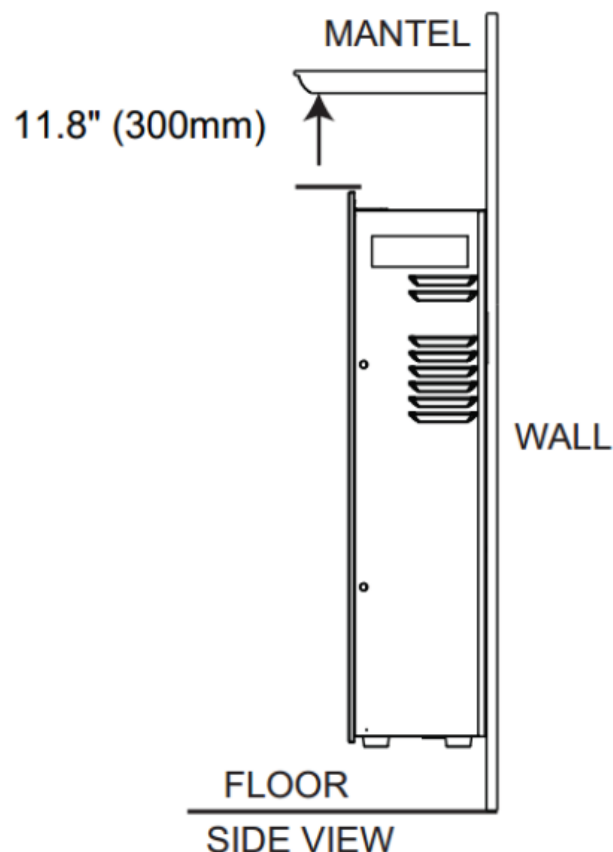
NOTE: Measurements are taken from the glass front.

Bottom	0" (0mm)
Sides	0" (0mm)
Back	0" (0mm)
Top	11.8" (300mm) to mantel/ceiling

MINIMUM MANTEL CLEARANCES

⚠ WARNING

When using paint or lacquer to finish the mantel, the paint or lacquer must be heat resistant to prevent discoloration.



Installation & Assembly

WALL RECESSED PRE-INSTALLATION

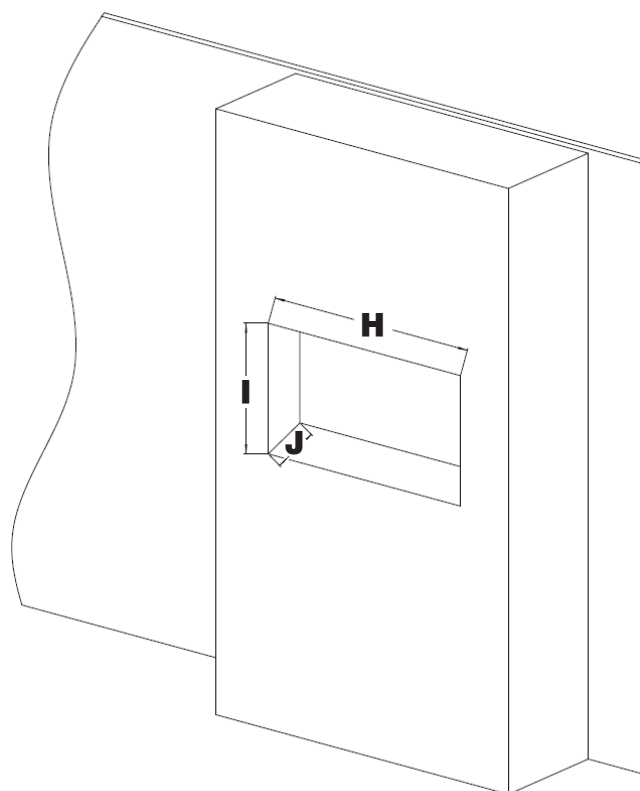
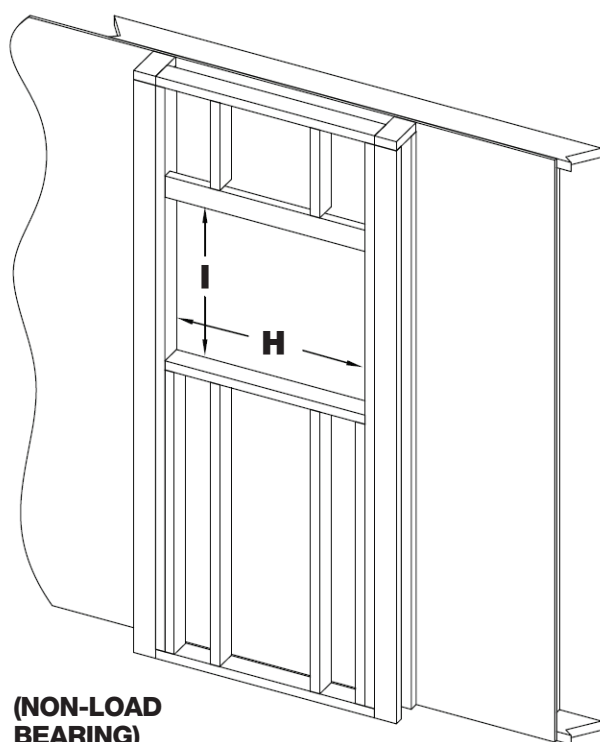
Due to the many different materials used on different walls, it is highly recommended that you consult your local builder before you install this appliance.

A. Select a location that is not prone to moisture and is located at least 36" (94.1cm) away from combustible materials such as curtains, drapes, furniture, bedding, paper, etc.

B. Create a rough-in frame with electrical (see below "Framed Opening Size").

C. Remove the front glass (see "Front Glass Panel Removal" section).

D. Hold the appliance up to ensure it will fit into the framing.



FRAMED OPENING SIZE			
Model No.	H	I	J
ME-VIB-42-Crystals	40-1/2" [1030mm]	17-1/4" [437mm]	5-7/8" [150mm]
ME-VIB-50-Crystals	48-1/2" [1232mm]	17-1/4" [437mm]	5-7/8" [150mm]
ME-VIB-60-Crystals	58-1/2" [1488mm]	17-1/4" [437mm]	5-7/8" [150mm]
ME-VIB-72-Crystals	70-1/2" [1790mm]	17-1/4" [437mm]	5-7/8" [150mm]

Installation & Assembly

FRONT GLASS PANEL REMOVAL

- A. Take off the screws on both sides (**Fig. 1-1**).
- B. Carefully lift the front trim up and away from the appliance (**Fig. 1-2**). Place it face down on a soft, non-abrasive surface.
- C. Reverse these steps to install the front glass.

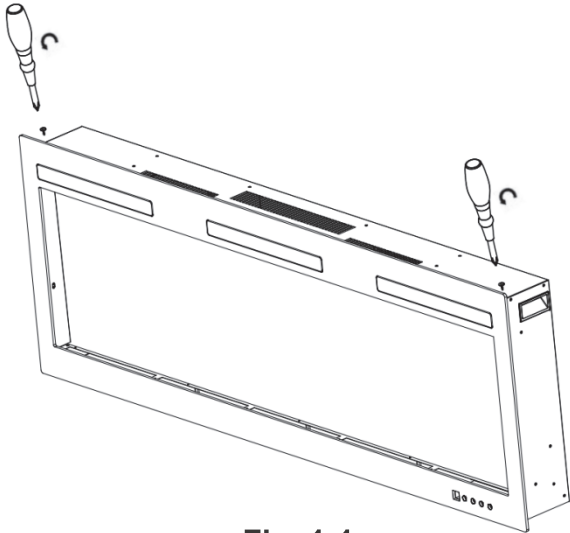


Fig. 1-1

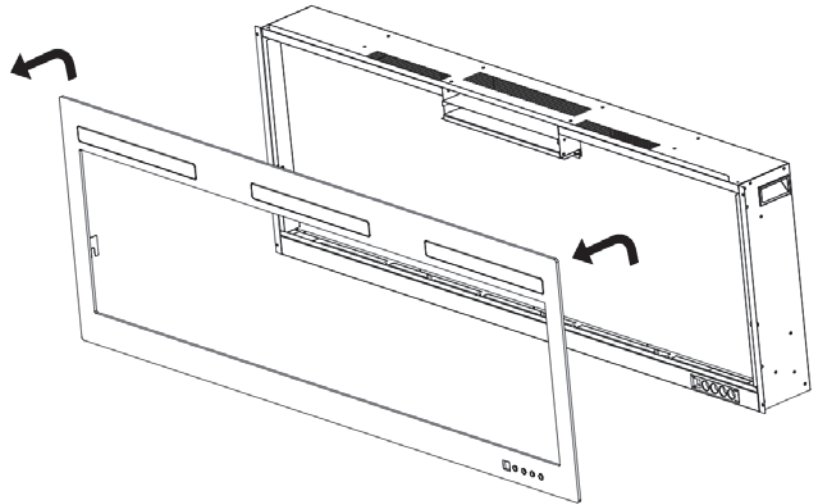


Fig. 1-2

WALL RECESSED INSTALLATION

- A. Take off the screws (1 per side) from the sides of the fireplace. Set the screws aside. (**Fig. 2-1**)
- B. Remove the two brackets and set them aside. (**Fig. 2-2**)

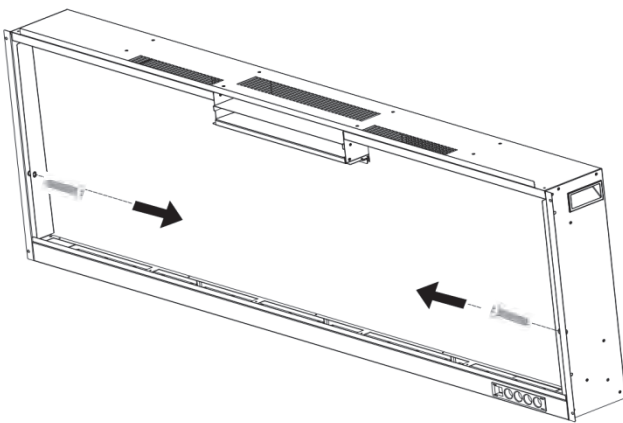


Fig. 2-1

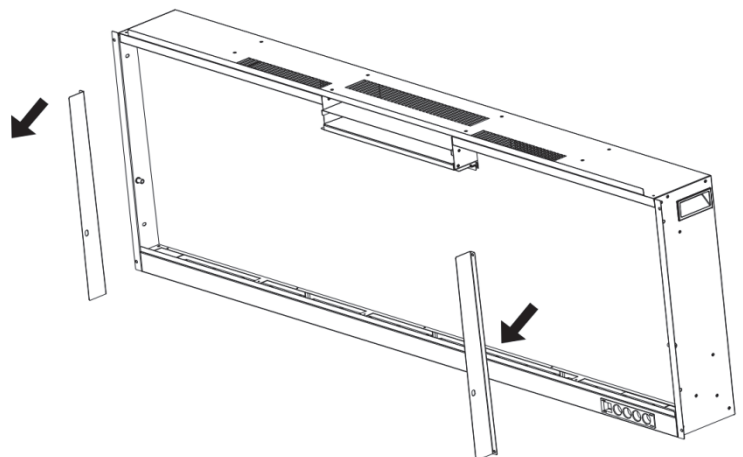


Fig. 2-2

Installation & Assembly

WALL RECESSED INSTALLATION

- C. Have two adults lift up the fireplace and insert it into the rough-in frame and then secure it by installing 4 wood screws (B) through the holes (Fig. 2-3, Fig. 2-4).
- D. Place the decorative crystals into the ember bed, and then re-install the front glass using the reverse steps in “Front Glass Panel Removal.”

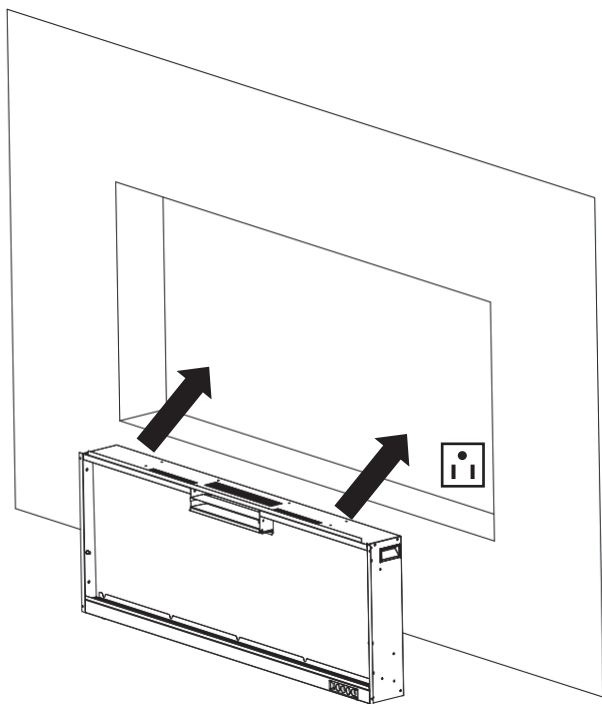


Fig. 2-3

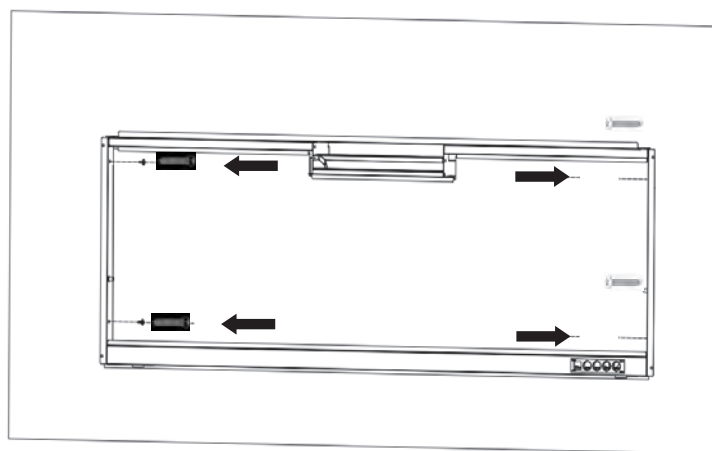


Fig.2-4

Installation & Assembly

WALL MOUNTED INSTALLATION

Due to the many different materials used on different walls, it is highly recommended that you consult your local builder before you install this appliance on the wall.

- A.** Select a location that is not prone to moisture and is located at least 36" (914mm) away from combustible materials such as curtains, drapes, furniture, bedding, paper, etc.
- B.** Have two people hold the appliance against the wall where it will be mounted. Use a bubble level to ensure the fireplace is level on the wall. Mark the location.
- C.** Place unit face down on a soft, non-abrasive surface.
Remove the bracket from the back of the unit by removing the screws as shown in Fig. 3-1.

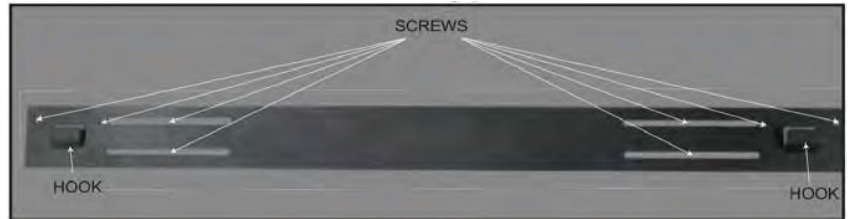
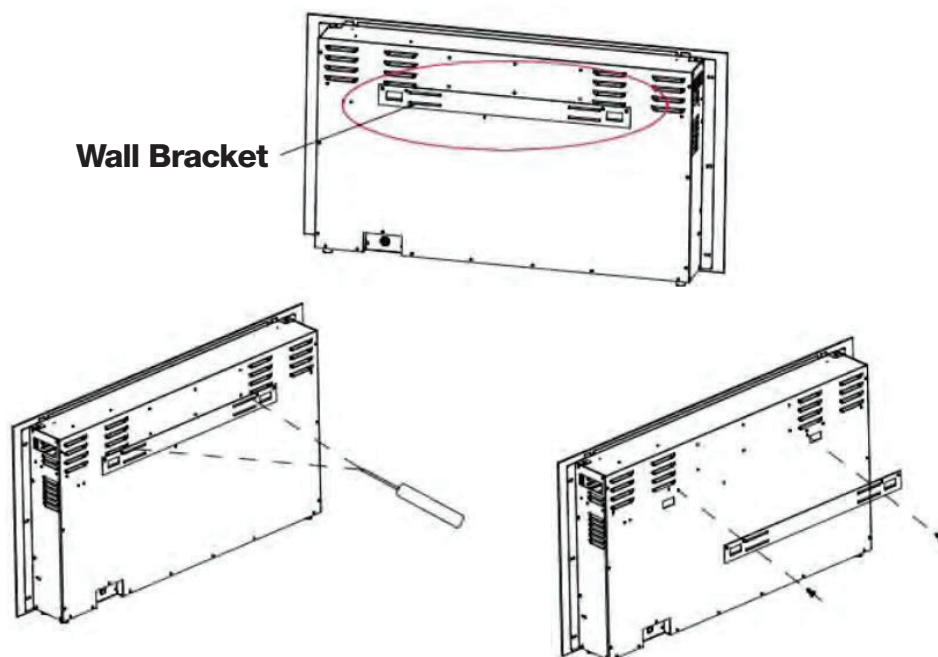


Fig. 3-1

▲ CAUTION

It is highly recommended that the mounting bracket be screwed into the wall studs whenever possible. If wall studs cannot be used, ensure that the supplied plastic anchors are used to affix the bracket to the wall and that the bracket is adequately secured.

- D.** Mark the location of the screw locations on the wall. Then mount the bracket on the wall using the supplied screws. The bracket must have the hooks facing upward and be level.
- E.** With the wall mounting bracket installed, have two people lift the appliance up and insert the two hooks on the bracket into the two slots on the back of the appliance.
- F.** Check the appliance for stability, ensuring that the bracket will not pull free from the wall.



Wall Bracket Illustration

Installation & Assembly

“L” SHAPE BRACKET INSTALLATION

- A.** Remove the silver screw at the bottom of the appliance (**Fig. 4-1**). Set the screw aside.

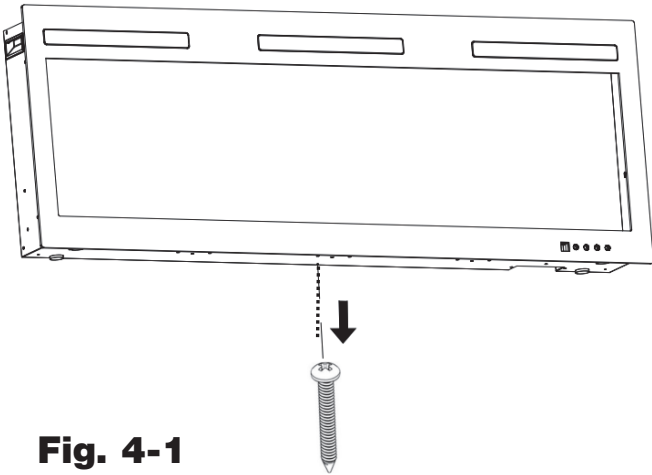


Fig. 4-1

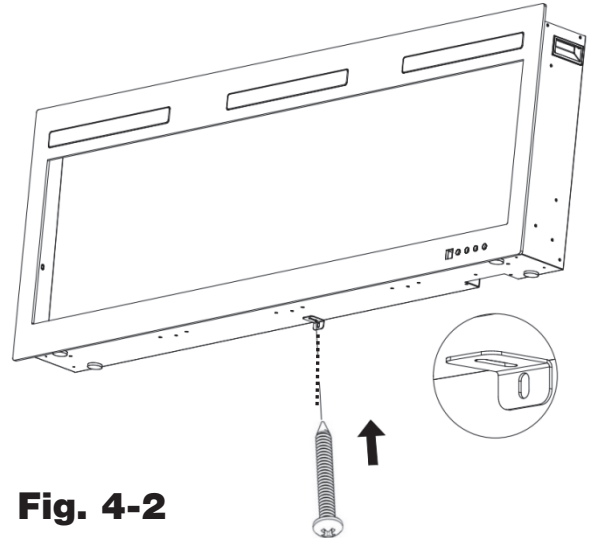


Fig. 4-2

- B.** Using the screw previously removed, attach the L-bracket (supplied) to the bottom of the fireplace box (**Fig. 4-2**).

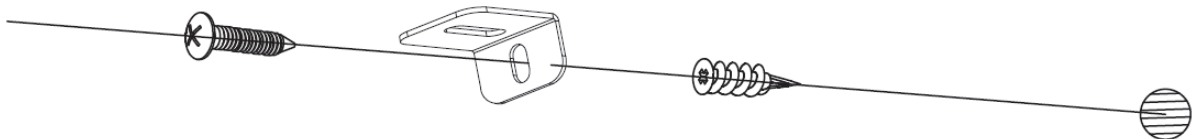


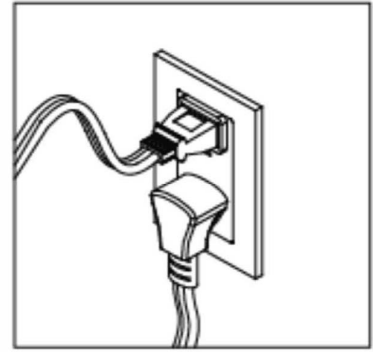
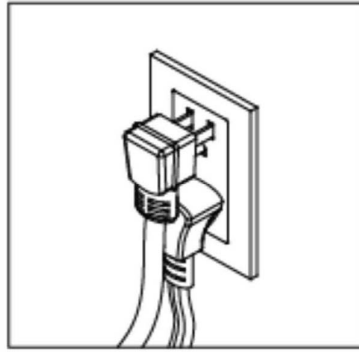
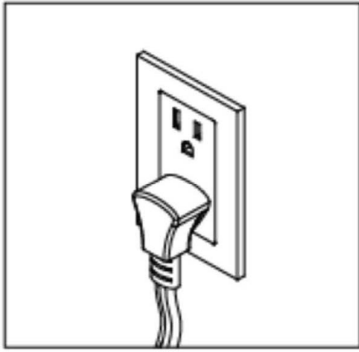
Fig. 4-3

- C.** Install the plastic anchor (**C**) into the drywall, then install the screw **B** (supplied) into the hole of the **L-bracket** into the wall anchor to secure the fireplace from coming off the hooks (**Fig. 4-3**).

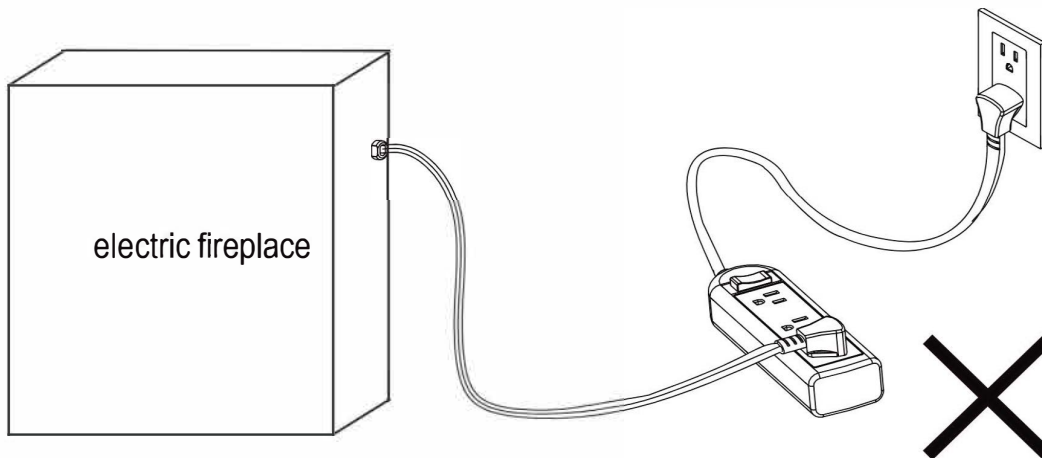
Installation & Assembly



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



Never use with an extension cord or relocatable power tap (outlet / power strip).



Installation & Assembly

HARD-WIRING INSTALLATION

⚠ WARNING

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

HARDWIRING CONNECTION

If it is necessary to hard wire this appliance, a qualified electrician must remove the cord connection, and wire the appliance directly to the household wiring. The dedicated circuit and power supply breaker must be rated for 120V, minimum 15 amps.

This appliance must be electrically connected and grounded in accordance with local codes, if hard wired. In the absence of local codes, use the current CSA C22.1 Canadian Electrical Code in Canada or the current ANSI/NFPA 70 National Electrical Code in the United States.



Fig. 5-1

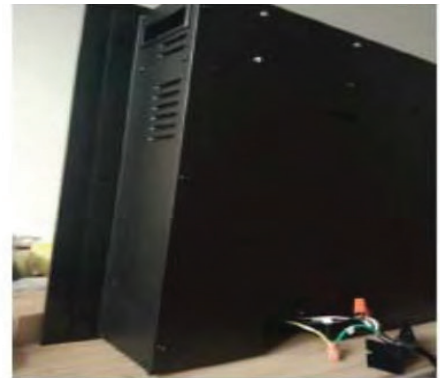


Fig. 5-2

- A.** Remove the 3 securing screws from the junction box cover plate, located on the bottom right hand side of the appliance (**Fig. 5-1**).
- B.** Remove the wire connectors from the power cord. The power cord may be discarded (**Fig. 5-2**).
- C.** Take new cover plate supplied in the hardware bag and punch out the 7/8" (22.2mm) hole. Install a box connector through into the junction box. Snap the box connector clamp onto the supply wires.
- D.** Using the wire connectors, connect the ground green wires (**G**), the common white wires (**N**), and the hot black wires (**L**). Refer to **Fig. 5-3**.
- E.** Reinstall the cover plate using the 3 screws removed in step A.

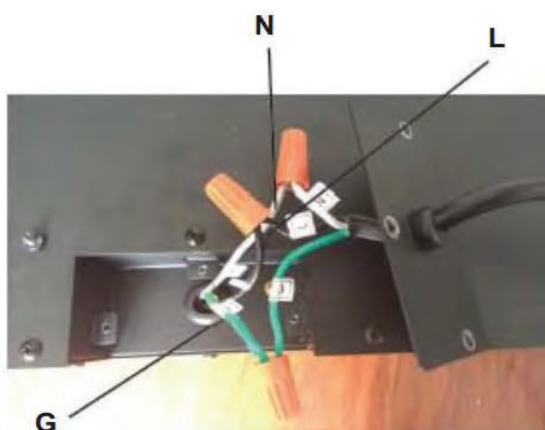
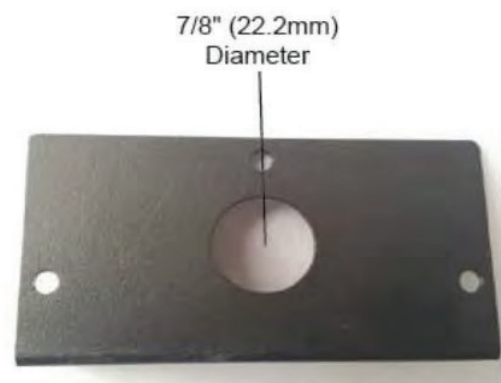


Fig. 5-3



Installation & Assembly

DECORATIVE CRYSTAL INSTALLATION

- A.** Glass front must be removed and the appliance must be mounted in its final location before the crystals are installed.
- B.** Carefully place the crystals (**H**) into the strip (**Fig. 6-1**). Apply an even layer from side to side.



Fig. 6-1
Crystals

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.**

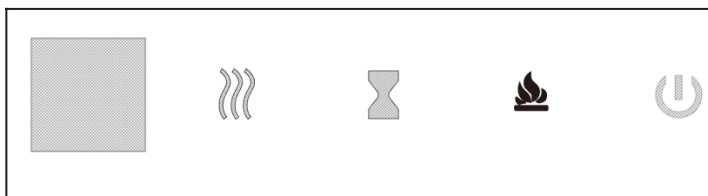
POWER

Plug the power cord into a 110~120 Volt 15 Amp grounded outlet (see **IMPORTANT SAFETY INFORMATION** on **Page 2**). Make sure the outlet is in good condition and that the plug is not loose. **NEVER** exceed the maximum amperage for the circuit. **DO NOT** plug other appliances into the same circuit.

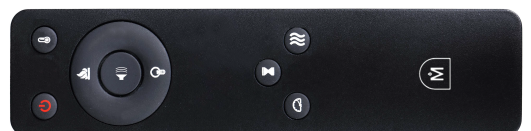
Methods of Operation

This electric fireplace can be operated by the TOUCH CONTROL PANEL, located on the bottom right side glass panel of fireplace, by the battery-powered REMOTE CONTROL, or by Tuya APP.

Before operating, please review the **IMPORTANT SAFETY INFORMATION** on **Page 2**, and heed all warnings.



Touch Control Panel



Remote Control

Methods of Operation

TOUCH CONTROL PANEL OPERATION

BUTTON	FUNCTION	ACTION & INDICATION
 POWER	ON: Enables control panel functions and remote control. Turns on flame effect. OFF: Disables control panel functions and remote control. Turns off flame effect.	Press once. Indicator light turns on. Power turns on. All functions enabled. Press again. Flame effect turns off. Unit goes to standby. All functions turn off.
 COLOR	COLOR Button: Makes the flame effect change colors. NOTE: Color effect stays on until power button is turned off. Color flame effect must be on for heater to turn on.	Press once. Flame color effect starts changing. Press again until desired setting is reached. There is a total of 10 flame colors.
 TIMER	TIMER button: Controls timer settings to turn off fireplace at selected time. Settings range from 0.5 hours to 8 hours.	Press once. Indicator light turns on. Timer is set to 0.5 hours. Press again until desired setting is reached.
 HEATER	HEATER button: Turns heater on and off. NOTE: The heater only works when the flame effect is on. If the flame effect is off, the heater will not turn on. NOTE: Heater button can be locked or unlocked by holding the Heater button for 5 seconds.	Press once. Indicator lights up. Fan blows cool air for 10 seconds. 750W heater turns on and blows warm air. Press again. Indicator lights up. 1465W heater turns on and blows hot air. Press again. Heater turns off. The fan blows cool air for 10 seconds to allow heater to cool down and then turns off.

REMOTE CONTROL OPERATION

BUTTON	FUNCTION	ACTION & INDICATION
 POWER	ON: Enables control panel functions and remote control. Turns on flame effect. OFF: Disables control panel functions and remote control. Turns off flame effect.	Press once. Indicator light turns on. Power turns on. All functions enabled. Press again. Flame effect turns off. Unit goes to standby. All functions turn off.
 TIMER	TIMER button: Controls timer settings to turn off fireplace at selected time. Settings range from 0.5 hours to 8 hours.	Press once. Indicator light turns on. Timer is set to 0.5 hours. Press again until desired setting is reached. Indicator lights show setting.
 FLAME	FLAME button: Makes flame effect dimmer and brighter. NOTE: Flame effect stays on until power button is turned off. Flame effect must be on for heater to turn on.	Press once. Flame brightness effect starts changing. Press again until desired setting is reached.

Methods of Operation

REMOTE CONTROL OPERATION

 COLOR	COLOR Button: Makes the flame effect change colors. NOTE: Color effect stays on until power button is turned off. Color flame effect must be on for heater to turn on. NOTE: Fireplace has memory function for color.	1. Press once. Flame color effect starts changing. 2. Press again until desired setting is reached. There is a total of 10 flame colors.																																									
 HEATER	HEATER button: Turns heater on and off. NOTE: The heater only works when the flame effect is on. If the flame effect is off, the heater will not turn on. NOTE: Heater button can be locked or unlocked by holding the Heater button for 5 seconds.	1. Press once. Indicator lights up. Fan blows cool air for 10 seconds. 750W heater turns on and blows warm air. 2. Press again. Indicator lights up. 1465W heater turns on and blows hot air. 3. Press again. Heater turns off. The fan blows cool air for 10 seconds to allow heater to cool down and then turns off.																																									
 SPEED	Flame speed button:Controls the speed of the flame. There are 3 flame speed settings: 01 (slow), 02 (medium), 03 (fast).	1. Press once. Flame speed starts changing. 2. Press again until desired setting is reached. Display shows the setting. The default setting is 03 (fast speed).																																									
 CRACKLER	CRACKLING SOUND button: Adjusts the volume of the crackling sound. There are 3 crackling sound settings: S1 (low), S2 (high), and S0 (off).	1. Press once. Crackling sound is enabled. 2. Press again until desired setting is reached. S2-S1-S0 (OFF)																																									
 TEMP	Temperature button: Changes the temperature settings. 1. Press once. Touch panel indicator becomes active. 2. Press again until desired setting is reached. Digital display shows setting as below. <table><tr><td>Display Value</td><td>NO</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>11</td><td>NO</td></tr><tr><td rowspan="2">Temperature</td><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> NOTE: Press the button for 5 seconds to switch between °C and °F.		Display Value	NO	1	2	3	4	5	6	7	8	9	10	11	NO	Temperature	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°
Display Value	NO	1	2	3	4	5	6	7	8	9	10	11	NO																														
Temperature	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°																														

NOTICE

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.

NOTICE

To improve operation, **aim** the remote control at the front of the fireplace. **DO NOT press the buttons too quickly.** Give the unit time to respond to each command.

Methods of Operation

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:

1. Turn the ON/OFF switch on the CONTROL PANEL to OFF.
2. Unplug the power cord from the outlet. Wait 5 minutes.
3. Inspect the fireplace to make sure no vents are blocked, or clogged with dust or lint. If they are, use a vacuum to clean the vent areas.
4. With the POWER switch in the OFF position, plug the power cord back into the outlet.
5. If the problem continues, have your outlet and wiring inspected by a professional.

REMOTE CONTROL BATTERY INFORMATION

Remote control uses **two AAA** batteries. **(Not Included)**

WARNING

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.

Care & Maintenance

CLEANING



ALWAYS turn the heater **OFF** and **unplug the 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:

- Buff using a soft cloth, slightly dampened with a citrus oil-based product.
- **DO NOT** use brass polish or household cleaners as these products will damage the metal trim.

Glass:

- Use a good quality glass cleaner sprayed onto a cloth or towel. Dry thoroughly with a paper towel or lint-free cloth.
- **NEVER** 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.
- **NEVER** use abrasive cleansers, liquid sprays, or any cleaner that could scratch the surface.

MAINTENANCE



Risk of electric shock! DO NOT OPEN any panels! No user-serviceable parts inside!



ALWAYS turn the heater **OFF** and **unplug the 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 will not require lubrication.
- Electrical components are integrated in the fireplace and are not serviceable by the consumer.

Storage:

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

⚠ WARNING

NO SERVICING of the internal or electrical parts should be performed by the consumer. **DO NOT service the unit yourself.**

Replacement Parts

Ref.	SPARE PARTS	ME-VIB-42 -Crystals	ME-VIB-50 -Crystals	ME-VIB-60 -Crystals	ME-VIB-72 -Crystals
1	Front Glass	3020252	3020253	3020254	3020255
2	Acrylic Plastic Panel	4010020721	4010020723	4010020725	4010020727
3	Heater & Blower	4040010106+4040040115			
4	Flame Step Motor	4040010119			
5	Main Circuit Board (PCB)	4040100383			
6	Remote Control	4040150203			
7	Control Panel	4040110084			
8	LED Flame Light Strip	4040080157	4040080158	4040080160	4040080159
9	Crystals	3190228	3190218	3190220	3190222
10	Log Set	4010040521	4010040522	4010040523	4010040524
11	Crackling Speaker	4040120008			

App Connection Instructions

1. App download

- Download "Tuya Smart" from the app store.
- Scan the QR code.
- Turn on the "GPS" from your mobile device.



NOTE Make sure your mobile phone is through connected to the nearest WiFi signal. Only one device can be paired through the APP at a time.

2. Register with your email ID

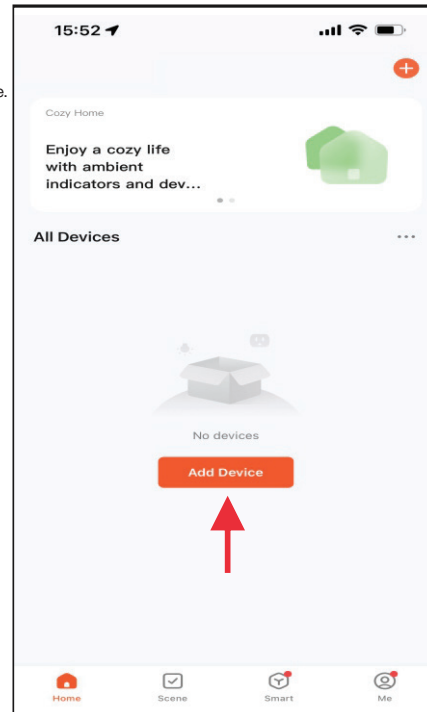
- Set up your account with your email ID or Mobile phone number as the user name.
- Setup your account password.

3. Add device

After account is created, log into account and select the "Add Device" button.

There are three methods to add your Electric Fireplace.

- Method 1: Add by Bluetooth. Open Bluetooth on your mobile phone before adding.
- Method 2: Add manually on "P0" mode. Please follow steps A,B,C,D below.
- Method 3: Add manually on "P1" mode. Please follow steps A,B,C,D below.

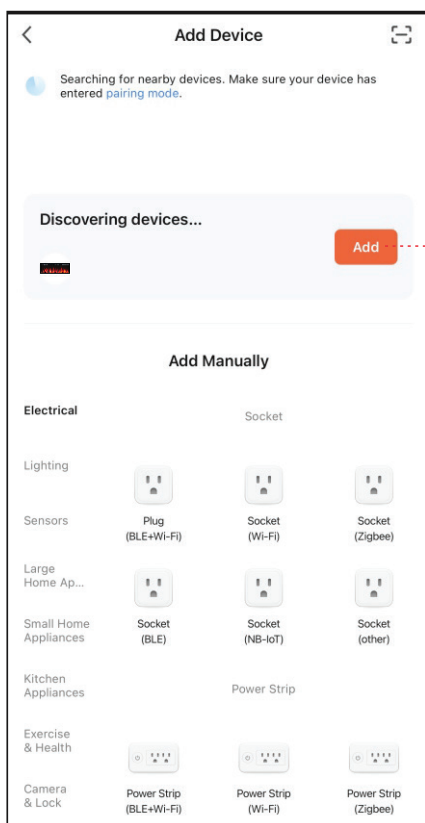


Add device - Method 1 (Bluetooth)

- Press the **Add** button when you see the device named "Vibrance Fireplace."
- Enter the WiFi name and password, and then press "Next" button for pairing.
- When complete, display on control panel shows "P4" and LED ember light shows **GREEN** color and flashes 6 times.

IMPORTANT INFORMATION

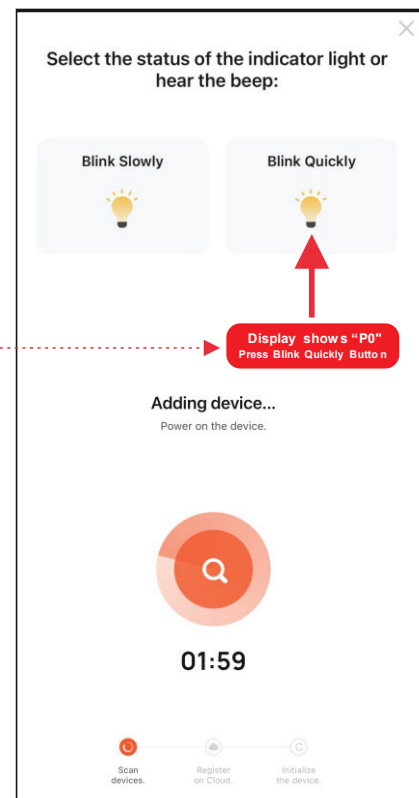
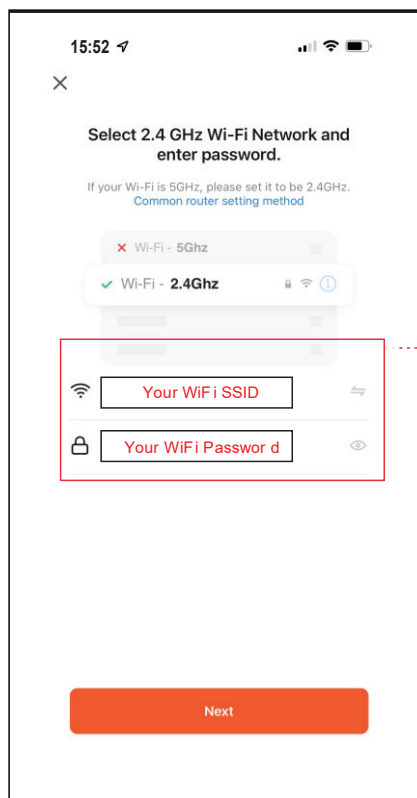
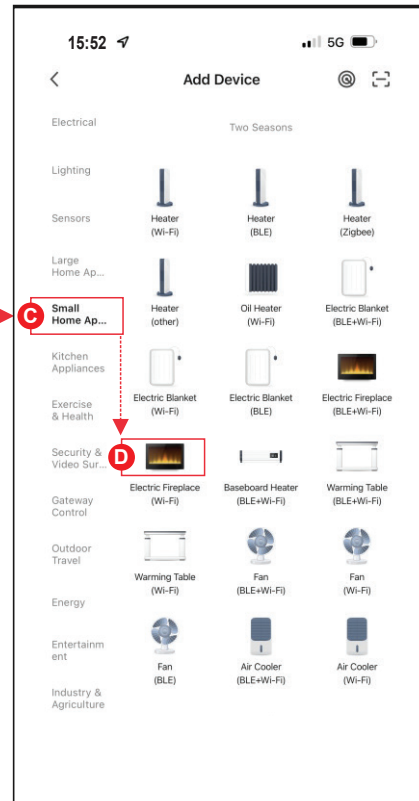
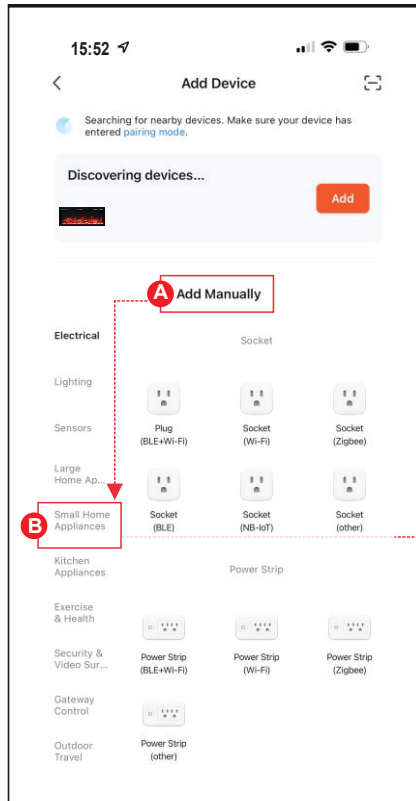
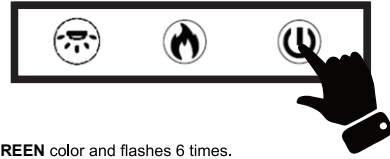
- Turn on the Bluetooth device with your mobile phone.
- Connect your mobile phone with WiFi signal.



App Connection Instructions

Add device - Method 2 - (P0)

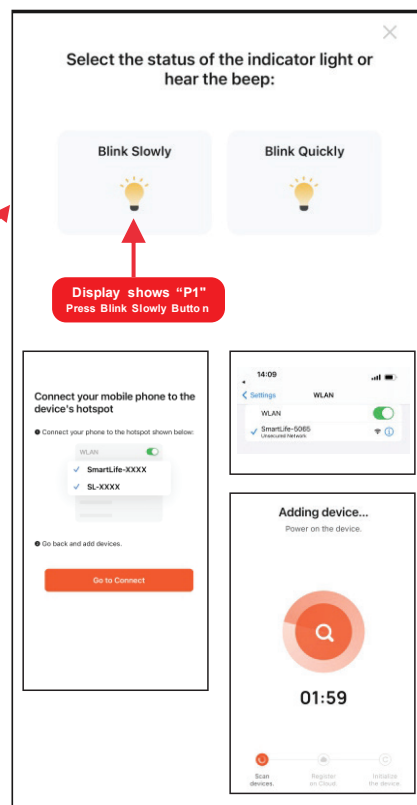
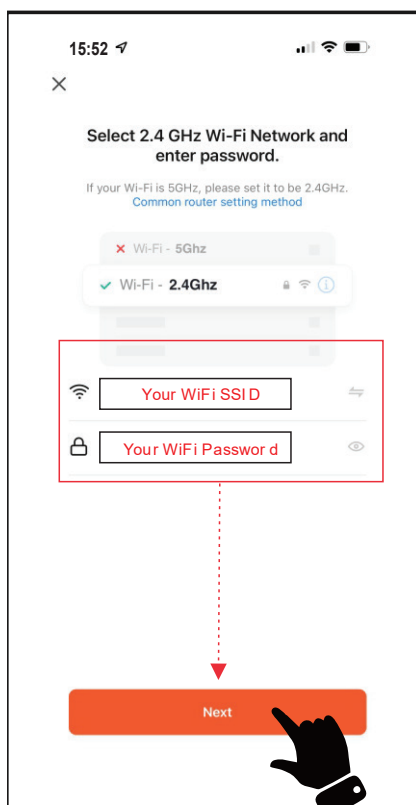
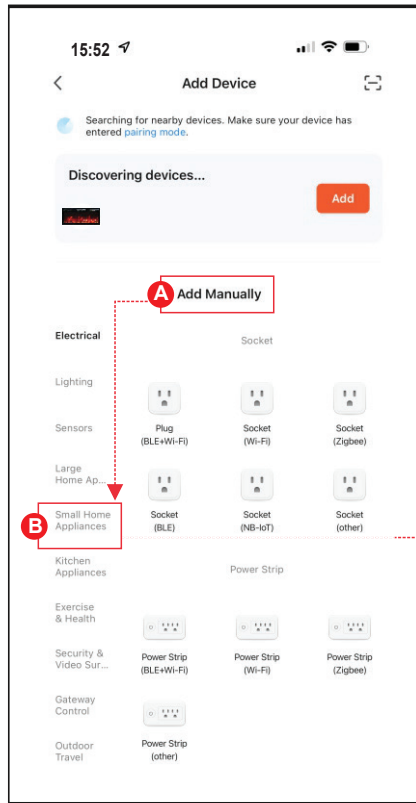
- Press & hold  from remote control or control panel until display on control panel shows "P0." Then follow below steps A,B,C,D.
- Enter the WiFi name and password and then press "Next" button for pairing.
- Press the **Blink Quickly** button for "P0," device being added.
- When complete, display on control panel shows "P4" and LED ember light shows **GREEN** color and flashes 6 times.



App Connection Instructions

Add device - Method 3 - (P1)

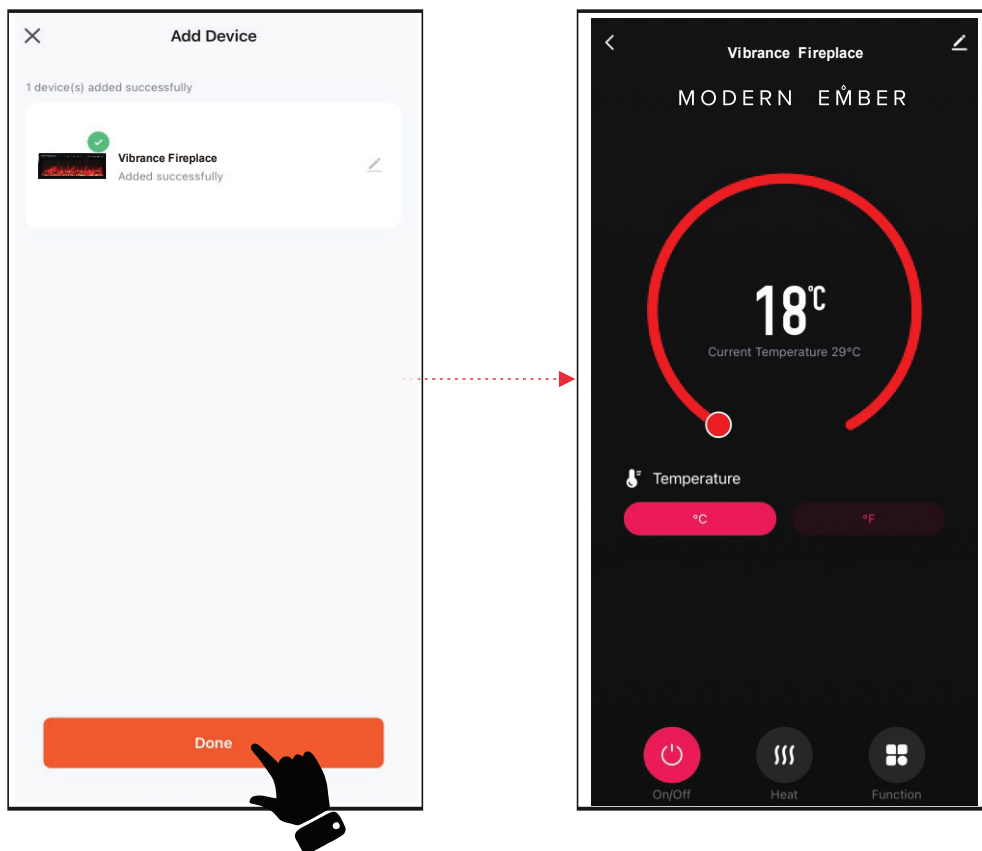
- Press & hold  from remote control or control panel until display on control panel shows "P1." Then follow below steps A,B,C,D.
- Enter the WiFi name and password, and then press "Next" button for pairing.
- Press the **Blink Slowly** button for "P1," device being added.
- Select device's hotspot (**SmartLife-xxxx**), and then go back to device. Device is being added.
- When complete, display on control panel shows "P4" and LED ember light shows **GREEN** color and flashes 6 times.



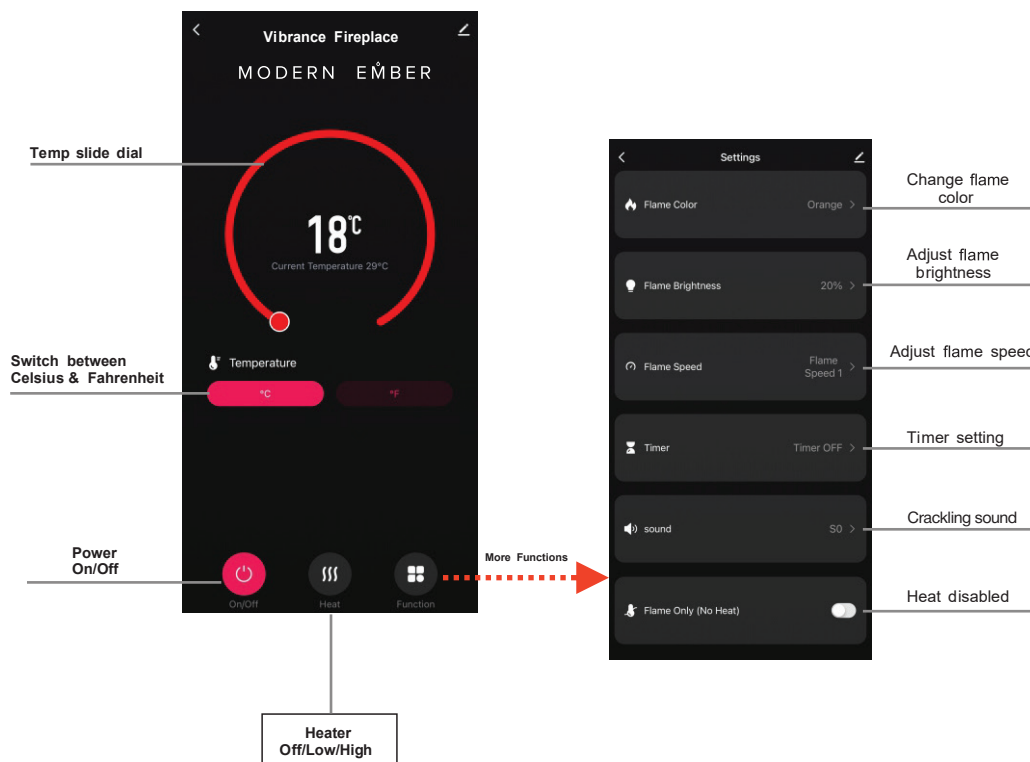
App Connection Instructions

5. Complete

- Press **Done** to complete.



APP Operating Instruction



NOTICE

Only one device can be paired through the **APP** at a time.

Modern Ember 2 Year Limited Warranty

Modern Ember warrants to the original purchaser that its electric fireplaces shall be free from defects in material and workmanship under normal use and service for a period of two (2) years from the date of original purchase, subject to the conditions and exclusions outlined below.

Scope of Warranty

During the warranty period, Modern Ember will, at its discretion provide replacement parts free of charge.

This warranty applies only to units purchased from authorized dealers and installed in accordance with all applicable codes and installation guidelines provided with the product.

Exclusions and Limitations

- This warranty does not cover:
- Damage due to misuse, abuse, accident, alteration, negligence, improper installation, or lack of maintenance.
- Surface blemishes or cosmetic damage occurring after purchase (e.g., discoloration, chips, scratches).
- Operation with unauthorized accessories or components not originally supplied with the unit.
- Acts of God, environmental conditions (e.g., prolonged exposure to dampness), or chemical damage.
- Damage caused by shipping or handling.
- Consumable parts including light bulbs, fuses, batteries, and remote control batteries.
- Any labor or travel expenses not pre-approved or exceeding industry-average thresholds.

Conditions of Warranty

- This warranty applies only to the original purchaser and is non-transferable.
- Proof of purchase (receipt or invoice) must be provided with any warranty claim.
- Modern Ember reserves the right to inspect the product or request photographs before authorizing warranty service or reimbursement.
- Any replacement parts provided are covered for the remainder of the original warranty period or 90 days, whichever is longer.
- Any installation, labor, construction, transportation, or other related costs/expenses arising from defective part(s), repair, replacement, or otherwise of same, will not be covered by this warranty, nor shall the Company assume responsibility for same.

Claim Process

To initiate a warranty claim, please contact Modern Ember Customer Support at 1-888-575-6968 or customercare@modernember.com. Please provide:

- Proof of purchase.
- Product model and serial number.
- A description of the issue, including relevant photos or video, if available.

Modern Ember may require that defective components be returned for evaluation. Return shipping is the responsibility of the customer unless otherwise specified.

Limitations of Liability

To the maximum extent permitted by law:

- Modern Ember's liability under this warranty is limited to the purchase price of the product or part.
- Modern Ember shall not be liable for indirect, incidental, or consequential damages arising out of use or inability to use the product.

Your Legal Rights

This warranty provides you with specific rights. You may have other rights, which vary from state to state or province to province.

MODERN EMBER®

Thank you for your purchase.

Each unit has been manufactured to ensure safety and reliability. Before first use, read the instructions carefully and keep them for further reference.

Questions, problems, missing parts?
Before returning to store, call Customer Service:

8am-5pm CST, Monday - Friday

Phone: 1-888-575-6968

Email: customercare@modernember.com

Retain this manual for future use.

Don't forget to tag us!
@modern.ember

