



**OWNERS INSTALLATION AND USER GUIDE**

**QUARTZ INFRARED FIREPLACE STOVE HEATER**

Model: **SPP-SIFST-S**



**Safety Notice**

**Please read this entire Installation and Operating Manual BEFORE installing and using your new Infrared Fireplace Heater. Failure to fully understand and follow instructions may result in property damage, bodily injury, or even death.**

**If your Infrared fireplace heater is not used properly, a house fire may result. For everyone's safety, FOLLOW all Installation and Operating Directions. Infrared fireplace heaters have been designed for use in the US and are suitable for mobile homes.**

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Thank you for choosing a SMART+ PRODUCTS Infrared Zone Heating System. This owner's manual will provide you with valuable information necessary for the proper care and maintenance of your new product. Please take a few moments to thoroughly read the instructions and familiarize yourself with all the operational aspects of your new heater.

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**PLEASE SAVE THESE INSTRUCTIONS**

## IMPORTANT SAFETY INSTRUCTIONS

**READ AND UNDERSTAND ALL INSTRUCTIONS, SAFETY  
WARNINGS, AND FAQ's BEFORE USING THE HEATER**



# WARNING!



**! POTENTIAL FOR ELECTRICAL HAZARD IF NOT ADHERED TO!**

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. This heater must be plugged into a 120V, 15 amp (or more) circuit of its own. Nothing else can be plugged into the same circuit. If unsure if your home meets this specification, consult a certified electrician prior to use. **Risk of fire, overheating, malfunction, property damage, injury, or even death may result if not adhered to!**
2. Connect to a properly grounded, 3-prong outlet only. Do not connect the heater to extension cords, surge protectors, timers, direct breakers, or an outlet with other appliances connected to the same outlet. **Risk of fire, overheating, malfunction, property damage, injury, or even death may result if not adhered to!**

3. This heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. Use handles (certain models) or wheels to move this heater.
4. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least (0.9m) from the front of the heater and keep them away from the sides and rear of the heater.
5. Extreme caution is necessary when any heater is used by or near children, invalids, pets, or when the heater is left operating unattended.
6. Always unplug the heater when not in use.
7. Do not operate any heater with a damaged cord or plug or after the heater malfunctions, has been dropped, or damaged in any manner. Contact the manufacturer for resolution options.
8. Do not use outdoors. Exposure to outdoor elements such as rain, snow, sun, wind or extreme temperatures may cause the heater to become a safety hazard.
9. This heater is not intended for use in bathrooms, laundry areas and similar indoor locations, nor any locations that use GFCI outlets.
10. Never place heater where it may fall into a bathtub or other water receptacles.
11. Do not run cord under carpet. Do not cover cord with throw rugs, runners, or similar coverings. Arrange cord away from traffic area and where it will not be tripped over.
12. The heater must be plugged into a wall outlet that is a DEDICATED CIRCUIT, with a minimum 15 amp rating on that individual circuit.
13. To disconnect the heater: FIRST, turn the power button to the "off" position, then remove plug from the wall outlet.
14. Do not allow foreign objects to enter or block any ventilation or exhaust opening as this may cause an electric shock or fire, or damage the heater.
15. Allow at least 3 feet of unobstructed space to the front and rear of the heater to allow for maximum heat, air, and ventilation flow.
16. A heater has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint, or flammable liquids are used or stored, nor use flammable solvents to clean the heater. Also, make sure to keep heater dry at all times.

17. 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.
18. Do not use abrasive solvents to clean the heater as it may cause damage to the finish or casing.

**PLEASE REVIEW FREQUENTLY ASKED QUESTIONS ON THE NEXT  
FEW PAGES PRIOR TO USING YOUR HEATER.**

### **FREQUENTLY ASKED QUESTIONS (FAQ'S)**

*My heater emits a “strange” odor when I first open the box/when I turn the heater on for the first time. Why is this happening?*

**This is normal.** This heater is treated with a special heat safe/resistant coating. This odor will sometimes be present when the box is opened, and may be compared to a heaters version of “new car smell.” Also, similar to all hearth appliances (woodstoves, etc.), the coating, exposed to heat, will produce this particular odor during the first few hours of operation. This will dissipate after the break-in period. **If you are sensitive to odors, you may want to pre-burn the unit in a garage with the door open until the initial odor**

**dissipates.**

***If my heater runs on approximately 1000 Watts, how many BTU's is that? Is that a lot of heat?***

At 1000 Watts, your heater will use approximately 3400 BTUs. 3400 BTUs, compared to your home furnace, is a very small amount of heat (this heater is intended to be used as supplemental heat in areas most needed). It may take several minutes, to several hours to heat your area, depending on various factors (see *Heater Placement*).

***Can my heater really operate on less money per day? What are my operating costs?***

*Yes.* If the heater is used as it is intended (as supplement/assist heat in smaller rooms where additional heat is needed), it should assist with your average heating cost (compared to your main furnace being used alone). The costs will increase if it is used as the single source of heat, if heat somehow escapes the room being heated, or if the heater is run longer to maintain lost heat.

**The Formula:** To determine the cost of this or ANY 1000 watt appliance, multiply 1.5 X your cost per Kilowatt Hour to determine approximately how much it costs you to run the heater. You can find the cost per KWH prices for your state at: <http://www.eia.doe.gov/fuelelectric.html>

***What is the life expectancy for the Heating Elements? Can the heating elements be replaced?***

The life expectancy of the heating elements is typically 25,000 hours. Heating elements may be replaced by obtaining parts from the Manufacturer, although it is not recommended, due to the amount of work (unless you are a certified heater technician or authorized directly by SMART+ PRODUCTS PRODUCTS Technical Support). All parts may be purchased through SMART+ PRODUCTS PRODUCTS if your product is out of warranty. Note: If you feel that the elements are definitely faulty right out of the box, contact the SMART+ PRODUCTS PRODUCTS Technical Support department first (for troubleshooting and verification). They can then direct you on to the next step.

***Once I plug the unit in and turn it on, how long will it take to heat my room?***

The heating process in the heater begins immediately upon powering on, and setting the desired temperature above the ambient temperature. A noticeable change in the room's ambient temperature will vary. Remember that with any type of heating process, there are many variables: Location of heater (in the home), floor plan and size of the room, how well the room is insulated, how many doors/windows, how much bare concrete (acts as a heat sink with any type of heating), the opening and closing of an exterior door, long hallways, high ceilings, etc. Customers with smaller rooms experience quick heat changes. Rooms with larger and open floor plans can expect up to 24 hours to completely heat up. For best results, please use in rooms of recommended square footage.

*I don't have a grounded outlet; can I use adapters, a 2-prong power strip, or remove the ground prong from the cord?*

**Definitely NOT!** If you don't have a grounded outlet, contact a certified electrician for advice. Removing or altering any part of the heater's original design or intent (including the power cord) will not only void the warranty, but will make you liable for any unexpected or hazardous results.

*My home is not insulated very well, will this heater help me? Can I use the heater if I have vaulted or cathedral ceilings? I live in a structure that is larger than 800 square feet. Will this heater help me?*

**Yes.** You will be able to use it, but keep in mind that rooms/structures with open floor plans, minimal insulation, adjacent rooms, or high ceilings will not retain the heat as efficiently, and noticeable heat changes will come very slowly and may not be noticed for various hours. Please use as directed.

*Can I use more than one heater at a time? Can I use the heater and another appliance at the same time?*

**Yes.** But make sure that the heaters (or major appliances) are not plugged into the same circuit. Each heater draws out high amperage and requires its own minimum 15 amp circuit **(with no other appliances plugged into that circuit or outlet)**. If unsure your circuit meets these requirements, verify with a certified electrician. **Risk of fire, damage to property, or injury may result if requirements are not met.**

*Will the simulated fire get hot and/or burn if I leave it on all day/night?*

**NO.** The heater's simulated flame effect is a beautiful effect that is based off reflected light from 2 light bulbs onto a burning log prop. The log prop may get warm, but will not melt, burn, or get excessively hot if left on all night/day. **For your/your family's safety** SMART+ PRODUCTS advises all customers not to place any items or body parts into the heater's flame effect chamber and to keep kids and pets away from opening the flame effect door. **For your/your family's safety**, SMART+ PRODUCTS also recommends that you unplug your heater when not in use, or when you are not in the heater's immediate vicinity.

*Why doesn't the fan speed increase when I change the heat setting from Low to High?*

**This is normal.** The heater's fan's speed is not affected by the High/Low settings. The fan is designed to vent the heat at one soft, comfortable, and energy efficient speed. What is affected by the High setting is the heat output. In essence, in the High mode, the heater produces "more" heat, rather than "faster" heat.

## Specifications

Voltage Rating	120 V (60Hz)
Power Consumption	500W/1000W
Unit Size	16.3 in. (W) x 11.0in. (D) x 22.4 in. (H)
Unit Weight	16.9 lbs.
Lighting/Bulb Type	T4 Shape/ G9 Base 25Watt Bulb (quantity 2)

**WARNING:** It is normal for the power cord to feel warm to the touch; however, the power cord prongs must be tight and secure to the wall outlet. A loose fit between the outlet and the plug may cause excess heat or overheating of the plug or cord. If this occurs, try inserting the plug into a different outlet. Contact a qualified electrician to inspect the original outlet for damage or excessive wear.

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## INCLUDED IN THE BOX

- INFRARED STOVE FIREPLACE HEATER
  - OWNER'S MANUAL/USER GUIDE
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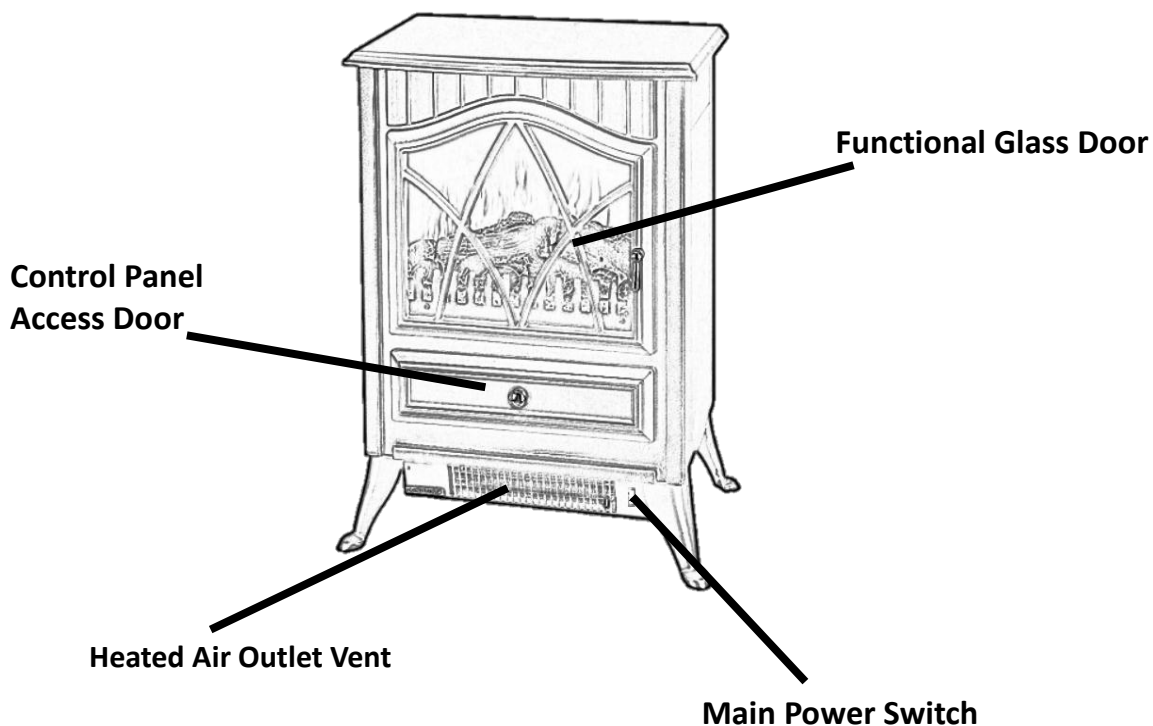


## PREPARATION

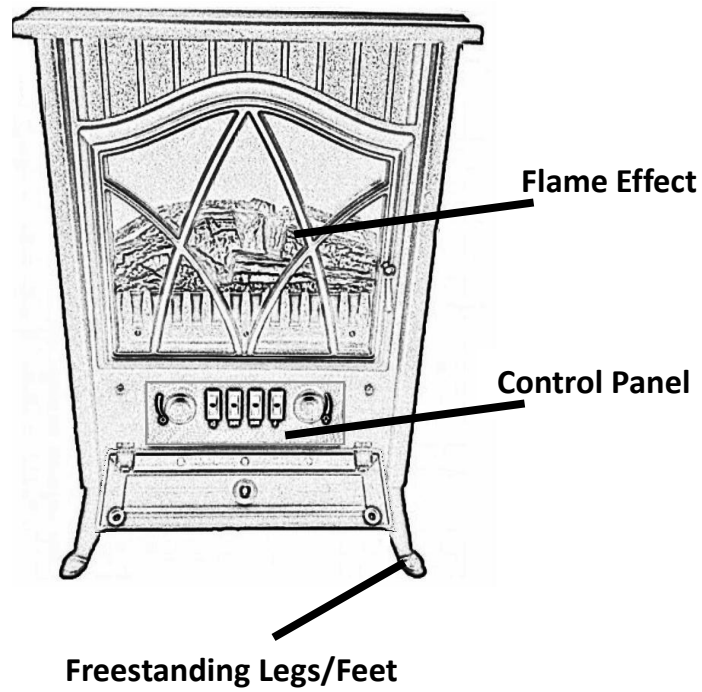
1. Remove the heater from the box.
2. Remove any packaging materials from the product.
3. Place the packaging inside the box and either store for the end of the season (if you do not have off season storage space), or dispose of safely.
4. Review the next few pages and get to know your product before use.

### Heater Diagram

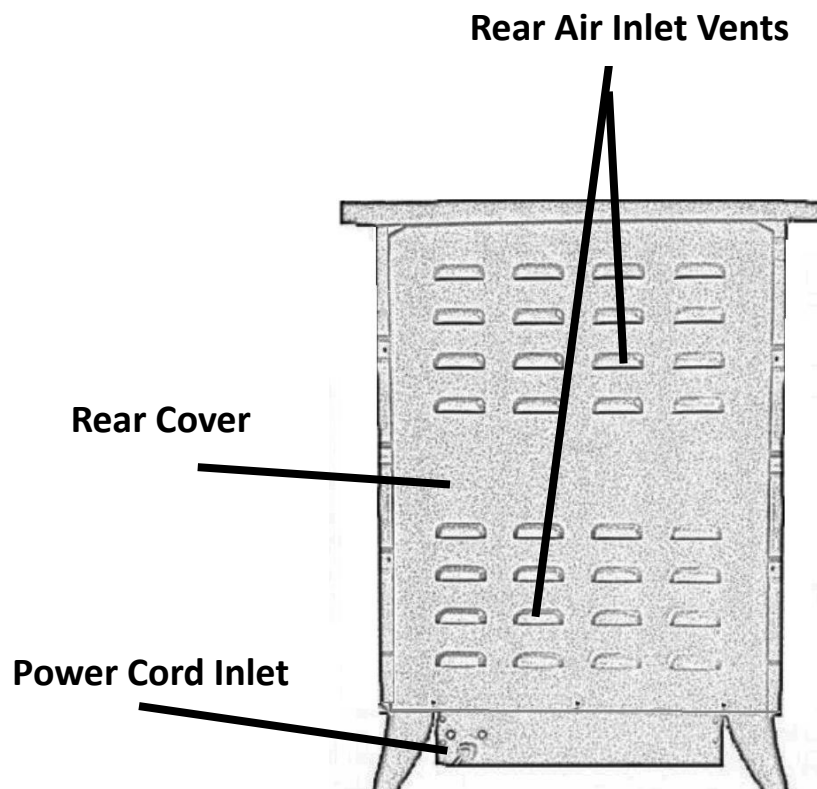
#### FRONT VIEW



#### FRONT VIEW (With Open Control Panel Access Door )



### REAR VIEW



## **Heater Use**

**With a compact design, this heater is one of the most versatile units available anywhere, in that it can be used in many different ways.**

**This Heater May Be Used In the Following 7 Combinations.**

- 1. Fan Only (*No Heat*)**
- 2. Low Heat Mode (*500 Watts*)**
- 3. High Heat Mode (*1000 Watts*)**
- 4. Flame Effect Only (*No Heat and No Fan*)**
- 5. Flame Effect With Fan (*No Heat*)**
- 6. Flame Effect with Fan in the Low Mode (*500 Watts*)**
- 7. Flame Effect with Fan in the High Mode (*1000 Watts*)**

## **Things to Know Before Use:**

- **This** heater can only be operated manually (knobs, buttons, and switches). It is meant as a “set it and forget it” heater until it is time to turn off and unplug.
  - SMART+ PRODUCTS’s future models will accommodate a remote control option.
- The **Control Panel** is located inside the access door directly beneath the simulated flame.
- To avoid damage to the unit, and needless repair, do not manipulate knobs and toggles beyond recommended function combinations (7 possible combinations listed above).
- **The Main Power Switch must be manually switched to the “ON” position, first, and foremost.**

## **Where To Find the Main Power Switch And How to Engage it.**

1. Locate the Main Power Switch at the front, bottom, right corner, of the heater (reference heater diagrams) and toggle to the “ON” position. This will set the heater into “stand by” mode and all other functions, toggles, switches, and knobs will become operational.

## **Knowing Your Control Panel:**

1. Locate the control panel access door directly beneath the simulated flame.
  - Pull the control panel access door open, by pulling the knob outward.

2. The control panel consists of two knobs and 4 switches. Here is their location and their function:

**A.** Heat Activation Dial (*only works with fan in the ON position*):

- Activates the heat elements by turning it clockwise until it clicks.
- DE-activates the heat elements by turning it counter clockwise until it clicks.

**B.** Fan Switch: Turns on the Fan

- Fan needs to be ON for the Heat Activation Dial to function
- Fan needs to be ON for the Heat Elements to engage.

**C.** 500 Watt Heat Switch #1: Engages 500 Watt heat from the heat elements

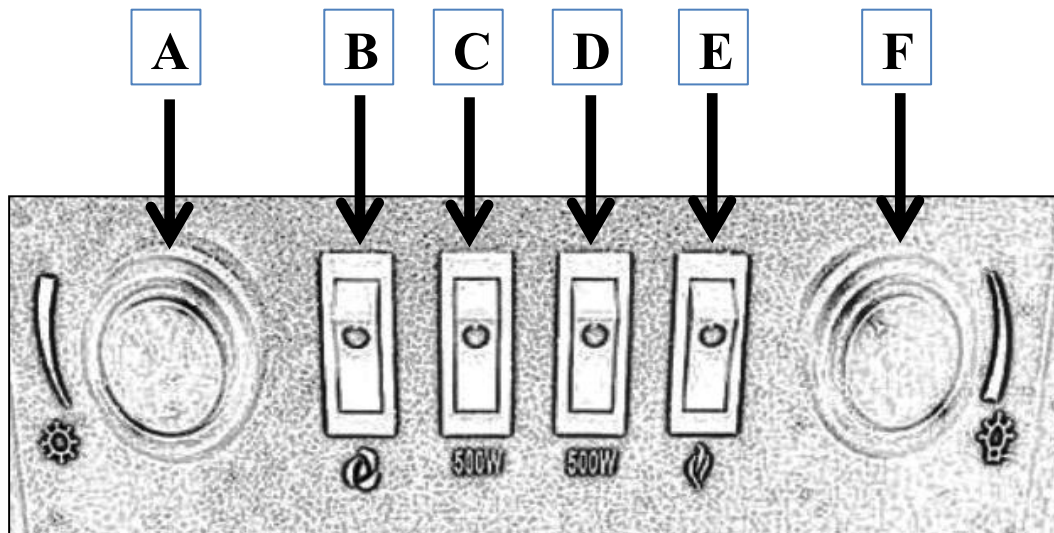
**D.** 500 Watt Heat Switch #2: Engages a second burst of 500 Watt heat from the elements

- **C** and **D** above can be used one at a time, both at the same time, or alternate to maintain equal lifespan of the elements.
- The fan must be ON for the heat elements to function (to avoid excess chamber heat).

**E.** Flame Effect Switch-Turns the Flame Effect On and Off.

**F.** Flame Effect Intensity Dial- Allows for the flame effect intensity to get brighter or dimmer based on mood.

### Control Panel Diagram



**The Next section shows you how to use your heater in all 7 recommended combinations. Please reference “Heater Diagram” or “Control Panel Diagram” for key component locations, if needed.**

### **Instructions For Use (With Master Switch On / In Stand By Mode)**

- ✓ **To Turn On the Fan Only (No Heat and No Flame Effect)**
  1. Turn the Fan Switch to the ON position (switch “B”).
  
- ✓ **To Turn On the Low Heat Mode:**
  1. Turn the Fan Switch to the ON position (switch “B”).
  2. Turn ON **one** of the 500W Heat Switches (either switch “C” or “D”).
  3. Engage the heat by turning the heat activation dial clockwise until it clicks (switch “A”).
  
- ✓ **To Turn On the High Heat Mode:**
  1. Turn the Fan Switch to the ON position (switch “B”).
  2. Turn ON **both** of the 500W Heat Switches (switch “C” and “D”).
  3. Engage the heat by turning the heat activation dial clockwise until it clicks (switch “A”).
  
- ✓ **To Turn On the Flame Effect Only (No Heat and No Fan):**
  1. Turn the Flame Effect Switch to the ON position (switch “E”).
  
- ✓ **To Turn On the Flame Effect With Fan Only(No Heat):**

1. Turn the Flame Effect Switch to the ON position (switch “E”).
2. Turn the Fan Switch to the ON position (switch “B”).

✓ **To Turn On the Flame Effect in the Low Heat Mode:**

1. Turn the Fan Switch to the ON position (switch “B”).
2. Turn ON one of the 500W Heat Switches (either switch “C” or “D”).
3. Engage the heat by turning the heat activation dial clockwise until it clicks (switch “A”).
4. Turn the Flame Effect Switch to the ON position (switch “E”).

✓ **To Turn On the Flame Effect in the High Heat Mode:**

1. Turn the Fan Switch to the ON position (switch “B”).
2. Turn ON both of the 500W Heat Switches (switches “C” and “D”).
3. Engage the heat by turning the heat activation dial clockwise until it clicks (switch “A”).
4. Turn the Flame Effect Switch to the ON position (switch “E”).

**The Next section shows you basics on how to care for, clean, and maintain your heater to give it longer life and make the best use of it. Please read carefully.**

## **Maintenance**

- Always turn OFF the heater and disconnect the cord from the electrical outlet before cleaning your heater.
- Light accumulated dust may be removed from the heater with a soft cloth or vacuum cleaner.
- Wipe the exterior surfaces of the heater occasionally with a slightly damp cloth (not dripping wet) using a solution of mild detergent and water. Dry the case thoroughly before operating the heater.
- The fan motor (blower) is factory lubricated for life, and will not require further lubrication.
- Store the heater in a clean dry place when not in use.

**CAUTION: Do not allow water to run into the interior of the heater as this could create a fire or electric shock hazard.**

## **Cleaning the Base and Plastics**

- For general cleaning of the base (and other plastics) use a soft cloth and no abrasive products.
- Dust and light particle removal should be easy by using a duster, or mild wet cloth.



### **Cleaning the Glass Cover**

- For general cleaning of the glass cover, use a soft cloth or tissue paper.
- Dust and light particle removal should be easy by using a duster, or mild wet cloth.
- A glass cleaner may be used to clean the glass of smudges and such, do not use abrasives.

### **After Season Care:**

- Store the heater in a cool, dry location.
- The manufacturer recommends storing the unit in its original carton.

## **Replacing the Flame Effect Lamps/Bulbs**

### **Precautions Before Replacing Lamps/Bulbs**

- Always make sure you have consulted with SMART+ PRODUCTS Technical Support for proper troubleshooting, authorization, procedures for any self-maintenance or service of the heater.
- **Warning**-Always disconnect the heater from the power outlet before replacing bulbs.
- **Warning**-The bulbs reach high temperatures during operation. Allow the bulbs to cool completely after powering the heater down, but before the replacement process, to avoid mishaps.
- **Note: It is recommended that the heater be set on a soft surface (pillow, mattress, bed, couch, etc.) face down, in order to replace the bulbs. Since it is done from the rear of the unit, it is possible that placing it on a hard surface will damage the functional glass door, glass front, or**

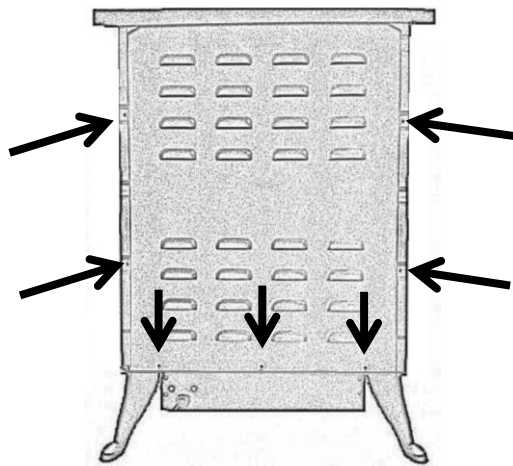
**scuff the paint.**

### **Items/Tools Recommended For Base Mounting:**

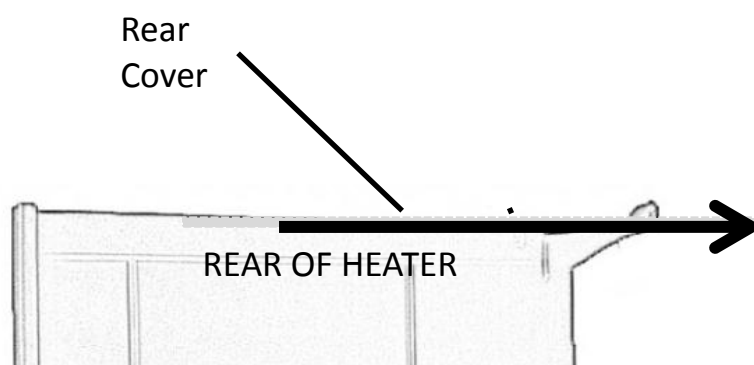
- Plush soft surface (a hard surface may damage the door, handle, glass or paint)
- Medium Phillips Screwdriver or Power Driver.

### **The Process**

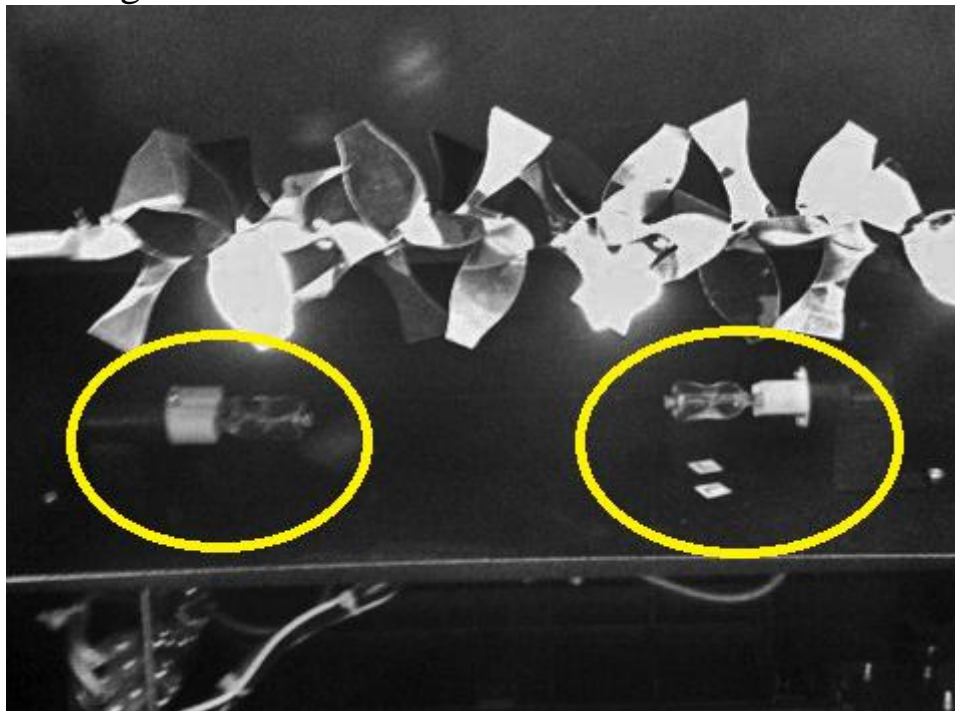
1. Power off and unplug the heater. Allow at least 10 minutes for the bulbs to cool off.
2. Gently place the heater on a soft plush surface, face down.
3. Remove the 7 screws located on the perimeter of the rear heater cover.



4. Slide the rear cover down and out of the heater railings.



5. Place the cover safely out of the way so that it does not get tripped on or damaged.
6. At this point you should be able to see a silver (shiny) tinsel strip across the width of the heater.
  - The 2 bulbs located approximately 3 inches below the tinsel strip, and 6 inches behind it. They are visible and can be distinguished by their light colored holders.



7. You may remove the defective bulb by simply sticking your 2 hands

between the tinsel and the heater's lower panel (there is plenty of room, since the tinsel is harmless and flexible). Use one hand to stabilize the bulb holder, and the other hand to simply pull the bulb straight out of the holder. It may be snug at first, but there is no twisting, unlocking, or major "jerking" needed for removal.

8. Replace with T4 shape/ G9 base 25 watt bulbs only (qty 2). If unsure if you have the correct bulbs or if you cannot find elsewhere, you may always obtain or purchase from SMART+ PRODUCTS Technical Support. Do not exceed 25W per bulb as excessive heat may occur.



9. Make sure that once the bulbs are replaced, that the tinsel strip (if you flexed it to gain access) is perfectly straight before re-installing the rear metal cover. This will avoid warped flame patterns and noises from the flame effect motor. Once the bulbs are replaced, re-install the metal cover with the 7 perimeter screws.
10. Your fireplace is now ready to be tested.

## **Troubleshooting Basic Issues**

<b>Problem</b>	<b>Solution</b>
Plug in but no power	Master switch on panel should be turned ON
Master Switch ON but no power	Verify you have Power from your outlet by testing another small appliance on it
Low Heat Mode Does Not work but High does	Control Panel Issue-Replace the control panel
High Heat Mode Does Not work but Low does	Control Panel Issue-Replace the control panel
Heat is felt but no fan	Faulty fan. Replace fan.
Replaced fan but still not blowing.	Replace control panel. If control panel does not fix it, contact Tech support for best options and further troubleshooting.
All works, but flame effect is dim or not working	Replace 1 or both flame effect bulbs as the procedure indicates here. Make sure they are the specified bulbs for this unit. To be safe obtain from the manufacturer.
Bulbs replaced, but flame still does not work.	Replace the control panel. If still does not work, contact Tech support for best options and further troubleshooting.