IMPORTANT INSTRUCTIONS.
SAVE THESE INSTRUCTIONS.

READ CAREFULLY BEFORE ATTEMPTING TO ASSEMBLE, INSTALL, OPERATE, OR MAINTAIN THIS PRODUCT.

PROTECT YOURSELF AND OTHERS BY OBSERVING ALL SAFETY INFORMATION. FAILURE TO COMPLY WITH INSTRUCTIONS COULD RESULT IN PERSONAL INJURY AND/OR PROPERTY DAMAGE.

ELEGANT electric

Installation/Operation Manual

WARNING: To reduce risk of fire, electrical shock, or personal injury, read all instructions before using appliance.

MODEL: TRADITIONAL 38, FIREPLACE
SKU #44030001

c LC us

TESTED and LISTED to CSA C22.2 AND UL 2021

Table of Contents

Table of Contents 2
Caution 2
Safety 3
Warranty 4
Rating Label 5
Appliance Information 6
Appliance Dimensions..... 6
Media Kit Contents 6
Hardware Kit Contents 7
In-Wall Installation 8
Locating The Fireplace 8
Framing 8
Finishing 10
Wall Mount installation 11
Electrical 13
Panel Installation 14
Optional Surround Installation 15
Ember Installation 16
Log Placement 19
Remote Control Operation 20
Maintenance Instructions 24
Troubleshooting 24
Wiring Diagram 25
Parts Diagram 26

Caution

WARNING! Risk of Fire! Risk of Burns! Risk of Electrical Shock!

DO NOT:

- Install or operate damaged heater
- Modify heater
- Operate the heater without fully assembling all components

Elegant Electric disclaims any responsibility for, and the warranty and agency listing will be voided by the above actions.

WARNING! DO NOT operate appliance before reading and understanding operating instructions. Failure to operate appliance according to operating instructions could cause fire or injury.

WARNING! Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Failure to install appliance according to Owner's Manual could cause property damage or injury.

NOTICE! This appliance is not intended for use as a primary heat source and should not be factored as such in residential heating calculations.

PLEASE RECYCLE THIS UNIT AND ITS COMPONENTS RESPONSIBLY.

SAVE THESE INSTRUCTIONS.

Safety

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:

- Read all instructions before installing and using this heater.
- This appliance air discharge 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 ft. (0.9 m) from the front of the appliance.
- Extreme caution is necessary when any appliance is used by or near children or other at risk individuals and whenever the appliance is left operating and unattended.
- Do not operate any appliance if it malfunctions. Disconnect power at service panel and have appliance inspected by a reputable electrician before reusing.
- Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock, fire, or damage the appliance.
- To prevent a possible fire, do not block appliance fan air intakes or exhaust in any manner.
- A heater has hot and sparking parts inside. Do not use it in areas where gasoline, paint, flammable vapors or liquids are used or stored.
- Use this appliance only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or injury to persons.
- Do not operate any appliance that has been dropped or damaged in any manner. Return appliance to authorized service facility for examination, electrical or mechanical adjustment or repair.
- Do not use outdoors.
- Never locate appliance where it may fall into a bathtub or water container.
- To disconnect appliance, turn controls to “OFF” then remove plug from outlet or shut off breaker.
- Always disconnect power before performing any cleaning, maintenance or relocation of the appliance.
- To prevent electrical shock or fire, always use a certified electrician should new circuits be required.

SAVE THESE INSTRUCTIONS.

WARNING: This product can expose you to chemicals including ceramic fibers, which are known to the State of California to cause cancer, and carbon monoxide, which is known to the State of California to cause birth defects or other reproductive harm.

For more information go to www.P65Warnings.ca.gov.

Warranty

Elegant Electric. ("Elegant Electric") warrants that your newly purchased Elegant Electric electric fireplace is free from manufacturing and material defects for a period of one (1) year from the date of the first purchase, subject to the conditions and limitations contained below.

Warranty Application & Exclusions

This limited warranty applies to your newly purchased Elegant Electric electric fireplace; the limited warranty's application is limited to purchases made in any province of Canada or in any of the States of the United States of America, including the District of Columbia. Only the original purchaser of the product is eligible for coverage under this limited warranty; the warranty is not transferable.

Warranty Coverage and Term

Products covered by this limited warranty have been tested and inspected prior to shipment and, subject to the provisions of this warranty, Elegant Electric warrants such products to be free from defects in material and workmanship for a period of one (1) year from the date of the first purchase of such products. The limited one (1) year warranty period for products also applies to any implied warranties that may exist under applicable law. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to the purchaser.

All other warranties - expressed or implied - with respect to the product, its components and accessories or any obligation/liabilities on the part of Elegant Electric are hereby expressly excluded.

Limitations to Coverage Under Limited Warranty

This limited warranty does not apply to products that have been repaired, except by Elegant Electric or its authorized service representatives, or otherwise altered. This limited warranty further does not apply to defects resulting from misuse, abuse, accident, neglect, incorrect installation, improper maintenance or handling, or operation with an incorrect power source. Products made by other manufacturers, sold with the product or thereafter, are not covered by this limited warranty. The use of unauthorized components will render this warranty null and void.

Service Under Limited Warranty

Defects must be brought to the attention of Elegant Electric Technical Service by contacting Elegant Electric at www.elegantelectricfireplaces.com. Please have your proof of purchase, catalogue/model and serial numbers available when calling; any and all service under the limited warranty requires a proof of purchase of the product.

Defects

Should a product or part covered by this limited warranty be proven to be defective, in material or workmanship, and during the one (1) year limited warranty period, Elegant Electric will replace such defective product or part without charge. If Elegant Electric is unable to replace such product, or if replacement is not commercially practicable or cannot be timely done, in its sole discretion Elegant Electric may, in lieu of replacement, choose to refund the purchase price for such product or part.

Limitations

In no event will Elegant Electric, including without limitation any of its directors, officers, shareholders, employees, consultants, agents, heirs, executors, administrators and assigns, be liable to the purchaser or any third party, whether in contract, in tort, or on any other basis for any indirect, special, punitive, exemplary, consequential, or incidental loss, cost or damage arising out of or in connection with the sale, maintenance, use or inability to use the product, even if Elegant Electric, including without limitation any of its directors, officers, shareholders, employees, consultants, agents, heirs, executors, administrators and assigns, have been advised of the possibility of such losses, costs or damages, or if such losses, costs or damages are foreseeable. In no event will Elegant Electric, including without limitation any of its directors, officers, shareholders, employees, consultants, agents, heirs, executors, administrators and assigns, be liable for any direct losses, costs or damages that exceed the purchase price of the product.
Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to the purchaser.

Application of Provincial and State law

This limited warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction. The provisions of the United Nations Convention on Contracts for the Sale of Goods shall not apply to this limited warranty or the sale of products covered by this limited warranty.

General

Elegant Electric reserves the right to make changes at any time without notice, in design, material, specifications, prices and the right to discontinue styles and products.

Rating Label

The model and serial number information is located on the rating plate. The rating plate is located on the underside of the upper firebox on the left. Figure 1

Pacific Energy Fireplace Products Ltd.
2975 Allenby Rd
Duncan, BC
V9L 6V8

PACIFIC ENERGY

SERIAL #: (NUMÉRO DE SÉRIE)

c LC us

CONFORMS TO: (CONFORME À) UL STD 2021

CERTIFIED TO: (CERTIFIÉ SELON) CSA STD C22.2 NO.46

MFG DATE:

MODEL (MODÈLE): TRADITIONAL 38

VOLTAGE (TENSION): 120 VAC, 60Hz, 12Amps (Use only on 15 ampere branch circuit.)

WATTS (PUISSANCE): 1440 W

SKU (UGS): 44030001

MADE IN CANADA

160625

100007738

Figure 1: Rating label location.

Appliance Information

Appliance Dimensions

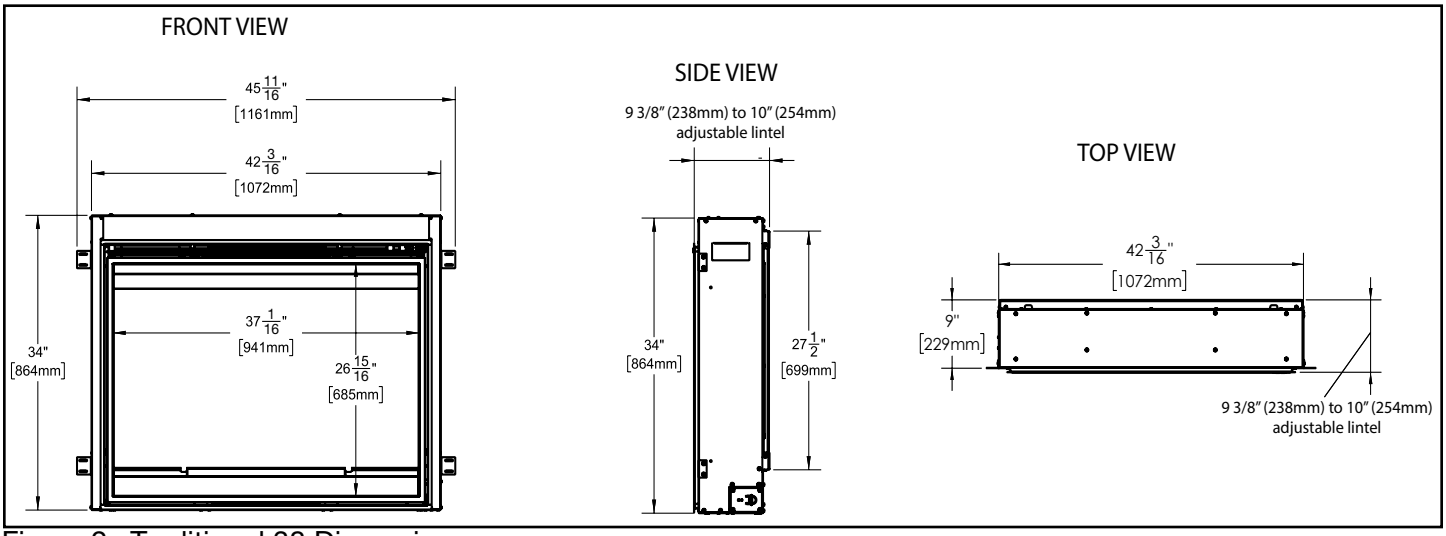


Figure 2: Traditional 38 Dimensions.

Media Kit Contents

Part	Quantity
Log Pieces	**3**
Ember Glass	**1**
Ember Chunks	**1**
Black Glass	**1**

Figure 3: Media Kit.

Hardware Kit Contents

Part	Quantity
Instruction Manual	2(English and French)
Remote Control	1
AAA Batteries	2
Glass Ember Shield	1
Metal Ember Shields	2
Framing Brackets	4
Screws - #8 x 1/2”	8

Figure 4: Hardware Kit.

In-Wall Installation

Unpack the unit from the shipping box by removing the box top and then taking out the Hardware Kit box and log set before removing the remaining sections of the shipping box.

The Traditional 38 Electric Fireplace installation must conform to the current CSA C22.2 Canadian Electrical Code in Canada or the ANSI/NFPA 70 National Electrical Code in the U.S., and approved per local codes. Only qualified (licensed or trained) personnel should install this product.

Locating The Fireplace

In planning the installation for the fireplace, it is necessary to determine where the unit is to be installed. Various installations are possible, such as, onto an existing wall, into a corner, a built-in wall or a wall projection (Figure 5).

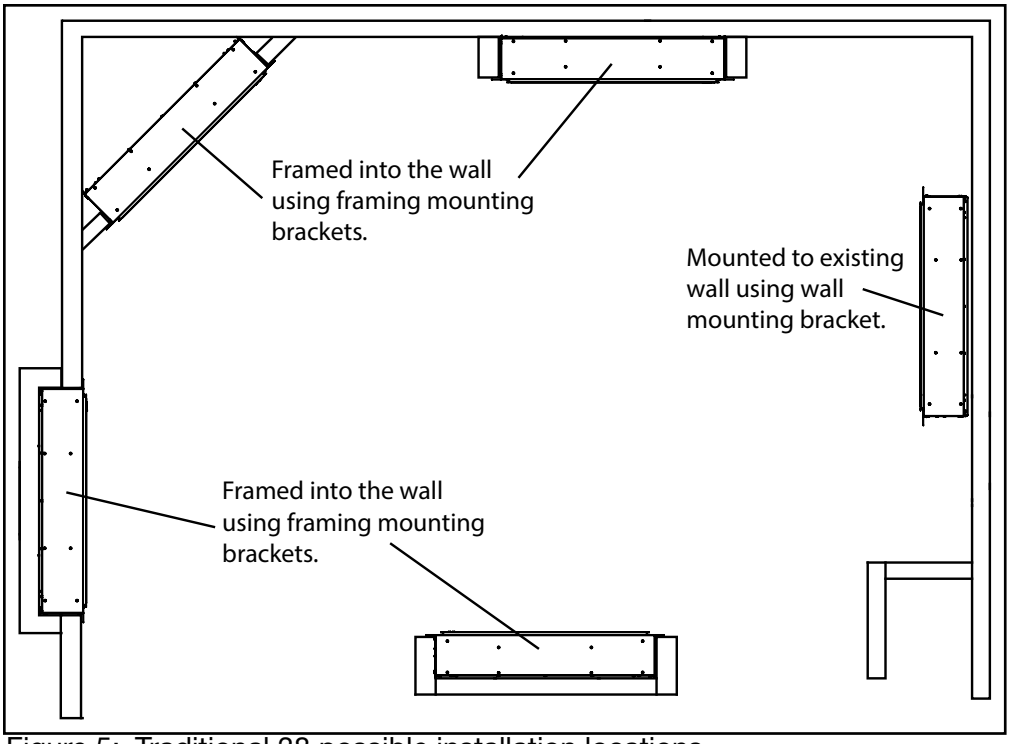
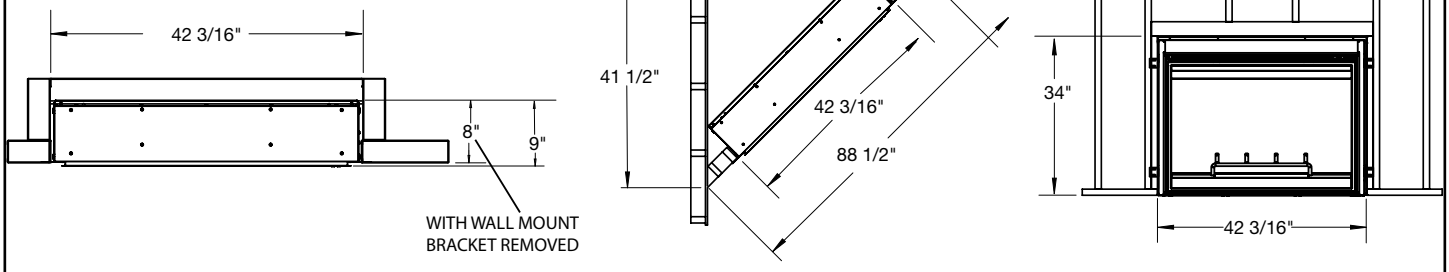


Figure 5: Traditional 38 possible installation locations.

Framing

The Traditional 38 fireplace is a zero clearance unit and can be framed right up to the casing of the unit.



NOTE: FIREPLACE SHOULD BE IN ITS FINAL LOCATION BEFORE FRAMING

Figure 6: Traditional 38 Framing Dimensions.

When installing the Traditional 38 into a wall, the included Framing Mounting Brackets from the hardware kit need to be installed onto the unit.

Use two screws each (provided in the hardware kit) to secure the brackets on the sides of the fireplace. Two per side, one near the top and one near the bottom. Figure 7

The flange with the long obrounds should be placed flush with the front face of the fireplace.

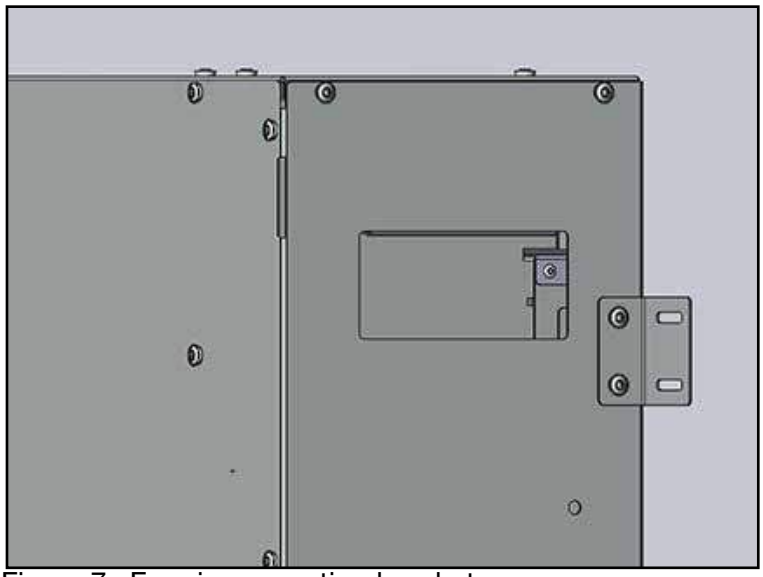


Figure 7: Framing mounting bracket.

The pre-installed Wall Mounting Bracket should be removed from the unit when being installed into a wall. (See “Wall Mount installation” on page 11) for removal instructions.

When the unit is installed into the wall, the framing should sit flush to the back of the Framing Mounting Brackets and the unit is secured in place with screws. Figure 8

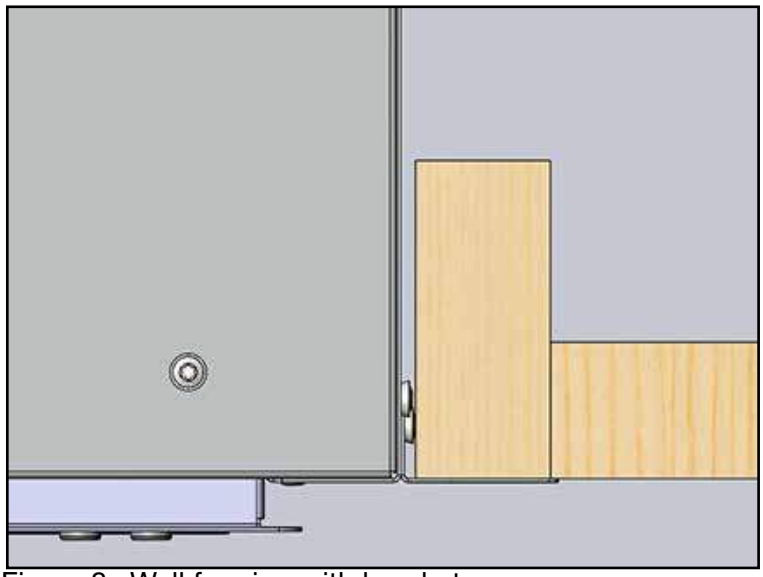


Figure 8: Wall framing with bracket.

Finishing

The included adjustable lintel can be adjusted to accommodate facing materials of 3/8” to 1” in thickness.

The lintel provides a 3/8” overlap over the finishing edge and should be removed before finishing with the facing material.

The firebox side panels need to be removed to access the screws for the lintel. (See “Panel Installation” on page 14)

The finishing material can be installed up to the finishing edge. (Figure 9) With the finishing material installed the lintel can be reinstalled to hide the edges of the finishing material.

In cases where the desired finising material is thicker than 1”, the lintel should be left installed on the unit and the finishing material installed flush to the lintel edge.

The finishing material should not interfere with the screen removal or block any air discharge openings.

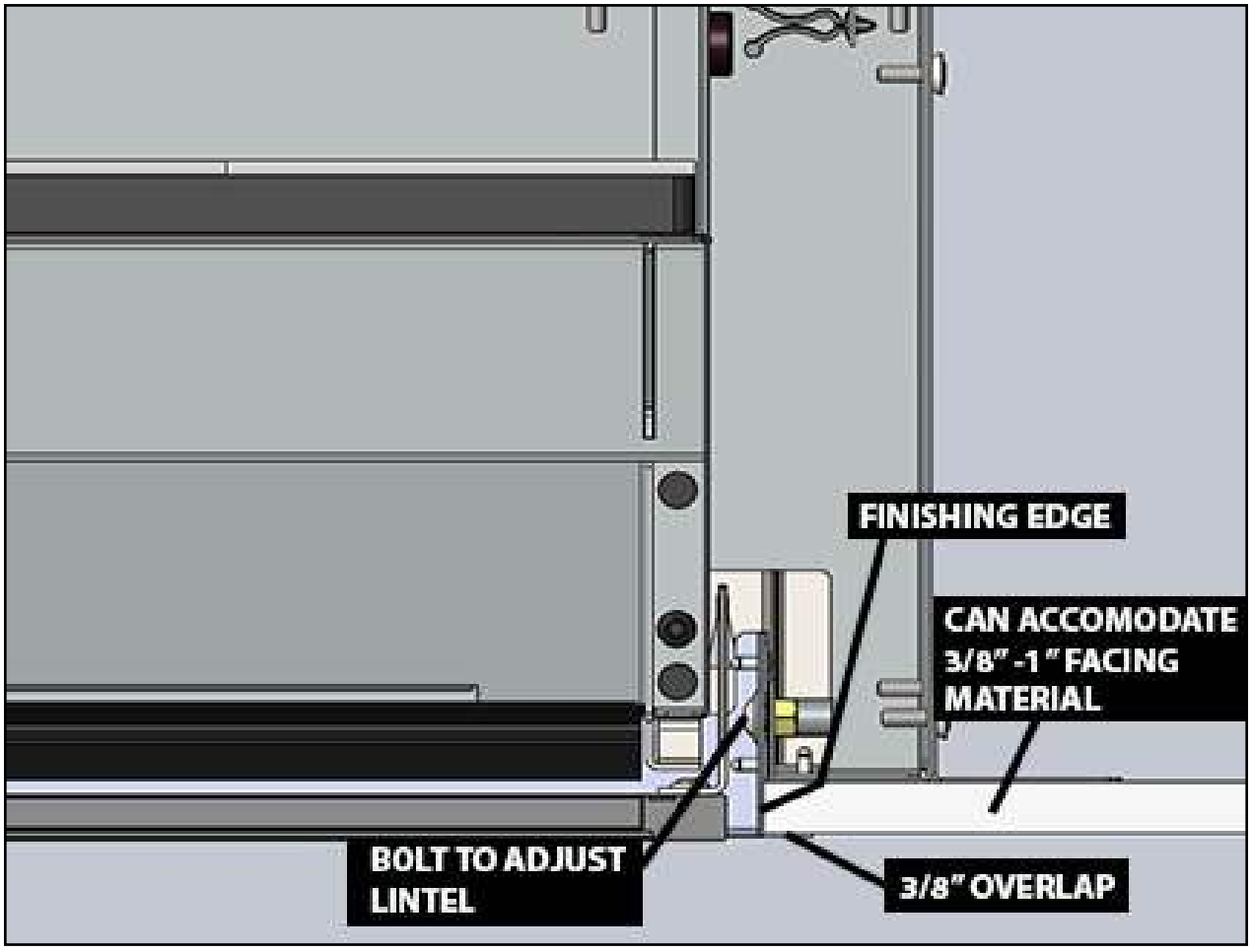


Figure 9: Adjustable lintel.

Wall Mount installation

The Traditional 38 Fireplace comes with a Wall Mounting Bracket Assembly on the back of the unit that can be removed by removing the two screws that secure it to the Fireplace, one on each side near the bottom of the unit. Figure 10

Once the wall mounting bracket is removed from the unit, it can be installed on the wall in the desired position.

1. To have the unit mounted flush to the floor, the wall mounting bracket needs to be installed 5” from the floor or base that the fireplace will rest on. Figure 11. Ensure the wall mounting bracket is level. Ensure the wall mounting bracket is secured to at least two studs in the wall(three recommended) using #10 x 2 1/2” wood screws and washers provided.

   If it is desired to mount the unit off the floor by a certain amount, simply add 5” to your measurement when determining the height of the wall mounting bracket. (Example: If you want the unit to be six inches off the floor, the mounting bracket should be installed at 11”.)

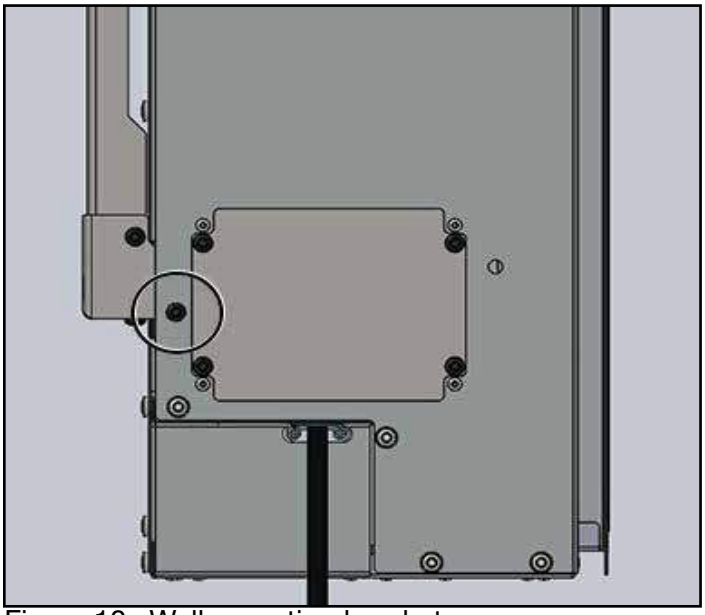


Figure 10: Wall mounting bracket screw.

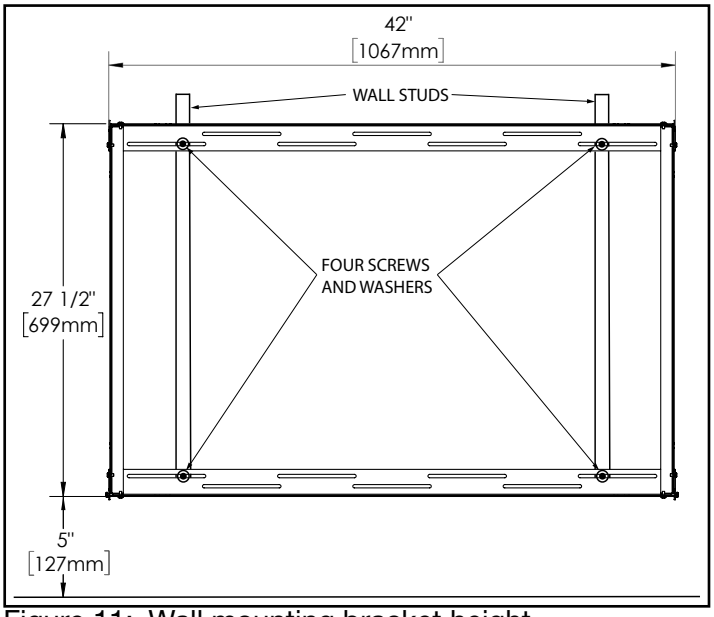


Figure 11: Wall mounting bracket height.

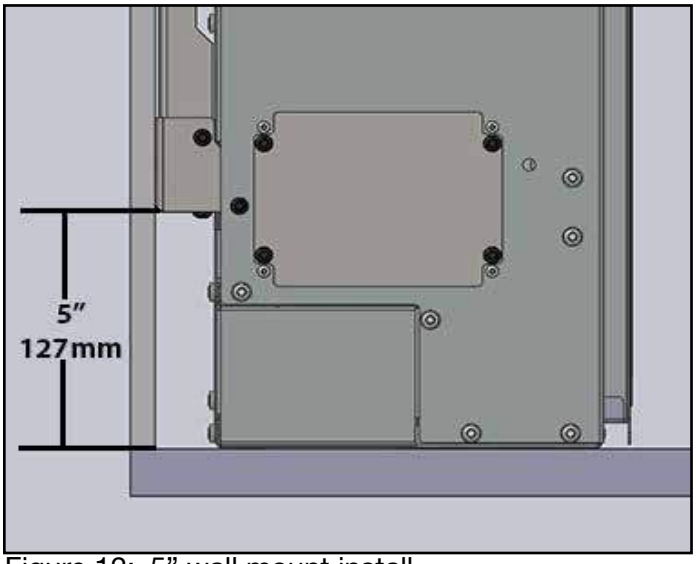


Figure 12: 5” wall mount install.

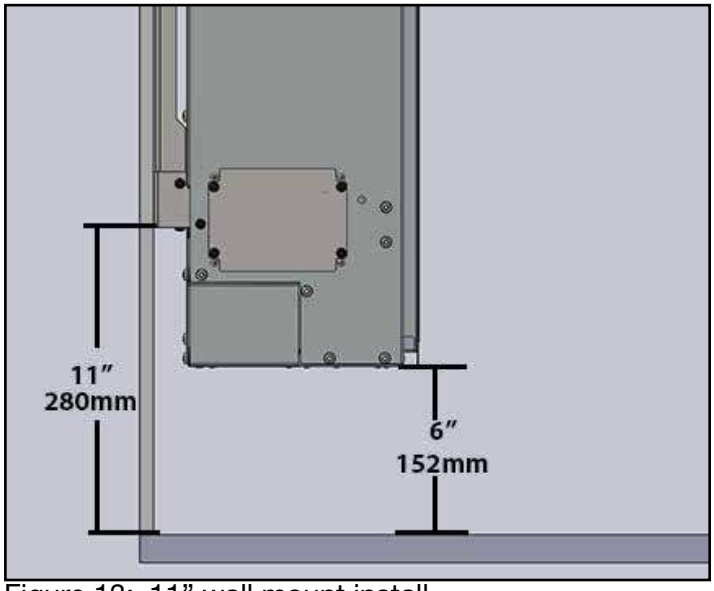


Figure 13: 11” wall mount install.

2. Lift the fireplace and angle it slightly to engage the top hooks into the slots in the back of the unit. Figure 14 and Figure 15

3. Tilt the bottom of the fireplace in against the wall and engage the bottom hooks into the slots in the back edge of the unit then align the holes and secure the fireplace to the wall mounting bracket with the two screws previously removed. Figure 16

You can now connect the unit to power and install a surround or mantel of your choice.

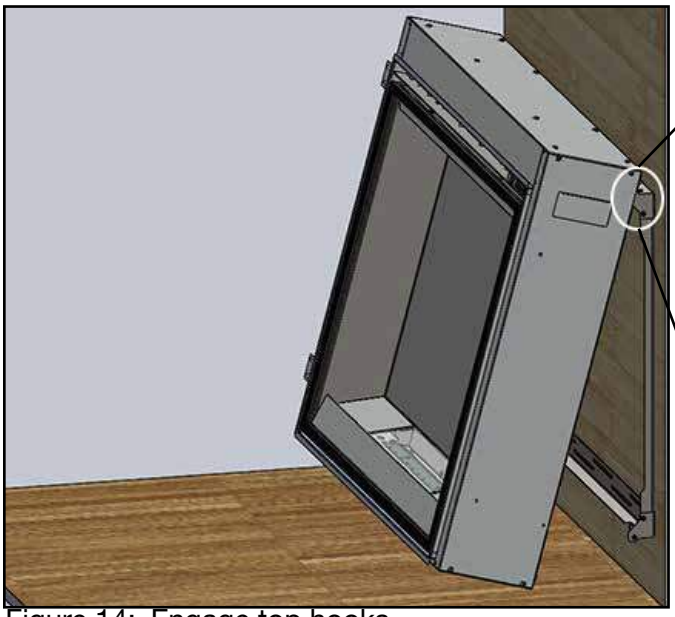


Figure 14: Engage top hooks.

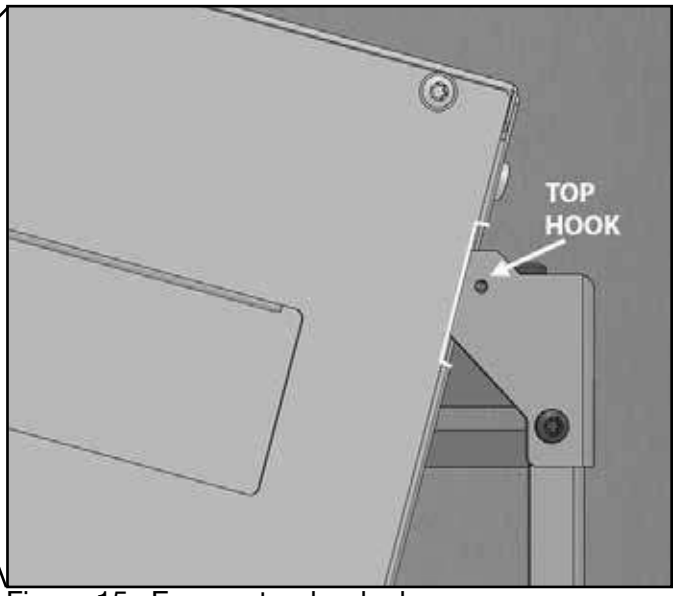


Figure 15: Engage top hook close-up

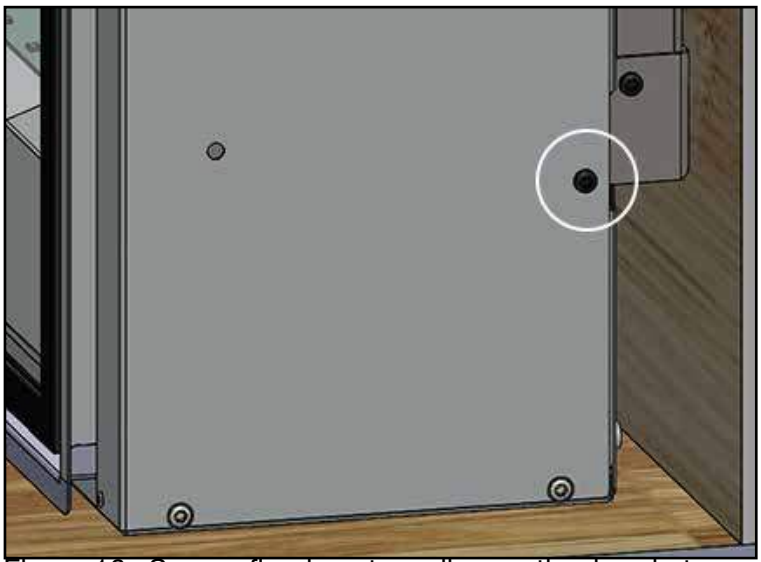


Figure 16: Secure fireplace to wall mounting bracket.

Electrical

The electrical connection is on the back, left hand side when facing the front of the unit. The fireplace is rated at 120 volts, 60Hz, 1440 Watt, 12A. (Use only on 15 ampere branch circuit.)

Installation

The fireplace can be plugged into a standard, grounded wall outlet or the power cord can be removed and the fireplace can be hard-wired. (See “Wiring Diagram” on page 25)

- **Warning!** Plugging your electric fireplace into a circuit with other high-power devices, can overload the circuit. Electric fireplaces draw significant current, sharing a circuit with other heaters or appliances increases the risk of tripping the breaker. The grounding pin extending from the plug must be connected to a permanent ground such as a properly grounded outlet box. Do not use with extensions cords or power strip bars.

- When initially plugging in or applying power to the unit, the display will be backlit for approximately one minute while the unit boots into the standby power off mode.

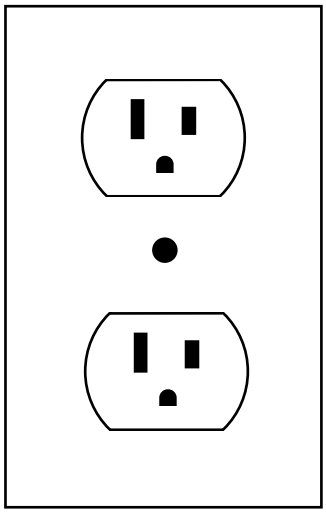


Figure 17: Grounding plug.

This heater must be plugged into a 15amp or greater circuit. The cord has a plug shown in Figure 17. If not hard-wiring this unit in directly, then this unit should be plugged in directly to a properly grounded outlet box.

If the unit is being hard-wired, we recommend a dedicated circuit.

- Hard-wiring the unit requires the services of a certified electrician.

1. Make sure the unit is unplugged.
2. The electrical wires can be accessed by removing four screws on the cover plate located on the left side of the Traditional 38. Figure 18.
3. Disconnect the power cord by removing the wire nuts and removing the ground from the marked ground stud.
4. Loosen the strain relief and remove the power cord.
5. Run, properly sized electrical wire through the strain relief and tighten the strain relief.
6. Connect the ground wire to the marked grounding stud.

7. Connect the Neutral wire to the white wire and the Line wire to the black wire with the wire nuts previously removed.

8. Re-install the cover plate.

9. Turn on electrical supply.

NOTE: The wiring may also be verified from inside the unit after installation by removing the internal access cover. See the instructions in the “Service Manual” for how to access the internal access cover.

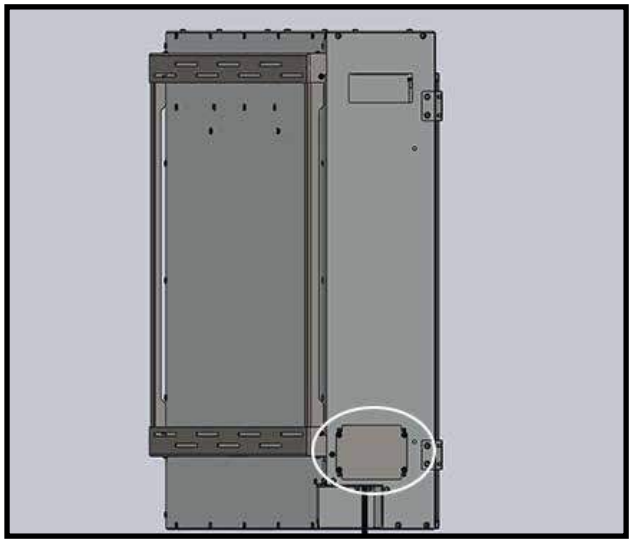


Figure 18: Junction box.

Panel Installation

1. Slide the panels in on each side of the unit, and secure with two screws each. One in the top and one in the bottom. Figure 19. Reverse this step to remove the panels.

Figure 19: Panel install.

Optional Surround Installation

1. Remove the protective screen. (See “Ember Installation” on page 16), steps 1-3.

2. Remove the porcelain panel. (See “Panel Installation” on page 14)

3. Loosen the four screws holding the adjustable lintel in place. Figure 20 There are two screws each on the left and right sides.

4. Pull and slide the lintel off the unit. Figure 21

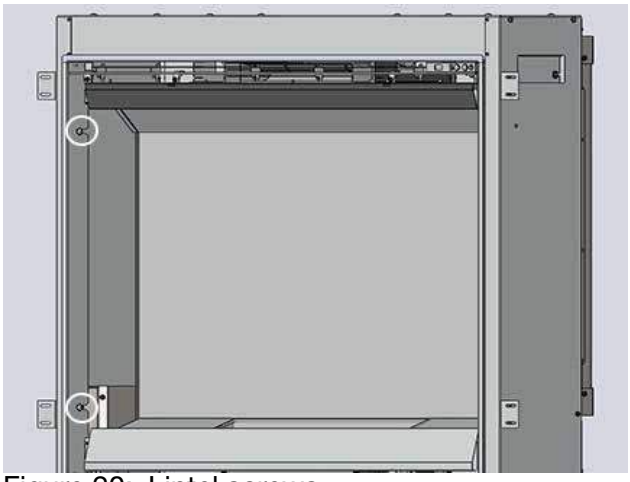


Figure 20: Lintel screws.

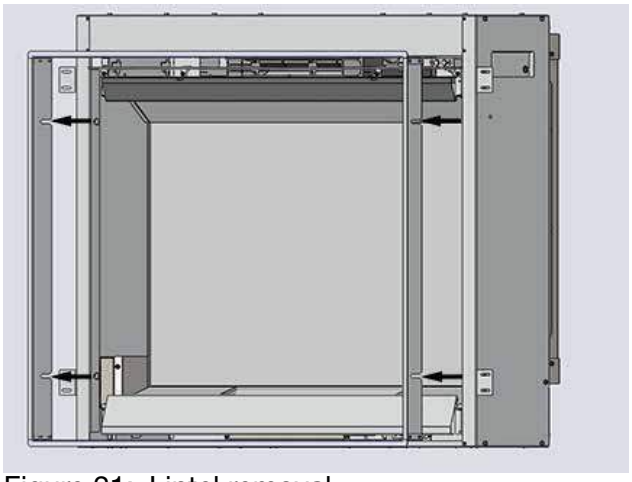


Figure 21: Lintel removal.

5. Engage the slots in the Surround Front onto the screws previously loosened in the sides of the unit. Two on each side. Figure 22

6. Slide the surround into the desired depth and tighten the previously loosened screws. Figure 23

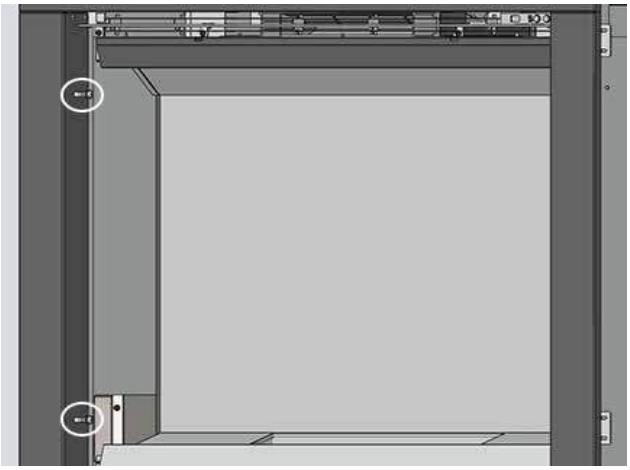


Figure 22: Surround slots engaged.

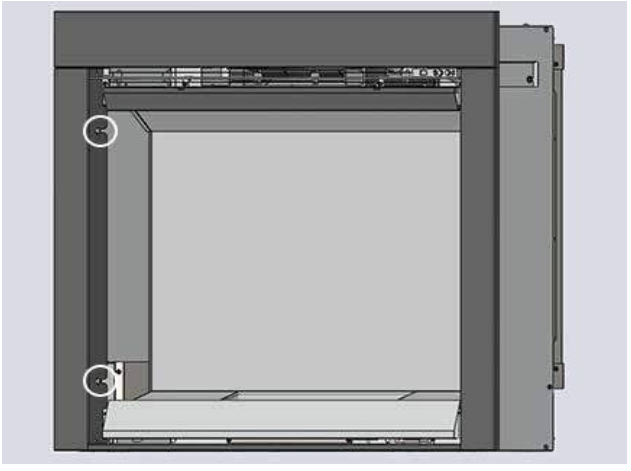


Figure 23: Surround install.

Ember Installation

1. Remove the two screws at the top of the mesh screen. Figure 24

2. Lift the mesh screen slightly and pull away from the unit to disengage the hooks at the top and bottom of each side of the mesh screen. Figure 25

3. Pull the top of the mesh screen out then lift the screen away from the unit. Figure 26

Figure 24: Screen screws.

Figure 25: Disengage hooks.

Figure 26: Mesh screen removed.

4. Remove the glass shield from the Hardware Kit then carefully place it in front of the display screen and align it on the supports. Figure 27

5. Place the two metal shields, one on each side of the glass shield. They will overlap the glass shield slightly. Figure 28

Figure 27: Glass Ember shield.

Figure 28: Metal Ember shields.

6. The bottom right corner of the protective plastic cover for the screen should be slightly pulled out and can be carefully removed from the screen at this time. Figure 29

Figure 29: Screen Protective cover.

7. Place the solid, black and white ember chunks evenly over the two metal shields and along the front edge of the glass ember shield. Figure 30 (Reserve a small amount of ember chunks for placement later on the glass embers.)

8. Mix the black glass with the glass embers and place them evenly on the glass ember shield. Figure 31

9. Place the ember chunks you have left over onto the glass embers in the middle. Figure 32

Figure 30: Ember chunk placement.

Figure 31: Glass ember placement.

Figure 32: Final ember chunks.

10. After placing the log pieces as desired, (See Figure 33 on page 19), re-install the mesh screen.

Log Placement

The Traditional 38 Electric Fireplace comes with three log pieces to accentuate the look of a true wood burning fireplace. The log pieces can be placed as desired to achieve the visual that you want at any given time or with each different fireplace design video you use.

Shown below is a possible placement for the log pieces.

Figure 33: Possible log placement.

Figure 34: Remote control functions.

POWER - Press the “Power” button to turn the unit on/off. The unit will start automatically playing the last scene that was on display. Pressing the the left and right arrows on the remote will toggle through the different scenes.

Figure 35: Power on.

MENU - Press the “Menu” button to open the settings menu.

Figure 36: Settings menu.

SCENE - Highlight the “Scene” icon then press “Enter” to open the scene selection menu. Use the left and right arrows to move through the different scene options.

Figure 37: Scene Selection menu.

MOVEMENT - Use the arrows to navigate the menu items then press enter to make your selection.

BLOWER/HEATER - Press the “Blower/Heater” button on the remote or highlight the “Heat” icon and press “Enter” in the settings menu to turn the blower and heater on/off.

LIGHTS - Press the “Lights” button on the remote to turn the ember lights on/off. In the settings menu, you can highlight the “Lights” icon and press “Enter” to get the brightness bar. Using the left and right arrows, you can adjust the brightness of the lights.

Figure 38: Light adjust.

VOLUME - In the settings menu, you can highlight the “Volume” icon and press “Enter” to get the volume bar. Using the left and right arrows, you can adjust the level of the sound effects.

Figure 39: Volume adjust.

FAVORITES - In the settings menu, you can highlight the “Favorites” icon and press “Enter” to get the favorite scene options. Using the left and right arrows, you can move between the four options. To save a favorite, highlights the scene you want to save as a favorite under the “Scene” menu and press the “Light” button on the remote.

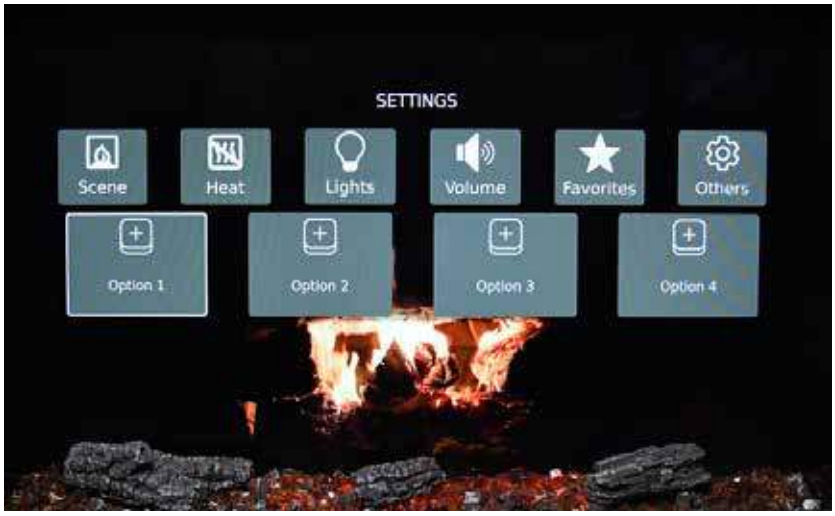


Figure 40: Favorite options.

OTHERS: In the others section, you will find the “Remote Change” icon. (currently inactive). “Demo Mode” is for showrooms and is various revolving scenes.

Figure 41: Others option.

POWER & HEATER BUTTONS:

The unit can also be powered on and off with the buttons located in the upper right corner of the unit, just above the screen.

The button on the right is the power button and turns the unit on/off.

The button on the left is for the heater/fan and turns it on/off.

Figure 42: Power & Heater buttons.

Maintenance Instructions

The Traditional 38 Fireplace uses a mesh screen in front. The screen can be removed to clean the porcelain side panels and the display.

Use a clean, damp cloth to wipe these parts down and remove any dust, fingerprint marks, etc. as needed.

Make sure the power has been turned off at the circuit breaker panel and that the heating element of the heater is cool.

WARNING: All other servicing should be performed by qualified service personnel.

Troubleshooting

PROBLEM	POSSIBLE CAUSE	CURE
Fireplace turns off and will not turn on.	A power event may have tripped the home circuit breaker or caused the unit to freeze.	Reset breaker switch if needed and wait five minutes, then turn the unit back on. If unit immediately shuts down again, call a service technician.
Video not displaying	Bad file buffering or corrupted file.	Turn off fireplace and restart. Try different video file.
Remote control does not work	Low Batteries or too far from fireplace for IR signal.	Replace batteries in remote. Move remote closer to the fireplace to improve signal detection.
Heater/Blower not working	Thermal switch has been tripped. Circuit breaker has been tripped.	Turn the unit off and unplug the unit for five minutes. Plug back in and turn the unit on. If plug can not be reached or the unit is hard wired, turn off the circuit breaker that supplies electricity to the unit .Wait five minutes then flip circuit breaker back on.

Wiring Diagram

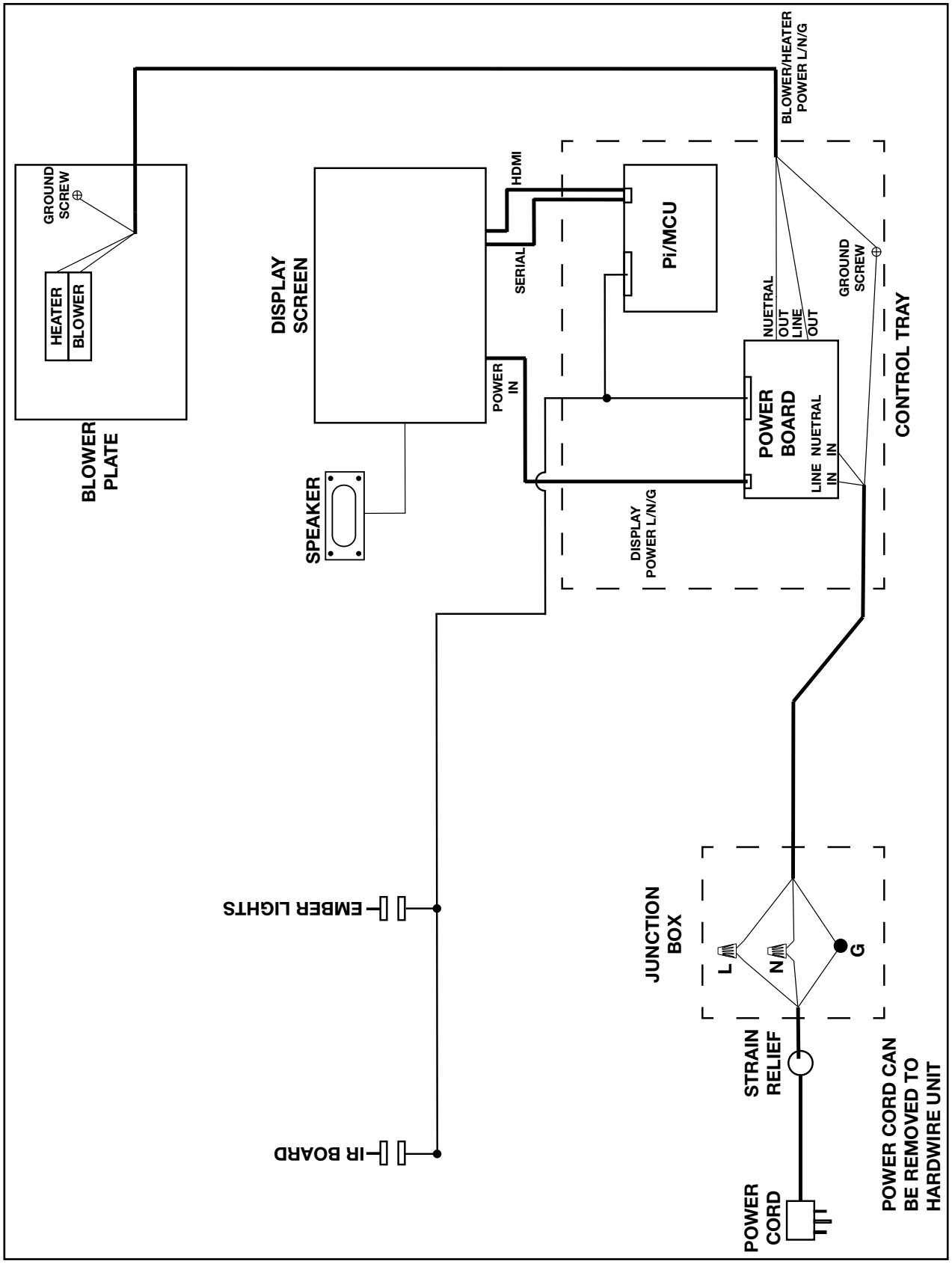
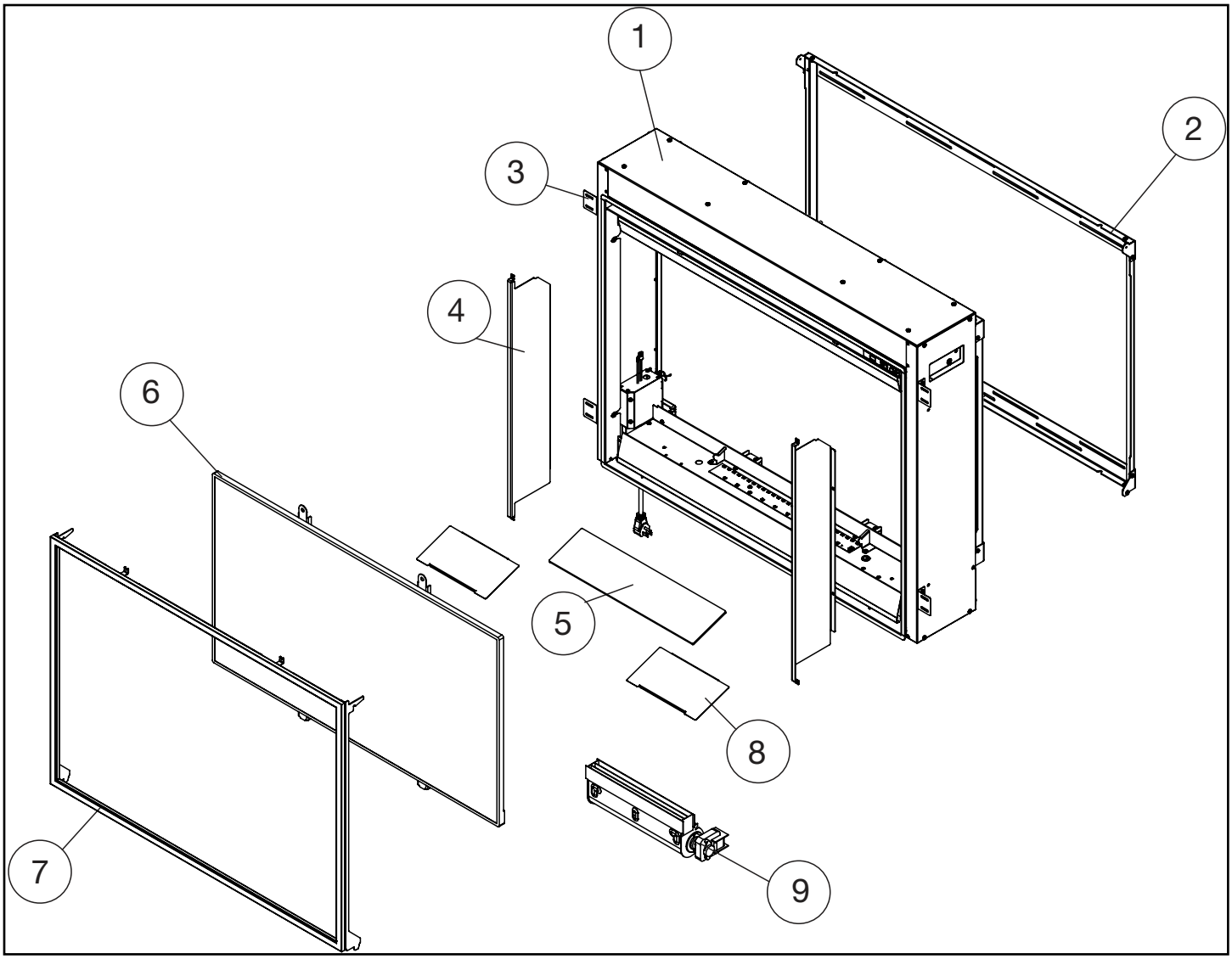


Figure 43: Wiring Diagram.

Parts Diagram

(WHEN ORDERING, INCLUDE PART NUMBER WITH DESCRIPTION)

ITEM	DESCRIPTION	PART NO.	ITEM	DESCRIPTION	PART NO.
#1	FIREPLACE MAIN BODY	80002939	#6	DISPLAY SCREEN	80002944
#2	WALL MOUNTING BRACKET	80002940	#7	MESH SCREEN	80002945
#3	FRAMING MOUNTING BRACKETS(4)	80002941	#8	SIDE EMBER SHIELDS 2 pcs.	80002947
#4	PORCELAIN SIDE PANELS(L&R)	80002942	#9	BLOWER/HEATER	80002948
#5	GLASS EMBER SHIELD	80002943	#10	SURROUND FRONT(not shown)	44250002



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