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› Modern Ember Highmark Traditional 33 Inch Smart Electric Fireplace Insert User Manual

## Modern Ember Highmark Traditional 33 Inch

# Modern Ember Highmark Traditional 33 Inch Smart Electric Fireplace Insert User Manual

Model: Highmark Traditional 33 Inch

## 1. INTRODUCTION

This manual provides essential information for the safe operation, installation, and maintenance of your Modern Ember Highmark Traditional 33 Inch Smart Electric Fireplace Insert. Please read all instructions carefully before installation and use. Retain this manual for future reference.



Image 1.1: The Modern Ember Highmark Traditional 33 Inch Smart Electric Fireplace Insert, shown with its remote control and a smartphone displaying the control app.

The Highmark Traditional 33-inch Built-In Electric Fireplace is designed to enhance your home with a modern and inviting atmosphere. It features lifelike driftwood logs, shimmering glacier crystals, and a concrete-like firebox backdrop for a captivating flame display. The self-trimming design ensures a seamless built-in installation. Control options include a digital touch panel, remote control, smartphone app via Wi-Fi, and voice control through Alexa.



## Highmark Traditional Smart Linear Electric Fireplace

High Tech Features + Luxury Fireside Ambiances



wi-fi  
enabled



vivid  
flames



energy  
efficient

Image 1.2: The Highmark Traditional Smart Linear Electric Fireplace installed, emphasizing its Wi-Fi connectivity, vivid flame effects, and energy efficiency.

## 2. SAFETY INFORMATION

Observe all warnings and instructions provided to reduce the risk of fire, electric shock, or injury to persons.

- Read all instructions before using this fireplace.
- This fireplace is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 3 feet (0.9 m) from the front of the fireplace and keep them away from the sides and rear.
- Extreme caution is necessary when any heater is used by or near children or invalids and whenever the fireplace is left operating and unattended.
- Do not operate any fireplace with a damaged cord or plug or after the fireplace malfunctions, has been dropped or damaged in any manner.
- Do not run power cord under carpeting. 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.

- To disconnect fireplace, turn controls to off, then remove plug from outlet.
- 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 fireplace.
- To prevent a possible fire, do not block air intakes or exhaust in any manner. Do not use on soft surfaces, like a bed, where openings may become blocked.
- This fireplace has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, propane, paint, or flammable liquids are used or stored.
- Use this fireplace only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or injury to persons.
- Always plug fireplaces directly into a wall outlet/receptacle. Never use with an extension cord or relocatable power tap (outlet/power strip).

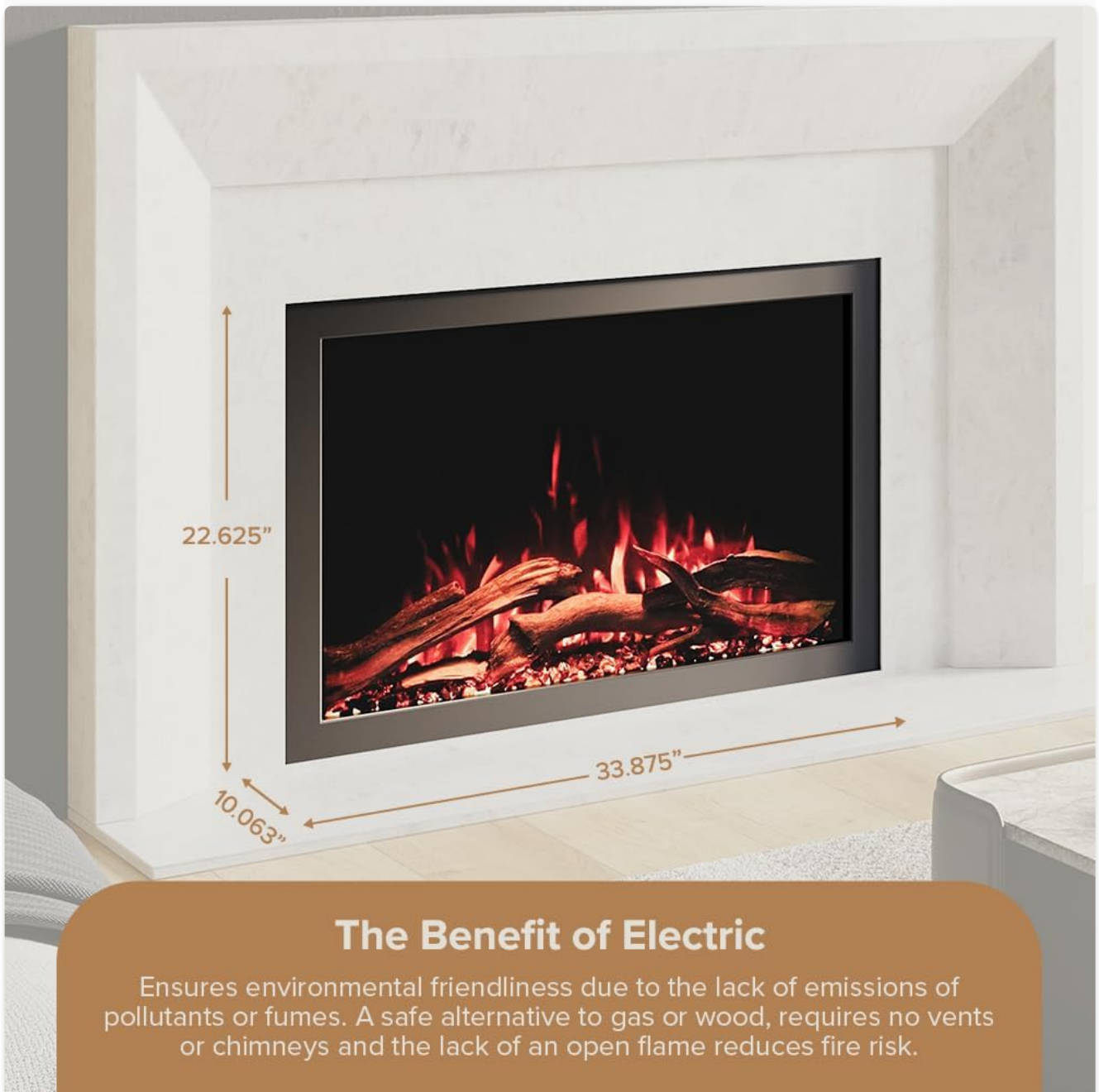


Image 2.1: The benefits of an electric fireplace, including environmental friendliness due to lack of emissions, no need for vents or chimneys, and reduced fire risk compared to traditional fireplaces.

### 3. SETUP AND INSTALLATION

### 3.1 Unpacking

Carefully remove all components from the packaging. Ensure all items listed in the 'Included Components' section are present and undamaged. Keep packaging materials until you are satisfied with the product's operation.

### 3.2 Location Requirements

This electric fireplace is designed for built-in installation. Ensure the chosen location provides adequate clearance from combustible materials and has access to a suitable power supply.

- **Dimensions:** The fireplace measures approximately 10.06"D x 33.8"W x 22.62"H. Ensure your opening is appropriately sized.
- **Clearance:** Maintain at least 3 feet (0.9 m) from the front of the fireplace to any combustible materials.



Image 3.1: Detailed dimensions of the electric fireplace insert, showing its height, width, and depth for accurate installation planning.

### 3.3 Electrical Connection

The fireplace offers two wiring options:

- **Plug-in:** Use the included plug kit to connect to a standard 120V outlet.
- **Hardwire:** For professional in-wall installations, the unit can be hardwired. Exercise caution and consult a qualified electrician for hardwire installation.

Ensure the power supply meets the fireplace's requirements (1500W heat output).

## 4. OPERATING INSTRUCTIONS

Your Modern Ember fireplace offers multiple convenient control options.



Image 4.1: The various control methods available for the fireplace, including the remote control, smartphone app, digital touch panel, and compatibility with Alexa and Google Assistant.

### 4.1 Power On/Off

Press the power button on the remote, touch panel, or app to turn the fireplace on or off.

### 4.2 Flame and Ember Bed Customization

The fireplace features highly customizable flame effects:

- **Flame Colors:** Choose from 10 vibrant flame colors or mixed coloring options.
- **Flame Speeds:** Adjust between 4 flame speeds.
- **Brightness:** Select from 5 brightness settings for both the flames and the ember bed.
- **Ember Bed Colors:** Customize the ember bed with 10 distinct colors.

# Highly Customizable Flame Effects



## 10 Ember Bed Colors



## 10 Downlight Colors



Image 4.2: Visual representation of the extensive customization options for flame, ember bed, and downlight colors, allowing users to create their desired ambiance.

## 4.3 Heat Function

The fireplace includes an optional heat function, ideal for heating spaces up to 400 square feet.

- **Temperature Range:** Set the desired room temperature between 64°F and 82°F (18°C - 28°C).
- **Year-Round Use:** The flame effects can operate independently of the heat function, allowing you to enjoy the ambiance throughout the year.



## Modern Fireside Comfort

Perfect for any season or occasion



400 Square  
Feet of Heating



Year Round  
Ambiance



64-82° F Adjustable  
Heat Settings

Image 4.3: The fireplace providing modern fireside comfort, highlighting its heating capacity for up to 400 sq ft, year-round ambiance capability, and adjustable heat settings.



Image 4.4: The fireplace's heating capabilities, featuring a 5000 BTU heater with adjustable temperatures and a heating coverage of 400 square feet.

#### 4.4 Smart Control (Wi-Fi & Voice)

Connect your fireplace to your home Wi-Fi network to enable smartphone app control and voice commands.

- **Tuya App:** Download the Tuya app to control the fireplace from your smartphone. This allows for remote adjustment of settings, power, and more.
- **Alexa Compatibility:** Integrate with Alexa for voice control. For example, say "Alexa, turn on the fireplace" or "Alexa, set fireplace temperature to 72 degrees."



Image 4.5: Demonstrating smart control features, including the Modern Ember smartphone app, remote control, and voice command integration with Alexa.

## 5. MAINTENANCE

Regular maintenance ensures optimal performance and longevity of your electric fireplace.

- **Cleaning:** Ensure the fireplace is turned off and unplugged before cleaning. Use a soft, damp cloth to clean the exterior surfaces. Do not use abrasive cleaners or sprays.
- **Ventilation Openings:** Periodically check and clean the air intake and exhaust openings to ensure they are free from dust and debris. Blocked openings can lead to overheating.
- **Light Bulbs:** The flame effect uses LED technology, which typically does not require replacement. If issues arise, consult the troubleshooting section or contact support.
- **Storage:** If storing the fireplace for an extended period, ensure it is clean, dry, and stored in a safe location away from extreme temperatures.

## 6. TROUBLESHOOTING

If you encounter issues with your fireplace, refer to the following common problems and solutions:

Problem	Possible Cause	Solution
Fireplace does not turn on.	No power, tripped circuit breaker, faulty remote/control panel.	Check power cord connection. Reset circuit breaker. Replace remote batteries. Try using the digital touch panel or app.
No heat output.	Heat function off, thermostat setting too low, blocked air vents.	Ensure heat function is enabled. Increase thermostat setting. Clear any obstructions from air vents.
Flame effect not working.	Flame effect off, LED issue.	Ensure flame effect is turned on and brightness is adjusted. If problem persists, contact customer support.
Remote control not working.	Dead batteries, obstruction, remote out of range.	Replace batteries. Ensure no obstructions between remote and fireplace sensor. Operate within recommended range.
Wi-Fi/App connectivity issues.	Incorrect Wi-Fi password, router issues, app not updated.	Verify Wi-Fi password. Restart router. Ensure app is updated to the latest version. Re-pair the device if necessary.

If the problem persists after attempting these solutions, please contact Modern Ember customer support.

## 7. SPECIFICATIONS

Feature	Detail
Brand	Modern Ember
Model Name	ME-HM33-TRAD (Highmark Traditional)
Product Dimensions	10.06"D x 33.8"W x 22.62"H
Material	Metal
Installation Type	Built-in
Power Source	AC
Heat Output	1500 Watts (5000 BTU)
Heating Coverage	Up to 400 sq ft
Special Features	4 Wiring Options, Alexa, Front Vent Heater, Multi-Color Flames, Smart Wifi Control
Included Components	Crystal Embers, Electric Fireplace Insert, Log, Remote Control
Item Weight	75.4 Pounds
UPC	810116826445

## 8. WARRANTY INFORMATION

This Modern Ember fireplace comes with a limited warranty. Please refer to the warranty documentation included with your purchase for specific terms, conditions, and duration. Retain your proof of purchase for warranty claims.

## 9. SUPPORT

For further assistance, technical support, or to view the full user manual, please visit the official Modern Ember store or download the PDF manual:

- **Official Store:** [Modern Ember Store](#)
- **User Manual (PDF):** [Download PDF Manual](#)