



**Cosmopolitan**  
FIREPLACES

**Phoenix Omnivue Series**  
**POV-44 • POV-56 • POV-68 • POV-80 • POV-96**  
**Installation, Operation and Maintenance Manual**

# User Instructions

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## Important Instructions

When using electrical heaters, 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 or using this heater.

This heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 3 feet (0.9m) from the front of the heater and keep them away from the sides and rear.

Extreme caution is necessary when any heater is used by or near children or disabled people and whenever the heater is left operating and unattended.

Do not operate any heater after it malfunctions, has been dropped, or damaged in any manner. Disconnect power at service panel and have heater inspected by an authorized technician or a reputable electrician before using.

To disconnect heater, turn controls to off and turn off power to heater circuit at main disconnect panel.

Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage the heater.

To prevent a possible fire, do not block air intakes or exhaust in any manner.

A heater has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint or flammable vapors or liquids are used or stored.

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.

### SAVE THESE INSTRUCTIONS

**WARNING:** Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Refer to this manual

**CAUTION:** Do not expose the heater to the elements (such as rain, etc). For assistance or additional information, consult a qualified installer.

Do not place clothing or other flammable material on or near firebox. Never place any objects on the fireplace.

Carefully supervise young children when they are in the room with fireplace.

Fireplace becomes very hot when running. Keep children and adults away from hot surfaces to avoid burns or clothing ignition. Fireplace will remain hot for a time after

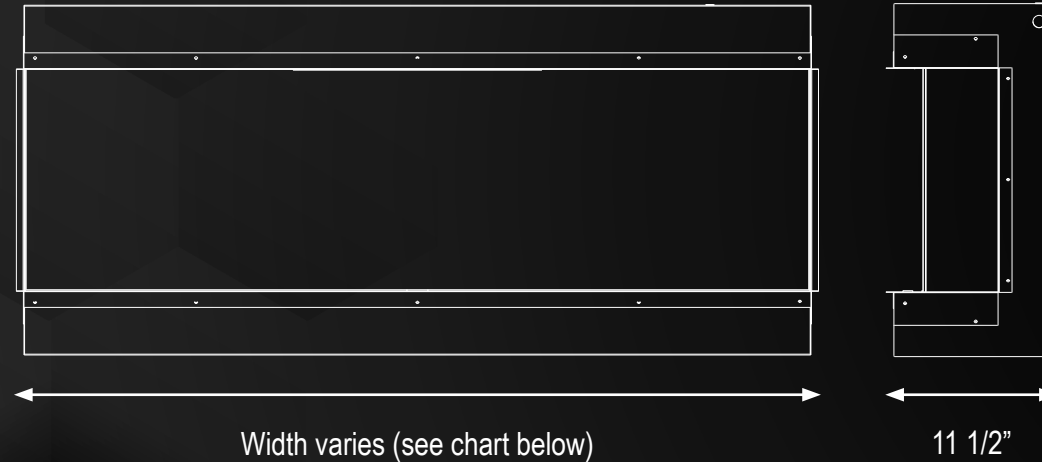
shutdown. Allow surfaces to cool before touching.

**CAUTION:** In order to avoid overheating, do not cover the heater.

# Appliance Data

	POV-44	POV-56	POV-68	POV-80	POV-96
<b>Volts/HZ Amps</b>	AC 120V 60Hz 14 Amps <i>Optional AC 240V 60Hz 14 Amps</i>	AC 120V 60Hz 14 Amps <i>Optional AC 240V 60Hz 14 Amps</i>	AC 120V 60Hz 14 Amps <i>Optional AC 240V 60Hz 14 Amps</i>	AC 120V 60Hz 14 Amps <i>Optional AC 240V 60Hz 14 Amps</i>	AC 120V 60Hz 14 Amps <i>Optional AC 240V 60Hz 14 Amps</i>
<b>Heater</b>	AC 120V 1500W <i>Optional AC 240V 3000W</i>	AC 120V 1500W <i>Optional AC 240V 3000W</i>	AC 120V 1500W <i>Optional AC 240V 3000W</i>	AC 120V 1500W <i>Optional AC 240V 3000W</i>	AC 120V 1500W <i>Optional AC 240V 3000W</i>
<b>Lamps</b>	LED DC 12V	LED DC 12V	LED DC 12V	LED DC 12V	LED DC 12V
<b>Rotor Motor</b>	AC 120V/60Hz 40mA 3.7W 18/15RPM CCW	AC 120V/60Hz 40mA 3.7W 18/15RPM CCW	AC 120V/60Hz 40mA 3.7W 18/15RPM CCW	AC 120V/60Hz 40mA 3.7W 18/15RPM CCW	AC 120V/60Hz 40mA 3.7W 18/15RPM CCW
<b>Shipping Size</b>	46 7/8" x 27" x 15 1/8"	58 5/8" x 27" x 15 1/8"	70 1/2" x 27 1/2" x 15 1/8"	82 1/2" x 27 1/2" x 15 1/4"	98 1/2" x 27 1/2" x 15 1/4"

24 7/8"  
(all models)



11 1/2"  
(all models)

Model	Viewing Area	Firebox Dimensions	Framing Dimensions
POV-44	42" W x 15 1/2" H	44 3/32" W x 24 7/8" H x 11 1/2" D	44 3/8" W x 25 1/4" H x 12" D
POV-56	54" W x 15 1/2" H	56 3/32" W x 24 7/8" H x 11 1/2" D	56 3/8" W x 25 1/4" H x 12" D
POV-68	66" W x 15 1/2" H	68 3/32" W x 24 7/8" H x 11 1/2" D	68 3/8" W x 25 1/4" H x 12" D
POV-80	78" W x 15 1/2" H	80 3/32" W x 24 7/8" H x 11 1/2" D	80 3/8" W x 25 1/4" H x 12" D
POV-96	94" W x 15 1/2" H	96 3/32" W x 24 7/8" H x 11 1/2" D	96 3/8" W x 25 1/4" H x 12" D

## Box Contents

Quantity	Item
1	Fire Unit
4	L-Metal Mounting Brackets
1	Remote
1	Wall Remote Touch Control
2	Side Covers
2	Side Glass Pieces
2	Suction Cups
1	Front Glass
1	Bag of Clear Acrylic Stones
1	Bag of Smoke Acrylic Crystals
1	Decorative Logset
1	Owner's Manual

## Pre-Installation

### Installing fireplace

Select a suitable location that is not susceptible to moisture and is a safe distance from drapes, furniture and high traffic areas. A qualified electrician should add a dedicated flexible 20 amp 120V circuit per local building codes. Run a second line for optional 10,000 BTU operation.

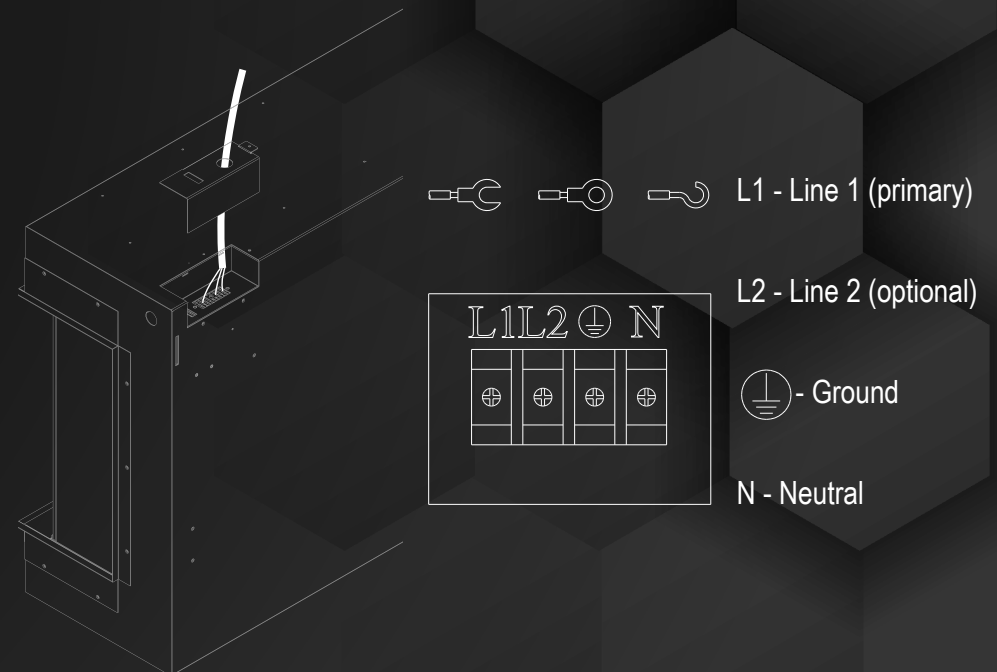
Note: Follow all national and local electrical codes.

This fireplace has a number of installation options. It can be installed fully recessed, half recessed, wall mounted with a floating cabinet or with a simple slide-in cabinet. In addition, the fully recessed option can be installed with all sides showing, 1 side showing, or flush.

To prepare for installation, connect the hard wire to the terminal block according to the diagram below. Choose any connector type according to local building code.

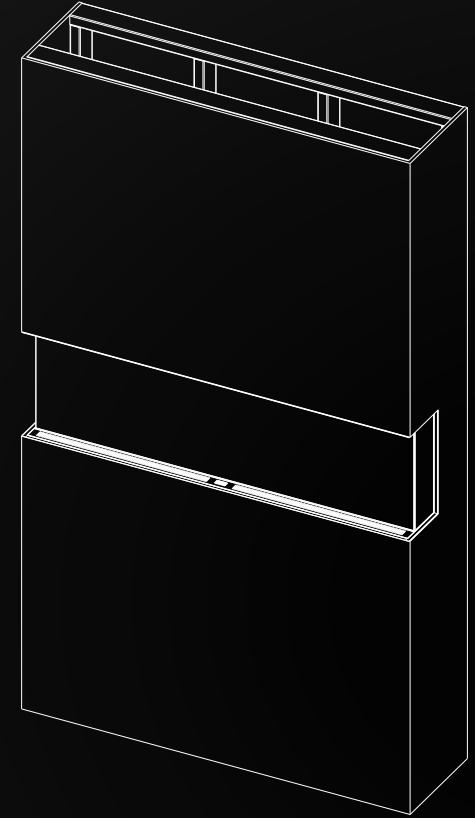
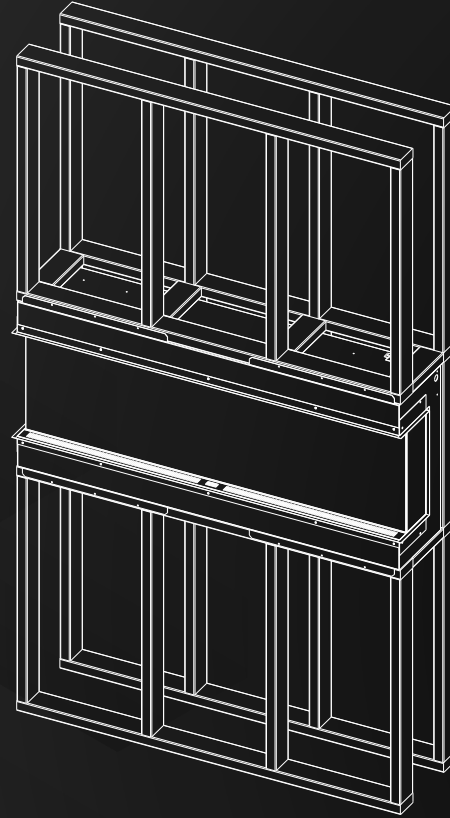
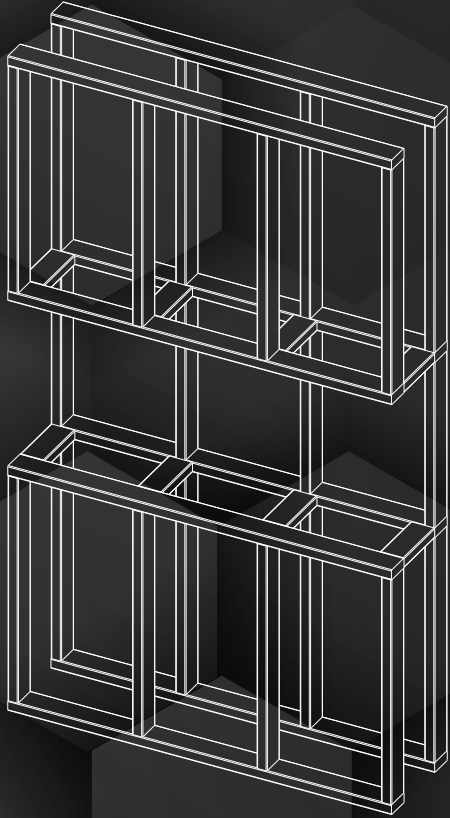
**CAUTION: Wear gloves and safety glasses for protection during installation and maintenance.**

**To be performed by a qualified electrician according to local building codes.**



# Installation

## 3-Sided Installation



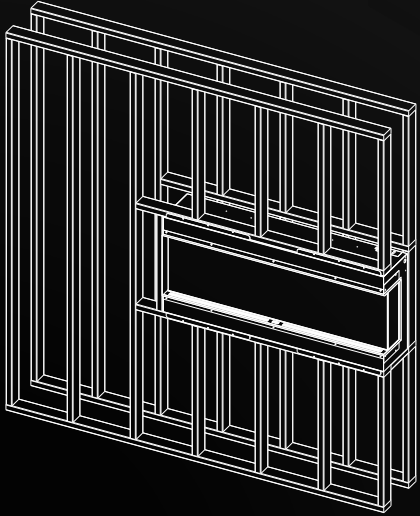
Model	W	H	D
POV-44	44 3/8"	25 1/4"	12"
POV-56	56 3/8"	25 1/4"	12"
POV-68	68 3/8"	25 1/4"	12"
POV-80	80 3/8"	25 1/4"	12"
POV-96	96 3/8"	25 1/4"	12"

1. Prepare the framed opening according to the chart above. Provide an electrical outlet on the back side of the framed opening, near the top right corner.

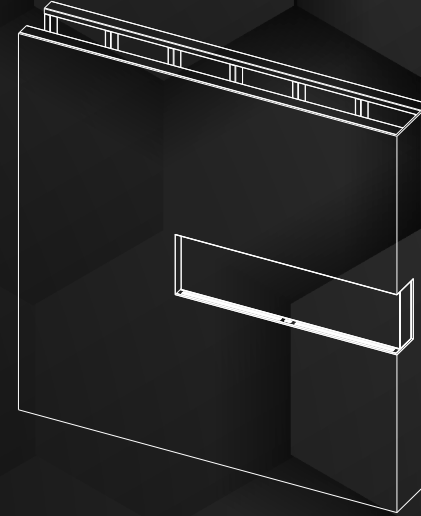
2. Install L Metal Nailing Flanges.
3. Install the fire unit in the framed opening with a minimum 1 1/4 drywall screws to secure the unit.

4. **Mask the exposed fire unit during the drywall process.** Install drywall to the drywall stops on the perimeter of the fire box. For more information on the drywall stops see the Product Guide on page 4. Decorate as desired.
5. Install the side and front glass pieces.

### Fully Recessed Installation - 1 Side

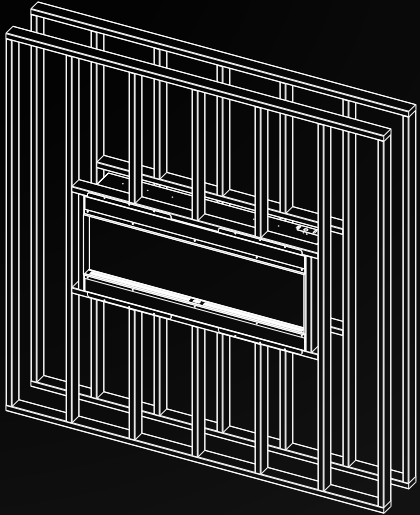


1. Follow steps 1 & 2 from the 3 sided installation instructions.
2. Remove the corresponding drywall stops according to your installation (in the example, the drywall stops on the left end would be removed.)
3. Install the side glass then the corresponding side cover according to your installation (the side glass must be installed before the metal side cover.)
4. Install the fire unit in the framed opening with a minimum 1 ¼ drywall screws to secure the unit.

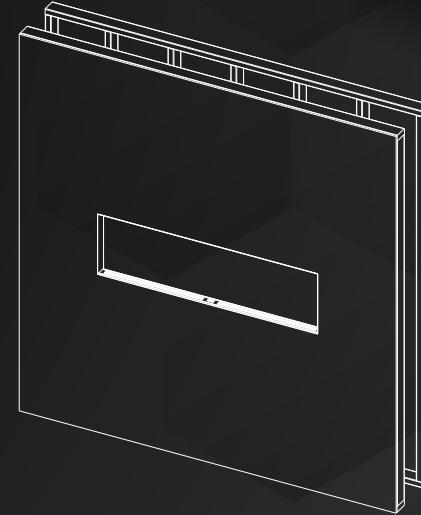


5. **Mask the exposed fire unit during the drywall process.** Install drywall to the drywall stops on the perimeter of the fire box. For more information on the drywall stops see the Product Guide on page 4. Decorate as desired.
6. Install the remaining side glass and front glass.

### Fully Recessed Flush Installation

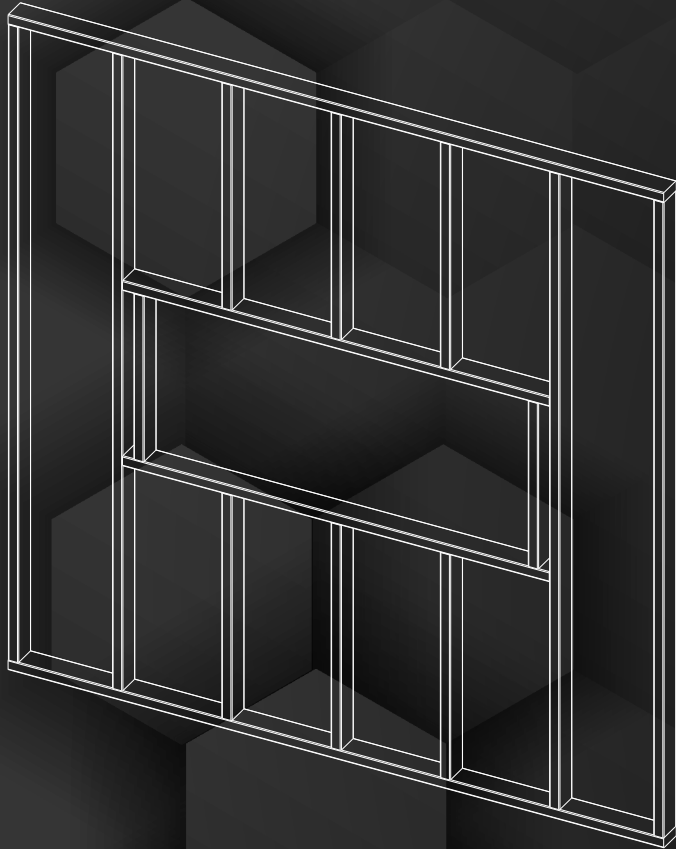


1. Follow steps 1 & 2 from the 3 sided installation instructions.
2. Remove the drywall stops on both sides of the fire unit.
3. Install the side glass then side covers on both sides of the fire unit (the side glass must be installed before the metal side cover.)
4. Install the fire unit in the framed opening with a minimum 1 ¼ drywall screws to secure the unit.

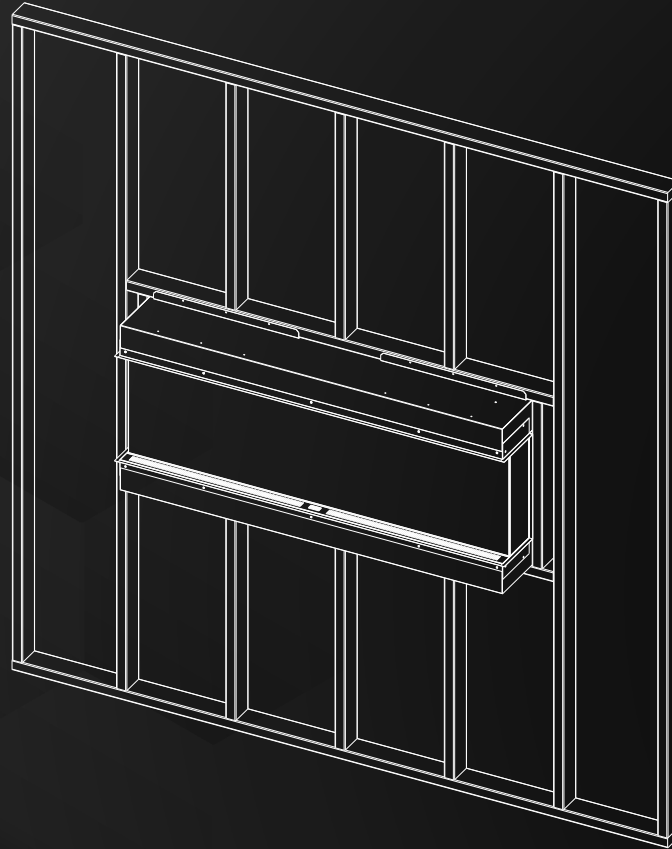


5. **Mask the exposed fire unit during the drywall process.** Install drywall to the drywall stops on the perimeter of the fire box. For more information on the drywall stops see the Product Guide on page 4. Decorate as desired.
6. Install the front glass.

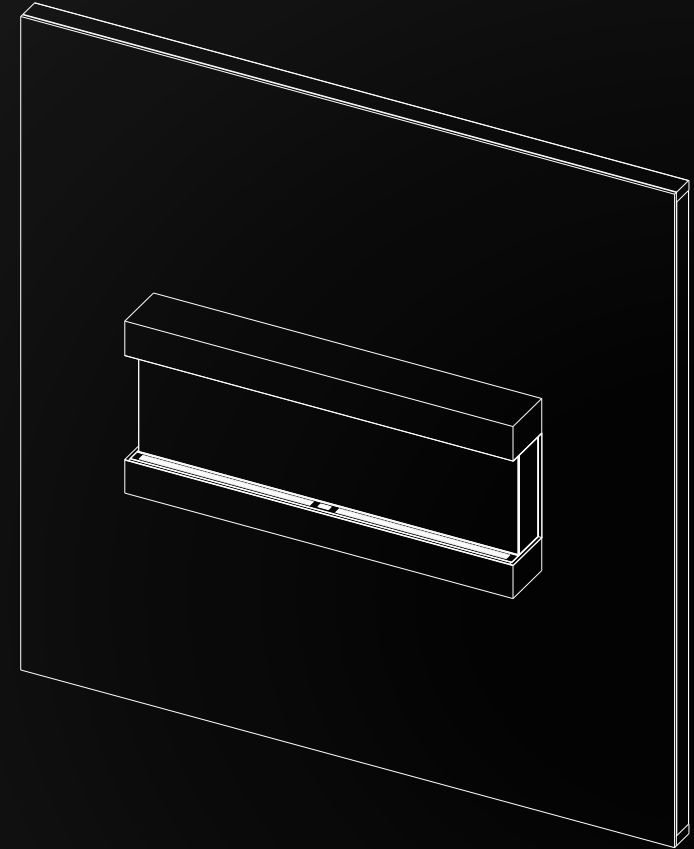
## Half Recessed Installation



1. This installation is optimized for a 2x4 framed wall. Prepare the framed opening according to the height and width of the chart on page 7. Provide an electrical outlet on the back side of the framed opening, near the top right corner.



2. Install L Metal Nailing Flanges.
3. Install the fire unit in the framed opening with a minimum 1 ¼ drywall screws to secure the unit.

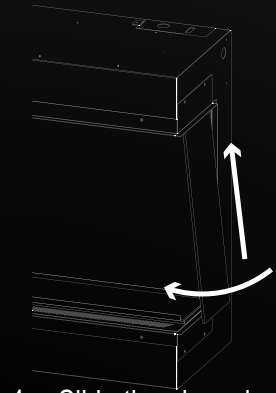


4. **Firebox must be covered with material of choice. Mask the exposed fire unit during this process.** Install drywall, tile or material of your choice to the drywall stops on the perimeter of the fire box. For more information on the drywall stops see the Product Guide on page 4. Decorate as desired.
5. Install the side and front glass pieces.

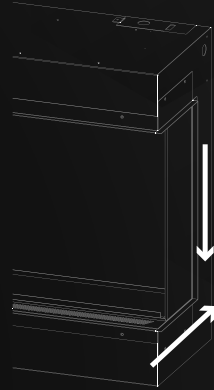


### Installing Side Glass

1. The unit has 2 channels on the top and bottom to hold the side glass.
2. Insert the glass at an angle in to the top channel.
3. Swing the bottom edge of the side glass in to the unit. See Figure 1.1.

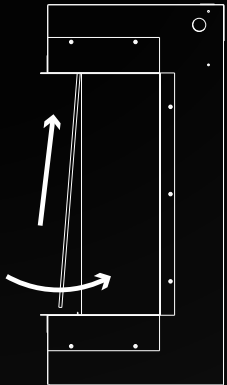


4. Slide the glass down in to the bottom channel.
5. Push the glass back as far as it will go to make installation of the front glass easier. See Figure 1.2.

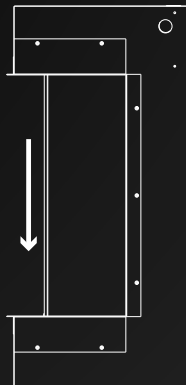


### Installing Front Glass

1. The unit has 2 channels on the top and bottom to hold the front glass.
2. Using the included suction cups, insert the glass at an angle in to the top channel.
3. Swing the bottom edge of the front glass in to the unit. See Figure 2.1.



4. Slide the glass down in to the bottom channel. See Figure 2.2



### Installing Optional Wall Mounted Touch Control

1. Locate 2-gang low voltage bracket within 20 feet (6m) of fireplace. Install according to manufacturer's instructions.
2. Remove glass face (attached with magnets) from metal bracket.
3. Attach the metal bracket to the low voltage bracket with the included screws.
4. Insert batteries (2 AAA) and replace the glass face.




### Wi-Fi Instructions





Scan the QR code for step by step instructions to setup Wi-Fi


# Operation


The unit has a main power switch just in front of the glass on the right hand side. A hand-held remote is included.


 **Power** This will cycle the machine on and off. Upon cycling power on, the machine will return to the settings it had when it was cycled off.


 **Reset** If the fireplace is on, this button will act as a reset and bring all colors back to the default orange color.


 **Heat** This will cycle the heater between high, low and off.


 **Fade** All zones of the fireplace will cycle through various demo modes - 7 & 3 color gradient/fade, 7 & 3 color jump, red/green/blue gradient.

 **Sync** Pressing the sync button will change all the colors of the fireplace (Flame, Ember Bed and Downlight) to match the current color of the flame setting.

 **Flame** This is a zone setting. Touching this button will allow you to change the color and brightness of the flame by using the color wheel and brightness slider.

 **Ember Bed** This is a zone setting that controls the color and brightness of the ember bed.

 **Downlight** This is a zone setting that controls the color and brightness of the downlight.

 **Color Wheel** This will cycle the selected zone through the colors of the color spectrum.


 **Brightness Slider** This will adjust the brightness of the selected zone.





## Manual Controls

The unit has manual controls located next to the power switch, just in front of the glass on the top right side.

Power indicator lights for wall switch as well as upper right corner of the main unit

 When the switch turns on, this orange pilot lamp turns on. It shows the fire is energized.

 The status light above shows that the power is on and the heater is on low.

 The status light above shows that the power is on and the heater is on high.

## Pairing remote:

1. With the fireplace ON press and hold the Power button for about 3 seconds until you hear the buzzer sound twice and the power indicators begin to flash.
  2. Within 5 seconds on the hand held remote or wall touch control press the Power button repeatedly until the buzzer sounds again and the indicators flash acknowledging that it has paired. You may also hear another buzzer and the pair is now completed.
- Pairing must be done within 5 seconds or the fireplace will time out of pairing mode.
  - To clear any paired remotes from the unit, locate then press and hold the reset button for 3 seconds. You should hear a buzzer letting you know the codes have been cleared so you can now pair a new remote or wall touch control. (The reset is located next to the manual controls and can be pressed with a paper clip.)



**Power**  
Turns unit on/off



**Heat**  
Cycles heat low/high/off



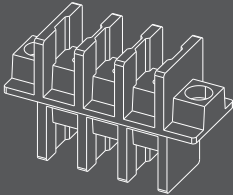
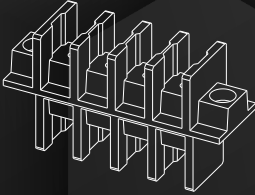
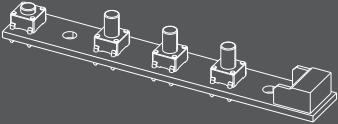
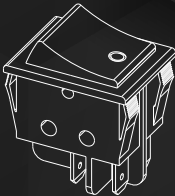
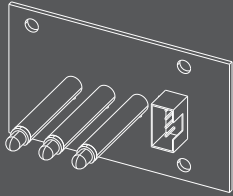
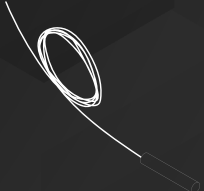
**Color**  
Changes fireplace color



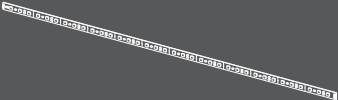
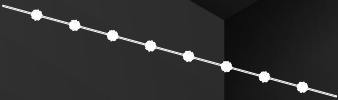
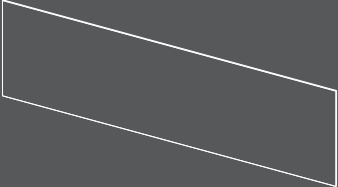
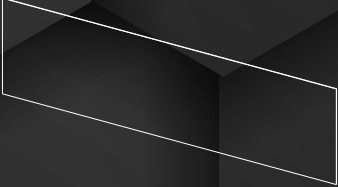



**Reset**  
Resets unit

## Service Parts

ITEM	PHOTO	DESCRIPTION
PCB		PRINTED CIRCUIT BOARD CONTROLS LOW VOLTAGE AND HIGH VOLTAGE FUNCTIONS AND TRANSFORMER
HF-230		HEATER FAN 120 V
PTC		PTC HEATER 120/240 V 1500/3000 WATTS
SM-230		SPINDLE MOTOR 120 V 50-60 HZ
RC		RF REMOTE CONTROL
WTC		WALL MOUNTED TOUCH CONTROL ASSEMBLY

ITEM	PHOTO	DESCRIPTION
TB-3		3 POLE TERMINAL BLOCK 120 V
TB-4		4 POLE TERMINAL BLOCK 120/240 V
MTC		MANUAL TOUCH CONTROL BOARD
PS		20 AMP POWER SWITCH
PIB		POWER INDICATOR BOARD
NTC		THERMOSTAT SENSOR

ITEM	PHOTO	DESCRIPTION
SG-C		SIDE GLASS CLEAR
FLED-44		RGB FLAME LED BAR SET
FLED-56		
FLED-68		
FLED-80		
FLED-96		
EB/DL-44		RGB EMBER BED/DOWNLIGHT LED STRIP
EB/DL-56		
EB/DL-68		
EB/DL-80		
EB/DL-96		
SR-44		SPINDLE ROD FOR FLAME AND EMBER BED
SR-56		
SR-68		
SR-80		
SR-96		
GF-44		FRONT GLASS
GF-56		
GF-68		
GF-80		
GF-96		
PS/F-44		FLAME SCREEN
PS/F-56		
PS/F-68		
PS/F-80		
PS/F-96		

ITEM	PHOTO	DESCRIPTION
PS/E-44		EMBER BED SCREEN
PS/E-56		
PS/E-68		
PS/E-80		
PS/E-96		

# Troubleshooting

Problem	Possible Cause	Corrective Action
Nothing comes on (touch screen, etc.)	A. Breaker tripped or circuit has no power	A. Reset breaker, test circuit for power
	B. Internal component is frozen and needs to be reset	B. Turn power off at the main breaker for 20 seconds. Turn power back on.
	C. Loose connection	C. Look for loose connection
	D. Defective component	D. Replace motherboard or touch control
Touch Screen Comes on - then nothing	A. Not operating touch control properly with finger	A. Press flat part of finger firmly on the touch screen and apply moderate pressure
	B. Loose connection on motherboard	B. Check functions with remote control. If functional, check connections on motherboard
	C. Motherboard is defective	C. Replace Motherboard
Fireplace turns off and will not turn back on	A. Fireplace has overheated and safety disc has snapped or circuit breaker has tripped	A. Turn the main breaker to the "off" position for 30 seconds. Next flip the breaker back into the "on" position.
Can operate fireplace functions with manual controls but not remote control	A. Low Batteries	A. Replace batteries in remote control with - CR2025
	B. Remote not paired properly	B. To pair remote, turn off the fire unit at the main power switch for 30 seconds. Hold the On/Off button on the remote while flipping the main power switch back to on. When the fire unit powers up, the remote will be paired.
	C. Remote control defective	C. Replace remote control
Heater does not provide heat when on	A. Wiring is loose	A. Disconnect unit from power source and inspect for loose connections
	B. Heater core is defective	B. Replace Heater Core
Flame is not visible when unit is turned on	A. Wiring is loose	A. Disconnect unit from power source and inspect for loose connections
	B. LEDs defective	B. Replace LEDs
	C. Motherboard is defective	C. Replace motherboard
Fireplace lights up but there is no flame image or flame image frozen	A. Wiring for motor is loose	A. Disconnect unit from power source and inspect for loose connections from motor
	B. Motor is defective	B. Replace motor
Fireplace is squeaking when flame image is on	A. Fireplace spindle/rod is contacting to metal	A. Apply lithium grease or any standard grease to contacts with rod and metal
	B. Motor is defective	B. Replace motor

## Frequently Asked Questions

Q. How do you change the optional Wall Touch Control to Fahrenheit/Celsius?

A. Long press on the up and down arrows on the fire unit to toggle between Fahrenheit and Celsius.

Q. What distance can the remote be used from the fireplace?

A. Optimal distance for the remote control is within 6 meters.

Q. Can you turn on the fireplace via the manual control and off via the remote (or vice versa)?

A. Yes.

Q. Does the fireplace need to be on a dedicated 20 amp circuit?

A. Yes.

Q. What thickness of sheetrock should be used for the recessed installation?

A. 12mm or 16mm, thinner is recommended for tile façade.

Q. How often do the batteries in the remote need to be replaced?

A. Annually, possibly more with heavy use.

Q. Is there a remote receiver in the fireplace that requires batteries?

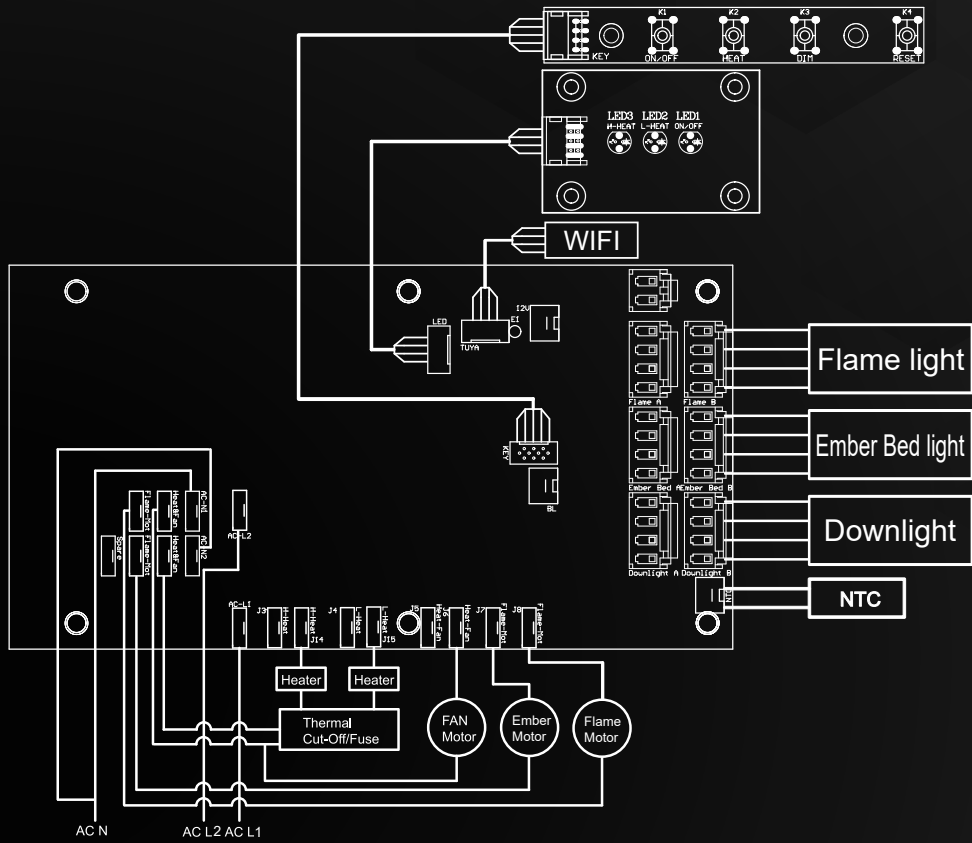
A. No, only the actual remote requires batteries. The rest of the fireplace runs entirely off of the main power supply.

## Cleaning and Maintenance

There is very little maintenance involved with your electric fireplace. Please follow the few points below:

- On a semi-annual basis unplug the machine from it's power source, wait for the heating element to cool and dust the fire unit with a dry cloth. Be careful not to brush any wires that may be exposed as you do this.
- To clean the glass face of the fireplace simply use your desired glass cleaner with paper towels.
- To clean the air inlets/outlets, wipe with a soft cloth or the nozzle of a vacuum cleaner
- Dust can easily build up around the heater area inside the fire unit, on the left and right sides. Take particular care to clean this area on a regular basis to prevent buildup.
- For long periods of inactivity, please unplug the fireplace and ensure the surrounding area remains dry.

# Wiring Diagram





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