

Northeast Series

Slide-In Linear Electric Fireplace

MODELS

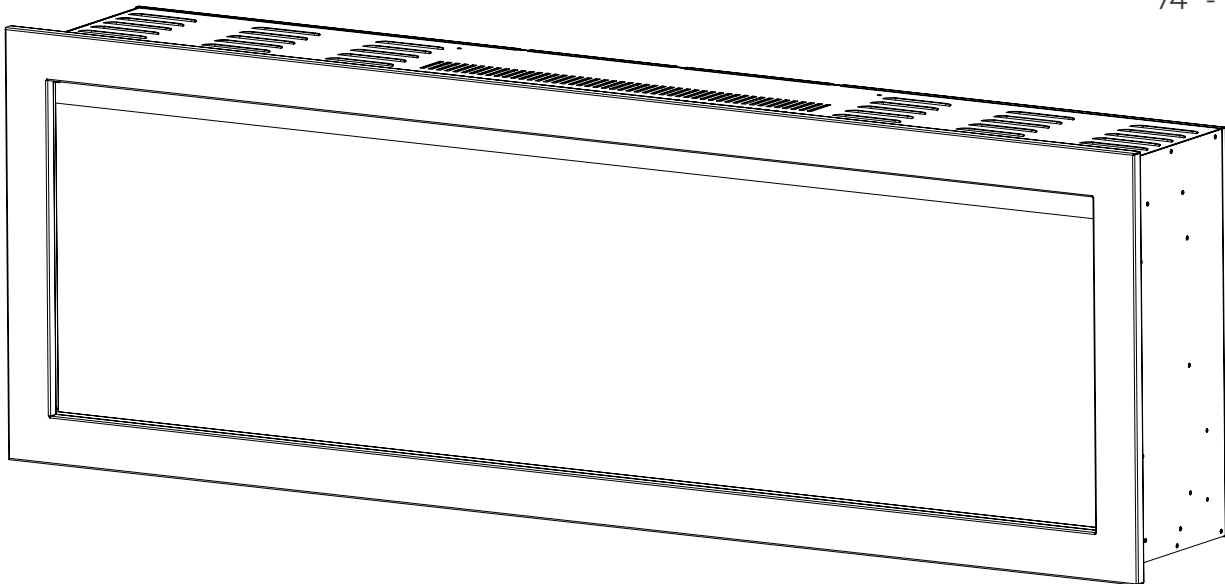
44" - NEL44

50" - NEL50

54" - NEL54

64" - NEL64

74" - NEL74

**AC 120V 60Hz 1500W****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 fire, 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.

For questions or assistance, please contact our support department.

support@sotaflame.com
(952) 686-6761

IMPORTANT SAFETY INFORMATION



- **Read all Instructions before using this heater!**
- This heater is **hot when in use**. To avoid burns, **DO NOT** let bare skin touch hot surfaces. If provided, use handles when moving this heater. 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 invalids and whenever the heater is left operating and unattended.
- **DO NOT** operate any heater with a damaged cord or plug, after it has malfunctioned, or if it has been dropped or damaged in any manner. Discard the heater or return it to an authorized service facility for examination and/or repair.
- **DO NOT** run power cord under carpeting. **DO NOT** cover power cord with throw rugs, runners, or similar coverings.
- **DO NOT** route power cord under furniture or appliances. Arrange power cord away from traffic area, and where it will not be tripped over.
- **Connect to properly grounded outlets ONLY.**
- **DO NOT** Insert or allow foreign objects to enter any ventilation or exhaust opening, as this may cause electric shock or fire, or damage the heater.
- To prevent a possible fire, **DO NOT** block air intakes or exhaust in any manner. Doing so could cause a fire. **DO NOT** use on soft surfaces, like a bed, where openings may become blocked.
- **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.
- **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.**
- **ALWAYS** plug heaters directly into a wall outlet/receptacle. **NEVER** use with an extension cord or relocatable power tap (outlet/power strip).
- **DO NOT place the heater near a bed** because objects such as pillows or blankets can fall off the bed and be ignited by the heater.
- **NEVER** use this heater in bathrooms, laundry rooms, or any other location where the heater could fall into a bathtub or pool, become damp, or come in contact with water.
- **AVOID FIRE!** Regularly inspect all air vents to make sure they are free from dust, lint, or other blockage. Unplug the unit and clean with a **vacuum ONLY. DO NOT rinse or get wet.**
- **ALWAYS** mount to wall bracket before use. **DO NOT** set on the floor, or other surface, to use.
- **NEVER** use a wall mount bracket from another manufacturer.
- This product is not intended to be a primary heat source. It is for supplemental heat only.
- **INDOOR use only! NEVER** use this heater outdoors! Doing so may result in electric shock!
- **Risk of electric shock! DO NOT OPEN!** No user-serviceable parts inside!
- **ALWAYS** turn this heater off before unplugging it from the outlet.
- **ALWAYS** disconnect this unit from the power supply before performing any assembly or cleaning, or before relocating the electric fireplace.
- **NEVER** leave this heater unattended. **ALWAYS** unplug this heater when not in use.
- **ALWAYS** store this heater in a dry location. **NEVER** use the fireplace if it has become wet.
- **NEVER** plug this heater into an outlet that is old, cracked, or has any loose wires or connections. Plugging this heater into a faulty outlet could result in electric arcing within the outlet that could cause the outlet to overheat or catch fire.
- **ALWAYS** check your heater cord and plug connections with each use!
 - i) **MAKE SURE** the plug fits tight in the outlet! Faulty wall outlet connections or loose plugs can cause the outlet to overheat.
 - ii) **Heaters draw more current** than small appliances. Overheating may occur even if it has not occurred with the use of other appliances.
 - iii) During use, **check frequently** to see if the **plug outlet or face plate is HOT.**
 - iv) If the outlet or face plate is **HOT, discontinue use immediately** and have a qualified electrician inspect and/or replace the faulty outlets.

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General Information

APPLIANCE CERTIFICATION

This fireplace has been tested in accordance with the CSA Standards for fixed and location-dedicated electric room appliances in the United States and Canada. If you need assistance during installation, please contact our technical support department

 Model No.: NEL54 Rated Voltage: ~120V Rated Frequency: 60Hz Rated Power: 1500W Serial No.: 054-20260203-NEL001 Date Code.: 2026.02	CAUTION – High temperature, keep electric cords, drapery, and other furnishings at least 3 feet (0.9 m) from the front of the heater and away from the side and rear. WARNING – Always disconnect the unit from the power supply before performing any cleaning, led light replacement, maintenance and relocating the electric fireplace.  Made in China
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Note: This fireplace must be electrically wired and grounded in accordance with local codes or, in the absence of local codes, with National Electric Code ANSI/NFPA 70-latest edition in the United States or the Canadian Electric Code, CSA C22.1 in Canada.

SERIAL NUMBER LABEL

Your fireplace shipping box contains a large label with smaller removable serial number labels. Please remove one of the serial number labels and place it on the back page of this manual for future reference. The fireplace also has a rating plate located behind the viewing glass on the interior top.



NEL54
Nordeast 54" Linear Electric Fireplace

Designed by SotaFlame LLC - Minnesota, USA


054-20251209-NEL001




1 99874 90151 0

NEL54

Serial No. 054-20251209-NEL001

NEL54

Serial No. 054-20251209-NEL001



DO NOT RETURN TO STORE!

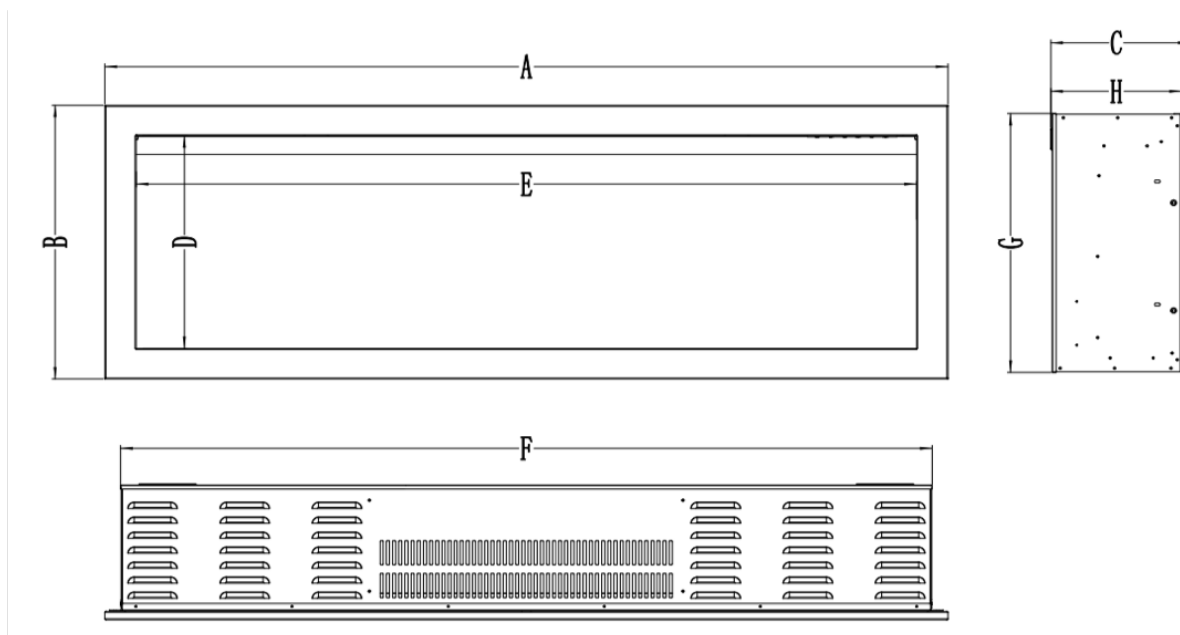


CALL US FIRST
For immediate help with installation, product information or if your product arrives damaged, please call us at:
(952) 686-6761
Or email us at:
support@sotaflame.com

OUR STAFF IS READY TO PROVIDE ASSISTANCE

SERIAL NUMBER LABEL

Fireplace Dimensions & Specifications



MODEL		A	B	C	D	E	F	G	H
NEL44	in	44	18	9	14	40	42	17	8-1/4
	mm	1117	457	227	355	1015	1066	432	212
NEL50	in	50	18	9	14	46	48	17	8-1/4
	mm	1270	457	227	355	1168	1219	432	212
NEL54	in	54	18	9	14	50	52	17	8-1/4
	mm	1371	457	227	355	1269	1320	432	212
NEL64	in	64	18	9	14	60	62	17	8-1/4
	mm	1625	457	227	355	1523	1574	432	212
NEL74	in	74	18	9	14	70	72	17	8-1/4
	mm	1879	457	227	355	1777	1828	432	212

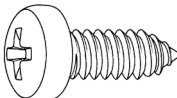
Specifications:

- Circuit: 15AMP, 120V / 60 Hz
- Electrical: Plug-in or hardwire
- Watts: 1500W
- BTUs: Up to 5000
- Voltage: 110V-120V
- Amperes: 12
- Cord Length: 74"

ACCESSORIES	ACCESSORY PART NUMBER	COMPATIBLE FIREPLACES
Oak & Ember Real Wood Log Set	OE-5060-L	NEL44, NEL50 NEL54, NEL64
Oak & Ember Real Wood Log Set	OE-7284-L	NEL74
Architectural Fire Spheres	AC-SPHERE-GR-7	NEL44, NEL50, NEL54
Architectural Fire Spheres	AC-SPHERE-GR-11	NEL64, NEL74

Before You Begin

PARTS AND HARDWARE

				
Ⓐ Wood Screw	Ⓑ Spare Fasteners	Ⓒ Remote Control & AAA Batteries	Ⓓ Black Glass Embers	
				
Ⓔ White Stones	Ⓕ Safety Gloves	Ⓖ Hardwire Cover Plate	Ⓗ Hardwire Strain Relief	Ⓘ Manual

UNPACKING AND SETUP

Remove all parts and hardware from the carton and place them on a clean, soft, dry surface. Check the parts list to make sure no parts are missing. If parts are missing, please contact our support team at (952) 686-6761.

NOTE: Do not let children play with the plastic bag. Dispose of packaging properly.



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**.

TOOLS NEEDED

Phillips screwdriver, level, square, tape measure, electric drill, 1/4" wood drill bit, hammer, gloves and safety glasses.

PREPARATION

This appliance is designed to be slide-in mounted (recessed into the wall). It is supplied with a 3-prong plug-in and can also be hardwired. 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.

Before You Begin

Testing the Fireplace Prior to Installation

Before installing the fireplace, test the fireplace to make sure that it operates properly. Plug the fireplace into an approved outlet and power on the fireplace. Reference the Operating Instructions section of this manual for detailed operating instructions. Once the fireplace is tested, continue with the installation.

ELECTRICAL CONNECTION REQUIREMENTS

Circuit Requirements:

A minimum 15AMP, 120V/60Hz grounded circuit is required (20AMP, 120V/60Hz recommended). The fireplace can either be plugged into a grounded 3-prong outlet or hardwired. Additional appliances on the same circuit as this appliance may exceed the current rating of that circuit. A dedicated circuit is not required, but is recommended to prevent circuit breaker trips or fuse failure.

3-prong Outlet Installation:

- Only use this fireplace on a 120V AC, 15-Amp grounded circuit. Never overload the circuit. If this fireplace trips the circuit breaker, unplug all other appliances on the same circuit before the next use. Avoid plugging other appliances into the same circuit as this fireplace.
- The outlet used must be accessible. Always check the fireplace plug and connections before each use.
- Never plug this fireplace into an outlet that is cracked or has any loose wires or connections. Plugging this fireplace into a faulty outlet could result in the outlet overheating or catching fire.
- Always plug this fireplace into a wall outlet or receptacle. Never plug this fireplace into a surge protector, extension cord, or relocatable power tap.
- Make sure this plug fits securely into the outlet. Faulty wall outlet connections or loose plugs can cause the outlet to overheat. If the outlet or faceplate is hot, discontinue use immediately and have a qualified electrician inspect and/or replace the faulty outlet.
- The power cord supplied with the heater has three prongs: two flat blades (live and neutral) and one round pin (ground). If a 3-slot receptacle is not available, an adapter **MUST** be used. The adapter **MUST** be properly grounded to the outlet box (see Figure A). Adapter **NOT INCLUDED**.

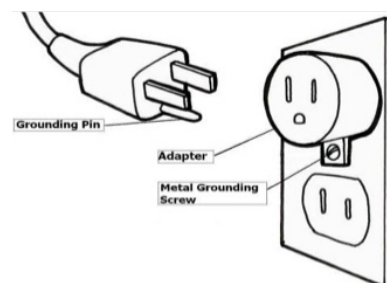


Figure A

Hard Wire Installation

WARNING

TURN OFF THE APPLIANCE COMPLETELY AND LET COOL BEFORE SERVICING. ONLY A QUALIFIED SERVICE PERSON SHOULD SERVICE AND REPAIR THIS ELECTRIC APPLIANCE.

If it is necessary to hard wire this appliance, a qualified electrician must remove the cord connection, and wire the appliance directly to the house wiring. 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.

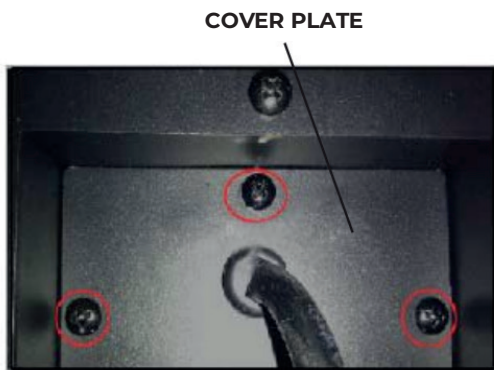


Fig 5-1



Fig 5-2

- A. Remove the cover plate from the right side bottom of the appliance by removing the three screws, as shown above. **(Fig 5-1)**
- B. Remove the wire connectors from the power cord. The power cord may be discarded. **(Fig 5-2)**
- C. Take the new cover plate, supplied in the hardware bag. Punch out the 7/8" (22.2mm) hole and 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) together, then the hot black wires (L) and then refer to **Fig 5-3**.
- E. Reinstall the cover plate using the three screws, as shown in **Fig 5-1**.

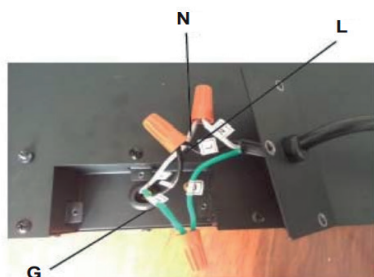


Fig 5-3



Installation Instructions

IMPORTANT

Always test fit the appliance into the opening with the front trim installed before finishing the wall to ensure proper trim coverage.

- Due to the many different materials used on different walls, it is highly recommended that you consult a qualified contractor.
- Select a location that is not prone to moisture and is located at least 36" away from combustible materials such as curtains, drapes, furniture, bedding, paper, etc.

IMPORTANT: Framing Height Accuracy

For best installation results, the framing opening height must closely match the specified dimension (B) shown in the framing table. Always test fit the appliance into the framing with the front trim installed to ensure there is enough trim coverage for the opening.

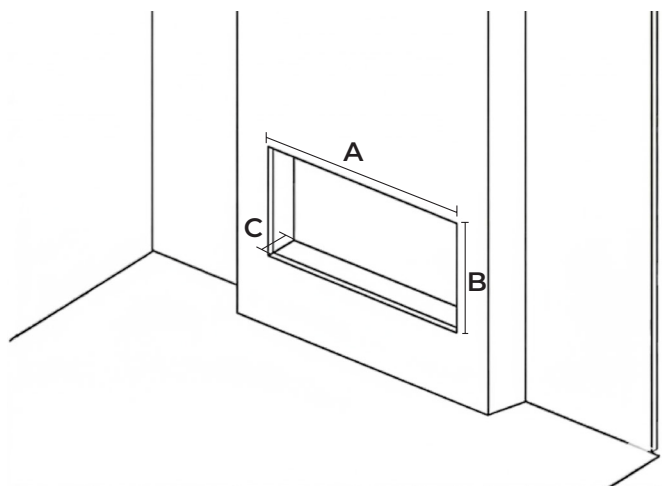
The decorative front trim provides limited coverage at the top of the wall opening. If the opening height is too large, the trim may not fully cover the finished wall edge. If the opening height is too small, the fireplace may be difficult to insert into the opening.

For optimal fit, the framing opening height should be within $\pm 1/8$ in (3 mm) of the specified dimension.

Installer Tips:

- Always test fit the fireplace into the framing before finishing the wall and ensure the front trim will fully cover the opening when installed.
- If the opening height is slightly too small, carefully remove material from the framing as needed.
- If the opening height is slightly too large, install a shim beneath the fireplace to achieve proper coverage when the trim is installed.

MODEL		A	B	C
NEL44	in	42-1/2	17-5/16	9
	mm	1080	440	229
NEL50	in	48-1/2	17-5/16	9
	mm	1232	440	229
NEL54	in	52-1/2	17-5/16	9
	mm	1334	440	229
NEL64	in	62-1/2	17-5/16	9
	mm	1588	440	229
NEL74	in	72-1/2	17-5/16	9
	mm	1842	440	229



Installation Instructions

REMOVE THE FRONT TRIM

- ① Remove the top screw from both interior sides of the front trim. (Fig. 1-1).
- ② Carefully lift the front trim up and away from the appliance (Fig. 1-2). Place it face down on a soft, non-abrasive surface or carefully back in the fireplace box

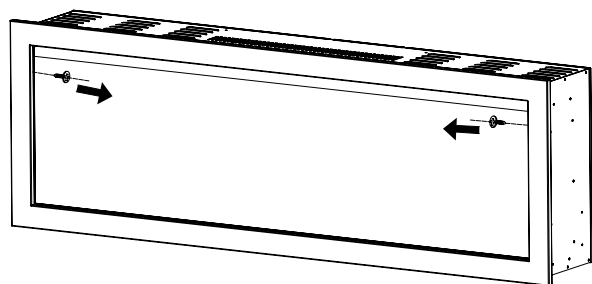


Figure. 1-1

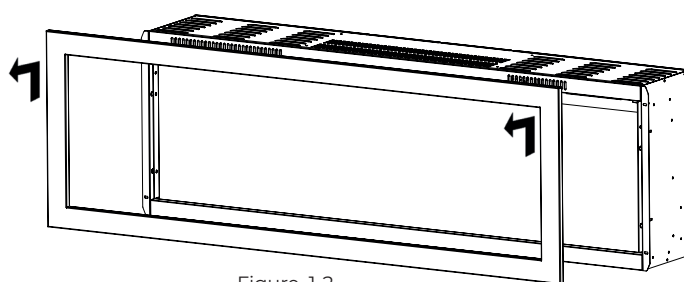


Figure. 1-2

- ② To reinstall the front trim, reverse these steps.

REMOVE THE FRONT GLASS PANEL

- ① Support the front glass with one hand to prevent it from falling. Remove the four (4) screws from the top of the glass and set them aside (Fig. 2-1).
- ② Carefully lift the front glass up and away from the appliance (Fig. 2-2). Place it face down on a soft, non-abrasive surface.
- ③ To reinstall the front glass, reverse these steps.

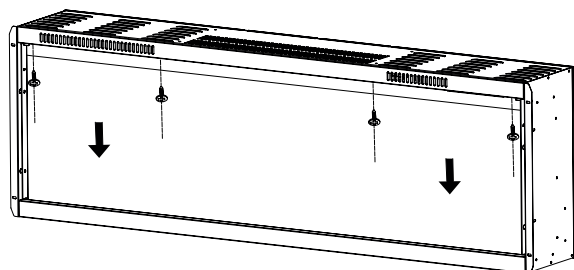


Figure. 2-1

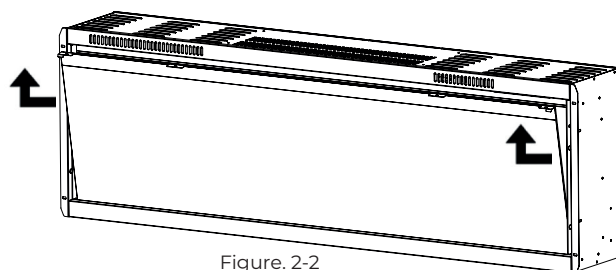


Figure. 2-2

Installation Instructions

RECESS THE FIREPLACE INTO THE WALL

- ① Remove the interior side panel covers from both sides of the appliance by removing the two (2) screws on each side (Fig. 3-1). Retain the screws and interior side panels for reinstallation.
- ② Insert the fireplace into the finished opening, ensuring the unit is flush with the finished wall surface (Fig. 3-2).
- ③ Secure the fireplace using four wood screws (A) through the interior side mounting holes shown (Fig. 3-3). Alternatively, the appliance may be secured using the mounting holes on the front bracket.
- ④ Reattach the interior side panel covers removed in step 1.
- ⑤ Install the desired ember bed media into the ember bed. Reinstall the front glass panel and front trim. (See ember bed media installation section for details.)

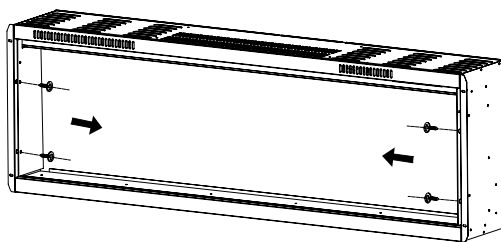


Figure. 3-1

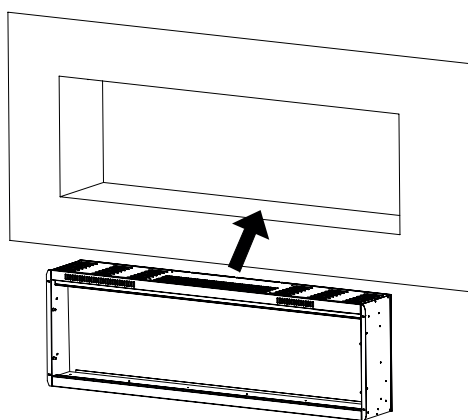


Figure. 3-2

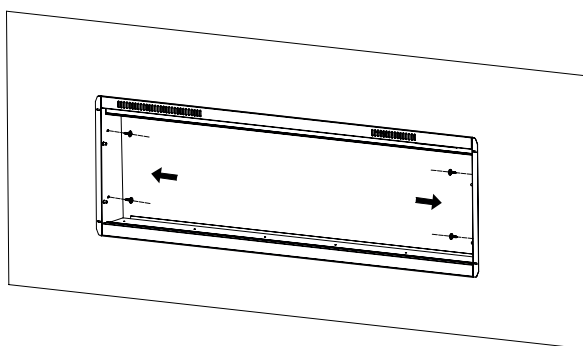


Figure. 3-3

Installation Instructions

EMBER BED MEDIA INSTALLATION

The Nordeast fireplace includes both black glass embers and white stones.

For installation of the Oak & Ember™ Real Wood Log Set accessory kit, refer to the instructions included with that kit.

1. Remove the front trim and front glass panel. Ensure the appliance is fully installed and secured in its final location before installing ember bed media.
2. Evenly distribute the selected ember bed media across the ember tray, creating a uniform layer from side to side.
3. Reinstall the front glass panel and front trim.

Operation

METHODS OF OPERATION

This electric fireplace can be operated by the CONTROL PANEL, located on the upper right corner of the fireplace, by the battery-powered REMOTE CONTROL and by the SmartLife App.

OPTIMIZING YOUR FLAME PRESENTATION

Flame appearance is highly subjective, and the ideal settings may vary depending on room lighting, viewing angle, and personal preference. The Nordeast fireplace includes multiple adjustable lighting features to help you create your preferred ambiance.

All lighting effects include adjustable brightness levels that can be modified using the + / – buttons on the remote control or control panel, or with the SmartLife App.

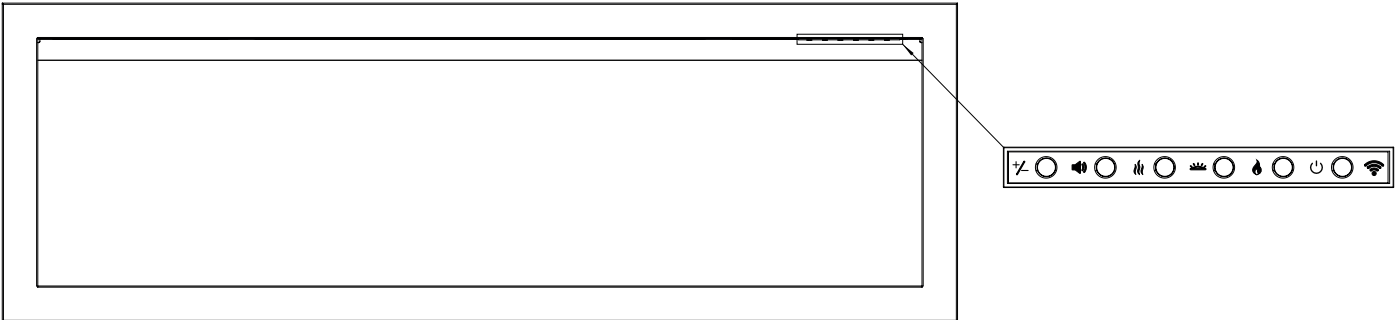
Helpful Tips:

- **Adjust brightness based on room lighting:**
In rooms with limited natural light, the flame effect often appears more natural at lower brightness settings.
- **Flame brightness affects ember reflections:**
Higher flame brightness levels may increase reflections from the ember bed within the flame screen. Adjusting brightness can help balance the overall appearance.
- **Use downlighting to highlight your fuel bed:**
The downlights illuminate ember bed media and logs, preventing them from appearing too dark. However, subtle lighting typically produces the most natural look.
- **Enhance realism with LiveEmber™ motion:**
Enable the LiveEmber™ Dynamic Motion Ember Bed feature to introduce gentle movement within the ember bed for a more natural fireplace effect.

Operation

CONTROL PANEL OPERATION

ICON	TITLE	FUNCTION
	Power	Press the POWER button to turn the appliance ON and OFF.
	Flame	Press the FLAME button to cycle through the 8 flame colors. Use +/- to adjust brightness.
	Ember Bed	Press the EMBER BED button to cycle through ember bed colors, rotating color mode, and OFF. Use +/- to adjust brightness.
	Heater	Press the HEATER button to cycle between Heater Lo, Heater HI, and OFF. Press and hold for 5 seconds to lock or unlock the heater and thermostat controls.
	Sound	Press the SOUND button to cycle through sound effects and OFF. Use +/- to adjust volume.
	+/-	Within 10 seconds of pressing FLAME, EMBER BED, or SOUND, each press of + or – adjusts the level by one step. After the maximum level is reached, the next press returns to Level 1.



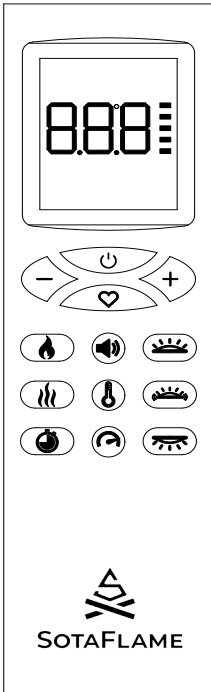
Operation

REMOTE CONTROL OPERATION

To improve operation of the remote control, 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.

REMOTE CONTROL BATTERY INFORMATION

The REMOTE CONTROL uses 2 AAA batteries.

	ICON	TITLE	FUNCTION
		Power	Press the POWER button to turn the appliance ON or OFF. Press and hold for 5 seconds to enter WiFi pairing mode.
		+/-	Press + or - to adjust settings for the selected function. After pressing FLAME, DOWNLIGHT, SOUND, EMBER BED, TIMER, or THERMOSTAT, use +/- within 10 seconds to adjust the selected setting.
		Favorite	Press and hold the FAVORITE button for 5 seconds to save your preferred flame, lighting, and sound settings. (Heater and thermostat settings are not saved.) Press the FAVORITE button once to recall saved settings.
		Flame	Press the FLAME button to cycle through the 8 flame colors. Use +/- to adjust flame brightness.
		Heater	Press the HEATER button to cycle between Heater Lo, Heater HI, and OFF. Press and hold for 5 seconds to lock or unlock the heater and thermostat controls.
		Ember Bed	Press the EMBER BED button to cycle through ember bed colors, rotating color mode, and OFF. Use +/- to adjust ember bed brightness.
		Dynamic Ember Bed	Press the DYNAMIC EMBER BED button to toggle the dynamic motion ember effect ON or OFF.
		Downlight	Press the DOWNLIGHT button to cycle through Orange, White, Yellow and OFF. Use +/- to adjust brightness.
		Timer	Press the TIMER button to turn the timer ON or OFF. Use +/- to set the timer duration. The timer starts at 0.5 hours and increases in 0.5 hour increments.
		Sound	Press the SOUND button to cycle through sound effects and OFF. Use +/- to adjust volume
		Thermostat	Press the THERMOSTAT button to toggle the thermostat ON or OFF. Use +/- to increase or decrease the temperature set point. Press and hold the THERMOSTAT button for 5 seconds to switch between Celsius and Fahrenheit.
		Flame Speed	Press the FLAME SPEED button to cycle through the flame speed settings.

Operation

TEMPERATURE LIMITED CONTROL SWITCH

This heater is equipped with a Temperature Limiting Control. Before the heater reaches an unsafe temperature, it will automatically turn OFF.

To reset the heater:

1. Turn the unit OFF and unplug the power cord from the outlet or switch off at the breaker. Wait 5 minutes.
2. Inspect the fireplace to ensure the air vents are not blocked or clogged with dust or lint. If needed, use a vacuum to clean the vent openings.
3. Restore power and turn the unit ON.
4. If the problem continues, have the outlet and wiring inspected by a qualified professional. If the outlet is okay, please contact our technical support department.

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.
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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.
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Care and Maintenance



ALWAYS turn the heater **OFF** and **remove the power from the appliance before cleaning**, performing maintenance, or moving the 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**.

CLEANING

Metal:

- Clean with a soft cloth slightly dampened with mild soapy water.
- DO NOT use brass polish or household cleaners, as these may damage the metal trim.

Glass:

- Apply a quality glass cleaner to a cloth or paper towel, then wipe the glass surface. Dry thoroughly using a paper towel or lint-free cloth.
- NEVER use abrasive cleaners, liquid sprays, or any cleaner that could scratch the surface.

Vents:

- Use a vacuum or duster to remove dust and debris from the heater and vent areas.

Plastic:

- Wipe gently with a soft cloth slightly dampened with a mild dish soap and warm water solution.
- NEVER use abrasive cleaners, 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 **remove the power from the appliance before cleaning**, performing maintenance, or moving the 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 customer.

STORAGE

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

Warranty

SotaFlame LLC warrants that your product will be free from defects in materials and workmanship under normal use for two (2) years from the date of original purchase. If a defect occurs within this period, SotaFlame will, at its discretion, provide replacement parts or replace the product with a new or equivalent model. Replacement parts or products are covered for the remainder of the original warranty period or 90 days, whichever is longer.

This warranty does not cover damage caused by misuse, accidents, improper installation, unauthorized modifications, or operation not in accordance with product instructions. It also excludes normal wear and tear, cosmetic issues, and damage from exposure to water, moisture, or high humidity levels (greater than 65%).

If you believe your product has a defect, please contact support@sotaflame.com with proof of purchase and a description of the issue. For approved warranty claims, SotaFlame may require the defective product to be returned for inspection at SotaFlame's shipping expense.

SotaFlame will not be responsible for installation, labor, or any other expenses related to the reinstallation of the warranted part, and such expenses are not covered under warranty.

To the fullest extent permitted by law, SotaFlame LLC is not liable for incidental or consequential damages arising from the use or inability to use the product.

NOTES

DO NOT RETURN TO STORE!



CALL US FIRST

For immediate help with installation, product information or
if your product arrives damaged, please call us at:
(952) 686-6761

Or email us at:
support@sotaflame.com

OUR STAFF IS READY TO PROVIDE ASSISTANCE

SERIAL NUMBER LABEL