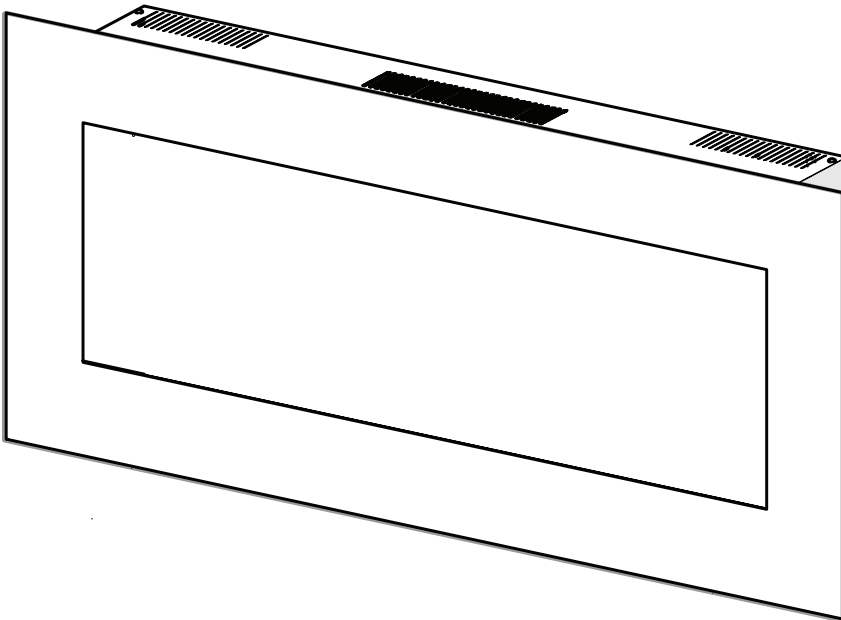




Better solutions through innovation

Service Manual



Model

DWF3651

DWF5252B

Part Number

6908492100

6909770159

IMPORTANT SAFETY INFORMATION: Always read this manual first before attempting to service this fireplace. For your safety, always comply with all warnings and safety instructions contained in this manual to prevent personal injury or property damage.

Dimplex North America Limited

1367 Industrial Road • Cambridge ON Canada N3H 4W3
1-888-346-7539 • www.dimplex.com

In keeping with our policy of continuous product development, we reserve the right to make changes without notice.

© 2016 Dimplex North America Limited

REV	PCN	DATE
00	-	13-JAN-16
01	-	3-MAY-16

7400930000R01

TABLE OF CONTENTS

Operation	3
Maintenance	4
Exploded Parts Diagram	5
Replacement Parts List	5
Wiring Diagram	6
Partially Reflective Glass Replacement	7
Switchboard Replacement	7
Display/Control Board Replacement	8
Power Cord Replacement	8
Relay Board Replacement	9
AC/DC Adapter Replacement	9
Heater Assembly Replacement	10
Flicker Rod Replacement	10
Flicker Motor Replacement	11
LED Light Strip Replacement	12
Troubleshooting Guide	13

Always use a qualified technician or service agency to repair this fireplace.

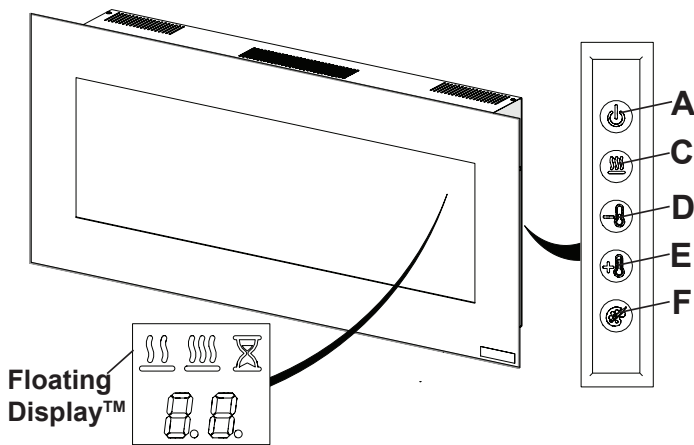
! NOTE: Procedures and techniques that are considered important enough to emphasize.

⚠ CAUTION: Procedures and techniques which, if not carefully followed, will result in damage to the equipment.

⚠ WARNING: Procedures and techniques which, if not carefully followed, will expose the user to the risk of fire, serious injury, or death.

OPERATION

Figure 1



The unit can be controlled by either the manual controls which are located on the right side of the fireplace or the remote (Figure 1 & 2).

The fireplace is supplied with an IR multifunction remote control.

! NOTE: To operate correctly, the remote control must be pointed towards the Floating Display™.

! NOTE: Before attempting any operation with the remote, pull the plastic insulator strip out from between the remote casing and battery cover.

A. Standby

Turns the unit On and Off.

→ Activated by pressing the Standby button on the remote or the unit.


- The unit will turn on with the same functions that it was set to when it was turned Off and the intake temperature will be indicated on the On Screen Display.

! NOTE: If the unit is turned off when the flame effect is Off, when the unit is turned back on the flame will be restored.

! NOTE: When any button is pressed the intake temperature will be displayed on the On Screen Display for 5 seconds.

B. Flame Effects



Turns the flame effect On and Off.

→ Activated by pressing the  button on the remote.



C. Heat ON/OFF

Cycles the unit sequentially through the 3 settings: Low Heat, High Heat and Off.

→ Activated by pressing the  button on the unit or the remote.

- Indicated by the  (low heat) or the  (high heat) icon and the intake temperature being displayed on the On Screen Display, for 5 seconds before turning off.



! NOTE: After the heater is switched off, there is a 60 second fan delay, where the fan will continue running before turning off.

! NOTE: The unit can be operated in **Heat Only Mode**. When the unit is only running with the heater, the  (low heat) or the  (high heat) icon and the intake temperature will continuously be displayed on the On Screen Display.



! NOTE: The heater may emit a slight, harmless odor when first used. This odor is a normal condition caused by initial heating of internal heater parts and will not occur again.

D & E. Thermostat Controls

Adjusts the temperature set point to your individual requirements. Once the desired set temperature is reached the heater will turn off. The heater will cycle on and off to maintain the desired set temperature. The default temperature setting is 72°F (22°C).



→ Adjusted by pressing the  to decrease the set point and the  to increase the set point on the remote.



- The On Screen Display will indicate the temperature set point as it is adjusted.

! NOTE: Holding the  button down, then press  on the unit, will change the temperature from °C to °F, or vice versa.

Disable Heat

If desired, depending on the season, the heater on the unit can be disabled. The unit will operate in the same fashion, with remainder of the controls.

Pressing the  and  buttons on the unit at the same time and holding for 2 seconds will disable and enable the heater.


! NOTE: When the heater has been disabled and either the  or the  is pressed the On Screen Display will indicate "--".

F. Color Themes

Different presets of ambient lighting color combinations contained in the unit.

→ Changed by repeatedly pressing the corresponding button on the remote or the unit.

- Cycles through the different preset ambient lighting settings of the unit, this includes different combinations of colors of the top lighting, flame base and media lighting (if applicable).

! NOTE: The last theme of the cycle is a prism where the unit cycles through a variety of colors. Pressing the  button stops the cycling and holds the unit on the preferred color, indicated by a solid circle. When the unit is on prism, and is cycling through the colors, a rotating circle will be displayed.

G. Brightness

Changes the brightness of the lights in the unit.


→ Adjusted by repeatedly pressing the corresponding button on the remote.


- Indicated by the second digit on the Floating Display™ changing to show: “H” (high), and “L” (low).

H. Sleep Timer

The Sleep Timer can be set to automatically shut off the fireplace after a preset time (from 30 minutes to 8 hours).

→ To set the timer press the timer button on the remote, repeatedly, until the desired time is displayed.

- The On Screen Display will display the different times as it is adjusted. Once the timer has begun, pressing the  button will display the time remaining before the unit turns Off.

! NOTE: The Sleep Timer can be cancelled at any time by pressing the  button repeatedly until the sleep timer displays nothing.

Resetting the Temperature Cutoff Switch

Should the heater overheat, an automatic cut out will turn the heater off and it will not come back on without being reset. It can be reset by unplugging the unit and waiting 5 minutes before plugging the unit back in.

! CAUTION: If you need to continuously reset the heater, unplug the unit and call technical support at 1-888-346-7539.

Remote Control Battery Replacement

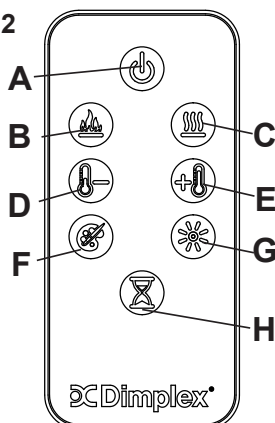
To replace the battery:

1. Slide battery cover open on the remote control. Correctly install one 3 Volt (CR2032 [longer life] or CR2025) battery in the battery holder.
2. Close the battery cover.



Battery must be recycled or disposed of properly. Check with your Local Authority or Retailer for recycling advice in your area

Figure 2



MAINTENANCE

! WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electric shock or damage to persons.

Partially Reflective Glass Cleaning

The Partially Reflective Glass is cleaned in the factory during the assembly operation. During shipment, installation, handling, etc., the Partially Reflective Glass may collect dust particles; these can be removed by dusting lightly with a clean dry cloth.

To remove fingerprints or other marks, the Partially Reflective Glass can be cleaned with a damp cloth. The Partially Reflective Glass should be completely dried with a lint free cloth to prevent water spots. To prevent scratching, do not use abrasive cleaners.

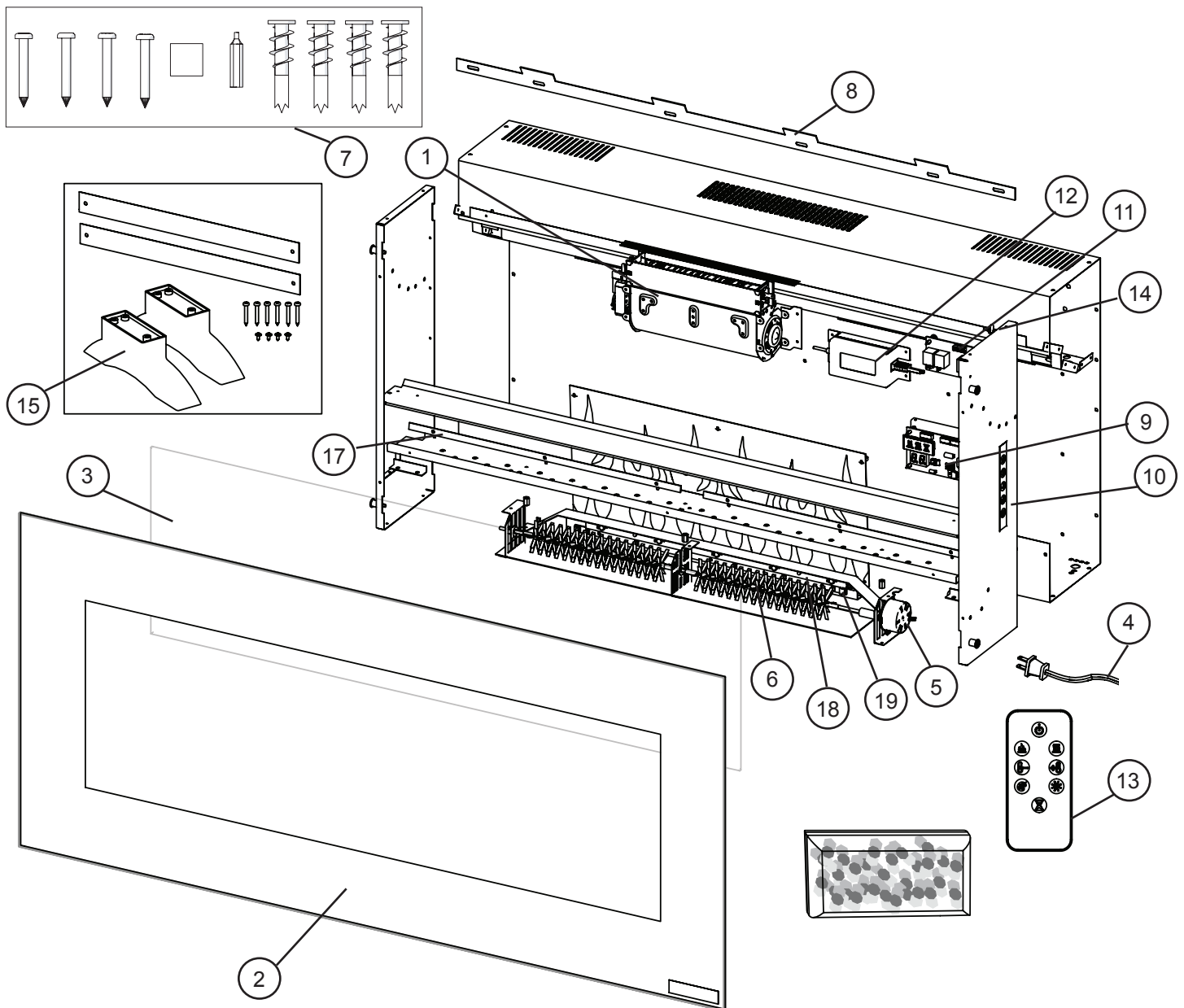
Fireplace Surface Cleaning

Use only a damp cloth to clean painted surfaces of the fireplace. Do not use abrasive cleaners.

Servicing

Except for installation and cleaning described in this manual, an authorized service representative should perform any other servicing.

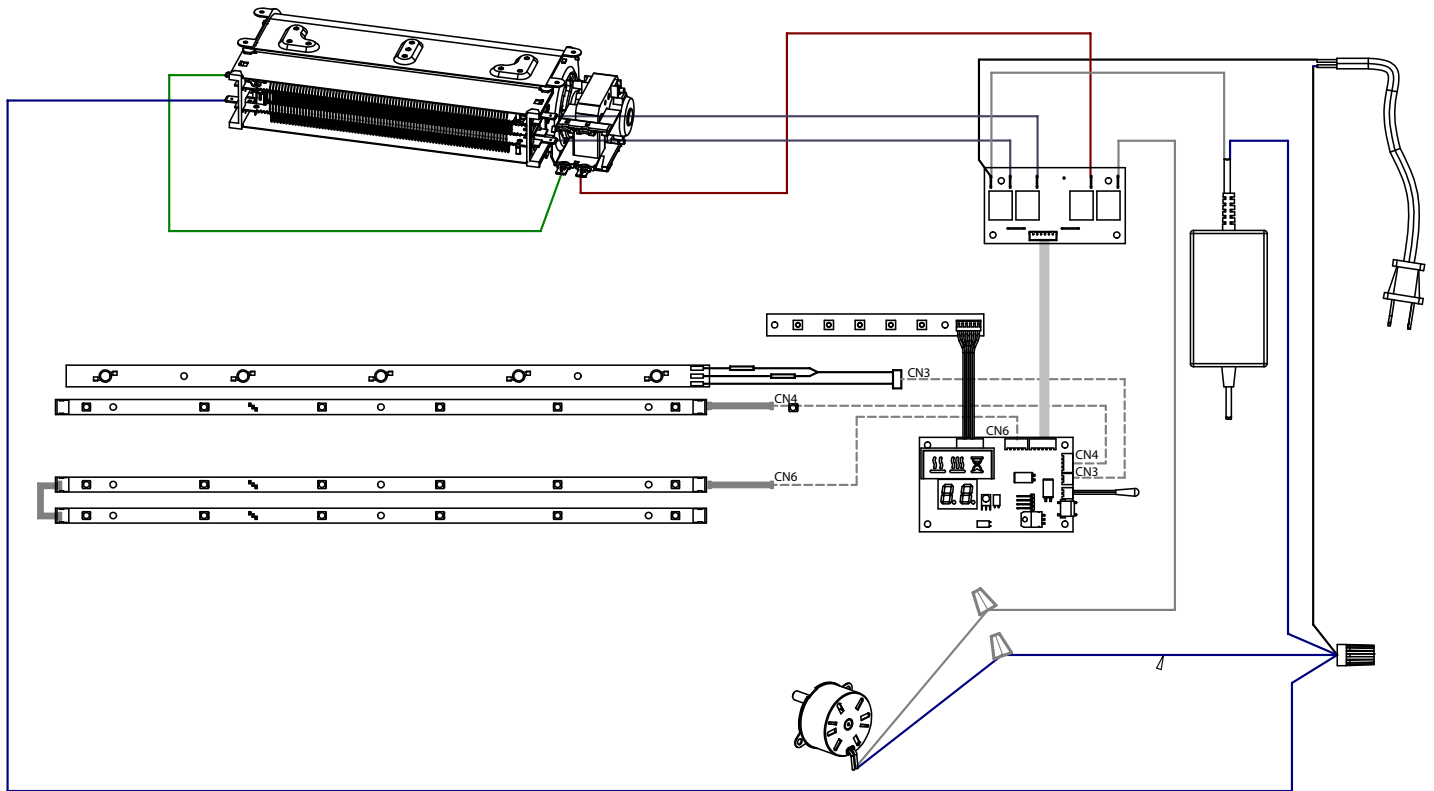
EXPLODED PARTS DIAGRAM



REPLACEMENT PARTS LIST

1. Heater Assembly (with Cutout)	2203610400RP	10. Switchboard	3001520100RP
2. Front Glass - DWF3651	5902440100RP	11. Relay Board	3001440200RP
DWF5252	5902410400RP	12. AC/DC Adapter	2100250100RP
3. Partially Reflective Glass	5902420100RP	13. Remote Control	6700520200RP
4. Power Cord	4100010900RP	14. Thermistor	3001560100RP
5. Flicker Motor	2000500100RP	15. Surface Mount Kit (DWF3651 only)	9601410100RP
6. Flicker Rod	5901070200RP	16. Acrylic Media	1400150100RP
7. Mounting Hardware Kit	9600350100RP	17. Media LED Set (RGB)	9601180100RP
8. Mounting Bracket	1017130259RP	18. Flame LED Light Assembly (Amber)	3001420200RP
9. Display/ Control Board	3001430200RP	19. Flame LED Light Assembly (RGB)	3001570200RP

WIRING DIAGRAM



PARTIALLY REFLECTIVE GLASS REPLACEMENT

Tools Required: Phillips head screwdriver

⚠ WARNING: If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠ WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. On either side of the firebox, remove the retaining screws and carefully remove the glass assembly from the rest of the assembly. (Figure 3)
2. Carefully remove the acrylic media from the front tray.
3. If applicable, remove the fireplace assembly from the wall by carefully lifting it upward, releasing it from the flanges of the wall-mounting bracket. (Figure 4).
4. Carefully set the unit upright on a flat working surface.
 - ! NOTE:** If necessary, lay a protective barrier between the unit and your work surface, (i.e. cloth, cardboard, thick plastic) to avoid scratching your work surface.
5. On the right end, with the switchboard, remove the ten screws around the outside of the end panel. (Figure 5)
6. Lay unit on its back and remove the remaining 9 screws from the end panel.

Figure 3

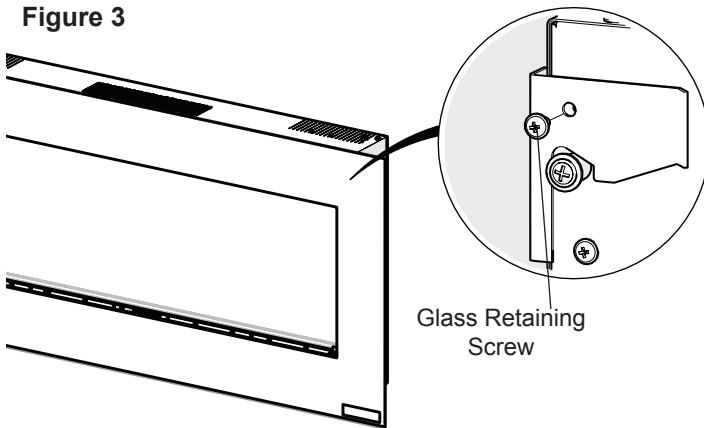
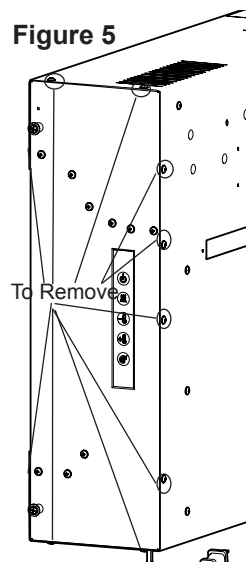
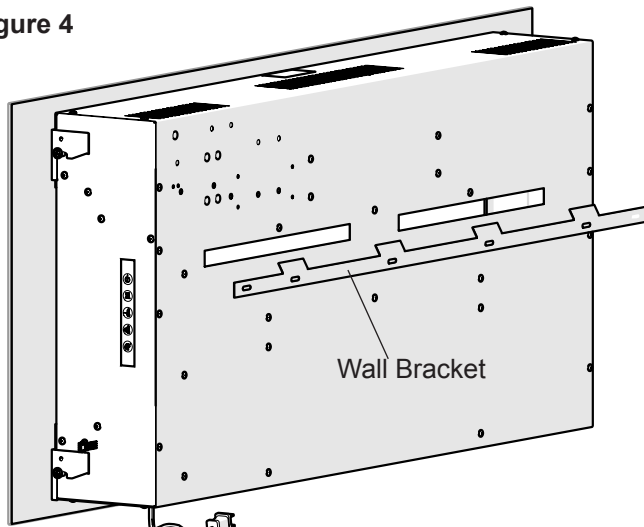


Figure 4



7. Remove the end panel being careful not to add any strain to the wires connecting to the switchboard.
8. Gently guide the partially reflective glass out the open side of the firebox and replace with new piece.
9. Re-assemble the remainder of the fireplace in reverse order from the instructions above.

! NOTE: Be sure that the flanges on the end panel are positioned on the interior of the outside panel of the fireplace.

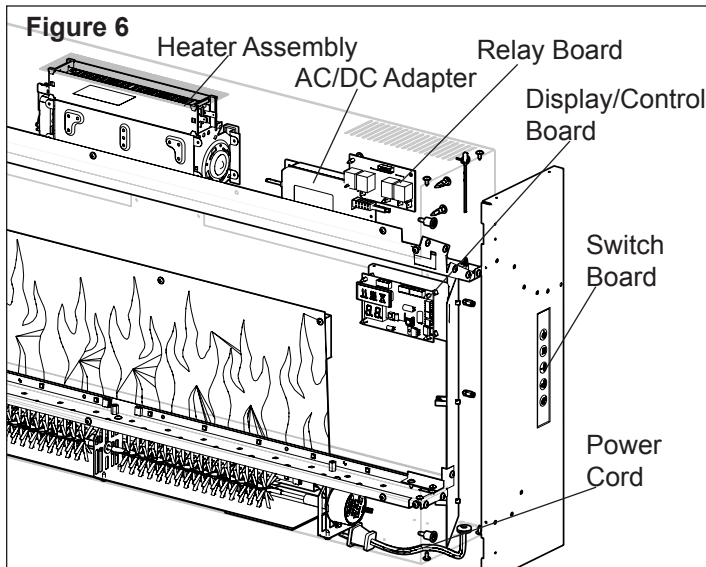
SWITCHBOARD REPLACEMENT

Tools Required: Phillips head screwdriver
Small adjustable wrench

⚠ WARNING: If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠ WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. On either side of the firebox, remove the retaining screws and carefully remove the glass assembly from the rest of the assembly. (Figure 3)
2. Carefully remove the acrylic media from the front tray.
3. If applicable, remove the fireplace assembly from the wall by carefully lifting it upward, releasing it from the flanges of the wall-mounting bracket. (Figure 4).
4. Carefully set the unit upright on a flat working surface.
 - ! NOTE:** If necessary, lay a protective barrier between the unit and your work surface, (i.e. cloth, cardboard, thick plastic) to avoid scratching your work surface.
5. On the right end, with the switchboard, remove the ten screws around the outside of the end panel. (Figure 5)
6. Lay unit on its back and remove the remaining 9 screws from the end panel.
7. Remove the end panel being careful not to add any strain to the wires connecting to the switchboard. (Figure 6)
8. Gently guide the partially reflective glass out the open side of the firebox.
9. Follow the switchboard wiring to the display/control board and replace the old connection with the new connection.
10. Locate and remove the defective switchboard.
11. Install the new switchboard.
12. Re-assemble the remainder of the fireplace in reverse order from the instructions above.



! NOTE: Be sure that the flanges on the end panel are positioned on the interior of the outside panel of the fireplace.

DISPLAY/CONTROL BOARD REPLACEMENT

Tools Required: Phillips head screwdriver

⚠ WARNING: If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠ WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. On either side of the firebox, remove the retaining screws and carefully remove the glass assembly from the rest of the assembly. (Figure 3)
2. Carefully remove the acrylic media from the front tray.
3. If applicable, remove the fireplace assembly from the wall by carefully lifting it upward, releasing it from the flanges of the wall-mounting bracket. (Figure 4).
4. Carefully set the unit upright on a flat working surface.

! NOTE: If necessary, lay a protective barrier between the unit and your work surface, (i.e. cloth, cardboard, thick plastic) to avoid scratching your work surface.
5. On the right end, with the switchboard, remove the ten screws around the outside of the end panel. (Figure 5)
6. Lay unit on its back and remove the remaining 9 screws from the end panel.
7. Remove the end panel being careful not to add any strain to the wires connecting to the switchboard.
8. Gently guide the partially reflective glass out the open side of the firebox.

! NOTE: The wires are grouped together with tie wraps, which may need to cut to easily access the different wires.

9. Locate the display/control board and remove the two screws that secure the assembly to the unit. (Figure 6)

10. Carefully transfer the wire connections from the original control board onto the new control board.

11. Re-assemble the fireplace in reverse order from the instructions above.

! NOTE: If any tie wraps were removed, replace and ensure that none of the wires are pinched during reassembly.

! NOTE: Be sure that the flanges on the end panel are positioned on the interior of the outside panel of the fireplace.

POWER CORD REPLACEMENT

Tools Required: Phillips head screwdriver
Needle-nose pliers
Flat Head Screwdriver

⚠ WARNING: If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠ WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. On either side of the firebox, remove the retaining screws and carefully remove the glass assembly from the rest of the assembly. (Figure 3)
2. Carefully remove the acrylic media from the front tray.
3. If applicable, remove the fireplace assembly from the wall by carefully lifting it upward, releasing it from the flanges of the wall-mounting bracket. (Figure 4).
4. Carefully set the unit upright on a flat working surface.

! NOTE: If necessary, lay a protective barrier between the unit and your work surface, (i.e. cloth, cardboard, thick plastic) to avoid scratching your work surface.
5. On the right end, with the switchboard, remove the ten screws around the outside of the end panel. (Figure 5)
6. Lay unit on its back and remove the remaining 9 screws from the end panel.
7. Remove the end panel being careful not to add any strain to the wires connecting to the switchboard.
8. Gently guide the partially reflective glass out the open side of the firebox.

! NOTE: The wires are grouped together with tie wraps, which may need to cut to easily access the different wires.
9. Follow the wiring from the power cord (Figure 6) up to the upper cavity of the unit, removing any tie wraps and remove the connections, taking note of the original locations.
10. With needle nosed pliers, squeeze and push the grommet securing the power cord out of the casing, going into the upper cavity of the unit.
11. Insert the new power cord and grommet, reattaching the wire with new tie wraps.
12. Reconnect the wires according to their original configuration.
13. Re-assemble the remainder of the fireplace in reverse

order from the instructions above.

! NOTE: If any tie wraps were removed, replace and ensure that none of the wires are pinched during reassembly.

! NOTE: Be sure that the flanges on the end panel are positioned on the interior of the outside panel of the fireplace.

RELAY BOARD REPLACEMENT

Tools Required: Phillips head screwdriver
Flat Head Screwdriver

⚠ WARNING: If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠ WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. On either side of the firebox, remove the retaining screws and carefully remove the glass assembly from the rest of the assembly. (Figure 3)
2. Carefully remove the acrylic media from the front tray.
3. If applicable, remove the fireplace assembly from the wall by carefully lifting it upward, releasing it from the flanges of the wall-mounting bracket. (Figure 4).
4. Carefully set the unit upright on a flat working surface.

! NOTE: If necessary, lay a protective barrier between the unit and your work surface, (i.e. cloth, cardboard, thick plastic) to avoid scratching your work surface.

5. On the right end, with the switchboard, remove the ten screws around the outside of the end panel. (Figure 5)
6. Lay unit on its back and remove the remaining 9 screws from the end panel.
7. Remove the end panel being careful not to add any strain to the wires connecting to the switchboard.
8. Gently guide the partially reflective glass out the open side of the firebox.

! NOTE: The wires are grouped together with tie wraps, which may need to cut to easily access the different wires.

9. Locate the display/control board and remove the two screws that secure the assembly to the unit.
10. Locate the relay board and carefully transfer the wire connections from the original board onto the new board.

! NOTE: For easier access the lower front panel can be removed by removing the 5 screws along the bottom of the front panel, the 3 screws along the back of the unit (Figure 7) and the 5 screws on the left hand panel.

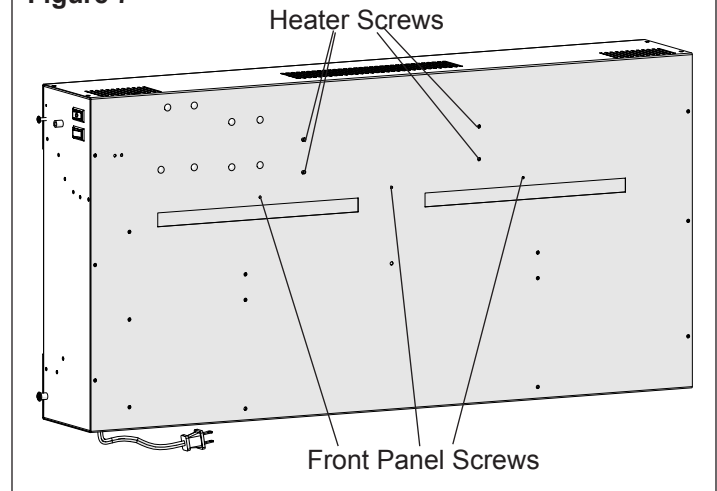
11. Reconnect the wires according to their original configuration.

12. Re-assemble the remainder of the fireplace in reverse order from the instructions above.

! NOTE: If any tie wraps were removed, replace and ensure that none of the wires are pinched during reassembly.

! NOTE: Be sure that the flanges on the end panel are positioned on the interior of the outside panel of the fire-

Figure 7



place.

AC/DC ADAPTER REPLACEMENT

Tools Required: Phillips head screwdriver
Flat Head Screwdriver

1. On either side of the firebox, remove the retaining screws and carefully remove the glass assembly from the rest of the assembly. (Figure 3)
 2. Carefully remove the acrylic media from the front tray.
 3. If applicable, remove the fireplace assembly from the wall by carefully lifting it upward, releasing it from the flanges of the wall-mounting bracket. (Figure 4).
 4. Carefully set the unit upright on a flat working surface.
- ! NOTE:** If necessary, lay a protective barrier between the unit and your work surface, (i.e. cloth, cardboard, thick plastic) to avoid scratching your work surface.
5. On the right end, with the switchboard, remove the ten screws around the outside of the end panel. (Figure 5)
 6. Lay unit on its back and remove the remaining 9 screws from the end panel.
 7. Remove the end panel being careful not to add any strain to the wires connecting to the switchboard.
 8. Gently guide the partially reflective glass out the open side of the firebox.

! NOTE: The wires are grouped together with tie wraps, which may need to cut to easily access the different wires.

9. Locate the display/control board and remove the two screws that secure the assembly to the unit.
10. Locate the relay board and carefully transfer the wire connections from the original board onto the new board.

! NOTE: For easier access the lower front panel can be removed by removing the 5 screws along the bottom of the front panel, the 3 screws along the back of the unit (Figure 7) and the 5 screws on the left hand panel.

11. Reconnect the wires according to their original configuration.

12. Re-assemble the remainder of the fireplace in reverse

order from the instructions above.

! NOTE: If any tie wraps were removed, replace and ensure that none of the wires are pinched during reassembly.

! NOTE: Be sure that the flanges on the end panel are positioned on the interior of the outside panel of the fireplace.

HEATER ASSEMBLY REPLACEMENT

Tools Required: Phillips head screwdriver
Flat Head Screwdriver

⚠ WARNING: If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠ WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. On either side of the firebox, remove the retaining screws and carefully remove the glass assembly from the rest of the assembly. (Figure 3)
2. Carefully remove the acrylic media from the front tray.
3. If applicable, remove the fireplace assembly from the wall by carefully lifting it upward, releasing it from the flanges of the wall-mounting bracket. (Figure 4).
4. Carefully set the unit upright on a flat working surface.

! NOTE: If necessary, lay a protective barrier between the unit and your work surface, (i.e. cloth, cardboard, thick plastic) to avoid scratching your work surface.

5. On the right end, with the switchboard, remove the ten screws around the outside of the end panel. (Figure 5)
6. Lay unit on its back and remove the remaining 9 screws from the end panel.
7. Remove the end panel being careful not to add any strain to the wires connecting to the switchboard.
8. Gently guide the partially reflective glass out the open side of the firebox.

! NOTE: The wires are grouped together with tie wraps, which may need to cut to easily access the different wires.

9. Remove the lower front panel by removing the 5 screws along the bottom of the front panel, the 3 screws along the back of the unit (Figure 7) and the 5 screws on the left hand panel.

10. Locate the display/control board and remove the two screws that secure the assembly to the unit, this will allow the lower front panel to be moved more out of the way for better access.

11. Locate the heater assembly and remove the 4 screws securing the assembly to the unit. (Figure 7)

! NOTE: There are a couple of small washers installed on the top two screws, these will need to be replaced when the new heater is installed.

12. Gently pull the heater assembly out of the upper cavity, and remove all of the wiring connections noting their original location.

13. Connect the wiring to the new heater assembly and replace the four screws to secure the assembly to the unit.

14. Re-assemble the remainder of the fireplace in reverse order from the instructions above.

! NOTE: If any tie wraps were removed, replace and ensure that none of the wires are pinched during reassembly.

! NOTE: Be sure that the flanges on the end panel are positioned on the interior of the outside panel of the fireplace.

FLICKER ROD REPLACEMENT

Tools Required: Phillips head screwdriver
Needle-nose pliers

⚠ WARNING: If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠ WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. On either side of the firebox, remove the retaining screws and carefully remove the glass assembly from the rest of the assembly. (Figure 3)
2. Carefully remove the acrylic media from the front tray.
3. If applicable, remove the fireplace assembly from the wall by carefully lifting it upward, releasing it from the flanges of the wall-mounting bracket. (Figure 4).
4. Carefully set the unit upright on a flat working surface.

! NOTE: If necessary, lay a protective barrier between the unit and your work surface, (i.e. cloth, cardboard, thick plastic) to avoid scratching your work surface.

5. On the right end, with the switchboard, remove the ten screws around the outside of the end panel. (Figure 5)
6. Lay unit on its back and remove the remaining 9 screws from the end panel.
7. Remove the end panel being careful not to add any strain to the wires connecting to the switchboard.
8. Gently guide the partially reflective glass out the open side of the firebox.

! NOTE: The wires are grouped together with tie wraps, which may need to cut to easily access the different wires.

9. Remove both sets of the 3 end panel screws and the 5 front screws that hold the Media Tray in place. (Figure 8)
10. Inside the lower cavity, locate the Flicker Motor and the Flicker Rod. The Flicker Rod can be removed by removing the brackets, the two that are attached together in the middle and the one at the end opposite the flicker motor. (Figure 9)

11. Once the screws that attach the brackets to the firebox have been removed, carefully pull and twist the rubber gasket and reflector rod off of the motor shaft, taking care not to bend the rod. If the rod gets bent, it may cause a rubbing noise once the fireplace is re-assembled.

Figure 8

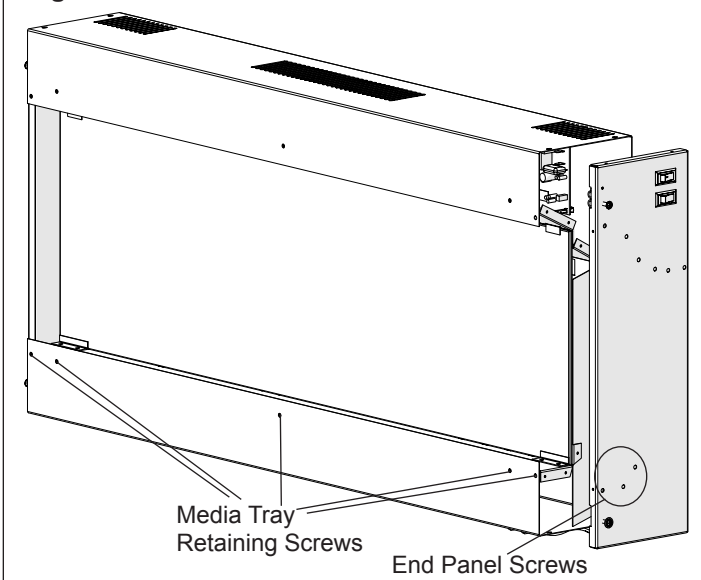
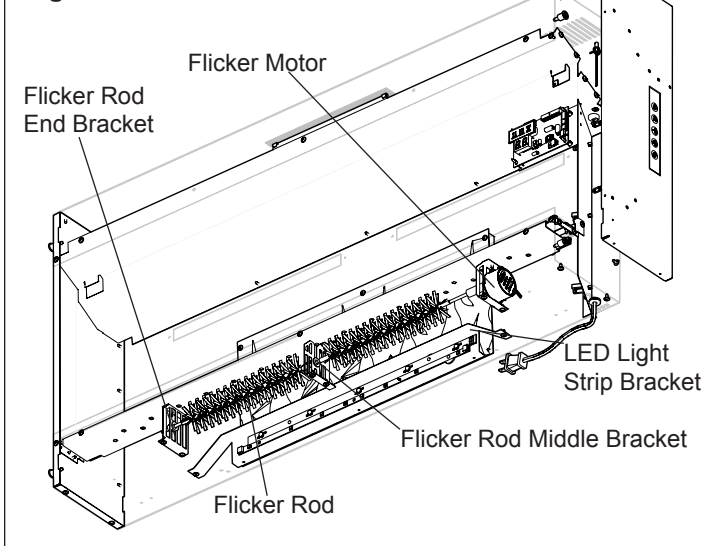


Figure 9



FLICKER MOTOR REPLACEMENT

Tools Required: Phillips head screwdriver
Flat head screwdriver
Needle-nose pliers

⚠ WARNING: If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠ WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. On either side of the firebox, remove the retaining screws and carefully remove the glass assembly from the rest of the assembly. (Figure 3)
2. Carefully remove the acrylic media from the front tray.
3. If applicable, remove the fireplace assembly from the wall by carefully lifting it upward, releasing it from the flanges of the wall-mounting bracket. (Figure 4).
4. Carefully set the unit upright on a flat working surface.
! NOTE: If necessary, lay a protective barrier between the unit and your work surface, (i.e. cloth, cardboard, thick plastic) to avoid scratching your work surface.
5. On the right end, with the switchboard, remove the ten screws around the outside of the end panel. (Figure 5)
6. Lay unit on its back and remove the remaining 9 screws from the end panel.
7. Remove the end panel being careful not to add any strain to the wires connecting to the switchboard.
8. Gently guide the partially reflective glass out the open side of the firebox.

! NOTE: The wires are grouped together with tie wraps, which may need to cut to easily access the different wires.

9. Remove both sets of the 3 end panel screws and the 5 front screws that hold the Media Tray in place. (Figure 8)

10. Inside the lower cavity, locate the Flicker Motor. Remove the 2 screws which secure the flicker motor to the mounting bracket and remove the motor. (Figure 9)

11. Carefully pull and twist the rubber gasket and reflector rod off of the motor shaft, taking care not to bend the rod. If the rod gets bent, it may cause a rubbing noise once the fireplace is re-assembled.

12. Disconnect the flicker motor wires from the wire connectors.

13. Remove the original flicker motor and remove the rubber barrier that mounts between the motor and the bracket.

14. Fit the rubber barrier onto the new flicker motor and mount the flicker motor onto the mounting bracket. Re-connect the rubber gasket and flicker rod to the flicker motor.

! NOTE: Ensure that the flicker rod is not bent and the bushing in the center of the flicker rod is completely set in the support bracket. The bushing must be properly aligned

12. At this point the whole assembly with the brackets can be removed from the unit. The end bracket can be removed from the end of the Flicker Rod and the screws holding the center bracket can be removed as well.

13. Replace the old Flicker Rod with the new one and reassemble in the reverse order.

! NOTE: Ensure that the flicker rod is not bent and the bushing in the center of the flicker rod is completely set in the support bracket. The bushing must be properly aligned for it to go all the way down into the bracket.

14. Re-assemble the remainder of the fireplace in reverse order from the instructions above.

! NOTE: If any tie wraps were removed, replace and ensure that none of the wires are pinched during reassembly.

! NOTE: Be sure that the flanges on the end panel are positioned on the interior of the outside panel of the fireplace.

for it to go all the way down into the bracket.

15. Reconnect the flicker motor wires, according to their original configuration.
16. Re-assemble the remainder of the fireplace in reverse order from the instructions above.

! **NOTE:** If any tie wraps were removed, replace and ensure that none of the wires are pinched during reassembly.

! **NOTE:** Be sure that the flanges on the end panel are positioned on the interior of the outside panel of the fireplace.

LED LIGHT STRIP REPLACEMENT

Tools Required: Phillips head screwdriver
Flat head screwdriver
Needle-nose pliers

⚠ **WARNING:** If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠ **WARNING:** Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. On either side of the firebox, remove the retaining screws and carefully remove the glass assembly from the rest of the assembly. (Figure 3)
2. Carefully remove the acrylic media from the front tray.
3. If applicable, remove the fireplace assembly from the wall by carefully lifting it upward, releasing it from the flanges of the wall-mounting bracket. (Figure 4).
4. Carefully set the unit upright on a flat working surface.
! **NOTE:** If necessary, lay a protective barrier between the unit and your work surface, (i.e. cloth, cardboard, thick plastic) to avoid scratching your work surface.
5. On the right end, with the switchboard, remove the ten screws around the outside of the end panel. (Figure 5)
6. Lay unit on its back and remove the remaining 9 screws from the end panel.
7. Remove the end panel being careful not to add any strain to the wires connecting to the switchboard.
8. Gently guide the partially reflective glass out the open side of the firebox.
! **NOTE:** The wires are grouped together with tie wraps, which may need to cut to easily access the different wires.
9. Remove both sets of the 3 end panel screws and the 5 front screws that hold the Media Tray in place. (Figure 8)
10. Remove the 5 screws that hold the LED light bracket onto the bottom of the firebox. (Figure 10)
11. Remove the 2 screws holding the LED light strip to the bracket, lay the new LED light strip back into the light bracket and secure.
12. Trace the wires from the original LED light strip up to the LED driver board, replacing them with the new wires and any new tie wraps as required.

13. Remove and replace the wire connectors from the terminals on the LED driver board.

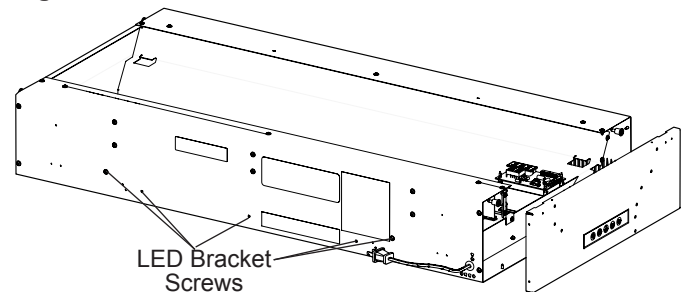
! **NOTE:** Use a flat head screwdriver to gently pry between the end of the connector and the switch to release the wires.

14. Remount the LED light strip bracket onto the firebox.
15. Re-assemble the remainder of the fireplace in reverse order from the instructions above.

! **NOTE:** If any tie wraps were removed, replace and ensure that none of the wires are pinched during reassembly.

! **NOTE:** Be sure that the flanges on the end panel are positioned on the interior of the outside panel of the fireplace.

Figure 10



TROUBLESHOOTING GUIDE

PROBLEM	CAUSE	SOLUTION	PART NUMBER
General			
Circuit breaker trips or fuse blows when unit is turned on	Short in unit wiring.	Trace wiring in unit.	
	Improper circuit current rating	Additional appliances may exceed the current rating of the circuit breaker or fuse. Plug unit into another outlet or install unit on a dedicated 15 amp circuit.	
Lights dim in room while the unit is on	Unit is drawing close to circuit current rating	Move the unit to another outlet or install unit on a dedicated 15 amp circuit	
Power cord gets warm	Normal Operation	The power cord may get slightly warm to the touch when the heater is on	
	Defective power cord	Replace power cord if cord gets hot to the touch.	4100010900RP
Appearance			
The firebox does not turn on with the buttons on the firebox	Improper operation	Refer to Operation Section	
	No incoming power from the electrical wall socket	Check Fuse/Breaker Panel	
	Loose wiring	Check wiring connections	
	Defective Switch board	Replace the switch board	3001520100RP
	Defective display / control board	Replace the display / control board	3001430200RP
	Defective relay board	Replace the relay board	3001440200RP
	Defective power adapter	Replace the power adapter	2100250100RP
Fireplace does not turn on in Remote Mode	Improper operation	Refer to Operation Section	
	Remote Control not working	Install new battery into the Remote Control.	
		Replace Remote Control	6700520200RP
Defective display / control board	Replace display / control board	3001430200RP	
Flame Frozen	Loose wiring	Check wiring connections	
	Defective flicker motor	Replace flicker motor	2000500100RP
Flame not bright or flame not visible	Loose wiring	Check wiring connections	
	Defective LED light strip	Replace LED light strip	3001420200RP
	Defective display / control board	Replace display / control board	3001430200RP
The flame is not consistently colored or only amber	Loose wiring	Check wiring connections	
	Defective colored flame LED light assembly	Replace colored flame LED light assembly	3001570200RP
	Defective display / control board	Replace display / control board	3001430200RP
The media bed is not colored	Loose wiring	Check wiring connections	
	Defective colored flame LED light assembly	Replace colored flame LED light assembly	9601180100RP
	Defective display / control board	Replace display / control board	3001430200RP
Flame Shudder	Defective flicker motor	Replace flicker motor	2000500100RP
The display is showing "PF"	The thermistor wiring has become loose	Check the thermistor wiring	
	Defective thermistor	Replace the thermistor	3001560100RP

PROBLEM	CAUSE	SOLUTION	
Heater			
Only one level of heat is coming on	Heater wiring has become loose	Check the heater wiring	
	Defective relay board	Replace the relay board	3001440200RP
Heater is not turning Off	Improper operation	Refer to Operation Section	
	Defective switch board	Replace the switch board	3001520100RP
	Defective thermistor	Replace the thermistor	3001560100RP
	Defective relay board	Replace the relay board	3001440200RP
	Defective display / control board	Replace the display / control board	3001430200RP
Heater is not turning On	Improper operation	Refer to Operation Section	
	Loose wiring	Check wiring connections	
	Defective switch board	Replace the switch board	3001520100RP
	Defective heater assembly	Replace heater assembly	2203610400RP
	Defective relay board	Replace the relay board	3001440200RP
	Defective display / control board	Replace the display / control board	3001430200RP
Heater is turning off after a couple of minutes of operation	Build up of dirt/dust in heater assembly	Ensure that exterior intake louvers and fire-box cavity are free of dirt/dust.	
	Defective Heater Assembly	Replace Heater Assembly	2203610400RP
Heater emits an odor	Normal Operation	Normal operation is when the heater emits an odor for a brief period after the heater is initially turned on. The heater is burning off any dust accumulated during manufacturing or operation.	
	Defective heater assembly	Replace heater assembly	2203610400RP
Heater fan turns on but heater lacks heat	Defective heater assembly	Replace heater assembly	2203610400RP
Heating element is glowing red	Normal Operation	Small glowing sections of the element are considered normal.	
	Defective heater assembly	If larger glowing sections are causing the heater to trip the thermal cutout, unplug unit, discontinue use and replace heater assembly.	2203610400RP
Heater fan runs continuously	Defective heater assembly	Replace heater assembly	2203610400RP
Noise			
Excessive noise with the heater on	Dirty heater assembly	Ensure that exterior intake louvers and fire-box cavity are free of dirt/dust.	
	Defective heater assembly	Replace heater assembly	2203610400RP
Grinding or excessive noise with the heater off	Flicker rod hitting or rubbing against internal components	Ensure rod is straight and mounted properly in the bracket, spinning freely away from other components. Replace if necessary.	
	Defective flicker motor	Replace flicker motor	2000500100RP