

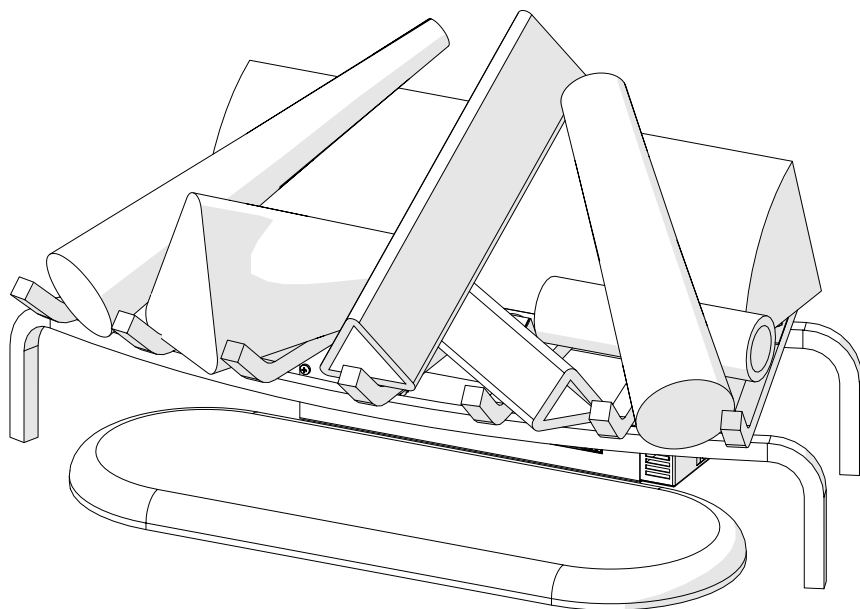


Better solutions through innovation

# Service Manual

**Model**  
**DLG1058**

**Part Number**  
**6908400100**



**IMPORTANT SAFETY INFORMATION:** Always read this manual first before attempting to service this log grate. 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 N1R 7G8

1-888-346-7539 • [www.dimplex.com](http://www.dimplex.com)

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

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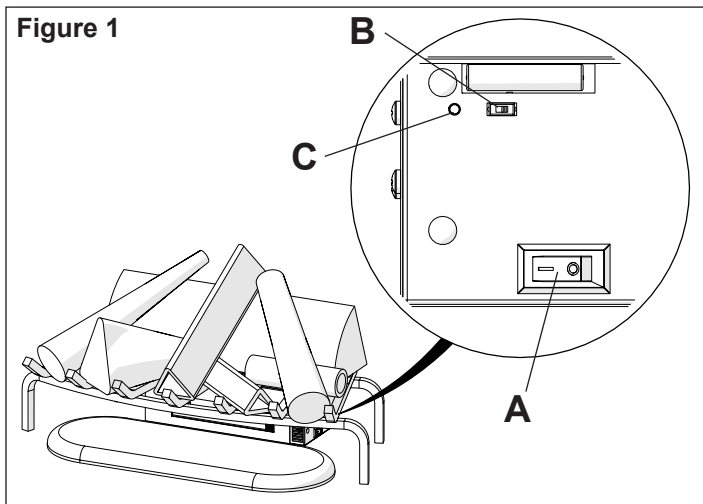
Always use a qualified technician or service agency to repair this log grate.

**! 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



The manual controls for the Log Grate are located in the front right side. (Figure 1)

## A. On/Off Switch

Supplies power to the 2-Position Switch.

## B. 2-Position Switch

The 2-Position Switch toggles the unit between Manual Operation and Remote Operation.

- **Remote (Front Position):** The unit is operated with the remote control.
- **Manual (Back Position):** The unit operates with the flames, logs and ember bed. When the manual control is in the **Manual** position the heater does not run.

! **NOTE:** When the manual control switch is in the **Manual** position, the Log Grate unit will not operate with the remote control.

## C. Initialization Button

Used to synchronize the supplied remote control with the Log Grate.

## Resetting the Temperature Cutoff Switch

Should the heater overheat, an automatic cutout will turn the heater off and it will not come back on without being reset. It can be reset by switching the On/Off Switch to Off and waiting 5 minutes before switching the unit back on.

⚠ **CAUTION:** If you need to continuously reset the heater, unplug the unit and call Dimplex North America Limited at 1-800-668-6663.

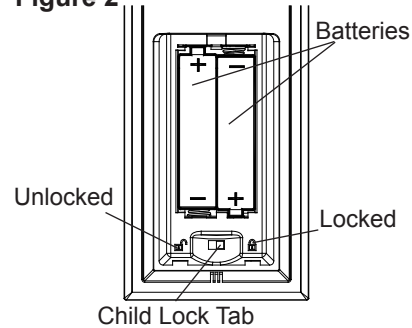
## Remote Control

The remote control has a range of approximately 50 feet (15.25 m), it does not have to be pointed at the Log Grate and can pass through most obstacles (including walls). It is supplied with 243 independent frequencies to prevent interference with other units.

## Battery Installation

1. Depress tab on the battery cover on the back of the remote control and remove battery cover.
2. Install two (2) AAA batteries into the remote control (included).

Figure 2





3. Ensure Child Lock is in the “unlocked” position (Figure 2).

4. Replace the battery cover.

! **NOTE:** When the “BAT” symbol is present on the remote control it is recommended to replace the batteries promptly, to maintain full functionality of the remote/Log Grate. The remote control has a battery backup time of only several hours.


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

## Remote Control Initialization/Reprogramming

1. Plug cord into 120 Volt wall outlet.
2. Ensure the On/Off Switch (Figure 1A) **■** (ON) position.
3. Set the 2-Position Switch (Figure 1B) to the **Remote** position (front position).
4. Press and hold the Initialization Button on the unit (Figure 1C).
5. While holding the Initialization Button, press the Flame/Heat On/Off  button on the remote control.
6. Release the Initialization Button on the unit.
7. Press the Flame/Heat On/Off button  to turn the Flame/Heat function On.

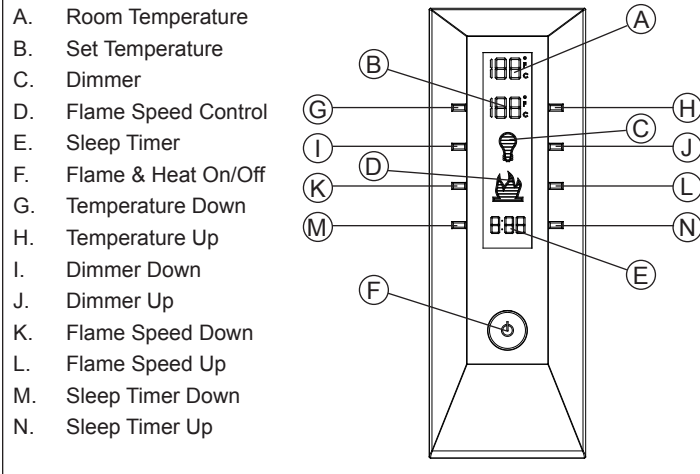
## Frequency Interference

If the Log Grate does not respond properly to the remote control, the remote operating frequency may have to be reset. The remote control can send another frequency code to the remote control receiver to eliminate interference.

1. Simultaneously press the “**Temperature Down**” button and the “**Flame Speed Down**” button on the remote control (Figure 3).
2. “**COD**” will appear in place of the sleep timer digits.
3. Release the “**Temperature Down**” button and the “**Flame Speed Down**” button.
4. Press the Initialization Button on the unit (Figure 1C).
5. Press the Flame/Heat On/Off Button  button on the remote.

Your remote will now have a different frequency communicating with the Log Grate.

**Figure 3 - Remote Control Functions**



## Remote Control Functions

(All letter references are to Figure 3)

### B. Set Temperature

Press **F** button (⊕) to turn Log Grate on.

Press **H** to raise the thermostat.

Press **G** to lower the thermostat.

Press both **H** and **G** to change °F to °C.

### C. Light Dimmer

Press the **F** button (⊕) to turn the Flame/Heat on.

Repeatedly press the **J** or **I** button to decrease or increase the brightness of the upper lights.

### D. Flame Speed

Press the **F** button (⊕) to turn the Flame/Heat on.

Press the **L** button to increase the speed of the flame.

Press the **K** to decrease the speed of the flame.

### E. Sleep Timer

The Sleep Timer automatically shuts off the Log Grate after a preset time (from 30 minutes to 8 hours).

Press the **F** button (⊕) to turn the Log Grate on.

To set the sleep timer press the **N** button.

Set the timer from 30 minutes through 8 hours. The Log Grate will automatically turn off when the sleep timer reaches zero (0) minutes.

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

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

### F. Flame & Heat On/Off Button

Press the **F** button (⊕) to turn the Flame/Heat function on. When **B** is higher than **A** the heat will come on. To turn the heat off, lower the **B** so that its setting is lower than the **A**. The default temperature setting is 72°F (22°C).

**! NOTE:** When using the remote control the heater runs

on a thermostat. Press the **H** or **G** buttons to adjust the set temperature. 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.

## 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.

*To Disable* - Press **M** and **H** at the same time. The temperature setting on the remote will no longer be visible.

**! NOTE:** The heat will not work in manual controls either.

*To Enable* - Press **I** and **K** at the same time. The temperature setting will now be visible again.

## Child Lock (Figure 2)

1. Depress tab on the battery cover on the back of the remote control and remove the battery cover.
2. Move **Child Lock** tab to the right to lock the remote control.
3. Move **Child Lock** tab back to the left to unlock the remote control.
4. Replace the battery cover.

**! NOTE:** To temporarily unlock the remote control press (in order) **G** then **H** then **I**.

When the remote control's backlight is illuminated the **Child Lock** is bypassed. When the backlight is off the **Child Lock** is re-activated.

## MAINTENANCE

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

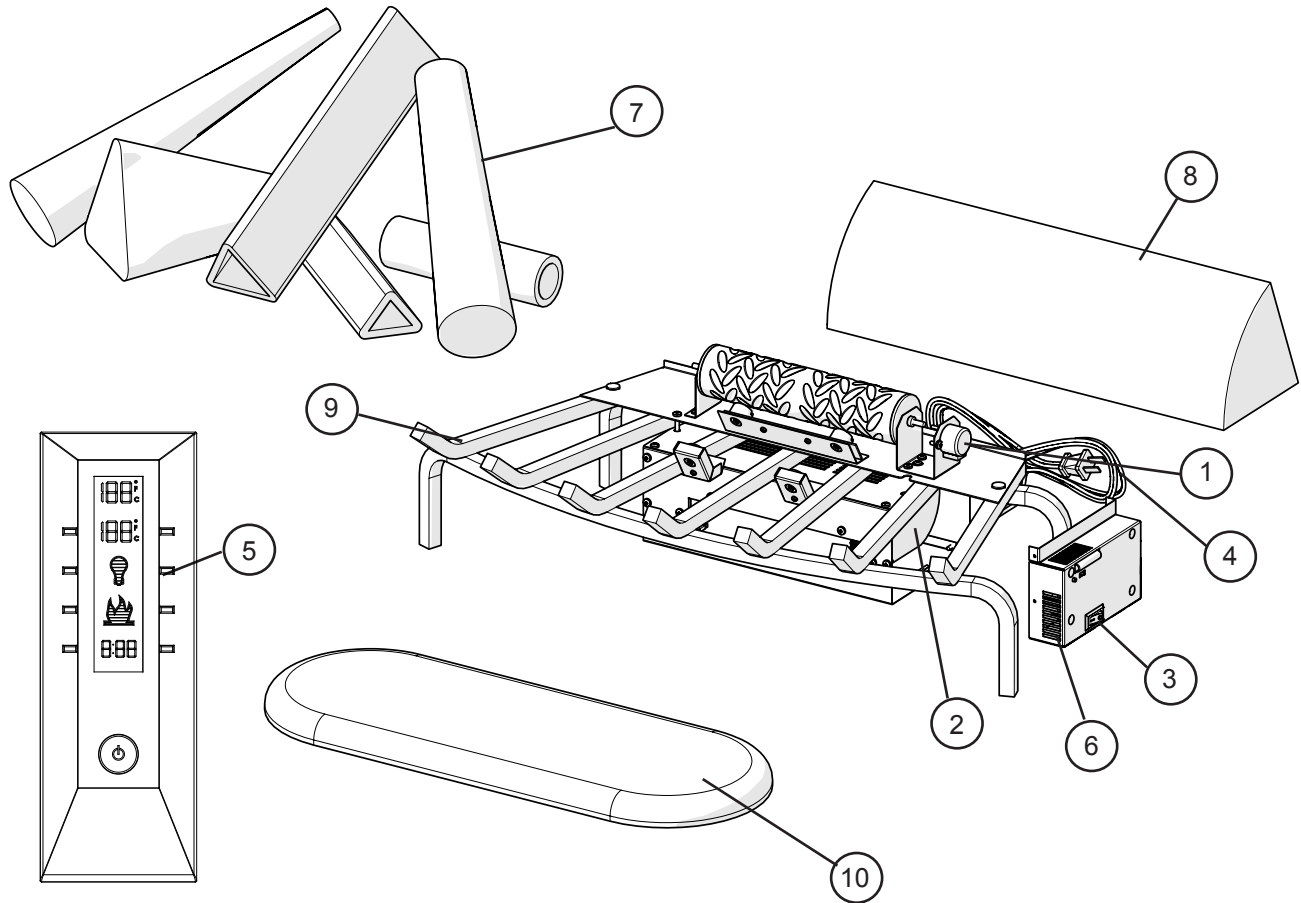
### Log Grate Surface Cleaning

Use warm damp cloth only to clean surfaces of the Log Grate. Do not use abrasive cleaners.

### Servicing

An authorized service representative should perform any servicing.

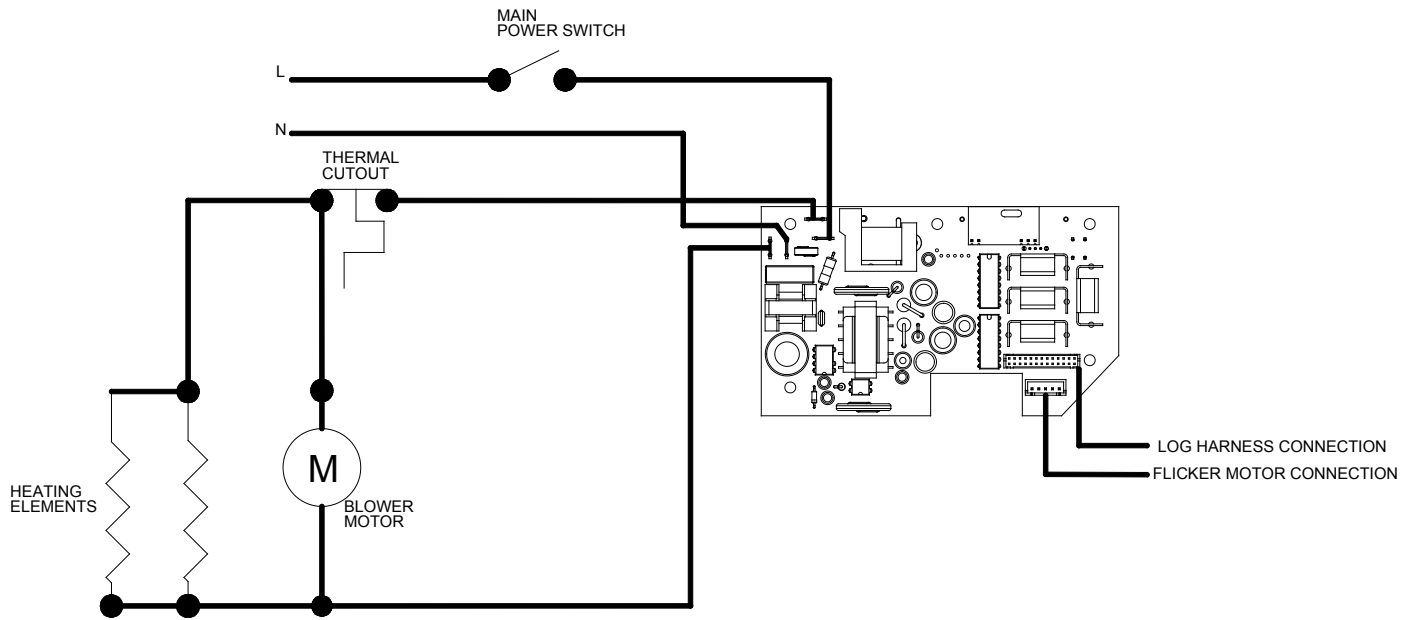
# EXPLODED PARTS DIAGRAM



## REPLACEMENT PARTS LIST

1. Flicker Motor . . . . .	2000450100RP	6. Remote Control Receiver & Housing . . . . .	3000960100RP
2. Heater Assembly (with cutout) . . . . .	2203580100RP	7. Log Set Assembly. . . . .	DLG1058-LOGRP
3. On/Off Switch . . . . .	2800070700RP	8. Back Log (with Flame Screen) . . . . .	.0440740100RP
4. Power Cord (with Strain Relief) . . . . .	4100010800RP	9. Wire Harness Set (includes Grate and Up Lights)	250066RP
5. Remote Control . . . . .	3000350100RP	10. Ember Bed . . . . .	.0441000100RP

# WIRING DIAGRAM



## POWER CORD REPLACEMENT

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

**⚠ WARNING:** If the log grate 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. Disconnect and remove all of the logs from the unit and put them in a safe place.
2. Remove the two (2) screws that secure the flicker motor onto the bracket. (Figure 3)
3. There are four (4) screws that secure the bottom assembly to the grate. Remove the four (4) screws and the whole box can be removed and enable you to have easier access to everything. (Figure 4)
4. Remove the two (2) screws on the top panel and the six (6) screws on the back panel (Figure 5). This will allow the housing to open to access the internal components.

**! NOTE:** The whole assembly can be opened at this point, ensure that there is no strain added to any of the wiring within the housing, when the two halves are separated.

5. Follow the wiring from the power cord up to the remote control receiver board, removing any tie wraps and remove the connections, taking note of the original locations.

Figure 3

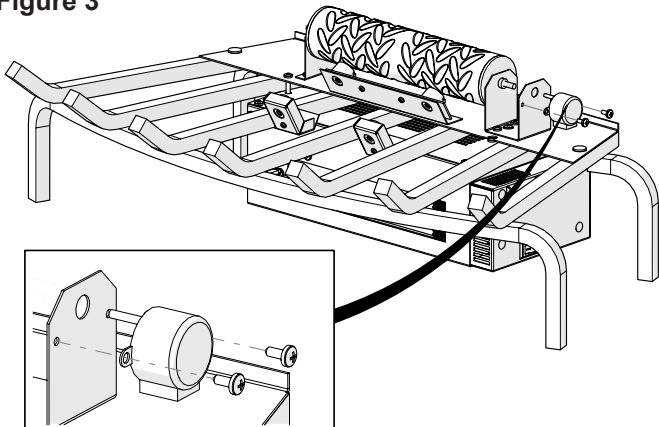


Figure 4

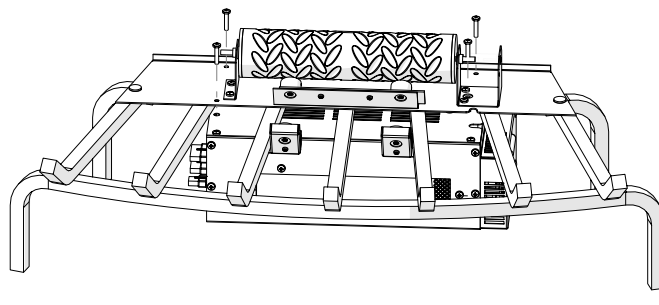
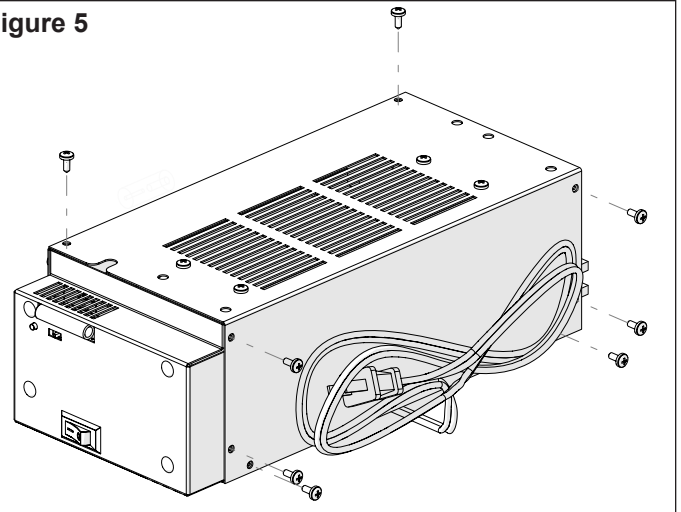


Figure 5



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

6. With needle nosed pliers, squeeze and push the grommet securing the power cord out of the casing.
7. Insert the new power cord and grommet, reattaching the wire with new tie wraps.
8. Reconnect the wires according in their original configuration.
9. Re-assemble the remainder of the log grate in reverse order from the instructions above.

## HEATER ASSEMBLY REPLACEMENT

**Tools Required:** Philips head screwdriver  
Flat Head Screwdriver

**⚠ WARNING:** If the log grate 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.

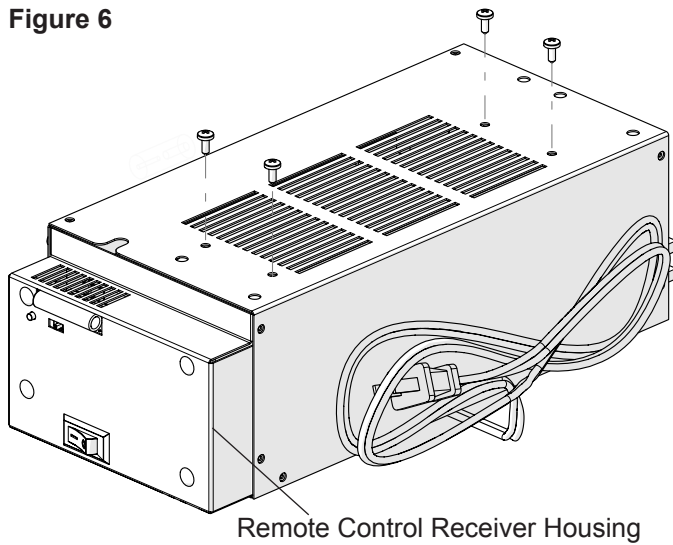
**⚠ WARNING:** Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Disconnect and remove all of the logs from the unit and put them in a safe place.
2. Remove the two (2) screws that secure the flicker motor onto the bracket. (Figure 3)
3. There are four (4) screws that secure the bottom assembly to the grate. Remove the four (4) screws and the whole box can be removed and enable you to have easier access to everything. (Figure 4)
4. Remove the two (2) screws on the top panel and the six (6) screws on the back panel (Figure 5). This will allow the housing to open to access the internal components.
5. Remove the four (4) screws that secure the heater to the housing. (Figure 6)

**! NOTE:** The whole assembly can be opened at this point, ensure that there is no strain added to any of the wiring within the housing, when the two halves are separated.



Figure 6



6. Carefully remove the heater assembly out of the log grate leaving the wires still connected.
  7. Trace the heater wires to the remote control receiver.
  8. Carefully replace the wire connections of the original heater assembly with the new heater assembly.
- ! NOTE:** Use a flat head screwdriver to gently pry between the end of the connector and the remote control receiver to release the wires.
9. Mount the new heater back onto the outside cover.
  10. Re-assemble the remainder of the log grate in reverse order from the instructions above.

## REMOTE CONTROL RECEIVER REPLACEMENT

**Tools Required:** Philips head screwdriver  
Flat Head Screwdriver

**⚠ WARNING:** If the log grate 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. Disconnect and remove all of the logs from the unit and put them in a safe place.
2. Remove the two (2) screws that secure the flicker motor onto the bracket. (Figure 3)
3. There are four (4) screws that secure the bottom assembly to the grate. Remove the four (4) screws and the whole box can be removed and enable you to have easier access to everything. (Figure 4)
4. Remove the five (5) screws around the Remote Control Receiver Housing. (Figure 6)
5. Remove the housing being careful not to add any strain to the wires connecting to the switches.
6. Transfer the wire connectors from the terminals on the original board to the same location on the replacement

board.

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

7. Re-assemble the remainder of the log grate in reverse order from the instructions above.

## SWITCH REPLACEMENT

**Tools Required:** Philips head screwdriver  
Flat head screwdriver  
Needle-nose pliers

**⚠ WARNING:** If the log grate 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.

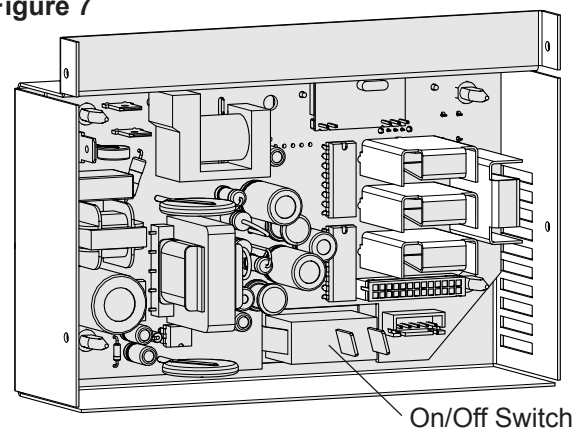
1. Disconnect and remove all of the logs from the unit and put them in a safe place.
2. Remove the two (2) screws that secure the flicker motor onto the bracket. (Figure 3)
3. There are four (4) screws that secure the bottom assembly to the grate. Remove the four (4) screws and the whole box can be removed and enable you to have easier access to everything. (Figure 4)
4. Remove the five (5) screws around the Remote Control Receiver Housing. (Figure 6)
5. Remove the housing being careful not to add any strain to the wires connecting to the switches.
6. Remove all of the wire connections from the Remote Control Receiver, to assist in changing out the switch, noting the location of each. (Figure 7)

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

7. Squeeze the mounting tabs on the switch, to release the switch and push it out through the side panel of the log grate. Note its original on/off position in the opening.

**! NOTE:** It may be helpful to use needle-nose pliers for a

Figure 7





better grip and squeeze the mounting tabs simultaneously, then push the switch outward. Alternatively, a flat head screw driver can be used to press the each mounting tab down individually and pushing the switch out, alternating sides until the switch is released from its position.

8. Replace the original switch with the new switch, ensuring the correct orientation.
9. Reconnect the wires according to their original configuration.
10. Re-assemble the remainder of the log grate in reverse order from the instructions above.

## FLICKER MOTOR REPLACEMENT

**Tools Required:** Philips head screwdriver  
Flat head screwdriver  
Needle-nose pliers

**⚠ WARNING:** If the log grate 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. Disconnect and remove all of the logs from the unit and put them in a safe place.
2. Remove the two (2) screws that secure the flicker motor onto the bracket. (Figure 3)
3. There are four (4) screws that secure the bottom assembly to the grate. Remove the four (4) screws and the whole box can be removed and enable you to have easier access to everything. (Figure 4)
4. Remove the five (5) screws around the Remote Control Housing. (Figure 6)
5. Remove the housing being careful not to add any strain to the wires connecting to the switches.
6. Trace the wiring from the flicker motor to the Remote Control Receiver and remove the original flicker motor connection and replace with the new wire.
7. Reassemble the bottom assembly and mount back on the grate, ensuring that the Flicker Motor wire runs through the cutout in the outside panel.
8. Fit the rubber barrier onto the new flicker motor and mount the flicker motor onto the mounting bracket. Reconnect the rubber gasket and flicker rod to the flicker motor.
9. Re-assemble the remainder of the log grate in reverse order from the instructions above.

# TROUBLESHOOTING GUIDE

PROBLEM	CAUSE	SOLUTION
<b>General</b>		
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.
Unit turns on or off by itself	Remote control has a similar frequency to other remotes in the area.	Replace Remote Control. Initialize to Remote Control Receiver.
	Radio frequency disturbance from outside sources.	Change the CODE on the Remote Control (see operation section). Initialize Remote Control and Receiver
	Defective Remote Control Receiver	Replace Remote Control Receiver. Initialize to Remote Control.
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.
<b>Appearance</b>		
Log grate does not turn on in Manual Mode	Improper operation	Refer to Operation Section
	No incoming power from the electrical wall socket	Check Fuse/Breaker Panel
	Defective On/Off Switch	Replace On/Off Switch
	Defective Remote Control Receiver	Replace Remote Control Receiver. Initialize with Remote Control.
Log grate does not turn on in Remote Mode	Improper operation	Refer to Operation Section
	Remote control not initialized to log grate	Initialize the remote control
	Loose wiring	Check wiring connections
	Remote Control not working	Install new battery into the Remote Control. Reinitialize remote control where necessary
		Replace Remote Control Receiver where necessary. Initialize Remote Control Receiver to Remote Control.
Defective Remote Control Receiver	Replace Remote Control Receiver. Initialize to Remote Control	
Flame Frozen	Loose wiring	Check wiring connections
	Defective flicker motor	Replace flicker motor
Flame not bright or flame not visible	Loose wiring	Check wiring connections
	Defective LED lights	Replace Log Grate Assembly
All logs dim, not glowing	Loose connection	Check wiring connections
	Defective Log Grate wiring	Replace Log Grate Assembly
One Log dim, not glowing	Loose connection	Check wiring connections
	Defective LED in Log	Connect log to another log grate connection to verify if log works. <ul style="list-style-type: none"> <li>If log works, wiring defective - Replace Log Grate Assembly</li> <li>If log does not work, LED defective- replace Log</li> </ul>
Ember Bed dim, not glowing	Loose Connection	Check wiring connections
	Defective Ember Bed	Replace Ember Bed
	Defective Remote Control Receiver	Replace Remote Control Receiver
Flame Shudder	Defective flicker motor	Replace flicker motor

PROBLEM	CAUSE	SOLUTION
<b>Heater</b>		
Heater is not turning Off	Improper operation	Refer to Operation Section
	Defective Remote Control Receiver	Replace Remote Control Receiver. Initialize to Remote Control.
Heater is not turning On	Improper operation	Refer to Operation Section
	Loose wiring	Check wiring connections
	Defective heater assembly	Replace heater assembly
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 log grate cavity are free of dirt/dust.
	Defective Heater Assembly	Replace Heater Assembly
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
Heater fan turns on but heater lacks heat	Improper operation	Refer to Operation Section
	Loose wiring	Trace wiring in unit
	Defective heater assembly	Replace heater assembly
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.
Heater fan runs continuously	Loose wiring	Trace wiring in unit
	Defective heater assembly	Replace heater assembly
<b>Noise</b>		
Excessive noise with the heater on	Dirty heater assembly	Ensure that exterior intake louvers and log grate cavity are free of dirt/dust.
	Defective heater assembly	Replace heater assembly
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