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Service Manual

Model

VF2927L

VFA2927

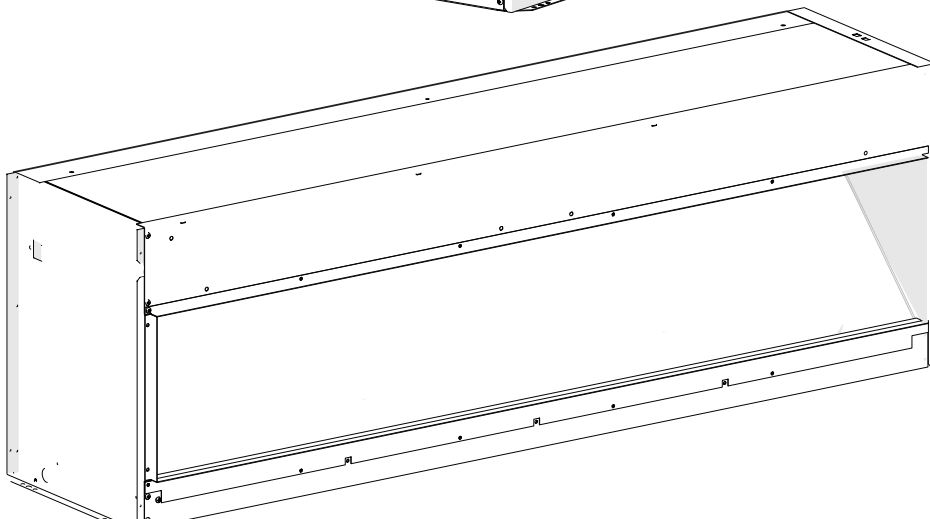
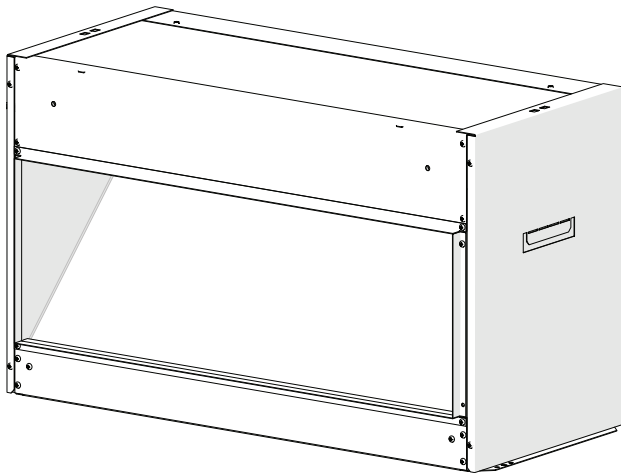
VF5452L

UL Part Number

6909410210

6909410110

6909680110



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.

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

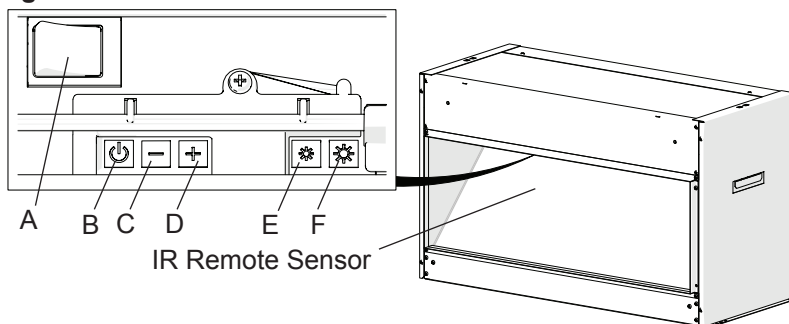
! **NOTE:** Procedures and techniques that are considered important enough to emphasize.

⚠ **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



⚠ WARNING: This electric firebox must be properly installed before it is used.

The power switch (Figure 2A) must first be switched “I” to operate the appliance.

An ‘Opti-V’ logo will appear on the screen for about 3 seconds before the flame picture starts .

! NOTE: The user may notice a blank screen for approximately 5 seconds, every 30 minutes. This is normal and should not be a cause for concern.

Manual Operation

The manual controls for the screen are located at the inner top left hand side of the appliance above the glass.(Figure 2).

The mains (power) switch (Figure 2A) may be used to switch the appliance Off (“O”) when it is not required, for example, overnight or for long periods, to avoid unnecessary energy use.

! NOTE: Ensure that the mains (power) switch shall remain readily operable.

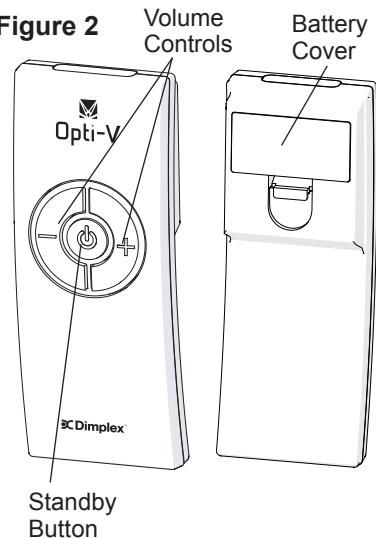
The standby button “⏻” (Figure 2B) is located just below the power switch. A red light will indicate when the unit is in standby mode. (Figure 2)

The volume of the wood fire sound effects may be adjusted up or down by pressing the volume control buttons (Figure 2C & 2D).

The screen brightness can be adjusted using the * (Figure 2E) and ☀ (Figure 2F) buttons. The * button darkens the screen and the ☀ button brightens the screen.

! NOTE:On the VF5452L there are brightness controls for each LED screen. The brightness controls for the right screen are located in the center of the unit.

Figure 2



Remote Control Operation

The remote control may be operated once the appliance is switched to the ON “I” position (Figure 2A).

Aim the remote control at the IR remote sensor located on the left of the fire display (Figure 2). The volume may be adjusted up or down by pressing the volume control buttons (+ and -).

Battery Replacement

! NOTE: The remote control is packed separately in the carton.

1. Slide battery cover open on the remote control (Figure 3).
2. Correctly install 2 1.5 Volt (AAA) battery in the battery holder.
3. 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.

MAINTENANCE

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

Glass Cleaning

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

To remove fingerprints or other marks, the glass can be cleaned with a dry cloth. The glass should be completely dried with a lint free cloth to prevent water spots. To prevent scratching, do not use abrasive cleaners or spray liquids on the glass surface.

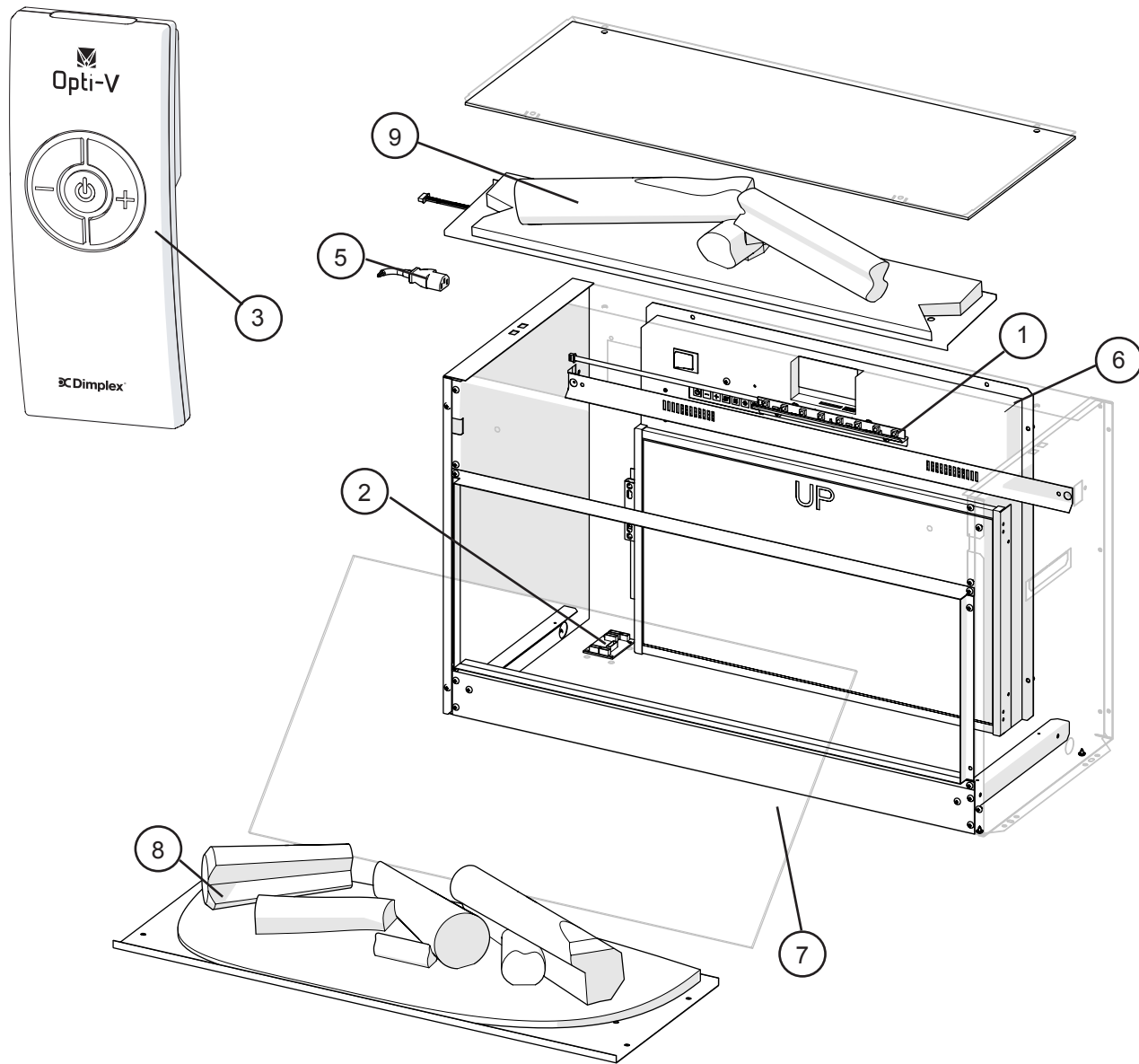
Fireplace Surface Cleaning

To remove fingerprints or other marks, the exterior finish can be cleaned with a damp cloth with a mild detergent. The surface should be completely dried with a lint free cloth to prevent water spots.

Servicing

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

EXPLODED PARTS DIAGRAM - SINGLE



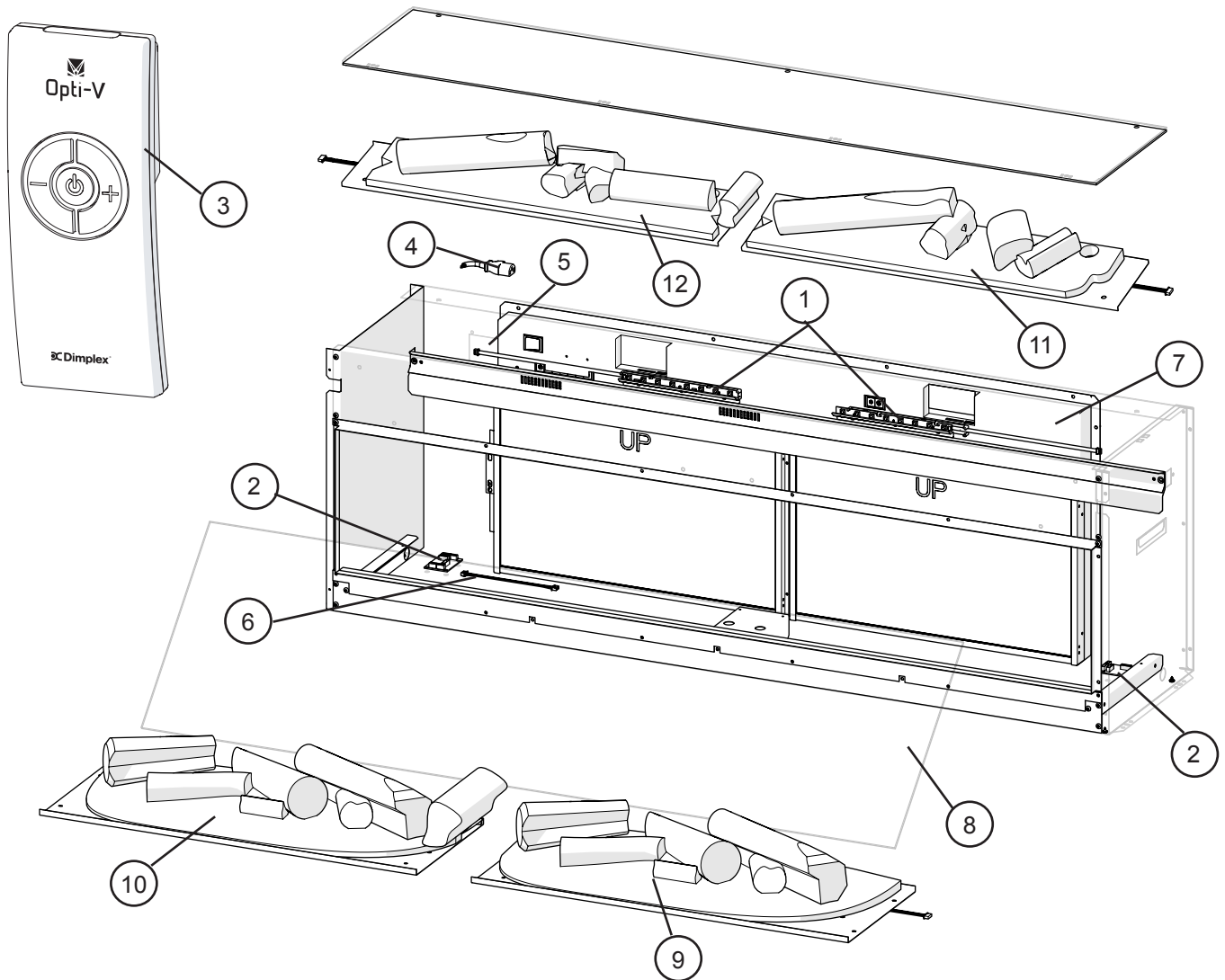
Replacement Parts List - Single

| | | | |
|---|--------------|---|--------------|
| 1. LED Light Strip | 9600880100RP | 8. Lower Logset Assembly* | 9600900100RP |
| 2. LED Light Controller | 9600930100RP | Lower Coral Assembly | 9601400200RP |
| 3. Opti-V Remote Control | 9600950100RP | 9. Upper Logset Assembly (see note) | 9600940100RP |
| 4. Power Supply Wire Harness | 9600980100RP | Upper Coral Assembly | 9601390200RP |
| 5. Electrical Connector | 9601030100RP | 10. 8mm Socket | 9601170100RP |
| 6. Single LED Screen Assembly (see note)* | 9600890100RP | | |
| 7. Glass* | 9600910100RP | | |

! NOTE: Send out Socket when sending out upper logs and Screen Assembly.

* Group items that include suction cups.

EXPLODED PARTS DIAGRAM - DOUBLE



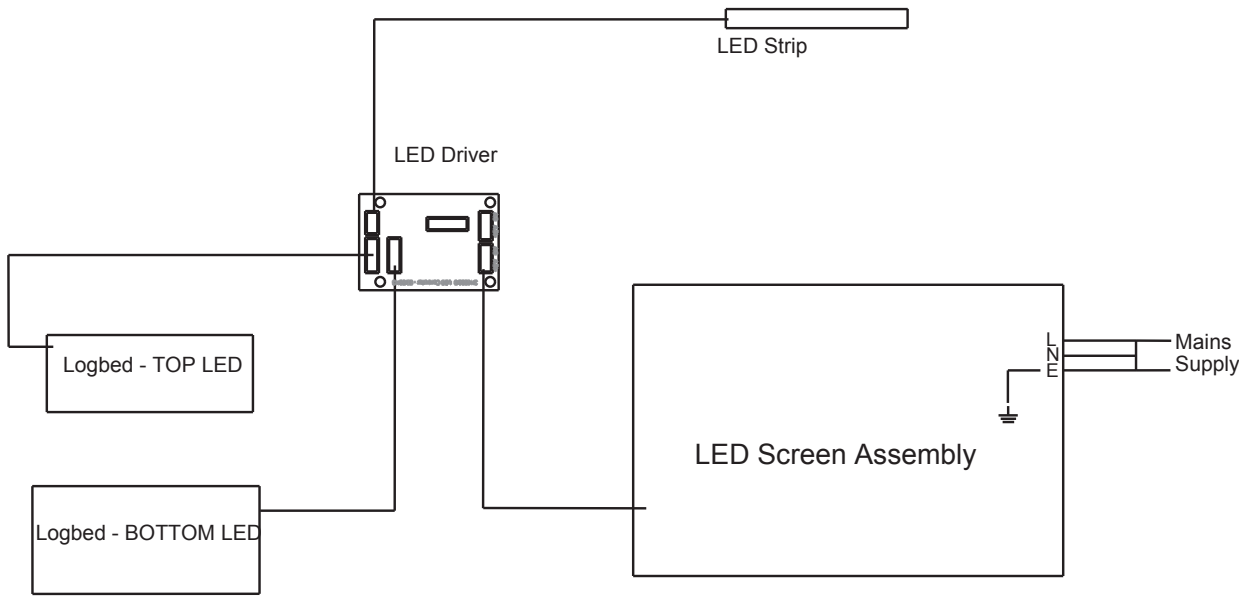
Replacement Parts List - Double

- | | | | |
|---|--------------|--|--------------|
| 1. LED Light Strip (2 per unit) | 9600880100RP | 11. Right Upper Logset Assembly (see note) | 9600960100RP |
| 2. LED Light Controller (2 per unit)* | 9600930100RP | 12. Left Upper Logset Assembly (see note) | 9601020100RP |
| 3. Opti-V Remote Control | 9600950100RP | 13. 8mm Socket | 9601170100RP |
| 4. Power Supply Wire Harness | 9600980100RP | | |
| 5. Electrical Connector | 9601030100RP | | |
| 6. LV Cable | 9601040100RP | | |
| 7. Double LED Screen Assembly (see note)* | 9600970100RP | | |
| 8. Double Glass* | 9601000100RP | | |
| 9. Right Lower Logset Assembly* | 9600990100RP | | |
| 10. Left Lower Logset Assembly* | 9601010100RP | | |

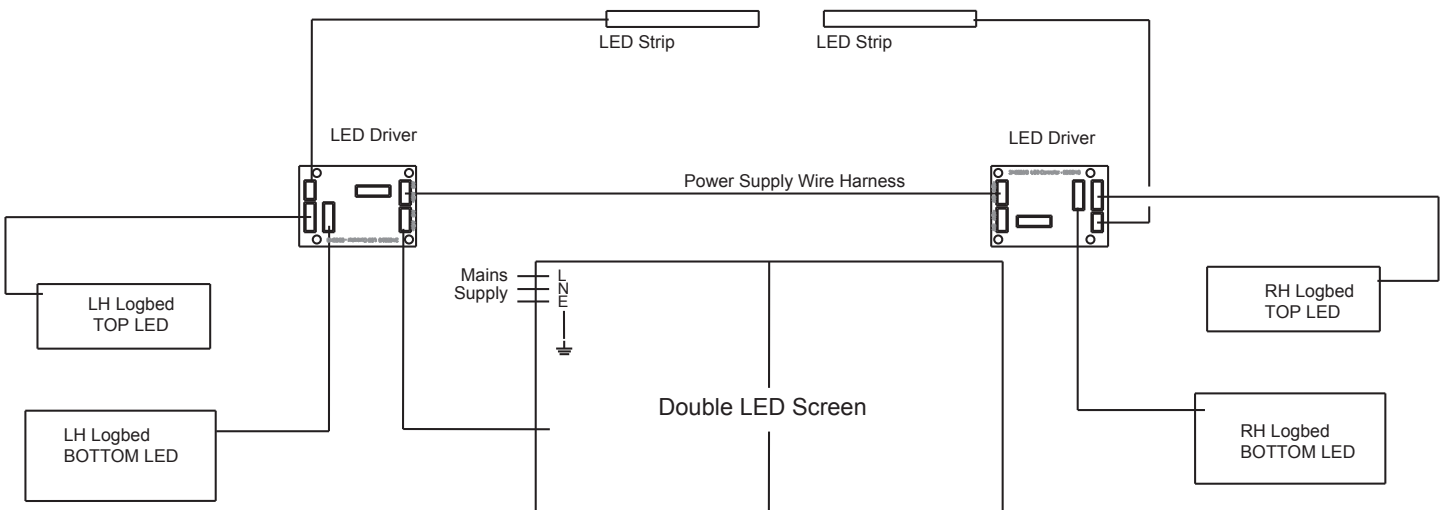
! NOTE: Send out Socket when sending out upper logs and Screen Assembly.

* Group items that include suction cups.

WIRING DIAGRAM- SINGLE



WIRING DIAGRAM - DOUBLE



FRONT GLASS REPLACEMENT

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

Tools required: Phillips head screwdriver
Suction Cups

1. Locate the glass retention strip at the top of the front glass (Figure 3).
2. Remove the securing screws on either side of the retention strip.
3. Apply the suction cups to the glass at a comfortable distance to allow for easily removing the front glass.
4. Gently tilt the glass forward, lift up and lift the glass out of the unit.
5. Reassembly in the revers order.

BOTTOM LOGSET REPLACEMENT

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

Tools required: Phillips head screwdriver
Suction Cups

1. Locate the glass retention strip at the top of the front glass (Figure 3).
2. Remove the securing screws on either side of the retention strip.
3. Apply the suction cups to the glass at a comfortable distance to allow for easily removing the front glass.
4. Gently tilt the glass forward, lift up and lift the glass out of the unit.
5. Locate the 4 screws that secure the logset to the bottom of the unit (Figure 4) and remove the logset(s).

! NOTE: The screws are recessed slightly into the ember bed of the logset.

6. Disconnect the logset LED's from the LED controller board.
7. Replace connection with new logset LED wire.
8. Reassemble in the revers order.

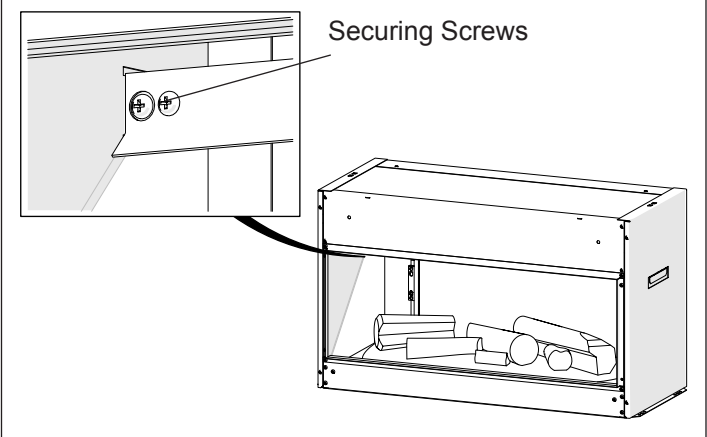
TOP LOGSET REPLACEMENT

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

Tools required: Phillips head screwdriver
5/16" (8 mm) socket wrench
Suction Cups

1. Locate the glass retention strip at the top of the front glass (Figure 3).
2. Remove the securing screws on either side of the

Figure 3



retention strip.

3. Apply the suction cups to the glass at a comfortable distance to allow for easily removing the front glass.
4. Gently tilt the glass forward, lift up and lift the glass out of the unit.
5. Remove the bottom logset (only the corresponding logset to the side that needs to be repaired on the double unit). Locate the 4 screws that secure the logset to the bottom of the unit (Figure 4) and remove the logset.

! NOTE: The screws are recessed slightly into the ember bed of the logset.

6. On the top front surface of the firebox there are a second set of logs that reflect on to the glass. Locate the nuts that secure the logset to the firebox - single units, there is one on either end, double units there are three, two on each end and one in the middle.

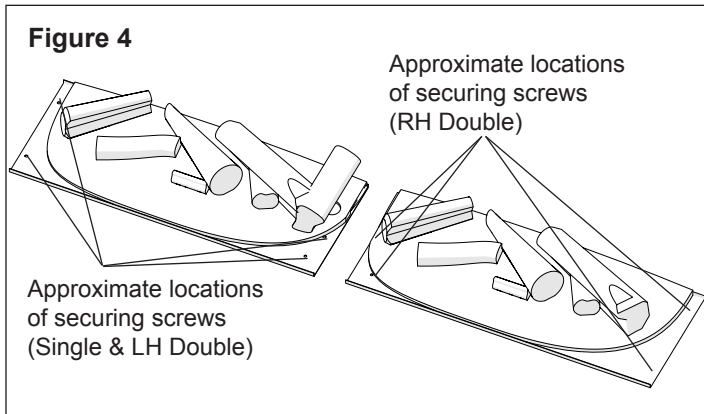
! NOTE: The nuts are recessed slightly into the ember bed of the logset.

7. Using a 5/16" (M8) socket wrench remove the nuts to remove the logset. There is a slight ledge at the top of the front opening that will help hold the logset from falling while the screws are being removed.
8. The wiring for the logset is connected to the LED controller located on the bottom panel of the firebox below the bottom logset. Disconnect the LED connector for the top logset from the LED controller and attach a peice of string to the end that can be led through the corner to pull the new LED connector back through.
9. Replace the top logset.
10. Reassemble in the reverse order.

LED CONTROLLER REPLACEMENT

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

Tools required: Phillips head screwdriver
Suction Cups



1. Locate the glass retention strip at the top of the front glass (Figure 3).
2. Remove the securing screws on either side of the retention strip.
3. Apply the suction cups to the glass at a comfortable distance to allow for easily removing the front glass.
4. Gently tilt the glass forward, lift up and lift the glass out of the unit.
5. Single units - Locate the 4 screws that secure the logset to the bottom of the unit (Figure 4) and remove the logset.

! NOTE: The screws are recessed slightly into the ember bed of the logset.

Double units - Depending on which side is not working correctly, remove the corresponding logset to access the LED controller, i.e. the left logs and lights are not working remove the bottom left logs.

6. Locate the LED controller and disconnect the wiring connections noting their original locations.
7. Remove the LED controller and install the new one.
8. Reassemble in the reverse order.

LED LIGHT ASSEMBLY REPLACEMENT

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

Tools required: Phillips head screwdriver
Suction Cups

1. Locate the glass retention strip at the top of the front glass (Figure 3).
2. Remove the securing screws on either side of the retention strip.
3. Apply the suction cups to the glass at a comfortable distance to allow for easily removing the front glass.
4. Gently tilt the glass forward, lift up and lift the glass out of the unit.
5. Single units - Locate the 4 screws that secure the logset to the bottom of the unit (2 on either end) and

remove the logset.

! NOTE: The screws are recessed slightly into the ember bed of the logset.

Double units - Depending on which side is not working correctly, remove the corresponding logset to access the LED controller, i.e. the left logs and lights are not working remove the bottom left logs.

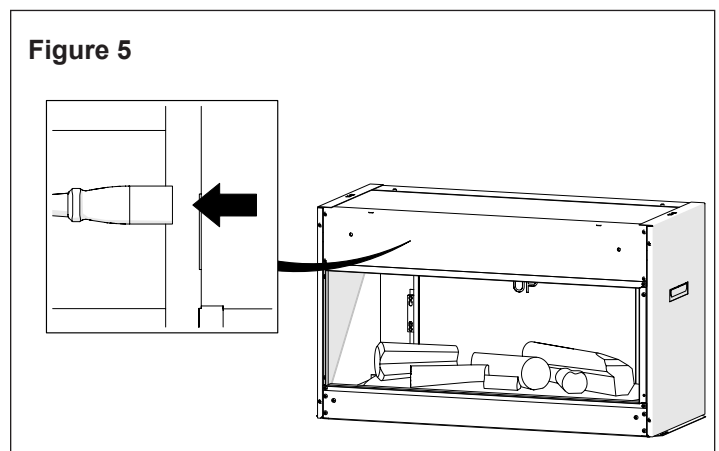
6. The wiring for the light assembly is connected to the LED controller located on the bottom panel of the firebox below the bottom logset. Disconnect the LED connector for the light assembly from the LED controller and attach a piece of string to the end that can be led through the corner to pull the new LED light assembly cord through.
7. Remove the light assembly by removing the two screws located below the assembly and replace with new light assembly.
8. Reassemble in the reverse order.

LED SCREEN REPLACEMENT

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

Tools required: Phillips head screwdriver
5/16" (8 mm) socket wrench
Suction Cups

1. Locate the glass retention strip at the top of the front glass (Figure 3).
2. Remove the securing screws on either side of the retention strip.
3. Apply the suction cups to the glass at a comfortable distance to allow for easily removing the front glass.
4. Gently tilt the glass forward, lift up and lift the glass out of the unit.
5. Remove the electrical plug from the left hand side of the unit ensuring that it cannot fall out of the back of the unit (Figure 5)
6. Locate the 4 screws that secure the logset to the bot-



tom of the unit (2 on either end) and remove the logset. For the double units remove both logsets, taking note of the left and right.

! NOTE: The screws are recessed slightly into the ember bed of the logset.

7. Disconnect the logset LED's from the LED controller board and set in a safe place.
8. Remove the power supply wireharness that runs from one LED controller board to the other.
9. On the top front surface of the firebox there are a sec-

ond set of logs that reflect on to the glass. Locate the nuts that secure the logset to the firebox - single units, there is one on either end, double units there are three, two on each end and one in the middle.

! NOTE: The nuts are recessed slightly into the ember bed of the logset.

10. Using a 5/16" (M8) socket wrench remove the nuts to remove the logset. There is a slight ledge at the top of the front opening that will help hold the logset from falling while the screws are being removed.
11. Remove the two screws securing the center bracket to the unit (double unit only) (Figure 6).
12. Remove the top panel of the unit by removing the 3 screws along the top back portion of the unit, start with the outer two then remove the center one last.
13. Slide the top panel towards the back the let the front drop down and pull out the front opening.
14. Locate the securing screws of the LED Screen (Figure 7) and remove the LED Screen.
15. Reassemble in the reverse order.

Figure 6

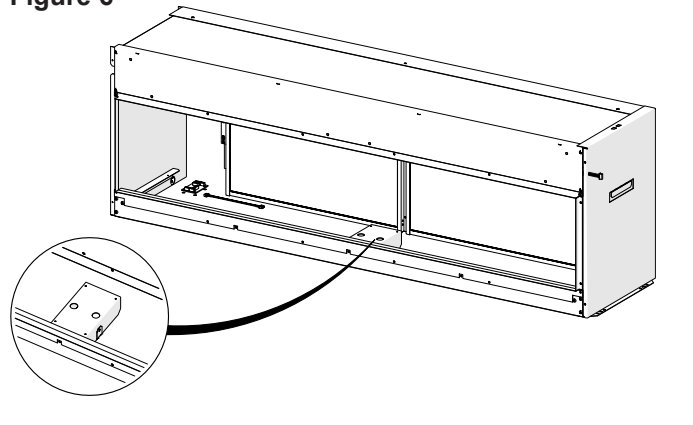
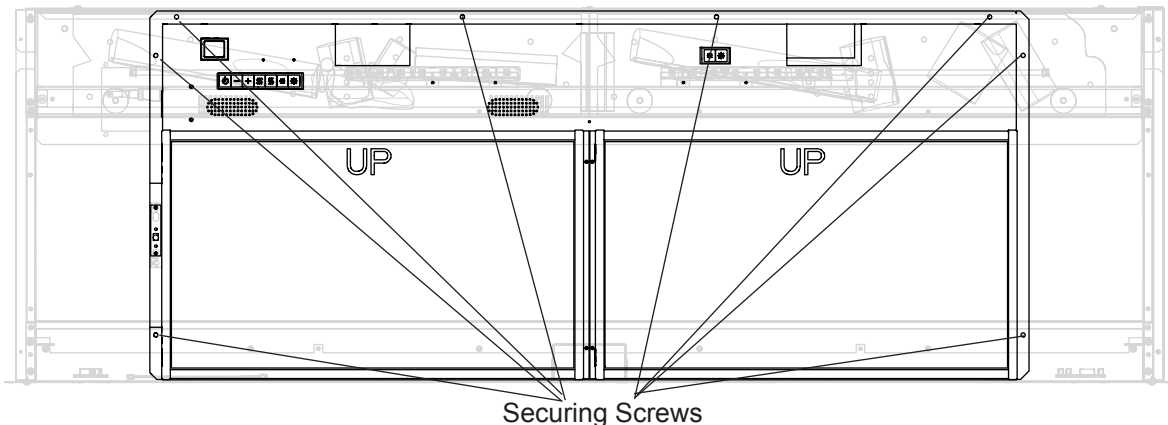
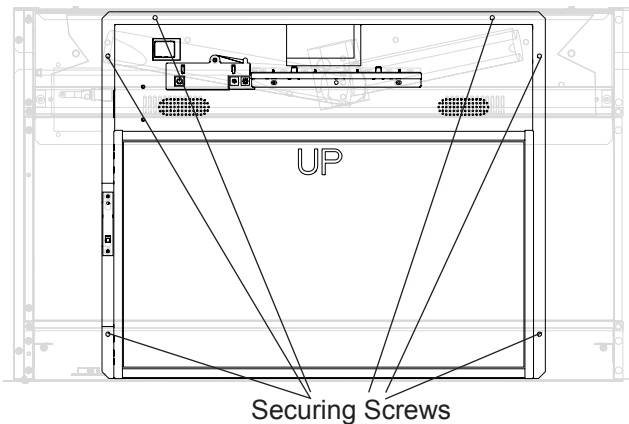


Figure 7



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. | |
| Appearance | | | |
| Fireplace does not turn on Manually | Improper operation | Refer to Operation Section | |
| | No incoming power from the electrical wall socket | Check fuse/breaker panel | |
| | Loose wiring | Check wiring connections | |
| | Defective LED screen | Replace LED screen | Single - 9600890100RP Double - 9600970100RP |
| Fireplace does not turn on using the Remote Control | Improper operation | Refer to Operation Section | |
| | Remote Control not working | Install new battery into the Remote Control. Initialize Remote Control where necessary | |
| | | Replace Remote Control | 9600950100RP |
| Backlight on screen is On, with sound but no picture | Loose wiring | Check wiring connections | |
| | SD Card not working | Switch the two SD Cards to ensure the digital input has been saved correctly | Contact Customer Service |
| | Defective LED screen | Replace LED screen | Single - 9600890100RP Double - 9600970100RP |
| Dark screen and no sound | Loose wiring | Check wiring connections | |
| | Defective LED screen | Replace LED screen | Single - 9600890100RP Double - 9600970100RP |
| | Defective LED controller | Replace LED controller | 9600930100RP |
| Screen is blue with "No memory card" displayed in the top left hand corner | Loose SD Card | Ensure that the SD card is fully inserted (located at the top of the unit, just above the LED light assembly) | |
| Logset is not lighting up | Loose wiring | Check wiring connections | |
| | Defective logset | Replace logset | Refer to RP list for specific part numbers |
| Both top and bottom logset are not lighting up | Loose wiring | Check wiring connections | |
| | Defective LED controller | Replace LED controller | 9600930100RP |
| Flame Frozen | Loose wiring | Check wiring connections | |
| | Defective LED screen | Replace LED screen | Single - 9600890100RP Double - 9600970100RP |
| Noise | | | |
| No sound | Improper operation | Refer to Operation Section | |
| | Defective LED screen | Replace LED screen | Single - 9600890100RP Double - 9600970100RP |