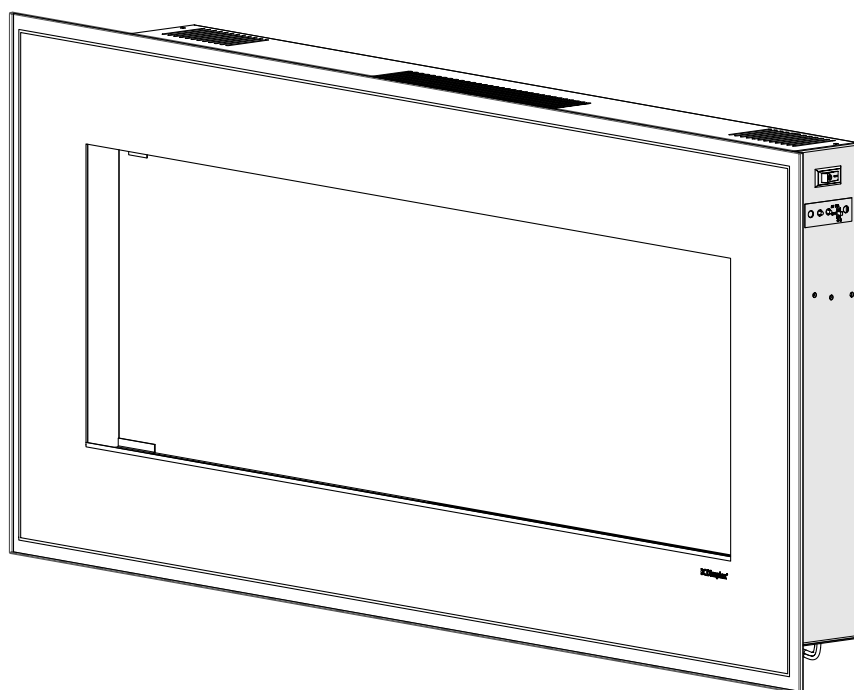




Better solutions through innovation

# Service Manual



## Model

**DWF1215**

**DF1135**

**DF1136**

## Part Number

**6908490200**

**6908490300**

**6908500200**

**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 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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| 00  | -     | 8-AUG-12  |
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| 03  | -     | 11-JUL-14 |

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TABLE OF CONTENTS

OPERATION ..... 3

MAINTENANCE ..... 4

EXPLODED PARTS DIAGRAM ..... 5

REPLACEMENT PARTS LIST ..... 5

FRAMES AND MEDIA REPLACEMENT PARTS..... 6

WIRING DIAGRAM..... 8

ON/OFF SWITCH REPLACEMENT ..... 9

SWITCHBOARD REPLACEMENT..... 9

PARTIALLY REFLECTIVE GLASS REPLACEMENT ..... 10

FLAME PANEL REPLACEMENT..... 10

POWER CORD REPLACEMENT..... 11

HEATER ASSEMBLY REPLACEMENT ..... 12

Remote Control Receiver *or* LED Driver Board .....12

FLICKER ROD REPLACEMENT ..... 13

FLICKER MOTOR REPLACEMENT ..... 14

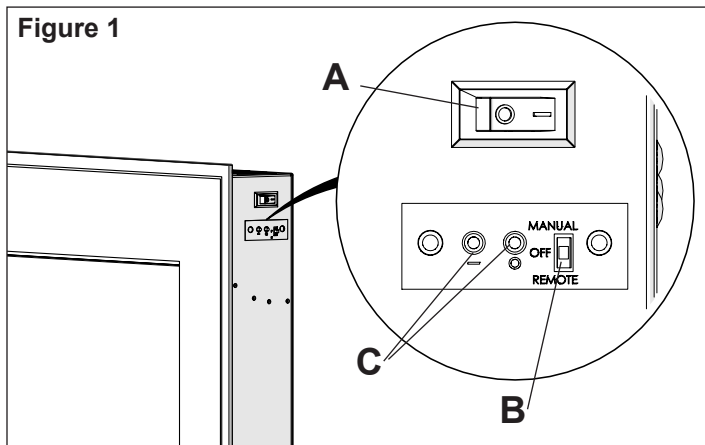
LED LIGHT STRIP REPLACEMENT ..... 15

TROUBLESHOOTING GUIDE ..... 16

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



The manual controls for the electric fireplace are located on the right end of the unit (Figure 1).

## A. On/Off Switch

The On/Off Switch supplies power to all fireplace functions. When the switch is in the “I” position, the unit is on. When in the “O” position, the fireplace is off.

## B. 3-Position Switch

The 3-Position Switch changes the mode the fireplace operates in and has three (3) positions: “**MANUAL**”, “**OFF**”, and “**REMOTE**”.

When in “**REMOTE**” mode, the fireplace’s three levels of operation are controlled by the ON and OFF buttons of the remote control.

In “**OFF**” mode, power to all functions is cut off.

In “**MANUAL**” mode, the fireplace’s three levels of operation are controlled by the Manual Control Buttons.

## C. Manual Control Buttons

The Manual Control Buttons operate the fireplace levels sequentially (from off): flames only; to flames and low heat; to flames and high heat.

The level is increased every time the “I” button is pressed, and the fireplace can be turned off at any point by pressing the “O” button.

## Resetting The Temperature Cutoff Switch

Should the heater overheat, an automatic switch will turn the heater off and it will not come back on without being reset. The temperature cutoff switch can be reset by unplugging the unit, waiting five (5) minutes and plugging the unit back in.

**CAUTION:** If you need to continuously reset the heater, unplug the unit and call Dimplex customer service at 1-888-DIMPLEX (1-888-346-7539).

## Remote Control

The fireplace is supplied with a radio frequency remote control. This remote control has a range of approximately 50 feet (15.25 m), it does not have to be pointed at the fireplace and can pass through most obstacles (including walls). It is supplied with one of hundreds of independent

frequencies to prevent interference with other units.

## Remote Control Usage

The remote control operates the fireplace levels sequentially (from off): flames only; to flames and low heat; to flames and high heat. The level is increased every time the ON button is pressed on the remote control and the fireplace can be turned off at any point by pressing the OFF button.

**! NOTE:** Before attempting any operation with the remote, pull the plastic insulator strip out from between the remote casing and battery cover (Figure 2).

## Remote Control Initialization/ Reprogramming

If the remote control or remote control receiver has been replaced, follow these steps to initialize the remote control and receiver:

1. Ensure that power is supplied through the main service panel.
2. Turn On/Off Switch to “I” (Figure 1A).
3. Move the 3-Position Switch to the “**REMOTE**” position (Figure 1B).
4. Press and hold the Manual Control Button marked “I” for five (5) seconds (Figure 1C). After five (5) seconds, there is a 10 second window to press any button on the remote control.
5. Press any button on the remote control within that 10 seconds.

This will synchronize the remote control and receiver.

**! NOTE:** You will have only 10 seconds to perform this last step. Failure to do so will result in these steps needing to be followed again.

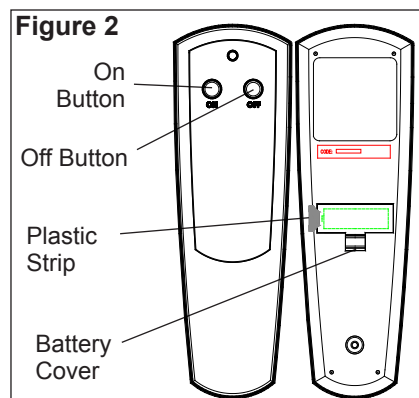
## Battery Replacement

To replace the battery:

1. Slide battery cover open on the remote control (Figure 2).
2. Install one (1) 12-Volt (A23) 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.

### **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.

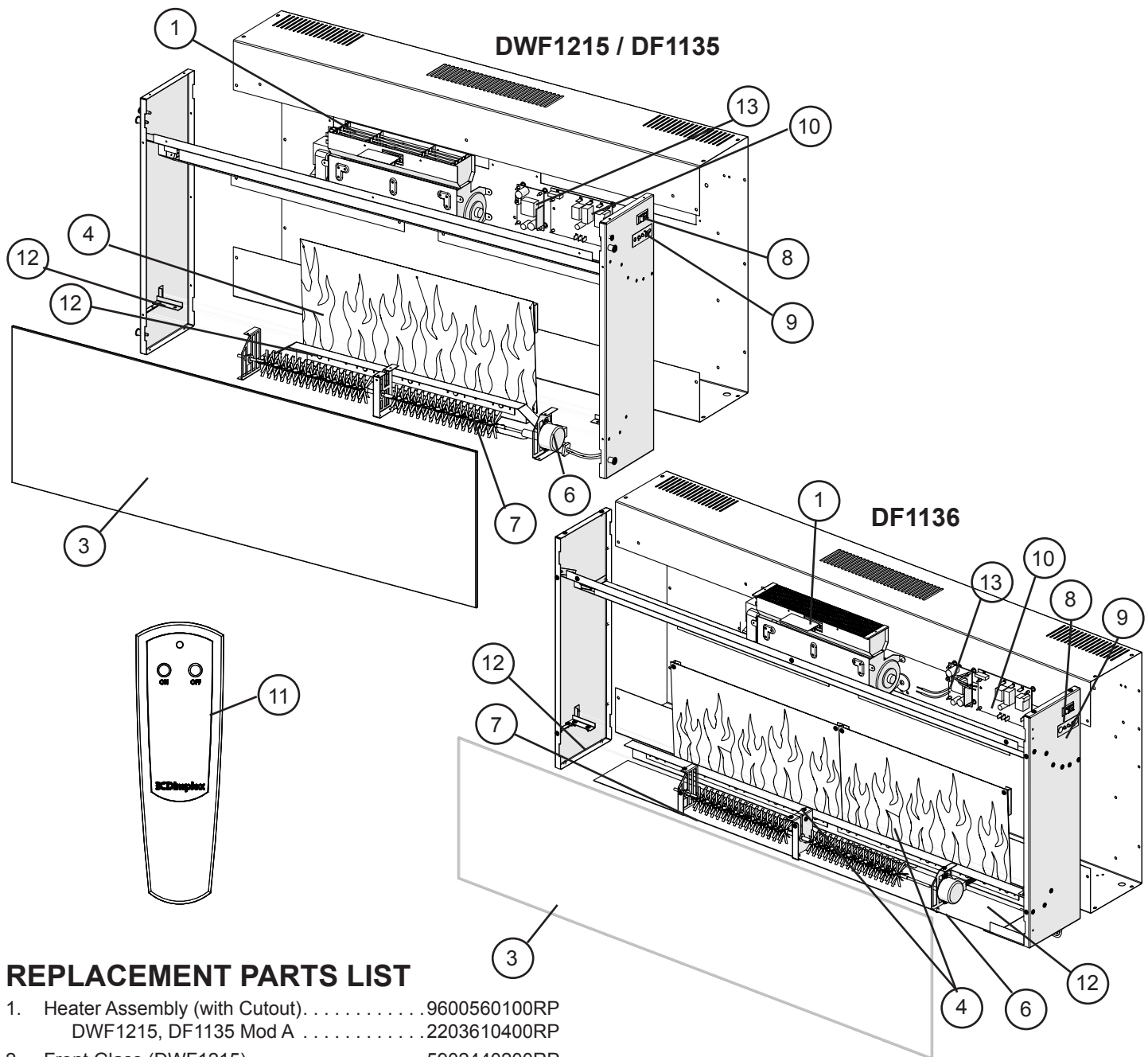
### **Fireplace Surface Cleaning**

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

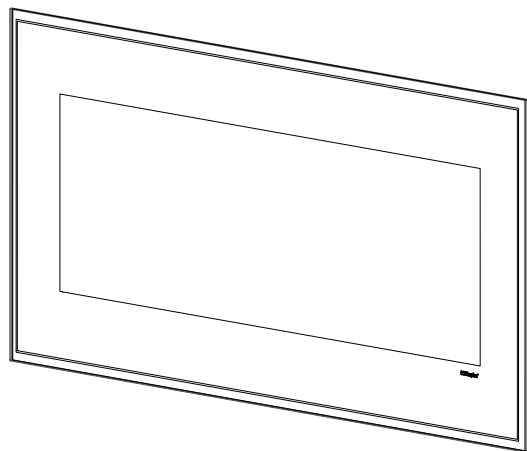


## REPLACEMENT PARTS LIST

|                                       |              |  |              |
|---------------------------------------|--------------|--|--------------|
| 1. Heater Assembly (with Cutout)..... | 9600560100RP | 12. LED Light Assembly DWF1215, DF1135 Mod 0 | 3000830100RP |
| DWF1215, DF1135 Mod A .....           | 2203610400RP | DF1136 Mod 0 .....                           | 3000830102RP |
| 2. Front Glass (DWF1215).....         | 5902440200RP | Mod A.....                                   | 3000830300RP |
| 3. Partially Reflective Glass         |              | 13. LED Driver Board DWF1215, DF1135 .....   | 3000810200RP |
| DWF1215, DF1135 .....                 | 5902420100RP | DF1136.....                                  | 3000810100RP |
| DF1136.....                           | 5902420200RP | 14. Media Tray DWF1215, DF1135 .....         | 5902430100RP |
| 4. Flame Panel                        |              | DF1136.....                                  | 5902430200RP |
| DWF1215, DF1135 .....                 | 5902400100RP | 15. Mounting Hardware Kit.....               | 9600350100RP |
| DF1136.....                           | 5902460100RP | 16. Mounting Bracket .....                   | 1017130259RP |
| 5. Power Cord .....                   | 4100010800RP | 17. Surface Mount Hardware Kit .....         | 9601410100RP |
| 6. Flicker Motor Mod 0 .....          | 2000210500RP | 18. Pedestal - Base .....                    | 112440010FRP |
| Mod A.....                            | 2000500100RP | 19. Pedestal - Support .....                 | 112474020FRP |
| 7. Flicker Rod .....                  | 5901070200RP | 20. Pedestal - Vertical Supports.....        | 1025260159RP |
| 8. On/Off Switch .....                | 2800070700RP |  |              |
| 9. Remote Switchboard .....           | 3000820300RP |  |              |
| 10. Remote Control Receiver.....      | 3000820100RP |  |              |
| 11. Remote Control .....              | 3000370900RP |  |              |

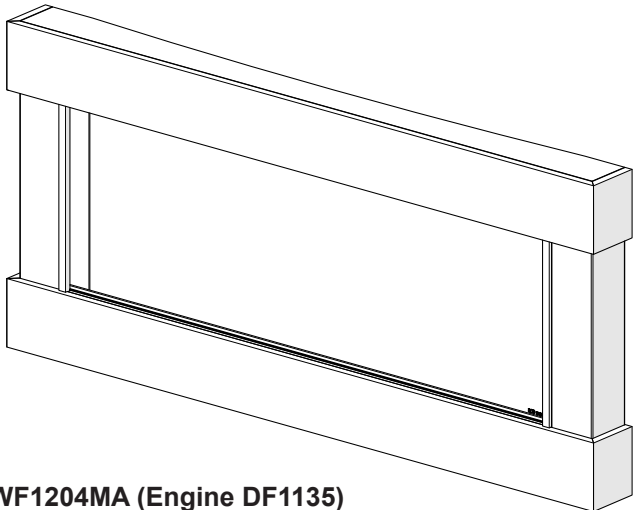
\*\* See Next Page for Frames and Associated Media\*\*

FRAMES AND MEDIA REPLACEMENT PARTS



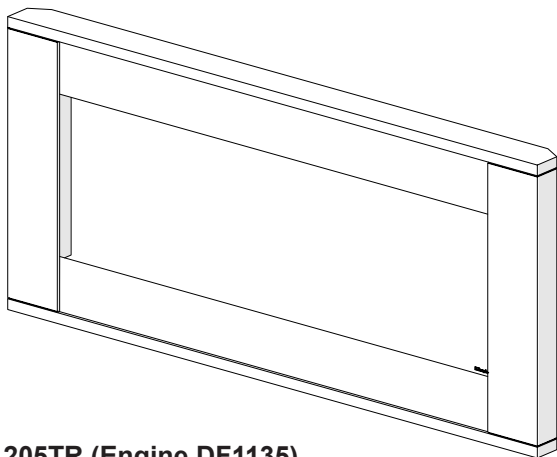
DWF1215

|   |              |
|---|--------------|
| Front Glass Assembly . . . . .            | 5902440200RP |
| Glass Rocks . . . . .                     | 1400070100RP |
| Glass Assembly Mounting Hardware. . . . . | 8800930159RP |



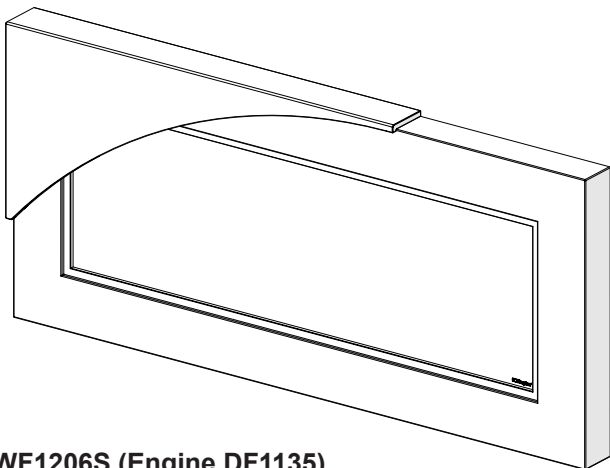
DWF1204MA (Engine DF1135)

|   |              |
|---|--------------|
| Trim Assembly . . . . .                   | DT1204MA     |
| River Rocks . . . . .                     | 1400080100RP |
| Driftwood . . . . .                       | 0441270100RP |
| Glass Assembly Mounting Hardware. . . . . | 8800930159RP |



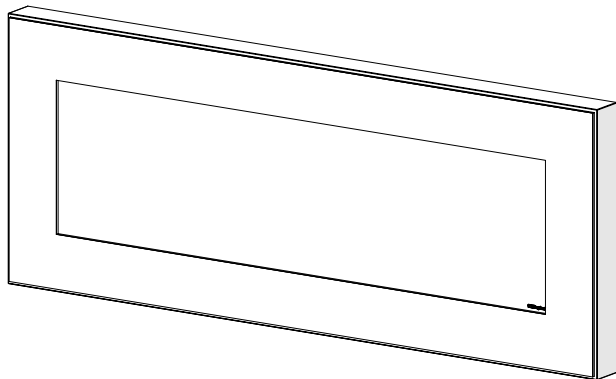
DWF1205TR (Engine DF1135)

|   |              |
|---|--------------|
| Trim Assembly . . . . .                   | DT1205TR     |
| Glass Rocks . . . . .                     | 1400070200RP |
| Glass Assembly Mounting Hardware. . . . . | 8800930159RP |



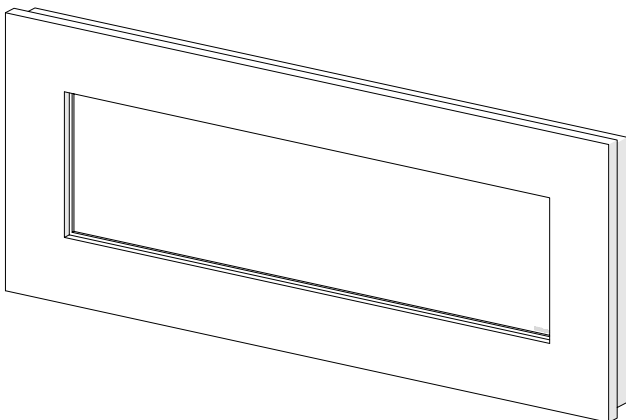
DWF1206S (Engine DF1135)

|   |              |
|---|--------------|
| Trim Assembly . . . . .                   | DT1206S      |
| Glass Rocks . . . . .                     | 1400070200RP |
| Glass Assembly Mounting Hardware. . . . . | 8800930159RP |



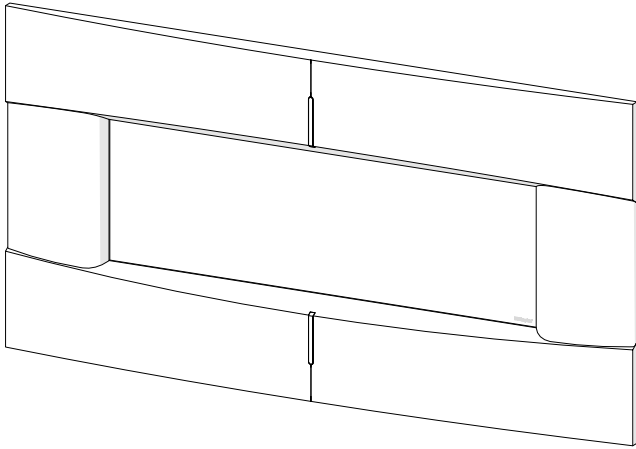
DWF1207SB (Engine DF1136)

|   |              |
|---|--------------|
| Trim Assembly . . . . .                   | DT1207SB     |
| Glass Rocks . . . . .                     | 1400070200RP |
| Glass Assembly Mounting Hardware. . . . . | 8800930159RP |



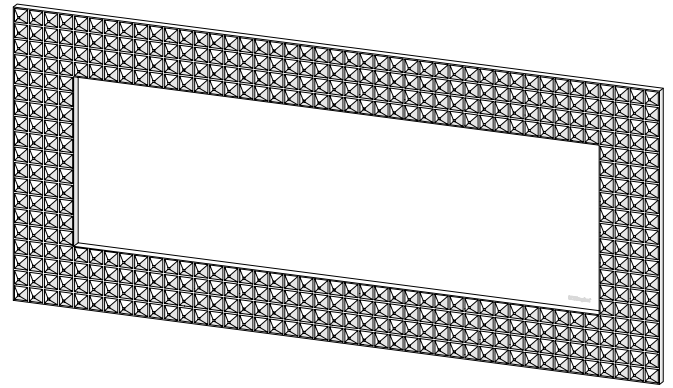
DWF-1318 (Engine DF1136)

|   |                 |
|---|-----------------|
| Trim Assembly . . . . .                   | DT1318          |
| River Rocks . . . . .                     | DWF-1318MEDIARP |
| Glass Assembly Mounting Hardware. . . . . | 8800930159RP    |



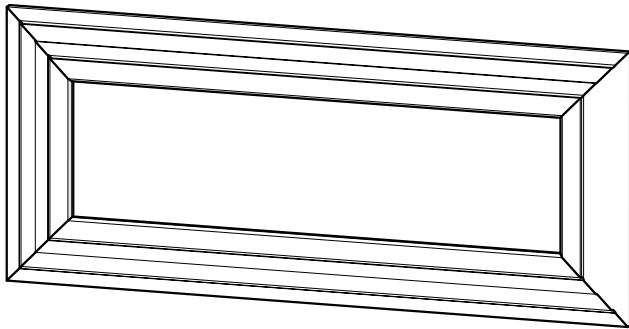
**DWF36G-1482E (Engine DF1135)**

Glass Rocks ..... 1400070200RP  
 Glass Assembly Mounting Hardware..... 8800930159RP



**DWF36AG-1452CP (Engine DF1135)**

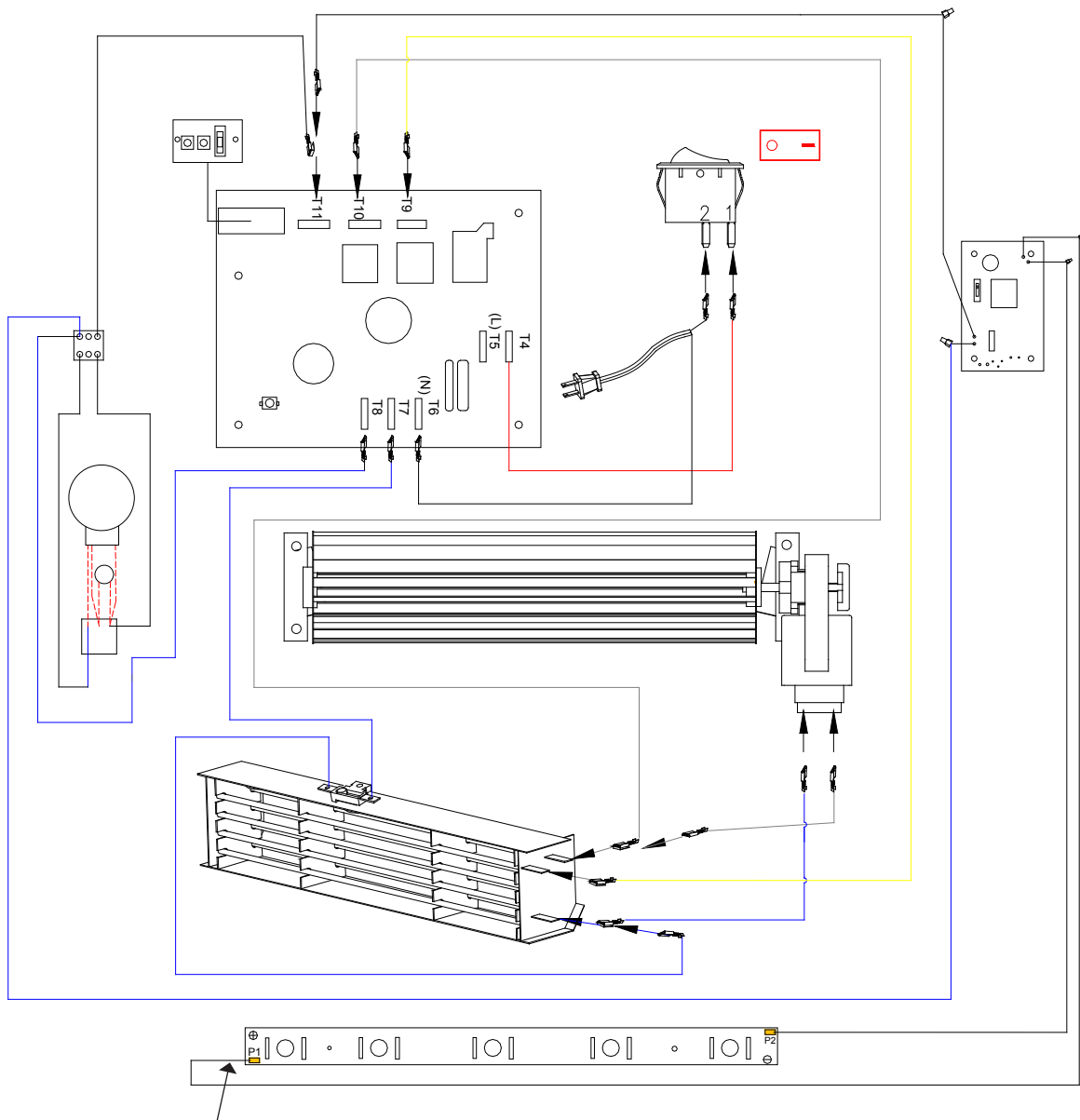
Trim Assembly ..... DT36AG-1452CP  
 Glass Rocks ..... 1400070200RP  
 Ice Chunks..... 1400130200RP  
 Glass Assembly Mounting Hardware..... 8800930159RP



**DWF42AG-1450SR (Engine DF1136)**

Glass Rocks ..... 1400070200RP  
 Ice Chunks..... 1400130200RP  
 Glass Assembly Mounting Hardware..... 8800930159RP

## WIRING DIAGRAM



**! NOTE:** DF1136 version has an additional LED Board installed in series.



## ON/OFF SWITCH REPLACEMENT

**Tools Required:** Philips 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.

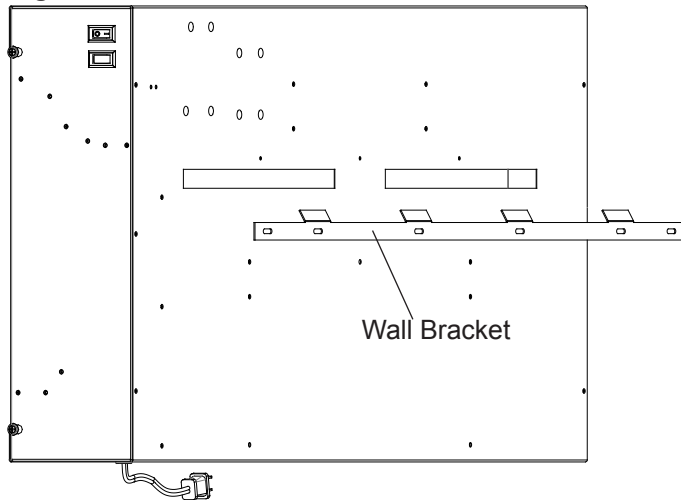
1. Remove the frame filler strip and carefully remove the glass or trim assembly from the unit.
2. Carefully remove the media from the front tray.
3. **Wall Mount:** Remove the fireplace assembly from the wall by carefully lifting it upward, releasing it from the flanges of the wall-mounting bracket. (Figure 4).

**Pedestal Mount:** Carefully lay the unit face down on a flat surface and remove the six (6) screws holding the pedestal to the unit. (Figure 5)

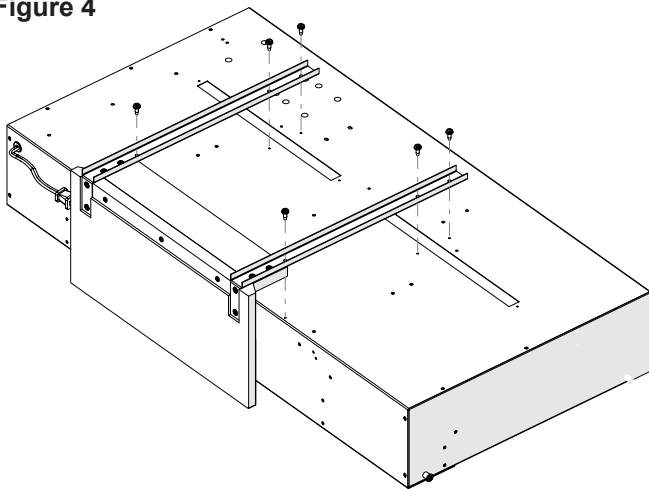
4. Carefully set the unit upright on a flat working surface.

**! NOTE:** If necessary, lay a protective barrier between

**Figure 3**

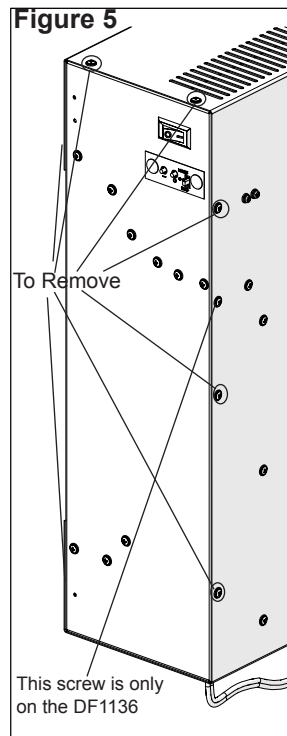


**Figure 4**



the unit and your work surface, (i.e. cloth, cardboard, thick plastic) to avoid scratching your work surface.

**Figure 5**



5. On the right end, with the controls, remove the seven (7) screws around the outside of the end panel. (Figure 5)
6. Lay unit on its back and remove the remaining nine (9) screws from the end panel.
7. Remove the end panel being careful not to add any strain to the wires connecting to the controls.
8. Remove the wires from the On/Off switch noting the original location of each one.
- ! NOTE:** Use a flat head screwdriver to gently pry between the end of the connector and the switch to release the wires.
9. Squeeze the mounting tabs located on the top and bottom of the switch, to release

the switch and push it out through the side panel of the fireplace. Note its original orientation in the opening.

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

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

**⚠ CAUTION:** Ensure that the remote control wire antenna is placed so that it is not caught between any of the screws or sheets of metal.

**! 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:** Philips 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. Remove the filler strip and carefully remove the glass or trim assembly from the unit.
2. Carefully remove the media from the front tray.
3. **Wall Mount:** Remove the fireplace assembly from the wall by carefully lifting it upward, releasing it from the flanges of the wall-mounting bracket. (Figure 4).

**Pedestal Mount:** Carefully lay the unit face down on a flat surface and remove the six (6) screws holding the pedestal to the unit. (Figure 5)

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 controls, remove the seven (7) screws around the outside of the end panel. (Figure 5)
6. Lay unit on its back and remove the remaining nine (9) screws from the end panel.
7. Remove the end panel being careful not to add any strain to the wires connecting to the controls.
8. Remove the connection wire from the switchboard
9. Squeeze the mounting tabs located on either side of the switchboard, with needle-nose pliers, to release the switchboard from the side of the unit
10. Replace the original switchboard with the new one, ensuring the correct orientation.
11. Reconnect the wire ensuring that it is inserted in the correct orientation.
12. Re-assemble the remainder of the fireplace in reverse order from the instructions above.

**⚠ CAUTION:** Ensure that the remote control wire antenna is placed so that it is not caught between any of the screws or sheets of metal.

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

## PARTIALLY REFLECTIVE GLASS REPLACEMENT

**Tools Required:** Philips 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. Remove the frame filler strip and carefully remove the glass or trim assembly from the unit.
2. Carefully remove the media from the front tray.
3. **Wall Mount:** Remove the fireplace assembly from the

wall by carefully lifting it upward, releasing it from the flanges of the wall-mounting bracket. (Figure 4).

**Pedestal Mount:** Carefully lay the unit face down on a flat surface and remove the six (6) screws holding the pedestal to the unit. (Figure 5)

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 controls, remove the seven (7) screws around the outside of the end panel. (Figure 5)
6. Lay unit on its back and remove the remaining nine (9) screws from the end panel.
7. Remove the end panel being careful not to add any strain to the wires connecting to the controls.
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.

**⚠ CAUTION:** Ensure that the remote control wire antenna is placed so that it is not caught between any of the screws or sheets of metal.

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

## FLAME PANEL REPLACEMENT

**Tools Required:** Philips 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. Remove the frame filler strip and carefully remove the glass or trim assembly from the unit.
2. Carefully remove the media from the front tray.
3. **Wall Mount:** Remove the fireplace assembly from the wall by carefully lifting it upward, releasing it from the flanges of the wall-mounting bracket. (Figure 4).

**Pedestal Mount:** Carefully lay the unit face down on a flat surface and remove the six (6) screws holding the pedestal to the unit. (Figure 5)

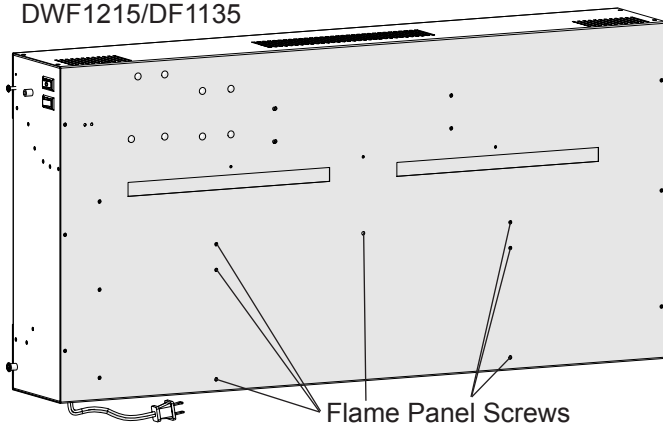
4. Carefully set the unit upright on a flat working surface.

**! 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.

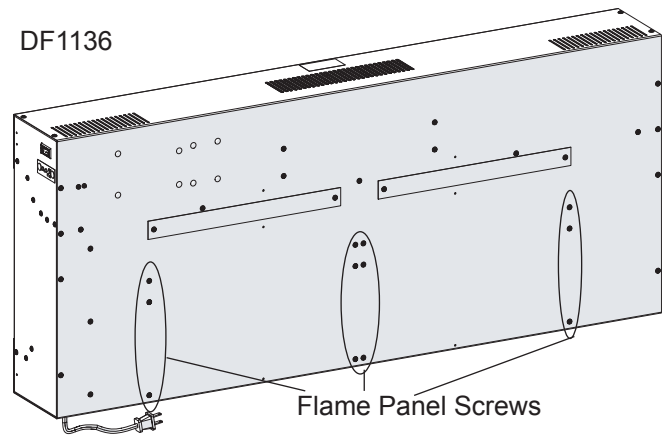
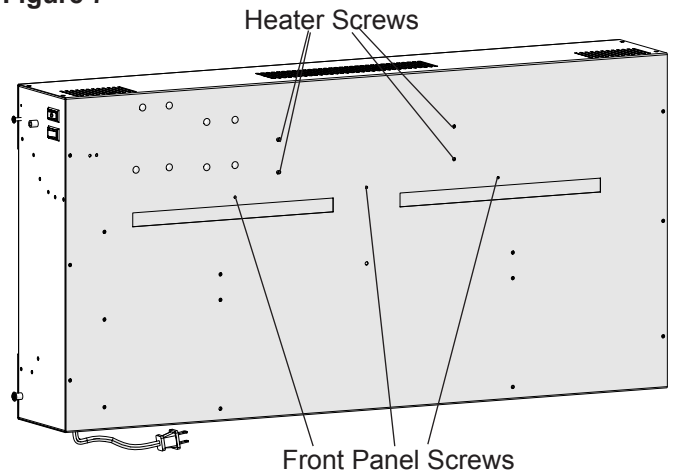
5. On the right end, with the controls, remove the seven (7) screws around the outside of the end panel. (Figure 5)
6. Lay unit on its back and remove the remaining nine (9) screws from the end panel.

**Figure 6**

DWF1215/DF1135



DF1136

**Figure 7**

maintenance to reduce the risk of electric shock or damage to persons.

1. Remove the frame filler strip and carefully remove the glass or trim assembly from the unit.
2. Carefully remove the media from the front tray.
3. **Wall Mount:** Remove the fireplace assembly from the wall by carefully lifting it upward, releasing it from the flanges of the wall-mounting bracket. (Figure 4).

**Pedestal Mount:** Carefully lay the unit face down on a flat surface and remove the six (6) screws holding the pedestal to the unit. (Figure 5)

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 controls, remove the seven (7) screws around the outside of the end panel. (Figure 5)
6. Lay unit on its back and remove the remaining nine (9) screws from the end panel.
7. Remove the end panel being careful not to add any strain to the wires connecting to the controls.
8. Follow the wiring from the power cord up to the controls and remote control receiver board, removing any tie wraps and remove the connections, taking note of the original locations.

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

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

7. Remove the end panel being careful not to add any strain to the wires connecting to the controls.
8. Gently guide the partially reflective glass out the open side of the firebox.
9. Turn the firebox upright and remove the screws that secure the flame panel to the back panel. See Figure 6 to determine which screws are required for your particular model of firebox.
10. Move the standoffs from the old panel to the new panel.
11. Re-assemble the remainder of the fireplace in reverse order from the instructions above.

**! CAUTION:** Ensure that the remote control wire antenna is placed so that it is not caught between any of the screws or sheets of metal.

**! 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:** Philips 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

**⚠ CAUTION:** Ensure that the remote control wire antenna is placed so that it is not caught between any of the screws or sheets of metal.

**! 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:** Philips 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. Remove the frame filler strip and carefully remove the glass or trim assembly from the unit.
2. Carefully remove the media from the front tray.
3. **Wall Mount:** Remove the fireplace assembly from the wall by carefully lifting it upward, releasing it from the flanges of the wall-mounting bracket. (Figure 4).  
**Pedestal Mount:** Carefully lay the unit face down on a flat surface and remove the six (6) screws holding the pedestal to the unit. (Figure 5)

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 controls, remove the seven (7) screws around the outside of the end panel. (Figure 5)
6. Remove the three (3) front panel screws along the center of the back of the unit. (Figure 7)
7. Lay unit on its back and remove the remaining nine (9) screws from the end panel.
8. Remove the end panel being careful not to add any strain to the wires connecting to the controls.
9. Gently guide the partially reflective glass out the open side of the firebox.
10. On the other end of the firebox, opposite to the controls, remove the six (6) screws across the end at the top.
11. Remove the three (3) screws along the top front panel and remove the panel.

**! NOTE:** In some units there are small pieces of foam located between the fan assembly and the panel, these are to reduce any noise during operation. If it required that they be replaced any foam with the same thickness can be used.

12. Locate the heater assembly and remove the two (2) heater assembly brackets from the back panel. (Figure 7)

13. Carefully remove the heater assembly out of the fireplace leaving the wires still connected.

14. Remove the two (2) mounting brackets from the original heater assembly, and re-attach them to the new heater assembly.

15. Carefully transfer the wire connections from the original heater assembly onto the new heater assembly.

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

16. Re-attach the mounting brackets to the back panel.

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

**⚠ CAUTION:** Ensure that the remote control wire antenna is placed so that it is not caught between any of the screws or sheets of metal.

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

## CIRCUIT BOARD REPLACEMENT REMOTE CONTROL RECEIVER or LED DRIVER BOARD

**Tools Required:** Philips 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. Remove the frame filler strip and carefully remove the glass or trim assembly from the unit.
2. Carefully remove the media from the front tray.
3. **Wall Mount:** 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. **Pedestal Mount:** Carefully lay the unit face down on a flat surface and remove the six (6) screws holding the pedestal to the unit. (Figure 5)
5. 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.
6. On the right end, with the controls, remove the seven (7) screws around the outside of the end panel. (Figure 5)
7. Remove the three (3) front panel screws along the center of the back of the unit. (Figure 7)
8. Lay unit on its back and remove the remaining nine (9) screws from the end panel.
9. Remove the end panel being careful not to add any strain to the wires connecting to the controls.



10. Gently guide the partially reflective glass out the open side of the firebox.
11. On the other end of the firebox, opposite to the controls, remove the six (6) screws across the end at the top.
12. Remove the three (3) screws along the top front panel and remove the panel.
13. There are two (2) circuit boards to the right of the heater assembly, mounted on the back panel of the fireplace: the LED Driver Board is the medium sized board located closest to the heater; and the Remote Control Receiver is the large board located closest to the controls on the right.
14. 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 switch to release the wires.

15. The boards are secured to the unit with plastic stand-offs, these can be removed by using either: needle-nose pliers and squeezing the tabs on each of the standoffs; or using wire cutters and cutting the stand-offs from: above – flush to the board; or below the board - flush to the back panel. Pull the board off of the tabs, and remove the board from its location, noting its original orientation.
16. If the tabs were cut off, raise the top of the fireplace off your work surface and using needle nose pliers push the remainder of the original mounting tabs out of the back panel and push the new mounting tabs (supplied with the new board), into the same location from behind the panel.
17. Gently push the new board onto these mounting tabs according to the orientation of the original board.
18. Re-assemble the remainder of the fireplace in reverse order from the instructions above.

**⚠ CAUTION:** Ensure that the remote control wire antenna is placed so that it is not caught between any of the screws or sheets of metal.

**! 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

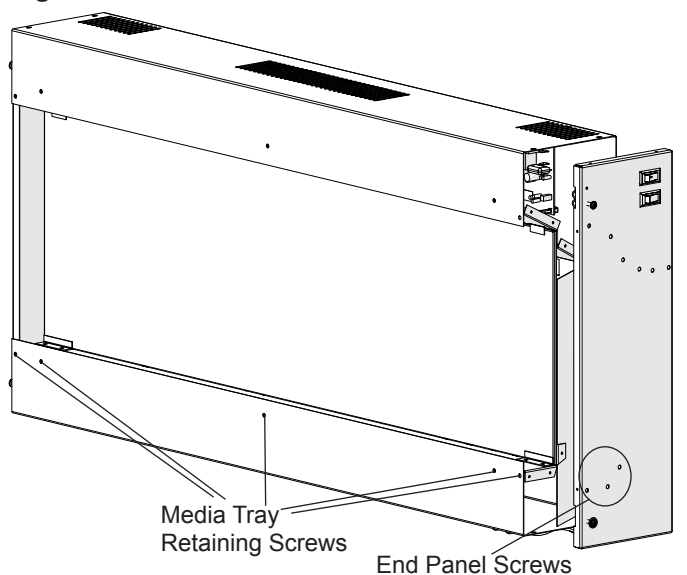
**Tools Required:** Philips head screwdriver  
Needle-nose pliers

**⚠ 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.

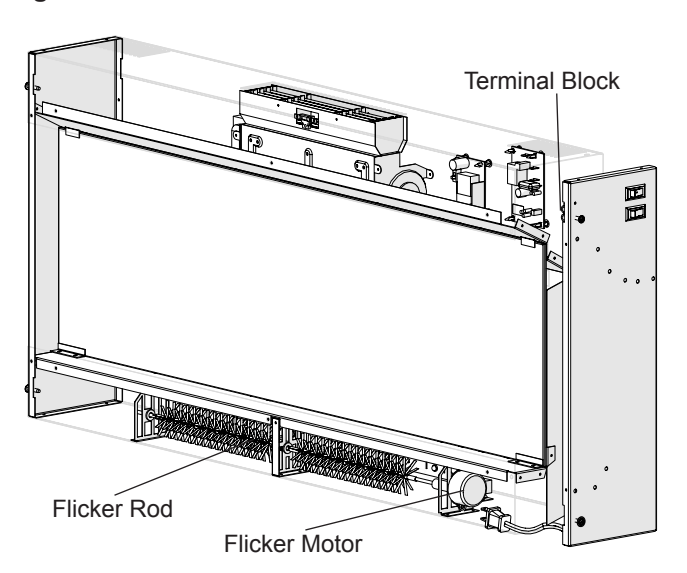
**⚠ WARNING:** Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Remove the frame filler strip and carefully remove the

**Figure 8**



**Figure 9**



glass or trim assembly from the unit.

2. Carefully remove the media from the front tray.
3. **Wall Mount:** Remove the fireplace assembly from the wall by carefully lifting it upward, releasing it from the flanges of the wall-mounting bracket. (Figure 4).
- Pedestal Mount:** Carefully lay the unit face down on a flat surface and remove the six (6) screws holding the pedestal to the unit. (Figure 5)
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 controls, remove the seven (7) screws around the outside of the end panel. (Figure 5)
6. Remove the three (3) front panel screws along the center of the back of the unit. (Figure 7)

7. Lay unit on its back and remove the remaining nine (9) screws from the end panel.
8. Remove the end panel being careful not to add any strain to the wires connecting to the controls.
9. Gently guide the partially reflective glass out the open side of the firebox.
10. Remove both sets of the three (3) end panel screws and the five (5) front screws that hold the Media Tray in place. (Figure 8)
11. 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 & 10)
12. 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.
13. 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.
14. Replace the old Flicker Rod with the new one and re-assemble 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.

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

**⚠ CAUTION:** Ensure that the remote control wire antenna is placed so that it is not caught between any of the screws or sheets of metal.

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

## FLICKER MOTOR REPLACEMENT

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

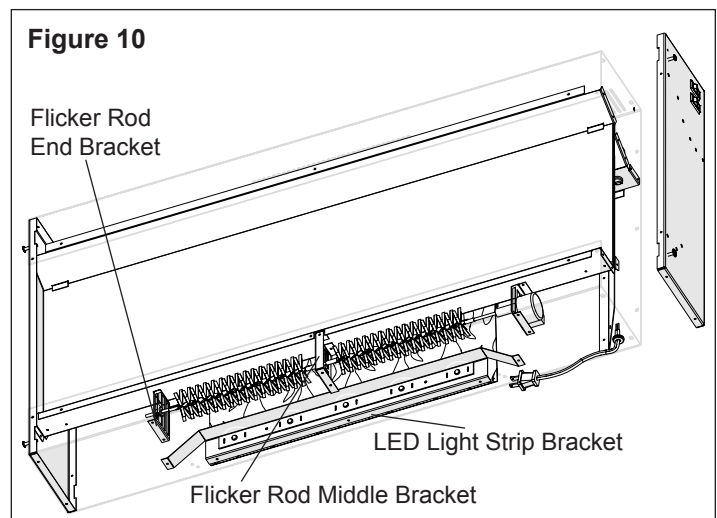
**⚠ WARNING:** If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

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

1. Remove the frame filler strip and carefully remove the glass or trim assembly from the unit.
2. Carefully remove the media from the front tray.
3. **Wall Mount:** 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. **Pedestal Mount:** Carefully lay the unit face down on a flat surface and remove the six (6) screws holding the pedestal to the unit. (Figure 5)
5. 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.
6. On the right end, with the controls, remove the seven (7) screws around the outside of the end panel. (Figure 5)
7. Remove the three (3) front panel screws along the center of the back of the unit. (Figure 7)
8. Lay unit on its back and remove the remaining nine (9) screws from the end panel.
9. Remove the end panel being careful not to add any strain to the wires connecting to the controls.
10. Gently guide the partially reflective glass out the open side of the firebox.
11. Remove both sets of the three (3) end panel screws and the five (5) front screws that hold the Media Tray in place. (Figure 8)
12. Inside the lower cavity, locate the Flicker Motor. Remove the two (2) screws which secure the flicker motor to the mounting bracket and remove the motor. (Figure 9)
13. 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.
14. Locate the terminal block located on the back wall by the controls. (Figure 9) Remove the three (3) flicker motor wires from the terminal block by using a Philips screw driver to loosen the screw in each of the associated terminals. Note the original wire locations and orientation of the capacitor.
15. Remove the original flicker motor and remove the rubber barrier that mounts between the motor and the bracket.



16. 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.

**! 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.

17. Feed the flicker motor wires through back up the side of the firebox, ensuring that any tie wraps that were removed get replaced.
18. Reconnect the flicker motor wires and capacitor into the appropriate terminals in the terminal block, according to their original configuration.

**! NOTE:** It is helpful to use needle nose pliers to feed the wires and hold them in position with one hand while you secure the terminal screw into position with the other. Once the screw is tightened, give a gentle tug on the wires to ensure they are secure.

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

**⚠ CAUTION:** Ensure that the remote control wire antenna is placed so that it is not caught between any of the screws or sheets of metal.

**! 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:** Philips 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. Remove the frame filler strip and carefully remove the glass or trim assembly from the unit.
2. Carefully remove the media from the front tray.
3. **Wall Mount:** Remove the fireplace assembly from the wall by carefully lifting it upward, releasing it from the flanges of the wall-mounting bracket. (Figure 4).

**Pedestal Mount:** Carefully lay the unit face down on a flat surface and remove the six (6) screws holding the pedestal to the unit. (Figure 5)

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 controls, remove the seven (7) screws around the outside of the end panel. (Figure 5)

6. Remove the three (3) front panel screws along the center of the back of the unit. (Figure 7)
7. Lay unit on its back and remove the remaining nine (9) screws from the end panel.
8. Remove the end panel being careful not to add any strain to the wires connecting to the controls.
9. Gently guide the partially reflective glass out the open side of the firebox.
10. Remove both sets of three (3) end panel screws and the five (5) front screws that hold the Media Tray in place. (Figure 8)
11. Lay the unit on its back.
12. Remove the five (5) screws that hold the LED light bracket onto the bottom of the firebox. (Figure 10)
13. Remove the old LED light strip from the bracket, lay the new LED light strip back into the light bracket and secure with the original 2 screws.

**! NOTE:** There are 2 LED strips in the DF1136, the replacement is the same as the single replacement.

14. 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.

15. 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.

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

**⚠ CAUTION:** Ensure that the remote control wire antenna is placed so that it is not caught between any of the screws or sheets of metal.

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

# 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.                    | Replace Remote Control and Remote Control Receiver where necessary. 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>  |  |  |
| Fireplace 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 Switchboard  | Replace Switchboard  |
|  | Defective Remote Control Receiver                                    | Replace Remote Control Receiver. Initialize with Remote Control.   |
| Fireplace does not turn on in Remote Mode                  | Improper operation   | Refer to Operation Section   |
|  | Remote control not initialized to fireplace                          | 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 Switchboard  | Replace Switchboard  |
|  | 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 light strip(s)   | Replace LED light strip(s)   |
| Log set dim, not glowing                                   | Defective LED Log Driver Board                                       | Replace LED Log Driver Board   |
| 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 firebox 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 firebox 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   |