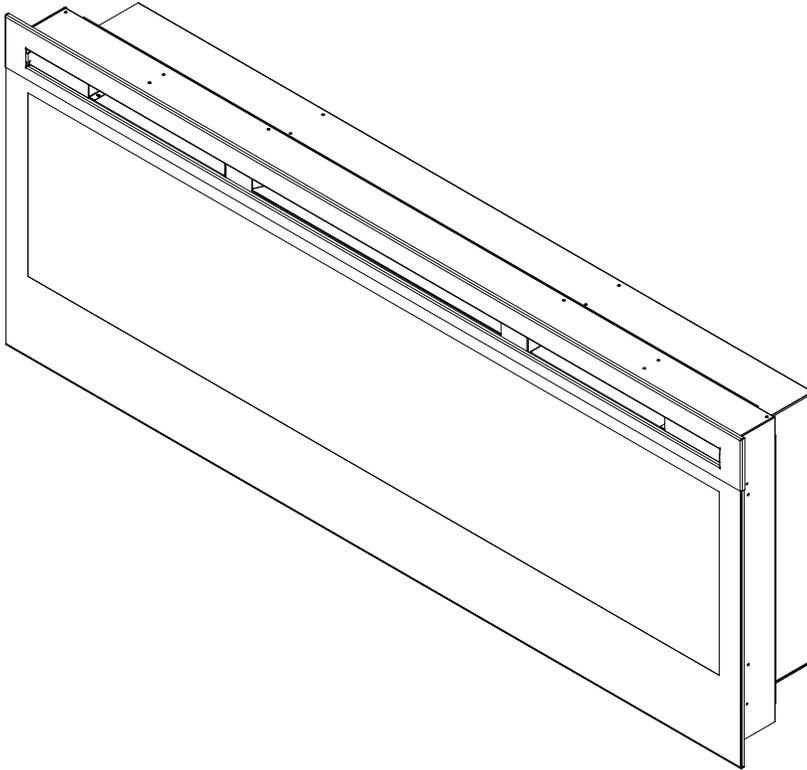




Better solutions through innovation



# Service Manual

**Model  
BLF50**

**UL Part Number  
6906780100**

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

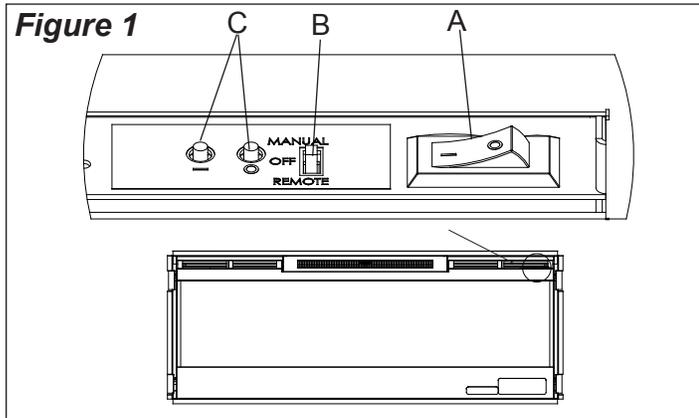
**! NOTE:** Procedures and techniques that are considered important enough to emphasize.

**⚠ 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 BLF50 operates in a 3-Stage process. These stages can be controlled either by the remote control or by the manual controls which are located on the right side of the unit and inside the air intake slot (Figure 1).



## Manual Controls

### A. On/Off Switch

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

### B. 3-Position Selection Switch

The 3-Position Selection 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 “ -- ” 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 cut out will turn the fireplace 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 five (5) minutes before switching the unit back on.

**⚠ CAUTION:** If you need to continuously reset the heater, disconnect power 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.

**! 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 receiver board 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 On (Figure 1A).
3. Move the 3-Position Selection Switch to the “**REMOTE**” position (Figure 1B).
4. Press and hold the Manual Control Button marked “ -- ” (Figure 1C) for five (5) seconds. After five (5) seconds, there is a 10 second window to press any button on the remote control.
5. **Within** 10 seconds press any button on the remote control. If the unit does not initialize, turn the On/Off Switch off for 30 seconds and try starting at Step 1. This will synchronize the remote control and receiver.

## Remote Control Usage

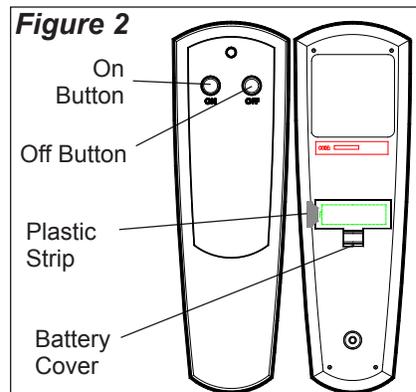
The remote control operates the fireplace levels sequentially (from off): flames only; to flames and low heat; to flames and high heat.

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.

## Battery Replacement

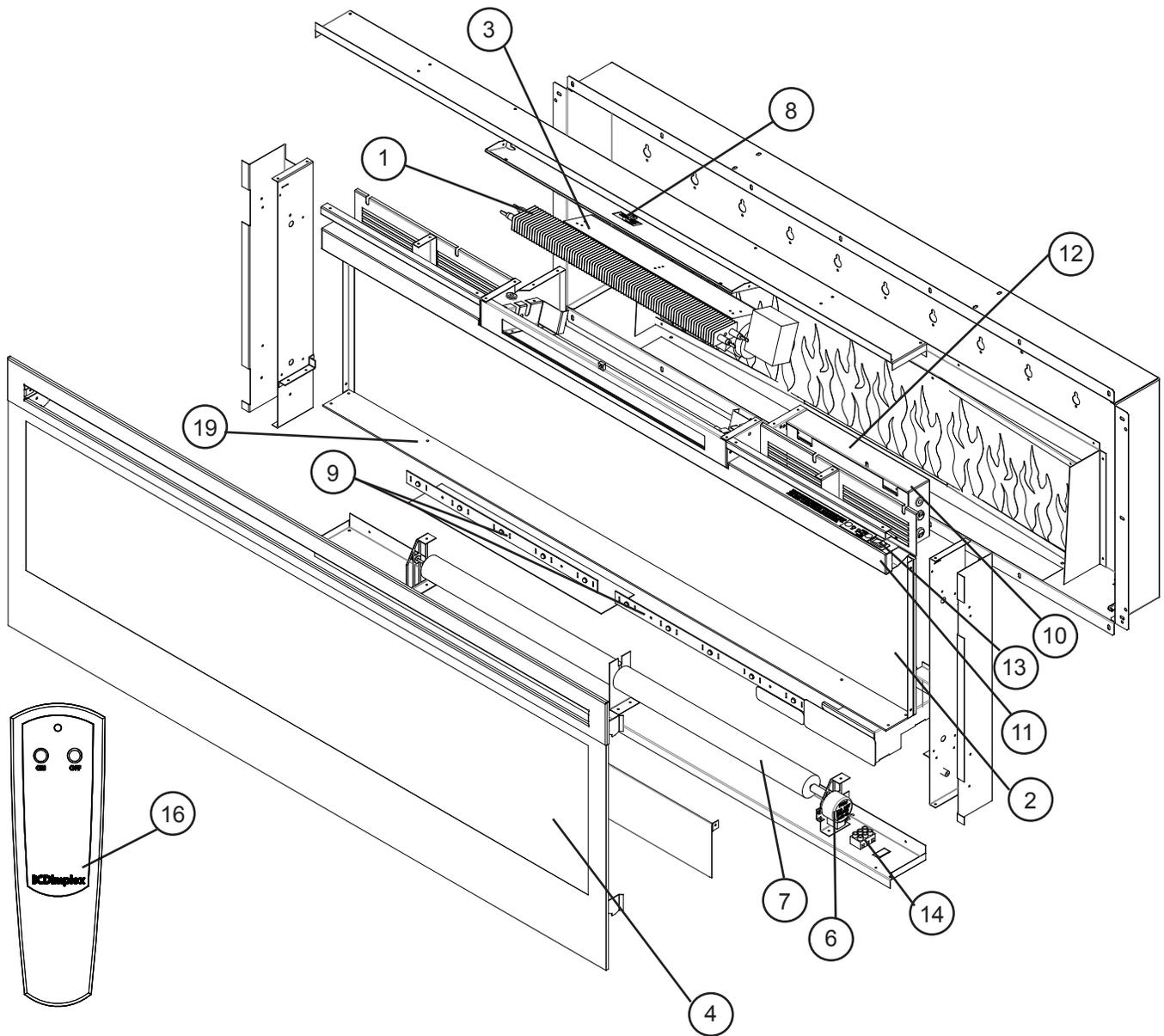
To replace the battery:

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.

# EXPLODED PARTS DIAGRAM



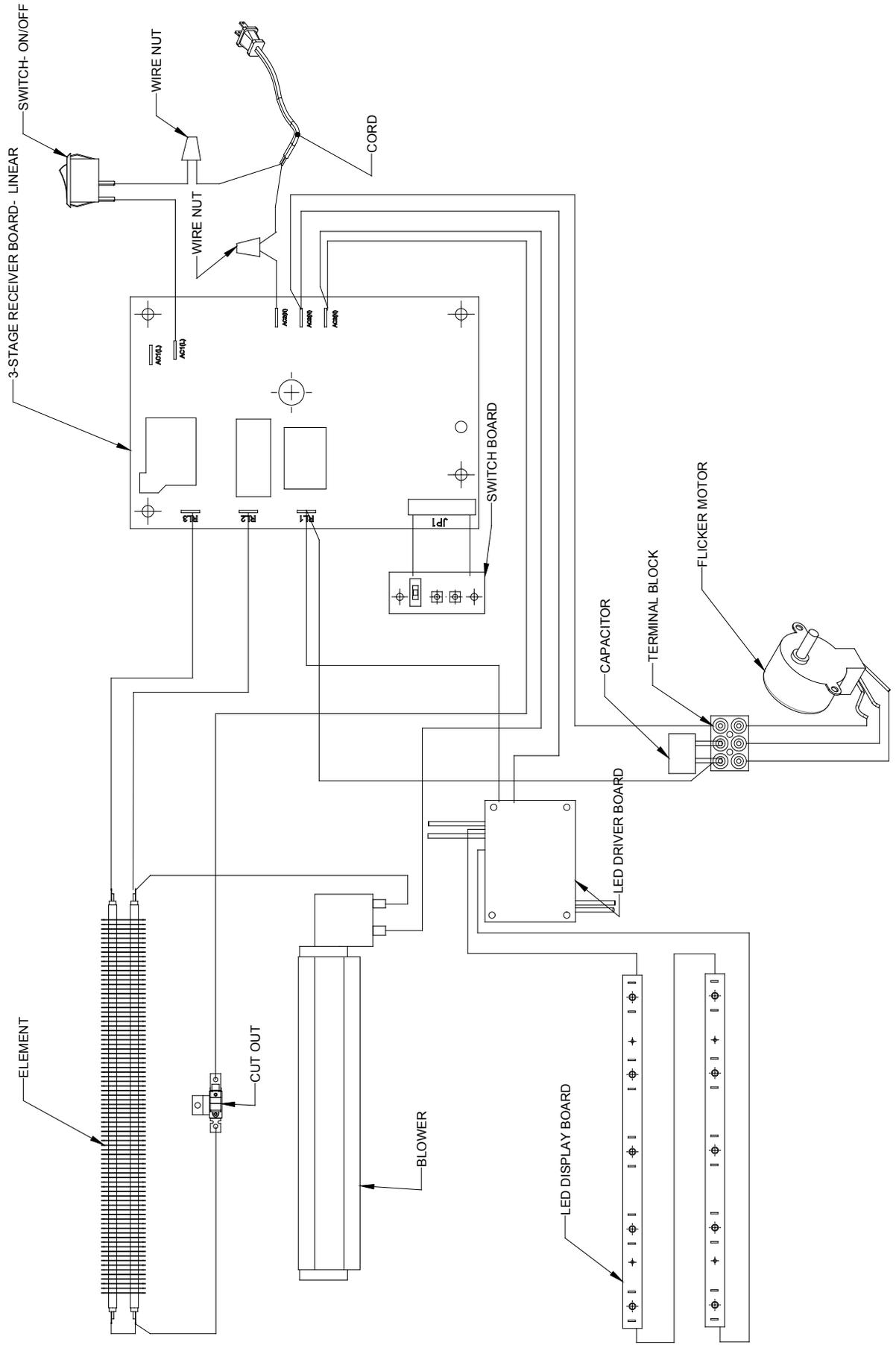
## Replacement Parts List

1. Element.....	2200510500RP	11. Remote Switchboard.....	3000820300RP
2. Partially Reflective Glass .....	5901920100RP	12. LED Driver Board .....	3000810100RP
3. Blower/Fan .....	5300260100RP	13. On/Off Switch .....	2800070700RP
4. Front Glass .....	5901930100RP	14. Terminal Block.....	4000070100RP
5. Power Cord.....	8400320100RP	15. Capacitor.....	3200030100RP
6. Flicker Motor MOD 0-A .....	2000210200RP	16. Remote Control.....	3000370600RP
MOD B .....	2000500100RP	17. Glass Ember Bed .....	1400070100RP
7. Flicker Rod .....	5901910100RP	18. Hardware Kit.....	9600350100RP
8. Cutout .....	2300200100RP	19. Plastic Media Tray.....	5901940100RP
9. LED Light Strips MOD 0-B .....	3000830102RP	20. Front Glass Mounting Hardware.....	9600420100RP
MOD C.....	3000830400RP		
10. Remote Control Receiver .....	3000820100RP		

### OEM Accessory

River Rocks..... DFS1314

# WIRING DIAGRAM



## PREPARATION FOR SERVICE

**! NOTE:** All components are replaceable from the front of the fireplace while the unit is mounted on the wall, with the exception of replacement of the power cord.

**! NOTE:** If the power cord needs replacing or if the unit needs to be removed from the wall for any other reason please begin service by following the "PREPARATION FOR SERVICE" instructions, then move on to the section "INSTRUCTIONS FOR REMOVING FROM WALL".

**Tools Required:** Philips head screwdriver

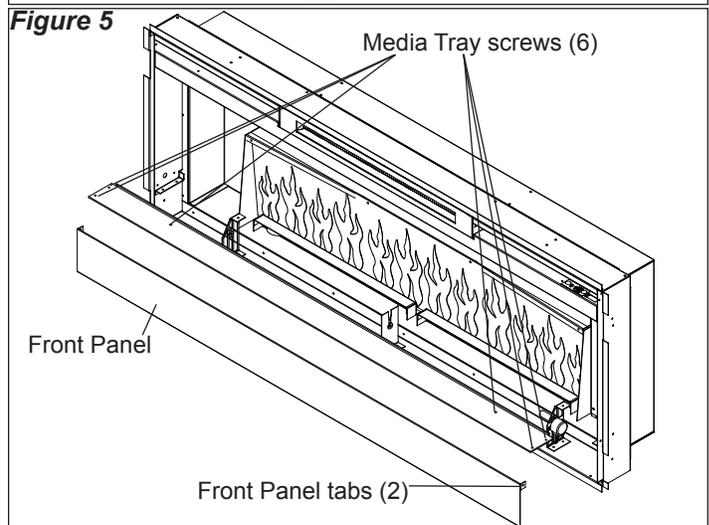
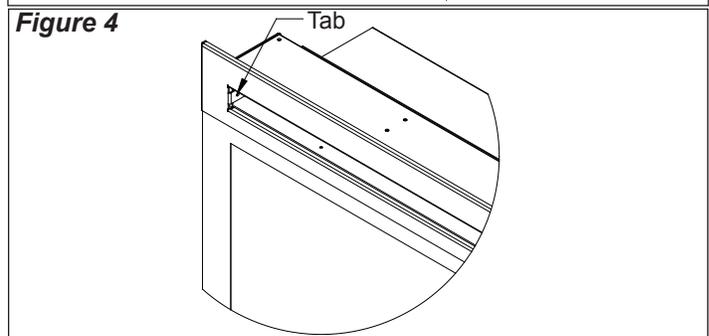
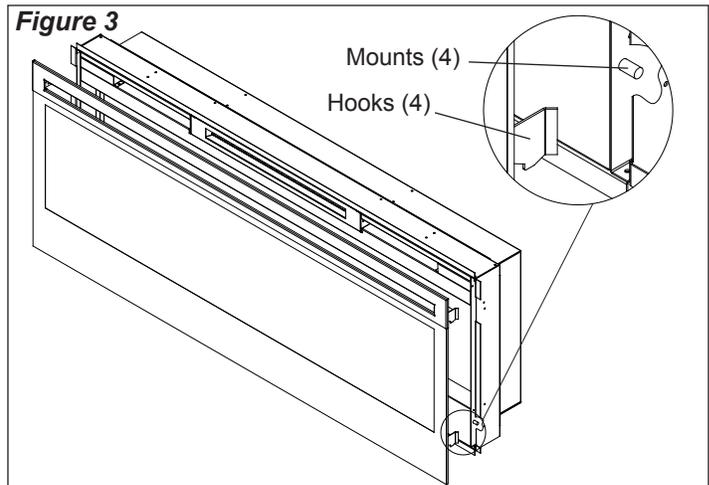
**⚠ WARNING:** Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

**⚠ CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights and heating elements to cool off to avoid accidental burning of skin.

1. Disconnect power source.
  - Unplug the fireplace from the outlet.
  - If unit has been hardwired for power or outlet is not accessible from the front, turn the breaker off at the electrical panel.
2. Remove the front glass assembly by removing the 2 screws (1 on the left and 1 on the right side, located just inside the top front vent opening). These screws secure the front glass panel to the inside of the fireplace. (Figure 4)
3. Lift the front glass assembly off of the 4 mounts located between the outer and inner casing of the fireplace: 2 on the left and 2 on the right. (Figure 3) Carefully place the glass assembly aside in a safe location.
4. Remove the decorative glass ember-bed pieces from the media tray, which lies along the bottom of the interior Partially Reflective Glass. A medium sized container such as a bucket or a box will be needed to keep the glass ember-bed pieces together.

**! NOTE:** Try to ensure the pieces do not get pushed or wedged underneath the Partially Reflective Glass. They may obstruct the ease of removing the Partially Reflective Glass from the fireplace.

5. Remove the Partially Reflective Glass by removing the 2 screws on each bracket; (2-brackets in total), located on the left and right side of the Partially Reflective Glass.
6. With one hand gently supporting the Partially Reflective Glass, carefully pry the Partially Reflective Glass forward from the upper half so that it begins to tilt forward from the top. Grasp the Partially Reflective Glass from the sides and carefully lift it up and out from the front of the fireplace. Set it aside in a safe place.
7. Remove the plastic media tray by removing the 6 screws: 3 on the left and 3 on the right of the tray. (Figure 5)
8. The tray has a small lip that goes underneath and slightly up behind the Partially Reflective Glass - from



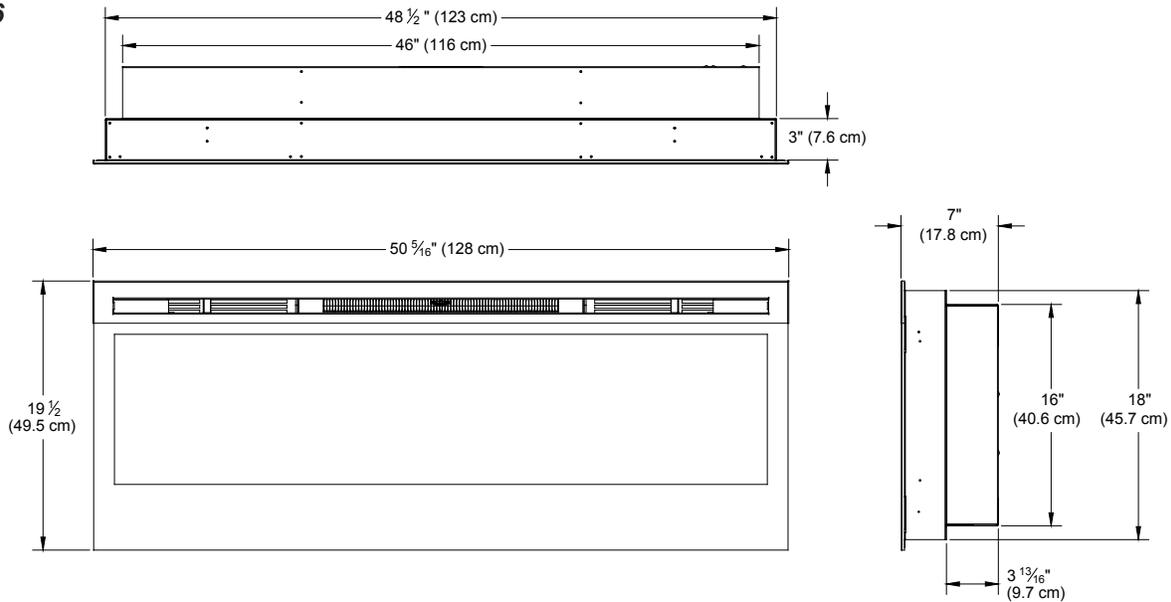
the front edge, pull the tray up and forward to take it out of the fireplace.

**⚠ CAUTION:** Partially Reflective Glass is not tempered. Do not bump or drop the Partially Reflective Glass to avoid breakage and personal injury.

**! NOTE:** Once the repair is completed, replace the media tray first before re-inserting the Partially Reflective Glass.

- Re-place 1 screw on both the left and right side of the media tray closest to the front to align the tray and keep it in place.
- Put the Partially Reflective Glass with the rubber protective strip at the top and secure with the side mounting brackets
- Secure the remaining 4 screws in the media tray.

Figure 6



9. Proceed to the instructions within this manual relating to the repair being performed - see Table of Contents for page number.

## INSTRUCTIONS FOR REMOVING FROM WALL

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

**⚠ CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights and heating elements to cool off to avoid accidental burning of skin.

**! NOTE:** Only required for replacement of the power cord or removal from service.

**⚠ CAUTION:** Follow "Preparation for Service" instructions before proceeding.

Mounting - The fireplace may be mounted in one of 3 methods:

- Surface Mount
- Recess Mount (partially in the wall)
- Flush Mount (completely in the wall)

Identify the type of mounting and follow the appropriate instructions in the following pages. (See Figure 6 for the top and side profile view with measurements of the back panel).

**⚠ CAUTION:** Two people will be required for removal and re-installation of the fireplace. The unit is approx. 50 5/16" w x 19 1/2" h x 7" d. Weight is approximately 75lbs.

**⚠ CAUTION:** To prevent injury or damage, turn off the breaker in your electrical panel prior to attempting to remove this unit off the wall.

**! NOTE:** If fireplace is hard wired directly to the electrical panel, and there is not enough slack in the wires within the wall to reach your work area, remove the electrical junction box cover located on the bottom right by removing the 1 screw on the front of the cover. Lift the cover off and set aside. Disconnect the 3 wire connectors connected to the

power source, taking note of their original configuration.

## Surface Mount

(Figure 7)

**Tools Required:** Philips head screwdriver

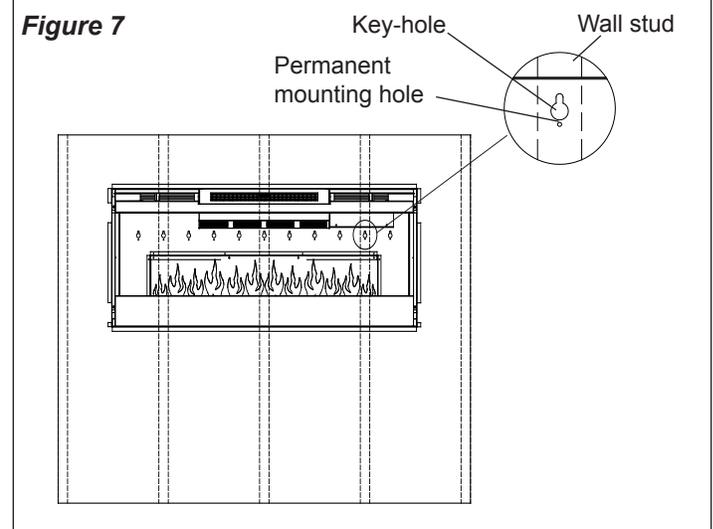
**⚠ CAUTION:** Follow "Preparation for Service" instructions before proceeding.

1. Partially unscrew the rear mounting screws that are holding the fireplace to the wall along the back panel of the unit. Support the weight of the fireplace when loosening the screws so unit does not fall off the wall unexpectedly.

**! NOTE:** Be sure to take note of which keyhole mount openings were used for positioning the fireplace so that it can be re-placed in the same location when service is complete. (Figure 7)

2. Take the fireplace off the wall by carefully lifting the fireplace off the mounting screws so they line up to the larger part of the keyhole openings and pull forward. Carefully lay the unit down on a solid flat surface with the front of the unit facing up.

Figure 7



**! NOTE:** If the surface you are using as a work area on is a finished surface that is prone to scratches (i.e. hardwood flooring), it is recommended that a protective barrier be used underneath, (i.e. cloth, cardboard, thick plastic).

3. Proceed to the instructions within this manual relating to the repair being performed - see Table of Contents for page number.
4. Once repair is complete, reassemble in the reverse order as above.

### Recessed Mount - Partial In-wall (Figure 8)

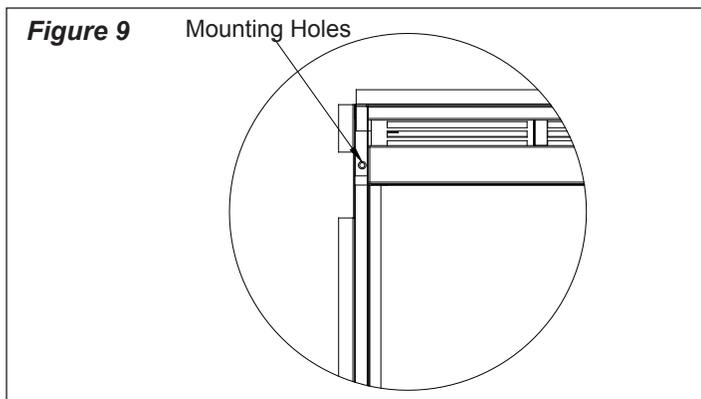
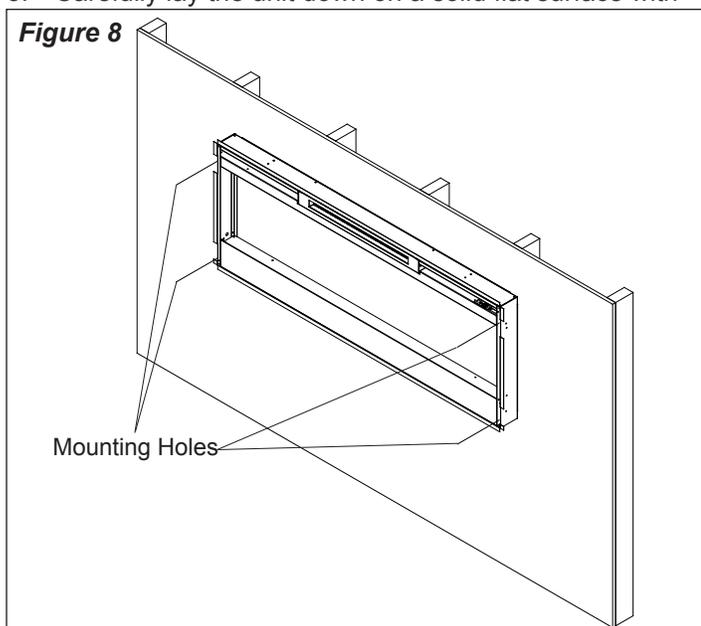
**Tools Required:** Philips head screwdriver

**⚠ CAUTION:** Follow "Preparation for Service" instructions before proceeding.

1. Remove the 4 mounting screws located approximately 3 inches deep in the space between the outer and inner casing on the left and right hand side. There are 2 screws per side, upper and lower going into a stud. (Figure 9)

**⚠ CAUTION:** The fireplace should be supported while removing the screws to prevent the unit from falling.

2. Remove the fireplace out of the opening by slightly lifting and pulling forward.
3. Carefully lay the unit down on a solid flat surface with



the front of the unit facing up.

**! NOTE:** If the surface you are using as a work area is a finished surface that is prone to scratches (i.e. hardwood flooring), it is recommended that a protective barrier be used underneath, (i.e. cloth, cardboard, thick plastic).

4. Proceed to the instructions within this manual relating to the repair being performed - see Table of Contents for page number.
5. Once repair is complete, reassemble in the reverse order as above.

### Flush Mount – Complete In-wall (Figure 10)

**Tools Required:** Philips head screwdriver

**⚠ CAUTION:** Follow "Preparation for Service" instructions before proceeding.

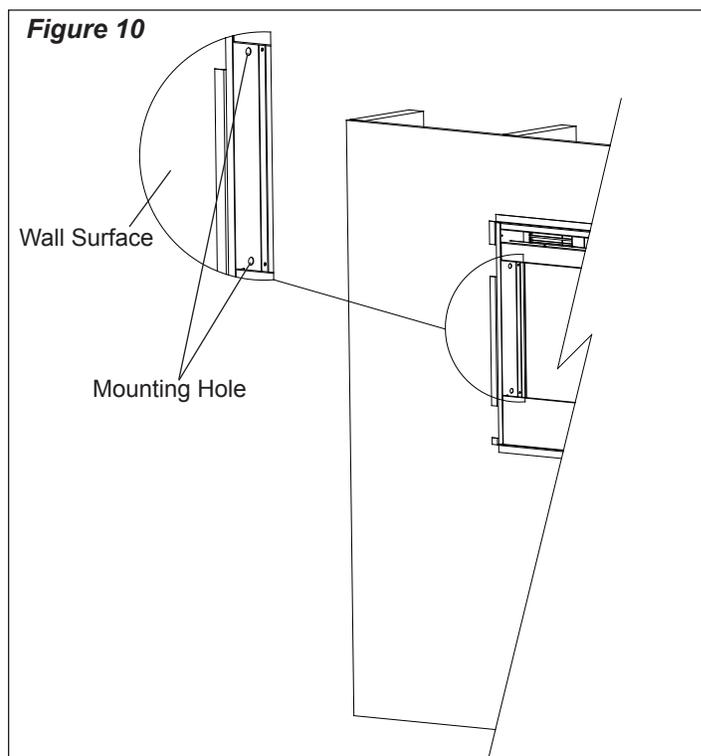
1. Locate and remove the 4 mounting screws inside the unit located on left and right side towards the front. There are 2 screws per side, going from the side panels out into the side of the wall stud that frames the fireplace. (Figure 10)

**⚠ CAUTION:** The unit should be supported while removing the screws to prevent the unit from falling.

2. Remove the fireplace out of the opening by slightly lifting and pulling forward.
3. Carefully lay the unit down on a solid flat surface with the front of the unit facing up.

**! NOTE:** If the surface you are using as a work area is a finished surface that is prone to scratches (i.e. hardwood flooring), it is recommended that a protective barrier be used underneath, (i.e. cloth, cardboard, thick plastic).

4. Proceed to the instructions within this manual relating



to the repair being performed - see Table of Contents for page number.

5. Once repair is complete, reassemble in the reverse order as above.

## LED LIGHT STRIPS REPLACEMENT

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

**⚠ CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights and heating elements to cool off to avoid accidental burning of skin.

**Tools required:** Phillips head screwdriver  
Wire snips

**⚠ CAUTION:** Follow "Preparation for Service" instructions before proceeding.

1. Partially release the lower face panel, by removing the screw on the left side and on the right side of the panel, inside the unit. Pull the front panel forward from the top side by approximately 2" inches. There are 3 additional screws located underneath the front face but do not need to be removed. There should be enough "give" to allow the panel to pull slightly forward.

**! NOTE:** If the 3 bottom screws to the front panel are accessible in your application, you can remove them to obtain the most clearance for the repair. If they are not accessible, you can still proceed with them attached.

2. Remove the electrical junction box cover located on the bottom right hand side by removing the screw on the front of the cover. Lift the cover out and set aside.
3. Remove the flicker rod by slightly bending the rod and pulling the rubber bushing off the motor arm located on the bottom right. Remove the middle plastic bushing by lifting it up off the center bracket. Slide the remainder of the flicker rod off the end bracket on the left.

**⚠ CAUTION:** When removing and replacing the flicker motor try to keep any slight bending of the flicker rod minimal so as to not damage it. If flicker rod is damaged, it should be replaced to ensure proper operation.

4. On the top right side, just below the Remote Switchboard, remove the 2 screws that secure the upper control panel cover. Remove the cover and set aside to allow access to the LED Driver Board wires.
5. On the LED Driver Board (smaller board on the right), remove the two (2) orange wire connectors and separate the wires - noting original configuration.
6. In the lower area of the fireplace, remove the 2 screws on each LED light strip, which secure the strips to the light strip covers.
7. Cut and remove plastic cable ties that hold the wires in place from the LED light cover at the bottom and up to the LED Driver Board at the top.
8. Gently pull the LED light strip wires up and around from the side of the light covers to free the strips. The covers may require a small amount of pressure upward, to

allow a little "give" when feeding the wires around the covers.

9. Lift and remove LED strips out of the light covers and slide the wires out of the protective insulation.
10. Feed the wires from the new LED strip back through the same protective insulation up to the LED Driver Board.
11. Attach the new LED strips to the LED cover with the screws from step 9.
12. Route wires around the light covers and re-attach the covers with the screws from the outer bottom panel of the fireplace.
13. Reconnect the wires at the LED Driver Board at the top using the 2 orange wire connectors from STEP 6.
14. Route wires back into control panel area.
15. Reassemble in the reverse order as above.

## LED DRIVER BOARD REPLACEMENT

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

**⚠ CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights and heating elements to cool off to avoid accidental burning of skin.

**Tools required:** Phillips head screwdriver  
Needle nosed pliers  
Wire snips

**⚠ CAUTION:** Follow "Preparation for Service" instructions before proceeding.

1. On the top right side, just below the Remote Switchboard, remove the 2 screws that secure the upper control panel cover. Remove the cover and set aside to allow access to the LED Driver Board wires.
2. Remove the two (2) cable ties on the right to allow access to the wires of the LED Driver Board.
3. On the LED Driver Board (smaller board on the right), remove the two (2) orange wire connectors and separate the wires - noting their original configuration.
4. Also on the LED Driver Board remove the 2 wire connectors that join the 2 white wires together and the two black wires together.
5. To remove the Driver Board off the plastic mounts, pinch the plastic mounting tabs with needle nose pliers. Pull the old board off.
6. Connect the firebox wires onto the new LED Driver Board. Spread the flange on the top of the plastic mounting tabs apart and re-use them to re-secure the new Driver Board into the fireplace. Line up the holes on the Driver Board and gently press the new board onto the mounts. Make sure the Driver Board is secure.
7. Reassemble in the reverse order as above.

## FLICKER MOTOR/FLICKER ROD REPLACEMENT

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

**⚠ CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights and heating elements to cool off to avoid accidental burning of skin.

**Tools required:** Phillips head screwdriver.

**⚠ CAUTION:** Follow “Preparation for Service” instructions before proceeding.

1. Partially release the lower face panel, by removing the screw on the left side and on the right side of the panel, inside the unit. Pull the front panel forward from the topside by approximately 2” inches. There are 3 additional screws located underneath the front face but do not need to be removed. There should be enough “give” to allow the panel to pull slightly forward.

**! NOTE:** If the 3 bottom screws to the front panel are accessible in your application, you can remove them to obtain the most clearance for the repair. If they are not accessible, you can still proceed with them attached.

2. Remove the electrical junction box cover located on the bottom right hand side by removing the screw on the small mounting-flange on the front face of the junction box cover. Lift the cover out and set aside. Once the cover is removed, the flicker motor and terminal block will now be visible.

3. a) If the new and old flicker motors have 3 wires: disconnect the wiring connections from the terminal block noting their original locations and install the new motor similarly. (Figure 11a)

b) If the old flicker motor has 3 wires and the new flicker motor has 2 wires: disconnect the wiring connections and the capacitor, black wire across from the black wire and white wire across from other wire. (Figure 11b)

c) If the old and new flicker motors both have two wires, cut the wires approximately 1 in (25.4 mm) from the hole that the wires pass to the top of the unit, strip off 1/2 in (12.7 mm) the end of each wire and insert the end of the wire from the flicker motor and the wire from the unit (ensure the colours correspond), into the provided connectors and with pliers squeeze to make the connection. (Figure 11c)

4. Remove the 2 screws holding the flicker motor to the mounting bracket. Gently pull the motor away from the flicker rod.

**⚠ CAUTION:** When removing and replacing the flicker motor try to keep any slight bending of the flicker rod minimal so as to not damage it. If flicker rod is damaged, it should be replaced to ensure proper operation.

5. Properly orient the new flicker motor onto the motor bracket and re-attach with the 2 mounting screws.

6. Reassemble in the reverse order as above.

## ELEMENT REPLACEMENT

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

**⚠ CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights and heating elements to cool off to avoid accidental burning of skin.

**Tools required:** Phillips head screwdriver.

Needle nosed pliers.

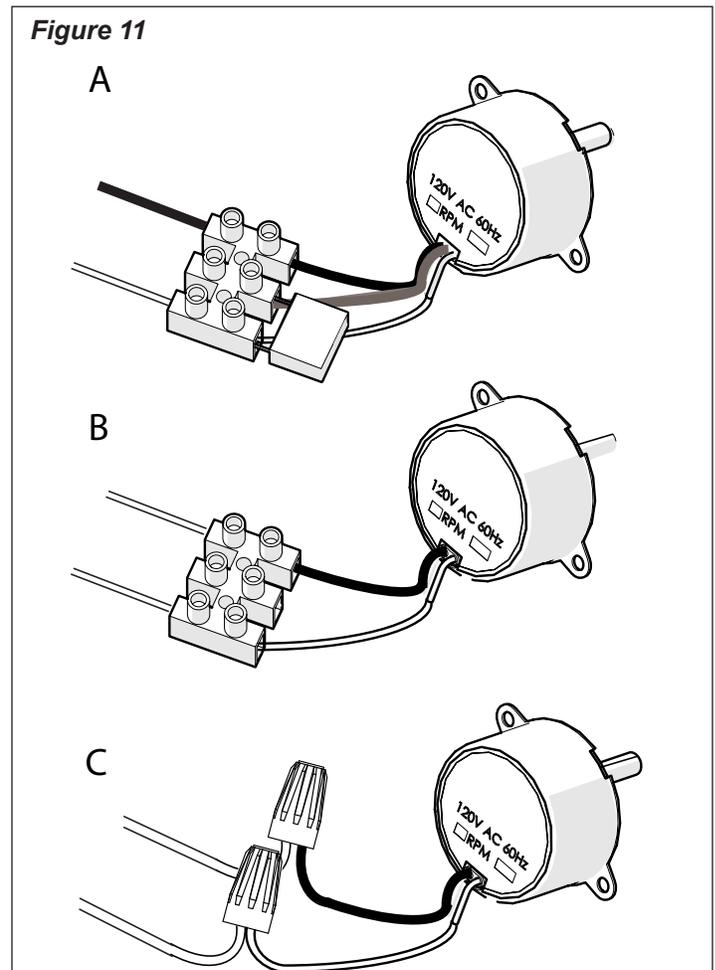
Wire Snips

3/8” ratchet or wrench

**⚠ CAUTION:** Follow “Preparation for Service” instructions before proceeding.

1. Remove the 4 screws that secure the angled switch housing cover located just below the Remote Switch-board on the top right. Remove cover and set aside.
2. Remove the front panel that spans across the top front fascia. To do so, locate the 4 screws: 2 on the left and 2 right on the angled part behind the fascia. Wires from the switch housing are connected to this piece so carefully move it farther down in the body of the unit, to give some room to access the heating assembly cover.
3. Remove the heating assembly cover in the top center by removing the 10 screws on the side brackets: 5 on the left and 5 on the right. Wires from the switch housing are connected to this piece, so carefully move it

Figure 11



farther down in the body of the unit, to give some room to access the heating assembly housing.

4. Release the top panel of the heating assembly housing by removing 4 screws on the side brackets. Pull the top panel of the heating assembly housing out from between the brackets.
5. From the top panel of the heating assembly housing, remove the 4 screws that hold the element cover to the housing panel.
6. Disconnect wires from the ends of the elements noting their original locations.

**! NOTE:** Using a flat head screwdriver gently pry between the end of the connectors and the element to release the wires.

**! NOTE:** Some of the wires may have a “piggy-back” connector that allows a second wire to connect to the same prong as the first wire. Try and keep the “piggy-back” connection together when pulling the wires off the element.

7. Using a 3/8” ratchet or wrench remove the hex head screw from both sides of the element. Remove elements from the element housing and replace with the new elements.
8. Reassemble in the reverse order as above.

**⚠ CAUTION:** When re-installing covers and panels, be sure the wires are guided and tucked into the proper openings along the right side so they are not pinched and allows enough space to reinstall panel.

## HIGH TEMPERATURE CUTOUT REPLACEMENT

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

**⚠ CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights and heating elements to cool off to avoid accidental burning of skin.

**Tools required:** Phillips head screwdriver  
Needle nosed pliers  
Wire Snips

**⚠ CAUTION:** Follow “Preparation for Service” instructions before proceeding.

1. Remove the 4 screws that secure the angled switch housing cover located just below the Remote Switchboard on the top right. Remove cover and set aside.
2. Remove the front panel that spans across the top front fascia. To do so, locate the 4 screws: 2 on the left and 2 right on the angled part behind the fascia. Wires from the switch housing are connected to this piece so carefully move it farther down in the body of the unit, to give some room to access the heating assembly cover.
3. Remove the heating assembly cover in the top center by removing the 10 screws on the side brackets: 5 on the left and 5 on the right. Wires from the switch housing are connected to this piece, so carefully move it

farther down in the body of the unit, to give some room to access the heating assembly housing.

4. Release the top panel of the heating assembly housing by removing 4 screws on the side brackets. Pull the top panel of the heating assembly housing out from between the brackets.
5. Locate the high temperature cutout and remove the mounting screw.
6. Disconnect the wiring connections noting their original locations.

**! NOTE:** Using a flat head screwdriver gently pry between the end of the connectors and the cutout to release the wires.

7. Cut and remove plastic cable tie that hold the wires in place on the top of the panel.
8. Properly orient the new high temperature cutout and connect all of the wiring connections.
9. Reassemble in the reverse order as above.

## BLOWER/FAN REPLACEMENT

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

**⚠ CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights and heating elements to cool off to avoid accidental burning of skin.

**Tools required:** Phillips head screwdriver.  
Needle nosed pliers.

**⚠ CAUTION:** Follow “Preparation for Service” instructions before proceeding.

1. Remove the 4 screws that secure the angled switch housing cover located just below the Remote Switchboard on the top right. Remove cover and set aside.
  2. Remove the front panel that spans across the top front fascia. To do so, locate the 4 screws: 2 on the left and 2 right on the angled part behind the fascia. Wires from the switch housing are connected to this piece so carefully move it farther down in the body of the unit, to give some room to access the heating assembly cover.
  3. Remove the heating assembly cover in the top center by removing the 10 screws on the side brackets: 5 on the left and 5 on the right. Wires from the switch housing are connected to this piece, so carefully move it farther down in the body of the unit, to give some room to access the heating assembly housing.
  4. Release the top panel of the heating assembly housing by removing 4 screws on the side brackets. Pull the top panel of the heating assembly housing out from between the brackets.
  5. From the top panel of the heating assembly housing, locate and remove the 6 screws that hold the blower/fan assembly to the housing panel. Separate the blower assembly from the housing panel.
- ⚠ CAUTION:** When removing the blower assembly mounting screws support the assembly to prevent any

damage to the unit.

6. Disconnect the wiring connections noting their original locations.

**! NOTE:** Using a flat head screwdriver gently pry between the end of the connectors and the blower/fan to release the wires.

7. Properly orient the new blower/fan assembly and connect all of the wiring connections.
8. Reassemble in the reverse order as above.

## ON/OFF SWITCH REPLACEMENT

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

**⚠ CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights and heating elements to cool off to avoid accidental burning of skin.

**Tools required:** Phillips head screwdriver.  
Needle nosed pliers.

**⚠ CAUTION:** Follow “Preparation for Service” instructions before proceeding.

1. Remove the 4 screws that secure the angled switch housing cover located just below the Remote Switchboard on the top right. Remove cover and set aside.
2. Remove the front panel that spans across the top front fascia. To do so, locate the 4 screws: 2 on the left and 2 right on the angled part behind the fascia. Wires from the switch housing are connected to this piece so carefully rotate it up 180 degrees and move it farther down in the body of the unit, to give some room for access. This will make the switch visible from behind.
3. Disconnect the wiring connections noting their original locations.

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

4. Using needle nose pliers, pinch the tabs on either side of the switch to release and push the switch forward out of the front of the panel.

**! NOTE:** Note the orientation of the switch prior to removing.

5. From the front of the panel, insert new switch by pushing switch back through the hole past the side tabs on the switch, securing it in the opening.
6. Reconnect wires onto the prongs at the back of the switch in their original configuration.
7. Reassemble in the reverse order as above.

## REMOTE SWITCHBOARD REPLACEMENT

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

**⚠ CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights and heating elements to cool off to avoid accidental burning of skin.

**Tools required:** Phillips head screwdriver.  
Needle nosed pliers  
Wire snips

**⚠ CAUTION:** Follow “Preparation for Service” instructions before proceeding.

1. Remove the 4 screws that secure the angled switch housing cover located just below the Remote Switchboard on the top right. Remove cover and set aside.
2. Remove the front panel that spans across the top front fascia. To do so, locate the 4 screws: 2 on the left and 2 right on the angled part behind the fascia. Wires from the switch housing are connected to this piece so carefully rotate it up 180 degrees and move it farther down in the body of the unit, to give some room for access. This will make the switch visible from behind.
3. Disconnect the wiring connections noting their original locations.

**! NOTE:** Using a flat head screwdriver gently pry between the end of the connectors and the switchboard to release the wires.

4. To remove the switchboard off the plastic mounts, cut or pinch the plastic mounting tabs with snips or needle nose pliers. Pull the old board off.
5. Push the old mounts out towards the front/top of the fascia panel. Insert and push the new mounts all the way through into the same opening. Line up the holes on the switchboard and gently press the new board onto the mounts. Make sure the board is secure.
6. Reconnect the wires onto the back of the switchboard in its original configuration.
7. Reassemble in the reverse order as above.

## REMOTE CONTROL RECEIVER REPLACEMENT

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

**⚠ CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights and heating elements to cool off to avoid accidental burning of skin.

**Tools required:** Phillips head screwdriver.  
Needle nosed pliers.  
Wire snips

**⚠ CAUTION:** Follow “Preparation for Service” instructions before proceeding.

1. On the top right side of the back panel, just below the manual control switches, remove the 2 screws that secure the upper control panel cover. Remove the cover and set aside to allow access to the Remote Control Receiver wires (the board is the larger circuit board on the left).
  2. Remove any plastic cable ties to allow for easier removal of the wires on the Remote Control Receiver.
  3. Remove the wires off the Remote Control Receiver, taking careful note of the original location of the wires.
    - ! **NOTE:** Using a flat head screwdriver gently pry between the end of the connectors and the receiver to release the wires.
    - ! **NOTE:** Some of the wires may have a “piggy-back” connector that allows a second wire to connect to the same prong as the first wire. Try and keep the “piggy-back” connection together when pulling the wires off the Remote Control Receiver.
  4. To remove the Remote Control Receiver off the plastic mounts, pinch the plastic mounting tabs with needle nose pliers. Pull the old board off.
  5. Attach the firebox wires onto the new Remote Control Receiver. Spread the flange on the top of the plastic mounting tabs apart and re-use them to re-secure the new Remote Control Receiver into the firebox. Line up the holes on the Remote Control Receiver and gently press the new Remote Control Receiver onto the mounts - making sure the board is secure.
  6. Reassemble in the reverse order as above.
4. Remove power cord junction box by removing the 3 screws located on the, bottom left corner of the firebox: 2 screws are on the outer bottom panel and 1 screw is on the outer back panel.
  5. Unscrew the 2 wire connectors that join the power cord at the bottom to the wire leads coming down from the top.
  6. With a pair of needle nose pliers, open the strain relief bushing that holds the power cord in place on the junction box and remove the cord.
  7. Feed the new power cord through the junction box and squeeze the new strain relief in place on the cord and junction box. Re-connect wires. –(Wide blade on the plug is the neutral side of the power cord).
  8. Reassemble in the reverse order as above.

## POWER CORD REPLACEMENT

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

**⚠ CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights and heating elements to cool off to avoid accidental burning of skin.

**Tools required:** Phillips head screwdriver.  
Needle nosed pliers.

**⚠ CAUTION:** Follow “Preparation for Service” instructions before proceeding.

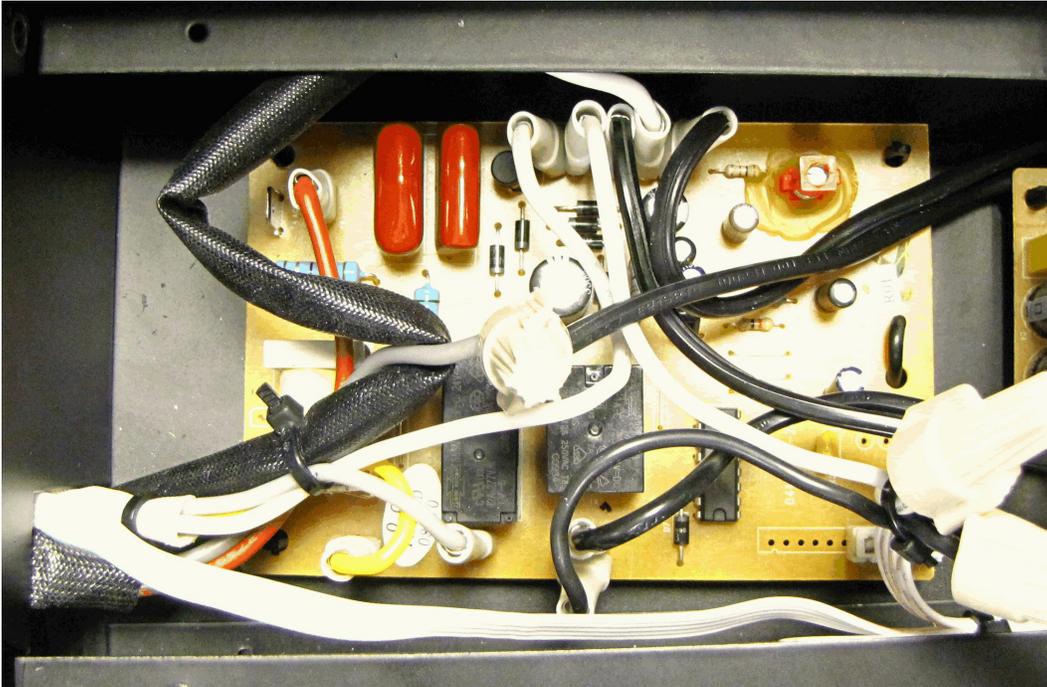
**⚠ CAUTION:** Follow “Instructions from Removing from Wall” before proceeding.

1. Partially release the lower face panel. There are 5 screws in total are holding the panel: 1 screw on the left and 1 on the right, inside the unit. There are 3 additional screws located underneath the front face but do not need to be removed.
2. If the 3 bottom screws to the front panel are accessible in your application, you can remove them to obtain the most clearance for the repair. If they are not accessible, you can still proceed with them attached and pulling the front panel forward from the top end by approximately 2” inches.
3. Remove the electrical junction box cover located on the

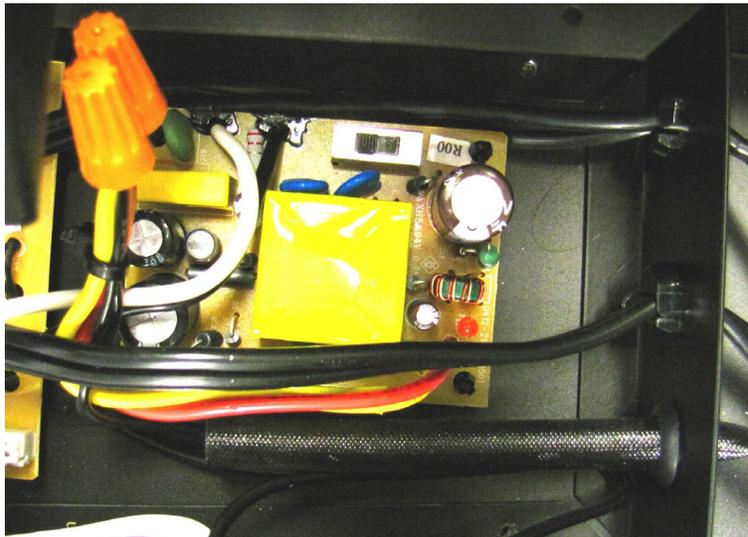
bottom right hand side. Lift the cover out and set aside.

# ASSEMBLY PART PICTURES

## 3-STAGE REMOTE CONTROL RECEIVER



LED DRIVER BOARD

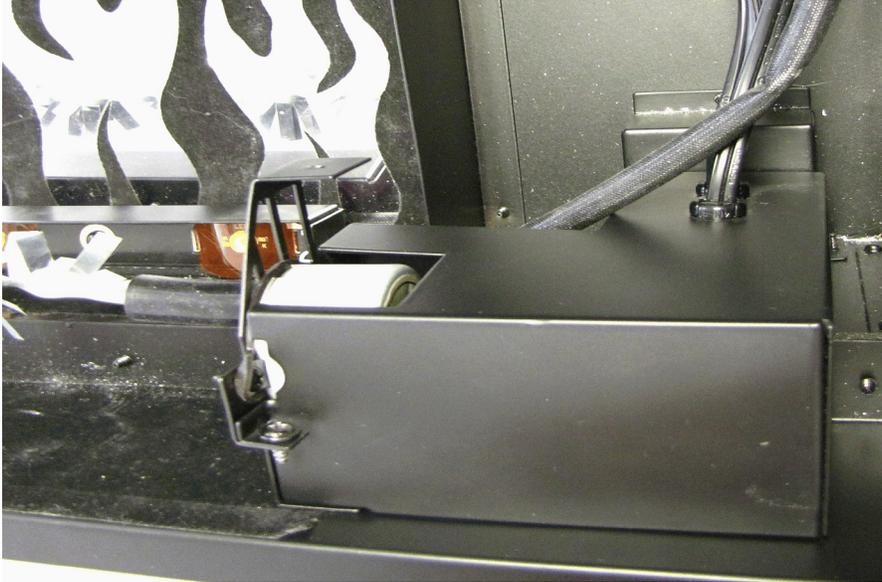


MANUAL CONTROLS - Outside View

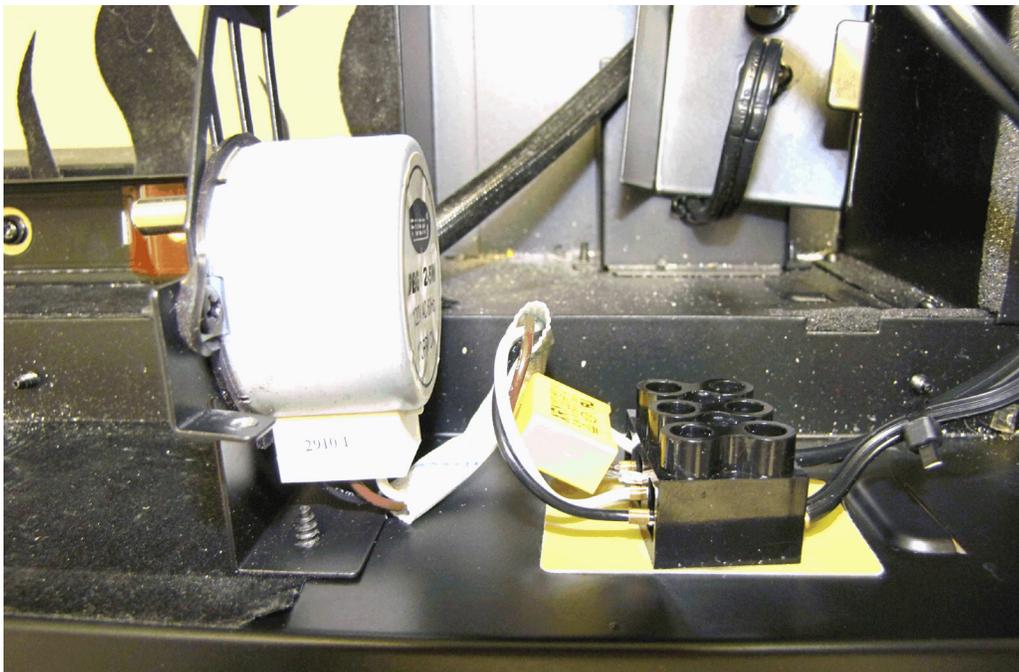
REMOTE SWITCHBOARD - Inside View



**LOWER ELECTRICAL HOUSING**  
**With Housing-Cover and Flicker Rod in place**



**LOWER ELECTRICAL HOUSING**  
**With Housing-Cover and Flicker Rod Removed**



**LED LIGHT STRIPS**



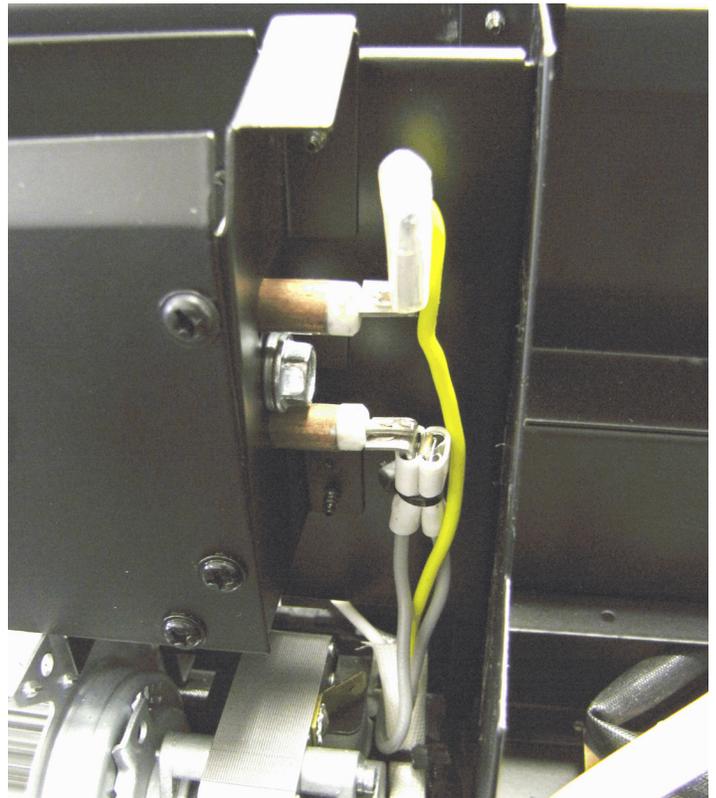
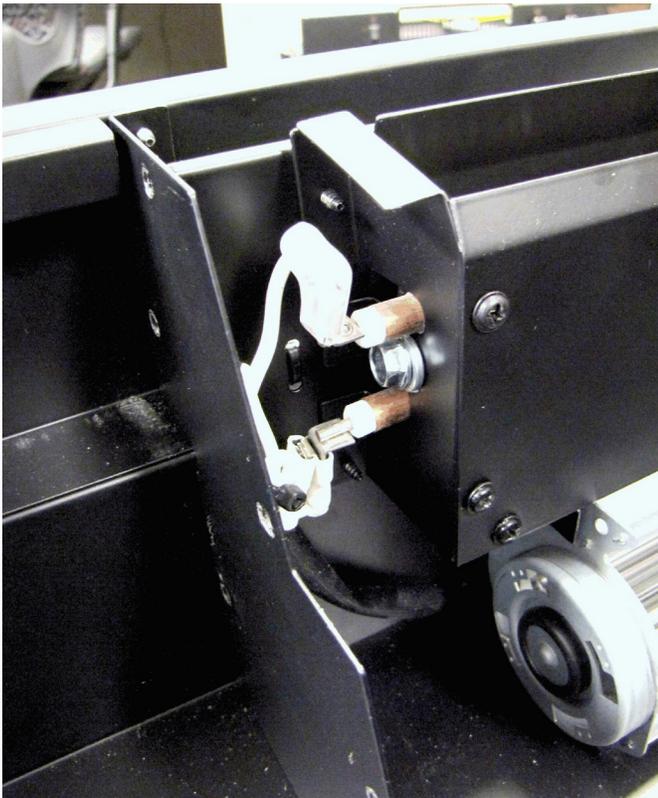
## LED LIGHT STRIP WIRE HARNESS



## HEATING ASSEMBLY



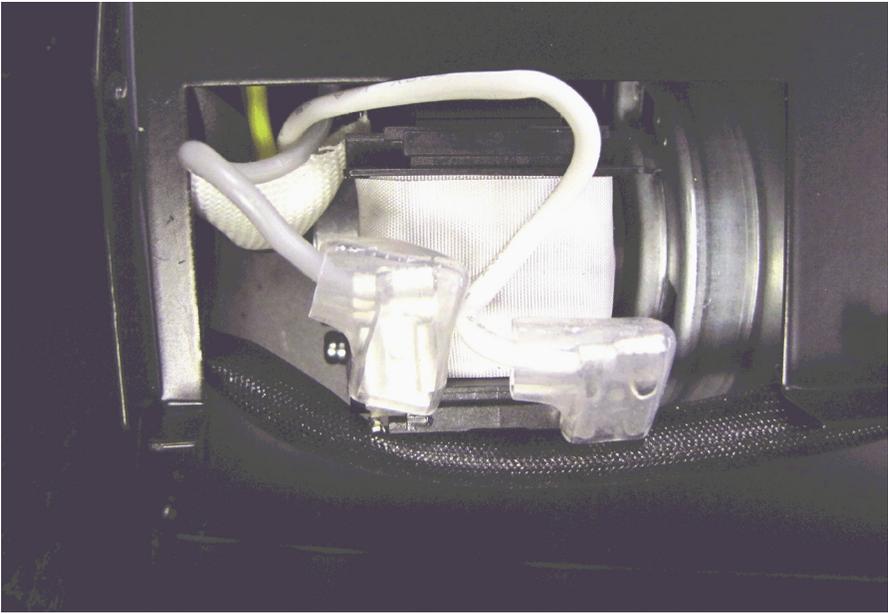
## ELEMENT CONNECTIONS Left and Right Side



**HIGH TEMPERATURE CUTOUT  
Below Element Housing**



**BLOWER MOTOR CONNECTIONS  
Below Element Housing**



# 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 Remote Control and Receiver.
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 too hot to touch.
<b>Appearance</b>		
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 On/Off Switch	Replace On/Off Switch
	Defective Remote Switchboard	Replace Remote Switchboard
Fireplace does not turn on using the Remote Control	Improper operation	Refer to Operation Section
	Remote Control not initialized to fireplace	Initialize the Remote Control
	Remote Control not working	Install new battery into the Remote Control. Initialize Remote Control where necessary Replace Remote Control Receiver or Remote Control where necessary. Initialize Remote Control and Remote Control Receiver
Flame Frozen	Loose wiring.	Check wiring connections
	Defective Flicker Motor	Replace Flicker Motor
	Defective LED Driver Board	Replace LED Driver Board
Flame not bright or flame not visible	Loose wiring	Check wiring connections
	Defective LED Light Strip	Replace LED Light Strip
Flame Shutter	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 Switchboard	Replace Remote Switchboard
	Defective Remote Control Receiver	Replace Remote Control Receiver
Heater is not turning on	Improper operation	Refer to Operation Section
	Loose wiring	Trace wiring in unit.
	Defective Remote Switchboard	Replace Remote Switchboard
	Defective Heating Element	Replace Heating Element
Heater is turning off after a couple of minutes of operation	Build up of dirt/dust in Blower/Fan	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
	Defective Blower/Fan	Replace Blower/Fan
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 Heating Element	Replace Heating Element
Heater fan turns on but heater lacks heat	Improper operation	Refer to Operation Section
	Loose wiring	Trace wiring in unit
	Defective Heating Element	Replace Heating Element
Heating element is glowing red	Normal Operation	Small glowing sections of the element are considered normal.
	Defective Blower/Fan	If larger glowing sections are causing the heater to trip the thermal cutout, unplug unit, discontinue use and replace Blower/Fan.
Heater fan runs continuously	Loose wiring	Trace wiring in unit
	Defective Remote Switchboard	Replace Remote Switchboard
	Defective Blower/Fan	Replace Blower/Fan
<b>Noise</b>		
Excessive noise with the heater on	Dirty Blower/Fan	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
	Defective Blower/Fan	Replace Blower/Fan
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