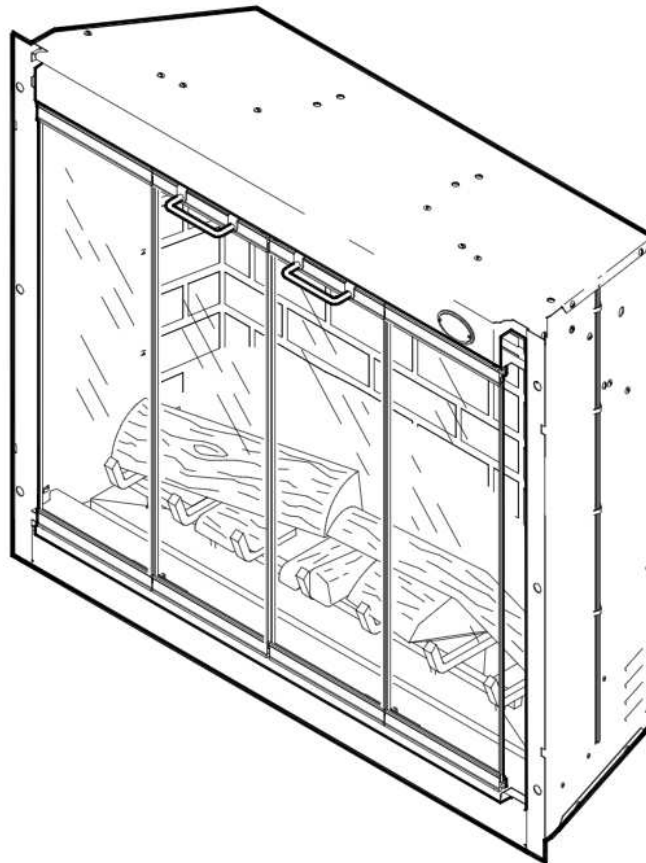


**PARTS & SERVICE MANUAL**  
**FOR THE 32" MULTIFIRE™**  
**FIREPLACE**

**MODEL NUMBER:**

**DF3215**



** Dimplex®**

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## OPERATION

### ELECTRIC FIREPLACE MANUAL CONTROL

The manual controls for the fireplace are located in the upper right hand corner.

#### A. Main On/Off Switch

Supplies power to the 3 position manual control switch.

#### B. 3 Position Manual Control Switch

**Position 1 (left position):** The unit is operated with the remote control.

**Position 2 (center position):** The flame effect is turned ON.

**Position 3 (right position):** The flame effect and heater are turned ON simultaneously. When the manual control is in **Position 3** the heater does not run on the remote operated thermostat. When the heater is ON the red indicator light is activated on the firebox and the fan and heater are running on low.

#### NOTE

When the manual control is in positions 2 and 3, the fireplace unit will not operate with the remote control.

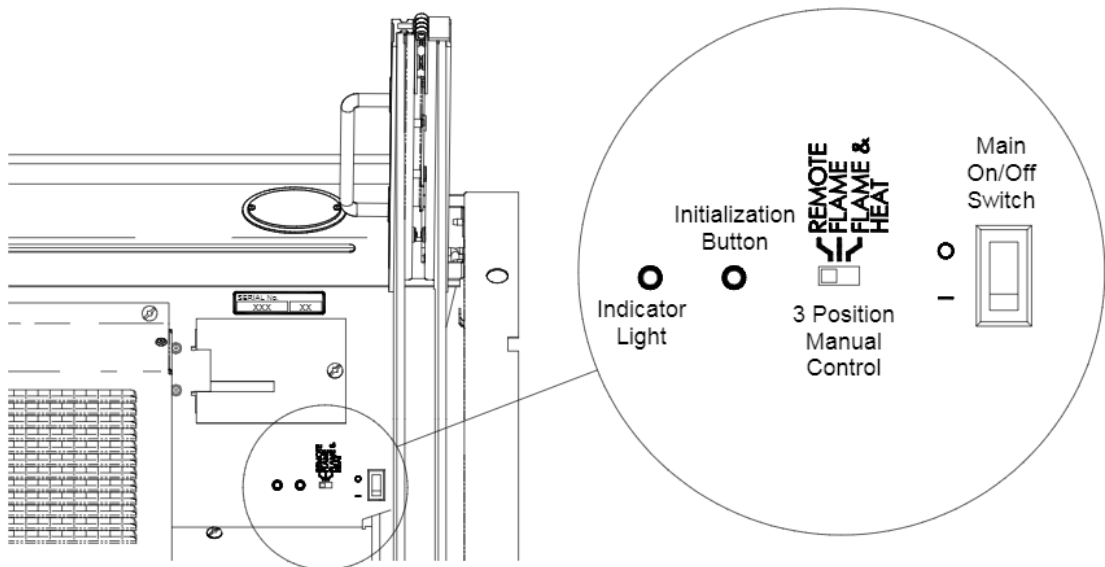


FIGURE 1

### 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 5 minutes and plugging the unit back in.

#### CAUTION

If you need to continuously reset the heater, unplug the unit and call Dimplex North America Limited at 1-800-668-6663 and press 4 for technical support.

## REMOTE CONTROL

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

## BATTERY INSTALLATION

1. Depress tab on the battery cover on the back of the remote transmitter and remove battery cover.
2. Install 3 AAA batteries into the remote control (included).
3. Replace the battery cover.

## NOTE

The remote transmitter has a battery backup time of 24 hours. The batteries can be removed for up to 24 hours before the transmitter will require re-initialization.

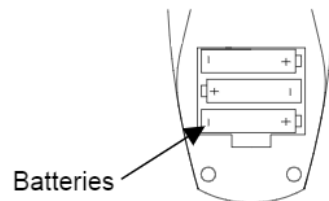





FIGURE 2

## NOTE

When the **Low Battery** icon  is present on the remote control it is recommended to replace the batteries promptly, to maintain full functionality of the remote/fireplace (FIGURE 5).

## INITIALIZING THE REMOTE CONTROL

1. Plug cord into 120 volt wall outlet.
2. Turn ON the electrical power at the circuit breaker.
3. Ensure the Main On/Off switch located inside the fireplace in the upper right hand corner is in the **ON** position.
4. Set the 3 position manual control to Position 1 (left position).
5. Press and hold the initialization button on the unit.
6. While holding the initialization button, press the flame/heat ON/OFF  button or the Purifire™ ON/OFF  button on the remote control transmitter.
7. Release the initialization button on the unit. The remote control is now ready for operation.

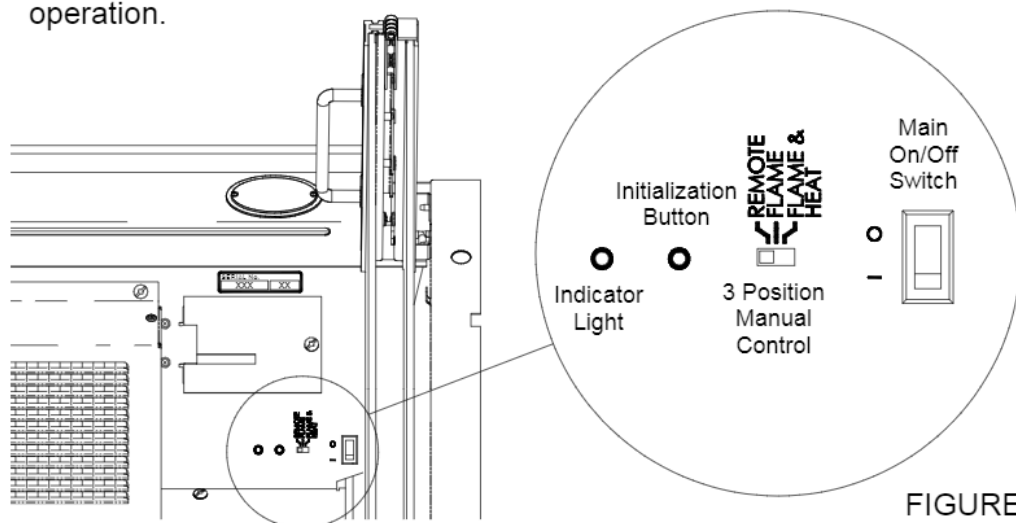






FIGURE 3

### FREQUENCY INTERFERENCE

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

1. Press the ENTER button on the remote control, the middle display  flashes.
2. Use the direction buttons on the hand held remote to move the cursor to  and press ENTER.
3. Press and hold the initialization button on the unit.
4. Press and hold  left direction button on the remote control.
5. A descending bar graph will appear on the screen.
6. The green indicator light will flash on the unit when the new frequency code has been stored.
7. Release  left direction button on the remote control.
8. Release the initialization button on the unit.
9. Press ENTER to return to the main menu.

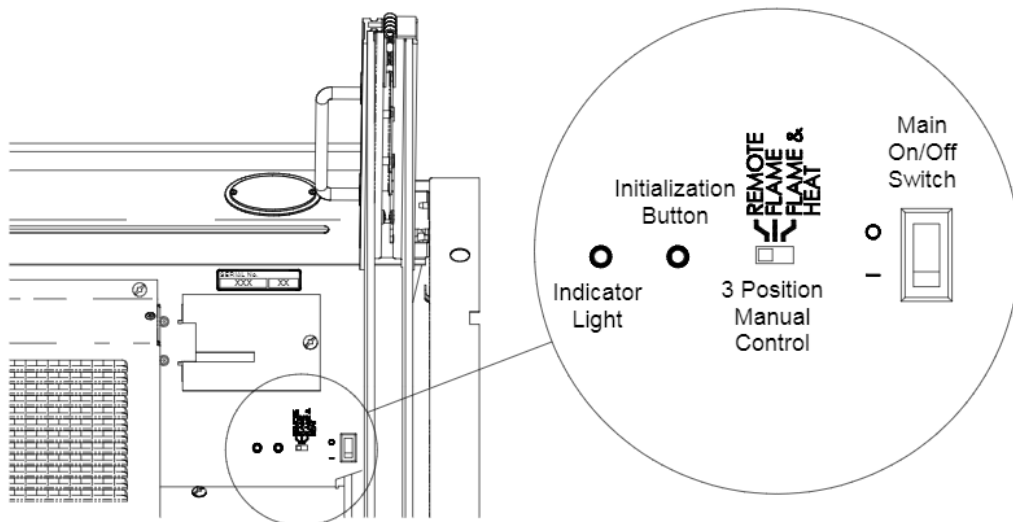


FIGURE 4

## REMOTE CONTROL FUNCTIONS

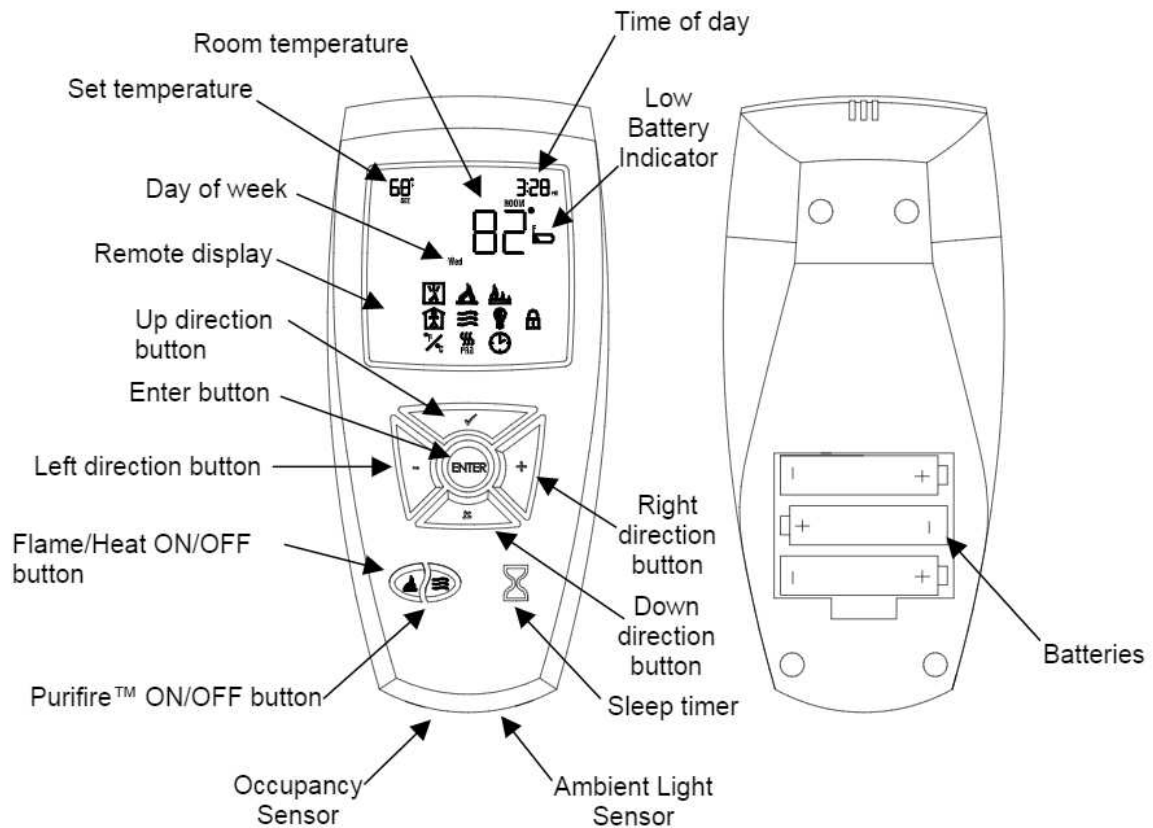






FIGURE 5




### FLAME/HEAT ON/OFF BUTTON

Press the Flame/Heat On/Off button  to turn the Flame/Heat function ON. When the heater function is ON, the  icon is displayed on the remote control in the upper left hand corner. When this  icon is displayed, the red indicator light is activated on the firebox. The default temperature setting is 72°F (22°C). Press the Flame/Heat On/Off button  to turn the Flame/Heat function OFF.

### NOTE

When using the remote control the heater runs on a thermostat. Press the **+** or **-** direction keys to adjust the set temperature. Once the desired set temperature is reached the heater will turn OFF. The heater will cycle ON and OFF to maintain the desired set temperature.

### PURIFIRE ON/OFF BUTTON

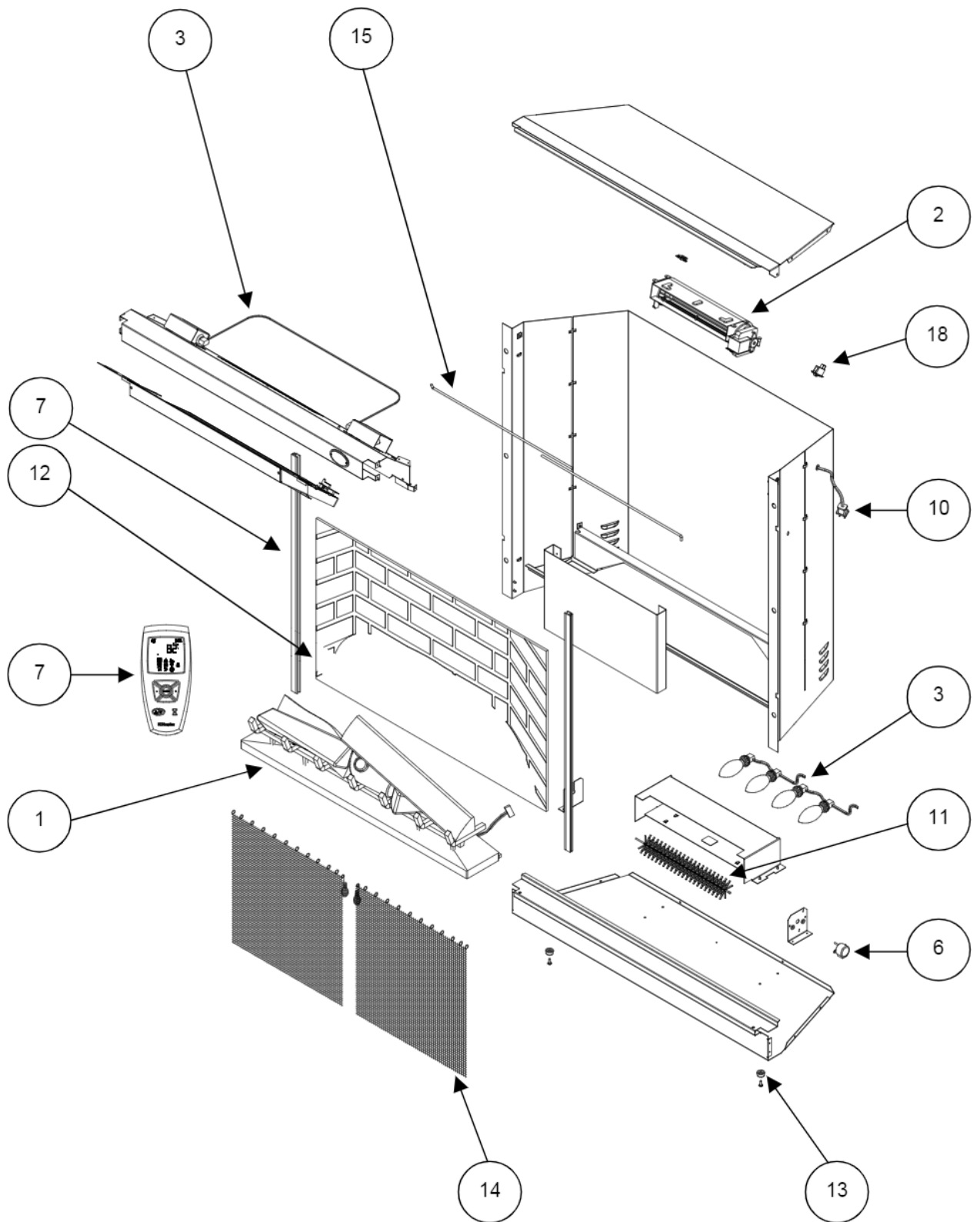
Press the Purifire™ On/Off button  to turn the Purifire™ function ON. When the Purifire™ function is ON and the Heater  icon is **NOT** displayed on the remote control, the green indicator light is activated on the firebox. The default setting for the Purifire™ is set at low speed. Press the Purifire™ On/Off button  to turn the Purifire™ function OFF.

### NOTE

To turn the Flame/Heat and Purifire™ ON or OFF at the same time, press both  control buttons simultaneously.

**\*For detailed instructions on any of the functions, consult the User's Guide\***

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## REPLACEMENT PARTS

FIREBOX, 32" - DIMPLEX - MULTIFIRE –

**CATALOGUE NO.**  
**PART NO.**  
**MOD LEVEL:**  
**MADE IN:**

**DF3215**  
**6902520159**  
**NONE**  
**CHINA**

### REPLACEMENT PART

1. 30" URETHANE LOG SET ASSEMBLY
2. HEATER ASSEMBLY
3. UPPER & LOWER LIGHT ASSEMBLY
4. WIRE HARNESS – RECEIVER TO BLOWER
5. WIRE HARNESS – RECEIVER TO LOGSET
6. FLAME MOTOR
7. REMOTE CONTROL – SENDER
8. REMOTE CONTROL RECEIVER
9. REMOTE CONTROL SWITCH BOARD
10. CORD SET
11. REFLECTOR ROD
12. MIRROR, SEMI-SILVERED
13. FOOT
14. STEEL CURTAIN
15. STEEL CURTAIN ROD
16. BIFOLD DOORS
17. FILTER
18. MAIN ON/OFF SWITCH

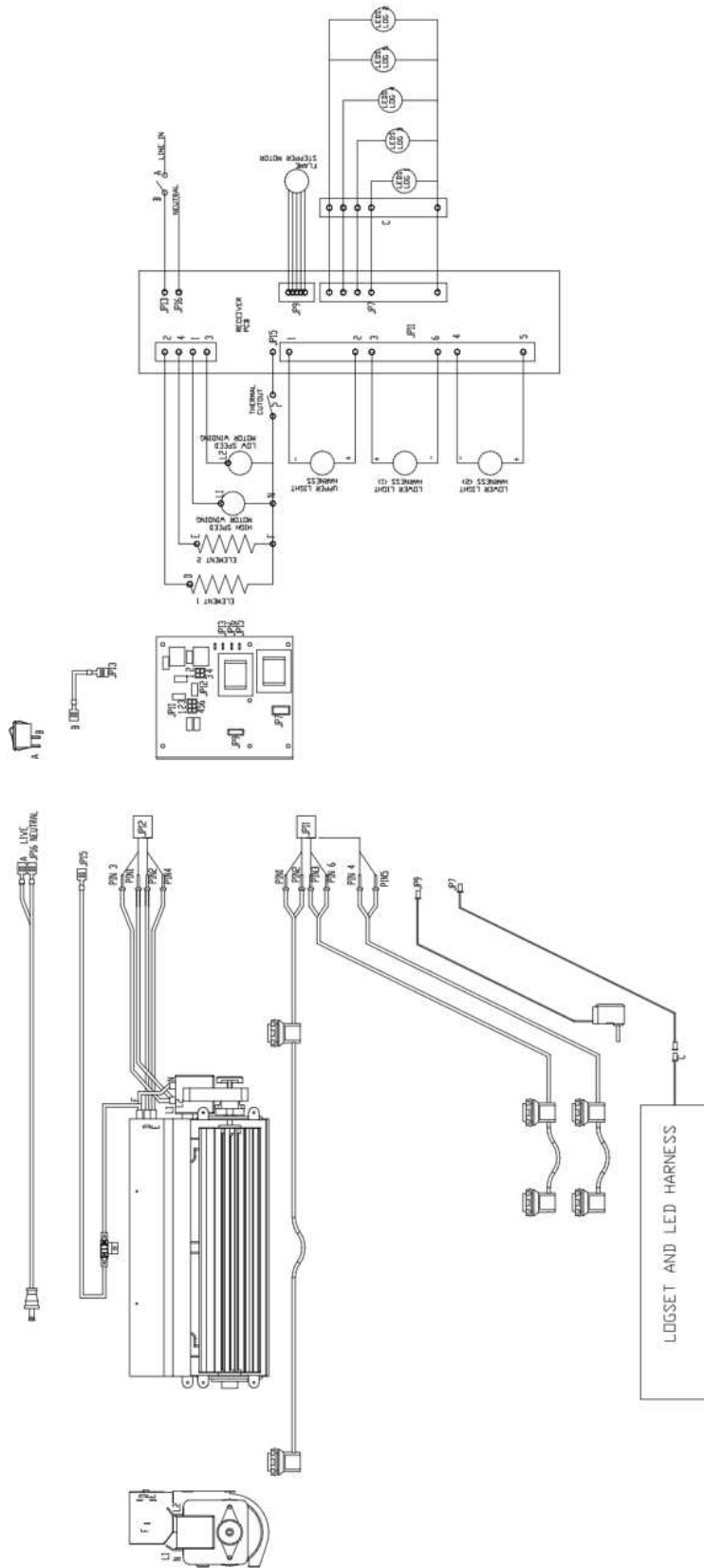
### REPLACEMENT PART NO.

0439070100RP  
2200490500RP  
2500200200RP  
2500390100RP  
2500380100RP  
3000240200KIT  
3000320100RP  
3000320200RP  
3000320300RP  
4100040400RP  
5900080700RP  
5900160700RP  
8800090100RP  
8800240603RP  
8800250400RP  
6902560100RP  
0439060100RP  
2800070700RP



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# WIRING DIAGRAM



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If unit was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

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

Light bulbs need to be replaced when you notice a dark section of the flame. There are four bulbs under the log set which generate the flames and embers.

It is a good idea to replace all of the light bulbs at one time if they are close to the end of their rated life. Group replacement will reduce the number of times you need to open the unit to replace the light bulbs.

### LOWER BULB REPLACEMENT

1. Open the bi-fold doors.
2. Pull the front edge of the plastic ember bed or plastic grate up and forward until the rear tab releases from the ledge located at the bottom of the mirror.

#### IMPORTANT

ONLY handle the logset by the emberbed.

#### NOTE

Logset fits tightly into firebox, some force may be necessary to remove.

3. Set logset in front of firebox.
4. Disconnect the logset LED wire harness from unit.
5. Lift the left side of the flame rod out of the mounting bracket.
6. Examine the bulbs to determine which bulbs require replacement.
7. Unscrew bulbs counter clockwise.
8. Insert new bulbs.
9. Install the left side of the flame rod to the mounting bracket.
10. Reconnect the logset LED wire harness.
11. Replace the logset by inserting the front of the emberbed under the front edge of the fireplace and push down on the rear edge of the emberbed until it snaps into place.

#### NOTE

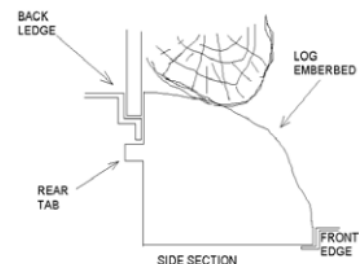
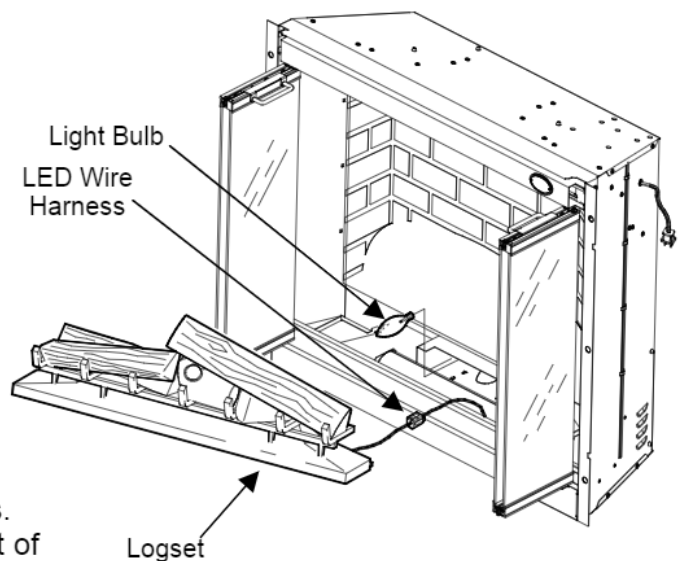
Ensure the logset is installed tightly under the back ledge to prevent light leakage.

12. Close the bi-fold doors.

### LOWER LIGHT BULB REQUIREMENTS

Quantity of 4 clear chandelier or candelabra bulbs with an E-12 (small) socket base, 60 watt rating.

Example: GE 60BC or Philips 60 CTC.



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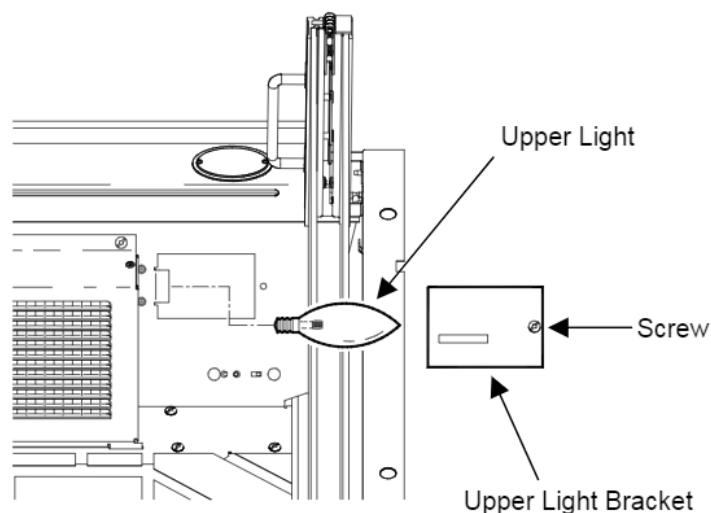
Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

Light bulbs need to be replaced when you notice a dark section of the flame. There are four bulbs under the log set which generate the flames and embers.

It is a good idea to replace all of the light bulbs at one time if they are close to the end of their rated life. Group replacement will reduce the number of times you need to open the unit to replace the light bulbs.

### UPPER BULB REPLACEMENT

1. Open the bi-fold doors.
2. Remove upper light bracket with a screwdriver.
3. Replace bulb.
4. Reassemble in the reverse order as above.



### UPPER LIGHT BULB REQUIREMENTS

Quantity of 2 clear chandelier or candelabra bulbs with an E-12 (small) socket base, 25 watt rating.

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If unit was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

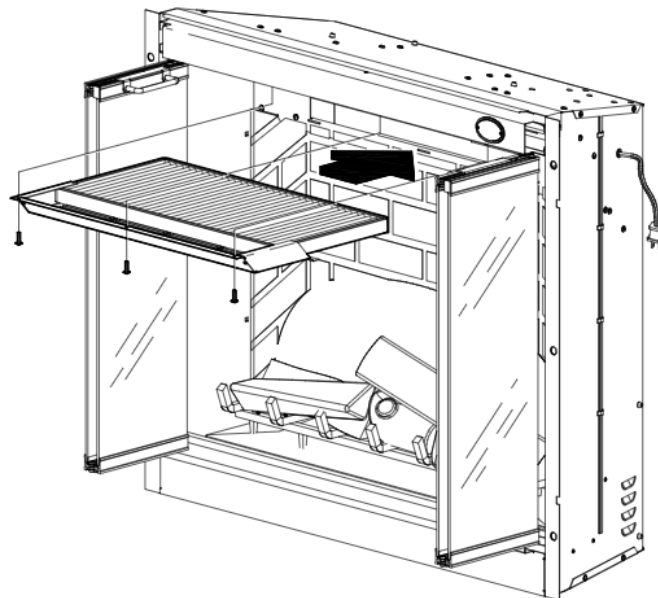
Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

### **FILTER REPLACEMENT**

1. Open the bi-fold doors.
2. Remove the 3 mounting screws from the air filter bracket.
3. Remove the air filter bracket assembly from the firebox.
4. Slide filter out of air filter bracket.
5. Reassemble in reverse order as above.

#### **NOTE**

If after market air filter is used ensure it is installed according to the manufacturers recommended instructions.



The filter should be cleaned or replaced on average once a year. To clean the filter gently tap filter on a hard surface to dislodge any loose dirt or debris, and then clean with water. No soap or cleaning products are recommended.

The filter size is 20" X 10" X 1" rated at MERV 10. If using an after market filter follow the manufacturers recommended replacement instructions.

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#### **TO REPLACE REMOTE CONTROL SWITCH BOARD**

1. Remove firebox from mantel.
2. Remove (8) screws from top panel.
3. Disconnect the 10" wire harness from the remote control switch board.
4. From under the trim assembly, break off the two mounting studs on the remote control switch board by grasping with pliers and twisting on the protruding part of the stud, push the remainder of the studs out through the trim assembly.  
**NOTE:** New mounting studs are supplied with the replacement remote control switch board.
5. Remove remote control switch board.
6. Reassemble in the reverse order as above.

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#### **TO REPLACE REMOTE CONTROL RECEIVER**

1. Remove firebox from mantel.
2. Remove (8) screws from top panel.
3. Remove wiring connections from remote control receiver noting their original locations.
4. From under the top panel, break off the seven mounting studs on the remote control receiver by grasping with pliers and twisting on the protruding part of the stud, push the remainder of the studs out through the top panel.  
**NOTE:** New mounting studs are supplied with the replacement remote control receiver.
5. Properly orientate the new remote control receiver and connect all of the wiring connections.
6. Reassemble in the reverse order as above.

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

### **TO REPLACE FLAME MOTOR/FLAME ROD**

1. Open the bi-fold doors.
2. Pull the front edge of the plastic ember bed or plastic grate up and forward until the rear tab releases from the ledge located at the bottom of the mirror.

### **IMPORTANT**

ONLY handle the logset by the emberbed.

### **NOTE**

Logset fits tightly into firebox, some force may be necessary to remove.

3. Disconnect logset wire harness and set aside.
4. Cut the flicker motor wires close to the flicker motor end with wire cutters.
5. Remove the reflector rod from the flicker motor by pulling the end of the rod to the left and cut the reflector spring with wire cutters. **DO NOT TAKE THE LEFTOVER SPRING OFF THE END OF THE REFLECTOR ROD**
6. Remove the (2) screws securing the flicker motor to the flicker motor bracket.
7. Discard the old flicker motor.
8. Pick up the 1 ½" rubber sleeve and locate over remaining spring on reflector rod. **ENSURE TO LOCATE THE LARGE OPENING OF THE RUBBER SLEEVE OVER THE REMAINING SPRING OF THE REFLECTOR ROD.**
9. Pick up new flicker motor and cut wire leads to 3 ½" long with wire cutters.
10. Secure new flicker motor to the existing reflector rod. Ensure the flicker motor bracket is in between the motor and the reflector rod.
11. Pick up slip joint pliers and adjust to proper slot.
12. Pick up wire connector and place (1) yellow wire into each terminal. (total of 2 yellow wires)
13. Secure wire connector by crimping the 3M symbol with slip joint pliers.
14. Pull on end of wires to ensure a strong connection.

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

**TO REPLACE FLAME MOTOR/FLAME ROD**

15. Repeat this process for the (4) remaining wires. (red, blue, orange, grey)

16. Reconnect the logset LED wire harness.

17. Replace the logset by inserting the front of the emberbed under the front edge of the fireplace and push down on the rear edge of the emberbed until it snaps into place.

**NOTE**

Ensure the logset is installed tightly under the back ledge to prevent light leakage.

18. Reassemble in the reverse order.



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#### **TO REPLACE MAIN ON/OFF SWITCH**

1. Remove firebox from mantel.
2. Remove (8) screws from top panel.
3. Remove wiring connections from main on/off switch noting their original locations.
4. Depress the retainer clips on the rear of the switch and push the switch out of the rear cover.
5. Properly orientate the new switch and connect all of the wiring clips and connections.
6. Reassemble in the reverse order as above

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

#### **TO REPLACE HEATER ASSEMBLY**

1. Remove firebox from mantel.
2. Remove (8) screws from top panel.
3. Remove wiring connections from heater assembly noting their original locations.
4. Remove cutout wire from JP15 location on the remote control receiver board.
5. Remove (4) heater assembly mounting screws from top panel.
6. Remove (2) heater assembly mounting brackets from heater assembly.
7. Reassemble in the reverse order as above.

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If unit was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

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

#### **TO REPLACE POWER CORD**

1. Remove firebox from mantel.
2. Remove (8) screws from top panel.
3. Locate and disconnect the power cord wiring from the main on/off switch and from the remote control receiver noting their original locations.
4. With needle nose pliers grasp the power cord strain relief grommet from inside the rear panel and push while twisting to remove.
5. Pull the power cord out through the hole in the rear cover.
6. Install the new cord set through the hole in the rear cover by placing the strain relief over the cord, hold the strain relief with pliers and slide into mounting hole.
7. Connect all of the wiring connections in their original locations on the main on/off switch and the remote control receiver.
8. Reassemble in the reverse order as above.