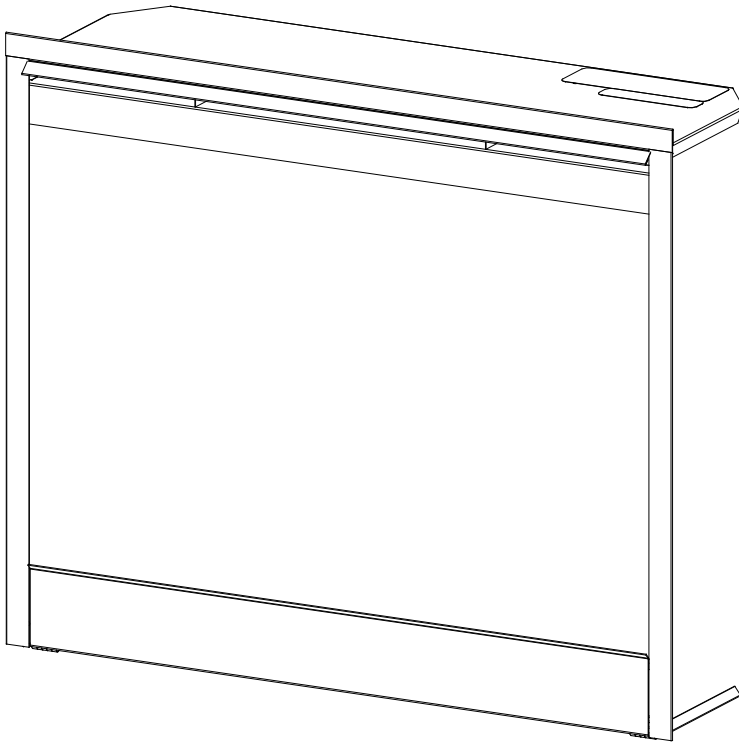




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# Service Manual

## 26" Self Trimming Fireplace

Model Number  
**BF8000ST**

**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	11645	Sep 30, 09
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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.

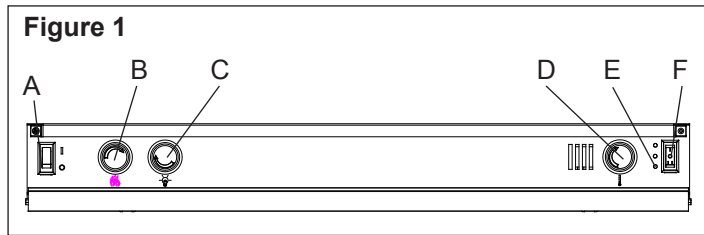
**⚠ CAUTION:** Procedures and techniques which, if not carefully followed, will result in damage to the equipment.

**⚠ WARNING:** Procedures and techniques which, if not carefully followed, will expose the user to the risk of fire, serious injury, or death.

## Operation - 3 Stage Remote

(MOD 0 & A Units)

To access the controls, flip open the control panel cover towards the bottom of the fireplace. (Figure 1)



### A. On/Off Switch

The On/Off Switch supplies power to all fireplace functions (Heater/Flame).

### B. Flame Speed Control

Turn the Flame Speed Control knob to adjust the flame speed to the desired level.

### C. Interior Light Control

Turn the Interior Light Control knob to increase or decrease the brightness of the upper lights.

### D. Thermostat Control

To adjust the temperature to your individual requirements, turn the thermostat control clockwise all the way to turn on the heater. When the room reaches the desired temperature, turn the thermostat knob counter clockwise until you hear a click. Leave thermostat in this position to maintain the room temperature at this setting. For additional heat, turn clockwise until you hear the click again and the heater will turn on.

### E. LED Indicators

Indicates the current function of the fireplace: Level 1 - Flame only; Level 2 - Flame and Low Heat; and Level 3 - Flame with High Heat.

**! NOTE:** When the firebox is changing from Low heat to High heat the speed of the fan does not change just the amount of heat being emitted.

### F. 3-Position Switch (Figure 2)

The 3-Position Switch operates the fireplace levels sequentially, flame only to flame and low heat, to flame and high heat. The level is increased every time the “I” side of the switch is pressed. The fireplace can be turned off at any point by pressing the “II” side of the switch.

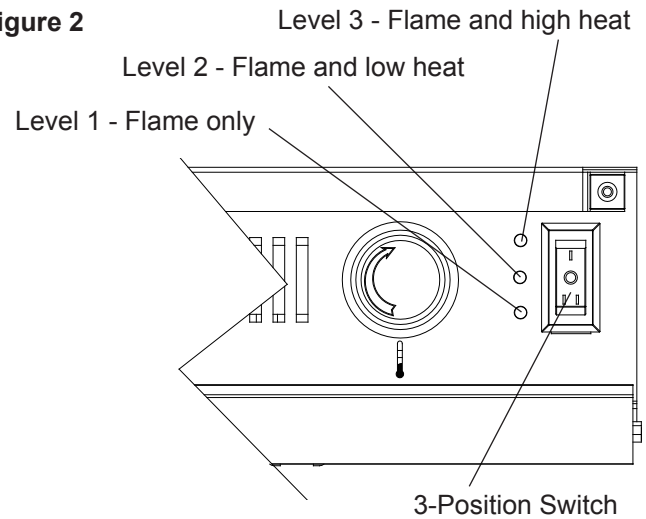
**Level 1:** The flame effect is turned on and the first red indicator light flashes momentarily.

**Level 2:** The flame effect remains on, the heater is activated to the low heat setting, and the first and second red indicator lights flash momentarily.

**Level 3:** The flame effect remains on, the heater is set to the high heat setting, and all three red indicators flash momentarily.

**! NOTE:** The heater may emit a slight, harmless odor when first used. This odor is a normal condition caused by initial heating of internal heater parts and will not occur again.

Figure 2



## 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.

If operating the unit with a remote control, the remote may require re-initializing after turning the power off.

**! 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 control, pull the plastic insulator strip out from between the remote casing and battery cover (Figure 3).

## Remote Control Initialization/Reprogramming

This procedure is required every time there is a loss of power to the remote control in the fireplace. (i.e. power failure, breaker tripped, On/Off switch is turned off)

1. Ensure that power is supplied through main service panel.
2. Locate manual controls. (Figure 1)
3. Activate On/Off switch.
4. Press and hold the 3-Position Switch in the “I” position for 5-10 seconds. (The first or second red indicator light will flash, depending on age of model). (Figure 2)
5. Press the ON button located on the remote control. (Figure 3)

This will synchronize the remote control and receiver.

## Remote Control Usage

The remote control operates the fireplace levels sequentially. The level is increased every time the “ON” button on the remote control is pressed. The fireplace can be turned off at any point by pressing the “OFF” button on the remote control.

## Battery Replacement (Figure 3)

To replace battery:

1. Slide battery cover open on the remote control.
2. Install one 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.

hear the click again and the heater will turn on. To turn the heater off, rotate the knob fully counter clockwise.

## E. Heat On/Off Switch

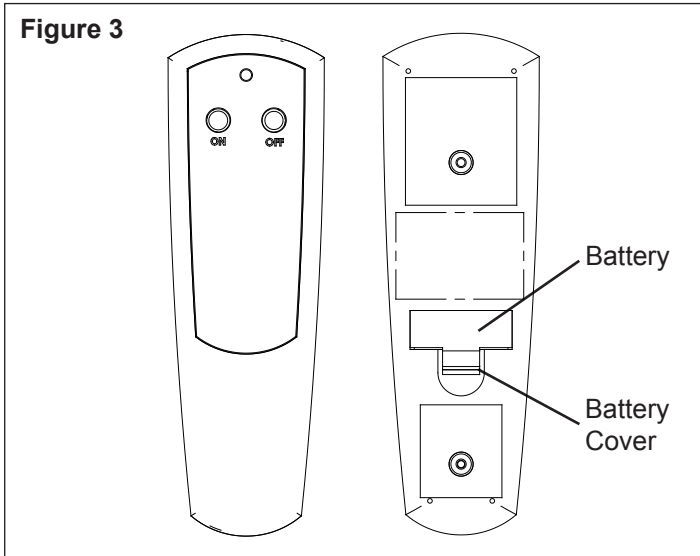
Turns heat on or off.

**! NOTE:** The heater may emit a slight, harmless odor when first used. This odor is a normal condition caused by initial heating of internal heater parts and will not occur again.

## Resetting The Temperature Cutoff Switch

This unit is equipped with a thermostat which controls the temperature of the room. It does this by turning the heater on and off. The heater is protected with a safety device to prevent overheating. Should the heater overheat, an automatic cut out will turn the heater off and it will not come back on without being reset. It can be reset by switching the On/Off Switch to Off and waiting five (5) minutes before switching the unit back on.

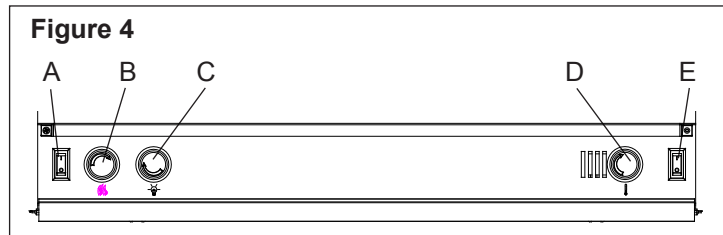
**! CAUTION:** If you need to continuously reset the heater, unplug the unit and call Technical Support at 1-888-346-7539. Please have your model and serial number ready when calling.



## Operation - No Remote

(MOD B-F Units)

To access the controls, flip open the control panel cover towards the bottom of the fireplace (Figure 4).



### A. On/Off Switch

The On/Off Switch supplies power to all fireplace functions.

### B. Flame Speed Control

Turn the flame speed control knob to adjust the speed of then flames to the desired level.

### C. Interior Light Control

Turn the interior light control knob to increase or decrease the brightness of the interior light.

### D. Heater Thermostat Control

To adjust the temperature to your individual requirements, turn the thermostat control clockwise all the way to turn on the heater. When the room reaches the desired temperature, turn the thermostat knob counter clockwise until you hear a click. Leave in this position to maintain the room temperature at its setting. For additional heat, turn clockwise until you

## Maintenance

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

### Light Bulb Replacement

Allow at least five (5) minutes for the light bulbs to cool before touching them to avoid accidental burning of the skin. The light bulbs need to be replaced when you notice a dark section of the flame or when the clarity and detail of the log Ember Bed exterior reduces. There are three (3) bulbs under the Log Set, which generate the flames and embers, and two (2) bulbs above the log that illuminate the log exterior.

#### Lower Light Bulb Requirements

Quantity of three (3) clear chandelier or candelabra bulbs with an E-12 (small) socket base, 60 Watt rating. Example: GE 60BC or Philips 60CTC.

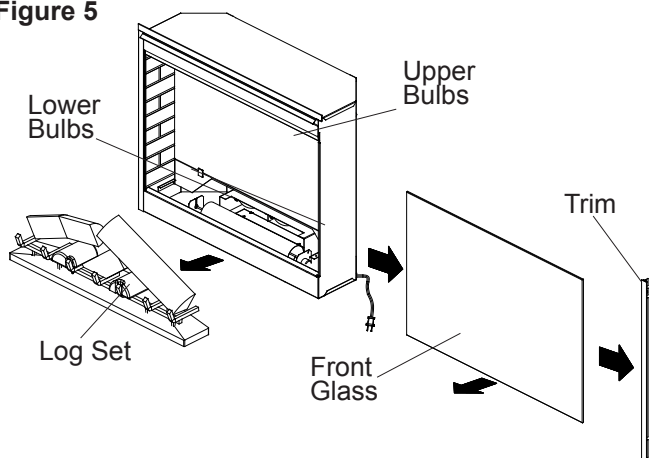
**Do not exceed 60 Watts per bulb.**

**Helpful Hints:** It is a good idea to replace all 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 light bulbs.

**To access the lower light bulb area:**

1. Slide fireplace out of mantel.
  2. Lay unit on it's back for safe removal of front glass.
  3. Remove four (4) Phillips screws from the right side of the trim.
  4. Remove the trim.
  5. Slide glass to right side of fireplace to remove (Figure 5).
  6. 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 (Figure 6).
- ! IMPORTANT:** Only handle the Log Set by the Ember Bed.
- ! NOTE:** Log Set fits tightly into firebox, some force may be necessary to remove.
7. Set Log Set in front of fireplace.
  8. Remove flicker rod by sliding flicker rod to the left away from the flicker motor and lifting out.
  9. Remove light bracket for easier access to light bulbs.
  10. Unscrew bulbs counter clockwise.

Figure 5



11. Insert new bulbs.
12. Replace the Log Set by inserting the front edge of the fireplace and push down on the rear edge of the Ember Bed until it snaps into place (Figure 6).
13. Lay unit on it's back and slide front glass back into position and attach trim.

**! NOTE:** Ensure the Log Set is installed tightly under the back ledge to prevent light leakage.

#### Upper Light Bulb Requirements

Quantity of two (2) clear chandelier or candelabra bulbs with an E-12 (small) socket base, 15 Watt rating.

**Do not exceed 25 Watts per bulb.**

**To access the upper light bulb area:**

1. Slide fireplace out of mantel.
2. Lay unit on it's back for safe removal of Front Glass.
3. Remove four (4) Phillips screws from right side of Trim.
4. Remove Trim.
5. Slide glass to the right side of the fireplace to remove (Figure 5).
6. Upper bulbs are located in the upper left and upper right corners of fireplace.
7. Unscrew bulbs counter clockwise.
8. Insert new bulbs.
9. Lay unit on it's back slide front glass back into position and attach Trim.

### Glass Cleaning

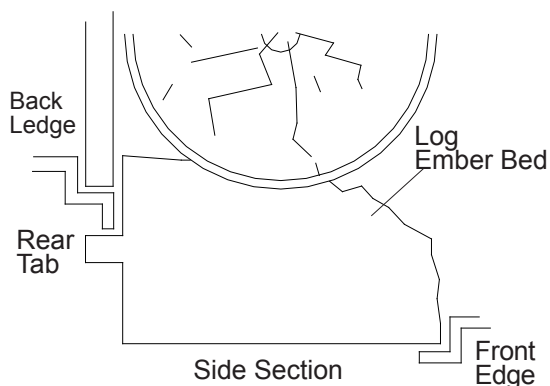
The glass is cleaned in the factory during the assembly operation. During shipment, installation, handling, etc., the clear door may collect dust particles, these can be removed by dusting lightly with a clean dry cloth.

To remove fingerprints or other marks, the front glass can be cleaned with a damp cloth.

### Fireplace Surface Cleaning

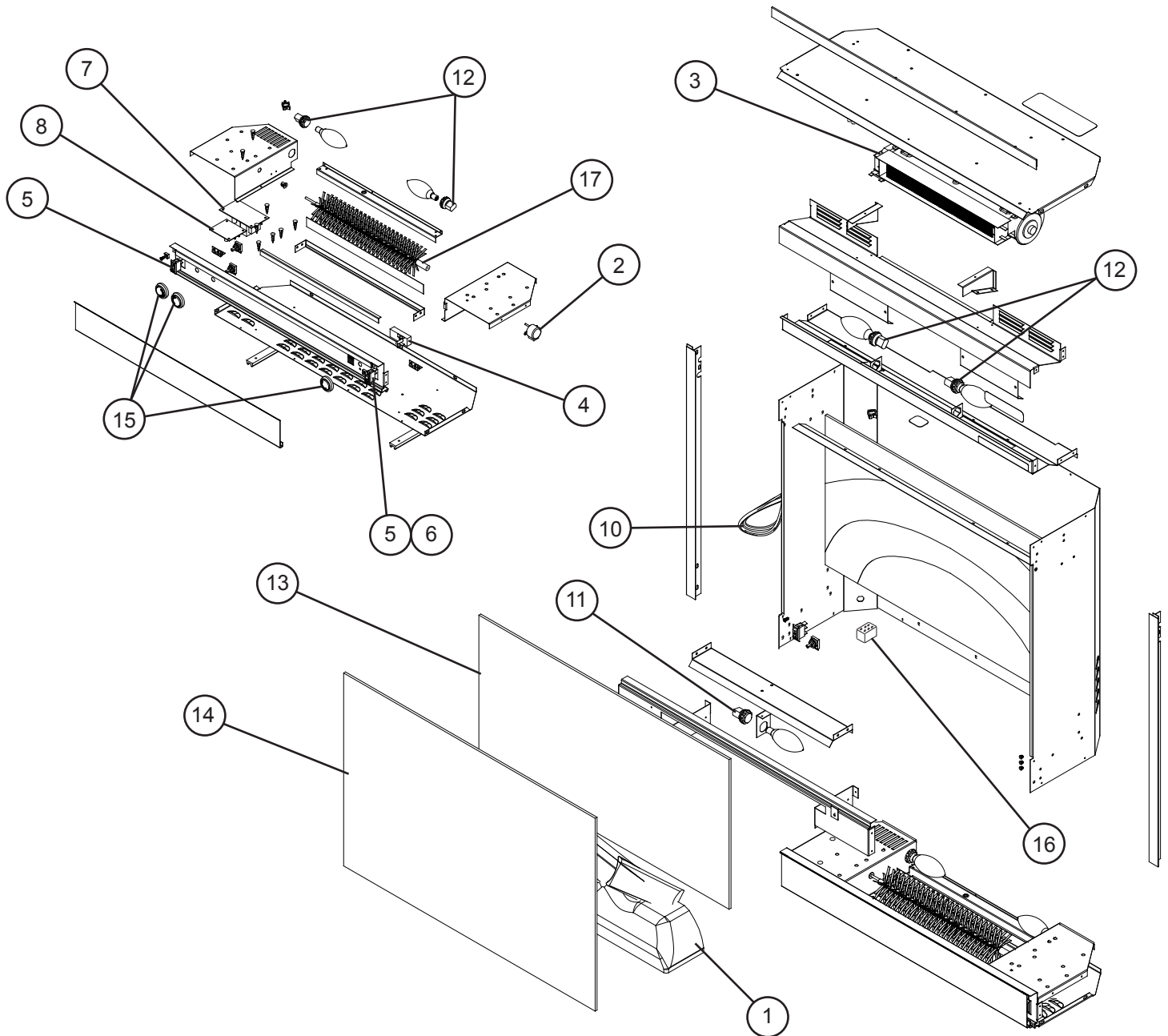
Use a cloth dampened with warm water only to clean painted surfaces of the electric fireplace. Do not use abrasive cleaners.

Figure 6



# Exploded Parts Diagram

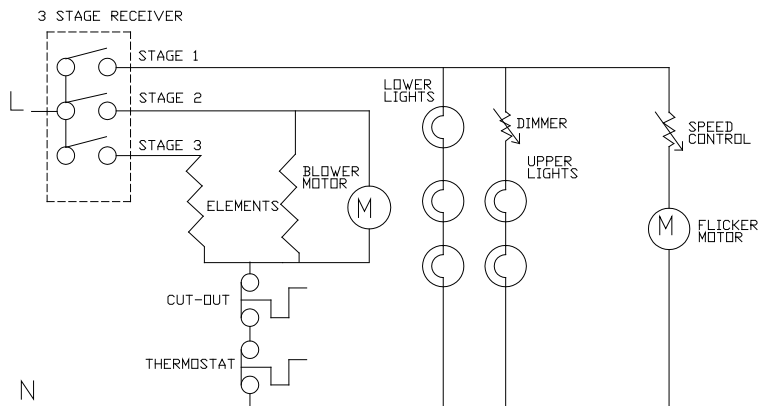
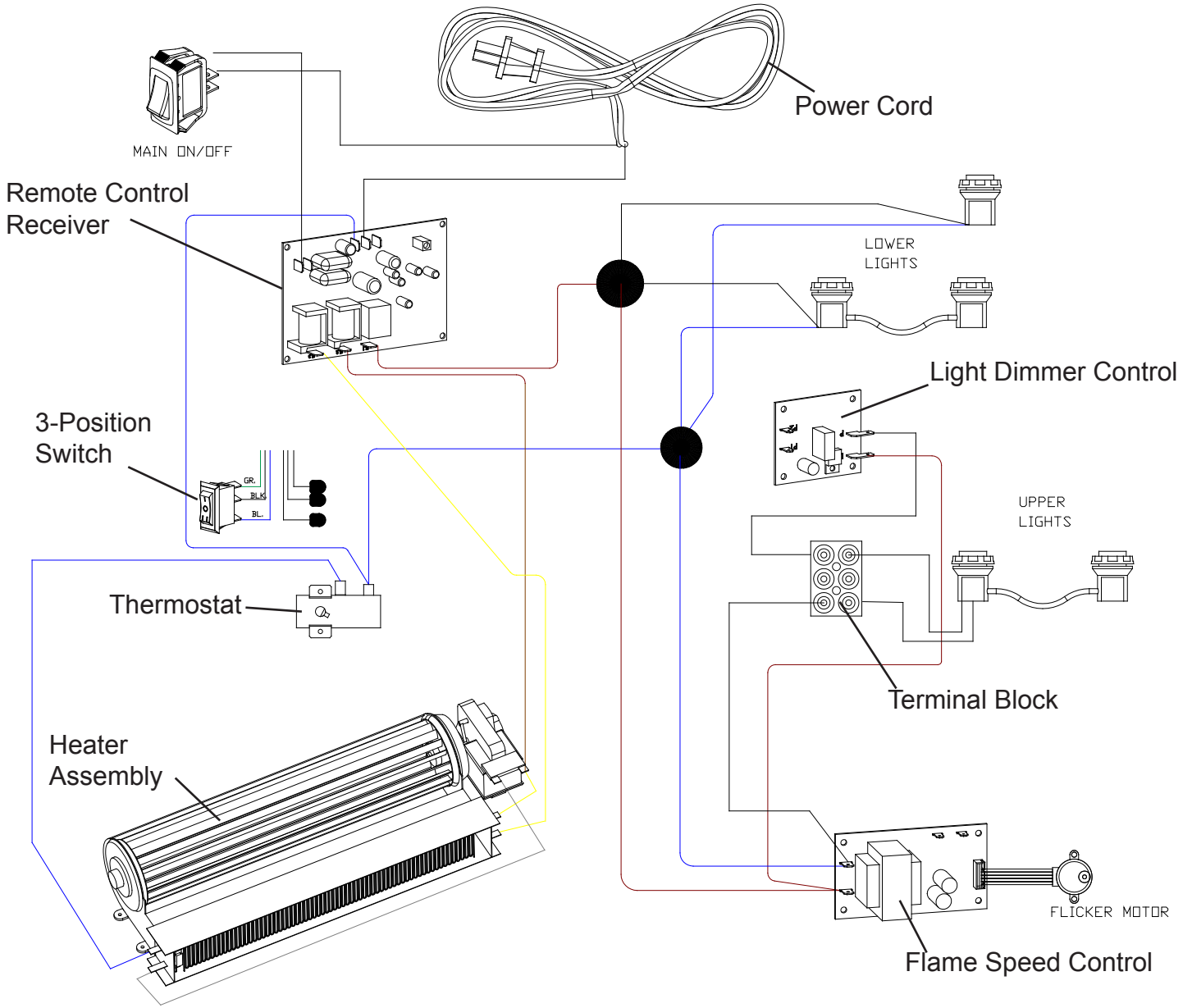
"Click" on the replacement part number to view price and availability.  
[www.moreelectricheating.com](http://www.moreelectricheating.com)



## Replacement Parts List

1. Log set . . . . .	0437960100RP	12. Double Lamp holder (2 in unit) . . . . .	2500400300RP
2. Flicker Motor . . . . .	3000240200KIT	13. Mirror (no brick). . . . .	5901210100RP
3. Heater Assembly (with cutout) . . . . .	2000330100RP	14. Front Glass . . . . .	5901220100RP
4. Thermostat . . . . .	2300150100RP*	15. Control Knob (3 on unit) . . . . .	8800000200RP
5. On/Off Switch, Heater On/Off . . . . .	2800070700RP	16. Terminal Block . . . . .	4000070100RP
6. 3-Position Switch (Mod 0&A) . . . . .	8200070500RP	17. Flicker Rod . . . . .	5901250100RP
7. Flame Speed Control Board . . . . .	3000240500RP	18. Remote Control. . . . .	3000370600RP
8. Light Dimmer Control . . . . .	3000250100RP	19. Bottom Vent Panel (2008 Models) . . . . .	1018660159RP
9. Remote Control Receiver (Mod 0&A) . . . . .	3000430800RP	20. Trim Replacement Kit . . . . .	9600260100RP
10. Power Cord . . . . .	4100040200RP	21. Re-Wire Kit . . . . .	9600390100RP
11. Single Lamp holder . . . . .	2500150300RP		

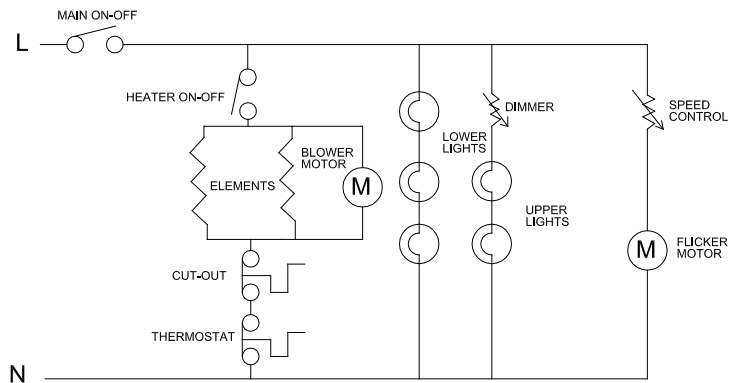
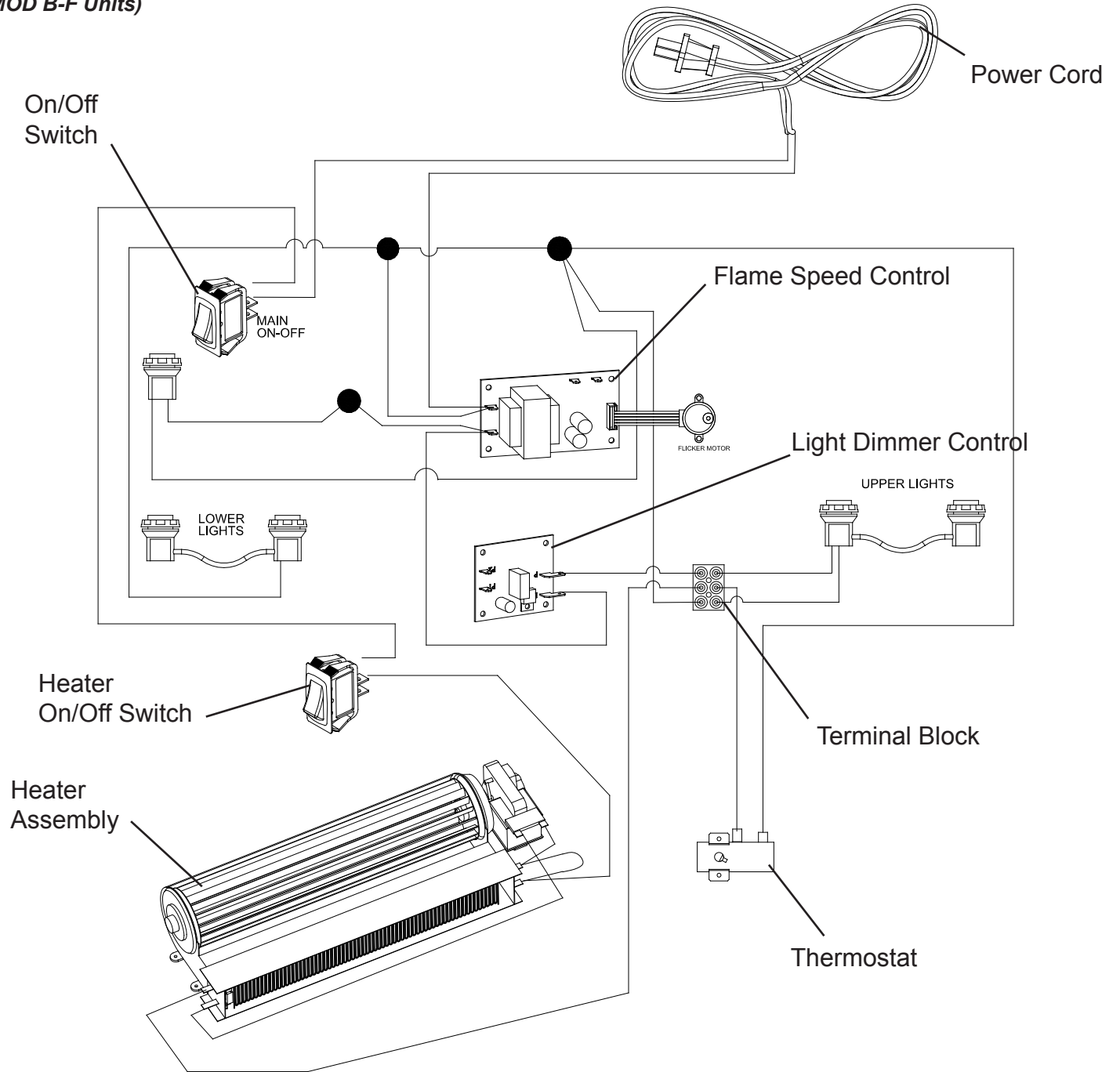
# Wiring Diagram - 3 Stage Remote (MOD 0 & A Units)





# Wiring Diagram - No Remote

(MOD B-F Units)





## Partially Reflective Glass Replacement

**⚠ WARNING:** If unit was operating prior to servicing allow at least 5 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

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

**Tools Required:** Phillips head Screwdriver

1. Slide firebox out of mantel.
2. Lay unit on it's back for safe removal of Front Glass.
3. Remove four (4) Phillips screws from the right side of Trim.
4. Slide glass to right side of firebox to remove (Figure 5).

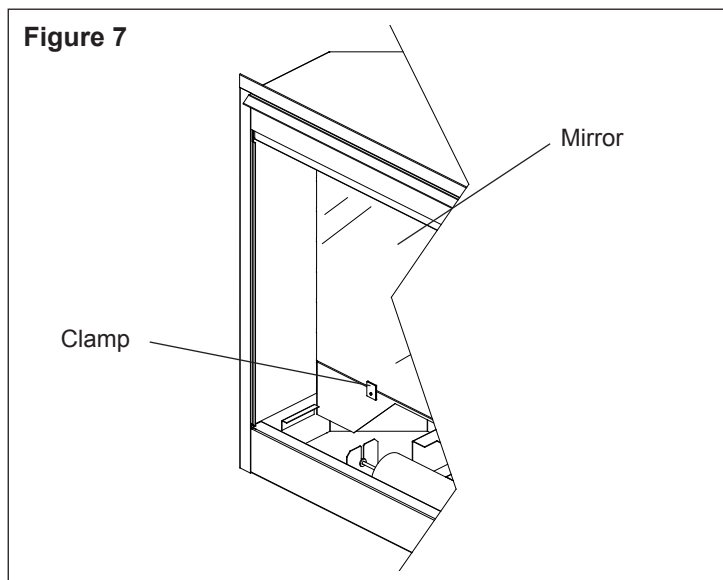
**⚠ CAUTION:** Even though the glass is safety glass it may break if bumped, struck or dropped. Care must be taken when handling the glass.

5. Pull the front edge of the plastic Ember Bed up and forward until the rear tab releases from the ledge located at the bottom of the Partially Reflective Glass. (Figure 6)

**! IMPORTANT:** Only handle the Log Set by the Ember Bed.

**! NOTE:** Log Set fits tightly into firebox, some force may be necessary to remove.

6. Loosen, but do not remove, the two (2) Philips screws that clamp the Partially Reflective Glass in place, and swivel down so that the clamp clears the edge of the Partially Reflective Glass (Figure 7).
7. Push the Partially Reflective Glass up and forward from underneath to clear the frame and remove.
8. Insert replacement Partially Reflective Glass top end first and lay the bottom end gently in the bottom track of the frame.
9. Tighten clamps back into place and reassemble fireplace in reverse order as described above.



## On/Off Switch Replacement

**⚠ WARNING:** If unit was operating prior to servicing allow at least 5 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

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

**Tools Required:** Phillips head Screwdriver  
Flat head Screwdriver

1. Remove the firebox from the mantel.
2. Lay unit on its back.
3. Remove the 12 Philips screws that fasten the bottom cover to the rest of the firebox. There are: two (2) screws on each side; two (2) screws on the back panel (you may have to tip the bottom of the fireplace up if it is laying on its back), four (4) screws in the front directly under the control panel; and two (2) screws on the bottom of the firebox (Figure 8). The bottom panel is now free to be removed.

4. Locate the On/Off Switch mounted to the control panel on the right side (Figure 9) and disconnect the two (2) wiring clips noting their original locations.

**! NOTE:** A flat head screwdriver can be used to gently pry between the end of the connector and the switch to release the wires.

5. Depress the retainer clips on the top and bottom of the switch and push the switch out of the cover.
6. Properly orient the new switch and re-connect the two (2) wiring clips and connections as before (Figure 9).
7. Reassemble in the reverse order as above.

Figure 8

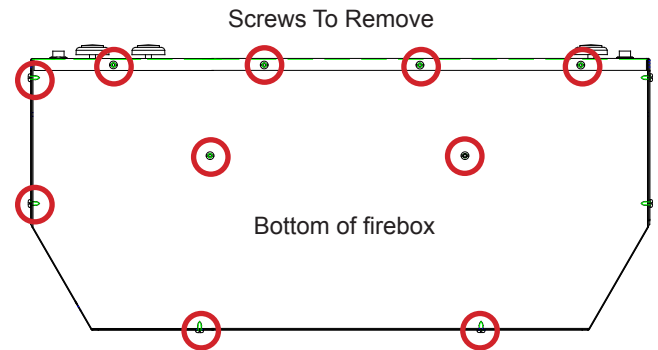
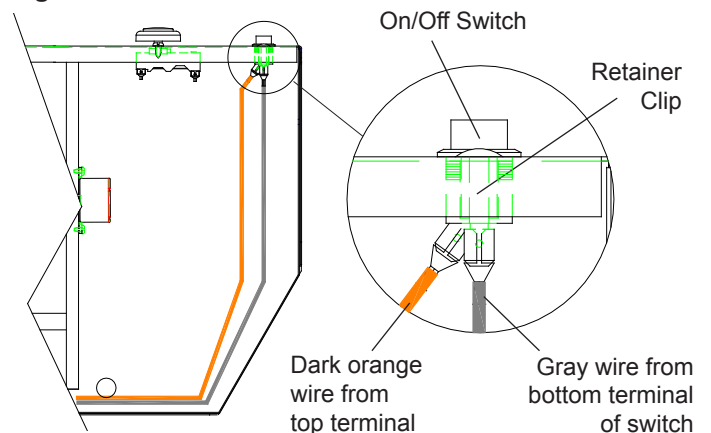


Figure 9



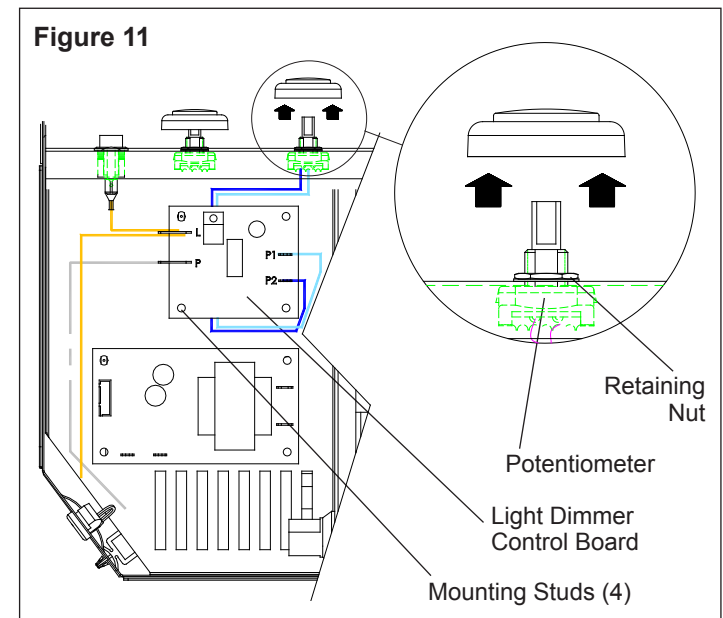
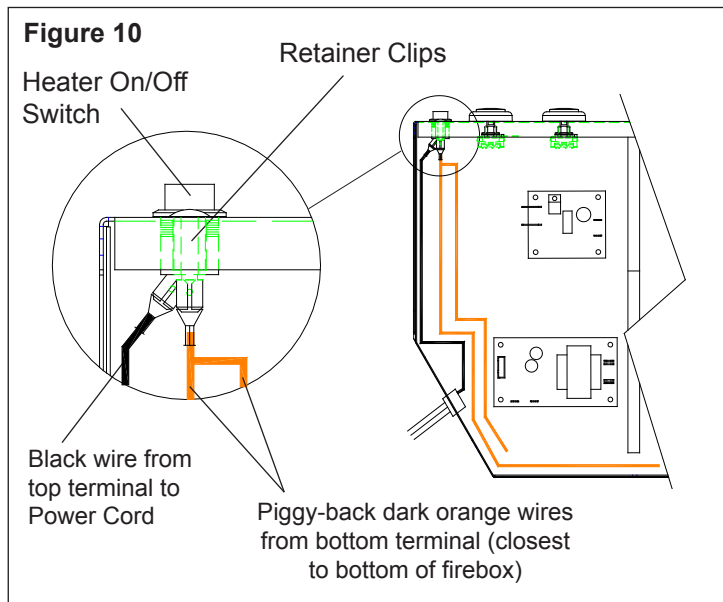
## Heater On/Off Switch Replacement

**⚠ WARNING:** If unit was operating prior to servicing allow at least 5 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

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

**Tools Required:** Phillips head Screwdriver  
Flat head Screwdriver

1. Remove the firebox from the mantel.
2. Lay unit on its back.
3. Remove the 12 Philips screws that fasten the bottom cover to the rest of the firebox. There are: two (2) screws on each side; two (2) screws on the back panel (you may have to tip the bottom of the fireplace up if it is laying on its back), four (4) screws in the front directly under the control panel; and two (2) screws on the bottom of the firebox (Figure 8). The bottom panel is now free to be removed.
4. Locate the Heater On/Off Switch mounted to the control panel on the left side (Figure 10) and disconnect the



three (3) wiring clips noting their original locations.

**! NOTE:** A flat head screwdriver can be used to gently pry between the end of the connector and the switch to release the wires.

5. Depress the two (2) retainer clips on the top and bottom of the switch and push the switch out of the cover.
6. Properly orient the new switch and re-connect all of the wiring clips and connections as before.
7. Reassemble in the reverse order as above.

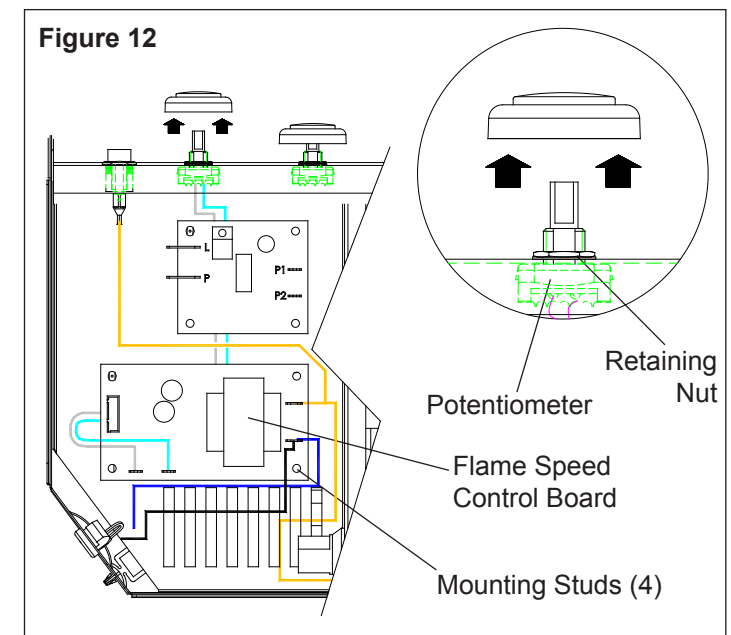
## Light Dimmer Replacement

**⚠ WARNING:** If unit was operating prior to servicing allow at least 5 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

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

**Tools Required:** Phillips head Screwdriver  
Needle nose Pliers

1. Remove the firebox from the mantel.
2. Lay unit on its back.
3. Remove the 12 Philips screws that fasten the bottom cover to the rest of the firebox. There are: two (2) screws on each side; two (2) screws on the back panel (you may have to tip the bottom of the fireplace up if it is laying on its back), four (4) screws in the front directly under the control panel; and two (2) screws on the bottom of the fireplace (Figure 8). The bottom panel is now free to be removed.
4. Locate the Light Dimmer Control Board mounted on the left side (Figure 11).
5. Disconnect the two (2) wire leads from the control board's left hand side, noting their original locations.
6. Pull off the Light Dimmer Control knob and unscrew the retaining nut (Figure 11). The potentiometer can now be removed from the panel by pushing the potentiometer through the front of the panel and removed from inside the cabinet.



- The Light Dimmer Control board is fastened to the underside of the ember bed support by four (4) mounting studs, one in each corner (Figure 11). Either squeeze each mounting stud's clasp, using needle nose pliers, to release, or use side cutters to cut and remove each of the four corner mounting studs on the board.

**! NOTE:** If mounting studs are cut, replacement mounting studs will need to be inserted from underneath ember bed. Follow steps 1 - 5 of Partially Reflective Glass Replacement procedure to do this. It is recommended to attempt to release the control board without cutting mounting studs, although new mounting studs are provided.

- Properly orient the new potentiometer and control board and re-connect all of the wiring connections.
- Reassemble in the reverse order as above.

## Flame Speed Control Replacement

**⚠ WARNING:** If unit was operating prior to servicing allow at least 5 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

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

**Tools Required:** Phillips head Screwdriver  
Needle nose Pliers

- Remove the firebox from the mantel.
  - Lay unit on its back.
  - Remove the 12 Philips screws that fasten the bottom cover to the rest of the firebox. There are: two (2) screws on each side; two (2) screws on the back panel (you may have to tip the bottom of the fireplace up if it is laying on its back), four (4) screws in the front directly under the control panel; and two (2) screws on the bottom of the fireplace (Figure 8). The bottom panel is now free to be removed.
  - Locate the Flame Speed Control mounted on the left hand side (Figure 12).
  - Remove the white and blue wire leads from the bottom, left corner of the control board and feed the wires underneath the Flame Speed and Light Dimmer Control boards as shown in Figure 12.
  - Pull off the Flame Speed Control knob and unscrew the retaining nut (Figure 12). The potentiometer can now be removed from the panel by pushing the potentiometer through the front of the panel and removed from inside the cabinet.
  - The Flame Speed Control board is fastened to the underside of the ember bed support by four (4) mounting studs, one in each corner (Figure 12). Either squeeze each mounting stud's clasp, using needle nose pliers, to release, or use side cutters to cut and remove each of the four corner mounting studs on the board.
- ! NOTE:** If mounting studs are cut, replacement mounting studs will need to be inserted from underneath ember bed. Follow steps 1 - 5 of Partially Reflective Glass Replacement procedure on Page 9 to do this. It is recommended to attempt to release the control board without cutting mounting studs, although new mounting studs are provided.

- Properly orient the new potentiometer and control board and re-connect all of the wiring connections.
- Reassemble in the reverse order as above.

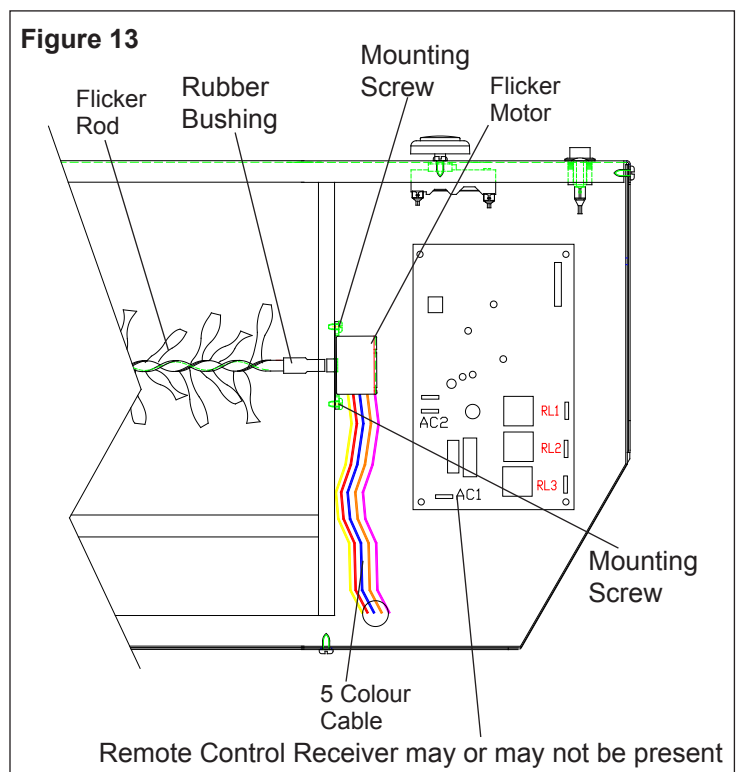
## Flicker Motor/Flicker Rod Replacement

**⚠ WARNING:** If unit was operating prior to servicing allow at least 5 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

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

**Tools Required:** Phillips head Screwdriver  
Needle Nose Pliers

- Remove the firebox from the mantel.
  - Lay unit on its back.
  - Remove the 12 Philips screws that fasten the bottom cover to the rest of the firebox. There are: two (2) screws on each side; two (2) screws on the back panel (you may have to tip the bottom of the fireplace up if it is laying on its back), four (4) screws in the front directly under the control panel; and two (2) screws on the bottom of the fireplace (Figure 8). The bottom panel is now free to be removed.
  - Locate Flicker Rod and Flicker Motor in the base assembly (Figure 13).
  - Gently pull the Flicker Rod to the right as far as possible into the rubber bushing (Figure 13).
- ! NOTE:** When removing the Flicker Rod, damage may occur if bent excessively. If the Flicker Rod is damaged, replace to ensure proper operation.
- Cautiously bend the Flicker Rod enough so that the remaining end of the Flicker Rod clears the plastic bushing on the left (Figure 13).
  - Remove the Flicker Rod by pulling it free from the rubber



bushing on the motor shaft.

8. Before removing the Flicker Motor, cut the Flicker Motor wires (five (5) in total) close to the Flicker Motor end with wire cutters.
9. Remove the rubber bushing from the motor shaft by applying needle nose pliers to the motor shaft and twist the rubber bushing off of the motor shaft.
10. Remove the motor mounting screws and remove motor from the mounting bracket.
11. Discard old Flicker Motor.
12. Pick up new Flicker Motor and cut wire leads to 3 1/2 inch long with wire cutters.
13. Using one of the supplied wire connectors from the Replacement Part Kit, place one (1) yellow wire from the new Flicker Motor and the yellow wire cut in step 8 into each terminal.
14. Secure the wire connector by crimping the 3M symbol with pliers. (Figure 14)
15. Pull on end of wires to ensure a strong connection.
16. Repeat the process for the four (4) remaining wires. ENSURE THAT ALL WIRES ARE PAIRED BY COLOUR IN EACH CONNECTOR.
17. Properly orient and secure the replacement Flicker Motor to the bracket with screws removed in step 9.
18. Replace rubber bushing on motor shaft.
19. Replace Flicker Rod.
20. Reassemble firebox and replace in mantel.

## Thermostat Control Replacement

**⚠ WARNING:** If unit was operating prior to servicing allow at least 5 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

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

**Tools Required:** Phillips Head Screwdriver  
Flat Head Screwdriver

1. Remove the firebox from the mantel.
2. Lay unit on its back.
3. Remove the 12 Philips screws that fasten the bottom cover to the rest of the firebox. There are: two (2) screws on each side; two (2) screws on the back panel (you may have to tip the bottom of the fireplace up if it

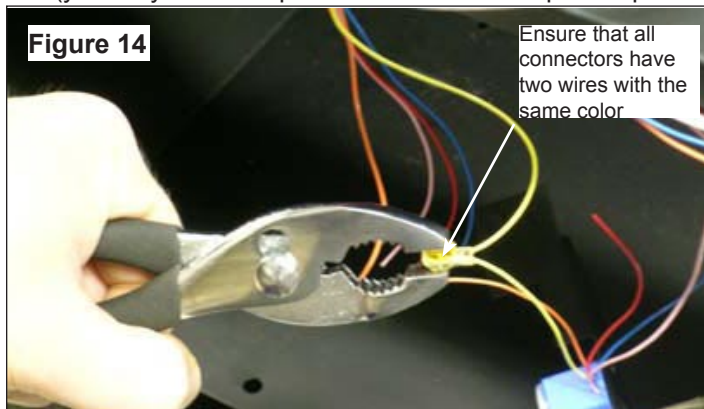
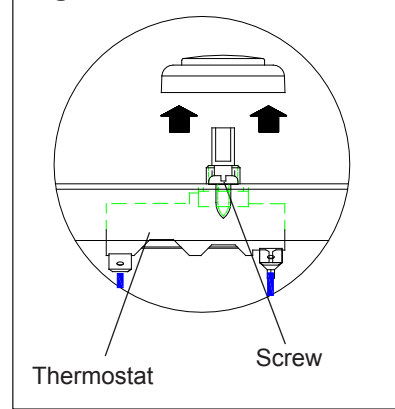


Figure 15



is laying on its back), four (4) screws in the front directly under the control panel; and two (2) screws on the bottom of the fireplace (Figure 8). The bottom panel is now free to be removed.

4. Locate the Thermostat Control mounted on the control panel on the right hand side (Figure 15) and disconnect the two (2) wiring clips noting their original locations.
  - ! **NOTE:** A flat head screwdriver can be used to gently pry between the end of the connector and the switch to release the wires.
5. Pull off the thermostat control knob to expose the two (2) Philips mounting screws (Figure 15).
6. Remove the mounting screws and remove the thermostat control switch from inside the control panel.
7. Properly orient the new Thermostat Control and reconnect the wiring connections.
8. Reassemble in the reverse order as above.

## Heater Assembly Replacement

**⚠ WARNING:** If unit was operating prior to servicing allow at least 5 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

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

**Tools Required:** Phillips head Screwdriver

1. Remove the firebox from the mantel.
2. Remove the 10 Philips screws that fasten the top cover to the rest of the firebox. There are: (four) 4 screws at the back of the firebox, along the top; two (2) screws on each side and at the top of the firebox; and two (2) screws on the top of the firebox (Figure 16).
3. Flip the top panel over and place upside down on the top of the unit. You may experience some resistance as the Heater Assembly is mounted to the top panel and may be a snug fit inside the firebox. Orient yourself with the placement of the Heater Assembly and wiring as shown in Figure 17.
4. From the heater assembly disconnect the two (2) wire connectors on the right side (one yellow, one black); the three (3) blue vertically stacked wire connectors attached to the left side of the heating element; and the two (2) wire connectors on the left side (one blue and



one black), noting all of their original positions.

- Turn the top panel over and while supporting the Heater Assembly and panel in one hand, remove the five (5) heater mounting screws, noting the center screw is of a larger diameter (Figure 18).
- Separate the Heater Assembly from the top panel.
- Properly orient the new Heater Assembly and re-connect all of the wiring connections.
- Reassemble in the reverse order as above.

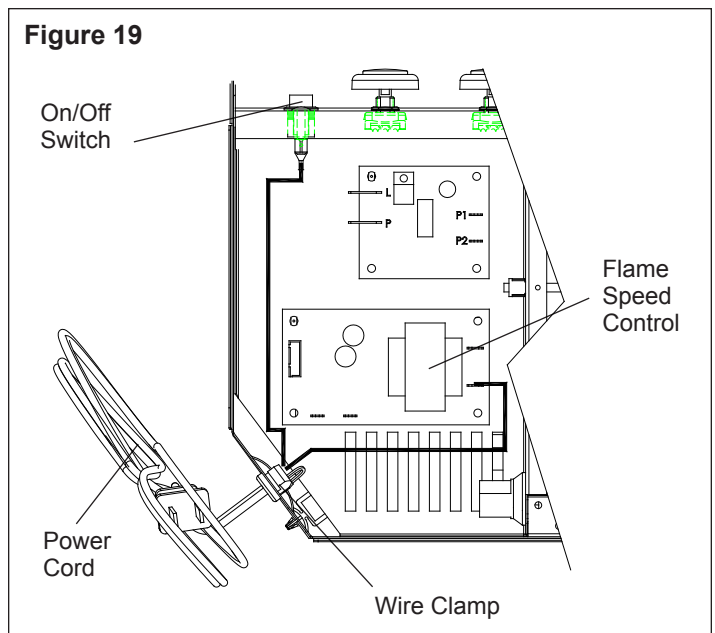
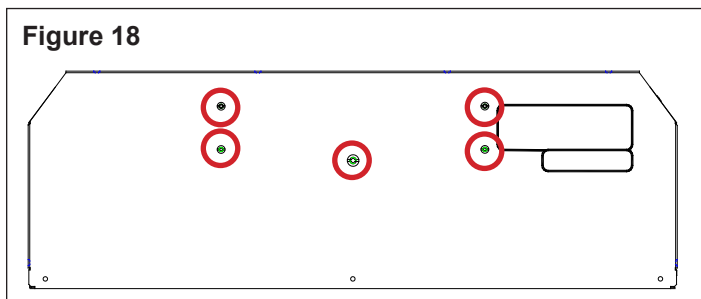
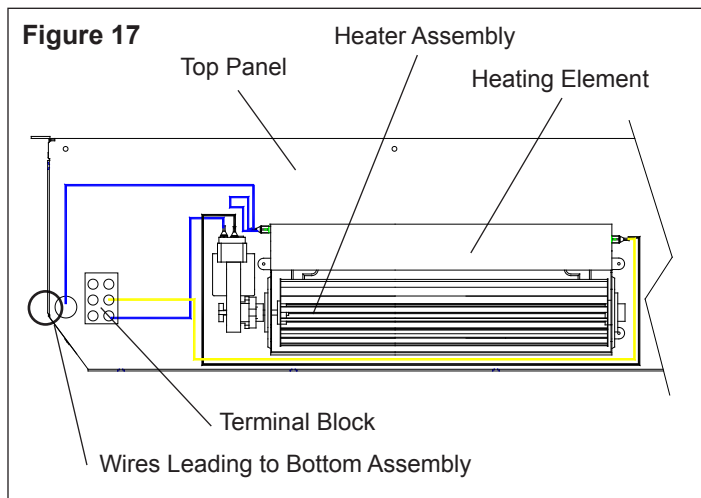
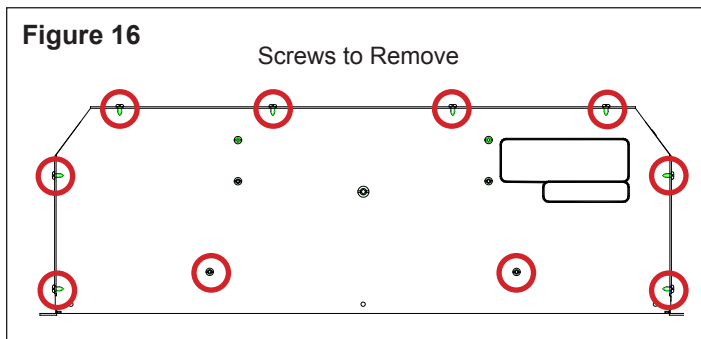
## Power Cord Replacement

**⚠ WARNING:** If unit was operating prior to servicing allow at least 5 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

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

**Tools Required:** Phillips head Screwdriver

- Remove the firebox from the mantel.



- Lay unit on its back.
- Remove the 12 Philips screws that fasten the bottom cover to the rest of the firebox. There are: two (2) screws on each side; two (2) screws on the back panel (you may have to tip the bottom of the fireplace up if it is laying on its back), four (4) screws in the front directly under the control panel; and two (2) screws on the bottom of the fireplace (Figure 8). The bottom panel is now free to be removed.
- Locate and disconnect the two (2) power cord wire connections: one from the middle of the three (3) connectors on the On/Off Switch; the other on the Flame Speed Control board, noting their original locations (Figure 19).
- Using pliers, squeeze the sides of the plastic wire clamp from inside the plastic area and push it through the chassis.
- Release clamp from power cord and remove power cord.
- Install replacement power cord through opening in the chassis and secure with clamp.
- Reassemble in the reverse order as above.

## Remote Control Replacement (If Applicable)

**Tools Required:** Phillips head Screwdriver  
Flat Head Screwdriver  
Needle Nose Pliers

Remote Controls require no replacement procedure however, an initialization procedure may need to be followed. Refer to the Operation Section for the Remote Initialization Procedure.

**⚠ WARNING:** If unit was operating prior to servicing allow at least 5 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

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

shock or damage to persons.

1. Remove the firebox from the mantel.
2. Lay unit on its back.
3. Remove the 12 Philips screws that fasten the bottom cover to the rest of the firebox. There are: two (2) screws on each side; two (2) screws on the back panel (you may have to tip the bottom of the fireplace up if it is laying on its back), four (4) screws in the front directly under the control panel; and two (2) screws on the bottom of the fireplace (Figure 8). The bottom panel is now free to be removed.

4. Locate the Remote Control Receiver (Figure 20) mounted underneath the log set support panel and disconnect the six (6) wiring clips noting their original locations.
5. Disconnect the three (3) wire leads from the 3-Position Switch. (The wires are hard-wired to the Remote Control Receiver) (Figure 20)

**! NOTE:** A flat head screwdriver can be used to gently pry between the end of the connectors and the switch to release the wires.

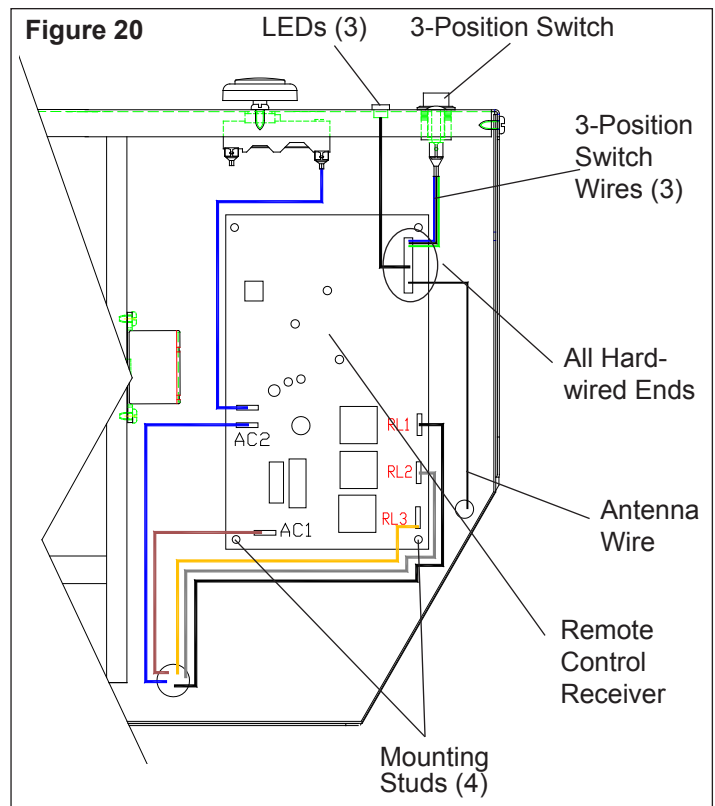
6. Pull the Antenna wire through the bottom of the chassis.
7. Locate the three (3) LED indicator lights from inside the bottom assembly of the firebox. (Figure 18)

**! NOTE:** Using a flathead screwdriver, gently push on the rear edge of the plastic bushing surrounding each LED and push each LED out from the front of the control panel.

8. Clear any silicon that may be present and firmly grasp the sheathed ends of the wires leading to each LED and remove the plastic bushing from each LED. Each LED and paired wires can be fed back through the front control panel and into the bottom assembly area.
9. The Remote Control Receiver is fastened to the underside of the ember bed support by four (4) mounting studs, one in each corner (Figure 20). Either squeeze each mounting stud's clasp, using needle nose pliers, to release, or use side cutters to cut and remove each of the four corner mounting studs on the board.

**! NOTE:** If mounting studs are cut, replacement mounting studs will need to be inserted from underneath ember bed. Follow steps 1 - 5 of Partially Reflective Glass Replacement procedure on Page 9 to do this. It is recommended to attempt to release the control board without cutting mounting studs, although new mounting studs are provided.

10. Properly orient the replacement Remote Control receiver and adhere to the control panel with the supplied/existing mounting studs.
11. Once the remote control receiver is mounted, reconnect and reassemble the fireplace in reverse order as described above.



# Troubleshooting Guide

PROBLEM	CAUSE	SOLUTION
<b>General</b>		
Circuit breaker trips or fuse blows when unit is turned on	Short in unit wiring.	Trace wiring in unit.
	Improper circuit current rating	Additional appliances may exceed the current rating of the circuit breaker or fuse. Plug unit into another outlet or install unit on a dedicated 15 amp circuit.
Unit with a Remote Control 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 Receiver where necessary. Initialize Remote Control and Receiver
	Defective Remote Control Receiver	Replace Remote Control Receiver and 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.
Fireplace seems dark	Improper operation	Refer to Operation Section
	Defective Light Dimmer	Replace Light Dimmer Components
<b>Appearance</b>		
Fireplace does not turn on Manually	Improper operation	Refer to Operation Section
	No incoming voltage from the electrical wall socket	Check Fuse/Breaker Panel
	Loose wiring	Check wiring connections
	Defective Switch (3-Position or On/Off)	Replace switch
	Defective Remote Control Receiver	Replace Remote Control Receiver. Initialize Remote Control and Receiver.
Fireplace does not turn on using the Remote Control (If Applicable)	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. Reinitialize Remote Control and Receiver, where necessary Replace Remote Control or Receiver where necessary. Initialize Remote Control and Receiver.
Flame Frozen	Defective Flicker Motor	Replace Flicker Motor
	Defective Flame Speed Control	Replace Flame Speed Control Components
	Loose wiring	Check wiring connections
Flame not bright or flame not visible	Burnt light bulbs	Replace light bulbs
	Loose wiring	Check wiring connections
	Defective light harness	Replace light harness
Log set dim, not glowing	Burnt out light bulbs	Replace light bulbs
Flame Shudder	Defective flicker motor	Replace flicker motor
	Defective Flame Speed Control	Replace Flame Speed Control Components
Light leaking around the log set	Log set not positioned properly	Check log set for proper fit



PROBLEM	CAUSE	SOLUTION
<b>Heater</b>		
Heater is not turning off	Improper operation	Refer to Operation Section
	Defective Thermostat	Replace Thermostat
	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 Thermostat	Replace Thermostat
	Defective Heater assembly	Replace Heater assembly
	Defective Remote Control Receiver	Replace Remote Control Receiver
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 Thermostat	Replace Thermostat
	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.
<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
Buzzing noise from control panel	Defective Flame Speed Controller	Replace Flame Speed Controller