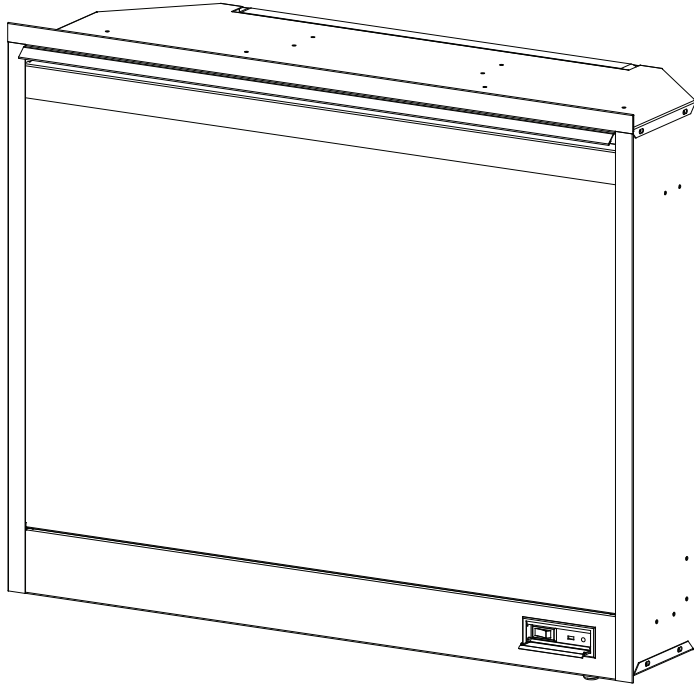




"Click" on the replacement part number to view price and availability.  
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## **Service Manual**

### **30" Self Trimming Fireplace Purifire™ and Mid-line Remote**

**Model Numbers:**

**DF3015**

**DFB8842**

**IMPORTANT SAFETY INFORMATION:** Always read this manual first before attempting to service this fireplace. For your safety, always comply with all warnings and safety instructions contained in this manual to prevent personal injury or property damage.

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

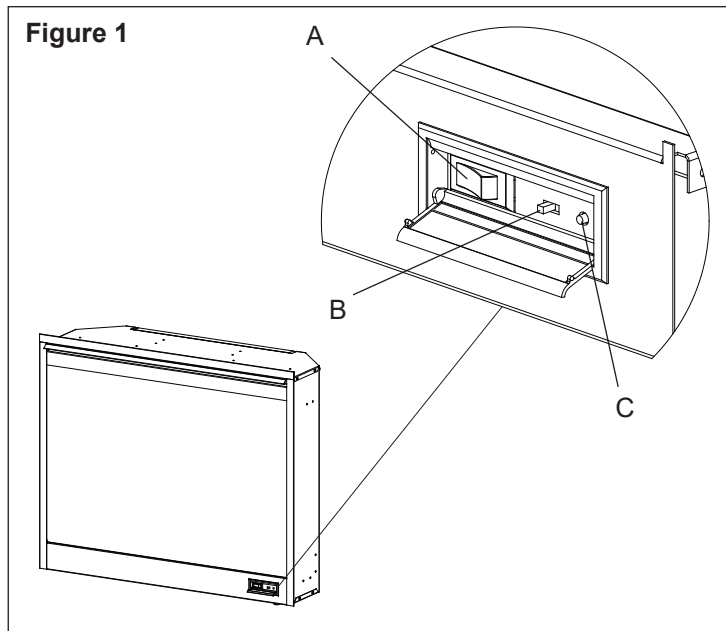
**! NOTE:** Procedures and techniques that are considered important enough to emphasize.

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

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

# Operation

The manual controls for the fireplace are located in the lower right hand corner (Figure 1).



## A. On/Off Switch

Supplies power to the 3-Position Selector Switch.

## B. 3-Position Selector Switch

- **Remote (right position):** The unit is operated with the remote control.
- **Flame (center position):** The flame effect is turned on.
- **Flame & Heat (left position):** The flame effect and heater are turned on simultaneously. When the manual control is in the **Flame & Heat** position the heater does not run on the remote control operated thermostat.

! **NOTE:** When the 3-Position Selector Switch is in the **Flame** and **Flame & Heat** positions, the fireplace unit will not operate with the remote control.

## C. Initialization Button

Used to synchronize the supplied remote control with the fireplace.

## Resetting the Temperature Cutoff Switch

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

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

## Remote Control

The 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 243 independent frequencies to prevent interference with other units.

## Battery Installation/Replacement

1. Depress tab on the battery cover on the back of the remote control and remove battery cover.
2. Install/replace two (2) AAA batteries into the remote control.
3. Ensure Child Lock is in the “unlocked” position (Figure 2).
4. Replace the battery cover.

! **NOTE:** When the “BAT” symbol is present on the remote control it is recommended to replace the batteries promptly, to maintain full functionality of the remote/fireplace. The remote control has a battery backup time of only several hours.

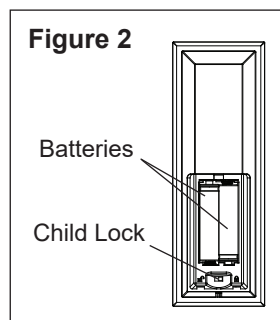


Battery must be recycled or disposed of properly. Check with your Local Authority or Retailer for recycling advice in your area.

## Remote Control Initialization

1. Plug cord into a 120 Volt wall outlet.
2. Ensure the On/Off Switch located in the switch box on the fireplace in the lower right hand corner is in the On — position.
3. Set the Three Position Manual Control (Figure 1B) to the **Remote** position (right position).
4. Press and hold the Initialization Button on the unit (Figure 1C).
5. While holding the Initialization Button, press the Flame/Heat On/Off button **Q** or the Purifire™ On/Off button **D** on the remote control.
6. Release the Initialization Button on the unit.
7. Press the Flame/Heat On/Off button **Q** to turn the Flame/Heat function on or press the Purifire™ On/Off button **D** to turn the Purifire™ function on.

Figure 2



## Remote Control Functions

(All letters are in reference to Figure 3)

### B. Set Temperature

Press **H** button **Q** to turn fireplace on. Press **J** to raise thermostat, or **I** to lower the thermostat. Press both **J** and **I** to change °F to °C.

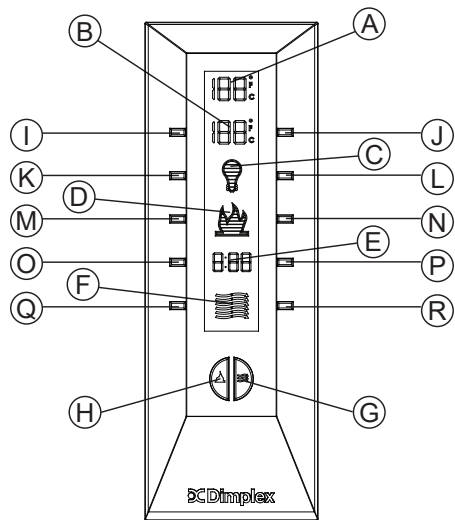
### C. Light Dimmer Control

While the fireplace is running, repeatedly press the **L** or **K** button to increase or decrease the brightness of the upper lights.

### D. Flame Speed Control

While the fireplace is running, press the **N** button to increase

**Figure 3 - Remote Control Functions**



- |                                   |                                |
|-----------------------------------|--------------------------------|
| <b>A. Room Temperature</b>        | <b>J. Temperature Up</b>       |
| <b>B. Set Temperature</b>         | <b>K. Dimmer Down</b>          |
| <b>C. Light Dimmer Control</b>    | <b>L. Dimmer Up</b>            |
| <b>D. Flame Speed Control</b>     | <b>M. Flame Speed Down</b>     |
| <b>E. Sleep Timer</b>             | <b>N. Flame Speed Up</b>       |
| <b>F. Purifire™</b>               | <b>O. Sleep Timer Down</b>     |
| <b>G. Purifire™ On/Off</b>        | <b>P. Sleep Timer Up</b>       |
| <b>H. Flame &amp; Heat On/Off</b> | <b>Q. Purifire™ Speed Down</b> |
| <b>I. Temperature Down</b>        | <b>R. Purifire™ Speed Up</b>   |

the speed of the flame or press **M** to decrease the speed of the flame.


**E. Sleep Timer**

The Sleep Timer automatically shuts off the fireplace after a preset time (from 30 minutes to 8 hours).

During fireplace operation, to set the sleep timer press the **P** button. Set the timer from 30 minutes through 8 hours. The fireplace will automatically turn off when the sleep timer reaches zero (0) minutes.


The sleep timer can be cancelled at any time by pressing the **O** button repeatedly until the sleep timer displays nothing.

**F. Purifire™** 

Press the **G** button  to turn the Purifire™ function on. When the Purifire™ function is on, the Purifire™ symbol will flash. When off, the symbol will be solid.

The default setting for the Purifire™ is set at low speed. Press the **Q** or the **R** buttons to change between low and high speeds. Press the **G** button to turn the Purifire™ function off.

**H. Flame & Heat On/Off Button**

Press the **H** button  to turn the Flame/Heat function on. When **B** is higher than **A** the heat will come on. To turn the heat off, lower **B** so that it's setting is lower than **A**. The default temperature setting is 72°F (22°C).

**! NOTE:** When using the remote control the heater runs on a thermostat. Press the **J** or **I** buttons 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.

**Disable Heat**

**! NOTE:** This function is only available with remotes that have software revision 1.17 or higher. The revision can be checked by press **N** and **P** at the same time

If desired, depending on the season, the heater on the unit can be disabled. The unit will operate in the same fashion, with remainder of the controls.

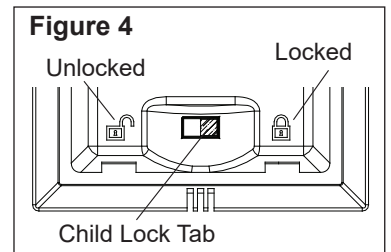
*To Disable* - Press **J** and **O** at the same time. The temperature setting on the remote will no longer be visible.

**! NOTE:** The heat will not work in manual controls either.

*To Enable* - Press **J** and **Q** at the same time. The temperature setting will now be visible again.

**Child Lock (Figure 4)**

1. Depress tab on the battery cover on the back of the remote control and remove the battery cover.
2. Move Child Lock tab to the right to lock the remote control.
3. Move Child Lock tab back to the left to unlock the remote control.
4. Replace the battery cover.



**! NOTE:** To temporarily unlock the remote control press (in order) **I**, then **J**, then **K**.

When the remote control's backlight is illuminated the **Child Lock** is bypassed. When the backlight is off the **Child Lock** is re-activated.

**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 Remote Control Receiver to eliminate interference.

1. Simultaneously press the **O** button and the **Q** button on the remote control.
2. "COD" will appear in place of the sleep timer digits.
3. Release the **O** button and the **Q** button.
4. Press and hold the Initialization button on the unit (Figure 3C).
5. Press the **H** button on the remote control.

Your remote control will now have a different frequency communicating with the fireplace.

# 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

**⚠ CAUTION:** Allow at least five (5) minutes for light bulbs and heater to cool off before touching bulbs to avoid accidental burning of skin.

Light bulbs need to be replaced when you notice a dark section of the flame. There are three (3) under the Log Set, which generate the flames and embers, and two (2) bulbs above the log that illuminate the log exterior.

### 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. Care must be taken when removing the Log Set as the Log Set contains LED's and wires.

### 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.**

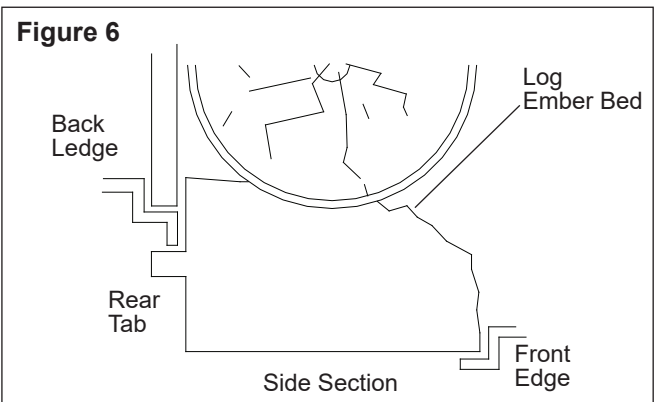
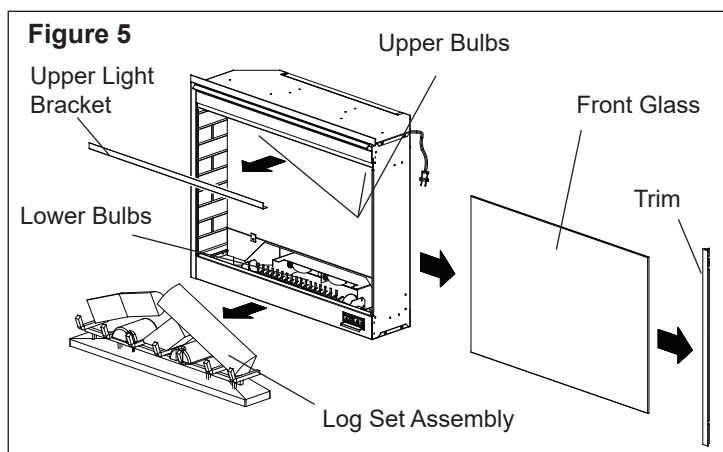
**To access the lower light bulb area:**

1. Slide fireplace out of mantel.
2. Remove four (4) Phillips screws from right side of trim (Figure 5).
3. Remove trim.
4. Slide glass to right side of fireplace to remove (Figure 5).
5. Pull the front edge of the plastic Log Set or plastic grate 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 Assembly by the Ember Bed or plastic grate.

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

6. Set Log Set Assembly in front of fireplace.
7. Unscrew bulbs counter clockwise.
8. Insert new bulbs and screw in clockwise.



9. Install the Log Set Assembly by placing the front, bottom edge of the Ember Bed in the track behind the control panel. Once in place, push down on the back edge of the Ember Bed until the rear tab snaps into place under the Partially Reflective Glass (Figure 6).

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

10. Slide front glass back into position and attach trim.

### 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 15 Watts per bulb.**

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

1. Slide fireplace out of mantel.
2. Remove four (4) Phillips screws from right side of trim (Figure 5).
3. Remove trim.
4. Slide glass to the right side of the fireplace to remove (Figure 5).
5. Remove Upper Light Bracket (Figure 5).
6. Upper bulbs are located in the upper left and upper right corners of the fireplace.
7. Unscrew bulbs counter clockwise.
8. Insert new bulbs and screw in clockwise.
9. Re-install Upper Light Bracket.
10. Slide front glass back into position and attach trim.

## Purifire™ Filter

The Purifire™ filter supplied in your fireplace is reusable and washable. 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 inches, rated at MERV 10.

### To replace filter:

1. Remove fireplace from mantel.
2. Filter can be accessed from the top rear of the unit (Figure 7).
3. Grasp filter and slide filter straight up.
4. Replace or clean filter.

**! NOTE:** If after market air filter is used ensure it is installed according to the manufacturer's recommended instructions.

## Glass Cleaning

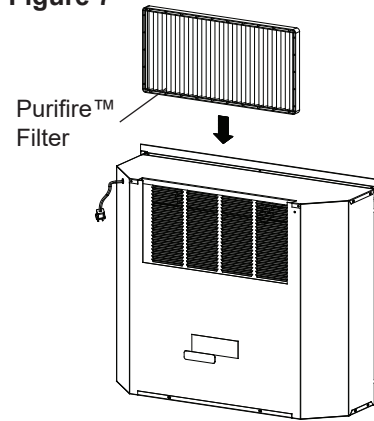
The glass is cleaned in the factory during the assembly operation. During shipment, installation, handling, etc., the clear door may collect dust particles, these can be removed by dusting lightly with a clean dry cloth.

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

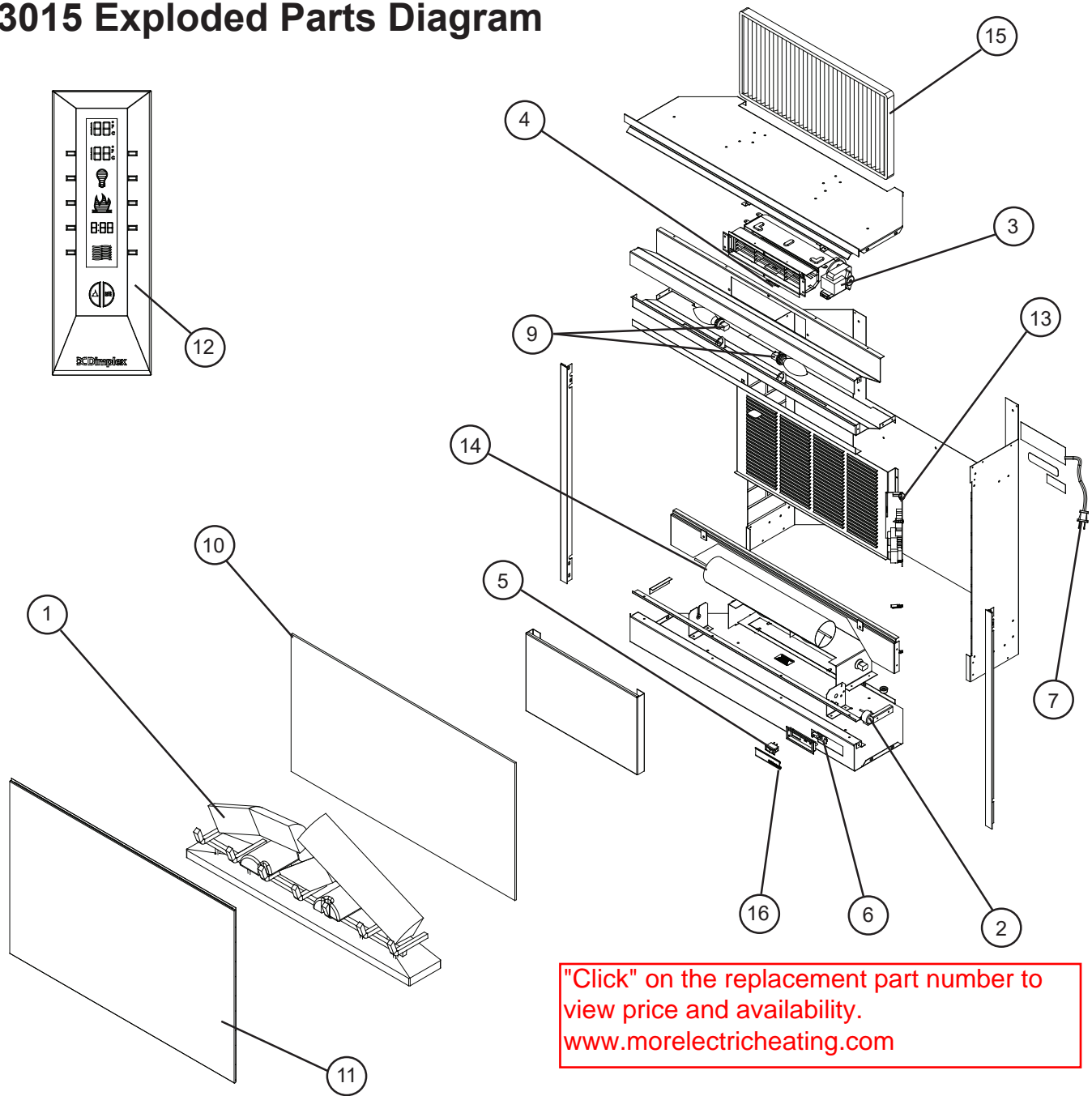
## Fireplace Surface Cleaning

Use damp warm cloth only to clean painted surfaces. Do not use abrasive cleaners on glass surface or spray liquids directly onto any surface.

Figure 7



# DF3015 Exploded Parts Diagram



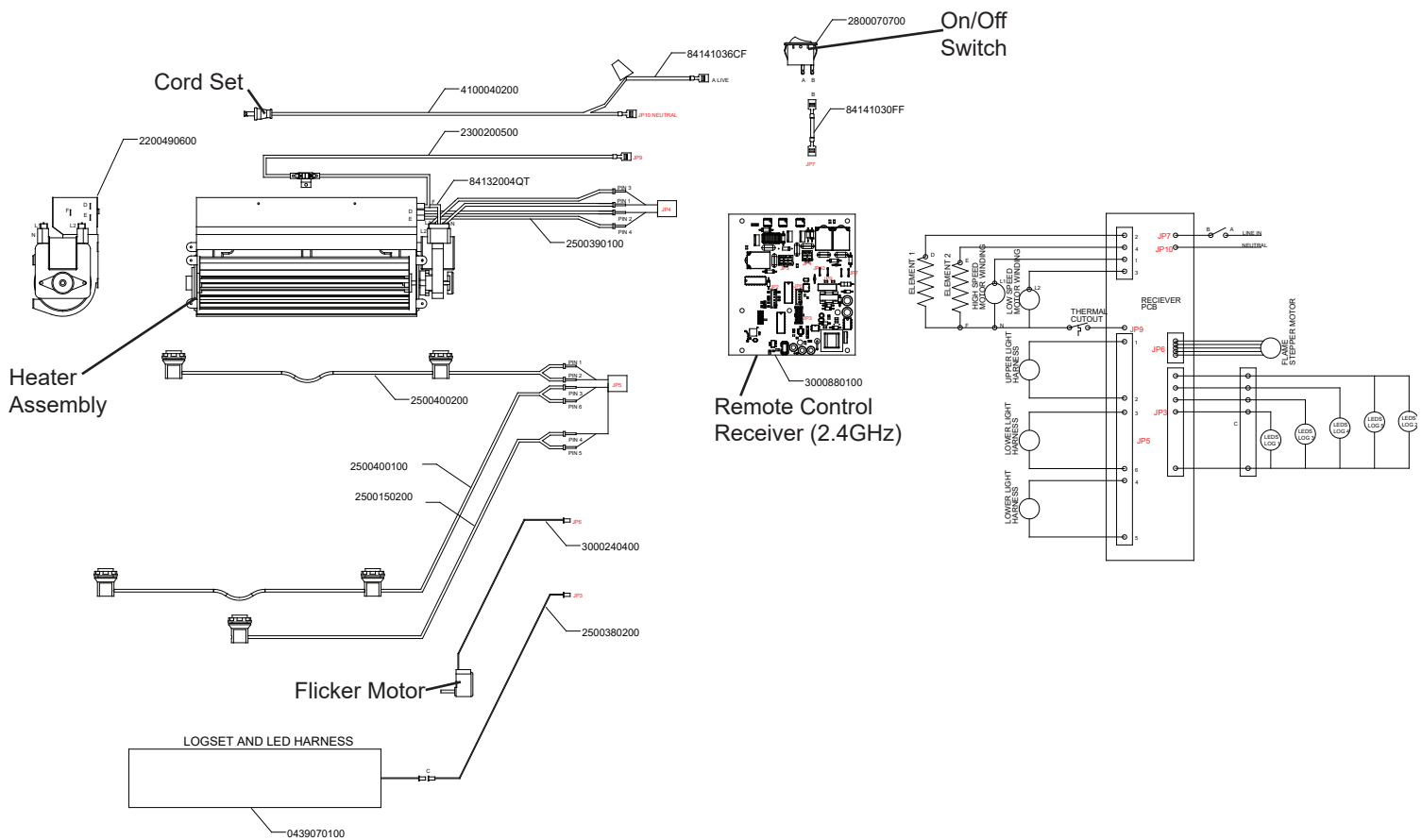
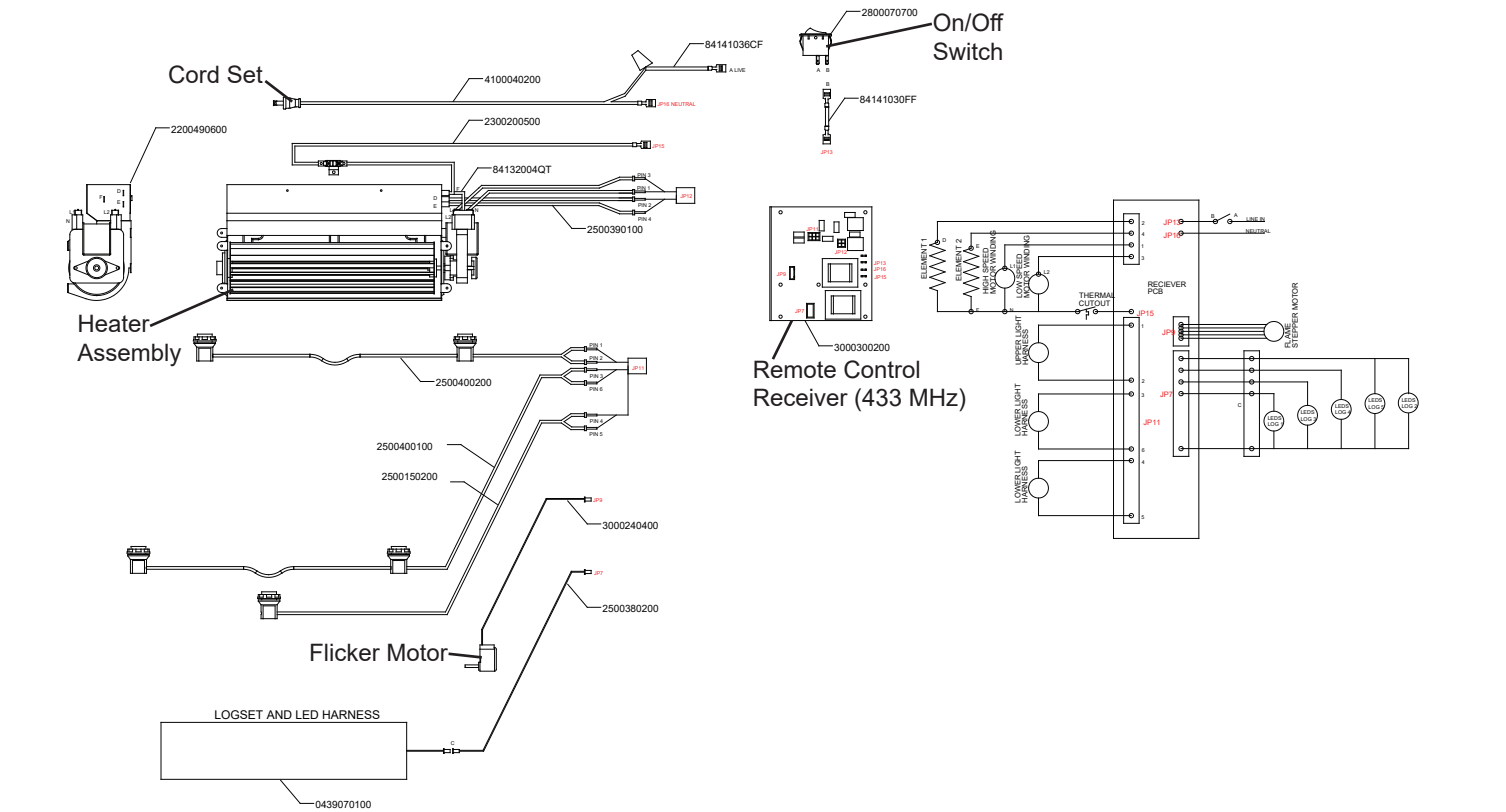
## DF3015 Replacement Parts List

1. Log Set Assembly . . . . .	0439070100RP	13. Remote Control Receiver	
2. Flicker Motor . . . . .	3000240200KIT	433MHz (Silver - Mod 0-E) . . . . .	3000300200RP
3. Heater Assembly . . . . .	2200490600RP	2.4GHz (Red - Mod F) . . . . .	3000880100RP
4. Cutout . . . . .	2300270300RP	14. Flicker Rod . . . . .	5900080700RP
5. On/Off Switch . . . . .	2800070700RP	15. Purifire™ Filter . . . . .	0439060100RP
6. Remote Switchboard . . . . .	3000300300RP	16. Switch Housing Door . . . . .	0439210000RP
7. Power Cord . . . . .	4100040500RP	17. Lower Light Socket (center) . . . . .	2500150200RP
8. Lower Light Harness (outer pair) . . . . .	2500400100RP	18. Fireplace Foot . . . . .	8800090100RP
9. Upper Light Harness . . . . .	2500400200RP	19. Heater Assembly Wire Harness . . . . .	2500390100RP
10. Partially Reflective Glass . . . . .	5900680100RP		
11. Front Glass . . . . .	5900310400RP		
12. Remote Control			
433MHz (Silver Dimplex Logo - Mod 0-E) See Note 1			
2.4GHz (Red Dimplex Logo - Mod F) . . . . .	3000890100RP		

Note 1 - Remote obsolete. For units Mod 0-E, the 2.4 GHz Remote Control Receiver and compatible Remote Control will need to be purchased.



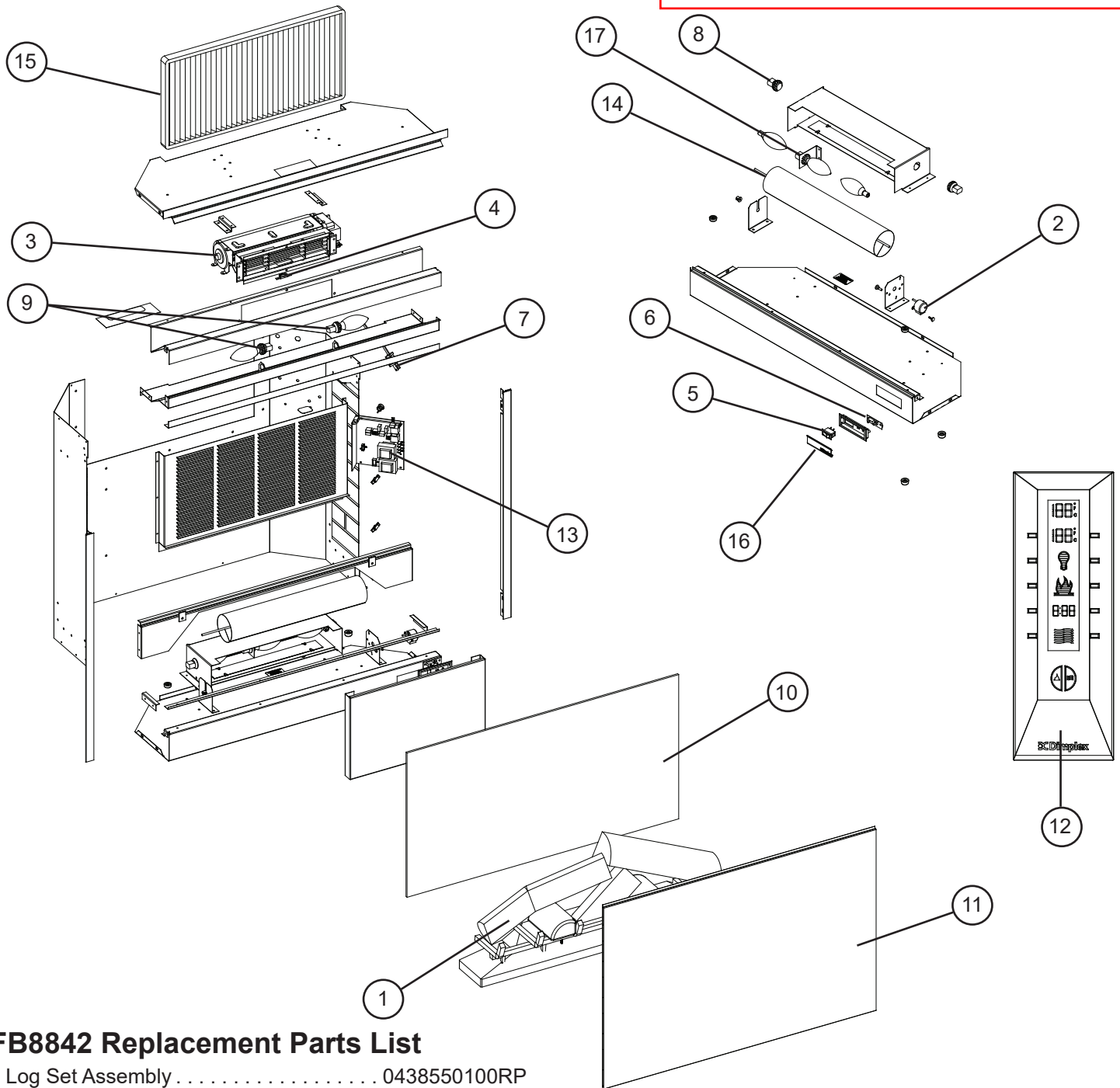
# DF3015 Wiring Diagram





# DFB8842 Exploded Parts Diagram

"Click" on the replacement part number to view price and availability.  
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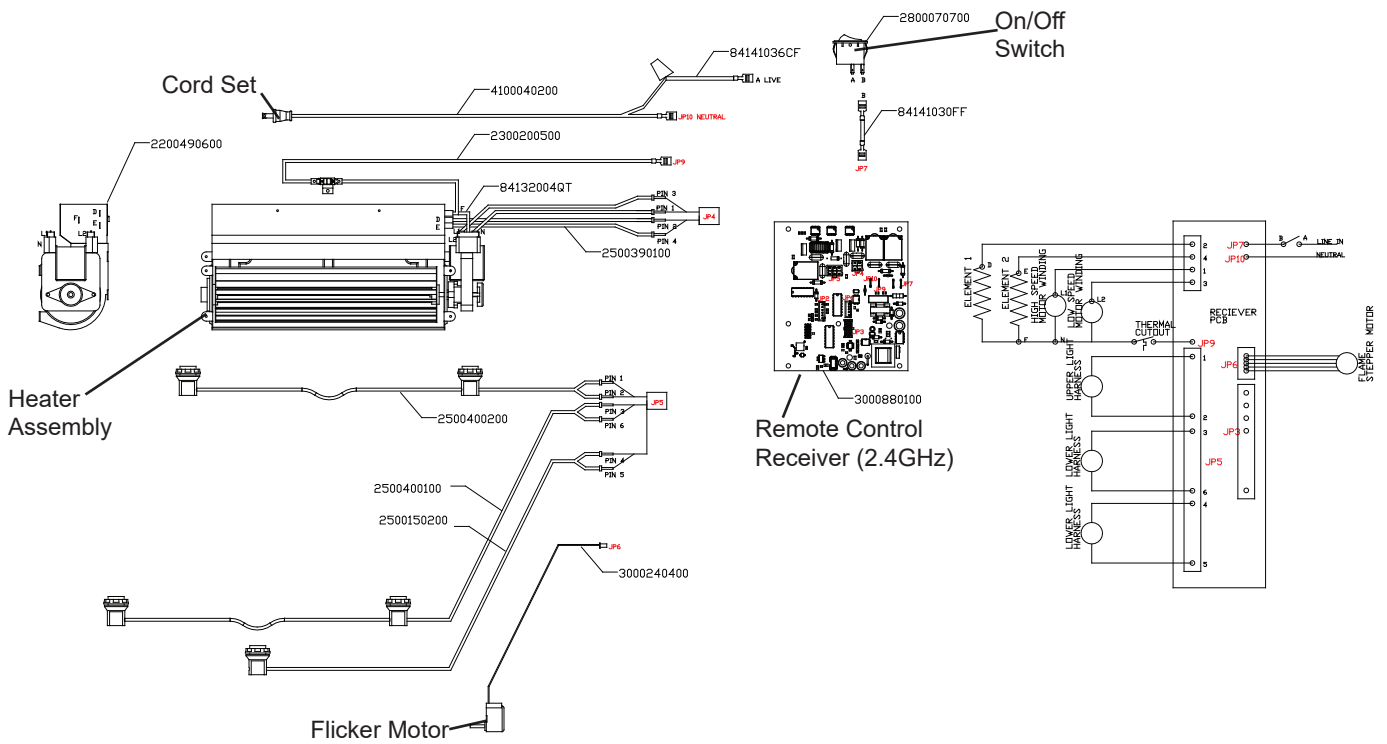
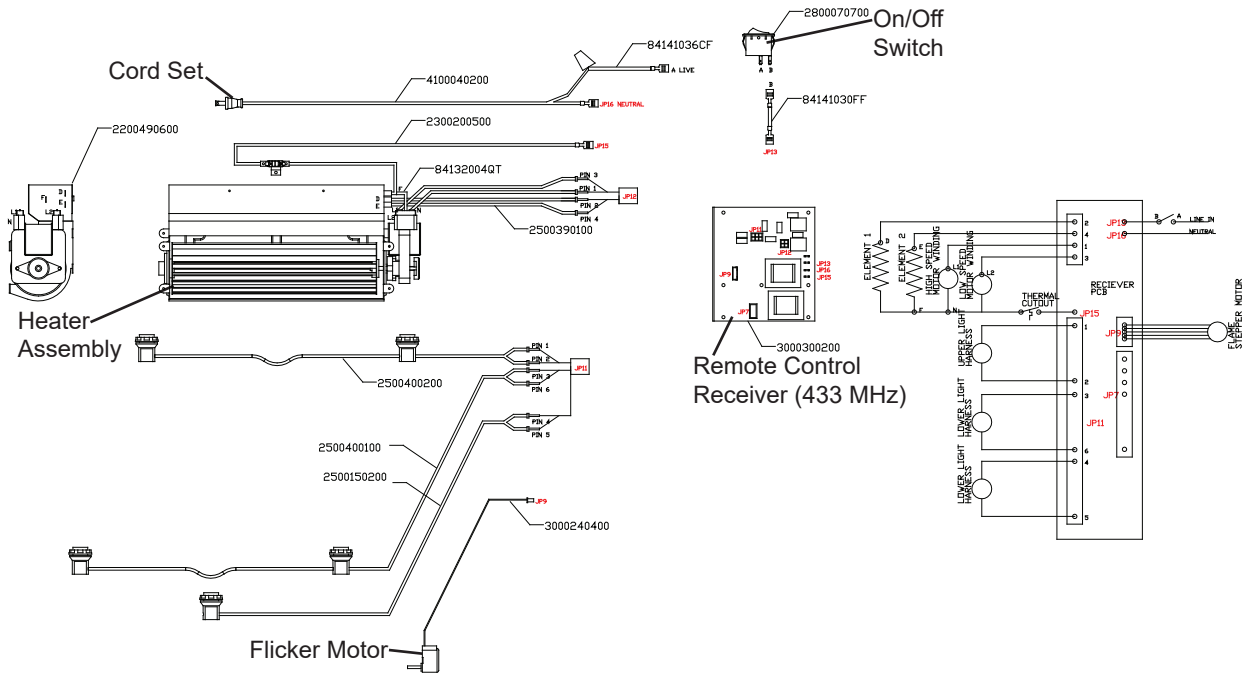


## DFB8842 Replacement Parts List

1. Log Set Assembly . . . . .	0438550100RP	13. Remote Control Receiver	
2. Flicker Motor . . . . .	3000240200KIT	433MHz (Silver - Mod 0-A) . . . . .	3000300200RP
3. Heater Assembly . . . . .	2200490600RP	2.4GHz (Red - Mod B) . . . . .	3000880100RP
4. Cutout . . . . .	2300270300RP	14. Flicker Rod . . . . .	5900080700RP
5. On/Off Switch . . . . .	2800070700RP	15. Purifire™ Filter . . . . .	0439060100RP
6. Remote Switchboard . . . . .	3000300300RP	16. Switch Housing Door . . . . .	0439210000RP
7. Power Cord . . . . .	4100040500RP	17. Lower Light Socket (Center) . . . . .	2500150200RP
8. Lower Light Harness (Outer Pair) . . . . .	2500400100RP	18. Fireplace Foot . . . . .	8800090100RP
9. Upper Light Harness . . . . .	2500400200RP	19. LED Log Set Wire Harness . . . . .	2500380200RP
10. Partially Reflective Glass . . . . .	5900680100RP	20. Heater Assembly Wire Harness . . . . .	2500390100RP
11. Front Glass . . . . .	5900310500RP		
12. Remote Control			
433MHz (Silver Dimplex Logo - Mod 0-A). See Note 1			
2.4GHz (Red Dimplex Logo - Mod B) . . . . .	3000890100RP		

Note 1 - Remote obsolete. For units Mod 0-E, the 2.4 GHz Remote Control Receiver and compatible Remote Control will need to be purchased.

# DFB8842 Wiring Diagram



# Front Glass Replacement

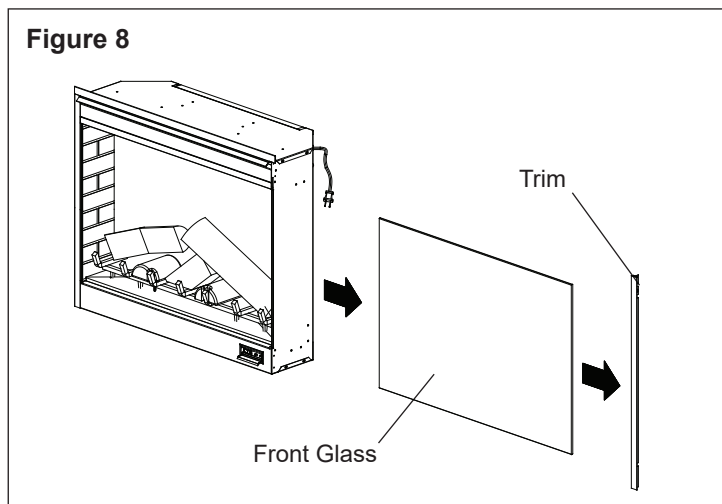
**Tools Required:** Phillips head Screwdriver

**⚠ WARNING:** 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.

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

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 right side of Trim (Figure 8).
4. Remove Trim.
5. Slide glass to the right side of the firebox to remove.
6. Reassemble using replacement Front Glass in reverse order as described above.

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



# Partially Reflective Glass Replacement

**Tools Required:** Phillips head Screwdriver

**⚠ WARNING:** 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.

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

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 (Figure 8).
4. Remove Trim.
5. Slide glass to right side of fireplace to remove.

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

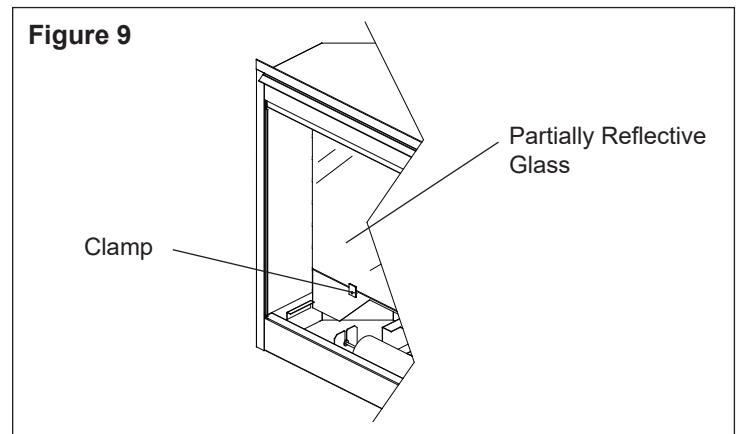
6. Pull the front edge of the plastic Ember Bed or plastic

grate up and forward until the rear tab releases from the ledge located at the bottom of the Partially Reflective Glass (Figure 6).

**! IMPORTANT:** Only handle the Log Set Assembly by the Ember Bed or plastic grate.

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

7. Disconnect LED harness (only required on DF3015 unit).
8. Loosen, but do not remove, the two (2) Philips screws that clamp the Partially Reflective Glass in place, and swivel them so that the clamp clears the edge of the Partially Reflective Glass (Figure 9).
9. Push the Partially Reflective Glass out from behind to clear the frame and remove.
10. Insert replacement Partially Reflective Glass top end first and lay the bottom end gently in the bottom track of the frame.
11. Tighten clamps back into place and re-assemble firebox in reverse order as described above.



# On/Off Switch and Remote Switchboard Replacement

**Tools Required:** Phillips head Screwdriver

**⚠ WARNING:** 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.

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

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 right side of Trim (Figure 8).
4. Remove Trim.
5. Slide glass to right side of firebox to remove.

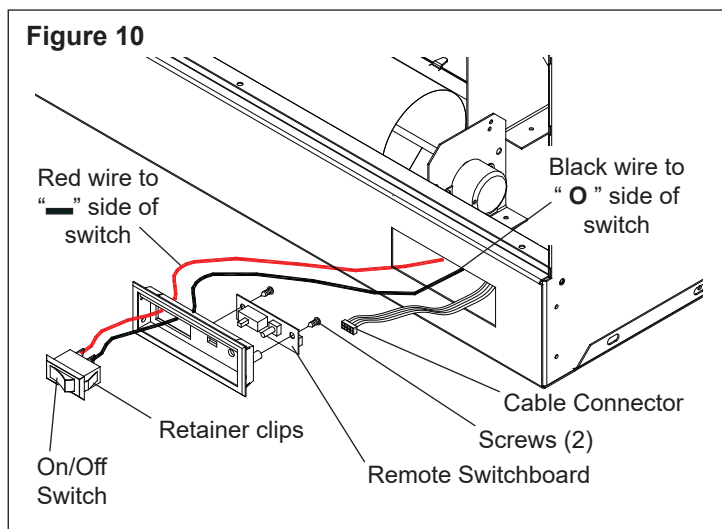
**⚠ CAUTION:** Even though the glass is safety glass it may break if bumped, struck or dropped. Care must be taken when handling the glass.

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 Partially Reflective Glass (Figure 6).

**! IMPORTANT:** Only handle the Log Set Assembly by the Ember Bed or plastic grate.

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

7. Disconnect LED harness (only required on DF3015 unit).
8. Set Log Set Assembly in front of firebox.
9. Disconnect the two (2) wire clips and cable connector from the rear of the On/Off Switch and the Remote Switchboard noting their original positions (Figure 10).
10. Using a short Phillips screwdriver, remove the two (2) screws that attach the Remote Switchboard to the switch housing from within the firebox.
11. To replace the Remote Switchboard, properly orient the replacement board and re-attach to plastic switch housing using the two (2) screws removed in step 10. Re-assemble firebox following steps 1 through 9 in reverse order. To replace On/Off Switch, continue to step 12.



12. Remove the On/Off Switch by squeezing the two (2) retaining clips on either side of the switch, from within the firebox, then push out the front of the unit.
13. Properly orient the replacement On/Off Switch and push into place until retaining clips snap into place.
14. Re-connect the two (2) wires and cable connector as shown in Figure 9 and re-assemble firebox following steps 1 through 11 in reverse order.

**! CAUTION:** Internal wiring and colors may not be the same within the unit being serviced as those shown. To avoid damage to the unit, damage to property or personal injury, ensure wires are reconnected to match their original locations.

## Flicker Motor/Flicker Rod Replacement

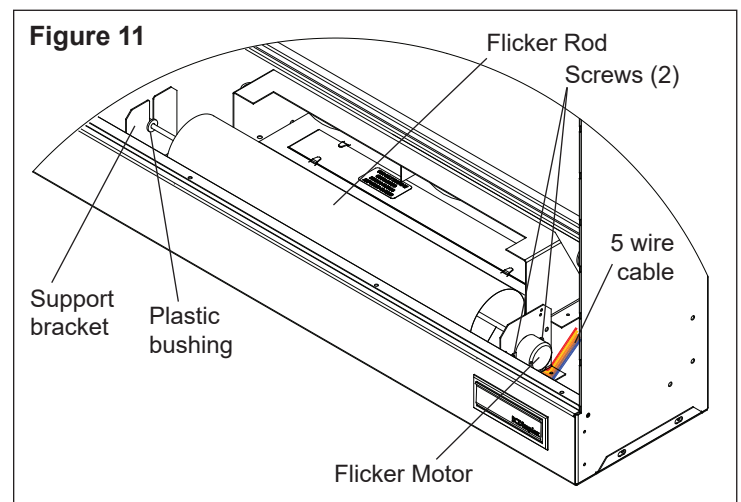
**Tools Required:** Phillips head Screwdriver  
Side Cutters  
Pliers

**! WARNING:** 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.

**! WARNING:** Disconnect power before attempting any

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

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 right side of trim (Figure 8).
  4. Remove Trim.
  5. Slide glass to right side of firebox to remove.
- ! CAUTION:** Even though the glass is safety glass it may break if bumped, struck or dropped. Care must be taken when handling the glass.
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 Partially Reflective Glass (Figure 6).
- ! IMPORTANT:** Only handle the Log Set Assembly by the Ember Bed or plastic grate.
- ! NOTE:** Log Set Assembly fits tightly into firebox, some force may be necessary to remove.
7. Disconnect LED harness (only required on DF3015 unit).
  8. Set Log Set Assembly in front of firebox.
  9. Locate Flicker Rod and Flicker Motor in the base assembly (Figure 11).
  10. Turn the plastic bushing on the support bracket until it allows the Flicker Rod to slide up and out of the bracket.
  11. Gently pull the Flicker Rod away from the motor to expand the spring attaching the Flicker Rod to the motor shaft.
  12. Using side cutters, cut the spring to release the Flicker Rod. **Do not remove the remaining spring from the Flicker Rod.** (Figure 12)
  13. If replacing Flicker Rod only:
    - i) Remove remaining spring from Flicker Motor shaft.
    - ii) Push smaller opening of rubber sleeve from Replacement Part Kit onto the Flicker Motor shaft.
    - iii) Push larger end of replacement Flicker Rod into open end of rubber sleeve.
    - iv) Move plastic bushing from old to new Flicker Rod in the same position and slide rod into support bracket. Turn bushing to lock into place.

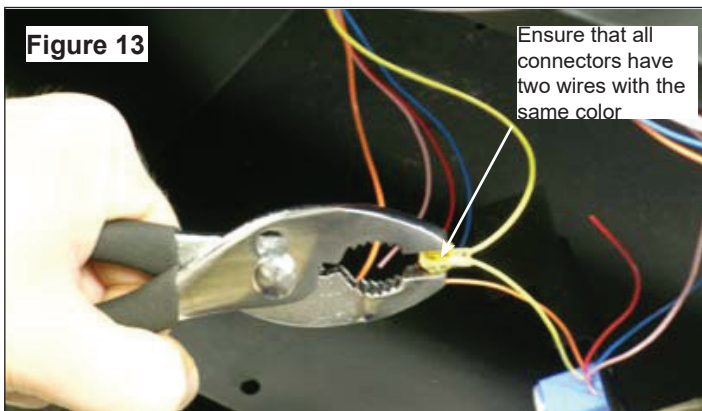
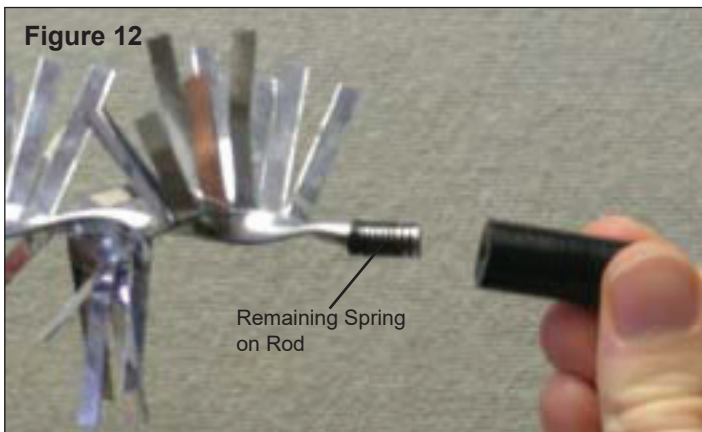




- v) Follow steps 1 through 8 in reverse order to re-assemble firebox. Otherwise continue with step 14.
  - 14. Use a short handled Phillips screwdriver to remove the two (2) screws that attach the Flicker Motor to the bracket (Figure 11).
  - 15. Cutting as close to the motor as possible, cut each of the five (5) colored wires leading from the Flicker Motor.
  - 16. Discard old Flicker Motor.
  - 17. Pick up new Flicker Motor and cut wire leads to 3 ½ inch long with wire cutters.
  - 18. 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 15 into each terminal. (Figure 13)
  - 19. Secure the wire connector by crimping the 3M symbol with pliers.
  - 20. Pull on end of wires to ensure a strong connection.
  - 21. Repeat the process for the four (4) remaining wires.  
**Ensure that all wires are paired by color in each connector.**
- ! NOTE:** In the event that multiple Flicker Motors were already replaced within unit, or if required wiring has been cut too short, it may be necessary to replace Flicker Motor and the attached cable as a whole.

**To do so:**

- i) Follow steps 1 through 12 and 14.
- ii) Follow steps 1 through 8 from Partially Reflective Glass Replacement procedure to remove Partially Reflective Glass.
- iii) Cut all cable ties that bind the Flicker Motor Cable and other wires together (wires and cable run behind the



Partially Reflective Glass and up the corner of the firebox to the Remote Control Receiver).

- iv) Unplug Flicker Motor Cable from Remote Control Receiver (Figure 15).
- v) Discard defective Flicker Motor and cable.
- vi) Plug in the replacement Flicker Motor into Remote Control Receiver and run cable down back corner of the firebox, using cable clamps and ties as needed.
- vii) Properly orient and attach new Flicker Motor to bracket using screws from step 14.
- vii) Re-install Partially Reflective Glass and continue with step 23 below.
- 22. Properly orient and secure the replacement Flicker Motor to the bracket with screws removed in step 14.
- 23. Push smaller opening of rubber sleeve from Replacement Part Kit onto the Flicker Motor shaft.
- 24. Push larger end of replacement Flicker Rod into open end of rubber sleeve.
- 25. Move plastic bushing from old to new Flicker Rod in the same position and slide rod into support bracket. Turn bushing to lock into place.
- 26. Follow steps 1 through 8 in reverse order to re-assemble firebox.

## Lower Light Harness Replacement

**Tools Required:** Phillips head Screwdriver  
Wire Cutters

**! WARNING:** 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.

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

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 right side of trim (Figure 8).
4. Remove Trim.
5. Slide glass to right side of firebox to remove.

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

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 Partially Reflective Glass (Figure 6).

**! IMPORTANT:** Only handle the Log Set Assembly by the Ember Bed or plastic grate.

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

7. Disconnect LED harness (only required on DF3015 unit).
8. Set Log Set Assembly in front of firebox.
9. Loosen, but do not remove, the two (2) Philips screws that clamp the Partially Reflective Glass in place, and

swivel them so that the clamp clears the edge of the Partially Reflective Glass (Figure 9).

10. Push the Partially Reflective Glass out from behind to clear the frame and remove.
11. On the bottom of the firebox remove the four (4) Phillips screws that secure the light housing to the bottom panel.
12. Tilt the light housing towards the top of the firebox and gently slide it out from behind the mirror retaining bracket.
13. Remove the light bulbs and set in a safe place.
14. Remove the retaining rings from the light socket(s) that are to be replaced (the outside sockets are connected and the center is separate).
15. Once the sockets have been removed, cut the corresponding wires 1" from the first wire tie on the side panel going to the top of the unit and strip 3/4" off the end of each wire.
16. Using an appropriate wire connector, connect the corresponding wires together.
17. Follow steps 1 through 13 in reverse order to re-assemble firebox.

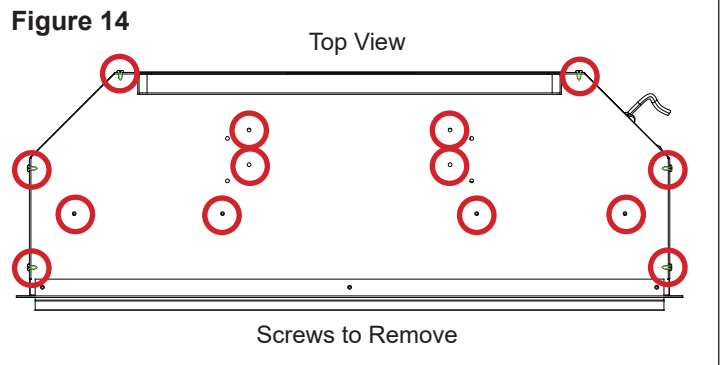
## Remote Control Replacement

Remote Controls require no replacement procedure however, the initialization procedure may need to be followed. Refer to Page 3 for the Remote Control Initialization procedure.

**Tools Required:** Phillips head Screwdriver

**⚠ WARNING:** 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.

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



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 right side of Trim (Figure 8).
4. Remove Trim.
5. Slide glass to right side of firebox to remove.

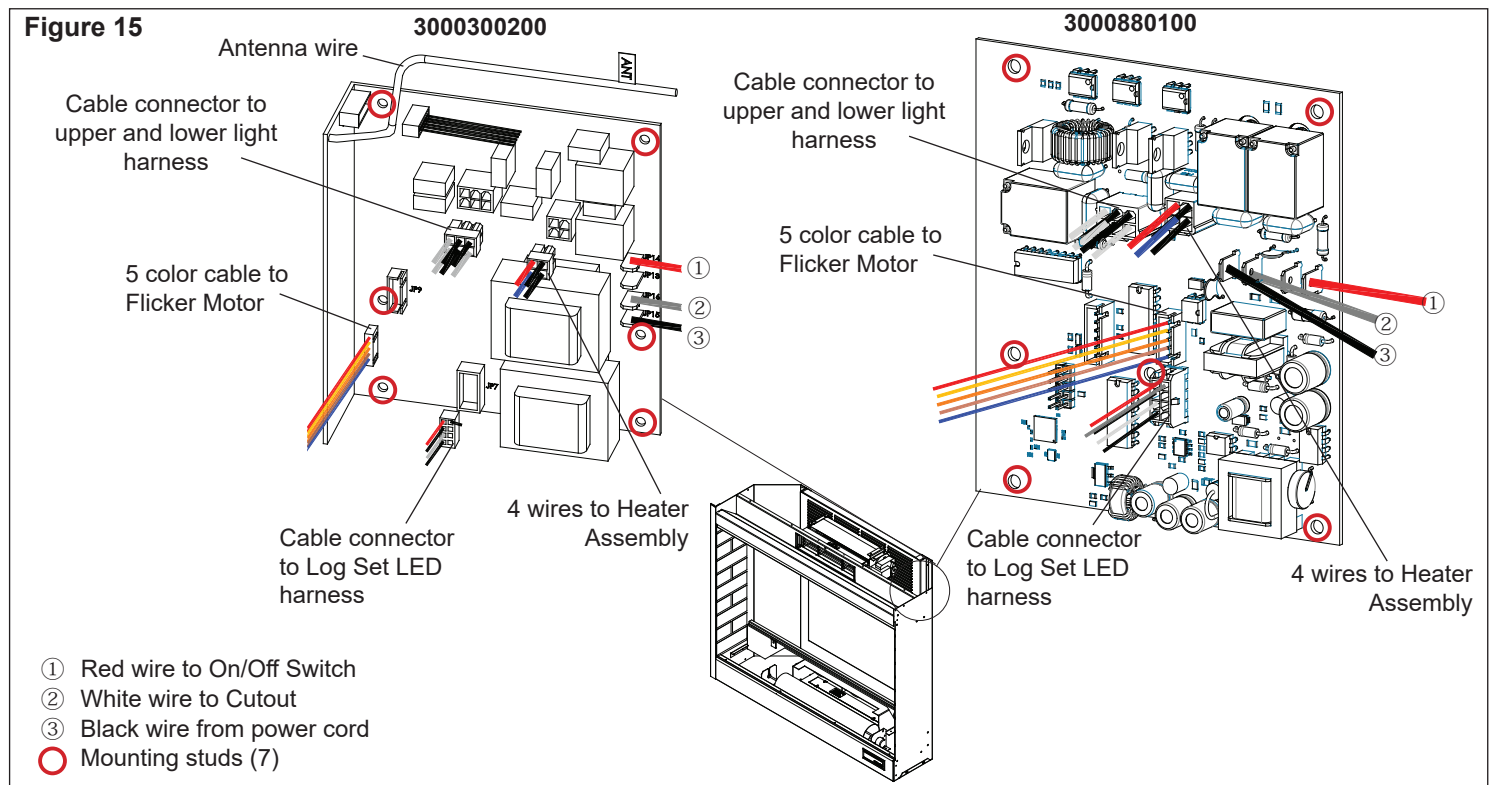
**⚠ CAUTION:** Even though the glass is safety glass it may break if bumped, struck or dropped. Care must be taken when handling the glass.

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 Partially Reflective Glass (Figure 6).

**! IMPORTANT:** Only handle the Log Set Assembly by the Ember Bed or plastic grate.

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

7. Disconnect LED harness (only required on DF3015 unit).
8. Set Log Set Assembly in front of firebox.
9. 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 9).

10. Push the Partially Reflective Glass out from behind to clear the frame and remove.
  11. Remove the 14 screws that attach the top panel to the firebox. There are: one (1) screw on either side of the Purifire™ filter; two (2) on each side; and a total of eight (8) on the top panel (Figure 14).
  12. Remove top panel.
  13. The Remote Control Receiver board is fastened to the back, right hand corner panel of the firebox by seven (7) mounting studs (Figure 15). Squeeze each mounting stud's clasp to release the Remote Control Receiver from the firebox.
- ! NOTE:** If mounting studs are damaged, replacement mounting studs will need to be inserted from the outside of the firebox. It is recommended to attempt to release the receiver board without cutting mounting studs.
14. Properly orient the replacement Remote Control Receiver board and push it onto the seven (7) mounting studs until the clasps of the mounting studs snap into place.
  15. Disconnect one of the wire leads from the original control board (which are still connected to parts within the firebox) and immediately connect it to the new control board's terminal, matching its position. Continue with the remaining two (2) wires and five (5) cable connectors, using the same procedure.

**⚠ CAUTION:** Internal wiring and colors may not be the same within the unit being serviced as those shown. To avoid damage to the unit, damage to property or personal injury, ensure wires are reconnected to match their original locations.

16. Feed Antenna wire through rubber housing, if applicable, and out the back corner of the firebox.
17. Follow steps 1 through 12 in reverse order to re-assemble the firebox.

## Heater Assembly and Cutout Replacement

**Tools Required:** Phillips head Screwdriver

**⚠ WARNING:** 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.

**⚠ 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. Remove the 14 screws that attach the top panel to the firebox. There are: one (1) screw on either side of the Purifire™ filter; two (2) on each side of the top panel; and a total of eight (8) on the top panel (Figure 14).
3. Remove top panel and Purifire™ filter (lift filter straight up and out of firebox).
4. To replace Cutout only:
  - i) Remove the one (1) small Phillips screw that attaches the Cutout to the Heater Assembly as shown in Figure

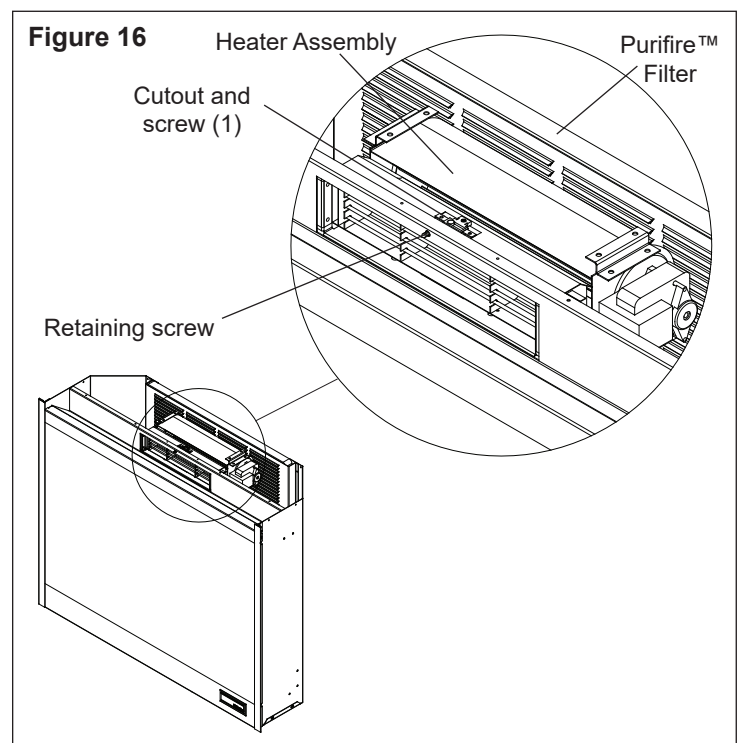
16.

- ii) Properly orient replacement Cutout and attach to Heater Assembly with screw previously removed.
- iii) Disconnect the two (2) wires from the defective Cutout (one (1) from the Remote Control Receiver, and one (1) from the Heater Element with a piggy-back to the Motor), noting their original locations.
- iv) Referring to Figure 16, connect the new Cutout's two (2) wires to the Remote Control Receiver and Heater Element and Motor.
- v) Follow steps 1 through 3 in reverse order to re-assemble firebox.

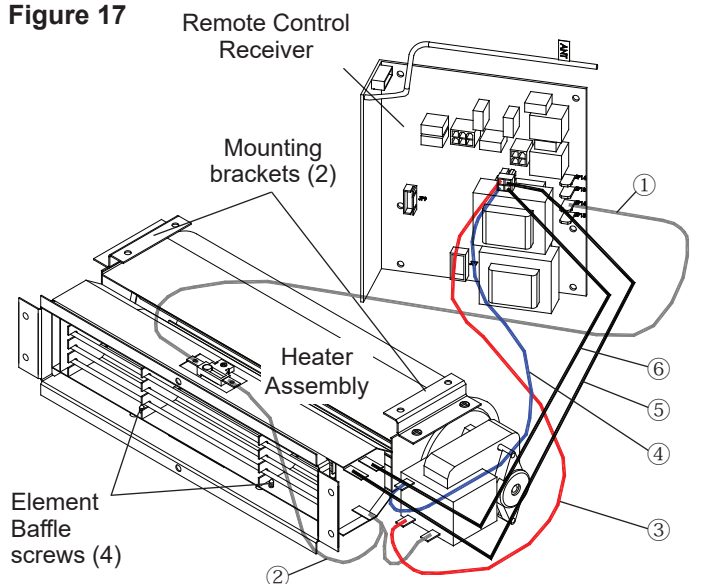
5. To replace Heater Assembly:

- i) Remove the one (1) small Phillips screw that attaches the Cutout to the Heater Assembly as shown in Figure 16 and stow Cutout safely aside.
- ii) Remove the Phillips retaining screw using a short handled driver. This will release the Heater Assembly from the firebox (Figure 16).
- iii) With Heater Assembly in hand, remove the two (2) mounting brackets and element baffle. Two (2) Phillips screws hold each mounting bracket to the Heater Assembly and four (4) screws attach the baffle to the element (2 on top and 2 from underneath).
- iv) Using screws removed in step iii, attach mounting brackets and baffle to replacement Heater Assembly.
- v) Transfer the wire leads from the defective Heater Assembly to the new Heater Assembly's terminal, matching its position. Continue with the remaining wires using the same procedure (refer to Figure 17).

**⚠ CAUTION:** Internal wiring and colors may not be the same within the unit being serviced as those shown. To avoid damage to the unit, damage to property or personal injury, ensure wires are reconnected to match their original locations.





**Figure 17**

- ① Long white wire from Cutout to JP16 terminal
- ② Short white wire from Cutout to bottom Element terminal then piggy-back to bottom, right terminal of Motor
- ③ Red wire from bottom, left Motor terminal to cable connector
- ④ Blue wire from top Motor terminal to cable connector
- ⑤ Black wire from top, right of cable connector to top, front Element terminal
- ⑥ Black wire from bottom, right of cable connector to top, inside Element terminal

vi) Properly orient replacement Heater Assembly into top of firebox and re-attach to the chassis using screws previously removed.

vii) Re-attach Cutout to replacement Heater Assembly using small Phillips screw removed in step i.

viii) Re-assemble firebox.

## Power Cord Replacement

**Tools Required:** Phillips head Screwdriver  
Pliers

**⚠ WARNING:** 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.

**⚠ 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. Remove the 14 screws that attach the top panel to the firebox. There are: one (1) screw on either side of the Purifire™ filter; two (2) on each side of the top panel; and a total of eight (8) on the top panel (Figure 14).
3. Remove top panel and Purifire™ filter (lift filter straight up and out of firebox).
4. Lay unit on it's back for safe removal of Front Glass.
5. Remove four (4) Phillips screws from the right side of Trim (Figure 8).
6. Remove Trim.
7. Slide glass to right side of firebox to remove.

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

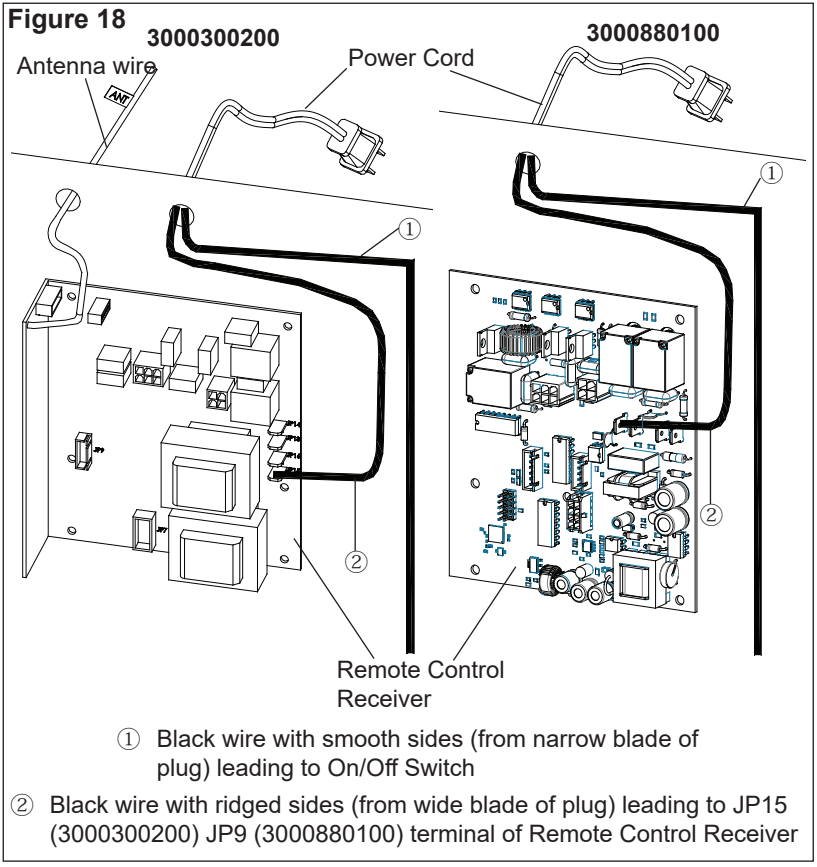
when handling the glass.

8. 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 Partially Reflective Glass (Figure 6).

**! IMPORTANT:** Only handle the Log Set Assembly by the Ember Bed or plastic grate.

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

9. Disconnect LED harness (only required on DF3015 unit).
10. Set Log Set Assembly in front of firebox.
11. Loosen, but do not remove, the two (2) Phillips screws that clamp the Partially Reflective Glass in place, and swivel them so that the clamp clears the edge of the Partially Reflective Glass (Figure 9).
12. Disconnect the black wire from the back of the On/Off Switch (Figure 10).
13. Cut all cable ties that bind the black wire to other cables and wires as it leads up the rear corner of the firebox.
14. Disconnect the black wire from the Remote Control Receiver (Figure 18).
15. Using pliers, squeeze the sides of the plastic wire clamp on the Power Cord from inside the chassis and push it through the sheet metal.
16. Release clamp from the Power Cord and remove Power Cord from the firebox.
17. Run replacement Power Cord through the firebox as above and connect wire ends as described in Figure 15.
18. Leave two (2) inches of slack in cord and secure in place with clamp.
19. Follow steps 1 through 11 in reverse order to reassemble the firebox.



# 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.	Change the frequency of the Remote Control - See Operation Section.
	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 hot to the 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
	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
	Child lock Enabled (Back light on display not coming on when buttons are pressed)	Disable Child lock, see operation section.
	Remote Control not initialized to fireplace	Initialize the Remote Control
	Loose wiring.	Check wiring connections.
	Remote Control not working	Install new batteries into the Remote Control. Initialize Remote Control. Replace Remote Control or Remote Control Receiver where necessary. Initialize Remote Control Receiver and Remote Control.
Flame Frozen	Defective Flicker Motor	Replace Flicker Motor
	Loose wiring	Check wiring connections
Flame not bright or flame not visible	Burnt out light bulbs	Replace light bulbs
	Loose wiring	Check wiring connections
	Defective Lower Light Harness	Replace Lower Light Harness
Log set dim, not glowing	Burnt out light bulbs	Replace light bulbs
Flame Shudder	Defective Flicker Motor	Replace Flicker Motor
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 (Manually)	Improper operation	Refer to Operation Section
	Defective Remote Switchboard	Replace Remote Switchboard
	Defective Remote Control Receiver	Replace Remote Control Receiver. Initialize Remote Control and Remote Control Receiver.
Heater is not turning on (Manually)	Improper operation	Refer to Operation Section
	Heater has been disabled	Refer to Operation Section for instructions to enable heater.
	Loose wiring	Trace wiring in unit
	Defective Heater Assembly	Replace Heater Assembly
	Defective Remote Control Receiver	Replace Remote Control Receiver. Initialize Remote Control and Remote Control Receiver.
Heater is turning off after a couple of minutes of operation	Build up of dirt/dust in the Heater Assembly	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
	Defective Heater Assembly	Replace Heater Assembly
Heater emits an odor	Normal Operation	Normal operation is when the heater emits an odor for a brief period after the heater is initially turned on. The heater is burning off any dust accumulated during manufacturing or operation.
	Defective Heater Assembly	Replace Heater Assembly
Heater fan turns on but heater lacks heat	Improper operation	Refer to Operation Section
	Loose wiring	Trace wiring in unit
	Defective Heater Assembly	Replace Heater Assembly
Heating element is glowing red	Normal Operation	Small glowing sections of the element are considered normal.
	Defective heater assembly	If larger glowing sections are causing the heater to trip the thermal cutout, unplug unit, discontinue use and replace heater assembly.
<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

REV	PCN	DATE
00		Feb 28, 07
01		Jul 22, 09
02	1111	Oct 21, 09
03	11873	Feb 11, 10
04		Jan 5, 2012
05		Aug 24, 2020

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