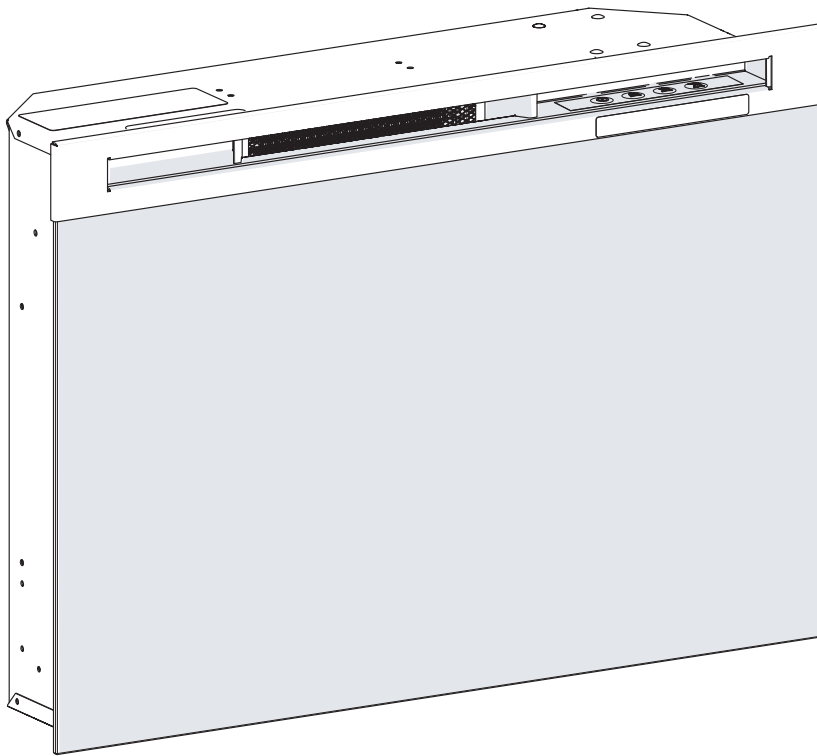




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Service Manual



Model Number:
DFR2551L
DFR2551G

UL Part Number
6908922259
6908922559

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 N3H 4W3
1-888-346-7539 • www.dimplex.com

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

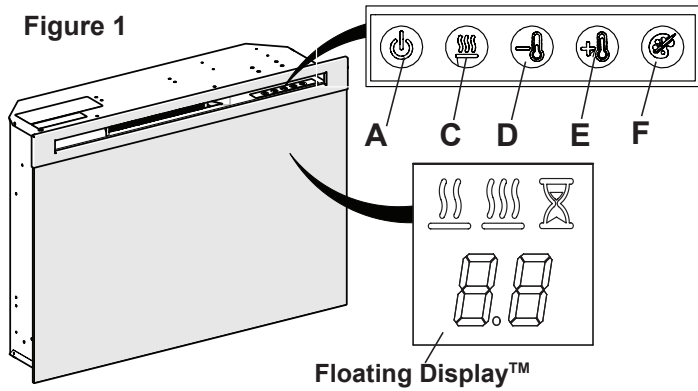
! NOTE: Procedures and techniques that are considered important enough to emphasize.

⚠ 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

Figure 1



⚠ WARNING: This electric firebox must be properly installed before it is used.

The unit can be controlled by either the manual controls which are located on the upper right of the fireplace or the remote (Figure 1 & 2).

The fireplace is supplied with an IR multifunction remote control. This remote control has a range of approximately 16 ft (5 m). To operate correctly, the remote control must be pointed towards the Floating Display™.

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

A. Standby

Turns the unit On and Off.

→ Activated by pressing the Standby button on the remote or the unit.

- The unit will turn on with the same functions that it was set to when it was turned Off and the intake temperature will be indicated on the On Screen Display.

! NOTE: When any button is pressed the intake temperature will be displayed on the On Screen Display for 5 seconds.

B. Flame Effects

Turns the flame effect On and Off.

→ Activated by pressing the button on the remote.

C. Heat ON/OFF

Cycles the unit sequentially through the 3 settings: Low Heat, High Heat and Off.

→ Activated by pressing the button on the unit or the remote.

- Indicated by the (low heat) or the (high heat) icon and the intake temperature being displayed on the On Screen Display, for 5 seconds before turning off.

! NOTE: After the heater is switched off, there is a 60 second fan delay, where the fan will continue running before turning off.

! NOTE: The unit can be operated in Heat Only Mode. When the unit is only running with the heater, the (low

heat) or the (high heat) icon and the intake temperature will continuously be displayed on the On Screen Display.

! 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.

D & E. Thermostat Controls

Adjusts the temperature set point to your individual requirements. 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. The default temperature setting is 72°F (22°C).

→ Adjusted by pressing the to decrease the set point and the to increase the set point on the remote.

- The On Screen Display will indicate the temperature set point as it is adjusted.

! NOTE: Holding the button down, then press on the unit, will change the temperature from °C to °F, or vice versa.

Disable Heat

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.

Pressing the and buttons on the unit at the same time and holding for 2 seconds will disable and enable the heater.

! NOTE: When the heater has been disabled and either the or the is pressed the On Screen Display will indicate "--".

F. Color Themes

Different presets of ambient lighting color combinations contained in the unit.

→ Changed by repeatedly pressing the corresponding button on the remote or the unit.

- Cycles through the different preset ambient lighting settings of the unit, this includes different combinations of colours of the flame and media lighting (if applicable).

! NOTE: The last theme (media versions) or the second to last theme (log set versions) of the cycle is a prism where the unit cycles through a variety of colours. Pressing

the button stops the cycling and holds the unit on the preferred color, indicated by a solid circle. When the unit is on prism, and is cycling through the colours, a rotating circle will be displayed.

G. Brightness

Changes the brightness of the lights in the unit.


→ Adjusted by repeatedly pressing the corresponding button on the remote.


- Indicated by the second digit on the Floating Display™ changing to show: "H" (high), and "L" (low).

H. Sleep Timer

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

→ To set the timer press the timer button on either the remote or the unit, repeatedly, until the desired time is displayed.

- The On Screen Display will display the different times as it is adjusted. Once the timer has begun, pressing the  button will display the time remaining before the unit turns Off.

! NOTE: The Sleep Timer can be cancelled at any time by pressing the  button repeatedly until the sleep timer displays nothing.

Resetting the Temperature Cutoff Switch

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 unplugging the unit and waiting 5 minutes before plugging the unit back in.

! CAUTION: If you need to continuously reset the heater, unplug the unit and call technical support at 1-888-346-7539.

Remote Control Battery Replacement

To replace the battery:

1. On the back of the remote control, slide battery cover open on the remote control.
2. Correctly install one 3 Volt (CR2032 [longer life] or CR2025) battery in the battery holder.
3. Close the battery cover.


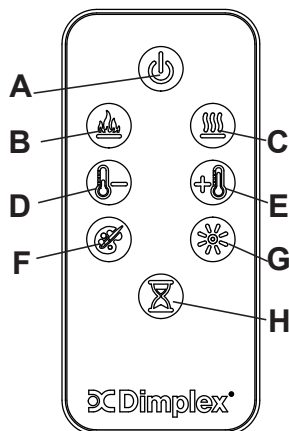
 Battery must be recycled or disposed of properly. Check with your Local Authority or Retailer for recycling advice in your area

Figure 2



MAINTENANCE

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

Glass Cleaning

The glass is cleaned in the factory during the assembly operation. During shipment, installation, handling, etc., the front glass panel 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 panel can be cleaned with a damp cloth. The front glass panel 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 glass surface.

Fireplace Cleaning

Use warm water only to clean painted surfaces of the Compact Fireplace. Do not use abrasive cleaners.

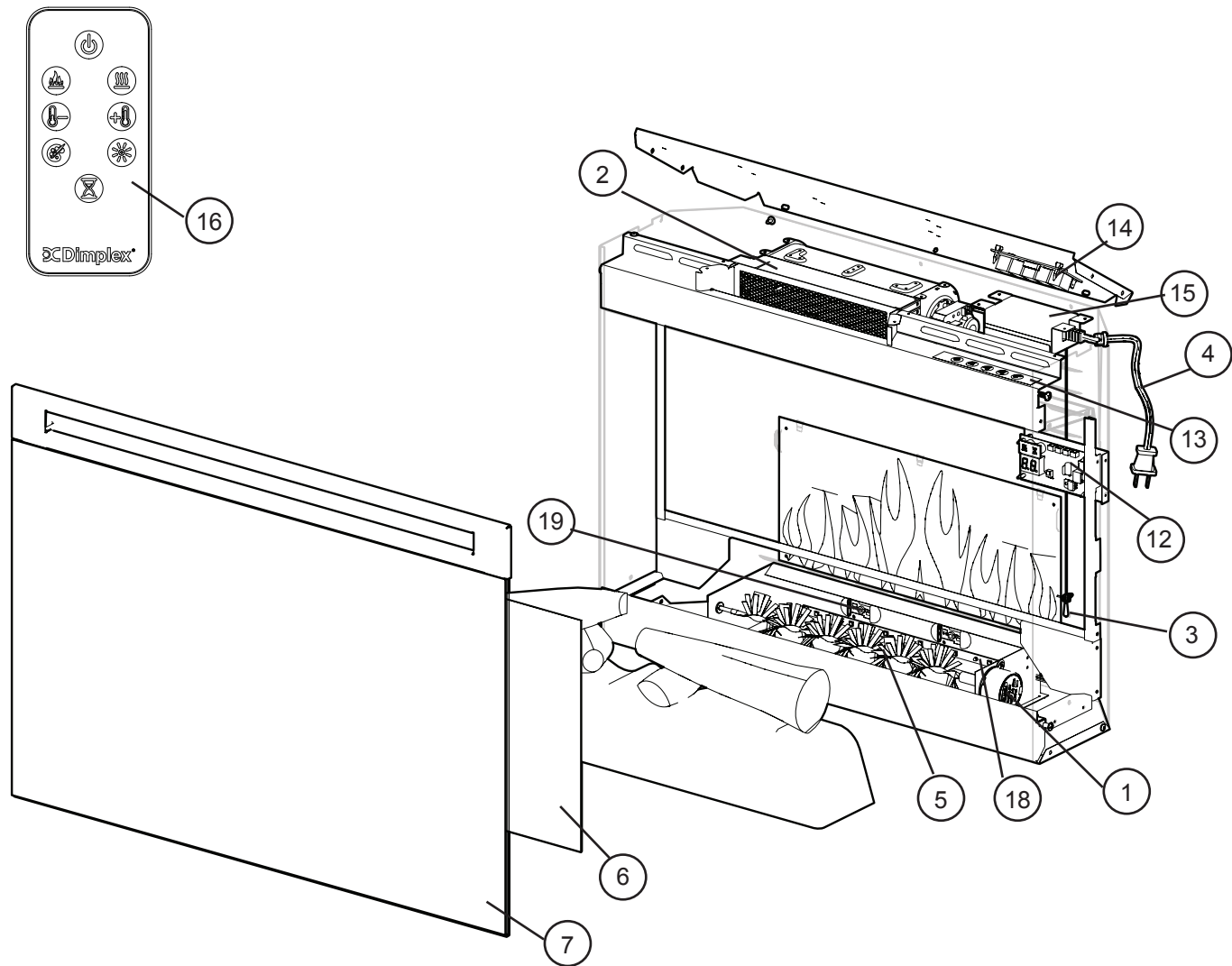
To prolong the life of your unit and optimize the performance of your heater, vacuum or dust the outlet of the heater, and under and behind your firebox, on a regular basis.

Servicing

Except for the cleaning described above, an authorized service representative should perform any other servicing.

EXPLODED PARTS DIAGRAM

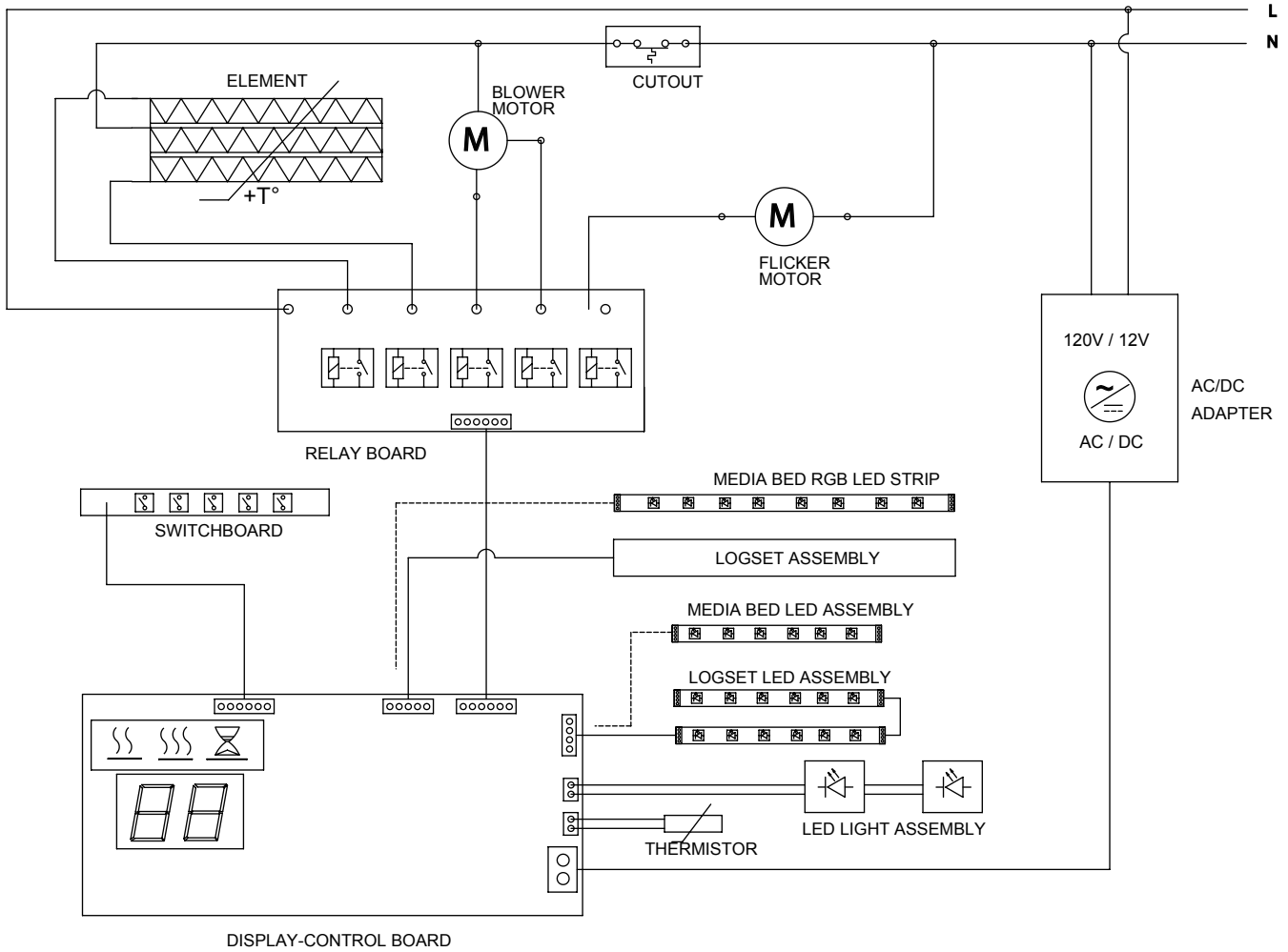
"Click" on the replacement part number to view price and availability.
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REPLACEMENT PARTS

- | | | | |
|--|--------------|--|--------------|
| 1. Flicker Motor | 2000500100RP | 12. Display/Control Board - Logset version | 3001430100RP |
| 2. Ceramic Heater Assembly (with Cutout) | 2203690100RP | - Media version | 3001430300RP |
| 3. Thermistor | 3001560100RP | 13. Switchboard | 3001520100RP |
| 4. Cord Set | 4100090204RP | 14. Relay Board | 3001440100RP |
| 5. Flicker Rod | 5902620300RP | 15. AC/DC Adapter | 2100250100RP |
| 6. Partially Reflective Panel | 5902580200RP | 16. Remote Control | 6700520200RP |
| 7. Front Glass | 5902640100RP | 17. Media LED Light Assembly | 3001570300RP |
| 8. Felt Feet Pads (set of 4) | 8600140101RP | 18. Colored Flame LED Light Assembly - Media | 3001500100RP |
| 9. Plastic Foot Set | 8800090101RP | Logset | 3001500200RP |
| 10. Log Set Assembly | 0440590500RP | 19. Flame LED Light Assembly | 3001390100RP |
| 11. Acrylic Media | 1400150100RP | 20. L-Bracket | 1013780100RP |

WIRING DIAGRAM



SWITCHBOARD REPLACEMENT

Tools Required: Phillips Head Screwdriver
Needle Nose Pliers

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

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

1. Unplug the unit from power outlet.
2. Remove the front glass and set aside in a safe place.
3. Remove the firebox from the back of the mantel by removing the retaining screws which secure the firebox brackets to the mantel.
4. Remove the three screws along the back of the unit, the two on either side along the top edge and the one at the top of the glass retaining bracket on both sides. (Figure 3)
5. Lay the Compact Fireplace on its back.
6. Gently open the top panel, laying it on the work surface so that all of the components can easily be seen. (Figure 4)

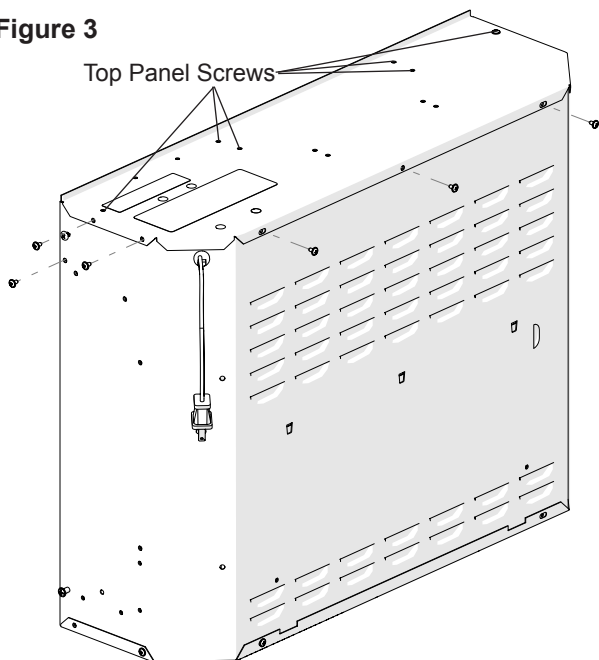
! NOTE: The wires are grouped together with tie wraps, which may need to cut to fully open the top panel.

7. Locate the switchboard and disconnect the wire.
8. Release the switchboard from the top panel by using needle nose pliers to depress the tab on the mounting standoffs and gently lift the board off.
9. Properly orient and install the switchboard and connect the wiring.

! NOTE: If any tie wraps were removed, replace and ensure that none of the wires are pinched during reassembly.

10. Reassemble in the reverse order as above.

Figure 3



RELAY BOARD REPLACEMENT

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

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

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

1. Unplug the unit from power outlet.
2. Remove the front glass and set aside in a safe place.
3. Remove the firebox from the back of the mantel by removing the retaining screws which secure the firebox brackets to the mantel.
4. Remove the three screws along the back of the unit and the two on either side along the top edge. (Figure 3)
5. Remove the six screws on the top surface, to release the top panel. (Figure 3)
6. Lay the Compact Fireplace on its back.
7. Gently open the top panel, laying it on the work surface so that all of the components can easily be seen. (Figure 4)

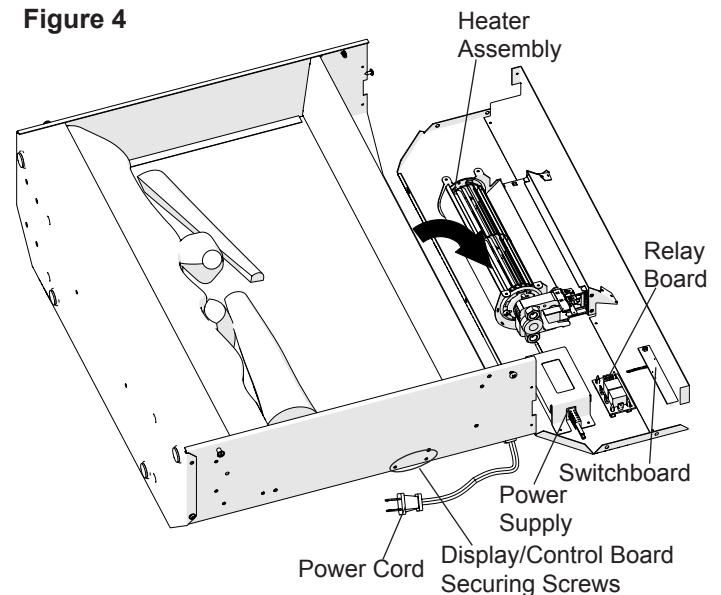
! NOTE: The wires are grouped together with tie wraps, which may need to cut to fully open the top panel.

8. Locate the relay board and disconnect the wiring connections 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.

9. Release the relay board from the top panel by using needle nose pliers to depress the tab on the mounting standoffs and gently lift the board off.
10. Properly orient and insert the new board and connect all of the wiring.

Figure 4



! NOTE: If any tie wraps were removed, replace and ensure that none of the wires are pinched during reassembly.

11. Reassemble in the reverse order as above.

AC/DC ADAPTER REPLACEMENT

Tools Required: Phillips Head Screwdriver
Flat Head Screwdriver

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

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

1. Unplug the unit from power outlet.
2. Remove the front glass and set aside in a safe place.
3. Remove the firebox from the back of the mantel by removing the retaining screws which secure the firebox brackets to the mantel.
4. Remove the three screws along the back of the unit and the two on either side along the top edge. (Figure 3)
5. Remove the six screws on the top surface, to release the top panel. (Figure 3)
6. Lay the Compact Fireplace on its back.
7. Gently open the top panel, laying it on the work surface so that all of the components can easily be seen. (Figure 4)

! NOTE: The wires are grouped together with tie wraps, which may need to cut to fully open the top panel.

8. Locate the adapter and disconnect the wiring connections noting their original locations.
9. There is one connection located on the display/control board that requires the board to be removed. This can be done by removing the three screws on the right hand side of the unit, reaching between the partially reflective panel and the back of the unit, to remove the display/control board to remove the connection and replace it with the new one.
10. Reinstall the display/control board.
11. Remove the adapter from the top panel by removing the four screws securing it to the top panel.
12. Properly orient and insert the new adapter and connect all of the wiring.

! NOTE: If any tie wraps were removed, replace and ensure that none of the wires are pinched during reassembly.

13. Reassemble in the reverse order as above.

DISPLAY/CONTROL BOARD REPLACEMENT

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

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

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

1. Unplug the unit from power outlet.
2. Remove the front glass and set aside in a safe place.
3. Remove the firebox from the back of the mantel by removing the retaining screws which secure the firebox brackets to the mantel.
4. Remove the three screws along the back of the unit and the two on either side along the top edge. (Figure 3)
5. Remove the six screws on the top surface, to release the top panel. (Figure 3)
6. Lay the Compact Fireplace on its back.
7. Gently open the top panel, laying it on the work surface so that all of the components can easily be seen. (Figure 4)
- ! NOTE:** The wires are grouped together with tie wraps, which may need to cut to fully open the top panel.
8. Locate the display/control board behind the partially reflective panel and remove the three screws that attach it to the unit.
9. Carefully lift the assembly to the top of the unit and disconnect the wiring connections noting their original locations.
10. Release the display/control board from the support panel by using needle nose pliers to depress the tab on the mounting standoffs and gently lift the board off.
11. Properly orient and insert the new board and connect all of the wiring.

! NOTE: If any tie wraps were removed, replace and ensure that none of the wires are pinched during reassembly.

12. Reassemble in the reverse order as above.

HEATER ASSEMBLY REPLACEMENT

Tools Required: Phillips Head Screwdriver
Flat Head Screwdriver

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

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

1. Unplug the unit from power outlet.
2. Remove the front glass and set aside in a safe place.
3. Remove the firebox from the back of the mantel by removing the retaining screws which secure the firebox brackets to the mantel.
4. Remove the three screws along the back of the unit and the two on either side along the top edge. (Figure 3)
5. Remove the six screws on the top surface, to release the top panel. (Figure 3)
6. Lay the Compact Fireplace on its back.
7. Gently open the top panel, laying it on the work surface so that all of the components can easily be seen. (Figure 4)

! NOTE: The wires are grouped together with tie wraps, which may need to cut to fully open the top panel.

8. Locate the heater assembly and disconnect the wiring connections 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.

9. Remove the 4 screws that secure the top panel to the heater assembly
10. Properly orient and install the new assembly and connect all of the wiring.

⚠ WARNING: Ensure wires do not come in contact with moving parts by securing wires in wiring tie wraps.

11. Reassemble in the reverse order as above.

POWER CORD REPLACEMENT

Tools Required: Phillips Head Screwdriver
Needle Nose Pliers

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

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

1. Unplug the unit from power outlet.
2. Remove the front glass and set aside in a safe place.
3. Remove the firebox from the back of the mantel by removing the retaining screws which secure the firebox brackets to the mantel.
4. Remove the three screws along the back of the unit,

the two on either side along the top edge and the one at the top of the glass retaining bracket on both sides. (Figure 3)

5. Lay the Compact Fireplace on its back.
6. Gently open the top panel, laying it on the work surface so that all of the components can easily be seen. (Figure 4)

! NOTE: The wires are grouped together with tie wraps, which may need to cut to fully open the top panel.

7. Locate the power cord and disconnect the wiring connections noting their original locations.
8. With needle nose pliers, grasp the power cord strain relief grommet from inside the back of the bottom panel and push while twisting to remove.
9. Install the new power cord.

! NOTE: If any tie wraps were removed, replace and ensure that none of the wires are pinched during reassembly.

10. Reassemble in the reverse order as above.

FLICKER MOTOR & FLICKER ROD REPLACEMENT

Tools Required: Phillips Head Screwdriver

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

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

1. Unplug the unit from power outlet.
2. Remove the front glass and set aside in a safe place.
3. Remove the firebox from the back of the mantel by removing the retaining screws which secure the firebox brackets to the mantel.
4. Remove the two screws along the back of the unit, the two on either side along the bottom edge. (Figure 5)
5. Lay the Compact Fireplace on its back.
6. Gently open the bottom panel, laying it on the work surface so that all of the components can easily be seen. (Figure 6)
7. Locate the flicker motor and flicker rod.
8. Locate and disconnect the 2 wires from the wire connectors.
9. Remove the 2 motor mounting screws.
10. Separate the motor from the flicker connector and remove.
11. Slide the flicker rod out of the snap-in bushing and remove.
12. Reassemble in the reverse order as above.

FLAME LED LIGHT ASSEMBLY REPLACEMENT

Tools Required: Phillips Head Screwdriver

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

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

1. Unplug the unit from power outlet.
2. Remove the front glass and set aside in a safe place.
3. Remove the firebox from the back of the mantel by removing the retaining screws which secure the firebox brackets to the mantel.
4. Remove the two screws along the back of the unit and the two on either side along the bottom edge. (Figure 5)
5. Lay the Compact Fireplace on its back.
6. Gently open the bottom panel, laying it on the work surface so that all of the components can easily be seen. (Figure 6)

Figure 5

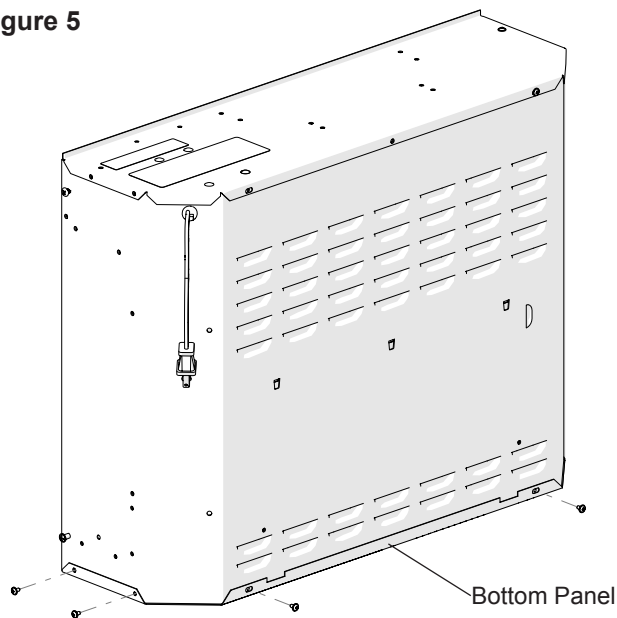
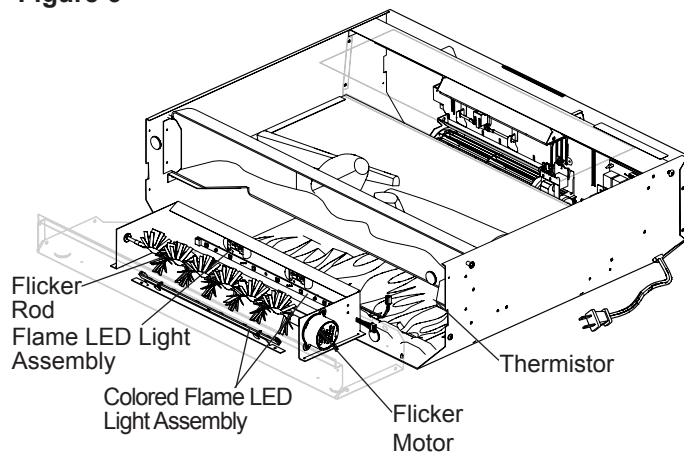


Figure 6



7. Locate and remove the LED lights along the back.
8. Disconnect the electrical connector, located on the right side under the media bed / log set, and reconnect with the new light assembly.
9. Properly orient and install the new LED lights and connect all of the wiring.
10. Reassemble in the reverse order as above.

COLORED FLAME LED LIGHT ASSEMBLY REPLACEMENT

Tools Required: Phillips Head Screwdriver

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

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

1. Unplug the unit from power outlet.
2. Remove the front glass and set aside in a safe place.
3. Remove the firebox from the back of the mantel by removing the retaining screws which secure the firebox brackets to the mantel.
4. Remove the two screws along the back of the unit and the two on either side along the bottom edge. (Figure 5)
5. Lay the Compact Fireplace on its back.
6. Gently open the bottom panel, laying it on the work surface so that all of the components can easily be seen. (Figure 6)
7. Locate and release the colored flame LED lights in the bottom panel by using needle nose pliers to depress the tab on the mounting standoffs and gently lift the boards off.
8. Disconnect the assembly by removing the plug in the end of the assembly, that was located at the back by the flicker motor, and installing the connector into the new board.
9. Properly orient and install the new LED lights and connect all of the wiring.
10. Reassemble in the reverse order as above.

LOG SET ASSEMBLY REPLACEMENT

Tools Required: Phillips Head Screwdriver

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

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

1. Unplug the unit from power outlet.
2. Remove the front glass and set aside in a safe place.
3. Remove the firebox from the back of the mantel by removing the retaining screws which secure the firebox

brackets to the mantel.

4. Remove the front glass and set aside in a safe place.
5. 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 Panel. (Figure 7)

! 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. Reassemble in the reverse order as above.

PARTIALLY REFLECTIVE PANEL REPLACEMENT

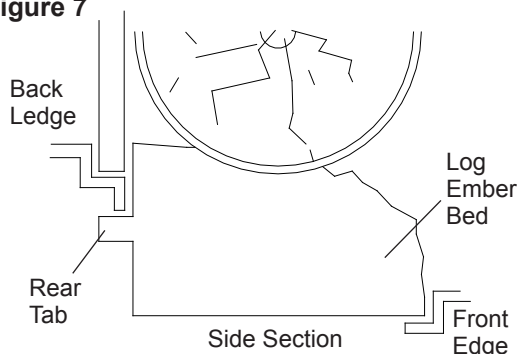
Tools Required: Phillips Head Screwdriver

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

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

1. Unplug the unit from power outlet.
2. Remove the front glass and set aside in a safe place.
3. Remove the firebox from the back of the mantel by removing the retaining screws which secure the firebox brackets to the mantel.
4. Remove the two screws along the back of the unit and the two on either side along the bottom edge. (Figure 5)
5. Lay the Compact Fireplace on its back.
6. Gently open the bottom panel, laying it on the work surface so that all of the components can easily be seen. (Figure 6)
7. Remove the two screws on each side that secure the partially reflective support bracket to the firebox.
8. Remove the partially reflective support bracket.
9. Remove the partially reflective panel by sliding it out of the side channels towards the bottom.
10. Install the new partially reflective panel.
11. Reassemble in the reverse order as above.

Figure 7



THERMISTOR REPLACEMENT

Tools Required: Phillips Head Screwdriver

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

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

1. Unplug the unit from power outlet.
2. Remove the front glass and set aside in a safe place.
3. Remove the firebox from the back of the mantel by removing the retaining screws which secure the firebox brackets to the mantel.
4. Remove the two screws along the back of the unit and the two on either side along the bottom edge. (Figure 5)
5. Lay the Compact Fireplace on its back.
6. Gently open the bottom panel, laying it on the work surface so that all of the components can easily be seen. (Figure 6)
7. Remove the two screws on each side that secure the partially reflective support bracket to the firebox.
8. Remove the partially reflective support bracket.
9. Remove the partially reflective panel by sliding it out of the side channels towards the bottom.
10. Locate and release the thermistor from the back panel by using needle nose pliers to depress the tab on the mounting standoffs and gently lift the board off.
11. There is one connection located on the display/control board that may require the board to be removed. This can be done by removing the two screws on the right hand side of the unit to remove the display/control board to remove the connection and replace it with the new one.
12. Install the new thermistor.
13. Reassemble in the reverse order as above.

TROUBLESHOOTING GUIDE

| PROBLEM | CAUSE | SOLUTION | PART NUMBER |
|--|--|--|--|
| General | | | |
| 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. | |
| 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. | 4100090204RP |
| Appearance | | | |
| Fireplace does not turn on with manual controls | Improper operation | Refer to Operation Section | |
| | No incoming voltage from the electrical wall socket | Check Fuse/Breaker Panel | |
| | Loose wiring | Check wiring connections | |
| | Defective switchboard | Replace the switchboard | 3001520100RP |
| | Defective display/control board | Replace the display/control board | Log 3001430100RP Glass 3001430300RP |
| | Defective relay board | Replace the relay board | 3001440100RP |
| Fireplace does not turn on with the Remote Control | Defective AC/DC adapter | Replace the AC/DC adapter | 2100250100RP |
| | Improper operation | Refer to Operation Section | |
| Display is flashing | The batteries in the remote control are dead. | Install new battery into the remote control. | |
| | Defective display/control board | Replace the display/control board | Log 3001430100RP Glass 3001430300RP |
| | Loose wiring | Check wiring connections | |
| Display has a "PF" showing | Defective AC/DC adapter | Replace the AC/DC adapter | 2100250100RP |
| | Defective display/control board | Replace the display/control board | Log 3001430100RP Glass 3001430300RP |
| Display has "= =" showing | Loose connection of the thermistor | Check wiring connection | |
| | Defective thermistor | Replace the thermistor | 3001560100RP |
| Flame Frozen | The ambient temperature around the unit is too low ($\leq 32^{\circ}\text{F}/0^{\circ}\text{C}$) | Allow the heater to run for 10-15 minutes to allow the motor to heat up the enclosure and begin to operate normally. | |
| Flame is not visible | Loose wiring | Check wiring connections | |
| | Defective Flicker Motor | Replace Flicker Motor | 2000500100RP |
| Color is not visible in the flame | Flame LED light assembly is not working | Replace Flame LED light assembly | 3001390100RP |
| | Defective display/control board | Replace the display/control board | Log 3001430100RP Glass 3001430300RP |
| | Loose wiring | Check wiring connections | |
| Flame Shudder | Color flame LED light assembly is not working | Replace the color flame LED light assembly | Log 3001500100RP Glass 3001500200RP |
| | Defective Flicker Motor | Replace Flicker Motor | 2000500100RP |
| Light leaking around the log set (if applicable) | Log set not positioned properly | Check log set for proper fit | |

| PROBLEM | CAUSE | SOLUTION | |
|---|--|---|--|
| Heater | | | |
| Heater is not turning off | Improper operation | Refer to Operation Section | |
| | Defective switchboard | Replace switchboard | 3001520100RP |
| | Defective thermistor | Replace thermistor | 3001560100RP |
| | Defective relay board | Replace the relay board | 3001440100RP |
| | Defective display/control board | Replace the display/control board | Log 3001430100RP Glass 3001430300RP |
| Heater is not turning on, but flame effect is still functioning | Improper operation | Refer to Operation Section | |
| | The ambient temperature around the unit is too low ($\leq 32^{\circ}\text{F}/0^{\circ}\text{C}$) | Allow the heater to run for 10-15 minutes to allow the motor to heat up the enclosure and begin to operate normally. | |
| | Loose wiring | Trace wiring in unit | |
| | Defective switchboard | Replace switchboard | 3001520100RP |
| | Defective heater assembly | Replace heater assembly | 2203690100RP |
| | Defective display/control board | Replace the display/control board | Log 3001430100RP Glass 3001430300RP |
| 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 fire-box cavity are free of dirt/dust. | |
| | Defective heater assembly | Replace heater assembly | 2203690100RP |
| 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 | 2203690100RP |
| 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. | 2203690100RP |
| Heater fan runs continuously | Defective Heater On/Off Switch | Replace Heater On/Off Switch | |
| Noise | | | |
| Excessive noise with the heater on | Dirty Heater Assembly | Ensure that exterior intake louvers and fire-box cavity are free of dirt/dust. | |
| | Defective heater assembly | Replace heater assembly | 2203690100RP |
| 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 | 2000500100RP |