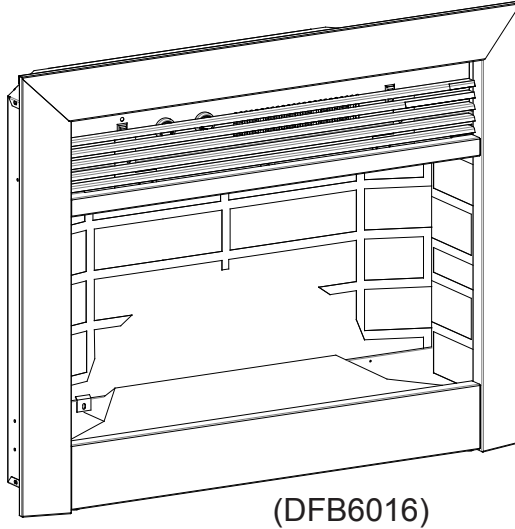


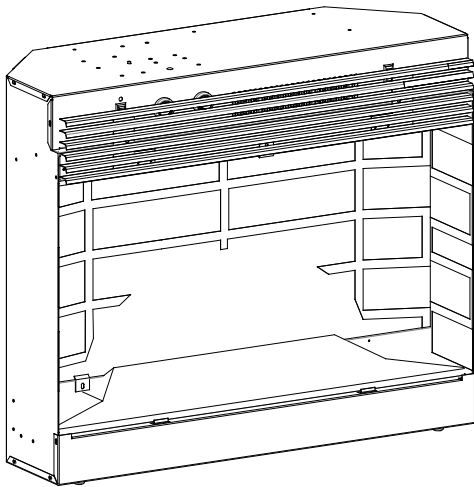


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(DFB6016)



# Service Manual

## 30" Insert

**Model Number:**  
**EF3003/SF3003/DF3003**  
(Canadian and Chinese Built)  
**DFB6016**

**UL Part Number**  
**6901110159-0559**

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

**Dimplex North America Limited**  
1367 Industrial Road • Cambridge ON Canada N1R 7G8  
1-888-346-7539 • [www.dimplex.com](http://www.dimplex.com)

In keeping with our policy of continuous product development, we reserve the right to make changes without notice.  
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Always use a qualified technician or service agency to repair this fireplace.

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

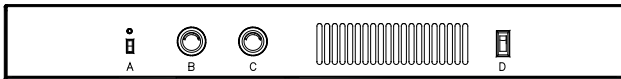
**⚠ CAUTION:** Procedures and techniques which, if not carefully followed, will result in damage to the equipment.

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

# OPERATION - ACUMEN REMOTE

(EF3003/SF3003/DF3003 MOD 0-B Units)

Figure 1



## MANUAL CONTROLS (Figure 1)

### A. Main On/Off switch

The fireplace has a main ON/OFF switch located on the control panel of the fireplace. To operate, press the switch once to turn the unit on. A red light will illuminate to indicate the power is on. Press the switch again to turn the unit off.

**! NOTE:** When the Main On/Off switch is used the heater will run. The Main On/Off switch is to be used only when the remote control is Off.

### B. Flame brightness control

Turn the flame brightness control knob to increase or decrease the brightness of the flame and embers.

### C. Flame action control

Turn the flame action control knob to adjust the flame speed to the desired level.

### D. Heater On/Off switch

When the Main On/Off switch is in the On position the heater will run. Turn the Heater On/Off switch to the Off position to shut off the heater.

**! NOTE:** Ensure that the Heater On/Off Switch is in the On position for the heater to work with the remote control.

## 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 Main 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 control 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

### Remote Control Initialization & Setup

1. Turn on the electrical power at the circuit breaker.
2. Slide open the battery cover on the back of the remote control.
3. Install three AAA batteries into the remote control. Replace the battery cover. (Figure 2)

**! NOTE:** The LCD display will flash when new batteries are inserted.

4. Move the remote control close to the fireplace (less than five feet preferred). Press any button on the

remote control. The remote control is transferring the code to the receiver built into the fireplace.

5. Set the clock by pressing the button marked clock on the remote control for five seconds. The hour display will flash.
6. Use the up and down buttons to set the hour.
7. Press the clock button again and the minute display will flash.
8. Use the up and down buttons to set the minute.
9. Press the clock button again and the °F or °C display will flash.
10. Use the up and down buttons to select whether the remote control will display temperature in °F or °C
11. Press the clock button again. The remote control is now ready for operation.

## Remote Control Operation (Figure 2)

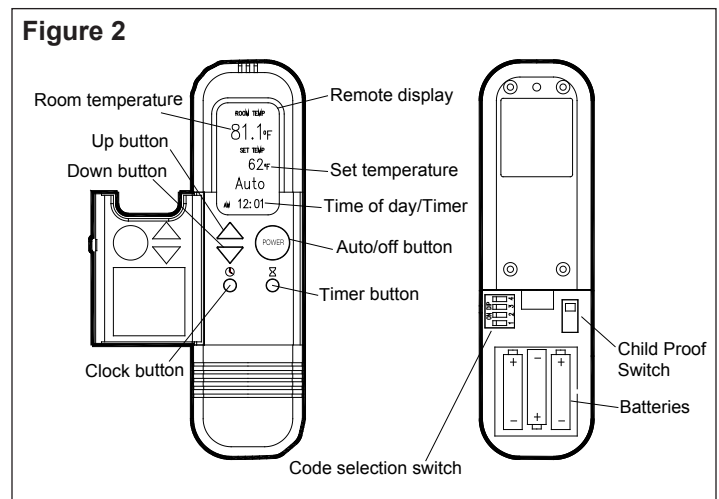
**! WARNING:** It takes some time for the receiver to respond to the remote control. Do not press the buttons more than once within two seconds for correct operation.

**! NOTE:** The fireplace has an automatic timer function that will shut your fireplace off if the remote control has not been operated within a six-hour period.

### Auto Mode

**! NOTE:** When auto mode is activated the flame and heat will turn on. The heater will turn on and off to keep the room temperature the same as the remote control set temperature.

1. Press POWER button to turn unit on. (There may be a slight delay)
2. Press the UP or DOWN buttons to change the set temperature, if desired.
3. In auto mode the remote control will automatically turn on the flame and heater when the room temperature is below the target temperature and turn off the heater ONLY when the room temperature is above the target temperature.
4. Press POWER button once to turn unit off.



## Timer Mode

You can set the timer to the length of time you want the unit to operate (1 to 120 minutes).

1. With the unit Off, press the TIMER button once. The timer display will blink “----”
2. Press the UP and DOWN buttons to adjust the timer display in minutes.
3. Press the TIMER button once to set the timer.

**! NOTE:** The timer setting can be reset by pressing the TIMER button and using the DOWN button until the timer display reads “----”, press the TIMER button once to set the timer.

4. Press the POWER button to turn the unit on.
5. The fireplace will automatically shut off when the timer reaches 0 minutes.

## Child Proof Function

1. Remove the battery cover on the back of the remote control.
2. Slide the small blue switch down to activate the child proof function.
3. Child Proof will appear on the display screen and all function on the remote control will be locked.
4. To enable normal remote control operation when the child proof function is activated, press the up and down buttons in the following sequence:
  - UP-DOWN-DOWN-UP-DOWN the remote functions will now operate normally. The remote control will return to the child proof function if buttons are not pressed after two minutes.
5. To disable the child proof function remove the battery cover on the back of the remote control and slide the small blue switch up.

## Battery Replacement

The remote control uses 3 AAA size batteries (included). Replace these batteries at least every 6 months or when the low battery icon appears on the remote control display screen. When batteries are removed wait at least 1 minute before replacing with new batteries.

## Code selection

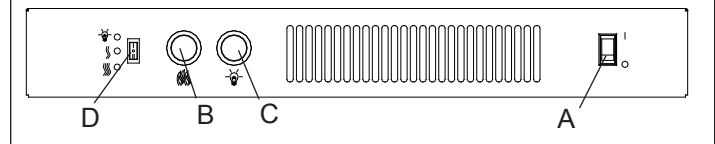
If the current remote control is interfering with the operation of other remote control devices (TV, VCR, garage doors etc.) The code can be changed on the remote control.

To change code:

1. Remove the battery cover on the back of the remote control.
2. Slide the four small switches to any configuration other than the factory set code.
3. Remove the batteries, wait for one minute.
4. Install the batteries.
5. Install the battery cover onto the remote control.
6. Reinitialize the remote control to match the new code to the remote control receiver.

## OPERATION - 3-STAGE REMOTE (EF3003/SF3003/DF3003 MOD C-E, All DFB6016 Units)

Figure 3



## MANUAL CONTROLS (Figure 3)

### A. Main On/Off Switch

The fireplace has a Main On/Off switch located on the control panel of the fireplace. Toggle the switch to turn the fireplace On and Off.

### B. Light Dimmer

Turn the flame brightness control knob to increase or decrease the brightness of the flame and embers.


### C. Flame Action Control


Turn the flame action control knob to adjust the flame speed to the desired level.


### D. 3-Position Switch

Operates the electric fireplace manually. Pressing the switch up (“—” position) once turns on the electric fireplace and activates Level 1, twice activates Level 2, three times activates Level 3.

Pressing the switch down (“=” position) turns the electric fireplace OFF.

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

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

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

### 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 switching the Main 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 Dimplex North America Limited at 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 2,178 independent frequencies to prevent interference with other units. The frequency designation is indicated on the back of the remote control.

### Remote Control Initialization/Reprogramming

Follow steps 1 through 6 to initialize your fireplace for the first time. This procedure is also required every time there is a loss of power to the remote control or the fireplace (i.e. power failure, breaker tripped, main On/Off switch is turned off).


1. Ensure that power is supplied through the main service panel.
2. Access the manual controls, (remove glass doors or pull grille down if applicable) pull the right side steel curtain to the outside of the unit (if applicable).
3. Locate manual controls.
4. Activate the Main On/Off switch.
5. Press and hold the ON switch marked “ — ” for five (5) seconds (red indicator light will flash). (Figure 1A)
6. Press the ON button located on the remote control.


This will synchronize the remote control and remote control 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.

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


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

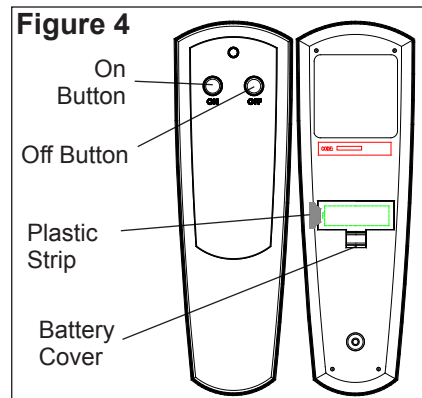
**Level 3** : The flame effect remains on, the heater is set to the high heat setting, and all three red indicators illuminate.

### Battery Replacement (Figure 4)

To replace the battery:

1. Slide battery cover open on the remote control.
2. Correctly install one (1) 12 Volt (A23) battery in the battery holder.
3. Close the battery cover.

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



# MAINTENANCE

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

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

## Light Bulb Replacement

Light bulbs need to be replaced when you notice a dark section of the flame or when the clarity and detail of the log exterior disappears. There are four (4) bulbs under the log set which generate the flames and embers and two (2) bulbs up, in behind the grille, that illuminate the interior of the fireplace.

**Required Tools:** Phillips #2 screw driver, Slot screw driver.

**Approximate time:** 15 minutes to change upper and lower light bulbs.

**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.

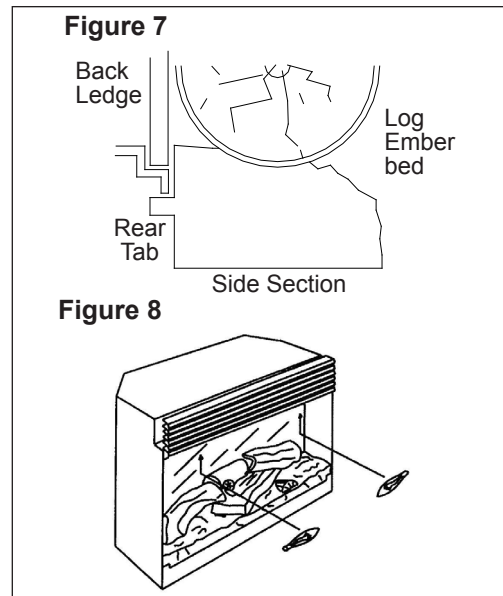
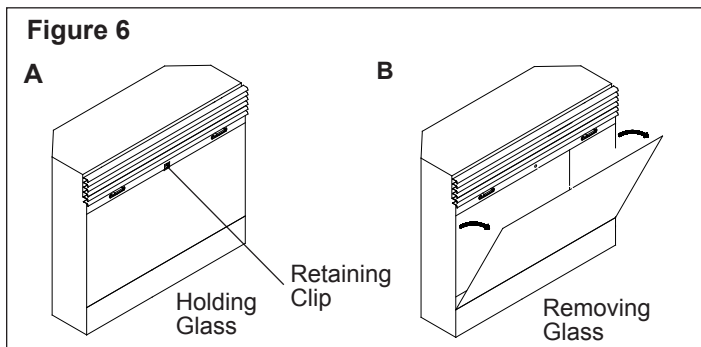
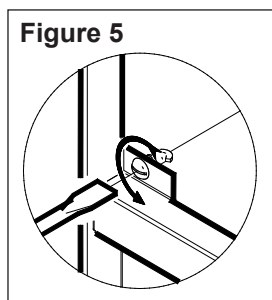
### To open the light bulb area:

1. Remove the trim by turning the retaining fasteners counterclockwise 1/4 turn until the trim releases from the firebox using a slotted screwdriver (Figure 5).
2. Hold the glass in place while removing the retaining clip from the upper center of the firebox (Figure 6A, B).
3. Lift glass out and store in a safe place.

### Lower Light Bulb Requirements

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

### To replace the bottom light bulbs:



1. Lift up the front edge of the log until it clears the front tabs. Pull out until the rear tab clears the back ledge, then lift out (Figure 7).
2. Examine the bulbs to determine which bulbs require replacement.
3. Hold the socket while unscrewing the bulb.
4. Hold the socket while screwing in the new bulb.
5. Replace the log ember bed by placing the back lip of the log ember bed under the partially reflective glass then push the front of the log ember bed down into the recess (Figure 7).

### Upper Light Bulb Requirements

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

### To replace the top light bulbs:

1. Locate the two upper bulbs inside the firebox at the top (Figure 8).
2. Examine the bulbs to determine which bulbs require replacement.
3. Hold the socket while unscrewing the bulb.
4. Hold the socket while screwing in the new bulb.

## Glass Cleaning

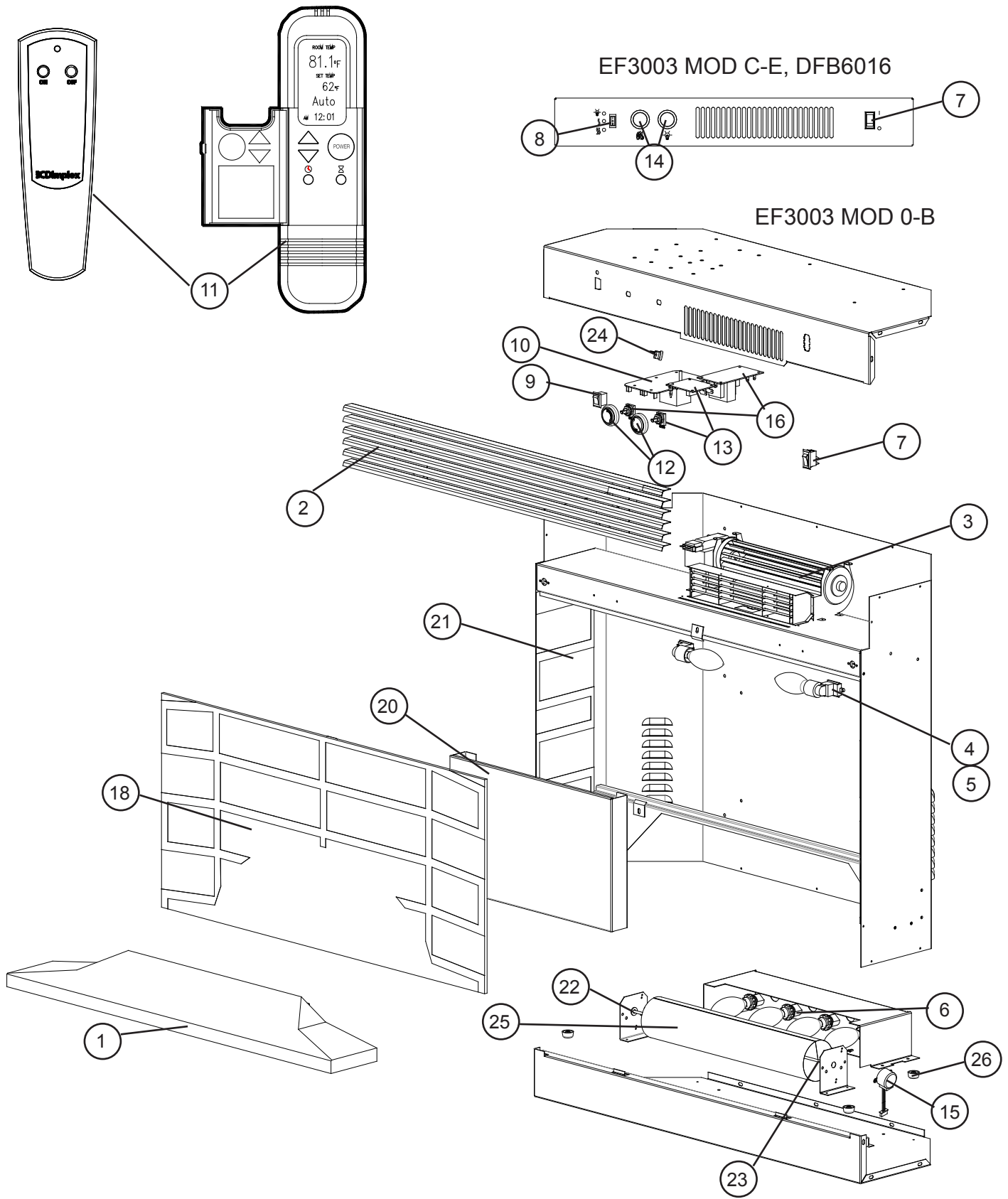
The glass is cleaned in the factory during the assembly operation. During shipment, installation, handling, etc., the clear door may collect dust particles, these can be removed by dusting lightly with a clean dry cloth.

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

# EXPLODED PARTS DIAGRAM



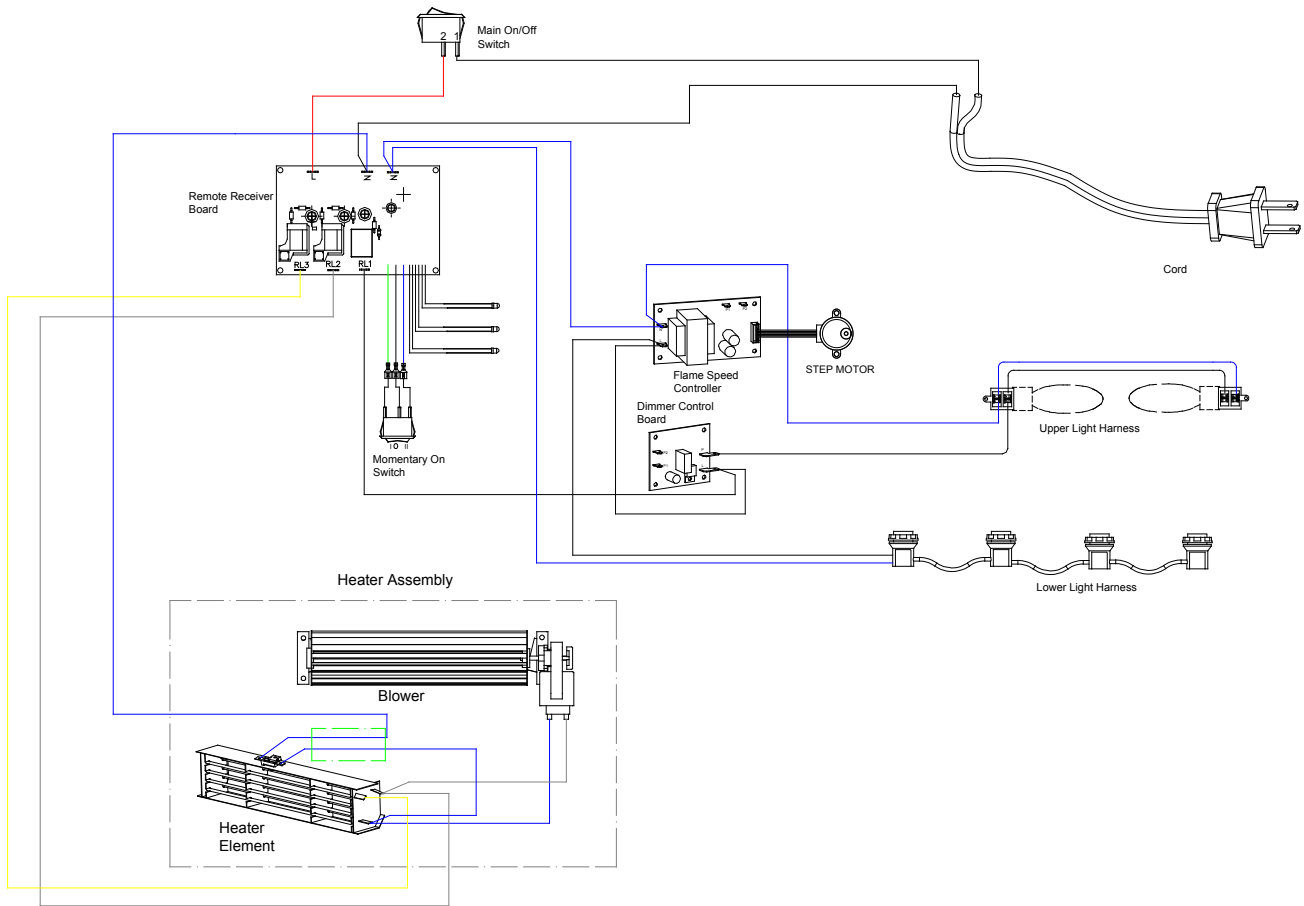
"Click" on the replacement part number to view price and availability. [www.moreelectricheating.com](http://www.moreelectricheating.com)

## Replacement Parts List

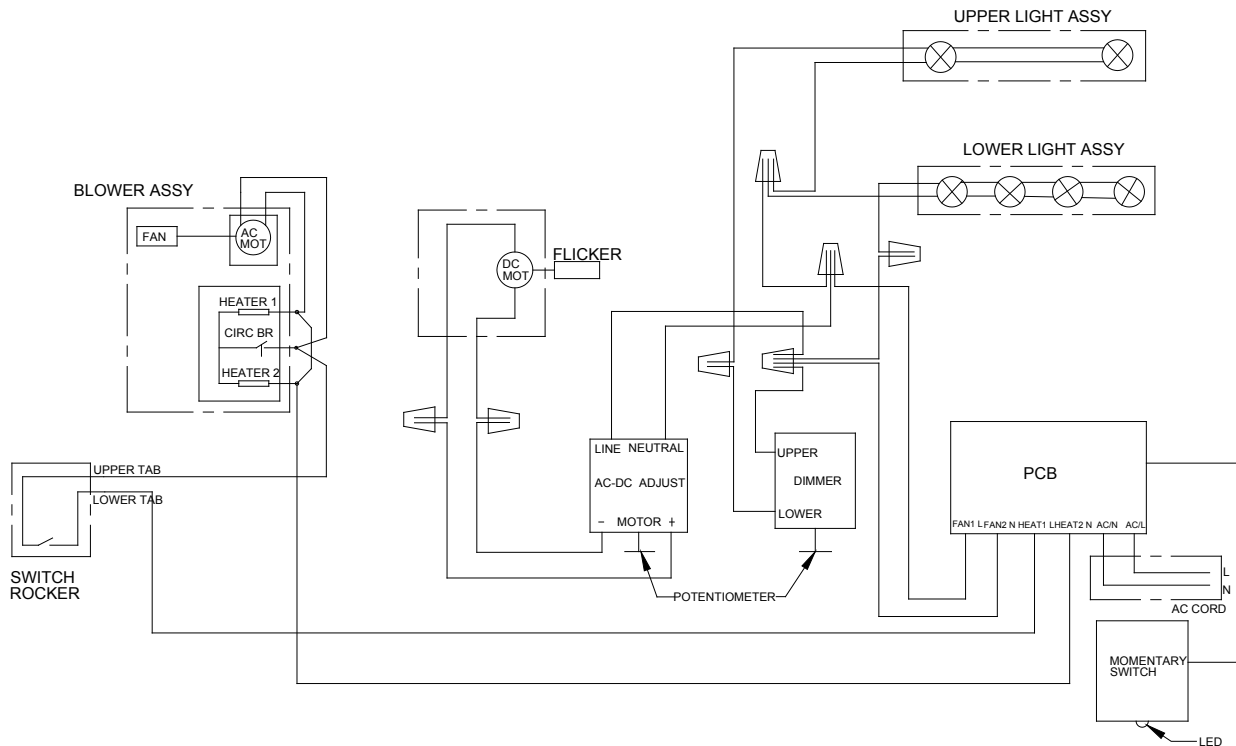
Part	Canada		China										
	EF3003/ SF3003 Mod 0	EF3003/ SF3003 Mod A	EF3003/SF3003/DF3003					DFB6016					
			Mod 0	Mod A	Mod B	Mod C	Mod D	Mod E	Mod 0	Mod A	Mod B	Mod C	Mod D
1	Log Set		0438550100RP										
2	Grille Assembly		1009070159RP										
3	Heater Assembly	NA	2000230100RP	2200490901RP comes with cutout 2300270300RP									
4	Upper Light Harness (2-bulb)	2500080100RP											
5	Upper Light Harness (Single)			4200121000RP (2 Required)									
6	Lower Light Harness (4-bulb)	2500190500RP (comes with connectors, strip the ends)		2500190500RP									
7	On/Off Switch		2800070200RP										
8	Heater On/Off Switch		2800070500RP										
9	LED & Switch Remote Harness		3000210400RP (Acumen)										
10	Remote Control Receiver		3000210100RP (Acumen)			3000430800RP (3 STAGE)		3000820500RP (3 STAGE)		3000430800RP (3 STAGE)		3000820500RP (3 STAGE)	
11	Remote Control		3000211300RP (Acumen)			3000370600RP (3 Stage, LED's wired to Board)							
12	Dimmer Knob		8800000800RP		8800000200RP								
13	Dimmer Control		Not Available - Can use single pole wall dimmer i.e. Leviton 6602-I		3000250100RP (Circuit Board and Potentiometer)								
14	Flame Control Knob		8800000200RP										
15	Flicker Motor		2000150200RP		3000240200KIT								
16	Flame Speed Control		3000180300RP (Potentiometer Only)		3000240100RP (Circuit Board and Potentiometer)								
17	Power Cord		4100040400RP		4100040500RP								
18	Partially Reflective Glass		5900300200RP			5900300300RP			5900300400RP				
19	Front Glass		5900310200RP										
20	Flame Panel		5900320100RP										
21	Decal, Side Brick		7108890200RP										
22	Bushings Snap-In		8500000400RP										
23	Rotisserie Grommet		8500000600RP										
24	Grommet		8500260003RP										
25	Flicker Rod Assembly		5900080700RP										
26	Firebox Foot		8800090100RP										
27	DFB Trim Kit									6903430159RP			



# WIRING DIAGRAM - CHINESE MADE - 3 STAGE REMOTE CONTROL



# WIRING DIAGRAM - CANADIAN MADE



## MAIN ON/OFF SWITCH REPLACEMENT

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

**CAUTION:** If the fireplace 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 trim by inserting a slotted screwdriver and turning  $\frac{1}{4}$  of a turn to release the trim from the firebox.
2. Remove the firebox from the mantel.
3. Lower the grille covering the controls.
4. Remove the retaining screws on the top cover and remove the top, being careful not to damage any of the wiring.
5. Locate the Main On/Off switch mounted on the top panel and disconnect the wires and connections noting their original locations.

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

6. Depress the retainer clips on the rear of the switch and push the switch out of the rear cover.
7. For units with attached LED light to Switch: Remove the red LED indicator light out through the back of the top panel.

**NOTE:** Gently pressing on the front of the LED with a flat head screwdriver will assist in removing it.

8. Properly orient the new switch and reconnect all of the wires and connections.
9. Install the new LED indicator light.
10. Reassemble in the reverse order.

## LIGHT DIMMER CONTROLLER & BOARD REPLACEMENT

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

**CAUTION:** If the fireplace 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.

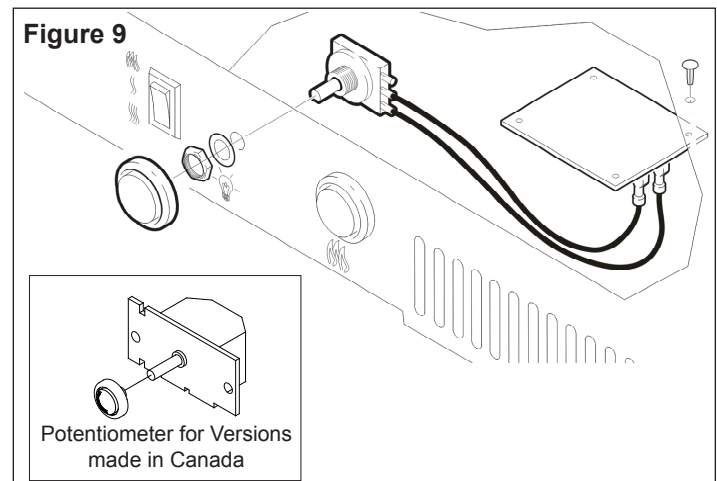
**WARNING:** Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

1. Remove the firebox trim by inserting a slotted screwdriver and turning  $\frac{1}{4}$  of a turn to release the trim from the firebox.
2. Remove the firebox from the mantel.
3. Lower the grille covering the controls.
4. Remove the retaining screws on the top cover and remove the top, being careful not to damage any of the wiring.

5. Locate the light dimmer control potentiometer and control board (if applicable) mounted on the top panel (Figure 9) and disconnect the wires and connections noting their original locations.

**NOTE:** Using a flat head screwdriver, gently pry between the end of the wires and the potentiometer to release the wires.

6. Pull off the control knob from the dimmer control potentiometer.
7. Remove either the mounting screws or the retaining nut and remove the potentiometer.
8. Properly orient the new dimmer controller and reconnect all of the wiring connections. (For units made in Canada proceed to step 11, otherwise continue to step 9.)
9. From under the top panel, break off the four mounting studs on the light dimmer control board by grasping with pliers and twisting on the protruding part of the stud. Push the remainder of the studs out through the top panel.



10. Properly orient and mount the new Dimmer Control Board, using the new mounting studs, provided, and reattach all of the wires.
11. Reassemble in the reverse order.

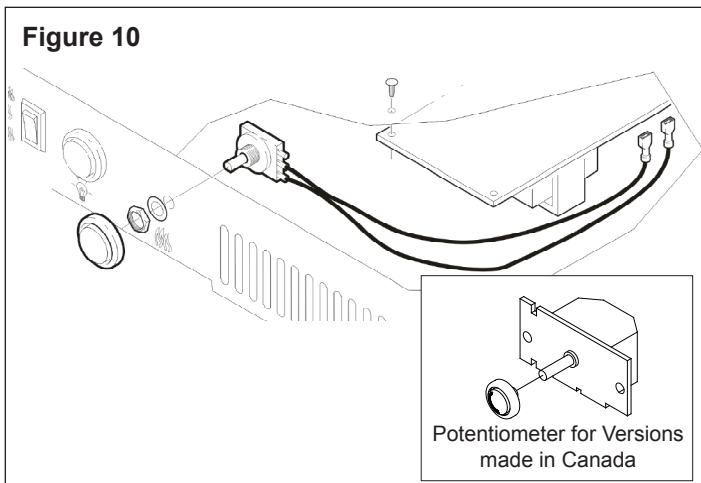
## FLAME SPEED CONTROLLER & BOARD REPLACEMENT

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

**CAUTION:** If the fireplace 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 trim by inserting a slotted screwdriver and turning  $\frac{1}{4}$  of a turn to release the trim from the firebox.
2. Remove the firebox from the mantel.
3. Lower the grille covering the controls.



4. Remove the retaining screws on the top cover and remove the top, being careful not to damage any of the wiring.
5. Locate the flame speed control potentiometer and control board mounted on the top panel (Figure 10) and disconnect the wires and connections noting their original locations.
  - ! **NOTE:** Using a flat head screwdriver, gently pry between the end of the wires and the potentiometer to release the wires.
6. Pull off the control knob from the flame speed control potentiometer.
7. Remove either the mounting screws or the retaining nut and remove the potentiometer.
8. Properly orient the new flame speed controller and reconnect all of the wiring connections. (For units made in Canada proceed to step 11, otherwise continue to step 9.)
9. From under the top panel, break off the four mounting studs on the flame speed control board by grasping with pliers and twisting on the protruding part of the stud. Push the remainder of the studs out through the top panel.
10. Properly orient and mount the new flame speed control board, using the new mounting studs, provided, and reattach all of the wires.
11. Reassemble in the reverse order.

## FLICKER MOTOR/FLICKER ROD REPLACEMENT

### Canadian Made Units

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

**CAUTION:** If the fireplace 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 trim by inserting a slotted screwdriver and turning  $\frac{1}{4}$  of a turn to release the trim from the firebox.
2. Remove the firebox from the mantel.
3. Gently place firebox front side up on a flat surface.
4. Remove the bottom cover mounting screws and remove the bottom panel, lifting the bottom up slightly to release the glass.
5. Set the front glass aside, in a safe place.
6. Locate the flicker motor and flicker rod assembly and disconnect the wires and connections, noting their original locations.
7. Remove the flicker assembly mounting bracket screws and remove.

**! NOTE:** When removing the flicker motor some damage may occur to the flicker rod. If flicker rod is damaged replace to ensure proper operation.

8. To remove the flicker rod attach needle nose pliers to the spring on the motor shaft and pull while rotating in the opposite direction of the spring winding. (Figure 11)
9. To remove the flicker motor you must first remove the flicker rod (see above). Remove the motor mounting screws and remove motor from the mounting bracket.
10. Properly orient the flicker motor and connect all of the wires and connections in their original locations.

**! NOTE:** Removal of the glass eases the installation of the bottom cover.

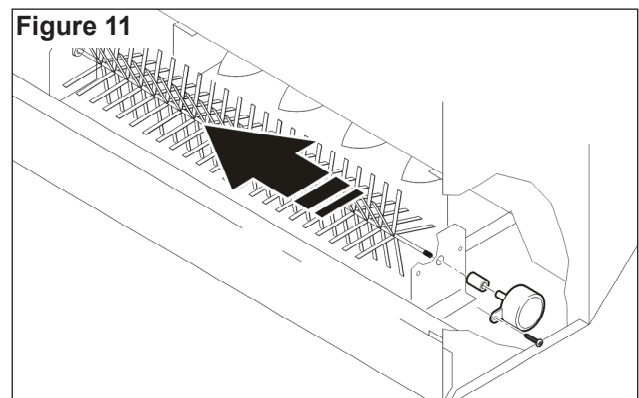
11. Remove the mounting screw in the center of the glass and remove the retainer bracket.
12. Remove the glass by lifting up from the bottom.
13. Reassemble in the reverse order.

### China Made Units

(Instructions included with RP part 7206780100)

**Tools Required:** Phillips head Screwdriver  
Slip Joint Pliers  
Wire Cutters  
Flat Head Screwdriver

**CAUTION:** If the fireplace 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.



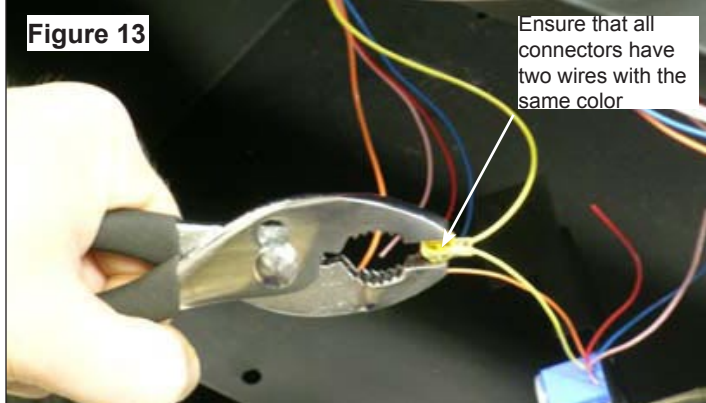
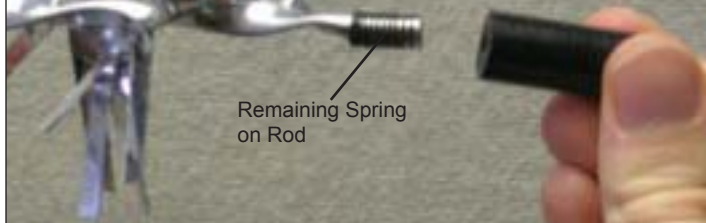
**⚠ WARNING:** Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

1. Remove the firebox trim by inserting a slotted screwdriver and turning  $\frac{1}{4}$  of a turn to release the trim from the firebox.
2. Remove firebox from the mantel.
3. Remove front glass retaining clip, while holding the front glass.
4. Remove the front glass and set aside.
5. Remove the log set by lifting up the front edge of the log until it clears the front tabs. (Figure 7)
6. Pull out until the rear tab clears the back ledge, then lift out.
7. Cut the flicker motor wires close to the flicker motor end with wire cutters.
8. Remove the reflector rod from the flicker motor by pulling the end of the rod to the left and cut the reflector spring with wire cutters. (Figure 12)

**! NOTE:** DO NOT TAKE THE LEFTOVER SPRING OFF THE END OF THE REFLECTOR ROD.

9. Remove the 2 screws securing the flicker motor to the flicker motor bracket.
10. Discard the old flicker motor.
11. Pick up the  $\frac{1}{2}$ " rubber sleeve and locate over remaining spring on reflector rod.

**! NOTE:** BE SURE TO LOCATE THE LARGE OPENING OF THE RUBBER SLEEVE OVER THE REMAINING



## SPRING OF THE REFLECTOR ROD.

12. Pick up new flicker motor and cut wire leads to  $3\frac{1}{2}$ " long with wire cutters.
13. Secure new flicker motor to the existing reflector rod. Ensure the flicker motor bracket is in between the motor and the reflector rod.
14. Pick up slip joint pliers and adjust to proper slot.
15. Pick up 3M wire connector and place 1 yellow wire into each terminal - total of 2 yellow wires. (Figure 13)
16. Secure wire connector by crimping the 3M symbol with slip joint pliers.
17. Pull on end of wires to ensure a strong connection.
18. Repeat this process for the 4 remaining wires (red, blue, orange, grey).
19. Install the new flicker motor in place of the old one.
20. Reassemble in the reverse order.

## HEATER ON/OFF SWITCH

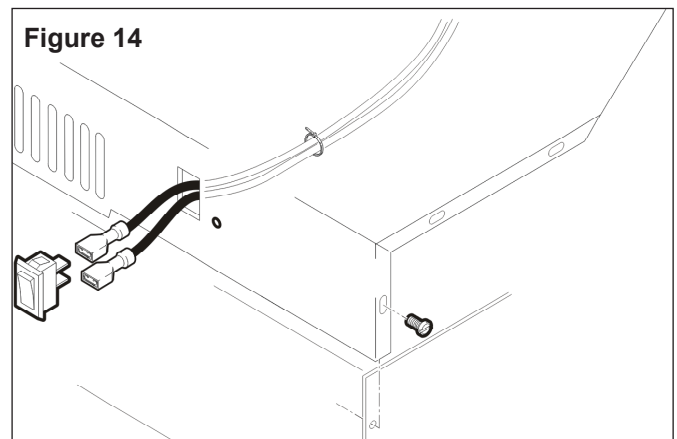
**Tools Required:** Phillips head Screwdriver  
Flat Head Screwdriver

**⚠ CAUTION:** If the fireplace 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 trim by inserting a slotted screwdriver and turning  $\frac{1}{4}$  of a turn to release the trim from the firebox.
2. Remove the firebox from the mantel.
3. Lower the grille covering the controls.
4. Remove the retaining screws on the top cover and remove the top, being careful not to damage any of the wiring.
5. Locate the Heater On/Off switch mounted on the top panel and disconnect the wiring clips and connections noting their original locations.

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



6. Depress the retainer clips on the rear of the switch and push the switch out of the rear cover.
7. Properly orient the new switch and connect all of the wiring clips and connections.
8. Reassemble in the reverse order.

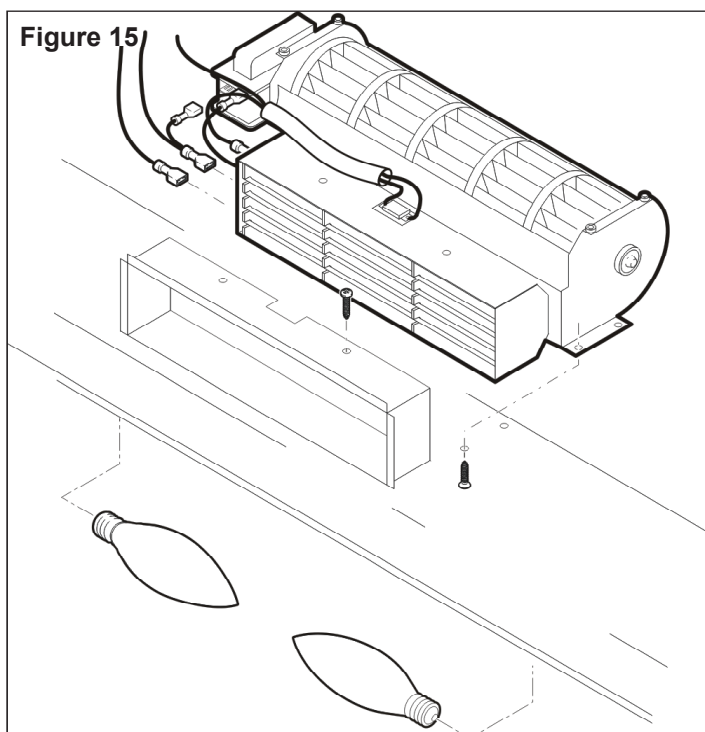
## HEATER ASSEMBLY REPLACEMENT

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

**⚠ CAUTION:** If the fireplace 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 trim by inserting a slotted screwdriver and turning  $\frac{1}{4}$  of a turn to release the trim from the firebox.
2. Remove the firebox from the mantel.
3. Lower the grille covering the controls.
4. Remove the retaining screws on the top cover and remove the top, being careful not to damage any of the wiring.
5. Locate the heater assembly and disconnect the wiring clips and connections, noting their original locations.
6. Remove the mounting screw in the center of the glass and remove the retainer bracket.
7. Remove the glass by lifting up from the bottom. Set the front glass aside, in a safe place.
8. Locate the two upper bulbs inside the firebox at the top.
9. Hold the light sockets while unscrewing the bulbs.



10. Remove the yellow wire from the heater element, coming from the heater on/off switch.
11. Remove the blue wire from the remote control receiver coming from the temperature cutoff switch.
12. Remove the 2 element mounting screws from the top of the element located on both sides of the temperature cutoff switch. (Figure 15)
13. Remove the 4 heater assembly mounting screws from inside the firebox and set aside the heater assembly.
14. Disconnect wiring connections and connect to replacement heater assembly, noting their original locations.
  - ! NOTE:** Using a flat head screwdriver gently pry between the end of the connectors and the heater to release the wires.
15. Properly orient the new heater assembly and connect any remaining wiring connections.
16. Reassemble in the reverse order as above.

## POWER CORD REPLACEMENT

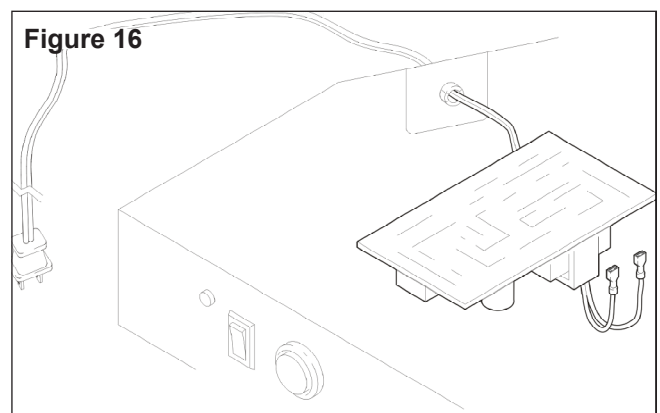
**Tools Required:** Phillips head Screwdriver  
Flat Head Screwdriver

**⚠ CAUTION:** If the fireplace 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 trim by inserting a slotted screwdriver and turning  $\frac{1}{4}$  of a turn to release the trim from the firebox.
2. Remove the firebox from the mantel.
3. Lower the grille covering the controls.
4. Remove the retaining screws on the top cover and remove the top, being careful not to damage any of the wiring.
5. Locate and disconnect the power cord wiring connections, noting their original locations on the remote control receiver.

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



6. With needle nose pliers grasp the power cord strain relief grommet from inside the rear panel and push while twisting to remove.
7. Pull the power cord out through the hole in the rear cover.
8. Install the new power cord through the hole in the rear cover by placing the strain relief over the cord. Hold the strain relief with pliers and slide into mounting hole.
9. Connect all of the wiring connections in their original locations on the remote control receiver.
10. Reassemble in the reverse order.

## REMOTE CONTROL RECEIVER/LED HARNESS REPLACEMENT

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

**⚠ CAUTION:** If the fireplace 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 trim by inserting a slotted screwdriver and turning  $\frac{1}{4}$  of a turn to release the trim from the firebox.
2. Remove the firebox from the mantel.
3. Lower the grille covering the controls.
4. Remove the retaining screws on the top cover and remove the top, being careful not to damage any of the wiring.
5. Locate the remote control receiver, mounted on the top panel, and disconnect the wiring clips and connections, noting their original locations.

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

6. From under the panel, break off the six mounting studs on the remote control receiver by grasping with pliers and twisting on the protruding part of the stud. Push the remainder of the studs out through the top panel.
7. Properly orient and mount the new remote control receiver, using the new mounting studs, provided, and reconnect all of the wiring connections.
8. For units with attached LED lights: Pull the red LED indicator lights out through the back of the top panel, taking note of the sequence for reinstallation.

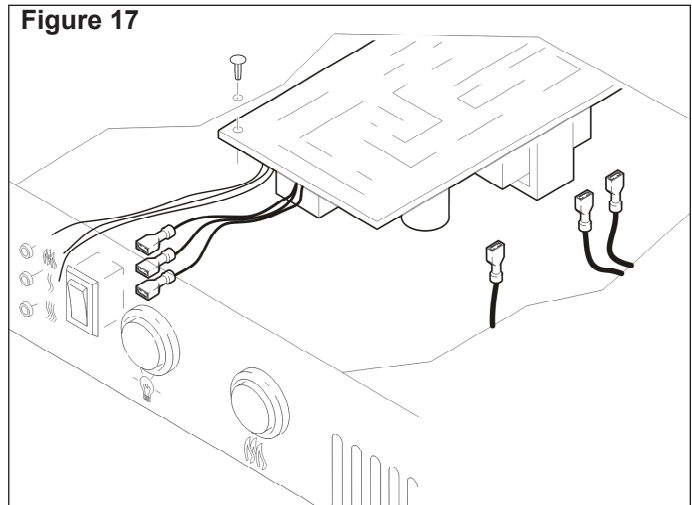
**! NOTE:** Gently pressing on the front of the LED with a flat head screwdriver will assist in removing them.

9. Install the new LED indicator lights.
10. Locate the 3-Position Switch mounted on the top panel and disconnect the wiring clips and connections noting their original locations. (If required.)

**! NOTE:** Using a flat head screwdriver, gently pry be-

tween the end of the connectors and the remote control receiver to release the wires.

11. Depress the retainer clips on the rear of the 3-Position Switch and push the switch out of the front of the top panel.
12. Properly orient the new 3-Position Switch and reconnect all of the wires and connections.
13. Reassemble in the reverse order.



# 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.
	Radio frequency disturbance from outside sources.	Change the frequency of the Remote Control, see Operation Section. If issues still persist, replace Remote Control and Remote Control Receiver, where necessary. Initialize Remote Control with Receiver
	Defective Remote Control Receiver	Replace Remote Control Receiver. Initialize with 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.
<b>Appearance</b>		
Fireplace does not turn on Manually	Improper operation	Refer to Operation Section
	No incoming power from the electrical wall socket	Check Fuse/Breaker Panel
	Loose wiring	Check wiring connections
	Defective Switch (3-Position or On/Off)	Replace defective switch
	Defective Remote Control Receiver	Replace Remote Control Receiver
Fireplace does not turn on using the Remote Control	Improper operation	Refer to Operation Section
	Remote control not initialized to fireplace	Initialize the remote control
	Remote Control not working properly	Install new battery into the Remote Control. Reinitialize remote control where necessary. Replace Remote Control or Remote Control 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 out light bulbs	Replace out light bulbs
	Loose wiring	Check wiring connections
	Defective light harness	Replace light harness
Log set dim, not glowing	Burnt light bulbs	Replace light bulbs
Flame Shutter	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	Improper operation	Refer to Operation Section
	Defective Heater On/Off Switch	Replace Heater On/Off Switch
	Defective Remote Control Receiver	Replace Remote Control Receiver
Heater is not turning on, but flame effect is still functioning	Improper operation	Refer to Operation Section
	Loose Wiring	Trace wiring in unit
	Defective Heater On/Off switch	Replace Heater On/Off switch
	Defective Heater assembly	Replace Heater assembly
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 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