 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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In keeping with our policy of continuous product development, we reserve the right to make changes without notice.

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Table of Contents

Operation ....................................................................................................................... 3
Maintenance .................................................................................................................... 5
Exploded Parts Diagram - Incandescent Lights ......................................................... 6
Replacement Parts List - Incandescent Lights .......................................................... 6
Wiring Diagram - Incandescent Lights ................................................................. 7
Exploded Parts Diagram - LED Lights ................................................................. 8
Replacement Parts List - LED Lights ................................................................. 8
Wiring Diagram - LED Lights .............................................................................. 9
Partially Reflective Glass Replacement ............................................................... 10
On/Off Switch Replacement .................................................................................... 10
Remote Switchboard Replacement .......................................................................... 11
Flicker Motor/Flicker Rod Replacement .................................................................. 11
Remote Control Receiver Replacement ................................................................. 12
Heater Assembly Replacement ............................................................................. 13
Power Cord Replacement ......................................................................................... 13
Lower Light Replacement ........................................................................................ 14
  Incandescent Lights ......................................................................................... 14
  LED Lights ......................................................................................................... 14
Troubleshooting Guide ............................................................................................ 15

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
Electric Fireplace Manual Control
The manual controls for the fireplace are located in the upper right hand corner (Figure 1).

A. On/Off Switch
Supplies power to the 3-Position Switch.

B. 3-Position Switch

Remote (left position): The unit is operated with the remote control.
Flame (center position): The flame effect is turned on.
Flame & Heat (right 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 operated thermostat.

! NOTE: When the 3-position switch is in the Flame or Flame & Heat positions, the fireplace unit will not operate with the remote control.

C. Initialization Button
Used to synchronize the 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 for technical support. 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
1. Depress tab on the battery cover on the back of the remote control and remove battery cover (Figure 2).
2. Install two (2) AAA batteries into the remote control (included).
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.

Initializing/Reprogramming the Remote Control
1. Plug cord into 120 Volt wall outlet.
2. Ensure the On/Off Switch located in the switch box on the fireplace in the upper right hand corner is in the ON position (Figure 1A).
3. Set the 3 Position Manual Control (Figure 1B) to the Remote position (left 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 on the remote control.
6. Release the Initialization Button on the unit.
7. Press the Flame/Heat On/Off button to turn the Flame/Heat function on.

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 “Temperature Down” button and the “Flame Speed Down” button on the remote control (Figure 3).
② “COD” will appear in place of the sleep timer digits.
③ Release the “Temperature Down” button and the “Flame Speed Down” button.
④ Press the Initialization Button on the unit (Figure 1C).
⑤ Press the Flame/Heat On/Off button button on the remote.

Your remote will now have a different frequency communicating with the fireplace.
Remote Control Functions
(All letter references are to Figure 3)

B. Set Temperature
Press F button to turn fireplace on.
Press H to raise thermostat.
Press G to lower thermostat.
Press both H and G to change °F to °C.

C. Dimmer
Press the F button to turn the Flame/Heat on.
Repeatedly press the J or I button to decrease or increase the brightness of the upper lights.

D. Flame Speed
Press the F button to turn the Flame/Heat on.
Press the L button to increase the speed of the flame.
Press the K 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).
Press the F button to turn the fireplace on.
To set the sleep timer press the N 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 M button repeatedly until the sleep timer displays nothing.

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

F. Flame & Heat On/Off Button
Press the F button to turn the Flame/Heat function on.
When B is higher then A the heat will come on. To turn the heat off, lower the B so that it’s setting is lower then the A.
The default temperature setting is 72°F (22°C).

NOTE: When using the remote control the heater runs on a thermostat. Press the H or G 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
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 M and H 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 I and K at the same time. The temperature setting will now be visible again.

Child Lock (Figure 2)
1. Depress tab on the battery cover on the back of the remote control and remove the battery cover (Figure 2).
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) G then H then I.

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

Child Lock
1. Depress tab on the battery cover on the back of the remote control and remove the battery cover (Figure 2).
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) G then H then I.

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

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

To remove fingerprints or other marks, the glass can be cleaned with a damp cloth. To prevent scratching, do not use abrasive cleaners or spray liquids on the glass 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.

Light Bulb Replacement (if applicable)
Allow at least 5 minutes for light bulbs to cool before touching bulbs to avoid accidental burning of skin.

Light bulbs need to be replaced when you notice a dark section of the flame or when the clarity and detail of the log ember bed exterior disappears. There are 3 bulbs under the log set, which generate the flames and embers, and 2 bulbs above the log that illuminate the log exterior.

Lower Light Bulb Requirements
Quantity of 3 clear chandelier or candelabra bulbs with an E-12 (small) socket base, 60 Watt rating. Example: GE 60BC or Philips 60 CTC. Do not exceed 60 Watts per bulb.

Helpful Hints: It is a good idea to replace all light bulbs at one time if they are close to the end of their rated life. Group replacement will reduce the number of times you need to open the unit to replace light bulbs. Care must be taken when removing the log set as the log set contains LED’s and wires.

To access the lower light bulb area:
1. Remove front glass assembly.
2. Pull the front edge of the plastic ember bed or plastic grate up and forward until the rear tab releases from the ledge located at the bottom of the Partially Reflective Glass (Figure 10).

! IMPORTANT: Only handle the log set by the ember bed.

! NOTE: Log set fits tightly into firebox, some force may be necessary to remove.
4. Disconnect the log set LED wire harness from unit.
5. Gently pull the flicker rod to the right as far as possible into the rubber bushing on the flicker motor shaft (Figure 9).
6. Unscrew bulbs counter clockwise.
7. Insert new bulbs.
8. Reconnect the log set LED wire harness.
9. Install the log set by placing the front, bottom edge of the ember bed in the track behind the front 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 10).

! NOTE: Ensure the log set is installed tightly under the back ledge to prevent light leakage.
10. Replace glass assembly.

Upper Light Bulb Requirements
Quantity of 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. Remove front glass assembly.
2. Upper bulbs are located in the upper left and upper right corners of fireplace (Figure 8).
3. Remove the upper light cover for each bulb (2 Philips screws each).
4. Unscrew bulbs counter clockwise.
5. Insert new bulbs.
6. Re-install upper light bracket.
7. Replace glass assembly.
Exploded Parts Diagram - Incandescent Lights
(6905060159 - 6905060359)

Replacement Parts List - Incandescent Lights

1. 30" Urethane Log Set .................. 0439070100RP
   DFG3033 - Media Tray .................. 0440410100RP
2. Flicker Motor .......................... 3000240200KIT
3. Heater Assembly (with cutout) ........... 2000330200RP
4. On/Off Switch ......................... 2800070200RP
5. Power Cord ............................ 4100040300RP
6. Upper Light Harness ................... 2500400500RP
7. Lower Light Harness (outer pair) ........ 2500400300RP
8. Lower Light Socket (center) .......... 2500150300RP
9. Partially Reflective Glass ............... 5900910100RP
10. Front Glass with trim ................ 1015270159RP
    DCF44GS - Front Glass with trim ...... 6905870200RP
11. Remote Switchboard ................... 3000300300RP
12. Flicker Rod .......................... 5901250100RP
13. Remote Control
   DF3033ST Mod 0-D, DCF44GS Mod 0-B, DFG3033 Mod 0-A
   433MHz - *Silver Dimplex Logo* ........ 3000350100RP
   DF3033ST Mod E, DCF44GS Mod C, DFG3033 Mod B
   2.4GHz - *Red Dimplex Logo* ........... 3001070100RP
14. Remote Control Receiver
   DF3033ST Mod 0-D, DCF44GS Mod 0-B, DFG3033 Mod 0-A
   433MHz *Silver Dimplex Logo* ........ 3000300200RP
   DF3033ST Mod E, DCF44GS Mod C, DFG3033 Mod B
   2.4GHz - *Red Dimplex Logo* ........... 3000880100RP
15. Wire Harness - Receiver to Logset ........ 2500380100RP
16. Glass Rock Media ..................... 1400070100RP

DCF44GS - Front Glass with trim
Wiring Diagram - Incandescent Lights
(6905060159 - 6905060359)

NOTE: REFERENCE TO CONNECTIONS IN COMPONENT DESCRIPTIONS LIST
RECEIVER BOARD 1 LOCATIONS FIRST THEN RECEIVER BOARD 2 LOCATIONS SECOND.
Replacement Parts List - LED Lights

1. Media Tray ........................................... .0440410100RP
2. Flicker Motor ....................................... 3000240200KIT
3. Heater Assembly (with cutout) .............. .2000330200RP
4. On/Off Switch ....................................... .2800070200RP
5. Power Cord .......................................... .4100040300RP
6. Upper LED Light Harness .................... .2500730100RP
7. Lower LED Light Harness ....................... .3001210100RP
8. Partially Reflective Glass ....................... .5900910100RP
9. Front Glass with trim ......................... 1015270159RP
10. Remote Switchboard ....................... .3000300300RP
11. Flicker Rod .......................................... .5901250100RP
12. Remote Control ............................... .3001070100RP
13. Remote Control Receiver .................... .3001200100RP
14. Glass Rock Media ......................... .1400070100RP
Wiring Diagram - LED Lights
(6905060659 - 6905060959)

Power Cord

Heater Assembly

Upper LED Light Assembly

Remote Control Receiver

Lower LED Light Assembly

Flicker Motor

LOGSET AND LED HARNESS
Partially Reflective Glass Replacement

⚠️ 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.

Tools Required: Phillips head Screwdriver

1. Slide fireplace out from mantel.
2. Remove front glass assembly (glass lifts off).

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

3. 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.

⚠️ IMPORTANT: Only handle the Log Set by the Ember Bed.

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

4. Set Log Set in front of fireplace.
5. Disconnect the Log Set LED wire harness from unit.
6. Loosen but do not remove the two (2) Philips screws that clamp the Partially Reflective Glass in place, and swivel down so that the clamp clears the edge of the Partially Reflective Glass (Figure 7).
7. Push the Partially Reflective Glass out from behind to clear the frame and remove.
8. Insert replacement Partially Reflective Glass top end first and lay the bottom end gently in the bottom track of the frame.
9. Swivel the clamps back into place. Tighten clamps and reassemble fireplace in reverse order as described above.

On/Off Switch Replacement

⚠️ 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.

Tools Required: Phillips head Screwdriver

1. Remove the firebox from the mantel.
2. Remove front glass assembly (glass lifts off).

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

3. Remove the 10 Philips screws that fasten the top cover to the rest of the firebox. There are: 2 screws on each side along the top edge; 4 screws on the back along the top edge, and 2 screws on the top of the fireplace (see Figure 8).
4. Flip the top panel over and rest it on the top of the fireplace, across the rear half of the unit.

⚠️ CAUTION: Use caution when flipping top panel over as there are components attached to the top panel which are wired to the internal cavity of the fireplace.

5. Referring to Figure 8, remove the three (3) Philips screws on each side of the fireplace to release the Baffle
6. Flip the Baffle and Switch Mount Bracket over and rest it across the front half of the fireplace.

7. Locate the Remote Switchboard mounted on the underside of the Baffle panel on the right side (Figure 10) and disconnect the white wire harness that leads to the remote control receiver.

8. The Remote Switchboard is fastened to the underside of the Baffle and Switch Mount Bracket by two (4) mounting studs, one on each side (Figure 10). Squeeze both mounting stud’s clasp to release and remove the Switchboard.

9. Properly orient the new Remote Switchboard, snap onto the mounting studs and reconnect the wire harness as before.

10. Reassemble in the reverse order as above.

**Flicker Motor/Flicker Rod Replacement**

- **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.

**Tools Required:** Phillips head Screwdriver

1. Remove the firebox from the mantel.
2. Remove front glass assembly (glass lifts off).
3. Remove the 10 Philips screws that fasten the top cover to the rest of the firebox. There are: 2 screws on each side along the top edge; 4 screws on the back along the top edge, and 2 screws on the top of the fireplace (see Figure 8).
4. Flip the top panel over and rest it on the top of the fireplace, across the rear half of the unit.
5. Referring to Figure 8, remove the three (3) Philips screws on each side of the fireplace to release the Baffle and Switch Mount Bracket (six (6) screws in total).

- Gently pull the Flicker Rod to the right as far as possible and Switch Mount Bracket (six (6) screws in total).
into the rubber bushing on the Flicker Motor shaft (Figure 11).

NOTE: When removing the Flicker Rod, damage may occur if bent excessively. If the Flicker Rod is damaged, replace to insure proper operation.

7. Cautiously bend the Flicker Rod enough so that the remaining end of the Flicker Rod clears the plastic bushing on the left (Figure 11).

8. Remove Flicker Rod (replace and reassemble if Flicker Motor does not need to be changed at this point).

9. Before removing the Flicker Motor, cut the Flicker Motor wires (5 in total) close to the Flicker Motor end with wire cutters.

10. Remove the rubber bushing from the motor shaft by applying needle nose pliers to the motor shaft and twist the rubber bushing off of the motor shaft.

11. Remove the motor by unscrewing the 2 Philips screws that attach the motor to the mounting bracket (Figure 11).


13. Pick up new Flicker Motor and cut wire leads to 3 1/2 inch long with wire cutters. Using one of the supplied wire connectors from the Replacement Part Kit, place one yellow wire from the new Flicker Motor and the yellow wire cut in step 9 into each terminal.

14. Secure the wire connector by crimping the 3M symbol with pliers. Pull on end of wires to ensure a strong connection.

15. Repeat the process for the 4 remaining wires. ENSURE THAT ALL WIRES ARE PAIRED BY COLOUR IN EACH CONNECTOR.

16. Properly orient and secure the replacement Flicker Motor to the bracket with screws removed in step 9.

17. Replace rubber bushing on motor shaft.

18. Replace Flicker Rod.

19. Reassemble firebox in reverse order as above and replace in mantel.

Remote Control Receiver Replacement

The Remote Control requires no replacement procedure however, a re initialization procedure may need to be followed. Refer to Page 3 for the Remote Control Initialization procedure.

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.

Tools Required: Phillips head Screwdriver

1. Remove the firebox from the mantel.

2. Remove front glass assembly (glass lifts off).

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

3. Remove the 10 Philips screws that fasten the top cover to the rest of the firebox. There are: 2 screws on each side along the top edge; 4 screws on the back along the top edge, and 2 screws on the top of the fireplace (see Figure 8).

4. Flip the top panel over and rest it on the top of the fireplace.

CAUTION: Use caution when flipping top panel over as there are components attached to the top panel which are wired to the internal cavity of the fireplace.

5. Locate the Remote Control Receiver on the right side of the upturned top panel (Figure 12).

6. Remove the 1 blue, 1 orange, 1 white wire leads and the 3 cable connectors from the Remote Control Receiver as shown in Figure 15, noting their original locations.

NOTE: On older receivers there is a Antenna Wire which is permanently attached to the fixed daughter card of the Remote Control Receiver (Figure 12). Do not attempt...
to remove. On newer receivers the antenna is built into the board.

7. The Remote Control Receiver is fastened to the underside of the top panel by 7 Mounting Studs, one in each corner, and 3 off center as shown in Figure 12. Either squeeze each mounting stud’s clasp to release, or use side cutters to cut and remove each of the Mounting Studs on the board.

! NOTE: If mounting studs are cut, replacement mounting studs will need to be inserted through the top panel. Replacement Mounting Studs are supplied.

8. Clear both ends of each cut Mounting Stud from the control board and the top panel.

9. Properly orient the new Remote Control Receiver and reconnect all of the wiring connections (refer to notes taken in step 6 and Figure 12).

10. Reassemble in the reverse order as above.

Heater Assembly Replacement

⚠️ 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.

Tools Required: Phillips head Screwdriver

1. Remove the firebox from the mantel.

2. Remove front glass assembly (glass lifts off).

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

3. Remove the 10 Philips screws that fasten the top cover to the rest of the firebox. There are: 2 screws on each side along the top edge; 4 screws on the back along the top edge, and 2 screws on the top of the fireplace (see Figure 8).

4. Flip the top panel over and rest it on the top of the fireplace.

⚠️ CAUTION: Use caution when flipping top panel over as there are components attached to the top panel which are wired to the internal cavity of the fireplace.

5. Locate the Heater Assembly in the center of the upturned top panel (Figure 13).

6. Disconnect all 6 wire connections on the Heater Assembly, noting all of their original positions.

7. Turn the top panel over and while supporting the Heater Assembly and panel in one hand, remove the 5 heater mounting screws, noting the center screw is of a larger diameter (Figure 14).

8. Separate the Heater Assembly from the top panel.

9. Properly orient the new Heater Assembly and reconnect all of the wiring connections (use Figure 13 as reference).

10. Reassemble in the reverse order as above.

Power Cord Replacement

⚠️ 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.

Tools Required: Phillips head Screwdriver

1. Remove the firebox from the mantel.

2. Turn unit so that the right, rear corner of the fireplace is most accessible.

3. Remove the 2 Philips screws that fasten the Power Cord Access Panel to the rest of the firebox (Figure 15).

4. Pull the access panel away from the firebox and pull...
enough slack of power cord from within the firebox to work with. Use caution as the power cord is connected to internal components (Figure 16).

5. Using pliers, squeeze the sides of the plastic wire clamp on the inside of the Access Panel and push it through the panel.

6. Release clamp from power cord.

7. Unscrew the 2 wire connectors as shown in Figure 16. The power cord is now able to be fed through the access panel and set aside.

8. Feed replacement power cord through opening in the access panel and secure with clamp.

9. The wide blade of the power plug is designed to be live and is connected to the cord side with ridges in the rubber of the cord. Use one of the wire connectors from step 8 to connect this side of the Power Cord with the white live line from the firebox.

10. The other side of the Power Cord will have stamped writing in the rubber sheath. Use the second wire connector from step 8 to connect this side of the Power Cord with the black neutral line from the firebox.

11. Place cord slack back into the firebox chassis and reattach the Power Cord Access Panel with the 2 Philips screws removed in step 3.

12. Replace firebox back into mantel and plug in.

**Lower Light Replacement**

**Incandescent Lights**

⚠️ **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.

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

1. Remove the firebox from the mantel.

2. Remove front glass assembly (glass lifts off).

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

3. Lay the unit on its back.

4. Remove the 10 Philips screws that fasten the top cover to the rest of the firebox. There are: 2 screws on each side along the top edge; 4 screws on the back along the top edge, and 2 screws on the top of the fireplace (see Figure 8).

5. Disconnect the LED light assembly wire connection at the right of the unit.

6. The LED light assembly is fastened to the unit with 3 mounting studs. The light assembly can be released by either squeezing each mounting stud’s clasp to release, or use side cutters to cut and remove each of the mounting studs on the assembly.

7. Install the new LED light assembly and reassemble firebox in reverse order as above and replace in mantel.

**LED Lights**

⚠️ **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.

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

1. Remove the firebox from the mantel.

2. Remove front glass assembly (glass lifts off).

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

3. Lay the unit on its back.

4. Remove the 10 Philips screws that fasten the top cover to the rest of the firebox. There are: 2 screws on each side along the top edge; 4 screws on the back along the top edge, and 2 screws on the top of the fireplace (see Figure 8).

5. Disconnect the LED light assembly wire connection at the right of the unit.

6. The LED light assembly is fastened to the unit with 3 mounting studs. The light assembly can be released by either squeezing each mounting stud’s clasp to release, or use side cutters to cut and remove each of the mounting studs on the assembly.

7. Install the new LED light assembly and reassemble firebox in reverse order as above and replace in mantel.
## Troubleshooting Guide

<table>
<thead>
<tr>
<th>PROBLEM</th>
<th>CAUSE</th>
<th>SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Circuit breaker trips or fuse blows</td>
<td>Short in unit wiring.</td>
<td>Trace wiring in unit.</td>
</tr>
<tr>
<td>when unit is turned on</td>
<td>Improper circuit current rating</td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unit turns on or off by itself</td>
<td>Remote Control has a similar frequency to</td>
<td>Change the frequency of the Remote Control - See Operation Section.</td>
</tr>
<tr>
<td></td>
<td>other remotes in the area.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Radio frequency disturbance from outside</td>
<td>Change the frequency of the Remote Control - See Operation Section.</td>
</tr>
<tr>
<td></td>
<td>sources.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Defective Remote Control Receiver</td>
<td>Replace Remote Control Receiver. Initialize Remote Control and Receiver</td>
</tr>
<tr>
<td>Lights dim in room while the unit is</td>
<td>Unit is drawing close to circuit current</td>
<td>Move the unit to another outlet or install unit on a dedicated 15 amp circuit.</td>
</tr>
<tr>
<td>on</td>
<td>rating</td>
<td></td>
</tr>
<tr>
<td>Power Cord gets warm</td>
<td>Normal Operation</td>
<td>The power cord may get slightly warm to the touch when the heater is on</td>
</tr>
<tr>
<td></td>
<td>Defective Power Cord</td>
<td>Replace Power Cord if cord gets hot to the touch.</td>
</tr>
<tr>
<td><strong>Appearance</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fireplace does not turn on manually</td>
<td>Improper operation</td>
<td>Refer to Operation Section</td>
</tr>
<tr>
<td></td>
<td>No incoming power from the electrical wall</td>
<td></td>
</tr>
<tr>
<td></td>
<td>socket</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Defective On/Off Switch</td>
<td>Replace On/Off Switch</td>
</tr>
<tr>
<td></td>
<td>Defective Remote Switchboard</td>
<td>Replace Remote Switchboard</td>
</tr>
<tr>
<td>Fireplace does not turn on using the</td>
<td>Improper operation</td>
<td>Refer to Operation Section</td>
</tr>
<tr>
<td>Remote Control</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Child lock Enabled (Back light on display</td>
<td>Disable Child lock, see operation section.</td>
</tr>
<tr>
<td></td>
<td>not coming on when buttons are pressed)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Remote Control not initialized to fireplace</td>
<td>Initialize the Remote Control</td>
</tr>
<tr>
<td></td>
<td>Loose wiring</td>
<td>Check wiring connections.</td>
</tr>
<tr>
<td></td>
<td>Remote Control not working</td>
<td>Eveil new battery into the Remote Control. Initialize Remote Control.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Replace Remote Control or Remote Control Receiver where necessary.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Initialize Remote Control Receiver and Remote Control.</td>
</tr>
<tr>
<td>Flame Frozen</td>
<td>Defective Flicker Motor</td>
<td>Replace Flicker Motor</td>
</tr>
<tr>
<td></td>
<td>Loose wiring</td>
<td>Check wiring connections</td>
</tr>
<tr>
<td>Flame not bright or flame not visible</td>
<td>Burnt out light bulbs / defective LED light</td>
<td>Replace light bulbs or the LED light assembly</td>
</tr>
<tr>
<td></td>
<td>assembly</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Loose wiring</td>
<td>Check wiring connections</td>
</tr>
<tr>
<td></td>
<td>Defective Lower Light Harness / LED light</td>
<td>Replace Lower Light Harness / LED light assembly</td>
</tr>
<tr>
<td></td>
<td>assembly</td>
<td></td>
</tr>
<tr>
<td>Log set dim, not glowing</td>
<td>Burnt out light bulbs</td>
<td>Replace light bulbs</td>
</tr>
<tr>
<td>Flame Shudder</td>
<td>Defective Flicker Motor</td>
<td>Replace Flicker Motor</td>
</tr>
<tr>
<td>Light leaking around the log set</td>
<td>Log set not positioned properly</td>
<td>Check log set for proper fit</td>
</tr>
<tr>
<td>PROBLEM</td>
<td>CAUSE</td>
<td>SOLUTION</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>--------------------------------------</td>
<td>-------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Heater</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Heater is not turning off (Manually)</td>
<td>Improper operation</td>
<td>Refer to Operation Section</td>
</tr>
<tr>
<td></td>
<td>Defective Remote Switchboard</td>
<td>Replace Remote Switchboard</td>
</tr>
<tr>
<td>Heater is not turning on (Manually)</td>
<td>Improper operation</td>
<td>Refer to Operation Section</td>
</tr>
<tr>
<td></td>
<td>Heater has been disabled</td>
<td>Refer to Operation Section for instructions to enable heater.</td>
</tr>
<tr>
<td></td>
<td>Loose wiring</td>
<td>Trace wiring in unit</td>
</tr>
<tr>
<td></td>
<td>Defective Heater Assembly</td>
<td>Replace Heater Assembly</td>
</tr>
<tr>
<td>Heater is turning off after a couple of minutes of operation</td>
<td>Build up of dirt/dust in the Heater Assembly</td>
<td>Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.</td>
</tr>
<tr>
<td></td>
<td>Defective Heater Assembly</td>
<td>Replace Heater Assembly</td>
</tr>
<tr>
<td>Heater emits an odor</td>
<td>Normal Operation</td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td>Defective Heater Assembly</td>
<td>Replace Heater Assembly</td>
</tr>
<tr>
<td>Heater fan turns on but heater lacks heat</td>
<td>Improper operation</td>
<td>Refer to Operation Section</td>
</tr>
<tr>
<td></td>
<td>Loose wiring</td>
<td>Trace wiring in unit</td>
</tr>
<tr>
<td></td>
<td>Defective Heater Assembly</td>
<td>Replace Heater Assembly</td>
</tr>
<tr>
<td>Heating element is glowing red</td>
<td>Normal Operation</td>
<td>Small glowing sections of the element are considered normal.</td>
</tr>
<tr>
<td></td>
<td>Defective heater assembly</td>
<td>If larger glowing sections are causing the heater to trip the thermal cutout, unplug unit, discontinue use and replace heater assembly.</td>
</tr>
<tr>
<td><strong>Noise</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Excessive noise with the heater on</td>
<td>Dirty Heater Assembly</td>
<td>Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.</td>
</tr>
<tr>
<td></td>
<td>Defective Heater Assembly</td>
<td>Replace Heater Assembly</td>
</tr>
<tr>
<td>Grinding or excessive noise with the heater off</td>
<td>Flicker rod hitting or rubbing against internal components</td>
<td>Ensure rod is straight and mounted properly in the bracket, spinning freely away from other components. Replace if necessary.</td>
</tr>
<tr>
<td></td>
<td>Defective Flicker Motor</td>
<td>Replace Flicker Motor</td>
</tr>
</tbody>
</table>