Service Manual

Model

RBF24DLX
RBF30
RBF36
RBF36P
RBF42
500002388 (RBF30-FG)
500002389 (RBF30WC-FG)
500002400 (RBF36-FG)
500002401 (RBF36WC-FG)
500002398 (RBF36P-FG)
500002399 (RBF36PWC-FG)
500002410 (RBF42-FG)
500002411 (RBF42WC-FG)
500005127 (REV24-NB)
500005128 (REV24-WC)
500005446 (REV24-BL)
500005733 (REV24-HB)
500005130 (REV30-NB)
500005131 (REV30-WC)
500005447 (REV30-BL)
500005734 (REV30-HB)
500005133 (REV36-NB)
500005134 (REV36-WC)
500005448 (REV36- BL)
500005735 (REV36-HB)
500005135 (REV36P-NB)
500005136 (REV36P-WC)
500005449 (REV36P-BL)
500005736 (REV36P-HB)
500005139 (REV42-NB)
500005140 (REV42-WC)
500005450 (REV42-BL)
500005737 (REV42-HB)

Part Number

6909990100 & 6909990200
6909780100 & 6909780200
6909790100 & 6909790300
6909790200 & 6909790400
6909800100 & 6909800200
6909990500 & 6909990600

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

TABLE OF CONTENTS

Exploded Parts Diagram - RBF30, RBF36, RBF36P, RBF42 3

Replacement Parts List. 3

Exploded Parts Diagram - RBF30-FG, RBF36-FG, RBF36P-FG, RBF42-FG, REV30, REV36, REV36P, REV42 4

Replacement Parts List. 4

Exploded Parts Diagram - RBF24DLX, REV24 5

Replacement Parts List. 5

Wiring Diagram - REV/RBF30/36/36P/42 (including -FG models) 6

Wiring Diagram - REV24/RBF24DLX 6

Preparing for Service 7

Ember LED Light Replacement 8

Flame Base LED Replacement. 8

Flame LED Replacement. 8

Flicker Motor Replacement (30/36/36P/42) 8

Flicker Motor Replacement (REV24/RBF24DLX) 8

Main Control Board Replacement 9

Power Supply Replacement 9

Blower Assembly Replacement - (30/36/36P/42) 10

Element Replacement - (30/36/36P/42) 10

Cutout Replacement (REV/RBF-FG) 11

Heater Assembly Replacement (REV24/RBF24DLX) 11

Touch Pad Replacement. 12

Thermistor Replacement (REV24/RBF24DLX) 12

Thermistor Replacement (30/36/36P/42) 13

Top Front Lights Replacement. 13

Rear Top Lights Replacement 13

Decorative Panel Replacement 13

Troubleshooting Guide 14

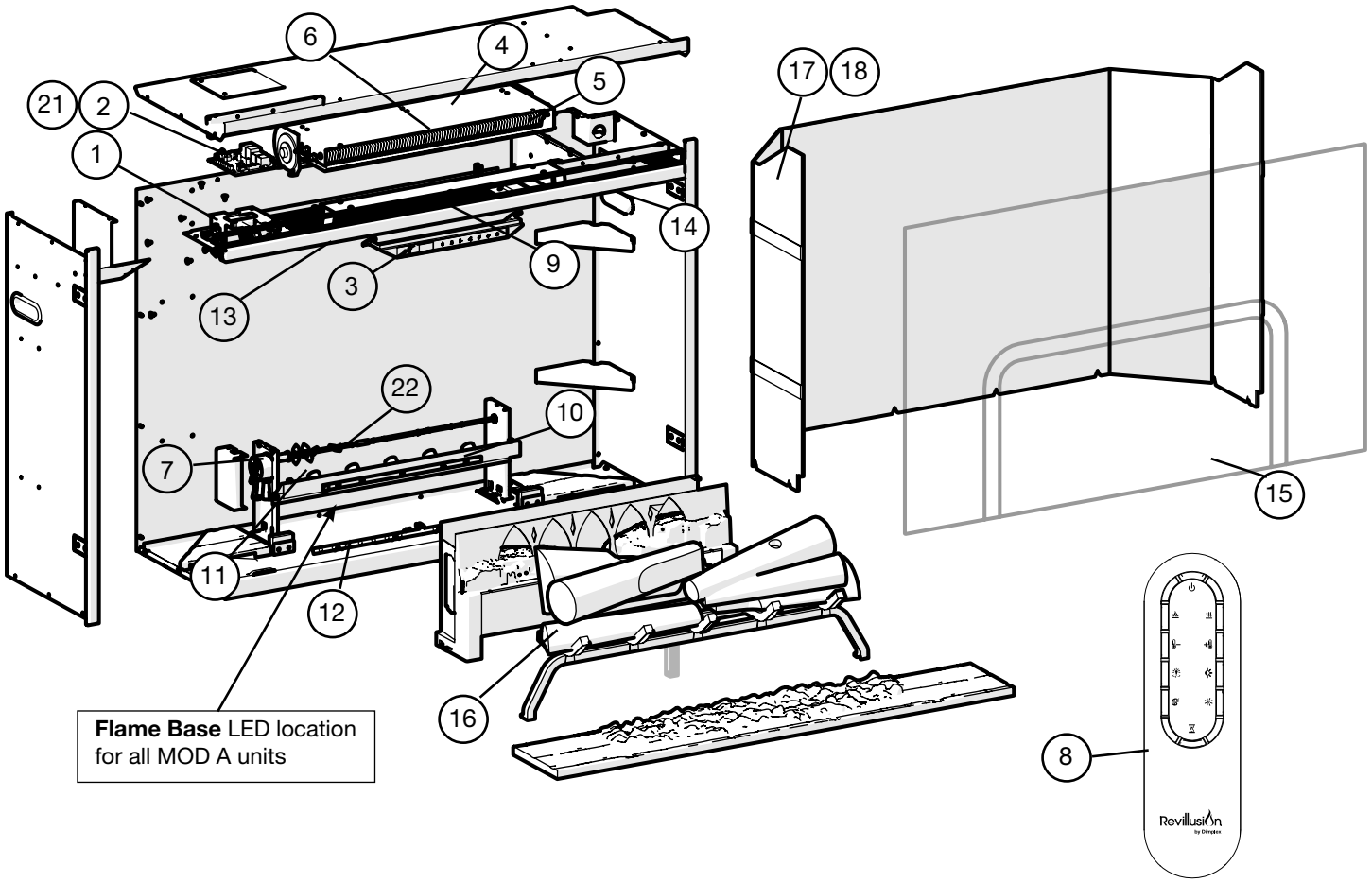
Always use a qualified technician or service agency to repair this firebox.

! **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.

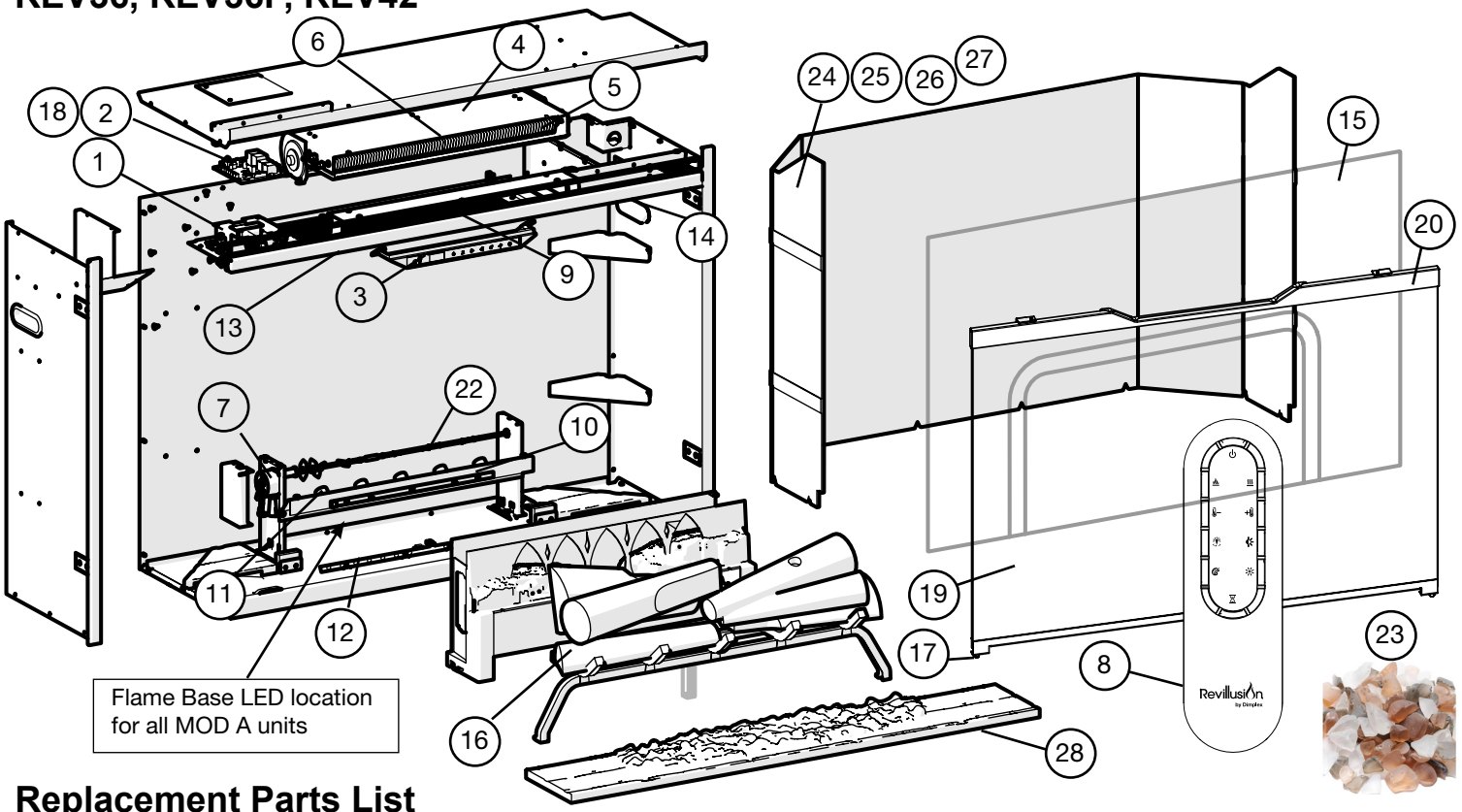
Exploded Parts Diagram - RBF30, RBF36, RBF36P, RBF42



Replacement Parts List

1. Power Supply X-2100250100RP
2. Main Control Board X-3001810101RP
3. Touch Pad X-3001830100RP
4. Blower Assembly X-5300110500RP
5. Heater Elements X-2200510700RP
6. Cutout X-2300201900RP
7. Flicker Motor X-2000501000RP
8. Remote Control X-3001710100RP
9. Thermistor X-3001560800RP
10. Flame Base (RGB) RBF30 . . . . . X-3001790100RP
    RBF36, RBF36P, RBF42 . . . . . X-3001790200RP
    RBF30, RBF36, RBF36P, RBF42 MOD. A X-3001960100RP
11. Back log LED RBF30 . . . . . X-3001760200RP
    RBF36, RBF36P, RBF42 . . . . . X-3001760300RP
12. Ember LED RBF30 . . . . . X-3001820100RP
    RBF36, RBF36P, RBF42 . . . . . X-3001820200RP
13. Top Back Light (RGB) X-3001570100RP
14. Top Front Lights (2 sets) RBF30 . . . . . X-3001570600RP
    RBF36, RBF36P X-3001570500RP
    RBF42 . . . . . X-3001570401RP
15. Flame Screen RBF30 . . . . . X-5903010100RP
    RBF36 . . . . . X-5903020100RP
    RBF36P X-5903020300RP
    RBF42 . . . . . X-5903020200RP
16. Log Set Assembly RBF30 . . . . . X-0442100100RP
    RBF36, RBF36P, RBF42 . . . . . X-0442110100RP
17. Brick Panels RBF30 . . . . . X-5902970001RP
    RBF36 . . . . . X-5902950001RP
    RBF36P X-5903060001RP
    RBF42 . . . . . X-5902960001RP
18. Concrete Panels RBF30 . . . . . X-5902970002RP
    RBF36 . . . . . X-5902950002RP
    RBF36P X-5903060002RP
    RBF42 . . . . . X-5902960002RP
19. Accessory Glass Hardware X-9601750100RP
20. Accessory Door Hardware X-9601760100RP
21. Permanent Heat Disable Jumper X-4300520100RP
22. Flicker Rod RBF30 500005184
    RBF36/36P/42 500005185

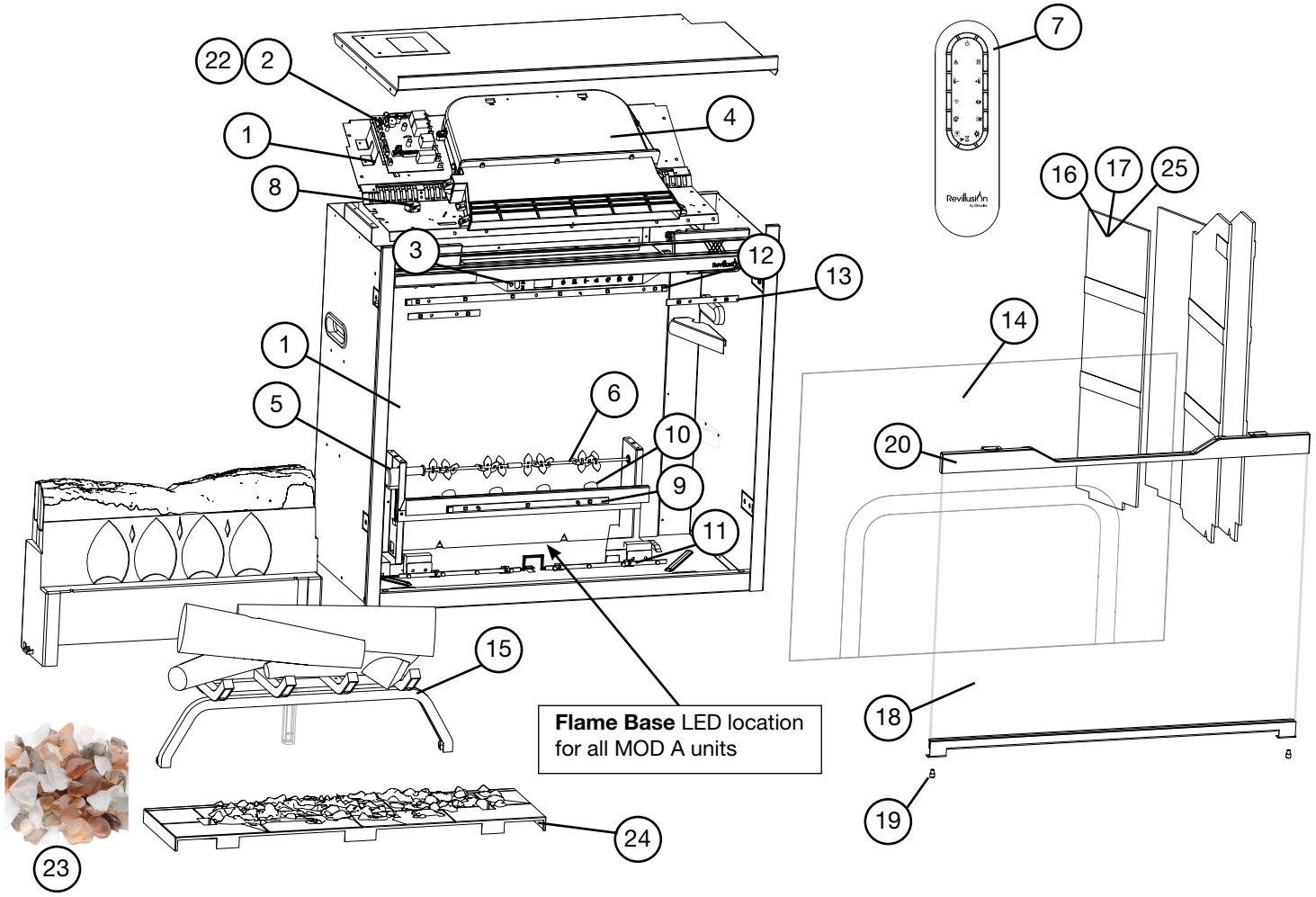
Exploded Parts Diagram - RBF30-FG, RBF36-FG, RBF36P-FG, RBF42-FG, REV30, REV36, REV36P, REV42



Replacement Parts List

1. Power Supply X-2100250100RP
2. Main Control Board X-3001810101RP
3. Touch Pad X-3001830100RP
4. Blower Assembly. X-5300110500RP
5. Heater Elements X-2200510700RP
6. Cutout X-2300201900RP
7. Flicker Motor X-2000501000RP
8. Remote Control X-3001710100RP
9. Thermistor X-3001560800RP
10. Flame Base X-3001960100RP
11. Back log LED REV30/RBF30-FG X-3001760200RP
    REV [36/36P/42]/RBF[36/36P/42]-FG X-3001760300RP
12. Ember LED REV30/RBF30-FG X-3001820100RP
    REV [36/36P/42]/RBF[36/36P/42]-FG X-3001820200RP
13. Top Back Light (RGB) X-3001570100RP
14. Top Front Lights (2 sets) REV30/RBF30-FG X-3001570600RP
    REV36/RBF36-FG, REV36P/RBF36P-FG X-3001570500RP
    REV42/RBF42-FG X-3001570401RP
15. Flame Screen REV30/RBF30-FG X-5903010100RP
    REV36/RBF36-FG X-5903020100RP
    REV36P/RBF36P-FG. X-5903020300RP
    REV42/RBF42-FG X-5903020200RP
16. Log Set Assembly REV30/RBF30-FG X-0442100100RP
    REV[36/36P/42]/RBF[36/36P/42]-FG X-0442110100RP
17. Accessory Front Glass Hardware X-9601750100RP
18. Permanent Heat Disable Jumper X-4300520100RP
19. Front Glass REV30/RBF30-FG RBFGLASS30
    REV36/RBF36-FG RBFGLASS36
    REV36P/RBF36P-FG. 500000742
    REV42/RBF42-FG RBFGLASS42
20. Front Glass Trim* REV30/RBF30-FG 500004486
    REV36/REV36P/RBF36-FG/RBF36P-FG 500004487
    REV42/RBF42-FG 500004497
    *Trim is included with front glass replacement part
21. Power Cord . . . . . X-RBFPLUG
22. Flicker Rod REV30/RBF30 500005184
    REV [36/36P/42]/RBF[36/36P/42]-FG 500005185
23. Glass media. 500002842
24. NB Panels REV30/RBF30-FG 500005129
    REV36/RBF36-FG 500005132
    REV36P/RBF36P-FG. 500005137
    REV42/RBF42-FG 500005138
25. HB Panels REV30/RBF30-FG X-5902970001RP
    REV36/RBF36-FG X-5902950001RP
    REV36P/RBF36P-FG. X-5903060001RP
    REV42/RBF42-FG X-5902960001RP
26. BL Panels REV30/RBF30-FG 500005452
    REV36/RBF36-FG 500005453
    REV36P/RBF36P-FG. 500005454
    REV42/RBF42-FG 500005455
27. WC Panels REV30/RBF30-FG X-5902970002RP
    REV36/RBF36-FG X-5902950002RP
    REV36P/RBF36P-FG. X-5903060002RP
    REV42/RBF42-FG X-5902960002RP
28. Ember bed, REV30, WC, NB, BL 500005457
    REV30, HB. 500005739
    REV36/36P, WC, NB, BL 500005458
    REV36/36P, HB 500005740
    REV42, WC, NB, BL 500005459
    REV42, HB. 500005741

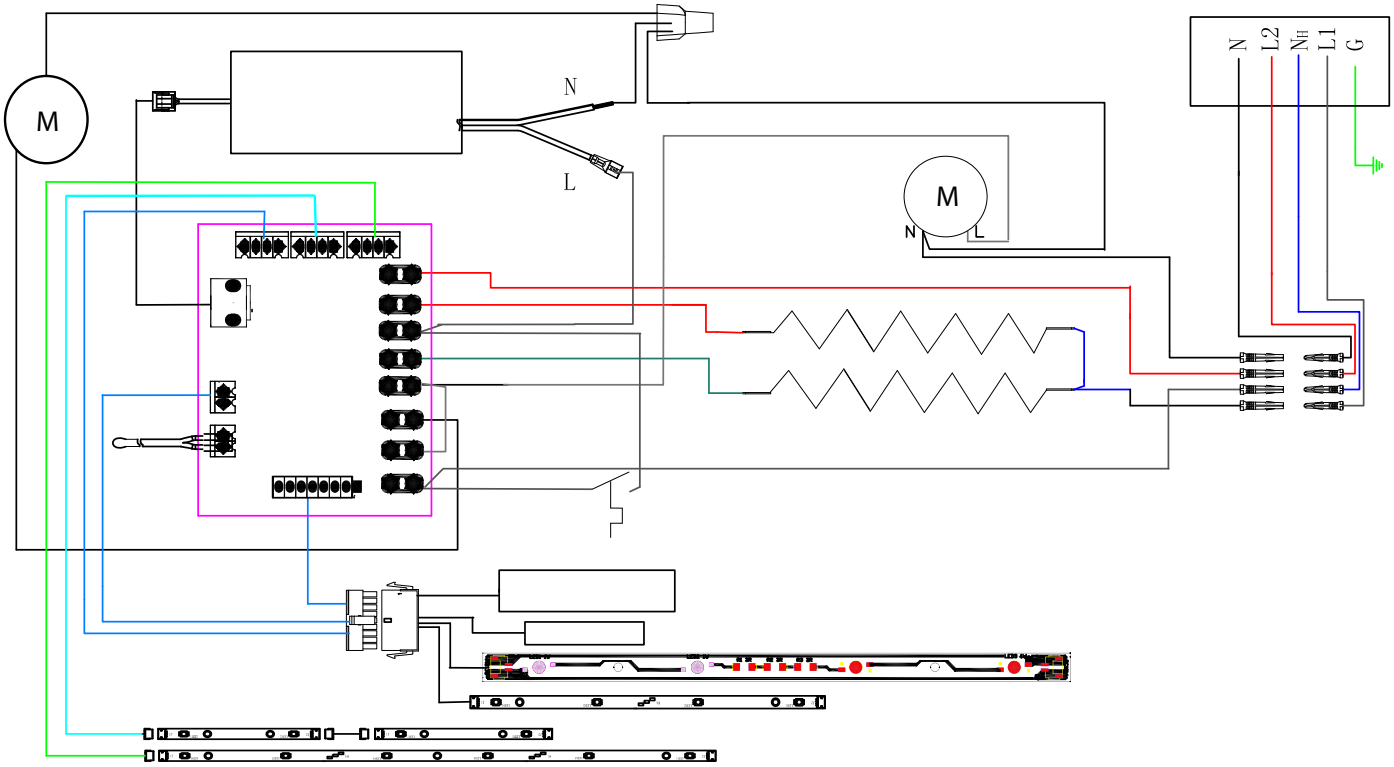
Exploded Parts Diagram - RBF24DLX, REV24



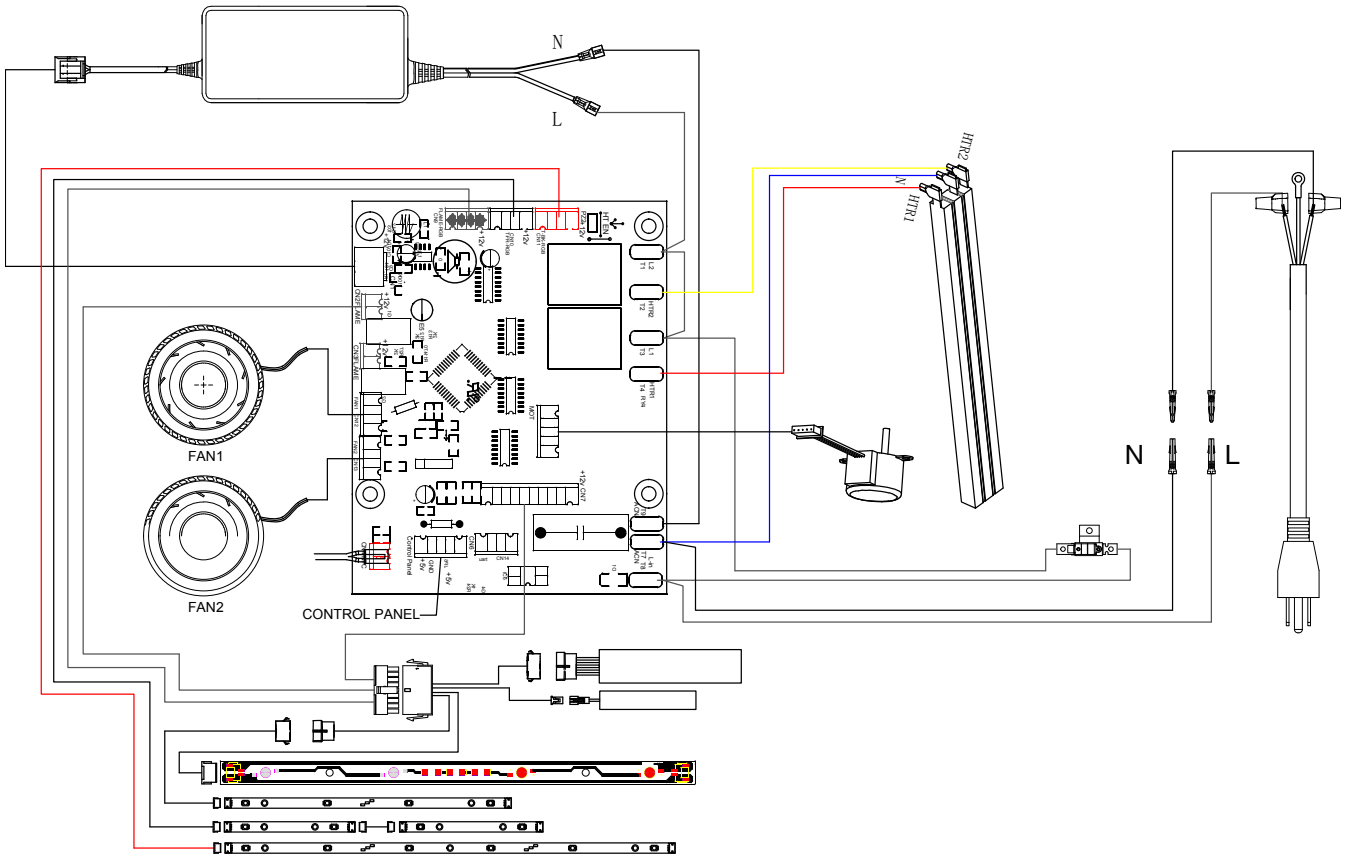
Replacement Parts List

1. Power Supply X-2100250600RP
2. Main Control Board X-3002080101RP
3. Touch pad X-3001830200RP
4. Heater Assembly X-2203810100RP
5. Flicker Motor X-3000240200KIT
6. Flicker Rod X-5903040200RP
7. Remote Control X-3001970100RP
8. Thermistor X-0442570100RP
9. Flame Base (RGB) X-3001790100RP
10. Flame/Back Log LED X-3001760200RP
11. Ember LED X-3001820100RP
12. Top Back Light (RGB) X-3001570100RP
13. Top Front Lights (2 sets) X-3001570600RP
14. Flame Screen X-5903010200RP
15. Log Set Assembly X-0442400100RP
16. HB Panels Set, REV24/RBF24DLX X-5903200001RP
17. WC Panels Set, REV24/RBF24DLX X-5903201001RP
18. Front Glass X-6909870500RP
19. Accessory Front Glass Hardware X-9601750100RP
20. Front Glass Trim 500002781
21. Power Cord . . . . . X-RBFPLUG
22. Permanent Heat Disable Jumper X-4300520100RP
23. Glass media 500002842
24. Faux Ember Bed, REV24, WC, NB, BL 500005456
    HB 500005738
25. Brick Panels Set, REV24, NB 500005126
    BL 500005451

Wiring Diagram - REV/RBF30/36/36P/42 (including -FG models)



Wiring Diagram - REV24/RBF24DLX



Preparing for Service

Tools Required: Phillips head screwdriver

⚠ **WARNING:** If the firebox was operating prior to servicing, allow at least 10 minutes for the heating elements to cool off to avoid accidental burning of skin.

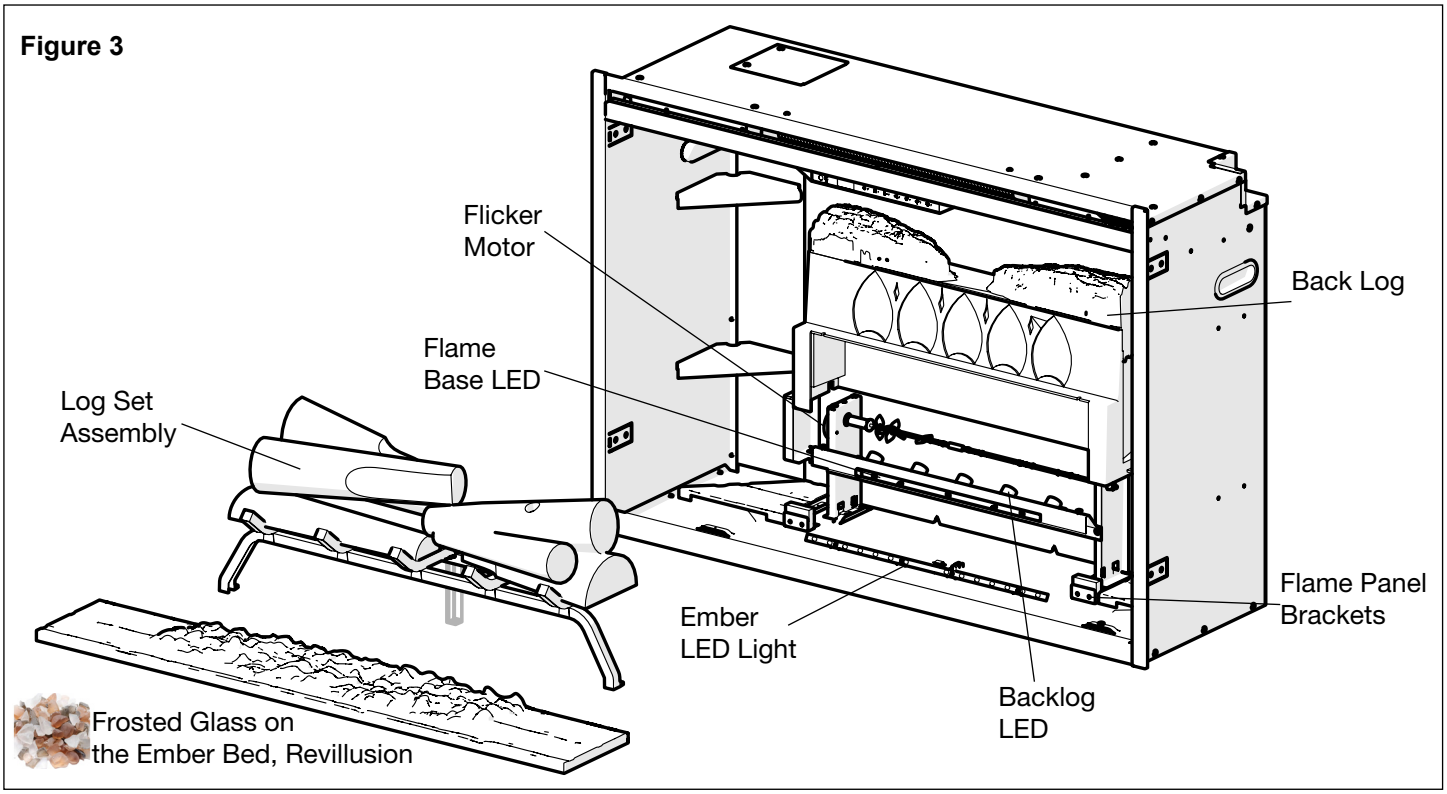
⚠ **WARNING:** Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Unplug the fireplace or turn off the breaker to disconnect the power.
2. Remove the front glass.
3. Remove the frosted glass on the ember bed, if applicable.
4. Locate and remove the screw behind each of the front legs of the firebox (2 screws total). (Figure 3)

   ! **IMPORTANT:** Only handle the log set by the plastic grate, not the logs themselves.
5. Slide the log set assembly forward and lift the log set assembly and the ember mat out. (Figure 3)

   ! **NOTE:** The logset must be unplugged to remove it.
6. On either side of the firebox gently remove the decorative panels by placing your finger in the gap toward the back and pulling out. The decorative panels are held in place by magnets and need minimal force to be removed.
7. Locate the two brackets securing the flame panel in the unit at the bottom and remove the 4 screws. (Figure 3)
8. Gently lift the flame panel out, and set it aside in a safe location.

Figure 3



Ember LED Light Replacement

Tools Required: Phillips head screwdriver
Needle-nose pliers

1. Follow the steps of “Preparing for Service” on page 7.
2. Locate the two ember LED light assemblies and the connector on the left hand side. (Figure 3)
3. Disconnect the connector.
4. Squeeze the mounting tabs located along the board with the needle-nose pliers, to release the tabs and lift off.
5. Replace the LED light assembly with the new assembly, and connect the connector into the side marked “IN”.
6. Reassemble the unit in reverse order from the instructions above.

Flame Base LED Replacement

Tools Required: Phillips head screwdriver

1. Follow the steps of “Preparing for Service” on page 7.
2. Remove the back log assembly by removing the two screws along the front of the log and the screw on either end.
3. Lift the back log assembly out of the unit.
4. Locate the flame base LED strip. (Figure 3)
5. Remove the flame base LED strip by pressing in the tab in the center of the standoffs to release the center pin out the back and lift the light strip off.
6. Disconnect the light strip by pulling the connector out of the assembly on the left hand side.
7. Connect the new light strip, ensuring the side marked “IN” is on the left hand side.
8. Reassemble the unit in reverse order from the instructions above.

Flame LED Replacement

Tools Required: Phillips head screwdriver

1. Follow the steps of “Preparing for Service” on page 7.
2. Remove the back log assembly by removing the two screws along the front of the log and the screw on either end.
3. Lift the back log assembly out of the unit.
4. Locate the flame LED strip. (Figure 3)
5. Remove the flame LED strip by pinching the standoffs while lifting the light strip off.
6. Disconnect the light strip by pulling the connector out of the assembly on the left hand side.
7. Connect the new light strip, ensuring the side marked J1 is on the left hand side.
8. Reassemble the unit in reverse order from the instructions above.

Flicker Motor Replacement (30/36/36P/42)

Tools Required: Phillips head screwdriver

1. Follow the steps of “Preparing for Service” on page 7.
2. Remove the back log assembly by removing the two screws along the front of the log and the screw on either end.
3. On the left hand side, locate the motor cover and remove the two screws securing it to the firebox. The cover can be gently tilted back and lifted out to access the wire connections. (Figure 3)
4. Remove the two screws that secure the motor to the unit.
5. Disconnect the flicker rod and rubber grommet from the flicker motor.
6. Disconnect the wire connectors, noting the location of the wires and connect the new motor wires.
7. Reassemble the unit in reverse order from the instructions above.

WARNING: Ensure wires do not get pinched while reinstalling the motor cover.

Flicker Motor Replacement (REV24/ RBF24DLX)

Tools Required: Phillips head screwdriver
Wire Snips

1. Follow the steps of “Preparing for Service” on page 7.
2. Remove the back log assembly by removing the two screws along the front of the log and the screw on each side (4 total).
3. Pull the flicker motor out from the rubber coupling attached to the flicker rod.
4. Remove the two screws that affix the flicker motor to the bracket.
5. Cut the five wires as close as possible to the flicker motor.
6. Cut wire leads from the new flicker motor to 3 1/2 inches long.
7. Using one of the supplied wire connectors, connect the yellow wire from the new flicker motor with the yellow wire cut from the old flicker motor.
8. Secure the wire connector by crimping the 3M symbol with pliers. Pull on both wires to ensure a strong connection.

9. Repeat the process for the 4 remaining wires, ensuring that all wires are paired by colour in each connector.
10. Attach new flicker motor to the retaining bracket.
11. Insert stem from flicker rod into the rubber grommet.
12. Reassemble the remainder of the firebox in reverse order from the instructions above.

⚠ **WARNING:** Ensure wires do not get pinched while reinstalling the motor cover.

Main Control Board Replacement

Tools Required: Phillips head screwdriver
Flat Head Screwdriver

1. Follow the steps of "Preparing for Service" on page 7.
2. Remove the 2 hex head screws on either side of the controls and the 4 hex head screws (12 screws total) along each side of the panel and gently lower the internal assembly. (Figure 4)
3. Disconnect the two main wire connectors - one on each side of the unit.
4. Disconnect the hanging straps at the front, ensuring that you support the entire assembly, and lift the back of the assembly up and off of the hook at the back. At this point you should be able to gently set the assembly on the surface in front of the unit to access the main control board.
5. Transfer the wire connectors from the terminals on the original board to the same location on the replacement board, cutting the cable ties as necessary. (Figure 4)

! **NOTE:** Use a flat head screwdriver to gently pry between the end of the connector and the main control board to release the wires.

6. Remove the screws in each of the corners of the board and lift the board off. (Figure 5)
7. Install the new board.
8. Reassemble the remainder of the firebox in reverse order from the instructions above.

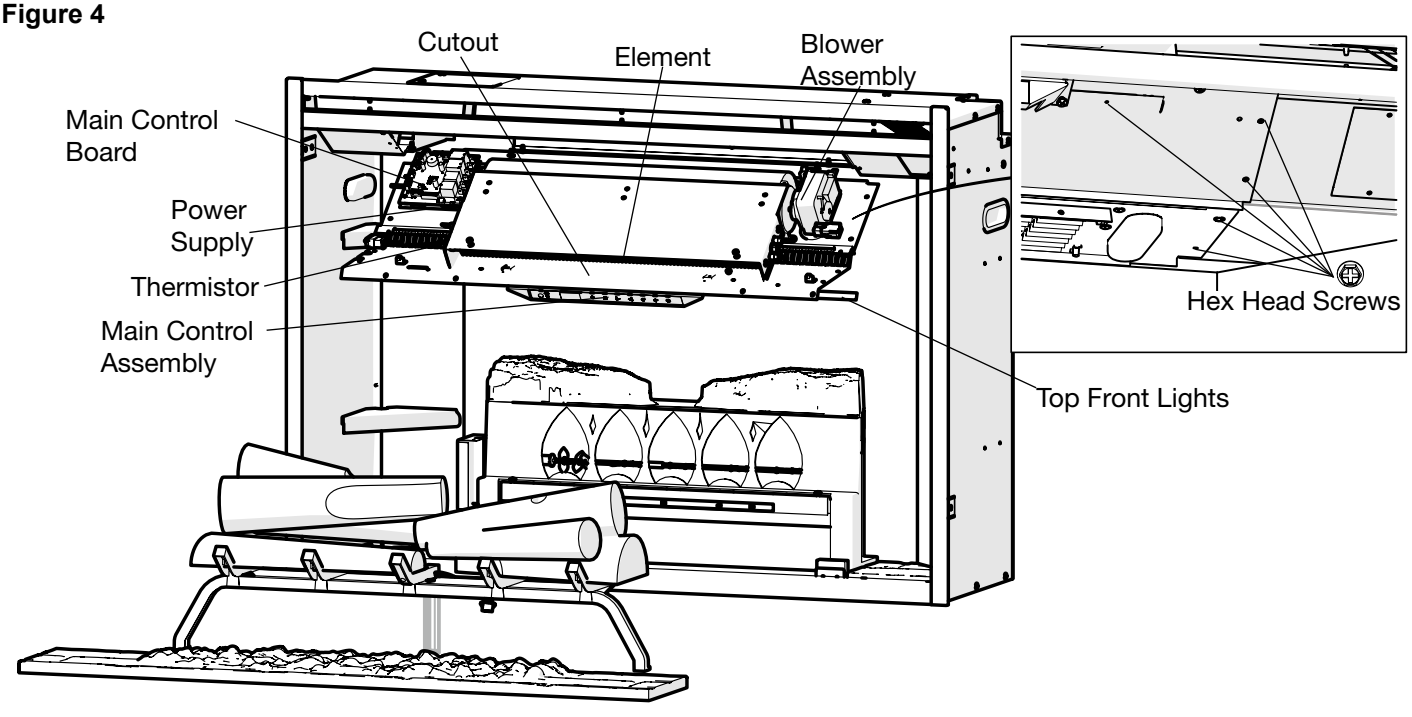
⚠ **WARNING:** Ensure wires do not come in contact with moving parts by securing wires in cable ties.

Power Supply Replacement

Tools Required: Phillips head screwdriver

1. Follow the steps of "Preparing for Service" on page 7.
2. Remove the 2 hex head screws on either side of the controls and the 4 hex head screws (12 screws total) along each side of the panel and gently lower the internal assembly. (Figure 4)
3. Disconnect the two main wire connectors - one on each side of the unit.
4. Disconnect the hanging straps at the front, ensuring that you support the entire assembly, and lift the back of the assembly up and off of the hook at the back. At this point you should be able to gently set the assembly on the surface in front of the unit to access the power supply.
5. Locate the power supply located below the main control board. (Figure 4)
6. Remove the 4 screws that secure the main control board to the unit. (Figure 5)

Figure 4



7. Remove the 4 screws on the assembly to release the bracket that secures the power supply to the unit. (Figure 6)
8. Trace the wires to the main control board and the wire nuts and replace the old connections with the new connections, cutting the cable ties as necessary.
9. Reinstall the support bracket over the new power supply.
10. Reassemble the remainder of the firebox in reverse order from the instructions above.

⚠ **WARNING:** Ensure wires do not come in contact with moving parts by securing wires in cable ties.

Blower Assembly Replacement - (30/36/36P/42)

Tools Required: Phillips head screwdriver
Flat Head Screwdriver

1. Follow the steps of “Preparing for Service” on page 7.
2. Remove the 2 hex head screws on either side of the controls and the 4 hex head screws (12 screws total) along each side of the panel and gently lower the internal assembly. (Figure 4)
3. Disconnect the two main wire connectors - one on each side of the unit.
4. Disconnect the hanging straps at the front, ensuring that you support the entire assembly, and lift the back of the assembly up and off of the hook at the back. At this point you should be able to gently set the assembly on the surface in front of the unit to access the blower assembly.
5. From the top panel of the heating assembly housing, locate and remove the 6 screws that hold the blower assembly to the housing panel. Separate the blower assembly from the housing panel. (Figure 4)

⚠ **CAUTION**: When removing the blower assembly mounting screws support the assembly to prevent any damage to the unit.

6. Disconnect the wiring connections noting their original locations.

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

7. Properly orient the new blower assembly and connect all of the wiring connections.
8. Reassemble the remainder of the firebox in reverse order from the instructions above.

⚠ **WARNING:** Ensure wires do not come in contact with moving parts by securing wires in cable ties.

Element Replacement - (30/36/36P/42)

Tools Required: Phillips head screwdriver
Flat Head Screwdriver

1. Follow the steps of “Preparing for Service” on page 7.
2. Remove the 2 hex head screws on either side of the controls and the 4 hex head screws (12 screws total) along each side of the panel and gently lower the internal assembly. (Figure 4)
3. Disconnect the two main wire connectors - one on each side of the unit.
4. Disconnect the hanging straps at the front, ensuring that you support the entire assembly, and lift the back of the assembly up and off of the hook at the back. At this point you should be able to gently set the assembly on the surface in front of the unit to access the element.
5. From the top panel of the heating assembly housing, remove the 4 screws that hold the element cover to the housing panel. (Figure 4)
6. Disconnect wires from the ends of the elements noting their original locations.

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

! **NOTE:** Some of the wires may have a “piggy-back” connector that allows a second wire to connect to the same prong as the first wire. Try and keep the “piggy-back” connection together when pulling the wires off the element.

7. Using a 3/8” ratchet or wrench remove the hex head screw from both sides of the element. Remove elements from the element housing and replace with the new elements.
8. Reassemble the remainder of the firebox in reverse order from the instructions above.

⚠ **WARNING:** Ensure wires do not come in contact with moving parts by securing wires in cable ties.

Cutout Replacement (REV/RBF-FG)

Tools Required: Phillips head screwdriver
Flat Head Screwdriver

1. Follow the steps of “Preparing for Service” on page 7.
2. Remove the 2 hex head screws on either side of the controls and the 4 hex head screws (12 screws total) along each side of the panel and gently lower the internal assembly. (Figure 4)
3. Disconnect the two main wire connectors - one on each side of the unit.
4. Disconnect the hanging straps at the front, ensuring that you support the entire assembly, and lift the back of the assembly up and off of the hook at the back. At this point you should be able to gently set the assembly on the surface in front of the unit to access the upper components.
5. Remove the 3 heater assembly mounting screws from underneath the top panel along the front. (Figure 4)
6. Lower the heater assembly so that the 3 support tabs, in the top panel, can be easily released.
7. Remove temperature limit switch screw from heater bracket assembly and disconnect the temperature limit switch wire from heater element and from the wire connectors, noting their original location.
8. Properly orient the new temperature limit switch and secure it to the heater bracket assembly with the small screw from the original cutout.
9. Reconnect the wires in their original locations.
10. Reassemble the remainder of the firebox in reverse order from the instructions above.

⚠ **WARNING:** Ensure wires do not come in contact with moving parts by securing wires in cable ties.

Heater Assembly Replacement (REV24/ RBF24DLX)

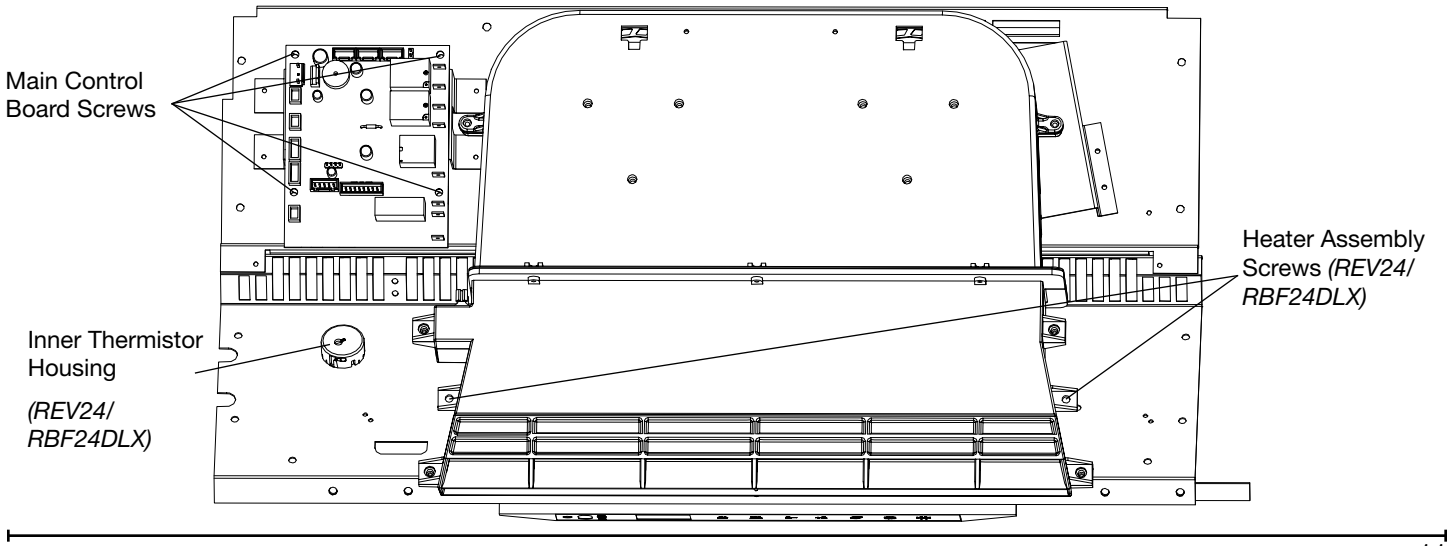
Tools Required: Phillips head screwdriver
Flat Head Screwdriver

1. Follow the steps of “Preparing for Service” on page 7.
2. Remove the 2 hex head screws on either side of the controls and the 4 hex head screws (12 screws total) along each side of the panel and gently lower the internal assembly. (Figure 4)
3. Disconnect the two main wire connectors - one on each side of the unit.
4. Disconnect the hanging straps at the front, ensuring that you support the entire assembly, and lift the back of the assembly up and off of the hook at the back. At this point you should be able to gently set the assembly on the surface in front of the unit to replace the heater assembly.
5. Remove the two screws securing the heater assembly to the top panel from the inside. (Figure 5)
6. Remove the 4 screws from the outer side of the top panel that secure the heater assembly brackets to the top panel. (Figure 6)
7. Remove the 2 screws on each bracket that secure the brackets to the heater assembly (4 screws total).
8. Remove the wire connections from the heater assembly, making note of their original locations. Cut the cable ties as necessary.
9. Connect the wires from the new heater assembly.
10. Secure the previously removed brackets to the new heater assembly.

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

11. Secure the brackets to the top panel, using the screws removed in step 6.
12. Secure the heater assembly to the inside of the top panel using the two screws removed in step 5.
13. Reassemble the remainder of the firebox in reverse order from the instructions above.

Figure 5



Touch Pad Replacement

Tools Required: Phillips head screwdriver

WARNING: If the firebox was operating prior to servicing, allow at least 10 minutes for the heating elements 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.

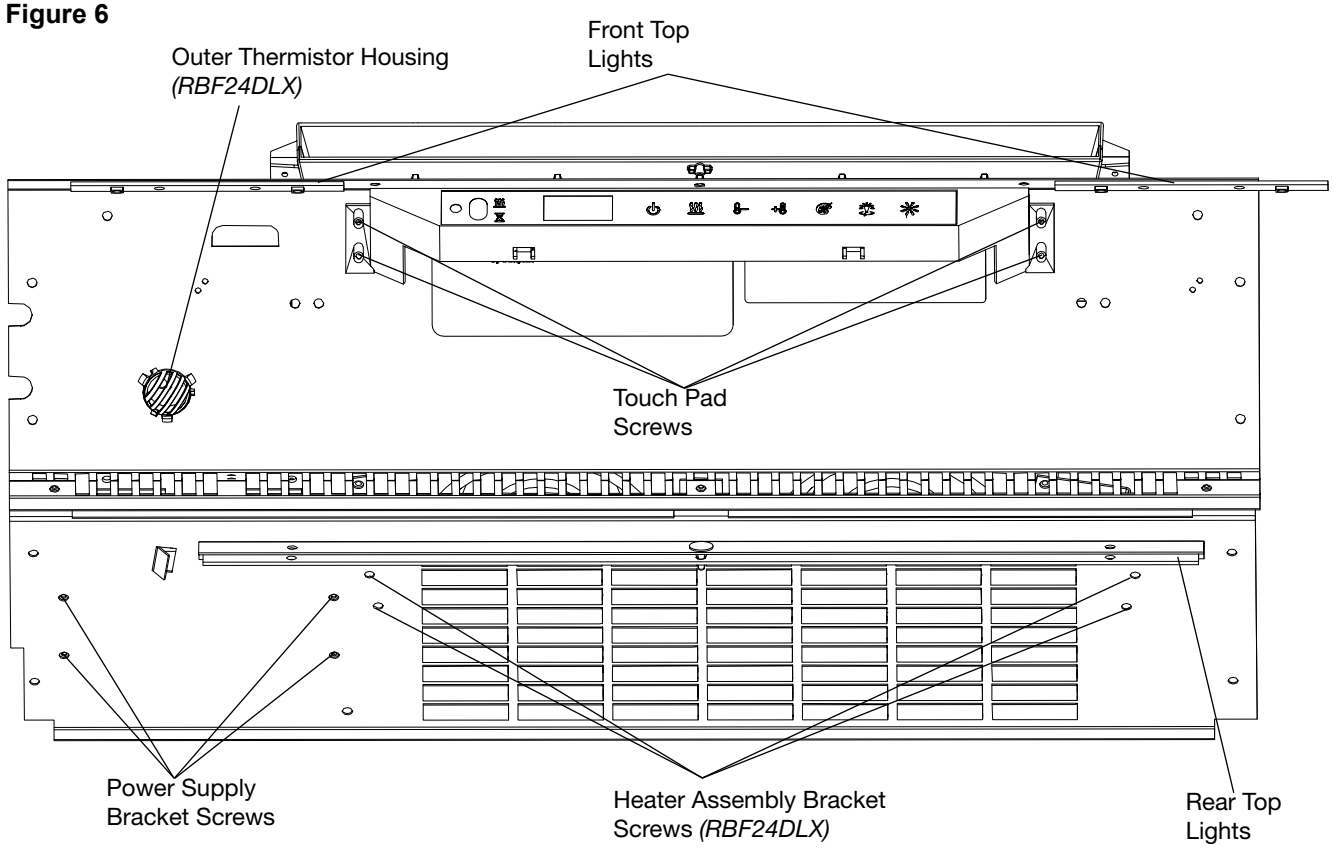
1. Unplug the fireplace or turn off the breaker to disconnect the power.
2. Remove the front glass.
3. Remove the two screws on each side of the touch pad assembly.
4. Unplug the pin connector.
5. Plug in the connector from the new touch pad.
6. Install the replacement touchpad and secure with the 4 screws that were previously removed.
7. Reinstall the front glass.

Thermistor Replacement (30/36/36P/42)

Tools Required: Phillips head screwdriver

1. Follow the steps of “Preparing for Service” on page 7.
2. Remove the 2 hex head screws on either side of the controls and the 4 hex head screws (12 screws total) along each side of the panel and gently lower the internal assembly. (Figure 4)
3. Disconnect the two main wire connectors - one on each side of the unit.
4. Disconnect the hanging straps at the front, ensuring that you support the entire assembly, and lift the back of the assembly up and off of the hook at the back. At this point you should be able to gently set the assembly on the surface in front of the unit to replace the thermistor.
5. Locate the thermistor and tie wrap securing it to the standoff. (Figure 4)
6. Trace the wire from the thermistor to the main control board and disconnect the wire, noting the location on the board.
7. Run the wire from the thermistor, following the same path as the wire that was removed. Attach the new wire to the board.
8. Install the replacement thermistor and secure.
9. Reassemble the remainder of the firebox in reverse order from the instructions above.

Figure 6



Thermistor Replacement (REV24/ RBF24DLX)

Tools Required: Phillips head screwdriver

1. Follow the steps of “Preparing for Service” on page 7.
2. Remove the 2 hex head screws on either side of the controls and the 4 hex head screws (12 screws total) along each side of the panel and gently lower the internal assembly. (Figure 4)
3. Disconnect the two main wire connectors - one on each side of the unit.
4. Disconnect the hanging straps at the front, ensuring that you support the entire assembly, and lift the back of the assembly up and off of the hook at the back. At this point you should be able to gently set the assembly on the surface in front of the unit to replace the heater assembly.
5. Trace the thermistor wire back to the main board, cutting the cable ties as necessary. Unplug the defective thermistor.
6. Hold the top and bottom parts of the thermistor housing, twisting them until they come apart. (Figures 5 and 6)
7. Remove the thermistor from the thermistor housing.
8. Insert the new thermistor into the thermistor housing.
9. Secure the thermistor housing to the top panel.
10. Connect the new thermistor to the main control board.
11. Reassemble the remainder of the firebox in reverse order from the instructions above.

Top Front Lights Replacement

Tools Required: Phillips head screwdriver

1. Follow the steps of “Preparing for Service” on page 7.
2. Remove the 2 hex head screws on either side of the controls and the 4 hex head screws (12 screws total) along each side of the panel and gently lower the internal assembly. (Figure 4)
3. Locate the defective front top light assembly. From the backside of the standoff press the center out to release the center pin and remove the light assembly. (Figure 4)
4. Disconnect the connection on each end, noting which end is labeled “IN” and which is labeled “OUT”.
5. Orient and place the new LED strip, using the previously removed pin to secure it to the top panel.
6. Reassemble the remainder of the firebox in reverse order from the instructions above.

Rear Top Lights Replacement

Tools Required: Phillips head screwdriver
Needle nose pliers

1. Follow the steps of “Preparing for Service” on page 7.
2. Locate the rear top light assembly and use the pliers to pinch the back of the standoffs while pulling the LED away to release the light assembly.
3. Disconnect the connection.
4. Properly orient the LED strip, ensuring that the end labeled “IN” is toward the left, so that it can receive the connection.
5. Reassemble the remainder of the firebox in reverse order from the instructions above.

Decorative Panel Replacement

Tools Required: Phillips head screwdriver
Needle-nose pliers

1. Follow the steps of “Preparing for Service” on page 7.
2. Replace the decorative panels. They are held using magnetic strips.
3. Reassemble the remainder of the firebox in reverse order from the instructions above.

Troubleshooting Guide

PROBLEM	CAUSE	SOLUTION
General		
Circuit breaker trips or fuse blows when unit is turned on	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.
	Short in unit wiring.	Trace wiring in unit.
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.
Firebox does not turn on with touchpad controls	Improper operation	Refer to Operation section
	No incoming power from the electrical wall socket	Check fuse/breaker panel
	Defective power supply	Replace power supply
	Defective touch pad	Replace touch pad
	Defective main control board	Replace main control board.
Firebox does not turn on with remote control	Improper operation	Refer to Operation section
	Loose wiring	Check wiring connections
	Remote control not working	Replace batteries. Replace remote control if defective.
	Defective touch pad	Replace touch pad
	Defective main control board	Replace main control board
Fireplace does not respond to commands on the hidden touch controls (display shows LOC)	Hidden touch controls are locked.	Hold 🌡– and ☼ at the same time for 2 seconds on the hidden touch controls.
Appearance		
One or all logs in log set dim, not glowing	Loose connection	Check wiring connections
	Defective log set	Replace log set
Back log dim, not glowing	See below “Flame not appearing”	
Flame dim or not appearing	Improper operation	Refer to Operation section
	Loose connection of flame LEDs	Check wiring connections
	Defective flame LED wiring	Replace flame LED strip
	Defective main control board	Replace main control board.
Flame Frozen	Loose wiring	Check wiring connections
	Defective flicker motor	Replace flicker motor
Flame Shudder	Defective flicker motor	Replace flicker motor
Colour themes dim or not appearing	Improper operation	Refer to Operation section
	Loose connection of coloured LEDs	Check wiring connections
	Defective coloured LED wiring	Replace affected coloured LED strip
	Defective main control board	Replace main control board.

PROBLEM	CAUSE	SOLUTION
Heater		
Heater is not turning Off	Normal operation	The fan will continue to run for 2 minutes after heat has been turned off.
	Defective main control board	Replace main control board
Heater is not turning On	Improper operation	Refer to Operation section Ensure that heat is not disabled (--- is displayed) Ensure set temp. is higher that room temperature
	Improper wiring/installation	Refer to installation guide
	Defective blower[1]	Replace blower[1]
	Defective heater assembly[2]	Replace heater assembly[2]
Heater is turning off after a couple of minutes of operation	Build up of dirt/dust	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
	Defective blower[1]	Replace blower[1]
	Defective heater assembly[2]	Replace heater assembly[2]
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.
Heater fan turns on but heater lacks heat	Improper operation	Refer to Operation Section
	Loose wiring	Trace wiring in unit
	Defective heater assembly[2]	Replace heater assembly[2]
Heating element is glowing red	Normal Operation	Small glowing sections of the element are considered normal.
	Defective blower[1]	If larger glowing sections are causing the heater to trip the thermal cutout, unplug unit, discontinue use and replace blower/heater assembly.
	Defective heater assembly[2]	
Heater fan runs continuously	Defective main control board	Replace main control board
Noise		
Excessive noise with the heater on	Dirty blower/heater assembly	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
	Defective blower[1]	Replace blower[1]
	Defective heater assembly[2]	Replace heater assembly[2]
Excessive noise with the heater off	Defective flicker motor	Replace flicker motor
Error Codes		
E 1	Defective/disconnected thermistor	Replace thermistor
E2	Heater is cutting out	Turn unit off and on using touchpad.
		Ensure installation is not sub-recessed and that proper airflow is achieved
		Replace heater assembly[2]/blower[1] if needed
E--	Heat has been permanently disabled.	Reinsert permanent heat disable jumper on main control board

[1] Only applicable to units REV30, REV36, REV36P, REV42,RBF30, RBF36, RBF36P, RBF42, RBF30-FG, RBF36-FG, RBF36P- FG, RBF42-FG

[2] Only applicable to REV24/RBF24DLX

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

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