

TROUBLESHOOTING GUIDE - DLG1058

PROBLEM	CAUSE	SOLUTION
General		
Circuit breaker trips or fuse blows when unit is turned on	Short in unit wiring.	Trace wiring in unit.
	Improper circuit current rating	Additional appliances may exceed the current rating of the circuit breaker or fuse. Plug unit into another outlet or install unit on a dedicated 15 amp circuit.
Unit turns on or off by itself	Remote control has a similar frequency to other remotes in the area.	Replace Remote Control. Initialize to Remote Control Receiver.
	Radio frequency disturbance from outside sources.	Change the CODE on the Remote Control (see operation section). Initialize Remote Control and Receiver
	Defective Remote Control Receiver	Replace Remote Control Receiver. Initialize to 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.
Appearance		
Log grate does not turn on in Manual Mode	Improper operation	Refer to Operation Section
	No incoming power from the electrical wall socket	Check Fuse/Breaker Panel
	Defective On/Off Switch	Replace On/Off Switch
	Defective Remote Control Receiver	Replace Remote Control Receiver. Initialize with Remote Control.
Log grate does not turn on in Remote Mode	Improper operation	Refer to Operation Section
	Remote control not initialized to log grate	Initialize the remote control
	Loose wiring	Check wiring connections
	Remote Control not working	Install new battery into the Remote Control. Re-initialize remote control where necessary
		Replace Remote Control Receiver where necessary. Initialize Remote Control Receiver to Remote Control.
Defective Remote Control Receiver	Replace Remote Control Receiver. Initialize to Remote Control	
Flame Frozen	Loose wiring	Check wiring connections
	Defective flicker motor	Replace flicker motor
Flame not bright or flame not visible	Loose wiring	Check wiring connections
	Defective LED lights	Replace Log Grate Assembly
All logs dim, not glowing	Loose connection	Check wiring connections
	Defective Log Grate wiring	Replace Log Grate Assembly
One Log dim, not glowing	Loose connection	Check wiring connections
	Defective LED in Log	Connect log to another log grate connection to verify if log works. <ul style="list-style-type: none"> • If log works, wiring defective - Replace Log Grate Assembly • If log does not work, LED defective- replace Log

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PROBLEM	CAUSE	SOLUTION
Appearance Continued		
Ember Bed dim, not glowing	Loose Connection	Check wiring connections
	Defective Ember Bed	Replace Ember Bed
	Defective Remote Control Receiver	Replace Remote Control Receiver
Flame Shudder	Defective flicker motor	Replace flicker motor
Heater		
Heater is not turning Off	Improper operation	Refer to Operation Section
	Defective Remote Control Receiver	Replace Remote Control Receiver. Initialize to Remote Control.
Heater is not turning On	Improper operation	Refer to Operation Section
	Loose wiring	Check wiring connections
	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 log grate 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.
Heater fan runs continuously	Loose wiring	Trace wiring in unit
	Defective heater assembly	Replace heater assembly
Noise		
Excessive noise with the heater on	Dirty heater assembly	Ensure that exterior intake louvers and log grate 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

! NOTE: For any additional operational, servicing, replacement instructions or replacement parts please see the associated Service Manual.



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