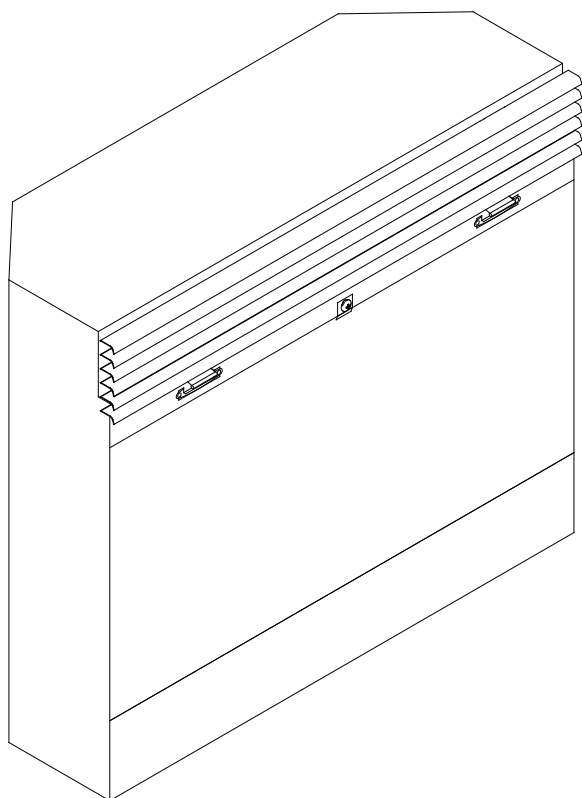




Better solutions through innovation



Service Manual

26" Fireplace

With 3-Stage Remote

Model Number:
DF2600CG

UL Part Number
6901170859
6901170959
6901181300

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
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1-888-346-7539 • 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

Figure 1

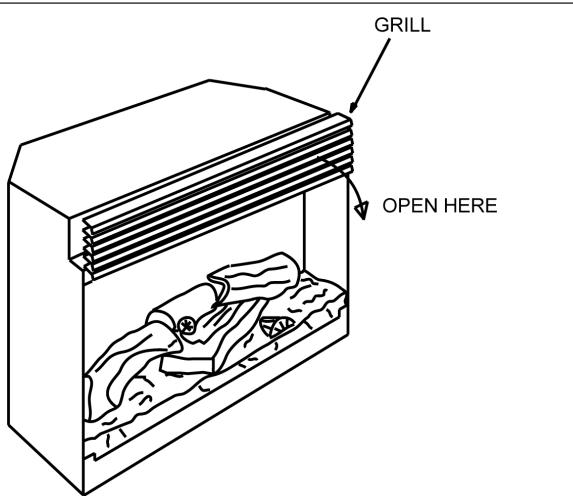
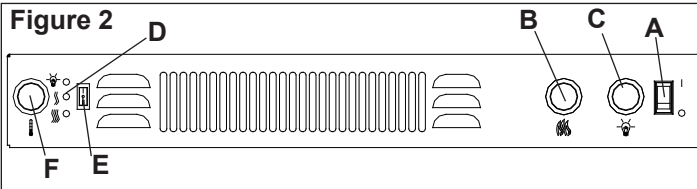


Figure 2



MANUAL CONTROLS

This section will explain the function of each convenient control.

1. To access the controls, open the upper grille by pulling, near the top right hand side, forward and down. (Figure 1). To conceal the controls during the operation, return the grille to its original upright position.
2. To locate controls see Figure 2.

A. ON/OFF SWITCH

The ON/OFF SWITCH supplies power to all fireplace functions (Heater/Flame).

B. FLAME SPEED CONTROL

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

C. INTERIOR LIGHT CONTROL

Turn the interior light control knob to increase or decrease the brightness of the interior light.

D. LED INDICATORS

Indicates the current function of the fireplace

E. 3-POSITION SWITCH

To choose between flame effect setting, flame effect with low heat setting, and flame effect with high heat setting.

- Pressing the switch up (“–” position) the flame effect is turned on and the first red indicator light flashes momentarily
- Pressing the switch again (“–” position) the flame effect remains on, the heater is activated to the low heat setting, and the first and second red indicator lights flash momentarily

- Pressing the switch for a third time (“–” position) the flame effect remains on, the heater is set to the high heat setting, and all three red indicators flash momentarily
- Pressing the switch down (“=” position) turns the unit off

F. HEATER THERMOSTAT CONTROL

To adjust the temperature to your individual requirements, turn the thermostat control clockwise all the way to turn on the heater. When the room reached the desired temperature, turn the thermostat knob counter clockwise until you hear a click. Leave in this position to maintain the room temperature at this setting. For additional heat, turn clockwise until you hear the click again and the heater will turn on.

! NOTE: The heater may emit a slight, harmless odor when first used. This odor is a normal condition caused by initial heating of internal heater parts and will not occur again.

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 On/Off Switch to Off and waiting five (5) minutes before switching the unit back on.

! NOTE: If operating the unit with a remote control, the remote may require re-initializing after turning the power off.

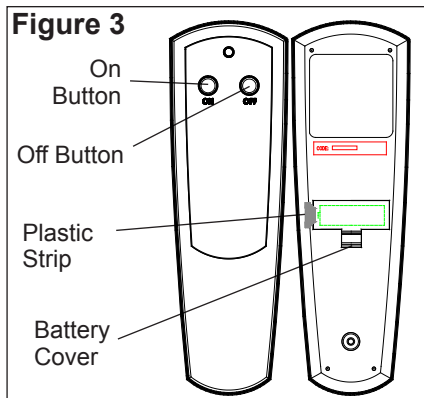
! CAUTION: If you need to continuously reset the heater, disconnect power and call Dimplex customer service at 1-888-DIMPLEX (1-888-346-7539).

Remote Control

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 hundreds of independent frequencies to prevent interference with other units.

! NOTE: Before attempting any operation with the remote control, pull the plastic insulator strip out from between the remote casing and battery cover (Figure 2).

! NOTE: The remote control is an EEPROM system; therefore if power is interrupted for whatever reason, the built-in receiver board will hold the memory of the remote’s radio frequency for up to 24 hours. The remote should continue to operate the fireplace as normal once unit is re-powered. Re-initialization of the remote control to the fireplace should only be required if there is a loss of power to the receiver for longer than 24 hours. (i.e. power failure, main power switch is turned off).



Remote Control Initialization/Reprogramming

If the Remote Control or Remote Control Receiver has been replaced, follow these steps to initialize the Remote Control and receiver:

1. Ensure that power is supplied through main service panel.
2. Locate manual controls (Figure 1).
3. Activate On/Off Switch, (“—” position) (the red indicator light 1 may flash, depending on unit).
4. Press and hold the 3-Position Switch for five seconds (“—” position) UNTIL the middle red indicator light flashes.
5. Press ON button located on the left of the Remote Control (Figure 3). This will synchronize the Remote Control and receiver.

Remote Control Operation

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 turns on.

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

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

Battery Replacement

To replace the battery:

1. Slide battery cover open on the Remote Control (Figure 3).
2. 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: If the fireplace was operating prior to servicing allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

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

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 two bulbs at the top of the opening, which illuminate the log set exterior, and four bulbs under the log set which generate the flames and embers.

Tool Requirements: Philips head Screwdriver

NOTE: Before replacing lamps unnecessarily, ensure that they are not simply loose or that the brightness control is not adjusted to low setting (see item D in operation section).

A. To open the light bulb area: (Figure 4)

1. Remove the trim by pulling straight forward.
2. Hold the glass in place while removing the retaining clip from the upper center of the firebox.
3. Lift glass out and store in a safe place.

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

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.

B. To replace the bottom light bulbs: (Figure 5)

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, and then lift out.
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 by pushing it down and in until it rests against the Partially Reflective Glass.

LOWER LIGHT BULB REQUIREMENTS: Quantity of 4 clear chandelier or candelabra bulbs with an E-12 (small) socket base, 60 watt rating.

CAUTION: Do not exceed 60 watts per bulb.

C. To replace the top light bulbs: (Figure 6)

1. Locate the two upper bulbs inside the firebox at the top.
2. Examine the bulbs to determine which bulbs require replacement.
3. Hold the socket while unscrewing the bulb

Figure 4

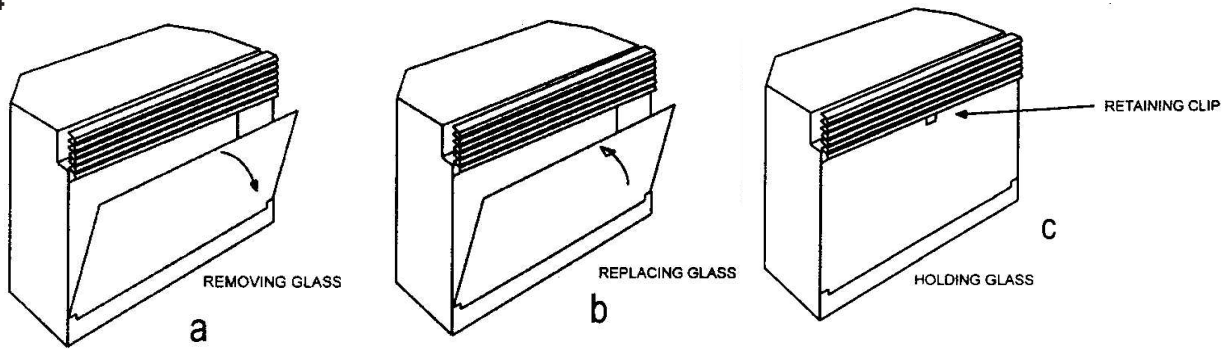
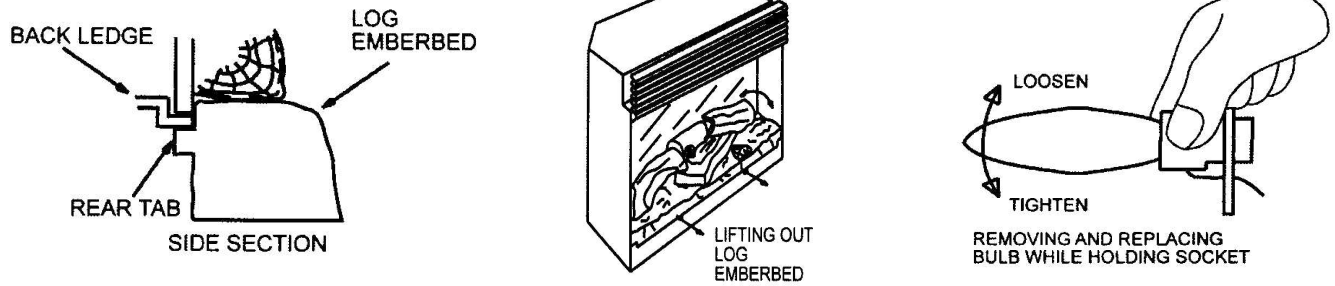


Figure 5



4. Hold the socket while screwing in the new bulb.

UPPER LIGHT BULB REQUIREMENTS: Quantity of 2 clear chandelier or candelabra bulbs with an E-12 (small) socket base, 15 watt rating. Please refer to the label adjacent to the upper lamps for the correct wattage for your model.

CAUTION: Do not exceed 25 watts per lamp.

D. To reassemble lamp area

1. Replace the glass and hold it in place at the top.
2. Fasten retaining clip to hold glass in place.

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.

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.

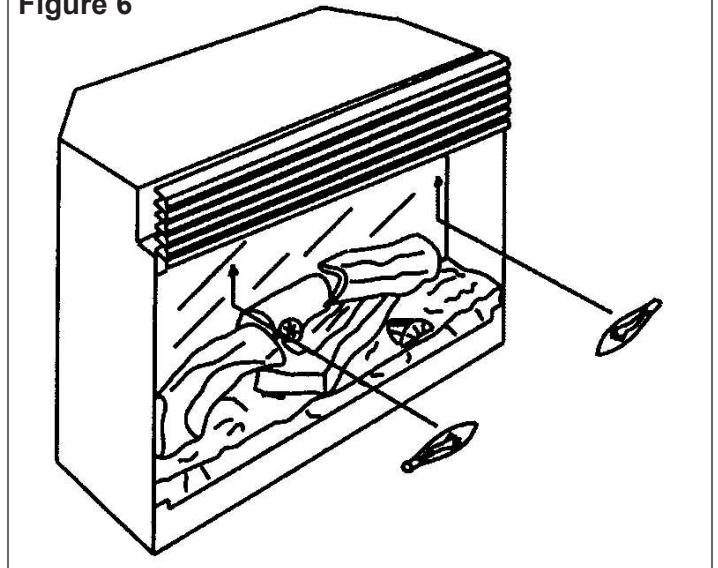
To remove fingerprints or other marks, the clear door can be cleaned with a damp cloth. The clear door should be completely dried with a lint free cloth to prevent water spots.

CAUTION: Do not use abrasive cleaners on glass surface or spray liquids directly onto any surface.

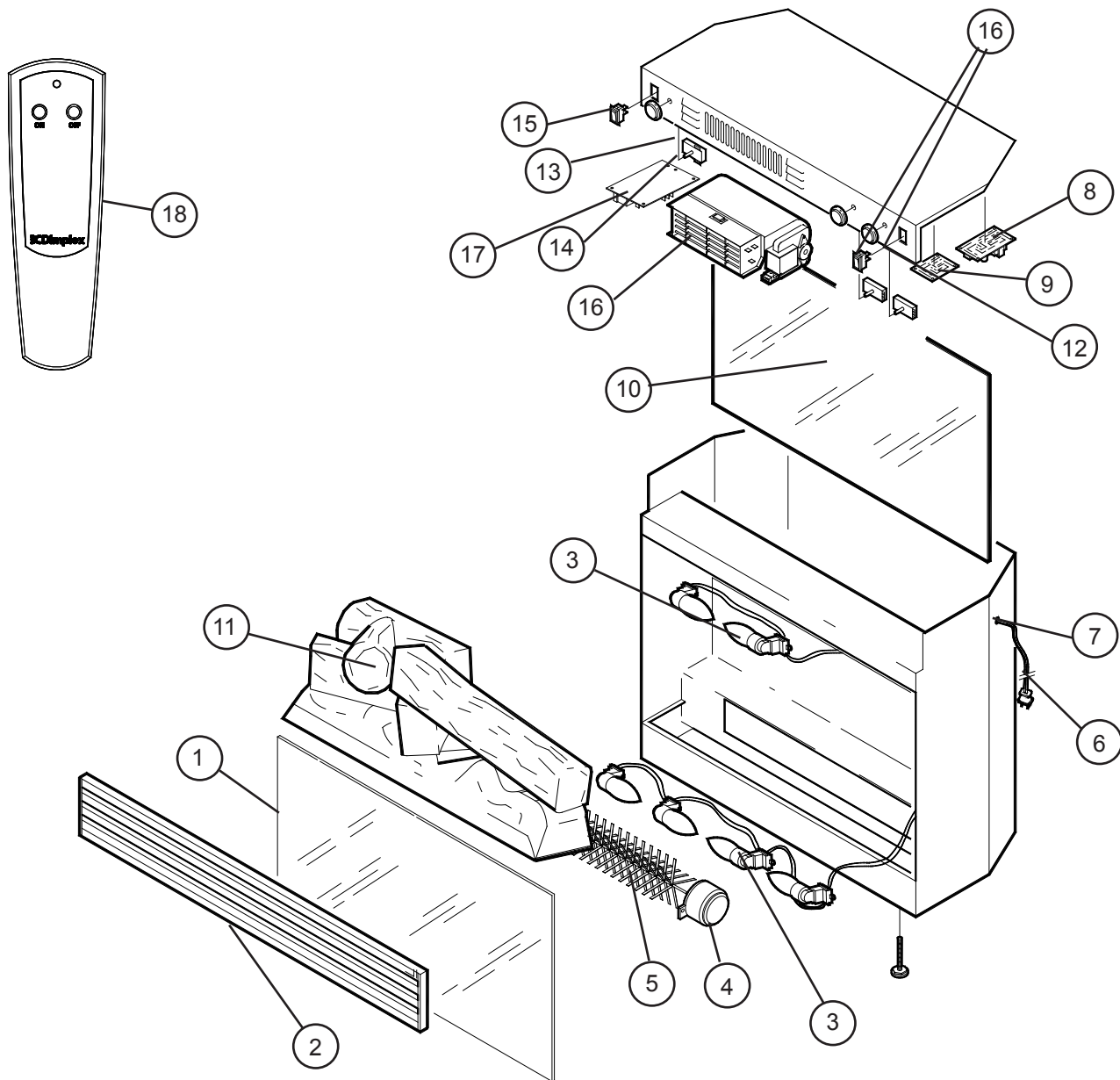
FIREPLACE SURFACE CLEANING

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

Figure 6



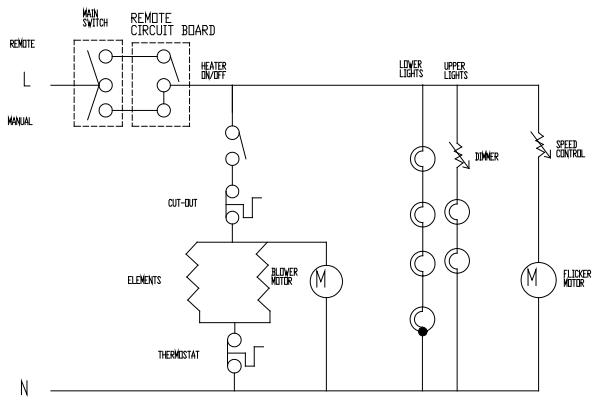
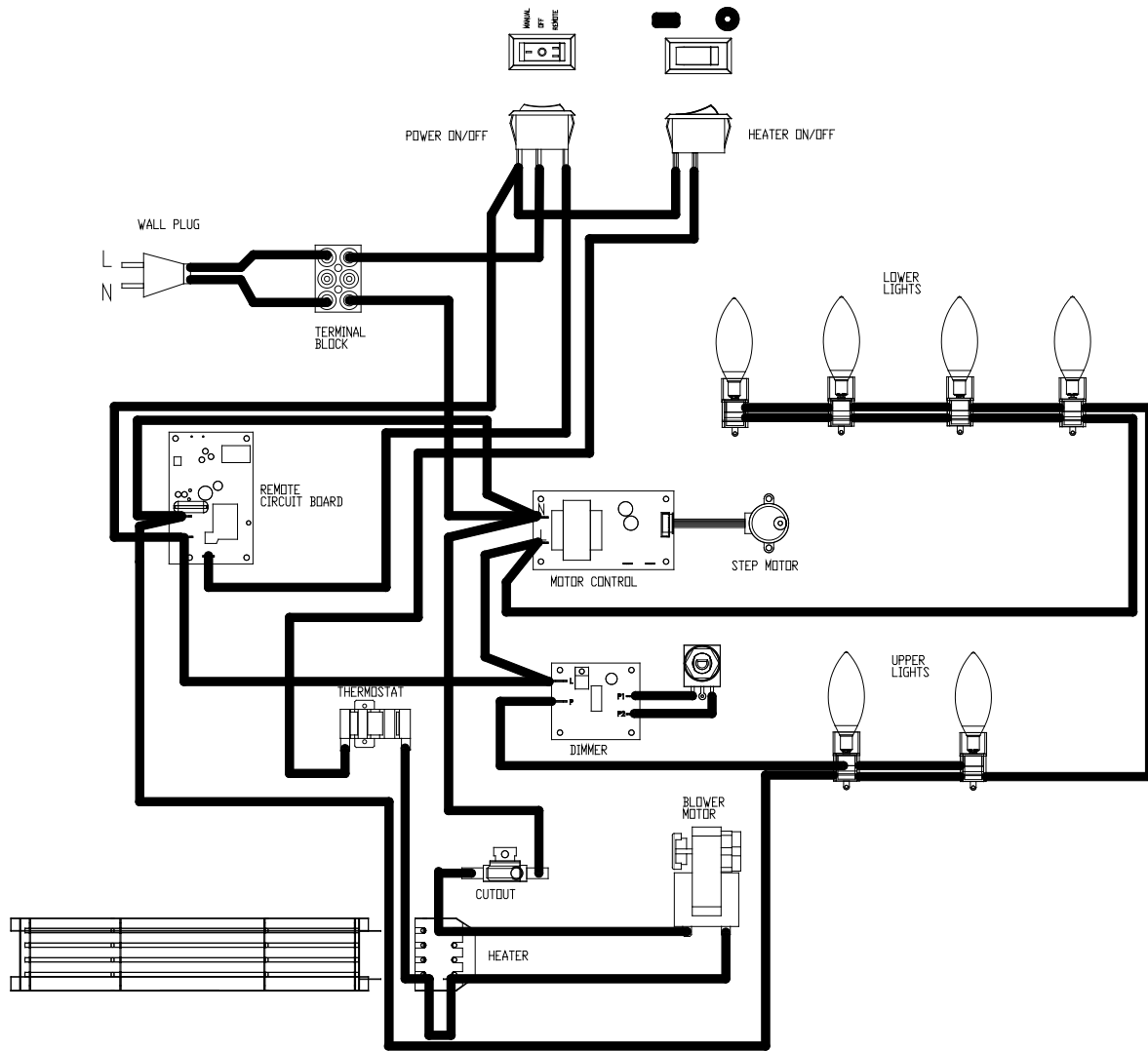
EXPLODED PARTS DIAGRAM



Replacement Parts List

1. FRONT GLASS.....	6900100400RP	11. LOG SET.....	0437960100RP
2. LOUVERED GRILLE ASSEMBLY.....	1006720159RP	12. ON/OFF SWITCH.....	2800070200RP
3. LIGHT HOLDER (6/UNIT).....	4200121000RP	13. 3-POSITION SWITCH.....	2800070500RP
4. FLICKER MOTOR.....	3000240200KIT	14. THERMOSTAT.....	2300150100RP*
5. FLICKER ROD ASSEMBLY.....	6900190400RP	15. KNOB.....	8800000300RP
6. POWER CORD.....	4100040200RP	16. HEATER ASSEMBLY (WITH CUTOUT)	2200490200RP
7. STRAIN RELIEF.....	8500260003RP	17. REMOTE CONTROL RECEIVER	
8. FLAME SPEED CONTROL BOARD...	3000240100RP	MOD 0-D.....	3000430800RP
9. LIGHT DIMMER.....	3000250100RP	MOD E.....	3000820500RP
10. PARTIALLY REFLECTIVE GLASS....	6900100200RP	18. REMOTE CONTROL.....	3000370600RP

WIRING DIAGRAM



ON/OFF SWITCH REPLACEMENT

Tools Required: Phillips head Screwdriver
Slip Joint Pliers
Flat Head Screwdriver

⚠ WARNING: If the fireplace was operating prior to servicing allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

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

1. Remove the firebox trim by placing your hand on the grille section, grasping the sides of the trim and pulling forward, away from the firebox, releasing the retainer clips.
2. Remove the firebox from the mantel.
3. Lower the grille covering the controls.
4. Remove the 6 retaining screws on the edges along the top cover: 2 on the left; 2 on the right; 2 on the back. Remove the top, placing it upside down on the top of the unit being careful not to damage any of the wiring.
5. Locate the 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 connector and the switch to release the wires.

6. Depress the retainer clips on the sides of the switch and push the switch forward through the front panel.
7. Push the new switch in place, ensuring that both tabs are engaged and connect all of the wiring connections to their original locations.
8. Align the top cover back on the firebox assembly and secure with 6 retaining screws.
9. Place the firebox in the mantel.
10. Place trim back on firebox by pushing ball studs on trim into the retainer clips on the firebox.

DIMMER CONTROL REPLACEMENT

Tools Required: Phillips head screwdriver
Flat Head Screwdriver
Adjustable Wrench
Needle nosed pliers

⚠ WARNING: If the fireplace was operating prior to servicing allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

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

1. Remove the firebox trim by placing your hand on the grille section, grasping the sides of the trim and pulling forward, away from the firebox, releasing the retainer clips.

2. Remove the firebox from the mantel.
3. Lower the grille covering the controls.
4. Remove the 6 retaining screws on the edges along the top cover: 2 on the left; 2 on the right; 2 on the back. Remove the top, placing it upside down on the top of the unit being careful not to damage any of the wiring.
5. Locate the light dimmer control knob mounted on the top panel and disconnect the wiring connections noting their original locations.

! NOTE: Using a flat head screwdriver gently pry between the end of the connector and the controller to release the wires.

6. Pull off the light dimmer control knob to expose the mounting nut.
 7. Remove the mounting nut from the control arm of the light dimmer.
 8. From under the panel, break off the four mounting studs on the light dimmer control board, push the remainder of the studs out through the top panel.
- ! NOTE:** New mounting studs are supplied with the replacement dimmer control board.
9. Remove the dimmer control board.
 10. Properly orient the new light dimmer board and secure it to the unit with the included plastic mounting studs.
 11. Connect all of the wiring connections to the light dimmer board in their original locations.
 12. Install the new dimmer to the front of the top cover with mounting nut and put the knob on the control arm.
 13. Align the top cover with the cabinet assembly and secure with 6 retaining screws.
 14. Place the firebox in the mantel.
 15. Place trim back on firebox by pushing ball studs on trim into the retainer clips on the firebox.

FLAME SPEED CONTROL REPLACEMENT

Tools Required: Phillips head Screwdriver
Flat Head Screwdriver
Slip Joint Pliers

⚠ WARNING: If the fireplace was operating prior to servicing allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

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

1. Remove the firebox trim by placing your hand on the grille section, grasping the sides of the trim and pulling forward, away from the firebox, releasing the retainer clips.
2. Remove the firebox from the mantel.
3. Lower the grille covering the controls.
4. Remove the 6 retaining screws on the edges along the

top cover: 2 on the left; 2 on the right; 2 on the back. Remove the top, placing it upside down on the top of the unit being careful not to damage any of the wiring.

5. Locate the flame speed control board mounted on the top panel and disconnect the wiring connections noting their original locations.

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

6. Pull off the flame speed control knob to expose the mounting nut.
7. Remove the mounting nut from the control arm of the flame speed controller.
8. From under the panel, break off the four mounting studs on the flame speed control board, push the remainder of the studs out through the top panel.

! **NOTE:** New mounting studs are supplied with the replacement speed control.

9. Remove the flame speed control board.
10. Properly orient the new flame speed control board and secure it to the unit with the included plastic mounting studs.
11. Connect all of the wiring connections to the new board.
12. Install the new controller to the front of the top cover with mounting nut and put the knob on the control arm.
13. Align the top cover with the cabinet assembly and secure with 6 retaining screws.
14. Place the firebox in the mantel.
15. Place trim back on firebox by pushing ball studs on trim into the retainer clips on the firebox.

FLICKER MOTOR/FLICKER ROD REPLACEMENT

Tools Required: Phillips head screwdriver
Wire Cutters
Slip Joint Pliers

⚠ WARNING: If the fireplace was operating prior to servicing allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

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

1. Remove the firebox trim by placing your hand on the grille section, grasping the sides of the trim and pulling forward, away from the firebox, releasing the retainer clips.
2. Remove the front glass, retaining clip.
3. Remove the front glass and set aside.
4. Remove the log set by lifting 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.

! **IMPORTANT:** Only handle the log-set by the plastic

ember-bed, not the logs themselves.

! **NOTE:** Log-set fits tightly into firebox. Some force may be necessary to remove.

5. Remove the firebox from the mantel and unplug.
6. Remove 2 screws from the bottom panel located on the edge of the back assembly.
7. Lay unit on it's back.
8. Remove the 4 remaining screws from the bottom panel: 2 located on the left and 2 located on the right sides.
9. Remove the bottom panel and set aside.
10. Remove the screw from the motor bracket located in the flame panel, inside the unit on the left.
11. Remove flicker motor assembly by pulling flicker motor towards you and by removing bracket from slot located in back panel.
12. Remove 2 screws securing the flicker motor to the flicker motor bracket.
13. Cut and strip off approximately 1/2" on the flicker motor wires at the flicker motor end.
14. Remove reflector rod from flicker motor by bending the rod down 90° and cutting the reflector spring with wire cutters. (Read NOTES below).

⚠ CAUTION: DO NOT TAKE THE LEFTOVER SPRING OFF OF THE END OF THE REFLECTOR ROD.

! **NOTE:** Some units are equipped with a black rubber cylinder connecting the flicker rod to the motor, if this is the case there is no need to cut the spring, just gently pull the assembly apart.

15. Discard old flicker motor.
16. On the new flicker motor, cut and strip the wire leads to approximately 3 1/2" long with wire cutters.
17. Using the provided wire connectors, place the yellow wires, one into each terminal (total of 2 yellow wires).
18. Secure wire connector by crimping the 3M symbol with slip joint pliers.
19. Pull on end of wires to ensure a strong connection.
20. Repeat this process for the 4 remaining wires. (Red, blue, orange, grey)

! **NOTE:** ENSURE THAT ALL CONNECTORS HAVE THE SAME WIRE COLORS

21. Pick up the black rubber cylinder and push the smaller end onto the new motor shaft and the larger end onto the rod and spring.

! **NOTE:** Ensure the flicker motor bracket is in between the motor and the reflector rod.

22. Reassemble in the reverse order.

3-POSITION SWITCH REPLACEMENT

Tools Required: Phillips head screwdriver.

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

1. Remove the firebox trim by placing your hand on the grille section, grasping the sides of the trim and pulling forward, away from the firebox, releasing the retainer clips.
 2. Remove the firebox from the mantel.
 3. Remove the 6 retaining screws on the edges along the top cover: 2 on the left; 2 on the right; 2 on the back. Remove the top, placing it upside down on the top of the unit being careful not to damage any of the wiring.
 4. Locate the 3-Position Switch mounted on the front top panel and disconnect the wiring clips and connections noting their original locations.
 5. Depress the retainer clips on the rear of the switch and push the switch out of the rear cover.
 6. Properly orient the new 3-Position Switch and connect all of the wiring clips and connections.
 7. Align the top cover with the cabinet assembly and secure with 6 retaining screws.
 8. Place the firebox in the mantel.
 9. Place trim back on firebox by opening grille, grasping both sides of trim, and hook the trim down into the trim slots.
- ! NOTE:** The trim slots are located on the front surface of the firebox.
10. Close the grille.

THERMOSTAT CONTROL REPLACEMENT

Tools Required: Phillips head screwdriver
Flat Head Screwdriver

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

1. Remove the firebox trim by placing your hand on the grille section, grasping the sides of the trim and pulling forward, away from the firebox, releasing the retainer clips.
2. Remove the firebox from the mantel.
3. Remove the 6 retaining screws on the edges along the top cover: 2 on the left; 2 on the right; 2 on the back.

Remove the top, placing it upside down on the top of the unit being careful not to damage any of the wiring.

4. Locate the thermostat control mounted on the front 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 connector and the controller to release the wires.
5. Pull off the thermostat control knob to expose the mounting screws.
 6. Remove the mounting screws and remove the thermostat control.
 7. Properly orient and mount the new heater thermostat control and connect all of the wiring connections.
 8. Reassemble in the reverse order as above.

HEATER ASSEMBLY REPLACEMENT

Tools Required: Phillips head screwdriver
Flat Head Screwdriver

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

1. Remove the firebox trim by placing your hand on the grille section, grasping the sides of the trim and pulling forward, away from the firebox, releasing the retainer clips.
2. Remove the firebox from the mantel.
3. Remove the 6 retaining screws on the edges along the top cover: 2 on the left; 2 on the right; 2 on the back. Remove the top, placing it upside down on the top of the unit being careful not to damage any of the wiring.
4. Locate the heater assembly 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 connector and the heater to release the wires.

5. Turn the top back over, remove the 6 heater mounting screws, being careful to support the heater assembly as you do this.
6. Remove the 4 screws attaching the vent/deflector around the elements; 2 top and 2 bottom.
7. Properly orient the new heater assembly and connect all of the wiring connections.
8. Reassemble in the reverse order as above.

POWER CORD REPLACEMENT

Tools Required: Phillips head screwdriver
Needle nosed pliers

⚠ WARNING: If the fireplace was operating prior to servicing allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

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

1. Remove the firebox trim by grasping both sides of the trim and pulling straight up.
2. Remove the firebox from the mantel.
3. Remove the 6 retaining screws on the edges along the top cover: 2 on the left; 2 on the right; 2 on the back. Remove the top, placing it upside down on the top of the unit being careful not to damage any of the wiring.
4. Locate and disconnect the power cord wiring connections noting their original locations.
5. With needle nose pliers grasp the power cord strain relief grommet from inside the right rear of the panel and push while twisting to remove.
6. Pull the power cord out through the hole in side of the unit.
7. Insert the new power cord through the hole and connect all of the wiring connections in their original locations.
8. Install the power cord strain relief grommet on the replacement power cord and insert into the mounting hole.

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

9. Reassemble in the reverse order as above.

REMOTE CONTROL RECEIVER REPLACEMENT

Tools Required: Phillips head screwdriver
Needle nosed pliers

⚠ WARNING: If the fireplace was operating prior to servicing allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

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

1. Remove the firebox trim by placing your hand on the grille section, grasping the sides of the trim and pulling forward, away from the firebox, releasing the retainer clips.
2. Remove the firebox from the mantel.
3. Lower the grille covering the controls.
4. Remove the 6 retaining screws on the edges along the top cover: 2 on the left; 2 on the right; 2 on the back.

Remove the top, placing it upside down on the top of the unit being careful not to damage any of the wiring.

5. Locate the Remote Control Receiver, next to the thermostat control, and disconnect the wiring connections noting their original locations.

! NOTE: Markings on the new board may appear different than the original, however position of the wires on the new board should be the same configuration as the original board.

6. From under the panel, break off the four mounting studs on the Remote Control Receiver, push the remainder of the studs out through the top panel.

! NOTE: New mounting studs are supplied with the replacement Remote Control Receiver.

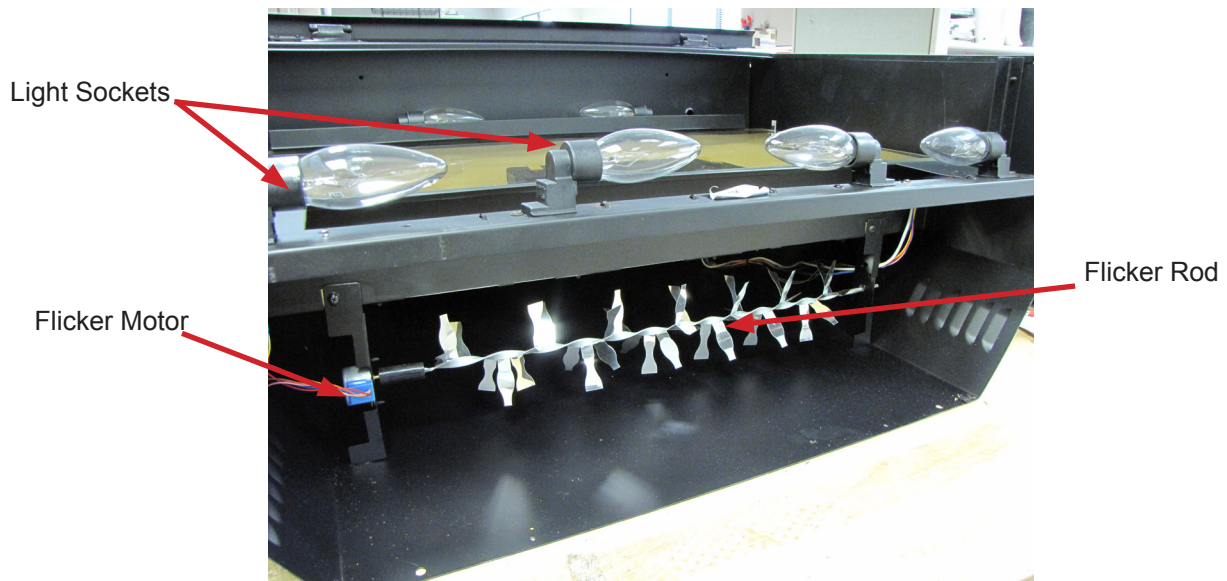
7. Remove the Remote Control Receiver.
8. Properly orient the new Remote Control Receiver and secure it to the unit using the new plastic mounting studs.
9. Connect all of the wiring connections according to their original configuration.
10. Reassemble in the reverse order as above.

ASSEMBLY COMPONENT PICTURES

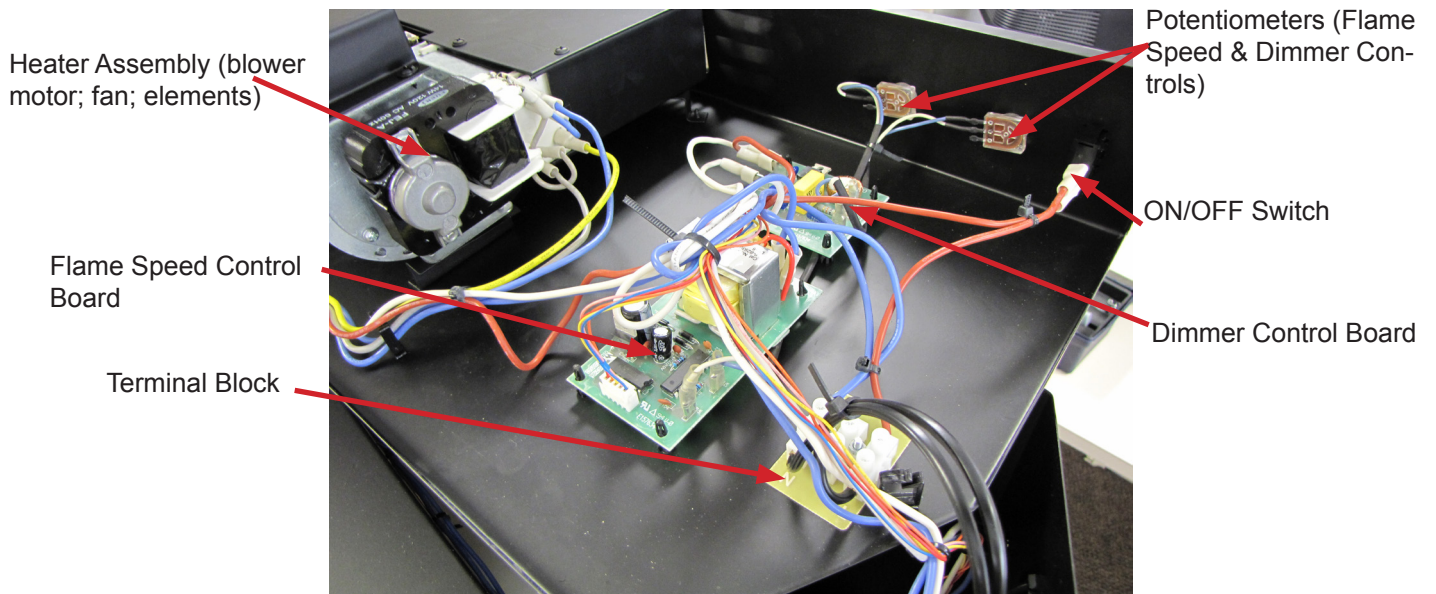
EXTERIOR VIEW OF MANUAL CONTROLS



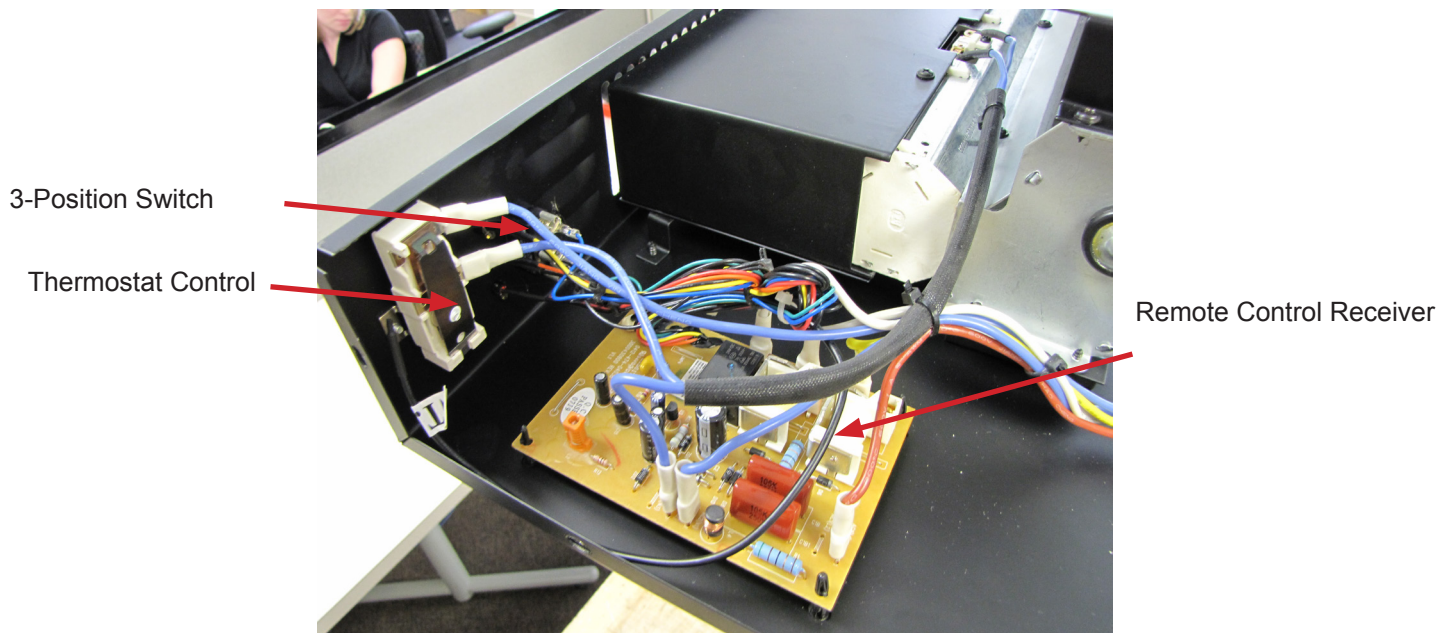
INTERIOR VIEW FROM THE BOTTOM



INTERIOR VIEW OF RIGHT SIDE, TOP & FRONT PANEL



INTERIOR VIEW OF LEFT SIDE, TOP & FRONT PANEL



TROUBLESHOOTING GUIDE

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 Remote Control and Remote Control Receiver
	Radio frequency disturbance from outside sources.	Replace Remote Control and Remote Control Receiver, where necessary. Initialize Remote Control and Receiver
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		
Fireplace does not turn on Manually	Improper operation	Refer to Operation Section
	No incoming voltage from the electrical wall socket	Check Fuse/Breaker Panel
	Loose wiring	Check wiring connections
	Defective 3-Position Switch	Replace 3-Position 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.	Install new battery into the Remote Control. Reconfigure remote where necessary Replace Remote Control or Remote Control Receiver, where necessary. Initialize Remote Control and Receiver.
Flame Frozen	Loose wiring	Check wiring connections
	Defective Flicker motor	Replace Flicker motor
	Defective Flame Speed Control Board	Replace Flame Speed Control Board
Flame not bright or flame not visible	Burnt out light bulbs	Replace light bulbs
	Loose wiring	Check wiring connections
	Defective light harness	Replace light harness
	Defective Flame Speed Control Board	Replace Flame Speed Control Board
Log set dim, not glowing	Burnt light bulbs	Replace light bulbs
Flame Shutter	Defective Flicker motor	Replace Flicker motor
	Defective Flame Speed Control Board	Replace Flame Speed Control Board
Light leaking around the log set	Log set not positioned properly	Check log set for proper fit

PROBLEM	CAUSE	SOLUTION
Heater		
Heater is not turning off	Improper operation	Refer to Operation Section
	Defective Thermostat	Replace Thermostat
Heater is not turning on, but flame effect is still functioning	Improper operation	Refer to Operation Section
	Loose wiring	Trace wiring in unit.
	Defective Thermostat	Replace Thermostat
Heater is turning off after a couple of minutes of operation	Defective Heater Assembly	Replace Heater Assembly
	Build up of dirt/dust in heater assembly	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
Heater emits an odor	Defective Heater Assembly	Replace Heater Assembly
	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	Defective Heater Assembly	Replace Heater Assembly
	Improper operation	Refer to Operation Section
	Loosw wiring	Trace wiring in unit
	Defective Thermostat	Replace Thermostat
Heating element is glowing red	Defective Heater Assembly	Replace Heater Assembly
	Normal Operation	Small glowing sections of the element are considered normal.
Excessive noise with the heater on	Defective Heater Assembly	Replace Heater Assembly
	Dirty blower assembly	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
Grinding or excessive noise with the heater off	Defective Flicker motor	Replace Flicker motor
	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.