

Service Manual

Model Number: DF2024

UL Part Number 6908891459 6908891559

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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|--|-----|-------|-------------|
| Dimplex North America Limited | 00 | - | 11-JUL-14 |
| 1367 Industrial Road ∙ Cambridge ON Canada N1R 7G8 1-888-346-7539 ∙ www.dimplex.com | 01 | 14284 | 16-SEP-14 |
| In keeping with our policy of continuous product development, we reserve the right to make changes without notice. | 02 | - | 10-AUG-15 |
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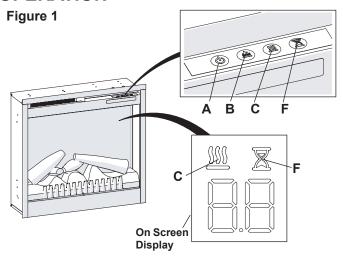
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Always use a qualified technician or service agency to repair this fireplace.

- ! 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



The unit can be controlled by either the manual controls which are located on the upper right of the fireplace or the remote (Figure 1 & 2).

The fireplace is supplied with an IR multifunction remote control.

! NOTE: To operate correctly, the remote control must be pointed towards the front of the unit.

A. **b** Standby

Turns the unit On and Off.

- \rightarrow Activated by pressing the Standby button on the remote or the unit.
- The unit will turn on with the same functions that it was set to when it was turned Off and the intake temperature will be indicated on the On Screen Display.
- ! NOTE: When any button is pressed the intake temperature will be displayed on the On Screen Display for 5 seconds.

B. M. Flame Effects

The Flames can be turned off by pressing the <u>he</u> button, then again to turn back on.

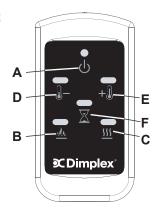
 \rightarrow Activated by pressing the \triangle button on the remote or the unit.

C. M Heat ON/OFF

Turns the heater function On and Off based on the thermostat setpoint.

- → Activated by pressing the **!!!** button on the unit or the remote.
- Indicated by the icon and the intake temperature being displayed on the On Screen Display, for 5 seconds before turning off.
- ! NOTE: The unit can be operated in *Heat Only Mode*. When the unit is only running with the heater, the icon and the intake temperature will continuously be displayed on the On Screen Display.
- ! 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

Figure 2



again.

D & E. Thermostat Controls

Adjusts the temperature set point to your individual requirements. 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. The default temperature setting is 72°F (22°C).

- → Adjusted by pressing the to decrease the setpoint and the +1 to increase the setpoint on the remote.
- The On Screen Display will indicate the temperature setpoint as it is adjusted.
- ! NOTE: Holding the !! button down on the unit will change the temperature from °C to °F, or vice versa.

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 the remainder of the controls.

Pressing the same and holding for 2 seconds will disable and enable the heater.

! NOTE: When the heater has been disabled and either the - or the - is pressed the On Screen Display will indicate "--".

F. X Sleep Timer

The Sleep Timer can be set to automatically shut off the fireplace after a preset time (from 30 minutes to 8 hours).

- ightarrow To set the timer press the timer button on either the remote or the unit, repeatedly, until the desired time is displayed.
- The On Screen Display will display the different times as it is adjusted. Once the timer has begun, pressing the ▼ button will display the time remaining before the unit turns Off.

Resetting the Temperature Cutoff Switch

Should the heater overheat, an automatic cut out will turn the heater off and it will not come back on without being reset. It can be reset by unplugging the unit and waiting 5 minutes before plugging the unit back in.

A CAUTION: If you need to continuously reset the heater, unplug the unit and call technical support at 1-888-346-7539.

Remote Control Battery Replacement

- 1. On the back of the remote control, turn the battery cover counter-clockwise to remove the cover.
- 2. Correctly install one 3 Volt (CR2032) 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

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

Glass Cleaning

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

To remove fingerprints or other marks, the front glass panel can be cleaned with a damp cloth. The front glass panel should be completely dried with a lint free cloth to prevent water spots. To prevent scratching, do not use abrasive cleaners or spray liquids on the glass surface.

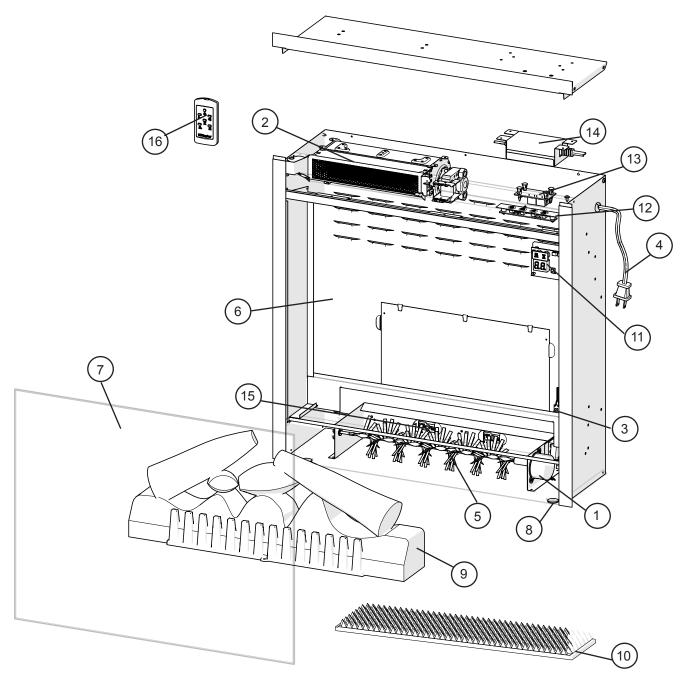
Compact Fireplace Surface Cleaning

Use warm water only to clean painted surfaces of the Compact Fireplace. Do not use abrasive cleaners.

Servicing

Except for the cleaning described above, an authorized service representative should perform any other servicing.

EXPLODED PARTS DIAGRAM

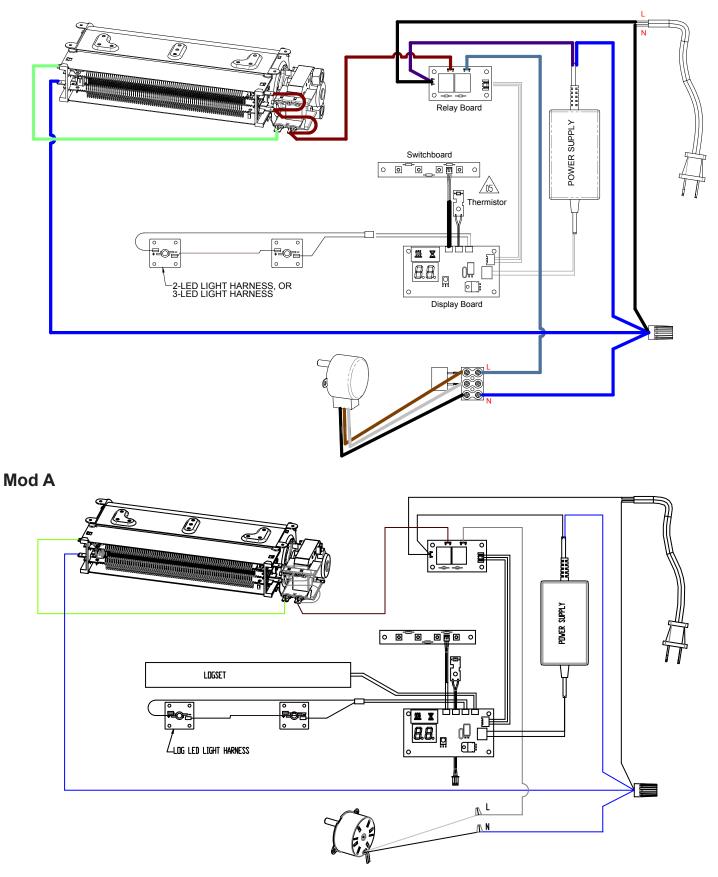


REPLACEMENT PARTS

| 1. Flicker Motor Mod 0 | 11. Display/ Control Board |
|---|--|
| 2. Heater Assembly (with Cutout) 2203610100RP | 13. Relay Board |
| 3. Thermistor3001380100RP | 14. AC/DC Adapter |
| 4. Cord Set | 15. LED Light Assembly |
| 5. Flicker Rod | DF2024L - 2 LED's 3001390100RP |
| 6. Partially Reflective Panel 5902580100RP | DF2024CR - 3 LED's 3001390200RP |
| 7. Front Glass | 16. Remote Control |
| 8. Felt Feet Pads (Set of 4)8600140101RP | 17. Mounting L-Bracket 9600870100RP |
| 9. Log Set Assembly | 18. Terminal Block (only Mod 0) 4000080100RP |
| 10. Glass Media | 19. Capacitory (only Mod 0) |

WIRING DIAGRAM

Mod 0



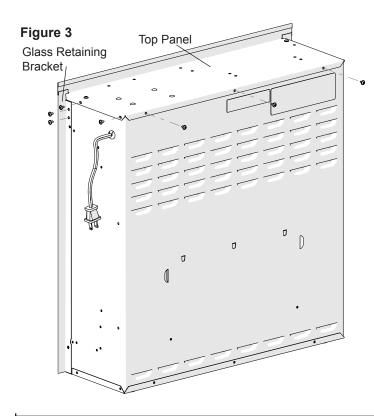
SWITCHBOARD REPLACEMENT

Tools Required: Phillips Head Screwdriver Flat Head Screwdriver

⚠ CAUTION: If unit was operating prior to servicing allow at least 10 minutes for lights, heating elements and top panel 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 unit from power outlet.
- Remove the firebox from the back of the mantel by removing the retaining screws which secure the firebox brackets to the mantel.
- Remove the three screws along the back of the unit, the two on either side along the top edge and the two at the top of the glass retaining bracket on both sides. (Figure 3)
- 4. Lay the Compact Fireplace on its back.
- 5. Gently open the top panel, laying it on the work surface so that all of the components can easily be seen. (Figure 4)
- 6. Locate the Switchboard and disconnect the wiring connections noting their original locations.
- ! NOTE: A flat head screwdriver can be used to gently pry between the end of the connector and the switch to release the wires.
- 7. Remove the hardware securing the board to the unit.
- 8. Properly orient and install the switchboard and connect all of the wiring.
- 9. Reassemble in the reverse order as above.



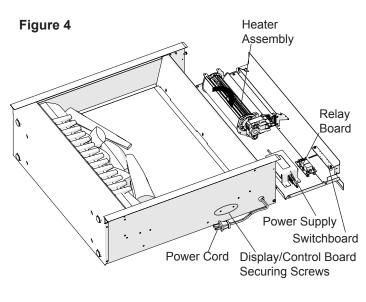
RELAY BOARD REPLACEMENT

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

⚠ CAUTION: If unit was operating prior to servicing allow at least 10 minutes for lights, heating elements and top panel 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 unit from power outlet.
- 2. Remove the firebox from the back of the mantel by removing the retaining screws which secure the firebox brackets to the mantel.
- 3. Remove the three screws along the back of the unit, the two on either side along the top edge and the two at the top of the glass retaining bracket on both sides. (Figure 3)
- 4. Lay the Compact Fireplace on its back.
- 5. Gently open the top panel, laying it on the work surface so that all of the components can easily be seen. (Figure 4)
- 6. Locate the relay board and disconnect the wiring connections noting their original locations.
- ! NOTE: A flat head screwdriver can be used to gently pry between the end of the connector and the switch to release the wires.
- Release the relay board from the top panel by using needle nose pliers to depress the tab on the mounting standoffs and gently lift the board off.
- 8. Properly orient and insert the new board and connect all of the wiring.
- 9. Reassemble in the reverse order as above.



AC/DC ADAPTER REPLACEMENT

Tools Required: Phillips Head Screwdriver Flat Head Screwdriver

⚠ CAUTION: If unit was operating prior to servicing allow at least 10 minutes for lights, heating elements and top panel 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 unit from power outlet.
- 2. Remove the firebox from the back of the mantel by removing the retaining screws which secure the firebox brackets to the mantel.
- 3. Remove the three screws along the back of the unit, the two on either side along the top edge and the two at the top of the glass retaining bracket on both sides. (Figure 3)
- 4. Lay the Compact Fireplace on its back.
- 5. Gently open the top panel, laying it on the work surface so that all of the components can easily be seen. (Figure 4)
- 6. Locate the adapter and disconnect the wiring connections noting their original locations.
- 7. There is one connection located on the display/control board that requires the board to be removed. This can be done by removing the two screws on the right hand side of the unit, reaching between the partially reflective panel and the back of the unit, to remove the display/ control board to remove the connection and replace it with the new one.
- 8. Reinstall the display/control board.
- 9. Remove the adapter from the top panel by removing the four screws securing it to the top panel.
- 10. Properly orient and insert the new adapter and connect all of the wiring.
- 11. Reassemble in the reverse order as above.

DISPLAY/CONTROL BOARD REPLACEMENT

Tools Required: Phillips Head Screwdriver Flat Head Screwdriver

Needle Nose Pliers

⚠ CAUTION: If unit was operating prior to servicing allow at least 10 minutes for lights, heating elements and top panel 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 unit from power outlet.
- 2. Remove the firebox from the back of the mantel by removing the retaining screws which secure the firebox brackets to the mantel.
- Remove the three screws along the back of the unit,

- the two on either side along the top edge and the two at the top of the glass retaining bracket on both sides. (Figure 3)
- Lay the Compact Fireplace on its back.
- Gently open the top panel, laying it on the work surface so that all of the components can easily be seen.
 (Figure 4)
- 6. Locate the display/control board behind the partially reflective panel and remove the two screws that attach it to the unit.
- 7. Disconnect the wiring connections noting their original locations.
- 8. Release the display/control board from the support panel by using needle nose pliers to depress the tab on the mounting standoffs and gently lift the board off.
- 9. Properly orient and insert the new board and connect all of the wiring.
- 10. Reassemble in the reverse order as above.

HEATER ASSEMBLY REPLACEMENT

Tools Required: Phillips Head Screwdriver Flat Head Screwdriver

⚠ CAUTION: If unit was operating prior to servicing allow at least 10 minutes for lights, heating elements and top panel 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 unit from power outlet.
- 2. Remove the firebox from the back of the mantel by removing the retaining screws which secure the firebox brackets to the mantel.
- 3. Remove the three screws along the back of the unit, the two on either side along the top edge, four at the heater end and the two at the top of the glass retaining bracket on both sides. (Figure 3)
- 4. Lay the Compact Fireplace on its back.
- 5. Gently open the top panel, laying it on the work surface so that all of the components can easily be seen. (Figure 4)
- 6. Locate the heater assembly and disconnect the wiring connections noting their original locations.
- ! NOTE: A flat head screwdriver can be used to gently pry between the end of the connector and the switch to release the wires.
- 7. Remove the 4 screws that secure the top panel to the heater assembly
- 8. Properly orient and install the new assembly and connect all of the wiring.

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.

POWER CORD REPLACEMENT

Tools Required: Phillips Head Screwdriver

⚠ CAUTION: If unit was operating prior to servicing allow at least 10 minutes for lights, heating elements and top panel to cool off to avoid accidental burning of skin.

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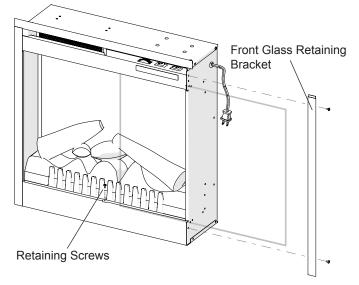
- 1. Unplug the unit from power outlet.
- 2. Remove the firebox from the back of the mantel by removing the retaining screws which secure the firebox brackets to the mantel.
- 3. Remove the three screws along the back of the unit, the two on either side along the top edge and the two at the top of the glass retaining bracket on both sides. (Figure 3)
- 4. Lay the Compact Fireplace on its back.
- 5. Gently open the top panel, laying it on the work surface so that all of the components can easily be seen. (Figure 4)
- 6. Locate the power cord and disconnect the wiring connections noting their original locations.
- 7. With needle nose pliers, grasp the power cord strain relief grommet from inside the back of the bottom panel and push while twisting to remove.
- 8. Install the new power cord.
- 9. Reassemble in the reverse order as above.

FLICKER MOTOR & FLICKER ROD REPLACEMENT

Tools Required: Phillips Head Screwdriver

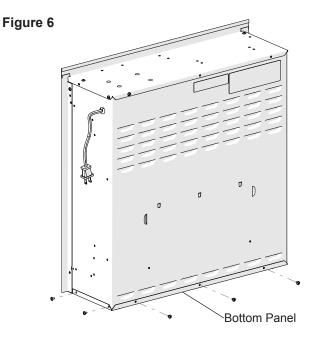
⚠ CAUTION: If unit was operating prior to servicing allow at least 10 minutes for lights, heating elements and top panel to cool off to avoid accidental burning of skin.

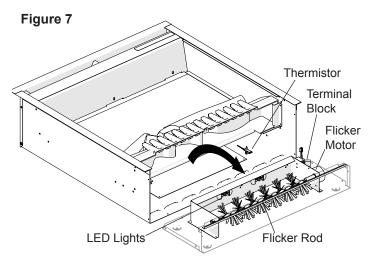
Figure 5



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

- 1. Unplug the unit from power outlet.
- Remove the firebox from the back of the mantel by removing the retaining screws which secure the firebox brackets to the mantel.
- ! NOTE: Steps 3-5 are only applicable for units with logset assemblies.
- 3. Remove the two screws that secure the front glass retaining bracket to the unit. (Figure 5)
- 4. Remove the front glass and set aside in a safe place.
- 5. Remove the retaining screw in the front middle of the grate.
- 6. Remove the three screws along the back of the unit, the two on either side along the bottom edge. (Figure 6)
- 7. Lay the Compact Fireplace on its back.
- 8. Gently open the bottom panel, laying it on the work surface so that all of the components can easily be seen. (Figure 7)
- 9. Locate the flicker motor and flicker rod.
- Locate and disconnect the 3 motor assembly wires going to the terminal block (Mod 0) or the 2 wires from the wire connectors (Mod A).
- 11. Remove the 2 motor mounting screws.
- 12. Separate the motor from the flicker connector and remove.
- 13. Slide the flicker rod out of the snap-in bushing and remove.
- 14. Reassemble in the reverse order as above.





LED LIGHT ASSEMBLY REPLACEMENT

Tools Required: Phillips Head Screwdriver

♠ CAUTION: If unit was operating prior to servicing allow at least 10 minutes for lights, heating elements and top panel 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 unit from power outlet.
- 2. Remove the firebox from the back of the mantel by removing the retaining screws which secure the firebox brackets to the mantel.
- ! NOTE: Steps 3-5 are only applicable for units with logset assemblies.
- 3. Remove the two screws that secure the front glass retaining bracket to the unit. (Figure 5)
- 4. Remove the front glass and set aside in a safe place.
- 5. Remove the retaining screw in the front middle of the grate.
- 6. Remove the three screws along the back of the unit and the two on either side along the bottom edge. (Figure 6)
- 7. Lay the Compact Fireplace on its back.
- 8. Gently open the bottom panel, laying it on the work surface so that all of the components can easily be seen. (Figure 7)
- Locate the LED lights along the back. Each light is secured with four screws and there is a light filter that is sandwiched between the light assembly and the sheet metal bracket.
- ! NOTE: New light filters are not provided with replacement lights and will need to be reinstalled in the original locations.
- 10. There is one connection located on the display/control board that requires the board to be removed. This can be done by removing the two screws on the right hand side of the unit, reaching between the partially reflective panel and the back of the unit, to remove the display/

- control board to remove the connection and replace it with the new one.
- 11. Reinstall the display/control board.
- Properly orient and install the new LED lights and connect all of the wiring.
- 13. Reassemble in the reverse order as above.

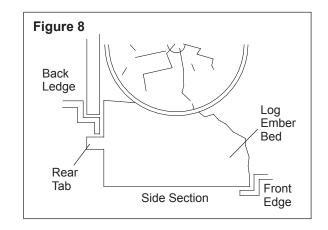
LOG SET ASSEMBLY REPLACEMENT

Tools Required: Phillips Head Screwdriver

CAUTION: If unit was operating prior to servicing allow at least 10 minutes for lights, heating elements and top panel 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 unit from power outlet.
- 2. Remove the firebox from the back of the mantel by removing the retaining screws which secure the firebox brackets to the mantel.
- 3. Remove the two screws that secure the front glass retaining bracket to the unit. (Figure 5)
- 4. Remove the front glass and set aside in a safe place.
- 5. Remove the retaining screw in the front middle of the grate.
- 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 Panel. (Figure 8)
- ! IMPORTANT: Only handle the Log Set by the Ember Bed.
- ! NOTE: Log Set fits tightly into firebox, some force may be necessary to remove.
- 7. Reassemble in the reverse order as above.



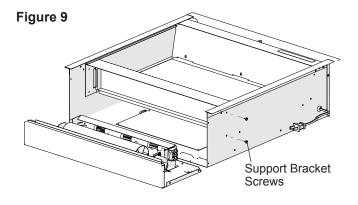
GLASS MEDIA ASSEMBLY AND PARTIALLY REFLECTIVE PANEL REPLACEMENT

Tools Required: Phillips Head Screwdriver

⚠ CAUTION: If unit was operating prior to servicing allow at least 10 minutes for lights, heating elements and top panel 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 unit from power outlet.
- 2. Remove the firebox from the back of the mantel by removing the retaining screws which secure the firebox brackets to the mantel.
- 3. Remove the three screws along the back of the unit and the two on either side along the bottom edge. (Figure 6)
- 4. Lay the Compact Fireplace on its back.
- Gently open the bottom panel, laying it on the work surface so that all of the components can easily be seen.
 (Figure 7)
- 6. Remove the two screws on each side that secure the glass media support brackets to the firebox. (Figure 9)
- 7. Remove the glass media and the support bracket.
- If required remove the partially reflective panel by sliding it out of the side channels towards the bottom.
- 9. Reassemble in the reverse order as above.



THERMISTOR REPLACEMENT

Tools Required: Phillips Head Screwdriver

⚠ CAUTION: If unit was operating prior to servicing allow at least 10 minutes for lights, heating elements and top panel 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 unit from power outlet.
- Remove the firebox from the back of the mantel by removing the retaining screws which secure the firebox brackets to the mantel.
- Remove the three screws along the back of the unit and the two on either side along the bottom edge. (Figure 6)
- 4. Lay the Compact Fireplace on its back.
- 5. Gently open the bottom panel, laying it on the work surface so that all of the components can easily be seen. (Figure 7)
- ! NOTE: Steps 6-7 are only applicable for units with Glass Media assemblies.
- 6. Remove the two screws on each side that secure the glass media support brackets to the firebox. (Figure 9)
- 7. Remove the glass media and the support bracket.
- **!** NOTE: Steps 9-11 are only applicable for units with logset assemblies.
- 8. Remove the two screws that secure the front glass retaining bracket to the unit. (Figure 5)
- 9. Remove the front glass and set aside in a safe place.
- 10. Remove the retaining screw in the front middle of the grate.
- 11. 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 Panel. (Figure 8)
- ! IMPORTANT: Only handle the Log Set by the Ember Bed.
- ! NOTE: Log Set fits tightly into firebox, some force may be necessary to remove.
- 12. Remove the partially reflective panel by sliding it out of the side channels towards the bottom.
- 13. Locate and release the thermistor from the back panel by using needle nose pliers to depress the tab on the mounting standoffs and gently lift the board off.
- 14. There is one connection located on the display/control board that may require the board to be removed. This can be done by removing the two screws on the right hand side of the unit to remove the display/control board to remove the connection and replace it with the new one.
- 15. Install the new thermistor.
- 16. Reassemble in the reverse order as above.

TROUBLESHOOTING GUIDE

| PROBLEM | CAUSE | SOLUTION | PART NUMBER |
|--|---|--|--|
| General | | | |
| Circuit breaker trips or fuse | Short in unit wiring. | Trace wiring in unit. | |
| 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. | |
| 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. | 4100090204RP |
| Appearance | | | |
| Fireplace does not turn on | Improper operation | Refer to Operation Section | |
| with manual controls | No incoming voltage from the electrical wall socket | Check Fuse/Breaker Panel | |
| | Loose wiring | Check wiring connections | |
| | Defective switchboard | Replace the switchboard | 3001370100RP |
| | Defective display/control board | Replace the display/control board | 3001350300RP |
| | Defective relay board | Replace the relay board | 3001360100RP |
| | Defective AC/DC adapter | Replace the AC/DC adapter | 2100250100RP |
| Fireplace does not turn on | Improper operation | Refer to Operation Section | |
| with the Remote Control | The batteries in the remote control are dead. | Install new battery into the remote control. | |
| | Defective display/control board | Replace the display/control board | 3001350300RP |
| Display is flashing | Loose wiring | Check wiring connections | |
| | Defective AC/DC adapter | Replace the AC/DC adapter | 2100250100RP |
| | Defective display/control board | Replace the display/control board | 3001350200RP |
| Display has a "PF" showing | Loose connection of the thermistor | Check wiring connection | |
| | Defective thermistor | Replace the thermistor | 3001380100RP |
| Flame Frozen | Loose wiring | Check wiring connections | |
| | Defective Flicker Motor | Replace Flicker Motor | 2000220100RP |
| Flame is not visible | Loose wiring | Check wiring connections | |
| | LED light assembly is not working | Replace LED light assembly | Log 3001390100RP Glass 3001390200RP |
| | Defective display/control board | Replace the display/control board | 3001350300RP |
| Flame Shudder | Defective Flicker Motor | Replace Flicker Motor | 2000220100RP |
| Light leaking around the log set (if applicable) | 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 switchboard | Replace switchboard | 3001370100RP |
| | Defective thermistor | Replace thermistor | 3001380100RP |
| | Defective relay board | Replace the relay board | 3001360100RP |
| | Defective display/control board | Replace the display/control board | 3001350300RP |
| Heater is not turning on, but | Improper operation | Refer to Operation Section | |
| flame effect is still function- ing | The ambient temperature around the unit is too low (≤ 32°F/0°C) | Allow the heater to run for 10-15 minutes to allow the motor to heat up the enclosure and begin to operate normally. | |
| | Loose wiring | Trace wiring in unit | |
| | Defective switchboard | Replace switchboard | 3001370100RP |
| | Defective heater assembly | Replace heater assembly | 2203610100RP |
| | Defective display/control board | Replace the display/control board | 3001350300RP |
| Heater is turning off after a couple of minutes of opera- | Build up of dirt/dust in Heater Assembly | Ensure that exterior intake louvers and fire-box cavity are free of dirt/dust. | |
| tion | Defective heater assembly | Replace heater assembly | 2203610100RP |
| 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 | 2203610100RP |
| 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. | 2203610100RP |
| Heater fan runs continu- ously | Defective Heater On/Off Switch | Replace Heater On/Off Switch | |
| Noise | | | |
| Excessive noise with the heater on | Dirty Heater Assembly | Ensure that exterior intake louvers and fire-box cavity are free of dirt/dust. | |
| | Defective heater assembly | Replace heater assembly | 2203610100RP |
| 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 | 2000220100RP |
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