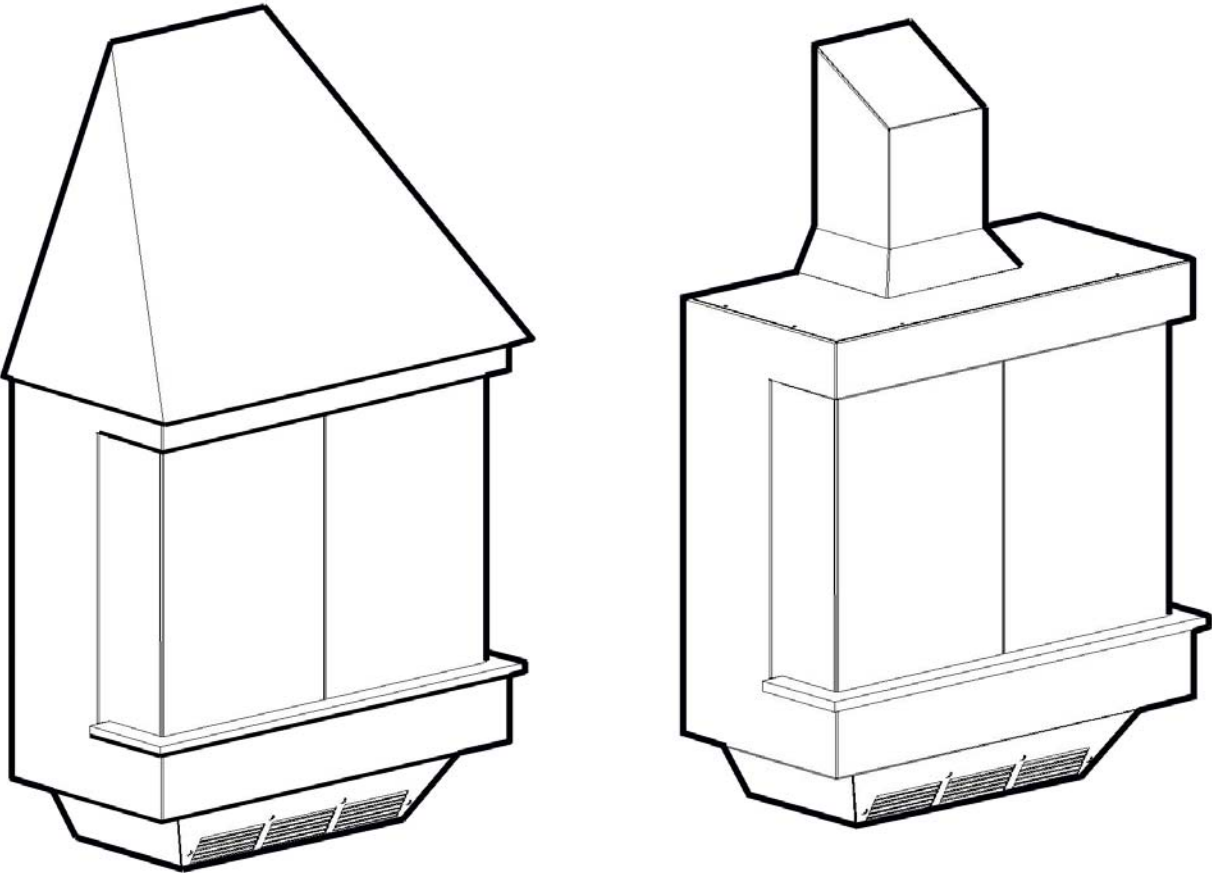


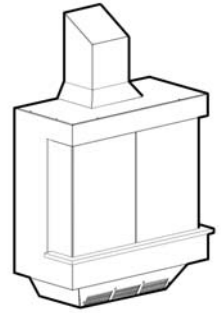
**ELECTRIC WALL MOUNTED FIREPLACE
MODEL EWM-COPPER
EWM-SS**

TROUBLE SHOOTING GUIDE



 Dimplex

North America Limited



TROUBLE SHOOTING GUIDE

APPEARANCE

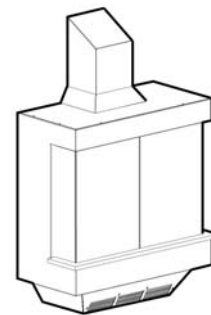
Problem	Flame frozen.
Probable Cause	Loose wiring or defective flame motor.
Solution	Check all wiring for loose connections, repair/replace as necessary. If wiring connections are suitable, replace flame motor.
Service Manual Reference	Page 9

Problem	Flame not bright, flame not visible.
Probable Cause	Loose wiring or burnt light bulb(s).
Solution	Check all wiring for loose connections, repair/replace as necessary. Check upper and lower light bulb(s). Replace burnt bulbs with factory specified bulbs.
Service Manual Reference	Page 7

Problem	Flame shudder.
Probable Cause	Defective flame motor.
Solution	Replace flame motor with a new one.
Service Manual Reference	Page 9

Problem	Log set dim, ember bed not glowing.
Probable Cause	Loose wiring or burnt light bulb(s).
Solution	Check all wiring for loose connections, repair/replace as necessary. Check upper and lower light bulb(s). Replace burnt ones with factory specified bulbs.
Service Manual Reference	Page 7

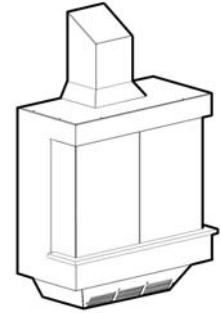
EWM-COPPER, EWM-SS



TROUBLE SHOOTING GUIDE

APPEARANCE

Problem	Stove does not turn on.
Probable Cause	Defective main power on/off switch or loose wiring.
Solution	Check all wiring for loose wiring connections, repair/replace as necessary. If all wiring connections are suitable check the main on/off switch for proper operation. Replace switch as necessary.
Service Manual Reference	Page 8



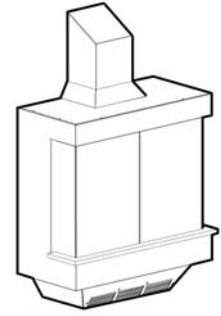
TROUBLE SHOOTING GUIDE

HEATER ASSEMBLY

Problem	Heating element is glowing red.
Probable Cause	Normal operation or defective heating assembly.
Solution	Small glowing sections of the element are considered normal. If larger glowing sections are causing the heater to trip the thermal cut out, unplug, discontinue use and replace the heater assembly.
Service Manual Reference	Page 11

Problem	Heater is not turning on.
Probable Cause	Defective switch or loose wiring or defective heater assembly.
Solution	Check all wiring for loose wiring connections, repair/replace as necessary. If all wiring connections are suitable check heater on/off switch & heater assembly for proper operation. Replace as necessary.
Service Manual Reference	Heater on/off switch Page 10 Heater assembly Page 11

Problem	Heater fan turns on but heater lacks heat.
Probable Cause	Improper operation or defective thermostat or loose wiring.
Solution	See page 3 of the service manual for heater thermostat operation. Check all wiring for loose wiring connections, repair/replace as necessary. If all wiring connections are suitable check heater thermostat for proper operation. Replace as necessary.
Service Manual Reference	Operation Page 3 Thermostat replacement Page 12

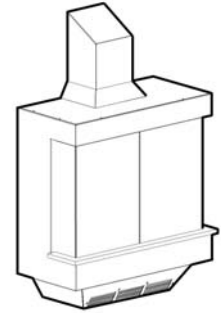


TROUBLE SHOOTING GUIDE

HEATER ASSEMBLY

Problem	Heater is not turning off.
Probable Cause	Defective switch or loose wiring or defective heater assembly.
Solution	Check all wiring for loose wiring connections, repair/replace as necessary. If all wiring connections are suitable check heater on/off switch & heater assembly for proper operation. Replace as necessary.
Service Manual Reference	Heater on/off switch Page 10 Heater assembly Page 11

Problem	Heater fan runs continuously.
Probable Cause	Normal operation or loose wiring or defective switch or defective heater assembly.
Solution	Normal operation is when the heater fan runs when the heater switch is in the ON position. If the heater runs when the switch is in the OFF position check all wiring for loose connections, repair/replace as necessary. If all wiring connections are suitable check heater on/off switch & heater assembly for proper operation. Replace as necessary.
Service Manual Reference	Operation Page 3 Heater on/off switch Page 10 Heater assembly Page 11

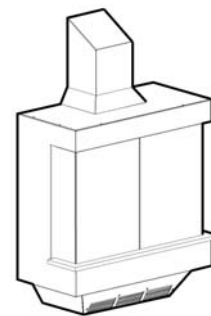


TROUBLE SHOOTING GUIDE

HEATER ASSEMBLY

Problem	Heater emits an odor.
Probable Cause	Normal operation or loose wiring or defective heater assembly.
Solution	Normal operation is when the heater emits an odor for a brief period after the heater is turned on. The heater is burning off any dust accumulated during manufacturing or operation. If the heater emits an odor for an extended period of time check all wiring for loose connections. If all wiring connections are suitable check heater assembly for proper operation. Replace as necessary
Service Manual Reference	Heater assembly Page 11 Operation Page 3

EWM-COPPER, EWM-SS

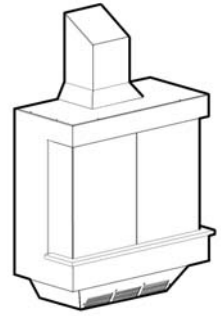


TROUBLE SHOOTING GUIDE

NOISE

Problem	Excessive noise with the heater on.
Probable Cause	Excessively dirty blower or defective heater assembly.
Solution	Remove the heater assembly cover and clean the dust out of the blower, if noise persists replace heater assembly or see below.
Service Manual Reference	Page 11

Problem	Grinding or excessive noise with the heater off.
Probable Cause	Defective flame motor.
Solution	Replace flame motor with a new one.
Service Manual Reference	Page 9



TROUBLE SHOOTING GUIDE

GENERAL

Problem	Circuit breaker trips or fuse blows when the unit is turned on.
Probable Cause	Improper circuit current rating.
Solution	Additional appliances may exceed the current rating of the circuit breaker or fuse. Plug the unit into another outlet or install on a dedicated circuit with a 15 amp rating. If the unit continues to trip circuit breakers or blow fuses check all wiring for loose connections, repair/replace as necessary.
Service Manual Reference	Page 3

Problem	Plug or power cord gets warm.
Probable Cause	Normal operation or defective cord.
Solution	Under normal operation with the heater on, the plug or cord may get slightly warm to the touch. If the plug or cord gets too hot to touch, turn the unit off and plug it into another outlet. If the problem persists replace the cord assembly.
Service Manual Reference	Page 13

Problem	Lights dim in room while the unit is in operation.
Probable Cause	Unit is drawing close to circuit current rating.
Solution	Move the unit to another outlet or install on a dedicated circuit with a 15amp rating.
Service Manual Reference	Page 3