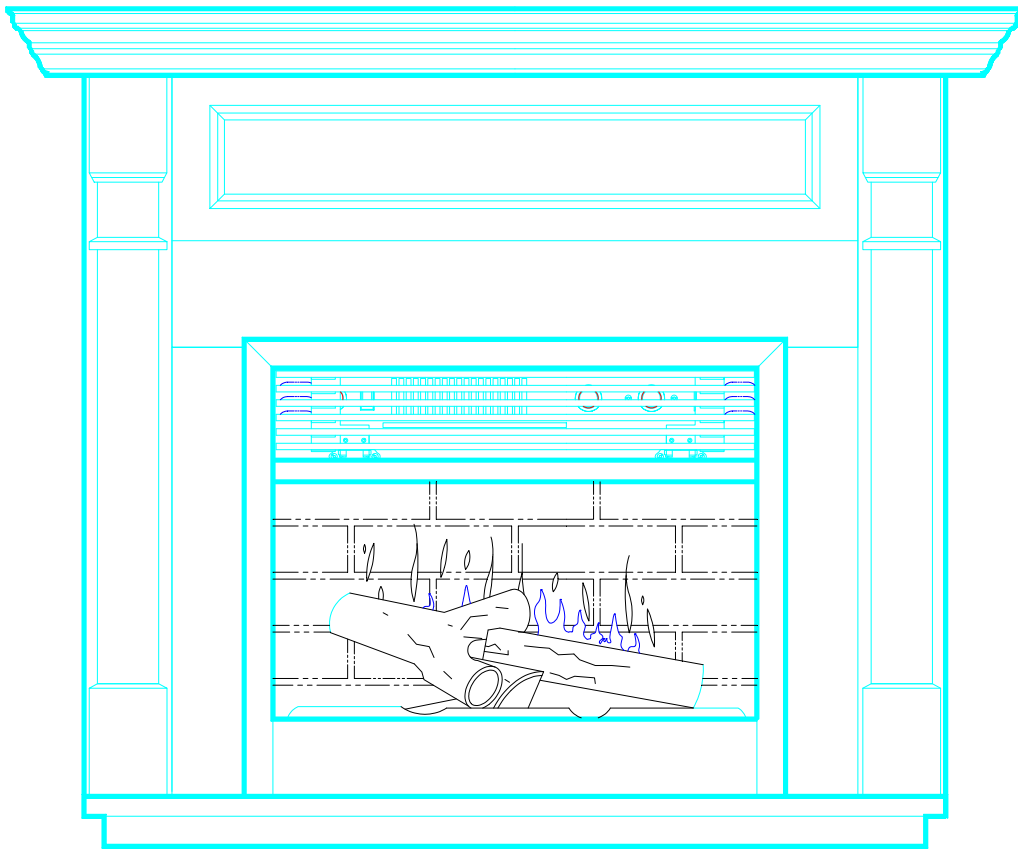


MODEL SF5601

PARTS & SERVICE MANUAL



Dimplex[®]

Formally Sold under **electraflame**

7400470100R00

Table of Contents

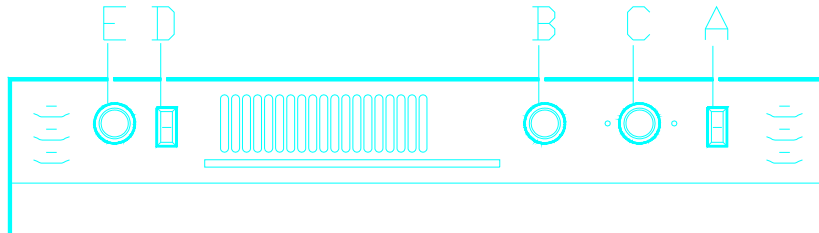
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|---|----|
| OPERATION..... | 3 |
| WIRING DIAGRAM..... | 6 |
| REPLACEMENT PARTS | 6 |
| TO REPLACE UPPER LIGHT BULBS..... | 7 |
| TO REPLACE LOWER LIGHT BULBS..... | 8 |
| TO REPLACE MAIN ON/OFF SWITCH..... | 9 |
| TO REPLACE LIGHT DIMMER SWITCH | 10 |
| TO REPLACE FLAME SPEED CONTROL..... | 11 |
| TO REPLACE FLAME MOTOR/FLAME ROD | 12 |
| TO REPLACE FLAME MOTOR/FLAME ROD | 13 |
| TO REPLACE HEATER ON/OFF SWITCH..... | 14 |
| TO REPLACE HEATER THERMOSTAT CONTROL..... | 15 |
| TO REPLACE HEATER ASSEMBLY | 16 |
| TO REPLACE THE POWER CORD | 17 |
| TROUBLESHOOTING GUIDE..... | 18 |

SYMPHONY ELECTRIC FIREPLACE

OPERATION

This section will explain the function of each control.

To access the controls, open the upper grill by pulling near the top, forward and down.



A. MAIN ON/OFF SWITCH

The on/off switch supplies power to all fireplace functions (heater & flame).

B. FLAME SPEED CONTROL (not available on some models)

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

C. FLAME LIGHT DIMMER CONTROL

Turn the flame brightness control to increase or decrease the brightness of the flame and embers.

D. HEATER ON/OFF SWITCH

The heater on/off switch supplies power to the heating unit when the main on/off switch (A) is in the on position.

E. HEATER THERMOSTAT CONTROL

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

RESETTING THE TEMPERATURE CUTOFF

This unit is equipped with a thermostat which controls the temperature of the room. It does this by turning the heater on and off. The heater is protected with a safety device to prevent overheating. 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 switching the ON/OFF SWITCH to OFF and waiting 5 minutes before switching the unit back on.

CAUTION

If you need to continuously reset the heater, unplug the unit and call your local dealer.

SYMPHONY ELECTRIC FIREPLACE

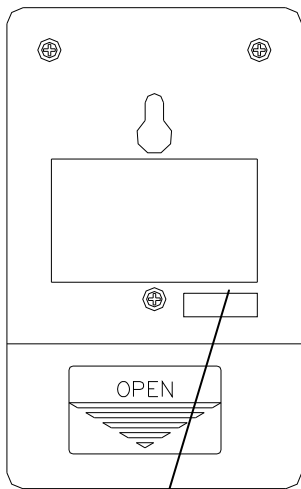
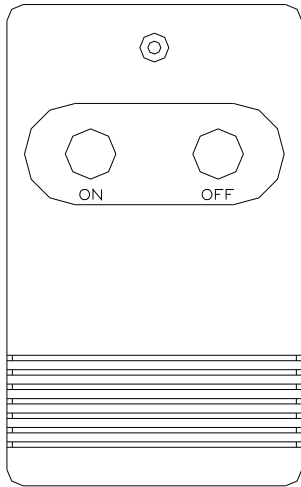


Figure 1

OPTIONAL REMOTE CONTROL USAGE

1. Plug the fireplace into the outlet located on the side of the receiver.
2. Plug the receiver into the wall outlet.
3. Install a 9 volt battery into the transmitter.
4. Turn the fireplace main power switch to the ON position prior to using the remote control.
5. The remote control works up to 50 feet away.
6. Push the ON button to turn fireplace on, push the OFF button to turn the fireplace off.

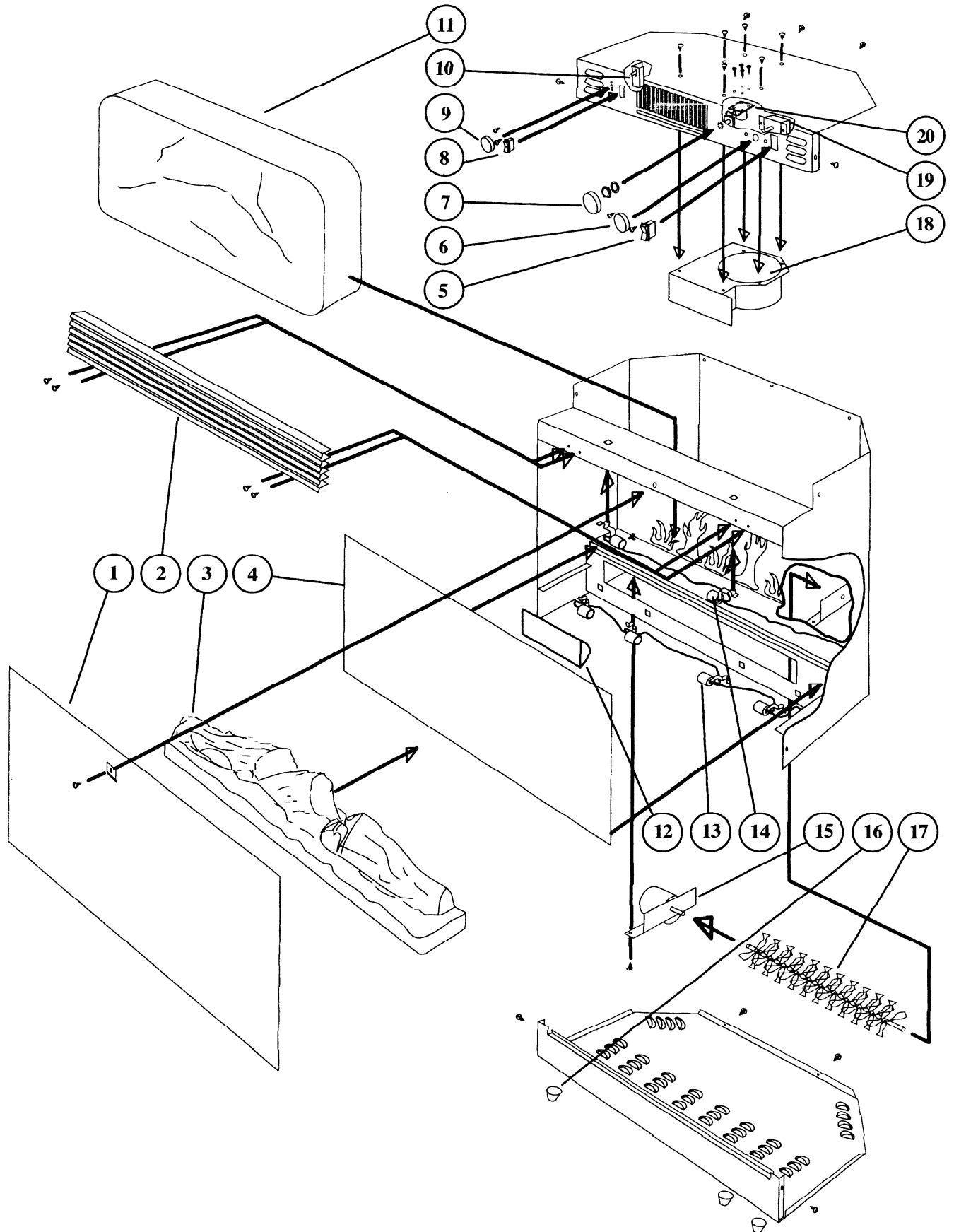
NOTE:

To prevent the risk of fire, the fireplace plug must be inserted fully into the receiver.

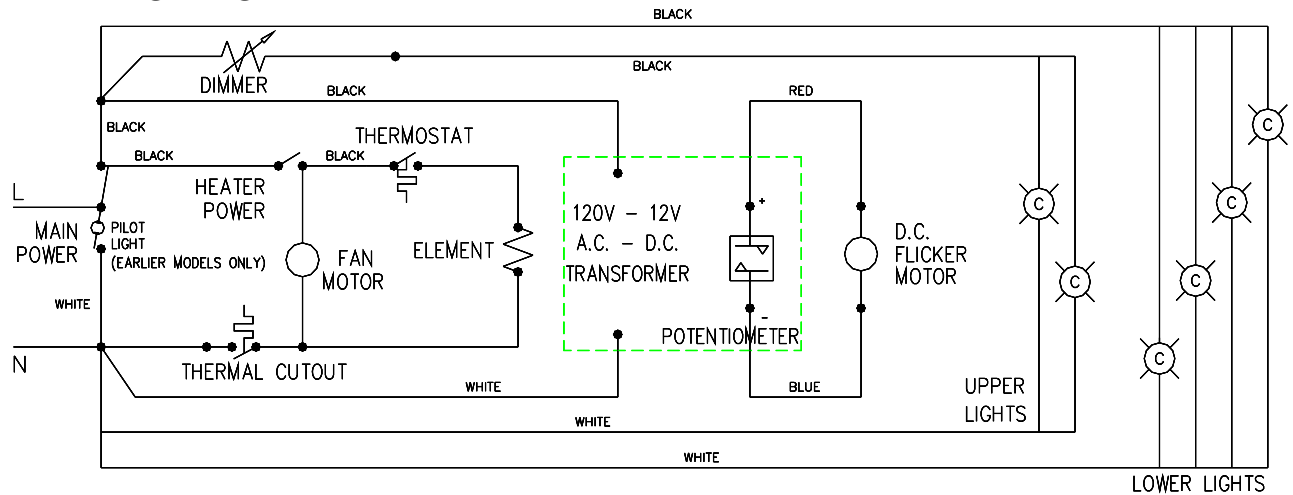
NOTE:

The remote control and receiver use one of 243 independent frequencies. When replacing the remote control or the receiver they must be replaced as a set to ensure proper operation. The frequency of the remote is located on the back of the remote on a label. (Figure 1)

SYMPHONY ELECTRIC FIREPLACE



WIRING DIAGRAM



REPLACEMENT PARTS SF SERIES FIREPLACES SYMPHONY

CATALOGUE NO.
PART NO.
MOD. LEVEL

SF5601
6900240959
MOD C

REPLACEMENT PART

1. GLASS
2. GRILL
3. LOG SET
4. MIRROR
5. POWER ON/OFF SWITCH
6. LIGHT DIMMER KNOB
7. FLAME SPEED KNOB
8. HEATER ON/OFF SWITCH
9. THERMOSTAT KNOB
10. THERMOSTAT
11. FLAME PROJECTION PANEL
12. LIGHT BLOCK
13. LOWER LIGHT HARNESS
14. UPPER LIGHT HARNESS
15. D.C. MOTOR
16. SUPPORT FOOT
17. REFLECTOR ROTISSERIE
18. HEATER ASSEMBLY
19. LIGHT DIMMER
20. FLAME SPEED CONTROL

REPLACEMENT PART NO.

- 6900100400RP
6900080159RP
0437960100RP
5900060300RP
2800070200RP
8800000800RP
8800000200RP
2800070200RP
8800000300RP
2300150100RP*
0437970100RP
NOT AVAILABLE
2500090100RP
2500080100RP
2000150100RP
8800090100RP
6900190400RP
2200290400RP
USE SINGLE POLE
WALL DIMMER
I.E. LEVITON 6602-I
3000180300RP

NOT AVAILABLE

SYMPHONY ELECTRIC FIREPLACE

If unit was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

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

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 that illuminates the log set exterior and four bulbs under the log set which generate the flames and embers.

It is a good idea to replace all of the 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 the light bulbs.

TO REPLACE UPPER LIGHT BULBS

1. Remove the firebox trim by placing your hand on the grill section, grasping the trim and pulling outwards releasing the retainer clips.
2. Remove the mounting screw in the center of the glass and remove the retainer bracket.
3. Remove the glass by lifting up from the bottom.

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

4. Locate upper bulbs inside the center of the firebox at the top.
5. Replace bulb(s) that require replacement, holding onto the light socket when while unscrewing.
6. Reassemble in the reverse order as above.

UPPER BULB-Quantity 2 chandelier or candelabra bulbs with an E-12 (small) socket base, 15 watt rating.

CAUTION DO NOT EXCEED 15 WATTS PER BULB

SYMPHONY ELECTRIC FIREPLACE

If unit was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

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

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 that illuminates the log set exterior and four bulbs under the log set which generate the flames and embers.

It is a good idea to replace all of the 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 the light bulbs.

TO REPLACE LOWER LIGHT BULBS

1. Remove the firebox trim by placing your hand on the grill section, grasping the trim and pulling outwards releasing the retainer clips.
2. Remove the mounting screw in the center of the glass and remove the retainer bracket.
3. Remove the glass by lifting up from the bottom.

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

4. Only handle the log set by the ember bed and not by the logs. To remove the log set lift up the front edge of log set until it clears the front tabs. Pull out until the rear tab clears the back ledge, and then lift out.
5. Replace bulb(s) that require replacement, holding onto the light socket when while unscrewing.
6. Replace the log by pushing it down and in until it rests against the mirror.
7. Reassemble in the reverse order as above.

**LOWER BULB-Quantity 4 chandelier or candelabra bulbs with an E-12 (small) socket base, 60 watt rating.
GE 60BC or Philips 60CTC**

CAUTION DO NOT EXCEED 60 WATTS PER BULB

SYMPHONY ELECTRIC FIREPLACE

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

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

TO REPLACE MAIN ON/OFF SWITCH

1. Remove the firebox trim by placing your hand on the grill section, grasping the trim and pulling outwards releasing the retainer clips.
2. Remove the firebox from the mantel.
3. Lower the grill covering the controls.
4. Remove the retaining screws on the top cover and 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 main on/off switch mounted on the top panel and disconnect the wiring clips and connections noting their original locations.
6. Depress the retainer clips on the rear of the switch and push the switch out of the rear cover.
7. Properly orient the new switch and connect all of the wiring clips and connections.
8. Reassemble in the reverse order as above.

SYMPHONY ELECTRIC FIREPLACE

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

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

TO REPLACE LIGHT DIMMER SWITCH

1. Remove the firebox trim by placing your hand on the grill section, grasping the trim and pulling outwards releasing the retainer clips.
2. Remove the firebox from the mantel.
3. Lower the grill covering the controls.
4. Remove the retaining screws on the top cover and 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 switch mounted on the top panel and disconnect the wiring clips and connections noting their original locations.
6. Pull off the dimmer control knob.
7. Remove the dimmer switch mounting screws and remove the switch.
8. Properly orient the new dimmer switch and connect all of the wiring connections.
9. Reassemble in the reverse order as above.

SYMPHONY ELECTRIC FIREPLACE

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

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

TO REPLACE FLAME SPEED CONTROL

1. Remove the firebox trim by placing your hand on the grill section, grasping the trim and pulling outwards releasing the retainer clips.
2. Remove the firebox from the mantel.
3. Lower the grill covering the controls.
4. Remove the retaining screws on the top cover and 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 mounted on the top panel and disconnect the wiring clips and connections noting their original locations.
6. Pull off the flame speed control knob to expose the mounting nut.
7. From under the panel, break off the four mounting studs on the flame speed control by grasping with pliers and twisting on the protruding part of the stud, push the remainder of the studs out through the top panel. New mounting studs are supplied with the replacement speed control.
8. Properly orient the new flame speed control and connect all of the wiring connections.
9. Reassemble in the reverse order as above.

SYMPHONY ELECTRIC FIREPLACE

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

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

TO REPLACE FLAME MOTOR/FLAME ROD

1. Remove the firebox trim by placing your hand on the grill section, grasping the trim and pulling outwards releasing the retainer clips.
2. Remove the firebox from the mantel.
3. Gently place firebox front side up on a flat surface.
4. Remove the bottom cover mounting screws and remove the bottom panel lifting the bottom up slightly to release the glass.
5. Locate the flame motor and flame rod assembly and remove the wiring clips and connections noting their original locations.
6. Remove the flame assembly mounting bracket screws and rotate the assembly forwards releasing the mounting tabs from the rear cover.

NOTE: When removing the flame motor some damage may occur to the flame rod. If flame rod is damaged replace to insure proper operation.

7. To remove the flame rod attach needle nose pliers to the spring on the motor shaft and pull while rotating in the opposite direction of the spring winding.
8. To remove the flame motor you must first remove the flame rod (see above). Remove the motor mounting screws and remove motor from the mounting bracket.
9. To replace the flame rod attach needle nose pliers to the flame rod spring and push onto the flame motor shaft while rotating in the opposite direction of the spring winding.
10. Properly orient the flame motor and connect all of the wiring clips connections in their original locations.

SYMPHONY ELECTRIC FIREPLACE

TO REPLACE FLAME MOTOR/FLAME ROD

NOTE: Removal of the glass eases the installation of the bottom cover.

11. Remove the mounting screw in the center of the glass and remove the retainer bracket.
12. Remove the glass by lifting up from the bottom.
13. Reassemble in the reverse order as above.

SYMPHONY ELECTRIC FIREPLACE

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

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

TO REPLACE HEATER ON/OFF SWITCH

1. Remove the firebox trim by placing your hand on the grill section, grasping the trim and pulling outwards releasing the retainer clips.
2. Remove the firebox from the mantel.
3. Lower the grill covering the controls.
4. Remove the retaining screws on the top cover and 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 heater on/off switch mounted on the top panel and disconnect the wiring clips and connections noting their original locations.
6. Depress the retainer clips on the rear of the switch and push the switch out of the rear cover.
7. Properly orient the new switch and connect all of the wiring clips and connections.
8. Reassemble in the reverse order as above.

SYMPHONY ELECTRIC FIREPLACE

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

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

TO REPLACE HEATER THERMOSTAT CONTROL

1. Remove the firebox trim by placing your hand on the grill section, grasping the trim and pulling outwards releasing the retainer clips.
2. Remove the firebox from the mantel.
3. Lower the grill covering the controls.
4. Remove the retaining screws on the top cover and 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 heater thermostat control mounted on the top panel and disconnect the wiring clips and connections noting their original locations.
6. Pull off the thermostat control knob to expose the mounting screws.
7. Remove the mounting screws and remove the heater thermostat control switch.
8. Properly orient the new heater thermostat control and connect all of the wiring connections.
9. Reassemble in the reverse order as above.

SYMPHONY ELECTRIC FIREPLACE

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

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

TO REPLACE HEATER ASSEMBLY

1. Remove the firebox trim by placing your hand on the grill section, grasping the trim and pulling outwards releasing the retainer clips.
2. Remove the firebox from the mantel.
3. Lower the grill covering the controls.
4. Remove the retaining screws on the top cover and 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 heater assembly mounted on the top panel and disconnect the wiring clips and connections noting their original locations.

NOTE: A small slot screwdriver is required to remove some of the heater connections.

6. Turn the top over, remove the heater mounting screws and remove the heater assembly by sliding it back to release mounting tabs.
7. Properly orient the new heater assembly and connect all of the wiring connections.
8. Reassemble in the reverse order as above.

SYMPHONY ELECTRIC FIREPLACE

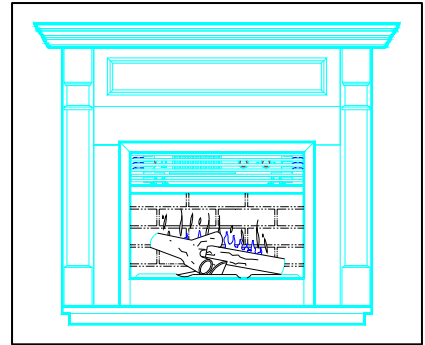
If the fireplace was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

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

TO REPLACE THE POWER CORD

1. Remove the firebox trim by placing your hand on the grill section, grasping the trim and pulling outwards releasing the retainer clips.
2. Remove the firebox from the mantel.
3. Lower the grill covering the controls.
4. Remove the retaining screws on the top cover and remove the top, placing it upside down on the top of the unit being careful not to damage any of the wiring.
5. Locate and disconnect the power cord wiring connections noting their original locations.
6. With needle nose pliers grasp the power cord strain relief grommet from inside the rear panel and push while twisting to remove.
7. Pull the power cord out through the hole in the rear cover.
8. Install the new power cord through the hole in the rear cover and connect all of the wiring connections in their original locations.
9. Install the power cord strain relief grommet on the power cord and insert into the hole in the rear cover.
10. Reassemble in the reverse order as above.

TROUBLESHOOTING 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 12 |

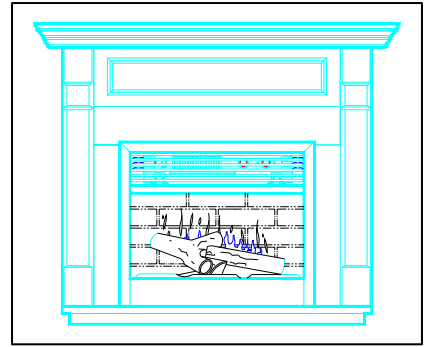
| | |
|---------------------------------|---|
| Problem | Flame not bright, flame not visible. |
| Probable Cause | Loose wiring or burnt out light bulb(s). |
| Solution | Check all wiring for loose connections, repair/replace as necessary. Check upper and lower light bulb(s). Replace burnt out bulbs with factory specified bulbs. |
| Service Manual Reference | Upper light bulb Page 7 Lower light bulb Page 8 |

| | |
|---------------------------------|-------------------------------------|
| Problem | Flame shutter. |
| Probable Cause | Defective flame motor. |
| Solution | Replace flame motor with a new one. |
| Service Manual Reference | Page 12 |

| | |
|---------------------------------|--|
| Problem | Log set dim, ember bed not glowing. |
| Probable Cause | Loose wiring or burnt out light bulb(s). |
| Solution | Check all wiring for loose connections, repair/replace as necessary. Check upper and lower light bulb(s). Replace burnt out ones with factory specified bulbs. |
| Service Manual Reference | Upper light bulb Page 7 Lower light bulb Page 8 |

SYMPHONY ELECTRIC FIREPLACE

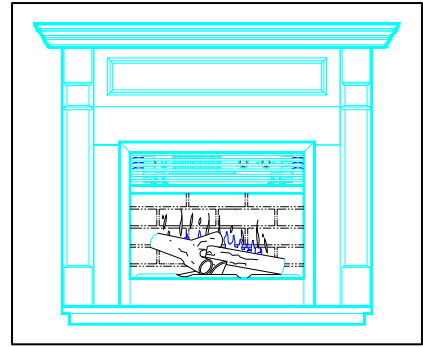
TROUBLE SHOOTING GUIDE



APPEARANCE

| | |
|---------------------------------|--|
| Problem | Fireplace 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 9 |

TROUBLE SHOOTING GUIDE

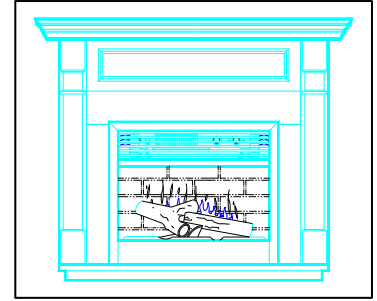


HEATER ASSEMBLY

| | |
|---------------------------------|--|
| 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 16 |

| | |
|---------------------------------|---|
| 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 14 Heater assembly Page 16 |

| | |
|---------------------------------|--|
| 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 15 |



TROUBLE SHOOTING GUIDE

HEATER ASSEMBLY

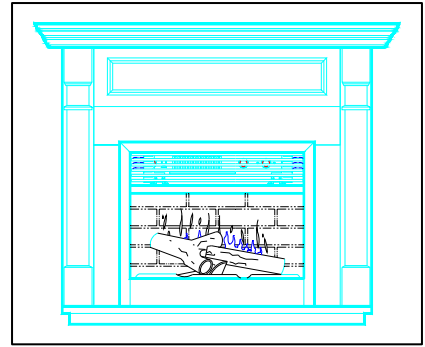
| | |
|---------------------------------|---|
| Problem | Heater is not turning off. |
| Probable Cause | Defective switch or loose wiring or defective heater assembly. |
| Solution | Check all wiring for loose wiring connections, repair/replace as necessary. If all wiring connections are suitable check heater on/off switch & heater assembly for proper operation. Replace as necessary. |
| Service Manual Reference | Heater on/off switch Page 14 Heater assembly Page 16 |

| | |
|---------------------------------|---|
| 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 14 Heater assembly Page 16 |

| | |
|---------------------------------|---|
| 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 16 Operation Page 3 |

SYMPHONY ELECTRIC FIREPLACE

TROUBLE SHOOTING GUIDE



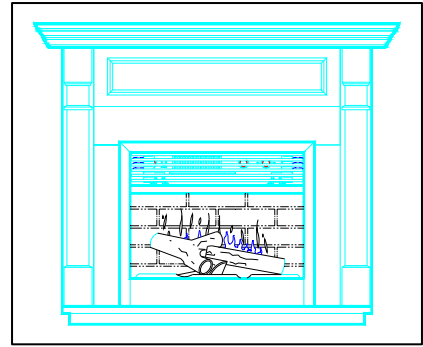
NOISE

| | |
|---------------------------------|--|
| Problem | Excessive noise with the heater on. |
| Probable Cause | Excessively dirty blower or defective heater assembly. |
| Solution | Remove the top cover and clean the dust out of the blower, if noise persists replace heater assembly or see below. |
| Service Manual Reference | Page 16 |

| | |
|---------------------------------|--|
| 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 12 |

| | |
|---------------------------------|---|
| Problem | Buzzing noise from the control panel. |
| Probable Cause | Defective flame speed control. |
| Solution | Replace flame speed control with a new one. |
| Service Manual Reference | Page 11 |

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 17 |

| | |
|---------------------------------|---|
| Problem | Unit turns on or off by itself. |
| Probable Cause | Remote control has a similar frequency to other remotes in the house. (Remote control optional) |
| Solution | Exchange hand held remote and receiver for one with a different frequency. See operation section in parts and service manual for how to determine remote frequency. |
| Service Manual Reference | Page 3 |

| | |
|---------------------------------|--|
| 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 |



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