

TROUBLESHOOTING GUIDE - DFOP25

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 and/or Remote Control Receiver initialize, where necessary.
	Radio frequency disturbance from outside sources.	Replace remote control and remote control receiver. Initialize where necessary.
	Defective Remote Control Receiver	Replace Remote Control Receiver, initialize with remote control
Lights dim in room while the unit is on	Unit is drawing close to circuit current rating	Move the unit to another outlet or install unit on a dedicated 15 amp circuit
Power cord gets warm	Normal Operation	The power cord may get slightly warm to the touch when the heater is on
	Defective power cord	Replace power cord if cord gets hot to the touch.
Unpleasant smell when unit is used.	Dirty or stale water.	Clean the unit as described under maintenance.
	Using unfiltered tap water.	Use tap water with a maximum hardness of 10 dH only.
Appearance		
The flame effect will not start.	Main plug is not plugged in.	Check plug is connected to wall socket correctly.
	Switch A is in the 'ON' (I) position, but mode Switch B has not been pressed. (Figure 2)	Press Switch B once for flame effect. (Figure 2)
	Low water level.	Check the water tank is full and there is water in the sump.
	Low voltage connector not connected properly. (Figure 6)	Check that the connector is inserted correctly. (Figure 8)
The flame effect is too low.	Flame effect control knob is set too low. (Figure 2)	Increase level of flame by turning Control knob C to the left slowly. (Figure 2)
	The water in the sump may be too high due to the drawer being opened and closed a number of times, water tank removed a number of times, or the fireplace has been moved.	If water level in the sump is more than 40mm, the sump should be removed and emptied in the sink.
	Metal Disc at the base of Sump might be dirty (Figure 11)	Clean Metal Discs with soft brush supplied. (Figure 13) See 'Maintenance.' for a step by step procedure.
The flame effect has too much smoke.	Flame effect setting is too high.	Turn the flame effect Control knob "C" to the right until it is at minimum and slowly turn to the left, about ¼ a turn, at a time. Give the flame generator some time to adjust before increasing. (Figure 2)
Main lamps are not working and there are no flames or smoke, but heater is still functioning.	There is no water in the tank.	Follow instructions under Maintenance, 'Filling the water tank'.
		Check the plug is connected to wall socket correctly. Switch 'A' (Figure 2) is in the 'ON' (I) position. Press switch 'B' Fig.2 until you can hear one beep only, for flame effect.

PROBLEM	CAUSE	SOLUTION
Heater		
Heater is not turning off	Improper operation	Refer to Operation Section
	Defective heater on/off switch	Replace heater on/off switch
	Defective remote control receiver	Replace remote control receiver, initialize remote control receiver and remote control.
Heater is not turning on	Improper operation	Refer to Operation Section
	Loose wiring	Trace Wiring
	Defective heater assembly	Replace heater assembly
	Defective momentary switch	Replace momentary switch
Heater is turning off after a couple of minutes of operation	Build up of dirt/dust in heater assembly	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
	Defective Heater Assembly	Replace Heater Assembly
Heater emits an odor	Normal Operation	Normal operation is when the heater emits an odor for a brief period after the heater is initially turned on. The heater is burning off any dust accumulated during manufacturing or operation.
	Defective heater assembly	Replace heater assembly
Heater fan turns on but heater lacks heat	Improper operation	Refer to Operation Section
	Loose wiring	Trace wiring in unit
	Defective heater assembly	Replace heater assembly
Heating element is glowing red	Normal Operation	Small glowing sections of the element are considered normal.
	Defective heater assembly	If larger glowing sections are causing the heater to trip the thermal cutout, unplug unit, discontinue use and replace heater assembly.
Heater fan runs continuously	Loose wiring	Trace wiring in unit
	Defective momentary switch	Replace momentary switch
	Defective heater assembly	Replace heater assembly
Noise		
Excessive noise with the heater on	Dirty heater assembly	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
	Defective heater assembly	Replace heater assembly

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



1367 Industrial Road • Cambridge ON Canada N1R 7G8
1-888-346-7539 • www.dimplex.com

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