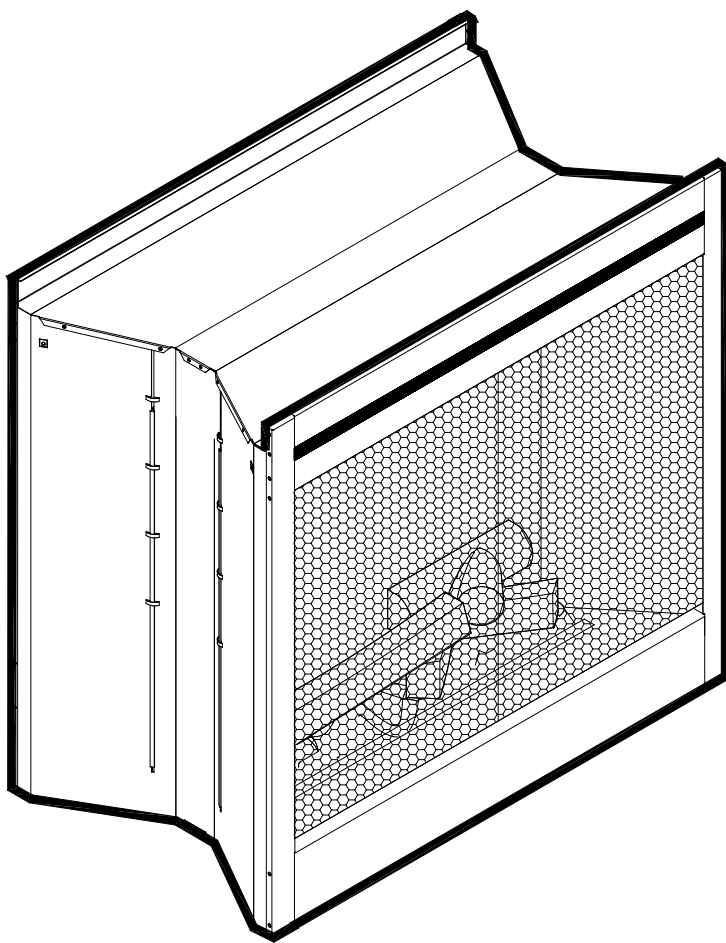




Better solutions through innovation



## Service Manual

**Model Number:**  
**BF362SD**  
**BF392SD**

**UL Part Number**  
**6901550159**

**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](http://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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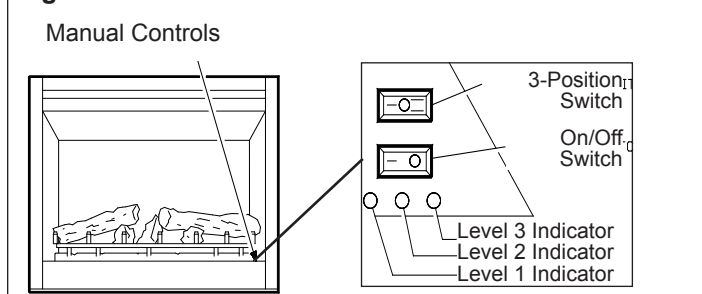
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Always use a qualified technician or service agency to repair this fireplace.

- ! **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



## Manual Controls

### On/Off Switch

The On/Off Switch supplies power to the remote control receiving unit. When placed in the On position Level 1 indicator will flash.

### 3-Position Heater Switch

Pressing “-” activates:

Level 1 (once) - the flame effect is turned on and the first red indicator light is activated;

Level 2 (twice) - the flame effect remains on, the heater is activated to the low heat setting, and the first and second red indicator lights are activated;

Level 3 (three times) - the flame effect remains on, the heater is set to the high heat setting, and all three red indicator lights are activated.

Pressing “=” turns the fireplace off.

**NOTE:** Hot air will blow from both sides of the fireplace when the 3-position heater switch is activated. 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

**! NOTE:** This unit is not designed to be used with wall switches for flame control, thermostat control or Dimplex wall setters.

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, pull the plastic insulator strip out from between the remote casing and battery cover (Figure 2).

To operate, push the ON button sequence through the 3 levels of the fireplace (see manual controls for more detail), push the OFF button to turn the fireplace 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. Access the manual controls, (remove glass doors or pull grill down if applicable) pull right hand edge of right hand steel curtain towards the center of unit.
3. Locate manual controls. (Figure 1)
4. Activate the On/Off switch, the red level 1 indicator will flash.
5. Press and hold the “-” portion of the 3-position heater switch for five (5) seconds (the second red indicator light will flash).
6. Press the On button located on the remote control. (Figure 2)

This will synchronize the remote control and receiver.

**! NOTE:** You will have only 10 seconds to perform this last step. Failure to do so will result in these steps needing to be followed again.

## Battery Replacement

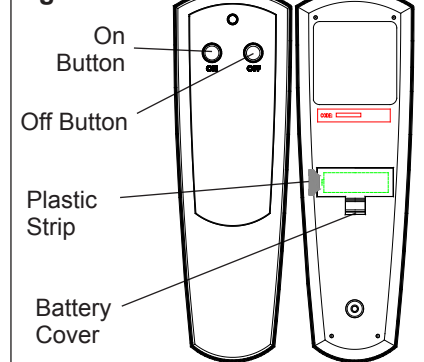
To replace the battery:

1. Slide battery cover open on the remote control (Figure 2).
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.

Figure 2



## MAINTENANCE

**⚠ WARNING:** Disconnect all power coming to fireplace at main service panel before attempting any maintenance or cleaning to reduce risk of fire, electric shock or damage to persons.

**⚠ 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.

### Light Bulb Replacement

Light bulbs need to be replaced when you notice a dark section of the flame or when the clarity is reduced. There are four bulbs under the log set which generate the flames and embers.

**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. Long life bulbs are recommended to reduce the frequency of bulb changes.

**Bulb Requirements:** Quantity of 4 clear chandelier or candelabra bulbs with an E-12 (small) socket base, 60 watt rating. Example: GE 60BC or Philips 60CTC.

Do not exceed 60 Watts per bulb.

**Tool Requirements:** Philips Screw Driver

1. Open steel curtain (remove glass doors if applicable). The bulbs can be accessed from either side of the fireplace.
2. Remove two screws on log bracket and remove log plate (Figure 3).
3. Pull the rear edge of the log set forward by grasping the ember bed by the sides, pull firmly until the rear tab pops out from under the back ledge, then lift the logs out. (Figure 4)

**! 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.

4. Examine the bulbs to determine which bulbs require replacement.
5. Remove the flicker rod. Begin by removing the plastic grommet, which holds the end of the rod in the left bracket. Grasp and turn it  $\frac{1}{4}$  turn, releasing it from the slot in the bracket, and then lift it out of the bracket.
6. The motor side of the rod may be attached to the motor in one of two ways:
  - Secured with a spring - attach needle nose pliers to the spring on the motor shaft and pull while rotating in the same direction of the spring winding.
  - Secured with a rubber gasket - pull and twist the gasket away from the motor simultaneously until it comes off the motor shaft.

**⚠ CAUTION:** Ensure that the flicker rod does not get bent during removal and re-connecting, ensure the rod is

straight when replaced, otherwise, it may cause excessive noise during operation.

**! NOTE:** To replace the flicker rod that uses a spring, attach needle nose pliers to the flicker rod spring and push onto the flicker motor shaft while rotating in the opposite direction of the spring winding.

7. Unscrew bulbs counter clockwise.
8. Insert new bulbs.
9. Reassemble in the reverse order as above.

**! NOTE:** To replace the log set insert the front edge, pushing back down until the rear tab snaps under the back ledge and the logs are resting against the partially reflective glass.

### Partially Reflective Glass Cleaning

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

To remove fingerprints or other marks, the partially reflective glass can be cleaned with a damp cloth using good quality household glass cleaner. The partially reflective glass should be completely dried with a lint free cloth or paper towel.

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

Figure 3

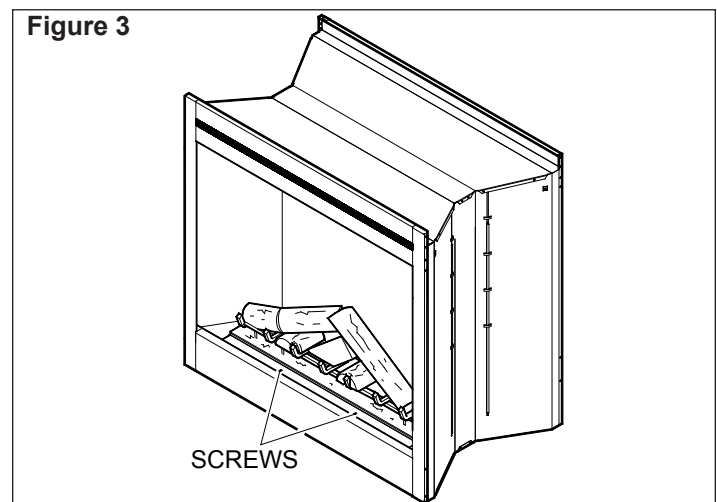
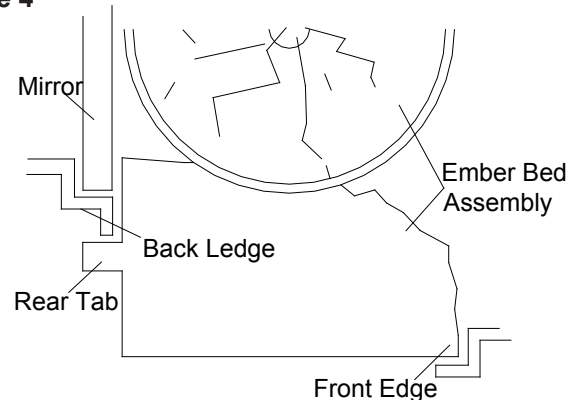
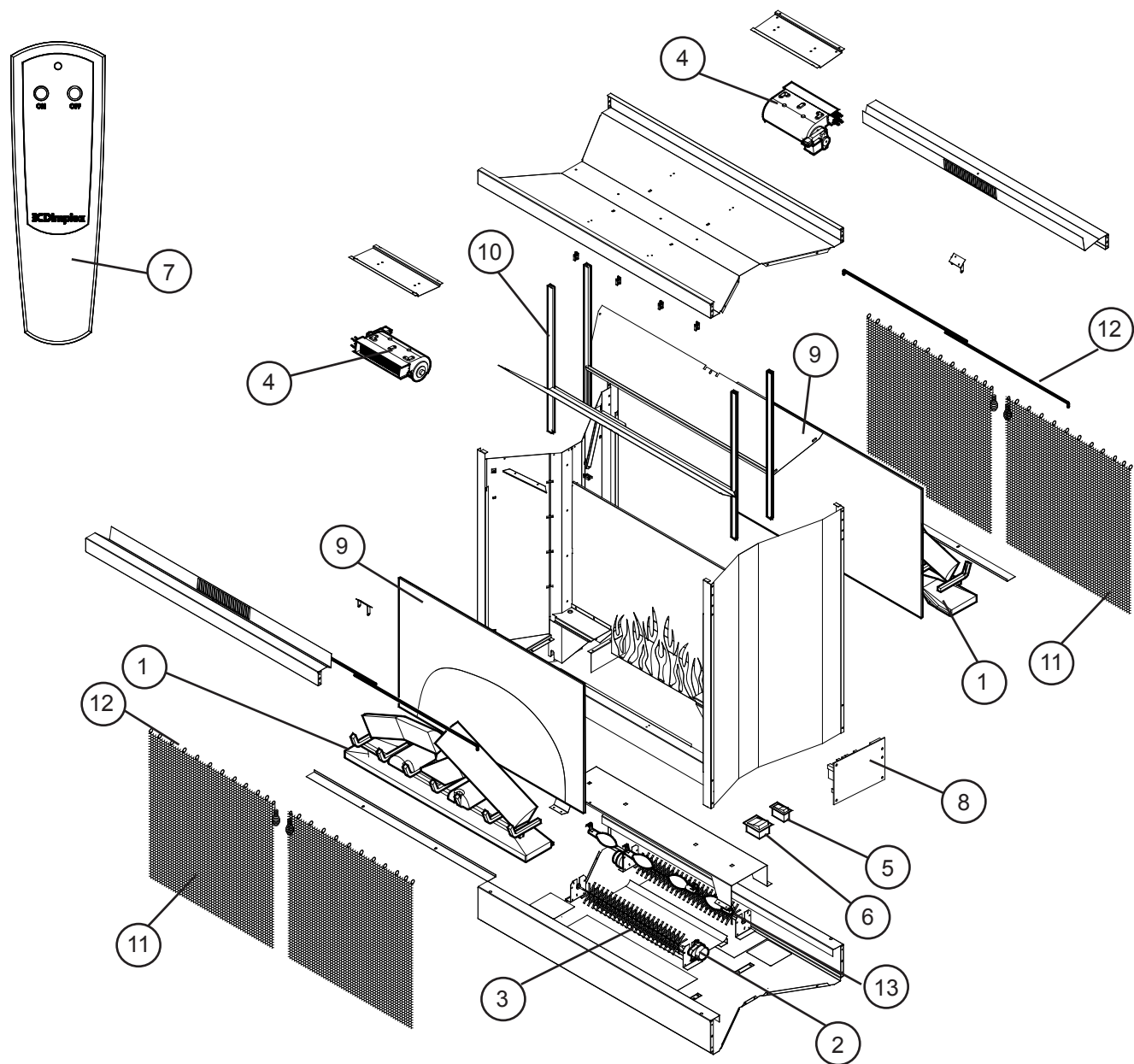


Figure 4



## EXPLODED PARTS DIAGRAM

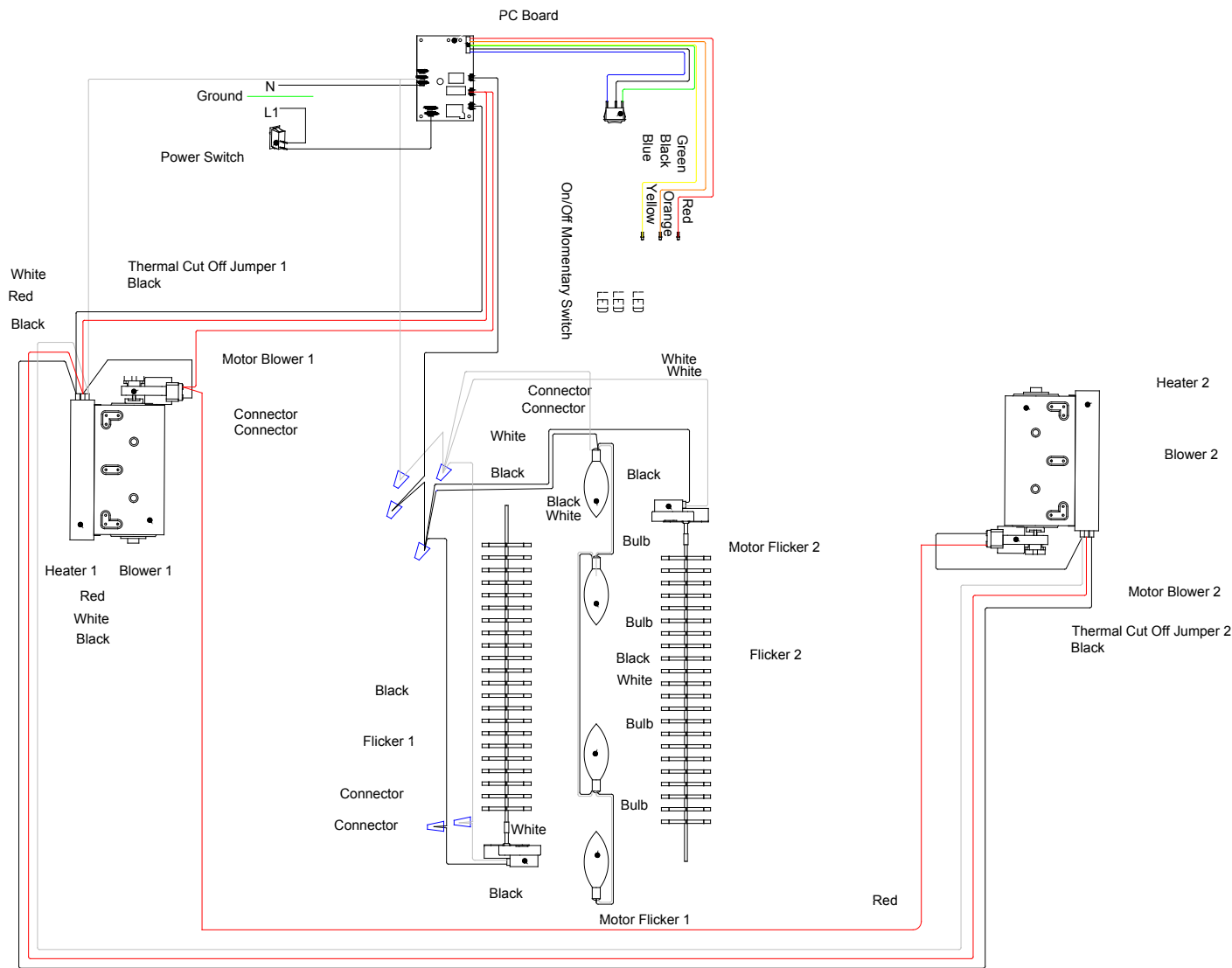


## REPLACEMENT PARTS

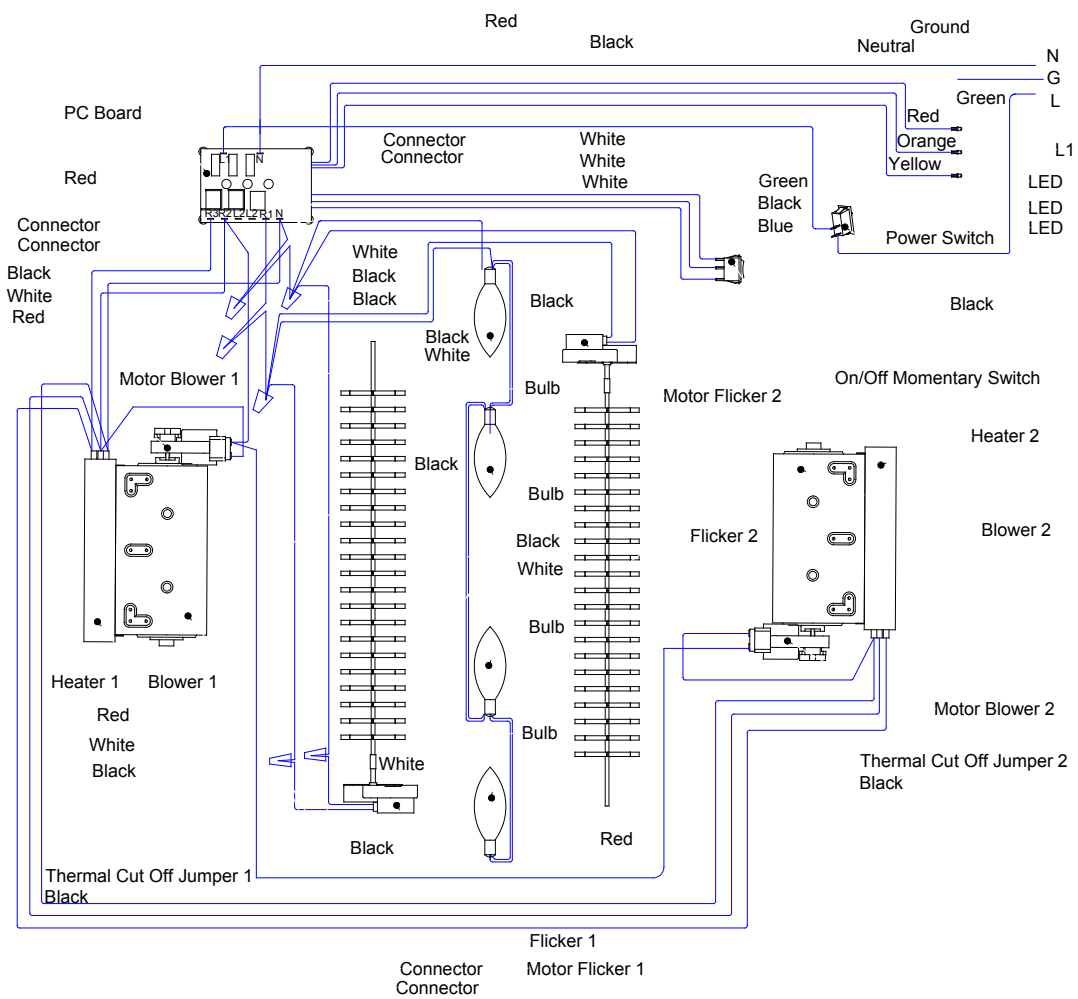
|                                  |              |                                   |              |
|----------------------------------|--------------|-----------------------------------|--------------|
| 1. LOGSET .....                  | 0438550300RP | 8. REMOTE CONTROL RECEIVER        |              |
| 2. FLICKER MOTOR .....           | 2000140300RP | MOD 0-B .....                     | 3000430800RP |
| 3. FLICKER ROD .....             | 5900080800RP | MOD C .....                       | 9600480100RP |
| 4. HEATER ASSEMBLY .....         | 2000230200RP | 9. PARTIALLY REFLECTIVE GLASS ... | 5900160600RP |
| 5. 3-POSITION HEATER SWITCH .... | 2800070500RP | 10. GLASS SUPPORT STRIP .....     | 0438290100RP |
| 6. ON/OFF SWITCH .....           | 2800070700RP | 11. MESH CURTAIN .....            | 8800240103RP |
| 7. REMOTE CONTROL .....          | 3000370600RP | 12. CURTAIN ROD .....             | 8800250100RP |
|                                  |              | 13. LIGHT SOCKETS WITH HARNESS .. | 2500090100RP |

WIRING DIAGRAM

Wiring Diagram - Post 2004



Wiring Diagram - Pre 2004





## SWITCH REPLACEMENTS

### On/Off & 3-Position Heater Switches

**Tools Required:** Phillips screw driver

**⚠ 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. Open the steel curtains (remove glass doors if applicable), on the switch side of the fireplace.
2. Remove the 2 screws from the log set retaining plate along the front of the log set and remove the retaining plate.
3. Pull the rear edge of the log set forward by grasping the ember bed by the sides, pull firmly until the rear tab pops out from under the back ledge, then lift the logs out. (Figure 4)

**! 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.

4. Locate the cover plate by the switches on the right and remove the mounting screws.
5. Remove the cover plate.
6. Reach hand into the opening and locate the switch that requires replacing.
7. Depress the retainer flanges on the left and right side of the switch and push the switch up, out of the bottom cover.

**! NOTE:** It may be necessary to remove both switches for easier access.

8. Disconnect the wiring 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.

9. Properly orient the new switch and connect all of the wiring connections.
10. Reassemble in the reverse order as above.

**! NOTE:** To replace the log set insert the front edge, pushing back down until the rear tab snaps under the back ledge and the logs are resting against the partially reflective glass.

## FLICKER MOTOR/ FLICKER ROD REPLACEMENT

**Tools Required:** Phillips screw driver

Needle Nose Pliers

Wire Cutters

2 wire connectors per motor.

**⚠ 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.

**! NOTE:** This unit is equipped with two flicker motor/ flicker rod assemblies.

1. Determine which motor is defective.
2. Open the steel curtains (remove glass doors if applicable), on the side where the replacement is required.
3. Remove the 2 screws from the log set retaining plate(s) along the front of the log set, on the side where the replacement is required, and remove the retaining plate. (Figure 3)
4. Pull the rear edge of the log set(s) forward by grasping the ember bed by the sides, pull firmly until the rear tab pops out from under the back ledge, then lift the logs out. (Figure 4)

**! 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.

**! NOTE:** If the flicker motor from the opposite side from the location of the switches needs replacing, both log-sets may need to be removed.

5. Locate the flicker motor to be replaced.
6. Remove the flicker rod. Begin by removing the plastic grommet, which holds the end of the rod in the left bracket. Grasp and turn it ¼ turn, releasing it from the slot in the bracket, and then lift it out of the bracket.
7. The motor side of the rod may be attached to the motor in one of two ways:
  - Secured with a spring - attach needle nose pliers to the spring on the motor shaft and pull while rotating in the same direction of the spring winding.
  - Secured with a rubber gasket - pull and twist the gasket away from the motor simultaneously until it comes off the motor shaft.

**⚠ CAUTION:** Ensure that the flicker rod does not get bent during removal and re-connecting, ensure the rod is straight when replaced, otherwise, it may cause excessive noise during operation.

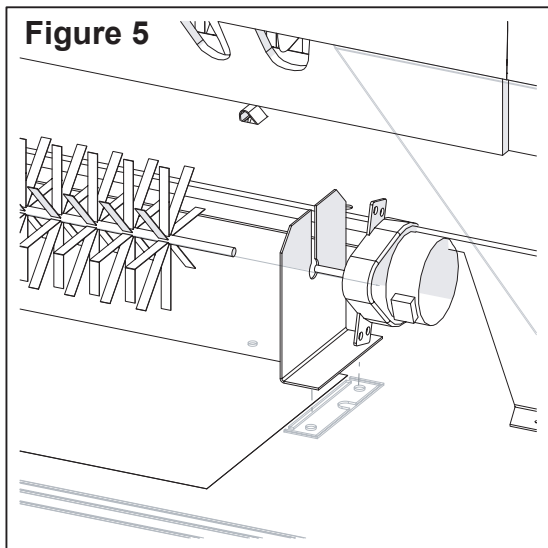
**! NOTE:** To replace the flicker rod that uses a spring, attach needle nose pliers to the flicker rod spring and push onto the flicker motor shaft while rotating in the opposite direction of the spring winding.

8. Remove the flicker assembly mounting bracket screws holding the motor and remove. (Figure 5)
9. Remove the motor mounting screws from the mounting bracket and remove motor.
10. Trace the wires back and find the wire nuts that connect the flicker motor to the remote control receiver.

**! NOTE:** If there are no wire nuts or they are on the other side of the firebox, the other log can be removed to access the connections or the wires can be cut and stripped by:



**Figure 5**



- Cut the wires from the original motor approximately 2" inches from the motor and strip the sheathing off the wire end by approximately 1/2" inch.
  - Cut the end of the wires from the new motor, leaving several inches (approx. 6") in length from the motor. Strip the sheathing by approximately 1/2" inch.
11. Connect the black wire from the original motor and the black wire from the new motor and attach them using a twist-on wire connector.
  12. Repeat step 11 for the white wire.
  13. Reassemble in the reverse order as above.

## HEATER ASSEMBLY REPLACEMENT

**Tools Required:** Phillips screw driver  
Flat Head screw driver

**⚠ 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.

**! NOTE:** This unit is equipped with two heater assemblies.

1. Open the steel curtains (remove glass doors if applicable) on the side where the replacement is required.
2. Remove the steel curtains by lifting up on the curtain mounting rod releasing it from the side mounting tab, and pulling out. Repeat this for both the left and the right side of the visual opening of the fireplace.
3. Remove the inside cover mounting screws from the firebox and remove the cover by lifting it up from the back, bowing it slightly in the center and pulling out by one end.
4. Locate the heater assembly mounted to the top panel and disconnect the connections noting their original locations.

**! NOTE:** Using a flat head screwdriver gently pry be-

tween the end of the connector and the heater to release the wires.

5. Remove the two mounting screws and pull forwards to release the heater assembly from the top cover.
6. Remove the heater assembly mounting screws and remove the heater assembly.
7. Properly orient the replacement heater assembly and connect all of the wiring connections in their original locations.
8. Reassemble in the reverse order as above.

## REMOTE CONTROL RECEIVER REPLACEMENT

**Tools Required:** Phillips screw driver  
Wire Cutters  
Needle Nose Pliers or 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. Starting on the side of the double-sided fireplace where there are no manual controls.
2. Open the steel curtains (remove glass doors if applicable).
3. Using needle nose pliers, release the left steel curtain from the side panel by slightly opening the retainer clips on the panel and unhooking the curtain.
4. Remove the left hand curtain by lifting the rod out from the left side mounting tab. Once released, lower the rod and pull it out from the left together with the curtain.
5. Remove the 2 screws from the log set retaining plate along the front of the log set and remove the retaining plate.
6. Pull the rear edge of the log set forward by grasping the ember bed by the sides, pull firmly until the rear tab pops out from under the back ledge, then lift the logs out. (Figure 4)

**! 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.

7. Locate the remote control receiver housing cover plate on the left, in the cavity beneath the ember-bed. Remove the 2 mounting screws located on the top of the cover plate and remove it from the firebox.

**! NOTE:** Location of the receiver has very limited space. It may be helpful to remove the flicker rod and left bracket to allow for extra work space. They can be removed as follows:

- a) Remove the plastic grommet, which holds the end of the rod in the bracket. Grasp and turn it 1/4 turn, releasing it from the slot in the bracket, and then lift it out of

the bracket.

b) Pull and twist the rubber gasket/connector which holds the rod onto the motor, until the rod is freed from the motor. Remove the rod out of the fireplace.

**! NOTE:** Rod may get slightly bent during removal and re-connecting. Ensure the rod is straight when replaced. Otherwise, it may cause excessive noise during operation.

c) Remove the 2 screws on the left flicker motor bracket to detach it from the firebox.

8. Locate the remote control receiver mounted to the left side of the unit and remove the wiring connections noting their original connection labels on the receiver.

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

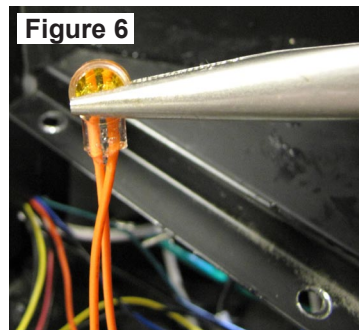
**! NOTE:** It may be helpful to mark or label the 3 black wires to identify their location. (See labeled diagram of the receiver - Figure 7)

**! NOTE:** Leave the 9 thin/small gauge wires permanently attached to the receiver.

9. The Remote Control Receiver is fastened to the underside of the Ember Bed support by four (4) mounting studs, one in each corner. Squeeze each mounting stud's clasp to release the receiver from the firebox. The tabs can also be cut using wire cutters.
10. Remove the log set and the cover plate on the side with the controls in the same manner as the previous one.
11. Reach hand into the opening on the switch side and locate the wiring for the red heat indicator lights.
12. Using a flat head screwdriver apply a little pressure to the LED to force them out through the bottom of the mounting place noting their original configuration.

If access to the switch side of the unit is not possible the following instructions can be followed:

- With the small gauge wires still attached, pull the original receiver out of the side opening as much as possible without damaging the wires, and set it inside the fireplace.
- Cut the remaining shaft of the mounting tabs as close as possible to the side panel of the fireplace.
- The replacement receiver is supplied factory mounted on a new interior cover plate.
- VERY IMPORTANT!!!** Please read the following steps very carefully and refer to Figure 6. The small gauge wires from both the original and the new receiver will require cutting to then be connected to its matching wire on the other receiver using the 3M push button connectors included in the package.
- Take the new replacement receiver/plate and cut the small gauge wires leaving approximately 8" inches in length from the new receiver.
- Using wire cutters, cut one of the small gauge wires off the old receiver approximately 1" inch from the base,



**Figure 6**

carefully noting its location.

**! NOTE:** It may be easier to match the wires by cutting off the plastic wire tie which secures the 9 wires all together.

- Find the same wire coming from the exact same location on the new receiver to match it up to the original wire. Colors should match each other.
  - Using the push button wire connector, connect the matching wires together. Pick up wire connector and place (1) wire into each terminal; (i.e. 1 yellow wire from the original receiver into one hole and one yellow wire from the new receiver in the remaining hole, for a total of 2 yellow wires).
  - Secure wires in the connector by pressing/crimping the 3M symbol on the orange plastic button with slip joint pliers or needle nose pliers. Slightly pull on end of wires to ensure there is a strong connection.
  - Repeat this process for the (7) remaining wires cutting and matching only one color at a time, **ENSURING EACH CONNECTOR HAS THE SAME WIRE COLORS**; (Red to Red; Orange to Orange; Blue to Blue; etc.).
13. Connect all of the wiring connections to their original locations on the new receiver - depending on the age of your unit there are 3 different remote control receivers that you could have see Figure 7 to determine where the wires should be attached to ensure correct operation.
14. Mount the new receiver in the location of the original, ensuring the proper orientation.
15. Re-assemble the fireplace in the reverse order as above.

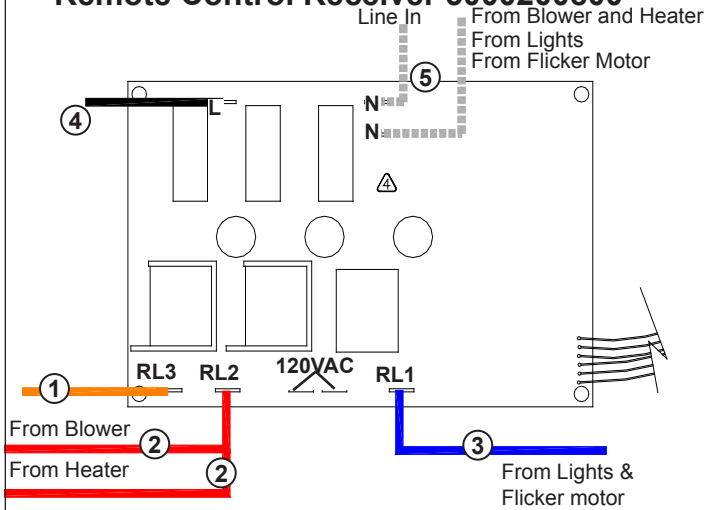
**! NOTE:** To replace the log set, insert the front edge of the log set and pushing back down until the rear tab snaps under the back ledge and the logs are resting against the partially reflective glass.

**! NOTE:** Once installed, ensure that the levels on the indicator lights are turning on in the correct sequence for stage 1, 2, and 3.

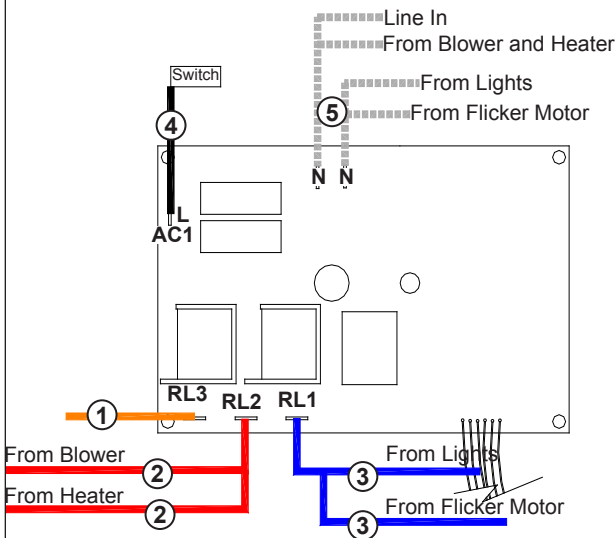
**! NOTE:** Check that the fireplace operates in the correct sequence: Stage 1 – Lights (No Heat), Stage 2 – Lights and Low Heat, Stage 3 – Lights and High Heat.

**Figure 7**

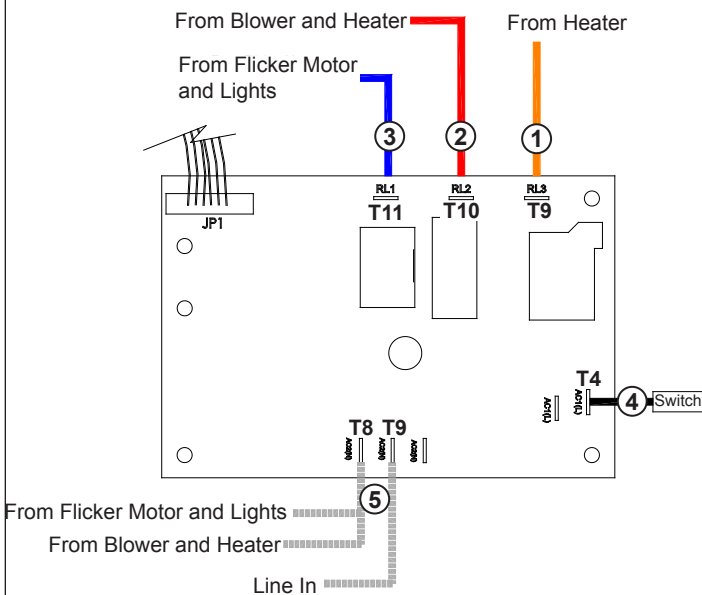
**Remote Control Receiver 3000200800**



**Remote Control Receiver 3000430800RP**



**Remote Control Receiver 3000820500RP**



# TROUBLESHOOTING GUIDE

| PROBLEM                                                    | CAUSE                                                                | SOLUTION                                                                                                                                                         |
|------------------------------------------------------------|----------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>General</b>                                             |                                                                      |                                                                                                                                                                  |
| 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 to Remote Control Receiver.                                                                                                   |
|                                                            | Radio frequency disturbance from outside sources.                    | Replace Remote Control and Remote Control Receiver where necessary. Initialize Remote Control and Receiver                                                       |
|                                                            | Defective Remote Control Receiver                                    | Replace Remote Control Receiver. Initialize to 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                                                                                    |
| <b>Appearance</b>                                          |                                                                      |                                                                                                                                                                  |
| Fireplace does not turn on in Manual Mode                  | Improper operation                                                   | Refer to Operation Section                                                                                                                                       |
|                                                            | No incoming power from the electrical wall socket                    | Check Fuse/Breaker Panel                                                                                                                                         |
|                                                            | Defective On/Off Switch                                              | Replace On/Off Switch                                                                                                                                            |
|                                                            | Defective Remote Control Receiver                                    | Replace Remote Control Receiver. Initialize with Remote Control.                                                                                                 |
| Fireplace does not turn on in Remote Mode                  | Improper operation                                                   | Refer to Operation Section                                                                                                                                       |
|                                                            | Remote control not initialized to fireplace                          | Initialize the remote control                                                                                                                                    |
|                                                            | Loose wiring                                                         | Check wiring connections                                                                                                                                         |
|                                                            | Remote Control not working                                           | Install new battery into the Remote Control. Reinitialize remote control where necessary                                                                         |
|                                                            |                                                                      | Replace Remote Control Receiver where necessary. Initialize Remote Control Receiver to Remote Control.                                                           |
|                                                            | Defective Remote Control Receiver                                    | Replace Remote Control Receiver. Initialize to Remote Control                                                                                                    |
| Flame Frozen                                               | Loose wiring                                                         | Check wiring connections                                                                                                                                         |
|                                                            | Defective flicker motor                                              | Replace flicker motor                                                                                                                                            |
| 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                                                                                                                                            |
| Log set dim, not glowing                                   | Burnt out light bulbs                                                | Replace light bulbs                                                                                                                                              |
| Flame Shudder                                              | Defective flicker motor                                              | Replace flicker motor                                                                                                                                            |
| Light leaking around the log set                           | Log set not positioned properly                                      | Check log set for proper fit                                                                                                                                     |

| PROBLEM                                                      | CAUSE                                                             | SOLUTION                                                                                                                                                                                        |
|--------------------------------------------------------------|-------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Heater</b>                                                |                                                                   |                                                                                                                                                                                                 |
| Heater is not turning off                                    | Improper operation                                                | Refer to Operation Section                                                                                                                                                                      |
|                                                              | Defective 3-Position Heater Switch                                | Replace 3-Position Heater Switch                                                                                                                                                                |
|                                                              | Defective Remote Control Receiver                                 | Replace Remote Control Receiver. Initialize to Remote Control.                                                                                                                                  |
| Heater is not turning on                                     | Improper operation                                                | Refer to Operation Section                                                                                                                                                                      |
|                                                              | Loose wiring                                                      | Check wiring connections                                                                                                                                                                        |
|                                                              | Defective 3-Position Heater Switch                                | Replace 3-Position Heater Switch                                                                                                                                                                |
|                                                              | Defective Heater Assembly                                         | Replace Heater Assembly                                                                                                                                                                         |
| 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 3-Position Heater Switch                                | Replace 3-Position Heater Switch                                                                                                                                                                |
|                                                              | Defective heater assembly                                         | Replace heater assembly                                                                                                                                                                         |
| <b>Noise</b>                                                 |                                                                   |                                                                                                                                                                                                 |
| 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                                                                                                                                                                         |
| Grinding or excessive noise with the heater off              | Moving 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                                                                                                                                                                           |