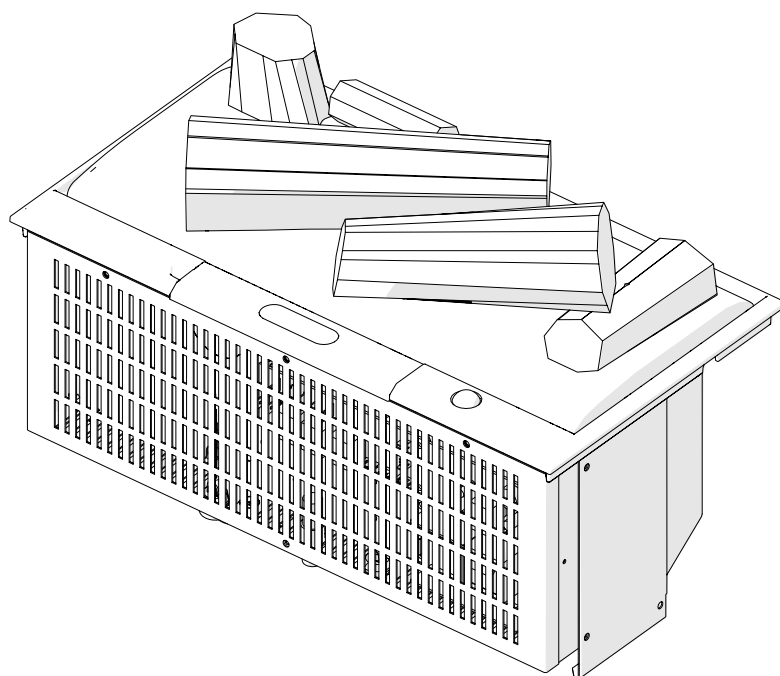




Better solutions through innovation

Service Manual



Model

DFI400L

DFI400R

DFI600L

Part Number

6909050241

6909050242

6909050261

IMPORTANT SAFETY INFORMATION: Always read this manual first before attempting to service this cassette. 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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In keeping with our policy of continuous product development, we reserve the right to make changes without notice.

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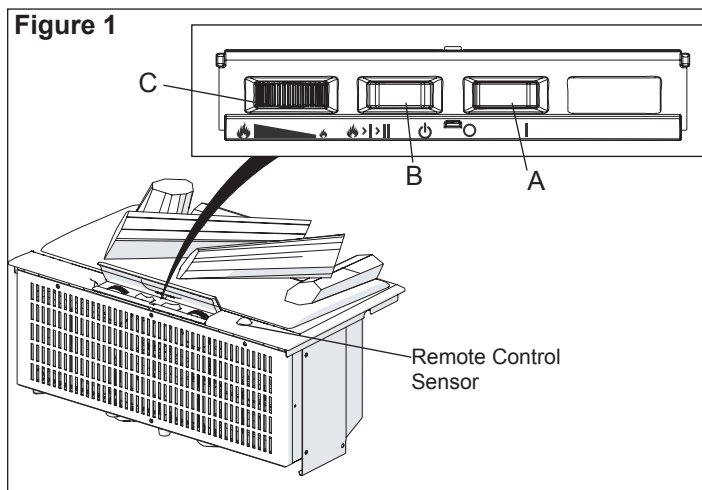
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Always use a qualified technician or service agency to repair this cassette.

- ! **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



! NOTE: Always ensure that the appliance is in an upright position before operating the unit.

! NOTE: When the cassette is used in an environment where background noise is very low, it may be possible to hear a sound which is related to the operation of the flame effect. This is normal and should not be a cause for concern.

! NOTE: Always ensure that the appliance is in a level position.


The manual controls for the cassette are located on the top of the unit, below the control cover. (Figure 1)

A. On/Off Switch

Supplies power to the cassette.

B. Mode Selector Switch

Press once to turn on the flame effect. This will be indicated by an audible “beep”. Although the lights turn on immediately it will take 30 seconds before the flame effect starts.

Press  to put fire in to standby mode. This will be indicated by one “beep”.

C. Flame Intensity Control

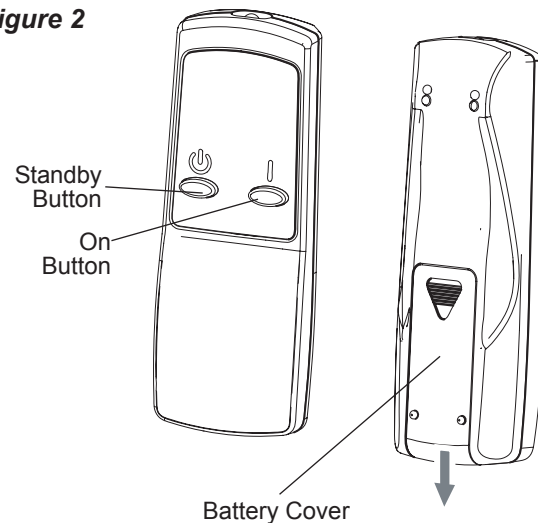
Adjusts the intensity of the flame effect when the cassette has been activated.

Turning the control knob clockwise to decrease the intensity of the flame effect. Turning the control knob counter-clockwise will increase the flame effect.

! NOTE: Give the flame generator some time to react to changes you may make on the flame control knob.

! NOTE: When the water tank is empty the unit will turn off after 30 seconds. See instructions under Maintenance Section for refilling tank. When this procedure is complete, the main lamps will illuminate but it will take 30 seconds before the flames return.

Figure 2



Remote Control

The On/Off Switch must be in the ‘ON’ (I) position in order for the remote control to operate. (Figure 2)

! NOTE: To operate correctly, the remote control must be pointed towards the remote control sensor.

To operate, push the ON button to turn fireplace on, push the Standby button to turn the fireplace off.

Battery Replacement

To replace the battery:

1. Slide battery cover open on the remote control (Figure 2).
2. Install two 1.5 Volt (AAA) batteries 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

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

Filling the water tank

When the water tank is empty, the flame shuts off and you will hear 2 audible beeps, follow these steps.

⚠ CAUTION: Allow at least five minutes for components to cool before disassembling the unit to refill.

1. Turn the On/Off switch to the off position (0) (Figure 1)
2. Gently remove the media tray and media (if applicable) and place them carefully on the ground.
3. Remove the refill container by lifting upwards and outwards.
4. Refill the container with tap water.

! NOTE: Normal tap water can be used in the Optimyst® as long as the tap water is not considered to be hard water. In the event your tap water is hard, you may use softened water or distilled water with 1/8 tsp of salt (0.5 mL) added to the water reservoir. (The addition of additional salt should only be when you notice that the unit is not producing mist as expected.)

5. Screw the cap back on, **do not overtighten**.
6. Return the refill container to the water tank.
7. Gently place the media tray and media (if applicable) back into position.
8. Turn the On/Off switch to the off position (I). (Figure 1)

If you do not intend on using the unit for longer than 2 weeks, empty and drain the unit of water, and dry all of the water containing components.

Replacing the Light bulbs

If a large amount of the flame appears grey or colourless it may be that one or more of the light bulbs have burnt out.

⚠ CAUTION: Allow at least twenty minutes for light bulbs to cool before touching bulbs to avoid accidental burning of skin.

Light bulb requirement: 45W, 12VAC halogen bulbs type MR 16. Contact Dimplex Technical Service at 1-888-346-7539 for replacement bulbs.

1. Leaving the flame effect on, remove the media (if appli-

cable), tray and water tank (Figure 3) and lift out the top cover.

2. View the lamps from a distance in front of the fire and observe which lamp needs to be changed.
3. Turn the unit off, and unplug the cassette.
4. Leave the appliance for 5 minutes to allow the lamps to cool down before removing them.
5. Remove the water tank and top cover (Figure 3) by lifting upwards and place in a sink.
6. Remove the defective bulb, by gently lifting vertically and disengaging the pins from the lamp holder.
7. Carefully insert the two pins of the new bulb into the two holes in the lamp holder. Push lamp firmly in place.
8. Gently place the media tray and media (if applicable) back into position.

Cleaning

It is recommended that all of the components that contain water are cleaned with soap and water on a **biweekly** basis. A small brush has been included to assist in cleaning difficult items/areas, i.e. the transducer.

⚠ CAUTION: Do not put plastic components in the dishwasher.

Filter Cleaning

The air filter can be removed and gently rinsed with water to clean and dried on a towel before reinstalling.

! NOTE: Replace the filter so that the coarse black filter is facing the front of the cassette.

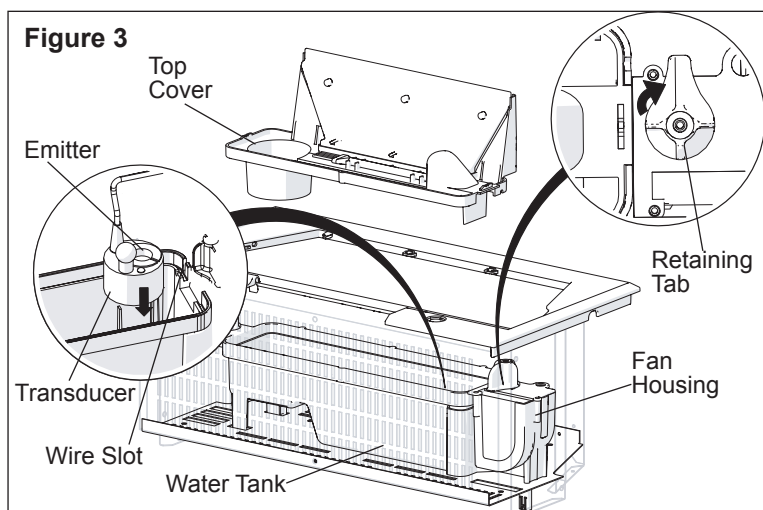
Surface Cleaning

Use a warm damp cloth only to clean surfaces of the cassette. Do not use abrasive cleaners.

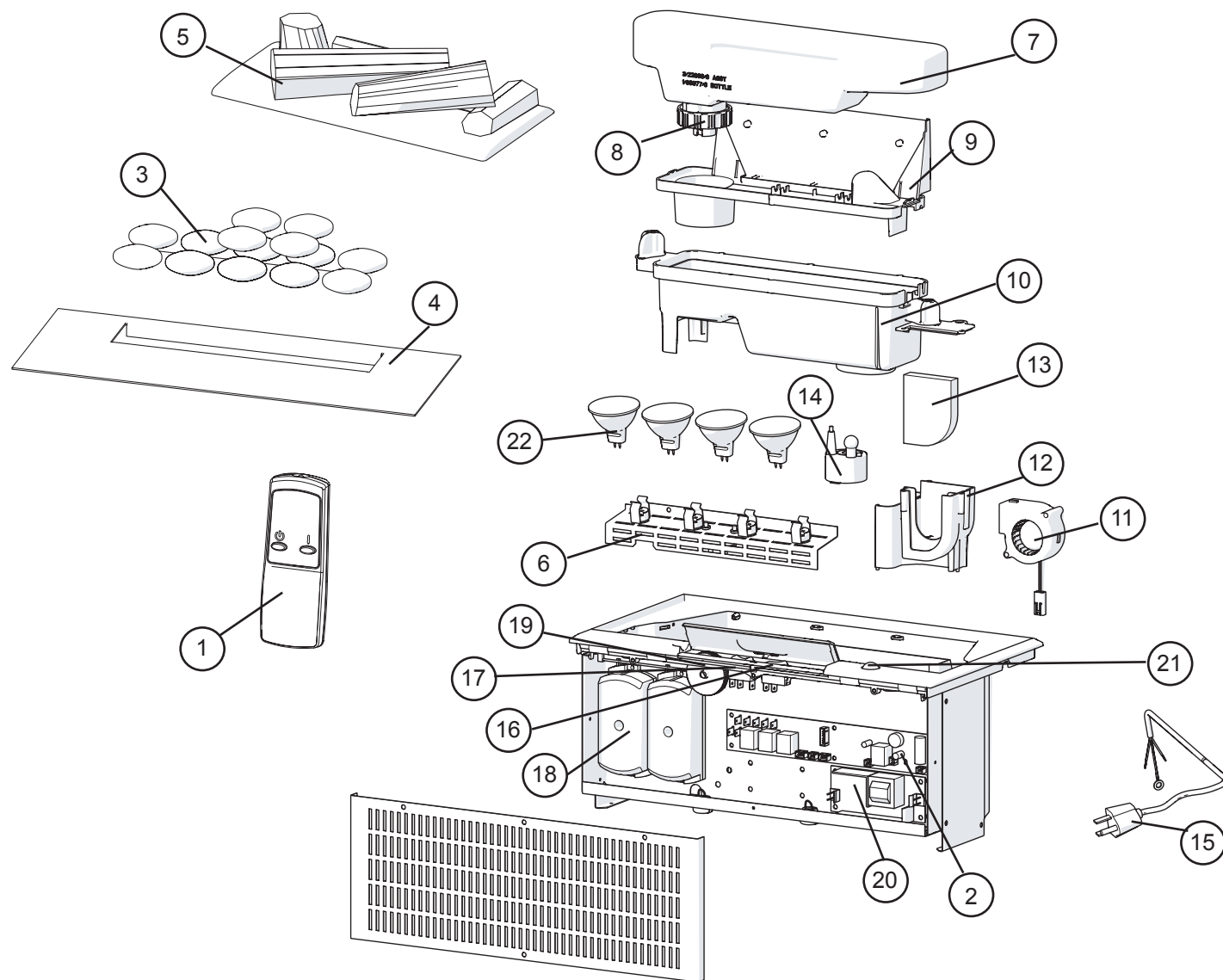
! NOTE: If you need to move the unit ensure that all of the components that contain water have been emptied before re-locating.

Servicing

Except for installation and cleaning described in this manual, an authorized service representative should perform any other servicing.



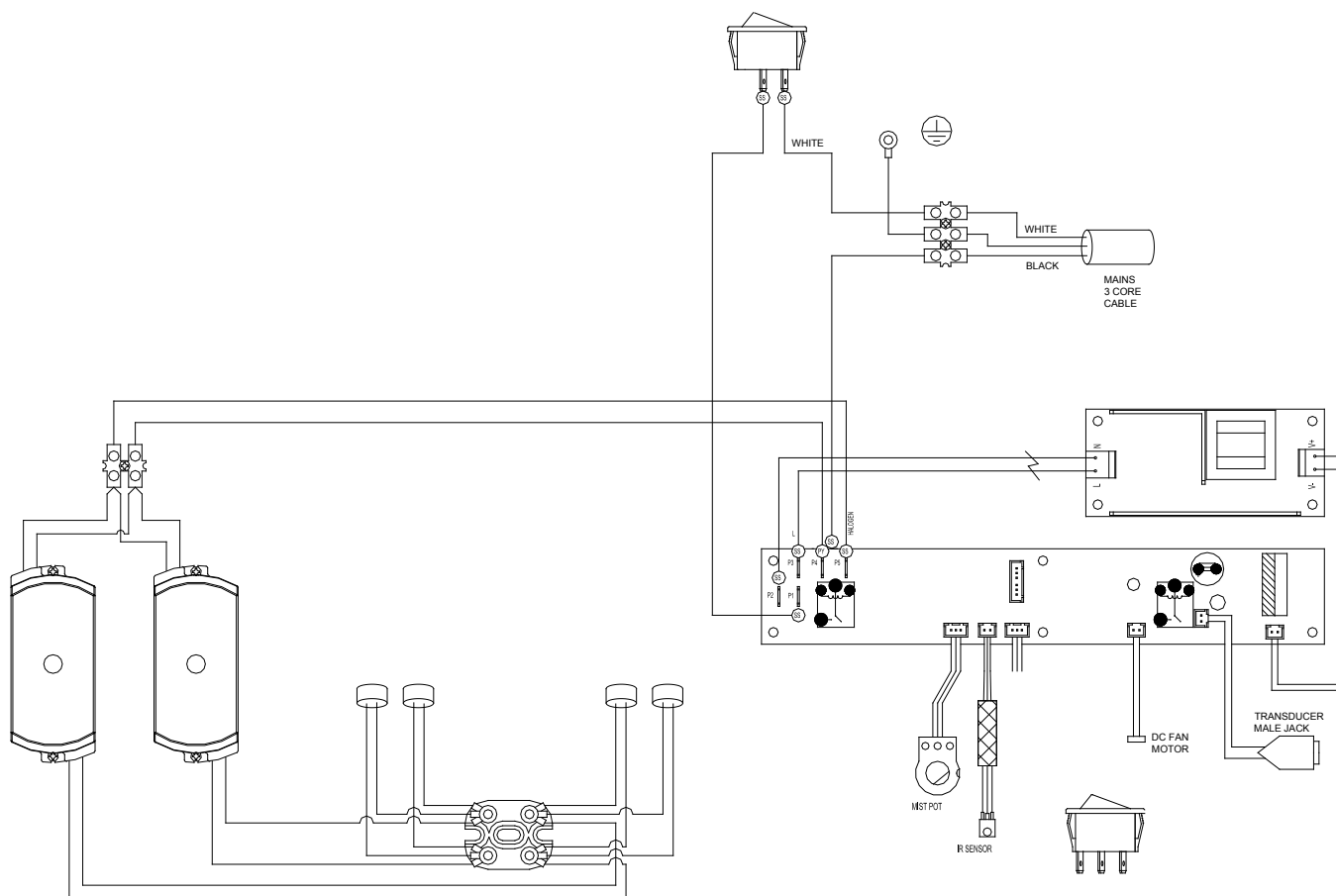
EXPLODED PARTS DIAGRAM



REPLACEMENT PARTS LIST

1. Remote Control	9600800100RP	14. Transducer	3800040100RP
2. Remote Control Receiver	9600580200RP	15. Power Cord	9600740100RP
3. Rock Media (DFI400RH).	9600650100RP	16. On/Off Switch	9600383500RP
4. Media Tray (DFI400RH)	9600710100RP	17. 3-Position Switch	9600383600RP
5. Log Set Assembly - DFI400LH	9600720100RP	18. Transformers.	9600690100RP
- DFI600LH	9600730100RP	19. Potentiometer	9600640100RP
6. Light Holder Assembly	9600610200RP	20. Power Board	9600590100RP
7. Removable Refill Container with Cap	0441440100RP	21. IR Receiver with Lens.	9600600200RP
8. Cap for Refill Container.	0441440300RP	22. Light Bulbs (Package of 4)	RB400
9. Top Cover Assembly	9600670100RP		
10. Water Tank	0441380100RP		
11. Fan Assembly	5300300100RP		
12. Fan Housing Assembly	9600540100RP		
13. Fan Filter.	8600300100RP		

WIRING DIAGRAM



REMOTE CONTROL RECEIVER REPLACEMENT

Tools Required: Philips head screwdriver
Flat Head Screwdriver

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

! NOTE: Ensure that all of the components that contain water have been emptied before performing any maintenance.

1. Disconnect and remove the media from the unit and put them in a safe place.
2. Remove the 4 screws that secure the front grill to the cassette housing. (Figure 4)
3. Remove the 4 screws around the remote control receiver attaching it to the unit.
4. Transfer the wire connectors from the terminals on the original board to the same location on the replacement board.

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

5. Re-assemble the remainder of the cassette in reverse order from the instructions above.

POWER BOARD REPLACEMENT

Tools Required: Philips head screwdriver
Flat Head Screwdriver

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

! NOTE: Ensure that all of the components that contain water have been emptied before performing any maintenance.

1. Disconnect and remove the media from the unit and put them in a safe place.
2. Remove the 4 screws that secure the front grill to the cassette housing. (Figure 4)
3. Remove the 4 screws around the power board attaching it to the unit.
4. Transfer the wire connectors from the terminals on the original board to the same location on the replacement board.

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

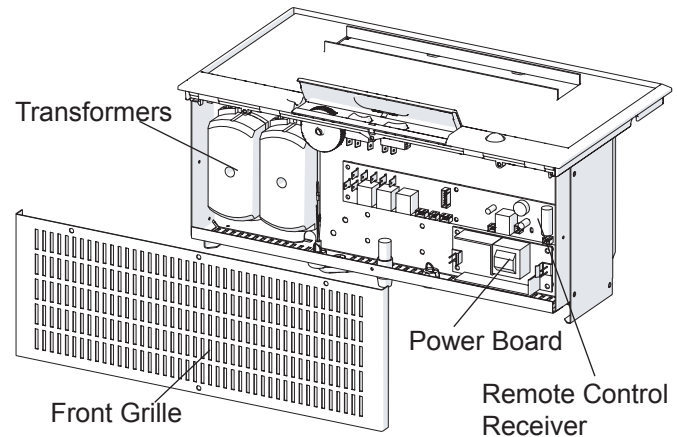
5. Re-assemble the remainder of the cassette in reverse order from the instructions above.

TRANSFORMER REPLACEMENT

Tools Required: Philips head screwdriver
Flat Head Screwdriver

⚠ WARNING: Disconnect power before attempting any

Figure 4



maintenance to reduce the risk of electric shock or damage to persons.

! NOTE: Ensure that all of the components that contain water have been emptied before performing any maintenance.

1. Disconnect and remove the media from the unit and put them in a safe place.
2. Remove the 4 screws that secure the front grill to the cassette housing. (Figure 4)
3. Remove the screws that secure the transformer to the unit.
4. Transfer the wire connectors from the terminals on the original board to the same location on the replacement board.

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

5. Re-assemble the remainder of the cassette in reverse order from the instructions above.

SWITCH REPLACEMENT

Tools Required: Philips head screwdriver
Flat Head Screwdriver

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

! NOTE: Ensure that all of the components that contain water have been emptied before performing any maintenance.

1. Disconnect and remove the media from the unit and put them in a safe place.
2. Remove the 4 screws that secure the front grill to the cassette housing. (Figure 4)
3. Locate the defective switch 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.

4. Depress the retainer clips on the rear of the switch and

push the switch out through the opening.

5. Properly orient and insert the new switch and connect all of the wiring.
6. Re-assemble the remainder of the cassette in reverse order from the instructions above.

POTENTIOMETER REPLACEMENT

Tools Required: Philips head screwdriver
Flat Head Screwdriver
3/8" (10mm) Wrench

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

! NOTE: Ensure that all of the components that contain water have been emptied before performing any maintenance.

1. Disconnect and remove the media from the unit and put them in a safe place.
2. Remove the 4 screws that secure the front grill to the cassette housing. (Figure 4)
3. Turn the unit so that the underside of the potentiometer can be seen.
4. Loosen the securing nut, to allow the potentiometers slide out.
5. 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.

6. Slide the potentiometer back into the assembly and tighten the securing nut.
7. Re-assemble the remainder of the cassette in reverse order from the instructions above.

POWER CORD REPLACEMENT

Tools Required: Philips head screwdriver
Flat head screwdriver

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

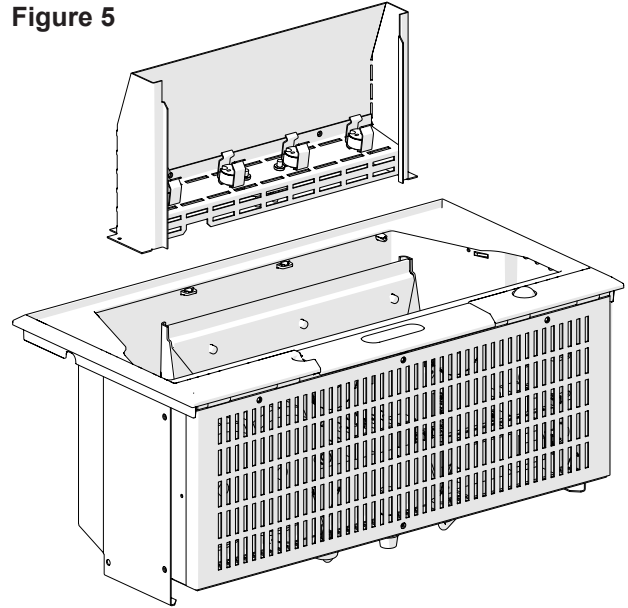
! NOTE: Ensure that all of the components that contain water have been emptied before performing any maintenance.

1. Disconnect and remove the media from the unit and put them in a safe place.
2. Remove the 4 screws that secure the front grill to the cassette housing. (Figure 4)
3. Locate the cord 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.

4. With needle nose pliers, grasp the cord strain relief grommet from inside the back of the bottom panel and

Figure 5



push while twisting to remove.

5. Install the new cord.
6. Reassemble in the reverse order as above.

LIGHT ASSEMBLY REPLACEMENT

Tools Required: Philips head screwdriver
Flat Head Screwdriver

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

! NOTE: Ensure that all of the components that contain water have been emptied before performing any maintenance.

1. Disconnect and remove the media from the unit and put them in a safe place.
2. Disassemble the sump components. (Figure 3)
3. With the unit turned upside down, remove the 2 screws that hold the light assembly to the unit. (Figure 5)
4. Remove the light assembly and replace with the new light assembly.
5. Reattach the wire onto the new light assembly.
6. Re-assemble the remainder of the cassette in reverse order from the instructions above.

FAN ASSEMBLY REPLACEMENT

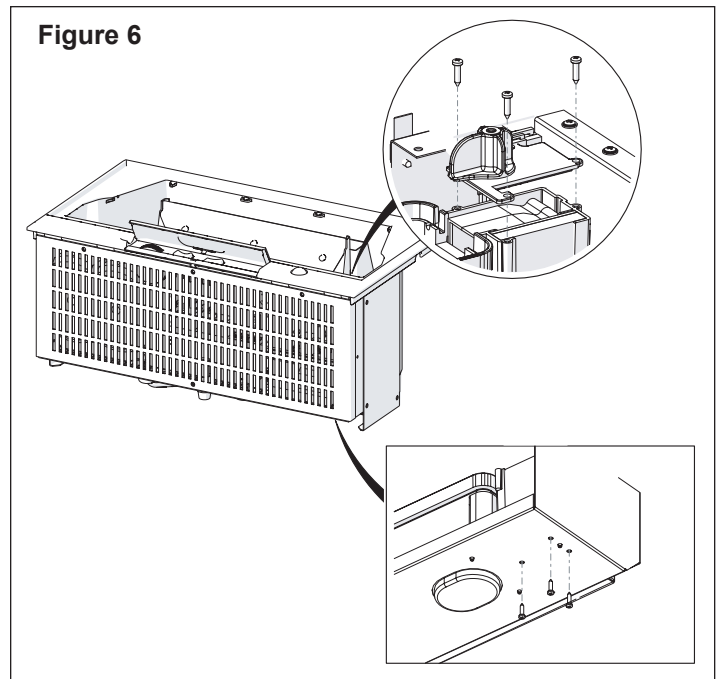
Fan Motor and Fan Housing

Tools Required: Philips head screwdriver
Flat Head Screwdriver

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

! NOTE: Ensure that all of the components that contain water have been emptied before performing any maintenance.

1. Disconnect and remove the media from the unit and put them in a safe place.
2. Disassemble the sump components. (Figure 3)
3. Remove the 3 screws that hold the cover onto the fan housing. (Figure 6)
4. Remove the fan motor out of the housing and disconnect the wiring connection located near the bottom of the housing.
5. If replacing only the motor, attach new motor and reassemble the remainder of the cassette in reverse order from the instructions above.
 - If replacing the housing, remove the 3 screws attaching the base to the cassette. (Figure 6)
6. Attach new fan housing base to the cassette.
7. Transfer the filter from the old housing to the new housing.
8. Reinstall the fan motor and reconnect the wire.
9. Re-assemble the remainder of the cassette in reverse order from the instructions above.



TROUBLESHOOTING GUIDE

PROBLEM	CAUSE	SOLUTION
General		
Unpleasant smell when unit is used.	Dirty or stale water.	Clean the unit as described under maintenance.
Appearance		
Fireplace does not turn on Manually	Improper operation	Refer to Operation Section
	No incoming voltage from the electrical wall socket	Check Fuse/Breaker Panel
	Defective 3 Position Switch	Replace 3 Position switch
Fireplace does not turn on with the Remote Control	Improper operation	Refer to Operation Section
	The batteries in the remote control are dead.	Install new battery into the remote control
	Defective remote control	Replace Remote Control
	Defective remote control receiver	Replace remote control receiver
	Defective IR sensor	Replace IR sensor
The flame effect will not start	Switch A is in the 'ON' (I) position, but mode Switch B has not been pressed.	Press Switch B once for flame effect.
	Low water level.	Check the water tank is full and there is water in the sump.
	Water in unit is too cold	Allow water to warm to room temperature.
	If using distilled or reverse osmosis water, unit will not produce a consistent mist	Add 1/8 tsp of table salt to water reservoir to introduce electrolytes, only repeat when mist is not being produced correctly
	Check that the fan is operating correctly	Replace fan assembly
		Ensure that the air filter is clean and dry
	Cord is located over emitter on transducer	Relocate cord so that mist is free to rise off of transducer.
	Defective Transducer	Replace Transducer
The flame effect is too low.	Flame effect control knob is set too low.	Increase level of flame by turning Control knob C to the left slowly.
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.
Mist is not coming out and the red light by the transducer is not on	The cord from the power board is not working	Ensure that the cord is not pinched.
		Ensure that the cord is fully inserted into the connection on the power board.
Mist is coming out fast	Filter is missing off of Fan Housing	Replace Fan Filter
Mist does not appear to be coming out evenly	Unit is not level	Level unit
	Media is blocking air flow	Rearrange media
	A light bulb is burnt out	Replace light bulb