

Service Manual

Models

North America

XLF5017-XD

XLF6017-XD

XLF7417-XD

XLF8817-XD

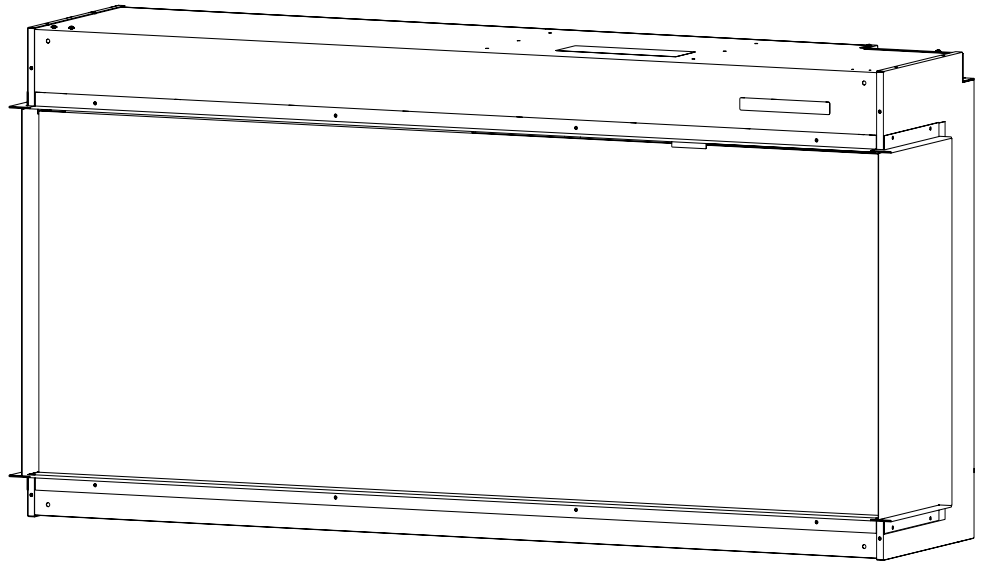
XLF10017-XD

Europe

BXLF1200

BXLF1500

BXLF1800



IMPORTANT SAFETY INFORMATION:

Read this manual first before attempting to install or use this electric fireplace. Always comply with the warnings and safety instructions contained in this manual to prevent personal injury or property damage.

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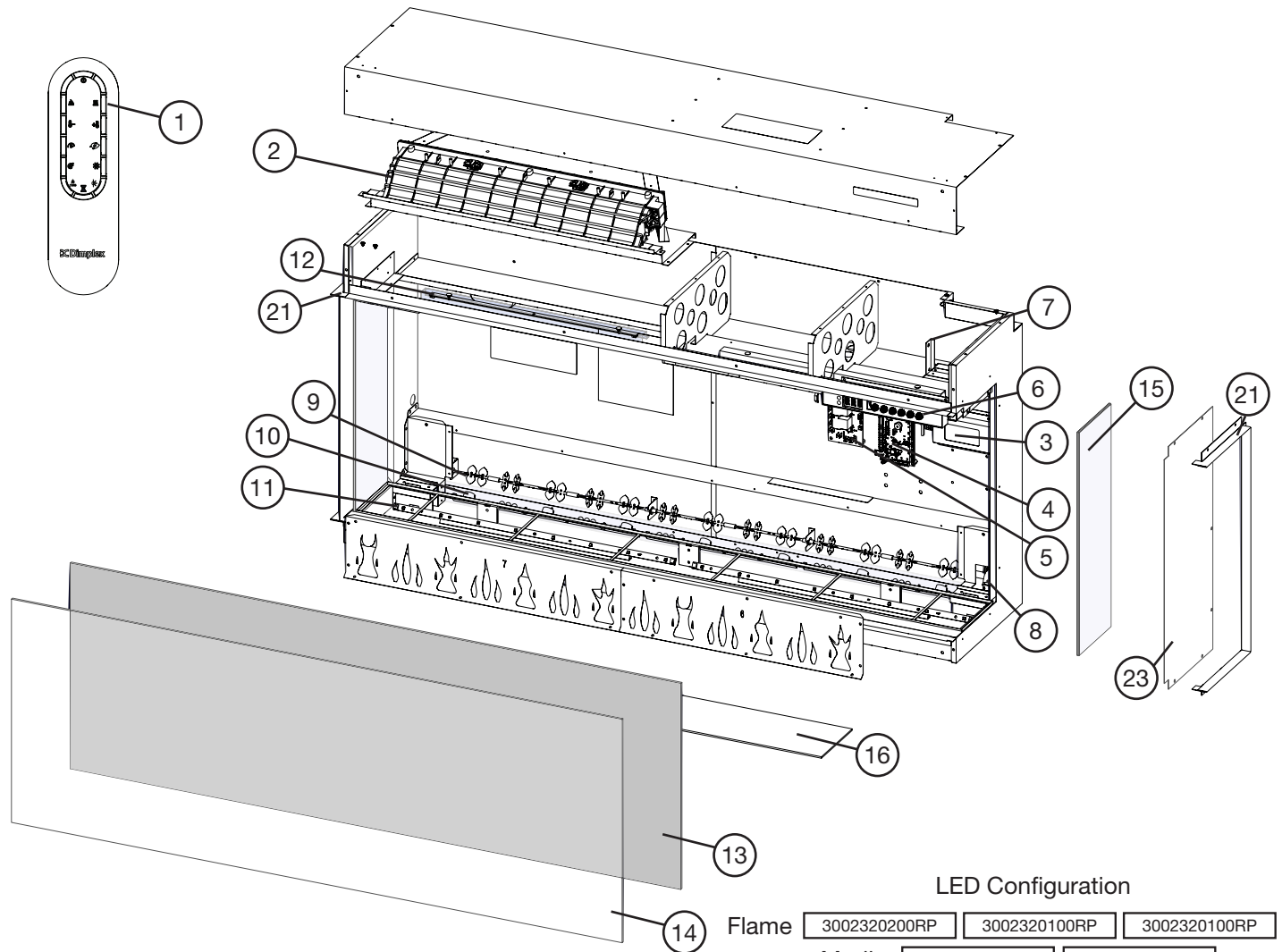
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Conventions used in this manual:

- ! **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.

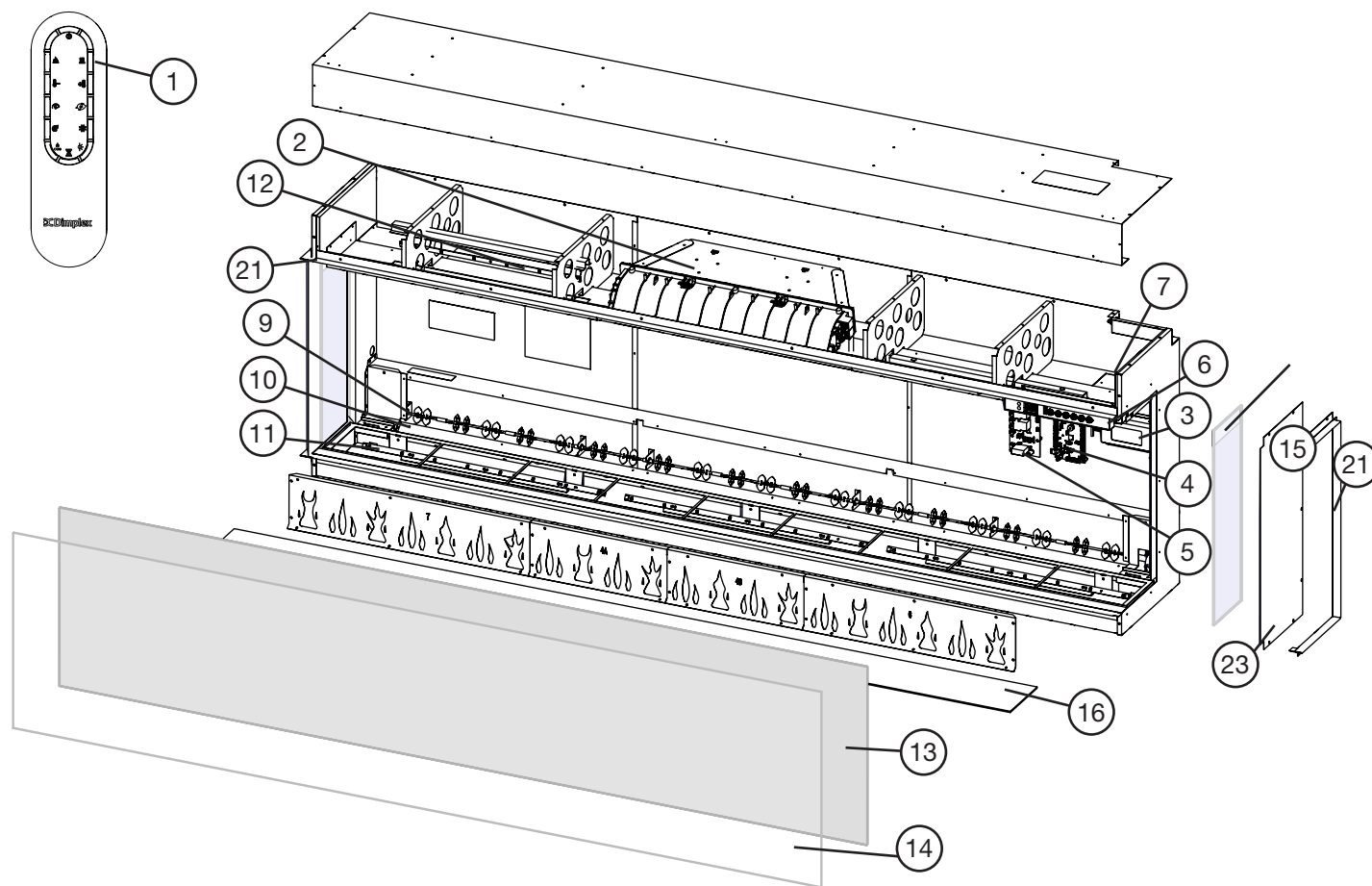
Exploded Parts Diagrams - North America



XLF5017-XD Replacement Parts List

| | | | |
|---|----------------|---------------------------------------|----------------|
| 1. Remote Control..... | X-3002310100RP | 14. Front Glass | X-5903760100RP |
| 2. Heater Assembly..... | X-2203860100RP | 15. Side glass (includes 1) | X-5903770100RP |
| 3. Power Supply | X-2100250500RP | 16. Media Tray | X-5903790100RP |
| 4. Main Control Board..... | 500002258 | 17. Medium Acrylic Crystals..... | X-1400150300RP |
| 5. Relay Board | 500002277 | | (2 required) |
| 6. Hidden Touch Controls with QR labels.... | 500002274 | 18. Large Acrylic Crystals..... | X-1400130500RP |
| 7. Temperature Sensor (NTC) | X-3001560900RP | 19. Extra-large Acrylic Crystals..... | X-1400170300RP |
| 8. Flicker Motor..... | X-2000550100RP | 20. Driftwood | X-0478800100RP |
| 9. Flicker Rod | X-5903960100RP | 21. Trim Assembly..... | X-1037390100RP |
| 10. Flame LED Strip (2)..... | X-3002320100RP | 22. Hardware Kit..... | X-9602620400RP |
| (1)..... | X-3002320200RP | 23. Side Panel (includes 1) | X-1033820100RP |
| 11. Media LED Strip (2)..... | X-3002350300RP | 24. Heat Disable Jumper | X-4300520100RP |
| 12. Overhead LED Strip (2)..... | X-3002350200RP | | |
| 13. Mirrored Glass | X-5903780100RP | | |

! NOTE: All units with the serial number 17022D*F*** or earlier needing a new Main Control Board or Hidden Touch Control will need to replace both boards for compatibility.



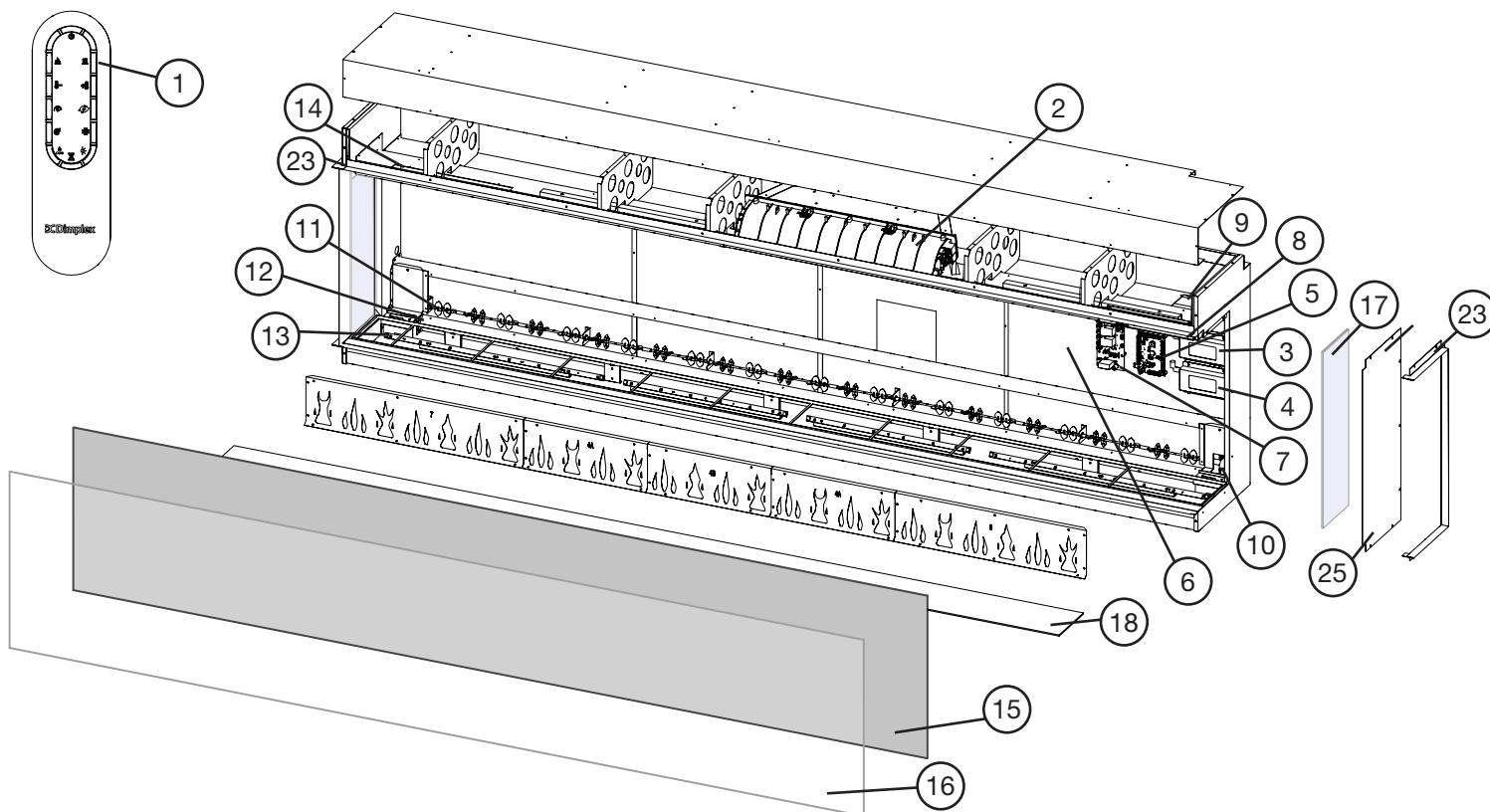
LED Configuration

| | | | | |
|----------|--------------|--------------|--------------|--------------|
| Flame | 3002320200RP | 3002320100RP | 3002320300RP | 3002320300RP |
| Media | 3002350300RP | 3002350300RP | 3002350300RP | |
| Overhead | 3002350200RP | 3002350200RP | 3002350200RP | |

XLF7417-XD Replacement Parts List

| | | | |
|---|----------------|---------------------------------------|----------------|
| 1. Remote Control..... | X-3002310100RP | 14. Front Glass | X-5903760300RP |
| 2. Heater Assembly..... | X-2203860100RP | 15. Side glass (includes 1) | X-5903770100RP |
| 3. Power Supply | X-2100250500RP | 16. Media Tray | X-5903790300RP |
| 4. Main Control Board..... | 500002258 | 17. Medium Acrylic Crystals..... | X-1400150300RP |
| 5. Relay Board | 500002277 | | (3 required) |
| 6. Hidden Touch Controls with QR labels.... | 500002276 | 18. Large Acrylic Crystals..... | X-1400130700RP |
| 7. Temperature Sensor (NTC) | X-3001560900RP | 19. Extra-large Acrylic Crystals..... | X-1400170500RP |
| 8. Flicker Motor..... | X-2000550100RP | 20. Driftwood | X-0478800300RP |
| 9. Flicker Rod | X-5903960300RP | 21. Trim Assembly..... | X-1037390300RP |
| 10. Flame LED Strip (1)..... | X-3002320100RP | 22. Hardware Kit | X-9602620400RP |
| (1)..... | X-3002320200RP | 23. Side Panel (includes 1) | X-1033820100RP |
| (2)..... | X-3002320300RP | 24. Heat Disable Jumper | X-4300520100RP |
| 11. Media LED Strip (3)..... | X-3002350300RP | | |
| 12. Overhead LED Strip (3)..... | X-3002350200RP | | |
| 13. Mirrored Glass | X-5903780300RP | | |

! NOTE: All units with the serial number 17022D*F*** or earlier needing a new Main Control Board or Hidden Touch Control will need to replace both boards for compatibility.



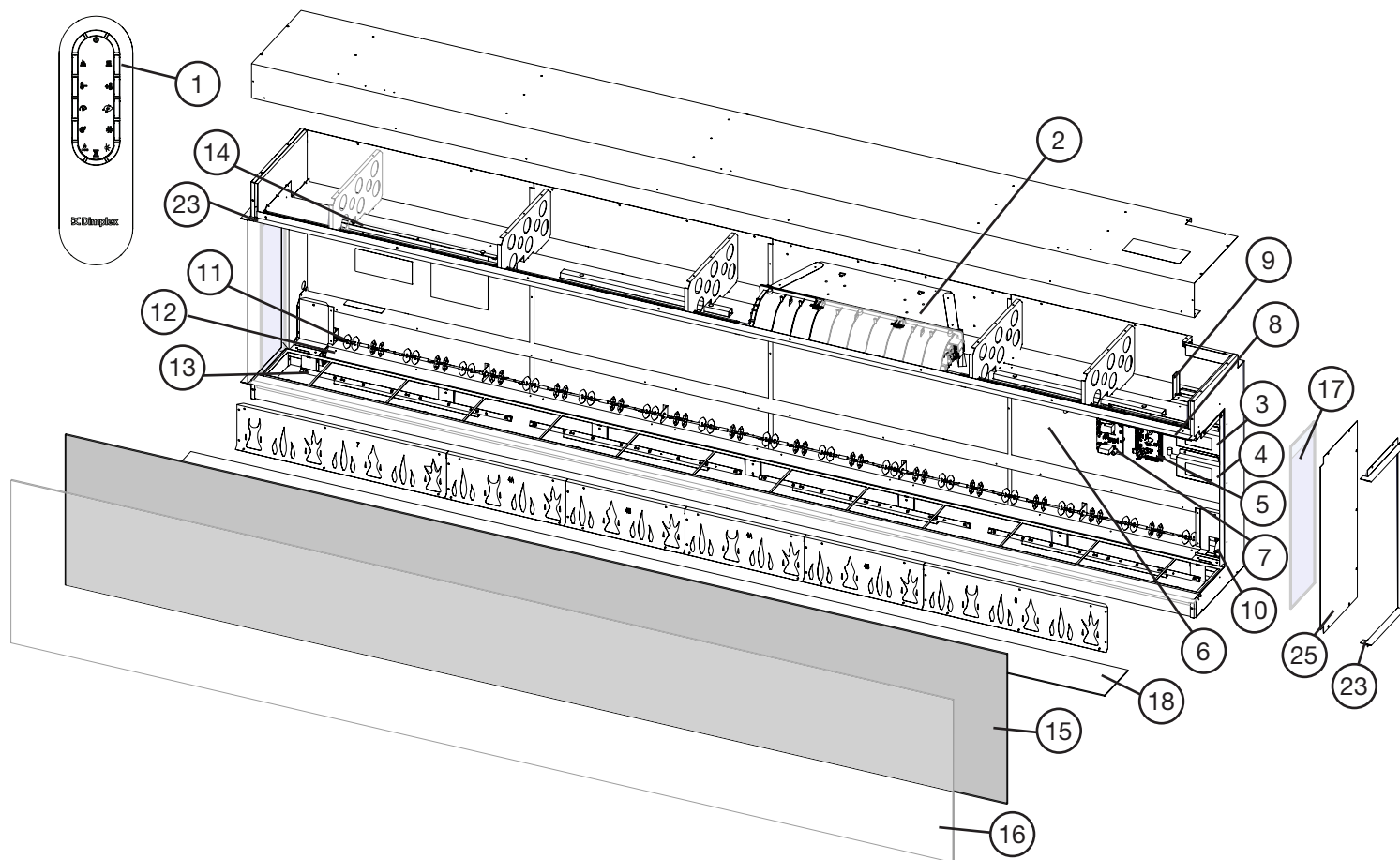
LED Configuration

| | | | | | |
|----------|--------------|--------------|--------------|--------------|--------------|
| Flame | 3002320300RP | 3002320300RP | 3002320200RP | 3002320100RP | 3002320100RP |
| Media | 3002350300RP | 3002350300RP | 3002350300RP | 3002350300RP | 3002350300RP |
| Overhead | 3002350300RP | 3002350200RP | 3002350200RP | 3002350300RP | 3002350300RP |

XLF8817-XD Replacement Parts List

| | |
|--|---|
| 1. Remote Control. X-3002310100RP | 14. Overhead LED Strip (1) X-3002350100RP |
| 2. Heater Assembly. X-2203860100RP | (3) X-3002350200RP |
| 3. Power Supply (5 AMP) X-2100250500RP | 15. Mirrored Glass X-5903780400RP |
| 4. Power Supply (3 AMP) X-2100250600RP | 16. Front Glass X-5903760400RP |
| 5. Main Control Board. 500002258 | 17. Side glass (includes 1) X-5903770100RP |
| 6. Adapter Board. X-3002400100RP | 18. Media Tray X-5903790400RP |
| 7. Relay Board 500002277 | 19. Medium Acrylic Crystals X-1400150300RP |
| 8. Hidden Touch Controls with QR labels. . . . 500002262 | (4 required) |
| 9. Temperature Sensor (NTC) X-3001560900RP | 20. Large Acrylic Crystals X-1400130400RP |
| 10. Flicker Motor. X-2000550100RP | 21. Extra-large Acrylic Crystals. X-1400170600RP |
| 11. Flicker Rod X-5903960400RP | 22. Driftwood X-0478800400RP |
| 12. Flame LED Strip (2) X-3002320100RP | 23. Trim Assembly. X-1037390400RP |
| (1) X-3002320200RP | 24. Hardware Kit X-9602620400RP |
| (2) X-3002320300RP | 25. Side Panel (includes 1) X-1033820100RP |
| 13. Media LED Strip (2) X-3002350200RP | 26. Heat Disable Jumper X-4300520100RP |
| (2) X-3002350300RP | |

! NOTE: All units with the serial number 17022D*F*** or earlier needing a new Main Control Board or Hidden Touch Control will need to replace both boards for compatibility.



LED Configuration

| | | | | | |
|----------|--------------|--------------|--------------|--------------|--------------|
| Flame | 3002320300RP | 3002320300RP | 3002320300RP | 3002320300RP | 3002320200RP |
| Media | 3002350300RP | 3002350300RP | 3002350300RP | 3002350300RP | |
| Overhead | 3002350200RP | 3002350200RP | 3002350200RP | 3002350200RP | |

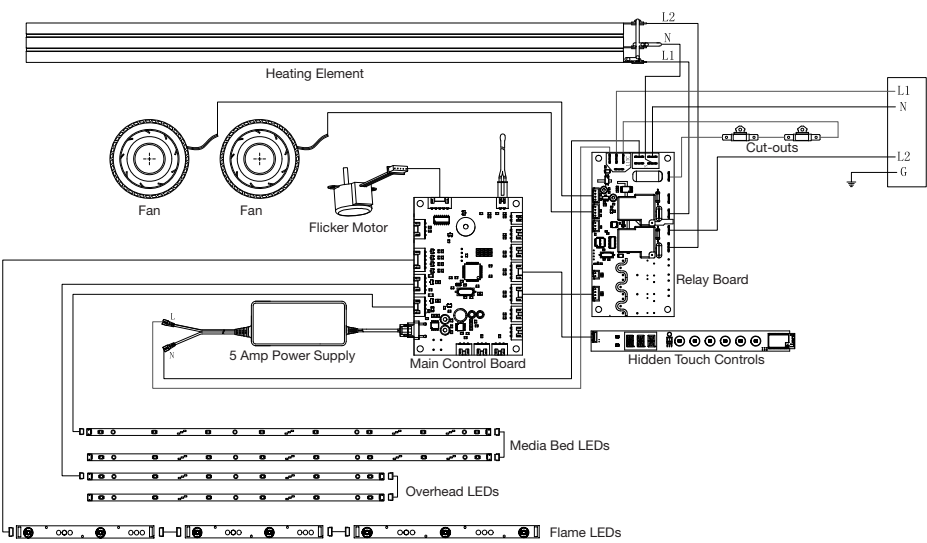
XLF10017-XD Replacement Parts List

| | |
|--|---|
| 1. Remote Control.....X-3002310100RP | 15. Mirrored GlassX-5903780500RP |
| 2. Heater Assembly.....X-2203860100RP | 16. Front GlassX-5903760500RP |
| 3. Power Supply (5 AMP)X-2100250500RP | 17. Side glass (includes 1)X-5903770100RP |
| 4. Power Supply (3 AMP)X-2100250600RP | 18. Media TrayX-5903790500RP |
| 5. Main Control Board.....500002258 | 19. Medium Acrylic Crystals.....X-1400150300RP(4 required) |
| 6. Adapter Board.....X-3002400100RP | 20. Large Acrylic Crystals.....X-1400130800RP |
| 7. Relay Board500002277 | 21. Extra-large Acrylic Crystals.....X-1400170700RP |
| 8. Hidden Touch Controls with QR labels....500002263 | 22. DriftwoodX-0478800500RP |
| 9. Temperature Sensor (NTC)X-3001560900RP | 23. Trim Assembly.....X-1037390500RP |
| 10. Flicker Motor.....X-2000550100RP | 24. Hardware Kit.....X-9602620400RP |
| 11. Flicker RodX-5903960500RP | 25. Side Panel (includes 1)X-1033820100RP |
| 12. Flame LED Strip (1).....X-3002320200RP (4).....X-3002320300RP | 26. Heat Disable JumperX-4300520100RP |
| 13. Media LED Strip (4).....X-3002350300RP | |
| 14. Overhead LED Strip (4).....X-3002350200RP | |

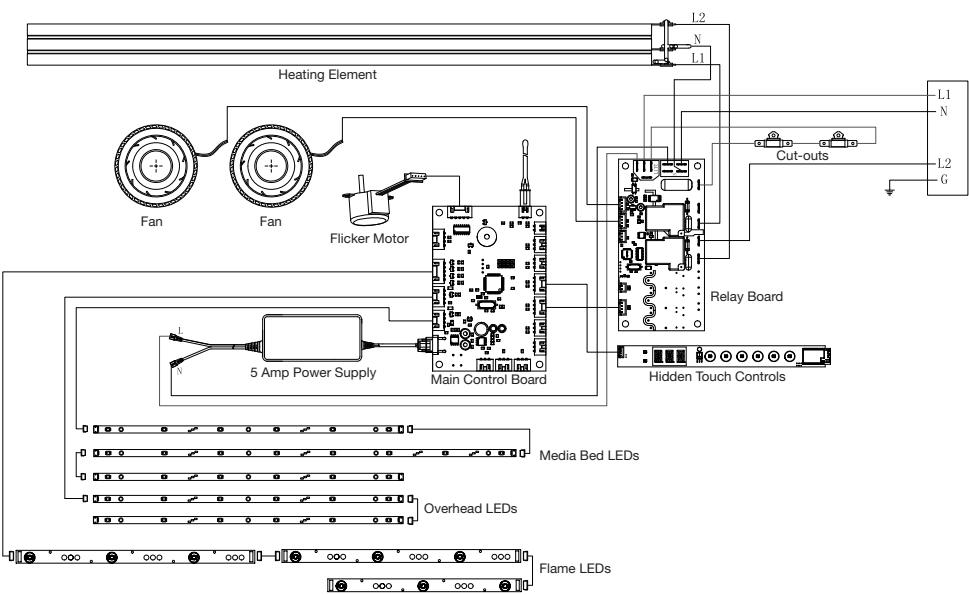
! NOTE: All units with the serial number 17022D*F*** or earlier needing a new Main Control Board or Hidden Touch Control will need to replace both boards for compatibility.

Wiring Diagrams - North America

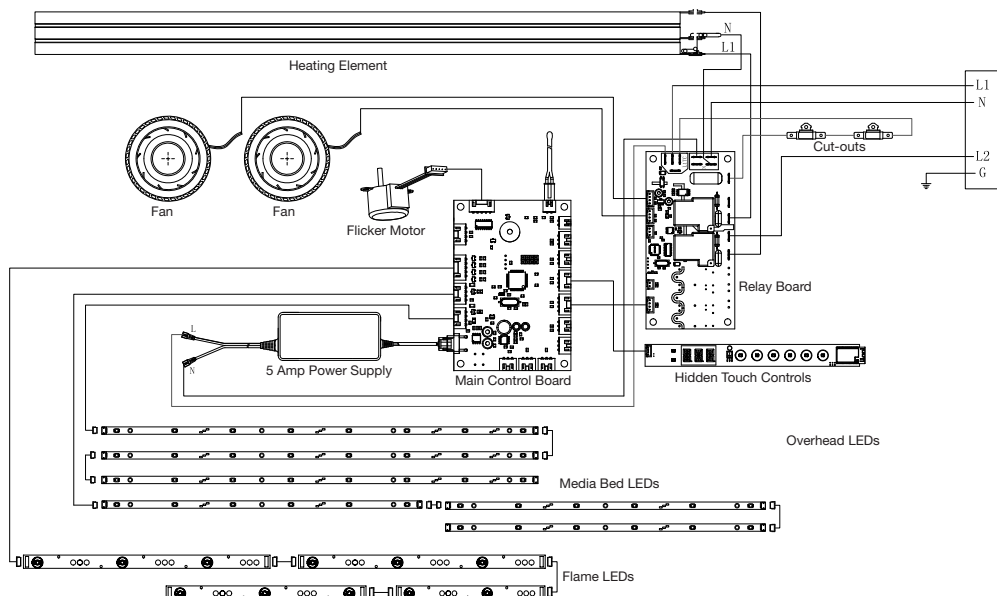
XLF5017-XD



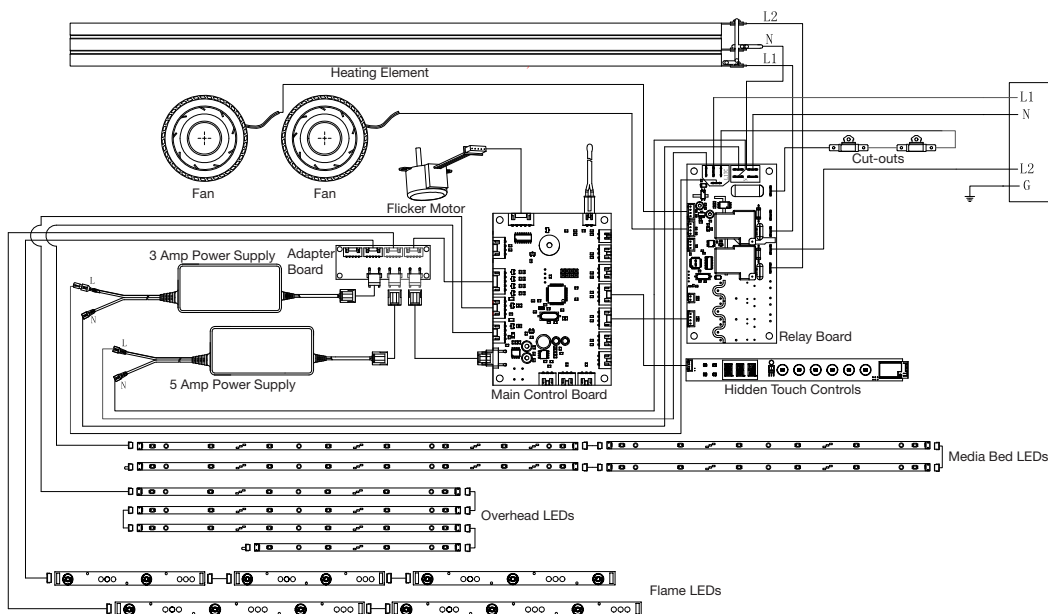
XLF6017-XD



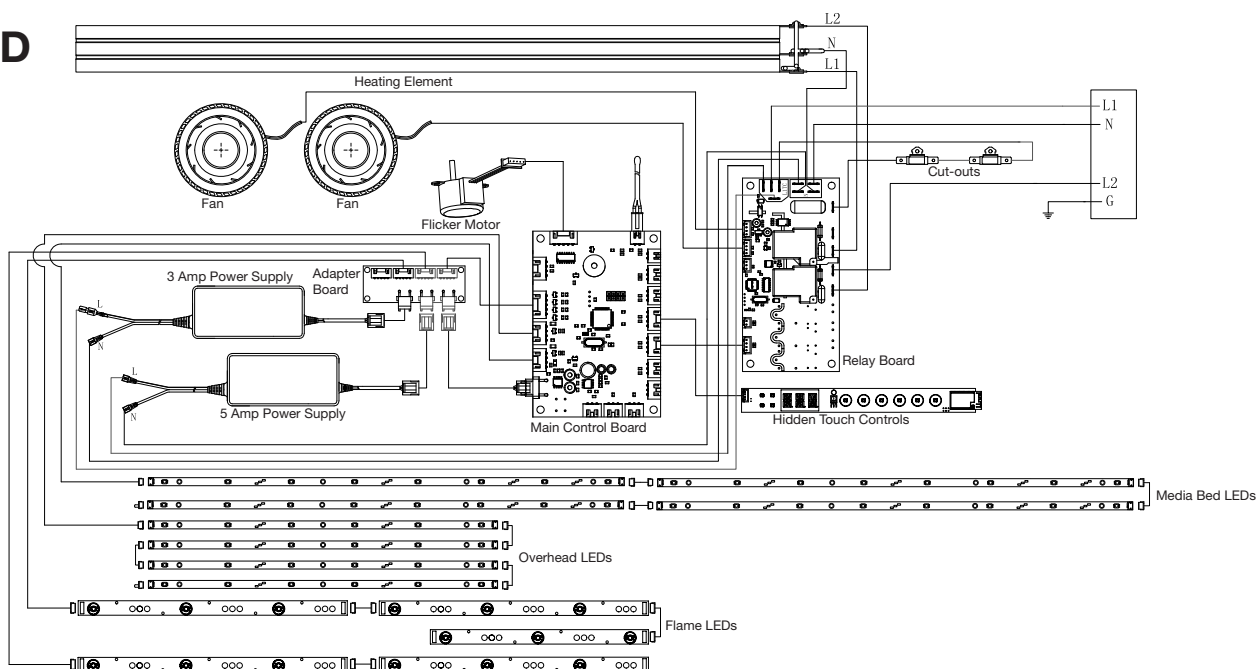
XLF7417-XD



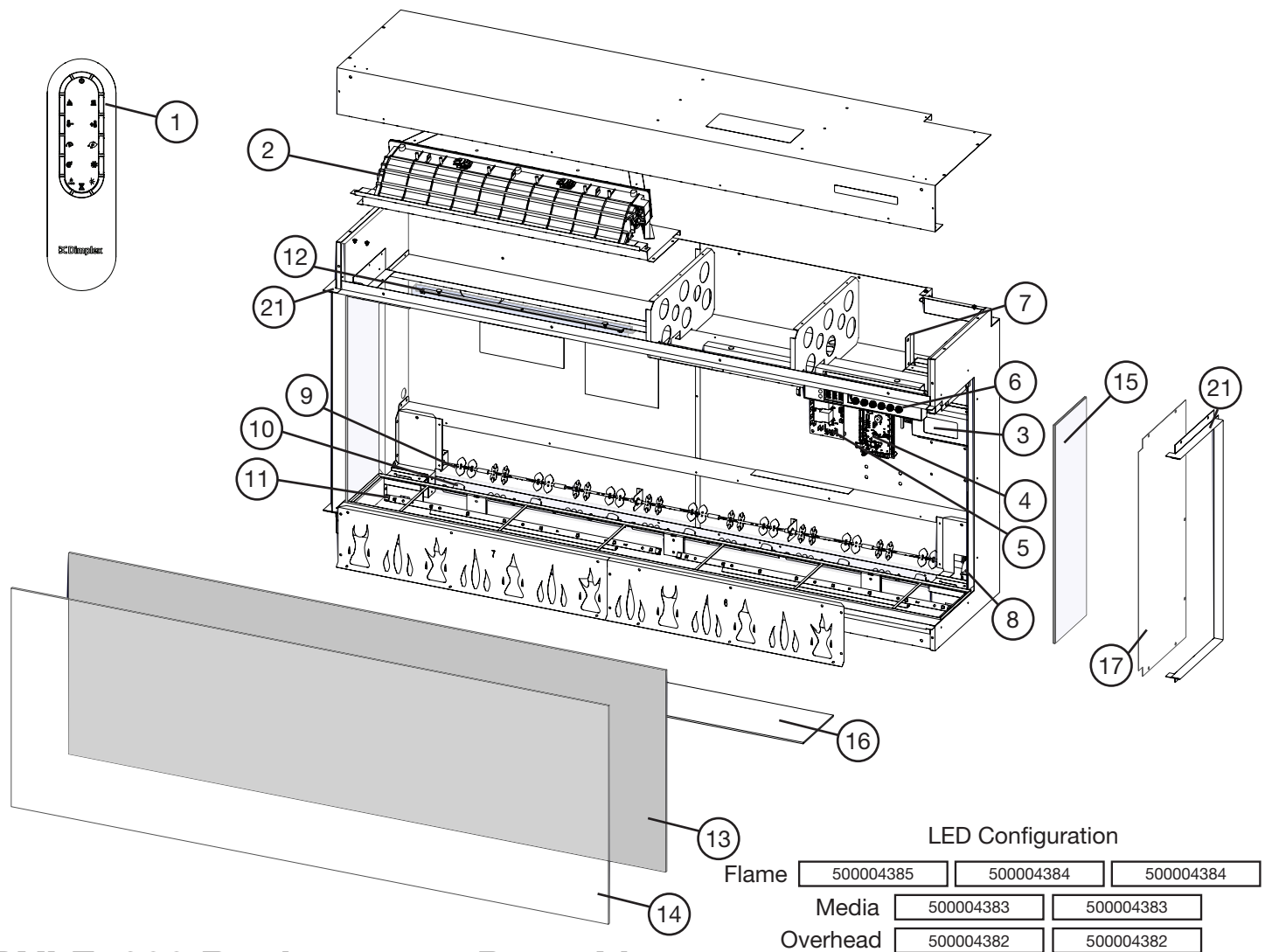
XLF8817-XD



XLF10017-XD

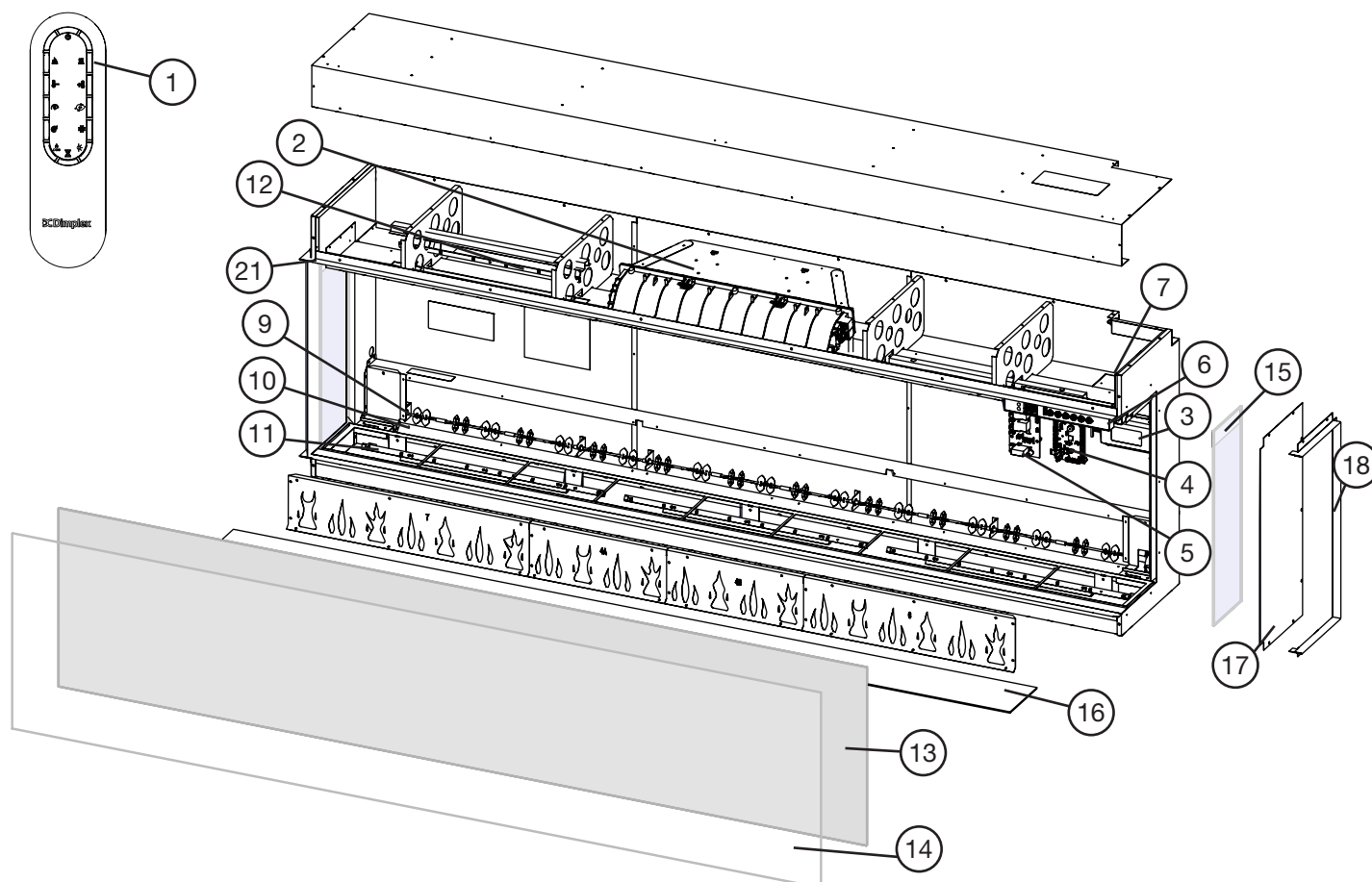


Exploded Parts Diagrams - Europe



BXLF1200 Replacement Parts List

| | | | |
|---|-----------|-----------------------------------|-----------|
| 1. Remote Control..... | 500004401 | 15. Side glass (includes 1) | 500004396 |
| 2. Heater Assembly..... | 500004420 | 16. Media Tray | 500004410 |
| 3. Power Supply | 500004402 | 17. Side Panel (includes 1) | 500004379 |
| 4. Main Control Board..... | 500004399 | 18. Trim Assembly..... | 500004390 |
| 5. Relay Board | 500004403 | 19. Medium Acrylic Crystals..... | 500004453 |
| 6. Hidden Touch Controls with QR labels.... | 500004428 | 20. Large Acrylic Crystals..... | 500004454 |
| 7. Temperature Sensor (NTC) | 500004451 | 21. Light Amber Glass | 500004455 |
| 8. Flicker Motor..... | 500004387 | 22. Dark Amber Glass..... | 500004444 |
| 9. Flicker Rod | 500004388 | 23. Driftwood | 500004405 |
| 10. Flame LED Strip (2)..... | 500004384 | 24. Hardware Kit..... | 500004408 |
| (1)..... | 500004385 | 25. Linking Kit..... | 500004445 |
| 11. Media LED Strip (2)..... | 500004383 | 26. Suction Cup | 500000454 |
| 12. Overhead LED Strip (2)..... | 500004382 | 27. Power Cord UK..... | 500004452 |
| 13. Mirrored Glass w/ Bracket | 500004397 | 28. Power Cord EU..... | 506023236 |
| 14. Front Glass | 500004393 | | |



LED Configuration

| | | | | |
|----------|-----------|-----------|-----------|-----------|
| Flame | 500004385 | 500004384 | 500004386 | 500004386 |
| Media | 500004383 | 500004383 | 500004383 | |
| Overhead | 500004382 | 500004382 | 500004382 | |

BXLF1800 Replacement Parts List

| | | | |
|---|-----------|--|-----------|
| 1. Remote Control..... | 500004401 | 14. Front Glass | 500004395 |
| 2. Heater Assembly..... | 500004420 | 15. Side glass (includes 1) | 500004396 |
| 3. Power Supply | 500004402 | 16. Media Tray | 500004404 |
| 4. Main Control Board..... | 500004399 | 17. Side Panel (includes 1) | 500004379 |
| 5. Relay Board | 500004403 | 18. Trim Assembly..... | 500004392 |
| 6. Hidden Touch Controls with QR labels.... | 500004450 | 19. Medium Acrylic Crystals (2 required) | 500004453 |
| 7. Temperature Sensor (NTC) | 500004451 | 20. Large Acrylic Crystals..... | 500004454 |
| 8. Flicker Motor..... | 500004387 | 21. Light Amber Glass | 500004455 |
| 9. Flicker Rod | 500004400 | 22. Dark Amber Glass..... | 500004444 |
| 10. Flame LED Strip (1)..... | 500004384 | 23. Driftwood | 500004407 |
| (1)..... | 500004385 | 24. Hardware Kit..... | 500004412 |
| (2)..... | 500004386 | 25. Linking kit | 500004445 |
| 11. Media LED Strip (3)..... | 500004383 | 26. Suction Cup | 500004454 |
| 12. Overhead LED Strip (3)..... | 500004382 | 27. Power Cord UK..... | 500004452 |
| 13. Mirrored Glass w/ Bracket | 500004381 | 28. Power Cord EU | 506023236 |

Replacement Part Procedures

Preparing the Firebox for Service

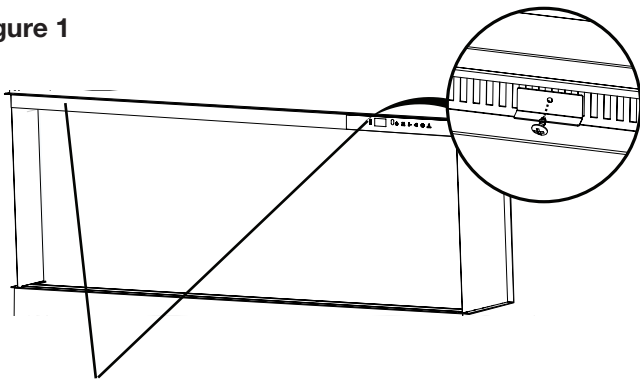
⚠ WARNING: If the firebox was operating prior to servicing, allow at least 10 minutes for the heating elements to cool off to avoid accidental burning of skin.

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

Tools Required: Phillips-Head Screwdriver
Suction Cup (to assist in lifting glass)

1. Remove front glass bracket(s) (Figure 1).
2. Tilt the front glass outward and lift to remove it (Figure 2). Set it in a safe place for the duration of the service.
3. For corner or bay installations, remove the slide glass by pushing it up and tilting it outward from the bottom.
4. Remove the media and put it aside for the duration of the service.
5. Remove the mirrored glass brackets (Figure 3).
6. Tilt the mirrored glass and lift to remove it (Figure 4).

Figure 1



Front Glass Bracket(s) -
Quantity varies by model

Figure 2

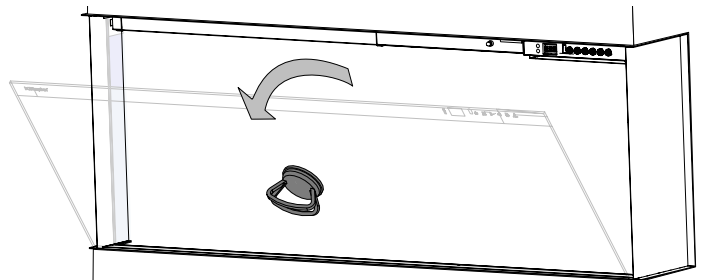
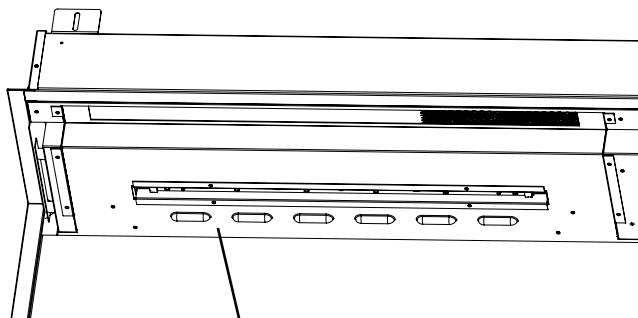
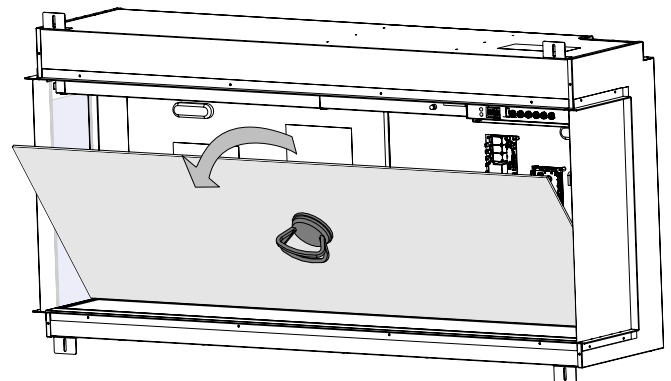


Figure 3



Mirrored Glass Bracket -
Quantity varies by model

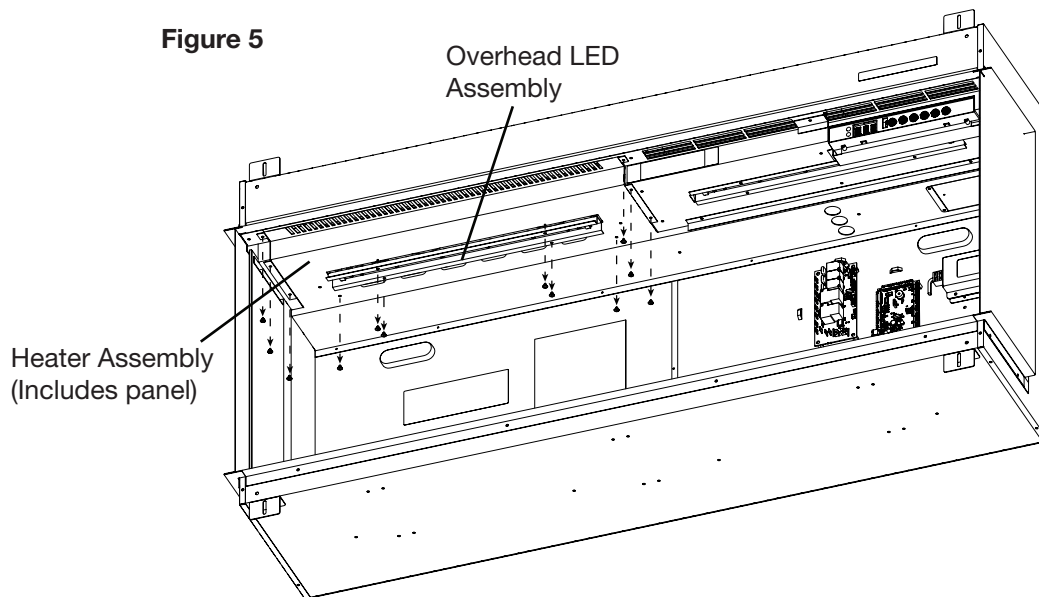
Figure 4



Heater Assembly Replacement

Tools Required: Phillips-Head Screwdriver
Pliers

1. Follow the instructions for *Preparing Firebox for Service* on page 10.
2. Remove the 4 screws that secure the overhead LED assembly. Unplug the LED connection, and set the assembly aside (**Figure 5**).
3. Remove the 8 screws around the perimeter of the heater assembly panel (**Figure 5**).
4. Push the heater assembly toward the back of the fireplace. It will move about 1/2 inch.
5. Hold the heater assembly front edge and lower the heater assembly.
6. Trace the connections from the heater assembly to the relay board. Carefully disconnect the connections, noting their original locations. Cut any restrictive wire ties.
7. Remove the defective heater assembly.
8. Feed the wires, one at a time, from the new heater assembly through the top portion of the housing to make the connections on the relay board.
9. Connect the wires from the heater assembly to the correct locations on the relay board.
10. Secure the wires using the provided wire ties and ensure they are pushed back as to not be too close to the back of the mirrored glass.
11. Position the new heater assembly by aligning the back of the bracket in the top housing and tilting it upward. Ensure the LED wire is fed through the slot for the LED assembly
12. Pull the heater assembly forward to align the screw holes. Secure using the previously removed screws.
13. Connect the LED wire, ensuring the IN marking on the board is oriented toward the right side. Secure the LED assembly.



Main Control Board Replacement

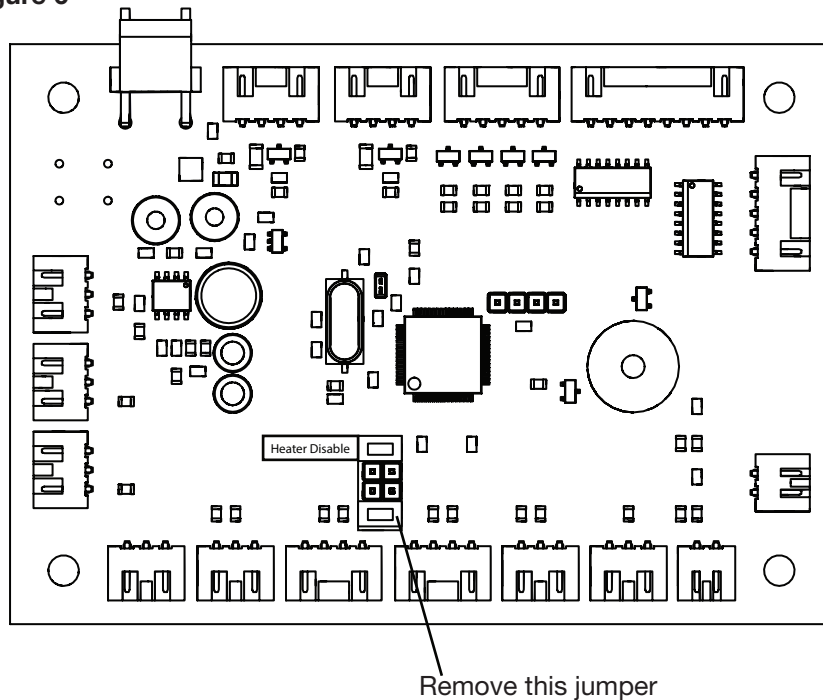
Tools Required: Phillips-Head Screwdriver

1. Locate the jumper terminal on the new main control board and remove the jumper shown. (Figure 6)

⚠ CAUTION: The Heat Disable jumper should only be removed if a permanently heat-disabled installation is required. See owner's manual for more information.

2. Follow the instructions for *Preparing Firebox for Service* on page 10.
3. Remove the screw on each corner of the main control board (4 total) (Figure 7 / Figure 8).
4. Disconnect the wires from the main control board, noting their original locations.
5. Secure the new main control board using the previously removed screws.
6. Connect the wires on the new main control board in the correct locations.
7. Ensure wires are not too close to the mirrored glass.
8. Reassemble the firebox.

Figure 6

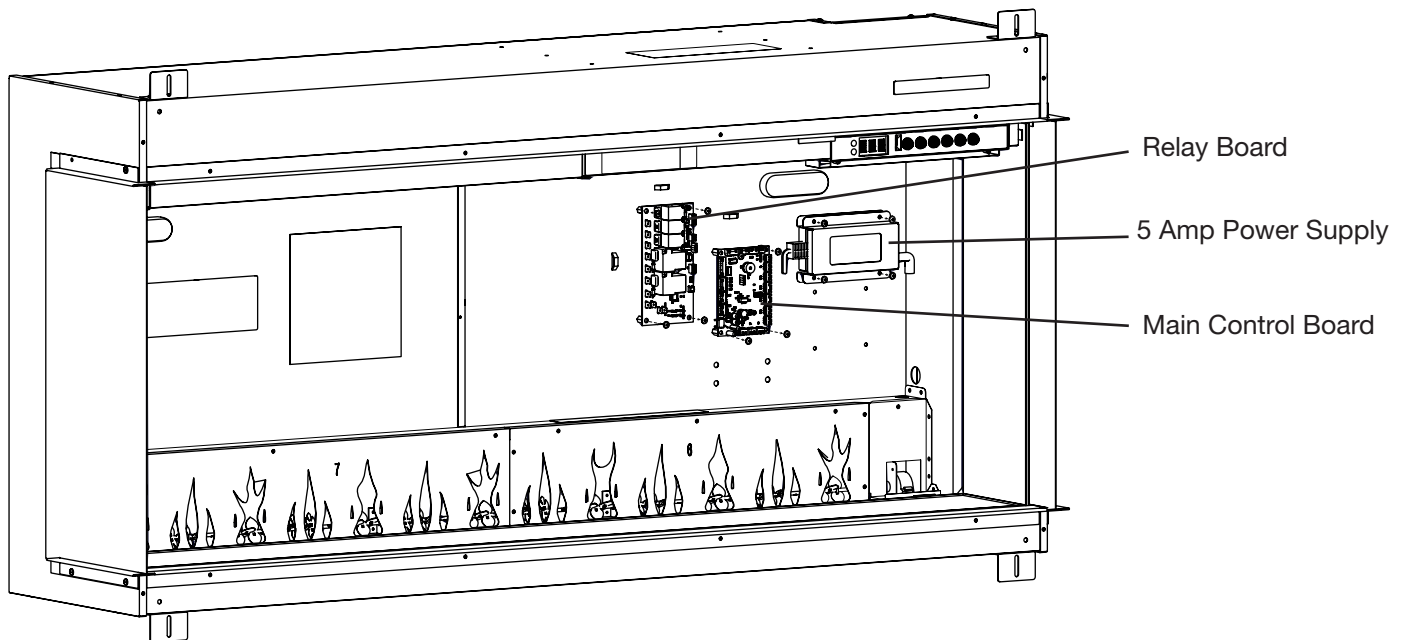


Power Supply Replacement

Tools Required: Phillips-Head Screwdriver

1. Follow the instructions for *Preparing Firebox for Service* on page 10.
2. Remove the 4 screws that secure the power supply bracket (**Figure 7 / Figure 8**).
3. Trace the wires from the defective power supply and disconnect the power supply connections from the main control board and relay board (and adaptor board, for XLF8817-XD and XLF10017-XD models), noting their original locations. Cut restrictive wire ties.
4. Position the new power supply and secure it using the power supply bracket.
5. Connect the new supply in the correct locations on the main control board and relay board.
6. Replace any wire ties that have been cut. Ensure wires are not too close to the mirrored glass.
7. Reassemble the firebox.

Figure 7 Models XLF5017-XD, XLF6017-XD, and XLF7417-XD Electronics



Relay Board Replacement

Tools Required: Phillips-Head Screwdriver
Pliers

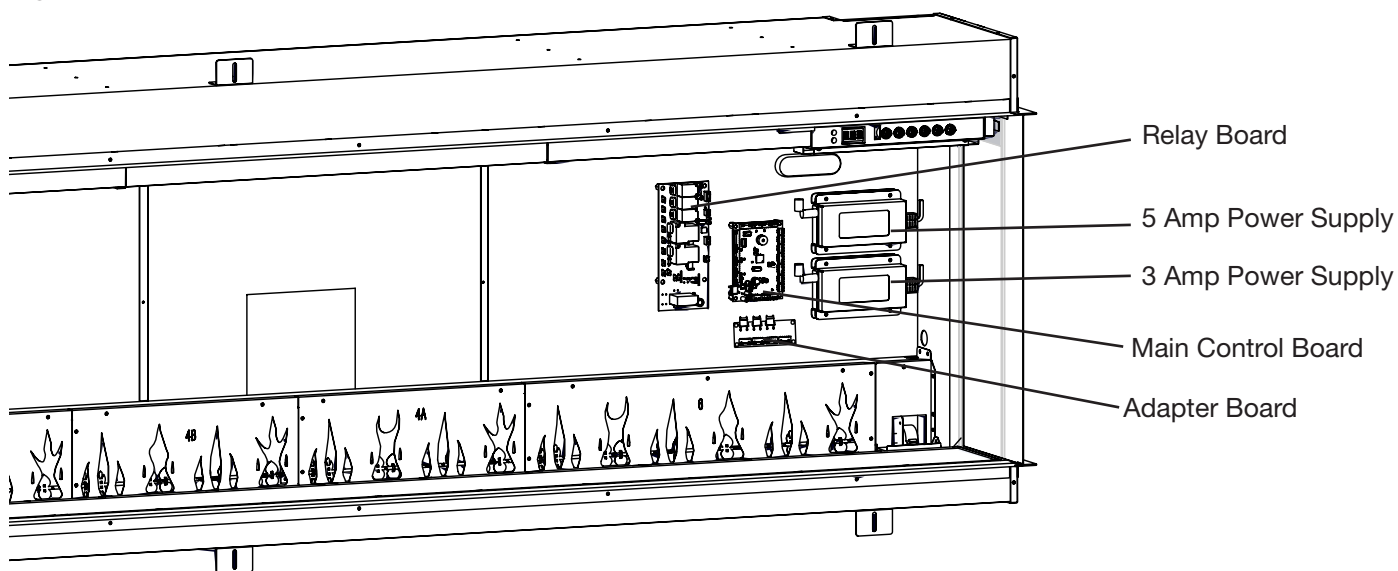
1. Follow the instructions for *Preparing Firebox for Service* on page 10.
2. Remove the screw on each corner of the relay board (4 total) (**Figure 7 / Figure 8**).
3. Disconnect the wires from the relay board, noting their original locations.
4. Secure the new relay board using the previously removed screws.
5. Connect the wires on the new relay board in the correct locations.
6. Ensure wires are not too close to the mirrored glass.
7. Reassemble the firebox.

Adapter Board Replacement (XLF8817-XD & XLF10017-XD)

Tools Required: Phillips-Head Screwdriver

1. Follow the instructions for *Preparing Firebox for Service* on page 10.
2. Remove the screw on each corner of the adapter board (4 total) (**Figure 8**).
3. Disconnect the wires from the adapter board, noting their original locations.
4. Secure the new adapter board using the previously removed screws.
5. Connect the wires on the new adapter board in the correct locations.
6. Ensure wires are not too close to the mirrored glass.
7. Reassemble the firebox.

Figure 8 Models XLF8817-XD and XLF10017-XD Electronics



Hidden Touch Controls Replacement

Tools Required: Phillips-Head Screwdriver

1. Follow the instructions for *Preparing Firebox for Service* on page 10.
2. Remove the screws on either side of the hidden touch controls bracket (**Figure 9**).
3. Remove the 4 screws that secure the board to the bracket (**Figure 10**).
4. Properly orient the new board on the bracket (the connector pins should align with the cutout).
5. Secure the board using the 4 screws previously removed. Do not overtighten.
6. Connect the connector to the board.
7. Secure the bracket on the upper housing.
8. Replace the QR Code labels provided over the existing QR label on the fireplace and the owner's manual (**Figure 11**)
If using the Flame Connect app, you will need to reconnect your fireplace to the app following replacement of the hidden touch controls..
9. Reassemble the firebox.

Figure 9

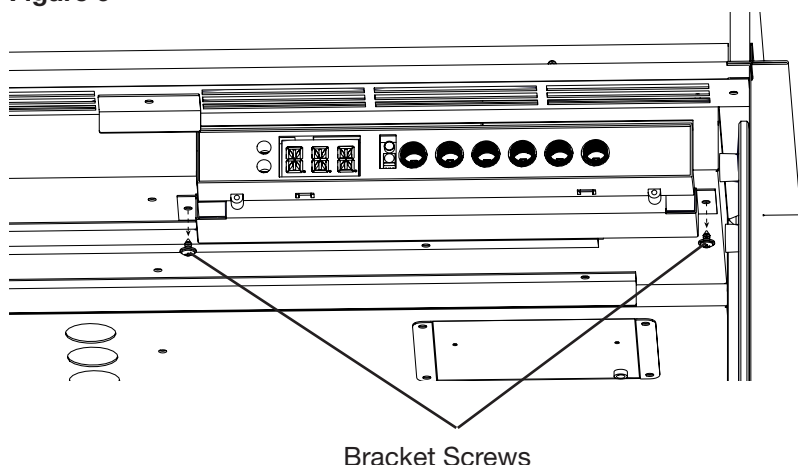


Figure 10

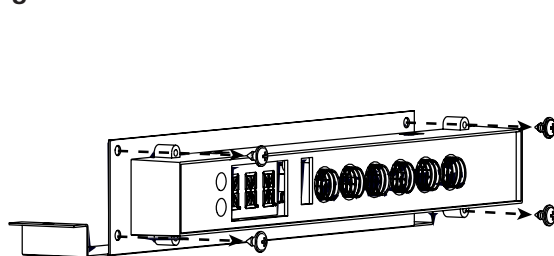
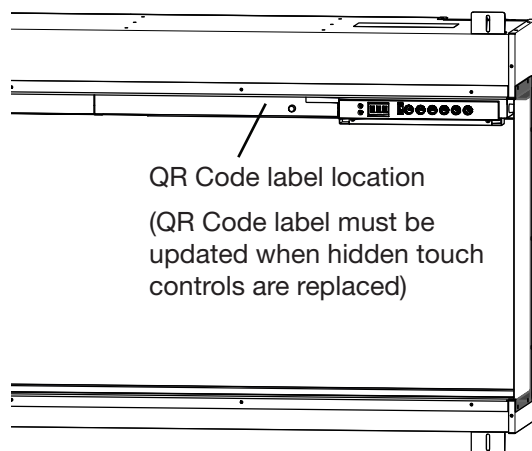


Figure 11

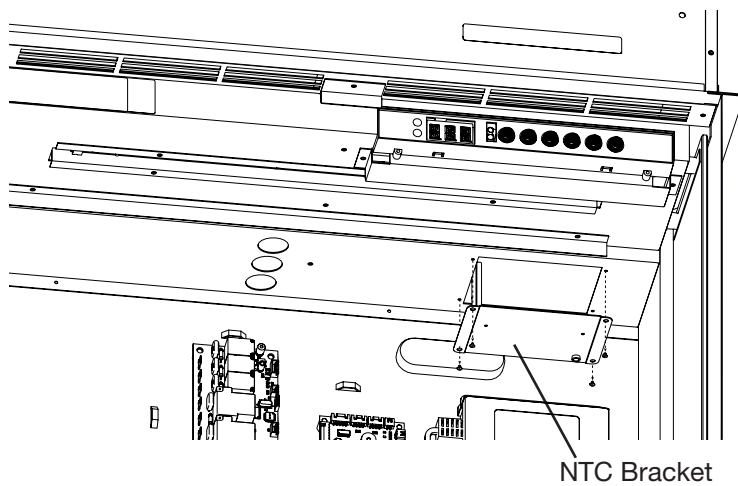


Temperature Sensor (NTC) Replacement

Tools Required: Phillips-Head Screwdriver
Side Cutters

1. Follow the instructions for *Preparing Firebox for Service* on page 10.
2. Remove the 4 screws on the NTC bracket (**Figure 12**).
3. Trace the NTC wire to the mainboard.
4. Disconnect the NTC and remove it, cutting any restrictive wire ties. Make note of the location of the NTC connector.
5. Feed the connector from the new NTC toward the main control board, and connect it into the correct location.
6. Secure the new NTC on the NTC bracket using the provided wire tie.
7. Secure the bracket using the 4 screws previously removed.
8. Reassemble the firebox.

Figure 12



Flicker Motor Replacement

Tools Required: Phillips-Head Screwdriver

1. Follow the instructions for *Preparing Firebox for Service* on page 10.
2. Remove the 10 screws that secure the flame panel furthest to the right (**Figure 13**).
3. Remove the 9 screws that secure the flicker motor housing (**Figure 14**).
4. Remove the 2 screws that secure the flicker motor bracket to the back panel (**Figure 15**).
5. Detach the flicker rod from the flicker motor by carefully flexing it and pulling out the rubber sleeve (**Figure 15**).
6. Remove the 2 screws that secure the flicker motor to the flicker motor bracket (**Figure 16**).
7. Trace the wires from the defective flicker motor to the main control board.
8. Disconnect the flicker motor from the main control board and remove it, cutting any restrictive wire ties.
9. Connect the new flicker motor in the correct location on the main control board.
10. Secure the flicker motor to the flicker motor bracket using the 2 screws previously removed.
11. Secure the flicker motor bracket to the back of the firebox, using the 2 screws previously removed.
12. Re-bundle the wires using the provided wire tie.
13. Attach the flicker rod to the flicker motor.
14. Secure the flicker motor housing, using the 9 screws previously removed.
15. Reassemble the firebox.

Figure 13

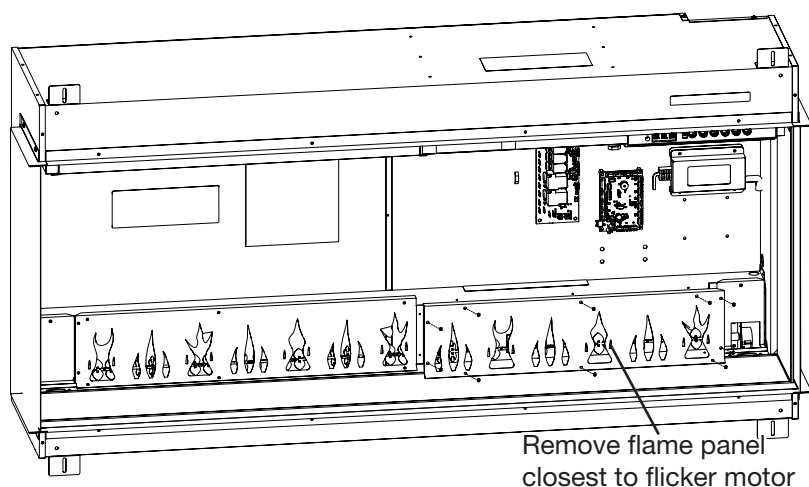


Figure 14

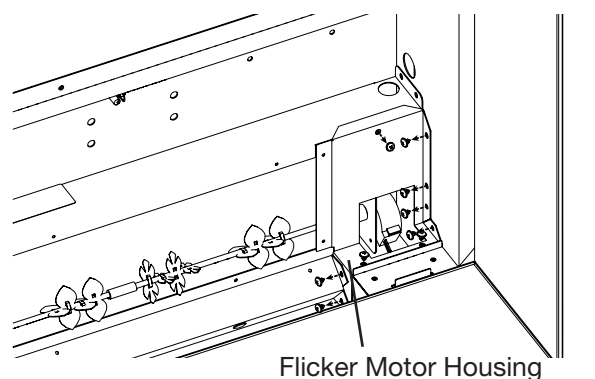


Figure 15

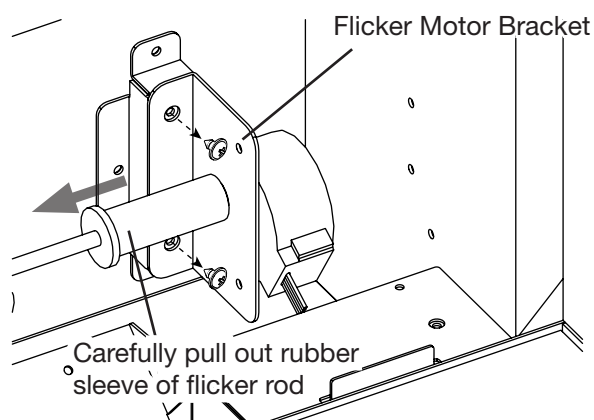
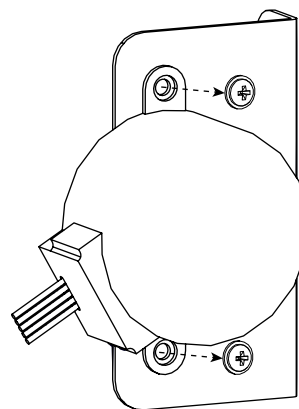


Figure 16



Flame LED Replacement

Tools Required: Phillips-Head Screwdriver
Pliers

1. Follow the instructions for *Preparing Firebox for Service* on page 10.
2. Remove the screws that secure the flame panels (number of screws will vary) (Figure 17). Set the flame panels aside, making note of their original order as they are removed.
3. Remove the 2 screws on each extremity (4 total) of the flame LED bracket (Figure 18).
4. Pinch each rivet using pliers while gently pulling the LED board off to release it (Figure 19).
5. Position the new flame LED board, and secure it by gently pressing it onto the rivets. Ensure the IN marking on the board is oriented toward the right side.
6. Secure the flame LED bracket using the 4 screws previously removed.
7. Reinstall the flame panels in the order opposite of which they were removed, ensuring they remain in the correct order.
8. Reassemble the firebox.

Figure 17

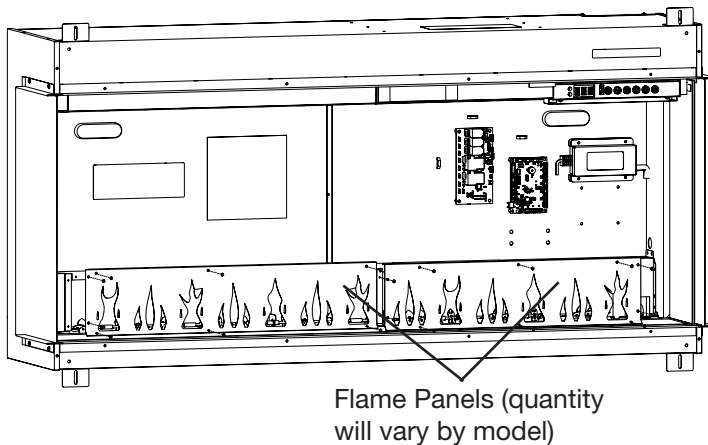


Figure 18

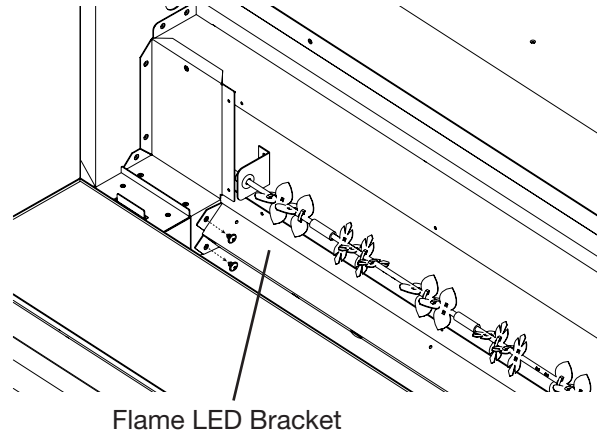
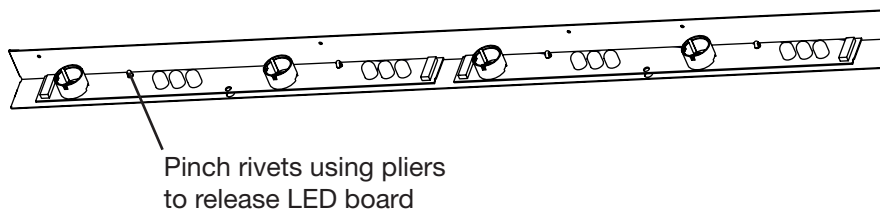


Figure 19



Media Bed LED Replacement

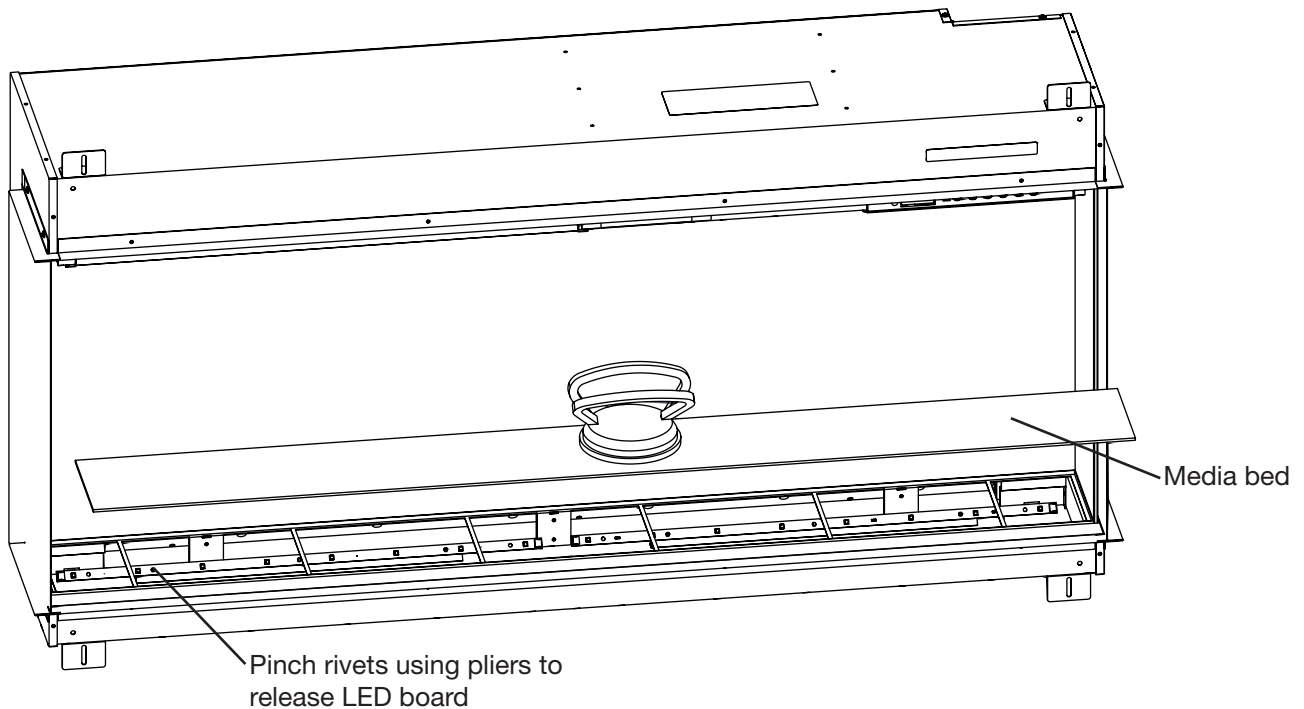
⚠ WARNING: If the firebox was operating prior to servicing, allow at least 10 minutes for the heating elements to cool off to avoid accidental burning of skin.

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

Tools Required: Phillips-Head Screwdriver
Suction Cup (if available)

1. Remove front glass bracket(s) (Figure 1, page 10).
2. Tilt the front glass outward and lift to remove it. Set it in a safe place for the duration of the service (Figure 2, page 10).
3. Remove the media and put it aside for the duration of the service.
4. Remove the media tray using the suction cup, if available (Figure 20).
5. Remove the defective media LED board from the bracket by pinching each rivet using pliers, while gently pulling the board off to release it (Figure 20).
6. Disconnect the connector from the defective media LED board.
7. Position the new media LED board, and secure it by gently pressing it onto the rivets. Ensure the IN marking on the board is oriented toward the right side.
8. Reassemble the firebox.

Figure 20



Overhead LED Replacement

⚠ WARNING: If the firebox was operating prior to servicing, allow at least 10 minutes for the heating elements to cool off to avoid accidental burning of skin.

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

Tools Required: Phillips-Head Screwdriver
Pliers

1. Remove front glass bracket(s) (Figure 1, page 10).
2. Tilt the front glass outward and lift to remove it. Set it in a safe place for the duration of the service (Figure 2, page 10).
3. Remove the 4 screws that secure the overhead LED bracket where the defective overhead LED board is located (Figure 21).
4. Disconnect the defective overhead LED board
5. Remove the defective overhead LED board from the bracket by pinching each rivet using pliers, while gently pulling the board off to release it (Figure 22).
6. Position the new overhead LED board, and secure it by gently pressing it onto the rivets. Ensure the IN marking on the board is oriented toward the right side.
7. Secure the overhead LED bracket using the 4 screws previously removed.
8. Reassemble the firebox.

Figure 21

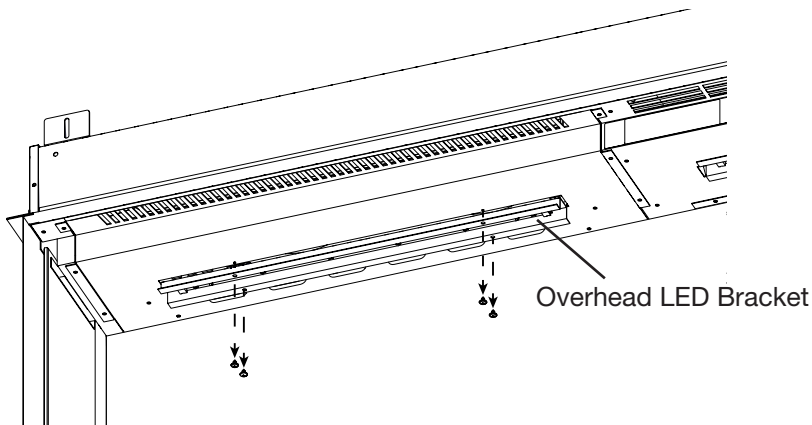
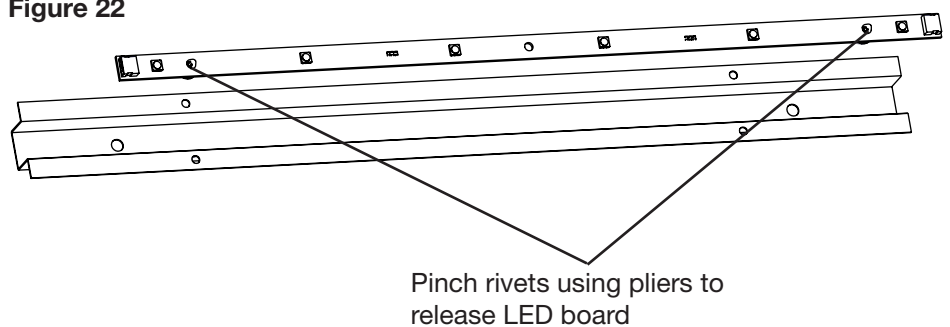





Figure 22



Troubleshooting

| Problem | Display | Cause | Solution |
|--|---|---|--|
| Circuit breaker trips or fuse blows when unit is turned on | | Improper circuit current rating | Install unit on a dedicated minimum 15 amp circuit. |
| Fireplace does not turn on with the manual touch controls | | No incoming power | Ensure unit is wired correctly Check main disconnect panel Ensure wall switch is on (if applicable) |
| | | Front glass was installed after unit was powered on | Turn power off (from breaker or outlet), install front glass before turning power back on. |
| | | Defective hidden touch controls | Replace hidden touch controls |
| | | Defective main control board | Replace main control board |
| | | Defective relay board | Replace relay board |
| Fireplace does not turn on with the remote control | | The batteries in the remote control are dead or installed incorrectly | Replace remote control battery Ensure battery is installed with + facing up. |
| | | Defective remote control | Replace remote control |
| | | Defective IR receiver | Replace hidden touch controls |
| Heater does not turn on | --- | Heater is disabled | Press and hold  and  at the same time on the hidden touch controls for 3 seconds to disable or enable the heat function. |
| | H— | Heater has been permanently disabled | If installation with heat is desired, jumper on main board if available or purchase new main board. |
| | | Defective heater assembly | Replace heater assembly |
| Heater is on, but there is no heat |  | Normal operation — There is a 30-second delay before heater starts | No action required. |
| | | Thermostat setting is below ambient temperature | Turn up the thermostat setting to be above ambient temperature |
| Flame is frozen | | Defective flicker motor | Replace flicker motor |
| Flame is not visible | | Flame effect is off | Ensure flame effect is on |
| | | Defective flame LEDs | Replace defective LED strips |
| | | Defective main control board | Replace main control board |
| | | Defective power supply | Replace power supply |
| | | Defective adapter board (88 and 100 models only) | Replace adapter board |
| Media bed does not light up | | Media bed is turned off | Change media theme |
| | | Defective media LED lights | Replace defective LED strips |
| | | Defective main control board | Replace main control board |
| Grinding or excessive noise with the heater off | | 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 and flicker assembly bushings. |
| Excessive noise with the heater on | | Dirty heater assembly | Ensure that exterior louvers are free of dirt/dust. Clean heater assembly with compressed air. |
| | | Defective heater assembly | Replace heater assembly |

| | | | |
|-------------------------|---------------|---|--|
| Error Code is displayed | <i>Err 1</i> | Temperature cut-out is activated | Reset breaker and wait 30 minutes before turning unit back on it. Ensure heater intakes and exhausts are not obstructed. Clean with compressed air if necessary. Replace heater assembly. |
| | <i>Err 12</i> | Ambient temperature is above 45° C (113° F) | No action required. |
| | <i>Err 13</i> | Ambient temperature is below 45° C (113° F) | No action required. |
| | <i>Err 1b</i> | NTC not detected | NTC is unplugged. NTC is defective. |
| | <i>Err 23</i> | Relay board not detected | Relay board is disconnected. Defective Relay board. |

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