

TROUBLESHOOTING GUIDE - DLGM29

| PROBLEM | CAUSE | SOLUTION |
|---|--|--|
| General | | |
| 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. |
| | Defective Remote Control Receiver | Replace Remote Control Receiver. Initialize to Remote Control. |
| Power cord gets warm | Normal Operation | The power cord may get slightly warm to the touch when the heater is on |
| | Defective power cord | Replace power cord if cord gets hot to the touch. |
| Appearance | | |
| Log grate 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 |
| | Power adapter set not connected properly | Refer to installation instructions for wiring instructions. |
| | Defective Remote Control Receiver | Replace Remote Control Receiver. Initialize with Remote Control. |
| Log grate does not turn on in Remote Mode | Improper operation | Refer to Operation Section |
| | Remote control not initialized to log grate | Initialize the remote control |
| | Remote Control not working | Install new battery into the Remote Control. Re-initialize 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 | |
| All logs dim, not glowing | Loose connection | Check wiring connections |
| | Defective Log Grate wiring | Replace Log Grate Assembly |
| One Log dim, not glowing | Loose connection | Check wiring connections |
| | Defective LED in Log | Connect log to another log grate connection to verify if log works. <ul style="list-style-type: none"> • If log works, wiring defective - Replace Log Grate Assembly • If log does not work, LED defective- replace Logs |
| Ember Bed dim, not glowing | Loose connection | Check wiring connections |
| | Defective Ember bed wiring | Replace Ember bed |
| Logs or Ember bed are still glowing after unit is turned off (with remote or manual switches) | Defective Remote Control Receiver | Replace Remote Control Receiver |
| Mist is not coming out | Not enough water in the unit | Fill unit with water |
| | 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 |
| | Cord is located over emitter on transducer | Relocate cord so that mist is free to rise off of transducer. |
| | Defective Transducer | Replace Transducer |
| 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. |

Continued . . .

| PROBLEM | CAUSE | SOLUTION |
|--|---|---------------------------------|
| Appearance Continued | | |
| Mist is coming out fast | Filter is missing off of Fan Housing | Replace Fan Filter |
| Mist appears to be "falling" | Loose connection | Check heater wiring connections |
| | Defective Heater | Replace Heating assembly |
| Mist does not appear to be coming out evenly | Unit is not level | Level unit |
| | Log arrangement is blocking air flow | Rearrange logs |
| | Light Lenses are not correctly oriented | Adjust Lenses |
| | Light Lenses are not present | Replace light lenses |

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



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