



Service Manual

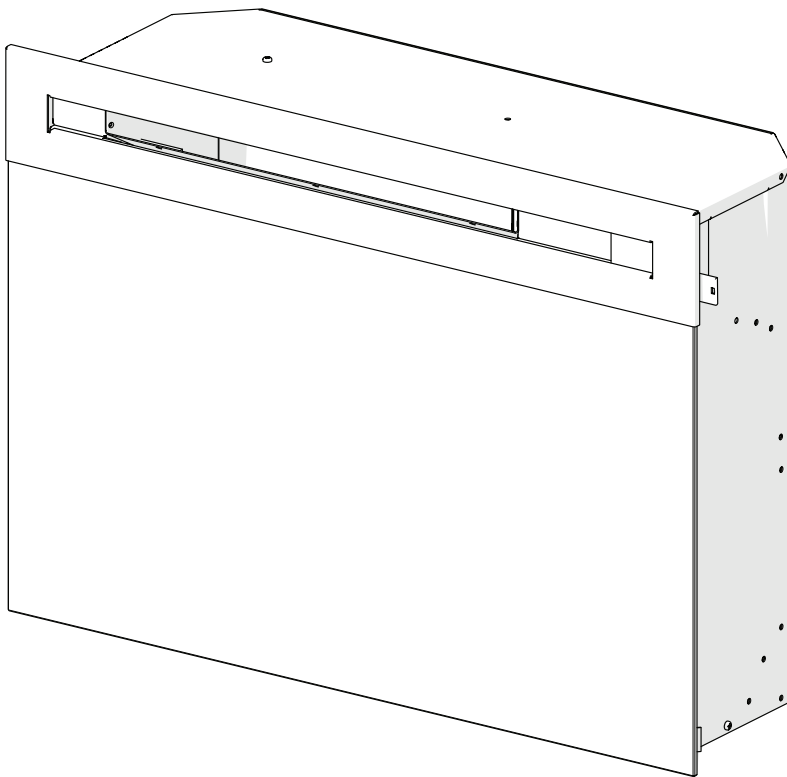
Model Number:

PF2325

PF3033

UL Part Number

690932XXXX



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.

Table of Contents

Operation	3
Maintenance	5
Exploded Parts Diagram - PF2325 Mod 0-A.....	6
Exploded Parts Diagram - PF2325 Mod B-C	7
Exploded Parts Diagram - PF3033 Mod 0-A.....	8
Exploded Parts Diagram - PF3033 Mod B-C	9
Wiring Diagram	10
Main Control Board Replacement (Mod 0-A units).....	12
Floating Display Assembly (Mod 0-A units)	12
Floating Display Assembly / Main Control Board Replacement (Mod B-C units)..	13
Relay Board Replacement (Mod B-C units).....	13
Power Supply Replacement (Mod B units Only)	13
gWave™ Assembly Replacement	14
Heater Assembly Replacement.....	14
Flame LED Light and Media Light Assembly Replacement	15
Top Light Replacement	15
Flicker Motor & Rod Replacement	15
Power Cord Replacement	16
Log set Replacement	16
Log Set Junction Board Replacement Mod 0-B	17
Lower & Media LED Light Assembly Replacement	17
Partially Reflective Glass Replacement.....	18
Power Regulator Board Installation (Mod 0 units only).....	18
Troubleshooting Guide	19

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

⚠ WARNING: This electric firebox must be properly installed before it is used.

This firebox operates with ComfortSaver™ technology, which automatically adjusts the fan speed and heater wattage to safely and precisely match the requirements of the room based on the thermostat setting. The heater operates such that once the room reaches the set point, the fan and heater will continuously run at a low level, to maintain the desired room temperature. If the temperature in the room rises significantly, i.e. sun coming through a window or a central furnace turns on, the heater and fan will turn off and periodically turn back on to circulate the air around the unit, until the room temperature drops and requires the heater to be constantly on again.

! NOTE: The unit is designed so that the fan will run continuously while the heater is on.

! NOTE: The element retains heat after shutdown, there is a built in cool down period of **1 minute** before the fan shuts off completely.

gWave™ Controls

The fireplace can be operated by a simple “wave” in-front of the unit. By waving your hand vertically approximately 4 in. (102 mm) in-front of the gWave™ sensor in the upper right hand corner of the unit, the unit and different control functions can be activated. This is also indicated by the LED light turning green.

There is a Gesture On/Off button located below the LED pilot light which can be used to turn this feature On or Off.

It is recommended that a straightened paperclip be used to press the button through the small hole. When the gWave™ controls are turned off, the green light will flash 4 times before turning off and it will remain solid green when the gWave™ controls are active.

! NOTE: The unit is programmed to have a built in demonstration mode to exhibit all of the functions of the unit in a 95 second period of time. This can be activated by holding your hand in front of the gWave™ sensor for 7 seconds. When the unit has gone through the demonstration mode once it will return to the previous operation.

Remote Operation

The fireplace is supplied with an IR multifunction remote control.

! NOTE: To operate correctly, the remote control must be pointed towards the front of the unit.

Controls

1. ⏻ Standby: Turns unit On or Off.

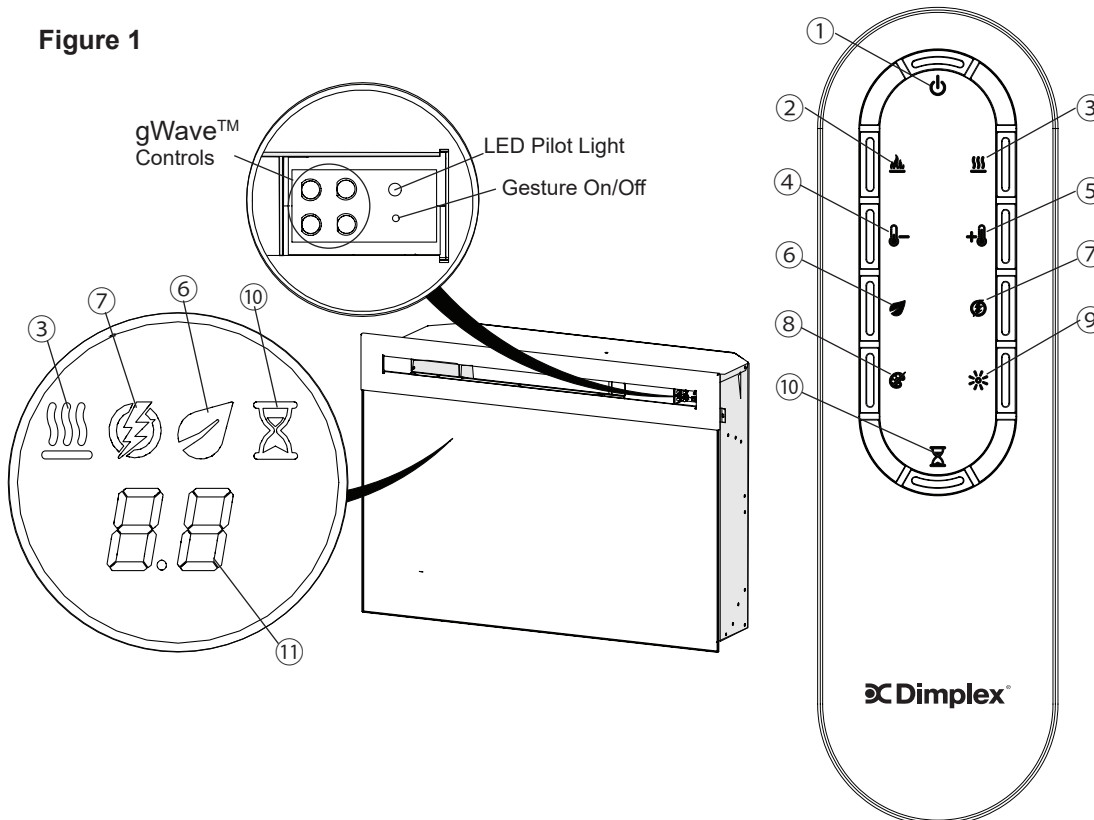
→ Activated by pressing the corresponding button on the remote or “waving” in-front of the gWave™. “Waving” up will turn the unit On and “Waving” down will turn the unit Off.

• The unit will turn on with the same functions that it was set to when it was turned Off and the intake temperature will be indicated on the On Screen Display.

! NOTE: When any button is pressed the intake temperature will be displayed on the On Screen Display for 5 seconds.

2. 🔥 Flame On/Off: Turns the flame effect On or Off.

Figure 1




→ Activated by pressing the corresponding button on the remote or “waving” in-front of the gWave™ - wave up to turn on and wave down to turn off.

• When On the flame effect is visible in the unit.

3. Heat On/Off: Turns the heater On or Off.

→ Activated by pressing the corresponding button on the remote or holding your hand in-front of the gWave™ for 3 seconds.

• Indicated by the icon and intake temperature being illuminated on the Floating Display™ and the heater turning On or Off.

! **NOTE:** The heater can be operated when the flame is not visible. In this case the  icon will remain on the Floating Display™ until the heater is turned off or the flames are turned back on.

4. Temperature Down: Decreases the heat output.

→ Adjusted by repeatedly pressing the corresponding button on the remote.*

• Indicated by set point temperature on the Floating Display™ decreasing and the speed of the fan decreasing to reduce the amount of heat being projected into the room.**

5. Temperature Up: Increases the heat output.

→ Adjusted by repeatedly pressing the corresponding button on the remote.*

• Indicated by the set point on the Floating Display™ increasing and the speed of the fan increasing to increase the amount of heat being projected into the room.

* The first time the button is pressed the current temperature set point will be displayed for 5 seconds.

** The temperature can be adjusted from 5 °C to 30 °C (41 °F to 86 °F).

! **NOTE:** Pressing the  then  will toggle between °C and °F.

6. Eco: Runs the heater in a reduced wattage range when activated.

→ Adjusted by pressing the corresponding button on the remote when the heater is on.

• Indicated by the icon being illuminated on the Floating Display™ and the speed of the fan will decrease proportionally.

7. Boost: Turns On/Off the heater boost function. Runs the unit at the full rated wattage.

→ Activated and adjusted by repeatedly pressing the corresponding button on the remote.



• Indicated by the heater running at full heat, for a predetermined amount of time, to quickly heat up a cold room/space. The Boost can be set for a maximum of 20 minutes, in 5 minute increments.

8. Multi-Fire XD™: Scrolls through the different media theme color presets for the media, flame base and top lights.

→ Changed by repeatedly pressing the corresponding button on the remote.

• Cycles through the different preset ambient lighting settings of the unit, this includes different combinations of colors of the top lighting, flame base and media lighting (if applicable).

! **NOTE:** The last option is a personalized color setting (“P”), where using the buttons on the remote the lighting of the unit can be adjusted to any shade of any color. The initial setting is no light (Red=0, Blue=0, Green=0) and can be adjusted, while the display is flashing, by pressing the outlined buttons (below) to adjust the tones.

Red Tones:  increase and the  decrease.

Green Tones:  increase and  decrease.

Blue Tones:  increase and  decrease.

9. Brightness: Changes the brightness of the lights in the unit.

→ Adjusted by repeatedly pressing the corresponding button on the remote.

• Indicated by the second digit on the Floating Display™ changing to show: “A” (high), “b” (low), “C” (high with media flicker) and “d” (low with media flicker).

! **NOTE:** Media flicker is not an option on the Multi-Fire XD™ levels 5, 6 or P.

10. Sleep timer: Turns the unit off after a preset duration (from 30 minutes (0.5h) to 8 hours, in ½ hour increments).

→ Activated and adjusted by repeatedly pressing the corresponding button on the remote.



• Indicated by the Floating Display™ changing to indicate 30 minutes (0.5 h) through 8 hours. The fireplace will automatically turn off when the sleep timer reaches zero minutes. The sleep timer can be cancelled at any time by pressing the sleep timer button repeatedly until the sleep timer will no longer be visible.

11. Numerical Display

→ Default display will be the heater air intake temperature or settings (e.g. Multifire XD, Brightness, etc.)



Disable Heat

If desired, depending on the season, the heater on the unit can be disabled. The unit will operate in the same fashion, with remainder of the controls.

Pressing the  then  will enable or disable the heater. When in the heat disable mode, the temperature reading/setting on the On Screen Display™ displays nothing (“--”).

! **NOTE:** The heater will not work when the unit is controlled with gWave™ either.

Checking Software Level

The revision can be checked by press  and  at the same time.

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 unplugging the unit and waiting 15 minutes before plugging the unit back in.

Once power is restored the unit will start to reset itself. During this process you will hear repeated beeps and the Floating Display™ may turn on and 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).

Battery Replacement

To replace the battery:

1. Slide battery cover open on the back of the remote control.
2. Install one 3V (CR 2032) 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.

Maintenance

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

⚠ CAUTION: Allow adequate time for the element and body casing to cool before attempting to clean the unit.

It is suggested that the heater be inspected regularly, for cleanliness of the fan exhaust and intake grille, to ensure optimal performance is maintained. The grille can be cleaned by vacuuming off all dust and dirt.

Glass Cleaning

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

To remove fingerprints or other marks, the glass can be cleaned with a damp cloth. The glass should be completely dried with a lint free cloth to prevent water spots. To prevent scratching, do not use abrasive cleaners or spray liquids on the glass surface.

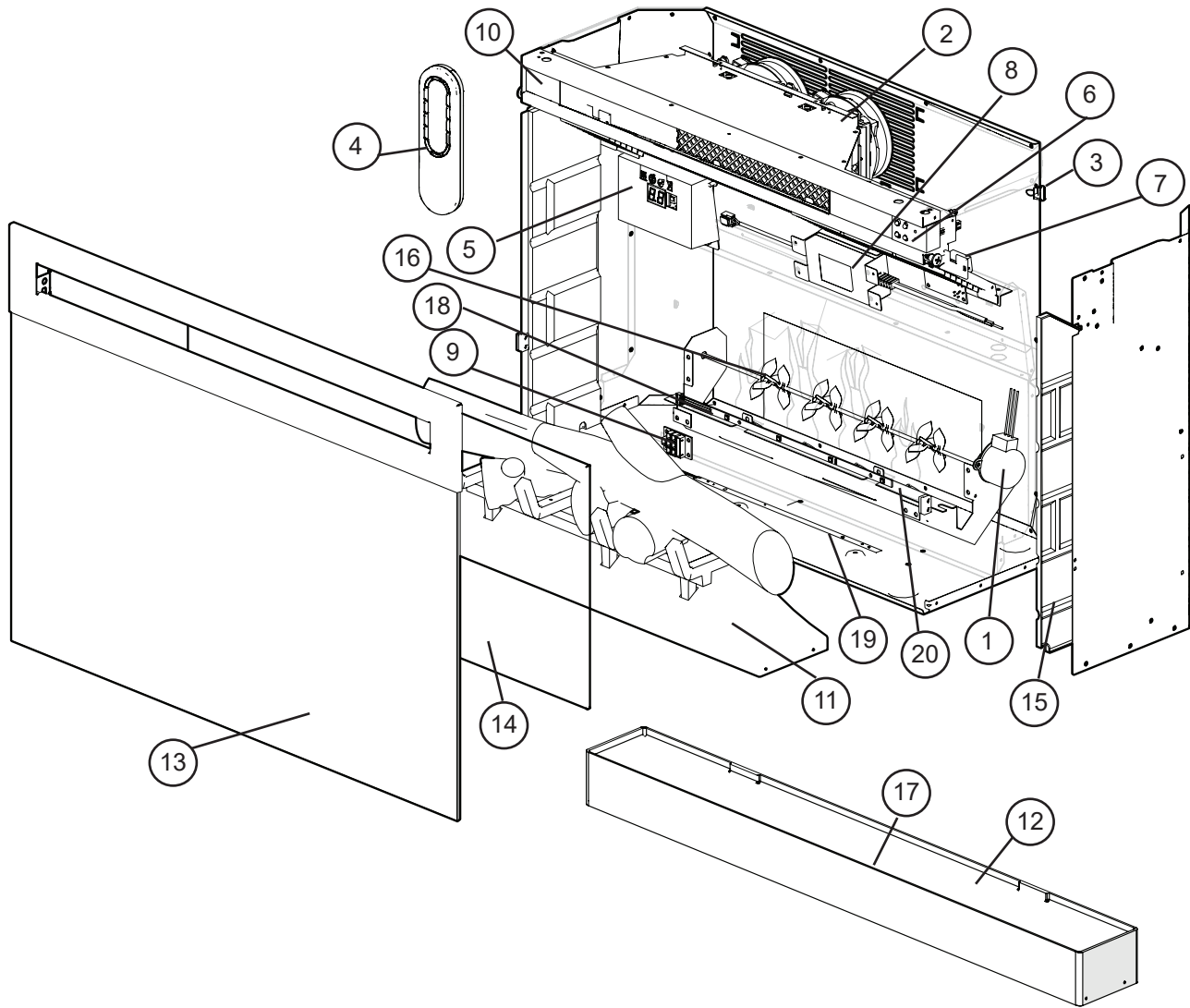
Fireplace Surface Cleaning

To remove fingerprints or other marks, the exterior finish can be cleaned with a damp cloth with a mild detergent. The surface should be completely dried with a lint free cloth to prevent water spots.

Servicing

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

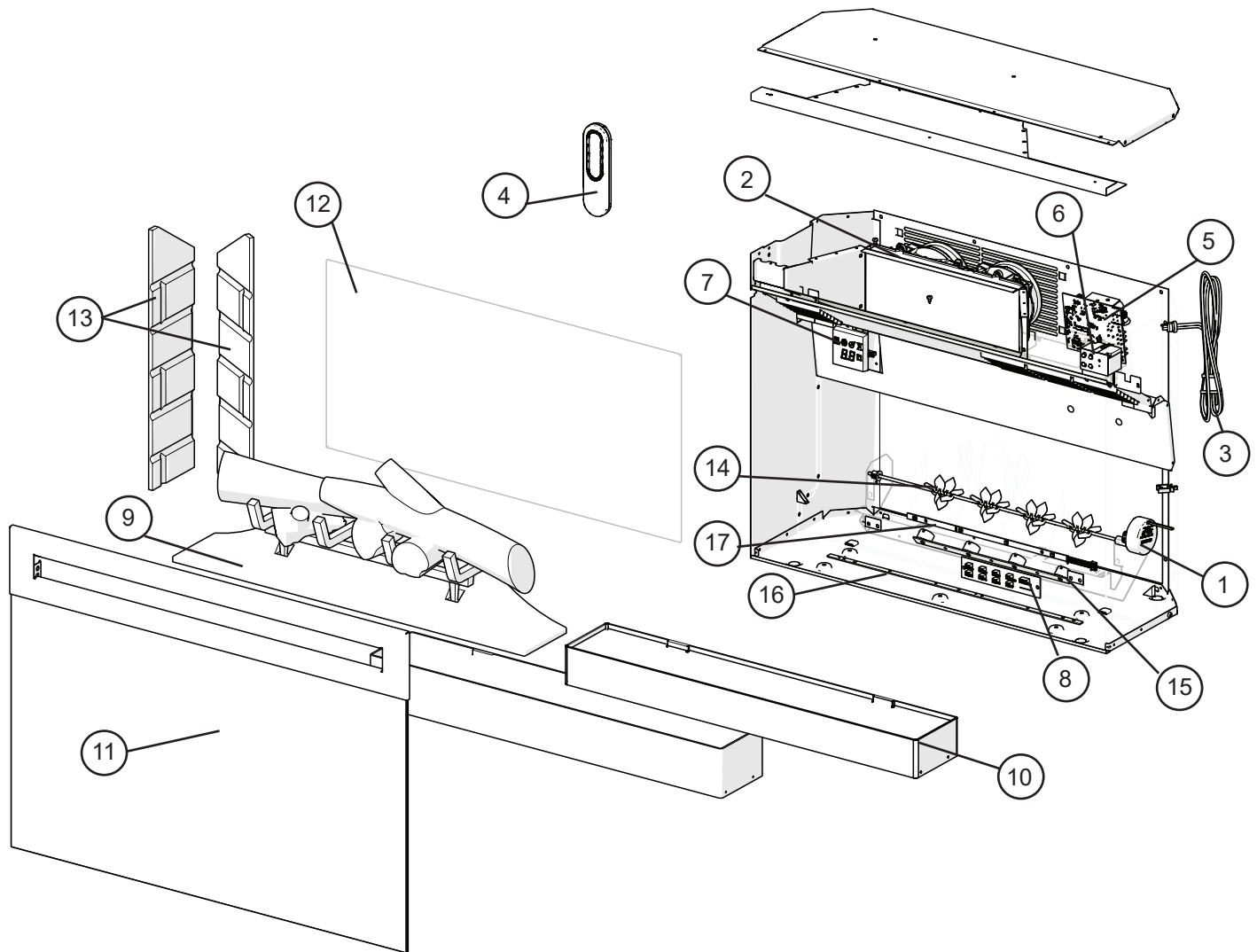
Exploded Parts Diagram - PF2325 Mod B-C



Replacement Parts - PF2325 Mod B-C:

1. Flicker Motor	2000480100RP	13. Front Glass - Flat	1026770400RP
2. Heater Assembly (with cutouts)	2203650100RP	Curved	1026770700RP
3. Cord Set	4100190300RP	14. Partially Reflective Glass	5902750100RP
4. Remote Control	3001250100RP	15. Brick Panel Set	0441600100RP
5. Main Control Board	3001530100RP	16. Flicker Assembly	5902830100RP
6. gWave™ Assembly	3001620100RP	17. Media LED Light Assembly	3001330700RP
7. Relay Board	3001540100RP	18. Ember LED Light Assembly	3001330100RP
8. Power Supply	2100250300RP	19. Flame LED Light Assembly	3001310100RP
9. Log set Junction Board (MOD B only)	3001600100RP	20. Flame Bed LED Light Assembly	3001330200RP
10. Top Light Assembly	3001290100RP	21. Small Acrylic Media	1400150300RP
11. Log set	0441690200RP	22. Large Acrylic Media (Ice Chunks)	1400130200RP
12. Media Tray - Flat	0441580100RP		
Curved	0441580300RP		

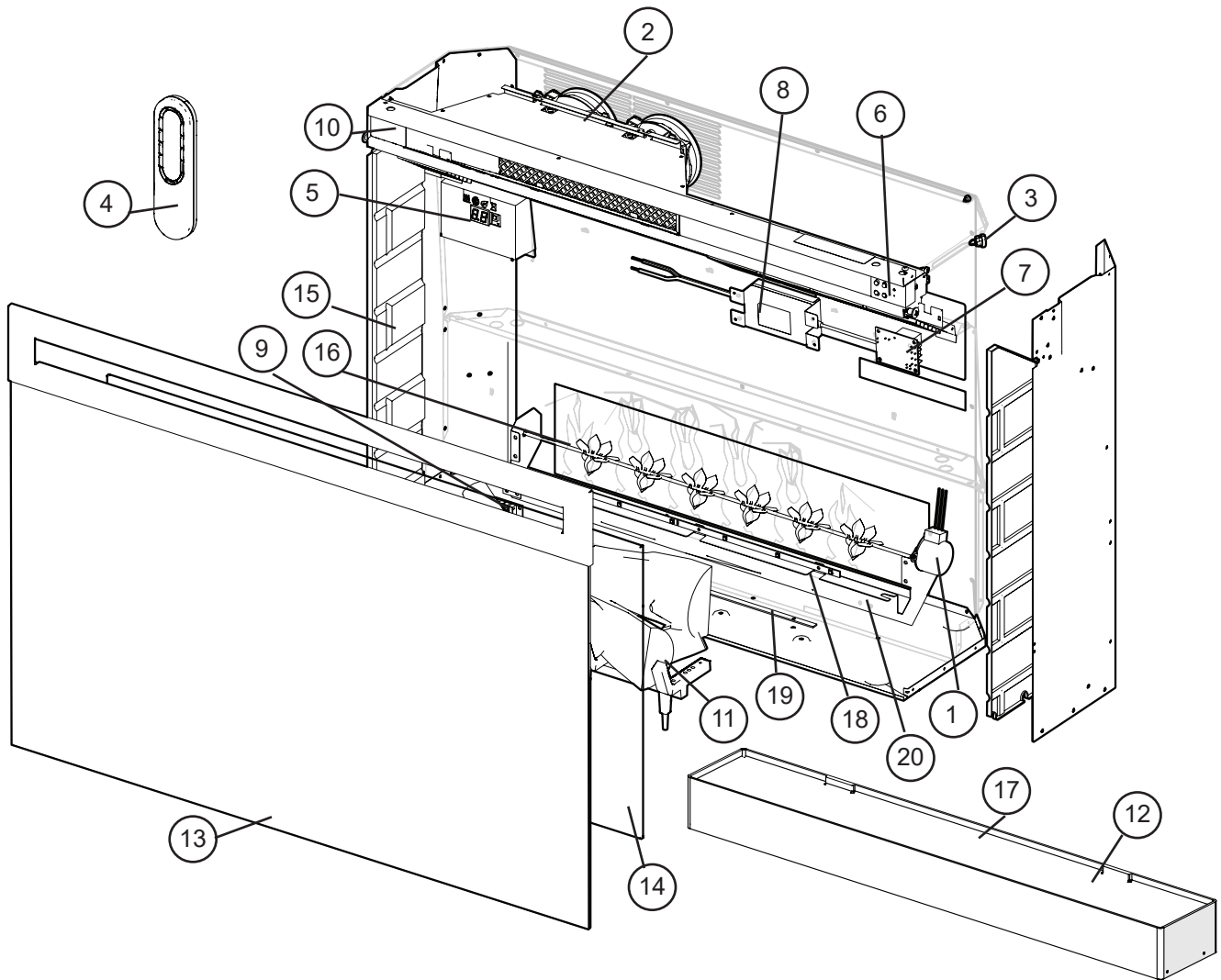
Exploded Parts Diagram - PF3033 Mod 0-A



Replacement Parts - PF3033 Mod 0-A:

1. Flicker Motor.	2000480100RP	11. Front Glass	1026770200RP
2. Heater Assembly (with cutouts)	2203650100RP	12. Partially Reflective Glass	5902750400RP
*For MOD 0 units send Power Regulator Board as well			
3. Cord Set.	4100090204RP	13. Brick Panel Set.	0441600300RP
4. Remote Control	3001250100RP	14. Flicker Assembly	5902830200RP
5. Main Control Board	3001260100RP	15. Lower Light Assembly	3001310300RP
6. gWave™ Assembly	3001400100RP	16. Media LED Light Assembly	3001330500RP
7. Floating Display™ Assembly	3001470100RP	17. Flame LED Light Assembly	3001330300RP
8. Electronics Junction Board.	3001460100RP	18. Glass Media	1400070200RP
9. Log set	0441540100RP	19. Acrylic (Ice) Media	1400130200RP
10. Media Tray	0441580200RP	20. Power Regulator Board	PFRESISTORPCBRP

Exploded Parts Diagram - PF3033 Mod B-C

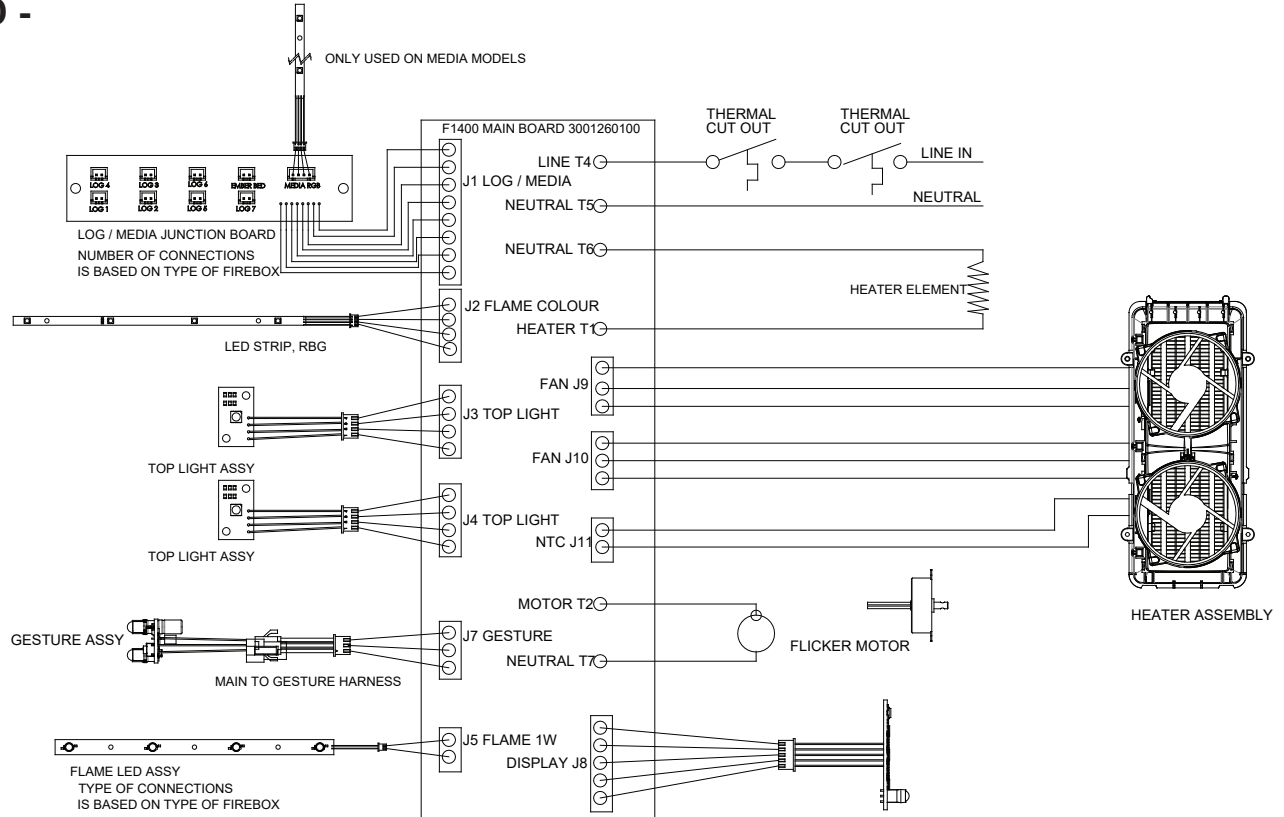


Replacement Parts - PF3033 Mod B-C:

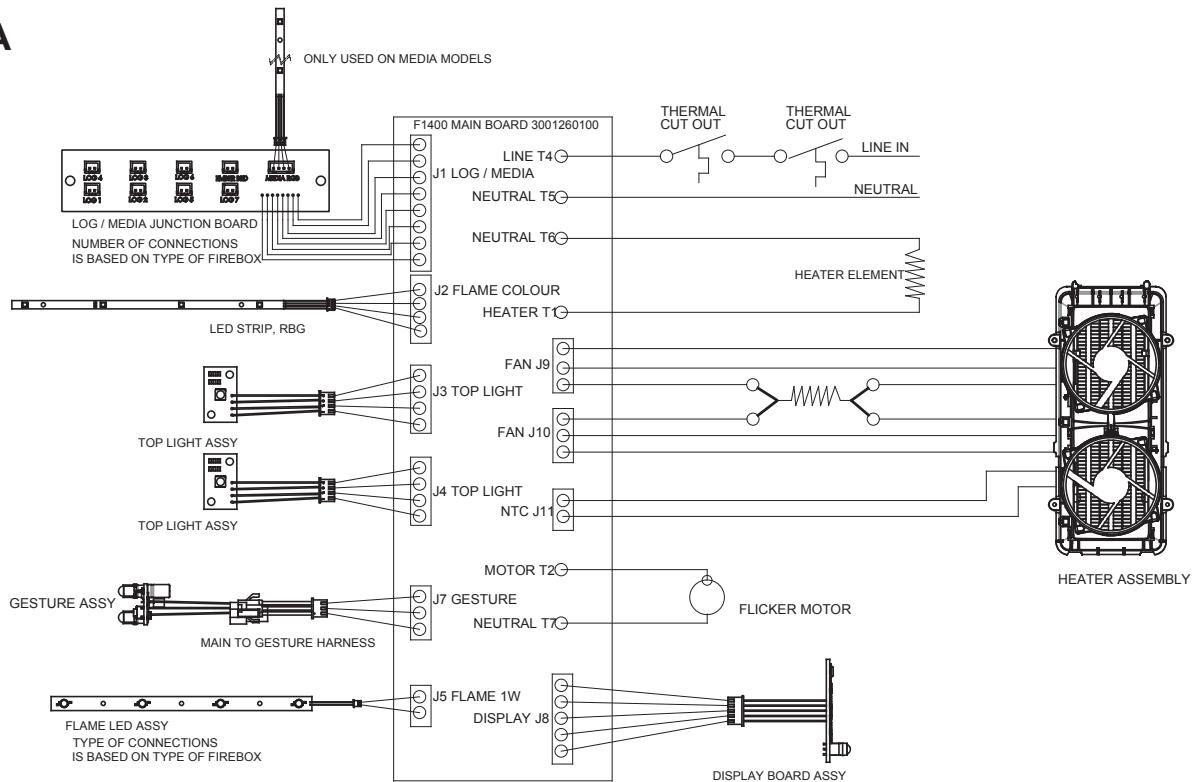
1. Flicker Motor	2000480100RP	12. Media Tray	0441580200RP
2. Heater Assembly (with cutouts)	2203650100RP	13. Front Glass	1026770600RP
3. Cord Set	4100190300RP	14. Partially Reflective Glass	5902750400RP
4. Remote Control	3001250100RP	15. Brick Panel Set	0441600300RP
5. Floating Display™ Assembly/Main Control Board	3001530100RP	16. Flicker Assembly	5902830200RP
6. gWave™ Assembly	3001620100RP	17. Media LED Light Assembly	3001330600RP
7. Relay Board	3001540100RP	18. Ember LED Light Assembly	3001300200RP
8. Power Supply	2100250300RP	19. Flame LED Light Assembly	3001310300RP
9. Log set Junction Board (MOD B only)	3001600100RP	20. Flame Bed LED Assembly	3001330400RP
10. Top Light Assembly	3001290100RP	21. Small Acrylic Media	1400150300RP
11. Log set	0441540200RP	22. Large Acrylic Media (Ice Chunks) (2 req'd) . .	1400130200RP

WIRING DIAGRAM

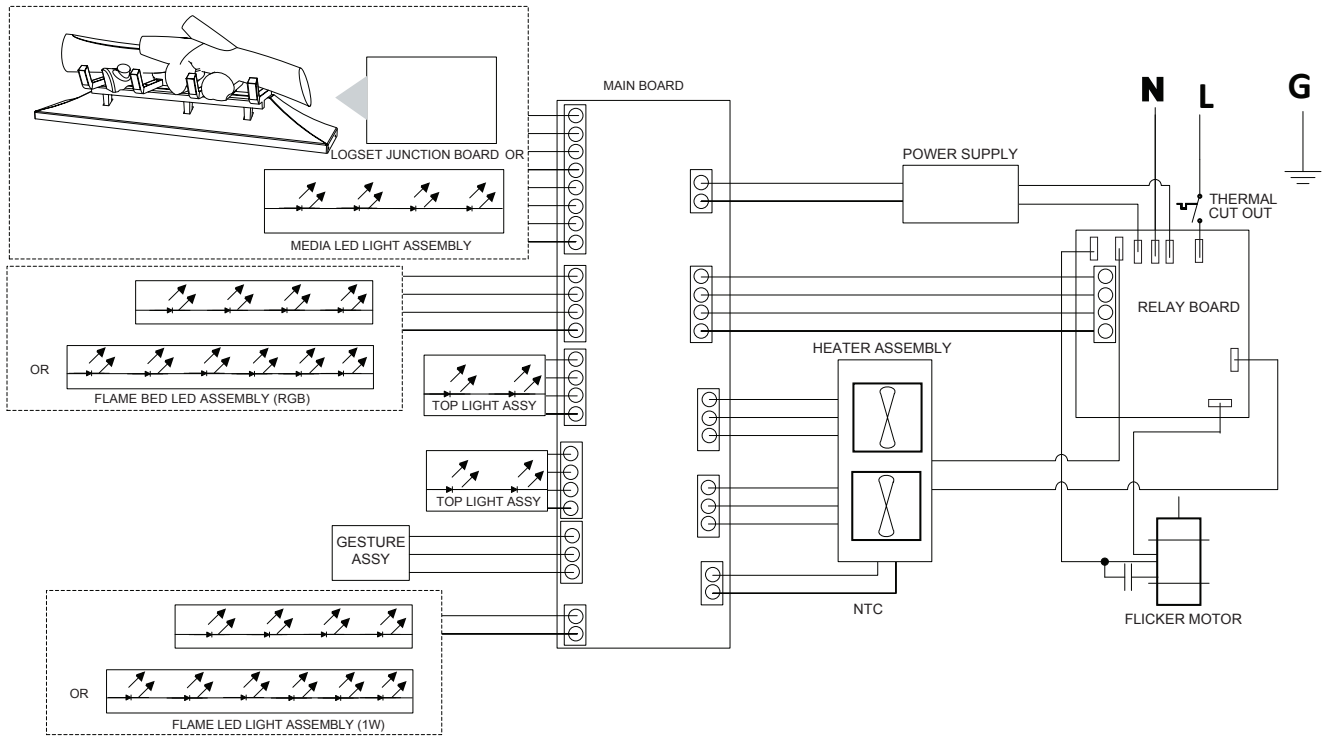
MOD -



MOD A



MOD B-C



Main Control Board Replacement (Mod 0-A units)

Tools Required: Phillips Head Screwdriver
Flat Head Screwdriver
Needle Nose Pliers

⚠ CAUTION: If unit was operating prior to servicing allow at least 10 minutes for heating elements and top panel to cool off to avoid accidental burning of skin.

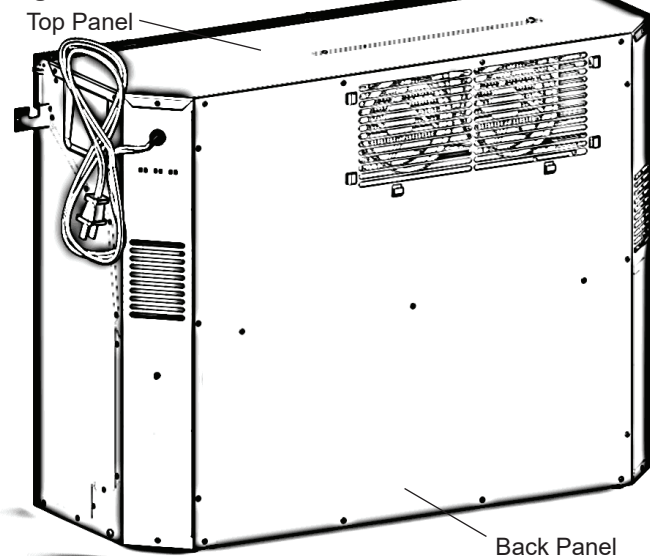
⚠ WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Unplug the unit from power outlet.
2. Remove the firebox from the front of the mantel and remove front glass assembly (glass lifts off).
3. Remove the loose media from the unit (if applicable).
4. Remove the 14 screws around the back panel of the firebox and the 3 along the middle of the panel (Figure 2).
5. Locate the main control board and transfer the wiring connections from the old board to the new board. (Figure 3)

! NOTE: A flat head screwdriver can be used to gently pry between the end of the connector and the main control board to release the wires.

6. Release the main control board from the unit by using needle nose pliers to depress the tab on the mounting standoffs and gently lift the driver board off.
7. Properly orient and insert the new main control board.
8. Reassemble in the reverse order as above.

Figure 2



Floating Display Assembly (Mod 0-A units)

Tools Required: Phillips Head Screwdriver

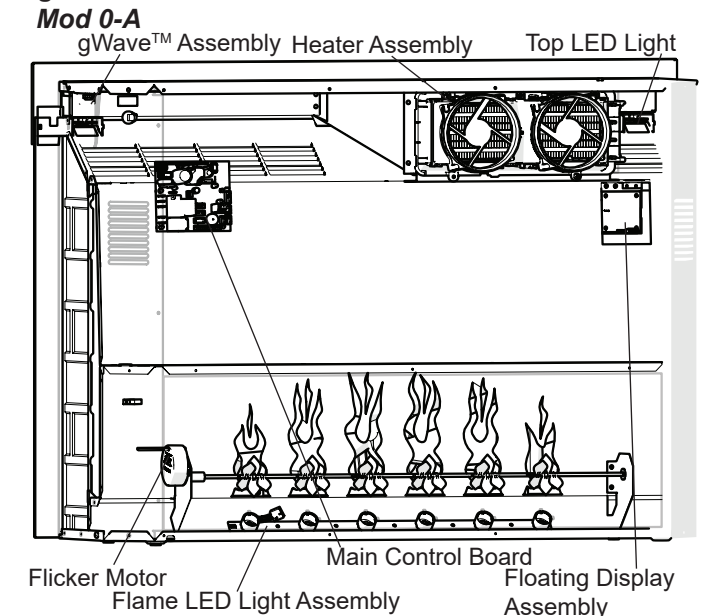
⚠ CAUTION: If unit was operating prior to servicing allow at least 10 minutes for heating elements and top panel to cool off to avoid accidental burning of skin.

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

MOD 0-A

1. Unplug the unit from power outlet.
2. Remove the firebox from the front of the mantel and remove front glass assembly (glass lifts off).
3. Remove the loose media from the unit (if applicable).
4. Remove the 14 screws around the back panel of the firebox and the 3 along the middle of the panel (Figure 2).
5. Locate the floating display assembly. (Figure 3)
6. Remove the 2 screws located at the top of the assembly, gently remove the board and surrounding bracket.
7. Follow the wiring to the main control board and replace with new connection.
8. Properly orient and insert the new floating display assembly.
9. Reassemble in the reverse order as above.

Figure 3



Floating Display Assembly / Main Control Board Replacement (Mod B-C units)

Tools Required: Phillips Head Screwdriver

CAUTION: If unit was operating prior to servicing allow at least 10 minutes for heating elements and top panel to cool off to avoid accidental burning of skin.

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

1. Unplug the unit from power outlet.
2. Remove the firebox from the front of the mantel and remove front glass assembly (glass lifts off).
- CAUTION:** Even though the glass is safety glass it may break if bumped, struck or dropped. Care must be taken when handling the glass.
3. Remove the loose media from the unit (if applicable).
4. Remove the 14 screws around the back panel of the firebox and one in the middle of the panel (Figure 2).
5. Locate the floating display assembly. (Figure 4)
6. Transfer the connections from the existing board to the new display/control board.
7. Remove the 4 screws securing the board to the assembly.
8. Properly orient and insert the new floating display assembly.
9. Reassemble in the reverse order as above.

Relay Board Replacement (Mod B-C units)

Tools Required: Phillips Head Screwdriver

CAUTION: If unit was operating prior to servicing allow at least 10 minutes for heating elements and top panel to cool off to avoid accidental burning of skin.

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

1. Unplug the unit from power outlet.
2. Remove the firebox from the front of the mantel and remove front glass assembly (glass lifts off).
- CAUTION:** Even though the glass is safety glass it may break if bumped, struck or dropped. Care must be taken when handling the glass.
3. Remove the loose media from the unit (if applicable).
4. Remove the 14 screws around the back panel of the firebox and one in the middle of the panel (Figure 2).
5. Locate the relay board assembly. (Figure 4)
6. Transfer the connections from the existing board to the new display/control board.
7. Remove the 4 screws securing the board to the assembly.
8. Properly orient and insert the new floating display assembly.
9. Reassemble in the reverse order as above.

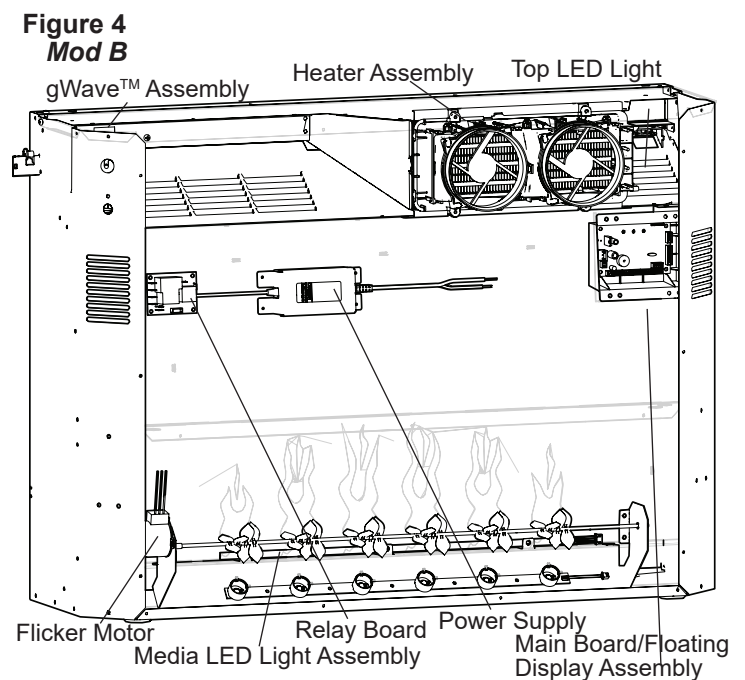
Power Supply Replacement (Mod B-C units Only)

Tools Required: Phillips Head Screwdriver

CAUTION: If unit was operating prior to servicing allow at least 10 minutes for heating elements and top panel to cool off to avoid accidental burning of skin.

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

1. Unplug the unit from power outlet.
2. Remove the firebox from the front of the mantel and remove front glass assembly (glass lifts off).
- CAUTION:** Even though the glass is safety glass it may break if bumped, struck or dropped. Care must be taken when handling the glass.
3. Remove the loose media from the unit (if applicable).
4. Remove the 14 screws around the back panel of the firebox and one in the middle of the panel (Figure 2).
5. Locate the power supply assembly. (Figure 4)
6. Disconnect the power supply from the relay board and the display/control board and install the new power supply in their place.
7. Remove the 4 screws securing the assembly to the unit.
8. Properly orient and insert the new power supply assembly.
9. Reassemble in the reverse order as above.



gWave™ Assembly Replacement

Tools Required: Phillips Head Screwdriver
Flat Head Screwdriver

⚠ CAUTION: If unit was operating prior to servicing allow at least 10 minutes for heating elements and top panel to cool off to avoid accidental burning of skin.

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

MOD 0-A

1. Unplug the unit from power outlet.
2. Remove the firebox from the front of the mantel and remove front glass assembly (glass lifts off).
- ⚠ CAUTION:** Even though the glass is safety glass it may break if bumped, struck or dropped. Care must be taken when handling the glass.
3. Remove the loose media from the unit (if applicable).
4. To loosen the back panel to allow removal of the top pane, remove the 4 screws along the top of the back panel and the first screw along either side of the back of the unit.
5. Remove the 12 screws around the top panel of the firebox and the 2 along the middle of the panel (Figure 2).
6. Remove the front portion of the panel, as well, by removing the 5 screws along the top.
7. Locate the gWave™ assembly (Figure 3 & 4).
8. Release the gWave™ assembly from the top panel by gently depressing the tab on the top of the assembly with the flat head screwdriver and gently remove.
9. Properly orient and connect the new assembly.
10. Reassemble in the reverse order as above.

MOD B-C

1. Unplug the unit from power outlet.
2. Remove the firebox from the front of the mantel and remove front glass assembly (glass lifts off).
- ⚠ CAUTION:** Even though the glass is safety glass it may break if bumped, struck or dropped. Care must be taken when handling the glass.
3. Remove the loose media from the unit (if applicable).
4. Remove the 14 screws around the back panel of the firebox and the 3 along the middle of the panel (Figure 2).
5. Locate and remove the two screws, recessed in the top assembly, this will allow you to gently push the gWave™ assembly out the front of the unit, through the opening in the back.
6. Disconnect the old assembly and connect the new assembly.
7. Slide the assembly back into the unit.
8. Reassemble in the reverse order as above.

Heater Assembly Replacement

Tools Required: Phillips Head Screwdriver

⚠ CAUTION: If unit was operating prior to servicing allow at least 10 minutes for heating elements and top panel to cool off to avoid accidental burning of skin.

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

1. Unplug the unit from power outlet.
2. Remove the firebox from the front of the mantel and remove front glass assembly (glass lifts off).
- ⚠ CAUTION:** Even though the glass is safety glass it may break if bumped, struck or dropped. Care must be taken when handling the glass.
3. Remove the loose media from the unit (if applicable).
4. Remove the 14 screws around the back panel of the firebox and the 3 along the middle of the panel (Figure 2).
5. Locate the heater assembly and disconnect the wiring connections noting their original locations.

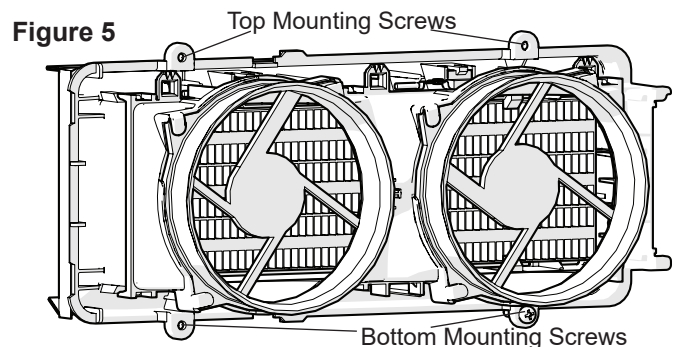
! NOTE: A flat head screwdriver can be used to gently pry between the end of the connector and the switch to release the wires.

6. Remove the 4 screws that secure the heater assembly to the unit (2 on the top and 2 on the bottom). (Figure 5)
7. Properly orient and install the new heater assembly and connect all of the wiring.

! NOTE: In order to disconnect the heater assembly from the power cord the shrink wrap that connects the red and black wire will have to be removed. To reconnect the black wire from the power cord and the new wire from the heater a wire connector will have to be used.

⚠ WARNING: Ensure wires do not come in contact with moving parts by securing wires in wiring tie wraps.

8. Reassemble in the reverse order as above.



Flame LED Light and Media Light Assembly Replacement

Tools Required: Phillips Head Screwdriver
Small Adjustable Wrench

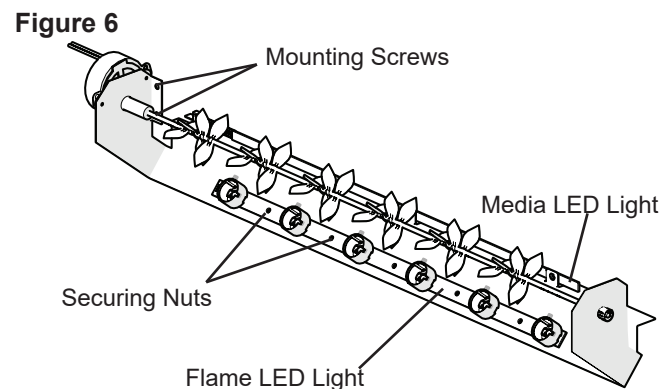
⚠ CAUTION: If unit was operating prior to servicing allow at least 10 minutes for heating elements and top panel to cool off to avoid accidental burning of skin.

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

1. Unplug the unit from power outlet.
2. Remove the firebox from the front of the mantel and remove front glass assembly (glass lifts off).

⚠ CAUTION: Even though the glass is safety glass it may break if bumped, struck or dropped. Care must be taken when handling the glass.

3. Remove the loose media from the unit (if applicable).
4. Remove the 14 screws around the back panel of the firebox and the 3 along the middle of the panel (Figure 2).
5. Locate the flame LED light assembly, at the bottom of the unit. (Figure 2)
6. Locate and remove the two screws on either end securing the bracket, that the light assembly and the flicker rod are attached to, and remove assembly (Figure 6).
7. Using the small adjustable wrench remove the 3 nuts or plastic standoffs, by pressing the center pin out to release the board, to remove the LED light assembly.
8. Follow the wiring to the main control board and replace with new connection.
9. Properly orient and insert the new LED light assembly.
10. Reassemble in the reverse order as above.



Top Light Replacement

Tools Required: Phillips Head Screwdriver
Needle Nose Pliers

⚠ CAUTION: If unit was operating prior to servicing allow at least 10 minutes for heating elements and top panel to cool off to avoid accidental burning of skin.

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

1. Unplug the unit from power outlet.
 2. Remove the firebox from the front of the mantel and remove front glass assembly (glass lifts off).
- ⚠ CAUTION:** Even though the glass is safety glass it may break if bumped, struck or dropped. Care must be taken when handling the glass.
3. Remove the loose media from the unit (if applicable).
 4. Remove the 14 screws around the back panel of the firebox and the 3 along the middle of the panel (Figure 2).
 5. Locate the top light that requires to be replaced. (Figure 3 & 4)
 6. Release door that houses the LED light board by pressing the tab to the left and opening the door.
 7. Release the LED light board from the top panel by using needle nose pliers to depress the tab on the mounting standoffs and gently lift the board off.
 8. Follow the wiring to the main control board and replace with new connection.
 9. Properly orient and insert the new board.
 10. Reassemble in the reverse order as above.

Flicker Motor & Rod Replacement

Tools Required: Phillips Head Screwdriver
Flat Head Screwdriver
Needle Nose Pliers

⚠ CAUTION: If unit was operating prior to servicing allow at least 10 minutes for heating elements and top panel to cool off to avoid accidental burning of skin.

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

1. Unplug the unit from power outlet.
 2. Remove the firebox from the front of the mantel and remove front glass assembly (glass lifts off).
- ⚠ CAUTION:** Even though the glass is safety glass it may break if bumped, struck or dropped. Care must be taken when handling the glass.
3. Remove the loose media from the unit (if applicable).
 4. Remove the 14 screws around the back panel of the firebox and the 3 along the middle of the panel (Figure 2).

5. Locate the flicker motor and flicker rod.
6. Remove the 2 screws that secure the flicker rod mounting bracket to the unit.
7. Locate and disconnect the 2 motor assembly wires going to the main control board.
8. Remove the 2 motor mounting screws.
9. Remove the tie wrap from the connector, separate the motor from the flicker connector and remove.
 - ! **NOTE:** The tie wrap is included for shipping purposes and does not need to be reinstalled on the unit.
10. Slide the flicker rod out of the snap-in bushing and remove.
11. Reassemble in the reverse order as above.

Power Cord Replacement

Tools Required: Phillips Head Screwdriver
Needle Nose Pliers

CAUTION: If unit was operating prior to servicing allow at least 10 minutes for heating elements and top panel to cool off to avoid accidental burning of skin.

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

1. Unplug the unit from power outlet.
2. Remove the firebox from the front of the mantel and remove front glass assembly (glass lifts off).
- CAUTION:** Even though the glass is safety glass it may break if bumped, struck or dropped. Care must be taken when handling the glass.
3. Remove the loose media from the unit (if applicable).
4. Remove the 14 screws around the back panel of the firebox and the 3 along the middle of the panel (Figure 2).
5. Locate the power cord and disconnect the wiring connections noting their original locations.

! **NOTE:** In order to disconnect the heater assembly from the power cord the shrink wrap that connects the red and black wire will have to be removed. To reconnect the black wire from the power cord and the new wire from the heater a wire connector will have to be used.

! **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. With needle nose pliers, grasp the power cord strain relief grommet from inside the back of the bottom panel and push while twisting to remove.
7. Install the new power cord.
8. Reassemble in the reverse order as above.

Log set Replacement

Tools Required: Phillips Head Screwdriver

CAUTION: If unit was operating prior to servicing allow at least 10 minutes for heating elements and top panel to cool off to avoid accidental burning of skin.

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

1. Unplug the unit from power outlet.
2. Remove the firebox from the front of the mantel and remove front glass assembly (glass lifts off).
- CAUTION:** Even though the glass is safety glass it may break if bumped, struck or dropped. Care must be taken when handling the glass.
3. Remove the brick panels from either side of the unit, they are attached using magnets.
4. Gently place the unit its back to expose the bottom of the unit. Remove the 3 or 4 screws from the bottom and 2 screw from either side that secure the log set.
5. Lift the log set out of the unit, being careful not to strain the electronic cords.

MOD 0-A

6. Remove the electrical connections from the electronics junction board, replace with new log set connections.
7. Reassemble in the reverse order as above.

MOB B-C

6. Disconnect the 8-pin connector from the log set junction board.
7. Disconnect the 2-pin connector from the flame base LEDs at the bottom of the firebox. The old log set can now be set aside.
8. Connect the 8-pin connector to the board on the new log set.
9. Connect the 2 pin connector from the new log set to the lower LED strip.
10. Reassemble in reverse order as above.

Log Set Junction Board Replacement Mod 0-B

Tools Required: Phillips Head Screwdriver
Needle Nose Pliers

⚠ CAUTION: If unit was operating prior to servicing allow at least 10 minutes for heating elements and top panel to cool off to avoid accidental burning of skin.

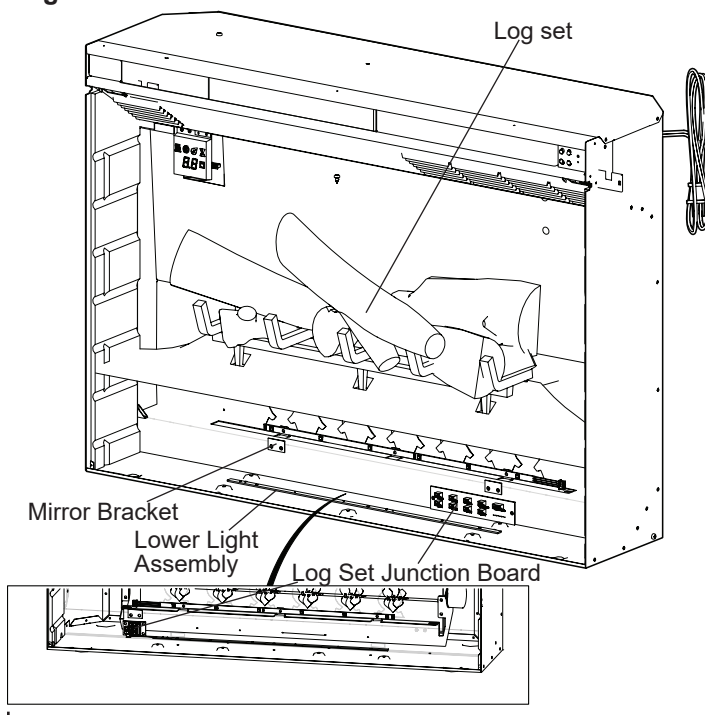
⚠ WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Unplug the unit from power outlet.
2. Remove the firebox from the front of the mantel and remove front glass assembly (glass lifts off).

⚠ CAUTION: Even though the glass is safety glass it may break if bumped, struck or dropped. Care must be taken when handling the glass.

3. Remove the brick panels from either side of the unit, they are attached using magnets.
4. Gently place the unit its back to expose the bottom of the unit. Remove the 4 screws from bottom and 2 screw form either side that secure the log set.
5. Lift the log set out of the unit, being careful not to strain the electronic cords.
6. Locate the electronics junction board and disconnect the wiring connections noting their original locations. (Figure 7)
7. Release the junction board from the bottom panel by using needle nose pliers to depress the tab on the mounting standoffs and gently lift the driver board off.
8. Properly orient and install the new electronics junction board and connect all of the wiring.
9. Reassemble in the reverse order as above.

Figure 7



Lower & Media LED Light Assembly Replacement

Tools Required: Phillips Head Screwdriver
Needle Nose Pliers

⚠ CAUTION: If unit was operating prior to servicing allow at least 10 minutes for heating elements and top panel to cool off to avoid accidental burning of skin.

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

1. Unplug the unit from power outlet.
2. Remove the firebox from the front of the mantel and remove front glass assembly (glass lifts off).

⚠ CAUTION: Even though the glass is safety glass it may break if bumped, struck or dropped. Care must be taken when handling the glass.

3. Remove the brick panels from either side of the unit, they are attached using magnets (if applicable).
4. Gently place the unit its back to expose the bottom of the unit. Remove the 4 screws from bottom and 2 screw form either side that secure the log set.
5. Lift the log set out of the unit, being careful not to strain the electronic cords.
6. Locate the lower light assembly and disconnect the wiring connection from the electronics junction board noting the original location. (Figure 7)
7. Release the light assembly from the bottom panel by using needle nose pliers to depress the tab on the mounting standoffs and gently lift the light assembly off.

Properly orient and install the new light assembly and connect all of the wiring.

8. Reassemble in the reverse order as above.

Partially Reflective Glass Replacement

Tools Required: Phillips Head Screwdriver
Flat Head Screwdriver

⚠ CAUTION: If unit was operating prior to servicing allow at least 10 minutes for heating elements and top panel to cool off to avoid accidental burning of skin.

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

1. Unplug the unit from power outlet.
2. Remove the firebox from the front of the mantel and remove front glass assembly (glass lifts off).
- ⚠ CAUTION:** Even though the glass is safety glass it may break if bumped, struck or dropped. Care must be taken when handling the glass.
3. Remove the brick panels from either side of the unit, they are attached using magnets.
4. Gently place the unit its back to expose the bottom of the unit. Remove the 4 screws from bottom and 2 screw form either side that secure the log set.
5. Lift the log set out of the unit, being careful not to strain the electronic cords.
6. Locate and remove the 2 brackets that hold the partially reflective glass in the unit (along the bottom). (Figure 7)
7. Gently pry the glass forward using a flat head screwdriver, being careful not to damage the corner tabs.
8. Transfer the rubber corner tabs from the old glass to the new glass. Properly orient and install the new glass.
9. Reassemble in the reverse order as above.

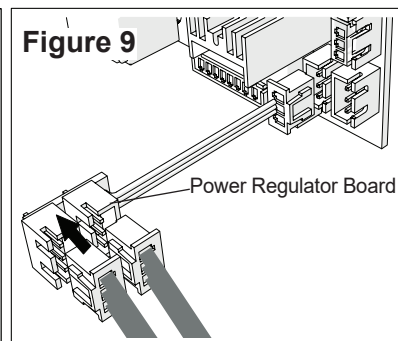
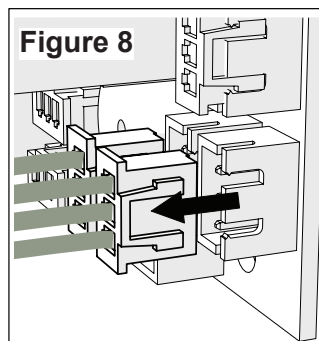
Power Regulator Board Installation (Mod 0 units only)

Tools Required: Phillips Head Screwdriver
Flat Head Screwdriver

⚠ CAUTION: If unit was operating prior to servicing allow at least 10 minutes for heating elements and top panel to cool off to avoid accidental burning of skin.

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

1. Unplug the unit from power outlet.
2. Remove the firebox from the front of the mantel and remove front glass assembly (glass lifts off). Carefully place the glass assembly aside in a safe location.
- ⚠ CAUTION:** Even though the glass is safety glass it may break if bumped, struck or dropped. Care must be taken when handling the glass.
3. Remove the loose media from the unit (if applicable).
4. Remove the 14 screws around the back panel of the firebox and the 3 along the middle of the panel (Figure 2).
5. Locate the main control board. (Figure 2)
6. Remove the two wire connectors that lead to the heater assembly (the receiver on the control board are labelled as the "Fan" connections). (Figure 8)
7. Attach the two wire connectors to the power regulator board.
8. Install the power regulator board to the left connector on the main control board. (Figure 9)
9. Reassemble the unit.



Troubleshooting Guide

PROBLEM	CAUSE	SOLUTION
General		
Circuit breaker trips or fuse blows when unit is turned on	Short in unit wiring.	Trace wiring in unit.
	Improper circuit current rating	Additional appliances may exceed the current rating of the circuit breaker or fuse. Plug unit into another outlet or install unit on a dedicated 15 amp circuit.
Lights dim in room while the unit is on	Unit is drawing close to circuit current rating	Move the unit to another outlet or install unit on a dedicated 15 amp circuit
Power cord gets warm	Normal operation	The power cord may get slightly warm to the touch when the heater is on
	Defective power cord	Replace power cord if cord gets hot to the touch.
Fireplace shuts off/beeps when heater comes on	Power surge interference	Unplug the unit for 15 minutes to allow the unit to de-energize and reset the main control board
		Install a power regulator board between the main control board and the heater assembly
Appearance		
Fireplace does not turn on with the gWave™ controls	Improper operation	Refer to Operation section
	No incoming voltage from the electrical wall socket	Check Fuse/Breaker Panel
	Loose wiring	Check wiring connections
	gWave™ function is deactivated	Refer to Operation section
	Defective gWave™ assembly (green indicator light, to right of sensor, maybe flashing)	Replace the gWave™ assembly
Fireplace turns on/off by itself	gWave™ sensor is being triggered by an external force	Ensure sensor area is clear of objects and the unit is not situated where direct beams/reflections of light can shine into sensor Deactive gWave™ feature if desired (see Operation.)
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 the remote control
	Defective main control board/display assembly	Replace main control board/floating display assembly
	Defective power supply	Replace power supply
Flame Frozen	Loose wiring	Check wiring connections
	Defective flicker motor	Replace flicker motor
	Defective relay board	Replace the relay board
Flame is not visible	Loose wiring	Check wiring connections
	Flame LED light assembly is not working	Replace flame LED light assembly
	Defective main control board	Replace the main control board
Flame Shudder	Defective Flicker Motor	Replace Flicker Motor
Log set or media bed does not light up	Loose wiring	Check wiring connections
	Defective media LED light assembly or log set	Replace media LED light assembly or log set
	Defective log set junction board	Replace electronics junction board
	Defective main control board	Replace the main control board
Section of colored lights does not light up or is a different color	Media LED light assembly is not working	Replace media LED light assembly

PROBLEM	CAUSE	SOLUTION
Heater		
Heater is not turning on, but flame effect is still functioning	Improper operation	Refer to Operation section Ensure set temperature is above current temperature
	Loose wiring	Trace wiring in unit
	Defective main control board	Replace the main control board
	Defective heater assembly	Replace heater assembly
Heater is turning off after a couple of minutes of operation	Improper operation	Refer to Operation section. Ensure set temperature is above room temperature.
	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
Fan turns on but there is no heat	Defective relay board	Replace relay board
	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
Noise		
Unit cycles through 'Beeps' and changing On screen Display when turned on	Improper initialization of electronics	Unplug unit wait 20 minutes and plug back in
	Defective heater assembly	Replace heater assembly
Buzzing noise coming from heater assembly	There is a small current of electricity running through the motor	A small amount of noise is normal
		Excessive buzzing noise can be minimized by use of power regulator board installation
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	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

REV	PCN	DATE
00	-	2-OCT-14
01	-	23-FEB-15
02		4-JAN-16
03		3-JUL-19

1-888-346-7539 | www.dimplex.com

In keeping with our policy of continuous product improvement, we reserve the right to make changes without notice.

© 2019 Glen Dimplex Americas


Glen Dimplex
AMERICAS
 Enhancing the moments that matter in life