

# SERVICE MANUAL

## Model: SF-FORMAT36

- Instructions -

### 1. Introduction

**NOTICE! DO NOT discard any hardware while servicing.** Some hardware must be reused.

This manual will assist a qualified service technician in the replacement of parts. Contact your dealer to arrange a service call by a qualified service technician.

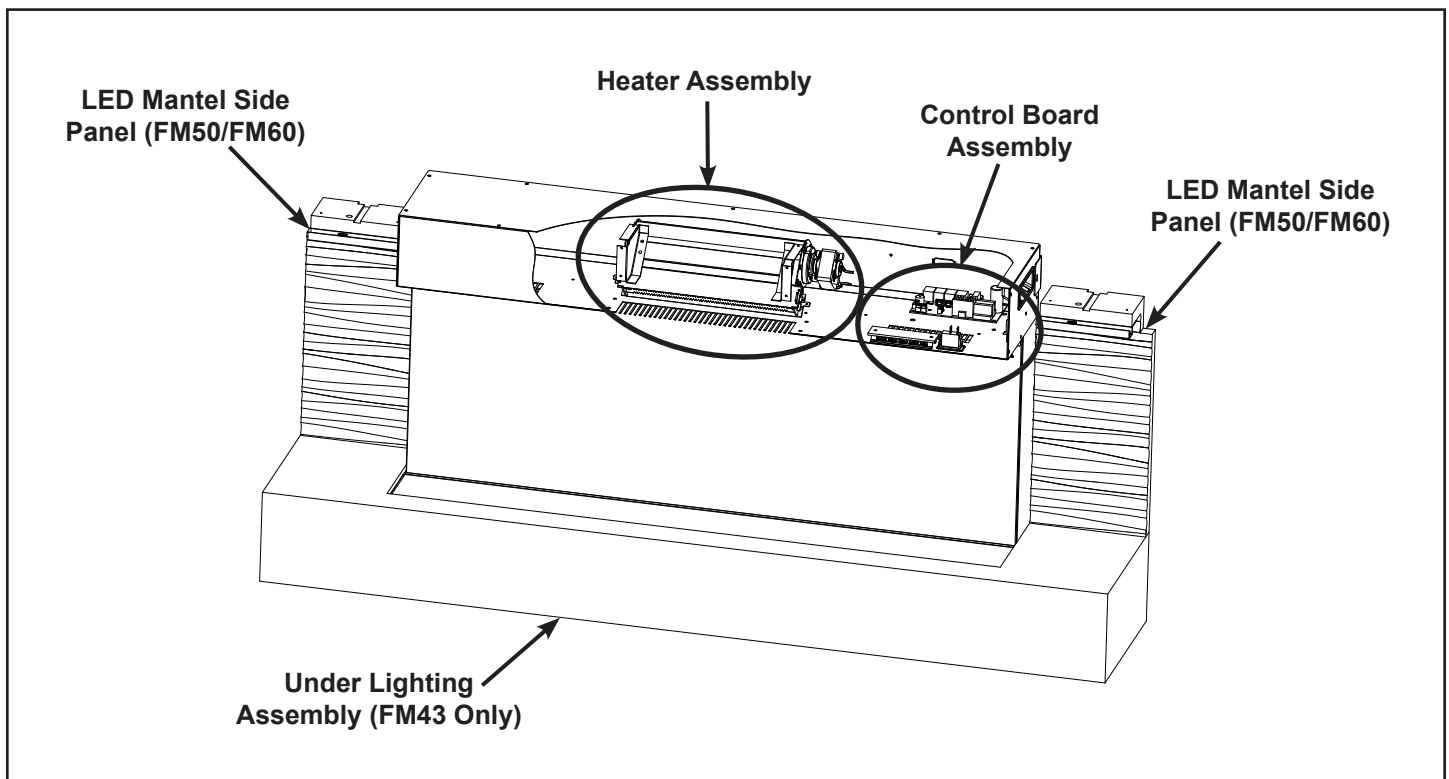
Replacement parts include:
Control Board Assembly
Heater Assembly
Wall Mount Bracket
Remote Control
FM43 Accent LED Light Assembly
Log Assembly
FM50 LED Mantel Side Panels
FM60 LED Mantel Side Panels

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**NOTICE! DO NOT discard any hardware while servicing.** Some hardware must be reused.

### 2. Replacement Part - Appliance Diagram



### 3. Replacement Instructions



**WARNING:** If the information in these instructions is not followed exactly it may result in personal injury and/or property damage.

**CAUTION! Risk of Cuts, Abrasions or Flying Debris.** Wear protective gloves and safety glasses during installation and service. Sheet metal edges are sharp.

#### Tools and Supplies Needed

Before beginning the installation be sure that the following tools and building supplies are available.

Magnetic Phillips screwdriver  
Needle nose pliers  
Gloves  
Safety glasses



**WARNING! Risk of Shock!**  
Always disconnect power before disassembly or servicing.

#### Mantel Side Panels Replacement

##### 3.1 Mantel Side Panel Removal:

Refer to Mantel Instructions for more detail.

1. Disconnect electrical service to the appliance. For hardwired electrical installations, find and shut-off service at the breaker. For installations that use a corded plug, disconnect the cord from the receptacle.
2. Remove two (2) screws securing the side panels to the top mantel. See Figure 1.
3. Remove two (2) thumb screws securing the mantel to the appliance. See Figure 2.
4. Slide mantel top off of appliance.
5. Slide side panels up and away from bottom mantel and wall. Unplug the LED wire connector from each side panel. Discard the old side panels.



Figure 1 Side Panel Screw Location



Figure 2 Thumb Screw Location

### 3.1 Mantel Side Panels Replacement *(continued)*

#### Mantel Side Panel Installation:

1. Plug the LED wire connector from each side panel into the connector on the bottom mantel.
2. Ensuring the side panels are flat against the wall, slide each side panel into the bottom mantel.
3. Replace the top mantel.
4. Secure side panels to top mantel with two (2) screws . See Figure 1.
5. Replace the thumb screws, securing the top mantel to the appliance. See Figure 2.
6. Plug in the appliance power cord, or for hardwired installations restore power at the breaker.

### 3.2 Mantel Removal and Install (For FM43 mantels)

#### Mantel Removal: (No Side Panels)

1. Disconnect electrical service to the appliance. For hardwired electrical installations, find and shut-off service at the breaker. For installations that use a corded plug, disconnect the cord from the receptacle.
2. Remove two (2) thumb screws securing the mantel to the appliance. See Figure 2.
3. Slide top mantel off of appliance.
4. Remove two (2) screws on the bottom mantel top securing it to the appliance.
5. Slide bottom mantel forward slightly, and unplug wire harness from appliance to mantel.
6. Slide bottom mantel off of appliance.

#### Mantel Install: (No Side Panels)

Refer to the Mantel Installation Instructions in the appliance manual for more detail.

1. Slide bottom mantel onto appliance.
2. Plug in wire harness from bottom mantel into appliance.
3. Replace two (2) screws securing the bottom mantel to the appliance.
4. Slide top mantel onto appliance.
5. Secure top mantel to appliance with two (2) thumb screws. See Figure 2.
6. Plug in the appliance power cord, or for hardwired installations restore power at the breaker.

### 3.3 Mantel Removal and Install (For FM50 & FM60 mantels)

Refer to the Mantel Installation Instructions in the appliance manual for more detail.

#### Mantel Removal (with Side Panels)

1. Disconnect electrical service to the appliance. For hardwired electrical installations, find and shut-off service at the breaker. For installations that use a corded plug, disconnect the cord from the receptacle.
2. Remove two (2) screws that secure the side panels to the top mantel. See Figure 1.
3. Remove two (2) thumb screws, securing the top mantel to the appliance. See Figure 2.
4. Slide top mantel off of appliance.
5. Slide side panels up and away from wall and bottom mantel.
6. Unplug the LED wire connectors from each side panel.
7. Remove two (2) screws from bottom of bottom mantel, securing it to the appliance.
8. Slide bottom mantel forward slightly, and unplug wire harness from appliance to mantel.
9. Slide bottom mantel off of appliance.

#### Mantel Install (with Side Panels)

1. Slide bottom mantel onto appliance.
2. Plug the LED wire connector from mantel to appliance.
3. Secure bottom mantel to appliance with two (2) screws.
4. Plug each side panel into the LED wire connectors on bottom mantel.
5. Slide each side panel into place on bottom mantel.
6. Slide top mantel onto appliance.
7. Secure side panels to top mantel with two (2) screws.
8. Secure top mantel to appliance with two (2) thumb screws.
9. Plug in the appliance power cord, or for hardwired installations restore power at the breaker.

### 3.4 Heater Assembly Replacement

1. Disconnect electrical service to the appliance. For hardwired electrical installations, find and shut-off service at the breaker. For installations that use a corded plug, disconnect the cord from the receptacle.
2. Refer to Mantel Removal Instructions.
3. Follow the Mantel Removal Instructions above, to remove the top mantel.
4. Remove twelve (12) screws from top panel of appliance, and remove top panel. See Figure 3.
5. Unplug heater assembly wire harness. See Figure 4.
6. Remove four (4) screws, securing the heater assembly to the appliance. See Figure 5.
7. Remove and discard heater assembly.
8. Attach new heater assembly to appliance with four (4) screws. See Figure 5.
9. Plug in heater assembly. See Figure 4.
10. Secure top panel to fireplace with twelve (12) screws. See Figure 3.
11. Refer to Mantel Installation Instructions to re-install the mantel.
12. Plug in the appliance power cord, or for hardwired installations restore power at the breaker.

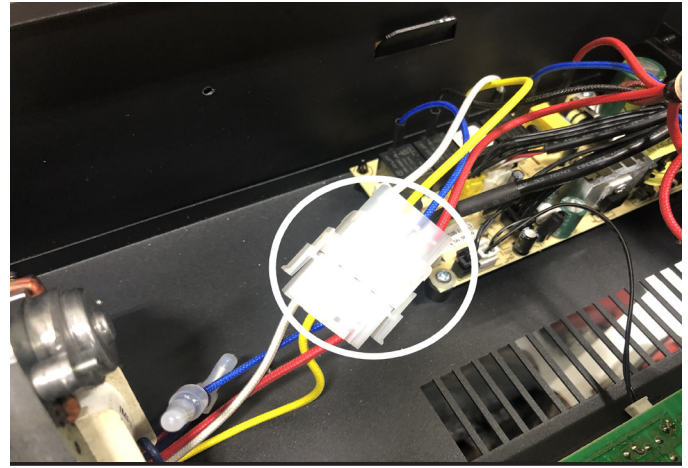


Figure 4 Heater assembly wire harness



Figure 5 Heater assembly, screw removal location



Figure 3 Appliance top panel removal showing left side screws (6 shown, 12 total)

### 3.5 Control Board Replacement

1. Disconnect electrical service to the appliance. For hardwired electrical installations, find and shut-off service at the breaker. For installations that use a corded plug, disconnect the cord from the receptacle.
2. Locate the appropriate mantle removal instructions above, according to the model.
3. Follow the instructions to remove the top mantle.
4. Remove twelve (12) screws from top panel of appliance, and remove top panel. See Figure 3.
5. Making note of the connector locations, unplug THE (PCB) CONNECTIONS AS NOTED IN THE FOLLOWING STEPS. SEE FIGURE 6.
6. Unplug the two (2) large wire connectors. See Figure 6.
7. Remove the two (2) spade terminals from the back of the rocker switch. See Figure 6.
8. Remove two (2) screws securing the control board to the appliance. See Figure 6.
9. With a pliers compress the two (2) alignment pins to release the PCB from the appliance. Remove PCB and discard.

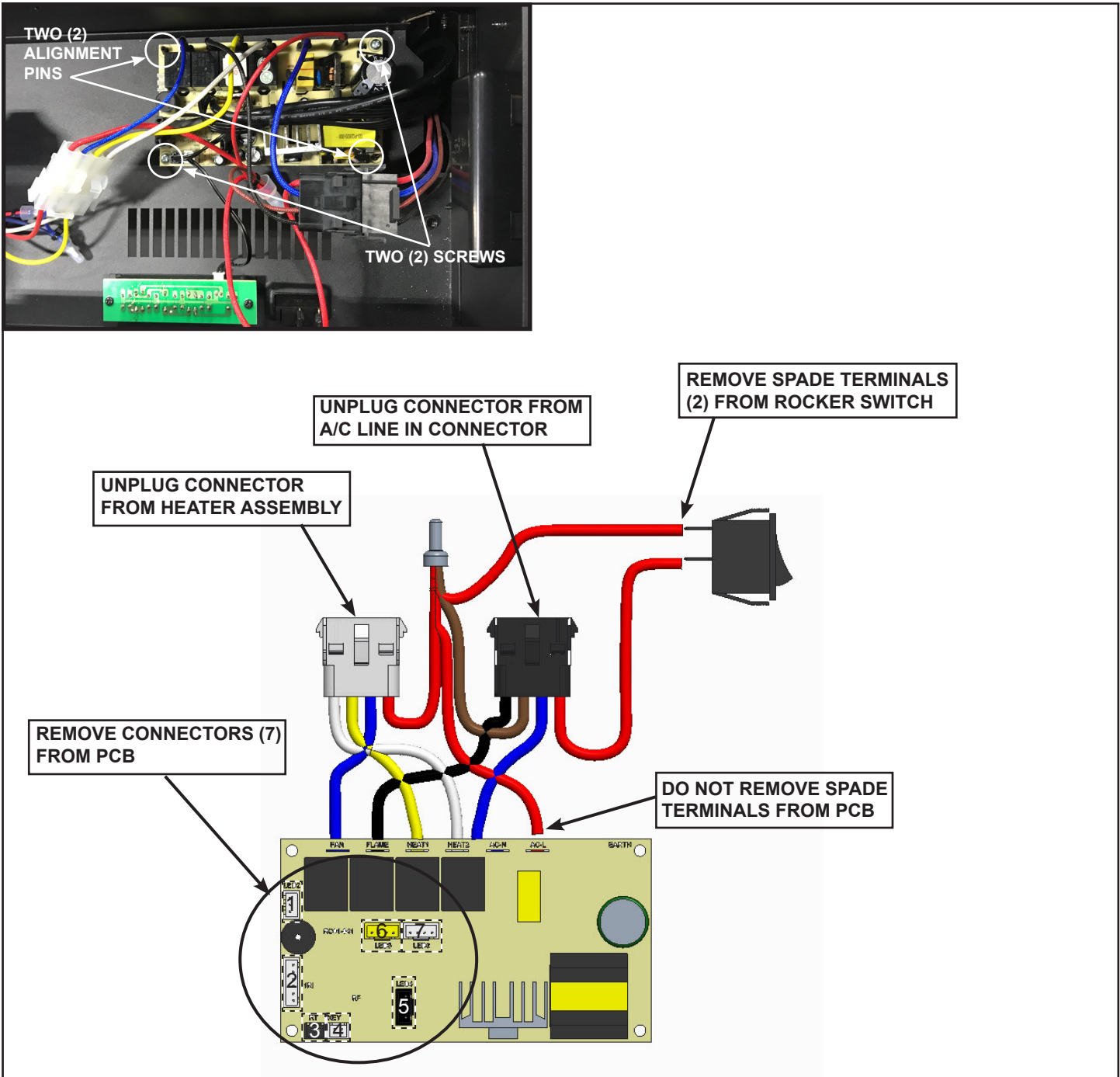


Figure 6 Control Board (PCB) / Wire Connectors

### 3.5 Control Board Replacement (*continued*)

10. If replacing the **Rocker Switch**, squeeze the side flanges to push it down and out of the mounting hole. Install the new rocker switch included with the replacement PCB by pushing it up into the mounting hole from below.
11. If replacing the **Button Control Board**, remove the two (2) screws. See Figure 7. Unplug the wire connector attaching it to the PCB, replace with the button control board included with the replacement PCB.

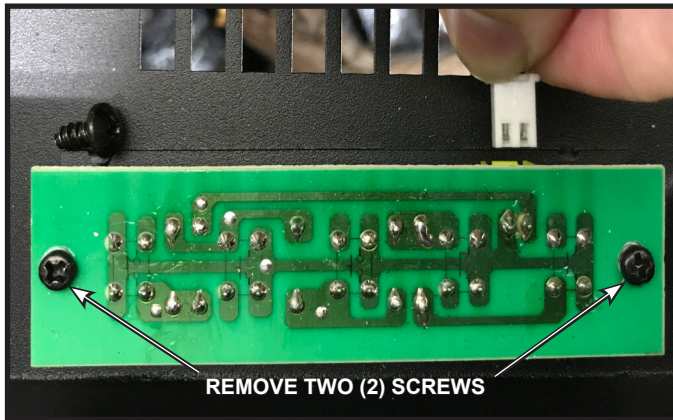


Figure 7 Remove / Replace Button Control Board

### Installing the Replacement Control Board

1. Install the new PCB by aligning the holes on the board to the two (2) pins on the appliance.
2. Install two (2) screws securing the PCB to the appliance.
3. Reconnect all the removed connections. See Figure 6.
4. Replace top panel 12 screws. See Figure 3.
5. Refer to Mantel Installation Instructions to re-install the mantel.
6. Plug in the appliance power cord, or for hardwired installations restore power at the breaker.

### 3.6 Accent LED Replacement

1. Disconnect electrical service to the appliance. For hardwired electrical installations, find and shut-off service at the breaker. For installations that use a corded plug, disconnect the cord from the receptacle.
2. Remove two (2) screws securing the bottom mantel to the appliance.
3. Unplug Accent LED strip from appliance.
4. Slide mantel off of appliance.
5. Remove two (2) screws securing the Accent LED light strip to the bottom mantel. See Figure 8.
6. Remove Accent LED light strip and discard.
7. Install new Accent LED light strip.
8. Secure Accent LED light strip with two (2) screws.
9. Slide bottom mantel onto appliance.
10. Plug the Accent LED light strip into appliance
11. Secure bottom mantel to appliance with two (2) screws.
12. Plug in the appliance power cord, or for hardwired installations restore power at the breaker.

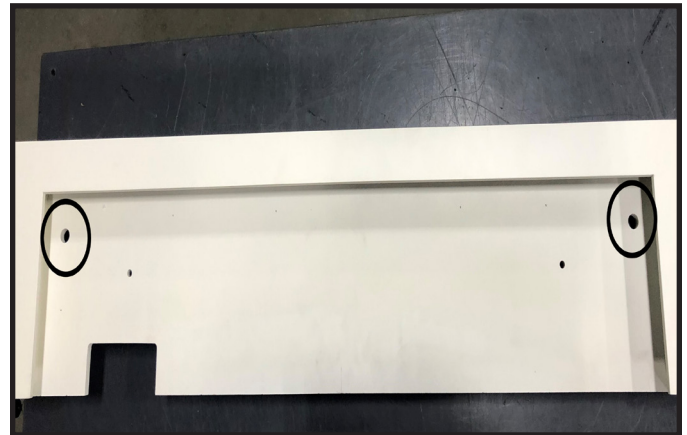


Figure 8 Lower Mantel Accent LED Light Strip Screw Locations

### 3.7 Log Assembly Replacement

1. To replace the Log Assembly, Remove from packaging.
2. Remove any media or lift and remove the existing Log Assembly from the appliance fuel bed.
3. Place the new Log Assembly directly on the appliance fuel bed surface. The Log Assembly is not fastened in place.

## 4. Troubleshooting Guide

Symptom	Possible Cause	Corrective Action
Circuit breaker trips or fuse blows when appliance is turned on	Exceeding current rating of the circuit breaker or fuse, perhaps from operating other appliances on the same circuit as the appliance	Install appliance onto a dedicated 15 amp circuit.
Lights in room dim while the appliance is on	Appliance is drawing close to circuit current rating	Install appliance onto a dedicated 15 amp circuit.
Appliance will not come on when using the manual controls on the appliance	Appliance is not plugged into an electrical outlet	Ensure plug is connected to a working outlet.
	Hard-wire connections not correct (if applicable)	Review wiring instructions to ensure correct connection.
	No incoming power from the electrical outlet or electrical box	Check fuse/breaker panel.
	Defect in control board (PCB)	Replace the control board (PCB).
Remote control does not work	Low/dead batteries	Replace batteries in the remote.
	Remote receiver is blocked, or remote is not pointed directly at the receiver.	Ensure receiver is not blocked. Move closer to the appliance.
	Appliance power switch is in the off "O" position (if equipped)	Turn the power switch on, to the "I" position (if equipped).
	Remote control malfunction	Replace remote control
	Control board (PCB) malfunction	Replace control board (PCB).
Heater will not turn on, but flame is functioning	Remote is in thermostat mode and room temperature (temperature at appliance thermistor) is higher than the set point on the remote	Increase thermostat set point on the remote, or exit thermostat mode (toggle the thermostat button until no temperature set point is displayed on the remote). See "Room Temperature and Thermostat Function" section of the manual.
	Appliance has overheated and safety thermal switch has tripped	Unplug or turn off power at circuit breaker and allow it to cool for 15 minutes. Then plug in the appliance or turn power back on at circuit breaker and turn appliance back on.
	Defective main control board	Replace control board (PCB).
	Defective heater assembly	Replace heater assembly.
Heater shuts off automatically or won't stay on	Room temperature (temperature at the appliance thermistor) is higher than the set point on the remote	Increase thermostat set point on the remote, or exit thermostat mode (press the thermostat button until no temperature set point is displayed on the remote). See "Room Temperature and Thermostat Function" section of the manual.
	Appliance has overheated and safety thermal switch has tripped	Unplug or turn off power at circuit breaker and allow it to cool for 15 minutes. Then plug in the appliance or turn power back on at circuit breaker and turn appliance back on.
Heater emits an odor	Normal operation	It is normal for the heater to emit an odor for a brief amount of time after turning on. It is burning off dust that has accumulated on the heater.
Flame does not move at all	Flame rotisserie motor is stalled or malfunctioning	Cycle appliance on or off. If problem persists inspect rotisserie and motor for blockage or interference. If no interference, replace the control board (PCB).
Flame shudder	Flame rotisserie contacting other internal components when spinning	Contact Dealer / Replace Appliance
	Defective flame rotisserie motor	Contact Dealer / Replace Appliance

## Troubleshooting Guide (continued)

Symptom	Possible Cause	Corrective Action
Fuel bed does not light up	Fuel bed is turned off	Refer to operation section of the user manual.
	Loose wiring	Check wiring to fuel bed LEDs.
	Defective control board (PCB)	Replace control board (PCB).
	Defective LED lights	Contact Dealer / Replace Appliance
Appliance turns on by itself	Defective control board (PCB)	Replace control board (PCB).
	Similar infrared signal from another remote causing appliance to turn on (pre-2019 manufactured appliances only)	Some TV remotes may cause the appliance to turn on for appliances manufactured before 2019. Replace control board (PCB).
Excessive noise with heater on	Interference with fan blade	Inspect heater assembly and fan for obstructions or interference.
	Defective blower motor	Replace heater assembly.
Grinding or rubbing noise (when heater is off)	Rotisserie hitting or rubbing against internal components	Contact Dealer / Replace Appliance

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