



# Service Manual



## Model

RBF30  
RBF36  
RBF36P  
RBF42

## Part Number

6909780100  
6909790100  
6909790200  
6909800100

**IMPORTANT SAFETY INFORMATION:** Always read this manual first before attempting to service this firebox. For your safety, always comply with all warnings and safety instructions contained in this manual to prevent personal injury or property damage.

### Dimplex North America Limited

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

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

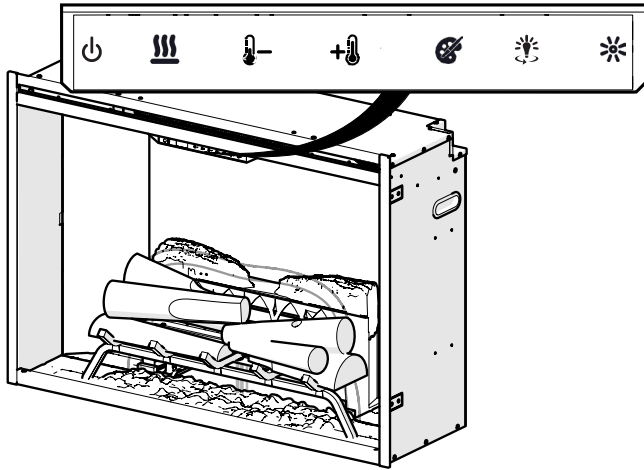
**! NOTE:** Procedures and techniques that are considered important enough to emphasize.

**⚠ CAUTION:** Procedures and techniques which, if not carefully followed, will result in damage to the equipment.

**⚠ WARNING:** Procedures and techniques which, if not carefully followed, will expose the user to the risk of fire, serious injury, or death.

# OPERATION

Figure 1



## Touch Panel and Remote Controls

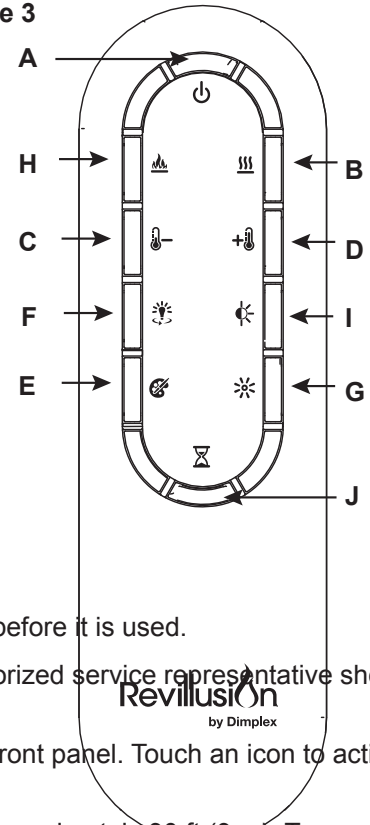
**⚠ WARNING:** The Revillusion™ Built-in Electric Firebox must be installed properly before it is used.

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















The manual controls for the Revillusion™ Built-in Electric Firebox are located on the front panel. Touch an icon to activate. The selected setting displays on the left side of the panel.

A multi-function remote control also is provided. The remote control has a range of approximately 30 ft (9 m). To operate correctly, the remote control must be pointed toward the front of the built-in electric firebox.

Figure 3



	Icon	Function	Description
A		Power/ Standby	Press to activate the current standby state (On/Off). <ul style="list-style-type: none"> <li>• <b>Standby State On</b> Press to turn everything Off. Press again to activate the previous state.</li> <li>• <b>Standby State Off</b> Press to activate the previous state.                             <ul style="list-style-type: none"> <li>- If the flame effect was On, the previous heat setting will be activated (On or Off).</li> <li>- If the flame effect was Off, the previous heat setting will be activated (High or Low).</li> </ul> </li> </ul> Press again to turn everything Off.
B		Heat	<ul style="list-style-type: none"> <li>• <b>Heat On</b> Press to turn heat On (indicated by 1 short beep and the icon appearing on the display). Displays current heater temperature setting. Use the Temp Up/Down icon to change the heater temperature setting.</li> <li>• <b>Heat Off</b> Press to turn heat Off (indicated by 1 short beep).</li> </ul> <p><b>! NOTE:</b> After the heater is switched off, the fan will continue on for 60 seconds before turning off.</p>
C		Temp Down	Press multiple times to lower the heater temperature in 1° F (1° C) increments. Displays current temperature; lowest temperature is 41° F (5° C). This feature is active whenever the heat is enabled.
D		Temp Up	Press multiple time to raise the heater temperature in 1° F (1° C) increments. Displays current temperature; highest temperature is 99° F (37° C). This feature is active whenever the heat is enabled.
<b>Change Fahrenheit (° F) to Celsius (° C)</b>			Press both Temp+ (+) and Temp- () on the unit.

	Icon	Function	Description
		<b>Heat Enable</b>	Hold both Heat (  ) and Temp- (  ), on the unit, for 2 seconds. Temperature displays on the screen.
		<b>Heat Disable</b>	Hold both Heat (  ) and Temp- (  ), on the unit, for 2 seconds, when temperature is adjusted "---" displays on the screen.
<b>E</b>		<b>Color Themes</b>	Press multiple times to change the flame base colors from Red to Blue to Off. (The first segment on the display will change from "r" to "b" to blank) This feature is active only when the flame effect is On.
<b>F</b>		<b>360° Light</b>	Press multiple times to change the LEDs on the sides and back of the unit from Midnight mode to white to yellow to red. (The middle segment on the display will change through 0 - 3 respectively. This feature is active only when the Flame is ON.)
<b>G</b>		<b>Brightness</b>	Press to change the LED lights from High to Low. (The last segment on the display will change from "H" to "L") The Realog™ LEDs remain On when the heater is ON and the flame effect is Off.  ! <b>NOTE:</b> When the Light Sensor is activated, High and Low flickering brightness settings are also available (Flashing "H" and "L").
<b>H</b>		<b>Flame</b>	Press to light the log set and start the flame effect. Press again to turn feature Off.
<b>I</b>		<b>Light Sensor</b>	Press to activate the ambient light sensor (ALS ON). Press again to turn the sensor off (ALS OFF).  ! <b>NOTE:</b> The light sensor will adjust the brightness of the fireplace based on the ambient light in the room.
<b>J</b>		<b>Timer</b>	Press multiple times to change the sleeper timer in 0.5 hr increments from 0.5 hr to 8.0 hr before turning off. The remaining time on the sleep timer displays.
		<b>Control Lock</b>	Hold both Temp- (  ) and Brightness (  ), on the unit, for 2 seconds to disable the manual controls.
		<b>Control Unlock</b>	Hold both Temp- (  ) and Brightness (  ), on the unit, for 2 seconds to enable the manual controls.

## Resetting the Temperature Cutoff Switch

Should the heater overheat, an automatic cut out will turn the heater off and it will not come back on without being reset. It can be reset by disconnecting power at the main electrical panel and waiting 5 minutes before plugging the unit back in.

**⚠ CAUTION:** If you need to continuously reset the heater, unplug the unit and call technical support at 1-888-346-7539.

# MAINTENANCE

## General Maintenance

Inspect the built-in electric firebox regularly, depending upon conditions, and at a minimum yearly intervals. Remove dust and clean the logs, grate, and base as required.

**⚠ WARNING:** Disconnect power and allow heater to cool before attempting any maintenance or cleaning to reduce the risk of fire, electric shock, or injury.

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

## Clean Logs and Base

The built-in electric firebox set should not be operated with an accumulation of dust or dirt on or in the firebox, as this can cause a build up of heat and eventual damage.

Dust and vacuum the firebox as needed. Use a damp cloth and a mild detergent to clean painted surfaces of the built-in electric firebox. Never use abrasive cleaners.

## Clean Reflector Screen

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

To remove fingerprints or other marks, clean the reflector screen damp cloth. Never use abrasive cleaners. Dry the screen completely with a lint free cloth to prevent water spots.

## Remote Battery Replacement

### To replace the battery:

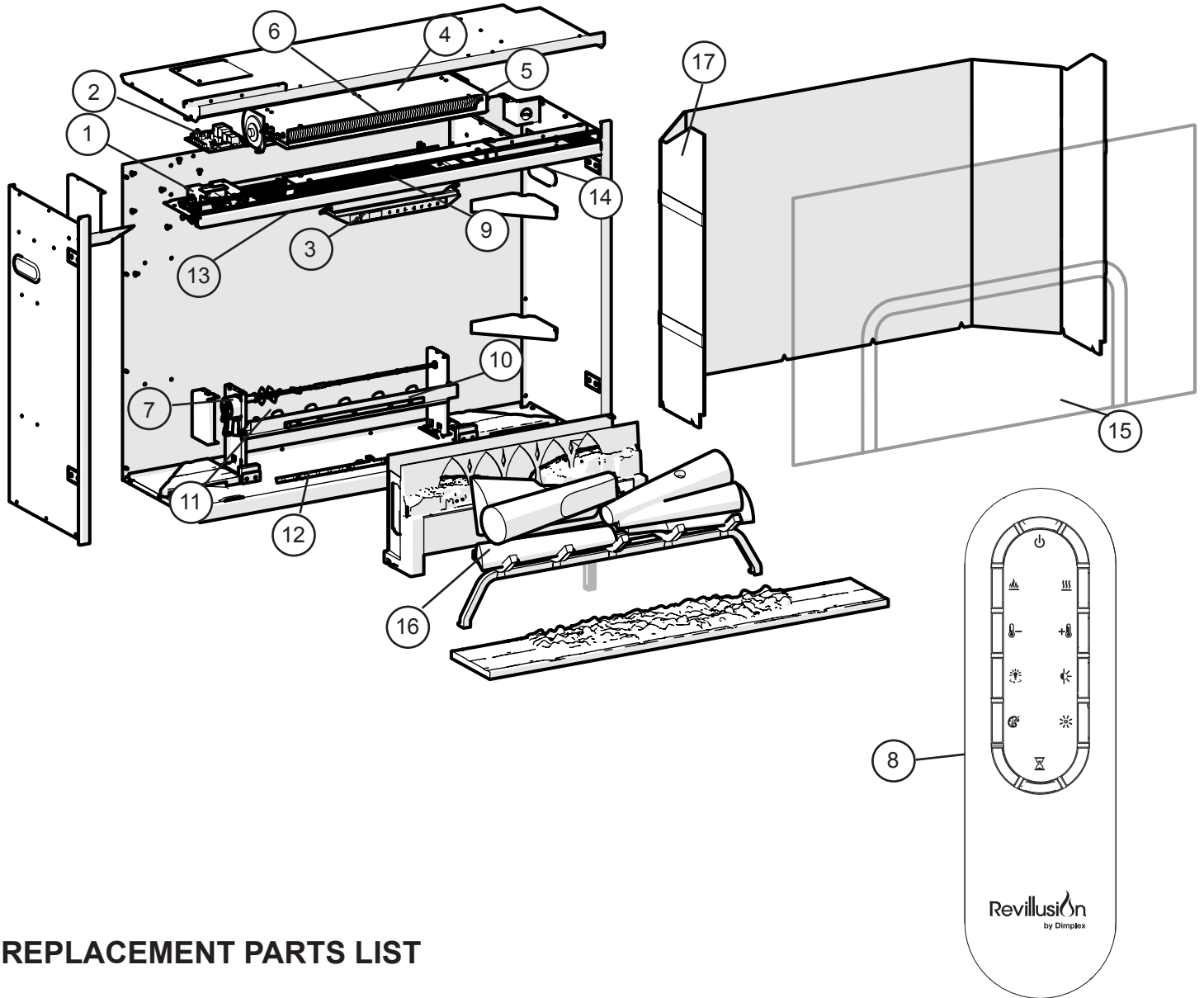
1. Push down on the battery cover located on the back of the remote control. Slide the battery cover open.
2. Install 3V (CR2032) Lithium battery in the battery holder. The positive (+) side of the battery faces up.
3. Close the battery cover.



The old battery must be recycled or disposed of properly. Check with your Local Authority or Retailer for recycling advice in your area.

**⚠ CAUTION:** When transporting or storing the heater and cord, keep in a dry place, free from excessive vibration and store so as to avoid damage.

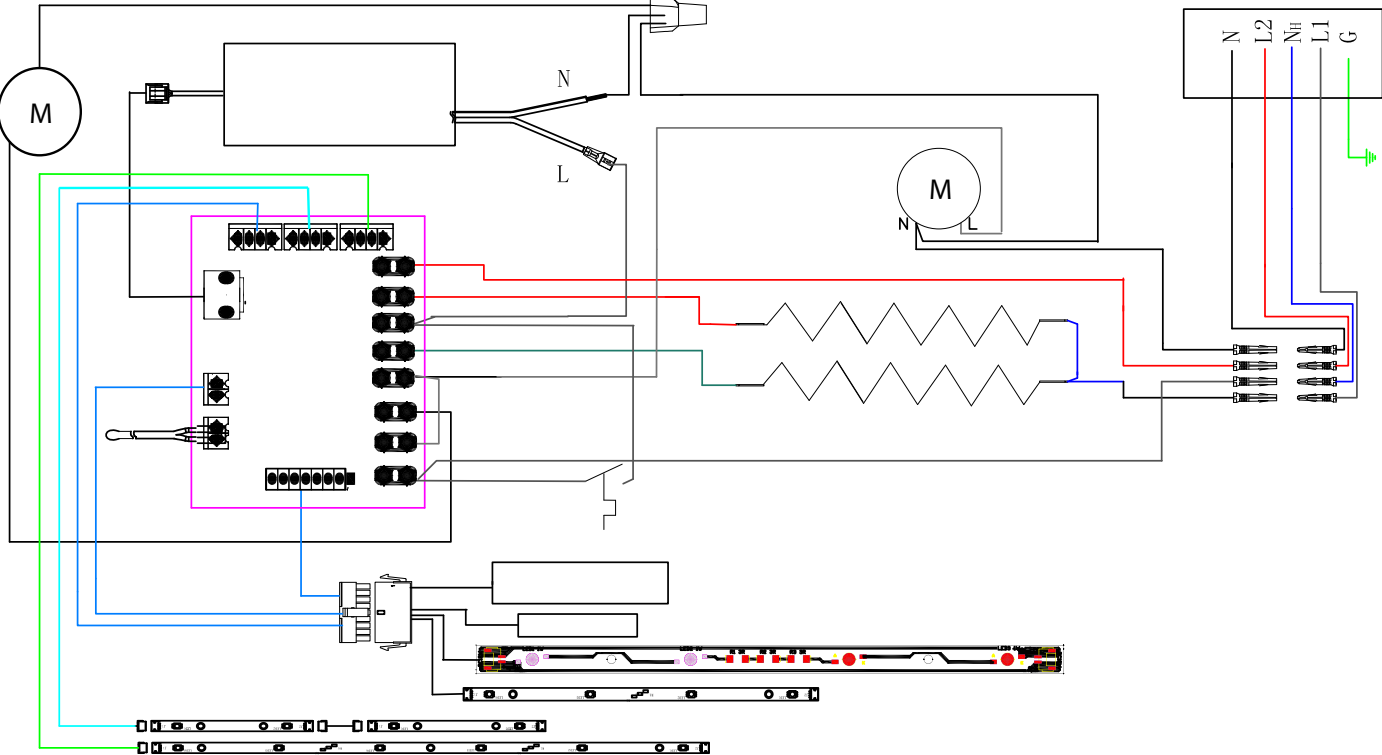
# EXPLODED PARTS DIAGRAM



## REPLACEMENT PARTS LIST

1. Power Supply .....	2100250100RP		
2. Main Control Board .....	3001810101RP		
3. Control Assembly .....	3001830100RP		
4. Blower Assembly .....	5300110500RP		
5. Heater Elements .....	2200510700RP		
6. Cutout .....	2300201900RP		
7. Flicker Motor .....	2000501000RP		
8. Remote Control .....	3001710100RP		
9. Thermistor .....	3001560800RP		
10. Flame Base (RGB) RBF30 .....	3001790100RP		
RBF36, RBF36P, RBF42 .....	3001790200RP		
11. Back log LED RBF30 .....	3001760200RP		
RBF36, RBF36P, RBF42 .....	3001760300RP		
12. Ember LED RBF30 .....	3001820100RP		
RBF36, RBF36P, RBF42 .....	3001820200RP		
13. Top Back Light (RGB) .....	3001570100RP		
14. Top Front Lights (2 sets) RBF30 .....	3001570600RP		
RBF36, RBF36P .....	3001570500RP		
RBF42 .....	3001570401RP		
15. Flame Screen RBF30 .....	5903010100RP		
RBF36 .....	5903020100RP		
RBF36P .....	5903020300RP		
RBF42 .....	5903020200RP		
16. Log Set Assembly RBF30 .....	0442100100RP		
RBF36, RBF36P, RBF42 .....	0442110100RP		
17. Brick Panels RBF30 (LH & RH) .....	5902970001RP		
RBF36 (LH) .....	5902950001RP		
RBF36P .....	5903060001RP		
RBF42 (LH) .....	5902960001RP		

# WIRING DIAGRAM



## LOG SET ASSEMBLY REPLACEMENT

**Tools Required:** Philips head screwdriver

**⚠ 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 damage to persons.

1. Remove the front glass or any accessories that are around the fireplace and will inhibit your ability to fully access the unit.
2. Locate and remove the screw behind each of the front legs of the firebox. (Figure 3)

**! IMPORTANT:** Only handle the log-set by the plastic grate, not the logs themselves.

3. Slide the firebox assembly forward and lift out.

**! NOTE:** It may be necessary to slide the ember mat forward and backward, and possibly out, as well to assist with the removal.

4. Trace the wire from the back of the harness to the connector that will be located in the middle slightly under the flame screen.
5. Disconnect the old log set assembly and connect the new one.
6. Place the connector back under the flame screen.
7. Install the replacement logs and secure with the two screws that were previously removed.
8. Re-assemble the remainder of the firebox in reverse order from the instructions above.

## FLAME SCREEN REPLACEMENT

**Tools Required:** Philips head screwdriver

**⚠ 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 damage to persons.

1. Remove the front glass or any accessories that are around the fireplace and will inhibit your ability to fully access the unit.
2. Locate and remove the screw behind each of the front legs of the firebox. (Figure 3)

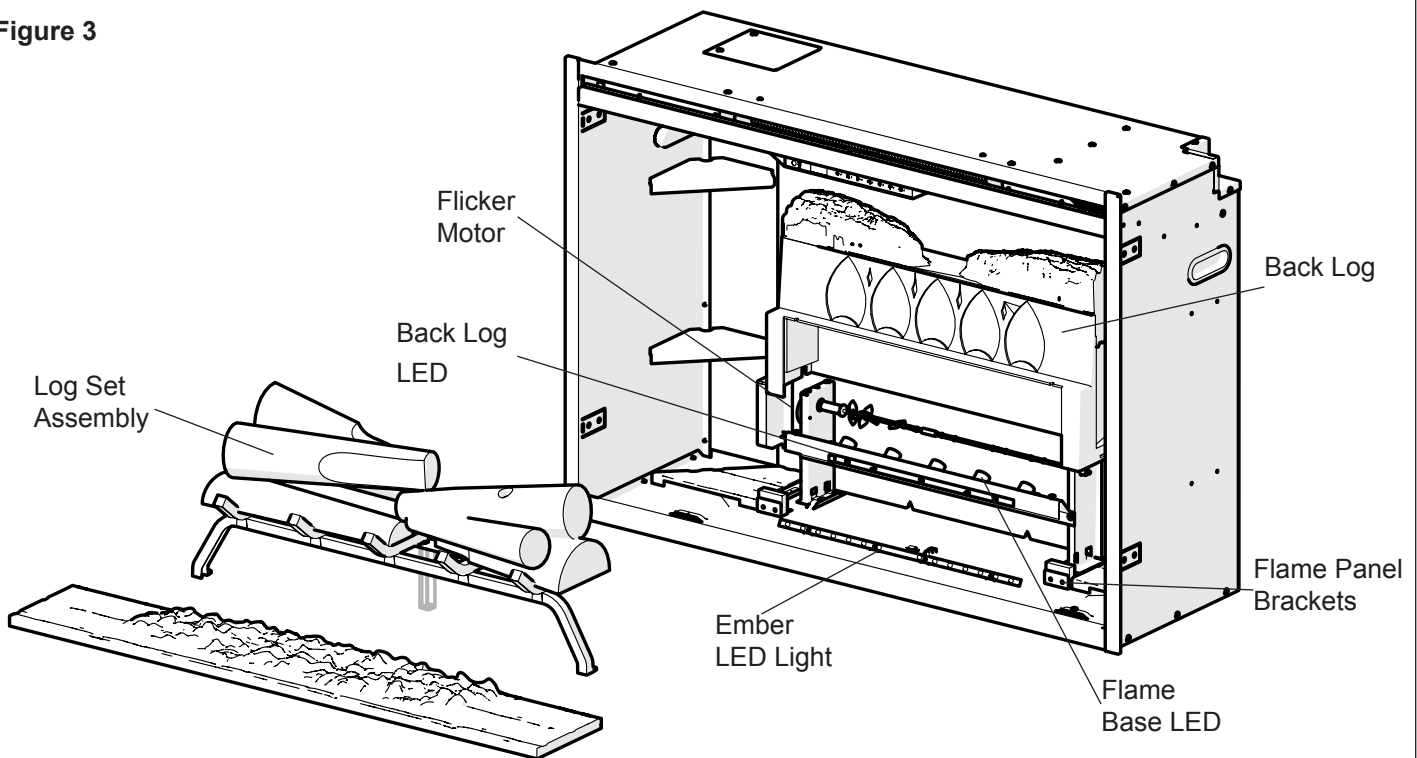
**! IMPORTANT:** Only handle the log-set by the plastic grate, not the logs themselves.

3. Slide the log set assembly forward and lift the log set assembly and the ember mat out. (Figure 3)

**! NOTE:** The log set assembly has a wire attached to the unit which can be temporarily disconnected for easier access.

4. On either side of the firebox gently remove the brick panels by placing your finger in the gap and pulling forward. The brick panels are held in place by magnets and need minimal force to be removed.
5. Locate the two brackets securing the flame panel in the unit at the bottom and remove the 4 screws.
6. Gently lift the flame panel out and replace with the new one.
7. Re-assemble the unit in reverse order from the instructions above.

Figure 3





## EMBER LED LIGHT REPLACEMENT

**Tools Required:** Philips head screwdriver  
Needle-nose pliers

**⚠ 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 damage to persons.

1. Remove the front glass or any accessories that are around the fireplace and will inhibit your ability to fully access the unit.
2. Locate and remove the screw behind each of the front legs of the firebox. (Figure 3)

**! IMPORTANT:** Only handle the log-set by the plastic grate, not the logs themselves.

3. Slide the log set assembly forward and lift the log set assembly and the ember mat out. (Figure 3)

**! NOTE:** The log set assembly has a wire attached to the unit which can be temporarily disconnected for easier access.

4. Locate the two ember LED light assemblies and the connector at the left hand side. (Figure 3)
5. Disconnect the connector.
6. Squeeze the mounting tabs located along the board with the needle-nose pliers, to release the tabs and lift off.
7. Replace the LED light assemblies with the new assemblies.
8. Re-assemble the unit in reverse order from the instructions above.

## FLAME BASE LED REPLACEMENT

**Tools Required:** Philips head screwdriver

**⚠ 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 damage to persons.

1. Remove the front glass or any accessories that are around the fireplace and will inhibit your ability to fully access the unit.
2. Locate and remove the screw behind each of the front legs of the firebox. (Figure 3)

**! IMPORTANT:** Only handle the log-set by the plastic grate, not the logs themselves.

3. Slide the log set assembly forward and lift the log set assembly and the ember mat out. (Figure 3)

**! NOTE:** The log set assembly has a wire attached to the unit which can be temporarily disconnected for easier access.

4. On either side of the firebox gently remove the brick panels by placing your finger in the gap and pulling forward. The brick panels are held in place by magnets and need minimal force to be removed.
5. Locate the two brackets securing the flame panel in the unit at the bottom and remove the 4 screws. (Figure 3)
6. Gently lift the flame panel out, set aside in a safe location.
7. Remove the back log assembly by removing the two screws along the front of the log and the screw on either end.
8. Lift the back log assembly out of the unit.
9. Locate the flame base LED assembly and remove the light strip by pressing in the tab in the center of the stand offs to release the center pin out the back and lift the light strip off. (Figure 3)
10. Disconnect the light strip by pulling the connector out of the assembly on the left hand side.
11. Connect the new light strip.
12. Re-assemble the unit in reverse order from the instructions above.

## BACK LOG LED REPLACEMENT

**Tools Required:** Philips head screwdriver  
Needle-nose pliers

**⚠ 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 damage to persons.

1. Remove the front glass or any accessories that are around the fireplace and will inhibit your ability to fully access the unit.
  2. Locate and remove the screw behind each of the front legs of the firebox. (Figure 3)
- ! IMPORTANT:** Only handle the log-set by the plastic grate, not the logs themselves.
3. Slide the log set assembly forward and lift the log set assembly and the ember mat out. (Figure 3)
- ! NOTE:** The log set assembly has a wire attached to the unit which can be temporarily disconnected for easier access.
4. On either side of the firebox gently remove the brick panels by placing your finger in the gap and pulling forward. The brick panels are held in place by magnets and need minimal force to be removed.
  5. Locate the two brackets securing the flame panel in the unit at the bottom and remove the 4 screws. (Figure 3)
  6. Gently lift the flame panel out, set aside in a safe location.
  7. Remove the back log assembly by removing the two screws along the front of the log and the screw on

either end.

- Lift the back log assembly out of the unit.
- Locate the flame base LED assembly and squeeze the mounting tabs located along the board with the needle-nose pliers, to release the tabs and lift off.
- Disconnect the light strip by pulling the connector out of the assembly on the left hand side.
- Connect the new light strip.
- Re-assemble the unit in reverse order from the instructions above.

## FLICKER MOTOR REPLACEMENT

**Tools Required:** Philips head screwdriver

**⚠ 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 damage to persons.

- Remove the front glass or any accessories that are around the fireplace and will inhibit your ability to fully access the unit.
- Locate and remove the screw behind each of the front legs of the firebox. (Figure 3)  
**! IMPORTANT:** Only handle the log-set by the plastic grate, not the logs themselves.
- Slide the log set assembly forward and lift the log set assembly and the ember mat out. (Figure 3)  
**! NOTE:** The log set assembly has a wire attached to the unit which can be temporarily disconnected for easier access.
- On either side of the firebox gently remove the brick panels by placing your finger in the gap and pulling forward. The brick panels are held in place by magnets and need minimal force to be removed.
- Locate the two brackets securing the flame panel in the unit at the bottom and remove the 4 screws. (Figure 3)
- Gently lift the flame panel out, set aside in a safe location.
- Remove the back log assembly by removing the two screws along the front of the log and the screw on either end.
- On the left hand side, locate the motor cover and remove the two screws securing it to the firebox. The cover can be gently tilted back and lifted out to access the wire connections. (Figure 3)
- Remove the two screws that secure the motor to the unit.
- Disconnect the flicker rod and rubber grommet from the flicker motor.
- Disconnect the wire connectors, noting the location of the wires and connect the new motor wires.
- Re-assemble the unit in reverse order from the instruc-

tions above.

**⚠ WARNING:** Ensure wires do not get pinched while reinstalling the motor cover.

## MAIN CONTROL BOARD REPLACEMENT

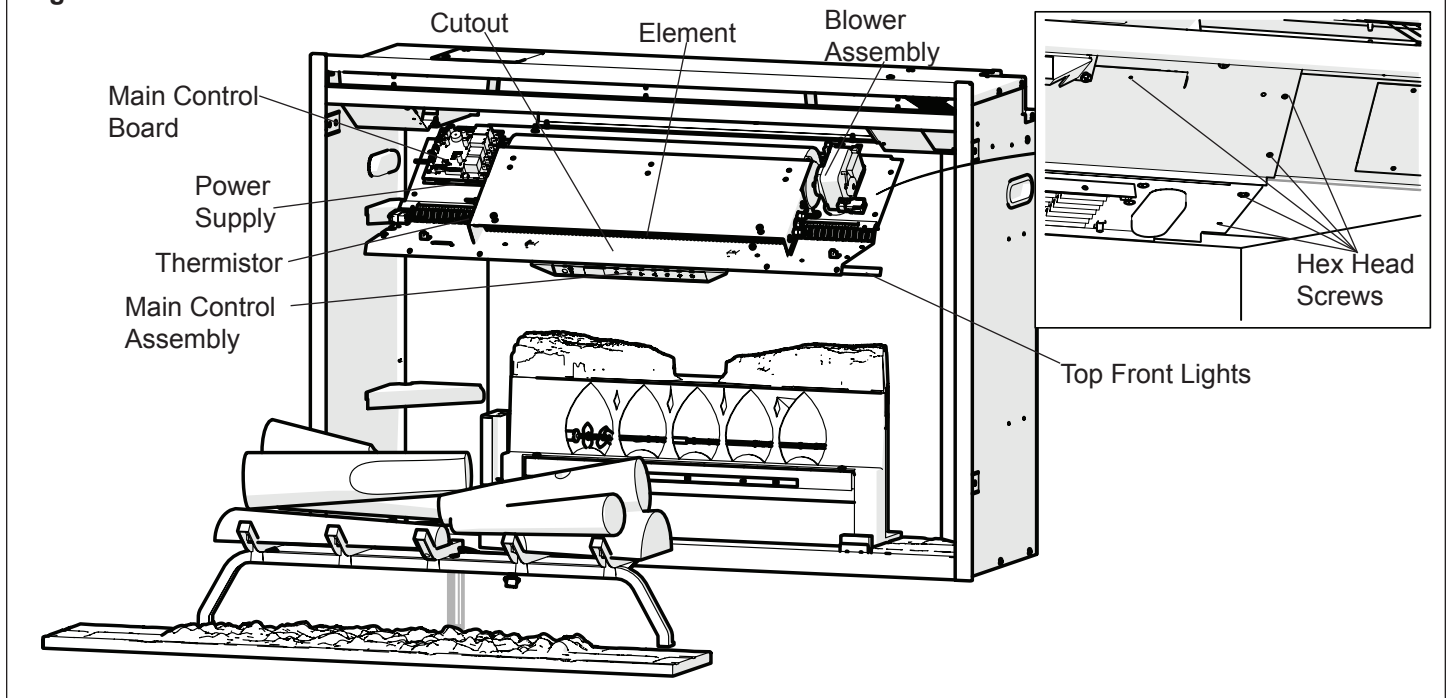
**Tools Required:** Philips head screwdriver  
Flat Head Screwdriver

**⚠ 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 damage to persons.

- Remove the front glass or any accessories that are around the fireplace and will inhibit your ability to fully access the unit.
- Slide the log set assembly forward and lift the log set assembly and the ember mat out. (Figure 3)  
**! NOTE:** The log set assembly has a wire attached to the unit which can be temporarily disconnected for easier access.
- On either side of the firebox gently remove the brick panels by placing your finger in the gap and pulling forward. The brick panels are held in place by magnets and need minimal force to be removed.
- Locate the two brackets securing the flame panel in the unit at the bottom and remove the 4 screws. (Figure 3)
- Gently lift the flame panel out, set aside in a safe location.
- Remove the 2 hex head screws on either side of the controls and the 4 hex head screws along each side of the panel and gently lower the internal assembly. (Figure 4)
- Disconnect the two main wire connectors - one on each side of the unit.
- Disconnect the hanging straps at the front, ensuring that you support the entire assembly, and lift the back of the assembly up and off of the hook at the back. At this point you should be able to gently set the assembly on the surface in front of the unit to easily replace the main control board.
- Transfer the wire connectors from the terminals on the original board to the same location on the replacement board. (Figure 4)  
**! NOTE:** Use a flat head screwdriver to gently pry between the end of the connector and the main control board to release the wires.
- Remove the screws in each of the corners of the board and lift the board off.
- Install the new board..
- Re-assemble the remainder of the firebox in reverse order from the instructions above.

Figure 4



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

## POWER SUPPLY REPLACEMENT

**Tools Required:** Philips head screwdriver  
Flat Head Screwdriver

**⚠ 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 damage to persons.

1. Remove the front glass or any accessories that are around the fireplace and will inhibit your ability to fully access the unit.
2. Slide the log set assembly forward and lift the log set assembly and the ember mat out. (Figure 3)  
**! NOTE:** The log set assembly has a wire attached to the unit which can be temporarily disconnected for easier access.
3. On either side of the firebox gently remove the brick panels by placing your finger in the gap and pulling forward. The brick panels are held in place by magnets and need minimal force to be removed.
4. Locate the two brackets securing the flame panel in the unit at the bottom and remove the 4 screws. (Figure 3)
5. Gently lift the flame panel out, set aside in a safe location.
6. Remove the 2 hex head screws on either side of the controls and the 4 hex head screws along each side of the panel and gently lower the internal assembly. (Figure 4)

7. Disconnect the two main wire connectors - one on each side of the unit.
8. Disconnect the hanging straps at the front, ensuring that you support the entire assembly, and lift the back of the assembly up and off of the hook at the back. At this point you should be able to gently set the assembly on the surface in front of the unit to easily replace the main control board.
9. Locate the power supply located below the main control board. (Figure 4)
10. Remove the 4 screws that secure the main control board to the unit.
11. Remove the 4 screws on the assembly to release the bracket that secures the power supply to the unit.
12. Trace the wires to the main control board and the wire nuts and replace the old connections with the new connections.
13. Reinstall the support bracket over the new power supply.
14. Re-assemble the remainder of the firebox in reverse order from the instructions above.

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

## BLOWER ASSEMBLY REPLACEMENT

**Tools Required:** Philips head screwdriver  
Flat Head Screwdriver

**⚠ 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 damage

to persons.

1. Remove the front glass or any accessories that are around the fireplace and will inhibit your ability to fully access the unit.
2. Slide the log set assembly forward and lift the log set assembly and the ember mat out. (Figure 3)  
**! NOTE:** The log set assembly has a wire attached to the unit which can be temporarily disconnected for easier access.
3. On either side of the firebox gently remove the brick panels by placing your finger in the gap and pulling forward. The brick panels are held in place by magnets and need minimal force to be removed.
4. Locate the two brackets securing the flame panel in the unit at the bottom and remove the 4 screws. (Figure 3)
5. Gently lift the flame panel out, set aside in a safe location.
6. Remove the 2 hex head screws on either side of the controls and the 4 hex head screws along each side of the panel and gently lower the internal assembly. (Figure 4)
7. Disconnect the two main wire connectors - one on each side of the unit.
8. Disconnect the hanging straps at the front, ensuring that you support the entire assembly, and lift the back of the assembly up and off of the hook at the back. At this point you should be able to gently set the assembly on the surface in front of the unit to easily replace the main control board.
9. From the top panel of the heating assembly housing, locate and remove the 6 screws that hold the blower/fan assembly to the housing panel. Separate the blower assembly from the housing panel. (Figure 4)

**⚠ CAUTION:** When removing the blower assembly mounting screws support the assembly to prevent any damage to the unit.

10. Disconnect the wiring connections noting their original locations.

**! NOTE:** Using a flat head screwdriver gently pry between the end of the connectors and the blower/fan to release the wires.

11. Properly orient the new blower/fan assembly and connect all of the wiring connections.
12. Re-assemble the remainder of the firebox in reverse order from the instructions above.

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

## ELEMENT REPLACEMENT

**Tools Required:** Philips head screwdriver  
Flat Head Screwdriver

**⚠ 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 damage to persons.

1. Remove the front glass or any accessories that are around the fireplace and will inhibit your ability to fully access the unit.
2. Slide the log set assembly forward and lift the log set assembly and the ember mat out. (Figure 3)  
**! NOTE:** The log set assembly has a wire attached to the unit which can be temporarily disconnected for easier access.
3. On either side of the firebox gently remove the brick panels by placing your finger in the gap and pulling forward. The brick panels are held in place by magnets and need minimal force to be removed.
4. Locate the two brackets securing the flame panel in the unit at the bottom and remove the 4 screws. (Figure 3)
5. Gently lift the flame panel out, set aside in a safe location.
6. Remove the 2 hex head screws on either side of the controls and the 4 hex head screws along each side of the panel and gently lower the internal assembly. (Figure 4)
7. Disconnect the two main wire connectors - one on each side of the unit.
8. Disconnect the hanging straps at the front, ensuring that you support the entire assembly, and lift the back of the assembly up and off of the hook at the back. At this point you should be able to gently set the assembly on the surface in front of the unit to easily replace the main control board.
9. From the top panel of the heating assembly housing, remove the 4 screws that hold the element cover to the housing panel. (Figure 4)
10. Disconnect wires from the ends of the elements noting their original locations.  
**! NOTE:** Using a flat head screwdriver gently pry between the end of the connectors and the element to release the wires.  
**! NOTE:** Some of the wires may have a “piggy-back” connector that allows a second wire to connect to the same prong as the first wire. Try and keep the “piggy-back” connection together when pulling the wires off the element.
11. Using a 3/8” ratchet or wrench remove the hex head screw from both sides of the element. Remove elements from the element housing and replace with the new elements.

12. Re-assemble the remainder of the firebox in reverse order from the instructions above.

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

## CUTOUT REPLACEMENT

**Tools Required:** Philips head screwdriver  
Flat Head Screwdriver

**⚠ 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 damage to persons.

1. Remove the front glass or any accessories that are around the fireplace and will inhibit your ability to fully access the unit.
2. Slide the log set assembly forward and lift the log set assembly and the ember mat out. (Figure 3)  
**!** **NOTE:** The log set assembly has a wire attached to the unit which can be temporarily disconnected for easier access.
3. On either side of the firebox gently remove the brick panels by placing you finger in the gap and pulling forward. The brick panels are held in place by magnets and need minimal force to be removed.
4. Locate the two brackets securing the flame panel in the unit at the bottom and remove the 4 screws. (Figure 3)
5. Gently lift the flame panel out, set aside in a safe location.
6. Remove the 2 hex head screws on either side of the controls and the 4 hex head screws along each side of the panel and gently lower the internal assembly. (Figure 4)
7. Disconnect the two main wire connectors - one on each side of the unit.
8. Disconnect the hanging straps at the front, ensuring that you support the entire assembly, and lift the back of the assembly up and off of the hook at the back. At this point you should be able to gently set the assembly on the surface in front of the unit to easily replace the main control board.
9. Remove the 3 heater assembly mounting screws from underneath the top panel along the front. (Figure 4)
10. Lower the heater assembly so that the 3 support tabs, in the top panel, can be easily released.
11. Remove temperature limit switch screw from heater bracket assembly and disconnect the temperature limit switch wire from heater element and from the wire connectors, noting their original location.
12. Properly orient the new temperature limit switch and secure it to the heater bracket assembly with the small screw from the original cutout.
13. Reconnect the wires in their original locations.

14. Re-assemble the remainder of the firebox in reverse order from the instructions above.

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

## MAIN CONTROL ASSEMBLY REPLACEMENT

**Tools Required:** Philips head screwdriver  
Flat Head Screwdriver

**⚠ 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 damage to persons.

1. Remove the front glass or any accessories that are around the fireplace and will inhibit your ability to fully access the unit.
2. Slide the log set assembly forward and lift the log set assembly and the ember mat out. (Figure 3)  
**!** **NOTE:** The log set assembly has a wire attached to the unit which can be temporarily disconnected for easier access.
3. On either side of the firebox gently remove the brick panels by placing you finger in the gap and pulling forward. The brick panels are held in place by magnets and need minimal force to be removed.
4. Locate the two brackets securing the flame panel in the unit at the bottom and remove the 4 screws. (Figure 3)
5. Gently lift the flame panel out, set aside in a safe location.
6. Remove the 2 hex head screws on either side of the controls and the 4 hex head screws along each side of the panel and gently lower the internal assembly. (Figure 4)
7. Locate the main control assembly and remove the 2 screws on either side to release the assembly. (Figure 4)
8. Trace the wire from the main control assembly to the main control board and disconnect the wire, noting the location on the board.
9. Run the wire from the main control assembly, following the same path as the wire that was removed. Attach the new wire to the board.
10. Install the replacement control assembly and secure with the 4 screws that were previously removed.
11. Re-assemble the remainder of the firebox in reverse order from the instructions above.  
**⚠ WARNING:** Ensure wires do not come in contact with moving parts by securing wires in wiring tie wraps.

## THERMISTOR REPLACEMENT

**Tools Required:** Philips head screwdriver  
Flat Head Screwdriver

**⚠ 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 damage to persons.

1. Remove the front glass or any accessories that are around the fireplace and will inhibit your ability to fully access the unit.
2. Slide the log set assembly forward and lift the log set assembly and the ember mat out. (Figure 3)  
**! NOTE:** The log set assembly has a wire attached to the unit which can be temporarily disconnected for easier access.
3. On either side of the firebox gently remove the brick panels by placing your finger in the gap and pulling forward. The brick panels are held in place by magnets and need minimal force to be removed.
4. Locate the two brackets securing the flame panel in the unit at the bottom and remove the 4 screws. (Figure 3)
5. Gently lift the flame panel out, set aside in a safe location.
6. Remove the 2 hex head screws on either side of the controls and the 4 hex head screws along each side of the panel and gently lower the internal assembly. (Figure 4)
7. Locate the thermistor and tie wrap securing it to the standoff. (Figure 4)
8. Trace the wire from the thermistor to the main control board and disconnect the wire, noting the location on the board.
9. Run the wire from the thermistor, following the same path as the wire that was removed. Attach the new wire to the board.
10. Install the replacement thermistor and secure.
11. Re-assemble the remainder of the firebox in reverse order from the instructions above.

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

## TOP FRONT LIGHTS REPLACEMENT

**Tools Required:** Philips head screwdriver  
Flat Head Screwdriver

**⚠ 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 damage to persons.

1. Remove the front glass or any accessories that are

around the fireplace and will inhibit your ability to fully access the unit.

2. Slide the log set assembly forward and lift the log set assembly and the ember mat out. (Figure 3)  
**! NOTE:** The log set assembly has a wire attached to the unit which can be temporarily disconnected for easier access.
3. On either side of the firebox gently remove the brick panels by placing your finger in the gap and pulling forward. The brick panels are held in place by magnets and need minimal force to be removed.
4. Locate the two brackets securing the flame panel in the unit at the bottom and remove the 4 screws. (Figure 3)
5. Gently lift the flame panel out, set aside in a safe location.
6. Remove the 2 hex head screws on either side of the controls and the 4 hex head screws along each side of the panel and gently lower the internal assembly. (Figure 4)
7. Locate the 2 top front light assemblies and from the backside of the standoff press the center out to release the center pin and move the light assembly. (Figure 4)
8. Disconnect the connection on each end, replace with the new light assembly and secure.
9. Re-assemble the remainder of the firebox in reverse order from the instructions above.

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

# TROUBLESHOOTING GUIDE

PROBLEM	CAUSE	SOLUTION
<b>General</b>		
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 (if using RBFPLUG kit)	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.
<b>Appearance</b>		
Firebox 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
	Defective main control assembly	Replace main control assembly
	Defective main control board	Replace main control board.
Firebox does not turn on in Remote Mode	Improper operation	Refer to Operation Section
	Loose wiring	Check wiring connections
	Remote Control not working	Install new battery into the Remote Control.
	Defective main control assembly	Replace main control assembly
	Defective main control board	Replace main control board.
One or all logs in log set dim, not glowing	Loose connection	Check wiring connections
	Defective log set wiring	Replace log set assembly
Back log dim, not glowing	Loose connection	Check wiring connections
	Defective back log wiring	Replace back log assembly
Flame dim or not appearing	Improper operation	Refer to Operation Section
	Loose connection of flame LEDs	Check wiring connections
	Defective flame LED wiring	Replace flame LED assembly
	Defective main control board	Replace main control board.
Flame Frozen	Loose wiring	Check wiring connections
	Defective Flicker Motor	Replace Flicker Motor
Flame Shudder	Defective Flicker Motor	Replace Flicker Motor
Back lighting dim or not appearing	Improper operation	Refer to Operation Section
	Loose connection of back light LEDs	Check wiring connections
	Defective back light LED wiring	Replace back light LED assembly
	Defective main control board	Replace main control board.
Colour themes dim or not appearing	Improper operation	Refer to Operation Section
	Loose connection of coloured LEDs	Check wiring connections
	Defective coloured LED wiring	Replace coloured LED assembly
	Defective main control board	Replace main control board.

PROBLEM	CAUSE	SOLUTION
<b>Heater</b>		
Heater is not turning Off	Improper operation	Refer to Operation Section
	Defective main control board	Replace main control board.
Heater is not turning On	Improper operation	Refer to Operation Section
	Loose wiring	Check wiring connections
	Defective heater assembly	Replace heater assembly
Heater is turning off after a couple of minutes of operation	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
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
Heater fan turns on but heater lacks heat	Improper operation	Refer to Operation Section
	Loose wiring	Trace wiring in unit
	Defective heater assembly	Replace heater assembly
Heating element is glowing red	Normal Operation	Small glowing sections of the element are considered normal.
	Defective heater assembly	If larger glowing sections are causing the heater to trip the thermal cutout, unplug unit, discontinue use and replace heater assembly.
Heater fan runs continuously	Loose wiring	Trace wiring in unit
	Defective heater assembly	Replace heater assembly
<b>Noise</b>		
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