

TROUBLESHOOTING GUIDE - BLF50

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.
Unit turns on or off by itself	Remote Control has a similar frequency to other remotes in the area.	Replace Remote Control. Initialize to Remote Control Receiver.
	Radio frequency disturbance from outside sources.	Replace Remote Control and Remote Control Receiver where necessary. Initialize Remote Control and Receiver.
	Defective Remote Control Receiver	Replace Remote Control Receiver. Initialize Remote Control and Receiver.
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 too hot to touch.
Appearance		
Fireplace does not turn on Manually	Improper operation	Refer to Operation Section
	No incoming power from the electrical wall socket	Check fuse/breaker panel
	Loose wiring	Check wiring connections
	Defective On/Off Switch	Replace On/Off Switch
	Defective Remote Switchboard	Replace Remote Switchboard
Fireplace does not turn on using the Remote Control	Improper operation	Refer to Operation Section
	Remote Control not initialized to fireplace	Initialize the Remote Control
	Remote Control not working	Install new battery into the Remote Control. Initialize Remote Control where necessary
Replace Remote Control Receiver or Remote Control where necessary. Initialize Remote Control and Remote Control Receiver		
Flame Frozen	Loose wiring.	Check wiring connections
	Defective Flicker Motor	Replace Flicker Motor
	Defective LED Driver Board	Replace LED Driver Board
Flame not bright or flame not visible	Loose wiring	Check wiring connections
	Defective LED Light Strip	Replace LED Light Strip
Flame Shutter	Defective Flicker motor	Replace Flicker motor

PROBLEM	CAUSE	SOLUTION
Heater		
Heater is not turning off	Improper operation	Refer to Operation Section
	Defective Remote Switchboard	Replace Remote Switchboard
	Defective Remote Control Receiver	Replace Remote Control Receiver
Heater is not turning on	Improper operation	Refer to Operation Section
	Loose wiring	Trace wiring in unit.
	Defective Remote Switchboard	Replace Remote Switchboard
	Defective Heating Element	Replace Heating Element
Heater is turning off after a couple of minutes of operation	Build up of dirt/dust in Blower/Fan	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
	Defective Blower/Fan	Replace Blower/Fan
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 Heating Element	Replace Heating Element
Heater fan turns on but heater lacks heat	Improper operation	Refer to Operation Section
	Loose wiring	Trace wiring in unit
	Defective Heating Element	Replace Heating Element
Heating element is glowing red	Normal Operation	Small glowing sections of the element are considered normal.
	Defective Blower/Fan	If larger glowing sections are causing the heater to trip the thermal cutout, unplug unit, discontinue use and replace Blower/Fan.
Heater fan runs continuously	Loose wiring	Trace wiring in unit
	Defective Remote Switchboard	Replace Remote Switchboard
	Defective Blower/Fan	Replace Blower/Fan
Noise		
Excessive noise with the heater on	Dirty Blower/Fan	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
	Defective Blower/Fan	Replace Blower/Fan
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

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



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