

TROUBLESHOOTING GUIDE - BFSL33

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. Install unit on a dedicated 15 amp circuit.
Unit turns on or off by itself	Radio frequency disturbance from outside sources.	Replace Remote Control and Remote Control Receiver, and initialize.
	Defective Remote Control Receiver	Replace Remote Control Receiver, initialize with Remote Control
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.
Appearance		
Fireplace does not turn on Manually	Improper operation	Refer to Operation Section
	No incoming voltage	Check Fuse/Breaker Panel
	Loose wiring	Check wiring connections
	Defective On/Off Switch	Replace On/Off Switch
	Defective 3-Position Switch	Replace 3-Position Switch
Fireplace does not turn on with Remote Control	Improper operation	Refer to Operation Section
	Remote control not initialized to fireplace	Initialize the Remote Control to the Remote Control receiver
	Defective Remote Control	Install new battery into the Remote Control. Initialize remote where necessary
		Replace Remote Control Receiver and initialize to Remote Control
Defective Remote Control Receiver	Replace Remote Control Receiver, initialize to Remote Control	
Flame Frozen	Defective flicker motor	Replace flicker motor
	Loose wiring	Check wiring connections
Flame not bright or flame not visible	Loose wiring	Check wiring connections
	Malfunctioning LED strip	Replace LED Strip
	Defective LED Driver Board	Replace LED Driver Board
Log set dim, not glowing	Malfunctioning LED's in Logset	Replace Logset or Driver Board
Flame Shudder	Defective flicker motor	Replace flicker motor
Light leaking around the log set	Log set not positioned properly	Check log set for proper fit

PROBLEM	CAUSE	SOLUTION
Heater		
Heater is not turning off	Improper operation	Refer to Operation Section
	Defective Remote Switchboard	Replace Remote Switchboard
	Malfunctioning Wall Controls	Refer to Individual Wall Control operating instructions
	Defective Remote Control Receiver	Replace Remote Control Receiver, initialize with Remote Control
Heater is not turning on	Improper operation	Refer to Operation Section
	Loose wiring	Check wiring connections
	Defective heating element	Replace heating element
	Defective Remote Switchboard	Replace Remote Switchboard
	Malfunctioning Wall Controls	Refer to individual wall control operating instructions
Heater is turning off after a couple of minutes of operation	Build up of dirt/dust in heater assembly	Clean out heater assembly
	Defective Motor	Replace Motor
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
	Defective thermostat	Replace thermostat
	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 heating element	If larger glowing sections are causing the heater to trip the thermal cutout, unplug unit, discontinue use and replace heating elements
Noise		
Excessive noise with the heater on	Dirty blower assembly	Clean blower assembly
	Defective blower 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

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



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