

# **TROUBLESHOOTING GUIDE**

## **FOR THE 26" FIREPLACE**

**MODEL NUMBER:**

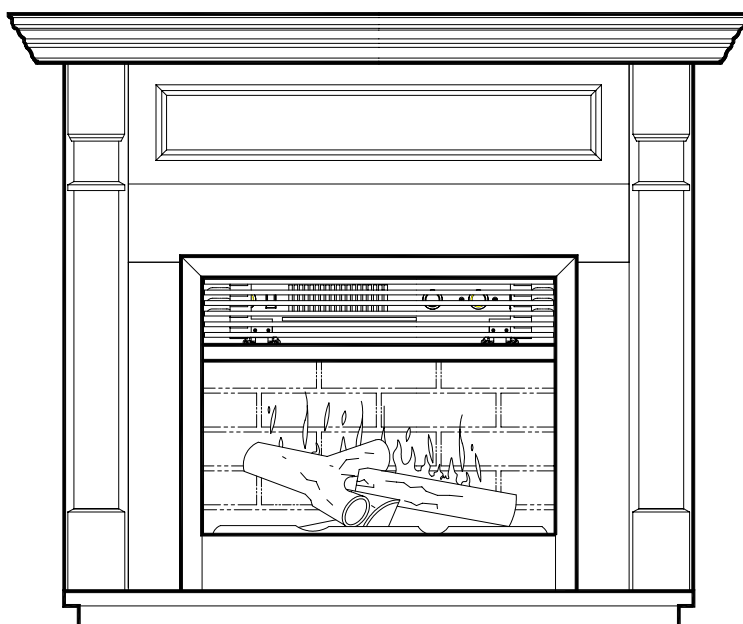
**BF5000NT**

**BF5000**

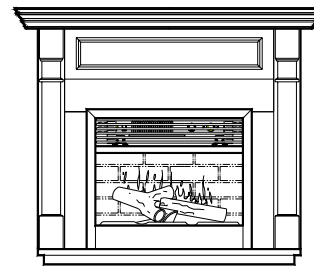
**EF2604**

**SF2603**

**DF2603**



** Dimplex®**



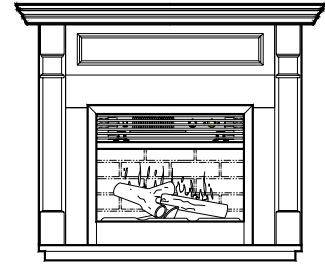
# TROUBLESHOOTING GUIDE

## GENERAL

Problem	Cause	Solution	Service Manual Reference
Circuit breaker trips or fuse blows when unit is turned on	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 hand held remote control	
	Radio frequency disturbance from outside sources		
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	Page 16

## APPEARANCE

Problem	Cause	Solution	Service Manual Reference
Fireplace does not turn on	Improper operation	Refer to User's Guide	
	Defective main on/off switch	Replace main on/off switch	Page 8
	Defective remote control	Install new battery into the handheld transmitter	Page 2
	Loose wiring	Check wiring connections	Page 5
Flame frozen	Defective flame motor	Replace flame motor	Page 11
	Loose wiring	Check wiring connections	Page 5
Flame not bright or flame not visible	Burnt light bulbs	Replace light bulbs	Page 6
	Loose wiring	Check wiring connections	Page 5
	Defective light harness	Replace light harness	
Log set dim, ember bed not glowing	Burnt light bulbs	Replace light bulbs	Page 6
Flame Shutter	Defective flame motor	Replace flame motor	Page 11



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## HEATER

Problem	Cause	Solution	Service Manual Reference
Heater is not turning off	Defective heater on/off switch	Replace heater on/off switch	Page 13
	Improper operation	See User's Guide	
	Loose wiring	Trace wiring in unit	Page 5
Heater is not turning on	Defective heater on/off switch	Replace heater on/off switch	Page 13
	Defective heater assembly	Replace heater assembly	Page 15
	Improper operation	See User's Guide	
	Loose wiring	Trace wiring in unit	Page 5
Heater emits an odour	Normal operation	Normal operation is when the heater emits an odour 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	Page 15
	Loose wiring	Trace wiring in unit	Page 5
Heater fan turns on but heater lacks heat	Improper operation	See User's Guide	
	Defective thermostat	Replace thermostat	Page 14
	Loose wiring	Trace wiring in unit	Page 5
	Defective heater assembly	Replace heater assembly	Page 15
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 cut out, unplug unit, discontinue use and replace heater assembly	Page 15

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## HEATER (CONTINUED)

Problem	Cause	Solution	Service Manual Reference
Heater fan runs continuously	Loose wiring	Trace wiring in unit	Page 5
	Defective heater on/off switch	Replace heater on/off switch	Page 13
	Defective heater assembly	Replace heater assembly	Page 15

## NOISE

Problem	Cause	Solution	Service Manual Reference
Excessive noise with the heater on	Dirty blower assembly	Clean blower assembly	
	Defective blower assembly	Replace heater assembly	Page 15
Grinding or excessive noise with the heater off	Moving flame rod hitting or rubbing against internal components	Flame rod replacement	Page 11
	Defective flame motor	Replace flame motor	Page 11