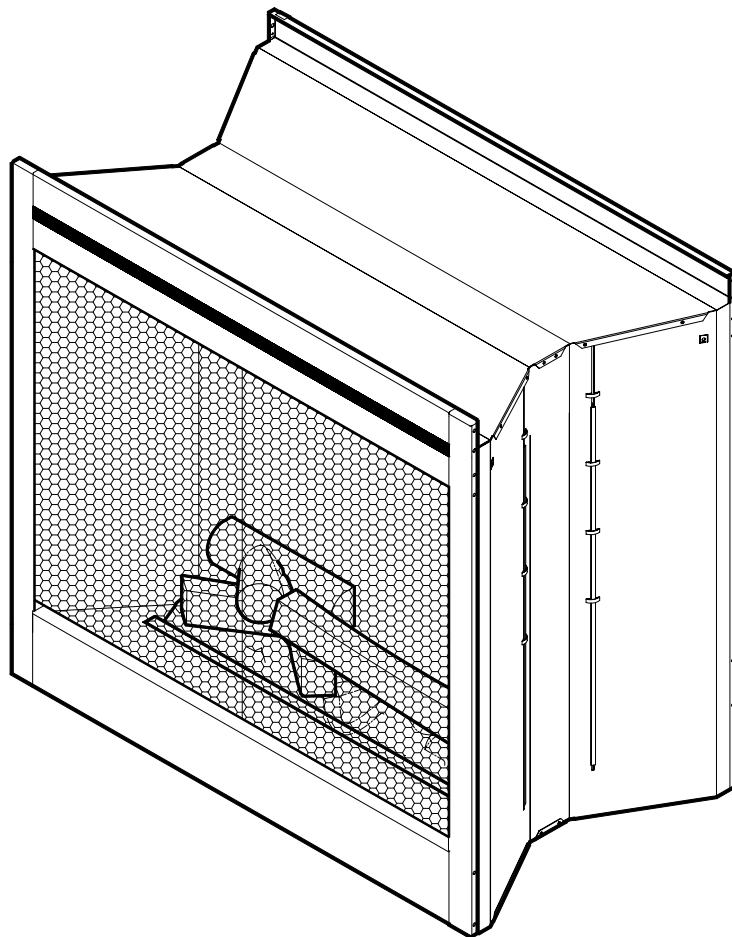


TROUBLESHOOTING GUIDE FOR THE BUILT IN 2 SIDED FIREPLACE

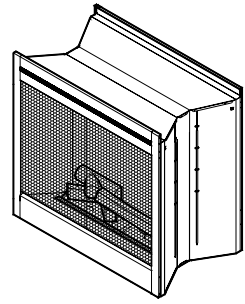
MODEL NUMBERS:

BF392SD



 Dimplex®

TROUBLESHOOTING GUIDE



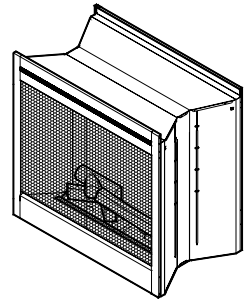
GENERAL

Problem	Cause	Solution	Service Manual Reference
Circuit breaker trips or fuse blows when unit is turned on	Improper circuit current rating	Verify unit is installed 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	Page 1
	Radio frequency disturbance from outside sources		
	Defective circuit board	Replace circuit board	Page 11

APPEARANCE

Problem	Cause	Solution	Service Manual Reference	
Fireplace does not turn on	No incoming voltage from the power supply	See installation guide for electrical installation instructions		
	Incorrect installation wiring	See installation guide for electrical installation instructions		
	Improper operation	Refer to User's Guide		
	Defective main on/off switch	Replace main on/off switch	Page 7	
	Defective remote control		Install new battery into the handheld transmitter and reconfigure remote	Page 1
			Replace remote control circuit board	Page 11
	Loose wiring	Check wiring connections	Page 5	
Flame frozen	Defective flame motor	Replace flame motor	Page 8	
	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 8	

TROUBLESHOOTING GUIDE

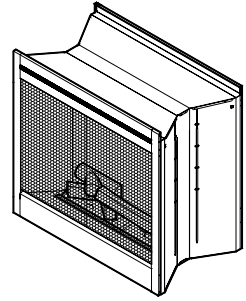


HEATER

Problem	Cause	Solution	Service Manual Reference
Heater is not turning off	Defective heater switch	Replace heater switch	Page 9
	Defective remote control	Replace remote control	Page 1
	Defective thermostat	Replace thermostat	
	Improper operation	See User's Guide	
	Loose wiring	Trace wiring in unit	Page 5
Heater is not turning on	Defective heater switch	Replace heater switch	Page 9
	Defective remote control	Replace remote control	Page 1
	Defective wall thermostat	Replace wall thermostat	
	Incorrect installation wiring	See installation guide for electrical installation instructions	
	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 motor/blower	Replace heater motor/blower	Page 10
	Loose wiring	Trace wiring in unit	Page 5
Heat but no blower	Defective heater assembly	Replace heater assembly	Page 10
No heat no blower	Defective heater assembly	Replace heater assembly	Page 10

BF392SD

TROUBLESHOOTING GUIDE



NOISE

Problem	Cause	Solution	Service Manual Reference
Excessive noise near the top of the unit	Dirty blower assembly	Clean blower assembly	
	Defective blower assembly	Replace heater assembly	Page 10
	Loose heater access panel	Secure heater access panel	
Excessive noise near the bottom of unit	Moving flame rod hitting or rubbing against internal components	Flame rod replacement	Page 8
	Defective flame motor	Replace flame motor	Page 8