

## SERVICE MANUAL

Glass Front, Media, Trim, LED Light Boards (Fuelbed and Flame), Touch Buttons, Receiver Board, Control Board, Heater, Flame Screen, Rotisserie, Motor & Power Cord

**Model: SF-ALLP50-BK, SF-ALLP60-BK, SF-ALLP72-BK**  
- Instructions -



Leave this manual with party responsible for use and operation.

**NOTICE! DO NOT discard this manual.** Important service and maintenance instructions included.

**NOTICE! DO NOT discard any hardware while servicing.** It may be reused.

**WARNING! Risk of Personal Injury or Property Damage!** Failure to follow instructions below may result in damage to the equipment and or may expose the user to the risk of fire, serious injury, illness or death.

**CAUTION! Risk of Cuts, Abrasions or Flying Debris.** Wear protective gloves and safety glasses during installation and service. Sheet metal edges are sharp.

**WARNING! Risk of Shock!** Always unplug the cord or turn off the circuit breaker before moving or servicing.

### Tools and Supplies Needed

Before beginning the installation be sure that the following tools and building supplies are available.

Tape measure  
Needle-nose pliers  
Hammer  
Gloves  
Level  
Magnetic Phillips screwdriver  
Safety glasses  
Drill  
Flathead screwdriver  
Phillips Tip-Bit socket and ratchet (for Blower/Heater)  
5/16 drill bit for 3/16 diameter toggle bolts  
(applicable if installing on drywall-sheathed walls)  
Masonry drill bit 5/16 in. (applicable if installing on masonry walls)

**CAUTION! Two adults recommended for the removal or installation of glass front.** Use caution when handling glass. Failure to do so could result in personal injury or property damage.

### Glass Front Replacement

Remove Glass Front

1. Remove the two (2) glass bracket cover (if installed). See Figure 1.
2. Remove the two (2) ST4X8 screws located on the glass panel. See Figure 1.  
**Note:** Do not discard screws, screws will be reused.
3. Tilt glass forward and pull up to remove from appliance.

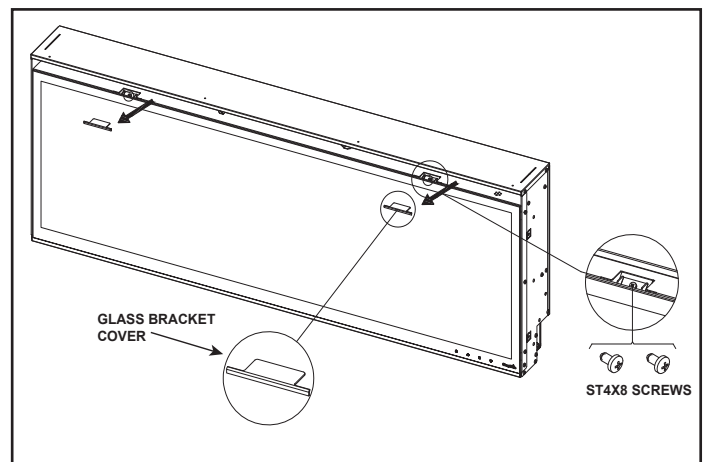


Figure 1 Remove Glass Front

## Glass Replacement (Continued)

### Installing Glass

- Place the bottom edge of the glass in the channel on the appliance.
- Place the top edge of the glass against the appliance and secure with two (2) ST4X8 screws removed in step 1.

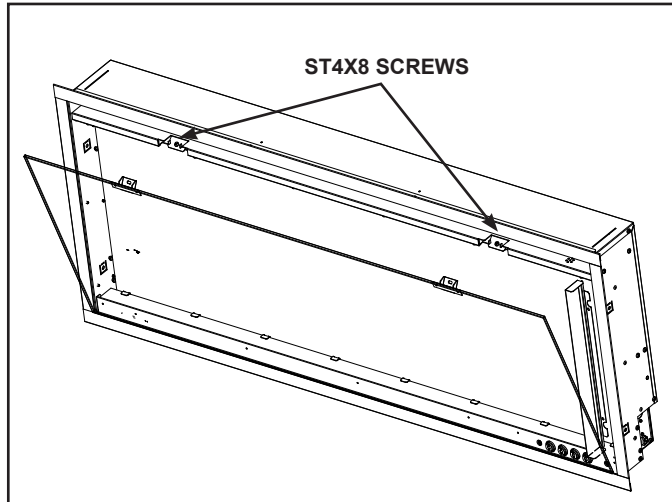


Figure 2 Glass Front Removal/Installation

## Stone/Media/Log Installation

- Remove Glass.
- Arrange the stone/media/log along the inset window ledge at the front of the appliance.

**Note:** Extra media is provided and may be distributed based on consumer preference. Not all media needs to be used.

## Trim Removal

Trim is shipped attached to the appliance.

**Note:** Trim must be installed before the appliance is recessed in wall cavity.

- Remove by removing the ST4X8 phillip screws on the top, bottom and sides of the appliance See Figure 3.
- Pull Trim off from the front of the appliance. See Figure 4.

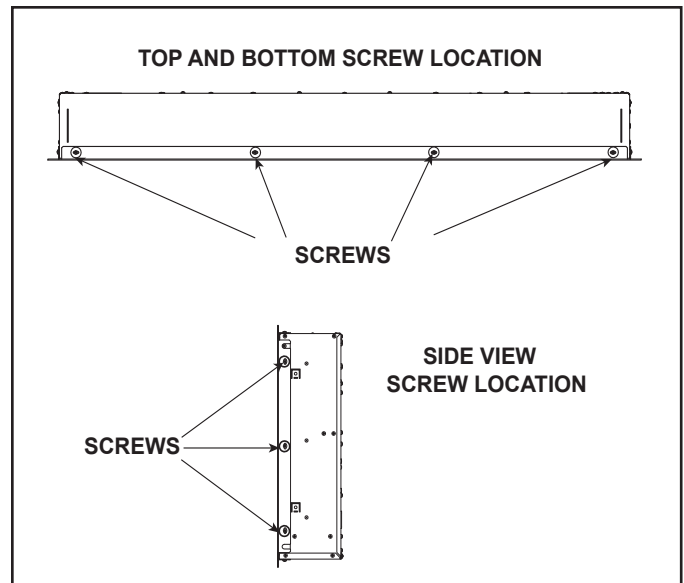


Figure 3 Remove Trim Screws

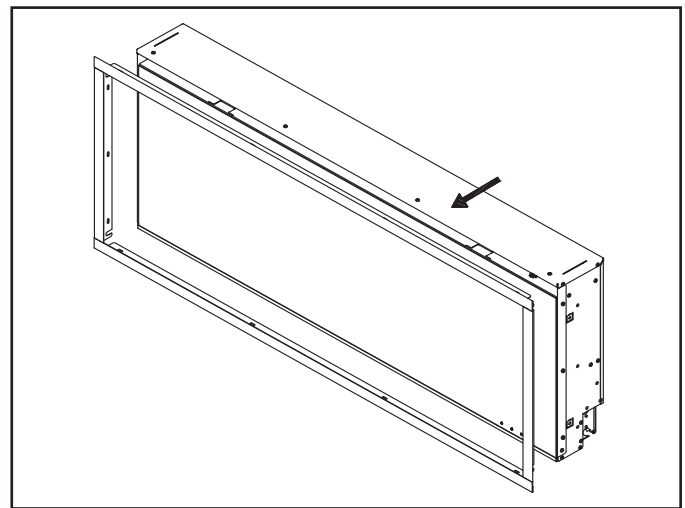


Figure 4 Remove Trim

- Install new Trim by following the removal steps in reverse order.

**Note:** Replacement trim will require removal of corner shipping brackets prior to installation.

## Preparation for Component Installation

- Disconnect electrical service to the appliance. For recessed electrical installations that are hardwired, find and shut-off service at the breaker. For wall-mounted installations that use a corded plug, disconnect the cord from the receptacle.
- Remove the glass front from the appliance. Use of two people recommended.
- Follow specific instructions from page 1 and 2 for removal of the front glass.

**CAUTION!** *Two adults recommended for the removal or installation of glass front. Use caution when handling glass. Failure to do so could result in personal injury or property damage.*

4. Remove right and left side panels by removing two (2) screws from each side. Remove panels. See Figure 5.

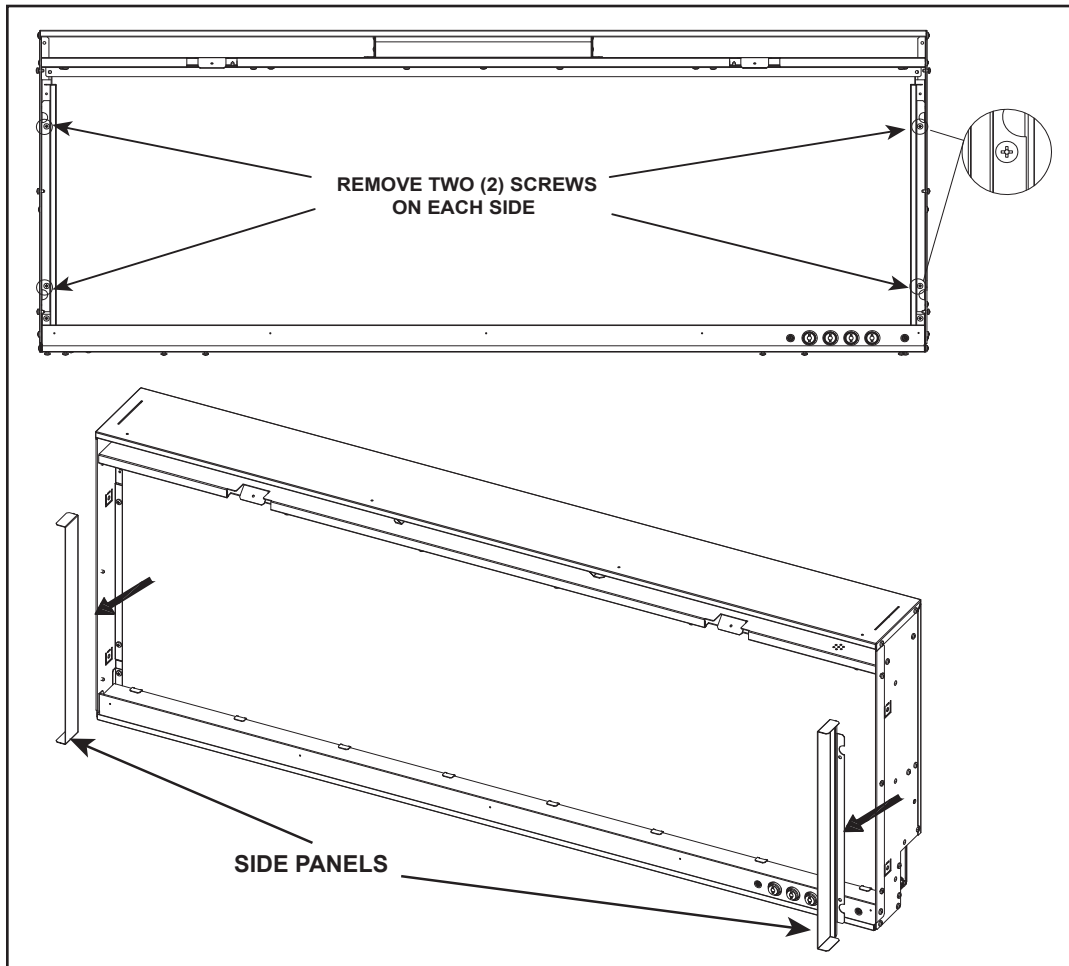


Figure 5 Remove two (2) Screws on Each Side and Remove Panels

5. Using a flathead screwdriver, pry open the tabs as shown in Figure 6. Pry the tabs upward at a 30 degree angle. During this step, take care not to scratch or damage the glass panel behind the tabs.

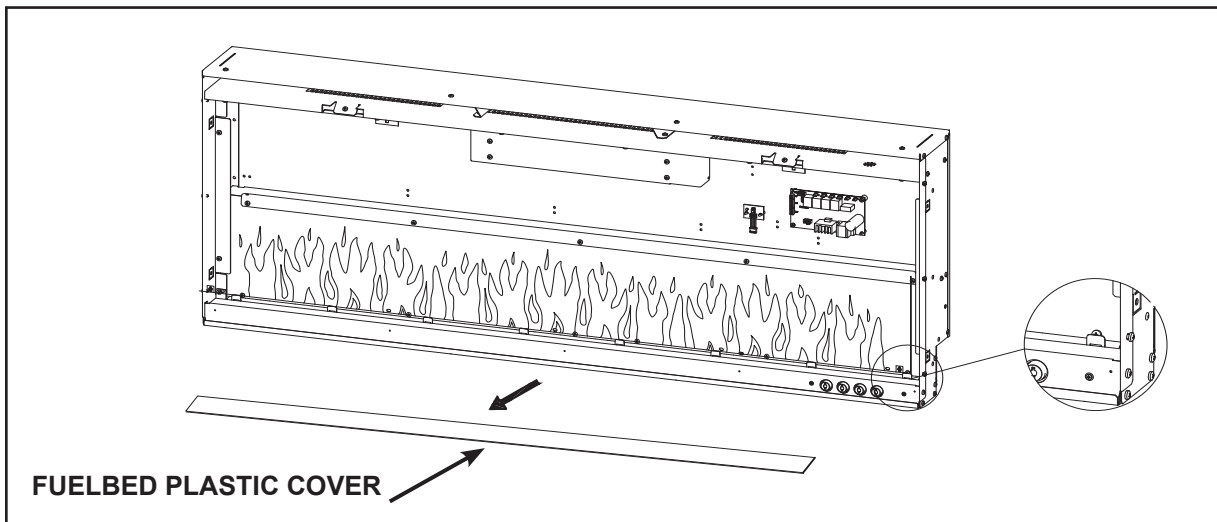


Figure 6 Remove Plastic Cover

6. Remove the fuelbed plastic cover that covers the fuelbed LED light strips. See Figure 6.

## LED Light Board Installation

The LED Service Kit includes LED Light Boards for both the Fuelbed and the Flame effect.

Determine which LED light set to be installed. See Figure 7.

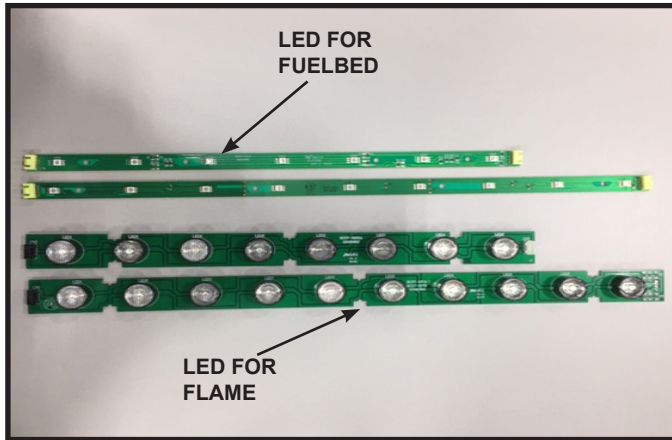


Figure 7 LED Light Board Identification

## Fuelbed LED Light Board Installation

1. Complete Steps 1-6 in Preparation for Component Installation instructions.
2. Locate the Fuelbed LED Light Board cable. See Figure 8.

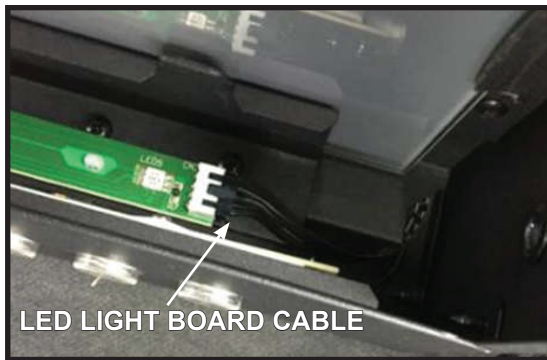


Figure 8 LED Light Board Cable

3. Unplug the LED Light Board cable. See Figure 9.

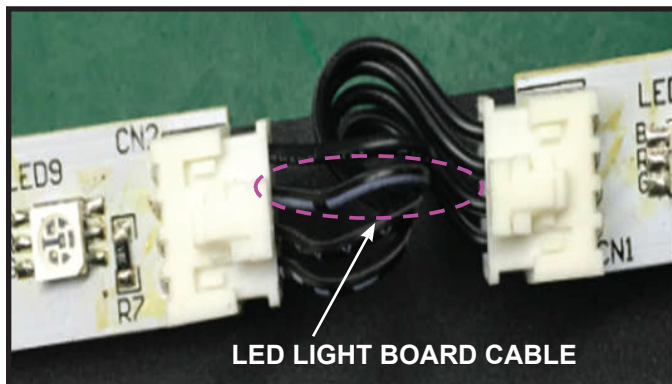


Figure 9 Unplug LED Light Board Cable

4. Remove the LED light board from the bottom isolation columns. Starting at one end of the board use a needle-nose pliers to compress the plastic barbs from each isolation column as each plastic barb is compressed, disengage the LED light board from each barb. See Figure 10.

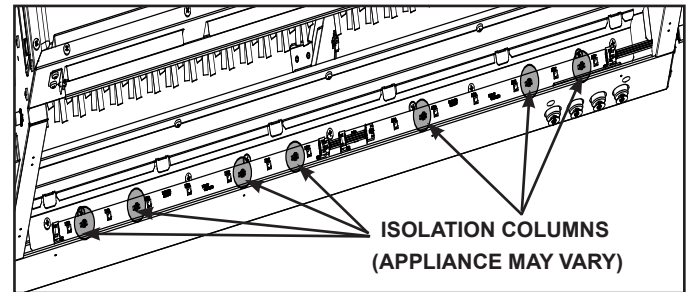


Figure 10 Isolation Columns

5. Remove and discard LED light board, replace with new LED light board. Install new LED light board by engaging the holes in the light board with the plastic barbs, and pressing into position. Reconnect the cables. See Figure 9.

## Touch Button Installation

1. Complete Steps 1-6 in Preparation for Component Installation instructions.
2. Remove the front two (2) ST3X8 screws on the Touch Button Assembly..
3. Unplug the touch button wire connector and remove the Touch Button Assembly. See Figure 11.

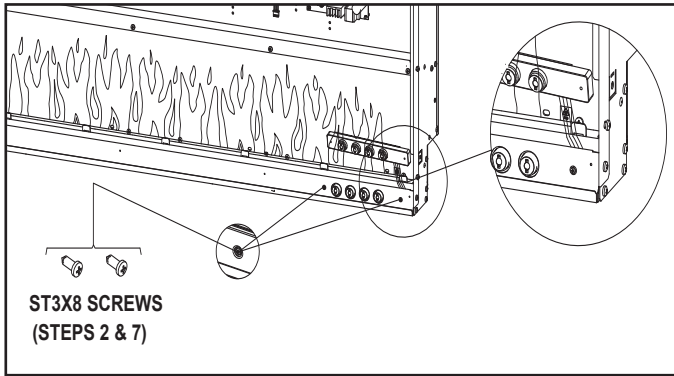


Figure 11 Touch Button Assembly

4. Remove the two (2) screws holding the touch button assembly to the plastic housing. See Figure 12.

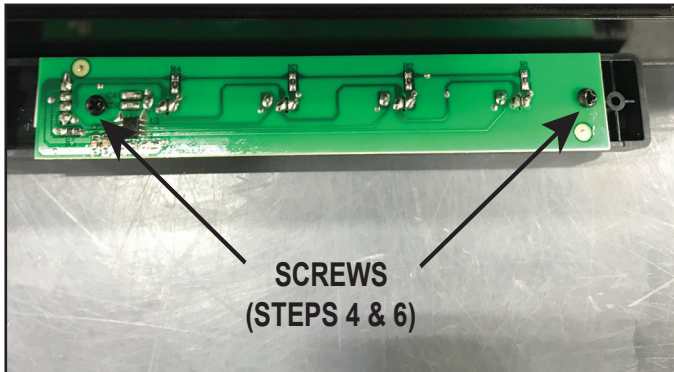


Figure 12 Touch Button board - Plastic Housing

5. Remove the Touch Button board from the plastic housing.
6. Replace the Touch Button Assembly by installing the new Touch Button Board in the plastic housing with button cover. Fasten with two (2) screws.
7. Reinstall the Touch Button Assembly and housing by reconnecting the wire connector and refastening in place with two (2) screws.

## Glass Screen Panel, Receiver Board, Control Board, Heater, Rotisserie, Motor, Flame LED Light Board Installation

1. Complete Steps 1-6 in Preparation for Component Installation instructions.
2. Remove screws holding the screen fixing bracket. See Figure 13.

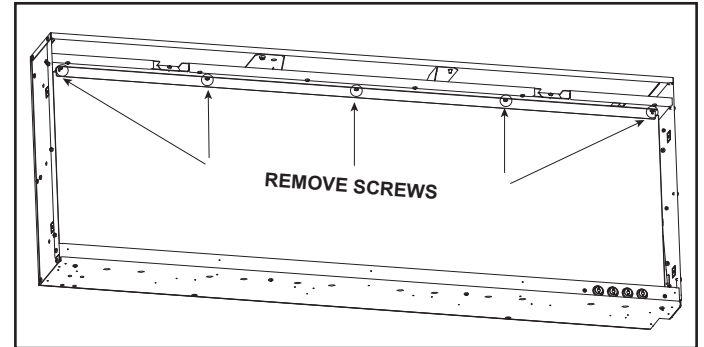


Figure 13 Remove Fixing Bracket Screws

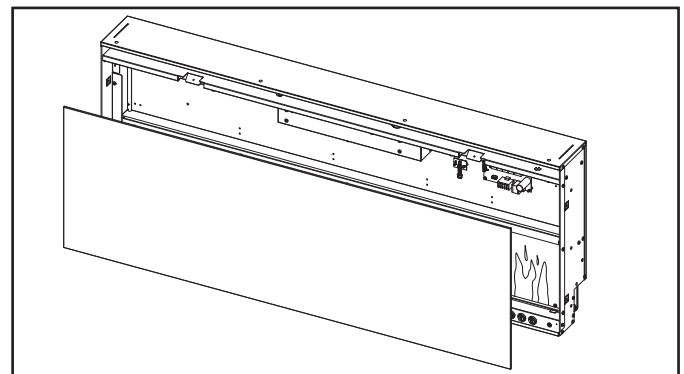


Figure 14 Glass Screen Panel Removal

3. Carefully remove the Glass Screen Panel. Rotate the top edge of the glass panel towards the opening, then lift out the the glass panel from the appliance. Set glass panel aside in a safe location, preferably a soft surface such as carpet or cardboard. See Figure 14.
4. After these steps, the heater assembly, control board assembly and reciever board may be replaced.



**NOTE:** Follow the applicable installation instructions based on component being replaced.

### Receiver Board Installation

1. Locate the Receiver Board in the upper right side of appliance. See Figure 15.

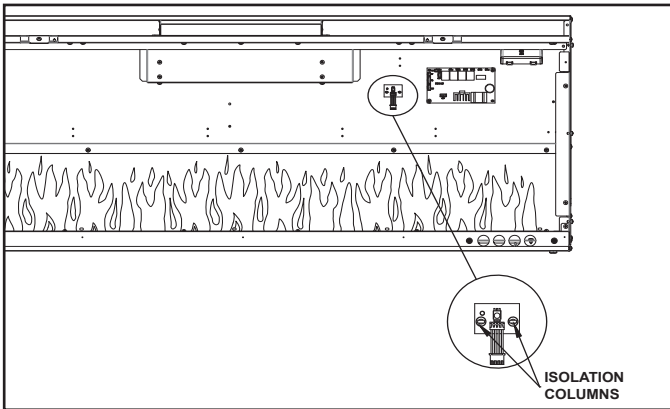


Figure 15 Receiver Board Location

2. Remove the Receiver Board from the isolation columns. Use a needle-nose pliers to compress the barbs on each isolation column.
3. Unplug the cable, remove the Receiver Board and install with replacement board. See Figure 16.

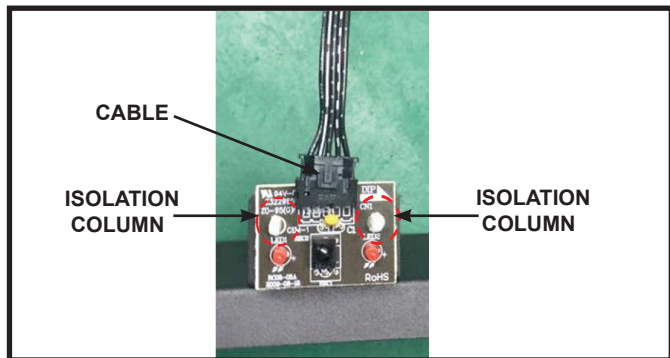


Figure 16 Receiver Board Cable

4. Reverse steps to complete installation.

### Control Board Installation

1. Locate the Control Board. See Figure 17.
2. Unplug five (5) wire connectors from the board and three (3) wire assemblies. See Figure 17.
3. Remove screws securing the board.
4. Remove Control Board from isolation columns by using needle nose to compress the barbs on each isolation column.

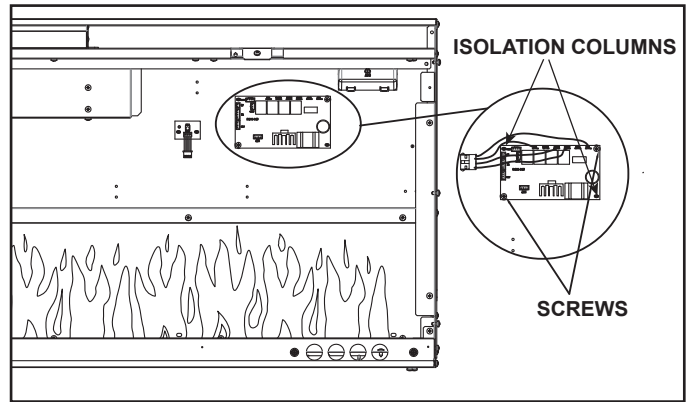


Figure 17 Control Board Installation

5. Install new Control Board by following the removal steps in reverse order.

## Heater Assembly Installation

1. Remove six (6) ST4X8 screws on the heater top securing to the bottom of the appliance. See Figure 18.

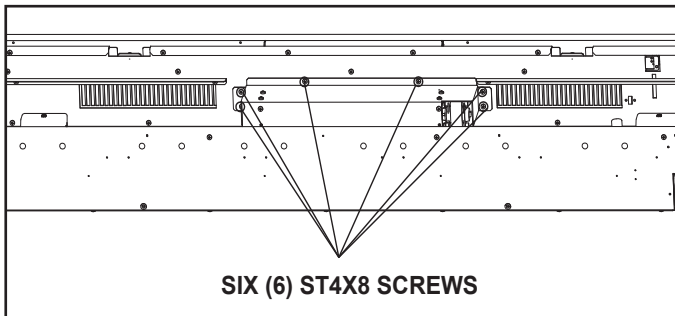


Figure 18 Heater Assembly Screw Location (bottom view)

2. Unplug the wire connector. See Figure 19.
3. Remove the Heater Assembly.

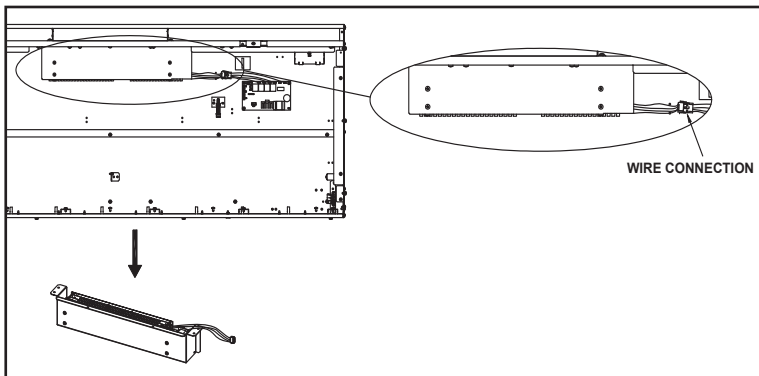


Figure 19 Unplug / Remove Heater Assembly

4. Install new Heater Assembly by following the removal steps in reverse order.

## Flame Screen Installation

1. Remove ST4X8 screws holding the Flame Screen in place. See Figure 20.

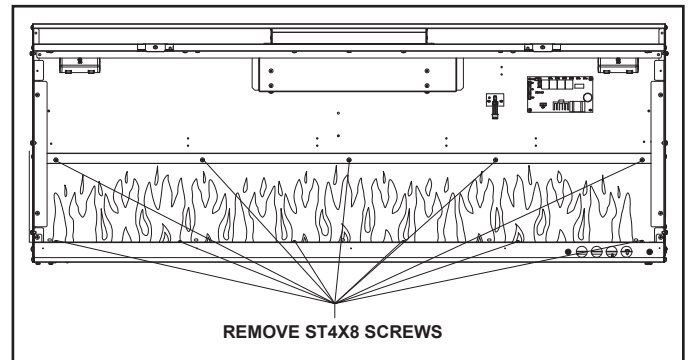


Figure 20 Flame Screen Removal

2. Remove the Flame Screen.
3. After removal of the Flame Screen, the Rotisserie Assembly, Flame LED Assembly and the Motor may be replaced.
4. Install Flame Screen by following the removal steps in reverse order.

## Rotisserie Installation

**Note:** Flame Screen must be removed before Rotisserie replacement can be completed.

1. Remove one (1) ST3X8 screw on the Rotisserie support bracket. See Figure 21.
2. Remove Rotisserie from the rubber sleeve connecting it to the motor.

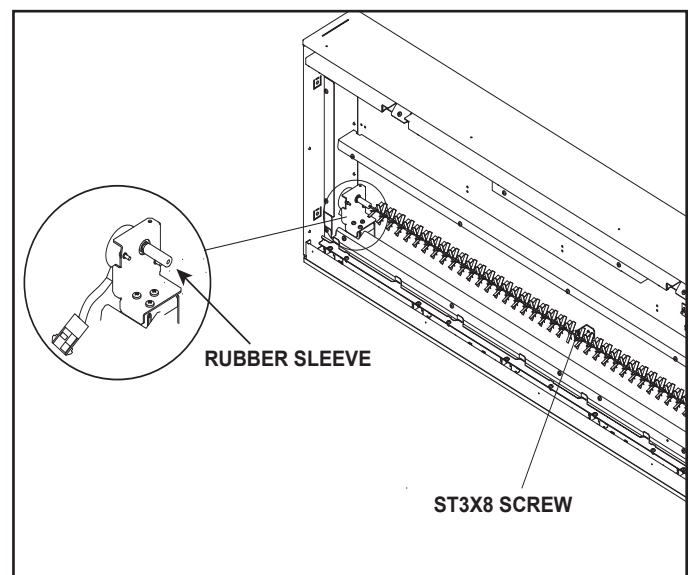


Figure 21 Rotisserie Removal

3. Install new Rotisserie by following the removal steps in reverse order.

## Motor Installation

**Note:** Flame Screen and Rotisserie must be removed before Motor replacement can be completed.

1. Remove three (3) ST4X8 screws on the Motor Bracket. See Figure 22.
2. Unplug the wire connector.

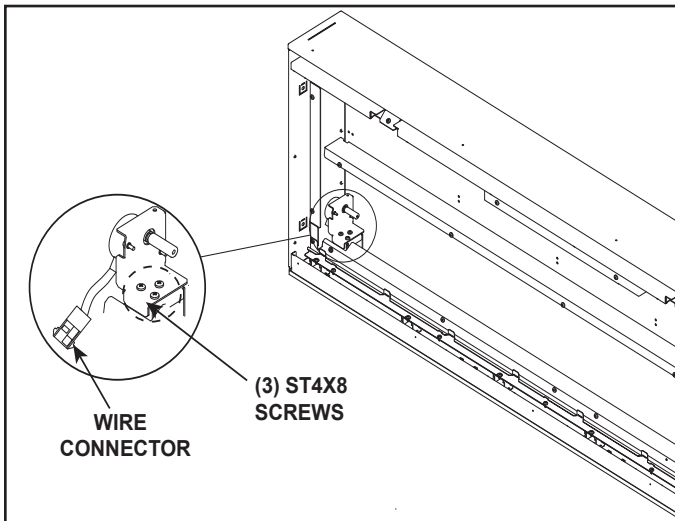


Figure 22 Motor Removal

3. Install new Motor by following the removal steps in reverse order.

## Flame LED Light Board Installation

**Note:** Flame Screen and Rotisserie must be removed before LED Light Board replacement can be completed.

1. Remove screws used to attach the flame screen bracket. See Figure 23.

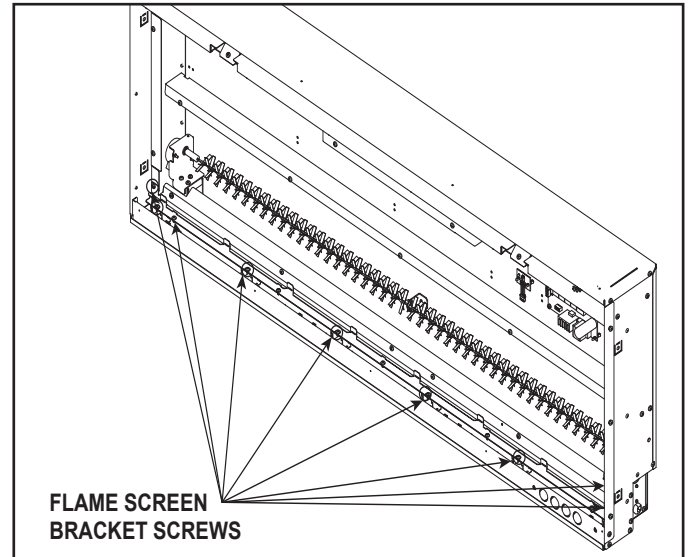


Figure 23 Remove Flame Screen Bracket Screws.

2. Remove flame screen bracket.
3. Unplug cable connection on each end of the LED Board. See Figure 23.
4. Release the LED boards from plastic retainers. See Figure 24.

**Note:** Some retainers may require releasing an adhesive prior to removal.

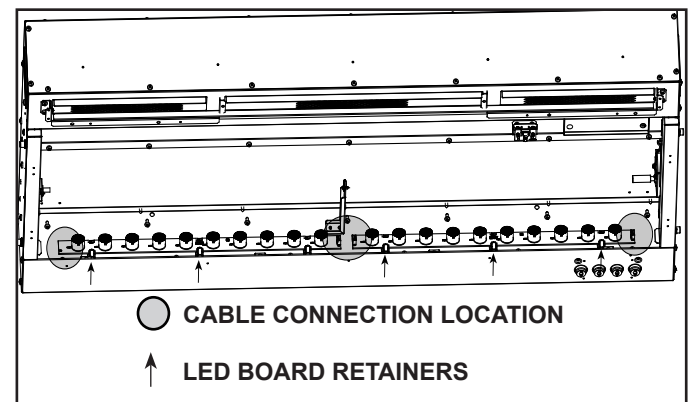


Figure 24 Unplug LED Board Cable Connections

5. To install replacement part reverse the installation steps.



## Power Cord Installation

The appliance power cord has a three pin NEMA-5-15P plug. The power cord should not be used unless a grounded receptacle is available.

1. Remove the terminal block cover plate located on the right end of the appliance.
2. Disconnect the terminal block from the three wires inside the appliance. Wires are released by disconnecting the three conductor wire connector. Discard the terminal block cover plate.
3. Connect the three conductor wire connector to the connector on the block supplied with the power cord kit. See Figure 25.
4. Replace cord kit terminal block cover plate and retaining screws. Plug cord into nearest outlet.

**WARNING! Risk of Fire, Electrical Shock and Injury!**  
Ensure the power cord is not installed so that it is pinched or against a sharp edge and ensure that the power cord is stored or secure to avoid tripping and snagging.

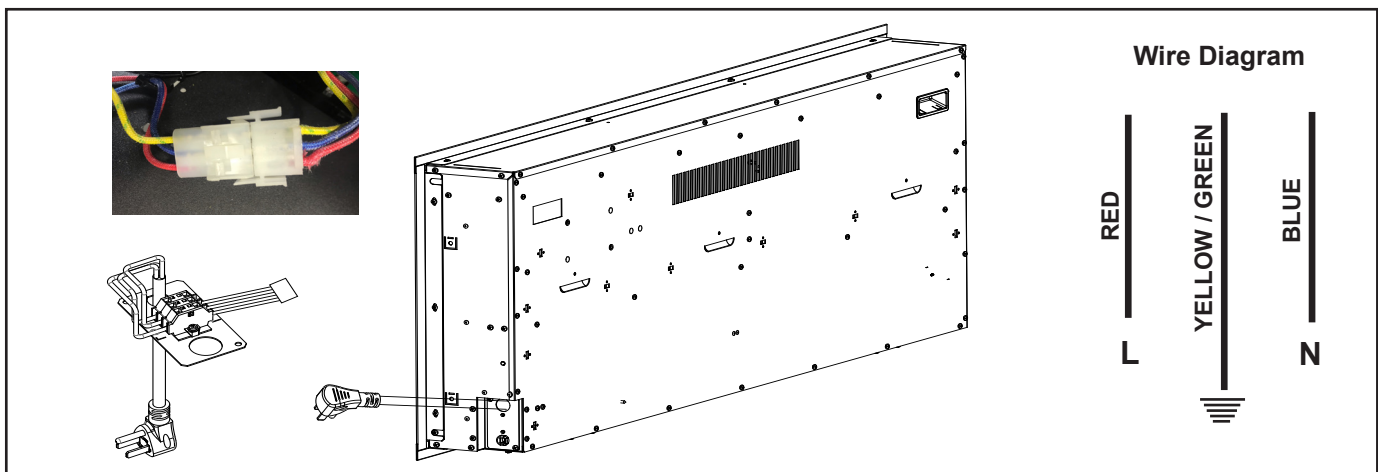


Figure 25 Optional Power Cord Assembly (Only for Direct Wall Mount Installation)

## SimpliFire Troubleshooting Guide

Symptom	Possible Cause	Corrective Action
Circuit breaker trips or fuse blows when unit is turned on	Exceeding current rating of the circuit breaker or fuse, perhaps from operating other appliances on the same circuit as the fireplace	Install unit onto a dedicated 15 amp circuit.
Lights in room dim while the unit is on	Unit is drawing close to circuit current rating	Install unit onto a dedicated 15 amp circuit.
Fireplace will not come on when using the manual controls on the unit	Appliance is not plugged into an electrical outlet	Ensure plug is connected to a working outlet.
	Hard-wire connections not correct (if applicable)	Review wiring instructions to ensure correct connection.
	No incoming power from the electrical outlet or electrical box	Check fuse/breaker panel.
	Defect in control board (PCB)	Replace the control board (PCB).
Remote control does not work	Low/dead batteries	Replace batteries in the remote.
	Remote receiver is blocked, or remote is not pointed directly at the receiver.	Ensure receiver is not blocked. Move closer to the appliance.
	Appliance power switch is in the off "O" position (if equipped)	Turn the power switch on, to the "I" position (if equipped).
	Control board (PCB) malfunction?	Replace control board (PCB).
Heater will not turn on, but flame is functioning	Remote is in thermostat mode and room temperature (temperature at appliance thermistor) is higher than the set point on the remote	Increase thermostat set point on the remote, or exit thermostat mode (press the thermostat button until no temperature set point is displayed on the remote). See "Room Temperature and Thermostat Function" section of the manual.
	Appliance has overheated and safety thermal switch has tripped	Unplug or turn off power at circuit breaker and allow it to cool for 15 minutes. Then plug in the unit or turn power back on at circuit breaker and turn unit back on.
	Defective main control board	Replace control board (PCB).
	Defective heater assembly	Replace heater assembly.
Heater shuts off automatically or won't stay on	Room temperature (temperature at the appliance thermistor) is higher than the set point on the remote	Increase thermostat set point on the remote, or exit thermostat mode (press the thermostat button until no temperature set point is displayed on the remote). See "Room Temperature and Thermostat Function" section of the manual.
	Appliance has overheated and safety thermal switch has tripped	Unplug or turn off power at circuit breaker and allow it to cool for 15 minutes. Then plug in the unit or turn power back on at circuit breaker and turn unit back on.
Heater emits an odor	Normal operation	It is normal for the heater to emit an odor for a brief amount of time after turning on. It is burning off dust that has accumulated on the heater.
Flame does not move at all	Flame rotisserie motor is stalled or malfunctioning	Cycle unit on or off. If problem persists inspect rotisserie and motor for blockage or interference. If no interference, replace the control board (PCB) and rotisserie motor.
Portion of the flame not moving or deformed flame effect	Flame LEDs out of place or dislodged from the LED mounting bracket	Properly reposition flame LEDs into their mounting bracket. See service manual for how to access flame LEDs.
Visible ghosting on the flame screen that does not move with the flame	Downward LED accent lighting (if equipped) is shining on the flame screen instead of directly down on the ember bed	Inspect downward accent lighting and reposition so no light is projecting back onto the flame screen.
Flame shudder	Flame rotisserie contacting other internal components when spinning	Ensure rod is straight and mounted properly and is spinning freely without spindles hitting other components.
	Defective flame rotisserie motor	Replace rotisserie motor.

## SimpliFire Troubleshooting Guide (continued)

Symptom	Possible Cause	Corrective Action
Ember bed does not light up	Ember bed is turned off	Refer to operation section of the user manual.
	Loose wiring	Check wiring to ember bed LEDs.
	Defective control board (PCB)	Replace control board (PCB).
	Defective LED lights	Replace ember bed LED lights.
Fireplace turns on by itself	Defective control board (PCB)	Replace control board (PCB.)
	Similar infrared signal from another remote causing unit to turn on (pre-2019 manufactured units only)	Some TV remotes may cause the fireplace to turn on for appliances manufactured before 2019. Replace control board (PCB).
Excessive noise with heater on	Interference with fan blade	Inspect heater assembly and fan for obstructions or interference.
	Defective blower motor	Replace heater assembly.
Grinding or rubbing noise (when heater is off)	Rotisserie hitting or rubbing against internal components	Ensure rotisserie rod is straight and mounted properly and is spinning freely without spindles hitting other components. If sound is coming from friction with the rotisserie bracket, apply grease to contact point

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