

## SERVICE MANUAL

# Glass Front, Media, LED Light Boards (Fuelbed and Flame), Receiver Board, Rotisserie, Motor, Control Board, Blower/Heater & Mounting Bracket, Power Cord Model: SF-ALL40-BK, SF-ALL48-BK, SF-ALL60-BK, SF-ALL84-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 for 3/16 diameter toggle bolts  
(applicable if installing on drywall-sheathed walls)
- Masonry Drill 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) ST3X8 screws located on the glass panel. See Figure 1.  
**Note:** Do not discard screws, screws will be reused.
2. Lift up evenly on the bottom edge of the glass to disengage the J-hooks from the rivnuts on the appliance.

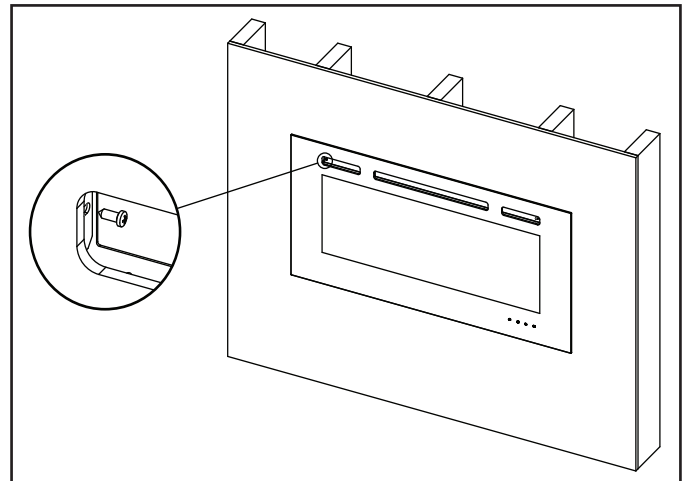


Figure 1. Remove Glass Front

## Glass Replacement (Continued)

### Installing Glass

3. Install front panel. Locate the J-hooks on the back side of the glass on the four rivnuts on the appliance opening. Engage the rivnuts. See Figure 2.
4. Press down on top edge of glass to fully engage J-hooks on the rivnuts.

**Note:** Make sure the glass is fully attached to the fire-box so that the control panel can work properly.

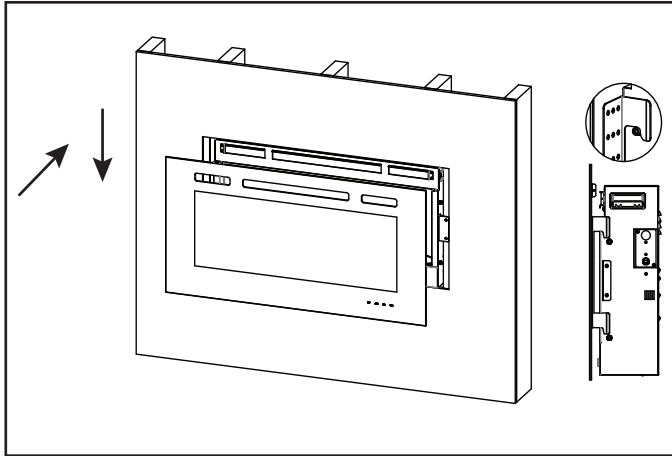


Figure 2. Glass Front Removal/Installation

5. Thread the two (2) ST3X8 screws into the threaded holes on the glass panel. Check the alignment of the glass panel and securely tighten the screws. See Figure 3.

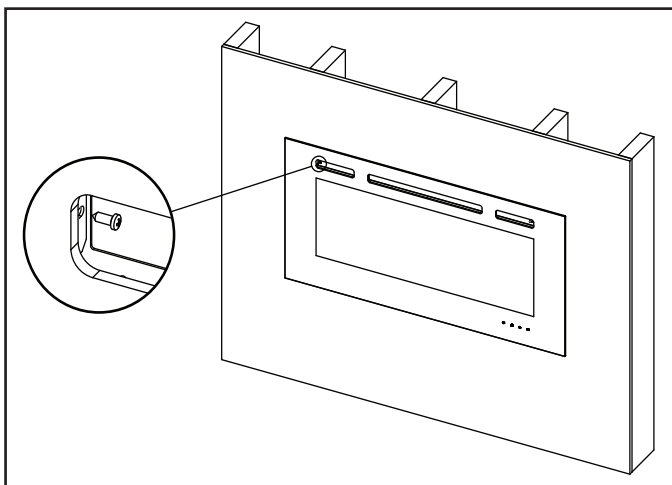


Figure 3. Secure Glass Front

## Stone/Media/Log Installation

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

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

## Preparation for Component Installation

1. 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.
2. Remove the glass front from the appliance. Use two people.
3. Remove appliance the two screws in upper right and left corners of the glass opening. Follow specific instructions from page 1 and 2 for removal of the front glass. See Figure 4.

**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.*

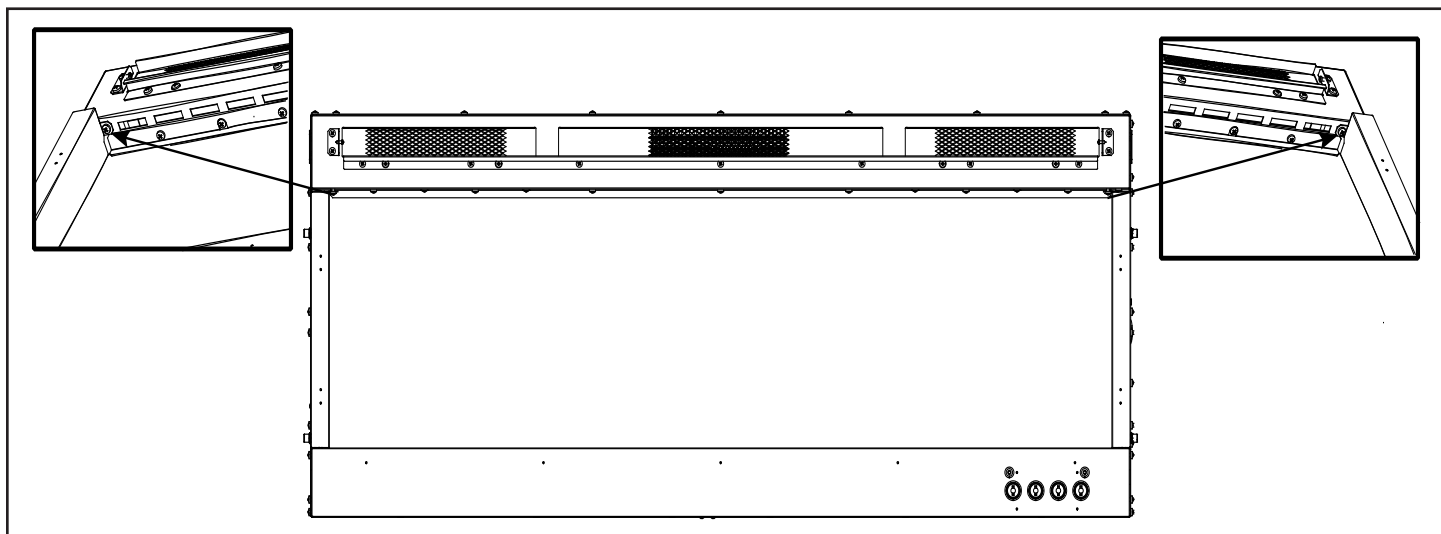


Figure 4. Remove Upper Right & Left Screws

4. Remove right and left side panels by turning the panels inward. See Figure 5.

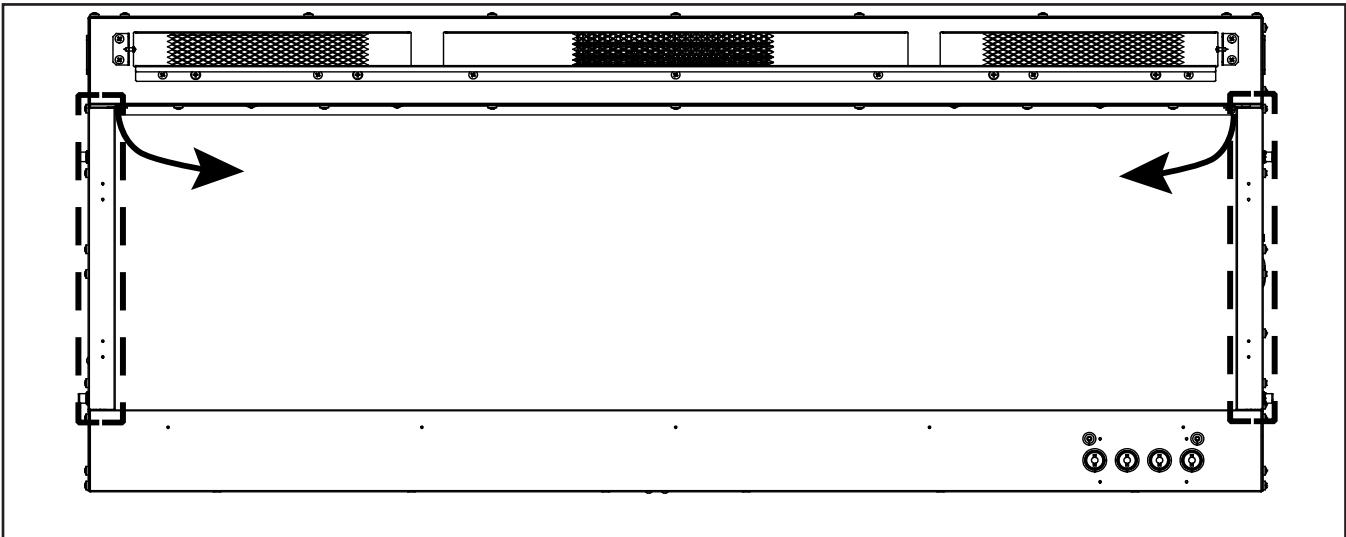


Figure 5. Remove Right & Left Side Panels

5. Using a flathead screwdriver, pry open the seven 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.

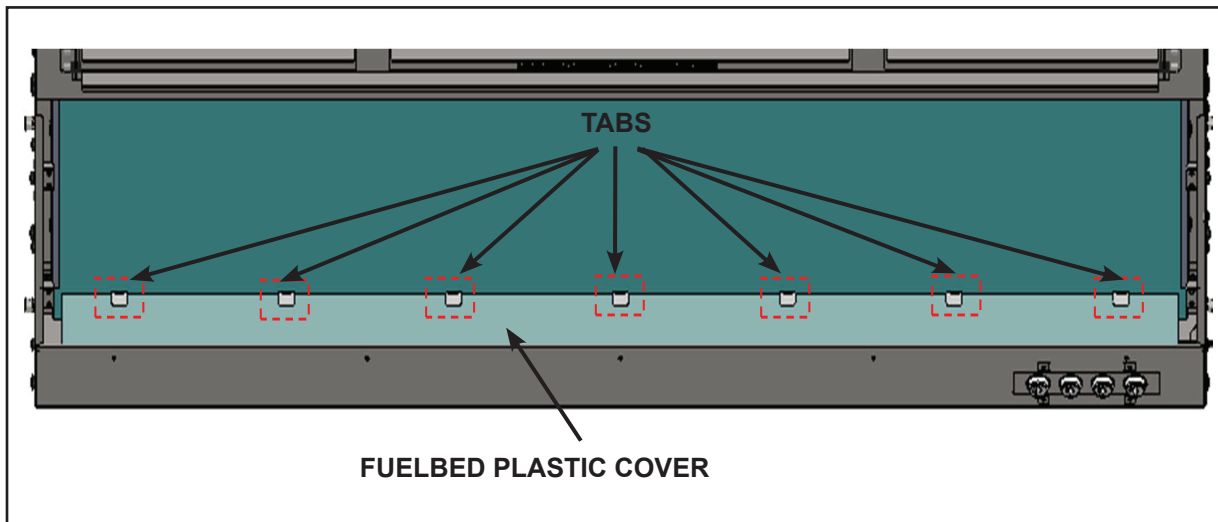


Figure 6. Remove Plastic Cover

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.

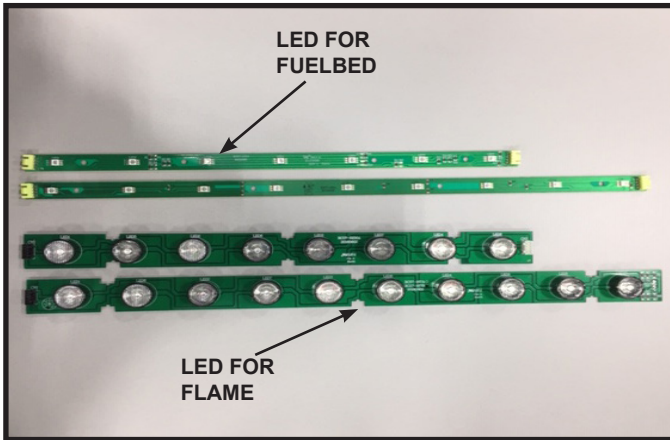


Figure 7. LED Light Board Identification

## 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.

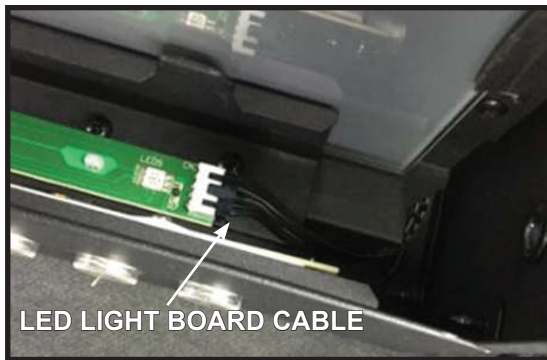


Figure 8. LED Light Board Cable

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

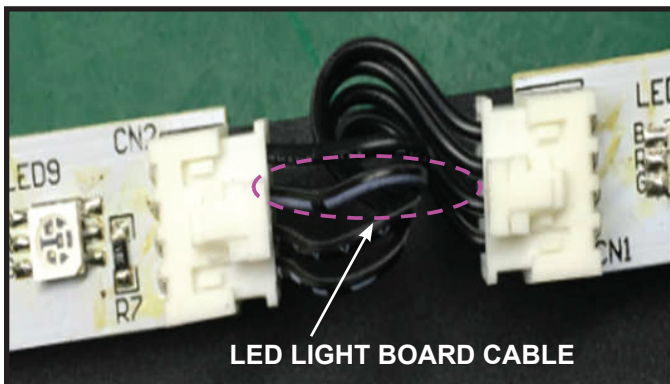


Figure 9. Unplug LED Light Board Cable

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.

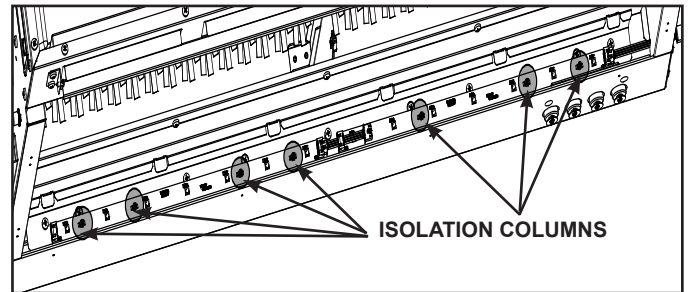


Figure 10. Isolation Columns

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.

## Receiver Board, Rotisserie, Motor, Flame LED Light Board, Control Board and Blower/ Heater Installation

1. Complete Steps 1-6 in Preparation for Component Installation instructions.
2. Remove Phillips screws that attach the Fuelbed LED Light Board to the chassis. See Figure 11.

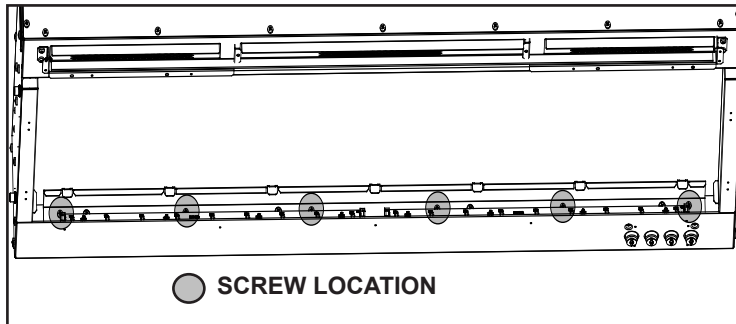


Figure 11. Fuelbed LED Light Board Screw Location

3. Unplug Fuelbed LED Light Board, then lift it from the appliance set aside.
4. Remove Phillips screws from the bracket. Remove the bracket. Set aside. See Figure 12.

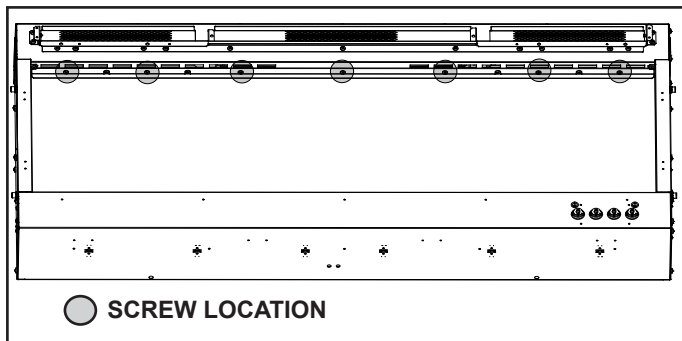


Figure 12. Bracket Screw Location

5. Carefully remove the glass 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.

## Receiver Board Installation

**NOTE:** The following steps (6-9) are only for replacement of the Receiver Board.

If replacing Rotisserie, Motor, Flame LED Light Board, Control Board and/or Blower/Heater continue onto step 10.

6. Locate the Receiver Board in the upper right side of appliance. See Figure 13.

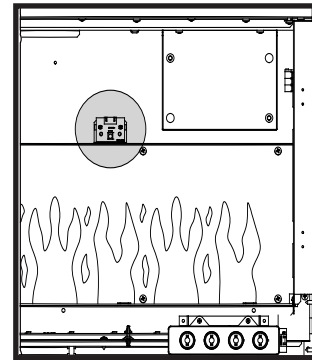


Figure 13. Receiver Board Location

7. Remove the Receiver Board from the isolation columns. Use a needle-nose pliers to compress the barbs on each isolation column.
8. Unplug the cable, remove the Receiver Board and install with replacement board. See Figure 14.

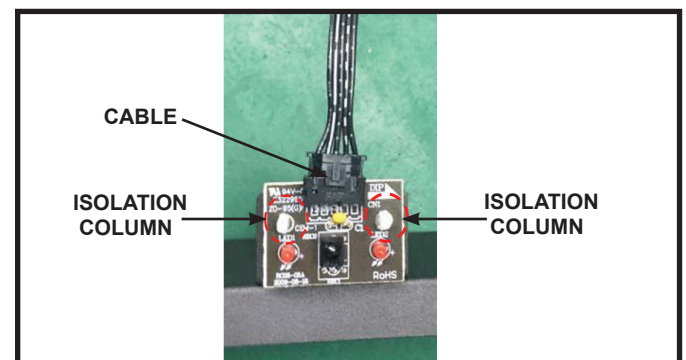


Figure 14. Receiver Board Cable

9. Reverse steps to complete installation.

## Rotisseire Installation

- Remove two (2) Phillips screws at the bottom of the left and right side of the appliance opening. See Figure 15.

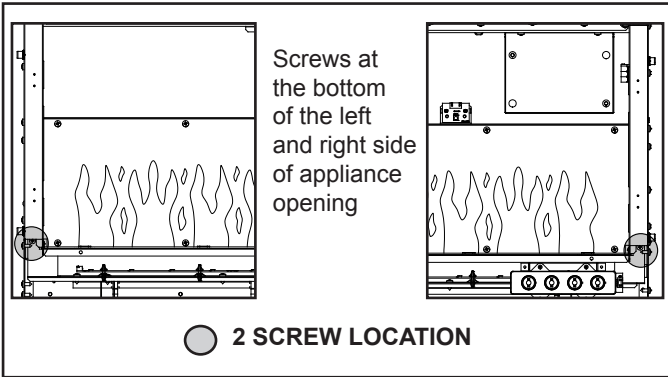


Figure 15. Screw Location

- Remove Phillips screws at the top and bottom of the flame screen. See Figure 16.

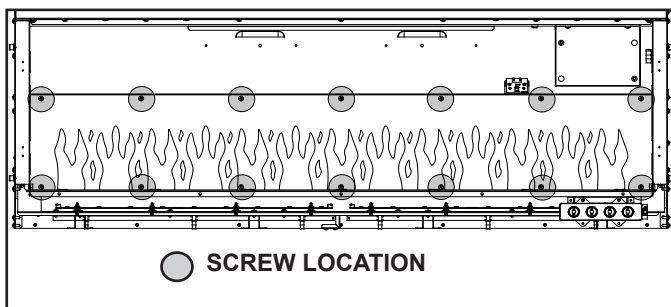


Figure 16. Flame Screen Location

- Remove the flame screen.

**Note:** Be sure to place on a flat surface with the silk screen face-up. This is to prevent any distortion on the screen.

- Remove the center screw located in the center of the Rotisseire. Number of center supports may vary. See Figure 17.

**CAUTION! Risks of Cuts!** Rotisseire has sharp edges that can cut skin. Always wear gloves when servicing the Rotisseire and/or Flame LED and/or Rotisseire Motor.

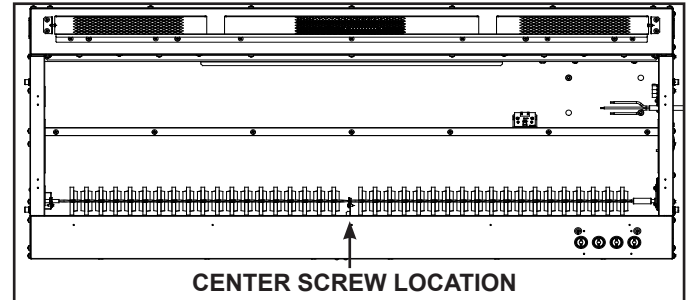


Figure 17. Rotisseire Screw Location

- Pull the Rotisseire to the left to disengage it from the motor, then remove the Rotisseire assembly.

**If replacing only the Rotisseire,** install replacement part and reverse the installation steps.

Be sure the flame screen is installed correctly with the flame silk screen to the outside and flames at the bottom of the appliance.

**If replacing Motor** continue to the next steps 15-18.

**If replacing Flame LED Light Board** continue to step 19.



## Motor Installation

**NOTE:** The following steps (15-18) are only for replacement of the motor.

If replacing Flame LED Light Board, continue onto step 19.

The motor is located in the lower right corner of the appliance.

15. Remove the rubber shaft on the motor. See Figure 18.

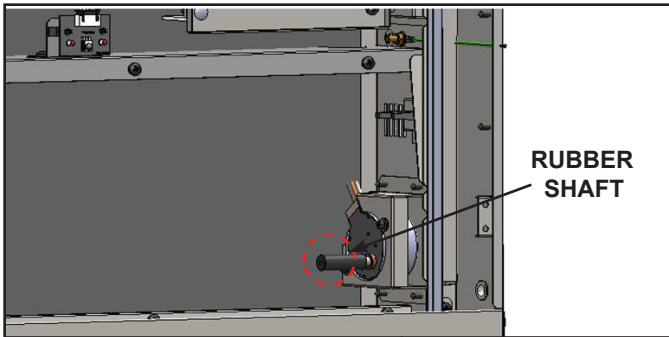


Figure 18. Rubber Shaft Removal

16. Remove the two screws on the motor. See Figure 19.

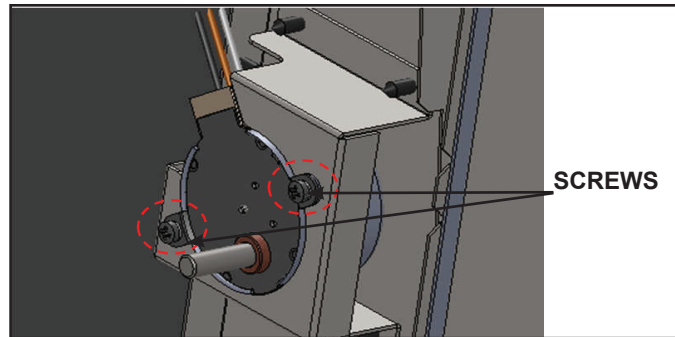


Figure 19. Remove Motor Screws

17. Unplug the motor cable connection. See Figure 20.

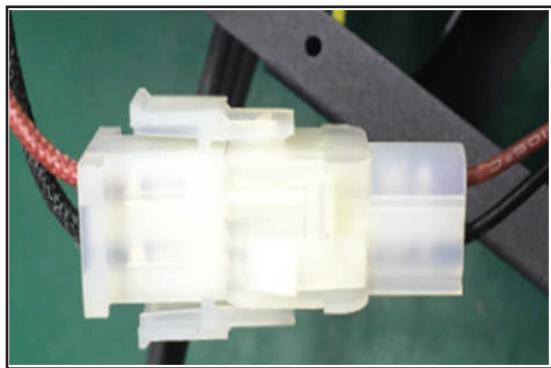


Figure 20. Unplug Motor Cable

18. Install replacement part and reverse the installation steps.

## Flame LED Light Board Installation

19. Remove screws used to attach the flame screen bracket. See Figure 21.

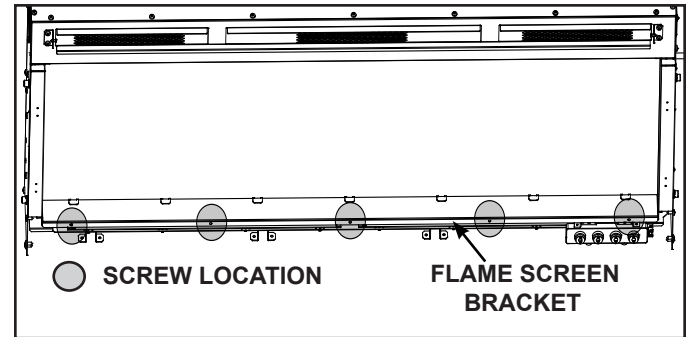


Figure 21. Remove Flame Screen Bracket Screws.

20. Remove flame screen bracket.

21. Unplug cable connection on each end of the LED Board. See Figure 22.

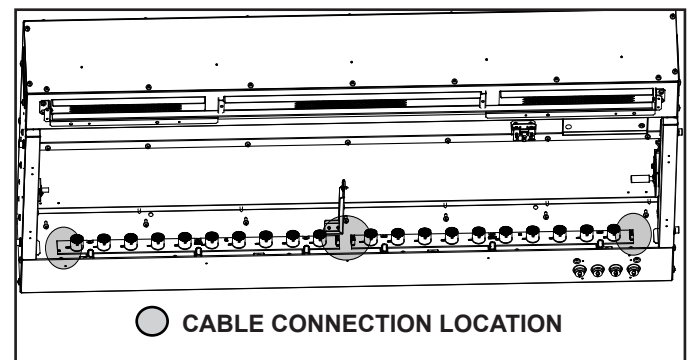


Figure 22. Unplug LED Board Cable Connections

22. Install replacement part and reverse the installation steps.



## Control Board Installation

23. Remove the two (2) Phillips screws. After removing screws the mounting bracket can be lowered down to access the wires. See Figure 23.

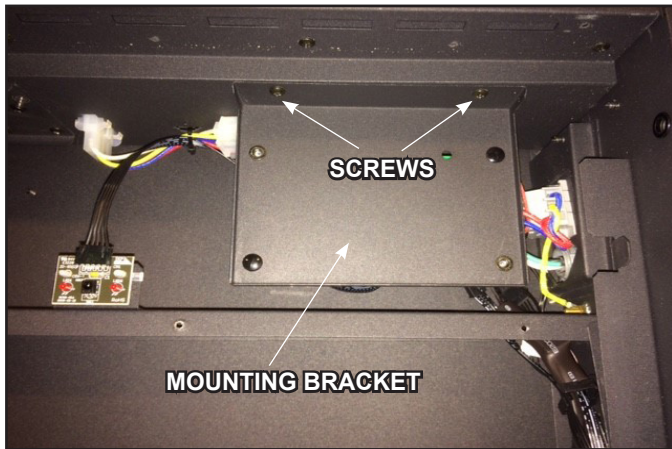


Figure 23. Remove Mounting Bracket Screws

24. Unplug the five (5) pin and socket connectors between the Control Board and the wire harnesses. Tag and label the wire harnesses to ensure that wires will be reconnected correctly. See Figure 24.

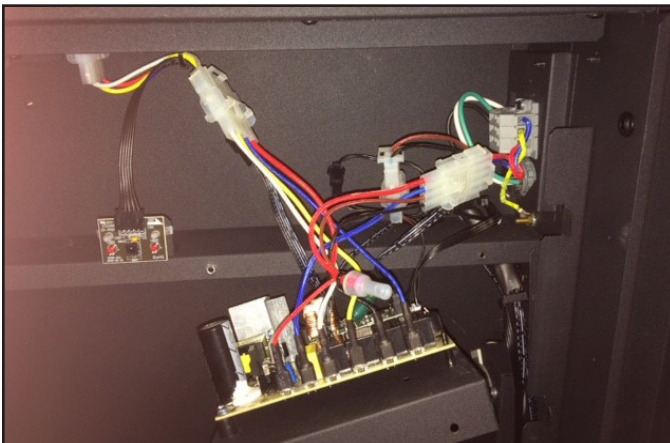


Figure 24. Unplug Control Board

25. Install new Control Board and reverse the installation steps.

## Blower/Heater Installation

26. Locate the four (4) screws on the mounting plate for the blower/heater module. See Figure 25.
27. Remove the four (4) Phillips screws.



Figure 25. Remove Mounting Plate Screws

28. Drop the Blower/Heater module down on the shelf. See Figure 26.
29. Reach up into the right end of the slot, and unplug the cable from the connector.

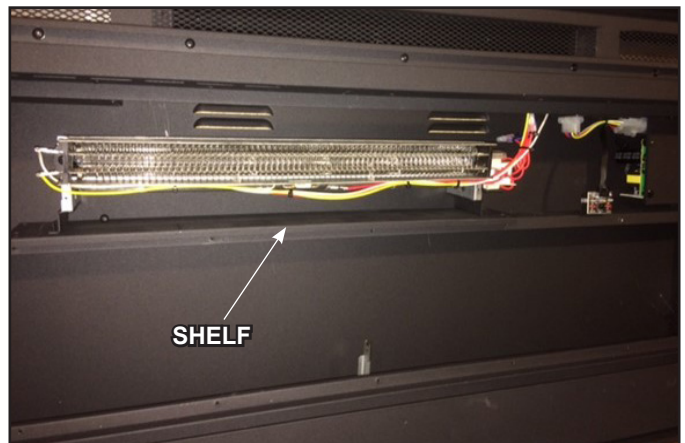


Figure 26. Remove Blower/Heater

30. Install new Blower/Heater and reverse the installation steps.

## Direct Wall Mounting with Wall Mounting Bracket

The wall mounting bracket can be installed on masonry walls such as those constructed of brick or concrete, or to framed walls constructed of wood or steel framing sheathed with gypsum wallboard, drywall, wood, etc. The method used to mount the mounting bracket is different between masonry walls and framed walls. Refer to the following sections for more detail on the method applicable to this installation.

### Framed Wall

- Locate the mounting bracket on the wall in the desired location of the appliance. Level the bracket, then mark its location on the wall, including a marking for each of the fastener holes in the bracket.
- For each of the marked mounting point locations, determine which points align with a structural framing member.
- At the points where a wood or metal framing member exists, the ST6X50 screw can be installed directly into that structural member.
- For every mounting hole that does not align with a structural framing member, a wall board toggle-bolt anchor must be used. See Figure 27.

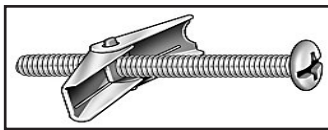


Figure 27. 3/16 Toggle-Bolt Anchor

- The toggle-bolt anchors are provided to accommodate the required anchor points based on the appliance. Use of toggle bolt anchors requires drywall thickness of minimum 1/2 in. and drilled holes size of 5/16 in. diameter.
- Insert the bolt through the front side of the mounting bracket and thread the toggle onto it from the rear of the bracket. See Figure 28.
- Fold the toggle wings flush against the bolt and push them through a drilled hole until the toggle wings expand open on the other side. See Figure 29.
- Pull back on the bolt and tighten. See Figure 29.

**Note:** This product cannot be installed on a wall sheathed with drywall less than 1/2 in. thick, unless all six (6) anchor points in the mounting bracket align with structural framing members.

**WARNING! Risk of Damage or Personal Injury!** Allowable pull-out and shear strength are 25% of ultimate values or less, as required by building authorities.



Figure 28. Toggle Bolt Installation through Mounting Bracket



Figure 29. Installing Anchors in Hollow Wall

### Masonry Wall

- In the marked locations, drill 5/16 in. diameter x 2 in. deep holes. See Figure 30.
- Insert the provided wall anchors into the holes.
- Gently tap the anchors with a hammer until they are flush with the wall surface.
- With mounting hooks pointed up, attach the bracket to the masonry anchors with ST6X50 screws. See Figure 31.

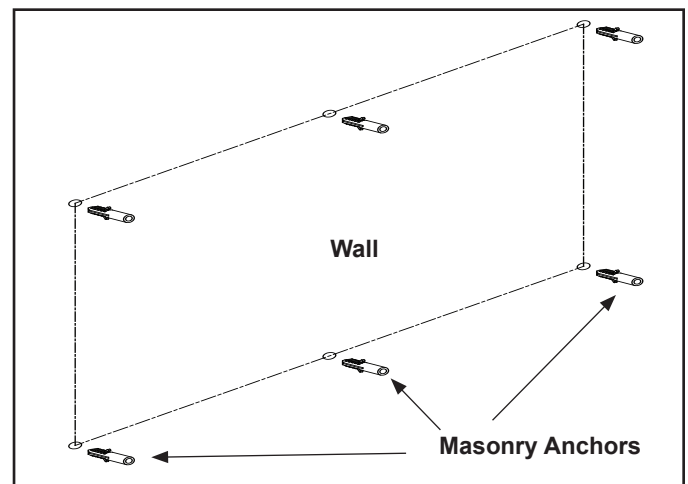


Figure 30. Masonry Anchor Placement

**WARNING! Risk of Damage or Personal Injury!** Do not use supplied masonry anchors on hollow walls, sheathed with wood, gypsum wallboard, drywall or other materials.

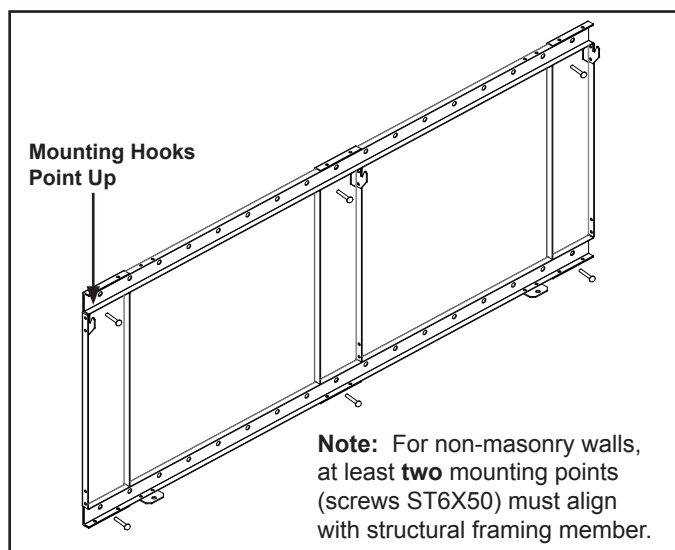


Figure 31. Bracket Attachment

### 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 32.
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.

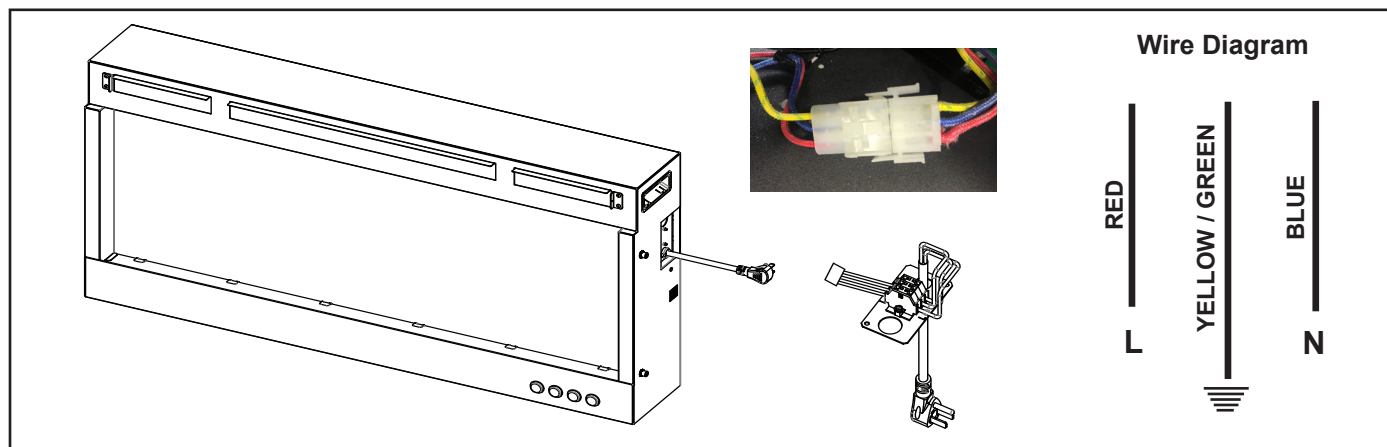


Figure 32. Optional Power Cord Assembly Installation



## 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

SimpliFire, a brand of Hearth & Home Technologies  
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