

# SERVICE MANUAL


## Model: SF-BI30-EB, SF-BI36-EB

- Instructions -

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

This manual will assist a qualified service technician in the replacement of parts. Contact your dealer to arrange a service call by a qualified service technician.

Replacement parts include:	
Description	Part Number(s)
Front	FRONT-BI30-EB, FRONT-BI36-EB
Glass	GLA-BI30, GLA-BI36
Log/Grate Assembly	LOGS-BI30-B, LOGS-BI36-B
Flame Screen	FLAME-BI30-B, FLAME-BI36-B
Refractory	REFRACT-BI30-B, REFRACT-BI36-B
LED Lighting	LED-BI30-B, LED-BI36-B
Heater/Control Board Assembly	HEATER-BI30-B HEATER-BI36-B
Rotisserie Motor and Rod	ROTISS-BI30-EB, ROTISS-BI36-EB
Remote Receiver	RECEIVER -ELECT
Plug-in Kit	PLUGIN-ELECT-B
Mounting Bracket	HRDW-BI

 **WARNING: If the information in these instructions is not followed exactly it may result in personal injury and/or property damage.**


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

### Tools and Supplies Needed

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

- Pliers
- Phillips screwdriver
- Safety glasses
- Flat blade screwdriver

### Replacement Instructions

 **WARNING! Risk of Shock!**  
**Always disconnect power before disassembly or servicing.**

#### Front Replacement (FRONT-BI30-EB, FRONT-BI36-EB)

1. If necessary, place a drop cloth or other material on the hearth or flooring to prevent scratching. Grasp front with two hands. Pull straight back to disengage front from appliance.
2. Install replacement front by aligning the tabs on its back side with the glass C-channel located on the top face of the appliance. Press evenly with two hands to fully engage the front to the appliance.

#### Glass Front Replacement (GLA-BI30, GLA-BI36)

1. If necessary, place a drop cloth or other material on the hearth or flooring to prevent scratching.
2. Remove front. Refer to Front Replacement section for details.
3. Locate C-channel that retains top edge of glass panel. While supporting the glass, remove the screw located in the C-channel at the top two corners of the glass panel. See Figure 1.
4. Pivot glass away from appliance and lift out of bottom retainer channel.
5. Install replacement glass into bottom retainer channel. Take care to properly align the glass with the rubber seal inside the top and bottom retainers.
6. Install C-channel on top edge of replacement glass.
7. Align C-channel with screw holes in appliance. See Figure 1.
8. While supporting glass, install both screws through top C-channel retainer into appliance. Do not over tighten screws.
9. Re-install front.

## Log/Grate Assembly Replacement

(LOGS-BI30-B, LOGS-BI36-B)

1. If necessary, place a drop cloth or other material on the hearth or flooring to prevent scratching.
2. Remove front. Refer to Front Replacement section for details.
3. Remove glass. Refer to Glass Replacement section for details.
4. Locate rubber plugs in each end of the grate. Remove plugs with a small flat screwdriver. Save for later use. See Figure 2.
5. Remove Phillips screw from each end of grate. Lift grate from faux ember bed. Take care to retain screws for grate. See Figure 2.
6. Grasp log ember bed and gently lift up and out of opening; do not pull too far as to damage the wiring. Rotate ember bed to expose electrical wiring.
7. Disconnect lighting LED power source pin connector from back side of ember bed. See Figure 3.
8. Position the log assembly and reconnect lighting LED power source pin connector to back side of replacement ember bed. See Figure 3.
9. Rotate log ember bed and align with floor of opening. Engage back side of ember bed into the opening. Pivot the front of the ember bed into position flat on the floor of the opening. Take care not to pinch wiring under log ember bed.
10. Align the grate and reattach using retained screws. steel brackets under the ember bed. Ensure that wiring is not pinched between log ember bed and steel bracket.
11. Install and tighten the screw in each end of the grate. See Figure 2.
12. Install rubber plugs into holes in each end of grate. See Figure 2.
13. Re-install glass.
14. Re-install front.

## Refractory Replacement

(REFRACT-BI30-B, REFRACT-BI36-B)

1. If necessary, place a drop cloth or other material on the hearth or flooring to prevent scratching.
2. Remove front. Refer to Front Replacement section for details.
3. Remove glass. Refer to Glass Replacement section for details.
4. Remove log/grate assembly. Refer to Log/Grate Assembly Replacement section for details.
5. Side refractory panels are magnetically attached. Use hand to carefully pry along back edge of each refractory panel to disengage it from the appliance. Remove both refractory panels.
6. Remove four thumb screws and metal angle bracket from upper rear of appliance cavity. Retain Screws. See Figure 8.
7. Remove screw at the base that retains the brick panel in the rear appliance cavity. Retain Screws. Remove the brick panel from the cavity. See Figure 13.
8. Install the brick panel into the rear of the cavity. Ensure that it is located so that the notch is in the lower right of the cavity. Secure at the base with retained screws. See Figure 13.
9. Reinstall the metal angle bracket at the upper rear of the appliance cavity and secure with the four retained thumb screws.
10. Install replacement refractory side panels. Align Side panels are magnetic and do not require any other attachment method. Take care to apply even pressure to prevent damage to the replacement panels.
11. Re-install log/grate assembly.
12. Re-install glass.
13. Re-install front.

## Flame Screen Replacement

(FLAME-BI30-B, FLAME-BI36-B)

1. If necessary, place a drop cloth or other material on the hearth or flooring to prevent scratching.
2. Remove front. Refer to Front Replacement section for details.
3. Remove glass. Refer to Glass Replacement section for details.
4. Remove log/grate assembly. Refer to Log/Grate Assembly Replacement section for details.
5. Remove back refractory panel. Refer to Refractory Replacement section for details.
6. Remove the flame screen panel by removing six screws that attach it to the appliance chassis. See Figure 14.
7. Install the replacement flame screen panel, smooth side facing out, and attach with six screws. See Figure 14.
8. If necessary, plug LED wire connection into back side of ember bed. See Figure 3.
9. Re-install refractory.
10. Re-install log/grate assembly.
11. Re-install glass.
12. Re-install front.

## LED Lighting Replacement

(LED-BI30-B, LED-BI36-B)

**Note:** Kit includes all three LED light strip assemblies.

1. If necessary, place a drop cloth or other material on the hearth or flooring to prevent scratching.
2. Remove front. Refer to Front Replacement section for details.
3. Remove glass. Refer to Glass Replacement section for details.
4. Remove log/grate assembly. Refer to Log/Grate Assembly Replacement section for details.
5. Remove the two metal brackets in front of rear LED strip. Remove four screws to remove metal parts. See Figure 4. Take care when repairing model SF-BI36-EB as the LED circuit is attached to the metal bracket. See Figure 7.
6. Locate Lighting LED circuit input power source connectors in rear of opening. Please note, when repairing model SF-BI36-EB, the LED circuit is attached to the metal bracket. See Figure 7. Unplug the two connectors and jumper wire from the three circuit boards. See Figure 6. If epoxy will not allow separation of the two connectors, slide the pair of connectors off the pins of the LED circuit board.
7. Using a pliers, compress each barbed clip along the circuit board while lifting the board evenly to disengage it from the clip. See Figure 5.
8. Remove all three lighting LED circuit boards.
9. Install replacement lighting LED circuit boards into the appliance. Fully engage each barbed clip. See Figure 6.
10. Connect all three lighting LED power source connectors to the three LED circuit boards. See Figure 6.
11. Install metal brackets by attaching with four screws. See Figure 4.
12. Re-install log/grate assembly.
13. Re-install glass.
14. Re-install front.

## Heater/Control Board Assembly

(HEATER-BI30-B, HEATER-BI36-B)

1. If necessary, place a drop cloth or other material on the hearth or flooring to prevent scratching.
2. Remove front. Refer to Front Replacement section for details.
3. Remove glass. Refer to Glass Replacement section for details.
4. Remove four thumb screws and metal angle bracket from upper rear of appliance cavity. See Figure 8.
5. Remove four screws from upper face of appliance. Take care to support the Blower/Heater Module while the screws are removed. See Figure 9.
6. Remove the Blower/Heater Module by lifting back edge slightly then pulling it straight back from the appliance opening. This will reduce the likelihood of damaging the brick panels.
7. Locate the seven electrical connectors on the right side of the appliance cavity. Disconnect each of the five connectors. See Figure 10.
8. Reconnect the seven connectors from the replacement Blower/Heater module to the appliance. See Figure 10.
9. Carefully align the replacement Blower/Heater module horizontally with the opening of the appliance. Install it straight into the opening so that the back edge interlocks with the back wall of the appliance.
10. While supporting the Blower/Heater Module, install the four screws across the upper face of the appliance. See Figure 9.
11. Install the four thumb screws and angle metal bracket in the upper rear of the appliance cavity. See Figure 8.
12. Re-install glass.
13. Re-install front.

## Rotisserie Motor and Rod

(ROTISS-BI30-EB, ROTISS-BI36-EB)

1. If necessary, place a drop cloth or other material on the hearth or flooring to prevent scratching.
2. Remove front. Refer to Front Replacement section for details.
3. Remove glass. Refer to Glass Replacement section for details.
4. Remove log/grate assembly. Refer to Log/Grate Assembly Replacement section for details.
5. Remove refractory. Refer to Refractory Replacement section for details.
6. Remove Flame Screen. Refer to Flame Screen Replacement section for details.
7. Disengage rotisserie rod from motor located in right rear of cavity. Use hand to shift the reflector rod to the left until the rubber coupler on the right end disengages from the motor shaft. See Figure 15.
8. Remove metal bracket in right side of cavity to allow access to the rotisserie motor and wiring connections. Remove two screws to remove panel. See Figure 16.
9. Remove three screws that attach motor mount bracket to the appliance chassis. See Figure 17.
10. Remove the motor and bracket from the chassis until the electrical connector is visible. See Figure 18.
11. Disconnect the electrical connector to the motor. See Figure 18.
12. Install the replacement motor on the bracket.
13. Reconnect the electrical connector between the motor and the appliance. See Figure 18.
14. Install the motor mount bracket to the chassis with three screws. See Figure 17.
15. Install the replacement reflector rod. Install the left end of the rod into the bushing in the left rear of the cavity. Align the rubber coupler with the motor shaft. Shift the rod to the right until the rubber coupler fully engages the motor shaft. See Figure 15.
16. Reinstall metal bracket in front of faux motor. Install two screws to fasten the panel. See Figure 16.
17. Re-install flame screen.
18. Re-install log/grate assembly.
19. Re-install refractory.
20. Re-install glass.
21. Re-install front.

## Remote Receiver Replacement

### (RECEIVER-ELECT)

1. If necessary, place a drop cloth or other material on the hearth or flooring to prevent scratching.
2. Remove front. Refer to Front Replacement section for details.
3. Remove glass. Refer to Glass Replacement section for details.
4. Remove log/grate assembly. Refer to Log/Grate Assembly Replacement section for details.
5. Remove side and back refractory. Refer to Refractory Replacement section for details.
6. The remote receiver is positioned in the center of the appliance behind the back refractory. See Figure 10. Disconnect the wiring harness from the top of the receiver. See Figure 12.
7. Using a pliers, compress each barbed clip while lifting the remote receiver board evenly to disengage it from the clip. Carefully align the new remote receiver board to the barbed clips and push in place.
8. Securely reconnect the wiring harness.
9. Re-install refractory panels.
10. Re-install log/grate assembly.
12. Re-install glass.
13. Re-install front.

## Leveling Brackets Replacement (HRDW-BI)

Install leveling brackets (2) by aligning them to the preset holes on the top of the appliance. Use two screws (ST4 x 8) per bracket to secure the appliance. See Figure 19.

### Plug-in Kit (PLUGIN-ELECT-B)

To attach plug-in kit for 120V applications, follow the steps below:

1. Remove the screws securing the junction box cover plate on the upper right side of the appliance.
2. Gently pull cover plate away from unit and unplug white connector.
3. Attach the white connector on the supplied plug-in kit.
4. Inspect all wire connections for any exposed wires.
5. Secure junction box cover plate.
6. Confirm the selector switch located behind the glass on the ceiling of the unit is set to 120V.



## Mounting Bracket Replacement (HRDW-BI)

1. Install the mounting brackets (2) by aligning them with the pre-drilled holes located on the side of the appliance. Use two screws (ST4 x 8) per bracket to secure to the appliance. See Figure 19.



Figure 1 Top Glass Retainer Screw Location



Figure 2 Grate and Log Screw Location

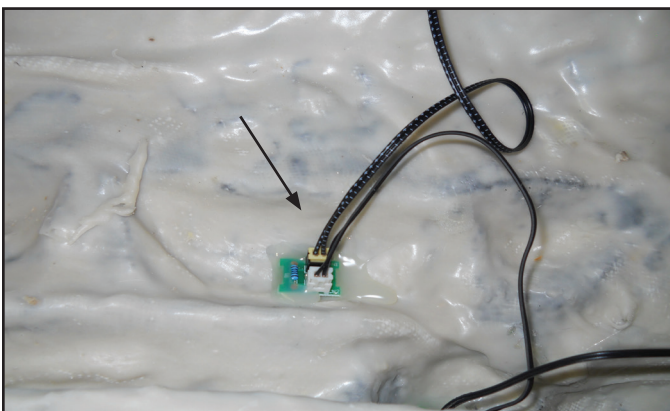


Figure 3 Light LED Connection on Bottom of Log Ember Bed

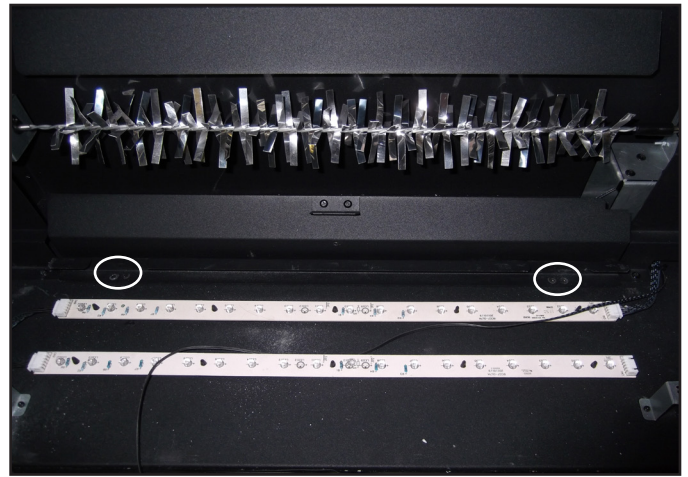


Figure 4 Removal and installation of 30" LED access panel



Figure 5 Barbed Clip Access during LED Circuit Board Replacement



Figure 6 Light LED Circuit Power Source Connectors or 30" unit



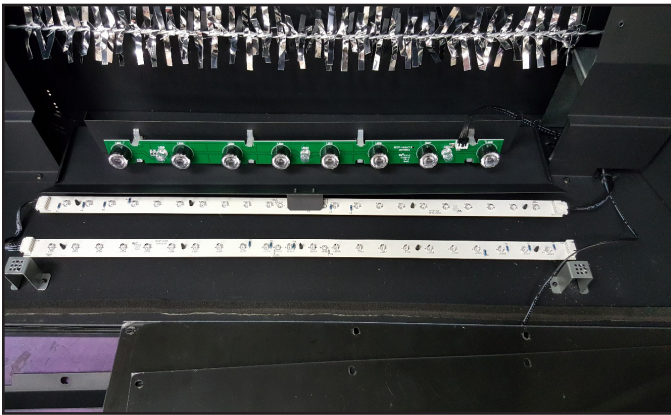


Figure 7 Light LED Circuit Power Source Connectors for 36" unit Attached to Bracket

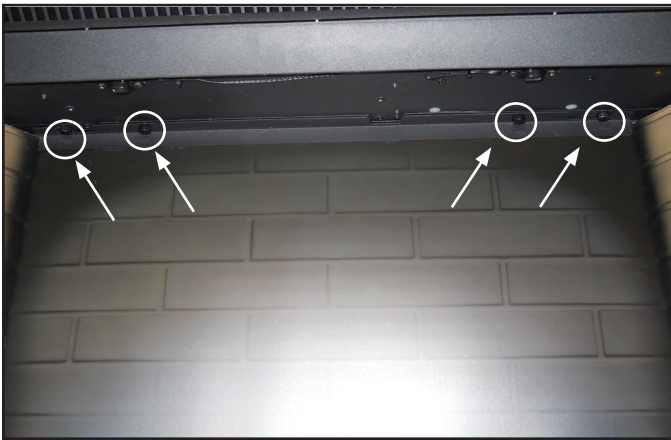


Figure 8 Four Thumb Screws located in Upper Rear of Appliance Cavity

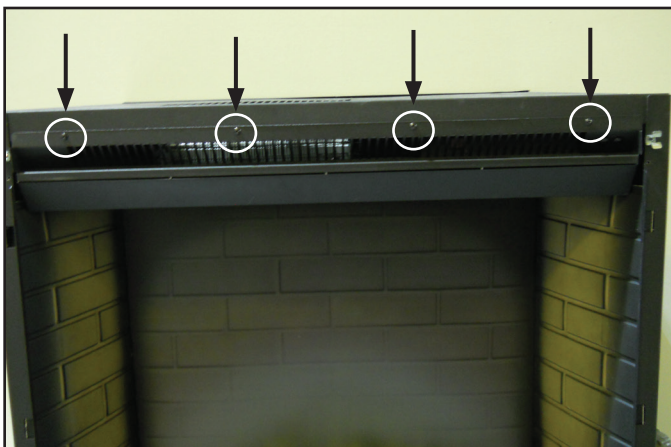


Figure 9 Four Screws that attach Blower/Heater Module to Upper Face of Appliance

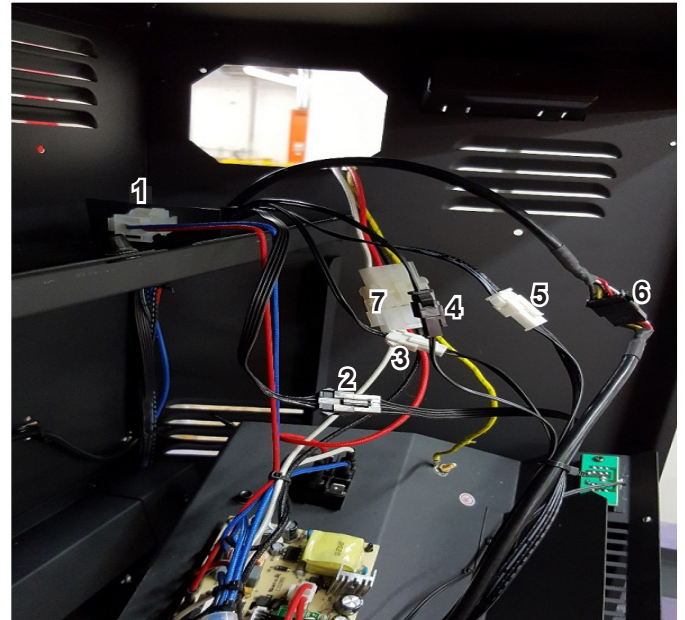


Figure 10 Seven Electrical Connections required for Heater/Blower Module Removal and Installation

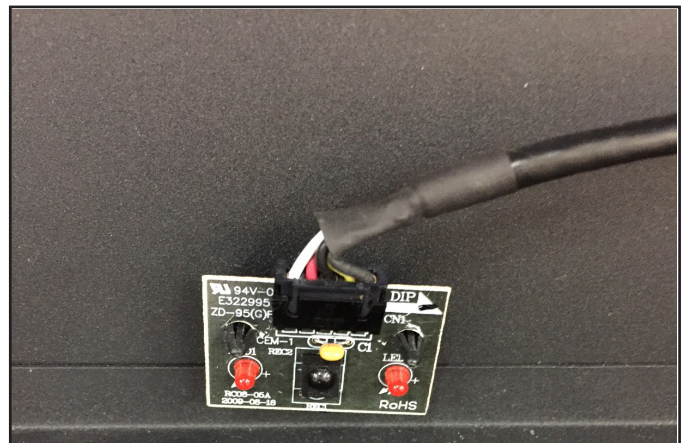


Figure 11 Remote Receiver Board



Figure 12 Disconnect Wiring Harness from Remote Receiver Board



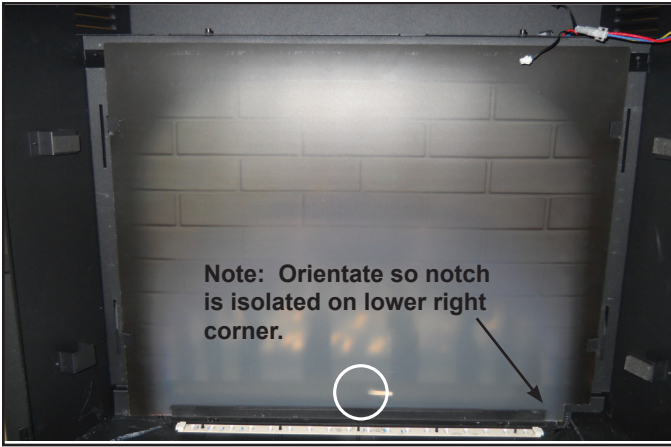


Figure 13 Location of one screw that retain Brick Panel to Rear Wall of Appliance

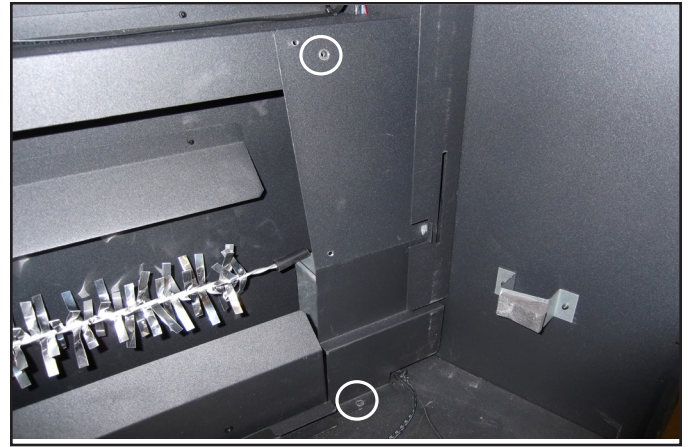


Figure 16 Removal and installation of faux flame access panel.

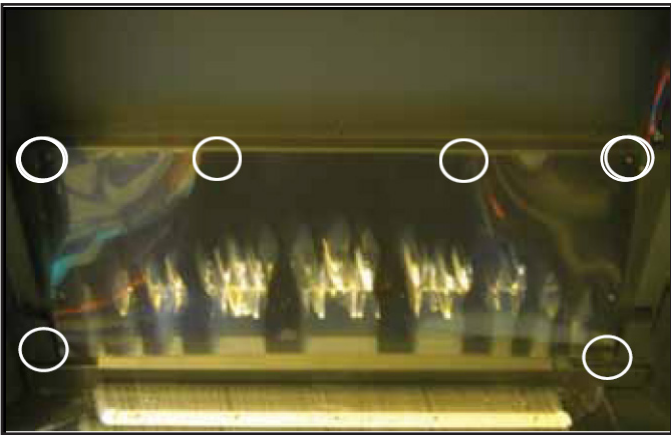


Figure 14 Location of six Screw Fasteners that attach Flame Screen to Chassis

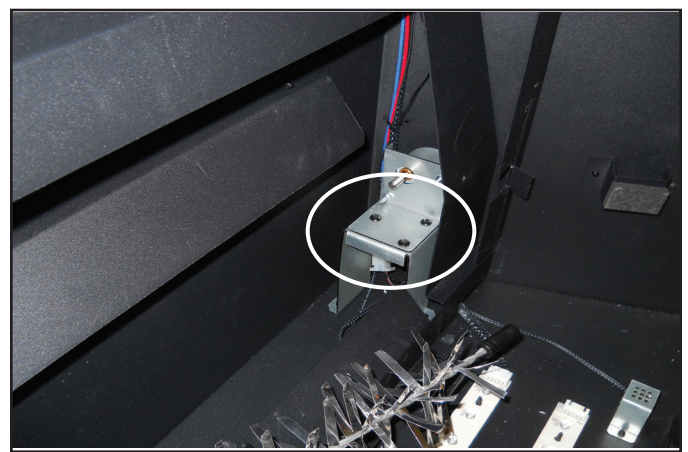


Figure 17 Location of three Screws that attach Motor Mount Bracket to Appliance

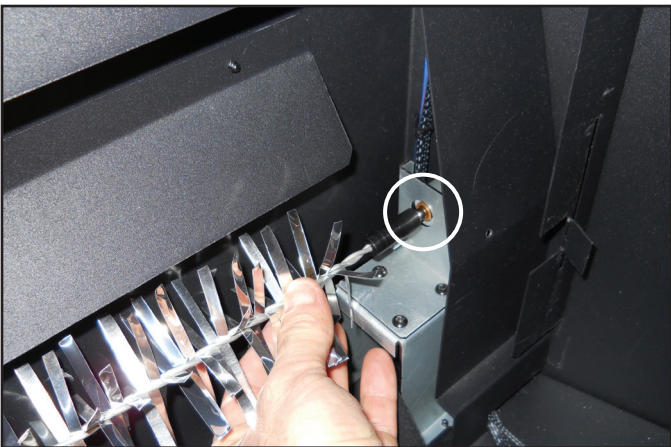


Figure 15 Removal and Installation of Reflector Rod Coupler to Motor Shaft



Figure 18 Electrical Connection required for replacement for the Faux Flame Motor.



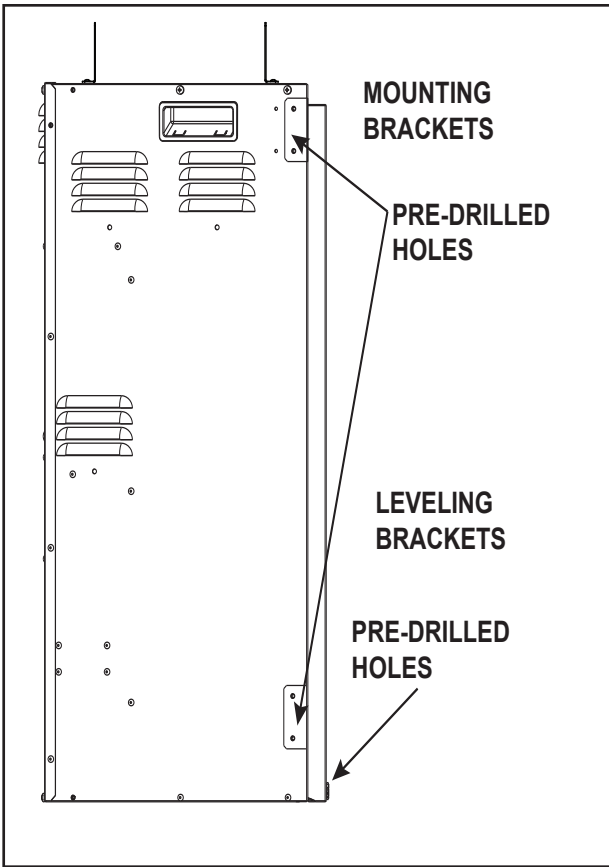


Figure 19 Pre-Drilled Bracket Holes

## 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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