



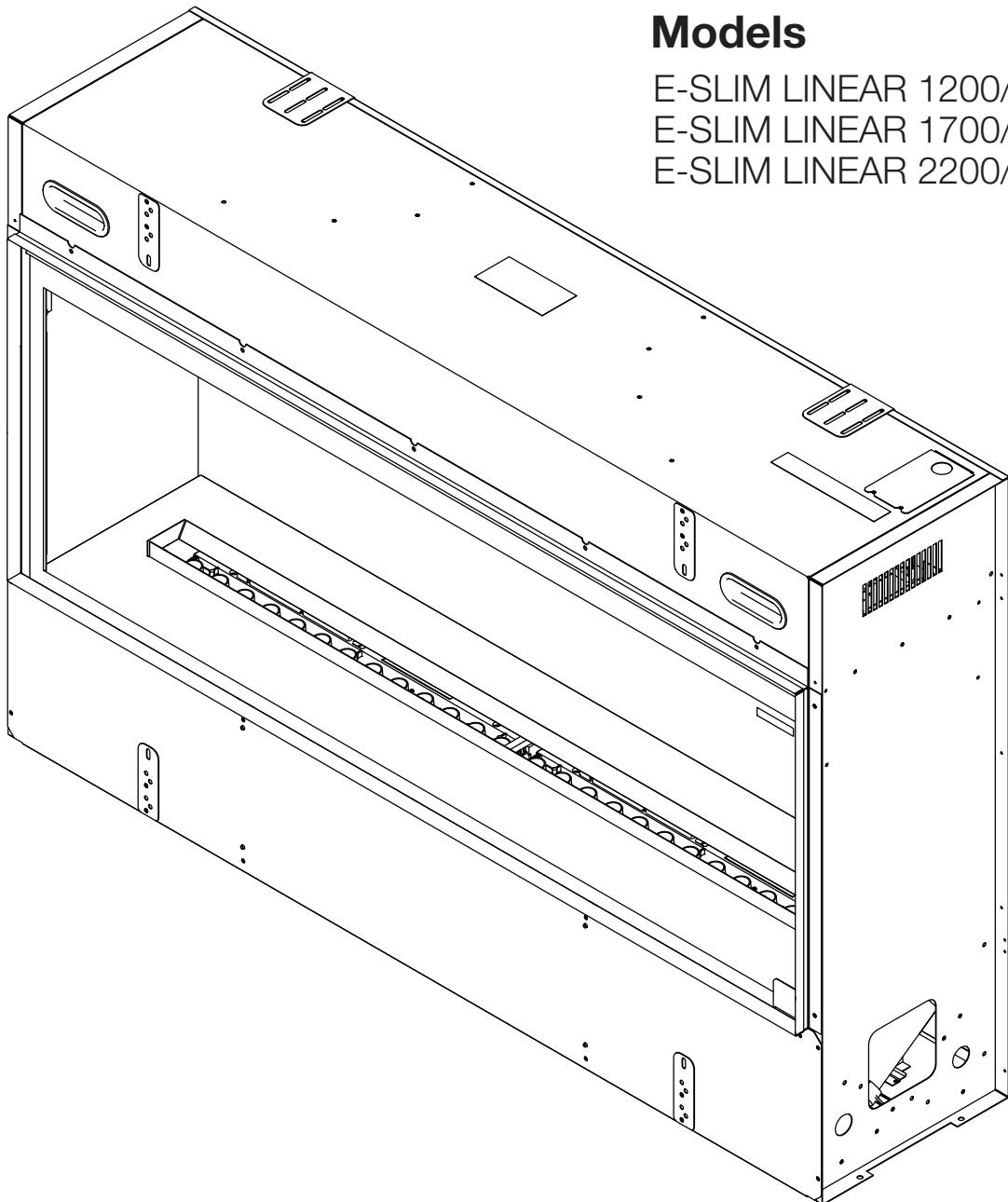
Service Manual

Models

E-SLIM LINEAR 1200/450 I

E-SLIM LINEAR 1700/450 I

E-SLIM LINEAR 2200/450 I



IMPORTANT SAFETY INFORMATION:

Read this manual first before attempting to install or use this electric fireplace. Always comply with the warnings and safety instructions contained in this manual to prevent personal injury or property damage.

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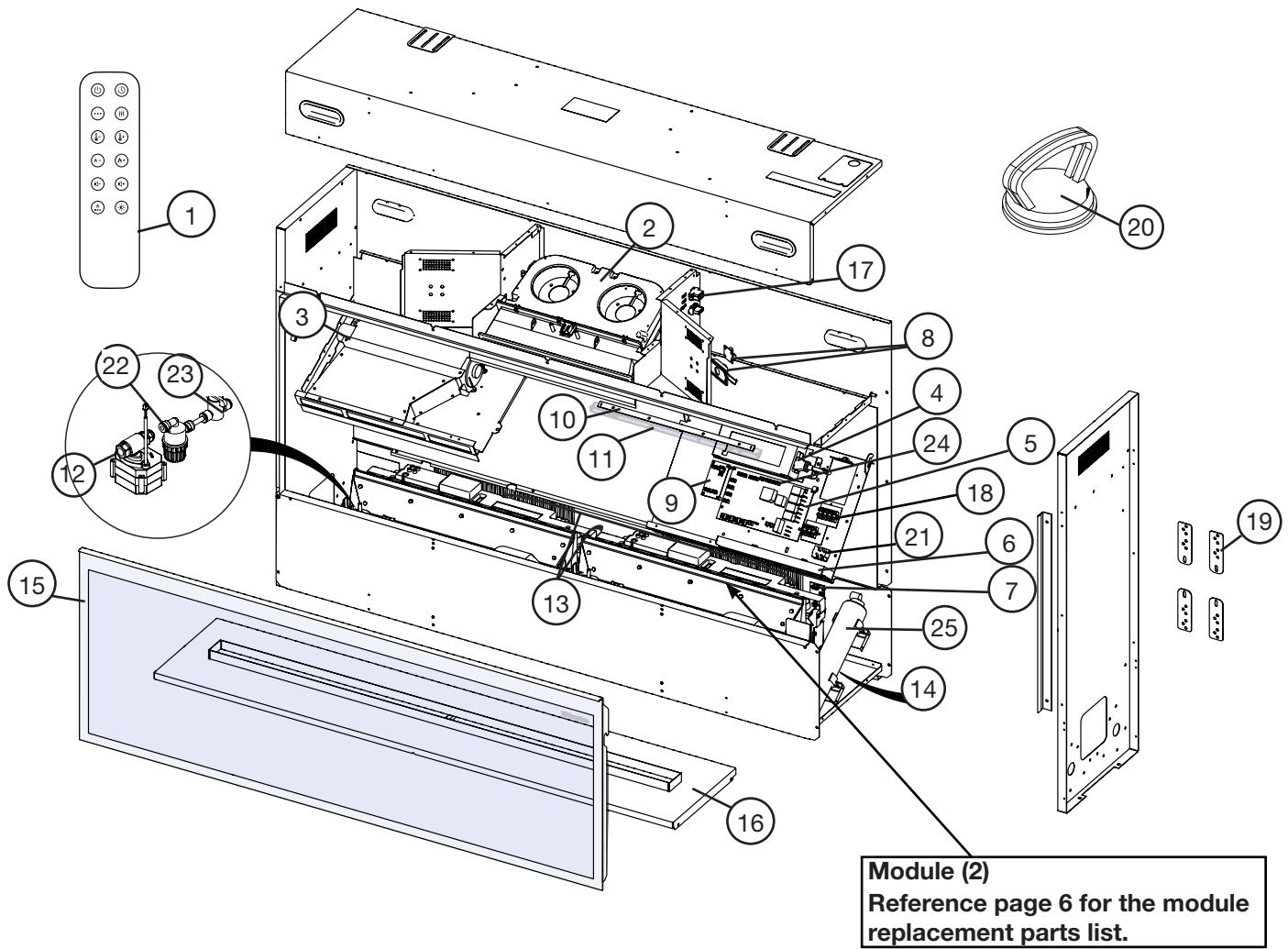
Conventions used in this manual:

! **NOTE:** Procedures and techniques that are considered important enough to emphasize.

⚠ **CAUTION:** Procedures and techniques which, if not carefully followed, will result in damage to the equipment.

⚠ **WARNING:** Procedures and techniques which, if not carefully followed, will expose the user to the risk of fire, serious injury, or death.

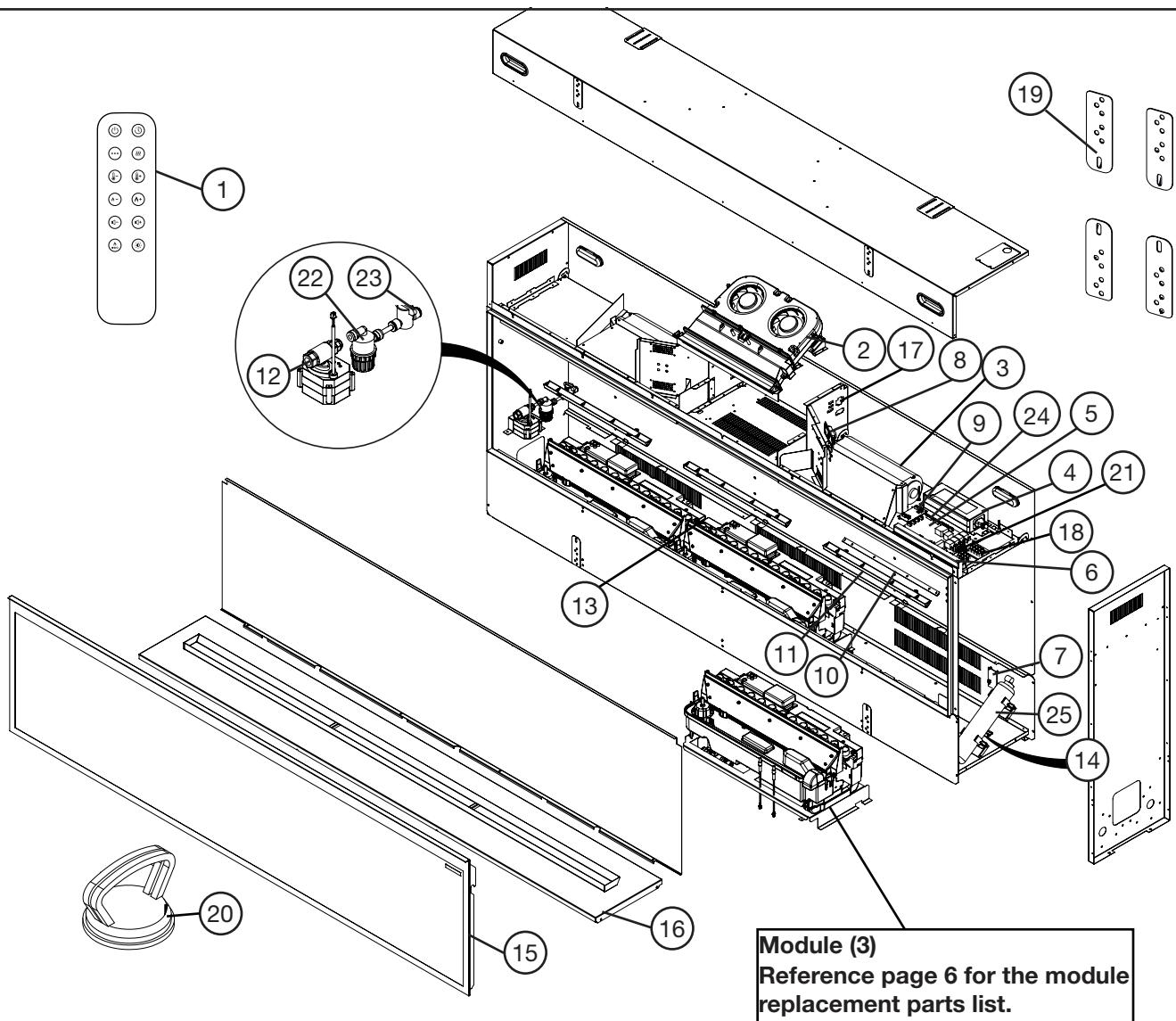
Exploded Parts Diagrams



E-SLIM LINEAR 1200/450 I

1. Remote Control	03.08.002.112	13. Module Wire Harness Set	X-9602790100RP
2. Heater Assembly	06.09.001.047	14. Temperature Sensor (NTC)	06023679
3. Extractor Fan	X-9602690100RP	15. Front Glass	04.06.001.148
4. Power Adaptor	06.09.001.049	16. Media Plate	X-9602660100RP
5. Main Control Board	X-9602710100RP	17. Upper Wire Harness Set	X-9602900100RP
6. Hidden Touch Controls (controls + housing)	X-9602720100RP	18. Main Terminal Block	X-9602830100RP
Hidden Touch Display Housing with Glass (housing ONLY)	500002707	19. Mounting Brackets	X-9602820100RP
7. LIN Splitter Board	X-9602740100RP	20. Suction Cup	20856300
8. Soundboard & Speaker	X-9602750100RP	21. ON/OFF Switch	X-2800070400RP
9. Top LED Driver Board	X-9602760100RP	22. Mesh Water Filter	06023605
10. Top LED Strip (2)	X-9602770100RP	23. Ball Valve	06023884
11. Top LED Strip Holder	X-9602770200RP	24. Control Board Jumper Cap (permanent heat disable)	X-4300520100RP
12. Electro-mechanical Valve	06023853	25. Inline Water Filter	06023397

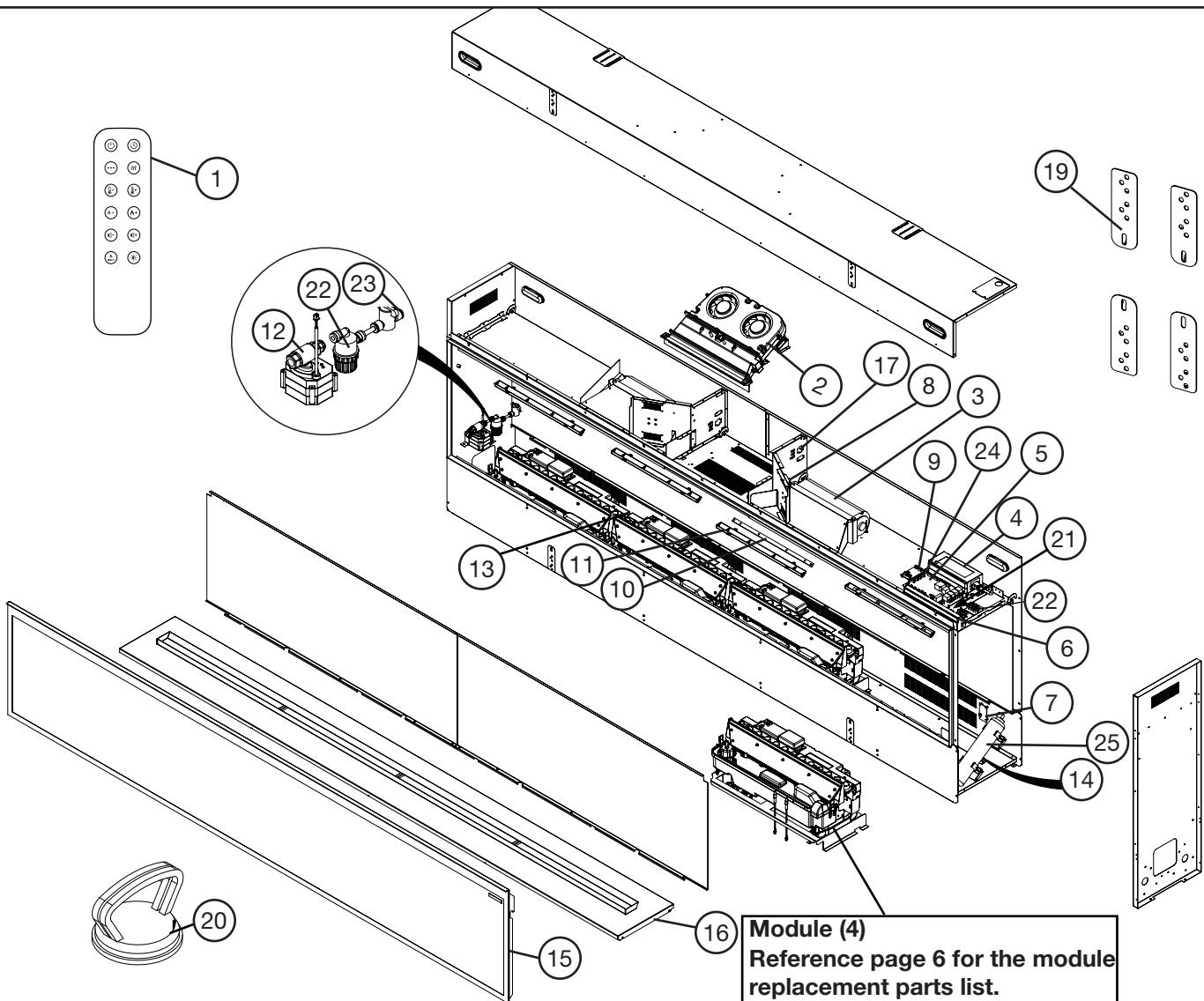
Exploded Parts Diagrams



E-SLIM LINEAR 1700/450 I

1. Remote Control.....	03.08.002.112	13. Module Wire Harness Set.....	X-9602790100RP
2. Heater Assembly.....	06.09.001.047	14. Temperature Sensor (NTC)	06023679
3. Extractor Fan (2)	X-9602690100RP	15. Front Glass	04.06.001.149
4. Power Adaptor	06.09.001.050	16. Media Plate	X-9602660200RP
5. Main Control Board.....	X-9602710100RP	17. Upper Wire Harness Set.....	X-9602900100RP
6. Hidden Touch Controls (controls + housing).....	X-9602720200RP	18. Main Terminal Block	X-9602830100RP
Hidden Touch Display Housing with Glass (housing ONLY)	500002707	19. Mounting Brackets	X-9602820100RP
7. LIN Splitter Board	X-9602740100RP	20. Suction Cup	20856300
8. Soundboard & Speaker.....	X-9602750100RP	21. ON/OFF Switch.....	X-2800070400RP
9. Top LED Driver Board	X-9602760100RP	22. Mesh Water Filter	06023605
10. Top LED Strip (3).....	X-9602770100RP	23. Ball Valve.....	06023884
11. Top LED Strip Holder	X-9602770200RP	24. Control Board Jumper Cap (permanent heat disable)	X-4300520100RP
12. Electro-mechanical Valve	06023853	25. Inline Water Filter	06023397

Exploded Parts Diagrams



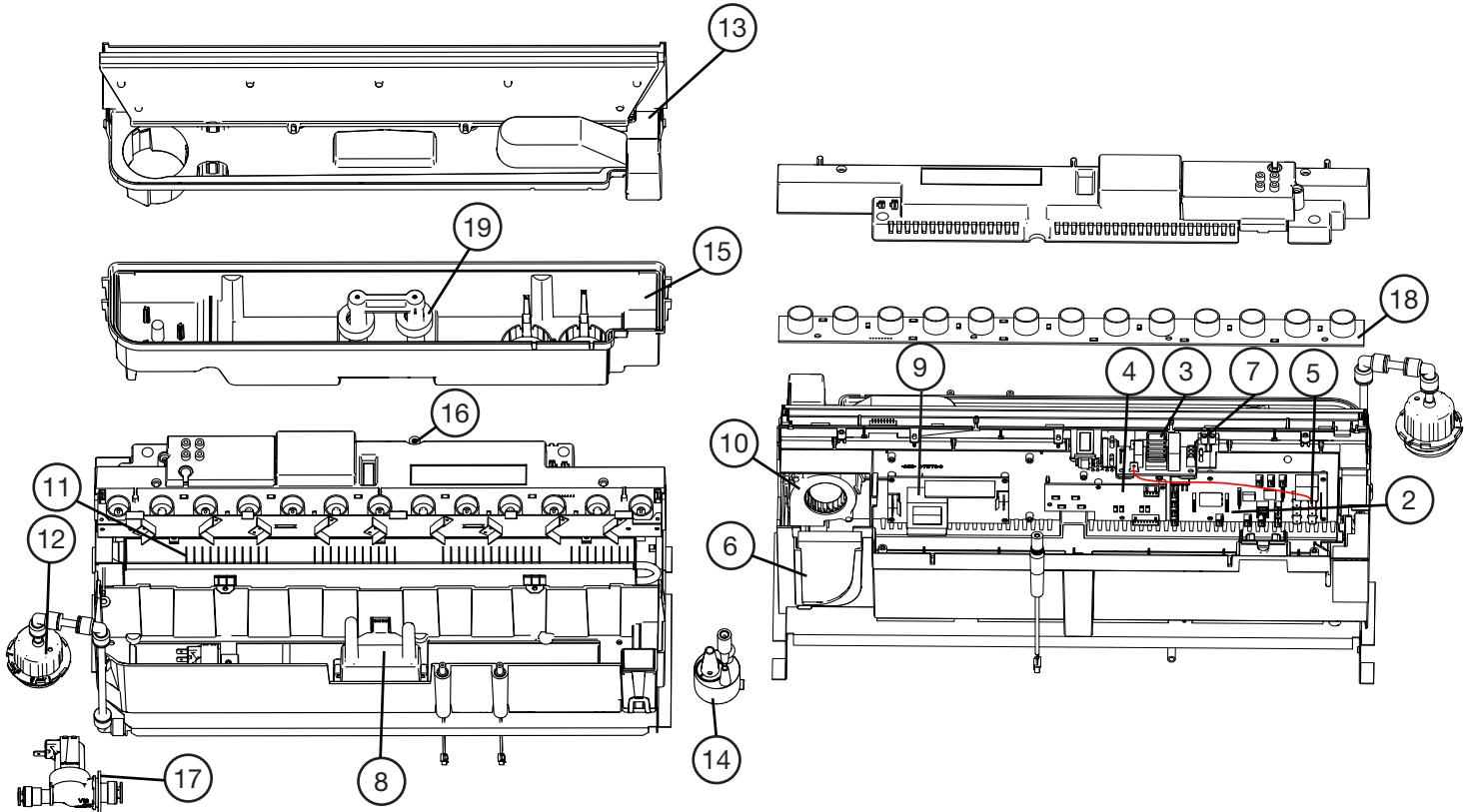
E-SLIM LINEAR 2200/450 I

1. Remote Control.....	03.08.002.112	13. Module Wire Harness Set.....	X-9602790100RP
2. Heater Assembly.....	06.09.001.047	14. Temperature Sensor (NTC)	06023679
3. Extractor Fan (2).....	X-9602690100RP	15. Front Glass	04.06.001.150
4. Power Adaptor	06.09.001.051	16. Media Plate.....	X-9602660300RP
5. Main Control Board.....	X-9602710100RP	17. Upper Wire Harness Set.....	X-9602900100RP
6. Hidden Touch Controls (controls + housing).....	X-9602720300RP	18. Main Terminal Block	X-9602830100RP
Hidden Touch Display Housing with Glass (housing ONLY)	500002707	19. Mounting Brackets	X-9602820100RP
7. LIN Splitter Board.....	X-9602740100RP	20. Suction Cup	20856300
8. Soundboard & Speaker.....	X-9602750100RP	21. ON/OFF Switch.....	X-2800070400RP
9. Top LED Driver Board	X-9602760100RP	22. Mesh Water Filter	06023605
10. Top LED Strip (4).....	X-9602770100RP	23. Ball Valve.....	06023884
11. Top LED Strip Holder	X-9602770200RP	24. Control Board Jumper Cap (permanent heat disable)	X-4300520100RP
12. Electro-mechanical Valve	06023853	25. Inline Water Filter	06023397

Exploded Parts Diagrams

Module

Model	Number of Modules
E-SLIM LINEAR 1200/450 I	2
E-SLIM LINEAR 1700/450 I	3
E-SLIM LINEAR 2200/450 I	4

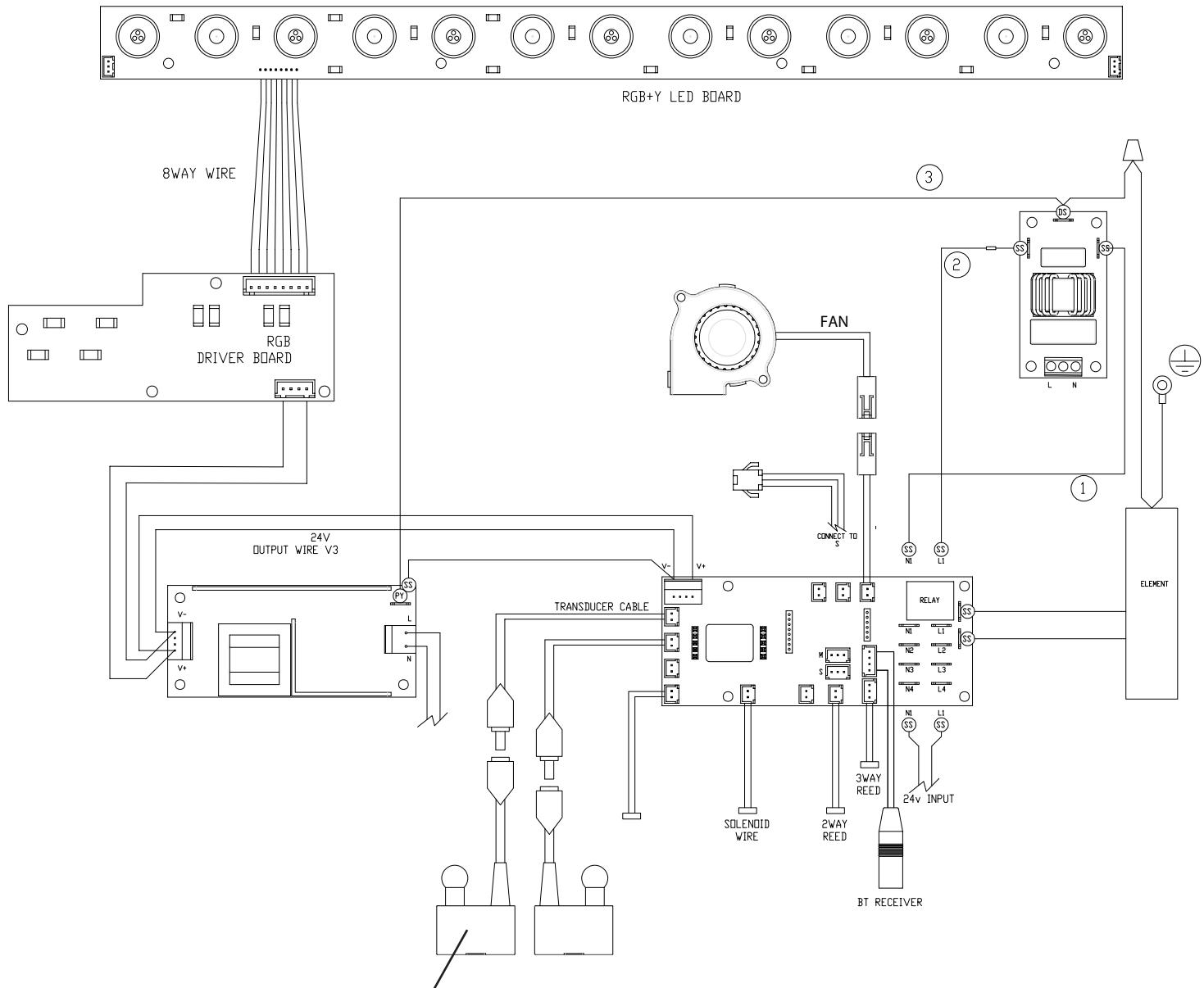


Module Replacement Parts List

1. Complete Module	211613	11. Heating Element	06023619
2. Module Control Board	23/23622/0	12. Fill Cap Assembly	01/71499/0
3. Choke	06023143	13. Top Cover Assembly	06023618
4. LED Driver Board	100000295	14. Transducer	06023368
5. Fuse Link Wire Harness	X-9601340100RP	15. Water Reservoir	X-SP01/19138/0
6. Air Filter	X-SP01/67007/0	16. Bluetooth Harness	X-9601080100RP
7. Terminal Block	X-9601260100RP	17. Solenoid Valve	06023371
8. Water Level Sensor	X-9601320100RP	18. Flame LED Strip	100000294
9. Power Supply	X-9601300100RP	19. Floats and Stopper Kit	X-9602550100RP
10. Fan Assembly (Flame effect)	X-9602890100RP		

Wiring Diagrams

Module

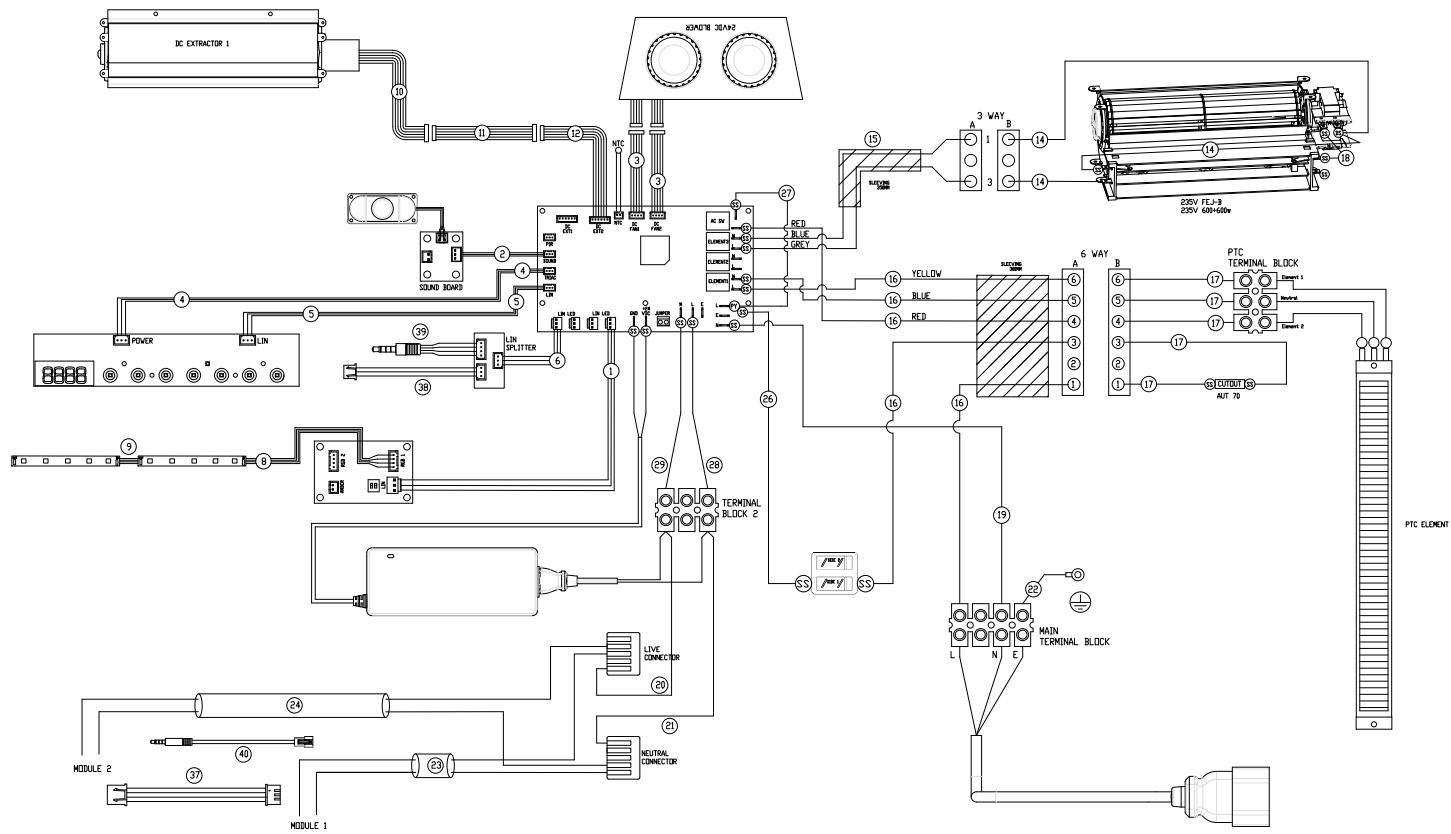


A secondary transducer is optional.
Only one transducer is needed for operation.

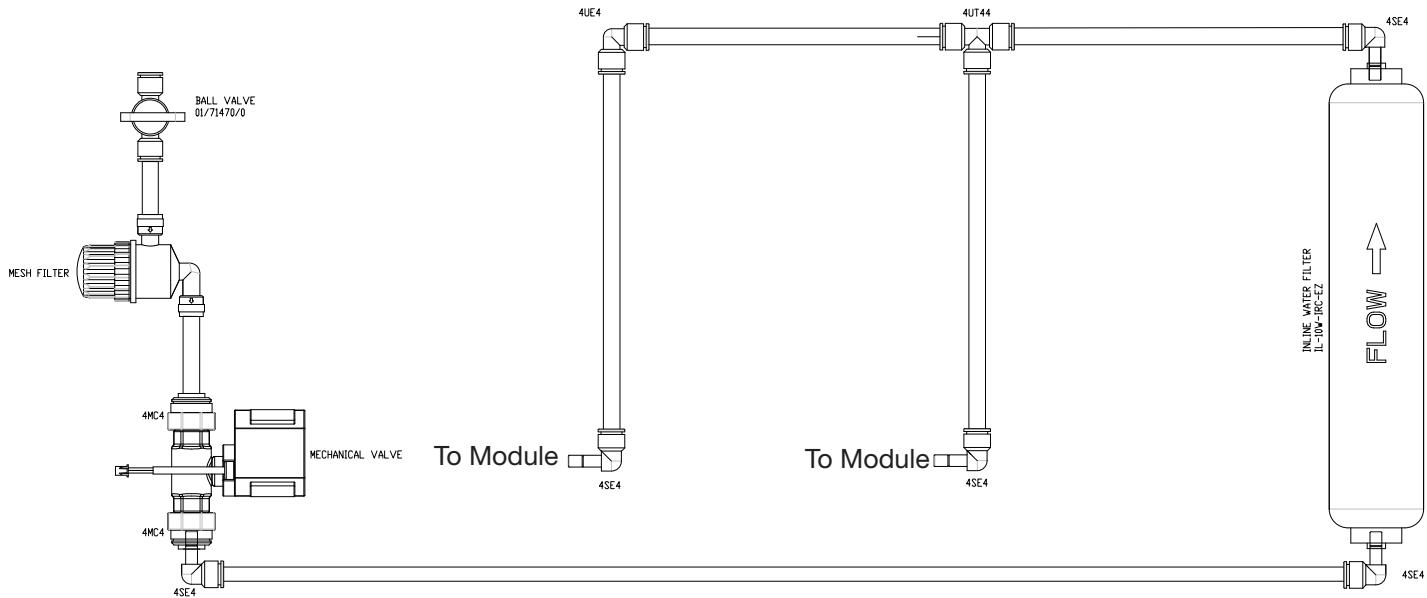
Wiring and Plumbing Diagram

E-SLIM LINEAR 1200/450 I

Firebox Wiring Diagram



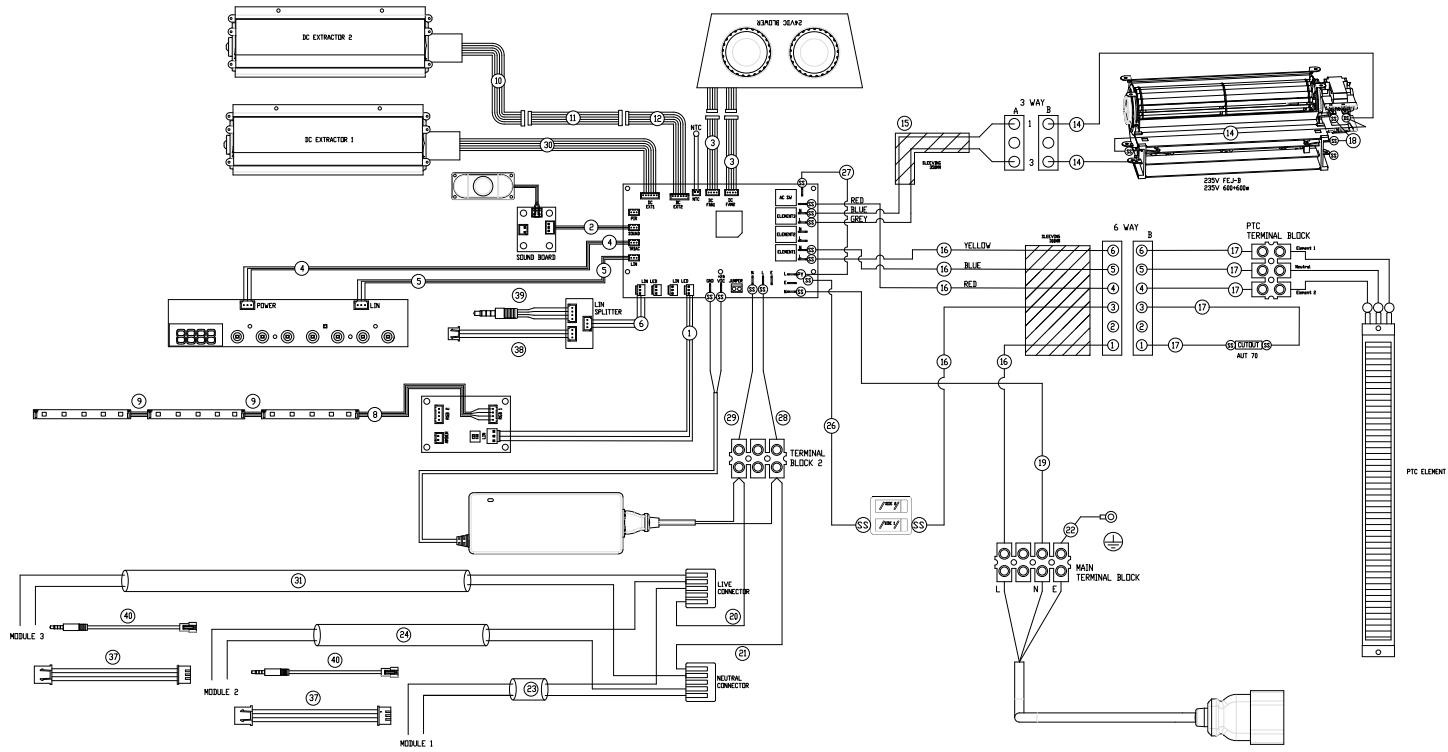
Plumbing Diagram



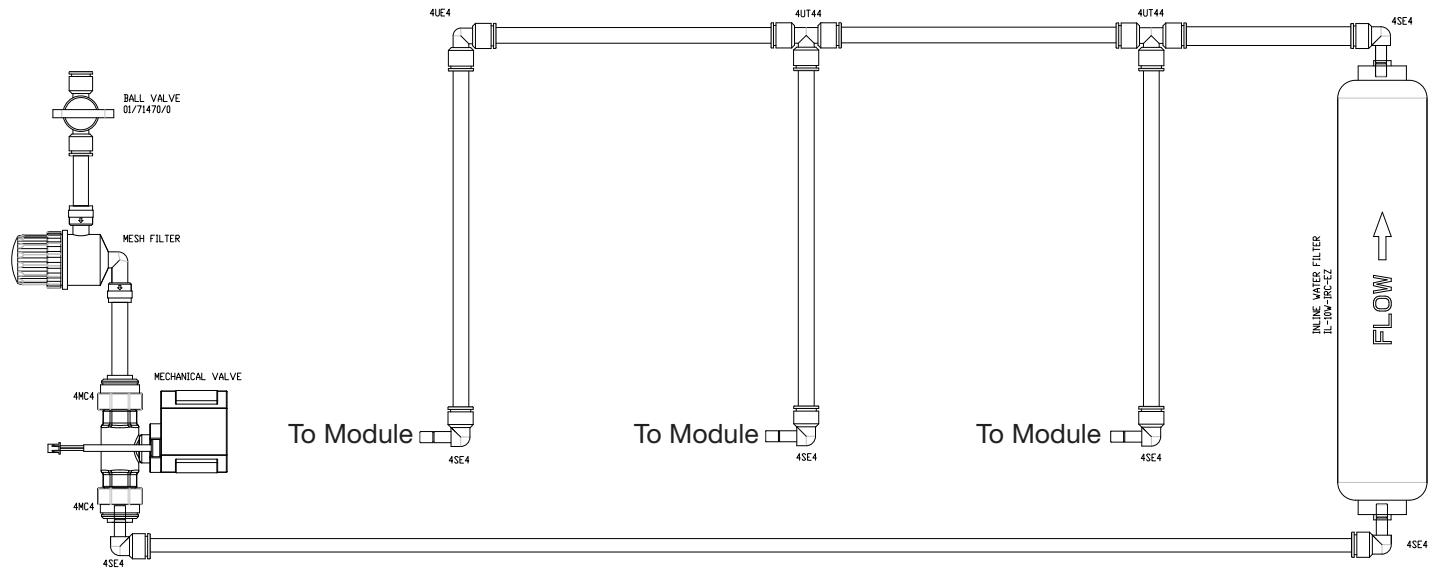
Wiring and Plumbing Diagrams

E-SLIM LINEAR 1700/450 I

Firebox Wiring Diagram



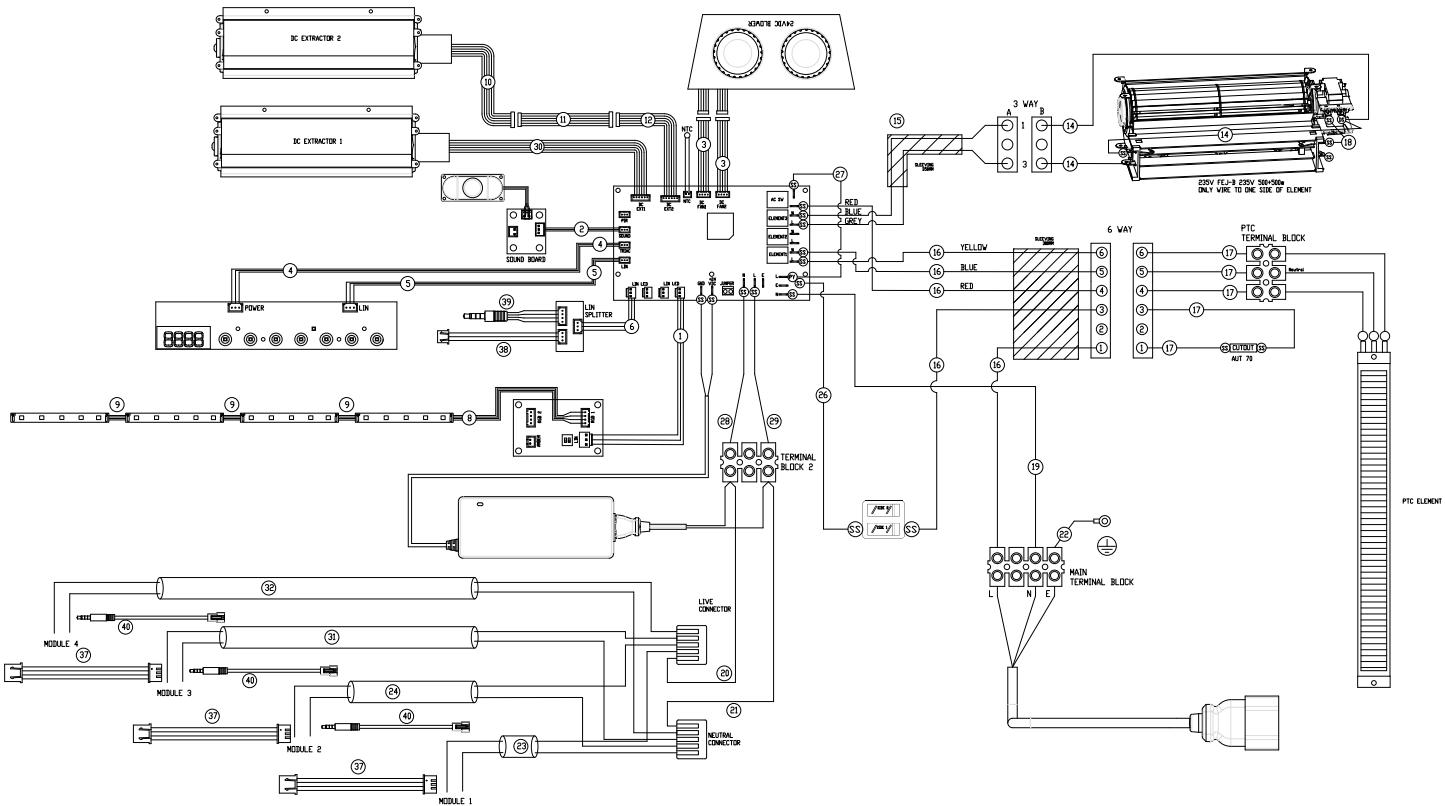
Plumbing Diagram



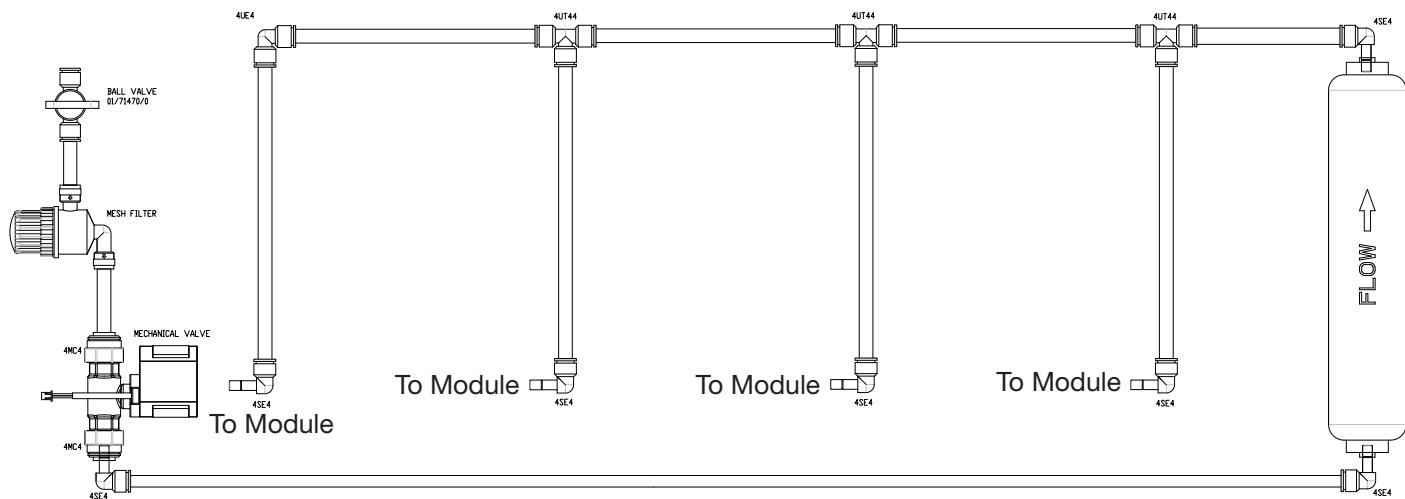
Wiring and Plumbing Diagrams

E-SLIM LINEAR 2200/450 I

Firebox Wiring Diagram



Plumbing Diagram



Replacement Part Procedures

Preparing for Service

⚠ WARNING: If the firebox was operating prior to servicing, allow at least 10 minutes for the heating elements to cool off to avoid accidental burning of skin.

⚠ WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or injury to persons.

! NOTE: Ensure that all of the components that contain water have been emptied and source water has been turned off before performing any maintenance.

! NOTE: Before disconnecting any wire, make a reference or take a picture of each wire and the location of the wire to differentiate the connections.

Tools Required: Phillips-Head Screwdriver

Suction Cup (to assist in lifting glass)

1. Remove the front glass by lifting it up and tilting out, using the suction cups to assist. (Figure 1)
2. Remove media and carefully lift the media plate out.
3. Remove the screws at the top and bottom of the back panel on the firebox (quantity will vary by model). Tilt the panel forward to remove it.
4. Disassemble any LED holders, LED strips, and brackets that are obstructing the opening top panel which provides access for servicing. (Figure 2)

Figure 1

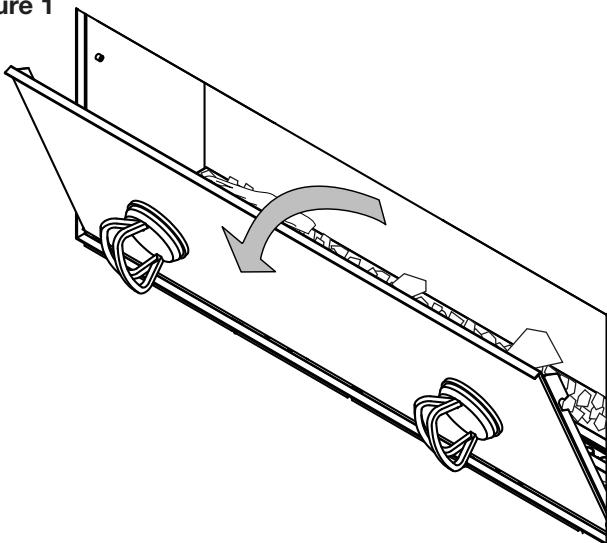
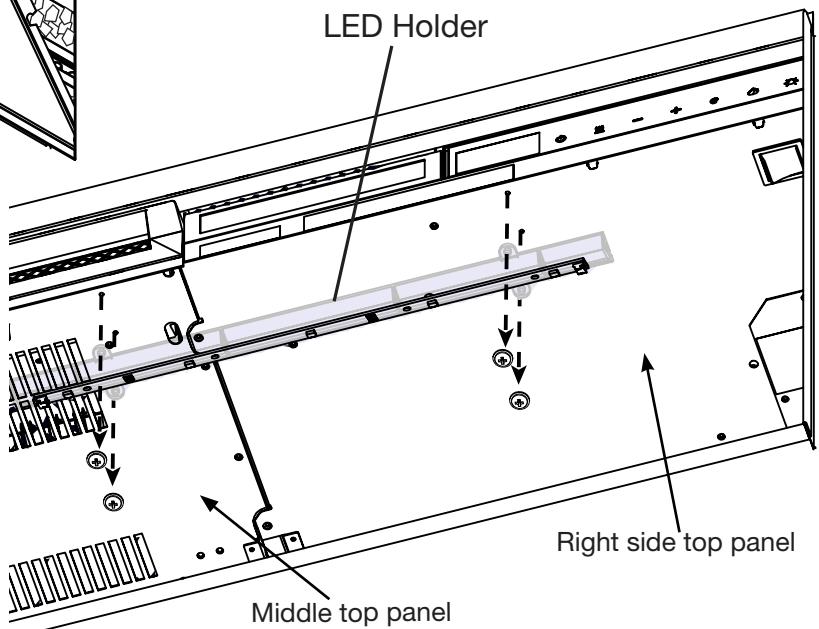


Figure 2



Replacement Part Procedures

Heater Assembly Replacement

Tools Required: Phillips-Head Screwdriver

1. Follow instructions for preparing for service. (Page 11)
2. Remove the 4 screws that secure the heater assembly panel (middle panel). Carefully lower the heater assembly. (Figure 3)
- ! NOTE:** The heater assembly is supported by hooks in the back.
3. Unplug the socket connectors. (Figure 4)
4. Lift the heater assembly upward and pull it forward to unhook and remove the defective heater assembly.
5. Position the new heater assembly on the back hooks.
6. Plug in the socket connectors to connect the new heater assembly.
7. Tilt the new heater assembly up and secure it using the 4 screws previously removed.
8. Connect the LED wire(s), secure the LED holder(s), and reassemble any brackets removed previously.

Figure 3

Remove supporting brackets to allow access.

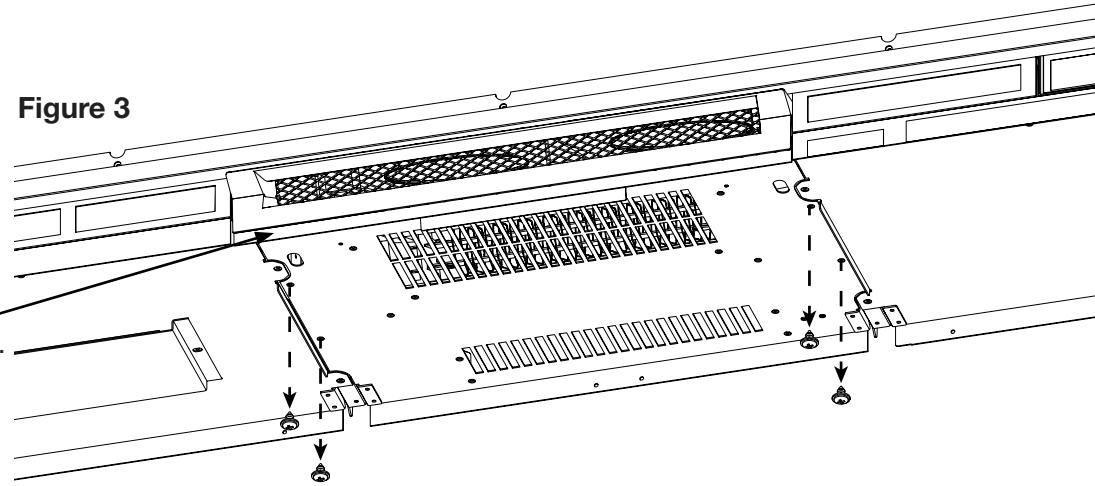
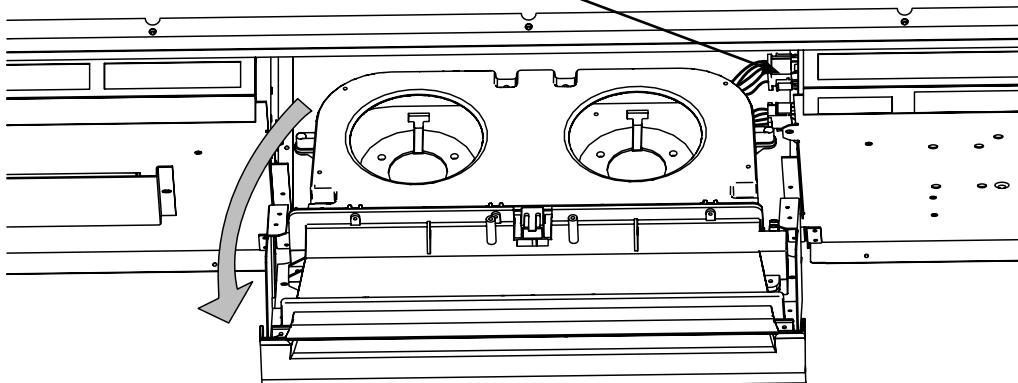


Figure 4

Socket Connectors



Replacement Part Procedures

Extractor Fan Replacement

Tools Required: Phillips-Head Screwdriver

1. Follow instructions for preparing for service. (Page 11)
2. Remove the 2 screws on the air deflector (Figure 6).
- ! NOTE:** The side panel is supported by hooks in the back.
3. Remove the 7 screws on the extractor fan panel (left side) and lower it.
4. Unplug the pin connector.
- ! NOTE:** The whole panel with the extractor fan can be taken out of the chassis for easy servicing.
5. Locate and remove the screws securing the air duct.
6. Locate and remove the 4 screws securing the extractor fan to the panel.
7. Reinstall the air duct and the new fan.
8. Hook the top panel on the back pins.
9. Plug in the new extractor fan.
10. Swing the top panel upwards and secure it using the previously removed screws.
11. Reinstall the air deflector.

Figure 5

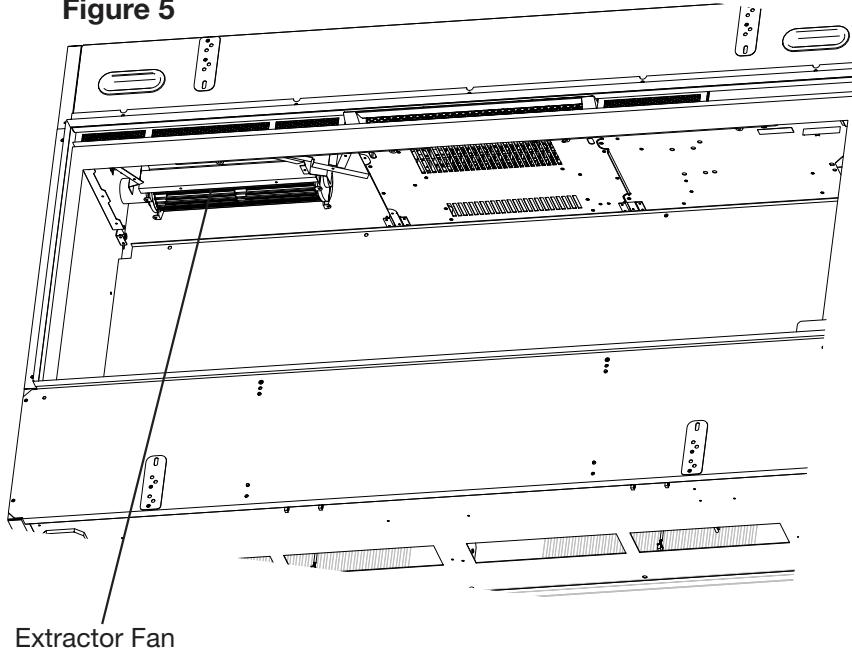
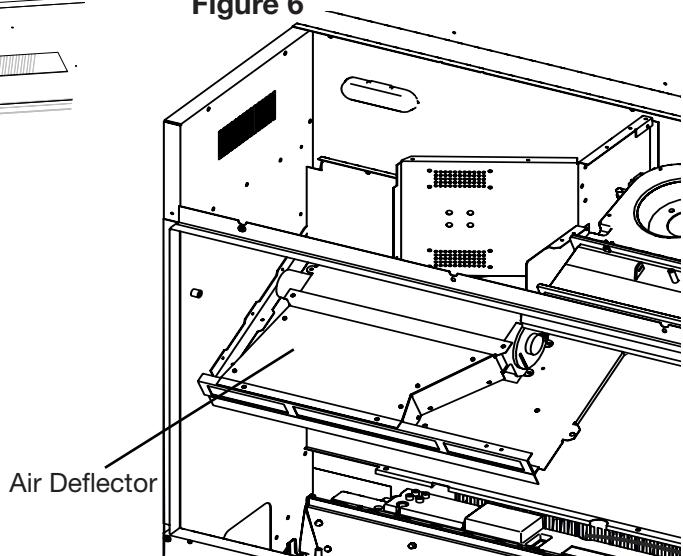


Figure 6



Replacement Part Procedures

Main Control Board Replacement

Tools Required: Phillips-Head Screwdriver

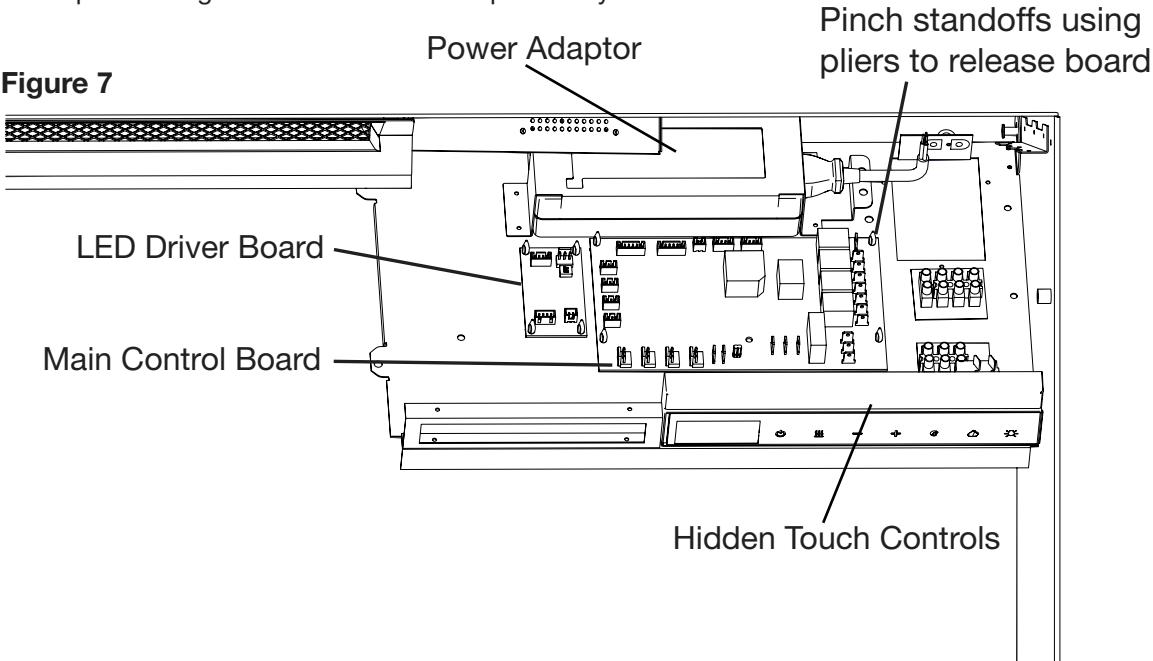
1. Follow instructions for preparing for service. (Page 11)
2. Remove the 7 screws that secure the top panel furthest to the right. As it drops it will be hung on the back posts.
3. Take a photo of the wiring connected to the board.
4. Disconnect all wire harnesses from the board.
5. Remove defective board by pinching the standoffs using pliers.
6. Replace with new board and reconnect all wire harnesses removed previously at the same locations.
7. Secure the panel using the 7 screws removed previously.

LED Driver Board Replacement

Tools Required: Phillips-Head Screwdriver

1. Follow instructions for preparing for service. (Page 11)
2. Remove the 7 screws that secure the top panel furthest to the right. As it drops it will be hung on the back posts.
3. Take a photo of the wiring connected to the board.
4. Disconnect all wire harnesses from the board.
5. Remove defective board by pinching the standoffs using pliers.
6. Replace with new board and reconnect all wire harnesses removed previously at the same locations.
7. Secure the panel using the 7 screws removed previously.

Figure 7



Replacement Part Procedures

Hidden Touch Controls/Housing Replacement

! NOTE: A new QR code sticker comes with the new Hidden Touch Control. The unit will need to be resynced with the app if applicable.

Tools Required: Phillips-Head Screwdriver

1. Follow the instructions for preparing for service. (Page 11)
2. Remove the 2 screws that secure the hidden touch controls. (Figure 7)
3. Remove the 7 screws that secure the electronics panel (right-side panel). Carefully lower the electronics panel. (Figure 7)

***Step 4 is only required for replacing the hidden touch controls hardware. The replacement housing does not require transferring the wires.**

! NOTE: The panel is supported by hooks in the back.

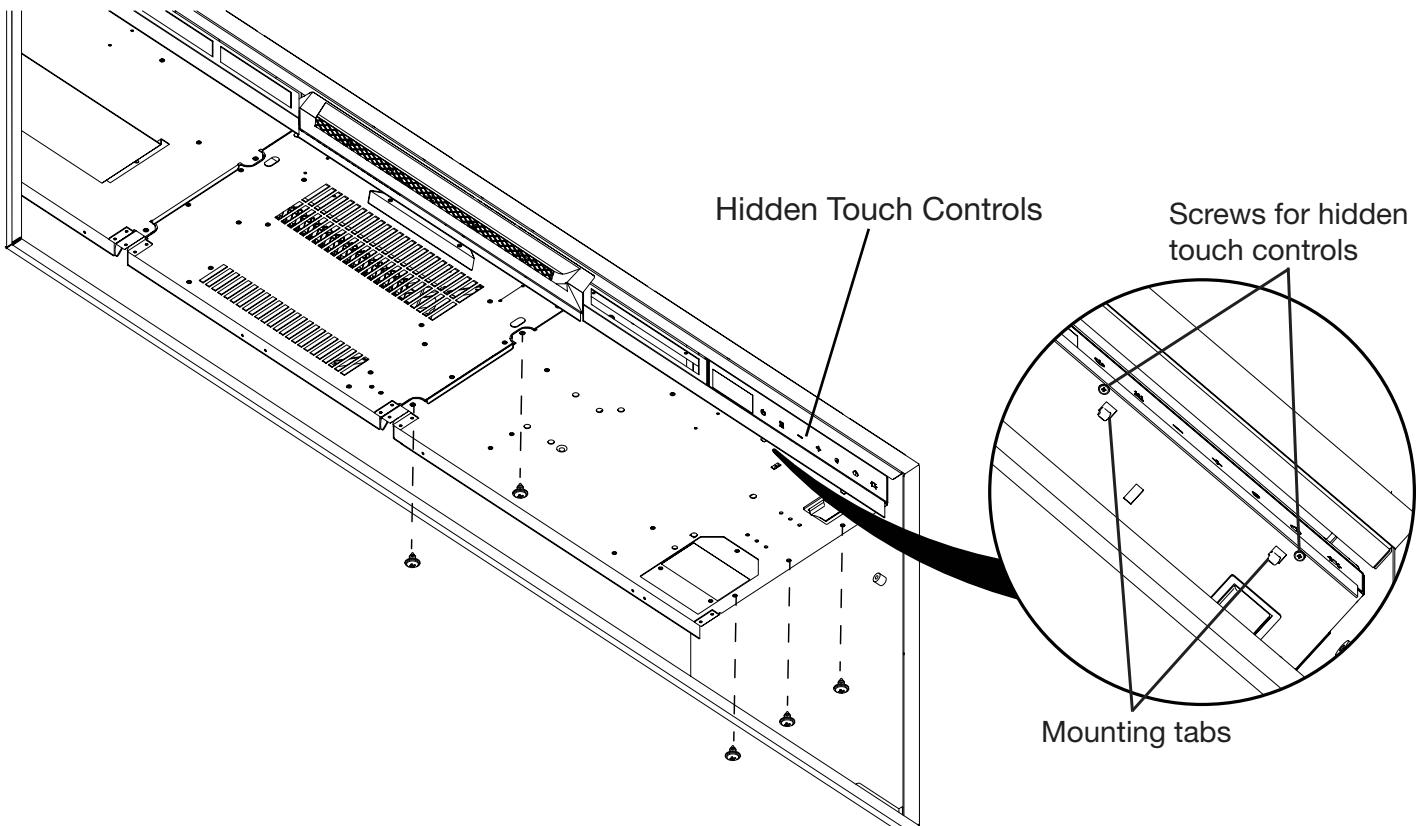
4. Detach the hidden touch controls assembly and disconnect the wires.
5. Install the **new hidden touch controls**.

OR

Replace the **housing** by removing the two screws to the PCB.

6. Transfer the 2 wires from the defective hidden touch controls to the new hidden touch controls.
7. Align the hidden touch control on the mounting tabs.
8. Secure the hidden touch controls using the two screws previously removed.
9. Secure the electronics panel.

Figure 8



Replacement Part Procedures

Power Adaptor Replacement

Tools Required: Phillips-Head Screwdriver, Pliers

1. Follow the instructions for preparing for service. (Page 11)

! NOTE: The right-side panel is supported by hooks in the back.

2. Remove the 4 screws that secure the power adaptor bracket. (Figure 9 and 10)

3. Remove the 7 screws that secure the electronics panel (right-side panel).

4. Carefully lower the electronics panel. (Figure 9)

! NOTE: The panel is supported by hooks in the back.

5. Disconnect from the main control board and the terminal block. Make sure the original positions are written down or recorded by taking a picture. To disconnect from the terminal block, use a precision screwdriver, loosen (do not remove) the screws that secure the wires to free them.

6. Detach the defective power adaptor from the bracket unplugging the power cord.

7. Place the new power adaptor in the power adaptor bracket and secure the power cord.

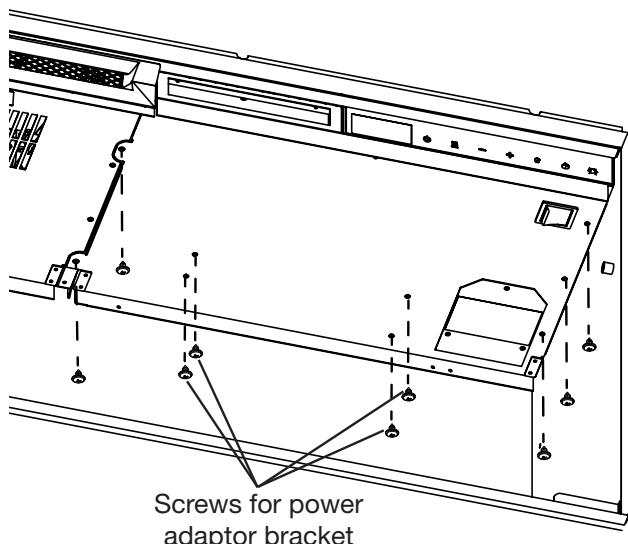
8. Secure the bracket to the electronics panel using the 4 screws previously removed.

9. Secure the connections back to the main control board (Use pliers if hard to reach).

10. Reconnect the lead wires from the power cord to the terminal block (reference the previous connection locations).

11. Secure the top right panel using the 7 screws that were previously removed.

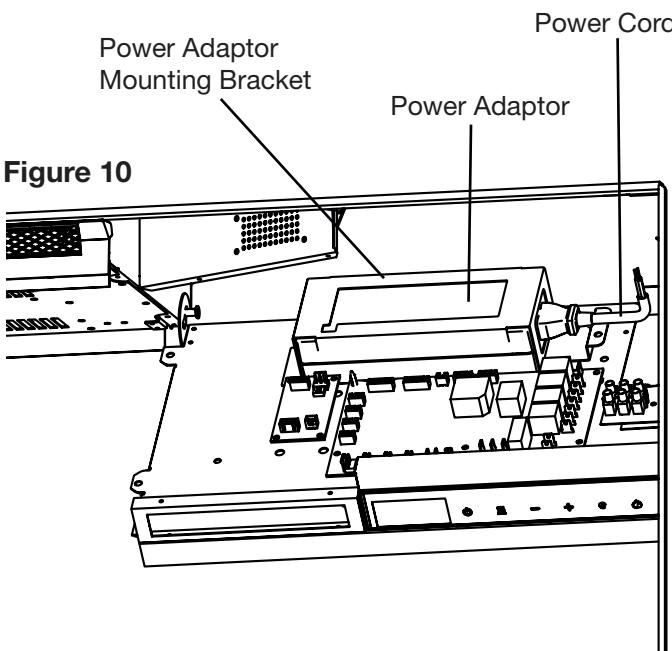
Figure 9



Power Adaptor
Mounting Bracket

Power Adaptor
Power Cord

Figure 10



Replacement Part Procedures

Sound Board and Speaker Replacement

Tools Required: Philips Screwdriver
Side cutters (for sound board replacement)

1. Follow the instructions for preparing for service. (Page 11)
2. Remove the 7 screws that secure the electronics panel (right panel). Carefully lower the electronics panel. (Figure 8)
- ! NOTE:** The electronics panel is supported by hooks in the back.
3. *To replace the speaker:*
 - Remove the 4 screws that secure the speaker and unplug it from the board.
 - Secure the new speaker and plug it in.
4. *To replace the sound board:*
 - Clip the standoffs using side cutters.
 - Unplug the connections from the defective sound board.
 - Secure the new board using the provided standoffs.
 - Plug in the connections on the new sound board.
5. Secure the electronic panel using the 7 screws previously removed.
6. Reinstall the back panel, LED holder (if applicable), media bed, and media.

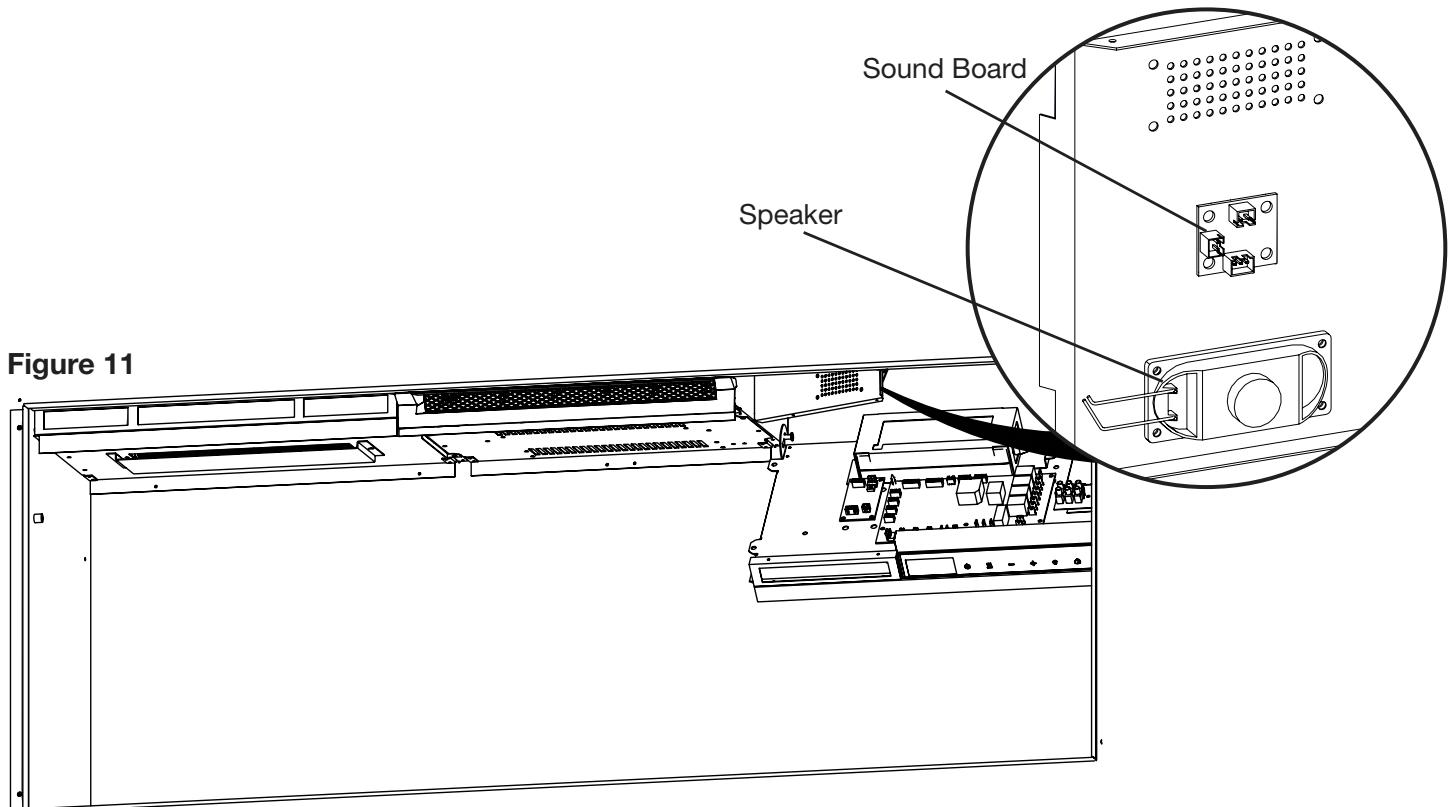


Figure 11

Replacement Part Procedures

Top LEDs Replacement

Tools Required: Phillips-Head Screwdriver

1. Follow the instructions for preparing for service. (Page 11)
2. Remove the 4 screws that secure the LED holder for the defective LED strip.
3. Unplug the defective LED strip.
4. Disconnect the pin connector(s).
5. Remove the LED strip from the holder. (Figure 11)
6. Connect the new LED strip ensuring the inscription "IN" is oriented towards the right.
7. Reinstall the LED holder ensuring the flat side of the lead holder is oriented towards the front.

Figure 12

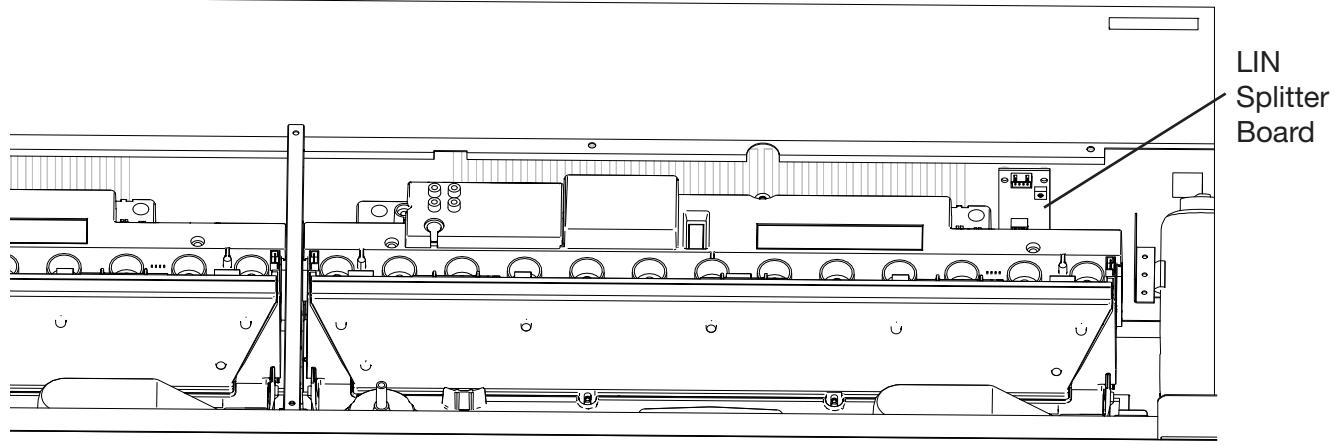


LIN Splitter Board Replacement

Tools Required: Phillips-Head Screwdriver, Pliers

1. Follow the instructions for preparing for service. (Page 11)
2. Remove the front glass by lifting it up and tilting out, using the suction cups to assist.
3. Remove media and carefully lift the media tray out.
4. Locate the LIN splitter and determine if you can reach the standoff without removing the module. Otherwise remove the module on the right side behind the module. (Reference page 19)
5. Pinch the standoffs from the splitter board while pulling the board away to release it.
6. Install the new splitter board on these standoffs.
7. Transfer the connections from the defective LIN splitter board to the new board.
8. Reinstall the media and media tray.
9. Reinstall the front glass.

Figure 13



Replacement Part Procedures

Module Replacement

Tools Required: Phillips Screwdriver and Flat Head Screwdriver.

1. Follow the Preparing for Service instructions. (Page 11)
2. Remove the fill cap by turning it clockwise.
3. Remove the top cover assembly by gently pushing the tabs on both sides until they snap in place. (Figure 14)
4. Disconnect the transducer(s), and lift out the water reservoir.
5. Remove the access cover by removing the screw and disconnect the wires from the terminal block. Disconnect the wires from the cable clamp by removing the 2 securing screws. (Figure 18)
6. Disconnect all wire harnesses from the module. Note the placement of the connections for the installation of the new module.
7. Disconnect the piping from the solenoid valve by pushing the white tab in and pulling the tube out simultaneously.
8. Remove the two screws at the base of the firebox. (Figure 15)
9. Push the unit down and back to release it from the inside bracket in the box.
10. Lift the module up and out.
11. Lock the new module in place by pushing it towards the front of the firebox, and secure it underneath the bracket.
12. Secure the module with the previously removed screws from the base of the firebox.
13. Re-connect all wires and plumbing fittings.
14. Put the water reservoir, transducer(s), top cover assembly and fill cap back in place.

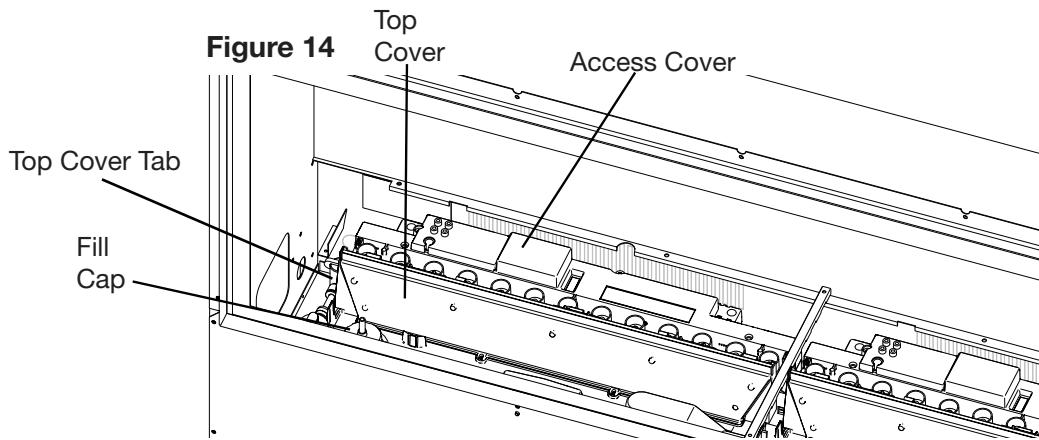
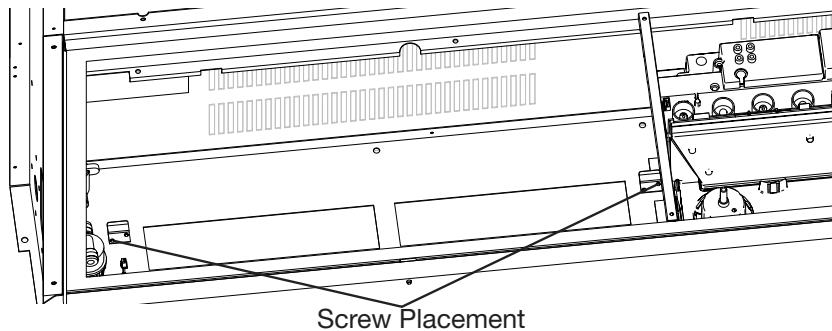


Figure 15



Replacement Part Procedures

Module Terminal Block Replacement

Tools Required: Phillips head screwdriver and small (1/8) flat-head screwdriver

1. Follow the Preparing for Service instructions. (Page 11)
2. Remove the access cover screw. (Figure 16)
3. Remove the 4 screws and the electronics cover from the unit. (Figure 16)
4. Locate the terminal block to be replaced. (Figure 17)
5. Disconnect the wire connections from the original terminal block and install it on the new one.
6. Replace the terminal block in the original position - the terminal block is located so that it sits on the moulded pins on the surface below.
7. Place the electronics cover in its original position in the module and secure the 4 screws.
8. Re-assemble the remainder of the components in reverse order from the Preparing for Service instructions. (Page 11)

Figure 16

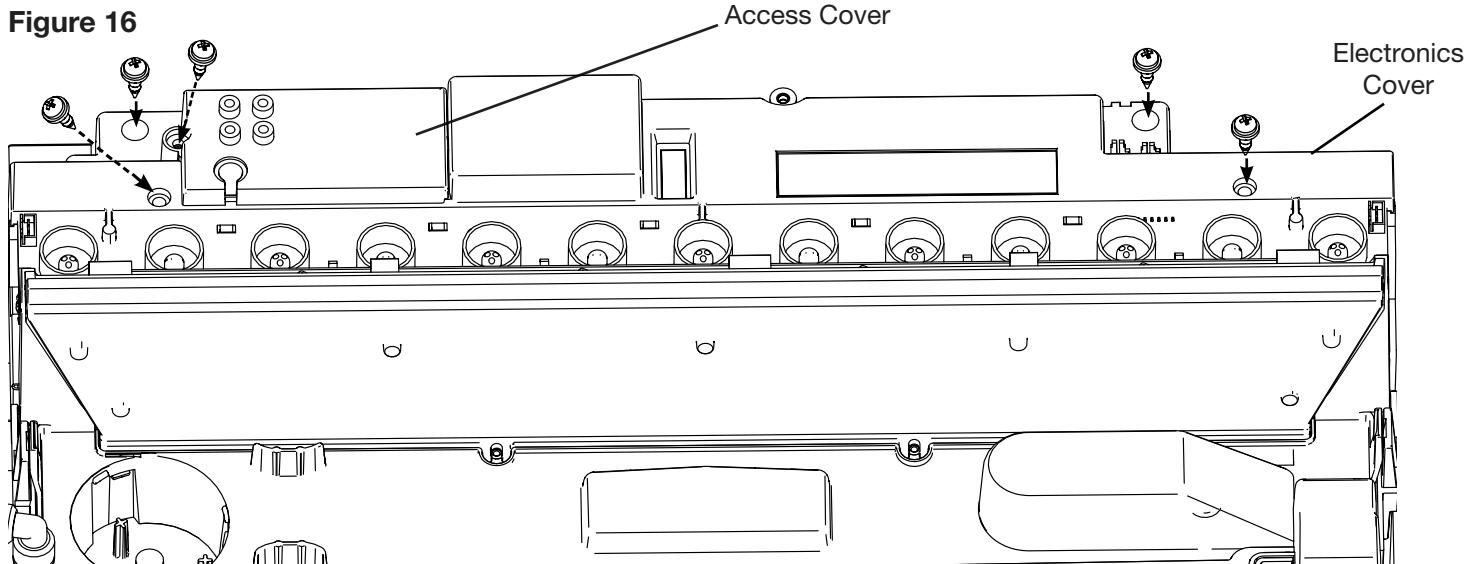
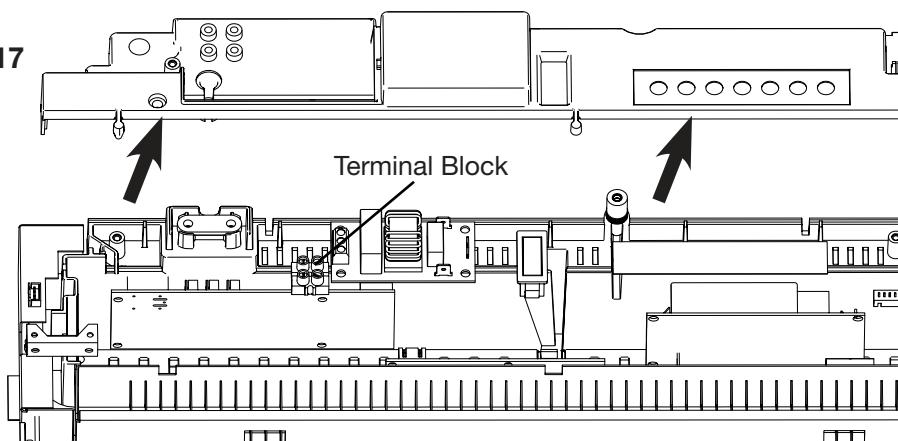


Figure 17



Replacement Part Procedures

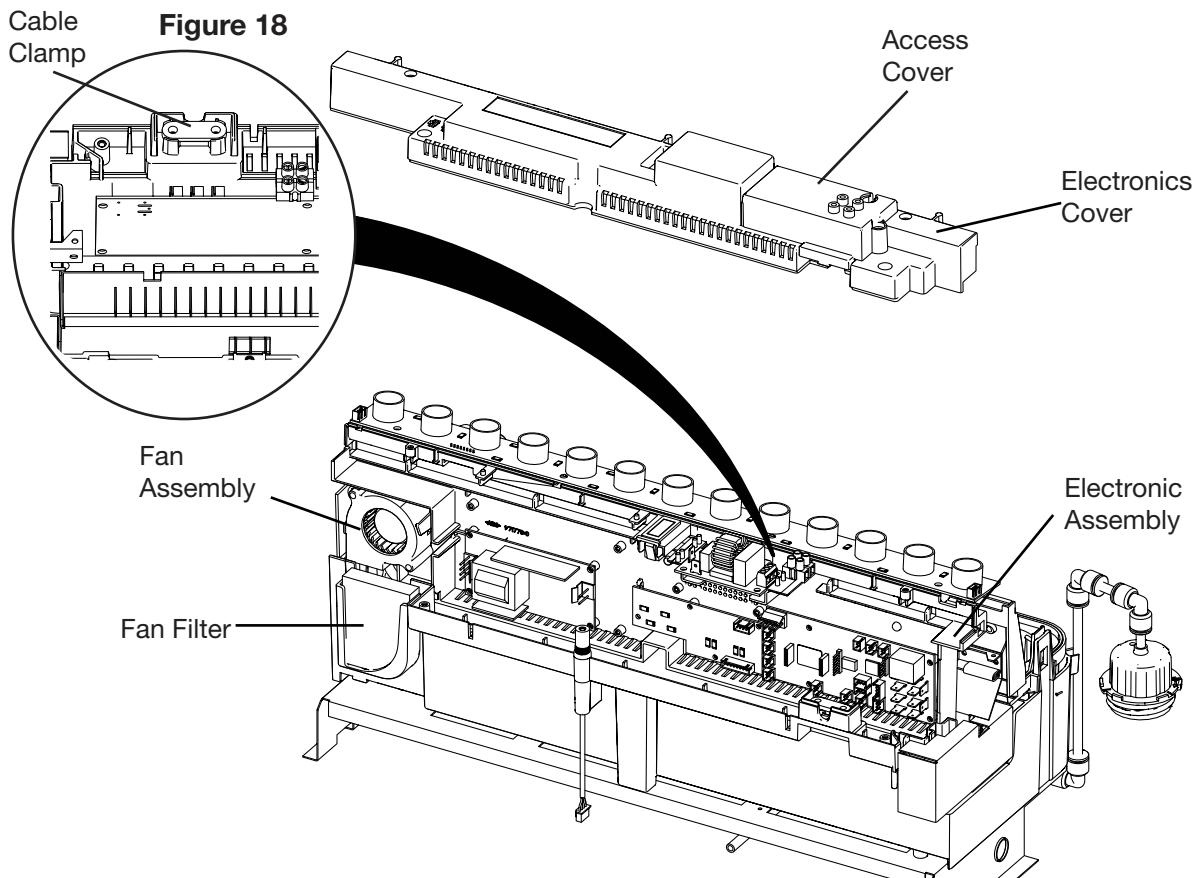
Module Fan Assembly Replacement

Tools Required: Phillips head screwdriver

1. Follow the Preparing for Service instructions. (Page 11)
2. Remove the access cover screw. (Figure 16)
3. Remove the 4 screws and the electronics cover from the unit. (Figure 16)
4. Remove the 2 screws securing the cable clamp. (Figure 18)
5. Holding the electronics assembly close to the ends of the LED light strip, gently lift the electronics assembly out of its original position to expose the attached components. (Figure 18)
6. Locate the fan assembly. (Figure 18)
7. Trace the control wires to the main control board and disconnect.
8. Install and connect the new fan assembly.
9. Reinsert the electronics assembly.

⚠ CAUTION: Ensure that the terminal block has not moved from its original locations and all wires are contained under the cover before reassembly.

10. Reinstall the electronics cover and access cover in their original position in the module and secure the 5 screws.
11. Re-assemble the remainder of the components in reverse order from the Preparing for Service instructions. (Page 11)



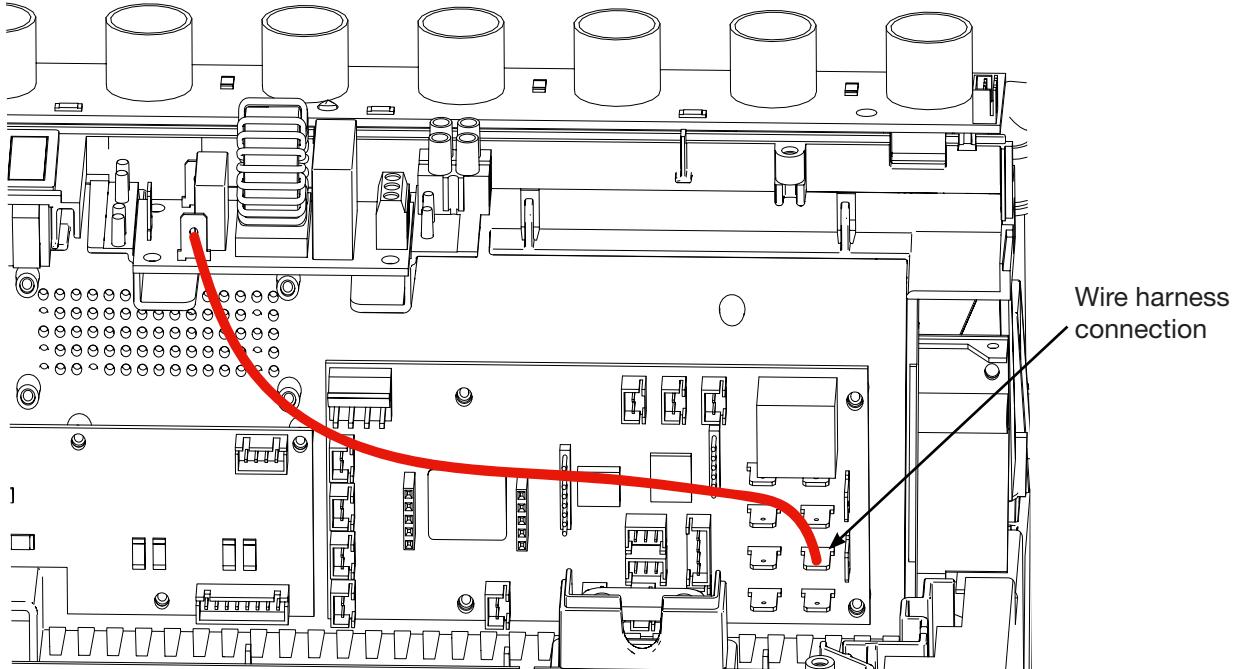
Replacement Part Procedures

Module Fused Wire Harness Replacement

Tools Required: Phillips head screwdriver

1. Follow the Preparing for Service instructions. (Page 11)
2. Remove the access cover screw. (Figure 16)
3. Remove the 4 screws and the electronic cover from the unit. (Figure 16)
4. Remove the 2 screws securing the cable clamp. (Figure 18)
5. Holding the electronics assembly close to the ends of the LED light strip, gently lift the electronics assembly out of its original position to expose the attached components. (Figure 18)
6. Locate the fused wire harness (brown wire from main switch to main control board with in line fuse).
7. Replace current wire harness with new wire harness.
! NOTE: A flat head screwdriver can be used to gently pry between the end of the connector and the switch to release the wires.
8. Replace all of the wiring to their original locations and reinsert the electronic assembly.
- ⚠ CAUTION:** Ensure that the terminal block has not moved from its original location and all wires are contained under the cover before reassembly.
9. Reinstall the electronics cover and access cover in their original position in the module and secure the 5 screws.
10. Re-assemble the remainder of the components in reverse order from the Preparing for Service instructions. (Page 11)

Figure 19



Replacement Part Procedures

Module Water Level Sensor Replacement

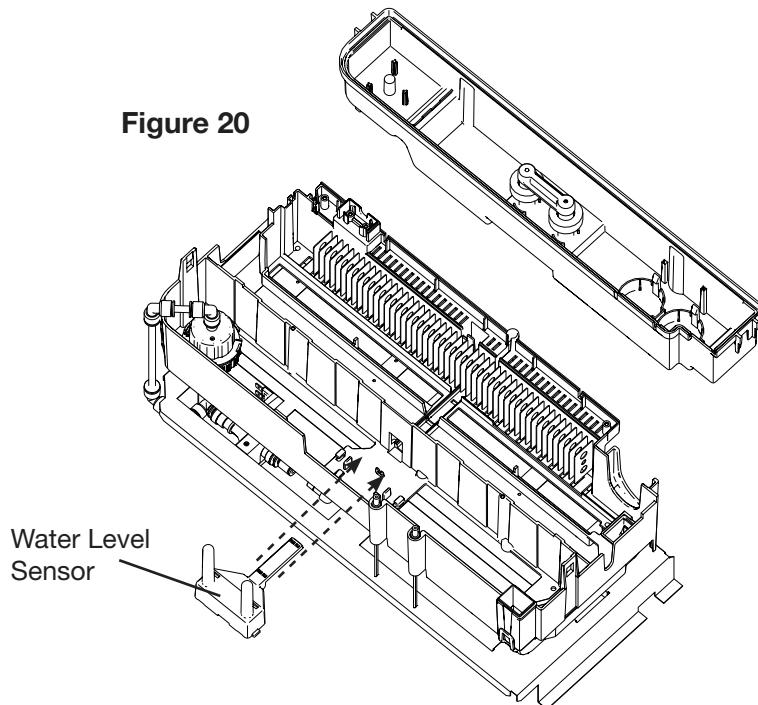
Tools Required: Phillips head screwdriver

1. Follow the Preparing for Service instructions. (Page 11)
2. Remove the access cover screw. (Figure 16)
3. Remove the 4 screws and the electronic cover from the unit. (Figure 16)
4. Remove the 2 screws securing the cable clamp. (Figure 18)
5. Holding the electronics assembly close to the ends of the LED light strip, gently lift the electronics assembly out of its original position to expose the attached components. (Figure 18)
6. Remove the fill cap by turning it clockwise.
7. Remove the top cover assembly by gently pushing the tabs on both sides until they snap in place. (Figure 14)
8. Disconnect the transducer, and lift out the water reservoir.
9. Locate the water level sensor. (Figure 20)
10. Disconnect the control wire for the water level sensor from the main control board.
11. Depress the two tabs along the one side of the assembly and slide the water level sensor and wire out.
12. Run new wire through to main control board.
13. Install new water level sensor.
14. Reconnect the control wire.

⚠ CAUTION: Ensure that the terminal block has not moved from its original location and all wires are contained under the cover before reassembly.

15. Reinsert the water reservoir, transducer, top cover assembly and fill cap.
16. Re-assemble the remainder of the components in reverse order from the Preparing for Service instructions. (Page 11)

Figure 20



Replacement Part Procedures

Module Main Control Board Replacement

Tools Required: Phillips head screwdriver

1. Follow the Preparing for Service instructions. (Page 11)
2. Remove the access cover screw. (Figure 16)
3. Remove the 4 screws and the electronic cover from the unit. (Figure 16)
4. Remove the 2 screws securing the cable clamp. (Figure 18)
5. Holding the electronics assembly close to the ends of the LED light strip, gently lift the electronics assembly out of its original position to expose the attached components. (Figure 18)
6. Locate the main control board. (Figure 21)
7. Transfer the wires from the old board to the new board.

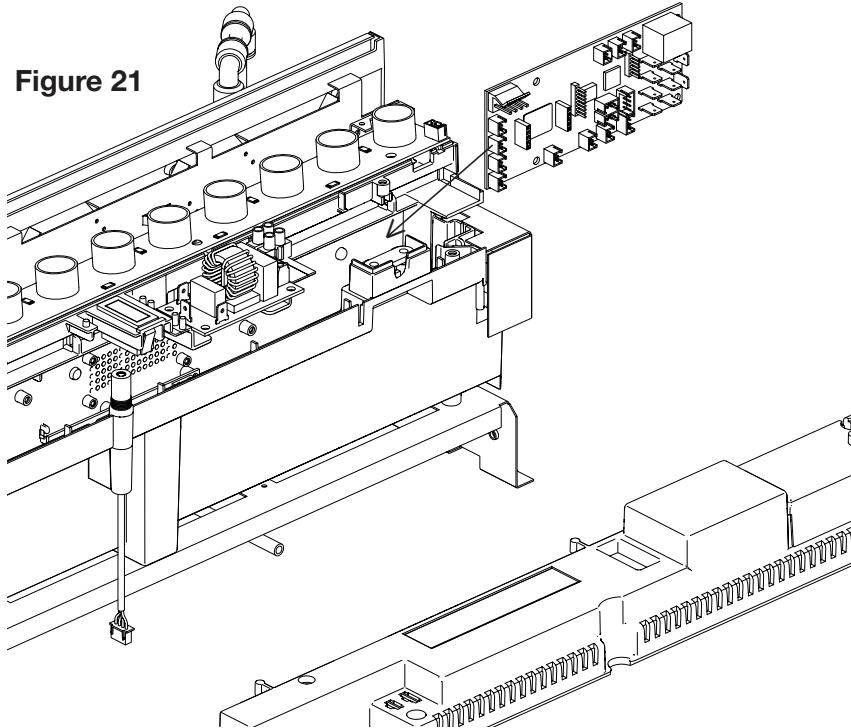
! NOTE: A flat head screwdriver can be used to gently pry between the end of the connector and the switch to release the wires.

8. Remove the old board from the unit and replace with the new board.
9. Replace all of the wiring to their original locations and reinsert the electronics assembly.

⚠ CAUTION: Ensure that the terminal block has not moved from its original location and all wires are contained under the cover before reassembly.

10. Reinstall the electronics cover and access cover in their original position in the module and secure the 5 screws.
11. Re-assemble the remainder of the components in reverse order from the Preparing for Service instructions. (Page 11)

Figure 21



Replacement Part Procedures

Module Heating Element Replacement

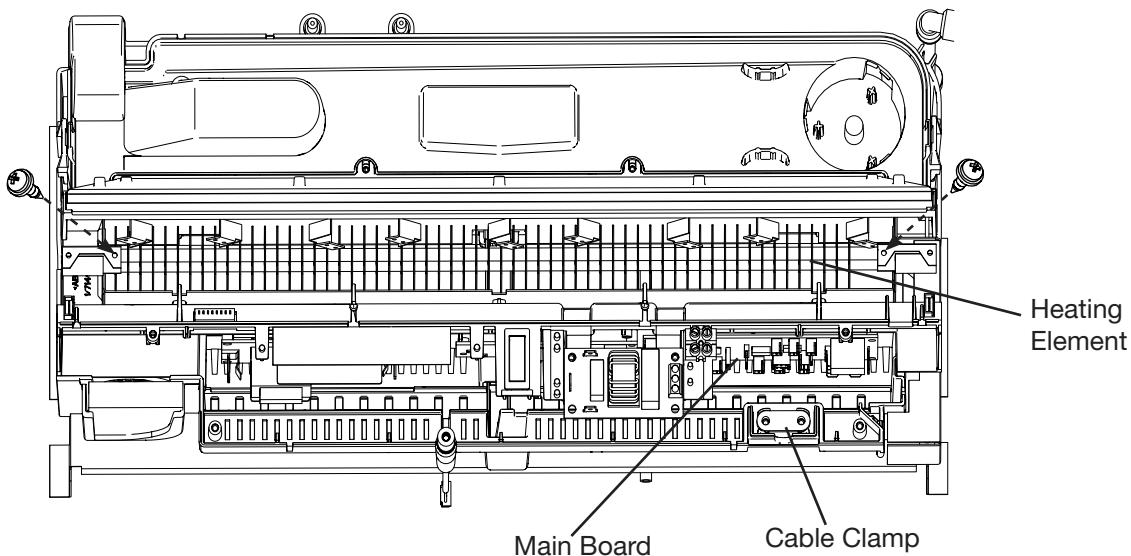
Tools Required: Phillips head screwdriver

1. Follow the Preparing for Service instructions. (Page 11)
2. Remove the access cover screw. (Figure 16)
3. Remove the 4 screws and the electronic cover from the unit. (Figure 16)
4. Remove the 2 screws securing the cable clamp. (Figure 18)
5. Holding the electronics assembly close to the ends of the LED light strip, gently lift the electronics assembly out of its original position to expose the attached components. (Figure 18)
6. Locate the 2 screws that secure the element assembly (element and brackets) to the unit and remove. (Figure 22)
7. Lift the element assembly out of the unit.
8. Disconnect the element from the main control board.
9. Remove the element from the mounting bracket and install the new element.
10. Attach the new element wire to the main control board.
11. Install and secure the element assembly into the module.
12. Place all of the wiring in their original locations, and reinsert the electronics assembly.

⚠ CAUTION: Ensure that the terminal block has not moved from its original location and all wires are contained under the cover before reassembly.

13. Reinstall the electronics cover and access cover in their original position in the module and secure the 5 screws.
14. Re-assemble the remainder of the components in reverse order from the Preparing for Service instructions. (Page 11)

Figure 22



Replacement Part Procedures

Module Power Supply Replacement

Tools Required: Phillips head screwdriver

1. Follow the Preparing for Service instructions. (Page 11)
2. Remove the access cover screw. (Figure 16)
3. Remove the 4 screws and the electronic cover from the unit. (Figure 16)
4. Remove the 2 screws securing the cable clamp. (Figure 18)

5. Holding the electronics assembly close to the ends of the LED light strip, gently lift the electronics assembly out of its original position to expose the attached components. (Figure 18)

6. Locate the power supply assembly. (Figure 23)

7. Disconnect the power supply wires from the terminal block and main control board.

! NOTE: A flat head screwdriver can be used to gently pry between the end of the connector and the switch to release the wires.

8. Remove the old power supply from the module and replace with the new power supply.

9. Place the new power supply wires in the terminal block and on the main control board.

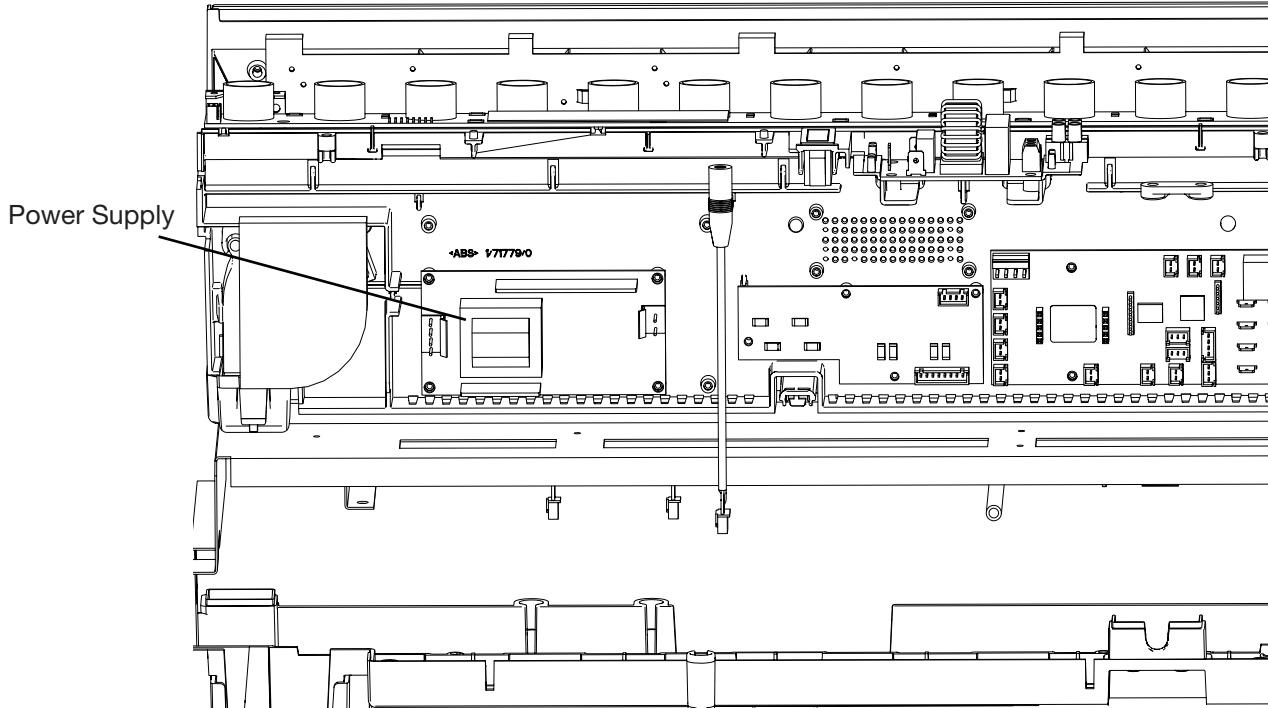
10. Reinsert the electronics assembly

⚠ CAUTION: Ensure that the terminal block has not moved from its original location and all wires are contained under the cover before reassembly.

11. Reinstall the electronics cover and access cover in their original position in the module and secure the 5 screws.

12. Re-assemble the remainder of the components in reverse order from the Preparing for Service instructions. (Page 11)

Figure 23

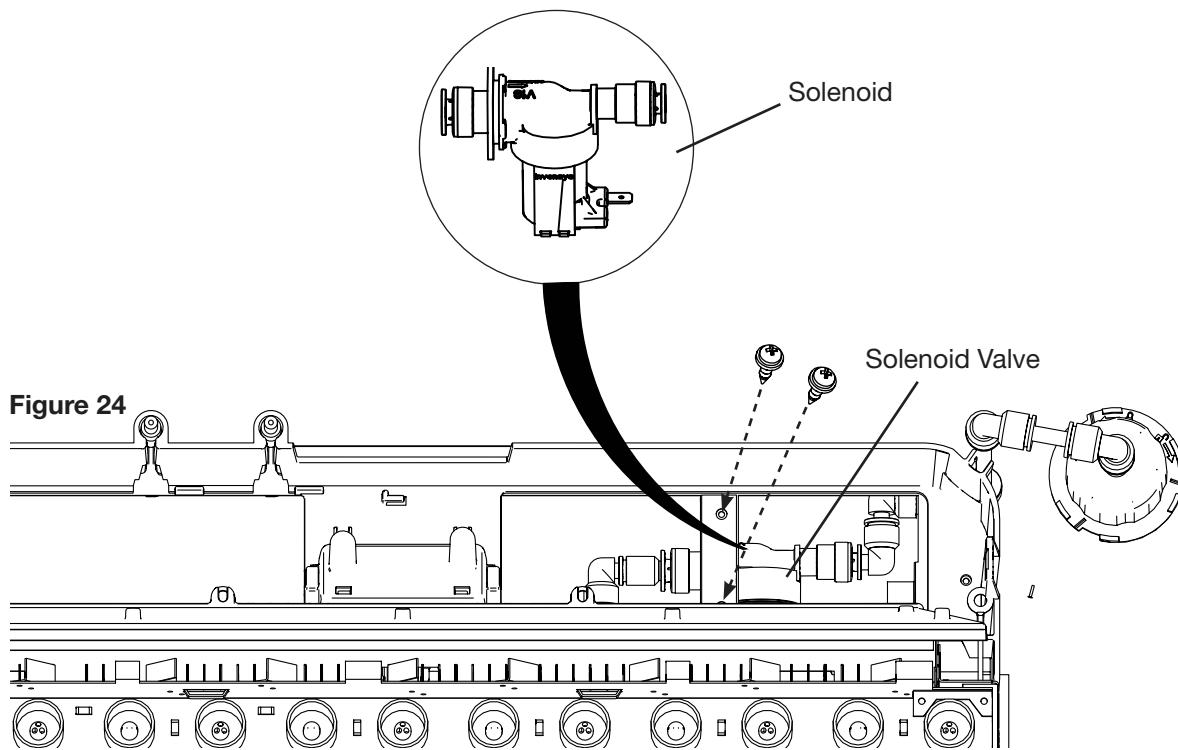


Replacement Part Procedures

Module Solenoid Valve Replacement

Tools Required: Short Phillips head screwdriver

1. Follow the Preparing for Service instructions. (Page 11)
2. Remove the fill cap by turning it clockwise.
3. Remove the top cover assembly by gently pushing the tabs on both sides until they snap in place. (Figure 14)
4. Disconnect the transducer(s), and lift out the water reservoir.
5. Locate the solenoid valve to be replaced. (Figure 24)
6. Trace and disconnect the control wire for the solenoid back to the main control board.
7. Remove the two screws from the front face of the bracket to release the valve. (Figure 25)
8. Disconnect the plumbing connections and remove the solenoid valve.
9. Run new wire through to main control board.
10. Install new solenoid valve.
11. Reconnect the control wire.
12. Reinsert the water reservoir, transducer, top cover assembly, and fill cap.
13. Re-assemble the remainder of the components in reverse order from the Preparing for Service instructions. (Page 11)



Troubleshooting & Error Codes

If an error occurs, power cycle the unit by turning the unit off using the main switch (at the top right behind the glass) or by turning off the power from the breaker panel for 10 seconds before turning it back on.

Ensure the unit is installed with air intakes for adequate air flow.

Problem	Display	Cause	Solution
Fireplace does not turn on with the manual touch controls when pressing the stand by icon multiple times	N/A	Normal operation, there is a brief delay after pressing	Wait 2 seconds after pressing ⏪
		Power switch is set to off	Ensure the unit's main power switch is on (upper right, behind the glass) If the unit is connected through a wall switch, ensure it is on.
		No incoming power	Ensure unit is wired correctly. Check main disconnect panel.
		Electronics communication error	See below.
		Loose connections	Trace wires from power adaptor to main control board and hidden touch controls. Check connections to LIN splitter board.
	E140	Defective power adaptor	Replace power adaptor
		Defective hidden touch controls	Replace hidden touch controls
		Defective main control board	Replace main control board
		Defective LIN splitter board	Replace LIN splitter board
		Display is blank	Turn unit off from power switch or breaker. Check for heater exhaust blockage. Allow the unit to cool for 30 minutes. If the unit shuts off continuously when the heater is turned on, replace heater assembly.
Fireplace does not respond to commands given from the remote control	N/A	The batteries in the remote control are dead or installed incorrectly.	Replace remote control batteries Ensure batteries are installed with + facing up.
		Remote control is defective	Replace the remote control
	Blue LED	The Flame Connect app is open on a mobile device	Close the Flame Connect app on all mobile devices to enable use of the remote control. The blue LED will turn off when the remote is ready to use.
Circuit breaker trips or fuse blows when unit or heater is turned on	N/A	Improper circuit current rating	Install unit on a dedicated minimum 15 amp circuit.
Heater is on, but there is no heat	-##5T-	The set temperature is below the ambient temperature	Increase the set temperature to ensure it is greater than the ambient room temperature.
Heater not working at full capacity	-ON-	Normal operation; the heater automatically adjusts the fan speed and heater wattage to safely and precisely match the requirements based on the thermostat setting.	Check heater function by activating the boost mode (see user's guide).
		Defective heater assembly	If very little heat is emitted, replace the heater assembly.

Problem	Display	Cause	Solution
The glass is fogging	N/A	Excess humidity	Use the Extractor Fan Boost as needed to clear excess humidity within the unit (see User's Manual) If fogging persists, reduce the flame intensity or use a dehumidifier in the room.
The flame effect is not uniform across all modules	N/A	Normal operation; a slight variation in the thickness and height of the flame effect from one module to the other is expected.	No action required.
		Normal operation upon startup	Allow the unit to warm up for 10 to 15 minutes for the height of flame effect to stabilize.
		Transducer is not operating optimally	Clean module components, including transducer. If problem persists, replace transducer.
No top lights	N/A	Top lights have been turned off using the app	Adjust the settings from app, remote, or hidden touch controls
		Loose connections	Remove glass and ensure the connectors are firmly connected.
		Top LEDs are defective	Replace defective LED strip(s).
Flame is not illuminated	N/A	Flame light has been turned off using the app	Adjust the flame settings from app, remote, or hidden touch controls.
		Loose connection	Remove glass and media bed, and ensure the connectors are firmly connected.
		Flame LEDs are defective	Replace defective LED strip(s).
Unpleasant smell from unit	N/A	Dirty or stale water.	Clean the unit as described in the Maintenance section of the User's Guide.
Water appearing on the media tray	N/A	Normal operation.	During normal operation it is expected to see some condensation of water on the media tray.
		Media crossing over flame output	Ensure media does not cross over the flame output slot or use provided flame baffles to block vapour where needed.
Condensation in the unit			Please refer to the user manual for proper user, care & installation, failure to properly follow the users equipment installation may result in poor product performance.
The display board (UI) is not registering the correct number of modules	DIY5		Check the linking wires from the Lin Splitter to modules that are fitted securely.

Problem	Display	Cause	Solution
Heat does not turn on	C052	Heater is disabled.	Press and hold  and  at the same time on the hidden touch controls for 3 seconds to disable or enable the heat function.
	C043	Heater has been permanently disabled.	If installation with heat is desired, reinstall jumper on main board if available or purchase new main board.
	C020	Defective ambient temperature NTC	Replace NTC
	C023	Defective main control board	Replace main control board
	C033	Main PCB overheating	See below.
		Unit was turned on and off too many times in a short period	Put the unit in standby and allow it to cool for 30 minutes.
		Heater exhaust blockage	Turn unit off from power switch. Check for heater exhaust blockage. Allow the unit to cool for 30 minutes.
	C034	Heater fan error	See below.
		Loose connection	Check connections
		Defective heater fan.	Replace heater assembly
No Heat or Flame	C044	Defective extractor fan	Disconnect power at main panel. Ensure the brick power supply input power cord is securely fastened by pushing into power supply. Restore power at the main panel. The unit should now be restored to last known working state.

Problem	Display	Cause	Solution
Flame effect does not turn on In some cases, the display flashes an error code followed by an % to indicate which water reservoir(s) registered the error. For example, where there are three flame modules and the middle one is affected, the display will flash the error code, followed by - % -.	N/A	Transducer is unplugged	Ensure the transducer jack is firmly plugged in.
		Transducer is defective	Replace the transducer.
	C 144	Extractor fan(s) error	See below.
		Loose connections	Check connections.
		Defective extractor fan.	Replace the extractor fan.
	C 145	Incorrect number of modules detected.	See below.
		Module(s) disconnected	Ensure module jacks are connected
		Incompatible hidden touch control installed (if error occurs after replacement)	Replace hidden touch control with compatible part. Each model has a separate hidden touch control part number.
		Incorrect LIN splitter connections	Ensure connections are placed correctly on the LIN splitter board.
		Defective LIN splitter board	Replace LIN splitter board
	C 151	Low water level in one of the water reservoirs.	See below.
		Water is not reaching the modules	Check plumbing, ensuring water adaptor is on and all valves are open.
		Defective water level sensor	Replace water level sensor.
	C 156	The timing for filling the water reservoir has been maxed out.	See below.
		Low water pressure	Ensure all plumbing valves are fully open Increase water pressure Priming proceduring may need to be repeated to fill the unit (see User's Manual)
	C 157	Possible leak in the unit.	Inspect the modules for any leaks.
		Defective water level sensor	Replace the water level sensor.
	C 158	Overflow has been detected.	Inspect the modules and carefully remove excess water.
		Defective level sensor	Replace the level sensor
		Defective solenoid	Replace the solenoid
Flame Connect App-related error	C 153	Fireplace settings are out of sync with the app.	Open the app on your mobile device to synchronize settings.