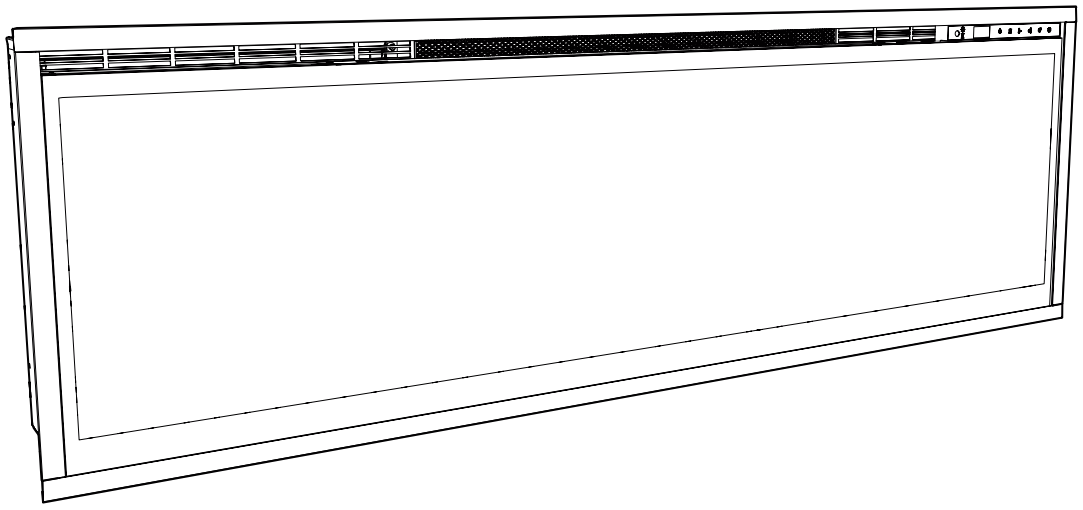
Service Manual

Model	UL Part Number
XLF50	6909630100
XLF60	6910000100
XLF74	6909690100
XLF100	6909700100



IMPORTANT SAFETY INFORMATION: Always read this manual first before attempting to service this fireplace. For your safety, always comply with all warnings and safety instructions contained in this manual to prevent personal injury or property damage.

7400940000R04

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Always use a qualified technician or service agency to repair this fireplace.

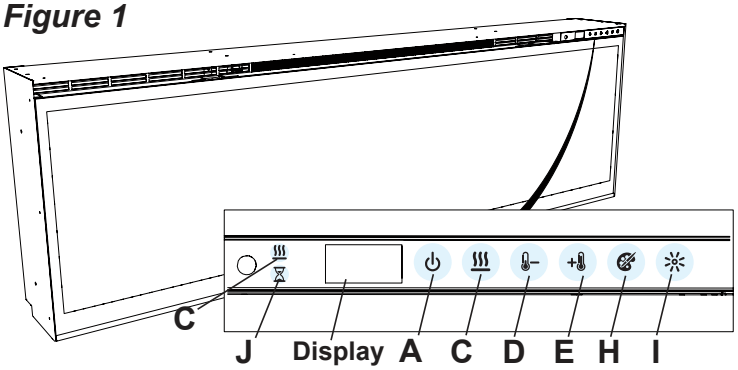
! **NOTE:** Procedures and techniques that are considered important enough to emphasize.

⚠ **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.

Operation

Figure 1



General Operation

WARNING: This electric firebox must be properly installed before it is used.

This firebox operates with Comfort$aver™ technology, which automatically adjusts the fan speed and heater wattage to safely and precisely match the requirements of the room based on the thermostat setting. The heater operates such that once the room reaches the set point, the fan and heater will continuously run at a low level, to maintain the desired room temperature. If the temperature in the room rises significantly, i.e. sun coming through a window or a central furnace turns on, the heater will turn off and periodically turn back on to circulate the air around the unit, until the room temperature drops and requires the heater to be constantly on again.

NOTE: The unit is designed so that the fan will run continuously while the heater is on.

NOTE: The element retains heat after shutdown, there is a built in cool down period of 2 minute before the fan shuts off completely, when the heat function is turned Off.

Remote Operation

The fireplace is supplied with an IR multi-function remote control.

NOTE: To operate correctly, the remote control must be pointed towards the front of the unit.

Controls

The unit can be controlled by either the manual controls which are located on the upper right of the fireplace or the remote (Figure 1 & 2).

A. Standby

Turns the unit On and Off.

→ Activated by pressing the Standby button on the remote or the unit.

- The unit will turn On with the same functions that it was set to when it was turned Off and the intake temperature will be indicated on the Display.

NOTE: When any button is pressed on the unit the intake temperature will be displayed on the Display for 7 seconds.

B. Flame Effects

Turns the Flame Effect On and Off.

→ Activated by pressing the button on the remote.

C. Heat ON/OFF

Turns the heater On and Off.

→ Activated by pressing the button on the remote or the unit.

- Indicated by the icon and the setpoint temperature will flash on the display, then the intake temperature will be displayed before turning off.

NOTE: After the heater is switched off, there is a 2 minute fan delay, where the fan will continue running before turning off.

NOTE: The unit can be operated in ***Heat Only Mode***. When the unit is only running with the heater, the icon will continuously be displayed on the Display.

NOTE: The heater may emit a slight, harmless odor when first used. This odor is a normal condition caused by initial heating of internal heater parts and will not occur again.

D Temperature Down

Decreases the temperature setting.

→ Adjusted by repeatedly pressing the corresponding button on the remote.*

- Indicated by setpoint temperature on the Display decreasing and the speed of the fan decreasing to reduce the amount of heat being projected into the room.**

E. Temperature Up

Increases the temperature setting.

→ Adjusted by repeatedly pressing the corresponding button on the remote.*

- Indicated by the setpoint on the Display increasing and the speed of the fan increasing to increase the amount of heat being projected into the room.

* The first time the button is pressed the current temperature set point will be displayed for 2 seconds.

** The temperature can be adjusted from 5 °C to 37 °C (41 °F to 99 °F).

NOTE: Holding the and the buttons down for two seconds, on the unit, will change the temperature scale from °C to °F, or vice versa.

F. Eco Operation

Runs the heater in a reduced wattage range when activated.

→ Adjusted by pressing the corresponding button on the remote when the heater is on.

- Indicated by the Display and a reduced fan speed.

G. Heat Boost

Turns the Heater Boost On and Off. Runs the unit at the full rated wattage.

→ Activated and adjusted by repeatedly pressing the corresponding button on the remote.

- Indicated by the heater running at full heat, for a user set amount of time, to quickly heat up a cold room/space. The Heat Boost can be set for a maximum of 20 minutes, in 5 minute increments.

Disable Heat

If desired, depending on the season, the heater on the unit can be disabled. The function of the remaining controls will continue to function as outlined in this manual.

Pressing the and buttons on the unit at the same time and holding for 2 seconds will disable and enable the heater.

! NOTE: When the heater has been disabled and any of the heat related functions are used, the Display will indicate "---".

H. Color Themes

Different presets of lighting color combinations are available in the unit.

→ Changed by repeatedly pressing the corresponding button on the remote or the unit.

- Cycles through the different preset light settings of the unit, this includes different combinations of colors of the flame base and media lighting.

! NOTE: Two of the themes in the cycle are a prism where the unit cycles through a variety of colors. Pressing the stops the cycling and holds the unit on the preferred color, indicated by a solid circle. When the unit is on prism, and is cycling through the colors, a rotating circle will be displayed.

I. Brightness

Changes the Brightness of the lights in the unit.

→ Adjusted by repeatedly pressing the corresponding button on the remote or the unit.

- Indicated by the second digit on the Display changing to show: "H" (high), and "L" (low).

J. Sleep Timer

The Sleep Timer can be set to automatically shut off the fireplace after a preset time (from 30 minutes to 8 hours).

→ To set the timer press the timer button on the remote, repeatedly, until the desired time is displayed.

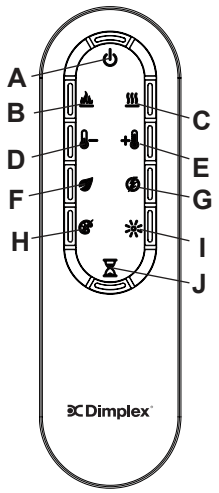
- The Display will display the different times as it is adjusted. Once the timer has begun, pressing the button will display the time remaining before the unit turns Off.

! NOTE: The Sleep Timer can be cancelled at any time by pressing the button repeatedly until the sleep timer displays nothing.

Resetting the Temperature Cutoff Switch

Should the heater overheat, an automatic cut out will turn the whole unit off and it will not come back on without being reset. If the button on the unit is pressed, Er2 will be displayed on the unit. It can be reset by turning the unit off at the main disconnect panel and waiting 5 minutes before turning the unit back on.

Figure 2



⚠ CAUTION: If you need to continuously reset the heater, turn the unit off at the main disconnect panel and call technical support at 1-888-346-7539.

Remote Control Battery Replacement

To replace the Battery:

1. Slide battery cover open on the remote control.
2. Correctly install one 3 Volt (CR2032 [longer life] or CR2025) Battery in the battery holder.
3. Close the battery cover.

Battery must be recycled or disposed of properly. Check with your Local Authority or Retailer for recycling advice in your area

Additional key Combinations

Software Revision Display - On the unit, hold and to display the software revision of the unit.

Factory Reset - On the unit, hold the and the , until the display shows "ooo"

Maintenance

WARNING: Disconnect power and allow heater to cool before attempting any maintenance or cleaning to reduce the risk of fire, electric shock or damage to persons.

NOTE: The fireplace should not be operated with an accumulation of dust or dirt on or in the unit, as this can cause a build up of heat and eventual damage. For this reason the heater must be inspected regularly, depending upon conditions and at least at yearly intervals.

Partially Reflective Glass Cleaning

The partially reflective glass is cleaned in the factory during the assembly operation. During shipment, installation, handling, etc., the partially reflective glass may collect dust particles; these can be removed by dusting lightly with a clean dry cloth.

To remove fingerprints or other marks, the partially reflective glass can be cleaned with a damp cloth. The partially reflective glass should be completely dried with a lint free cloth to prevent water spots. To prevent scratching, do not use abrasive cleaners.

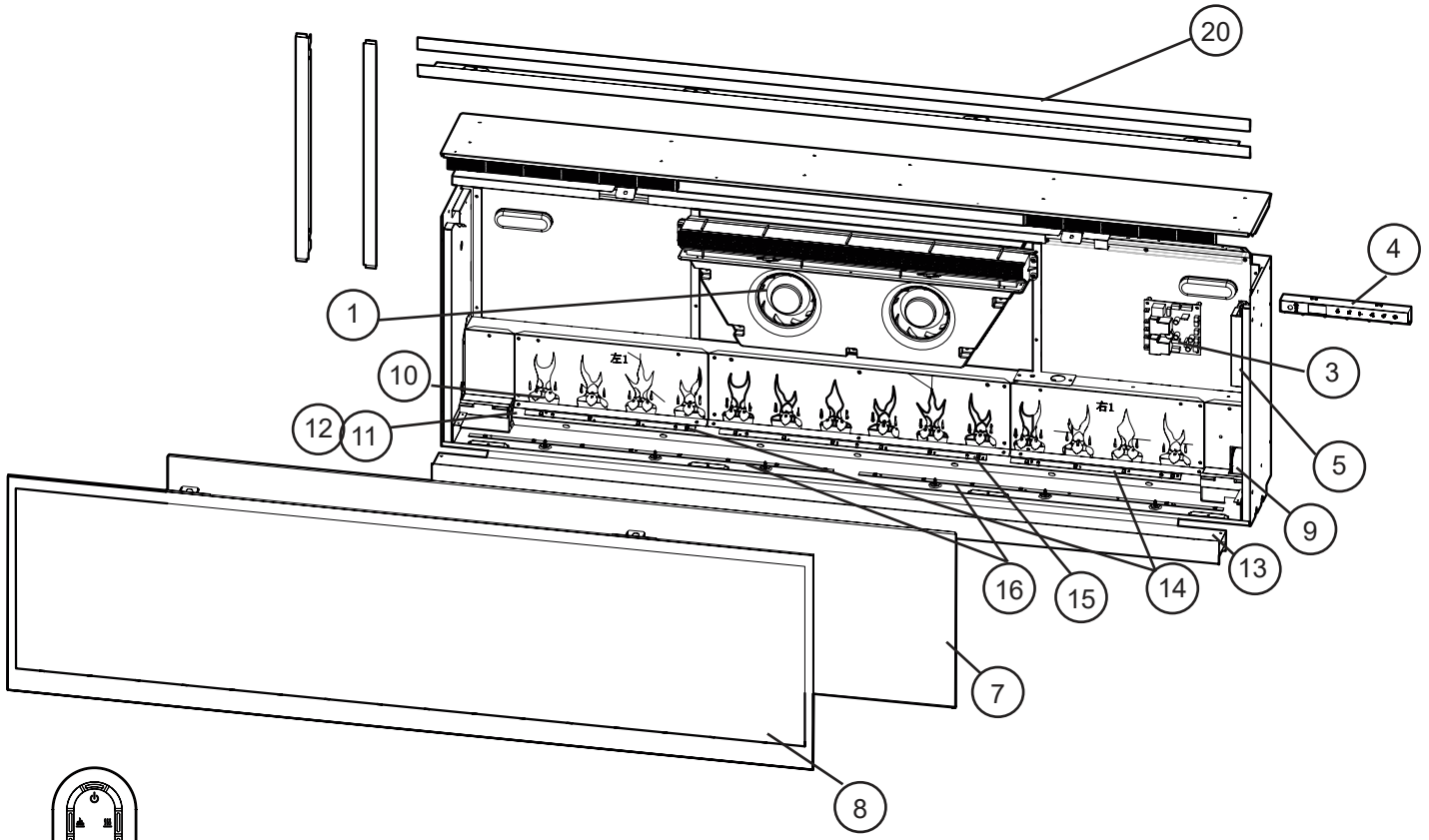
Fireplace Surface Cleaning

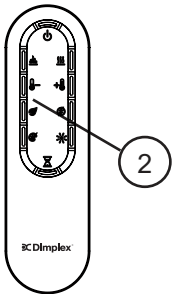
Use only a damp cloth to clean painted surfaces of the fireplace. Do not use abrasive cleaners.

Servicing

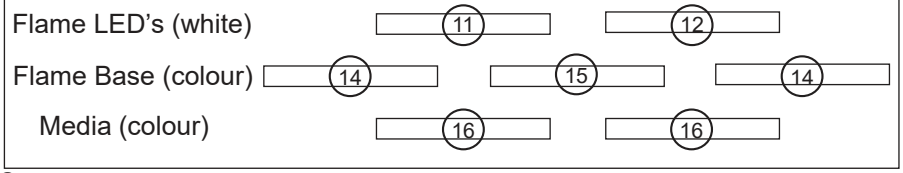
Except for installation and cleaning described in this manual, an authorized service representative should perform any other servicing.

Exploded Parts Diagram - XLF50





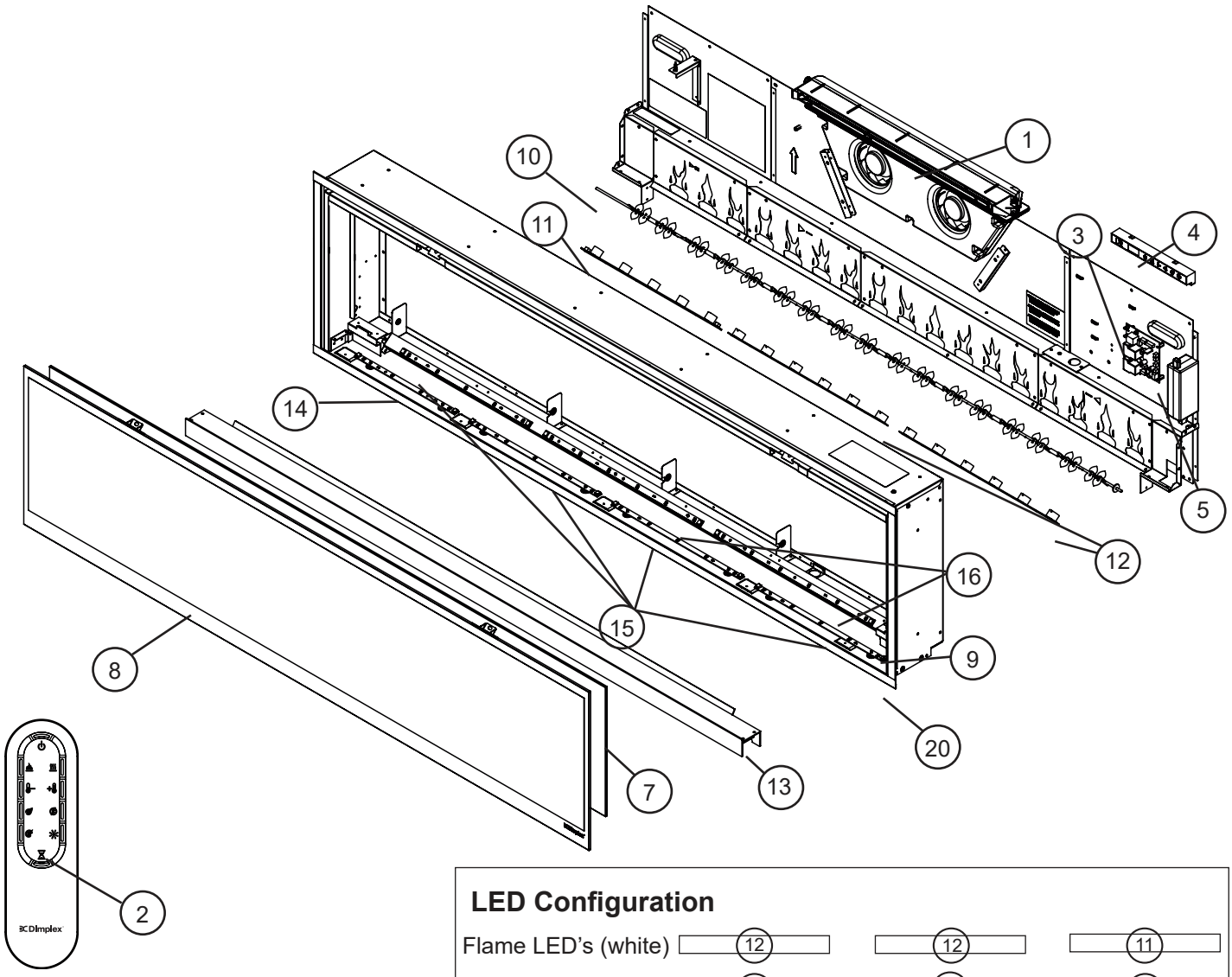
LED Configuration



Replacement Parts List - XLF50

1. Heater Assembly (with cutouts) 2203720100RP
2. Remote Control 3001250100RP
3. Main Control Board 3001650100RP
   MOD A & above 3001650200RP
4. Capacitive Controls and Display 3001680100RP
   MOD A & above 3001680200RP
5. Power Supply 2100250500RP
6. Thermistor 3001560500RP
7. Partially Reflective Glass 5902890100RP
8. Front Glass 5902900100RP
9. Flicker Motor 2000500900RP
10. Flicker Assembly 5902920100RP
11. 6-Light LED Flame Assembly 3001670100RP
    MOD B 3001760600RP
12. 8-Light LED Flame Assembly 3001670200RP
    MOD B 3001760700RP
13. Media Tray 5902910100RP
14. 4-Light RGB LED Assembly (2) 3001570400RP
    MOD B 3001960100RP
15. 6-Light RGB Media LED Assembly . . . 3001570100RP
    MOD B 3001960300RP
16. 8-Light RGB Media LED Assembly (2) 3001570300RP
    MOD B 3001960400RP
17. Mounting Hardware Kit 9600350100RP
18. Large Acrylic Media 1400130200RP
19. Medium Acrylic Media 1400150100RP
20. 4-piece Trim 9602160100RP
21. Front Glass Screws 8099770100RP
22. Screw Covers (MOD B) 0442370100RP
23. Power Cord (MOD B) 4100360100RP

Exploded Parts Diagram - XLF60



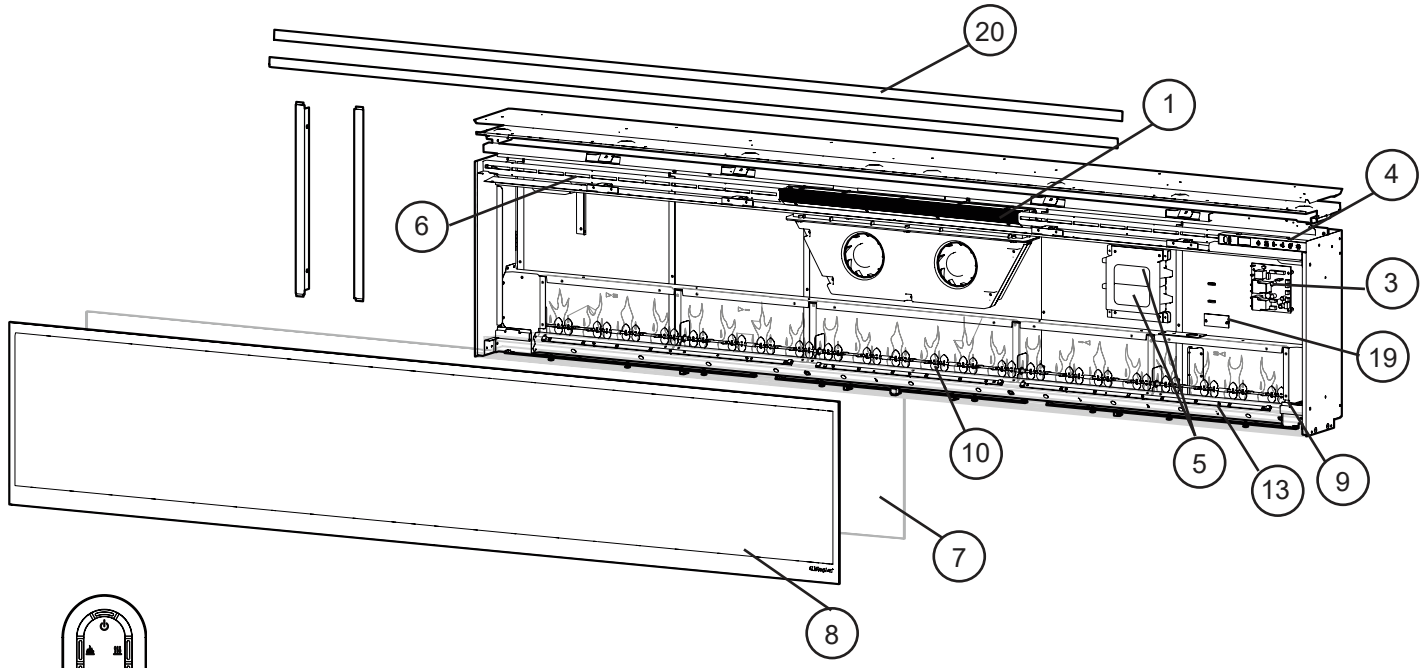
LED Configuration

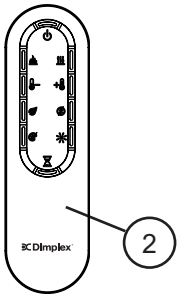
Flame LED's (white)	12	12	11
Flame Base (colour)	15	16	16
Media (colour)	15	15	14

Replacement Parts List - XLF60

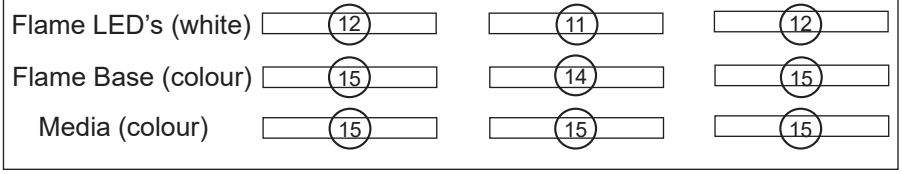
1. Heater Assembly (with cutouts) 2203720100RP
2. Remote Control 3001250100RP
3. Main Control Board 3001650200RP
4. Capacitive Controls and Display 3001680200RP
5. Power Supply 2100250500RP
6. Thermistor 3001560600RP
7. Partially Reflective Glass 5902890400RP
8. Front Glass 5902900200RP
9. Flicker Motor 2000480200RP
10. Flicker Assembly 5902920400RP
11. 5-Light LED Flame Assembly 3001760300RP
12. 6-Light LED Flame Assembly (2) 3001760600RP
13. Media Tray 5902910400RP
14. 4-Light RGB LED Assembly 3001960100RP
15. 5-Light RGB Media LED Assembly (4) 3001960200RP
16. 6-Light RGB Media LED Assembly (2) 3001960300RP
17. Mounting Hardware Kit 9600350100RP
18. Large Acrylic Media 1400130300RP
19. Medium Acrylic Media (2) 1400150100RP
20. 4-piece Trim 9602160200RP
21. Front Glass Screws 8099770100RP
22. Screw Covers 0442370100RP
23. Power Cord 4100360100RP

Exploded Parts Diagram - XLF74





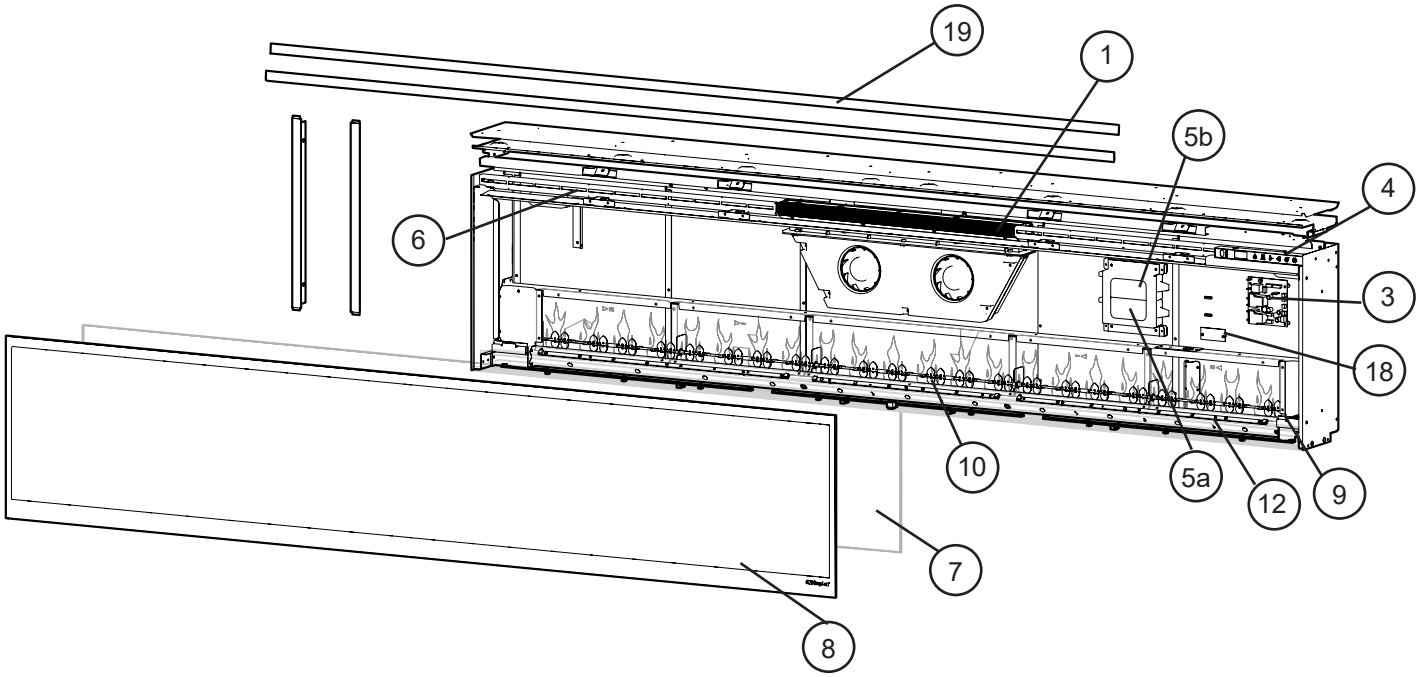
LED Configuration

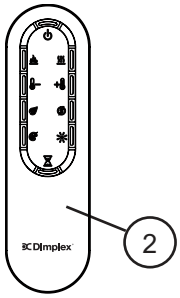


Replacement Parts List - XLF74

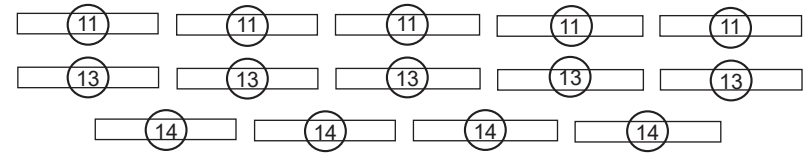
1. Heater Assembly (with cutouts) 2203720100RP
2. Remote Control 3001250100RP
3. Main Control Board 3001650100RP
   MOD A & above 3001650200RP
4. Capacitive Controls and Display 3001680100RP
   MOD A & above 3001680200RP
5. Power Supply (2) 2100250600RP
6. Thermistor 3001560700RP
7. Partially Reflective Glass 5902890200RP
8. Front Glass 5902940100RP
9. Flicker Motor 2000480200RP
10. Flicker Assembly 5902920200RP
11. 6-Light LED Flame Assembly 3001670100RP
    MOD B 3001760600RP
12. 8-Light LED Flame Assembly (2) 3001670200RP
    MOD B 3001760700RP
13. Media Tray 5902910200RP
14. 6-Light RGB Media LED Assembly 3001570100RP
    MOD B 3001960300RP
15. 8-Light RGB Media LED Assembly (5) . 3001570300RP
    MOD B 3001960400RP
16. Mounting Hardware Kit 9600350100RP
17. Large Acrylic Media 1400130300RP
18. Medium Acrylic Media (2) 1400150100RP
19. LED Power Distributor 3001720100RP
20. 4-piece Trim 9602160300RP
21. Suction cups 9600820200RP
22. Front Glass Screws 8099770100RP
23. Screw Covers (MOD B) 0442370100RP
24. Power Cord (MOD B) 4100360100RP

Exploded Parts Diagram - XLF100





LED Configuration

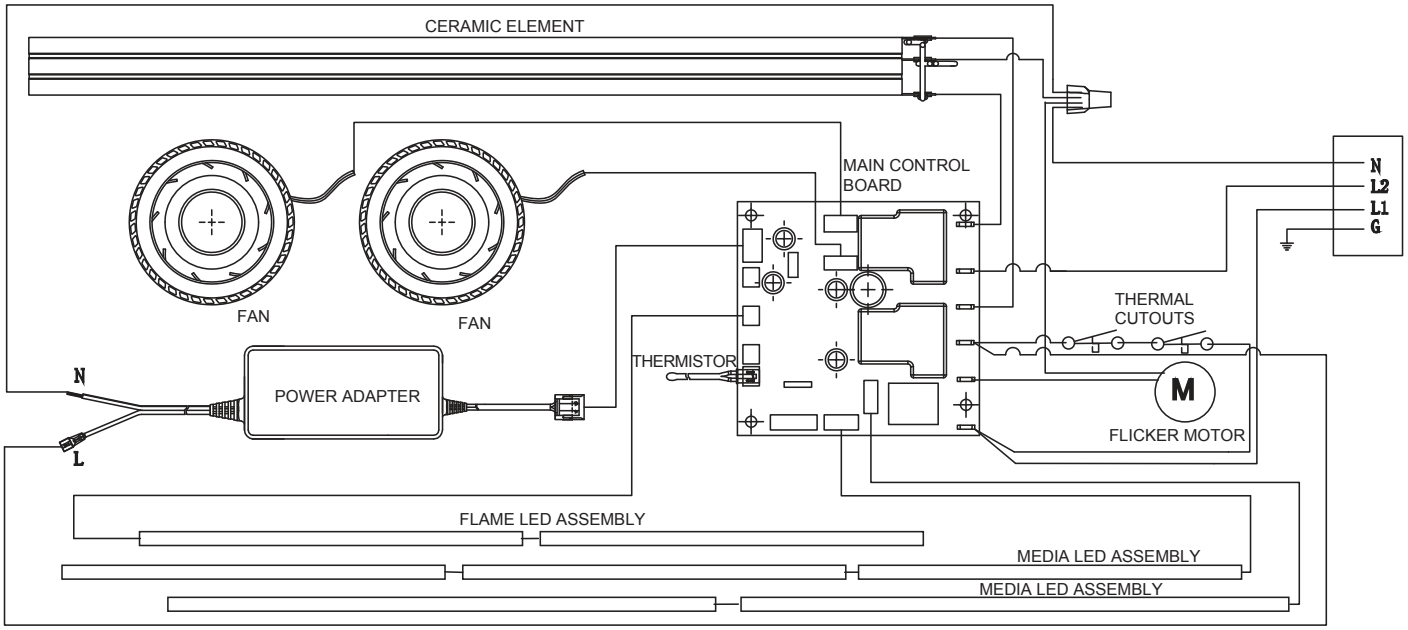


Replacement Parts List - XLF100

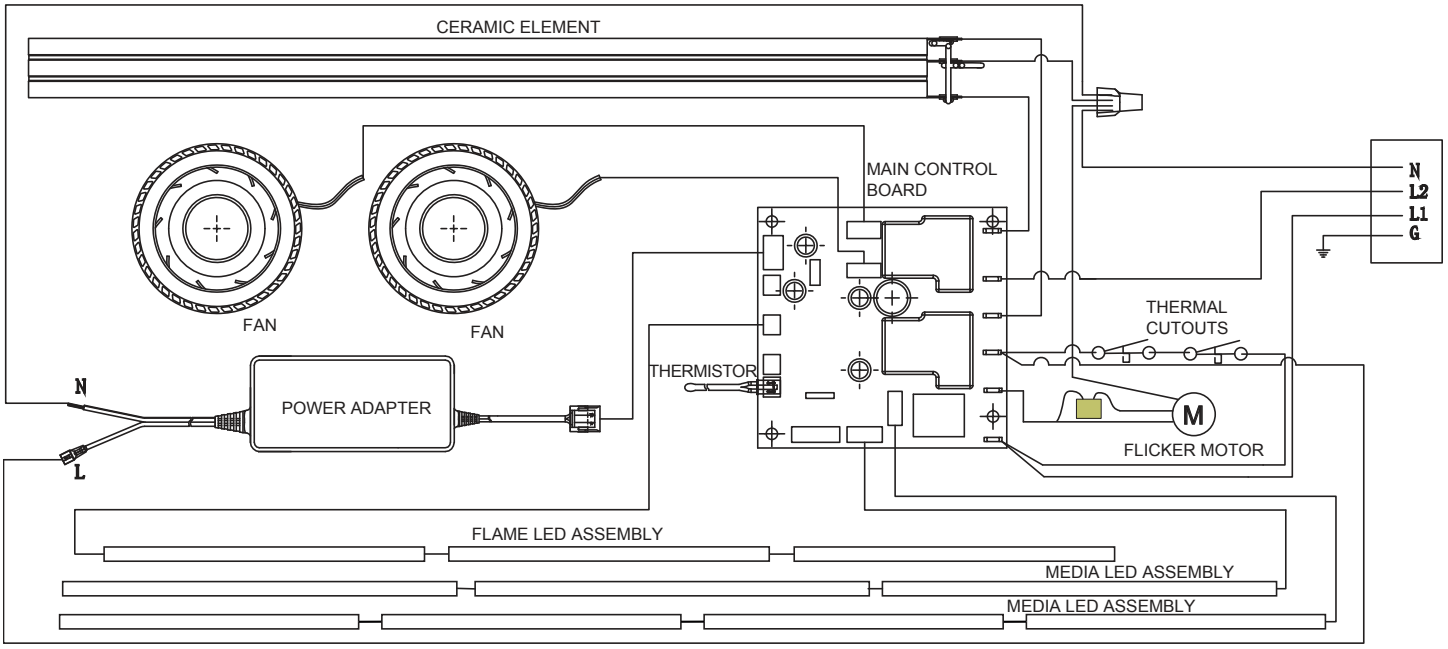
1. Heater Assembly (with cutouts) 2203720100RP
2. Remote Control 3001250100RP
3. Main Control Board 3001650100RP
   MOD A & above 3001650200RP
4. Capacitive Controls and Display 3001680100RP
   MOD A & above 3001680200RP
5. Power Supply a) 5 Amp 2100250500RP
   b) 3 Amp 2100250600RP
6. Thermistor 3001560700RP
7. Partially Reflective Glass 5902890300RP
8. Front Glass 5902940200RP
9. Flicker Motor 2000480200RP
10. Flicker Assembly 5902920300RP
11. 6-Light LED Flame Assembly (5) 3001670100RP
    MOD B 3001760600RP
12. Media Tray 5902910300RP
13. 6-Light RGB Media LED Assembly (5) . . . 3001570100RP
    MOD B 3001960300RP
14. 8-Light RGB Media LED Assembly (4) . . . 3001570300RP
    MOD B 3001960400RP
15. Mounting Hardware Kit 9600350100RP
16. Large Acrylic Media. 1400130200RP
17. Medium Acrylic Media (2) 1400150100RP
18. LED Power Distributor 3001720100RP
19. 4-piece Trim 9602160400RP
20. Suction cups 9600820200RP
21. Front Glass Screws. 8099770100RP
22. Screw Covers (MOD B) 0442370100RP
23. Power Cord (MOD B) 4100360100RP

Wiring Diagrams

XLF50



XLF60



Wiring Diagrams

XLF74, XLF100

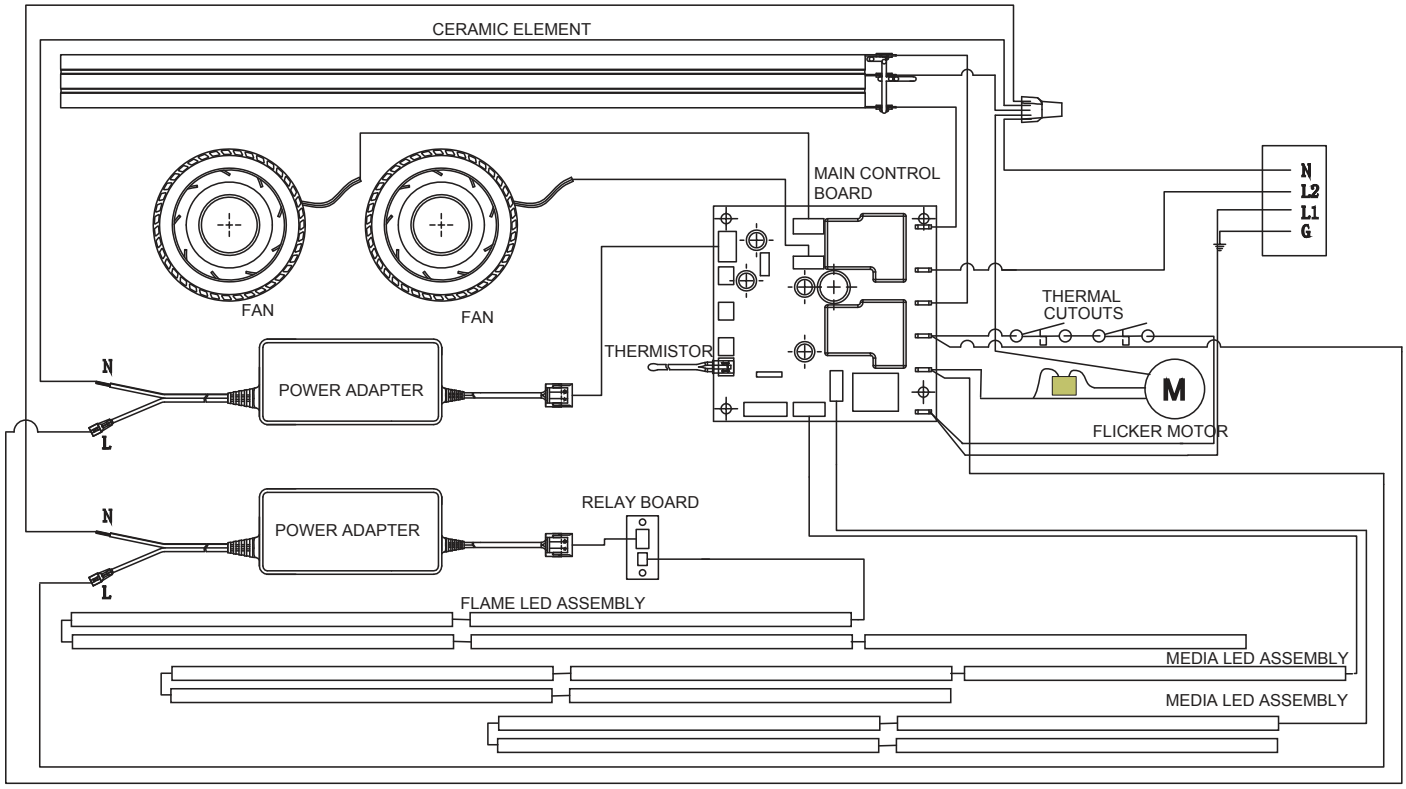
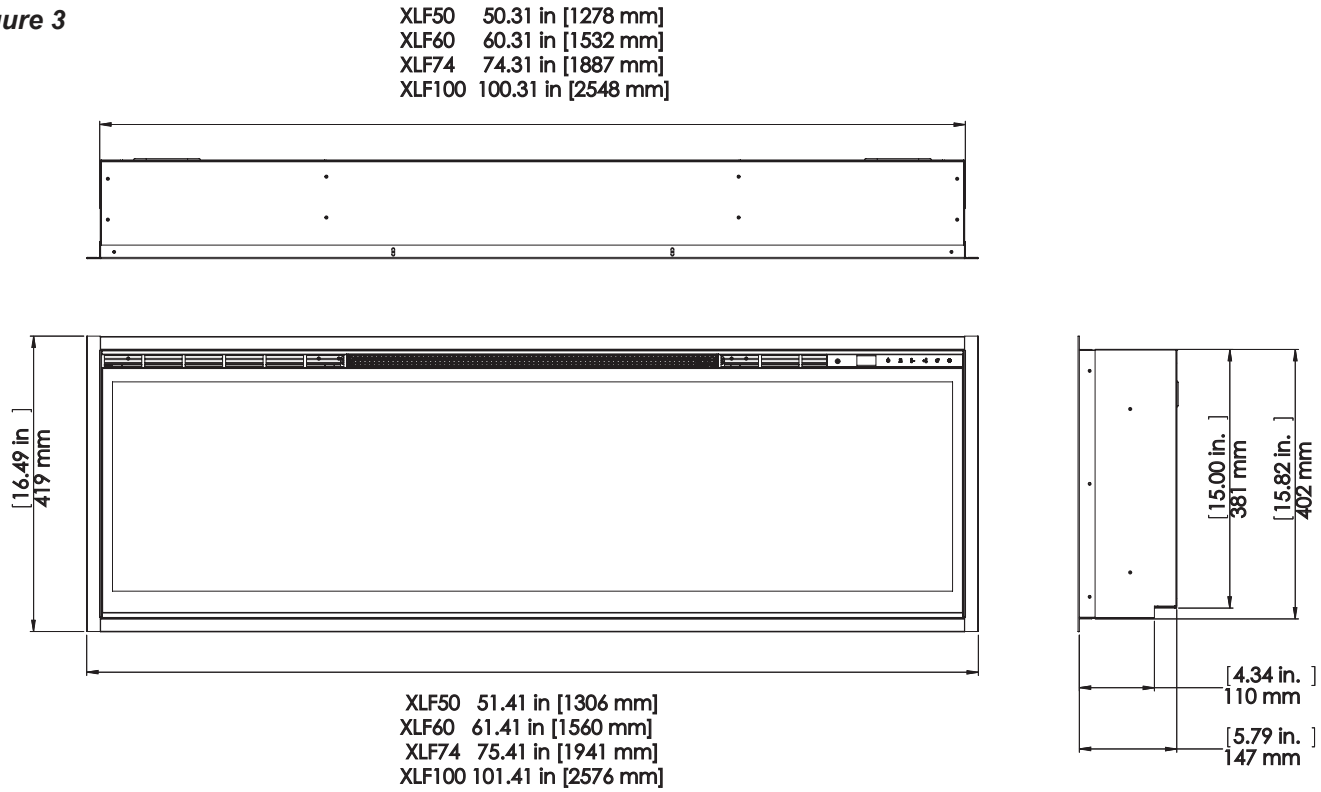


Figure 3



Preparation for Service

! NOTE: All components are replaceable from the front of the fireplace while the unit is mounted in the wall.

Tools Required: Philips head screwdriver

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

⚠ CAUTION: If unit was operating prior to servicing allow at least 10 minutes for lights and heating elements to cool off to avoid accidental burning of skin.

! NOTE: All instructions are created for replacement of the XLF50 components and as a result the number of screws may differ for the XLF60, XLF74, and XLF100.

1. Turn the breaker off at the electrical panel.
2. Remove the front glass assembly by removing the 2 screws (1 on the left and 1 on the right side, located just inside the top front vent opening). These screws secure the front glass panel to the inside of the fireplace. (Figure 4)
3. Lift the front glass assembly out of the unit and carefully place the glass assembly aside in a safe location.
4. Remove the decorative acrylic ember-bed pieces from the media tray, which lies along the bottom of the interior partially reflective glass. A medium sized container such as a bucket or a box will be needed to keep the acrylic ember-bed pieces together.
5. Attach the suction cup to the partially reflective glass to assist with removal (XLF74 & XLF100.)
6. Remove the 12 screws from the glass retaining bracket, starting on either end and working your way to the

Figure 4

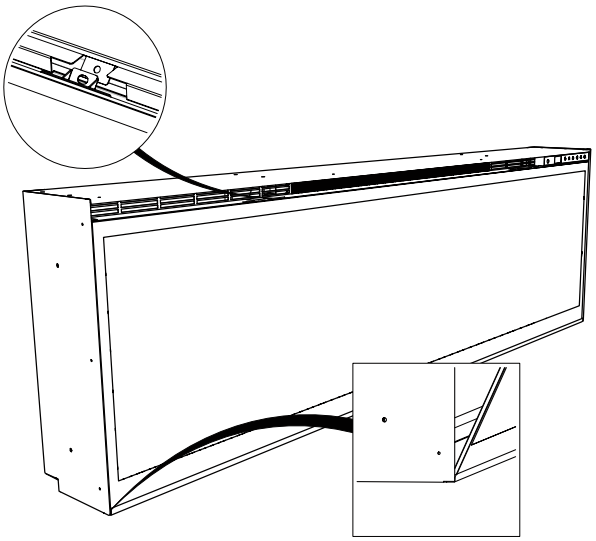
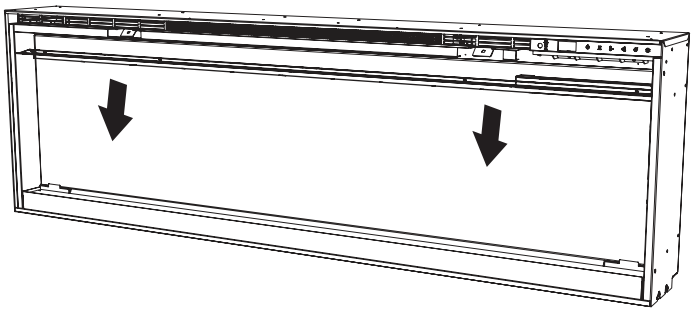


Figure 5



middle, along the top of the opening, ensuring that neither the bracket nor the partially reflective glass falls out of the unit. (Figure 5)

7. Gently lift the partially reflective glass out of the unit and set it aside in a safe place.

⚠ **CAUTION:** Partially Reflective Glass is not tempered. Do not bump or drop the Partially Reflective Glass to avoid breakage and personal injury.

8. Proceed to the instructions within this manual relating to the repair being performed - see Table of Contents for page number.

Main Control Board Replacement

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

⚠ **CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights and heating elements to cool off to avoid accidental burning of skin.

Tools required: Phillips head screwdriver

⚠ **CAUTION:** Follow “Preparation for Service” instructions before proceeding.

1. Locate the main control board. (Figure 6)
2. Transfer the connections from the old board to the new board.
3. Remove the board, by removing the screw on each corner.
4. Install the new board onto the unit.
5. Ensure that all wires are replaced in the same manner as prior to the service.
6. Reassemble in the reverse order as above.

LED Power Distributor Replacement (Only XLF74 & 100)

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

⚠ **CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights and heating elements to cool off to avoid accidental burning of skin.

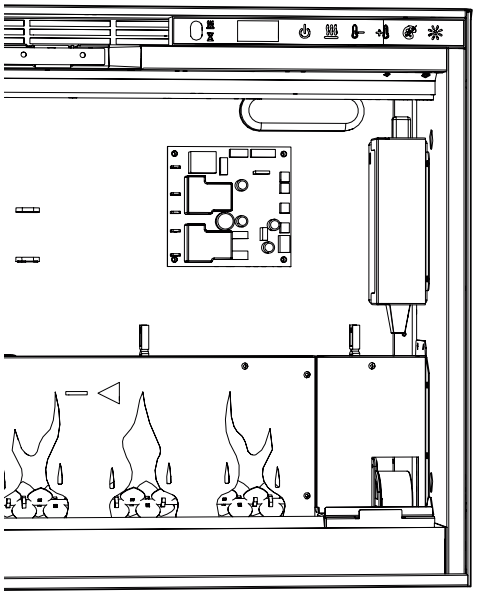
Tools required: Phillips head screwdriver

⚠ **CAUTION:** Follow “Preparation for Service” instructions before proceeding.

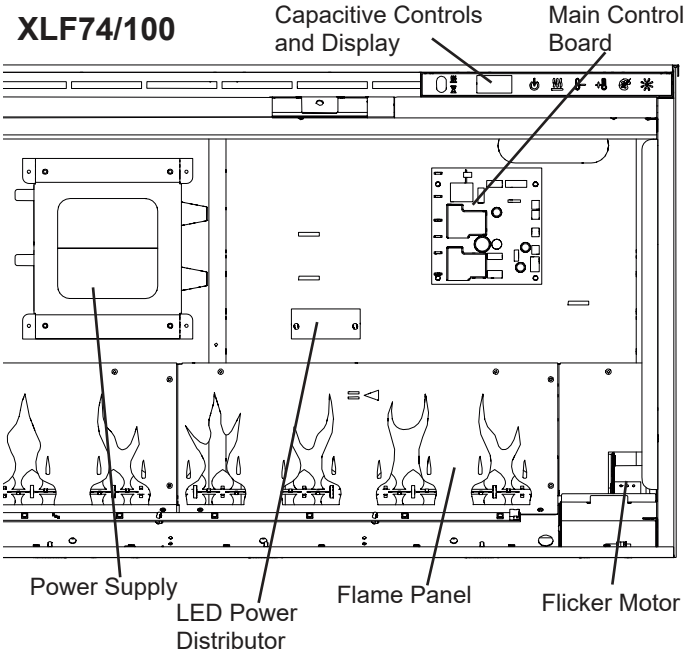
1. Locate the power distributor. (Figure 6)
2. Transfer the connections from the old board to the new board.
3. Remove the board, by removing the screw on each end.
4. Install the new board onto the unit.
5. Ensure that all wires are replaced in the same manner as prior to the service.
6. Reassemble in the reverse order as above.

Figure 6

XLF50/XLF60



XLF74/100



Power Supply Replacement

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

⚠ **CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights and heating elements to cool off to avoid accidental burning of skin.

Tools required: Phillips head screwdriver

⚠ **CAUTION:** Follow “Preparation for Service” instructions before proceeding.

1. Locate the power supply. (Figure 6)

2. Remove the screws that secure the holding bracket and power supply to the unit.
3. Trace the wires to the main control board and disconnect.
4. Run the wiring from the new power supply to the main control board.
5. Reinstall the bracket.
6. Ensure that all wires are replaced in the same manner as prior to the service.
7. Reassemble in the reverse order as above.

Capacitive Controls and Display Replacement

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

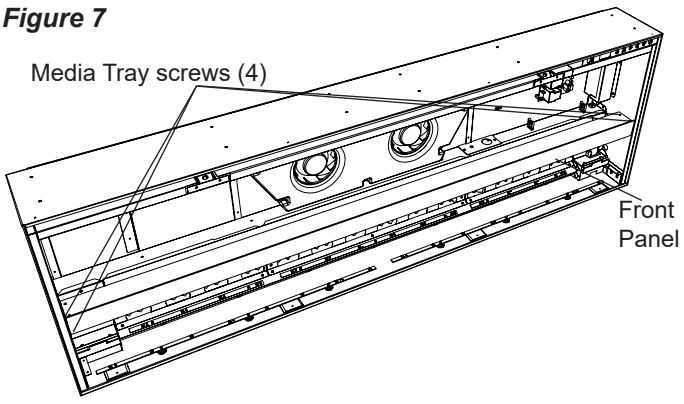
⚠ **CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights and heating elements to cool off to avoid accidental burning of skin.

Tools required: Phillips head screwdriver

⚠ **CAUTION:** Follow “Preparation for Service” instructions before proceeding.

1. In the upper right hand corner of the unit, above the main control board, locate the controls and display assembly and remove the 2 securing screws. (Figure 6)
1. Gently remove the assembly from the unit by pulling it forward. (Figure 12)
2. Disconnect the wire from the old assembly and install it on the new assembly.
3. Reinstall the new board onto the unit.
4. Ensure that all wires are replaced in the same manner as prior to the service.
5. Reassemble in the reverse order as above.

Figure 7



Media LED Light Strips Replacement

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

⚠ **CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights and heating elements to cool off to avoid accidental burning of skin.

Tools required: Phillips head screwdriver
Needle nose pliers

⚠ **CAUTION:** Follow “Preparation for Service” instructions before proceeding.

1. Remove the plastic media tray by removing the 4 screws: 2 on the left and 2 on the right of the tray. (Figure 7)
2. Lift the plastic media tray out of the unit.
3. Remove the front panel by removing the 6 screws: 3 on the left and 3 on the right of the tray.
4. Locate the LED assembly that needs to be removed.
5. Disconnect the wiring connections at either end.
6. Remove the assembly by pinching the plastic mounting tabs with needle nose pliers and lifting off.
7. Install the new assembly onto the unit and secure the LED strip to the unit.
8. Reattach the wire connections.
9. Ensure that all wires are replaced in the same manner as prior to the service.
10. Reassemble in the reverse order as above.

Flame LED Strips Replacement

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

⚠ **CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights and heating elements to cool off to avoid accidental burning of skin.

Tools required: Phillips head screwdriver
Wire cutters

⚠ **CAUTION:** Follow “Preparation for Service” instructions before proceeding.

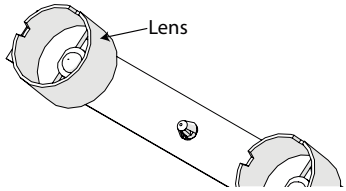
1. Remove the plastic media tray by removing the 4 screws: 2 on the left and 2 on the right of the tray. (Figure 7)
2. Lift the plastic media tray out of the unit.
3. Remove the front panel by removing the 6 screws: 3 on the left and 3 on the right of the tray.
4. Remove the 17 screws along the top of the flame panel and gently remove. (Figure 6)
5. Locate the LED strip that needs to be removed.
6. Disconnect the wiring connections at either end.
7. Remove the LED strip by pinching the plastic mounting tabs with needle nose pliers and lifting off.

8. If lenses are not present on the new LED strip follow the following two steps before proceeding to step 9. (Figure 8.)

   I. Remove the lenses from the old LED strip (Figure 8.) This will require some force when they are removed for the first time. It may be helpful to use a flathead screw driver to remove them,

   II. Affix the lens to the new LED strip by aligning it over the LED light and pressing down on it.
9. Install the new assembly and secure the LED strip to the unit.
10. Reattach the wire connections.
11. Ensure that all wires are replaced in the same manner as prior to the service.
12. Reassemble in the reverse order as above.

Figure 8



Flicker Assembly Replacement

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

⚠ **CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights and heating elements to cool off to avoid accidental burning of skin.

Tools required: Phillips head screwdriver
Wire cutters

⚠ **CAUTION:** Follow “Preparation for Service” instructions before proceeding.

1. Remove the plastic media tray by removing the 4 screws: 2 on the left and 2 on the right of the tray. (Figure 7)
2. Lift the plastic media tray out of the unit.
3. Remove the front panel by removing the 6 screws: 3 on the left and 3 on the right of the tray.
4. Remove the 17 screws along the top of the flame panel and gently remove. (Figure 6)
5. Gently pull the motor away from the flicker rod.

⚠ **CAUTION:** When removing and replacing the flicker motor try to keep any slight bending of the flicker rod minimal so as to not damage it. If flicker rod is damaged, it should be replaced to ensure proper operation.

6. Ensure that all wires are replaced in the same manner as prior to the service.
7. Reassemble in the reverse order as above.

Flicker Motor Replacement

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

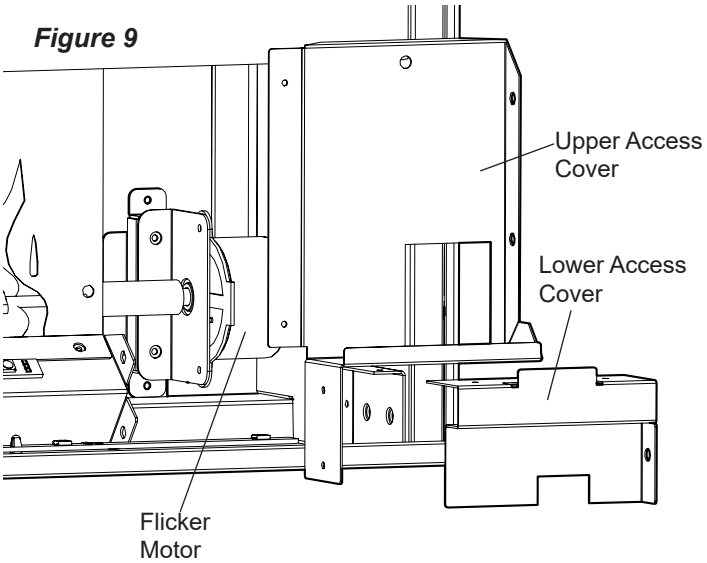
⚠ **CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights and heating elements to cool off to avoid accidental burning of skin.

Tools required: Phillips head screwdriver
Short handled Phillips head screwdriver

⚠ **CAUTION:** Follow “Preparation for Service” instructions before proceeding.

1. Remove the plastic media tray by removing the 4 screws: 2 on the left and 2 on the right of the tray. (Figure 7)
2. Lift the plastic media tray out of the unit.
3. Remove the front panel by removing the 6 screws: 3 on the left and 3 on the right of the tray.
4. Remove the upper access cover located on the bottom right hand side by removing the screws securing it to the unit.
5. Remove the left most flame panel (figure 6), the 2 vertical screws on the right hand side of the center flame panel may need to be removed to easily pull the left flame panel out.
6. Remove the flicker motor mounting bracket from the unit.
7. Remove the 2 screws holding the flicker motor to the mounting bracket. Gently pull the motor away from the flicker rod.
8. Remove the 2 screws holding the flicker motor to the mounting bracket. Gently pull the motor away from the flicker rod.
9. Trace the wiring up to the main control board and replace with new wires.
10. Properly orient the new flicker motor onto the motor bracket and re-attach with the 2 mounting screws.

Figure 9



⚠ CAUTION: When removing and replacing the flicker motor try to keep any slight bending of the flicker rod minimal so as to not damage it. If flicker rod is damaged, it should be replaced to ensure proper operation.

11. Reassemble in the reverse order as above.

Thermistor Replacement

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

⚠ CAUTION: If unit was operating prior to servicing allow at least 10 minutes for lights and heating elements to cool off to avoid accidental burning of skin.

Tools required: Phillips head screwdriver

⚠ CAUTION: Follow “Preparation for Service” instructions before proceeding.

1. Locate the thermistor attached to the bracket in the upper left hand side of the unit. (Figure 12)
2. Remove the thermistor by cutting the tie wrap securing it to the standoff.
3. Follow the cable back to the main control board and disconnect the old thermistor and connect the new cable.
4. Rerun the thermistor back to the brack ensuring that the wiring is replaced in the original locations.
5. Ensure that all wires are replaced in the same manner as prior to the service.
6. Reassemble in the reverse order as above.

Heater Assembly Replacement

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

⚠ CAUTION: If unit was operating prior to servicing allow at least 10 minutes for lights and heating elements to cool off to avoid accidental burning of skin.

Tools required: Phillips head screwdriver
Needle nosed pliers
Wire cutters (XLF60, XLF74, & XLF100)

⚠ CAUTION: Follow “Preparation for Service” instructions before proceeding.

1. Remove the 10 screws that secure the heater assembly retaining bracket to the unit. Remove the bracket and set aside.
2. Locate and remove the 4 screws that secure the assembly to the unit.

⚠ CAUTION: When removing the blower assembly mounting screws support the assembly to prevent any damage to the unit.

For the XLF50

3. Disconnect the wiring connections, noting their original locations.

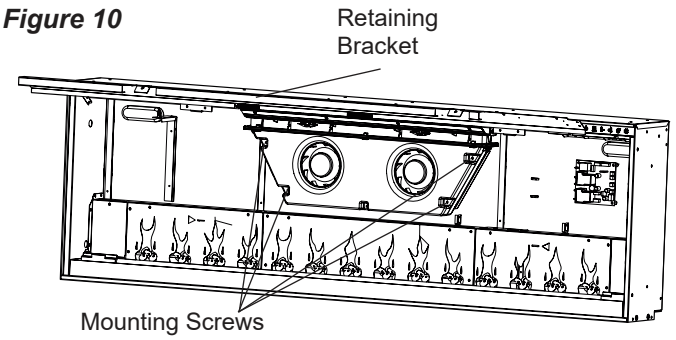
! NOTE: Using a flat head screwdriver gently pry between the end of the connectors and the blower/fan to release the wires.

4. Properly orient the new heater assembly and connect all of the wiring connections.
5. Reassemble in the reverse order as above.

For the XLF60, XLF74, & XLF100 - Splice the wires

3. Disconnect the wiring connections from the wire connectors, noting their original locations.
4. Cut the wires from the heater assembly that lead to the main board. These should be cut close to the heater assembly.
5. Properly orient and install the new heater assembly.
6. Cut the wires from the new heater assembly so that they can be connected with the existing wires that lead to the main control board. Avoid having them too long to prevent them from obstructing other components.
7. Connect the wires from the new heater assembly to those coming from the main control board using the provided wire connectors.
8. Connect the rest of the wiring connections to their original locations.
9. Reassemble in the reverse order as above.

Figure 10



Troubleshooting Guide

PROBLEM	CAUSE	SOLUTION
General		
Circuit breaker trips or fuse blows when unit is turned on	Short in unit wiring.	Trace wiring in unit.
	Improper circuit current rating	Additional appliances may exceed the current rating of the circuit breaker or fuse. Plug unit into another outlet or install unit on a dedicated 15 amp circuit.
Lights dim in room while the unit is on	Unit is drawing close to circuit current rating	Move the unit to another outlet or install unit on a dedicated 15 amp circuit
Appearance		
Fireplace does not turn on with the capacitive controls	Improper operation	Refer to operation section
	No incoming voltage from the electrical wall socket	Check fuse/breaker Panel
	Loose wiring	Check wiring connections
	Defective capacitive control assembly	Replace the capacitive control assembly
	Defective main control board	Replace the main control board
Fireplace does not turn on with the remote control	Improper operation	Refer to operation section
	The batteries in the remote control are dead.	Install new battery into the remote control.
	Defective remote control	Replace the remote control
	Defective capacitive control assembly	Replace the capacitive control assembly
	Defective main control board	Replace the main control board
Flame is frozen	Loose wiring	Check wiring connections
	Defective flicker motor	Replace flicker motor
	Defective main control board	Replace the main control board
Flame is not visible	Loose wiring	Check wiring connections
	Flame LED light assembly is not working	Replace affected flame LED light assembly
	Defective relay board (LED power distributor) - XLF74 & XLF100 only	Replace LED power distributor
	Defective power supply	Replace power supply
	Defective main control board	Replace the main control board
Flame Shudder	Defective flicker motor	Replace flicker motor
Media bed does not light up	Media bed is turned off	Refer to operation section
	Loose wiring	Check wiring connections
	Defective media LED lights	Replace affected media LED lights
	Defective main control board	Replace the main control board
Media bed lighting comes on by itself	Defective main control board	Replace the main control board

PROBLEM	CAUSE	SOLUTION
Heater		
Heater is not turning on, but flame effect is still functioning	Improper operation	Refer to operation section Ensure heater is not deactivated (displays -- when heat is pressed) Ensure set temperature is above room temperature
	Loose wiring	Trace wiring in unit
	Defective main control board	Replace the main control board
	Defective heater assembly	Replace heater assembly
Heater is turning off after a couple of minutes of operation	Improper operation	Refer to operation section
	Build up of dirt/dust in heater assembly	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust. Clean heater assembly with compressed air.
	Defective heater assembly	Replace heater assembly
Er1 appears on the display	Wiring for thermistor is loose	Ensure thermistor is securely plugged into the circuit board
	Defective thermistor	Replace thermistor
Er2 appears on the display	Build up of dirt/dust in heater assembly	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust. Clean heater assembly with compressed air.
	Defective heater assembly	Replace heater assembly
Heater emits an odor	Normal operation	Normal operation is when the heater emits an odor for a brief period after the heater is initially turned on. The heater is burning off any dust accumulated during manufacturing or operation.
	Defective heater assembly	Replace heater assembly
Heater fan turns on but lacks heat	Improper operation	Refer to operation section
	Heater turned off too early	If the heater is turned off before it has run for 2 minutes the fan will continue to run for 2 minutes to fully circulate air
	Loose wiring	Trace wiring in unit
	Defective heater assembly	Replace heater assembly
Heating element is glowing red	Normal operation	Small glowing sections of the element are considered normal.
	Defective heater assembly	If larger glowing sections are causing the heater to trip the thermal cutout, unplug unit, discontinue use and replace the heater assembly
Heater fan runs continuously	Loose wiring	Trace wiring in unit
	Defective main control board	Replace the main control board
	Defective heater assembly	Replace heater assembly
Noise		
Excessive noise with the heater on	Dirty heater assembly	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
Grinding or excessive noise with the heater off	Flicker rod hitting or rubbing against internal components	Ensure rod is straight and mounted properly in the bracket, spinning freely away from other components. Replace if necessary.
	Defective flicker motor	Replace flicker motor

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