

SERVICE MANUAL

Glass Front, Media, LED Light Boards (Ember Bed and Flame), Remote Receiver, Rotisserie, Motor, Control Board, Blower/Heater, Reflective Side Panels & Mounting Bracket
Model: SF-SC43-BK, SF-SC55-BK, SF-SC78-BK

- Instructions -



Leave this manual with party responsible for use and operation.

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

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

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

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

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

Tools and Supplies Needed

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

- Tape measure
- Needle-nose pliers
- Hammer
- Gloves
- Level
- Magnetic Phillips screwdriver
- Safety glasses
- Drill
- Flat blade screwdriver
- Phillips Tip-Bit socket and ratchet (for Blower/Heater)

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

Front Replacement

Remove Front and Trim Assembly

1. Pull firmly on the top edge of the Clean Face Front until it rotates away from opening of the appliance, then lift off of the appliance. See Figure 1.
2. To re-install, align the front with the opening around the appliance and press firmly onto appliance until the front is flush with wall and magnet engage with appliance.

Trim Ring Replacement

1. Remove the Front. See Front replacement instruction.
2. Remove the Trim Ring from the front by removing the screws that attach the two parts. See Figure 1. Carefully disengage the Trim Ring and remove it from the Front.
3. With the new Trim Ring set on the floor face down, set the front inside the Trim Ring face down. Re-install the screws. See Figure 1.
4. Re-install the Clean Face Front.

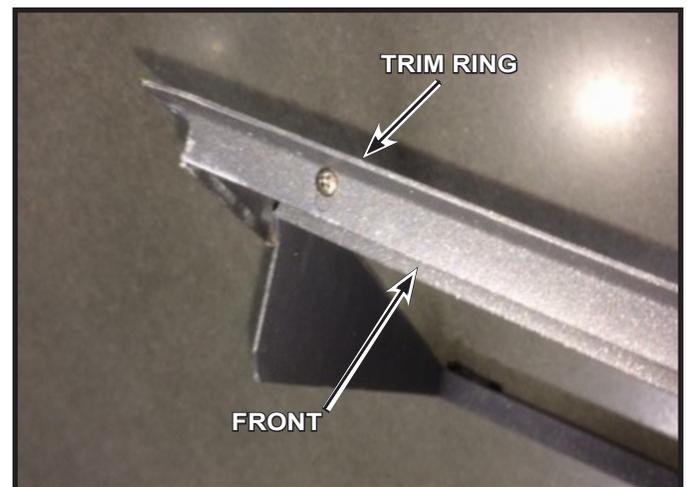


Figure 1. Trim Ring / Front

Glass Front Replacement

Remove Glass Front

1. Remove the two (2) thumb screws and brackets located on the inner upper corners of the appliance opening. See Figure 2.
2. Tilt the glass away from the appliance and lift out of the bottom glass channel. Be careful not to lose the rubber gasket on the top corners of the glass.
3. Verify that the glass gaskets are located on the top corners of the glass. Set the bottom edge of glass into the glass channel and tip back into the appliance until it rests against the glass stops. See Figure 2.
4. Re-install the glass brackets and thumb screws.

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

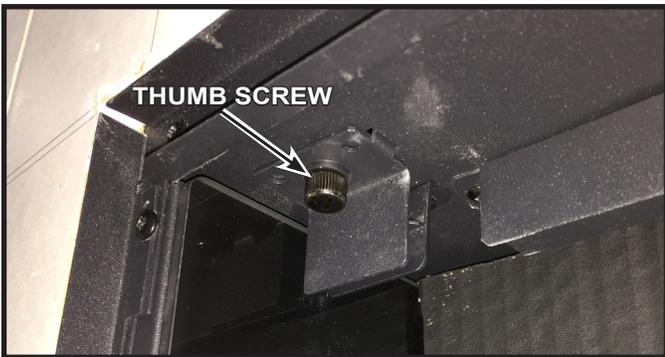


Figure 2. Remove Glass Front

Crystal Media / Logs Installation

1. Remove Front, Trim Assembly.
2. Remove Glass.
3. Arrange the media/logs along the inset window ledge at the front of the appliance.

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

Spotlight LED Replacement

1. Remove Front, Trim Assembly.
2. Remove Glass, see glass replacement instruction,
3. Support the Spotlight LED and remove the screws holding it in place. See Figures 3 and 4.
4. Gently pull the Spotlight LED cable located on the right end of the Spotlight LED until the connector is visible. Disconnect the connector and remove LED. See Figure 5.
5. Connect the new Spotlight LED to the connector and feed the cable back into the cutout. See Figure 5.
6. Re-install Spotlight LED screws.
7. Re-install glass.
8. Re-install Front, Trim Assembly.

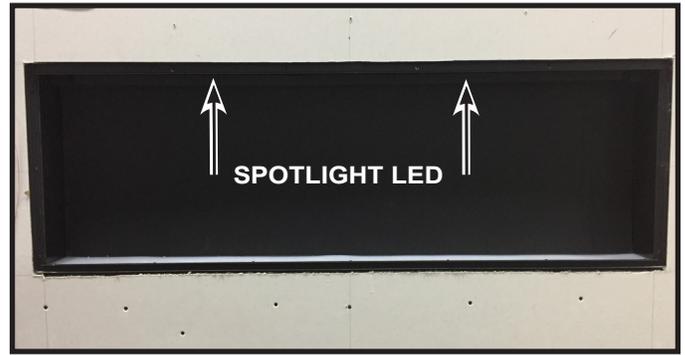


Figure 3 Spotlight LED Location



Figure 4

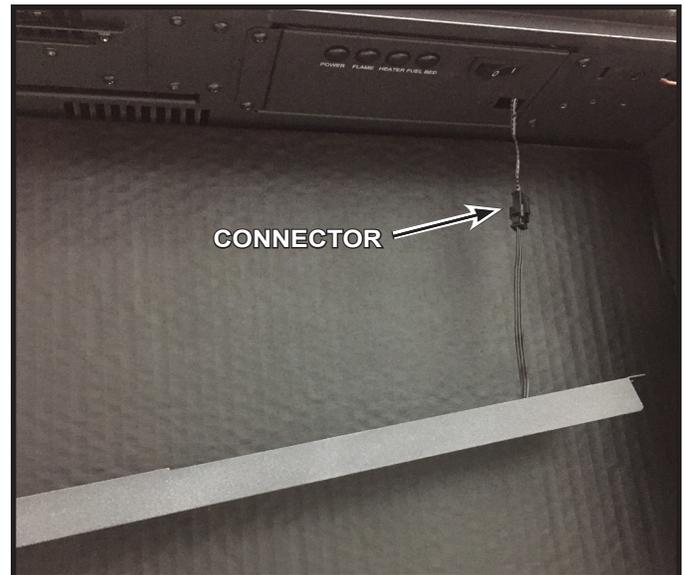


Figure 5

Heater Assembly Replacement

1. Remove Front and Trim Assembly, see Front replacement instruction.
2. Remove Glass, see Glass replacement instruction.
3. Remove Spotlight LED, see Spotlight LED replacement instructions.
4. Support Heater Assembly and remove 5 screws. See figure 6.
5. Slowly lower Heater Assembly until cable connector is accessible. See Figure 7.
6. Disconnect Heater Assembly cable connector. See Figure 7.
7. Connect replacement Heater Assembly. See Figure 7.
8. Re-install Heater Assembly into appliance, be careful not to pinch any wires.
9. Re-Install 5 screws.
10. Re-install Spotlight LED.
11. Re-Install glass.
12. Re-Install Front and Trim Assembly.

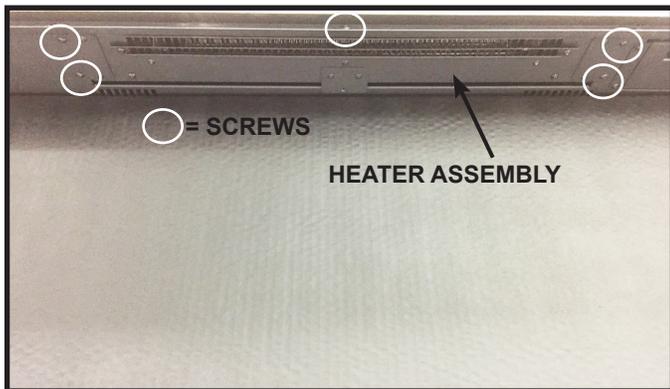


Figure 6

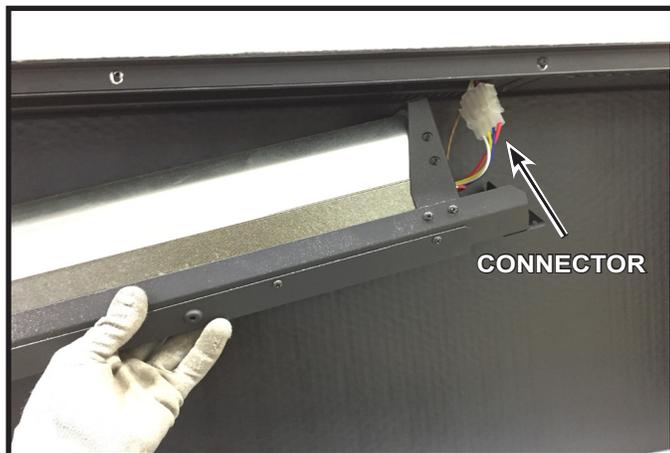


Figure 7

Control Box Replacement

1. Remove Front, see Front replacement instruction.
2. Remove Glass, see Glass replacement instruction.
3. Remove Spot Light LED, see Spotlight LED replacement instructions.
4. Support the Control Box Assembly and remove 4 screws. See figure 8.
5. Slowly lower Control Box Assembly until cable connectors are accessible. See Figure 9.
6. Disconnect Control Box Assembly and re-connect new Control Box Assembly. See Figure 9.
7. Re-install Control Box Assembly into appliance, be careful not to pinch any wires.
8. Re-Install 4 screws.
9. Re-install Spotlight LED.
10. Re-Install glass.
11. Re-Install Front and Trim Assembly.



Figure 8

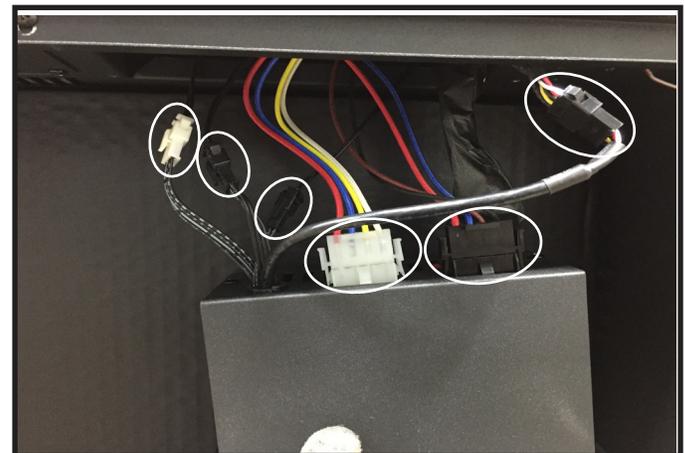


Figure 9

Accessing Internal Components (Receiver, Flame Screen, Rotisserie assembly, Rotisserie motors, Flame and Ember bed LEDs, Reflective Side Panels)

1. Remove Front and Trim Assembly, see Front replacement instruction.
2. Remove Glass, see Glass replacement instruction.
3. Remove media/logs from ember bed.
4. Remove Glass Support Brackets from the top by removing two (2) screws from each side. See Figure 10.
5. Remove the screws in each of the brackets holding the Side reflective panels in place. See Figure 11.
6. Carefully slide each panel toward the center of the appliance and remove. See Figure 12.
7. Remove screws holding ember bed cover down. Lift the cover out of the appliance. See Figure 12.
8. While supporting the rear glass panel remove the screws in each of the rear glass panel brackets. See Figure 13 and 14.
9. Tip the top of the glass forward and carefully lift the glass out of the appliance. This will require 2 people on the 78" unit.

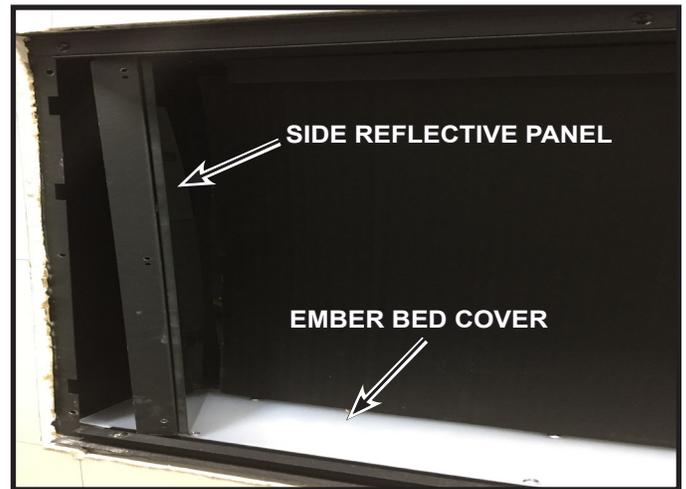


Figure 12



Figure 13



Figure 10

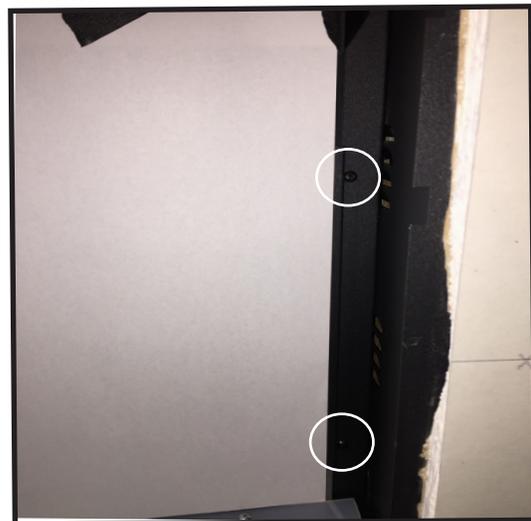


Figure 14

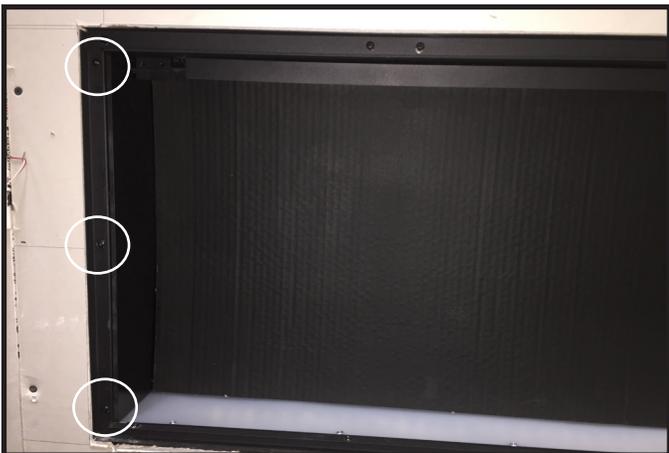


Figure 11

Clean Face Receiver Replacement

1. Remove Front and Trim Assembly, see Front replacement instruction.
2. Remove Glass, see Glass replacement instruction.
3. Remove media/logs
4. Access internal components, see Accessing Internal Components instruction.
5. Disconnect the receiver cable. See Figure 15.
6. Using a pliers, compress each barbed clip while lifting the Remote Receiver Board evenly to disengage it from the clip. See Figure 15.
7. Carefully align the new Remote Receiver Board to the barbed clips and gently push in place. See Figure 15.
8. Securely reconnect the wiring harness to the new remote receiver. See Figure 15.
9. Re-install components removed to access internal components, see Accessing Internal components instruction.
10. Re-Install glass.
11. Re-Install Front and Trim Assembly.

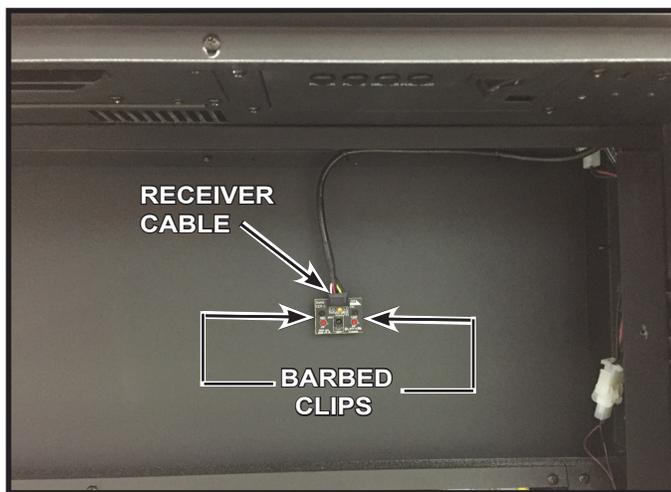


Figure 15

Flame Screen Replacement

1. Remove Front and Trim Assembly, see Front replacement instruction
2. Remove Glass, see Glass replacement instruction
3. Access internal components, see Accessing Internal components instruction.
4. Remove the screws in the top Flame Screen retaining bracket and the side Flame Screen retaining brackets. Then remove the screws in the bottom left and right corners of the Flame Screen. Remove the Flame Screen. See figure 16.
5. Install the replacement Flame Screen panel, smooth side facing out, and re-attach brackets and screws. See figure 16.
6. Re-install components removed to access internal components, see Accessing Internal components instruction.
7. Re-Install glass.
8. Re-Install Front and Trim Assembly.

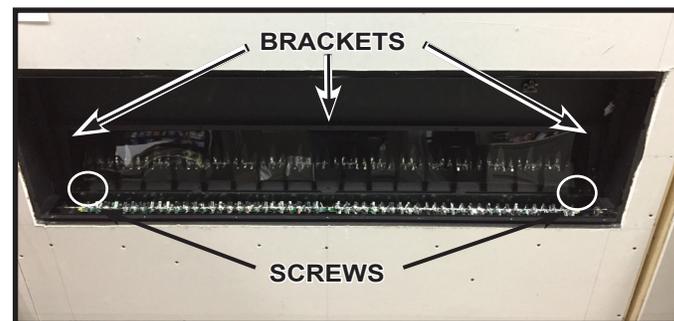


Figure 16

Rotisserie Assembly and Rotisserie Motor Replacement

1. Remove Front and Trim Assembly, see Front replacement instruction.
2. Remove Glass, see Glass replacement instruction.
3. Access internal components, see Accessing Internal Components instruction.
4. Remove the Flame Screen, see Flame Screen Replacement instruction. Only remove Flame Screen if replacing back Rotisserie.
5. Remove screws from the Rotisserie center supports. See Figure 17.
6. Disengage rotisserie rods from motors located in right side of cavity. Use hand to shift the rotisserie rod to the left until the rubber coupler on the right end disengages from the motor shaft and lift out of appliance. See Figure 18.
7. Remove two screws that attach each motor to the motor brackets. See Figure 18.
8. Remove each motor until the electrical connector is visible. See Figure 19.
9. Disconnect the electrical connector to the motor. See Figure 19.
10. Connect the new motors to the electrical connectors.
11. Install the replacement motors on the brackets, 2 screws each. See Figure 17.
12. Install the replacement rotisserie 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. Re-attach center reflector rod supports, 1 screw each. See Figure 15.
13. Re-install components removed to access internal components, see Accessing Internal components instruction.
14. Re-Install glass.
15. Re-Install Front and Trim Assembly.

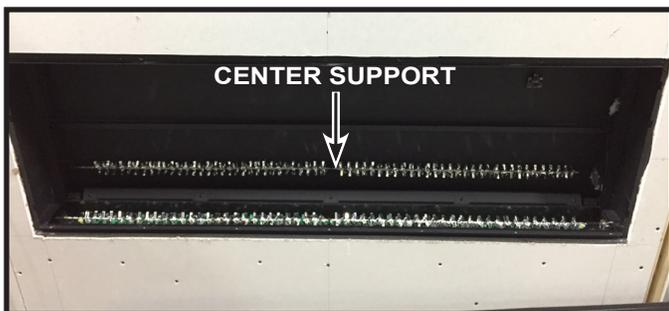


Figure 17

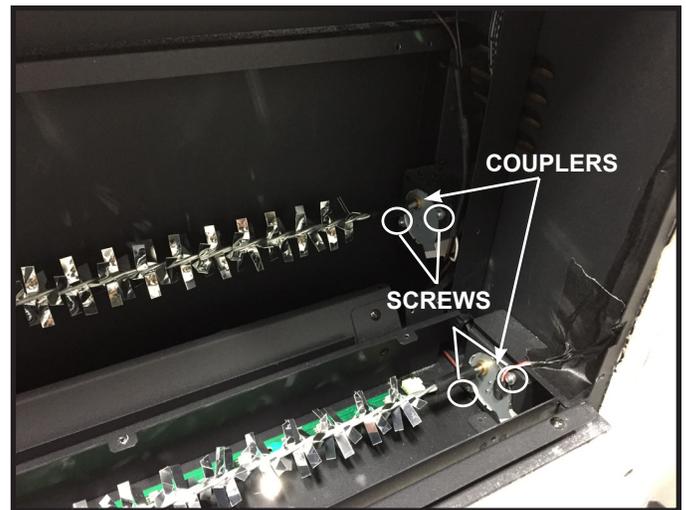


Figure 18

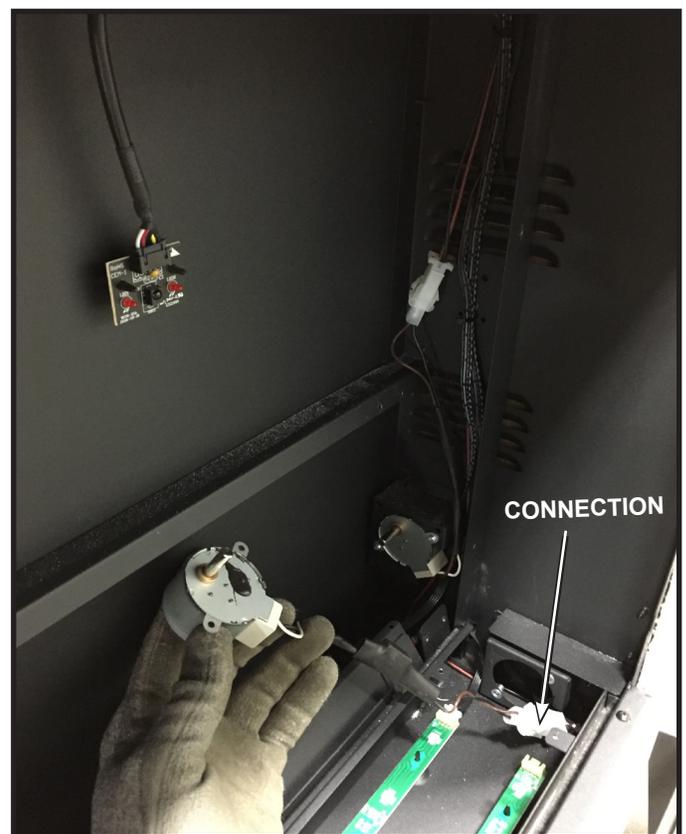


Figure 19

LED Assembly Replacement

1. Remove Front and Trim Assembly, see front replacement instruction.
2. Remove Glass, see glass replacement instruction.
3. Access internal components, see Accessing Internal components instruction.
4. Remove the Flame Screen, see Flame Screen Replacement instruction (only when replacing back LEDs).
5. Remove the rear LED cover panel. See Figure 20.
6. Locate Lighting LED circuit input power source connectors in rear of opening, unplug the two connectors. Unplug the connectors between the LED circuit boards. See Figure 21.
7. Using a pliers, compress each barbed clip along the base circuit boards while lifting the boards evenly to disengage them from the clips. Use pliers to open clips along rear LED strip while lifting to disengage it from the clips. See Figure 21. Remove all LED circuit boards.
8. Install replacement lighting LED circuit boards into the appliance. Fully engage all clips. See Figure 21.
9. Connect all lighting LED power source connectors to the LED circuit boards. See Figure 21.
10. Re-install the rear LED cover panel. See Figure 20.
11. Re-install flame screen. see Flame Screen Replacement instruction.
12. Re-install components removed to access internal components, see Accessing Internal components instruction.
13. Re-install Glass, see glass replacement instruction.
14. Re-install Front and Trim Assembly, see front replacement instruction.

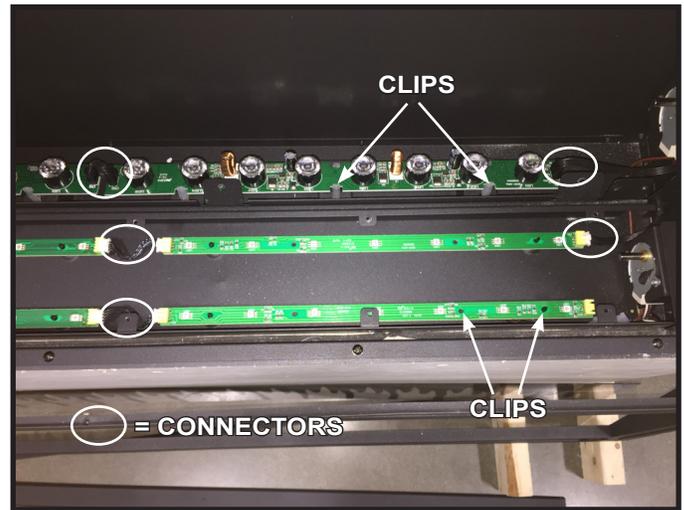


Figure 21

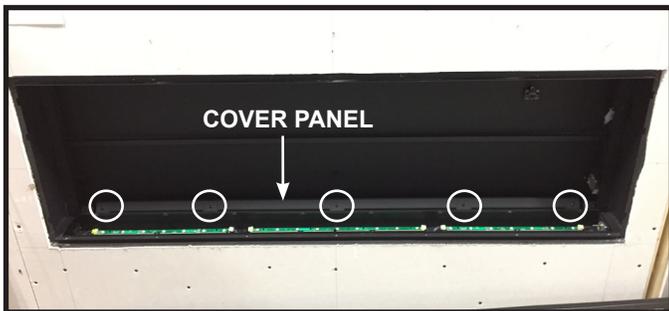


Figure 20

SimpliFire Troubleshooting Guide

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

SimpliFire Troubleshooting Guide (continued)

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

SimpliFire, a brand of Hearth & Home Technologies
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