

# SERVICE MANUAL

## Model: GI-32-GZ

- Instructions -

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

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

Replacement parts include:	
Description	Part Number(s)
Glass	GLASS-GI32
Control Board	PCB-GI32
Heater Assembly	HEATER-GI32

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

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

### Tools and Supplies Needed

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

- Safety Glasses
- Gloves
- #2 Phillips Screwdriver
- Needle-nose Pliers
- Wire Cutters

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

### Preparation for Component Installation

Disconnect electrical service to the appliance. For recessed electrical installations that are hardwired, find and shut-off service at the breaker. For installations that use a corded plug, disconnect the cord from the receptacle.

### Removing Appliance from Wall

1. Remove the appliance front by pulling the bottom of the front away from the appliance, then lifting up and away from appliance.
2. Remove screws attaching appliance to framing. See Figure 1. Slide appliance out of opening and remove surround, by lifting it up and off.



Figure 1 Framing Screw Removal

**CAUTION! Use caution when handling glass.** Failure to do so could result in personal injury or property damage.

### Glass Replacement (GLASS-GI32)

1. Lay appliance onto its back.
2. Remove screws securing glass retainer bracket to appliance, on the bottom side of the appliance. See Figure 2. Remove glass by sliding it down and out of top channel.
3. Install glass by sliding it into top channel and centering it into glass opening.
4. Secure glass with retaining bracket and screws. Stand up appliance.
5. Slide surround back onto appliance, and push appliance back into place.
6. Secure appliance to wall with screws.
7. Attach front by hooking the top onto the two tabs and pushing the bottom in to engage the spring clips.



Figure 2 Glass Retainer Bracket

### Control Board Replacement (PCB-GI32)

1. Remove screws from appliance outer top and remove the appliance top panel. See Figure 3.
2. Label or take a picture of wires running to control board to ensure they are properly installed on the new control board. See Figure 5 for wire connector locations.
3. Carefully remove 3 wire connectors indicated in Figure 4. Remove the red wire with spade connector from the rocker switch that connects to the PCB. Use a wire cutter to remove the wire tie. See Figure 4.
4. Remove screws that are securing control board to appliance. See Figure 5.
5. With a needle nose pliers, pinch the barbed pins together to be able to lift the control board away from the appliance. See Figure 5.
6. Install new control board by aligning onto the barbed pins and pushing it into place. Replace screws.

7. Carefully plug wires back in, making sure to get them in the same location as original control board.
8. Reinstall the appliance top panel.
9. Slide surround back onto appliance, and push appliance back into place.
10. Secure appliance to wall with screws, where applicable.
11. Attach front by hooking the top onto the two tabs and pushing the bottom in to engage the spring clips.



Figure 3 Appliance Top Removal

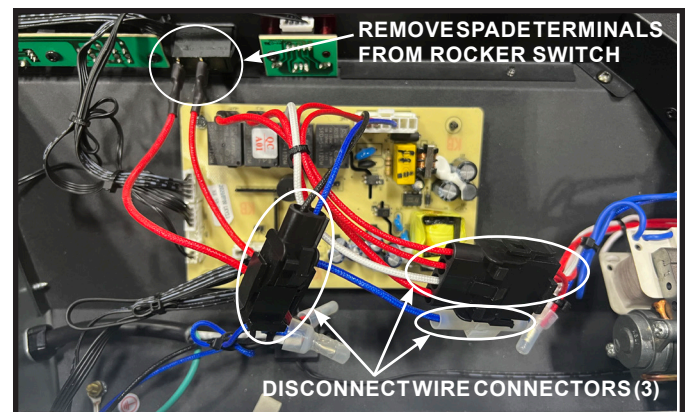


Figure 4 Control Board Wire Removal

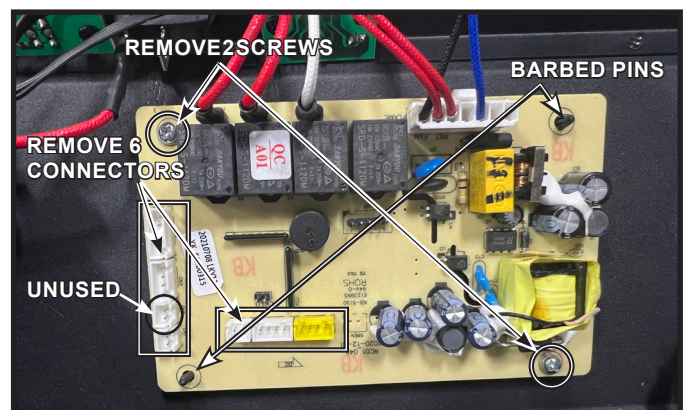


Figure 5 Control Board Removal

## Heater Assembly Replacement (HEATER-GI32)

1. Remove screws from appliance outer top and remove the appliance top panel. See Figure 3.
2. Remove screws securing heater shroud to appliance. See Figure 6.
3. Remove screws securing the heater to the back of the appliance. See Figure 7.
4. Disconnect the 4-wire connector and the single blue wire connector. See Figure 8.
5. Once disconnected, remove the heater assembly from the appliance.
6. Remove the mounting bracket from the heater assembly by removing 4 screws as shown in Figure 9. Attach the mounting bracket to the replacement heater assembly.
7. Align the heater shroud and the replacement heater assembly in place on the appliance. Secure the heater mounting bracket with the four screws removed from the back of the appliance. See Figure 7.
8. Reattach the heater shroud using the screws removed shown in Figure 6.
9. Attach the 4-wire connector and blue single wire connector from the new heater assembly to the Control Board.
10. Secure top to appliance with screws.
11. Slide surround back onto appliance, and push appliance back into place.
12. Secure appliance to wall with screws when applicable.
13. Attach front by hooking the top onto the two tabs and pushing the bottom in to engage the spring clips.

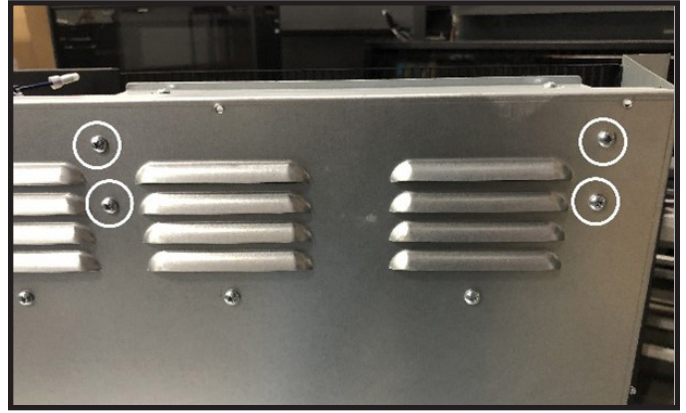


Figure 7 Heater Removal

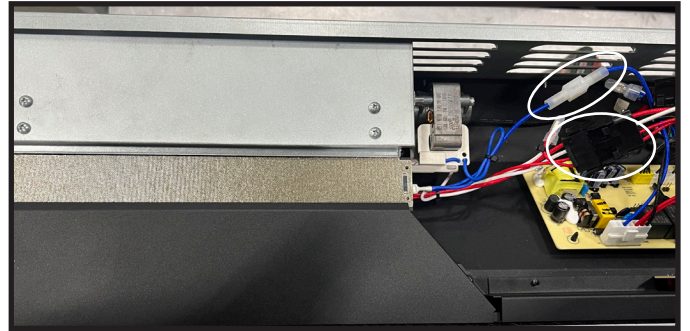


Figure 8 Heater Wire Assembly

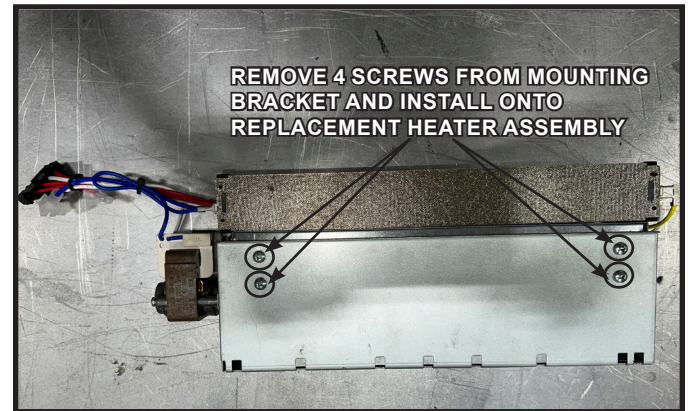


Figure 9 Remove Heater Mounting Bracket



Figure 6 Heater Shroud Removal

## SimpliFire Troubleshooting Guide

Symptom	Possible Cause	Corrective Action
Circuit breaker trips or fuse blows when appliance 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 appliance onto a dedicated 15 amp circuit.
Lights in room dim while the appliance is on	Appliance is drawing close to circuit current rating	Install appliance onto a dedicated 15 amp circuit.
Fireplace will not come on when using the manual controls on the appliance	Appliance is not plugged into an electrical outlet	Ensure plug is connected to a working outlet.
	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	Thermostat knob on the appliance is adjusted to a set point lower than room temperature (temperature at the appliance thermistor).	Increase the Thermostat knob on the appliance to a set point higher than room temperature (temperature at the appliance thermistor). See "Room Temperature and Thermostat Function" section of the appliance 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 appliance or turn power back on at circuit breaker and turn appliance 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.	Increase thermostat set point. See "Room Temperature and Thermostat Function" section of the appliance 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 appliance or turn power back on at circuit breaker and turn appliance 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 appliance on or off. If problem persists inspect rotisserie and motor for blockage or interference. If no interference, replace the control board (PCB).
Portion of the flame not moving or deformed flame effect	Flame LEDs out of place or dislodged from the LED mounting bracket	Contact Dealer
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	Contact Dealer.
Ember bed does not light up	Ember bed is turned off	Refer to operation section of the user manual.
	Loose wiring	Contact Dealer
	Defective control board (PCB)	Replace control board (PCB).
	Defective LED lights	Contact Dealer

## SimpliFire Troubleshooting Guide (continued)

Symptom	Possible Cause	Corrective Action
Fireplace turns on by itself	Defective control board (PCB)	Replace control board (PCB.)
	Similar infrared (IR) signal from another remote causing appliance to turn on	Some TV remotes may cause the fireplace to turn on remove IR interference.
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	Contact Dealer

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