

ALLUSION HERITAGE SERVICE MANUAL

Models: SF-ALLH36, SF-ALLH42

- 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.

- Magnetic Phillips screwdriver
- Flat blade screwdriver
- Needle-nose pliers
- Safety glasses
- Gloves
- Tape measure
- Level
- Drill

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FRONT SERVICING

Most components on the Allusion Heritage can be accessed from the front of the appliance without removing the appliance from the wall. The trim is the only part that requires the appliance to be removed from the wall.

Make sure appliance is disconnected from power before servicing. Hold onto any screws removed during this process for reassembly.

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

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

Glass Replacement

Removal

1. Remove the two (2) screws from the top right and left corners above the glass. See Figure 1.
2. Carefully pull the top of glass outwards, dislodging it from the appliance.
3. Once top of glass has cleared the appliance, pull it up and out of glass channel.

Replacement

4. Set the bottom edge of glass into the glass channel and tip it back into the appliance until it rests against the glass stops.
5. Reinstall the two (2) screws.



Figure 1 Glass Screw Location

Logs and Media

Removal

1. Remove the glass, see Glass Replacement instructions.
2. Remove lighted logs by disconnecting each wire harness from the ember bed.
3. Remove the partial logs and all media.

Replacement

4. Refer to the Allusion Heritage Owner's manual for log and media installation instructions.

Side Panel Replacement

Removal

1. Remove the glass, see Glass Replacement instructions.
2. Remove right and left magnetic side panels by grabbing a top edge and carefully pulling outwards to dislodge the magnets, removing the side panels from the appliance.

Replacement

3. Install side panels by placing the bottom edge into the bottom bracket, then carefully bend the top edge into position.

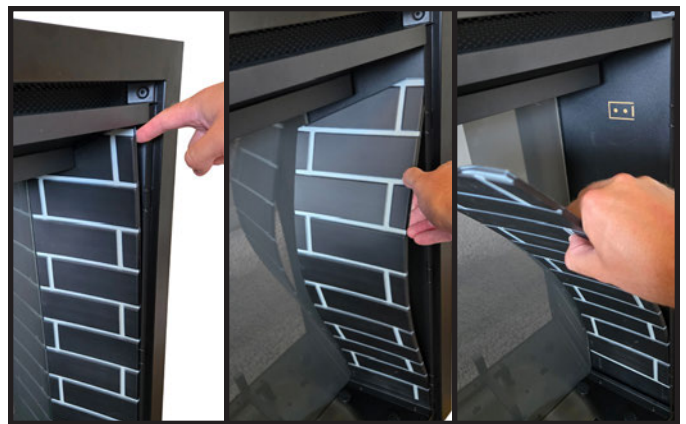


Figure 2 Side Panel Removal

Front Trim Replacement

Removal

1. Remove the glass, see Glass Replacement instructions.
2. Remove the logs and media, see Logs and Media Removal instructions.
3. Remove side panels, see Side Panel Replacement instructions.
4. Remove the four (4) ST4X40 screws attaching the appliance to the framing. Then, slide appliance partly out of the wall to access the screws attaching the front trim to the appliance.
5. Remove all of the screws attaching the front trim, from the bottom front, sides, and top of the appliance. Set screws aside for reuse later.
6. Carefully grab the sides of the front trim and pull outwards to dislodge it from the appliance.

Replacement

7. Take replacement front and carefully slide it over the front face of the appliance.
8. Reinstall all of the screws to attach the front trim, on the top, sides and bottom.
9. Slide appliance back into the finished opening.
10. Reinstall the ST4X40 screws into the framing.
11. Reinstall the side panels and the glass.

NOTE: Attachment screws for the top and sides of the front trim are located on the backside of the front trim.



Figure 3 Front Trim Screw Locations

Downlight LED Replacement

Removal

1. Remove glass, see Glass Replacement instructions.
2. Support the downlight LED and remove the two (2) ST4X8 screws holding it in place. See Figures 4.
3. Gently pull the downlight LED cable located on the right end of the downlight LED until the connector is visible. Disconnect the connector and remove the downlight LED. See Figure 5.

Replacement

4. Connect the new Downlight LED to the connector and feed the cable back into the cutout.
5. Reinstall the two (2) Downlight LED screws.
6. Reinstall the side panels and the glass.

NOTE: If connector becomes lodged in the top of the appliance and is not accessible, remove the component assembly to direct connector through the cutout.



Figure 4 Downlight LED Screw Locations

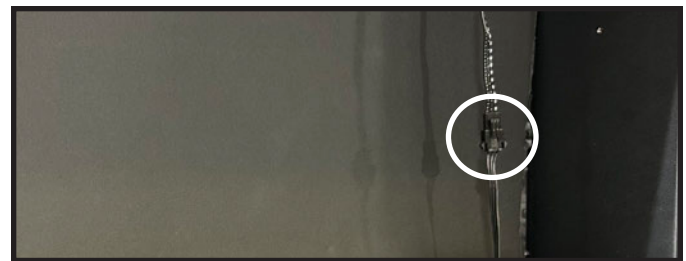


Figure 5 Downlight LED Connector

Component Assembly Replacement

NOTE: Component assembly consists of Heater, Main PCB, Power PCB, and WiFi Chip.

Removal

1. Remove glass, see Glass Replacement instructions.
2. Remove side panels, see Side Panel Replacement instructions.
3. Support the inside ceiling of the appliance.
4. Remove all the screws attaching the back glass bracket to the component assembly. See Figure 6. Set screws and back glass bracket aside.
5. Remove all the screws attaching the front edge of the component assembly to the appliance, making sure the component assembly is supported. See Figure 6.
6. Slowly lower the component assembly until cable connectors are accessible. See Figure 7.
7. Disconnect the quick connect cables, and carefully remove the component assembly from the appliance. See Figure 7.

Replacement

8. Connect replacement component assembly.
9. Reinstall component assembly into the appliance, starting with the front screws and then the back glass bracket screws. Be careful not to pinch any wires.
10. Reinstall side panels and glass.

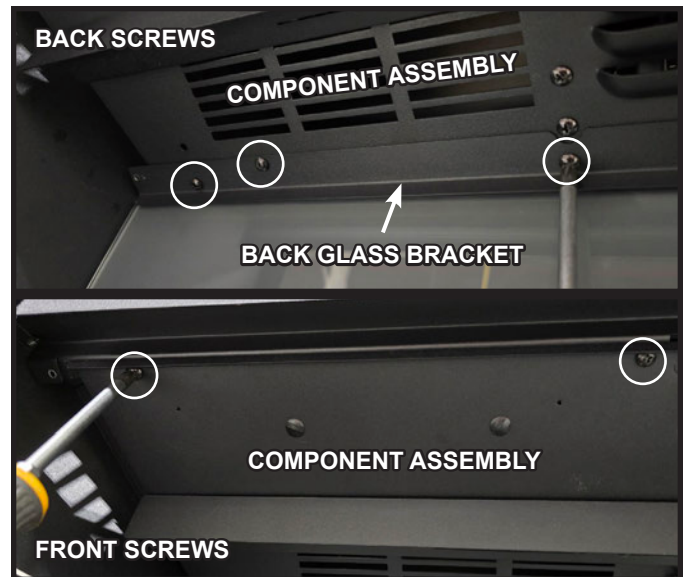


Figure 6 Component Assembly Screws

NOTE: Figure 6 only shows the front and back screws on one side of the component assembly. Screw locations are similar on the other side of the appliance.

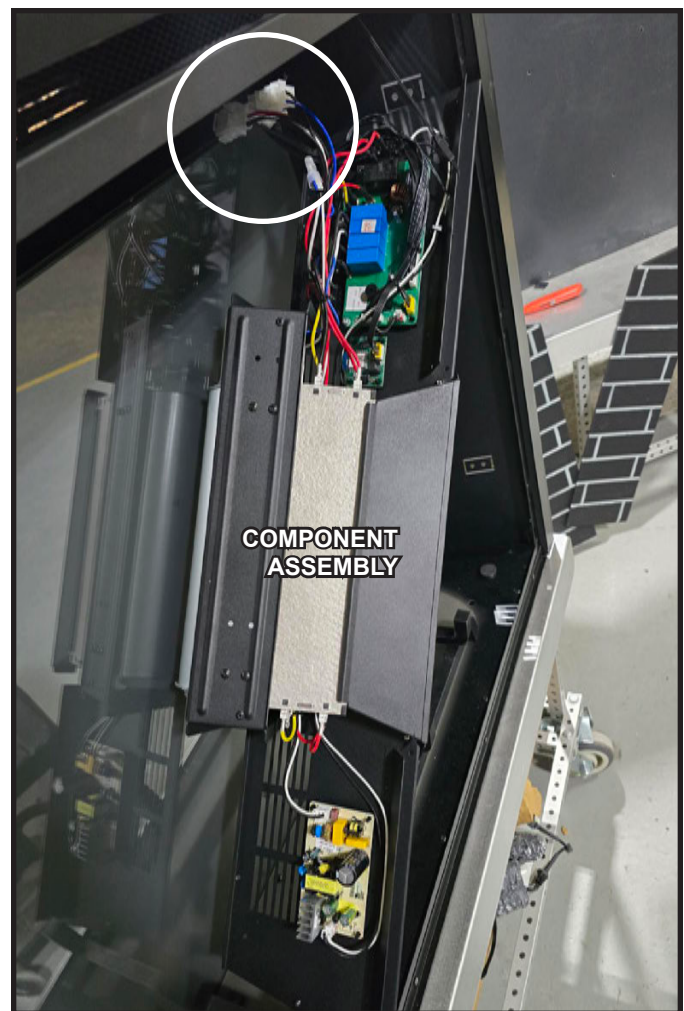


Figure 7 Component Assembly Connectors

Touch Button Board Replacement

Removal

1. Remove glass, see Glass Replacement instructions.
2. Remove the two (2) screws attaching the button assembly cover to the appliance. See Figure 8.
3. Remove the two (2) screws attaching the touch button board to the appliance. See Figure 9.
4. Gently pull the touch button board cable down until the connector is visible. Disconnect the connector and remove the board. See Figure 10.

Replacement

5. Connect wire connector to new touch button board, and feed the cable back into the cutout.
6. Attach the new touch button board to the appliance with the previously removed screws. See Figure 9.
7. Attach the button assembly cover by refastening it in place with the previously removed screws.



Figure 8 Touch Button Assembly Cover



Figure 9 Touch Button Board Screws

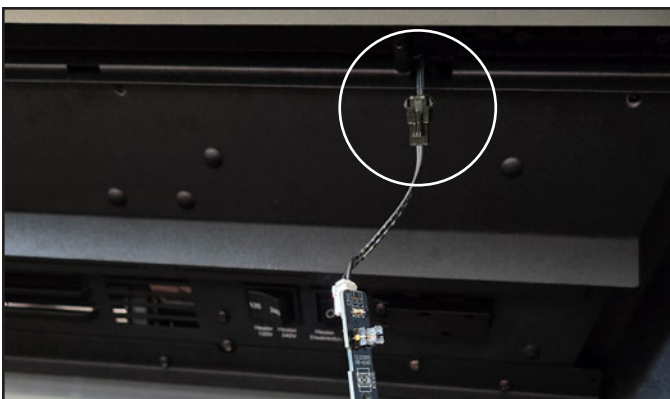


Figure 10 Touch Button Board Connector

ACCESSING INTERNAL COMPONENTS

(Setting Indicator, Ember Bed LEDs, Rotisserie Rod, Flame Effect LEDs, Rotisserie Motor)

Make sure appliance is disconnected from power before servicing. Hold onto any screws removed during this process for reassembly.

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

1. Remove glass, see Glass Replacement instructions.
2. Remove logs and media from the ember bed.
3. Remove side panels, see Side Panel Replacement instructions.
4. Remove the grate by removing the four (4) ST4X8 screws attaching the grate to the appliance. See Figure 11.
5. Remove the four (4) adjustable feet caps and set aside for reuse. See Figure 11.
6. Remove the two (2) side panel bottom brackets by removing the two (2) screws attaching each of them. See Figure 12.
7. Remove the ember bed cover by removing all of the ST4X8 screws attaching it to the appliance at the front and back of the cover. See Figure 12.
8. While supporting the rear glass panel, remove the screws in the rear glass bracket at the top of the rear glass. See Figure 13.

NOTE: The rear glass does not need to be removed if only the ember bed LEDs need to be replaced.

9. Using the provided suction cup, tip the top of the rear glass forward and carefully lift the glass out of the appliance.

NOTE: The screen panel behind the rear glass will tip out at the same time. Set both the rear glass and screen panel aside for reuse.

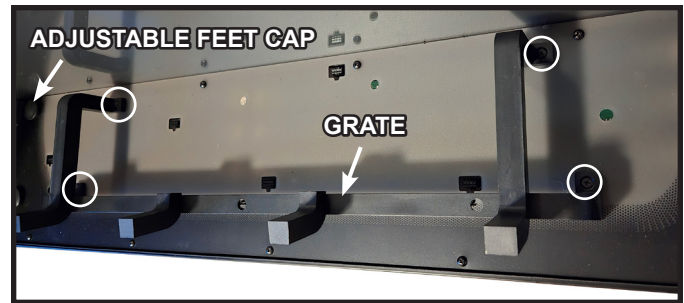


Figure 11 Grate Screw Locations

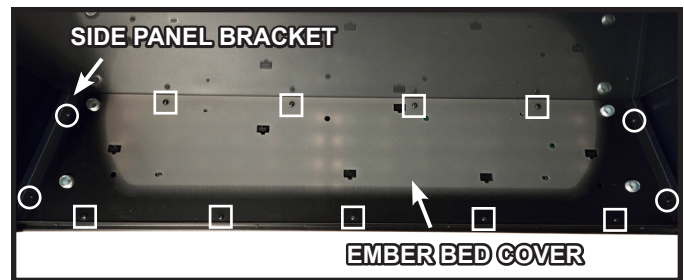


Figure 12 Side Panel Brackets and Ember Bed Screw Locations

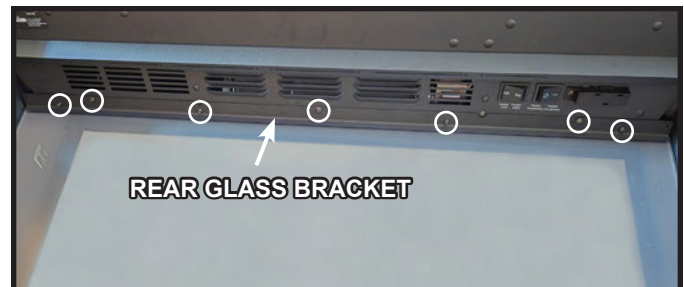


Figure 13 Rear Glass Bracket Screw Locations

Setting Indicator Replacement

Removal

1. Access internal components, see Accessing Internal Components instructions.
2. Disconnect the wire harness from the setting indicator connector. See Figure 14.
3. Use a needle-nose pliers to compress each barbed clip while lifting the setting indicator board evenly to disengage it from the clip. See Figure 14.

Replacement

4. Carefully align the new setting indicator board to the barbed clips and gently push in place.
5. Securely reconnect the wiring harness to the new remote receiver board connector.
6. Reinstall components removed to access internal components, see Accessing Internal Components instructions.

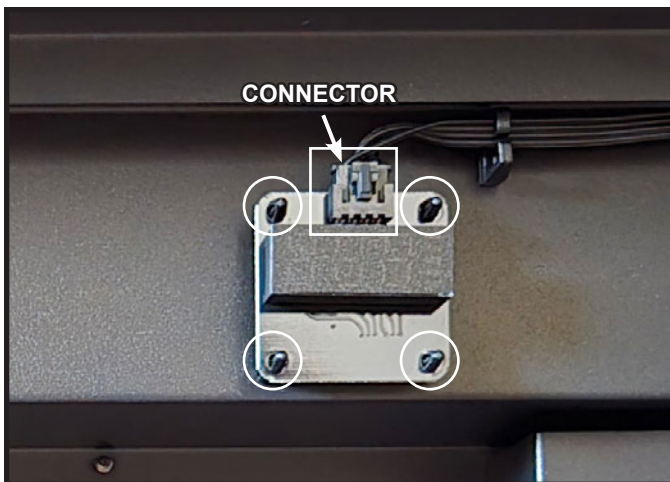


Figure 14 Setting Indicator Board

Ember Bed LED Board Replacement

Removal

1. Access internal components, see Accessing Internal Components instructions.
NOTE: The rear glass does not need to be removed when replacing ember bed LEDs.
2. Disconnect the wire harnesses from each end of the ember bed LED board that needs replacing. Save all wire harnesses. See Figure 15.
3. Use a needle-nose pliers to compress each barbed clip while lifting the LED board evenly to disengage it from the clip. See Figure 15.

NOTE: Consider replacing one ember bed LED board at a time to easily keep track of wire harness connection points.

Replacement

4. Carefully align the new LED board to the barbed clips and gently push in place.
NOTE: When installing and connecting the LED boards, verify that the CN1 and CN2 ends are being connected together. See Figure 15.
5. Reconnect the wiring harnesses to the new LED board connectors.
6. Reinstall components removed to access internal components, see Accessing Internal Components instructions.

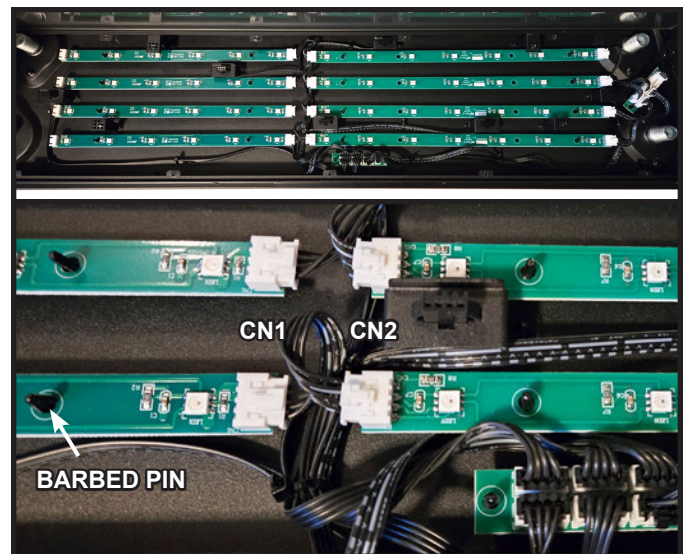


Figure 15 Ember Bed LED Boards

Flame Effect LED Board Replacement

NOTE: The Flame Silhouette bracket must be removed before the Flame Effect LED Board replacement can be completed. It also may be helpful to remove the Rotisserie Rod as well.

Removal

1. Access internal components, see Accessing Internal Components instruction.
2. Remove the flame silhouette by removing all the screws attaching the flame silhouette to the appliance. See Figure 16.
3. Unplug the wire harness connecting the flame effect LED board to the appliance. See Figure 17.
4. Unplug the wire harness connecting the two flame effect boards together. Save wire harnesses to use when installing replacement boards. See Figure 17.
5. Disengage board clips with a flat blade screwdriver and remove the flame effect LED boards out of the appliance. See Figure 18. If there is glue securing the boards to the clips, simply remove the glue with a flat blade screwdriver or needle-nose pliers.

NOTE: Board clips can be reused if still intact. Replacements are provided with the service part in case the originals are damaged.



Figure 16 Flame Silhouette Screw Locations

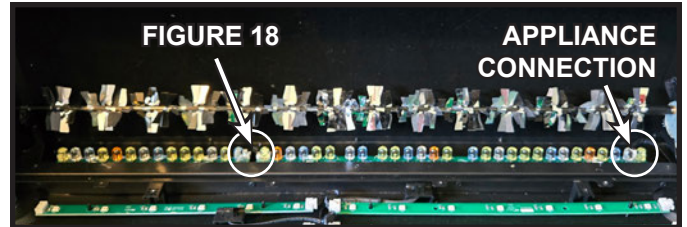


Figure 17 Flame Effect LED Connector Locations

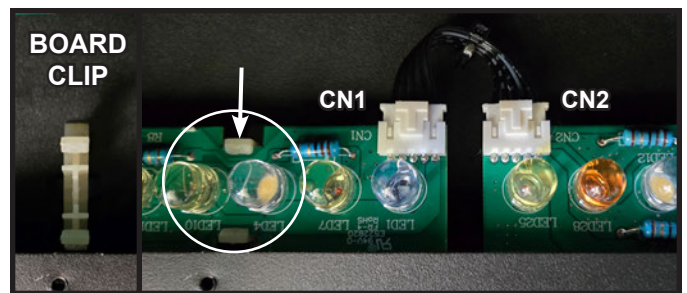


Figure 18 Board Clip and Flame Effect Board Connectors

Replacement

6. Install replacement flame effect LED boards into the appliance. Fully engage them into the board clips.
7. Connect the wire harness between the two flame effect boards and the wire harness on the right end from the appliance.

NOTE: When installing and connecting the LED boards, verify that the CN1 and CN2 ends are being connected together. See Figure 18.

8. Reinstall components removed to access internal components, see Accessing Internal components instructions.

Rotisserie Assembly Replacement

NOTE: The Flame Silhouette must be removed before the Rotisserie Assembly replacement can be completed.

Removal

1. Access internal components, see Accessing Internal Components instruction.
 2. Remove the flame silhouette, see Figure 16.
 3. Remove the two (2) screws holding the rotisserie top support bracket in place. See Figure 19.
- NOTE:** Make sure not to lose the bottom support that sits on the bottom support bracket.
4. Remove rotisserie rod from the rubber sleeve connecting it to the motor. See Figure 20.
 5. Unplug the wire harness connecting the rotisserie motor to the appliance. See Figure 21.
 6. Remove two screws that attach the motor to the motor bracket. See Figure 21.

NOTE: Carefully snip the zip tie securing the rotisserie motor wires.

Replacement

7. Install the replacement rotisserie motor onto the brackets using the two screws.
8. Connect the replacement motor to the wire harness coming from the appliance.
9. Install new rotisserie rod by following removal steps 3 and 4 in reverse order.
10. Reinstall the flame silhouette.
11. Reinstall components removed to access internal components, see Accessing Internal components instructions.

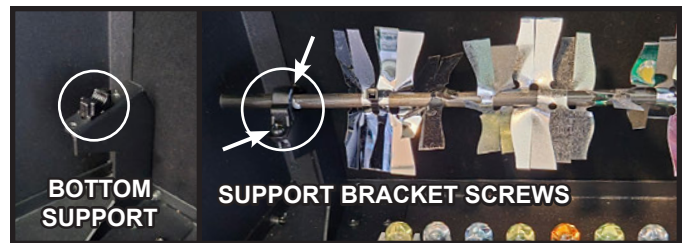


Figure 19 Rotisserie Support Bracket Screws and Bottom Support



Figure 20 Rotisserie Rubber Sleeve

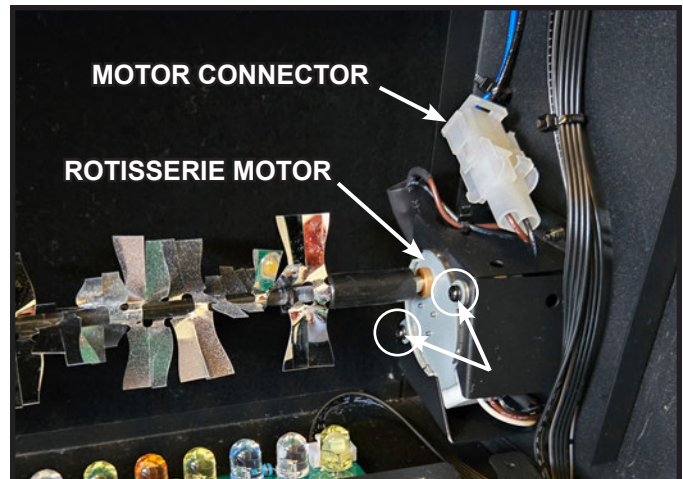


Figure 21 Rotisserie Motor Screws and Connector

Circuit Requirements

Additional appliances on the same circuit as this appliance may exceed the current rating of that circuit. A dedicated circuit is not required, but is preferred to prevent circuit breaker trips or fuse failure.

NOTE: Appliances have been tested to be compatible with AFCI/GFCI breakers. If the connected breaker trips, consult a qualified electrician, reference the breaker manufacturer's instruction for guidance, reference National Electric Code (NEC).

NOTE: The appliance has a 4-wire J-block connector and can be wired for 120V or 240V AC. The L2 terminal (red wire from the quick connect) is not used for 3-wire 120V applications.

- 120V requires a minimum 15AMP, 120V/60Hz circuit (20AMP, 120V/60Hz circuit recommended)
 - Heat output up to 5,000 BTUs
- 240V requires a 20AMP, 240V/60Hz circuit
 - Heat output up to 10,000 BTUs

NOTE: Wiring for 240V requires a 4-wire connection with a neutral wire (ground, neutral, and two live wires).

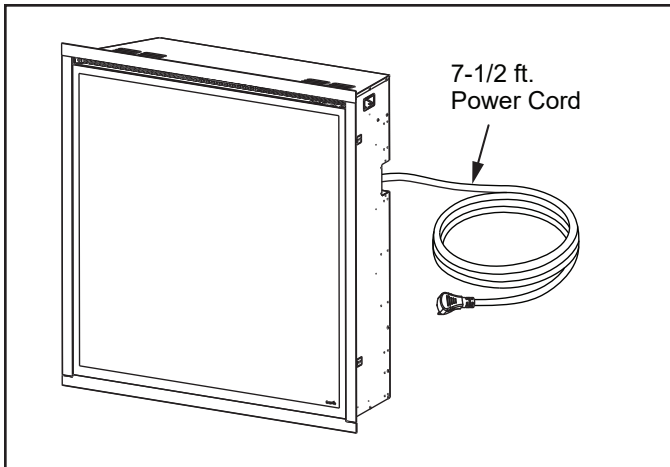


Figure 22 Electrical Outlet Location (120V only)

NOTE: For installations using the supplied power cord (120V only), alternate framing dimensions are available for adding a discreet outlet behind the wall. See Section 4.C of the Installation Manual for more information.

Hardwire Installation

1. Remove the J-block plate located on the right side of the appliance. Keep the two (2) screws for J-block plate reassembly.
2. Install a NM-B wire strain relief into the J-block plate. Terminate type NM-B wire to the J-block, ensure connections are secure and tighten the wire strain relief. To load wire conductors into the J-block, depress the spring-loaded terminals on the J-block by hand or with a screwdriver. See Figure 23.
3. Reinstall the J-block plate to the appliance with the two (2) retained screws.

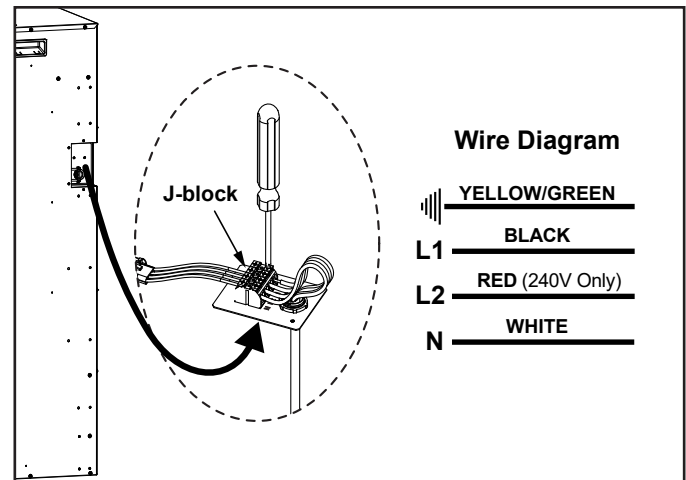


Figure 23 Electrical Connection

Power Cord Installation

The optional appliance power cord is included in the accessory box and has a three pin NEMA-5-15P plug. The power cord should not be used unless a properly grounded electrical outlet is available.

1. Remove the J-block plate located on the right side of the appliance. Keep the two (2) screws for J-block plate reassembly.
2. Disconnect the current J-block from the appliance using the quick connect. Discard the J-block plate.
3. Connect the J-block plate with power cord to the appliance using the quick connect.
4. Install the J-block plate with power cord to the appliance with the two (2) retained screws.

WARNING! Risk of Fire, Electrical Shock and Injury! Ensure the power cord is not installed so that it is pinched or against a sharp edge, and ensure that the power cord is stored or secure to avoid tripping and snagging.

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	Confirm amp draw on circuit is not exceeding electrical code requirements.
Lights in room dim while the appliance is on	Appliance is drawing close to circuit current rating	Confirm amp draw on circuit is not exceeding electrical code requirements.
Fireplace will not come on when using the manual controls on the appliance	Appliance is not plugged into an electrical outlet, if applicable	Ensure plug is connected to a working outlet.
	Hardwire connections not correct	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 control is out of range	Move remote control closer to the appliance. The remote control has an effective range of 16 ft.
	Remote is not paired	Pair remote to appliance: 1. Hold POWER button on appliance (for approximately three (3) seconds), until two (2) beeps are heard. 2. Press the POWER button on the remote.
	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 remote 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 appliance to cool for 30 minutes. Then plug in the appliance or turn power back on at circuit breaker and turn appliance back on.
	Defective control board (PCB)	Replace control board (PCB).
	Defective heater assembly	Replace heater assembly.
ER2 Code	Heater enable/disable switch issue	Power cycle appliance and verify heater enable/disable switch is in the correct position. Press heater button when power is returned to clear the ER2 code.
	Appliance has overheated and safety thermal switch has tripped	Unplug or turn off power at circuit breaker and allow appliance to cool for 30 minutes. Then plug in the appliance or turn power back on at circuit breaker and turn appliance back on.
NoH Code	Heater enable/disable switch is set to the Disabled (Off) position	If heater functionality is desired, set the heater enable/disable switch to the Enabled (On) position.
Heater shuts off automatically or won't stay on	Room temperature (temperature at the remote control) is higher than the thermostat set point on the remote	Increase thermostat set point on the remote, or exit thermostat mode (toggle the thermostat button until no temperature set point is displayed on the remote). See "Room Temperature and Thermostat Function" section of the manual.
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.

SimpliFire Troubleshooting Guide (continued)

Symptom	Possible Cause	Corrective Action
Fireplace turns on by itself	Defective control board (PCB)	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.
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.
AFCI / GFCI breaker trips	AFCI / GFCI breaker wired incorrectly	Verify breaker neutral pigtail is correctly wired per the breaker component manufacturer's installation instructions and National Electric Code (NEC). Verify all wiring is correct, consult a qualified electrician, reference the breaker manufacturer's instruction for guidance, reference NEC.



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