

ALLUSION PLATINUM SERVICE MANUAL

Models: SF-ALLP50, SF-ALLP60, SF-ALLP72

- 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
- Phillips bit socket and ratchet (for Heater)
- Needle-nose pliers
- Safety glasses
- Gloves
- Tape measure
- Level
- Drill

Table of Contents

Tools and Supplies Needed	1
Glass Replacement	2
Logs and Media	2
Side Panels	2
Trim Replacement	3
Ember Bed Cover	3
LED Boards	4
Ember Bed LED Board Replacement	4
Touch Button Board Replacement	5
Back Glass and Screen Panel	5
Setting Indicator Replacement	6
Internal Components Cover	6
Control Board Replacement	7
Heater Assembly Replacement	7
Flame Effect LED Boards	8
Rotisserie Replacement	9
Rotisserie Motor Replacement	9
Circuit Requirements	10
Hardwire Installation	10
Power Cord Installation	10
Troubleshooting Guide	11-12

FRONT SERVICING

Most components on the Allusion Platinum 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 separated 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) glass bracket covers.
2. Remove the two (2) ST4x8 screws that attach the front glass to the appliance. See Figure 1.

NOTE: Continuously support the front glass to prevent it from tipping out of the appliance.

3. Tilt glass forward and lift up to remove the glass from the appliance.

Replacement

4. Set the bottom edge of the replacement glass into the glass channel on the appliance, while being careful not to catch the glass on the button springs.
5. Tip the front glass back into the appliance until it rests against the top edge of the appliance.

NOTE: Continuously support the glass to prevent it from tipping out of the appliance.

6. Reinstall the two (2) ST4x8 screws (removed in Step 1) to attach the glass to the appliance, and reinstall the glass bracket covers.

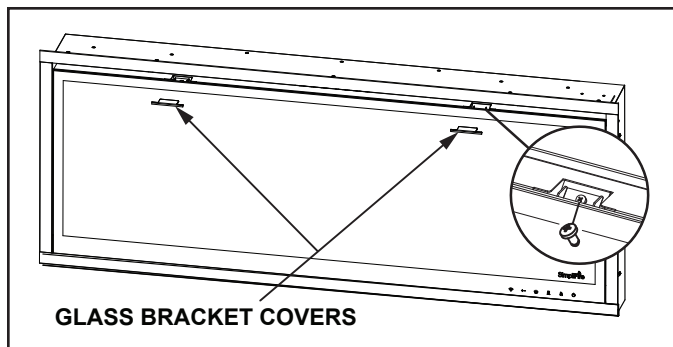


Figure 1 Glass Attachment

Logs and Media

Removal

1. Remove the glass, see the glass Removal instructions.
2. Remove logs and media.

Replacement

3. Refer to the Allusion Platinum Installation manual for log and media installation instructions.

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

Side Panels

Removal

1. Remove the glass, see the Glass Removal instructions.
2. Remove logs and media.
3. Remove right and left magnetic side panels by using the notches to pull each side panel out, dislodging the magnets from the appliance. See Figure 2.

Replacement

4. Install magnetic side panels.
5. Reinstall the logs, media, and front glass.

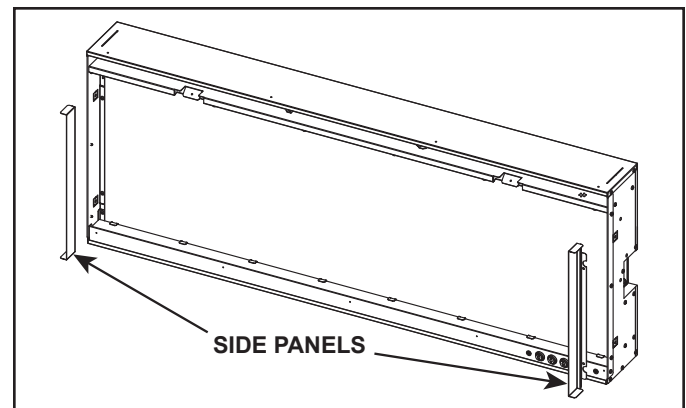


Figure 2 Remove Side Panels

Trim Replacement

Removal

1. Remove the glass, see the Glass Removal instructions.
2. Remove logs and media.
3. Remove the magnetic side panels.
4. Remove the ST4x40 wood screws from both sides of the appliance.
5. Carefully slide the appliance out of the wall so that the trim screws can be accessed on all sides.
NOTE: The appliance can be slide slightly out from the wall or can be remove completely.
6. Remove the ST4x8 screws from the top, bottom, and sides of the appliance. See Figure 3.
7. Pull trim off of the front of the appliance.

Replacement

8. Install new trim by following the removal steps in reverse order.
NOTE: Replacement trim will require removal of corner shipping brackets prior to installation.
9. Slide the appliance back into the wall.
10. Reinstall the ST4x40 wood screws.
11. Reinstall the magnetic side panels, logs and media, and then the front glass.

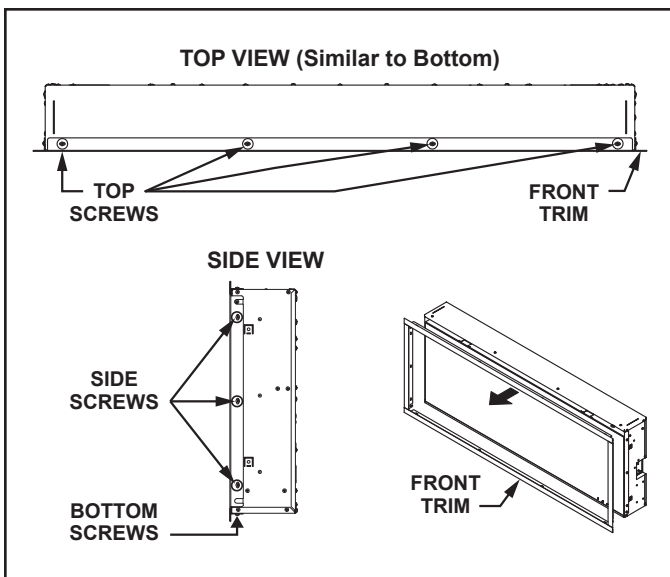


Figure 3 Remove Trim Screws

Ember Bed Cover

Removal

1. Disconnect electrical service to the appliance. For recessed electrical installations that are hardwired, find and shut-off service at the breaker. For wall-mounted installations that use a corded plug, disconnect the cord from the outlet.
2. Remove the glass, see the Glass Removal instructions.
3. Remove logs and media.
4. Remove right and left magnetic side panels.
5. Using a flathead screwdriver, pry open the tabs as shown in Figure 4. Pry the tabs upward at a 30 degree angle. During this step, take care not to scratch or damage the glass panel behind the tabs.
6. Remove the ember bed cover. See figure 4.

Replacement

7. Once the necessary internal components have been accessed, replace the ember bed cover and bend the tabs back to hold the cover in place.

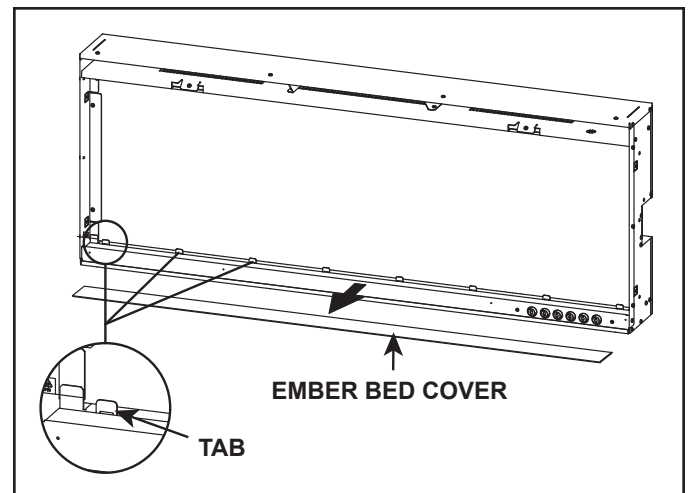


Figure 4 Remove Ember Bed Cover

LED Boards

The LED Service Kit includes LED boards for both the ember bed and the flame effect.

Instructions for replacing the ember bed LEDs are in the next section, whereas the instructions for replacing the flame effect LEDs are available later in this manual. See Figure 5 to determine which LED boards are which.

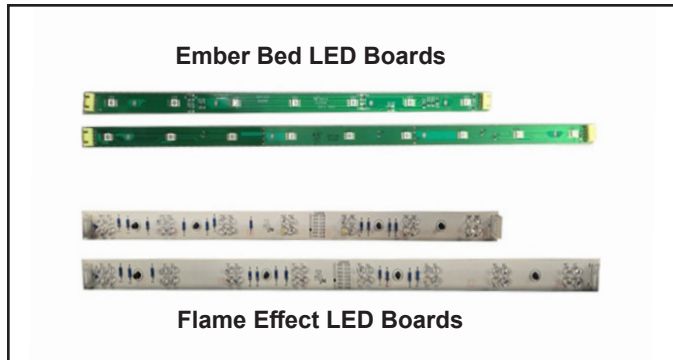


Figure 5 LED Board Identification

Ember Bed LED Board Replacement

Removal

1. Follow the Ember Bed Cover Removal section.
2. Locate the ember bed LED board cable and unplug the wire connector from the LED board connecting the board to the appliance. See Figure 6.
3. Unplug both ends of each wire harness connecting the LED boards together. See Figure 7.

NOTE: Save connecting wire harness to use when installing the replacement LED boards.

4. Remove the ember bed LED boards from the plastic retainers holding them in place. Start at one end of each board, and using a needle-nose pliers to compress the plastic barbs from each retainer. As each plastic barb is compressed, disengage the LED board from each retainer. See Figure 8.
5. Remove and discard the old LED boards.

Replacement

6. Install the new ember bed LED boards by engaging the plastic retainers with each hole of the new LED boards with the plastic barbs, and pressing into position. Reconnect the cables. See Figure 8.

NOTE: When connecting the LED boards, verify that the CN1 and CN2 ends are being connected together. See Figure 7.

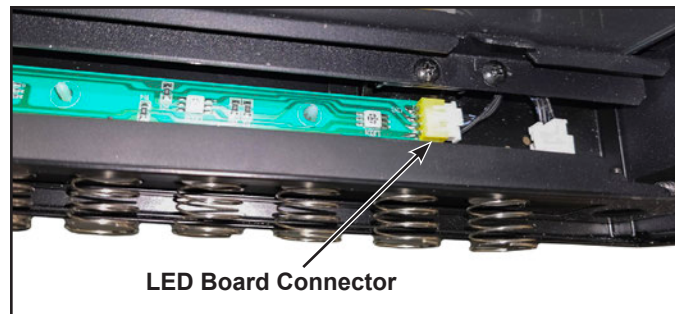


Figure 6 Ember Bed LED Board Connector

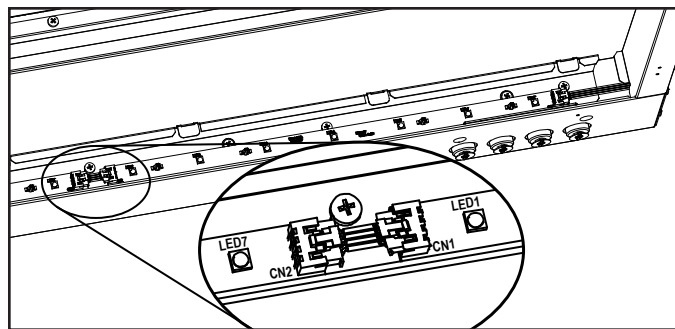


Figure 7 Unplug LED Light Board Cable

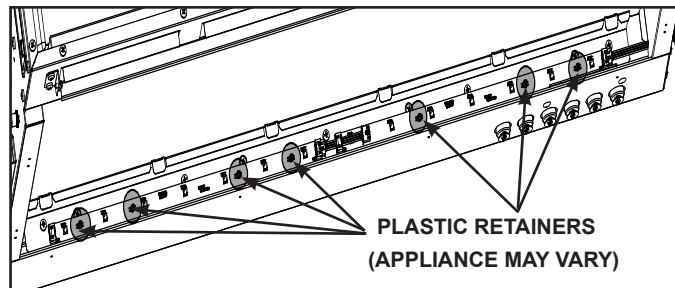


Figure 8 Plastic Retainers with Barbed Ends

Touch Button Board Replacement

Removal

1. Follow the Ember Bed Cover Removal section.
2. Remove the two (2) screws attaching the touch button assembly to the appliance. See Figure 9.
NOTE: *Screws are secured with nuts in the back.*
3. Unplug the touch button wire connector and remove the touch button assembly.
4. Remove the screws holding the touch button board to the plastic housing. See Figure 10.
5. Remove and discard the old touch button board.

Replacement

6. Attach the new touch button board to the plastic housing with the previously removed screws. See Figure 10.
7. Install the touch button assembly by refastening it in place with the previously removed screws and nuts.
8. Reconnecting the wire connector. See Figure 9.

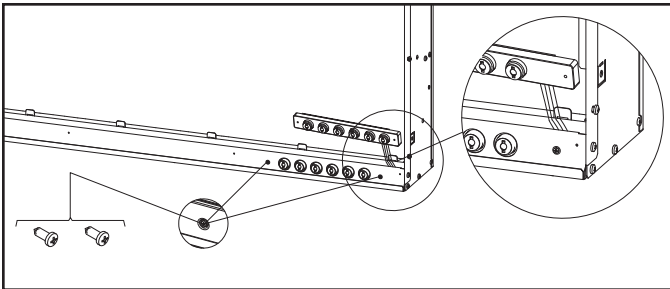


Figure 9 Touch Button Assembly

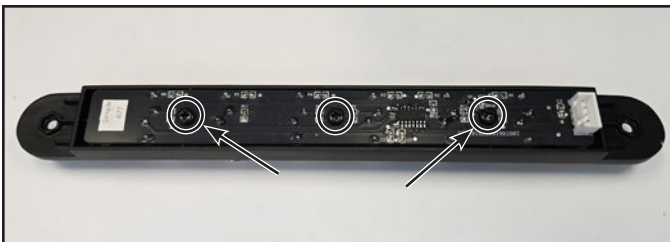


Figure 10 Touch Button Board Screws

Back Glass and Screen Panel

Removal

1. Follow the Ember Bed Cover Removal section.
2. Remove the screws attaching the glass holding bracket to the appliance, and set the bracket and screws aside. See Figure 11.
3. Carefully remove the back glass. Rotate the top edge of the glass towards the opening, and lift the glass out from the appliance. Set glass aside in a safe location, preferably on a soft surface. See Figure 12.
4. Repeat Step 3 for the gray screen panel.

Replacement

5. With the back glass and screen panel removed, the setting indicator, control board assemblies, heater assembly, and rotisserie components are accessible and able to be replaced.

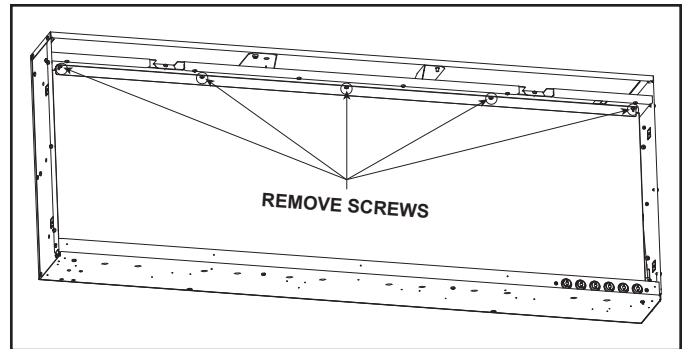


Figure 11 Remove Glass Holding Bracket Screws

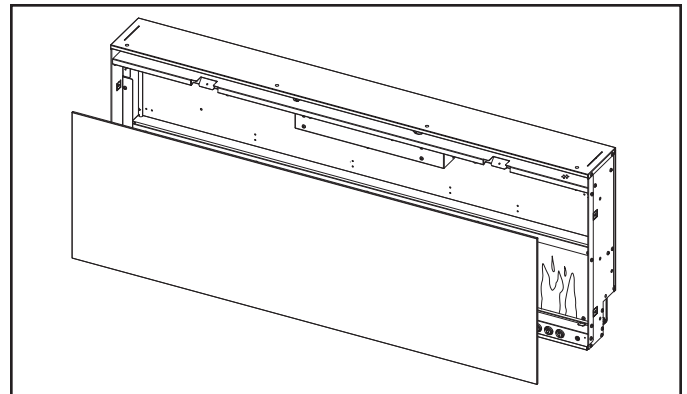


Figure 12 Back Glass and Screen Panel Removal

Setting Indicator Replacement

Removal

1. Follow the Ember Bed Cover Removal section.
2. Follow the Back Glass and Screen Panel Removal section.
3. Locate the setting indicator in the upper right side of the appliance. See Figure 13.
4. Unplug the wire harness from the setting indicator.
5. Remove the setting indicator board from the barbed pins holding it in place. Use a needle-nose pliers to compress the barbs on each isolation column.

Replacement

6. Install the replacement setting indicator board by engaging the plastic retainers with each hole of the replacement board with the plastic barbs, and pressing into position.
7. Connect the wire harness to the replacement setting indicator board.

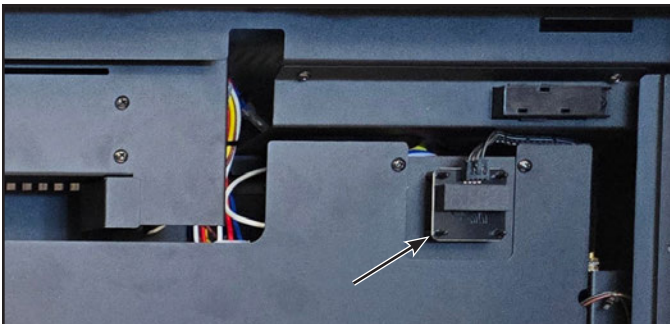


Figure 13 Setting Indicator Board

Internal Components Cover

Removal

1. Follow the Ember Bed Cover Removal section.
2. Follow the Back Glass and Screen Panel Removal section.
3. Remove the screws attaching the internal components cover to the appliance. See Figure 14.
4. Remove the cover and set aside.

Replacement

NOTE: Follow the applicable installation instructions based on component being replaced.

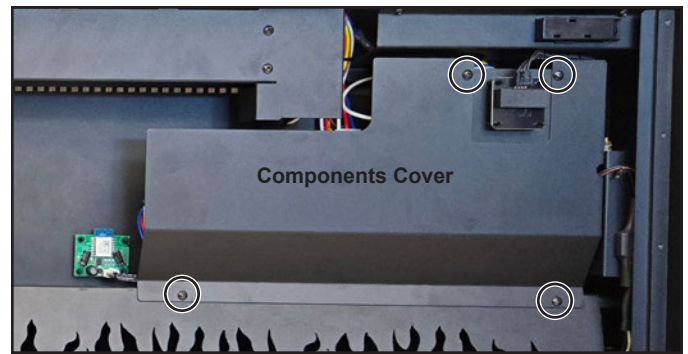


Figure 14 Internal Components Cover

NOTE: Screw quantity may vary depending on the size of the appliance.

Control Board Replacement

Removal

1. Follow the Ember Bed Cover Removal section.
 2. Follow the Back Glass and Screen Panel Removal section.
 3. Follow the Internal Components Cover Removal section.
 4. Locate the control boards (PCBs), both should be replaced. See Figure 15.
 5. Unplug all quick connects that are connected to the PCBs, and cut any of the zip ties needed to remove the two (2) PCBs.
 6. Remove screws securing the PCBs. See Figure 15.
- NOTE:** The cream colored PCB has one attachment screw and the green PCB has two.
7. Carefully remove the control boards from the barbed pins holding them in place. Use a needle-nose pliers to compress the barbs on each isolation column. Make sure all quick connects have been disconnected before completely removing the control boards from the appliance.

Replacement

8. Install replacement control boards by following the removal steps in reverse order.
9. Make sure all quick connect have been reconnected.

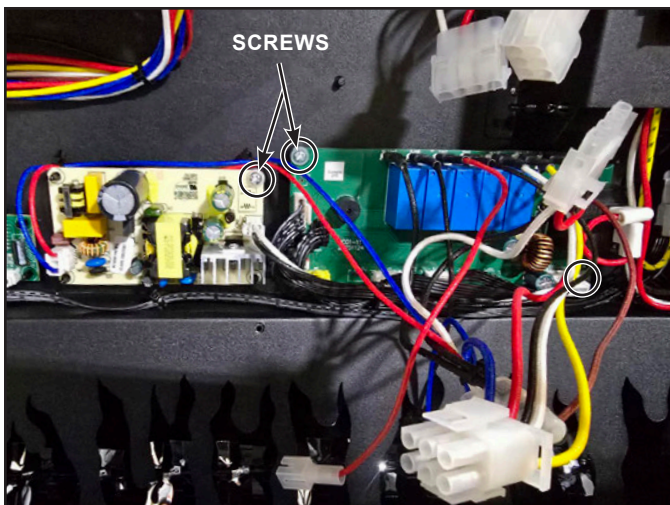


Figure 15 Control Boards (PCBs)

Heater Assembly Replacement

NOTE: There are two (2) heaters inside the housing attached to the appliance. The full housing will be replaced when servicing.

Removal

1. Follow the Ember Bed Cover Removal section.
2. Follow the Back Glass and Screen Panel Removal section.
3. Remove the five (6) ST4x8 screws attaching the heater to the appliance. See Figure 16. The right side of the heater assembly has two screws similar to the left side.
4. Unplug the three (3) wire harness quick connects, and remove the heater assembly. See Figure 17.

NOTE: Removing the Internal Components Cover might be helpful, but is not necessary.

Replacement

5. Install the replacement heater assembly by following the removal steps in reverse order.

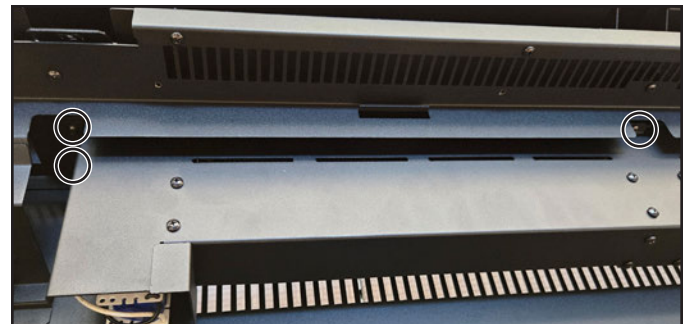


Figure 16 Heater Assembly Screw Locations

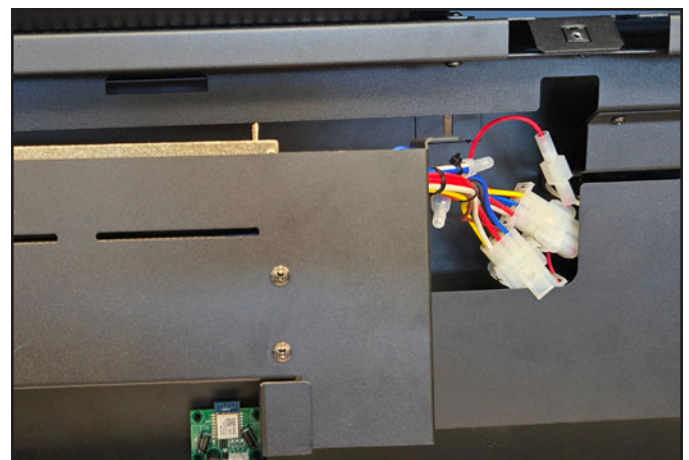


Figure 17 Unplug and Remove Heater Assembly

Flame Effect LED Boards

NOTE: The Flame Effect LED Boards are mounted to the lower backside of the Flame Silhouette bracket.

Removal

1. Follow the Ember Bed Cover Removal section.
2. Follow the Back Glass and Screen Panel Removal section.
3. Follow the Internal Components Cover Removal section.
4. Remove ST4x8 screws used to attach the flame silhouette bracket to the appliance. See Figure 18.
5. Tilt the flame silhouette bracket forward and unplug the LED board connection with the appliance. See Figure 19.
6. Remove the flame silhouette bracket.
7. Unplug cable connection on each end of the LED Board. See Figure 19.
8. Remove the flame effect LED boards from the plastic retainers holding them in place. Start at one end of each board, and using a needle-nose pliers to compress the plastic barbs from each to compress the barbs and disengage the LED board. See Figure 20.

NOTE: Some retainers may require releasing an adhesive prior to removal.

9. Remove and discard the old LED boards.

Replacement

10. To install replacement part reverse the installation steps.

NOTE: When connecting the LED boards, verify that the CN1 and CN2 ends are being connected together. See Figure 20.

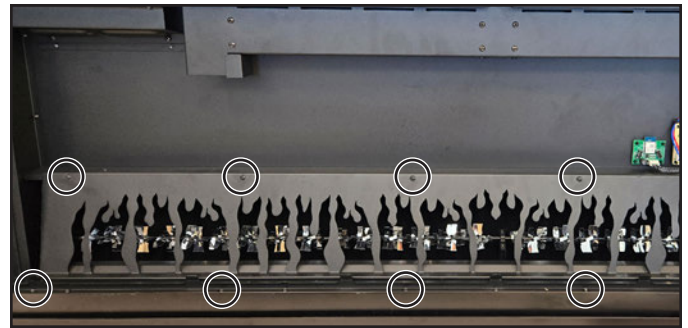


Figure 18 Remove Flame Silhouette Bracket Screws

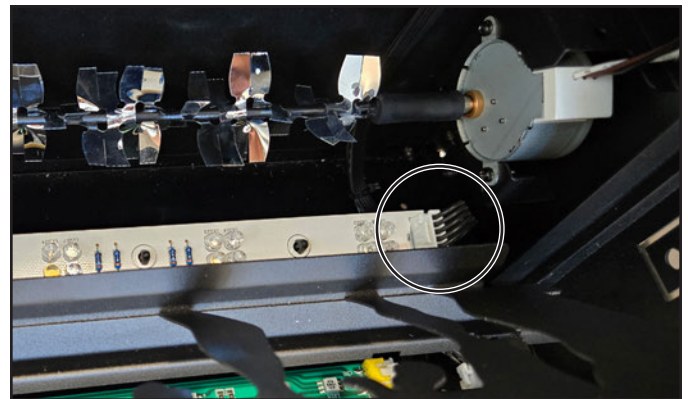


Figure 19 Flame Effect LED Board Appliance Connection



Figure 20 LED Connectors and Plastic Retainers

Rotisserie Replacement

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

Removal

1. Follow the Ember Bed Cover Removal section.
2. Follow the Back Glass and Screen Panel Removal section.
3. Follow the Flame Effect LED Boards Removal section to remove the flame silhouette.
4. Remove the two (2) screws holding the middle rotisserie support bracket in place. See Figure 21.
5. Remove rotisserie from the rubber sleeve connecting it to the motor. See Figure 22.

Replacement

6. Install new rotisserie by following the removal steps in reverse order.

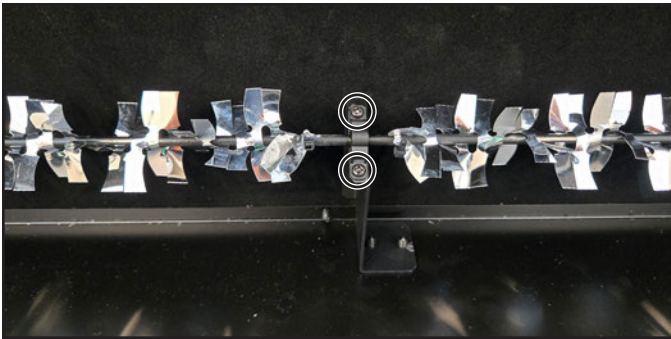


Figure 21 Middle Rotisserie Support Bracket Screws

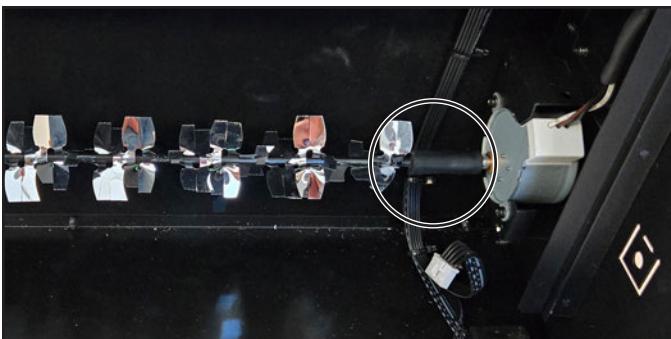


Figure 22 Rotisserie Rubber Sleeve

Rotisserie Motor Replacement

NOTE: Flame Silhouette and Rotisserie must be removed before Motor replacement can be completed.

Removal

1. Follow the Ember Bed Cover Removal section.
2. Follow the Back Glass and Screen Panel Removal section.
3. Follow the Flame Effect LED Boards Removal section to remove the flame silhouette.
4. Follow the Rotisserie Replacement section.
5. Remove the two (2) screws connecting the rotisserie motor to the appliance. See Figure 23.
6. Unplug the wire connector.

Replacement

7. Install new rotisserie motor by following the removal steps in reverse order.

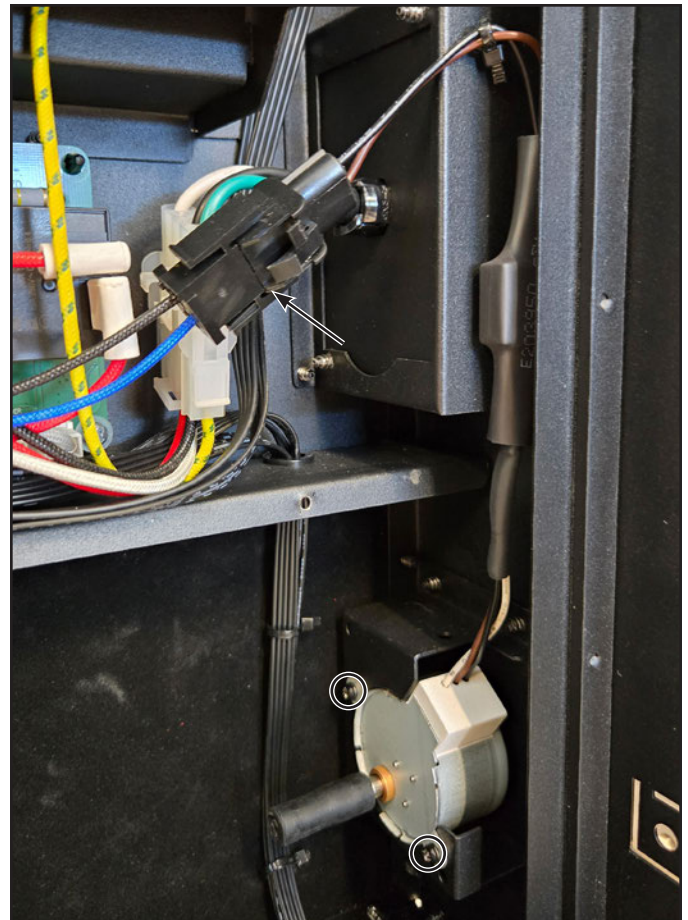


Figure 23 Rotisserie Motor and Connector

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: 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: 240V requires a 4-wire cord with a neutral wire.

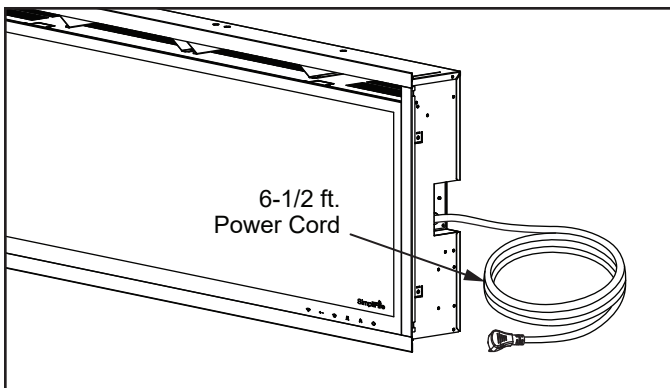


Figure 23 Electrical Outlet Location (for 120V only)

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.B 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 24.
3. Reinstall the J-block plate to the appliance with the two (2) retained screws.

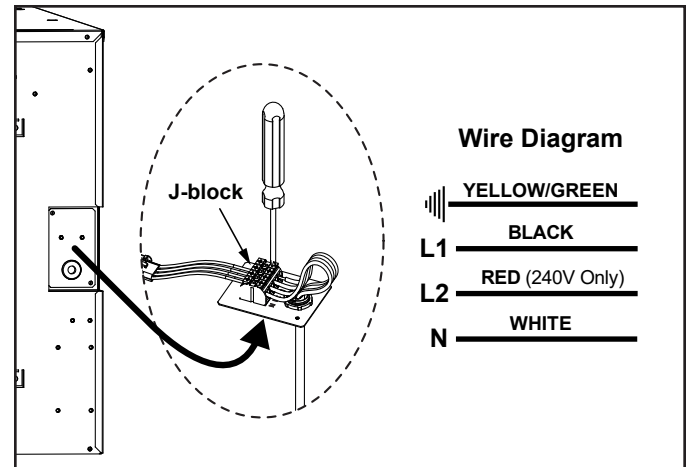


Figure 24 Electrical Connection

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.

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 input voltage switch is set to the wrong position	Verify that the heater input voltage switch is set correctly for what the appliance is wired for. If wired for 120V, switch should be set to 120V. If wired for 240V, switch should be set to 240V.

Troubleshooting Guide (continued)

Symptom	Possible Cause	Corrective Action
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.
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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