

SERVICE MANUAL

Model: SF-SCN43, SF-SCN55

- 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.

Glass Replacement

Removal

1. Remove the six (6) M4x8 screws, three (3) from each glass bracket. Set the bracket and screws aside for later use.
2. Attach a suction cup to the glass and pull top of glass out of the appliance. Once top of glass has cleared the appliance, pull it up and out of glass channel.

Replacement

3. Set the bottom edge of the glass into the glass channel and tip it back into the appliance until it rests against the glass stops.
4. Reinstall the glass brackets and six (6) M4x8 screws.



Figure 1 Remove Glass Front

Front Replacement

Removal

1. Remove glass. See Glass Replacement instructions.
2. Remove side panels by removing the two(2)ST4x8 screws on the base of each panel. Pull the bottom of the panel toward the center of the appliance and down to disengage from the top from the appliance and remove.
3. Remove the two (2) M4x8 screws and washers from each side of the front inside the appliance. Slide the front out of the appliance.

Replacement

4. Take replacement front and slide into appliance, making sure it's aligned properly. Using the four (4) M4x8 screws and washers, attach the front to the appliance.
5. Reinstall the side panels. Engage the top of the side panels into the channel on the ceiling of the appliance. Slide bottom of the panels into place against the side of the appliance and use the four (4) ST4x8 screws to attach.



Figure 2 Front Trim

Crystal Media / Logs Installation

1. Remove glass. See Glass Replacement instructions.
2. Arrange the media/logs along the ember bed inside the appliance. Do not place media in the glass channel.

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

Downlight LED Replacement

Removal

1. Remove Glass, see glass replacement instruction,
2. Support the Downlight LED and remove the four (4) screws holding it in place. See Figures 3 and 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 LED. See Figure 5.

Replacement

4. Connect the new Downlight LED to the connector and feed the cable back into the cutout. See Figure 5.
5. Reinstall Downlight LED screws.
6. Reinstall glass.

Note: If connector becomes lodged in the top of the appliance and is not accessible, remove the control box and direct connector back through the proper cutout.



Figure 3 Downlight LED Location



Figure 4

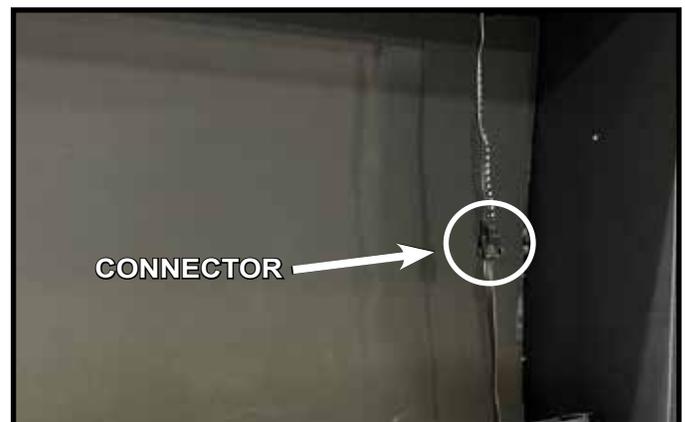


Figure 5

Heater Assembly Replacement

Removal

1. Remove Glass, see Glass replacement instruction.
2. Remove Downlight LED, see Downlight LED replacement instructions.
3. Support Heater Assembly and remove 4 screws. See Figure 6.
4. Slowly lower Heater Assembly until cable connector is accessible. See Figure 7.
5. Disconnect Heater Assembly cable connector. See Figure 7.

Replacement

6. Connect replacement Heater Assembly. See Figure 7.
7. Reinstall Heater Assembly into appliance, be careful not to pinch any wires.
8. Reinstall 4 screws.
9. Reinstall Downlight LED.
10. Reinstall glass.
11. Reinstall Front and Trim Assembly.

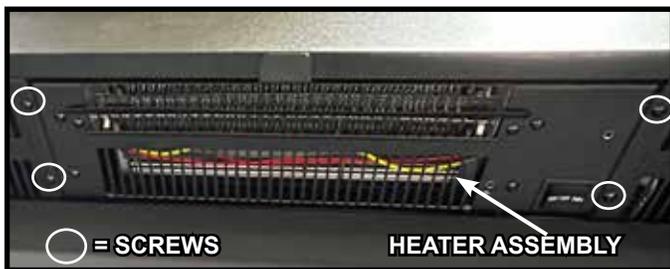


Figure 6 Heater Assembly



Figure 7

Control Box Replacement

Removal

1. Remove Glass, see Glass replacement instruction.
2. Remove Downlight LED, see Downlight LED replacement instructions.
3. Support the Control Box Assembly and remove 4 screws. See Figure 8.
4. Slowly lower Control Box Assembly until cable connectors are accessible. See Figure 9.
5. Disconnect Control Box Assembly.

Replacement

6. Connect new Control Box Assembly into appliance, be careful not to pinch any wires.
7. Reinstall 4 screws.
8. Reinstall Downlight LED
9. Reinstall glass.
10. Reinstall Front and Trim Assembly.



Figure 8

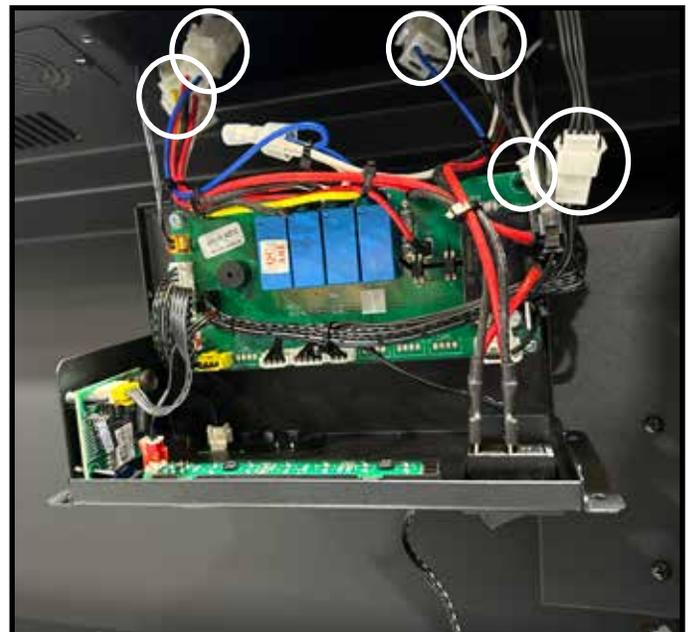


Figure 9

Accessing Internal Components

(Receiver, Flame Screen, Rotisserie assembly, Rotisserie motor, Flame and Ember bed LEDs, Reflective Side Panels)

1. Remove Glass, see Glass replacement instruction.
2. Remove Downlight, see Downlight Replacement instructions.
3. Remove media/logs from ember bed.
4. Remove the side panels. See Figure 10. Remove the screws, two (2) at the bottom of each panel. See Figure 11 and Figure 12. Carefully slide the bottom of the side panel toward the center of the appliance and disengage the top of the panel to remove from the appliance. See Figure 11.
5. Remove screws holding ember bed cover down. Lift the cover out of the appliance. See Figure 13.
6. While supporting the rear glass panel remove the screws in the glass bracket at the top of the glass. See Figure 14.
7. Using the suction cup, tip the top of the glass forward and carefully lift the glass out of the appliance.



Figure 10 Glass Panels

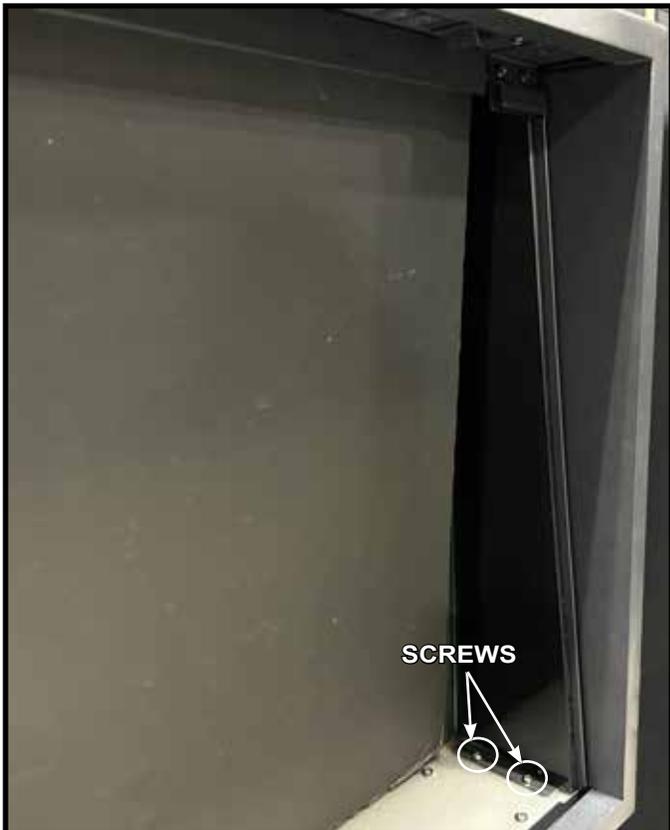


Figure 11 Side Panel Removal



Figure 12 Upper Bracket on Side Panel

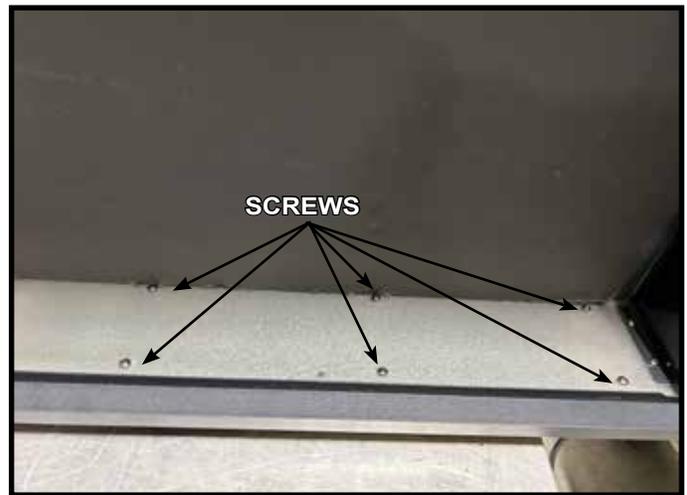


Figure 13 Ember Bed



Figure 14 Flame Screen Glass Bracket

LCD Receiver Replacement

Removal

1. Remove Glass, see Glass replacement instruction.
2. Remove media/logs.
3. Access internal components, see Accessing Internal Components instruction.
4. Disconnect the receiver cable. See Figure 15.
5. Using a pliers, compress each barbed clip while lifting the Remote Receiver Board evenly to disengage it from the clip. See Figure 15.

Replacement

6. Carefully align the new Remote Receiver Board to the barbed clips and gently push in place. See Figure 15.
7. Securely reconnect the wiring harness to the new remote receiver. See Figure 15.
8. Reinstall components removed to access internal components, see Accessing Internal components instruction.
9. Reinstall glass.



Figure 15 LCD Receiver

Flame Silhouette Replacement

Removal

1. Remove Glass, see Glass replacement instruction
2. Access internal components, see Accessing Internal components instruction.
3. Remove the screws from the two (2) side brackets, located on the left and right of the Flame Silhouette. See Figure 16.
4. Remove all of the screws along the top and bottom of the Silhouette. Carefully pull the silhouette up and out of the appliance to access the rotisserie and lights. See Figure 17.

Replacement

5. Install the replacement Silhouette and reattach brackets and screws. See Figure 16 and Figure 17.
6. Reinstall components removed to access internal components, see Accessing Internal components instruction.
7. Reinstall glass.



Figure 16 Flame Silhouette Bracket

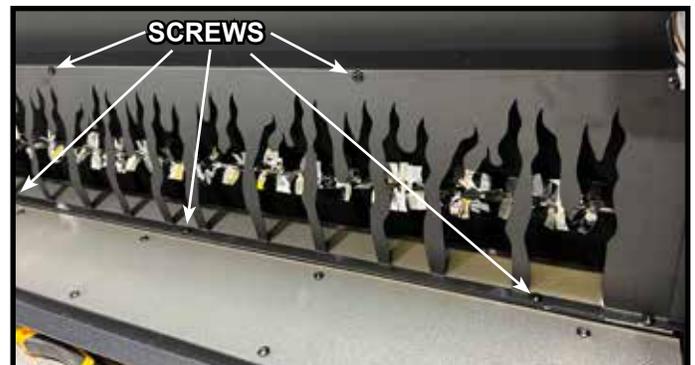


Figure 17 Flame Screen Removal

Rotisserie Assembly and Rotisserie Motor Replacement

Removal

1. Remove Glass, see Glass replacement instruction.
2. Access internal components, see Accessing Internal Components instruction.
3. Remove the Flame Silhouette, see Flame Silhouette Replacement instruction.
4. Remove screws from the Rotisserie center supports. See Figure 18.
5. Disengage rotisserie rod from motor 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 19.
6. Remove two screws that attach the motor to the motor bracket. See Figure 20.
7. Disconnect the electrical connector to the motor. See Figure 20.

Replacement

8. Install the replacement motor on the brackets using two screws. Connect the new motor to the electrical connector. See Figure 20.
9. 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. See Figure 19. Reattach center reflector rod supports, two screws each. See Figure 18.
10. Reinstall components removed to access internal components, see Accessing Internal components instruction.
11. Reinstall glass.

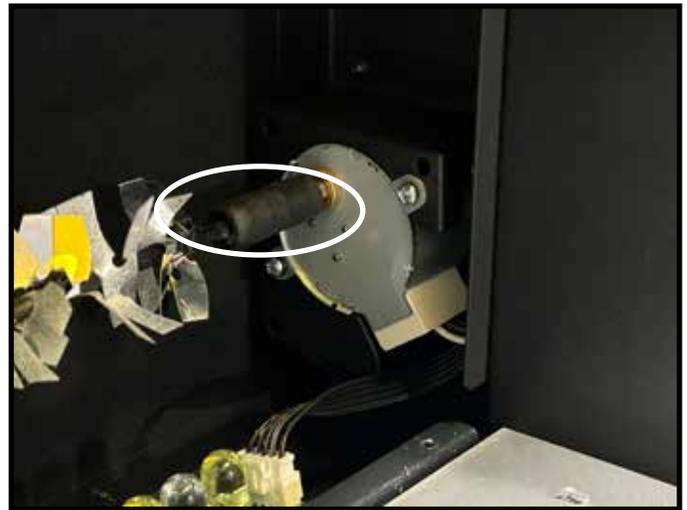


Figure 19 Removing Rotisserie



Figure 20 Motor Removal

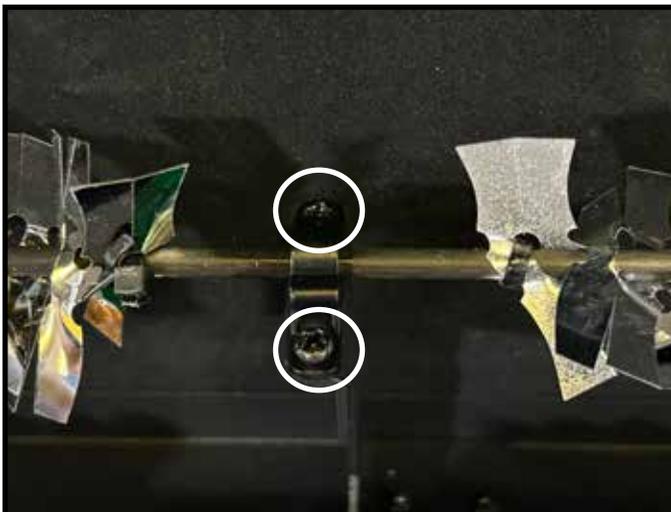


Figure 18 Rotisserie Motor Supports

LED Assembly Replacement

Removal

1. Remove Glass, see glass replacement instruction.
2. Access internal components, see Accessing Internal components instruction.
3. Remove the Flame Silhouette, see Flame Silhouette Replacement instruction.
4. 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.
5. 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 22. Remove all LED circuit boards.

Replacement

6. Install replacement lighting LED circuit boards into the appliance. Fully engage all clips. See Figure 22.
7. Connect all lighting LED power source connectors to the LED circuit boards. See Figure 21.
8. Reinstall the rear LED cover panel. See Figure 20.
9. Reinstall Flame Silhouette. See Flame Silhouette Replacement instruction.
9. Reinstall components removed to access internal components, see Accessing Internal components instruction.
10. Reinstall Glass, see glass replacement instruction.



Figure 21 LED Connectors



Figure 22 LED Pins

Speaker Replacement

Removal

1. Remove Glass, see glass replacement instruction.
2. Remove the two (2) ST4x8 screws on either side of the speaker. See Figure 23.
3. Gently pull the speaker cable located on the right end of the speaker until the speaker is visible. Disconnect the connector and remove speaker. See Figure 24.

Replacement

4. Connect the new speaker to the connector and feed the cable back into the cutout. See Figure 25.
5. Reinstall speaker screws.
6. Reinstall glass.



Figure 23 Speaker Screws



Figure 24 Speaker Installation

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, if applicable	Ensure plug is connected to a working outlet.
	Hard-wire 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 receiver is blocked	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 30 minutes. Then plug in the appliance or turn power back on at circuit breaker and turn appliance back on.
	Heater Toggle Switch not set correctly	Verify the toggle switch is set to 120V or 240V depending on how the appliance is wired. If wired for 120V and switch is set to 240V, heater will not function.
	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 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) 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.

SimpliFire Troubleshooting Guide (continued)

Symptom	Possible Cause	Corrective Action
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.
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 radio frequency signal from another remote causing appliance to turn on	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.
Sound not working	Bad connection to speaker	Replace PCB.
	Defective speaker	Replace speaker.

SimpliFire, a brand of Hearth & Home Technologies
 7571 215th Street West, Lakeville, MN 55044
www.hearthnhome.com