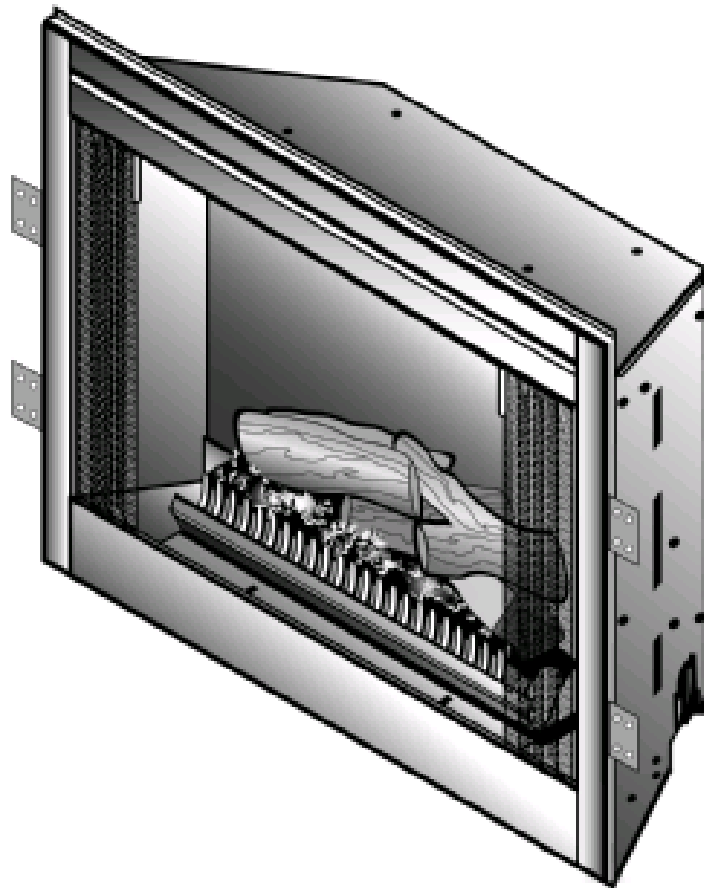


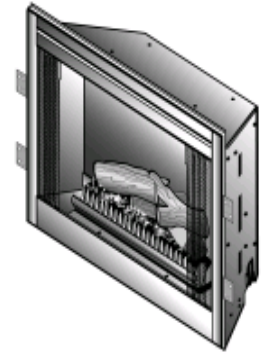
OptiFlame

ALL BF30 MODELS

TROUBLE SHOOTING GUIDE



 **Dimplex**
NORTH AMERICA LIMITED



TROUBLE SHOOTING GUIDE

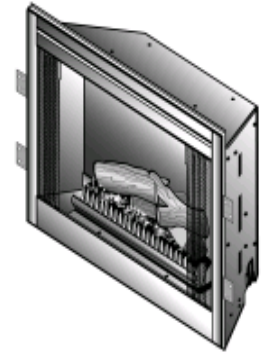
APPEARANCE

Problem	Flame frozen.
Probable Cause	Loose wiring or defective flame motor.
Solution	Check all wiring for loose connections, repair/replace as necessary. If wiring connections are suitable, replace flame motor.
Service Manual Reference	Page 11

Problem	Flame not bright, flame not visible.
Probable Cause	Loose wiring or burnt out light bulb(s).
Solution	Check all wiring for loose connections, repair/replace as necessary. Check light bulb(s), replace burnt out bulbs with factory specified bulbs.
Service Manual Reference	Page 9

Problem	Flame shutter.
Probable Cause	Defective flame motor.
Solution	Replace flame motor with a new one.
Service Manual Reference	Page 11

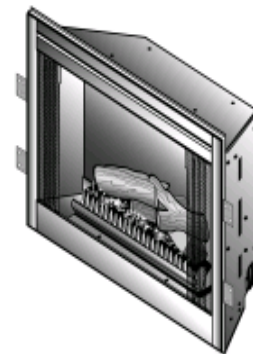
Problem	Log set dim, ember bed not glowing.
Probable Cause	Loose wiring or burnt out light bulb(s).
Solution	Check all wiring for loose connections, repair/replace as necessary. Check light bulb(s), replace burnt out ones with factory specified bulbs.
Service Manual Reference	Page 9



TROUBLE SHOOTING GUIDE

APPEARANCE

Problem	Fireplace does not turn on.
Probable Cause	Loose wiring Defective main power on/off switch Defective remote control (optional) Improper operation
Solution	Check all wiring for loose wiring connections, repair/replace as necessary. If all wiring connections are suitable check the main on/off switch for proper operation. Replace switch as necessary. For units equipped with the optional remote control check for power with a voltage tester at main power switch. If there is no voltage at main power switch and there is power to the supply wires replace the remote control circuit board.
Service Manual Reference	Main power on/off switch Page 10 Remote control (optional) Page 3, 17 Operation Page 3

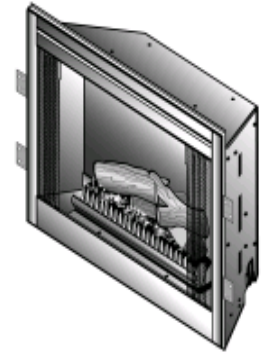


TROUBLE SHOOTING GUIDE

HEATER

Problem	Heater fan runs but lacks heat.
Probable Cause	Defective switch or loose wiring or wall thermostat is set too low.
Solution	If the heater switch is turned on and there is no heat check all wiring for loose connections repair/replace as necessary. If all wiring connections are suitable check heater on/off switch for proper operation. Replace as necessary. Check the wall thermostat setting to verify that it is not set too low. If the thermostat is set below room temperature the heater will not operate.
Service Manual Reference	Heater on/off switch Page 13 Thermostat operation Page 3

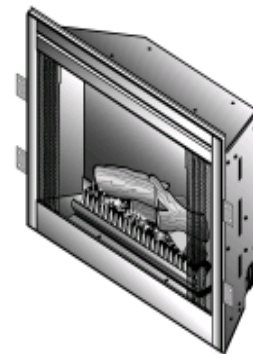
Problem	Heater is not turning off.
Probable Cause	Defective switch or loose wiring
Solution	Check all wiring for loose wiring connections, repair/replace as necessary. If all wiring connections are suitable check heater on/off for proper operation. Replace as necessary.
Service Manual Reference	Heater on/off switch Page 13



TROUBLE SHOOTING GUIDE

HEATER

Problem	Heater is not turning off.
Probable Cause	Defective switch or loose wiring
Solution	Check all wiring for loose wiring connections, repair/replace as necessary. If all wiring connections are suitable check heater on/off for proper operation. Replace as necessary.
Service Manual Reference	Heater on/off switch Page 13
Problem	Heater emits an odor.
Probable Cause	Normal operation or loose wiring or defective heater element or motor/blower.
Solution	Normal operation is when the heater emits an odor for a brief period after the heater is turned on. The heater is burning off any dust accumulated during manufacturing or operation. If the heater emits an odor for an extended period of time check all wiring for loose connections. If all wiring connections are suitable check heater elements and blower for proper operation. Replace as necessary
Service Manual Reference	Heater element Page 14 Blower/motor Page 15 Operation Page 3



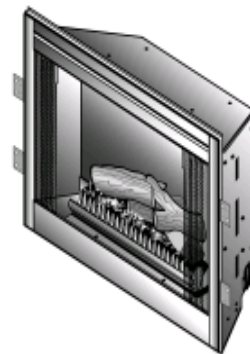
TROUBLE SHOOTING GUIDE

NOISE

Problem	Excessive noise near the top of the unit.
Probable Cause	Excessively dirty blower or defective blower/motor.
Solution	Clean the blower assembly if noise persists replace motor/blower as necessary.
Service Manual Reference	Page 15

Problem	Grinding or excessive near the bottom of the unit.
Probable Cause	Defective flame motor.
Solution	Replace flame motor with a new one.
Service Manual Reference	Page 11

TROUBLE SHOOTING GUIDE



GENERAL

Problem	Circuit breaker trips or fuse blows when the unit is turned on.
Probable Cause	Improper circuit current rating.
Solution	Verify the circuit that the Optiflame is installed on is a dedicated circuit with a 20 amp rating. If the unit continues to trip circuit breakers or blow fuses check all wiring for loose connection, repair/replace as necessary.
Service Manual Reference	Page 3

Problem	Unit turns on or off by itself.
Probable Cause	Optional remote control has a similar frequency to other remotes in the house.
Solution	Exchange the optional hand held remote for one with a different frequency. See operation section in parts and service manual for how to determine remote frequency.
Service Manual Reference	Page 3

Problem	Optional hand held remote control does not work.
Probable Cause	Low batteries or remote not initialized properly or out of operating range.
Solution	Change batteries in the remote control. If the batteries have been changed and the remote still does not function their may have been a loss of supply power to the firebox the due to power failure, breaker tripped, or the main power switch has been turned off. Reinitialize the hand held remote The hand held remote has a range of 50 feet if the distance between the hand held remote and the firebox exceeds 50 feet move the hand held remote closer to the firebox.
Service Manual Reference	Remote control operation (optional) Page 3 Remote control initialization (optional) Page 3