

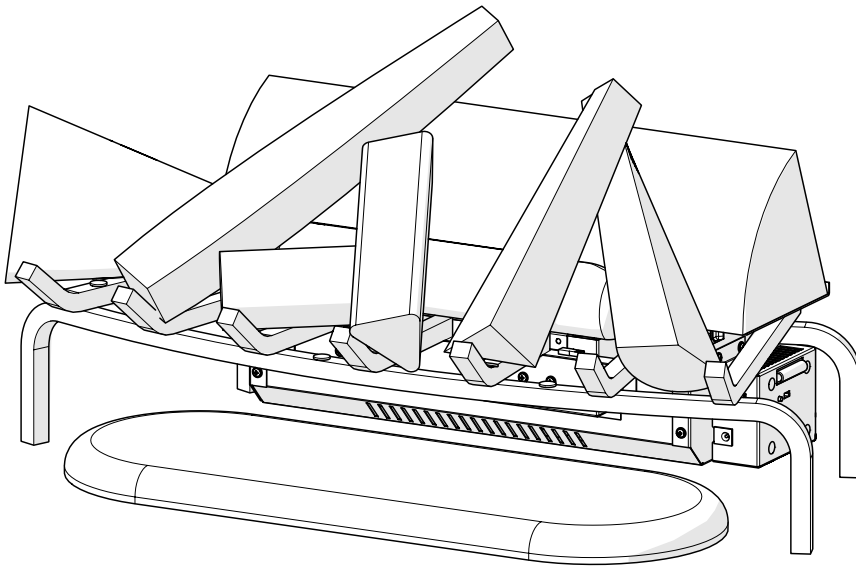


Better solutions through innovation

Service Manual

**Model
DLGM29**

**Part Number
6908550000**



IMPORTANT SAFETY INFORMATION: Always read this manual first before attempting to service this log grate. For your safety, always comply with all warnings and safety instructions contained in this manual to prevent personal injury or property damage.

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In keeping with our policy of continuous product development, we reserve the right to make changes without notice.

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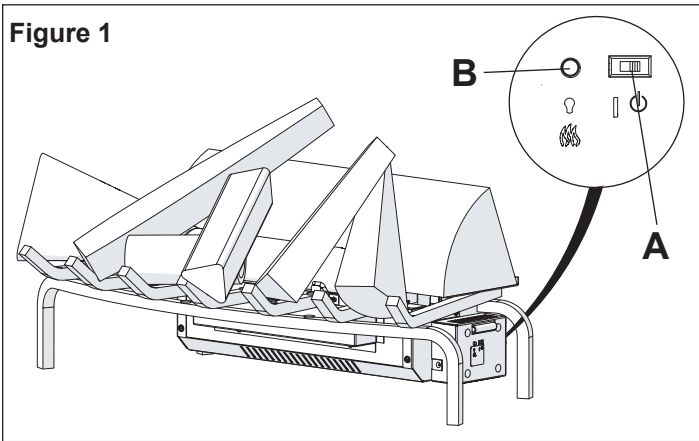
Always use a qualified technician or service agency to repair this log grate.

! NOTE: Procedures and techniques that are considered important enough to emphasize.

⚠ CAUTION: Procedures and techniques which, if not carefully followed, will result in damage to the equipment.

⚠ WARNING: Procedures and techniques which, if not carefully followed, will expose the user to the risk of fire, serious injury, or death.

OPERATION



The manual controls for the Log Grate are located in the front right side. (Figure 1)

A. On/Off Switch

Supplies power to the Log Grate.

B. Momentary Button

Pressing this button toggles between Logs; Logs and Flame Effect; and Off.

Remote Control

The unit is supplied with a radio frequency remote control. This remote control has a range of approximately 50' (15.25m). It does not have to be pointed at the fireplace and can pass through most obstacles (including walls). It is supplied with one of 243 independent frequencies to prevent interference with other units. The frequency designation is indicated on the back of the remote control.

! NOTE: Before attempting any operation with the remote control, pull the plastic insulator strip out from between the remote casing and battery cover (Figure 2).

Remote Control Initialization/ Reprogramming

Follow these steps for remote control initialization and if required, re-initialization:

1. Unplug power adapter from unit.
2. Wait a minimum of five (5) seconds and then plug power adapter back into unit.
3. Within 10 seconds of re-acquiring power, press the ON button located on the remote control. (Figure 2)

This will synchronize the remote control and receiver.

Remote Control Usage

Pressing the On button, on the remote control, switches between the two levels:

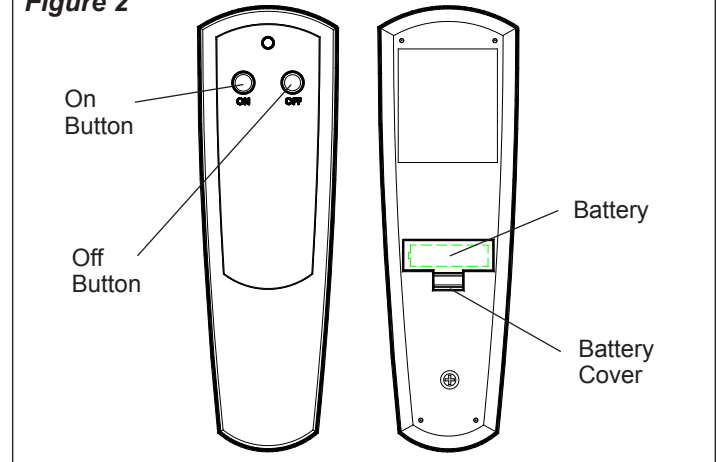
Level 1: The logs and lights are turned on.

Level 2: The logs and lights remain on and the flame effect is activated.

The fireplace can be turned off at any point by pressing the Off button on the remote control.

! NOTE: Once the mist has been activated, the unit will have to be turned Off, using either the momentary button, on the unit, or the Off button on the remote control, then

Figure 2



back on to return to Level 1 - Logs and Light only operation.

Battery Replacement

To replace the battery:

1. Slide battery cover open on the remote control (Figure 2).
2. Install one (1) 12-Volt (A23) battery in the battery holder.
3. Close the battery cover.



Battery must be recycled or disposed of properly. Check with your Local Authority or Retailer for recycling advice in your area.

MAINTENANCE

⚠ WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electric shock or damage to persons.

Log Grate Surface Cleaning

Use a warm damp cloth only to clean surfaces of the Log Grate. Do not use abrasive cleaners.

Water Reservoir

! NOTE: There is no need to remove any of the logs or move the unit to access the water storage system. However if you decide to move the unit to perform cleaning ensure that the logs are stable before moving.

The water storage system is located behind the back log. It can easily be removed by lifting each of the components directly up. (Figure 3)

! NOTE: There are tabs, on each end, that need to be turned to release the components.

⚠ CAUTION: It is strongly recommended that Distilled water or softened water be used in the unit to prevent scaling of the components.

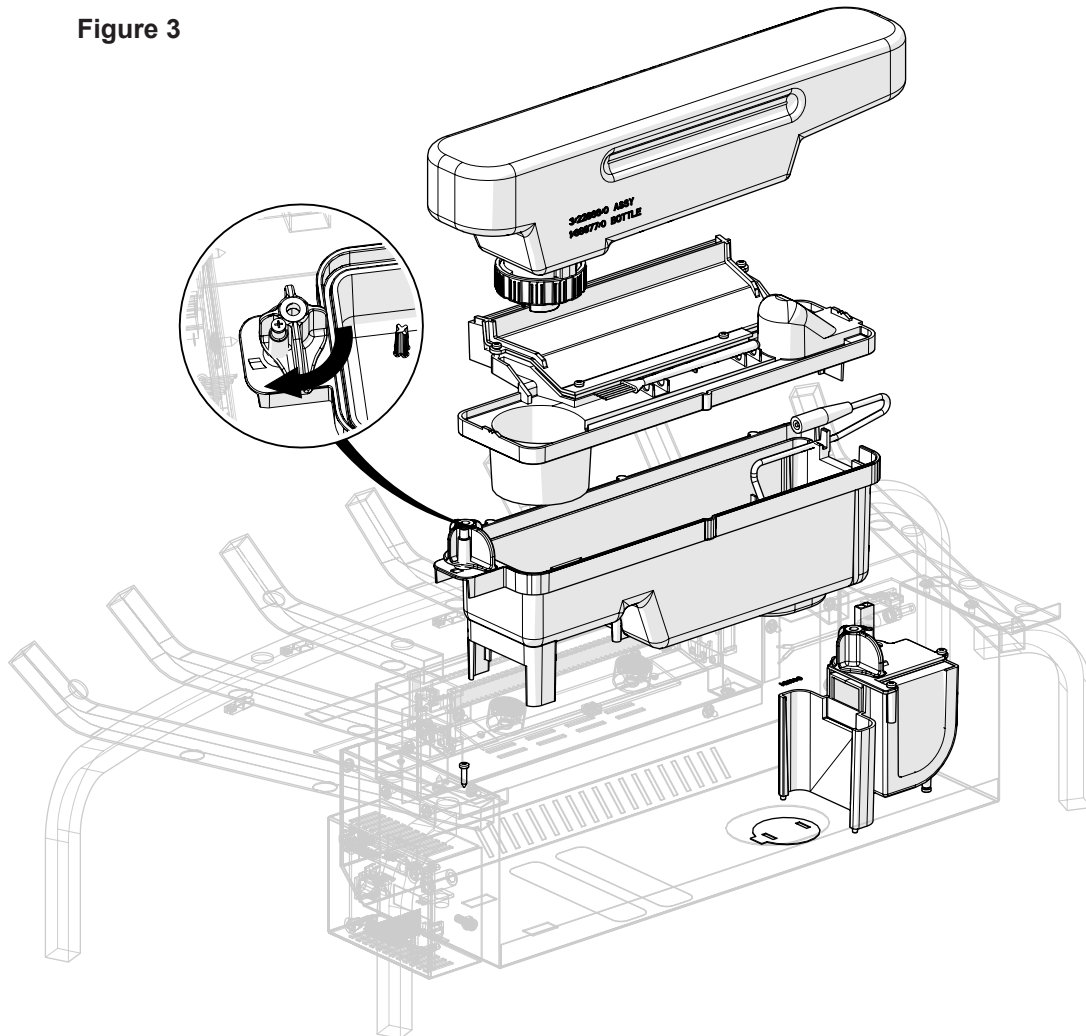
If you do not intend on using the unit for longer than 2 weeks, empty and drain the unit of water, and dry all of the water containing components.

It is recommended that all of the water containing components are cleaned with soap and water on a **biweekly** basis. A small brush has been included to assist in cleaning difficult items/areas, i.e. the transducer.

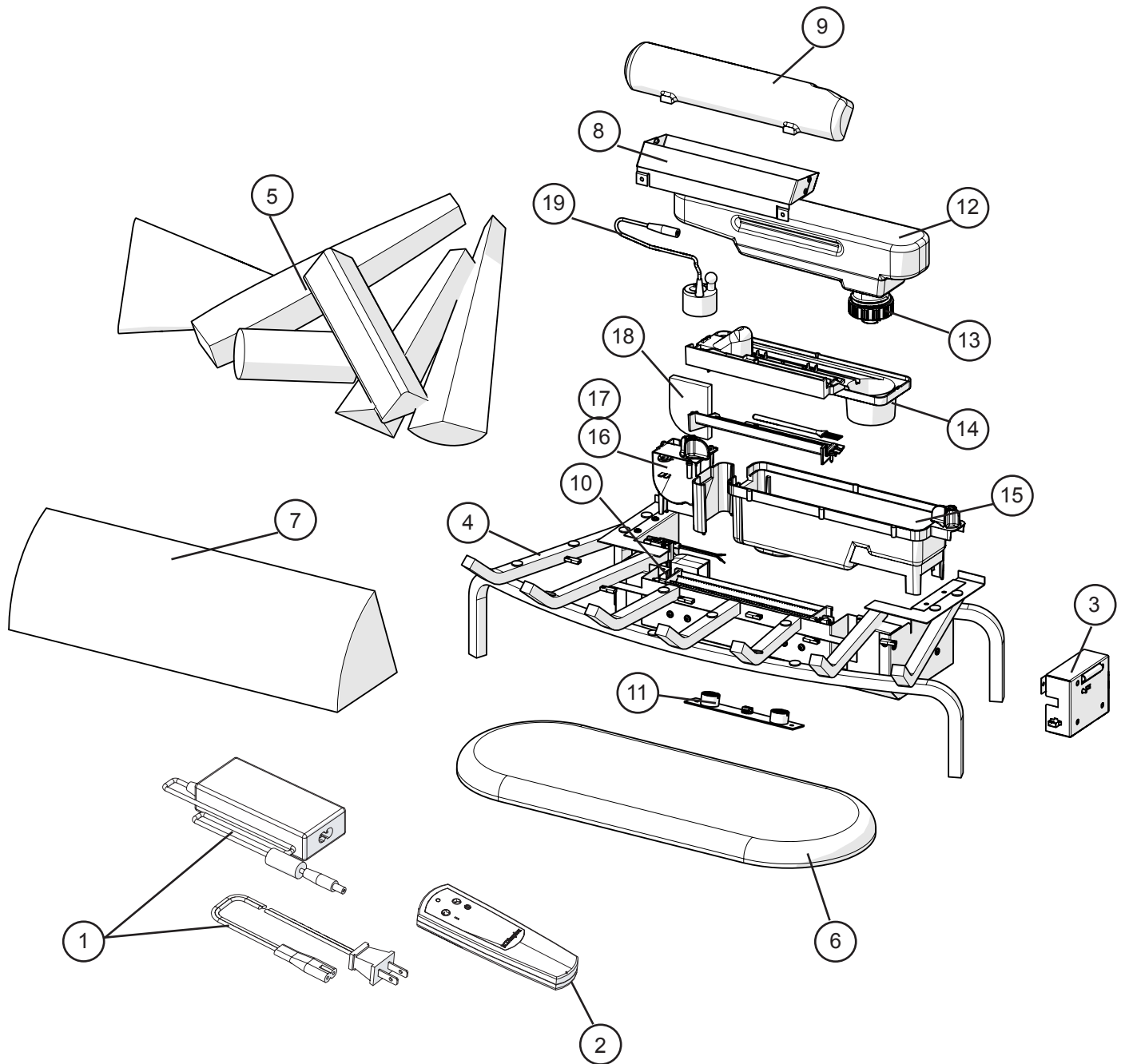
⚠ CAUTION: Do not put plastic components in the dishwasher.

! NOTE: If you need to move the unit ensure that all of the components that contain water have been emptied before relocating.

Figure 3



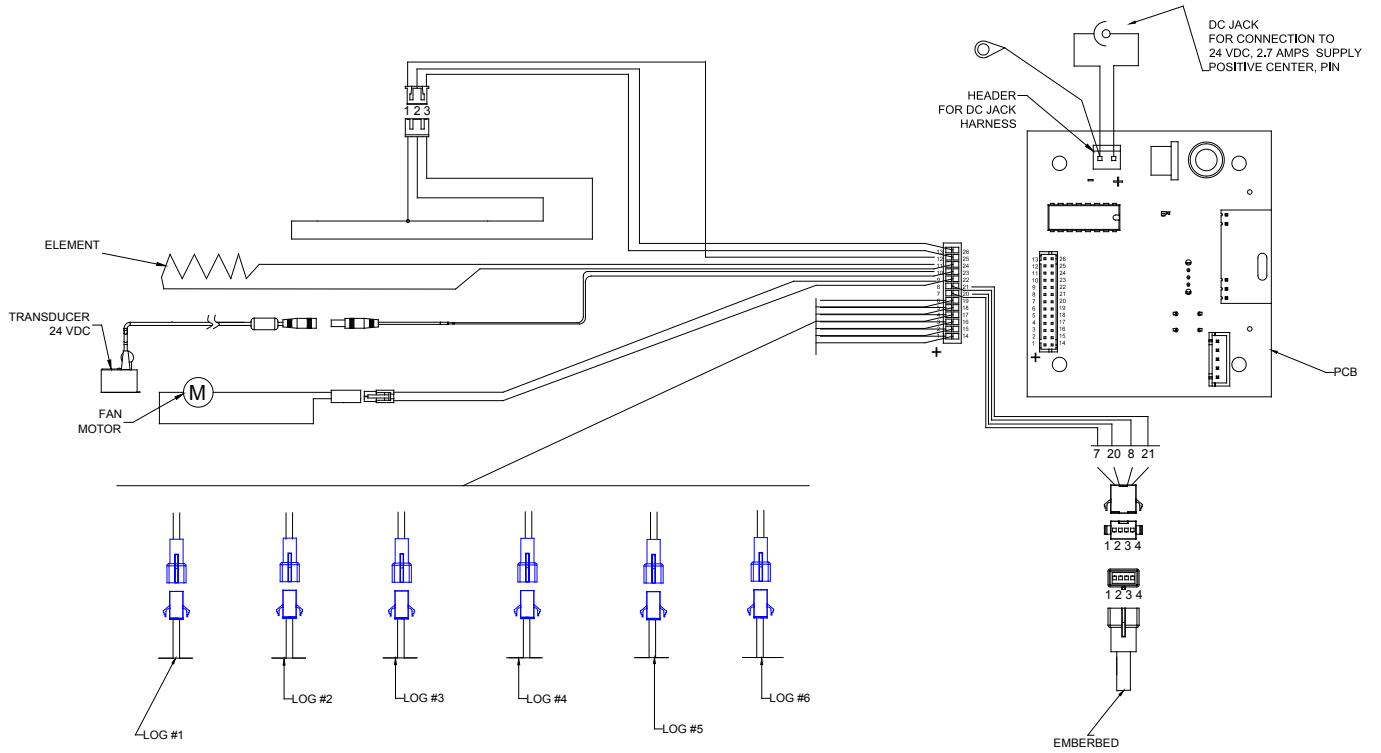
EXPLODED PARTS DIAGRAM



REPLACEMENT PARTS LIST

1. Power Adapter Set	2100220100RP	11. LED Light Assembly	3001100200RP
2. Remote Control	3000370500RP	12. Removable Refill Container with Cap.	0441440100RP
3. Remote Control Receiver & Housing	3001110100RP	13. Cap for Refill Container	0441440300RP
4. Log Grate with Wire Harness Set.	6908540159RP	14. Top Cover Assembly.	9600530100RP
5. Log Set Assembly.	9600510100RP	15. Water Reservoir (Sump)	0441380100RP
6. Ember Bed	0441000300RP	16. Fan Assembly.	5300300100RP
7. Back Log	0440740300RP	17. Fan Housing Assembly.	9600540100RP
8. Metal Light Shield.	1025340159RP	18. Fan Filter	8600300100RP
9. Light Shield Log	0441260100RP	19. Transducer	3800040100RP
10. Heating Assembly.	9600520100RP		

WIRING DIAGRAM



REMOTE CONTROL RECEIVER REPLACEMENT

Tools Required: Philips head screwdriver
Flat Head Screwdriver

⚠ WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

! NOTE: Ensure that all of the components that contain water have been emptied before performing any maintenance.

1. Disconnect and remove all of the logs from the unit and put them in a safe place.
2. Remove the two (2) screws around the Remote Control Receiver Housing. (Figure 4)
3. Remove the housing being careful not to add any strain to the wires connecting to the switches.
4. Transfer the wire connectors from the terminals on the original board to the same location on the replacement board.

! NOTE: Use a flat head screwdriver to gently pry between the end of the connector and the remote control receiver to release the wires.

5. Re-assemble the remainder of the log grate in reverse order from the instructions above.

HEATER ASSEMBLY REPLACEMENT

Tools Required: Philips head screwdriver
Flat Head Screwdriver

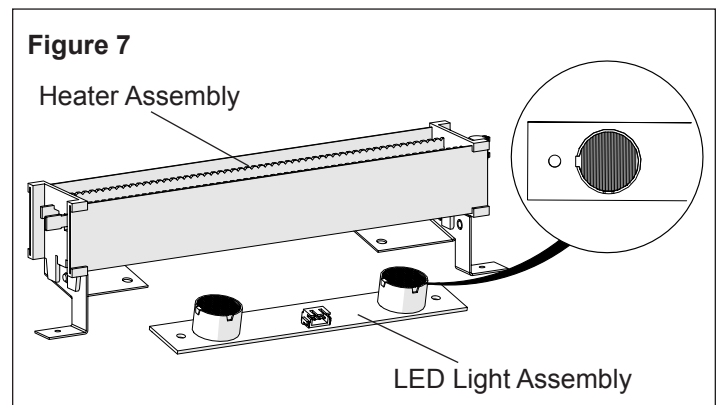
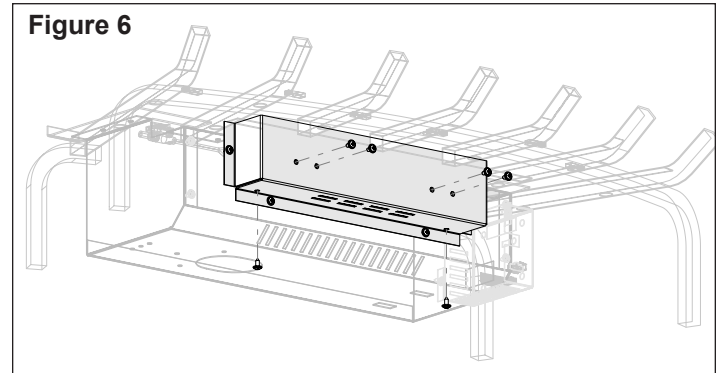
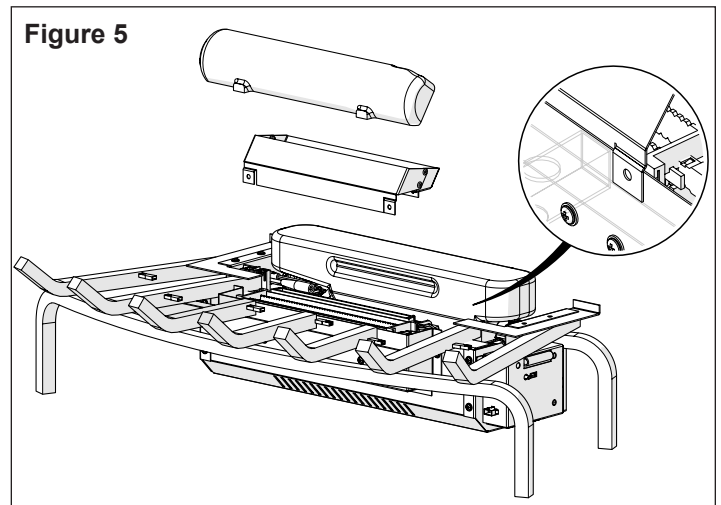
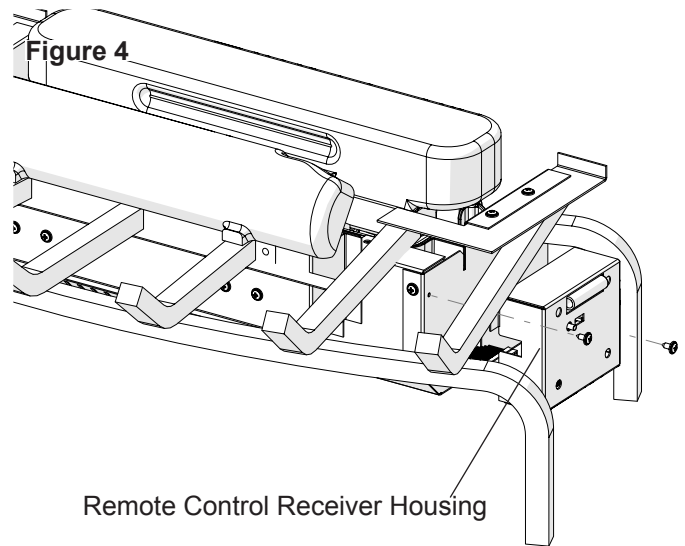
⚠ WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

! NOTE: Ensure that all of the components that contain water have been emptied before performing any maintenance.

1. Disconnect and remove all of the logs from the unit, including the light shield and associated log, and put them in a safe place. (Figure 5)
2. Remove the removable refill container and set aside.
3. From the front remove the six (6) screws that hold the heating and light assembly to the housing. (Figure 6)
4. Disconnect the two connections on either end of the heater assembly.

! NOTE: Use a flat head screwdriver to gently pry between the end of the connector and the remote control receiver to release the wires.

5. Remove the two (2) screws that hold the LED assembly to the heater assembly and reinstall it onto the new heater assembly.
6. Attach the wires onto the new heater assembly.
7. Re-assemble the remainder of the log grate in reverse order from the instructions above.



LED LIGHT ASSEMBLY REPLACEMENT

Tools Required: Philips head screwdriver
Flat Head Screwdriver

⚠ WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

! NOTE: Ensure that all of the components that contain water have been emptied before performing any maintenance.

1. Disconnect and remove all of the logs from the unit, including the light shield and associated log, and put them in a safe place. (Figure 5)
2. Remove the removable refill container and set aside.
3. From the front remove the six (6) screws that hold the heating and light assembly to the housing. (Figure 6)
4. Disconnect the wire connection on the LED light assembly.
5. On the new light assembly, attach the light lenses to the board by orienting the lens so that it fits directly onto the light, ensuring that the lines on the lens are perpendicular to the heating element.
6. Remove the two (2) screws that hold the LED assembly to the heater assembly and replace with the new LED light assembly. (Figure 6)
7. Reattach the wire onto the new light assembly.
8. Re-assemble the remainder of the log grate in reverse order from the instructions above.

FAN ASSEMBLY REPLACEMENT

Fan Motor and Fan Housing

Tools Required: Philips head screwdriver
Flat Head Screwdriver

⚠ WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

! NOTE: Ensure that all of the components that contain water have been emptied before performing any maintenance.

1. Disconnect and remove all of the logs from the unit, including the light shield and associated log, and put

them in a safe place. (Figure 5)

2. Disassemble the sump components. (Figure 3)
3. Remove the three (3) screws that hold the cover onto the fan housing. (Figure 8)
4. Remove the fan motor out of the housing and disconnect the wiring connection located near the bottom of the housing.
5. If replacing only the motor, attach new motor and reassemble the remainder of the log grate in reverse order from the instructions above.
 - If replacing the housing, remove the three (3) screws attaching the base to the log grate. (Figure 9)
6. Attach new fan housing base to the log grate.
7. Transfer the filter from the old housing to the new housing.
8. Reinstall the fan motor and reconnect the wire.
9. Re-assemble the remainder of the log grate in reverse order from the instructions above.

Figure 9

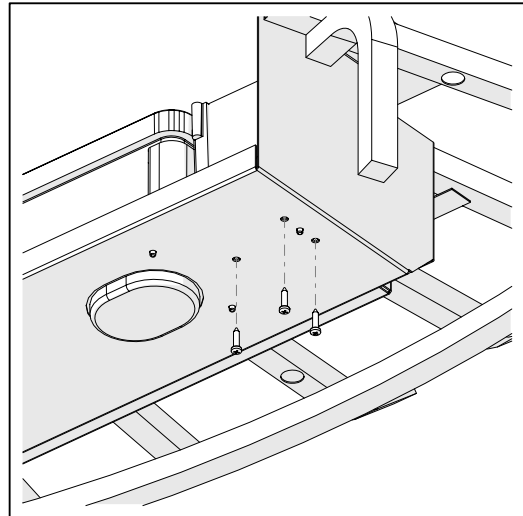
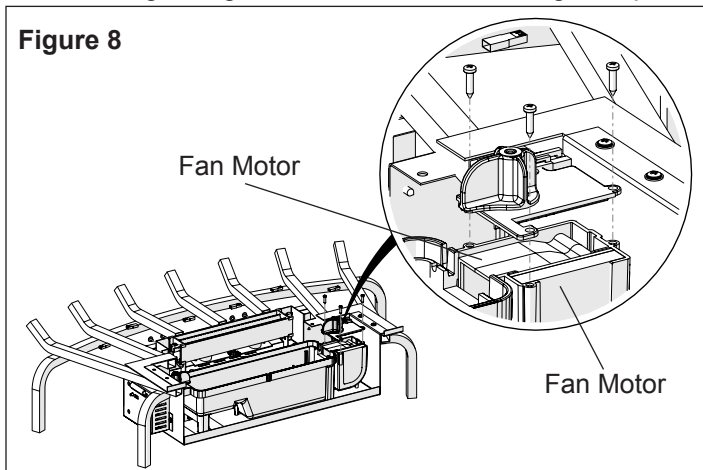


Figure 8



TROUBLESHOOTING GUIDE

PROBLEM	CAUSE	SOLUTION
General		
Unit turns on or off by itself	Remote control has a similar frequency to other remotes in the area.	Replace Remote Control. Initialize to Remote Control Receiver.
	Defective Remote Control Receiver	Replace Remote Control Receiver. Initialize to Remote Control.
Power cord gets warm	Normal Operation	The power cord may get slightly warm to the touch when the heater is on
	Defective power cord	Replace power cord if cord gets hot to the touch.
Appearance		
Log grate does not turn on in Manual Mode	Improper operation	Refer to Operation Section
	No incoming power from the electrical wall socket	Check Fuse/Breaker Panel
	Power adapter set not connected properly	Refer to installation instructions for wiring instructions.
	Defective Remote Control Receiver	Replace Remote Control Receiver. Initialize with Remote Control.
Log grate does not turn on in Remote Mode	Improper operation	Refer to Operation Section
	Remote control not initialized to log grate	Initialize the remote control
	Remote Control not working	Install new battery into the Remote Control. Reinitialize remote control where necessary
		Replace Remote Control Receiver where necessary. Initialize Remote Control Receiver to Remote Control.
Defective Remote Control Receiver	Replace Remote Control Receiver. Initialize to Remote Control	
All logs dim, not glowing	Loose connection	Check wiring connections
	Defective Log Grate wiring	Replace Log Grate Assembly
One Log dim, not glowing	Loose connection	Check wiring connections
	Defective LED in Log	Connect log to another log grate connection to verify if log works. <ul style="list-style-type: none"> • If log works, wiring defective - Replace Log Grate Assembly • If log does not work, LED defective- replace Logs
Ember Bed dim, not glowing	Loose connection	Check wiring connections
	Defective Ember bed wiring	Replace Ember bed
Logs or Ember bed are still glowing after unit is turned off (with remote or manual switches)	Defective Remote Control Receiver	Replace Remote Control Receiver
Mist is not coming out	Not enough water in the unit	Fill unit with water
	Water in unit is too cold	Allow water to warm to room temperature.
	If using distilled or reverse osmosis water, unit will not produce a consistent mist	Add 1/8 tsp of table salt to water reservoir to introduce electrolytes, only repeat when mist is not being produced correctly
	Cord is located over emitter on transducer	Relocate cord so that mist is free to rise off of transducer.
	Defective Transducer	Replace Transducer
Mist is not coming out and the red light by the transducer is not on	The cord from the power board is not working	Ensure that the cord is not pinched.
		Ensure that the cord is fully inserted into the connection on the power board.

PROBLEM	CAUSE	SOLUTION
Mist is coming out fast	Filter is missing off of Fan Housing	Replace Fan Filter
Mist appears to be “falling”	Loose connection	Check heater wiring connections
	Defective Heater	Replace Heating assembly
Mist does not appear to be coming out evenly	Unit is not level	Level unit
	Log arrangement is blocking air flow	Rearrange logs
	Light Lenses are not correctly oriented	Adjust Lenses
	Light Lenses are not present	Replace light lenses