

SERVICE MANUAL

Glass Front, Heater, Control Board, LED Spotlight, Ember Bed Cover, Glass Side Panels, Glass Screen Panel, Remote Receiver, Flame Screen, Rotisserie, Rotisserie Motors, Flame and Ember LEDs,

Model: SF-SCT43-BK, SF-SCT55-BK

- 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.

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

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 Front Replacement

1. Remove the two (2) thumb screws and brackets located on the inner upper corners of the appliance opening. See Figure 1.
2. Tilt the glass away from the appliance and lift out of the bottom glass channel.
3. Set the bottom edge of glass into the glass channel and tip back into the appliance until it rests against the glass stops.
4. Re-install the glass brackets and thumb screws.



Figure 1. Remove Glass Front

Heater Assembly Replacement

1. Remove glass, see Glass Front Replacement instruction.
2. Support the Heater Assembly and remove 4 screws. See Figure 2.
3. Slowly lower Heater Assembly until cable connector is accessible. See Figure 3.
4. Disconnect Heater Assembly cable connector. See Figure 3.
5. Connect replacement Heater Assembly. See Figure 3.
6. Re-install Heater Assembly into appliance, be careful not to pinch any wires.
7. Re-Install 4 screws.
8. Re-Install glass per Glass Front Replacement.



Figure 2 Heater Assembly

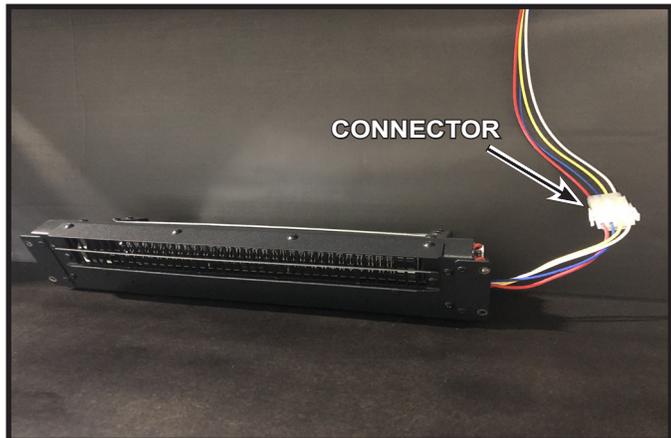


Figure 3 Heater Connector

Control Board Replacement

1. Remove glass, see Glass Front Replacement instruction.
2. Support the Control Board Assembly and remove 4 screws. See figure 4.
3. Slowly lower Control Board Assembly until cable connectors are accessible. See Figure 5.
4. Disconnect the seven separate connectors attached to the Control Board Assembly and re-connect the seven connectors to the new Control Board Assembly. See Figure 5.
5. Re-install Control Board Assembly into appliance, be careful not to pinch any wires.
6. Re-Install 4 screws.
7. Re-Install glass per Glass Front Replacement.



Figure 4 Control Board Location

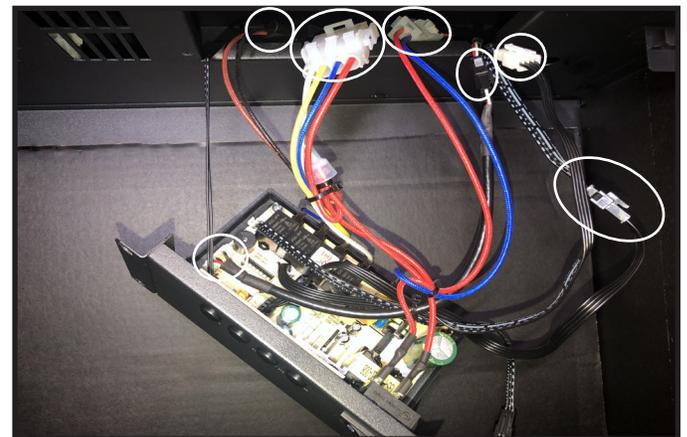


Figure 5 Control Board Removal

LED Spotlight Replacement

1. Remove glass, See Glass Front Replacement instruction.
2. Support the Spotlight LED and remove the (3) screws holding it in place. See Figures 7 and 8.
3. Gently pull the Spotlight LED cable located on the right end of the Spotlight LED until the connector is visible. Disconnect the connector and remove LED. See Figure 9.
4. Connect the new Spotlight LED to the connector and feed the cable back into the cutout. See Figure 9.
5. Re-install Spotlight LED screws.
6. Re-install glass per Glass Front Replacement.

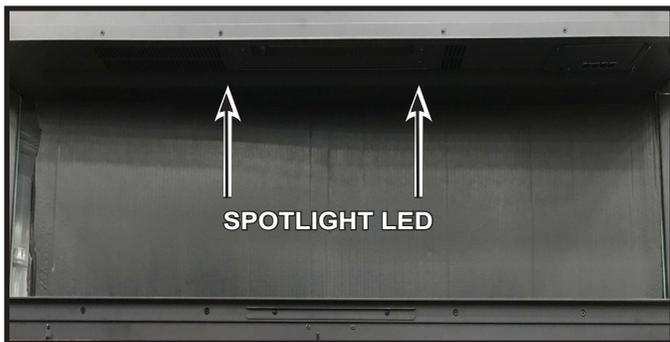


Figure 7 Spotlight LED Location



Figure 8 LED Spotlight

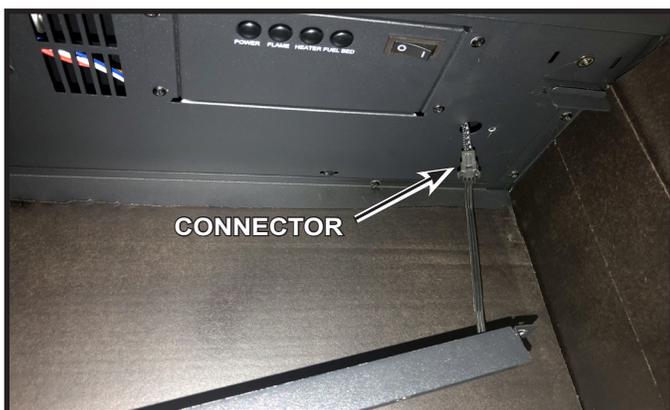


Figure 9 LED Spotlight Connector

Glass Side Panels Removal / Replacement

1. Remove glass, see Glass Front Replacement instructions.
2. Remove media/logs from ember bed.
3. Remove spotlight LED, see Spotlight LED Replacement instructions.
4. Remove screws (4) and brackets (2) holding each of the side panels. See Figure 6.
5. Tilt the top of the side glass panel inward to remove from the appliance.
6. Replace the side glass panel, sliding the side glass panel as far back as possible, and reinstall the brackets, see Figure 6.
7. Reinstall spotlight LED.
8. Reinstall media/logs.
9. Reinstall Glass Front per Glass Front Replacement.

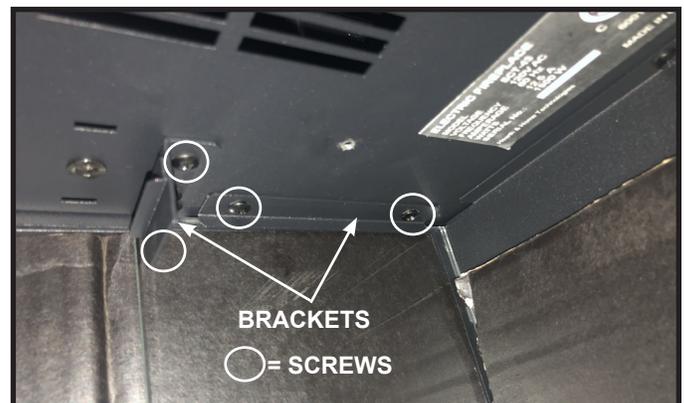


Figure 6 Side Glass Panel Removal

Accessing Internal Components (Receiver, Flame Screen, Rotisserie Assembly, Ember Bed Cover, Glass Screen Panel, Rotisserie Motors, Flame and Ember Bed LEDs)

1. Remove glass, see Glass Front and Glass Side Panel Removal/Replacement instructions.
2. With the logs/media removed, remove screws holding the plastic ember bed cover down. Lift the cover out of the appliance. See Figure 10.
3. While supporting the glass screen panel remove the screws (4) in the glass screen panel bracket. See Figure 11.
4. Tip the top of the glass forward and carefully lift the glass out of the appliance.
5. When replacing glass screen, slide the over side glass into the slot between the two brackets and tip the glass back in place.
6. Reinstall glass panel bracket with four screws. See Figure 11.
7. Reinstall ember bed cover with either 16 or 18 screws. See Figure 10.

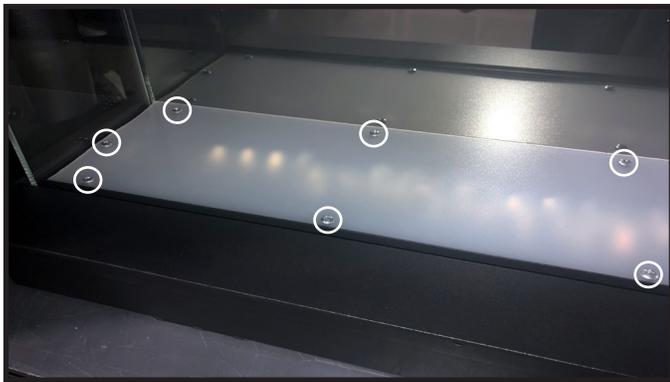


Figure 10 Ember Bed Cover

Remote Receiver Replacement

1. Remove glass, see Glass Front and Glass Side Panel Removal/Replacement instruction.
2. Access internal components, see Accessing Internal Components instructions.
3. Using a pliers, compress each barbed clip while lifting the Remote Receiver Board evenly to disengage it from the clip. See Figure 13.
4. Disconnect the receiver cable. See Figures 12 and 13.
5. Carefully align the new Remote Receiver Board to the barbed clips and gently push in place. See Figures 12 and 13.
6. Securely reconnect the wiring harness to the new remote receiver. See Figure 12.
7. Re-install components removed to access internal components, see Accessing Internal components instructions.
8. Re-Install glass per Glass Front and Glass Side Panel Removal/Replacement.

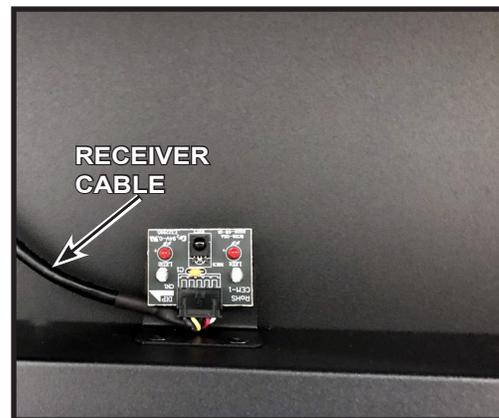


Figure 12 Receiver Location and Cable



Figure 11 Glass Screen Panel Removal

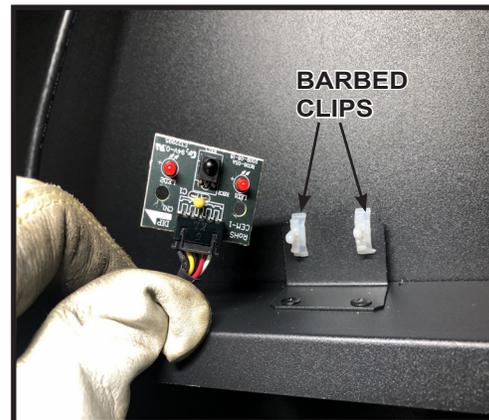


Figure 13 Receiver Removal

Flame Screen Replacement

1. Remove glass, see Glass Front and Glass Side Panel Remove/Replacement instructions.
2. Access internal components, see Accessing Internal Components instructions.
3. Remove the (3) screws in the top Flame Screen and retaining bracket. Then remove the screws in the bottom left and right corners of the Flame Screen and retainer. Remove the Flame Screen. See Figure 14.
4. Install the replacement Flame Screen panel, smooth (non-silk screened) side facing out by inserting the flame screen in the channel, and re-attach brackets and screws. See Figures 14 and 15.
5. Re-install components removed to access internal components, see Accessing Internal components instructions.
6. Re-Install glass per Glass Front Replacement.



Figure 14 Flame Screen

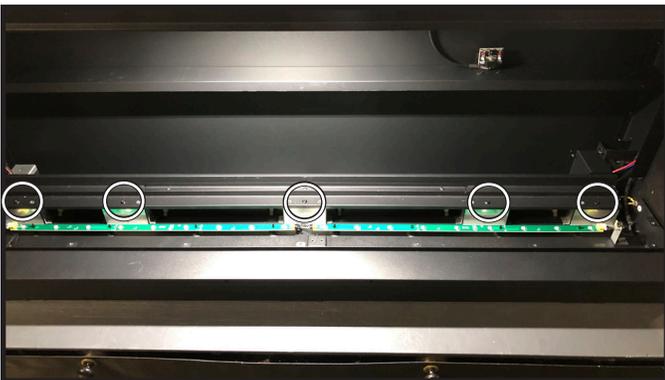


Figure 15 Glass Retainer/Ember Bed Bracket

Rotisserie Assembly and Rotisserie Motor Replacement

1. Remove glass, see Glass Front and Glass Side Panel replacement instructions.
2. Access internal components, see Accessing Internal Components instructions.
3. Remove the Flame Screen, see Flame Screen Replacement instruction. Only remove Flame Screen if replacing back Rotisserie.
4. Remove two screws from the rotisserie center supports. See Figure 16.

Rotisserie Assembly and Rotisserie Motor Replacement (Continued)

5. Remove motor bracket by removing three screws. See Figure 17.
6. Remove two screws and two nuts that attach each motor to the motor brackets. See Figure 18.
7. Disengage rotisserie rods from motors located in left side of cavity. Use hand to shift the rotisserie rod to the right until the rubber coupler on the left end disengages from the motor shaft and lift out of the appliance. See Figure 17.
If not replacing motors skip to step 13.
8. Remove each motor until the electrical connector is visible. See Figure 18 and 19.
9. Disconnect the electrical connector to the motor. See Figure 18 and 19.
10. Fasten the new motor to the motor bracket, with the two screws and two nuts
11. Connect the new motor to the electrical connectors.
12. Re-install the motor and bracket with three screws. See Figure 17.
13. Install the replacement (or existing) rotisserie rod. Align the rubber coupler with the motor shaft. Shift the rod to the left until the rubber coupler fully engages the motor shaft or on the left side. See Figure 17. Replace the two screws for the rotisserie center support. See Figure 16.
14. Re-install components removed to access internal components, see Accessing Internal components instruction.
15. Re-Install glass per Glass Front Replacement.

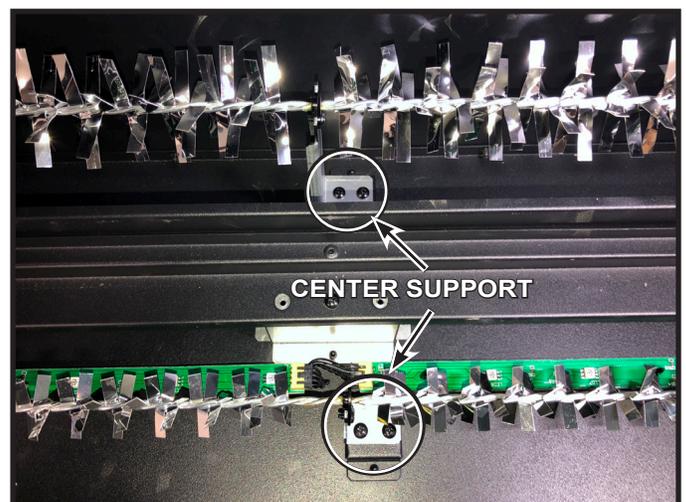


Figure 16 Rotisserie Center Support

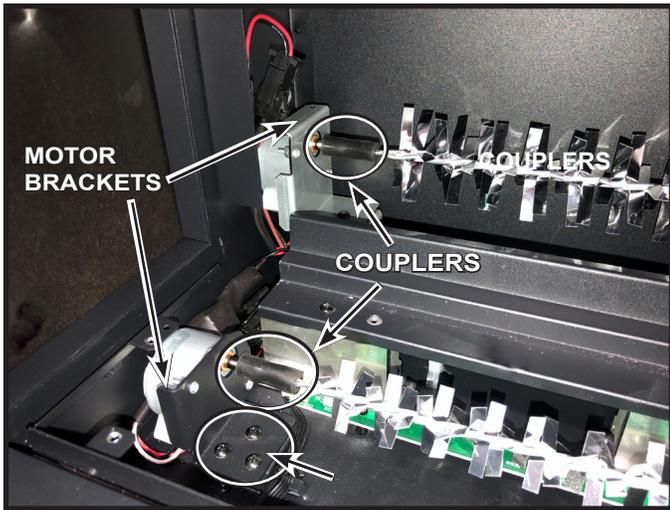


Figure 17

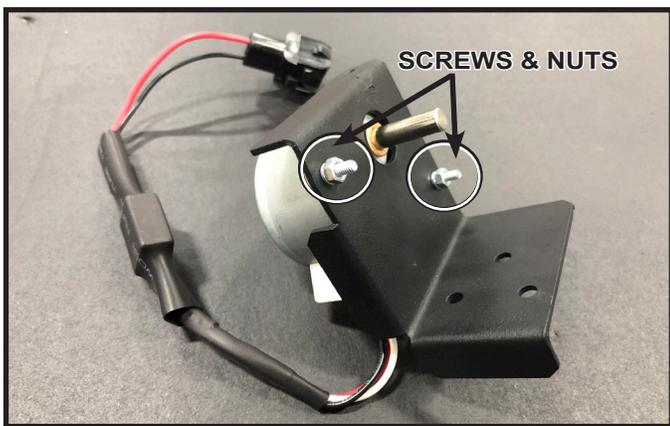


Figure 18

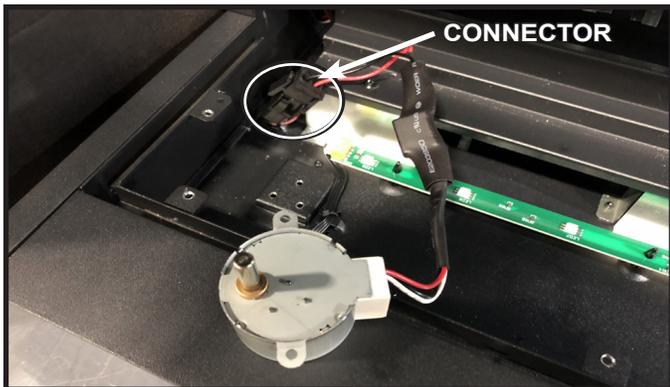


Figure 19

LED Assembly Replacement

1. Remove glass, see Glass Front and Glass Side Panel Removal/Replacement.
2. Access internal components, see Accessing Internal components instructions.
3. **Only when replacing back LEDs:** Refer to Rotisserie Assembly and Rotisserie Motor Replacement steps 3, 4 and 7 to gain access to rear LEDs.
4. Remove screws holding the glass retainer/ember bed bracket. See Figure 15.

LED Assembly Replacement (Continued)

5. Remove the rear LED cover panel by removing the screws. See Figure 20.
6. 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.
7. Using a pliers, compress each barbed clip along the front base circuit boards while lifting the boards evenly to disengage them from the clips. Use pliers to open/spread clips along rear LED strip while lifting to disengage it from the clips. See Figure 21. Remove all LED circuit boards.
8. Install the new LED circuit boards by securing them in the clips. See Figure 2.
9. Connect all lighting LED power source connectors to the LED circuit boards. See Figure 20.
10. If removed, reinstall the Rotisserie Rod Assembly per Rotisserie Assembly and Rotisserie Motor Replacement.
11. Re-install the rear LED cover panel. See Figure 20.
12. Replace the glass retainer/ember bed bracket. See Figure 15.
12. Re-install flame screen. see Flame Screen Replacement instruction.
13. Re-install components removed to access internal components, see Accessing Internal components instruction.
14. Re-install Glass. Per Glass Front Replacement.

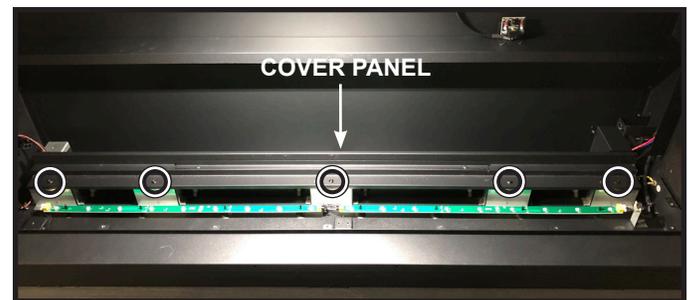


Figure 20

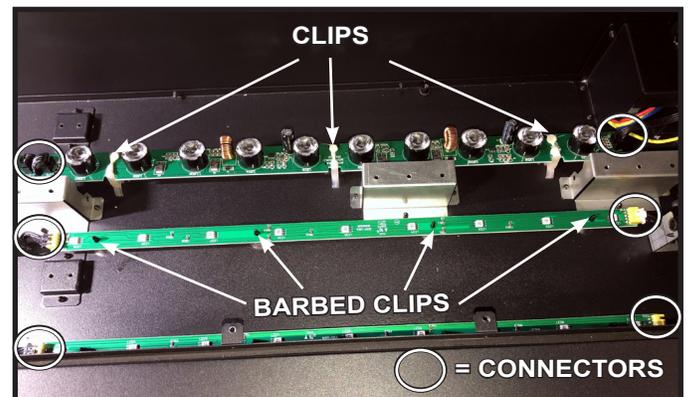


Figure 21

SimpliFire Troubleshooting Guide

Symptom	Possible Cause	Corrective Action
Circuit breaker trips or fuse blows when unit 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 unit onto a dedicated 15 amp circuit.
Lights in room dim while the unit is on	Unit is drawing close to circuit current rating	Install unit onto a dedicated 15 amp circuit.
Fireplace will not come on when using the manual controls on the unit	Appliance is not plugged into an electrical outlet	Ensure plug is connected to a working outlet.
	Hard-wire connections not correct (if applicable)	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, or remote is not pointed directly at the receiver.	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 15 minutes. Then plug in the unit or turn power back on at circuit breaker and turn unit back on.
	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 unit or turn power back on at circuit breaker and turn unit 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 unit 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.
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.

SimpliFire Troubleshooting Guide (continued)

Symptom	Possible Cause	Corrective Action
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 infrared signal from another remote causing unit to turn on (pre-2019 manufactured units only)	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