

TROUBLESHOOTING GUIDE - BF33, 39 & 45 STP & DXP

PROBLEM	CAUSE	SOLUTION
General		
Circuit breaker trips or fuse blows when unit is turned on	Short in unit wiring.	Trace wiring in unit.
	Improper circuit current rating	Verify unit is installed on a dedicated 15 amp circuit.
Unit turns on or off by itself	Remote Control has a similar frequency to other remotes in the area.	Replace Remote Control
	Wall Mounted remote control has a similar frequency to other remotes in the area.	Change the RF frequency of wall mounted remote and reinitialize. (Instructions found in Operation section)
	Radio frequency disturbance from outside sources.	Replace remote control and Remote Control Receiver Kit, where necessary.
	Defective Remote Control Receiver Kit	Replace Remote Control Receiver Kit
Power cord gets warm (if using BFPLUGE kit)	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		
Fireplace does not turn on Manually	Improper operation	Refer to Operation Section
	No incoming voltage from the electrical wall socket/Breaker Panel	Check Fuse/Breaker Panel
	Loose wiring	Check wiring connections
	Defective On/Off Switch	Replace On/Off Switch
	Defective 3-Position Switch	Replace 3-Position Switch
Fireplace does not turn on with remote control (if applicable)	Improper operation	Refer to Operation Section
	Remote control not initialized to fireplace	Initialize the remote control
	Defective remote control	Install new battery into the remote control. Reinitialize remote where necessary
		Replace Remote Control and reinitialize
Defective Remote Control Receiver Kit	Replace Remote Control Receiver Kit	
Fireplace does not turn on with Wall Mounted remote (if applicable)	Improper operation	Refer to Operation Section
	Remote control not initialized to fireplace	Initialize the remote control
	Defective remote control	Install new battery into the wall mounted remote control. Reinitialize remote where necessary
		Replace Remote Control Receiver Kit where necessary
Flame Frozen	Defective flicker motor	Replace flicker motor
	Loose wiring	Check wiring connections
Flame not bright or flame not visible	Burnt light bulbs	Replace light bulbs
	Loose wiring	Check wiring connections
	Defective light harness	Replace light harness
Log set dim, ember bed not glowing	Burnt light bulbs	Replace light bulbs
Log set not glowing/pulsing (DXP Models Only)	Loose wiring harness	Check wiring connections
	Defective LED Driver Board	LED Driver Board
	Defective log set	Replace log set
Flame Shudder	Defective flicker motor	Replace flicker motor
Light leaking around the log set	Log set not positioned properly	Check log set for proper fit

PROBLEM	CAUSE	SOLUTION
Heater		
Heater is not turning On	Improper operation	Refer to Operation Section
	Improper Installation of Thermostat/Wall Controls	Refer to Installation Guide
	Loose wiring	Trace wiring in unit
	Defective 3-Position Switch	Replace 3-Position Switch
	Defective Remote Control Receiver Kit (if applicable)	Replace Remote Control Receiver Kit
Heater is not turning Off	Improper operation of unit	Refer to Operation Section
	Improper operation of Thermostat/Wall Controls (if applicable)	Refer to Thermostat/Wall Control Operation Guide
	Defective heater on/off switch	Replace heater on/off switch
	Defective heater assembly	Replace heater assembly
Heater is turning off after a couple of minutes of operation	Build up of dirt/dust in heater assembly	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
	Defective Heater Assembly	Replace Heater motor (if not running when heat is activated) or Heater Elements (if motor is running but heat is not coming out)
Heater emits an odor	Normal Operation	Normal operation is when the heater emits an odor for a brief period after the heater is initially turned on. The heater is burning off any dust accumulated during manufacturing or operation.
	Defective heater assembly	Replace heater assembly
Heater fan turns on but heater lacks heat	Improper operation	Refer to Operation Section
	Loose wiring	Trace wiring in unit
	Defective Heater Assembly	Replace Heater motor (if not running when heat is activated) Heater Elements (if motor is running but heat is not coming out)
Heating element is glowing red	Normal Operation	Small glowing sections of the element are considered normal.
	Defective heater element	If larger glowing sections are causing the heater to trip the thermal cutout, unplug unit, discontinue use and replace heater elements
Heater fan runs continuously	Defective heater on/off switch	Replace heater on/off switch
	Defective Thermostat/Wall Controls	Replace Thermostat/Wall Controls
Noise		
Excessive noise with the heater on	Dirty blower assembly	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
	Defective Heater motor	Replace heater motor
Grinding or excessive noise with the heater off	Moving flicker rod hitting or rubbing against internal components	Ensure rod is straight and mounted properly in the bracket, spinning freely away from other components. Replace if necessary.
	Defective flicker motor	Replace flicker motor

! NOTE: For any additional operational, servicing, replacement instructions or replacement parts please see the associated Service Manual.



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