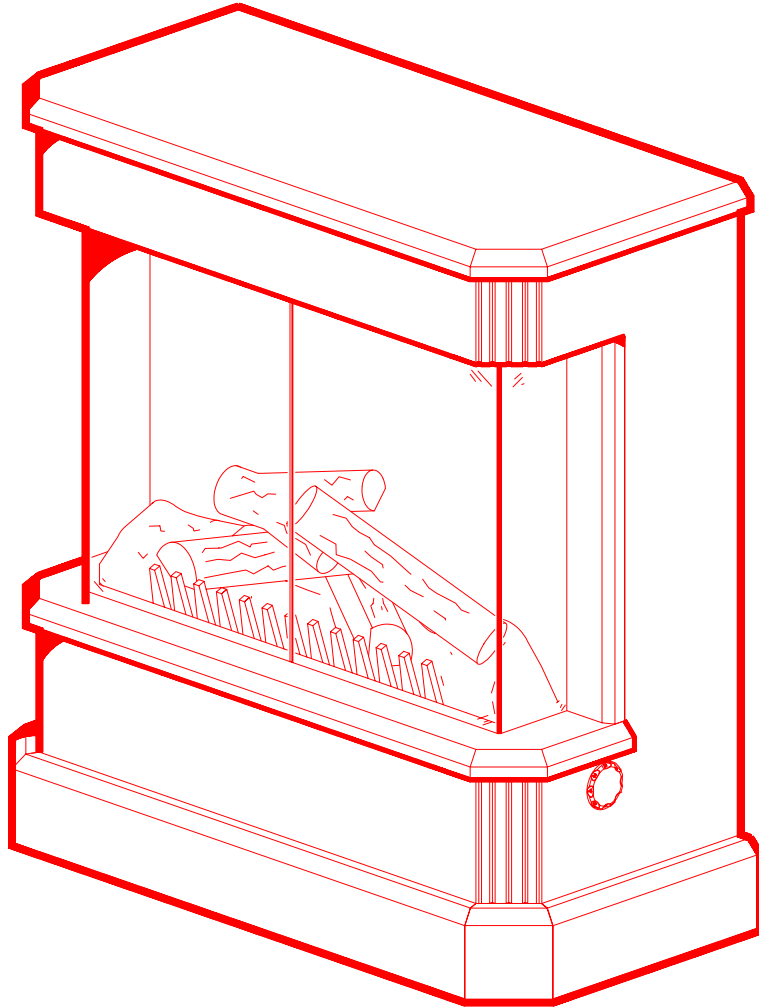


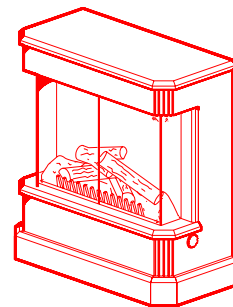
# CONTEMPRA

## MODEL KDS6401E

### TROUBLE SHOOTING GUIDE



 **Dimplex**  
NORTH AMERICA LIMITED



# TROUBLE SHOOTING GUIDE

## APPEARANCE

<b>Problem</b>	Flame frozen.
<b>Probable Cause</b>	Loose wiring or defective flame motor.
<b>Solution</b>	Check all wiring for loose connections, repair/replace as necessary. If wiring connections are suitable, replace flame motor.
<b>Service Manual Reference</b>	Page 12

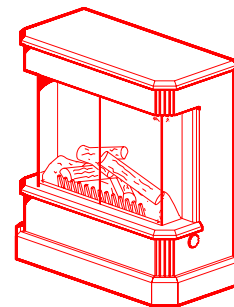
<b>Problem</b>	Flame not bright, flame not visible.
<b>Probable Cause</b>	Loose wiring or burnt out light bulb(s).
<b>Solution</b>	Check all wiring for loose connections, repair/replace as necessary. Check upper and lower light bulb(s). Replace burnt out bulbs with factory specified bulbs.
<b>Service Manual Reference</b>	Page 5

<b>Problem</b>	Flame shutter.
<b>Probable Cause</b>	Defective flame motor.
<b>Solution</b>	Replace flame motor with a new one.
<b>Service Manual Reference</b>	Page 12

<b>Problem</b>	Log set dim, ember bed not glowing.
<b>Probable Cause</b>	Loose wiring or burnt out light bulb(s).
<b>Solution</b>	Check all wiring for loose connections, repair/replace as necessary. Check upper and lower light bulb(s). Replace burnt out ones with factory specified bulbs.
<b>Service Manual Reference</b>	Page 5

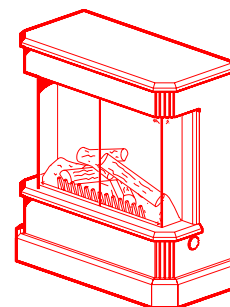


# TROUBLE SHOOTING GUIDE

## APPEARANCE

<b>Problem</b>	Light leaking around the log set.
<b>Probable Cause</b>	Log set not positioned properly or log set is defective.
<b>Solution</b>	Check the log set for proper fit, replace the defective log set.

<b>Problem</b>	Stove does not turn on.
<b>Probable Cause</b>	Defective main power on/off switch or loose wiring.
<b>Solution</b>	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.
<b>Service Manual Reference</b>	Page 11



# TROUBLE SHOOTING GUIDE

## HEATER ASSEMBLY

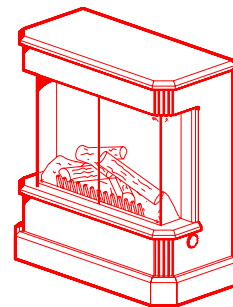
<b>Problem</b>	Heating element is glowing red.
<b>Probable Cause</b>	Normal operation or defective heating assembly.
<b>Solution</b>	Small glowing sections of the element are considered normal. If larger glowing sections are causing the heater to trip the thermal cut out, unplug, discontinue use and replace the heater assembly.
<b>Service Manual Reference</b>	Page 16

<b>Problem</b>	Heater is not turning on.
<b>Probable Cause</b>	Defective switch or loose wiring or defective heater assembly.
<b>Solution</b>	Check all wiring for loose wiring connections, repair/replace as necessary. If all wiring connections are suitable check heater on/off switch & heater assembly for proper operation. Replace as necessary.
<b>Service Manual Reference</b>	Page 16

<b>Problem</b>	Heater fan turns on but heater lacks heat.
<b>Probable Cause</b>	Improper operation or defective thermostat or loose wiring.
<b>Solution</b>	See page 3 of the service manual for heater thermostat operation. Check all wiring for loose wiring connections, repair/replace as necessary. If all wiring connections are suitable check heater thermostat for proper operation. Replace as necessary.
<b>Service Manual Reference</b>	Page 14



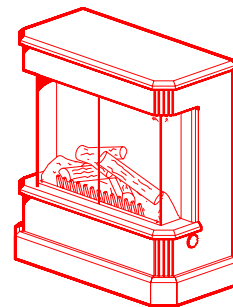
# TROUBLE SHOOTING GUIDE

## HEATER ASSEMBLY

<b>Problem</b>	Heater is not turning off.
<b>Probable Cause</b>	Defective switch or loose wiring or defective heater assembly.
<b>Solution</b>	Check all wiring for loose wiring connections, repair/replace as necessary. If all wiring connections are suitable check heater on/off switch & heater assembly for proper operation. Replace as necessary.
<b>Service Manual Reference</b>	Page 13, Page 16

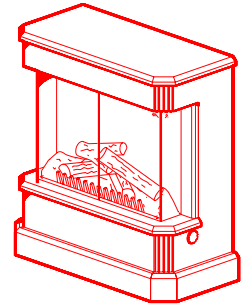
<b>Problem</b>	Heater fan runs continuously.
<b>Probable Cause</b>	Normal operation or loose wiring or defective switch or defective heater assembly.
<b>Solution</b>	Normal operation is when the heater fan runs when the heater switch is in the ON position. If the heater runs when the switch is in the OFF position check all wiring for loose connections, repair/replace as necessary. If all wiring connections are suitable check heater on/off switch & heater assembly for proper operation. Replace as necessary.
<b>Service Manual Reference</b>	Page 13, Page 16



## TROUBLE SHOOTING GUIDE

### HEATER ASSEMBLY

<b>Problem</b>	Heater emits an odor.
<b>Probable Cause</b>	Normal operation or loose wiring or defective heater assembly.
<b>Solution</b>	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 assembly for proper operation. Replace as necessary
<b>Service Manual Reference</b>	Page 16

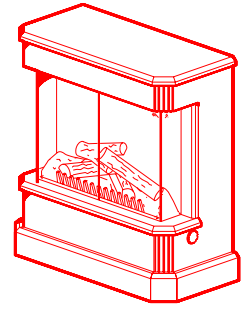


# TROUBLE SHOOTING GUIDE

## NOISE

<b>Problem</b>	Excessive noise with the heater on.
<b>Probable Cause</b>	Excessively dirty blower or defective heater assembly.
<b>Solution</b>	Remove the heater assembly cover and clean the dust out of the blower, if noise persists replace heater assembly or see below.
<b>Service Manual Reference</b>	Page 16

<b>Problem</b>	Grinding or excessive noise with the heater off.
<b>Probable Cause</b>	Defective flame motor.
<b>Solution</b>	Replace flame motor with a new one.
<b>Service Manual Reference</b>	Page 12



# TROUBLE SHOOTING GUIDE

## GENERAL

<b>Problem</b>	Circuit breaker trips or fuse blows when the unit is turned on.
<b>Probable Cause</b>	Improper circuit current rating.
<b>Solution</b>	Additional appliances may exceed the current rating of the circuit breaker or fuse. Plug the unit into another outlet or install on a dedicated circuit with a 15 amp rating. If the unit continues to trip circuit breakers or blow fuses check all wiring for loose connections, repair/replace as necessary.
<b>Service Manual Reference</b>	Page 8

<b>Problem</b>	Plug or power cord gets warm.
<b>Probable Cause</b>	Normal operation or defective cord.
<b>Solution</b>	Under normal operation with the heater on, the plug or cord may get slightly warm to the touch. If the plug or cord gets too hot to touch, turn the unit off and plug it into another outlet. If the problem persists replace the cord assembly.
<b>Service Manual Reference</b>	Page 15

<b>Problem</b>	Unit turns on or off by itself.
<b>Probable Cause</b>	Remote control has a similar frequency to other remotes in the house. (Remote control optional)
<b>Solution</b>	Exchange hand held remote and receiver for one with a different frequency. See operation section in parts and service manual for how to determine remote frequency.
<b>Service Manual Reference</b>	Page 6

<b>Problem</b>	Lights dim in room while the unit is in operation.
<b>Probable Cause</b>	Unit is drawing close to circuit current rating.
<b>Solution</b>	Move the unit to another outlet or install on a dedicated circuit with a 15amp rating.