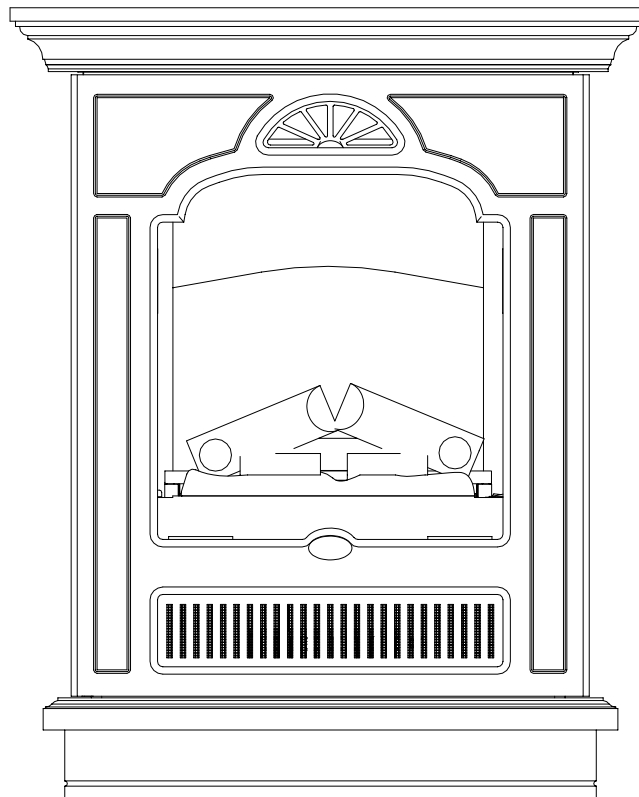


TROUBLE SHOOTING GUIDE FOR THE CORNER WALL MOUNT FIREPLACE

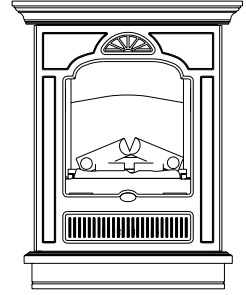
MODEL NUMBER:

EWMC-CC-SS



 Dimplex[®]

TROUBLE SHOOTING GUIDE



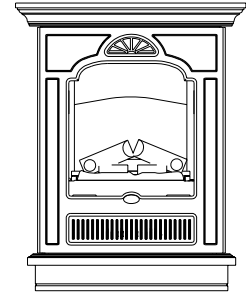
GENERAL

Problem	Cause	Solution	Service Manual Reference
Circuit breaker trips or fuse blows when unit is turned on	Improper circuit current rating	Additional appliances may exceed the current rating of the circuit breaker or fuse. Plug unit into another outlet or install unit on a dedicated 15 amp circuit	
Unit turns on or off by itself	Optional remote control has a similar frequency to other remotes in the area	Replace hand held remote control	Page 14
	Radio frequency disturbance from outside sources		
	Defective circuit board	Replace circuit board	
Lights dim in room while the unit is on	Unit is drawing close to circuit current rating	Move the unit to another outlet or install unit on a dedicated 15 amp circuit	
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	Page 16

APPEARANCE

Problem	Cause	Solution	Service Manual Reference
Fireplace does not turn on	Improper operation	Refer to User's Guide	
	Defective main on/off switch	Replace main on/off switch	Page 7
	Defective remote control	Install new battery into the handheld transmitter and reconfigure remote	Page 2
	Defective circuit board	Replace circuit board	Page 14
	Loose wiring	Check wiring connections	Page 5
Flame frozen	Defective flame motor	Replace flame motor	Page 10
	Loose wiring	Check wiring connections	Page 5
Flame not bright or flame not visible	Burnt light bulbs	Replace light bulbs	Page 6
	Loose wiring	Check wiring connections	Page 5
	Defective light harness	Replace light harness	
Log set dim, ember bed not glowing	Burnt light bulbs	Replace light bulbs	Page 6
Flame Shutter	Defective flame motor	Replace flame motor	Page 10

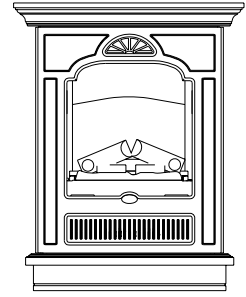
TROUBLE SHOOTING GUIDE



HEATER

Problem	Cause	Solution	Service Manual Reference
Heater is not turning off	Defective manual selection switch	Replace manual selection switch	Page 8
	Defective circuit board	Replace circuit board	Page 14
	Improper operation	See User's Guide	
	Loose wiring	Trace wiring in unit	Page 5
Heater is not turning on	Defective manual selection switch	Replace manual selection switch	Page 8
	Defective circuit board	Replace circuit board	Page 14
	Defective heater assembly	Replace heater assembly	Page 12
	Improper operation	See User's Guide	
	Loose wiring	Trace wiring in unit	Page 5
Heater emits an odour	Normal operation	Normal operation is when the heater emits an odour 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	Page 12
	Loose wiring	Trace wiring in unit	Page 7 - 9
Heater fan turns on but heater lacks heat	Improper operation	See User's Guide	
	Defective thermostat	Replace thermostat	Page 9
	Loose wiring	Trace wiring in unit	Page 5
	Defective heater assembly	Replace heater assembly	Page 12
Heating element is glowing red	Normal operation	Small glowing sections of the element are considered normal.	
	Defective heater assembly	If larger glowing sections are causing the heater to trip the thermal cut out, unplug unit, discontinue use and replace heater assembly	Page 12

TROUBLE SHOOTING GUIDE



HEATER (CONTINUED)

Problem	Cause	Solution	Service Manual Reference
Heater fan runs continuously	Normal operation	Normal operation is when the heater fan runs when the Level 2 and Level 3 indicator light functions are on	Page 1
	Loose wiring	Trace wiring in unit	Page 5
	Defective manual selection switch	Replace manual selection switch	Page 8
	Defective circuit board	Replace circuit board	Page 14
	Defective heater assembly	Replace heater assembly	Page 12

NOISE

Problem	Cause	Solution	Service Manual Reference
Excessive noise with the heater on	Dirty blower assembly	Clean blower assembly	
	Defective blower assembly	Replace heater motor/blower	Page 12
Grinding or excessive noise with the heater off	Moving flame rod hitting or rubbing against internal components	Flame rod replacement	Page 10
	Defective flame motor	Replace flame motor	Page 10

