

SERVICE MANUAL

Model: SF-ALLS40, SF-ALLS50, SF-ALLS60, SF-ALLS72 - Instructions -

1. Introduction / Table of Contents

NOTICE! DO NOT discard any hardware while servicing. Some hardware must be reused.

This manual will assist a qualified service technician in the replacement of parts. Contact your dealer to arrange a service call by a qualified service technician.

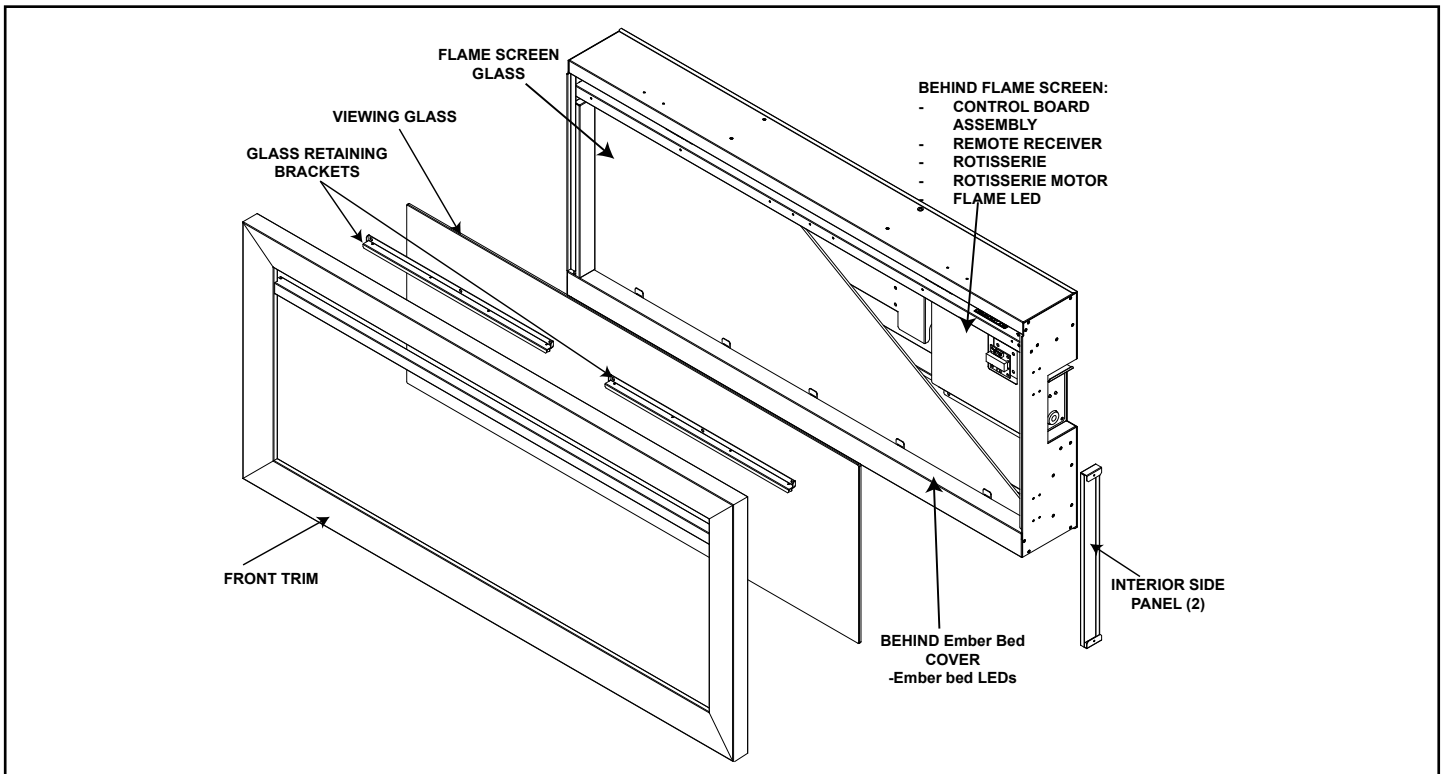
Note: Refer to appliance installation manual for service parts list and part numbers.

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Replacement parts include:
GLASS
MEDIA
LED BOARDS (EMBER BED AND FLAME)
RECEIVER BOARD
FLAME SCREEN
ROTISSERIE
ROTISSERIE MOTOR
CONTROL BOARD
POWER SUPPLY
POWER CORD
INTERIOR SIDE PANEL

2. Replacement Part - Appliance Diagram



3. Replacement Instructions



WARNING: If the information in these instructions is not followed exactly it may result in personal injury and/or property damage.

CAUTION! Risk of Cuts, Abrasions or Flying Debris. Wear protective gloves and safety glasses during installation and service. Sheet metal edges are sharp.

Tools and Supplies Needed

Before beginning the installation be sure that the following tools and building supplies are available.

Gloves

Safety glasses

#2 Phillips screwdriver

Needle-nose pliers

3/32 slotted head screwdriver/or equivalent



WARNING! Risk of Shock!
Always disconnect power before disassembly or servicing.

3.1 Front Trim Removal / Replacement

Removal

1. Remove Phillips screws from the bottom of the front. See Figure 1.
2. Pull front trim out and up to disengage brackets and remove from appliance.

Note: SF-ALLS40 and SF-ALLS50 have two brackets while SF-ALLS60 and SF-ALLS72 have three brackets.

Replacement

3. Push new front trim into place and secure with screws.

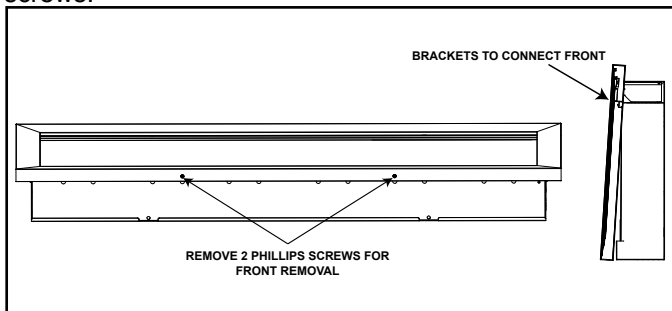


Figure 1 Front Trim Removal

CAUTION! Two adults are 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.

3.2 Glass Removal / Replacement

Removal

1. Complete Front trim **removal** steps from 3.1.
2. Remove the glass brackets. SF-ALLS40 and SF-ALLS50 have two (2) brackets with three (3) screws each. SF-ALLS60 has three (3) brackets with three (3) screws in each. SF-ALLS72 has three (3) brackets with four (4) screws in each.
3. Remove glass by tipping it out from the top and removing it from the glass channel.

Replacement

5. Place new glass into lower channel and tip the top of glass in place.
6. Install glass brackets with screws.
7. Install front trim.

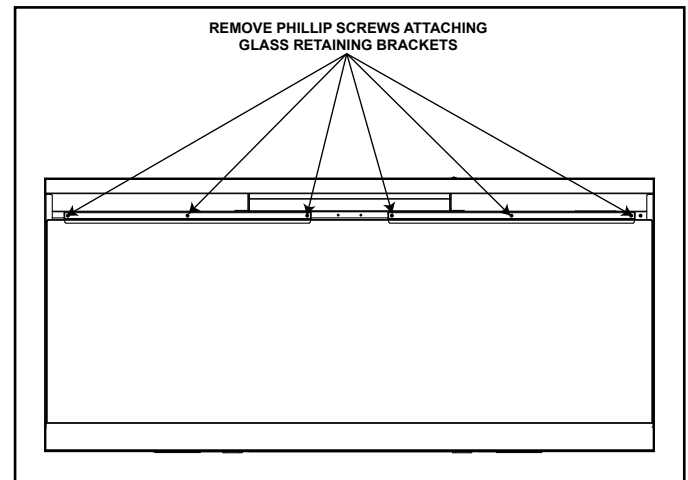


Figure 2 Glass Removal

3.3 Media and Log Installation

1. Complete front trim and glass **removal** steps through 3.2.
2. Arrange the media/logs along the inset window ledge at the front of the appliance, making sure not to get media into the glass channel. See Figure 3.



Figure 3 Log and Media Placement Example

Note: Extra media is provided and may be distributed based on consumer preference. Not all media needs to be used.

3. Replace glass and front.

3.4 Interior Side Panel Removal /

Replacement

Removal

1. Complete front trim and glass **removal** steps through 3.2.
2. Remove side panels by pulling outwards to disengage magnets, then pulling up and out. See Figure 4.

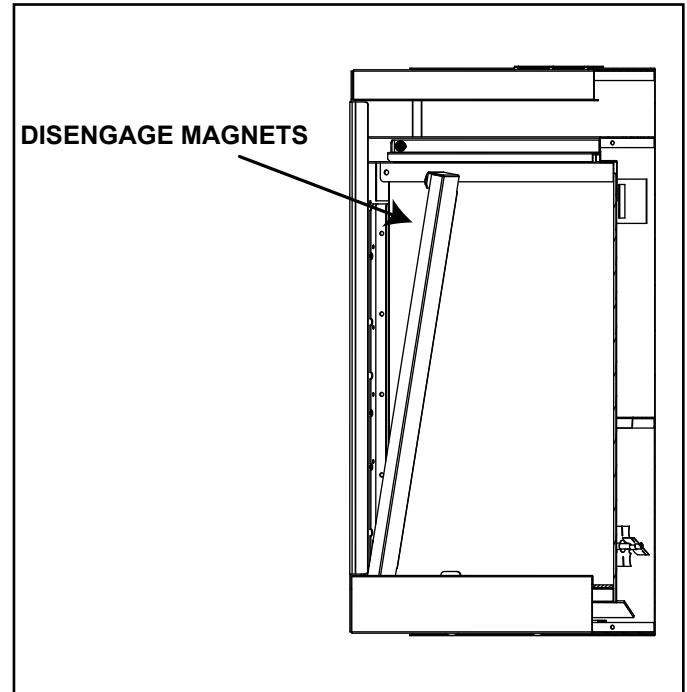


Figure 4 Side Panel Removal

Replacement

3. Replace side panels by reversing the removal process.
4. Reinstall glass and front trim.

3.5 Ember Bed LED Removal / Replacement

Removal

1. Complete the **removal** steps through 3.4.
2. Remove the media/logs from the ember bed.
3. Use Flat head Screwdriver to lift up the bent tabs holding the Ember bed cover to appliance. See Figure 5.
4. Note position of LED strips before removing.
5. Disconnect LED's and disengage barbed pins using needle nose pliers and remove LED'S. See Figure 6.

Replacement

6. Replace LED's into ember bed compartment, making sure the plug ends are on the correct side. Plug in. See Figure 6.
7. Replace ember bed cover and push hand bend tabs into place.
8. Install the right and left side panels.
9. Replace media/logs onto ember bed, making sure to keep media clear of the glass channel.
10. Replace glass and front.

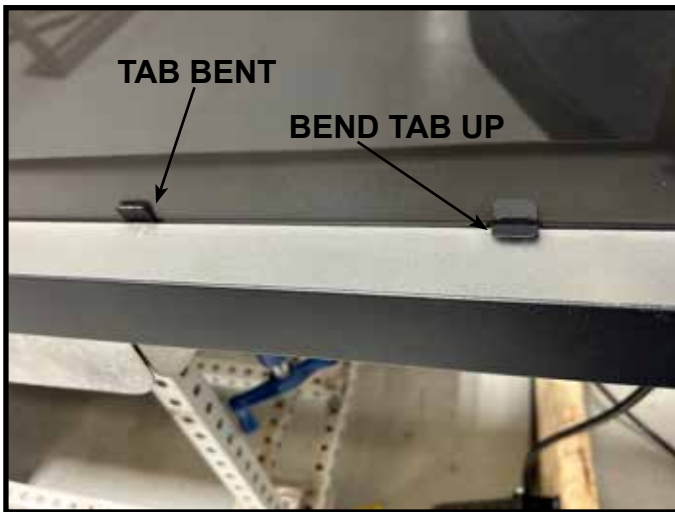


Figure 5 Ember Bed Cover Removal

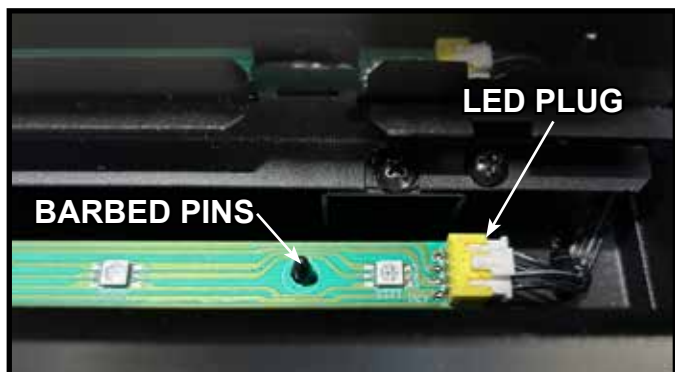


Figure 6 LED Plugs

3.6 Flame Glass Removal / Replacement

Removal

1. Complete all **removal** steps through 3.5.
2. Remove inner glass by removing the screws from the "L" bracket that secures the top side of the glass in place. Pull top of glass forward. Lift glass up and out of the glass channel. See Figure 7.

Replacement

3. Reinstall or replace the flame glass by reversing the removal process.

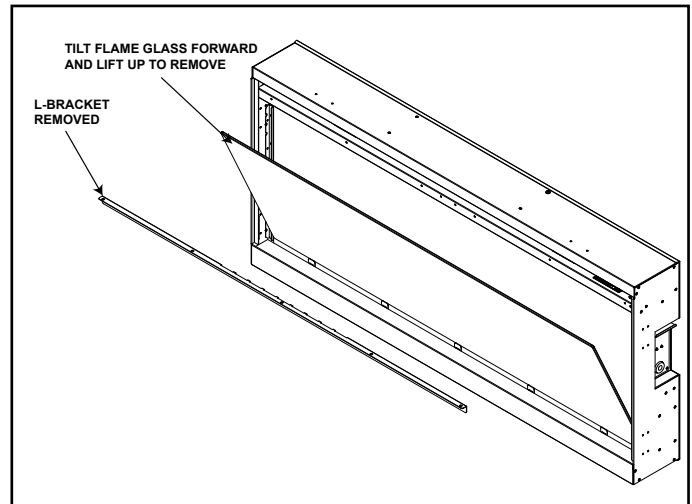


Figure 7 Glass Removal

3.7 Receiver Board Removal / Replacement

Removal

1. Complete all removal steps through 3.6.
2. Unplug the cable and disengage barbed pins using needle nose pliers. See Figure 8. Remove the Receiver Board. Install replacement board by pushing it onto the barbed pins and re-connecting the cable.

Replacement

3. Reverse the removal steps to reassemble the appliance.

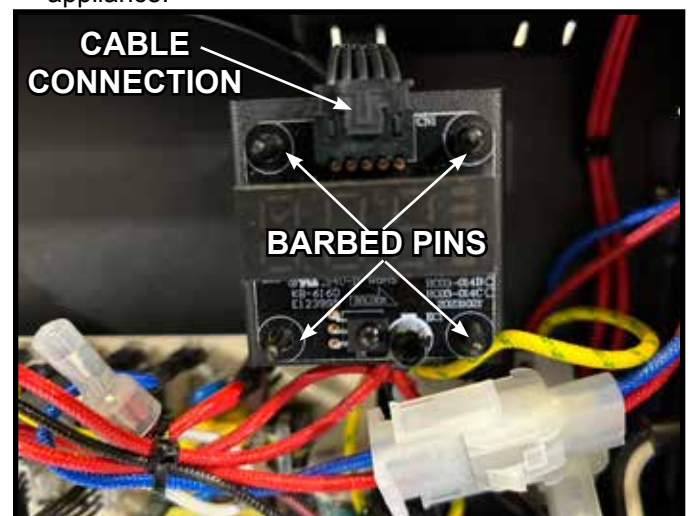


Figure 8 Receiver Board Removal

3.8 Control Board Removal / Replacement

Removal

1. Complete all **removal** steps through 3.6.
2. Remove Phillips screws securing the guarding over the control board. See Figure 9.
3. Tag and label the wire harnesses to ensure that wires will be reconnected correctly. Unplug wires and remove control board. See Figure 10.



Figure 9 Guard Removal

Replacement

4. Install new control board enclosure and re-connect the wire connectors then reverse the removal steps to reassemble the appliance.



Figure 10 Control Board

3.9 Button Removal / Replacement

Removal

1. Complete all **removal** steps through 3.6.
2. Remove three (3) screws from front face of appliance to remove small bracket. See Figure 11.
3. Remove two (2) screws from bracket below the button area. Remove bracket. See Figure 12.
4. Remove two (2) 6mm nuts from Button Board. See Figure 13.
5. Unplug Button Board and detach from appliance.

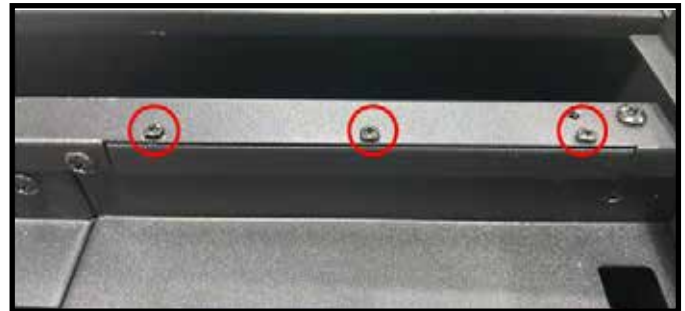


Figure 11 Remove Screws from Front Face



Figure 12 Button Board Bracket Removal

Replacement

5. Replace buttons/button board and reverse removal steps to reassemble the appliance.



Figure 13 Button Board Removal

3.10 Flame Screen Removal / Replacement

Removal

1. Complete the removal steps through 3.6.
2. Remove Phillips screws from the top of the metal flame screen (remove guard from Section 3.8) and remove the screws under the Ember bed cover to detach from assembly. See Figure 14.

Note: The metal flame screen, rotisserie lights, rotisserie light cover, and ember bed bracket are service parts.

3. Unplug rotisserie lights from the assembly before fully removing. See Figure 15.



Figure 14 Flame Screen Removal

Replacement

4. Install new metal flame screen.
5. Reverse the removal steps to reassemble the appliance.



Figure 15 Flame Screen Assembly

3.11 Rotisserie Removal / Replacement

Removal

1. Complete the **removal** steps through 3.10.
2. Remove Phillips screws from rotisserie bushings that attach to rotisserie bracket. See Figure 16.
3. Pull the Rotisserie to the left to disengage it from the rubber shaft on the motor, then remove the rotisserie assembly.

Replacement

4. Install replacement part by reversing the removal process.
5. Reverse the removal steps to re-assemble the appliance.

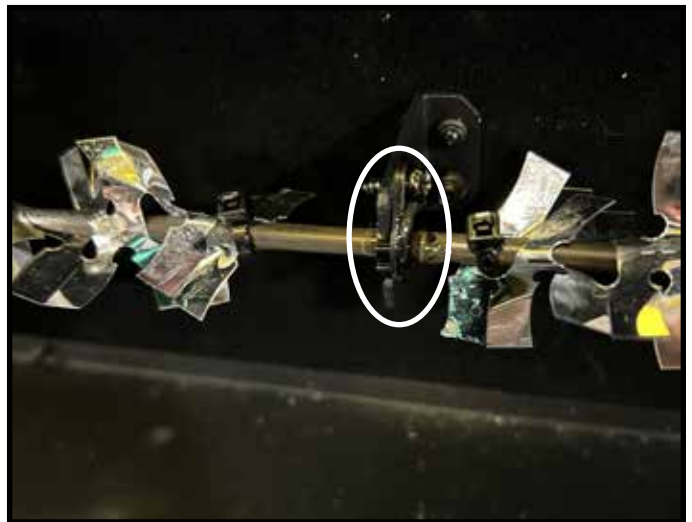


Figure 16 Rotisserie Removal

3.12 Rotisserie Motor Removal / Replacement

Removal

1. Complete the **removal** steps through 3.11.
2. Remove rubber coupling from rotisserie motor and remove Phillips screws securing the rotisserie motor to the bracket. See Figure 17.
3. Unplug motor and remove.

Replacement

4. Install replacement motor.
5. Reverse the removal steps to re-assemble the appliance.

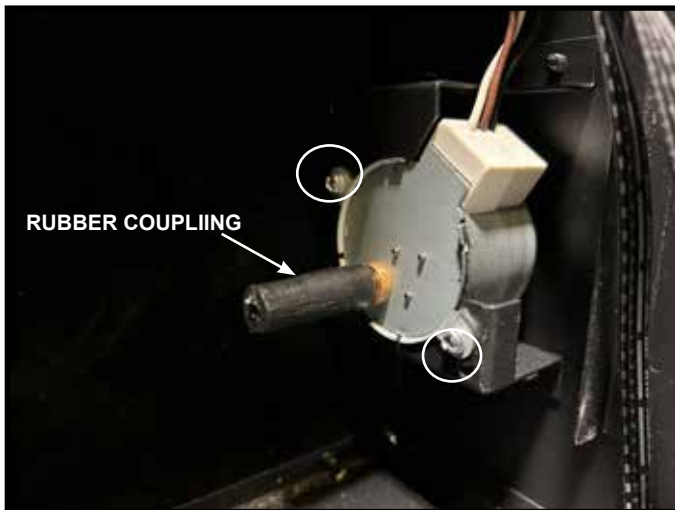


Figure 17 Rubber Coupling and Motor Removal

3.13 Flame LED Board Removal / Replacement

Removal

1. Complete the **removal** steps through 3.10.
2. Unplug LED board on right side.
3. Disengage barbed pins with needle nose pliers. Repeat on each LED board. See Figure 18 & 19. Discard..

Replacement

4. Plug in new LED boards. Place LED boards onto the barbed pins and push into place.
5. Reverse removal steps to re-assemble the appliance.



Figure 18 LED Board Attached to Flame Screen Assembly



Figure 19 LED Board Removal

3.14 Power Cord Removal / Replacement

The appliance power cord has a three pin NEMA-5-15P plug. The power cord should not be used unless a grounded receptacle is available.

Removal

1. Remove the terminal block cover plate located on the right end of the appliance.
2. Disconnect the terminal block from the three wires inside the appliance. Wires are released by disconnecting the three conductor wire connector. Discard the terminal block cover plate.

Replacement

3. Connect the three conductor wire connector to the connector on the block supplied with the power cord kit. See Figure 20.
4. Replace cord kit terminal block cover plate and retaining screws. Plug cord into nearest outlet.

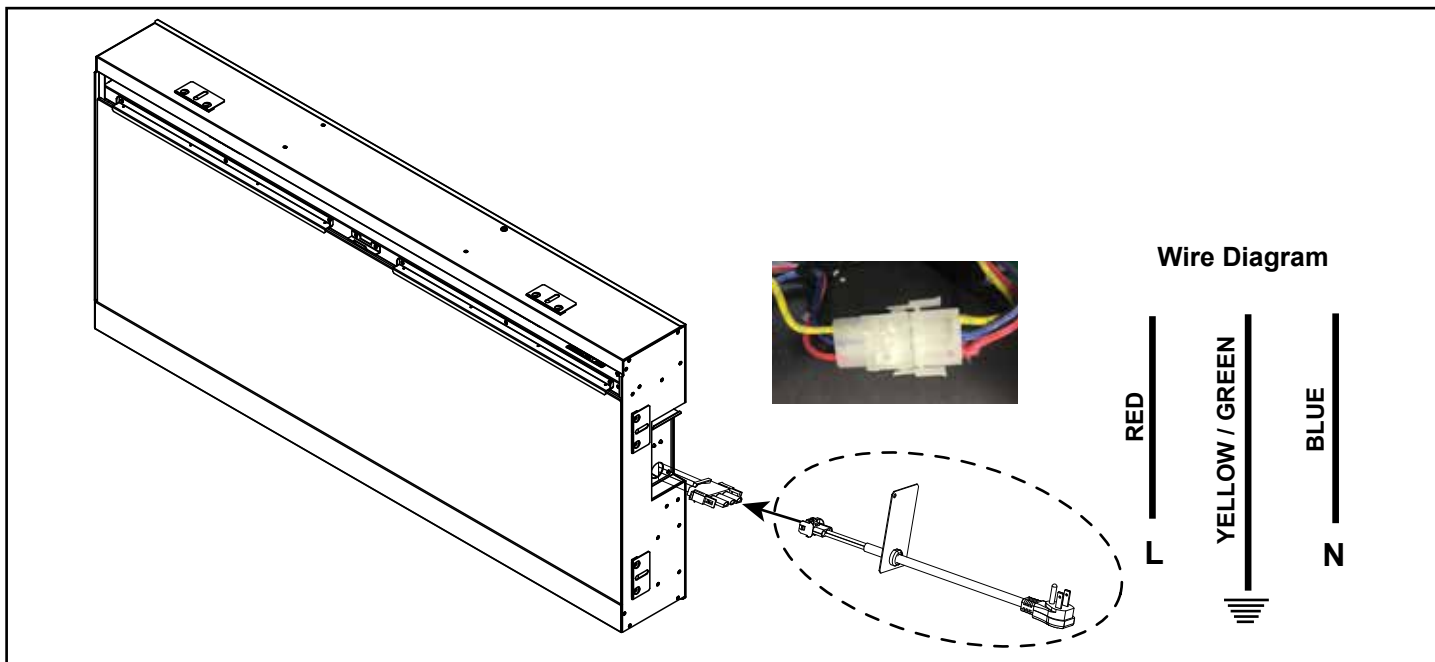


Figure 20 Power Cord

4. Simplifire Troubleshooting Guide

Symptom	Possible Cause	Corrective Action
Circuit breaker trips or fuse blows when appliance is turned on	Exceeding current rating of the circuit breaker or fuse, perhaps from operating other appliances on the same circuit as the appliance	Install appliance onto a dedicated 15 amp circuit.
Lights in room dim while the appliance is on	Appliance is drawing close to circuit current rating	Install appliance onto a dedicated 15 amp circuit.
Appliance will not come on when using the manual controls on the appliance	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.
	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 appliance or turn power back on at circuit breaker and turn appliance back on.
	Defective main control board	Replace control board (PCB).
	Defective heater assembly	Replace heater assembly.
	Heater disengagement switch is set to "OFF" position.	Toggle the heater disengagement switch, located on the side of appliance above the plug-in cord, to the "ON" position.
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 (toggle 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 appliance or turn power back on at circuit breaker and turn appliance 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 appliance 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.
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.
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.

SimpliFire Troubleshooting Guide (continued)

Symptom	Possible Cause	Corrective Action
Fireplace turns on by itself	Defective control board (PCB)	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.

4.1 Allusion Wiring Diagram

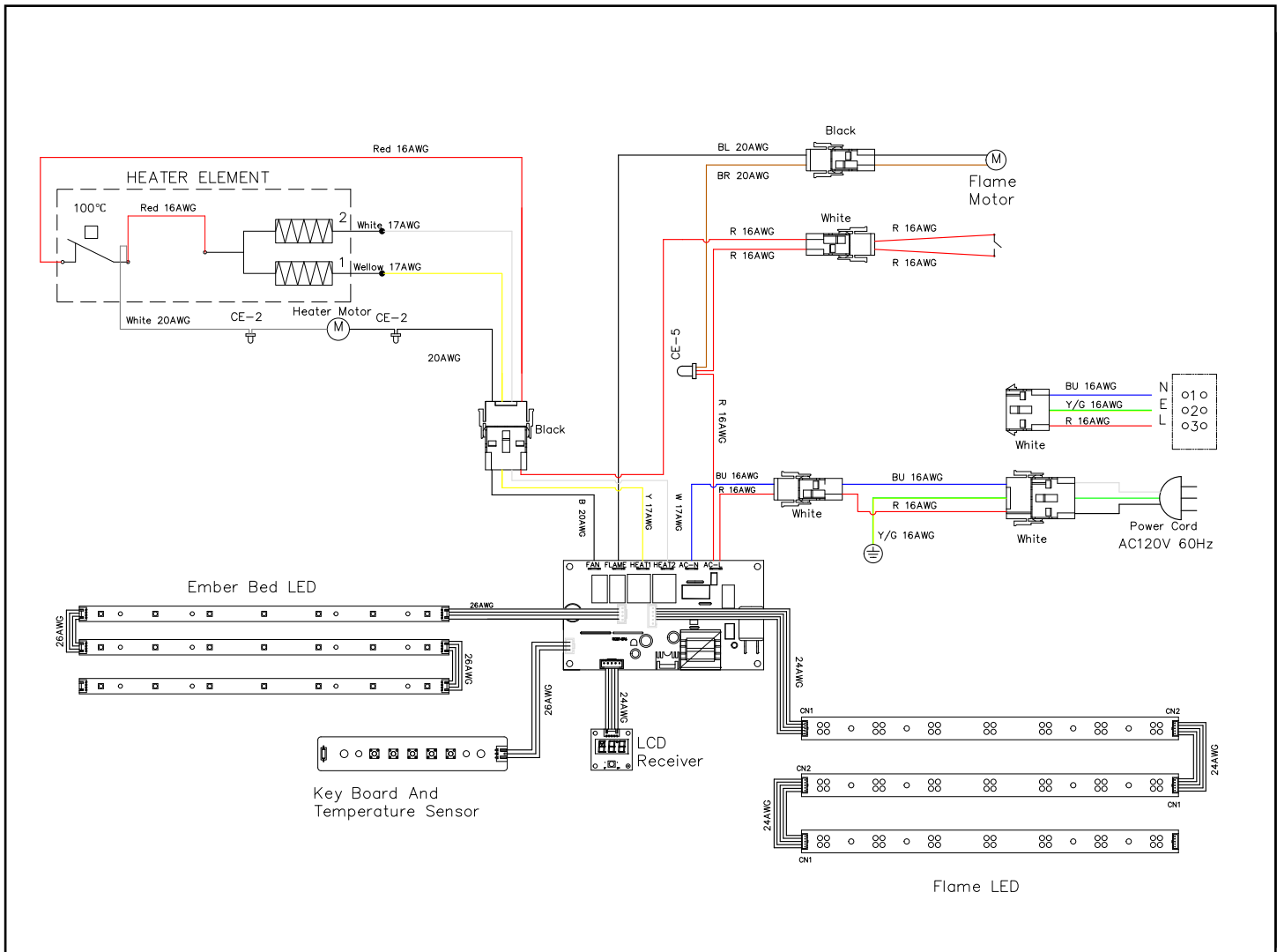


Figure 20 Wiring Diagram

SimpliFire, a brand of Hearth & Home Technologies
 7571 215th Street West, Lakeville, MN 55044
 www.hearthnhome.com