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Service Guide

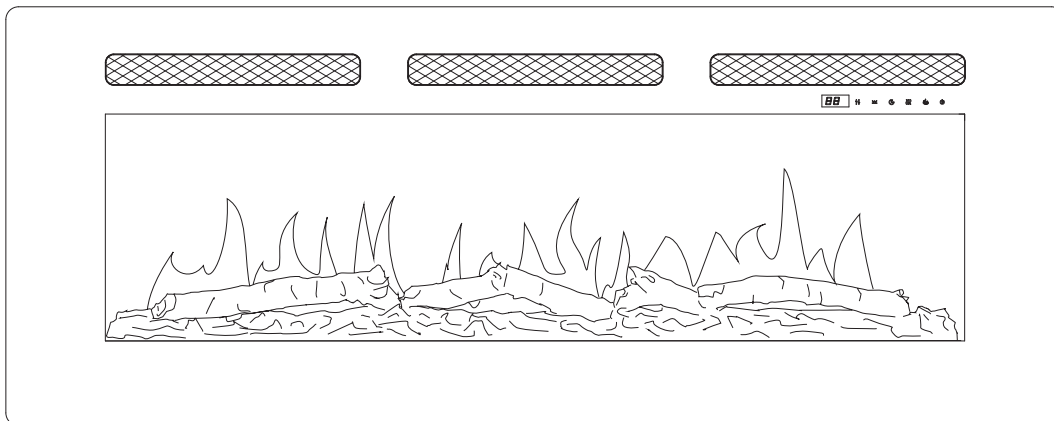
SIERRA

SIL48

SIL60

SIL72

SIL96



IMPORTANT SAFETY INFORMATION Always read this manual first before attempting to service this fireplace. For your safety, always comply with all warnings and safety instructions contained in this manual to prevent personal injury or property damage.

TABLE OF CONTENTS

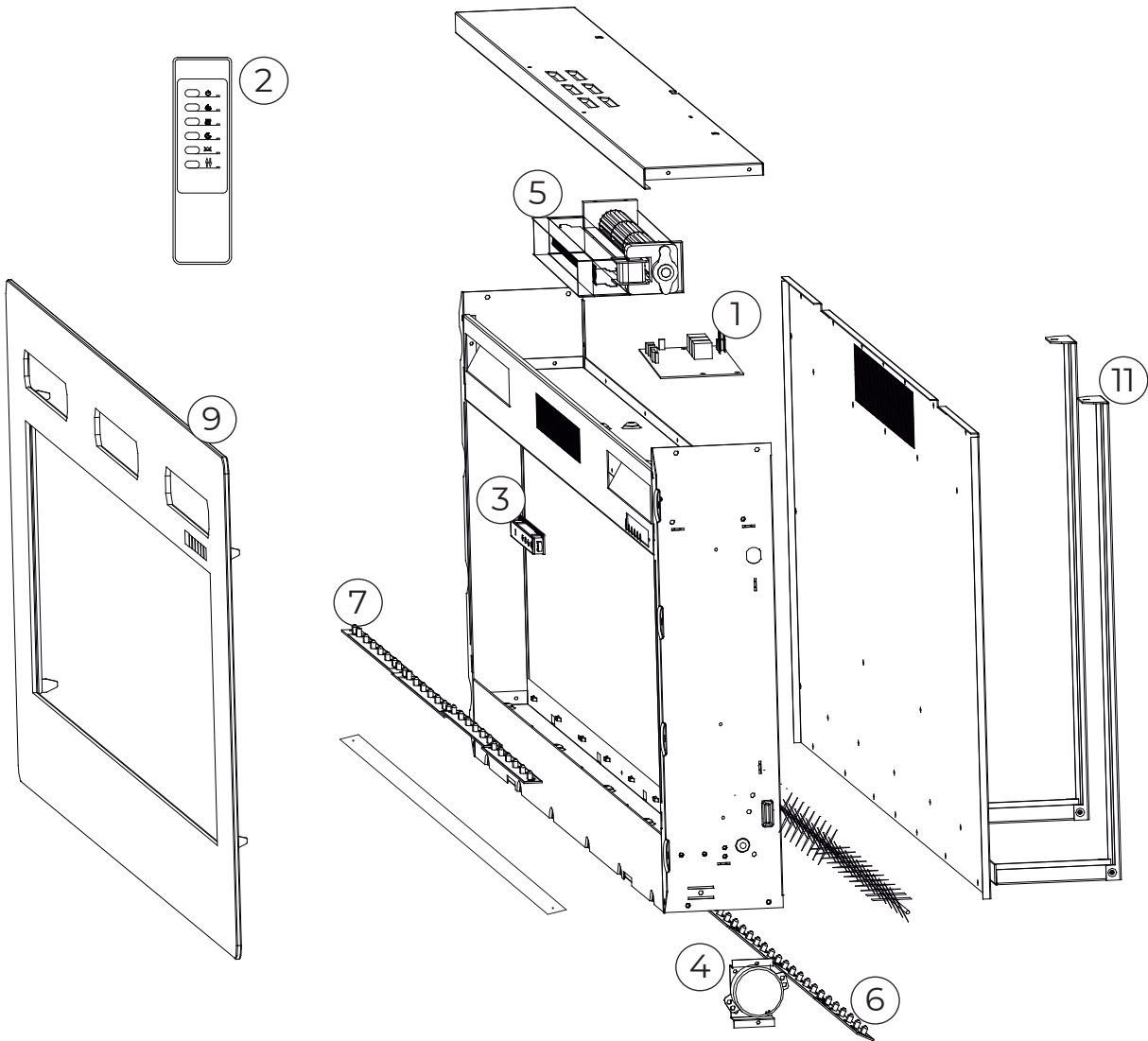
TABLE OF CONTENTS	2
REPLACEMENT PARTS	3
WIRING DIAGRAMS	4
PREPARING FOR SERVICE	6
MAIN CONTROL BOARD REPLACEMENT.	7
TOUCH PAD REPLACEMENT	8
FLICKER MOTOR REPLACEMENT	9
HEATER ASSEMBLY REPLACEMENT	10
FLAME LED REPLACEMENT	11
COLOUR LED REPLACEMENT	11
THERMISTOR REPLACEMENT	12
TROUBLESHOOTING	13

Always use a qualified technician or service agency to repair this fireplace.

▲ CAUTION Procedures and techniques which, if not carefully followed, will result in damage to the equipment.

▲ WARNING Procedures and techniques which, if not carefully followed, will expose the user to the risk of fire, serious injury, or death.

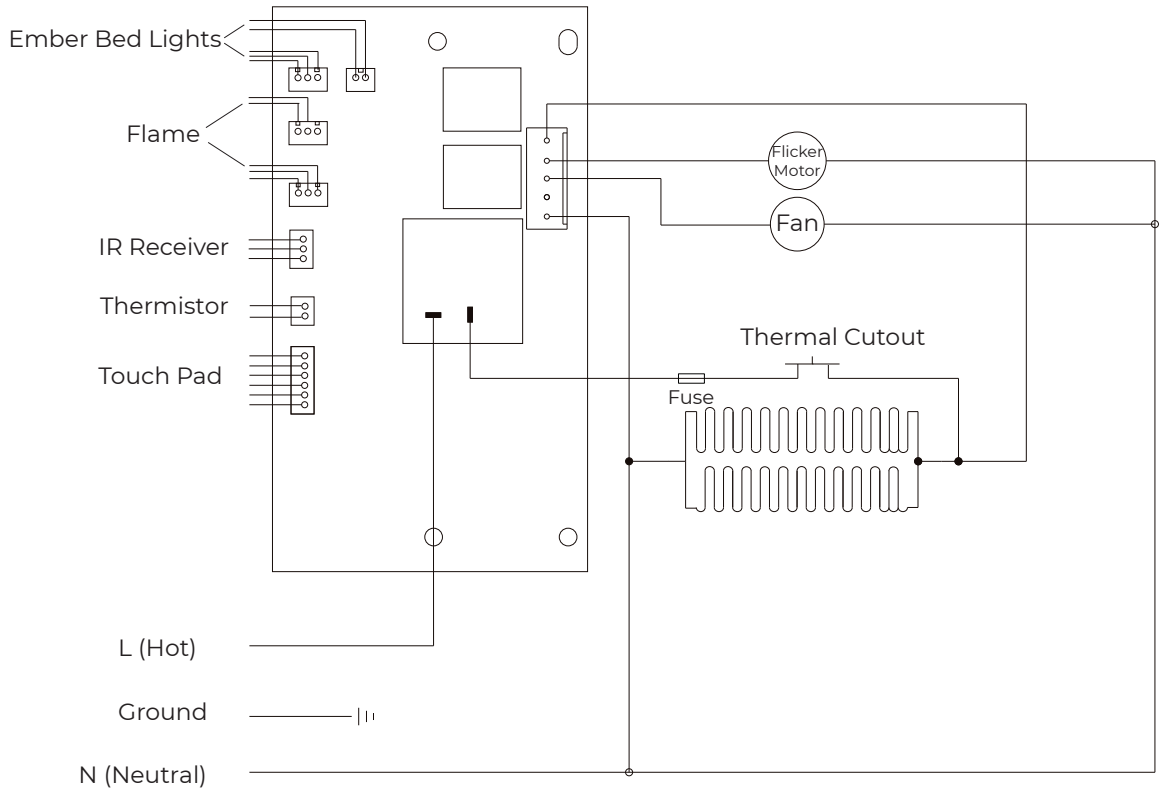
REPLACEMENT PARTS



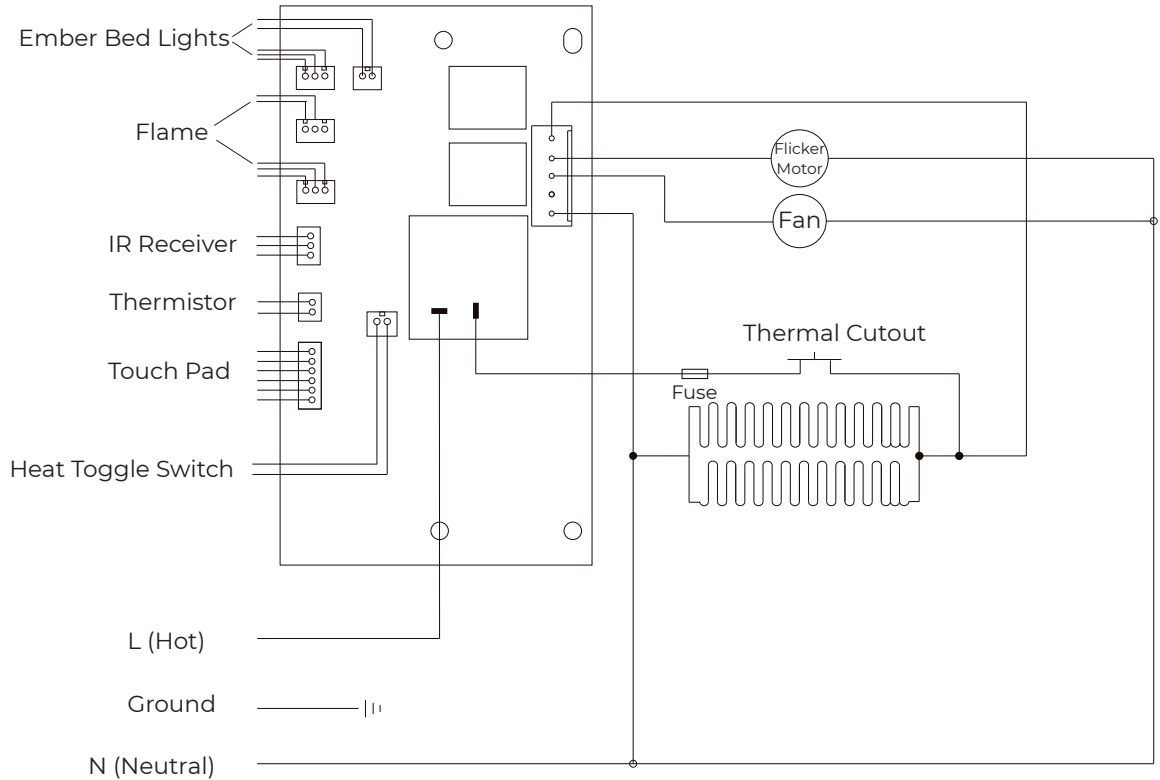
	SIL48	SIL60	SIL72	SIL96
1. Main Control Board	9602330100RP	9602332300RP	9602332300RP	9602330300RP
2. Remote Control (IR)	9602110200RP			
3. Touch Pad (with IR sensor)	9602110300RP			
4. Flicker Motor	9602110400RP			
5. Heater Assembly	9602332200RP			
6. Flame LEDs	9602110600RP	9602330400RP	9602330500RP	9602330600RP
7. Colour LEDs	9602110700RP	9602330700RP	9602330800RP	9602330900RP
8. Thermistor	9602110800RP	9602331000RP		9602331100RP
9. Front Glass	9602331200RP	9602331300RP	9602331400RP	9602331500RP
10. Power Cord	9602111000RP			
11. Wall Mounting Hardware	9602331600RP			
12. Pedestal	9602331700RP			
13. Log Set	9602331800RP	9602331900RP	9602332000RP	9602332100RP

WIRING DIAGRAM

SIL48

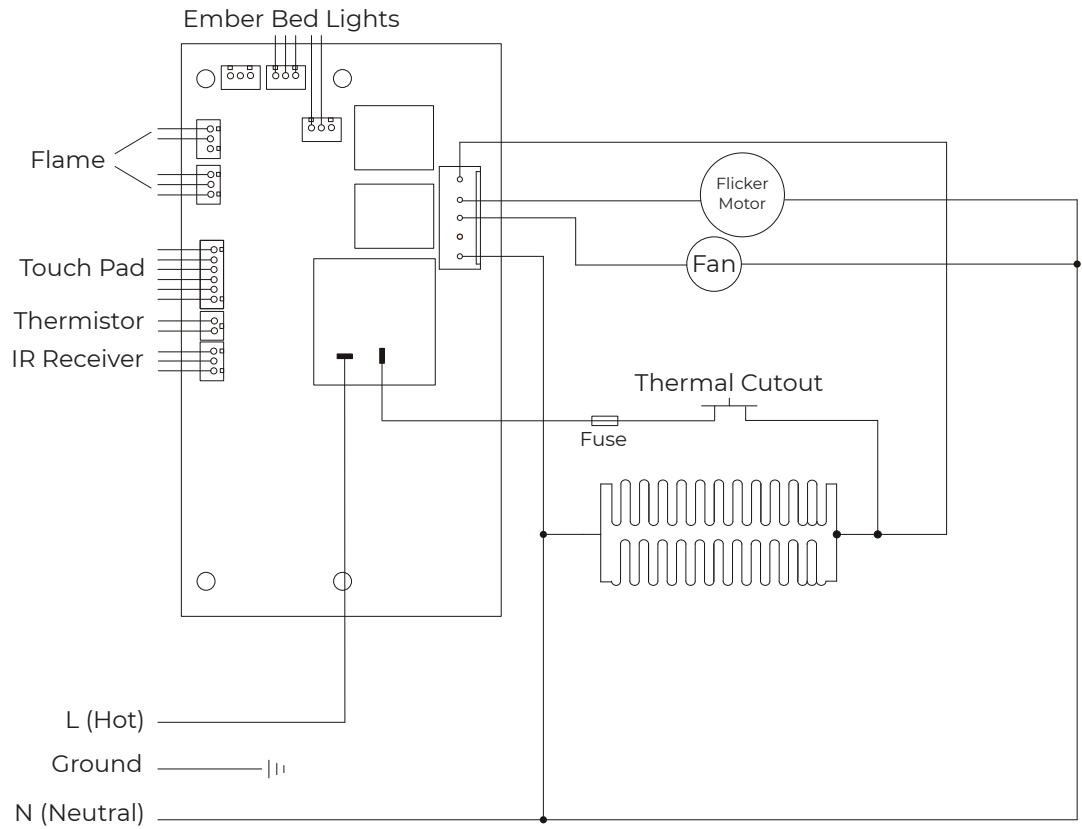


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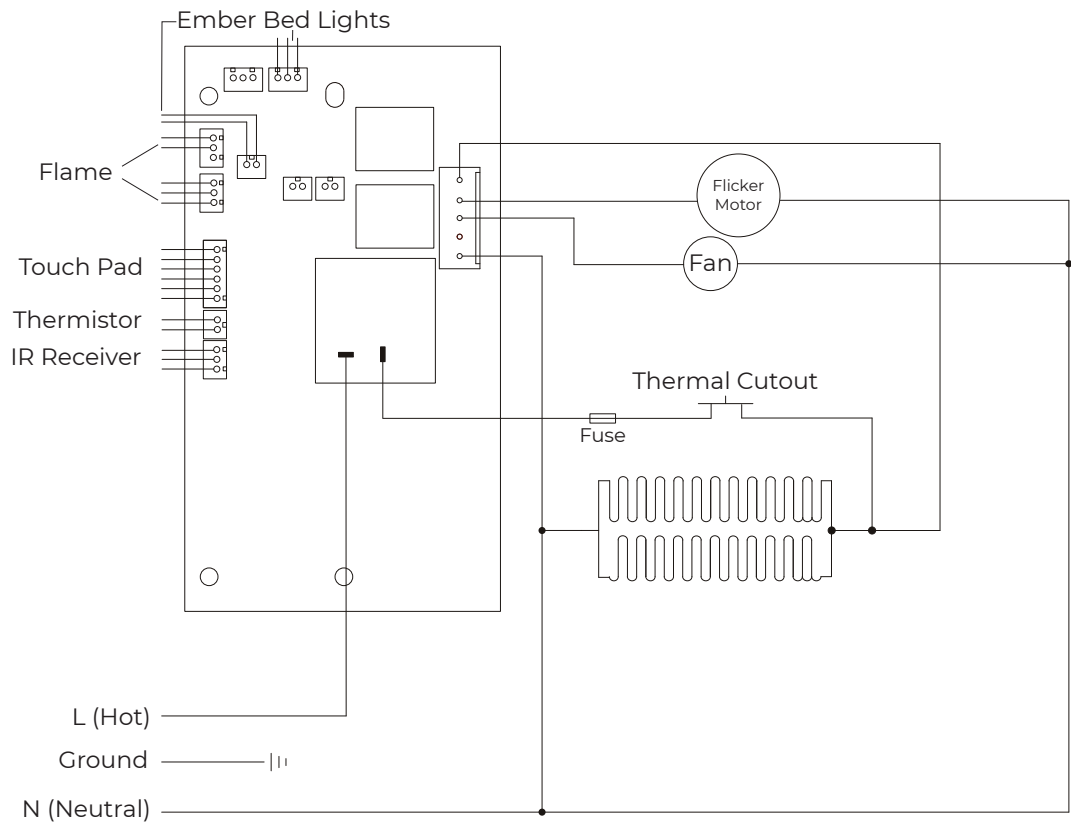


WIRING DIAGRAM

SIL60
SIL72

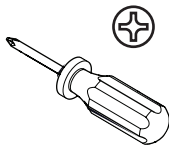


SIL96



PREPARING FOR SERVICE

Required

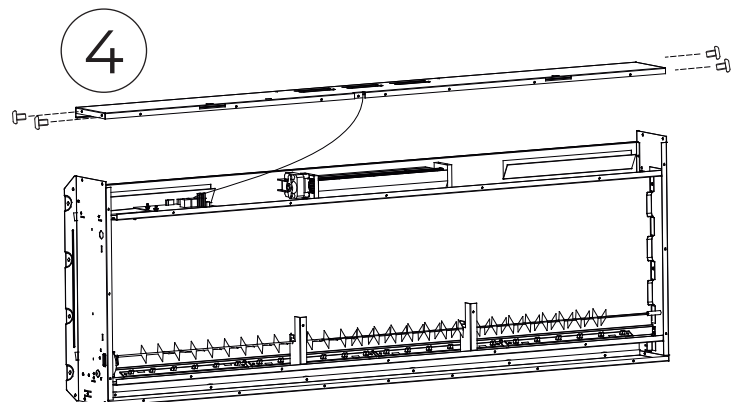
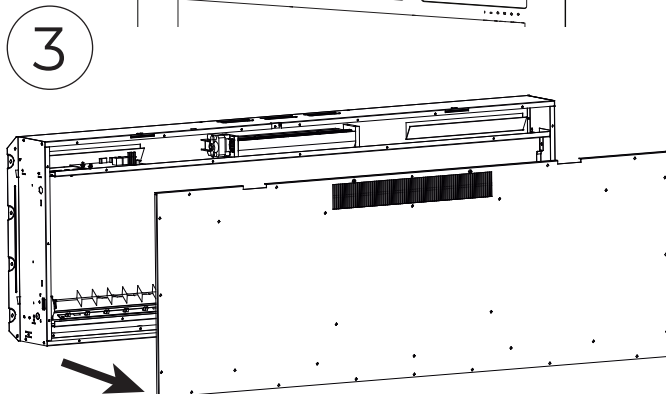
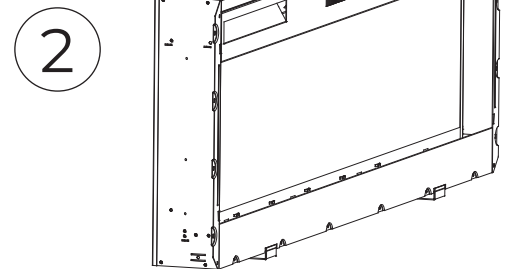
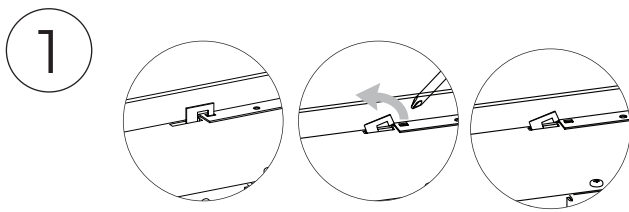


Recommended



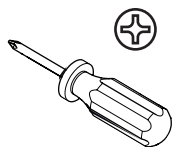
- ▲ WARNING** Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or injury to persons.
- ▲ CAUTION** If unit was operating prior to servicing allow at least 10 minutes for heating elements to cool off to avoid accidental burning of skin.

1. Unplug the unit.
2. Undo the latch at the top and unhook the front glass to remove it. (Image 1)
- ▲ CAUTION** The glass is heavy. It may be helpful to have a friend help with removing the glass. Always use extreme caution when removing the glass panel! Failure to do so may result in personal injury or property damage.
3. If the unit is mounted to the wall, remove the two screws that secure the wall mounting bracket. (Image 2)
4. Place fireplace on a work surface.
5. Remove the screws that secure the back panel. The number of screws will vary depending on the size of the fireplace. Put the back panel aside. (Image 3)
6. Remove the 2 screws on each side of the top panel. Unplug the connector from the main control board, and put the top panel aside. (Image 4)

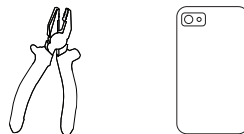


MAIN CONTROL BOARD REPLACEMENT

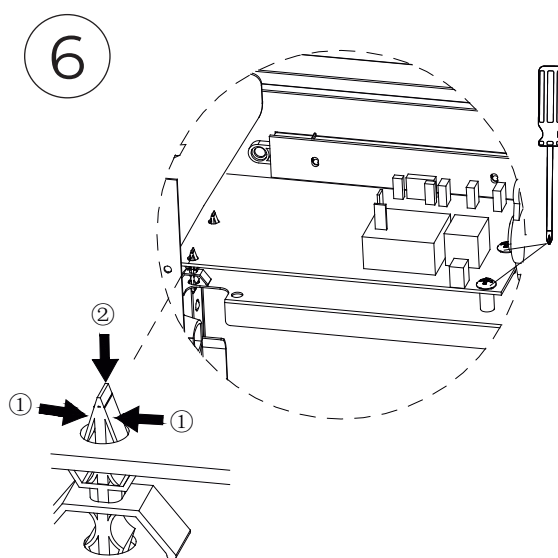
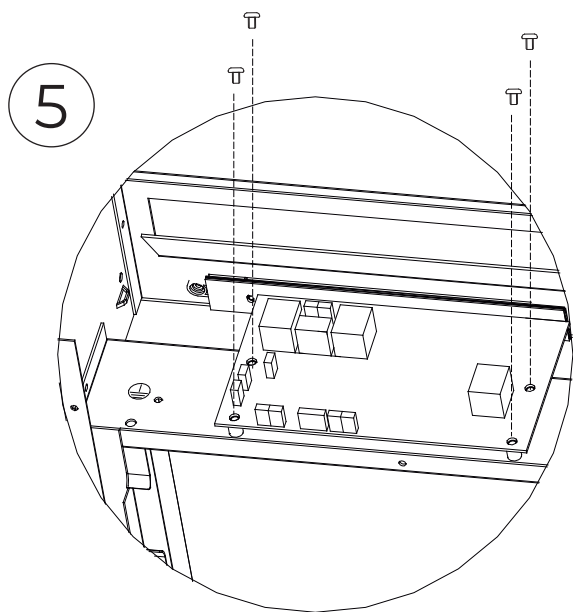
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Recommended

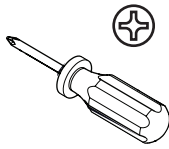


1. Follow the steps of "Preparing for Service" on page 4 of this manual before continuing.
2. Using **pliers** if needed, disconnect the wires from the main control board, making note of their original locations.
TIP! Take a picture of the wires before disconnecting them! You can use this picture later as a guide.
3. Remove the screws on the main control board. (Image 5) For units with arrowhead standoffs, pinch each of the two standoffs, one at a time, while lifting the board to release it. (Image 6)
4. Put the new main control board in place, and secure with the screws / standoffs.
5. Reconnect the wires, following the picture previously taken.
6. Re-insert the back panel screws.
7. Re-assemble the fireplace by reinstalling the top panel, followed by the back panel.
8. Re-install the fireplace as it was before.
9. Sit back and enjoy!



TOUCH PAD REPLACEMENT

Required



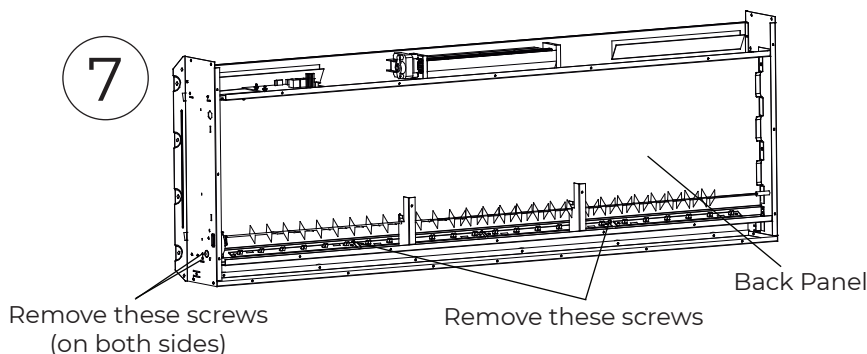
Recommended



1. Follow the steps for “Preparing for Service” on page 4 of this manual before continuing.
2. Remove the screws that hold the flame panel retaining bracket (Image 7)
3. Flex the flame panel carefully to remove it.
4. Remove the two screws that secure the main board (you can leave the standoffs connected) in order to access the screw underneath.
5. Remove the screws that hold the touch pad bracket.
6. Trace the wires from the touch pad to the main control board. Disconnect them, while making note of their original locations.

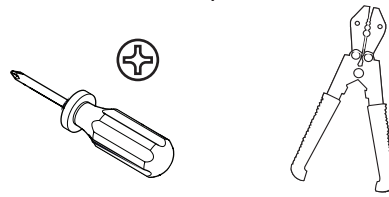
TIP! Take a picture of the wires before disconnecting them!

7. Put the screwdriver in the guide holes on the touch pad bracket to unscrew the touchpad. There are two small screws to remove.
8. Place the new touchpad in the bracket, ensuring that the components go into the corresponding spaces. Screw it into place with the previously removed screws.
9. Re-secure the touch pad bracket into place, as well as the main board.
10. Put the flame panel back into place, making sure that the screw holes are oriented toward the bottom, and that it is inserted into the slots at the top.
11. Re-install the flame panel retaining bracket.
12. Re-insert the back panel screws.
13. Re-assemble the fireplace by reinstalling the top panel, followed by the back panel.
14. Re-install the fireplace as it was before.
15. Sit back and enjoy!

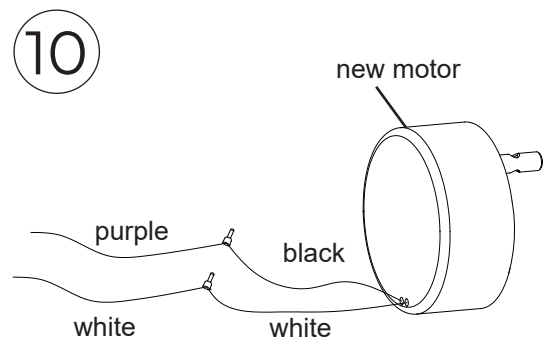
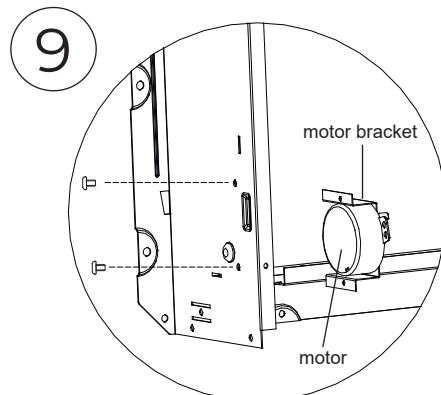
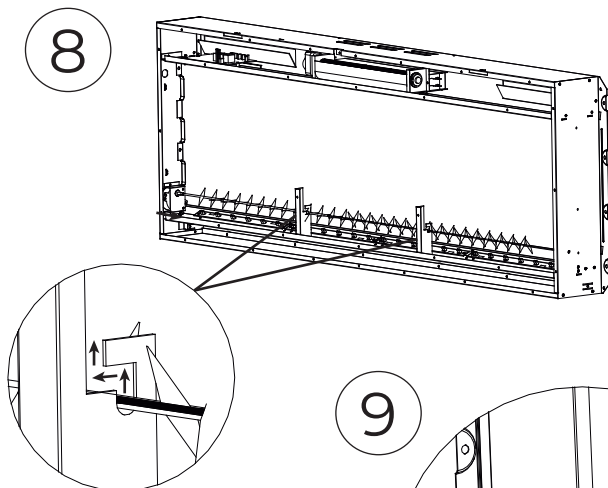


FLICKER MOTOR REPLACEMENT

Required

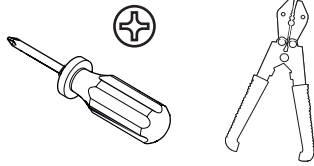


1. Follow steps 1-5 of “Preparing for Service” on page 4 of this manual before continuing.
2. Remove the flicker rod by first taking it out from the middle brackets, then pulling it from the side opposite the flicker motor, and finally pulling it away from the flicker motor. (Image 8)
3. Remove the two screws that hold the flicker motor bracket to the firebox. (Image 9)
4. Using a *wire cutting tool*, cut off the factory-installed wire connectors.
5. Using a *wire stripping tool*, strip the purple and white wires approximately 13 mm ($1\frac{1}{2}$ ”).
6. Using the twist-on wire connectors, connect the white wire from the flicker motor to the white wire from the firebox, and the black white from the flicker motor to the purple wire from the firebox. (Image 10)
7. Reinstall the flicker motor using the bracket previously removed.
8. Re-assemble the fireplace by re-installing the top panel, followed by the back panel.
9. Re-install the fireplace as it was before.
10. Sit back and enjoy!

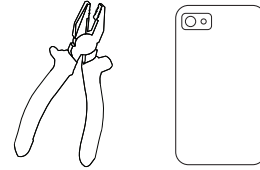


HEATER ASSEMBLY REPLACEMENT

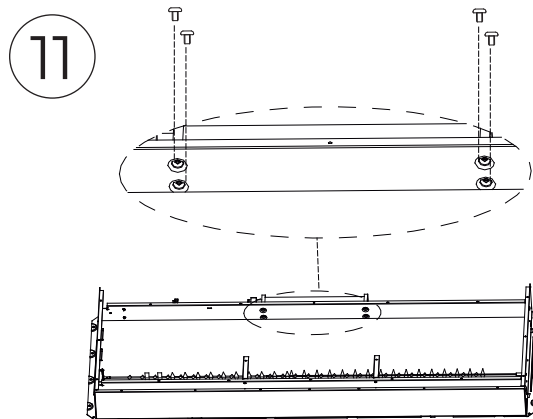
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Recommended

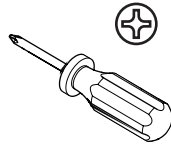


1. Follow the steps of “Preparing for Service” on page 4 of this manual before continuing.
2. Disconnect the wires from the heater assembly, making note of their original locations. Snip the zip ties as needed. For the connections that are made with wire nuts that cannot be screwed off, cut them off using **wire cutters**.
TIP! Take a picture of the wires before disconnecting them! You can use this picture later as a guide.
3. Remove the 4 screws that secure the heater assembly to the top panel. (Image 11)
4. Install the new heater assembly using the four screws previously removed.
5. Reconnect the wires to the heater assembly, using the picture you took before as a guide.
6. Strip the wires that were cut using **wire strippers**. Reconnect them in their original location using the provided wire nuts, ensuring a strong enough connection that individual wires cannot be pulled out from the wire nut. Use the provided zip ties to secure them out of the way of other components.
7. Re-assemble the fireplace by re-installing the top panel (don't forget to re-connect the wire!), followed by the back panel.
8. Re-install the fireplace as it was before.
9. Sit back and enjoy!



FLAME LED REPLACEMENT

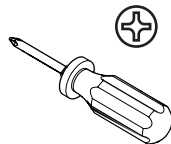
Required



1. Follow the steps 1-5 of “Preparing for Service” on page 4 of this manual before continuing.
2. Remove the screws that secure that LED strip to the firebox.
3. Unplug the connectors from the LED strips on the left.
4. Properly orient and install the new LED strips. Connect the wires.
5. Re-install the back panel.
6. Re-install the fireplace as it was before.
7. Sit back and enjoy!

COLOUR LED REPLACEMENT

Required



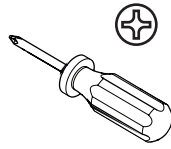
1. Follow the steps 1-4 of “Preparing for Service” on page 4 of this manual before continuing.
2. Remove the logs, rocks, or glass chunks and put them in a safe place.
3. Unscrew the two posts that secure the media tray.
4. Carefully remove the media tray. There may be some resistance as there is tape holding it.
5. Remove the screws that secure the LED strips to the firebox.
6. Peel off the silicone on the connectors to the far right, and unplug them.

! Note: The silicone is only necessary during transportation of the product, and does not need to be replaced.

7. Secure the board using the screws previously removed and plug in the connectors.
8. Re-install the media tray and put back the logs, rocks, or glass chunks.
9. Re-install the fireplace as it was before.
10. Sit back and enjoy!

THERMISTOR REPLACEMENT

Required



1. Follow the steps 1-5 of “Preparing for Service” on page 4 of this manual before continuing.
2. Disconnect the wire from the thermistor (on the top panel) to the main control board.
3. Remove the screw that secure the thermistor to the top panel.
4. Properly orient and install the new thermistor.
5. Use the provided zip tie to keep the wire away from the heater assembly.
6. Re-connect the wire from the thermistor to the main board.
7. Re-assemble the fireplace by re-installing the top panel (don't forget to re-connect the wire!), followed by the back panel.
8. Re-install the fireplace as it was before.
9. Sit back and enjoy!

Version	Date
00	18-Oct-19

TROUBLESHOOTING

Problem	Cause	Solution
Unit will not turn on	No incoming power	Ensure unit is plugged directly into electrical outlet and ensure there is power.
	Defective main control board	Replace main control board
	Defective touch pad	Replace touch pad
Remote is not working	Batteries are dead	Replace batteries. Refer to maintenance section.
	Defective remote control	Replace remote control.
	Defective IR sensor.	Replace touch pad.
Heater		
Heater shuts off on its own; cutout is engaged	Dirt and debris are preventing the unit from working properly	Clean the air vents and the heater assembly with compressed air
	Defective heater assembly	Replace heater assembly
Heater is not turning on and ember bed is flashing	Heat is deactivated	While the unit is on, press and hold the Heat button for 10 seconds until the heat turns on.
Heat is not turning on	Improper operation	Ensure heat button is pressed and set temperature is above ambient temperature
	Defective main control board	Replace main control board
Appearance		
Display shows E2	Defective thermistor	Replace thermistor
Display shows E3	Defective heater assembly	Replace heater assembly
Flame is not visible	Flames are turned off	Ensure flame is on. Press Flame button to toggle through different display modes.
	Defective flame LEDs	Replace flame LEDs
Flame is frozen	Defective flicker motor	Replace flicker motor
Media bed does not light up	Defective media LEDs	Replace media LEDs
Noise		
Unit is noisy when the heat is on	Defective heater assembly	Replace heater assembly
Unit is noisy when the flame is on	Defective flicker motor	Replace flicker motor

1-833-898-2699

In keeping with our policy of continuous product improvement, we reserve the right to make changes without notice.

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