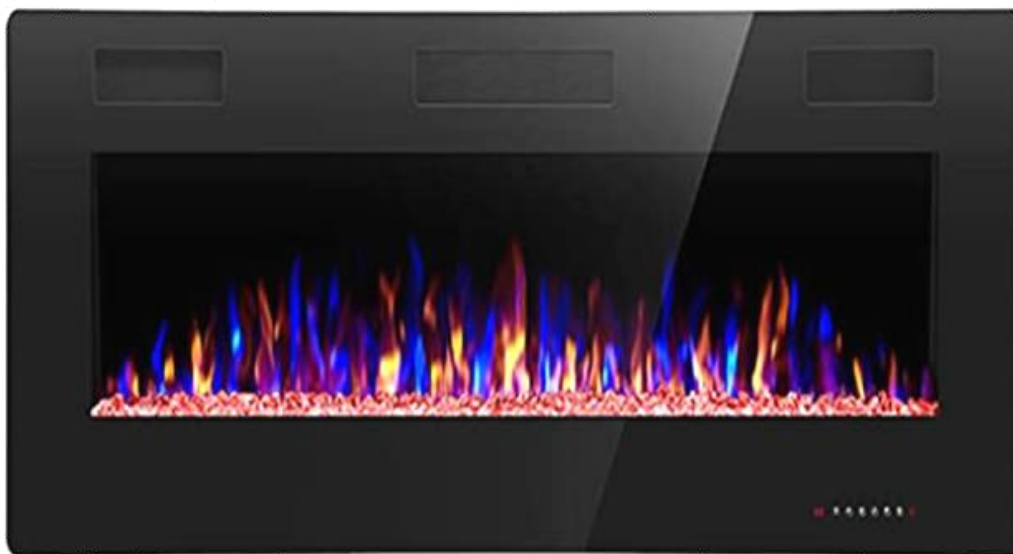


# SERVICE MANUAL



## ELECTRIC FIREPLACE

MODEL NO.: RFH-3001LC / RFH-3601LC  
RFH-4201LC / RFH-5001LC  
RFH-6001LC / RFH-7401LC



NOTE: This is one of the basic models. The shape and specifications of fireplace are subject to change.

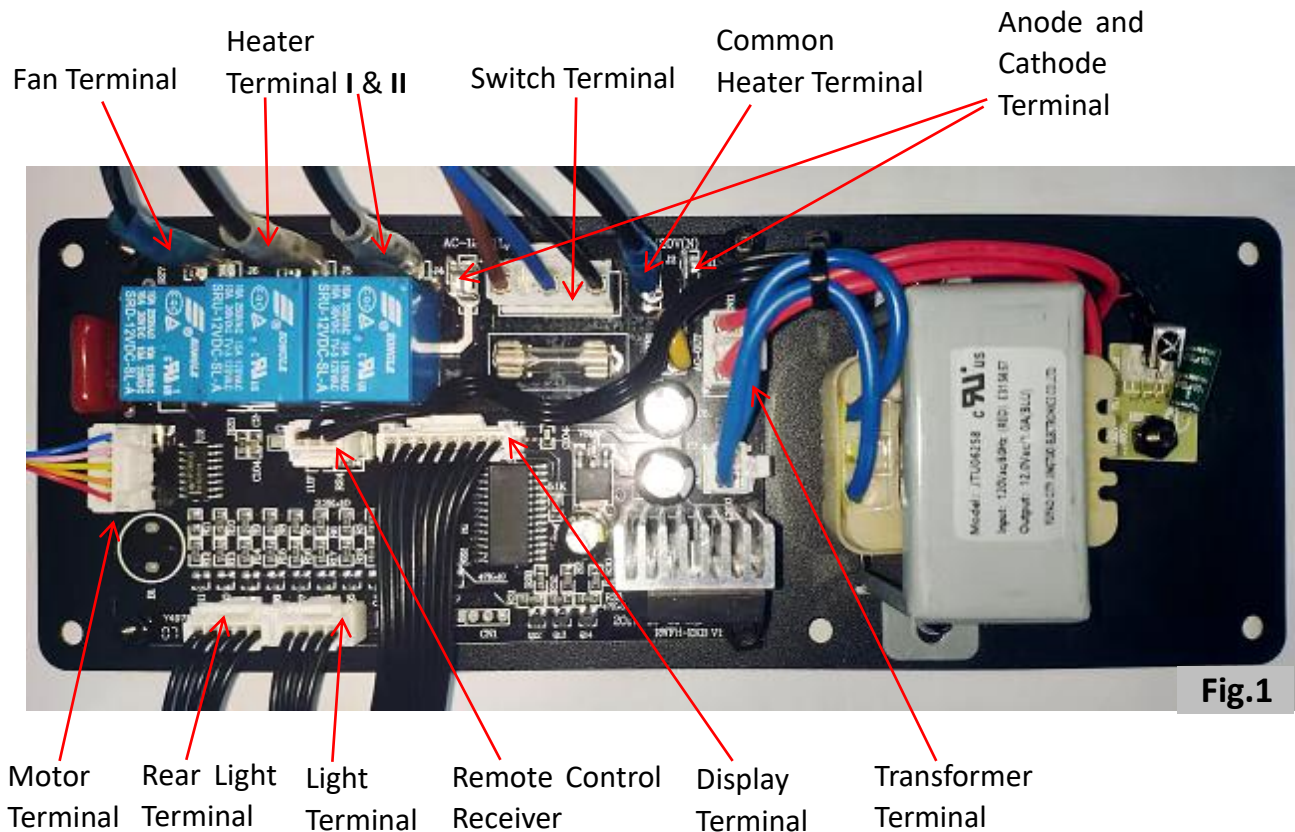
**CAUTION**

DO NOT OPERATE MACHINE  
UNDER REPAIR

# Troubleshooting

## Power supply control board of the fireplace:

**Note:** You can check the corresponding wires according to the picture below. (Fig.1)



### 1. The remote control does not work.

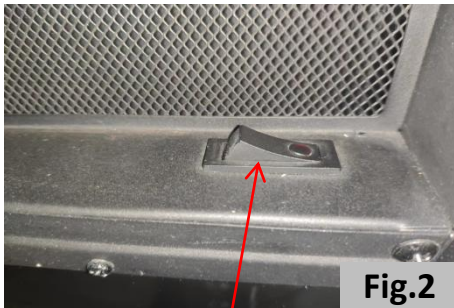
- ①The battery is dead.
- ②The receiver(Fig.1) on the fireplace is loose.
- ③The remote control is damaged, replace it with a new one.

### 2. The fireplace does not work (The remote control works while the control panel functions do not work).

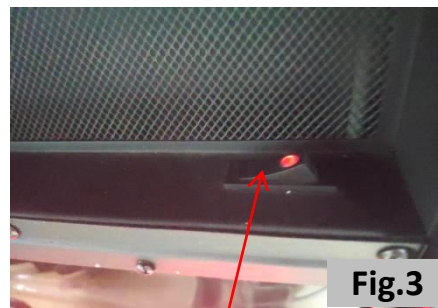
- ①The cable of the control panel is not well connected.
- ②The cable is falling or loose causing the wiring problem.
- ③The display panel or its circuit board is damaged, replace the display circuit board(Fig.1) with a new one.

### **3. The fireplace does not work (The power indicator is on while the remote control and the control panel functions do not work).**

- ① Turn off the main power switch and restart it (Fig.2)(Fig.3). If the unit still does not work, replace the mainboard with a new one.



The main power switch is off.



The main power switch is on.

### **4. The fireplace does not work (The power indicator is off).**

- ① Check if the main power switch is on. (Fig.3)
- ② Check if the power cord(Fig.1) is connected properly.
- ③ Check if the transformer plug(Fig.1) is loose.
- ④ The mainboard is damaged, replace it with a new one.

### **5. The flame is only half.**

- ① Check if the rear light wires(Fig.1) are connected well.
- ② The light board is rosin joint or loose. If possible, you can use the electric iron to repair, otherwise replace the light board.

### **6. The flame cannot flicker.**

- ① Check if the motor wires(Fig.1) are loose.
- ② If not, replace the motor with a new one.

### **7. The heater is on, but the flame is not.**

- ① Check if the rear light wire(Fig.1) is loose.
- ② If not, replace it with a new one.

## 8. The base LED light is off.

- ①The light wires are loose or the light terminal(Fig.1) is damaged. Check and replace the light terminal.
- ②The socket on the far right side of the light bar is loose. Please use the electric iron to repair, otherwise replace it with a new one.

## 9. The flame color does not change.

- ①Open the maintenance cover plate and check if the wire on the rear light terminal(Fig.1) is plugged in. If is, pull it to check if the other end has fallen off the light board.
- ②If is not the above two problems, replace the rear light board with a new one (the same for the headlight).

## 10. The fireplace keeps changing color automatically.

- ①It's the gradient mode. Press "COLOR A" or "COLOR B". (Fig.4)



## 11.The heater makes noise when running.

- ①If there is a regular rattling sound, check if the reflective brush touches the sheet metal, and level the backplane as shown in the picture below. (Fig.5)



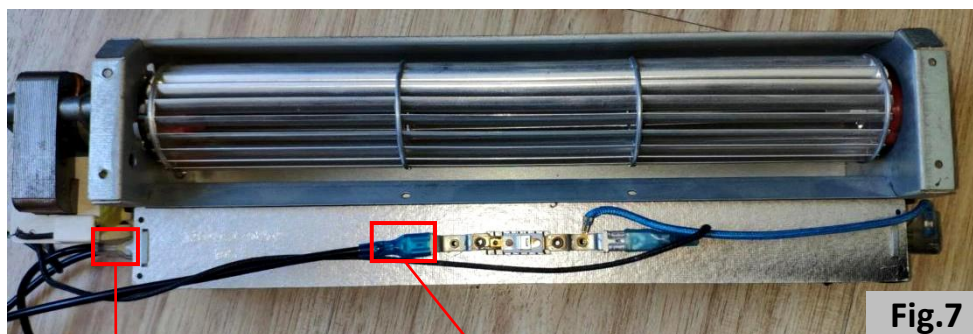
Make sure that the reflector does not touch the backpack.

- ② If there is a continuous sound of motor, it should be the motor failure. Replace it with a new one.
- ③ If there are foreign objects in the fan, remove them, and adjust the fan by turning the wheel in the direction of the arrow as shown in the picture below. (Fig.6)



## 12. The heater is on, but there is no wind or heat.

- ① Check if the two ends of the wires in the picture below (Fig.7) is loose. If there is no problem with the end of the mainboard, then pull it from this end to check if the other end is loose.



Here are two sets of heating. If one wire disconnects, one set will not heat.

Here is the common heater terminal. If this disconnects, the fan and the heating will not work.

- ② If the mainboard is damaged, replace it with a new one.

## 13. The heating wire heats up, but there is no wind.

- ① Check if the fan wire (Fig.1) is loose.
- ② If the fan is stuck, adjust the fan by turning the wheel in the direction of the arrow as shown in the picture. (Fig.6)
- ③ If the fan is damaged, replace it with a new one.

## 14. The heater sparks and makes noise when heating is on.

- ① Check if the wires of heater I, II and the common heater terminal(Fig.1) are loose.
- ② Replace the fan assembly.

**15. When the fireplace was plugged in, the circuit breaker at the electrical outlet tripped. After resetting the circuit breaker, the machine cannot be turned on.**

- ① There may be a short circuit. Please disassemble the maintenance cover plat, take a picture of it, and send the picture to the customer service to confirm where the wires are off.

**16. The inner glass is scratched.**

- ① Wipe it with the alcohol. If it doesn't work, please contact us via **Amazon Message**.

**17. Can the heater be used in an RV?**

- ① The heater can be started at minus ten degrees. If the temperature is too low, the heater may start slowly. The standard voltage of the unit is 120V, and the socket current is more than 15A.

Thank you for purchasing this product! If you have any questions about the product, such as missing parts, damaged products, product assembling, and operation, please contact us via **Amazon Message** or customer service number: **213-4467172 or 661-4358826.**

**IMPORTANT**

Please call our customer service department for any consulting:

**213-4467172**

**661-4358826**

(8:30am - 5:30pm P.S.T.)

DATED PROOF OF PURCHASE IS REQUIRED FOR WARRANTY SERVICE.

**AVIS**

Veuillez appeler le service à la clientèle pour toutes questions au:

**213-4467172**

**661-4358826**

(8:30am - 5:30pm P.S.T.)

PREUVE D'ACHAT ORIGINALE REQUISE POUR SERVICE DE GARANTIE.

**IMPORTANTE**

Sólo hay que llamar nuestro departamento de servicio al cliente en caso de tener preguntas o inquietudes:

**213-4467172**

**661-4358826**

(8:30am - 5:30pm P.S.T.)

SE REQUIERE PRUEBA DE COMPRA CON FECHA PARA SERVICIO BAJO GARANTÍA.

**Address: ROWAN ELECTRIC APPLIANCE LLC**  
**28407 Ascent Way, Santa Clarita, CA 91350**