

SERVICE MANUAL



ELECTRIC HEATER

MODEL NO.: RFI-3601LA / RFI-3901LA
RFI-3601LB / RFI-3901LB



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

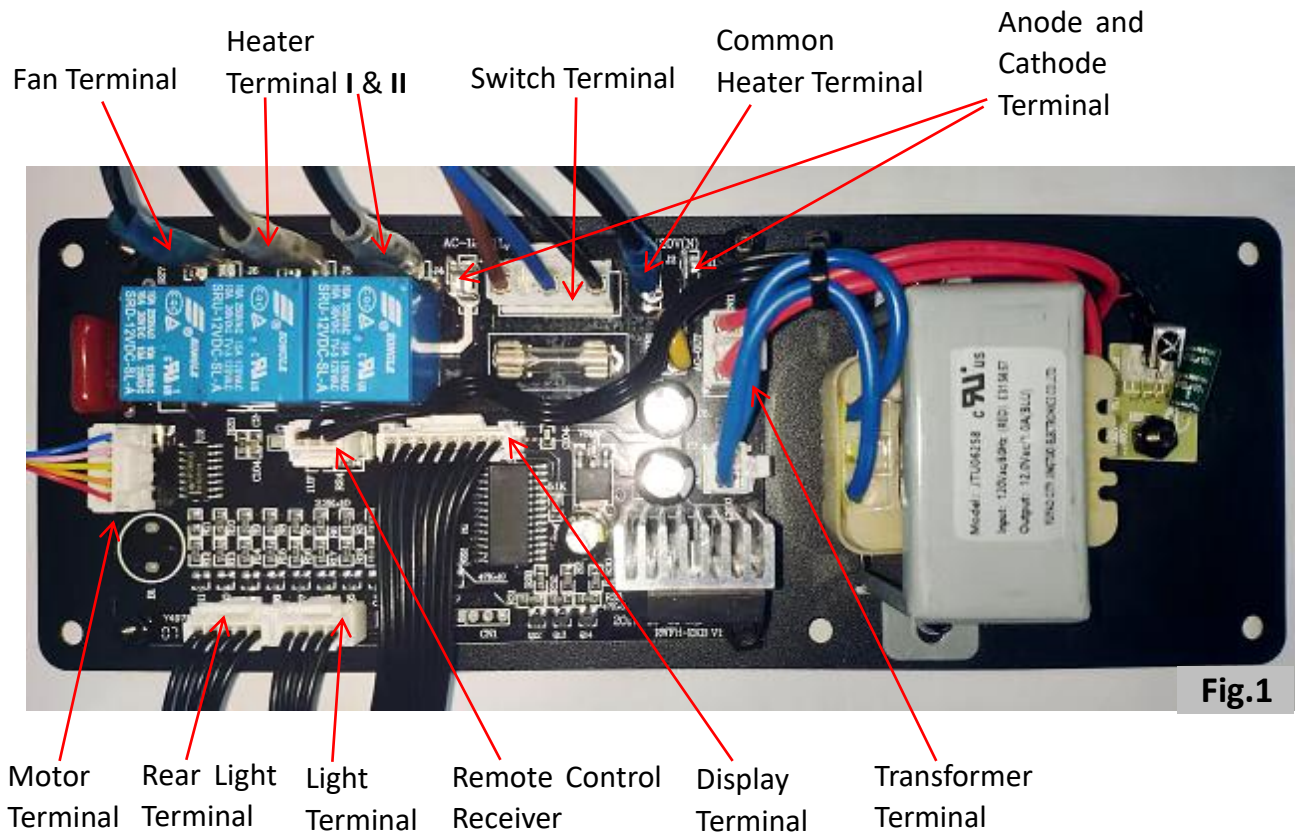
CAUTION

**DO NOT OPERATE MACHINE
UNDER REPAIR**

Troubleshooting

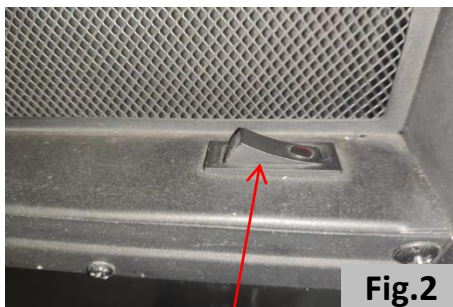
Power supply control board of the fireplace:

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

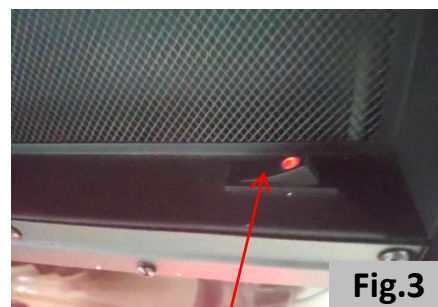


1. The heater does not work.

① Check if the main power switch is on. (Fig.2)(Fig.3)



The main power switch is off.

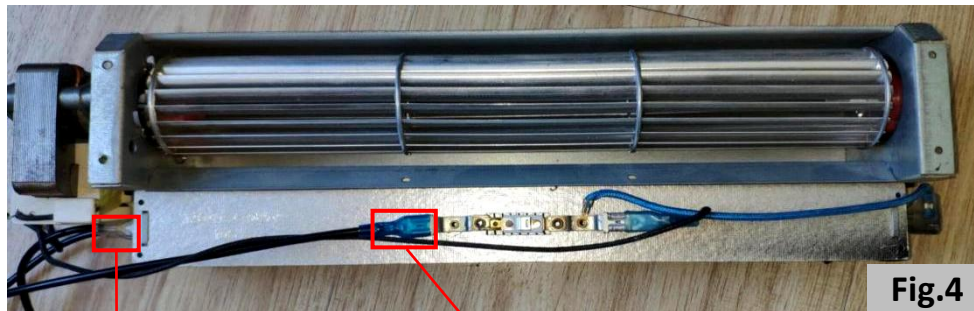


The main power switch is on.

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

2. The heater is on, but there is no heat.

- ①Check if the wires of heater I, II and the common heater terminal(Fig.1) are loose.
- ②Check if the two ends of the wires in the picture below(Fig.4) is loose.



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

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

- ③The mainboard is damaged, replace it with a new one.

3. The heater is on, but there is no wind.

- ①Check if the fan wire(Fig.1) is loose.
- ②Check if the two ends of the wires in the picture above(Fig.4) is loose.
- ③If the fan is damaged, replace it with a new one.

4. 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.

- ②If there is a continuous sound of motor, it should be the motor failure. Replace it with a new one.
- ③If 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)



5. 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.

6. The light is off.

- ①The light wires are loose or the light terminal(Fig.1) is damaged. Check and replace the light terminal.
- ②Replace the light bar with a new one.

7. The heater will automatically turns off when switching it from the low range to the high range.

- ①Press the button too quickly. Please give the unit enough time to respond to the commands.

8. The socket is burned out.

- ①The socket requires a current of 15A or more.

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

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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**