

# Service Manual

**Model Number  
DS5629**

**UL Part Number  
6900471359**

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

**Dimplex North America Limited**

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

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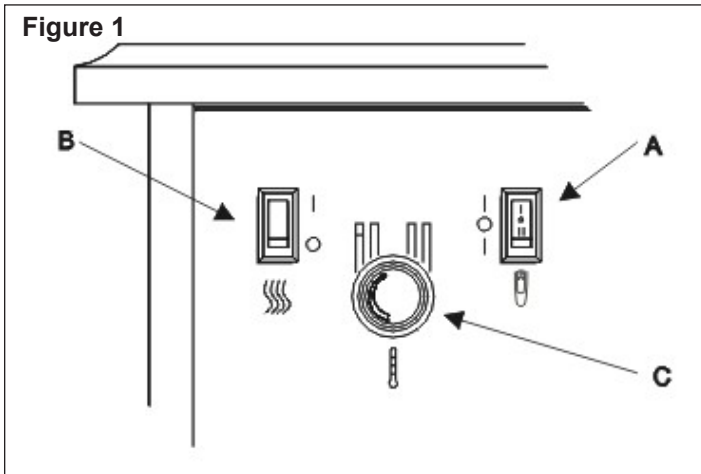
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Always use a qualified technician or service agency to repair this stove.

- ! **NOTE:** Procedures and techniques that are considered important enough to emphasize.
- ⚠ **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.

# OPERATION

Figure 1



To access the controls go to the back of the Stove. (Figure 1)

## A. 3-Position Switch

The switch has two ON positions marked with “-” and “=”. The “-” position is for manual operation. In this position the built-in remote control is bypassed. The “=” position is for operating the unit with the provided remote control. When in “=” position the unit is operated with the ON and OFF buttons of the remote control.

When the switch is in the center position the unit is off.

## B. Heater On/Off Switch

The Heater On/Off Switch supplies power to the heater fan and the heater element.

## C. Heater Thermostat Control

To adjust the temperature to your individual requirements, turn the thermostat control clockwise all the way to turn on the heater. When the room reached the desired temperature, turn the thermostat knob counter clockwise until you hear a click. Leave in this position to maintain the room temperature at this setting. For additional heat, turn clockwise until you hear the click again and the heater will turn on. To turn the heater off, switch the Heater On/Off switch to the OFF position.

**! NOTE:** When the heater is switched ON, the heater fan will operate. The heater element may or may not be on, depending on the thermostat control setting (See “Heater Thermostat Control”)

## Resetting the Temperature Cutoff Switch

Should the heater overheat, an automatic cut out will turn the heater off and it will not come back on without being reset. It can be reset by switching the 3-Position Switch to OFF and waiting 5 minutes before switching the unit back on.

**! CAUTION:** If you need to continuously reset the heater, unplug the unit and call Dimplex North America Limited at 1-800-668-6663.

## Remote Control

The stove is supplied with a radio frequency remote control. This remote control has a range of approximately 50 feet (15.25 m), it does not have to be pointed at the stove and can pass through most obstacles (including walls). It is supplied with one of hundreds of independent frequencies to prevent interference with other units.

**! NOTE:** Before attempting any operation with the remote, pull the plastic insulator strip out from between the remote casing and battery cover (Figure 2).

## Remote Operation

The stove is supplied with an integrated on/off remote control

**! NOTE:** Ensure that the stove 3-Position Switch is set to the remote control setting.

To operate, push the ON button to turn stove on, push the OFF button to turn the stove off.

## Remote Control Initialization/Reprogramming

If the remote control or remote control receiver has been replaced, follow these steps to initialize the remote control and receiver:

1. Set the 3-Position Switch to OFF.
2. Wait a minimum of five (5) seconds and set the 3 Position Switch to the “=” position (Figure 1A).
3. **Within** 10 seconds of re-acquiring power, press the ON button located on the remote control.

**! NOTE:** You will have only 10 seconds to perform this last step. Failure to do so will result in these steps needing to be followed again.

This will synchronize the remote control and receiver.

## Battery Replacement

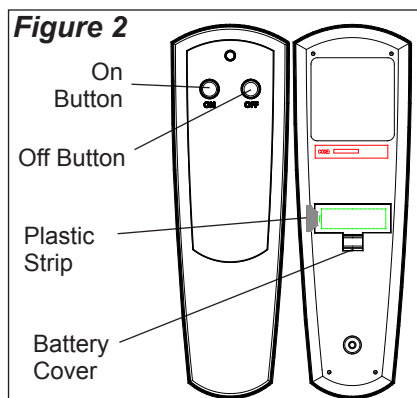
To replace the battery:

1. Slide battery cover open on the remote control (Figure 2).
2. Install one (1) 12-Volt (A23) battery in the battery holder.
3. Close the battery cover



Battery must be recycled or disposed of properly. Check with your Local Authority or Retailer for recycling advice in your area.

Figure 2



## MAINTENANCE

**⚠ WARNING:** Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electric shock or damage to persons.

### Light Bulb Replacement

Allow at least 5 minutes for light bulbs to cool off before touching bulbs to avoid accidental burning of skin.

Light bulbs need to be replaced when you notice a dark section of the flame or when the clarity and detail of the log exterior disappears. There are two bulbs under the log set which generate the flames and embers.

### Tool Requirements

Phillips screw driver

### Helpful Hints

It is a good idea to replace all light bulbs at one time if they are close to the end of their rated life. Group replacement will reduce the number of times you need to open the unit to replace light bulbs.

### Upper Light Bulb Requirements

Quantity of 1 clear chandelier or candelabra bulbs with an E-12 (small) socket base, 7 watt rating.

### Upper Bulb Replacement

1. Open door by pulling the handle.
2. Locate the upper bulb bracket.
3. Bend light retainer bracket down.
4. Locate and remove the light bulb.
5. Insert new bulb.
6. Bend light retainer bracket back into its original position.
7. Close the door.

### Lower Light Bulb Requirements

Quantity of 2 clear chandelier or candelabra bulbs with an E-12 (small) socket base, 60 watt rating.

### Lower Bulb Replacement

1. Open door by pulling the handle.
2. Remove the screw from the logset located in the center of the emberbed and remove the logset from the unit.
3. Locate and examine the bulbs to determine which bulb(s) required replacement.
4. Locate and remove the light bulb(s).
5. Insert new bulb(s).
6. Install the logset into the unit, pushing firmly against the glass. Replace the logset retaining screw into the ember bed.
7. Close the door.

### Glass Cleaning

The clear door is cleaned in the factory during the assembly operation. During shipment, installation, handling, etc., the clear door may collect dust particles, these can be removed by dusting lightly with a clean dry cloth.

To remove fingerprints or other marks, the clear door can be cleaned with a damp cloth. The clear door should be completely dried with a lint free cloth to prevent water spots. To prevent scratching, do not use abrasive cleaners or spray liquids on the clear door surface.

### Plastic Door Cleaning

To remove fingerprints or other marks, the clear door can be cleaned with a damp cloth. The clear door should be completely dried with a lint free cloth to prevent water spots. To prevent scratching, do not use abrasive cleaners or spray liquids on the clear door surface.

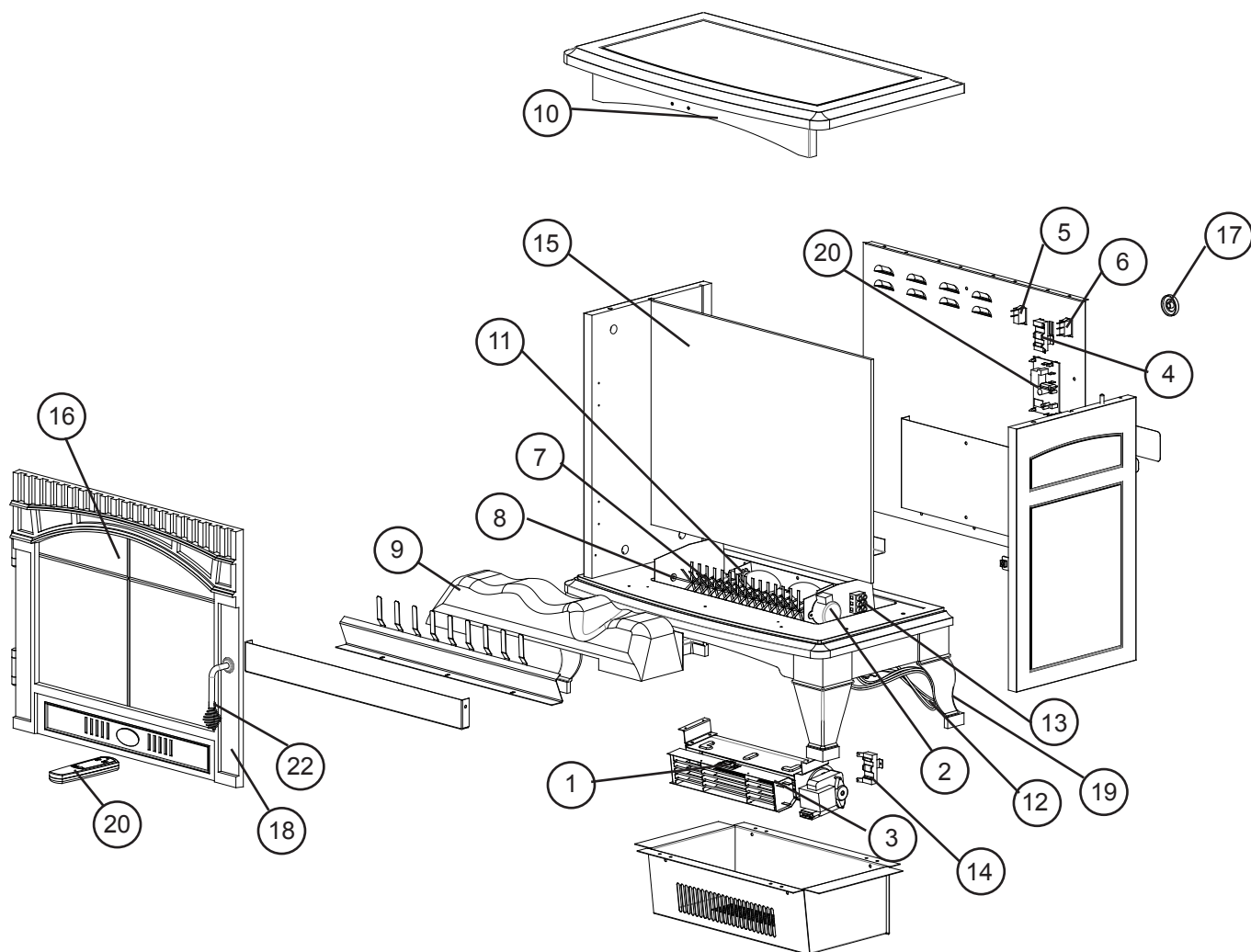
### Stove Surface Cleaning

Use warm water only to clean painted surfaces of the Compact Stove. Do not use abrasive cleaners.

### Servicing

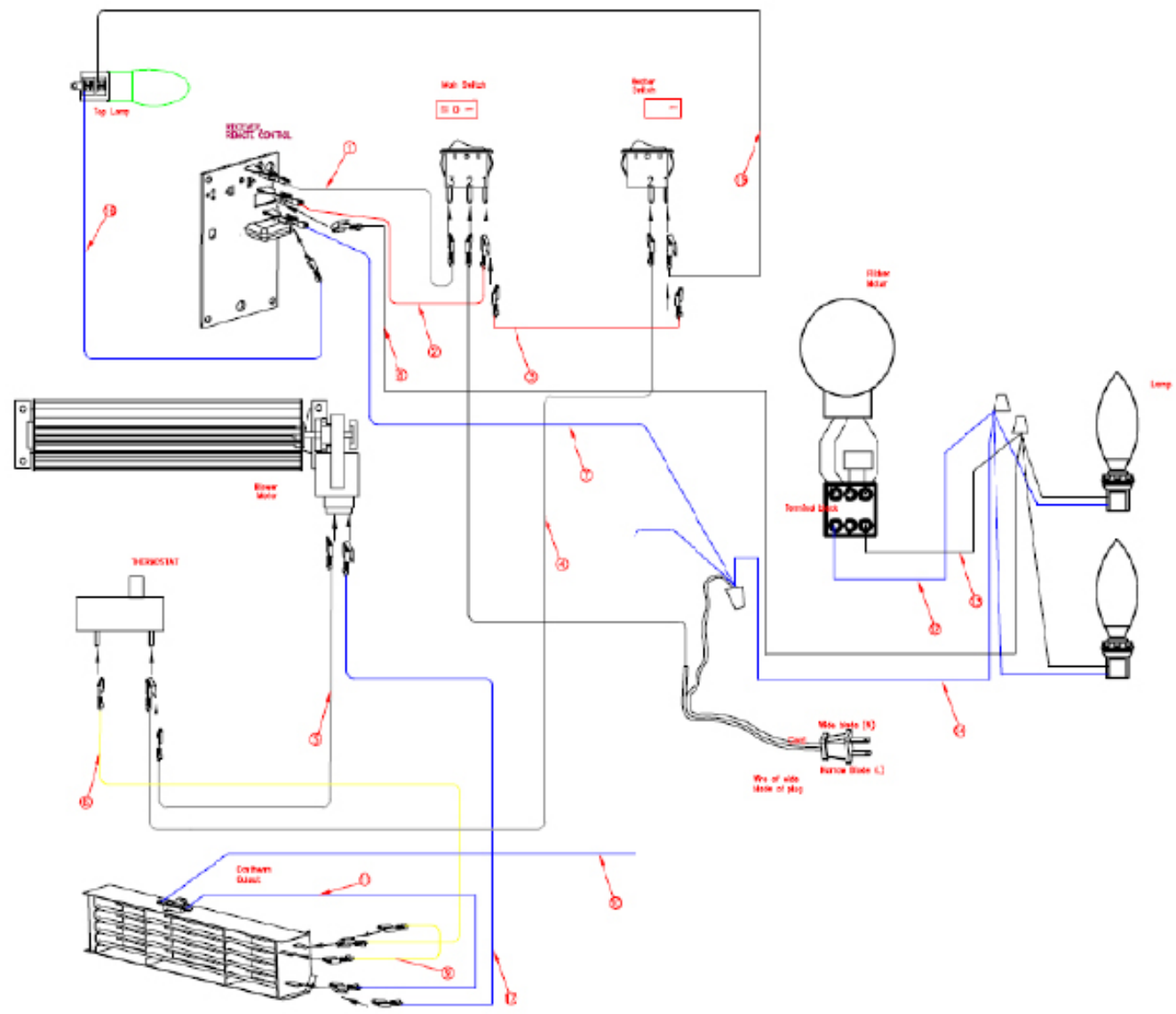
Except for light bulb replacement and cleaning described above, an authorized service representative should perform any other servicing.

# EXPLODED PARTS DIAGRAM



1. Cutout . . . . .	2300270100RP	15. Partially Reflective Glass . . . . .	5900630100RP
2. Flicker Motor . . . . .	2000210200RP	16. Front Glass . . . . .	5900670100RP
3. Heater/Blower Assembly . . . . .	2200490700RP	17. Control Knob . . . . .	8800000300RP
4. Thermostat . . . . .	2300150100RP*	18. Door - Bronze . . . . .	.043874040MRP
5. 3 Position Switch . . . . .	2800071100RP	Gloss Black . . . . .	.0438740304RP
6. Heater On/Off Switch . . . . .	2800070200RP	Pewter . . . . .	.043874050NRP
7. Flame Rod . . . . .	5900080600RP	Cranberry . . . . .	.0438740203RP
8. Strain Relief Bushing . . . . .	8500000400RP	19. Foot - Bronze . . . . .	.043873040MRP
9. Log Set . . . . .	.0438780100RP	Gloss Black . . . . .	.0438730304RP
10. Upper Lampholder . . . . .	4200121000RP	Pewter . . . . .	.043873050NRP
11. Lower Lampholder Set . . . . .	2500510000RP	Cranberry . . . . .	.0438730203RP
12. Power Cord . . . . .	4100040900RP	20. Remote Control . . . . .	3000370500RP
13. Terminal Block . . . . .	4000070100RP	21. Remote Control Receiver . . . . .	3000380200RP
14. Capacitor . . . . .	2300030100RP	22. Door Handle . . . . .	8801280100RP

WIRING DIAGRAM



## LIGHT BULB REPLACEMENT

**⚠ CAUTION:** If unit was operating prior to servicing allow at least 5 minutes for lights to cool off to avoid accidental burning of skin.

**⚠ WARNING:** Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

Light bulbs need to be replaced when you notice a dark section of the flame or when the clarity and detail of the log exterior disappears. There are three bulbs under the log set which generate the flames and embers.

**HELPFUL HINTS:** It is a good idea to replace all light bulbs at one time if they are close to the end of their rated life. Group replacement will reduce the number of times you need to open the unit to replace light bulbs.

### UPPER LIGHT BULB REPLACEMENT

**UPPER LIGHT BULB REQUIREMENTS:** Quantity of 1 clear chandelier or candelabra bulbs with an E-12 (small) socket base, 7 watt rating.

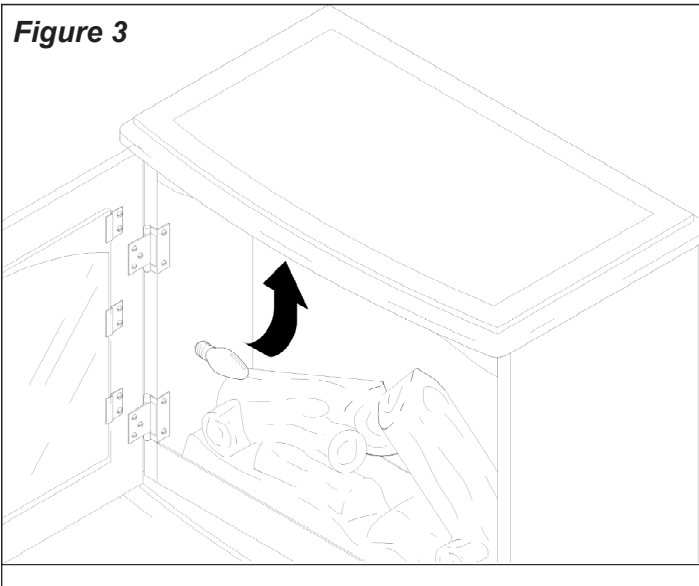
1. Open door by pulling the handle.
2. Locate the upper bulb bracket.
3. Bend light retainer bracket down.
4. Locate and remove the light bulb.
5. Insert new bulb.
6. Bend light retainer bracket back into its original position.
7. Close the door.

### LOWER LIGHT BULB REPLACEMENT

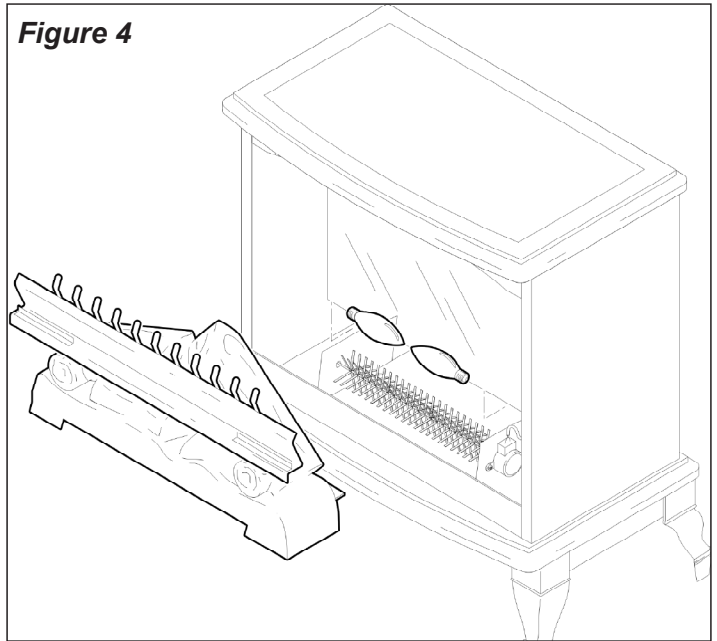
**LOWER LIGHT BULB REQUIREMENTS:** Quantity of 2 clear chandelier or candelabra bulbs with an E-12 (small) socket base, 60 watt rating.

1. Open door by pulling the handle.
2. Remove the 2 screws from the logset grate located in front of the emberbed and remove the grate from the unit.
3. Remove the logset from the unit by pulling forward and

**Figure 3**



**Figure 4**



lifting out.

4. Locate and examine the bulbs to determine which bulb(s) required replacement.
5. Locate and remove the light bulb(s).
6. Insert new bulb(s).
7. Install the logset into the unit, and re-install the logset grate.
8. Close the door.

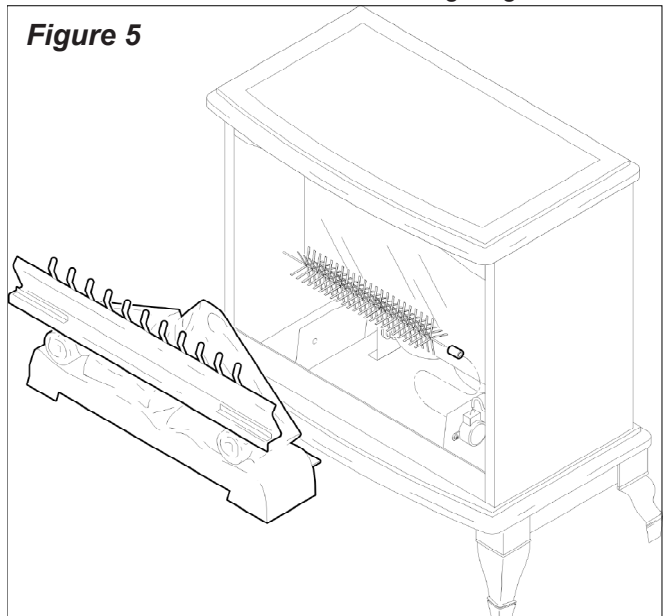
## FLAME ROD REPLACEMENT

**⚠ CAUTION:** If the stove was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

**⚠ WARNING:** Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Open door by pulling the handle.
2. Remove the 2 screws from the logset grate located in

**Figure 5**





front of the emberbed and remove the grate from the unit.

3. Remove the logset from the unit by pulling forward and lifting out.
4. Remove the reflector rod from the flame motor by pulling the end of the rod to the left and carefully remove flame rod from rubber sleeve.
5. Reassemble in the reverse order as above.

## FLICKER MOTOR REPLACEMENT

**⚠ WARNING:** If the stove was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

**⚠ WARNING:** Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

6. Gently place stove on its back on a flat surface.
7. Remove the heater cover retaining screws located on the bottom of the stove and lower heater/light assembly onto the floor.
8. Remove the reflector rod and motor assembly by removing the screws on the front and rear of the heater cover.
9. Remove the heater retaining screws from the bottom of the heater cover.
10. Disconnect the wiring clips and connections noting their original locations.
11. Reassemble in the reverse order as above.

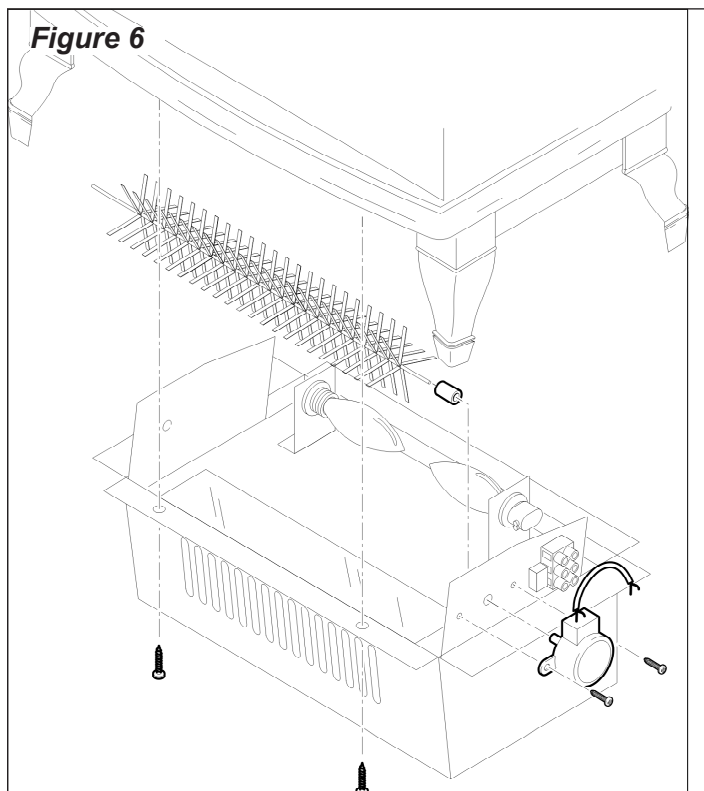
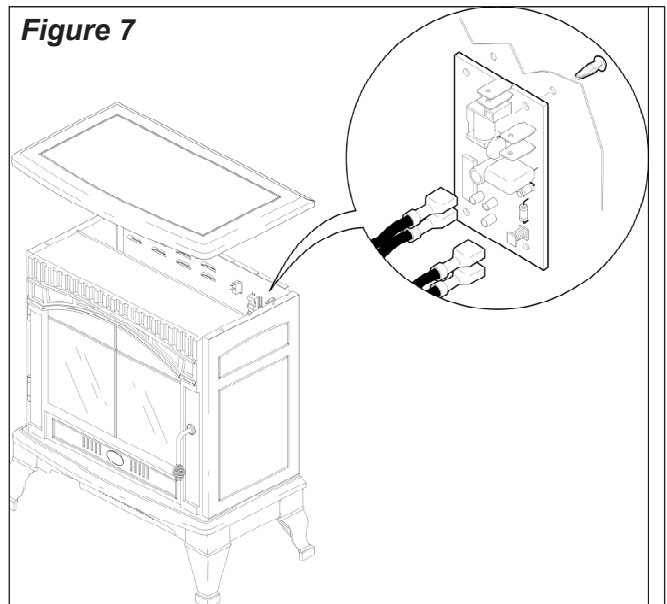


Figure 7



## REMOTE CONTROL RECEIVER REPLACEMENT

**⚠ WARNING:** If the stove was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

**⚠ WARNING:** Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Open door by pulling the handles.
2. Loosen the 2 retainers on the inner sides of the unit by turning counter clockwise.
3. Remove 4 screws that secure the top on the rear of the unit.
4. Lift the top off of the unit. Carefully remove the partially reflective glass and store in a safe place to prevent damage.
5. Locate the remote control receiver on the wall of the unit.
6. Remove wiring connections from the receiver noting their original locations.
7. From inside the unit, break off the 4 mounting studs by grasping with pliers and twisting on the protruding part of the stud, push the remainder of the studs out through the top panel.

**! NOTE:** New mounting studs are supplied with the replacement remote control receiver.

8. Reassemble in the reverse order as above.

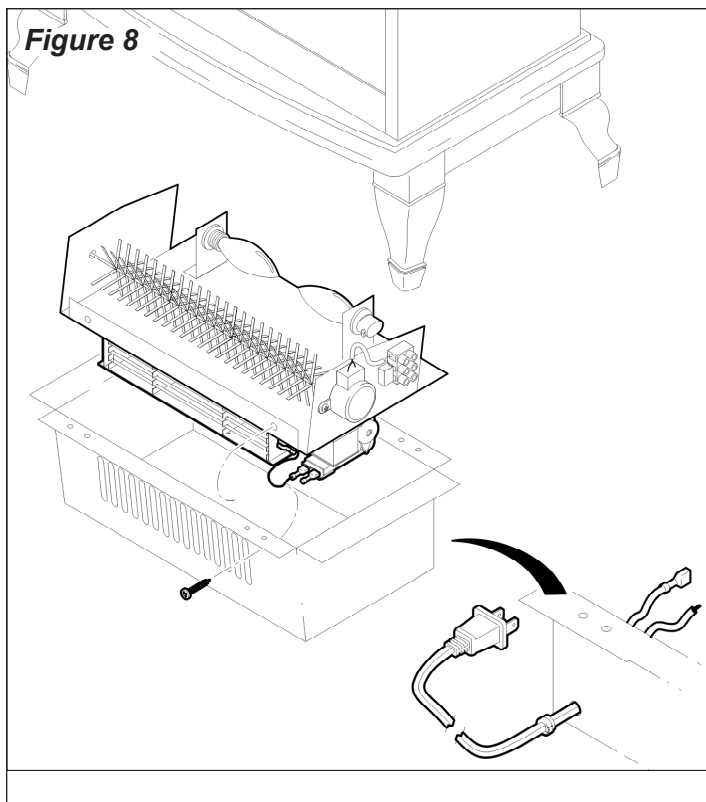
## CONTROLS REPLACEMENT

**⚠ WARNING:** If the stove was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

**⚠ WARNING:** Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage



**Figure 8**



**⚠ WARNING:** Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Gently place stove on it's back on a flat surface.
2. Remove the heater cover retaining screws located on the bottom of the stove and lower heater/light assembly onto the floor.
3. Remove the reflector rod and motor assembly by removing the screws on the front and rear of the heater cover.
4. Locate and disconnect the power cord wiring connections from the heater and 3-Position switch noting their original locations.
5. With needle nose pliers, grasp the power cord strain relief grommet from inside the rear panel and push while twisting to remove.
6. Pull the power cord out through the hole in the rear cover.
7. Install the new power cord through the hole in the rear cover by placing the strain relief over the cord, hold the strain relief with pliers and slide into mounting hole.
8. Connect all of the wiring connections in their original locations.
9. Reassemble in the reverse order as above.

to persons.

1. Open door by pulling the handles.
2. Loosen the 2 retainers on the inner sides of the unit by turning counter clockwise.
3. Remove 4 screws that secure the top on the rear of the unit.
4. Lift the top off of the unit. Carefully remove the partially reflective glass and store in a safe place to prevent damage.

### SWITCHES

5. Locate the switches on the back wall of the unit.
6. Remove wiring connections from the switches noting their original locations.
7. Squeeze the tabs on the top and bottom of the switch and push out through the back of the unit.

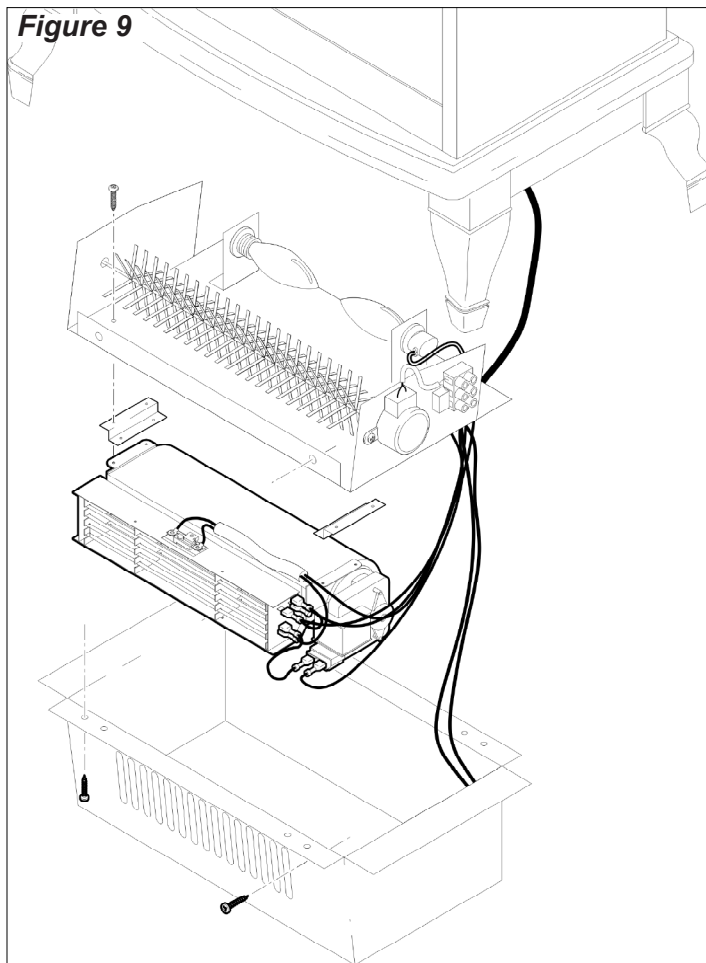
### THERMOSTAT

8. Locate the thermostat on the back wall of the unit.
9. Remove the wiring from the thermostat noting their original locations.
10. Remove the thermostat knob and 2 mounting screws.
11. Connect all of the wiring connections in their original locations.
12. Reassemble in the reverse order as above.

## POWER CORD REPLACEMENT

**⚠ WARNING:** If the stove was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

**Figure 9**



## HEATER ASSEMBLY REPLACEMENT

**⚠ WARNING:** If the stove was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

**⚠ WARNING:** Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Gently place stove on it's back on a flat surface.
2. Remove the heater cover retaining screws located on the bottom of the stove and lower heater/light assembly onto the floor.
3. Remove the reflector rod and motor assembly by removing the screws on the front and rear of the heater cover.
4. Disconnect the heater wiring connections from the heater noting their original locations.
5. Remove the 4 heater mounting screws and remove the heater from the unit.
6. Reassemble in the reverse order as above.

# TROUBLESHOOTING GUIDE

PROBLEM	CAUSE	SOLUTION
<b>General</b>		
Circuit breaker trips or fuse blows when unit is turned on	Short in unit wiring.	Trace wiring in unit.
	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	Remote control has a similar frequency to other remotes in the area.	Replace Remote Control, and initialize to Remote Control Receiver
	Radio frequency disturbance from outside sources.	Replace remote control and receiver where necessary, and reinitialize.
	Defective Remote Control Receiver	Replace Remote Control Receiver
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 if cord gets hot to the touch.
<b>Appearance</b>		
Stove does not turn on Manually	Improper operation	Refer to Operation Section
	No incoming voltage from the electrical wall socket	Check Fuse/Breaker Panel
	Loose wiring	Check wiring connections
	Defective 3-Position switch	Replace 3-Position switch
	Defective Remote Control Receiver	Replace Remote Control Receiver, initialize with remote control
Stove does not turn on with remote	Improper operation	Refer to Operation Section
	Remote control not initialized to stove	Initialize the remote control
	Defective remote control	Install new battery into the remote control. Reinitialize remote where necessary
		Replace remote control receiver where necessary
	Defective 3-position switch	Replace 3-position switch
	Defective Remote Control Receiver	Replace Remote Control Receiver, initialize with remote control
Flame Frozen	Defective flame motor	Replace flame motor
	Loose wiring	Check wiring connections
Flame not bright or flame not visible	Burnt light bulbs	Replace light bulbs
	Loose wiring	Check wiring connections
	Defective light harness	Replace light harness
Flame Shutter	Defective flame motor	Replace flame motor
Light leaking around the log set	Log set not positioned properly	Check log set for proper fit

PROBLEM	CAUSE	SOLUTION
<b>Heater</b>		
Heater is not turning off	Improper operation	Refer to Operation Section
	Defective heater on/off switch	Replace heater on/off switch
	Defective Thermostat	Replace Thermostat
	Defective Remote Control Receiver	Replace Remote Control Receiver, initialize with remote control
Heater is not turning on	Improper operation	Refer to Operation Section
	Loose wiring	Check wiring connections
	Defective heater on/off switch	Replace heater on/off switch
	Defective Thermostat	Replace Thermostat
	Defective heater assembly	Replace heater assembly
Heater is turning off after a couple of minutes of operation	Build up of dirt/dust in heater assembly	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
	Defective Heater Assembly	Replace Heater Assembly
Heater emits an odor	Normal Operation	Normal operation is when the heater emits an odor 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
Heater fan turns on but heater lacks heat	Improper operation	Refer to Operation Section
	Defective heater assembly	Replace heater assembly
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 cutout, unplug unit, discontinue use and replace heater assembly.
<b>Noise</b>		
Excessive noise with the heater on	Dirty heater assembly	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
	Defective heater assembly	Replace heater assembly
Grinding or excessive noise with the heater off	Moving flame rod hitting or rubbing against internal components	Ensure rod is straight and mounted properly in the bracket, spinning freely away from other components. Replace if necessary.
	Defective flame motor	Replace flame motor