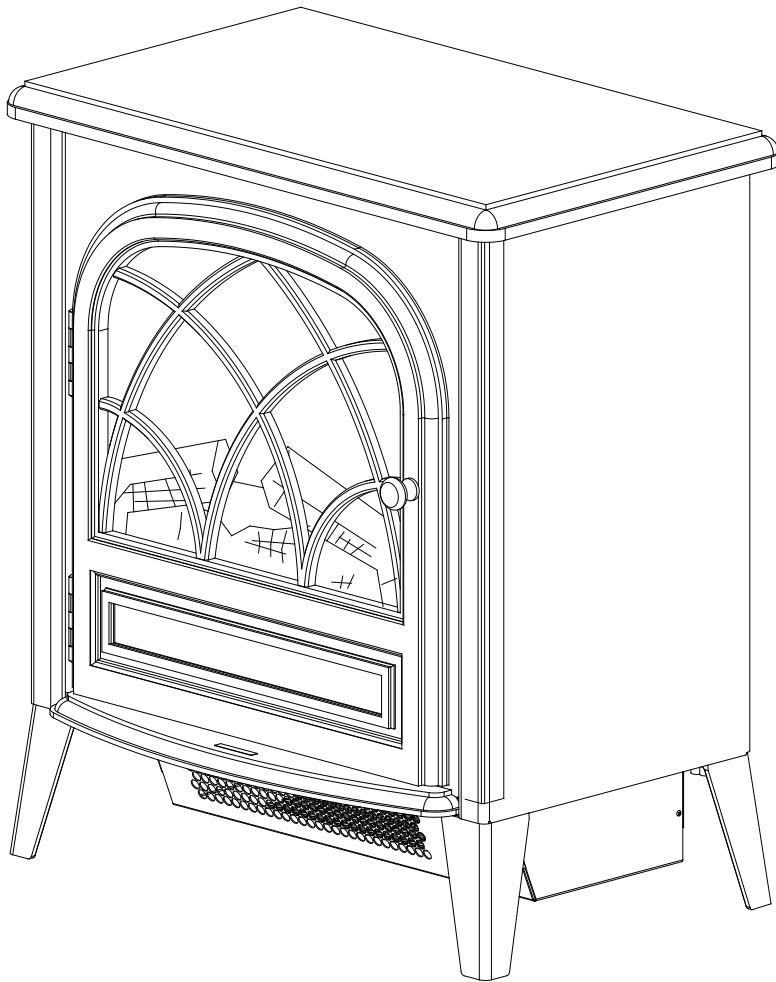




Better solutions through innovation



CS3311 Pictured

Service Manual

Compact Stove

Model Numbers:

CS3311

CS4416

CS2307

Dimplex North America Limited
1367 Industrial Road • Cambridge ON Canada N1R 7G8
1-888-346-7539 • www.dimplex.com

REV	PCN	DATE
00	~~~~	Feb 12, 07
01	11563	Aug 10, 09
02	11993	April 12, 10
03		Sept 4, 12

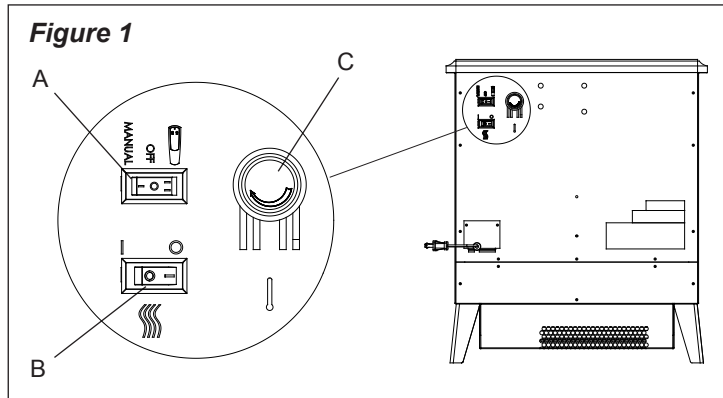
Table of Contents

Operation	3
Exploded Parts Diagram	4
Replacement Parts List	4
Wiring Diagram	5
Light Bulb Replacement	6
Partially Reflective Glass Replacement	6
Switch Replacement	6
Flicker Motor/Flicker Rod Replacement	7
Remote Control Receiver Replacement	8
Heater Assembly/Cutout Replacement	9
Thermostat Replacement	10
Power Cord Replacement	10
Troubleshooting Guide	12

Operation

Electric Stove Manual Control



The manual controls for the stove are located in the upper left hand corner on the rear of the stove (Figure 1).



A. 3 Position Switch

The switch has two (2) ON positions marked with  and "Manual".

The "Manual" position is for manual operation. In this position the built-in remote control is by-passed.

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. When the switch is in the ON position the heater operates if the thermostat calls for heat.

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 reaches 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.

! 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 five (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 1-888-346-7539 for technical support.

Remote Operation

The stove is supplied with an integrated ON/OFF remote control.

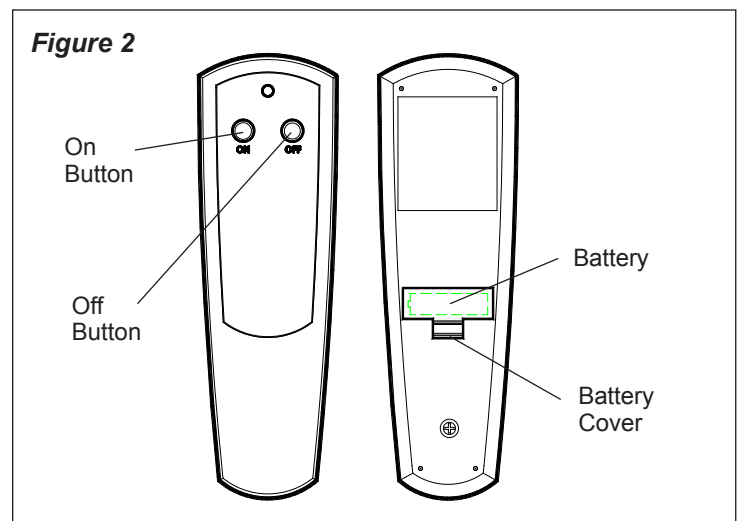
! NOTE: Ensure that the stove's 3 Position Switch is set to the remote Control setting (right position - see Figure 1A).

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

Battery Replacement (Figure 2)

To replace the battery:

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



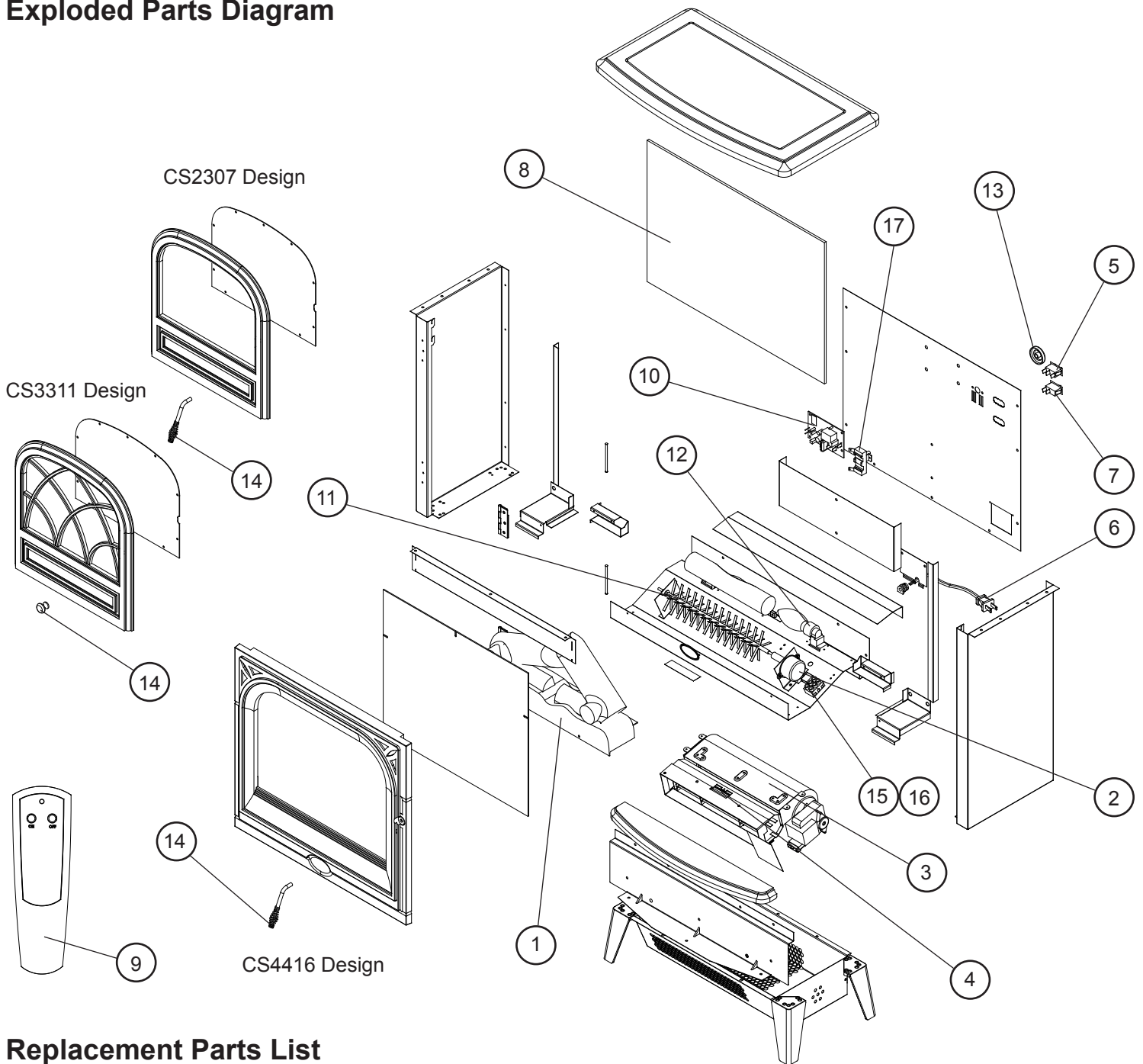
Remote Initialization

Follow these steps to initialize or if necessary, re-initialize:

1. Disconnect power to the stove.
2. Ensure 3 Position Switch is in the Remote position (far right).
3. Restore power to stove.
4. Within 10 seconds of restoring power to stove, press the ON button of the Remote Control.

! NOTE: If you do not press the ON button of the remote within 10 seconds, the process will need to be started again.

Exploded Parts Diagram



Replacement Parts List

CS3311

Part Number 6901050100

CS2307

Part Number 6901051300

Replacement Part:

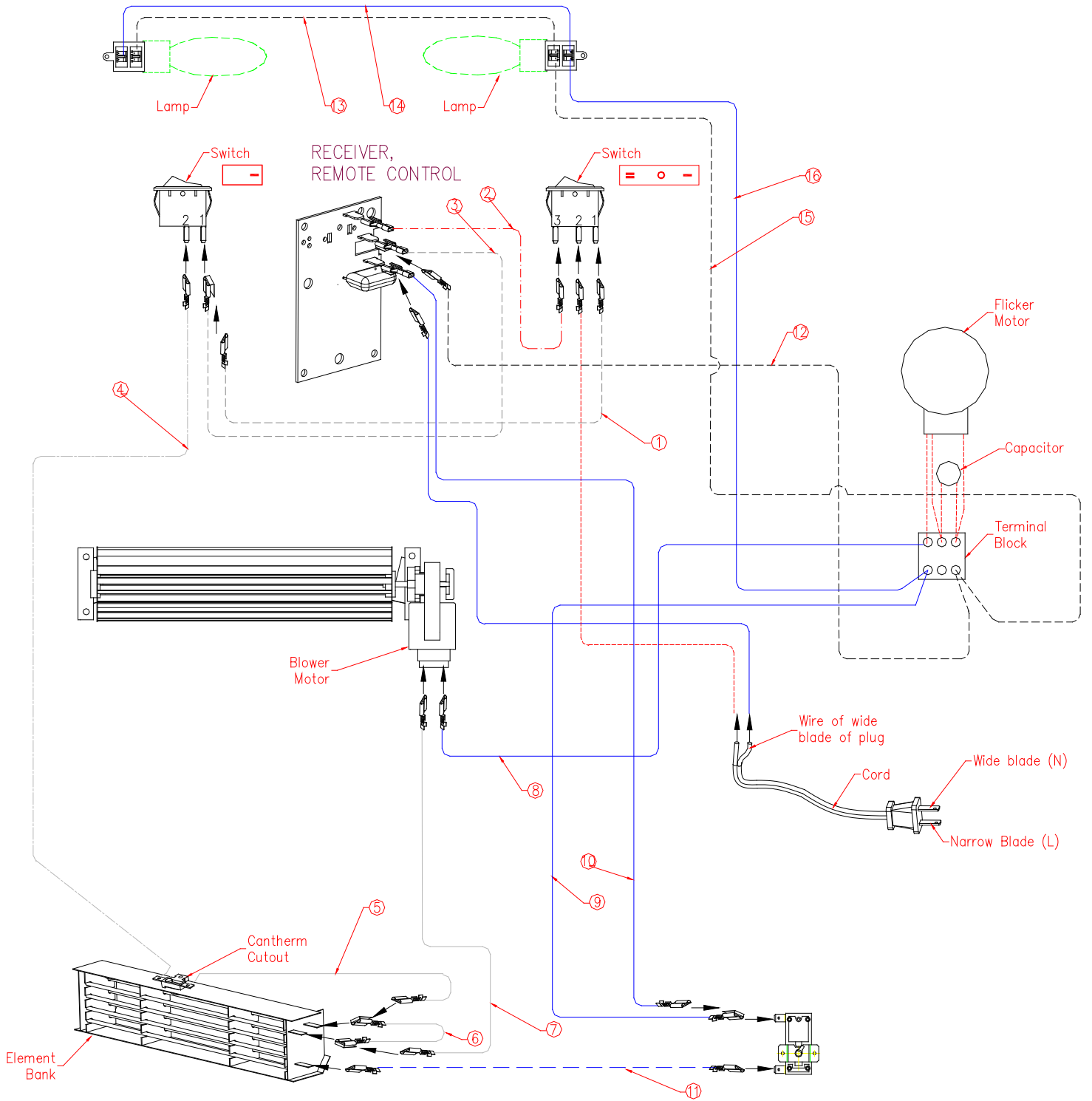
- 1. Log Set Assembly0438500400RP
- 2. Flicker Motor2000210100RP
- 3. Heater Assembly2200491000RP
- 4. Cutout2300270100RP
- 5. 3 Position Switch2800071100RP
- 6. Power Cord4100090202RP
- 7. Heater ON/OFF Switch2800070200RP
- 8. Partially Reflective Glass.....5900640100RP
- 9. Remote Control3000370800RP

CS4416

Part Number 6901050600

- 10. Remote Control Receiver3000380200RP
- 11. Flicker Rod5900081100RP
- 12. Lamp holder.....4200090100RP
- 13. Thermostat Knob.....8800000300RP
- 14. Polished Door Knob (CS3311)8800340100RP
- Door Handle (CS4416, CS2307).....8800450100RP
- 15. Capacitor.....2300030100RP
- 16. Terminal Block.....4000070100RP
- 17. Thermostat2300150100RP*

Wiring Diagram



Light Bulb Replacement

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

Light bulbs need to be replaced when you notice a dark section of the flame. There are two (2) bulbs under the log set which generate the flames and embers.

Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

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.

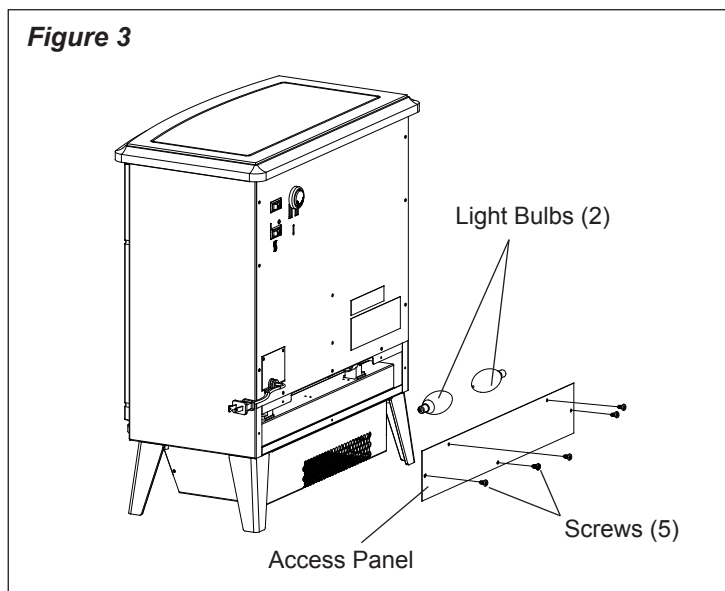
Lower Light Bulb Requirements

Quantity of two (2) clear chandelier or candelabra bulbs with an E-12 (small) socket base, 25 Watt rating.

Do not exceed 25 Watts per bulb

To access the light bulb area (Figure 3):

1. Remove the five (5) Phillips screws on the access panel at the rear of the stove and remove.
2. Examine the bulbs to determine which bulbs require replacement.
3. Hold the socket while unscrewing the bulb.
4. Hold the socket while screwing in the new bulb.
5. Reattach Access Panel with screws removed in step 1.



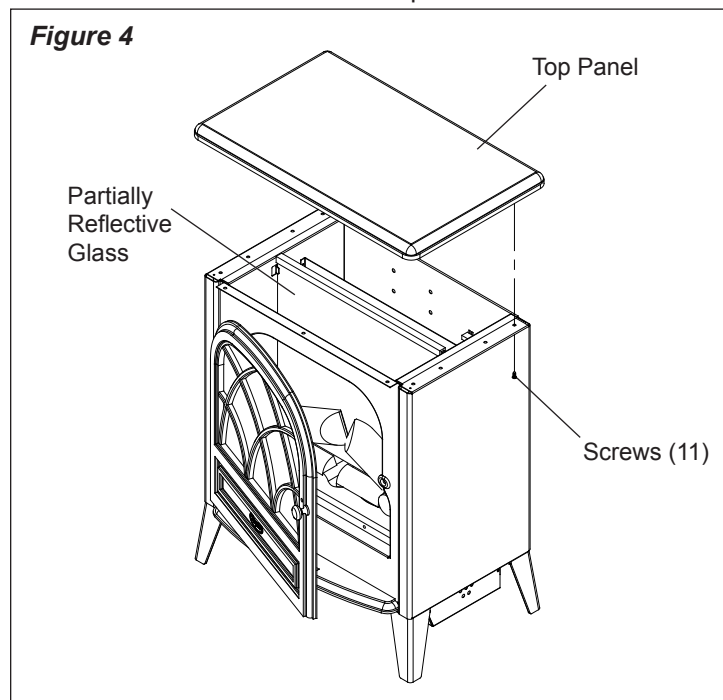
Partially Reflective Glass Replacement

If the stove was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

Replacement Procedure

1. Open stove door.
2. Remove the 11 Phillips screws that attach the top panel to the stove as shown in Figure 4. There are: four (4) screws along each side; and three (3) screws at the front, accessible behind the door.
3. Remove top panel.
4. Slide partially reflective glass up from within the stove to remove.
5. Properly orient replacement partially reflective glass and slide it down into place.
6. Position top panel back onto stove and screw into place with 11 screws removed in step 1.



Switch Replacement

If the stove was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

Replacement Procedure:

1. Open stove door.

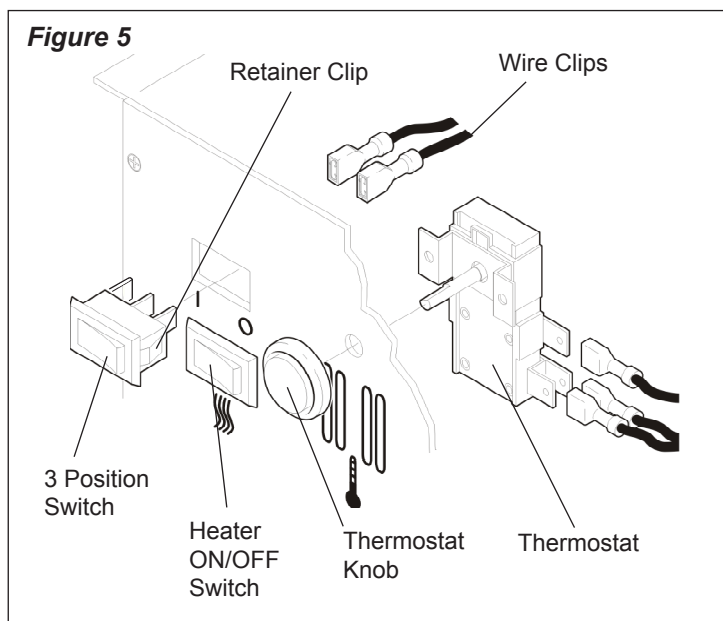
- Remove the 11 Philips screws that attach the top panel to the stove as shown in Figure 4. There are: four (4) screws along each side; and three (3) screws at the front, accessible behind the door.
- Remove top panel.
- Locate switch to be replaced and disconnect the wiring clips, noting their original locations.

3 Position Switch

The 3 Position Switch is located in the far upper left corner at the back of the stove (Figure 5). The Switch has three (3) wire clips to remove.

Heater ON/OFF Switch

The Heater ON/OFF Switch is located in the far upper left corner at the back of the stove, under the 3 Position Switch



- (Figure 5). The Switch has two (2) wire clips to remove.
- Depress the two (2) retainer clips on the switch to be replaced (one (1) per side) and push the switch out from the back panel of the stove.
 - Properly orient replacement switch and push into back panel until retainer clips snap into place.
 - Reconnect switch with wire clips removed in step 4.
 - Reattach top panel to stove using screws removed in step 2.

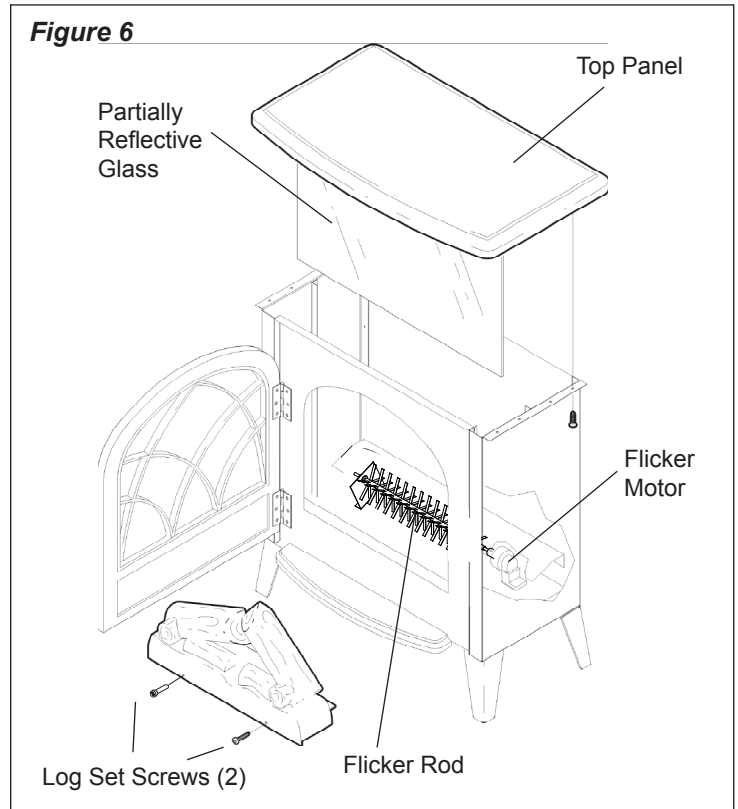
Flicker Motor/Flicker Rod Replacement

If the stove was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

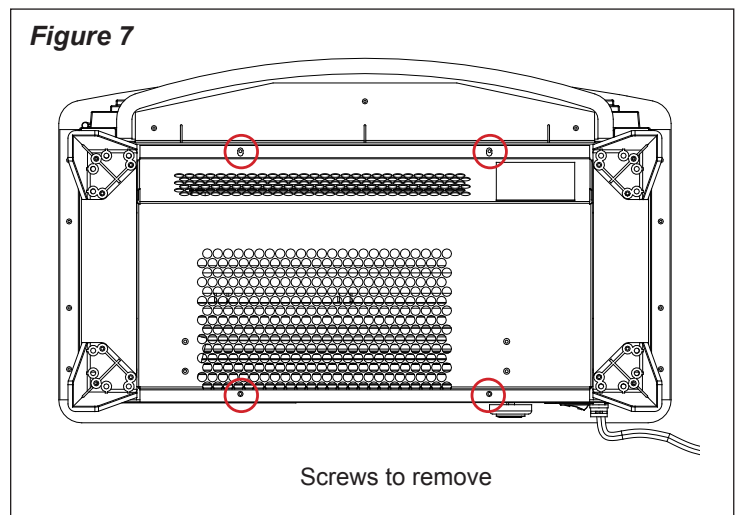
Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

Replacement Procedure:

- Open stove door.
- Remove the 11 Philips screws that attach the top panel to the stove as shown in Figure 4 (page 6). There are: four (4) screws along each side; and three (3) screws at the front, accessible behind the door.
- Remove top panel.
- Slide partially reflective glass up from within the stove to remove.



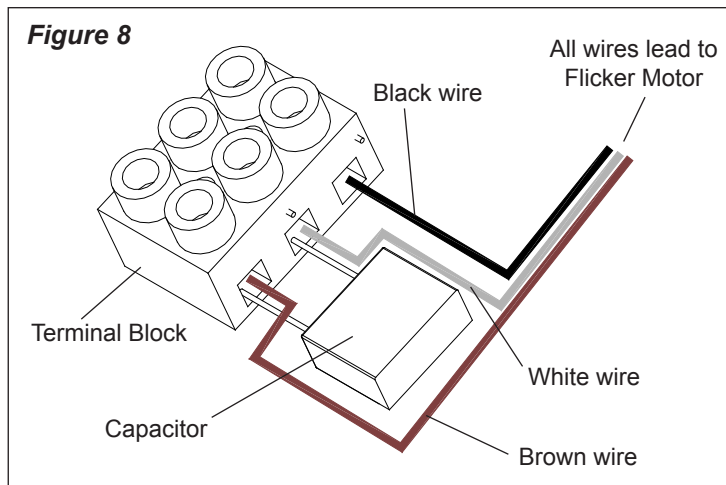
- Remove the log set by removing the two (2) inside Philips screws as shown in Figure 6.
- Pull Flicker Rod as far right (towards Flicker Motor) as possible and remove by cautiously bending the rod just enough for it to clear the mounting bracket on the left.
- Close the stove door and turn the stove onto its back.



- Remove four (4) Philips screws as shown in Figure 7 to release the bottom pan.

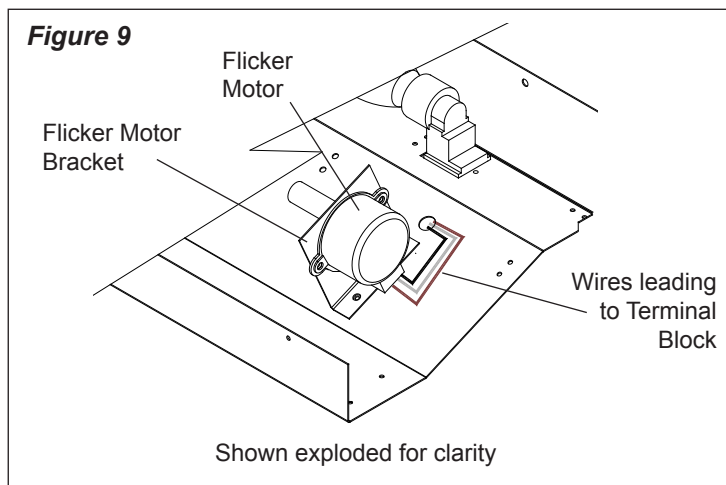
CAUTION: Use caution when removing the bottom pan as the Heater Assembly is attached to it and is wired to the stove.

- On the underside of the stove interior, disconnect the



three (3) wires from the Terminal Block that lead to the Flicker Motor (Figure 8).

- From inside the stove, pull the three (3) wires disconnected in step 9 up through the stove (wires may be encased in a sheath).
- Remove the rubber sleeve from the Flicker Motor shaft.
- Gently bend the Flicker Motor Bracket inwards enough



so that the two (2) screws that mount the motor to the bracket are accessible (Figure 9).

- Remove the Flicker Motor by removing the two (2) Philips screws on either side of the motor.
- Discard motor.
- Properly orient replacement motor and attach to Flicker Motor Bracket with screws removed in step 13.
- Gently bend the Flicker Motor Bracket back into its original position and feed the new motor's wires through the sheet metal to the Terminal Block.

- Connect the three (3) wires from the new motor to the Terminal Block as they originally were (refer to Figure 8).

- Follow steps 1 through 8 in reverse order to reassemble the stove.

Remote Control Receiver Replacement

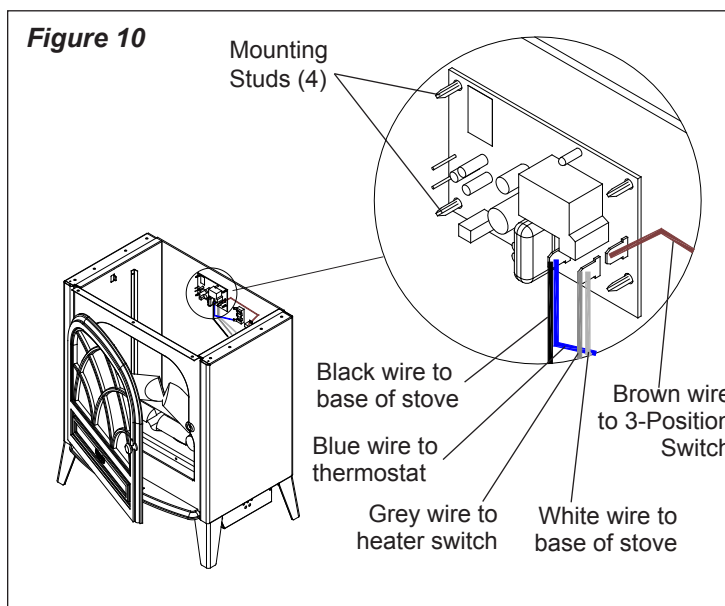
The Remote Control requires no replacement procedure however, a reinitialization procedure may need to be followed. Refer to Page 3 for the procedure.

If the stove was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

Receiver Replacement Procedure:

- Open stove door.
- Remove the 11 Philips screws that attach the top panel to the stove as shown in Figure 4 (page 6). There are: four (4) screws along each side; and three (3) screws at the front, accessible behind the door.
- Remove top panel.
- Slide partially reflective glass up from within the stove to remove.



- The Remote Control Receiver is attached to the back panel of the stove by four (4) mounting studs (Figure 10).
- Disconnect all five (5) wire clips from the Remote Control receiver, noting their original locations.
- Depress the clasp of each mounting stud and release the Remote Control receiver from the sheet metal.
- Properly orient the replacement Remote Control receiver and snap it into place on the four (4) Mounting Studs.
- Using Figure 10 as a reference, reconnect the five (5)

wire clips disconnected in step 6.

10. Follow steps 1 through 4 in reverse order to reassemble the stove.

Heater Assembly/Cutout Replacement

If the stove was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

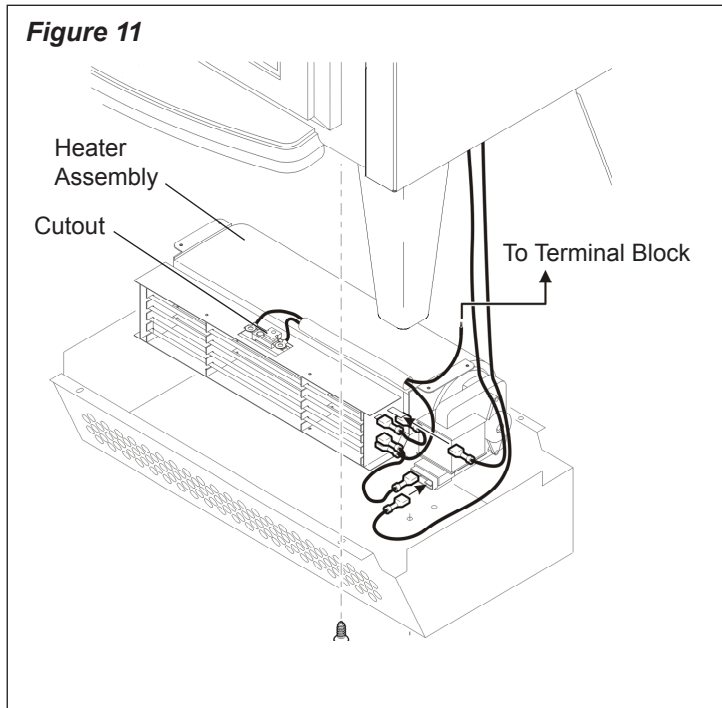
Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

Replacement Procedure

1. Turn stove onto its back.
2. Remove four (4) Philips screws as shown in Figure 7 (page 7) to release the bottom pan.

CAUTION: Use caution when removing the bottom pan

Figure 11



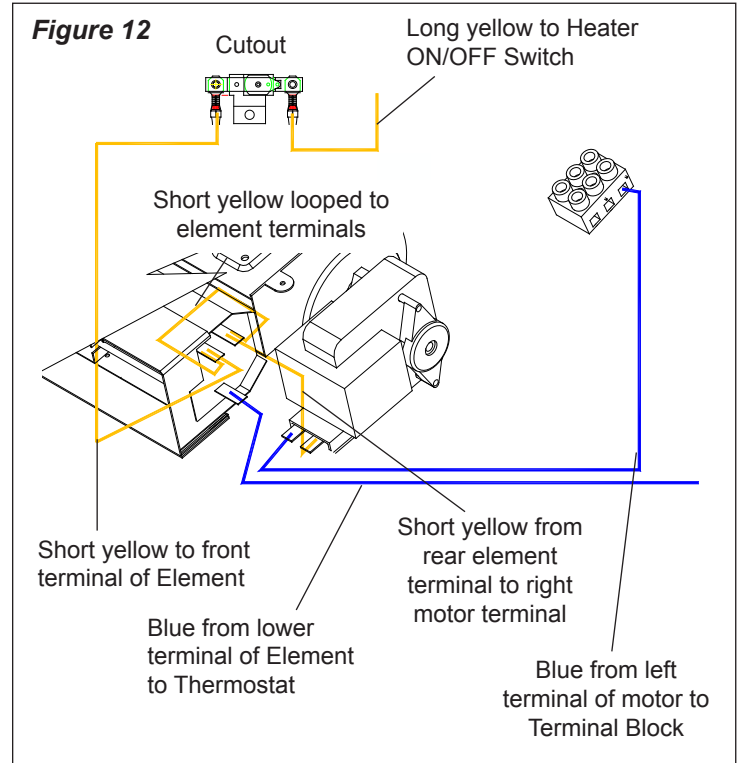
as the Heater Assembly is attached to it and is wired to the stove.

4. Locate the Heater Assembly in the center of the bottom panel (Figure 11).
5. Remove the one (1) small Phillips screw holding the Cutout in place on the Heater Assembly (Figure 11).

Cutout Replacement:

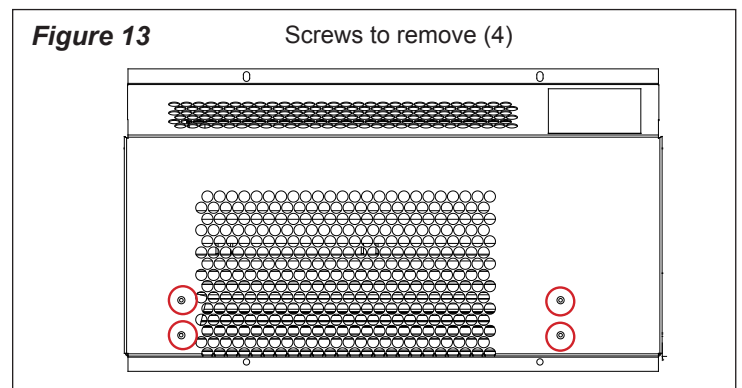
- i. Open stove door.
- ii. Remove the 11 Philips screws that attach the top panel to the stove as shown in Figure 4 (page 6). There are: four (4) screws along each side; and three (3) screws at the front, accessible behind the door.
- iii. Remove top panel.

Figure 12



- iv. Slide partially reflective glass up from within the stove to remove
 - v. Disconnect the two (2) yellow wire clips of the freed Cutout. The shorter wire connects to the front terminal of the Element (Figure 12). The longer wire runs through the stove and connects to Heater ON/OFF Switch.
 - vi. Discard old Cutout
 - vii. Feed longer yellow (or other color) wire through stove from replacement Cutout to the left terminal of the Heater ON/OFF Switch (middle of switch).
 - viii. Connect shorter yellow (or other color) wire from replacement Cutout to front terminal of Heater Element (Figure 12).
 - ix. If Heater Assembly is not to be replaced, attach Cutout to Heater Assembly using screw removed in step 5 and reassemble stove following steps 1 through 4 in reverse order.
6. Disconnect the seven (7) wire clips from the Heater Assembly, noting their original locations.
 7. With the Heater Assembly and Bottom Pan free from the chassis of the stove, remove the four (4) Philips screws

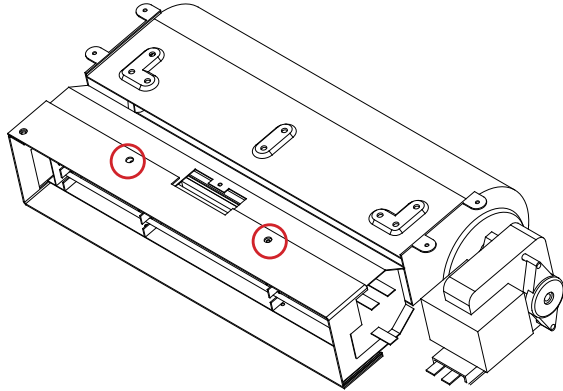
Figure 13



that hold the Heater Assembly in place from the bottom surface of the pan (Figure 13).

- Remove the two (2) black metal stand off brackets from the Heater Assembly by removing the two (2) Phillips screws that hold each bracket in place.
- Remove the black metal baffle that surrounds the Heater Assembly's Element by removing the four (4) Phillips

Figure 14



Screws to remove (4)

screws that hold it in place. There are two (2) screws on the top and bottom (Figure 14).

- Attach the metal baffle and stand off brackets onto the replacement Heater Assembly.
- Reattach the Bottom Pan to the Heater Assembly using the screws from step 7.
- Attach the seven (7) wire clips removed in step 6 using Figure 12 as a reference if needed.
- Reattach Cutout to Heater Assembly using small Phillips screw removed in step 5.
- Reassemble the stove following steps 1 through 4 in reverse order.

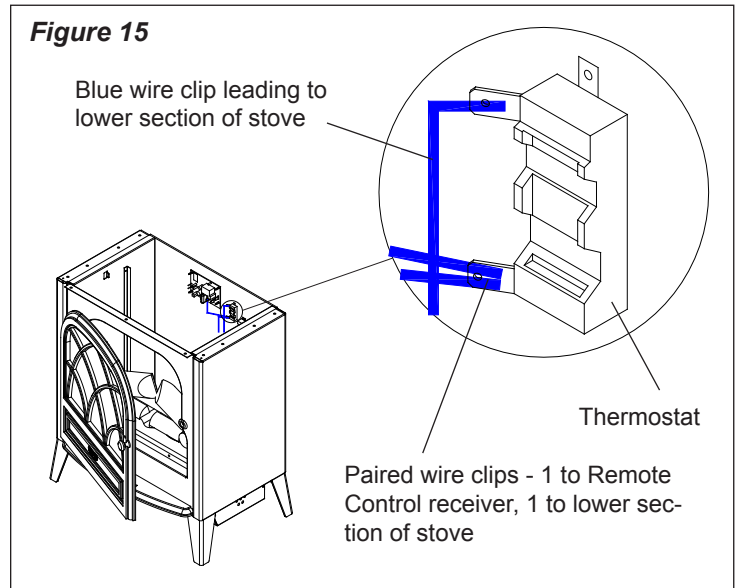
Thermostat Replacement

If the stove was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

- Open stove door.
- Remove the 11 Phillips screws that attach the top panel to the stove as shown in Figure 4 (page 6). There are: four (4) screws along each side; and three (3) screws at the front, accessible behind the door.
- Remove top panel.
- Slide partially reflective glass up from within the stove to remove.
- Pull off the Thermostat knob from the rear of the stove.
- Remove the two (2) silver Phillips screws that attach the

Figure 15



Thermostat to the back panel (Figure 15).

- Remove the three (3) wire clips that attach to the Thermostat, noting their original positions.
- Orient replacement Thermostat and connect the wire clips that were removed in step 7 (refer to Figure 15).
- Attach Thermostat to inside surface of rear panel using two (2) silver screws removed in step 6.
- Follow steps 1 through 5 in reverse order to reassemble stove.

Power Cord Replacement

If the stove was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

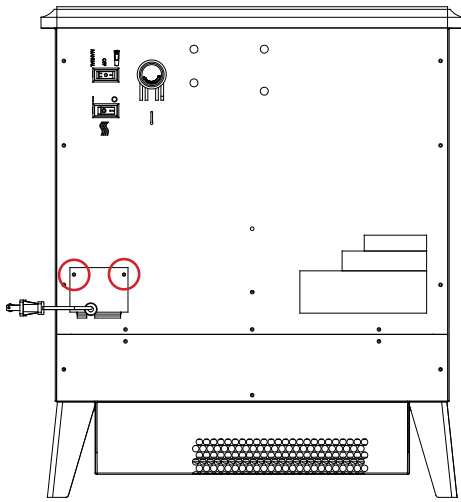
Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

Replacement Procedure:

- Open stove door.
- Remove the 11 Phillips screws that attach the top panel to the stove as shown in Figure 4 (page 6). There are: four (4) screws along each side; and three (3) screws at the front, accessible behind the door.
- Remove top panel.
- Slide partially reflective glass up from within the stove to remove.
- On the back panel of the stove, remove the two (2) Phillips screws that hold the Power Cord Access Panel in place (Figure 16, page 11).
- Pull the Access Panel off of the Power Cord (Figure 17).
- Cut any zip ties that may hold the Power Cord in place within the stove and trace the power cord wires to where they connect.

The ribbed edge of the power cord connects to the far

Figure 16



Screws to remove (2)

Figure 17

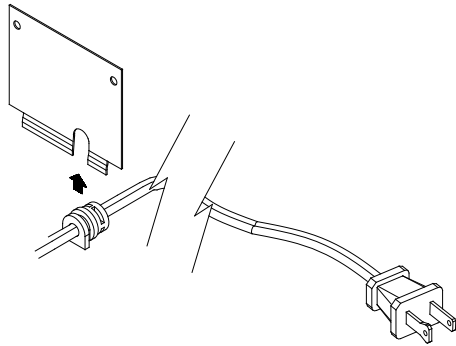
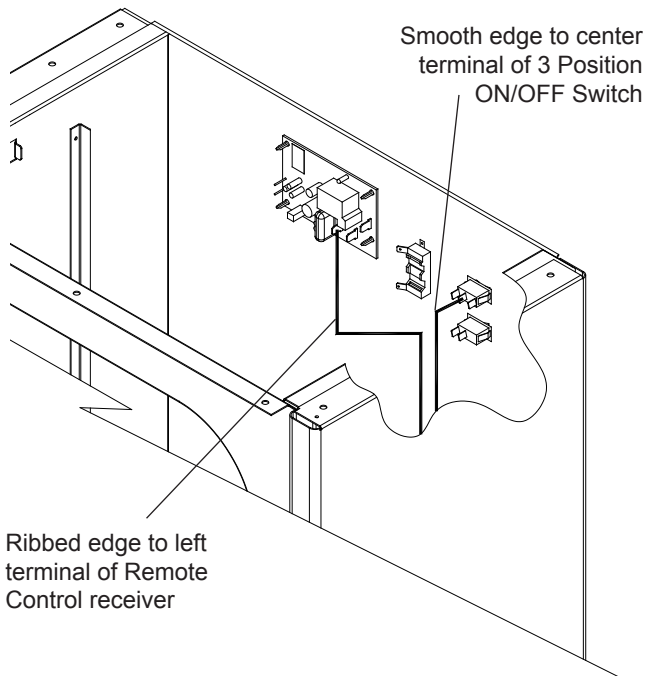


Figure 18



Smooth edge to center terminal of 3 Position ON/OFF Switch

Ribbed edge to left terminal of Remote Control receiver

left terminal of the Remote Control Receiver, the smooth edged cord connects to the center terminal of the 3 Position Switch (Figure 18).

8. Disconnect both wire clips described above and pull old Power Cord through stove and out back of stove.
9. Feed replacement Power Cord through access at back of stove and connect wire clips to both Remote Control Receiver and 3 Position Switch as shown in Figure 18.
10. Attach Access Panel to back of stove using screws removed in step 5.
11. Follow steps 1 through 4 in reverse order to reassemble stove.

Troubleshooting Guide

PROBLEM	CAUSE	SOLUTION
General		
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. Initialize Remote Control and Remote Control Receiver
	Radio frequency disturbance from outside sources.	Replace Remote Control and Remote Control Receiver, where necessary. Initialize Remote Control and 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.
Appearance		
Fireplace 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 On/Off or 3-Position Switch	Replace On/Off or 3-Position Switch (Depending on the model)
	Defective Remote Control Receiver	Replace Remote Control Receiver. Initialize with Remote Control
Fireplace does not turn on using the Remote Control	Improper operation	Refer to Operation Section
	Remote Control not initialized to fireplace	Initialize the Remote Control
	Remote Control not working.	Install new battery into the Remote Control. Reinitialize remote where necessary Replace Remote Control or Remote Control Receiver, where necessary. Initialize Remote Control and Receiver.
Flame Frozen	Loose wiring	Check wiring connections
	Defective Flicker motor	Replace Flicker motor
Flame not bright or flame not visible	Burnt out light bulbs	Replace light bulbs
	Loose wiring	Check wiring connections
	Defective light harness	Replace light harness
Log set dim, not glowing	Burnt light bulbs	Replace light bulbs
Flame Shudder	Defective Flicker motor	Replace Flicker motor
Light leaking around the log set	Log set not positioned properly	Check log set for proper fit

PROBLEM	CAUSE	SOLUTION
Heater		
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
Heater is not turning on, but flame effect is still functioning	Improper operation	Refer to Operation Section
	Loose wiring	Trace wiring in unit
	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
	Loose wiring	Trace wiring in unit
	Defective Heater On/Off Switch	Replace Heater On/Off Switch
	Defective Thermostat	Replace Thermostat
	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.
Noise		
Excessive noise with the heater on	Dirty blower 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	Flicker 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 Flicker motor	Replace Flicker motor

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