

# SERVICE MANUAL

## Model: SF-OD43, SF-OD55

- Instructions -

### 1. Introduction

**NOTICE! DO NOT discard any hardware while servicing.** Some hardware must be reused.

This manual will assist a qualified service technician in the replacement of parts. Contact your dealer to arrange a service call by a qualified service technician.

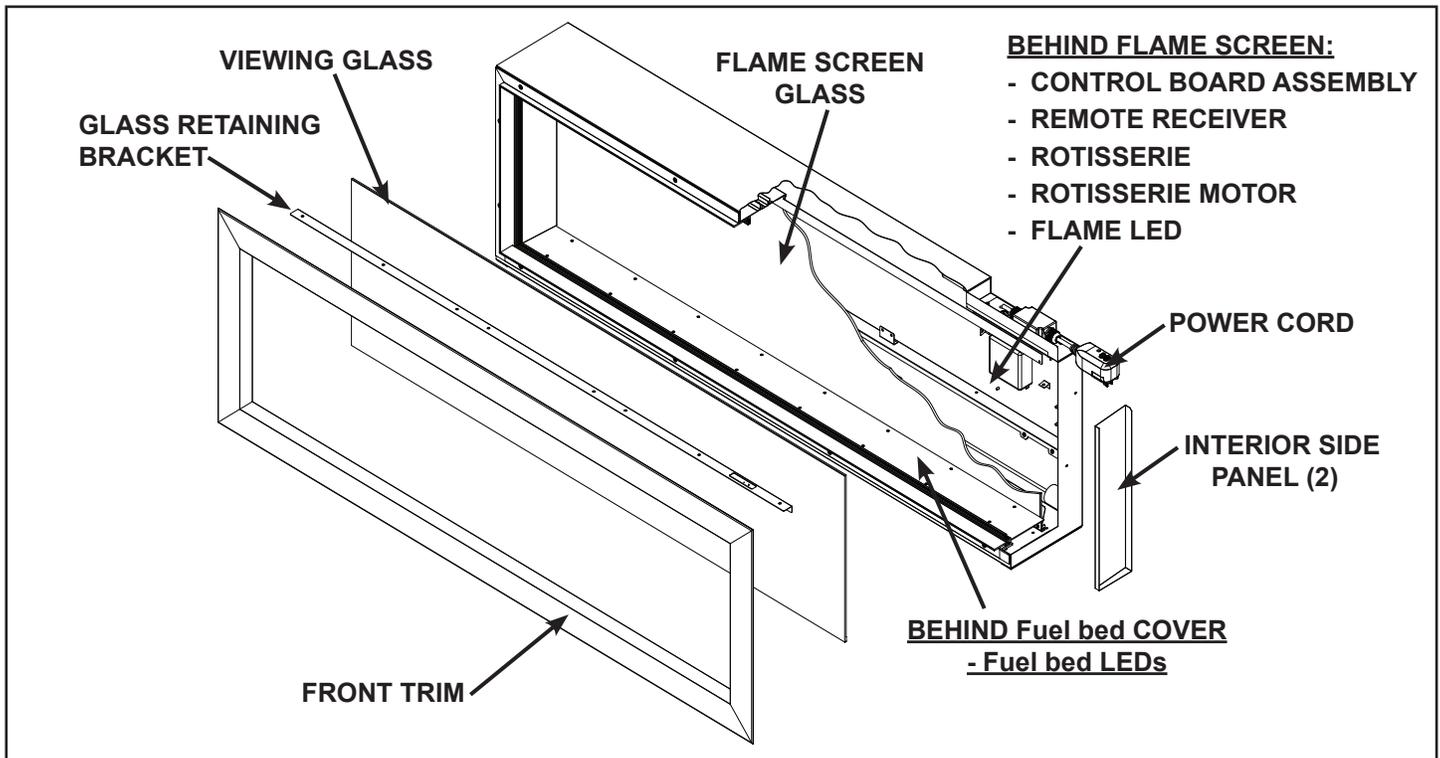
Replacement parts include:
GLASS
MEDIA
SPOTLIGHT LED
LED BOARDS (FUEL BED AND FLAME)
RECEIVER BOARD
FLAME SCREEN
ROTISSERIE
ROTISSERIE MOTOR
CONTROL BOARD
POWER SUPPLY
POWER CORD
INTERIOR SIDE PANEL

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**NOTICE! DO NOT discard any hardware while servicing.** Some hardware must be reused.

### 2. Replacement Part - Appliance Diagram



### 3. Replacement Instructions



**WARNING:** If the information in these instructions is not followed exactly it may result in personal injury and/or property damage.

**CAUTION!** Risk of Cuts, Abrasions or Flying Debris. Wear protective gloves and safety glasses during installation and service. Sheet metal edges are sharp.

#### Tools and Supplies Needed

Before beginning the installation be sure that the following tools and building supplies are available.

Gloves

Safety glasses

#2 Phillips screwdriver

Needle-nose pliers

3/32 slotted head screwdriver/or equivalent



**WARNING! Risk of Shock!**  
Always disconnect power before disassembly or servicing.

#### 3.1 Front Trim Removal / Replacement:

##### Removal

1. Remove Phillips screws from the inside top of the front. See Figure 1.
2. Pull friction fit front away from appliance.

##### Replacement

3. Push new front into place and secure with screws.

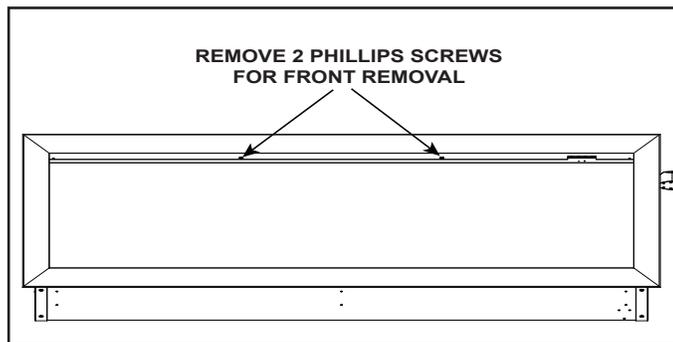


Figure 1 Front Removal

**CAUTION!** Two adults are recommended for the removal or installation of glass front. Use caution when handling glass. Failure to do so could result in personal injury or property damage.

#### 3.2 Glass Removal / Replacement

##### Removal

1. Complete Front trim **removal** steps from 3.1.
2. Remove Phillips screws from glass retaining bracket, by the top of glass. Be careful that glass does not tip out from the top. See Figure 2.
3. Remove glass by tipping it out from the top and removing it from the glass channel. Use the small suction cup included with the appliance to gently pull glass forward. Do not rely on the suction cup to lift the glass.
4. Lift glass out of glass channel.

##### Replacement

5. Place new glass into lower channel and tip the top of glass in place.
6. Install glass retainer with screws.
7. Install front.

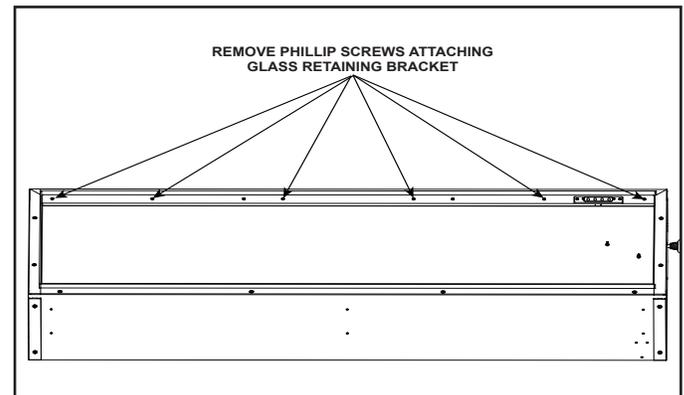


Figure 2 Glass Removal

### 3.3 Stone, Media, Log Installation

1. Complete front trim and glass **removal** steps through 3.2.
2. Arrange the stone/media/log along the inset window ledge at the front of the appliance, making sure not to get media into the glass channel. See Figure 3.



Figure 3 Media Placement



Figure 4 Log Placement Example

**Note:** Extra media is provided and may be distributed based on consumer preference. Not all media needs to be used.

3. Replace glass and front.

### 3.4 Spotlight Accent LED Replacement

1. Complete the **removal** steps through 3.2.
2. On the inside top of the appliance, remove the phillips screws securing the Spotlight bar to the appliance. See Figure 5.
3. Unplug spotlight bar, and discard.
4. Plug in new Spotlight bar and secure with phillips screws.
5. Replace Glass.
6. Replace Front Trim.



Figure 5 Spotlight Accent LED Removal

### 3.5 Interior Side Panel Removal / Replacement

#### Removal

1. Complete front trim and glass **removal** steps through 3.2.
2. Remove the left and right interior side panels by removing the two (2) screws attaching them to the appliance ceiling. Use the small tab located on the top of each panel to pull the top downward and away from the appliance sidewall. The panel's bottom tab will lift out of the appliance. Repeat for both sides. See Figure 6.

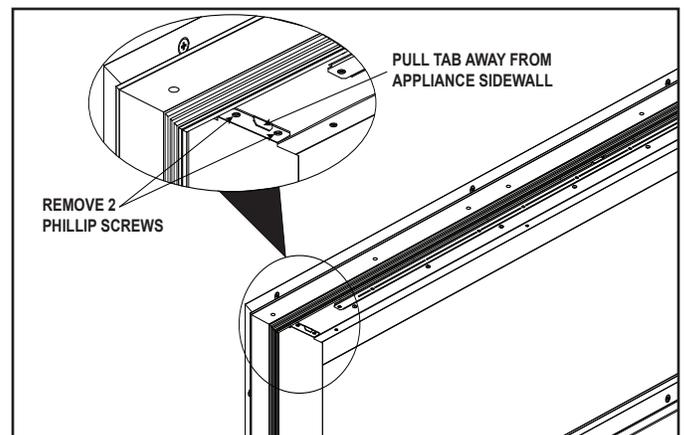


Figure 6 Side Panel Removal

#### Replacement

3. Replace side panels by reversing the removal process.
4. Re-install glass and front trim.

### 3.6 Fuel Bed LED Light Replacement

1. Complete the **removal** steps through 3.5.
2. Remove the media from the fuel bed.
3. Remove screw attaching fuel bed plastic cover to appliance. See Figure 7.
4. Note position of LED strips before removing.
5. Unplug LED's and remove screw from the LED retaining brackets. Remove brackets and retain for later. Remove and dispose LED's. See Figures 8 & 9.
6. Replace LED's into fuel bed compartment, making sure the plug ends are on the right side. Plug in.
7. Secure LED's into place with retaining brackets and screws.
8. Replace fuel bed plastic and attach with screws.
9. Install the right and left side panels.
10. Replace media onto fuel bed, making sure to keep media clear of the glass channel.
11. Replace glass and front.



Figure 7 Fuel Bed cover Removal



Figure 8 LED Plugs



Figure 9 LED Retainer Bracket Removal

### 3.7 Flame Glass Removal / Replacement

#### Removal

1. Complete all **removal** steps through 3.5.
2. Remove inner glass by removing the L bracket attached by screws holding the top side of the glass. Pull top of glass forward. Lift glass up and out of the glass channel. See Figure 10.

#### Replacement

3. Re-install or replace the flame glass by reversing the removal process.

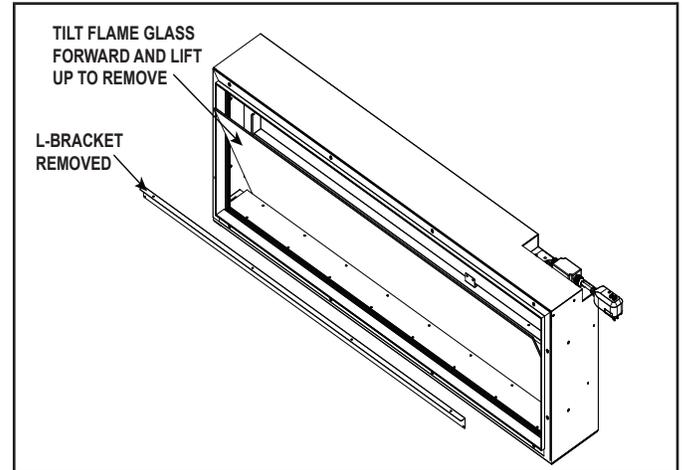


Figure 10 Glass Removal

### 3.8 Receiver Board Replacement

1. Complete all removal steps through 3.7.
2. Unplug the cable, remove the Receiver Board. Install replacement board by pushing it onto the barbed pins and re-connecting the cable.
3. Reverse the removal steps to re-assemble the appliance.



Figure 11 Receiver Board Removal

### 3.9 Control Board Replacement

1. Complete all **removal** steps through 3.7.
2. Remove Phillips screws securing the control board enclosure to appliance. See Figure 12.
3. Tag and label the wire harnesses to ensure that wires will be reconnected correctly. Unplug wires and remove control board.
4. Install new control board enclosure and re-connect the wire connectors then reverse the removal steps to re-assemble the appliance.



Figure 12 Control Board Removal

### 3.10 Power Supply Replacement

1. Complete all **removal** steps through 3.7.
2. Remove Phillips screws securing the power supply to appliance. See Figure 13.
3. Tag and label the wire harnesses to ensure that wires will be reconnected correctly. Unplug wires and remove power supply.
4. Install new power supply and reverse the removal steps to re-assemble the appliance

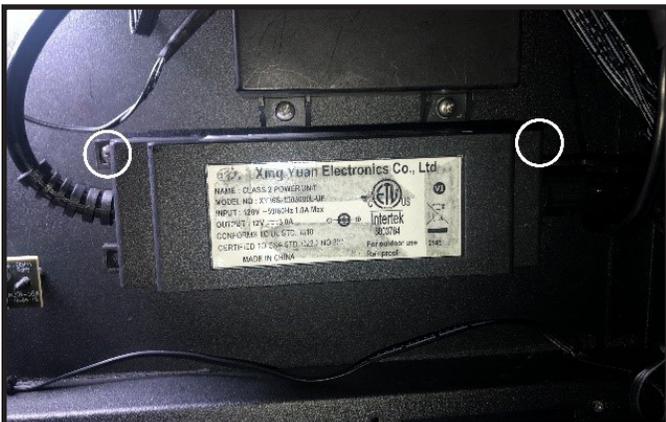


Figure 13 Power Supply Removal

### 3.11 Flame Screen Removal / Replacement

#### Removal

1. Complete the **removal** steps through 3.7.
2. Remove Phillips screws from right and left flame screen side panels. See Figure 14.
3. Remove Phillips screws from metal flame screen and remove from the appliance. See Figure 15.

#### Replacement

4. Install new metal flame screen.
5. Install metal flame screen side panels.
6. Reverse the removal steps to re-assemble the appliance.

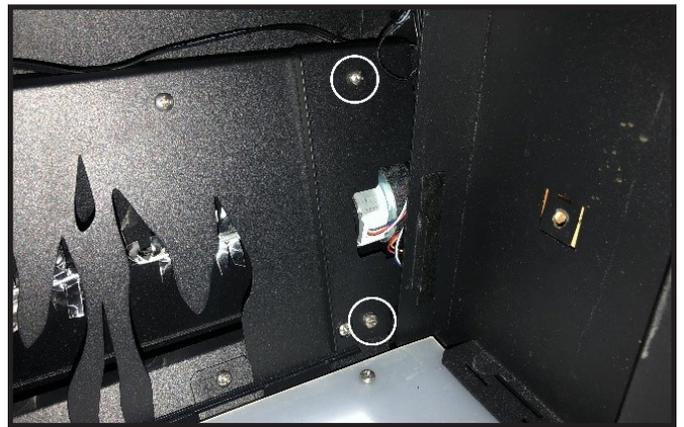


Figure 14 Side Panel Removal



Figure 15 Flame Screen Removal

### 3.12 Rotisserie Removal / Replacement

#### Removal

1. Complete the **removal** steps through 3.9.
2. Remove Phillips screws from rotisserie bushings that attach to rotisserie bracket. See Figure 16.
3. Pull the Rotisserie to the left to disengage it from the rubber shaft on the motor, then remove the Rotisserie assembly.

#### Replacement

4. Install replacement part by reversing the removal process.
5. Reverse the removal steps to re-assemble the appliance.



Figure 16 Rotisserie Removal

### 3.13 Rotisserie Motor Installation

1. Complete the **removal** steps through 3.10.
2. Remove rubber coupling from rotisserie motor and remove Phillips screws securing the rotisserie motor to the bracket. See Figure 17.
3. Unplug motor and remove.
4. To Install replacement motor, reverse the removal process .
5. Reverse the removal steps to re-assemble the appliance.

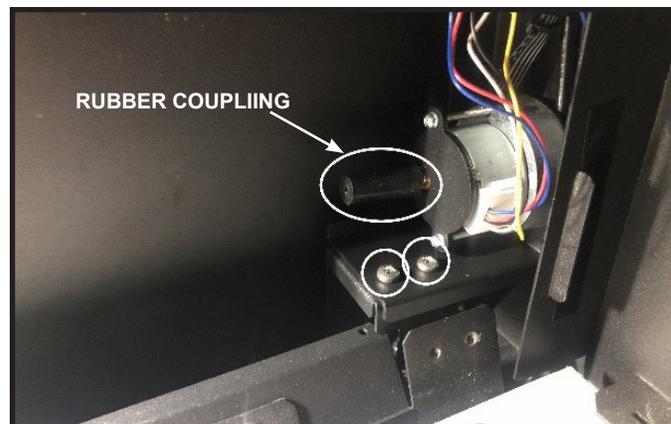


Figure 17 Rubber Coupling and Motor Removal

### 3.14 Flame LED Light Board Installation

1. Complete the **removal** steps through 3.10.
2. Remove the Phillips screws that attach the light shield and remove. See Figure 18.
3. Put pressure on the rear of the white LED clip to release the LED and remove. Repeat on all strips. See Figure 198.
4. Unplug LED lights on right side and discard.
5. Plug in new LED light boards. Place LED boards into the front of the LED clips and snap into place.
6. Reverse removal steps to re-assemble the appliance.



Figure 18 Light Shield Removal



Figure 19 LED Board Removal

### 3.15 Power Cord Installation

The appliance power cord has a three pin NEMA-5-15P plug. The power cord should not be used unless a grounded receptacle is available.

1. Remove the terminal block housing on the right top end of the appliance, by removing two phillips screws. On the underside of the terminal block housing remove the two remaining phillips screws attaching the cover plate to the housing. See Figure 20.
2. Loosen the cord grip on the power cord side of the housing.
3. Use a 3/32 slotted screwdriver or equivalent or depress the spring loaded terminals to remove the power cord.
4. Remove cord and Discard.
5. Reverse process to install new cord.
6. Replace plate onto to housing block.
7. Secure housing block to appliance.
8. Tighten cord grip on housing block.

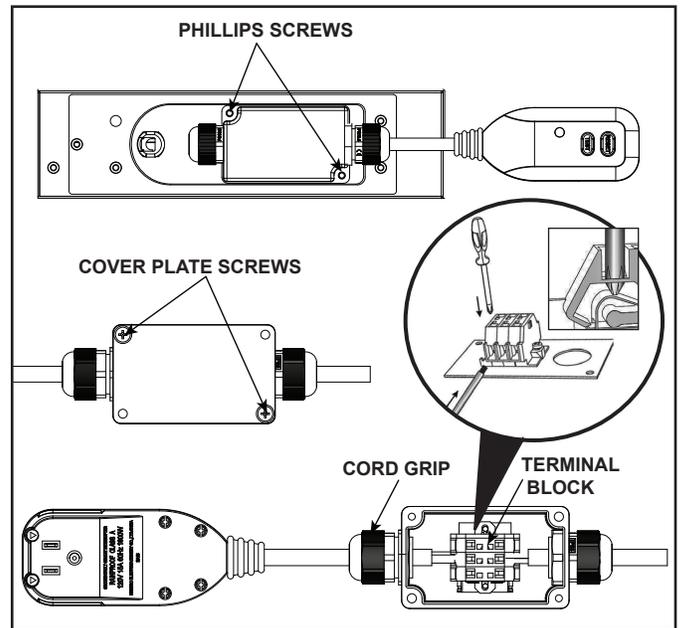


Figure 20 Power Cord

## 4. Troubleshooting Guide

Symptom	Possible Cause	Corrective Action
Circuit breaker trips or fuse blows when appliance is turned on	Exceeding current rating of the circuit breaker or fuse, perhaps from operating other appliances on the same circuit as the appliance	Install appliance onto a dedicated 15 amp circuit.
Lights in room dim while the appliance is on	Appliance is drawing close to circuit current rating	Install appliance onto a dedicated 15 amp circuit.
Appliance will not come on when using the manual controls on the appliance	Appliance is not plugged into an electrical outlet	Ensure plug is connected to a working outlet.
	Hard-wire connections not correct (if applicable)	Review wiring instructions to ensure correct connection.
	No incoming power from the electrical outlet or electrical box	Check fuse/breaker panel.
	Defect in control board (PCB)	Replace the control board (PCB).
Remote control does not work	Low/dead batteries	Replace batteries in the remote.
	Remote receiver is blocked, or remote is not pointed directly at the receiver.	Ensure receiver is not blocked. Move closer to the appliance.
	Appliance power switch is in the off "O" position (if equipped)	Turn the power switch on, to the "I" position (if equipped).
	Remote control malfunction	Replace remote control
	Control board (PCB) malfunction	Replace control board (PCB).
Flame does not move at all	Flame rotisserie motor is stalled or malfunctioning	Cycle appliance on or off. If problem persists inspect rotisserie and motor for blockage or interference. If no interference, replace the control board (PCB).
Flame shudder	Flame rotisserie contacting other internal components when spinning	Ensure rod is straight and mounted properly and is spinning freely without spindles hitting other components.
	Defective flame rotisserie motor	Replace flame rotisserie motor.
Fuel bed does not light up	Fuel bed is turned off	Refer to operation section of the user manual.
	Loose wiring	Check wiring to fuel bed LEDs.
	Defective control board (PCB)	Replace control board (PCB).
	Defective LED lights	Replace fuel bed LED lights.
Appliance turns on by itself	Defective control board (PCB)	Replace control board (PCB).
	Similar infrared signal from another remote causing appliance to turn on (pre-2019 manufactured appliances only)	Some TV remotes may cause the appliance to turn on for appliances manufactured before 2019. Replace control board (PCB).
Grinding or rubbing noise	Rotisserie hitting or rubbing against internal components	Replace rotisserie.