



Service Manual

IGNITE XL BOLD

Models

- BXLF1200-AU
- BXLF1800-AU
- BXLF2500-AU

IMPORTANT SAFETY INFORMATION:

Always comply with the warnings and safety instructions contained in this manual to prevent personal injury or property damage.

VERSION 1

7401210100R00

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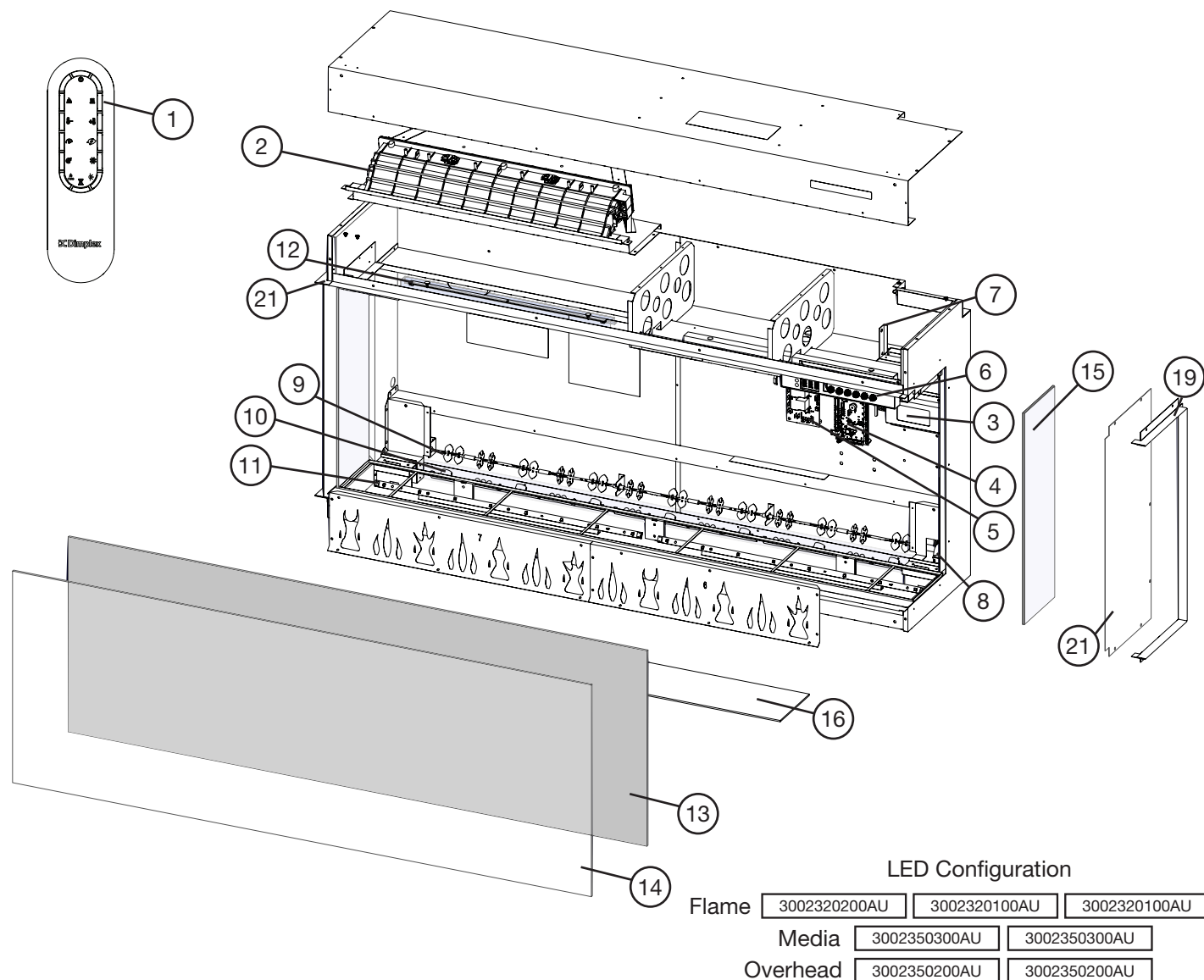
Conventions used in this manual:

! **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.

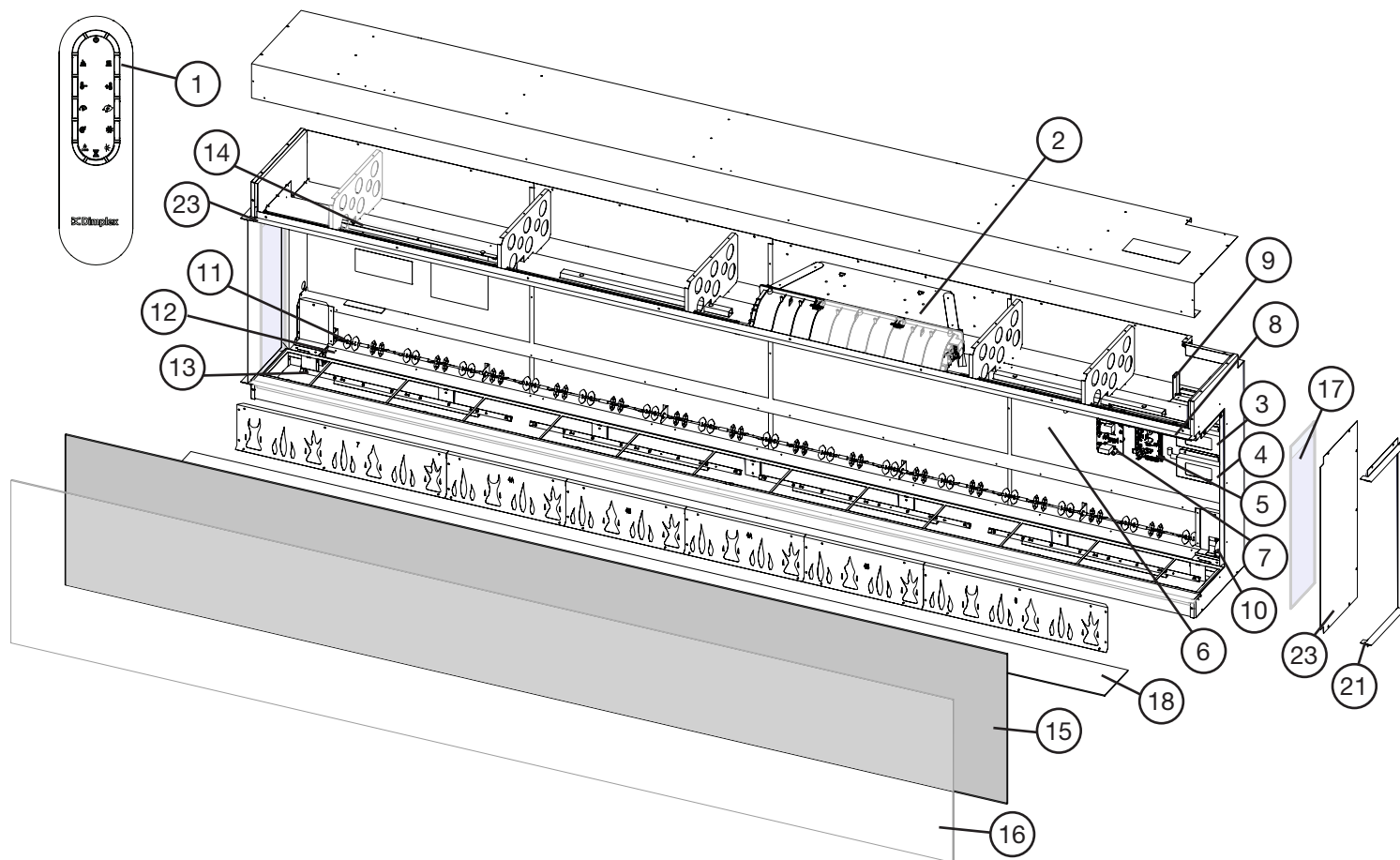
⚠ **WARNING:** Procedures and techniques which, if not carefully followed, will expose the user to the risk of fire, serious injury, or death.

Exploded Parts Diagrams



BXLF1200-AU Replacement Parts

1. Remote Control.....3002310200AU	12. Overhead LED Strip (2).....3002350200AU
2. Heater Assembly.....2203860200AU	13. Mirrored Glass5903780100AU
3. Power Supply2100250500AU	14. Front Glass5903760600AU
4. Main Control Board.....500002258AU	15. Side glass (includes 1)5903770100AU
5. Relay Board500002277AU	16. Media Tray5903790100AU
6. Hidden Touch Controls.....3002540600AU	17. River Rocks (2)1400080400AU
7. Temperature Sensor (NTC).....500002877AU	18. Driftwood0478800100AU
8. Flicker Motor.....2000550100AU	19. Trim Assembly.....1037390100AU
9. Flicker Rod5903960100AU	20. Hardware Kit.....9602620400AU
10. Flame LED Strip (2).....3002320100AU	21. Side Panel (includes 1)1033820100AU
(1)3002320200AU	
11. Media LED Strip (2).....3002350300AU	



LED Configuration

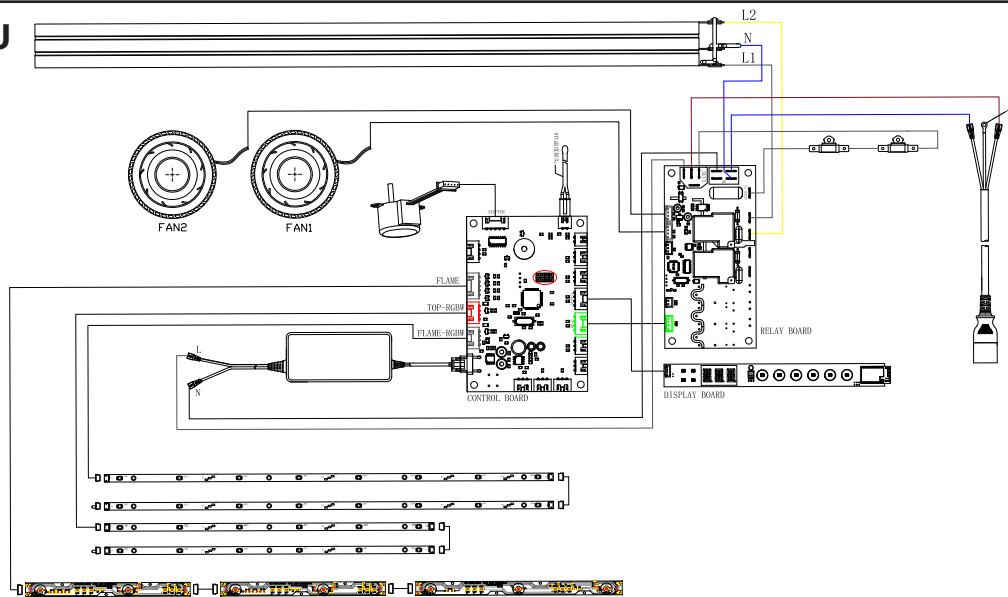
Flame	3002320300AU	3002320300AU	3002320300AU	3002320300AU	3002320200AU
Media	3002350300AU	3002350300AU	3002350300AU	3002350300AU	
Overhead	3002350200AU	3002350200AU	3002350200AU	3002350200AU	

BXLF2500-AU Replacement Parts

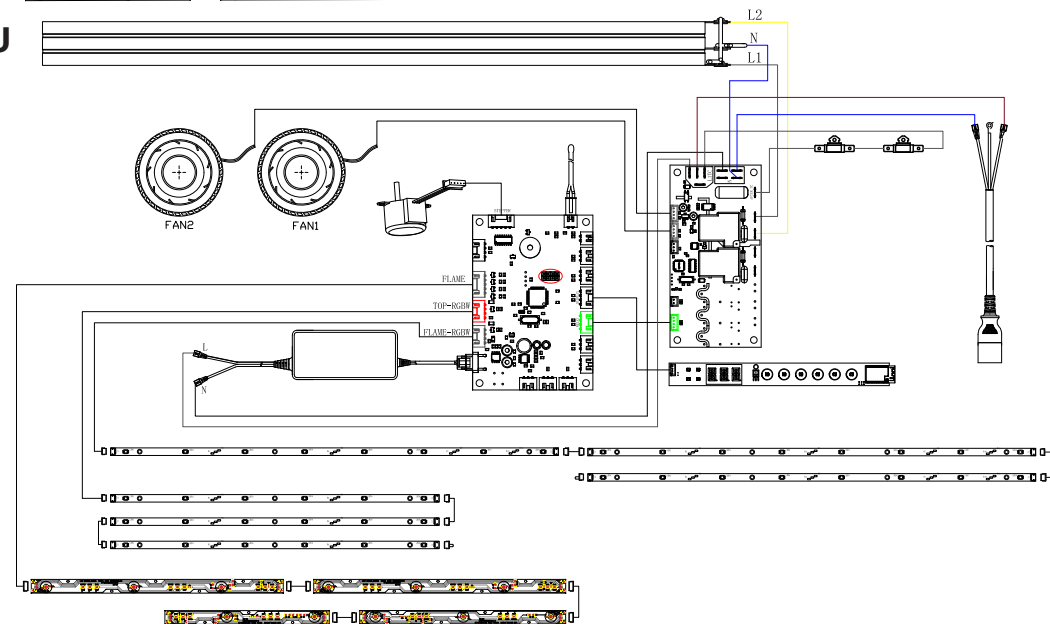
1. Remote Control	3002310200AU	13. Media LED Strip (4)	3002350300AU
2. Heater Assembly	2203860200AU	14. Overhead LED Strip (4)	3002350200AU
3. Power Supply (5 AMP)	2100250500AU	15. Mirrored Glass	5903780500AU
4. Power Supply (3 AMP)	2100250600AU	16. Front Glass	5903760800AU
5. Main Control Board	500002258AU	17. Side glass (includes 1)	5903770100AU
6. Adapter Board	3002400100AU	18. Media Tray	5903790500AU
7. Relay Board	500002277AU	19. River Rocks (4)	1400080400AU
8. Hidden Touch Controls	3002540800AU	20. Driftwood	0478800500AU
9. Temperature Sensor (NTC)	500002877AU	21. Trim Assembly	1037390500AU
10. Flicker Motor	2000550100AU	22. Hardware Kit	9602620400AU
11. Flicker Rod	5903960500AU	23. Side Panel (includes 1)	1033820100AU
12. Flame LED Strip (1)	3002320200AU		
(4)	3002320300AU		

Wiring Diagrams

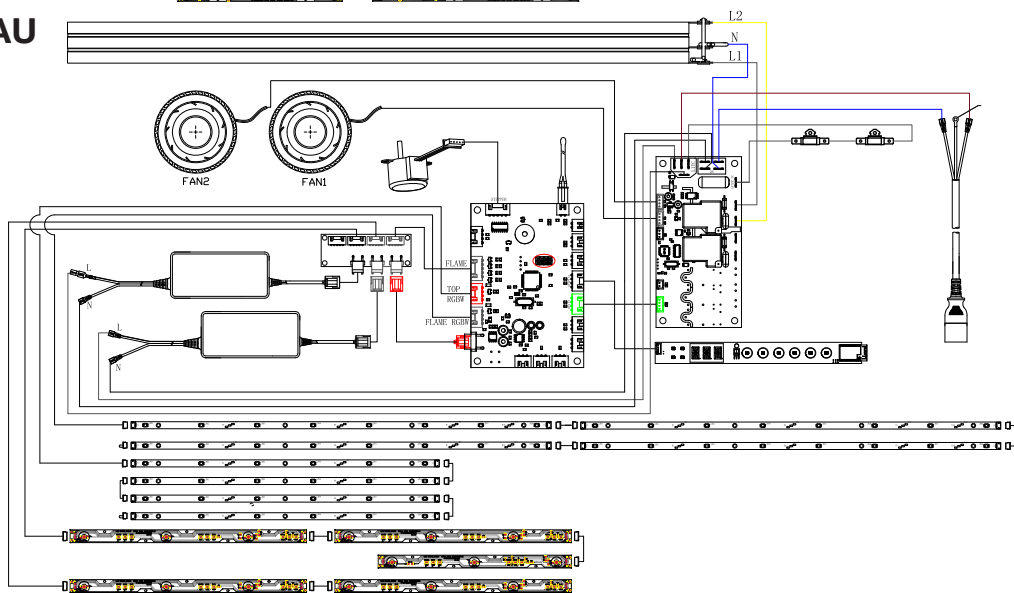
BXLF1200-AU



BXLF1800-AU



BXLF2500-AU



Replacement Part Procedures

Preparing the Firebox for Service

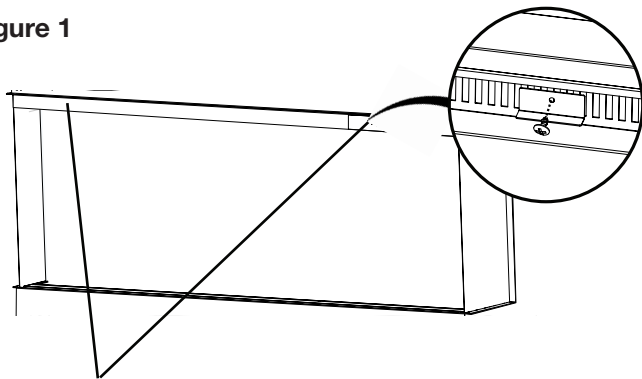
⚠ WARNING: If the firebox was operating prior to servicing, allow at least 10 minutes for the heating elements to cool off to avoid accidental burning of skin.

⚠ WARNING: Unplug the firebox before attempting any maintenance to reduce the risk of electric shock or injury to persons.

Tools Required: Phillips-Head Screwdriver
Suction Cup (to assist in lifting glass)

1. Remove front glass bracket(s) (Figure 1).
2. Tilt the front glass outward and lift to remove it (Figure 2). Set it in a safe place for the duration of the service.
3. For corner or bay installations, remove the slide glass by pushing it up and tilting it outward from the bottom.
4. Remove the media and put it aside for the duration of the service.
5. Remove the mirrored glass brackets (Figure 3).
6. Tilt the mirrored glass and lift to remove it (Figure 4).

Figure 1



Front Glass Bracket(s) -
Quantity varies by model

Figure 2

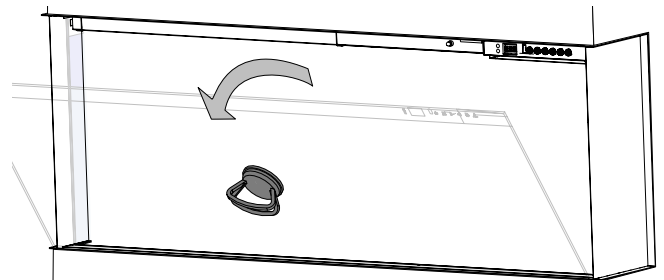
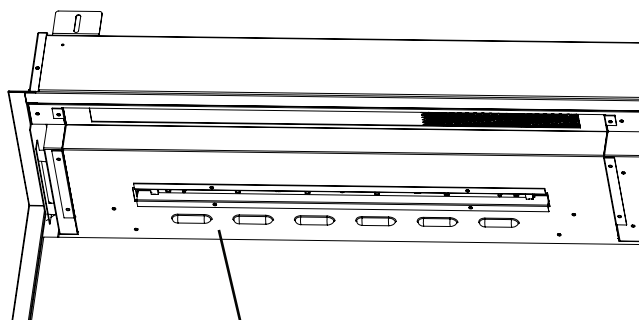
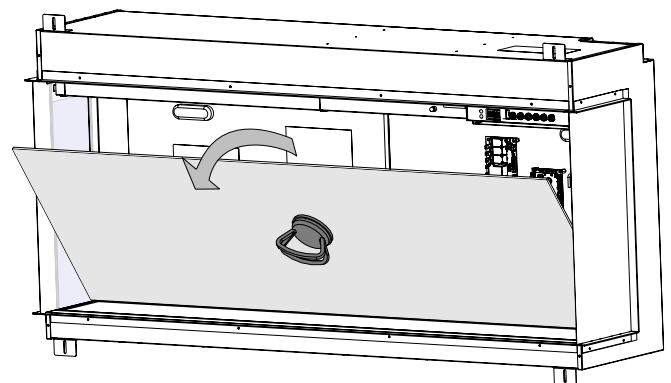


Figure 3



Mirrored Glass Bracket -
Quantity varies by model

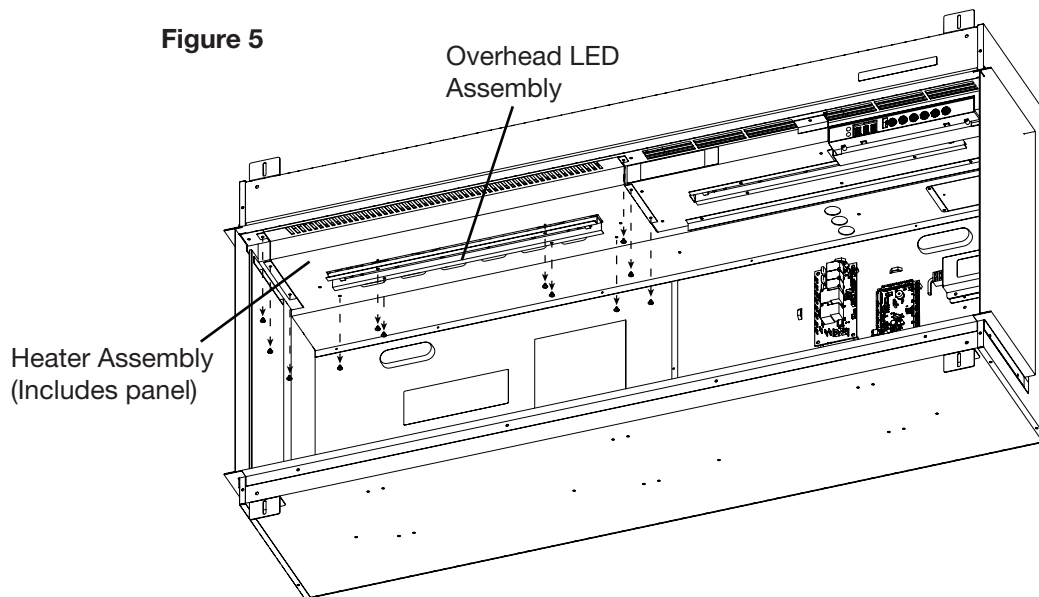
Figure 4



Heater Assembly Replacement

Tools Required: Phillips-Head Screwdriver
Pliers

1. Follow the instructions for *Preparing Firebox for Service* on page 7.
2. Remove the 4 screws that secure the overhead LED assembly. Unplug the LED connection, and set the assembly aside (**Figure 5**).
3. Remove the 8 screws around the perimeter of the heater assembly panel (**Figure 5**).
4. Push the heater assembly toward the back of the fireplace. It will move about 1/2 inch.
5. Hold the heater assembly front edge and lower the heater assembly.
6. Trace the connections from the heater assembly to the relay board. Carefully disconnect the connections, noting their original locations. Cut any restrictive wire ties.
7. Remove the defective heater assembly.
8. Feed the wires, one at a time, from the new heater assembly through the top portion of the housing to make the connections on the relay board.
9. Connect the wires from the heater assembly to the correct locations on the relay board.
10. Secure the wires using the provided wire ties and ensure they are pushed back as to not be too close to the back of the mirrored glass.
11. Position the new heater assembly by aligning the back of the bracket in the top housing and tilting it upward. Ensure the LED wire is fed through the slot for the LED assembly
12. Pull the heater assembly forward to align the screw holes. Secure using the previously removed screws.
13. Connect the LED wire, ensuring the IN marking on the board is oriented toward the right side. Secure the LED assembly.



Main Control Board Replacement

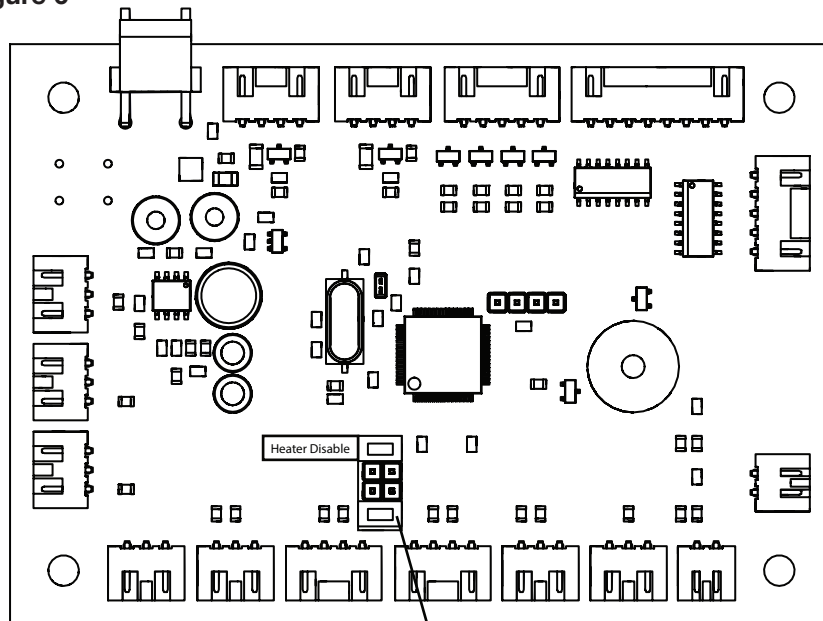
Tools Required: Phillips-Head Screwdriver

1. Locate the jumper terminal on the new main control board and remove the jumper shown. (Figure 6)

⚠ CAUTION: The Heat Disable jumper should only be removed if a permanently heat-disabled installation is required. See owner's manual for more information.

2. Follow the instructions for *Preparing Firebox for Service* on page 7.
3. Remove the screw on each corner of the main control board (4 total) (Figure 7 / Figure 8).
4. Disconnect the wires from the main control board, noting their original locations.
5. Secure the new main control board using the previously removed screws.
6. Connect the wires on the new main control board in the correct locations.
7. Ensure wires are not too close to the mirrored glass.
8. Reassemble the firebox.

Figure 6



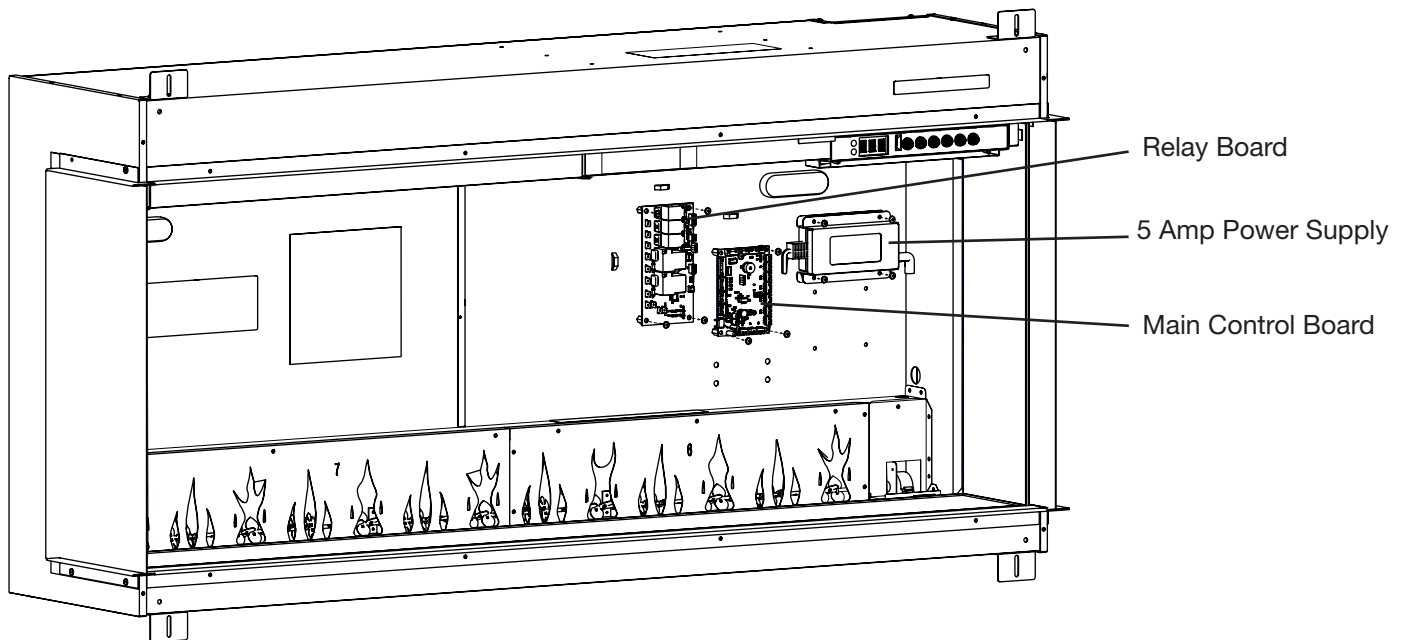
Remove this jumper

Power Supply Replacement

Tools Required: Phillips-Head Screwdriver

1. Follow the instructions for *Preparing Firebox for Service* on page 7.
2. Remove the 4 screws that secure the power supply bracket (**Figure 7 / Figure 8**).
3. Trace the wires from the defective power supply and disconnect the power supply connections from the main control board and relay board (and adaptor board, for BXLF2500-AU model), noting their original locations. Cut restrictive wire ties.
4. Position the new power supply and secure it using the power supply bracket.
5. Connect the new supply in the correct locations on the main control board and relay board.
6. Replace any wire ties that have been cut. Ensure wires are not too close to the mirrored glass.
7. Reassemble the firebox.

Figure 7 Models BXLF1200-AU, and BXLF1800-AU Electronics



Relay Board Replacement

Tools Required: Phillips-Head Screwdriver
Pliers

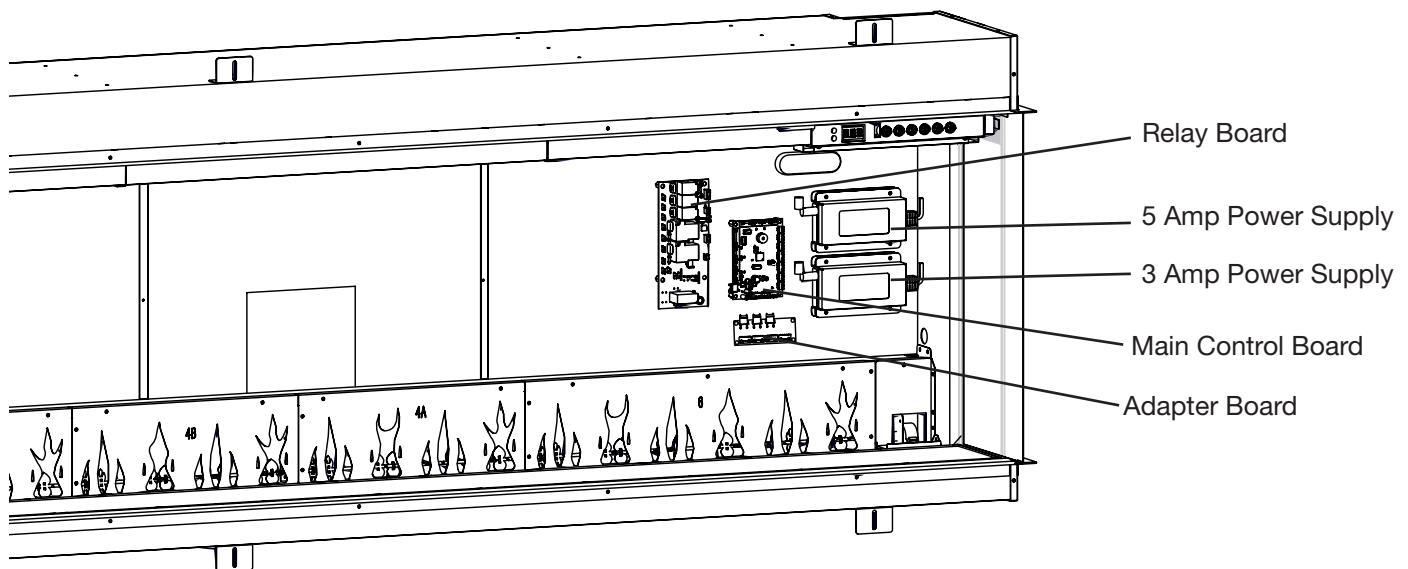
1. Follow the instructions for *Preparing Firebox for Service* on page 7.
2. Remove the screw on each corner of the relay board (4 total) (**Figure 7 / Figure 8**).
3. Disconnect the wires from the relay board, noting their original locations.
4. Secure the new relay board using the previously removed screws.
5. Connect the wires on the new relay board in the correct locations.
6. Ensure wires are not too close to the mirrored glass.
7. Reassemble the firebox.

Adapter Board Replacement (BXLF2500-AU)

Tools Required: Phillips-Head Screwdriver

1. Follow the instructions for *Preparing Firebox for Service* on page 7.
2. Remove the screw on each corner of the adapter board (4 total) (**Figure 8**).
3. Disconnect the wires from the adapter board, noting their original locations.
4. Secure the new adapter board using the previously removed screws.
5. Connect the wires on the new adapter board in the correct locations.
6. Ensure wires are not too close to the mirrored glass.
7. Reassemble the firebox.

Figure 8 Model BXLF2500-AU Electronics



Hidden Touch Controls Replacement

Tools Required: Phillips-Head Screwdriver

1. Follow the instructions for *Preparing Firebox for Service* on page 7.
2. Remove the screws on either side of the hidden touch controls bracket (**Figure 9**).
3. Remove the 4 screws that secure the board to the bracket (**Figure 10**).
4. Properly orient the new board on the bracket (the connector pins should align with the cutout).
5. Secure the board using the 4 screws previously removed. Do not overtighten.
6. Connect the connector to the board.
7. Secure the bracket on the upper housing.
8. Replace the QR Code labels provided over the existing QR label on the fireplace and the owner's manual (**Figure 11**)
If using the Flame Connect app, you will need to reconnect your fireplace to the app following replacement of the hidden touch controls..
9. Reassemble the firebox.

Figure 9

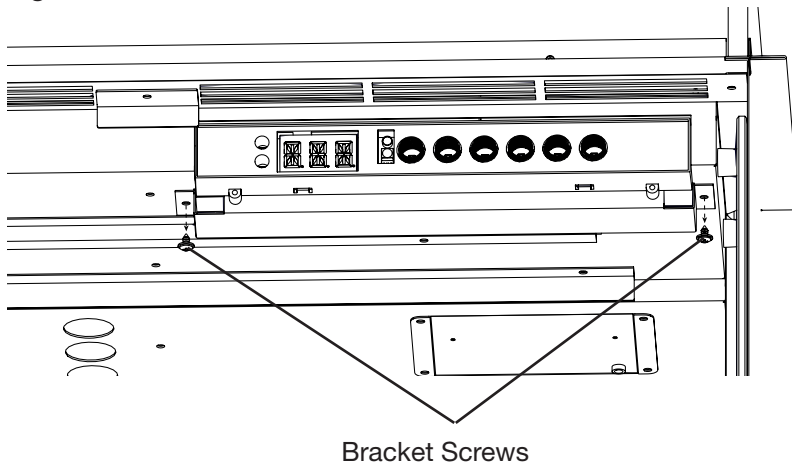


Figure 10

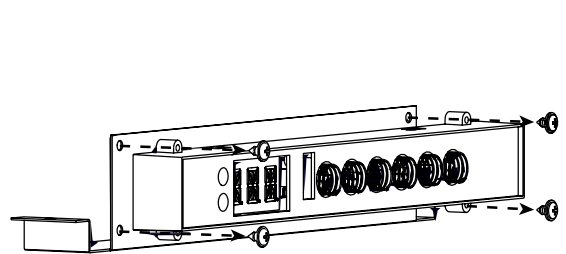
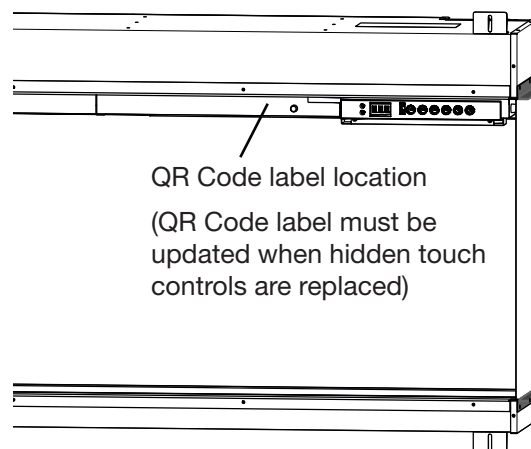


Figure 11

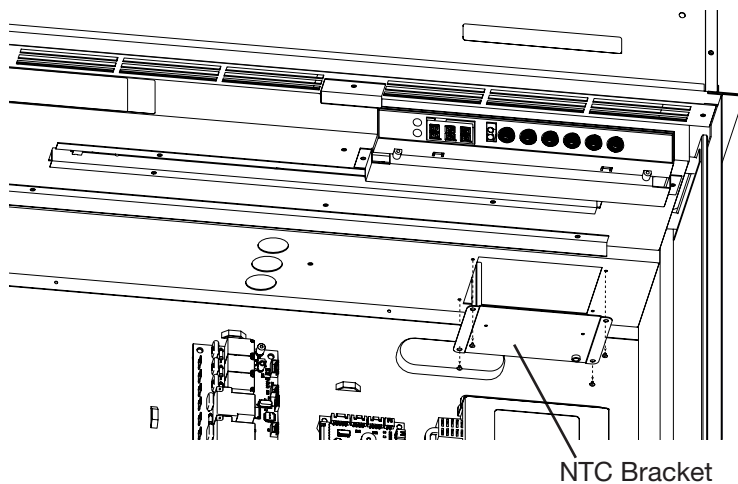


Temperature Sensor (NTC) Replacement

Tools Required: Phillips-Head Screwdriver
Side Cutters

1. Follow the instructions for *Preparing Firebox for Service* on page 7.
2. Remove the 4 screws on the NTC bracket (**Figure 12**).
3. Trace the NTC wire to the mainboard.
4. Disconnect the NTC and remove it, cutting any restrictive wire ties. Make note of the location of the NTC connector.
5. Feed the connector from the new NTC toward the main control board, and connect it into the correct location.
6. Secure the new NTC on the NTC bracket using the provided wire tie.
7. Secure the bracket using the 4 screws previously removed.
8. Reassemble the firebox.

Figure 12



Flicker Motor Replacement

Tools Required: Phillips-Head Screwdriver

1. Follow the instructions for *Preparing Firebox for Service* on page 7.
2. Remove the 10 screws that secure the flame panel furthest to the right (**Figure 13**).
3. Remove the 9 screws that secure the flicker motor housing (**Figure 14**).
4. Remove the 2 screws that secure the flicker motor bracket to the back panel (**Figure 15**).
5. Detach the flicker rod from the flicker motor by carefully flexing it and pulling out the rubber sleeve (**Figure 15**).
6. Remove the 2 screws that secure the flicker motor to the flicker motor bracket (**Figure 16**).
7. Trace the wires from the defective flicker motor to the main control board.
8. Disconnect the flicker motor from the main control board and remove it, cutting any restrictive wire ties.
9. Connect the new flicker motor in the correct location on the main control board.
10. Secure the flicker motor to the flicker motor bracket using the 2 screws previously removed.
11. Secure the flicker motor bracket to the back of the firebox, using the 2 screws previously removed.
12. Re-bundle the wires using the provided wire tie.
13. Attach the flicker rod to the flicker motor.
14. Secure the flicker motor housing, using the 9 screws previously removed.
15. Reassemble the firebox.

Figure 13

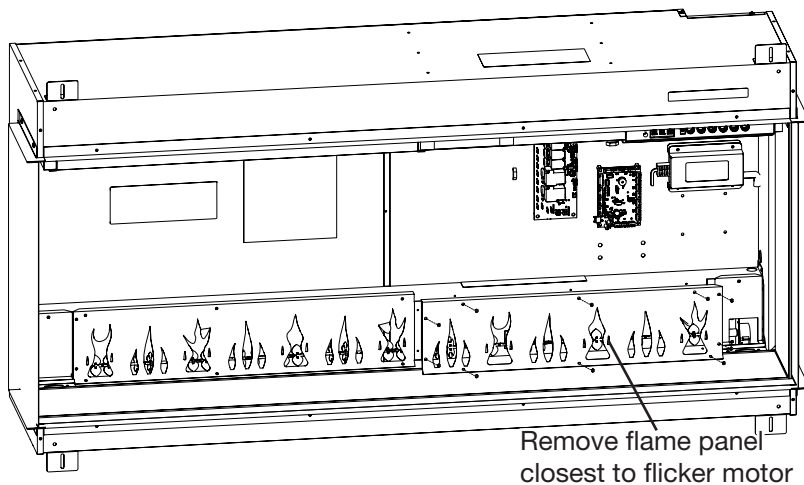


Figure 14

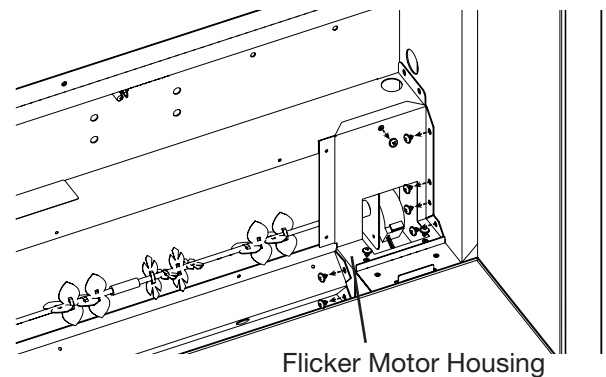


Figure 15

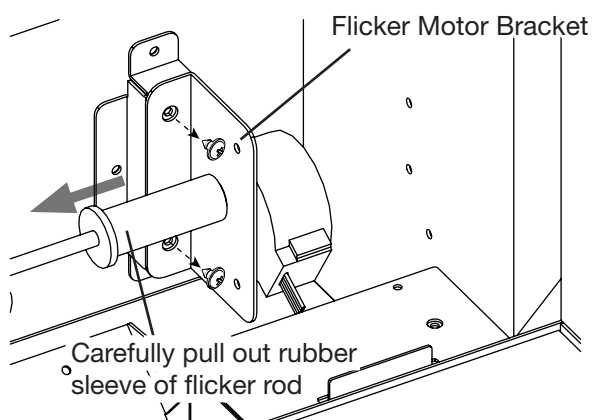
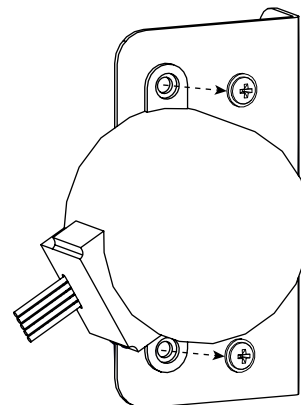


Figure 16



Flame LED Replacement

Tools Required: Phillips-Head Screwdriver
Pliers

1. Follow the instructions for *Preparing Firebox for Service* on page 7.
2. Remove the screws that secure the flame panels (number of screws will vary) (Figure 17). Set the flame panels aside, making note of their original order as they are removed.
3. Remove the 2 screws on each extremity (4 total) of the flame LED bracket (Figure 18).
4. Pinch each rivet using pliers while gently pulling the LED board off to release it (Figure 19).
5. Position the new flame LED board, and secure it by gently pressing it onto the rivets. Ensure the IN marking on the board is oriented toward the right side.
6. Secure the flame LED bracket using the 4 screws previously removed.
7. Reinstall the flame panels in the order opposite of which they were removed, ensuring they remain in the correct order.
8. Reassemble the firebox.

Figure 17

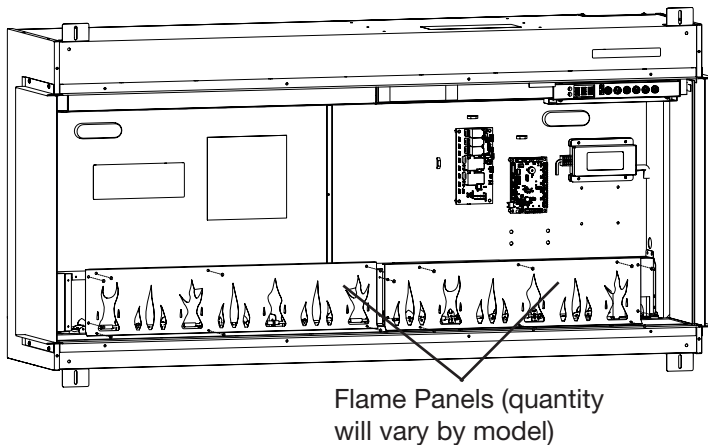


Figure 18

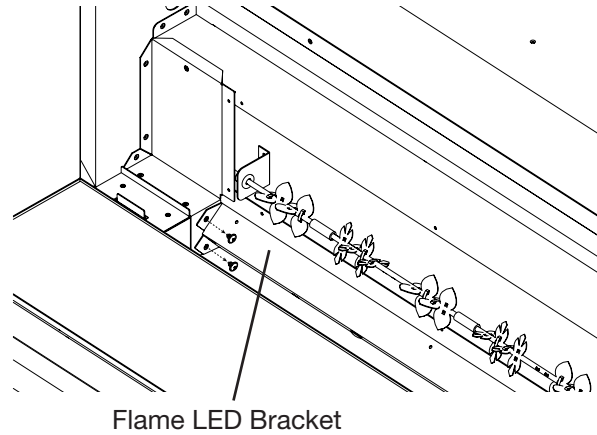
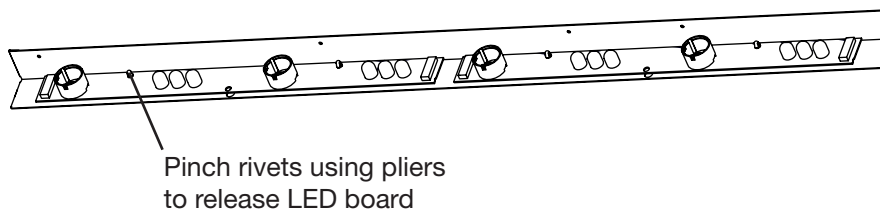


Figure 19



Media Bed LED Replacement

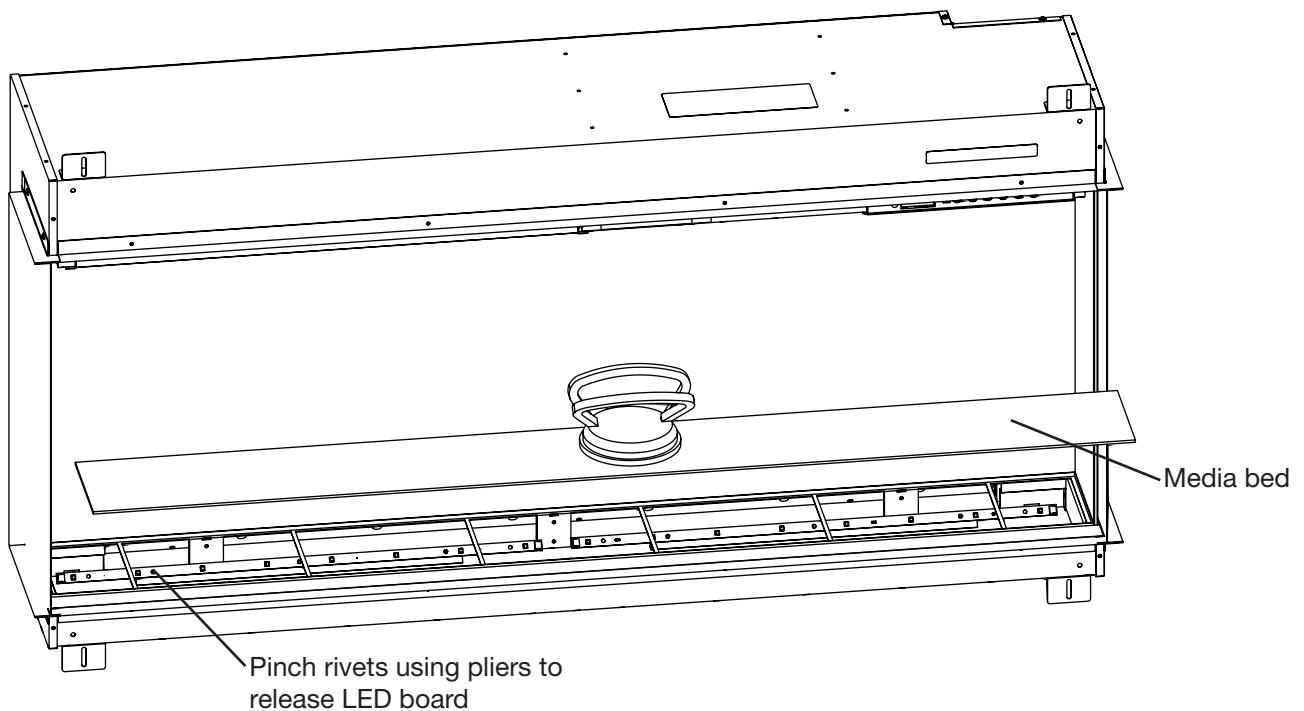
⚠ WARNING: If the firebox was operating prior to servicing, allow at least 10 minutes for the heating elements to cool off to avoid accidental burning of skin.

⚠ WARNING: Unplug the firebox before attempting any maintenance to reduce the risk of electric shock or injury to persons.

Tools Required: Phillips-Head Screwdriver
Suction Cup (if available)

1. Remove front glass bracket(s) (Figure 1, page 7).
2. Tilt the front glass outward and lift to remove it. Set it in a safe place for the duration of the service (Figure 2, page 7).
3. Remove the media and put it aside for the duration of the service.
4. Remove the media tray using the suction cup, if available (Figure 20).
5. Remove the defective media LED board from the bracket by pinching each rivet using pliers, while gently pulling the board off to release it (Figure 20).
6. Disconnect the connector from the defective media LED board.
7. Position the new media LED board, and secure it by gently pressing it onto the rivets. Ensure the IN marking on the board is oriented toward the right side.
8. Reassemble the firebox.

Figure 20



Overhead LED Replacement

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

⚠ WARNING: Unplug the firebox before attempting any maintenance to reduce the risk of electric shock or injury to persons.

Tools Required: Phillips-Head Screwdriver
Pliers

1. Remove front glass bracket(s) (Figure 1, page 7).
2. Tilt the front glass outward and lift to remove it. Set it in a safe place for the duration of the service (Figure 2, page 7).
3. Remove the 4 screws that secure the overhead LED bracket where the defective overhead LED board is located (Figure 21).
4. Disconnect the defective overhead LED board
5. Remove the defective overhead LED board from the bracket by pinching each rivet using pliers, while gently pulling the board off to release it (Figure 22).
6. Position the new overhead LED board, and secure it by gently pressing it onto the rivets. Ensure the IN marking on the board is oriented toward the right side.
7. Secure the overhead LED bracket using the 4 screws previously removed.
8. Reassemble the firebox.

Figure 21

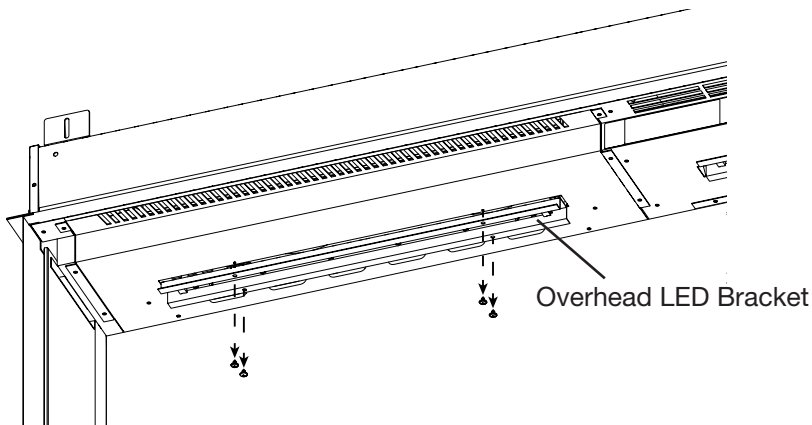
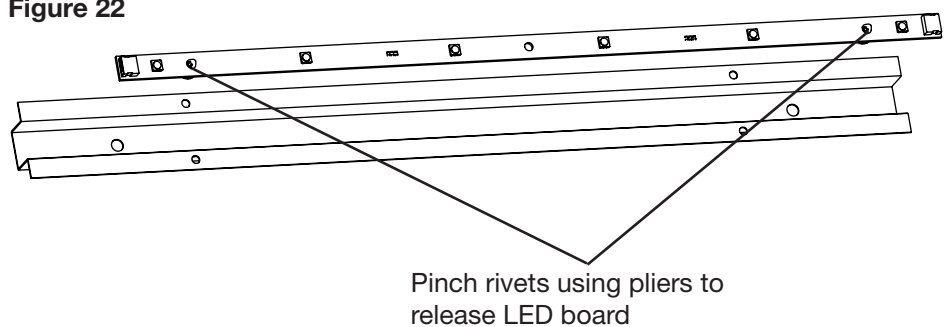


Figure 22



Troubleshooting

Problem	Display	Cause	Solution
Circuit breaker trips or fuse blows when unit is turned on	N/A	Improper circuit current rating	Install unit on a dedicated minimum 10 amp circuit.
Fireplace does not turn on with the manual touch controls	N/A	No incoming power	Check if the designated outlet is receiving power. Ensure wall switch is on (if applicable)
		Front glass was installed after unit was powered on	Unplug the power cord, install front glass before turning power back on.
		Defective hidden touch controls	Replace hidden touch controls
		Defective main control board	Replace main control board
		Defective relay board	Replace relay board
Fireplace does not turn on with the remote control	N/A	The batteries in the remote control are dead or installed incorrectly	Replace remote control battery Ensure battery is installed with + facing up.
		Defective remote control	Replace remote control
		Defective IR receiver	Replace hidden touch controls
Heater does not turn on	---	Heater is disabled	Press and hold  and  at the same time on the hidden touch controls for 3 seconds to disable or enable the heat function.
	H—	Heater has been permanently disabled	If installation with heat is desired, jumper on main board if available or purchase new main board.
Heater is on, but there is no heat		Normal operation — There is a 30-second delay before heater starts	No action required.
		Thermostat setting is below ambient temperature	Turn up the thermostat setting to be above ambient temperature
Error Code is displayed	Err 1	Temperature cut-out is activated	Reset breaker and wait 30 minutes before turning unit back on it. Ensure heater intakes and exhausts are not obstructed. Clean with compressed air if necessary. Defective heater assembly.
	Err 12	Ambient temperature is above 45° C (113° F)	No action required.
	Err 13	Ambient temperature is below 45° C (113° F)	No action required.
	Err 1b	NTC not detected	NTC is unplugged. NTC is defective.
	Err 23	Relay board not detected	Relay board is disconnected. Defective Relay board.



Website:

www.realflame.com.au

www.realflame.co.nz

Telephone:

AU: 1300 554 155

NZ: 0800 666 2824

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