IMPORTANT SAFETY INFORMATION: Always read this manual first before attempting to service this log grate. For your safety, always comply with all warnings and safety instructions contained in this manual to prevent personal injury or property damage.
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Always use a qualified technician or service agency to repair this log grate.

! 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
RLG20

Manual Control
The manual controls for the Revillusion are located on the right-front leg of the log grate.

Power
Press to turn the flame effect on and activate the previous heat setting (Off, Low, or High). Press again to put the unit in standby mode.

Heat
• Heat On
  Press to set the heat to Low (indicated by 1 short beep). Press again to set the heat to High (indicated by 2 short beeps).
• Heat Off
  Press to turn heat Off (indicated by 1 long beep).
  ! NOTE: After the heater is switched off, the fan will continue on for 60 seconds before turning off. The log LEDs remain On when the heater is ON and the flame effect is Off.

360° Light
Press multiple times to change the LEDs on the sides and back of the unit from white flickering to white solid to Off. (This feature is active only when the flame effect is On.)

Brightness
Press multiple times to toggle the log set LEDs through its four brightness settings.

Remote Control
The fireplace is supplied with a multi-function remote control.

The remote control has a range of approximately 30 ft (9 m). To operate correctly, the remote control must be pointed toward the front of the unit.

Power
Press to activate the current standby state (On/Off).
• Standby State On
  Press to turn everything Off. Press again to active the previous flame effect state.
• Standby State Off
  Press to activate the previous flame effect state.
  - If the flame effect was On, the previous heat setting will be activated (High, Low, or Off).
  - If the flame effect was Off, the previous heat setting will be activated (High or Low).
  Press again to turn everything Off.

Flame
Press to light the back log, grate log, and ember mat (optional), and start the flame effect.

Heat
• Heat On
  Press to set the heat to Low (indicated by 1 short beep). Press again to set the heat to High (indicated by 2 short beeps).
• Heat Off
  Press to turn heat Off (indicated by 1 long beep).
  ! NOTE: After the heater is switched off, the fan will continue on for 60 seconds before turning off. The log LEDs remain On when the heater is ON and the flame effect is Off.

360° Light
Press multiple times to change the LEDs on the sides and back of the unit from white flickering to white solid to Off. (This feature is active only when the flame effect is On.)

Brightness
Press multiple times to toggle the log set LEDs through its four brightness settings.
through its four brightness settings.

RLG25
Manual Control
The manual controls for the Revillusion are located on the right-front leg of the log grate.

Power
Press to turn the flame effect on and activate the previous heat setting (Off, Low, or High). Press again to put the unit in standby mode.

Heat
• Heat On
Press to set the heat to Low (indicated by 1 short beep). Press again to set the heat to High (indicated by 2 short beeps).
• Heat Off
Press to turn heat Off (indicated by 1 long beep).

! NOTE: After the heater is switched off, the fan will continue on for 60 seconds before turning off. The log LEDs remain On when the heater is ON and the flame effect is Off.

Color Themes
Press multiple times to change the LED lights from: flame base yellow, flame base blue, flame base yellow with yellow 360 LEDs, flame base blue with 360 LEDs. (Feature is active only when the flame effect is On.)

Brightness
Press multiple times to toggle the log set LEDs through its four brightness settings.

Remote Control
The fireplace is supplied with a multi-function remote control.

The remote control has a range of approximately 30ft (9m). To operate correctly, the remote control must be pointed toward the front of the unit.

Power
Press to activate the current standby state (On/Off).

• Standby State On
Press to turn everything Off. Press again to active the previous flame effect state.

• Standby State Off
Press to activate the previous flame effect state.
- If the flame effect was On, the previous heat setting will be activated (High, Low, or Off).
- If the flame effect was Off, the previous heat setting will be activated (High or Low).
Press again to turn everything Off.

Flame
Press to light the back log, grate log, and ember mat, and start the flame effect.

Heat
Heat On
Press to set the heat to Low (indicated by 1 short beep). Press again to set the heat to High (indicated by 2 short beeps).
• Heat Off
Press to turn heat Off (indicated by 1 long beep).

! NOTE: After the heater is switched off, the fan will continue on for 60 seconds before turning off. The log LEDs remain On when the heater is ON and the flame effect is Off.

360° Light
Press multiple times to change the LEDs on the sides and back of the unit from natural yellow flickering to yellow solid to white flickering to white solid to Off. (Feature is active only when the flame effect is On.)

Brightness
Press multiple times to toggle the log set LEDs through its four brightness settings.

Color Themes
Press multiple times to change the flame base colors from Yellow to Blue to Off. (Feature is active only when the flame effect is On.)
MAINTENANCE

General Maintenance
Inspect the log set regularly, depending upon conditions, and at a minimum yearly intervals. Remove dust and clean the logs, mat, grate, and base as required.
Except for installation and cleaning described in this manual, an authorized service representative should perform any other servicing.

⚠️ WARNING: Disconnect power and allow heater to cool before attempting any maintenance or cleaning to reduce the risk of fire, electric shock, or injury.

Clean Logs and Base
The log set should not be operated with an accumulation of dust or dirt on or in the unit, as this can cause a build up of heat and eventual damage.
Dust and vacuum the log set as needed. Use a damp cloth and a mild detergent to clean painted surfaces of the fireplace. Never use abrasive cleaners.

Clean Mirage™ Flame Panel
The Mirage™ Flame Panel is cleaned in the factory during the assembly operation. During shipment, installation, handling, etc., the screen may collect dust particles; these can be removed by dusting lightly with a clean dry cloth.
To remove fingerprints or other marks, clean the Mirage™ Flame Panel reflector screen with a damp cloth. Never use abrasive cleaners. Dry the screen completely with a lint free cloth to prevent water spots.

Battery Replacement
To replace the battery:

1. Push the release tab toward the center and slide the battery cover open.
2. Install 3V Lithium battery in the battery holder. The positive (+) side of the battery faces up.
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.
EXPLODED PARTS DIAGRAM - RLG20

REPLACEMENT PARTS LIST - RLG20

1. Logset, 20” .......................... 0441910100RP
2. Flame LED Strip ........................ 3001760100RP
3. Back Log .......................... 0441920100RP
4. Mirage™ Flame Panel ............... 5902930100RP
5. Flicker Motor ........................ 2000500900RP
6. Back Light Assembly ............... 3001770100RP
7. Heater-Blower Assy with Cutout .... 2203730100RP
8. Main Control Board ................. 3001740100RP
9. IR Key Board ....................... 3001750100RP
10. Power Supply ...................... 2100250100RP
11. Cordset, 3-prong ................... 4100190300RP
12. Remote Control .................... 6700580100RP
13. Ash Mat .......................... REM-KIT
REPLACEMENT PARTS LIST - RLG25

1. Logset, 25” ................................. 0441940100RP
2. Flame LEDs, 4x1W ......................... 3001760200RP
3. Back Log, 25” ............................. 0441950100RP
4. Mirage™ Flame Panel .................... 5902880100RP
5. Flicker Motor, 18RPM, CCW ............. 2000500900RP
6. Back Light Assembly ..................... 3001780100RP
7. Coloured Light Assembly ............... 3001570400RP
8. Heater-Blower Assy with Cutout ........ 2203730100RP
9. Main Control Board ....................... 3001740200RP
10. IR Key Board ............................. 3001750100RP
11. Power Supply ........................... 2100250100RP
12. Cordset, 3-prong ......................... 4100190300RP
13. Remote Control ......................... 6700580200RP
14. Ash Mat .................................. REM-KIT
BACK LOG REPLACEMENT

Tools Required: Philips head screwdriver

⚠ WARNING: If the log grate was operating prior to servicing, allow at least 10 minutes for the 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.

RLG20
1. Lift the flame panel from the unit and put it aside in a safe place.
2. Remove the ember mat by disconnecting it from the right side of the unit (if applicable).
3. Remove the two screws at the front of the back log. (Figure 3)
4. Install the replacement log and secure with the two screws that were previously removed.
5. Reinstall the flame panel.

RLG25
1. Lift the flame panel from the unit and put it aside in a safe place.
2. Remove the ember mat by disconnecting it from the right side of the unit.
3. Remove the two screws at the front of the back log. (Figure 3)
4. Remove the 3 screws along the bottom of the front and back of the bottom assembly and the four screws from each corner on both ends. (Figure 4)
5. Gently tilt the unit onto the back and lower the bottom assembly so that the electrical can be easily accessed.
6. Trace the wire from the back log to the main control board and disconnect the wire, noting the location on the board.
7. Run the wire from the new back log, following the same path as the wire that was removed. Attach the new wire to the board.
8. Install the replacement log and secure with the two screws that were previously removed.
9. Re-assemble the remainder of the log grate in reverse order from the instructions above.

⚠ WARNING: Ensure wires do not come in contact with moving parts by securing wires in wiring tie wraps.

LOG SET REPLACEMENT

Tools Required: Philips head screwdriver

⚠ WARNING: If the log grate was operating prior to servicing, allow at least 10 minutes for the 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. Lift the flame panel from the unit and put it aside in a safe place.
2. Remove the ember mat by disconnecting it from the right side of the unit.
3. Remove the 3 screws along the bottom of the front and back of the bottom assembly and the four screws from each corner on both ends. (Figure 4)
4. Gently tilt the unit onto the back and lower the bottom assembly so that the electrical can be easily accessed.
5. Remove the two screws in the bottom of the second and fourth prongs of the grate to release the logs.
6. Trace the wire from the logs to the main control board and disconnect the wire, noting the location on the board.
7. Run the wire from the new logs, following the same path as the wire that was removed. Attach the new wire to the board.
8. Install the replacement logs and secure with the two screws that were previously removed.
9. Re-assemble the remainder of the log grate in reverse order from the instructions above.

**WARNING:** Ensure wires do not come in contact with moving parts by securing wires in wiring tie wraps.

**FLAME LED STRIP AND COLOURED LED STRIP REPLACEMENT**

**Tools Required:** Philips head screwdriver

**WARNING:** If the log grate was operating prior to servicing, allow at least 10 minutes for the 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.

**RLG20**

1. Lift the flame panel from the unit and put it aside in a safe place.
2. Remove the ember mat by disconnecting it from the right side of the unit (if applicable).
3. Remove the two screws at the front of the back log. (Figure 3)
4. Place the back log to the side, trying not to strain the wires (if applicable).

**Figure 6**

![Diagram of a log grate with flame LED strip and back light assembly.]

5. Lift the LED strip out of the holder.
6. Gently pull the connector at the end of the strip out of the plug.
7. Connect the new LED strip to the connector and reinstall.
8. Re-assemble the remainder of the log grate in reverse order from the instructions above.

**WARNING:** Ensure wires do not come in contact with moving parts by securing wires in wiring tie wraps.

**BACK LIGHT ASSEMBLY REPLACEMENT**

**Tools Required:** Philips head screwdriver

**WARNING:** If the log grate was operating prior to servicing, allow at least 10 minutes for the 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.

**RLG25**

1. Lift the flame panel from the unit and put it aside in a safe place.
2. Remove the ember mat by disconnecting it from the right side of the unit.
3. Locate the three sections of lights that are located along the bottom edge of the grate. (Figure 6)
4. Depress each of the tabs and gently pull the light strips forward and down to remove them from the unit.
5. Gently pull the connector at the end of the strip out of the plug.
6. Connect the new LED strip to the connector and reinstall.
7. Re-assemble the remainder of the log grate in reverse order from the instructions above.

**WARNING:** Ensure wires do not come in contact with moving parts by securing wires in wiring tie wraps.

**MAIN CONTROL BOARD REPLACEMENT**

**Tools Required:** Philips head screwdriver

**Needle-nose pliers**

**Flat Head Screwdriver**

**WARNING:** If the log grate was operating prior to servicing, allow at least 10 minutes for the 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. Lift the flame panel from the unit and put it aside in a safe place.
2. Remove the ember mat by disconnecting it from the right side of the unit.
3. Remove the 3 screws along the bottom of the front and back of the bottom assembly and the four screws from Figure 6.

**Flame LED Strip**

**Back Light Assembly**

**Coloured LED Strip (RLG25 only)**
each corner on both ends. (Figure 4)
4. Gently tilt the unit onto the back and lower the bottom assembly so that the electrical can be easily accessed.
5. Transfer the wire connectors from the terminals on the original board to the same location on the replacement board.

† NOTE: Use a flat head screwdriver to gently pry between the end of the connector and the remote control receiver to release the wires.
6. Squeeze the mounting tabs located on the corners of the board with the needle-nose pliers, to release the tabs and lift the board off.
7. Position the new board over the tabs and gently press down to engage the tabs.
8. Re-assemble the remainder of the log grate in reverse order from the instructions above.

⚠ WARNING: Ensure wires do not come in contact with moving parts by securing wires in wiring tie wraps.

POWER SUPPLY REPLACEMENT
Tools Required: Philips head screwdriver

⚠ WARNING: If the log grate was operating prior to servicing, allow at least 10 minutes for the 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. Lift the flame panel from the unit and put it aside in a safe place.
2. Remove the ember mat by disconnecting it from the right side of the unit.
3. Remove the two screws securing the IR key board to the back side of the right leg. (Figure 7)
4. Remove the 3 screws along the bottom of the front and back of the bottom assembly and the four screws from each corner on both ends. (Figure 4)
5. Gently tilt the unit onto the back and lower the bottom assembly so that the electrical can be easily accessed.
6. Trace the wire from the IR key board to the main control board and disconnect the wire, noting the location on the board.
7. Run the wire from the IR key board, following the same path as the wire that was removed. Attach the new wire to the board.
8. Install the replacement key board and secure with the two screws that were previously removed.
9. Re-assemble the remainder of the log grate in reverse order from the instructions above.

⚠ WARNING: Ensure wires do not come in contact with moving parts by securing wires in wiring tie wraps.

POWER CORD REPLACEMENT
Tools Required: Philips head screwdriver

Needle-nose pliers

Flat Head Screwdriver

⚠ WARNING: If the log grate was operating prior to servicing, allow at least 10 minutes for the 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. Lift the flame panel from the unit and put it aside in a
1. Lift the flame panel from the unit and put it aside in a safe place.
2. Remove the ember mat by disconnecting it from the right side of the unit.
3. Remove the 3 screws along the bottom of the front and back of the bottom assembly and the four screws from each corner on both ends. (Figure 4)
4. Gently tilt the unit onto the back and lower the bottom assembly so that the electrical can be easily accessed.
5. Follow the wiring from the power cord to the wire nuts, removing any tie wraps and remove the connections, taking note of the original locations.
6. Disconnect the ground wire from the screw on the bottom pane.
7. With needle nosed pliers, squeeze and push the grommet securing the power cord out of the casing.
8. Insert the new power cord and grommet, reattaching the wire with new tie wraps.
9. Reconnect the wires according in their original configuration.
10. Re-assemble the remainder of the log grate in reverse order from the instructions above.

**FLICKER MOTOR REPLACEMENT**

**Tools Required:** Philips head screwdriver

**WARNING:** If the log grate was operating prior to servicing, allow at least 10 minutes for the 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.

**RLG20**

1. Lift the flame panel from the unit and put it aside in a safe place.
2. Remove the ember mat by disconnecting it from the right side of the unit (if applicable).
3. Remove the two screws at the front of the back log and set it aside, ensuring that the wires are not strained (if applicable). (Figure 3)
4. Remove the 3 screws along the bottom of the front and back of the bottom assembly and the four screws from each corner on both ends. (Figure 4)
5. Gently tilt the unit onto the back and lower the bottom assembly so that the electrical can be easily accessed.
6. Remove the two screws that secure the motor support to the base of the grate (vertical). (Figure 8)
7. Disconnect the flicker rod and rubber grommet from the flicker motor.
8. Remove the two screws that secure the motor from the motor support (horizontal). (Figure 8)
9. Trace the wires from the motor to the main control board and disconnect the wire, noting the location on the board.
10. Run the wire from the new motor, following the same path as the wire that was removed. Attach the new wire to the board.
11. Re-assemble the remainder of the log grate in reverse order from the instructions above.

**WARNING:** Ensure wires do not come in contact with moving parts by securing wires in wiring tie wraps.

**HEATER ASSEMBLY REPLACEMENT**

**Tools Required:** Philips head screwdriver, Flat Head Screwdriver

**WARNING:** If the log grate was operating prior to servicing, allow at least 10 minutes for the 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. Lift the flame panel from the unit and put it aside in a safe place.
2. Remove the ember mat by disconnecting it from the right side of the unit.
3. Remove the 3 screws along the bottom of the front and back of the bottom assembly and the four screws from each corner on both ends. (Figure 4)
4. Gently tilt the unit onto the back and lower the bottom assembly so that the electrical can be easily accessed.
5. Remove the four screws in the top assembly - two on either end of the heater.
6. Turn the logs and log grate on its side, to the right, to access the four screws that secure the heater assembly to the top assembly.
7. On the heater assembly, there is a plastic spacer that channels the air from the heater assembly out of the unit, remove the two screws on either end that hold the plastic spacer to the heater.
8. Install the plastic spacer to the new heater, transfer the wires from the old heater to the new heater and reassemble the remainder of the log grate in reverse order from the instructions above.
**NOTE:** Use a flat head screwdriver to gently pry between the end of the connector and the heater assembly to release the wires.

**WARNING:** Ensure wires do not come in contact with moving parts by securing wires in wiring tie wraps.
## TROUBLESHOOTING GUIDE

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<td><strong>Heater fan turns on but heater lacks heat</strong></td>
<td>Improper operation</td>
<td>Refer to Operation Section</td>
</tr>
<tr>
<td></td>
<td>Loose wiring</td>
<td>Trace wiring in unit</td>
</tr>
<tr>
<td></td>
<td>Defective heater assembly</td>
<td>Replace heater assembly</td>
</tr>
<tr>
<td><strong>Heating element is glowing red</strong></td>
<td>Normal Operation</td>
<td>Small glowing sections of the element are considered normal.</td>
</tr>
<tr>
<td></td>
<td>Defective heater assembly</td>
<td>If larger glowing sections are causing the heater to trip the thermal cutout, unplug unit, discontinue use and replace heater assembly.</td>
</tr>
<tr>
<td><strong>Heater fan runs continuously</strong></td>
<td>Loose wiring</td>
<td>Trace wiring in unit</td>
</tr>
<tr>
<td></td>
<td>Defective heater assembly</td>
<td>Replace heater assembly</td>
</tr>
<tr>
<td><strong>Noise</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Excessive noise with the heater on</strong></td>
<td>Dirty heater assembly</td>
<td>Ensure that exterior intake louvers and log grate cavity are free of dirt/dust.</td>
</tr>
<tr>
<td></td>
<td>Defective heater assembly</td>
<td>Replace heater assembly</td>
</tr>
</tbody>
</table>