NOTICE! DO NOT discard any hardware while servicing. It 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 Instructions

**Front Replacement (FRONT-BI30-EB, FRONT-BI36-EB)**

1. If necessary, place a drop cloth or other material on the hearth or flooring to prevent scratching. Grasp front with two hands. Pull straight back to disengage front from appliance.
2. Install replacement front by aligning the tabs on its back side with the glass C-channel located on the top face of the appliance. Press evenly with two hands to fully engage the front to the appliance.

**Glass Front Replacement (GLA-BI30, GLA-BI36)**

1. If necessary, place a drop cloth or other material on the hearth or flooring to prevent scratching.
2. Remove front. Refer to Front Replacement section for details.
3. Locate C-channel that retains top edge of glass panel. While supporting the glass, remove the screw located in the C-channel at the top two corners of the glass panel. See Figure 1.
4. Pivot glass away from appliance and lift out of bottom retainer channel.
5. Install replacement glass into bottom retainer channel. Take care to properly align the glass with the rubber seal inside the top and bottom retainers.
6. Install C-channel on top edge of replacement glass.
7. Align C-channel with screw holes in appliance. See Figure 1.
8. While supporting glass, install both screws through top C-channel retainer into appliance. Do not overtighten screws.
9. Re-install front.

**Tools and Supplies Needed**

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

- Pliers
- Phillips screwdriver
- Safety glasses
- Flat blade screwdriver

**Replacement parts include:**

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**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.
Log/Grate Assembly Replacement  
(LOGS-BI30-B, LOGS-BI36-B)

1. If necessary, place a drop cloth or other material on the hearth or flooring to prevent scratching.
2. Remove front. Refer to Front Replacement section for details.
3. Remove glass. Refer to Glass Replacement section for details.
4. Locate rubber plugs in each end of the grate. Remove plugs with a small flat screwdriver. Save for later use. See Figure 2.
5. Remove Phillips screw from each end of grate. Lift grate from faux ember bed. Take care to retain screws for grate. See Figure 2.
6. Grasp log ember bed and gently lift up and out of opening; do not pull too far as to damage the wiring. Rotate ember bed to expose electrical wiring.
7. Disconnect lighting LED power source pin connector from back side of ember bed. See Figure 3.
8. Position the log assembly and reconnect lighting LED power source pin connector to back side of replacement ember bed. See Figure 3.
9. Rotate log ember bed and align with floor of opening. Engage back side of ember bed into the opening. Pivot the front of the ember bed into position flat on the floor of the opening. Take care not to pinch wiring under log ember bed.
10. Align the grate and reattach using retained screws. Steel brackets under the ember bed. Ensure that wiring is not pinched between log ember bed and steel bracket.
11. Install and tighten the screw in each end of the grate. See Figure 2.
12. Install rubber plugs into holes in each end of grate. See Figure 2.
13. Re-install glass.

Refractory Replacement  
(REFRACT-BI30-B, REFRACT-BI36-B)

1. If necessary, place a drop cloth or other material on the hearth or flooring to prevent scratching.
2. Remove front. Refer to Front Replacement section for details.
3. Remove glass. Refer to Glass Replacement section for details.
4. Remove log/grate assembly. Refer to Log/Grate Assembly Replacement section for details.
5. Side refractory panels are magnetically attached. Use hand to carefully pry along back edge of each refractory panel to disengage it from the appliance. Remove both refractory panels.
6. Remove four thumb screws and metal angle bracket from upper rear of appliance cavity. Retain Screws. See Figure 8.
7. Remove screw at the base that retains the brick panel in the rear appliance cavity. Retain Screws. Remove the brick panel from the cavity. See Figure 13.
8. Install the brick panel into the rear of the cavity. Ensure that it is located so that the notch is in the lower right of the cavity. Secure at the base with retained screws. See Figure 13.
9. Reinstall the metal angle bracket at the upper rear of the appliance cavity and secure with the four retained thumb screws.
10. Install replacement refractory side panels. Align Side panels are magnetic and do not require any other attachment method. Take care to apply even pressure to prevent damage to the replacement panels.
12. Re-install glass.
13. Re-install front.
Flame Screen Replacement  
(FLAME-BI30-B, FLAME-BI36-B)

1. If necessary, place a drop cloth or other material on the hearth or flooring to prevent scratching.
2. Remove front. Refer to Front Replacement section for details.
3. Remove glass. Refer to Glass Replacement section for details.
4. Remove log/grate assembly. Refer to Log/Grate Assembly Replacement section for details.
5. Remove back refractory panel. Refer to Refractory Replacement section for details.
6. Remove the flame screen panel by removing six screws that attach it to the appliance chassis. See Figure 14.
7. Install the replacement flame screen panel, smooth side facing out, and attach with six screws. See Figure 14.
8. If necessary, plug LED wire connection into back side of ember bed. See Figure 3.
9. Re-install refractory.
11. Re-install glass.
12. Re-install front.

LED Lighting Replacement  
(LED-BI30-B, LED-BI36-B)

Note: Kit includes all three LED light strip assemblies.

1. If necessary, place a drop cloth or other material on the hearth or flooring to prevent scratching.
2. Remove front. Refer to Front Replacement section for details.
3. Remove glass. Refer to Glass Replacement section for details.
4. Remove log/grate assembly. Refer to Log/Grate Assembly Replacement section for details.
5. Remove the two metal brackets in front of rear LED strip. Remove four screws to remove metal parts. See Figure 4. Take care when repairing model SF-BI36-EB as the LED circuit is attached to the metal bracket. See Figure 7.
6. Locate Lighting LED circuit input power source connectors in rear of opening. Please note, when repairing model SF-BI36-EB, the LED circuit is attached to the metal bracket. See Figure 7. Unplug the two connectors and jumper wire from the three circuit boards. See Figure 6. If epoxy will not allow separation of the two connectors, slide the pair of connectors off the pins of the LED circuit board.
7. Using a pliers, compress each barbed clip along the circuit board while lifting the board evenly to disengage it from the clip. See Figure 5.
8. Remove all three lighting LED circuit boards.
9. Install replacement lighting LED circuit boards into the appliance. Fully engage each barbed clip. See Figure 6.
10. Connect all three lighting LED power source connectors to the three LED circuit boards. See Figure 6.
11. Install metal brackets by attaching with four screws. See Figure 4.
12. Re-install log/grate assembly.
13. Re-install glass.
Heater Assembly  
(HEATER-BI30-B, HEATER-BI36-B)

1. If necessary, place a drop cloth or other material on the hearth or flooring to prevent scratching.

2. Remove front. Refer to Front Replacement section for details.

3. Remove glass. Refer to Glass Replacement section for details.

4. Remove four thumb screws and metal angle bracket from upper rear of appliance cavity. See Figure 8.

5. Remove four screws from upper face of appliance. Take care to support the Blower/Heater Module while the screws are removed. See Figure 9.

6. Remove the Blower/Heater Module by lifting back edge slightly then pulling it straight back from the appliance opening. This will reduce the likelihood of damaging the brick panels.

7. Locate the seven electrical connectors on the right side of the appliance cavity. Disconnect each of the five connectors. See Figure 10.

8. Reconnect the seven connectors from the replacement Blower/Heater module to the appliance. See Figure 10.

9. Carefully align the replacement Blower/Heater module horizontally with the opening of the appliance. Install it straight into the opening so that the back edge interlocks with the back wall of the appliance.

10. While supporting the Blower/Heater Module, install the four screws across the upper face of the appliance. See Figure 9.

11. Install the four thumb screws and angle metal bracket in the upper rear of the appliance cavity. See Figure 8.

12. Re-install glass.

13. Re-install front.

Rotisserie Motor and Rod  
(ROTISS-BI30-EB, ROTISS-BI36-EB)

1. If necessary, place a drop cloth or other material on the hearth or flooring to prevent scratching.

2. Remove front. Refer to Front Replacement section for details.

3. Remove glass. Refer to Glass Replacement section for details.

4. Remove log/grate assembly. Refer to Log/Grate Assembly Replacement section for details.

5. Remove refractory. Refer to Refractory Replacement section for details.

6. Remove Flame Screen. Refer to Flame Screen Replacement section for details.

7. Disengage rotisserie rod from motor located in right rear of cavity. Use hand to shift the reflector rod to the left until the rubber coupler on the right end disengages from the motor shaft. See Figure 15.

8. Remove metal bracket in right side of cavity to allow access to the rotisserie motor and wiring connections. Remove two screws to remove panel. See Figure 16.

9. Remove three screws that attach motor mount bracket to the appliance chassis. See Figure 17.

10. Remove the motor and bracket from the chassis until the electrical connector is visible. See Figure 18.

11. Disconnect the electrical connector to the motor. See Figure 18.

12. Install the replacement motor on the bracket.

13. Reconnect the electrical connector between the motor and the appliance. See Figure 18.

14. Install the motor mount bracket to the chassis with three screws. See Figure 17.

15. Install the replacement reflector rod. Install the left end of the rod into the bushing in the left rear of the cavity. Align the rubber coupler with the motor shaft. Shift the rod to the right until the rubber coupler fully engages the motor shift. See Figure 15.

16. Reinstall metal bracket in front of faux motor. Install two screws to fasten the panel. See Figure 16.

17. Re-install flame screen.

18. Re-install log/grate assembly.

19. Re-install refractory.

20. Re-install glass.

Remote Receiver Replacement
(RECEIVER-ELECT)
1. If necessary, place a drop cloth or other material on
the hearth or flooring to prevent scratching.
2. Remove front. Refer to Front Replacement section
for details.
3. Remove glass. Refer to Glass Replacement section
for details.
4. Remove log/grate assembly. Refer to Log/Grate
Assembly Replacement section for details.
5. Remove side and back refractory. Refer to
Refractory Replacement section for details.
6. The remote receiver is positioned in the center of
the appliance behind the back refractory. See Figure
10. Disconnect the wiring harness from the top of the
receiver. See Figure 12.
7. Using a pliers, compress each barbed clip while lifting
the remote receiver board evenly to disengage it from
the clip. Carefully align the new remote receiver
board to the barbed clips and push in place.
8. Securely reconnect the wiring harness.
9. Re-install refractory panels.
12. Re-install glass.
13. Re-install front.

Leveling Brackets Replacement (HRDW-BI)
Install leveling brackets (2) by aligning them to the
preset holes on the top of the appliance. Use two
screws (ST4 x 8) per bracket to secure the appliance.
See Figure 19.

Plug-in Kit (PLUGIN-ELECT-B)
To attach plug-in kit for 120V applications, follow the
steps below:
1. Remove the screws securing the junction box cover
plate on the upper right side of the appliance.
2. Gently pull cover plate away from unit and unplug
white connector.
3. Attach the white connector on the supplied plug-in kit.
4. Inspect all wire connections for any exposed wires.
5. Secure junction box cover plate.
6. Confirm the selector switch located behind the glass
on the ceiling of the unit is set to 120V.
Mounting Bracket Replacement (HRDW-BI)

1. Install the mounting brackets (2) by aligning them with the pre-drilled holes located on the side of the appliance. Use two screws (ST4 x 8) per bracket to secure to the appliance. See Figure 19.

Figure 1 Top Glass Retainer Screw Location

Figure 2 Grate and Log Screw Location

Figure 3 Light LED Connection on Bottom of Log Ember Bed

Figure 4 Removal and installation of 30" LED access panel

Figure 5 Barbed Clip Access during LED Circuit Board Replacement

Figure 6 Light LED Circuit Power Source Connectors or 30" unit
Figure 7  Light LED Circuit Power Source Connectors for 36" unit Attached to Bracket

Figure 8  Four Thumb Screws located in Upper Rear of Appliance Cavity

Figure 9  Four Screws that attach Blower/Heater Module to Upper Face of Appliance

Figure 10  Seven Electrical Connections required for Heater/Blower Module Removal and Installation

Figure 11  Remote Receiver Board

Figure 12  Disconnect Wiring Harness from Remote Receiver Board
Figure 13  Location of one screw that retain Brick Panel to Rear Wall of Appliance

Figure 14  Location of six Screw Fasteners that attach Flame Screen to Chassis

Figure 15  Removal and Installation of Reflector Rod Coupler to Motor Shaft

Figure 16  Removal and installation of faux flame access panel.

Figure 17  Location of three Screws that attach Motor Mount Bracket to Appliance

Figure 18  Electrical Connection required for replacement for the Faux Flame Motor.
Figure 19  Pre-Drilled Bracket Holes