



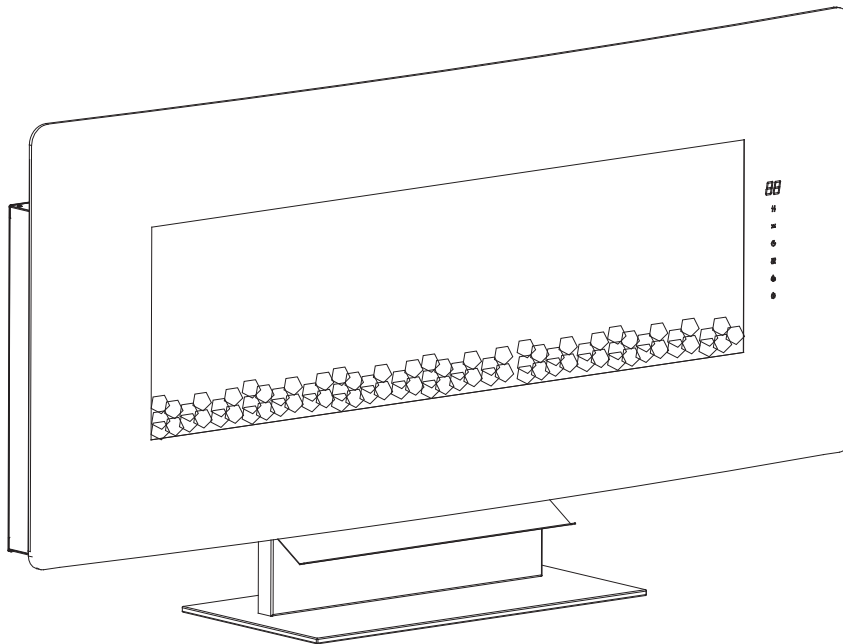
Service Guide

WINSLOW

SWM3520

SWM4220

SWM4820



IMPORTANT SAFETY INFORMATION Always read this manual first before attempting to service this fireplace. For your safety, always comply with all warnings and safety instructions contained in this manual to prevent personal injury or property damage.

TABLE OF CONTENTS

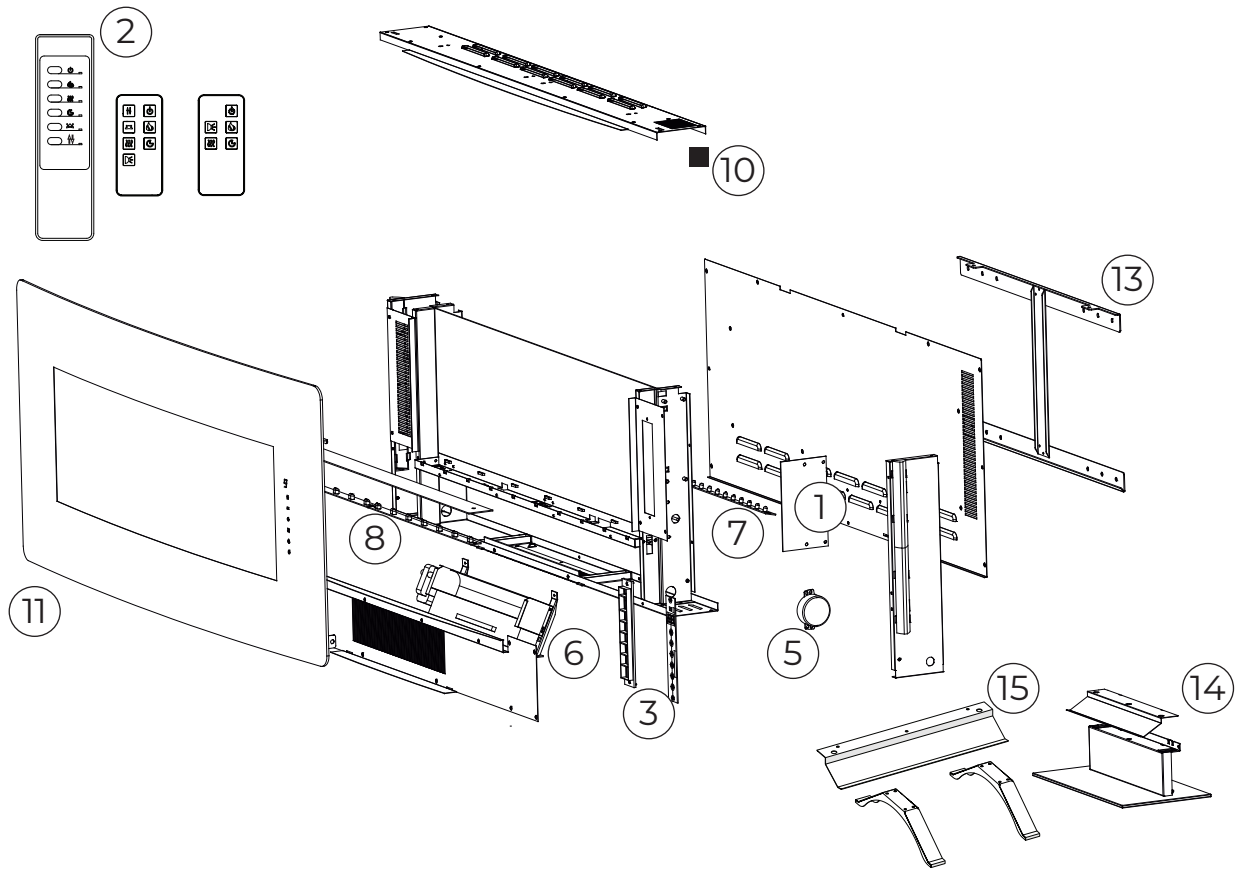
TABLE OF CONTENTS	2
REPLACEMENT PARTS	3
WIRING DIAGRAM	4
PREPARING FOR SERVICE	5
MAIN CONTROL BOARD REPLACEMENT	6
FLICKER MOTOR REPLACEMENT	7
HEATER ASSEMBLY REPLACEMENT	8
FLAME LED REPLACEMENT	9
EMBER BED LED REPLACEMENT	10
SIDE LIGHT LED REPLACEMENT	11
TOUCH PAD REPLACEMENT (SWM3520)	12
TOUCH PAD REPLACEMENT (SWM4220, SWM4820)	13
IR RECEIVER REPLACEMENT (SWM3520)	14
THERMISTOR REPLACEMENT (SWM4220, SWM4820)	14
TROUBLESHOOTING	15

Always use a qualified technician or service agency to repair this fireplace.

▲ 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.

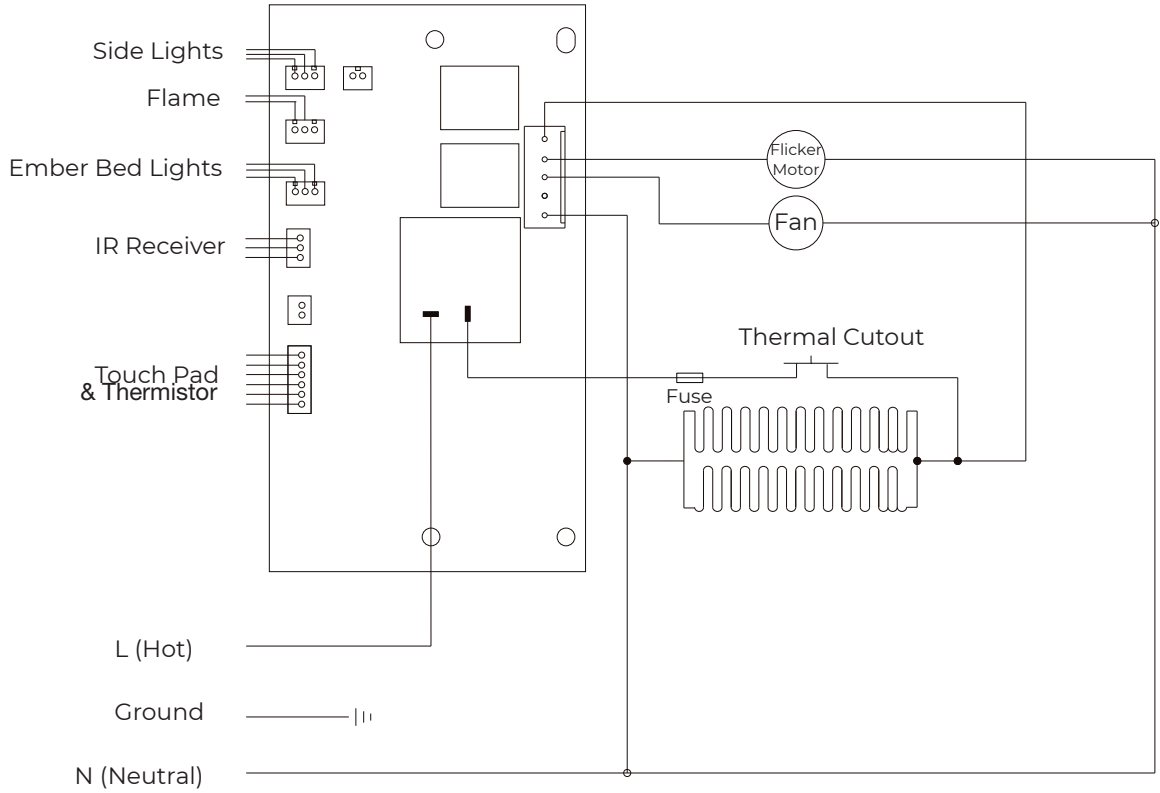
REPLACEMENT PARTS



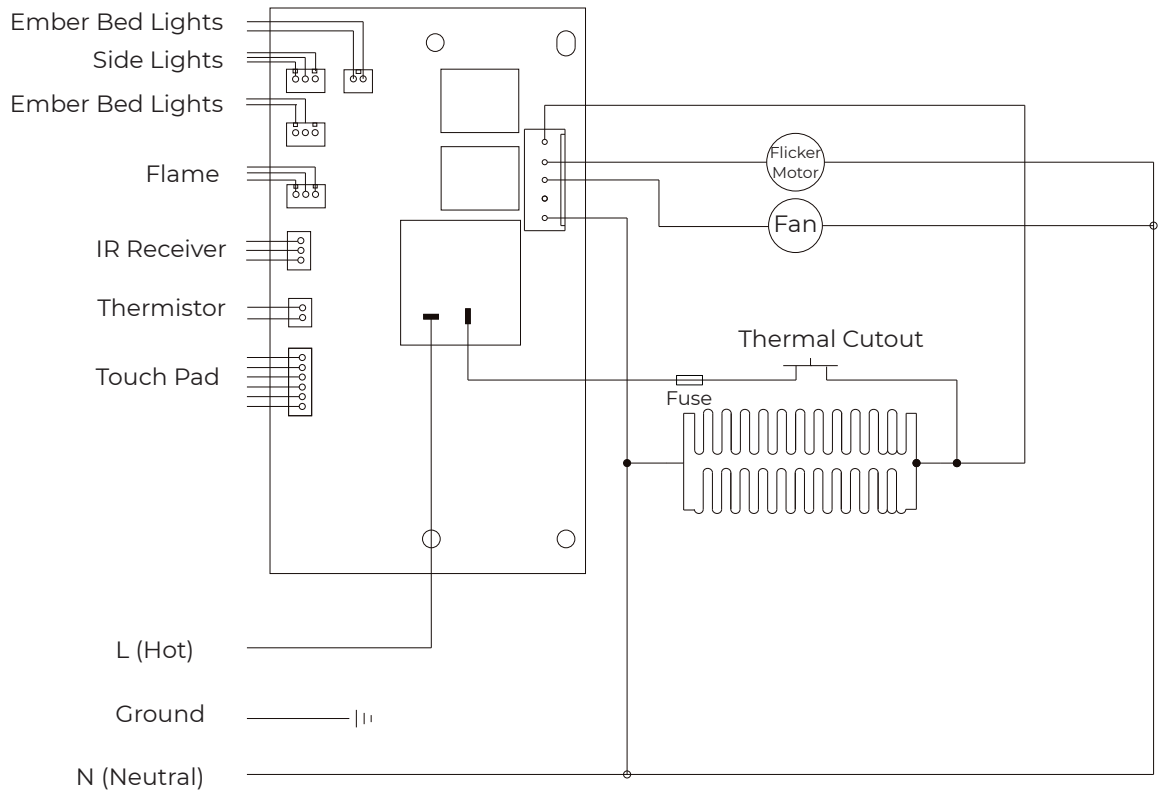
	SWM3520	SWM4220	SWM4820
1. Main Control Board	9602310100RP	9602320100RP	9602320800RP
MOD A +		9602321200RP	
2. Remote Control (IR)	9602310200RP	9602320200RP	
MOD A +		9602321300RP	
3. Touch Pad	9602310300RP	9602320300RP	
4. IR Receiver	9602310400RP	w/ touchpad	
5. Flicker Motor	9602311400RP		
6. Heater Assembly	9602310500RP		
7. Flame LEDs	9602301100RP	9602320400RP	9602320900RP
8. Colour LEDs	9602310600RP	9602320500RP	
9. Side LEDs	9602311100RP		
10. Thermistor	w/ touchpad	9602110800RP	
11. Front Glass	9602310800RP	9602331300RP	9602321000RP
12. Power Cord	9602310700RP		
13. Wall Mounting Hardware	9602310900RP		
14. Pedestal (MOD 0)	9602311000RP		
15. Feet & Deflector (MOD A)	9602311300RP		
16. Log Set	9602311200RP	9602320700RP	9602321100RP

WIRING DIAGRAM

SWM3520

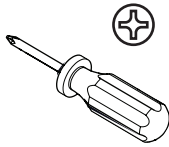


SWM4220
SWM4520



PREPARING FOR SERVICE

Required

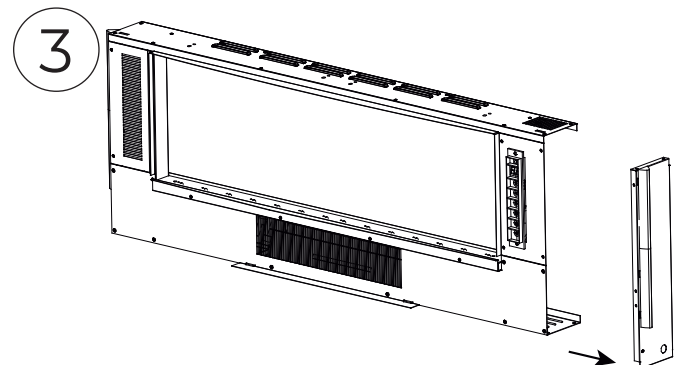
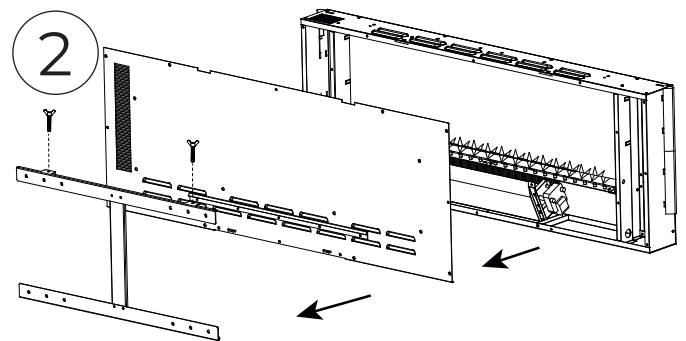
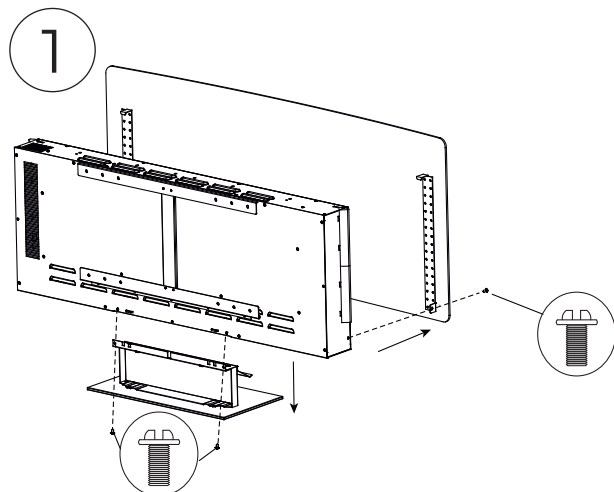


Recommended



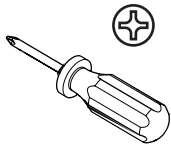
- ⚠ WARNING** Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or injury to persons.
- ⚠ CAUTION** If unit was operating prior to servicing allow at least 10 minutes for heating elements to cool off to avoid accidental burning of skin.

1. Unplug the unit from the power source.
2. Remove the two screws that secure the glass to the left and right panel, then remove the glass. (Image 1)
- ⚠ CAUTION** The glass may be heavy. It may be helpful to have a friend help with removing the glass. Always use extreme caution when removing the glass panel! Failure to do so may result in personal injury or property damage.
3. Remove the logs, rocks, or glass chunks and set them aside.
4. If the unit is mounted to the wall, remove the two wing screws that secure the wall mounting bracket. (Image 2)
5. For MOD 0 units, if the unit is mounted to the stand, remove the screws that secure the stand and the heat deflector. For MOD A units, if the unit is mounted to the feet, they can stay on.
6. Place fireplace on a work surface.
7. Remove the 20 screws securing the back panel. Set it aside.
8. Remove the screws securing the side panel (2 at top, 4 at front, 2 at bottom). (Image 3)



MAIN CONTROL BOARD REPLACEMENT

Required



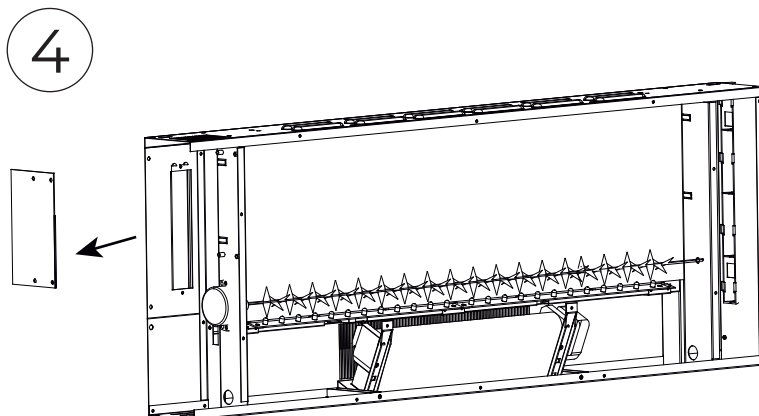
Recommended



1. Follow the steps of "Preparing for Service" on page 5 of this manual before continuing.
2. Remove the screws securing the right side panel (2 at the top, 4 at the front, 2 at the bottom).
3. Using **pliers** if needed, disconnect the wires from the main control board, making note of their original locations.

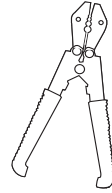
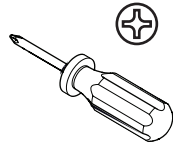
TIP! Take a picture of the wires before disconnecting them! You can use this picture later as a guide.

4. Remove the 4 screws on the main control board and remove it. (Image 4)
5. Put the new main control board in place, and secure with the screws.
6. Reconnect the wires, following the picture previously taken.
7. Re-assemble the fireplace by reinstalling the side panel, followed by the back panel.
8. Re-install the fireplace as it was before.
9. Sit back and enjoy!

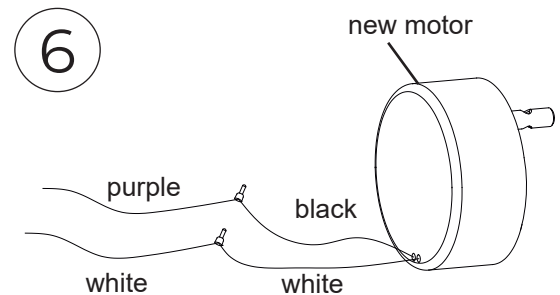
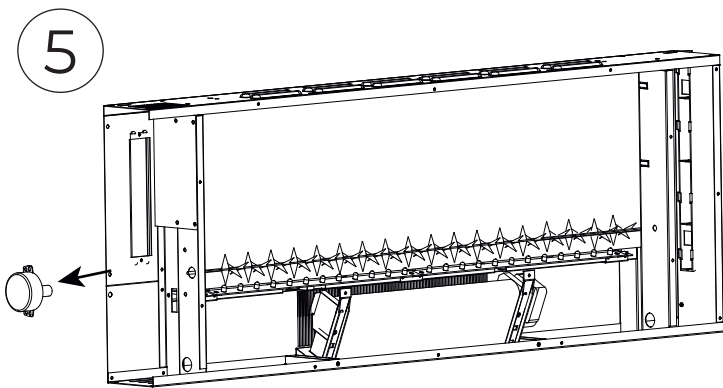


FLICKER MOTOR REPLACEMENT

Required

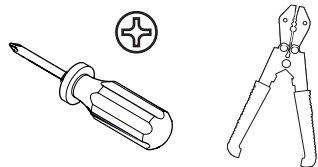


1. Follow the steps of “Preparing for Service” on page 5 of this manual before continuing.
2. Remove the two screws that secure the flicker motor to the firebox, and carefully remove it from the silicone sleeve. (Image 5)
3. Using a **wire cutting tool**, cut off the factory-installed wire connectors.
4. Using a **wire stripping tool**, strip the wires approximately 15 mm ($\frac{5}{8}$ ”).
5. Using the twist-on wire connectors, connect the white wire from the flicker motor to the white wire from the firebox, and the black white from the flicker motor to the purple wire from the firebox. (Image 6)
6. Install the flicker motor by carefully inserting the shaft into the rubber sleeve, and secure it using the screws previously removed. Ensure the flicker rod passes through the rubber o-ring on the opposite side of the flicker motor.
7. Reassemble the fireplace by installing the side panel, followed by the back panel.
8. Install the fireplace as it was before.
9. Sit back and enjoy!

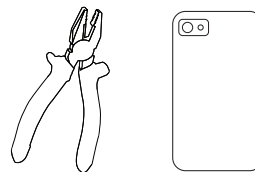


HEATER ASSEMBLY REPLACEMENT

Required

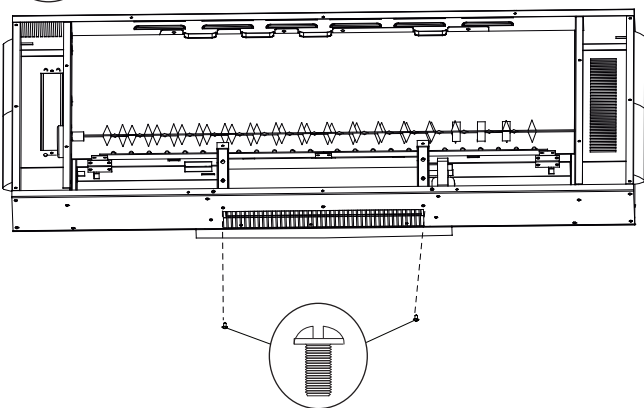


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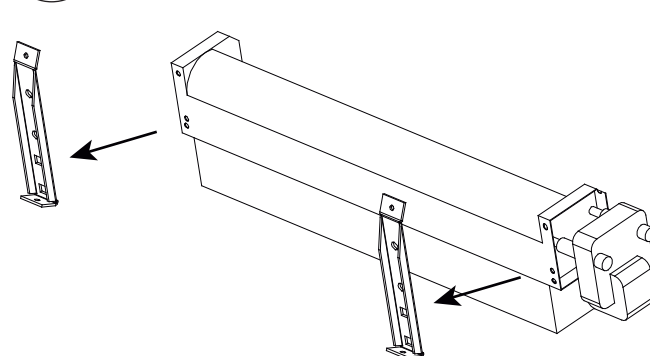


1. Follow steps 1-7 of “Preparing for Service” on page 5 of this manual before continuing.
 2. Remove the two screws on the bottom of the fireplace that secure the heater assembly. (Image 7)
 3. Pull the heater assembly out of the fireplace.
 4. Remove the two brackets and set them aside. (Image 8)
 5. Disconnect the wires from the heater assembly, making note of their original locations. Snip the zip ties as needed. For the connections that are made with wire nuts that cannot be screwed off, cut them off using **wire cutters**.
- TIP!** Take a picture of the wires before disconnecting them! You can use this picture later as a guide.
6. Connect the wires to the new heater assembly, using the picture you took before as a guide.
 7. Strip the wires that were cut using **wire strippers**. Reconnect them in their original location using the provided wire nuts, ensuring a strong enough connection that individual wires cannot be pulled out from the wire nut. Use the provided zip ties to secure them out of the way of other components.
 8. Install the two brackets previously removed.
 9. Properly orient and place the heater assembly and secure it using the two screws on the bottom previously removed.
 10. Install the fireplace as it was before.
 11. Sit back and enjoy!

7

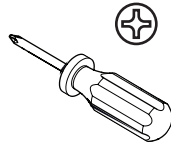


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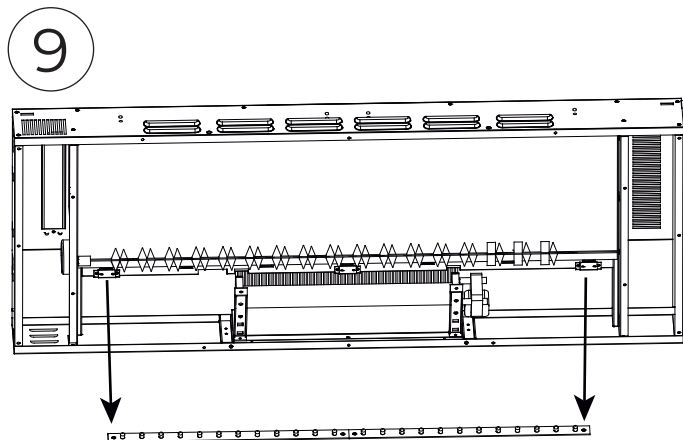


FLAME LED REPLACEMENT

Required

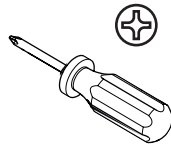


1. Follow steps 1-7 of “Preparing for Service” on page 5 of this manual before continuing.
2. Remove the screws that secure that LED strip(s) to the firebox.
3. Peel off the silicone on the connector(s), and unplug the connection(s).
 - ! Note: The silicone is only necessary during transportation of the product, and does not need to be replaced
4. Remove the LED strip(s). (Image 9)
5. Properly orient and install the new LED strip(s). Connect the connector(s).
6. Reinstall the back panel.
7. Install the fireplace as it was before.
8. Sit back and enjoy!

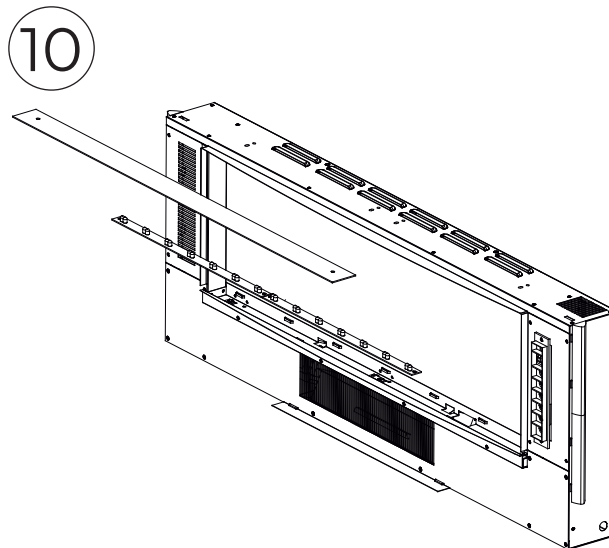


EMBER BED LED REPLACEMENT

Required

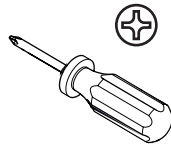


1. Follow the steps 1-4 of “Preparing for Service” on page 4 of this manual before continuing.
2. Remove the logs, rocks, or glass chunks and set them aside.
3. Remove the two screws that secure the media tray, and remove it. (Image 10)
4. Remove the screw that secure the LED strips to the firebox, as well as the post. If there is too much resistance removing the post by hand, a 3/16” wrench can be used. (Image 10)
5. Peel off the silicone on the connector(s), and unplug the connection(s).
! Note: The silicone is only necessary during transportation of the product, and does not need to be replaced.
6. Plug in the connector(s), and secure the new board using the screw(s) and post(s) previously removed.
7. Re-install the media tray and put back the logs, rocks, or glass chunks.
8. Re-install the fireplace as it was before.
9. Sit back and enjoy!



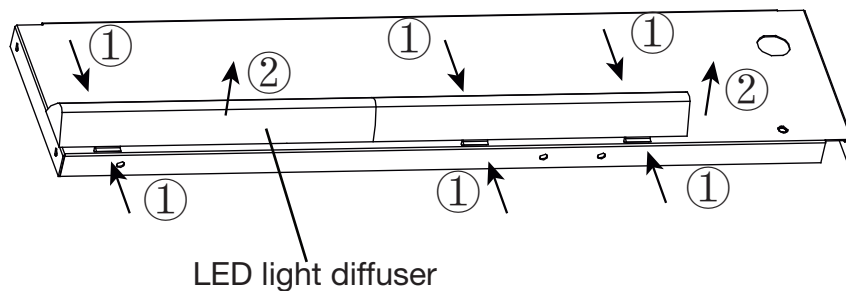
SIDE LIGHT LED REPLACEMENT

Required



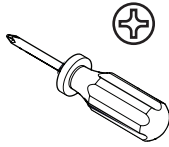
1. Follow steps 1-6 of “Preparing for Service” on page 5 of this manual before continuing.
 2. Remove opposite side panel as well if the defective LED strip is on that side.
 3. Remove the LED light diffuser by pinching and rotating it to release the tabs. (Image 11)
 4. Remove the silicone on the connectors and unplug the defective LED strip.
- ! Note: The silicone is only necessary during transportation of the product, and does not need to be replaced.
5. Connect pin connector of the new LED strip.
 6. Secure LED strip with three screws previously removed
 7. Slide the LED strip into the grooves of the LED diffuser.
 8. Install the LED diffuser on the side panel, inserting the tabs from one side first, and pinching it slightly to allow the second set of tabs to enter their respective openings.
 9. Reassemble the fireplace by installing the side and back panels.
 10. Install the fireplace as it was before.
 11. Sit back and enjoy!

11



TOUCH PAD REPLACEMENT (SWM3520)

Required

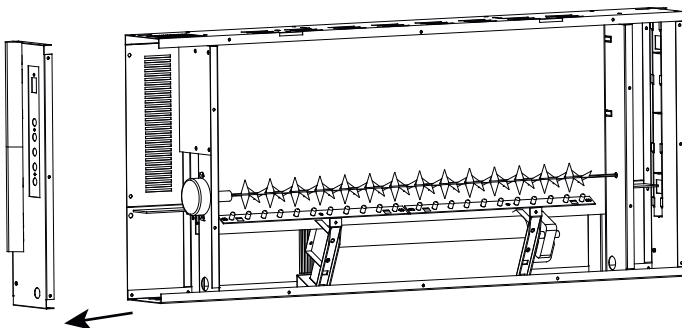


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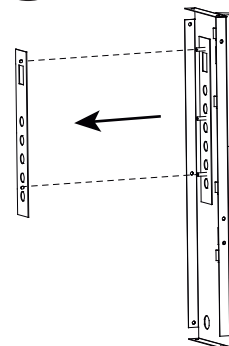


1. Follow the steps 1-7 for “Preparing for Service” on page 5 of this manual before continuing.
2. Remove the three screws on the back of the touchpad.
3. Unplug the touchpad from the main control board, cutting the zip tie if necessary.
4. Remove the touchpad. (Image 13)
5. Install the new touchpad using the three screws previously removed.
6. Connect the wire to the correct location on the main control board.
7. Reassemble the fireplace by installing the side and back panels.
8. Install the fireplace as it was before.
9. Sit back and enjoy!

12

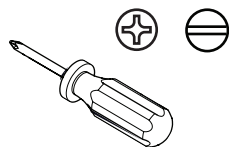


13



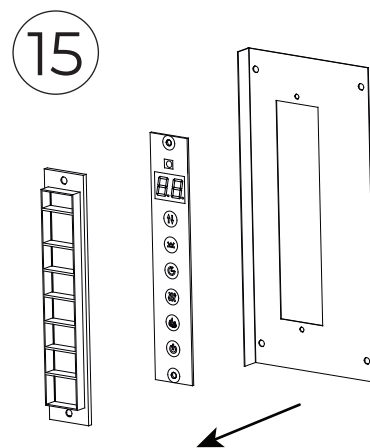
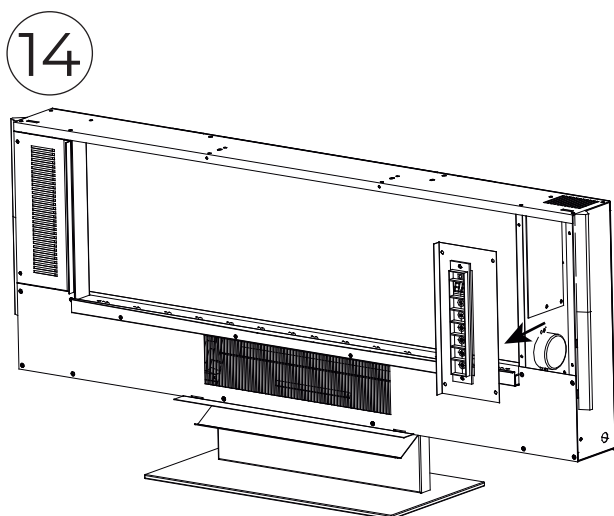
TOUCH PAD REPLACEMENT (SWM4220, SWM4820)

Required



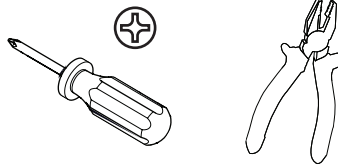
Recommended

1. Follow the steps 1-6 of “Preparing for Service” on page 5 of this manual before continuing.
2. Remove the four screws that secure the front panel. (Image 14)
3. Using a **flat head screwdriver**, remove the two screws that secure the touch pad assembly. (Image 15)
4. Unplug the two connectors from the main control board, cutting the zip tie if necessary.
5. Remove the old touch pad from the rubber sleeve.
6. Insert the new touch pad in the rubber sleeve.
7. Connect the two connectors to the correct locations on the main control board.
8. Secure the touch pad assembly to the front panel using the two screws previously removed.
9. Secure the front panel to the fireplace using the four screws previously removed.
10. Install the fireplace as it was before.
11. Sit back and enjoy!



IR RECEIVER REPLACEMENT (SWM3520)

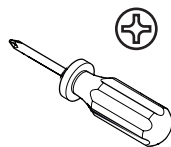
Required



1. Follow the steps 1-7 of “Preparing for Service” on page 5 of this manual before continuing.
2. Remove the screw that secures the IR receiver bracket to the fireplace.
3. Pinch the standoffs using pliers while pulling off the IR receiver to release it.
4. Cut the zip tie that secures the wire to the bracket.
5. Remove the screw that secures the IR receiver to the bracket
6. Trace the wire from the thermistor to main board and unplug it, cutting the zip tie if necessary.
7. Plug the new IR receiver into the main board, ensuring that the wire passes through the opening at the top of the inner side panel.
8. Secure the IR receiver to the bracket with the standoffs.
9. Install the bracket using the screw previously removed.
10. Reassemble the fireplace by installing the side and back panels.
11. Install the fireplace as it was before.
12. Sit back and enjoy!

THERMISTOR REPLACEMENT (SWM4220, SWM4820)

Required



1. Follow the steps of “Preparing for Service” on page 5 of this manual before continuing.
2. Remove the screw that secures the thermistor to the fireplace.
3. Trace the wire from the thermistor to main board and unplug it, cutting the zip tie if necessary.
4. Plug in new thermistor
5. Secure the thermistor to the fireplace using the screw previously removed.
6. Reassemble the fireplace by installing the side and back panels.
7. Install the fireplace as it was before.
8. Sit back and enjoy!

TROUBLESHOOTING

Problem	Cause	Solution	
Unit will not turn on	No incoming power	Ensure unit is plugged directly into electrical outlet and ensure there is power.	
	Defective main control board	Replace main control board	
	Defective touch pad	Replace touch pad	
Remote is not working	Batteries are dead	Replace batteries. Refer to maintenance section.	
	Defective remote control	Replace remote control.	
	Defective IR sensor.	Replace touch pad.	
Heater			
Heater shuts off on its own; cutout is engaged	Dirt and debris are preventing the unit from working properly	Clean the air vents and the heater assembly with compressed air	
	Defective heater assembly	Replace heater assembly	
Heater is not turning on and ember bed is flashing	Heat is deactivated	While the unit is on, press and hold the Heat button for 10 seconds until the heat turns on.	
Heat is not turning on	Improper operation	Ensure heat button is pressed and set temperature is above ambient temperature	
	Defective main control board	Replace main control board	
Appearance			
Flame is not visible	Flames are turned off	Ensure flame is on. Press Flame button to toggle through different display modes.	
	Defective flame LEDs	Replace flame LEDs	
Flame is frozen	Defective flicker motor	Replace flicker motor	
Media bed does not light up	Defective media LEDs	Replace media LEDs	
Noise			
Unit is noisy when the heat is on	Defective heater assembly	Replace heater assembly	
Unit is noisy when the flame is on	Defective flicker motor	Replace flicker motor	
Error Codes			
SWM4220 & SWM4820	Display shows E2	Defective thermistor	Replace thermistor
	Display shows E3	Defective heater assembly	Clean the air vents and the heater assembly with compressed air.
	Display shows E1	Heater is overheating	
SWM3520	Display shows E	The heater is not working	Replace heater assembly if needed.

1-888-346-7539

In keeping with our policy of continuous product improvement, we reserve the right to make changes without notice.

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Version	Date
00	21-Jan-20
01	08-Mar-22