TRU VIEW SERIES TRV BESPOKE REPAIR GUIDE





SAFETY FIRST

TO AVOID ANY ELECTRICAL SHOCK OR POTENTIAL DAMAGE TO THE UNIT REMEMBER TO TURN THE POWER OFF TO THE UNIT BEFORE ATTEMPTING TO REMOVE OR INSTALL ANY PARTS.

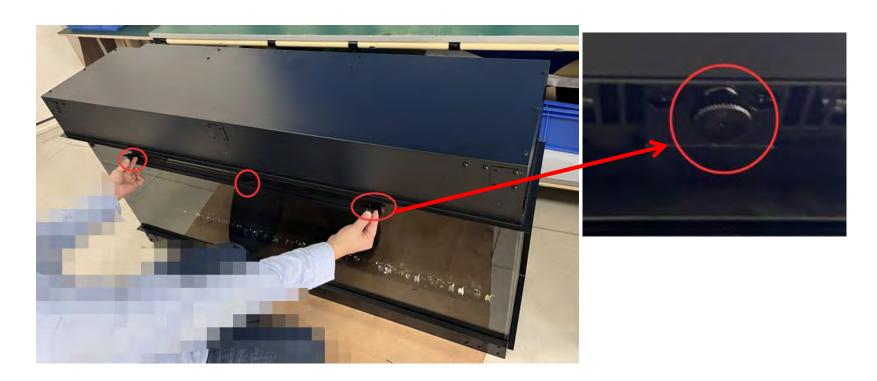


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REPLACING THE CANOPY LED STRIP

Step 1 Remove the 3 screws (as shown in the diagram). The quantity of screws varies and depends on the size of the unit. Remove the front glass brackets that holds the glass securely in place

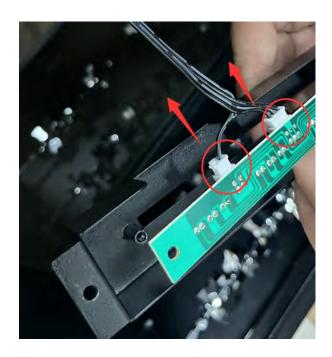


Step 2 Carefully remove the front glass and place it in a safe location.



Step 3 Remove the 3 screws (as shown in the diagram). The quantity of screws varies and depends on the size of the unit. The canopy light assembly can now be removed





Step 4 Remove the screws from the defective LED strip and unplug the molex connector to replace it with a new LED strip



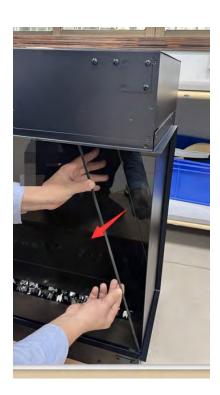
REPLACING THE FLAME LED LIGHTS

Follow STEPS 1 through 3 from REPLACING THE CANOPY LED:

Step 1 Remove the 2 screws and the brackets that hold the left and right sides and left side glass in place. Safely remove the side glass pieces and take off the brackets.



remove the bracket



remove the side glass



Remove the bracket

Step 2 Using a bracket safely pry up the tray glass. Carefully take off the tray glass and place it in a safe place.





Step 3 Remove the 5 screws (as shown in the diagram). The quantity of screws varies and depends on the size of the unit.

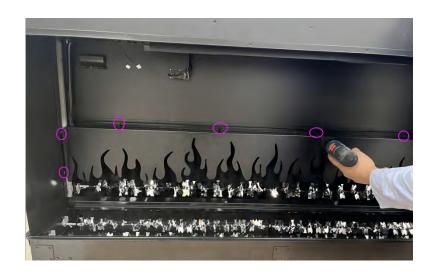
Carefully remove the bracket that holds the back glass



Step 4 Carefully remove the back glass and place it in a safe spot.



Step 5 Remove the 8 screws (as shown in the diagram). The quantity of screws varies and depends on the size of the unit. The flame effect steel panel can now be removed







the flame effect steel panel

Step 6 Remove the 3 screws (as shown in the diagram). The quantity of screws varies and depends on the size of the unit. The light barrier can now be removed.

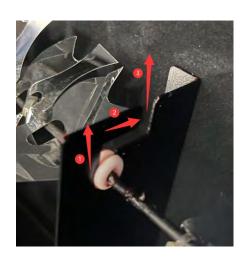


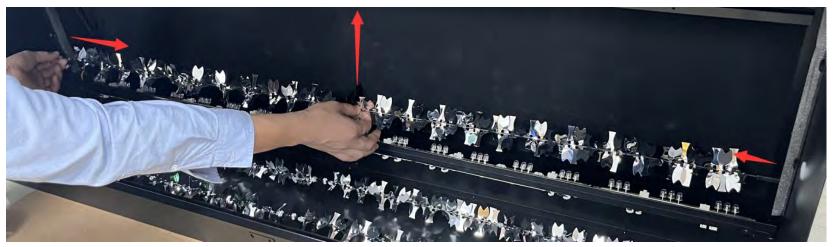




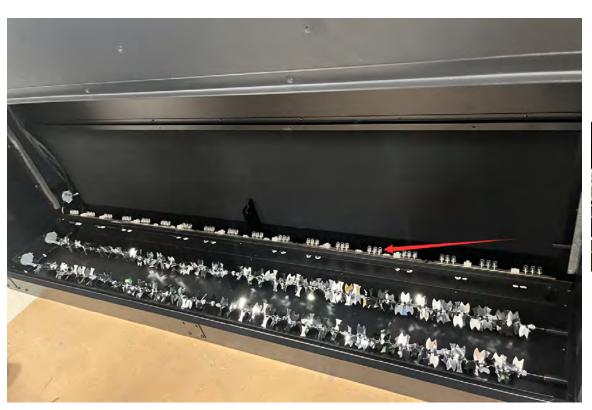
light barrier

Step 7 Removing the flame reflector.





Step 8 When the flame reflector is removed, the flame LED will be visible. The LED strips are held in place with screws and are connected to the other strips by using a molex connector. Unscrew the screws of the failed LED strip and unplug the molex connector to replace it with a new one.





REPLACING THE MOTOR

Follow STEPS 1 through 3 from REPLACING THE FLAME LED



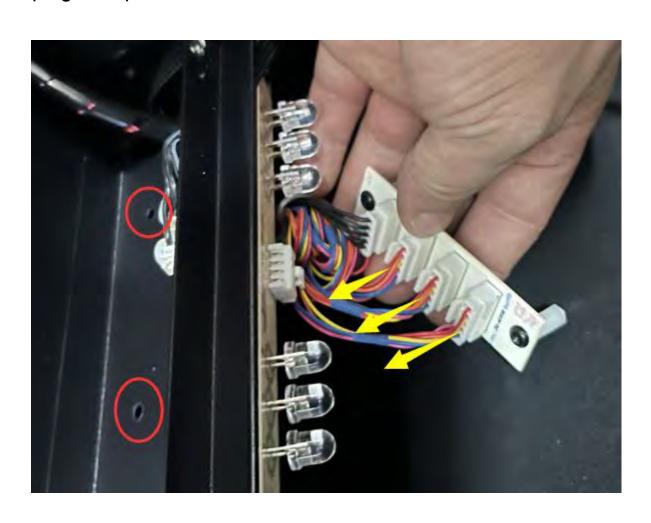
Step 1 Remove the ember bed reflector.



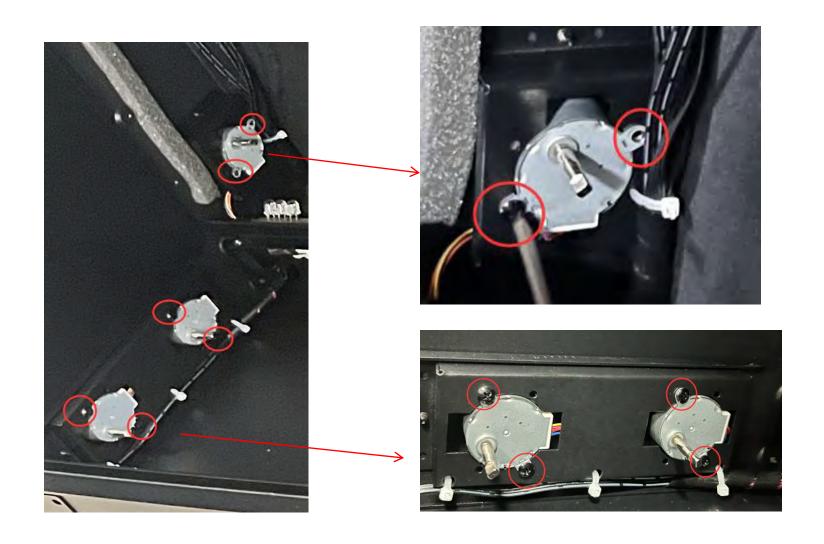




Step 2 By removing the two screws circled in red, you will be able to loosen the motor PCB connector from the fireplace, and then you will be available to unplug the spade connectors



Step 3 Remove the 6 screws circled in red to take out the failed motor. A new motor can now be safely installed.



REPLACING THE EMBER BED LED STRIP

Follow STEP 1 from Replacing the motor.

The Tru View – TRV Bespoke series of fireplaces contains 2 LED strips for the ember bed.



The rear set of LED strips for the ember bed is situated here

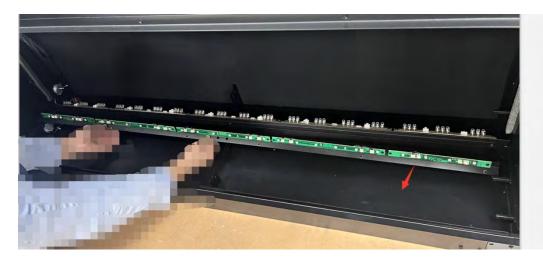
The front set of LED strips for the ember is situated here.

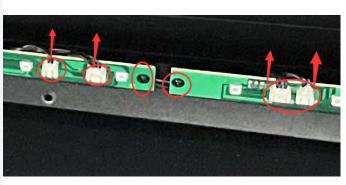
Remove the 5 screws (as shown in the diagram). The quantity of screws varies and depends on the size of the unit. The bracket that is holding the rear LED strips in the ember bed can now be removed.

LED strips in front for ember bed are held in place with screws and are connected to the other strips or to the end using a molex connector.

Unscrew the screws of the failed LED strip and unplug the molex connector to replace it with a new one







Step 2 Remove the 3 screws (as shown in the diagram). The quantity of screws varies and depends on the size of the unit. The bracket that is supporting the ember bed glass can now be removed.

LED strips in front for ember bed are held in place with screws and are connected to the other strips or to the end using a molex connector.

Unscrew the screws of the failed LED strip and unplug the molex connector to replace it with a new one



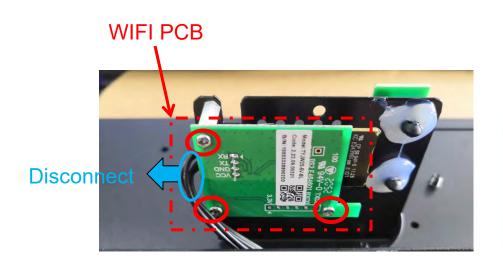


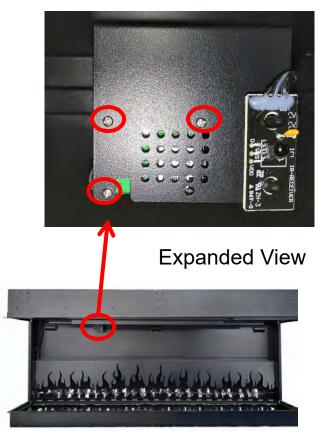


REPLACING THE WIFI PCB

Follow STEPS 1 through 4 from REPLACING THE FLAME LED LIGHT. The WiFi PCB is located under the middle plate

- **Step 1** Remove the 6 screws circled in red to take out the WIFI PCB from the fireplace.
- Step 2 Remove the 6 screws circled in red to remove the WIFI PCB from the fireplace. Disconnect the spade connector and replace the WIFI PCB.





REPLACING THE HEATING ELEMENT

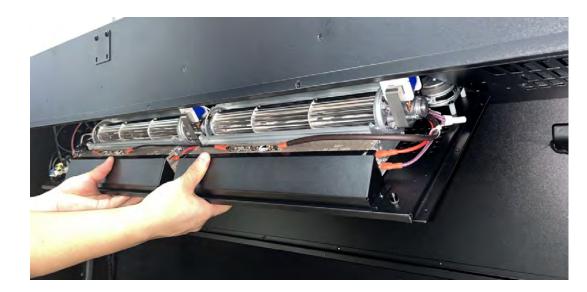
Follow STEPS 1 through 4 from REPLACING THE FLAME LED LIGHT.

Step 1 Remove the screws circled in red to take off the metal tray . Then the metal tray can be taken out of the fireplace.

The heating element, PCB board, AC adapter, bluetooth speaker set and speaker set are all place







TRV 45 METAL TRAY



PCB board



heating element



AC adapter





bluetooth speaker set





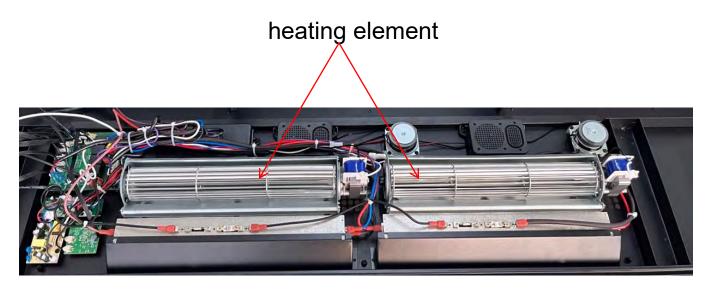


speaker set

TRV 55-85 METAL TRAY



PCB board





AC adapter















speaker set

Step 2 Unscrew the screws circled in red to take off heating element assembly from the mental tray.

TRV 45 metal tray



TRV 55-85 metal tray



Step 3 Unplug the heater and replace it with a new heater.



REPLACING THE PCB BOARD

Follow STEP 1 in Replace the heating element.

Remove the 4 screws circled in purple and replace the failed PCB board with a new one. Secure the new board to the metal tray using the same 4 screws used to remove the board.



It is recommended to photograph the connection mode prior to replacing the pcb board.

REPLACING THE AC ADAPTER

Follow STEP 1 in Replace the heating element.

Unscrew the screws circled in red.

The AC adapter is connected to the PCB board using a molex connector. Follow the lead from the AC adapter back to the board and disconnect it from the PCB board. A new receiver can be connected to the PCB board then secured to the mental tray of unit.

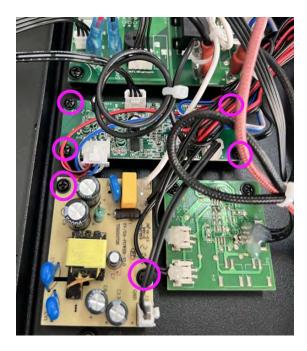


REPLACING THE BLUETOOTH SPEAKER SET

Follow STEP 1 in Replace the heating element.

Remove the screws circled in pink to disconnect the bluetooth speaker set from the mental tray.

Unplug the bluetooth speaker set and replace it with a new bluetooth speaker set.





It is recommended to record the connection mode by photo before replacing the new bluetooth speaker set.

bluetooth speaker set





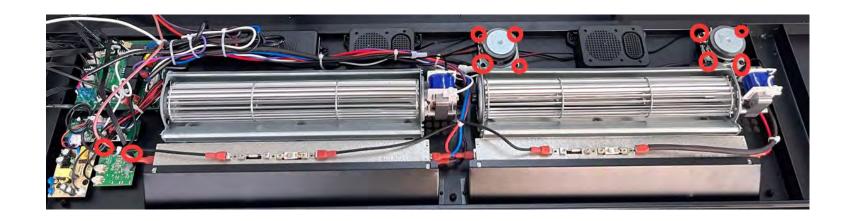




REPLACING THE SPEAKER SET

Follow STEP 1 in Replace the heating element.

Remove the screws circled in red to disconnect the speaker set from the mental tray. Unplug the speaker set and replace it with a new speaker set.



speaker set



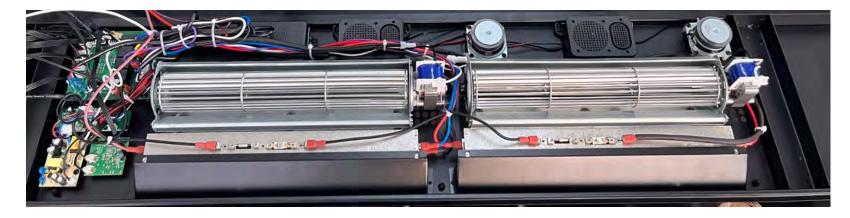


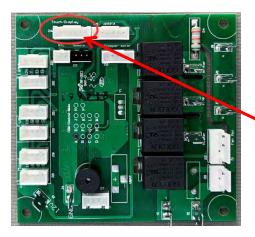


It is recommended to record the connection mode by photo before replacing the new speaker set.

REPLACING THE TOUCH PANEL CIRCUIT BOARD

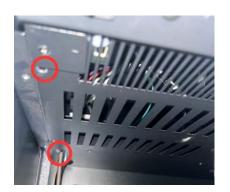
Follow STEP 1 to 4 in replace led strip for Flame, you can come to here.

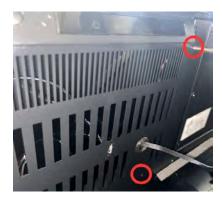


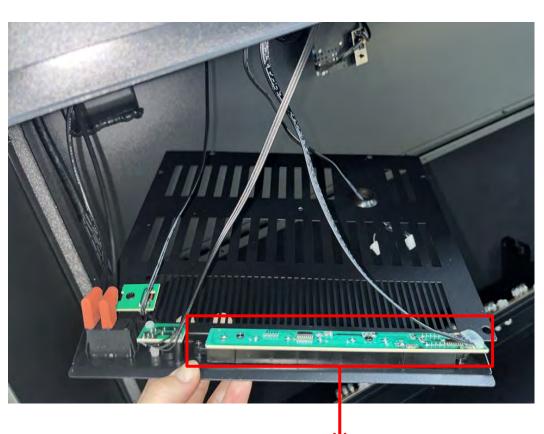


The area circled in red is where touch panel is inserted into the motherboard

Step 1 Remove the screws circled in red to take off the metal tray . Then the metal tray can be take out of the fireplace.







Circuit Board for Touch Panel

Step 2 Remove the screws circled in red to take off the Circuit Board for Touch Panel Unplug the molex connector (in the big mental tray)and replace it with a new Circuit Board for Touch Panel.

