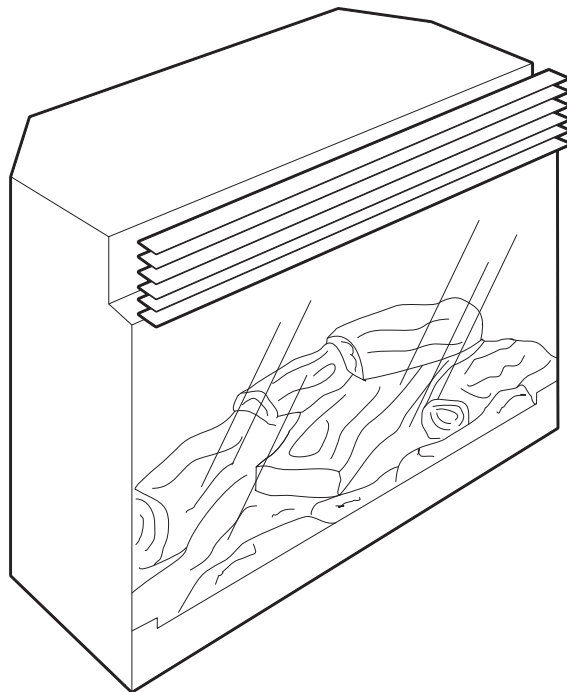




# PRACTICAL USER'S GUIDE FOR THE DIMPLEX ELECTRIC FIREPLACE



Quality checked by:

*Valued Customer,*

*We are pleased that you have chosen to purchase an electric fireplace manufactured by Dimplex North America Ltd.*

*Over the years, valuable memories will occur around the warmth and comfort of your hearth. Thank you for allowing our product to be the backdrop for those special moments.*

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## **QUICK REFERENCE GUIDE FOR THE DIMPLEX ELECTRIC FIREPLACE**

**1) Prior to installation, plug your unit into a convenient outlet to verify the following:**

- Are the circuit breakers for the outlet on?**
- Is the Flame Brightness Control turned fully to the right?**
- Are the lightbulbs in your firebox loose? (to check, follow the instructions for replacing the light bulbs on the front of the unit. Also check the 2 light bulbs at the top of your firebox).**

**2) The heater on your fireplace may emit a slight, harmless odor when first used. This odor is a normal condition caused by the initial heating of internal heater parts and will not occur again.**

**3) If your heater does not emit heat, ensure the switch is on and the thermostat is turned fully to the right. If this does not work, switch the unit off for 5 minutes and try again. Consult page 5 of your Practical User's Guide for further information.**

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# **CONTENTS**

## **PAGE**

- 1     IMPORTANT INSTRUCTIONS**
  
- 2     SITE SELECTION AND PREPARATION**
  
- 4     FIREPLACE INSERT INSTALLATION**
  
- 5     OPERATION**
  
- 6     MAINTENANCE**
  
- 9     WARRANTY/ACCESSORIES**

## **IMPORTANT INSTRUCTIONS**

### **SAVE THESE INSTRUCTIONS**

### **PLEASE RETAIN THIS USER'S GUIDE FOR FUTURE REFERENCE**

When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

1. Read all instructions before using the electric fireplace.
2. This fireplace is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. The trim around the heater outlet becomes hot during heater operation. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 3 feet (0.9m) from the front of the unit with the exception of BF4000NT model which has zero clearance requirements, however, it is recommended to leave 5 inches (13cm) of clearance in front of the grill so that it may open.
3. Extreme caution is necessary when any heater is used by or near children or invalids and whenever the unit is left operating and unattended.
4. Young children should be supervised to ensure that they do not play with the appliance.
5. The appliance is not intended for use by young children or infirmed persons without supervision.
6. The appliance must be positioned so that the plug is accessible.
7. Always unplug the electric fireplace when not in use.
8. If the supply cord is damaged, it must be replaced by the manufacturer, or its service agent, or a qualified person in order to avoid a hazard.
9. Do not operate any unit with a damaged cord or plug, or if the heater has malfunctioned, or if the electric fireplace has been dropped or damaged in any manner. Return heater to authorized service facility for examination, electrical or mechanical adjustment, or repair.
10. Do not use outdoors.
11. Do not use this fireplace in the immediate surroundings of a bath, a shower or a swimming pool.
12. Do not install the fireplace directly on carpet or a similar surface which may restrict air circulation beneath the unit.
13. Do not run the cord under carpeting. Do not cover cord with throw rugs, runners, or the like. Arrange cord away from traffic area and where it will not be tripped over.
14. Do not locate the heater immediately below a fixed socket-outlet.
15. To disconnect the fireplace, turn the controls off, then remove the plug from the outlet.
16. Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage to the heater.
17. To prevent a possible fire, do not block air intake or exhaust in any manner. Do not use on soft surfaces, like a bed, where openings may become blocked.
18. All electrical heaters have hot and arching or sparking parts inside. Do not use in areas where gasoline, paint, or flammable liquids are used or stored or where the unit will be exposed to flammable vapors.
19. Do not modify the electric fireplace. Use it only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.
20. Avoid the use of an extension cord. Extension cords may overheat and cause a risk of fire. If you must use an extension cord, the cord shall be No. 16 AWG minimum size and rated not less then 1875 watts ..
21. Do not burn wood or other materials in the electric fireplace.
22. Do not strike the fireplace glass.
23. Always use a certified electrician should new circuits or outlets be required.
24. Always use properly grounded, fused and polarized outlets.
25. Disconnect all power supply before performing any cleaning, maintenance or relocation of the unit.
26. When transporting or storing the unit and cord, keep in a dry place, free from excessive vibration and store so as to avoid damage.

**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, illness or death.**

# SITE SELECTION AND PREPARATION

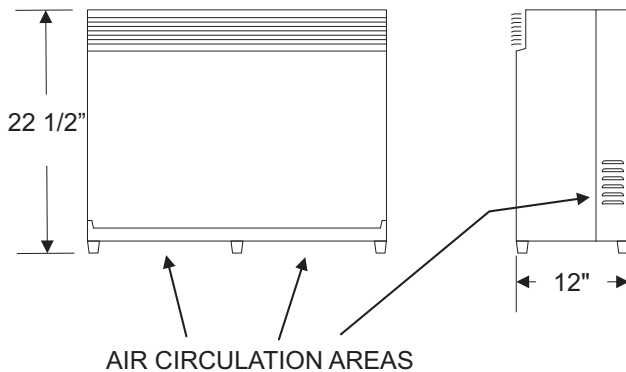
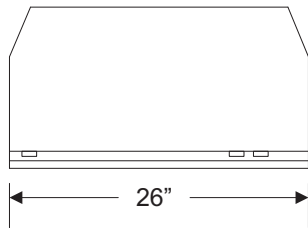


FIGURE 1

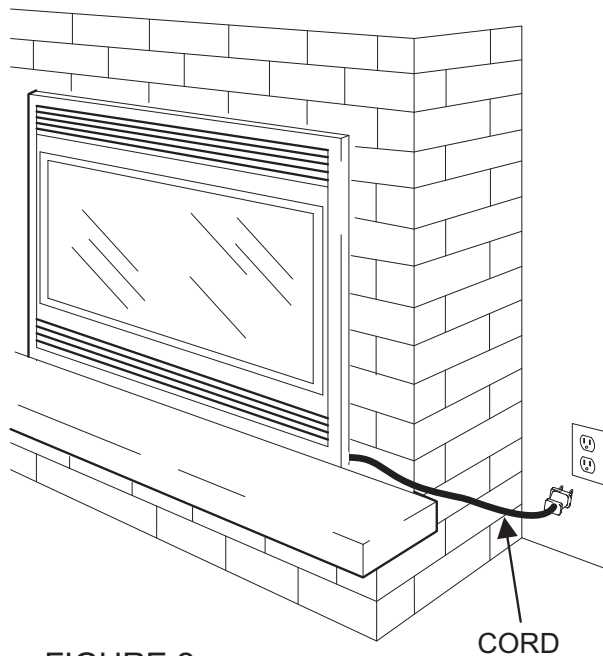


FIGURE 2

This section provides easy step by step instructions for selecting a location and preparing the site to install the Fireplace into:

## ■Existing Fireplace

## ■New Wall Construction

## ■Dimplex Mantel Surround Kit or custom made mantel surround

## NOTE

- The Fireplace Insert comes completely assembled and wired. Some tools may be required to prepare the site and assemble/install the trim.
- The dimensions of the Fireplace Insert are 26" wide (66cm) X 22 1/2" high (57.2cm) X 12" deep (30.5cm). (FIGURE 1) You may want to leave a clearance around the insert of 1/4" (0.6cm) to ease installation .
- This Fireplace Insert does NOT require venting.

## CAUTION

•Clearance for air circulation beneath the fireplace insert is provided by three rubber feet (FIGURE 1). DO NOT INSTALL THE FIREPLACE INSERT DIRECTLY ON CARPET OR SIMILAR SURFACES WHICH MAY RESTRICT AIR CIRCULATION. If installing the fireplace in a carpeted area, place a one-piece, solid, flat surface under the fireplace insert. Ensure that all three of the insert's feet rest securely on this surface .

## ■Existing Fireplace:

1. Seal all drafts and vents with non-fibrous insulation materials to prevent chimney debris from falling onto the Fireplace Insert. Do not install into an existing fireplace that is prone to dampness.
2. Cap the top of the chimney flue to prevent rain from entering
3. Plan your electric power supply: (Refer to Note 1)
4. The power cord can run along the front of the hearth to an outlet near the fireplace. (FIGURE 2)

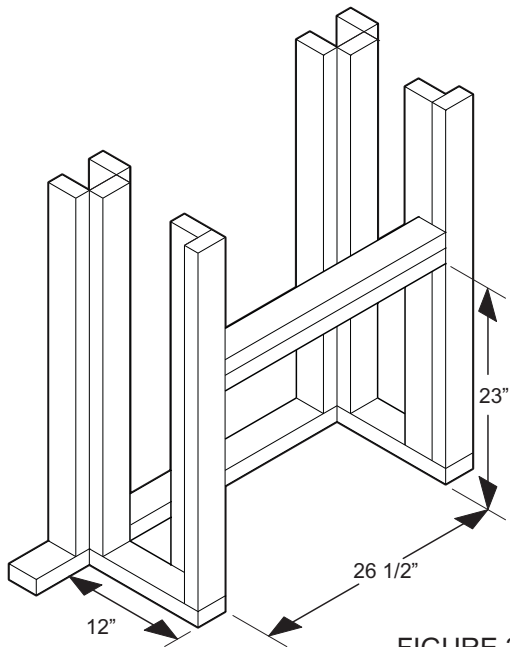


FIGURE 3

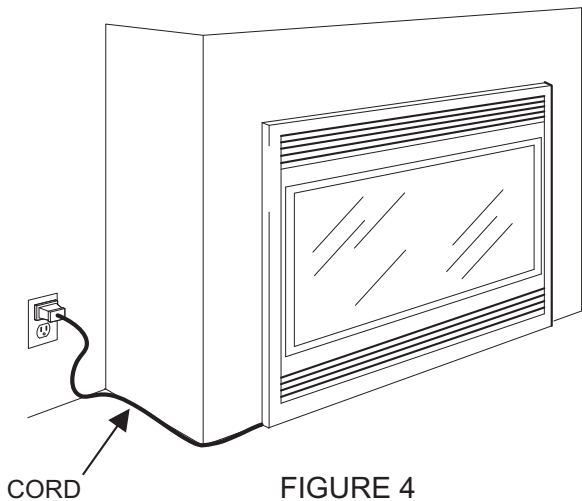


FIGURE 4

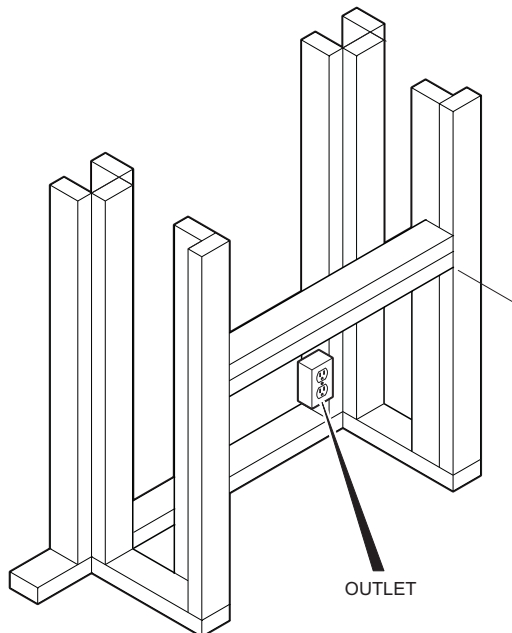


FIGURE 5

## NOTE 1

A 15 Amp, 120 Volt circuit is required. A dedicated circuit is preferred but not essential in all cases. A dedicated circuit will be required if, after installation, the circuit breaker trips or fuse blows on a regular basis when the heater is operating. Additional appliances on the same circuit may exceed the current rating of the circuit breaker.

## WARNING

- To prevent personal injury you should hire a professional to cap the chimney flue or cut a hole in the existing fireplace for wiring.

.If you return your existing fireplace to its original use (Example: Wood Burning). it should be inspected by the local building department prior to use to reduce the risk of fire and injury to persons .

### ■New Wall Construction:

1. Select a suitable location that is not susceptible to moisture and is away from drapes, furniture and high traffic.
2. Place the Fireplace in the desired location to see how it will look in the room.
3. Mark the desired location on the floor and store the Fireplace in a safe, dry and dust free location.
4. Use studs to frame an opening of 26 1/2" wide X 23" high (67.3cm wide X 58.4cm high) allowing a depth of 12" (30.5cm). (Refer to FIGURE 3 as an example.)
5. Plan your electric power supply: (Refer to Note 1)

**Option #1** - The power cord can be lead from behind the trim and along the wall to an outlet near the fireplace. (FIGURE 4)

**Option #2** - A new outlet can be installed inside the new frame construction. (FIGURE 5)

## **FOR BATHROOM USE**

Must be protected by a GFI receptacle or circuit if receptacle is used it must be readily accessible.

To prevent electrical shock this unit is an electrical appliance that is not watertight and must be installed as to prevent water from entering unit. This must be installed away from showers, tubs, etc. Never locate fireplace where it may fall into a bathtub or other water container.

Keep towels and other combustible materials 3 feet away from the front of the unit.

## WARNING

•Construction and Electrical Outlet wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electric shock and injury to persons.

### ■Dimplex Mantel Surround Kit or custom made mantel surround:

1. Select a suitable location that is not susceptible to moisture and is away from drapes, furniture and high traffic.
2. Place the Fireplace in the desired location to see how it will look in the room.
3. For ease of electrical hook up you may wish to locate the Fireplace near an existing outlet. (Refer to Note 1)
4. Store the Fireplace in a safe, dry and dust free location.
5. Assemble Mantel Surround Kit (Refer to instructions provided with the Mantel Surround Kit) or construct the custom surround with an opening of 26 1/2" wide X 23" high (67.3cm wide X 58.4cm high) allowing a depth of 12" (30.5cm).

## WARNING

•Do not attempt to wire your own new outlets or circuits. To reduce the risk of fire, electric shock or injury to persons, always use a licensed electrician.

## FIREPLACE INSERT INSTALLATION

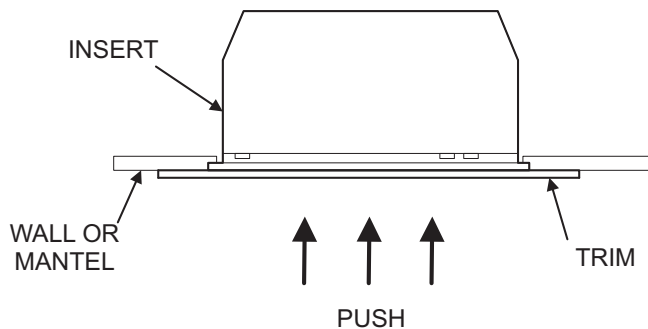


FIGURE 6

This section provides easy step by step instructions for installation of your Fireplace:

1. Install Trim Kit to front of Fireplace by positioning trim then pushing straight forward against the Fireplace.
2. Make sure the unit is switched OFF (Refer to operating instruction section).
3. Plug the Fireplace into a 15AMP/120Volt outlet. If the cord does not reach you may use an extension cord rated for a minimum of 1875 WATTS.
4. Push the Fireplace into place so that the trim is against the finished Mantel Surround or wall surface. (FIGURE 6).
5. Level, if required with wood shims (not included) **4** (FIGURE7).

## WARNING

•Ensure the power cord is not installed so that it is pinched or against a sharp edge and ensure that the power cord is stored or secured to avoid tripping or snagging to reduce the risk of fire, electric shock or injury to persons.

## OPERATION

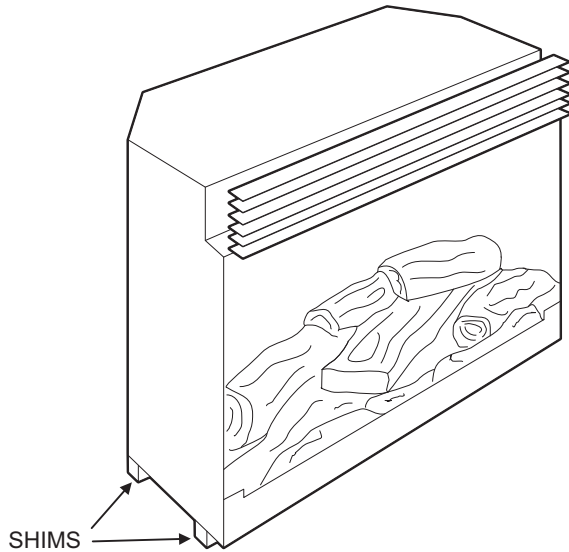


FIGURE 7

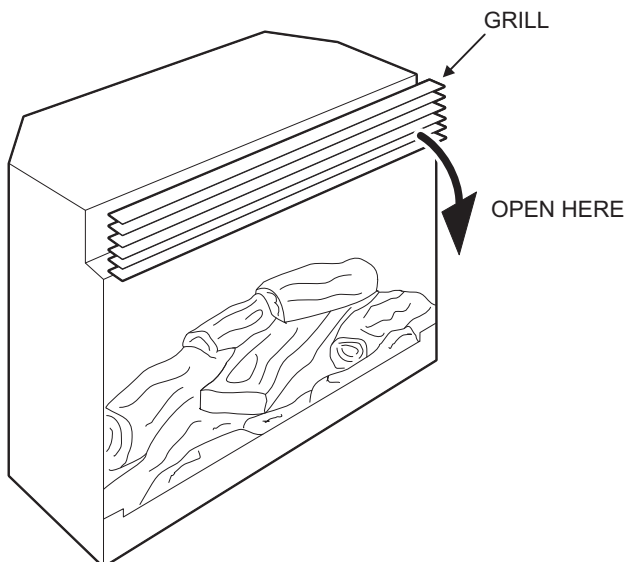


FIGURE 8

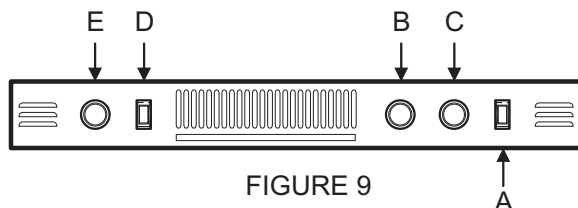


FIGURE 9

This section will explain the function of each convenient control.

1. To access the controls, open the upper grill by pulling, near the top, forward and down. (FIGURE 8)
2. To locate controls refer to FIGURE 9.

### A. MAIN ON/OFF SWITCH

The ON/OFF SWITCH supplies power to all fireplace functions (Heater /Flame).

### RESETTING THE TEMPERATURE CUTOFF SWITCH

This unit is equipped with a thermostat which controls the temperature of the room. It does this by turning the heater on and off. The heater is protected with a safety device to prevent overheating. Should the heater overheat, an automatic cut out will turn the heater off and it will not come back on without being reset. It can be reset by switching the ON/OFF SWITCH to OFF and waiting 5 minutes before switching the unit back on.

## CAUTION

•If you need to continuously reset the heater, unplug the unit and call your local dealer.

### B. FLAME ACTION CONTROL (certain models only)

Turn the flame action control knob to adjust the flame speed to the desired level.

### C. FLAME BRIGHTNESS CONTROL

Turn the flame brightness control knob to increase or decrease the brightness of the flame and embers.

#### D. HEATER ON/OFF SWITCH

The heater on/off switch supplies power to the heating unit when main on/off switch (A) is on.

#### E. HEATER THERMOSTAT CONTROL

To adjust the temperature to your individual requirements, turn the thermostat control clockwise all the way to turn on the heater. When the room reaches the desired temperature, turn the thermostat knob counter clockwise until you hear a click. Leave in this position to maintain the room temperature at its setting. For additional heat, turn clockwise until you hear the click again and the heater will turn on. To turn the heater off, rotate the knob fully counter clockwise.

### NOTE

- The heater may emit a slight, harmless odor when first used. This odor is a normal condition caused by initial heating of internal heater parts and will not occur again.

3. To conceal the controls during operation, return the grill to its original upright position.

## MAINTENANCE

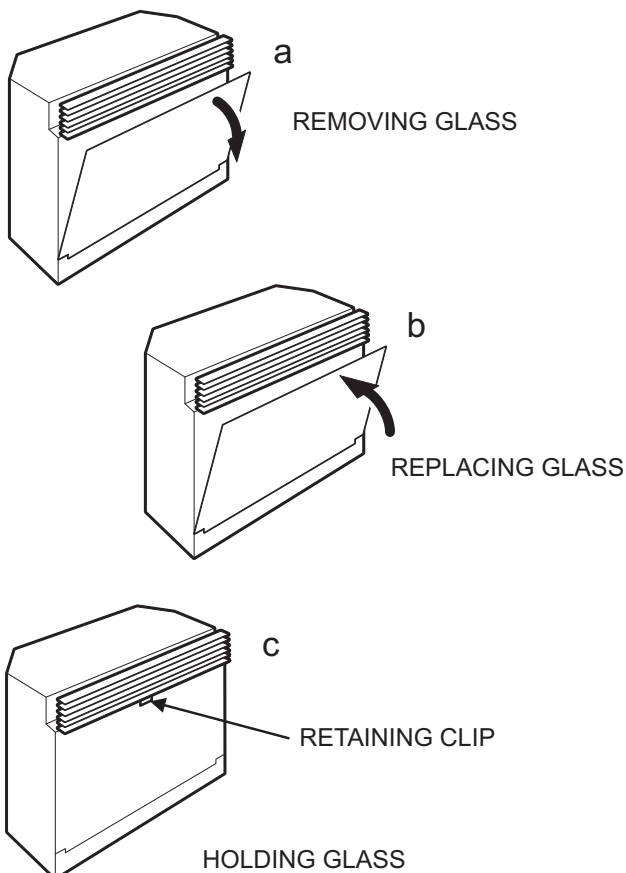


FIGURE 10 (a,b,c)

### WARNING

-Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electric shock or damage to persons.

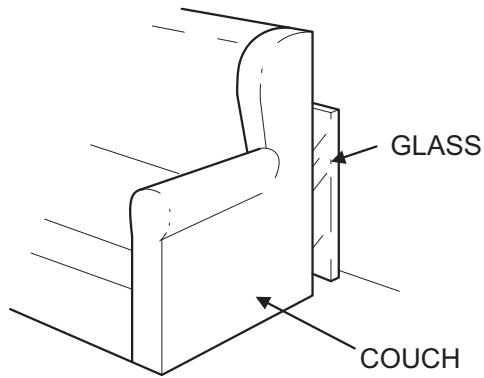
#### ■Light Bulb Replacement:

### NOTE

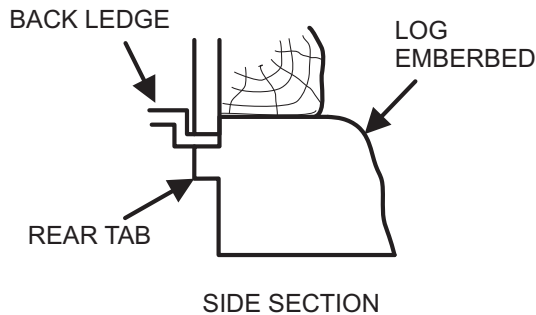
- Allow at least 5 minutes for light bulbs to cool off before touching bulbs to avoid accidental burning of skin.

Light bulbs need to be replaced when you notice a dark section of the flame or when the clarity and detail of the log exterior disappears. There are two bulbs at the top of the opening which illuminate the log set exterior, and four bulbs under the log set which generate the flames and embers.

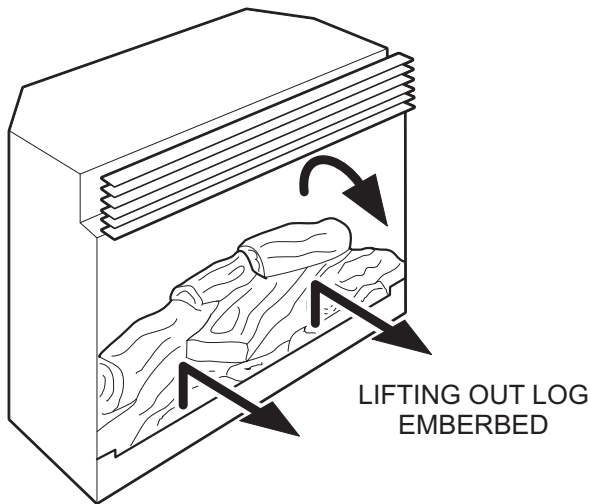
**Tool Requirements:** Slot Screw Driver



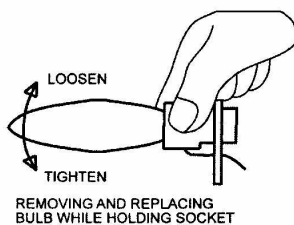
**FIGURE 11**  
An example of a safe storage place



SIDE SECTION



**FIGURE 12**



**FIGURE 13**

**•To open the light bulb area:**

1. Remove trim by pulling straight forward.
2. Hold glass in place while removing retaining clip as shown in FIGURE 10 (a,b,c).
3. Lift glass out and store in a safe place FIGURE 11.

**CAUTION**

•Even though the glass is safety glass it may break if bumped, struck or dropped. Care must be taken when handling the glass.

**Helpful Hints**

It is a good idea to replace all light bulbs at one time if they are close to the end of their rated life. Group replacement will reduce the number of times you need to open the unit to replace light bulbs.

**•To replace the bottom light bulbs which generate the flames and embers:**

Bulb Requirements: Quantity of 4 clear chandelier or candelabra bulbs with an E-12 (small) socket base, 60 watt rating, Example GE 60BC or Phillips 60CTC.

**CAUTION**

**•Do not exceed 60 watts per bulb**

1. Lift up front edge of log until clears the front tabs. Pull out until the rear tab clears the back ledge, then lift out. (FIGURE 12)
2. Examine the bulbs to determine which bulbs require replacement.
3. Hold the socket while unscrewing the bulb. (FIGURE 13)
4. Hold the socket while screwing in the new bulb.
5. Replace the log by pushing it down and in until it rests against the mirror. (FIGURE 12)

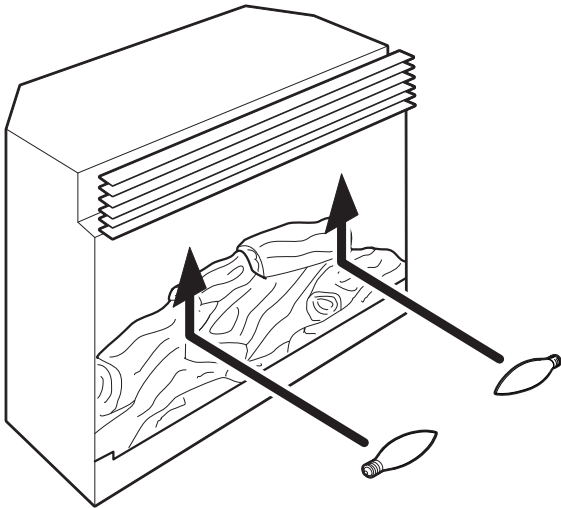


FIGURE 14

**•To replace the top light bulbs which illuminate the log exterior:**

Bulb Requirements: Quantity of 2 clear chandelier or candleabra bulbs with an E-12 (small) screw base. Please refer to the label adjacent to the upper lights for the correct wattage for your model.

**CAUTION**

•Do not exceed 15 watts per bulb

1. Examine the bulbs to determine if they need replacing. (FIGURE 14)
2. Hold the socket while unscrewing the bulb. (FIGURE 13)
3. Hold the socket while screwing in the new bulb.

**•To reassemble light bulb area**

1. Replace the glass and hold it in place at top. (FIGURE 12)
2. Fasten retaining clip to hold glass in place. (FIGURE 10)

**■Glass Cleaning:**

The glass is cleaned in the factory during the assembly operation. During shipment, installation, handling, etc., the glass surface may collect dust particles; these can be removed by buffing lightly with a clean dry cloth.

To remove finger prints or other marks, the glass can be cleaned with a damp cloth using a good quality household glass cleaner. The glass should be completely dried with a lint free cloth or paper towel.

**CAUTION**

•Do not use abrasive cleaners on glass surface or spray liquids directly onto any surface.

**Helpful Hints**

Wait until it is time to change the light bulbs to clean inside glass surface.

## **TWO YEAR LIMITED WARRANTY**

### *Products to which this limited warranty applies*

This limited warranty applies to your newly purchased Dimplex electric fireplace and to newly purchased Dimplex fireplace surrounds (mantels) and trims. This limited warranty applies only to purchases made in any province of Canada except for Yukon Territory, Nunavut, or Northwest Territories or in any of the 50 States of the USA (and the District of Columbia) except for Hawaii and Alaska. This limited warranty applies to the original purchaser of the product only and is not transferable.

### *Products excluded from this limited warranty*

Light bulbs are not covered by this limited warranty and are the sole responsibility of the owner/purchaser. Products purchased in Yukon Territory, Nunavut, Northwest Territories, Hawaii, or Alaska are not covered by this limited warranty. Products purchased in these States, provinces, or territories are sold AS IS without warranty or condition of any kind (including, without limitation, any implied warranties or conditions of merchantability or fitness for a particular purpose) and the entire risk of as to the quality and performance of the products is with the purchaser, and in the event of a defect the purchaser assumes the entire cost of all necessary servicing or repair.

### *What this limited warranty covers and for how long*

Products, other than fireplace surrounds (mantels) and trims, covered by this limited warranty have been tested and inspected prior to shipment and, subject to the provisions of this warranty, Dimplex warrants such products to be free from defects in material and workmanship for a period of 2 years from the date of the first purchase of such products.

Dimplex fireplace surrounds (mantels) and trims covered by this limited warranty have been tested and inspected prior to shipment and, subject to the provisions of this warranty, Dimplex warrants such products to be free from defects in material and workmanship for a period of 1 year from the date of first purchase of such products.

The limited 2 year warranty period for products other than fireplace surrounds (mantels) and trims and the limited 1 year warranty period for fireplace surrounds (mantels) and trims also applies to any implied warranties that may exist under applicable law. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to the purchaser.

### *What this limited warranty does not cover*

This limited warranty does not apply to products that have been repaired (except by Dimplex or its authorized service representatives) or otherwise altered. This limited warranty does further not apply to defects resulting from misuse, abuse, accident, neglect, incorrect installation, improper maintenance or handling, or operation with an incorrect power source.

### *What you must do to get service under this limited warranty*

Defects must be brought to the attention of Dimplex Technical Service by contacting Dimplex at 1-888-DIMPLEX (1-888-346-7539), or 1367 Industrial Road, Cambridge Ontario, Canada N1 R 7G8. Please have proof of purchase, catalogue/model and serial numbers available when calling. Limited warranty service requires a proof of purchase of the product.

### *What Dimplex will do in the event of a defect*

In the event a product or part covered by this limited warranty is proven to be defective in material or workmanship during (i) the 2 year limited warranty period for products other than fireplace surrounds (mantels) and trims, and (ii) the 1 year limited warranty period for surrounds (mantels) and trims, you have the following rights:

- Dimplex will in its sole discretion either repair or replace such defective product or part without charge. If Dimplex is unable to repair or replace such product or part, or if repair or replacement is not commercially practicable or cannot be timely made, Dimplex may, in lieu of repair or replacement, choose to refund the purchase price for such product or part.
- Limited warranty service will be performed solely by dealers or service agents of Dimplex authorized to provide limited warranty services.
- For products other than surrounds (mantels) and trims, this 2 year limited warranty entitles the purchaser to on-site or in-home warranty services. Accordingly, Dimplex will be responsible for all labour and transportation associated with repairing or replacing the product or part except as follows: (i) charges which may be levied for travel costs incurred to travel to the purchaser's site where the product is located if the purchaser's site is beyond 30 miles (48 km) from the closest service depot of Dimplex's dealer or service agent; and (ii) the purchaser is solely responsible for providing clear access to all serviceable parts of the product.
- For surrounds (mantels) and trims, this 1 year limited warranty does not entitle the purchaser to on-site or in-house warranty services. The purchaser is responsible for removal and transportation of the surrounds (mantels) and trims (and any repaired or replacement product or part) to and from the authorized dealer's or service agent's place of business. On-site or in-home services for surrounds (mantels) and trims may be performed at the purchaser's specific request and expense at Dimplex's then current rates for such services. Dimplex will not be responsible for, and this limited warranty shall not include, any expense incurred for installation or removal of the surrounds (mantels) or trims or any part thereof (or any replacement product or part) including, without limitation, all shipping costs and transportation costs to and from the authorized dealer's or service agent's place of business and all labour costs. Such costs shall be the purchaser's responsibility.

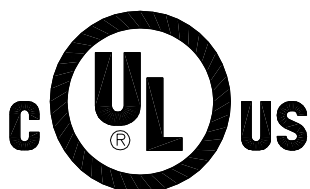
*What Dimplex and its dealers and service agents are also not responsible for:*

IN NO EVENT WILL DIMPLEX, OR ITS DIRECTORS, OFFICERS, OR AGENTS, BE LIABLE TO THE PURCHASER OR ANY THIRD PARTY. WHETHER IN CONTRACT, IN TORT, OR ON ANY OTHER BASIS, FOR ANY INDIRECT, SPECIAL, PUNITIVE, EXEMPLARY, CONSEQUENTIAL, OR INCIDENTAL LOSS, COST, OR DAMAGE ARISING OUT OF OR IN CONNECTION WITH THE SALE, MAINTENANCE, USE, OR INABILITY TO USE THE PRODUCT, EVEN IF DIMPLEX OR ITS DIRECTORS, OFFICERS, OR AGENTS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSSES, COSTS OR DAMAGES, OR IF SUCH LOSSES, COSTS, OR DAMAGES ARE FORESEEABLE. IN NO EVENT WILL DIMPLEX, OR ITS OFFICERS, DIRECTORS, OR AGENTS BE LIABLE FOR ANY DIRECT LOSSES, COSTS, OR DAMAGES THAT EXCEED THE PURCHASE PRICE OF THE PRODUCT.

SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO THE PURCHASER.

*How State and Provincial law apply*

This limited warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction. The provisions of the United Nations Convention on Contracts for the Sale of Goods shall not apply to this limited warranty or the sale of products covered by this limited warranty.



**1-888-DIMPLEX**  
**1-888-346-7539**

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