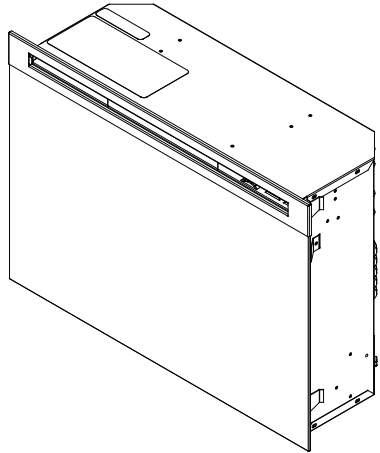


# Owner's Manual

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Model Number:

**DF2426GB**  
**DF2426SS**  
**DF2550**



Serial Number \_\_\_\_\_

Model Number \_\_\_\_\_

Part Number \_\_\_\_\_

Quality checked by:

Valued Customer,

Thank you and congratulations for purchasing a Dimplex electric fireplace. 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.

## QUICK REFERENCE GUIDE

1. Before using the fireplace verify:
  - Are the circuit breakers for the unit on?
  - Are the light bulbs loose? (to check, follow the instructions for replacing the light bulbs under the maintenance section of this manual)
2. The heater may emit a slight, harmless odor when first used. This odor is a normal condition caused by the initial heating of internal heater parts.
3. The information regarding the model of your unit can be found on the rating plate located on the side of the unit. See Page 3 for an illustration on how to locate the rating plate.
4. If you have any questions or concerns regarding the operation of your fireplace, contact Dimplex customer service at 1-888-DIMPLEX (1-888-346-7539)

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# IMPORTANT INSTRUCTIONS

## 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. The heater 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 (0.9 m) from the front of the unit.
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. Always unplug the electric fireplace when not in use.
5. 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.
6. Do not use outdoors.
7. The electric fireplace is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate heater where it may fall into a bathtub or other water container.
8. 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.
9. To disconnect the unit, turn the controls off, then remove the plug from the outlet.



**CAUTION**  
RISK OF ELECTRIC SHOCK  
DO NOT OPEN  
NO USER-SERVICEABLE PARTS INSIDE



10. 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.
11. 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.
12. All electrical heaters have hot and arcing 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.

13. 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.
14. 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 must be No. 16 AWG minimum size and rated no less than 1875 Watts.
15. Do not burn wood or other materials in the electric fireplace.
16. Do not strike the fireplace glass.
17. Always use a certified electrician should new circuits or outlets be required.
18. Always use properly grounded, fused and polarized outlets.
19. Disconnect all power supply before performing any cleaning, maintenance or relocation of the unit.
20. When transporting or storing the unit and cord, keep in a dry place, free from excessive vibration and store so as to avoid damage.

## SAVE THESE INSTRUCTIONS

**!** **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.

**!** **NOTE:** This equipment has been tested and found to comply with the limits for Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

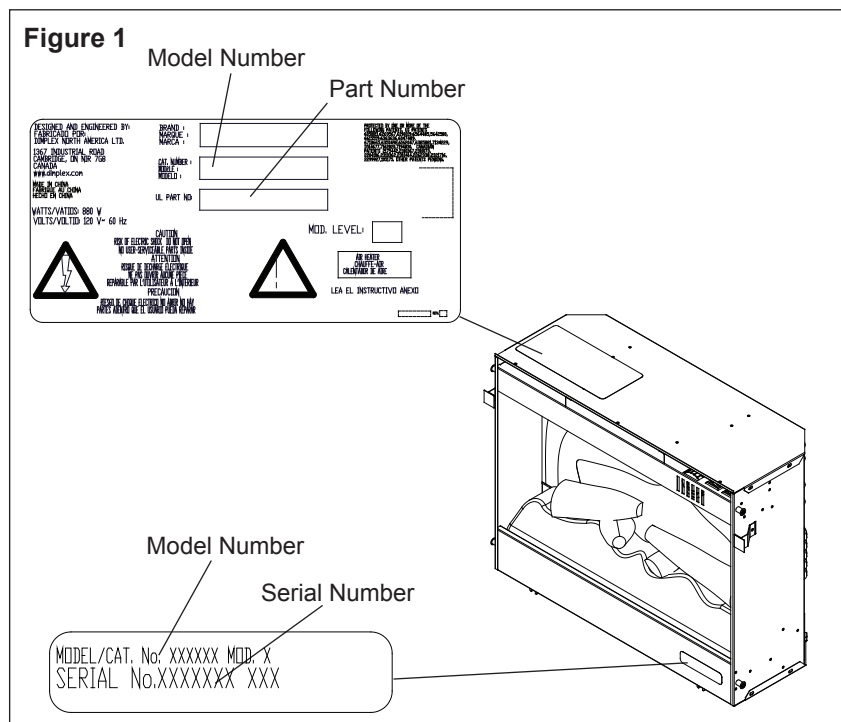
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio/TV technician for help.

Operation is subject to the following two conditions: (1) this device may not cause interference and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

## Model And Serial Number Information

If you have any questions about our products please have the product model and serial numbers available upon calling Dimplex customer service. To locate the model and serial number see below. (Figure 1)



**! 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:** 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.

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.

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.

## **Site Selection And Preparation**

This section provides instructions for selecting a location and preparing the site to install the fireplace into your Dimplex mantel surround.

1. Select a suitable location that is not susceptible to moisture and is away from drapes, furniture and high traffic.
2. For ease of electrical hook up you may wish to locate the fireplace near an existing outlet. (Refer to NOTE 1)
3. Store the fireplace in a safe dry and dust free location.

**! NOTE:** The dimensions of the fireplace are 26 inches (660.5 mm) wide X 18 7/8 inches (479.5 mm) high X 9 1/4 inches (235 mm) deep. The fireplace does not require any additional venting.

## **Fireplace Installation**

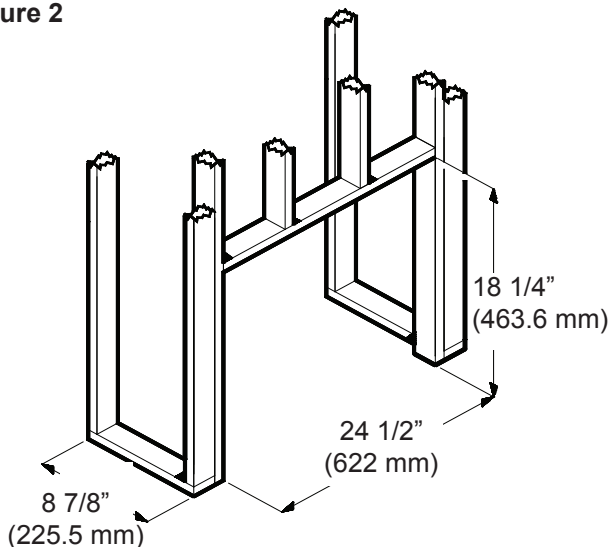
1. Install the fireplace assembly into the mantel. (Refer to mantel assembly instructions)

**! 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.

**IMPORTANT:** If not using a Dimplex mantel, the fireplace must be installed in an enclosure with the following **MINIMUM** internal/ opening dimensions. (Figure 2)

**Figure 2**



## 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 24 1/2 inches (622 mm) wide X 18 1/4 inches (463.6 mm) high X 8 7/8 inches (225.5 mm) deep.

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

**Option #2** - A new outlet can be installed inside the new frame construction. Plug the unit into a 15Amp/120Volt outlet. If the cord does not reach, you may use an extension cord rated for a



minimum of 1875 watts.

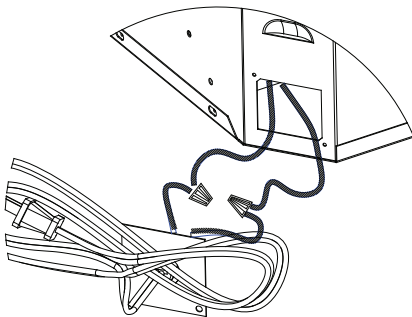
### Option #3 - Hardwire

1. Wire a dedicated, properly fused circuit with 120 Volt, 15 Amp rating. Allow up to 8 feet of service cable for connecting power supply to junction box on fireplace when installing after finishing wall.

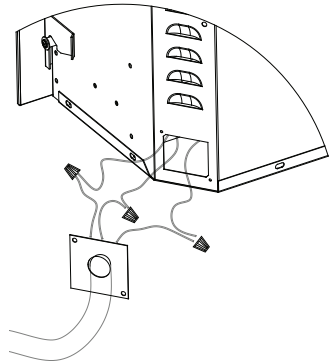
**⚠ CAUTION:** Use two conductor, non-metallic sheath cable with ground wire (3 wires total) for the incoming power supply on fireplace inserts. Use appropriate wire to meet local and national electrical codes for rated power consumption.

2. Remove the outer jacket and strip the individual conductor from the end.
3. Loosen the screw securing the junction box cover and remove the cover.
4. Take the cables out from the junction box, loosen the two wire twist nuts and remove the cord set. (Figure 3)

**Figure 3**



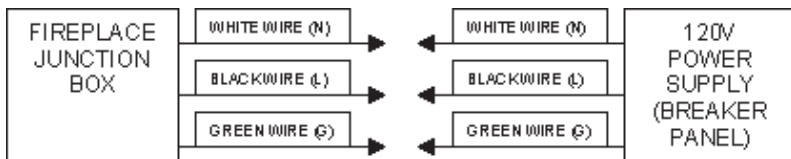
**Figure 4**



5. Route the power supply wire through the knockout on supplied alternative junction box cover and secure with a wire clamp (not supplied). (Figure 4)
6. Connect the black wire (live) from the unit to the black wire from

power supply. (Figure 4)

7. Connect the white wire (neutral) from the unit to the white wire from power supply. (Figure 4)
8. Connect the green wire (ground) from the unit to the green wire from power supply. (Figure 4)



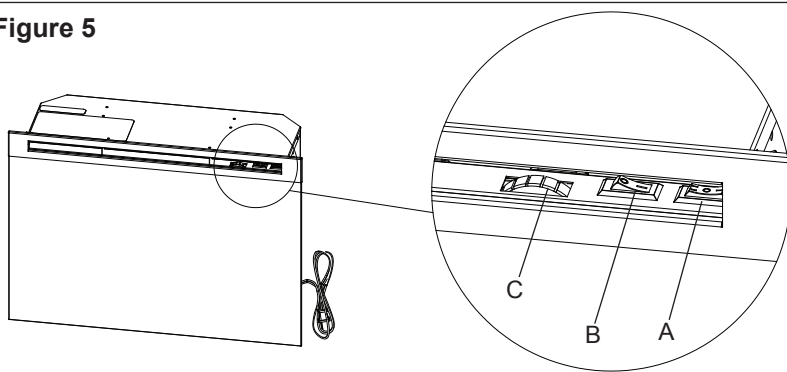
9. Place all connectors inside the unit and secure the junction box cover to unit. Ensure that the cable clamp grips only the jacket of service cable.

**⚠ CAUTION:** Clearance for air circulation beneath the fireplace insert is provided by two rubber feet.

**DO NOT INSTALL THE FIREPLACE 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 both of the insert's feet rest securely on this surface.

**Figure 5**



## **Operation** (Figure 5)

### **A. Main ON/OFF Switch**

The switch has two ON positions marked. The “ -- “ position is for manual operation. In this position the built-in remote control is bypassed. The “ = “ position is for operating the unit with the provided remote control. When in remote control (“ = “) position the unit is operated with the ON and OFF buttons of the remote control.

When the switch is in the center “o” position the unit is off.

### **B. Heater ON Switch**

The Heat ON/OFF Switch supplies power to the heater fan and the heater element. When the switch is in the ON position the heater operates if the thermostat calls for heat.

### **C. 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 this setting. For additional heat, turn clockwise until you hear the click again and the heater will turn on.

## **Resetting The Temperature Cutoff Switch**

Should the heater overheat, an automatic cut out will turn the fireplace off and it will not come back on without being reset. It can be reset by switching the Main ON/OFF switch to OFF and waiting 5 minutes before switching the unit back on.

**⚠ CAUTION:** If you need to continuously reset the heater, disconnect power and call Dimplex customer service at 1-888-DIMPLEX (1-888-346-7539).

## **Remote Operation**

The fireplace is supplied with an integrated on/off remote control

**! NOTE:** Ensure that the fireplace Main ON/OFF switch is set to the remote control setting.

To operate, push the ON button to turn fireplace on, push the OFF button to turn the fireplace off.

## Battery Replacement (FIGURE 6)

To replace the battery:

1. Slide battery cover open on the hand held transmitter.
2. Install one 12-Volt (A23) battery in the battery holder.
3. Close the battery cover.

## Remote Initialization

In the event that your remote control ceases to operate your fireplace, follow these steps to re-initialize the hand-held transmitter and the remote control receiver in the fireplace:

1. Place the **Main ON/OFF Switch** (Figure 5 A) in the OFF ("o") position.

1. Place the **Main ON/OFF Switch** (Figure 5 A) in the OFF ("o") position.

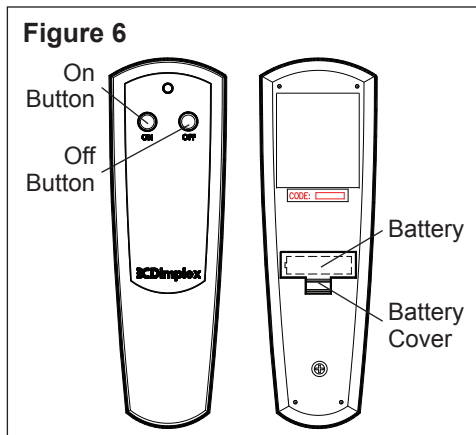
2. Wait a minimum of 5 seconds and then place the **Main ON/OFF Switch** in the Remote Control ("=") position.

3. Within 10 seconds of changing the switch position, press the ON button located on the remote control transmitter (Figure 6).

This will synchronize the remote control transmitter and the fireplace receiver.

**! NOTE:** You will have only 10 seconds to perform this last step. Failure to do so will result in these steps needing to be followed again.

*If you are still experiencing issues with your remote control, contact Dimplex North America Limited Customer Service at 1-888-346-7539, or visit the Dimplex website at [www.dimplex.com](http://www.dimplex.com).*



# Maintenance

## Light Bulb Replacement

Allow at least 5 minutes for light bulbs to cool 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 ember bed exterior disappears. There are two bulbs under the log set, which generate the flames and embers.

## Light Bulb Requirements

Quantity of 2 clear chandelier or candelabra bulbs with an E-12 (small) socket base, 60 Watt rating. Example: GE 60BC or Philips 60 CTC.

**Do not exceed 60 Watts per bulb.**

## Helpful Hints

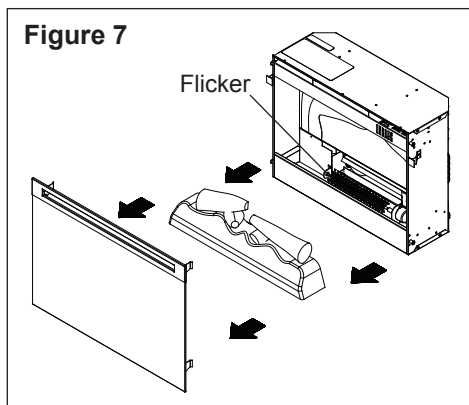
It is a good idea to replace both light bulbs at one time if they are close to the end of their rated life. Group replacement will reduce the number of times you need to open the unit to replace light bulbs. Care must be taken when removing the logset.

## To Access The Lower Light Bulb Area: (Figure 7)

1. Remove front glass assembly.
2. Pull the back edge of the plastic ember bed forward until the rear tab releases from the ledge located at the bottom of the mirror.

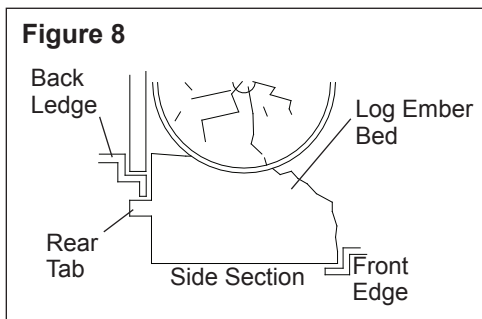
**IMPORTANT:** Only handle the logset by the ember bed.

**! NOTE:** Logset fits tightly into firebox, some force may be necessary to remove.



3. Set logset in front of fireplace.

4. Disconnect flicker from motor. (See Figure 7)
5. Unscrew bulbs counter clockwise.
6. Insert new bulbs.
7. Reconnect flicker to motor.
8. Replace the logset by inserting the front edge of the log set and push down on the rear edge of the ember bed until it snaps into place. (Figure 8)



**! NOTE:** Ensure the logset is installed tightly under the back ledge to prevent light leakage.

9. Replace glass assembly.

## Glass Cleaning

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

To remove fingerprints or other marks, the glass can be cleaned with a damp cloth. The glass should be completely dried with a lint free cloth to prevent water spots. To prevent scratching, do not use abrasive cleaners or spray liquids on the glass surface.

## Fireplace Surface Cleaning

To remove fingerprints or other marks, the exterior finish can be cleaned with a damp cloth with a mild detergent. The surface should be completely dried with a lint free cloth to prevent water spots.

## **Two Year Limited Warranty**

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

This limited warranty applies to your newly purchased Dimplex electric fireplace. 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 N1R 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 onsite 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.

#### *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**

**Dimplex®**

1367 Industrial Road  
Cambridge, Ontario  
Canada, N1R 7G8

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