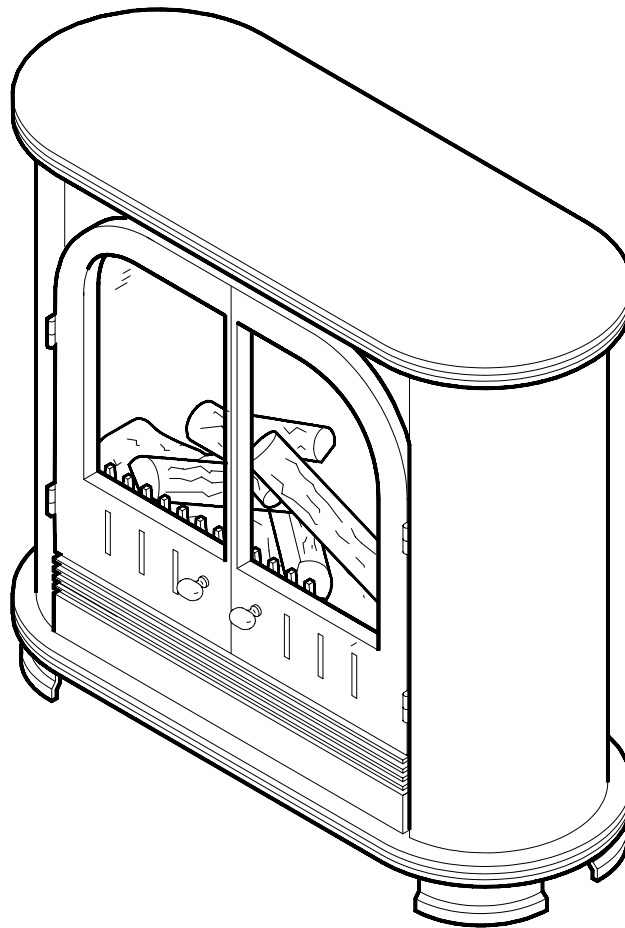


## PRACTICAL USER'S GUIDE FOR THE milano<sup>ef</sup>



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 milano<sup>ef</sup>**

- 1. Prior to the first use of the milano<sup>ef</sup> verify the following:**
  - Are the circuit breakers for the unit on?**
  - Are the light bulbs in your milano<sup>ef</sup> loose? (to check, follow the instructions for replacing the light bulbs under the maintenance section of this manual)**
- 2. The heater on your milano<sup>ef</sup> 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. The information regarding the model of your milano<sup>ef</sup> can be found on the rating plate located on the back of the unit.**
- 4. If you have any technical questions, questions regarding the operation of your milano<sup>ef</sup>, or require service contact Dimplex North America customer service at 1-888-DIMPLEX (1-888-346-7539). Do not return this unit to the store where purchased.**

# IMPORTANT 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 milano<sup>ef</sup>.
2. The unit 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.
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 milano<sup>ef</sup> 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 milano<sup>ef</sup> has been dropped or damaged in any manner.
6. Do not use outdoors.
7. The milano<sup>ef</sup> is not intended for use in bathrooms, laundry areas and similar indoor locations.
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.
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.
12. 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.
13. Do not modify the milano<sup>ef</sup>. 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 milano<sup>ef</sup>.
16. Do not strike glass door.
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.

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**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

A 15amp, 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.

## milano<sup>ef</sup> INSTALLATION

1. Make sure the unit is switched OFF (refer to operating instruction section).
2. 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.

## OPERATION

To access the controls go to the back of the milano<sup>ef</sup>.

### A. Three position ON/OFF switch

The switch has two ON positions marked with “-“ and “=“.

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 “=“ position the unit is operated with the ON and OFF buttons of the remote control.

When the switch is in the center position the unit is off.

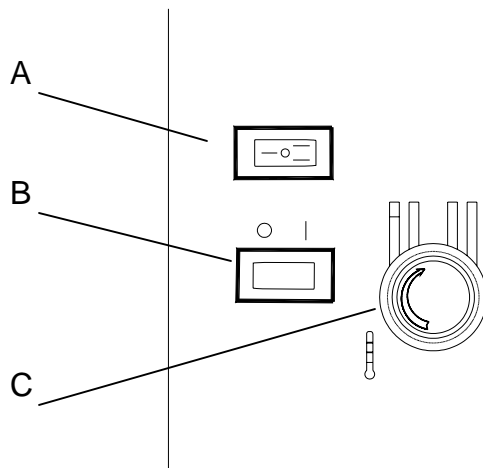
### B. HEATER ON/OFF SWITCH

The HEATER ON/OFF SWITCH supplies power to the heater fan and the heater element.

### 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 reached 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. To turn the heater off, switch the HEATER ON/OFF SWITCH to the OFF position.

**NOTE:-** When the heater is switched ON, the heater fan will operate. The heater element may or may not be on, depending on the thermostat control setting (SEE “HEATER THERMOSTAT CONTROL”).



back of the milano<sup>ef</sup>

## 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 Dimplex North America Limited at 1-800-668-6663.

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

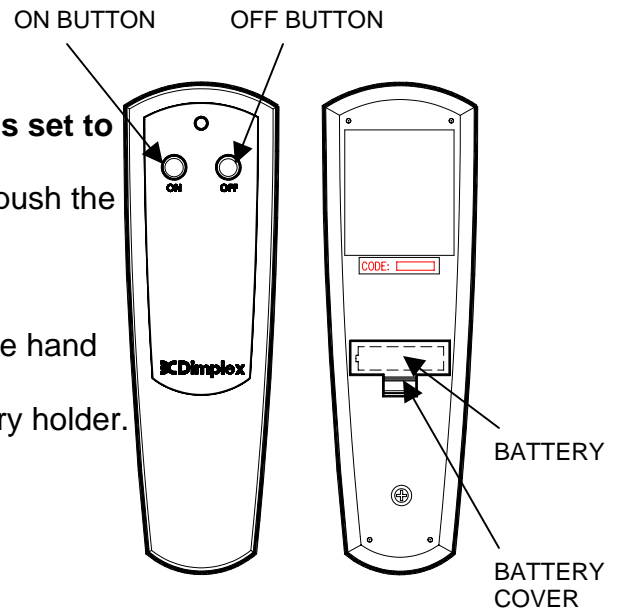
**Note: Ensure that the fireplace 3 position switch is set to the remote control setting.**

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

### BATTERY REPLACEMENT

To replace the battery, slide battery cover open on the hand held transmitter.

Correctly install one 12 volt (A23) battery in the battery holder. Close the battery cover.



## MAINTENANCE

### WARNING

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

### LIGHT BULB REPLACEMENT

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 is one bulb at the top of the opening which illuminates the log set exterior and two bulbs under the log set which generate the flames and embers.

### LOWER 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.

## **UPPER LIGHT BULB REQUIREMENTS**

Quantity of 1 clear chandelier or candelabra bulbs with an E-12 (small) socket base, 7 watt rating.

## **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 fingerprints 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. Do not use abrasive cleaners on glass surface or spray liquids directly onto any surface.

## **milano<sup>ef</sup> SURFACE CLEANING**

Use warm water only to clean painted surfaces of the milano<sup>ef</sup>. Do not use abrasive cleaners on glass surface or spray liquids directly onto any surface.

## **TO REPLACE THE LOWER LIGHT BULBS**

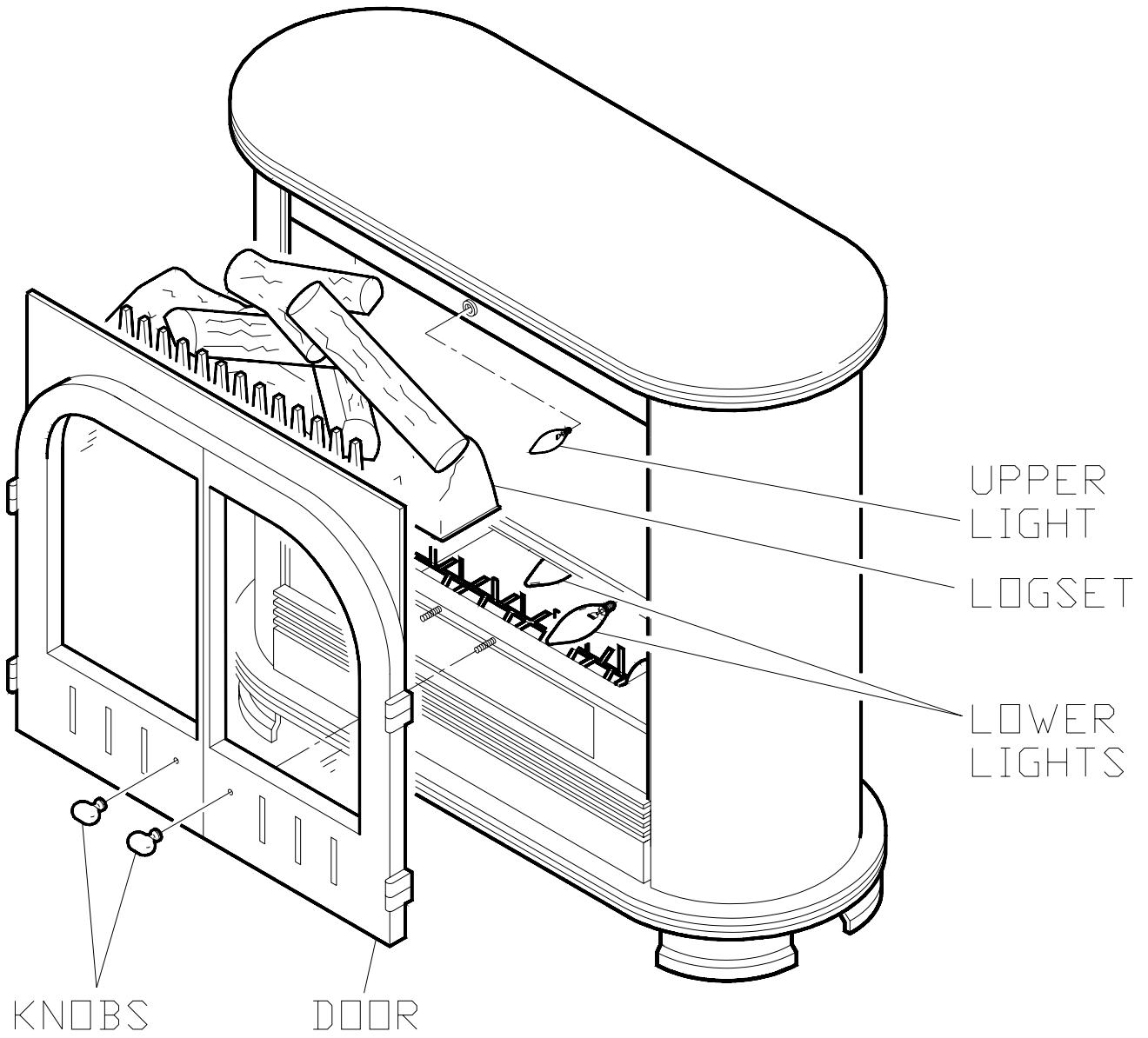
1. Unscrew the two black knobs on the front of the unit by turning counterclockwise.
2. Grasp onto the front door, gently lift up and pull the door off of the unit.
3. Remove the screw from the logset located in the center of the emberbed and remove the logset from the unit.
4. Locate and examine the bulbs to determine which bulb(s) required replacement.
5. Unscrew the bulb(s) counter clockwise.
6. Insert new bulb(s).
7. Install the logset into the unit, pushing firmly against the glass. Replace the logset retaining screw into the ember bed.
8. Install the front door over the threaded rods, gently lifting up to engage the door into the slot in the roof.
9. Screw the two black knobs clockwise until tightened.

## **TO REPLACE THE UPPER LIGHT BULB**

1. Unscrew the two black knobs on the front of the unit by turning counterclockwise.
2. Grasp onto the front door, gently lift up and pull the door off of the unit.
3. Unscrew the bulb counter clockwise.
4. Insert new bulb.
5. Install the front door onto over the rods, gently lifting up to engage the door into the slot in the roof.
6. Screw the two black knobs clockwise until tightened.

## **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.





# TWO YEAR LIMITED WARRANTY

## *Products to which this limited warranty applies*

This limited warranty applies to the following models of your newly purchased Dimplex electric stove **EDS7001F** 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 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 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

**Dimplex**  
NORTH AMERICA LIMITED

Approved for use in the United States and Canada

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