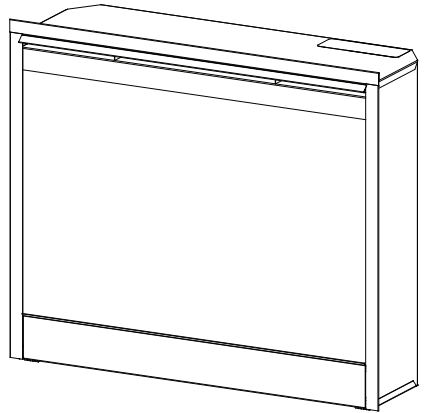


# Owner's Manual

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Model Numbers:

**DF2690**  
**DFP6854**  
**DF2618**  
**6904410100**



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 fireplace. Thank you for allowing our product to be the backdrop for those special moments.

## QUICK REFERENCE GUIDE

1. Prior to the first use of the fireplace verify the following:
  - Are the circuit breakers for the socket the unit uses on?
  - Are the light bulbs in your fireplace loose? (to check, follow the instructions for replacing the light bulbs under the Maintenance section of this manual)
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. The information regarding the model of your fireplace can be found on the rating plate. See Page 3 for location.
4. If you have any technical questions regarding the operation or service of your fireplace have your Model and Serial Number ready, and contact Dimplex North America technical support at 1-888-DIMPLEX (1-888-346-7539) before returning the product to the point of purchase.

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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. 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.
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.



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



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. Contact Dimplex Technical Service at 1-888-346-7539.
10. Do not use outdoors.
11. Never locate fireplace where it may fall into a bathtub or other water container.
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 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.
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. 14 AWG minimum size and rated not less than 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.

## 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.

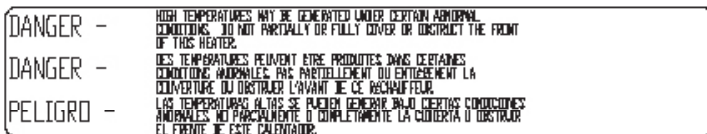
**⚠ WARNING:** Procedures and techniques which, if not carefully followed, will expose the user to the risk of fire, serious injury, illness or death.

**! 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.

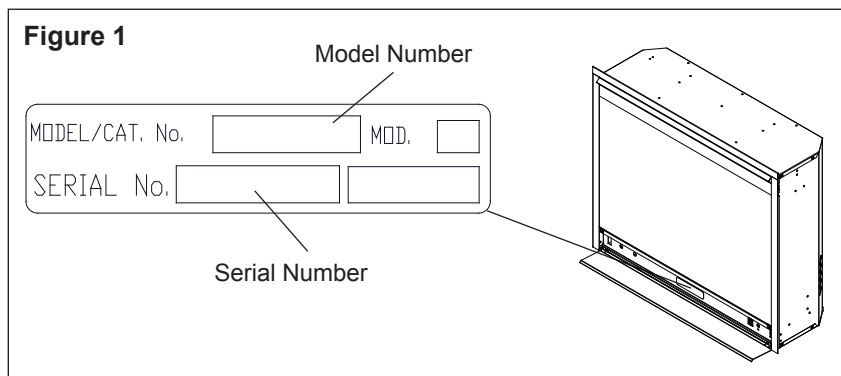
Operation is subject to the following two conditions: (1) this device may not cause interference and; (2) this device must accept any interference, including interference that may cause undesired operation of the device.



Warning Label

## Model and Serial Number Information

If you have any questions regarding our products please have the product model number and serial numbers available upon calling Dimplex customer service or technical support. To locate the model and serial number labels see below. Record the model number and serial number on the front cover of this manual for future reference (Figure 1).



**⚠ WARNING:** Ensure the power cord is not installed so that it is pinched or against any sharp edges 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.

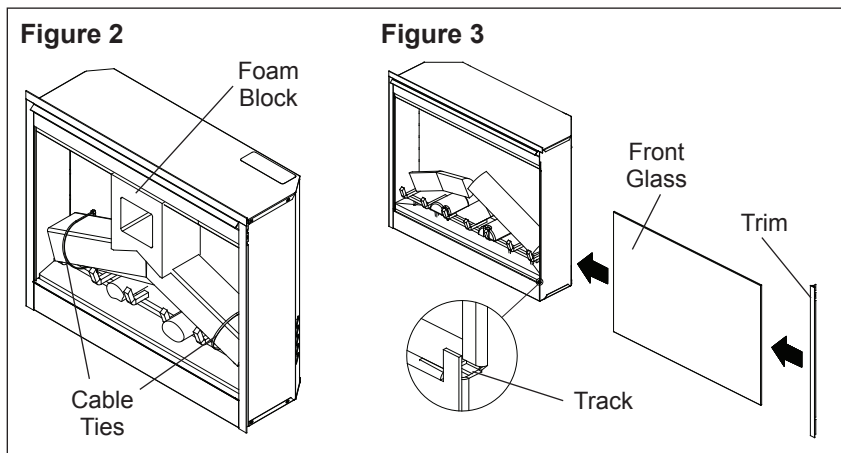
Electrical outlet wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electric shock and injury to persons.

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.

## **Fireplace Assembly**

The only assembly required is to slide the front glass onto the fireplace and install hardware to keep it in place.

1. Remove fireplace and glass carefully from the carton, discard the plastic bag and foam packaging.
2. Remove the foam block from within the fireplace (Figure 2).
3. Using side cutters or scissors, cut and remove the two (2) cable ties as shown in Figure 2 and remove the cardboard that protects the log set.
4. Remove the right hand side trim by removing four (4) Phillips screws at the side of the fireplace.



- Place the Front Glass onto the track of the fireplace (Figure 3) and slide it along the front until it reaches the far left of the unit.
- Re-attach the right hand trim piece using the four (4) Philips screws from step 4.

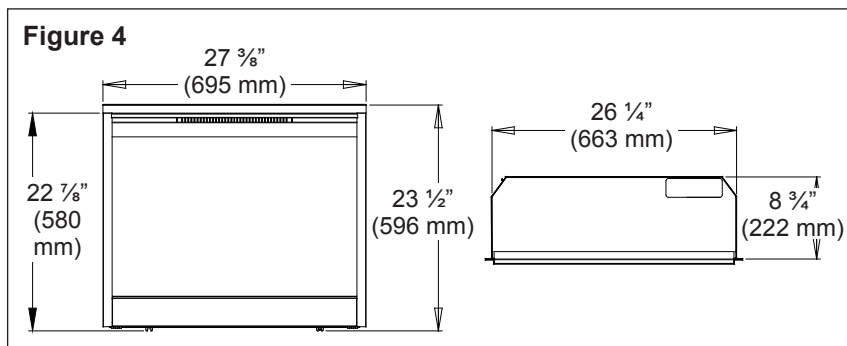
## **Site Selection and Preparation**

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

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

**⚠ CAUTION:** Clearance for air circulation beneath the fireplace is provided by two spacers. **DO NOT INSTALL 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. Ensure that all feet rest securely on this surface.

**! NOTE:** The dimensions of the fireplace with the trim are 27  $\frac{3}{8}$  inch (695 mm) wide X 23  $\frac{1}{2}$  inch (596 mm) high X 8  $\frac{3}{4}$  inch (222 mm) deep. Dimensions without trim are 26  $\frac{1}{4}$  inch (663 mm) wide X 22  $\frac{7}{8}$  inch (580 mm) high X 8  $\frac{3}{4}$  inch (222 mm) deep. The fireplace does not require any additional venting (Figure 4).





## Fireplace Installation

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.

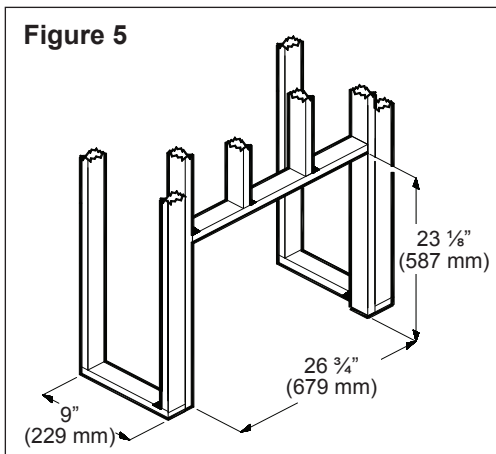
! **IMPORTANT:** If not using a Dimplex mantel, the fireplace must be installed in an enclosure with the following **MINIMUM** dimensions (Figure 5).

### **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.
4. Use studs to frame an opening of 26  $\frac{3}{4}$  inch (679 mm) wide X 23  $\frac{1}{8}$  inch (587 mm) high X 9 inch (229 mm) deep.

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

**Option #2:** A new outlet can be installed inside the framing construction.



Plug the unit into a 15 Amp, 120 Volt outlet. If the cord does not reach, you may use an extension cord rated for a **minimum of 1875 Watts**.

## Existing Fireplace

1. Seal all drafts and vents with a non-fibrous insulation material to prevent any chimney debris from falling onto the fireplace. 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.
4. The power cord can run along the front of the hearth to an outlet near the fireplace.

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

## For Bathroom Use

If this unit is installed in a bathroom it 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. High temperatures may be generated under certain abnormal conditions. Do not partially or fully cover or obstruct the front of this heater.

## Operation

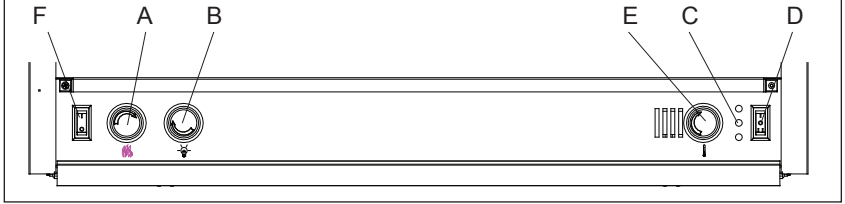
### Electric Fireplace Manual Control

The manual controls for the fireplace are behind the access panel located at the bottom of the fireplace (Figure 6).

#### A. Flame Action Control

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

**Figure 6**



### **B. Interior Light Control**

Turn the interior light control knob to increase or decrease the brightness of the interior light.

### **C. LED Indicators**

Indicates the current function of the fireplace.

### **D. Flame/Heat Selection Switch**

Toggles between flame effect, low and high heat settings.

### **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.

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

The ON/OFF Switch supplies power to all fireplace functions.

## **Resetting the Temperature Cutoff Switch**

This unit is equipped with a thermostat which controls the temperature of the room 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 five (5) minutes before switching the unit back on.

**⚠ CAUTION:** If you need to continuously reset the heater, unplug the unit and call Technical Support at 1-888-346-7539. Please have your model and serial number ready when calling.

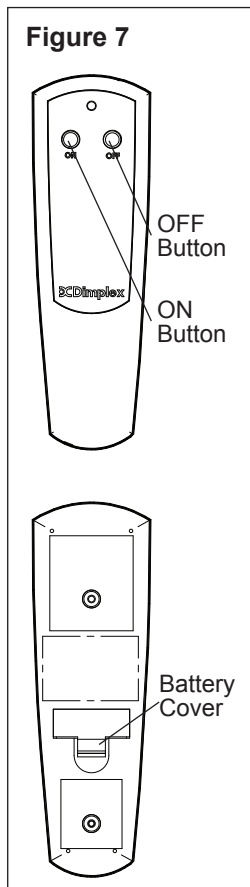
## Remote Control

The fireplace is supplied with a radio frequency remote control. This remote control has a range of approximately 50 feet (15.25 m), it does not have to be pointed at the fireplace and can pass through most obstacles (including walls). It is supplied with one of hundreds of independent frequencies to prevent interference with other units. The frequency designation is indicated on the back of the transmitter.

### Remote Control Initialization

Follow steps 1 through 6 to initialize your fireplace for the first time. This procedure is also required every time there is a loss of power to the remote control in the fireplace. (I.E. power failure, breaker tripped, main power switch is turned off)

1. Ensure that power is supplied through the main service panel.
  2. Access the manual controls, (remove glass doors or pull grill down if applicable) pull the right side steel curtain to the outside of the unit (if applicable).
  3. Locate manual controls.
  4. Activate main power switch.
  5. Press and hold the ON switch marked “-” for five (5) seconds (red indicator light will flash).
  6. Press the ON button located on the remote control transmitter.
- This will synchronize the remote control transmitter and receiver.



## Remote Control Usage

The remote control operates the fireplace levels sequentially, flames only to flames and low heat, to flames and high heat. The level is increased every time the ON button on the transmitter is pressed. The fireplace can be turned off at any point by pressing the OFF button on the remote control transmitter.

Level 1: The flame effect is turned on and the first red indicator light turns on.

Level 2: The flame effect remains on, the heater is activated to the low heat setting, and the first and second red indicator lights turn and remain lit.


Level 3: The flame effect remains on, the heater is set to the high heat setting, and all three red indicator lights remain lit.

## Battery Replacement

To replace the battery:

1. Slide battery cover open on the hand held transmitter (Figure 7).
2. Correctly install one (1) 12 Volt (A23) battery in the battery holder.
3. Close the battery cover.

## Maintenance

 **WARNING:** Disconnect the 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 five (5) minutes for the light bulbs to cool before touching them to avoid accidental burning of the skin. The 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 reduces. There are three (3) bulbs under the log set, which generate the flames and embers, and two (2) bulbs above the log that illuminate the log exterior.

## 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. Care must be taken when removing the log set as the log set contains LED's and wires.

### **Lower Light Bulb Requirements**

Quantity of three (3) 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**

#### **To access the lower light bulb area:**

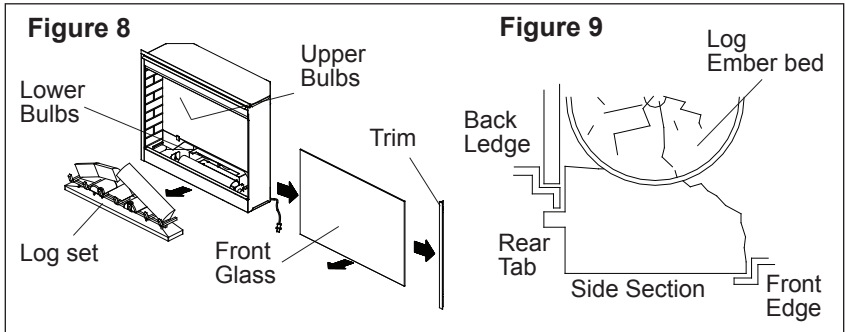
1. Slide fireplace out of mantel.
2. Lay unit on it's back for safe removal of front glass.
3. Remove four (4) Phillips screws from the right side of trim.
4. Slide glass to right side of fireplace to remove (Figure 8).
5. Pull the front edge of the plastic ember bed or plastic grate up and forward until the rear tab releases from the ledge located at the bottom of the mirror (Figure 9).
6. Remove flicker rod by sliding flicker rod to the left away from the flicker motor and lifting out.
7. Remove light bracket for easier access to light bulbs.

**! IMPORTANT:** Only handle the log set by the ember bed.

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

8. Set log set in front of fireplace.
9. Unscrew bulbs counter clockwise.
10. Insert new bulbs.
11. Replace the log set by inserting the front edge of the fireplace and push down on the rear edge of the ember bed until it snaps into place (Figure 9).
12. Lay unit on it's back and slide front glass back into position and attach trim.

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



### Upper Light Bulb Requirements

Quantity of two (2) clear chandelier or candelabra bulbs with an E-12 (small) socket base, 15 Watt rating.

**Do not exceed 15 Watts per bulb**

### To access the upper light bulb area:

1. Slide fireplace out of mantel.
2. Lay unit on it's back for safe removal of front glass.
3. Remove four (4) Phillips screws from right side of trim.
4. Remove trim.
5. Slide glass to the right side of the fireplace to remove.
6. Upper bulbs located in the upper left and upper right corners of fireplace.
7. Remove upper light block by removing the four (4) mounting screws.
8. Unscrew bulbs counter clockwise.
9. Insert new bulbs.
10. Re-install upper light bracket.
11. Lay unit on it's back side front glass back into position and attach trim.

## **Glass Cleaning**

The glass is cleaned in the factory during the assembly operation. During shipment, installation, handling, etc., the 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. To prevent scratching, do not use abrasive cleaners or spray liquids on the any surface.

## **Fireplace Surface Cleaning**

Use a cloth dampened with warm water only to clean painted surfaces of the electric fireplace. Do not use abrasive cleaners.

## **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 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 inhouse 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.



**Dimplex North America Limited**  
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 **Dimplex**<sup>®</sup>

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