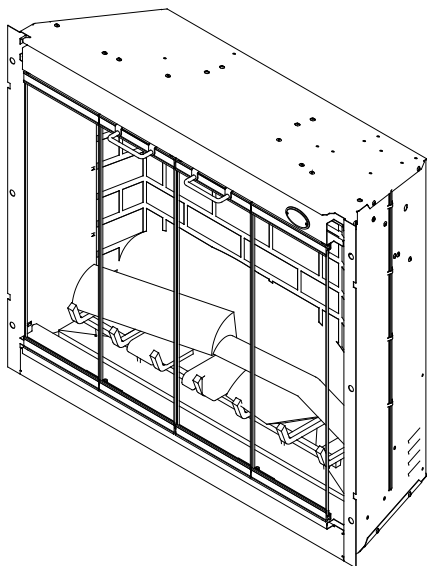




Better solutions through innovation



## Owner's Manual

Model

DF3215

DF3215NH

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**IMPORTANT SAFETY INFORMATION:** Always read this manual first before attempting to install or use this fireplace. For your safety, always comply with all warnings and safety instructions contained in this manual to prevent personal injury or property damage.

To view the full line of Dimplex products, please visit  
[www.dimplex.com](http://www.dimplex.com)

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Always use a qualified technician or service agency to repair this fireplace.

**! 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, or death.

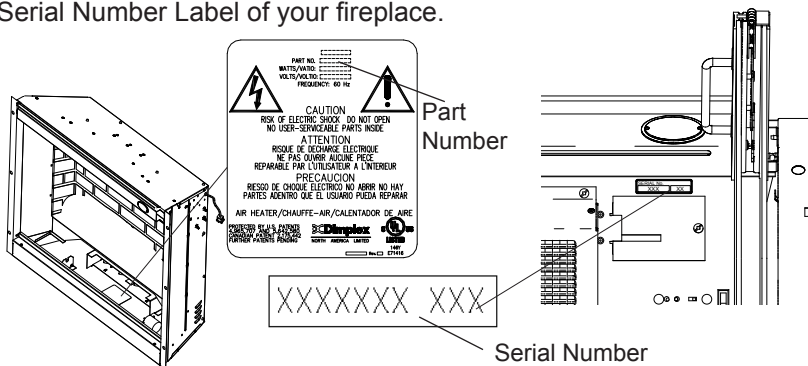
## Welcome & Congratulations

Thank you and congratulations for choosing to purchase an electric fireplace from Dimplex, the world leader in electric fireplaces.

**Please carefully read and save these instructions.**

**⚠ CAUTION:** Read all instructions and warnings carefully before starting installation. Failure to follow these instructions may result in a possible electric shock, fire hazard and will void the warranty.

Please record your model and serial numbers below for future reference: model and serial numbers can be found on the Model and Serial Number Label of your fireplace.



**NO NEED TO RETURN TO THE STORE**

Questions with operation or assembly? Require Parts Information?  
Product Under Manufacturer's Warranty?

**Contact us at:**



**[www.dimplex.com/customer\\_support](http://www.dimplex.com/customer_support)**

For Troubleshooting and Technical Support

**OR**



**Toll-Free 1-888-DIMPLEX (1-888-346-7539)**

Monday to Friday 8:00 a.m. to 4:30 p.m. EST

Please have your model number and product serial number ready. (See above)

# IMPORTANT INSTRUCTIONS

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 this appliance.
- 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 (0.9m) from the front of the unit. **(Not applicable on DF3215NH model fireplaces.)**
- 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. **(Not applicable on DF3215NH model fireplaces.)**
- ④ Always unplug the fireplace when not in use.
- ⑤ Do not operate any heater after it malfunctions. Disconnect power at the service panel and have the heater inspected by a reputable electrician before reusing.
- ⑥ 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.
- ⑦ Do not use outdoors.
- ⑧ The 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.
- ⑨ 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.
- ⑩ To disconnect the unit, turn the controls off, then remove the plug from the outlet.
- ⑪ 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.
- ⑫ To prevent a possible fire, do not block air intake or exhaust in any manner. **(Not applicable on DF3215NH model fireplaces.)**
- ⑬ All electrical heaters have hot and arcing or sparking parts



# IMPORTANT INSTRUCTIONS

inside. Do not use in areas where gasoline, paint, or flammable liquids are used or stored. **(Not applicable on DF3215NH model fireplaces.)**

⑭ Do not modify the 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.

⑮ Always plug heaters directly into a wall outlet/receptacle. Never use with an extension cord or relocatable power tap (outlet/power strip).

⑯ Do not burn wood or other materials in the fireplace.


⑰ Do not strike the fireplace glass.


⑱ Always use a certified electrician should new circuits or outlets be required.

⑲ Always use properly grounded, fused and polarized outlets.

⑳ Disconnect all power supply before performing any cleaning, maintenance or relocation of the unit.

㉑ When transporting or storing the unit and cord, keep in a dry place, free from excessive vibration and store so as to avoid damage.

 **WARNING:** Remote control contains small batteries. Keep away from children. If swallowed, seek medical attention immediately.

 **WARNING:** Do not install battery backwards, charge, put in fire or mix with used or other battery types - may explode or leak causing injury.

**! NOTE:** Changes or modifications not expressly approved by the party responsible for compliance could void user's authority to operate the equipment.



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



# SAVE THESE INSTRUCTIONS

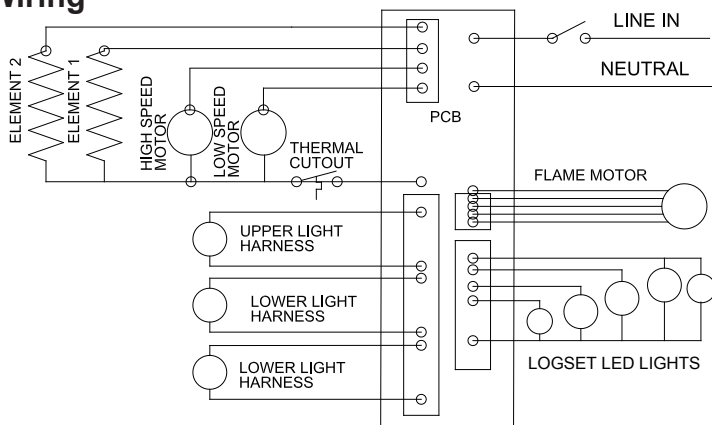
# IMPORTANT INSTRUCTIONS

**⚠ CAUTION:** 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.

## Wiring



## Fireplace Installation

**⚠ 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.

**⚠ 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.

**⚠ 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.

**⚠ WARNING:** To reduce the risk of fire, do not store or use gasoline or other flammable vapors or liquids in the vicinity of the heater.

**⚠ CAUTION:** High temperature, risk of fire, keep electrical cords, drapery, furnishings, and other combustibles at least 3 ft (0.9 m) from the front of the heater. (Not applicable on DF3215NH model fireplaces.)

**! NOTE:** The dimensions of the fireplace are:

36 ½ in. (927 mm) wide X

31 ¾ in. (806 mm) high X

13 ¼ in. (330 mm) deep. The

viewing area is 32 in. (813 mm) wide and 28 ¼ in. (715 mm) high. The fireplace does not require any additional venting.

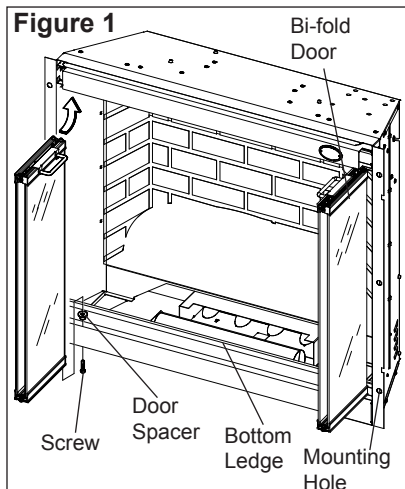
### Mantel Installation

1. Install the Bi-fold doors to the fireplace.

**! IMPORTANT:** Bi-fold doors **MUST** be installed to the firebox prior to installing firebox to mantel.

#### Bi-fold Door Installation (Figure 1)

- i. Remove the Bi-fold doors from packaging.
- ii. Remove the Philips head screw and the door spacer from the bottom edge of the Bi-fold door opposite of the





## Fireplace Installation

door handle.

iii. Insert the door spacer into the bottom panel ledge mounting hole.

iv. Insert the top edge of the Bi-fold door into the top door track on the fireplace.

v. Secure the Bi-fold door to unit with supplied screw using a short handled screwdriver.

**! NOTE:** If short handled screwdriver is not available tilt the unit back.

vi. Repeat steps 2-5 for the other side.

2. Install the fireplace assembly into the mantel (refer to Dimplex mantel assembly instructions).

**! IMPORTANT:** If not using a Dimplex mantel, the fireplace

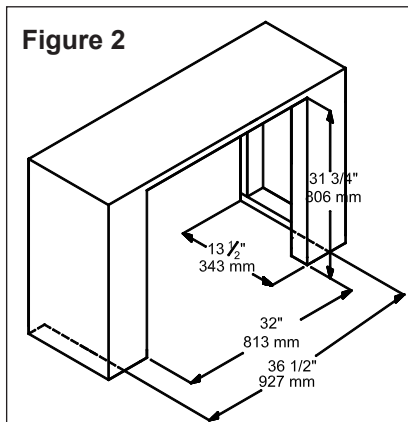
must be installed in an enclosure with the following **MINIMUM internal** dimensions: 36 1/2 in. (927 mm) wide X 31 3/4 in. (806 mm) high X 13 1/2 in. (330 mm) deep and the **MINIMUM opening** dimensions: 32 in. (813 mm) wide x 31 3/4 in. (806 mm) high; and in such a way that the plug and outlet can be accessed (Figure 2).

3. Removable mounting hardware must be used when installing this unit into a new wall application, this unit must be able to be removed from the opening to access the plug and outlet as well as for servicing purposes. A custom trim may be used, permitting easy and non-destructive removal.

4. Plug the unit into a 15 Amp/120 Volt outlet.

**! 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.

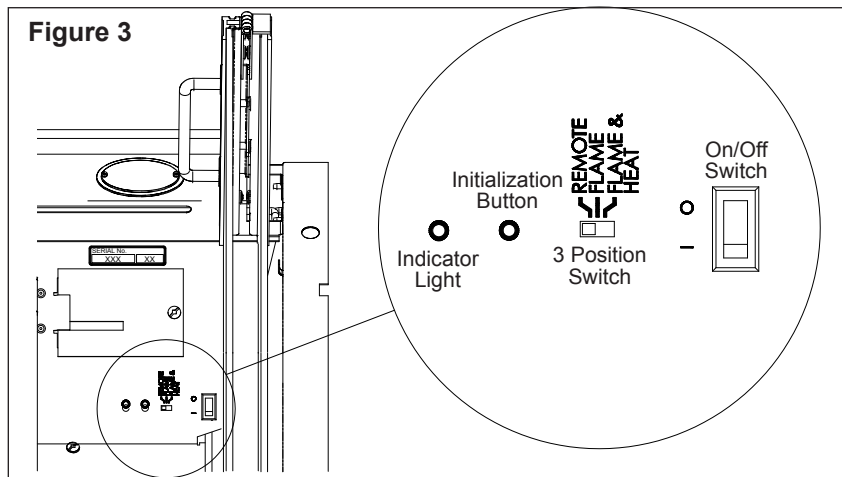
Figure 2





## Operation

Figure 3



**⚠ WARNING:** This electric firebox must be properly installed before it is used.

### Manual Controls

The manual controls for the fireplace are located in the upper right hand corner (Figure 3).

#### On/Off Switch

The On/Off switch controls the electricity supply to the unit. When the switch is in the “I” position the unit is ON and when the switch is in the “O” position the unit is OFF.

#### 3-Position Switch

**Remote (left position):** The unit is operated with the re-

mote control.

**Flame (center position):** The flame effect is turned on.

**\*\* Flame & Heat (right position):** The flame effect and heater are turned ON simultaneously. When the manual control is in the **Flame & Heat** position the heater does not run on the remote operated thermostat. When the heater is ON the red indicator light is activated on the firebox and the fan and heater are running on low.

**! NOTE:** The heater on your fireplace may emit a slight, harmless odor when first used.

## Operation

This odor is a normal condition caused by the initial heating of internal heater parts and will not occur again.

**! NOTE:** When the On/Off switch is in the **Flame** and **Flame & Heat** positions, the fireplace unit will not operate with the remote control.

**\* Not applicable on DF3215NH model fireplaces. Flame only function on DF3215NH**

### Resetting The Temperature Cutoff Switch \*

Should the heater overheat, an automatic switch will turn the heater off and it will not come back on without being reset. The temperature cutoff switch can be reset by unplugging the unit, waiting 5 minutes and plugging the

unit back in.


**! CAUTION:** If you need to continuously reset the heater, unplug the unit and call Dimplex North America Limited at 1-888-346-7539 for technical support.

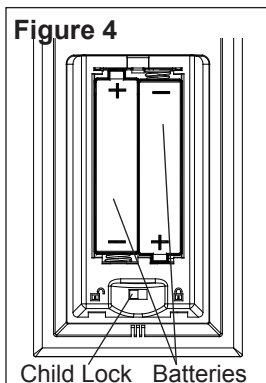
### Remote Control

The remote control has a range of approximately 50 ft. (15.25m). It does not have to be pointed at the fireplace and can pass through most obstacles (including walls). It is supplied with 243 independent frequencies to prevent interference with other units.

### Battery Installation

1. Depress tab on the battery cover on the back of the remote control and remove battery cover (Figure 4).
2. Install two (2) AAA batteries into the remote control (included).
3. Ensure child lock is in the “un-locked” position.
4. Replace the battery cover.

**! NOTE:** When the  symbol is present on the remote control it is recommended to replace the batteries promptly, to maintain full functionality of



## Operation





the remote control and fireplace. The remote control has a battery backup time of only several hours.




Batteries must be recycled or disposed of properly.

Check with your Local Authority or Retailer for recycling advice in your area.

### Initializing/Reprogramming Remote Control


1. Plug power cord into 120 Volt wall outlet.
2. Ensure the On/Off switch located in the switch box in the fireplace in the upper right hand corner is in the On  position.
3. Set the 3-Position Switch to the **Remote** position (left position).
4. Press and hold the initialization button on the unit.
5. While holding the initialization button, press the Flame/Heat On/Off button  or the Purifire™ On/Off  button on the remote control.
6. Release the initialization button on the unit.
7. Press the Flame/Heat On/Off button  to turn the Flame/

Heat function On or press the Purifire™ On/Off button  to turn the Purifire™ function ON.

### Remote Control Functions

(All letter references are to Figure 5)

#### B - Set Temperature\*

Press **G**  button to turn the fireplace on.

Press **J** to raise thermostat.

Press **I** to lower the thermostat.

Press both **J** and **I** to change °F to °C.

\* Not applicable on DF3215NH model fireplaces.

#### C - Dimmer/Firelight Control

Press the **G**  button to turn the Flame & Heat on.

Repeatedly press the **L** or **K** button to increase or decrease the brightness of the upper lights.

To activate the **Firelight**, continue pressing **L** until the **Firelight On** icon is shown on the display screen.

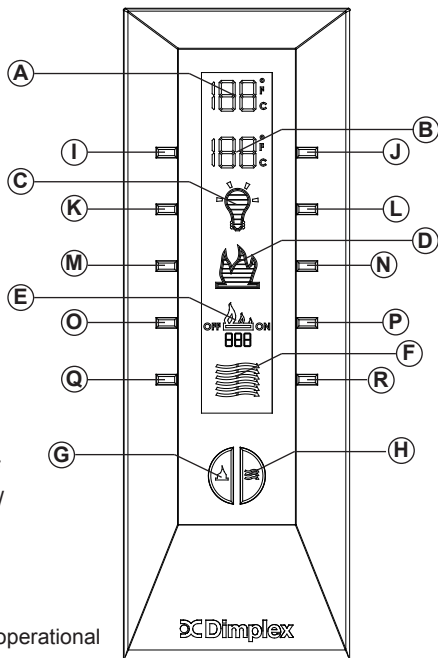
To shut the **Firelight** off continue pressing the **K** button until the **Firelight Off** is shown on the display.

## Operation

**Figure 5 - Remote Control Functions**

- A - Room Temperature
- B - Set Temperature\*
- C - Dimmer/Firelight Control
- D - Flame Speed Control
- E - Slow Start/Fading Embers Control
- F - Purifire™ Speed
- G - Flame & Heat On/Off
- H - Purifire™ On/Off
- I - Temperature Down\*
- J - Temperature Up\*
- K - Dimmer Down/Firelight Off
- L - Dimmer Up/Firelight On
- M - Flame Speed Down
- N - Flame Speed Up
- O - Slow Start/Fading Embers Off
- P - Slow Start/Fading Embers On/Timer Cycle
- Q - Purifire™ Low Speed
- R - Purifire™ High Speed

\* The set temperature buttons are not operational on the DF3215NH model fireplaces.



### **D - Flame Speed Control**

Press the **G** button to turn the Flame & Heat on.

Press the **N** button to increase the speed of the flame.

Press the **M** button to decrease the speed of the flame.

### **E - Slow Start/Fading Embers Control**

The **Slow Start** function simulates a starting fire. The function is automatically programmed for 30 seconds and the timer setting cannot be changed. The **Fading Embers** function simulates a fire going out. The **Fading Embers** timer can be set to 1, 5 or 10 minutes.

Press the **P** button to turn the

## Operation

### **Slow Start/Fading Embers** function on.

Press the **P** button repeatedly to set the **Fading Embers** timer to 1, 5 or 10 minutes.

Press the **O** button to turn the **Fading Embers** timer function off.

### **F - Purifire™ Speed**

When the **Purifire™** function is on, the **Purifire™** symbol will flash. When off the symbol will be solid. The default setting for the **Purifire™** is set at low speed.


Press the **H** button to turn the **Purifire™** function **On**.

Press the **Q** to decrease the **Purifire™** speed or the **R** to increase the speed.

Press the **H** button to turn the **Purifire™** function off.

**! NOTE:** To turn the Flame & Heat and Purifire™ off, press both control buttons simultaneously.

### **G - Flame & Heat On/Off \***

Press the **G**  button to turn the Flame & Heat function on. When the **B** is higher then the **A** the heat will come on. To turn the heat off, lower the **B**

so that it's setting is lower then the **A**. The default temperature setting is 72°F (22°C).

**! NOTE:** When using the remote control the heater runs on a thermostat. Press the **J** or **I** button to adjust the **B**. Once the desired set temperature is reached the heater will turn off. The heater will cycle on and off to maintain the desired set temperature.

**\* Not applicable on DF3215NH model fireplaces.**

### **Disable Heat**

If desired, depending on the season, the heater on the unit can be disabled. The unit will operate in the same fashion, with remainder of the controls.

**To Disable** - Press **J** and **O** at the same time. The temperature setting on the remote will no longer be visible.

**! NOTE:** The heat will not work in manual controls either.

**To Enable** - Press **J** and **Q** at the same time. The temperature setting will now be visible again.

### **Child Lock**

1. Depress tab on the battery

## Operation

cover on the back of the remote control and remove the battery cover (Figure 6).

2. Move **Child Lock** tab to the right to lock the remote control.
3. Move **Child Lock** tab back to the left to unlock the remote control.
4. Replace the battery cover.

**! NOTE:** To temporarily unlock the remote control press (in order) **I** then **J** then **K**.

When the remote control's backlight is illuminated the **Child Lock** is bypassed. When the backlight is off the **Child Lock** is re-activated.

### Frequency Interference

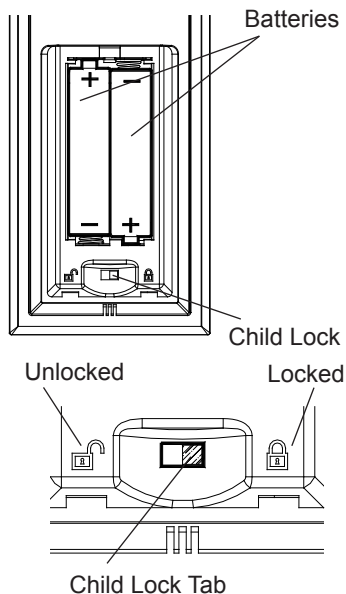
If the fireplace does not respond properly to the remote control, the remote operating frequency may have to be reset. The remote control can send another frequency code to the remote control receiver to eliminate interference.

1. Simultaneously press the **O** button and the **Q** button on the remote control. "**CODE**" will appear.
2. Release the **O** button and the **Q** button.

3. Press and hold the initialization button on the unit.
4. Press the **G** button on the remote and release the initialization button.

Your remote will now have a different frequency communicating with the fireplace.

**Figure 6**





## Maintenance

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

**! NOTE:** The fireplace should not be operated with an accumulation of dust or dirt on or in the unit, as this can cause a build up of heat and eventual damage. For this reason the heater must be inspected regularly, depending upon conditions and at least at yearly intervals.

### Light Bulb Replacement

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 four (4) bulbs under the log set, which generate the flames and embers, and two (2) bulbs above the log that illuminate the log exterior.

### Lower Light Bulb Replacement

Quantity of four 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.**

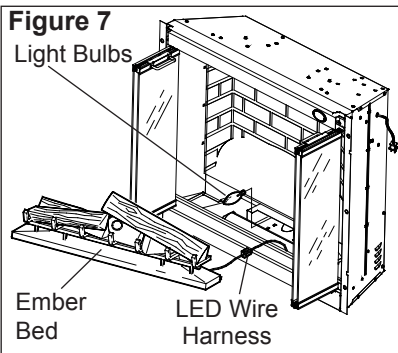
**Helpful Hints:** It is a good idea

to replace 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.

**⚠ CAUTION:** Allow at least five minutes for light bulbs to cool before touching bulbs to avoid accidental burning of skin.

1. Open the Bi-fold doors.
2. 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 Partially Reflective Glass.

**! IMPORTANT:** Only handle the Log Set by the Ember Bed.



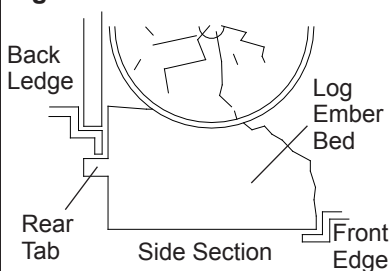


## Maintenance

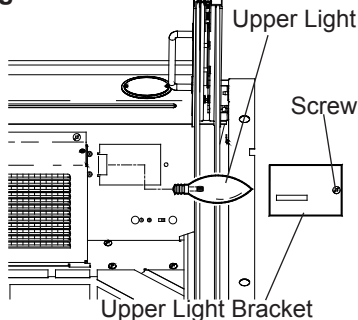
**! NOTE:** Log Set fits tightly into firebox, some force may be necessary to remove.

3. Set Log Set in front of firebox.
4. Disconnect the Log Set LED wire harness from unit.
5. Lift the left side of the flicker rod out of the mounting bracket.
6. Examine the bulbs to determine which bulbs require replacement.

**Figure 8**



**Figure 9**



7. Unscrew bulbs counter clockwise.
8. Insert new bulbs.
9. Install the left side of the flicker rod to the mounting bracket.
10. Reconnect the Log Set LED Wire Harness.
11. Replace the Log Set by inserting the rear tab of the Ember Bed under the Partially Reflective Glass and push down on the front edge of the Ember Bed until it snaps into place (Figure 8).

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

12. Close the Bi-fold doors.

### Upper Light Bulb Replacement

Quantity of two clear chandelier or candelabra bulbs with an E-12 (small) socket base, 25 Watt rating. **Do not exceed 25 Watts per bulb.**

**⚠ CAUTION:** Allow at least five minutes for light bulbs to cool before touching bulbs to avoid accidental burning of skin.

1. Open the Bi-fold doors.
2. Remove upper light bracket





## Maintenance

with a screwdriver (Figure 9)

3. Replace bulb.
4. Reassemble in the reverse order as above.

### Purifire™ Filter (Figure 10)

The Purifire™ filter supplied in your fireplace is reusable and washable. The filter should be cleaned or replaced on average once a year.

To clean the filter gently tap filter on a hard surface to dislodge any loose dirt or debris, and then clean with water. No soap or cleaning products are recommended. The filter size is 20 inches x 10 inches x 1 inch rated at MERV 10. If using an after market filter follow the manufacturer's recommended replacement instructions.

#### To replace filter:

1. Open the Bi-fold doors.
2. Remove the three mounting screws from the Air Filter Bracket.
3. Remove the Air Filter Bracket assembly from the firebox.
4. Slide Filter out of Air Filter Bracket.

5. Replace filter and reassemble in reverse order as above.

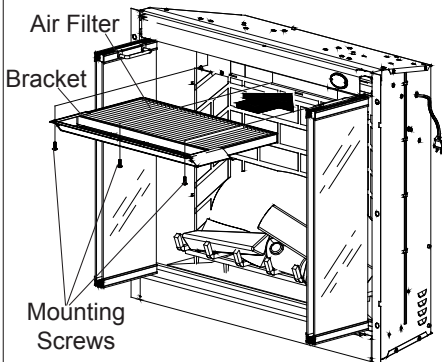
**! NOTE:** If after market air filter is used ensure it is installed according to the manufacturer's recommended instructions.

### 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

**Figure 10**





## Maintenance

cleaners or spray liquids on the glass 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.



## Warranty

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

This limited warranty applies to the following model of your newly purchased Dimplex electric fireplace **DF3215, DF3215NH** 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 and Purifire™ filters 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. Subject to the provisions of this warranty, Dimplex warrants such products to be free from defects in material and workmanship for a period of 10 years from the date of the first purchase of such products as follows: (a) a repair or replacement warranty on defective products or parts, including in-home services, for the first year following the date of first purchase; and (b) thereafter, a replacement of parts warranty on defective products and parts (with no in-home services) for the 9 year period commencing on the first anniversary of first purchase and ending on the tenth anniversary of the date of first purchase.

Dimplex fireplace surrounds (mantels) and trims covered by this limited warranty have



## Warranty

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. Warranty services do not include in-home services.

***The above section is a summary only of your warranty rights. Please review the remaining provisions of this warranty for your specific rights.***

The limited 10 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 10 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:

- 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) for the period ending at midnight on the first anniversary of the date of first purchase**, 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. ***This limited warranty entitles the purchaser to on-site or in-home warranty services.*** Accordingly, Dimplex will be responsible for all labour and transportation costs associated with the repair or replacement of the product or part except as follows: (i) charges 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 products (other than surrounds (mantels) and trims) for the period commencing at 12:01 a.m. on the day after the first anniversary of**



## Warranty

**the first purchase and ending at midnight on the tenth anniversary of the date of first purchase**, this limited warranty entitles the purchaser to replacement parts only without charge. If Dimplex is unable to replace such part, or if replacement is not commercially practicable or cannot be timely made, Dimplex may, in lieu of replacement, choose to refund the purchase price for such part. The purchaser shall not be entitled to on-site or in-home warranty services. The purchaser shall be responsible for all expenses incurred for the removal of the part and installation of the replacement 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 not be the responsibility of Dimplex.

- **For surrounds (mantels) and trims for the period ending at midnight on the first anniversary of the date of first purchase**, Dimplex will in its sole discretion either repair or replace such defective surrounds (mantels) and trims or part thereof 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. The purchaser shall not be entitled to on-site or in-house services. The purchaser is responsible for all expenses incurred for repair or replacement of such product or part including, without limitation, all shipping costs and transportation costs to and from the authorized dealer's or service agent's business and all labour costs. Such costs shall not be the responsibility of Dimplex.

- On-site or in-home services not provided under this warranty may be performed at the purchaser's specific request and expense at Dimplex's then-current rates for such services.

*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.



## Replacement Parts

|   |               |
|---|---------------|
| 30" Urethane Log set. . . . .               | 0439070100RP  |
| Flicker Motor . . . . .                     | 3000240200KIT |
| Heater Assembly . . . . .                   | 2200490600RP  |
| Cutout . . . . .                            | 2300200500RP  |
| On/Off Switch . . . . .                     | 2800070700RP  |
| Power Cord . . . . .                        | 4100040400RP  |
| Upper & Lower Light Wire Assembly . . . . . | 2500200200RP  |
| Switchboard. . . . .                        | 3000320300RP  |
| Partially Reflective Glass. . . . .         | 5900160700RP  |
| Remote Control . . . . .                    | 3000610100RP  |
| Remote Control Receiver . . . . .           | 3000320500RP  |
| Flicker Rod . . . . .                       | 5900080700RP  |
| Purifire™ Filter. . . . .                   | 0439060100RP  |
| Fireplace Foot . . . . .                    | 8800090100RP  |
| Steel Curtain . . . . .                     | 8800240603RP  |
| Steel Curtain Rod . . . . .                 | 8800250400RP  |
| Bi-fold Doors Kit. . . . .                  | 6902560100RP  |
| Bi-fold Door Replacement Pivot Kit. . . . . | 9600330100RP  |



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