

Installation and User's Guide



Luna



Elva



Scala

IMPORTANT SAFETY INFORMATION:

Read this manual first before attempting to install or use this electric fire. Always comply with the warnings and safety instructions contained in this manual and presented on the appliance to prevent personal injury or property damage.

To view the full line of Dimplex products, visit www.dimplexfires.com

The product complies with the required Product Safety, Electromagnetic Compatibility and Environmental Standards. This product is fully compliant with LVD, EMC, RoHs and EcoDesign Directives.



EN: This product is only suitable for well insulated rooms or occasional use. DE: Dieses Produkt ist nur für gut isolierte Bereiche oder gelegentliche Verwendung geeignet. FR: Ce produit convient uniquement à des endroits bien isolés ou pour un usage occasionnel. IT: Questo prodotto è adatto solo per spazi ben isolati o per uso occasionale. ES: Este producto sólo es adecuado para espacios bien aislados o un uso ocasional. NL: Dit product is uitsluitend geschikt voor goed geïsoleerde ruimten of voor sporadisch gebruik. PL: Produkt ten jest odpowiedni wyłącznie do dobrze odizolowanych miejsc lub do okazjonalnego użytku. NO: Dette produktet egner seg kun for godt isolerte rom eller sporadisk bruk. RO: Acest produs este adecvat exclusiv spațiilor bine ventilate sau utilizării ocazionale. CZ: Tento výrobek je vhodný pouze do dobře izolovaných prostor nebo k příležitostnému použití. DK: Dette produkt er kun egnet til velisolerede rum eller lejlighedsvis brug. PT: Este produto somente é adequado para espaços bem isolados ou uso ocasional. SE: Denna produkt är endast avsedd för välisolerade utrymmen eller tillfällig användning. FI: Tämä tuote soveltuu ainoastaan hyvin eristettyihin tiloihin tai satunnaiseen käyttöön. SK: Tento výrobok je vhodný len pre dobre izolované priestory alebo na občasné použitie. SI: Ta izdelek je primeren le za dobro izolirane prostore ali za obasno uporabo. HR: Ovaj proizvod je pogodan samo za dobro izolirane prostore ili povremenu upotrebu. HU: Ez a termék csak jól szigetelt terekhez vagy eseti használatra alkalmas

INSTALLER: LEAVE THIS MANUAL WITH THE APPLIANCE.
CONSUMER: RETAIN THIS MANUAL FOR FUTURE REFERENCE

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Conventions used in this manual:



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.

Registration



REGISTER YOUR PRODUCT ONLINE

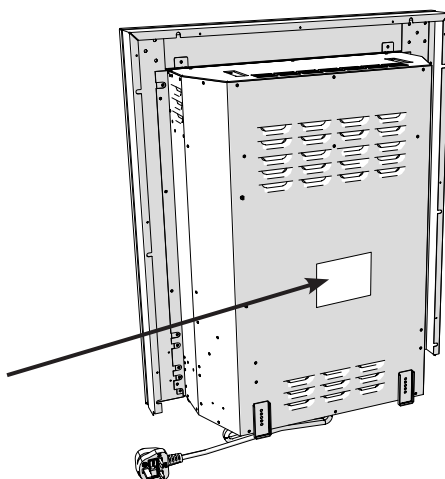
www.dimplexfires.com/register

Please record your model and serial numbers for future reference.

Model _____

Serial Number _____

Model and serial number label are located on the back of the engine.



NO NEED TO RETURN TO THE STORE

If you have questions regarding the operation of this product or if you require service, before returning this product to the place of purchase.



For Troubleshooting and Technical Support, contact us at: www.dimplexfires.com/support

or call us at

0344 879 1227 (UK) or 01 842 8222 (R.O.I.)

Please have your model number and product serial number ready.

SAVE THESE INSTRUCTIONS

IMPORTANT INSTRUCTIONS

CAUTION: FAILURE TO FOLLOW THESE INSTRUCTIONS MAY CAUSE INJURY AND/OR DAMAGE AND MAY INVALIDATE YOUR GUARANTEE

Important Safety Advice

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

- If the appliance is damaged, check with the supplier before installation and operation.
- Do not use outdoors.
- Do not use in the immediate surroundings of a bath, shower or swimming pool.
- Do not locate the appliance immediately below a fixed socket outlet or connection box.

Warning: This heater must not be used for anything other than normal domestic household purposes in the country where it was purchased from a recognised commercial retailer.

Do not use this heater if it has been dropped

Do not use if there are visible signs of damage to the heater.

Use this heater on a horizontal and stable surface, or fix it to the wall, as applicable.

Children of less than 3 years should be kept away unless continuously supervised. Children aged from 3 years and less than 8 years shall only switch on/off the appliance provided that it has been placed or installed in its intended normal operating position and they have been given supervision or instruction concerning use of the appliance in a safe way and understanding the hazards involved. Children aged from 3 years and less than 8 years shall not plug in, regulate and clean the appliance or perform user maintenance.

This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by Children without supervision.

Warning: Do not use this heater in small rooms when they are occupied by persons not capable of leaving the room on their own, unless constant supervision is provided.

Warning: This appliance must be earthed.

The use of an extension lead or multi-plug adaptor is not advised when connecting this product to the mains. Connection through these devices could lead to a risk of overloading, overheating and even fire at the extension lead or adaptor due to inadequate connection quality.

This heater must be used on an ~alternating current supply (~) only and the voltage marked on the heater must correspond to the supply voltage.

Do not use this appliance in series with a thermal control, a program controller, a timer or any other device that switches on the heat automatically, since a fire risk exists when the appliance is accidentally covered or displaced.

Keep combustible materials such as drapes and other furnishings clear from the front, sides and rear of the heater. Do not use heater to dry your laundry.

In the event of a fault unplug the appliance. Unplug the appliance when not required for long periods.

The appliance must be positioned so that the plug is accessible. If the supply cord is damaged it must be replaced by the manufacturer or service agent or a similarly qualified person in order to avoid a hazard. Keep the supply cord away from the front of the appliance.

Caution: Some parts of this product can become very hot and cause burns. Particular attention has to be given where children and vulnerable people are present. This instruction can be found at www.dimplexfires.com

IMPORTANT INSTRUCTIONS

Warning: In order to avoid overheating, do not cover the appliance. Do not place material or garments on the appliance, or obstruct the air circulation around the appliance, for instance by curtains or furniture, as this could cause overheating and a fire risk.

The appliance carries a Do Not Cover label or the Warning Symbol shown here on the right. This symbol indicates that it must not be covered. Do not cover or obstruct the heat outlet grill in any way. This is located above the flame window on the appliance.



Warning: To reduce the risk of fire, ensure the front of the Product is clear from obstruction.

Warning: In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.

WARNING - KEEP BATTERIES OUT OF REACH OF CHILDREN

1. Swallowing may lead to serious injury in as little as 2 hours or death, due to chemical burns and potential perforation of the oesophagus.
2. If you think batteries might have been swallowed or placed inside any part of the body seek immediate medical attention
3. Examine devices and make sure the battery compartment is correctly secured, e.g. that the screw or other mechanical fastener is tightened. Do not use if the compartment is not secure.

CAUTION: No obvious symptoms

Unfortunately, it is not obvious when a button or coin battery is stuck in a child's oesophagus (food pipe).

There are no specific symptoms associated with this. The child might:

- cough, gag or drool a lot;
- appear to have a stomach upset or a virus;
- be sick;
- point to their throat or stomach;
- have a pain in their abdomen, chest or throat;
- be tired or lethargic;
- be quieter or more clingy than usual or otherwise "not themselves";
- lose their appetite or have a reduced appetite; and
- not want to eat solid food/be unable to eat solid food.

These sorts of symptoms vary or fluctuate, with the pain increasing and then subsiding.

A specific symptom to button and coin battery ingestion is vomiting fresh (bright red) blood. If the child does this seek immediate medical help.

The lack of clear symptoms is why it is important to be vigilant with "flat" or spare button or coin batteries in the home and the products that contain them.

WARNING

KEEP OUT OF REACH OF CHILDREN

Swallowing can lead to chemical burns, perforation of soft tissue, and death. Severe burns can occur within 2 hours of ingestion. Seek medical attention immediately.



Technical Specifications

Models

Name	Size	Finish	Model	Material number	Spacer accessory	
					Model	Material number
Luna	16"	Brushed Chrome	LNA16CH	500004352	OSP008	500004708
		Black nickel	LNA16BN	500004353		
		Neo gold	LNA16NG	500004354		
Elva	16"	Brushed Chrome	ELV16CH	500004347		
		Black nickel	ELV16BN	500004348		
		Neo gold	ELV16NG	500004349		
Scala	16"	Chrome	SCA16CH	500004360	OSP009	500004709
		Black nickel	SCA16BN	500004361		
	22"	Chrome	SCA22CH	500004362	OSP010	500004900
		Black nickel	SCA22BN	500004363		

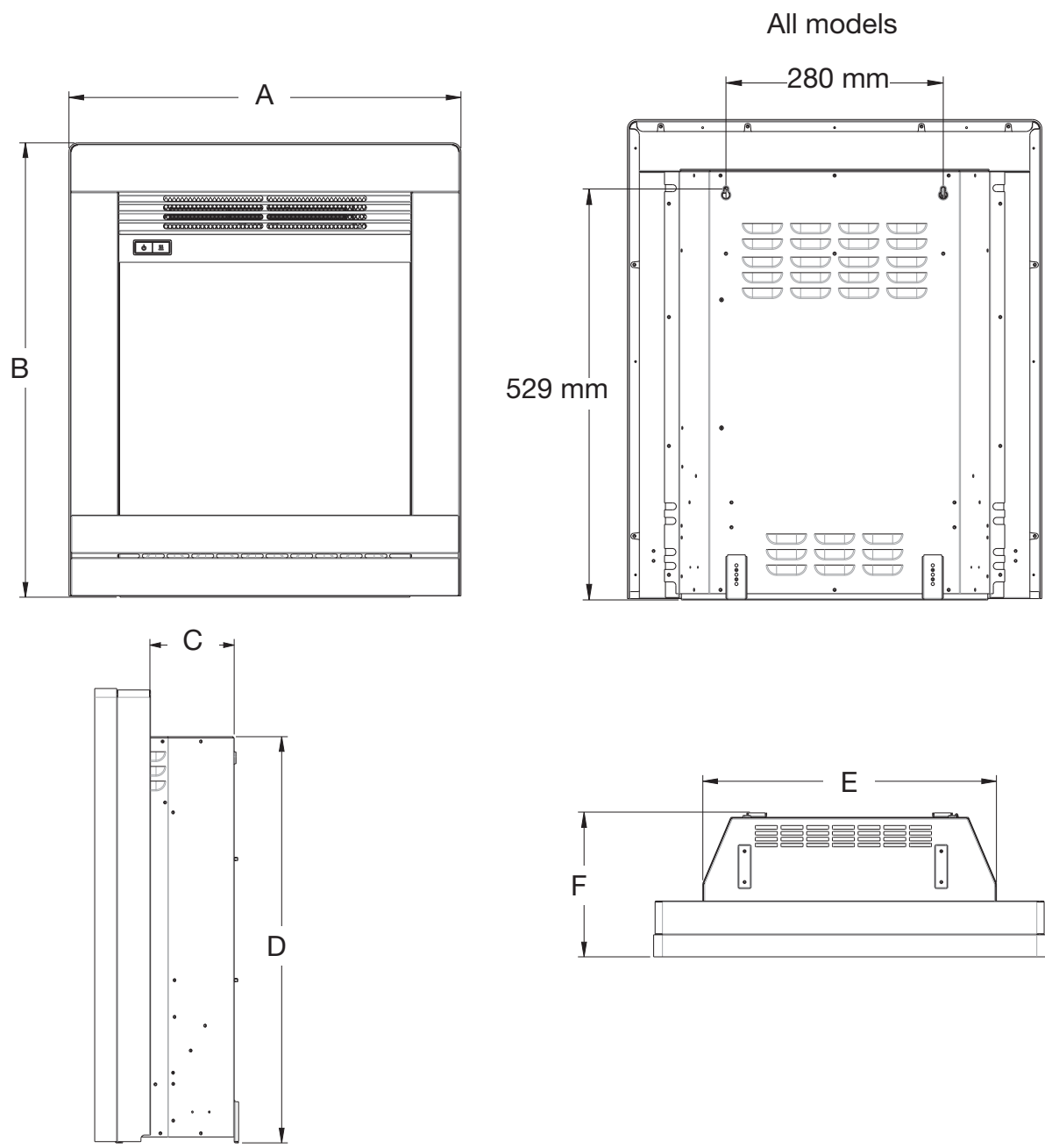
Electrical Rating

Heat Output		230V	240V	
Nominal Heat Output	P_{Nom}	1.7	1.9	kW
Minimum Heat Output	P_{min}	0.9	0.9	kW
Maximum Continuous Heat Output	P_{max}	1.7	1.9	kW
Auxiliary Electricity Consumption				
In Standby Mode	P_{Nom}	0.31	0.32	W
Flame Only	P_{Nom}	9.7	10	W

with electronic room temperature control.

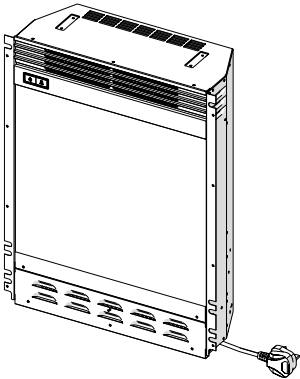
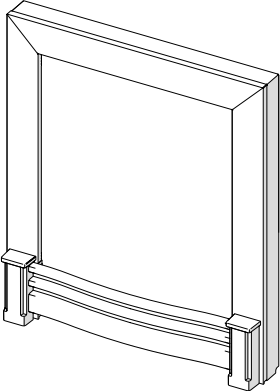
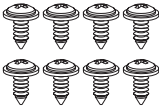
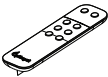
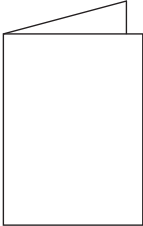
Technical Specifications

Product Dimensions



Model	A	B	C	D	E	F
Luna	532	617	123	553	406	193
Elva	532	617	123	553	406	218
Scala 16	534	619	120	553	406	197
Scala 22	684	619	79	553	390	197

Package Contents

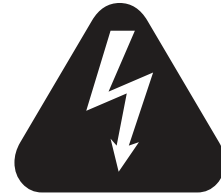
Image	Description
	Engine
	Trim
	Trim Fixing Screws (8)
	Remote Control (Includes CR2032 battery)
	Instruction Manual

**Package contents are subject to change*

Installation

Before installation, check that the supply voltage is 230 V or 240 V.

! NOTE: The product must be plugged into AC power. Take the time to thoroughly read all safety warnings and instructions before installing the device. Carefully remove all packing items and read the warning labels on the device. Please keep the packing for future use in case of any necessary moving of the unit.



Always ensure that the product is sitting on a level surface.

Feet on the back of the fire can be used to make minor adjustments.

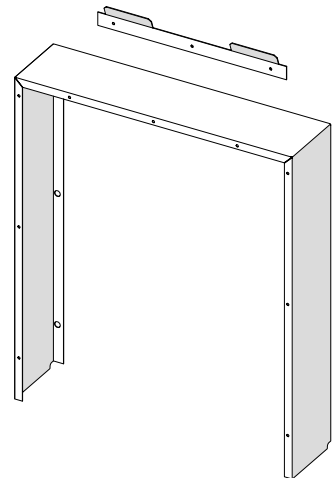


Optional Spacer Accessory

An optional spacer kit is available to allow this fire to be used as a mantel.

A wall bracket is supplied to secure the fire to the wall if desired.

Refer to page 6 for the accessory compatible with your model.



Installation

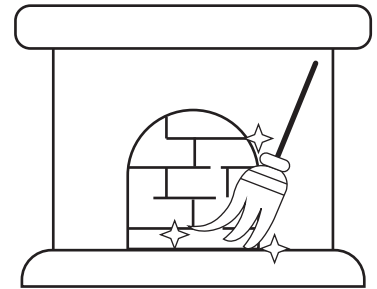
1

Prepare the Installation Area

Before installing this appliance in an existing chimney, we recommend that;

1. You have your chimney cleaned by a competent chimney sweep.
2. You block off the chimney flue.

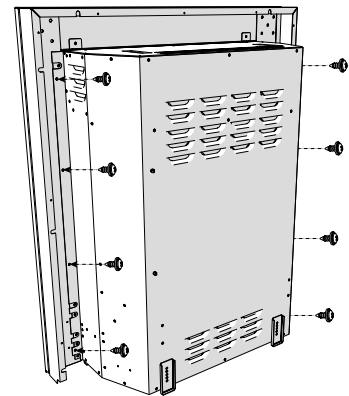
This procedure is important for the safe and efficient operation of the heating unit and will also reduce heat loss up the chimney.



2

Install the trim

Use the eight supplied screws to secure the trim to the engine.

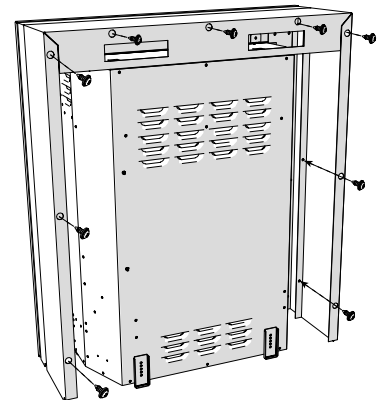


3

Optional: Install the spacer (sold separately)

Align the spacer onto rear of the engine trim and secure it to the trim using the provided screws (nine for 16" units, ten for 22" units).

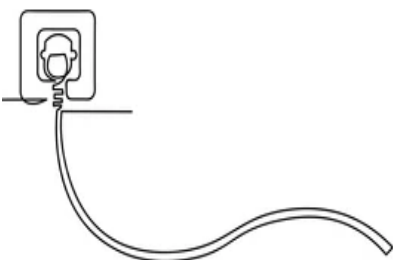
Install the optional wall bracket if desired.



4

Connect the power cord

Plug the power cord into a 13 amp, 230-volt or 240-volt outlet.



! NOTE: Ensure that the power cord is not trapped under the engine as it could cause the cord to be damaged.

Operation

⚠ WARNING: FAILURE TO FOLLOW THESE OPERATING INSTRUCTIONS MAY RESULT IN INJURY AND/OR DAMAGE.

! NOTE: The product will retain the previously used settings when put into standby. It will return to factory settings after a power interruption.



Thermal Safety Cut-out

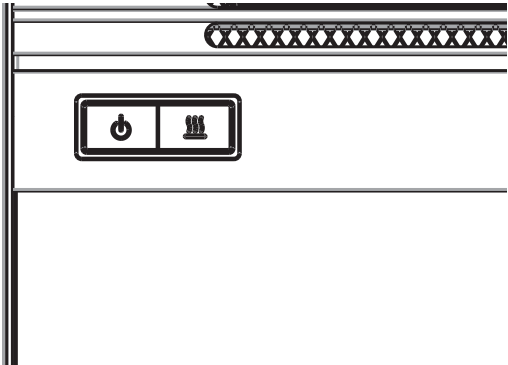
A thermal safety cut-out is incorporated in the fan heater to prevent damage due to overheating. This can happen if the heat outlet was restricted in any way. If the cut-out operates, unplug the heater from the socket outlet and allow approximately 10 minutes before reconnecting. Before switching the heater back on remove any obstruction that may be restricting the heat outlet, then continue normal operation.

⚠ CAUTION: In order to avoid a hazard due to inadvertent resetting of the thermal cutout, this appliance must not be supplied through an external switching device, such as a timer, or connected to a switch that is regularly switched on and off by the utility.

Manual Controls

The manual controls are located at the top on the left.

	Standby	Press to turn on the fire or to put it in standby.
	Heat	Press to cycle through the four heat settings: low, high, cool blow, off.

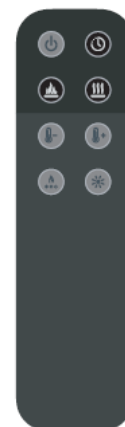










Remote Operation

A multifunction IR remote control is supplied.

! **NOTE:** To operate correctly, the remote control must be pointed toward the front of the unit.

! **NOTE:** Remove the plastic tab from the remote to activate the remote.



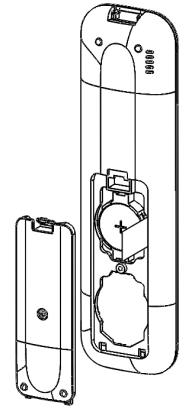
	Standby	Press to turn on the fire or to put it in standby mode.
	Sleep timer	Press multiple times to change the Sleep timer in 0.5 hr increments from 0.5 hr to 8.0 hr before turning off. The remaining time on the Sleep timer displays.
	Flame Effect	Press to cycle the flame effect. F0: Fuel effect only F1: Low brightness F2: Medium brightness F3: High brightness P: Flickering effect
	Heat	Press to cycle through the four settings: low, high, cool blow, off. The fireplace can be operated in heat only mode by turning off the flame.
	Thermostat setting	Press to increase or decrease the temperature setting. The temperature can be set from 18° C to 31° C.
		When the temperature setting is adjusted, the set temperature will flash for 2 seconds, then the ambient room temperature will be displayed briefly. When high heat is selected, HH appears in the display, to indicate that the heat will remain on continuously regardless of thermostat setting.
	Top light	Press to turn the Top light illuminating the fuel bed on or off.
	Flame Themes	Press once to display current Ambient Setting. Subsequent presses will cycle through the settings. Range is from “A1” to “A6”.

Remote Control Battery Replacement

1. Remove battery cover of the remote control using a Philips screwdriver.
2. Correctly install the 3 Volt (CR2032 or similar) battery in the battery holder with the + side facing up.
3. Secure the battery cover using the previously removed screw.



Batteries must be recycled or disposed of properly. Check with your Local Authority or Retailer for recycling advice in your area.



Cleaning

⚠ WARNING: ALWAYS DISCONNECT FROM THE POWER SUPPLY BEFORE CLEANING THE HEATER.

Before commencing cleaning, unplug the heater and allow it to cool. The surfaces of the heater should be given an occasional wipe with a dry soft cloth. Do not use detergents, abrasive cleaning powder or furniture polish as this can damage the surface finish of the product.

The glass screen should be cleaned carefully with a chamois leather. Do not use proprietary cleaners.

To remove any accumulation of dust or fluff, the soft brush attachment of a vacuum cleaner should occasionally be used to clean the outlet grille of the fan heater.

⚠ CAUTION: Repair of this heater must be carried out by Dimplex or its authorised agent.

⚠ CAUTION: We recommend that you arrange for this heater to be checked annually for safety by a qualified electrician.

Troubleshooting

We are here to help, if you have any questions about the operation of this fire or need some help with troubleshooting please contact our customer support team message us via our website www.dimplexfires.com/support or call us on 0344 879 1227 (UK) or 01 842 8222 (R.O.I.).

Problem	Cause	Solution
Fireplace does not turn on with the manual controls	No incoming power	Ensure unit is wired correctly. Check main disconnect panel.
Fireplace does not turn on with the remote control	The plastic battery tab has not been removed.	If this is the first time using the remote control, pull the plastic battery tab.
	The remote control is out of range.	Move the remote closer to the fire and ensure it is pointed directly toward the fire.
	The batteries in the remote control are dead or installed incorrectly	Replace remote control battery
Heater is on, but there is no heat	Temperature not set high enough	See operation section for instruction on changing set temperature.
Temperature setting displaying in Fahrenheit or Celsius scale.	It is possible to display temperature scale in either range.	To swap between either scale, turn the fire on and hold in the Standby Manual button continuously for ~10 seconds. Note: Manual Standby button must be used, not the remote control. Fire must be on.
Heat settings not functioning, -- displayed when heat buttons pressed.	Fire has been put into a Heat Disable/Showroom mode.	To reactive the fire's heat function, turn the fire on and hold in the Heat Manual button continuously for ~10 seconds. When change activated you will hear a beep and the display will flash a temperature instead of -- . Note: Manual Heat button must be used, not the remote control.

Guarantee

Your product is guaranteed for one year from the date of purchase. Within this period, we undertake to repair or exchange this product free of charge provided it has been installed and operated in accordance with these instructions. Your rights under this guarantee are additional to your statutory rights, which in turn are not affected by this guarantee.

Should you require after sales support or assistance with this product our customer support team are available to help. You can contact us via our website www.dimplexfires.com/support or call us on 0344 879 1227 (UK) or 01 842 8222 (R.O.I.). Please retain your receipt as proof of purchase.

Recycling

At the end of the electrical products useful life, it is not to be disposed of with household waste. Please recycle where facilities exist. Check with your Local Authority or retailer for recycling advice in your country.



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