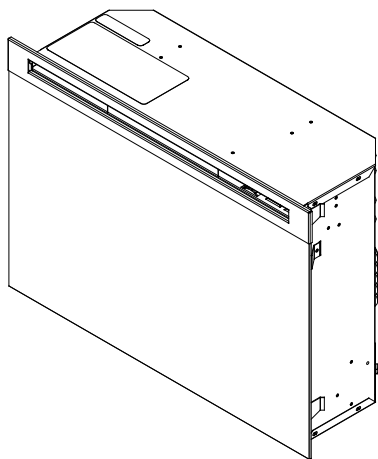




The world leader in electric fireplaces.



## Owner's Manual

Model

DFG2562

DFG2562SS

DFG253A

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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)

7210580100R06



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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.

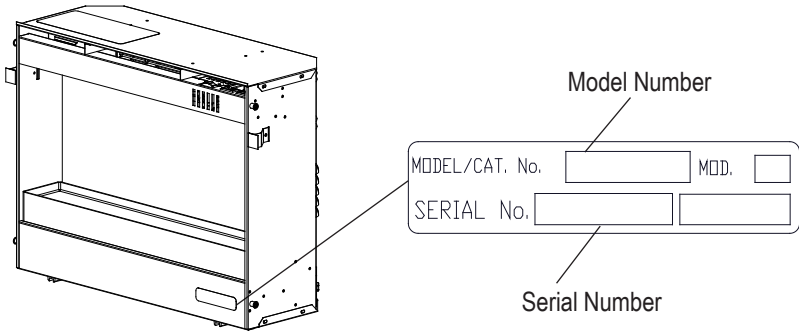
## Welcome & Congratulations

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 the electric fireplace.
- ② The heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. The trim around the heater outlet becomes hot during heater operation. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 3 feet (0.9 m) from the front of the unit.
- ③ Extreme caution is necessary when any heater is used by or near children or invalids and whenever the unit is left operating and unattended.
- ④ Always unplug the electric fireplace when not in use.
- ⑤ Do not operate any unit with a damaged cord or plug, or if the heater has malfunctioned, or if the electric fireplace has been dropped or damaged in any manner. Return heater to authorized service facility for examination, electrical or mechanical adjustment, or repair.
- ⑥ Do not use outdoors.
- ⑦ The electric fireplace is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate heater where it may fall into a bathtub or other water container.
- ⑧ Do not run the cord under carpeting. Do not cover cord with throw rugs, runners, or the like. Arrange cord away from traffic area and where it will not be tripped over.
- ⑨ To disconnect the unit, turn the controls off, then remove the plug from the outlet.
- ⑩ Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage to the heater.
- ⑪ To prevent a possible fire, do not block air intake or exhaust in any manner. Do not use on soft surfaces, like a bed, where openings may become blocked.
- ⑫ All electrical heaters have hot and arcing or sparking parts inside. Do not use in areas where gasoline, paint, or flammable liquids are used or stored or where the unit will be exposed to flammable vapors.
- ⑬ Do not modify the electric fireplace. Use it only as described

# IMPORTANT INSTRUCTIONS

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. 14 AWG minimum size and rated no less than 1875 Watts.

⑮ Do not burn wood or other materials in the electric fireplace.


⑯ Do not strike the fireplace glass.


⑰ Always use a certified electrician should new circuits or outlets be required.

⑱ Always use properly grounded, fused and polarized outlets.

⑲ Disconnect all power supply before performing any cleaning, maintenance or relocation of the unit.

⑳ When transporting or storing the unit and cord, keep in a dry place, free from excessive vibration and store so as to avoid damage.

 **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-SERVICABLE PARTS INSIDE



## SAVE THESE INSTRUCTIONS



## Quick Reference Guide

- ① The information regarding the model of your electric fireplace can be found on the rating label located on the top of the firebox.
- ② If you have any technical questions or concerns regarding the operation of your electric fireplace, or require service contact customer service.
- ③ The heater may emit a slight, harmless odor when first used. This odor is a normal condition caused by the initial heating of internal heater parts.

**! 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.

## Installation

### Site Selection and Preparation

**! NOTE 1:** A 15 Amp, 120 Volt circuit is required. A dedicated circuit is preferred but not essential in all cases. A dedicated circuit will be required if, after installation, the circuit breaker trips or fuse blows on a regular basis when the heater is operating. Additional appliances on the same circuit may exceed the current rating of the circuit breaker.

**⚠ WARNING:** Ensure the power cord is not installed so that it is pinched or against a sharp edge and ensure that the power cord is stored or secured to avoid tripping or snagging to reduce the risk of fire, electric shock or injury to persons.

- ① Select a suitable location that is not susceptible to moisture and is away from drapes, furniture and high traffic.
- ② For ease of electrical hook up you may wish to locate the

fireplace near an existing outlet (refer to NOTE 1) for plug-in convenience.

#### **If installing a new outlet for this electric fireplace:**

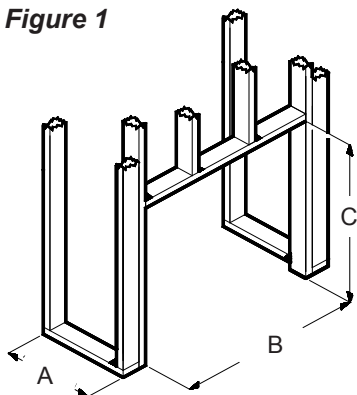
- Construction and electrical outlet wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electric shock and injury to persons.
- Do not attempt to wire your own new outlets or circuits. To reduce the risk of fire, electric shock or injury to persons, always use a licensed electrician.

The dimensions of the firebox are 26 inches (660.5 mm) wide X 18  $\frac{7}{8}$  inches (479.5 mm) high X 8  $\frac{3}{4}$  inches (223 mm) deep. The firebox does not require any additional venting.

For all installation options, ensure that the fireplace opening has the following **MINIMUM** dimensions (Figure 1):

## Installation

**Figure 1**



A - 9" (229 mm)

B - 24 1/2" (622 mm)

C - 18 1/4" (463.6 mm)

### Hardwire option

The firebox comes packaged with a two (2) prong power cord but allows for an easy conversion for hardwired installations. Follow the steps below to hardwire your firebox.

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

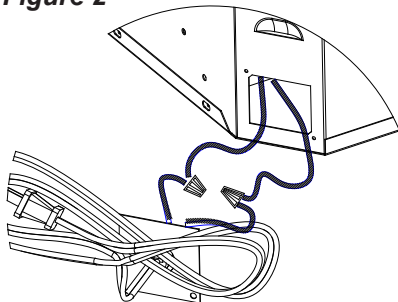
**⚠ CAUTION:** Use two (2) conductor, non-metallic sheath cable with ground wire (3 wires total) for the incoming power supply on fireplace inserts. Use appropriate wire to meet local and national electrical codes for rated power consumption.

② Remove the outer jacket and strip the individual conductor from the end.

③ Loosen the screw securing the junction box cover and remove the cover.

④ Take the cables out from the junction box, loosen the two wire twist nuts and remove the cord set (Figure 2).

**Figure 2**

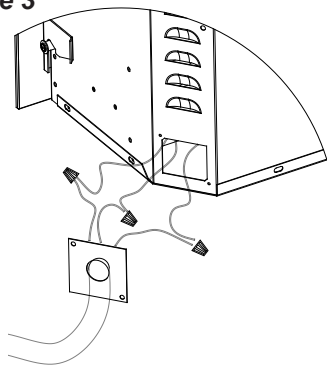




## Installation

⑤ Route the power supply wire through the knockout on supplied alternative junction box cover and secure with a wire clamp (not supplied) (Figure 3).

**Figure 3**



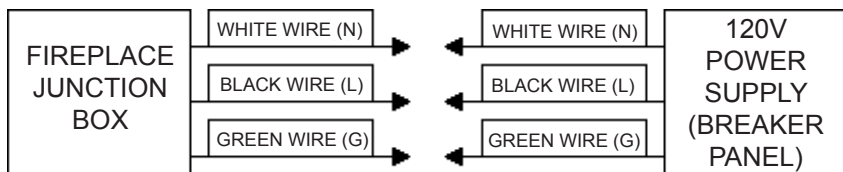
⑥ Connect the black wire (live) from the unit to the black wire from power supply (Figure 4).

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

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

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

**Figure 4**



## Installation

### Firebox Installation

Install the firebox in one of the following methods:

- ① Within a new or existing mantel. Refer to Figure 1 for minimum dimension requirements.
- ② Within a new wall construction.

### New Wall Construction

- ① Select a suitable location that is not susceptible to moisture and is away from drapes, furniture and high traffic.
- ② Place the fireplace in the desired location to see how it will look in the room.
- ③ Mark the desired location on the floor and store the fireplace in a safe, dry and dust free location.
- ④ Use studs to frame an opening of 24 ½ inches (622 mm) wide X 18 ¼ inches (463.6 mm) high X 9 inches (229 mm) deep.
- ⑤ Choose a wiring method:

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

near the fireplace.

**Option #2** - A new outlet can be installed inside the new frame construction. Plug the unit into a 15 Amp / 120 Volt outlet. If the cord does not reach, you may use an extension cord rated for a minimum of 1875 Watts.

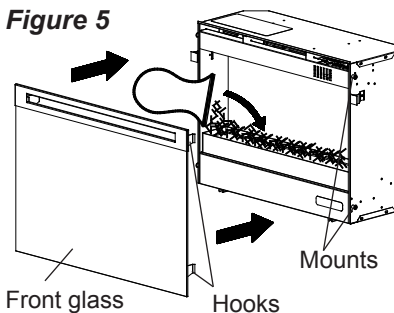
**Option #3** - Hardwire

Refer to Hardwire installation instructions on page 8.

### Final Steps

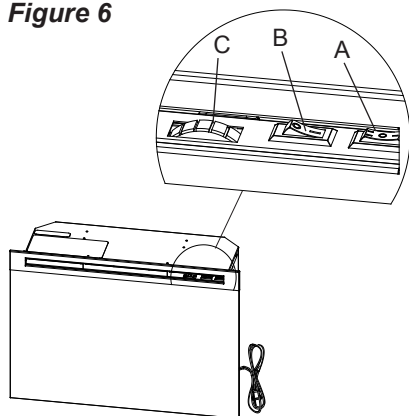
Carefully pour and evenly distribute the supplied glass rock media on the front tray of the firebox (Figure 5). Once complete, hang the front glass assembly on the mounts of the firebox.

**Figure 5**



## Operation

**Figure 6**



### **A. Three Position On/Off Switch**

The switch has two On positions marked “ I ” and “ II ”.

The “ I ” position is for manual operation. In this position the built-in remote control is bypassed.

The “ II ” position is for operating the unit with the provided remote control. When in the remote control (“ II ”) position the unit is operated with the ON and OFF buttons of the remote control.

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

### **B. Heater On/Off Switch**

The Heater On/Off Switch

supplies power to the heater fan and the heater element. When the switch is in the On position, the heater operates if the thermostat calls for heat.

### **C. Heater Thermostat Control**

To adjust the temperature to your individual requirements, turn the thermostat control clockwise all the way to turn on the heater. When the room reaches the desired temperature, turn the thermostat knob counter-clockwise until you hear a click. Leave in this position to maintain the room temperature at this setting. For additional heat, turn clockwise until you hear the click again and the heater will turn on.

### **Resetting the Temperature Cutoff Switch**

Should the heater overheat, an automatic cut out will turn the fireplace off and it will not come back on without being reset. It can be reset by switching the Three Position On/Off switch to Off and waiting five (5) minutes before switching the unit back on.

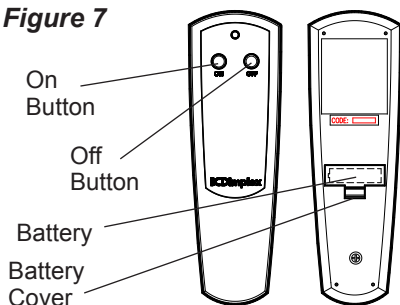
## Operation

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

### Remote Operation

The fireplace is supplied with an integrated on/off remote control (Figure 7)

**Figure 7**



**! NOTE:** Ensure that the fireplace's Three Position On/Off switch is set to the remote control (" II ") setting (Figure 6A).

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

### Battery Replacement (Figure 7)

To replace the battery:

- ① Slide battery cover open on

the hand held transmitter.

- ② Install one (1) 12-Volt (A23) battery in the battery holder.

- ③ Close the battery cover.



Battery must be recycled or disposed of properly.

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

### Remote Initialization/ Reprogramming

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

- ① Place the Three Position On/Off Switch (Figure 6A) in the Off (" O ") position.
- ② Wait a minimum of five (5) seconds and then place the Three Position On/Off Switch in the remote (" II ") position.
- ③ Within 10 seconds of changing the switch position, press the ON button located on the remote control transmitter (Figure 7).

## Operation

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

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

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

## Maintenance

**⚠ 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 five (5) minutes for light bulbs to cool before touching bulbs to avoid accidental burning of skin.

Light bulbs need to be replaced when you notice a dark section of the flame or when the clarity and detail of the log ember bed exterior disappears. There are two (2) bulbs under the log set, which generate the flames and embers.

### Light Bulb Requirements

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

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

### Helpful Hints

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

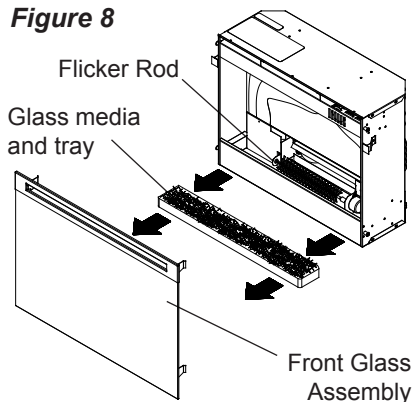


## Maintenance

### Replacing Light Bulbs:

① Carefully remove the front glass assembly. Be aware that some of the glass media may fall out of the tray (Figure 8).

**Figure 8**



② Empty the tray of glass media.

**⚠ CAUTION:** Handle glass media with care as some pieces may have sharp edges.

③ Lift the tray up and remove from firebox.

④ Pull flicker rod towards the motor and bend gently to remove the opposite end from the support bracket.

⑤ Remove flicker rod from motor (see Figure 8).

⑥ Unscrew bulb(s) counter clockwise.

⑦ Insert new bulb(s).

⑧ Push flicker rod back onto motor shaft and replace opposite end of flicker rod back into support bracket.

⑨ Replace media tray back into firebox.

⑩ Gently pour and evenly spread the glass media.

⑪ Replace glass assembly.

### Glass Cleaning

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

To remove fingerprints or other marks, the glass can be cleaned with a damp cloth. The glass should be completely dried with a lint free cloth to prevent water



## Maintenance

spots. To prevent scratching, do not use abrasive cleaners or spray liquids on the glass surface.

### **Mantel Surface Cleaning**

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

## 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. 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 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 1 year period commencing on the first anniversary of first purchase and ending on the second anniversary of the date of first purchase.

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. Warranty services do not include in-home services.

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





## Warranty

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:

- 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 the first purchase and ending at midnight on the second 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



## Warranty

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

Blower Assembly (comes with Cutout) . . . . .	2200491100RP
Flicker Motor . . . . .	2000210200RP
Thermostat . . . . .	2300150100RP*
Cutout . . . . .	2300270100RP
Two Socket Wire Harness . . . . .	2500400500RP
Heater On/Off Switch. . . . .	2800070700RP
Three Position Switch . . . . .	2800071100RP
Remote Control Receiver . . . . .	3000380200RP
Terminal Block. . . . .	4000080100RP
Cord Set . . . . .	4100090104RP
Flicker Rod . . . . .	5901110100RP
Front Glass Assembly (DFG2562, DFG253A). . . . .	1020230478RP
Front Glass Assembly (DFG2562SS) . . . . .	1020230280RP
Mirror. . . . .	5901410200RP
Control Knob . . . . .	8801080100RP
Remote Control Transmitter . . . . .	3000370500RP



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