



North America Limited

**PRACTICAL USER'S GUIDE
FOR THE ELECTRIC WALL MOUNTED
FIREPLACE**

MODEL NUMBER:

EWM-SS

Quality checked by:

Valued Customer,

*We are pleased that you have chosen to purchase an electric fireplace
manufactured by Dimplex North America Limited.*

7205790200REV00

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QUICK REFERENCE GUIDE FOR THE ELECTRIC WALL MOUNT FIREPLACE

- 1. Before using the electric wall mounted fireplace verify:**
 - **Are the circuit breakers for the unit on?**
 - **Are the light bulbs loose? (to check, follow the instructions for replacing the light bulbs under the maintenance section of this manual)**
- 2. 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.**
- 3. The information regarding the model of your unit can be found on the rating plate located on the back of the unit.**
- 4. If you have any questions or concerns regarding the operation of your fireplace, contact Dimplex customer service at 1-888-DIMPLEX (1-888-346-7539).**

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.

1. Read all instructions before using the wall mounted 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 (0.9m) from the front of the unit.
3. Extreme caution is necessary when any heater is used by or near children or invalids and whenever the unit is left operating and unattended.
4. Always unplug the wall mounted electric fireplace when not in use.
5. Do not operate with a damaged cord or plug, or if the heater has malfunctioned, or if the wall mounted 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 wall mounted 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 arching or sparking parts inside. Do not use in areas where gasoline, paint, or flammable liquids are used or stored or where the unit will be exposed to flammable vapors.
13. Do not modify the wall mounted 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.
14. To reduce the risk of electric shock, this appliance has a polarized plug (one blade is wider than the other). The plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install the proper outlet. Do not change the plug in any way. Avoid the use of an extension cord. Extension cords may overheat and cause a risk of fire. If you must use an extension cord, the cord must be No. 16 AWG minimum size and rated no less than 1875 watts.
15. Do not burn wood or other materials in the wall mounted electric fireplace.
16. Do not strike the glass front.
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.

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

A 15amp, 120 volt circuit is required. A dedicated circuit is preferred but not essential in all cases. A dedicated circuit will be required if, after installation, the circuit breaker trips or the 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

Placing heavy objects on top of this fireplace may cause damage or injury. Maximum weight: 50 lbs/23 kg. Do not use fireplace as a seat or step.

WARNING

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

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

Do not attempt to wire your own new outlets or circuits. To reduce the risk of fire, electric shock or injury to persons, always use a licensed electrician.

WARNING

Remove the protective film before use. Operation of the unit without complete removal of the protective film may increase the risk of fire and/or product damage or discoloration.

WARNING

The supplied mounting bracket is designed for use with Dimplex wall mounted fireplaces only. Improper use, or use for purposes other than intended, may cause damage or injury.

WALL MOUNTED ELECTRIC FIREPLACE INSTALLATION

WARNING

Failure to install the wall mounted electric fireplace as instructed below may result in damage to the equipment and or may expose the user to the risk of fire, serious injury, illness or death.

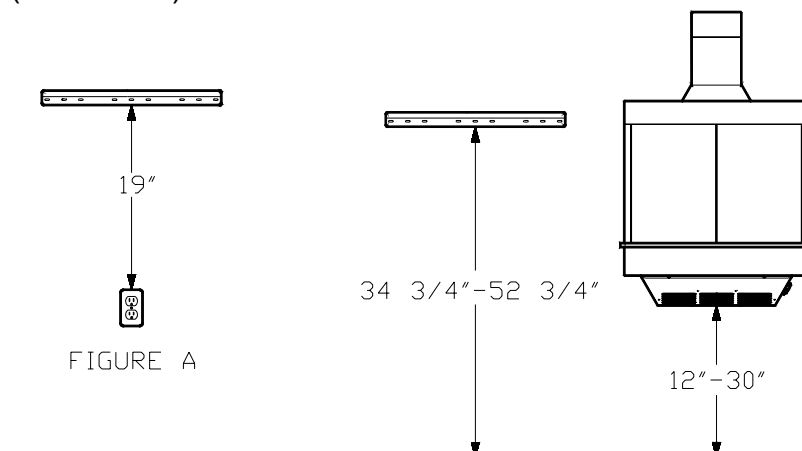
WARNING

The wall mounted electric fireplace requires the wall mounting bracket screws to be installed into a minimum of one wall stud. (FIGURE 3 & 4)

1. Select the desired location near an electrical outlet.
2. Ensure the front of the unit when installed is at least 3 feet (0.9m) from combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains.
3. Mount the unit on the wall only with the bottom above an electrical outlet or a minimum of 12" (mounting bracket 34 3/4") above the floor. Access to the electrical outlet must be maintained. Ensure the installation meets the national and state/provincial electrical codes.

NOTE: It is recommended that the bottom of the unit not be mounted higher than 30" from the ground (mounting bracket no higher than 52 3/4").

4. To mount the unit so that the wall outlet is hidden, mount the bracket 19" above the top of the outlet (FIGURE A).



5. The wall-mounting bracket must be mounted to at least one wall stud (FIGURE 3) or into two wall studs (FIGURE 4)
6. When installing into two studs the wall anchor must be installed into the center location as indicated in FIGURE 3.
7. When installing into one stud, use one of the three center locations as indicated in FIGURE 4. The wall anchors must be installed into the outer most locations as indicated in FIGURE 4.
8. Hold the wall-mounting bracket on the wall and mark the location of ONE of the mounting holes.
9. Install the bubble level onto the top of the wall-mounting bracket. (FIGURE 3 & 4).
10. Adjust the wall-mounting bracket so the bubble on the level is centered between the two black lines.
11. Mark two other mounting screw locations on the wall bracket ensuring that the wall bracket stays level.
12. Drill $\frac{1}{2}$ " holes into the wall on the marked locations where the wall anchors are to be installed. (FIGURE 1)
13. Insert the wall anchor screws through the wall bracket and thread into the wall anchors. The screws should extend beyond the wall anchors. (FIGURE 2)
14. Squeeze the wall anchor together and insert the wall anchors into the $\frac{1}{2}$ " holes in the wall. Tighten the screws. (FIGURE 2)
15. Install the remaining screws into the wall studs as required.

Note: At least one of the mounting screws must be installed into a wall stud.

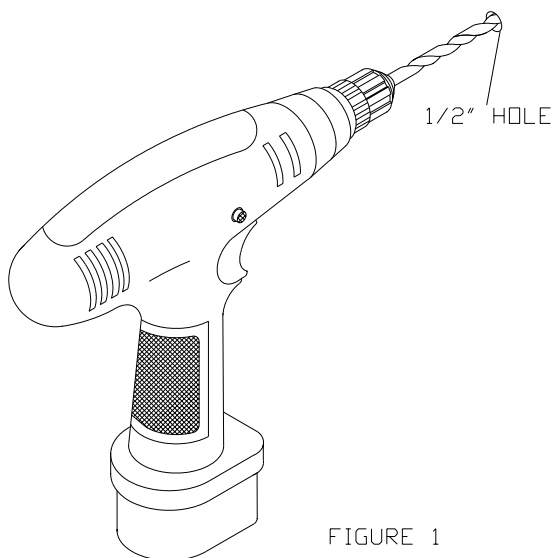


FIGURE 1

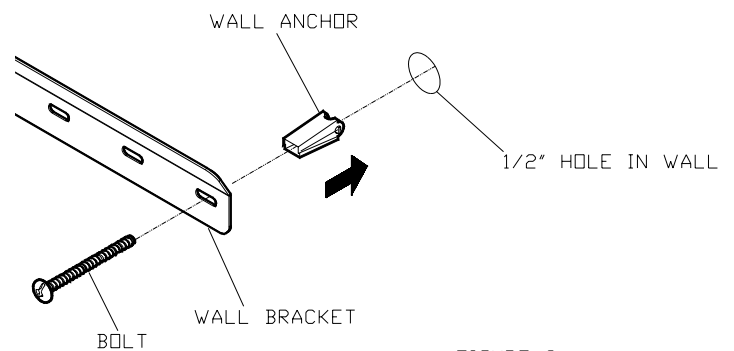
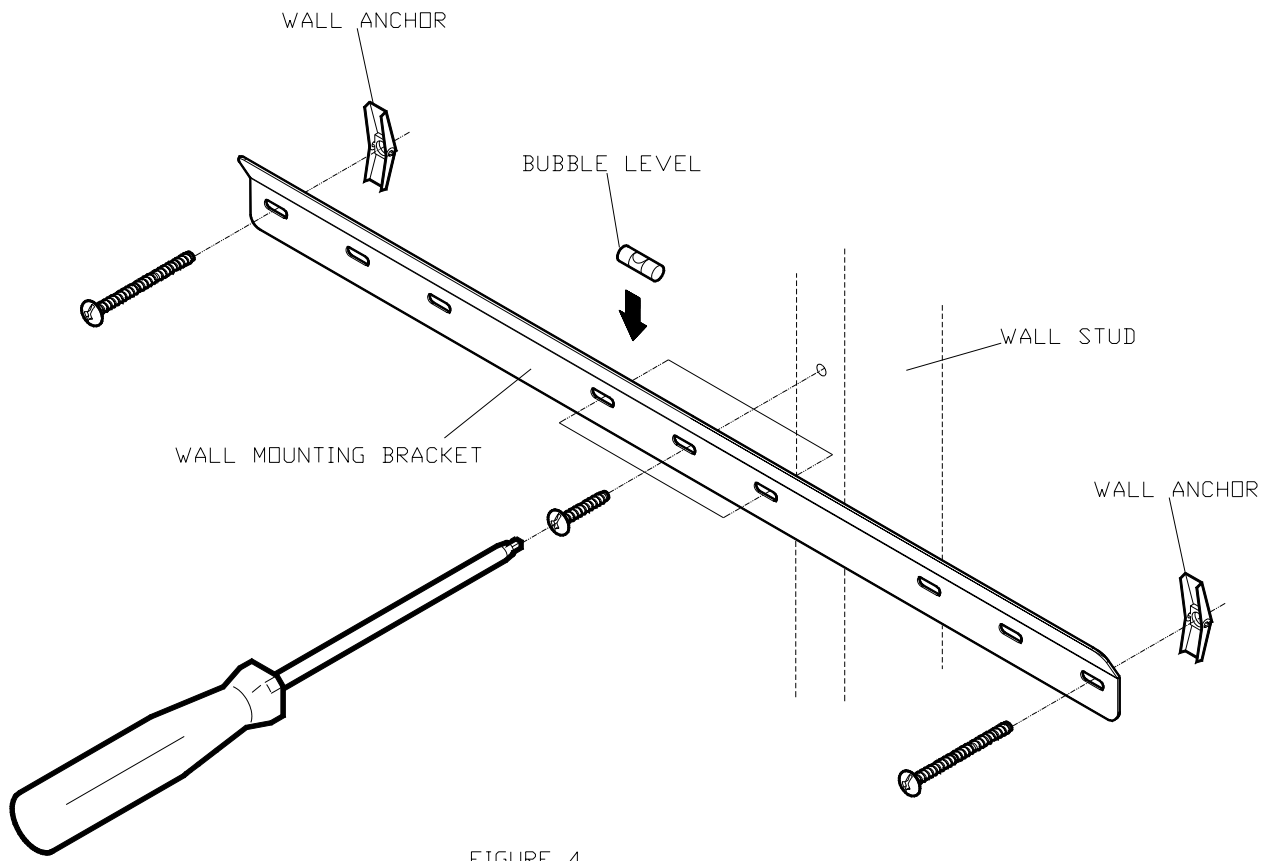
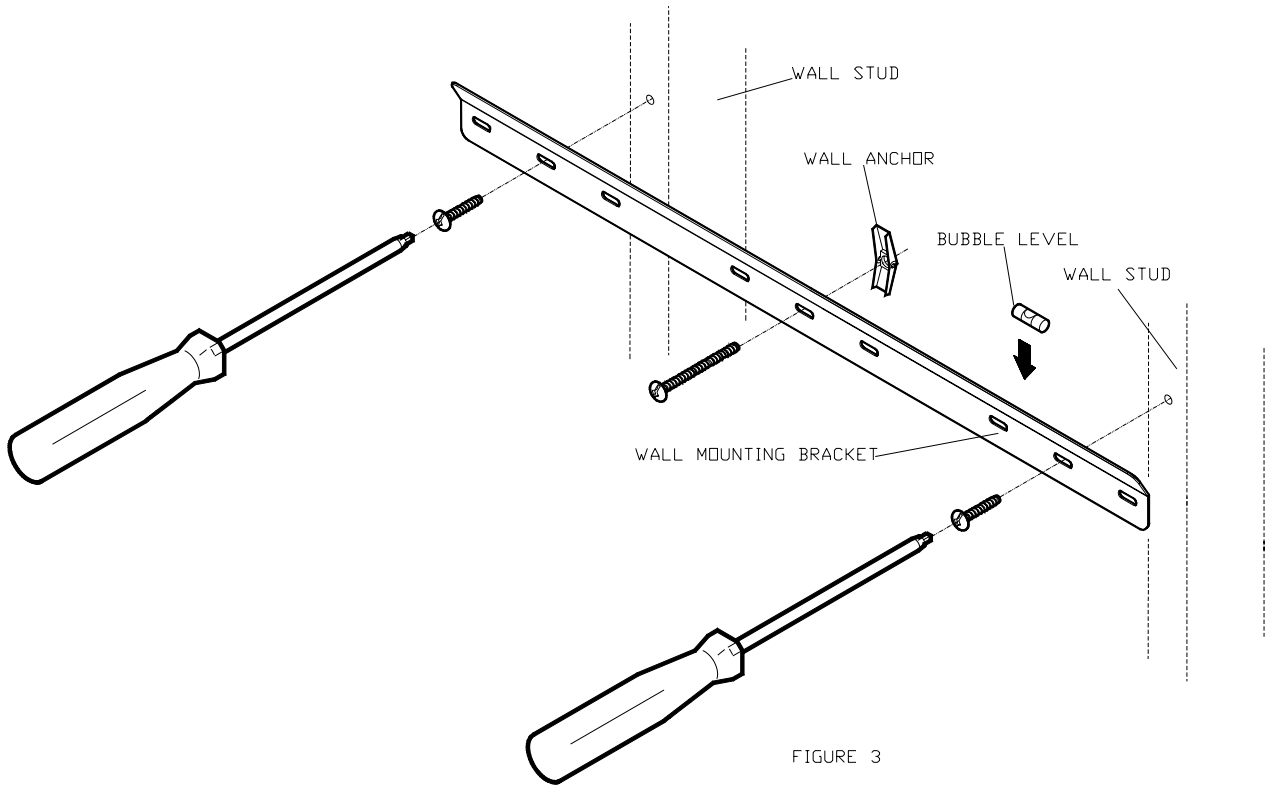


FIGURE 2



UNIT INSTALLATION

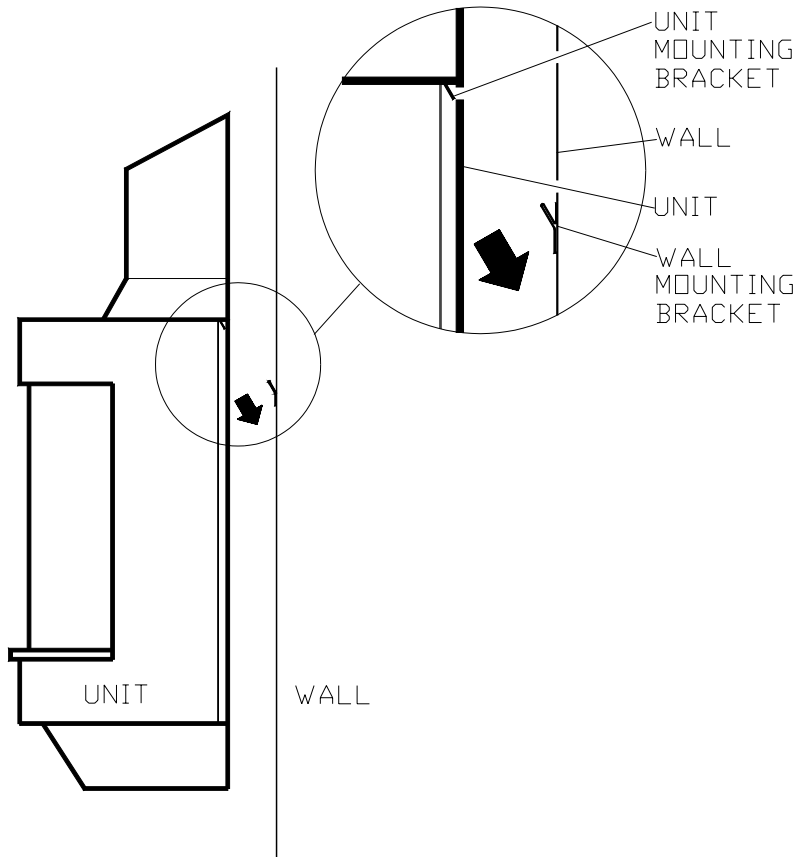


FIGURE 4

CORD SECURING (VIEW FROM BACK)

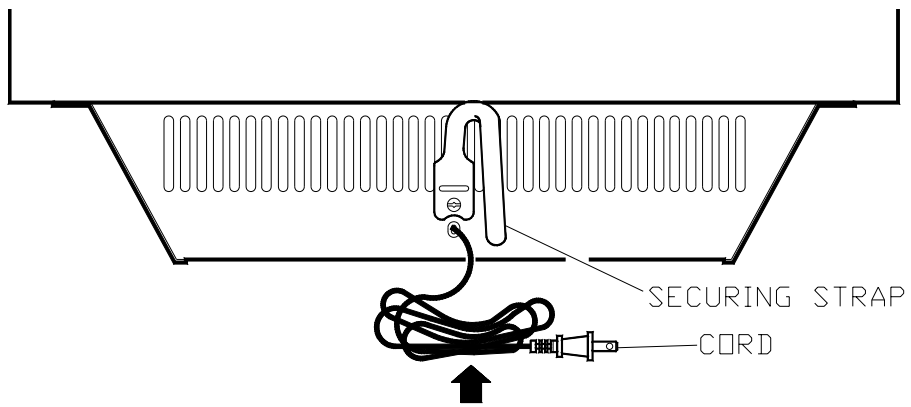


FIGURE 5

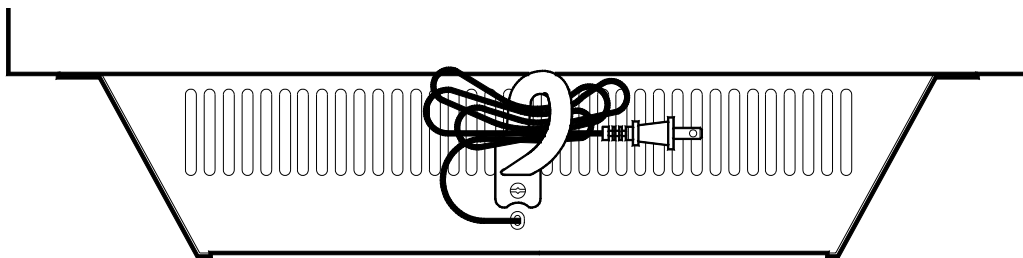


FIGURE 6

OPERATION

The controls are located on the lower right side of the wall mounted electric fireplace. (FIGURE 7)

A. MAIN ON/OFF SWITCH

The on/off switch supplies power to all unit functions (heat/flame)

B. HEATER ON/OFF SWITCH

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

C. HEATER THERMOSTAT CONTROL

To adjust the temperature to your individual requirements, turn the thermostat control clockwise all the way to turn on the heater. When the room 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. To turn the heater off, switch the HEATER ON/OFF SWITCH to the OFF position.

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

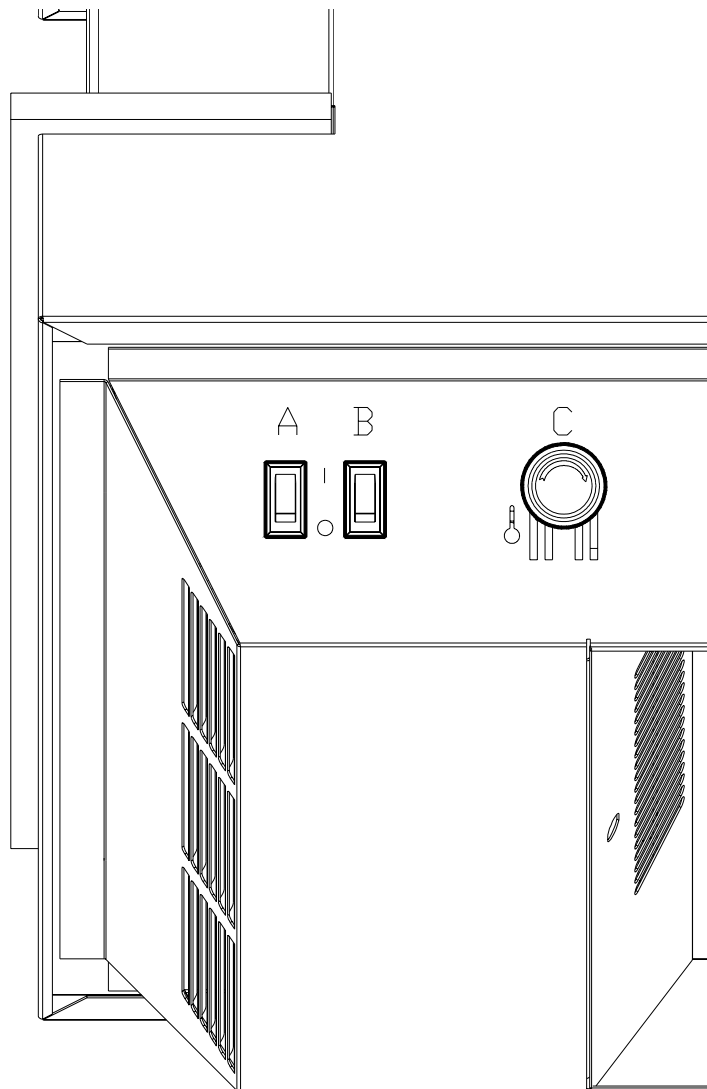


FIGURE 7 (LOWER RIGHT SIDE)

RESETTING THE TEMPERATURE CUTOFF SWITCH

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 MAIN ON/OFF SWITCH to OFF and waiting 5 minutes before switching the unit back on.

CAUTION

If you need to continuously reset the heater, unplug the unit and call Dimplex customer service at 1-888-DIMPLEX (1-888-346-7539).

MAINTENANCE

WARNING

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

LIGHT BULB REPLACEMENT

Allow at least 5 minutes for light bulbs to cool before touching bulbs to avoid accidental burning of skin.

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

TOOL REQUIREMENTS

Slot screw driver

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.

LOWER LIGHT BULB REQUIREMENTS

Quantity of 3 – **35 Watt Clear Halogen Lamps**, 120 Volt, G9 base. **DO NOT EXCEED 35 WATTS PER BULB.**

LOWER BULB REPLACEMENT

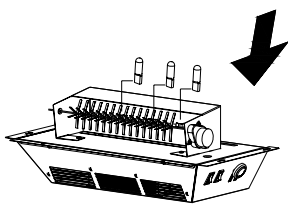
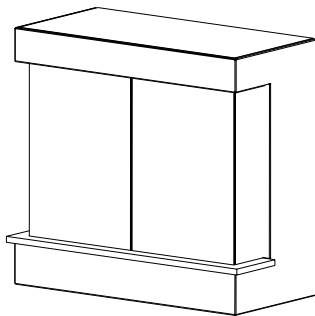


FIGURE 1

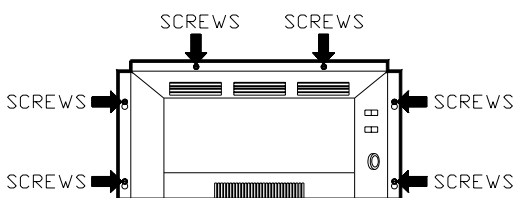


FIGURE 2

1. Unplug the unit from the outlet.
2. Remove the two mounting screws from the bottom front of the heater assembly. (FIGURE 2)
3. Loosen but do not remove the four heater and light assembly mounting screws located on the bottom sides of the wall mounted electric fireplace. (FIGURE 2)
4. Slide the heater and light assembly forward to release it from the bottom of the wall mounted electric fireplace (FIGURE 1).
5. Place heater and light assembly on a flat surface and examine the bulbs to determine which bulb(s) required replacement
6. Remove the burnt out bulb(s) by gently pulling straight out of socket. If bulbs are difficult to remove from socket move the bulb from side to side while pulling being careful not to damage the light socket.
7. Insert new bulb(s).
8. Install the heater and light assembly onto the four mounting screws.
9. Slide the assembly backwards to lock it into position.
10. Tighten the four heater and light assembly mounting screws.
11. Install the two front mounting screws.
12. Plug in the wall mounted electric fireplace.

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

WALL MOUNTED ELECTRIC FIREPLACE 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.

To prevent scratching, do not use abrasive cleaners or spray liquids on any surface.

TWO YEAR LIMITED WARRANTY

Products to which this limited warranty applies

This limited warranty applies to the following models of your newly purchased Dimplex electric fireplace **EWM-SS** and to newly purchased Dimplex fireplace surrounds (mantels) and trims. This limited warranty applies only to purchases made in any province of Canada *except* for Yukon Territory, Nunavut, or Northwest Territories or in any of the 50 States of the USA (and the District of Columbia) *except* for Hawaii and Alaska. This limited warranty applies to the original purchaser of the product only and is not transferable.

Products excluded from this limited warranty

Light bulbs are not covered by this limited warranty and are the sole responsibility of the owner/purchaser. Products purchased in Yukon Territory, Nunavut, Northwest Territories, Hawaii, or Alaska are not covered by this limited warranty. Products purchased in these States, provinces, or territories are sold AS IS without warranty or condition of any kind (including, without limitation, any implied warranties or conditions of merchantability or fitness for a particular purpose) and the entire risk of as to the quality and performance of the products is with the purchaser, and in the event of a defect the purchaser assumes the entire cost of all necessary servicing or repair.

What this limited warranty covers and for how long

Products, other than fireplace surrounds (mantels) and trims, covered by this limited warranty have been tested and inspected prior to shipment and, subject to the provisions of this warranty, Dimplex warrants such products to be free from defects in material and workmanship for a period of 2 years from the date of the first purchase of such products.

Dimplex fireplace surrounds (mantels) and trims covered by this limited warranty have been tested and inspected prior to shipment and, subject to the provisions of this warranty, Dimplex warrants such products to be free from defects in material and workmanship for a period of 1 year from the date of first purchase of such products.

The limited 2 year warranty period for products other than fireplace surrounds (mantels) and trims and the limited 1 year warranty period for fireplace surrounds (mantels) and trims also applies to any implied warranties that may exist under applicable law. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to the purchaser.

What this limited warranty does not cover

This limited warranty does not apply to products that have been repaired (except by Dimplex or its authorized service representatives) or otherwise altered. This limited warranty does further not apply to defects resulting from misuse, abuse, accident, neglect, incorrect installation, improper maintenance or handling, or operation with an incorrect power source.

What you must do to get service under this limited warranty

Defects must be brought to the attention of Dimplex Technical Service by contacting Dimplex at 1-888-[DIMPLEX](tel:1-888-346-7539) (1-888-346-7539), or 1367 Industrial Road, Cambridge Ontario, Canada N1R 7G8. Please have proof of purchase, catalogue/model and serial numbers available when calling. Limited warranty service requires a proof of purchase of the product.

What Dimplex will do in the event of a defect

In the event a product or part covered by this limited warranty is proven to be defective in material or workmanship during (i) the 2 year limited warranty period for products other than fireplace surrounds (mantels) and trims, and (ii) the 1 year limited warranty period for surrounds (mantels) and trims, you have the following rights:

- Dimplex will in its sole discretion either repair or replace such defective product or part without charge. If Dimplex is unable to repair or replace such product or part, or if repair or replacement is not commercially practicable or cannot be timely made, Dimplex may, in lieu of repair or replacement, choose to refund the purchase price for such product or part.
- Limited warranty service will be performed solely by dealers or service agents of Dimplex authorized to provide limited warranty services.
- **For products other than surrounds (mantels) and trims**, this 2 year limited warranty entitles the purchaser to on-site or in-home warranty services. Accordingly, Dimplex will be responsible for all labour and transportation associated with repairing or replacing the product or part except as follows: (i) charges which may be levied for travel costs incurred to travel to the purchaser's site where the product is located if the purchaser's site is beyond 30 miles (48 km) from the closest service depot of Dimplex's dealer or service agent; and (ii) the purchaser is solely responsible for providing clear access to all serviceable parts of the product.
- **For surrounds (mantels) and trims**, this 1 year limited warranty does not entitle the purchaser to on-site or in-house warranty services. The purchaser is responsible for removal and transportation of the surrounds (mantels) and trims (and any repaired or replacement product or part) to and from the authorized dealer's or service agent's place of business. On-site or in-home services for surrounds (mantels) and trims may be performed at the purchaser's specific request and expense at Dimplex's then-current rates for such services. Dimplex will not be responsible for, and this limited warranty shall not include, any expense incurred for installation or removal of the surrounds (mantels) or trims or any part thereof (or any replacement product or part) including, without limitation, all shipping costs and transportation costs to and from the authorized dealer's or service agent's place of business and all labour costs. Such costs shall be the purchaser's responsibility.

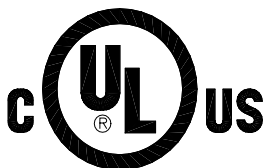
What Dimplex and its dealers and service agents are also not responsible for:

IN NO EVENT WILL DIMPLEX, OR ITS DIRECTORS, OFFICERS, OR AGENTS, BE LIABLE TO THE PURCHASER OR ANY THIRD PARTY, WHETHER IN CONTRACT, IN TORT, OR ON ANY OTHER BASIS, FOR ANY INDIRECT, SPECIAL, PUNITIVE, EXEMPLARY, CONSEQUENTIAL, OR INCIDENTAL LOSS, COST, OR DAMAGE ARISING OUT OF OR IN CONNECTION WITH THE SALE, MAINTENANCE, USE, OR INABILITY TO USE THE PRODUCT, EVEN IF DIMPLEX OR ITS DIRECTORS, OFFICERS, OR AGENTS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSSES, COSTS OR DAMAGES, OR IF SUCH LOSSES, COSTS, OR DAMAGES ARE FORESEEABLE. IN NO EVENT WILL DIMPLEX, OR ITS OFFICERS, DIRECTORS, OR AGENTS BE LIABLE FOR ANY DIRECT LOSSES, COSTS, OR DAMAGES THAT EXCEED THE PURCHASE PRICE OF THE PRODUCT.

SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO THE PURCHASER.

How State and Provincial law apply

This limited warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction. The provisions of the United Nations Convention on Contracts for the Sale of Goods shall not apply to this limited warranty or the sale of products covered by this limited warranty.



1-888-DIMPLEX
1-888-346-7539

Dimplex

North America Limited

1367 Industrial Road
Cambridge, Ontario
Canada, N1R 7G8