

Contact Details

Please note that some of the contact details on this PDF document may not be current.

Please use the following details if you need to contact us:

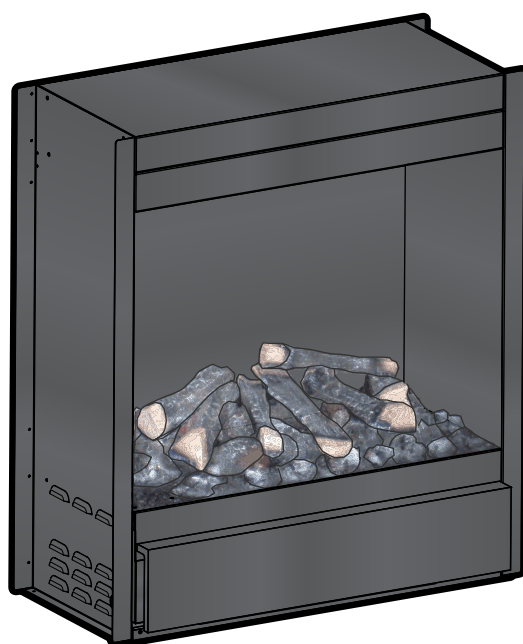
Telephone: 0844 879 3588

Email: customer.services@gdcgroup.co.uk

The customer support section of our website also features a wide range of information which may be of use to you and is available 24 hours a day. It includes:

- Operating and installation instructions
- Easy 'How to use' guides for storage heaters
- Service and repairs
- Where to buy our products
- Literature downloads
- Heating requirement calculator

Visit - www.dimplex.co.uk/support



ALBANY ABN 15

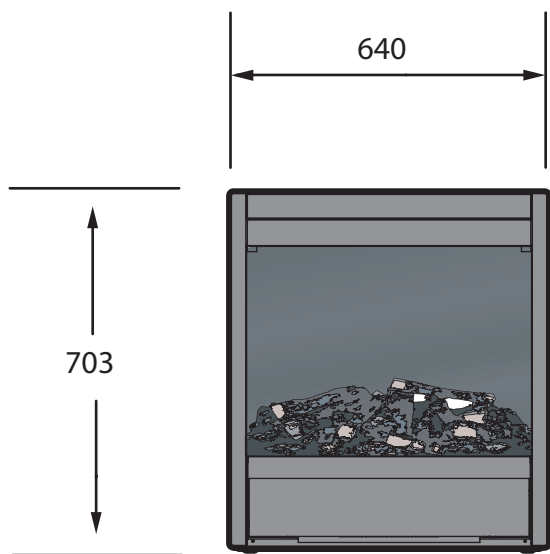


Fig.1

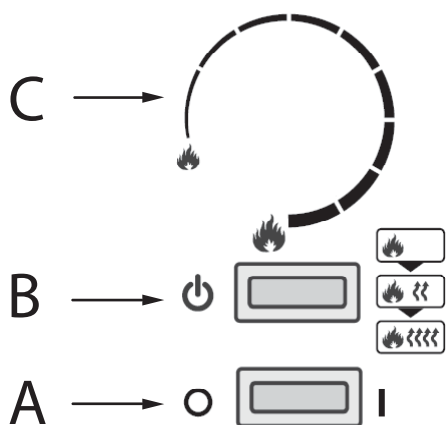


Fig.2



Fig.3

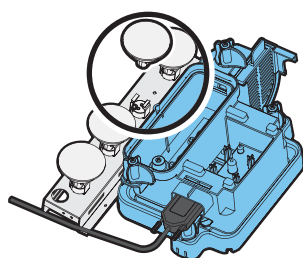


Fig.4

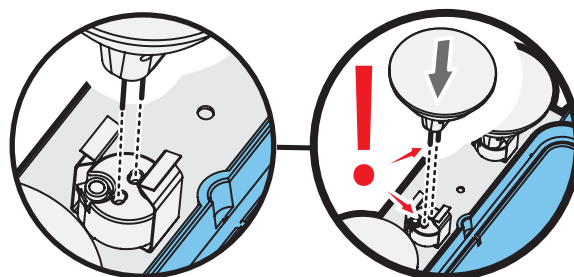


Fig.5

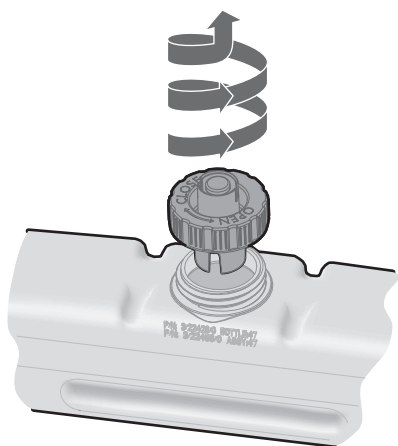


Fig.6

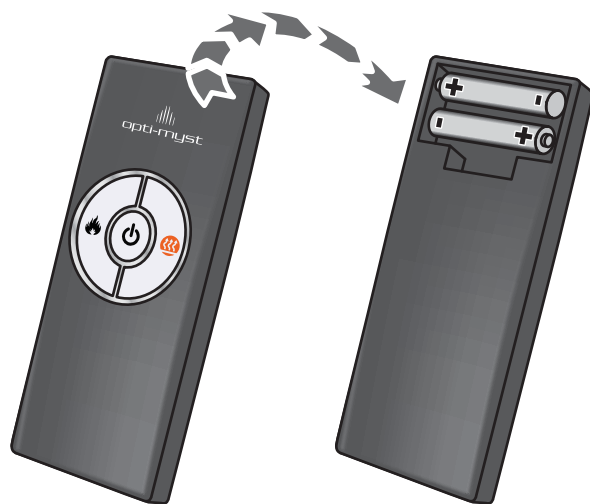


Fig.7

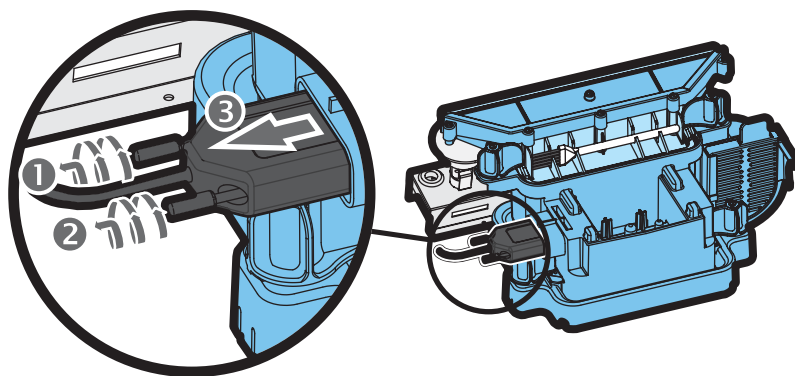


Fig.8

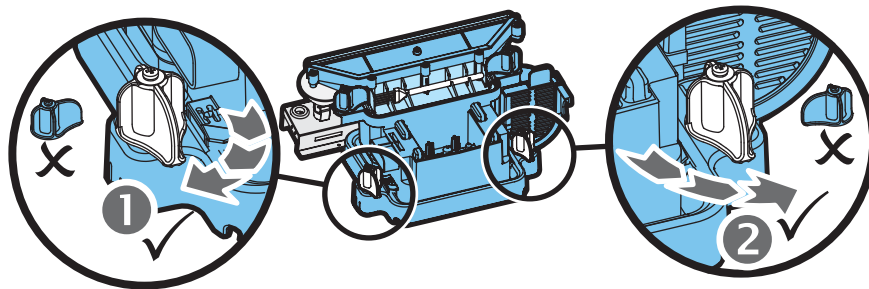


Fig.9

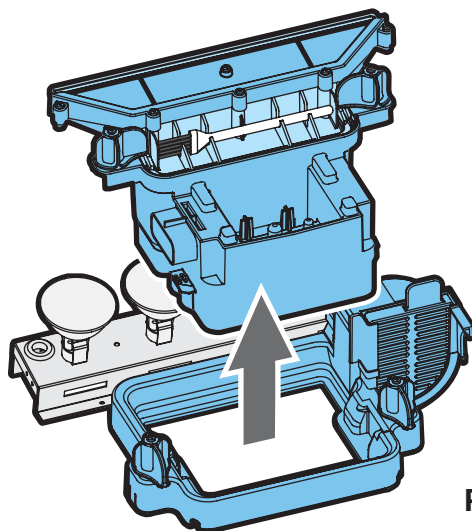


Fig.10

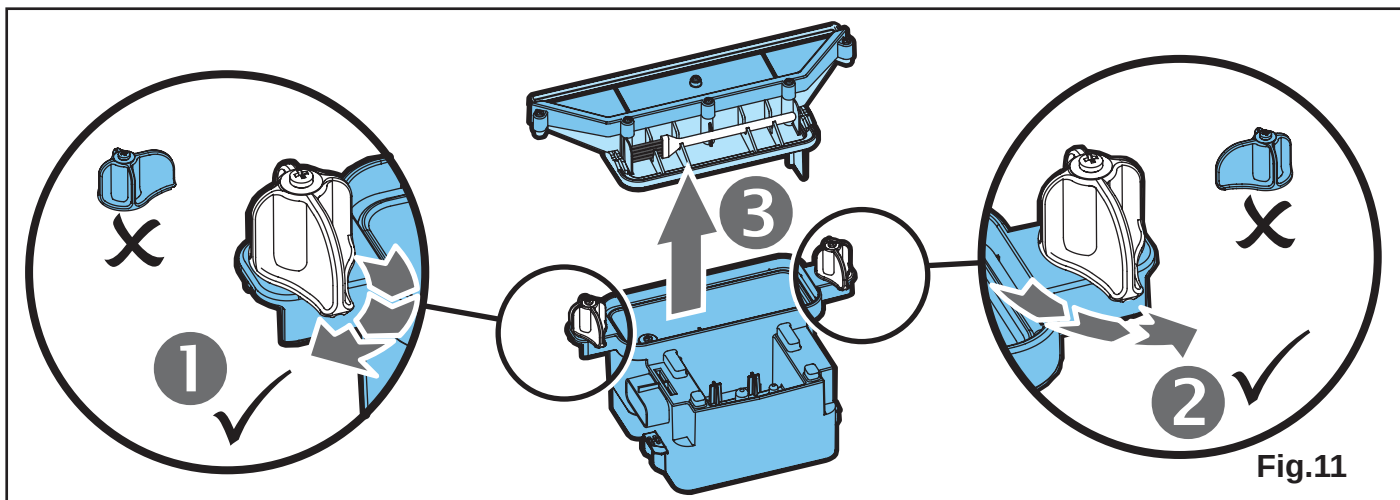


Fig.11

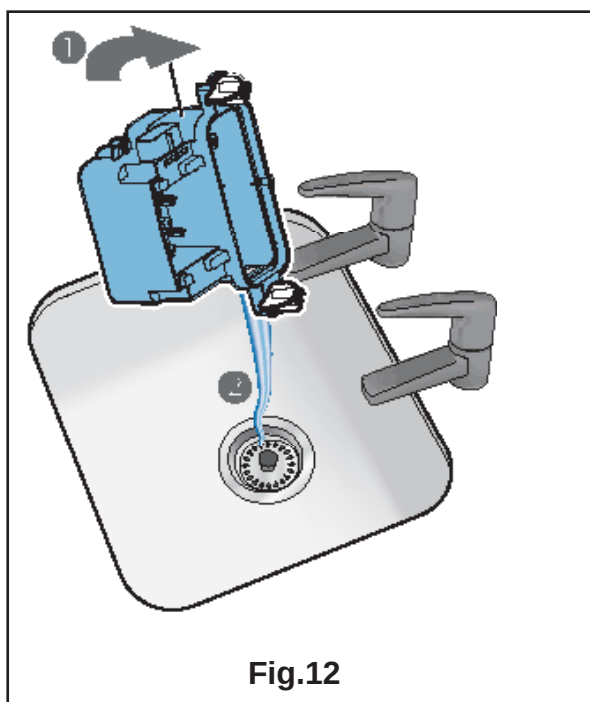


Fig.12

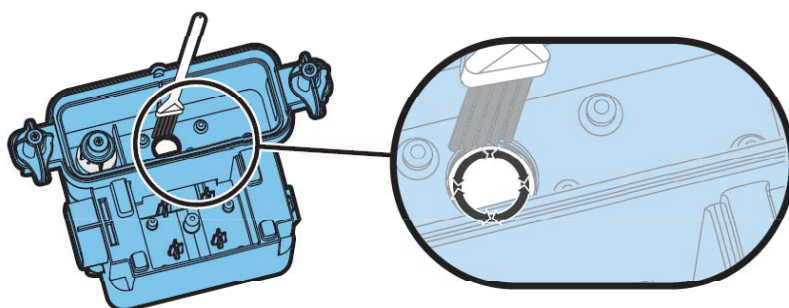


Fig.13

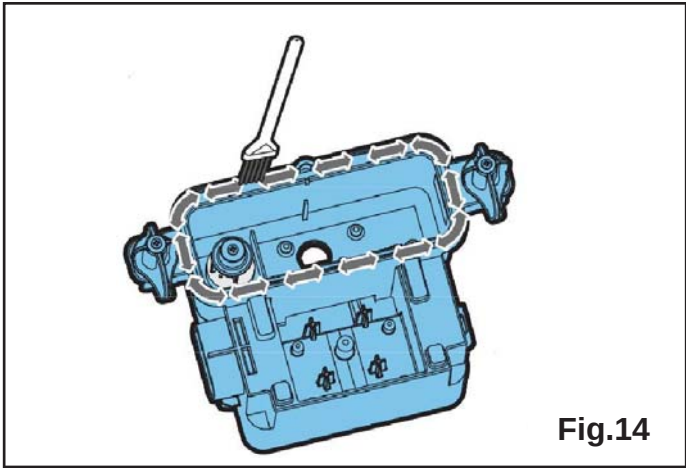


Fig.14

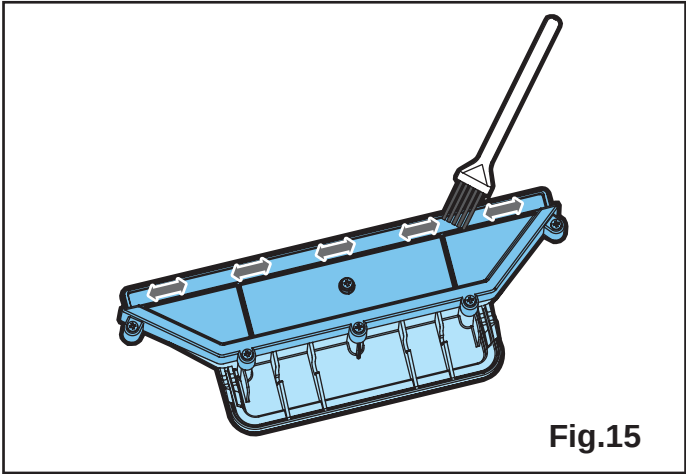


Fig.15

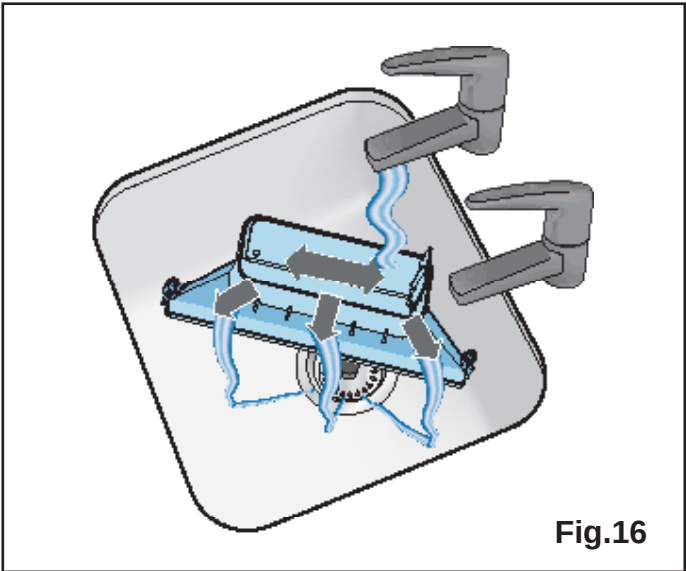


Fig.16

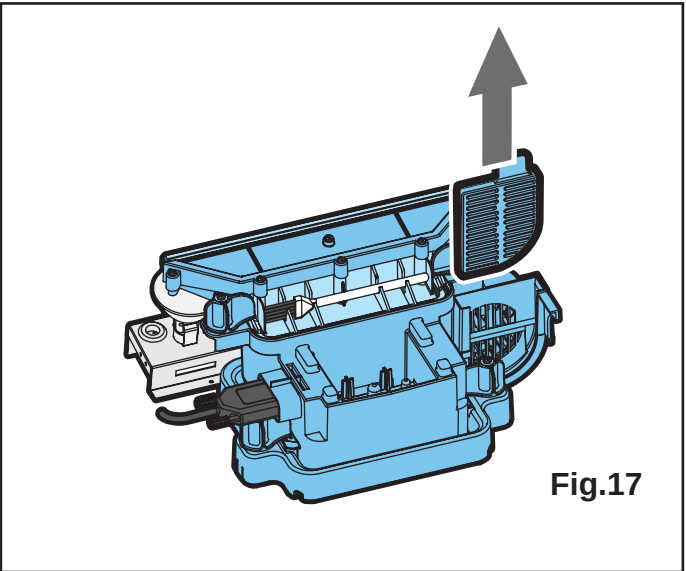


Fig.17

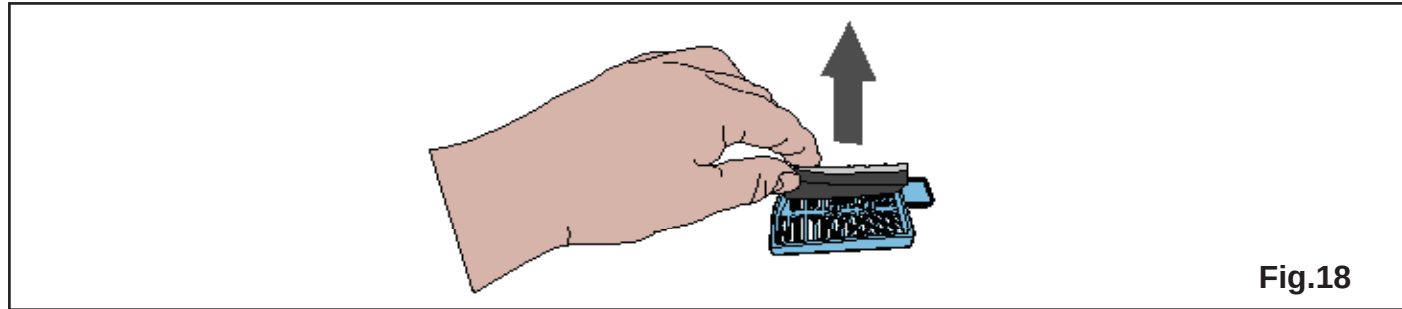


Fig.18

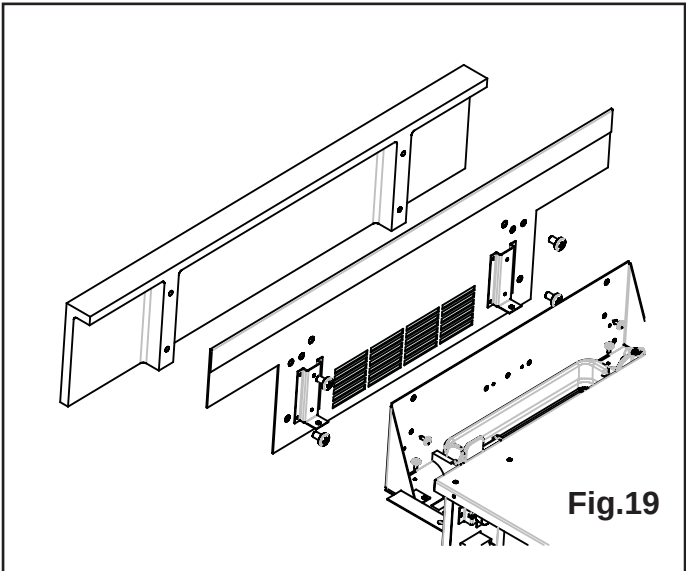


Fig.19

DIMPLEX Albany Fire ABN 15

IMPORTANT: THESE INSTRUCTIONS SHOULD BE READ CAREFULLY AND RETAINED FOR FUTURE REFERENCE

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 fire immediately below a fixed socket outlet or connection box.
- This appliance is not intended for use by children or other persons without assistance or supervision if their physical, sensory or mental capabilities prevent them from using it safely. Children should be supervised to ensure that they do not play with the appliance.
- Do not use this fire 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 fire is accidentally covered or displaced.
- Ensure that furniture, curtains or other combustible material are positioned no closer than 1 metre from the fire.
- In the event of a fault unplug the fire.
- Unplug the fire when not required for long periods.
- Although this fire complies with safety standards, we do not recommend its use on deep pile carpets or on long hair type of rugs.
- 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 fire.
- WARNING:** In order to avoid overheating, do not cover the fire. Do not place material or garments on the fire, or obstruct the air circulation around the fire.
-  The fire carries the Warning symbol indicating that it must not be covered.

General.

Unpack the fire carefully and retain the packaging for possible future use, in the event of moving or returning the fire to your supplier. The Remote Control and batteries are packed separately in the carton.

The fire incorporates a flame effect, which can be used with or without heating, so that the comforting effect may be enjoyed at any time of the year. Using the flame effect on its own only requires little electricity.

This model is designed to be installed in a surround or into a wall recess.

Before connecting the fire check that the supply voltage is the same as that stated on the fire.

Please note: Used in an environment where background noise is very low, it may be possible to hear a sound which is related to the operation of the flame effect. This is normal and should not be a cause for concern.

Electrical connection.

WARNING – THIS APPLIANCE MUST BE EARTHED.

This fire must be used on an AC ~ supply only and the voltage marked on the fire must correspond to the supply voltage.

Before switching on, please read the safety warnings and operating instructions.

PLEASE RETAIN THIS USER'S GUIDE FOR FUTURE REFERENCE

Do not put plastic components into a dishwasher.

Only slide out the drawer when the water tank needs to be filled or a lamp needs to be changed otherwise you will inadvertently alter the water level and the flame effect operation.

Only use filtered tap water in this appliance.

Always ensure that the fire is sitting on a level floor.

If you intend not using the appliance for longer than 2 weeks, drain the water from sump and water tank and dry the sump.

Once installed, never move this fire or lay on its back, without draining the water from sump and water tank.

The water tank, sump, sump lid, tank cap and air filters must be cleaned once every two weeks, particularly in hard water areas.

The fire appliance should never be operated if the lamps are not working.

The lamps should be regularly inspected as described under 'Maintenance' and 'Changing lamps'.

Installation Instructions

Ensure that all packing items are removed (read any warning labels carefully).

Retain all packing for possible future use, in the event of moving or returning the appliance to your supplier.

To reduce heat losses and to prevent any chimney updraught affecting the operation of your fire we recommend that the chimney flue is blocked off, ensure that there is a slight gap for ventilation.

To install the appliance;

Hold the fire by the sides of surround and gently manoeuvre into position. Plug the fire into a 13amp/240 volt outlet. Ensure that the supply cable exits at the front of the fire, at the right or left hand corner to suit your supply socket location and is not trapped under the fire such that it might cause it to be damaged.

Before switching on the appliance, please read the following instructions.

Replacement of drawer cover.

If the drawer cover is to be replaced, please use a suitably shaped and sized piece of material used to create the fire surround. We advise to use 4 x M6 nut inserts in the new front panel and fix in the same way as the current panel. Ensure that there is a 10mm gap between the hearth of the fire place and base of the tray drawer cover.

Replace the drawer cover using the following steps;

1. Open the drawer fully, lift the tank and sump out of the appliance and carefully place aside.
2. Remove the 4 screws as shown in Fig.19 removing the drawer cover and metal mounting plate.
3. Remove the 4 M6 screws releasing the drawer cover from the metal mounting plate.
4. Using the suitably shaped and sized piece of material with the M6 nut inserts in place (please use current panel as a guide) screw the new drawer cover to the metal mounting plate with the M4 screws.
5. Replace the drawer cover and metal mounting plate by reversing steps 1 and 2

Before using the manual controls firstly fill the water tank (See 'Maintenance', 'Filling the water tank').

Manual Controls.

The manual controls are located behind the drawer.

(See Fig.2 for Manual Control lay out)

Switch 'A':- Controls the electricity supply to the fire.

Note: This switch must be in the 'ON' (I) position for the fire to operate with or without heat.

Switch 'B':- Controls the function of the fire.

Press  once to turn on flame effect. This will be indicated by one beep.

Although the main lights operate immediately it will take a further 30 seconds before the flame effect starts.

Press  again to give flame effect and half heat. This will be indicated by two beeps.

Press  again to give flame effect and full heat. This will be indicated by three beeps.

Press  again to return to flame effect only.

This will be indicated by one beep.

Press  to put fire in to standby mode.

This will be indicated by one beep.

Control Knob 'C':- Controls the intensity of the flame effect.

Turning the control knob clockwise increases the flame effect, turning the control knob anti-clockwise will decrease the flame effect.

When the water tank is empty the main lamps go out. See instructions under 'Maintenance', 'Filling the water tank'. When this procedure is complete, the main lamps will illuminate but it will take 30 seconds before the flames return.

Remote Control Operation

On the control panel, Switch A (see Fig.2) must be in the 'ON' (I) position in order for the remote control to operate. There are 3 buttons on the remote control. (See Fig.7)

To operate correctly the remote must be pointed towards the front fuel effect.

The remote control functions are as follows:



Press once to turn on Flame effect only.
This will be indicated by one beep.



Press once to turn on Half heat and Flame effect.
This will be indicated by two beeps.



Press again to turn on Full heat and Flame effect.
This will be indicated by three beeps.



Standby
This will be indicated by one beep.

Battery Information.

1. Unclip the battery cover on the back of the remote control. (See Fig.7)
2. Install AAA batteries into the remote control.
3. Replace the battery cover.

Discard leaky batteries.

Dispose of batteries in the proper manner according to provincial and local regulations.

Any battery may leak electrolyte if mixed with a different battery type, if inserted incorrectly, if all the batteries are not replaced at the same time, if disposed of in a fire, or if an attempt is made to charge a battery not intended to be recharged.

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 is restricted in any way. If the cut-out operates, unplug the fire from the socket outlet and allow approximately 10 minutes before reconnecting. Before switching the fire back on remove any obstruction that may be restricting the heat outlet, then continue normal operation.

Caution: In order to avoid 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.

Tips for using your appliance.

1. Only pull out the drawer when its time to refill the water tank or change a lamp, otherwise it may lead to excess water in the sump and reduced flame effect. If this happens empty the water from the sump as instructed under 'Maintenance'.
2. With the flame setting on minimum the unit will use approximately 40ml of water per hour and will last 3 times as long when it is at maximum flame setting.
3. Do not tilt or move the fire while there is water in the tank or sump.
4. Make sure that the fire is on a level floor.
5. The flame control knob 'C' (Fig.2) may be turned up or down to give a more realistic effect.
6. Sometimes the flames appear more real when the flame control knob is turned down.
7. Give the flame generator some time to react to changes you may make on the flame control knob.

Maintenance

WARNING: ALWAYS DISCONNECT FROM THE POWER SUPPLY BEFORE ATTEMPTING ANY MAINTENANCE

Fitting Replacement lamps.

If a large amount of the smoke appears grey or colourless it may be that one or more lamps have failed.

You can check for lamp failure as follows.

1. Leaving the flame effect on, open the drawer fully, gently pull the drawer fully out by the tab. (See Fig.3)
2. View the lamps from a distance in front of the fire and observe which lamp needs to be changed.
3. Put Switch 'A' in the 'OFF' position, and unplug the fire from the mains.
4. Leave the appliance for 20 minutes to allow the lamps to cool down before removing them.
5. Remove the water tank by lifting upwards and place in a sink.
6. Remove the sump as described in the Cleaning Section.
7. Remove the defective lamp, by gently lifting vertically and disengaging the pins from the lamp holder, (See Fig. 4 and 5). Replace with a Dimplex Opti-myst, 12V, 50W, Gu5.3 base, 8" beam angle, coloured lamp. (Purchased from www.dimplex.co.uk under the section 'After Sales Service', details of how to purchase the lamps are contained therein.)
8. Carefully insert the two pins of the new lamp into the two holes in the lamp holder. Push firmly in place. (See Fig.4 and 5).
9. Replace the sump and water tank and carefully close the drawer.
10. Switch on.

Filling the water tank.

When the water tank is empty, flame and smoke effect shuts off, and you will hear 2 audible 'beeps'. Follow these steps to refill:

1. Press Switch 'A' to **(0)**. (See Fig.2)
2. Pull out the drawer as far as possible by the tab. (See Fig.3)
3. Remove the water tank by lifting upwards and outwards.
4. Place the water tank in sink and remove cap, Anti-clockwise to open. (See Fig.6)
5. Fill tank with **filtered tap water**. This is necessary to prolong the life of the flame and smoke producing unit. **Do not use a decalcifier.**
6. Screw the cap back on, **do not overtighten.**
7. Return the tank to the sump, with the tank cap facing down and the flat side of the tank facing outward.
8. Press Switch 'B' once to turn on flame effect. (See manual control section and Fig.2).
9. Press Switch 'A' to 'ON' (I) position. (See Fig.2)
10. Gently push the drawer back in as far as it will go.

Cleaning.

WARNING – ALWAYS DISCONNECT FROM THE POWER SUPPLY BEFORE CLEANING THE FIRE.

We recommend cleaning the following components once every 2 weeks, particularly in hard water areas:-

Water Tank, Sump and Seal, Sump lid, Tank cap and seal, Air filter.

For general cleaning use a soft clean duster – never use abrasive 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 fire.

Water tank

1. Remove water tank, as described earlier, put into sink and empty water.
2. Using the supplied brush gently rub the inside surfaces of the cap paying particular attention to the rubber ring in the outer groove and the centre rubber seal.
3. Put a small quantity of washing up liquid into the tank, refit the cap and shake well, rinse out until all traces of washing up liquid are gone.
4. Refill with filtered tap water, replace the cap, do not overtighten.
5. Do not use a decalcifier when cleaning the appliance, this may shorten the lifetime of the smoke unit.

Sump

1. Press Switch 'A' to the 'OFF' **(0)** position
2. Gently pull the drawer out as far as possible. (See Fig.3)
3. Remove the water tank by lifting upwards.
4. Disconnect the electrical connector, located on the left side of the sump, by first loosening the two retaining screws and gently withdrawing the connector. (See Fig.8)
5. Release the lower sump locking tabs by turning 90°, this allows the sump to be lifted completely from its location. (See Fig.9)
6. Gently lift up the sump assembly, taking care to keep level so as not to spill any water. Sit the assembly in the sink. (See Fig.10)
7. Release the two upper sump locking tabs by turning 90°, then lift off the sump lid. (See Fig.11)
8. Carefully tilt, as shown, so that the liquid drains out of the sump. (See Fig.12)
9. Put a small amount of washing up liquid into the sump, and using the supplied brush, gently clean all surfaces including the metal disc and the rubber seal located in the top grooved surface. **Do not remove the rubber seals.** (See Fig.13 and 14)
10. When cleaned, thoroughly rinse the sump with clean water.
11. Clean the outlet surface of the sump lid with the brush and flush out thoroughly with water. (See Fig.15 & 16)
12. Reverse the above steps to reassemble.

Air filter.

1. Gently pull the drawer out as far as possible. (See Fig.3).
2. Press Switch 'A' to the 'OFF' **(0)** position (See Fig.2)
3. Remove the tank and place in a sink with the cap facing upwards.
4. Gently slide upwards the air filter plastic holder. (See Fig.17)
5. Remove the filter combination from the plastic holder.
6. Gently rinse with water in the sink and dry with fabric towel before returning.
7. Replace the filter combination making sure that the coarse black filter is in contact with the plastic holder. (See Fig.18)
8. Replace the tank.
9. Press Switch 'A' to the 'ON' (I) position (See Fig.2).
10. Close the drawer fully.

Recycling.



For electrical products sold within the European Community. At the end of the electrical products useful life it should not be disposed of with household waste. Please recycle where facilities exist. Check with your Local Authority or retailer for recycling advice in your country.

After Sales Service.

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 (excluding lamps & subject to availability) provided it has been installed and operated in accordance with these instructions. Should you require after sales service or should you need to purchase any spares, please contact the retailer from whom the appliance was purchased or contact the service number relevant to your country on the warranty card. Please do not return a faulty product to us in the first instance as this may result in the loss or damage and delay in providing you with a satisfactory service. Please retain your receipt as proof of purchase.

Troubleshooting		
Symptom	Cause	Corrective Action
The flame effect will not start.	Mains plug is not plugged in.	Check plug is connected to wall socket correctly.
	Switch A is in the 'ON' (I) position, but mode Switch B has not been pressed. (See Fig.2)	Press Switch B once for flame effect. (See Fig.2)
	Low water level.	Check the water tank is full and there is water in the sump.
	Low voltage connector not connected properly. (See Fig.8)	Check that the connector is inserted correctly. (See Fig.8)
The flame effect is too low.	Flame effect control knob is set too low. (See Fig.2)	Increase level of flame by turning Control knob C to the left slowly. (See Fig.2)
	The water in the sump may be too high due to the drawer being opened and closed a number of times, water tank removed a number of times, or the fire has been moved.	If water level in the sump is more than 40mm, the sump should be removed and emptied in the sink.
	Metal Disc at the base of Sump might be dirty (See Fig.13)	Clean the Metal Disc with soft brush supplied. (See Fig.13) See 'Maintenance.' for a step by step procedure.
Unpleasant smell when unit is used.	Dirty or stale water.	Clean the unit as described under maintenance.
	Using unfiltered tap water.	Use tap water with a maximum hardness of 10 dH only.
The flame effect has too much smoke.	Flame effect setting is too high.	Turn the flame effect Control knob C to the right until it is at minimum and slowly turn to the left, about ¼ a turn, at a time. Give the flame generator some time to adjust before increasing. (See Fig.2)
Main lamps are not working and there are no flames or smoke.	There is no water in the tank.	Follow instructions under Maintenance , 'Filling the water tank'. Check the plug is connected to wall socket correctly. Switch 'A' Fig. 2 is in the 'ON' (I) position. Press switch 'B' Fig.2 until you can hear one beep only, for flame effect.

Opti-myst is a trade mark of GDC Group Ltd.

This product is protected by one or more of the following patents: PCT/ EP2005/009774, PCT/ EP2007/002207, GB0717773.6, GB0717772.8, GB0717770.2, GB0809322.1. The design of this product is protected by EU Design Rights

DIMPLEX
MILLBROOK HOUSE
GRANGE DRIVE
HEDGE END
SOUTHAMPTON
SO30 2DF

TEL: 0845 600 5111
FAX: 01489 773050
WEBSITE: www.dimplex.co.uk

Republic of Ireland

Tel. 01 8424833

[c]A Division of GDC

All rights reserved. Material contained in this publication may not be reproduced in whole or in part, without prior permission in writing of GDC.