

# Owner's Manual









Model  
VCX1525-EU

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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.



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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.

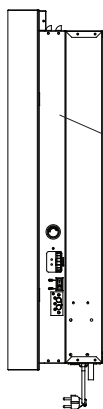
## Welcome & Congratulations

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 labels of your fireplace.



Model Number Plate

MODEL/CAT. No.	<input type="text"/>	MOD.	<input type="text"/>
SERIAL No.	<input type="text"/>	<input type="text"/>	



**NO NEED TO RETURN  
TO THE STORE**

**Questions With the Assembly?**

**Require Parts Information?**

**Product Under Manufacturer's  
Warranty?**



**Call your local dealer**

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

# IMPORTANT INSTRUCTIONS

- ① Read all instructions before using the Convex In-Stud 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 0.9 m from the front of the unit.
- ③ Extreme caution is necessary when any heater is used by or near children and whenever the unit is left operating and unattended.
- ④ Always disconnect power to the fireplace when not in use for extended period of time.
- ⑤ Do not operate with a damaged cord or plug (for units supplied with a cord), or if the heater has malfunctioned, or if the fireplace has been dropped or damaged in any manner. Contact Customer Service immediately.
- ⑥ Do not use outdoors.
- ⑦ Never locate heater where it may fall into a bathtub or other water container.
- ⑧ Do not run the cord under carpeting (for units supplied with a cord). 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, and then remove the plug from the outlet or switch off at main power supply panel if the unit is hard wired.
- 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.
- 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 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 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

# IMPORTANT INSTRUCTIONS


be 3-core type and rated no less than 10 Amps.

- ⑮ Do not burn wood or other materials in the fireplace.
- ⑯ Do not strike the glass front.
- ⑰ Always use a certified electrician for build-in hard-wired installation.
- ⑱ Always use properly grounded and fused outlets.
- ⑲ Disconnect all main power supply (unplug the unit or switch off at main service panel) before performing any cleaning, maintenance or relocation of the unit.
- ⑳ Do not operate the fireplace without the glass assembly and/or frame.
- ㉑ When transporting or storing the unit and cord, keep in a dry

place, free from excessive vibration and store so as to avoid damage.

- ㉒ Do not put combustible material, liquid, small articles such as sand inside glass assembly.
- ㉓ This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- ㉔ Children should be supervised to ensure that they do not play with the appliance.
- ㉕ If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

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The heater carries the Warning Symbol  indicating that it must not be covered.



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



## SAVE THESE INSTRUCTIONS



## Quick Reference Guide

① Before using the In-Stud 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 model and serial number plate located on the side of the unit. See Page 3 for an illustration on how to locate the rating plate.



## Fireplace Installation

**! NOTE:** A 10 Amp, 240 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.

**! CAUTION:** The heater must not be located immediately above a socket outlet.

**! 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

# Fireplace Installation

reduce the risk of fire, electric shock or injury to persons, always use a licensed electrician.

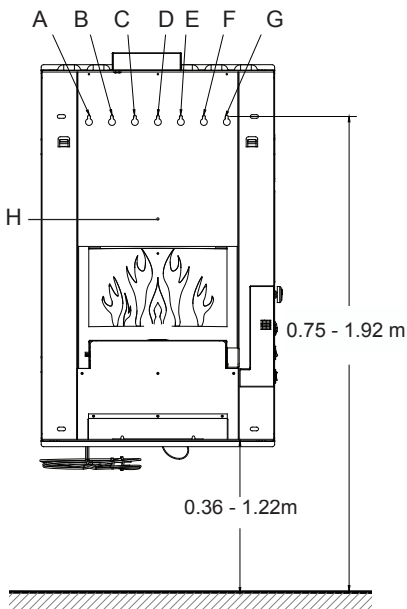
**⚠ WARNING:** The Convex In-Stud fireplace is wall mountable and can be built in a wall space 406 mm over-center between 2" x 4" wall studs. Follow the installation instructions for either wall mount or built-in mounting; failure to do so may cause damage or injury.

## Wall Mounting Instructions

- ① Leave the glass assembly uninstalled until step 10.
- ② Select a location for the fireplace, preferably above an electrical outlet and there must be at least one wall stud behind for the fireplace to mount onto. The bottom of the unit must be a minimum of 356 mm above the floor (mounting holes 0.75 m minimum above the floor) (Figure 1).

Access to the electrical outlet must be maintained. Ensure the installation meets the national and state/provincial electrical codes.

**Figure 1**



**! NOTE:** It is recommended that the bottom of the unit not be mounted higher than 1.22 m from the ground to maintain an optimized viewing angle of the flame.

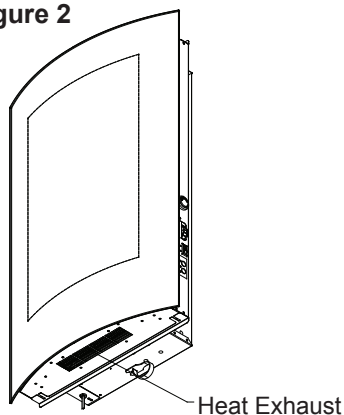
**⚠ CAUTION:** The fireplace must be mounted at two (2) points, one of which must be on a wall stud.

**⚠ WARNING:** High temperatures may be

## Fireplace Installation

generated under certain abnormal conditions. Do not partially or fully cover or obstruct the bottom of this heater. Bottom of unit must be a minimum of 356 mm above the floor or any surface such as a tabletop to ensure adequate space for heat exhaust from the bottom of the fireplace (Figure 2).

**Figure 2**



③ With a wall stud finder, locate the center of the wall stud, drive a wood screw into the stud and leave approximately 3 mm exposed threads for the fireplace to hang on.

④ The second mounting point

should be picked such that it is farthest (to the left or right) relative to the first one among the seven (7) keyholes (A to G shown in Figure 1) on the fireplace for wall mounting, these keyholes are 51 mm apart. For example, if you plan to use hole B as the first mounting hole, the second mounting hole must be G.

Other available combinations are A-G, C-G, A-F, A-E, A-D and D-G.

⑤ Mark the second mounting screw location; ensure that it is level with the first with the help of the provided bubble level and the fireplace itself. Screw the threaded drywall anchor in the drywall with a Philip's head screwdriver until the head is flat against the wall surface.

Caution should be taken when using a power tool to install a threaded drywall anchor as the drywall may distort, tear or slightly buckle as a result of over-torque.

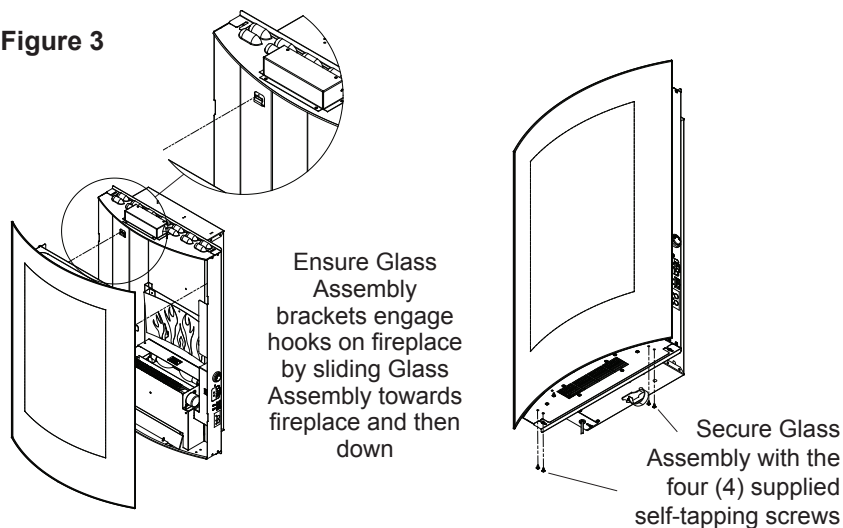
⑥ With a Philip's head screw driver, screw the drywall anchor screw into the drywall anchor already in the wall, leave 3 mm exposed threads for mounting the fireplace.



## Fireplace Installation

- ⑦ With the glass assembly taken off, mount the firebox onto the two (2) mounting screws.
- ⑧ Mark position of hole “H”.
- ⑨ Remove fireplace from wall.
- ⑩ Install drywall anchor into drywall at marked position.
- ⑪ With the glass assembly off, mount the fireplace onto the two (2) mounted screws.
- ⑫ Tighten both mounting screws with a screwdriver. Be careful not to over tighten the screws mated with the drywall anchor.
- ⑬ Secure Philip’s screw into drywall anchor, already in the wall.
- ⑭ Open bag of black pebbles and gently pour through top opening of front glass assembly.
- ⑮ Install glass assembly as shown in Figure 3.

**Figure 3**



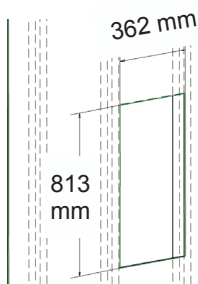
# Fireplace Installation

## Built-In Instructions

**⚠ WARNING:** The installation of the fireplace unit must comply with the applicable local and/or national electrical codes and utility requirements. This installation should be entrusted to duly qualified personnel where required by law.

- ① Leave the frame uninstalled from the fireplace chassis until step 13.
- ② Prepare a wall opening following the dimensions shown in Figure 4. Note that a 102 mm minimum depth including the thickness of dry wall is required. Make sure there is enough clearance for the cable coming out from the bottom of the fireplace.

**Figure 4**



**! NOTE:** Where there are close tolerances involved in wall building or applications which require a great degree of precision, we recommend that the product itself be used to make the actual measurements for the wall opening. Dimplex will not be responsible for inaccuracies in the design or manufacture of enclosures.

**⚠ WARNING:** Ensure method of installation does not obscure the air intake slots on top of unit in any manner.

Keep a minimum of a 102 mm clearance from top of unit to any surface or material.

- ③ Wire a dedicated, properly fused circuit with 240 Volt, 10 Amp rating. Allow up to 2.44 m of service cable for connecting power supply to junction box on fireplace when installing after finishing wall.

**⚠ CAUTION:** Use a two (2) conductor, non-metallic sheath cable with ground wire (three (3) wires total) for the incoming power supply on fireplace inserts.

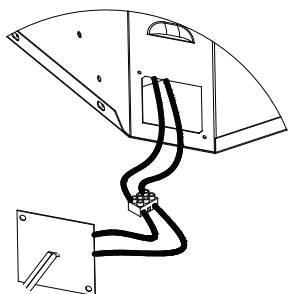
## Fireplace Installation

Use the appropriate wire to meet local and national electrical codes for rated power consumption.

Means for disconnection must be incorporated in the fixed wiring.

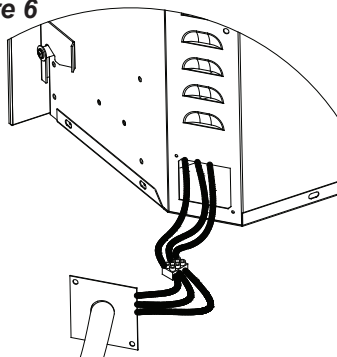
- ④ Remove the outer jacket and strip the individual conductor from the end.
- ⑤ Loosen the screw securing the junction box cover and remove the cover.
- ⑥ Take the cables out from the junction box, loosen the terminal block and remove the cord set (Figure 5).

**Figure 5**



- ⑦ Route the power supply wire through the knockout on supplied alternative junction box cover

**Figure 6**



and secure with a wire clamp (not supplied).

- ⑧ Connect the live wire from the unit to the live wire from power supply (Figure 6).
- ⑨ Connect the neutral wire from the unit to the neutral wire from power supply (Figure 6).
- ⑩ Connect the green wire (ground) from the unit to the green wire from power supply (Figure 6).
- ⑪ 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.

**! NOTE:** All wiring must be completed prior to installing

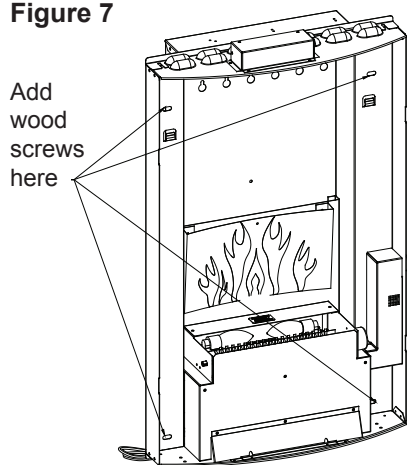
## Fireplace Installation

the unit into the wall.

⑫ Place unit in position in the opening, push straight in and attach unit to studs using No. 10 fasteners. Attach supplied wall cover brackets to the top and the bottom of fireplace to cover the gap on the dry wall (Figure 7).

⑬ Attach fireplace frame as shown in Figure 3.

**Figure 7**



## Bathroom Installation

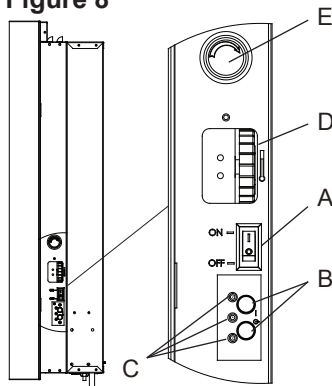
This firebox must be protected by a GFI receptacle or circuit for bathroom use. If receptacle is used it must be readily accessible.

This unit is an electrical appliance that is not watertight and must be installed as to prevent water from entering the unit to prevent electrical shock. This unit must be installed away from showers, tubs, etc.

Never locate fireplace where it may fall into a bathtub or other water containers. Keep towels and other combustible materials 0.9 m away from the bottom of the unit.

## Operation

**Figure 8**



The controls are located on the right hand side of the fireplace (Figure 8).

### **A. Main On/Off Switch**

The Main On/Off Switch supplies power to all fireplace functions.

### **B. Manual Selection Buttons**

The Manual Selection Buttons operate the fireplace's functions manually.

Once the fireplace is switched on, pressing the "I" button will advance through the fireplace's three levels of operation:

Level 1: The flame effect is turned on and the first indicator light illuminates.

Level 2: The flame effect remains on, the heater is activated to the low heat setting, and the first and second indicator light illuminates.

Level 3: The flame effect remains on, the heater is set to the high heat setting, and all three (3) indicator lights illuminate.

Pressing the "⏻" button at any time will turn off the fireplace.

### **C. Indicator Lights**

The Indicator Lights will illuminate as the fireplace enters the various levels of function.

### **D. Heater Thermostat Control**

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

### **E. Top Light Dimmer Control**

The top Top Light Dimmer Control

## Operation

controls the brightness of the top accent light that is used to illuminate the pebbles.

### 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 Main On/Off Switch to Off (“O”) and waiting five (5) minutes before switching the unit back on.

**⚠ CAUTION:** If you need to continuously reset the heater, disconnect power and call customer service.

**⚠ 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 circuit that is regularly switched on and off by the utility.

### Remote Operation

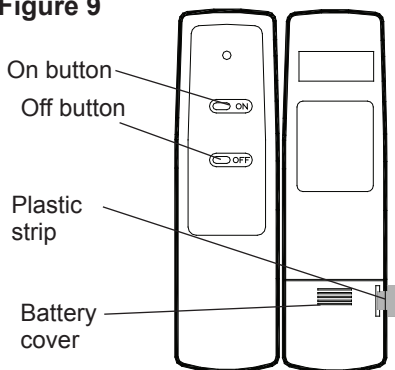
The fireplace is supplied with a radio frequency remote control.

This remote control has a range of approximately 15 m. It does not have to be pointed at the fireplace and can pass through most obstacles (including walls).

The remote is supplied with one of hundreds of independent frequencies to prevent interference with other units.

**! NOTE:** Before attempting any operation with the remote, pull the plastic insulator strip out from between the remote casing and battery cover (Figure 9).

**Figure 9**



### Remote Initialization

Should your remote have difficulty communicating with the remote receiver, or should either the

## Operation

remote or receiver board be replaced, you may need to initialize the remote.

From a powered off state:

- ① Ensure power is supplied to the fireplace through the main service panel.
- ② Locate manual controls and activate Main On/Off Switch (Figure 8-A).
- ③ Press and hold the “I” button (Figure 8-B) until all indicator lights flash.
- ④ Press the ON button on the remote control. The indicator lights will flash rapidly then turn off.

### Remote Control Usage

The remote control operates the fireplace levels sequentially (from off): flames only; to flames and low heat; to flames and high heat.

The level is increased every time the ON button is pressed on the remote control transmitter and the fireplace can be turned off at any point by pressing the OFF button.

### Battery Replacement (Figure 9)

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.

## 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

Turn unit off, 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



## Maintenance

and detail of the log exterior disappears. There are two (2) bulbs, which generate the flames and embers.

### Tool Requirements

Philips screw driver

### Helpful Hints

It is a good idea to replace all light bulbs at once if they are close to the end of their rated life. Group replacement will reduce the number of times you will need to open the unit to replace light bulbs.

### Light Bulb Requirements

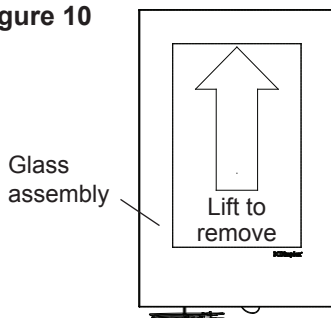
Quantity of two (2) 60 Watt chandelier or candelabra bulbs with E-14 (small) socket base, 240 Volt.

**Do not exceed 60 Watt per bulb**

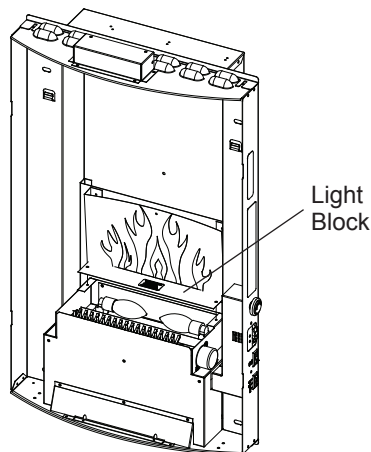
### Bulb Replacement Instructions:

- ① Disconnect power supply to the fireplace either by unplugging the fireplace or switch off at the breaker panel.
- ② Remove glass assembly.  
Remove the screws securing the glass assembly on the chassis (Figure 3).

**Figure 10**



**Figure 11**



- ③ Hold on to the glass assembly with both hands then lift the whole assembly straight up to remove (Figure 10).
- ④ Remove the two (2) screws securing the light block as shown in Figure 11, then remove the light





## Maintenance

block.

- ⑤ Reach in and turn the burnt bulb(s) counterclockwise to remove.
- ⑥ Replace with new bulbs.
- ⑦ Reassemble light block and glass assembly in reverse order.

### 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.

### 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.



## Replacement Parts

Front Glass . . . . .5901170100RP  
Flicker Motor . . . . .2000210100RP  
Flicker Rod . . . . .5901110100RP  
Lampholder . . . . .4200090200RP  
Mirror . . . . .5901180100RP  
Thermostat . . . . .2300150100RP  
On/Off Switch . . . . .2800070700RP  
Control Knob . . . . .8801080100RP

Remote Receiver . . . .3000380200RP  
Terminal Block . . . . .4000070100RP  
Blower Assembly . . . .6904280100RP  
Cord set . . . . .4100040300RP  
Wire Harness . . . . .2500400400RP  
Dimmer Control . . . .3000250100RP  
Remote Transmitter . .3000370100RP



## Warranty

Dimplex Electric Fireplaces are tested and inspected prior to shipment and are guaranteed from defect to the purchaser of each new product. Any part which proves to be defective in material or workmanship under normal use within one year will be repaired or replaced without charge.\* The Company will not be responsible for any expense incurred for installation, removal for service, or transportation costs. Any such defect should be brought to the attention of the Dealer where the product was purchased and is authorized to repair or replace within the terms of this warranty.

The Company's only obligation under this warranty will be at its sole option to repair or replace any part proving defective or to refund the purchase price thereof.

**The owner/user assumes all other risks, if any, including the risk of any direct, indirect or consequential loss or damage arising out of the use of or inability to use the product.**

**The warranty will not apply if, in the sole judgment of the Company, damage or failure has resulted from accident, alteration, misuse, abuse, incorrect installation, or operation on an incorrect power source.**

The foregoing is in lieu of all other warranties expressed, implied, or statutory, and the Company neither assumes, nor authorizes any person to assume for it any other obligation, or liability in connection with said product.

**\*Light bulbs are not covered in the warranty.**

## Service

Contact your local dealer for service or warranty information.

## Recycling



For electrical products sold in the European Community. At the end of the electrical product's 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.



The product complies with the European Safety Standard EN60335-2-30 and the European Standard for Electromagnetic Compatibility (EMC) EN55014, EN61000 and EN50366 which cover the essential requirements of EEC Directives 2006/95 and 2004/108.

<b>1. Warranty Card</b>	<b>2. Guarentee Period (in Years)</b>	<b>3. Model(s)</b>	<b>4. Date of Purchase</b>
<b>5. Stamp &amp; Signature of retailer</b>	<b>6. Fault/Defect</b>		
<b>7. Contact Number &amp; Address</b>			

<b>UK / AU / NZ</b>	<b>DE</b>	<b>FR</b>	<b>IT</b>	<b>ES</b>
1. Warranty Card	1. Garantiekarte	1. Bon de garantie	1. Scheda di garanzia	1. Tarjeta de garantía
2. Guarantee Period (in Years)	2. Garantiezeitraum (in Jahre)	2. Période de garantie (en années)	2. Periodo di garanzia (in anni)	2. Periodo de garantía (en años)
3. Model(s)	3. Modell(e)	3. Modèle(s)	3. Modello(i)	3. Modelo(s)
4. Date of Purchase	4. Kaufdatum	4. Date d'achat	4. Data di acquisto	4. Fecha de adquisición
5. Stamp & Signature of retailer	5. Stempel & Unterschrift des Einzelhändlers	5. Cachet et signature du vendeur	5. Timbro e firma del rivenditore	5. Sello y firma del distribuidor
6. Fault/Defect	6. Fehler/Defekt	6. Anomalie/Default	6. Guasto/difetto	6. Avería/Defecto
7. Contact Number & Address	7. Kontakt-Tel.-Nr. & - Anschrift	7. Nom et adresse du contact	7. Indirizzo e numero di contatto	7. Número y dirección de contacto

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 Festnetz; Mobilfunkpreise können  
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