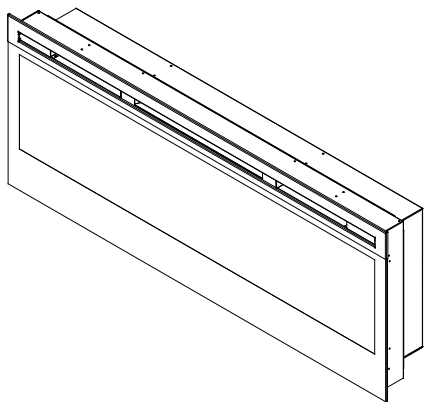




Better solutions through innovation



Owner's Manual

Model
BLF50










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

7210380100R05



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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.

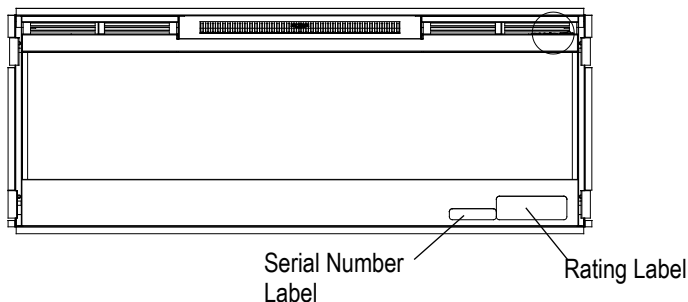
⚠ CAUTION: Procedures and techniques which, if not carefully followed, will result in damage to the equipment.

⚠ 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 purchasing an electric fireplace from Dimplex. Please use our convenient online registration page to record your model and serial numbers for future reference at

www.dimplex.com/register



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.



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**
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

In order to better serve you, please have your model and serial number ready or register your product online before calling (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 this electric fireplace.
- ② This fireplace is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. The surface around the heater outlet becomes hot during heater operation.

 **DANGER:** High temperatures may be generated under certain abnormal conditions. Do not partially or fully cover or obstruct the front of this heater.

- 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 Young children should be supervised to ensure that they do not play with the appliance.
- ⑤ The appliance is not intended for use by young children or infirmed persons without supervision.
- ⑥ Do not operate any heater after it malfunctions. Disconnect

power at service panel and have heater inspected by a reputable electrician before reusing.

- ⑦ If the supply cord is damaged, it must be replaced by the manufacturer, or its service agent, or a qualified person in order to avoid a hazard. Contact Dimplex Technical Service for obtaining a replacement cord at 1-888-346-7539.
- ⑧ Do not use outdoors.
- ⑨ Never locate fireplace where it may fall into a bathtub or other water container.
- ⑩ Do not locate the heater immediately below a fixed socket-outlet.
- ⑪ To disconnect the fireplace, turn the controls off, and turn off power to heater circuit at main disconnect panel.
- ⑫ 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.
- ⑬ To prevent a possible fire, do not block air intakes or exhaust in any manner.
- ⑭ A heater has hot and arcing or sparking parts inside. Do not use

IMPORTANT INSTRUCTIONS

in areas where gasoline, paint, or flammable liquids are used or stored.

⑮ Use this heater only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.

⑯ To reduce the risk of electric shock, this appliance has a polarized plug (one blade is wider than the other). This 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. Always plug heaters directly into a wall outlet/receptacle. Never use with an extension cord or relocatable power tap (outlet/power strip).

⑰ Do not burn wood or other materials in the electric fireplace.

⑱ Do not strike the fireplace glass.

⑲ Always use a certified electrician should new circuits or outlets be required.

⑳ Always use properly grounded, fused and polarized outlets.

㉑ Disconnect all power supply before performing any cleaning, maintenance or relocation of the unit.

㉒ When transporting or storing the unit and cord, keep in a dry place, free from excessive vibration and store so as to avoid damage.





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



SAVE THESE INSTRUCTIONS

IMPORTANT INSTRUCTIONS

 **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.

! 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:

- 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.



Quick Reference Guide

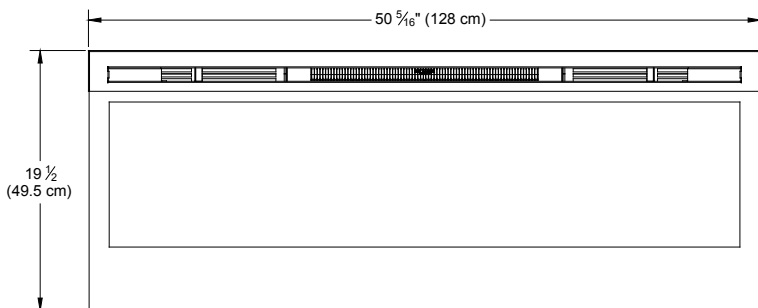
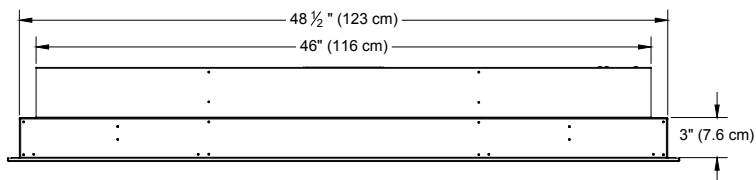
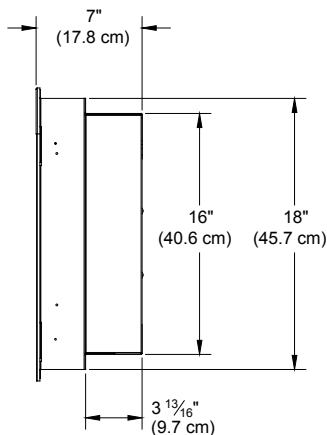
① The electrical information regarding your electric fireplace can be found on the rating label located on the front of the unit, behind the glass.

Before installation, please record your fireplace's serial number below for future reference.

② If you have any technical questions or concerns regarding the operation of your electric fireplace, or require service contact customer service.

③ For dimensions of your fireplace, refer to Figure 1.

Figure 1



Fireplace Installation

Site Selection

Review and consider all of the following conditions for installation:

- Dimensions of the unit: 50⁵/₁₆" (128cm) x 19¹/₂" (49.5cm)
- Unit requires a minimum of two wall studs in order to ensure a secure installation

Three possible installation methods:

- Surface mount (pg. 12); In-wall Recessed (pg. 13); or Flush mount (pg. 15)
- Hardwired or plug-in method

⚠ CAUTION: Ensure installation does not allow fireplace to be in direct contact with building vapor barrier or insulation and meets all local building code.

! 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.

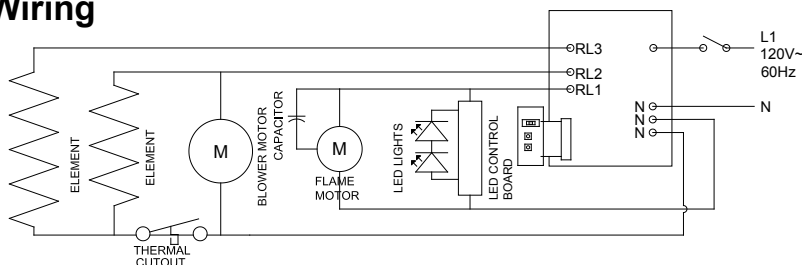
Construction and electrical outlet wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electric shock and injury to persons.

⚠ WARNING: To reduce the risk of fire, do not store or use gasoline or other flammable vapors or liquids in the vicinity of the heater.

1. Select a 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 (for plug-in convenience) (refer to NOTE 1).
3. Remove fireplace, front glass and hardware from box and remove all packaging materials before installation.
4. Store the fireplace in a safe, dry and dust free location until you are ready to install the fireplace.

Fireplace Installation

Wiring



Hardwire Installation

The fireplace is packaged with a two prong plug installed for plug-in convenience. Hard wiring the fireplace is also an option for any installation.

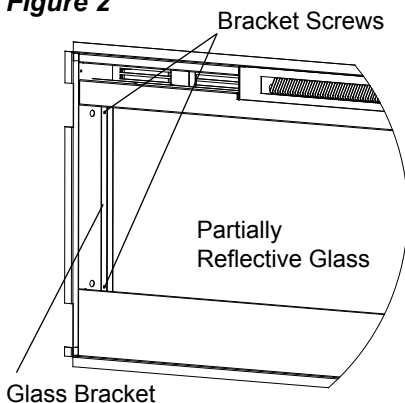
⚠ WARNING: Do not attempt to wire your own new outlets or circuits. To reduce the risk of fire, electric shock or injury to persons, always use a licensed electrician.

⚠ WARNING: Ensure that the On/Off Switch is set to the Off position (refer to Operation section) and that the circuit on which the fireplace is to be installed has the power cut off at the service panel until installation is complete.

1. Remove the partially reflective glass from the fireplace:
 - Lay fireplace on its back.

- Remove two Phillips screws from each of the two glass brackets (Figure 2).
- Remove glass brackets.
- With one hand keeping pressure on the partially reflective glass, tilt the fireplace upright and slightly forward to allow the partially reflective glass to fall out of the inside framing.

Figure 2



Fireplace Installation

Figure 3

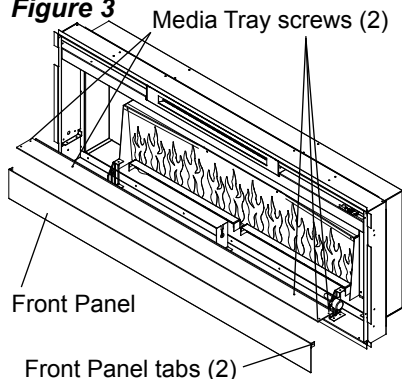
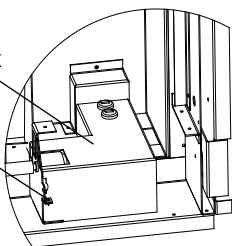


Figure 4

Electrical box

Screw



⚠ CAUTION: Partially reflective glass is not tempered. Do not bump or drop the partially reflective glass to avoid breakage and personal injury.

- Remove partially reflective glass from fireplace.
2. Remove six Phillips screws that fasten the media tray and two screws that fasten the front panel tabs (Figure 3). Carefully remove both components.

Figure 5

Junction Box screw

Wires to controls

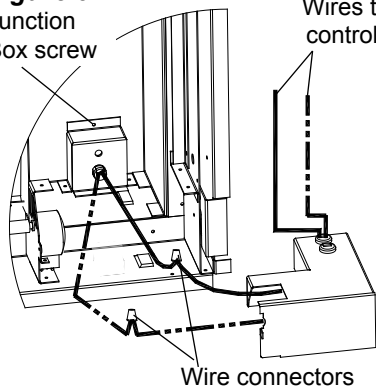
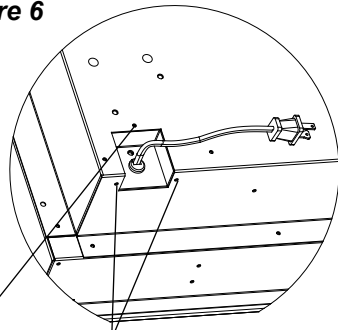


Figure 6

Junction Box screws (3)



3. Remove one Phillips screw to release the electrical box cover in the bottom, right corner of the fireplace (Figure 4).
4. Carefully remove the electrical box cover from the fireplace as wires are fed through the strain reliefs on the cover and are connected within.

Fireplace Installation

5. Unscrew the two wire connectors inside the electrical box and separate the wires (Figure 5).
6. Remove the one Phillips screw that attaches the junction box cover to the fireplace chassis (Figure 5) from inside.
7. From the back of the fireplace, remove the remaining three Phillips screws which hold the junction box to the fireplace chassis (Figure 6).
8. Pull the junction box and power cord out the front of the fireplace.
9. Replace removed junction box cover with the supplied hard-wire cover replacement (Figure 7) and install using screws removed in steps 6 and 7.
10. Leaving a minimum of 3 in. (7.6 cm) of slack, route the power supply through the hole in the alternate junction box cover and secure with a wire clamp (not supplied).
11. Connect the black wire (live) from the unit to the black wire from the power supply using one of the wire connectors removed in step 5 (Figure 8).

Figure 8

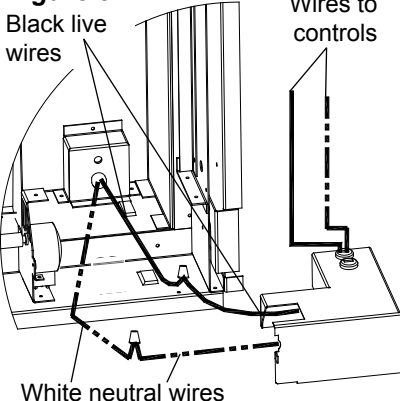
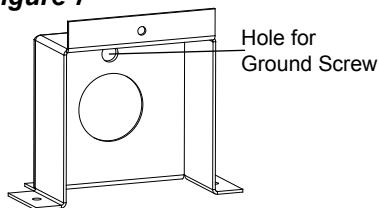


Figure 7



12. Connect the white wire (neutral) from the unit to the white wire from the power supply using the second wire connector from step 5 (Figure 8).
13. Attach green grounding wire to hard wire cover cover with provided grounding screw. Place wire in-between screw and lock washer and tighten.
14. Reposition the electrical box

Fireplace Installation

cover over the wires and connectors and attach to fireplace chassis using the screw removed in step 3.


15. Carefully reinsert partially reflective glass into fireplace and anchor in place using glass brackets and screws removed in step 1.
16. Refer to Front Glass Installation section, page 16 for final installation procedures.

For Bathroom Use


If this unit is installed in a bathroom it must be protected by a GFI receptacle or circuit. If receptacle is used it must be readily accessible.

To prevent electrical shock this unit is an electrical appliance that is not watertight and must be installed as to prevent water from entering unit. This must be installed away from showers, tubs, etc. Never locate fireplace where it may fall into a bathtub or other water container.

Surface Installation

 **CAUTION:** Two people may be required for various steps of this procedure.

1. Choose a location which has a minimum of two wall studs available for mounting.
2. Choose your method of supplying power to the unit:
 - Plug in to an existing outlet or install an outlet nearby.
 - Hard wire the fireplace. Follow the hard wiring instructions on page 9.

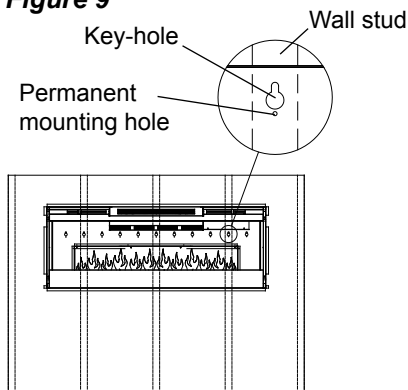
 **WARNING:** Do not attempt to wire your own new outlets or circuits. To reduce the risk of fire, electric shock or injury to persons, always use a licensed electrician.

Ensure that the On/Off Switch is set to the Off position (refer to Operation section) and that the circuit on which the fireplace is to be installed has the power cut off at the service panel until installation is complete.

3. Remove the partially reflective glass from the fireplace:
 - Lay fireplace on its back.
 - Remove two Phillips screws from each of the two glass brackets (Figure 2, page 9).
 - Remove glass brackets.
 - With one hand keeping pressure on the partially reflective glass, tilt the fireplace upright and slightly forward to allow

Fireplace Installation

Figure 9



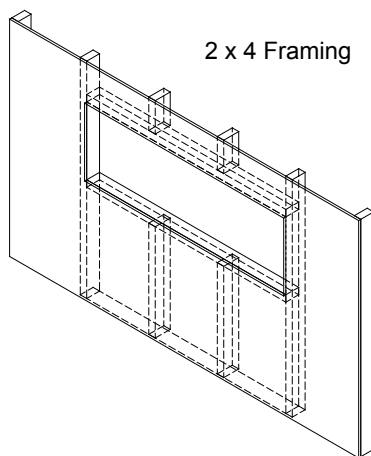
the partially reflective glass to fall out of the inside framing.

⚠ CAUTION: Partially reflective glass is not tempered. Do not bump or drop the partially reflective glass to avoid breakage and personal injury.

- Remove partially reflective glass from fireplace.
4. Position the fireplace on a wall at the position where it will be mounted (Figure 9). Use a bubble level (one is supplied) to ensure that fireplace is level on the wall.
 5. Ensuring that at least two key-holes line up with a wall stud (key-holes are spaced at 4 in. (10.2 cm) centers), mark the location of four screw locations on the wall (through key-holes).
 6. Remove fireplace from wall and store in a safe place away from traffic.
 7. Where marked screw locations do not line up with a wall stud, insert (screw in) one of the two supplied wall anchors (predrill if required). Repeat if only two screws line up with a wall stud.
 8. Screw all four supplied #8, 1½ in. (3.8 cm) square head mounting screws and washers into the wall and/or wall anchors leaving ¼ in. (6.5 mm) of thread.
 9. Align chosen key-holes with screws and hang fireplace on the wall. Screw heads and washers will fit through key-holes and fireplace will slide down into place (screws will slide into narrow part of key-holes).
 10. Tighten all four mounting screws down on fireplace chassis.
 11. Screw the two supplied #8 square head screws through two of the permanent mounting holes which align with a wall stud.

Fireplace Installation

Figure 10



12. Carefully replace and install partially reflective glass and glass brackets using screws from step 1.

13. Refer to Front Glass Installation section, page 17 for final installation procedures.

In-wall Recessed Installation - 2x4 Framing

⚠ CAUTION: Two people may be required for various steps of this procedure.

1. Prepare a wall with a framed opening of 46 ½ in. (118.1 cm) wide x 16 ½ in. (42 cm) high (Figure 10).

! NOTE: The sizing has allowed

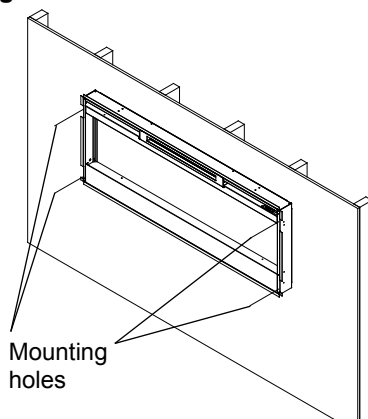
for ¼ in. (6.4 mm) around the fireplace insert for ease of installation. This fireplace does not require any additional venting.

2. Choose your method of supplying power to the unit:

- Plug in (you may run the power cord out of the framed wall opening to an existing outlet or install an outlet on a nearby wall stud within the wall).
- Hard wire the fireplace (recommended). Follow the hard wiring instructions on page 9.

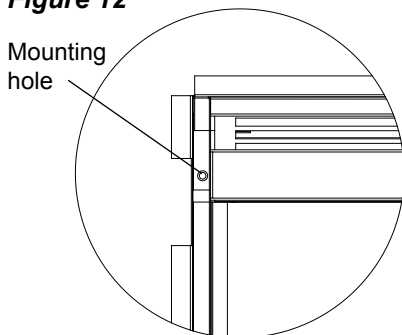
⚠ WARNING: Do not attempt to wire your own new outlets or circuits. To reduce the risk of fire,

Figure 11



Fireplace Installation

Figure 12

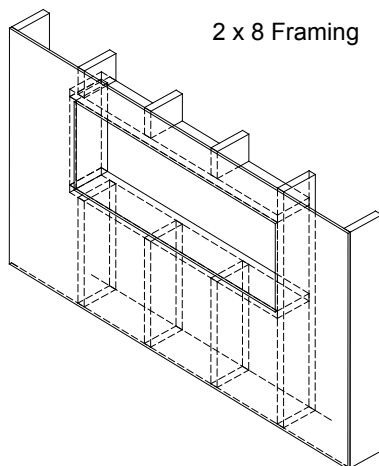


electric shock or injury to persons, always use a licensed electrician.

Ensure that the On/Off Switch is set to the Off position (refer to Operation section) and that the circuit on which the fireplace is to be installed has the power cut off at the service panel until installation is complete.

3. Lift fireplace and insert into opening (Figure 11).
4. Use bubble level (supplied) to level the fireplace within the framing. Adjust as required.
5. Drive four supplied mounting screws through the four mounting holes located in each corner of the fireplace chassis, into wall studs (Figure 12).
6. Refer to Front Glass Installation section, page 17 for final installation procedures.

Figure 13



Flush Mounted Installation - 2x8 Framing

⚠ CAUTION: Two people may be required for various steps of this procedure.

1. Prepare a wall with a framed opening of 49 in. (124.5 cm) wide x 18½ in. (47 cm) high (Figure 13).

! NOTE: The sizing has allowed for 1/4" (6.4mm) around the fireplace insert for ease of installation. This fireplace does not require any additional venting.

2. Choose your method of supplying power to the unit:

Fireplace Installation

- Plug in (you may run the power cord out of the framed wall opening to an existing outlet or install an outlet on a nearby wall stud within the wall).
- Hard wire the fireplace (recommended). Follow the hard wiring instructions on page 9.

⚠ WARNING: 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. Ensure that the On/Off Switch is set to the Off position (refer to Operation section) and that the circuit on

which the fireplace is to be installed has the power cut off at the service panel until installation is complete.

3. Lift fireplace and insert into opening. The fireplace's mounting trim should be flush against the wall (Figure 14).
4. Use bubble level (supplied) to level the fireplace within the framing. Adjust as required.
5. Drive four supplied mounting screws through the four mounting holes located on the inside surface of the fireplace chassis, into wall studs (Figure 14).
6. Refer to Front Glass Installation section, page 17 for final installation procedures.

Figure 14

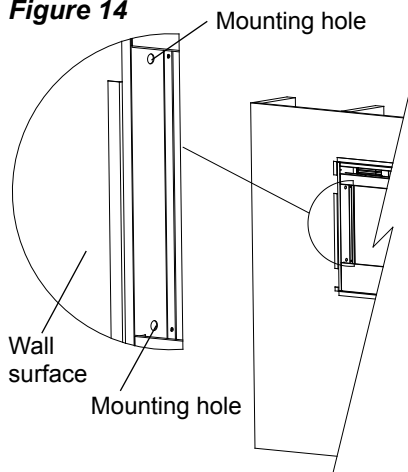
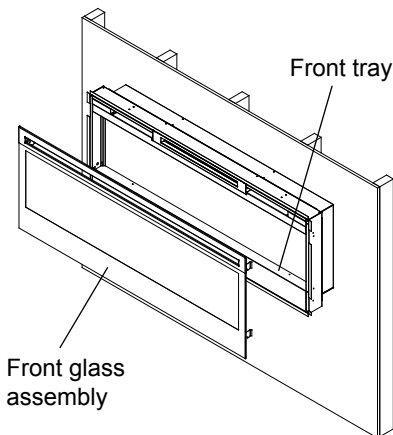


Figure 15



Fireplace Installation

Front Glass Installation

1. Evenly distribute supplied glass rock on the front tray of the fireplace (Figure 15).
2. Carefully mount front glass assembly so that the front glass hooks (4) hang on the front glass mounts on the fireplace (4) (Figure 16).
3. Use the supplied two Phillips sheet metal screws to fasten the glass assembly tabs to the fireplace (Figure 17).
4. Ensure the fireplace's On/Off Switch is switched to the Off position (refer to operation section).
5. If unit is not hard-wired, plug fireplace into a 15 Amp, 120 Volt outlet (refer to NOTE 1).

Figure 16

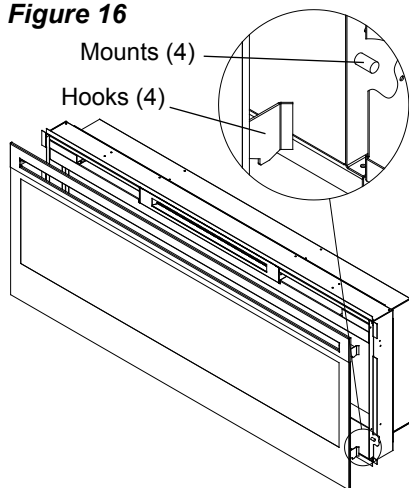
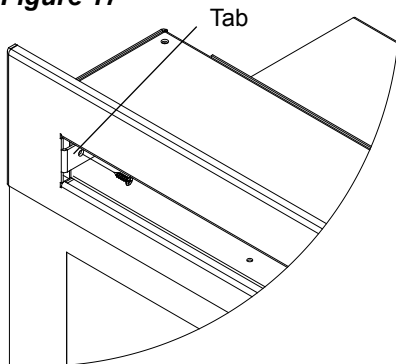
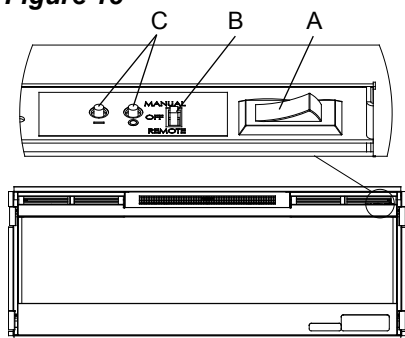


Figure 17



Operation

Figure 18



⚠ WARNING: This electric fire-box must be properly installed before it is used.

The manual controls for the electric fireplace are located on the right side of the unit and inside the air intake slot (Figure 18).

A. On/Off Switch

The On/Off Switch supplies power to all fireplace functions. When the switch is in the “**I**” position, the unit is on. When in the “**O**” position, the fireplace is off.

B. 3-Position Switch

The 3-Position Switch changes the mode the fireplace operates in and has three (3) positions: “**MANUAL**”; “**OFF**”; and “**RE-MOTE**”.

When in “**REMOTE**” mode, the

fireplace's three levels of operation are controlled by the ON and OFF buttons of the remote control.

In “**OFF**” mode, power to all functions is cut off.

In “**MANUAL**” mode, the fireplace's three levels of operation are controlled by the Manual Control Buttons.

C. Manual Control Buttons

The Manual Control Buttons operate 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 “**I**” button is pressed, and the fireplace can be turned off at any point by pressing the “**O**” button.

! NOTE: The heater may emit a slight, harmless odor when first used. This odor is a normal condition caused by initial heating of internal heater parts and will not occur again.

Resetting the Temperature Cutoff Switch

Should the heater overheat, an automatic cut out will turn the fireplace off and it will not come

Operation

back on without being reset. It can be reset by switching the On/Off Switch to Off and waiting five (5) minutes before switching the unit back on.

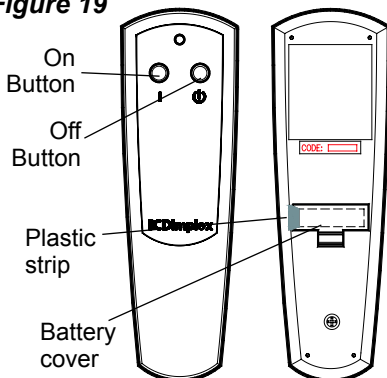
⚠ CAUTION: If you need to continuously reset the heater, disconnect power and call Dimplex customer service at 1-888-DIMPLEX (1-888-346-7539).

Remote Control

The fireplace is supplied with a radio frequency remote control. This remote control has a range of approximately 50 feet (15.25 m), it does not have to be pointed at the fireplace and can pass through most obstacles (including walls). It 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 19).

Figure 19



Remote Control Initialization/Reprogramming

If the remote control or remote control receiver has been replaced, follow these steps to initialize the remote control and receiver:

1. Ensure that power is supplied through the main service panel.
2. Turn On/Off Switch to On (Figure 18A).
3. Move the 3-Position Switch to the "**REMOTE**" position (Figure 18B).
4. Press and hold the Manual Control Button marked "**I**" for five (5) seconds. After five (5) seconds, there is a 10 second window to press any button

Operation

on the remote control.

5. Press any button on the remote control within that 10 seconds.

This will synchronize the remote control and receiver.

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 and the fireplace can be turned off at any point by pressing the OFF button.

Battery Replacement

To replace the battery:

1. Slide battery cover open on the remote control (Figure 19).
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.



Maintenance

⚠ WARNING: Disconnect power and allow heater to cool before attempting any maintenance or cleaning to reduce the risk of fire, electric shock or damage to persons.

! NOTE: The fireplace should not be operated with an accumulation of dust or dirt on or in the unit, as this can cause a build up of heat and eventual damage. For this reason the heater must be inspected regularly, depending upon conditions and at least at yearly intervals.

Partially Reflective Glass Cleaning

The partially reflective glass is cleaned in the factory during the assembly operation. During shipment, installation, handling, etc., the partially reflective glass may

collect dust particles; these can be removed by dusting lightly with a clean dry cloth.

To remove fingerprints or other marks, the partially reflective glass can be cleaned with a damp cloth. The partially reflective glass should be completely dried with a lint free cloth to prevent water spots. To prevent scratching, do not use abrasive cleaners.

Fireplace Surface Cleaning

Use only a damp cloth to clean painted surfaces of the fireplace. Do not use abrasive cleaners.

Servicing

Except for installation and cleaning described in this manual, an authorized service representative should perform any other servicing.



Accessories

Contact your local authorized Dimplex dealer for these and other available accessories for your electric fireplace.

Wall Switch Remote Control (WRCPF-KIT)

Wall mounted remote for flame on/off and thermostat.



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 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 (1-888-346-7539), or 1367 Industrial Road, Cambridge Ontario, Canada N4H 4W3. 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



Warranty

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-home 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 re-

placement 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.



Technical Support

Technical and troubleshooting support, as well as a list of replacement parts can be found on

www.dimplex.com/customer_support.



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