



Owner's Manual

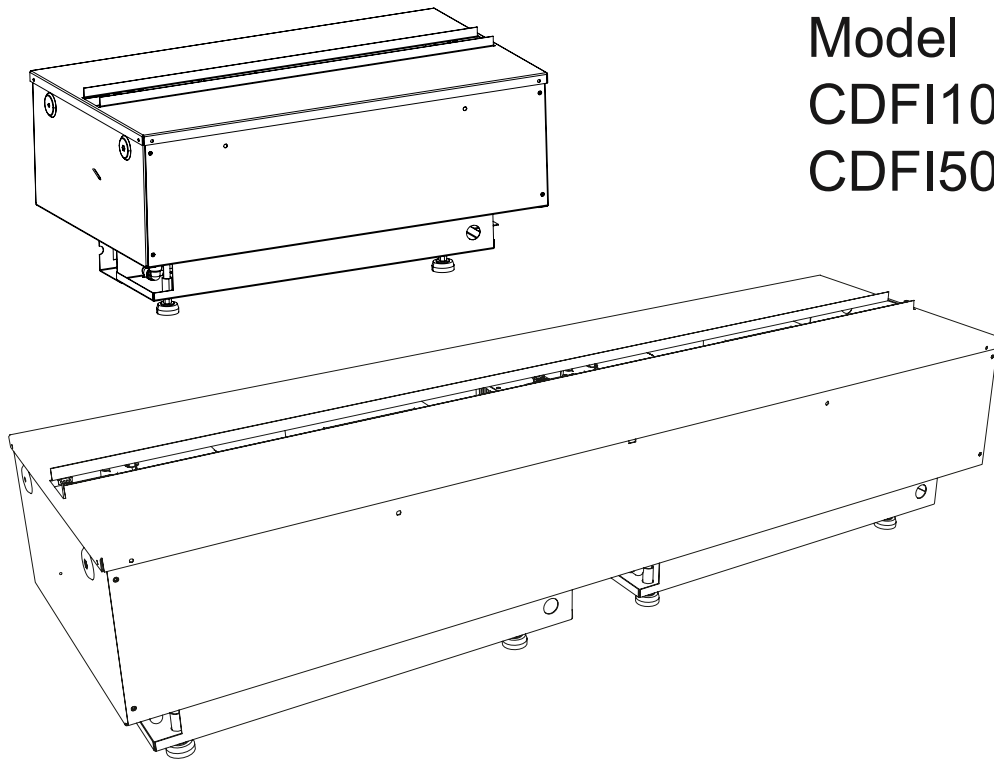
6909660300

6909660400

Model

CDFI1000-PRO

CDFI500-PRO











IMPORTANT SAFETY INFORMATION: Always read this manual first before attempting to install or use the Opti-myst® cassette. 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

7214300200R03



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Always use a qualified technician or service agency to repair this unit.

! NOTE: Procedures and techniques that are considered important enough to emphasize.

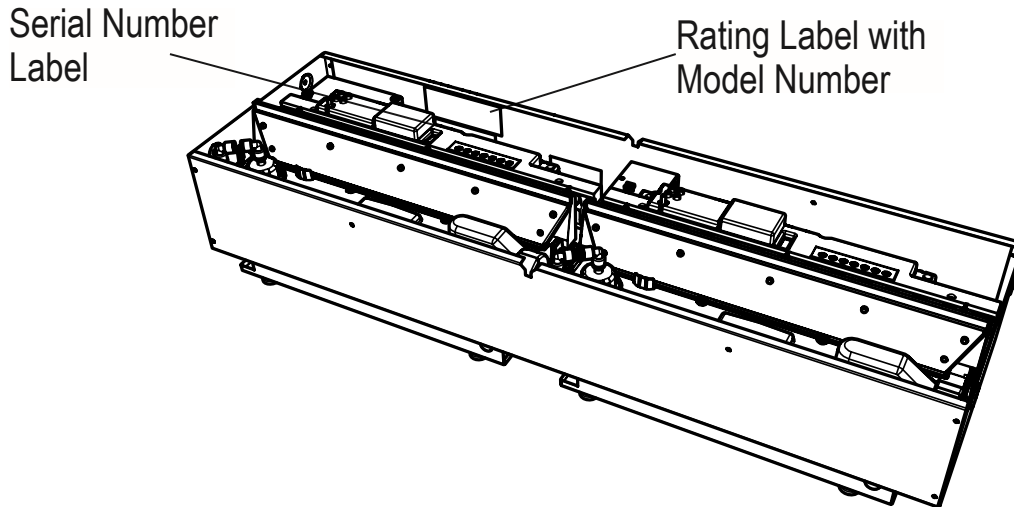
! CAUTION: Procedures and techniques which, if not carefully followed, will result in damage to the equipment.

! 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 Opti-myst® cassette 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 1-888-7539**

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 the unit.
- ② Do not operate any unit if the unit has been dropped or damaged in any manner. Contact Technical Service at 1-888-346-7539.
- ③ Do not use outdoors.
- ④ Extreme caution is necessary when any heater is used by or near children or invalids and whenever the heater is left operating and unattended.
- ⑤ Do not operate any heater after it malfunctions. Disconnect power at service panel and have heater inspected by a reputable electrician before reusing.
- ⑥ To disconnect the unit, turn the controls OFF, disconnect power at the service panel.
- ⑦ 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 the heater.
- ⑧ To prevent a possible fire, do not block air intakes or exhaust in any manner.
- ⑨ 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.
- ⑩ Do not modify the unit. 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.
- ⑪ Do not burn wood or other materials in the unit.
- ⑫ Always use a certified electrician should new circuits or outlets be required.
- ⑬ Disconnect the power supply before performing any cleaning, maintenance or relocation of the unit.
- ⑭ When transporting or storing the unit, keep in a dry place, free from excessive vibration and store so as to avoid damage.

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.

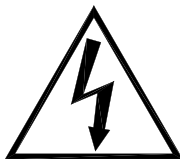
! NOTE: Changes or modifications not expressly approved by the party responsible for compliance could void user's authority to operate the equipment.

 **CAUTION:** This equipment has been tested and found to comply with the limits for Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception, which can be determined by turning the equipment OFF and ON, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

 **FCC CAUTION:** Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.



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



SAVE THESE INSTRUCTIONS

Installation

The CDFI1000-PRO and CDFI500-PRO are supplied in an assembled state and are designed to be permanently installed. The units come ready for hardwire installation and the use of the water refill containers.

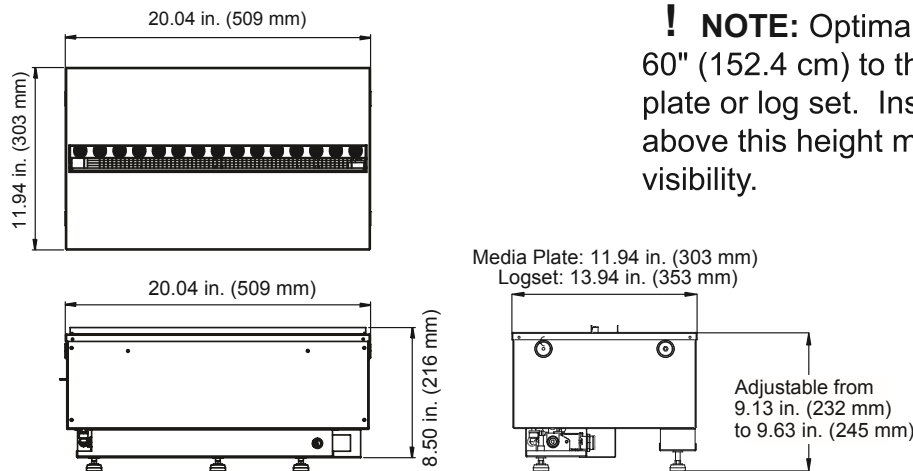
⚠ WARNING: Construction and electrical outlet wiring must comply with local building codes and other applicable regulations

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 vapours or liquids in the vicinity of the unit.

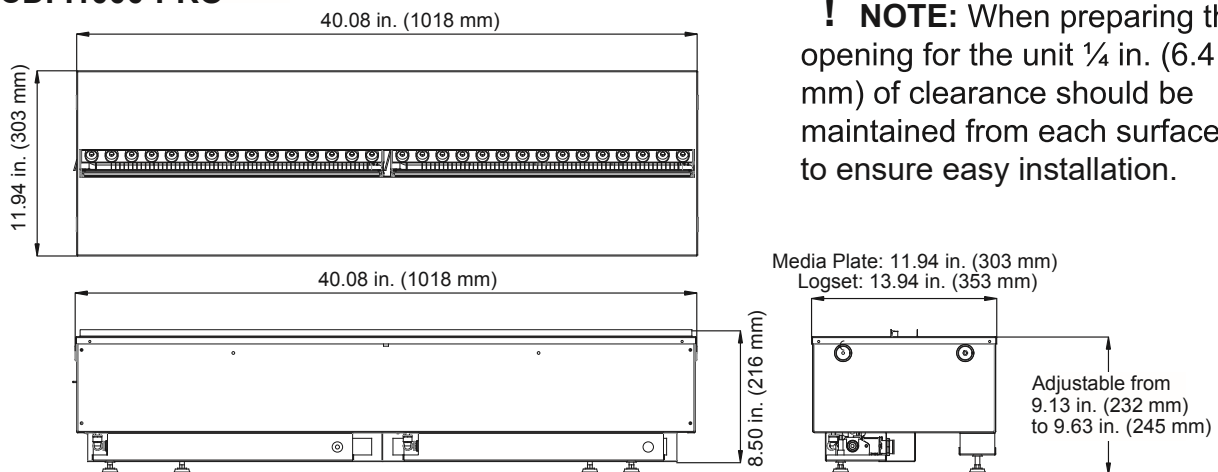
! NOTE: A 15 Amp, 120 Volt circuit is required. A dedicated circuit is preferred but not essential in all cases. A dedicated circuit will be required if, after installation, the circuit breaker trips or the fuse blows on a regular basis when the cassette is operating. Additional

Product Dimensions CDFI500-PRO



! NOTE: Optimal installation height is 60" (152.4 cm) to the bottom of the media plate or log set. Installing the product above this height may reduce the flame visibility.

CDFI1000-PRO



! NOTE: When preparing the opening for the unit ¼ in. (6.4 mm) of clearance should be maintained from each surface to ensure easy installation.

Installation

appliances on the same circuit may exceed the current rating of the circuit breaker.

⚠ WARNING: Failure to install the cassette 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: 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.

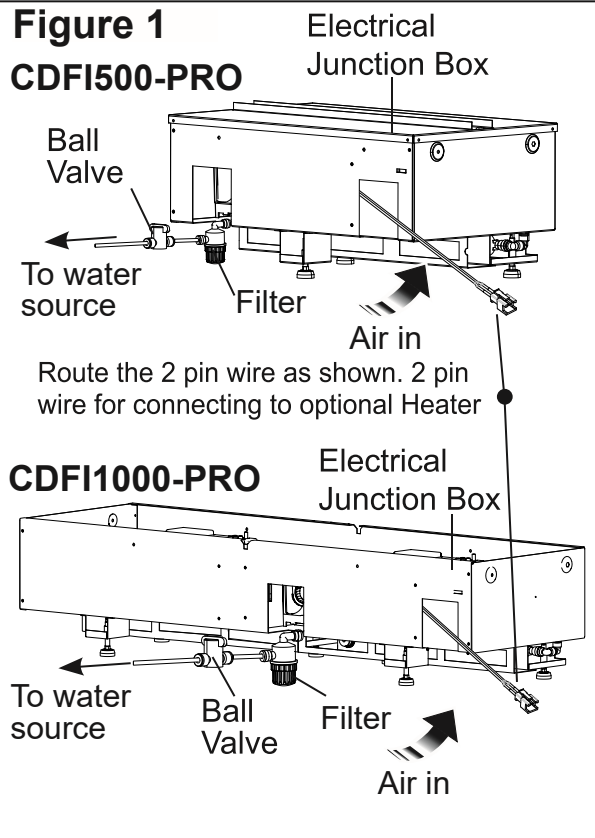
⚠ WARNING: Ensure that the On/Off switch is set to the OFF position (refer to Operation section) and that the circuit on which the unit is to be installed has the power cut off at the service panel until installation is complete.

! NOTE: Please read all instructions before installing.

Cassette Plumbing

The units come equipped with refill containers for manual filling of the reservoir. The unit can be hard plumbed with the plumbing accessory kit - CDFIPLUMB-KIT, available from your local Dimplex dealer, or with standard 1/4 in (6.4mm) tubing, using the information outlined below.

! NOTE: The plumbing accessory kit is designed for use with copper piping.



⚠ CAUTION: Ensure that all plumbing connections meet local plumbing code requirements.

⚠ CAUTION: Ensure that the location of the plumbing connection allows for easy access to allow for shutoff during scheduled maintenance.

1. Locate a cold water line in the vicinity of the desired location of the cassette.

! NOTE: Normal tap water can be used in the Opti-myst® as long as the tap water is not considered to be hard water. In the event your tap water is hard, softened or filtered water is recommended.

Installation

2. Turn OFF the main water supply and drain the line of any standing water (if possible), before proceeding to tie into the water line.

! NOTE: Once the new plumbing connections are complete ensure that the lines are flushed to prevent any debris from going into the unit.

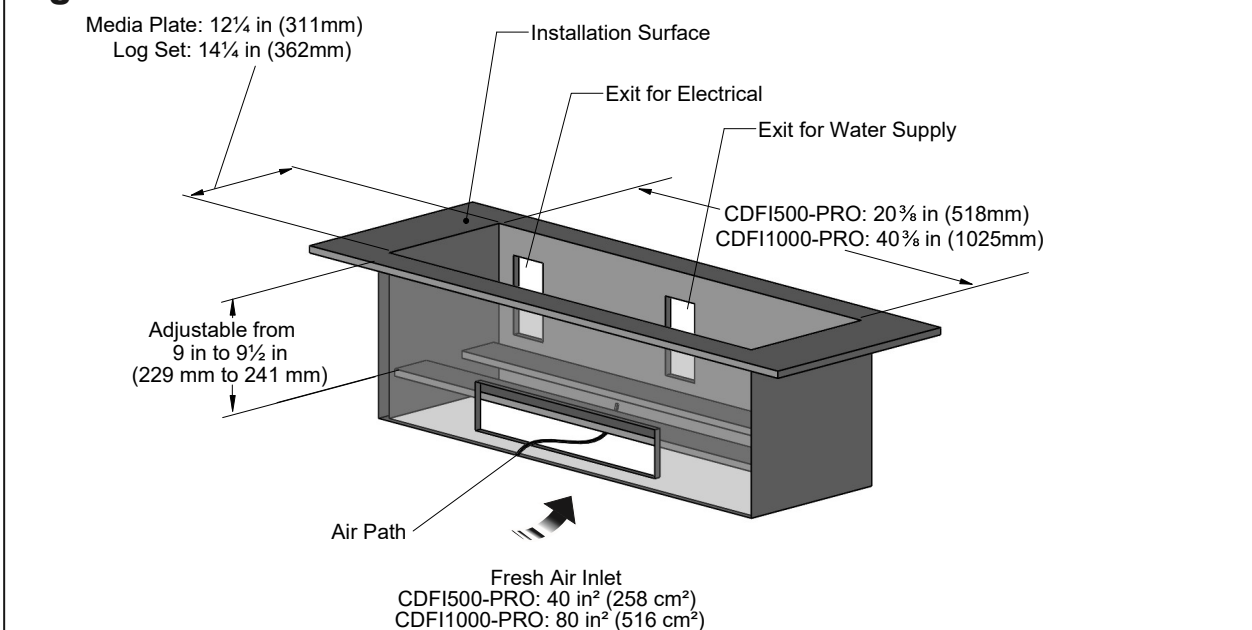
3. On the cassette, remove the top cover assemblies (Figure 10, page 18) and prime each of the water reservoirs with 33.5 oz (1L) of water.
4. Replace the top cover assemblies and ensure that the two plumbing caps are securely attached to the top cover of the water reservoirs. (Figure 10, page 18)

5. Locate the ball valve located in the bottom center of the unit (near the back). (Figure 1)
6. Attach one end of the $\frac{1}{4}$ in (6.4 mm) tubing to the ball valve. Insert the tubing into the ball valve fitting so that it is fully inserted (approximately $\frac{1}{2}$ in (12 mm)).

! NOTE: Ensure that the end of the tubing is cut square, to prevent leaking.

7. Route the tubing to the area of the water source.
8. Verify that all of the connections are fully inserted, and begin opening each of the valves, ensuring that no leaks are present.

Figure 2a



Installation

Figure 2b

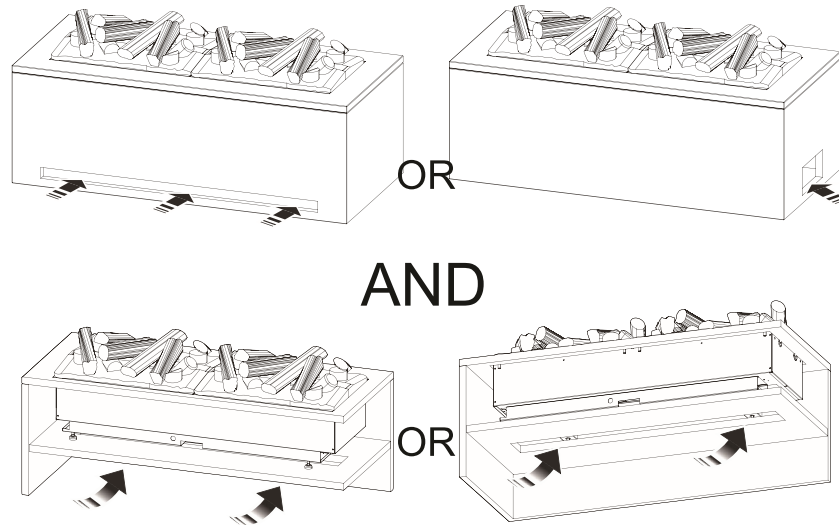
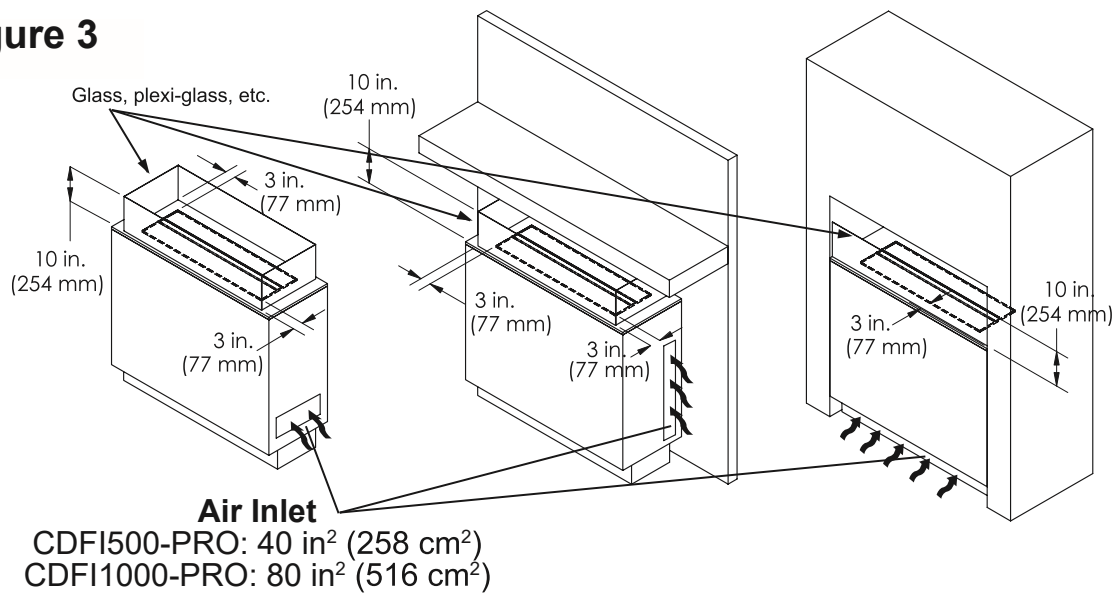


Figure 3



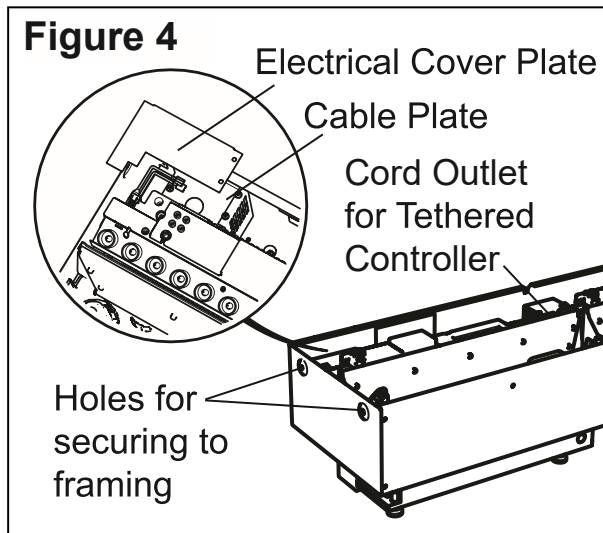
Connecting Multiple Units Together

When connecting multiple units together, the plumbing should be constructed in a manifold style configuration, sized appropriately for the number of units that are being installed so a consistent volume water and pressure is being supplied to each unit.

New Construction

When determining a location for the Opti-myst[®] cassette, ensure that the unit will not be susceptible to drafts, vents, ceiling fans and other air currents. Similar to a candle, large movements of air will affect the unit's ability to create and maintain the flame effect.

Installation



If the desired location is susceptible to significant air movement, i.e. air vents, the different installation options illustrated in Figure 3 can be used. It is important that the surface surrounding the top of the cassette have at least a 3 in (72 mm) clearance from any vertical surface and the barrier be 10 in (254 mm) high from the installation surface, to ensure optimal flame production.

! NOTE: It is recommended that during drywall installation and finishing the media plate be installed with the provided bag to prevent dust and debris from entering the unit.

1. Use studs to frame an enclosure with the following minimum internal/opening dimensions. Note that the Media Plate (supplied) and Log Set (optional) require different opening widths - see Figure 2.

! NOTE: A fresh air inlet that is a minimum of 80in² (516 cm²) for the CDFI1000-PRO and 40in² (258 cm²) for the CDFI500-PRO, is required. The air intake must allow for air to reach the underside of the Opti-myst Cassette (Figure 2 & 3). If installing into the Opti-myst Pro Box Heater (optional), no additional air intake is required. The Opti-myst Pro Box Heater is designed with air intakes included.

For **optimal performance**, a clearance of 18 in (457 mm) between the installation surface and any surface above should be maintained. A **minimum** clearance of 16 in (405 mm) must be maintained.

2. In the back left corner of the unit, locate and remove the electrical cover plate, by removing the two securing screws.
3. Install a $\frac{3}{8}$ in (10 mm) or $\frac{1}{2}$ in (13 mm) cable connector, not included, suitable for mounting in a $\frac{7}{8}$ in (22 mm) hole, to the cable plate and feed the supply cable through the connector. The cable plate can be removed by removing the two securing screws on either side, to allow for easier access.

! CAUTION: Use two conductor, non-metallic sheath cable with


Installation

ground wire (3 wires total) for the incoming power supply on the cassette. Use appropriate wire to meet local and national electrical codes for rated power.

! NOTE: When installing multiple units in the same vicinity they will need to be wired in parallel.

! NOTE: The Opti-myst® cassette is designed to allow for installation of a wall switch to control the incoming power to the unit.

4. Connect the black wire (live) from the unit to the live from the power supply.
5. Connect the white wire (neutral) from the unit to the neutral wire from the power supply.
6. Connect the green wire (ground) from the unit to the ground wire from the power supply.
7. Place all connectors inside the unit and secure the cable clamp to unit, making sure that the cable clamp grips only the jacket of service cable.

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

8. Install the unit into the roughed in framing ensuring that the unit is resting on two framing sills, one at the front and one at the back or a level surface. Ensure an air opening is maintained.
9. Level the housing - right to left and front to back, using the adjustable feet on the bottom of the unit.
10. Secure the unit to the permanent framing on either end through a minimum of two holes (Figure 4).

Operation Preparation

1. After the surrounding area has been dry walled and finished, remove the media plate from the unit.
2. Unwrap the tethered controller and ensure that the wire is lead through the opening in the bottom of the unit where the hard plumbing attaches. (Figure 4)
3. Locate the tethered controller so that:
 - a) it can be easily accessed, if being used as the main controls, or
 - b) it is not obscured by either bricks, stone or sheet metal so that the signal that is sent from the remote control can be easily picked up.

Installation

4. Initialize the tethered controller to the remote (see operation section, page 16).
5. Fill the unit:
 - **Refill Containers** - remove the fill cap assemblies from the inlet to the reservoir tanks, then install the refill containers. (Figure 10, page 18)
 - ! **NOTE:** During initial installation, the Refill Container should be refilled after the Reservoir has filled to ensure the maximum operating time. Refill Container holds 42 oz. (1.25L).
 - **Hard Plumbed** - prime each of the water reservoirs with 33.5 oz (1L) of water.
 - ! **NOTE:** Normal tap water can be used in the Opti-myst[®] as long as the tap water is not considered to be hard water. In the event your tap water is hard, you may use softened water or distilled water with 1/8 tsp. of salt (0.5 mL) added to the water reservoir. (The use of additional salt should only be when you notice that the unit is not producing mist as expected.)
6. Install the media plate or logset accessory on top.

! **NOTE:** If the intention is to accessorize the unit with something

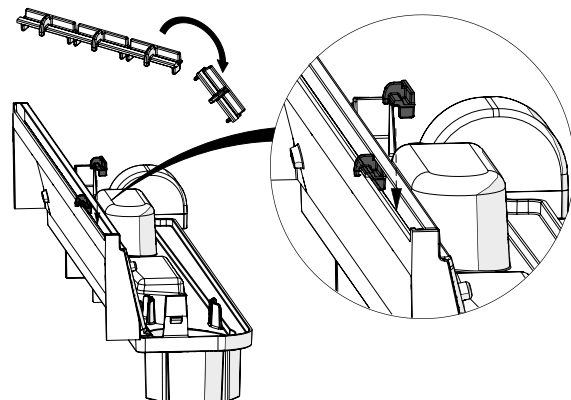
other than just the media plate or logset, ensure that media used does not have the ability to create small particles that may fall into the unit or have a overall weight above 10 lbs (4.5 kg) for the CDFI500-PRO and 20 lbs (9 kg) for the CDFI1000-PRO.

Customize Flame

The CDFI500-PRO and CDFI1000-PRO come with inserts that allow you to customize the look of the flame. Refer to Figures 5 and 6. To use the spacers, first break them along the break line (Figure 5). Second, insert into the nozzle at desired locations. It is recommended to place them under any media that crosses through the flame, for example, logs.

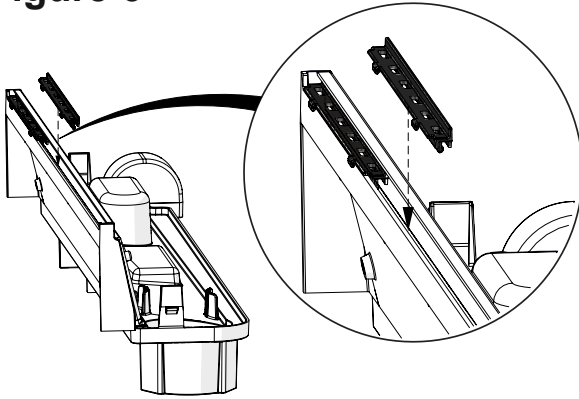
To use the slots, insert them into the nozzle (Figure 6). A total of 3 slot inserts can be used in each nozzle.

Figure 5



Installation

Figure 6

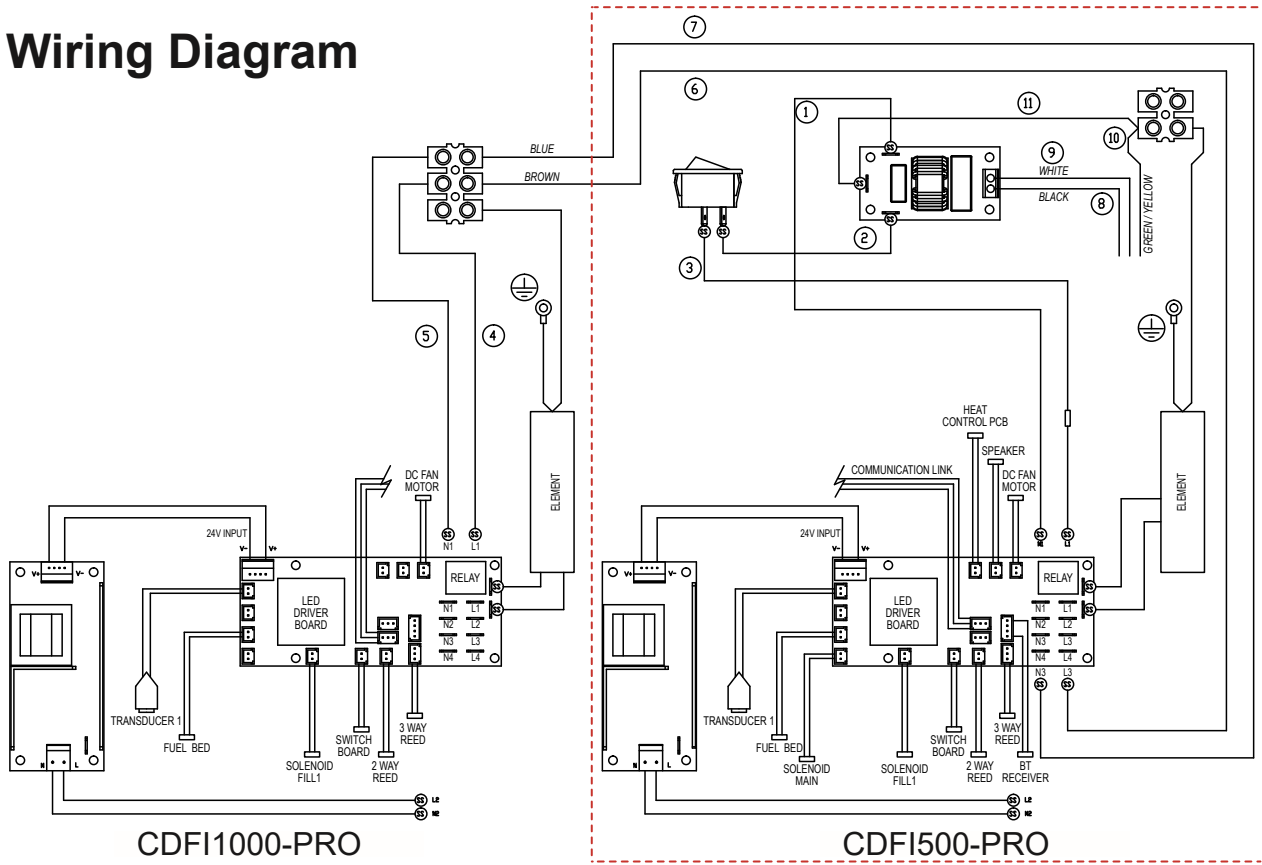


Bathroom Installation

This unit must be protected by a GFI circuit. If a receptacle is used it must be readily accessible.

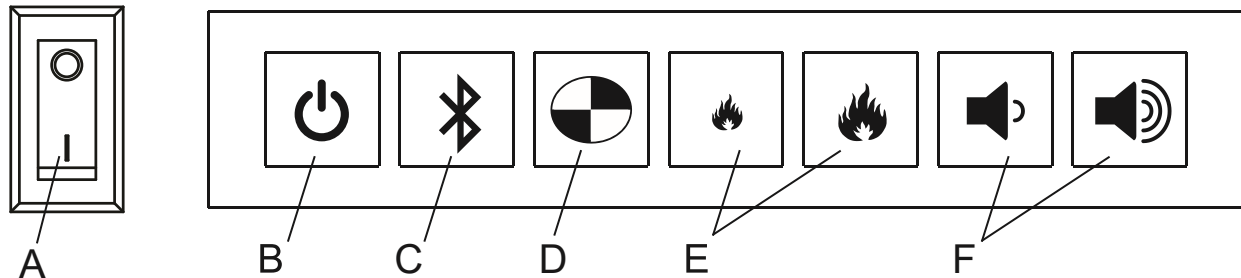
To prevent electrical shock this unit is an electrical appliance that is not watertight and must be installed as to prevent water from entering the unit. This unit must be installed away from showers, tubs, etc. Never locate fireplace over a bathtub or other water containers. Keep towels and other combustible materials 3 feet (0.9 m) away from the top of the unit.

Wiring Diagram



Operation

Figure 7



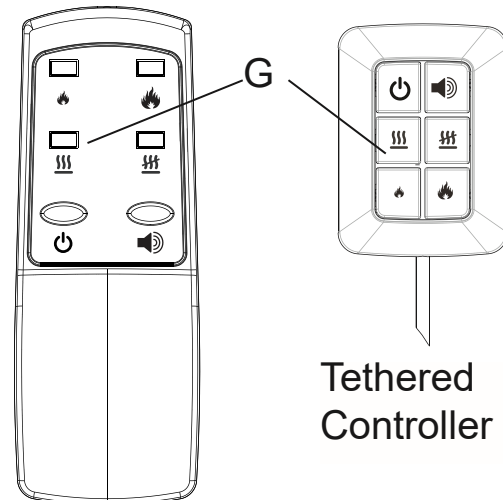
⚠ WARNING: This unit must be properly installed before it is used.

There are three different control options available for the unit: manual (under the media), tethered controller (must be connected to the unit) and a remote control.

The CDFI1000-PRO unit has two separate internal modules that are controlled by the settings entered on the left side (primary). Finer adjustment can be done using the controls on the right module to have both modules operating at the same level (secondary).

! NOTE: When the unit is 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.

Figure 8



Remote Control

Tethered
Controller

Controls

A. On/Off Switch

Supplies power to the unit.

B. Standby

Turns flame effect on or puts the unit into standby mode.

! NOTE: When the unit is first turned on the lights will come on and mist will appear 45 seconds later.

Operation

C. Remote Control Initialization



Required for initializing the remote together with the Cassette, see initialization instructions for more detail.

D. Test Mode

Used for troubleshooting issues - outlined in detail in the service manual which can be found on www.dimplex.com/customer_support.

E. Flame Intensity Control

Adjusts the intensity of the flame and smoke effect when the unit has been activated.

Pressing the  will decrease the flame effect and pressing the  will increase the flame effect.

! NOTE: A few moments will be required between adjustment and a change to the flame effect.



! NOTE: During normal operation it is expected to see some condensation of water on the media plate. This will vary depending on ambient conditions and should be considered normal.


! NOTE: When the water tank is empty, the flame effect shuts OFF and the LED's will blink twice, continuously.

! NOTE: On the CDFI1000-PRO, each side of the flame can be adjusted using the on-board controls.

F. Volume Control

Adjusts the volume of the wood fire sound effects.

On the unit: Pressing the  will decrease the volume and pressing the  will increase the volume.

On the Remote and Tethered Controls: Pressing the  will turn the volume 'ON' (I) and 'OFF' (O).

G. Heat On/Off

Turns the optional heater accessory 'ON'  or 'OFF' .

! NOTE: The 2 pin heater wire (Figure 1) must be connected to the heater for this control to work.

Remote Control

The tethered controller can be used in the same manner as the remote but houses a receiver for communication with the remote.


The tethered controller must be connected to the unit and On/Off Switch must be in the 'ON' (I) position in order for the remote to operate.

Operation

! NOTE: To operate correctly the remote control must be initialized with the unit.

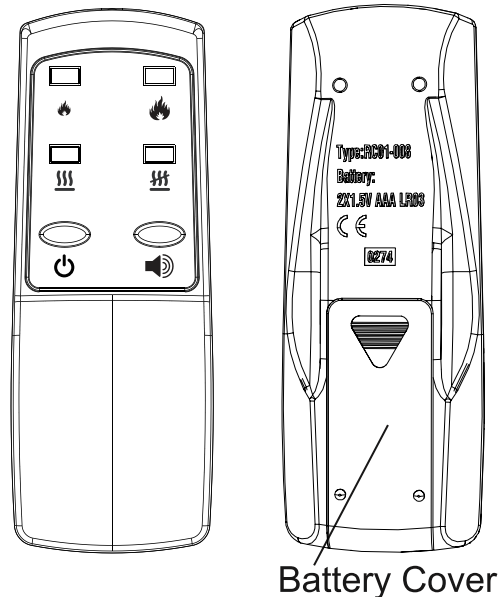
Remote Control Initialization / Reprogram

In order for the remote to communicate with the unit the receiver must be setup, as outlined below:

1. Verify that the tethered controller is connected correctly - the red light on the controller will be illuminated.
2. Place the On/Off Switch (Figure 7A) in the ON (I) position.
3. Press the initialization button  on the Primary controls (left side).
4. The unit will begin to beep and turn the lights ON and OFF every 2 ½ seconds to indicate that the unit is in synchronization mode.
5. Within 20 seconds of pressing the button, press any button on the remote control (Figure 9).

! NOTE: You will have only 20 seconds to perform this last step. Failure to do so will result in these steps needing to be followed again.

Figure 9



6. If the synchronization was successful the LED's will blink 5 times and beep 5 times then the unit will go to Standby.

This will synchronize the remote control and the tethered controller.

! NOTE: It is possible to synchronize up to 5 units to one remote control.

Battery Replacement

To replace the battery:

1. Slide battery cover open on the remote control (Figure 9).
2. Install two 1.5 Volt (AAA) 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 before attempting any maintenance or cleaning to reduce the risk of fire, electric shock or damage to persons.

Filling the water tank

When the water tank is empty, the flame effect will shut OFF and the LED's will blink continuously. Follow these steps to refill the tank.

⚠ CAUTION: Allow at least five minutes for components to cool before disassembling the unit to refill.

1. Gently remove the media and place it carefully on the ground.
2. Turn the On/Off switch to the OFF position (O) (Figure 7A)
3. Remove the refill container by lifting upwards and outwards.
4. Refill the container with tap water.

! NOTE: Normal tap water can be used in the Opti-myst® as long as the tap water is not considered to be hard water. In the event your tap water is hard, you may use softened water or distilled water with 1/8 tsp. of salt (0.5 mL) added to the water reservoir. (The

use of additional salt should only be when you notice that the unit is not producing mist as expected.)

5. Screw the cap back on, **do not overtighten**.
6. Return the refill container to the sump, with the tank cap facing down and the flat side of the tank facing outward.
7. Turn the On/Off switch to the ON position (I). (Figure 7A)
8. Gently place the top tray back into position.

If you do not intend on using the unit for longer than 2 weeks, empty and drain the unit of water, and dry all of the water containing components.

Transducer Replacement

After prolonged usage the ability for the unit to produce mist may become reduced. When this occurs the replacement of the transducer may be required. This unit comes with additional transducer(s), located within the unit, which can be installed when this occurs.

! NOTE: There is a small tab that holds the transducer in place, that needs to be released before it can be removed.



Maintenance

Cleaning

It is required that the **top cover assembly, sump and transducer** are cleaned with soap and water on a **biweekly** basis, or at a minimum once per month.

⚠ CAUTION: Do not put plastic components in the dishwasher.

The **water filter** (Figure 1) should be rinsed out on a **regular basis** to remove any collected particles.

Filter Cleaning

The **air filters** can be removed and gently rinsed with water to clean and dried on a towel before reinstalling.

! NOTE: Replace the filter so that the coarse black filter is facing the back of the unit.

Surface Cleaning

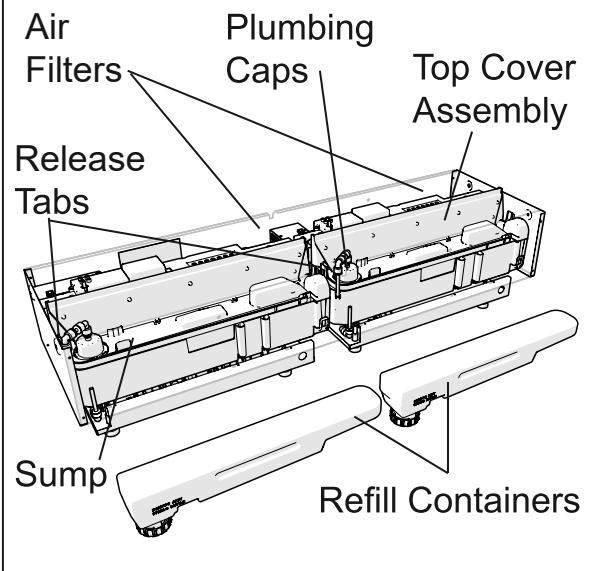
Use a warm damp cloth only to clean surfaces of the unit. Do not use abrasive cleaners.

! NOTE: If you need to move the unit ensure that all of the components that contain water have been emptied before relocating.

Servicing

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

Figure 10



Accessories

Please contact your local dealer for genuine Dimplex accessories. Example: logsets, plug kit, heater and plumbing kits.



Warranty

Two Year Limited Warranty

Products to which this limited warranty applies

This limited warranty applies to your newly purchased Dimplex cassette. 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

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

What this limited warranty covers and for how long

Products, other than fireplace surrounds (mantels) and trims, covered by this limited warranty have been tested and inspected prior to shipment. Subject to the provisions of this warranty, Glen Dimplex Americas Ltd. (herein called Glen Dimplex Americas) warrants such products to be free from defects in material and workmanship for a period of 2 years from the date of the first purchase of such products as follows: (a) a repair or replacement warranty on defective products or parts, including in-home services, for the first year following the

date of first purchase; and (b) thereafter, a replacement of parts warranty on defective products and parts (with no in-home services) for the 1 year period commencing on the first anniversary of first purchase and ending on the second anniversary of the date of first purchase.

Glen Dimplex Americas 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, Glen Dimplex Americas warrants such products to be free from defects in material and workmanship for a period of 1 year from the date of first purchase of such products. Warranty services do not include in-home services.

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

What this limited warranty does not cover

This limited warranty does not apply to products that have been repaired (except by Glen Dimplex Americas 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 Technical Service at 1-888-346-7539. Please have proof of purchase, catalogue/model and serial numbers available when



Warranty

calling. Limited warranty service requires a proof of purchase of the product.

What Glen Dimplex Americas will do in the event of a defect

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

- Limited warranty service will be performed solely by dealers or service agents of Glen Dimplex Americas authorized to provide limited warranty services.
- **For products (other than surrounds (mantels) and trims) for the period ending at midnight on the first anniversary of the date of first purchase**, Glen Dimplex Americas will in its sole discretion either repair or replace such defective product or part without charge. If Glen Dimplex Americas is unable to repair or replace such product or part, or if repair or replacement is not commercially practicable or cannot be timely made, Glen Dimplex Americas may, in lieu of repair or replacement, choose to refund the purchase price for such product or part. *This limited warranty entitles the purchaser to on-site or in-home warranty services.* Accordingly, Glen Dimplex Americas will be responsible for all labour and transportation costs associated with the repair or replacement of the product or part except as follows: (i) charges may be levied for travel costs incurred to travel to the purchaser's site where the product is located if the purchaser's site is beyond 30 miles (48 km) from the closest service depot of Glen Dimplex

Americas dealer or service agent; and (ii) the purchaser is solely responsible for providing clear access to all serviceable parts of the product.

- **For products (other than surrounds (mantels) and trims) for the period commencing at 12:01 a.m. on the day after the first anniversary of the first purchase and ending at midnight on the second anniversary of the date of first purchase**, this limited warranty entitles the purchaser to replacement parts only without charge. If Glen Dimplex Americas is unable to replace such part, or if replacement is not commercially practicable or cannot be timely made, Glen Dimplex Americas may, in lieu of replacement, choose to refund the purchase price for such part. The purchaser shall not be entitled to on-site or in-home warranty services. The purchaser shall be responsible for all expenses incurred for the removal of the part and installation of the replacement part including, without limitation, all shipping costs and transportation costs to and from the authorized dealer's or service agent's place of business and all labour costs. Such costs shall not be the responsibility of Glen Dimplex Americas.
- **For surrounds (mantels) and trims for the period ending at midnight on the first anniversary of the date of first purchase**, Glen Dimplex Americas will in its sole discretion either repair or replace such defective surrounds (mantels) and trims or part thereof without charge. If Glen Dimplex Americas is unable to repair or replace such product or part, or if repair or replacement is not commercially practicable or cannot be timely made, Glen Dimplex Americas may, in lieu of repair or replacement, choose to refund the purchase price for such



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product or part. The purchaser shall not be entitled to on-site or in-house services. The purchaser is responsible for all expenses incurred for repair or replacement of such product or part including, without limitation, all shipping costs and transportation costs to and from the authorized dealer's or service agent's business and all labour costs. Such costs shall not be the responsibility of Glen Dimplex Americas.

- On-site or in-home services not provided under this warranty may be performed at the purchaser's specific request and expense at Glen Dimplex Americas then-current rates for such services.

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

IN NO EVENT WILL GLEN DIMPLEX AMERICAS, 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 GLEN DIMPLEX AMERICAS 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 GLEN DIMPLEX AMERICAS, 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.

1-888-346-7539 | www.dimplex.com

In keeping with our policy of continuous product improvement, we reserve the right to make changes without notice.

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GlenDimplex 
AMERICAS
Enhancing the moments that matter in life