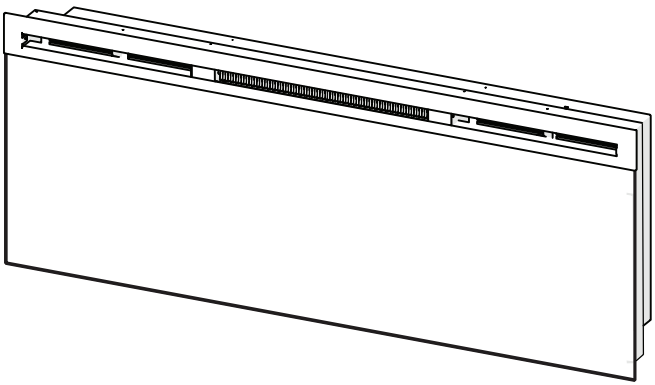
PRISM series

Model
BLF5051

Owner's Manual



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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.

To view the full line of Dimplex products, visit www.dimplex.com

Dimplex®

7213940300R06

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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.

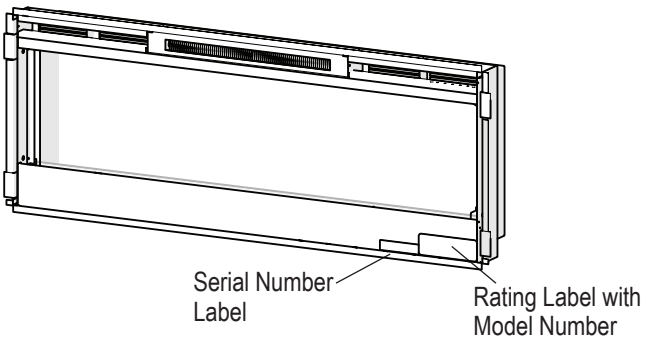
CAUTION: Procedures and techniques which, if not carefully followed, will result in damage to the equipment.

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.

STOP **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/support
For Troubleshooting and Technical Support

OR Toll-Free 1-888-346-7539

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, 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, its service agent, or a qualified person in order to avoid a hazard. Contact 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 electric shock, 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 in areas where gasoline, paint, or flammable liquids are used or stored.

⚠ IMPORTANT INSTRUCTIONS

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.

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

SAVE THESE INSTRUCTIONS

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.

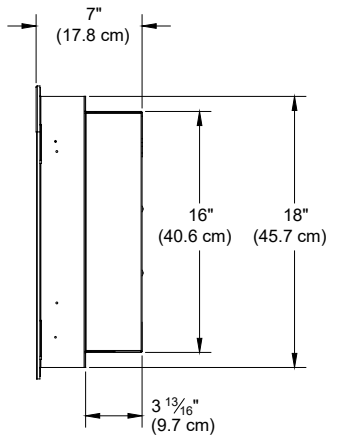
Please use our convenient online registration page to record your model and serial numbers for future reference at

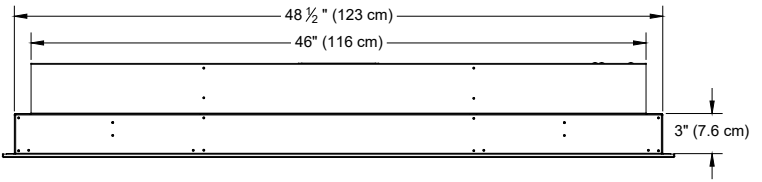
www.dimplex.com/register

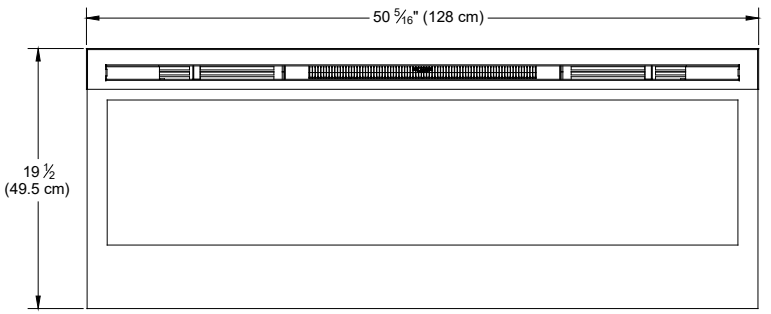
② If you have any technical questions or concerns regarding the operation of your electric fireplace, or require service contact customer service.

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: 50 5/16" (128 cm) x 19½"(49.5 cm)
- Unit requires a minimum of two wall studs in order to ensure a secure installation

There are three possible mounting methods:

- Surface mount (pg. 12);
- Partial recess (pg. 13);
- Flush mount (pg. 14),

and any of these have the option of being hardwired or plugged directly into the wall outlet.

WARNING: The top of the fireplace is to be installed at least 4" (10.2 cm) from the ceiling.

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

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.

Grounding Instructions

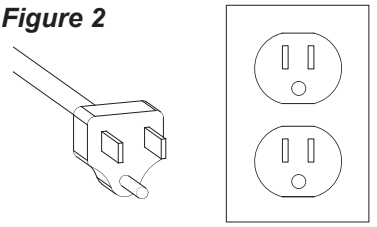
This product must be grounded. If it should malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This product is equipped with a cord having an equipment-grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

DANGER: Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or serviceman if you are in doubt as to whether the product is properly grounded.

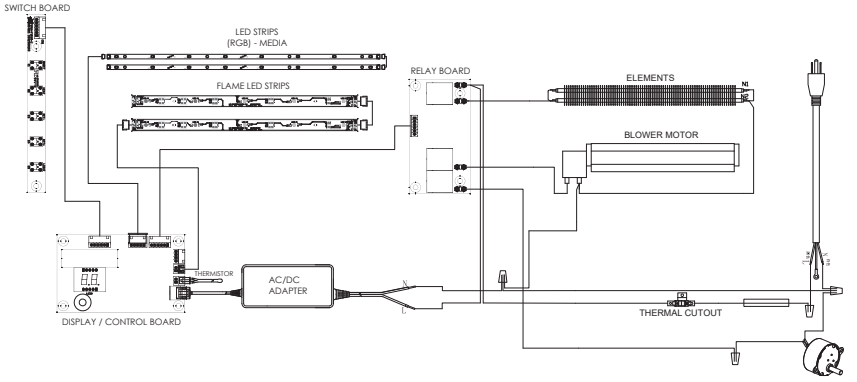
Do not modify the plug provided with the product – if it will not fit the outlet, have a proper outlet installed by a qualified electrician.

This product is for use on a nominal 120-volt circuit and has a grounding plug that looks like the plug in Figure 3. Make sure that the product is connected to an outlet having the same configuration as the plug. No adapter should be used with this product.

Figure 2



Wiring

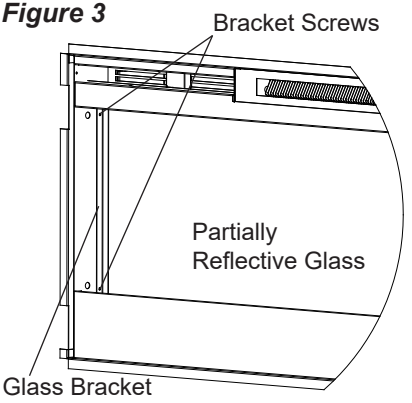


Fireplace Installation

Installation

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, page 7).
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.

Figure 3



Hardwire Installation

The fireplace is packaged with a three-prong plug installed for plug-in convenience. Hardwiring 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 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 3).
   - Remove the 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.

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

Fireplace Installation

- Remove the partially reflective glass from the fireplace.

2. Locate the power cord and remove the 3 screws that attach the cord bracket to the unit - one on the back of the unit and two on the bottom. (Figure 5)
3. From the front, remove the 2 Philips screws that fasten the front panel tabs, tilt the panel forward and lift off. (Figure 4)
4. Unscrew the 3 wire connectors and separate the wires (Figure 6).
5. Pull the cord bracket and power cord out the front of the fireplace.
6. Replace removed cord bracket with the supplied hardwire bracket replacement (Figure 7) and install using screws removed in step 2.
7. Leaving a minimum of 3" (7.6 cm) of slack, route the power supply through the hole in the hardwire bracket and secure with a wire clamp (not supplied).
8. Connect the smooth black wire (live) from the unit to the black wire from the power supply using one of the wire connectors removed in step 4 (Figure 6).
9. Connect the black ribbed wire (neutral) and white flicker motor wire from the unit to the white wire from the power supply using the second wire connector from step 4 (Figure 6).

Figure 4

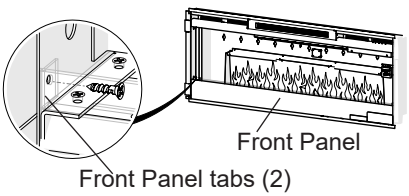
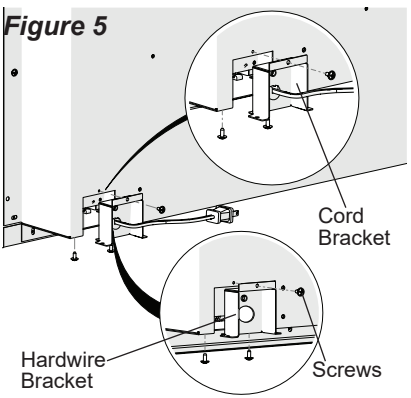


Figure 5



10. Attach green grounding wire to hardwire bracket with provided grounding screw. Place wire in between screw and lock washer and tighten.
11. Carefully reinsert partially reflective glass into the fireplace and anchor in place using glass brackets and screws removed in step 1.
12. Proceed to installation using the desired mounting method.

Figure 6

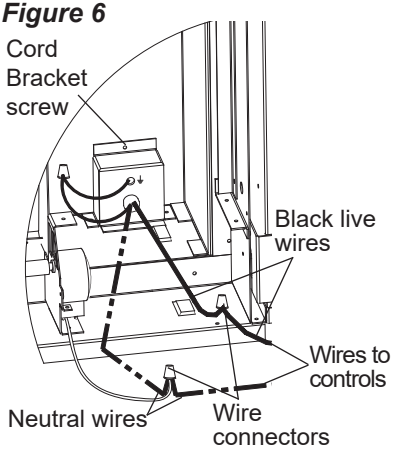
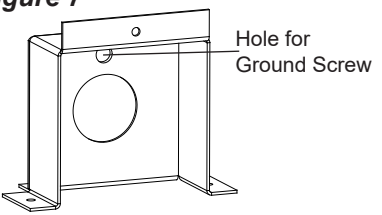


Figure 7



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.

This electrical appliance is not watertight. To prevent electrical shock, it 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.

Fireplace Installation

Surface Installation

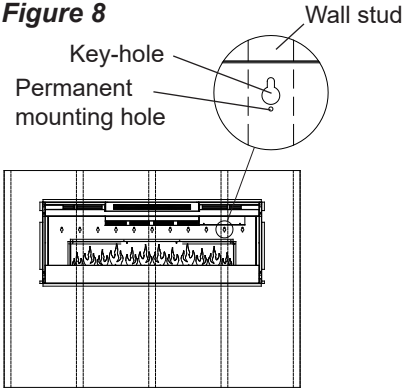
⚠ **CAUTION:** Two people may be required for various steps of this procedure.

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 into an existing outlet or install an outlet nearby.
   - Hardwire the fireplace - follow the hardwiring instructions on page 9.
3. Remove the partially reflective glass from the fireplace:
   - Lay the fireplace on its back.
   - Remove the two Phillips screws from each of the two glass brackets (Figure 3, page 9).
   - Remove the 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.

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

   - Remove the partially reflective glass from the fireplace.
4. Position the fireplace on a wall at the position where it will be mounted (Figure 8). Use a bubble level (one is supplied) to ensure that fireplace is level on the wall.

Figure 8



5. Ensuring that at least two keyholes line up with a wall stud (keyholes are spaced at 4 in. (10.2 cm) centers), mark the location of the four screw locations on the wall (through the keyholes).
6. Remove the fireplace from the wall and store it 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 (pre-drill 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 the chosen keyholes with

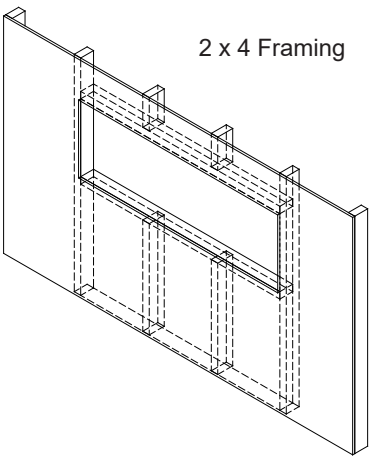
the screws and hang the fireplace on the wall. Screw heads and washers will fit through the keyholes and the fireplace will slide down into position (screws will slide into the narrow part of the keyholes).

10. Tighten all 4 mounting screws down on the fireplace chassis.

⚠ **CAUTION:** Ensure at least 2 of the mounting screws are inserted in wall studs.

11. Carefully replace and install the partially reflective glass and the glass brackets using the screws removed in step 1.
12. Refer to Front Glass Installation section for final installation procedures.

Figure 9



Partial Recess 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 9).

! **NOTE:** The sizing has allowed for 1/4 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).
   - Hardwire the fireplace - follow the hardwiring instructions on page 9.
3. Lift the fireplace and insert it into the opening (Figure 10).
4. Use the supplied bubble level 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 10)

6. Refer to Front Glass Installation section for final installation procedures.

Figure 10

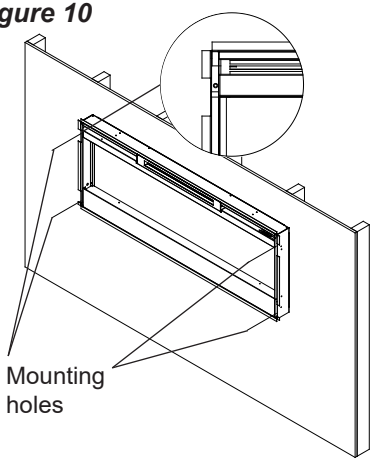
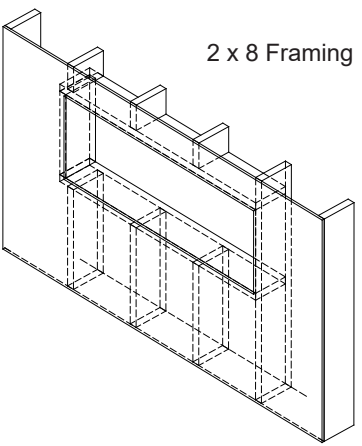


Figure 11



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 11).

! **NOTE:** The sizing has allowed for 1/4" (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).
   - Hardwire the fireplace - follow the hardwiring 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.

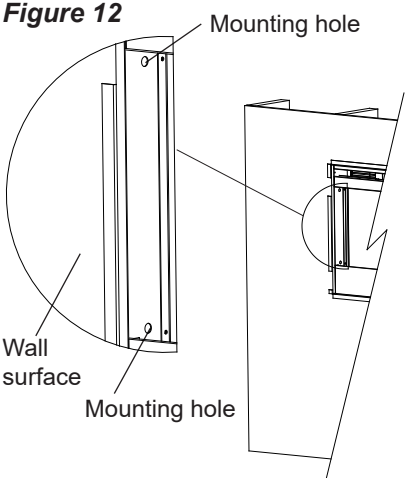
⚠ **WARNING:** Ensure that the circuit on which the fireplace is to be installed has the power cut off at the service panel until installation is complete.

3. Lift the fireplace and insert into the opening. The fireplace's mounting trim should be flush against the wall (Figure 12).
4. Use the supplied bubble level 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 12).
6. Refer to Front Glass Installation section for final installation procedures.

Installation in a Dimplex Media Console

1. Insert the fireplace into the opening of the media console from the front.
2. Drive four supplied mounting screws through the four mounting holes located on the inside surface of the fireplace chassis, into the walls of the media console.
3. Refer to Front Glass Installation section for final installation procedures.

Figure 12



Front Glass Installation

1. Evenly distribute supplied glass rock on the front tray of the fireplace (Figure 13).
2. Carefully mount front glass assembly so that the front glass hooks (4) hang on the front glass mounts on the fireplace (4) (Figure 14).
3. Use the supplied two Phillips sheet metal screws to fasten the glass assembly tabs to the fireplace (Figure 15).
4. If unit is not hardwired, plug fireplace into a 15 Amp, 120 Volt outlet (refer to NOTE 1).

Figure 14

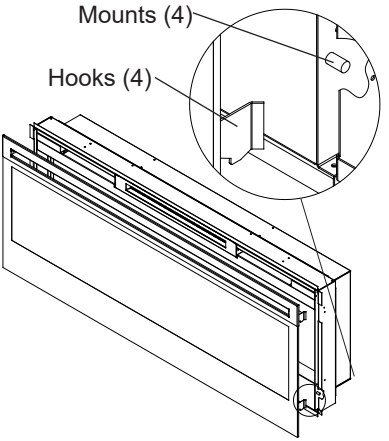


Figure 13

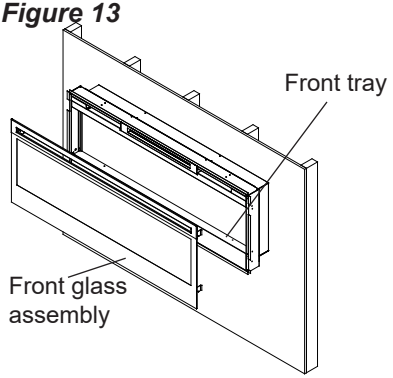
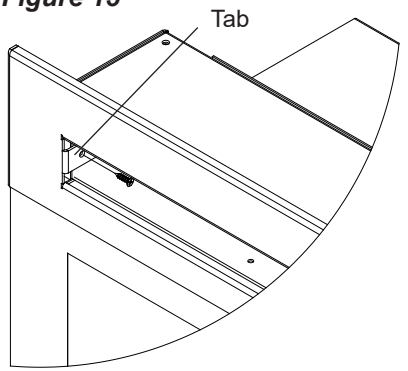
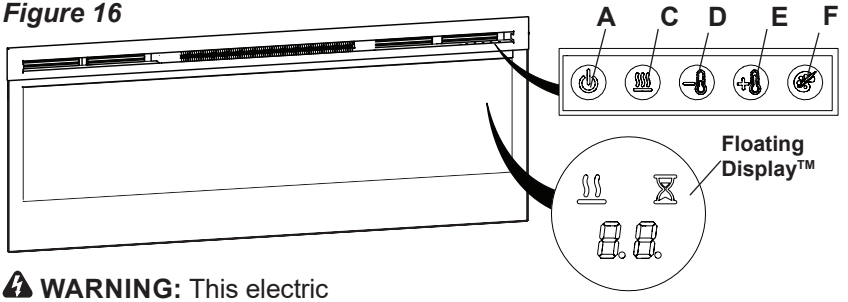


Figure 15



☛ Operation

Figure 16



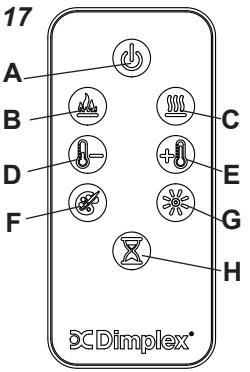
⚠ WARNING: This electric firebox must be properly installed before it is used.

The unit can be controlled by either the manual controls which are located on the upper right of the fireplace or the remote (Figure 16 & 17).

The fireplace is supplied with an IR multifunction remote control.

! NOTE: To operate correctly, the remote control must be pointed towards the Floating Display™.

Figure 17



A. ⏻ Standby

Turns the unit on and off.

→ Activated by pressing the Standby button on the remote or the unit.

- The unit will turn on with the same functions that it was set to when it was turned off and the intake temperature will be indicated on the On-Screen Display.

! NOTE: When any button is pressed the intake temperature will be displayed on the On-Screen Display for 5 seconds.

B. Flame Effects

Turns the flame effect on and off.

→ Activated by pressing the button on the remote.

C. Heat ON/OFF

Turns the heater On and Off.

→ Activated by pressing the button on the unit or the remote.

- Indicated by the icon and the intake temperature being displayed on the On-Screen Display, for 5 seconds before turning off.

! **NOTE:** After the heater is switched off, there is a 2-minute fan delay, where the fan will continue running before turning off.

! **NOTE:** The unit can be operated in ***Heat Only Mode***. When the unit is only running with the heater, the icon will continuously be displayed on the On-Screen Display.

! **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.

D & E. Thermostat Controls

Adjusts the temperature setpoint to your individual requirements. Once the desired set temperature is reached, the heater will turn off. The heater will cycle on and off to maintain the desired set temperature. The default temperature setting is 72°F (22°C).

→ Adjusted by pressing the to decrease the setpoint and the to increase the setpoint on the unit or the remote.

- The On-Screen Display will indicate the temperature setpoint as it is adjusted.

! **NOTE:** Holding the and the buttons on the **manual controls** down for two seconds, will change the temperature from °C to °F, or vice versa.

Disable Heat

If desired, depending on the season, the heater on the unit can be disabled. The unit will operate in the same fashion, with remainder of the controls.

Pressing the and buttons on the **manual controls** at the same time and holding for 2 seconds will disable and enable the heater.

! **NOTE:** When the heater has been disabled and either the or the is pressed the On-Screen Display will indicate "--".

F. Color Themes

Different presets of ambient lighting color combinations contained in the unit.

→ Changed by repeatedly pressing the corresponding button on the remote or the unit.

- Cycles through the different preset ambient lighting settings of the unit, this includes different combinations of colours of the media lighting.

! **NOTE:** The last theme of the cycle is a prism where the unit cycles through a variety of colours. Pressing the button stops the cycling and holds the unit on the preferred color, indicated by a "U" - Unfreeze or a "F" - Freeze on the display.

G. Brightness

Changes the brightness of the lights in the unit.

→ Adjusted by repeatedly pressing the corresponding button on the remote.

- Indicated by the second digit on the Floating Display™ changing to show: "H" (high), and "L" (low).

H. Sleep Timer

The Sleep Timer can be set to automatically shut off the fireplace after a preset time (from 30 minutes to 8 hours).

→ To set the timer press the timer button on either the remote or the unit, repeatedly, until the desired time is displayed.

- The On-Screen Display will display the different times as it is adjusted. Once the timer has

begun, pressing the ⧗ button will display the time remaining before the unit turns off.

! **NOTE:** The Sleep Timer can be canceled at any time by pressing the ⧗ button repeatedly until the sleep timer displays nothing.

Resetting the Temperature Cutoff Switch

Should the heater overheat, an automatic cut out will turn the heater off and it will not come back on without being reset. It can be reset by unplugging the unit and waiting 5 minutes before plugging the unit back in.

⚠ **CAUTION:** If you need to continuously reset the heater, unplug the unit and call technical support at 1-888-346-7539.

Remote Control Battery Replacement

To replace the battery:

1. Remove the screw on the battery cover using a Philips screwdriver.
2. Depress tab and pull out to release battery compartment on bottom of the remote control.
3. Correctly install one 3 Volt (CR2032 [longer life] or CR2025) battery in the battery holder.
4. Insert the battery compartment and secure with the screw.

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.

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, 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.

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.

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 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:

- 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.

- 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, this 2 year 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 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 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 surrounds (mantels) and trims, this 1 year limited warranty does not entitle the purchaser to on-site or in-house warranty services. The purchaser is responsible for removal and transportation of the surrounds (mantels) and trims (and any repaired or replacement product or part) to and from the authorized dealer's or service agent's place of business. On-site or in-home services for surrounds (mantels) and trims may be performed at the purchaser's specific request and expense at Glen Dimplex Americas then current rates for such services. Glen Dimplex Americas will not be responsible for, and this limited warranty shall not include, any expense incurred for installation or removal of the surrounds (mantels) or trims or any part thereof (or any replacement product or part) including, without limitation, all shipping costs and transportation costs to and from the authorized dealer's or service agent's place of business and all labour costs. Such costs shall be the purchaser's responsibility.

What 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/support

Scan for a quick link
for customer support

c UL us LISTED

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.

GlenDimplex Americas

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