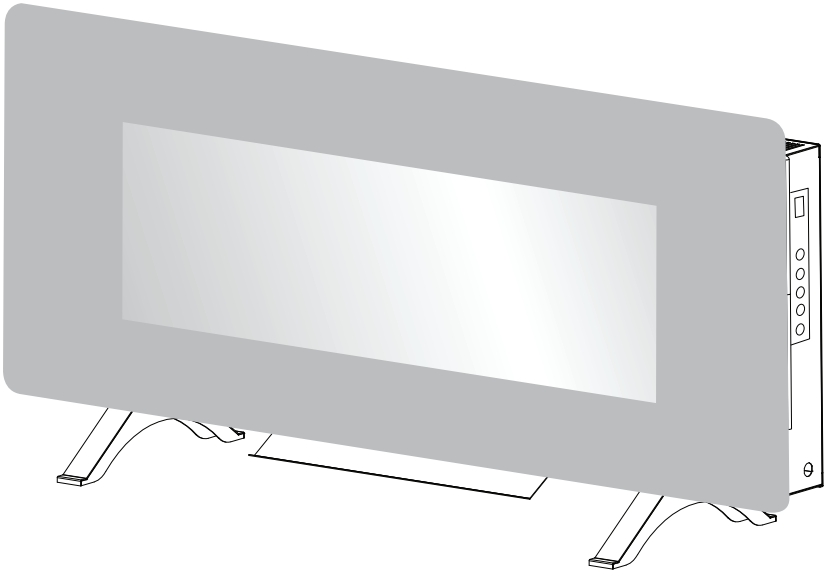
Owner's Manual

Model: SWM3520



CONSUMER SAFETY INFORMATION: PLEASE READ THIS MANUAL BEFORE INSTALLING AND OPERATING THIS APPLIANCE. FAILURE TO FOLLOW THESE INSTRUCTIONS MAY RESULT IN A POSSIBLE ELECTRIC SHOCK, FIRE HAZARD, AND/OR INJURY AND WILL VOID THE WARRANTY.

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

A BRAND OF GLEN DIMPLEX AMERICAS

7215850100R01

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Conventions used in this manual:

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

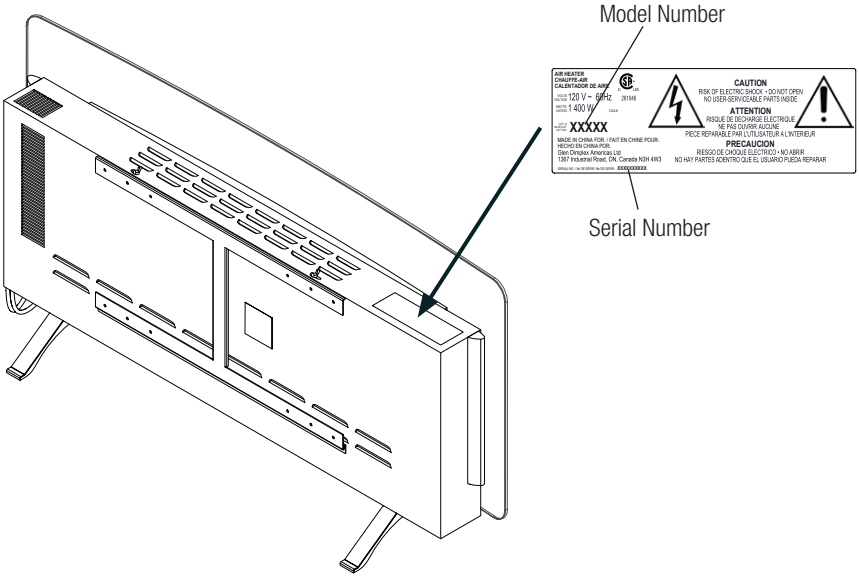
CAUTION: Procedures and techniques which, if not carefully followed, will result in damage to the equipment.

WARNING: Procedures and techniques which, if not carefully followed, will expose the user to the risk of fire, serious injury, or death.

Welcome

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

www.dimplex.com/register



CAUTION: Read all instructions and warnings carefully before starting installation. Failure to follow these instructions may result in a possible electric shock or 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/customer_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 numbers ready or register your product online before calling (see above).

⚠ IMPORTANT INSTRUCTIONS

Read this manual before attempting to install or use the electric fireplace. Always comply with the warnings and safety instructions contained in this manual to prevent personal injury or property damage.

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:

- This appliance is hot when in use. To avoid burns, do not let skin touch hot surfaces. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes and curtains at least 3 ft. from the bottom of this appliance and keep away from the front.
- Extreme caution is necessary when any heater is used by, or near, children or invalids, and whenever the heater is left operating and unattended.
- Do not operate any heater with a damaged cord or plug, after the appliance malfunctions, or if it has been dropped or damaged in any manner. Disconnect from power and call Technical Service or have it inspected by a qualified electrician.
- To disconnect the fireplace, turn the controls off, then remove the plug from the outlet.
- Do not use outdoors.
- Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock, fire, or damage the fireplace.
- To prevent a possible fire, do not block air intakes or exhaust in any manner.
- Do not use feet option unless the air deflector is installed.
- Do not use on soft surfaces, like a bed, where openings may become blocked.
- All electrical heaters have hot, and arcing, or sparking parts inside. Do not use it in areas where gasoline, paint or flammable liquids are used or stored.
- Use this appliance only as described in the manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.
- If possible, always unplug this appliance when not in use.
- Any repairs to this fireplace should be carried out by a qualified service person.
- Under no circumstances should this fireplace be modified. Parts that have to be removed for servicing must be replaced prior to operating this fireplace again.
- This heater is not intended for use in bathrooms, laundry areas and similar indoor locations. Never place the heater where it may fall into a bathtub or other water containers.

⚠ SAVE THESE INSTRUCTIONS ⚠

⚠ IMPORTANT INSTRUCTIONS

- Always connect to properly grounded outlets.
- Do not run cord under carpeting. Do not cover cord with throw rugs, runners or the like. Arrange the cord away from heavily trafficked areas, where it will not be tripped over.
- Always plug heaters directly into a wall outlet/receptacle. Never use with an extension cord or a relocatable power tap (outlet/power strip).
- There is a resettable cutout switch inside the heater. Should the heater overheat, the cutout will turn the fireplace heater off. To reset the cutout switch unplug the unit and wait 5 minutes before plugging it back in. Caution: If you need to continuously reset the cutout, unplug the unit and call Technical Support.
- Remote control contains a small battery. Keep away from children. If swallowed, seek medical attention immediately.

FCC Compliance

⚠ **CAUTION:** This equipment has been tested and found to comply with the limits for Class B digital devices, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. The 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 and 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.

Modifications not approved by the party responsible for compliance could void user's authority to operate the equipment. This Class B digital apparatus complies with Canadian ICES-003.



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



Specifications

Electrical

Voltage:	120VAC 60Hz
Watts:	1400 Watts
Amps:	12 A
Wiring:	Plug-In
Bulb Type:	LED

Approvals:

C US

Dimensions

SWM3520

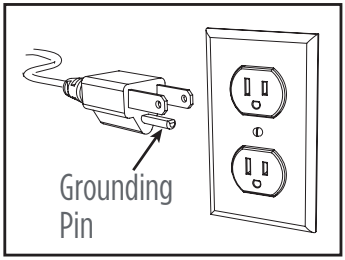
Width:	36" (91.5 cm)
Height:	17-3/8" (44.1 cm)
Height with feet:	20-1/8" (51.0 cm)
Depth:	5" (12.8 cm)
Depth with feet:	11" (28.0 cm)

Weight

25.9 lbs (11.75 kg)

Installation

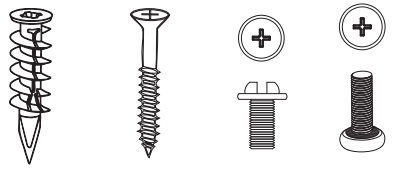
GROUNDING INSTRUCTIONS



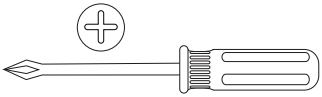
- This product is equipped with a cord that has an equipment-grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.
- This heater is for use on 120 volts. The cord has a plug as shown.
- 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 heater is operating. Additional appliances on the same circuit may exceed the current rating of the circuit breaker.

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

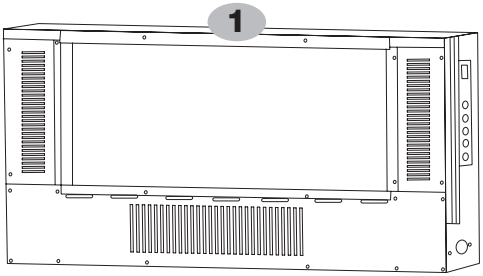
Package Contents



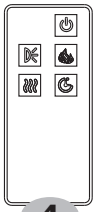
A x4 B x4 C x4 D x4



Tools required



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4



2



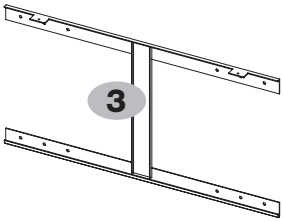
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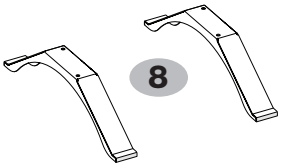
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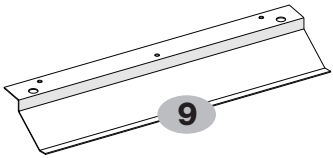
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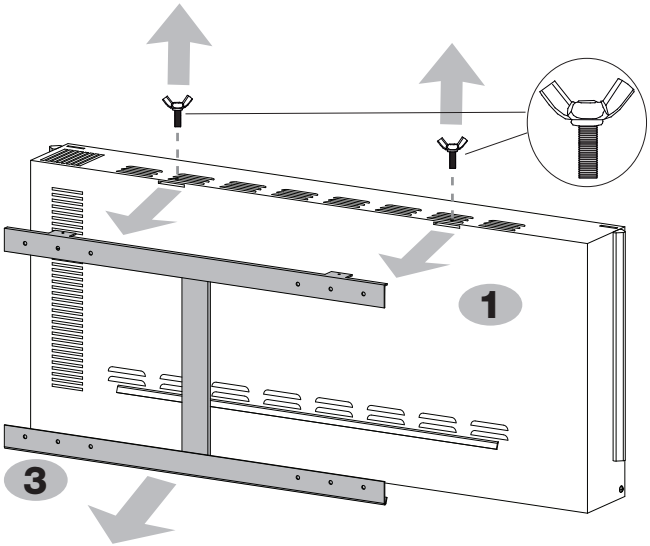


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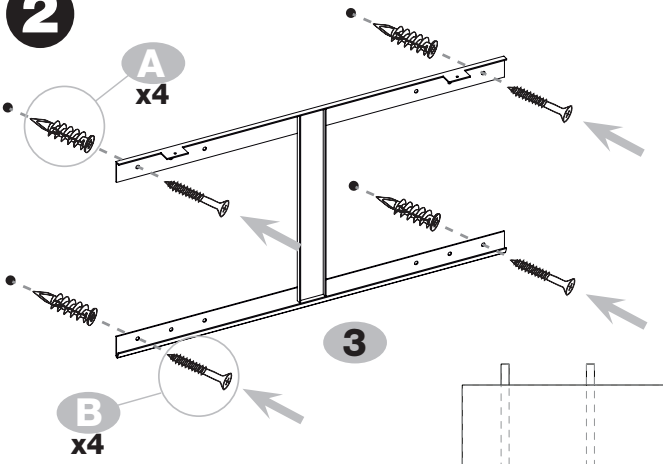
Installation

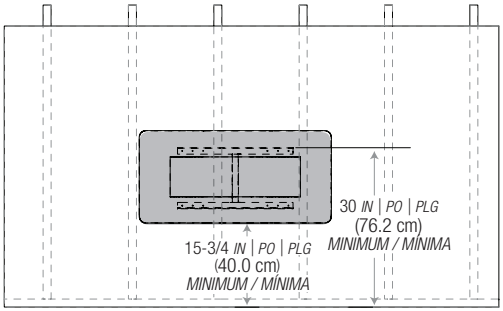
WALL-MOUNT INSTALLATION

1

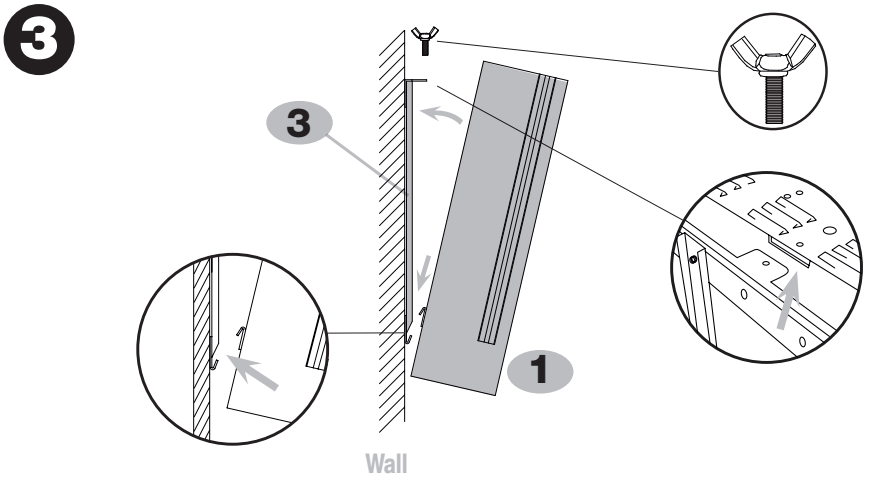


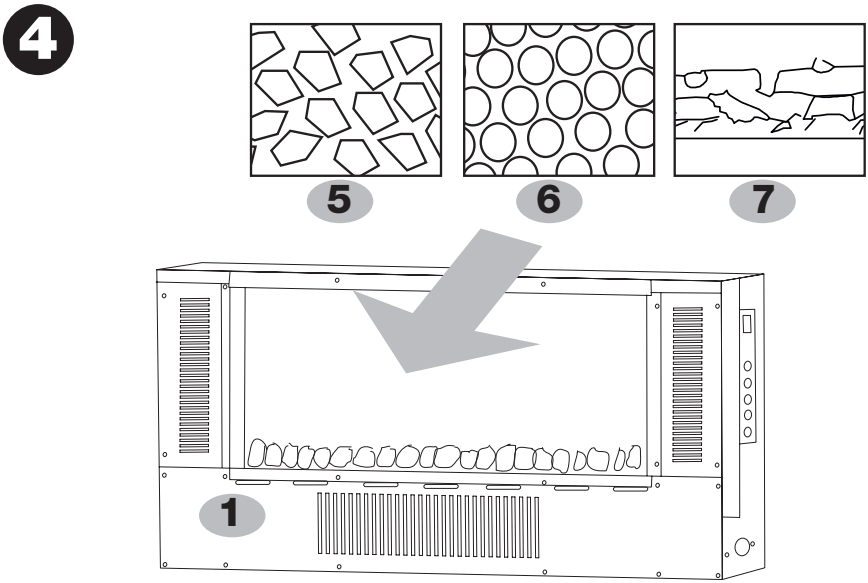
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Installation





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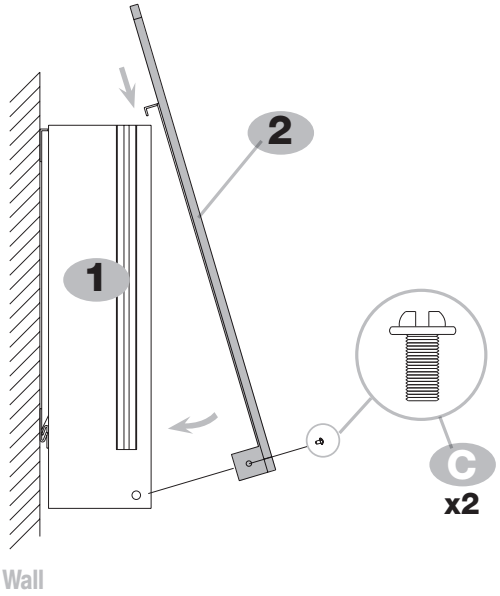
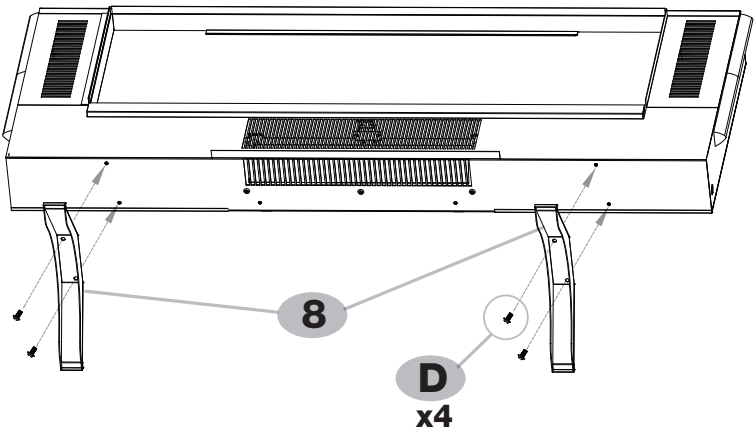
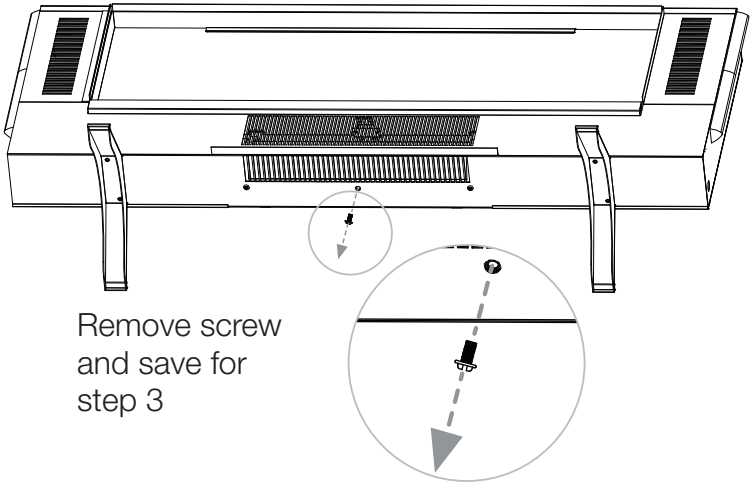


TABLE TOP INSTALLATION

1

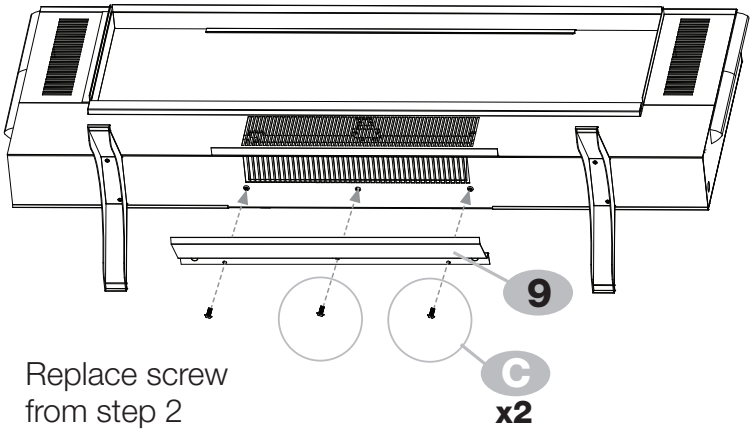


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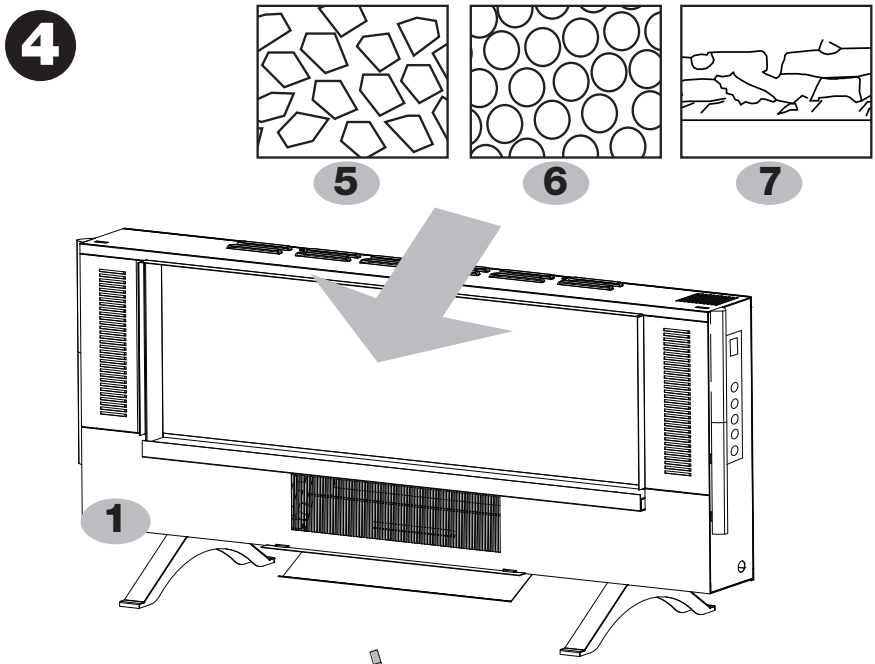


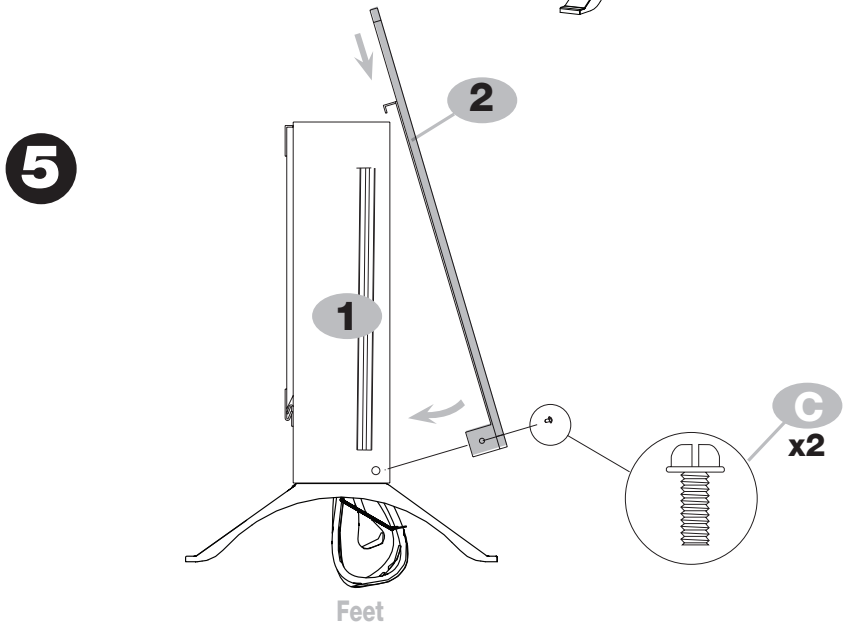
Remove screw
and save for
step 3

3



Replace screw
from step 2

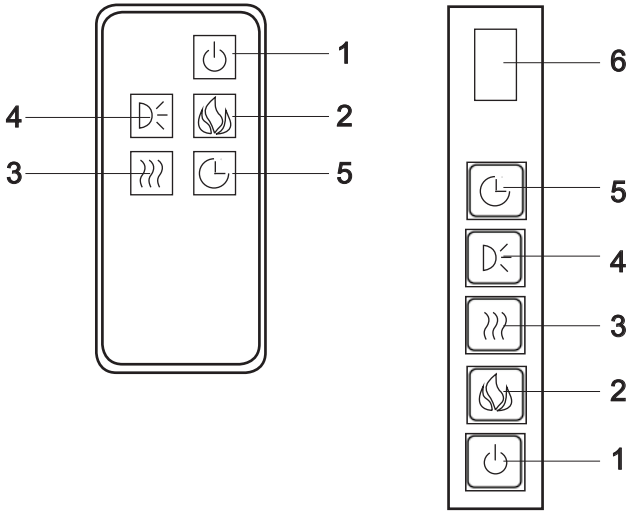

4
5
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5
2
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C
x2
Feet

☛ Operation

The fireplace can be operated with the multi–function IR remote control or from the control panel located on the right-hand side of the unit. The remote control has an operating range of up to 4m / 13ft.

1. Power ON / OFF
2. Flame Control
3. Heat Control
4. Backlight Control
5. Timer Control
6. Digital Display



! **NOTE:** The heater on your fireplace 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.

CUTOFF SWITCH

! **NOTE:** There is a safety temperature cutoff switch (cutout) inside the heater. If the heater overheats, the cutout will shut off the supply power.

It can be reset by unplugging the unit and waiting 5 minutes before plugging the unit back on.

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

☛ Operation

POWER ON/OFF

The Power ON/OFF button turns the fireplace ON and OFF.

The fireplace has a built-in memory function. When the fireplace is turned back on, the display will show the last selected function and it will start at the last used settings (except timer). If the fireplace is disconnected from the main power source, it will restart at the default settings.

FLAME CONTROL

Pressing the Flame Control button turns the flames on and lights up the ember bed. Press the Flame Control button repeatedly to change the ember bed color by cycling through the following options: (1) amber, (2) blue, (3) amber and blue (4) color rotation. Fifth press turns the flames and ember bed OFF [and when the heater is on only the flames will be turned off].

HEAT CONTROL

Press the Heat Control button to turn the heater ON and OFF.

To change the set temperature, while the heater is ON, press and hold the Heat Control button on the control panel for 5 seconds. The display on the side of the fireplace will flash, indicating the unit is in set mode. Press the Heat Control button repeatedly to cycle through the 11 temperature settings.

Display Value	Temperature Setting
9	82°F / 27°F
NONE	ON
0	64°F / 18°C
1	66°F / 19°C
2	68°F / 20°C
3	70°F / 21°C
4	72°F / 22°C
5	74°F / 23°C
6	76°F / 24°C
7	78°F / 25°C
8	80°F / 26°C

When the unit display indicates ‘ON’, the heater operates continuously.

! NOTE: The temperature cannot be set with the remote control.

Operation

Heater Enable & Disable Function:

Press and hold the Heat Control button on the side of the fireplace for 10 seconds. The ember bed will flash five times to indicate that the heater is disabled. When the Heat Control button is pressed while the heat is disabled, the ember bed will flash but the heater will not operate.

To enable the heater again, press and hold the Heat Control button on the side control panel for 10 seconds. After the ember bed flashes for a second time, heat function is restored.

! **NOTE:** The temperature cannot be set with the remote control.

BACKLIGHT CONTROL

Press the Backlight Control button multiple times to cycle through the following backlight settings: (1) Amber, (2) Blue, (3) Amber and blue (4) Color rotation (5) Off.

TIMER CONTROL

The Timer Control button is used to activate or deactivate the sleep timer. Press the Timer Control button multiple times to set the number of hours that the fireplace will operate before turning off automatically. When nothing is displayed, the timer is OFF.

Switching the fireplace OFF with the Power ON/OFF Button will clear any timer setting.

Timer Interval	Display Value
1 Hour	1
2 Hour	2
3 Hour	3
4 Hour	4
5 Hour	5
6 Hour	6
7 Hour	7
8 Hour	8
OFF	NONE

Maintenance

- Clean the metal trim using a water-dampened soft, clean cloth. DO NOT use brass polish or household cleaners as these products will damage the metal trim.
- The motors used on the fan and the flame generator assembly are pre-lubricated for extended bearing life and require no further lubrication. However, periodic cleaning/vacuuming of the fan/heater and air intake/output vents is recommended. The heater should be cleaned and inspected regularly, depending on conditions, and at least at yearly intervals.

⚠ **WARNING:** Any electrical repairs of this unit should be carried out by a licensed electrician in accordance with national and local codes.

⚠ **WARNING:** Disconnect power by unplugging the power and allowing heater to cool before attempting any maintenance or cleaning to reduce the risk of fire, electric shock, or injury.

! **NOTE:** When the heater is not in use, the heater should be stored in a dry location, away from possible damage. The power cord should be stored properly to avoid contact with hot or sharp objects.

Remote Control

The battery compartment is located on the back end of the remote control.

1. Press and slide the battery cover open.
2. Insert one 3V (CR2025/CR2032) battery (included) with the + side up into the battery compartment.
3. Replace the battery cover.

! **NOTE:** The battery should be removed if the product is to be left unused for a long time.

Replacing the Remote Control Batteries

- When replacing the battery, replace with new battery of the correct type.
- Non-rechargeable battery is not to be recharged. Exhausted battery is to be removed from the product and properly disposed of.

Maintenance



Disposal of Used Batteries

Batteries may contain hazardous substances that could be endangering to environment and human health.

- This symbol marked on the battery and/or packaging indicates that used batteries shall not be treated as municipal waste. Instead they shall be left at the appropriate collection point for recycling.
- By ensuring the used batteries are properly disposed of, you will help prevent potential negative consequences for the environment and human health. The recycling of materials will help to conserve natural resources.

For more information about collection and recycling of used batteries, please contact your local municipality, your waste disposal service or the point of sale where you purchased this item.

Troubleshooting

Fault code	Fault Cause	Solution
E1	The heater overheating	Call customer support.
E2	Thermistor is defective.	Call customer support.
E3	The heater not working.	If the vents are dirty or clogged. Unplug the power, clean the dust and debris of the vent area. Wait for 5 minutes, plug in and turn on the heater. If the heater still don't work, please call after-sales service.

Warranty

One Year Limited Warranty

Products to which this limited warranty applies

This limited warranty applies to your newly purchased Dimplex electric compact insert. 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 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 12 months from the date of the first purchase of such product.

The limited 12 month warranty period 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 the 12 month limited warranty period 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.
- The purchaser is responsible for removal and transportation of such product or part (and any repaired or replacement product or part) to and from the authorized dealer's or service agent's place of business.
- This limited warranty does not entitle the purchaser to on-site or in-home services. On-site or in-home services 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 the limited warranty services shall not include, any expense incurred for installation or removal of the product or part (or any replacement product or part) or any labour or transportation costs. Such costs shall be the purchaser's responsibility.

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.

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.

Technical Service

Contact our friendly customer service team for technical and trouble-shooting support. Make sure you have your sales receipt, location of purchase, and the model and serial number of your product.

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

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

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Glen Dimplex AMERICAS

Enhancing the moments that matter in life