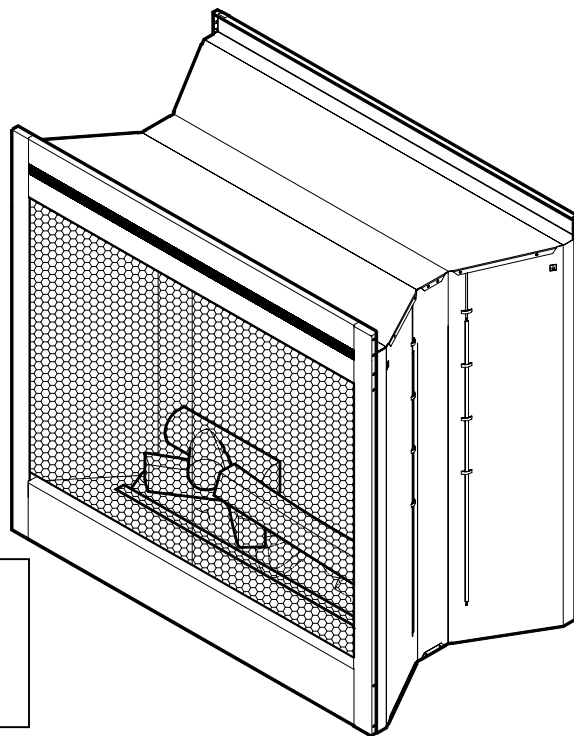




North America Limited

**PRACTICAL USER'S GUIDE  
FOR THE  
OPTIFLAME ELECTRIC FIREPLACE**



Write Your Remote  
Control Code Number  
Here:

Quality checked by:

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*Valued Customer,*

*We are pleased that you have chosen to purchase an electric fireplace manufactured by Dimplex North America Ltd.*

*Over the years, valuable memories will occur around the warmth and comfort of your hearth. Thank you for allowing our product to be the backdrop for those special moments.*

7205860100REV03

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## **QUICK REFERENCE GUIDE**

### **FOR THE OPTIFLAME ELECTRIC FIREPLACE**

**NOTE: ALWAYS USE A CERTIFIED ELECTRICIAN TO MAKE ALL ELECTRICAL CONNECTIONS DURING INSTALLATION**

- 1. Prior to the first use of the fireplace verify the following:**
  - **Are the circuit breakers for the fireplace on?**
  - **Are the light bulbs in your fireplace loose? (to check, follow the instructions for replacing the light bulbs under the maintenance section of this manual)**
- 2. The heater on your fireplace may emit a slight, harmless odor when first used. This odor is a normal condition caused by the initial heating of internal heater parts and will not occur again.**
- 3. If your heater does not emit heat, ensure the front switch is on, that the two red indicator lights are on for low heat (three indicator lights for high heat). If this does not work, switch the unit off for 5 minutes and try again. Consult operation section of your practical users guide for further information.**
- 4. The information regarding the model of your fireplace can be found on the rating plate located under the logs in the lighting area.**
- 5. If you have any technical questions, questions regarding the operation of your fireplace, or require service for your fireplace contact Dimplex North America customer service at 1-888-DIMPLEX (1-888-346-7539).**

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# IMPORTANT INSTRUCTIONS

## PLEASE RETAIN THIS USER'S GUIDE FOR FUTURE REFERENCE

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. Always use a certified electrician for installation
2. Read all instructions before using this fireplace.
3. This fireplace is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. The trim around the heater outlet becomes hot during heater operation. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 3 feet (0.9m) from the front of the unit.
4. Extreme caution is necessary when any heater is used by or near children or invalids and whenever the fireplace is left operating and unattended.
5. Do not operate any fireplace if the heater has malfunctioned, or if the fireplace has been dropped or damaged in any manner.
6. Do not use outdoors
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 to the heater.
8. To prevent a possible fire, do not block air intake or exhaust in any manner.
9. All electrical heaters have hot and arcing or sparking parts inside. Do not use in areas where gasoline, paint, or flammable liquids are used or stored or where the unit will be exposed to flammable vapors.
10. Do not modify this fireplace. Use it only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.
11. Do not burn wood or other materials in this fireplace.
12. Do not strike fireplace glass.
13. Disconnect all power coming to fireplace at main service panel before performing any cleaning, or maintenance.
14. When transporting or storing the fireplace, keep in a dry place, free from excessive vibration and store as to avoid damage.

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**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, illness or death.

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## **FOR BATHROOM USE**

Must be protected by a GFI receptacle or circuit if receptacle is used it must be readily accessible.

To prevent electrical shock this unit is an electrical appliance that is not watertight and must be installed as to prevent water from entering unit. This must be installed away from showers, tubs ect. Never locate fireplace where it may fall into a bathtub or other water container. Keep towels and other combustible materials 3 feet away from the front of the unit.

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## OPERATION

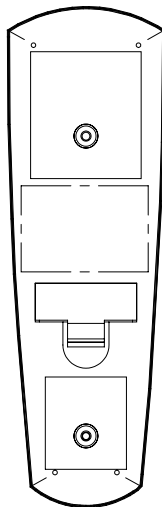
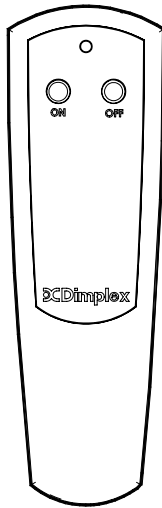


FIGURE 1

### REMOTE CONTROL

**NOTE:** If the fireplace turns on or off without input from the hand held remote or does not respond to the hand held remote control, see section A. Remote Control Initialization. If the unit continues to operate erratically contact customer service as a new hand held with a different frequency may be required.

The Optiflame fireplace is supplied with a radio Frequency remote control. This remote control has a range of approximately 50ft. (15.25m), it does not have to be pointed at the fireplace and can pass through most obstacles (including walls). It is supplied with one of 2178 independent frequencies to prevent interference with other units. The frequency designation is indicated on the back of the transmitter (FIGURE 1).

#### A. Remote Control Initialization

This procedure is required every time there is a loss of power to the remote control in the fireplace (i.e. power failure, breaker tripped, main power switch is turned off)

1. Ensure that power is supplied through main service panel.
2. Access the manual controls, (remove glass doors if applicable) pull right hand edge of right hand steel curtain towards the center of unit. (FIGURE 2)
3. Locate manual controls refer to FIGURE 3.
4. Activate main power switch, red indicator light 1 will flash.
5. Press and hold the heater control switch for five seconds. The second red indicator light will flash.
6. Press ON button located on the remote control transmitter (FIGURE 1). This will synchronize the remote control transmitter and receiver.

MANUAL CONTROLS & INDICATOR LIGHTS

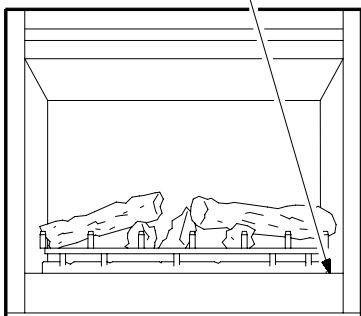


FIGURE 2

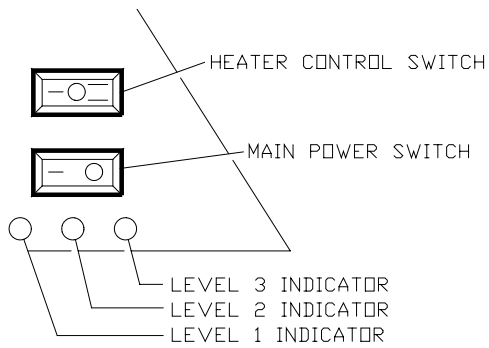


FIGURE 3

**NOTE**

Hot air will blow from both sides of the fireplace when the heater control switch is activated

**CAUTION**

If you need to continuously reset the heater, disconnect the power at the main service panel and call your local dealer.

**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.

**B. Remote Control Usage**

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

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

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

Level 3: The flame effect remains on, the heater is set to the high heat setting, and all three red indicator lights are activated.

**MANUAL CONTROLS**

The fireplace can also be controlled in a similar manner to the remote control with switches located on the fireplace (FIGURE3).

**A. Main Power Switch**

Main on/off switch, supplies power to the remote control receiving unit. When placed in the on position level 1 indicator will flash.

**B. Heater Control Switch**

Operates fireplace in the same manner as the remote control transmitter. Pressing the left side of this switch has the same effect as the ON button on the remote control and the right side has the same effect as the OFF button of the remote control. Pressing once to the left activates Level 1, twice activates Level 2, three times activates Level 3. Pressing to the right turns the fireplace off.

**RESETTING THE TEMPERATURE CUTOFF SWITCH**

The heater on this fireplace is protected with a safety device to prevent overheating. 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 switching the Main Power switch (FIGURE 3) to OFF and waiting 5 minutes before switching it to ON. The remote control will need to be re-initialized (see page 2)

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## MAINTENANCE

### WARNING

- Disconnect all power coming to fireplace at main service panel before attempting any maintenance or cleaning to reduce risk of fire, electric shock or damage to persons

### Light Bulb Replacement:

### NOTE

- Allow at least 5 minutes for light bulbs to cool off before touching bulbs to avoid accidental burning of skin.

Light bulbs need to be replaced when you notice a dark section of the flame or when the clarity. There are four bulbs under the log set which generate the flames and embers.

**Tool Requirements:** Slot Screw Driver

**Bulb Requirements:** Quantity of 4 clear chandelier or candelabra bulbs with an E-12 (small) socket base, 60 watt rating. Example: GE 60BC or Philips 60CTC.

### CAUTION

- Do not exceed 60 watts per bulb.
- When handling log only apply force to the ember bed section not directly to the logs.

### Helpful Hints

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



### To access the light bulb area:

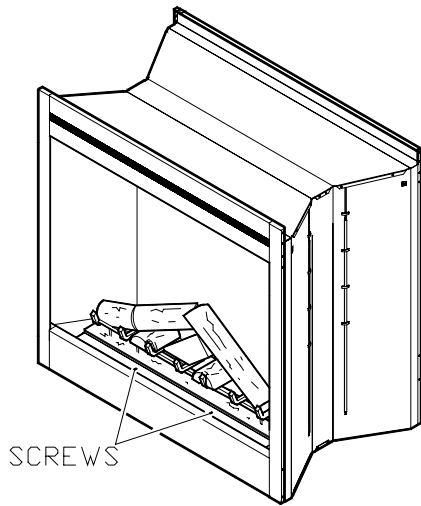


FIGURE 4

1. Open steel curtain (remove glass doors if applicable). The bulbs can be accessed from either side of the fireplace.
2. Remove two screws on log bracket and remove log plate (FIGURE 4).
3. Pull rear edge of ember bed up and forward by grasping ember bed by the sides (handle the logset only by the emberbed and not the logs) and pulling solidly until the rear tab pops out from under the back ledge, then lift out. (FIGURE 5)
4. Examine the bulbs to determine which bulbs require replacement.
5. Unscrew bulbs counter clockwise.
6. Insert new bulbs.
7. Replace the log by inserting front edge and under back ledge (FIGURE 5) and the logs are resting against mirror.
8. Replace log bracket using two screws previously removed.

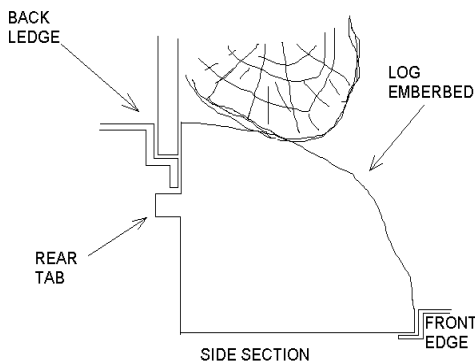


FIGURE 5

### Mirror Cleaning:

The mirror is cleaned in the factory during the assembly operation. During shipment, installation, handling, etc., the mirror surface may collect dust particles; these can be removed by buffing lightly with a clean dry cloth.

To remove fingerprints or other marks, the mirror can be cleaned with a damp cloth using good quality household glass cleaner. The mirror should be completely dried with a lint free cloth or paper towel.

### CAUTION

- Do not use abrasive cleaners on mirror surface or spray liquids directly onto any surface.

## ACCESSORIES

Please contact your local dealer for genuine Dimplex accessories. Example: Glass door kits, brass trim, cabinets designed to fit your Optiflame fireplace.

## TWO YEAR LIMITED WARRANTY

### *Products to which this limited warranty applies*

This limited warranty applies to the following models of your newly purchased Dimplex electric fireplace **BF392SD** and to newly purchased Dimplex fireplace surrounds (mantels) and trims. This limited warranty applies only to purchases made in any province of Canada *except* for Yukon Territory, Nunavut, or Northwest Territories or in any of the 50 States of the USA (and the District of Columbia) *except* for Hawaii and Alaska. This limited warranty applies to the original purchaser of the product only and is not transferable.

### *Products excluded from this limited warranty*

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

### *What this limited warranty covers and for how long*

Products, other than fireplace surrounds (mantels) and trims, covered by this limited warranty have been tested and inspected prior to shipment and, subject to the provisions of this warranty, Dimplex warrants such products to be free from defects in material and workmanship for a period of 2 years from the date of the first purchase of such products.

Dimplex fireplace surrounds (mantels) and trims covered by this limited warranty have been tested and inspected prior to shipment and, subject to the provisions of this warranty, Dimplex warrants such products to be free from defects in material and workmanship for a period of 1 year from the date of first purchase of such products.

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

*What this limited warranty does not cover*

This limited warranty does not apply to products that have been repaired (except by Dimplex or its authorized service representatives) or otherwise altered. This limited warranty does further not apply to defects resulting from misuse, abuse, accident, neglect, incorrect installation, improper maintenance or handling, or operation with an incorrect power source.

*What you must do to get service under this limited warranty*

Defects must be brought to the attention of Dimplex Technical Service by contacting Dimplex at 1-888-[DIMPLEX](tel:1-888-DIMPLEX) (1-888-346-7539), or 1367 Industrial Road, Cambridge Ontario, Canada N1R 7G8. Please have proof of purchase, catalogue/model and serial numbers available when calling. Limited warranty service requires a proof of purchase of the product.

*What Dimplex will do in the event of a defect*

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

- Dimplex will in its sole discretion either repair or replace such defective product or part without charge. If Dimplex is unable to repair or replace such product or part, or if repair or replacement is not commercially practicable or cannot be timely made, Dimplex may, in lieu of repair or replacement, choose to refund the purchase price for such product or part.
- Limited warranty service will be performed solely by dealers or service agents of Dimplex authorized to provide limited warranty services.
- **For products other than surrounds (mantels) and trims**, this 2 year limited warranty entitles the purchaser to on-site or in-home warranty services. Accordingly, Dimplex will be responsible for all labour and transportation associated with repairing or replacing the product or part except as follows: (i) charges which may be levied for travel costs incurred to travel to the purchaser's site where the product is located if the purchaser's site is beyond 30 miles (48 km) from the closest service depot of Dimplex's dealer or service agent; and (ii) the purchaser is solely responsible for providing clear access to all serviceable parts of the product.

- **For surrounds (mantels) and trims**, this 1 year limited warranty does not entitle the purchaser to on-site or in-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 Dimplex's then-current rates for such services. Dimplex will not be responsible for, and this limited warranty shall not include, any expense incurred for installation or removal of the surrounds (mantels) or trims or any part thereof (or any 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.

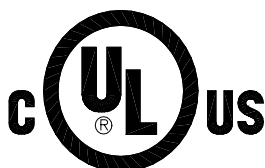
*What Dimplex and its dealers and service agents are also not responsible for:*

IN NO EVENT WILL DIMPLEX, OR ITS DIRECTORS, OFFICERS, OR AGENTS, BE LIABLE [TO THE PURCHASER OR ANY THIRD PARTY](#), WHETHER IN CONTRACT, IN TORT, OR ON ANY OTHER BASIS, FOR ANY INDIRECT, SPECIAL, PUNITIVE, EXEMPLARY, CONSEQUENTIAL, OR INCIDENTAL LOSS, COST, OR DAMAGE ARISING OUT OF OR IN CONNECTION WITH THE SALE, MAINTENANCE, USE, OR INABILITY TO USE THE PRODUCT, EVEN IF DIMPLEX OR ITS DIRECTORS, OFFICERS, OR AGENTS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSSES, COSTS OR DAMAGES, OR IF SUCH LOSSES, COSTS, OR DAMAGES ARE FORESEEABLE. IN NO EVENT WILL DIMPLEX, OR ITS OFFICERS, DIRECTORS, OR AGENTS BE LIABLE FOR ANY DIRECT LOSSES, COSTS, OR DAMAGES THAT EXCEED THE PURCHASE PRICE OF THE PRODUCT.

SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO THE PURCHASER.

*How State and Provincial law apply*

This limited warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction. The provisions of the United Nations Convention on Contracts for the Sale of Goods shall not apply to this limited warranty or the sale of products covered by this limited warranty.



1-888-DIMPLEX  
1-888-346-7539

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