

# Dimplex



## 3 Step E

EN

NL


FR

DE

IT

NO

EN : This product is only suitable for well insulated rooms or occasional use. DE : Dieses Produkt ist nur für gut isolierte Bereiche oder gelegentliche Verwendung geeignet. FR : Ce produit convient uniquement à des endroits bien isolés ou pour un usage occasionnel. IT : Questo prodotto è adatto solo per spazi ben isolati o per uso occasionale. ES : Este producto sólo es adecuado para espacios bien aislados o un uso ocasional. NL : Dit product is uitsluitend geschikt voor goed geïsoleerde ruimten of voor sporadisch gebruik. PL : Produkt ten jest odpowiedni wyłącznie do dobrze odizolowanych miejsc lub do okazjonalnego użytku. NO : Dette produktet egner seg kun for godt isolerte rom eller sporadisk bruk. RO : Acest produs este adecvat exclusiv spațiilor bine ventilate sau utilizării ocazionale. CZ : Tento výrobek je vhodný pouze do dobře izolovaných prostor nebo k příležitostnému použití. DK : Dette produkt er kun egnet til velisolerede rum eller lejlighedsvis brug. PT : Este produto somente é adequado para espaços bem isolados ou uso ocasional. SE : Denna produkt är endast avsedd för välisolerade utrymmen eller tillfällig användning. FI : Tämä tuote soveltuu ainoastaan hyvin eristettyihin tiloihin tai satunnaiseen käyttöön. SK : Tento výrobok je vhodný len pre dobre izolované priestory alebo na občasné použitie. SI : Ta izdelek je primeren le za dobro izolirane prostore ali za občasno uporabo. HR : Ovaj proizvod je pogodan samo za dobro izolirane prostore ili povremenu upotrebu. HU : Ez a termék csak jól szigetelt terekhez vagy eseti használatra alkalmas.

 The product complies with the European Safety Standards EN60335-2-30 and the European Standard Electromagnetic Compatibility (EMC) EN55014, EN60555-2 and EN60555-3 These cover the essential requirements of EEC Directives 2014/35/EU and 2014/30/EU

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**IMPORTANT: THESE INSTRUCTIONS SHOULD BE READ CAREFULLY AND RETAINED FOR FUTURE REFERENCE**

When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electrical shock and injury to persons, including the following:

If the appliance is damaged, check with the supplier before installation and operation.

Do not use outdoors.

Do not use in the immediate surroundings of a bath, shower or swimming pool.

Do not locate the appliance immediately below a fixed socket outlet or connection box.

This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by Children without supervision.

Children of less than 3 years should be kept away unless continuously supervised. Children aged from 3 years and less than 8 years shall only switch on/off the appliance provided that it has been placed or installed in its intended normal operating position and they have been given supervision or instruction concerning use of the appliance in a safe way and understanding the hazards involved. Children aged from 3 years and less than 8 years shall not plug in, regulate and clean the appliance or perform user maintenance.

Do not use this appliance in series with a thermal control, a program controller, a timer or any other device that switches on the heat automatically, since a fire risk exists when the appliance is accidentally covered or displaced.

This appliance is not equipped with a device to control the room temperature. Do not use this appliance in small rooms when they are occupied by persons not capable of leaving the room on their own, unless constant supervision is provided.

Ensure that furniture, curtains or other combustible material are positioned no closer than 1 metre from the appliance.

In the event of a fault unplug the appliance.

Unplug the appliance when not required for long periods.

Although this appliance complies with safety standards, we do not recommend its use on deep pile carpets or on long hair type of rugs.

The appliance must be positioned so that the plug is accessible.

If the supply cord is damaged it must be replaced by the manufacturer or service agent or a similarly qualified person in order to avoid a hazard.

Keep the supply cord away from the front of the appliance.

Warning: In order to avoid overheating, do not cover the appliance. Do not place material or garments on the appliance, or obstruct the air circulation around the appliance, for instance by curtains or furniture, as this could cause overheating and a fire risk.

Warning: In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.

**CAUTION** - Some parts of this product can become very hot and cause burns. Particular attention has to be given where children and vulnerable people are present.

## General Information

Unpack the heater carefully and retain the packaging for possible future use, in the event of moving or returning the fire to your supplier. The Remote Control, batteries and lamps are packed separately in the carton. The fire incorporates a flame effect, which can be used with or without heating, so that the comforting effect may be enjoyed at any time of the year. Using the flame effect on its own only requires little electricity.

Before connecting the heater check that the supply voltage is the same as that stated on the heater.

Please note: 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.

### Electrical connection.

#### **WARNING – THIS APPLIANCE MUST BE EARTHED.**

This heater must be used on an AC ~ supply only and the voltage marked on the heater must correspond to the supply voltage.

Before switching on, please read the safety warnings and operating instructions.

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

**Do not put Opti-myst plastic components into a dishwasher.**

**Only slide out the drawer when the water tank needs to be filled or a lamp needs to be changed otherwise you will inadvertently alter the water level and the flame effect operation.**

**Only use tap water in this appliance with a maximum hardness of 10 dH.**

**Always ensure that the appliance is sitting on a level floor.**

**If you intend not using the appliance for longer than 2 weeks, drain the water from sump and water tank and dry the sump.**

**Once installed, never move this appliance or lay on its back, without draining the water from sump and water tank.**

**The water tank, sump, sump lid, tank cap and air filters must be cleaned once every two weeks, particularly in hard water areas.**

**The appliance should never be operated if the lamps are not working.**

**The lamps should be regularly inspected as described under '[Maintenance](#)' and '[Changing Lamps](#)'.**

### Technical Information

Model No: 3 Step E

Heat Output		230V	240V	
Nominal Heat Output	$P_{\text{Nom}}$	0.9	1.0	kW
Minimum Heat Output	$P_{\text{min}}$	0.9	1.0	kW
Maximum Continuous Heat Output	$P_{\text{max}}$	0.9	1.0	kW
Auxiliary Electricity Consumption				
In Standby Mode	$P_{\text{Nom}}$	0.87	0.93	W

electronic room temperature control plus week timer

## Installation Instructions

The 3-Step can be changed to suit 3 styles, the Tripple (3 side glass), the Duet (2side glass) and the Relax (front glass only). The product comes already comes as a Relax. To change between models fix the suction cups to the front glass and lift the glass upwards and then down and away from the product see fig 3a. Remove the rubber cord on the inside of the side glass at the bottom and top. Slide the side metal plate and side glass out together see fig 3b. Separate the side glass and slide it back into place. Use the larger rubber cord to fix the side glass in place found in the instruction pack. Replace the front glass by repeating the steps above in reverse. Use the suction cups to adjust the side glass so that you have a both the front and side glass fitting correctly. Ensure that there is a gap of 300mm between the top of the fire and the underside of any shelf. **Wall Mounting:** Build a platform for the unit to stand on. Using the dimensions in Fig1 mount the wall brace supplier level and in a desired position on to the wall by using 4 appropriate fixings for your wall. With two persons hold the fire by the sides and gently manoeuvre into position and suspend the fire from the wall brace. Under the appliance there are four adjustable supports provided for levelling, where the base of the fireplace opening is raised above the level of the platform. When building a front fascia ensure that there is an opening at the front for air to get into the product, see Fig21. This is essential for the flame effect. Also ensure that there is venting at the top of the product, this is essential for the heater to function correctly, see Fig20.

#### **Before installing this appliance, we recommend that;**

1. Choose which style of 3-step you require and make the required adjustment to the appliance
2. You have your chimney cleaned by a competent chimney sweep.
3. You block off the chimney flue.

This procedure is important for the efficient operation of the heating unit and will also reduce heat loss up the chimney.

## Installation.

**Ensure that all packing items are removed (read any warning labels carefully).**

**Retain all packing for possible future use, in the event of moving or returning the appliance to your supplier.**

You are now ready to install the electric fire. Make sure the unit is switched **OFF**.

Using the correct fixings for your wall fix the wall bracket to the wall. Plug the fire into a 13amp/240 volt outlet. Ensure that the supply cable exits at the front of the fire, at the right or left hand corner to suit your supply socket location and is not trapped under the fire such that it might cause it to be damaged.

**Before using the manual controls firstly fill the water tank (See 'Maintenance', 'Filling the water tank').**

## Operating the Fire

WARNING: FAILURE TO FOLLOW THESE OPERATING INSTRUCTIONS MAY RESULT IN INJURY AND/OR DAMAGE.


### Manual Controls


The Opti-myst Manual controls are located on the base of the appliance.

(See Fig.2 for Manual Control layout)

Switch 'A':- Controls the electricity supply to the Fire.

Note: This switch must be in the 'ON' ( I ) position for the Fire to operate with or without heat when activated.


Switch 'B':- Press  once to turn on the flame effect. This will be indicated by an audible "beep". Although the main lights operate immediately it will take a further 45 seconds before the flame effect starts.

Press  to put fire into standby mode. This will be indicated by one "beep".

### Remote Control

The remote control is packed with 2 AA batteries in a bag. Lift off the battery cover on the back of the remote control and insert the batteries taking note of the polarity.

The remote control has already been paired to your product during factory assembly. In the unlikely event that the remote control disconnects from the product, or you obtain a spare remote control, you will need to complete the pairing process:

1. With the product plugged in press switch A to the ON (I) position. You should hear an audible beep
2. Press and hold 'Button 6' until PAIR appears on the display
3. Bring the remote control close to the product where the receiver is . See Fig 3C
4. The product will start to beep and blink
5. Press 'Button 6' to complete the pairing process. The product will go into standby mode.

### Switching on the appliance

Press and hold the ENTER button for 3 seconds to activate the remote control. FIRE will be displayed and ON will be blinking. Press ENTER to switch on the appliance. To turn off the appliance press MENU so that FIRE is blinking, press ENTER twice.

### Adjust the Flame Setting

With the remote control activated press once. FIRE will be blinking on the display. Press ENTER. The current flame setting will be displayed F1-F6. Press the UP and DOWN buttons to adjust the setting. After you have selected your flame setting press BACK twice to exit the menu and return to the home screen.

### Switching on the Heat

With the remote control activated press MENU once. FIRE will be blinking on the display. Press ADV once, HEAT will be blinking. Press ENTER. The current heat setting will be displayed OFF LO HI. Press the UP and DOWN buttons to adjust the setting. After you have selected your flame setting press ENTER

### Setting the Thermostat

The temperature shown on the display is the room temperature set point. This is the temperature that the heater will maintain during the heating periods. If the room temperature is above this temperature then the heater will not operate. The heater leaves the factory with this temperature set at 15°C which represents a typical comfortable room temperature. If you require a different room temperature then press either up or down on the home screen until the display shows the temperature you require.

### Thermal Safety Cut-out

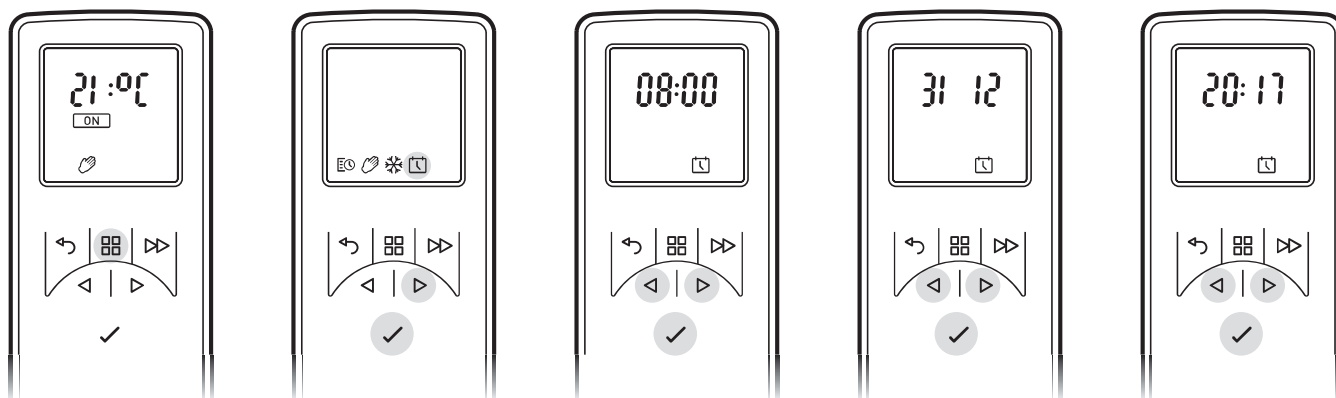
A thermal safety cut-out is incorporated in the fan heater to prevent damage due to overheating. This can happen if the heat outlet was restricted in any way. If the cut-out operates, unplug the heater from the socket outlet and allow approximately 10 minutes before reconnecting. Before switching the heater back on remove any obstruction that may be restricting the heat outlet, then continue normal operation.

**CAUTION:** In order to avoid a hazard due to inadvertent resetting of the thermal cutout, this appliance must not be supplied through an external switching device, such as a timer, or connected to a switch that is regularly switched on and off by the utility.

### Setting the Date and Time

To set the date and time on the heater;

1. Press the Menu button
2. Press ^ button 4 times
3. Press Enter when the Date & Time icon is blinking
4. Press Enter to set Time
5. Press v and ^ to set the Hour, press Enter
6. Press v and ^ to set the Minutes, press Enter to confirm the time
7. Press v and ^ to set the Day, press Enter
8. Press v and ^ to set the Month, press Enter
9. Press v and ^ to set the Year, press Enter to confirm the date



### Modes of Remote Operation

**User Timer:** Provides greatest flexibility to the user. Four times slots are available throughout the day and these can be customised for each day of the week. See "How to adjust the timer modes" for instructions on adjusting these from the factory default time periods & temperatures.

**Manual Mode:** This mode heats the room to the temperature you have set the remote control to.

**Frost Protection:** This mode will maintain a room temperature to 7°C. This mode should be used to provide protection against frost as indicated by the frost icon.

### Choosing and Setting a Mode

**User Timer -** To re-programme the factory default Timer Modes:

1. Press Menu Button
  2. Press ^ once to the schedule Icon is blinking. Press Enter
  3. Press ^ Twice then press Enter
- \*Days of the weeks are now displayed at the top of the screen\*
- Day 1 = Monday
  - Day 2 = Tuesday
  - Day 3 = Wednesday
  - Day 4 = Thursday
  - Day 5 = Friday
  - Day 6 = Saturday
  - Day 7 = Sunday



4. Press Enter to Modify Day 1 or Press ^ to navigate to the desired day and Press Enter to Select
5. P1 will be displayed on screen
6. Press Enter to select P1, to navigate to P2, P3 or P4 press ^ and press Enter to select
7. ON will be highlighted, press Enter to set the on Time
8. Press v or ^ to adjust the on Hour time, press Enter to Confirm
9. Press v or ^ to adjust the on Minute time, press Enter to Confirm
10. Press v or ^ to adjust the Temperature setting, press Enter to Confirm
11. Press v or ^ to adjust the off Hour time, press Enter to Confirm
12. Press v or ^ to adjust the off Minute time, press Enter to Confirm

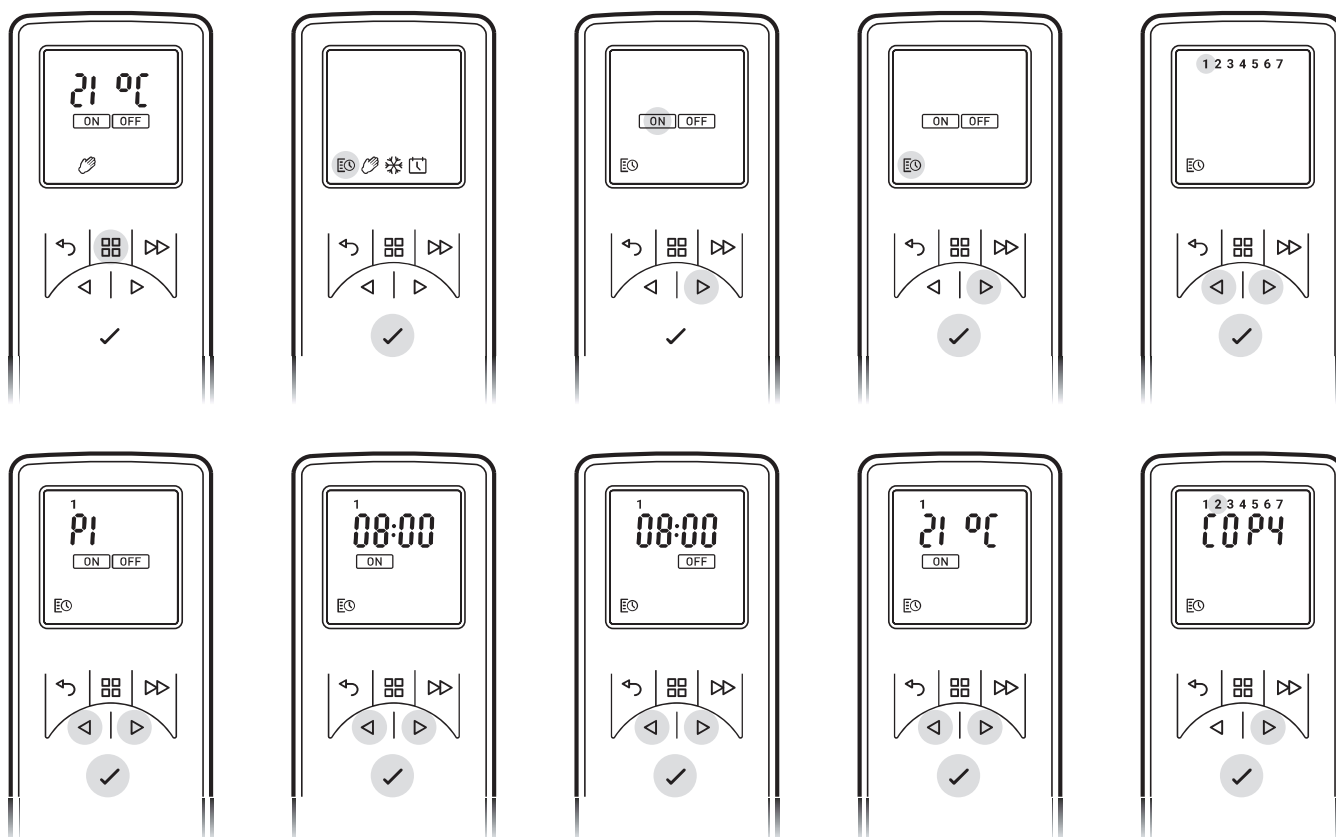
Press Enter to modify Programme P2, follow steps 5-12, Press ^ to skip to P3  
 Press Enter to modify Programme P3, follow steps 5-12, Press ^ to Skip to P4  
 Press Enter to modify Programme P4, follow steps 5-12

To copy newly programmed P1-P4 heating programmes to other days press the Enter button.

Copy will be displayed on screen

To copy to the next day in sequence, press ^ button. To deselect the next day in sequence press Enter button.

The days of the week that are selected will be displayed at the top of the screen. The days that have been deselected will not be visible (see Diagrams).  
 Press Enter to confirm, backlight will flash and return to home screen.

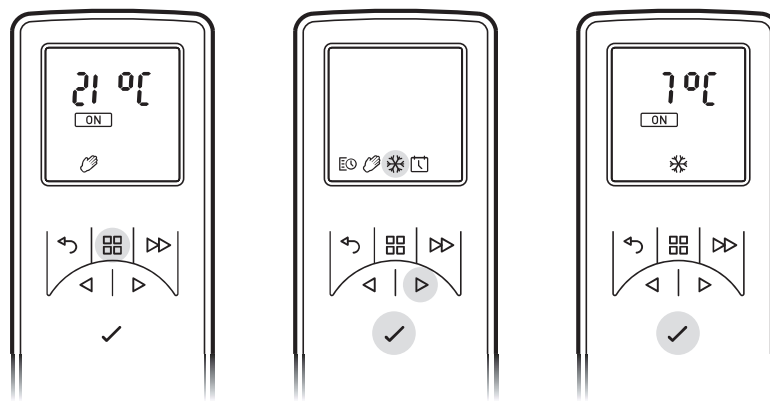


Manual Mode - To choose a constant heat mode. This mode ignores the User Timer and maintains the displayed temperature.

- Press Menu Button
- Press ^ twice to highlight the Hand icon
- Press Enter to Confirm
- Use v and ^ to adjust to the desired temperature

Frost protect - Frost protect mode maintains a room temperature of 7°C throughout a 24 hour period. This mode should be used to provide protection against frost as indicated by the Frost icon.

- Press the Menu button
- Press ^ three times to highlight the snowflake icon
- Press Enter to confirm
- Press v or ^ to exit this mode and enter manual mode.



### Getting the Desired Flame Effect

1. Using the remote control press MENU, FIRE on the display will be flashing, press ENTER. The current setting will be displayed. Press ^ or v to toggle between F1 and F6. F1 being the lowest setting and F6 being the highest setting.
2. Generally the flames appear more realistic when the flame control is turned down.
3. Give the flame generator time to react to changes you may make.
4. The fire will use less water if the flame effect is set to a lower level.
5. Do not tilt or move the fire while there is water in the tank or sump.
6. Make sure that the fire is on a level floor.

### Customising the display

The maximum temperature set point on the product is 32°C You have the option to reduce this set point. You can also change °C to °F

1. Press the Menu button.
2. Press the ADV button twice - SP will be blinking.
3. Press Enter to confirm.
4. Press v or ^ to choose between °C and °F.
5. Press Enter to confirm.
6. Press v or ^ to choose your maximum temperature set point.
7. Press Enter to confirm.
8. Press BACK three times to return to the home screen.



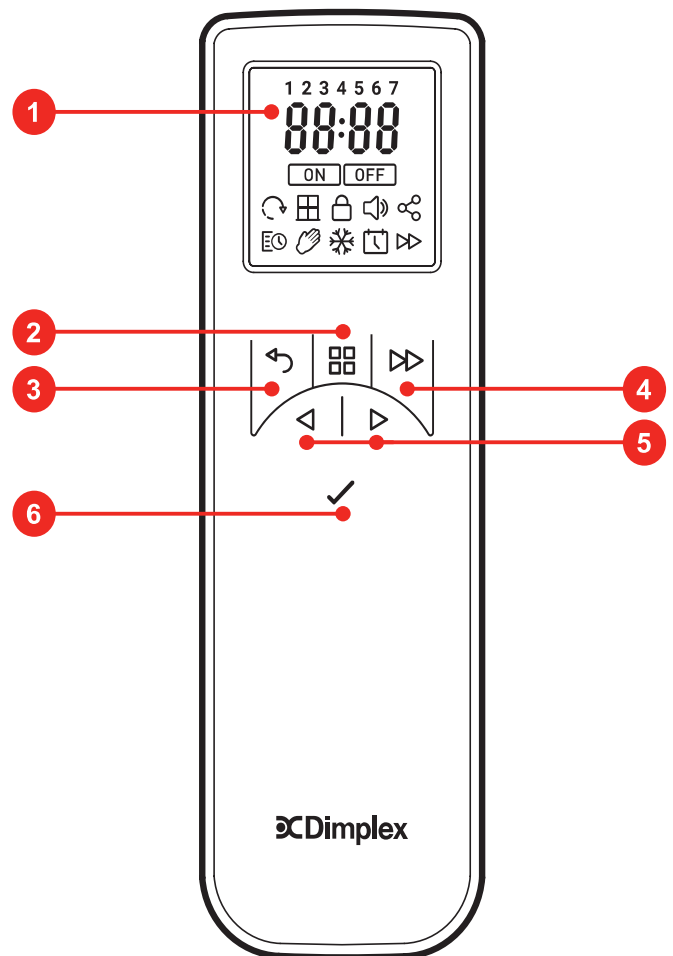
## Adaptive Start

The built-in electronics in this appliance have a learning function with regards to how long it takes to heat up a room. Having learnt how quickly it can heat up your room, the appliance is able to turn on at just the right time in order to get the room up to a comfortable temperature when you want it. For example, if you get up at 7am, you would normally have to guess when to turn the heating on in order for it to pre-heat the room in time. Depending on how cold it is outside, this could mean the room is still cold when you have to get out of bed, or mean that it's been warm for half an hour before it needed to be. Adaptive Start means that if you select 21°C at 7am, the heater will turn on exactly when it needs to in order to meet this target, running for shorter periods of time when the weather is mild, and ensuring the room is nice and warm in the winter.

The Adaptive Start function will automatically activate when you use the Timer Mode.

## Remote Control

- 1 Display Screen
- 2 'Menu' Button
- 3 'Back' Button
- 4 'Advance' Button
- 5 'Up and Down' Arrows
- 6 'Enter' Button



### **WARNING: ALWAYS DISCONNECT FROM THE POWER SUPPLY BEFORE ATTEMPTING ANY MAINTENANCE**

#### **Fitting Replacement lamps.**

If a large amount of the smoke appears grey or colourless it may be that one or more lamps have failed.

You can check for lamp failure as follows.

1. Leaving the flame effect on, gently pull the drawer fully out by the tab. (See Fig. 3)
2. View the lamps from a distance in front of the fire and observe which lamp needs to be changed.
3. Put Switch 'A' in the 'OFF' position, and unplug the fire from the mains.
4. Leave the appliance for 20 minutes to allow the lamps to cool down before removing them.
5. Remove the water tank by lifting upwards and place in a sink.
6. Remove the sump as described in the Cleaning Section.
7. Remove the defective lamp, by gently lifting vertically and disengaging the pins from the lamp holder, (See Fig.4 and 5). Replace with an original, 12V, 45w, Gu5.3 base, 8° beam angle, coloured lamp. Purchase the lamps from your supplier
8. Carefully insert the two pins of the new lamp into the two holes in the lamp holder. Push firmly in place. (See Fig. 4 and 5).
9. Replace the Sump and water tank and carefully close the drawer.
10. Switch on.

#### **Filling the water tank.**

When the water tank is empty, flame and smoke effect shuts off, and you will hear 2 audible 'beeps'. Follow these steps to refill:

1. Press Switch 'A' to **(0)** (See Fig. 2)
2. Gently pull out the drawer as far as possible by the tab. (See Fig. 3)
3. Remove the water tank by lifting upwards and outwards.
4. Place the water tank in sink and remove cap, Anti-clockwise to open. (See Fig. 6)
5. Fill tank with **tap water with a maximum hardness of 10 dH only**. This is necessary to prolong the life of the flame and smoke producing unit. In situations with a higher water hardness, the water should be filtered (for example with a Maxtra filter). **Do not use a decalcifier.**
6. Screw the cap back on, **do not overtighten.**
7. Return the tank to the sump, with the tank cap facing down and the flat side of the tank facing outward.
8. Gently push the drawer back in as far as it will go.
9. Press Switch 'A' to 'ON' ( **I** ) position (See Fig. 2)
10. Press Switch 'B' once to turn on flame effect. (See manual control section and Fig. 2)

#### **Cleaning.**

### **WARNING – ALWAYS DISCONNECT FROM THE POWER SUPPLY BEFORE CLEANING THE HEATER.**

We Recommend cleaning the following components once every 2 weeks, particularly in hard water areas:-

Water Tank, Sump and Seal, Sump lid, Tank cap and seal, Air filter.

For general cleaning use a soft clean duster – never use abrasive cleaners. To remove any accumulation of dust or fluff the soft brush attachment of a vacuum cleaner should occasionally be used to clean the outlet grille of the fan heater.

#### **Water tank**

1. Remove water tank, as described earlier, put into sink and empty water.
2. Using the supplied brush gently rub the inside surfaces of the cap paying particular attention to the rubber ring in the outer groove and the centre rubber seal.
3. Put a small quantity of washing up liquid into the tank, refit the cap and shake well, rinse out until all traces of washing up liquid are gone.
4. Refill with filtered tap water only, replace the cap, do not overtighten.

#### **Sump**

1. Press Switch 'A' to the 'OFF' **(0)** position
2. Gently pull the drawer out as far as possible. (See Fig. 3)
3. Remove the water tank by lifting upwards.
4. Disconnect the electrical connector, located on the left side of the sump, by first loosening the two retaining screws and gently withdrawing the connector. (See Fig. 8)
5. Release the lower sump locking tabs by turning 90°, this allows the sump to be lifted completely from its location. (See Fig. 9)
6. Gently lift up the sump assembly, taking care to keep level so as not to spill any water. Sit the assembly in the sink. (See Fig. 10)
7. Release the two upper sump locking tabs by turning 90°, then lift off the sump lid. (See Fig. 11)
8. Carefully tilt, as shown, so that the liquid drains out of the sump. (See Fig. 12)