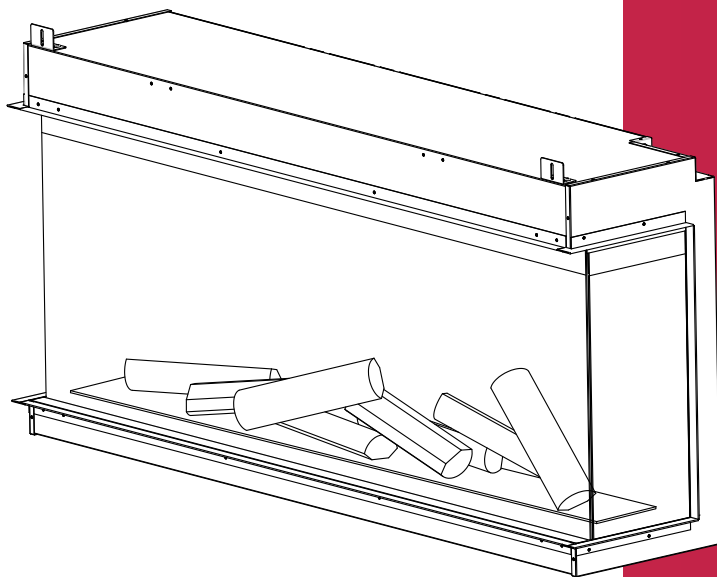


Experience Better Living.

Instruction manual



VIS50-EU

VIS60-EU

VIS74-EU

For domestic household use only.

EN **CE**
UK
CA This product complies with all the required European and UK Product Safety, Electromagnetic Compatibility and Environmental Standards. They are fully compliant with the LVD, EMC, RoHS and Eco Design Directives and Regulations.

Nur für den privaten Hausgebrauch.

DE **CE** Dieses Produkt entspricht allen erforderlichen europäischen und britischen Normen für Produktsicherheit, elektromagnetische Verträglichkeit und Umweltschutz. Es entspricht in vollem Umfang den Richtlinien und Verordnungen zu Niederspannungstechnik (LVD), elektromagnetischer Verträglichkeit (EMV), RoHS und Ökodesign.

Pour un usage domestique uniquement.

FR **CE** Ce produit est conforme à toutes les normes européennes et britanniques applicables en matière de sécurité des produits, de compatibilité électromagnétique et d'environnement. Ils sont entièrement conformes aux directives et réglementations LVD, EMC, RoHS et Éco-conception.

Solo per uso domestico.

IT **CE** Questo prodotto è conforme a tutti i requisiti europei e del Regno Unito in materia di sicurezza dei prodotti, compatibilità elettromagnetica e tutela ambientale. È pienamente conforme alle Direttive e ai Regolamenti LVD, EMC, RoHS ed EcoDesign.

Solo para uso doméstico.

ES **CE** Este producto cumple todas las normas europeas y británicas exigidas en materia de seguridad de productos, compatibilidad electromagnética y medioambiente. Cumple plenamente la directiva de baja tensión (LVD) y las directivas y normativas sobre restricciones de uso de determinadas sustancias peligrosas en aparatos eléctricos y electrónicos (RoHs, por sus siglas en inglés) y EcoDesign.

Tylko do użytku domowego.

PL **CE** Ten produkt jest zgodny ze wszystkimi wymaganymi europejskimi i brytyjskimi normami dotyczącymi bezpieczeństwa produktów, kompatybilności elektromagnetycznej i ochrony środowiska. Jest w pełni zgodny z dyrektywami LVD, EMC, RoHS oraz przepisami dotyczącymi ekoprojektu.

Alleen voor huishoudelijk gebruik.

NL **CE** Dit product voldoet aan alle vereiste Europese en Britse normen voor productveiligheid, elektromagnetische compatibiliteit en milieu. Het voldoet volledig aan de LVD-, EMC-, RoHS- en Eco Design-richtlijnen en -regelgeving.

Important information



Read these instructions carefully and retain for future reference. Also note the information presented on the appliance. Failure to follow these instructions may cause injury, damage, or invalidate your guarantee.

General usage guidelines

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.

WARNING: This heater must not be used for anything other than normal domestic household purposes in the country where it was purchased from a recognised commercial retailer.

Do not use this heater if it has been dropped.

Do not use if there are visible signs of damage to the heater.

Use this heater on a horizontal and stable surface, or fix it to the wall, as applicable.

Overheating and fire risks

- **WARNING:** The appliance carries a “**DO NOT COVER**” warning label. Ensure this warning is adhered to at all times.
- **Do not** use the heater to dry laundry or place any material or garments on the appliance, as this could cause overheating and fire risks.
- Keep all combustible materials—such as curtains, drapes, textiles, and furnishings—**at least 1 metre** from the front, sides, rear, and air outlet of the heater, and ensure the appliance is never covered or obstructed to prevent overheating and fire risks or obstruct air circulation around the appliance.
- **Do not** use the heater on deep pile carpets or long-haired rugs.
- **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.



Electrical safety

- **Do not** use with extension leads, multi plug adaptors, or automatic controllers such as timers or thermostats that automatically switches on the heat, as these can cause overheating or fire risks.

Caution around children and vulnerable adults

- Children under 3 years of age should be kept away from the appliance unless continuously supervised.
- Children aged 3 to 8 years may only switch the appliance on/off if it is installed in its intended position and they have been instructed on safe use. They must not plug in, regulate, clean, or perform maintenance on the appliance.
- Children aged 8 years and above, as well as individuals with reduced physical, sensory, or mental capabilities, may use the appliance only under supervision or with proper instruction on safe usage.
- Children must not play with the appliance. Cleaning and maintenance must not be performed by children without supervision.
- Some parts of this product can become very hot and cause burns. Exercise caution, especially around children and vulnerable individuals.
- Do not use this heater in small rooms occupied by individuals unable to leave the room on their own unless constant supervision is provided.

WARNING: KEEP BATTERIES OUT OF REACH OF CHILDREN

The remote control for this appliance contains a small battery. To avoid risk of choking, keep this remote away from children and do not swallow the battery. If the battery is swallowed seek medical advice immediately.



1. Swallowing may lead to serious injury in as little as two hours or death, due to chemical burns and potential perforation of the oesophagus.
2. If you think batteries might have been swallowed or placed inside any part of the body seek immediate medical attention.
3. Examine devices and make sure the battery compartment is correctly secured, e.g. that the screw or other mechanical fastener is tightened. Do not use if the compartment is not secure.
4. Dispose of used button batteries immediately and safely. Flat batteries can still be dangerous.

Caution: No obvious symptoms.

Unfortunately, it is not obvious when a button or coin battery is stuck in a child's oesophagus (food pipe). There are no specific symptoms associated with this. The child might:

- cough, gag or drool a lot;
- appear to have a stomach upset or a virus;
- be sick;
- point to their throat or stomach;
- have a pain in their abdomen, chest or throat;
- be tired or lethargic;
- be quieter or more clingy than usual or otherwise "not themselves";
- lose their appetite or have a reduced appetite; and
- does not want to eat solid food/be unable to eat solid food.

These sorts of symptoms vary or fluctuate, with the pain increasing and then subsiding.

A specific symptom to button and coin battery ingestion is vomiting fresh (bright red) blood. If the child does this seek immediate medical help.

The lack of clear symptoms is why it is important to be vigilant with "flat" or spare button or coin batteries in the home and the products that contain them.

Technical information

WARNING: Always use a qualified electrician. Construction and wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electric shock and injury to persons.

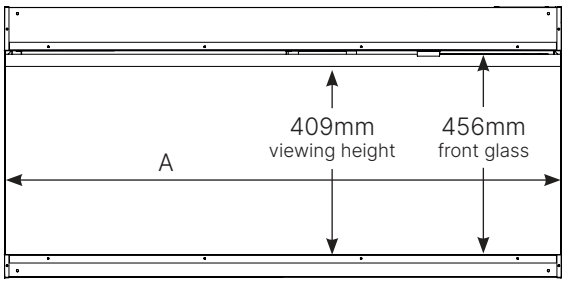
Rating: 230-240V~50Hz

Heat output		230V		240V	
Nominal heat output	P _{Nom}	1.8	-	2.0	kW
Minimum heat output	P _{min}	0.9	-	1.0	kW
Maximum continuous heat output	P _{max,c}	1.8	-	2.0	kW

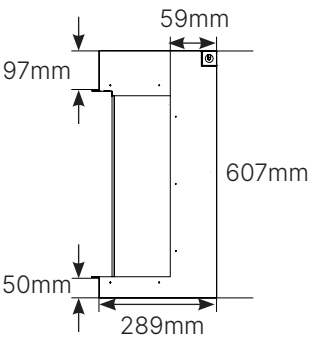
Auxiliary electricity consumption		230V		240V		W
In standby mode	P _{SM}	0.5	-	0.5		W
Flame only mode VIS50&60		22.0	-	24.0		W
Flame only mode VIS74		33.0		35.0		W

With electronic room temperature control.

Dimensions

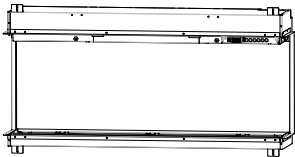
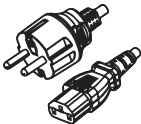
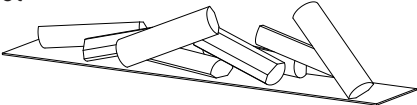
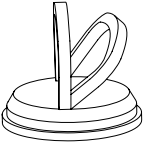


Model	A
VIS50-EU	1246 mm
VIS60-EU	1565 mm
VIS74-EU	1883 mm



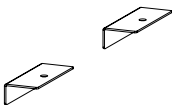
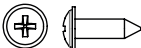
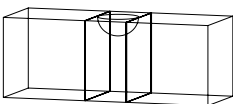
What's in the box

VIS50-EU VIS60-EU VIS74-EU

Firebox		x1	x1	x1
Front glass		x1	x1	x1
Side glass		Closed side trim		
		x2	x2	x2
Remote		x1	x1	x1
EU cord set		x1	x1	x1
Real wood log set		x1	x1	x1
Suction cup		Manual		
<i>Do not dispose of the suction cup after installation. Keep it in a secure location as it's for maintenance and service of the unit.</i>			x1	x1
			x1	x1

Hardware kit

VIS50-EU VIS60-EU VIS74-EU

Mounting brackets		x4	x4	x6
Front glass brackets		x2	x2	x4
25.4mm wood screws		x4	x4	x6
Black screws		x11	x14	x18
Bubble level		x1	x1	x1

Installation

NOTE: Two people are required for installation

1. Remove all items from the packaging. Take note of any information labels on the product.
2. Familiarise yourself with the items needed for installation against the listing 'What's in the box'.
3. The real wood log set is packaged inside the firebox. Remove it carefully and set it aside for later.

IMPORTANT NOTE: Do not lift the log set by holding the decorative "Real Log" pieces, as this may cause damage. Instead, support the log set by its base when lifting or moving it into position.

Wi-Fi

This product has smart control via the Glen Dimplex Connect app. To be able to use this feature ensure the product is located within range of a Wi-Fi network.

Placement

To achieve the best view of the flame effect we recommend that the bottom of the unit be mounted between 130mm and 1000mm from the floor.

WARNING: the top of the fireplace must be a minimum of 310mm from the ceiling and a minimum of 130mm from the floor.

Overhanging objects

This product is designed to be used as a centre piece in your home, if you are planning to place or hang objects above the product, such as a television, a mantel or artwork, always follow the recommendations provided by its manufacturer for installation over a heater.

Preparing the firebox

This fireplace can be installed as a Front, Corner or Bay installation.

NOTE: For Bay installations the open side trims are pre installed on the product. Move onto step 3.

For Front or Corner installations the Closed Side Trim(s) will need to be installed.

1. Remove the pre installed open side trims, you may want to keep these for future use (Fig.1).
2. Install the Closed Side Trim - 1 x for Corner either on the left or right hand side. 2 x for Front, place one on the left and one on the right hand side. Use the 7 x black screws provided (Fig.2).
3. Carefully lay the firebox on its back and install the mounting brackets to the top and bottom of the firebox with the black screws provided (Fig.3).

NOTE: There are 4 mounting brackets for VIS50-EU and VIS60-EU units, and 6 mounting brackets for VIS74-EU units (Fig.4 & 5).

NOTE: The mounting brackets are equipped with slots to allow small adjustments to fit the framing. Ensure all the brackets are aligned.

Electrical installation

WARNING

The installation of electric products must comply with the applicable local and / or National electrical codes and utility requirements.

Use the appropriate cord to meet local and national electrical codes for rated consumption.

CAUTION: A dedicated 13Amp fused circuit is required, rated for the appropriate voltage (230/240V). An isolation switch should also be incorporated in cases where the product plug is inaccessible after installation.

Power cord installation

Install the power cord into the power cord outlet of the product (Fig.6).

WARNING: This heater is not intended for use with an extension cord. Plug the cord directly into an appropriate grounded receptacle.

Preparing the frame

CAUTION: This fireplace is NOT load-bearing. Ensure the opening for the fireplace is framed in such a way that the weight of the building materials will not create pressure on the top of the fireplace.

NOTE: Wiring is located at the top right back corner of the firebox. Plan the framing to allow routing the power cord to this location.

NOTE: These framing dimensions are based on installation with 13mm drywall.

Model	Width	Height	Depth (minimum)
	A	B	C
VIS50-EU	1257mm	616mm	295mm
VIS60-EU	1581mm	616mm	295mm
VIS74-EU	1895mm	616mm	295mm

1. Prepare a wall with a framed opening, following the dimensions in the table above. The dimensions are the same for front (Fig.7), corner (Fig.8), and bay installations (Fig.9).
2. Plug the power cord to a wall socket, or make the connection to the isolation switch.
NOTE: make sure the cord is not trapped or damaged and is clear of the product when lifting into place.
NOTE: Wait to power on the unit after the front glass is installed.
3. Lift the firebox into the opening in the frame using the handles on the back of the fireplace.
NOTE: Ensure the instructions for Preparing the firebox have been completed prior to installation.
4. Level the firebox. A bubble level is included in the hardware kit provided.
5. Secure the mounting brackets to the framing on both the top and bottom using the provided wood screws. The mounting brackets will prevent the firebox from shifting in the framing (Fig.10).
6. Install finishing material up to the trim (Fig.11 and 12).
CAUTION: Do not drill into firebox housing.
7. Finish the installation using the finishing materials of your choice.
8. Complete the installation using the instructions in the following sections: log set, side glass and front glass installation.

Log set

Important: Do not lift the log set by holding the decorative “real log” pieces, as this may cause damage. Instead, support the log set by its base when lifting and placing it into position.

NOTE: Ensure the log set is fitted before any of the glass pieces

1. The log set is individually packaged, remove all protective packaging.
2. Place the log set into the firebox, ensure it is level and positioned centrally (Fig.13).

Side glass

NOTE: There is no need to install Side Glass if you have already placed a Closed Side Trim.

1. Ensure there is no debris or finger prints on the glass before you begin.
2. Ensure the matte side of the upper black trimming is oriented toward the inside.
3. Insert the top of the glass panel into the upper slot.
4. Carefully tilt it toward the inside until it is in the vertical position. Once in place, it will drop into the correct position (Fig.14).
5. Repeat on the other side for bay installations.

Front glass

NOTE: Wait to power on the unit after the front glass is installed. If the power is already connected prior to the front glass installation, cycle the power on and off to engage the hidden touch controls.

1. Ensure there are no debris or finger prints on the inner side of the front glass before you begin.
2. Attach the provided suction cup to the outer side of the front glass. Ensure the suction cup is securely attached.
3. Using the suction cup to assist, lift the glass and place it into the bottom slot at an angle.
4. Tilt the glass into a vertical position (Fig.15).
5. Secure using the two front glass brackets and black screws provided (Fig.16).

CAUTION: Ensure the front glass does not fall forward while the front glass brackets are being installed.

6. Remove the suction cup and clean any fingerprints or debris off the glass with a nonabrasive glass cleaner.

NOTE: Do not dispose of the suction cup! Keep it in a secure location, as it may be needed for maintenance and service on this fireplace.

Operating the fire

General operation

NOTE: The element retains heat after shutdown. When the heat is turned off, there is a cool down period before the fan shuts off completely.

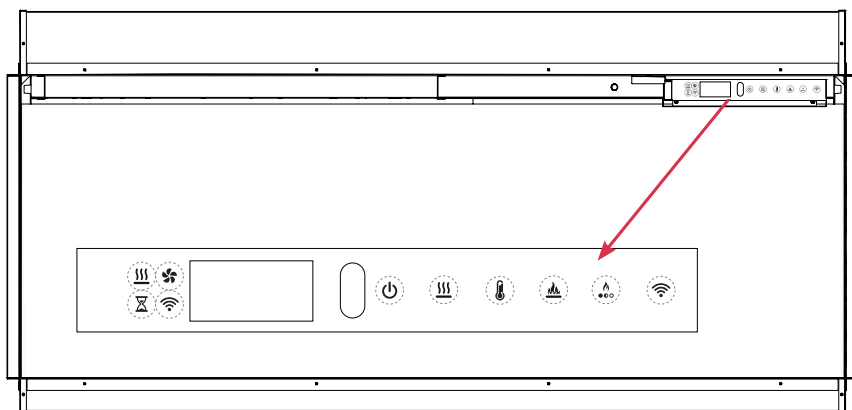
NOTE: The fireplace will retain the previously used settings after a power interruption.

Overheat protection

This product features overheat protection. If the product was to overheat a manual limit cut-out would turn the product off. To reset the product it needs to be disconnect from the power supply. Either switch off the plug at the wall, switch off the isolation switch or unplug the product from the wall socket. Leave for 30 minutes before plugging back in and turning on.

Hidden touch controls

The hidden touch controls are located on the upper right of the fireplace.



Press	Display	Function	Description
	ON OFF	Standby	Press to turn ON. Press to turn to STANDBY.
	ON OFF COLD	Heat	Press to turn the heat on. The display briefly indicates the set temperature (##ST), followed by the ambient room temperature. Press a second time to turn the heat off. Press again to leave the fan running only in 'Cold Blow' mode.
		Temperature	Press the icon to select the set the temperature in 1°C increments. The temperature range is 15-32°C (59-90°F).
	t01 t02 t03	Flame theme: Natural Wood Ember Bed	Press repeatedly to cycle through the different flame theme modes.
	PS1 PS2 PS3 PS4 PS5 PS6	Flame presets: Ember Bed Flame / Golden Amber / High Ember Bed Flame / Royal Saffron / High Ember Bed Flame / Soft white Gold / Medium Wood / Golden Amber / High Wood / Saffron / High Gas / Blue with Yellow Tip / High	Press to cycle through Flame Presets (6 styles) of the Flame mode/speed/height. For all presets - Volume is OFF, Brightness is C2H (High top light mode).
		WiFi connect with the App	

Remote control

The product is supplied with a multifunction Bluetooth remote control. The remote control comes with batteries fitted. Pull out the plastic tabs completely in order to engage the batteries. To operate, point the remote directly towards the unit.

Standby

Press to turn ON.

Press to turn to STANDBY.

Flame theme mode

Press repeatedly to cycle through the different flame theme modes: Natural flame, Wood flame and Ember Bed flame.

Decrease temperature

Press once to display the current set temperature. Press again to decrease the temperature in 1°C increments. The lowest temperature is 15°C (59°F).

Flame colour setting

Press to cycle through Flame Colour settings (6 styles x 3 modes):

1. Golden Amber
2. Royal Saffron
3. Deep Copper
4. Soft White Gold
5. Ember Red
6. Blue/Yellow Tips

Volume

Press once to display current volume setting. Press repeatedly to cycle through OFF-VOL6.

Brightness and flicker mode

Press button repeatedly to cycle through the brightness and flicker modes: Top Light & Fuel Bed, High/Low and Flickering Media combined.

Timer

Press repeatedly to set the duration of the timer.

The appliance goes into standby after the time has elapsed. The timer can be set from 30 minutes (display shows 0.5Hr) to 8 hours in intervals of 30 minutes.

Heat mode

Press to turn the heat on. The display briefly indicates the set temperature (##ST), followed by the ambient room temperature. Press a second time to turn the heat off. Press again to leave the fan running only in 'Cold Blow' mode.

Increase temperature

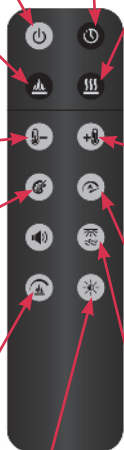
Press to display the current set temperature. Press again to increase the temperature in 1°C increments. The temperature can be set up to 32°C (89.6°F).

Flame speed

Press to cycle through Flame Speed settings (5 styles x 3 modes) of the Flame mode selected (C): Calm, Slow, Normal, Fast, and Rapid.

Flame height

Cycles through Flame Height settings (3 styles x 3 modes) of the Flame mode selected (C): Low, Medium and High.



App control

This product features Smart control via the Glen Dimplex Connect app. To be able to use in app features follow to step to connection to your device.

1. Download the “Glen Dimplex Connect” app from your app store iOS or Android.
2. Enable location services on your mobile phone.
3. **NOTE:** Ensure your mobile phone is connected to same Wi-Fi the Fireplace will be connected to.

Login

1. Register with your email or mobile phone number.
2. Agree to the Privacy Policy, User Agreement, Children’s Privacy Statement, and Third-Party Information Sharing List.
3. Enter the verification code.

Add device

After creating your account, log in and click “Add Device”. There are three methods of adding your Fireplace: Bluetooth, “Blink Slowly” Mode, or “Blink Quickly” Mode.

Method 1: Bluetooth

1. On the fireplace, press the  button for 5 seconds; the blue Wi-Fi indicator will flash.
2. Click “Add” when you see your device.
3. Enter the Wi-Fi name and password, then click “Next” to pair the device.
4. The blue Wi-Fi indicator will be lit once the device is connected.

Method 2: Add Manually on “Blink Slowly” Mode

1. On the fireplace, press the  button for 5 seconds; the blue Wi-Fi indicator will flash.
2. Open the app on your mobile phone and enter the Wi-Fi name and password.
3. Click “Next” to pair the device.
4. Click “Blink Slowly” to connect the device. The blue Wi-Fi indicator will be lit once the device is connected.

Method 3: Add Manually on “Blink Quickly” Mode

1. On the fireplace, press the  button for 5 seconds; the blue Wi-Fi indicator will flash.
2. Open the app on your mobile phone and enter the Wi-Fi name and password.
3. Click “Next” to pair the device.
4. Click “Blink Quickly”; to connect the device. The blue Wi-Fi indicator will be lit once the device is connected.

Maintenance

Remote control battery replacement

To replace the battery:

1. Remove battery cover of the remote control using a Philips screwdriver.
2. Correctly install one 3 Volt (CR2032 [longer life] or CR2025) battery in the battery holder with the + side facing up.
3. Secure the battery cover using the previously removed screw.



Battery must be recycled or disposed of properly. Check with your Local Authority or Retailer for recycling advice in your area.

WARNING

Disconnect power and allow heater to cool before attempting any maintenance or cleaning to reduce the risk of fire, electric shock or injury to persons.

Glass cleaning

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

To remove fingerprints or other marks, the glass can be cleaned with a damp cloth. The 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. 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 a minimum yearly intervals.

Servicing

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

The firebox is equipped with a USB port located beside the Main Rocket switch.

This USB port is **ONLY** to be used with authorised USB memory sticks that contain approved software/firmware.

DO NOT insert any unauthorised USB devices into this port, as doing so may cause damage to the installed firmware.

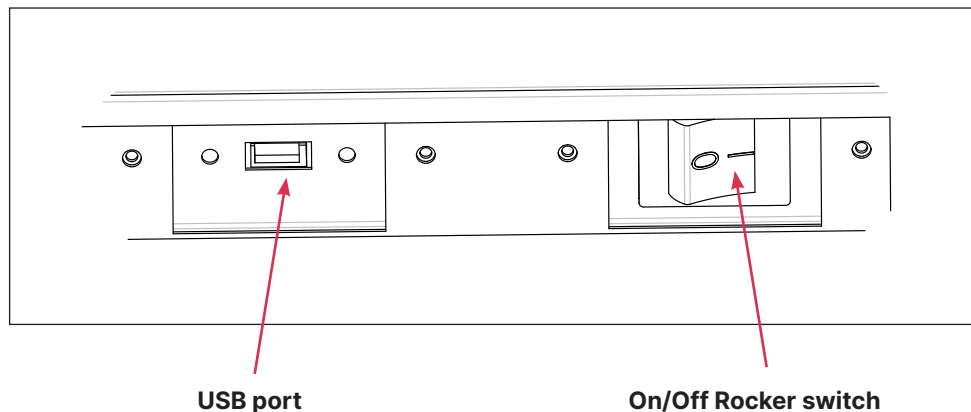


Fig.1

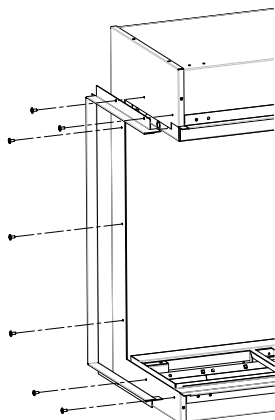


Fig.2

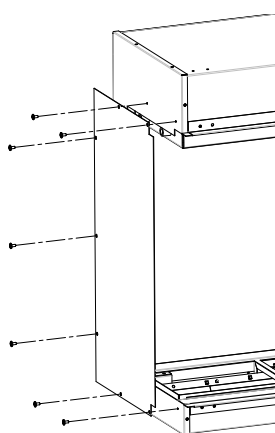


Fig.3

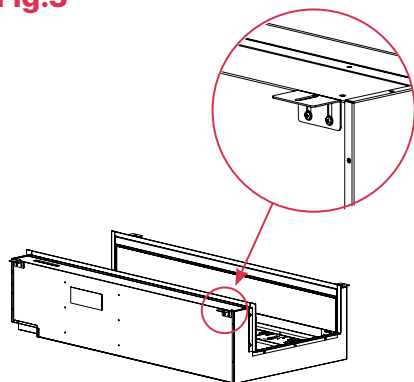


Fig.4

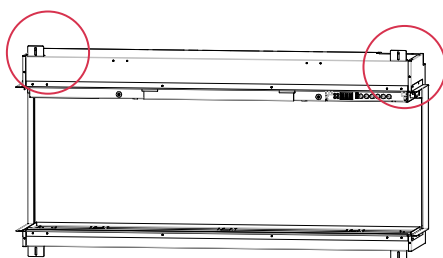


Fig.5

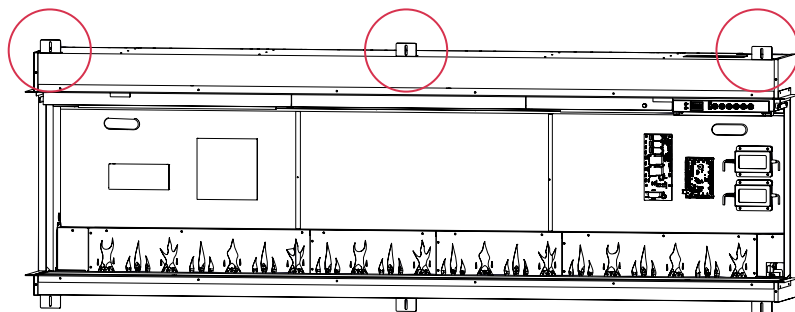


Fig.6

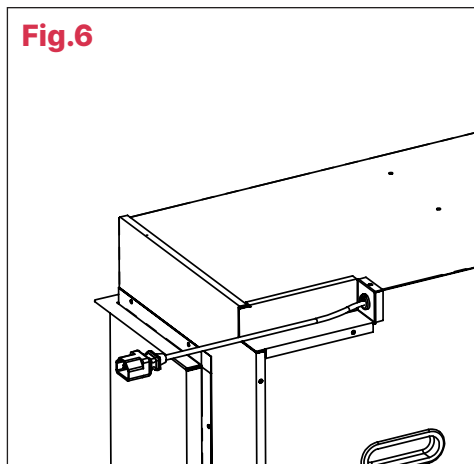
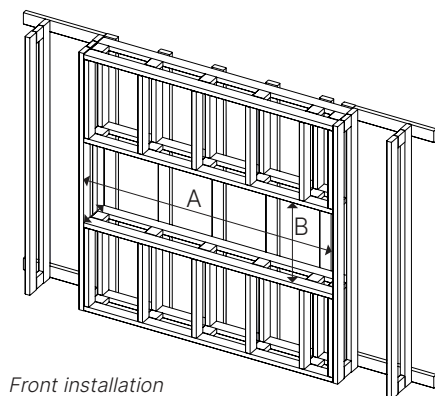
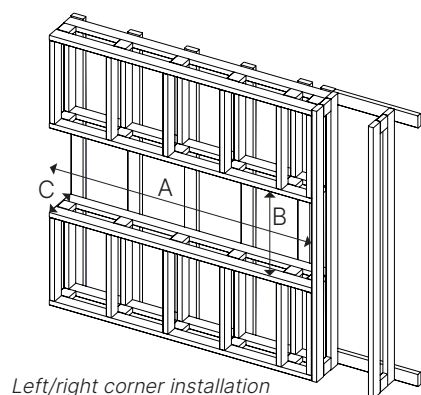


Fig.7



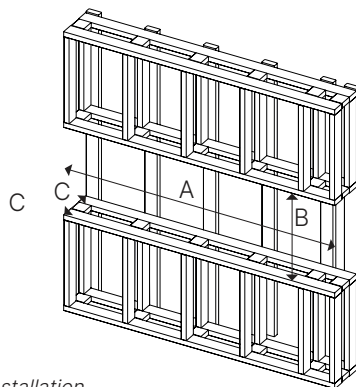
Front installation

Fig.8



Left/right corner installation

Fig.9



Bay installation

Fig.10

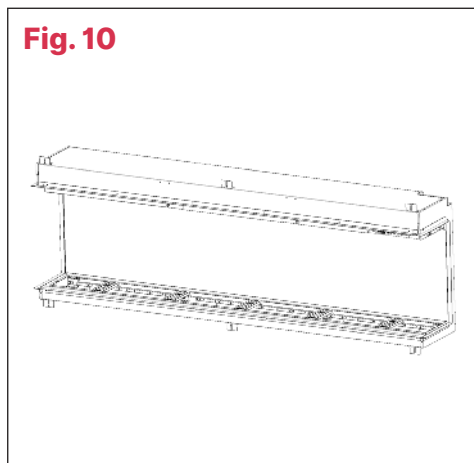


Fig.11

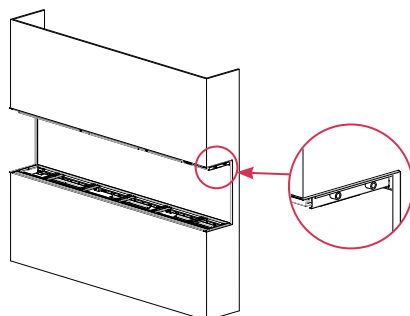


Fig.12

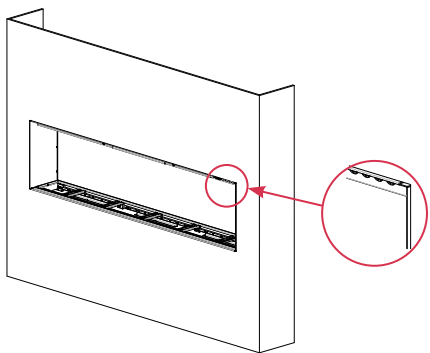


Fig.13

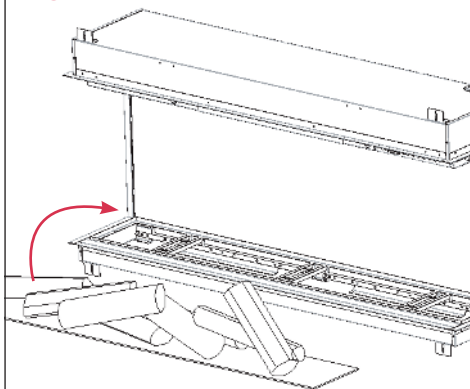


Fig.14

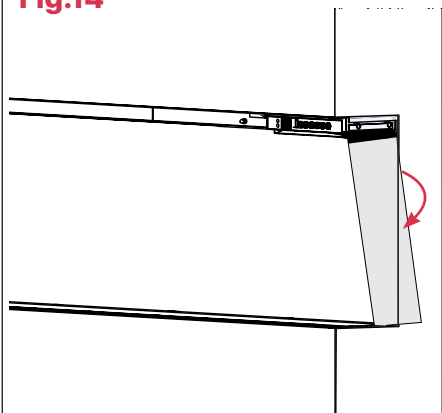


Fig.15

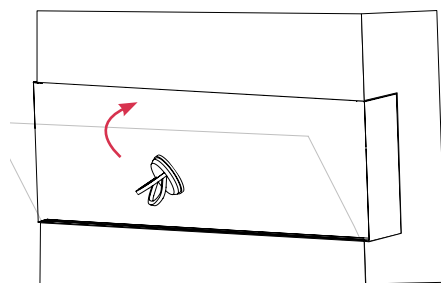
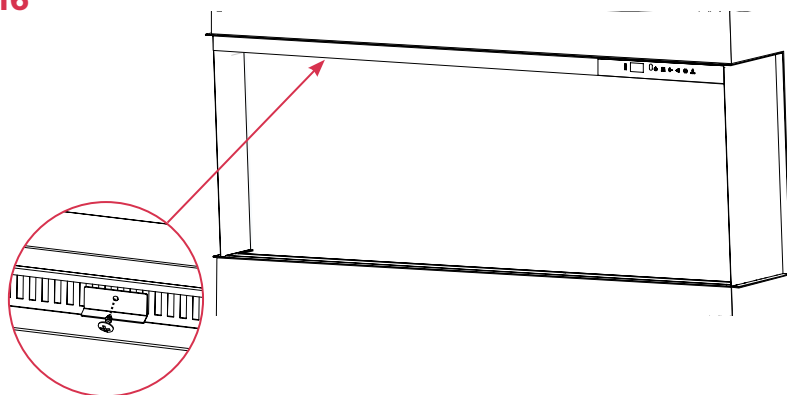


Fig.16



Additional information

Guarantee

Your product is guaranteed for two years from the date of purchase.

Within this period, we undertake to repair or exchange this product free of charge provided it has been installed and operated in accordance with these instructions.

Your rights under this guarantee are additional to your statutory rights, which in turn are not affected by this guarantee.

Should you require after sales information or assistance with this product or need to purchase spare parts please speak to your retailer, the place of purchase, in the first instance.

Please retain your receipt as proof of purchase.

For further help and support visit www.dimplexfires.com

Model and serial number

Record the model and serial number here. If you need to contact us in future we will ask for this information to identify your appliance:

Model: _____

Serial Number: _____

Recycling



At the end of the electrical products life it should not be disposed of with household waste. Please recycle where facilities exist. Check with your Local Authority or retailer for recycling advice in your country.



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