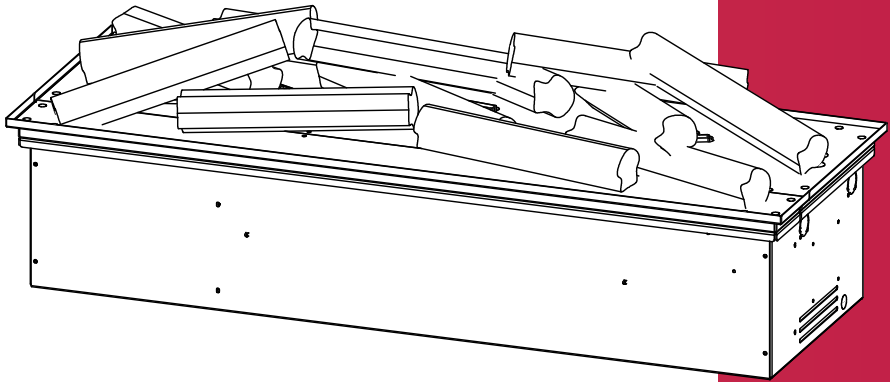




Experience Better Living.

Instruction manual



Models:

Triton 1000

Triton 1500



This product complies with all the required Product Safety, Electromagnetic Compatibility and Environmental Standards. This product is fully compliant with the LVD, EMC, RoHS and Eco Design Directives.

This product is only suitable for well insulated rooms or occasional use.

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 this appliance if it has been dropped.
- **Do not** use the heater outdoors, near water sources such as baths, showers, or swimming pools, or immediately below a fixed socket outlet or connection box.
- Ensure the appliance is placed on a horizontal and stable surface or securely fixed to the wall, as applicable.
- **Do not** locate the appliance immediately below a fixed socket outlet or connection box.
- Unplug the appliance when not in use for extended periods or in the event of a fault.
- The appliance is a flame effect only and is designed to be built into a wall, surround or structure.
- This appliance requires regular cleaning and maintenance. Please refer to the Maintenance section for details.
- Unpack the appliance carefully and retain the packaging for possible future use.
- **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.
- This appliance must be installed on a horizontal and stable surface. Once installed, never move this appliance or lay on its back, without first draining the water.
- This appliance uses sound (beeps) and lighting (LED blinks) to advise you of errors. Please refer to the troubleshooting section for further advice.

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.
- **Caution:** 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.

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.

Electrical safety

- This appliance must be earthed.
- The appliance must be positioned so that the plug is accessible.
- Ensure the voltage marked on the heater corresponds to the supply voltage. Use only an alternating current supply (~).
- **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. All heating appliances draw high current through the mains supply and any weakness in the design, connections or components in these devices can easily result in overheating of the connection points resulting in melting, distortion and even the risk of fire!

Water quality and cleaning

This product contains and utilises water as an aspect of its operation. The adherence to the cleaning requirement as detailed within the instructions is necessary to ensure that risk/s through bacterial proliferation are minimised.

All internal components of Optimyst that are in contact with water, feature antimicrobial technology, that inhibits the growth of a wide range of bacteria by up to 99.99%. The product protection is effective for the useful lifetime of the product. Its performance has been independently tested to ISO 22196 standard.

The product features water treatment by means of ultraviolet light (UVC). Short wave UVC radiation effectively damages the cellular function of most microorganism's. The water treatment unit consists of a UVC light and circulation pump.

- Normal clean tap water should be used in this appliance.
- When the product is connected to the mains water supply:
 - The product is equipped with an in-line mesh filter to help remove contaminants and extend the life of the product.
 - The product is equipped with a cartridge water filter to help remove minerals and other contaminants. To ensure optimal performance of the product, this filter must be replaced at regular intervals. Please refer to the Maintenance section for details.
- In areas with hard water, a water softener (decalcifier) is recommended and more frequent cleaning and maintenance may be required. Alternatively, the water bottle with demineralised water can be used instead of the mains connection.
- Unfiltered water supplied from a well or any other unmonitored supply is not recommended.
- Do not drink the water from the appliance.
- The water bottle, bottle cap, sump, sump lid, transducer caddy and air filter must be cleaned at regular intervals, particularly in hard water areas. This is to remove dirt and prevent buildup of limescale which could damage the product. Please refer to the Maintenance section for details.
- Ensure any soap/cleaning detergents if used are rinsed off fully to remove any residue before reusing parts. Do not use any harsh or corrosive chemicals for cleaning as these could damage the parts.
- If you intend not using the appliance for longer than a week, drain the water from the sump and water bottle and dry the sump, water bottle and transducer caddy.

WARNING: BATTERY HAZARD

The remote control for this appliance contains two AAA batteries. Keep batteries away from children as ingestion can cause severe injuries. If a battery is swallowed, seek immediate medical attention.



Caution: No obvious symptoms.

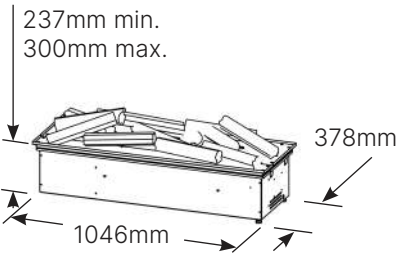
1. Swallowing may lead to serious injury in as little as two hours or death, due to chemical burns and potential perforation of the oesophagus.
2. If you think batteries might have been swallowed or placed inside any part of the body seek immediate medical attention.
3. Examine devices and make sure 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. Batteries must be recycled or disposed of properly. Do not alter, expose to high heat, or damage batteries. Use only specified replacement batteries, ensuring correct polarity, and do not mix battery types or brands. Remove batteries from unused equipment and dispose of them properly according to local regulations.

Check with your Local Authority or Retailer for recycling advice in your area.

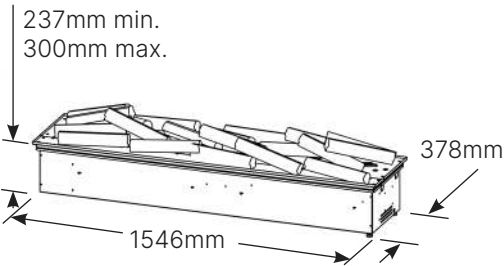
Technical information

Heat output		CAS1000-TRI		CAS1500-TRI	
Voltage rating		230 V	240 V	230 V	240 V
Nominal power consumption		145 W	150 W	260 W	265 W
Number of flame nozzles		7		12	
UVC water treatment		yes		yes	
Mains water connection		yes		yes	
Bottle water reservoir		yes		yes	
Nominal heat output	P _{Nom}	0.098 kW		0.168 kW	
Minimum heat output	P _{min}	0.077 kW		0.132 kW	
Maximum continuous heat output	P _{max,c}	0.126 kW		0.216 kW	
Standby power consumption		0.6 W		0.8 W	
Radio-frequency band		2.4 GHz		2.4 GHz	
Maximum radio-frequency power transmitter		8.23 dBm		8.23 dBm	

Dimensions

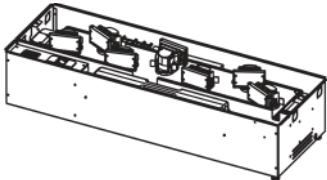
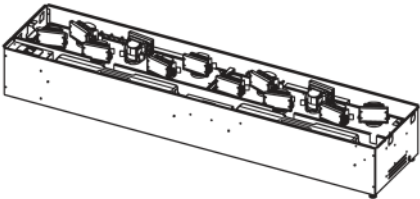
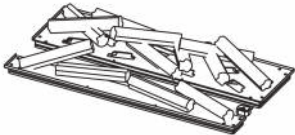
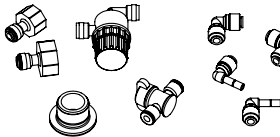
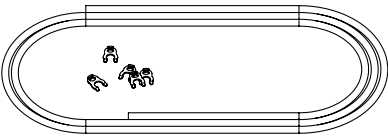
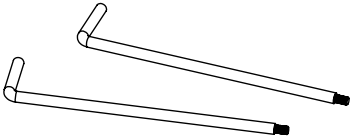
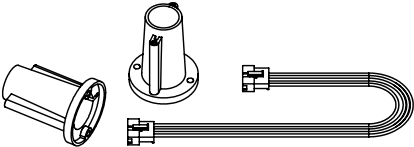
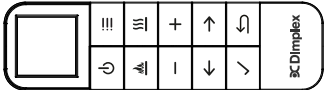
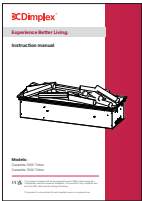


Cassette 1000 Triton



Cassette 1500 Triton

What's in the box

Cassette		x1
		
<i>Cassette 1000 Triton</i>		<i>Cassette 1500 Triton</i>
Log set	Power cord	UK x1 EU x1
		
Plumbing accessories		x1
		
Log set accessories	Daisy chain kit	x1
		
Remote	Manual	x1
		

Optimyst

What is Optimyst?

Optimyst products use advanced water vapour technology to create an ultra-fine mist, illuminated by LED lighting to produce a remarkably lifelike flame and smoke effect. A built-in water reservoir generates the mist, bringing the flames to life and adding depth and realism to the fire experience.

We've listed some tips below to make the most of the realistic flames.

1. We recommend to use filtered tap water to reduce the build-up of debris, such as limescale, especially in hard water areas.
2. The bottle will need to be refilled regularly. The average run time of a full bottle is 8 hours, depending on the flame setting and water quality.
3. During the first startup, it may be necessary to fill the bottle, allow the sump to fill with water, and then immediately refill the bottle to ensure an adequate water supply.
4. Regular cleaning of the water bottle, bottle cap, sump, sump lid, transducer caddy, transducers and air filter is recommended to keep the flame at its best - see maintenance for more details.
5. There is a warm up sequence when you first turn the product on. Please allow up to 50 seconds for the flames to appear.
6. From time to time during the lifespan of your product the transducer, which is the heartbeat of the Optimyst effect, will need to be replaced. Ensure you are choosing genuine Dimplex parts for optimal performance.
7. Depending on the lighting and temperature of your room, the flame brightness may need to be adjusted. Dark rooms can generally use a lower setting, while brighter rooms may require a higher setting.

Other information to note:

1. When used in an environment where background noise is low, it may be possible to hear the operation of the flame effect. This is normal and should not be of concern.
2. A protective coating is applied to the heating components during manufacturing. As a result, a slight odor may be noticeable during the first few uses.
3. Be careful when looking directly into the appliance as the LED lights are very bright.
4. Always drain the water from the sump and bottle before moving the product or If the product will not be used for longer than a week.
5. Optimyst products are coated with Silver Biocide, an antimicrobial agent. This conforms with the latest relevant ISO standards.

Installation

Before you start

1. Remove all items from the packaging and read any warning labels carefully.
2. The cassette contains a metal plate used to secure the nozzles during transport, which must be removed (Fig.1).
3. Before connecting the appliance, check that the supply voltage is the same as that stated on the appliance.
4. Ensure that the appliance is installed on a level surface. Check (Fig.2) for the proper method to verify that the product is level.
5. Make sure the appliance is switched OFF for installation.

General installation and built-in requirements

- Ensure the appliance is installed so it remains accessible for service and maintenance.
- Ensure the decorative log set is removable at all times to allow proper inspection, maintenance, and servicing of the appliance.

Connections required in advance of installation

Both the water and electrical connections should be accessible during product installation so that the connections can be made to the product easily.

Electrical connection

Please ensure a 230/240V minimum 13A power socket is located within 1m of the product. The use of extension leads or external switching devices, such as plug-in timers or remote controlled plug-in adaptors, is not recommended.

Water connection

The product can be operated with either the provided water bottle or by connection to the mains water supply.

The mains water connection should be one of the following:

- A male $\frac{3}{4}$ inch BSP connection (same as a standard supply for a washing machine)
- A male $\frac{1}{2}$ inch BSP connection

A 1m PE quick-fit pipe is included with the product. Only use standard $\frac{1}{4}$ inch water pipes, suitable for use with a quick-fit water system. When cutting the pipe, ensure that the end of the tubing is cut square to prevent leaking. It is recommended to use a tube cutter.

Water Pressure: the water pressure on the appliance should be between 8 Bar (800 Kilopascals) and 0.5 Bar (50 Kilopascals). Where required, use a pressure reducing valve.

If the product is being supplied from a header tank, a head of at least two metres must be maintained above the product.

Building the product surround/enclosure

This product can be built into a wall, surround or structure. Please take note of the product dimensions (Fig.3) and build your wall, surround or structure accordingly. Suitable clearance should be provided to allow the product to be installed easily.

You are required to leave a minimum of 400mm from the base of the log set to any shelf/enclosure above the product (Fig.4). This will allow enough space above the product to allow the flame effect to form fully and not to be obstructed. When determining a location for the product, ensure that the unit will not be susceptible to drafts, vents, ceiling fans and other air currents. The mist rises on a hot airflow generated by the product's heating elements. This airflow can be easily disturbed. Similar to a candle, large movements of air will affect the unit's ability to create and maintain the flame effect. If the desired location is susceptible to significant air movement, i.e. air vents, the different installation options illustrated (Fig.4) can be used.

Ventilation requirements

This product needs free ventilation from underneath to operate correctly. There are slots on the underside of the product to allow this free air through the product. The free ventilation helps keep the electronic components cool and allows the mist to rise and leave the product. Please see Fig.5 for examples of the required ventilation.

NOTE: Insufficient or no ventilation may result in a reduced flame effect, overheating of electronic components, and a shortened product lifespan. Operation without adequate ventilation will void the warranty.

Ventilation	CAS1000-TRI	CAS1500-TRI
Minimum ventilation area (free opening)	420 cm ²	630 cm ²

Making the water connection

The following section refers to the connection with the mains water supply. When operating the product with the supplied water bottle, proceed to the next step.

It is recommended that you consult a qualified plumber to ensure a safe and secure installation.

Two adaptors have been supplied with the product to connect the ¼ inch blue pipe of the product to mains water. Either the white ½ inch or the grey ¾ inch adaptor can be used to connect the product to the mains. For reference, the ¾ inch adaptor is the same connection used on most washing machine supplies. Once the correct mains

water connection has been installed, follow the steps below to connect your product to the water supply.

1. With the water supply turned off, connect the correct adaptor to the main water supply.

Cut the blue pipe to the correct length. It should be long enough to travel from the water supply to the ball valve inlet on the product. When cutting the pipe, ensure that the end of the tubing is cut square to prevent leaking.

CAUTION: Make sure the pipe does not buckle when making sharp corners.

NOTE: Before connecting the pipe to the ball valve on the product, flush out the newly plumbed pipe by opening the valve and allowing water to flow. This is to prevent any debris from the installation from entering the product.

2. Once the piping has been flushed out, connect the pipe into the ball valve on the product.
3. Add the blue locking clips to all connectors in the system, to prevent accidental disengagement and leaking.
4. Before fully installing the product, inspect all water connections by opening each of the valves in turn and ensuring that no leaks are present.

Electrical connection

Plug the appliance into a minimum 13A, 230-240 Volt outlet. Be sure to have access to the plug after installation to allow for disconnection. Ensure that the supply cable exits at the back of the appliance at the right or left hand corner to suit your supply socket location and is not trapped under the appliance, such that it might cause it to be damaged.

Installing the product into the surround/enclosure

Once your enclosure has been built to the required dimensions and the electrical connection has been installed, follow the steps below to install your product.

1. Sit the product on the constructed base, ensuring the cable is accessible and not caught under the product.
2. Ensure the product is at the correct height to suit the installation.
3. Centre the product within the opening. This can be done by fitting the log set to the product and making sure the log set main and front pieces can still be removed after installation.
4. Remove the log set and ensure the product is adequately level. This can be done by adjusting the adjustable feet with a flat head screwdriver and using a spirit level to confirm the product is level (Fig.2 & 6).

Installing the log set

The product is supplied with a log set. Follow the steps below to install the log set.

1. Gently lift the log set out of its packaging.

CAUTION: The log set is heavy and may require a two person lift. Be sure to only lift the log set with the supplied hooks (Fig.7).

2. Place the main log set on top of the appliance.

CAUTION: To prevent damage to the nozzles and log set, check for the correct orientation before placing it on top of the product.

CAUTION: Take care to avoid damaging the wired connection when removing the log set (Fig.8).

3. Slightly lift the back of the log set and connect the log set to the segment controller (Fig.8). Secure the log set using the supplied screws. Once the main log set is in place, place the log set front piece (Fig.7). The front piece allows for access to the engine during maintenance and access to the control panel. It should automatically connect to the main log set; refer to the troubleshooting section if this is not the case.
4. Each log set is supplied with a couple of loose logs and magnetic logs. The loose logs can be placed anywhere on the log set. The magnetic logs are positioned between the front and main log sets and secured in place with magnets (Fig.9).

Multiple product installation (daisy chaining)

Power connections

The products can be installed side by side to elongate the flame effect. Up to 10 products can be placed in daisy chain. Ensure that the combined power draw of all devices connected to a single outlet does not exceed the circuit's capacity.

When connecting multiple units in a daisy chain, size the water supply to ensure that each unit receives adequate pressure and flow during operation. Please refer to the section: 'Connections required in advance of installation', for the requirements on each individual water connection.

Multiple product installation

1. Prepare both products by removing the daisy chain cut-outs in the metal side panel (Fig.10). Please note, for the left hand side product the right hand side cut-outs must be removed, while for the right hand side product the left hand side cut-outs must be removed.
2. Follow steps 1-4 in "Installing the Product into Surround/Enclosure" to fit the first product
3. Fit the second product beside the first product.
4. Ensure the second product is at the correct height to match the first product and ensure it is adequately level. This can be done by adjusting the adjustable feet with a flat head screwdriver (Fig.2 & 6).

5. Push the daisy chain spacers through the cut-outs of the right hand side product, making sure they also pass through the cut-outs of the left hand side product.
6. Fasten the spacers to the right hand side product first, using the supplied screws.
7. Fasten the spacers to the left hand side product, fixing both products together.

Multiple product control

Each product has been supplied with its own link wire in order to form a hardwire link between multiple products. Please follow the instructions below to link multiple products together.

1. On all products: press the mains switch to 'OFF' (0) (Fig.11).
2. Identify the 'primary' product in the installation. It should be the product on the left hand side of the installation.
3. Plug the daisy chain link wire into the connector on the right hand side of the first/'primary' product (Fig.12).
4. Feed the wire through the spacer into the housing of the next product in the installation.
5. Unplug the UI interface wire of the second product.
6. Plug the daisy chain link wire into UI interface connector, on the left hand side of the second product.
7. Repeat steps 3-6 above in order to connect subsequent products in the installation.
8. On all secondary products in the chain: press the mains switch to 'ON' (1).
9. On the primary product: press the mains switch to 'ON' (1).

Once set up, any command sent to the first product will be sent to all subsequent products. Flame height control and sound level control of the master product is matched for all subsequent products.

Additionally, the software of the product has been designed in such a way that when multiple products are connected to a main switch, products can be manually switched off and when switched back on they will operate in the same state as before they were switched off.

Getting started

Initial product start-up

The product can be switched on and it should begin to top off the sump(s) with water. Please note, if no water is entering the sump, there may be an issue with the water supply to the product. This error will be represented by the product flashing two times 30 seconds after first turning on the product. Check all water connections and ensure that there are no leaks present. Reset the product by switching off the main switch and leaving it rest for 20 seconds. Switch the main switch back on again and the product should resume operation.

Water bottle operation

When using the water bottle (Fig.13), the product will automatically fill to the correct water level. During the first startup, it may be necessary to fill the bottle, allow the sump to fill with water, and then immediately refill the bottle to ensure an adequate water supply.

Making use of a water bottle

1. Fill the water bottle with tap water (use of filtered water is recommended), see water quality.
2. A single filling is sufficient for approximately 8 hours of flame effect.

Empty bottle indication

When the water bottle is empty, the product will indicate this by flashing the LEDs two times every 10 seconds.

Refilling procedure

1. Press the mains switch to 'OFF' (0) (Fig.11).
2. Refill the water bottle.
3. Turn the mains switch to 'ON' (I) and press the power button on either the remote or manual controls.

Operating the fire

This section describes how to activate your fire using either the manual controls or remote control.

Mains switch and manual controls

The mains switch and manual controls are located under the fuel bed. These respectively control the electricity to and the basic functionalities of the appliance (Fig.11). The mains switch must be in the 'ON' (I) position for each appliance to operate. See the manual and remote control options table for button functions.

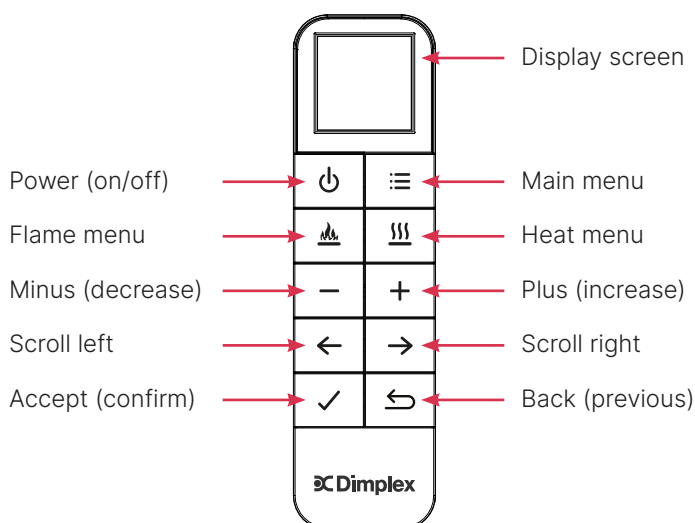
Remote control

The remote control requires two AAA batteries to operate.

1. Using a Philips screwdriver (PH1), unscrew and remove the battery cover on the back of the remote control (Fig.14).
2. Insert two AAA batteries into the battery compartment, ensuring that the polarity (+ and -) matches the markings inside the compartment.
3. Reattach the battery cover and tighten the screw securely.

Batteries must be recycled or disposed of properly. Do not alter, expose to high heat, or damage batteries. Use only specified replacement batteries, ensuring correct polarity, and do not mix battery types or brands. Remove batteries from unused equipment and dispose of them properly according to local regulations.

Check with your Local Authority or Retailer for recycling advice in your area.



Pairing the remote control

The remote control has wireless Bluetooth technology that pairs automatically to the product. To manually pair the remote:

1. Press the mains switch to 'ON' (I) (Fig.11), the  button will illuminate in standby.
2. While the product is in standby, press  button on the manual controls to start the pairing process. The button will flash blue and the pairing link stays open for five minutes before turning off. Pressing button a second time stops the pairing process.
3. Wake up the remote by pressing any button. Press and hold  button on the remote for six seconds until it starts scanning; release the button.
4. Hold the remote beside the flashing  button on the product.
5. When the remote detects FI..... number on screen, press  button to confirm pairing.
6. When pairing is complete  button will stop flashing and the remote will display the time/date.

Using the remote control

To use the remote:

1. Press the mains switch to 'ON' (I).
2. Wake up the remote by pressing any button.
3. Press the power button on the remote control; the product will turn on.

Creating your perfect Optimyst effect

With Optimyst technology you can create a flame effect that is unique to you. First ensure the appliance is on by pressing the main switch to 'ON' (I) (Fig.11). To turn on the flames press the power button on either the manual controls or the remote.

Navigating the menus

There are multiple settings you can use to customise your flame. Each setting has its own menu. Press  button to show the main menu. From here, use  and  buttons to select a sub menu. Press  button to go to the selected menu. Press  to go back to the previous menu.

Main menu

	Heat menu	Not available on these products
	Flame menu	Go to the flame mode menu

Flame menu

	Flame themes	Select a flame theme
	Flame height	Select from different flame heights
	Flame brightness	Set the flame brightness

Presets

There are 8 flame preset themes to choose from. These presets set the theme and colour of the flame. Navigate to the Flame Menu  and select the Flame Presets . Use **+** or **–** button to select a preset and press **✓** button to confirm.

Tip: The Flame Connect app allows you to create a custom setting, which appears as preset 9. For instructions on connecting your product to the app, please refer to the Flame Connect app section.

Flame height

The height of the flame effect can be set by selecting one of the 6 flame height settings. Navigate to the Flame Menu  and select the Flame Height . Use **+** or **–** button to select a setting and press **✓** button to confirm. Lower-numbered settings produce a smaller, faster flame, while higher-numbered settings create a fuller, slower-burning flame. Please allow the product time to respond to any adjustments you make. It may take up to 15 minutes for the flame to fully stabilise.

Flame brightness

During spring and summer when the days or longer you may need to increase the brightness of the flame to make it more vivid. Navigate to the Flame Menu  and select the Flame Brightness . Use **+** or **–** button to adjust the brightness and press **✓** button to confirm.

Tip: Depending on the lighting, surrounding décor colours and airflow in the room, making adjustments the flame intensity, colour and brightness can make a real difference to the look and feel of this fireplace.

Sound

For authenticity you can add the sound of crackling logs to the flame effect. Navigate to the Flame Menu  and select the Volume . Use **+** or **–** button to adjust the volume and press **✓** button to confirm.

Once you have made your adjustments, the appliance will keep these settings even if you power off the appliance by either the standby button or by the main switch. The next time you switch on the appliance, it will play the startup sequence and then revert to the adjusted settings.

Manual and remote control options

	Standby	Press to turn on the product or to put it in standby mode. There is a brief delay after pressing this button before the product turns on.
	Remote unlinked	Reconnect the remote by following the steps in the Pairing the remote control section.
	Main menu	Go to the main menu.
	Volume	Set the volume of the crackling logs sound: 1-2 Low 3-4 Medium 5-6 High
	Timer	Press to select the turn off timer, in 30 minute increments, from OFF up to 8 hours.
	Schedule	Set the schedule: On / Off Select day: M T W T F S S (Monday to Sunday) Time 1 Set 1 Start / Set 1 End Time 2 Set 2 Start / Set 2 End Time 3 Set 3 Start / Set 3 End Time 4 Set 4 Start / Set 4 End The standby LED on the manual controls will turn white when the schedule is active.
	Flame menu	Go to the flame menu.
	Flame themes	Select a flame theme: 1 Perfect Flame 2 Golden Embers 3 Radiant Flame 4 Ambient Glow 5 Natural Flame 6 Prism Glow 7 Midnight Glow 8 Dusky Ember 9 My Flame
	Flame height	Select from different flame heights: 1-2 Low 3-4 Medium 5-6 High

	Flame brightness	Set the flame brightness: 1 Low 2 Low - Medium 3 Medium 4 Medium - High 5 High P High with pulsing effect
	Heat menu	Heat not available:  symbol will be shown.
	Settings menu	Go to the remote settings menu.
	Time and date	Set the current time and date.
	Remote brightness	Set the brightness of the remote screen.
	Information	Show the remote information.

App control

This product features Smart control via the Flame Connect app. With the app you can add an extra level of personalization, such as saving customized mood settings. To be able to use in app features follow to step to connection to your device.

1. Download the “Flame Connect” app from your app store iOS or Android.
2. Enable WiFi and Bluetooth connection on your mobile phone.

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

1. Connect your electric fireplace by scanning the QR-code on the product (Fig.15).
2. **NOTE:** Ensure your mobile phone is connected to the same WiFi the Fireplace will be connected to.
3. Enter the 6-digit pin.
4. Choose a name for your fireplace.

Features

- Add as many fireplaces as you like to the Flame Connect app.
- Personalise your product by changing modes and settings on your fireplace to suit your mood.
- Secure your device.
- Take ownership of a product to prevent unauthorised access.
- **NOTE:** It is not possible to control the product using the remote when the application is open.

Maintenance

General tips

Only use clean tap water in this appliance. Refer to Water Quality and Cleaning section for details.

If you intend not using the appliance for longer than a week, remove and empty the sump and water bottle. Once installed, never move this appliance or lay on its back, without draining the water from sump.

The transducer is a consumable item and may need to be replaced through time, depending on its usage. Replacement transducers can be purchased from your dealer.

Cleaning

WARNING: The mains switch must be in the 'OFF' (0) position (Fig.11) before cleaning the fire.

NOTE: We recommend cleaning the following components once every week, particularly in hard water areas:

The water bottle, bottle cap and seal, sump and sump lid, transducer caddy and transducers and air filter (Fig.16).

NOTE: It is recommended to replace the cartridge water filter once every six months.

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.

Disassembly for cleaning must be performed in the following order: water bottle → transducer caddy → sump lid → sump → fan → water filter.

Refer to the table below for disassembly steps, starting at the top and following each instruction sequentially until you reach the row corresponding to the required part. Reassemble by reversing the procedure.

Start

1. Gently lift off the front fuel bed and place it aside.
2. Press the mains switch to the 'OFF' (0) position (Fig.11).

Water bottle, bottle cap and seal

3. Lift off the bottle (Fig.13) and rotate the bottle cap counterclockwise until it detaches from the bottle.
4. Empty the bottle into the sink, add a small amount of washing-up liquid, and fill the bottle one-third full with water.
5. Gently tilt and rotate the bottle so the water reaches all areas inside.
6. When cleaned, thoroughly rinse the bottle with clean water to remove all traces of washing up liquid.

7. Rinse the bottle cap thoroughly with clean water to remove any dirt from the seal.
8. Rotate the bottle cap clockwise until it locks into place.

Transducer caddy and transducers

9. Gently lift the transducer caddy by pulling the red ring (Fig.17).
NOTE: Some water may drip from the caddy, so give it a few gentle shakes before fully lifting it from the sump.
10. Unlock the caddy by rotating the caddy key counterclockwise.
11. Lift off the caddy lid and lock clip (Fig.18).
12. Lift the transducers upward out of the holders.
13. Put a small amount of washing up liquid into the caddy and caddy lid, and using a soft brush, gently clean all surfaces.
14. Gently clean the transducers, including the cones, using only water.
15. When cleaned, thoroughly rinse the caddy and caddy lid with clean water to remove all traces of washing up liquid.
16. Place the new transducers into the transducer caddy.
17. Place the connectors into the center connector holders beside the key thread, then fit the lock clip on top, ensuring the cables pass through the clip.
18. Place the caddy lid back onto the transducer caddy, ensuring the cables pass through the center.
19. Lock the caddy by rotating the caddy key clockwise.

Sump and sump lid

20. Unlock the sump lid by rotating the sump locks anticlockwise (Fig.19), disconnect the water-filling pipes by pulling them out, then lift off the lid (Fig.20).
21. Disengage the vapour slide from the sump by pulling the red handle and rotating it to the left (Fig.21).
22. Gently lift the sump (Fig.22), keeping it level to avoid spilling any water.
23. Dry the sump base beneath the vapour slide, using a fabric towel.
24. Empty the sump into the sink. Add a small amount of washing-up liquid to the sump and the sump lid, then use a soft brush to gently clean all internal surfaces.
25. When cleaned, thoroughly rinse the sump and sump lid with clean water to remove all traces of washing up liquid.

NOTE: When re-engaging the vapour slide, ensure it is fully seated in the sump. Verify correct seating by confirming that the vapour-slide handle aligns with the slot in the sump lid.

Fan and air filter

26. Disconnect the fan by pulling it upward (Fig.23).
27. Pull the air filter out of the fan housing, rinse it gently with water in the sink, and dry it with a fabric towel.

28. Slide the air filter back into the fan housing, ensuring it is fully seated and that the coarse black side faces outward.

NOTE: Reconnect the fan by gently pressing it into the holder in the sump base, ensuring the right-side connector is fully seated and the left side clicks into place.

Water filter

29. Lift the water filter out of the holder using the red filter handle (Fig.24).

NOTE: Depending on the product, the filter handle may be attached to the filter or positioned under the front fuel bed.

30. Close the valves on both sides of the filter, remove the connector clips, and disengage the elbow connectors from the filter.

NOTE: To release the connectors, press the lock ring into the filter housing while simultaneously pulling the connector straight out.

31. Carefully remove the used water filter, as residual water may drip from the filter. Install the replacement filter.

NOTE: Ensure the arrow indicating the flow direction always points to the left. Replacement filters are available from your dealer.

32. Re engage the elbow connectors, ensuring the connector clips are fully seated and both valves are opened.

Reassembly

33. Reverse the above steps to reassemble.

NOTE: Reconnect the fan by gently pressing it into the holder in the sump base, ensuring the right-side connector is fully seated and the left side clicks into place.

NOTE: When re-engaging the vapour-slide, ensure it is fully seated in the sump. Verify correct seating by confirming that the vapour-slide handle aligns with the slot in the sump lid.

34. Press the mains switch to the 'ON' (I) position (Fig.11).

35. Fit the front fuel bed back into place. The LEDs will reconnect automatically.

Troubleshooting

The product has been designed to highlight particular errors by flashing the on board LED lights. The lights will flash a number of times corresponding to the error that is occurring. Please see the table below for the explanation of the errors.

Symptom	Cause	Corrective action
Product will not operate.	Electrical connection issue/product not switched on.	Ensure product has a working electrical connection. Ensure mains switch is on.
Product will not operate. The LED log set only operates.	Low water reading/ product is not level.	Ensure sump is filling correctly. Check water supply is working; that there are no leaks/blockages. Ensure fill pipes are connected correctly to the sump and secure. Ensure the product is level.
LEDs blink twice and product beeps twice.	Product is approaching low water.	Ensure sump is filling correctly. Check water supply is working; that there are no leaks/blockages. Ensure fill pipes are connected correctly to the sump and secure.
Product will not operate. LEDs continuously blink twice on one side every 8 seconds.	Low water reading on side that is blinking.	Ensure sump is filling correctly. Check water supply is working; that there are no leaks/blockages. Ensure fill pipes are connected correctly to the sump and secure.
Product will not operate. LEDs continuously blink three times every 8 seconds.	Time from max level to min level is too short. Conflicting water level readings (min and max level being read at the same time).	Ensure there are no leaks in the sump. Ensure that the floats are moving freely within the sump. Ensure the product is level.

Symptom	Cause	Corrective action
Product will not operate. LEDs continuously blink four times every 8 seconds.	Fill time from min to max level has been exceeded.	Ensure sump is filling correctly. Check water supply is working; that there are no leaks/blockages. Ensure fill pipes are connected correctly to the sump and secure.
Product will not operate. LEDs continuously blink once every 8 seconds on one side.	Overflow Detection on side that is blinking.	Switch off the product and the water supply. Contact your dealer for assistance.
The flame effect has too much smoke.	Flame height setting is too high.	Turn down the flame effect; Give the product time to adjust to the new setting.
Little or no mist generation.	Transducer not operating correctly. Transducer is dirty. Transducer is not sitting correctly in sump. Fan is obstructed or blocked. Nozzles are blocked.	Check operation of transducer. Clean sump and transducer thoroughly. Switch off product, take nozzle off sump and ensure transducer is fitted in sump correctly. Remove air filter and clean. Ensure it is placed back in product correctly. Clean sump, transducer and nozzles thoroughly.
A single nozzle generates no flame or the mist fails to flow upward, while the nozzle LEDs remain on.	Defective nozzle.	Disconnect the nozzle from the adapter, insert the mist stopper (Fig.25), and contact your dealer for assistance. Safe operation of the product may resume once the mist stopper has been inserted.

Symptom	Cause	Corrective action
A single nozzle produces a flame, while the LEDs remain off.	Broken connection between nozzle and adapter. Defective nozzle.	Verify that the nozzle is correctly seated on the nozzle adapter. Disconnect nozzle and clean the connector. Disconnect the nozzle from the adapter, insert the mist stopper, and contact your dealer for assistance. Safe operation of the product may resume once the mist stopper has been inserted.
The front piece of the log set has no glow/is not working.	Loose connection between the pogo board and the connection board.	Check if the pogo connectors can be pressed down and make contact with the connection board. Ensure there is no dirt on the connection board.

Error codes

Error code	Cause	Corrective action
CD33	PCB NTC out of nominal operating range.	Contact your dealer for assistance.
CD40	Communication failure between UI and ACC.	Contact your dealer for assistance.
CD51	Low water error. Product will flash LEDs 2 times every 8 seconds.	Low water level was detected after 30 seconds of filling: Ensure sump is filling correctly and/or the water bottle is full. Check water supply is working; that there are no leaks/blockages. Ensure fill pipes are connected correctly to the sump and secure. Ensure the product is level.
CD53	Product lost the current time setting or the product was powered off for more than 72 hours.	The product exits schedule mode and fully works on manual mode: Reconnect the Flame Connect App or set the time on the remote.

Error code	Cause	Corrective action
CD56	Water filling time exceeded. Product will flash LEDs 3 times every 10 seconds.	Maximum water level was not detected within 45 seconds: Ensure sump is filling correctly. Check water supply is working; that there are no leaks/blockages. Ensure fill pipes are connected correctly to the sump and secure. Ensure the product is level. ONLY after confirming the product is working correctly: Power cycle product (mains switch off for 10 sec; mains switch on; turn on product).
CD57	Water leak detected.	Minimum water level triggered within two minutes after filling: Turn off mains switch Check that that there are no water leaks. ONLY after confirming the product is working correctly: Power cycle product (mains switch off for 10 sec; mains switch on; turn on product).
CD58	Overflow detected. Product will flash LEDs 1 time every 10 seconds.	Overflow water level triggered: Ensure that the floats are moving freely within the sump. Ensure the product is level. ONLY after confirming the product is working correctly: Power cycle product (mains switch off for 10 sec; mains switch on; turn on product). Contact your dealer for assistance, if problem persists after power cycle.

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



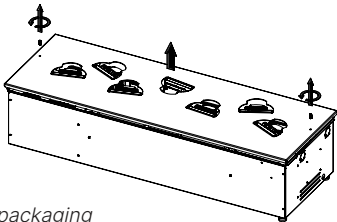
At the end of the electrical products life it should not be disposed of with household waste. Please recycle where facilities exist. Check with your Local Authority or retailer for recycling advice in your country.

Patent / patent application

This product and its associated components may be covered by one or more patent applications that have been filed and are currently pending.

Appendix

Fig.1



Remove packaging

Fig.2

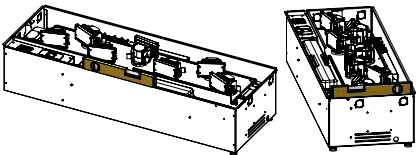
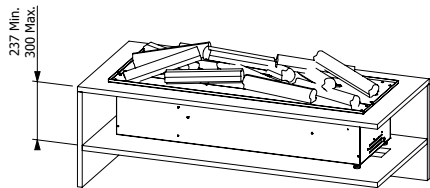
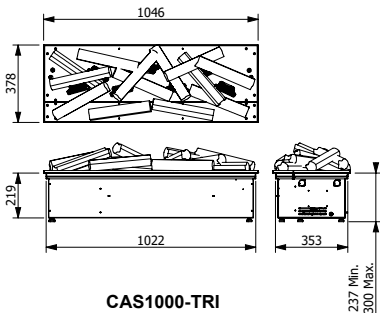
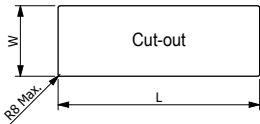


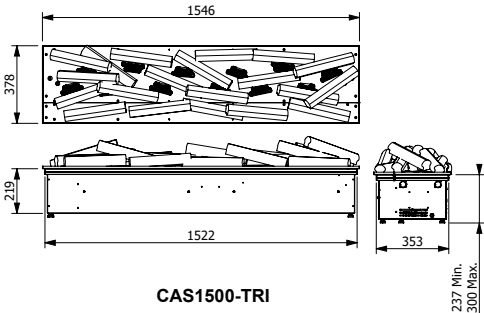
Fig.3



Number of products in chain	CAS1000-TRI		CAS1500-TRI	
	Width (W)	Length (L)	Width (W)	Length (L)
1	360 mm	1030 mm	360 mm	1530 mm
2	360 mm	2080 mm	360 mm	3080 mm
3	360 mm	3125 mm	360 mm	4625 mm
4	360 mm	4175 mm	360 mm	6175 mm
5	360 mm	5220 mm	360 mm	7720 mm
6	360 mm	6270 mm	360 mm	9270 mm
7	360 mm	7315 mm	360 mm	10815 mm
8	360 mm	8365 mm	360 mm	12365 mm
9	360 mm	9410 mm	360 mm	13910 mm
10	360 mm	10460 mm	360 mm	15460 mm



CAS1000-TRI



CAS1500-TRI

Fig.4

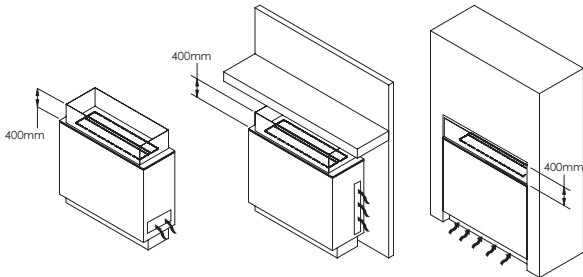


Fig.5

Ventilation	Model Number	
	CAS1000-TRI	CAS1500-TRI
Minimum Ventilation Area (Free Opening)	420 cm ²	630 cm ²

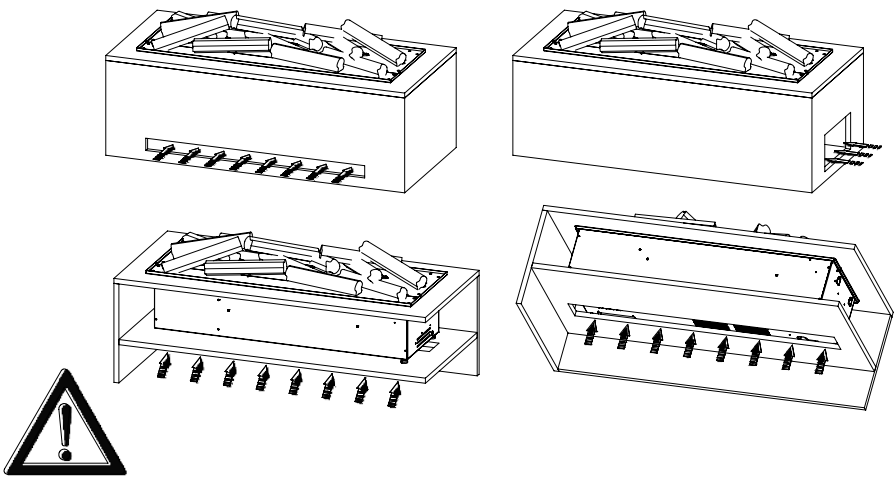


Fig.6

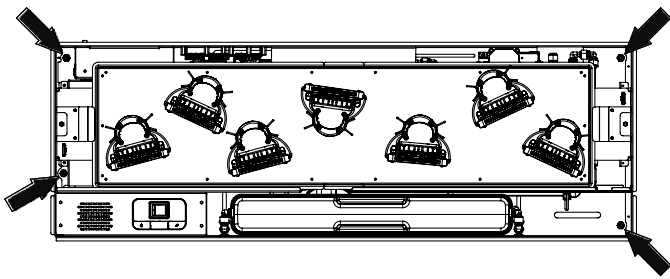


Fig.7

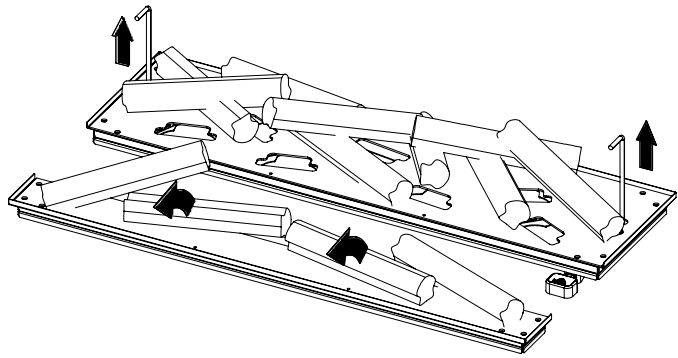


Fig.8

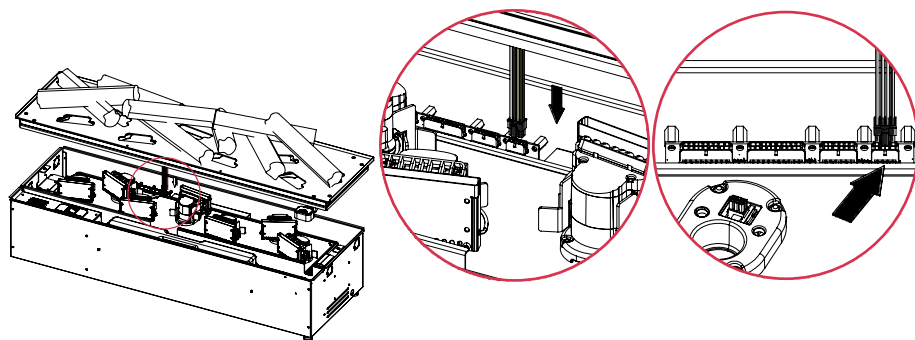


Fig.9

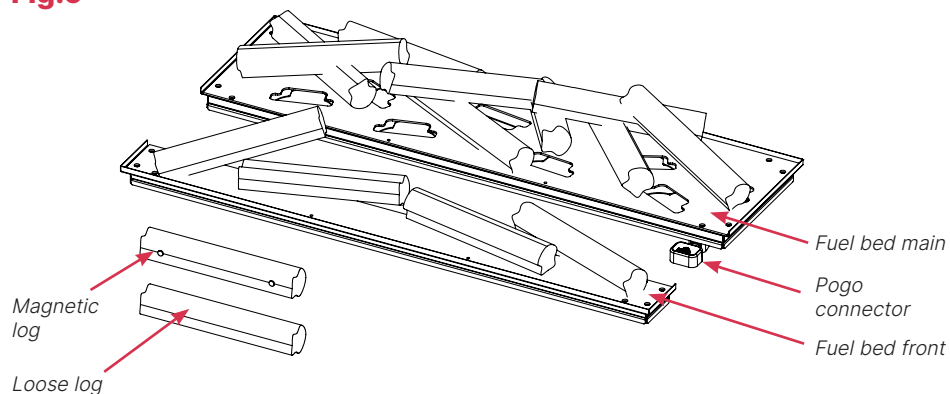


Fig.10

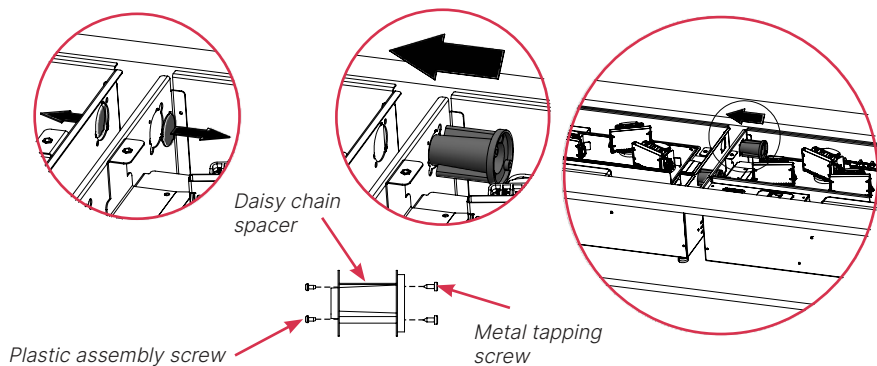


Fig.11

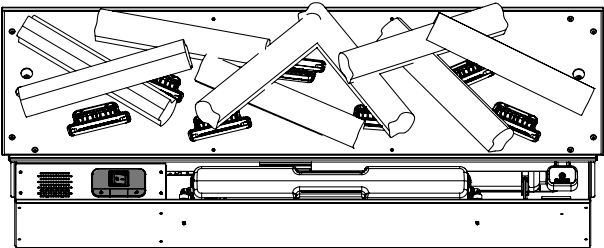
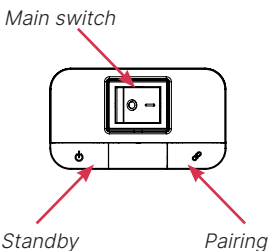


Fig.12

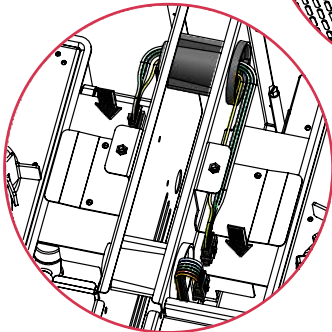
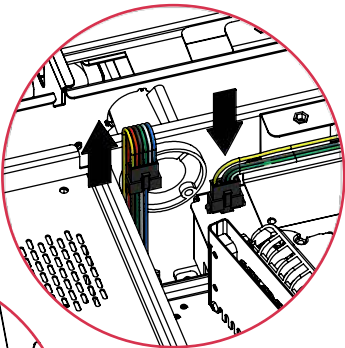
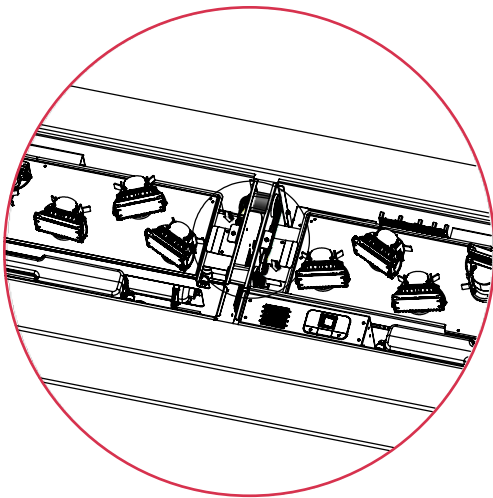


Fig.13

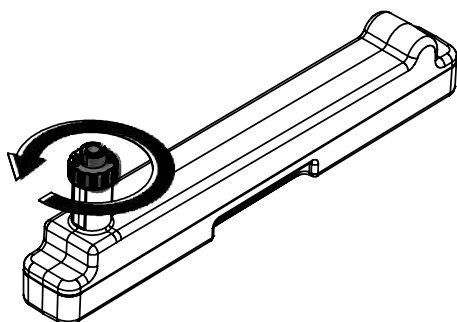
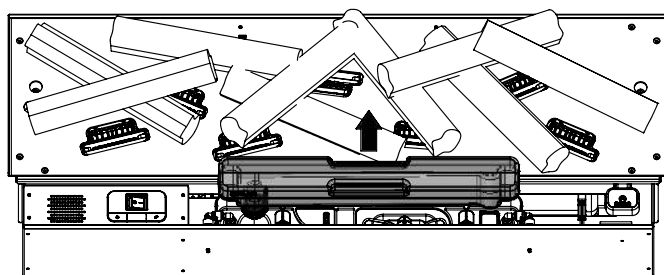


Fig.14

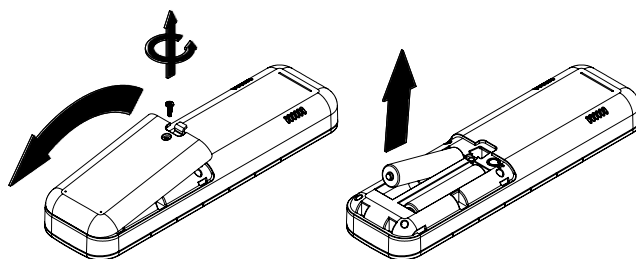


Fig.15

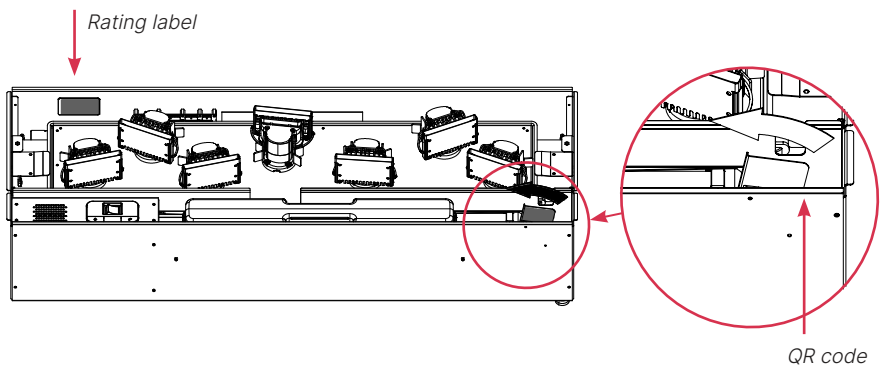


Fig.16

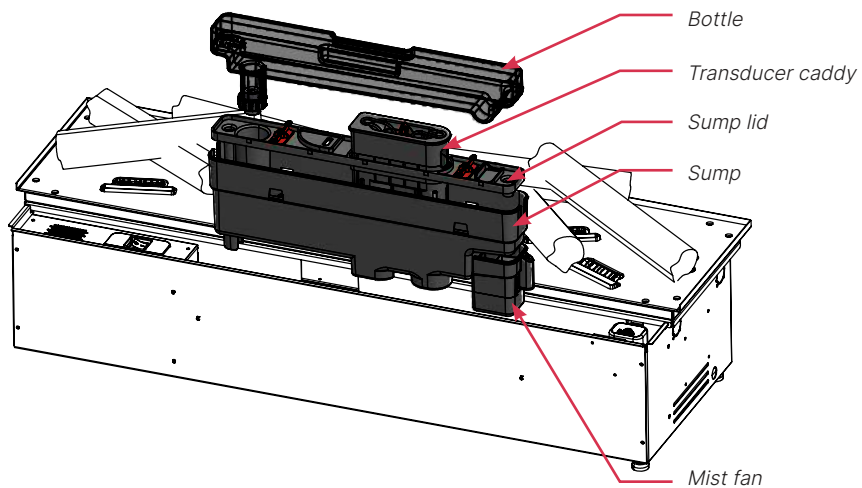


Fig.17

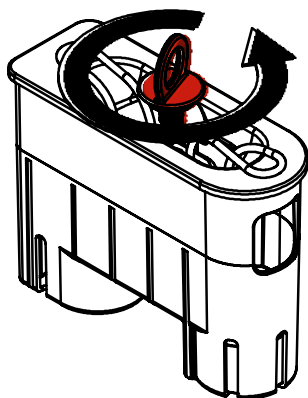
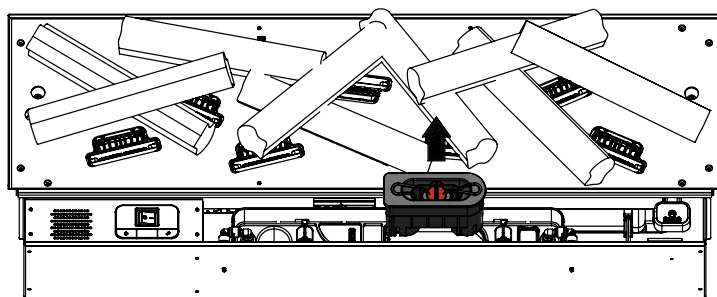


Fig.18

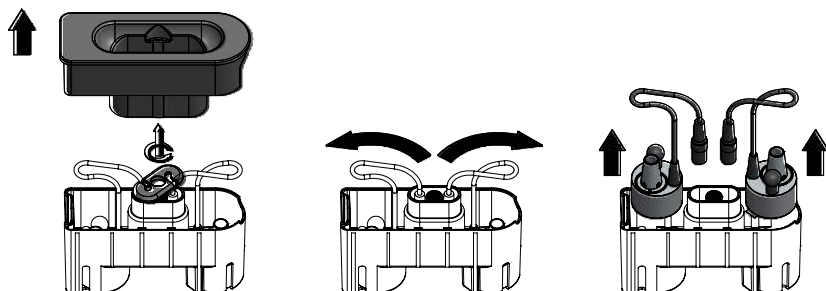
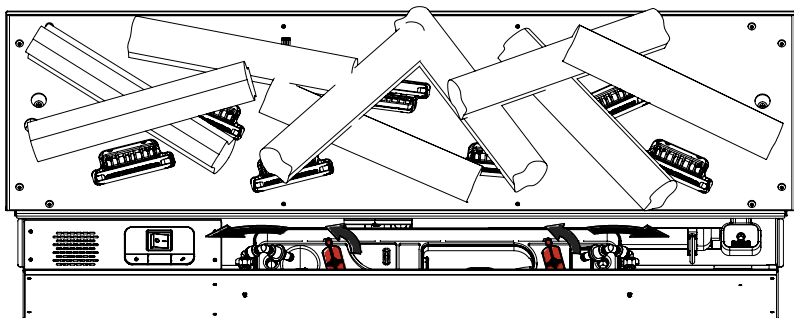


Fig.19



Unlock sump lid

Fig.20

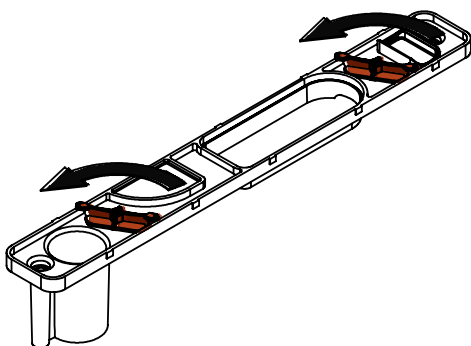
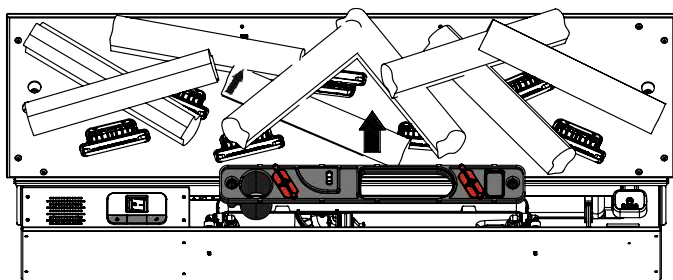


Fig.21

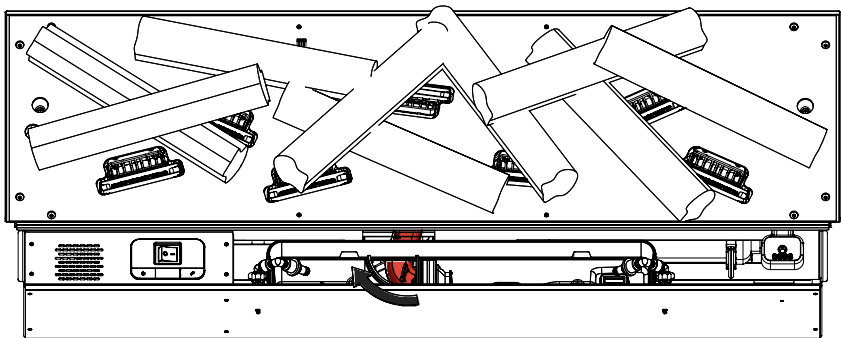


Fig.22

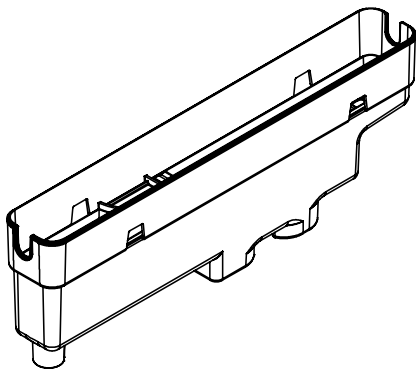
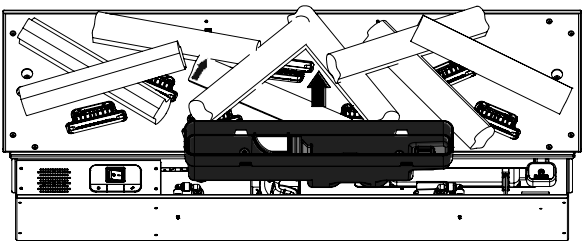


Fig.23

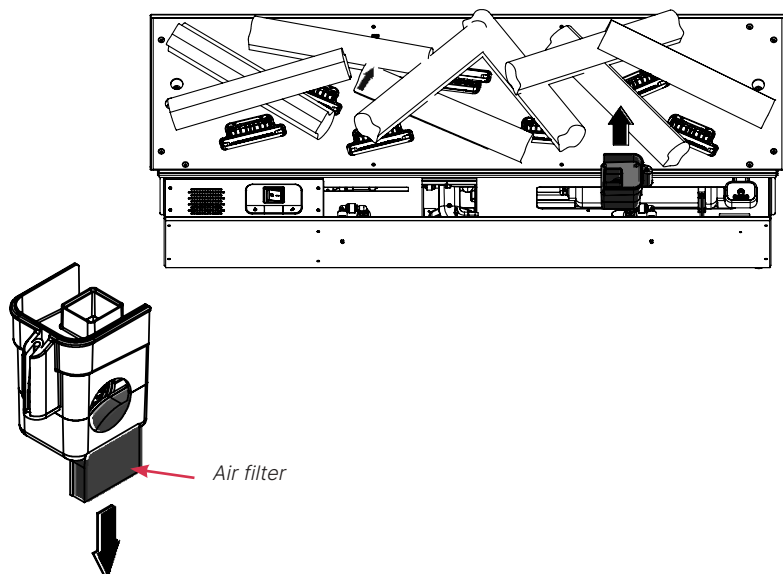


Fig.24

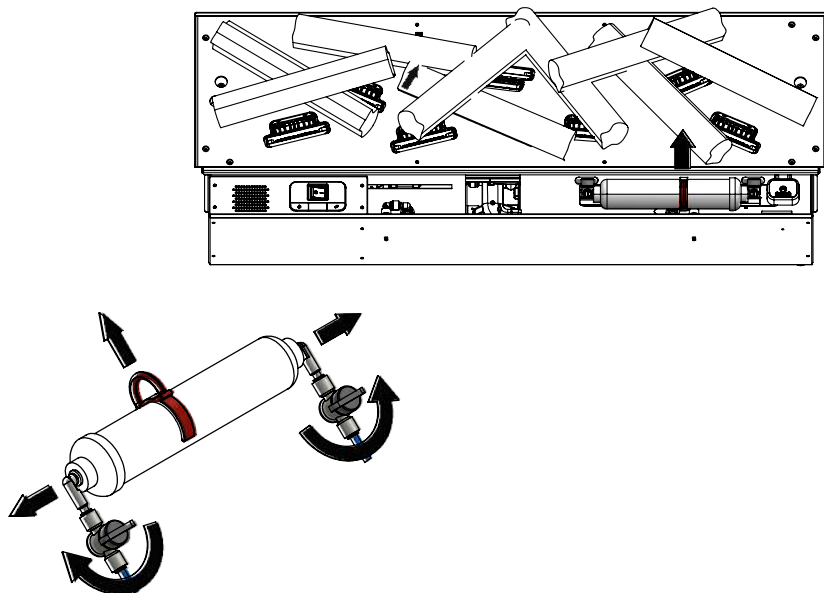
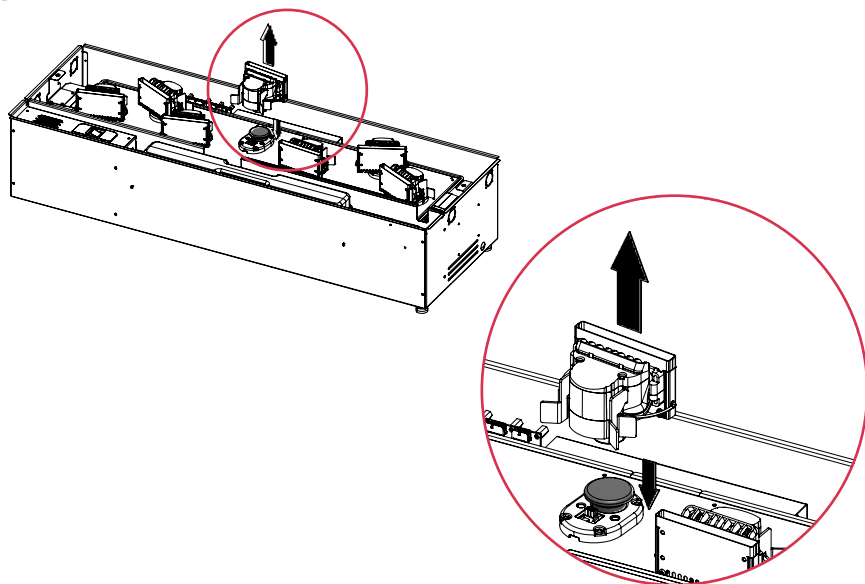


Fig. 25





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