

SELF HELP GUIDE – FIRES & SURROUNDS

MY FIRE HAS NO EFFECT OR THE EFFECT HAS CHANGED

- Ensure mains switch is switched on.
- Check the fuse is OK and circuit breaker on.
- If the effect motor is still operating and heat is available, the lamps may have failed. Check and replace bulbs if necessary. Replace with Genuine Dimplex spares available from our distributors or one of our service agents. [Click here](#) for details of authorised spares suppliers.

MY FIRE HAS NO HEAT

- Ensure mains switch is switched on.
- Check the fuse is OK and circuit breaker on
- Check the heat selector switches are switched on.
- If the fire has a thermostat check that this is not on the lower settings. If the room is warm enough, the thermostat will stop the fire switching the heat on.
- Has the fire been inadvertently covered in which case the safety cut-out may have operated? Switch your fire off, leave for 2 minutes and then switch back on.

THE HEAT CUTS OUT AFTER SHORT PERIOD OF TIME

- If the fire has a thermostat check that this is not on the lower settings. If the room is warm enough, the thermostat will stop the fire switching the heat on.

- Is the fire fitted in an open chimney or flue? All chimneys and flues should be blocked off – please [click here](#) to download the instruction for your fires.

MY FIRE SEEMS TO BE NOISY

- There is a level of noise when the flame effect is in use, caused by a motor that helps generate the effect. This noise will be heard when there is no other background noise.
- There is a higher level of noise associated with the heater motor; this is due to the air flow required when heat has been selected.

REMOTE CONTROL NOT OPERATING CORRECTLY

- If your fire is OK on manual but the remote inoperative, check or replace batteries.

IF YOU STILL HAVE A PROBLEM

- Is the product in warranty?
YES – please [click here](#) to contact us.
NO – please [click here](#) to contact your local Dimplex service agent.