



## Operating Instructions

<b>Duo300n</b>	1.3kW / 0.38kW	9.1kWh
<b>Duo400n</b>	1.95kW / 0.47kW	13.65kWh
<b>Duo500n</b>	2.6kW / 0.54kW	18.2kWh

## IMPORTANT SAFETY ADVICE

English

- **WARNING – THIS APPLIANCE MUST BE EARTHED** - The installation of this appliance should be carried out by a competent electrician in accordance with I.E.E. Regulations for Electrical Equipment. The radiator is fitted with two flexible cables for connection to the fixed wiring of the premises through suitable connection boxes positioned adjacent to the radiator. Each supply circuit to the radiator must incorporate a double pole isolating switch having a contact separation of at least 3mm. This radiator is not suitable for connection to a 30A ring circuit. Only heat resisting cable (minimum rating T85) should be used.
- The radiator must not be installed immediately below a fixed socket outlet.
- Do not position the radiator under windows where curtains can contact the radiator casing.
- To maintain stability, it is essential that the radiator is placed on a level surface and care should be taken to avoid irregular surfaces, such as may result from carpets or tiled surrounds partially protruding under the radiator.
- Only heat resisting cable (minimum rating T85) should be used.
- DuoHeat Radiators are not suitable for installation in bathrooms, shower rooms etc. or in areas of high humidity.
- During any reassembly of the radiator if a part of the thermal insulation shows damage or deterioration which may impair safety, it should be replaced with an identical part.
- **PLEASE NOTE: THIS RADIATOR IS HEAVY AND MUST BE SECURELY FIXED TO A SOUND WALL.** No attempt should be made to move the radiator without first seeking specialist advice. **UNDER NO CIRCUMSTANCES SHOULD THE RADIATOR BE MOVED OR WALL FIXINGS LOOSENED WITHOUT FIRST REMOVING ALL ENERGY RETENTION CELLS FROM THE RADIATOR.**

- **WARNING - In order to avoid overheating, do not cover the surfaces of the radiator.**
- Do not put clothes, fabrics or any other materials on the radiators.
- Do not place objects in contact with the radiator.
- Do not position the radiator where objects can come within 250mm (10") of the top and 75mm (3") of the sides of the radiator.
- **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.
- This appliance can be used by children 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 the use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance.
- Children less than 8 years of age should be kept away unless continuously supervised.
- **IMPORTANT** - Due to the newness of materials the radiator will produce a smell for the first few days of operation. Rooms must be well ventilated and young children, caged birds or people with respiratory complaints must not remain in proximity to the radiator for the first 48 hours of the commissioning period.

Your DuoHeat radiator works by providing continual warmth from a carefully balanced combination of "retained" and "radiant" heating. Some energy is taken in by the radiator when electricity tariffs are low and this is supplemented whenever needed by top up heat from a radiant front panel, to ensure room temperatures remain to your preferred level throughout the day.

**In order for the radiator to operate effectively both electricity supplies must be left switched ON at ALL times.**

### Everyday Operation

Once the Background level has been set to your preferred level (see 'Controls' overleaf), this should not require any further adjustment.

Adjust the Comfort setting as required to suit your comfort needs and occupancy pattern. For a short period of non occupancy the comfort control can be lowered slightly (we recommend by no more than 2 bars) to save energy when the room is unoccupied and increased again when more heat is needed.

### Child Lock Operation

To activate the child lock, simultaneously depress the **+** and **-** buttons for a period of 3 seconds. After this the child lock is in operation and the LED display will illuminate for short period, before reverting back to a dimmed setting. The red LED beside the lock symbol will illuminate to indicate that the controls are locked. Once in the locked setting, pressing the **+** or **-** button will no longer affect your settings. If either of these buttons are depressed, the LED display will resume maximum illumination for a short period before reverting back to a dimmed setting. To deactivate the child lock, depress the **+** and **-** buttons simultaneously again for 3 seconds. The red LED beside the lock symbol should go out and the buttons will become active.

## Non Occupancy (vacant)

For long periods of non occupancy, reduce the **Background** and the **Comfort** to Frost Protection Setting.

It will take 24 hours for room temperature to reach a comfortable level when resetting from Low settings to Normal settings.

## Controls

DuoHeat has two output modes **Comfort** (Radiant Heat) and **Background** (Retained Heat). Each needs to be set to the correct level to provide the optimum level of comfort.

**For DuoHeat to operate correctly, both electricity supplies must be switched on at all times.**

### Initial Set Up

When the radiator is switched on red lights will illuminate on the temperature control display located on the top right hand side of the radiator. The radiator will automatically be in **Comfort** mode.

Depending on your comfort requirements, there are three recommended settings:-

- “Low” (e.g. holiday home during period of vacancy)
- “Normal” (e.g. average use)
- “High” (e.g. sheltered accommodation)

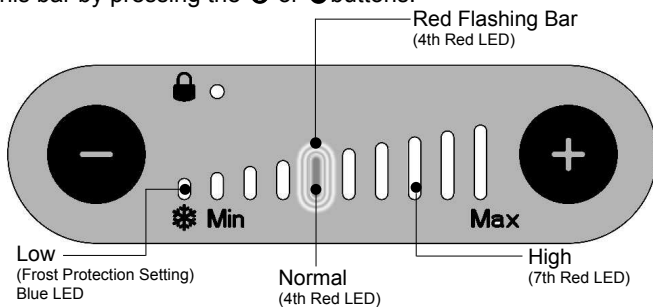
Both the Comfort and Background heat settings need to be set accordingly.

Please note that at high setting the room temperature will be warmer with a corresponding increase in running costs.

### “Normal” Setting

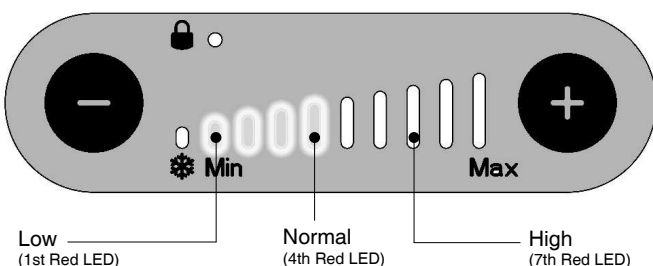
This is the factory default setting, however you should check this has not been altered by the installer.

Set the **Background** setting at the 4th red LED bar. To do this, press the **+** button until all red bars are illuminated, and continue to hold for a further 10 seconds. A single red bar will flash to indicate that you are now viewing the background setting. Adjust this bar by pressing the **+** or **-** buttons.



After 10 seconds, the display will revert to the standard **Comfort** mode.

Set the **Comfort** at the 4th red LED bar by pressing the **+** or **-** buttons to change the number of illuminated bars.



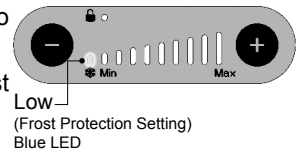
## Safety - Overheat Protection

For your safety, this appliance is fitted with thermal cut-outs. In the event that the product overheats, the cut-outs switch the radiator off automatically. In the event of these safety cut-outs activating please inform the installer or Dimplex Customer Services for advice in order to reset the cut-outs.

### “Low” Setting

Reduce the Background setting to Frost Protection Setting (Blue LED).

Reduce the Comfort control to Frost Protection Setting (Blue LED).



### “High” Setting

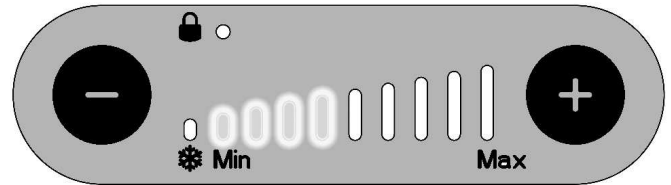
Increase the Background setting to the 7th red LED bar.

Increase the Comfort control to the 7th red LED bar.

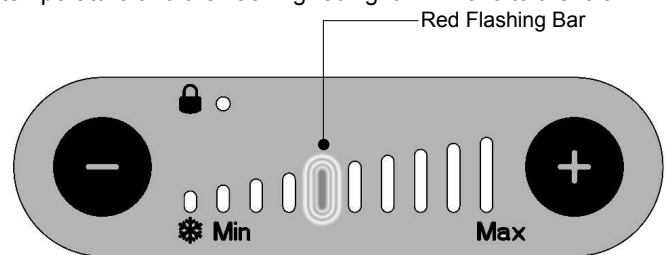
**Operate the radiator for 24 hours before making further adjustments to the settings.**

### Achieving Optimum Comfort Level

If the room is not at the desired temperature in the afternoon / evening, adjust the Comfort Heat simply by pressing the **+** or **-** button to achieve a higher or lower room temperature.



If the morning room temperature is not at the desired level, then adjust the **Background** heat level by pressing and holding down the **+** button on the temperature control display until all red lights are illuminated, continue to hold the **+** button for a further 10 seconds and a single red light will flash. A single red bar will flash to indicate that you are now viewing the background setting. Use the **+** button to increase room temperature and the flashing red light will move to the right. Use the **-** button to decrease room temperature and the flashing red light will move to the left.



After 10 seconds the temperature control display will return to the **Comfort Heat** control mode.





It may require a few days fine-tuning to achieve an optimum comfort level. On subsequent days increase or decrease the temperature by one red light until a satisfactory comfort level has been established. Once established the radiator will automatically adjust to suit seasonal changes in temperature. During mild weather background heat may not operate as Comfort Heat will be sufficient.

## Wall Mounted Programmers (only applicable if Programmer is fitted to DuoHeat installation)

### RXPW4 - Pilot Wire, or RXMBS4 - Mains Borne Signalling

The programmer has two modes (i) AUTO or (ii) MANUAL

- (i) In "Auto" mode, the radiator will change between Comfort and Setback modes (as shown in the table below) depending on your seven day programme. To change the programme settings or temporarily over ride the programme, see the appropriate programmer instructions.
- (ii) "Manual" mode will override the auto programme setting. There are four "Manual" mode settings shown in the table below.

Programmer Mode	Temperature Setting	DuoHeat Radiator – "Temperature control display setting"
Comfort 	Comfort Setting (radiator setting). Each Radiator will operate as set in "controls" section of Operating Instructions.	Display will remain as shown in Operating Instructions
Setback 	Setback will reduce the Comfort setting by 2°C, and will leave the Background unaffected.	Display will show two red bars less.eg. if "Comfort" displays 5, "Setback" will display 3 red bars/Childlock LED Green
Frost Protect 	Room temperature will be maintained at 14°C with Background operating.	Childlock LED green / Frost protection LED blue.
Off 	This will completely switch off radiators, e.g. during the summer heating may not be required.	Childlock LED Green, all other LED's off.

**Note: It will take 24 hours for room temperature to reach a comfortable level when resetting from "Frost Protect" or "Off" to "Comfort".**

### Cleaning - WARNING – ALWAYS DISCONNECT FROM THE POWER SUPPLY BEFORE CLEANING THE RADIATOR.

To maintain the external appearance of the radiator it need only be wiped over occasionally with a dry duster. Allow the radiator to cool, then wipe with a dry cloth to remove dust and a damp cloth (not wet) to clean off stains. Be careful not to allow moisture into the radiator. Do not use abrasive cleaning powders or furniture polish.

Discoloration of wall finishes can sometimes occur immediately above a radiator due to the properties of some paints and decorating materials or the presence of environmental impurities in the air (such as soot or incense generated from the burning of candles etc.).

### After Sales Service

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 (subject to availability) 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 please go to [www.dimplex.co.uk](http://www.dimplex.co.uk) where you will find our self help guide by clicking on 'After Sales' or ring our help desk on 0844 879 3588 (UK) or 01842 4833 (ROI). Spare parts are also available on the web site [www.dimplex.co.uk](http://www.dimplex.co.uk).

It would assist us if you can quote the model number, series, date of purchase, and nature of the fault at the time of your call. The customer services help desk will also be able to advise you should you need to purchase any spares. Please do not return a faulty product to us in the first instance as this may result in loss or damage and delay in providing you with a satisfactory service.

**Please retain your receipt as proof of purchase.**

### RECYCLING



**For electrical products sold within the European Community.**

At the end of the electrical products useful 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.

**CE** This 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 2006/95/EC and 2004/108/EC

Dimplex,  
Millbrook House,  
Grange Drive, Hedge End,  
Southampton SO30 2DF

Customer Help Line  
Fax  
Web-site

0844 879 3588  
0844 879 3583  
[www.dimplex.co.uk](http://www.dimplex.co.uk)

© GDC Group Ltd. All rights reserved.  
Material contained in this publication may not be reproduced in whole or in part, without prior permission in writing.  
A division of the GDC Group Ltd, Millbrook House, Grange Drive, Hedge End, Southampton SO30 2DF