

Contact Details

Please note that some of the contact details on this PDF document may not be current.

Please use the following details if you need to contact us:

Telephone: 0844 879 3588

Email: customer.services@gdcgroup.co.uk

The customer support section of our website also features a wide range of information which may be of use to you and is available 24 hours a day. It includes:

- Operating and installation instructions
- Easy 'How to use' guides for storage heaters
- Service and repairs
- Where to buy our products
- Literature downloads
- Heating requirement calculator

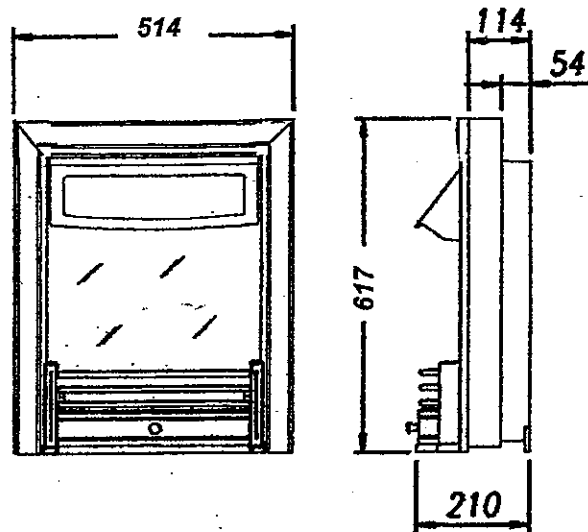
Visit - www.dimplex.co.uk/support

Whitsbury, Model: WHT20

This product is protected by Patent Numbers : GB2230335, AU621713, US4965707, IE63651 and NZ232435

BEAB
Approved

Issue 2 17/09/01



IMPORTANT

THESE INSTRUCTIONS SHOULD BE READ CAREFULLY AND RETAINED FOR FUTURE REFERENCE.

General

Unpack the heater carefully and retain the packaging for possible future use, in the event of moving or returning the fire to your supplier. Loose coals are packed separately within the carton.

The heaters are designed for use inset into 407mm (16") or 457mm (18") wide by 559mm (22") high fireplace opening. See also section "installation in a fire place opening".

A 2kw fan heater discreetly positioned in the canopy of the fire provides heating in cold weather. Switching allows half or full heat.

A minimum distance of 1 metre (39") must be maintained between the front of the heater and any surrounding furniture, overhanging curtains or other obstructions. Before connecting the heater check that the supply voltage is the same as that stated on the heater.

Electrical

Warning: This appliance must be earthed

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

For your convenience, the heater is fitted with a rewirable plug incorporating a 13 amp fuse.

In the event of replacing the fuse in the plug supplied, a 13 amp fuse approved by ASTA to BS 1362 must be used.

Important Safety Advice:

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 heater immediately below a fixed socket outlet or connection box.
- Do not cover the heater. Do not place material or garments on the heater, or obstruct the air circulation around the heater, for instance by curtains of furniture, as this could cause overheating and a fire risk.
- Do not leave young children or the infirm unsupervised in the vicinity of the heater.
- Do not use this heater in series with a thermal control, a program controller, a timer or any other device that switches on the heat automatically, since a fire risk exists when the heater is accidentally covered or displaced.
- Ensure that furniture, curtains or other combustible material are positioned no closer than 1 metre from the heater.
- In the event of a fault unplug the heater.
- Unplug the heater when not required for long periods.
- Although this heater complies with safety standards, we do not recommend its use on deep pile carpets or on long hair type of rugs.
- The appliance must be positioned so that the plug is accessible.
- If the supply cord is damaged it must be replaced by the manufacturer or service agent or a similarly qualified person in order to avoid a hazard.

Installation in a Fireplace Opening

At the rear of the fire, two adjustable supports are provided for levelling the fire where the base of the fireplace opening is raised above the level of the hearth.

Adjust by removing the two screws holding each bracket in position, then refit the bracket and the two screws in the required position.

The heater is supplied free standing.
One metal surround may be removed to allow the fire to be semi inset or two metal surrounds removed to be fully inset.

Operation

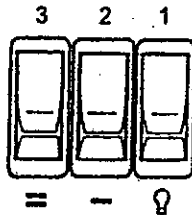
The unique flame effect may be enjoyed whether or not the heating elements are in operation.

Controls

The heater controls are located on the right hand side beneath the hinged canopy cover.
Raise the canopy cover to access the controls.

Three switches provide a choice of heat settings and an adjustable thermostat enables the room temperature to be controlled by adjusting the setting accordingly.
A switch is in the ON position when the red indicator mark on the switch is visible.

Switch 1 - Controls the electricity supply to the heater and the flame effect.
Note: This switch must be in the ON position for the heater to operate.



Switch 2 - Provides 1kw heat output with thermostat control.

Switch 3 - Provides 2kw heat output with switch 2 with thermostat control.

Setting the Thermostat

Plug in and set all switches to on. Turn the thermostat knob to MAX to warm the room rapidly. When the room temperature has reached the desired level. Turn the thermostat knob back slowly until the thermostat just clicks off. The heater will then maintain the room temperature at the chosen level.

NOTE: Should your heater fail to come on when the thermostat is at a low setting, this may be due to the room temperature being higher than the thermostat setting.

Maintenance

WARNING - BEFORE UNDERTAKING ANY MAINTENANCE OR CLEANING REMOVE PLUG OR DISCONNECT FROM THE ELECTRICITY SUPPLY.

Lamp Replacement

There are two lamps located beneath the fuel effect.
To gain access to the lamp, the grate / fuel effect secured by two screws, must be removed.
Remove the coal and carefully lift the grate / fuel effect clear and set aside.
Unscrew the defective lamp and replace with a 240V / 40W E14 SES clear candle Lamp.
Replace grate/fuel effect, secure with screws.

Safety cut-out

An automatic safety cut-out will switch off the heater if for any reason it overheats. This could occur for instance, if the air inlet or outlet was restricted in any way. The cut-out will continue to operate until the restriction has been removed, after which normal operation will resume.
Should the cut-out continue to operate repeatedly, switch off and seek service advice.

Cleaning

Before commencing cleaning, unplug the heater and allow it to cool.
The surfaces of the heater should be given an occasional wipe over with a dry soft cloth.
Do not use detergents, abrasive cleaning powder or polish on the metal body of the heater.

The glass screen should be cleaned carefully with a chamois leather. DO NOT use proprietary cleaners.

To remove any accumulation of dust or fluff the soft brush attachment of a vacuum cleaner should occasionally be used to clean the outlet grille of the fan heater located under the canopy.
To clean the fuel effect, remove the coal pieces and wash in warm water. The plastic tray should be wiped clean with a damp cloth. When dry replace the coal pieces and arrange as previously described for best effect.

After Sales Service

Your product is guaranteed for one year from the date of purchase. We undertake to exchange or repair free of charge within this period, any part, with the exception of a lamp bulb, found to be defective due to a manufacturing fault.
This guarantee in no way prejudices your rights under common law and is offered as an addition to consumers' statutory rights.
If your heater requires service or does not seem to be working correctly, please either return it to your supplier, together with your dated receipt or proof of date of purchase, or call us on the Customer Help line number given below. This guarantee only applies in the United Kingdom.

CE The product complies with the European Safety Standards EN60335-2-30 and the European Standard Electromagnetic Compatibility (EMC) EN55014, N60555-2 and EN60555-3 which cover the essential requirements of EEC Directives 73/23 and 89/336

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