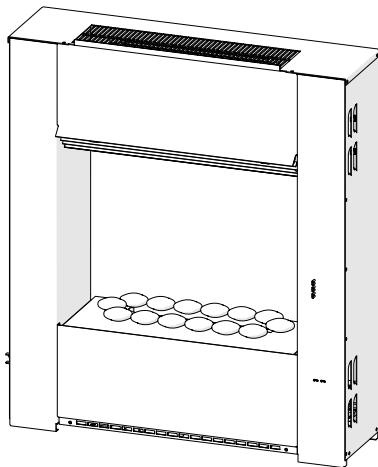




Better solutions through innovation



Owner's Manual

Model

DWOP20R

DWOP20BR

6909030100









IMPORTANT SAFETY INFORMATION: Always read this manual first before attempting to install or use the wall mount engine. For your safety, always comply with all warnings and safety instructions contained in this manual to prevent personal injury or property damage.

To view the full line of Dimplex products, please visit www.dimplex.com

7212770100R04



Table of Contents

 Welcome & Congratulations	3
 IMPORTANT INSTRUCTIONS	4
 Installation	6
 Assembly	9
 Operation	11
 Maintenance	14
 Warranty	16
 Replacement Parts	18

Always use a qualified technician or service agency to repair this engine.

! NOTE: Procedures and techniques that are considered important enough to emphasize.

⚠ CAUTION: Procedures and techniques which, if not carefully followed, will result in damage to the equipment.

⚡ WARNING: Procedures and techniques which, if not carefully followed, will expose the user to the risk of fire, serious injury, or death.

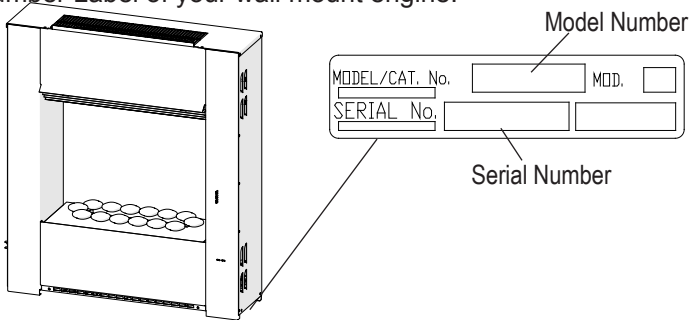
Welcome & Congratulations

Thank you and congratulations for choosing to purchase an Optimyst® wall mount engine from Dimplex, the world leader in electric fireplaces.

Please carefully read and save these instructions.


⚠ CAUTION: Read all instructions and warnings carefully before starting installation. Failure to follow these instructions may result in a possible electric shock, fire hazard and will void the warranty.


Please record your model and serial numbers below for future reference: model and serial numbers can be found on the Model and Serial Number Label of your wall mount engine.



NO NEED TO RETURN TO THE STORE

Questions with operation or assembly? Require Parts Information?
Product Under Manufacturer's Warranty?

Contact us at:  www.dimplex.com/customer_support
For Troubleshooting and Technical Support

OR  **Toll-Free 1-888-DIMPLEX (1-888-346-7539)**
Monday to Friday 8:00 a.m. to 4:30 p.m. EST
Please have your model number and product serial
number ready. (See above)



IMPORTANT INSTRUCTIONS

When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

- ① Read all instructions before using the engine.
- ② The heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. The trim around the heater outlet becomes hot during heater operation.
- ⚠ DANGER:** High temperatures may be generated under certain abnormal conditions. Do not partially or fully cover the front of this heater.
- ③ Extreme caution is necessary when any heater is used by or near children or invalids and whenever the unit is left operating and unattended.
- ④ Always unplug the engine when not in use.
- ⑤ Do not operate any unit with a damaged cord or plug, or if the engine has been dropped or damaged in any manner. Contact Dimplex Technical Service at 1-888-346-7539.
- ⑥ Do not use outdoors.
- ⑦ The engine is not intended for use in bathrooms, laundry areas

and similar indoor locations. Never locate unit where it may fall into a bathtub or other water container.

- ⑧ Do not run the cord under carpeting. Do not cover cord with throw rugs, runners, or the like. Arrange cord away from traffic area and where it will not be tripped over.
- ⑨ To disconnect the unit, turn the controls off, then remove the plug from the outlet.
- ⑩ Always use properly grounded, fused and polarized outlets.
- ⑪ Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage to the heater.
- ⑫ To prevent a possible fire, do not block air intake or exhaust in any manner. Do not use on soft surfaces, like a bed, where openings may become blocked.
- ⑬ All electrical heaters have hot and arching or sparking parts inside. Do not use in areas where gasoline, paint, or flammable liquids are used or stored or where the unit will be exposed to flammable vapors.
- ⑭ Do not modify the engine. Use it only as described in

IMPORTANT INSTRUCTIONS

this manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.

⑮ To reduce the risk of electric shock, this appliance must be grounded. Avoid the use of an extension cord. Extension cords may overheat and cause a risk of fire. Always plug heaters directly into a wall outlet/receptacle. Never use with an extension cord or relocatable power tap (outlet/power strip).

⑯ Do not burn wood or other materials in the engine.

⑰ Always use a certified electrician should new circuits or outlets be required.


⑱ Disconnect the power supply before performing any cleaning, maintenance or relocation of the unit.


⑲ When transporting or storing the unit and cord, keep in a dry place, free from excessive

vibration and store so as to avoid damage.

⑳ The wall mount engine must not be located directly below a socket outlet.

㉑ The wall mount engine must be positioned so that the plug is accessible.

 **WARNING:** Remote control contains small batteries. Keep away from children. If swallowed, seek medical attention immediately.

 **WARNING:** Do not install battery backwards, charge, put in fire or mix with used or other battery types - may explode or leak causing injury.

! NOTE: Changes or modifications not expressly approved by the party responsible for compliance could void user's authority to operate the equipment.



CAUTION
RISK OF ELECTRIC SHOCK
DO NOT OPEN
NO USER-SERVICEABLE PARTS INSIDE



SAVE THESE INSTRUCTIONS



Installation

⚠ WARNING: Ensure the power cord is not installed so that it is pinched or against a sharp edge and ensure that the power cord is stored or secured to avoid tripping or snagging to reduce the risk of fire, electric shock or injury to persons.

⚠ WARNING: Construction and electrical outlet wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electric shock and injury to persons.

⚠ WARNING: Do not attempt to wire your own new outlets or circuits. To reduce the risk of fire, electric shock or injury to persons, always use a licensed electrician.

⚠ WARNING: To reduce the risk of fire, do not store or use gasoline or other flammable vapors or liquids in the vicinity of the heater.

! NOTE: A 15 Amp, 120 Volt circuit is required. A dedicated circuit is preferred but not essential in all cases. A dedicated circuit will be required if, after installation, the circuit breaker trips or the fuse blows on a regular basis when the heater is operating. Additional appliances on the same circuit may exceed the current rating of the circuit breaker.

Wall Hanging Instructions

⚠ WARNING: The supplied mounting components are designed for use with Dimplex wall mounted engines only. Improper use, or use for purposes other than intended, may cause damage or injury.

⚠ WARNING: Failure to install the fireplace as instructed below may result in damage to the equipment and or may expose the user to the risk of fire, serious injury, illness or death.

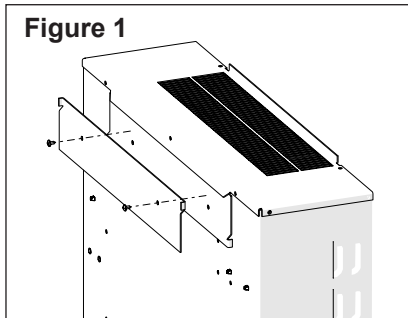
1. Remove the two screws that secure the hanging bracket to the back of the firebox. (Figure 1)

⚠ WARNING: The fireplace requires the wall hanging bracket screws to be installed into a minimum of one wall stud.

2. Select an appropriate location to mount the unit on a wall, above an electrical outlet. Access to the electrical outlet must be maintained. Ensure the installation meets the national and state/provincial electrical codes.

Installation

Figure 1



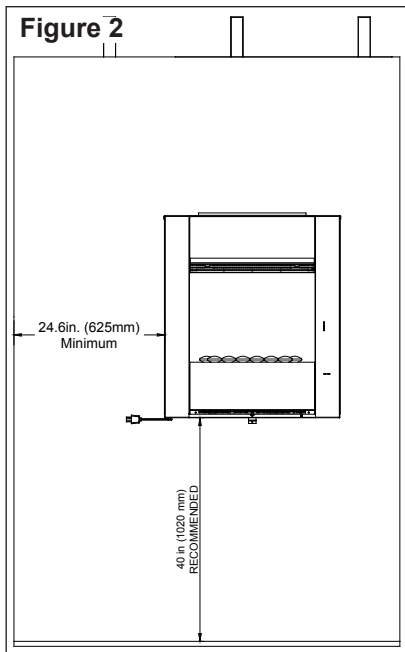
⚠ CAUTION: A minimum of 24.6in. (625mm) from a corner, is recommended for optimum airflow and flame production.

! NOTE: It is recommended that the bottom of the unit not be mounted higher than 40 in. (1020mm) from the Fireplace Installation ground to maintain an optimized viewing angle of the flame. (Figure 2)

! NOTE: Wall anchors must be installed in the appropriate wall locations to fasten the wall bracket to drywall. (Figure 3)

3. Hold the wall hanging bracket on the wall and mark the location of ONE of the securing holes.
4. Place the bubble level onto the top of the wall hanging bracket.

Figure 2



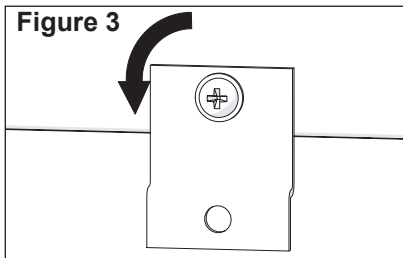
5. Adjust the wall hanging bracket so the bubble on the level is centered between the two black lines.
6. Mark the two (2) screw locations, on the wall, ensuring that the wall bracket stays level.
7. Install the supplied wall anchors on the drywall marked locations by placing a #2 Phillips screwdriver into the recess of the anchor.

Installation

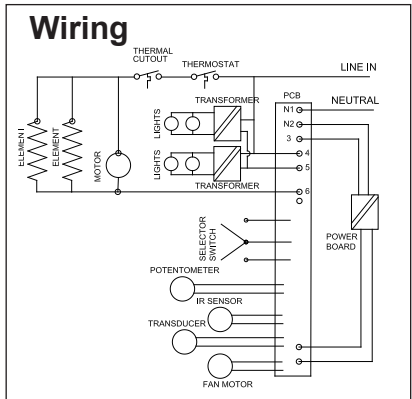
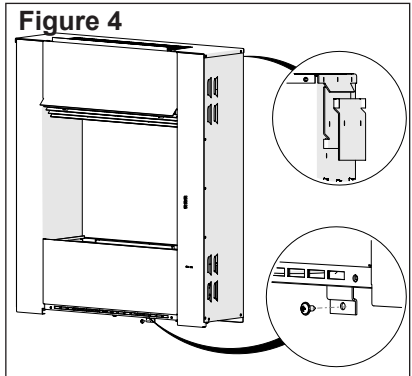
- Press the anchor into the wall in the desired marked position while turning the anchor clockwise until it is flush with the wall.
- Insert the wall anchor screws through the wall bracket and thread into the wall anchors. Tighten the screw.
- Install the remaining screw through the bracket and into the wall stud.

! NOTE: At least one of the screws must be installed into a wall stud.

- Rotate the securing bracket at bottom of the engine at the back so that it is pointing down. (Figure 3)
- Mount the unit on the wall, so that the tab on the engine bracket has been inserted into the hook on the wall bracket. (Figure 4)



- Secure the bottom of the wall mounted engine to the wall using the securing bracket and the provided screw.



Assembly

1. Carefully unpack all of the components from the box. (Figure 5)
2. Remove top cover by turning the retaining tabs on both ends of the water reservoir. (Figure 6)
3. Install the light bulbs by aligning the pins on the bulbs and the fixture and pressing down until they are fully inserted. (Figure 7)
4. Install the transducer so that it is sitting level in the circular

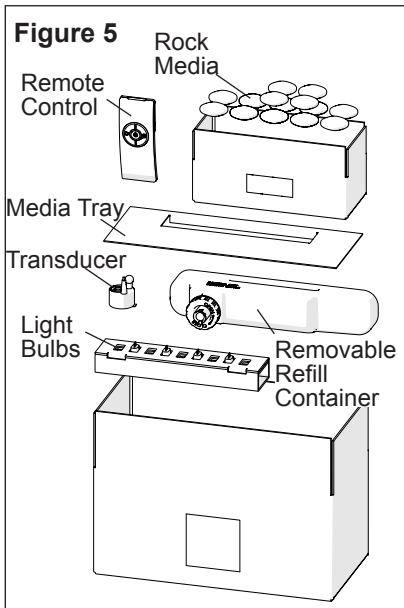
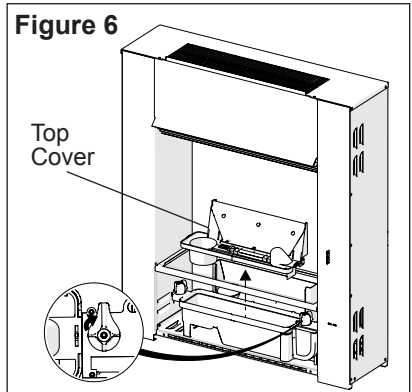
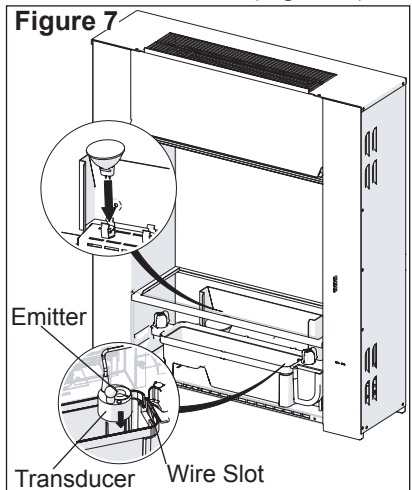


Figure 6



- holding area in the reservoir.
5. Orient transducer wire so that it does not sit directly above the emitter and the wire passes through the slot in the side of the tank. (Figure 7)

Figure 7



Assembly

6. Reinstall the top cover and ensure both retaining tabs have been turned so that they are pointing inwards.
7. Fill and install the Refill Container.

! NOTE: Normal tap water can be used in the Optimyst® as long as the tap water is not considered to be hard water. In the event your tap water is hard, you may use softened water or distilled water with 1/8 tsp of salt (0.5 mL) added to the water reservoir. (The addition of additional salt should only be used when you notice that the unit is not producing mist as expected.)

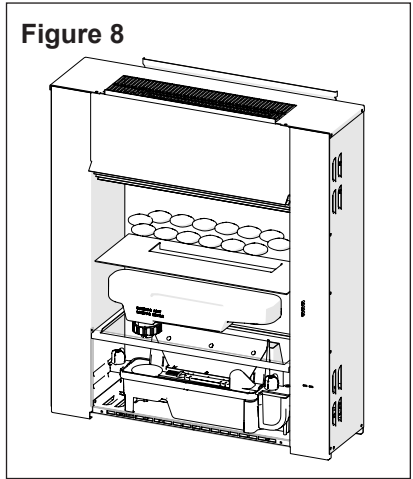
! NOTE: During initial installation, the Refill Container should be refilled after the Reservoir has filled to ensure the maximum operating time.

8. Install the media tray and arrange the rock media on top, so that the opening is not blocked.

⚠ CAUTION: Do not arrange the rock media while the unit is running, since the rocks may be hot.

9. Make sure the On/Off switch is switched to Off (refer to Operating Instruction section).

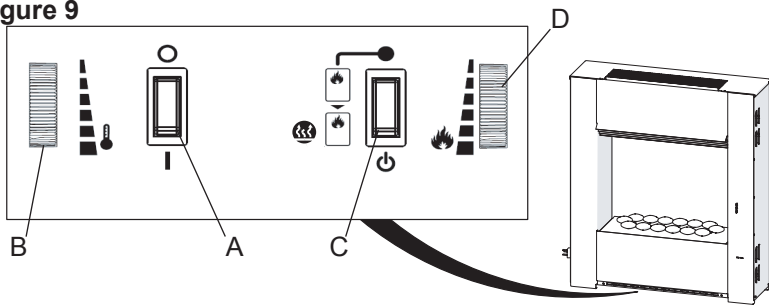
Figure 8



10. Plug the unit into a 15 Amp/ 120 volt outlet.

Operation

Figure 9



! NOTE: When the engine is 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.

! NOTE: Always ensure that the appliance is fixed to the wall in a level position.

The manual controls for the wall mount engine are located on the bottom of the unit. (Figure 9)

A. On/Off Switch

Supplies power to the engine.


B. Thermostat Control

To adjust the temperature to your individual requirements, turn the thermostat control backwards all the way to turn on the heater. When the room reaches the

desired temperature, turn the thermostat knob forward until you hear a click. Leave thermostat in this position to maintain the room temperature at this setting. For additional heat, turn clockwise until you hear the click again and the heater will turn on.

C. Mode Selector Switch

Press once to turn on the flame effect. This will be indicated by an audible “beep”. Although the lights turn on immediately it will take 30 seconds before the flame effect starts.

- Press again to give flame effect and full heat. This will be indicated by two “beeps”.
- Press again to return to flame effect only. This will be indicated by one “beep”.
- Press  to put fire in to

Operation

standby mode. This will be indicated by one “beep”.

D. Flame Intensity Control

Adjusts the intensity of the flame and smoke effect when the heater has been activated.

Turning the control knob towards you decreases the intensity of the flame and smoke effect. Turning the control knob away from you will increase the flame and smoke effect.

! NOTE: Give the flame generator some time to react to changes you may make on the flame control knob.

! NOTE: When the water tank is empty the unit will turn off after 30 seconds. See instructions under Maintenance Section for refilling tank. When this procedure is complete, the main lamps will illuminate but it will take 30 seconds before the flames return.

Resetting the Temperature Cutoff Switch

Should the heater overheat, an automatic cut out will turn the fireplace off and it will not come back on without being reset. It can be reset by switching the On/Off Switch to Off and waiting ten

(10) minutes before switching the unit back on.


⚠ CAUTION: If you need to continuously reset the heater, unplug the unit and call Dimplex North America Limited at 1-888-346-7539 for technical support. Please have your model and serial number ready when calling.


Remote Control


The On/Off Switch must be in the ‘ON’ (I) position in order for the remote control to operate. There are 3 buttons on the remote control. (Figure 10)

! NOTE: To operate correctly the remote control must be pointed towards the heater outlet.

The remote control functions are as follows:

 Press once to turn on Flame effect only. This will be indicated by one beep.

 Press once to turn on Full heat and Flame effect. This will be indicated by two beeps.

 Standby - This will be indicated by one beep.

! NOTE: Once the mist has been activated, the unit will have

Operation

to be turned Off, using either the momentary button, on the unit, or the Off button on the remote control, then back on to return to Level 1 - Logs and Light only operation.

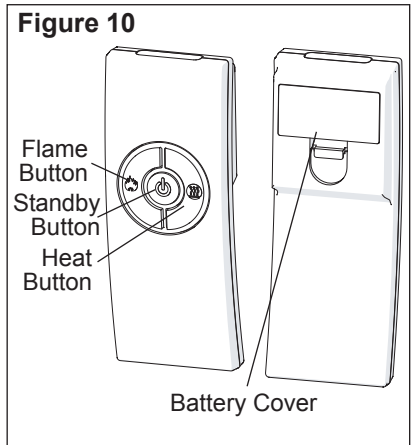
Battery Replacement

To replace the battery:

1. Slide battery cover open on the remote control (Figure 10).
2. Install two 1.5 Volt (AAA) battery in the battery holder.
3. Close the battery cover.



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





Maintenance

⚠ WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electric shock or damage to persons.

Filling the water tank

When the water tank is empty, the flame effect shuts off and you will hear 2 audible beeps, follow these steps.

⚠ CAUTION: Allow at least five minutes for components to cool before disassembling the unit to refill.

1. Turn the On/Off switch to the off position (0) (Figure 8)
2. Gently remove the rock media and the media tray and place them carefully on the ground.
3. Remove the refill container by lifting upwards and outwards.
4. Refill the container with tap water.

! NOTE: Normal tap water can be used in the Optimyst® as long as the tap water is not considered to be hard water. In the event your tap water is hard, you may use softened water or distilled water with 1/8 tsp of salt (0.5 mL) added to the water reservoir. (The addition of additional salt should only be when you notice

that the unit is not producing mist as expected.)

5. Screw the cap back on, **do not overtighten**.
6. Return the refill container to the sump, with the tank cap facing down and the flat side of the tank facing outward.
7. Gently place the media tray and rock media back into position.
8. Turn the On/Off switch to the off position (I). (Figure 8)

If you do not intend on using the unit for longer than 2 weeks, empty and drain the unit of water, and dry all of the water containing components.

Replacing the Light bulbs

If a large amount of the smoke appears grey or colourless it may be that one or more of the light bulbs have burnt out.

⚠ CAUTION: Allow at least twenty minutes for light bulbs to cool before touching bulbs to avoid accidental burning of skin.

1. Leaving the flame effect on, remove the rock media, tray and water tank (Figure 9) and lift out the top cover (Figure 6)
2. View the lamps from a distance in front of the fire and



Maintenance

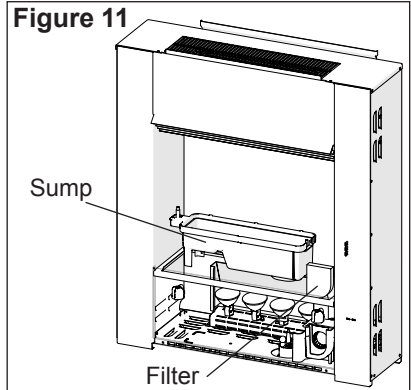
observe which lamp needs to be changed.

3. Turn the unit off, and unplug the engine.
 4. Leave the appliance for 20 minutes to allow the lamps to cool down before removing them.
 5. Remove the water tank and sump (Figure 11) by lifting upwards and placing to the side.
 6. Remove the defective bulb, by gently lifting vertically and disengaging the pins from the lamp holder.
- ! NOTE:** Replacement light bulbs can be obtained by contacting Dimplex Customer Service at 1-888-346-7539.
7. Carefully insert the two pins of the new bulb into the two holes in the lamp holder. Push lamp firmly in place.
 8. Replace the top cover, refill container, media tray and media.

Cleaning

It is recommended that all of the components that contain water are cleaned with soap and water on a **biweekly** basis. A small brush has been included to assist

Figure 11



in cleaning difficult items/areas, i.e. the transducer.

! CAUTION: Do not put plastic components in the dishwasher.

Filter Cleaning

The air filter can be removed and gently rinsed with water to clean and dried on a towel before reinstalling.

! NOTE: Replace the filter so that the coarse black filter is facing the front of the engine.

Surface Cleaning

Use a warm damp cloth only to clean surfaces of the engine. Do not use abrasive cleaners.

! NOTE: If you need to move the unit ensure that all of the components that contain water have been emptied before relocating.



Warranty

ONE YEAR LIMITED WARRANTY

Products to which this limited warranty applies

This limited warranty applies to your newly purchased Dimplex wall mount engine and to newly purchased Dimplex fireplace surrounds (mantels) and trims. This limited warranty applies only to purchases made in any province of Canada except for Yukon Territory, Nunavut, or Northwest Territories or in any of the 50 States of the USA (and the District of Columbia) except for Hawaii and Alaska. This limited warranty applies to the original purchaser of the product only and is not transferable.

Products excluded from this limited warranty

Products purchased in Yukon Territory, Nunavut, Northwest Territories, Hawaii, or Alaska are not covered by this limited warranty. Products purchased in these States, provinces, or territories are sold AS IS without warranty or condition of any kind (including, without limitation, any implied warranties or conditions of merchantability or fitness for a particular purpose) and the entire risk of as to the quality and performance of the products is with the purchaser, and in the event of a defect the purchaser assumes the entire cost of all necessary servicing or repair.

What this limited warranty covers and for how long

Products covered by this limited warranty have been tested and inspected prior to shipment and, subject to the provisions of this warranty, Dimplex warrants such products to be free from defects in material and workmanship for a period of 12 months from the date of the first purchase of such product.

The limited 12 month warranty period also applies to any implied warranties that may exist under applicable law. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to the purchaser.

What this limited warranty does not cover

This limited warranty does not apply to products that have been repaired (except by Dimplex or its authorized service representatives) or otherwise altered. This limited warranty does further not apply to defects resulting from misuse, abuse, accident, neglect, incorrect installation, improper maintenance or handling, or operation with an incorrect power source.

What you must do to get service under this limited warranty

Defects must be brought to the attention of Dimplex Technical Service by contacting Dimplex at 1-888-DIMPLEX (1-888-346-7539), or 1367 Industrial Road, Cambridge Ontario, Canada N1R 7G8. Please have proof of purchase, catalogue/model and serial numbers available when calling. Limited warranty service requires a proof of purchase of the product.

What Dimplex will do in the event of a defect

In the event a product or part covered by this limited warranty is proven to be defective in material or workmanship during the 12 month limited warranty period you have the following rights:

- Dimplex will in its sole discretion either repair or replace such defective product or part without charge. If Dimplex is unable to repair or replace such product or part, or if repair or replacement is not commercially



Warranty

practicable or cannot be timely made, Dimplex may, in lieu of repair or replacement, choose to refund the purchase price for such product or part.

- Limited warranty service will be performed solely by dealers or service agents of Dimplex authorized to provide limited warranty services.
- The purchaser is responsible for removal and transportation of such product or part (and any repaired or replacement product or part) to and from the authorized dealer's or service agent's place of business.
- This limited warranty does not entitle the purchaser to on-site or in-home services. On-site or in-home services may be performed at the purchaser's specific request and expense at Dimplex's then-current rates for such services.
- Dimplex will not be responsible for, and the limited warranty services shall not include, any expense incurred for installation or removal of the product or part (or any replacement product or part) or any labour or transportation costs. Such costs shall be the purchaser's responsibility.

What Dimplex and its dealers and service agents are also not responsible for:

IN NO EVENT WILL DIMPLEX, OR ITS DIRECTORS, OFFICERS, OR AGENTS, BE LIABLE TO THE PURCHASER OR ANY THIRD PARTY, WHETHER IN CONTRACT, IN TORT, OR ON ANY OTHER BASIS, FOR ANY INDIRECT, SPECIAL, PUNITIVE, EXEMPLARY, CONSEQUENTIAL, OR INCIDENTAL LOSS, COST, OR DAMAGE ARISING OUT OF OR

IN CONNECTION WITH THE SALE, MAINTENANCE, USE, OR INABILITY TO USE THE PRODUCT, EVEN IF DIMPLEX OR ITS DIRECTORS, OFFICERS, OR AGENTS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSSES, COSTS OR DAMAGES, OR IF SUCH LOSSES, COSTS, OR DAMAGES ARE FORESEEABLE. IN NO EVENT WILL DIMPLEX, OR ITS OFFICERS, DIRECTORS, OR AGENTS BE LIABLE FOR ANY DIRECT LOSSES, COSTS, OR DAMAGES THAT EXCEED THE PURCHASE PRICE OF THE PRODUCT.

SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO THE PURCHASER.

How State and Provincial law apply

This limited warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction. The provisions of the United Nations Convention on Contracts for the Sale of Goods shall not apply to this limited warranty or the sale of products covered by this limited warranty.



Replacement Parts

Remote Control	9600385600RP
Remote Control Receiver	9600580100RP
White Rock Media	9600650100RP
Black Rock Media	6909500100RP
Media Tray	9600660100RP
Heating Assembly (with cutout)	9600680100RP
Light Holder Assembly	9600610100RP
Removable Refill Container with Cap	0441440100RP
Cap for Refill Container	0441440300RP
Top Cover Assembly	9600670100RP
Water Reservoir (Sump)	0441380100RP
Fan Assembly	5300300100RP
Fan Housing Assembly	9600540100RP
Fan Filter	8600300100RP
Transducer	3800040100RP
Power Cord	9600740100RP
On/Off Switch	9600383500RP
3-Position Switch	9600383600RP
Transformers	9600690100RP
Mounting Hardware Kit	9600700100RP
Potentiometer	9600640100RP
Thermostat Assembly	9600620100RP
Control Knob	9600630100RP
Power Board	9600590100RP
IR Receiver with Lens	9600600100RP
Light Bulbs	RB400



Dimplex North America Limited

1367 Industrial Road

Cambridge ON

Canada N1R 7G8

© 2014 Dimplex North America Limited