



A world of expertise

# INSTRUCTION MANUAL

## Installation and Operating

### Dimplex Opti-myst Electric Wall Fire

Models: OMWFC20 E / RTOPW20 E / PEM20 E

These instructions should be read carefully and retained for future use. Note also the information presented on the appliance.

**EN:** This product is only suitable for well insulated rooms or occasional use. **DE:** Dieses Produkt ist nur für gut isolierte Bereiche oder gelegentliche Verwendung geeignet. **FR:** Ce produit convient uniquement à des endroits bien isolés ou pour un usage occasionnel. **IT:** Questo prodotto è adatto solo per spazi ben isolati o per uso occasionale. **ES:** Este producto sólo es adecuado para espacios bien aislados o un uso ocasional. **NL:** Dit product is uitsluitend geschikt voor goed geïsoleerde ruimten of voor sporadisch gebruik. **PL:** Produkt ten jest odpowiedni wyłącznie do dobrze odizolowanych miejsc lub do okazjonalnego użytku. **NO:** Dette produktet egner seg kun for godt isolerte rom eller sporadisk bruk. **RO:** Acest produs este adecvat exclusiv spațiilor bine ventilate sau utilizării ocazionale. **CZ:** Tento výrobek je vhodný pouze do dobře izolovaných prostor nebo k příležitostnému použití. **DK:** Dette produkt er kun egnet til velisolerede rum eller lejlighedsvis brug. **PT:** Este produto somente é adequado para espaços bem isolados ou uso ocasional. **SE:** Denna produkt är endast avsedd för välisolerade utrymmen eller tillfällig användning. **FI:** Tämä tuote soveltuu ainoastaan hyvin eristettyihin tiloihin tai satunnaiseen käyttöön. **SK:** Tento výrobok je vhodný len pre dobre izolované priestory alebo na občasné použitie. **SI:** Ta izdelek je primeren le za dobro izolirane prostore ali za občasno uporabo. **HR:** Ovaj proizvod je pogodan samo za dobro izolirane prostore ili povremenu upotrebu. **HU:** Ez a termék csak jól szigetelt terekhez vagy eseti használatra alkalmas



The product complies with the required Product Safety, Electromagnetic Compatibility and Environmental Standards. This product is fully compliant with LVD, EMC, RoHs and EcoDesign Directives.

**CAUTION: FAILURE TO FOLLOW THESE INSTRUCTIONS MAY CAUSE INJURY AND/OR DAMAGE AND MAY INVALIDATE YOUR GUARANTEE**

**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 appliance immediately below a fixed socket outlet or connection box.

**Warning:** This heater must not be used for anything other than normal domestic household purposes in the country where it was purchased from a recognised commercial retailer.

**Warning:** Do not use this heater in small rooms when they are occupied by persons not capable of leaving the room on their own, unless constant supervision is provided.

Children of less than 3 years should be kept away unless continuously supervised. Children aged from 3 years and less than 8 years shall only switch on/off the appliance provided that it has been placed or installed in its intended normal operating position and they have been given supervision or instruction concerning use of the appliance in a safe way and understanding the hazards involved. Children aged from 3 years and less than 8 years shall not plug in, regulate and clean the appliance or perform user maintenance.

This appliance can be used by children aged 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 use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by Children

**Warning:** This appliance must be earthed.

The use of an extension lead or multi-plug adaptor is not advised when connecting this product to the mains. Connection through these devices could lead to a risk of overloading, overheating and even fire at the extension lead or adaptor due to inadequate connection quality.

This heater must be used on an ~alternating current supply (~) only and the voltage marked on the

Do not use this appliance 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 appliance is accidentally covered or displaced.

DO NOT use the heater on deep pile carpets or the long hair type of rugs, or less than 750mm (30") away from any overhanging surface. Keep combustible materials such as drapes and other furnishings clear from the front, sides and rear of the heater. Do not use heater to dry your laundry. In the event of a fault unplug the appliance. Unplug the appliance when not required for long periods. 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. Keep the

**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 instruction can be found at [www.dimplex.co.uk](http://www.dimplex.co.uk)

**Warning:** In order to avoid overheating, do not cover the appliance. Do not place material or garments on the appliance, or obstruct the air circulation around the appliance, for instance by curtains or furniture, as this could cause overheating and a fire risk. The appliance carries a DO NOT COVER warning.

**Warning:** In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.

## Dimplex Opti-myst Wall Fire

Model: OMWFC20 E / RTOPW20 E / PEM20 E

Thank you for choosing a Dimplex electric fire

### General Information

The fire incorporates a flame effect, which can be used with or without heating, so that the comforting effect may be enjoyed at any time of the year.

A fan heater can provide heating in cold weather. A distance of 1 metre (3 feet) must be maintained between the front of the heater and any surrounding furniture, overhanging curtains or other obstructions. Always ensure that the appliance is sitting on a level surface. Before connecting the appliance, check that the supply voltage is the same as that stated on the appliance.

Only use filtered water in this appliance.

Once installed, never move this appliance or lay it on its back, without draining the water from sump and water tank. The water tank, sump, sump lid, tank cap and air filters must be cleaned once every 1 Week, particularly in hard water areas. If you intend not using the appliance for longer than 1 Week, drain the water from sump and water tank and dry the sump.

This fire is to be used in conjunction with a Dimplex decorative front.

**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.

The sump and the water tank in this product are treated with a biocidal product, Silver Biocide in order to control harmful or unwanted organisms. This conforms with the latest relevant ISO standard.

Do not drink the water from the sump or from the water tank(s).

### Technical Information

Model No: OMWFC20 E / RTOPW20 E / PEM20 E

Heat Output		230V	240V	
Nominal Heat Output	$P_{\text{Nom}}$	1.8	2.0	kW
Minimum Heat Output	$P_{\text{min}}$	0.9	1.0	kW
Maximum Continuous Heat Output	$P_{\text{max}}$	1.8	2.0	kW
Auxiliary Electricity Consumption				
In Standby Mode	$P_{\text{Nom}}$	0.45	0.48	W

electronic room temperature control plus week timer

# Installation

This heater must be used on an AC ~ supply only and the voltage marked on the heater must correspond to the supply voltage. Before switching on, please read the safety warnings and operating instructions. Please retain this user's guide for future reference.

Ensure that all packing items are removed (read any warning labels carefully).

Retain all packing for possible future use e.g. in the event of moving or returning the appliance to your supplier.

## Installing the Appliance;


1. Clean the area where the fire will be installed.
2. Remove wall bracket from the back of the appliance, by removing the 2 screws that the wall bracket is fixed with. From the base of the fire chassis, a minimum distance from the floor of 300mm - 600mm, from the side wall of 625mm and 150mm minimum from the top of the product to any shelf above it. **(Fig 1)**
3. Fix the wall bracket to the wall making sure it is level, using the wall plugs and screws supplied for block walls.
4. Hang the appliance off the fixed wall bracket. Rotate the safety fixing bracket on the base of the product so that the fixing hole is exposed. Mark this hole and remove the appliance from the wall.
5. Fix plug to the wall in the marked position.
6. Hang the appliance back on the wall fixing bracket and fix the appliance in place using the screw supplied through the safety fixing bracket.
7. Make sure the unit is switched OFF.
8. Plug the fire into a 13amp/240 volt outlet. Ensure that the supply cable is not trapped under the fire such that it might cause it to be damaged.

## Connecting the Transducer

1. Gently lift out the fuel-bed and carefully set aside. **(Fig 4)**
2. Remove the water tank by lifting upwards and outwards. **(Fig 5)**
3. Remove the nozzle by un-clipping and lifting upwards and outwards. **(Fig 6)**
4. The transducer will be inside the sump. Remove from its bag.
5. Place the Transducer unit into the sump and make the connection.
6. Locate the tab on the Transducer unit into the moulded recess in the base of the sump **(Fig 7A)**
7. Ensure that the cable does not obstruct the Transducer disc. To prevent the cable becoming pinched between the nozzle and the sump, place the cable in the slot in the wall of the sump. **(Fig 7B)**

## Filling the Water Tank

1. Gently lift out the fuel-bed and carefully set aside.
2. Remove the water tank by lifting upwards and outwards.
3. Place the water tank in sink and remove cap, anti-clockwise to open. **(Fig 8)**
4. Fill tank with filtered tap water only. This is necessary to prolong the life of the flame and smoke producing unit. The water should be filtered through a conventional domestic water filter unit and the filter should be replaced regularly.
5. Screw the cap back on, do not over tighten.
6. Return the tank to the sump, with the tank cap facing down.
7. Gently place the fuel-bed back into position.

When the water tank is empty, the flame and smoke effect shuts off, you will hear 2 audible beeps and the digital display will display .

# Operating The Product


**WARNING:** FAILURE TO FOLLOW THESE OPERATING INSTRUCTIONS MAY RESULT IN INJURY AND/OR DAMAGE.


## Manual Controls

The Opti-myst Manual controls are located on the base of the appliance.  
(See **Fig.2** for Manual Control lay out)

Switch 'A':- Controls the electricity supply to the Fire.

Note: This switch must be in the 'ON' ( I ) position for the Fire to operate with or without heat when activated.


Switch 'B':- Press  once to turn on the flame effect. This will be indicated by an audible "beep". Although the main lights operate immediately it will take a further 45 seconds before the flame effect starts.

Press  to put fire into standby mode. This will be indicated by one "beep".

## Remote Control

The remote control is packed with 2 AA batteries in a bag. Lift off the battery cover on the back of the remote control and insert the batteries taking note of the polarity.

The remote control has already been paired to your product during factory assembly. In the unlikely event that the remote control disconnects from the product, or you obtain a spare remote control, you will need to complete the pairing process:

1. With the product plugged in press switch A to the ON (I) position. You should hear an audible beep
2. Press and hold 'Button 6' until PAIR appears on the display
3. Bring the remote control close to the product where the receiver is . See Fig 2
4. The product will start to beep and blink
5. Press 'Button 6' to complete the pairing process. The product will go into standby mode.

## Switching on the appliance

Press and hold the **ENTER** button for 3 seconds to activate the remote control. FIRE will be displayed and ON will be blinking. Press **ENTER** to switch on the appliance. To turn off the appliance press MENU so that FIRE is blinking, press **ENTER** twice.

## Adjust the Flame Setting

With the remote control activated press once. FIRE will be blinking on the display. Press **ENTER**. The current flame setting will be displayed F1-F6. Press the **UP** and **DOWN** buttons to adjust the setting. After you have selected your flame setting press **BACK** twice to exit the menu and return to the home screen.

## Switching on the Heat

With the remote control activated press **MENU** once. FIRE will be blinking on the display. Press **ADV** once, HEAT will be blinking. Press **ENTER**. The current heat setting will be displayed OFF LO HI. Press the **UP** and **DOWN** buttons to adjust the setting. After you have selected your flame setting press **ENTER**

## Setting the Thermostat

The temperature shown on the display is the room temperature set point. This is the temperature that the heater will maintain during the heating periods. If the room temperature is above this temperature then the heater will not operate. The heater leaves the factory with this temperature set at 15°C which represents a typical comfortable room temperature. If you require a different room temperature then

press either up or down on the home screen until the display shows the temperature you require.

## Thermal Safety Cut-out

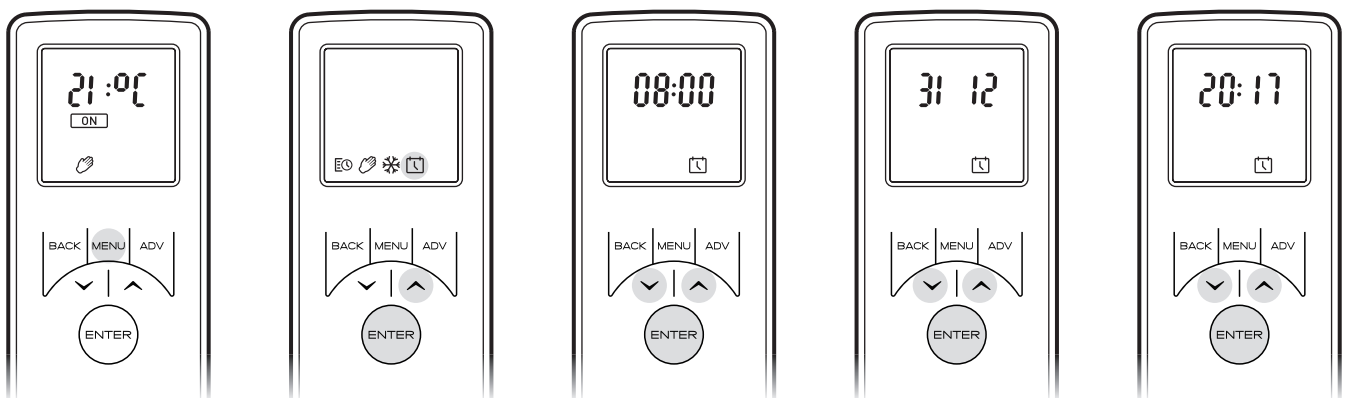
A thermal safety cut-out is incorporated in the fan heater to prevent damage due to overheating. This can happen if the heat outlet was restricted in any way. If the cut-out operates, unplug the heater from

**CAUTION:** In order to avoid a hazard due to inadvertent resetting of the thermal cutout, this appliance must not be supplied through an external switching device, such as a timer, or connected to a switch that is regularly switched on and off by the utility.

## Setting the Date and Time

To set the date and time on the heater;

1. Press the Menu button
2. Press ^ button 4 times
3. Press Enter when the Date & Time icon is blinking
4. Press Enter to set Time
5. Press v and ^ to set the Hour, press Enter
6. Press v and ^ to set the Minutes, press Enter to confirm the time
7. Press v and ^ to set the Day, press Enter
8. Press v and ^ to set the Month, press Enter
9. Press v and ^ to set the Year, press Enter to confirm the date



## Modes of Remote Operation

**User Timer:** Provides greatest flexibility to the user. Four times slots are available throughout the day and these can be customised for each day of the week. See "How to adjust the timer modes" for instructions on adjusting these from the factory default time periods & temperatures.

**Manual Mode:** This mode heats the room to the temperature you have set the remote control to.

**Frost Protection:** This mode will maintain a room temperature to 7°C. This mode should be used to provide protection against frost as indicated by the frost icon.

## Choosing and Setting a Mode

User Timer - To re-programme the factory default Timer Modes:

1. Press Menu Button
2. Press ^ once to the schedule Icon is blinking. Press Enter
3. Press ^ Twice then press Enter  
\*Days of the weeks are now displayed at the top of the screen\*  
Day 1 = Monday  
Day 2 = Tuesday  
Day3 = Wednesday  
Day 4 = Thursday  
Day5 = Friday  
Day 6 = Saturday  
Day 7 = Sunday
4. Press Enter to Modify Day 1 or Press ^ to navigate to the desired day and Press Enter to Select
5. P1 will be displayed on screen
6. Press Enter to select P1, to navigate to P2, P3 or P4 press ^ and press Enter to select
7. ON will be highlighted, press Enter to set the on Time
8. Press v or ^ to adjust the on Hour time, press Enter to Confirm
9. Press v or ^ to adjust the on Minute time, press Enter to Confirm
10. Press v or ^ to adjust the Temperature setting, press Enter to Confirm
11. Press v or ^ to adjust the off Hour time, press Enter to Confirm
12. Press v or ^ to adjust the off Minute time, press Enter to Confirm

Press Enter to modify Programme P2, follow steps 5-12, Press ^ to skip to P3

Press Enter to modify Programme P3, follow steps 5-12, Press ^ to Skip to P4

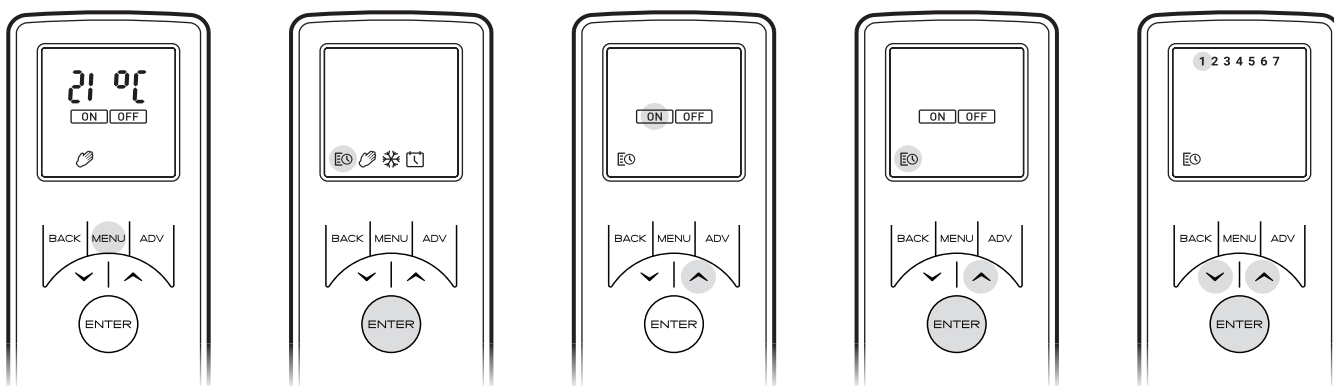
Press Enter to modify Programme P4, follow steps 5-12

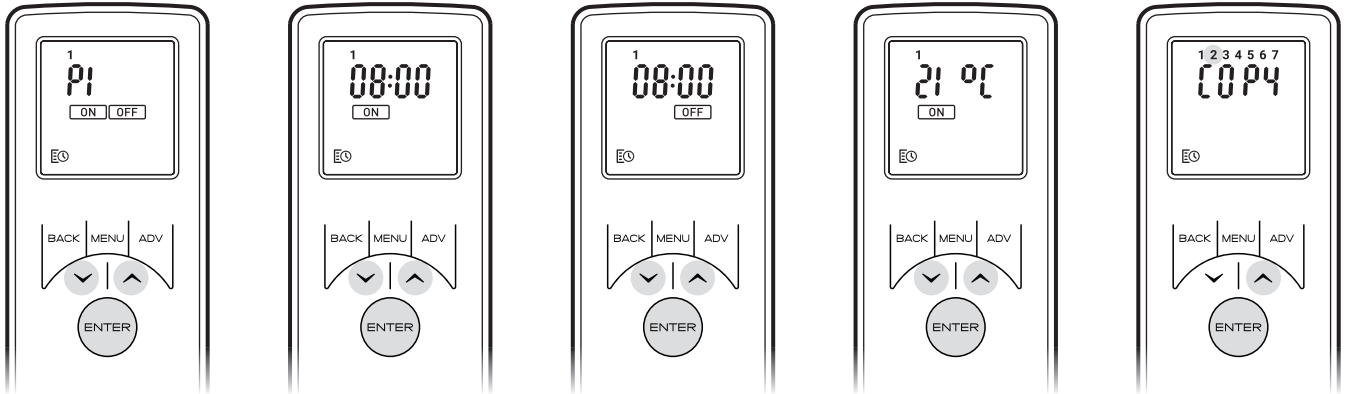
To copy newly programmed P1-P4 heating programmes to other days press the Enter button.  
Copy will be displayed on screen

To copy to the next day in sequence, press ^ button. To deselect the next day in sequence press Enter button.

The days of the week that are selected will be displayed at the top of the screen. The days that have been deselected will not be visible (see Diagrams).

Press Enter to confirm, backlight will flash and return to home screen.



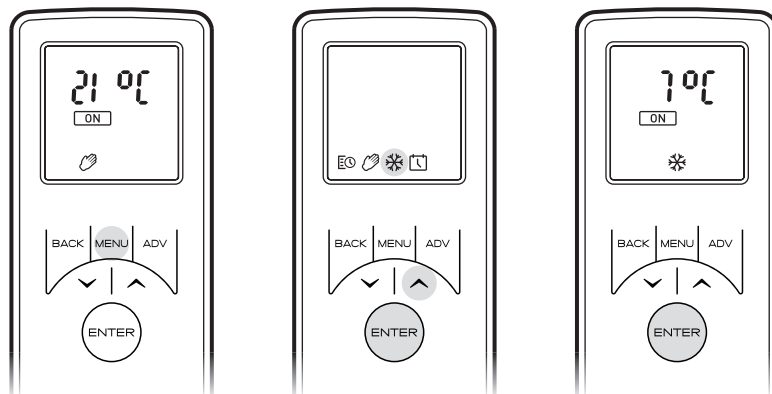


**Manual Mode** - To choose a constant heat mode. This mode ignores the User Timer and maintains the displayed temperature.

- Press Menu Button
- Press ^ twice to highlight the Hand icon
- Press Enter to Confirm
- Use v and ^ to adjust to the desired temperature

**Frost protect** - Frost protect mode maintains a room temperature of 7°C throughout a 24 hour period. This mode should be used to provide protection against frost as indicated by the Frost icon.

- Press the Menu button
- Press ^ three times to highlight the snowflake icon
- Press Enter to confirm
- Press v or ^ to exit this mode and enter manual mode.



## Getting the Desired Flame Effect

1. Using the remote control press MENU, FIRE on the display will be flashing, press ENTER. The current setting will be displayed. Press ^ or v to toggle between F1 and F6. F1 being the lowest setting and F6 being the highest setting.
2. Generally the flames appear more realistic when the flame control is turned down.
3. Give the flame generator time to react to changes you may make.
4. The fire will use less water if the flame effect is set to a lower level.
5. Do not tilt or move the fire while there is water in the tank or sump.
6. Make sure that the fire is on a level floor.

## Customising the display

The maximum temperature set point on the product is 32°C You have the option to reduce this set point. You can also change °C to °F

1. Press the Menu button.



2. Press the ADV button twice - SP will be blinking.
3. Press Enter to confirm.
4. Press v or ^ to choose between °C and °F.
5. Press Enter to confirm.
6. Press v or ^ to choose your maximum temperature set point.
7. Press Enter to confirm.
8. Press BACK three times to return to the home screen.

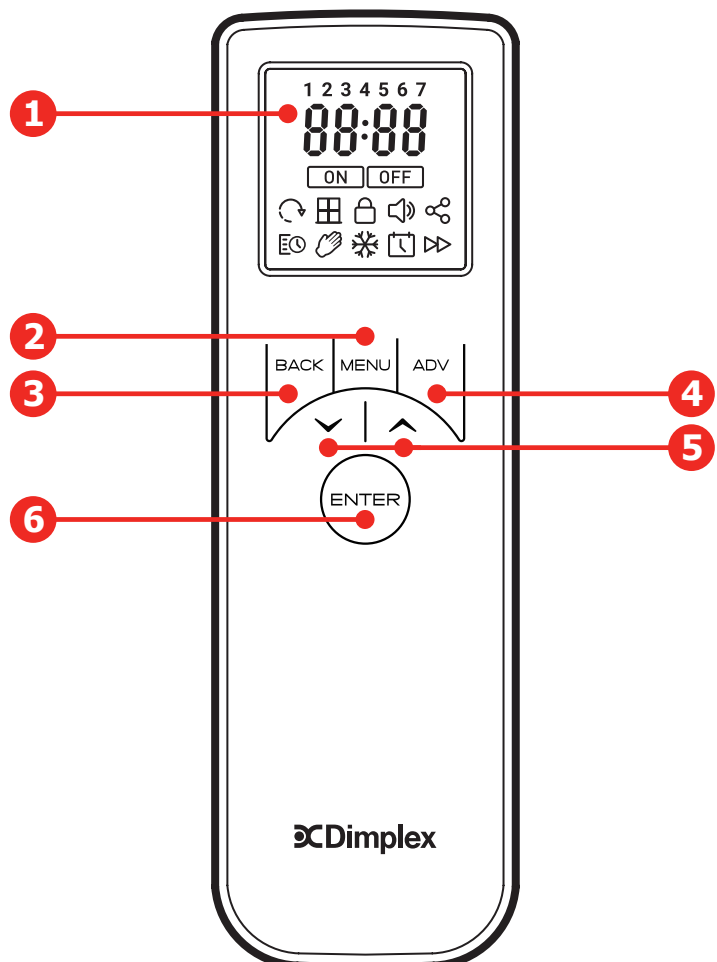
## Adaptive Start

The built-in electronics in this appliance have a learning function with regards to how long it takes to heat up a room. Having learnt how quickly it can heat up your room, the appliance is able to turn on at just the right time in order to get the room up to a comfortable temperature when you want it. For example, if you get up at 7am, you would normally have to guess when to turn the heating on in order for it to pre-heat the room in time. Depending on how cold it is outside, this could mean the room is still cold when you have to get out of bed, or mean that its been warm for half an hour before it needed to be. Adaptive Start means that if you select 21°C at 7am, the heater will turn on exactly when it needs to in order to meet this target, running for shorter periods of time when the weather is mild, and ensuring the room is nice and warm in the winter.

The Adaptive Start function will automatically activate when you use the Timer Mode.

## Remote Control

- 1 Display Screen
- 2 'Menu' Button
- 3 'Back' Button
- 4 'Advance' Button
- 5 'Up and Down' Arrows
- 6 'Enter' Button



## General Tips

Only use filtered tap water in this appliance.

Always ensure that the appliance is sitting on a level surface.

If you intend not using the appliance for longer than 1 Week, remove and empty the sump and water tank. Once installed, never move this appliance or lay on its back, without draining the water from sump and water tank.

## Changing lamps

If a large amount of the smoke appears grey or colourless it may be that one or more lamps have failed. You can check for lamp failure as follows.

1. Leaving the flame effect on, lift out the fuel-bed and water tank. (See **Fig.3**) and lift out the nozzle (See **Fig.4**)
2. View the lamps from a distance in front of the fire and observe which lamp needs to be changed.
3. Press switch 'A' to off (0) position (See **Fig.2**), and unplug the fire from the mains.
4. Leave the appliance for 20 minutes to allow the lamps to cool down before removing them.
5. Remove the water tank by lifting upwards and place in a sink.
6. Remove the sump as described in the Cleaning Section.
7. Remove the defective lamp, by gently lifting vertically and disengaging the pins from the lamp holder, (See **Fig.4** and **4a**). Replace with a Dimplex Opti-myst, 12V, 45W, Gu5.3 base, 8° beam angle, coloured lamp. (Purchased from [www.dimplex.co.uk](http://www.dimplex.co.uk) under the section 'After Sales Service', details of how to purchase the lamps are contained therein.)
8. Carefully insert the two pins of the new lamp into the two holes in the lamp holder. Push lamp firmly in place. (See **Fig.4** and **4a**).
9. Replace the nozzle, water tank and fuel-bed.
10. Switch on.

## Cleaning

Warning - Always press Switch A to turn off the product and disconnect the product from the power supply before cleaning the fire. Leave the appliance for 10 minutes to allow the product to cool down.

**We recommend cleaning the following components once every 1 Week, particularly in hard water areas:** Water Tank, Sump, Nozzle, Tank cap and seal, Air filter.

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 to clean the outlet grille of the fan heater.

## Water Tank

1. Remove water tank, as described earlier, put into sink and empty water.
2. Using the supplied brush gently rub the inside surfaces of the cap paying particular attention to the rubber ring in the the outer groove and the center rubber seal.
3. Put a small quantity of washing up liquid into the tank, refit the cap and shake well, rinse out until all traces of washing up liquid are gone.
4. Refill with filtered tap water only, replace the cap, do not over tighten.

## Sump

Press  to put the product into standby.

Gently lift out the fuel-bed and place carefully on the ground.

Remove the water tank by lifting upwards.

Remove the sump lid, this allows the sump to be lifted completely from its location. **(Fig 5)**.

Gently lift up the sump, taking care to keep level so as not to spill any water. Sit the assembly in the sink.

Carefully tilt so that the liquid drains out of the sump.



Put a small amount of washing up liquid into the sump, and using the supplied brush, gently clean all surfaces including the metal disc **(Fig 9)**.

When cleaned, thoroughly rinse the sump with clean water.

Clean the outlet surface of the sump lid with the brush and flush out thoroughly with water.

Reverse the above steps to reassemble.

## Air Filter

1. Press  on the remote control or on the product to turn it off.
2. Gently lift off the fuel-bed and set aside.
3. Remove the tank and place in a sink with the cap facing upwards.
4. Gently slide up the air filter **(Fig. 10)**.
5. Gently rinse with water in the sink and dry with fabric towel before returning.
6. Replace the filter making sure that the coarse black filter is in contact with the plastic holder.
7. Replace the tank.
8. Replace the fuel-bed.
9. Press  to turn on the product.

## General Cleaning and Maintenance

The outside can be cleaned by wiping it over with a soft damp cloth and then dried. Do not use abrasive cleaning powders or furniture polish, as this can damage the surface finish.

**CAUTION:** Assembly, installation and repair of this heater must be carried out by Dimplex or its authorised agent.

**CAUTION:** We recommend that you arrange for this heater to be checked annually for safety by a qualified electrician.

## Additional Information

### After Sales Service

Your product is guaranteed for one year from the date of purchase. Within this period, we undertake to repair or exchange this product free of charge (excluding transducer discs & 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.

The transducer is a consumable item and may need to be replaced through time, depending on its usage. Replacement transducers can be purchased from our website <http://spares.dimplex.co.uk>. The transducer has a 12 month warranty period.

**CAUTION:** Do not use if the heater's mains power lead is damaged. Such use may cause a hazard. If damaged, the mains power lead must be replaced by the manufacturer or its authorised dealer. Should you require after sales information or assistance with this product please go to [www.dimplex.co.uk](http://www.dimplex.co.uk) and select "Customer Support" or ring our help desk on 0344 879 3588 (UK) or 01 842 4833 (R. O. I.). Spare parts are also available on the web site. Please retain your receipt as proof of purchase.

### Recycling



At the end of the electrical products useful life it 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

Products within the Optimyst range are protected by one or more of the following patents and patent applications:

Great Britain GB2460259B, GB2475794B, GB2418014, EP2029941, GB2436212, GB2402206B

United States US8413358, US8136276, US7967690, US8574086

Russia RU2434181

European EP2029941, EP2315976, EP1787063 (A1), EP2388527

China CN101883953A, CN102105746A, CN101057105 (A), CN101438104

Australia AU2009248743A1, AU2007224634

Canada CA2725214, CA2579444, CA2645939

South Africa ZA2008/08702

Mexico MX2008011712

South Korea KR101364191

Japan JP5281417, JP5496291

Brazil BRP10708894

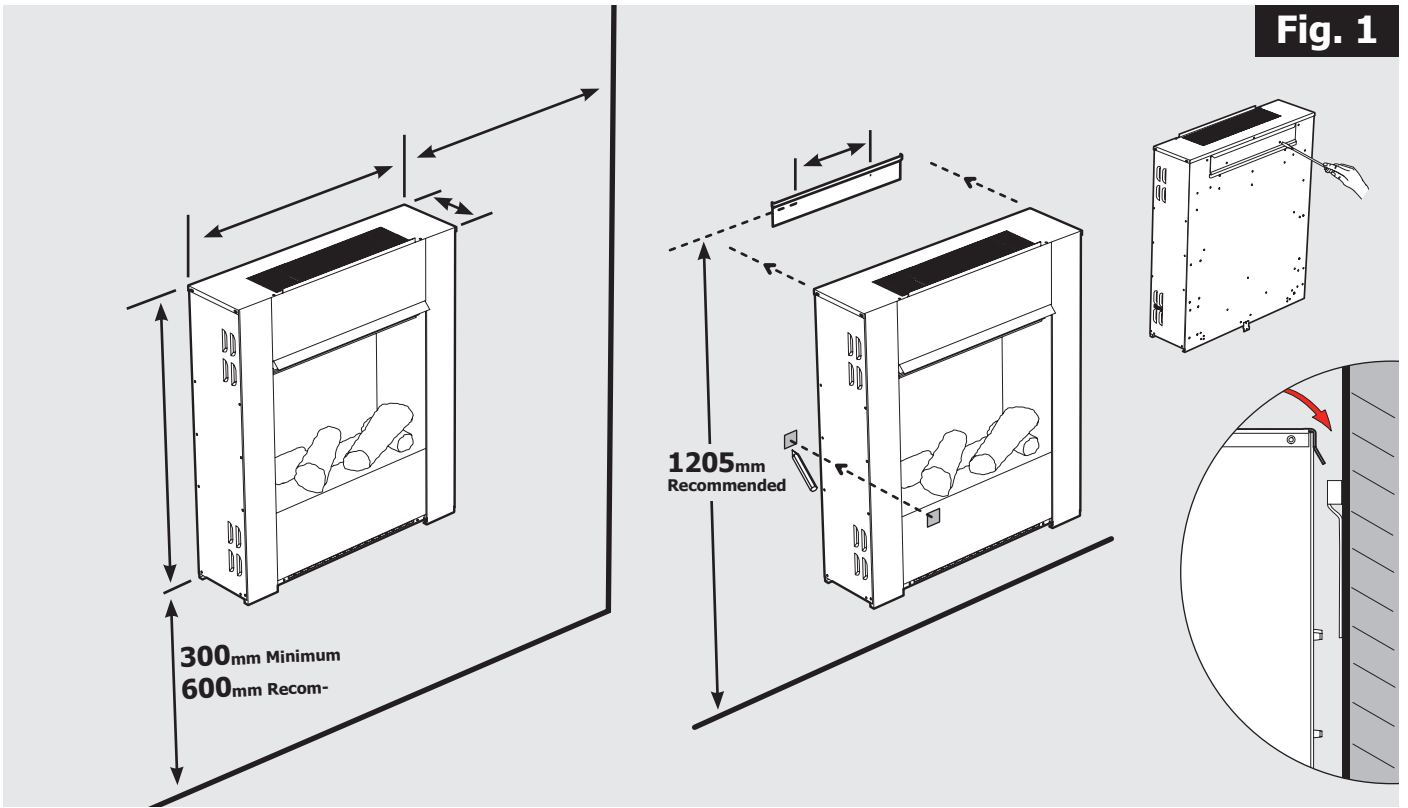
India 4122/KOLNP/2008

New Zealand NZ571900

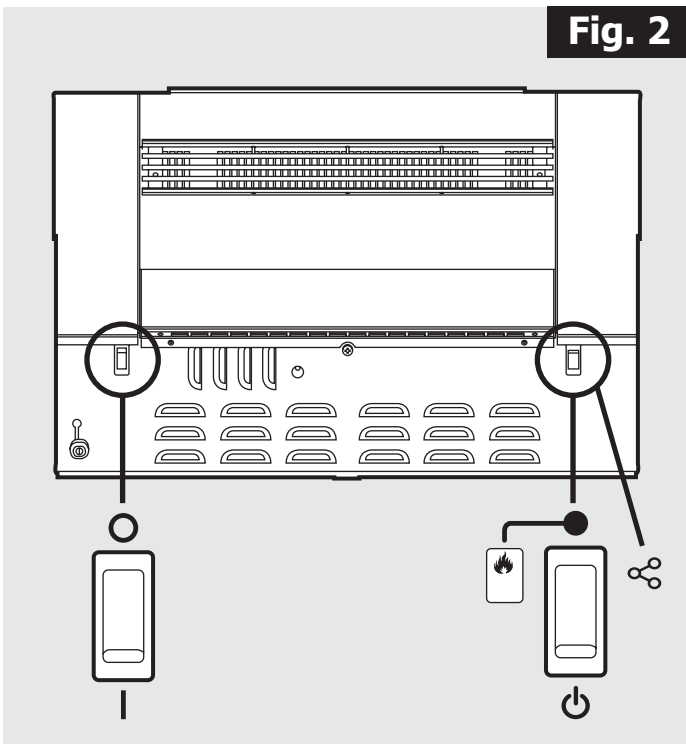
# Troubleshooting

Symptom	Cause	Corrective Action
The flame effect will not start.	<p>Mains plug is not plugged in.</p> <p>Low water level. CD01 will be displayed on the remote control</p> <p>The transducer is connector not connected properly. (See Fig.6)</p> <p>The Transducer Unit is not sitting correctly in the sump</p>	<p>Check plug is connected to wall socket correctly.</p> <p>Check that the water tank is full and there is water in the sump.</p> <p>Check that the connector is inserted correctly. (See Fig.6)</p> <p>Ensure the Transducer is sitting down into the moulded recess in the sump</p>
The flame effect is too low.	<p>Flame effect is set too low.</p> <p>The Metal Disc in the transducer might be dirty (See Fig.12)</p> <p>The wire from the Transducer Unit is sitting over the metal disc</p>	<p>Increase level of flame by changing the FIRE setting on the remote control See 'Adjust the Flame Setting'</p> <p>Clean the Metal Disc with soft brush supplied. (See Fig.12) See 'Maintenance.' for a step by step procedure.</p> <p>Direct the wire to the back of the sump and make sure it sits into the side slot exiting the sump.</p>
Unpleasant smell when unit is used.	<p>Dirty or stale water.</p> <p>Using unfiltered tap water.</p>	<p>Clean the unit as described under maintenance.</p> <p>Use only filtered tap water.</p>
The flame effect has too much smoke.	Flame effect setting is too high.	Decrease the level of flame by changing the FIRE setting on the remote control See 'Adjust the Flame Setting'
Main lamps are not working and there are no flames or smoke.	There is no water in the water tank	<p>Follow instructions under <b>Maintenance</b>, 'Filling the water tank'.</p> <p>Check the plug is connected to the wall socket correctly and that Switch 'A' Fig. 2 is in the 'ON' ( <b>I</b> ) position.</p>

**Fig. 1**



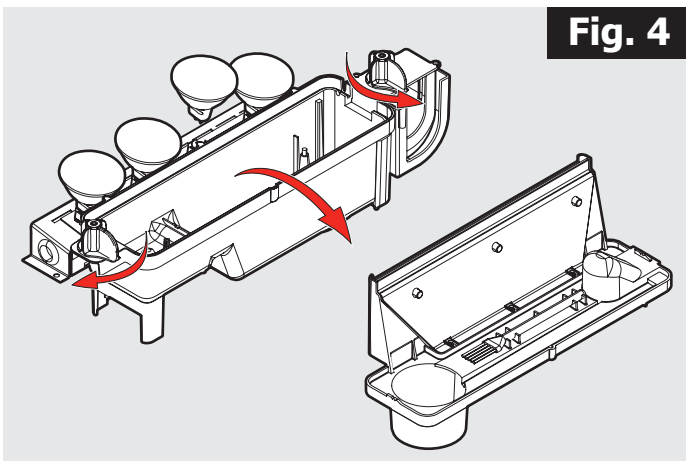
**Fig. 2**



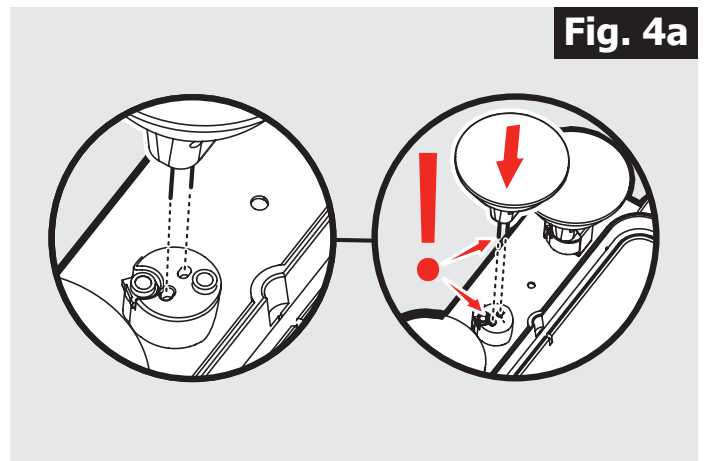
**Fig. 3**



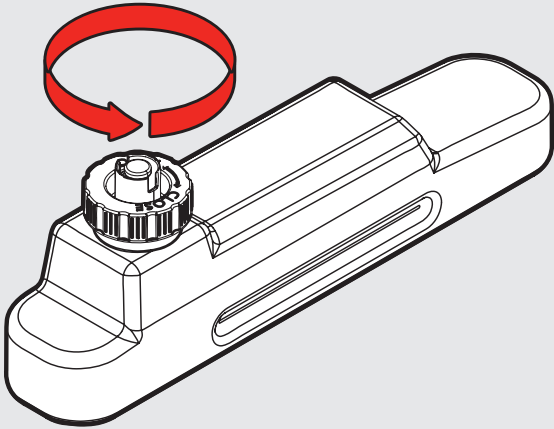
**Fig. 4**



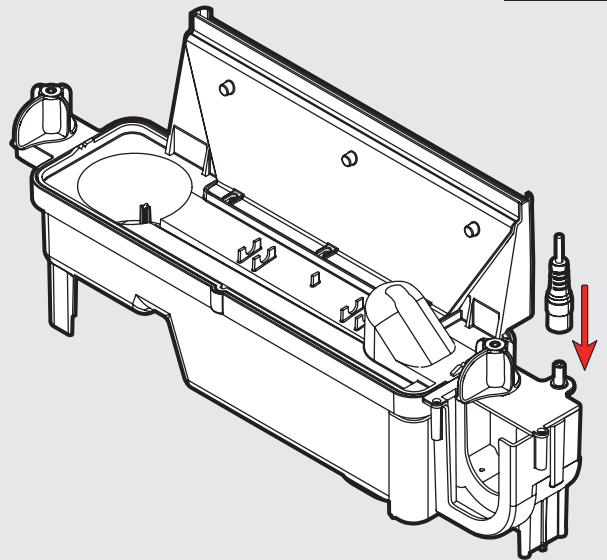
**Fig. 4a**



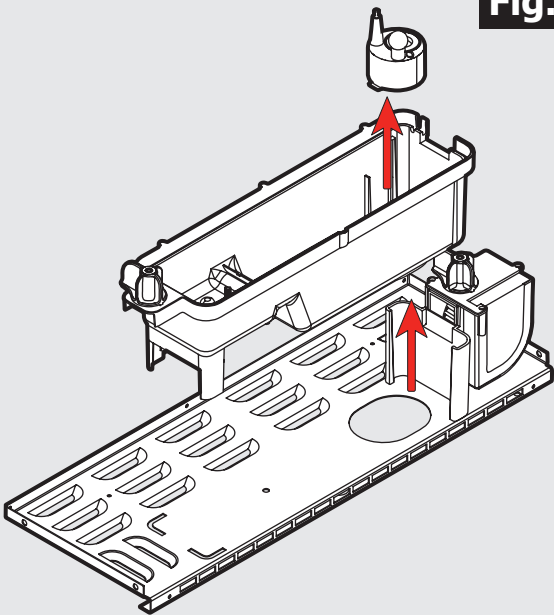
**Fig. 5**



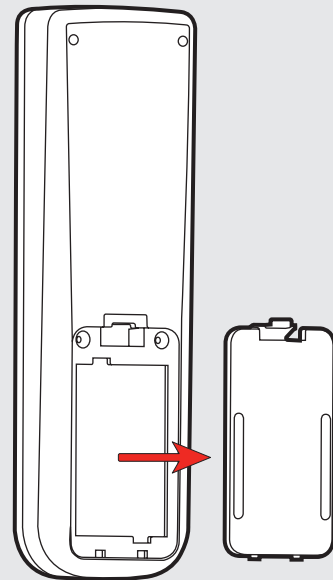
**Fig. 6**



**Fig. 6a**



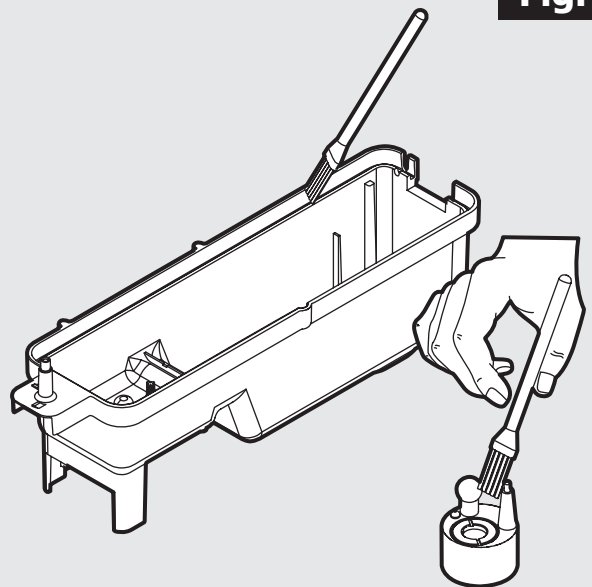
**Fig. 7**



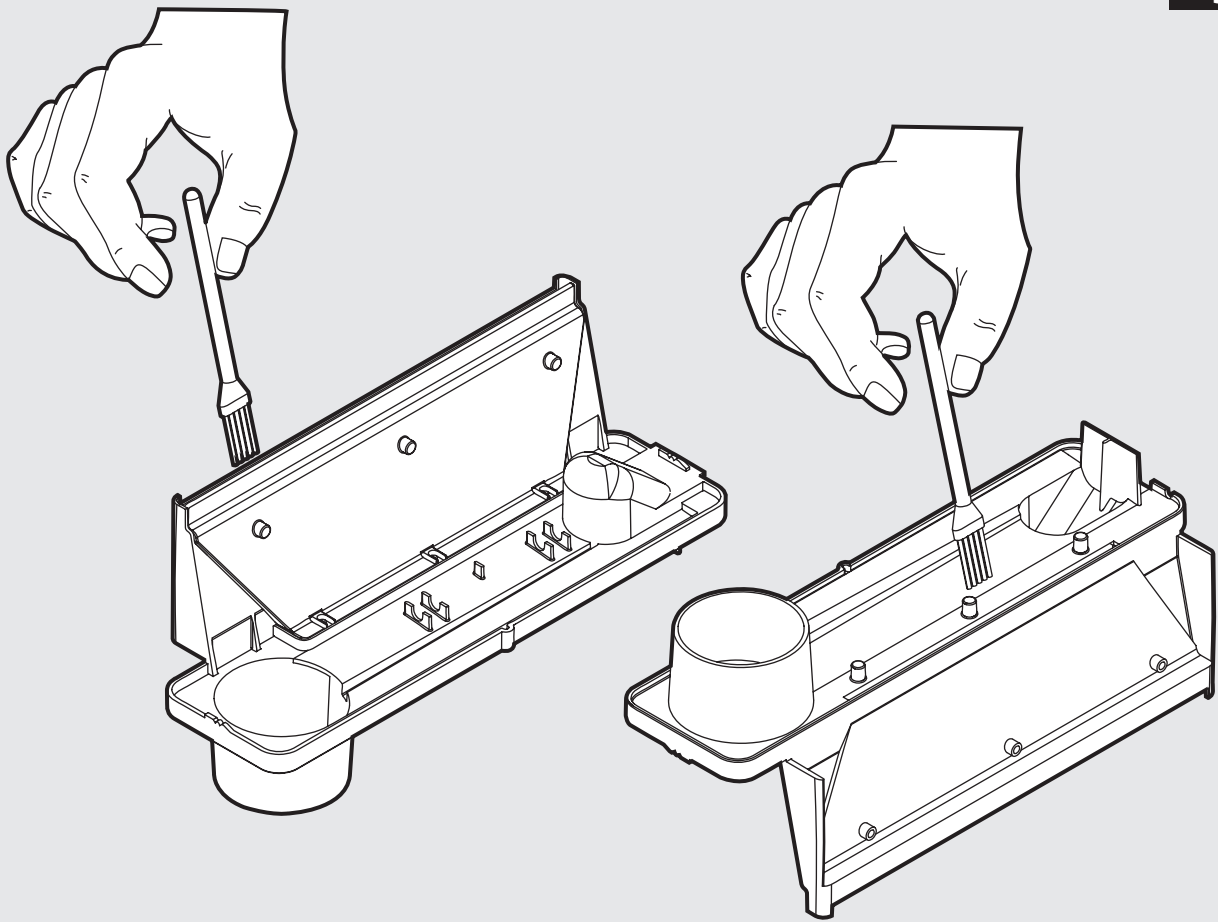
**Fig. 8**



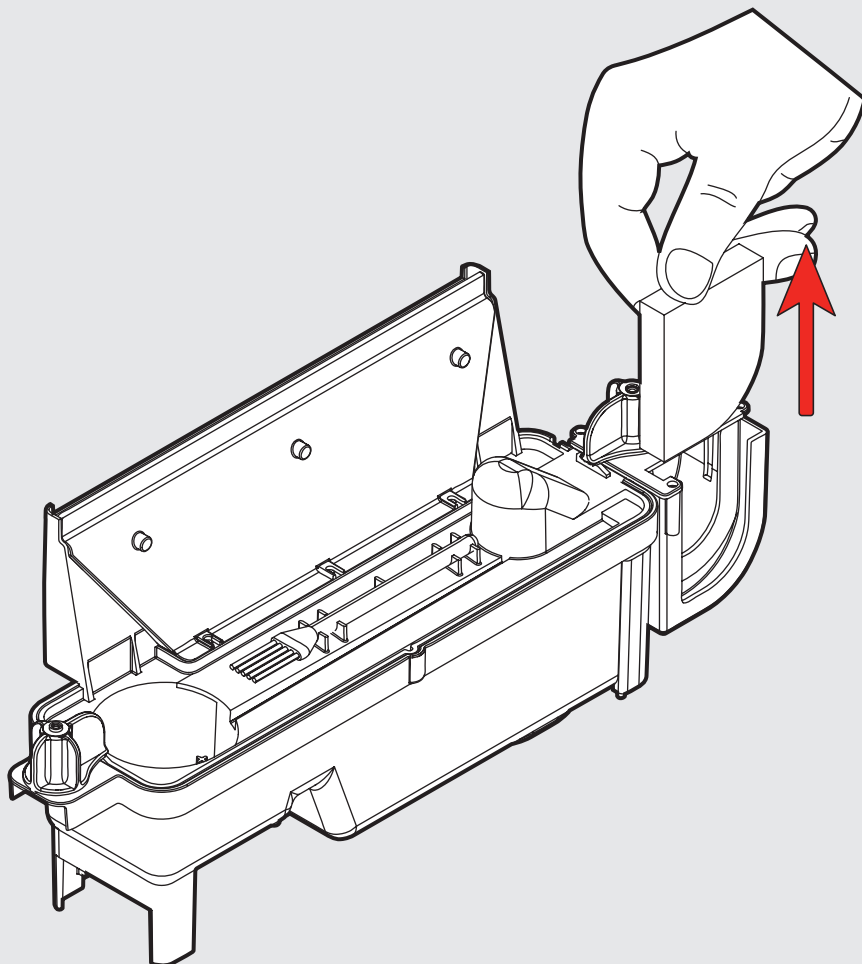
**Fig. 9**



**Fig. 10**



**Fig. 11**











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