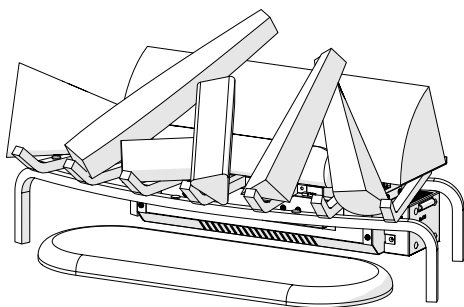




Better solutions through innovation

## Owner's Manual

Model  
DLGM29



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**IMPORTANT SAFETY INFORMATION:** Always read this manual first before attempting to install or use the log grate. 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](http://www.dimplex.com)

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

**! 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.

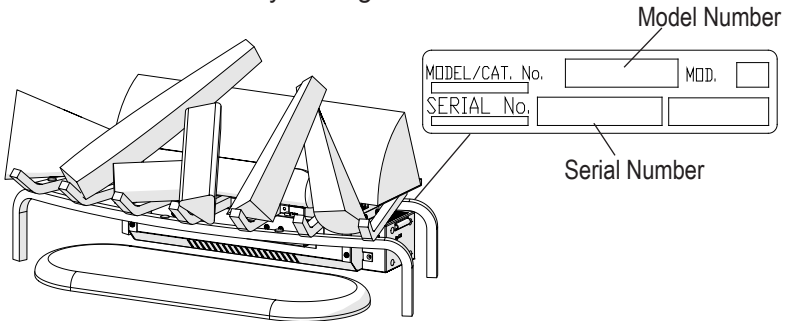
## Welcome & Congratulations

Thank you and congratulations for choosing to purchase an Log Grate 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 Log Grate.



**STOP** 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](http://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 Log Grate.
- ② Always unplug the Log Grate when not in use.
- ③ Do not operate any unit with a damaged cord or plug, or if the Log Grate has been dropped or damaged in any manner. Return unit to authorized service facility for examination, electrical or mechanical adjustment, or repair.
- ④ Do not use outdoors.
- ⑤ The Log Grate 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.
- ⑥ 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.
- ⑦ To disconnect the unit, turn the controls off, then remove the plug from the outlet.
- ⑧ Do not block air intake or exhaust in any manner.
- ⑨ Do not use on soft surfaces, like a bed.
- ⑩ Do not modify the Log Grate. Use it only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.
- ⑪ Do not burn wood or other materials in the Log Grate.
- ⑫ Always use a certified electrician should new circuits or outlets be required.
- ⑬ Always use properly grounded, fused and polarized outlets.
- ⑭ Disconnect the power supply before performing any cleaning, maintenance or relocation of the unit.
- ⑮ When transporting or storing the unit and cord, keep in a dry place, free from excessive vibration and store so as to avoid damage.
- ⑯ The Log Grate must not be located directly below a socket outlet.


# IMPORTANT INSTRUCTIONS

⑰ The Log Grate 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:** This equipment has been tested and found to comply with the limits for Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Operation is subject to the following two conditions: (1) this device may not cause interference and (2) this device must accept any interference, including interference that may cause undesired operation of the device.



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



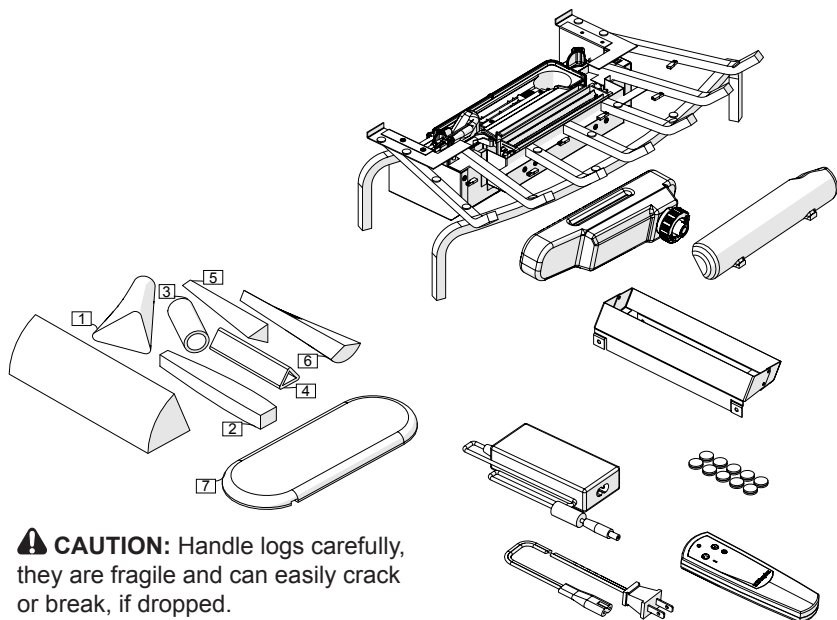
## SAVE THESE INSTRUCTIONS

## Site Selection and Preparation

This section provides instructions for selecting a location and preparing the site to install the Log Grate.

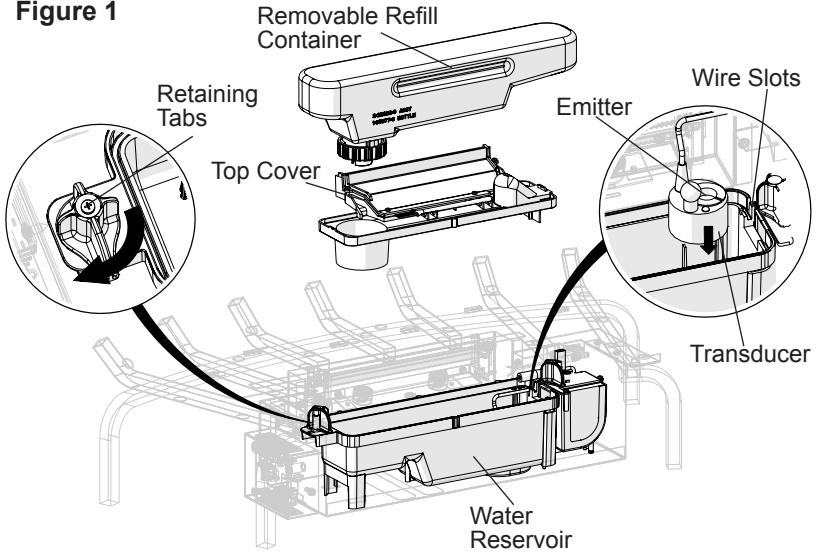
1. Select a suitable location that ensures the Log Grate is sitting on a hard level surface for optimum flame effect.

2. Install the unit in an opening with the minimum dimensions:  
28" (711 mm) wide,  
20" (508 mm) high  
17" (432 mm) deep  
for optimal appearance and to allow for removal of the Refill Container.



## Site Selection and Preparation

Figure 1

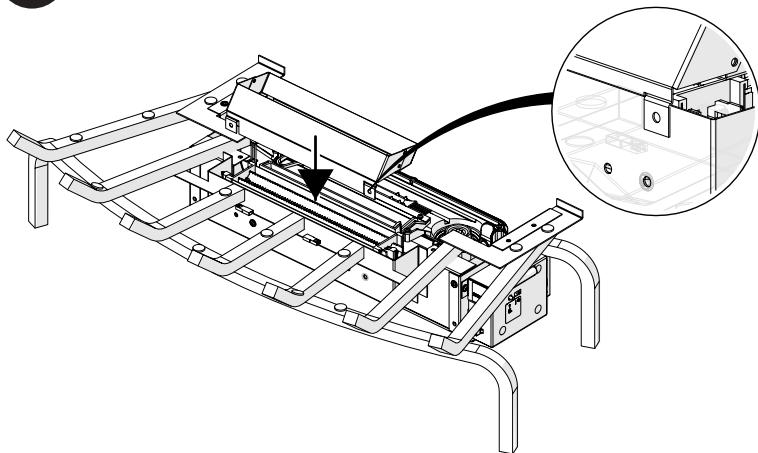


3. Carefully unpack all of the components from the box.
4. Unpack the transducer (contained within the water reservoir) which has been wrapped to protect it during shipping. See Figure 1.
  - To access the transducer:
    - Remove top cover by turning the retaining tabs on both ends of the water reservoir.
    - Remove any packing material.
    - Install transducer so that it is sitting level in the circular holding area in the Reservoir.
  - 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.
  - Reinstall the top cover and ensure both retaining tabs have been turned so that they are pointing inwards.

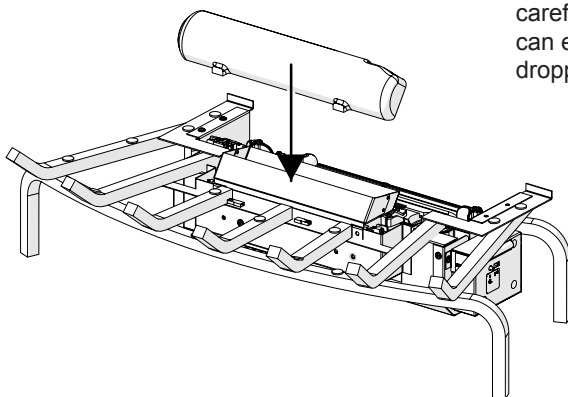
**! NOTE:** Completely assemble the unit before filling with water.

# Log Grate Assembly

1



2



**⚠ CAUTION:** Handle logs carefully, they are fragile and can easily crack or break, if dropped.

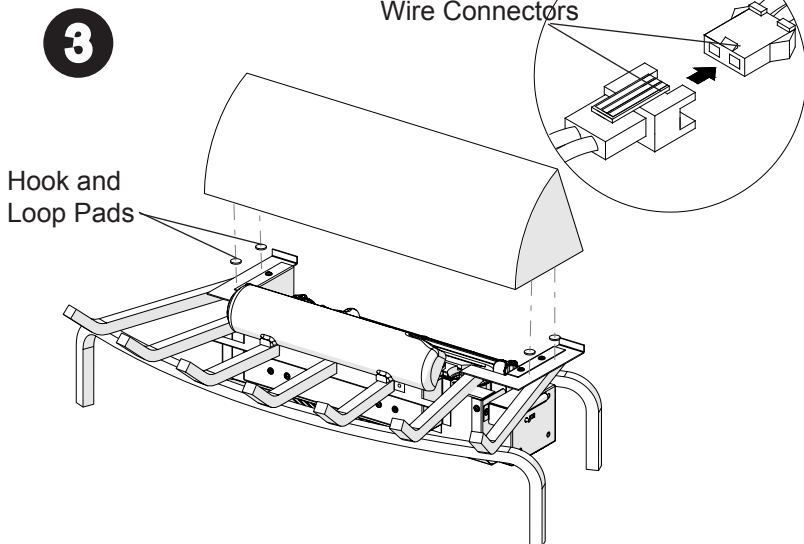


## Log Grate Assembly

Each log is a separate component that needs to be placed on the grate. Position each log so that the hook and loop pad on the backside of the log lines up with the corresponding hook and loop pad on the log grate. These pads assist with securing the logs to the grate.

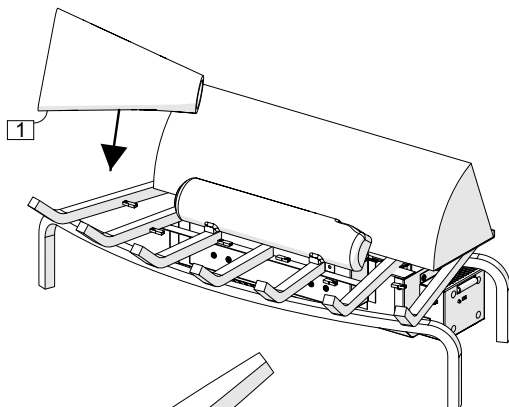
**! NOTE:** Each of these logs are hand made, and as such, the hook and loop pads on the logs and grate may not align perfectly, therefore, we have included additional pads should you need to re-position them.

Each of the logs contain LED lights to create a flickering effect. During assembly, each log requires the electrical connectors on the log and grate to be connected as they are being placed. In some cases, these wires can have tie wraps added to prevent the wires from being seen after final assembly, not included.

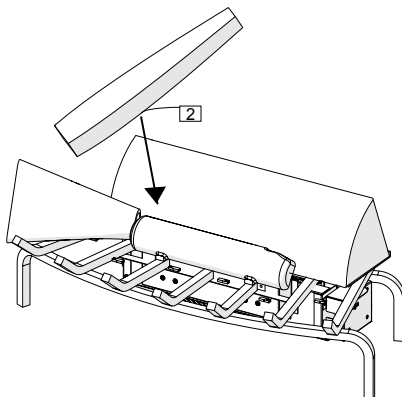


## Log Grate Assembly

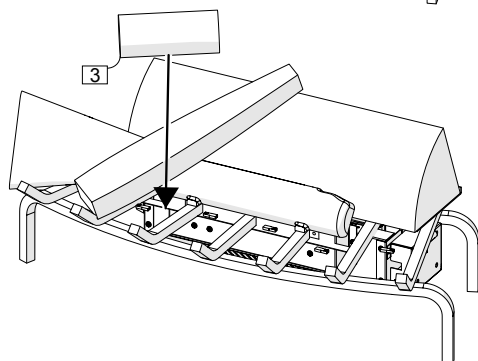
**4**



**5**

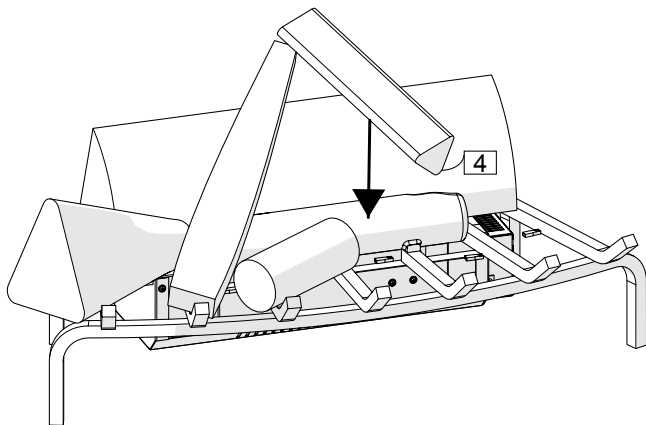


**6**

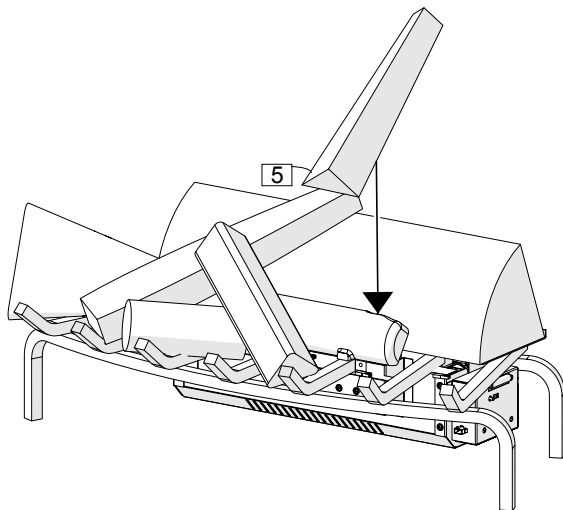


## Log Grate Assembly

**7**



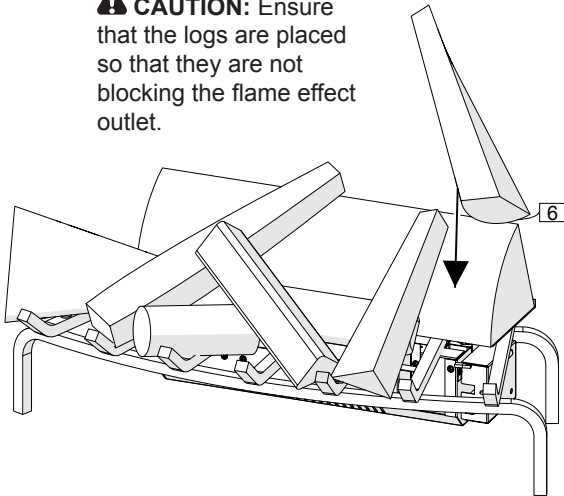
**8**



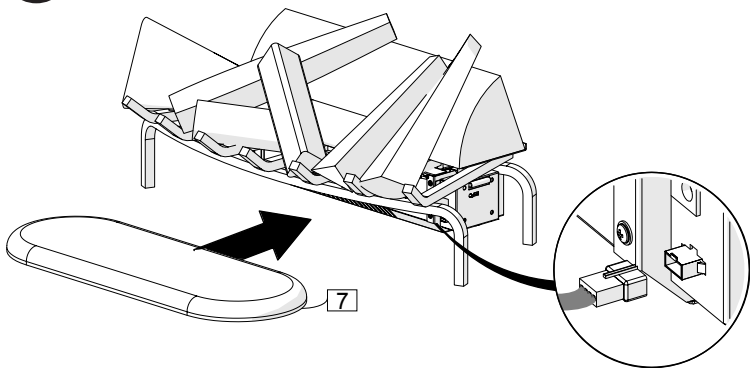
## Log Grate Assembly

**9**

**⚠ CAUTION:** Ensure that the logs are placed so that they are not blocking the flame effect outlet.



**10**



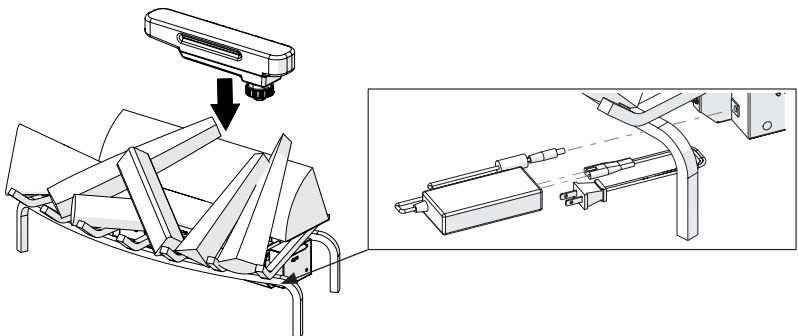
## Log Grate Installation

**⚠ 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.

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.

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.

**Figure 2**



1. 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 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.

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

## Log Grate Installation

3. Assemble power adapter. (Figure 2) Plug the power adapter into the front of the unit, then plug the unit into a 15 Amp/ 120 volt outlet.

**⚠ WARNING:** Only use Dimplex approved 24V DC power supply, min. 2.7A.

The addition of a mesh spark screen in front of the Log Grate and Fireplace tools can be used to complete the look of your hearth. (Not Included)

**! NOTE:** If you need to move the unit ensure that all of the components that contain water have been emptied before relocating. See Maintenance Instructions for disassembly.

## Operation

The manual controls for the Log Grate are located in the front right side. (Figure 3)

### **A. On/Off Switch**

Supplies power to the Log Grate.

### **B. Momentary Button**

Pressing this button toggles between Logs; Logs and Flame Effect; and Off.

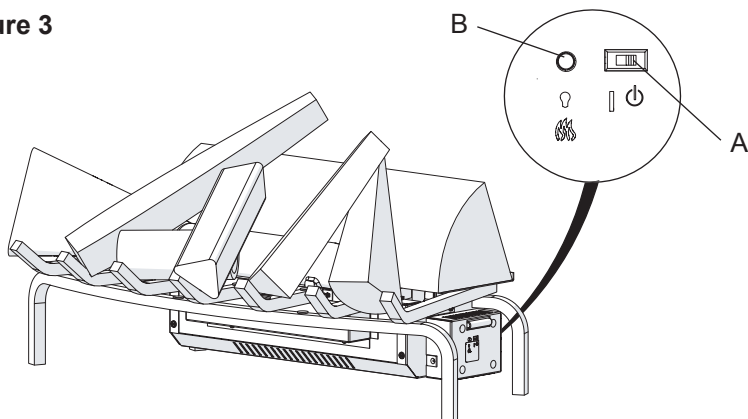
### **Remote Control**

The unit is supplied with a radio frequency remote control. This remote control has a range of approximately 50' (15.25m). It does not have to be pointed

at the fireplace and can pass through most obstacles (including walls). It is supplied with one of 243 independent frequencies to prevent interference with other units. The frequency designation is indicated on the back of the remote control.

**! NOTE:** Before attempting any operation with the remote control, pull the plastic insulator strip out from between the remote casing and battery cover (Figure 4).

**Figure 3**



### **Remote Control Initialization/ Reprogramming**

Follow these steps for remote control initialization and if required, re-initialization:

1. Unplug power adapter from unit.
2. Wait a minimum of five (5) seconds and then plug power adapter back into unit.
3. Within 10 seconds of re-acquiring power, press the ON button located on the remote control. (Figure 4)

This will synchronize the remote control and receiver.

### **Remote Control Usage**

Pressing the On button, on the remote control, switches between the two levels:

**Level 1:** The logs and lights are turned on.

**Level 2:** The logs and lights remain on and the flame effect is activated.

The fireplace can be turned off at any point by pressing the Off button on the remote control.

**! NOTE:** Once the mist has been activated, the unit will have to be turned Off, using either the momentary button, on the unit,

## Operation

or the Off button on the remote control, then back on to return to Level 1 - Logs and Light only operation.

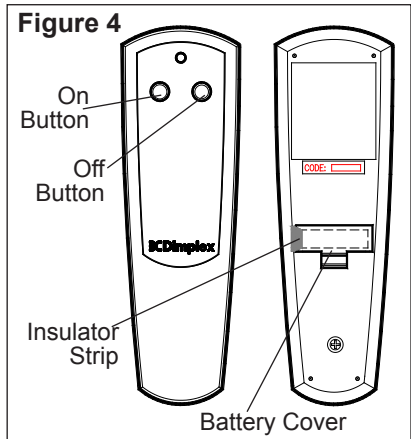
### Battery Replacement

To replace the battery:

1. Slide battery cover open on the remote control (Figure 4).
2. Install one (1) 12-Volt (A23) 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.

### Log Grate Surface Cleaning

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

### Water Reservoir

**! NOTE:** There is no need to remove any of the logs or move the

unit to access the water storage system. However if you decide to move the unit to perform cleaning ensure that the logs are stable before moving.

The water storage system is located behind the back log. It can easily be removed by lifting each of the components directly up. (Figure 5)

**! NOTE:** There are tabs, on each end, that need to be turned to release the components.





## Maintenance

**! 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.)

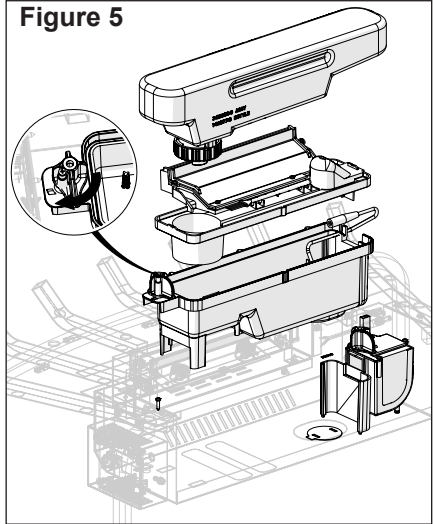
If you do not intend on using the unit for longer than 2 weeks, empty and drain the unit of water, and dry all of the water containing components.

It is recommended that all of the water containing components are cleaned with soap and water on a **biweekly** basis. A small brush has been included to assist in cleaning difficult items/areas, i.e. the transducer.

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

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

Figure 5





## Warranty

### ONE YEAR LIMITED WARRANTY

*Products to which this limited warranty applies*

This limited warranty applies to your newly purchased Dimplex Log Grate. 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 practicable or cannot be timely made,

## Warranty

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

Power Adapter Set . . . . .	2100220100RP
Remote Control . . . . .	3000370500RP
Remote Control Receiver & Housing . . . . .	3001110100RP
Log Grate with Wire Harness Set . . . . .	6908540159RP
Log Set Assembly . . . . .	9600510100RP
Ember Bed . . . . .	0441000300RP
Back Log . . . . .	0440740300RP
Metal Light Shield . . . . .	1025340159RP
Light Shield Log . . . . .	0441260100RP
Heating Assembly . . . . .	9600520100RP
LED Light Assembly . . . . .	3001100200RP
Removable Refill Container with Cap . . . . .	0441440100RP
Cap for Refill Container . . . . .	0441440300RP
Top Cover Assembly . . . . .	9600530100RP
Water Reservoir (Sump) . . . . .	0441380100RP
Fan Assembly . . . . .	5300300100RP
Fan Housing Assembly . . . . .	9600540100RP
Fan Filter . . . . .	8600300100RP
Transducer . . . . .	3800040100RP



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