

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

Dimplex DuoHeat Radiator
Models: Duo300i, Duo400i and Duo500i

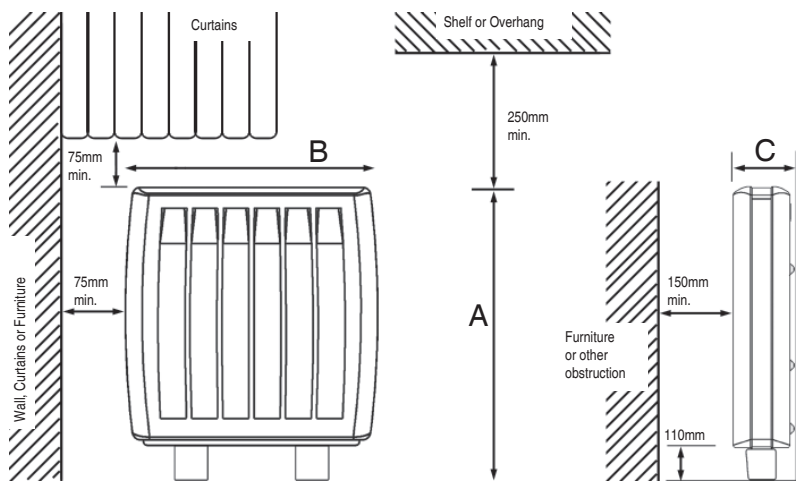


Dimensions (millimetres)

Models	Specification	Charge Acceptance
300i	1.3kW / 0.28kW	9.1kWh
400i	1.95kW / 0.34kW	13.65kWh
500i	2.6kW / 0.39kW	18.2kWh

Model	Height A	Width B	Depth C
Duo300i	712mm	600mm	130mm +10mm
Duo400i	712mm	830mm	130mm +10mm
Duo500i	712mm	1060mm	130mm +10mm

Radiator Positioning A minimum clearance of 150mm to the front of the radiator is essential for safety, however to enable the radiator to attain its maximum performance ensure that any furniture or other obstruction is not placed closer than 250mm.



THESE INSTRUCTIONS SHOULD BE READ CAREFULLY AND RETAINED FOR FUTURE REFERENCE

IMPORTANT SAFETY INFORMATION

WARNING - THE SURFACE OF THIS RADIATOR CAN BE HOT.

The surface temperatures of this radiator are within the requirements of EN60335 the European Standard covering the safety requirements of electric heating appliances, and momentary contact with any part of the radiator should not cause injury. However, in order to be effective, radiators of any type do get hot, especially around the air outlet grille.

Therefore, if aged or infirm persons, or young children, are likely to be left unsupervised in the vicinity of a radiator precautions should be taken to ensure that prolonged contact with the radiator cannot occur. We recommend that a guard is fitted around the radiator, as is normal with some types of heating appliances in similar circumstances. If you require further information on these guards, please contact Dimplex Customer Services on 0845 600 5111.

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision for instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.

• **WARNING - IN ORDER TO AVOID OVERHEATING, DO NOT COVER THE SURFACES OF THE RADIATOR AND DO NOT OBSTRUCT AIR OUTLET GRILLES** Surfaces of the radiator should not be covered or obstructed as this can cause excessive temperatures that can be hazardous and may cause safety cut-outs to operate. For example, do not put clothes, fabrics or any combustible materials on the radiator or allow curtains to come within 75mm (3") of the top and ends of the radiator. Do not allow furniture to be pushed up against the radiator, a **minimum** clearance of 150mm is critical for safety, however to ensure radiator performance is not affected a clearance of 250mm is recommended.

• **DO NOT PLACE OBJECTS IN CONTACT WITH THE RADIATOR**

• **WARNING** – The radiator must not be located below a socket outlet.

• **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.** If you are not happy that the radiator has been securely fixed, please inform your installer.

UNDER NO CIRCUMSTANCES SHOULD YOU ATTEMPT TO MOVE THE RADIATOR OR LOOSEN WALL FIXINGS WITHOUT FIRST REMOVING ALL ENERGY RETENTION CELLS FROM THE RADIATOR.

• **DO NOT SIT OR STAND ON THE RADIATOR.**

• **DO NOT SPILL LIQUIDS ONTO THE APPLIANCE. IF YOU DO, SWITCH THE RADIATOR OFF AND GET A QUALIFIED ELECTRICIAN TO CHECK IT.**

• **DO NOT POKE OBJECTS THROUGH THE GRILLE.**

• **DO NOT PLACE OBJECTS IN THE SPACE BEHIND THE RADIATOR.**

• **DO NOT USE POLISHES ON THE RADIATOR OR ON FURNITURE NEAR TO IT.** The hot interior of the radiator can produce paraffin smells from polish vapours which may last for a number of hours.

• In case of breakdown or other failure, switch off the radiator at both wall switches and contact your supplier or Dimplex Customer Services. Always ensure that the radiator is switched off at the wall and fuse is removed before any repair is carried out.

• **IMPORTANT** - Due to the newness of the materials the radiator will produce a slight smell for the first few days of operation. ROOMS MUST BE WELL VENTILATED AND YOUNG CHILDREN, CAGED BIRDS OR PERSONS WITH RESPIRATORY COMPLAINTS MUST NOT REMAIN IN CLOSE PROXIMITY TO THE RADIATOR DURING THE FIRST 48 HOURS OF THE COMMISSIONING PERIOD. Running the radiator at maximum temperature for the first few days will help to dispel any smells more quickly.

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.**

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)

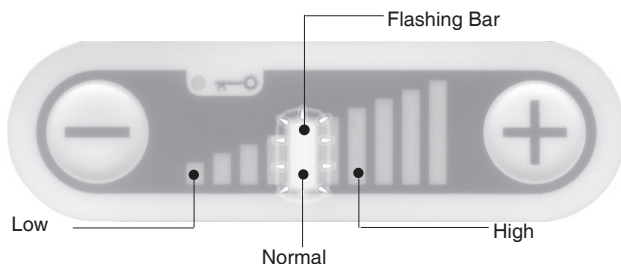
Both the Comfort and Background heat settings need to be set accordingly.

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

“Normal” Setting

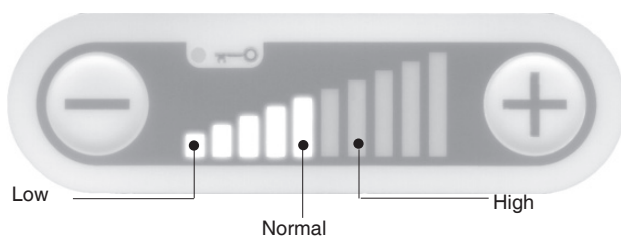
This is the factory default setting, however you should check this has not been altered by the installer.

Set the **Background** setting at the mid point (5th bar). To do this, press the **+** button until 10 bars are illuminated and continue to hold for a further 7 seconds. Adjust by pressing the **+** or **-** buttons.



After 20 seconds, the display will revert to the standard **Comfort** mode.

Set the **Comfort** at the mid point (5 bar) by pressing the **+** or **-** buttons to change the number of illuminated bars.



“Low” Setting

Reduce the Background setting to 1 bar.

Reduce the Comfort control to 1 bar.

“High” Setting

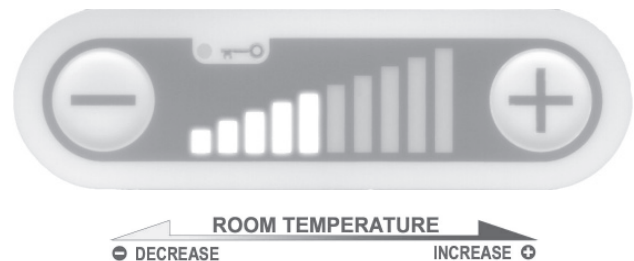
Increase the Background setting to between 7 bars.

Increase the Comfort control to between 7.

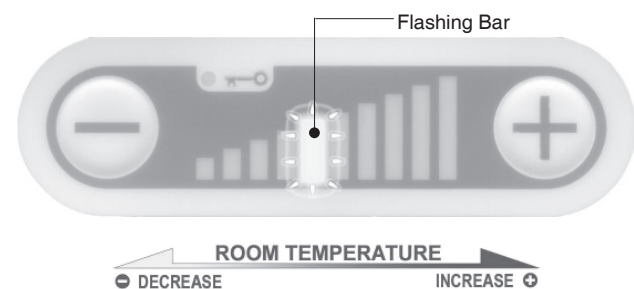
Operate the radiator for 24 hours before making further adjustments to the settings.

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 10 red lights are illuminated, continue to hold the **+** button for a further 7 seconds and a single red light will flash. 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 20 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.

Everyday Operation

Once the Background level has been set (see Achieving Optimum Comfort Level above), 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 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.

Non Occupancy (vacant)

For long periods of non occupancy, reduce the **Background** and the **Comfort** to their lowest settings.

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

Child Lock Operation

To activate the child lock simultaneously depress the  and  buttons for a period of 3 seconds. After this period the child lock is in operation and the LED will illuminate for short period and then revert to the setback setting. The LED beside the key symbol will illuminate while the child lock is in operation.

Once in the locked position, if either of the controls are operated the LED will resume maximum illumination for a short period before reverting back to the setback position.

To deactivate the child lock, depress the buttons simultaneously again for 3 seconds and the buttons will become active.

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.

Two Zone Wall Mounted Programmer (only applicable if Programmer is fitted to DuoHeat installation)

RX010006 - Pilot Wire, or
RX010007 - 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 Quick Start Guide
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.
Frost Protect 	Room temperature will be maintained at 16°C with Background operating.	Display will show one red bar.
Off 	This will completely switch off radiators, e.g. during the summer heating may not be required.	Display will show one red bar.

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

Cleaning

To maintain the external appearance of the radiator it need only be wiped over occasionally with a dry duster. During the summer months, or at other times when the appliance is not in use and is completely cold, the opportunity should be taken to wipe over with a damp cloth. 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 where you will find our self help guide by clicking on 'After Sales' or ring our help desk on 0845 600 5111 (UK) or 01842 4833 (ROI).

Spare parts are also available on the web site 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.



This appliance complies with the European Standards EN60335-2-30, EN 60 335-1, EN 60 335-2-61, EN 61000-3-2, EN 61000-3-3, EN 55014 and EN55104 for Safety & Electromagnetic Compatibility.
These standards cover the requirement of the EMC Directives 89/336 & 73/23

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