

DIMPLEX RLG20

Dimplex Revillusion Electric Fireplace Log Insert

Model: RLG20

Brand: DIMPLEX

1. INTRODUCTION AND OVERVIEW

The Dimplex Revillusion 20-Inch Plug-in Log Set is designed to transform your existing fireplace into a stunning focal point. This electric log set features a fan-forced ceramic heater providing up to 1500 Watts of power, suitable for supplemental zone heating in medium-sized spaces. It includes a remote control for convenient adjustment of flame and heat settings. The unit operates from any standard 120-volt household outlet.



Figure 1.1: Dimplex Revillusion Electric Fireplace Log Insert.



Figure 1.2: The Dimplex Revillusion Log Insert installed in a living room fireplace.

2. IMPORTANT SAFETY INFORMATION

Read all instructions before installing or using this heater. Failure to follow these instructions may result in electric shock, fire, or injury.

- Always disconnect power before cleaning or servicing.
- Do not operate any heater with a damaged cord or plug, or if the heater has been dropped or damaged in any manner.
- Do not use outdoors. This heater is intended for indoor use only.
- Do not run cord under carpeting. Do not cover cord with throw rugs, runners, or similar coverings. Arrange cord away from traffic area and where it will not be tripped over.
- To prevent a possible fire, do not block air intakes or exhaust in any manner. Do not use on soft surfaces, like a bed, where openings may become blocked.
- Always plug heaters directly into a wall outlet/receptacle. Never use with an extension cord or relocatable power tap (outlet/power strip).

- This heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 3 feet (0.9 m) from the front of the heater and keep them away from the sides and rear.

3. PACKAGE CONTENTS

Verify that all components are present and undamaged upon opening the package:

- Dimplex Revillusion Electric Fireplace Log Insert (Model RLG20)
- Multi-Function Remote Control (2 AA batteries included)
- Clear Mirage Panel (pre-installed or requires simple insertion)

4. SETUP AND INSTALLATION

4.1 Placement

The log insert is designed to fit into an existing fireplace opening or a suitable cabinet. Ensure the installation opening meets the following dimensions:

- **Width:** 24 inches (61 cm) minimum
- **Depth:** 14 inches (35.6 cm) minimum
- **Height:** 22 inches (55.9 cm) minimum

Ensure adequate clearance for air circulation beneath the unit. If installing in an existing fireplace, seal all drafts and vents. Do not install in an opening prone to dampness. Install away from doors and windows with significant drafts to ensure maximum heating effectiveness.



Figure 4.1: Product dimensions for proper installation.

4.2 Electrical Connection

Plug the unit directly into a standard 120V AC, 15 Amp grounded outlet. Do not use extension cords or power strips.

4.3 Initial Setup

The clear mirage panel should be securely in place behind the logs. Ensure the faux logs are properly seated on the grate. The durable metal base provides a stable foundation.



Figure 4.2: Log insert positioned inside a fireplace.

5. OPERATING INSTRUCTIONS

The Dimplex Revillusion Log Insert can be operated using the included multi-function remote control or the manual controls located on the unit's side.

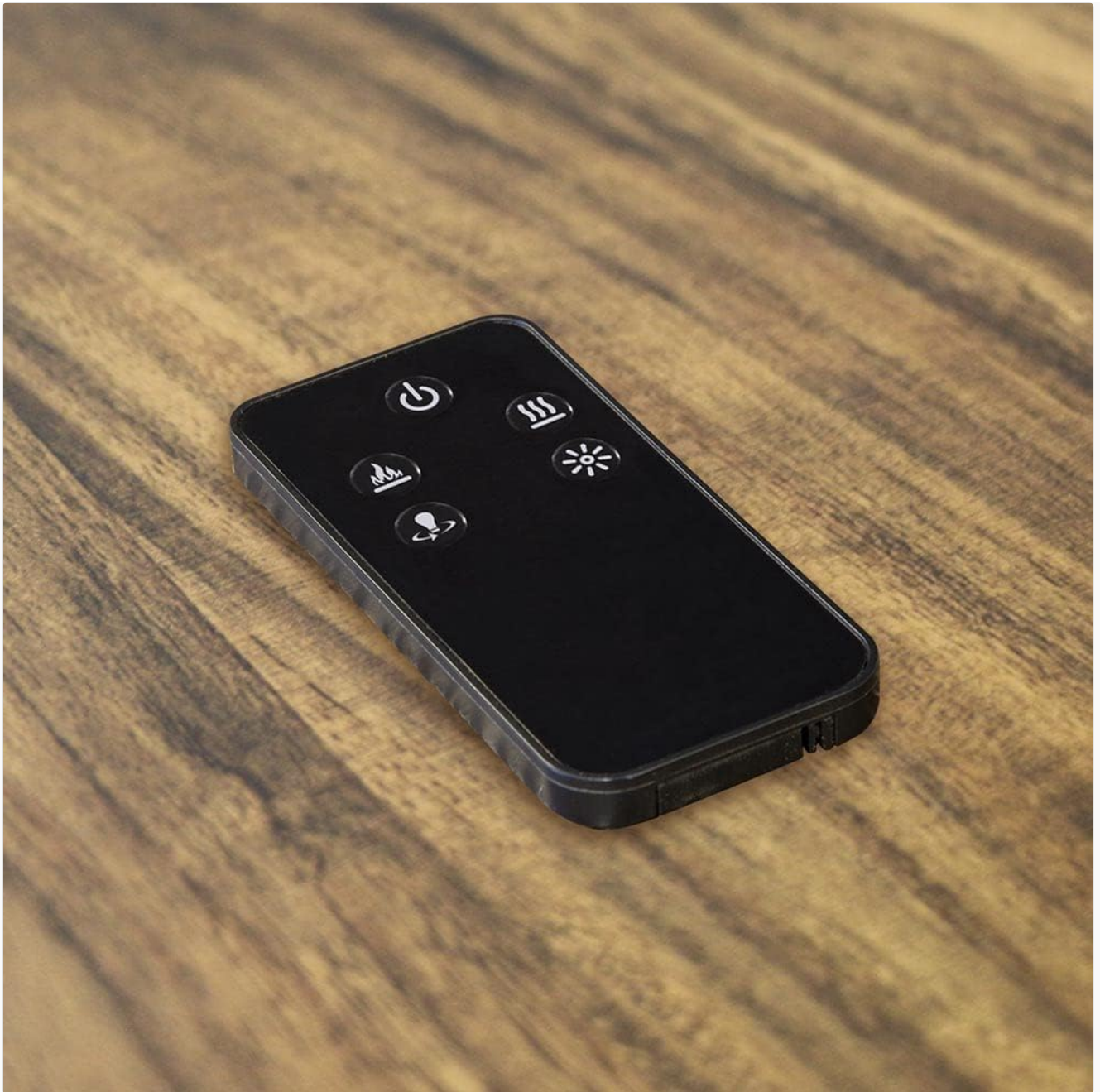


Figure 5.1: Multi-function remote control.

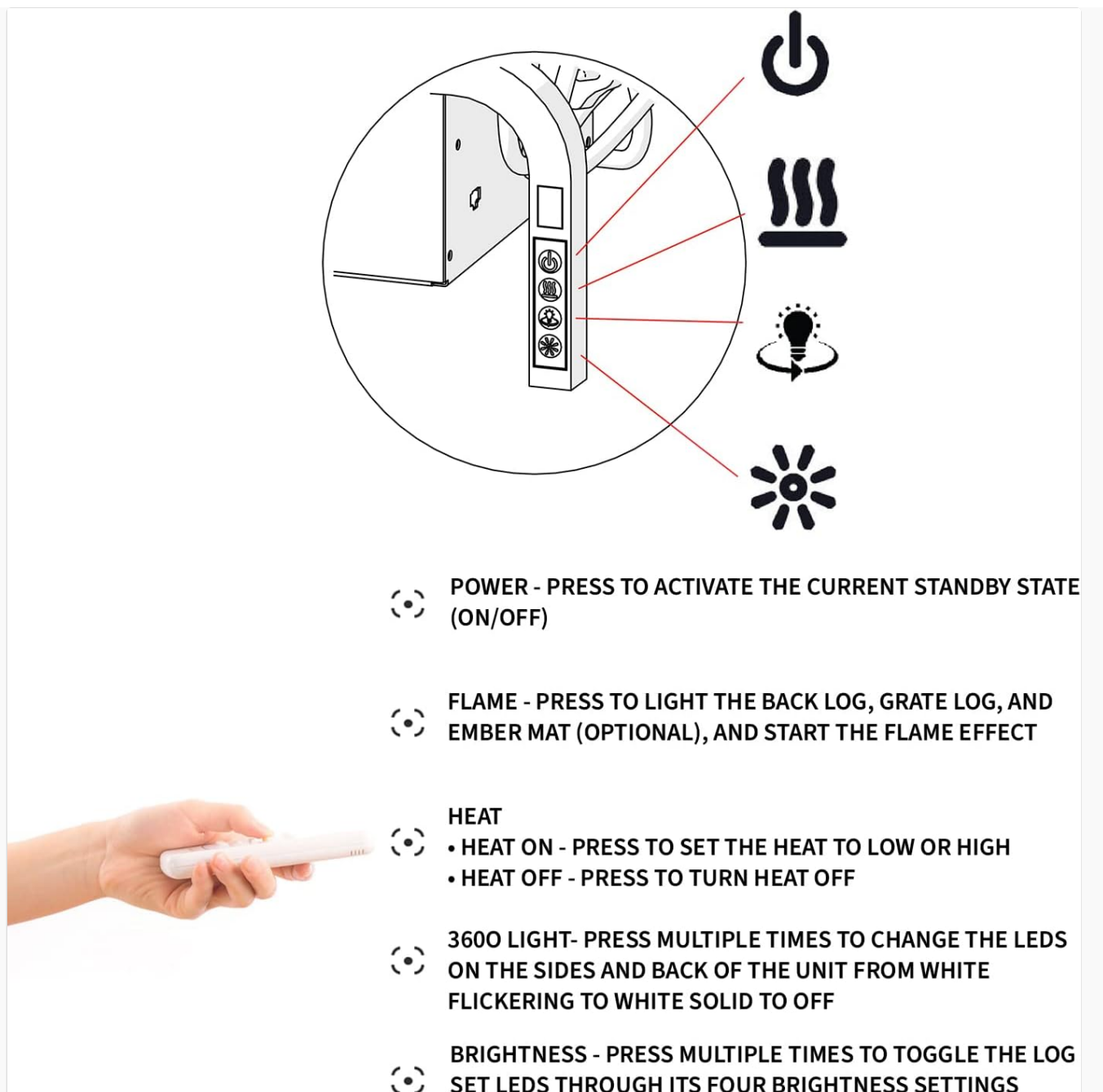


Figure 5.2: Control functions diagram.

5.1 Remote Control Operation

- **Power Button:** Press to activate or turn off the unit.
- **Flame Button:** Press to light the back log, grate log, and optional ember mat, and start the flame effect. The stunning Revillusion flames utilize patented Thruview technology for a realistic appearance.
- **Heat Button:** Press to set the heat to low or high. Press again to turn heat off. This unit provides supplemental infrared zone heating for areas up to 1,000 sq ft.
- **360 Light Button:** Press multiple times to change the LEDs on the sides and back of the unit from white flickering to white solid to off.
- **Brightness Button:** Press multiple times to toggle the log set LEDs through its four brightness settings. Realogs Plus technology ensures the faux logs glow with authentic realism.

5.2 Manual Control Operation

The unit also features manual controls on its side, mirroring the remote's functions for direct access.



Figure 5.3: Side control panel.

5.3 Log Options and Ash Mat

The Revillusion series offers various log options. The RLG20 comes with traditional faux wooden logs. An optional ash mat (sold separately) can be plugged into the RLG20 to provide glowing embers beneath the fireplace insert, enhancing the realistic effect.

Dimplex 20-In Electric Log Set Ashmat

Simply plug the ash mat into the RLG20 (sold separately) to have glowing embers beneath the fireplace insert



Enjoy the Warmth of the Glowing Fire

With patented Thruview technology, you are able to see clear through the flames to the back of the fireplace for a more authentic experience.

Figure 5.4: Various log options available for Revillusion Plug-In Log Sets.



Figure 5.5: Optional Dimplex 20-inch Electric Log Set Ashmat.

6. MAINTENANCE

Regular maintenance ensures the longevity and optimal performance of your electric log insert.

- **Cleaning:** Always unplug the unit before cleaning. Use a soft, damp cloth to wipe down the exterior surfaces. Do not use abrasive cleaners or sprays.
- **Dust Removal:** Periodically vacuum or dust the air intake and exhaust vents to prevent dust buildup, which can affect heating efficiency.
- **Log Care:** The faux logs are durable resin. Handle them with care to avoid damage.

7. TROUBLESHOOTING

If you experience issues with your Dimplex Revillusion Log Insert, refer to the table below for common problems and solutions.

Problem	Possible Cause	Solution
Unit does not turn on.	No power to the unit; remote control batteries dead.	Check power outlet and circuit breaker. Replace remote control batteries.
No flame effect.	Flame function not activated; internal component issue.	Press the flame button on the remote or unit. If issue persists, contact customer support.
No heat output.	Heater function not activated; thermostat setting too low; thermal cut-off activated.	Press the heat button. Increase thermostat setting. Unplug unit for 5 minutes to reset thermal cut-off.
Remote control not working.	Dead batteries; obstruction; remote out of range.	Replace batteries. Ensure clear line of sight to unit. Move closer to the unit.

8. SPECIFICATIONS

Feature	Detail
Brand	DIMPLEX

Feature	Detail
Model Name	Revillusion
Item Model Number	RLG20
Product Dimensions	12.5"D x 23.75"W x 19"H (31.75 cm D x 60.3 cm W x 48.26 cm H)
Item Weight	11 Pounds (5 kg)
Material	Metal
Finish Type	Black
Power Source	Corded Electric
Heat Output	5118 British Thermal Units (BTUs)
Heating Coverage	Up to 400 sq.ft (supplemental heat)
Burner Type	Ceramic
Voltage	120V
Included Components	Electric Fireplace Log Insert, Remote Control
Batteries Required	2 AA batteries (included for remote)
Installation Type	Insert (requires opening: 24"W x 14"D x 22"H)
UPC	781052104709







9. WARRANTY AND SUPPORT

The Dimplex Revillusion Electric Fireplace Log Insert (Model RLG20) is built to last and comes with a **2-year parts and 1-year service limited warranty**. This warranty covers defects in materials and workmanship under normal use.

For detailed warranty terms, troubleshooting beyond this manual, or to obtain service, please refer to the official user manual or contact Dimplex customer support.

Official User Manual (PDF): [Download Here](#)



<div><p>Revillusion by Dimplex</p><p>Owner's Manual</p><p>Revillusion™ 25" Electric Log Set Model RLG25 (6909700155)</p><p>IMPORTANT SAFETY INFORMATION: Read this manual and follow all instructions to avoid fire or electric shock. Use only the Revillusion™ Log Set. Please do not use with the wrong voltage and the safety instructions contained in the user manual. Please contact your local dealer for more information.</p><p>To view the full list of Dimplex products, visit www.dimplex.com</p><p>Dimplex</p><p>721-485-0000</p></div>	<p>Revillusion 25" Electric Log Set Owner's Manual</p> <p>Owner's manual for the Dimplex Revillusion 25" Electric Log Set (Model RLG25). Provides comprehensive safety information, installation instructions, operation details, maintenance guidelines, and warranty information.</p>
<div><p>Dimplex</p><p>INSTRUCTION MANUAL</p><p>Caden 2kW Revillusion Suite Model CDN20-AU</p><p>For domestic household use only.</p></div>	<p>Dimplex Caden 2kW Revillusion Suite CDN20-AU Instruction Manual</p> <p>Instruction manual for the Dimplex Caden 2kW Revillusion Suite (Model CDN20-AU), providing safety guidelines, specifications, setup, operation, cleaning, and maintenance information for domestic household use.</p>
<div><p>Revillusion by Dimplex</p><p>Installation and User's Guide</p><p>We value your feedback!</p><p>Your input helps to create even better products and experiences. Share the success and leave a review. Click to view the feedback form.</p><p>Watch Dimplex!</p><p>IMPORTANT SAFETY INFORMATION: Read this manual and follow all instructions to avoid fire or electric shock. Use only the Revillusion Built-in Electric Firebox. Please do not use with the wrong voltage and the safety instructions contained in the user manual. Please contact your local dealer for more information.</p><p>To view the full list of Dimplex products, visit www.dimplex.com</p><p>721-485-0000</p></div>	<p>Dimplex Revillusion Built-in Electric Firebox: Installation and User Guide</p> <p>Comprehensive guide for installing, operating, and maintaining the Dimplex Revillusion Built-in Electric Firebox. Includes safety instructions, technical specifications, and troubleshooting tips.</p>
<div><p>Dimplex</p><p>PRACTICAL USER'S GUIDE FOR THE DIMPLEX ELECTRIC FIREPLACE WITH REMOTE CONTROL</p><p>Model Name: _____ Model Number: _____ Date Purchased: _____</p><p>Validated Customer:</p><p>We are pleased that you have chosen to purchase an electric fireplace manufactured by Dimplex Limited, America Ltd.</p><p>Over the years, valuable comments will assist us in making the product to be the best for these special moments.</p></div>	<p>Dimplex Electric Fireplace with Remote Control: Practical User's Guide</p> <p>Comprehensive user guide for the Dimplex electric fireplace with remote control, covering installation, operation, maintenance, safety instructions, and warranty information. Includes model 6901181300.</p>
<div><p>Dimplex</p><p>INSTRUCTION MANUAL</p><p>PORTLAND30 2kW Revillusion Suite Model PLD30-AU</p><p>For domestic household use only.</p></div>	<p>Dimplex Portland30 2kW Revillusion Suite PLD30-AU Instruction Manual</p> <p>Comprehensive instruction manual for the Dimplex Portland30 2kW Revillusion Suite (Model PLD30-AU), covering safe operation, setup, cleaning, maintenance, and specifications for domestic household use.</p>
<div><p>Dimplex</p><p>Club FREESTANDING ELECTRIC STOVE</p><p>CLB20</p><p>Discover the Dimplex Club, a traditional freestanding electric stove fire. It features the realistic Optiflame effect, a log fuel bed, 2kW heat output with two settings, thermostat control, and convenient remote operation. Easy to install, it provides warmth and ambiance.</p></div>	<p>Dimplex Club Freestanding Electric Stove with Optiflame Effect - CLB20</p> <p>Discover the Dimplex Club, a traditional freestanding electric stove fire. It features the realistic Optiflame effect, a log fuel bed, 2kW heat output with two settings, thermostat control, and convenient remote operation. Easy to install, it provides warmth and ambiance.</p>

