

DIMPLEX SWM4820

Dimplex Winslow 48-Inch Wall Mounted Electric Fireplace User Manual

Model: SWM4820

Brand: DIMPLEX

1. INTRODUCTION

Thank you for choosing the Dimplex Winslow 48-Inch Wall Mounted Electric Fireplace. This manual provides essential information for the safe installation, operation, and maintenance of your new electric fireplace. Please read all instructions carefully before use and retain this manual for future reference.

Important Safety Information

- Read all instructions before installing or using this fireplace.
- Do not operate any fireplace with a damaged cord or plug, or if the heater has malfunctioned or been dropped or damaged in any manner.
- Always ensure the fireplace is connected to a properly grounded outlet.
- 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 away from the sides and rear.
- 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 the heater.
- 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.
- **WARNING:** This product can expose you to chemicals including carbon black, which is known to the State of California to cause cancer. For more information go to www.P65Warnings.ca.gov.

2. PACKAGE CONTENTS

Verify that all components are present and undamaged before beginning installation.

- Dimplex Winslow 48-Inch Electric Fireplace Unit

- Multi-function Remote Control
- Ember Bed Options: Logs, Pebbles, and Acrylic Crystals (one set of each)
- Table Stand (for freestanding installation)
- Mounting Hardware (for wall-mount installation)

3. SETUP AND INSTALLATION

Pre-Installation Considerations

- Ensure the chosen location has a dedicated 120V, 15 Amp circuit.
- Maintain proper clearances from combustible materials as specified in the safety information.
- The unit dimensions are approximately 18.1" H x 5" D x 48" W. Plan your installation space accordingly.



Figure 1: Dimplex Winslow 48-inch Electric Fireplace with key dimensions. The unit measures 48 inches wide, 18.1 inches high, and 5 inches deep. This image displays the fireplace with the log media option installed.

Wall Mount Installation

1. Select a suitable wall location, ensuring it can support the weight of the fireplace (approximately 45.2 lbs).
2. Mark the desired mounting height and position for the mounting bracket.
3. Securely attach the mounting bracket to the wall studs using appropriate hardware. If mounting into drywall without studs, use heavy-duty wall anchors (not included).
4. Carefully lift the fireplace unit and hook it onto the wall mounting bracket. Ensure it is securely seated.
5. Connect the power cord to a grounded electrical outlet.

Tabletop Installation

1. Attach the included table stand to the bottom of the fireplace unit using the provided screws.
2. Place the fireplace on a stable, level surface, ensuring adequate clearance from walls and combustible materials.
3. Connect the power cord to a grounded electrical outlet.

4. OPERATING INSTRUCTIONS

The Dimplex Winslow fireplace can be operated using the multi-function remote control or the onboard controls located on the top right corner of the unit.



Figure 2: Onboard control panel with digital display and function buttons.

Power On/Off

- Press the **POWER** button on the remote or the unit to turn the fireplace on or off.

Flame Effect Settings

The fireplace features lifelike dancing flames with adjustable brightness and color options.

- Use the **FLAME** button on the remote or unit to cycle through different flame brightness levels.
- The ember bed also offers color-changing options. Refer to your remote control guide for specific buttons to adjust ember bed colors.

Interchangeable Media Bed Options

Customize the look of your fireplace with three included media options: logs, pebbles, or acrylic crystals.



Figure 3: Acrylic Crystal Media



Figure 4: Log Media



Figure 5: Pebble Media

To change the media:

1. Ensure the fireplace is turned off and unplugged.
2. Carefully remove the front glass panel (refer to the installation section for details on securing/removing the glass).
3. Remove the current media and replace it with your desired option.
4. Reattach the front glass panel securely.

Heater Operation

The powerful fan-forced heater can provide supplemental heat for areas up to 1000 sq. ft. Heat vents from the bottom of the unit.

- Press the **HEAT** button on the remote or unit to activate the heater.
- Use the **TEMPERATURE** buttons (up/down arrows) to adjust the desired heat setting.
- The heater can be operated independently of the flame effect, allowing for year-round ambiance.

Timer Function

Set the fireplace to automatically turn off after a specified period.

- Press the **TIMER** button on the remote or unit to cycle through available timer settings (e.g., 30 minutes, 1 hour, up to 8 hours).

Side Strip Lighting

The fireplace features side strip lighting that adds a soft glow behind the unit, enhancing the ambiance.

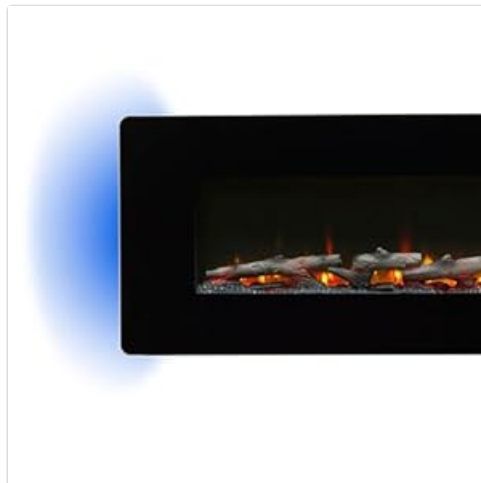


Figure 6: Side strip lighting in operation.

- Refer to your remote control guide for specific buttons to activate and adjust the side strip lighting.

5. MAINTENANCE

Cleaning

- Always unplug the fireplace before cleaning.
- Wipe the exterior surfaces with a soft, damp cloth. Do not use abrasive cleaners or solvents.
- Clean the air intake and exhaust vents regularly to ensure proper airflow and prevent overheating.
- The glass panel can be cleaned with a soft cloth and a mild glass cleaner.

Storage

- When not in use for extended periods, store the fireplace in a dry, dust-free location.
- If possible, use the original packaging for storage to protect the unit.

6. TROUBLESHOOTING

If you experience issues with your Dimplex Winslow electric fireplace, consult the following table for common problems and solutions.

Problem	Possible Cause	Solution
Fireplace does not turn on.	No power to the unit.	Check if the power cord is securely plugged into a grounded outlet. Verify the circuit breaker has not tripped.
Heater not producing heat.	Temperature setting is too low; Overheat protection activated.	Increase the temperature setting. Ensure air vents are not blocked. Turn off the unit, unplug, wait 10-15 minutes, then plug back in.
Remote control not working.	Dead batteries; Obstruction between remote and unit.	Replace remote control batteries (2 AAA batteries). Ensure there is a clear line of sight to the fireplace sensor.
Flame effect is dim or not visible.	Brightness setting is low; LED components issue.	Adjust the flame brightness setting using the remote or onboard controls.
Unusual noises from the unit.	Fan obstruction; Loose components.	Turn off and unplug the unit. Inspect vents for obstructions. If noise persists, contact customer support.

If the problem persists after attempting these solutions, please contact Dimplex customer support.

7. SPECIFICATIONS

Feature	Detail
Brand	DIMPLEX
Model Name	Winslow 48" Wall-Mount (SWM4820)
Product Dimensions	5"D x 48"W x 18.1"H (12.7 cm D x 121.9 cm W x 46 cm H)
Material	Metal, Glass
Color	Black
Power Source	Corded Electric
Power Consumption	1400 Watts
Heat Output	4777 British Thermal Units (BTU)
Heating Coverage	Up to 1000 sq. ft.
Installation Type	Tabletop, Wall Mount

Feature	Detail
Included Components	Remote Control, Ember Bed Options (Logs, Pebbles, Acrylic Crystals), Table Stand
Item Weight	45.2 pounds (20.5 kg)
Batteries for Remote	2 AAA batteries (included)
Assembly Required	Yes
Care Instructions	Wipe with damp cloth

8. WARRANTY AND SUPPORT

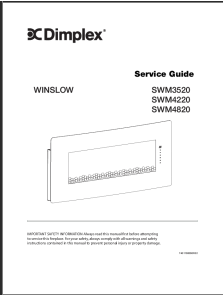
Warranty Information

This Dimplex Winslow electric fireplace comes with a limited warranty of 90 days from the date of purchase. This warranty covers defects in materials and workmanship under normal use. Please retain your proof of purchase for warranty claims.

Customer Support

For technical assistance, warranty claims, or replacement parts, please contact Glen Dimplex Americas customer support. Contact information can typically be found on the manufacturer's website or on the product packaging.
Manufacturer: Glen Dimplex Americas

Related Documents - SWM4820

	<p>Dimplex Winslow SWM3520/SWM4220/SWM4820 Service Guide</p> <p>Service guide for Dimplex Winslow electric fireplaces (models SWM3520, SWM4220, SWM4820), detailing replacement parts, wiring diagrams, preparation steps, component replacement procedures, and troubleshooting solutions.</p>
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Comprehensive owner's manual for the Dimplex SWM3520 electric fireplace, covering installation, operation, maintenance, troubleshooting, and warranty information. Includes safety precautions and product specifications.

Comprehensive user guide for the Dimplex electric fireplace with remote control, covering installation, operation, maintenance, safety instructions, and warranty information. Includes model 6901181300.

Explore the Dimplex Opti-myst Linear 46" electric fireplace, featuring lifelike vapor flame technology, smart app control via Flame Connect, and efficient heating. Ideal for modern homes.

Comprehensive user's guide for Dimplex electric fireplaces, covering installation, operation, maintenance, safety, and warranty information. Learn how to safely enjoy your Dimplex electric fireplace.

Comprehensive owner's manual for Dimplex DF3215 and DF3215NH electric fireplaces, covering installation, operation, maintenance, and warranty information.