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› **Dimplex Winslow Wall Mounted Electric Fireplace User Manual**

DIMPLEX SWM3520

Dimplex Winslow Wall Mounted Electric Fireplace

Model: SWM3520 | Brand: DIMPLEX

INTRODUCTION

The Dimplex Winslow Electric Fireplace is designed to provide warmth and ambiance to your living space. This manual provides essential information for the safe and efficient operation, installation, and maintenance of your new electric fireplace. Please read this manual thoroughly before installation and use, and retain it for future reference.



Image: The Dimplex Winslow Electric Fireplace seamlessly integrated into a modern living room setting, showcasing its aesthetic appeal.

SAFETY INFORMATION

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

- Always disconnect power before cleaning or servicing.
- Do not operate any heater with a damaged cord or plug, or after the heater malfunctions or has been dropped or damaged in any manner.
- Do not use outdoors. This fireplace is intended for indoor use only.
- 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.
- 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.
- This product can expose you to chemicals including lead and lead compounds, which are known to the State of California to

cause cancer and birth defects or other reproductive harm. For more information go to www.P65Warnings.ca.gov.

PACKAGE CONTENTS

Carefully unpack all components from the box and check against the list below. Ensure all items are present and undamaged before proceeding with installation.

- Dimplex Winslow 35-Inch Electric Fireplace Unit
- Interchangeable Media Options (Logs, Pebbles, Acrylic Crystals)
- Multi-function Remote Control (with 2 AAA batteries included)
- Table Stand (for tabletop installation)
- Mounting Hardware (for wall-mount installation)
- Instruction Manual

SETUP AND INSTALLATION

Your Dimplex Winslow Electric Fireplace offers versatile installation options: wall-mounted or tabletop. Choose the method that best suits your space.

Wall-Mount Installation

1. Select a suitable wall location. Ensure the wall material can support the fireplace's weight (approximately 29.1 lbs).
2. Measure and mark the desired mounting height. Refer to the product dimensions for proper placement.
3. Secure the mounting bracket to the wall using the provided hardware. Ensure it is level and firmly attached to wall studs if possible.
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 standard 120V outlet.



Image: The electric fireplace unit with detailed dimensions (17.3"H x 36"W x 5"D), illustrating its compact profile suitable for wall mounting.

Tabletop Installation

1. Attach the included table stand to the bottom of the fireplace unit according to the instructions in the assembly diagram.
2. Place the assembled fireplace on a stable, flat surface, ensuring adequate clearance from combustible materials.
3. Connect the power cord to a standard 120V outlet.

3 backlight
color options



Included stand allows
for tabletop installation



Interchangeable Media Options



Logs



Crystals



Pebbles

Multi-function
remote



120 Volts | 1,400 Watts | 5,000 BTU

Model #	Description	Lbs / Kg	UPC	Wty. [†]	Carton Dimensions (WxHxD)		Cube	
					Inches	cm	ft³	m³
SWM3520	36" Wall-mounted Electric Fireplace	36.8 / 16.7	781052 130371	1 yr.	38-1/4 x 20-1/4 x 9-1/8	97.0 x 51.6 x 23.1	4.08	0.1

Image: The fireplace showcasing its tabletop stand, the multi-function remote control, and the three interchangeable media options (logs, crystals, pebbles).

OPERATING INSTRUCTIONS

Your Dimplex Winslow Electric Fireplace can be operated using the onboard controls located on the top right corner of the glass or via the multi-function remote control.

Onboard Controls and Remote Control Functions

The controls allow you to manage various features of the fireplace:

- **Power Button:** Turns the fireplace ON or OFF.
- **Flame Effect Button:** Adjusts the brightness and style of the flame.
- **Heater Button:** Activates or deactivates the heating function. Press repeatedly to cycle through heat settings or adjust temperature.
- **Timer Button:** Sets the automatic shut-off timer for up to 8 hours.
- **Media Accent Colors:** Changes the color of the ember bed.
- **Side Strip Lighting:** Controls the ambient lighting behind the unit.

Features



Flame Effect

High-contrast flames feature improved brightness and character for a dazzling, lifelike effect.



Interchangeable Media Bed

Enhance any space in your home with the customizable media bed by choosing between the three included options – crystals, logs or pebbles.



Media Accent Colors

Alternate between four ember bed colors.



Built-in Timer

Set for up to 8 hours.



LED Lighting

Flame and lights use brilliant, low-energy LED's that require zero maintenance.



Powerful Heating

Powerful fan-forced heater features a safe, ceramic element that provides on-demand heat for up to 1,000 square feet.



Multi-function Remote

Control the fireplace features from the comfort of your chair.



All-season Flames

Enjoy the unique charm of a fireplace 365 days a year using the flames without the heat.



Cool-touch Glass

Glass remains cool making it safe for children and pets in any location.



Just Plug It In

Simply plug into any standard household outlet for instant ambiance.

Image: A visual representation of the fireplace's key features, including flame effect, interchangeable media bed, media accent colors, built-in timer, LED lighting, powerful heating, multi-function remote, all-season flames, cool-touch glass, and plug-and-play functionality.

Changing Media Options

The fireplace comes with three interchangeable media options: logs, pebbles, and acrylic crystals. To change them:

1. Ensure the fireplace is turned OFF and unplugged.
2. Carefully remove the front glass panel (refer to assembly instructions for details).
3. Remove the current media and replace with your desired option.
4. Reattach the front glass panel securely.

MAINTENANCE

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

- **Cleaning:** Always unplug the fireplace before cleaning. Wipe the exterior surfaces with a soft, damp cloth. Do not use abrasive cleaners or solvents.

- **Air Vents:** Keep the air intake and exhaust vents clear of dust and debris to ensure proper airflow for the heater.
- **LED Lighting:** The LED lights are designed for long life and require zero maintenance. No bulb replacement is necessary.

TROUBLESHOOTING

If you experience issues with your fireplace, consult the following common problems and solutions:

Problem	Possible Cause	Solution
Fireplace does not turn on.	No power to the unit; Power cord not fully plugged in; Circuit breaker tripped.	Ensure the unit is plugged into a live outlet. Check the circuit breaker.
No heat output.	Heater function is off; Thermostat set too low; Overheat protection activated.	Activate heater function. Increase thermostat setting. Unplug unit for 5 minutes to reset overheat protection.
Remote control not working.	Batteries are dead or incorrectly inserted; Remote not aimed at sensor.	Replace batteries (2 AAA). Ensure remote is pointed directly at the fireplace sensor.
Flame effect is dim or not visible.	Brightness setting is low.	Adjust flame brightness using the remote or onboard controls.

SPECIFICATIONS

Detailed technical specifications for the Dimplex Winslow Electric Fireplace:

Feature	Specification
Model Name	Winslow 35" Wall-Mount
Model Number	SWM3520
Product Dimensions (D x W x H)	5" x 36" x 17.3" (12.7 cm x 91.5 cm x 43.9 cm)
Item Weight	29.1 lbs (13.2 kg)
Power Source	Corded Electric
Power Consumption	1400 Watts
Heat Output	4777 British Thermal Units (BTU)
Heating Coverage	Up to 1000 sq. ft.
Material	Metal, Glass
Installation Type	Tabletop, Wall Mount
Included Components	Remote Control, Table Stand, Media Options
UPC	781052130371

WARRANTY AND SUPPORT

Your Dimplex Winslow Electric Fireplace is covered by a limited warranty.

- **Warranty Duration:** This product comes with a 90-day limited warranty from the date of purchase.
- **Warranty Coverage:** The warranty covers defects in material and workmanship under normal use. It does not cover

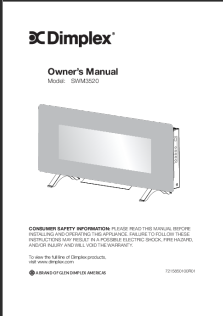
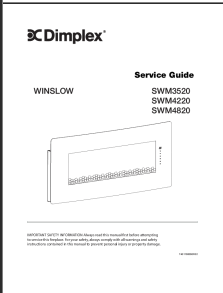
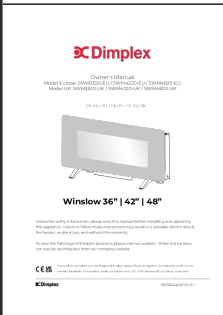
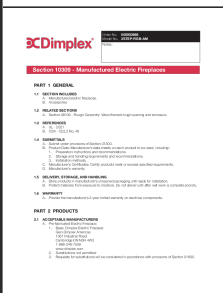
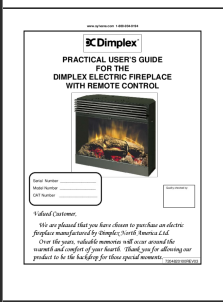
damage resulting from misuse, abuse, accident, alteration, or improper installation.

- **Customer Support:** For technical assistance, warranty claims, or to order replacement parts, please contact Glen Dimplex Americas customer service. Refer to the contact information provided on the Dimplex official website or your purchase documentation.

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This manual is for informational purposes only. Specifications are subject to change without notice.

Related Documents - SWM3520

	<p>Dimplex SWM3520 Electric Fireplace Owner's Manual and Safety Guide</p> <p>Comprehensive owner's manual for the Dimplex SWM3520 electric fireplace, covering installation, operation, maintenance, troubleshooting, and warranty information. Includes safety precautions and product specifications.</p>
	<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>
	<p>Dimplex Winslow Electric Fireplace Owner's Manual: Installation, Operation, and Warranty</p> <p>Comprehensive owner's manual for the Dimplex Winslow electric fireplace (models SWM3520, SWM4220, SWM4820). Includes installation guides, operating instructions, technical specifications, maintenance, troubleshooting, and warranty information.</p>
	<p>Dimplex 3STEP-RGB-AM Optimyst Aura Manufactured Electric Fireplace Specifications</p> <p>Technical specifications and installation guidelines for the Dimplex 3STEP-RGB-AM Optimyst Aura Water Vapor Electric Fireplace, covering general requirements, product details, electrical specifications, framing, air intake, and installation procedures.</p>
	<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>

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[Dimplex Liberty Suite LBY15-AU Electric Fireplace User Manual and Safety Guide](#)

User manual and safety guide for the Dimplex Liberty Suite LBY15-AU electric fireplace. Includes operation, controls, safety warnings, maintenance, specifications, and contact information.