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› [Dimplex Winslow 42-Inch Wall Mounted Electric Fireplace \(Model SWM4220\) Instruction Manual](#)

## DIMPLEX SWM4220

# Dimplex Winslow 42-Inch Wall Mounted Electric Fireplace

Model: SWM4220

Brand: Dimplex

## INTRODUCTION

Thank you for choosing the Dimplex Winslow 42-Inch Wall Mounted Electric Fireplace. This manual provides essential information for the safe operation, installation, and maintenance of your new electric fireplace. Please read all instructions carefully before use and retain this manual for future reference.

## IMPORTANT SAFETY INFORMATION

**WARNING: To reduce the risk of fire, electric shock, or injury, read all instructions before using this appliance.**

- Always unplug the fireplace when not in use.
- Do not operate any fireplace with a damaged cord or plug, or if the heater has malfunctioned, been dropped, or damaged in any manner.
- Do not use outdoors.
- Avoid placing the power cord under carpeting or covering it with throw rugs.
- Ensure proper clearance from combustible materials.
- The glass remains cool to the touch, but the heat vents can become hot. Do not cover the heat vents.

## PACKAGE CONTENTS

Your Dimplex Winslow 42-Inch Electric Fireplace package includes:

- 1 x 42-Inch Electric Fireplace Unit
- 3 x Ember Bed Options (Logs, Pebbles, Acrylic Crystals)
- 1 x Multi-function Remote Control

- 1 x Table Stand (for freestanding installation)
- Mounting Hardware (for wall-mounted installation)

## SPECIFICATIONS

Feature	Detail
Brand	DIMPLEX
Model Name	Winslow 42" Wall-Mount (SWM4220)
Power Source	AC (Corded)
Product Dimensions	5"D x 42"W x 18.1"H
Material	Steel, Glass
Finish Type	Painted
Installation Type	Tabletop, Wall Mount
Heat Output	4777 British Thermal Units
Heating Coverage	Up to 1000 sq. ft.
Color	Black
Included Components	Remote Control
Item Weight	38.8 pounds
Batteries	2 AAA batteries required (included)



Figure 1: Front view of the Dimplex Winslow 42-inch Electric Fireplace, showing its dimensions (42" width, 18-1/8" height with feet, 5" depth) and the included tabletop feet for versatile placement.

## SETUP AND INSTALLATION

### Choosing Your Installation Method

The Dimplex Winslow fireplace offers flexible installation options to suit your space:

- **Wall-Mounted:** For a sleek, modern look, the fireplace can be securely mounted directly onto a wall.
- **Tabletop/Freestanding:** Utilize the included table stand for flexible placement on a flat surface.



Figure 2: The electric fireplace shown in both wall-mount and tabletop configurations, highlighting its versatile design and features like on-demand heat, 3 backlight colors, and 3 media options.



Figure 3: The electric fireplace positioned on its tabletop stand, demonstrating a freestanding installation option.

## Media Bed Options

Customize the ambiance of your fireplace with three interchangeable media options:

- **Logs:** For a traditional, rustic fireplace feel.
- **Pebbles:** Offers a natural, serene aesthetic.
- **Acrylic Crystals:** Provides a modern, sparkling effect.

To change the media, carefully remove the front glass panel and arrange your desired media type within the ember bed. Ensure the unit is unplugged before performing this action.

# Interchangeable Media Options



Figure 4: A visual representation of the three interchangeable media options: acrylic crystals, realistic logs, and decorative pebbles, allowing for personalized aesthetic choices.



Figure 5: A close-up view of the acrylic crystals media option, illuminated to create a sparkling effect.



Figure 6: A close-up view of the realistic log media option, glowing with simulated embers.



Figure 7: A close-up view of the decorative pebble media option, providing a smooth, natural look.

## OPERATING INSTRUCTIONS

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### Powering On/Off

The fireplace can be powered on or off using the multi-function remote control or the onboard controls located on the top right corner of the glass panel.

### Remote Control Functions

The included remote control allows for convenient adjustment of all fireplace settings:

- **Power ON/OFF:** Activates or deactivates the unit.
- **Flame Control:** Adjusts flame colors and intensity.
- **Level Selection:** Cycles through various settings.
- **Ember Bed:** Changes ember bed colors.
- **Heat Control:** Activates or deactivates the heater and adjusts temperature.
- **Backlight Control:** Manages the side strip lighting.
- **Timer Control:** Sets an automatic shut-off time.

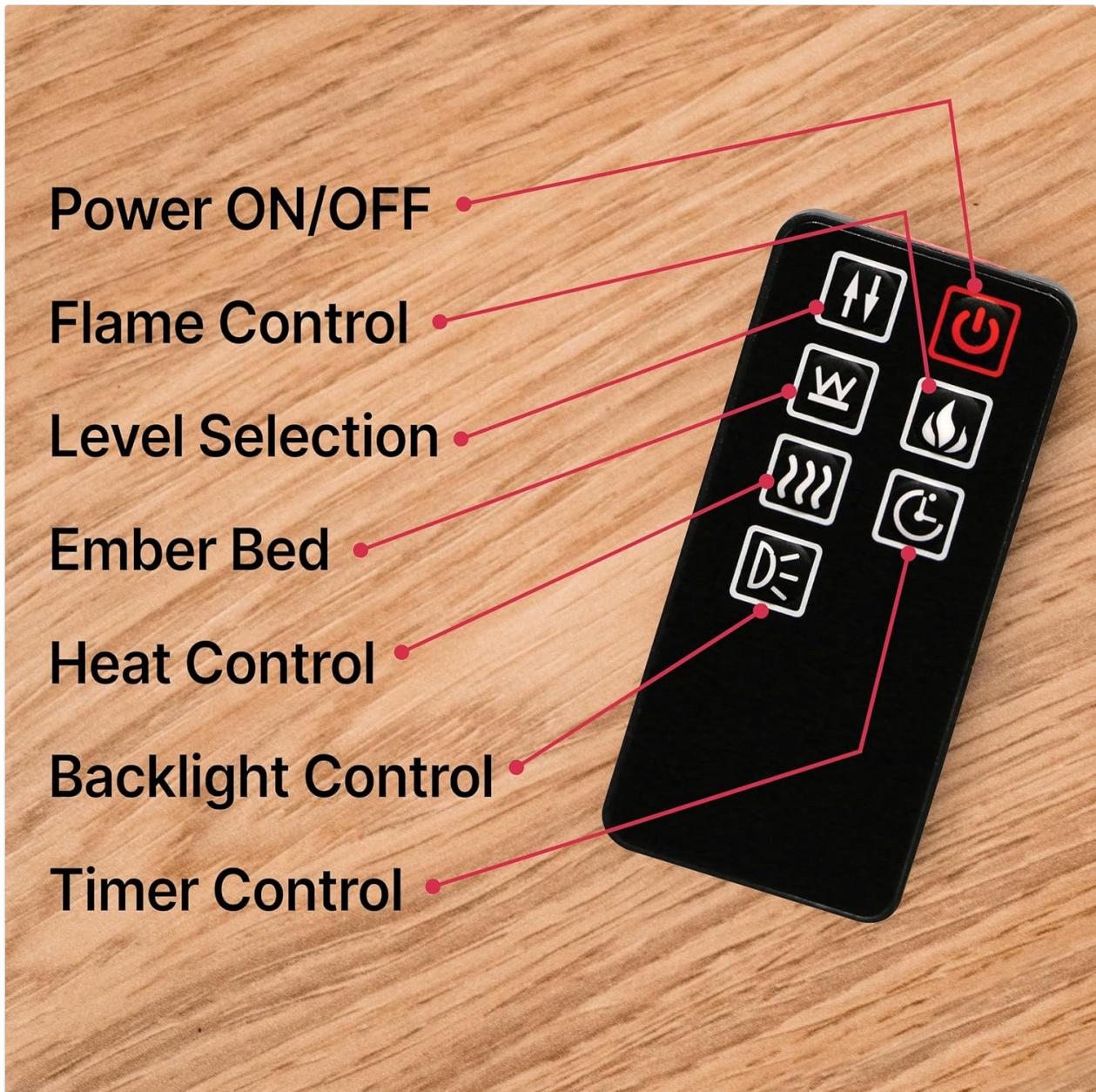


Figure 8: A detailed diagram of the multi-function remote control, indicating the purpose of each button for easy operation of the fireplace's features.

## Onboard Controls

Manual controls are available on the unit itself for direct adjustments.

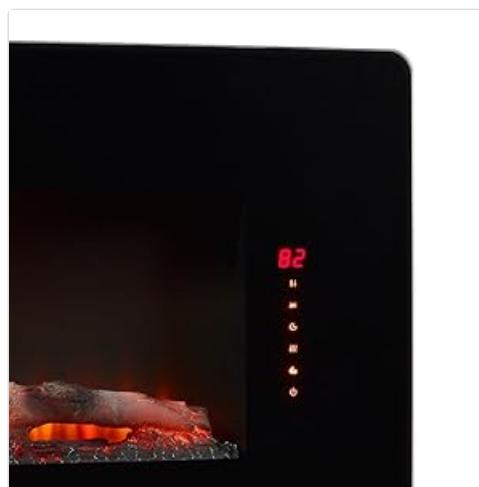


Figure 9: A close-up view of the onboard controls, typically located on the top right corner of the glass, allowing for direct

manual adjustments.

## Heat Functionality

The powerful electric heater can warm areas up to 1000 sq. ft. Heat vents from the bottom of the unit, ensuring that electronics placed above the fireplace remain safe and unaffected by direct heat.



Heat is emitted  
from base of  
fireplace.

Figure 10: An illustration demonstrating that heat is emitted from the base of the fireplace, directing warmth downwards and away from items placed above.



Cool to touch

Figure 11: A child's hand touching the glass front of the fireplace, illustrating the cool-to-touch safety feature.

### Side Strip Lighting

The fireplace features enhanced side strip lighting that adds a captivating glow behind the unit, further enhancing the ambiance of your room.



Figure 12: The fireplace displaying its side strip lighting feature, which casts a soft glow on the surrounding wall.

## MAINTENANCE

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

- **Cleaning:** Wipe the exterior surfaces with a soft, damp cloth. Do not use abrasive cleaners or sprays. Ensure the unit is unplugged before cleaning.
- **Ventilation:** Keep the air vents clear of dust and debris to ensure proper heat circulation.
- **Cord Inspection:** Periodically check the power cord for any signs of damage. If damaged, discontinue use and contact customer support.

## TROUBLESHOOTING

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If you encounter any issues with your fireplace, refer to the following common troubleshooting steps:

- **No Power:** Ensure the power cord is securely plugged into a working outlet. Check your household circuit breaker.
- **No Heat:** Verify that the heat function is activated via the remote or onboard controls. Ensure the thermostat setting is higher than the room temperature.
- **Flames Not Working:** Check if the flame effect is turned on. If the issue persists, contact customer support.
- **Remote Not Responding:** Replace the batteries in the remote control (2 AAA batteries). Ensure there are no obstructions between the remote and the fireplace sensor.

For issues not listed here, please contact Dimplex customer support.

## WARRANTY AND SUPPORT

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This Dimplex Winslow Electric Fireplace comes with a **90-day limited warranty** from the date of purchase. This warranty covers manufacturing defects and ensures the product is free from defects in material and workmanship under normal use.

For warranty claims, technical support, or any questions regarding your product, please contact Dimplex customer service. Keep your proof of purchase for warranty validation.