

DIMPLEX DSH20W

DIMPLEX DSH20W Electric Infrared Patio Heater User Manual

Model: DSH20W

Brand: DIMPLEX

INTRODUCTION

This manual provides essential information for the safe and efficient operation, installation, and maintenance of your DIMPLEX DSH20W Indoor/Outdoor Electric Infrared Patio Heater. Please read all instructions carefully before using the product and retain this manual for future reference.

The DIMPLEX DSH20W is designed to provide rapid, comfortable heat for both indoor and outdoor environments, reaching maximum heat output in less than 3 seconds. Its robust construction and versatile features make it suitable for various applications.

IMPORTANT SAFETY INFORMATION

WARNING: To reduce the risk of fire, electric shock, or injury, always follow these basic precautions:

- Read all instructions before using this heater.
- 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.
- Extreme caution is necessary when any heater is used by or near children or invalids and whenever the heater is left operating and unattended.
- Do not operate any heater with a damaged cord or plug or after the heater malfunctions, has been dropped or damaged in any manner. Discard heater or return to authorized service facility for examination and/or repair.
- Do not use outdoors if not specifically rated for outdoor use. This product has an IP65 rating for indoor and outdoor applications.
- 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 disconnect heater, turn controls to off, then remove plug from outlet.
- 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.

- A heater has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint, or flammable vapors or liquids are used or stored.
- Use this heater only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or injury to persons.
- This heater is for 240V operation. It requires a dedicated circuit and proper wiring. Consult a qualified electrician for installation.

PACKAGE CONTENTS

Please check the package contents to ensure all components are present and undamaged:

- DIMPLEX DSH20W Infrared Patio Heater Unit
- Mounting Bracket (compatible with wall, ceiling, and stand mounts)
- User Manual (this document)
- Remote Control (if applicable, not specified in input but common for heaters with timers/settings)
- Mounting Hardware (screws, anchors, etc.)

If any items are missing or damaged, please contact DIMPLEX customer support immediately.

SETUP AND INSTALLATION

The DIMPLEX DSH20W heater is designed for versatile installation, including wall, ceiling, and stand mounting. Professional installation by a qualified electrician is recommended due to the 240V power requirement.

Mounting Options

- **Wall Mount:** Secure the provided mounting bracket to a sturdy wall surface, ensuring it can support the heater's weight (approximately 5.44 kg). Position the heater to direct heat towards the desired area.
- **Ceiling Mount:** For overhead heating, the heater can be suspended from a ceiling using the appropriate bracket. Ensure adequate clearance from the ceiling and surrounding objects.
- **Stand Mount:** An optional stand (sold separately) allows for portable or temporary placement of the heater. Ensure the stand is stable and on a level surface.

Electrical Connection

This unit operates on 240V and requires a dedicated electrical circuit. It does not come with a pre-attached cord for plugging into a standard outlet. A qualified electrician must hardwire the unit according to local electrical codes and the provided wiring diagram (not included in this general manual, refer to specific installation guide if provided with product packaging).

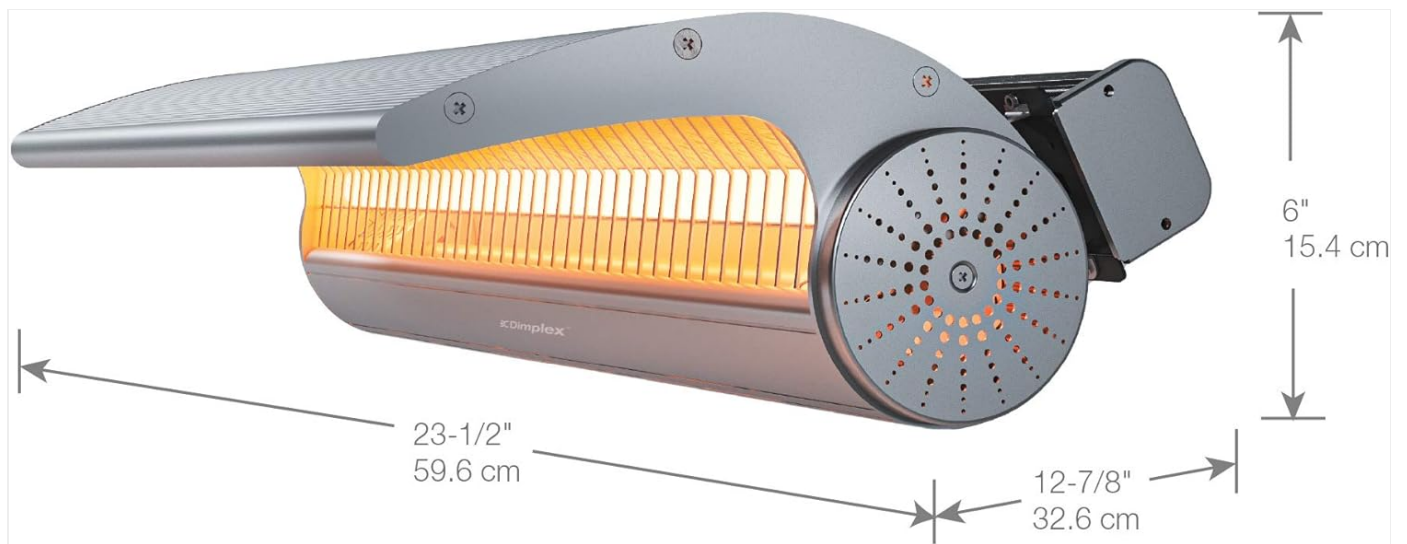


Figure 1: Dimplex DSH20W heater showing overall dimensions. The unit measures approximately 59.7 cm (23-1/2 inches) in length, 32.7 cm (12-7/8 inches) in depth, and 15.5 cm (6 inches) in height. These dimensions are crucial for planning installation space.

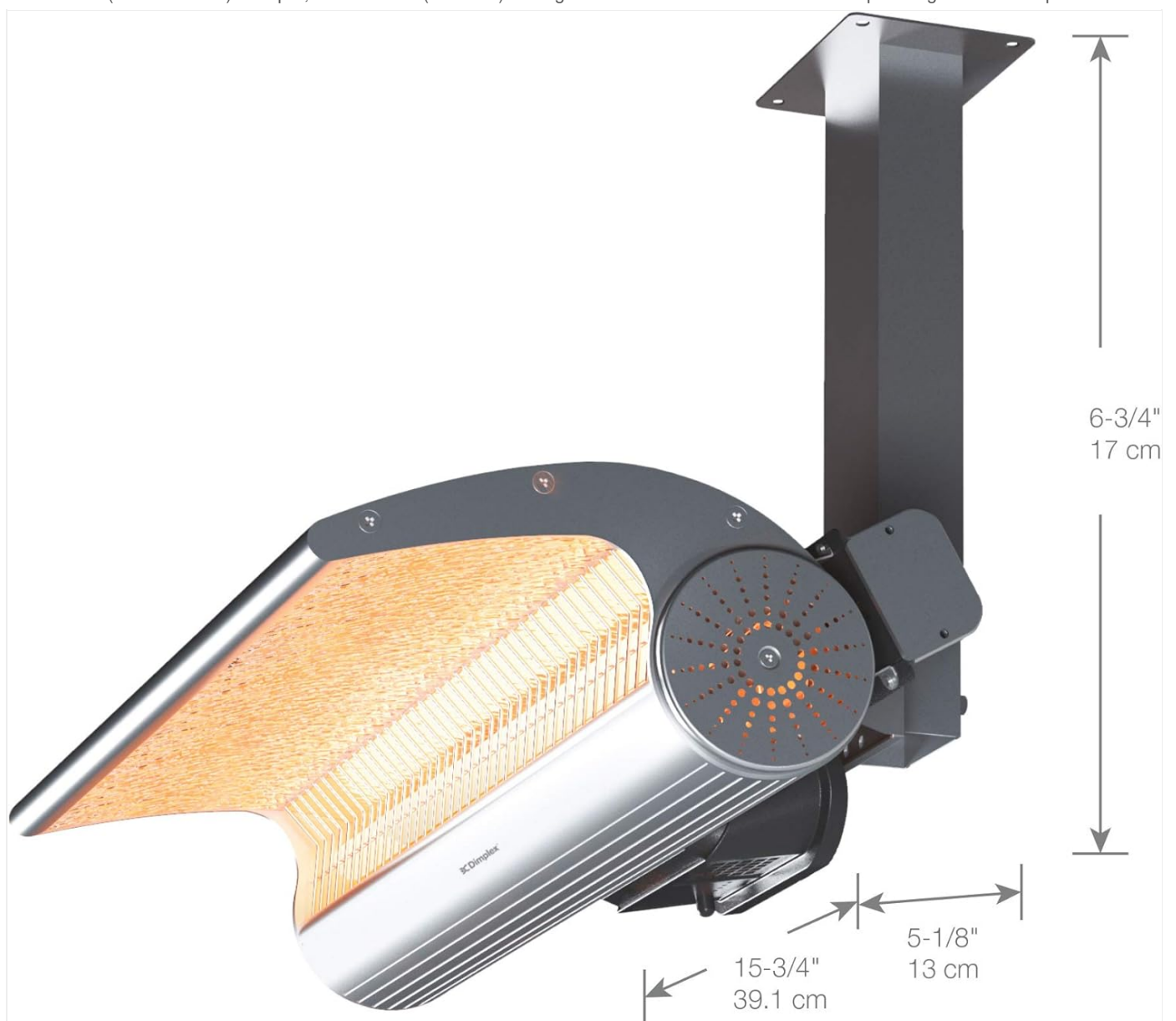


Figure 2: Dimplex DSH20W heater with an attached ceiling mount, illustrating the extended dimensions when mounted. The total height with the mount is approximately 17 cm (6-3/4 inches), and the depth from the mounting surface is about 39.1 cm (15-3/4 inches).



Figure 3: A close-up view of the mounting bracket, which is included with the DSH20W heater. This bracket facilitates secure attachment to walls, ceilings, or compatible stands.

OPERATING INSTRUCTIONS

Once properly installed and connected to power, your DIMPLEX DSH20W heater is ready for operation.

Powering On/Off

The heater can be controlled via its integrated control panel or a remote control (if supplied). To power on, press the power button. To power off, press the power button again.

Temperature Settings

The DSH20W offers three temperature settings:

- **Low:** 1000W output
- **Medium:** 1500W output
- **High:** 2000W output

Adjust the setting using the dedicated buttons on the control panel or remote to achieve your desired heat level. The heater reaches maximum heat in approximately 3 seconds.

Timer Function

The heater features a delay timer with 1, 2, and 3-hour options. This allows you to set the heater to operate for a specific duration before automatically turning off. Additionally, an 8-hour auto shutoff safety mechanism is built-in, ensuring the unit powers down after 8 hours of continuous operation for safety and energy conservation.



Figure 4: Close-up view of the integrated control panel located on the heater. This panel typically includes buttons for power, temperature settings (low, medium, high), and timer functions (1, 2, 3 hours).



Figure 5: The Dimplex DSH20W heater in operation, showing the radiant heat element glowing. This infrared technology provides immediate and efficient warmth.

MAINTENANCE

Regular maintenance ensures the longevity and optimal performance of your DIMPLEX DSH20W heater. Always disconnect power before performing any maintenance.

- **Cleaning:** Allow the heater to cool completely before cleaning. Use a soft, damp cloth to wipe down the exterior surfaces. Do not use abrasive cleaners, solvents, or spray directly onto the heater.
- **Reflector Cleaning:** Periodically inspect the reflector behind the heating element. If dust or debris accumulates, gently wipe it with a soft, dry cloth. Avoid touching the heating element directly.
- **Storage:** If storing the heater for an extended period, ensure it is clean and dry. Store it in a cool, dry place, preferably in its original packaging to protect it from dust and damage.
- **Inspection:** Regularly check the power wiring and mounting hardware for any signs of wear, damage, or loosening. Address any issues promptly.

TROUBLESHOOTING

If you experience issues with your DIMPLEX DSH20W heater, refer to the following common problems and solutions:

| Problem | Possible Cause | Solution |
|------------------------------------|---|---|
| Heater does not turn on. | No power supply; tripped circuit breaker; loose wiring; unit's internal safety switch activated. | Check power connection and circuit breaker. Ensure wiring is secure (consult electrician). Allow unit to cool if it was recently shut off due to overheating. |
| Heater produces insufficient heat. | Incorrect temperature setting; unit too far from heating area; environmental factors (wind, large space). | Increase temperature setting. Reposition heater closer to the desired area. Consider additional units for larger spaces or areas with significant air movement. |
| Heater turns off unexpectedly. | 8-hour auto shutoff activated; overheating safety mechanism; timer setting. | This is normal operation for the 8-hour auto shutoff. Check if a timer was set. Ensure proper ventilation and clearance around the heater to prevent overheating. |

| Problem | Possible Cause | Solution |
|-----------------------------|---|---|
| Remote control not working. | Dead batteries; obstruction between remote and heater; remote not paired (if applicable). | Replace batteries. Ensure clear line of sight. Refer to remote control specific instructions for pairing. |

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

SPECIFICATIONS

| Feature | Detail |
|--------------------------------|--|
| Model | DSH20W |
| Brand | DIMPLEX |
| Power Source | Corded Electric (240V) |
| Heating Method | Radiant Infrared |
| Heat Settings | 1000W (Low), 1500W (Medium), 2000W (High) |
| Heat Up Time | 3 seconds (maximum) |
| Timer Functions | 1, 2, and 3 hour delay timer; 8 hour auto shutoff safety mechanism |
| IP Rating | IP65 (Indoor/Outdoor applications) |
| Product Dimensions (D x W x H) | 32.7 cm x 59.7 cm x 15.5 cm (12.87 in x 23.5 in x 6.1 in) |
| Item Weight | 5.44 kg (12 lbs) |
| Colour | Grey |
| Assembly Required | Yes |
| Included Components | DSH heater compatible with wall, ceiling, and stand mounts |
| Mounting Type | Wall Mount (also compatible with ceiling/stand mounts) |

WARRANTY AND SUPPORT

Warranty Information

The DIMPLEX DSH20W Electric Infrared Patio Heater comes with a **1-year replacement parts warranty**. This warranty covers defects in materials and workmanship under normal use and service. Please retain your proof of purchase for warranty claims.

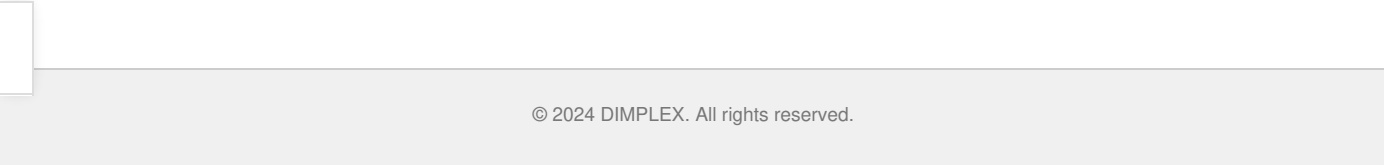
The warranty does not cover damage resulting from misuse, abuse, accident, alteration, improper installation, or unauthorized repair. For full warranty terms and conditions, please refer to the documentation included with your product or visit the official DIMPLEX website.

Customer Support

For technical assistance, troubleshooting beyond this manual, or warranty inquiries, please contact DIMPLEX customer support:



- **Website:** Visit the official DIMPLEX website for support resources, FAQs, and contact information.
- **Phone:** Refer to the contact details provided in your product packaging or on the DIMPLEX website for direct phone support.
- **Email:** Email support may also be available through the official website.

When contacting support, please have your product model number (DSH20W) and proof of purchase readily available.



Related Documents - DSH20W

| | |
|--|--|
| | <p>Dimplex 2kW DC Ceramic Tower Heater DHCH20E Instruction Manual</p> <p>Instruction manual for the Dimplex 2kW DC Ceramic Tower Heater with Electronic Controls (Model DHCH20E). Includes safety precautions, operation, specifications, cleaning, storage, maintenance, warranty, and recycling information.</p> |
| | <p>Dimplex Futurad Heater: FutM2CE & FutM3CE User Manual and Safety Guide</p> <p>Comprehensive user manual for Dimplex Futurad heaters (models FutM2CE and FutM3CE). Covers safety instructions, operation, assembly, features like runback timer and frost protection, technical specifications, and warranty information.</p> |
| | <p>Dimplex Alta WiFi Panel Heater: Installation, Operation, and Guarantee</p> <p>Official installation and operating instructions for the Dimplex Alta WiFi Panel Heater (Model 300002588). Includes safety advice, technical specifications, energy efficiency data, quick start guide, app connectivity, and warranty information.</p> |
| | <p>Dimplex DGR32WNG Outdoor Radiant Natural Gas Heater Installation and User's Guide</p> <p>Comprehensive installation, operation, and maintenance guide for the Dimplex DGR32WNG Outdoor Radiant Natural Gas Heater. Includes safety warnings, technical specifications, package contents, installation steps, operation procedures, troubleshooting, and warranty information.</p> |

| | |
|--|---|
|  <p>The image shows the cover of the Dimplex Oil Column Heater instruction manual. It features the Dimplex logo at the top left, followed by 'INSTRUCTION MANUAL'. Below this is a photograph of a silver oil column heater. At the bottom, it says 'Oil Column Heater' and 'For domestic household use only'.</p> | <p>Dimplex Oil Column Heater DHOC15 & DHOC24 Instruction Manual</p> <p>Comprehensive instruction manual for the Dimplex Oil Column Heater models DHOC15 and DHOC24, covering safety, specifications, parts, fitting, operation, cleaning, storage, maintenance, and warranty information for domestic household use.</p> |
|  <p>The image shows the cover of the Dimplex DHCER20HC 2-in-1 Ceramic Heater and Cooling Fan instruction manual. It features the Dimplex logo at the top left, followed by '2 IN 1 CERAMIC HEATER AND COOLING FAN INSTRUCTION MANUAL' and 'DHCER20HC'. Below this is a photograph of a white ceramic heater and cooling fan unit. At the bottom, it says 'Please read this instruction manual carefully and fully before using the heater and fan. This unit is not to be used for other purposes.'</p> | <p>Dimplex DHCER20HC 2-in-1 Ceramic Heater and Cooling Fan Instruction Manual</p> <p>Comprehensive instruction manual for the Dimplex DHCER20HC 2-in-1 Ceramic Heater and Cooling Fan, covering product features, operating functions, safety warnings, cleaning and maintenance, unit specifications, and contact information.</p> |