



Dimplex 3STEP-RGB-EU 3 Step Multi Opti Myst Electric Built In Fireplace Instruction Manual

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Dimplex 3STEP-RGB-EU 3 Step Multi Opti Myst Electric Built In Fireplace



IMPORTANT INFORMATION

Please read this information guide carefully to be able to safely install, use, and maintain your product. Failure to follow these instructions may cause injury and/or damage and may invalidate your guarantee. When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electrical shock, and injury to persons, including the following:

- If the appliance is damaged, check with the supplier before installation and operation.
- Do not use this appliance if it has been dropped.
- Do not use outdoors.
- Do not use it in the immediate surroundings of a bath, shower, or swimming pool.
- Do not locate the appliance immediately below a fixed socket outlet or connection box.
- Do not use this appliance in series with thermal control, a program controller, a timer, or any other device that switches on the heat automatically, since a fire risk exists when the heater is accidentally covered or displaced.
- Do not block any of the heat outlets or air vents on this product.
- Use this appliance on a horizontal and stable surface.

This appliance can be used by children aged 8 years and above and persons with reduced physical, sensory, or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning the use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be done by children without supervision.

Children aged from 3 years and less than 8 years shall only switch on/off the appliance provided that it has been placed or installed in its intended normal operating position and they have been given supervision or instruction concerning the use of the appliance in a safe way and understand the hazards involved. Children aged from 3 years and less than 8 years shall not plug in, regulate, and clean the appliance or perform user maintenance. Children of less than 3 years should be kept away unless continuously supervised.

CAUTION: Some parts of this product can become very hot and cause burns. Particular attention has to be given where children and vulnerable people are present.

CAUTION: In order to avoid a hazard due to inadvertent resetting of the thermal cutout, this appliance must not be supplied through an external switching device, such as a timer, or connected to a switch that is regularly switched on and off by the utility.

Although this appliance complies with safety standards, we do not recommend its use on deep pile carpets or on long hair type of rugs. Ensure that furniture, curtains or other combustible material are positioned no closer than 1 meter from the appliance.

The appliance must be positioned so that the plug is accessible. In the event of a fault unplug the appliance. Unplug the appliance when not required for long periods.

If the supply cord is damaged it must be replaced by the manufacturer or service agent or a similarly qualified person in order to avoid a hazard. Keep the supply cord away from the front of the appliance.

WARNING: This appliance must be earthed.

WARNING: In order to avoid overheating, do not cover the appliance. Do not place material or garments on the appliance, or obstruct the circulation around the appliance.

The appliance carries a DO NOT COVER warning symbol .

WARNING: Risk of fire – We do not recommend the use of this appliance connected through an extension lead or any external switching device such as a plug-in timer or remote control plug-in adaptor. All heating appliances draw high currents through the mains supply and any weakness in the design, connections, or components in

these devices can easily result in overheating of the connection points resulting in melting, distortion, and even the risk of fire!

WARNING: Do not use this appliance in small rooms when they are occupied by persons not capable of leaving the room on their own unless constant supervision is provided.

GENERAL INFORMATION

- The appliance incorporates a flame effect, which can be used with or without heating, so that the comforting effect may be enjoyed at any time of year. Using the flame effect on its own only requires little electricity.
- The appliance is designed to be built into a surround, wall, or structure.
- This appliance requires regular cleaning and maintenance. Please refer to the Maintenance section for details.
- Unpack the appliance carefully and retain the packaging for possible future use.
- Please note: Used in an environment where background noise is very low, it may be possible to hear a sound that is related to the operation of the flame effect. This is normal and should not be a cause for concern.
- This appliance must be installed on a horizontal and stable surface. Once installed, never move this appliance or lay on its back, without draining the water from sump and water tank.
- This appliance uses sound (beeps) and lighting (LED blinks) to advise you of errors. Please see the troubleshooting guide for further advice.

WATER QUALITY & CLEANING

This product contains and utilizes water as an aspect of its operation. Adherence to the cleaning requirement as detailed within the instructions is necessary to ensure that risk/s through bacterial proliferation are minimized.

All internal components of Optimyst that are in contact with water, feature antimicrobial technology, that inhibits the growth of a wide range of bacteria by up to 99.99%. The product protection is effective for the useful lifetime of the product. Its performance has been independently tested to ISO 22196 standard.

- Normal clean tap water should be used in this appliance.
- In areas with hard water, a water softener (decalcifier) is recommended and more frequent cleaning and maintenance may be required.
- Unfiltered water supplied from a well or any other unmonitored supply is not recommended.
- Do not drink the water from the sump or from the water tank(s).
- The water tank, sump, sump lid, tank cap, and air filters must be cleaned once every week, particularly in hard water areas. This is to remove dirt and prevent build-up of limescale which could damage the product.
- Ensure any soap/cleaning detergents if used are rinsed off fully to remove any residue before reusing parts. Do not use any harsh or corrosive chemicals for cleaning as these could damage the parts.
- If you intend not to use the appliance for longer than a week, drain the water from the sump and water tank and dry the sump.

Technical Information, Model No: 3-STEP-RGB				
Heat Output		230V	240V	
Nominal Heat Output	P_{Nom}	1.16	1.26	kW
Minimum Heat Output	P_{min}	1.16	1.26	kW
Maximum Continuous Heat Output	P_{max}	1.16	1.26	kW
Auxiliary Electricity Consumption	-	-	-	-
In Standby Mode	P_{Nom}	0.21	0.22	W
Electronic room temperature control plus week timer				

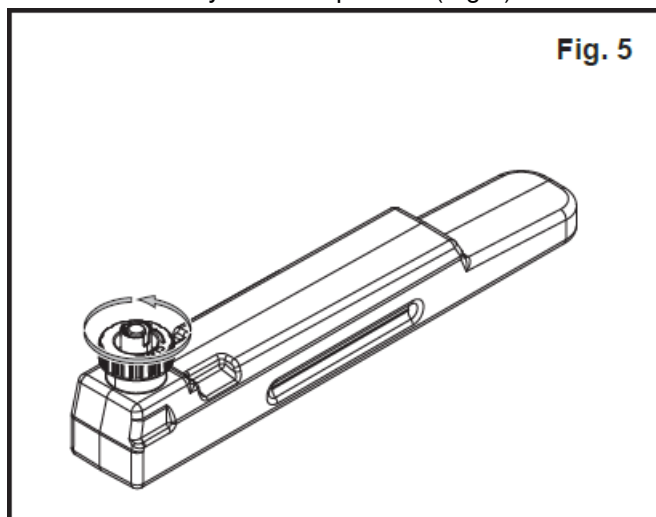
INSTALLATION INSTRUCTIONS

This section describes how to install and set up your fire.

BEFORE YOU START

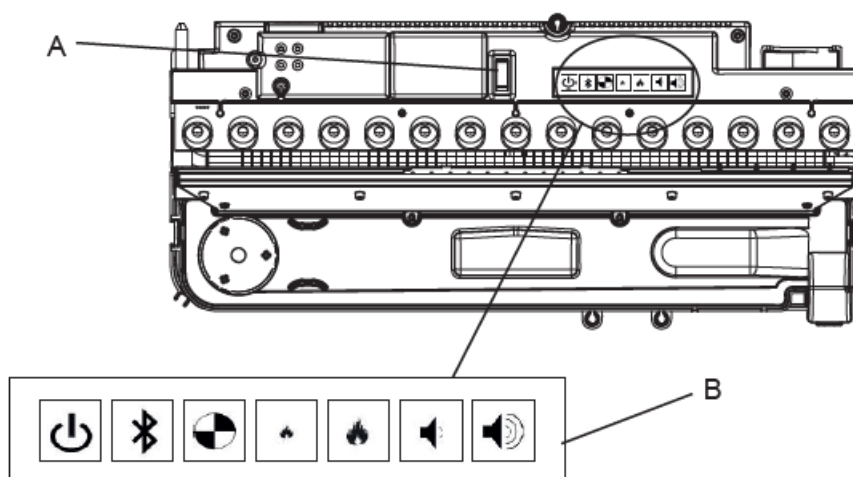
- Ensure that all packing items are removed (read any warning labels carefully) and retain all packing for possible future use.
- Before connecting the appliance, check that the supply voltage is the same as that stated on the appliance.
- Ensure that the appliance is installed on a level surface.
- Make sure the appliance is switched OFF for installation.

The 3-Step can be changed to suit 3 styles; the 3-sided glass, the 2-sided corner, and the single front glass. The product comes set up as a single front glass. To change between models fix the suction cups to the front glass and lift the glass upwards and then down and away from the product (Fig 5).



Remove the rubber cord on the inside of the side glass at the bottom and top. Slide the side metal plate and side glass out together see (Fig 6).

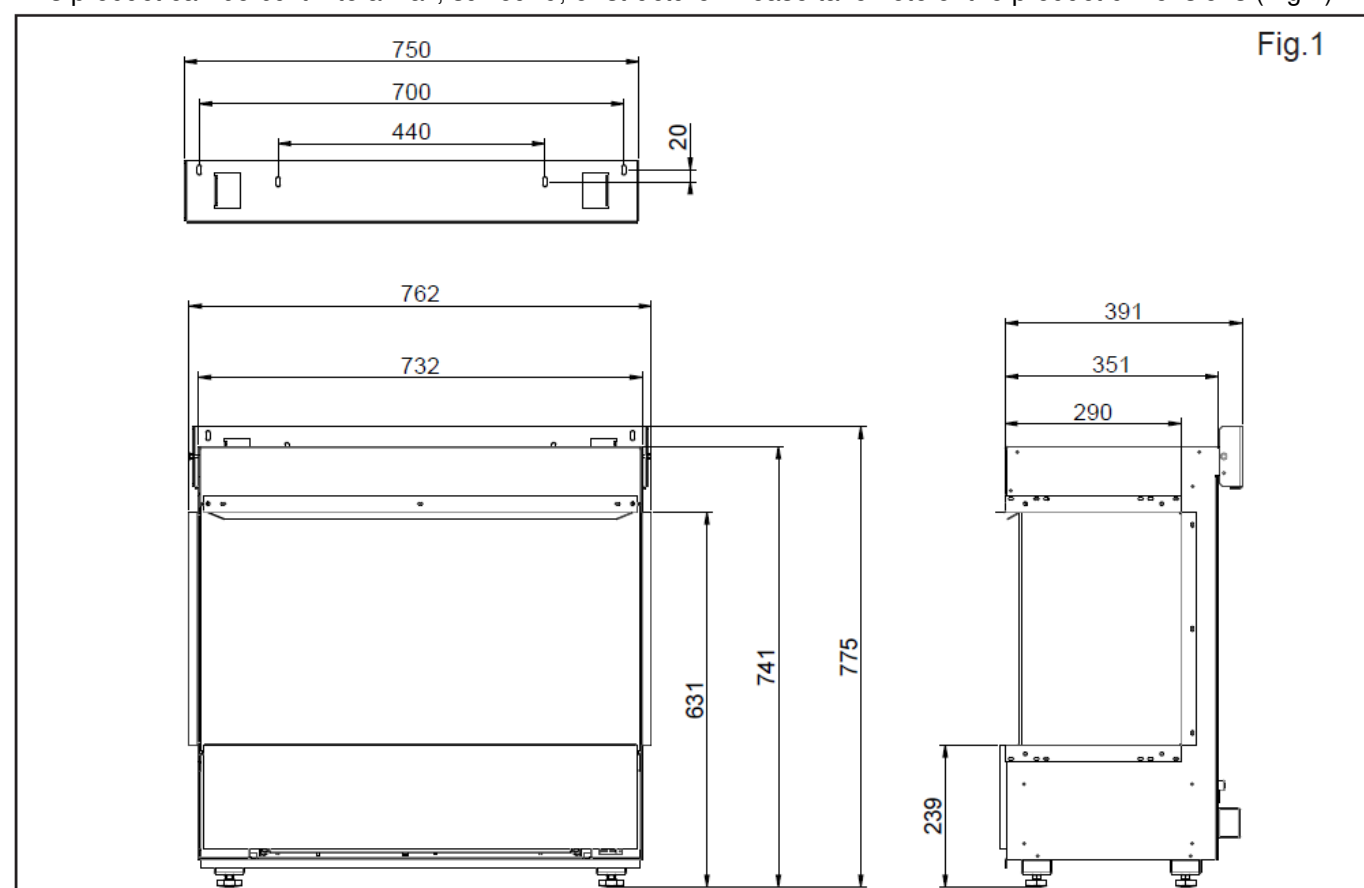
Fig. 6



Separate the side glass and slide it back into place. Use the larger rubber cord to fix the side glass in place found in the instruction pack. Replace the front glass by repeating the steps above in reverse. Use the suction cups to adjust the side glass so that you have both the front and side glass fitting correctly. Ensure that there is a gap of 300mm between the top of the fire and the underside of any shelf.

BUILDING THE PRODUCT SURROUND/ENCLOSURE

This product can be built into a wall, surround, or structure. Please take note of the product dimensions (Fig.1)



and build your wall, surround or structure accordingly. Ensure that any constructed base is sufficiently strong to support the weight of the product. Suitable clearance should be provided to allow the product to be installed easily. When determining a location for the product, ensure that the unit will not be susceptible to drafts, vents, ceiling fans, and other air currents. Similar to a candle, large movements of air will affect the unit's ability to create and maintain the flame effect.

If fitting this product in a fireplace opening, we recommend that;

1. You have your chimney cleaned by a competent chimney sweep.
2. You block off the chimney flue. This procedure is important for the efficient operation of the heating unit and will also reduce heat loss up the chimney.

WALL MOUNTING THE PRODUCT

This product must be secured to a supporting wall for installation (Fig 2).

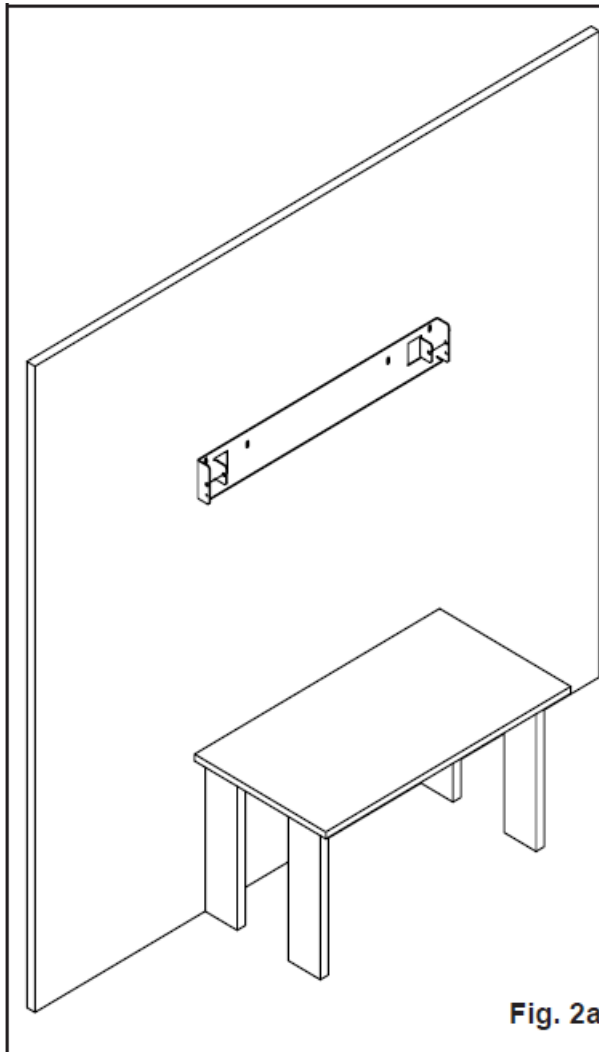


Fig. 2a

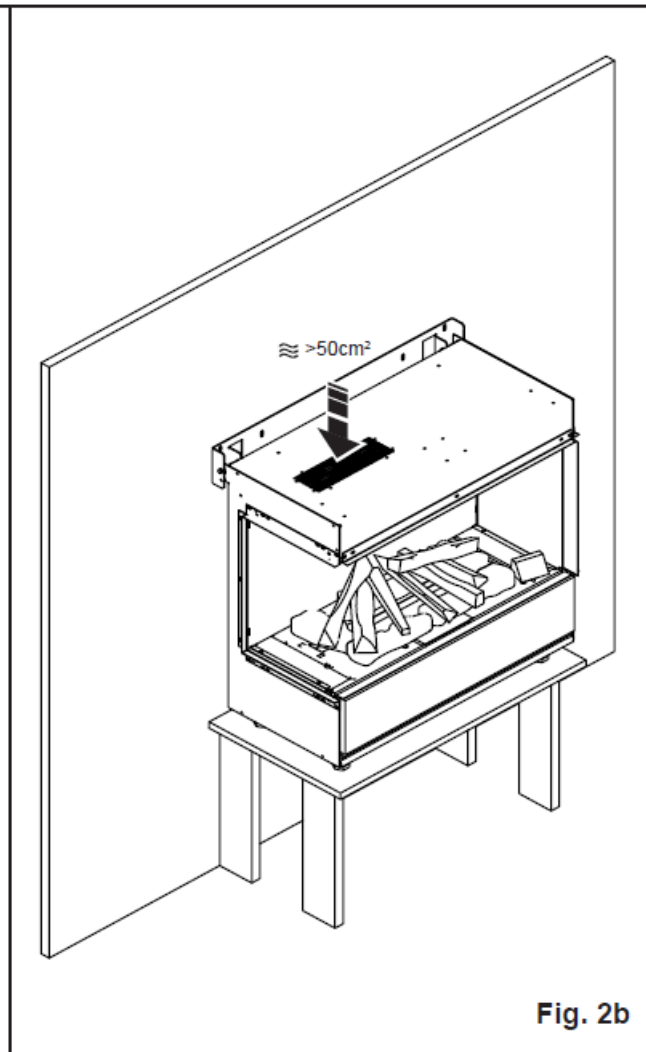


Fig. 2b

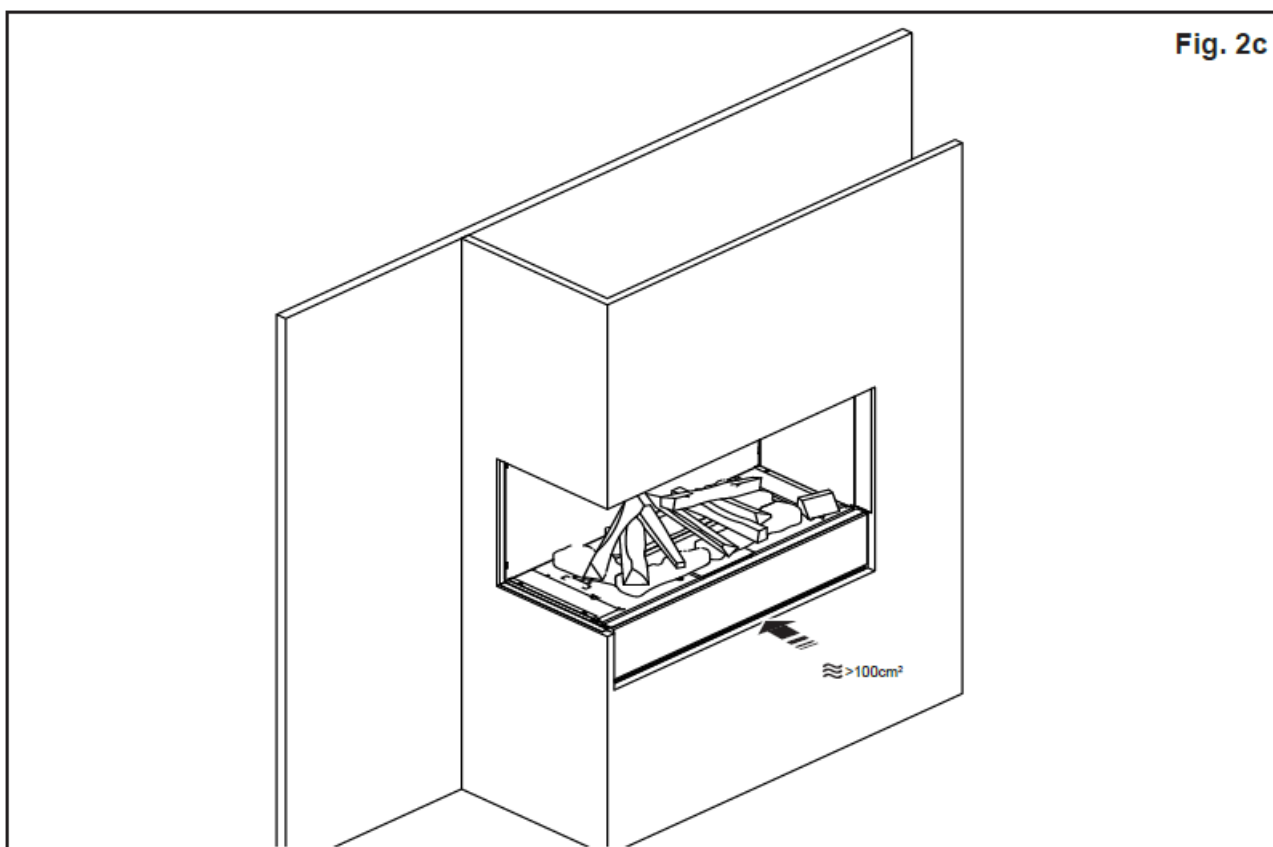


Fig. 2c

Once your supporting base has been built to the required dimensions and an electrical connection has been installed, follow the steps below to install your product.

1. Using the dimensions in (Fig 1) mount the wall brace supplied on the wall in the desired location. Firmly secure the brace to the wall using 4 appropriate fixings suitable for your wall construction.
2. With two persons holding the fire by the sides, carefully maneuver the product into position on the constructed base and suspend the fire from the wall brace (Fig 3).

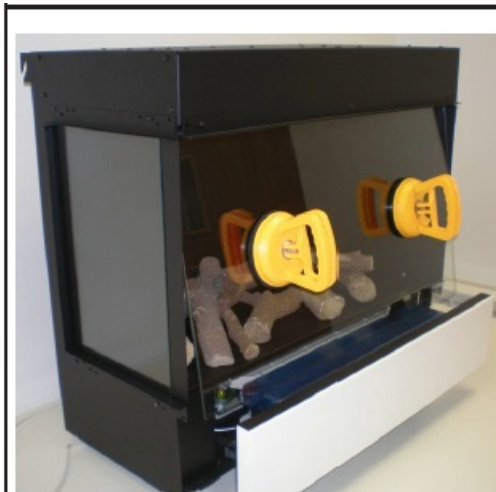


Fig. 3a

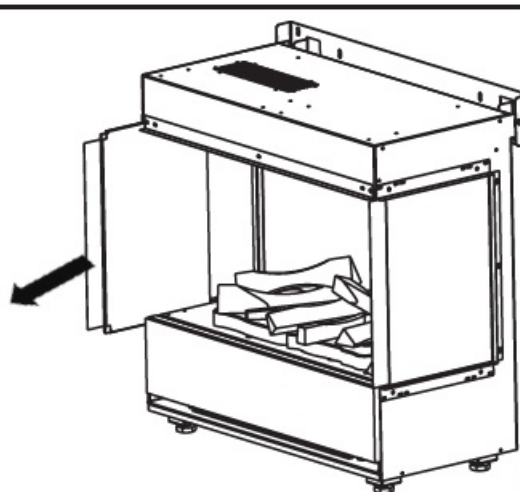
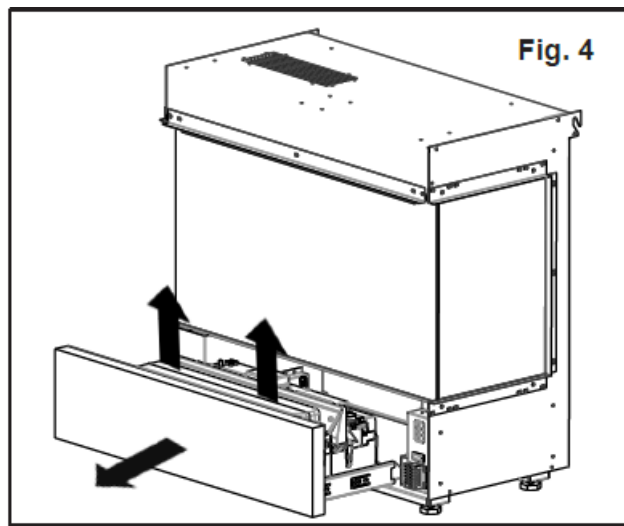


Fig. 3b

3. Ensure the cable is accessible and not caught under the product.
4. Adjust the supporting feet using a spanner to ensure the product is level and fully supported on all sides. The base of the product should be raised above the level of the platform to allow for air circulation.
5. Tighten the screws holding the product to the wall brace to lock it in position.
6. Complete the construction of the surrounding front/side facia around the product. Ensure that there is an opening at the front for air to get into the product, see (Fig 4).



This is essential for the flame effect. Also, ensure that there is venting at the top of the product, this is essential for the heater to function correctly, see (Fig 3).

7. The power cord is on the back of the product. Please take note of this when constructing the surround/enclosure (Fig 1).

VENTILATION

This product needs free ventilation from underneath to operate correctly. There are slots on the underside of the drawer, the rear of the product, and along the drawer front to allow this free air through the product. The free ventilation helps keep the electronic components cool and allows the mist to rise and leave the product. Please take note of the requirement for ventilation around the product and ensure that vents are not blocked. If fitting into a surround/enclosure ensure that there is a ventilation gap to allow a clear path for the air to get into the product.

ELECTRICAL CONNECTION

Plug the fire into a 16amp 230/240 Volt outlet located within 1m of the product. Be sure to have access to the plug after installation to allow for disconnection. Ensure that the supply cable exits at the back of the fire to suit your supply socket location and is not trapped under the fire such that it might cause it to be damaged.

FILLING THE WATER TANK

Before powering on the product for the first time, ensure that a full water tank has been placed on the product. Open the drawer and remove the water tank from its location on top of the sump (Fig 7) and open it by unscrewing the orange cap (Fig 8). The tank should be filled with clean tap water only – Refer to WATER QUALITY & CLEANING for more details. When the tank is replaced on top of the sump, it will take about one minute for the tank to empty into the sump. Allow the sump to fill fully before switching on the product. Once filling is complete, the tank can be refilled and replaced on top of the sump. This will allow for the maximum capacity of water to be stored in the product. Close the drawer when filled.

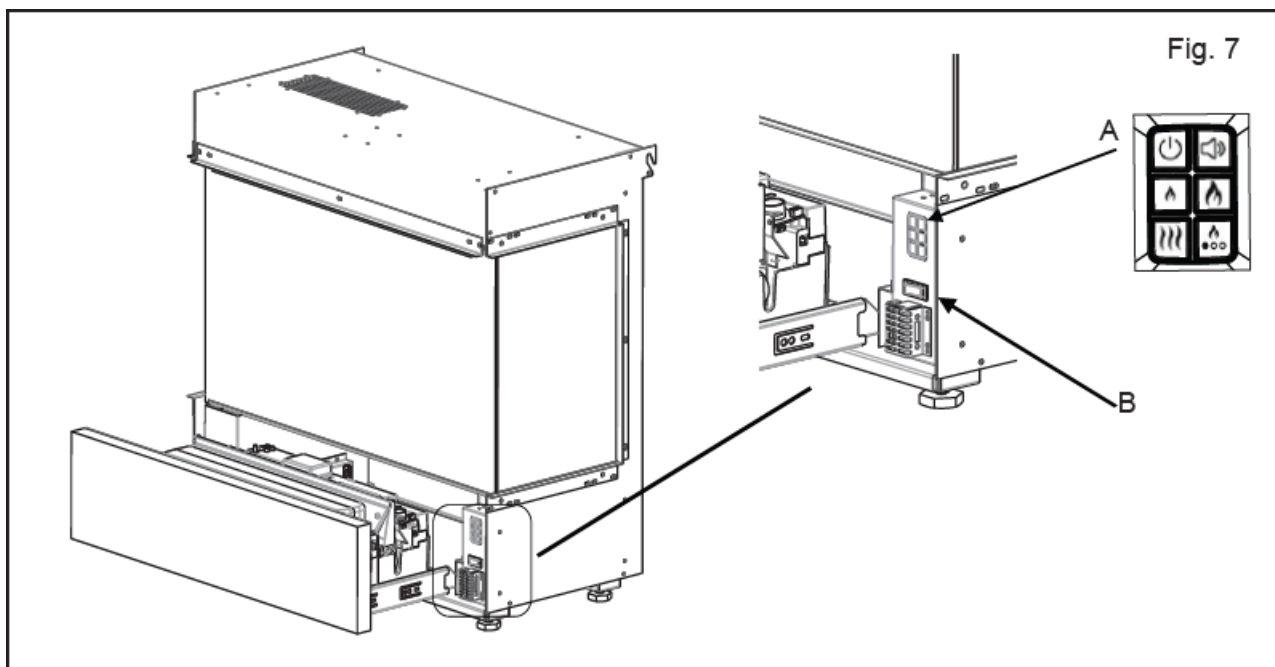


Fig. 7

OPERATING THE PRODUCT

This section describes how to activate your fire using either manual controls or remote control.

MAINS SWITCH

Open the drawer to access the control panel. The main switch is located on the module and controls the electricity to the appliance (Fig 9A).

Note: This switch must be in the 'ON' (I) position for each appliance to operate.

MIST EXTRACTION FAN

This product is fitted with a mist extraction fan to reduce condensation on the glass during operation. The fan can be switched to High or Low-speed setting, depending on flame intensity.

Open the drawer to access the control panel. The mist extraction fan switch (Fig 10B) is located beside the manual controls (Fig 10A).

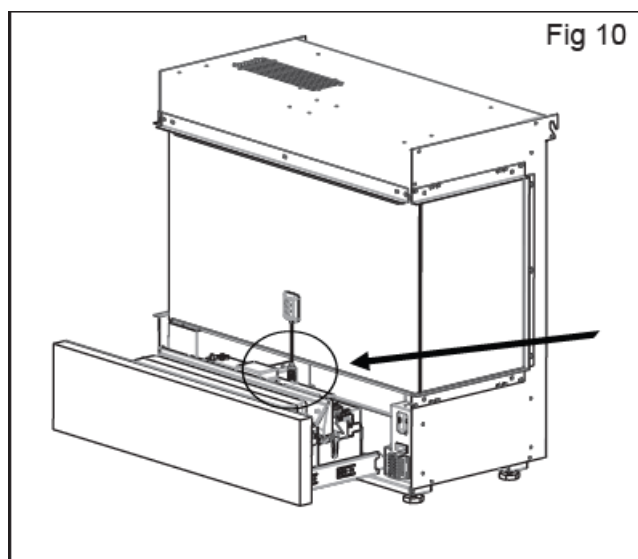















Fig 10

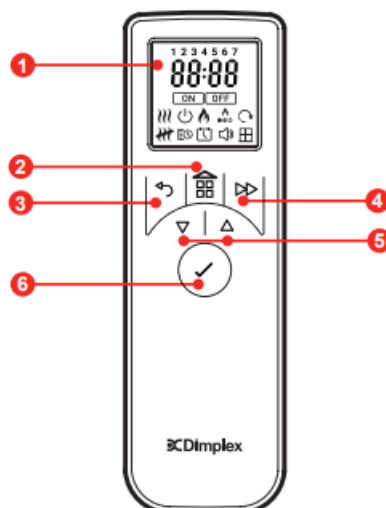
MANUAL CONTROLS (TETHERED RECEIVER UNIT)

The product is fitted with manual controls on a tethered receiver unit, which must be connected to operate the product. This also acts as the receiver unit for the remote control operation. The manual controls are located inside the drawer on the front of the product (Fig 10A). Particular care should be given after installation to ensure the receiver jack is fully connected to ensure the product functions correctly.

MANUAL & REMOTE CONTROL ICONS		
	Standby	Press to turn on the unit or to put it into standby mode. There is a brief delay after pressing this button before the unit turns on. Note: When the unit is turned on there is a 45 second warm up sequence before the flame effect starts.
	Flame Intensity	Select on remote to control up/down or press  or  on manual controls to desired Flame intensity
	Flame Theme	Select on remote to control up/down or press repeatedly on manual controls to cycle through the different Flame themes below: 1 - Natural Flame 2 - Blue 3 - Violet 4 - Red 5 - Aquamarine 6 - Prism Mode - the flames will cycle through the different colours.
	Volume and crackle sound	Press to turn the sound ON/OFF
	Heat On / Manual Mode	Press to turn heat on/off on manual controls. Press to turn heat on with remote.
	Heat Off (Remote)	Press to turn heat off with remote.
	Brightness	Press repeatedly to cycle the Flame brightness settings: B1 - Brightness level 1 B2 - Brightness level 2 B3 - Brightness level 3 B4 - Brightness level 4 B5 - Brightness level 5 B6 - Pulsating effect
	Date/Time (Remote)	Press to adjust Date/Time on Remote handset.
	Timer Schedule (Remote)	Press to select Timer Schedule function.
	Adaptive Start (Remote)	Indicates if Adaptive Start is enabled on product.
	Bluetooth (main module)	Press this button as alternative method to pairing new handset to the product (the product will beep and blink). Confirm pairing with Enter button on handset.

REMOTE CONTROL

- Display Screen
- Menu Button
- Back Button
- Advance' Button(ADV)
- Up and Down Arrows
- Enter Button (Press to Activate the Remote)



TO FIT THE BATTERIES

The remote control is supplied with 2xAA batteries in a bag. Lift off the battery cover on the back of the remote control and insert the batteries taking note of the polarity.

- Batteries must be recycled or disposed of properly.
- Check with your Local Authority or Retailer for recycling advice in your area .

Frequency band(s) this product operates in: 2.4GHz

Maximum radio-frequency power transmitter in the frequency band(s) this product operates in: 2.71dBm

PAIRING THE REMOTE CONTROL

The remote control has already been paired with your product during factory assembly. In the unlikely event that the remote control disconnects from the product, or you obtain a spare remote control, you will need to complete the pairing process:

1. Open the drawer and press the rocker switch to the on (I) position. You should hear an audible beep.
2. Press and hold 'Button 6' until PAIR appears on the display
3. Bring the remote control close to the product where the receiver is. See (Fig 11)

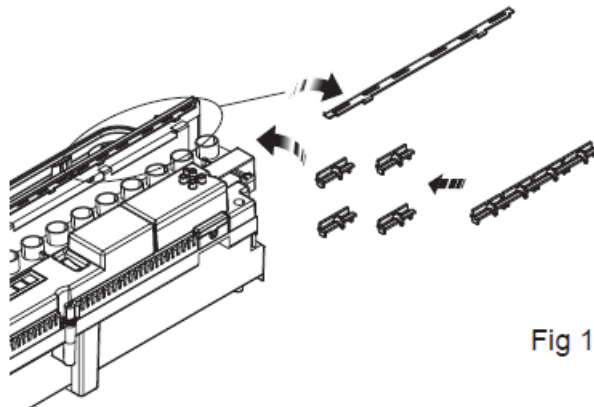






Fig 11

4. The product will start to beep and blink
5. Press 'Button 6' to complete the pairing process. The product will go into standby mode.


CREATING YOUR PERFECT OPTIMIST EFFECT

With Optimyst technology, you can create a flame effect that is unique to you. First, ensure the appliance is on by pressing the main switch to I (Fig 10). To turn on the flames press the button on the  manual controls. If using the remote, press the ENTER button to activate and use the  or  buttons to navigate to the  icon and press ENTER to select.




- **FLAME COLOUR:** There are 6 color themes to choose from. To adjust the flame color, navigate to the color





icon on the remote and press enter. Use  or  toggle between options 1 to 6 flame themes and




ENTER to select. On the manual controls press the  repeatedly to cycle through the colours.

- **TIP:** Orange is the go-to colour for a traditional authentic look, but when it is time for a celebration switch to the Prism theme that cycles through a rainbow of colors. In summer time blue is both cooling and calm, whilst green always draws attention at Halloween.





- **FLAME INTENSITY:** You can adjust the flame intensity by selecting  and press ENTER to adjust. There are 6 levels to choose from, press  or  adjust intensity, F1 being the lowest setting and F6 being the

highest setting. On the manual controls press the  and  buttons to adjust the flame to your desired level. Please give the flame generator time to react to the changes you make.

- **TIP:** Lower levels give a gentle slow flame, higher levels a faster fuller flame.

- **FLAME BRIGHTNESS:** During spring and summer when the days are longer you may need to increase the brightness of the flame to make it more vivid. Select the brightness icon  on the remote and press enter. Use  or  to adjust brightness options 1 to 6 and ENTER to select.


- **TIP:** depending on the lighting, surrounding décor colors, and airflow in the room, making adjustments to the flame intensity, color, and brightness can make a real difference to your look and feel of this fireplace.

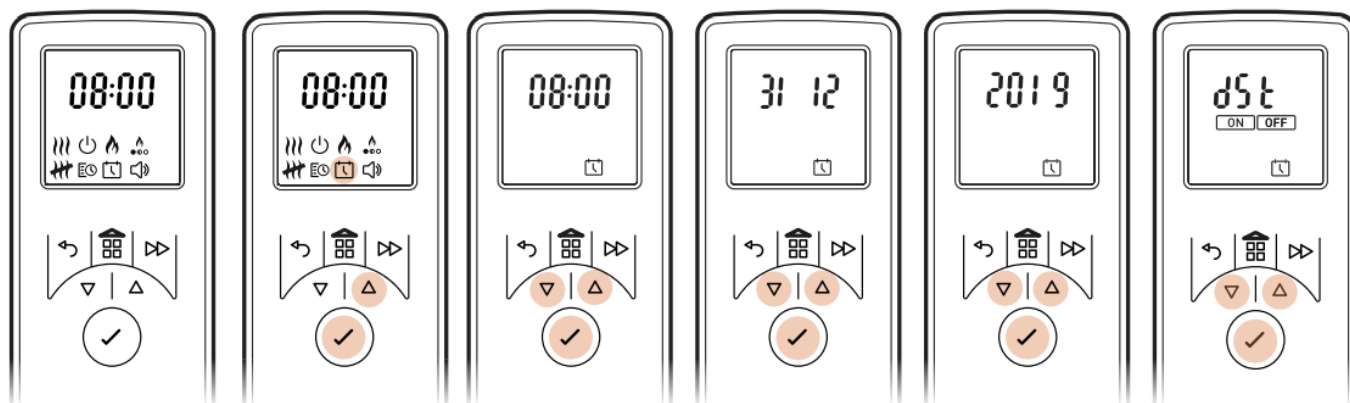
- **SOUND:** For authenticity, you can add the sound of crackling logs to the flame effect. Select the  to adjust the sound level by pressing  or  followed by ENTER to select. The manual controls the  the sound on/off.

Once you have made your adjustments to both the flame height and crackling sound, the appliance will keep these settings even if you power off the appliance by either the on/standby button or by the main switch. The next time you switch on the appliance, it will start up as normal, wait 45 seconds for the flames to start, and then revert to the adjusted settings.

SETTING THE DATE AND TIME

To set the date and time on the heater; with the remote control activated navigate the UP/DOWN button to the Date & Time icon


1. Press Enter when the  is blinking
2. Press and to set the Hour, press Enter
3. Press to set the Minutes, press Enter to confirm the time
4. Press to set the Day, press Enter
5. Press to set the Month, press Enter
6. Press to set the Year, press Enter to confirm the year
7. Press and select ON/OFF for the Daylight saving time, press Enter to confirm, and return to the home screen.



MODES OF OPERATION




MANUAL MODE (HEAT ON CONSTANT): Select to choose a constant heat mode. This mode heats the room to the temperature you have set the remote control to. Note: This mode ignores the User Timer and maintains the displayed temperature.




1. Press Menu Button

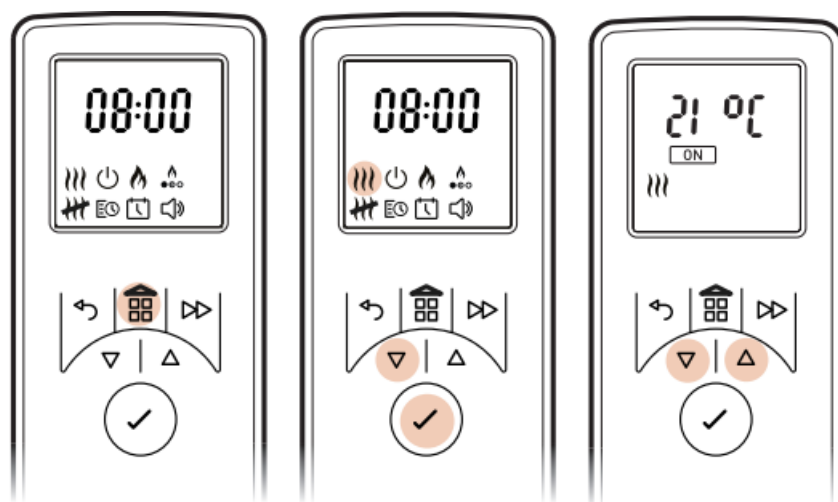
2. Press or highlight the  symbol


3. Press Enter to Confirm

4. Use and adjust to the desired room temperature. Note the default temperature setting is 21°C and the maximum temperature set point on the product is 30°C.

5. To turn Heat OFF, Press the Menu  or Back  button, then use or highlight  the Enter to select.


6. While in the Manual mode menu (Temp displayed as below) the user can choose between HI/LO heat output by pressing the Advance button  followed by  or  highlight and Enter to select.



TIMER SCHEDULE MODE : Provides the greatest flexibility to the user. Four time slots are available throughout the day and these can be customized for each day of the week.

CHOOSING AND SETTING A TIMER SCHEDULE.

User Timer – To re-program the factory default Timer Modes: with the remote control activated, navigate the UP/DOWN button to the user timer

1. Press Enter when  is blinking

2. Press  once the EDIT icon blinks then press Enter

- Days of the week are now displayed at the top of the screen
- Day 1 = Monday, Day 2 = Tuesday, Day 3 = Wednesday, Day 4 = Thursday, Day 5 = Friday, Day 6 = Saturday,
- Day 7 = Sunday

3. Press  to navigate to the desired day and Press Enter to Select

4. P1 will be displayed on the screen

5. Press Enter to select P1, or to navigate to P2, P3, or P4 press and press Enter to select

6. ON will be displayed

7. Press  or  to adjust the ON Hour time, and press Enter to Confirm

8. Press  or  to adjust the ON Minute time, and press Enter to Confirm

9. Press  or  to adjust the Temperature setting, press Enter to Confirm

10. OFF will be displayed


11. Press  or  to adjust the OFF Hour time, and press Enter to Confirm

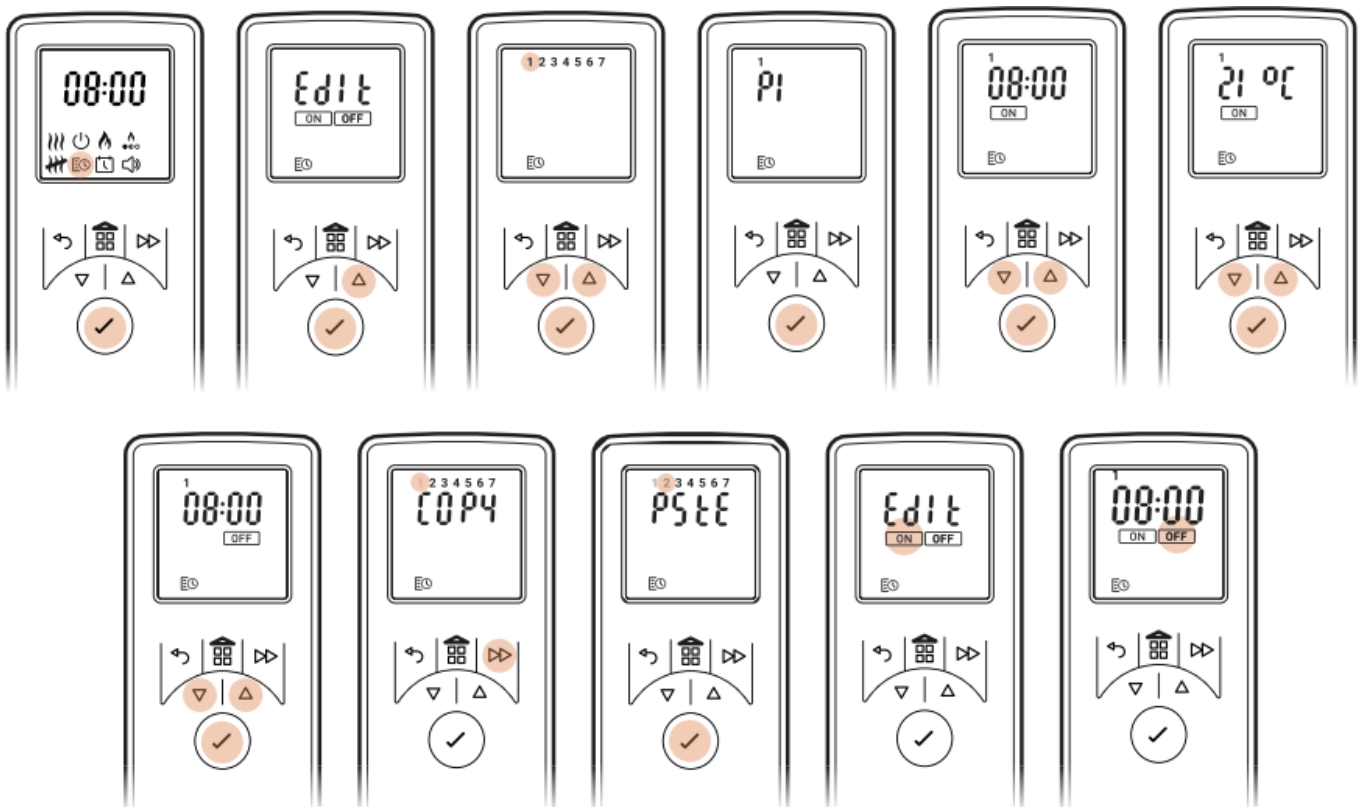
12. Press ▽ or △ to adjust the OFF Minute time, and press Enter to Confirm

- Press Enter to modify Programme P2, follow steps 5-12, Press to skip to P3
- Press Enter to modify Programme P3, follow steps 5-12, Press to Skip to P4
- Press Enter to modify Programme P4, follow steps 5-12

To copy newly programmed P1-P4 heating programmes to other days, press and hold the ADV button COPY will be displayed then navigate UP/DOWN buttons to other days, while the day flashing press and hold the ENTER button to paste, PASTE will be displayed to confirm the setting.

Press the BACK button user timer screen is displayed, navigate the UP/DOWN button to flash ON and press ENTER to confirm the user timer setting. During this setting product will turn off and turn on for the time you selected.

To turn off the User timer, activate the remote control by pressing the ENTER button, heater OFF time will be displayed, press the MENU button which takes you to the home screen, navigate to  and press ▽ ENTER, ON blinks, press once while OFF blinks press ENTER to confirm. Now the timer is turned OFF which is indicated by one beep sound. once while OFF blinks press ENTER to confirm. Now the timer is turned OFF which is indicated by one beep sound.








THERMAL SAFETY CUT-OUT





A thermal safety cut-out is incorporated into the fan heater to prevent damage due to overheating. This can happen if the heat outlet is restricted in any way. If the cut-out operates, unplug the heater from the socket outlet and allow approximately 10 minutes before reconnecting. Before switching the heater back on remove any obstruction that may be restricting the heat outlet, then continue normal operation.

ADVANCE MENU OPTIONS

The Eco handset is equipped with advanced menu options to further enhance the product functionality. To access:

Press the Menu  to go to the home screen. Press and Hold the Menu  and Advance button  at same time for 3 seconds to access the Advance menu options. Use the  or  to go to the desired menu & press ENTER to select.


RUNBACK TIMER

- The product will go to standby after the designated period.
- Select ON using  or  (will be flashing) and Enter to go to time menu.
- Press  or  highlight the desired preset time period (30min, 1hr, 1.5hr, 2hr, 4hr, 8hr) and ENTER to select. Will highlight **R6** on the screen when active.

SET BACK POINT

The maximum temperature set point on the product is 30°C You have the option to reduce this set point.

ADAPTIVE START

 The built-in electronics in this appliance have a learning function with regard to how long it takes to heat up a room. Having learned how quickly it can heat up your room, the appliance is able to turn on at just the right time in order to get the room up to a comfortable temperature when you want it. For example, if you get up at 7 am, you would normally have to guess when to turn the heating on in order for it to pre-heat the room in time. Depending on how cold it is outside, this could mean the room is still cold when you have to get out of bed or mean that it has been warm for half an hour before it needed to be. Adaptive Start means that if you select 21°C at 7 am, the heater will turn on exactly when it needs to in order to meet this target, running for shorter periods of time when the weather is mild, and ensuring the room is nice and warm in the winter. The Adaptive Start function will automatically activate when you use the Timer Mode.

FROST PROTECT

Frost protection mode prevents the room from freezing. The heater will turn on if the room temperature drops below 7°C. Will indicate **FP** on the screen when active.

TEMPERATURE UNITS DISPLAY

Users can change the Units of the temperature (°C and °F). Use or to select and ENTER to confirm.

FLAME CONNECT APP

The fireplace is capable of being controlled using the Flame Connect App for mobile devices. This is available to download to your device from Google Play or Apple App stores. Follow the on-screen instructions for set-up.

NOTE: The fireplace will not operate using the provided remote control when the app is open on a mobile device.



LOW WATER / REFILLING THE WATER TANKS

When the water tanks have emptied and the water level in the product is getting low, the product will flash its LEDs twice and beep twice. The product will operate for a further 15 minutes before beeping once and switching into

low water mode. For products being operated with the LED log fuel bed, only the fuel bed will remain illuminated while in low water mode. At this point, the product can either be switched into stand-by mode using the remote control or Bluetooth receiver or the product can be refilled with water. Refilling the product with water will cause the product to restart automatically.

To refill the tank, open the drawer and remove the water tank from its position on top of the sump. Refill the water tank using filtered/decalcified water only. The tank can then be replaced on top of the sump. If the product was not switched into stand-by mode after experiencing low later, the product will restart automatically after about 20 seconds of refilling.

MAINTENANCE

GENERAL TIPS

Only use clean tap water in this appliance. Refer to the Water Quality & Cleaning section for details.

Always ensure that the appliance is sitting on a level surface.

If you intend not to use the appliance for longer than a week, remove and empty the sump and water tank.

Once installed, never move this appliance or lay on its back, without draining the water from the sump.

CLEANING

WARNING: Always press Switch 'A' to the 'OFF' (0) position (Fig 9) and disconnect from the power supply before cleaning the fire.

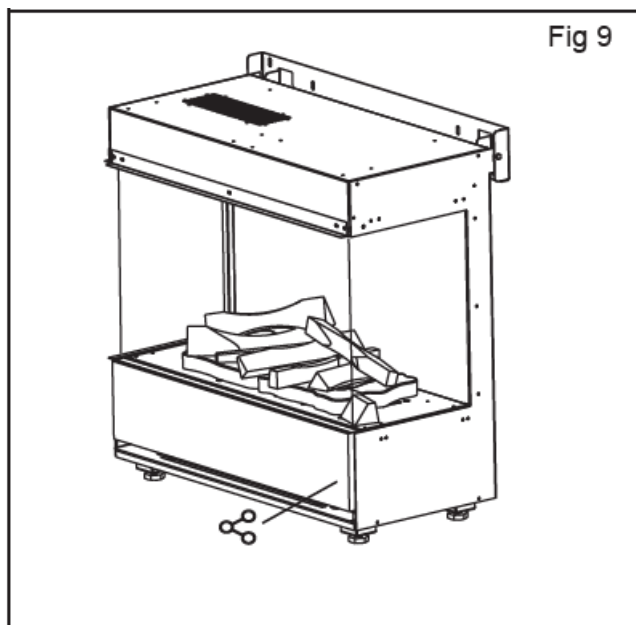


Fig 9

We recommend cleaning the following components once every week, particularly in hard water areas: Tank cap and seal (Fig 8), Nozzle (Fig 16), Transducer (Fig 17), Sump (Fig 18) & Air filter (Fig 19).

For general cleaning use a soft clean duster – never use abrasive cleaners.

To remove any accumulation of dust or fluff, the soft brush attachment of a vacuum cleaner should occasionally be used.

SUMP

1. Open the drawer & press switch 'A' to the 'OFF' (0) position (Fig 9)
2. Remove the water tank from its position on top of the sump.
3. Disconnect the electrical connector to the transducers, located on the right side of the sump. (Fig 14).

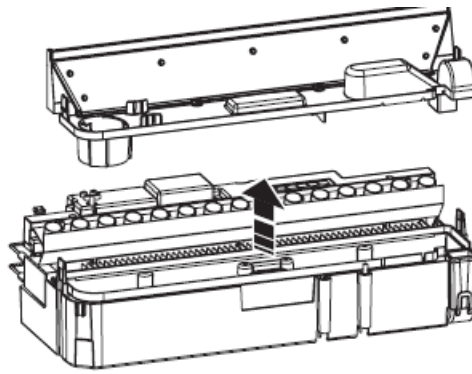


Fig 14

4. There are two orange clips holding down the nozzle on the sump; one on the left and one on the right-hand side of the nozzle. On the left side, press in the clip with one hand and with the other lift the nozzle out of the clip. Repeat this for the right side (Fig 15). The nozzle can now be lifted up and placed aside (Fig 16).

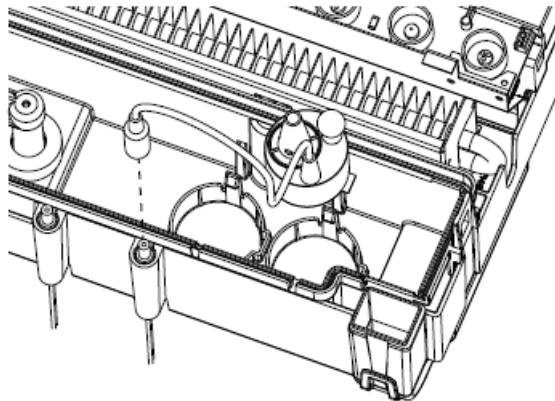


Fig 15

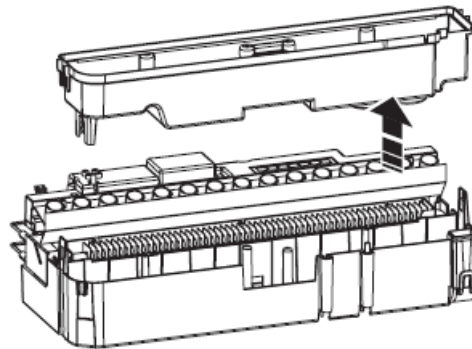


Fig 16

5. Gently lift up the sump (Fig 17), taking care to keep it level so as not to spill any water. Sit the sump in the sink.
6. Carefully empty the sump into the sink taking note that the transducer (Fig 17) is held in place by a retaining clip.

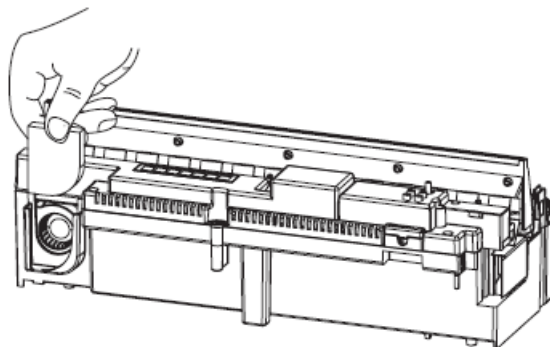


Fig 17

7. Put a small amount of washing-up liquid into the sump, and using a soft brush, gently clean all surfaces in the sump and gently clean the transducer including the cone and metal discs located in the top grooved surface.
8. When cleaned, thoroughly rinse the sump with clean water to remove all traces of washing-up liquid.

9. Clean the nozzle with a soft brush and flush it out thoroughly with water.
10. Reverse the above steps 1 – 6 to reassemble.

TRANSDUCER

The transducer is a consumable item and may need to be replaced over time, depending on its usage. Replacement transducers can be purchased from your dealer. The transducer is fixed in the sump with a plastic clip (Fig 17).

If you need to replace your transducer:

1. Follow steps 1-5 in the CLEANING – Sump section under 'Maintenance' to gain access to the transducer.
2. Press the clip back and lift the transducer upwards out of its holder.
3. Place the new transducer into the sump, ensuring that its cable does not sit over the cone.
4. Reverse the above steps to reassemble the nozzle and sump.

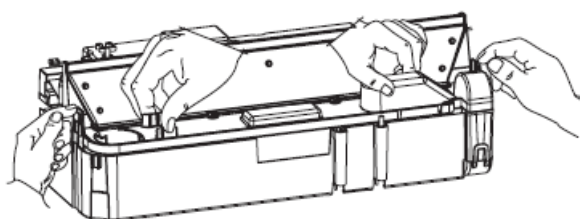
AIR FILTER

1. Open the drawer to access the air filter at the rear of the module.
2. Gently slide the air filter upwards out of its plastic holder. (Fig 19)
3. Gently rinse with water in the sink and dry with a fabric towel.
4. Replace the filter making sure that the coarse black filter is facing outwards.
5. Replace the fuel bed.

NOZZLE INSERTS

Nozzle inserts have been supplied and fitted into the nozzle opening. These are used to alter the profile of the flame effect but can be removed if a different flame profile is preferred. To remove, lift up the 2 small D-shaped taps to loosen the insert, then it can be pulled out.

Alternative blocking inserts have also been supplied to block off sections of the flame. To fit them, first remove the existing inserts. Break the blocking inserts to the required length and place them in the nozzle opening in the desired location. Ensure the inserts are orientated correctly before pushing down to snap into position. See Fig 13 for further details.

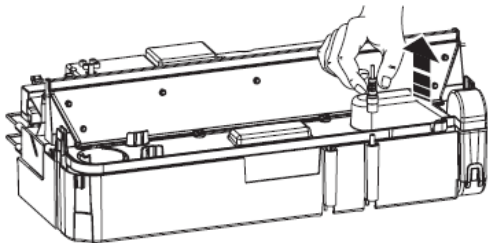


TROUBLESHOOTING

The product has been designed to highlight particular errors by flashing the on board LED lights. The lights will flash a number of times corresponding to the error that is occurring. Please see the table below for the explanation of the errors.

Symptom	Cause	Corrective Action
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The product will not operate.	Electrical connection issue The product is not switched on	Ensure the product has a working electrical connection. Ensure the mains rocker is switched on (Fig 9A)
The product will not operate. The LED fuel bed only operates.	Low water reading The product is not level	Refill the water tank(s) of the product. See “Filling the Water Tanks” above. Ensure the product is level by checking the on-board level.
LEDs blink twice and product- cut beeps twice	The product is approaching low water	Refill the water tank(s) of the product. See “Filling the Water Tanks” above.
The product will not operate. LEDs continuously blink twice every 8 seconds	Low water reading	Refill the water tank(s) of the product. See “Filling the Water Tanks” above.
The product will not operate. LEDs continuously blink three times every 8 seconds	The time from the max level to the min level is too short. Conflicting water level readings (min and max levels being read at the same time.)	Ensure there are no leaks in the sump. Ensure that the floats are moving freely within the sump. Ensure the product is level.
The product will not operate. LEDs continuously blink four times every 8 seconds	Fill time from min to max level has been exceeded	Refill the water tank(s) of the product. See “Filling the Water Tanks” above.
The product will not operate. LEDs continuously blink once every 8 seconds	Overflow Detection	Switch off the product and the water supply. Contact your dealer for assistance.

Little or No Mist Generation	<p>The transducer not operating correctly Transducer is dirty</p> <p>The transducer is not sitting correctly in the sump</p> <p>The fan is obstructed or blocked</p> <p>The nozzle is not on the sump correctly Nozzle is blocked</p>	<p>Check the operation of the transducer</p> <p>Clean the sump and transducer thoroughly Switch off the product, take the nozzle off the sump and</p> <p>ensure the transducer is fitted in the sump correctly</p> <p>Remove the air filter and clean. Ensure it is placed back in product correctly.</p> <p>Ensure the Nozzle is sitting on the sump correctly</p> <p>Clean the sump, transducer, and nozzle thoroughly</p>
The flame effect has too much smoke.	The flame effect setting is too high	<p>Turn down the flame effect. Give the product time to adjust to the new setting</p>
Bluetooth Receiver stops working	Loose connection	Check the connection to the receiver (Fig 12)
The Remote Control stops working	<p>Bluetooth range issue</p> <p>The Bluetooth Receiver connection is loose Remote control batteries need to be replaced</p>	<p>Check the positioning of the Bluetooth Receiver. Ensure it is not encased in metal or concrete.</p> <p>Check the connection to the receiver (Fig 12) Replace with new batteries of the same type.</p>  <p>Fig 12</p>

ADDITIONAL INFORMATION

AFTER-SALES SERVICE

Your product is guaranteed for two years from the date of purchase. Within this period, we undertake to repair or exchange this product free of charge (excluding transducer discs & subject to availability) provided it has been installed and operated in accordance with these instructions. Your rights under this guarantee are additional to your statutory rights, which in turn are not affected by this guarantee.

For initial help and support, first contact the retailer from whom the appliance was bought. Please ensure that you

have the model reference and serial number of the appliance when making enquiries. These numbers are available on the appliance rating label (See Fig 10A).
For further details please visit www.dimplexfires.com

RECYCLING

At the end of the electrical products' useful life, it should not be disposed of with household waste. Please recycle where facilities exist. Check with your Local Authority or retailer for recycling advice in your area.

PATENT / PATENT APPLICATION

Products within the Optimyst range are protected by one or more of the following patents and patent applications:
Great Britain GB2460259B, GB2475794B, GB2418014, EP2029941, GB2436212, GB2402206B
United States US8413358, US8136276, US7967690, US8574086
Russia RU2434181
European EP2029941, EP2315976, EP1787063 (A1), EP2388527, EP2029941,
China CN101883953A, CN102105746A, CN101057105 (A), CN101438104
Australia AU2009248743A1, AU2007224634
Canada CA2725214, CA2579444, CA2645939
South Africa ZA2008/08702
Mexico MX2008011712
South Korea KR101364191
Japan JP5281417, JP5496291
Brazil BRP10708894
India 4122/KOLNP/2008
New Zealand NZ571900

Documents / Resources

	<p>Dimplex 3STEP-RGB-EU 3 Step Multi Opti Myst Electric Built In Fireplace [pdf] Instruction Manual</p> <p>3STEP-RGB-EU, 3STEP-RGB-EU 3 Step Multi Opti Myst Electric Built In Fireplace, 3 Step Multi Opti Myst Electric Built In Fireplace, Multi Opti Myst Electric Built In Fireplace, Myst Electric Built In Fireplace, Electric Built In Fireplace, Built In Fireplace, Fireplace</p>
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References

- [User Manual](#)