



# Dimplex Hub User Guide

[Home](#) » [Dimplex](#) » Dimplex Hub User Guide

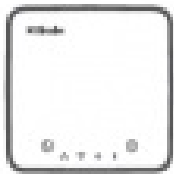
## Contents [ [hide](#) ]

- 1 Dimplex Hub User Guide
- 2 What's included
- 3 What you need
- 4 Connecting Your Hub
- 5 Setting Up Your Hub
- 6 Download and Launch the Dimplex Control app
- 7 Setting Up Your Hub
- 8 Troubleshooting
- 9 Battery Installation & Replacement
- 10 Battery Warning
- 11 Operating Warnings:
- 12 Child Safety
- 13 Product Safety
- 14 Warranty
- 15 Customer Service
- 16 Read More About This Manual & Download PDF:
- 17 Documents / Resources
  - 17.1 References
- 18 Related Posts

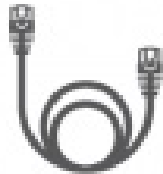
## Dimplex Hub User Guide



### What's included



Dimplex Hub



1.5m Ethernet Cable

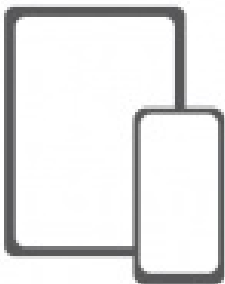


1m Power Adapter

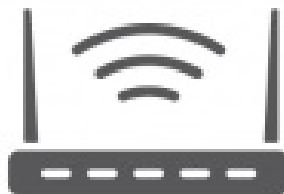


Battery

### What you need



***Compatible device for  
Dimplex Control app***



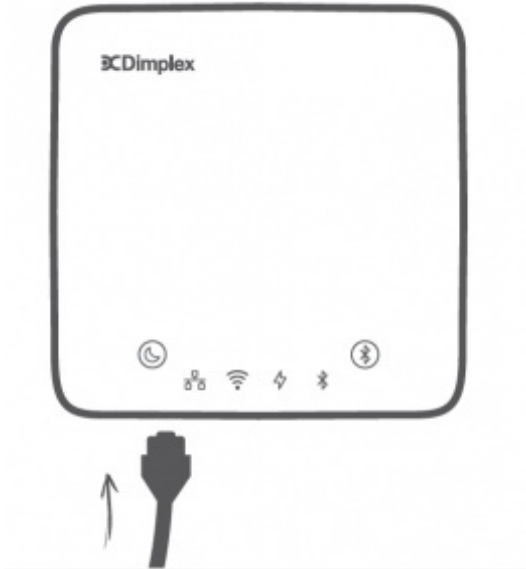
***2.4Ghz Wi-Fi (b/g/n)  
with internet connection***

### Connecting Your Hub

1. Plug the included Ethernet cable into your wireless router or network switch. If you are connecting your Dimplex Hub via Wi-Fi, skip this step.

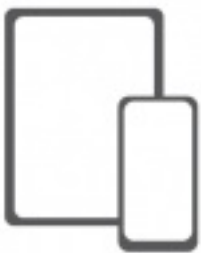


2. Insert the battery into the rear of the Hub. See 'Battery Installation & Replacement'.



3. Plug the included AC/DC adapter into the plug socket and the DC power port on the hub as shown. If your Hub is receiving power, lights on the front should illuminate

Download and Launch the Dimplex Control app  
Search for Dimplex Control on your device's app store




Scan this QR code to be taken directly to the relevant app store page



Download the app and launch on your device. If you are a new user, tap 'Register' and follow the prompts on the app to create an account.

## Setting Up Your Hub

Once you are logged in, tap the symbol and follow the  'Setup Wizard'.



## Download and Launch the Dimplex Control app

Search for Dimplex Control on your device's app store.




Scan this QR code to be taken directly to the relevant app store page.

Download the app and launch on your device. If you are a new user, tap 'Register' and follow the prompts on the app to create an account



## Setting Up Your Hub

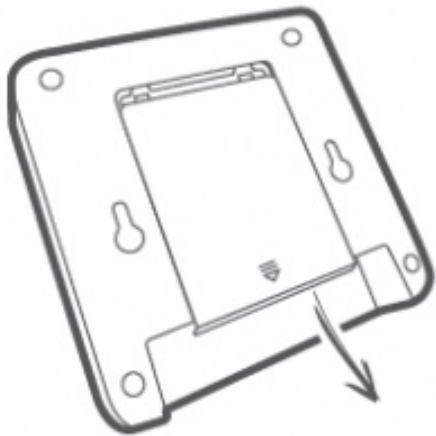
Once you are logged in, tap the symbol and follow the  'Setup Wizard'.



## Troubleshooting

- In the 'Settings' menu of your iOS or Android device, ensure there is an active internet connection.
- Your Dimplex Hub uses 2.4Ghz (b/g/n) Wi-Fi with WEP and WPA2 security. If your router/access point uses 5Ghz, newer standards such as AC or enterprise-level security such as WPA2E, you will have to adjust your Wi-Fi settings or connect via ethernet.
- If you are setting up your Dimplex Hub via Wi-Fi on iOS, ensure that the device is connected to the Wi-Fi network that you wish to connect your Dimplex Hub to – the app will only list Wi-Fi networks that are currently connected.
- Your Dimplex Hub will only connect to password secured Wi-Fi networks and will not connect to 'open' networks for security reasons.
- Some iOS/Android devices occasionally have issues with Bluetooth during setup. If your Hub is failing to complete setup, check the above troubleshooting points. If you are still experiencing problems, then turn Bluetooth off on your device, 'forget' Dimplex Hub, then turn Bluetooth back on and start the setup process again. If you encounter any other issues during setup, contact us at [Dimplex.co.uk/support](https://dimplex.co.uk/support)

## Battery Installation & Replacement



## Battery Warning

Caution – The battery used in the product may present a risk of fire or chemical burn if mistreated. Batteries may explode if damaged. Dispose of batteries according to local regulations. Please recycle when possible. Do not dispose the battery as household waste or in a fire as it may explode. The capacity of the battery degrades over time. Should battery replacement be required please contact the manufacturers approved service agent for guidance on battery replacement.

## Operating Warnings:

Important – The Dimplex Hub and Dimplex Control app facilitates remote control of supported Dimplex panel heaters, storage heaters and hot water cylinders. Remember to observe all appliance safety warnings and precautions when operating these appliances remotely or on automatic timer modes, either attended or unattended since a fire risk exists when heating appliances are accidentally covered or displaced

## Child Safety

WARNING – Keep the battery supplied with this product out of reach of children.

WARNING – Packaging should be disposed of responsibly as small parts included in the packaging may present a potential choking hazard for children.

Servicing and Repairs:

WARNING – Servicing and product repairs should only be undertaken by the manufacturers approved service agent or a similarly trained or qualified person, using only exact manufacturer approved spare parts.

Cleaning

WARNING – Always disconnect the power supply and other cables before cleaning this appliance. Use a soft lint-free cloth to clean the enclosure. Do not use abrasive cleaning powders or furniture polish, as this can damage the surface finish. Avoid getting moisture into openings.



Important:

At the end of its service life, the product must be recycled

## Product Safety

This package contains small parts that may be hazardous to children. Always store the product and packaging out of reach of children.

Never try to dismantle the product yourself, or push objects of any kind into the product, as this may cause short circuits which could result in a fire or electric shock.



**WARNING** – This product is only suitable for normal domestic household purposes and should not be used in any other type of environment.

Do not use outdoors. Do not expose your product to rain, moisture or other liquids.

The Dimplex Hub should only be operated in environments where the temperature is always between 0°C and 40°C (32° to 104°F). Connectors and Ports

The power adaptor supplied with this product should only be used. Use of third-party power adaptors may damage or destroy the product



**IMPORTANT:**

THESE INSTRUCTIONS SHOULD BE READ CAREFULLY AND RETAINED FOR FUTURE REFERENCE.

Note also the information presented on the appliance

and could be dangerous. Use of other power adaptors will invalidate product approval and warranty.

Never force a connector into a port. Ensure that the connector matches the port and that you have positioned the connector correctly to ensure successful connection.

**Battery Installation & Replacement**

Important – Before installing or replacing the battery ensure that the power adaptor for the Dimplex hub is disconnected and isolated from the electricity supply.

This product is supplied with a rechargeable battery to provide system backup in the event of power loss. The battery is located in the battery compartment in the base of the product. Remove the battery cover on the base of the unit to install the battery. Once the battery is installed, refit the battery cover and reconnect the Dimplex hub to the electricity supply using the power adaptor supplied. Please refer to diagram on the following page.

- Caused by any misuse, abuse or negligent use of the Dimplex product, including but not limited to any failure to use it in accordance with the Operating Instructions supplied with the product.
- Caused by any failure to assemble, install clean and maintain your Dimplex product in accordance with the Operating Instructions supplied with the product unless this was carried out by Dimplex or its authorised dealers.
- Caused by repairs or alterations to your Dimplex product not carried out by Dimplex service personnel or its authorised dealer(s).
- Caused by use of any consumables or spare parts for your Dimplex product which are not Dimplex -specified.

**Terms and Conditions**

- The Dimplex Warranty is valid for Dimplex from the date of purchase of your Dimplex product from a recognised retailer in the country of purchase and use, or the date of delivery of the product if later, always provided the original receipt has been retained and is produced as proof of purchase.
- You must provide to Dimplex or its authorised agents on request the original receipt as proof of purchase and – if required by Dimplex – proof of delivery. If you are unable to provide this documentation, you will be required to pay for any repair work required.
- Any repair work under the Dimplex

Warranty will be carried out by Dimplex or its authorised dealer(s) and any parts that are replaced will become the property of Dimplex. Any repairs performed under the Dimplex Warranty will not extend the Warranty Period.

- The Dimplex Warranty does not entitle you to recovery of any indirect or consequential loss or damage including but not limited to loss or damage to any other property.
- The Dimplex Warranty is in addition to your statutory rights as a consumer and your statutory rights are not affected by this Dimplex Warranty.

Contact Dimplex

If you have any questions about what the Dimplex Warranty covers and does not cover or how to claim under the Dimplex Warranty, please contact us using the information below.

Contact details Millbrook House, Grange Drive, Hedge End, Southampton, SO30 2DF. Tel:0344 879 3588

## Warranty

What does a Dimplex Warranty cover?

Dimplex products deliver reliable service for normal, household use in domestic settings. All Dimplex products are individually tested before leaving the factory.

If you are a consumer and you experience a problem with your Dimplex product, which is found to be defective due to faulty materials or workmanship within the Warranty Period, this Dimplex Warranty will cover repair or – at the discretion of Dimplex – replacement with a functionally equivalent Dimplex product.

The Dimplex Warranty Period is three calendar years from the date of purchase of your Dimplex product, or the date of delivery of the product, if later. The Dimplex Warranty is conditional upon you providing the original purchase receipt as proof of purchase. Please therefore retain your receipt as proof of purchase.

If you do experience a problem with your Dimplex product please call the Helpline on +44 (0)344 879 3588 or visit [www.dimplex.co.uk/support](http://www.dimplex.co.uk/support).

For ROI please email [serviceireland@glendimplex.com](mailto:serviceireland@glendimplex.com) or call +353(0)1 842 833. We will need details of your Dimplex product, its serial number and a description of the fault which has occurred. You can find the model number and serial number for your Dimplex product on the heaters side. Once we receive your information and proof of purchase we will contact you to make the necessary arrangements.

If your Dimplex product is not covered by this Dimplex Warranty there may be a charge to

repair your product. However, we will contact you for agreement to any charges before any chargeable service is carried out.

What is not covered by a Dimplex Warranty?

The Dimplex Warranty does not cover any of the following:

- Any losses or increased costs due to lack of connectivity
- Any fault or damage to your Dimplex product due to faulty materials or workmanship occurring outside the three-year Warranty Period.
- Any fault or damage to the battery supplied with the product.
- Any fault or damage occurring to any pre-owned Dimplex product or to any other equipment or property.
- Accidental damage to your Dimplex product or damage to your Dimplex product from external sources (for example, transit, weather, electrical outages or power surges).
- Fault or damage to your Dimplex product which is:
- Not due to faulty materials or workmanship or which is due to circumstances outside Dimplex's control.
- Caused by use of your Dimplex product for anything other than normal domestic household purposes in the country where it was purchased.

## Customer Service

Three-Year Warranty

Helpline: 0344 879 3588



Web: [www.dimplex.co.uk/support](http://www.dimplex.co.uk/support)  
Glen Dimplex Heating & Ventilation  
Millbrook House, Grange Drive, Hedge End, Southampton, SO30 2DF  
Attention



If your Dimplex Hub becomes hot, ensure to check the battery compartment. If the battery is hot or becomes swollen, immediately contact Dimplex Customer service. You may be advised to remove the battery and dispose of it at your local recycling centre or collection point. Your Hub will continue to operate normally while mains power is available.

**Read More About This Manual & Download PDF:**

**Documents / Resources**

	<a href="#">Dimplex Dimplex Hub</a> [pdf] User Guide Dimplex Hub
--	---

**References**

- [🌐 Uteliv i Nordkapp](#)
- [🔧 Support | Dimplex](#)
- [🌐 Electrical Heating & Appliance Innovators | Glen Dimplex](#)
- [🔧 Support | Dimplex](#)