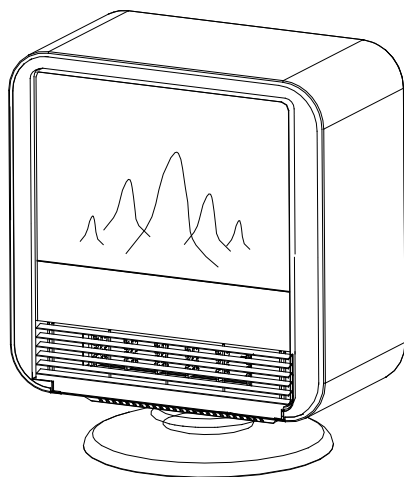


Service Questions: Contact Dimplex at 1-800-668-6663
Sales Inquiries: Contact Sylvane at (800) 934-9194 or visit sylvane.com



Better solutions through innovation



Owner's Manual

Model
DCS19W

IMPORTANT SAFETY INFORMATION: Always read this manual first before attempting to install or use this stove. For your safety, always comply with all warnings and safety instructions contained in this manual to prevent personal injury or property damage.

To view the full line of Dimplex products, please visit
www.dimplex.com

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Always use a qualified technician or service agency to repair this stove.

! NOTE: Procedures and techniques that are considered important enough to emphasize.

 **CAUTION:** Procedures and techniques which, if not carefully followed, will result in damage to the equipment.

 **WARNING:** Procedures and techniques which, if not carefully followed, will expose the user to the risk of fire, serious injury, or death.

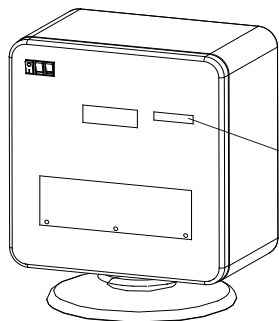
Welcome & Congratulations

Thank you and congratulations for choosing to purchase an electric stove from Dimplex, the world leader in electric heat.

Please carefully read and save these instructions.

⚠ CAUTION: Read all instructions and warnings carefully before starting installation. Failure to follow these instructions may result in a possible electric shock, fire hazard and will void the warranty.

Please record your model and serial numbers below for future reference: model and serial numbers can be found on the Model and Serial Number Label of your stove.



Model Number	
MODEL/CAT. No.	MOD.
SERIAL No.	
Serial Number	



NO NEED TO RETURN TO THE STORE

Questions with operation or assembly? Require Parts Information?
Product Under Manufacturer's Warranty?

Contact us at:



www.dimplex.com/customer_support

For Troubleshooting and Technical Support

OR



Toll-Free 1-888-DIMPLEX (1-888-346-7539)

Monday to Friday 8:00 a.m. to 4:30 p.m. EST

Please have your model number and product serial number ready. (See above)

IMPORTANT INSTRUCTIONS

- ① Read all instructions before using this appliance.
- ② This stove is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. The trim around the heater outlet becomes hot during heater operation. 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.
- ③ Do not use on elevated surfaces.
- ④ Extreme caution is necessary when any heater is used by or near children or invalids and whenever the unit is left operating and unattended.
- ⑤ Always unplug the stove when not in use.
- ⑥ Do not operate any heater with a damaged cord or plug, or if the heater has malfunctioned, or if it has been dropped or damaged in any manner. Return stove to authorized service facility for examination, electrical or mechanical adjustment, or repair.
- ⑦ Do not use outdoors.
- ⑧ This stove is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate this stove where it may fall into a bathtub or other water container.
- ⑨ Do not run cord under carpeting. Do not cover cord with throw rugs, runners, or the like. Arrange cord away from traffic area and where it will not be tripped over. Make certain cord is placed away from the firebox, mantel or other furniture so they cannot be placed on it.
- ⑩ To disconnect stove, turn controls to off, then remove plug from outlet.
- ⑪ 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 stove.
- ⑫ 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.
- ⑬ All electrical heaters have hot and arcing or sparking parts inside. Do not use in areas where gasoline, paint, or flammable liquids are used or stored or where it will be exposed to flammable vapors.
- ⑭ Do not modify the stove. Use it only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or injury to persons.
- ⑮ To reduce the risk of electric shock, this stove has a polarized plug

IMPORTANT INSTRUCTIONS

(one blade is wider than the other). This plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install the proper outlet. Do not change the plug in any way. This heater is not intended for use with an extension cord. Plug the cord directly into an appropriate wall receptacle.

- ①⑥ Do not burn wood or other materials in the electric stove.
- ①⑦ Do not strike the front glass.

①⑧ Always use a certified electrician should new circuits or outlets be required.

①⑨ Always use properly grounded, fused and polarized outlets.

②⑩ Disconnect all power supply before performing any cleaning, maintenance or relocation of the stove.

②① When transporting or storing the stove and cord, keep in a dry place, free from excessive vibration and store so as to avoid damage.



CAUTION
RISK OF ELECTRIC SHOCK
DO NOT OPEN
NO USER-SERVICEABLE PARTS INSIDE



SAVE THESE INSTRUCTIONS



Quick Reference Guide

- ① The information regarding the model of your electric stove can be found on the label located on the back of the unit.
- ② If you have any technical questions or concerns regarding the operation of your electric stove, or require service contact customer service.



Stove Installation

⚠ WARNING: This stove is not to be used on elevated surfaces.

Site Selection

! NOTE: A 15 Amp, 120 Volt alternating current (VAC) circuit is required. A dedicated circuit is preferred but not essential in all cases. A dedicated circuit will be required if, after installation, the circuit breaker trips or fuse blows on a regular basis when the heater is operating. Additional appliances on the same circuit may exceed the current rating of the circuit breaker.

! NOTE: When the heater is in use, this product draws a high, continuous electrical current.

Not all electric receptacles are designed to work with high, continuous currents. If you plan on using this unit in an old, worn, or loose receptacle, or are unsure if the receptacle is suitable, please have it inspected by a qualified electrician prior to using this product.

⚠ WARNING: Ensure the power cord is not installed so that it is pinched or against a sharp edge and ensure that the power cord is stored or secured to avoid tripping or snagging to reduce the risk of fire, electric shock or injury to persons.

Construction and electrical outlet wiring must comply with local building codes and

Stove Installation

other applicable regulations to reduce the risk of fire, electric shock and injury to persons.

Do not attempt to wire your own new outlets or circuits. To reduce the risk of fire, electric shock or injury to persons, always use a licensed electrician.

heater is not intended for use with an extension cord.

Installation

- ① Remove all packaging from unit and ensure heater exhaust is free from debris and packaging remnants.
- ② Place unit on floor in desired location.

 **WARNING:** 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.

- ③ Make sure the unit's Main On/Off switch is switched Off (refer to operating instruction section).
- ④ Plug the unit into a 15 Amp, 120 VAC outlet directly. The

Operation

This section will describe each convenient control, located on the back of the stove (Figure 1).

A. Main On/Off Switch

Controls the electricity supply to the stove and activates the flame effect only when on.

B. Low Heat On/Off Switch

Provides 650 Watt heat output.

C. High Heat On/Off Switch

Provides 1300 Watt heat output with the Low Heat Switch.

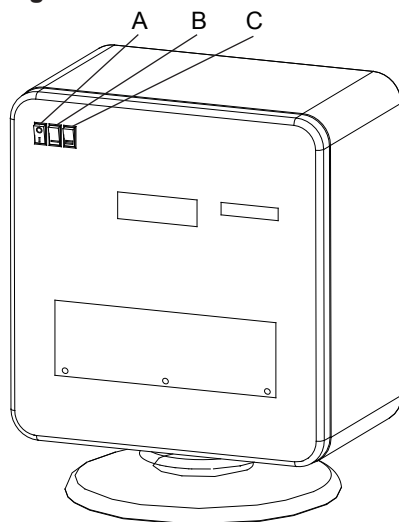
! NOTE: The Main On/Off Switch must be set to On for the Low Heat or High Heat Switch to operate.

The Low Heat Switch must be in the On “I” position for the High Heat Switch to operate.

Resetting the Temperature Cutoff Switch

Should the heater overheat, an automatic cut out will turn the heater off and it will not come back on without being reset. It

Figure 1



can be reset by switching the Main On/Off Switch to Off and waiting five (5) minutes before switching the unit back on.

! CAUTION: If you need to continuously reset the heater, unplug the unit and call technical support at 1-888-346-7539.



Maintenance

⚠ WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electric shock or damage to persons.

Light Bulb Replacement

Allow at least five (5) minutes for the light bulb and heater to cool off before touching the bulb to avoid accidental burning of skin.

The light bulbs will need to be replaced when the flame effect is no longer visible. There are two (2) bulbs under the ember bed which generate the flames and embers.

Light Bulb Requirements

Quantity of two (2) clear chandelier or candelabra bulbs with a E-12 (small) socket base, 60 Watt rating. Example GE 60BC or Philips 60 CTC.

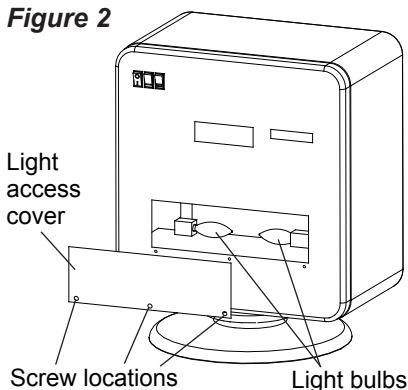
Do not exceed 60 Watts

Replacement:

- ① Unplug the unit from power outlet.
- ② On the back of the stove,

remove the three (3) screws from the light access cover (Figure 2).

Figure 2



- ③ Remove the light access cover.
- ④ Reach into the opening and unscrew the bulbs counter clockwise.
- ⑤ Insert new bulb(s).
- ⑥ Install the light access cover and install the screws.

Glass Cleaning

The glass is cleaned in the factory during the assembly operation. During shipment, installation, handling, etc., the front glass panel may collect dust particles;



Maintenance

these can be removed by dusting lightly with a clean dry cloth.

To remove fingerprints or other marks, the front glass panel can be cleaned with a damp cloth. The front glass panel should be completely dried with a lint free cloth to prevent water spots. To prevent scratching, do not use abrasive cleaners or spray liquids on the clear door surface.

Surface Cleaning

Use warm water only to clean painted surfaces of the stove. Do not use abrasive cleaners.

Servicing

Except for light bulb replacement and cleaning described above, an authorized service representative should perform any other servicing.



Warranty

Products to which this limited warranty applies

This limited warranty applies to the following models of your newly purchased Dimplex electric stove **DCS19W**. This limited warranty applies only to purchases made in any province of Canada *except* for Yukon Territory, Nunavut, or Northwest Territories or in any of the 50 States of the USA (and the District of Columbia) *except* for Hawaii and Alaska. This limited warranty applies to the original purchaser of the product only and is not transferable.

Products excluded from this limited warranty

Light bulbs are not covered by this limited warranty and are the sole responsibility of the owner/purchaser. Products purchased in Yukon Territory, Nunavut, Northwest Territories, Hawaii, or Alaska are not covered by this limited warranty. Products purchased in these States, provinces, or territories are sold AS IS without warranty or condition of any kind (including, without limitation, any implied warranties or conditions of merchantability or fitness for a particular purpose) and the entire risk of as to the quality and performance of the products is with the purchaser, and in the event of a defect the purchaser assumes the entire cost of all necessary servicing or repair.

What this limited warranty covers and for how long

Products covered by this limited warranty have been tested and inspected prior to shipment and, subject to the provisions of this warranty, Dimplex warrants such products to be free from defects in material and workmanship for a period of

90 days from the date of the first purchase of such product.

The limited 90 day warranty period also applies to any implied warranties that may exist under applicable law. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to the purchaser.

What this limited warranty does not cover

This limited warranty does not apply to products that have been repaired (except by Dimplex or its authorized service representatives) or otherwise altered. This limited warranty does further not apply to defects resulting from misuse, abuse, accident, neglect, incorrect installation, improper maintenance or handling, or operation with an incorrect power source.

What to do when your unit ceases to operate as described in this manual

Defects must be brought to the attention of Dimplex Technical Service by contacting Dimplex North America Limited at 1-888-346-7539, or 1367 Industrial Road, Cambridge Ontario, Canada N1R 7G8. Please have proof of purchase, catalogue/model and serial numbers available when calling. **Limited warranty service requires a proof of purchase of the product.**

What Dimplex will do in the event of a defect

In the event a product or part covered by this limited warranty is proven to be defective in material or workmanship during the 90 day limited warranty period you have the following rights:



Warranty

- Dimplex will in its sole discretion replace such defective part(s) without charge, or if part replacement proves not to be commercially practicable or cannot be timely made, Dimplex may, in lieu of replacing part(s) choose to replace the unit.
- This limited warranty does not entitle the purchaser to on-site or in-home services. On-site or in-home services may be performed at the purchaser's specific request and expense at Dimplex's then-current rates for such services.
- The purchaser is responsible for removal and transportation of such product or part (and any repaired or replacement product or part) to and from the authorized dealer's or service agent's place of business.
- Dimplex will not be responsible for, and the limited warranty services shall not include, any expense incurred for installation or removal of the product or part (or any replacement product or part) or any labour or transportation costs. Such costs shall be the purchaser's responsibility.

What Dimplex and its dealers and service agents are also not responsible for:

IN NO EVENT WILL DIMPLEX, OR ITS DIRECTORS, OFFICERS, OR AGENTS, BE LIABLE TO THE PURCHASER OR ANY THIRD PARTY, WHETHER IN CONTRACT, IN TORT, OR ON ANY OTHER BASIS, FOR ANY INDIRECT, SPECIAL, PUNITIVE, EXEMPLARY, CONSEQUENTIAL, OR INCIDENTAL LOSS, COST, OR DAMAGE ARISING OUT OF OR IN CONNECTION WITH THE SALE, MAINTENANCE, USE, OR

INABILITY TO USE THE PRODUCT, EVEN IF DIMPLEX OR ITS DIRECTORS, OFFICERS, OR AGENTS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSSES, COSTS OR DAMAGES, OR IF SUCH LOSSES, COSTS, OR DAMAGES ARE FORESEEABLE. IN NO EVENT WILL DIMPLEX, OR ITS OFFICERS, DIRECTORS, OR AGENTS BE LIABLE FOR ANY DIRECT LOSSES, COSTS, OR DAMAGES THAT EXCEED THE PURCHASE PRICE OF THE PRODUCT.

SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO THE PURCHASER.

How State and Provincial law apply

This limited warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction. The provisions of the United Nations Convention on Contracts for the Sale of Goods shall not apply to this limited warranty or the sale of products covered by this limited warranty.



Dimplex North America Limited
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Cambridge ON
Canada N1R 7G8

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