

SILVERTON SVT20

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Always use a qualified technician or service agent to repair this Log grate

Note: Procedures and techniques that are considered important enough to emphasise

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 risk of fire, serious injury or death.

The sump and the water tank in this product are treated with a biocidal product, Silver Biocide. This conforms with the latest relevant ISO standard

Welcome and Congratulations

Thank you and congratulations for choosing to purchase a Silverton from Dimplex.

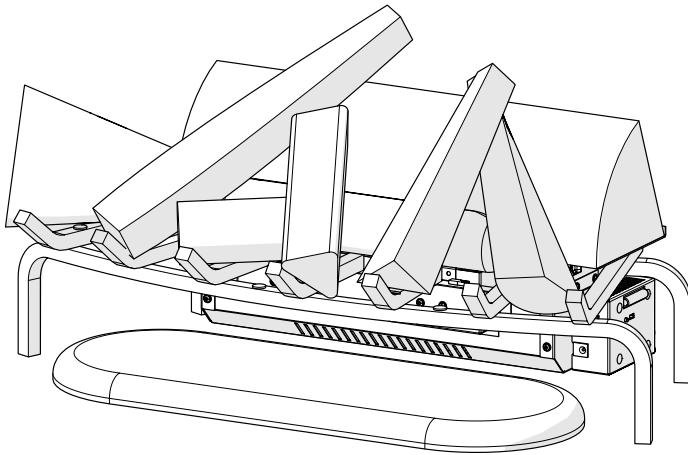
Please carefully read and save these instructions.

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 number below for future reference: model and serial number can be found on the Model and Serial Number Label located on the side of the Silverton

Model Number: _____

Serial Number: _____



Important Instructions

Please read this information guide carefully to be able to safely install, use and maintain your product

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:

1. WARNING

Do not place material or garments on, or obstruct the air circulation around the appliance.

2. DAMAGE

If the appliance is damaged, check with the supplier before installation and operation.

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.

3. LOCATION

Do not use outdoors.

Do not use in the immediate surroundings of a bath, shower or swimming pool.

Do not locate the fire immediately below a fixed socket outlet or connection box.

Ensure that furniture, curtains or other combustible material are positioned no closer than 1 metre from the appliance.

4. PLUG POSITIONING

The appliance must be positioned so that the plug is accessible.

Keep the supply cord away from the front of the appliance.

5. UNPLUGGING

In the event of a fault unplug the device.

Unplug the device when not required for long periods.

6. OWNER/USER

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

7. ELECTRICITY

Before switching on, please read the safety advice and operating instructions.

Note: This appliance is only to be used with the power supply unit provided.

Only plug this appliance into a supply that corresponds to that displayed on the power supply unit. The appliance must only be supplied at extra low voltage corresponding to the markings on the appliance

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.

8. USAGE

Do not burn wood or other materials in the log grate

Site Selections and Preparation

This section provides instructions for selecting a location and preparing the site to install the Log Grate

1. Select a suitable location that ensures the Log Grate is sitting on a hard level surface for optimum flame effect
2. Allow for approximately 5cm of clearance behind the unit (from the frame to the back of the mantle) and 20cm directly above the back log to allow for removal of the Refill Container.
3. Carefully unpack all of the components from the box.

Caution: Handle the logs carefully, that are fragile and can easily crack or break if dropped.

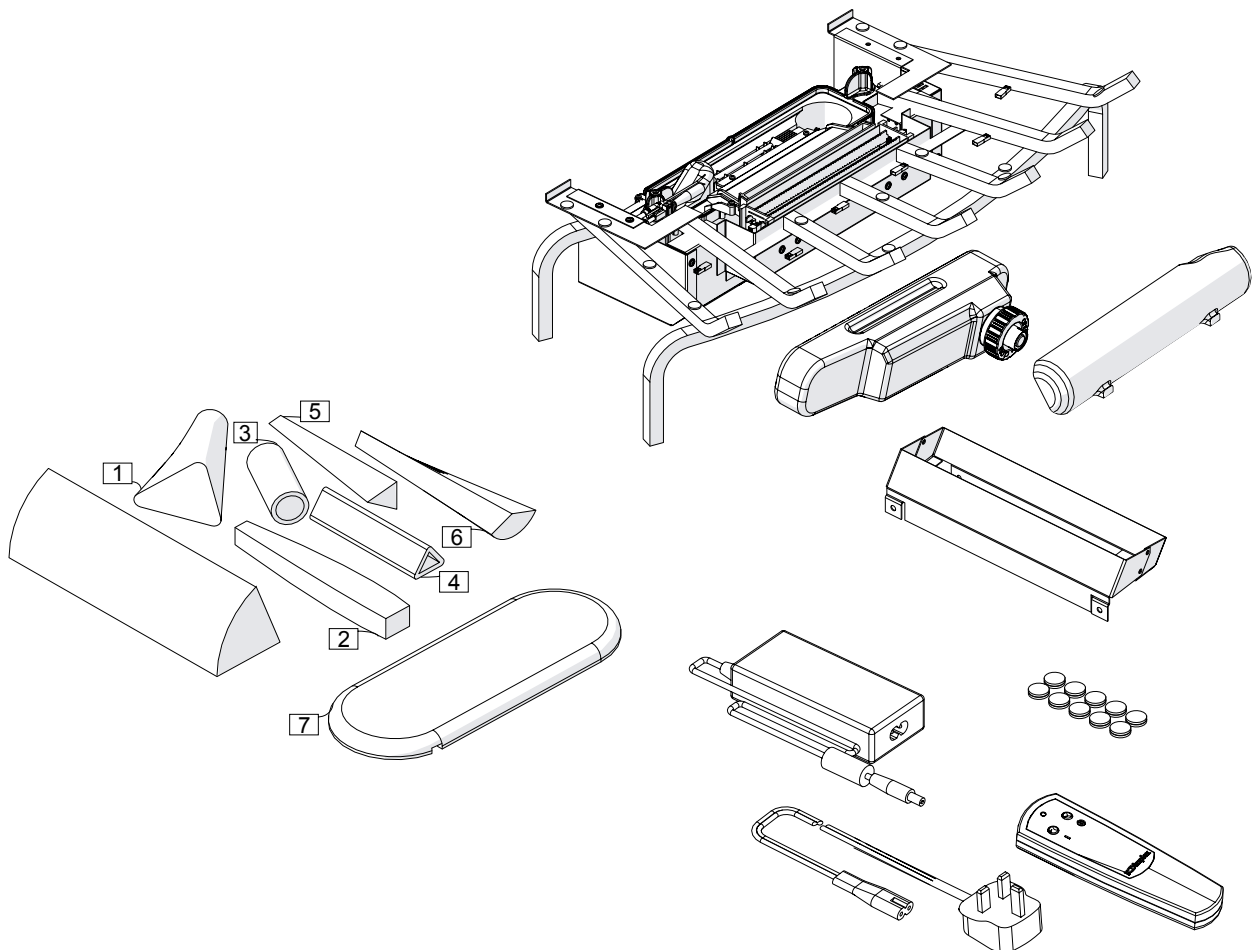
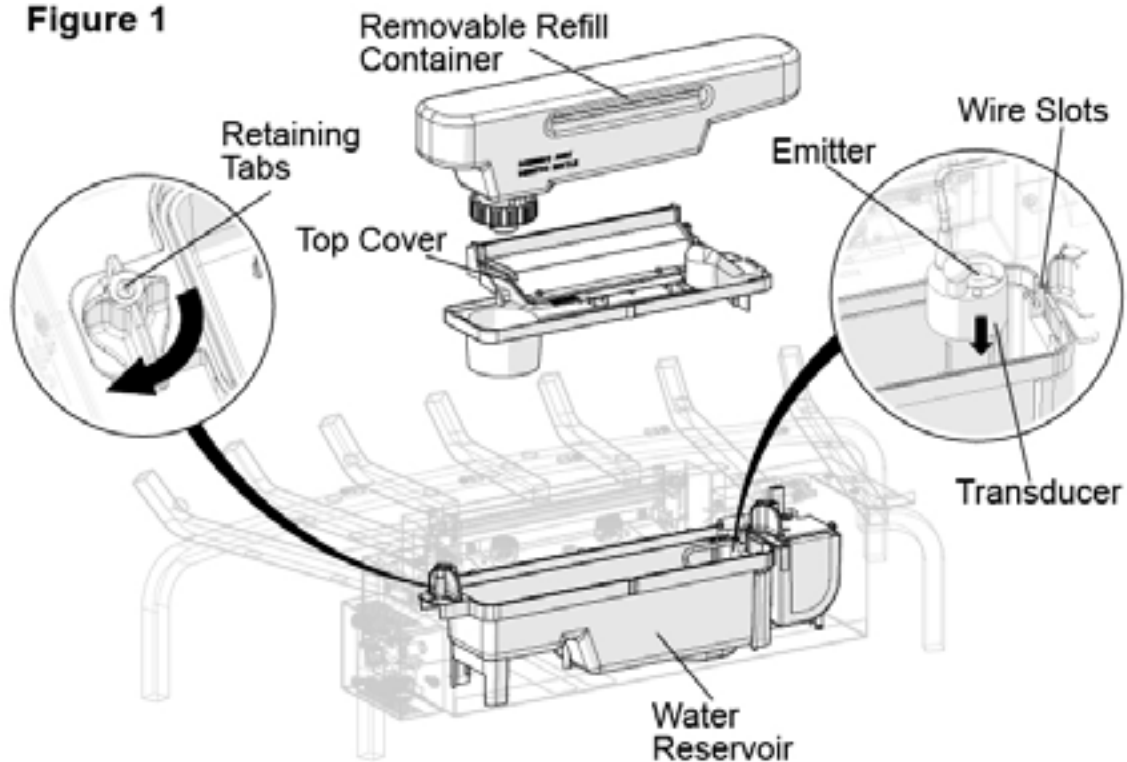


Figure 1



4. Unpack the transducer (contained within the water reservoir) which has been wrapped to protect it during shipping. See Figure 1.

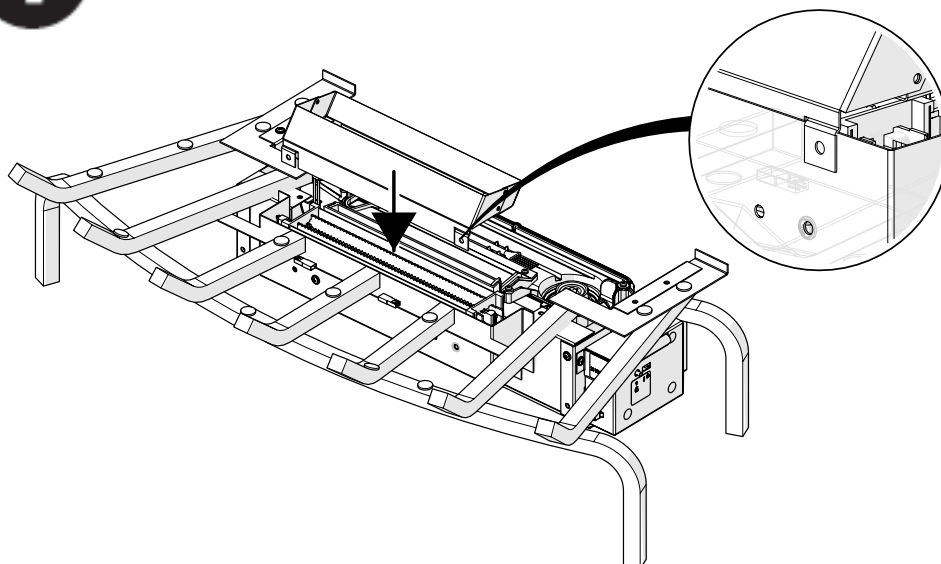
To access the transducer;

- Remove the top cover by turning the retaining tabs on both ends of the water reservoir.
- Remove any packaging material.
- Install the transducer so that it is sitting level in the circular holding area in the reservoir.
- Orientate the transducer wire so that it does not sit directly above the Emitter and the wire passes through the slit in the side of the tank.
- Reinstall the top cover and ensure both retaining tabs have been turned so that they are pointing inwards.

Note: Completely assemble the unit before filling the water

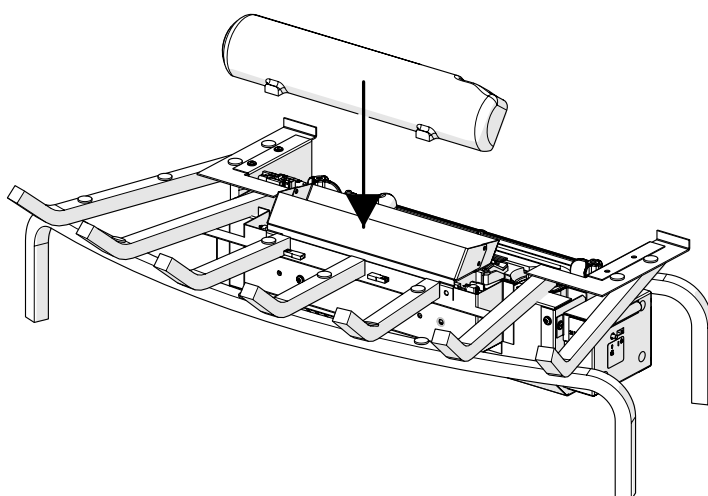
Log Grate Assembly

1



Caution: Handle logs carefully, they are fragile and can easily crack or break, if dropped.

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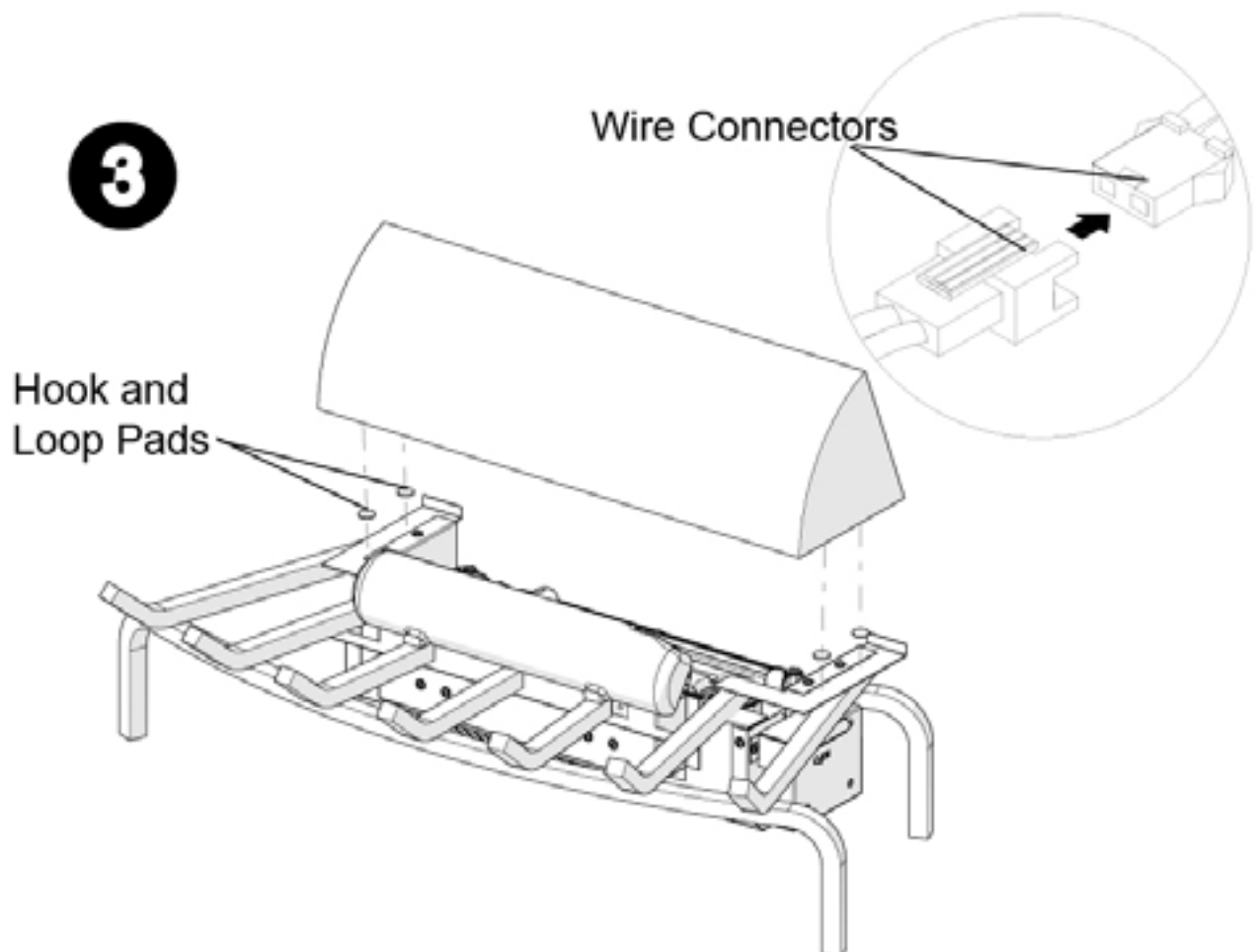


Log Grate Assembly

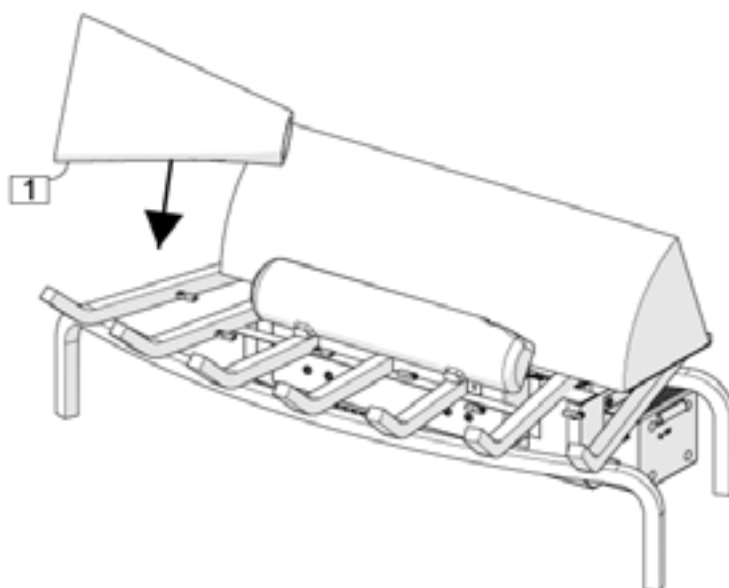
Each log is a separate component that needs to be placed on the grate. Position each log so that the hook and loop pad on the backside of the log lines up with the corresponding hook and loop pad on the log grate. These pads assist with securing the logs to the grate.

Note: Each of these logs are hand made, and as such, the hook and loop pads on the logs and grate may not align perfectly, therefore, we have included additional pads should you need to reposition them.

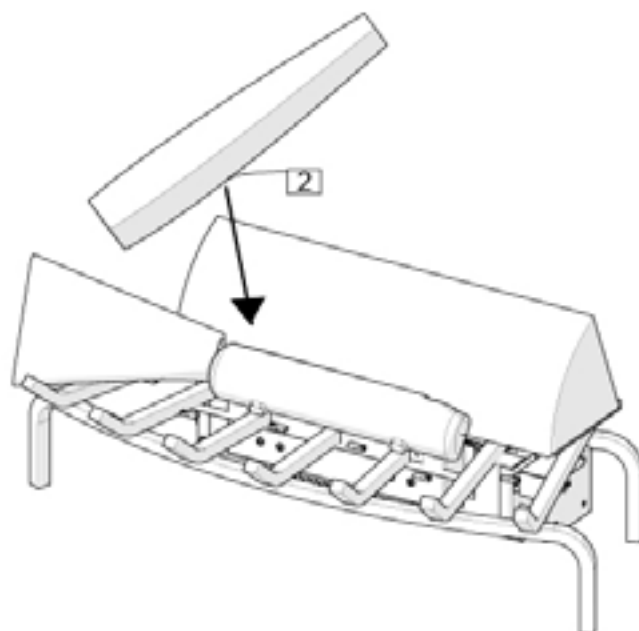
Each of the logs contain LED lights to create a flickering effect. During the assembly, each log requires the electrical connectors on the log and grate to be connected as they are being placed. In some cases, these wires can have tie wraps added to prevent the wires from being seen after final assembly. (not included)



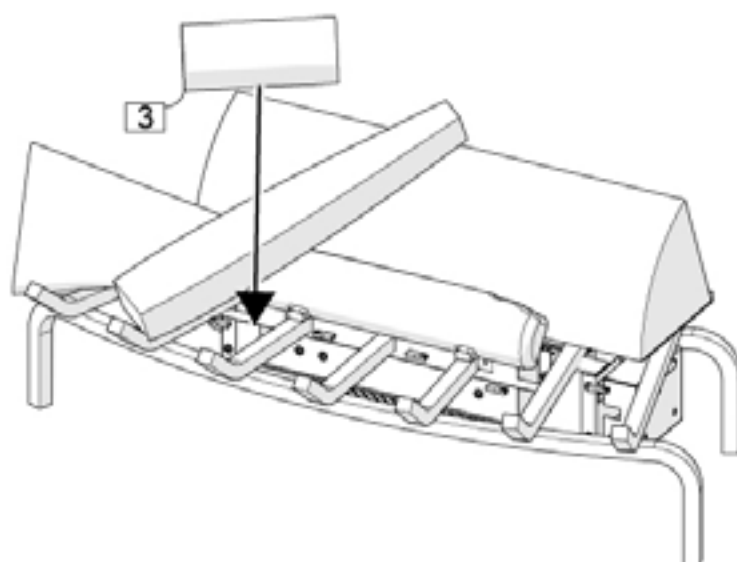
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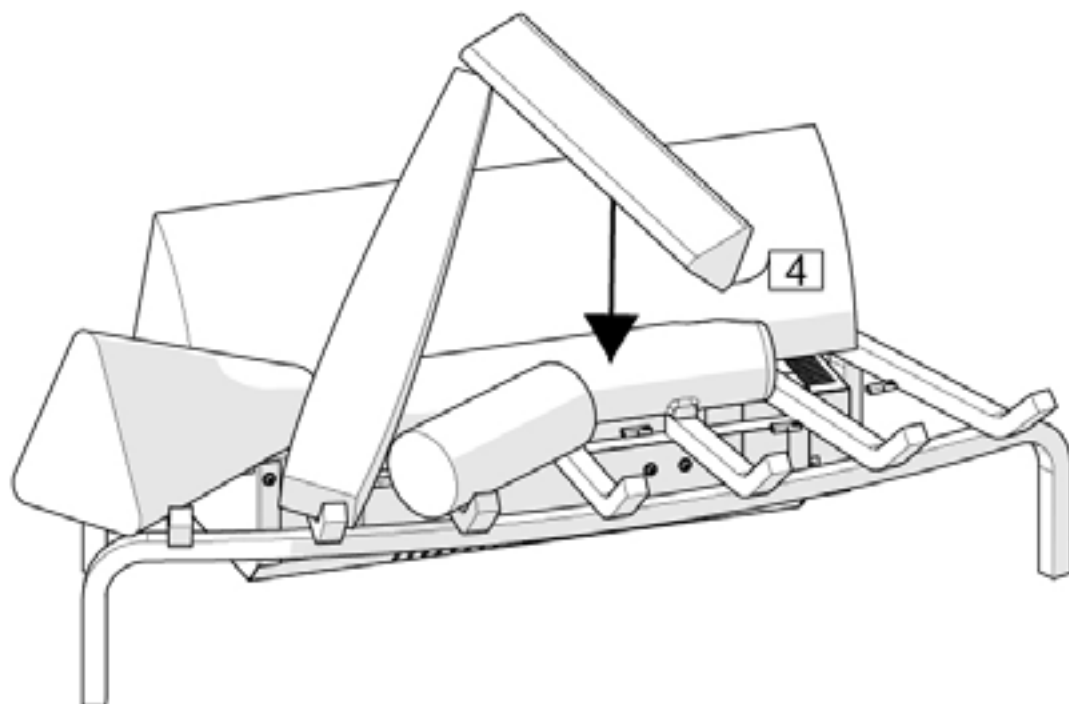
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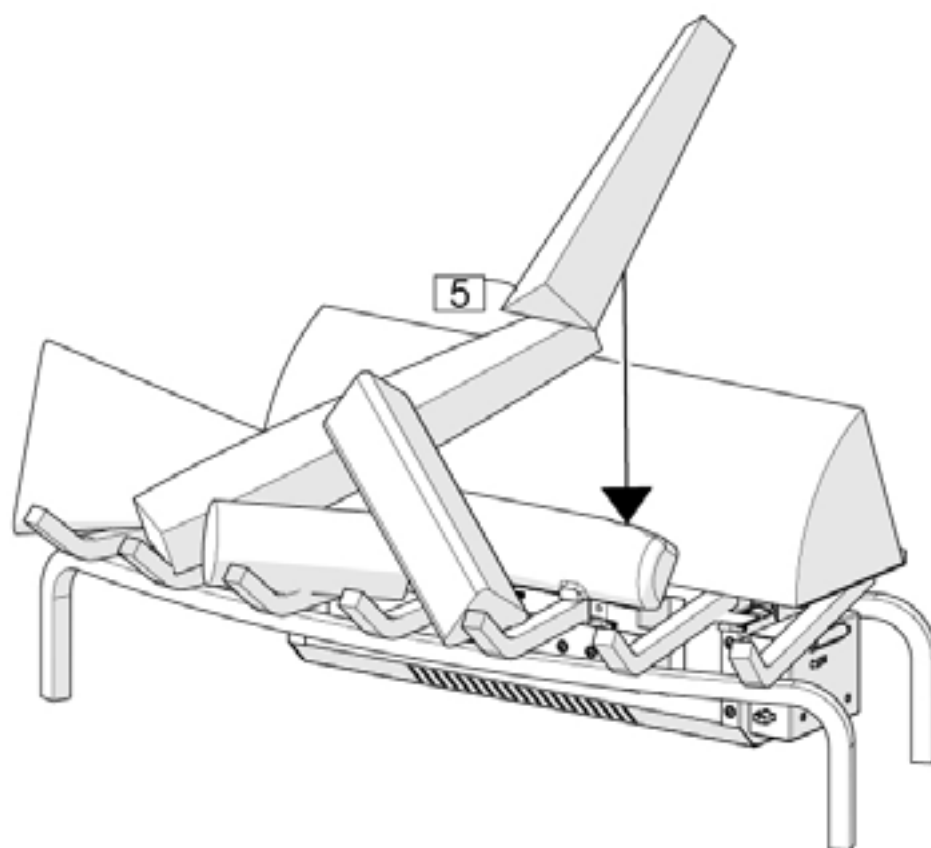
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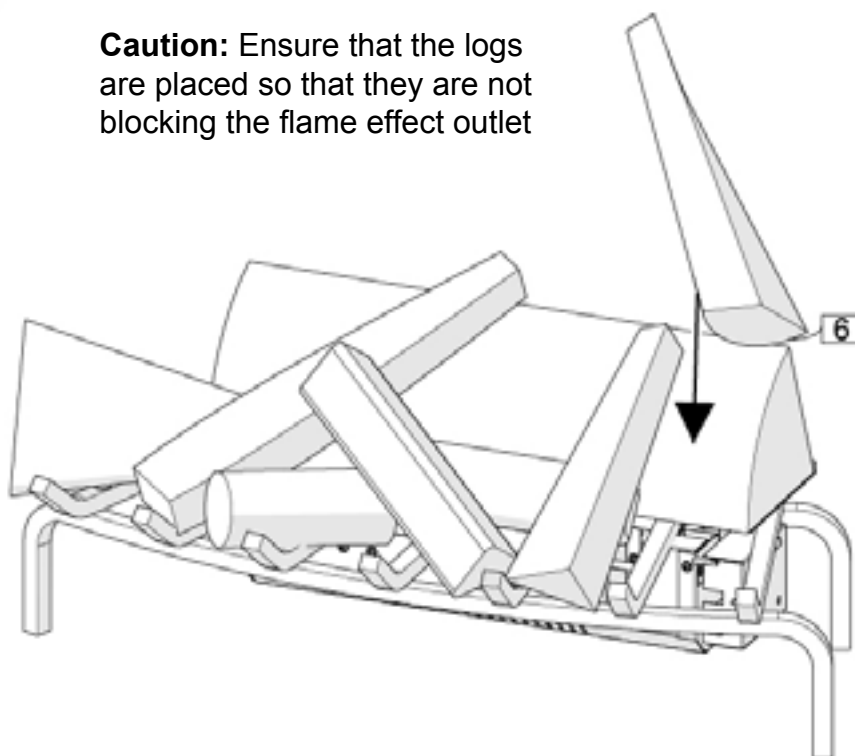


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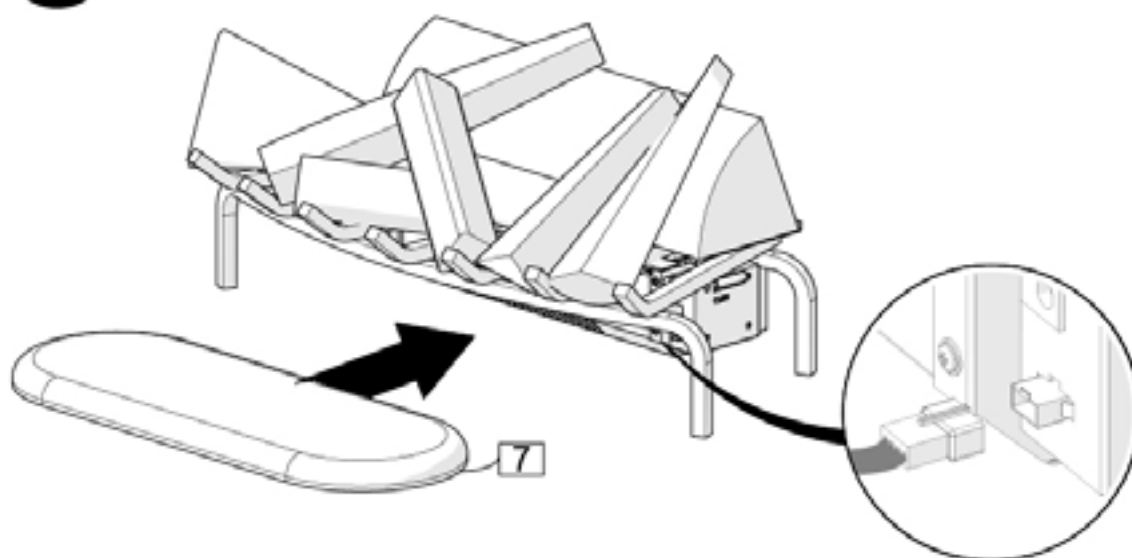


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Caution: Ensure that the logs are placed so that they are not blocking the flame effect outlet



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Log Grate Installation

Only use filtered tap water in this appliance.

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

If you intend not using the appliance for longer than 2 weeks, drain the water from the reservoir and refill container.

The refill container, reservoir, cover and container cap must be cleaned once every two weeks, particularly in hard water areas.

1) Fill and install the Refill Container.

Note: During initial installation, the Refill Container should be refilled after the Reservoir has filled to ensure maximum operation time.

2) Make sure the On/Off switch is switched to Off (refer to Operating Instruction section)

3) Assemble power adapter (Figure 2). Plug the power adaptor into the front of the unit, then plug the unit into a power socket

Figure 2

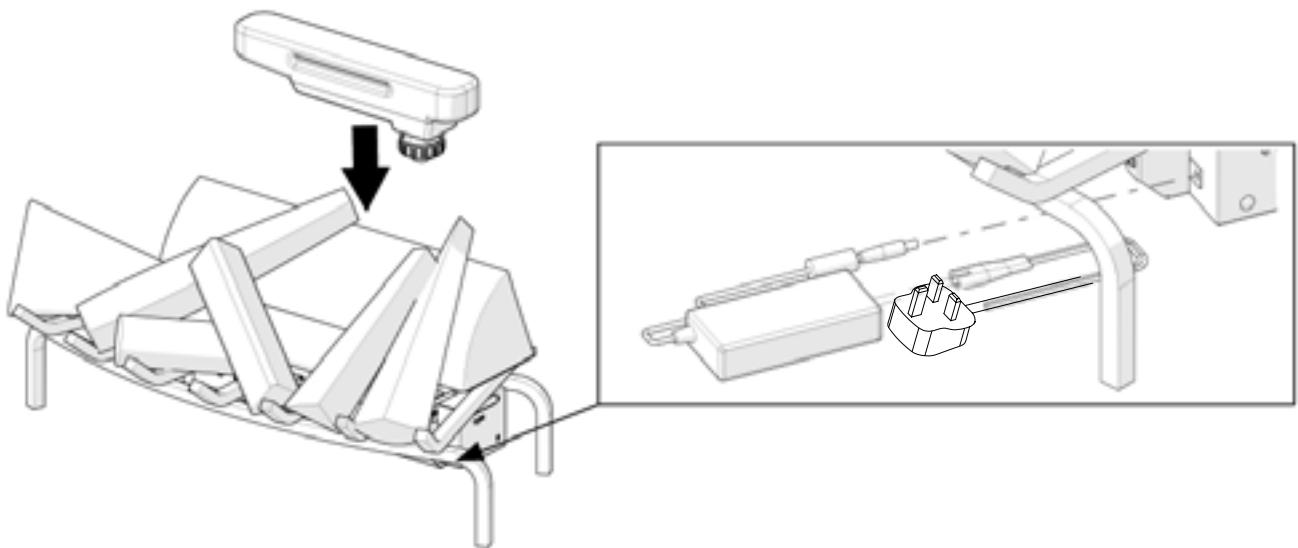
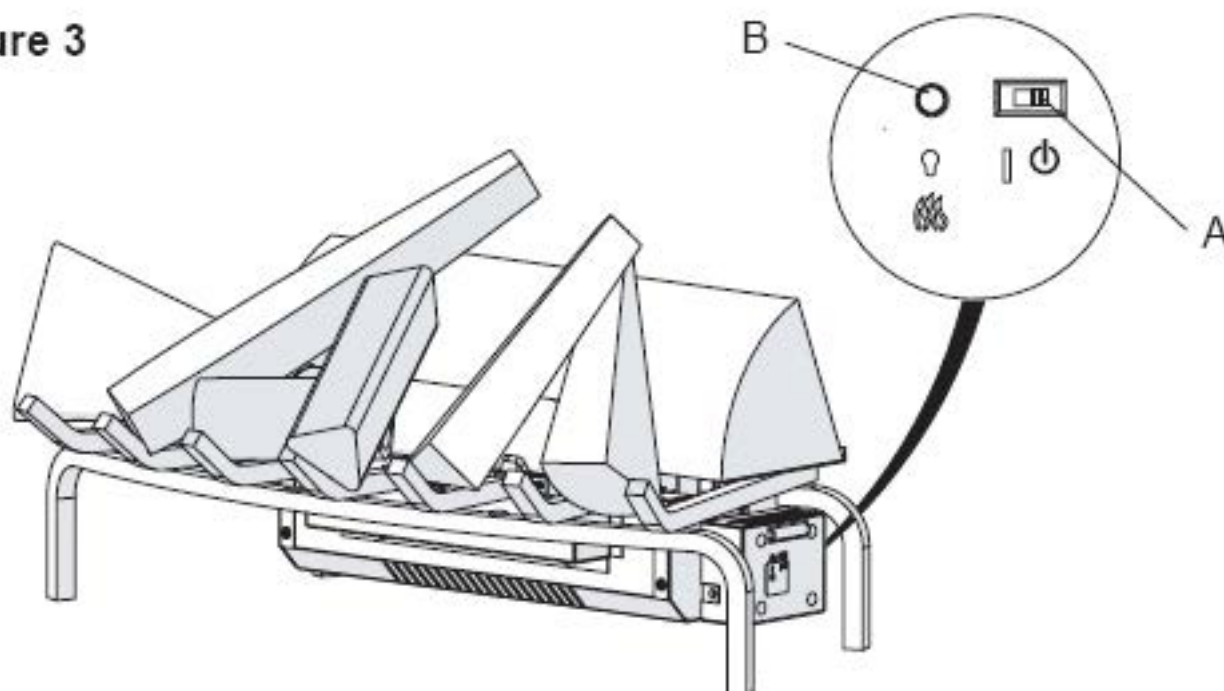


Figure 3



The manual controls for the Log Grate are located on the right side (Figure 3).

A. Standby/Off Switch.

Supplies power to the Log Grate

B. Momentary Button

Pressing this button toggles between Logs, Logs and flame effect, and Off.

Remote Control

The unit is supplied with a radio frequency remote control. This remote control has a range of approximately 15m. It does not have to be pointed at the fireplace and can pass through most obstacles (including walls). It is supplied with one of 243 independent frequencies to prevent interference with other units. The frequency designation is indicated on the back of the remote control.

Note: Before attempting any operation with the remote control, pull the plastic insulator strip out from between the remote casing and the battery cover (Figure 4).

Remote Control Initialisation/Reprogramming

Follow these steps for remote control initialisation and if required, re-initialisation;

1. Unplug the power adaptor from the unit.
2. Wait a minimum of five seconds and then plug the power adapter back into the unit
3. Within ten seconds of re-acquiring power, press the ON button located on the remote control (Figure 4)

This will synchronize the remote control and the receiver

Remote Control Usage

Pressing the On button, on the remote control, switches between the two levels:

Level 1: The Logs and lights are turned on.

Level 2: The logs and lights remain on and the flame effect is activated.

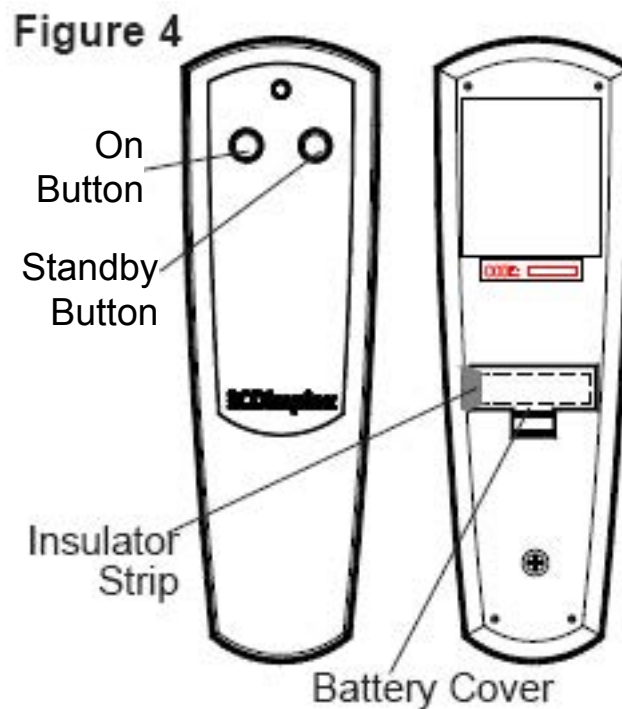
The fireplace can be turned off at any point by pressing the OFF button on the remote control.

Note: Once the mist has been activated, the unit will have to be turned Off, using either the momentary button, on the unit, on the Off button or the remote control, then back on to return to Level 1 - Logs and Lights only in operation.

Battery Replacement

To replace the battery,

1. Slide the battery cover open on the remote control (Figure 4)
2. Install one 12v (A23) battery in the battery holder
3. Close the battery cover



Maintenance

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

Log Grate Surface Cleaning

Use a warm damp cloth only to clean surfaces of the Log Grate. Do not use abrasive cleaners.

Water Reservoir

Note: There is no need to remove any of the logs or move the unit to access the water storage system. However if you decide to move the unit to perform any cleaning, ensure that the logs are stable before cleaning.

The water storage system is located behind the back log. It can easily be removed by lifting each of the components directly up. (Figure 5).

Note: There are tabs, on each end, that need to be turned to release the component

Caution: Only filtered tap water should be used in the unit to prevent scaling of the components

If you do not intend on using the unit for longer than two weeks, empty and drain the unit of water, and dry all of the water containing components.

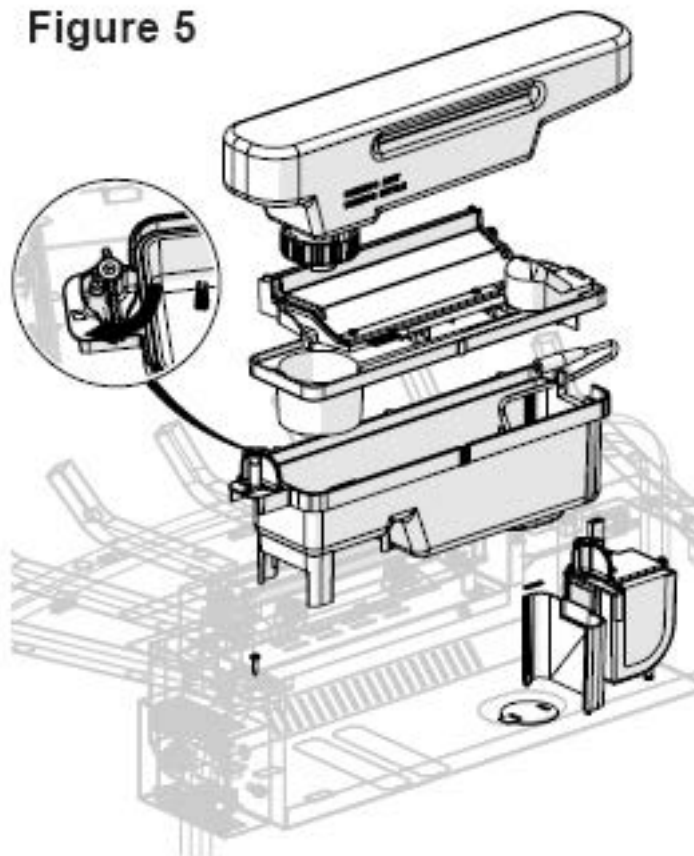
It is recommended that all of the water containing components are cleaned with soap and water

on a **biweekly** basis. A small brush has been included to assist in cleaning difficult items/areas i.e. the transducer

Caution: Do not put plastic components into the dishwasher.

Note: If you need to move the unit ensure that all of the components that contain water have been emptied before relocating.

Figure 5



Additional Information

AFTER SALES SERVICE

Your product is guaranteed for two year from the date of purchase. Within this period, we undertake to repair or exchange this product free of charge (excluding lamps & 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.

Should you require after sales information or assistance with this product please contact Glen Dimplex Australia on 1300 556 816 or visit our website at www.dimplex.com.au

RECYCLING



Do not dispose of electrical appliances as unsorted municipal waste. Use separate collection facilities. Contact your local government for information regarding the collection systems available. If electrical appliances are disposed of in landfills or dumps, hazardous substances can leak into the ground water, polluting the food chain and damaging health and well-being.

PATENT / PATENT APPLICATION

Products within the Optimyst range are protected by one or more of the following patents and patent applications:

Great Britain GB 2402206, GB 2460259, GB 2460453 , GB 2418014, GB 2465738, GB 2449925, GB 2465537 , GB2455277 , GB1020534.2, GB1020537.5, GB1110987.3

United States US 7967690, US 2010299980, US 2011062250, US 2008028648, US 13/167,042

Russia RU2008140317

European EP 2029941, EP 2201301, EP 2315976, EP 1787063, EP07723217.1 , EP11170434.2, EP 11170435.9

China CN 101883953, CN 200980128666.2, CN 101057105, CN 101438104

Australia AU 2009248743, AU 2007224634

Canada CA 2725214, CA 2579444, CA 2645939

International Patent Application WO 2006027272

South Africa ZA 200808702

Mexico MX 2008011712

Korea KR 20080113235

Japan JP 2009529649

Brazil BR P10708894-9

India IN 4122/KOLNP/2008

New Zealand NZ 571900

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Fax: 09 274 8472

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Web: www.dimplex.co.nz



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Troubleshooting

Symptom	Cause	Corrective Action
The flame effect will not start.	Mains plug is not plugged in.	Check plug is connected to wall socket correctly.
	Low water level.	Check that the water tank is full and there is water in the sump.
	Low voltage connector not connected properly. (See Fig.5)	Check that the connector is inserted correctly. (See Fig.5)
	The Transducer Unit is not sitting correctly in the sump	Ensure the Transducer is sitting down into the moulded recess in the sump
The flame effect is too low.	The Metal Disc in the transducer might be dirty.	Clean the Metal Disc with soft brush supplied. See 'Maintenance.' for a step by step procedure.
	The wire from the Transducer Unit is sitting over the metal disc	Direct the wire to the back of the sump and make sure it sits into the side slot exiting the sump.
Unpleasant smell when unit is used.	Dirty or stale water.	Clean the unit as described under maintenance.
	Using unfiltered tap water.	Use only filtered tap water.
Main lamps are not working and there are no flames or smoke.	There is no water in the water tank	Follow instructions under Maintenance , 'Filling the water tank'. Check the plug is connected to the wall socket correctly and that Switch 'A' Fig. 3 is in the 'ON' (I) position.



GLEN DIMPLEX PRODUCT WARRANTY

This warranty is provided by Glen Dimplex Australia Pty Limited ABN 69 118 275 460 of Unit 1, 21 Lionel Road, Mount Waverley, Victoria 3149 (Phone number 1300 556 816), or in New Zealand by Glen Dimplex Australasia Limited, New Zealand registration number 1506305, of 38 Harris Road, East Tamaki, Auckland, New Zealand (Phone number 09 2748265) (**we, us our**) in respect of the Glen Dimplex product which this warranty card has been included in the packaging for or otherwise supplied with (**the Glen Dimplex product**).

1 Glen Dimplex express warranty

Subject to the exclusions below, we warrant that the Glen Dimplex product will be free from defects caused by faulty workmanship and materials within:

- (a) in the case of the Glen Dimplex products used for personal, domestic or household purposes, a period of 24 months from the date the Glen Dimplex product is purchased as a brand new product from a retailer located in Australia or New Zealand; and
- (b) in the case of the Glen Dimplex product used for purposes other than personal, domestic or household purposes (including business or commercial use), a period of 12 months from the date the Glen Dimplex product is purchased as a brand new product from a retailer located in Australia or New Zealand. Glen Dimplex products are designed and intended for domestic use.

This express warranty is personal to the first person who acquires the Glen Dimplex product from the relevant retailer and claims under this warranty cannot be made by anyone other than this person.

The benefits conferred by this express warranty are in addition to the Consumer Guarantees referred to in section 3 and any other statutory rights you may have under the Australian Consumer Law, the New Zealand Consumer Guarantees Act and/or other applicable laws.

2 Warranty exclusions

This express warranty does not apply where:

- (a) the Glen Dimplex product has been installed, used or operated otherwise than in accordance with the product manual or other similar documentation provided to you with the Glen Dimplex product;
- (b) the Glen Dimplex product requires repairs due to damage resulting from accident, misuse, incorrect installation, improper liquid spillage, cleaning or maintenance, unauthorised modification, use on an incorrect voltage, power surges and dips, voltage supply problems, tampering or unauthorised repairs by any persons, use of defective or incompatible accessories or exposure to abnormally corrosive conditions;

- (c) the repair relates to the replacement of consumable parts such as fuses in plugs and bulbs or any other parts of the Glen Dimplex product which require routine replacement;
- (d) you are unable to provide us with reasonable proof of purchase for the Glen Dimplex product;
- (e) the breakdown occurs after the expiry of the express warranty period set out in section 1; or
- (f) the Glen Dimplex product was not purchased in Australia or New Zealand as a brand new product.

3 Consumer Guarantees

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

If you acquired the goods in New Zealand, similar provisions of the Consumer Guarantees Act 1993 may apply, but may be excluded if you acquired the goods for the purpose of a business.

4 How to make a claim

You may make a claim under this warranty by visiting our website at (www.glendimplex.com.au in Australia, www.glendimplex.co.nz in New Zealand), contacting our customer care line (1300 556 816 in Australia, 09 2748265 in New Zealand) or visiting a Glen Dimplex service centre.

To make a valid claim under this warranty, you must:

- (a) lodge the claim with us as soon as possible and no later than 14 days after you first become aware of the breakdown;
- (b) provide us with the Glen Dimplex product serial number;
- (c) provide us with reasonable proof of purchase for the Glen Dimplex product; and
- (d) if required by us, provide us (or any person nominated by us) with access to the premises at which the Glen Dimplex product is located at times nominated by us (so that we can inspect the Glen Dimplex product).

5 Warranty claims

If you make a valid claim under this warranty and none of the exclusions set out in section 2 apply, we will, at our election, either repair the Glen Dimplex product or replace the Glen Dimplex product with a product of identical specification (or where the product is superseded or no longer in stock, with a product of as close a specification as possible).

Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods. Glen Dimplex products are

designed and supplied for normal domestic use. We will not be liable to you under this warranty for business loss or damage of any kind whatsoever.

6 Costs of warranty claim

Where you make a claim under this warranty, a Glen Dimplex authorised repairer may need to attend your premises to inspect the Glen Dimplex product. If the Glen Dimplex product is located

in Australia, we may charge you a service call fee if a repairer will be required to travel more than 30 kilometers from the place of purchase. For further information, please contact Glen Dimplex on 1300 556 816 in Australia or 09 274 8265 in New Zealand. Alternatively, visit our website at www.glendimplex.com.au in Australia or www.glendimplex.co.nz in New Zealand.