



INSTALLATION & OPERATING MANUAL

IGNITE XL EVOLVE

Models

- Ignite XL Evolve 1200 EVO1200-AU
- Ignite XL Evolve 1500 EVO1500-AU
- Ignite XL Evolve 1800 EVO1800-AU
- Ignite XL Evolve 2500 EVO2500-AU



The product is compliant with the local electrical standards of all countries where offered for sale by Glen Dimplex and its subsidiaries.

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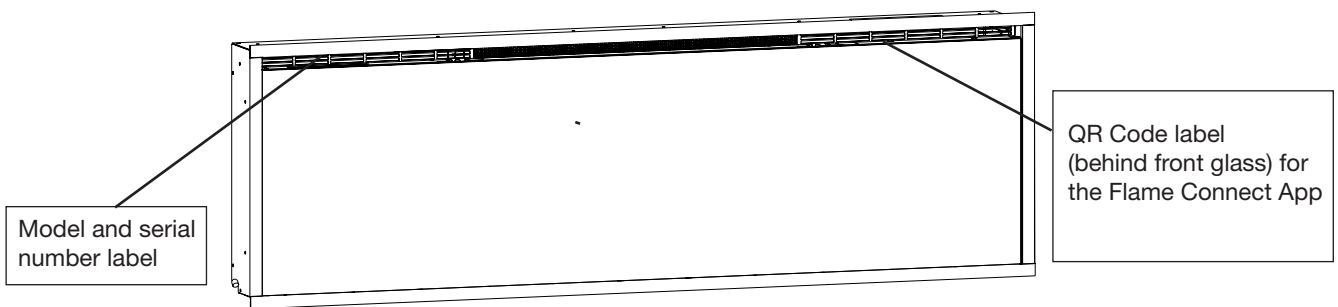
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WELCOME

Please carefully read and save these instructions.

Please record your model and serial numbers for future reference. Model and serial numbers can be found on the label located behind the front glass of your fireplace.

Model _____	MOD _____
Serial Number _____	



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.

Important Safety Advice

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 outdoors.
- Do not use 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 heater if it has been dropped.
- Do not use if there are visible signs of damage to the heater.
- Use this heater on a horizontal and stable surface.

The 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. Children should be supervised to ensure that they do not play with the appliance. Children shall not plug in, regulate and clean the appliance or perform user maintenance.

SAVE THESE INSTRUCTIONS

WELCOME

Do not use this appliance in series with a 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.

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

In the event of a fault disconnect the appliance.

Disconnect the appliance when not required for long periods.

The appliance must be positioned so that the plug is accessible. Check the Electrical Requirements section for more details. 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.

The use of an extension lead or multi-plug adaptor is not advised when connecting this product to the mains. Connection through these devices could lead to a risk of overloading, overheating and even fire at the extension lead or adaptor due to inadequate connection quality.

This heater must be used on an alternating current supply (~) only and the voltage marked on the heater must correspond to the supply voltage.

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

The appliance carries a DO NOT COVER warning symbol. 

This appliance is equipped with a device to control the room temperature. 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.

The electrical information regarding your electric fireplace can be found on the rating label located on the top of the unit.

If you have any technical questions or concerns regarding the operation of your electric fireplace, or require service contact the relevant customer service as listed on your warranty card.

CAUTION: Do not use if the heater's mains power lead is damaged. Such use may cause a hazard. If damaged, the mains power lead must be replaced by the manufacturer or its authorised dealer.

CAUTION: Assembly, installation and repair of this heater must be carried out by Dimplex or its authorised agent.

CAUTION: We recommend that this heater is checked annually for safety by a qualified electrician.

Warning: Packaging, in particular plastic bags are NOT toys. To prevent injury or even death keep packaging away from children at all times.

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.

Warning: The heater must not be located immediately below a socket-outlet.

WELCOME

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

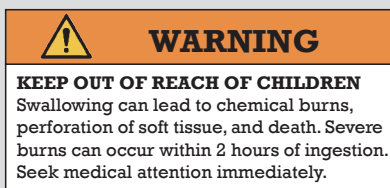
CAUTION: Ensure installation does not allow fire to be in direct contact with building vapor barrier or insulation and meets all local building code.

WARNING: To reduce the risk of fire, do not store or use gasoline or other flammable vapors or liquids in the vicinity of the heater.

Warning: Choking may be caused by swallowing small loose fuel bed media (river rocks, Ash Dust, Vermiculite) accidentally. Keep away from children all the time.

WARNING - KEEP BATTERIES OUT OF REACH OF CHILDREN

- Swallowing may lead to serious injury in as little as 2 hours or death, due to chemical burns and potential perforation of the esophagus.
- If you suspect your child has swallowed or inserted a button battery immediately call the 24-hour Poisons Information Centre on 13 11 26 (in Australia) or 0800 764 766 (in New Zealand) for fast, expert advice.
- Examine devices and make sure the battery compartment is correctly secured, e.g. that the screw or other mechanical fastener is tightened. Do not use if the compartment is not secure.
- Dispose of used button batteries immediately and safely. Flat batteries can still be dangerous.



CAUTION: No obvious symptoms

Unfortunately, it is not obvious when a button or coin battery is stuck in a child's oesophagus (food pipe).

There are no specific symptoms associated with this. The child might:

- cough, gag or drool a lot
- appear to have a stomach upset or virus
- be sick
- point to their throat or stomach
- have a pain in their abdomen, chest or throat
- be tired or lethargic
- be quieter or more clingy than usual or otherwise 'not themselves'
- lose their appetite or have a reduced appetite
- not want to eat solid food/be unable to eat solid food

These types of symptoms vary or fluctuate. with the pain increasing and then subsiding.

A specific symptom to button and coin battery ingestion is vomiting fresh (bright red) blood. If the child does this seek immediate help. The lack of clear symptoms is why it is important to be vigilant with 'flat' or spare button or coin batteries in the home and the products that contain them.

TECHNICAL SPECIFICATIONS

Electrical Requirements

NOTE: A dedicated, properly fused 10 Amp circuit is required, rated for the appropriate voltage (230-240V). An isolation switch should also be incorporated in cases where the product plug is inaccessible after installation.

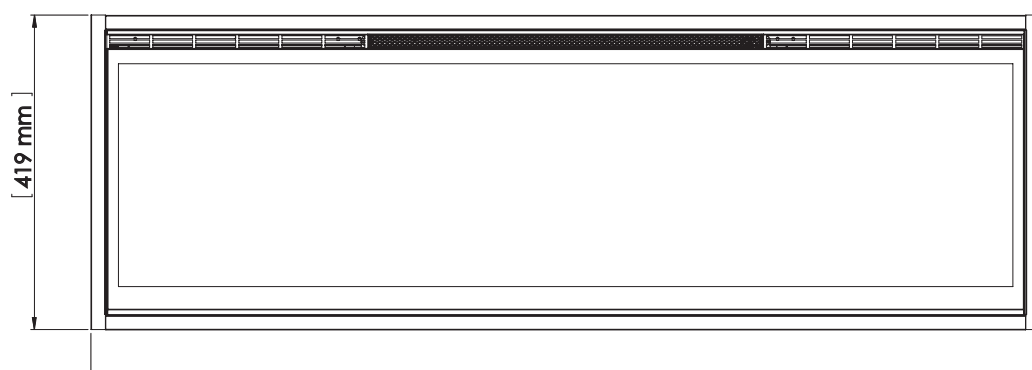
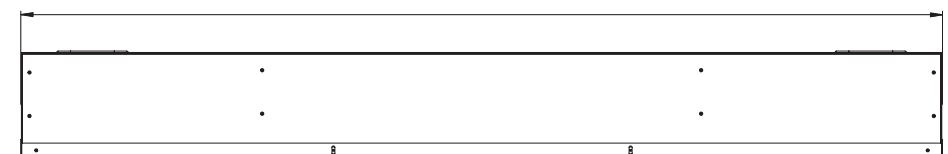
WARNING: Construction and wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electric shock and injury to persons.

WARNING: To reduce the risk of fire, electric shock or injury to persons, always use a licensed electrician.

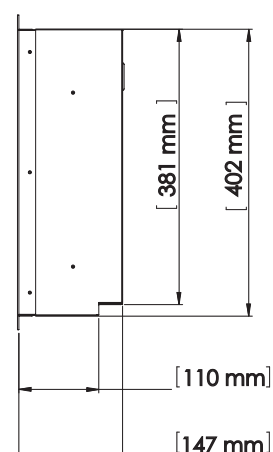
Product Dimensions

Figure 1

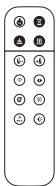
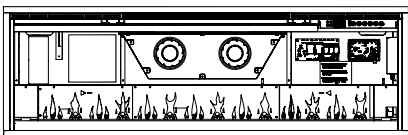
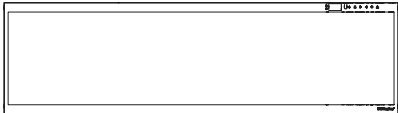
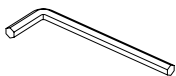
EVO1200-AU model 1278 mm
EVO1500-AU model 1532 mm
EVO1800-AU model 1887 mm
EVO2500-AU model 2548 mm



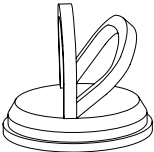
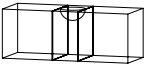
EVO1200-AU model 1306 mm
EVO1500-AU model 1560 mm
EVO1800-AU model 1914 mm
EVO2500-AU model 2576 mm



PACKAGE CONTENTS

Image	Description	Quantity			
		EVO1200-AU	EVO1500-AU	EVO1800-AU	EVO2500-AU
	Remote Control	1	1	1	1
	Medium Acrylic Crystals	~1.2 lb ~0.54 kg	~1.4 lb ~0.65 kg	~1.8 lb ~0.8 kg	~2.4 lb ~1.08 kg
	Large Acrylic Crystals	12	14	18	24
	Driftwood	8	10	12	16
	Tumbled Glass Embers	~2.6 lb ~1.2 kg	~3.3 lb ~1.5 kg	~3.9 lb ~1.8 kg	~5.2 lb ~2.4 kg
	Firebox	1	1	1	1
	Front Glass	1	1	1	1
	7.4X10 Hex Key	1	1	1	1
	Black Screws (M4X10, hex button head)	2	2	4	4
	Screw Covers	2	2	4	4
	Mirrored Glass	1	1	1	1

PACKAGE CONTENTS

Image	Description	Quantity			
		EVO1200-AU	EVO1500-AU	EVO1800-AU	EVO2500-AU
	User's and Installation Guide	1	1	1	1
 <i>Do not dispose of the suction cup after installation. Keep it in a secure location as it will be helpful for maintenance and service of the unit.</i>	Suction Cup	0	1	1	1
	Wood Screws 38.1 mm	4	4	4	4
	Bubble Level	1	1	1	1

*Package contents are subject to change

Optional Accessories

Description	Model Number		
	EVO1200	EVO1500	EVO1800
Ignite Evolve Oak Logset			

*Please contact your local Dimplex dealer for inquiries.

Placement

! **NOTE:** It is recommended that the bottom of the unit be mounted between 127 mm and 1016 mm from the ground to maintain an optimized viewing angle of the flame.

⚠ **WARNING:** The top of the fireplace must be installed a minimum of 609.6 mm from the ceiling.
The fireplace must be installed a minimum of 127 mm from the ground.

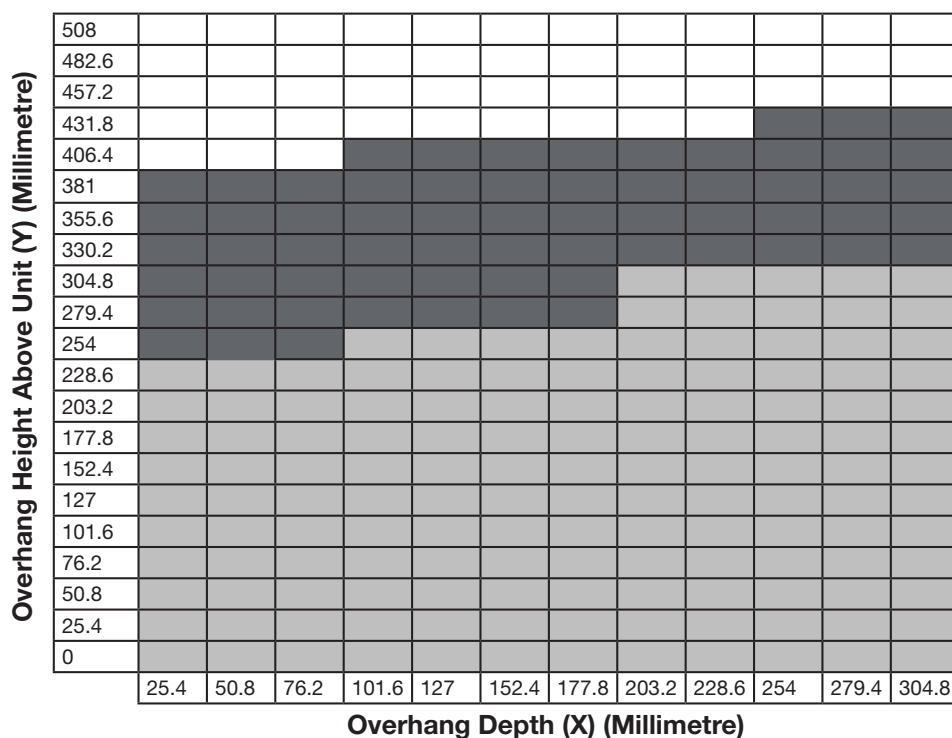
Installation Recommendations for Overhanging Objects

For overhanging temperature-sensitive objects, such as a television, a mantel, or artwork, always follow the recommendations provided by its manufacturer for installation over a heater.

Figure 2 provides the overhang clearance recommendations for the fireplace. Areas above the fireplace are marked as follows:

- Solid gray box (■) is subject to temperatures greater than 65°C.
- Hatched box (▨) is subject to temperatures greater than 40°C.
- Clear box (□) is subject to temperatures less than 40°C.

Figure 2



Installation Instructions

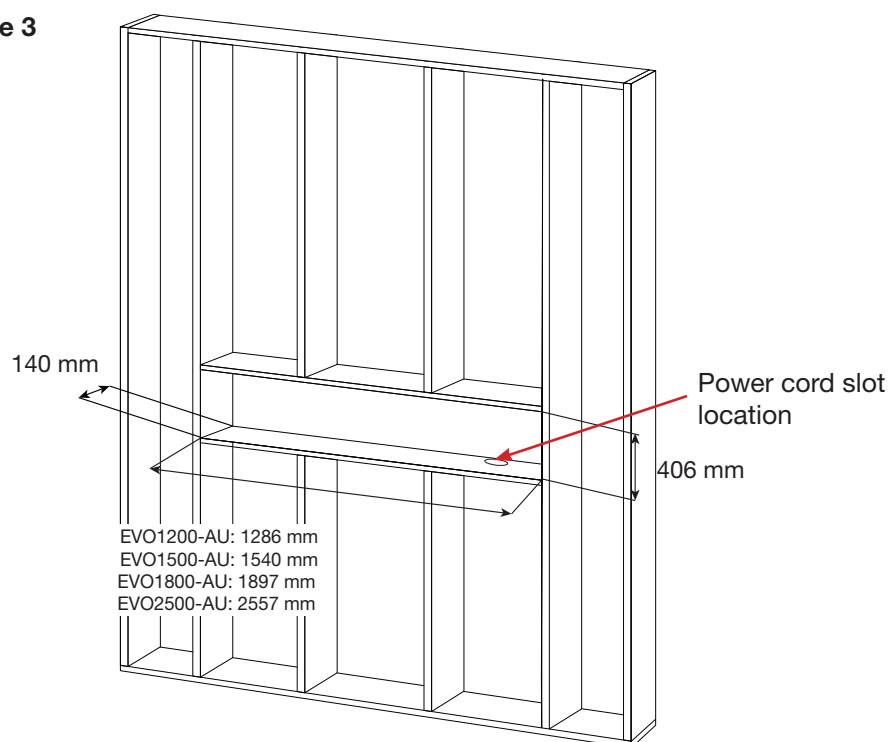
! NOTE: Two people are required for installation.

1. The fireplace is installed flush-mounted. (50.8 mm x 152.4 mm frame). Prepare a wall with a framed opening, following the dimensions shown in **Figure 3**.

! CAUTION: Decorative finishing material (such as brick) should be limited to 13 mm overhang to ensure adequate flow of heated air out of the firebox area.

! CAUTION: This fireplace is **NOT** load-bearing. Ensure the opening for the fireplace is framed in such a way that the weight of the building materials will not create pressure on the top of the fireplace.

Figure 3



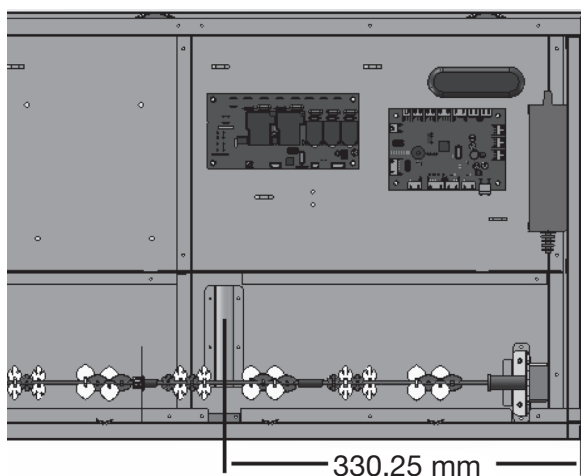
! NOTE: The power cord is located on the right side at the bottom of the firebox.

2. Create a slot in the framing to allow routing of the power cord to this location.
3. If a trimless installation is desired, remove the factory trim by removing the screws that secure it.
4. Lift the firebox into the opening in the frame using the handles on the back of the fireplace.
5. Using a bubble level (supplied) ensure that the fireplace is level within the framing. Adjust as required.

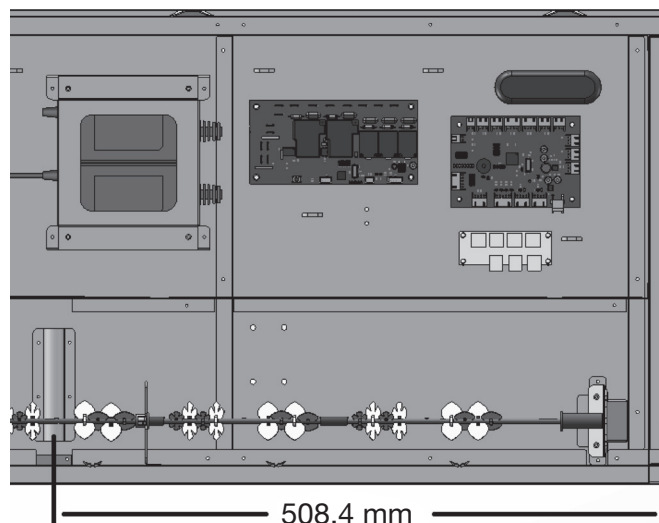
INSTALLATION

Distance from the right side to the wiring inlet:

EVO1200-AU, EVO1500-AU, EVO1800-AU



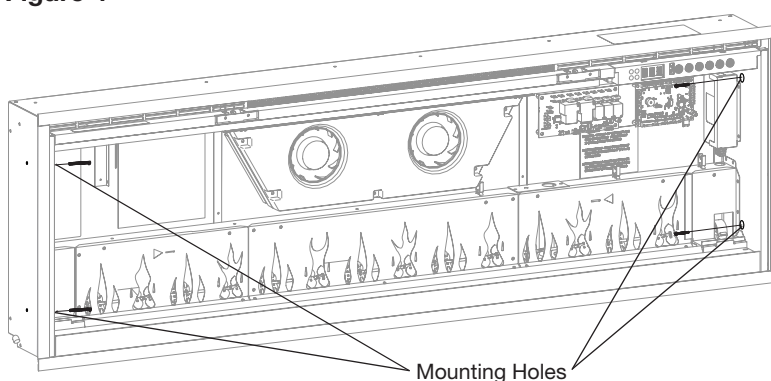
EVO2500-AU



6. Drive four supplied mounting screws through the four mounting holes located on the inside surface of the fireplace chassis, into wall studs. (Figure 4)
7. Plug in the power cord.
8. Complete the installation using the instructions in the following sections: *Mirrored Glass Installation* (page 13), *Arranging Media* (page 14), *Front Glass Installation* (page 15).

! NOTE: Install the firebox flush with the surrounding wall/framing. The face of the firebox should not be recessed. Any overhang from the surrounding framing can result in an error with the heater.

Figure 4



Heater Hardware Disconnect

The fireplace heater can be **permanently** disabled by removing the electronic jumper on the control board.

! NOTE: Heater hardware disconnect will permanently disable the heater and fan. Follow these instructions only when an installation without heat is required. Temporary disabling of the heater can be achieved through the hidden touch controls. See “Heat Disable” in *Operation* section (page 18) for instructions.

To disconnect the heater and fan permanently:

1. Locate the control board. The heater hardware disconnect jumper location is labeled “HEAT”. (Figure 5)
2. Pull out the heater hardware disconnect jumper. (Figure 6)

Figure 5

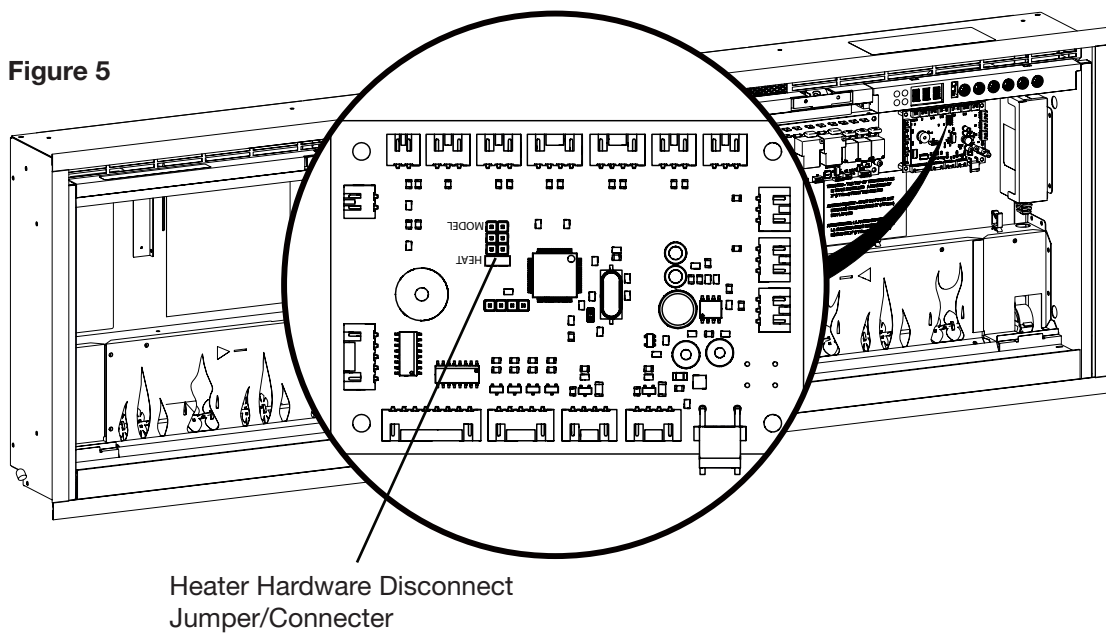


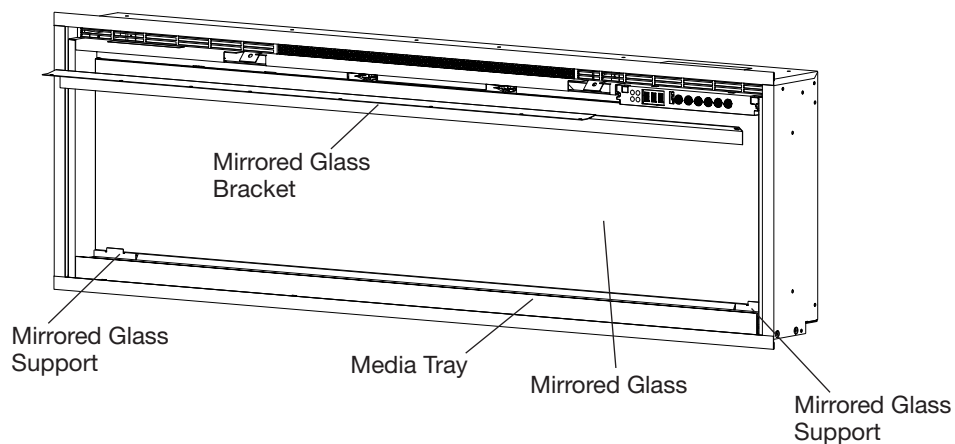
Figure 6



Mirrored Glass Installation

1. Locate and remove the screws securing the mirrored glass bracket to the unit, along the top of the opening, and set bracket and screws aside. (Figure 7)
 2. Remove the provided suction cup from the inside cavity of the unit (not included in **EVO1200-AU** units).
 3. Ensure that the back of the glass is clean and free from particles and fingerprints.
 4. Secure the suction cup to the mirrored glass on the reflective side
 5. Lift the mirrored glass and place it into the supports on the bottom at both sides of the unit.
 6. Tilt the mirrored glass into a vertical position.
 7. Secure the mirrored glass bracket to hold the glass in place, using the previously removed screws.
- ⚠ CAUTION:** Ensure the mirrored glass does not fall forward while the mirrored glass mounting bracket is being installed.
8. Remove the suction cup and clean any fingerprints or debris off the glass with a non-abrasive glass cleaner.
- ! NOTE:** Do not dispose of the suction cup! Keep it in a secure location, as it may be needed for maintenance and service on this fireplace.

Figure 7



Media Arrangement

For the best results when using the supplied media, follow the instructions below.

Tumbled Glass Media and Driftwood:

! NOTE: The driftwood is fragile. Ensure the driftwood is secure when placing it in the media bed, and keep a soft surface below the fireplace during installation.

1. Mix the different colours of tumbled glass in a bag or box of your choice.
1. Evenly disperse the tumbled glass media in the media tray. **(Figure 8)**
2. Place the driftwood pieces on top as desired. Examples shown in the images below. **(Figure 9, 10, 11)**

It is possible to use custom media ornaments to decorate your firebox. The custom media must fit easily without scratching the glass or bowing the media bed, and must not be composed of sand or liquid, which could interfere with the safety of the firebox.

Figure 8

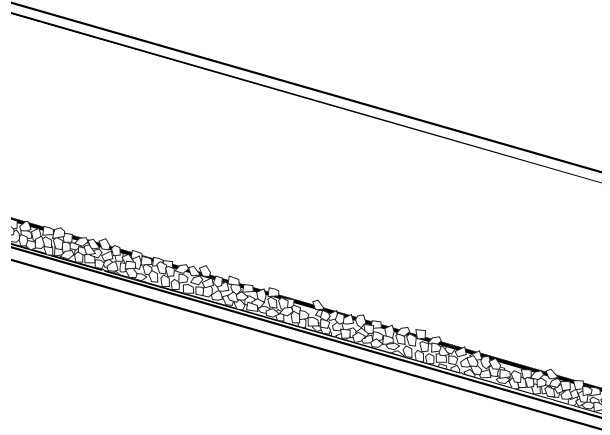


Figure 9



Figure 10



Figure 11



Front Glass Installation

- ! **NOTE:** Install the front glass before the fireplace is powered on. If the unit is powered on before the glass is installed, a full power reset will be required to activate the hidden touch controls.
- 1. Ensure that the mirrored glass and the inside of the front glass is clean and free from particles and fingerprints.
- 2. Secure the suction cup (if provided) to the outside of the front glass.
- 3. Lift the front glass and carefully place the front glass into the lip located at the bottom of the opening of the firebox.
- 4. Tilt the glass into a vertical position.
- 5. Secure the front glass using the provided screws and hex key.
- ⚠ **CAUTION:** Ensure the front glass does not fall forward while the securing screws are being installed.
- 6. Install the provided screw covers by placing the tabs of the screw cover between sides of the front glass bracket. (Figure 13)
- ! **NOTE:** Do not dispose of the suction cup and hex key! Keep them in a secure location, as it may be needed for maintenance and service on this fireplace.

Figure 12

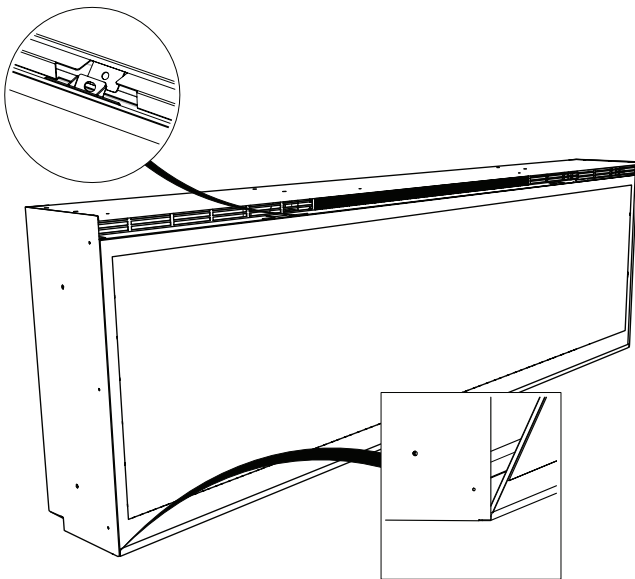
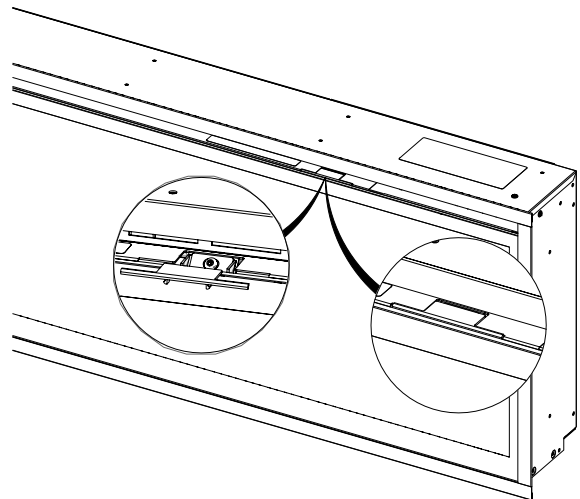


Figure 13



General Operation

⚠ WARNING: This electric firebox must be properly installed before it is used.

This firebox operates with Comfort\$aver™ technology, which automatically adjusts the fan speed and heater wattage to safely and precisely match the requirements of the room based on the thermostat setting. The heater operates such that once the room reaches the set point, the fan and heater will continuously run at a low level, to maintain the desired room temperature. If the temperature in the room rises significantly, the heater will turn off and periodically turn back on to circulate the air around the unit, until the room temperature drops and requires the heater to be on again.

! NOTE: The element retains heat after shutdown. When the heat is turned off, there is a 2-minute cool down period before the fan shuts off completely.

! NOTE: The fireplace will retain the previously used settings after a power interruption.

Hidden Touch Controls

The hidden touch controls are located on the upper right of the fireplace. (Figure 14)

Remote Operation

The fireplace is supplied with a multifunction IR remote control. (Figure 15)

! NOTE: To operate correctly, the remote control must be pointed toward the front of the unit.

App

The fireplace is capable of being controlled using the Flame Connect app for mobile devices. For up-to-date information about the app, please visit www.dimplex.com/fcapp

Figure 14

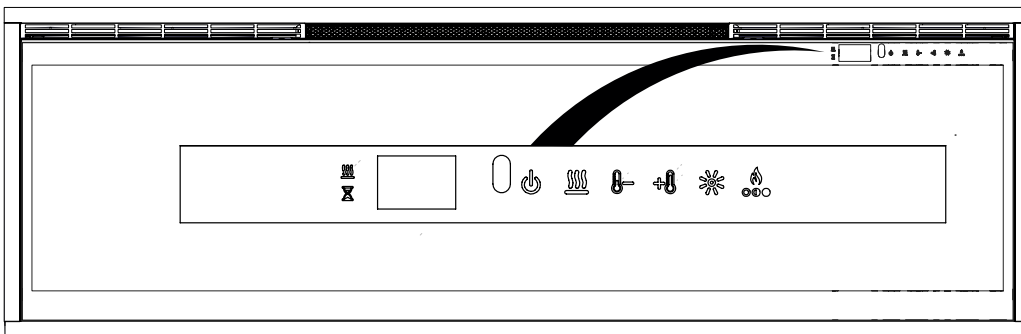
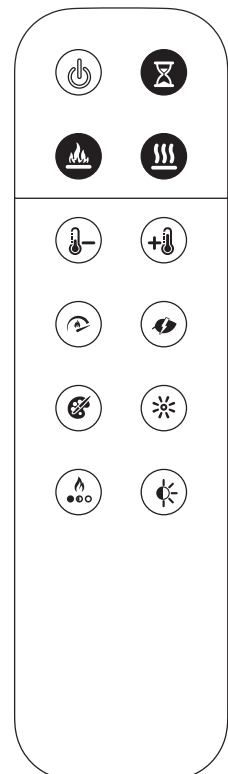


Figure 15



OPERATION

	Standby	Press  to turn on the unit or to put it in standby mode. When the unit is turned back on, it will retain the previously used settings.
	Flame Effect	Press  to turn the flame effect and media on or off.
	Heat	Press  to turn the heat on or off. The fireplace will beep once and the  icon will remain on the display when activated. The fireplace can be operated in heat only mode by turning off the flame and color effects.
	Heat Disable	Press and hold  and  at the same time for 3 seconds to disable or enable the heat function. This action must be performed on the hidden touch controls . When the heat is disabled and either the  ,  , or  is pressed, --- will appear on the display.
	Temperature Increase	Press  to increase the temperature setting.
	Temperature Decrease	Press  to decrease the temperature setting.
		The temperature can be set from 7° C to 30° C (45° F to 86° F). When the temperature setting is adjusted, the set temperature will flash for 2 seconds, then the ambient room temperature will be displayed briefly.
	Temperature Display (°C ↔ °F)	Press and hold  and  at the same time for 3 seconds to toggle between Fahrenheit and Celcius. This action must be performed on the hidden touch controls .
	Flame Speed	Press  repeatedly to cycle through the 5 different flame speeds.
	Heat Mode	Press  repeatedly to cycle through the 4 different heater modes: Normal: The element will automatically adjust itself to achieve and maintain the set temperature. Heat Boost: The element will work at maximum power for 20 minutes, then revert to normal heater mode. Eco: The element will work at reduced power to save energy. Fan: The element will turn off and only the fan will run.
	Mood Themes	Press  repeatedly to cycle through the 8 different Moods, which are different color options for the media bed lighting. 1 - White 2 - Blue 3 - Violet 4 - Red 5 - Green 6 - Prism — media cycles through colors 7 - Kaleidoscope— media and accents cycle through colors at different rates 8 - Midnight mode — media is off Press and hold  to turn the media accent lights on or off.
	Custom Color	Freeze the media and accent lights to a custom color. When in Prism or Kaleidoscope modes (see Moods), press  while the desired color is displayed to freeze the cycle on that color. Press  again to resume the color cycle.

OPERATION

	Brightness	Press  repeatedly to cycle through the brightness and flicker modes. Solid <i>H</i> - High Brightness Solid <i>L</i> - Low Brightness Cycle <i>H</i> - High Brightness with flickering media and accent lights Cycle <i>L</i> - Low Brightness with flickering media and accent lights
	Flame Themes	Press  repeatedly to cycle through the 7 different flame themes: 1 - Base with orange and blue accents 2 - Base with orange accents 3 - Base with blue accents 4 - Blue 5 - Orange 6 - Base 7 - Orange and blue
	Ambient Light Sensor	Press  to turn the ambient light sensor on or off. The ambient light sensor will automatically adjust the brightness of the fireplace lights based on the ambient light in the room.
	Timer	Press  repeatedly until the desired number of hours of the timer is displayed. When this function is active, the fireplace will turn off after a set amount of time. The timer can be set from 30 minutes (display will show .5) to 8 hours in intervals of 30 minutes. To turn the timer off, press  repeatedly until  appears on the display. While the timer is active, press the timer button to see the time remaining.
	Factory Reset	Press and hold  and  at the same time for 3 seconds to reset all the settings to factory default. This action must be performed on the hidden touch controls.

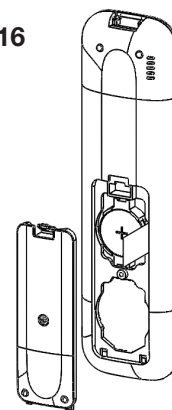
Remote Control Battery Replacement

1. Remove battery cover of the remote control using a Philips screwdriver.
2. Correctly install the 3 Volt (CR2032 or similar) battery in the battery holder with the + side facing up.
3. Secure the battery cover using the previously removed screw.



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

Figure 16



⚠ WARNING: Disconnect power and allow heater to cool before attempting any maintenance or cleaning to reduce the risk of fire, electric shock or injury to persons.

Cleaning

Mirrored Glass Cleaning

The mirrored glass is cleaned in the factory during the assembly operation. During shipment, installation, handling, etc., the mirrored glass may collect dust particles; these can be removed by dusting lightly with a clean dry cloth.

To remove fingerprints or other marks, the mirrored glass can be cleaned with a damp cloth. The mirrored glass should be completely dried with a lint-free cloth to prevent water spots. To prevent scratching, do not use abrasive cleaners.

Fireplace Surface Cleaning

Use only a damp cloth to clean painted surfaces of the fireplace. Do not use abrasive cleaners.

The fireplace should not be operated with an accumulation of dust or dirt on or in the unit, as this can cause a build-up of heat and eventual damage. For this reason the heater must be inspected regularly, depending upon conditions and at a minimum yearly intervals.

Servicing

Except for installation and cleaning described in this manual, an authorized service representative should perform any other servicing.

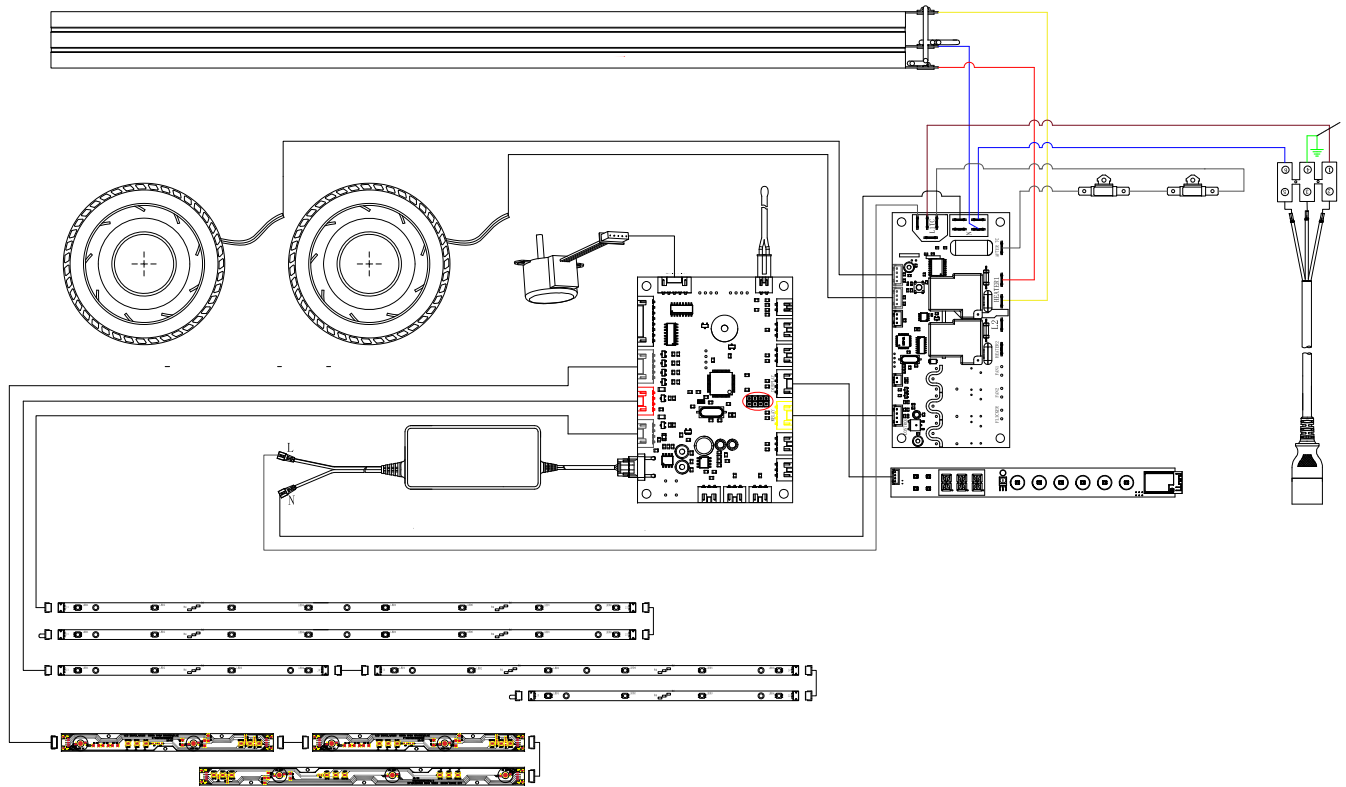
TROUBLESHOOTING

For more troubleshooting, consult the Service Manual which can be found at www.realflame.com.au or www.realflame.co.nz

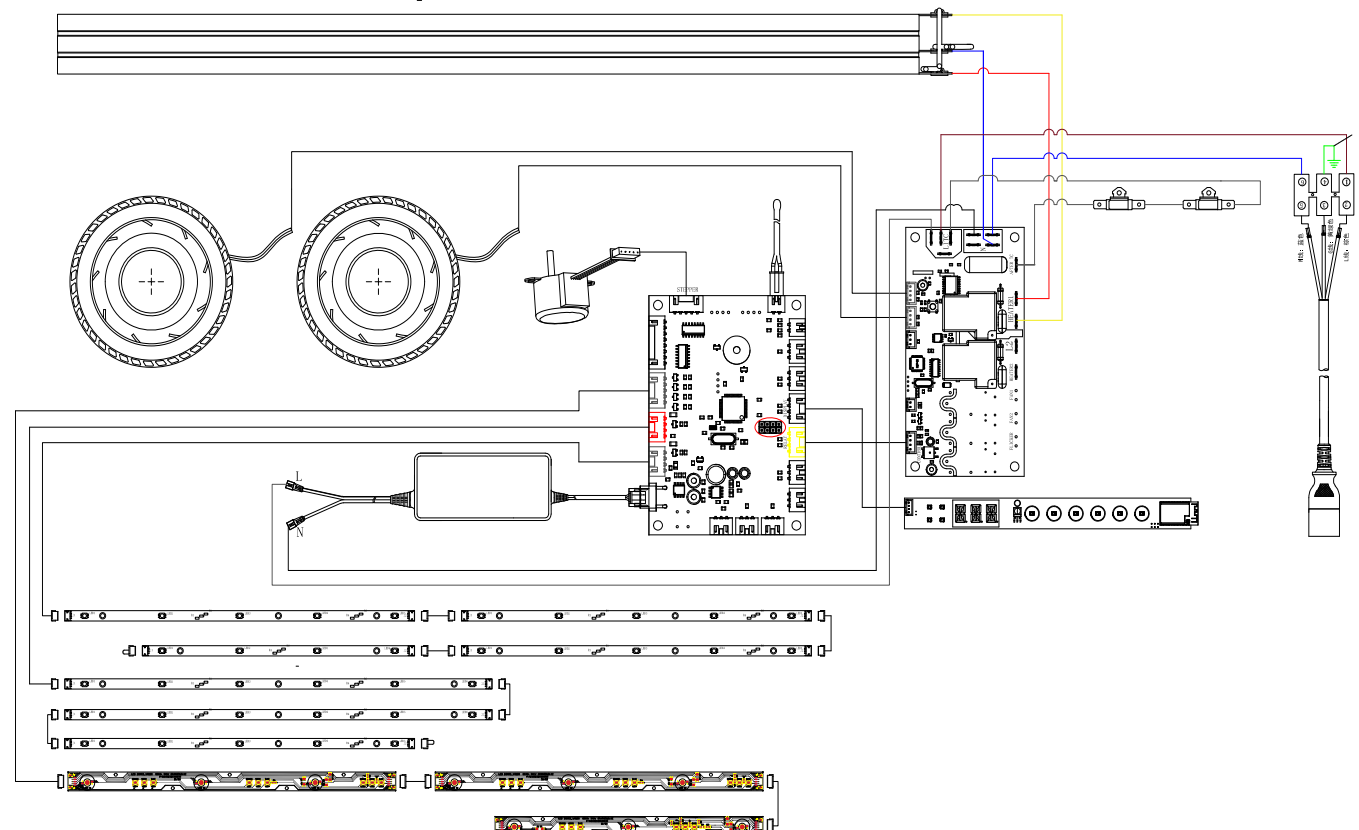
Problem	Display	Cause	Solution
Fireplace does not turn on with the hidden touch controls	N/A	No incoming power	Ensure unit is receiving power Check socket switch is on Ensure mains switch is on
		Front glass was installed after unit was powered on	Turn power off (from breaker or outlet), install front glass before turning power back on.
Fireplace does not turn on with the remote control	N/A	The battery in the remote control is dead or installed incorrectly	Replace remote control battery Ensure battery is installed with + facing up.
Heater does not turn on	---	Heater is disabled	Press and hold  and  at the same time on the hidden touch controls for 3 seconds to disable or enable the heat function.
	H--	Heater has been permanently disabled	If installation with heat is desired, reinstall jumper on main board if available or purchase new main board.
Heater is on, but there is no heat		Normal operation — There is a 30-second delay before heater starts	No action required.
		Thermostat setting is below ambient temperature	Turn up the thermostat setting to be above ambient temperature
Circuit breaker trips or fuse blows when unit is turned on	N/A	Improper circuit current rating	Install unit on a dedicated minimum 13 amp circuit.
Error Code is displayed	Err 1	Temperature cut-out is activated	Reset breaker and wait 5 minutes before turning unit back on it. If error persists, see Service Manual.
	Err 2	L1 voltage is too high	If error persists, consult an electrician.
	Err 3	L1 voltage is too low	If error persists, consult an electrician.
	Err 4	L1 current is too high	If error persists, consult an electrician.
	Err 12	Ambient temperature is above 45° C (113° F)	No action required.
	Err 13	Ambient temperature is below 5° C (41° F)	No action required.

WIRING DIAGRAMS

EVO1200-AU

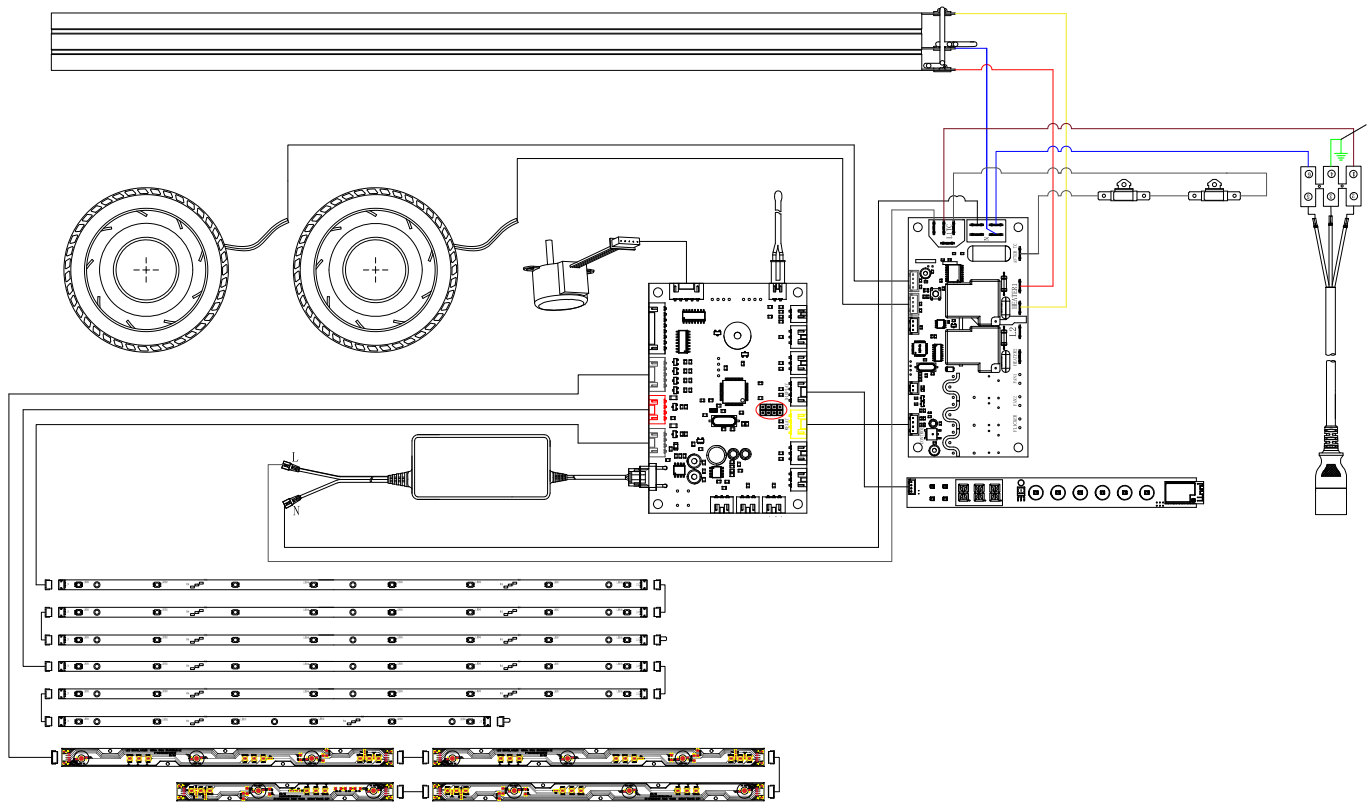


EVO1500-AU

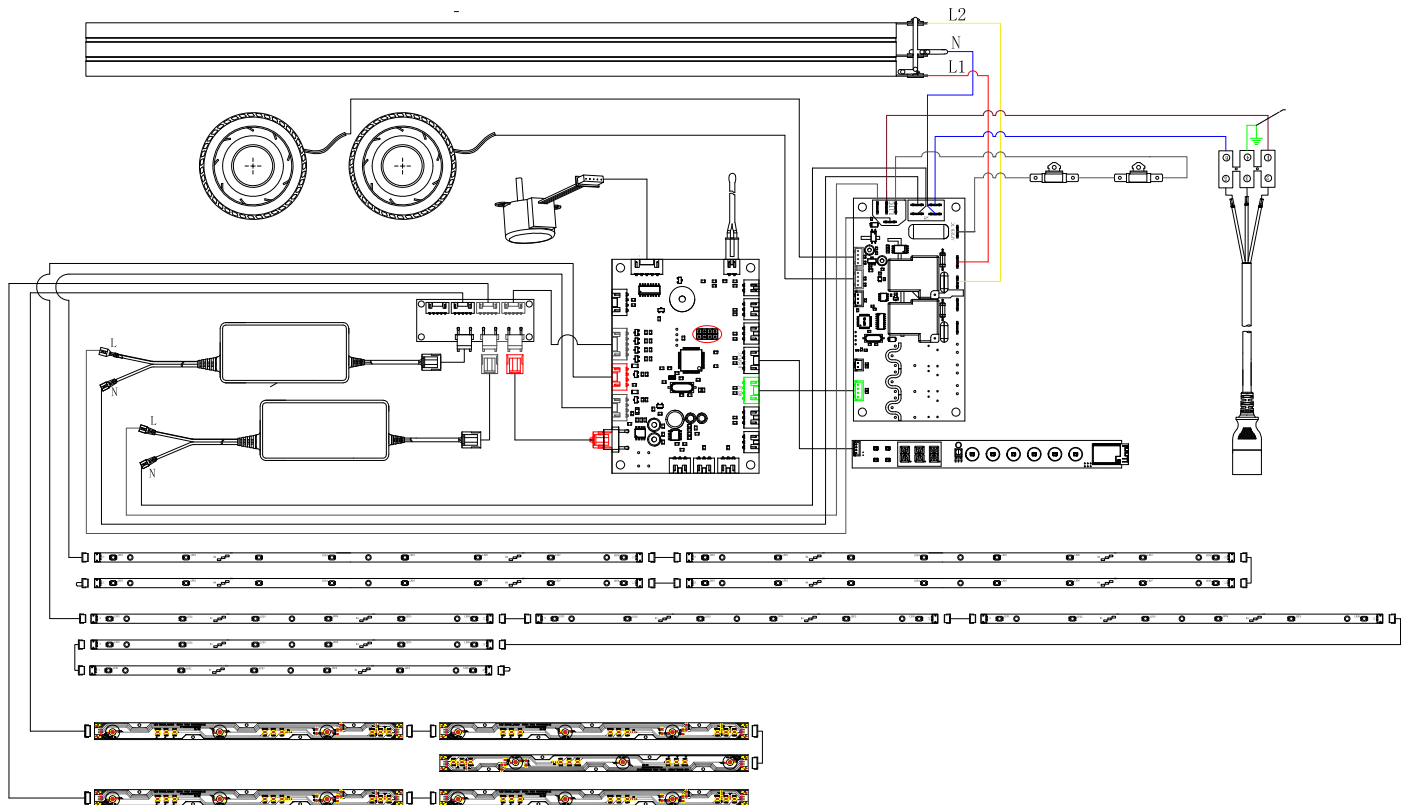


WIRING DIAGRAMS

EVO1800-AU



EVO2500-AU



WARRANTY

REAL FLAME: ELECTRIC

WARRANTY IS PROVIDED IN AUSTRALIA BY GLEN DIMPLEX AUSTRALIA PTY LTD AND IN NEW ZEALAND BY GLEN DIMPLEX NEW ZEALAND LTD (TOGETHER REFERRED AS "GLEN DIMPLEX").

THIS LIMITED WARRANTY IS PROVIDED TO THE FIRST DOMESTIC PURCHASER OF A REAL FLAME ELECTRIC FIRE. IT APPLIES FROM THE DATE OF PURCHASE FROM OR THROUGH AN AUTHORIZED REAL FLAME ELECTRIC FIRE DISTRIBUTOR IN ANY STATE OR TERRITORY OF AUSTRALIA AND NEW ZEALAND AND NOT TRANSFERABLE.

PRODUCTS COVERED BY THIS LIMITED WARRANTY HAVE BEEN TESTED AND INSPECTED PRIOR TO SHIPMENT AND, SUBJECT TO THE PROVISIONS OF THIS WARRANTY, GLEN DIMPLEX WARRANTS SUCH PRODUCTS TO BE FREE FROM DEFECTS IN MATERIAL AND WORKMANSHIP FOR A PERIOD OF 2 YEARS FROM THE DATE OF THE FIRST PURCHASE OF THIS PRODUCT. THE LIMITED 2-YEAR 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 is covered under this warranty?

- Repair or replace product or parts of a defective Electric Fire
- In the event a repair or replacement is not commercially practicable or cannot be timely made, Glen Dimplex may, in lieu of repair or replacement, choose to refund the purchase price for such product or part.
- Labour costs relating to the Electric Fire.

Consumers may have additional rights under the Australian Trade Practices Act 1974 including the Australian Consumer Law or the Consumer Guarantees Act 1993 New Zealand.

- This warranty does not apply and will be void where:
- The Electric Fire is not installed by a qualified specialist installer;
- Any electrical work has not been carried out by a Registered Electrician;
- The Electric Fire has been moved and reinstalled, or has been modified in a manner that is not consistent with the Installation Guide or the Owner's Manual;
- The Electric Fire has not been installed or operated according to the Installation Guide and the Owner's Manual;

What is not covered with the limited warranty?

- Labour costs relating exclusively to components not manufactured by Glen Dimplex.
- Labour costs relating to removing or replacing the Electric Fire
- Damage caused by incorrect use of the Electric Fire.
- Products that have been repaired (except by Glen Dimplex or its authorised service representatives) or otherwise altered.
- Travel costs for a distance greater than 50 km from the nearest approved Service Agent.

- Defects, malfunctions or failures caused by incorrect installation, poor installation, normal wear and tear, misuse, neglect, accidental damage or failure to follow operating instructions in the Owner's Manual (including incorrect power source, product operation and maintenance instructions), repairs or modifications by persons not authorised by Glen Dimplex, use of parts not supplied by Glen Dimplex, or damage or other events which have occurred since the product left the control of Glen Dimplex.
- Installation of the Electric Fire in an outdoor setting.
- Removal or transportation of such product or part (and any repaired or replacement product or part) to and from the authorized dealer's or service agents place of business.
- On-Site or In-Home services; these services may be performed at the purchaser's request and expense at Glen Dimplex's then-current rates for such services.
- Direct, indirect or consequential losses or special damages of any kind (including costs of collection and delivery) other than repair or replacement of products or components under this warranty, where any goods are acquired or used for the purposes of a business.

How to obtain warranty service?

- Product registration via the website (realflame.com.au) must be completed within 30 days of purchase or your Gas Burner, or within 30 days of the date of settlement of purchase of a new home.
- Warranty Claims must be made at place of purchase.
- Reasonable proof of purchase date is required to make a warranty claim. You should keep your purchase receipt.
- Warranty repair will be completed according to normal work practices of the service agent.
- Make the faulty part(s) available to Glen Dimplex for inspection so that the validity of the claim can be established by them.

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.



Website:

www.realflame.com.au

www.realflame.co.nz

Telephone:

AU: 1300 554 155

NZ: +64 9 274 8265

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