



EN

DE

FR

NL

# Installation and User's Guide

ULT60-  
EU  
ULT74-  
EU  
ULT88-  
EU

QR Code Label

## IMPORTANT SAFETY INFORMATION:


Read this manual first before attempting to install or use this electric fire. Always comply with the warnings and safety instructions contained in this manual and presented on the appliance to prevent personal injury or property damage.

The product complies with the required Product Safety, Electromagnetic Compatibility and Environmental Standards. This product is fully compliant with LVD, EMC, RoHs and EcoDesign Directives.



EN: This product is only suitable for well insulated rooms or occasional use.

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**NOTE:**

! Procedure techniques considered important and emphasized.

**CAUTION:**

! Procedures techniques not carefully followed will result in damage to equipment.

**WARNING:**

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

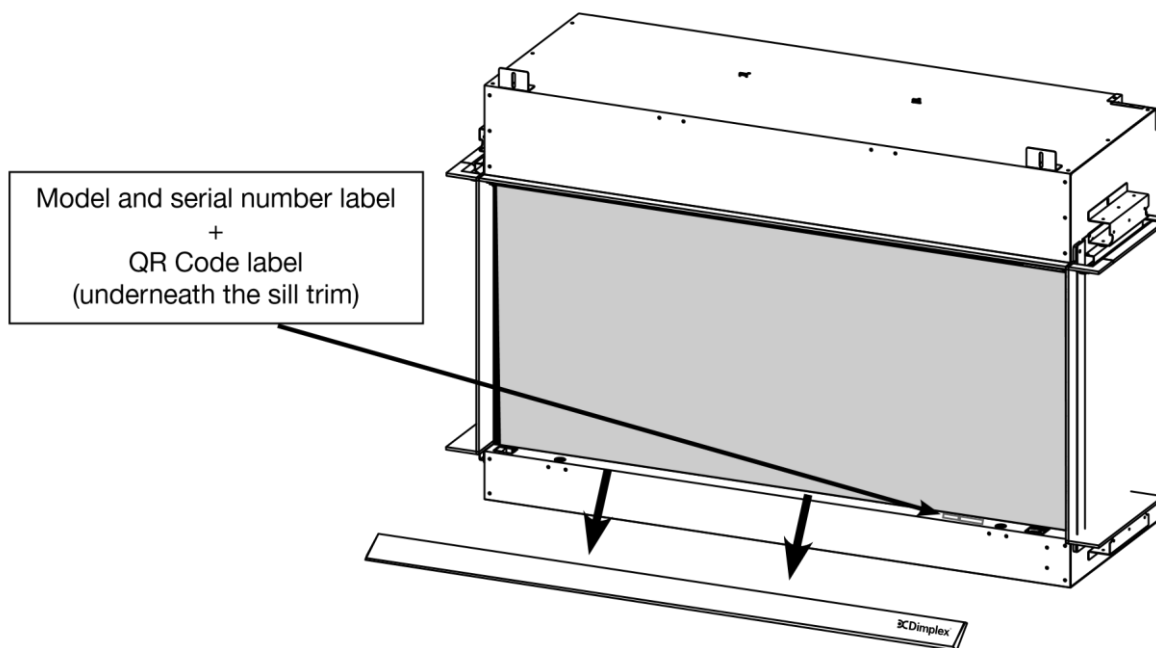
## Registration

### MODEL NUMBER AND SERIAL NUMBER

Please record your model and serial numbers for future reference.

Model \_\_\_\_\_

Serial Number \_\_\_\_\_



# SAVE THESE INSTRUCTIONS

## IMPORTANT INSTRUCTIONS

**CAUTION: FAILURE TO FOLLOW THESE INSTRUCTIONS MAY CAUSE INJURY AND/OR DAMAGE AND MAY INVALIDATE YOUR GUARANTEE**

### 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.

**Warning:** This heater must not be used for anything other than normal domestic household purposes in the country where it was purchased from a recognised commercial retailer.

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, or fix it to the wall, as applicable.

Children of less than 3 years should be kept away unless continuously supervised. 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 use of the appliance in a safe way and understanding 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.

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

This appliance can be used by children aged from 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 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 made by Children without supervision.

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

**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, for instance by curtains or furniture, as this could cause overheating and a fire risk.



The appliance carries a "Do Not Cover" warning.

**Warning:** To reduce the risk of fire, keep textiles, curtains, or any other flammable material a minimum distance of 1m from the air outlet.

**Warning:** 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.

# ⚠ IMPORTANT INSTRUCTIONS

## **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 oesophagus.
- If you think batteries might have been swallowed or placed inside any part of the body seek immediate medical attention
- 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 a 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; and
- not want to eat solid food/be unable to eat solid food.

These sorts 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 medical 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.



## **Security and Telecommunications Infrastructure Regulations UK 2023**

This product complies with the Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connectable Products) Regulations UK 2023. A Statement of Compliance (SoC), calling up all relevant products and a defined period of support for critical security updates is available here:



To View the full PSTI UK Regulation SoC for your product scan this QR code

In addition as per the above regulation, Dimplex provides a means for customers and responsible actors to report platform vulnerabilities, the Vulnerability Disclosure Policy is available here: <https://www.glendimplex.com/en-ie/responsible-vulnerability-policy>



To View the Glen Dimplex Vulnerability Disclosure Policy scan this QR code

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# Technical Specifications

## Electrical Requirements

**⚠ 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.

**! NOTE:** A dedicated, properly fused 13 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.

## Technical Information

Rating : 230-240V~50Hz

### Heat Output

230V

240V

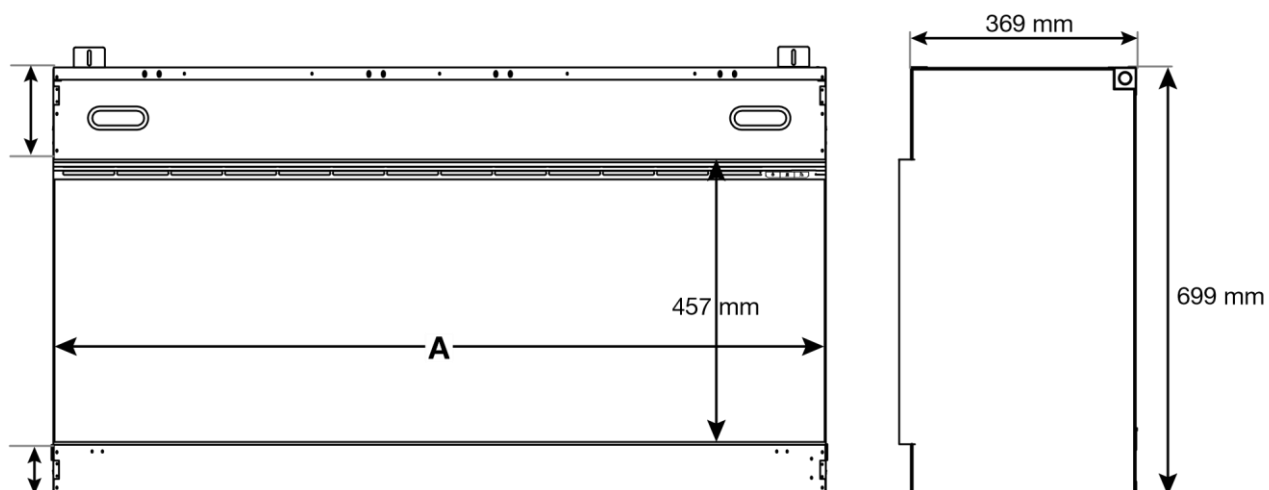
Nominal Heat Output	$P_{Nom}$	1.8	-	1.9	kW
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Minimum Heat Output	$P_{min}$	0.9	-	0.9	kW
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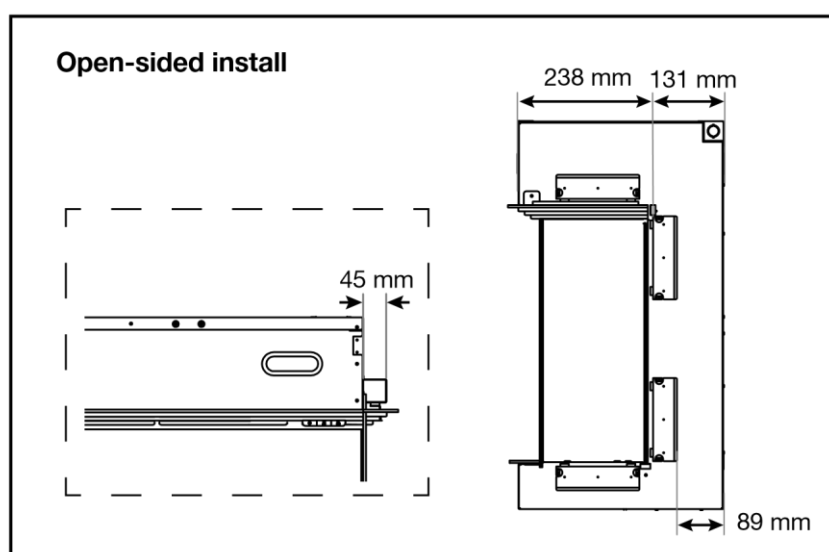
Maximum Continuous Heat Output	$P_{max,c}$	1.8	-	1.9	kW
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### Auxiliary Electricity Consumption

In Standby Mode	$eI_{SB}$	0.5	-	0.5	W
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Model	A
ULT40-EU	1031 mm
ULT50-EU	1285 mm
ULT60-EU	1539 mm
ULT74-EU	1895 mm
ULT88-EU	2250 mm






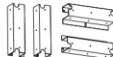











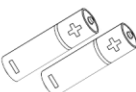

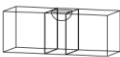







## Product Dimensions

151 mm

82 mm

# Package Contents

Image	Description	Qty	Image	Description	Qty
	Reflective glass	1		Reflective glass bracket	1
	Front glass	1		Sill trim	1
	Side glass	2		Open side brackets	8 pieces
	Tumbled glass embers	Varies		Open side trim	6 pieces
	Gravel	Varies		Suction cups	2
	Glass chunks	Varies		Top grill	1
	Logs	ULT40: 6 ULT50: 6 ULT60: 9 ULT74: 11 ULT88: 12		User's and Installation Guide	1
	UK Power Cord	1		Remote control with wall mount	1
	EU Power Cord	1		AAA batteries	2
<b>Hardware Kit</b>					
Image	Description	Qty	Image	Description	Qty
	1/2" black screws	29		Bubble level	1
	Mounting brackets	2		Linking brackets	2
	Wood screws	8		Drywall anchor	4
	Wire connectors	4			

*\*Package contents are subject to change*



# Installation

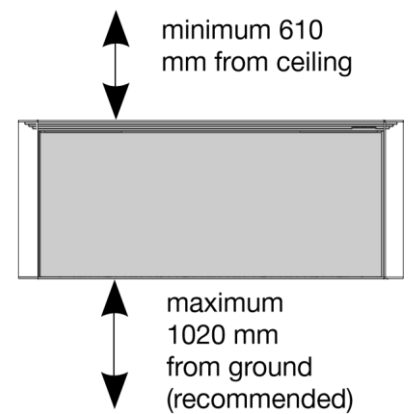
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## Placement

### Installation Height

It is recommended that the bottom of the unit be mounted a maximum of 102 cm from the ground to maintain an optimized viewing angle of the flame.

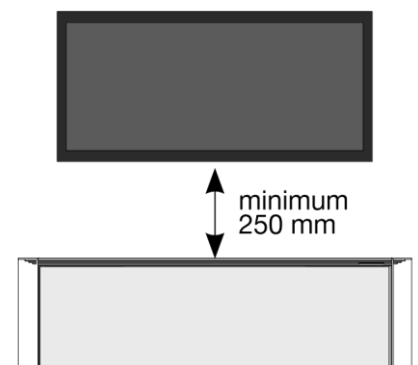
**⚠ WARNING:** The top of the fireplace must be installed a minimum of 610 mm from the ceiling.



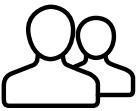
### Installation of Overhanging Objects

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.

**! NOTE:** Using normal heat mode, surfaces 250 mm above the fireplace will not exceed 40° C, as long as installation procedures are followed and heater inlet and outlet are not obstructed.



# Installation



**! NOTE:** Two or more people are required for installation. Use the handles located at the top on both sides of the fireplace to maneuver the unit.

## 1 Build framing

Framing Dimensions

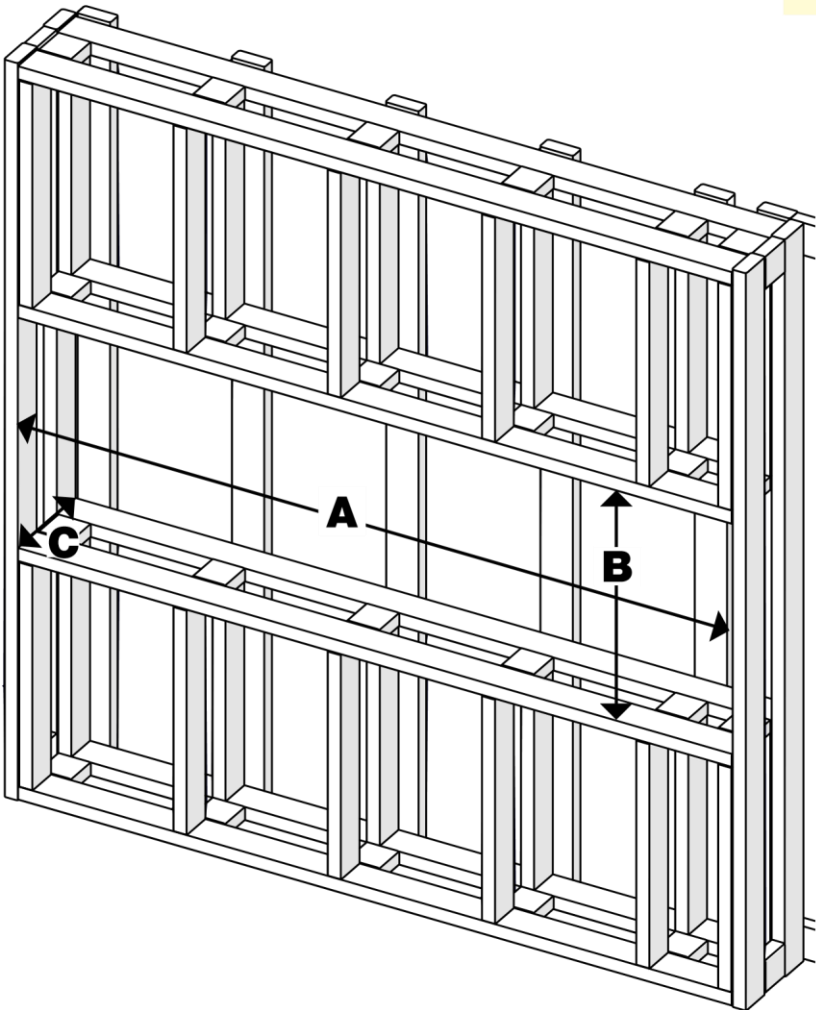
Model	Width	Height	Depth
	A	B	C
ULT40-EU	1036 mm	712 mm	382 mm
ULT50-EU	1290 mm		
ULT60-EU	1544 mm		
ULT74-EU	1899 mm		
ULT88-EU	2255 mm		

Prepare a wall with a framed opening, using the dimensions in the table.

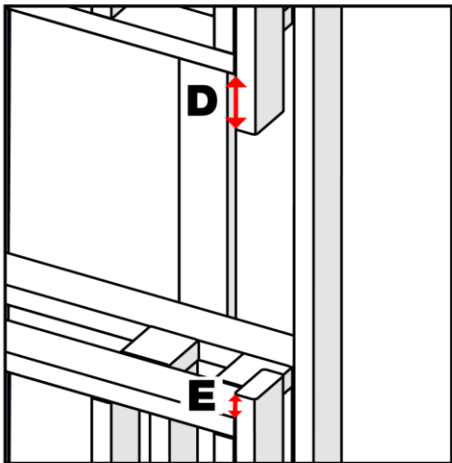
For linked installation, add widths of fireplaces used.

**! 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.

**! NOTE:** Wiring connections are located at the back of the firebox, in the top right corner.



Open-sided install	
D	E
3 1/2" 90 mm	1" 25 mm



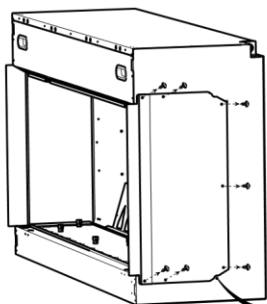
Alternate view for open-sided installation

# Installation

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2

**Optional step: remove the side panels**  
(**ONLY** for open-sided and linked installation)

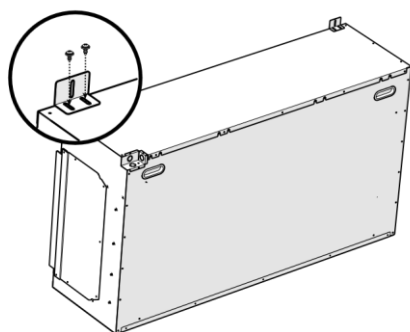
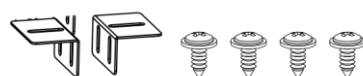


1. Remove the side panel(s) on the side(s) that will be open or adjoining.
2. For linked installation: Remove screw on sides that will be connected.

3

*Linked installation only*

**Install mounting brackets**



Install the mounting brackets to the top of the firebox with the black screws provided.

3

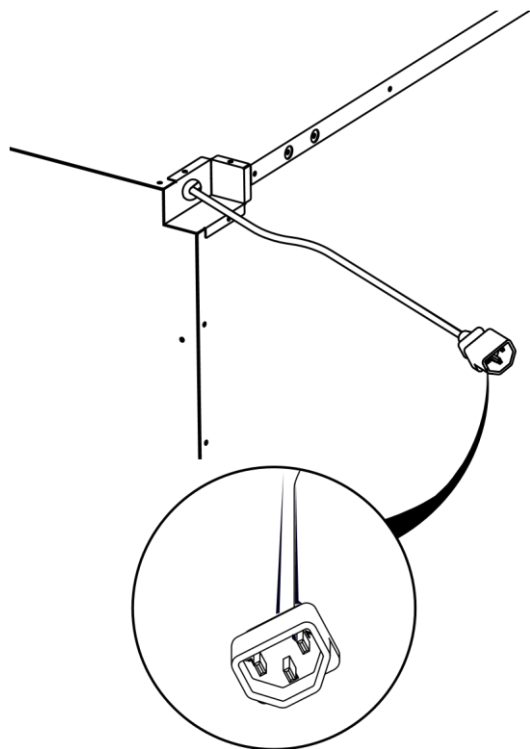
## Install power cord

**⚠ WARNING:** The installation of the electric fireplace must comply with the applicable Local and/or National Electrical Codes and utility requirements.

Use the appropriate cord to meet local and national electrical codes for rated power consumption.

# Installation

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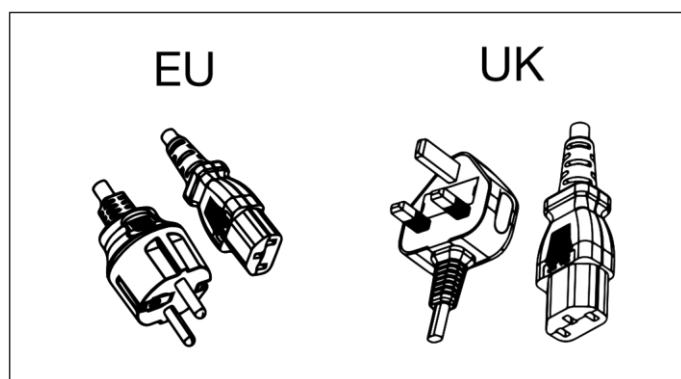


**⚠ CAUTION:** A dedicated, properly fused 13 Amp circuit is required, rated for the appropriate voltage (230/240V). An isolation switch should also be incorporated in cases where the product plug is inaccessible after installation.

**⚠ WARNING:** This heater is not intended for use with an extension cord. Plug the cord directly into an appropriate grounded wall receptacle.

Two power cords are provided (EU or UK option) with the fireplace.

Install the suitable power cord if the incorrect set came installed on the unit.



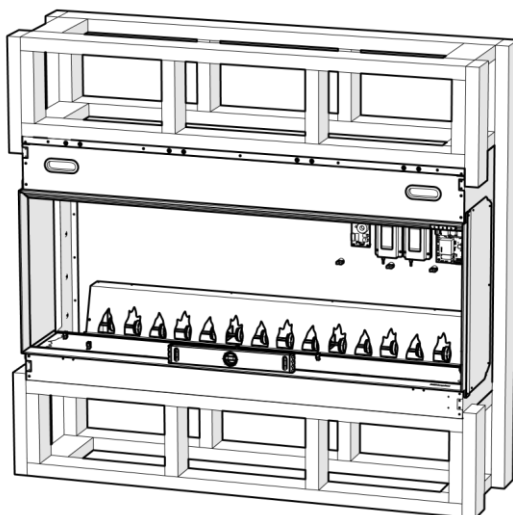
# Installation

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**! NOTE:** The fireplace is supplied with the power switch in the OFF position. It is located in the lower right side.



5



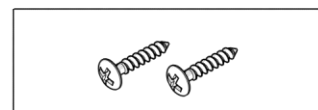
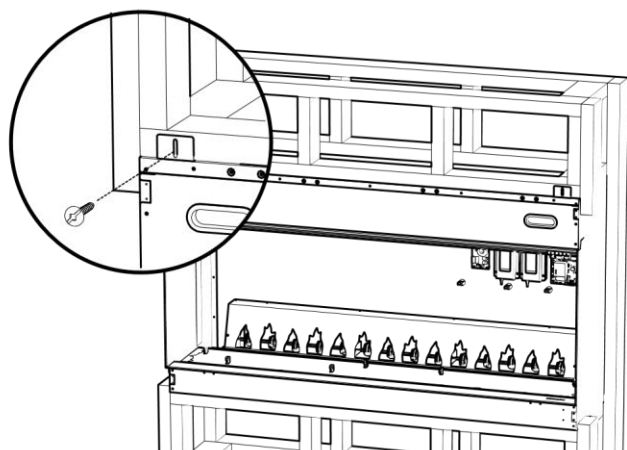
1. Lift the firebox into the opening in the frame using the handles on the back and sides of the fireplace.
2. Using the bubble level, ensure the firebox is level, adjusting as necessary.

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**Place the firebox in the framing and level it**

6

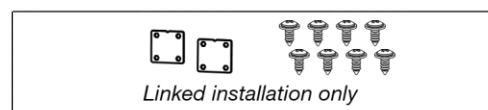
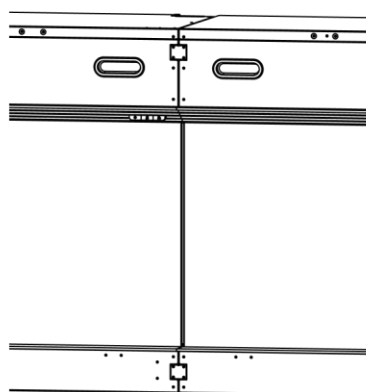
# Installation



Secure the mounting brackets at the top of the fireplace to the framing with the provided wood screws.

**! NOTE:** The mounting brackets are equipped with slots to allow small adjustments to fit the framing. Ensure both brackets are aligned.

## 7 Optional step: install the linking brackets (ONLY for linked installation)

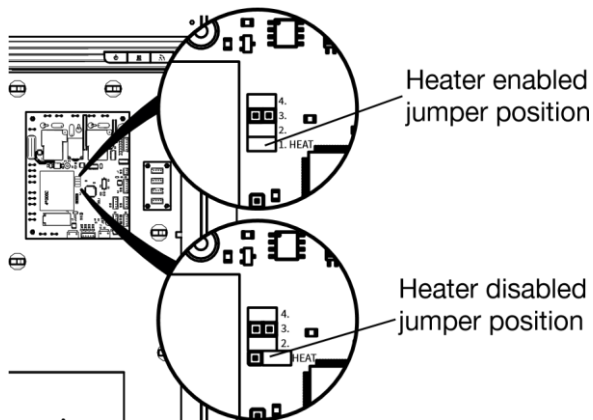


Install the linking brackets to connect adjoining fireplaces.

**Secure mounting brackets**

# Installation

## 8 Optional step: disconnect the heater (ONLY for installation with no heat)

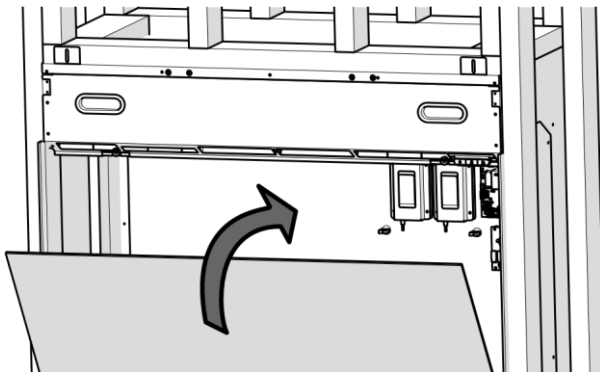
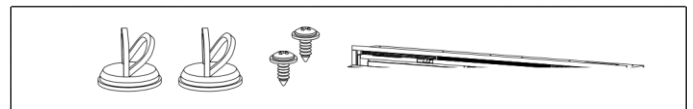


**! NOTE:** This option is not recommended for seasonal heat disabling. Temporary disabling of the heater can be achieved through the onboard control; see “Heat Disable” in *Operation* table for instructions.

Follow these instructions **only** when an installation without heat is required.

1. Locate the driver board. The heater hardware disconnect jumper location is labeled “1. HEAT”.
2. Pull out the heater hardware disconnect jumper. Place it only on one of the pins, as shown.

## 9 Install the mirrored glass

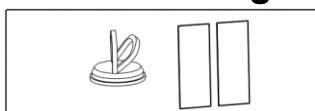


screws.

**! CAUTION:** The magnet at the top will hold the glass in place to facilitate installation. It is necessary to install the bracket to ensure the glass does not fall.

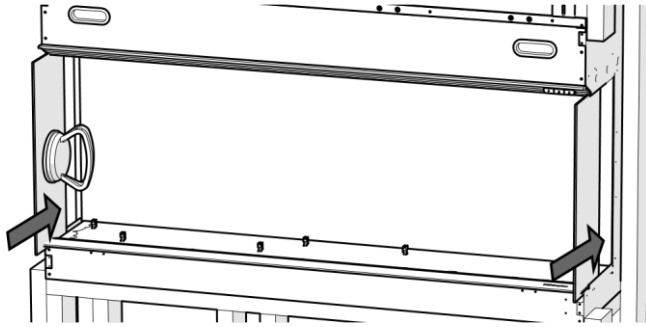
1. Secure the suction cup to the reflective side of the mirrored glass (black edge goes at the top).
2. Lift the mirrored glass and place it into the bottom slot at an angle, then tilt the mirrored glass into a vertical position.
3. Align the bracket to two screw holes and secure with

## 9 Install the side glass



**! NOTE:** The side glass should be installed even on closed-sided installations.

# Installation

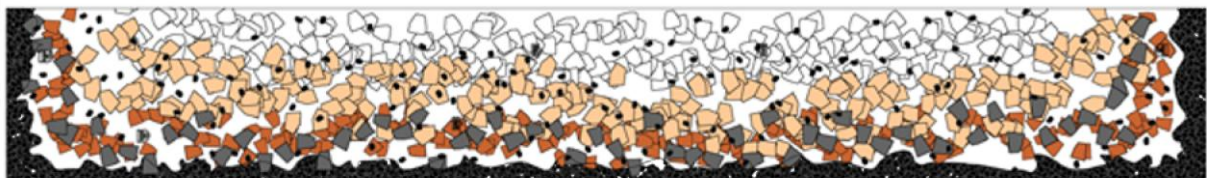


1. Secure the suction cup to the side glass to prevent fingerprints on the outside of the glass.
2. Slide the glass in from the front. Once it is in place it will drop to its final position.
3. Clean the glass with a damp cloth and dry it with a lint free dry cloth. Ensure there are no debris or finger prints on the mirrored glass, inner sides of the side glass, or on the inner side of the front glass before you begin

## 10 Place tumbled glass and gravel

For best results when using the supplied glass media, arrange as follows:

1. Pour the white frosted glass on the ember bed closest to the mirrored glass.
2. Pour the amber frosted glass around the edge of the white frosted glass.
3. Pour the dark amber around the edge of the light amber frosted glass.
4. Pour the black frosted glass around the edge of the dark amber frosted glass.
5. Sprinkle the black and grey gravel over the glass media.



**! NOTE:** 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 ember bed, and must not be composed of liquid, which could interfere with the safety of the firebox.

If removing any logs in the arrangement, the corresponding wire will need to be removed from the log expansion board, located under the ember bed. Each remaining wire must be plugged sequentially in the log expansion board, beginning with the J1 position.

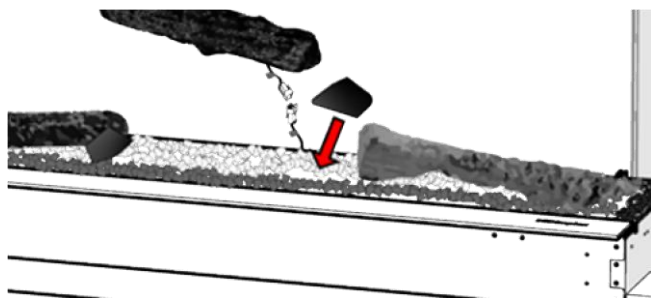
## 11 Place the logs

**! NOTE:** Even-numbered logs should be placed first, followed by odd-numbered logs.



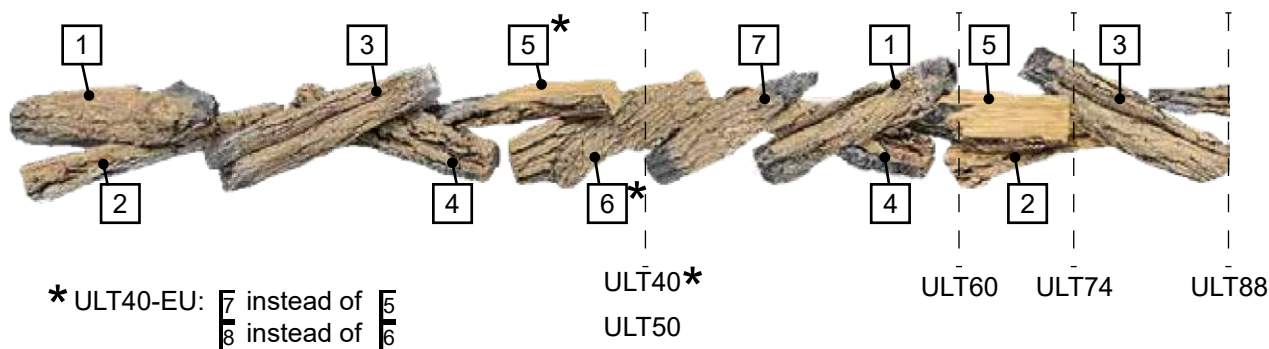
# Installation

1. Connect the log to the connector with the corresponding label number, and place it as shown below.

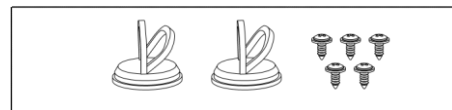
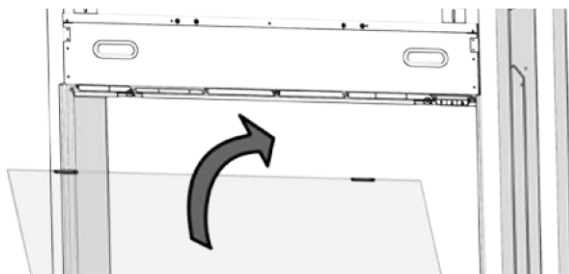


2. Place the large glass chunks to conceal the connectors.

Recommended log layout



## 12 Install the front glass and top grille



1. Ensure the suction cup is securely attached to the outer side of the front glass.
2. Using the suction cup to assist, gently place the front glass into the bottom slot at an angle, and tilt the glass into a vertical position.
3. Secure the top grille with the provided screws.

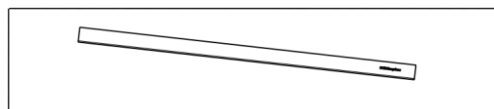


## 13 Install the sill trim

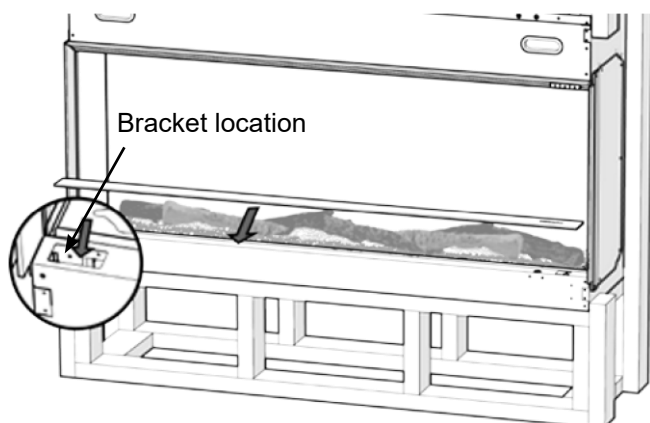
**CAUTION:** The magnets at the top will hold the glass in place to facilitate installation. It is necessary to install the grille to ensure the glass does not fall.

**NOTE:** The ULT40-EU only uses three screws.

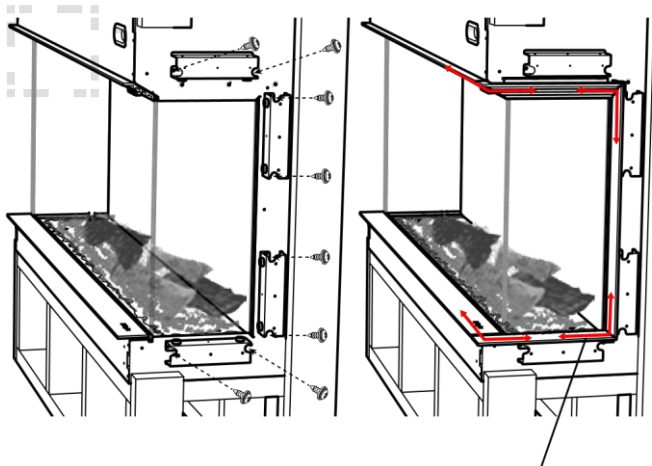
**NOTE:** Magnets are used to secure the trim pieces.



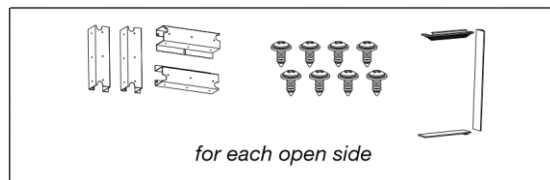
# Installation



Place the Dimplex sill trim on the bottom lip of the fireplace, ensuring the bracket on the trim is aligned to the left.



**14**



**Optional step: install side brackets and trims(ONLY for open-sided installation)**

For bay or corner installations, install the side trim on each open side.

1. Loosely install the four trim brackets on each side using the screws provided.
2. Before fastening the screws entirely, connect the magnetic trim pieces and align them to the top grille and bottom sill.

Align all trim pieces

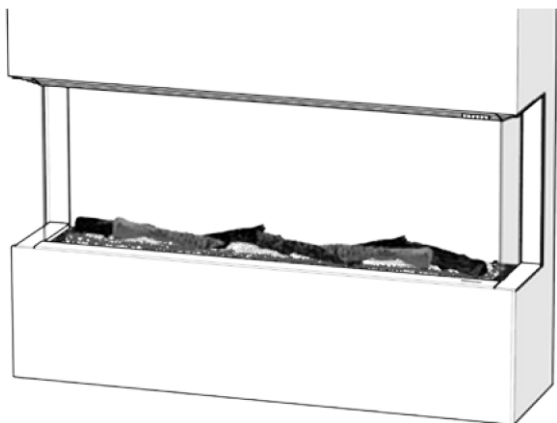
3. Continue fastening the screws until all the trims are aligned.

## **15** Finish installation

**⚠ CAUTION:** Do not drill into firebox housing.

**! NOTE:** The fireplace trim is designed to be installed with 12.5 mm plasterboard. Other finishing materials can be used.

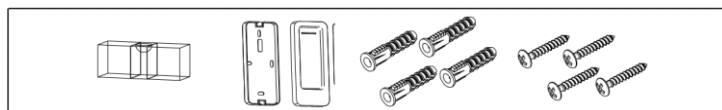
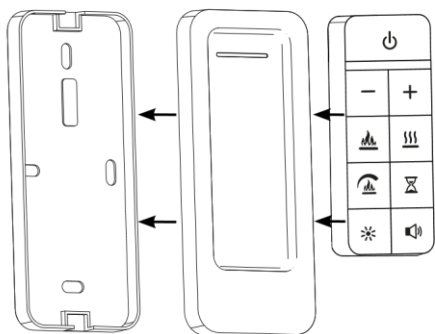
# Installation



Finish the installation using the finishing materials of your choice.

16

## Optional step: Install the wall mount for remote



**CAUTION:** Check for pipes and cables behind the wall before drilling into the wall.

**control**

1. Place the wall mount in the desired location. Use a bubble level to ensure it is level. Mark the location of the holes.
2. Secure the wall mount using the anchors and screws, as required.
3. Snap on the cover to the wall mount.
4. Place the remote in the wall mount.

# Operation

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

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

## Heater Operation

This firebox operates with ComfortSaver™ 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. 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 20-minute cool down period before the fan shuts off completely.

### Resetting the Temperature Cutoff Switch

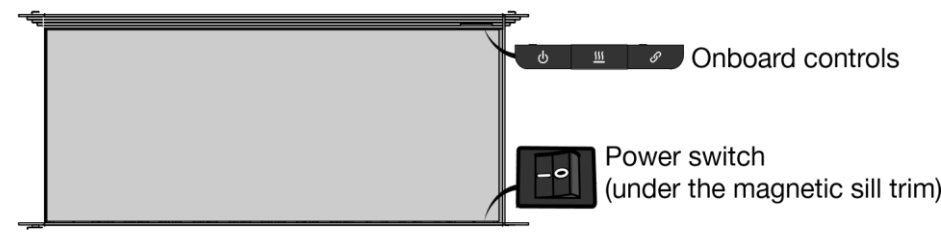
Should the heater overheat, a manual limit cut-out will turn the unit off and it will not come back on without being reset. It can be reset by turning the unit off at the main power switch and waiting 30 minutes before turning the unit back on.



**⚠ CAUTION:** If you need to continuously reset the heater, turn the unit off at the main disconnect panel and contact technical support.

# Operation

## Onboard controls






## Remote control

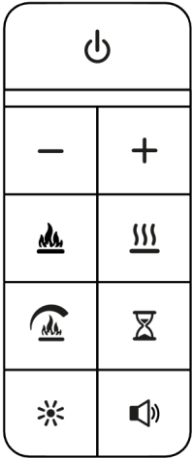
The fireplace is supplied with a multifunction Bluetooth remote.

### To synchronize the remote control:












In case of lost connection or remote control replacement, follow these steps to synchronize the remote control to the fireplace:










1. Remove the battery cover on the remote control using a Philips screwdriver to access the  button.
2. Press and hold  on the **onboard controls** for five seconds and, within ten seconds, press  on the remote.

**NOTE:** One remote can control multiple units. Repeat the steps above with each fireplace to sync the remote.



































### To link multiple units together:

On the primary fireplace, press       . Within 20 seconds, press    ,  ,  on the secondary fireplace. This must be done using the **onboard controls** .

	Press  to turn on the unit or to put it in standby mode. Standby When the unit is turned back on, it will retain the previously used settings.
	Press  to turn the flame theme and ember bed on or off. Press  or  to cycle through the different flame theme settings, indicated by LEDs on the remote control.
Flame Effect	<b>Theme 1-6:</b> Various flame effects; embers and logs on. <b>Theme 7:</b> Midnight mode - flames on; embers and logs off <b>Theme 8:</b> Dusk mode - flames off; embers and logs on <b>Theme 9:</b> Custom - set using the Flame Connect app.
	  

# Operation


		Press  to turn the heat on or off. Press  or  to cycle through the heat
	Heat	<p>heat is on.</p> <p><b>Blue LED:</b> Fan only</p> <p><b>Green LED:</b> Eco mode (18°C, low fan speed)</p> <p><b>Level 1:</b> 18°C</p> <p><b>Level 2:</b> 20°C</p> <p><b>Level 3:</b> 22°C</p> <p><b>Level 4:</b> 24°C</p> <p><b>Level 5:</b> 26°C</p> <p><b>Red LED:</b> Heat boost (max heat for 20 minutes before returning to level 5)</p> <p><b>White LEDs 1 &amp; 8:</b> Custom schedule - set using the Flame Connect app.</p> <p>The set temperature is only displayed on the Flame Connect app.</p> <p>The fireplace can be operated in heat only mode by turning off the flame.</p> <p>Press and hold  on the <b>onboard controls</b> for 10 seconds to disable or enable the heat function.</p>
	Heat Disable	<p> settings, indicated by LEDs on the remote control. The  will remain lit on the fireplace while the</p> <p>When the heat is disabled and the  is pressed, the  icon will flash three times.</p>
	Flame Speed	<p>Press  to adjust the flame speed using  or  to cycle through the settings.</p> <p>When this function is active, the fireplace will turn off after a set amount of time. The timer can be set from 1 hour to 8 hours.</p>
	Timer	<p>Press  to activate the timer. Press the  or  to cycle through the intervals. To turn the timer off, press  twice.</p> <p>While the timer is active, press  to see the time remaining. The position of the lit LED on the remote represents the number of hours remaining.</p>
	Brightness	<p>Press  to turn the overhead lights on or off. Press  or  to adjust the brightness of the flame, logs, ember bed, and overhead lights.</p>
	Flame Sound	<p>Press  to turn the flame sound effect on or off. Press  or  to adjust the volume.</p> <p><b>More flame sounds are available through the Flame Connect App .</b></p>
	Factory reset	<p>Press , , , , , in sequence on the <b>onboard controls</b> to reset all the settings to factory default. This action will also disconnect the unit from the Wi-Fi network and the remote control will have to be resynchronized to the unit.</p>


# Maintenance

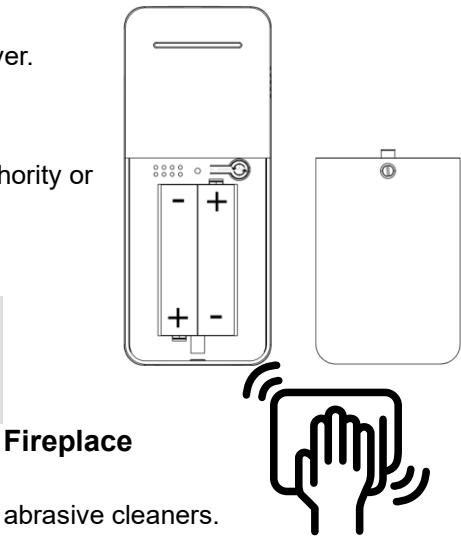
## Remote control battery replacement

To replace the battery:

1. Remove the battery cover on the remote control using a Philips screwdriver.
2. Install two AAA batteries in the battery holder.
3. Secure the battery cover.

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

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



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

Problem	Display	Cause	Solution
Some gravel detached from media bed	N/A	Normal occurrence	It is normal for some gravel to become detached from the ember bed during transit.
Fireplace does not turn on with the manual touch controls	N/A	Power switch in off position	Ensure the rocker switch is in the ON position. Ensure wall switch is on (if applicable).
		No incoming power	Ensure unit is wired correctly. Check main disconnect panel.
Fireplace does not turn on with the remote control	N/A	The remote is not synced to the fireplace	Ensure the remote is synced to the fireplace. Reference the operation section for instructions.
		The batteries in the remote control are dead or installed incorrectly	Replace remote control battery
Heater does not turn on	 flashes three times	Heater is disabled	Press and hold  on the fireplace for 10 seconds to disable or enable the heat function.

	 flashes three times	Heater has been hardware disabled	If installation with heat is desired, reinstall jumper on the main board if available or replace it with a new main board or jumper.
Heater is on, but there is no heat	N/A	Temperature not set high enough	See operation section for instruction on changing set temperature.
Circuit breaker trips or fuse blows when unit is turned on	N/A	Improper circuit current rating	Install unit on a dedicated minimum 15 amp circuit.

## 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.

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