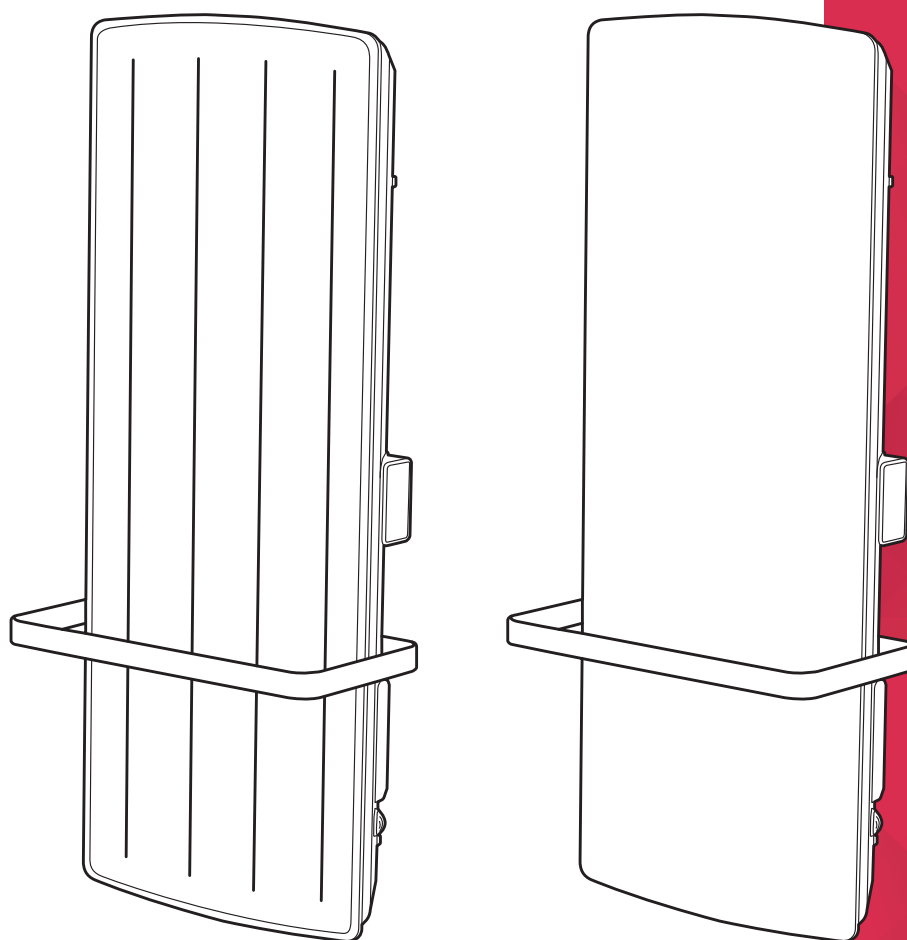




# INSTRUCTION MANUAL

Installation and Operating



## Dimplex Bathroom Panel Heater

Models: BPH100M / BPH100G

These instructions should be read carefully and retained for future use. Note also the information presented on the appliance.



## IMPORTANT

THESE INSTRUCTIONS SHOULD BE READ CAREFULLY AND RETAINED FOR FUTURE REFERENCE. **Note also the information presented on the appliance**

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

### IMPORTANT SAFETY ADVICE

When using electrical heaters, basic precautions should always be followed to reduce the risk of fire, electrical shock, and injury to persons, including the following:

**IMPORTANT** – The wall bracket supplied with the heater must be used.

**IMPORTANT** – All packaging should be disposed of in an appropriate manner.

### OVERHEATING WARNING

**WARNING** - In order to avoid overheating, do not cover or obstruct the heater. **Only use supplied towel rail to hang garments.** Do not place material or garments on the heater, or obstruct the air circulation around the heater, for instance by curtains or furniture, as this could cause overheating and a fire risk. NEVER cover or obstruct in any way the heat outlet slots at the top of the heater or the air inlet slots in the base of the heater.

**WARNING - THE SURFACES ON THIS HEATER CAN BE HOT.**



The heater carries a warning 'DO NOT COVER' to alert the user to the risk of fire that exists if the heater is accidentally covered.

**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.**

For your safety this heater is fitted with a thermal cut-out. In the event that the product overheats for some reason, the cut-out prevents excessive temperatures on the product by cutting the power to the heater. Once the heater has cooled down, it will reset automatically, it will continue to cycle on and off automatically until the reason for overheating is removed.

The display screen may flash red to indicate the product has overheated. To reset the display, remove the obstruction and hold Enter for 10 seconds.

### SUITABLE APPLICATIONS

**WARNING** - This heater is suitable for normal domestic household purposes and should not be used in any other type of environment. This product should only be used in the country where it was purchased from by a recognised commercial retailer. **Do not use outdoors.**

**WARNING:** The appliance is intended only for drying textiles washed in water.

### SERVICING AND REPAIRS

**WARNING** - Servicing and product repairs should only be undertaken by the manufacturers approved service agent or a similarly trained or qualified/competent person, using only exact manufacturer approved spare parts. When working on the heater, suitable PPE must be worn.

**PLEASE NOTE:** Lit cigarettes, candles and oil burners, combined with the convection effect of electric heaters can cause significant soot deposits to build up on the surface directly above and to the sides of the heater. This is not a fault of the heater. Extensive burning of candles or smoking in the operating environment of this product can produce heavy discolouration within a few months of use.

### OPERATING WARNINGS

**IMPORTANT:** Remember to observe all safety warnings and precautions when operating the heater on the automatic or timer modes, either attended or unattended since a fire risk exists when the heater is accidentally covered or displaced.

**CAUTION:** Do not use if the heater's mains power lead is damaged. If the supply cord is damaged it must be replaced by the manufacturer or an approved service partner.

## ELECTRICAL INSTALLATION

**WARNING - If the heater is installed in a room containing a bath or shower, in accordance with the current wiring regulations BS 7671, minimum clearances and IP zone requirements must be adhered to. Any area that contains a bath or shower must be protected by a suitably rated RCD.**

**WARNING** - The electrical installation of this heater must be carried out by a suitably qualified or trained electrician, and be in strict accordance with the current wiring Regulations BS 7671. The supply must be connected via a switched fused spur with a fuse rated suitably for the appliances flex. Failure to follow these instructions will mean that the manufacturer's instructions have not been adhered to. THERE ARE NO EXCEPTIONS.

The wires in this mains lead are coloured in accordance with the following code:

GREEN AND YELLOW: EARTH

BLUE: NEUTRAL

BROWN: LIVE

- This heater must be earthed
- Not suitable for connection via a plug top
- Do not locate the heater immediately below a fixed electrical point i.e. socket outlet.

The heater is fitted with a length of flexible cable type H05VV-F size 3 x 1.0mm<sup>2</sup> for connection to the fixed wiring of the premises through a suitable connection box positioned adjacent to the heater. A means for disconnection must be incorporated in the fixed wiring of the premises in accordance with the current wiring regulations. The supply circuit to the heater must incorporate a double pole isolating switch having a contact separation of at least 3mm. Products that are supplied without a plug are for installation into the fixed wiring of the property, via a suitable double pole switched fused spur with a fuse rated suitably for the appliances flex. Typical fuse ratings for 230V equipment - Up to 700W = 3A, over 700W = 13A.

In installation the supply cord may be cut to the appropriate length for the electrical connection point. Excess cable should not be inserted and stored behind the heater.

**WARNING:** This heater must not be connected to the electricity supply via an external switching device (such as a timer) or a circuit that is regularly switched on and off by the utility supplier. Failure to follow this warning could result in the heater's thermal cut-off being inadvertently reset and could create a fire hazard. Cables/flexes that are supplied pre-fitted to the product must NOT be extended.

## CHILD SAFETY

**WARNING - Towel rail fixing kit screws are a potential choking hazard.**

**WARNING** - 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 appliance by a person responsible for their safety. This appliance can be used by children 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. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision. 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 understand 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.

**WARNING:** In order to avoid a hazard for very young children, this appliance should be installed so that the lowest rail is at least 600mm above the floor.

## Energy Related Product Directive

This product meets the Ecodesign requirements for an electric fixed local space heater. Commission Regulation (EU) 2015/1188.

| Type of heat output/ room temperature control       |     |
|---|-----|
| With electronic room temperature control            | Yes |
| Electronic room temperature control plus week timer | Yes |
| With open window detection                          | Yes |
| With adaptive start control                         | Yes |

### Contact details

Glen Dimplex Heating and Ventilation

Millbrook House, Grange Drive, Hedge End, Southampton, SO30 2DF

Tel: 0344 879 3588

## Technical Details

| Model Identifier(s):              |                    | BPH100M | BPH100G |
|-----------------------------------|--------------------|---------|---------|
| Nominal heat output               | P <sub>nom</sub>   | 1.00kW  | 1.00kW  |
| Height (mm)                       |                    | 1100    | 1073    |
| Width (mm)                        |                    | 430     | 418     |
| Depth (mm)                        |                    | 265     | 271     |
| Minimum heat output (indicative)  | P <sub>min</sub>   | N.A     | N.A     |
| Maximum continuous heat output    | P <sub>max,c</sub> | 0.5     | 0.75    |
| Auxiliary Electricity Consumption |                    |         |         |
| At nominal heat output            | e <sub>lmax</sub>  | 0.00    | 0.00    |
| At minimum heat output            | e <sub>lmin</sub>  | 0.00    | 0.00    |
| In standby mode                   | e <sub>lSB</sub>   | <0.0005 | <0.0005 |
| With open window detection        |                    |         | Yes     |
| With adaptive start control       |                    |         | Yes     |

| All Models               |  |
|--------------------------|--|
| <b>Controls</b>          | Digitally controlled, Electronic Thermostat accurate to ( $\pm 0.2^{\circ}\text{C}$ )<br><br>Timer modes:<br>7 Day Programmable User Timer, Out All Day, Home All Day, Away Mode<br><br>Continuous heat modes:<br>Eco, Manual, Frost Protect, Setback  |
| <b>Controller UI</b>     | <ul style="list-style-type: none"> <li>• Open window detection, Adaptive-start</li> <li>• Advance time period</li> <li>• Adjustable max setpoint range (<math>7\text{-}30^{\circ}\text{C}</math>)</li> <li>• Bluetooth for software updates</li> <li>• Child Lock &amp; Landlord Lock (PIN-based)</li> </ul> |
| <b>Construction</b>      | Polyester powder coated steel or mirror front panel providing convection heat with a brushed aluminium towel rail.   |
| <b>Colour/ Finish</b>    | Metal or tinted Mirror   |
| <b>Element</b>           | Compact, finned, mineral filled sheathed element operated via an advanced controller equipped with seasonal adjustment to prevent room temperature overshoot   |
| <b>Installation</b>      | Wall-mounted design for quick fixing installation  |
| <b>Safety</b>            | <ul style="list-style-type: none"> <li>• Thermal cut-out. Auto reset type</li> <li>• Overheat detection</li> </ul>   |
| <b>IP Rating</b>         | IP25   |
| <b>Battery</b>           | 3.3V coin cell battery to backup real time clock. Battery life >5 years.   |
| <b>Supply</b>            | 1.3 metres fitted, 3 core for fused spur installation, 1/N/PE ~230-240 V, 50Hz Class I, with earth wire  |
| <b>Approvals</b>         | UKCA, CE and BEAB  |
| <b>Guarantee</b>         | 2 years  |
| <b>Country of Origin</b> | United Kingdom   |
| <b>Manufacturer</b>      | Glen Dimplex Heating & Ventilation<br>(Glen Dimplex UK Ltd.)   |

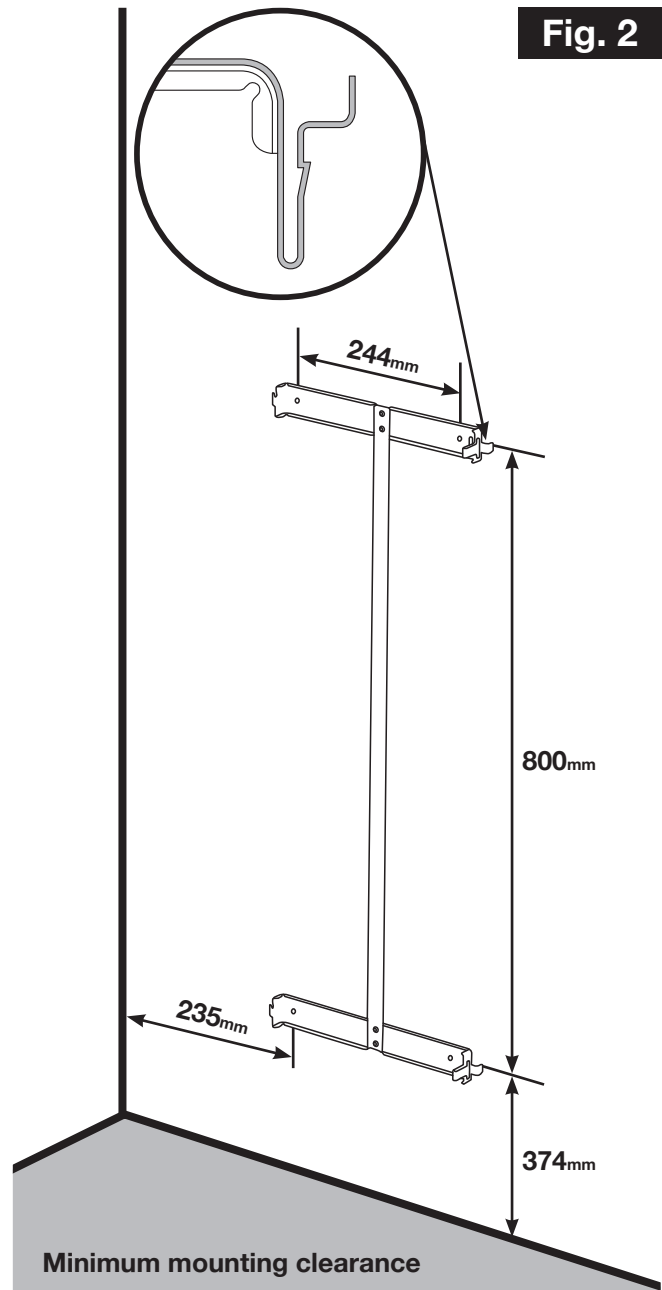
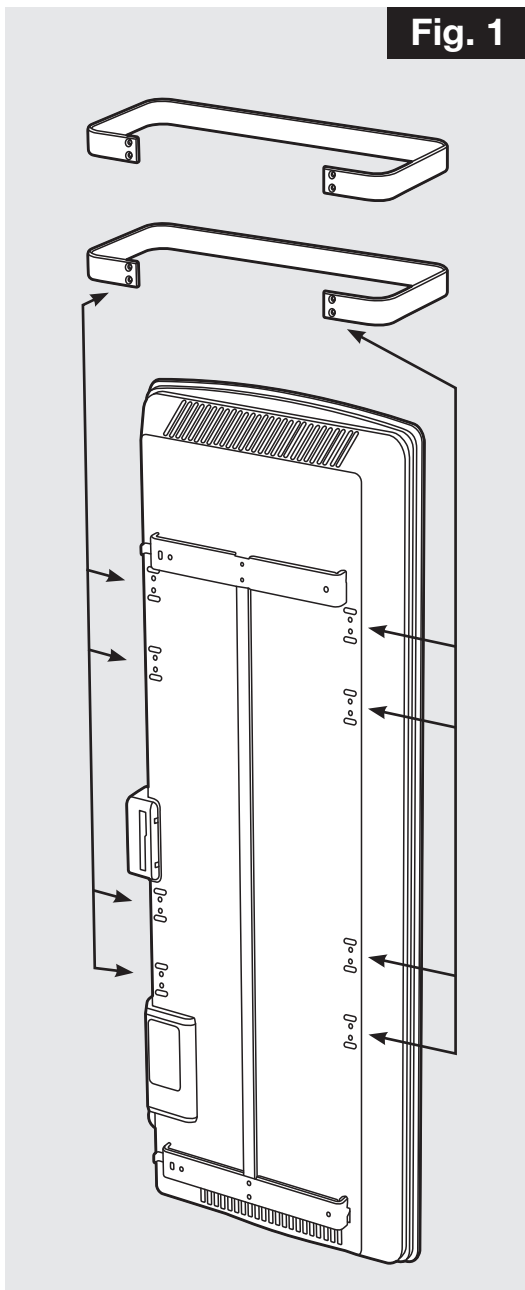
## General Information

Please read the instructions closely before first using the product.

The heater is designed for wall mounting using the wall bracket supplied. It should only be operated when in the upright position as shown - see **Fig.3** and **Fig.4**. All models are splash proof to IP25 standard and may be used in bathrooms. Before connecting the heater check that the supply voltage is the same as that stated on the heater.

## Wall Mounting Instructions

**IMPORTANT** - The wall bracket supplied with the heater must be used and the heater must be installed in the correct orientation. Appropriate fixings should be used to secure the bracket to the particular wall on which the heater will be installed. The heater should be positioned observing the minimum clearances stated around the heater - see **Fig. 2**, **Fig. 3** and **Fig. 4**. **DO NOT** locate the heater immediately below a fixed socket outlet or connection box.

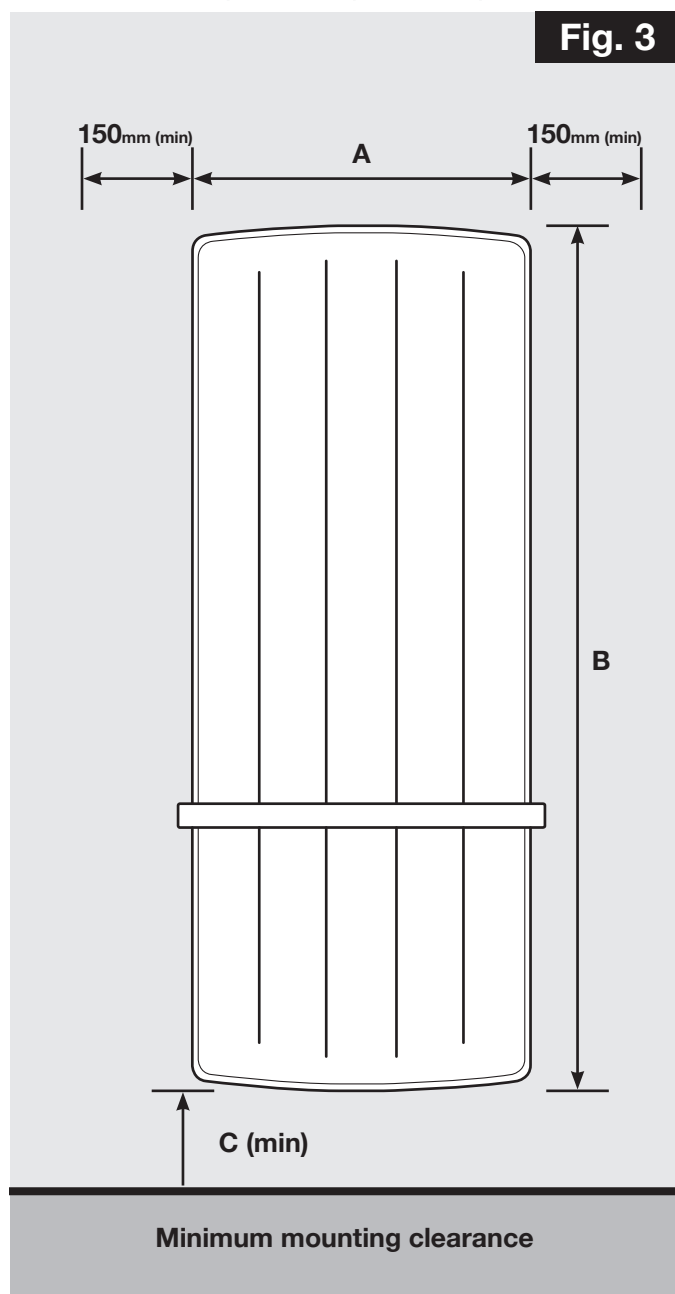


### To mount the towel rail:

The heater is supplied with two towel rails. There are 4 possible towel rail mounting locations on the heater indicated by screw holes and guides, as shown in **Fig.1**. The towel rail(s) should be fitted prior to mounting the heater on the wall, using the 4 screws supplied for each rail.

1. Remove protective plastic sleeving from the rail.
2. With the heater detached from the wall, position the towel rail in the desired location by sliding over the top or bottom of the heater.
3. Fix the rail in position using 4 screws provided. Do not exceed tightening torque of 1.5Nm.

| Model   | A(mm) | B(mm) | C(mm) |
|---------|-------|-------|-------|
| BPH100M | 418   | 1073  | 271   |
| BPH100G | 430   | 1100  | 265   |



### To mount the heater to the wall:

1. Remove wall mounting bracket from the back of the heater by depressing the spring latch at the side of each bracket - see **Fig.2**.
2. Fix the wall bracket securely to the wall through the four screw holes. Ensure suitable screw fittings are used for the particular wall type.
3. Present the heater to the wall bracket, and engage left hand slots in the back with bracket hooks.
4. Press heater into locked position and ensure the clips on the right hand side are engaged.



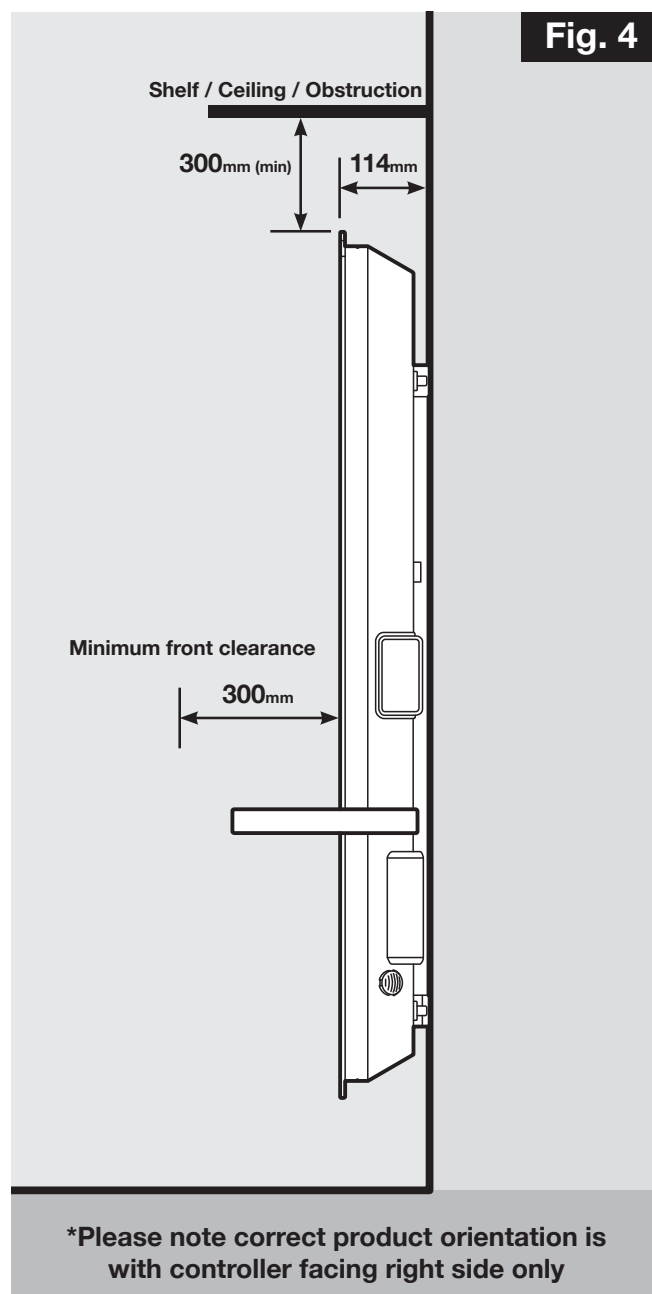
#### NOTE:

Maximum hanging weight should not exceed 3kg per rail. The rail should not be used for any other purpose e.g. mobility aid.



#### WARNING:

This product is heavy and care should be taken in installation



## First Time Power-On

A setup wizard will display when the product is powered on for the first time. This will set the following:

- Time, Date, Daylight Savings Time
- Sound On/Off

For information on using the Heaters controls, refer to page 10.

The Heater will then take the User to the Home Screen with the 'Out All Day' Timer Mode active.

### Important

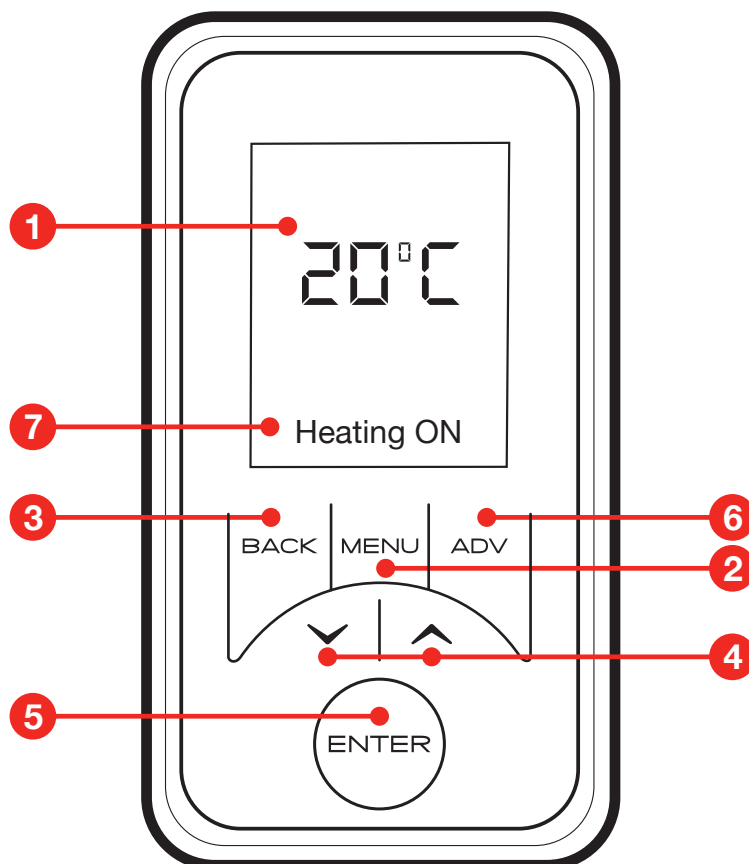
During initial heat-up, some odour may be emitted due to the newness of materials used in manufacture. This is normal and will disappear after a short period of use. It is however advisable to keep the room well ventilated.

## Operation Manual

**WARNING:** FAILURE TO FOLLOW THESE OPERATING INSTRUCTIONS MAY RESULT IN INJURY AND/OR DAMAGE.

The controls are located on top of the heater. This consists of a display screen and six touch sensitive buttons.

- 1 Display Screen
- 2 'Menu' Button
- 3 'Back' Button
- 4 'Up and Down' Arrows
- 5 'Enter' Button
- 6 'Advance' Button
- 7 Heating Status



The heater is fitted with an adjustable thermostat enabling the room temperature to be controlled. The minimum room temperature is 7°C. The maximum temperature is set to 30°C. A temperature of 21°C is a common comfortable room temperature.



**NOTE:**

Your heater may produce some noise during operation. This noise is caused by the expansion and contraction of the element as it changes temperature, and is normal for this type of product. Whilst the noise produced is usually very quiet, certain environmental factors can make it more noticeable, such as hard flooring or minimal furnishings. If you believe that the expansion noise is excessive, please contact us.



**NOTE:**

Should the heater fail to operate, this may be caused by the room temperature being higher than the thermostat setting.

The heater controls can be easily adjusted by using the six buttons on the User Interface.

**1. The Home Screen** shows the options available at each stage of adjustment. Here the current target temperature (setpoint) is displayed along with the mode of operation. Any use of the Advance function will be displayed here, and pressing Enter will show the functions which are enabled.

The currently active mode of operation is displayed at the top of the screen e.g. '**Out All Day**' timer.



When the heater is trying to achieve or maintain a room temperature, '**Heating On**' will be displayed, otherwise, '**Heating Off**' will be displayed.

When the controller buttons have not been pressed for a long period of time, the display will 'sleep' and the text will disappear. The heater is still on and active in whatever Mode it was set to.

**2. Menu** - Displays the Main Menu;

- **Boost** - Activate Boost Mode
- **Modes** - Set the mode of operation.
- **Settings** - Time/Date, Temperature units etc.

**3. Back** returns to the previous screen.

**4. The Up and Down** buttons are used to navigate through the menus and adjust the required room temperature on the main screen. The screen colour changes based on the temperature selected, showing deep blue through to bright red.

**5. Enter** is used to enter sub menus and to confirm actions.

**6. The Advance** button is only used when a Timer Mode is active, it allows the timer schedule to be changed temporarily by forcing a **Heating On** period to begin or end early. For more information, see page 15.

## Timer Modes

For information on timer modes and other relevant information relating to this product please scan the QR code, alternatively if you would prefer a paper version of our timer mode guide, please contact us on our Customer Helpline: 0344 879 3588 or by email: [aftersales@dimplex.co.uk](mailto:aftersales@dimplex.co.uk)



## Error Codes

Error codes are to be defined as a list. Each error code must be defined as a perimeter that Central Control can read.

| Fault Code Parameter                          | Comment                            | Error Code |
|---|------------------------------------|------------|
| <b>Thermistor Failures</b>                    |                                    |            |
| FAULT_CODE_THERMISTOR_FAILURE                 | Room thermistor error              | 20         |
| FAULT_CODE_ROOM_THERMISTOR_FAILURE            |                                    | n/a        |
| FAULT_CODE_CORE_THERMISTOR_FAILURE            |                                    | n/a        |
| FAULT_CODE_LCD_THERMISTOR_FAILURE             |                                    | 22         |
| FAULT_CODE_ACC_THERMISTOR_FAILURE             |                                    | n/a        |
| FAULT_CODE_FAN_THERMISTOR_FAILURE             |                                    | n/a        |
| <b>Excessive temperatures</b>                 |                                    |            |
| FAULT_CODE_EXCESSIVEROOMTEMP_FAILURE          |                                    | 30         |
| FAULT_CODE_LCD_OVERHEAT                       |                                    | 32         |
| FAULT_CODE_EXCESSIVEACCTEMP_FAILURE           |                                    | n/a        |
| FAULT_CODE_FAN_FAILURE                        |                                    | n/a        |
| <b>Internal Failures</b>                      |                                    |            |
| FAULT_CODE_SERIAL_COMM                        |                                    | 40         |
| FAULT_CODE_ELEMENT_FAILURE                    | low current measurement            | 41         |
| <b>User related errors</b>                    |                                    |            |
| FAULT_CODE_OPENWINDOWDETECTION_FAILURE        |                                    | 50         |
| FAULT_CODE_LOW_WATER                          |                                    | n/a        |
| FAULT_CODE_HEAT_DISABLED                      |                                    | n/a        |
| FAULT_CODE_TIMELOSS_FAILURE                   |                                    | 53         |
| FAULT_CODE_OCCUPANCYSENSORNOTDETECTED_FAILURE |                                    | 54         |
| FAULT_CODE_OTHER_ERROR                        |                                    | n/a        |
| <b>IoT related errors</b>                     |                                    |            |
| FAULT_CODE_WIRELESSCOMM_FAILURE               | error between heater and RF module | 60         |
| FAULT_CODE_GATEWAYCOMM_FAILURE                |                                    | 61         |

## Battery replacement

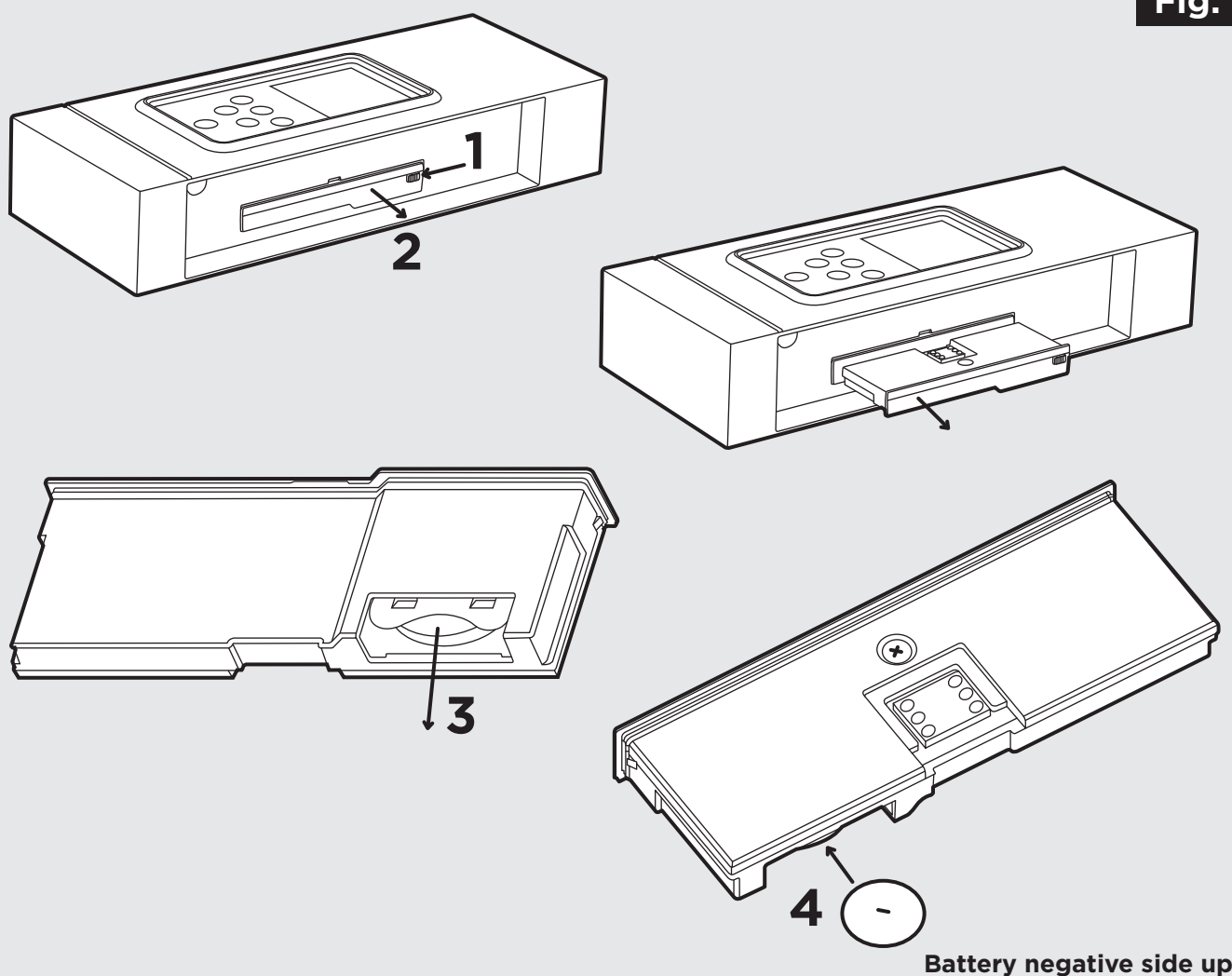
**IMPORTANT:** Before replacing the battery ensure the heater is isolated from the electricity supply.

**NOTE** - Battery should be disposed of in an appropriate manner

This product is fitted with a replaceable battery in the controls. To replace the battery, follow the steps below, shown in **Fig. 5**:

1. Unhinge the heater from the wall using the clips shown in **Fig. 2** and locate the battery module
2. Slide the catch and pull module from the controls.
3. Remove the coin cell battery and replace.
4. Slide module back in place, ensuring clip is engaged.

**Fig. 5**



## RF Module Installation

1. Unhinge the heater from the wall using the clips shown in Fig. 2 (page 6) and locate the battery module, indicated in Fig. 5
2. Slide the catch and pull module from the controls (See Fig 5; 1-3).
3. Replace the tray with the radio frequency module
4. Power the product on and make sure that the RF comms are enabled. Comms settings will be located in the settings menu (see page 19)

## Important

During the initial operation, some odour may be noticed due to the newness of materials used in manufacture. This is normal and will disappear after a short period of use. It is however advisable to keep the room well ventilated

## Cleaning

WARNING - ALWAYS DISCONNECT FROM THE POWER SUPPLY BEFORE CLEANING THE HEATER.

Before commencing cleaning, isolate the heater from the electrical supply and allow it to cool. The outside can be cleaned by wiping it over with a soft dry cloth. Do not use abrasive cleaning powders or furniture polish, as this can damage the surface finish. To release the heater from the wall bracket for cleaning or redecoration, depress the latch on both brackets (See **Fig. 2, page 6**) and hinge forward.

Ensure front cover is replaced and securely fastened if it has been removed for cleaning or maintenance.

## Dimplex • Control

This product is Dimplex Control capable \* \*\*.

Control and monitor your heating and hot water with Dimplex Control. Group heaters into zones to easily control and track their energy usage. Any time. Anywhere

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



*\*Requires additional hardware. Sold separately. Visit [Dimplex.co.uk](http://Dimplex.co.uk) for more information.*

*\*\*A Dimplex Hub and RFM are required for this product to connect to Dimplex Control.*

## Your Guarantee



To view the full guarantee terms and conditions scan this QR code using your smartphone or go to <https://www.gdhv.co.uk/guarantee-terms-and-conditions>.

Your Product is manufactured by Glen Dimplex UK operating as Glen Dimplex Heating & Ventilation. GDHV designs and manufactures products to ensure they deliver reliable service for normal use in domestic dwellings and, where specified by us, in light commercial premises.

GDHV products are individually tested before leaving the factory, Your product comes with a 2 year parts and labour guarantee for repair or replacement of faulty goods and/or partial refund in the event that a repair or replacement is not available.

Your guarantee is provided by Glen Dimplex UK Ltd operating as Glen Dimplex Heating & Ventilation Ltd, Millbrook House, Grange Drive, Southampton SO30 2DF. Terms and conditions apply.

The GDHV guarantee does not in any way diminish or affect your statutory consumer rights in connection with your product.

If you experience a problem with your product during or after the guarantee period, visit our online help centre:

<https://www.dimplex.co.uk/gdhv-help-centre>

If you cannot solve your issue online, contact the customer care team on 0344 879 3588

Please note that when you contact us you will need to provide the model and serial number of your product and a description of the fault which has occurred.

## Why Register Your Products With Us?



### Faster Customer Service

Once you have registered your product, our customer service team will be able to quickly access your details when you contact us, allowing them to help you sooner.



### Guarantee Management

Upon registration, you will receive a confirmation email including a summary of your product guarantee, a copy of our terms and conditions and a copy of your proof of purchase (optional).



### Product Recall Notification

If your product is registered you will automatically be contacted with applicable safety notifications, or in the unlikely event of a product recall.

Please register your product with us within 28 days of date of purchase to enable us to provide efficient customer service if you need to contact us, to contact you in the event of a product or safety update, to extend your guarantee where applicable, and, if you choose, to send you additional information about our products and services.

Register your product at <https://www.gdhv.co.uk/register>, or if you do not have access to the internet, call us on 0344 879 3588.

On registering you will automatically receive a copy of the terms and conditions of your guarantee, which can also be downloaded at any time from <https://www.gdhv.co.uk/guarantee-terms-and-conditions>. If you do not have access to the internet, call us on 0344 879 3588 and we will send them to you by post.

## Recycling



For electrical products sold within the European Community. At the end of the electrical product's 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 country. Batteries should be disposed of or recycled in accordance with WEEE Directive 2012/19/EU. Packaging should be recycled where possible.



**Customer Helpline:** 0344 879 3588

[gdhv.customersupport@glendimplex.co.uk](mailto:gdhv.customersupport@glendimplex.co.uk)

[www.dimplex.co.uk](http://www.dimplex.co.uk)

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