



FUTURAD



FutG2BT & FutG3BT

As with all portable heating appliances: This product is suitable only for well insulated spaces or occasional use.

08/54984/0 Issue 2

Important Safety Advice

IMPORTANT: THESE INSTRUCTIONS SHOULD BE READ CAREFULLY BEFORE USE AND RETAINED FOR FUTURE REFERENCE

WARNING: To avoid danger of suffocation please remove all packaging materials particularly plastic and EPS and keep these away from vulnerable people, children and babies.

WARNING: To avoid the risk of accidental strangulation from the supply cord all children and vulnerable people must be supervised when in the vicinity of the product whether it is working or not.

DO NOT use the heater in the immediate surroundings of a bath, a shower or a swimming pool.

DO NOT place the heater directly below a fixed socket outlet. The socket-outlet must be accessible at all times to enable the mains plug to be disconnected as quickly as possible.

WARNING: In order to avoid overheating, do not cover the heater.



The heater carries a warning symbol to alert the user to the risk of fire that exists if the heater is accidentally covered.

DO NOT obstruct the air circulation around the radiator, for example with curtains or furniture, as this could cause overheating and a fire risk. See 'Positioning the Radiator'.

DO NOT COVER or obstruct the air inlet and outlet openings in any way.

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.

IMPORTANT: If the supply cord of this appliance is damaged, it must be replaced by qualified person in order to avoid a hazard.

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.

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 or knowledge if they have been given supervision or instruction concerning the 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. 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 the 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.

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.

This radiator complies with stringent safety standards but to ensure efficient operation **SURFACES OF THE RADIATOR WILL BECOME HOT.**

The control panel area is designed to be cooler and allow safe operation of the controls at all times.

IMPORTANT: The feet supplied with the appliance must be used.

Use this heater on a horizontal and stable surface with the feet securely fitted.

DO NOT use this heater if it has been dropped.

DO NOT use if there are visible signs of damage to the heater.

WARNING: The heater must not be used if the glass panels are damaged.

WARNING: To reduce risk of fire, keep textiles, curtains, or any other flammable material a minimum distance of 1m from the appliance.

WARNING: Risk of fire - Do not use this appliance connected through an extension lead or any external switching device such as a plug in timer or remote control plug in adaptor. All heating appliances draw high current through the mains supply and any weakness in the design, connections or components in these devices can easily result in overheating of the connection points resulting in melting, distortion and even the risk of fire!

DO NOT use the heater on deep pile carpets or the long hair type of rugs, or less than 750mm (30") away from any overhanging surface. Keep combustible materials such as drapes and other furnishings clear from the front, sides and rear of the heater. Do not use heater to dry your laundry.

DO ENSURE that the mains lead cannot be tripped

over.

DO NOT operate the radiator with the mains lead overhanging the outlet grille.

If the radiator is tipped over, unplug it and allow it to cool before standing it back up.

DO NOT pull, carry or move the appliance using the power cable.

The supply cord should be uncoiled before use.

This instruction leaflet belongs to the appliance and must be kept in a safe place. If changing owners, the leaflet must be surrendered to the new owner.

Electrical connection

WARNING: This Appliance must be earthed

If the socket outlets in your home are not of the 13 amp BS1363 type they will not accept the plug connected

to this heater, therefore cut off the plug. When cut off this plug can constitute a shock hazard if inserted into a socket outlet. It must therefore be disposed of safely.

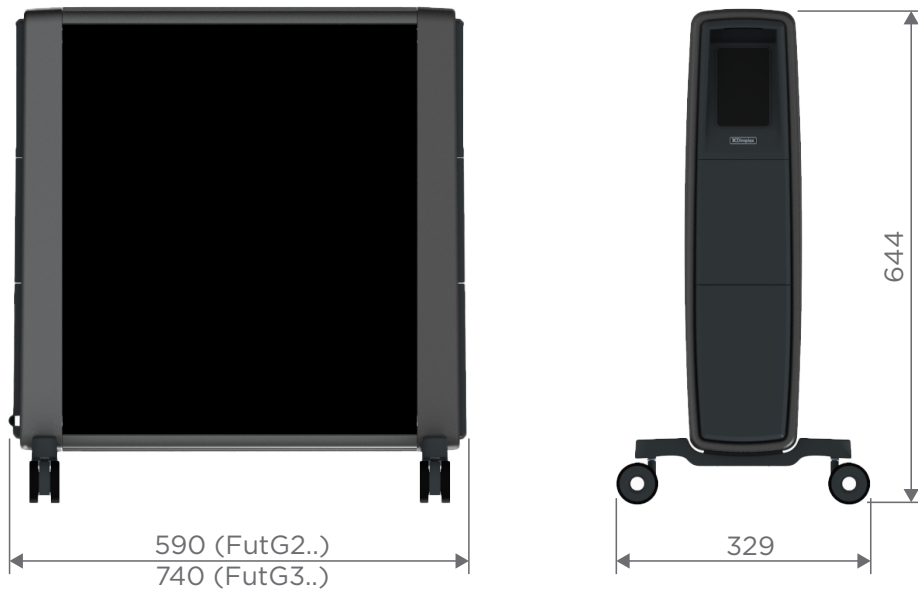
IMPORTANT: The wires in this mains lead are coloured in accordance with the following code:

| | |
|-----------------|---------|
| BLUE: | NEUTRAL |
| BROWN: | LIVE |
| GREEN & YELLOW: | EARTH |

As the colours of the wires in the mains lead may not correspond with the coloured markings in your plug, proceed as follows:

Connect the BROWN wire to the terminal marked 'L' or coloured RED. Connect the BLUE wire to the terminal marked 'N' or coloured BLACK. Note: 'L' or 'N' must not be connected to the EARTH terminal marked 'E' or '⊕' or coloured GREEN or GREEN AND YELLOW. If in doubt, consult your electrician.

Dimensions & Range Info



Models

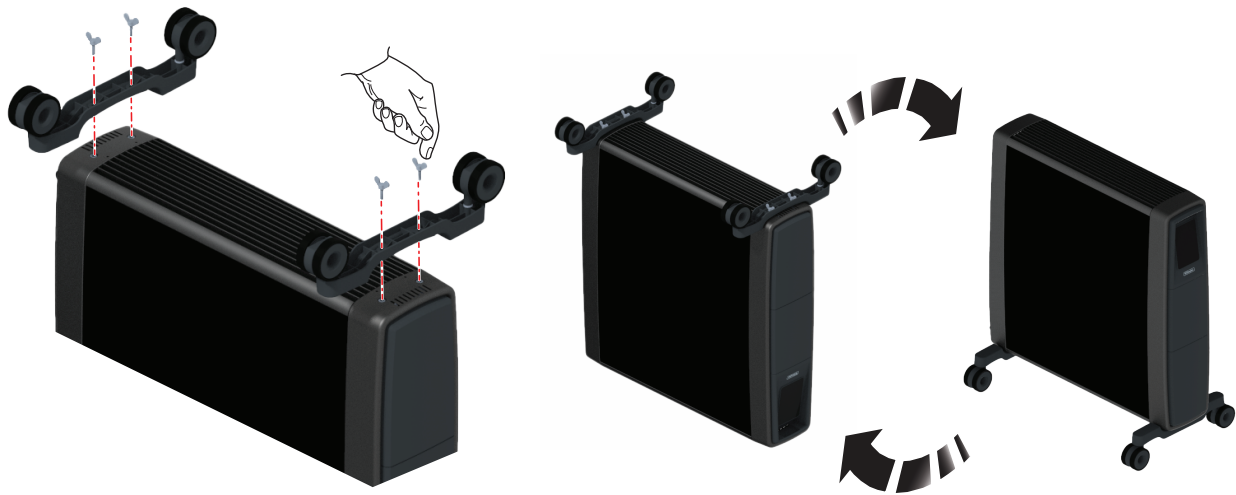
| Model | Description | Power |
|---------|--|--------|
| FutG2BT | Electronic thermostat control with 7 day programmable timer. | 2.0 kW |
| FutG3BT | Electronic thermostat control with 7 day programmable timer. | 3.0 kW |

General

The radiator is designed for operation on an AC electricity supply, and is suitable for use in domestic dwellings and similar indoor locations.

The radiator is fitted with castors and handles for ease of movement. An electronic control provides the ability to choose from various operational modes including Manual, Auto and boost. Auto mode offers seven day programmable time and temperature functionality. It is supplied with a cord and plug and is ready for use once the castors have been correctly fitted.

Assembly

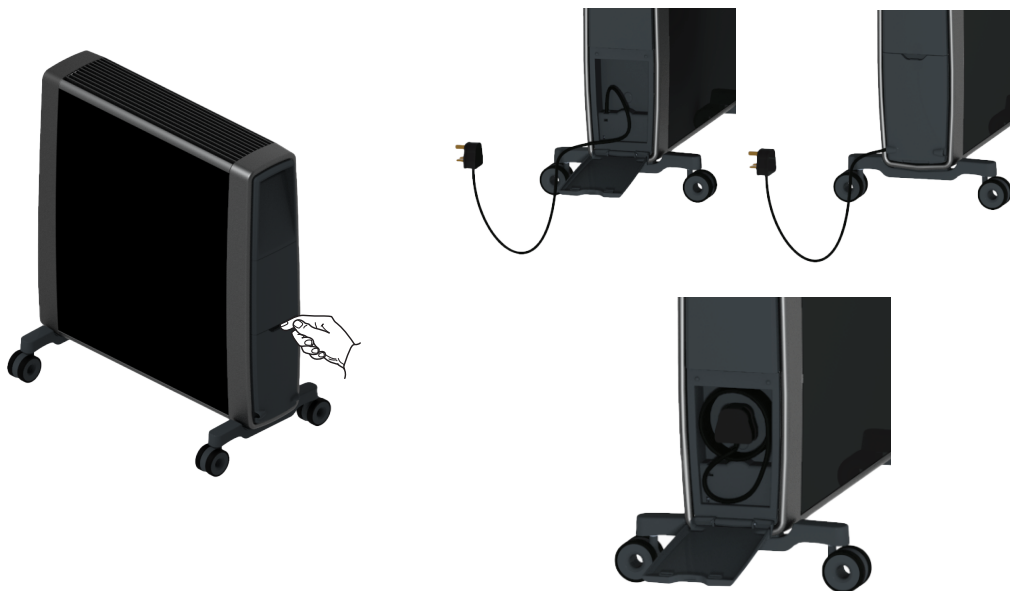


WARNING: The radiator must only be operated with the wheels and castors securely fitted and in the upright position.

WARNING: The radiator is heavy – ensure that it is supported to prevent it from toppling. Ask a second person to help with this if necessary.

- Open the packaging and remove the product.
- Turn the radiator upside down on a carpet or other soft surface to avoid damage
- Fit the castors in position and secure using the wing bolts provided. There are alignment guides to ensure the correct positioning and orientation of the castor plate.
- Return the radiator to the correct orientation so it rests on the castors.
- The product is now ready for use, always ensure the product is on a flat stable surface when in use.

Cable Storage



- There is a cable storage compartment located at the bottom of the free end panel, opposite the control panel.
- To access the cable storage box, pull the cable storage box door to open,
- When the product is not in use neatly coil the cable around the outside of the storage box and position the plug in the centre. The storage box door can then be closed,
- While the product is in operation, the cable must be fully uncoiled. The cable should be positioned towards the bottom of the cable wrap box so the door can be closed.
- The cable can be positioned to exit the product from the left or right hand side.

WARNING: The supply cord must be fully uncoiled before use.

Operation

Before using the heater ensure that all warnings and instructions have been read carefully.

IMPORTANT: Objects or clothing must not be placed on the appliance.

IMPORTANT: Do not operate unless the castors have been securely fitted.

IMPORTANT: The element has been coated with a protective film which will burn off during the first few minutes of use and may cause a small amount of fuming. This is quite normal, the fumes are non-toxic and will quickly disappear. We recommend that you open a window to ventilate the room when using the heater for the first time.

To energise the heater simply plug it in. You will hear an audible beep and the Standby button will illuminate red. This indicates the appliance is energised and ready for use.

Positioning the Heater

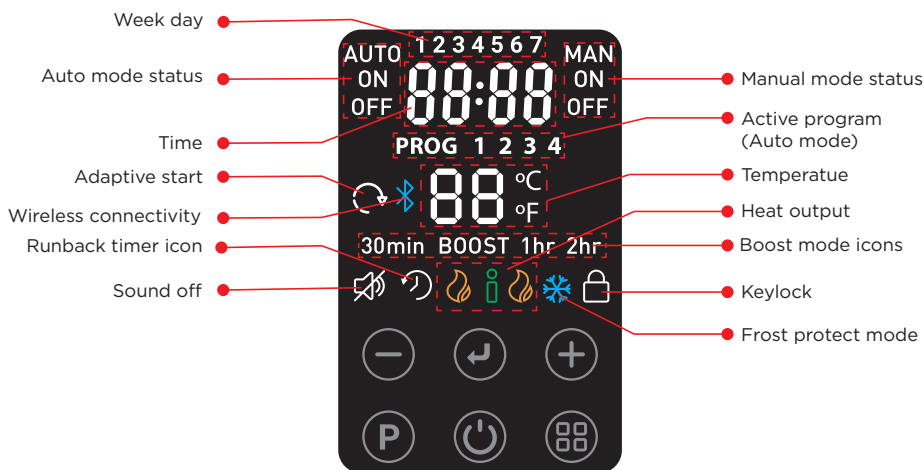
WARNING: Always ensure the information outlined in IMPORTANT SAFETY INFORMATION section is strictly adhered to.

Always ensure that the heater is stood on a firm, level base near to, but not directly underneath a suitable mains supply socket.

Select the position for the heater ensuring there is clearance from any furniture and fittings of at least 300mm above the heater and 150mm each side and 300mm from the control and end panel. We recommend maximising the clearance where possible.

Screen & Control buttons

Screen



Control Buttons



Standby & Power Up

When the appliance is plugged in there will be an audible beep and the unit will enter 'Standby' mode. The appliance is now energised and ready for use.



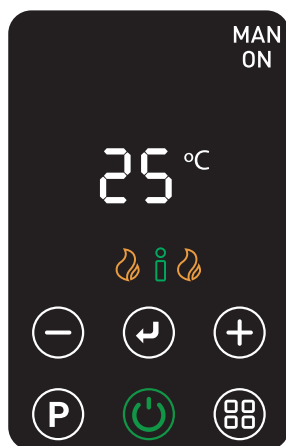
Press the **Standby** button to turn the product **On**

First time start-up?

YES

On first time start-up the product will start with the default settings. The temperature will be set to 25°C and the heat setting will be set to intelligent (Eco) heat mode, see 'Heat Selection' section.

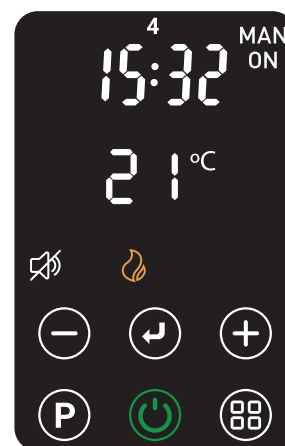
Note - For first time start up or in the event of a time memory loss, if/when the **P** or **⏸** buttons are first pressed the appliance will enter the time setting mode, see 'Setting the time'



NO

On subsequent start-ups the product will return to the last used settings. Heat Selection, Temperature Settings, temperature units and Sound settings will return as per the previous operation. The Wireless connectivity will automatically attempt to re-pair with the bonded device, see 'Wireless Connectivity'.

Boost mode will not reactivate, in this case the appliance will return as per a first time Start up. The screen below shows an example where the user previously set Manual mode with the temperature set to 21°C and Heat Selection to LOW, note time had been set and the sound was turned off.



- In the event of a power interrupt, plugged out/power cut/tilt switch operation, then reconnected the appliance will return in Standby mode, once turned back on the product will return to last used settings.

Screen & Button Sleep Mode

If no buttons have been pressed for approximately 20 seconds, the display screen and buttons will enter sleep mode, all buttons except the Standby will disappear. Selected screen icons will remain visible to indicate the active mode but the brightness of the screen icons will dim 50%. To reactivate buttons, place your hand on the display.

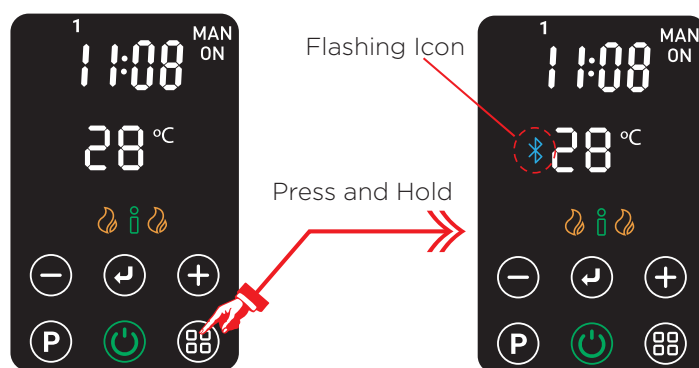
The appliance will continue to function as required once the unit is in sleep mode.

Remote Operation & Wireless Connectivity

The appliance can be controlled remotely using a smart phone or similar device. To facilitate this remote operation, it is necessary to first download the Dimplex **Remo** app. The App is available on both Android and IOS devices and is available free from the Apple or Android App store. The App is compatible with Android version 4.3 and above and IOS version 5 and above.

Once the App has been downloaded it is necessary to pair the appliance with the Smart Phone to complete the remote setup. Please follow the steps shown below:

- Launch the Dimplex **Remo** App on the Smart Phone or similar device.
- To initiate pairing mode on the appliance press and hold the **⏏** key for two seconds. The wireless connectivity logo **Ⓜ** will start flashing. This indicates that the device is advertising to be paired with the App. This is only required for initial pairing, for future operation the product will automatically search for a previously connected device and connect if available. If an existing device has not been found the appliance will then exit pairing mode and the wireless connectivity icon will turn off.
- The smart phone will display appliances available for control. The FutuRad will be identified by a unique 6 digit code beginning with 'CV', for example 'CV7214' and the 'Appliance type: C4'. Select this device and press connect to initiate pairing.



- Some phones may require a PIN to be entered to complete pairing, this PIN will be provided on the Smart Phone.
- Once the pairing process is complete the App can be used to control the appliance.
- Once paired successfully the wireless connectivity logo will stop flashing and remain illuminated.

Operational Modes

The appliance has the following operational modes:

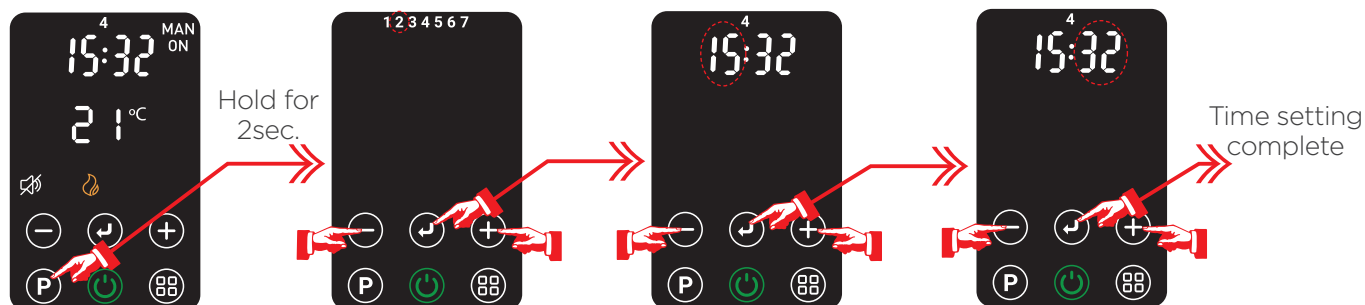
- **Manual mode**, this is a continuous active heating mode. It is possible to select a heat output and a desired room temperature, the appliance will continue to control the room until the mode is changed or the appliance is switched off.
It is possible to select the heat mode from three available options during the manual mode set up, see 'Heat Selection'
- **Auto mode**, this is a scheduled heating mode, the time, heat output and room temperature can be programmed for up to four heating periods per day, for each of the seven week days
- **Boost mode**, this is a time limited active heating mode. The appliance will operate continuously for the preselected time duration and then revert to Standby mode. There are three options to choose from, 30 minutes, 1 hour or 2 hours. During a boost period the appliance will operate in Eco heat mode with a default set temperature of 25°C. The desired room temperature can be adjusted at any stage during the operational period. At the end of the Boost period the appliance will enter the standby mode.

Programming

Setting the Time and Day

- If it is the first time start up the appliance will automatically enter the time setting menu if the **P** or **⏸** buttons are pressed.
- To reset/ modify an already set time, press and hold **P** key for two seconds, the digits form 1 to 7 representing week days will begin flashing, select the current day using the **+** or **-** keys (1 corresponds to Monday, 2 to Tuesday etc.),
- Press the **↵** key to confirm the day setting.
- The Hour digits will start flashing. Set the hour using the **+** or **-** keys and press the **↵** key to confirm.
- The Minute digits will flash. Set the minute using the **+** or **-** keys and confirm using the **↵** key.
- The Time is now set.

Note - the Time setup can be aborted at any stage by pressing the **⏸** key.

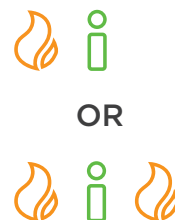


Note - Disconnection from the mains power supply for an extended period may result in the Time and Day settings to be lost. In the event of this occurring, the appliance can be used as normal, however it will be necessary to reset the time and day in order to use the Auto Mode.

Heat Selection

There are three heat options to choose from, the desired one must be set during the Operational mode setup. The available heat options are as follows:

Intelligent (Eco) Heat: The product will automatically regulate the output power depending on requirements. In this mode the product operates at full power, however the output of the product is automatically reduced and regulated as the room temperature approaches the desired level. This mode optimises the energy usage by calculating the most efficient and effective way to achieve the desired temperature setting. The desired room temperature can be adjusted at any time during operation by pressing the appropriate button.



OR

Low Heat: In this mode, the appliance will operate at a low heat setting, the appliance will automatically cycle at this setting to achieve and maintain the desired room temperature.



High Heat: In this mode, the appliance will operate at a high heat setting, the appliance will automatically cycle at this setting to achieve and maintain the desired room temperature.



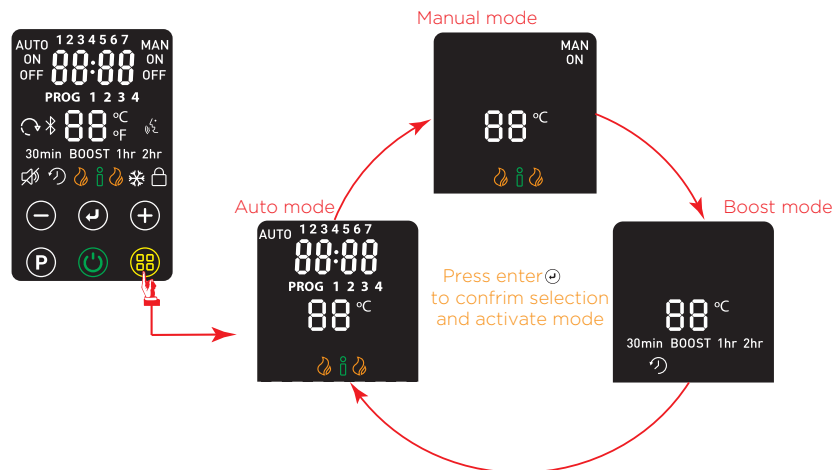
| | Heat settings | | |
|---------|---------------|-----------|--------------------|
| | Low (kW) | High (kW) | Eco (kW) |
| FutG2BT | 1.15 | 2.00 | 0.85, 1.15 or 2.00 |
| FutG3BT | 1.70 | 3.00 | 1.30, 1.70 or 3.00 |

Setting the 'Desired' Room Temperature

The temperature is set using the temperature increase **+** and temperature decrease **-** buttons. The room temperature can be set in the range between 5°C to 30°C. Please note the temperature indicated on the display represents the desired room temperature. It does not display the current room temperature.

Note - If the temperature set is lower than the room temperature then the product will not emit heat. The temperature display will be flashing to indicate this. The product is still actively controlling the room temperature and will automatically turn back on if additional heat is required, i.e. the room temperature lowers or the set temperature is increased higher than the room temperature.

Mode selection



- With the appliance activated, press the **MODE** key to toggle through the operational modes.
- Select the desired mode using the **ENTER** key.
- It will then be necessary to setup the selected mode. Auto mode is an exception as this mode must be pre-set using the **P** key. See 'Auto Mode Setup'

Note: If an Auto program has not been set, the Auto mode will not be visible/selectable when toggling through the options.

Manual Mode Setup

- To select Manual mode navigate to the mode using the **MODE** key and confirm selection using the **ENTER** Key.
- Use the **+** or **-** keys to select the desired heat setting (see **Heat Selection** for details) and confirm the selection by pressing the **ENTER** key.
- The desired room temperature can be adjusted at any point during the Manual mode operation Use the **+** or **-** keys.

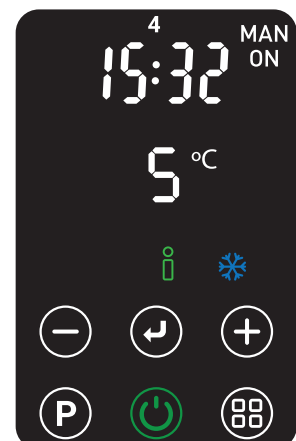
Frost Protection (Manual Mode)

Within the manual mode the appliance has a frost protection function. This setting is useful in areas such as garages to assist in the prevention of frost damage.




To activate this mode, while in **Manual Mode** set the temperature to its minimum setting '5°C', the frost protection symbol (❄️) will illuminate. When set, the heater will cycle ON and OFF to try to maintain a temperature of approximately 5°C and help protect against frost conditions.

It is normal for the 5°C to be flashing when this model is active, it will stop flashing once heat is required e.g. if the room temperature drops below 5°C.

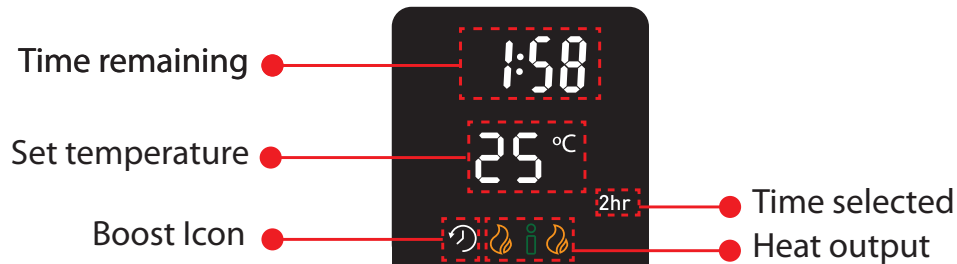
Note - This appliance cannot guarantee total frost protection, external factors such as room size, outside temperature, room insulation properties, etc. will impact on the reliability of this mode.



Boost Mode Setup

- To select Boost mode, navigate to the mode using the  key and confirm selection using the  Key.
- Highlight the desired Boost duration, 30, 60 or 120 minutes, using the **+** or **-** keys and confirm the selection by pressing the  key.
- The desired temperature can be adjusted at any point using the **+** or **-** keys.

When the boost mode is active, the display will show the boost mode symbol, timer period selected, time remaining and the desired set temperature.



Auto mode Setup

- To select Auto mode navigate to the mode using the  key and confirm selection using the  Key.

Note - this mode will only be visible once the time and day has been set and a heating schedule has been programmed.

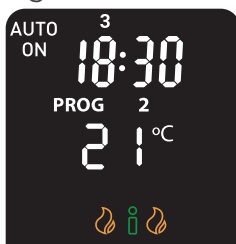
Before the Auto mode can be used it is necessary to setup a desired time and temperature schedule. The heating schedule must be programmed in the following sequence:

1. Select the day to be programmed,
2. Set the desired 'On' (start) time for program block 1,
3. Set the heat mode,
4. Set the desired room temperature,
5. Set the desired 'Off' (end) time for program block 1,
6. Set the remainder of the program blocks and days as required.

Auto Mode Display Screen,

The information displayed on screen will vary depending on the status of the schedule, On or Off.

Auto On, during programmed 'On' block



Display:

Auto mode status: On

Week Day: Wednesday (3)

Time: Next Off time, e.g 18:30

Active Program: Prog 2

Temperature: Controlling at 21

Heat setting: Eco

Auto Off, between programmed 'On' blocks



Display:

Auto mode status: Off

Week Day: Wednesday (3)

Time: Next On time, e.g 20:00

Next active Program: Prog 4

Temperature: coming on to control at 25

Heat Setting: coming on in High heat mode

Setting a Heating Schedule Programming,

- Press the **P** button. The weekdays numbered 1-7 will be displayed at the top of the screen with the active day flashing.
- Use the **+** or **-** keys to select the required day and confirm selection using the **↵** key. The screen will then enter the 'On' time for program 1 (block 1) of that day.
- Use the **+**, **-** and **↵** buttons to set 'On' time. The hour and minutes must be set, this process is the same as 'Setting the Time'.
- Select the desired heat setting using the **+** or **-** keys and confirm selection using the **↵** key.
- Set the desired room temperature to be maintained during the period. Use the **+** or **-** keys to increase/decrease to your desired room temperature and confirm the selection using the **↵** key.
- Set the program 'Off' hour time using the **+** or **-** and confirm using the **↵** key.
- Set the program 'Off' minute time using the **+** or **-** and select from the following options.
- Confirm setting using the **↵** key. The program will **OR** • Confirm setting using the **P** key, this will confirm the time and return to the day selection screen.
 - Subsequent days can then be programmed, the copy schedule function can be used or pressing the **P** key again will save the settings and exit the program setup.
- The setup process can be repeated until the full schedule has been set.

Note - It is possible to copy a day schedule and paste it to alternative days. This can simplify the programming process if the same schedule is required for multiple days, see **Copy & Pasting Day Schedules**

Programming Considerations & Tips

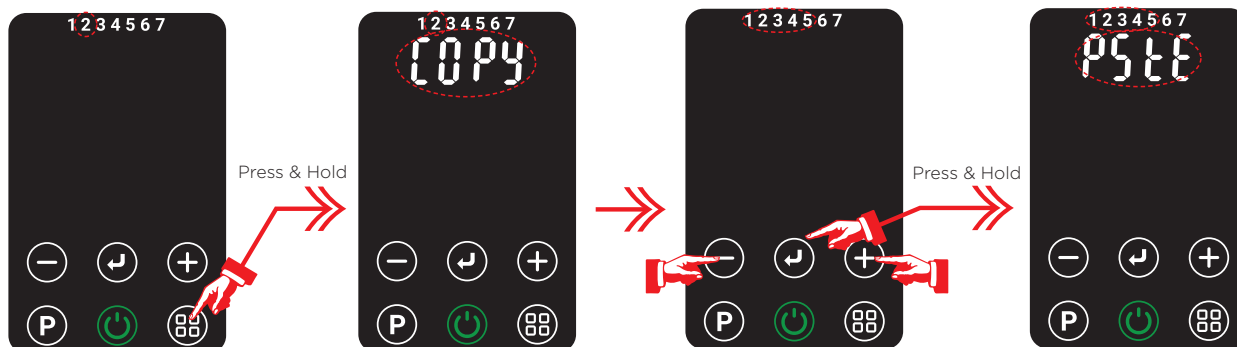
- It is not necessary to set all Program blocks, 1 to 4. The appliance offers the flexibility of up to four blocks per day but can operate as a single block per day or the schedule that best suits the application.
- It is not possible set a program to run through mid night. To achieve this operation it is required to setup program blocks on separate days, for example Day 1 program block must end at or before 23:59 and day 2 program block can begin at or after 00:00.
- It is possible to schedule overlapping program blocks, the appliance will automatically give priority to the program with the highest room temperature setting. Example: if Program 1 is set for 22°C between 13:00-17:00 and Program 2 is set for 25°C between 15:00-22:00. The product will run at 22°C from 13:00 to 15:00, at 15:00 program 2 will take priority and operate because the set temperature of program 2 is higher
- It is possible to skip through the program block by pressing the **P** button only while setting the 'Hour' time on the Program On setup screen.
- To abort the setup and exit the menu without saving any changes, press and hold the **-** button from any setup screen in the programming mode.
- Similarly to confirm and save any changes from any setup screen press and hold the **+** button.
- It is possible to manually change the set room temperature of any auto 'On' program during the program operation by using the **+** or **-** keys. This will have a temporary effect and will not change the program settings.

Copy & Pasting Day Schedules

It is possible to copy a day schedule to any other day, to all week days collectively or to all weekend days collectively.

To copy a day schedule:

- In the Program, day select setup screen, highlight the day you wish to copy. Use the **+** or **-** buttons to navigate to the desired day.
- Press and hold the **☐☐** button, "COPY" will flash twice on the screen to confirm the copy.
- Now use the **+** or **-** buttons to select the day/group of days you want to paste to. Days can be selected individually or by pressing **+** key on day 7 or the **-** on day 1, weekday group or weekend group can be selected.
- To paste the copied schedule to the highlighted day(s), press and hold the **↩** button. "PStE" will flash twice on screen to confirm the action has been complete.
- If it is required to copy the schedule to a subsequent day/group it is necessary to repeat the entire copy and paste operation.
- Once complete press the **P** key to exit the setup mode.




Adaptive start Start (Auto mode)

Adaptive start is a function available for Auto mode that ensures that the room temperature has reached the desired room temperature at the beginning of the programmed On period. It will cause the product to switch on before the scheduled on time to preheat the room.

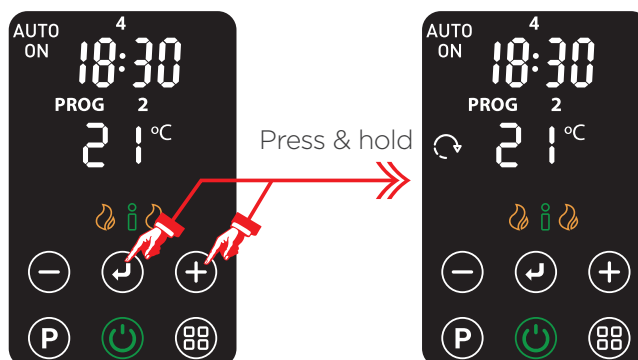
This is a self learning function and will automatically calculate the optimum time to switch on at based on the desired room temperature and information learned about its environment from earlier operations.

Example - If the schedule specifies a room temperature of 22°C between 07:00 and 09:00. Prior to the scheduled on time, the appliance may detect the current room temperature of 17°C. Based on information learned from previous operations, the appliance automatically estimates that 25 minutes are required to increase the room temperature by 5°C. The appliance automatically switches on at 06:35 to ensure a room temperature of 22°C at the scheduled on time, 07:00.

To activate the adaptive start mode:


- With the Auto mode active, Press and hold the **↩** & **+** keys for two seconds.
- The Adaptive Start icon  will appear on the screen to indicate that adaptive start is activated.
- To deactivate the function repeat the button press above, the icon will disappear from the screen.

Note - The appliance may not switch on early for the first set auto program but the appliance will self learn and switch on early for subsequent programs.

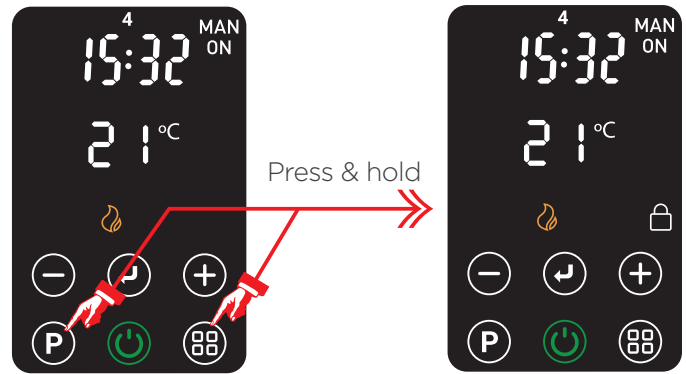


Key Lock

To activate the key lock:


- Press and hold both **P** and **⏏** buttons together for 2 seconds.
- The Key Lock icon  will appear on the display.
- To unlock the control repeat the action by pressing both **P** and **⏏** buttons for 2 seconds.

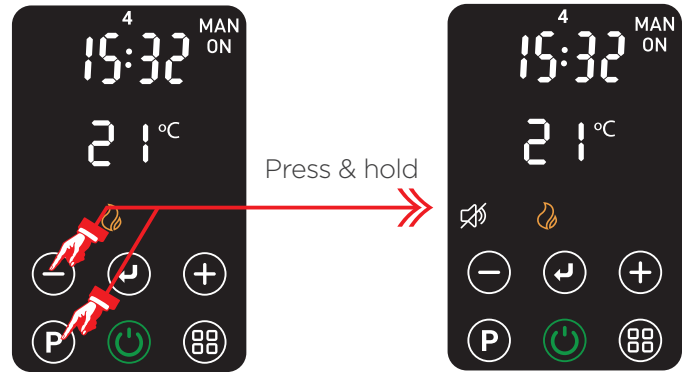
Note: The Standby button will still work when the Key Lock is active. If the standby button is used again to re-energise the appliance then the last heat settings and key lock will still be active.



Key tone mute

To mute the key tones:

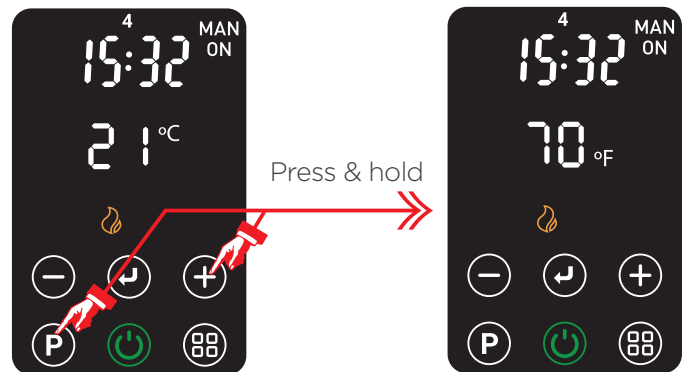
- Press and hold **P** and **-** buttons together for 2 seconds.
- The 'sound off'  icon will appear on screen.
- To turn on the sound you have to repeat the action.



Temperature Units

To switch temperature from degrees Celsius to degrees Fahrenheit:

- Press and hold **P** and **+** buttons together for 2 seconds.
- The temperature units on the display will change to degrees Fahrenheit.
- To revert to degrees Celsius, repeat the button press outlined above.



Safety Features & Additional Information

This appliance incorporates a number of safety devices. In addition to the 'Important Safety Advice' section your attention is drawn to the following:

Tilt Switch

The tilt switch will prevent the heater from working if it is accidentally tipped over on its side.

If the radiator is tipped over while it is hot, disconnect the power and allow it to cool, then stand the radiator back upright. Reconnect the power - normal operation should be resumed.

Safety Overheat Protection

The heater is fitted with a temperature limiter which will reduce the output of the heater should it overheat for any reason. The product will return to normal operation after the cause of the over heating has been rectified.

Storage

If the radiator is not required for long periods, for example during the summer, it should be stored in a dry place and preferably covered to prevent the accumulation of dirt and dust. The supply cord should be neatly coiled and placed inside the cable storage box.

Cleaning

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

Do not use detergents, abrasive cleaning powder or polish of any kind on the body of the heater.

Allow the heater to cool, then wipe with a dry cloth to remove dust and a damp cloth (not wet) to clean off stains. Be careful not to allow moisture in to the heater.

Recycling



For electrical products sold within the European Community.

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 country. If you don't intend to keep the

packaging of this product for later use or storage, please dispose of it in an environmentally friendly way, please dispose of it in your recycling bin or nearest recycling facility, thank you.

| Model Identifier(s): | | FutG2BT | FutG3BT | |
|--|---|---------|---------|-----|
| Heat output | | | | |
| Nominal heat output | P _{nom} | 2.00 | 3.00 | kW |
| Minimum heat output (indicative) | P _{min} | 1.15 | 1.70 | kW |
| Maximum continuous heat output | P _{max,c} | 2.00 | 3.00 | kW |
| Auxiliary electricity Consumption | | | | |
| At nominal heat output | e _{lmax} | 0.00 | 0.00 | kW |
| At minimum heat output | e _{lmin} | 0.00 | 0.00 | kW |
| In standby mode | e _{lSB} | 0.0005 | 0.0005 | kW |
| Type of heat output/ room temperature control | | | | |
| With electronic room temperature control | | | | Yes |
| Contact details | UK: Glen Dimplex UK Ltd., Millbrook House, Grange Drive, Hedge End, Southampton SO30 2DF ROI: Glen Dimplex Europe Limited, Airport Road, Cloghran, County Dublin, K67 VE08 | | | |

Guarantee

What does a Dimplex Guarantee cover?

Dimplex products deliver reliable service for normal, household use in domestic settings. All Dimplex products are individually tested before leaving the factory.

If you are a consumer and you experience a problem with your Dimplex product, which is found to be defective due to faulty materials or workmanship within the Guarantee Period, this Dimplex Guarantee will cover repair or - at the discretion of Dimplex - replacement with a functionally equivalent Dimplex product.

Your product is under Guarantee for 1 year from the date of purchase or the date of delivery of the product, if later. The 1 year Guarantee is extended for an additional 9 years when you register the product with Dimplex, within 28 days of purchase. If you do not register the product with Dimplex within 28 days, your product will remain warrantied for 1 year only. To validate your extended Guarantee register with us online at: <http://register.dimplex.co.uk>. N.B. Each qualifying product needs to be registered with Dimplex individually. Please note that the extended Guarantee is only available in the UK and Ireland.

The Dimplex Guarantee is conditional upon you providing the original purchase receipt as proof of purchase. Please therefore retain your receipt as proof of purchase.

If you do experience a problem with your Dimplex product please call the Helpline on +44 [0]344 879 3588 or visit <https://www.dimplex.co.uk/support>. For ROI please email serviceireland@glendimplex.com or call +353(0)1 842 4833. We will need details of your Dimplex product and a description of the fault which has occurred. Once we receive your information and proof of purchase we will contact you to make the necessary arrangements. If your Dimplex product is not covered by this Dimplex Guarantee there may be a charge to repair your product. However, we will contact you for agreement to any charges before any chargeable service is carried out.

What is not covered by a Dimplex Guarantee?

The Dimplex Guarantee does not cover any of the following:

Any fault or damage to your Dimplex product due to faulty materials or workmanship occurring outside the Guarantee Period. Normal wear and tear including parts that might wear out over time or consumables, such as filters, batteries, etc.

Any fault or damage occurring to any pre-owned Dimplex product or to any other equipment or property.

Accidental damage to your Dimplex product or damage to your Dimplex product from external sources (for example, transit, weather, electrical outages or power surges).

Fault or damage to your Dimplex product which is:

- Not due to faulty materials or workmanship or which is due to circumstances outside Dimplex's control.
- Caused by use of your Dimplex product for anything other than normal domestic household purposes in the country where it was purchased.
- Caused by any misuse, abuse or negligent use of the Dimplex product, including but not limited to any failure to use it in accordance with the Operating Instructions supplied with the product.
- Caused by any failure to assemble, install clean and maintain your Dimplex product in accordance with the Operating Instructions supplied with the product unless this was carried out by Dimplex or its authorised dealers.
- Caused by repairs or alterations to your Dimplex product not carried out by Dimplex service personnel or its authorised dealer(s).
- Caused by use of any consumables or spare parts for your Dimplex product which are not Dimplex - specified.

Terms and Conditions

The Dimplex Guarantee is valid for 1 calendar year, plus 9 if registered, from the date of purchase of your Dimplex product from a recognised retailer in the country of purchase and use, or the date of delivery of the product if later, always provided the original receipt has been retained and is produced as proof of purchase.

You must provide to Dimplex or its authorised agents on request the original receipt as proof of purchase and - if required by Dimplex - proof of delivery. If you are unable to provide this documentation, you will be required to pay for any repair work required.

Any repair work under the Dimplex Guarantee will be carried out by Dimplex or its authorised dealer(s) and any parts that are replaced will become the property of Dimplex. Any repairs or replacement performed under the Dimplex Guarantee will not extend the Guarantee Period.

The Dimplex Guarantee does not entitle you to recovery of any indirect or consequential loss or damage including but not limited to loss or damage to any other property.

The Dimplex Guarantee is in addition to your statutory rights as a consumer and your statutory rights are not affected by this Dimplex Guarantee.

Contact Dimplex

A brand of the Glen Dimplex UK Limited, trading as Glen Dimplex Heating & Ventilation

If you have any questions about what the Dimplex Guarantee covers and does not cover or how to claim under the Dimplex Guarantee, please contact us:

Glen Dimplex Heating & Ventilation, Grange Drive, Hedge End, Southampton SO30 2DF Telephone: 0344 879 3588

Visit: www.dimplex.co.uk