



## Models

500002388	RBF30-FG
500002389	RBF30WC-FG
500002400	RBF36-FG
500002401	RBF36WC-FG
500002398	RBF36P-FG
500002399	RBF36PWC-FG
500002410	RBF42-FG
500002411	RBF42WC-FG

# Installation and User's Guide



**We value your feedback!**

Your input helps to create even better products and experiences.  
Share the warmth and leave a review.  
[dimplex.com/sharethewarmth](https://dimplex.com/sharethewarmth)

 **YouTube/Dimplex** 

---

### IMPORTANT SAFETY INFORMATION:

Read this manual first before attempting to install or use this electric fireplace. Always comply with the warnings and safety instructions contained in this manual to prevent personal injury or property damage.  
To view the full line of Dimplex products, visit [www.dimplex.com](https://www.dimplex.com)

---

# Table of Contents

---

**Welcome** ..... **3**

**⚠ IMPORTANT INSTRUCTIONS** ..... **4**

**Technical Specifications** ..... **6**

    Electrical Rating ..... 6

    Product Reference ..... 6

    Product Dimensions ..... 6

**Package Contents** ..... **7**

**Installation** ..... **8**

    Placement ..... 8

    Preparing the Firebox for Installation ..... 8

    Installation Instructions ..... 9

    Front Glass Installation ..... 11

    Electrical Installation ..... 12

    Plug Kit Installation ..... 14

    Heater Hardware Disconnect ..... 14

**Wiring Diagram** ..... **15**

**Operation** ..... **16**

    General Operation ..... 16

    Resetting the Temperature Cutoff Switch ..... 18

**Maintenance** ..... **19**

    Remote Control Battery Replacement ..... 19

    Cleaning ..... 19

**Troubleshooting** ..... **20**

**Warranty** ..... **21**

**Conventions used in this manual:**

- ! NOTE:** Procedures and techniques that are considered important enough to emphasize.
- ⚠ CAUTION:** Procedures and techniques which, if not carefully followed, will result in damage to the equipment.
- ⚠ WARNING:** Procedures and techniques which, if not carefully followed, will expose the user to the risk of fire, serious injury, or death.

# Welcome

---

Thank you for purchasing a Revillusion® Built-in Electric Firebox by Dimplex.

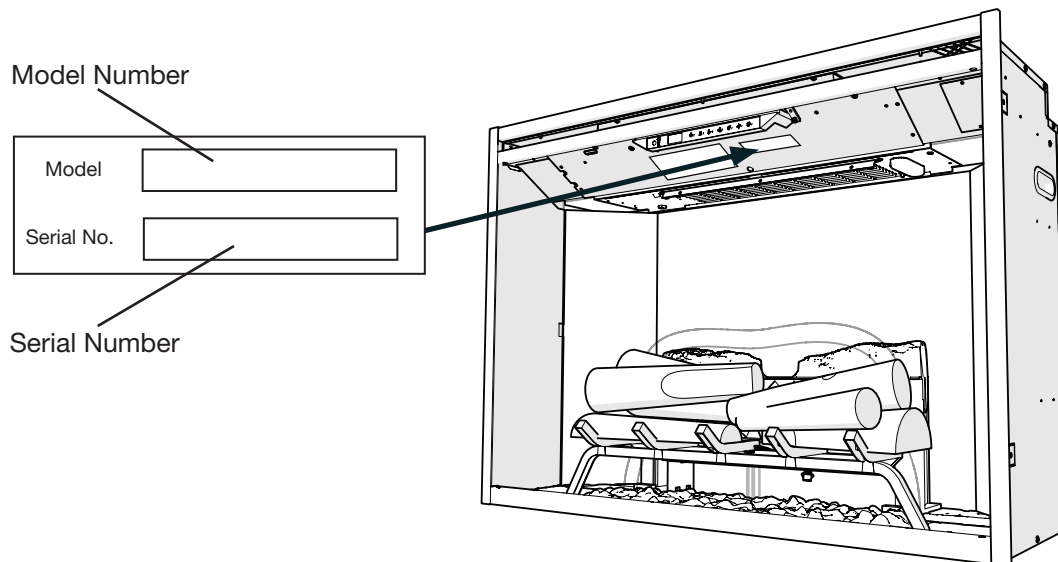
Please carefully read and save these instructions.

**⚠ WARNING:** Read all instructions and warnings carefully before starting installation. Failure to follow these instructions may result in a possible electric shock, fire hazard and will void the warranty.

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

Register your product online at [www.dimplex.glendimplexamericas.com/en-ca/support/register-your-product](http://www.dimplex.glendimplexamericas.com/en-ca/support/register-your-product) to ensure our customer service team can quickly access your information when you contact us, allowing them to help you sooner.

Model	_____
Serial Number	_____



**NO NEED TO RETURN TO THE STORE**

If you have questions regarding the operation of this product or if you require service, before returning this product to the place of purchase,

**Contact us at:**  [www.dimplex.com/support](http://www.dimplex.com/support)

For Troubleshooting and Technical Support


**OR**  **Toll-Free 1-888-346-7539**

Please have your model number and product serial number ready.

# IMPORTANT INSTRUCTIONS

---

When using any electrical appliance, basic precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons. These precautions include:

- ① Read all instructions before using the Revillusion® Built-in Electric Firebox.
-  **DANGER:** High temperatures may be generated under certain abnormal conditions. Do not partially or fully cover or obstruct the front of the firebox.
- ② This firebox is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. The trim around the heater outlet becomes hot during heater operation. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 3 feet (0.9 m) from the front of the firebox.
- ③ Extreme caution is necessary when the firebox is used by or near children or invalids and whenever the firebox is left operating and unattended.
- ④ Always turn off the firebox when it is not in use.
- ⑤ Do not operate the firebox after it malfunctions, has been dropped, or damaged in any manner. Disconnect power at the service panel and have the firebox inspected by a reputable electrician before using.
- ⑥ Do not use this firebox outdoors.
- ⑦ Never locate the firebox where it may fall into a bathtub or other water container.
- ⑧ Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock, or fire, or damage the firebox.
- ⑨ To prevent a possible fire, do not block air intakes or exhaust in any manner
- ⑩ To disconnect the heater, turn the controls to OFF and turn off the power to the heater circuit at the main disconnect panel.
- ⑪ All electrical heaters have hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint, or flammable liquids are used or stored.
- ⑫ Do not modify this firebox. Use it only as described in this manual. Any other use may cause fire, electric shock, or injury to persons.
- ⑬ Do not burn wood or other materials in this firebox.
- ⑭ Disconnect all power coming to the firebox at the main service panel before performing any cleaning or maintenance.
- ⑮ When transporting or storing the firebox, keep it in a dry place, free from excessive vibration, and store to avoid damage.



**CAUTION**  
RISK OF ELECTRIC SHOCK  
DO NOT OPEN  
NO USER-SERVICEABLE PARTS INSIDE



## SAVE THESE INSTRUCTIONS


# IMPORTANT INSTRUCTIONS

---


## **WARNING:**

Remote control contains small batteries. Keep away from children. If swallowed, seek medical attention immediately.

Do not install battery backwards, charge, put in fire or mix with used or other battery types - may explode or leak causing injury.

 **CAUTION:** Always use a qualified technician or service agency to repair the built-in electric firebox.

## **FCC Compliance**

 **CAUTION:** This unit has been tested and found to comply with the limits for Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This unit generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception, which can be determined by turning the unit OFF and ON, the user is encouraged to try to correct the interference by one or more of the following measures:


Reorient or relocate the receiving antenna.

Increase the separation between the unit and the receiver.

Connect the unit into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio/TV technician for help.

This unit complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This unit may not cause harmful interference, and (2) this unit must accept any interference received, including interference that may cause undesired operation.

 **FCC CAUTION:** Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

# Technical Specifications

## Electrical Rating

**Voltage:** 120 V 60 Hz (3-Wire), 208 V 60 Hz (4-Wire), or 240 V 60 Hz (4-Wire)

**Power:** 1300 W at 120 V (10.8 A), 1975 W at 208 V (9.5 A), 2575 W at 240 V (10.7 A)

## Product Reference

UL Listing File Number: E71416



Product Name	Model/SKU	Product Name	UL Number	Size
30" Firebox Insert	500002388	RBF30-FG	690978xxxx*	30"
30" Firebox Insert - Weathered Concrete	500002389	RBF30WC-FG		
36" Firebox Insert	500002400	RBF36-FG	690979xxxx*	36"
36" Firebox Insert - Weathered Concrete	500002401	RBF36WC-FG		
36" Firebox Insert - Portrait	500002398	RBF36P-FG		36" Portrait
36" Firebox Insert - Portrait Weathered Concrete	500002399	RBF36PWC-FG		
42" Firebox Insert	500002410	RBF42-FG	690980xxxx*	42"
42" Firebox Insert - Weathered Concrete	500002411	RBF42WC-FG		

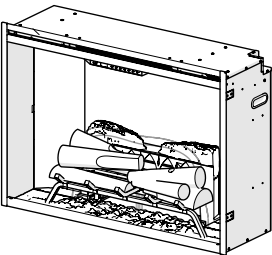
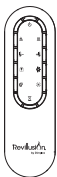

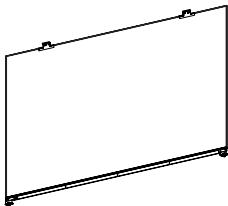

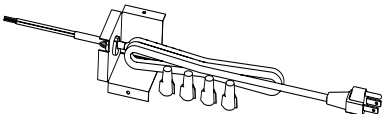
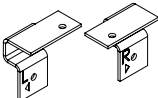




\*where xxxx is a non-safety critical suffix

## Product Dimensions

	RBF30-FG RBF30WC-FG 500002388 500002389	RBF36-FG RBF36WC-FG 500002400 500002401	RBF36P-FG RBF36PWC-FG 500002398 500002399	RBF42-FG RBF42WC-FG 500002410 500002411
Width	31 1⁄8" 792 mm	37 1⁄8" 944 mm	37 1⁄8" 944 mm	43 1⁄4" 1098 mm
Height	26 5⁄8" 676 mm	26 5⁄8" 676 mm	31" 788 mm	31" 788 mm
Depth	12 1⁄8" 307 mm	12 1⁄8" 307 mm	12 1⁄8" 307 mm	12 1⁄8" 307 mm
Weight	66.5 lb 30.2 kg	74.7 lb 33.9 kg	81.1 lb 36.8 kg	88.6 lb 40.2 kg



# Package Contents

Image	Description	Quantity
	Firebox	1
	Remote control	1
	User's and installation guide	1
	Front glass	1
	Glass trim	1
	Plug Kit (Power cord assembly, and 4 wire connectors)	1
<b>Glass Hardware</b>		
	Glass bracket	2
	Door pin	2
	Nut	2
	Countersunk screw 3.5 mm x 8 mm	2
	Pan head screw 3.5 mm [#6] x 8 mm	2

*\*Package contents are subject to change*

# Installation

---

## Placement

This is a zero clearance design, with the exception of the top of the unit, where any insulation and vapor barrier should be placed a minimum of 2" (5.1 cm) from the firebox.

The Revillusion® Built-in Electric Firebox does not require any special venting.

### Installation in a Bathroom

If this unit is installed in a bathroom, it must be protected by a GFCI receptacle or circuit. If a receptacle is used, it must be readily accessible.

This electrical appliance is NOT watertight. To prevent electric shock, it must be installed as to prevent water from entering unit, or installed away from showers, tubs, etc. Never locate fireplace where it may fall into a bathtub or other water container. Keep towels and other combustible materials 3 feet (0.9 m) away from the front of the unit.

## Preparing the Firebox for Installation

The unit comes packed with a protective sheet covering the front of the unit. This sheet is intended to prevent dust and debris from entering during construction. This sheet can be partially removed to complete the wiring and unpacking and can be used to protect the fireplace until the final installation is complete.

Carefully remove the packaging from around the log set. Make sure the wires from the log set are connected securely to the grate box.

**⚠ CAUTION:** Handle the log set carefully. They are fragile and can crack or break if dropped.

- If **permanent disconnection** of the heater is required, follow steps for *Heater Hardware Disconnect* on page 14 of this manual before installing the fireplace.
- If the plug kit will be used, follow the instructions on page 14 and connect the power cord before installing the fireplace.

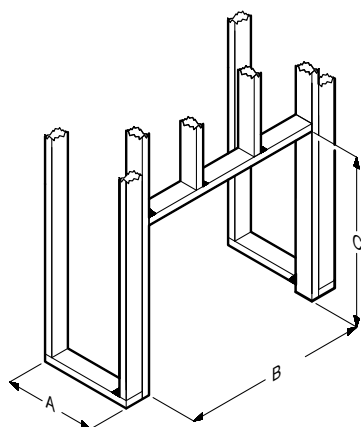


## Installation Instructions

1. Rough-in the framing opening, following the recommended framing dimensions below.

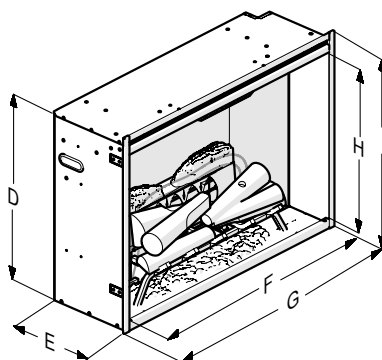
**! NOTE:** The materials used for the finished surround must be cut to precise dimensions (dimensions B & C) as the 1/4" (0.6 cm) self-trimming flange is only to create a finished appearance.

Figure 1



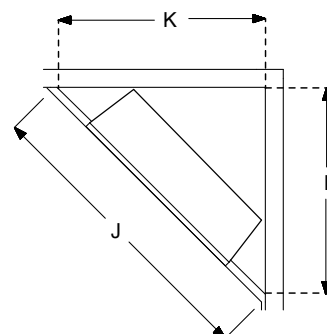
Framing Dimensions

Figure 2



Firebox Dimensions

Figure 3



Dimensions for Corner Installation

		<b>RBF30-FG</b> <b>RBF30WC-FG</b> <b>500002388</b> <b>500002389</b>	<b>RBF36-FG</b> <b>RBF36WC-FG</b> <b>500002400</b> <b>500002401</b>	<b>RBF36P-FG</b> <b>RBF36PWC-FG</b> <b>500002398</b> <b>500002399</b>	<b>RBF42-FG</b> <b>RBF42WC-FG</b> <b>500002410</b> <b>500002411</b>
Figure 1	<b>A</b>	12 1/2" (318 mm)	12 1/2" (318 mm)	12 1/2" (318 mm)	12 1/2" (318 mm)
	<b>B</b>	30 5/8" (778 mm)	36 5/8" (930 mm)	36 5/8" (930 mm)	42 5/8" (1083 mm)
	<b>C</b>	26 3/16" (665 mm)	26 3/16" (665 mm)	30 5/8" (778 mm)	30 5/8" (778 mm)
Figure 2	<b>D</b>	25 3/4" (654 mm)	25 3/4" (654 mm)	30 1/4" (768 mm)	30 1/4" (768 mm)
	<b>E</b>	12" (306 mm)	12" (306 mm)	12" (306 mm)	12" (306 mm)
	<b>F</b>	29 3/8" (746 mm)	35 3/8" (898 mm)	35 3/8" (898 mm)	41 1/2" (1053 mm)
	<b>G</b>	31 1/8" (792 mm)	37 1/8" (944 mm)	37 1/8" (944 mm)	43 1/4" (1098 mm)
	<b>H</b>	22 3/4" (578 mm)	22 3/4" (578 mm)	27 1/4" (691 mm)	27 1/4" (691 mm)
	<b>I</b>	26 5/8" (6764 mm)	26 5/8" (674 mm)	31" (788 mm)	31" (788 mm)
Figure 3	<b>J</b>	54 1/4" (1378 mm)	60" (1524 mm)	60" (1524 mm)	66 1/2" (1689 mm)
	<b>K</b>	38 1/2" (978 mm)	42 1/2" (1080 mm)	42 1/2" (1080 mm)	47" (1194 mm)
	<b>L</b>	38 1/2" (978 mm)	42 1/2" (1080 mm)	42 1/2" (1080 mm)	47" (1194 mm)

# Installation

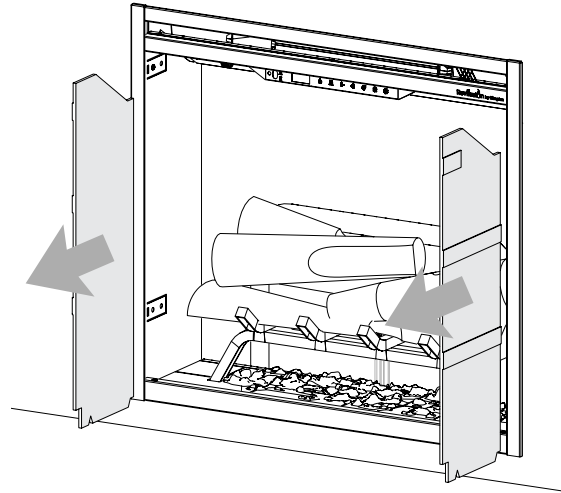
2. Remove the screws that secure the electrical cover in the top right corner at the back of the firebox to complete the wiring.
3. Complete the wiring according to instructions in the *Electrical Installation* section (pages 12–13). Reinstall the electrical cover after completing wiring.
4. Place the firebox into the framed opening. Level with shims if necessary.

**⚠ WARNING:** The built-in electric firebox must NOT be in direct contact with any building vapor barrier or insulation.

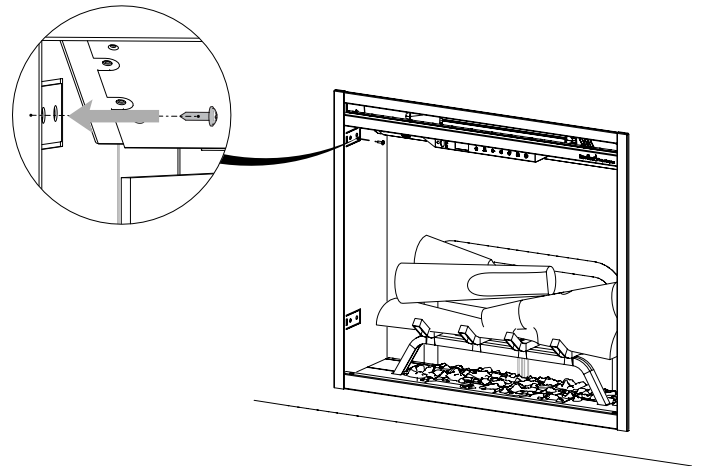
**⚠ CAUTION:** The front of the firebox must not be recessed as this will prevent adequate airflow out of the heater.

5. Remove inner decorative side panels from the fireplace (attached magnetically) by tilting the top inwards, then pull up and out. (Figure 4)
6. Secure the firebox to the frame using the four bendable mounting flanges on the sides of the firebox and suitable hardware (not included). (Figure 5)
7. Reinstall the inner decorative side panels by inserting the bottom first, then tilting upward to place.
8. Install the front glass. (Reference page 11)

**Figure 4**

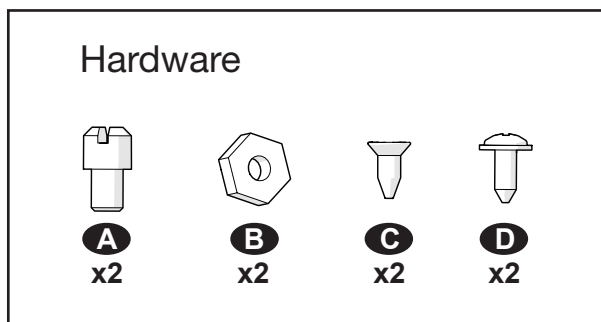


**Figure 5**



# Installation

## Front Glass Installation



1. Secure the glass pins to the bottom brackets of the glass. (Figure 6, hardware **A** and **B**)
2. Secure the left (L) and right (R) brackets to the top of the fireplace. (Figure 7, hardware **C**)
3. Align the glass pins on the glass to the holes in the opening of the firebox. Tilt the glass upward, and secure it to the brackets. (Figure 8, hardware **D**)
4. Place the magnetic glass trim. (Figure 9)

Figure 6

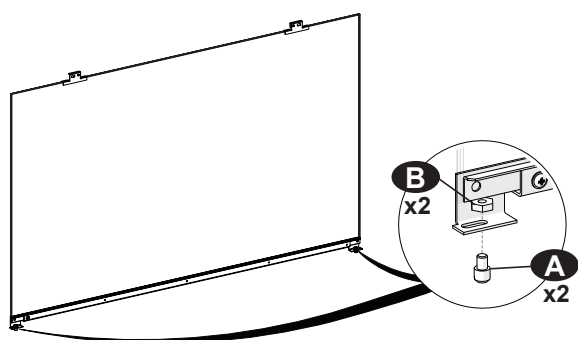


Figure 7

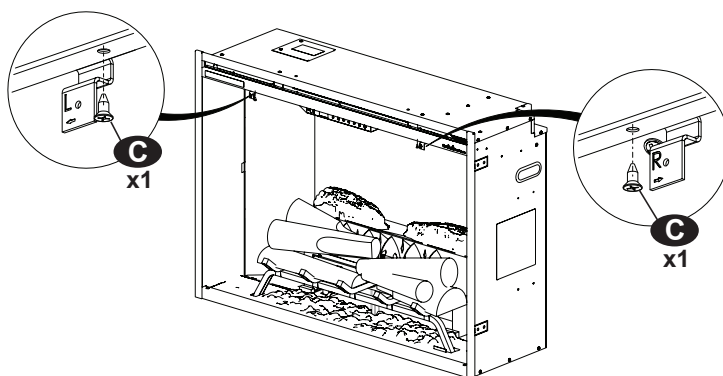


Figure 8

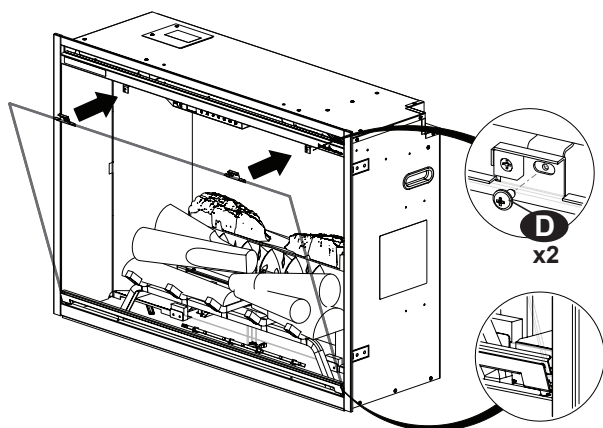
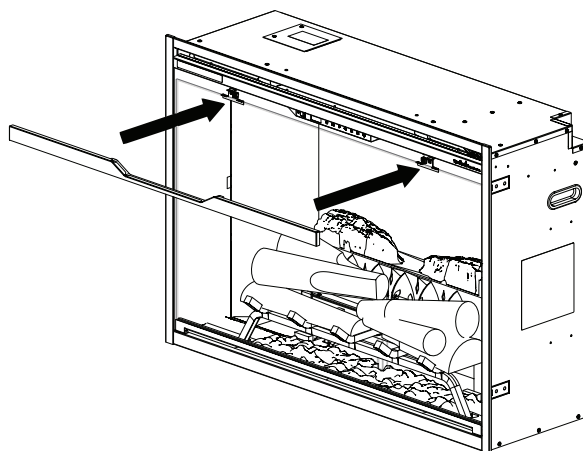


Figure 9



# Installation

---

## Electrical Installation

### **WARNING:**

The installation of the electric fireplace must comply with the applicable Local and/or National Electrical Codes and utility requirements. Employ qualified personnel where required by law.

Electrical outlet wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electric shock, or injury to persons.

**CAUTION:** A dedicated, properly fused 15 Amp circuit is recommended, rated for the appropriate voltage (120 V, 240 V). A dedicated circuit will be required if, after installation, the circuit breaker trips or fuse blows on a regular basis when the heater is operating. Additional appliances on the same circuit may exceed the current rating of the circuit breaker.

### General Electrical

1. All wiring must be completed prior to installing the built-in electric firebox.
2. Allow 8" (20.3 cm) of service cable for connecting power supply wire to junction box on the unit when installing and before finishing the wall. Allow up to 4 ft (122 cm) of service cable for connecting power supply wire to junction box when installing after finishing wall.
3. Wire a dedicated, properly fused circuit with a 15 A rating for the appropriate voltage (120 V, 240 V).
4. Secure the service cable through the electrical cover on the back of the unit and secure using a ½" approved strain relief connector (not provided).
5. Remove the outer jacket and strip the individual conductors ½" (1.3 cm) from the end.
6. Follow the following instructions for your specific installation.
7. Wiring inspection can be done from the front of the unit: remove the access panel, to the right of the controls, to access the service cable and wires from the unit.
8. The fireplace can be hardwired with a wall switch. The switch must be rated for a minimum of 15 A.

**NOTE:** For 120 V installation with wall switch, use a single pole, single throw (On/Off) wall switch. For 240 V installation with wall switch, use a double pole, single throw (On/Off) wall switch.

### **Cord Length:** 72" (183 cm)

**WARNING:** This heater is not intended for use with an extension cord. Plug the cord directly into an appropriate wall receptacle. must comply with the applicable Local and/or National Electrical Codes and utility requirements.

**NOTE:** The power cord installation must comply with the applicable Local and/or National Electrical Codes and utility requirements.

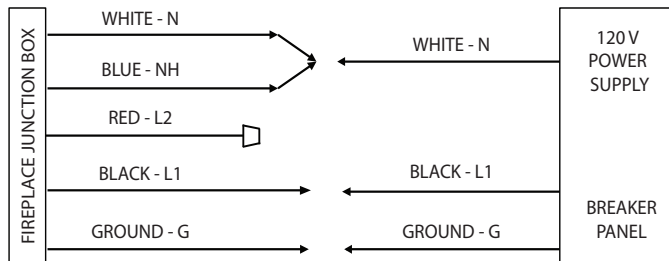
# Installation

## 120 V Hardwire Installation

Use 2-conductor wires with ground (3 wires total) from the power supply (breaker panel) to the junction box on the built-in electric firebox.

1. Pull out the 5 wires marked L1, L2, N, NH, and G (black, red, white, blue, and green).
2. Connect the white N and blue NH wires from the unit to the neutral wire from the power supply.
3. Terminate the red L2 wire from the unit using a wire connector (not included).
4. Connect black L1 wire from the unit to the live wire from the power supply.
5. Connect the green G ground wire from the unit to the ground from the power supply.
6. Insert all the wiring back into the firebox and secure with a cable clamp (not included).
7. Make sure all connections are tight.

**Figure 10** 120 V Hardwire Installation

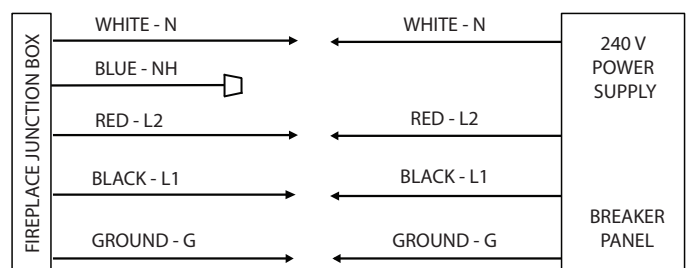


## 240 V Hardwire Installation

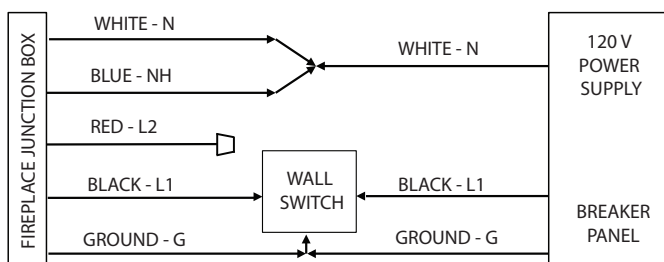
Use 3-conductor wires with ground (4 wires total) from the power supply (breaker panel) to the junction box on the built-in electric firebox.

1. Pull out the 5 wires marked L1, L2, N, NH, and G (black, red, white, blue, and green).
2. Connect the white N wire from the unit to the neutral wire from the power supply.
3. Terminate the blue NH wire with a wire connector.
4. Connect the black L1 wire from the unit to the one of the live wires from the power supply.
5. Connect the red L2 wire from the unit to the second live wire from the power supply.
6. Connect the green G wire from the unit to the ground from the power supply.
7. Insert all the wiring back into the firebox and secure with a cable clamp (not included).
8. Make sure all connections are tight.

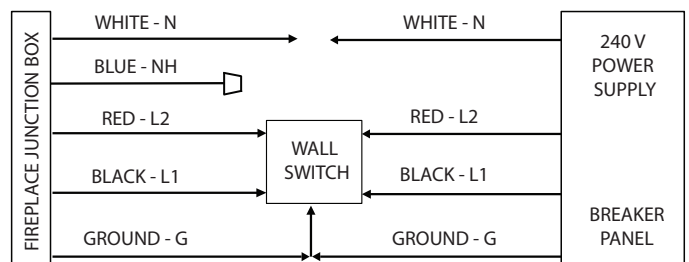
**Figure 12** 240 V Hardwire Installation



**Figure 11** 120 V Wall Switch Installation



**Figure 13** 240 V Wall Switch Installation



# Installation

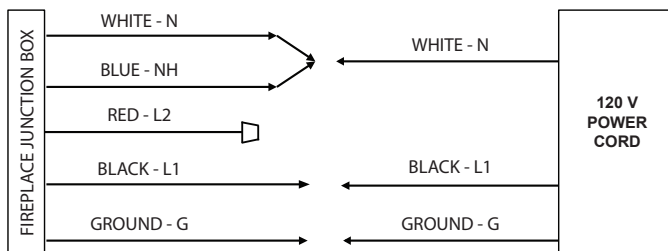
## Plug Kit Installation

### 120 V Power Cord Installation

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

1. In the back right corner of the unit, locate and remove the electrical cover plate, by removing the two securing screws.
2. Pull out the marked wires.
3. With the provided wire connectors, connect
  - L1 wire from the unit to the black (L1) wire from the power cord;
  - N and N<sub>H</sub> wires from the unit to white (N) wire from the power cord;
  - G wire from the unit to green (G) wire from the power cord;
  - Install a wire connector on the L2 wire.
4. Ensure that all wire connections are tight.
5. Install the junction box cover and tighten the screws.

**Figure 14** 120 V Power Cord Installation



## Heater Hardware Disconnect

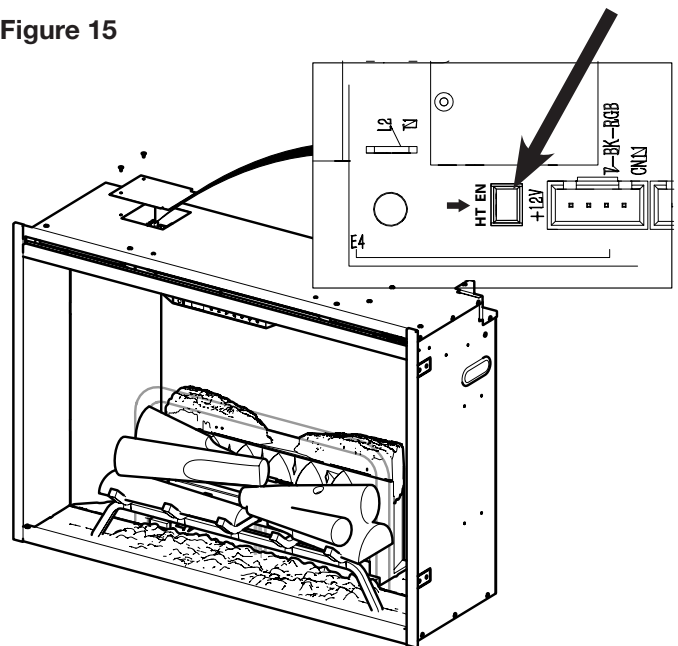
The fireplace heater can be permanently disabled by removing the electronic jumper on the main control board.

**! NOTE:** Heater hardware disconnect will permanently disable the heater and fan. Follow these instructions only when an installation without heat is required. Temporary disabling of the heater can be achieved through the hidden touch controls. See “Heat Disable” in *Operation* section (page 16) for instructions.

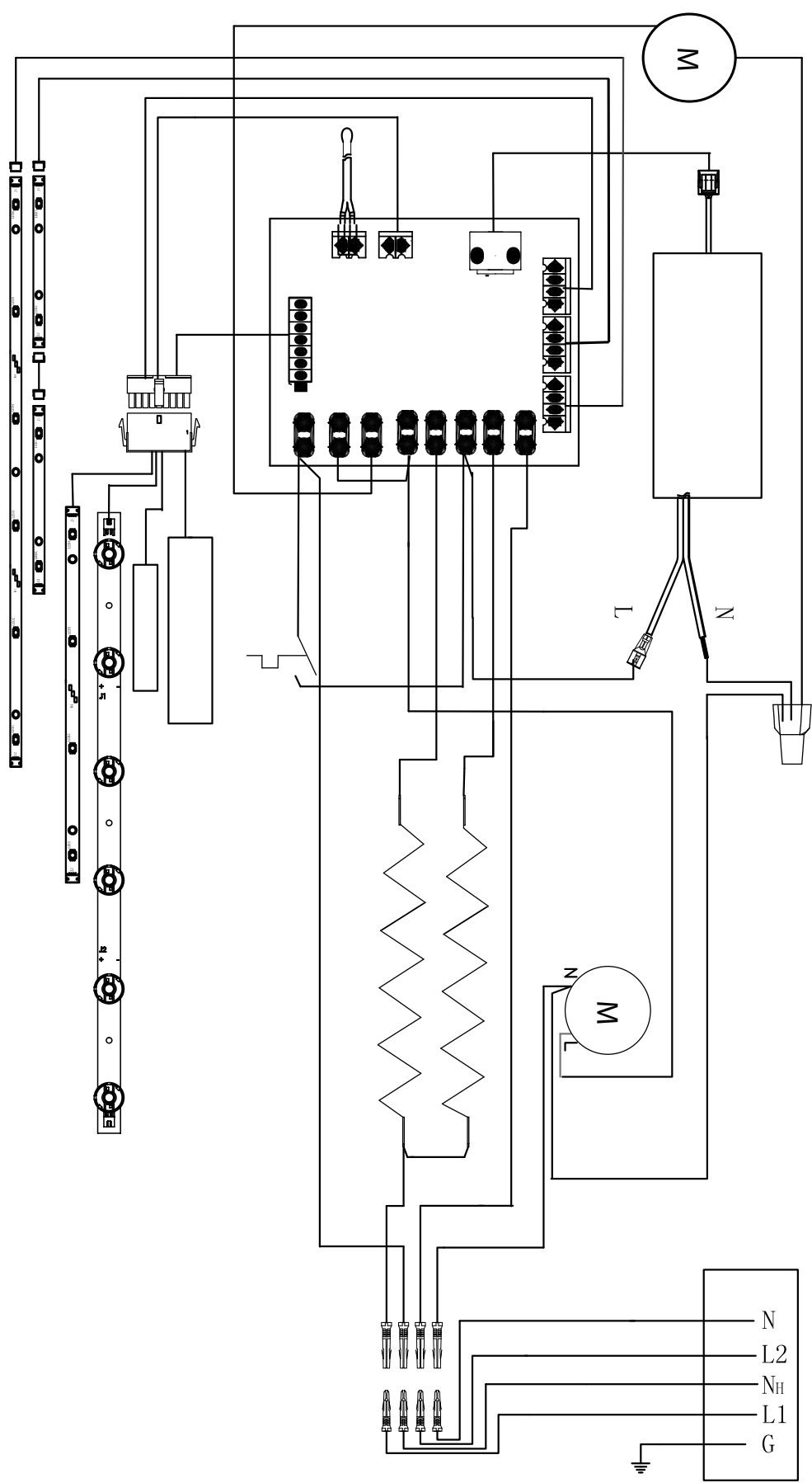
### To disconnect the heater and fan permanently:

1. Locate and remove the panel on the top left of the unit.
2. Pull out the heater hardware disconnect jumper labeled “HT EN”. (Figure 14)
3. Reinstall the previously removed panel.

**Figure 15**



# Wiring Diagram





## General Operation

**⚠ WARNING:** The Revillusion® Built-in Electric Firebox must be installed properly before it is used.

The hidden touch controls are located on the upper center of the fireplace.

To operate correctly, the remote control must be pointed toward the hidden touch controls. The remote control has a range of approximately 30 ft (9 m).

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

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

Figure 16

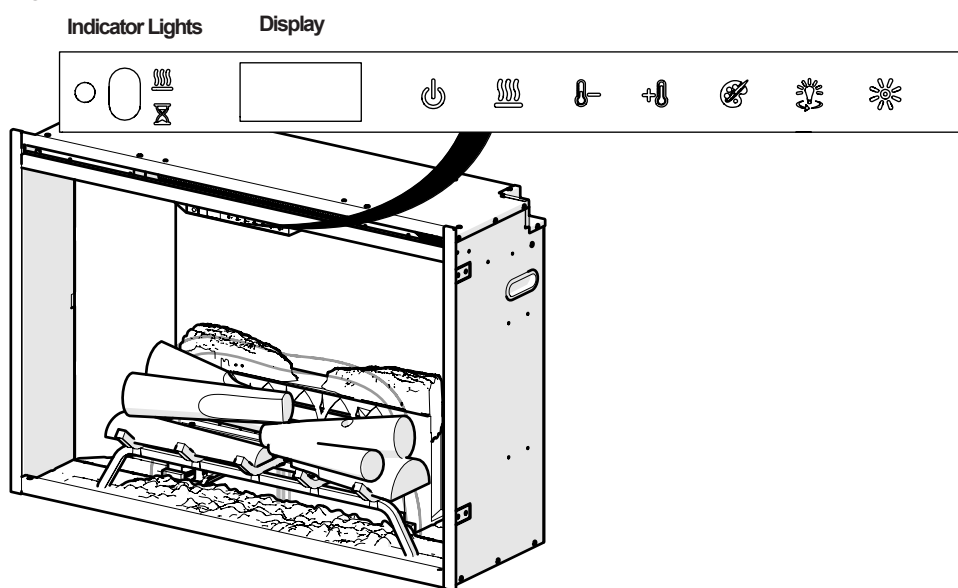
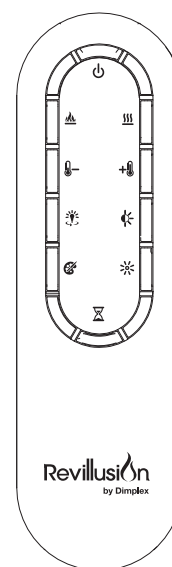



































Figure 17



# Operation

	Standby	Press  to turn the unit on or put it in standby mode. When the unit is turned back on, it will retain the previously used settings.
	Flame	Press  to turn the flame effect on or off.
	Heat	Press  to turn the heat on or off. The fireplace can be operated in heat only mode by turning off the flame and color effects.
	Heat Disable	Press and hold  and  at the same time for 2 seconds to disable or enable the heat function. This action must be performed on the <b>hidden touch controls</b> . When the heat is disabled and either the  ,  , or  is pressed, --- will appear on the display.
	Thermostat Control	Press  or  to adjust the temperature setting of the thermostat. When the temperature setting is adjusted, the set temperature will flash for 2 seconds, then the ambient room temperature will be displayed briefly. The temperature can be set from 5° C to 37° C (41° F to 99° F).
	Temperature Display (°C ↔ °F)	Press and hold  and  at the same time for 2 seconds. This action must be performed on the <b>hidden touch controls</b> .
	360° Light	Press  repeatedly to cycle through the different lighting options: 1 - Off 2 - White 3 - Yellow 4 - Red This feature is only available when the flame effect is on.
	Light Sensor	Press  to turn the ambient light sensor on or off. The light sensor will adjust the brightness of the fireplace based on the ambient light in the room. This feature is only available when the flame effect is on.
	Flame Accents	Press  repeatedly to cycle through the different flame accent options: Yellow and red flame base (  ) Orange flame base (  ) Flame base off This feature is only available when the flame effect is on.
	Brightness	Press  repeatedly to cycle through the brightness and flicker modes: Solid H - High Brightness Solid L - Low Brightness Cycle H - High Brightness with flickering Cycle L - Low Brightness with flickering This feature is only available when the flame effect is on.

	Timer	<p>Press  repeatedly until the desired number of hours of the timer is displayed. When this function is active, the fireplace will turn off after a set amount of time. The timer can be set from 30 minutes to 8 hours in intervals of 30 minutes.</p> <p>To turn the timer off, press  repeatedly until  appears on the display.</p> <p>While the timer is active, press  once to see the time remaining.</p>
	Controls Lock	<p>Hold  and  at the same time for 2 seconds to lock or unlock the hidden touch controls. This action must be performed on the <b>hidden touch controls</b>.</p> <p>When controls are locked, the fireplace can still be operated using the remote control.</p>
	Factory Reset	<p>While the unit is in standby, hold  and  at the same time for 2 seconds to restore the unit to its factory default settings. This action must be performed on the <b>hidden touch controls</b>.</p>

## 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. If the button on the unit is pressed, *Er2* will be displayed on the unit. It can be reset by turning the unit off at the main disconnect panel and waiting 5 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 call technical support at: 1-888-346-7539.

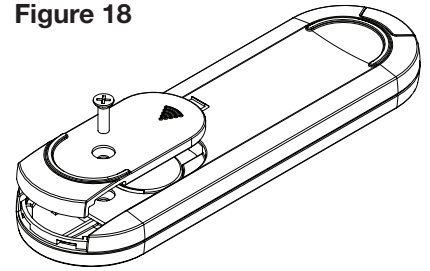
# Maintenance

---

## Remote Control Battery Replacement

1. Remove the battery cover screw using a Philips screwdriver.
2. Slide the battery cover open.
3. Install a 3V (CR2032) lithium battery in the battery holder. The positive (+) side of the battery faces up.
4. Close the battery cover and secure with the screw.

Figure 18



The 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.

## Cleaning

### Reflector Screen Cleaning

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

To remove fingerprints or other marks, clean the reflector screen using a damp cloth. Never use abrasive cleaners. Dry the screen completely with a lint-free cloth to prevent water spots.

### Logs and Base Cleaning

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





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

### Servicing

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

# Troubleshooting

For more troubleshooting, consult the Revillusion Service Manual which can be found at [www.dimplex.com/product-downloads](http://www.dimplex.com/product-downloads)

Problem	Display	Cause	Solution
Fireplace does not turn on with the manual touch controls	N/A	No incoming power	Ensure unit is wired correctly Check main disconnect panel Ensure wall switch is on (if applicable)
Fireplace does not turn on with the remote control	N/A	The batteries in the remote control are dead or installed incorrectly	Replace remote control battery Ensure battery is installed with + facing up.
Heater does not turn on	---	Heater is disabled	Press and hold  and  at the same time on the hidden touch controls for 2 seconds to disable or enable the heat function.
	H--	Heater has been permanently disabled (Heater Hardware Disconnect)	If installation with heat is desired, reinstall jumper on main board if available or purchase new main board.
	Er 1	Defective/disconnected thermistor	Consult service manual.
	Er 2	High temperature cut-out is activated	Ensure heater is clean and free from obstructions. Reset breaker and wait 5 minutes before turning unit back on it. If error persists, see Service Manual.
Heater does not turn off	N/A	Normal operation — There is a 2-minute fan delay before heater turns off	No action required.
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.
Fireplace does not respond to commands on the hidden touch controls.	LOC	Hidden touch controls are locked.	Hold  and  at the same time for 2 seconds on the hidden touch controls.

# Warranty

---

## Two Year Limited Warranty

### Products to which this limited warranty applies

This limited warranty applies to your newly purchased Dimplex Revillusion® Built-in Electric Firebox Models: 500002388, 500002389, 500002400, 500002401, 500002398, 500002399, 500002410 and 500002411. This limited warranty applies only to purchases made in any province of Canada except for Yukon Territory, Nunavut, or Northwest Territories or in any of the 50 States of the USA (and the District of Columbia) except for Hawaii and Alaska. This limited warranty applies to the original purchaser of the product only and is not transferable.

### Products excluded from this limited warranty

The Fireplace is only covered for transportation to the end user and will not be covered if damage occurs during normal operation and/or maintenance. Products purchased in Yukon Territory, Nunavut, Northwest Territories, Hawaii, or Alaska are not covered by this limited warranty. Products purchased in these States, provinces, or territories are sold AS IS without warranty or condition of any kind (including, without limitation, any implied warranties or conditions of merchantability or fitness for a particular purpose) and the entire risk of as to the quality and performance of the products is with the purchaser, and in the event of a defect the purchaser assumes the entire cost of all necessary servicing or repair.

### What this limited warranty covers and for how long

Products, other than fireplace surrounds (mantels) and trims, covered by this limited warranty have been tested and inspected prior to shipment. Subject to the provisions of this warranty, Glen Dimplex Americas Ltd. (herein called Glen Dimplex Americas) warrants such products to be free from defects in material and workmanship for a period of 2 years from the date of the first purchase of such products as follows: (a) a repair or replacement warranty on defective products or parts, including in-home services, for the first year following the date of first purchase; and (b) thereafter, a replacement of parts warranty on defective products and parts (with no in-home services) for the 1 year period commencing on the first anniversary of first purchase and ending on the second anniversary of the date of first purchase.

Glen Dimplex Americas fireplace surrounds (mantels) and trims covered by this limited warranty have been tested and inspected prior to shipment and, subject to the provisions of this warranty, Glen Dimplex Americas warrants such products to be free from defects in material and workmanship for a period of 1 year from the date of first purchase of such products. Warranty services do not include in-home services.

The limited 2 year warranty period for products other than fireplace surrounds (mantels) and trims and the limited 1 year warranty period for fireplace surrounds (mantels) and trims also applies to any implied warranties that may exist under applicable law. Some jurisdictions do not allow

limitations on how long an implied warranty lasts, so the above limitation may not apply to the purchaser.

### What this limited warranty does not cover

This limited warranty does not apply to products that have been repaired (except by Glen Dimplex Americas or its authorized service representatives) or otherwise altered. This limited warranty does further not apply to defects resulting from misuse, abuse, accident, neglect, incorrect installation, improper maintenance or handling, or operation with an incorrect power source.

### What you must do to get service under this limited warranty

Defects must be brought to the attention of Technical Service by calling 1-888-346-7539. Please have proof of purchase, catalogue/model and serial numbers available when calling. Limited warranty service requires a proof of purchase of the product.

### What Glen Dimplex Americas will do in the event of a defect

In the event a product or part covered by this limited warranty is proven to be defective in material or workmanship during (i) the 2 year limited warranty period for products other than fireplace surrounds (mantels) and trims, and (ii) the 1 year limited warranty period for surrounds (mantels) and trims, you have the following rights:

- Glen Dimplex Americas will in its sole discretion either repair or replace such defective product or part without charge. If Glen Dimplex Americas is unable to repair or replace such product or part, or if repair or replacement is not commercially practicable or cannot be timely made, Glen Dimplex Americas may, in lieu of repair or replacement, choose to refund the purchase price for such product or part.
- Limited warranty service will be performed solely by dealers or service agents of Glen Dimplex Americas authorized to provide limited warranty services.
- For products (other than surrounds (mantels) and trims) for the period ending at midnight on the first anniversary of the date of first purchase, Glen Dimplex Americas will in its sole discretion either repair or replace such defective product or part without charge. If Glen Dimplex Americas is unable to repair or replace such product or part, or if repair or replacement is not commercially practicable or cannot be timely made, Glen Dimplex Americas may, in lieu of repair or replacement, choose to refund the purchase price for such product or part. This limited warranty entitles the purchaser to on-site or in-home warranty services. Accordingly, Glen Dimplex Americas will be responsible for all labour and transportation costs associated with the repair or replacement of the product or part except as follows: (i) charges may be levied for travel costs incurred to travel to the purchaser's site where the product is located if the purchaser's site is beyond 30 miles (48 km) from the closest service depot of Glen Dimplex Americas dealer or service agent; and (ii) the purchaser is solely responsible for providing clear

# Warranty

---

access to all serviceable parts of the product.

- For products (other than surrounds (mantels) and trims) for the period commencing at 12:01 a.m. on the day after the first anniversary of the first purchase and ending at midnight on the second anniversary of the date of first purchase, this limited warranty entitles the purchaser to replacement parts only without charge. If Glen Dimplex Americas is unable to replace such part, or if replacement is not commercially practicable or cannot be timely made, Glen Dimplex Americas may, in lieu of replacement, choose to refund the purchase price for such part. The purchaser shall not be entitled to on-site or in-home warranty services. The purchaser shall be responsible for all expenses incurred for the removal of the part and installation of the replacement part including, without limitation, all shipping costs and transportation costs to and from the authorized dealer's or service agent's place of business and all labour costs. Such costs shall not be the responsibility of Glen Dimplex Americas.
- For surrounds (mantels) and trims for the period ending at midnight on the first anniversary of the date of first purchase, Glen Dimplex Americas will in its sole discretion either repair or replace such defective surrounds (mantels) and trims or part thereof without charge. If Glen Dimplex Americas is unable to repair or replace such product or part, or if repair or replacement is not commercially practicable or cannot be timely made, Glen Dimplex Americas may, in lieu of repair or replacement, choose to refund the purchase price for such product or part. The purchaser shall not be entitled to on-site or in-house services. The purchaser is responsible for all expenses incurred for repair or replacement of such product or part including, without limitation, all shipping costs and transportation costs to and from the authorized dealer's or service agent's business and all labour costs. Such costs shall not be the responsibility of Glen Dimplex Americas.
- On-site or in-home services not provided under this warranty may be performed at the purchaser's specific request and expense at Glen Dimplex Americas then-current rates for such services.

## **What Glen Dimplex Americas and its dealers and service agents are also not responsible for:**

IN NO EVENT WILL GLEN DIMPLEX AMERICAS, OR ITS DIRECTORS, OFFICERS, OR AGENTS, BE LIABLE TO THE PURCHASER OR ANY THIRD PARTY. WHETHER IN CONTRACT, IN TORT, OR ON ANY OTHER BASIS, FOR ANY INDIRECT, SPECIAL, PUNITIVE, EXEMPLARY, CONSEQUENTIAL, OR INCIDENTAL LOSS, COST, OR DAMAGE ARISING OUT OF OR IN CONNECTION WITH THE SALE, MAINTENANCE, USE, OR INABILITY TO USE THE PRODUCT, EVEN IF GLEN DIMPLEX AMERICAS OR ITS DIRECTORS, OFFICERS, OR AGENTS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSSES, COSTS OR DAMAGES, OR IF SUCH LOSSES, COSTS, OR DAMAGES ARE FORESEEABLE. IN NO EVENT WILL GLEN DIMPLEX AMERICAS, OR ITS OFFICERS, DIRECTORS, OR AGENTS BE LIABLE FOR ANY DIRECT LOSSES, COSTS, OR DAMAGES THAT EXCEED THE PURCHASE PRICE OF THE PRODUCT.

SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO THE PURCHASER.

## **How State and Provincial law apply**

This limited warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction. The provisions of the United Nations Convention on Contracts for the Sale of Goods shall not apply to this limited warranty or the sale of products covered by this limited warranty.



# We value your feedback!

Your input helps to create even better products and experiences.

Share the warmth and leave a review.

[dimplex.com/sharethewarmth](https://dimplex.com/sharethewarmth)

 **YouTube / Dimplex** 

---



1-888-346-7539 | [www.dimplex.com](https://www.dimplex.com)

In keeping with our policy of continuous product improvement, we reserve the right to make changes without notice.

© 2023 Glen Dimplex Americas

