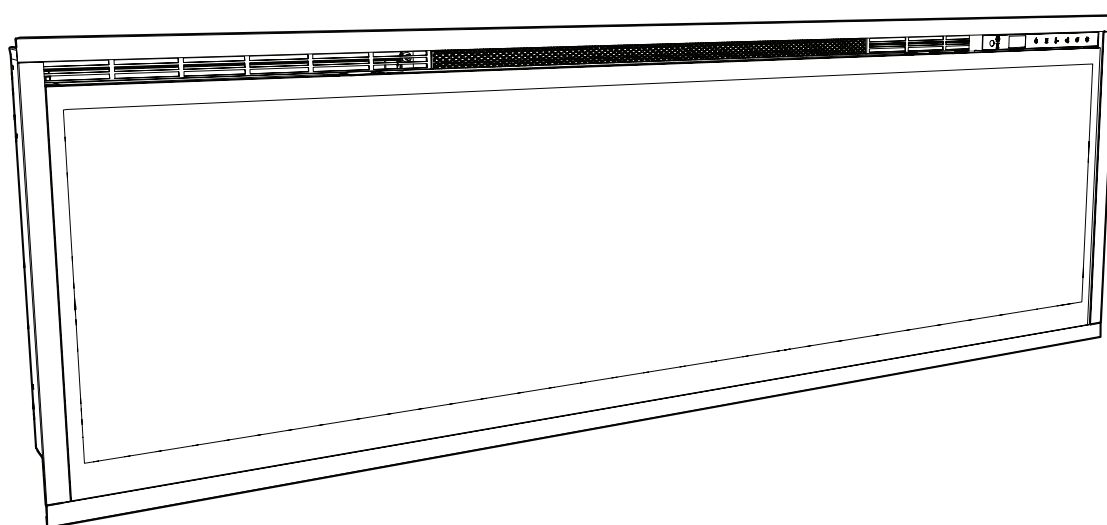


Installation and User's Guide



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

Table of Contents

 **IMPORTANT INSTRUCTIONS** 3

Technical Specifications 5

 Electrical Rating 5

 Product Dimensions 5

Installation 6

 Placement 6

 Mounting 7

 Electrical Installation 8

 Flame Panel and Glass Installation 9

Operation 10

 Touch Panel and Remote Control 10

App Connection 12

Maintenance 14

 Battery Replacement 14

 Resetting the Temperature Cutout Switch 14

 General Maintenance 14

Warranty 15

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.

IMPORTANT INSTRUCTIONS

Basic Precautions

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 electric fireplace.
2. Extreme caution is necessary when the firebox is used by or near children and whenever the firebox is left operating and unattended.
3. Always turn off the fireplace when it is not in use.
4. Do not operate the fireplace with a damaged power cord or plug or after the fireplace malfunctions, has been dropped, or damaged in any manner.
5. Do not use this firebox outdoors.
6. This fireplace is not intended for use in bathrooms, laundry areas, or similar indoor locations. Never locate the fireplace where it may fall into a bathtub or water.
7. Do not run power cord under carpeting. Do not cover cord with throw rugs, runners, or similar coverings. Do not route cord under furniture or appliances. Arrange cord away from traffic area and where it will not be tripped over.
8. To disconnect the fireplace, turn the controls to OFF and remove the power cord plug from the outlet.
9. Connect the power cord to a properly grounded outlet only.
10. 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. To prevent a possible fire, do not block air intakes or exhaust in any manner. Do not use the fireplace on soft surfaces, like a bed, where openings may become blocked.
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. Use this fireplace only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or injury to persons.

13. Always plug the fireplace directly into a wall outlet/receptacle. Never use the fireplace with an extension cord or relocatable power tap (outlet/power strip).
14. Do not burn wood or other materials in this fireplace.
15. When transporting or storing the fireplace, keep it in a dry place, free from excessive vibration, and store to avoid damage.

! NOTE: Changes or modifications not expressly approved by the party responsible for compliance could void user's authority to operate the equipment.

Special Precautions

- ! CAUTION:** Do not open the unit. There is a risk of electric shock. There are no user-serviceable parts inside.
- ! CAUTION:** Always use a qualified technician or service agency to repair the built-in electric fireplace.
- ! WARNING:** Remote control contains a small battery. Keep away from children. If swallowed, seek medical attention immediately.
- ! WARNING:** Do not install battery backwards, charge, put in fire or mix with used or other battery types as it may explode or leak causing injury.
- ! DANGER:** High temperatures may be generated under certain abnormal conditions. Do not partially or fully cover or obstruct the front of the fireplace.

SAVE THESE INSTRUCTIONS

⚠ IMPORTANT INSTRUCTIONS

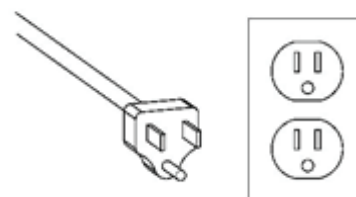
⚠ WARNING	
• INGESTION HAZARD: This product contains a button cell or coin battery. • DEATH or serious injury can occur if ingested. • A swallowed button cell or coin battery can cause Internal Chemical Burns in as little as 2 hours. • KEEP new and used batteries OUT OF REACH of CHILDREN. • Seek immediate medical attention if a battery is suspected to be swallowed or inserted inside any part of the body.	

1. Remove and immediately recycle or dispose of used batteries according to local regulations and keep away from children. Do NOT dispose of batteries in household trash or incinerate.
2. Even used batteries may cause severe injury or death.
3. Call a local poison control center for treatment information.
4. This product uses 3 VDC type CR2032 battery or equivalent.
5. Non-rechargeable batteries are not to be recharged.
6. Do not force discharge, recharge, disassemble, heat above (manufacturer's specified temperature rating) or incinerate. Doing so may result in injury due to venting, leakage or explosion resulting in chemical burns.
7. Ensure the batteries are installed correctly according to polarity (+ and -).
8. Do not mix old and new batteries, different brands or types of batteries, such as alkaline, carbon-zinc, or rechargeable batteries.
9. Remove and immediately recycle or dispose of batteries from equipment not used for an extended period of time according to local regulations.
10. Always completely secure the battery compartment. If the battery compartment does not close securely, stop using the product, remove the batteries, and keep them away from children.

Grounding Instructions

This product must be grounded. If it should malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This product is equipped with a cord having an equipment-grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

This product is for use on a 120V circuit and has a grounding plug that looks like the plug in the following figure. Make sure that the product is connected to an outlet having the same configuration as the plug. No adapter should be used with this product.



⚠ DANGER: Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or serviceman if you are in doubt as to whether the product is properly grounded. Do not modify the plug provided with the product – if it will not fit the outlet, have a proper outlet installed by a qualified electrician.

Technical Specifications

The Electric Fireplace offers an alternative to a wood or gas fireplace. It can give your existing fireplace new life or transform a cabinet or media center of your own into a stunning focal point.

Electrical Rating

- Volts:** 120 V, 60 Hz
- Wiring:** Plug-In
- Amps:** 12.5A
- Bulb Type:** LED
- Watts:** 1500 W
- Operating Temperature Range:** -4 to 104°F (-20 to 40°C)
- Approvals certified to meet UL Standards

- !

NOTE: A 15 Amp, 120 Volt circuit is required. A dedicated circuit is preferred, but not essential in all cases. A dedicated circuit will be required if, after installation, the circuit breaker trips or the 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.
- ⚠

WARNING: 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.

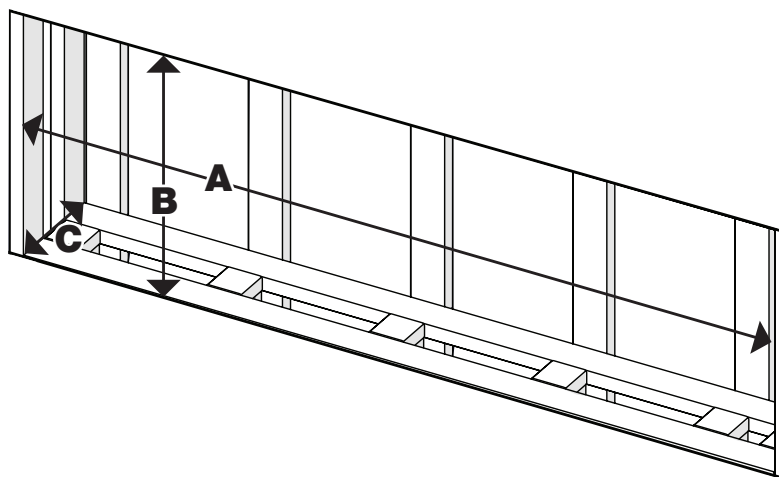
Product Dimensions

Model	ESN50	ESN60	ESN74	ESN100
Width	51 3/8" (1306 mm)	60 5/16" (1532 mm)	74 5/16" (1887 mm)	100 5/16" (2548 mm)
Height	16 1/2" (419 mm)	16 1/2" (419 mm)	16 1/2" (419 mm)	16 1/2" (419 mm)
Depth	5 3/4" (147 mm)	5 3/4" (147 mm)	5 3/4" (147 mm)	5 3/4" (147 mm)
Net Weight	62.6 lb (28.4 Kg)	73.2 lb (33.2 Kg)	89.7 lb (40.7 Kg)	115.7 lb (52.5 Kg)

Installation

Placement

1. Air Circulation: Ensure there is clearance for air circulation beneath the unit and at least 1/2" behind it.
 2. Seal Drafts and Vents: If installing the unit in an existing fireplace opening, seal all drafts and vents with non-fibrous insulation material to prevent chimney debris from falling onto the unit. Do not install into an existing fireplace opening that is prone to dampness.
- ⚠ CAUTION:** Do not install the fireplace directly on carpet or similar surfaces that may restrict airflow.
1. Opening Dimensions: Prepare a wall with a framed opening, following the dimensions shown opening size table. The fireplace can either be installed partially-recessed (2x4 frame) or flush-mounted (2x6 frame).
- ⚠ CAUTION:** Decorative finishing material (such as brick) should be limited to 1" (13 mm) overhang to ensure adequate flow of heated air out of the firebox area.
- ⚠ CAUTION:** This fireplace is NOT load-bearing. Ensure the opening for the fireplace is framed in such a way that the weight of the building materials will not create pressure on the top of the fireplace.
- ! NOTE:** For 2"x4" construction where the unit will be partially recessed, it is recommended to use XLFTRIM kit (sold separately) to accommodate the protruding portion of the fireplace.
- ! NOTE:** Wiring entry is located on the right side at the bottom of the firebox. Plan the framing to allow routing of the power cable to this location.



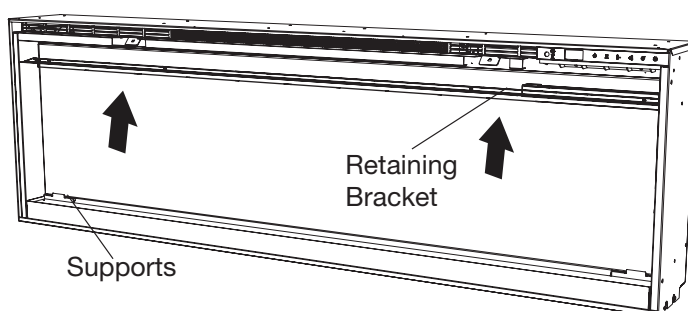
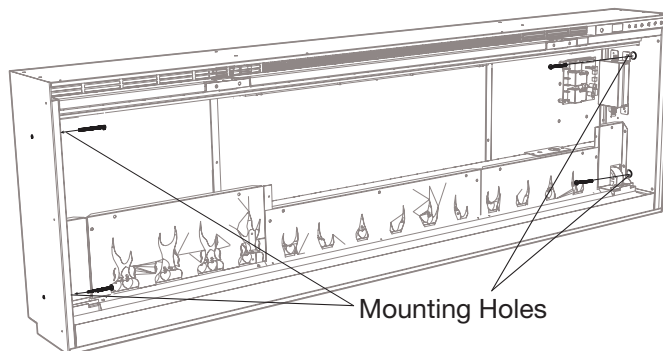
Product	Opening Dimension		
	A	B	C
ESN50	50 5/8" (1287 mm)	16" (406 mm)	5 1/2" (140 mm)
ESN60	60 5/8" (1540 mm)	16" (406 mm)	5 1/2" (140 mm)
ESN74	74 11/16" (1897 mm)	16" (406 mm)	5 1/2" (140 mm)
ESN100	100 5/8" (2557 mm)	16" (406 mm)	5 1/2" (140 mm)

Installation

Mounting

⚠ CAUTION: Two people are required for installation.

1. Carefully unbox unit and read all instructions to ensure safe and proper operation and set up of unit.
2. Ensuring a minimum of 18" (47 cm) of slack, route the supply power wire through a cable clamp (not included) and in the opening in the bottom of the unit.
3. Lift the firebox into the opening in the frame using the handles on the back of the fireplace.
4. Using a bubble level (supplied) ensure that the fireplace is level within the framing. Adjust as required.
5. Drive four supplied mounting screws through the four mounting holes located on the inside surface of the fireplace chassis, into wall studs.
6. Complete the wiring according to instructions in the Electrical Installation section.



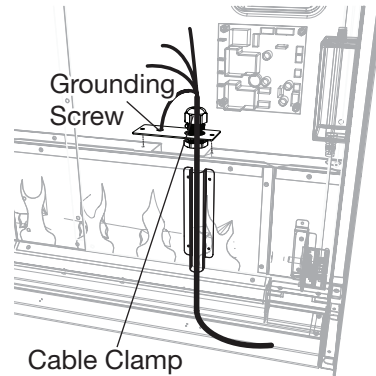
Installation

Electrical Installation

- ⚠ WARNING:** The installation of the electric fireplace must comply with the applicable Local and/or National Electrical Codes and utility requirements. Use the appropriate wire to meet local and national electrical codes for rated power consumption.
- ⚠ CAUTION:** A dedicated, properly fused 15 Amp circuit is recommended, rated for the appropriate voltage (120 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.
- ! NOTE:** This electric fireplace may be controlled using a wall switch. If a wall switch is used, it must be a Single Pole, Single Throw (SPST) On/Off switch rated for a minimum of 15 Amps. Ensure all wiring complies with applicable Local and/or National Electrical Codes.

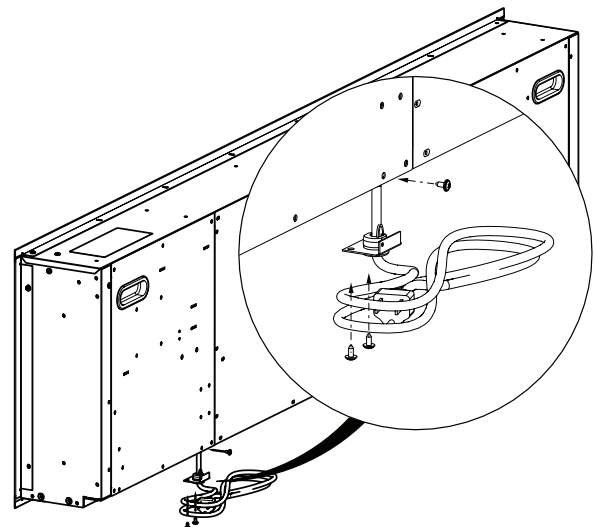
120 V Hardwire Installation

1. Remove the electrical cover and install an approved 1/2" (1.3 cm) strain relief in the electrical cover, and route the power cable through the strain relief.
2. Connect the black L1 wire from the unit to the live wire from the power supply with a wire connector.
3. Connect the white N wire from the unit to the neutral wire from the power supply with a wire connector.
4. Connect the green G wire from the unit to the ground wire from the power supply with a wire connector or attach the grounding wire to the cover with the provided grounding screw, by placing the wire in between screw and lock washer and tighten.
5. Ensure all wire connections are tight and secure the electrical cover.



Power Cord Installation

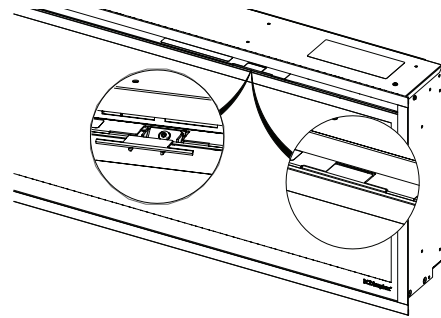
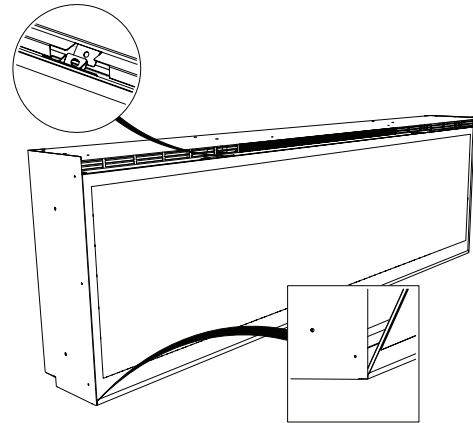
1. Remove the electrical cover.
2. Connect the black L1 wire from the unit to the live wire from the power cord with a wire connector.
3. Connect the white N wire from the unit to the neutral wire from the power cord with a wire connector.
4. Connect the green G wire from the unit to the ground wire from the power cord with a wire connector or attach the grounding wire to the cover with the provided grounding screw, by placing the wire in between screw and lock washer and tighten.
5. Ensure all wire connections are tight and secure the electrical cover connected to the cord.



Installation

Flame Panel and Glass Installation

1. Locate and remove the screws securing the flame panel bracket to the unit, along the top of the opening, and set bracket and screws aside.
2. Lift the flame panel and place it into the supports on the bottom at either side of the unit. Tilt the flame panel into a vertical position.
3. Secure the flame panel bracket to hold the flame panel in place, using the previously removed screws.
4. Carefully disperse the supplied tumbled glass pieces in the ember bed of the firebox.
5. Lift the front glass and carefully place the front glass into the lip located at the bottom of the opening of the firebox. Tilt the glass into a vertical position.
6. Secure the front glass using the provided screws and hex key.
7. Install the provided screw covers by placing the tabs of the screw cover between sides of the front glass bracket.



Operation

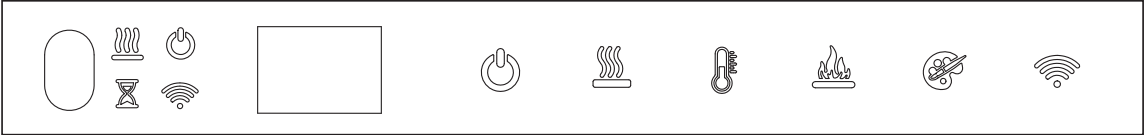
- ! **NOTE:** Ensure the front glass is correctly mounted on the unit before plugging it in and powering it on. This is necessary for the touch icons to be activated.
- ! **NOTE:** If the touch icons on the glass are not active, unplug the unit and then re-plug it in.

Touch Panel and Remote Control

The manual controls for the Electric Fireplace are located on the front glass.

Touch the hidden control to the right side of the small clear window to activate the controls. Select an icon, and the digital display will highlight your selection. The touch panel will return to its hidden state after 5 seconds.

The small power icon is always on when the unit is powered.



The multi-function IR (infrared) remote control has a range of approximately 20 ft (6 m). To operate, the remote control must be pointed toward the front of the electric fireplace.

Operation

	Power	Press to turn the unit on or off (standby). When the unit is turned back on, it will retain the previously used settings (except timer).
	Heat	Press the Heat button to cycle through the functions: low heat, high heat, cool airflow, off. The display will show “Lo” (low heat), “Hi” (high heat), or “Cb” (cool airflow). After two seconds, it will show the room temperature. The heat indicator on the touch panel will be illuminated when one of the heat settings is active. Use the Temperature button to adjust the thermostat.
	Temperature	Press multiple times to cycle through the temperature settings: 62°F to 92°F (17°C to 32°C). Press once to display the set temperature. It will flash for 3 seconds, then show the room temperature. Remote Control: Use the temperature + or - buttons to adjust the temperature.
	Disable Heat	On the touch panel, press and hold the Heat and Temperature buttons simultaneously ( + ) for 5 seconds to disable the heater. To enable the heater, press and hold the same buttons again for 5 seconds. When the heater is disabled, “--” will display when the Temperature button is pressed. All other controls will function normally.
	°C or °F.	The display can show the temperature in °C or °F. To switch between units, press and hold the Temperature and Flame buttons simultaneously ( + ) on the touch panel.
	Flame Speed	Press the button to cycle through flame speeds: minimum (F1), medium (F2), and maximum (F3).
	Color Themes	Press the button multiple times to turn the media on/off and change the media colors. The display will show the theme (t0, t1, t2, etc.). Theme t0: Midnight mode Theme t1: Media warm white Theme t2: Media red/orange Theme t3: Media blue Theme t4: Media purple Theme t5: Media green Theme t6: Prism mode (color cycle)
	Flame	Press the button to turn the flame on or off and cycle through 13 flame colors.
	Timer	Press the button multiple times to set the sleep timer in 0.5-hour increments, from 0.5 hours to 8 hours. Press again to display the remaining time on the timer. Note: When the timer is active, the timer indicator will be illuminated.
	Brightness	Press the button to change the flame brightness: high, medium, or low.

App Connection

Download app

1. Download the “Glen Dimplex Connect” app from the app store.
2. Enable location services on your mobile phone.
3. Ensure your mobile phone is connected to WiFi.

Login

1. Register with your email or mobile phone number.
2. Agree to the Privacy Policy, User Agreement, Children’s Privacy Statement, and Third Party Information Sharing List.
3. Enter the verification code.

Add device

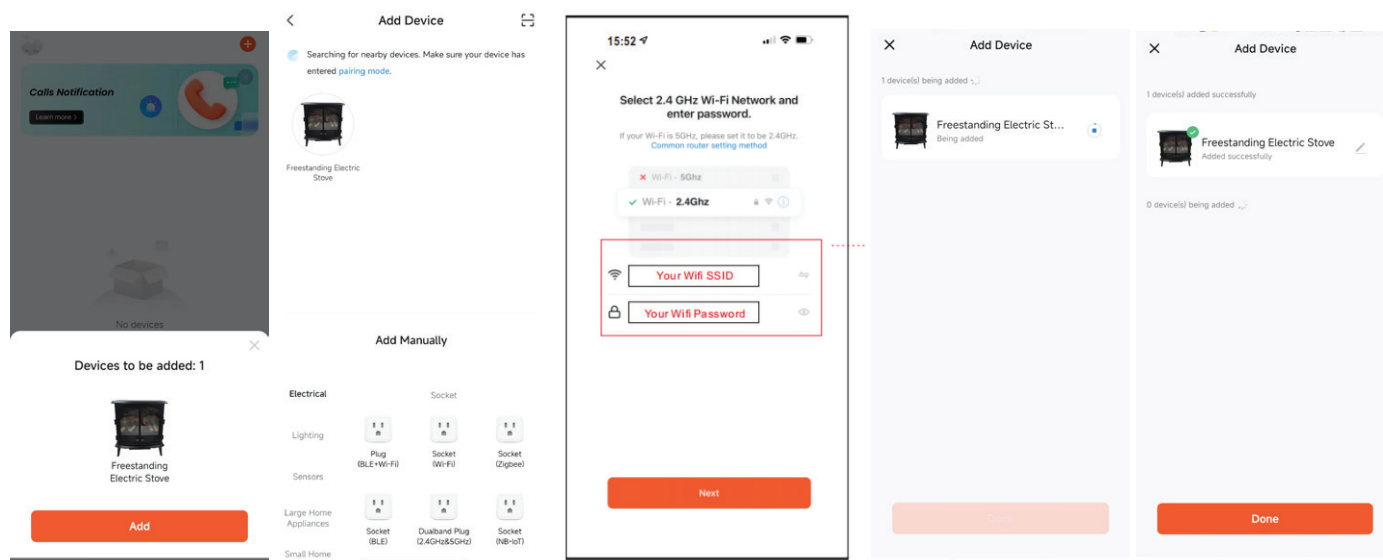
After creating your account, log in and click “Add Device”.

There are three methods of adding your fireplace: Bluetooth, “Blink Slowly” Mode, or “Blink Quickly” Mode.

! NOTE: Only one device can be connected to the fireplace at a time. If a new device pairs, the previous connection will be lost.

Method 1: Bluetooth

1. On the fireplace, press the  button for 5 seconds; the blue WiFi indicator will flash.
2. Click “Add” when you see your device.
3. Enter the WiFi name and password, then click “Next” to pair the device.
4. The blue WiFi indicator will be lit once the device is connected.

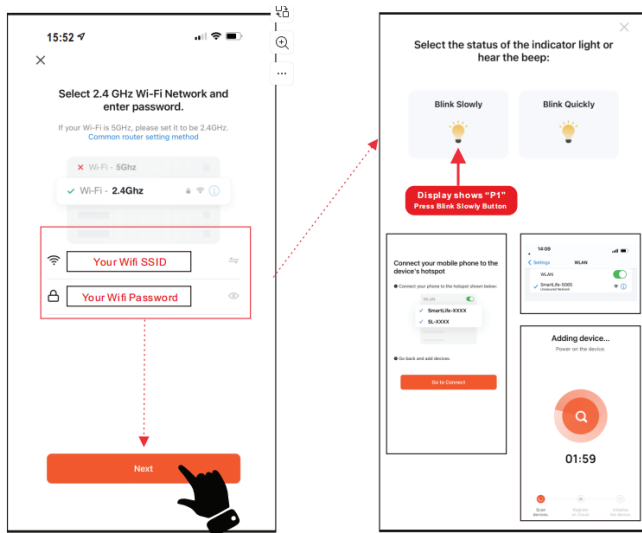


Images shown are for illustrative purposes only. Actual app appearance, including colors, text, and layout, may vary depending on your device and software version. Some app features may not be available for certain models.

App Connection

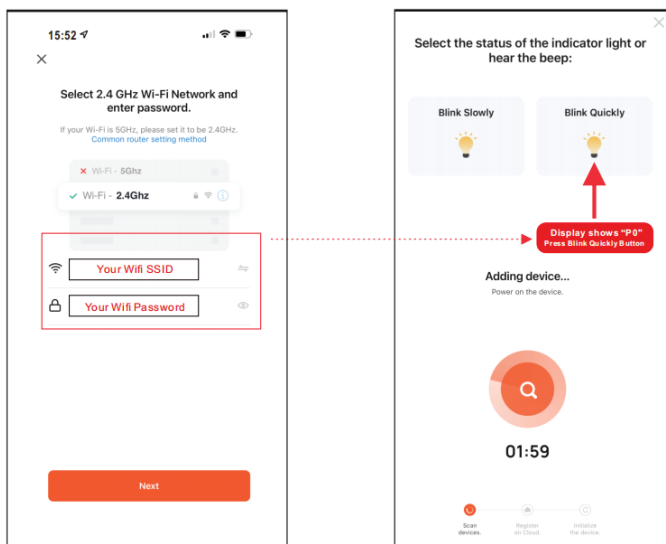
Method 2: Add Manually on "Blink Slowly" Mode

1. On the fireplace, press the  button for 5 seconds; the blue WiFi indicator will flash.
2. Open the app on your mobile phone and enter the WiFi name and password.
3. Click "Next" to pair the device.
4. Click "Blink Slowly" to connect the device. The blue WiFi indicator will be lit once the device is connected.



Method 3: Add Manually on "Blink Quickly" Mode

1. On the fireplace, press the  button for 5 seconds; the blue WiFi indicator will flash.
2. Open the app on your mobile phone and enter the WiFi name and password.
3. Click "Next" to pair the device.
4. Click "Blink Quickly"; to connect the device. The blue WiFi indicator will be lit once the device is connected.



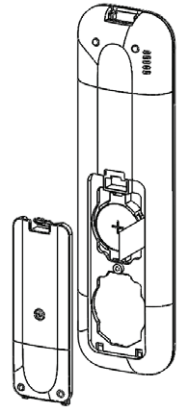
Maintenance

Battery Replacement

1. Remove the screw on the battery cover using a Philips screwdriver.
2. Depress the tab and pull out to release the battery compartment on the bottom of the remote control.
3. Correctly install one 3 Volt (CR2032 [longer life] or CR2025) battery in the battery compartment.
4. Insert the battery compartment and secure it with the screw.



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



If you are having issues with your firebox, please contact the place of purchase.

Resetting the Temperature Cutout Switch

Should the heater overheat, an automatic cutout will turn the heater off. It will not come back on without being reset. To reset the cutout switch, unplug the unit, or turn off the circuit, and wait 5 minutes before powering it back on.

General Maintenance

Inspect the electric firebox regularly, depending upon conditions, and at a minimum yearly intervals. Remove dust and clean with a damp cloth as required.

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

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

Warranty

One Year Limited Warranty

Products to which this limited warranty applies

This limited warranty applies to your newly purchased Dimplex electric fireplace. 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

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 covered by this limited warranty have been tested and inspected prior to shipment and, 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 12 months from the date of the first purchase of such product.

The limited 12 month warranty period also applies to any implied warranties that may exist under applicable law.

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 at 1-888-346-7539. Please have proof of purchase, 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 the 12 month limited warranty period 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.
- The purchaser is responsible for removal and transportation of such product or part (and any repaired or replacement product or part) to and from the authorized dealer's or service agent's place of business.
- This limited warranty does not entitle the purchaser to on-site or in-home services. On-site or in-home services may be performed at the purchaser's specific request and expense at Glen Dimplex Americas then-current rates for such services.
- Glen Dimplex Americas will not be responsible for, and the limited warranty services shall not include, any expense incurred for installation or removal of the product or part (or any replacement product or part) or any labour or transportation costs. Such costs shall be the purchaser's responsibility.

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.

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.

1-888-346-7539 | www.dimplex.com

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

© 2025 Glen Dimplex Americas