

# Dimplex<sup>®</sup>

# Optimyst<sup>®</sup>

## OPERATING INSTRUCTION MANUAL

### Model:

3-STEP Optimyst 3STEP-RGB-EU

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



EN: This product is only suitable for well insulated rooms or occasional use. DE: Dieses Produkt ist nur für gut isolierte Bereiche oder gelegentliche Verwendung geeignet. FR: Ce produit convient uniquement à des endroits bien isolés ou pour un usage occasionnel. IT: Questo prodotto è adatto solo per spazi ben isolati o per uso occasionale. ES: Este producto sólo es adecuado para espacios bien aislados o un uso ocasional. NL: Dit product is uitsluitend geschikt voor goed geïsoleerde ruimten of voor sporadisch gebruik. PL: Produkt ten jest odpowiedni wyłącznie do dobrze odizolowanych miejsc lub do okazjonalnego użytku. NO: Dette produktet egner seg kun for godt isolerte rom eller sporadisk bruk. RO: Acest produs este adecvat exclusiv spațiilor bine ventilate sau utilizării ocazionale. CZ: Tento výrobek je vhodný pouze do dobře izolovaných prostor nebo k příležitostnému použití. DK: Dette produkt er kun egnet til velisolerede rum eller lejlighedsvis brug. PT: Este produto somente é adequado para espaços bem isolados ou uso ocasional. SE: Denna produkt är endast avsedd för välisolerade utrymmen eller tillfällig användning. FI: Tämä tuote soveltuu ainoastaan hyvin eristettyihin tiloihin tai satunnaiseen käyttöön. SK: Tento výrobok je vhodný len pre dobre izolované priestory alebo na občasné použitie. SI: Ta izdelek je primeren le za dobro izolirane prostore ali za občasno uporabo. HR: Ovaj proizvod je pogodan samo za dobro izolirane prostore ili povremenu upotrebu. HU: Ez a termék csak jól szigetelt terekhez vagy eseti használatra alkalmas.



This product complies with all the required Product Safety, Electromagnetic Compatibility and Environmental Standards. This product is fully compliant with the LVD, EMC, RoHS and Eco Design Directives.

|          |     |
|----------|-----|
| GB ..... | 3   |
| DE.....  | TBC |
| NL.....  | TBC |
| FR ..... | TBC |
| IT.....  | TBC |
| PL.....  | TBC |
| ES.....  | TBC |
| DK.....  | TBC |
| PT.....  | TBC |
| TR.....  | TBC |
| NO.....  | TBC |

## IMPORTANT INSTRUCTIONS

Please read this information guide carefully to be able to safely install, use and maintain your product. Failure to follow these instructions may cause injury and/or damage and may invalidate your guarantee.

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

- If the appliance is damaged, check with the supplier before installation and operation.
- Do not use this appliance if it has been dropped.
- Do not use outdoors.
- Do not use in the immediate surroundings of a bath, shower or swimming pool.
- Do not locate the appliance immediately below a fixed socket outlet or connection box.
- Do not use this appliance in series with a thermal control, a program controller, a timer or any other device that switches on the heat automatically, since a fire risk exists when the heater is accidentally covered or displaced.
- **Do not block any of the heat outlet or air vents on this product.**
- Use this appliance on a horizontal and stable surface.

This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.

Children aged from 3 years and less than 8 years shall only switch on/off the appliance provided that it has been placed or installed in its intended normal operating position and they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children aged from 3 years and less than 8 years shall not plug in, regulate and clean the appliance or perform user maintenance.

Children of less than 3 years should be kept away unless continuously supervised.

**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.

**CAUTION:** In order to avoid a hazard due to inadvertent resetting of the thermal cutout, this appliance must not be supplied through an external switching device, such as a timer, or connected to a switch that is regularly switched on and off by the utility.

Although this appliance complies with safety standards, we do not recommend its use on deep pile carpets or on long hair type of rugs. Ensure that furniture, curtains or other combustible material are positioned no closer than 1 meter from the appliance.

The appliance must be positioned so that the plug is accessible. In the event of a fault unplug the appliance. Unplug the appliance when not required for long periods.

If the supply cord is damaged it must be replaced by the manufacturer or service agent or a similarly qualified person in order to avoid a hazard. Keep the supply cord away from the front of the appliance.

**WARNING:** This appliance must be earthed.

**WARNING:** In order to avoid overheating, do not cover the appliance. Do not place material or garments on the appliance, or obstruct the circulation around the appliance.

The appliance carries a DO NOT COVER warning symbol. 

**WARNING:** Risk of fire - We do not recommend the use of 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!

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

## GENERAL INFORMATION

Unpack the appliance carefully and retain the packaging for possible future use, in the event of moving or returning the fire to your supplier.

The appliance incorporates a flame effect, which can be used with or without heating, so that the comforting effect may be enjoyed at any time of year. Using the flame effect on its own only requires little electricity. The appliance is designed to be built into a surround or built into a wall.

Please note: Used in an environment where background noise is very low, it may be possible to hear a sound which is related to the operation of the flame effect. This is normal and should not be a cause for concern.

This product contains and utilises water as an aspect of its operation, the adherence to the cleaning requirement as detailed within the instructions is necessary to ensure that risk/s through bacterial proliferation are minimised. Please refer to the Maintenance section in the following instruction booklet for details on the cleaning.

Once installed, never move this appliance or lay on its back, without draining the water from sump and water tank.

## WATER QUALITY & CLEANING

Normal clean tap water should be used in this device. In areas with hard water, a water softener (decalcifier) filter is recommended and more frequent cleaning and maintenance may be required.

Unfiltered water supplied from a well or another unmonitored supply is not recommended. The water tank, sump, sump lid, tank cap and air filters must be cleaned once every week, particularly in hard water areas. This is to remove dirt and prevent build up of limescale which could damage the product.

If you intend not using the appliance for longer than a week, drain the water from sump and water tank and dry the sump.

Ensure any soap/cleaning detergents if used are rinsed off fully to remove any residue before reusing parts. Do not use any harsh or corrosive chemicals for cleaning as these could damage the parts.

The sump and the water tank in this product are treated with a biocidal product, Silver Biocide. This conforms to the latest relevant ISO standard.

Do not drink the water from the sump or from the water tank(s).

| Technical Information, Model No: 3-STEP-RGB         |           |      |      |    |
|---|-----------|------|------|----|
| Heat Output   |           | 230V | 240V |    |
| Nominal Heat Output                                 | $P_{Nom}$ | 1.16 | 1.26 | kW |
| Minimum Heat Output                                 | $P_{min}$ | 1.16 | 1.26 | kW |
| Maximum Continuous Heat Output                      | $P_{max}$ | 1.16 | 1.26 | kW |
| Auxiliary Electricity Consumption                   | -         | -    | -    | -  |
| In Standby Mode                                     | $P_{Nom}$ | 0.45 | 0.48 | W  |
| Electronic room temperature control plus week timer |           |      |      |    |

# INSTALLATION INSTRUCTIONS

This section describes how to install and set up your fire. Before you start:

- Ensure that all packing items are removed (read any warning labels carefully) and retain all packing for possible future use, in the event of moving or returning the appliance to your supplier.
- Before connecting the appliance, check that the supply voltage is the same as that stated on the appliance.
- Make sure the unit is switched OFF during installation.

The 3-Step can be changed to suit 3 styles, the Tripple (3 side glass), the Duet (2side glass) and the Relax (front glass only). The product comes already comes as a Relax. To change between models fix the suction cups to the front glass and lift the glass upwards and then down and away from the product see [fig 3a](#). Remove the rubber cord on the inside of the side glass at the bottom and top. Slide the side metal plate and side glass out together see [fig 3b](#). Separate the side glass and slide it back into place. Use the larger rubber cord to fix the side glass in place found in the instruction pack. Replace the front glass by repeating the steps above in reverse. Use the suction cups to adjust the side glass so that you have a both the front and side glass fitting correctly. Ensure that there is a gap of 300mm between the top of the fire and the underside of any shelf.

## BUILDING THE PRODUCT SURROUND/ENCLOSURE

This product can be built into a wall, surround or structure. Please take note of the product dimensions ([Fig.1](#)) and build your wall, surround or structure accordingly. Ensure that any constructed base is sufficiently strong to support the weight of the product. Suitable clearance should be provided to allow the product to be installed easily.

When determining a location for the product, ensure that the unit will not be susceptible to drafts, vents, ceiling fans and other air currents. Similar to a candle, large movements of air will affect the unit's ability to create and maintain the flame effect. If the desired location is susceptible to significant air movement, i.e. air vents, the different installation options illustrated in ([Fig 2](#)) can be used.

If fitting this product in a fireplace opening, we recommend that;

1. You have your chimney cleaned by a competent chimney sweep.
2. You block off the chimney flue.

This procedure is important for the efficient operation of the heating unit and will also reduce heat loss up the chimney.

## WALL MOUNTING THE PRODUCT

This product must be secured to a supporting wall for installation. Once your supporting base has been built to the required dimensions and an electrical connection has been installed, follow the steps below to install your product.

1. Using the dimensions in [Fig 1](#) mount the wall brace supplied on the wall in the desired location. Firmly secure the brace to the wall using 4 appropriate fixings suitable for your wall construction.
2. With two persons holding the fire by the sides, carefully move the product into position on the constructed base and suspend the fire from the wall brace. Ensure the cable is accessible and not caught under the product.
3. Adjust the supporting feet using a spanner to ensure the product is level and fully supported at all sides. The base of the product should be raised above the level of the platform to allow for air circulation.
4. Tighten the screws holding the product to the wall brace to lock it in position.
5. Complete the construction of the surrounding front/side facia around the product. Ensure that there is an opening at the front for air to get into the product, see [Fig 21](#). This is essential for the flame effect. Also ensure that there is venting at the top of the product, this is essential for the heater to function correctly, see [Fig 20](#).

## VENTILATION

This product needs free ventilation from underneath to operate correctly. There are slots on the underside of the drawer, the rear of the product and along the drawer front to allow this free air through the product. The free ventilation helps keep the electronic components cool and allows the mist to rise and leave the product. Please take note of the requirement for ventilation around the product and ensure that vents are not blocked. If fitting into a surround/enclosure ensure that there is a ventilation gap to allow a clear path for the air to get into the product.

## ELECTRICAL CONNECTION

Plug the fire into a 16amp 230/240 Volt outlet located within 1m of the product. Be sure to have access to the plug after installation to allow for disconnection. Ensure that the supply cable exits at the back of the fire to suit your supply socket location and is not trapped under the fire such that it might cause it to be damaged.

## FILLING THE WATER TANK

Before powering on the product for the first time, ensure that a full water tank has been placed on the product. Open the drawer and remove the water tank from its location on top of the sump ([Fig \)](#) and open it by unscrewing the orange cap ([Fig \)](#)). The tank should be filled with clean (decalcified) water only - Refer to WATER QUALITY & CLEANING for more details. When the tank is replaced on top of the sump, it will take about one minute for the tank to empty into the sump. Allow the sump to fill fully before switching on the product. Once filling is complete, the tank can be refilled and replaced on top of the sump. This will allow for the maximum capacity of water to be stored in the product.

# OPERATING THE PRODUCT

This section describes how to activate your fire using either the manual controls or remote control.

## MAINS SWITCH

Open the drawer to access the control panel. The mains switch is located on the module and controls the electricity to the appliance (Fig ).

Note: This switch must be in the 'ON' ( I ) position for each appliance to operate.

## MIST EXTRACTION FAN

This product is fitted with a mist extraction fan to reduce condensation on the glass during operation. The fan can be switched to High or Low speed setting, depending on flame intensity.

Open the drawer to access the control panel. The mist extraction fan switch is located beside the manual controls (Fig ).

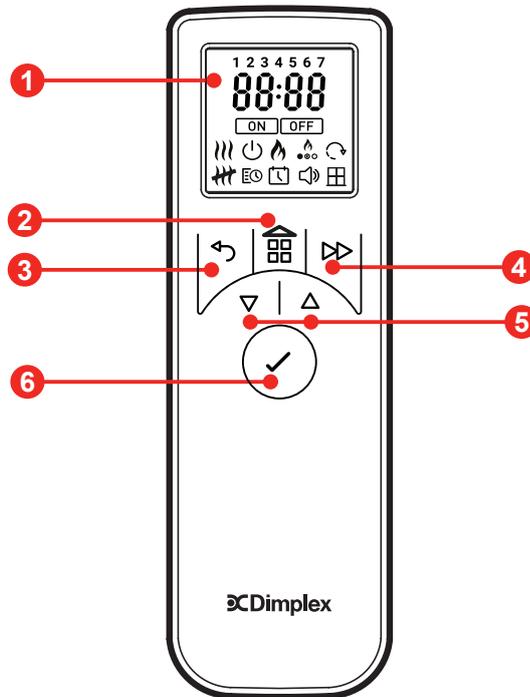
## MANUAL CONTROLS (TETHERED RECEIVER UNIT)

The product is fitted with manual controls on a tethered receiver unit, which must be connected to operate the product. This also acts as the receiver unit for the remote control operation. The manual controls are located under the log on the right hand corner of the fuelbed (Fig ). Particular care should be given after installation to ensure the receiver jack is fully connected to ensure the product functions correctly.

| MANUAL & REMOTE CONTROL ICONS   |                          |  |
|---|--------------------------|--|
|    | Standby                  | Press to turn on the unit or to put it into standby mode. There is a brief delay after pressing this button before the unit turns on.<br>Note: When the unit is turned on there is a 45 second warm up sequence before the flame effect starts.                                    |
|    | Flame Intensity          | Select on remote to control up/down or press  or  on manual controls to desired Flame intensity               |
|  | Flame Theme              | Select on remote to control up/down or press repeatedly on manual controls to cycle through the different Flame themes below:<br>1 - Natural Flame<br>2 - Blue<br>3 - Violet<br>4 - Red<br>5 - Aquamarine<br>6 - Prism Mode - the flames will cycle through the different colours. |
|  | Volume and crackle sound | Select on remote to control up/down or press repeatedly on manual controls to cycle through volume levels from OFF to level 6.   |
|  | Heat On / Manual Mode    | Press to turn heat on/off on manual controls. Press to turn heat on with remote.   |
|  | Heat Off (Remote)        | Press to turn heat off with remote.  |
|  | Date/Time (Remote)       | Press to adjust Date/Time on Remote handset.   |
|  | Timer Schedule (Remote)  | Press to select Timer Schedule function.   |
|  | Adaptive Start (Remote)  | Indicates if Adaptive Start is enabled on product.   |
|  | Bluetooth (main module)  | Press this button as alternative method to pairing new handset to the product (the product will beep and blink). Confirm pairing with Enter button on handset.   |

# REMOTE CONTROL

- 1 Display Screen
- 2 'Menu' Button
- 3 'Back' Button
- 4 'Advance' Button(ADV)
- 5 'Up and Down' Arrows
- 6 'Enter' Button (Press to Activate the Remote)



## TO FIT THE BATTERIES

The remote control is supplied with 2xAA batteries in a bag. Lift off the battery cover on the back of the remote control and insert the batteries taking note of the polarity.



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

Frequency band(s) this product operates in: 2.4GHz

Maximum radio-frequency power transmitter in the frequency band(s) this product operates in: 2.71dBm

## PAIRING THE REMOTE CONTROL

The remote control has already been paired to your product during factory assembly. In the unlikely event that the remote control disconnects from the product, or you obtain a spare remote control, you will need to complete the pairing process:

1. Open the drawer and press the rocker switch to the on (I) position. You should hear an audible beep.
2. Press and hold 'Button 6' until PAIR appears on the display
3. Bring the remote control close to the product where the receiver is . See Fig 3C
4. The product will start to beep and blink
5. Press 'Button 6' to complete the pairing process. The product will go into standby mode.

## GETTING THE DESIRED FLAME EFFECT

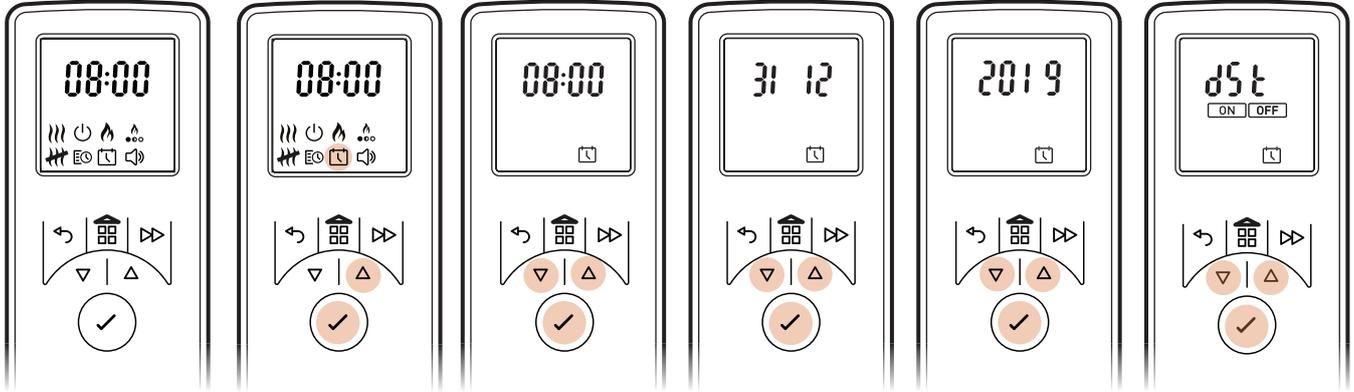
1. Switch the appliance on by pressing the main switch to the on position.
2. Activate the remote by pressing the ENTER button. With the remote activated,  on the display will be flashing, navigate UP button to flash  and press ENTER. The current setting will be displayed. Press  or  to toggle between F1 and F6. F1 being the lowest setting and F6 being the highest setting.
3. Alternatively if using the Manual controls, Press the  button. The flames will start after 45seconds. Press the  and  buttons to adjust the flame to your desired level. Please give the flame generator time to react to the changes you make.

Once you have made your adjustments to both the flame height and crackling sound, the appliance will keep these settings even if you power off the appliance by either the on/standby button or by the main switch. The next time you switch on the appliance, it will start up as normal, wait 45 seconds for the flames to start and then revert to the adjusted settings.

## SETTING THE DATE AND TIME

To set the date and time on the heater; with the remote control activated navigate UP/DOWN button to Date & Time icon

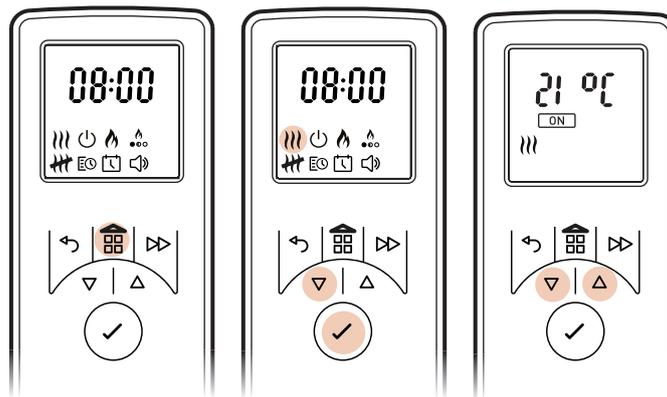
1. Press Enter when the  is blinking
2. Press ▽ and Δ to set the Hour, press Enter
3. Press ▽ and Δ to set the Minutes, press Enter to confirm the time
4. Press ▽ and Δ to set the Day, press Enter
5. Press ▽ and Δ to set the Month, press Enter
6. Press ▽ and Δ to set the Year, press Enter to confirm the year
7. Press ▽ and Δ to select ON/OFF for the Daylight saving time, press Enter to confirm and returns to home screen.



## MODES OF OPERATION

**MANUAL MODE (HEAT ON CONSTANT) **: Select to choose a constant heat mode. This mode heats the room to the temperature you have set the remote control to. Note: This mode ignores the User Timer and maintains the displayed temperature.

1. Press Menu Button
2. Press ▽ or Δ to highlight the  symbol
3. Press Enter to Confirm
4. Use ▽ and Δ to adjust to the desired room temperature. Note the default temperature setting is 21°C and the maximum temperature set point on the product is 30°C.
5. To turn Heat OFF, Press the Menu  or Back  button, then use ▽ or Δ to highlight the  symbol and press Enter to select.
6. While in Manual mode menu (Temp displayed as below) the user can choose between HI/LO heat output by pressing the Advance button  followed by ▽ or Δ to highlight and Enter to select.



## THERMAL SAFETY CUT-OUT

A thermal safety cut-out is incorporated in the fan heater to prevent damage due to overheating. This can happen if the heat outlet was restricted in any way. If the cut-out operates, unplug the heater from the socket outlet and allow approximately 10 minutes before reconnecting. Before switching the heater back on remove any obstruction that may be restricting the heat outlet, then continue normal operation.

**TIMER SCHEDULE MODE **: Provides greatest flexibility to the user. Four times slots are available throughout the day and these can be customised for each day of the week.

**CHOOSING AND SETTING A TIMER SCHEDULE.**

User Timer - To re-programme the factory default Timer Modes: with the remote control activated, navigate UP/DOWN button to user timer

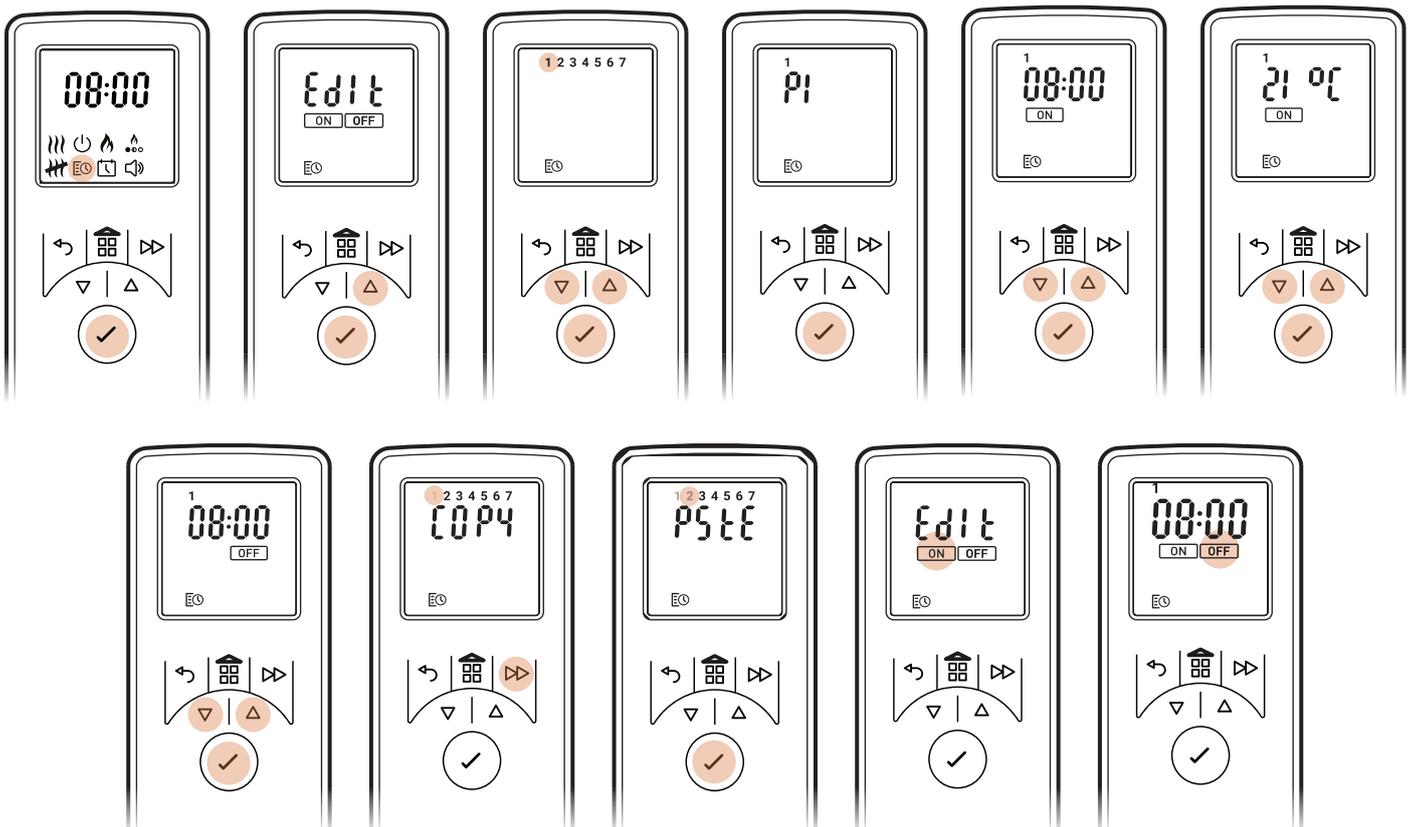
1. Press Enter when  is blinking
2. Press Δ once EDIT icon blinks then press Enter  
 \*Days of the weeks are now displayed at the top of the screen\*  
 Day 1 = Monday  
 Day 2 = Tuesday  
 Day 3 = Wednesday  
 Day 4 = Thursday  
 Day 5 = Friday  
 Day 6 = Saturday  
 Day 7 = Sunday
3. Press Δ to navigate to the desired day and Press Enter to Select
4. P1 will be displayed on screen
5. Press Enter to select P1, or to navigate to P2, P3 or P4 press Δ and press Enter to select
6. ON will be displayed
7. Press ∇ or Δ to adjust the ON Hour time, press Enter to Confirm
8. Press ∇ or Δ to adjust the ON Minute time, press Enter to Confirm
9. Press ∇ or Δ to adjust the Temperature setting, press Enter to Confirm
10. OFF will be displayed
11. Press ∇ or Δ to adjust the OFF Hour time, press Enter to Confirm
12. Press ∇ or Δ to adjust the OFF Minute time, press Enter to Confirm

Press Enter to modify Programme P2, follow steps 5-12, Press Δ to skip to P3  
 Press Enter to modify Programme P3, follow steps 5-12, Press Δ to Skip to P4  
 Press Enter to modify Programme P4, follow steps 5-12

To copy newly programmed P1-P4 heating programmes to other days, press and hold ADV button COPY will be displayed then navigate UP/DOWN buttons to other days, while the day flashing press and hold ENTER button to paste, PASTE will be displayed to confirm the setting.

Press BACK button user timer screen is displayed, navigate UP/DOWN button to flash ON and press ENTER to confirm the user timer setting. During this setting product will turn off and turn on for the time you selected.

To turn off the User timer, activate the remote control by pressing the ENTER button, heater OFF time will be displayed, press the MENU button which takes to home screen, navigate to  and press ENTER, ON blinks, press ∇ once while OFF blinks press ENTER to confirm. Now the timer is turned OFF which is indicated by one beep sound.



## ADVANCE MENU OPTIONS

The Eco handset is equipped with advanced menu options to further enhance the product functionality. To access: Press the Menu  to go to the home screen.

Press and Hold the Menu  and Advance button  at same time for 3 seconds to access the Advance menu options. Use the  $\nabla$  or  $\Delta$  to go to desired menu & press ENTER to select.

## RUNBACK TIMER

The product will go to standby after designated period.

Select ON using  $\nabla$  or  $\Delta$  (will be flashing) and Enter to go to time menu.

Press  $\nabla$  or  $\Delta$  to highlight desired preset time period (30min, 1hr, 1.5hr, 2hr, 4hr, 8hr) and ENTER to select.

Will highlight  on screen when active.

## SET BACK POINT

The maximum temperature set point on the product is 30°C You have the option to reduce this set point.

## ADAPTIVE START

 The built-in electronics in this appliance have a learning function with regards to how long it takes to heat up a room. Having learnt how quickly it can heat up your room, the appliance is able to turn on at just the right time in order to get the room up to a comfortable temperature when you want it. For example, if you get up at 7am, you would normally have to guess when to turn the heating on in order for it to pre-heat the room in time. Depending on how cold it is outside, this could mean the room is still cold when you have to get out of bed, or mean that its been warm for half an hour before it needed to be. Adaptive Start means that if you select 21°C at 7am, the heater will turn on exactly when it needs to in order to meet this target, running for shorter periods of time when the weather is mild, and ensuring the room is nice and warm in the winter. The Adaptive Start function will automatically activate when you use the Timer Mode.

## FROST PROTECT

Frost protect mode prevents the room from freezing. The heater will turn on if the room temperature drops below 7°C.

Will indicate  on the screen when active.

## TEMPERATURE UNITS DISPLAY

User can change the Units of the temperature (°C and °F). Use  $\nabla$  or  $\Delta$  to select and ENTER to confirm.

## FLAME CONNECT APP

The fireplace is capable of being controlled using the Flame Connect App for mobile devices. This is available to download to your device from Google Play or Apple App stores. Follow the on screen instructions for set-up.

NOTE: The fireplace will not operate using the provided remote control when the app is open on a mobile device.



## LOW WATER / REFILLING THE WATER TANKS

When the water tanks have emptied and the water level in the product is getting low, the product will flash its LEDs twice and beep twice. The product will operate for a further 15 minutes before beeping once and switching into low water mode. For products being operated with the LED log fuel bed, only the fuel bed will remain illuminated while in low water mode. At this point, the product can either be switched into stand-by mode using the remote control or Bluetooth receiver or the product can be refilled with water. Refilling the product with water will cause the product to restart automatically.

To refill the tank, [open the drawer](#) and remove the water tank from its position on top of the sump. Refill the water tank using filtered/decalcified water only. The tank can then be replaced on top of the sump. If the product was not switched into stand-by mode after experiencing low later, the product will restart automatically after about 20 seconds of refilling.

# MAINTENANCE

## GENERAL TIPS

Only use filtered/decalcified water in this appliance.

Always ensure that the appliance is sitting on a level surface.

If you intend not using the appliance for longer than a week, remove and empty the sump and water tank.

Once installed, never move this appliance or lay on its back, without draining the water from sump.

## CLEANING

**WARNING:** Always press Switch 'A' to the 'OFF' (0) position (Fig ) and disconnect from the power supply before cleaning the fire.

We recommend cleaning the following components once every week, particularly in hard water areas:

Sump, Nozzle, Tank cap and seal, Air filter

For general cleaning use a soft clean duster – never use abrasive cleaners.

To remove any accumulation of dust or fluff, the soft brush attachment of a vacuum cleaner should occasionally be used.

## SUMP

1. Open the drawer & press switch 'A' to the 'OFF' (0) position (Fig )
2. Remove the water tank from its position on top of the sump.
3. Disconnect the electrical connector to the transducers, located on the right side of the sump. (Fig ).
4. There are two orange clips holding down the nozzle on the sump; one on the left and one on the right hand side of the nozzle. On the left side, press in the clip with one hand and with the other lift the nozzle out of the clip. Repeat this for the right side (Fig ). The nozzle can now be lifted up and placed aside (Fig ).
5. Gently lift up the sump (Fig ), taking care to keep it level so as not to spill any water. Sit the sump in the sink.
6. Carefully empty the sump into the sink taking note that the transducer is held in place by a retaining clip.
7. Put a small amount of washing up liquid into the sump, and using a soft brush, gently clean all surfaces in the sump and gently clean the transducer including the cone and metal discs located in the top grooved surface.
8. When cleaned, thoroughly rinse the sump with clean water to remove all traces of washing up liquid.
9. Clean the nozzle with a soft brush and flush out thoroughly with water.
10. Reverse the above steps 1 – 6 to reassemble.

## TRANSDUCER

The transducer is a consumable item and may need to be replaced through time, depending on its usage. Replacement transducers can be purchased from your dealer. The transducer is fixed in the sump with a plastic clip. If you need to replace your transducer:

1. Follow the steps 1-5 in the CLEANING - Sump section under 'Maintenance' to gain access to the transducer.
2. Press the clip back and lift the transducer upwards out of its holder.
3. Place the new transducer into the sump, ensuring the its cable does not sit over the cone.
4. Reverse the above steps to reassemble the nozzle and sump.

## AIR FILTER

1. Open the drawer to access the air filter at the rear of the module.
2. Gently slide the air filter upwards out of its plastic holder. (Fig )
3. Gently rinse with water in the sink and dry with fabric towel.
4. Replace the filter making sure that the coarse black filter is facing outwards.
5. Replace the fuel bed.

## NOZZLE INSERTS

Nozzle inserts have been supplied and fitted to the nozzle opening. These inserts are used to alter the profile of the flame effect. These inserts can be removed if a different flame profile is preferred. In addition to these inserts, inserts for blocking the flame in certain areas have also been supplied. To fit these inserts, remove the existing inserts that have been supplied and fitted to the product. Break the blocking inserts into the required length. Snap the inserts into the nozzle opening in the desired location. See (Fig ) for further details.

## **ADDITIONAL INFORMATION**

### **AFTER SALES SERVICE**

Your product is guaranteed for two years from the date of purchase. Within this period, we undertake to repair or exchange this product free of charge (excluding transducer discs & subject to availability) provided it has been installed and operated in accordance with these instructions. Your rights under this guarantee are additional to your statutory rights, which in turn are not affected by this guarantee.

### **RECYCLING**



At the end of the electrical products useful life it should not be disposed of with household waste. Please recycle where facilities exist. Check with your Local Authority or retailer for recycling advice in your area.

## **PATENT / PATENT APPLICATION**

Products within the Optimyst range are protected by one or more of the following patents and patent applications:

Great Britain GB2460259B, GB2475794B, GB2418014, EP2029941, GB2436212, GB2402206B

United States US8413358, US8136276, US7967690, US8574086

Russia RU2434181

European EP2029941, EP2315976, EP1787063 (A1), EP2388527, EP2029941,

China CN101883953A, CN102105746A, CN101057105 (A), CN101438104

Australia AU2009248743A1, AU2007224634

Canada CA2725214, CA2579444, CA2645939

South Africa ZA2008/08702

Mexico MX2008011712

South Korea KR101364191

Japan JP5281417, JP5496291

Brazil BRP10708894

India 4122/KOLNP/2008

New Zealand NZ571900

## TROUBLESHOOTING

The product has been designed to highlight particular errors by flashing the on board LED lights. The lights will flash a number of times corresponding to the error that is occurring. Please see the table below for the explanation of the errors.

| Symptom  | Cause  | Corrective Action  |
|--|--|--|
| Product will not operate.  | Electrical connection issue<br>Product not switched on   | Ensure product has working electrical connection.<br>Ensure mains rocker switch on (Fig 23)  |
| Product will not operate. The LED fuel bed only operates.                          | Low water reading<br>Product is not level  | Refill the water tank(s) of the product. See "Filling the Water Tanks" above.<br>Ensure the product is level by checking the on-board level (Fig 6).   |
| LEDs blink twice and product beeps twice   | Product is approaching low water   | Refill the water tank(s) of the product. See "Filling the Water Tanks" above.  |
| Product will not operate. LEDs continuously blink twice on one side                | Low water reading on side that is blinking   | Refill the water tank(s) of the product. See "Filling the Water Tanks" above.  |
| Product will not operate. LEDs continuously blink three times                      | Time from max level to min level is too short.<br>Conflicting water level readings (min and max level being read at the same time.)  | Ensure there are no leaks in the sump.<br>Ensure that the floats are moving freely within the sump.<br>Ensure the product is level.  |
| Product will not operate. LEDs continuously blink four times                       | Fill time from min to max level has been exceeded  | Refill the water tank(s) of the product. See "Filling the Water Tanks" above.  |
| Product will not operate. LEDs continuously blink once every 8 seconds on one side | Overflow Detection on side that is blinking  | Switch off the product and the water supply. Contact your dealer for assistance.   |
| Little or No Mist Generation   | Transducer not operating correctly<br>Transducer is dirty<br>Transducer is not sitting correctly in sump<br>Fan is obstructed or blocked<br>Nozzle is not on sump correctly<br>Nozzle is blocked | Check operation of transducer<br>Clean sump and transducer thoroughly<br>Switch off product, take nozzle off sump and ensure transducer is fitted in sump correctly<br>Remove air filter and clean. Ensure it is placed back in product correctly.<br>Ensure Nozzle is sitting on sump correctly<br>Clean sump, transducer and nozzle thoroughly |
| The flame effect has too much smoke.   | Flame effect setting is too high   | Turn down the flame effect. Give the product time to adjust to the new setting   |
| Bluetooth Receiver stops working   | Loose connection   | Check connection to the receiver (Fig )  |
| Remote Control stops working   | Bluetooth range issue<br>Bluetooth Receiver connection is loose<br>Remote control batteries need replacing   | Check positioning of Bluetooth Receiver. Ensure it is not encased in metal or concrete.<br>Check connection to the receiver (Fig )<br>Replace with new batteries of same type.   |