



## Models

DLW1500B12

DLW1500W12

DLW2400B24

DLW2400W24

DLW3200B24

DLW3200W24

# Installation and User's Guide



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

 [YouTube/Dimplex](https://www.youtube.com/Dimplex) 



### **IMPORTANT SAFETY INFORMATION:**

Read this manual first before attempting to install or use this electric heater. 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)


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## 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

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Thank you and congratulations for choosing to purchase a Dimplex radiant heater.

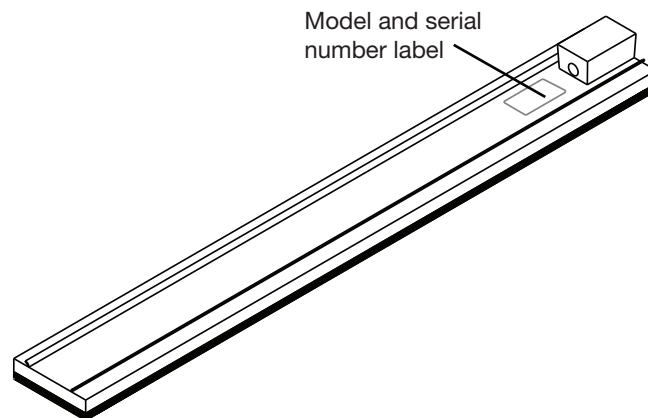
Please carefully read and save these instructions.

**⚠ 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.  
Ensure the electrical supply voltage is the same as that shown on the rating plate of the heater.

Please record your model and serial numbers for future reference. These can be found on the model and serial number label on your heater.

Model \_\_\_\_\_ MOD \_\_\_\_\_

Serial Number \_\_\_\_\_



**STOP 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/customer\\_support](http://www.dimplex.com/customer_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

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

- ① Read all instructions before installing or using this heater.
- ② This heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, etc., and curtains at least 3 feet (0.9 m) from the front of the heater and keep them away from sides and rear.
- ③ Extreme caution is necessary when any heater is used by or near children or people with disabilities and whenever the heater is left operating and unattended.
- ④ Do not operate any heater after it malfunctions. Disconnect power at service panel and have heater inspected by a reputable electrician before reusing.
- ⑤ To disconnect heater, turn controls to off, and turn off power to heater circuit at main disconnect panel (or operate internal disconnect switch if provided.)
- ⑥ A heater has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint, or flammable vapours or liquids are used or stored.
- ⑦ Use this heater only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or injury to persons.

**“SAVE THESE INSTRUCTIONS”**

# IMPORTANT INSTRUCTIONS

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## INSTALLATION


- ① This equipment shall be installed only by qualified personnel who are familiar with the construction and operation of the apparatus and hazard involved.
- ② Wiring procedures and connections shall be in accordance with the national and local codes having jurisdiction.
- ③ The heater is fitted with an electrical connection box and should be connected as a fixed installation by a licensed electrician in accordance with the relevant electrical code.
- ④ Within USA, electrical installation shall be made in accordance with the National Electrical code. Within Canada, electrical installation shall be made according to the provisions of section 62 of the Canadian electrical code Part 1.
- ⑤ This appliance must be grounded.
- ⑥ An over current protection device (or circuit breaker) is required for proper installation. The rating of the device should be 150% of the rating of the product.
- ⑦ The heaters are designed for domestic/commercial heating applications within indoor or outdoor areas and should not be used for any other purpose. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.
- ⑧ Before commencing installation make sure the electrical supply voltage is the same as that shown on the rating plate of the heater.
- ⑨ The heater must be mounted at least 8 feet (2.4 m) above ground level. For other clearances please refer to the diagram included in these instructions. (Figure 5)
- ⑩ Do not use heater in areas where gasoline, paint or flammable liquids are used or stored.
- ⑪ The heater is not intended for use in bathrooms, laundry areas or similar indoor areas. Never locate heater where it may fall into a bathtub, pool, spa or other water container.
- ⑫ Do not operate the heater after the heater malfunctions, or has been dropped or damaged in any manner. Return heater to authorised service facility for examination or mechanical adjustment or repair.
- ⑬ There are no user serviceable parts inside the heater any servicing other than cleaning of the heater should be performed by an authorized service representative

## CAUTION:

High temperature risk of fire, keep electrical cords, drapery, furnishings and other combustibles at least 3 feet (0.9 m) from front of heater and away from side and rear of heater.



# Technical Specifications

Heater Type	High intensity electric radiant overhead heater with high surface area profiled alloy.	
Connection	Hardwire	
Approvals	CSA/UL E321448	
Mounting Height	Minimum	96" (2.4 m)
	Recommended Maximum	105" (2.7 m)
Mounting Options	Provided bracket suitable for ceiling and wall installation Extension poles for mounting on higher ceilings sold separately Suspension mounting on ceiling (chain or cable not included)	
Ingress Protection Rating	IP55 - Protection from water ingress from all directions	
Class Type	Class 1 - This equipment must be grounded	
Country of Manufacture	China	

Model	Colour	Power (Watts)	Voltage (Volts)	Current (Amps)	Weight (lbs)
DLW1500W12	White	1500	120	12.5	11
DLW1500B12	Black	1500	120	12.5	11
DLW2400W24	White	2400	240	10.0	17.5
DLW2400B24	Black	2400	240	10.0	17.5
DLW3200W24	White	3200	240	13.3	22
DLW3200B24	Black	3200	240 </tr		

## Product Dimensions

Figure 1

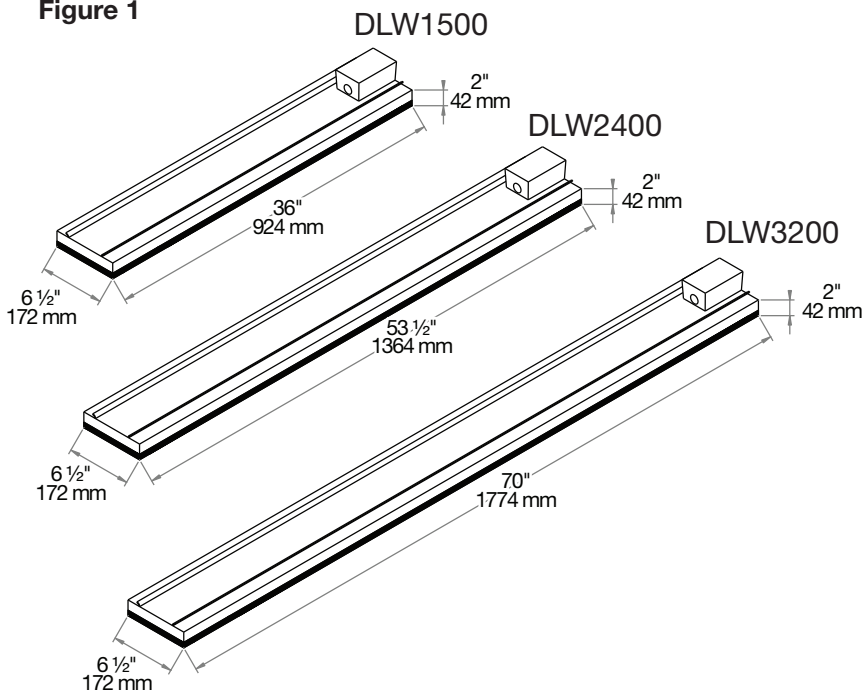
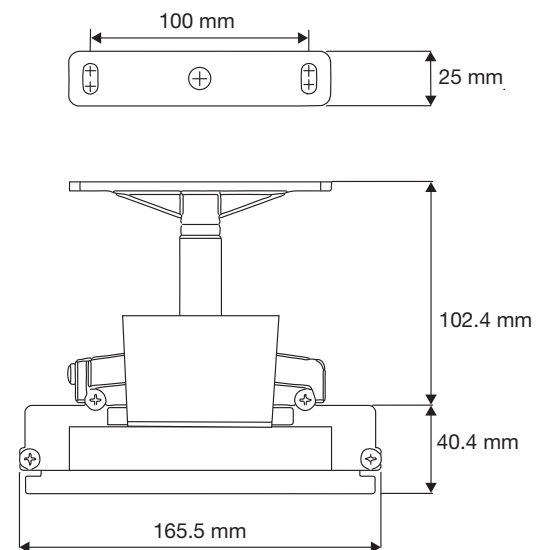


Figure 2



# Heater Location

## Heat Area

The DLW electric heater produces radiant heat, which heats objects and people rather than the air. The DLW heater must be installed in such a way that objects and people are within the direct heat area of the heater.

It is recommended that the DLW heater be installed indoors or in outdoor spaces where there are 1, 2, 3, or 4 enclosed sides.

Maximum heat is directly under the heater, and the temperature decreases as you move away from the heater. It is recommended that the heater be positioned directly above the area to be heated, with an ideal mounting height of 96" to 105" (2.4 m to 2.7 m).

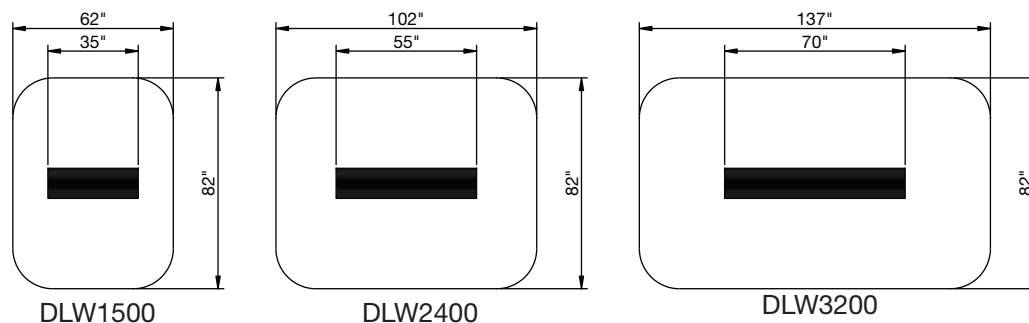
Model	Indoor Protected (ft <sup>2</sup> )	Outdoor Enclosed (ft <sup>2</sup> )	Outdoor Exposed (ft <sup>2</sup> )
DLW1500	40	32	26
DLW2400	65	52	43
DLW3200	86	69	57

Figure 3 shows the approximate heated area of each model, based on both an indoor and outdoor enclosed environment. The approximate temperature is the same for all models, but longer models produce a larger radiant footprint.

**Figure 3**

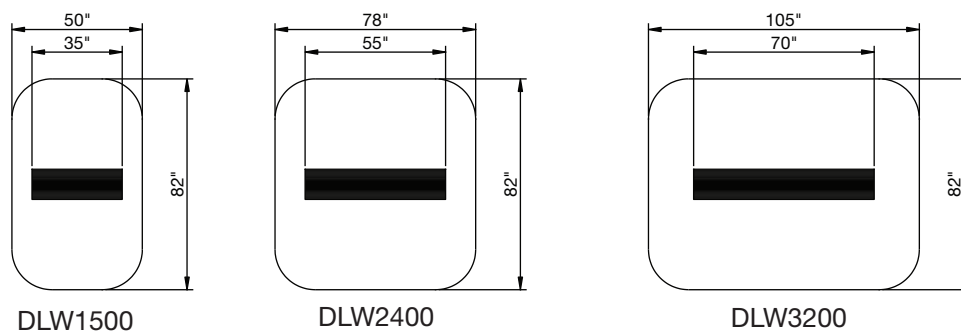
**Heat Area\***

Indoor Spot Heating



**Heat Area\***

Outdoor Enclosed Area

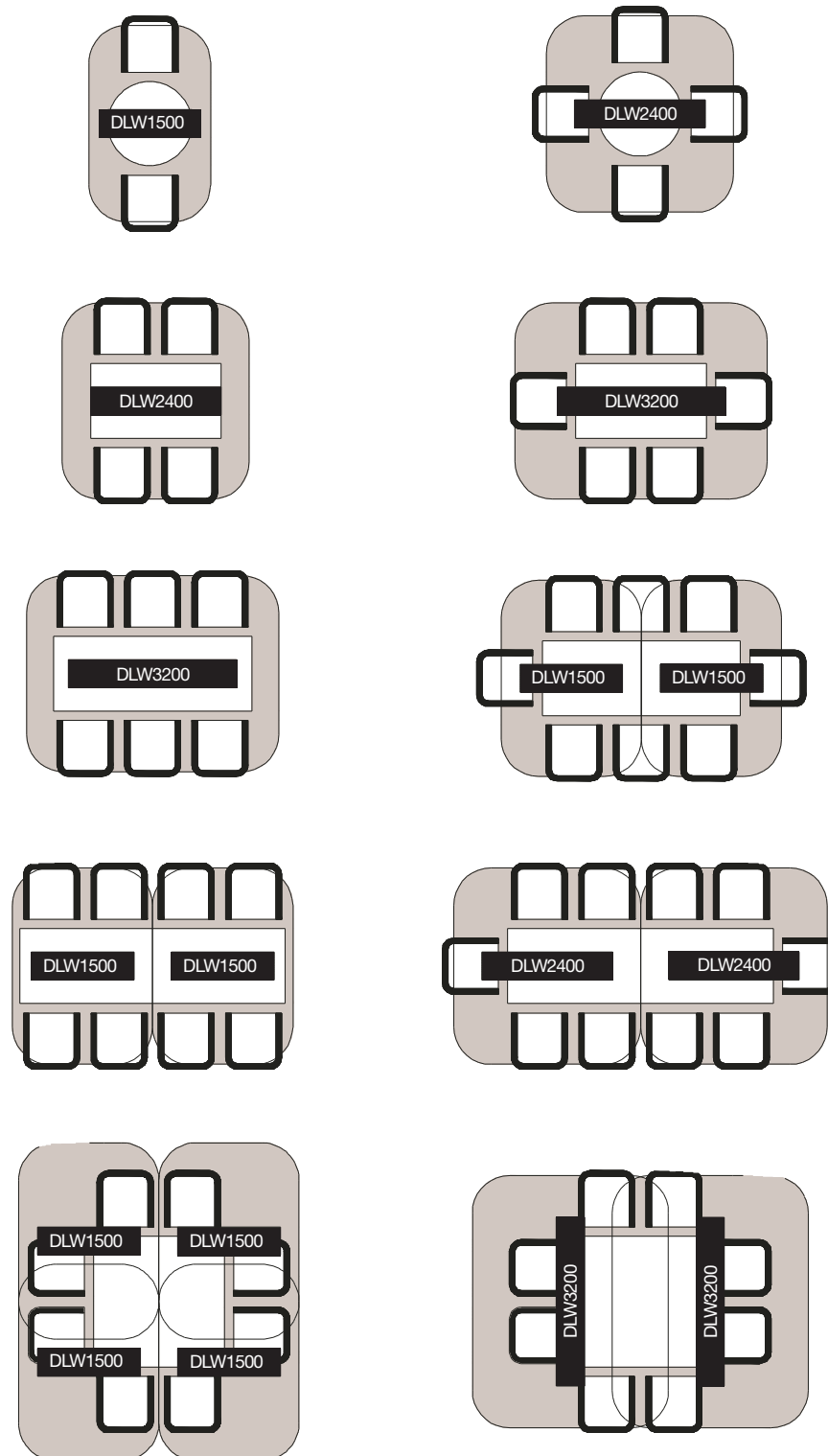


\* Viewed from ceiling

## Recommended Layout Over Tables

The diagrams below (Figure 4) provide a guide for the approximate model and quantity of heaters required to heat common residential table settings. These configurations are based on DLW heaters being mounted at 96" (2.4 m) from the floor in a fully enclosed outdoor area.

Figure 4





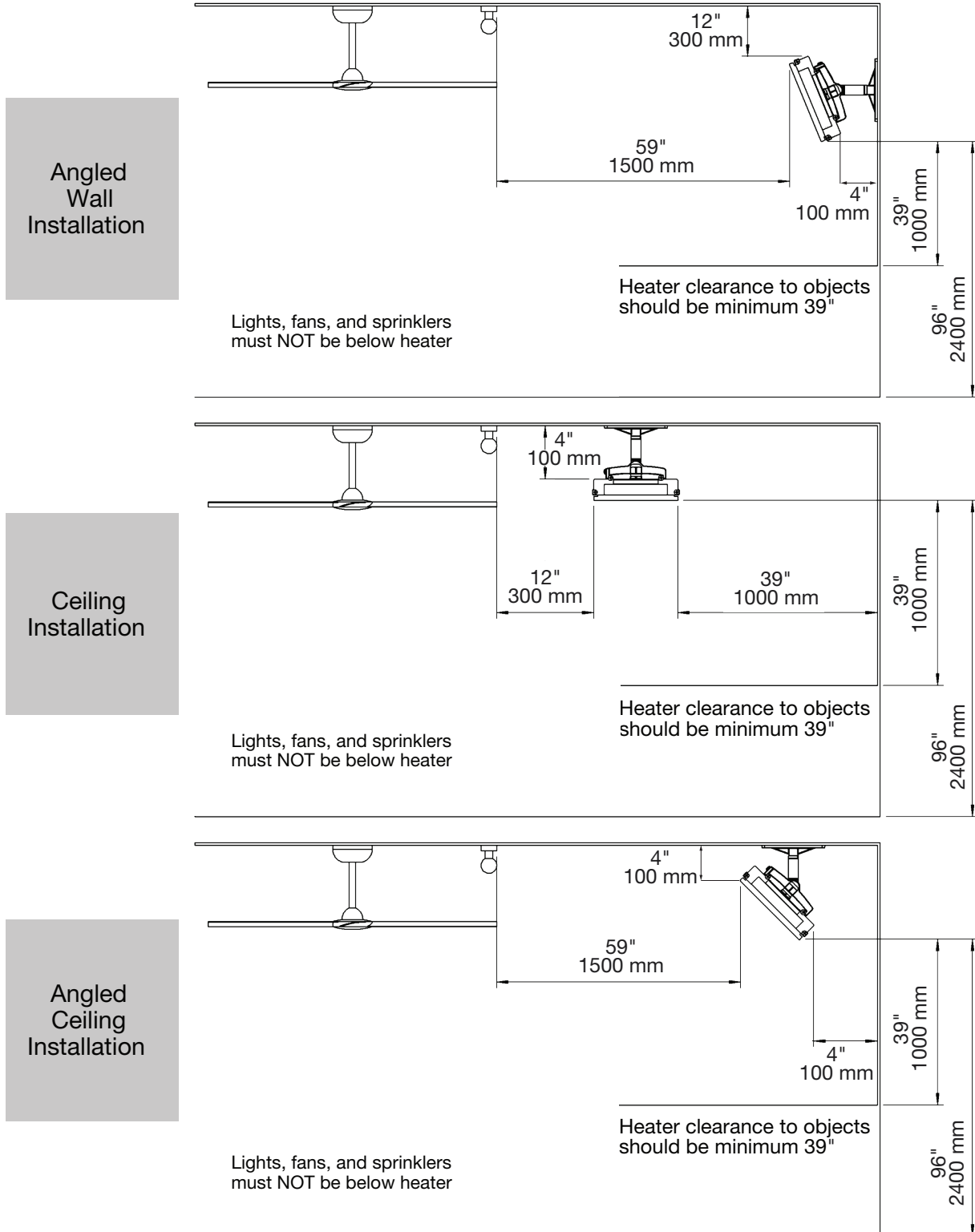
# Heater Location

## Minimum Clearances

**⚠ WARNING:** The heating surface of the DLW must be positioned at a minimum of 96" (2.4 m) from the ground. Objects below the heater, such as tables, must be no less than 39" (1000 mm) away from the heater.

Figure 5 shows the minimum clearances around the heater. All dimensions shown are minimum values.

Figure 5

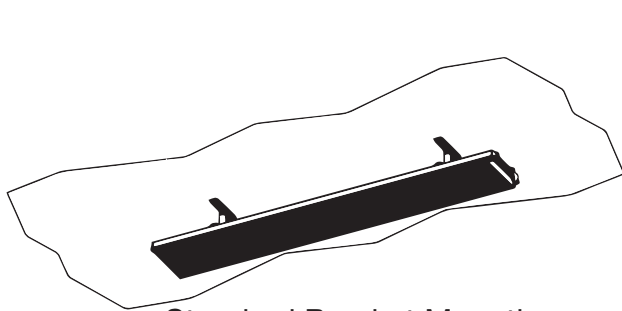
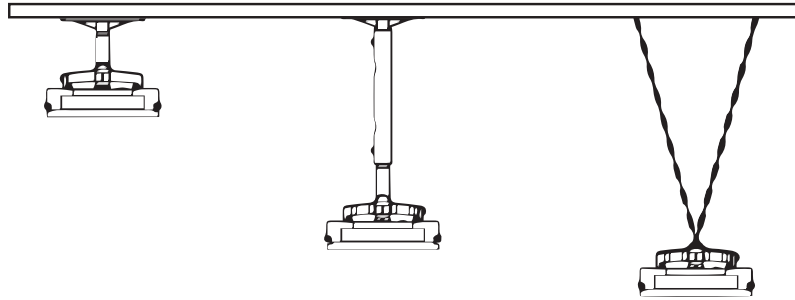


## Mounting

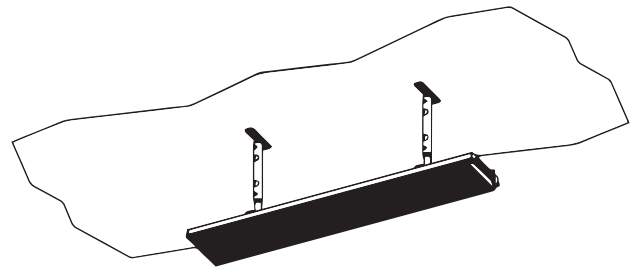
### Ceiling Installation

The ideal mounting position is on the ceiling, directly above the area to be heated. For ceiling heights greater than 105" (2.7 m), suspended mounting or installation with the optional extension poles (sold separately) is recommended to reduce the height of the heater to 96" to 105" (2.4 m to 2.7 m). This will increase the effectiveness of your DLW heater. See the relevant section for each installation for more details. Mounting hardware is not included.

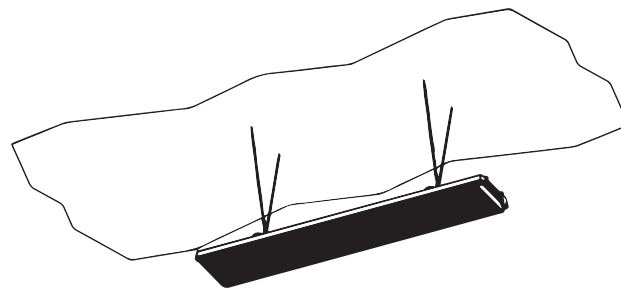
Figure 6



Standard Bracket Mounting



Extension Pole Mounting



Suspended Mounting

# Installation

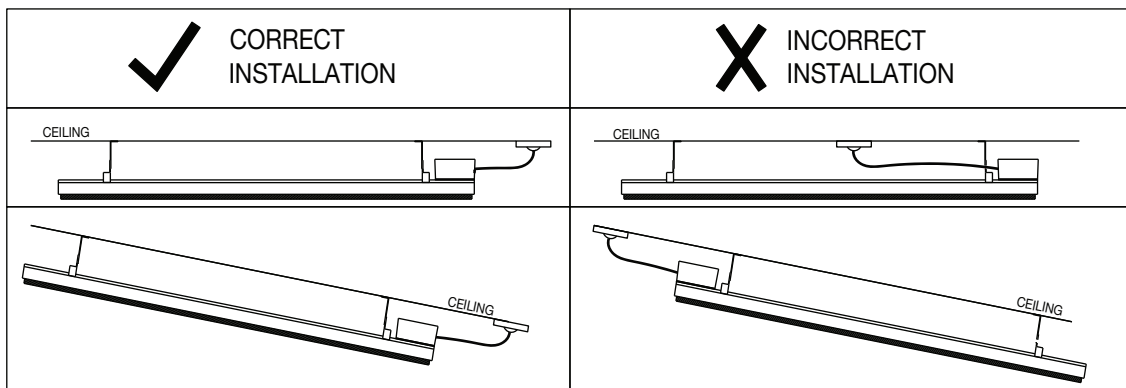
## Wall-mount Installation

The heater can also be mounted on a wall and angled downwards. In this situation, ensure the mounting height puts the heater in the range of 96" to 105" (2.4 m to 2.7 m) and that the area to be warmed is within 98" (2.5 m) of the wall. Mounting hardware is not included.

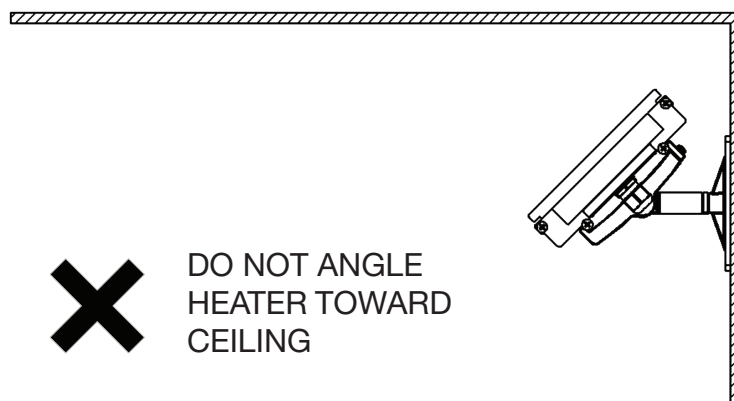
### **WARNING**

- Ensure ceiling or wall structure is suitable for this application and capable of supporting the weight of the heater plus any approved mounting accessories used. Always use hardware suitable for your application. Mounting hardware is not included.
- Electrical connections/GPOs should not be located at the back of the heater. They should be located outside the physical footprint of the units to minimize heat build-up behind the units.
- If the heater is to be mounted on an incline (such as on a vaulted ceiling), ensure the electrical connection is located at the lowest point of the heater (**Figure 7**).
- For wall-mounted installations, ensure heater is angled downward to prevent or property damage or fire. (**Figure 8**).

**Figure 7**



**Figure 8**



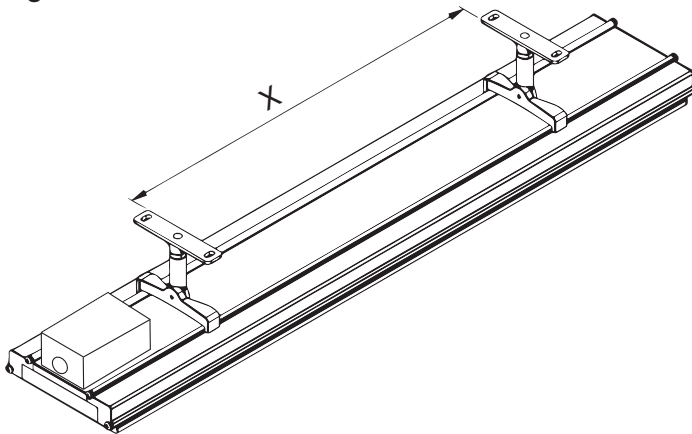
# Installation

## Standard Mounting Brackets (Included)

The DLW heater comes with a pair of standard mounting brackets. These adjustable brackets allow direct ceiling or wall mounting, and come with preset angle options of parallel, 22.5°, or 45°.

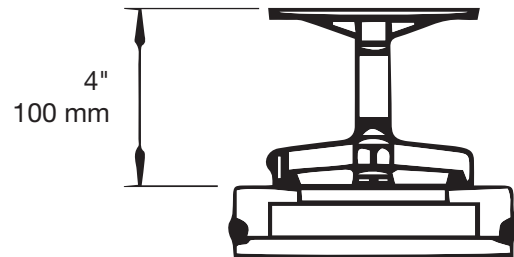
The brackets need to be mounted onto a secure frame or wall with a minimum distance between the two brackets (Figure 9).

Figure 9



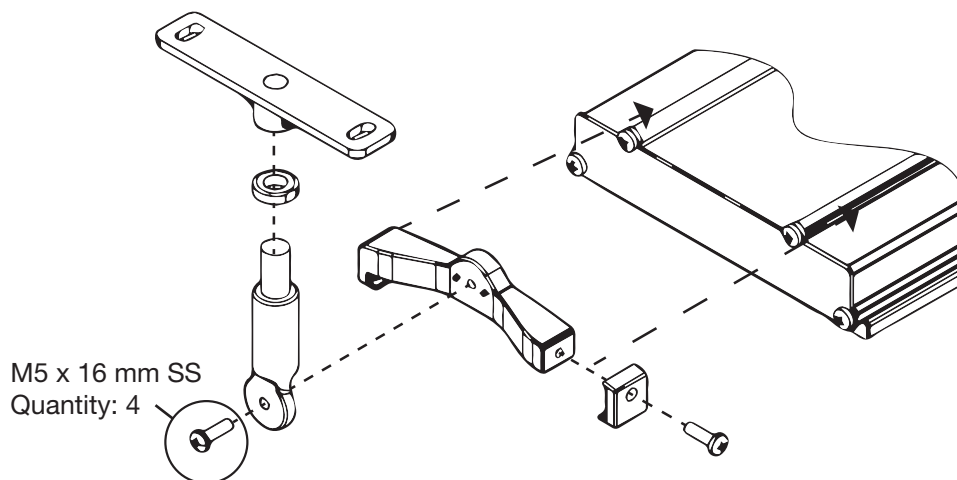
Model	Minimum distance between brackets ("X")
DLW1500	21" (550 mm)
DLW2400	40" (1030 mm)
DLW3200	58" (1470 mm)

Figure 10



Install the bracket hardware (Figure 11). When completing the installation, ensure all screws are tight and unit is secure.

Figure 11



# Installation

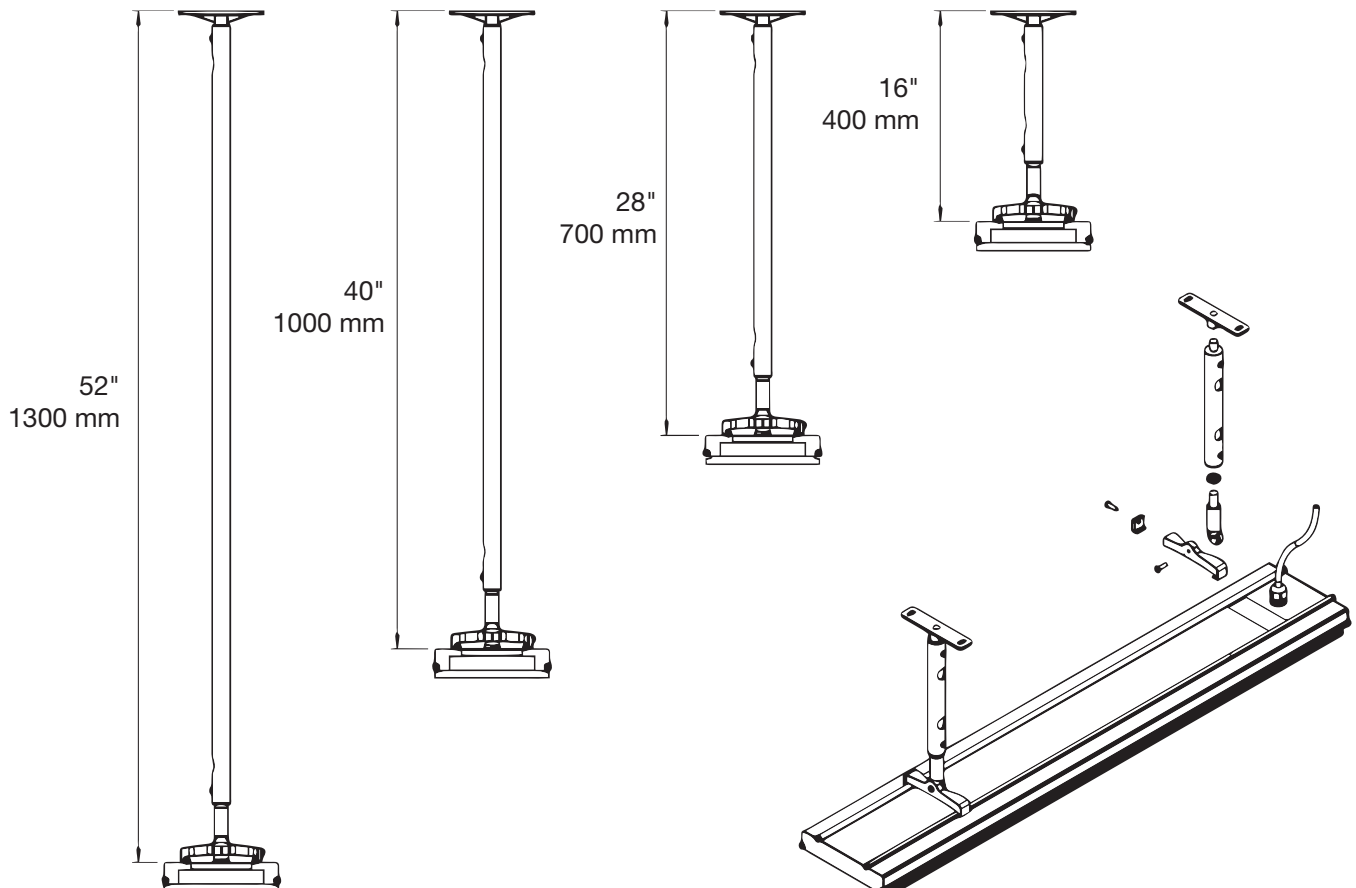
## Extension Mount Poles

The extension mount accessory is sold separately. It allows DLW heaters to be lowered from flat, high ceilings, using rigid connections.

The standard mounting bracket supplied with the heater is utilized to connect the poles to the back of the heater and the ceiling. The standard mounting brackets need to be mounted onto a secure frame or wall with a minimum distance between the two brackets (Figure 9, p. 12). When completing the installation, ensure all screws are tight and unit is secure.

Item Number	Colour	Extension height	Weight
DLWAC12SIL	Silver	12"	5 lbs
DLWAC12W	White	300 mm	2 kg
DLWAC24SIL	Silver	24"	5 lbs
DLWAC24W	White	600 mm	2 kg
DLWAC36SIL	Silver	36"	6 lbs
DLWAC36W	White	900 mm	2.5 kg
DLWAC48SIL	Silver	48"	7 lbs
DLWAC48W	White	1200 mm	3 kg

Figure 12



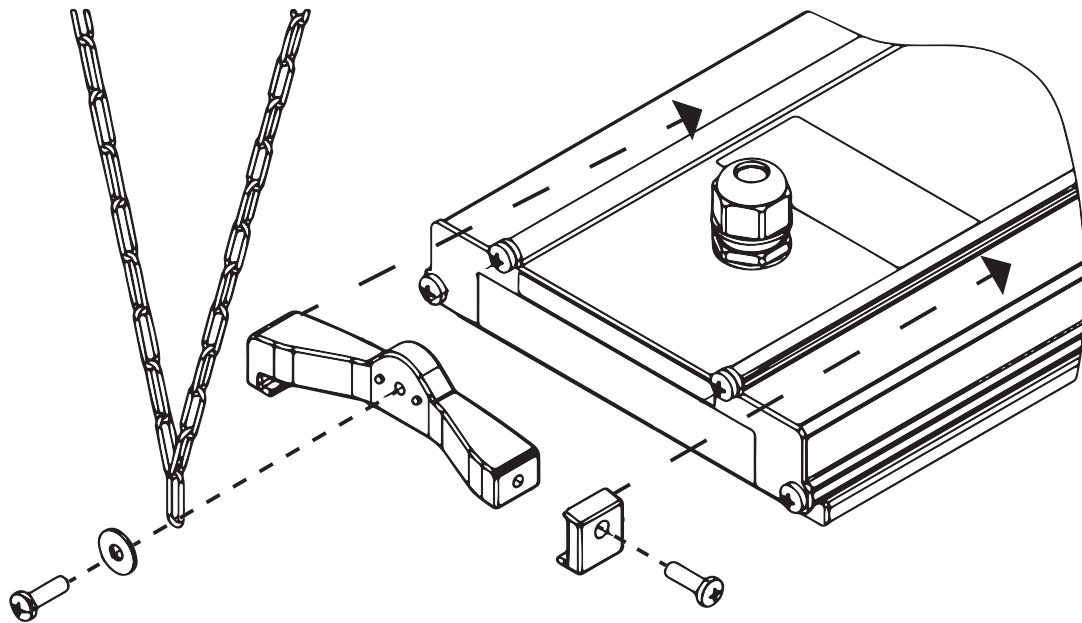
## Suspension Mounting

Suspension mounting is an option for lowering the heater from high ceilings. If the ceiling height is more than 105" (2.7 m), it is recommended to lower the heaters to an ideal mounting height of 96" to 105" (2.4 m to 2.7 m).

Suspension can be done with chains or wires (ensure the wire/chain has a suitable load rating for the heater). The wire or chain is connected to the lower part of the standard brackets (**Figure 13**). The brackets need to be mounted onto a secure frame or wall with a minimum distance between the two brackets (**Figure 9, page 12**). When completing the installation, ensure all screws are tight and unit is secure.

**! NOTE:** Chains or cables are not supplied with the heater, and are not available as optional accessories. Ensure materials used are suitable for this application.

**Figure 13**





## Electrical Installation

### **WARNING**

- This equipment shall be installed only by qualified personnel who are familiar with the construction and operation of the apparatus and hazard involved.
- The heater is fitted with an electrical connection box and should be connected as a fixed installation by a licensed electrician in accordance with the relevant electrical code.
- Within USA, electrical installation shall be made in accordance with the National Electrical code.
- Within Canada, electrical installation shall be made according to the provisions of section 62 of the Canadian electrical code Part 1.
- This appliance must be grounded.
- An over current protection device (or circuit breaker) is required for proper installation. The rating of the device should be 150% of the rating of the product.
- The heaters are designed for domestic/commercial heating applications within indoor or outdoor area and should not be used for any other purpose. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.
- Before commencing installation make sure the electrical supply voltage is the same as that shown on the rating plate of the heater.
- The heater must be mounted at least 8 feet (2.4 m) above ground level. For other clearances please refer to the diagram included in these instructions. **(Figure 5, page 9)**
- When connecting multiple heaters on a single circuit, they must be wired in parallel.
- This heater must be hard-wired with an on/off wall switch. It is recommended to install the DLW heater with a timer controller to ensure the unit is turned off after a preset time. Ensure that the timer controller is suited for this application and installed by a qualified electrician
- Do not install this heater with a dimmer switch, proportional thermostat, or another device that fluctuates the voltage.

# Installation

## Wiring Instructions:

1. Check product label for correct voltage and wattage. Make sure power source conforms to the heaters requirements.
2. The junction box on the top of the heater has a gasket side access cover. The junction box inlet is drilled and threaded for a standard 19 mm (1/2") weather tight conduit fittings. The installing electrician will need to provide the appropriate rigid metallic, flexible or liquid tight conduit, conduit fittings for installation location.
3. For outdoor installation all connections must be made in accordance with local electrical code regulations for outdoor wiring. Only use wiring components approved for outdoor use with minimum NEMA Type 4x or equivalent.
4. Remove the screws holding the junction box cover. Make the electrical connections using wire nuts (not supplied).  
**For 120 V units:** The green wire connects to the ground wire from the power source. The black wire connects to the live wire from the power source. The white wire connects to the neutral wire from the power source.  
**For 240 V units:** The green wire connects to the ground wire from the power source. The black wire connects to L1 (live) from the power source. The white wire connects to L2 (live) from the power source.
5. Assemble the junction box cover & gasket. Ensure that the junction box cover gasket (supplied with unit) is installed to maintain rain water ingress protection rating of the heater. Failure to install correctly will void the manufacturer's warranty.

Figure 14

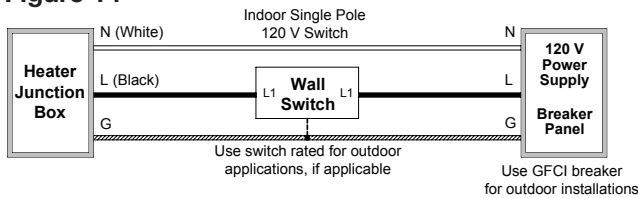
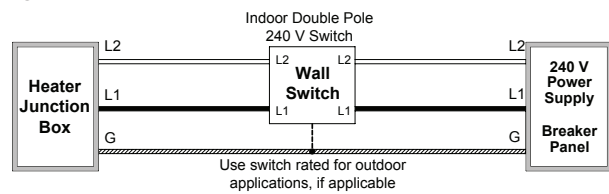


Figure 15



# Operation

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## **WARNING**

- Extreme caution is necessary when any heater is used by or near children or people with disabilities and whenever the heater is left operating and unattended.
- This heater is not equipped with a device to control the room temperature. Do not use this heater in small rooms when they are occupied by persons not capable of leaving the room on their own, unless constant supervision is provided.

The DLW heater is controlled using a hard-wired on/off switch. It is recommended to use a timer switch that will automatically turn off the heater after a preset amount of time.

The unit takes approximately 15 minutes to heat to maximum temperature and approximately 30 minutes to cool down, depending upon the ambient temperature. Please don't forget to turn it off.

# Maintenance

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## **WARNING**

- Potentially lethal voltages are present. Be sure to turn off the unit at the circuit breaker before attempting any maintenance.
- Do not attempt to service or clean heater while unit is operating, as there is a hazard from electric shock, and injury potential from hot heating elements.
- To avoid the risk of burn or injury wait a minimum of 30 minutes for the heater to cool before attempting to clean or service.
- There are no user-serviceable parts inside the heater any servicing other than cleaning of the heater should be performed by an authorized service representative.

DLW heaters are made from durable materials, however regular care and maintenance of your heater will help prolong the life of the heater.

### **Cleaning the Heater**

Ensure power to the unit is turned off at the circuit breaker and the unit is cooled completely before cleaning the unit.

Hose down the heater using a gentle spray and, with a soft cloth, wipe the surfaces of the heater with a mild detergent to remove the built-up contaminants from the environment. Thoroughly rinse all detergent off the heater. After cleaning, turn the heater on for 20 minutes to dry any water residue and prevent water staining.

**⚠ CAUTION:** Do not use high-pressure water to clean the heater. Do not use any abrasive materials or products to clean the heater, including solvents, citrus-based cleaners, or other harsh cleaning products.

It is recommended that you clean the heater every 3 months to maintain optimal function and appearance of the heater. Additional cleaning and maintenance is recommended if the heater is installed in a corrosive environment or exposed to chemicals in the atmosphere such as those from cigarette smoke and pollution to prevent wear and tarnish of the heater.

# Troubleshooting

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**⚠ WARNING:** There are no user serviceable parts inside the heater any servicing other than cleaning of the heater should be performed by an authorized service representative.

<b>Problem</b>	<b>Cause</b>	<b>Solution</b>
No heat	No power to the unit	Check that power is on at the switch and at the breaker. Inspect cable for damage.
Heater does not get sufficiently hot	Heater has not finished warming up	Normal operation - wait 15 minutes for the heater to reach its maximum temperature.
	Insufficient power	Ensure the unit is wired with the correct voltage. If there are multiple heaters on one circuit, ensure they are wired in parallel, not in series.
Discoloration of the heater housing	Heater is overheating	Ensure the unit is wired with the correct voltage.
	Environmental factors	Perform cleaning procedure more frequently. See Maintenance section.
	Normal wear and tear	Paint the face of the unit using a 600° high temperature engine paint. This is available for purchase at automotive stores.

# Warranty

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## One-Year Limited Warranty

### *Products to which this limited warranty applies*

This limited warranty applies to your newly purchased Dimplex Infrared Indoor/Outdoor Heater. 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*

IR Halogen Heating Elements are not covered by this limited warranty and are the sole responsibility of the owner/purchaser. 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. (Glen Dimplex Americas herein) 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. 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.

This limited warranty does not cover normal wear, such as warping or discoloration of the surface of the heater.

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

Defects must be brought to the attention of Technical Service by contacting them at [www.dimplex.com/contact\\_us](http://www.dimplex.com/contact_us) or 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 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.

# We value your feedback!

Your input helps to create even better products and experiences.

Share the warmth and leave a review.

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 [YouTube/Dimplex](https://www.youtube.com/Dimplex) 



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