

## Contact Details

Please note that some of the contact details on this PDF document may not be current.

Please use the following details if you need to contact us:

Telephone: 0844 879 3588

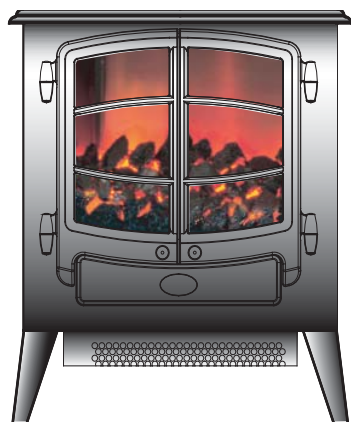
Email: [customer.services@gdcgroup.co.uk](mailto:customer.services@gdcgroup.co.uk)

The customer support section of our website also features a wide range of information which may be of use to you and is available 24 hours a day. It includes:

- Operating and installation instructions
- Easy 'How to use' guides for storage heaters
- Service and repairs
- Where to buy our products
- Literature downloads
- Heating requirement calculator

Visit - [www.dimplex.co.uk/support](http://www.dimplex.co.uk/support)

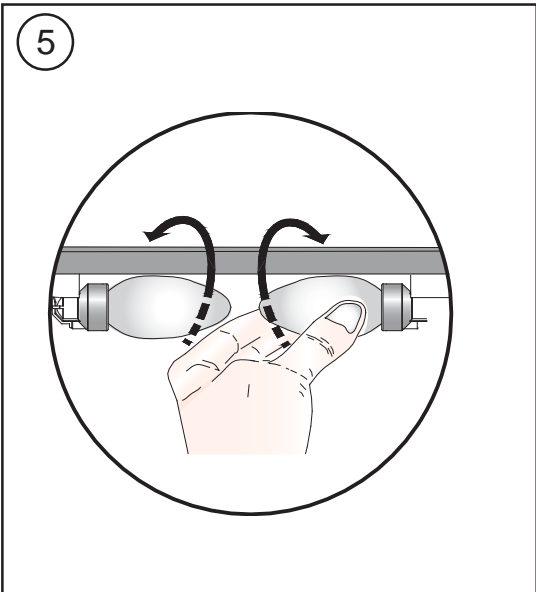
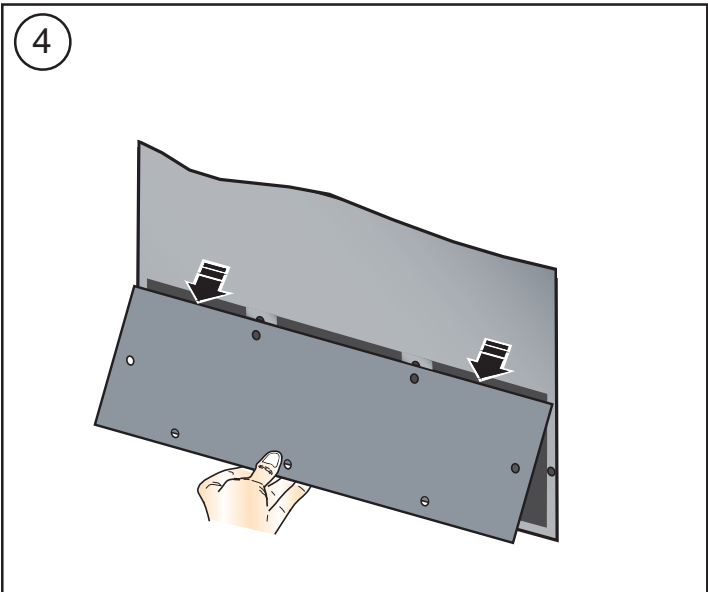
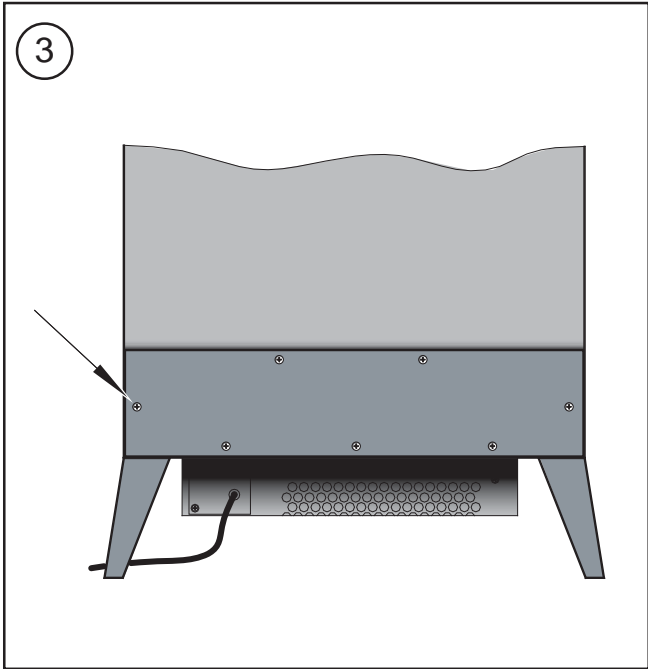
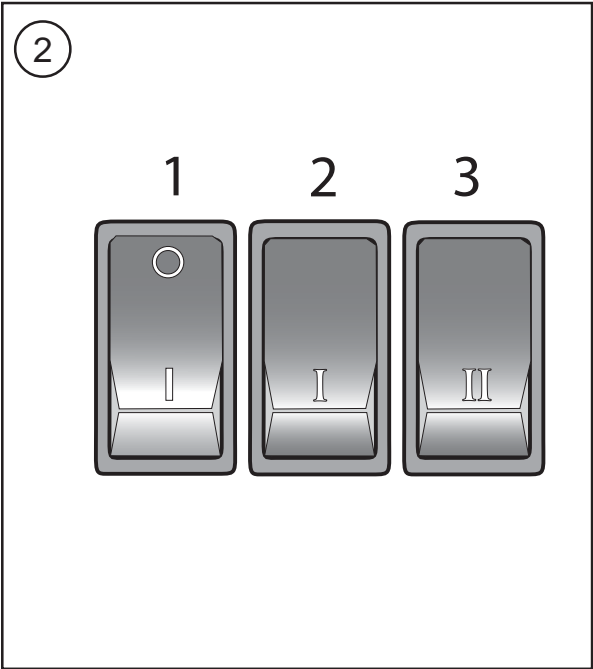
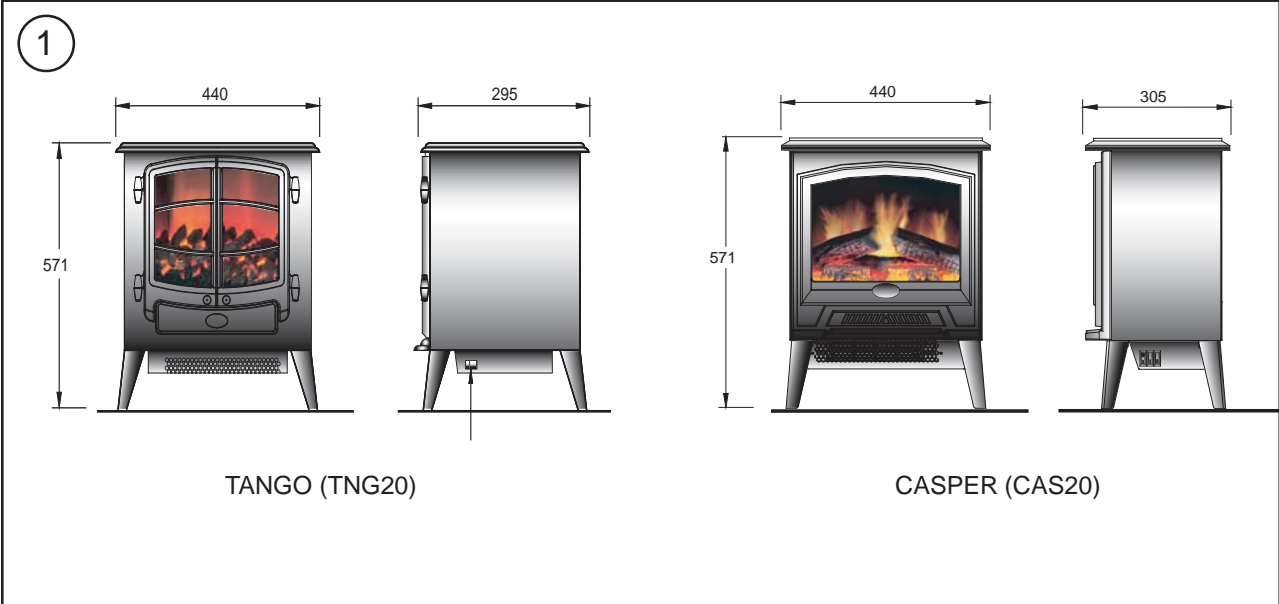
# Dimplex



TANGO (TNG20R)



CASPER (CAS20)



### Important Safety Advice

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 outdoors.

Do not use in the immediate surroundings of a bath, shower or swimming pool.

Do not locate the heater immediately below a fixed socket outlet or connection box.

Do not cover the heater. Do not place material or garments on the heater, or obstruct the air circulation around the heater, for instance by curtains or furniture, as this could cause overheating and a fire risk.

This appliance is not intended for use by children or other persons without assistance or supervision if their physical, sensory or mental capabilities prevent them from using it safely. Children should be supervised to ensure that they do not play with the appliance.

Do not use this heater 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.

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.

Ensure that furniture, curtains or other combustible material are positioned no closer than 1 metre from the heater.

In the event of a fault unplug the heater.

Unplug the heater when not required for long periods.

Although this heater complies with safety standards, we do not recommend its use on deep pile carpets or on long hair type of rugs.

The appliance must be positioned so that the plug is accessible.

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 heater.

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

### General

Unpack the heater carefully and retain the packaging for possible future use, in the event of moving or returning the fire to your supplier. These models are designed to be free standing and are normally positioned against a wall.

The fire incorporates a flame effect, which can be used with or without heating, so that the comforting effect may be enjoyed at any time of the year. Using the flame effect on its own only requires little electricity. A choice of 1kW or 2kW heat output is provided by the fan heater, which is located at the bottom of the unit.

Before connecting the heater check that the supply voltage is the same as that stated on the heater.

On the Springborne model loose coals are packed separately within the carton. When the heater is assembled the coals can be placed on top of the fuel bed, as required.

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.

### Electrical connection

**WARNING – THIS APPLIANCE MUST BE EARTHED.**

This heater must be used on an AC ~ supply only and the voltage marked on the heater must correspond to the supply voltage.

Before switching on, please read the safety warnings and operating instructions.

### Controls - see Fig. 2

The heater controls are located on the right hand side of the heater - see Fig. 1. Three switches provide a choice of heat settings. A switch is in the ON position when the side with the markings on (i.e. I, II, or III) is pushed in.

**Switch 1 (I) Controls the electricity supply to the heater and flame effect.** Note: This switch must be in the ON (I) position for heater to operate with or without heat.

**Switch 2 (II) Provides 1kW heat output**

**Switch 3 (III) Provides 2kW output with switch 2**

### Lamp Replacement - see Fig. 3, Fig. 4 and Fig. 5

The lamps are located behind the back panel. To gain access to the lamps, the screws indicated in Fig. 3 which secure the back panel, must be removed.

Remove and slide out panel as indicated on Fig. 4.

Remove the defective lamp by unscrewing it as shown in Fig. 5.

Replace with a 60W E14 SES Clear candle lamp. Take care not to over-tighten the lamp.

Refit the back panel and secure with the screws.

### Thermal Safety Cut-out

The built-in overheat cut-out switches off the appliance automatically in the event of a fault. Switch off the appliance or disconnect the mains plug from the socket. After a short cooling down phase, the appliance is ready for use again. If the fault should occur again, see your local dealer.

### Maintenance

**WARNING: ALWAYS DISCONNECT FROM THE POWER SUPPLY BEFORE ATTEMPTING ANY MAINTENANCE.**

### Cleaning

**WARNING – ALWAYS DISCONNECT FROM THE POWER SUPPLY BEFORE CLEANING THE HEATER.**

For general cleaning use a soft clean duster – never use abrasive cleaners. The glass viewing screen should be cleaned carefully with a soft cloth. DO NOT use proprietary glass cleaners.

To remove any accumulation of dust or fluff the soft brush attachment of a vacuum cleaner should occasionally be used to clean the outlet grille of the fan heater.

### Recycling



For electrical products sold within the European Community.

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

### After Sales Service

Your product is guaranteed for one year from the date of purchase.

Within this period, we undertake to repair or exchange this product free of charge (excluding lamps & 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.

Should you require after sales information or assistance with this product please go to [www.dimplex.co.uk](http://www.dimplex.co.uk) where you will find our self help guide by clicking on "After Sales" or ring our helpdesk on 0845 600 5111 (UK) or 01 842 4833 (R.O.I.) .

Spare parts are also available on the website

[www.dimplex.co.uk](http://www.dimplex.co.uk)

Please retain your receipt as proof of purchase.

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