Dimplex®

Installation and Operating Instructions
Downflow Fan Heater Model : FX20VEW

300004944   Issue: 1   Series: A   (IP22)

BEAB Approved

Intertek

Dimensions

Model	FX20VEW
Height	242mm
Width	229mm
Depth	109mm

Fig. 1

242mm
229mm
109mm
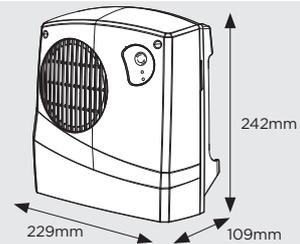
This product will not operate unless it is configured with the ConfigR app.

⚠ **IMPORTANT: THESE INSTRUCTIONS SHOULD BE READ CAREFULLY AND RETAINED FOR FUTURE REFERENCE. Note also the information presented on the appliance.**

IMPORTANT SAFETY ADVICE

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 or knowledge if they have been given supervision or instruction concerning the 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 of less than 3 years should be kept away unless continuously supervised. 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 the 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.

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.

WARNING: Do not operate the heater with the front cover removed. This could trip the fuselink. This heater must not be operated without the cover correctly in position.

🚫 This heater carries the warning symbol indicating that it must not be covered.

DO NOT place aerosols or other containers susceptible to heat in the direct airflow from the unit.

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.

DO NOT place the heater directly below a fixed socket outlet.

DO NOT use the heater in the immediate surroundings of a bath, a shower or a swimming pool.

IMPORTANT: This heater must be installed so that the switches and other controls cannot be touched by a person in the bath or shower.

WARNING: Disconnect the heater from the electricity supply before undertaking service or repair.

WARNING: If the appliance is fitted in a bathroom, a cable outlet will be necessary with the supply to the unit controlled by a double pole switch. The switch if inside the bathroom should be pull cord operated and if outside should be adjacent to the entrance door. The appliance must be mounted so that no part of it can be touched by any person using bath or shower.

DO NOT cover the appliance or place material or garments on it, or obstruct the air circulation around this appliance, for example with curtains or furniture, as this could cause over heating and a fire risk.

WARNING: The supply circuit to the heater must incorporate a double pole isolating switch having a contact separation of at least 3mm This product is only suitable for well insulated spaces or occasional use.

🚫 WARNING: The product is designed to be installed on walls only, DO NOT install on ceiling in any circumstances.
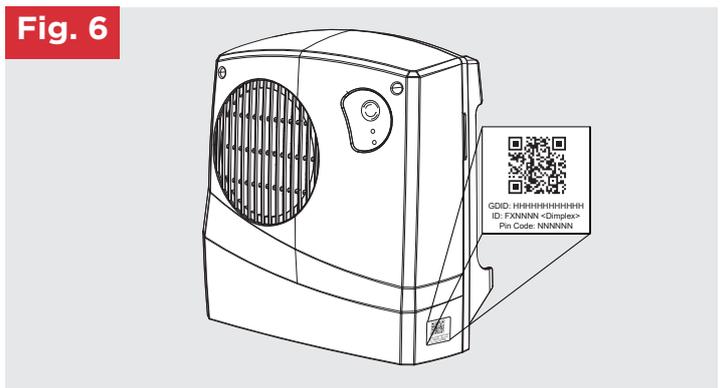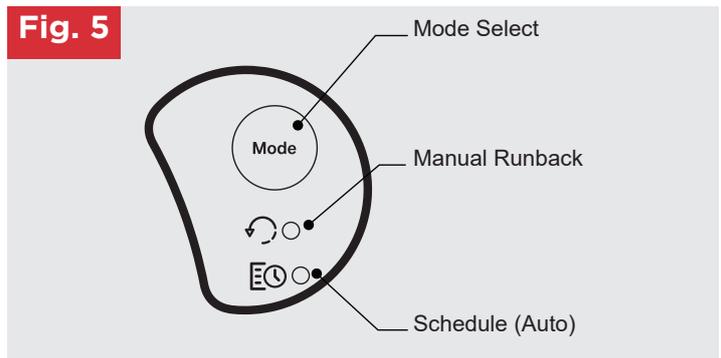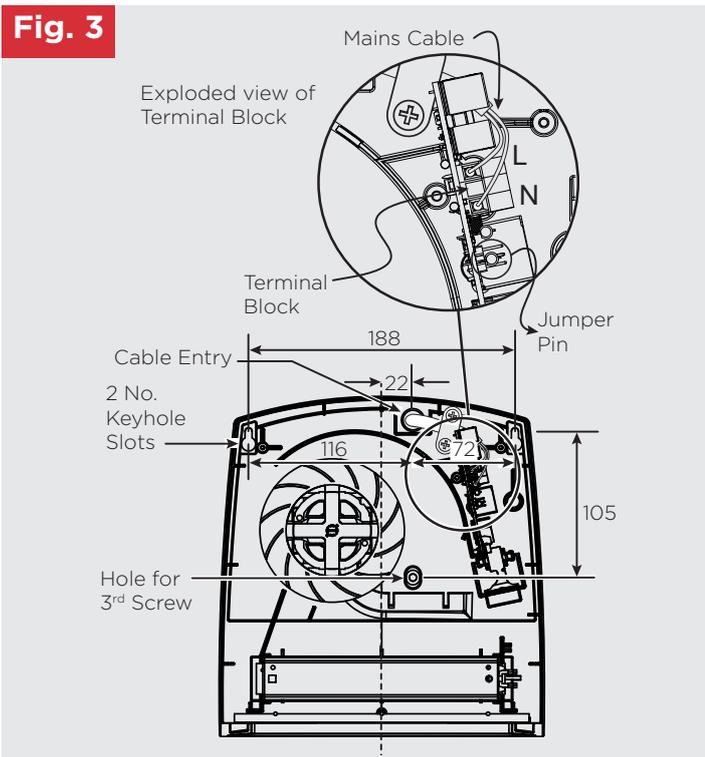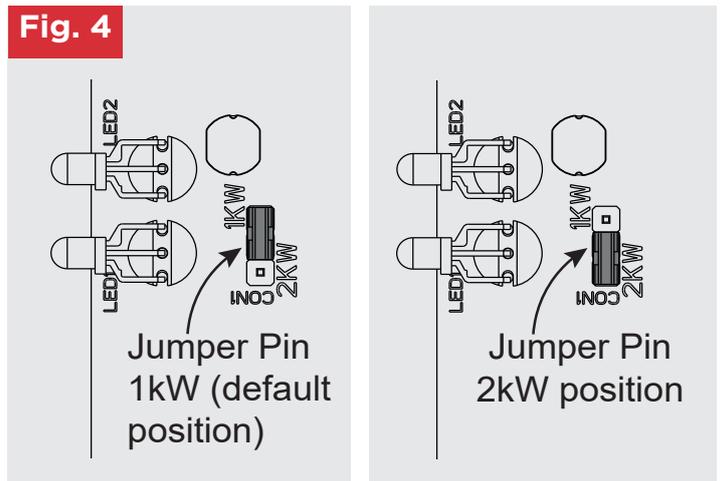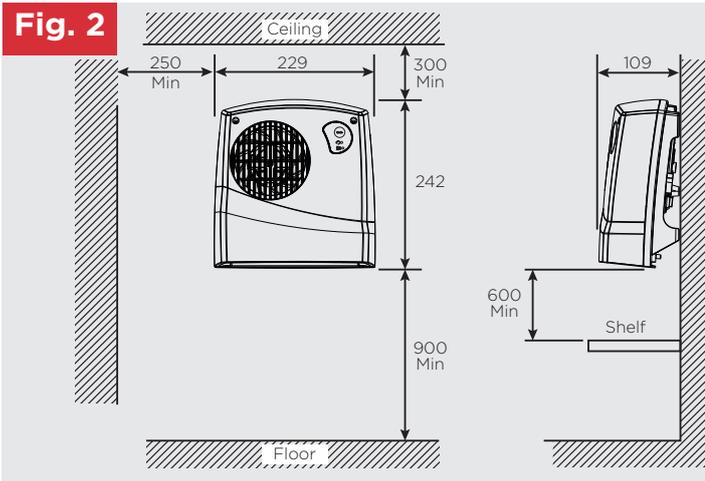
Energy Related Product Directive

This product meets the Ecodesign requirements for an electric fixed local space heater. Commission Regulation (EU) 2024/1103.

Model Identifier(s):		FX20VEW
Heat Output		
Nominal heat output	Pnom	2.0 kW
Minimum heat output (indicative)	Pmin	N/A
Maximum continuous heat output	Pmax,c	2.0 kW
Power Consumption		
In Off mode	Po	N/A
In Standby mode	Psm	0.19 W
In Idle mode	Pidle	0.19 W
In Network Standby	Pnsm	N/A
Standby mode with display of information or status		Yes
Seasonal space heating energy efficiency in active mode	ns,on	92%

Type of heat output / room temperature control	
Single stage heat output and no room temperature control	No
Two or more manual stages, no room temperature control	No
With mechanic thermostat room temperature control	No
With electronic room temperature control	No
Electronic room temperature control plus day timer	No
Electronic room temperature control plus week timer	Yes
Other control options (multiple selections possible)	
Room temperature control, with presence detection	No
Room temperature control, with open window detection	No
Distance control option	No
Adaptive start control	Yes
Working time limitation	No
Black bulb sensor	No
Self-learning functionality	No
Control accuracy	No

Contact details

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Fig. 2

Fig. 4

Jumper Pin 1kW (default position)

Jumper Pin 2kW position

Fig. 3

Fig. 5

- Mode Select
- Manual Runback
- Schedule (Auto)

Fig. 6

General

The appliance is rated at 2kW and designed for permanent wall mounting on an AC supply matching the voltage shown on the rating label. It is factory-set to 1kW but includes an internal jumper pin for selecting 1kW or 2kW output during installation (Fig. 4).

Electrical

The installation of this appliance should be carried out by a competent electrician and be in accordance with the current IEE wiring regulations. A supply cable is not supplied with this appliance, only a minimum CSA (cross sectional area) of 1.5mm² heat resistant ordinary polyvinyl chloride sheathed flexible cord should be used. IE60227 IEC57, rated T90 and must be protected with a 13A fuse.

Safety - Thermal Cut-out

For safety, the appliance includes a thermal cut-out that automatically switches off if overheating occurs. To reset, remove the cause of overheating, turn off the power for a few minutes, and allow the appliance to cool before switching it back on. Common causes of overheating include, but are not limited to the following conditions:
1. Blocked airflow
2. Dust or fluff buildup impairing ventilation
3. Blower unit stalling

Installation Procedure

WARNING: Do not operate the appliance without the front cover correctly installed. If the cover is missing or damaged, replace the product or heating element.
WARNING: Minimum clearances must be adhered to when mounting the heater (see Fig. 2).

Before undertaking installation work, ensure the electricity supply is disconnected from any relevant fixed wiring.

- Observe minimum clearances (see Fig. 2).
- Install with the cable entry at the top and the grille at the bottom.

Ensure airflow is unobstructed during use.
The appliance is secured to the wall with three screws: two through keyhole slots and one through a fixing hole to hold it firmly in position. (see Fig. 3).

1. Remove the front cover by unscrewing the two securing screws and hinge it back.
2. Mark the two keyhole slot positions (see Fig. 3), drill, and insert wall plugs.
3. Partially insert two screws, hang the appliance, and mark the third fixing point.
4. Remove the appliance, drill, and plug for the third screw.
5. Remount the appliance using the keyhole slots.
6. Feed the supply cord/wires through the top rear inlet, leaving enough length for connection to the terminal block.
7. Connect wires to the terminal block: live to 'L', neutral to 'N' (see Fig. 3).
8. Secure the appliance with the third screw and clamp the mains cable.
9. Set the jumper pin to provide either 1kW or 2kW output (Fig. 4).
10. Replace the front cover and screws.
11. Restore power; the appliance is ready for ConfigR app setup.

First Time Operation

This product must be commissioned using the ConfigR app.
The product will not operate nor produce heat unless it is configured with the ConfigR app.
Until the appliance is connected to the ConfigR app Manual Runback ↻ will flash Red and the appliance will emit an audible beep every 10 seconds.

The QR Code below links directly to the ConfigR app on the Android and Apple app stores for detailed information on heater setup.

To connect to the ConfigR app:
1. Download the ConfigR app using the QR code above.
2. Open the app and click 'sign up/sign in' to access an existing account or register for a new account.
3. In the ConfigR app, click the '+ Add new product' button, then either scan the QR code shown on the side of the product or enter the GDID and the PIN code (Fig. 6) manually.
4. For first time set-up follow below:
   - Turn on the product. The Manual Runback LED ↻ will blink Red, and the appliance will produce an audible beep every 10 seconds.
   - When prompted by the app, enter the Bluetooth PIN to connect.
   - Once pairing starts: The Schedule (Auto) Mode LED 🕒 will blink Red/Green until activation completes.
   - When activation is complete: The Manual Runback LED ↻ turns solid Red and the audible beep stops.
   - Switch to Schedule (Auto) Mode 🕒 and connect to configure the product in the app.
5. Pairing Again Later
   - Ensure the product is in Schedule (Auto) Mode 🕒. If it is in Manual Mode ↻, press the Mode button once to switch.
   - To enable pairing: Press and hold the Mode button for 5 seconds until you hear a tone.
   - Begin the pairing process in the app. The Schedule (Auto) Mode 🕒 will blink Red/Green after pairing is initiated.
   - You only need to hold the button again if pairing with a new phone or device.

Controls

The Controls are located on the front cover (Fig. 5) and consist of;

Mode Select button
Switch between Manual Runback ↻ and Schedule (Auto) 🕒 using the Mode Select button.

Pull cord
Pull cord to switch mode on or off.

Manual Runback LED ↻
Indicates Manual Runback is selected and status.

Schedule (Auto) LED 🕒
Indicates Schedule (Auto) is selected and status.

Error Indications:
Red (flashing) 🕒 = Time loss error or no schedules configured.
Red (flashing) ↻ = Other errors.

Manual Runback ↻

When in Manual Runback mode, ↻ will be on. Pull cord turns the heater ON/OFF. When ↻ is Green Manual Runback is on, it will run for the set period adjustable in the ConfigR app. Default runback period is 4hrs. When ↻ is Red Manual Runback is off.

If ↻ is Green and the product is not running, check the thermostat setting in the ConfigR app. The product may have achieved the desired room temperature. The default setting is 30°C.

Pressing Mode select button will switch to Schedule (Auto) ▣⏱ .

NOTE:
If the heater is stopped during a runback period and then switched back on, the runback timer reverts to the time set in the ConfigR app.

NOTE:
When first powered on, the heater defaults to Manual Runback ↻ Comfort OFF. Pair with the ConfigR app to enable full operation.

Schedule (Auto) ▣⏱

When in Schedule (Auto) mode, ▣⏱ will be on. When ▣⏱ is Green Schedule (Auto) is in Comfort On period, it will run for the set period adjustable in the ConfigR app. When ▣⏱ is Red Schedule (Auto) is in Comfort Off period.

The schedule can be set in the ConfigR app to come on at set periods throughout the week. Check in the app to review schedule.

Pulling the pull cord when in Comfort Off will advance the schedule to the next Comfort On period, the product will run until the end of that period, the temperature setting will be as per that set period. This is configurable in the ConfigR app. It will then return to the set schedule.

Pulling the pull cord when in Comfort On will switch the product into Comfort Off for the remainder of the period. It will then return to the set schedule.

If Schedule (Auto) ▣⏱ is Green and product is not running, check thermostat setting in ConfigR app. The product may have achieved the desired room temperature.

Pressing Mode select button with switch into Manual Runback ↻ .

Factory Reset

To perform a factory reset; in either Manual Runback ↻ or Schedule (Auto) ▣⏱, press and hold the Mode Select and pull and hold the Pull Cord at the same time for more than 10 seconds. There will be an audible beep.

Cleaning and User Maintenance

WARNING: Before undertaking cleaning or maintenance work on the appliance disconnect the electricity supply by switching off at the adjacent double pole switch, and allow the appliance to cool.

The outside of the appliance can be cleaned by wiping it over with a soft damp cloth and then dried. Care must be taken to avoid any moisture ingress into the product. Do not use abrasive cleaning powders or furniture polish as this can damage the surface finish. Ensure that dust or fluff does not accumulate inside the heater as this could lead to overheating of the element. Use a vacuum cleaner to remove any fluff which does accumulate.

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 a Local Authority or retailer for recycling advice in your country. Batteries should be disposed of or recycled in accordance with WEEE Directive 2012/19/EU. Packaging should be recycled where possible.

Your Guarantee

To view the full guarantee terms and conditions scan this QR code using your smartphone or go to www.gdhv.com/legal/en-gb/guarantee-terms-conditions

Your Product is manufactured by Glen Dimplex UK Ltd operating as Dimplex. Dimplex designs and manufactures products to ensure they deliver reliable service for normal use in domestic dwellings and, where specified by us, in light commercial premises.

Dimplex products are individually tested before leaving the factory, Your product comes with a 2 year parts and labour guarantee for repair or replacement of faulty goods and/or partial refund in the event that a repair or replacement is not available.

Your guarantee is provided by Glen Dimplex UK Ltd operating as Dimplex, Millbrook House, Grange Drive, Southampton SO30 2DF. Terms and conditions apply.

The Dimplex guarantee does not in any way diminish or affect your statutory consumer rights in connection with your product.

If you experience a problem with your product during or after the guarantee period, visit our online help centre: https://www.dimplex.co.uk/resources/customer-hub

If you cannot solve your issue online, contact the customer care team on 0344 879 3588.

Please note that when you contact us you will need to provide the model and serial number of your product and a description of the fault which has occurred.

Outside the UK

Warranty / Guarantee: Contact your local Dimplex distributor for details. Technical advice and service: Contact your local Dimplex distributor.

Register

IMPORTANT: Please register your product without delay. Simply scan this QR code using your smartphone, or go to https://www.dimplex.co.uk/register.
If you do not have access to the internet, please call us on 0344 879 3588.

Your product is under guarantee for 2 years from the date of purchase or the date of delivery of the product, if later. The 2 year guarantee is extended for an additional 1 year when you register the product with Dimplex, within 28 days of purchase. If you do not register the product with Dimplex within 28 days, your product will remain guaranteed for 2 years only.

On registering you will automatically receive a copy of the terms and conditions of your guarantee. If you do not have access to the internet, call us on 0344 879 3588 and we will send them to you by post.

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