

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

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



SELF HELP GUIDE – DUOHEAT® RADIATOR

MY HEATER IS COLD

- Ensure both switches next to the heater are on.
- Check the fuse is OK and circuit breaker on.
- Is the heat indicator set to LOW or MINIMUM position, increase by one or two segments.
- Has the product been inadvertently covered or furniture pushed to close to it? If so, the safety cut-out may have operated. [Click here](#) to download your DuoHeat radiator instructions which will show you how to re-set the cut-out. (Please note we only keep the latest issue of instructions on this website).
- Are other heaters operating correctly, if so the off peak signal may not have been received. Wait for the next charge period and check again
- If you have a remote programmer, check that it is on the correct setting. If you need more information on your programmer, please click on the download link in the right hand menu and select the correct programmer.

MY HEATER IS TOO HOT

- Ensure both switches next to the heater are on.
- If only the front is hot, this may be the radiant element only operating.
- Is the heat indicator set to HIGH or MAX position, reduce by one or two segments
- Is the heater effected by a cool draught, near a doorway or window, reduce segments by one or two.
- If you have a remote programmer, check that it is on the correct setting. If you need more information on your programmer, please click on the download link in the right hand menu and select the correct programmer.

STILL HAVE A PROBLEM?

- Is the product in warranty?

YES – please [click here](#) to contact us.

NO – please [click here](#) to contact your local Dimplex service agent.