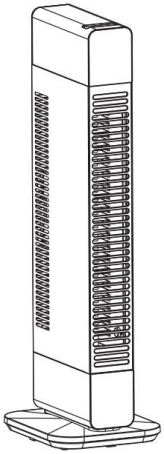
INSTRUCTION MANUAL



ThermaFlex 2-in-1 Baseboard and Tower Fan Heater

Models: DXDC22

For domestic household use only.

The device is only suitable for well insulated spaces or occasional use.

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

Important Safety Advice

IMPORTANT
THESE INSTRUCTIONS SHOULD BE READ CAREFULLY BEFORE USE AND RETAINED FOR FUTURE REFERENCE.

WARNING: To avoid danger of suffocation please remove all packaging materials particularly plastic and EPS and keep these away from vulnerable people, children and babies.

WARNING: To avoid the risk of accidental strangulation from the supply cord all children and vulnerable people must be supervised when in the vicinity of the product whether it is working or not.

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

DO NOT place the heater directly below a fixed socket outlet. The socket-outlet must always be accessible to enable the mains plug to be disconnected as quickly as possible.

WARNING: To avoid overheating, do not cover the heater.

 The heater carries a warning symbol to alert the user to the risk of fire that exists if the heater is accidentally covered.

DO NOT obstruct the air circulation around the heater, for example with curtains or furniture, as this could cause overheating and a fire risk.

DO NOT COVER or obstruct the air inlet and outlet openings in any way.

WARNING: 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.

IMPORTANT: If the supply cord of this appliance is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified person to avoid a hazard.

WARNING: 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.

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 if 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 must be given where children and vulnerable people are present.

This heater complies with stringent safety standards but to ensure efficient operation, **SURFACES OF THE HEATER WILL BECOME HOT AND CONTACT WITH THESE AREAS SHOULD BE AVOIDED.**

The control panel area is designed to be cooler and always allow safe operation of the controls.

IMPORTANT: The feet supplied with the appliance must be used.

Use this heater on a horizontal and stable surface with the feet securely fitted.

DO NOT use this heater if it has been dropped.

DO NOT use if there are visible signs of damage to the heater.

WARNING: Servicing and product repairs should only be undertaken by the manufacturer or by their approved service agent.

WARNING: To reduce risk of fire, keep textiles, curtains, or any other flammable material a minimum distance of 1m from the appliance.

WARNING: Risk of fire – Do not use 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!

DO NOT use the heater on deep pile carpets or the long hair type of rugs, or less than 750mm (30”) away from any overhanging surface. Keep combustible materials such as drapes and other furnishings clear from the front, sides and rear of the heater. Do not use heater to dry your laundry.

DO ENSURE that the mains lead cannot be tripped over.

DO NOT operate the heater with the mains lead overhanging the outlet grille. If the heater is tipped over, unplug it and allow it to cool before standing it back up.

DO NOT pull, carry or move the appliance using the power cable.

DO NOT insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock, fire or damage the heater.

DO NOT use the heater outdoors.

The supply cord should be uncoiled before use.

DO NOT attempt to disassemble this appliance, repair it or perform any modifications yourself. This appliance does not contain any parts that can be used separately.

This instruction leaflet belongs to the appliance and must be kept in a safe place. If changing owners, the leaflet must be surrendered to the new owner.

Electrical Connection

WARNING: This appliance must be earthed.

If the socket outlets in your home are not of the 13-amp BS1363 type they will not accept the plug connected to this heater, therefore cut off the plug. When cut off this plug can constitute a shock hazard if inserted into a socket outlet. It must therefore be disposed of safely.

IMPORTANT: The wires in this mains lead are coloured in accordance with the following code:

BLUE: NEUTRAL

BROWN: LIVE

GREEN & YELLOW: EARTH

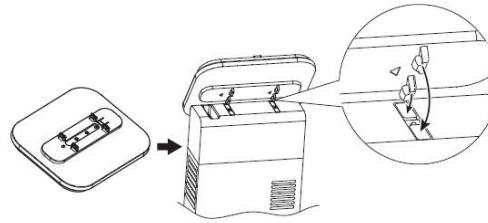
As the colours of the wires in the mains lead may not correspond with the coloured markings in your plug, proceed as follows:

Connect the BROWN wire to the terminal marked 'L' or coloured RED. Connect the BLUE wire to the terminal marked 'N' or coloured BLACK. Note: 'L' or 'N' must not be connected to the EARTH terminal marked 'E' or ' ⏚ ' or coloured GREEN or GREEN AND YELLOW. If in doubt, consult your electrician.

Base Assembly

Vertical base installation

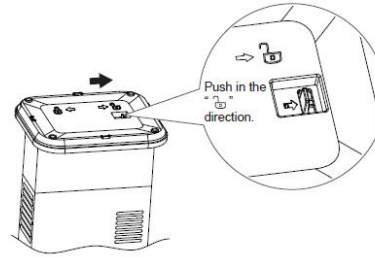
1) Flip the unit into the vertical position so the bottom is facing up.
2) Align the base hooks with the square mounting holes next to the arrow indicators.



3) Press the base down firmly, then slide it towards the lock icon to secure it.

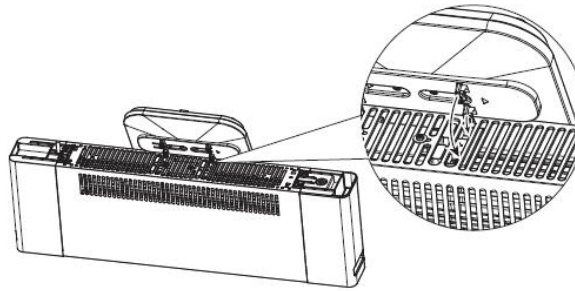


4) To remove the base, press the latches and slide it towards the unlock icon to detach.

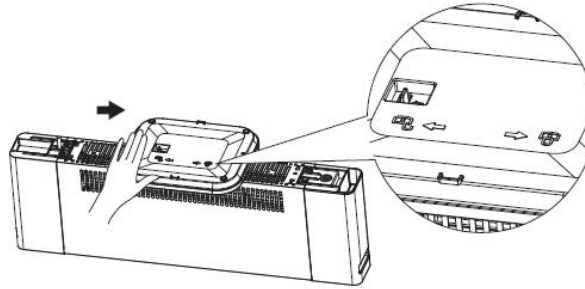


Horizontal base installation

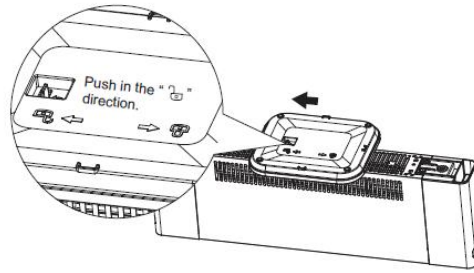
1) Flip the unit into the horizontal position so the bottom is facing up.
2) Align the base hooks with the square mounting holes next to the arrow indicators.



3) Press the base down firmly, then slide it towards the lock icon to secure it.



4) To remove the base, press the latches and slide it towards the unlock icon to detach.

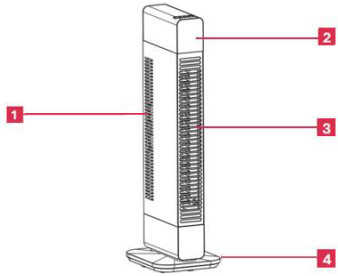


Operation Instruction

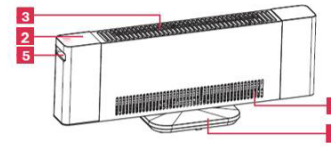
IMPORTANT: Portable electric heaters are designed primarily for spot heating or as a supplementary heat source. They are not intended to serve as the primary heating source during the standard heating season.

NOTE: A slight trace of smoke or odour may be present when the unit is first operated. This is normal and occurs as a result of the manufacturing process. The smell will dissipate quickly and should not reoccur.

Vertical position



Horizontal position



1. Air Inlet
2. LED Control Panel
3. Air Outlet
4. Removable Base
5. Handle (use only in the horizontal position)

Control Panel



Display LEDs

- Wi-Fi Connection
- Timer
- Quick Heating Mode
- Sleep Mode
- ECO Eco Mode
- 88 Temperature Display
- ℃ Temperature Unit

Control Buttons

- M 3s Mode Button
- Timer Button
- Temperature Button
- Power ON (I) / Standby Button

Turning the heater ON (I) /OFF (O)

1) Press the power button ⏻ to turn on the heater.
2) Press the power button ⏻ again to enter standby mode. The LED panel will display a 20-second countdown before the heater stops and enters standby. Unplug and store after the heater has cooled down.

Setting the heat mode

Tap the mode button  to cycle through the 4 modes in the following order:

Quick Heat-Up Mode > Eco Mode > Sleep Mode > Fan Only.

Mode	Description
Quick Heating Mode 	In quick heat-up mode, the heater operates at maximum power (2200W) until the set temperature is reached. If the ambient temperature drops more than 2°C below the set temperature, the heater will resume heating until the set temperature is restored, repeating the cycle as necessary.
Eco Mode ECO	This heater features an ECO function for enhanced energy efficiency. When ECO mode is activated, the heater will initially operate at 2200W. As the room approaches the set temperature, the power will automatically reduce to 1100W. Once the set temperature is reached, the heater will stop heating. If the ambient temperature drops more than 2°C below the set temperature, the heater will resume heating until the set temperature is restored, repeating the cycle as necessary.
Sleep Mode 	In sleep mode, the fan reduces speed for quieter operation, and the heater runs at 1100W. Heating automatically stops once the set temperature is reached. After 30 seconds of inactivity, the LED display turns off, while the sleep mode indicator remains softly lit.
Fan only	Only the cooling fan will operate. 'CL' will be shown on the display.

Setting the temperature

Adjust the temperature by tapping the temperature button  to your desired setting, ranging from 16°C to 35°C. The selected temperature will be displayed on the LED panel.

Note: The thermostat will automatically regulate the room temperature by cycling the heater on and off to maintain the preset level.

Setting the timer

Tap the timer button ⏲ to cycle through 1 to 24 hours. To cancel the timer, cycle to 0.

Note: The heater will automatically turn off after 24 hours of continuous use without user interaction.

Note: If there is no interaction with the control panel for a few seconds, the LED screen will automatically dim. Tap the control panel to brighten the screen again.

Memory function

This heater will retain the previous settings (temperature, mode and Wi-Fi connection) when powered off, and these will be restored when the heater is turned back on.

Control your device via the Tuya or Glen Dimplex Connect app:

1. Download the Tuya Smart app

- For iPhone: Open the App Store, search for “Tuya Smart” or “Glen Dimplex Connect”, and tap download.
- For Android: Open the Google Play Store, search for “Tuya Smart” or "Glen Dimplex Connect", and tap install.

2. Create an account

Once the app is installed, open it and sign up for a new account using your email or phone number, or log in if you already have an account.

3. Prepare your heater for pairing

- Plug in the heater and turn it on.
- Press and hold the mode button (M 3s) for 3 seconds to activate pairing mode. The Wi-Fi indicator will start flashing.

4. Add your heater

- Tap the "+" icon at the top right of the app's home screen.
- Select "Add Device", then choose "Heater" from the list.

5. Connect to Wi-Fi

- The app will prompt you to connect the heater to your Wi-Fi network.
- Ensure your phone is connected to the same 2.4GHz Wi-Fi network and Bluetooth is enabled.
- Enter your Wi-Fi credentials and wait for the app to confirm the connection.
- Once connected, the app will display a "Device added successfully" notification, and the Wi-Fi icon on the heater will stop flashing.
- Tap "Done" to begin using your heater.

6. Control your heater

Once connected, you can control your heater via the app, adjusting settings like temperature, scheduling, turning it ON/OFF and more.

7. To reset the wireless network

- Plug in the heater and turn it on.
- Within 5 minutes of turning the heater on, press and hold the mode button (M 3s) and (clock) for 3 seconds to reset the wireless network.

8. To switch off the wireless network

- Plug in the heater and turn it on.

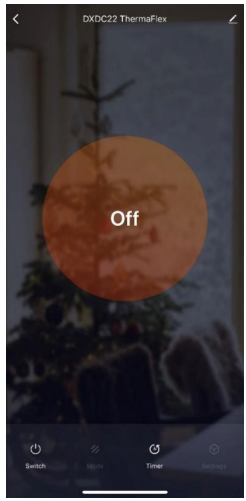
- Within 5 minutes of turning the heater on, press and hold the mode button  and  for 3 seconds to turn the wireless network off.

Note: The heater can only be paired with one smartphone at a time and cannot be controlled from multiple devices.

Using App Features

Powering on the heater:

1. Open the app on your device.
2. Navigate to the device control screen.
3. Press the power button ⏻to turn on the heater.



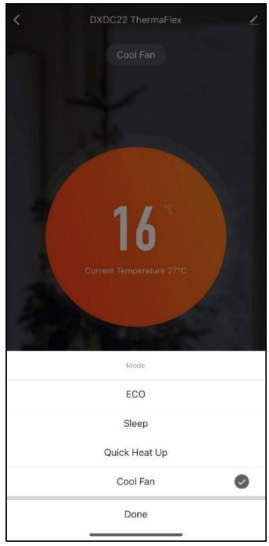
Adjusting the temperature:

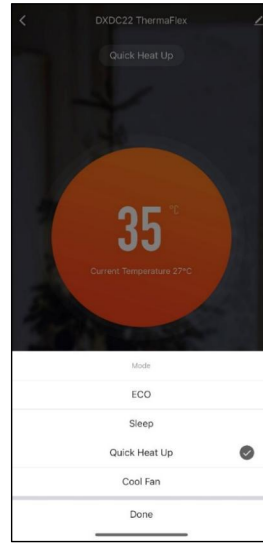
Use the ⊕ or ⊖ buttons to increase or decrease the temperature.

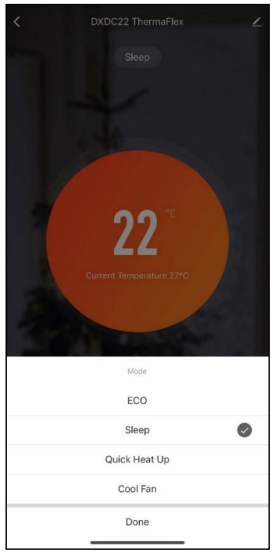


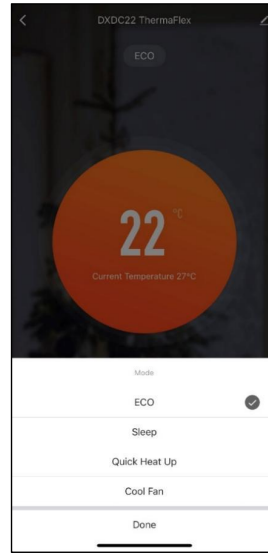
Adjusting heat modes & settings:

1. Tap the mode button to reveal the default heat settings and cool fan only function.
2. Select your preferred mode. Temperature can be adjusted for all modes.



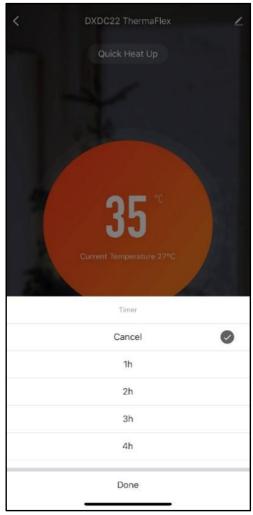






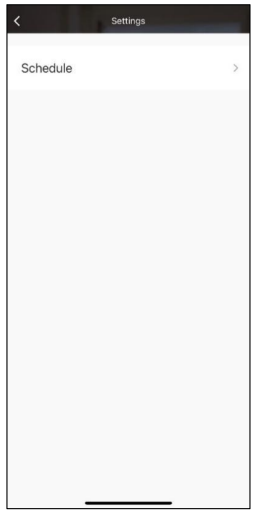
Set a timer:

Tap the ‘timer’ button and select a timer between 1 – 24 hours.



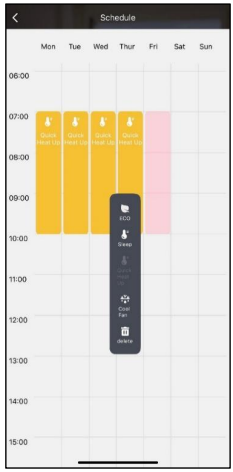
Creating a heating schedule:

1. Make sure the heater is powered on and connected to your Wi-Fi network.
2. Tap the ‘settings’ button, then select ‘Schedule’.
3. Tap ‘add’ to create a new schedule.



Example: To schedule the heater to turn on every weekday from 07:00 to 10:00 in quick heating mode.

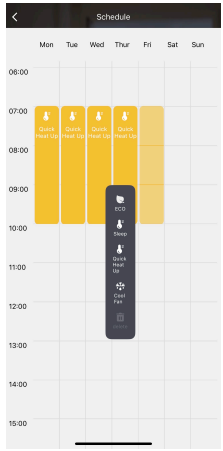
1. Select the time slots between 07:00 and 10:00 on your chosen day.
2. Tap the quick heating mode to confirm and save the schedule.
3. Repeat steps for Monday through to Friday.





Deleting a schedule:

Selected the schedule you want to remove and tap ‘delete’.



Tip-over Protection

The heater is equipped with a tip-over safety switch. If the unit is accidentally tipped over, it will automatically shut off. To restore normal operation, simply return the heater to its upright position, and it will resume functioning as usual.

Overheating Protection

Your heater is equipped with a double protector safety device, which includes two key functions:

1. Thermal cut-off: The heater will automatically turn off in the event of overheating or malfunction. Once the temperature returns to a safe level, the device will reset and resume operation.
2. Thermal fuse: In the event of severe overheating or malfunction, the thermal fuse will disconnect the heater. The unit will not resume operation until it is manually reset or serviced.

If the heater continues to overheat or malfunctions after being reset, it should be returned to an approved service agent for thorough inspection and repair.

Maintenance

The most common cause of overheating is the accumulation of dust or debris inside the unit. To prevent this, regularly clean the air vents and front grille. Ensure the heater is unplugged before cleaning and use a vacuum cleaner to remove dust and fluff from these areas.

Light dust accumulation can be removed from the heater using a soft cloth. For occasional cleaning, wipe the exterior surfaces with a cloth slightly moistened with a mild detergent and water solution. Thoroughly dry the heater case with a soft, dry cloth before operating the unit.

Never immerse the appliance in water or allow water to enter the appliance.

When not in use, store the heater in a clean, dry place.

Troubleshoot

If the product is not functioning correctly, please consult the troubleshooting guide below. If the issue persists or is not listed, kindly contact the Customer Service Centre for further assistance.

Problem	Possible Cause	Solution
The heater will not switch on.	The plug may not be securely connected.	Ensure the plug is properly plugged in.
	The heater has shut off due to overheating.	Allow the machine to cool down before resuming use.
Device is not visible in Tuya or Glen Dimplex Connect app.	Wi-Fi may be disconnected.	Ensure Bluetooth is enabled on your phone, and it is connected to the same 2.4GHz Wi-Fi network as your heater. Network issues or switching between Wi-Fi networks can cause the device to disconnect.
	The plug may not be securely connected.	Verify that your heater is plugged in and powered on. If the heater is off or not connected to power properly, it may not show up in the app.
	The app may not be refreshing.	Close the app completely and reopen it to refresh the device list. The app may need to be restarted to detect the device.
	The heater may have unpaired.	You may need to remove the device from the app (if it is still listed) and re-pair the device again. Follow the instructions under: 'Control your device via the Tuya or Glen Dimplex Connect app'

Please contact Customer Service Centre for further assistance if the error codes E1, E2 or F5 are displayed.

Error Code	Description
P4	Tilt switch activated - Reposition the heater on a flat surface.
EU	Connection error – Check for connection issues.
E1	Temperature sensor open circuit detected.
E2	Temperature sensor short-circuit detected.
F5	Fan malfunction - Fan has stalled.

Recycling



For electrical products sold within the European Community. At the end of the electrical product's 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. If you don't intend to keep the packaging of this product for later use or storage, please dispose of it in an environmentally friendly way, please dispose of it in your recycling bin or nearest recycling facility, thank you.

Additional Information

Model	Optional Power		
	Standby	Low	High
DXDC22	0,38W	1000W	2000W

Table 2 for information requirements for electric local space heaters					
Model identifier(s)				DXDC22	
Item	**Symbol**	**Value**	**Unit**	**Item**	**Unit**
Heat output				**Type of heat output and no room temperature control (select one)**	
Nominal heat output	P_{nom}	2.000	kW	Single stage heat output and no temperature control	[no]
Minimum heat output (indicative)	P_{min}	1.000	kW		
Maximum continuous heat output	$P_{max,\ c}$	2.000	kW	Two or more manual stages, no room temperature control	[no]
Power consumption				With mechanic thermostat room temperature	[no]
In off mode	P_o	N.A	W	With electronic thermostat room temperature	[yes]
In standby mode	P_{sm}	0,38	W	Electronic room temperature control plus day timer	[no]
In idle mode	P_{idle}	0,78	W	Electronic room temperature control plus week timer	[no]
In network standby	P_{nsm}	0,77	W	Other control options (multiple selections possible) room temperature control, with presence detection	[no]
Standby mode with display of information or status		[no]		Room temperature control, with open window detection	[no]
Seasonal space heating energy efficiency in active mode	$\eta_{s,on}$	91,5	%	Distance control option	[no]
				Adaptive start control	[no]
				Working time limitation	[yes]
				Black bulb sensor	[no]
				Self-learning functionality	[no]
				Control accuracy	[no]

Contact details:
UK: Glen Dimplex Heating and Ventilation, Millbrook House, Southampton, Hampshire, England ,SO30 2DF
ROI: Glen Dimplex Ireland UC ,Airport Road ,Cloghran ,Co .Dublin K67 DT89

Guarantee



To view the full guarantee terms and conditions scan this QR code using your smartphone or go to https://www.gdhv.co.uk/guarantee-terms-and-conditions.

What does a Dimplex Guarantee cover?

Dimplex products deliver reliable service for normal, household use in domestic settings. All Dimplex products are individually tested before leaving the factory.

If you are a consumer and you experience a problem with your Dimplex product, which is found to be defective due to faulty materials or workmanship within the Guarantee Period, this Dimplex Guarantee will cover repair or - at the discretion of Dimplex – replacement with a functionally equivalent Dimplex product.

Your product is under Guarantee for 1-year from the date of purchase or the date of delivery of the product, if later. The 1-year Guarantee is extended for an additional 2-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 warrantied for 1-year only.

To validate your extended Guarantee, register with us online at: **http://register.dimplex.co.uk.**

Note: Each qualifying product needs to be registered with Dimplex individually. Please note that the extended Guarantee is only available in the UK and Ireland.

The Dimplex Guarantee is conditional upon you providing the original purchase receipt as proof of purchase. Please therefore retain your receipt as proof of purchase.

If you do experience a problem with your Dimplex product, please call the Helpline on **+44 [0]344 879 3588** or visit **https://www.dimplex.co.uk/support**.

For ROI, please email serviceireland@glendimplex.com or call **+353(0)1 842 4833**.

We will need details of your Dimplex product and a description of the fault which has occurred. Once we receive your information and proof of purchase, we will contact you to make the necessary arrangements. If your Dimplex

product is not covered by this Dimplex Guarantee, there may be a charge to repair your product. However, we will contact you for agreement to any charges before any chargeable service is carried out.

What is not covered by a Dimplex Guarantee?

The Dimplex Guarantee does not cover any of the following:

Any fault or damage to your Dimplex product due to faulty materials or workmanship occurring outside the Guarantee Period. Normal wear and tear including parts that might wear out over time or consumables, such as filters, batteries, etc.

Any fault or damage occurring to any pre-owned Dimplex product or to any other equipment or property. Accidental damage to your Dimplex product or damage to your Dimplex product from external sources (for example, transit, weather, electrical outages or power surges).

Fault or damage to your Dimplex product which is:

- Not due to faulty materials or workmanship or which is due to circumstances outside Dimplex's control.
- Caused by use of your Dimplex product for anything other than normal domestic household purposes in the country where it was purchased.
- Caused by any misuse, abuse or negligent use of the Dimplex product, including but not limited to any failure to use it in accordance with the Operating Instructions supplied with the product.
- Caused by any failure to assemble, install clean and maintain your Dimplex product in accordance with the Operating Instructions supplied with the product unless this was carried out by Dimplex or its authorised dealers.
- Caused by repairs or alterations to your Dimplex product not carried out by Dimplex service personnel or its authorised dealer(s).
- Caused by use of any consumables or spare parts for your Dimplex product which are not Dimplex - specified.

Terms and Conditions

The Dimplex Guarantee is valid for 1 calendar year, plus 2 if registered, from the date of purchase of your Dimplex product from a recognised retailer in the

country of purchase and use, or the date of delivery of the product if later, always provided the original receipt has been retained and is produced as proof of purchase.

You must provide to Dimplex or its authorised agents on request the original receipt as proof of purchase and - if required by Dimplex - proof of delivery. If you are unable to provide this documentation, you will be required to pay for any repair work required.

Any repair work under the Dimplex Guarantee will be carried out by Dimplex or its authorised dealer(s) and any parts that are replaced will become the property of Dimplex. Any repairs or replacement performed under the Dimplex Guarantee will not extend the Guarantee Period.

The Dimplex Guarantee does not entitle you to recovery of any indirect or consequential loss or damage including but not limited to loss or damage to any other property.

The Dimplex Guarantee is in addition to your statutory rights as a consumer and your statutory rights are not affected by this Dimplex Guarantee.

Customer Care Centre

If you are having problems with your appliance or have any questions about what the Dimplex Guarantee covers or how to claim under the Dimplex Guarantee, please contact us:

United Kingdom

Telephone: +44 344 879 3588

Visit: www.dimplex.co.uk

Glen Dimplex Heating and Ventilation, Millbrook House, Southampton, Hampshire, England, SO30 2DF

Ireland

Telephone: +353 1 842 4833

Email: serviceireland@glendimplex.com

Visit: www.glendimplexireland.com

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