

## MOOREFIELD MFD20

08/51867/0 Issue 2

Fig. 1

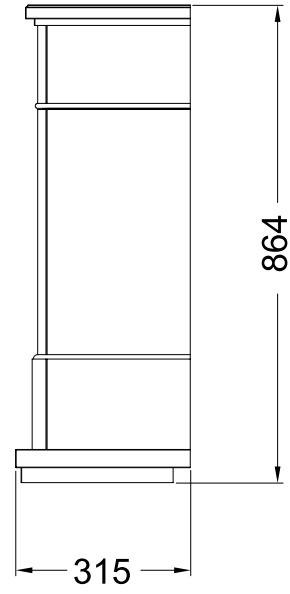
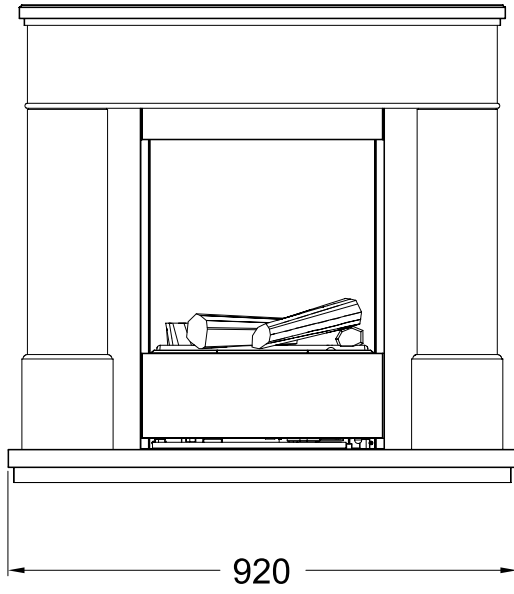


Fig. 2

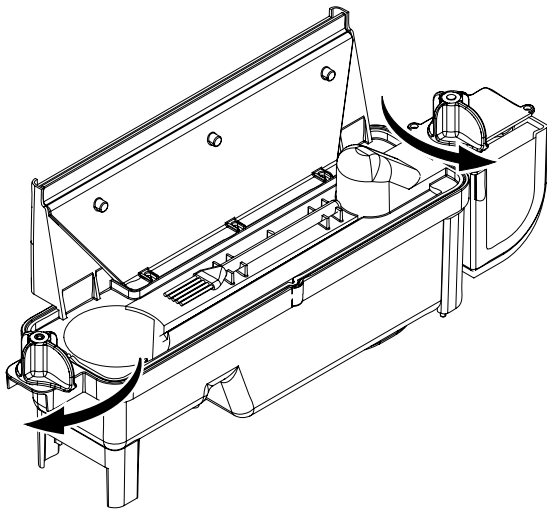


Fig. 3

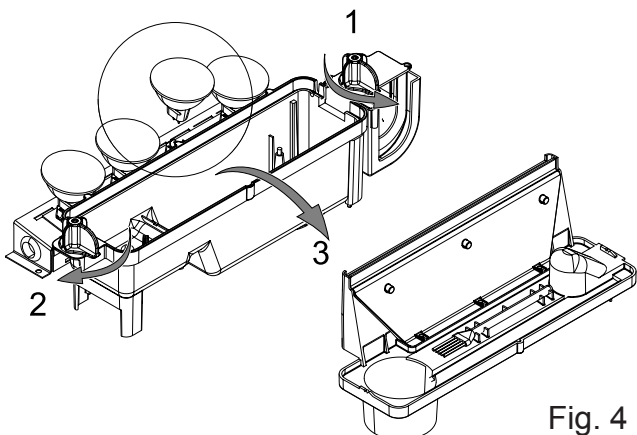
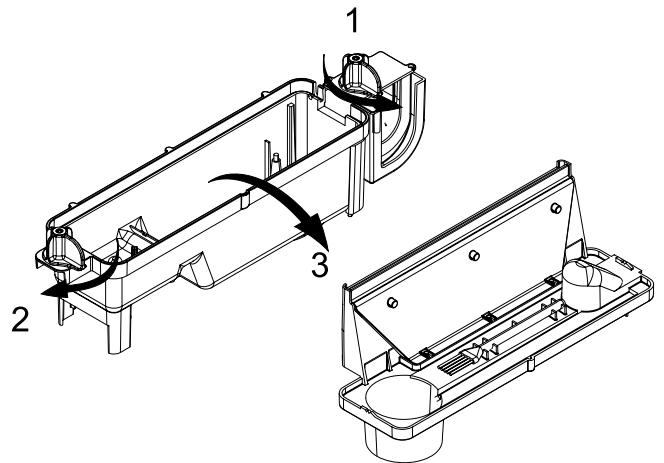


Fig. 4

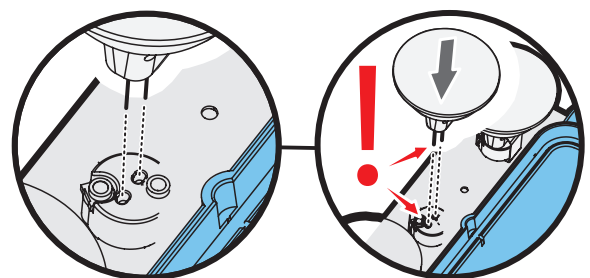


Fig. 4a

Fig. 5

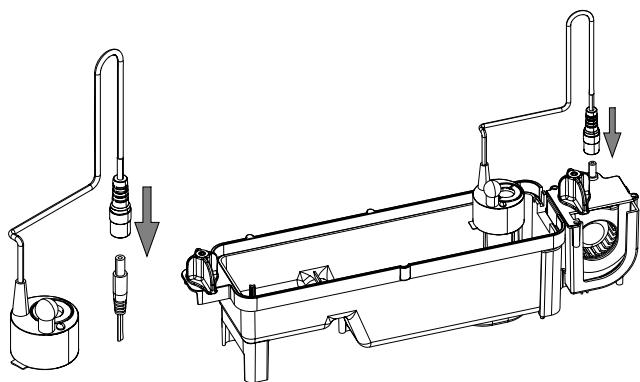


Fig. 5a

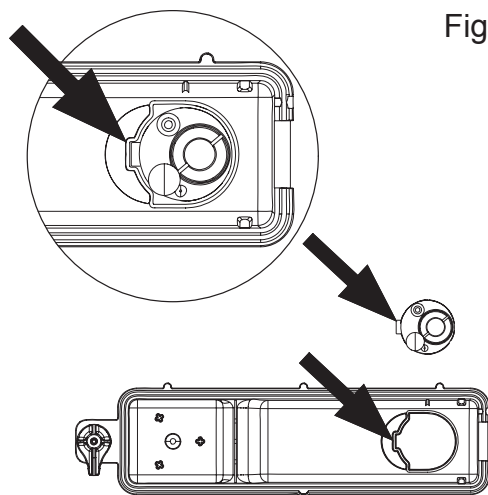


Fig. 5b

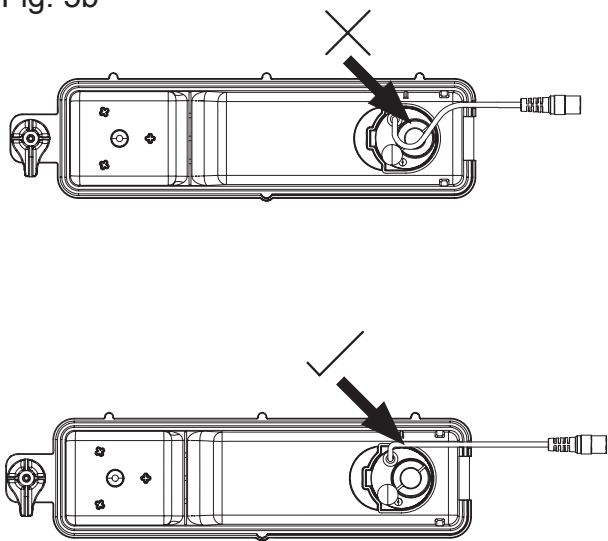


Fig. 6

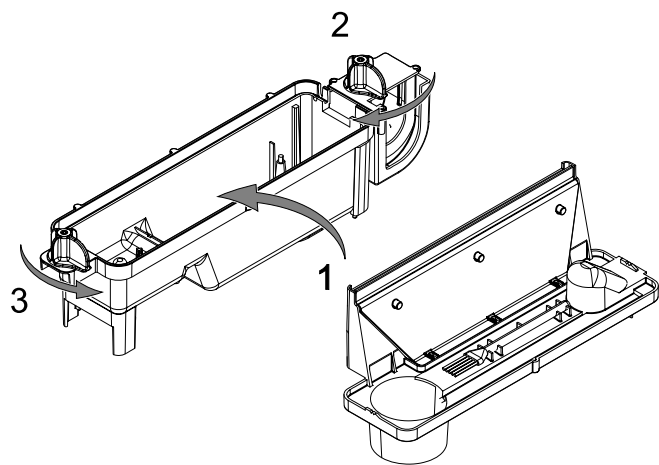


Fig. 7

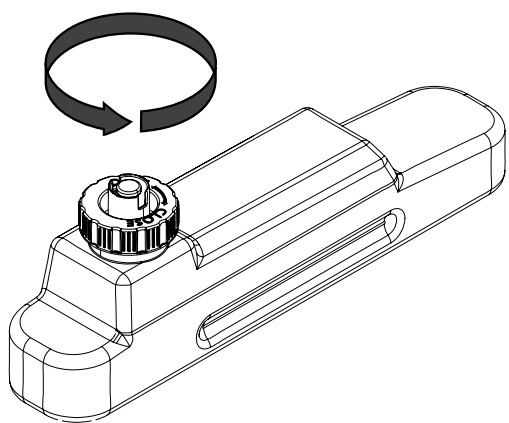


Fig. 8

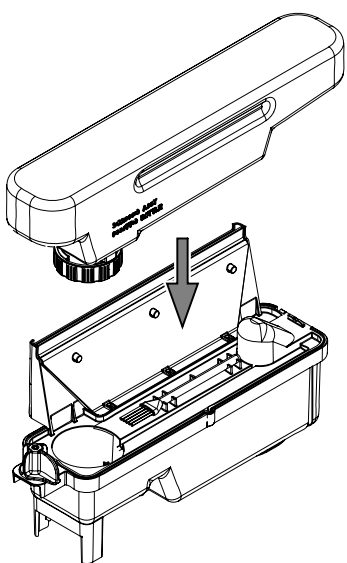


Fig. 9

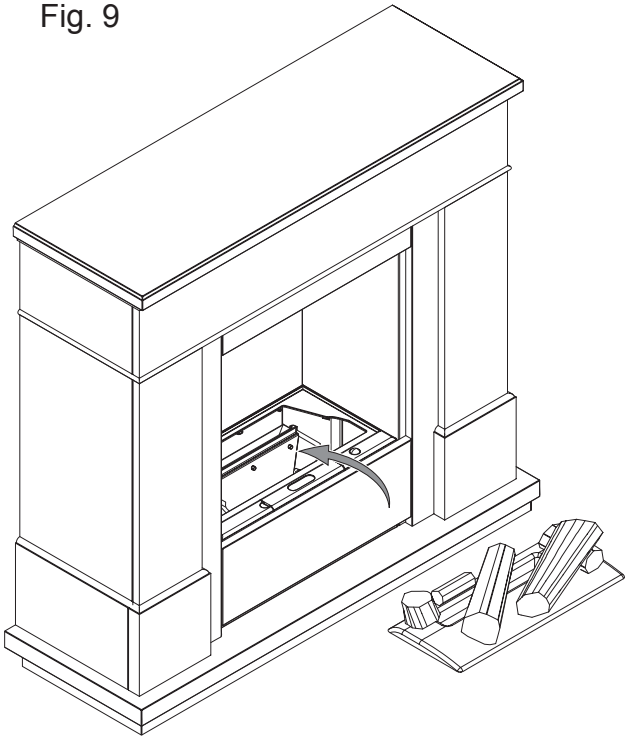


Fig. 10

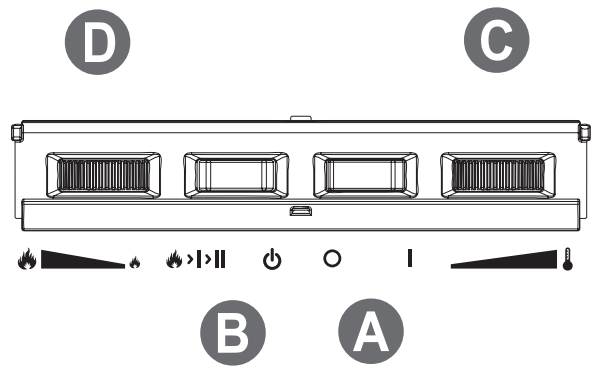


Fig. 11

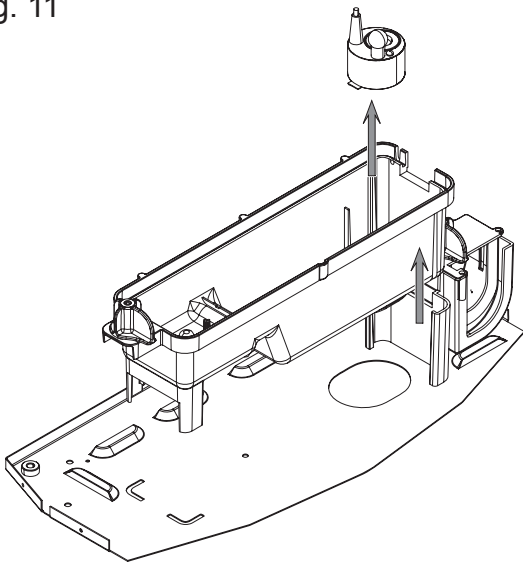


Fig. 12

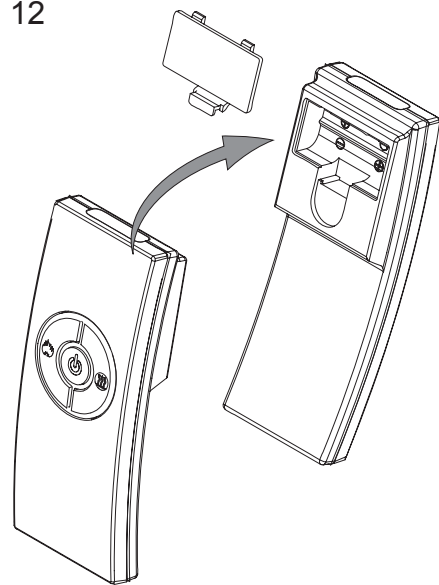


Fig. 13

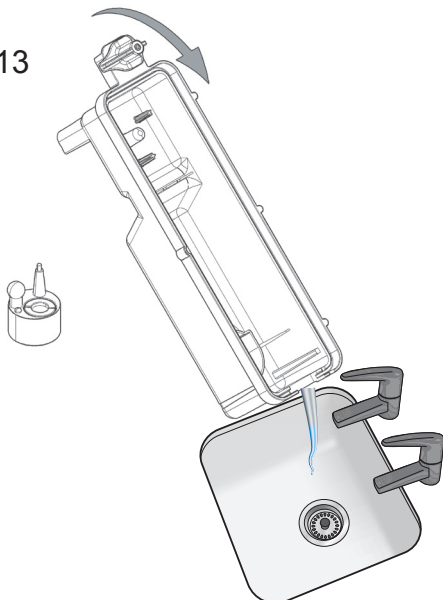


Fig. 14

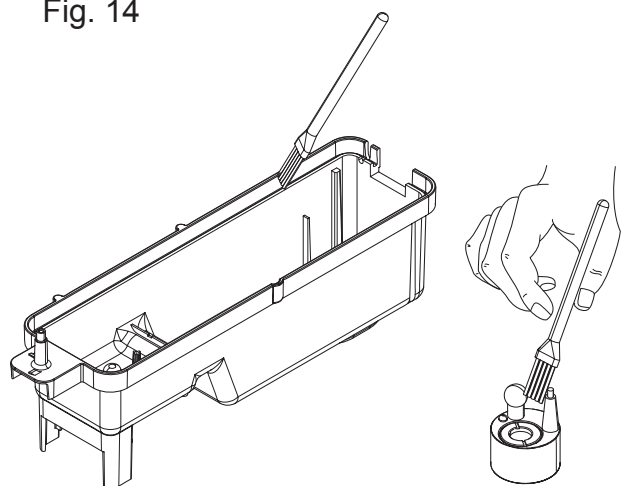


Fig. 15

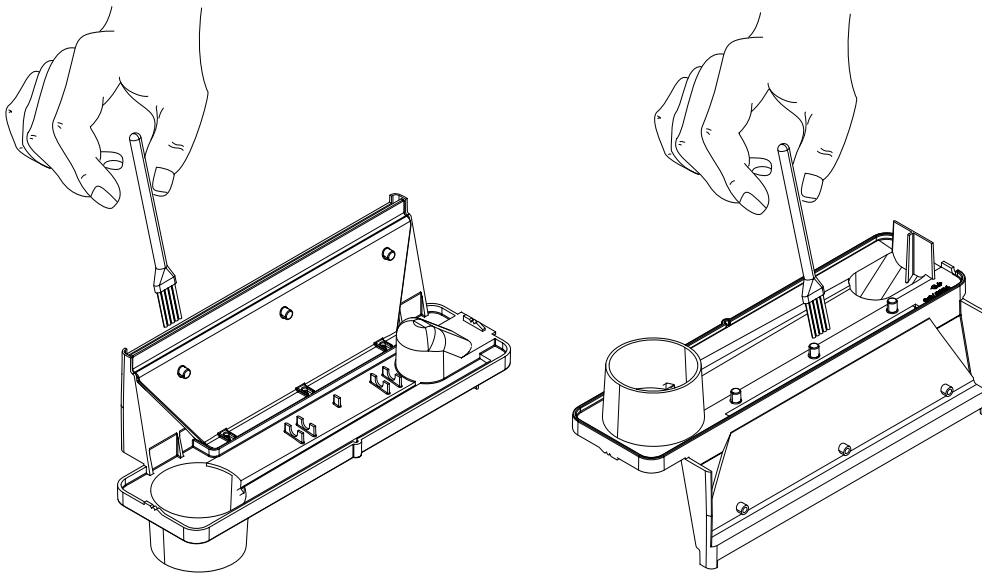


Fig. 16

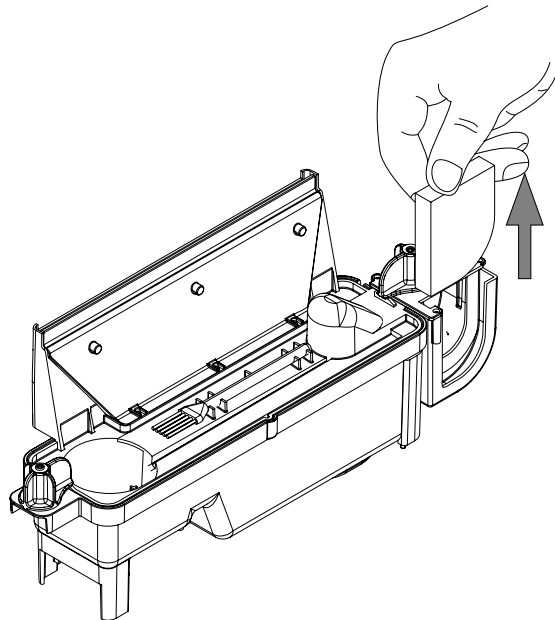
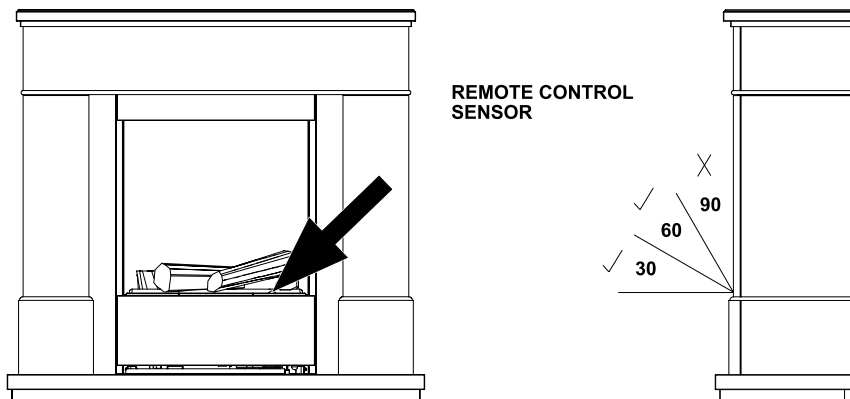


Fig. 17



# Dimplex MOOREFIELD MFD20

## Introduction

Thank you for choosing this Dimplex electric fire. Please read this information guide carefully to be able to safely install, use and maintain your product.

## 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:

### 1. OVERHEATING

**WARNING:** In order to avoid overheating, do not cover the heater. Do not place material or garments on the heater, or obstruct the air circulation around the heater. The heater carries a DO NOT COVER warning.

### 2. DAMAGE.

If the appliance is damaged, check with the supplier before installation and operation.

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.

### 3. LOCATION

Do not use outdoors.

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

Do not locate the heater in front of a fixed socket outlet or connection box.

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

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

### 4. PLUG POSITIONING

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

Keep the supply cord away from the front of the heater.

### 5. USE OF OTHER CONTROLS

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.

### 6. UNPLUGGING

In the event of a fault unplug the device.

Unplug the device when not required for long periods.

### 7. OWNER/USER

This appliance is not intended for use by children or persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.

### 8. ELECTRICITY

**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 advice and operating instructions.

## General Information

Only use filtered water in this appliance.

This model is designed to be free standing and is normally positioned near a wall.

To reduce heat loss and to prevent any chimney up draft affecting the operation of your inset fire we recommend they the chimney flue is sealed off.

Always ensure that the appliance is sitting on a level surface.

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

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.

If this product experiences a power surge for whatever reason the product may cut-out. This is a normal safety feature and the product will resume operation after 30 seconds.

Once installed, never move this appliance or lay on its back, without draining the water from sump and water tank.

If you intend not using the appliance for longer than 2 weeks, drain the water from sump and water tank and dry the sump.

The water tank, sump, sump lid, tank cap and air filters must be cleaned once every two weeks, particularly in hard water areas.

The appliance should never be operated if the lamps are not working.

The lamps should be regularly inspected as described under 'Maintenance' and 'Changing lamps'.

## Installation Instructions

This section describes how to set up your fire.

Before installing this appliance in an existing chimney, we recommend that;

1. You have your chimney cleaned by a competent chimney sweep.
2. You block off the chimney flue.

This procedure is important for the efficient operation of the heating unit and will also reduce heat loss up the chimney.

### BEFORE YOU START

1. Ensure that all packing items are removed (read any warning labels carefully) and retain all packing for possible future use e.g. in the event of moving house or returning the appliance to your supplier.
2. Before connecting the stove, check that the supply voltage is the same as that stated on the heater.

### INSTALLATION

Hold the fire by the sides of surround and gently manoeuvre into position.

Place the fire against a wall and connect to your electricity supply.

Connect the power cable to the appropriate power connector at the back of the fire.

Plug the power cable into a 10amp/240volt outlet. Ensure that the supply cable exits at the back of the fire, at the right or left hand corner to suit your supply socket location and is not trapped under the fire such that it might cause it to be damaged.

Do not yet switch the appliance on.

#### Connecting the Transducer Unit + Lamps

1. Release the two red tabs by turning them by 90 degrees (Fig 2)
2. Lift out the Sump Nozzle (Fig 3)
3. Insert lamps into lamp holders (Fig 4), carefully locating the pins into the holes (Fig 4a)
4. Push lamps firmly into place
5. Place the Transducer Unit into the sump and join the cable to the connector on the sump (Fig 5)
6. To ensure that the Transducer Unit is correctly placed in the sump, the tab on the Transducer Unit should be lined up with the moulded recess in the sump (Fig 5a).
7. Ensure that the cable is not placed above the disc on the Transducer Unit (Fig 5b). To prevent the cable becoming pinched between the nozzle and the sump, place the cable in the slot in the wall of the sump.
8. Replace the Sump Nozzle and secure it by turning the two red tabs by 90 degrees (Fig 6)

#### Filling the Water Tank

9. Place Water Tank in sink and remove cap (turn anti-clockwise to open) (Fig 7)
10. Fill Water Tank with **filtered tap water only**. This is necessary to prolong the life of the flame and smoke producing unit. The water should be filtered through a conventional domestic water filter unit and the filter should be replaced regularly. Distilled water must **not** be used.
11. Screw the cap back on – **do not overtighten**.
12. Place the Water Tank in the Sump, with the tank cap facing down and the flat side of the tank facing outward (Fig 8)

#### Assembling the fire

13. Place the Fuelbed on top of the Water Tank and Mist Nozzle (Fig 9)

## Operating the Fire


This section describes how to activate your fire using either the manual controls or remote control.


### MANUAL CONTROLS


The manual controls are located beneath the hinged flap. (Fig.10 for Manual Control lay out)


Switch 'A':- Controls the electricity supply to the Fire.


Note: This switch must be in the 'ON' ( I ) position for the Fire to operate either with or without heat.

Switch 'B':- Press  once to turn on the flame effect. This will be indicated by an audible beep. Although the main lights operate immediately it will take a further 30 seconds before the flame effect starts.

Press  again to give flame effect and half heat. This will be indicated by two beeps.

Press  again to give flame effect and full heat. This will be indicated by three beeps.

Press  again to return to flame effect only. This will be indicated by one beep.

Press  to put fire in to standby mode. This will be indicated by one beep.

Control Knob 'C':- Controls the Thermostat setting.

Turning the control knob to the left will decrease the temperature setting, turning the control knob to the right will increase the temperature setting.

Control Knob 'D':- Controls the intensity of the flame effect.

Turning the control knob to the left increases the flame effect, turning the control knob to the right will decrease the flame effect.

### SETTING THE THERMOSTAT

Ensure the fire is plugged in and switch it on to the full heat setting. Turn the Control Knob 'C' fully to the right (max temperature setting) to warm the room rapidly. When the room temperature has reached the desired level, turn the thermostat knob back slowly until you hear the thermostat just click off. The heater will then maintain the room temperature at the chosen level.

Note: Should your heater fail to come on when the thermostat is at a low setting, this may be due to the room temperature being higher than the thermostat setting

### THERMAL SAFETY CUT-OUT

A thermal safety cut-out is incorporated in the fan heater to prevent damage due to overheating. This can happen if the heat outlet was restricted in any way or if the chimney flue has not been blocked off effectively.. If the cut-out operates, unplug the heater from the socket outlet and allow approximately 10 minutes before reconnecting. Before switching the heater back on remove any obstruction that may be restricting the heat outlet, then continue normal operation.

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

### GETTING THE DESIRED FLAME EFFECT

1. The flame control knob 'D' (Fig.10) may be turned up or down to give a more realistic effect.
2. Generally the flames appear more realistic when the flame control is turned down.
3. Give the flame generator time to react to changes you may make.
4. The fire will use less water if the flame effect is set to a lower level.
5. Do not tilt or move the fire while there is water in the tank or sump.
6. Make sure that the fire is on a level floor.

### REMOTE CONTROL OPERATION

On the control panel, Switch A (Fig.10) must be in the 'ON' ( I ) position in order for the remote control to operate. There are 3 buttons on the remote control. (Fig.12) To operate correctly the remote must be pointed towards the front of the grate. (Fig 17). The remote control functions are as follows:



Press once to turn on Flame effect only.  
This will be indicated by one beep.



Press once to turn on Half Heat and Flame Effect.  
This will be indicated by two beeps.  
Press again to turn on Full Heat and Flame Effect.  
This will be indicated by three beeps.



Standby  
This will be indicated by one beep.

## Maintenance

### GENERAL TIPS

Only use filtered tap water in this appliance.

Always ensure that the appliance is sitting on a level surface.

If you intend not using the appliance for longer than 2 weeks, remove and empty the sump and water tank.

Once installed, never move this appliance or lay on its back, without draining the water from sump and water tank.

The appliance should never be operated if the lamps are not working.

The lamps should be regularly inspected as described under 'Changing lamps'.

### FILLING THE WATER TANK

When the water tank is empty, the flame and smoke effect shuts off and you will hear 2 audible beeps, follow these steps.

1. Press Switch 'A' to **(0)** (Fig.10)
2. Gently lift out the fuelbed and carefully set aside.
3. Remove the water tank by lifting upwards and outwards.
4. Place the water tank in sink and remove cap, Anti-clockwise to open. (Fig 7)
5. Fill tank with **filtered tap water only**. This is necessary to prolong the life of the flame and smoke producing unit. The water should be filtered through a conventional domestic water filter unit and the filter should be replaced



regularly.

6. Screw the cap back on, do not over tighten.

7. Return the tank to the sump, with the tank cap facing down and the flat side of the tank facing outward. (Fig 8)

8. Gently place the fuelbed back into position. (Fig 9)

9. Press Switch 'A' to 'ON' (I) position (Fig.10)

## CHANGING LAMPS

If the flame and smoke effect appears grey or colourless it may be that one or more lamps have failed.

You can check for lamp failure as follows.

1. Leaving the flame effect on, lift out the fuelbed and water tank.

2. It should be possible to view the lamps with the nozzle in place and observe which one needs to be changed.

3. Put Switch 'A' in the 'OFF' position, and unplug the fire from the mains.

4. Leave the appliance for 20 minutes to allow the lamps to cool down before removing them.

5. Remove the sump as described in the Cleaning Section.

6. Remove the defective lamp, by gently lifting vertically and disengaging the pins from the lamp holder, (Fig.4 and 4a).

Replace with a Dimplex OPTIMYST, 12V, 45W, Gu5.3 base, 8° beam angle, coloured lamp. (To purchase replacement lamps go to the section 'After Sales Service', details of how to purchase the lamps are contained therein.)

7. Carefully insert the two pins of the new lamp into the two holes in the lamp holder. Push firmly in place. (Fig.4 and 4a).

8. Replace the sump, nozzle, water tank and fuelbed.

## CLEANING

**Warning** – Always press Switch 'A' to the 'OFF' (0) position (Fig.10) and disconnect from the power supply before cleaning the fire.

We recommend cleaning the following components once every 2 weeks, particularly in hard water areas:-

Water Tank, Sump, Nozzle, Tank cap and seal, Air filter.

For general cleaning use a soft clean duster – never use abrasive 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.

### Water tank

1. Remove water tank, as described earlier, put into sink and empty water.

2. Using the supplied brush gently rub the inside surfaces of the cap paying particular attention to the rubber ring in the outer groove and the centre rubber seal.

3. Put a small quantity of washing up liquid into the tank, refit the cap and shake well, rinse out until all traces of washing up liquid are gone.

4. Refill with filtered tap water only, replace the cap, do not overtighten.

### Sump

1. Press Switch 'A' to the 'OFF' (0) position

2. Gently lift out the fuelbed and place carefully on the ground.

3. Remove the water tank by lifting upwards.

4. Disconnect the electrical connector, located on the right side of the sump. (Fig.5) .

5. Release the right sump locking tabs by turning 90°. This allows the sump to be lifted completely from its location. (Fig. 11)

6. Gently lift up the sump, taking care to keep level so as not to spill any water. Sit the assembly in the sink.

7. Release the left sump locking tabs by turning 90°, then lift off the Nozzle. (Fig.3)

8. Lift out the transducer and carefully tilt, as shown, so that the liquid drains out of the sump. (Fig.13)

9. Put a small amount of washing up liquid into the sump, and using the supplied brush, gently clean all surfaces in the sump and gently clean the transducer including the metal discs located in the top grooved surface. (Fig.14)

10. When cleaned, thoroughly rinse the sump with clean water to remove all traces of washing up liquid.

11. Clean the Nozzle with the brush and flush out thoroughly with water. (Fig.15)

12. Reverse the above steps to reassemble.

### Air filter

1. Gently lift out the fuelbed and place carefully on the ground.

2. Gently slide the air filter upwards out of its plastic holder. (Fig.16)

3. Gently rinse with water in the sink and dry with fabric towel before returning.

4. Replace the filter making sure that the coarse black filter is facing the front of the fire.

5. Replace the fuelbed.

## Additional Information

### AFTER SALES SERVICE

Your product is guaranteed for two 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 contact Glen Dimplex Australia on 1300 556 816 or visit our website at [www.dimplex.com.au](http://www.dimplex.com.au)

### RECYCLING



Do not dispose of electrical appliances as unsorted municipal waste. Use separate collection facilities.

Contact your local government for information regarding the collection systems available.

If electrical appliances are disposed of in landfills or dumps, hazardous substances can leak into the ground water, polluting the food chain and damaging health and well-being.

### PATENT / PATENT APPLICATION

Products within the Optimyst range are protected by one or more of the following patents and patent applications:

Great Britain GB 2402206, GB 2460259, GB 2460453 , GB 2418014, GB 2465738, GB 2449925, GB 2465537 , GB 2455277 , GB1020534.2, GB1020537.5, GB1110987.3

United States US 7967690, US 2010299980, US 2011062250, US 2008028648, US 13/167,042

Russia RU2008140317

European EP 2029941, EP 2201301, EP 2315976, EP 1787063, EP07723217.1 , EP11170434.2, EP 11170435.9

China CN 101883953, CN 200980128666.2, CN 101057105, CN 101438104

Australia AU 2009248743, AU 2007224634

Canada CA 2725214, CA 2579444, CA 2645939

International Patent Application WO 2006027272

South Africa ZA 200808702

Mexico MX 2008011712

Korea KR 20080113235

Japan JP 2009529649

Brazil BR P10708894-9

India IN 4122/KOLNP/2008

New Zealand NZ 571900

Glen Dimplex Australia  
Unit 1, 21 Lionel Road,  
Mount Waverley VIC 3149  
Australia

Ph: 1300 556 816

Fax: 1800 058 900

Email: [sales@glendimplex.com.au](mailto:sales@glendimplex.com.au)

Web: [www.dimplex.com.au](http://www.dimplex.com.au)

Glen Dimplex Australasia Ltd  
38 Harris Road  
East Tamaki, Auckland  
New Zealand

Ph: 09 274 8265

Fax: 09 274 8472

Email: [sales@glendimplex.co.nz](mailto:sales@glendimplex.co.nz)

Web: [www.dimplex.co.nz](http://www.dimplex.co.nz)



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## Troubleshooting

Symptom	Cause	Corrective Action
The flame effect will not start.	<p>Mains plug is not plugged in.</p> <p>Low water level.</p> <p>Low voltage connector not connected properly. (Fig.5)</p> <p>The Transducer Unit is not sitting correctly in the sump</p>	<p>Check plug is connected to wall socket correctly.</p> <p>Check that the water tank is full and there is water in the sump.</p> <p>Check that the connector is inserted correctly. (Fig.5)</p> <p>Ensure the Transducer is sitting down into the moulded recess in the sump</p>
The flame effect is too low.	<p>Flame effect control knob is set too low. (Fig.10)</p> <p>The Metal Disc in the transducer might be dirty (Fig.14)</p> <p>The wire from the Transducer Unit is sitting over the metal disc</p>	<p>Increase level of flame by turning Control knob 'D' to the left slowly. (Fig.10)</p> <p>Clean the Metal Disc with soft brush supplied. (Fig.14) See 'Maintenance.' for a step by step procedure.</p> <p>Direct the wire to the back of the sump and make sure it sits into the side slot exiting the sump.</p>
Unpleasant smell when unit is used.	<p>Dirty or stale water.</p> <p>Using unfiltered tap water.</p>	<p>Clean the unit as described under maintenance.</p> <p>Use only filtered tap water.</p>
The flame effect has too much smoke.	<p>Flame effect setting is too high.</p>	<p>Turn the flame effect Control knob 'D' to the right, about ¼ a turn, at a time. Give the flame generator some time to adjust to the new setting. (Fig.10)</p>
Main lamps are not working and there are no flames or smoke.	<p>There is no water in the water tank</p>	<p>Follow instructions under <b>Maintenance</b>, 'Filling the water tank'.</p> <p>Check the plug is connected to the wall socket correctly and that Switch 'A' Fig. 10 is in the 'ON' ( I ) position.</p>



## GLEN DIMPLEX PRODUCT WARRANTY

This warranty is provided by Glen Dimplex Australia Pty Limited ABN 69 118 275 460 of Unit 1, 21 Lionel Road, Mount Waverley, Victoria 3149 (Phone number 1300 556 816), or in New Zealand by Glen Dimplex Australasia Limited, New Zealand registration number 1506305, of 38 Harris Road, East Tamaki, Auckland, New Zealand (Phone number 09 2748265) (**we, us our**) in respect of the Glen Dimplex product which this warranty card has been included in the packaging for or otherwise supplied with (**the Glen Dimplex product**).

### 1 Glen Dimplex express warranty

Subject to the exclusions below, we warrant that the Glen Dimplex product will be free from defects caused by faulty workmanship and materials within:

- (a) in the case of the Glen Dimplex products used for personal, domestic or household purposes, a period of 24 months from the date the Glen Dimplex product is purchased as a brand new product from a retailer located in Australia or New Zealand; and
- (b) in the case of the Glen Dimplex product used for purposes other than personal, domestic or household purposes (including business or commercial use), a period of 12 months from the date the Glen Dimplex product is purchased as a brand new product from a retailer located in Australia or New Zealand. Glen Dimplex products are designed and intended for domestic use.

This express warranty is personal to the first person who acquires the Glen Dimplex product from the relevant retailer and claims under this warranty cannot be made by anyone other than this person.

The benefits conferred by this express warranty are in addition to the Consumer Guarantees referred to in section 3 and any other statutory rights you may have under the Australian Consumer Law, the New Zealand Consumer Guarantees Act and/or other applicable laws.

### 2 Warranty exclusions

This express warranty does not apply where:

- (a) the Glen Dimplex product has been installed, used or operated otherwise than in accordance with the product manual or other similar documentation provided to you with the Glen Dimplex product;
- (b) the Glen Dimplex product requires repairs due to damage resulting from accident, misuse, incorrect installation, improper liquid spillage, cleaning or maintenance, unauthorised modification, use on an incorrect voltage, power surges and dips, voltage supply problems, tampering or unauthorised repairs by any persons, use of defective or incompatible accessories or exposure to abnormally corrosive conditions;

- (c) the repair relates to the replacement of consumable parts such as fuses in plugs and bulbs or any other parts of the Glen Dimplex product which require routine replacement;
- (d) you are unable to provide us with reasonable proof of purchase for the Glen Dimplex product;
- (e) the breakdown occurs after the expiry of the express warranty period set out in section 1; or
- (f) the Glen Dimplex product was not purchased in Australia or New Zealand as a brand new product.

### **3 Consumer Guarantees**

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

If you acquired the goods in New Zealand, similar provisions of the Consumer Guarantees Act 1993 may apply, but may be excluded if you acquired the goods for the purpose of a business.

### **4 How to make a claim**

You may make a claim under this warranty by visiting our website at ([www.glendimplex.com.au](http://www.glendimplex.com.au) in Australia, [www.glendimplex.co.nz](http://www.glendimplex.co.nz) in New Zealand), contacting our customer care line (1300 556 816 in Australia, 09 2748265 in New Zealand) or visiting a Glen Dimplex service centre.

To make a valid claim under this warranty, you must:

- (a) lodge the claim with us as soon as possible and no later than 14 days after you first become aware of the breakdown;
- (b) provide us with the Glen Dimplex product serial number;
- (c) provide us with reasonable proof of purchase for the Glen Dimplex product; and
- (d) if required by us, provide us (or any person nominated by us) with access to the premises at which the Glen Dimplex product is located at times nominated by us (so that we can inspect the Glen Dimplex product).

### **5 Warranty claims**

If you make a valid claim under this warranty and none of the exclusions set out in section 2 apply, we will, at our election, either repair the Glen Dimplex product or replace the Glen Dimplex product with a product of identical specification (or where the product is superseded or no longer in stock, with a product of as close a specification as possible).

Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

Glen Dimplex products are designed and supplied for normal domestic use. We will not be liable to you under this warranty for business loss or damage of any kind whatsoever.

## **6 Costs of warranty claim**

Where you make a claim under this warranty, a Glen Dimplex authorised repairer may need to attend your premises to inspect the Glen Dimplex product. If the Glen Dimplex product is located in Australia, we may charge you a service call fee if a repairer will be required to travel more than 30 kilometers from the place of purchase. For further information, please contact Glen Dimplex on 1300 556 816 in Australia or 09 274 8265 in New Zealand. Alternatively, visit our website at [www.glendimplex.com.au](http://www.glendimplex.com.au) in Australia or [www.glendimplex.co.nz](http://www.glendimplex.co.nz) in New Zealand.