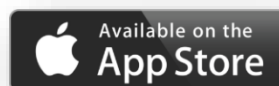


# User manual

## e-MatriX-RGB

### ENG



40012331-2608





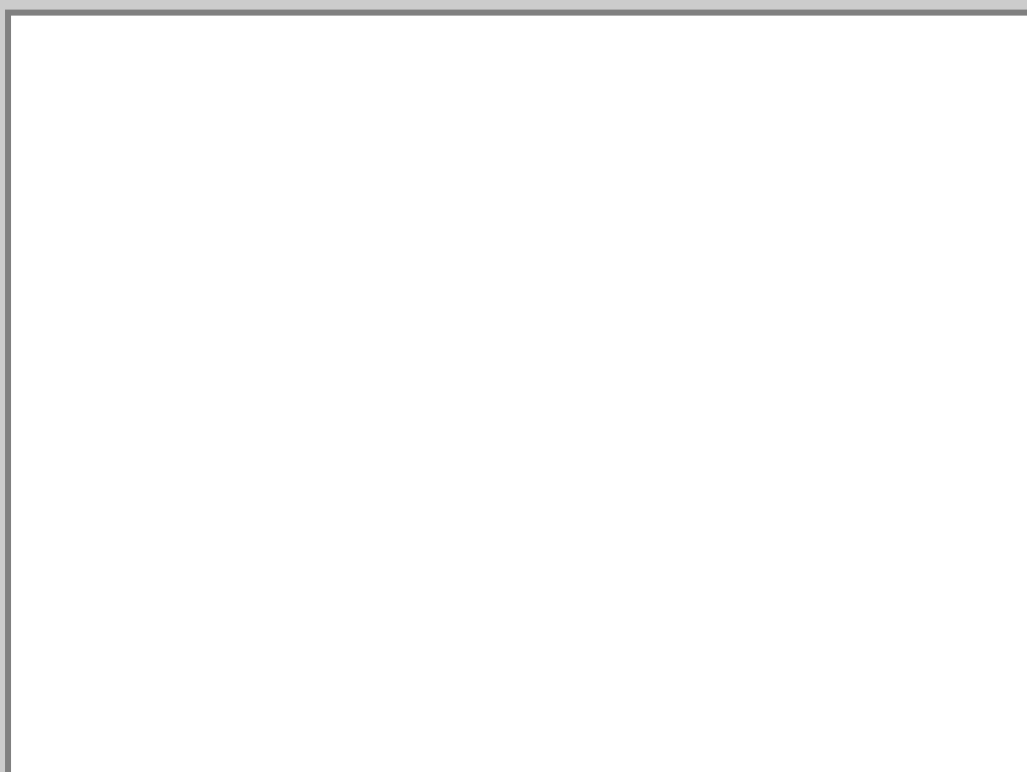
This user manual is intended for the following electric fires:

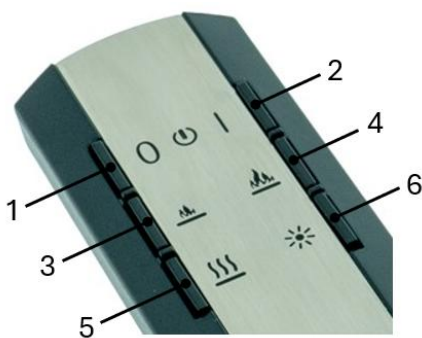
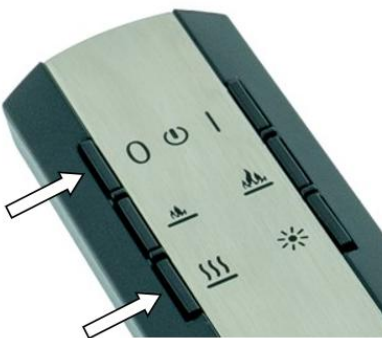
- e-MatriX 800/500-I-RGB
- e-MatriX 800/500-IIL-RGB
- e-MatriX 800/500-IIR-RGB
- e-MatriX 800/500-III-RGB
- e-MatriX 800/500-RD-RGB
- e-MatriX 800/500-ST-RGB

- e-MatriX 800/1600-ST-RGB

- e-MatriX 1300/400-I-RGB
- e-MatriX 1300/400-IIL-RGB
- e-MatriX 1300/400-IIR-RGB
- e-MatriX 1300/400-III-RGB

Rating plate:



|                                                                                    |                                                                                     |
|------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
|   |   |
| <p>1.0</p>                                                                         | <p>1.1</p>                                                                          |
|  |  |
| <p>1.2</p>                                                                         | <p>1.3</p>                                                                          |



## 1 Dear user

Congratulations on your purchase of a Dimplex fire! A quality product from which you will experience warmth and atmosphere for many years. We recommend that you read this manual carefully before using the fireplace. If any problem arises despite our strict quality control, you can always contact your dealer or Glen Dimplex Benelux B.V.

**For any warranty claims, it is essential you first register your fireplace.**

### ➤ Please note!

The details of your electric fire can be found on page 3 of this user manual.

You can register your fireplace at:

[www.dimplexfires.com](http://www.dimplexfires.com)

Glen Dimplex Benelux B.V.

Address: Saturnus 8  
NL-8448 CC  
Heerenveen

Tel: +31 (0)513 656 500

Email: [service@glendimplex.eu](mailto:service@glendimplex.eu)

Info: [www.dimplexfires.com](http://www.dimplexfires.com)

### 1.1 Check

Check the fire for transport damage and immediately report any damage to your supplier.

### 1.2 Introduction

Basic functions can be activated with the remote control.

For extensive settings such as Mood settings and thermostat function, it is necessary to use the Dimplex e-MatriX app on Smartphone or Tablet. The remote control detects the room temperature and should therefore be placed at a suitable location; see Chapter 7.

Only have the fire installed by a qualified installer according to the water and electric safety regulations. Read this installation manual properly.

### 1.3 CE Declaration

The product complies with the European Safety Standards EN60335-2-30 and the European Standard Electromagnetic Compatibility (EMC) EN55014, EN60555-2 and EN60555-3 these cover the essential requirements of EEC Directives 2014/35/EU and 2014/30/EU.

## 2 Safety instructions

**CAUTION, FAILURE TO NOT FOLLOW THESE INSTRUCTIONS MAY CAUSE DAMAGE AND VOID YOUR WARRANTY.**

- Use this heater in the country where it was purchased from an authorized retailer.
- The appliance must be installed in accordance with the latest applicable regulations and may only be used in a sufficiently ventilated room (see building regulations).
- The appliance must be checked according to the maintenance frequency specified in the Dimplex e-MatriX app and in accordance with these installation instruction and the applicable national and local regulations.
- Check that the data on the rating plate corresponds to the local electrical data.
- The appliance has been designed for atmospheric and heating purposes. This means that all visible surfaces, including the glass, can become hotter than 100 ° C.
- The settings and construction of the fireplace must not be changed!
- Do not use outdoors.
- Do not use in the immediate vicinity of a bath, shower or swimming pool. This appliance must not be powered from an external switching device, such as a timer, or connected to a circuit that is regularly turned on and off by the utility.
- Do not cover the device to avoid overheating. Do not place any material or clothing on the device or obstruct the air circulation around the device, for example through curtains or furniture.

## 3 Installation requirements

This appliance must be connected to an earthed socket. Do not use an extension cord or a multi-plug adapter.



## 4 Cleaning and maintenance

The water sump in this product is treated with a biocidal product, Silver Biocide in order to control harmful or unwanted organisms. This conforms with the latest relevant ISO standard.

When maintenance needs to be performed on the appliance depends on the water hardness entered in the Dimplex e-MatriX app. The app will provide a warning when maintenance is required.

The outside of the fire can be cleaned with a clean damp cloth.

### Cleaning of the glass

Remove the glass as described in the installation instructions, see Chapter 5. The glass can be cleaned with glass cleaner. Never use aggressive cleaning agents or abrasive products.

## 5 General

### ➤ 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 and heat effect. This is normal and should not be a cause for concern.

## 6 Manual control (behind access door)

Button functions, see fig. 1.0:

- A = main switch
- 1 = ON/OFF
- 2 = pairing
- 3 = only for maintenance (service engineer)
- 4 = reduce flame effect
- 5 = increase flame effect
- 6 = reduce fire crackling sound
- 7 = increase fire crackling sound

### ➤ Please note!

Main switch 'A' controls the electricity supply to the fire. To operate the fire the switch must be in the "ON" (I) position.

### First time water fill

- Ensure that all valves are open and turn on the water supply.
- Ensure that the mains switch is in the ON (I) position.

### Switching ON the fire

Press the  button to turn on the flame effect. Although the main lights operate immediately it will take a further 15 seconds before the flame effect starts.

### Switching OFF the fire (standby mode)

Press the  button to put the fire into standby mode.

## 7 Remote control

Button functions, see fig. 1.1:

- 1 = OFF
- 2 = ON
- 3 = Reduce flame
- 4 = Increase flame
- 5 = Heating On/Off
- 6 = Mood setting On/Off

The remote control is already connected with the receiver, so the fire is ready for use.

### Placing batteries in the remote control

- Unscrew the battery cover on the back (fig. 1.3);
- Place 2 AA 1.5 Volt Alkaline long life batteries;
- Fix the battery cover again.

### Pairing Bluetooth remote control with receiver

See fig 1.0, knobs Control box;

- Turn the main switch in the "ON" (I) position;
- Press the  button;
- Simultaneously press button  and  on the remote control (see fig. 1.2) until the LED starts flashing blue continuously and then release the buttons. When a connection is established, the LED will flash green.

### Switching on the fire

Press the  button to turn on the flame effect. Although the main lights operate immediately it will take a further 15 seconds before the flame effect starts.

### Switching off the fire (standby mode)

Press the  button to put the fire into standby mode.

### Getting the desired flame effect

The fire always starts with minimum flame setting. Press the  and  button to get the desired flame effect.

### Switching on/off the heat

Press the  button to turn the heater on/off.

➤ **Please note!**

The heater will be turned on or off at the value as set in the app.

(Menu > Settings > Flame image > Heating level remote control).

**Enable/disable Mood setting**

Press the  button to enable/disable the Mood setting.

➤ **Please note!**

This enables/disables the last Mood setting set in the Dimplex e-MatriX app.

**Thermostat function**

The remote control also functions as a room temperature sensor. To ensure the thermostat works properly, keep the remote control away from the heat of the fireplace when the heating is switched on. Also, do not place the remote control in corners, near windows, doors or heat sources such as central heating radiators.

## 8 Dimplex e-MatriX app

Download the Dimplex e-MatriX app which is available via IOS and Android.

**Linking the Dimplex e-MatriX app to the ITC module**

Open the app and follow the given instructions.

## 9 Technical data

|              |                      | e-MatriX 1300/400-RGB |        | e-MatriX 800/500-RGB<br>e-MatriX 800/1600-RGB |        |
|--------------|----------------------|-----------------------|--------|-----------------------------------------------|--------|
|              |                      | 230 V                 | 240 V  | 230 V                                         | 240 V  |
| Input fiures | Heating maximum      | 2270 W                | 2470 W | 1955 W                                        | 2129 W |
|              | Heating minimum      | 1330 W                | 1450 W | 1109 W                                        | 1208 W |
|              | Flame only           | 463 W                 | 504 W  | 232 W                                         | 253 W  |
|              | Standby mode         | 32 W                  | 35 W   | 21 W                                          | 23 W   |
|              |                      |                       |        |                                               |        |
|              | Batteries remote     | (2x) 1,5 AA V         |        | (2x) 1,5 AA V                                 |        |
|              | Water consumption    | 0,3 L/h               |        | 0,15 L/h                                      |        |
|              | Inlet water pressure | 0,5-8 Bar             |        | 0,5-8 Bar                                     |        |
|              | Water connection     | ½ or ¾ Inch           |        | ½ or ¾ Inch                                   |        |



Dealer information:

[www.dimplexfires.com](http://www.dimplexfires.com)  
Saturnus 8  
Postbus 219

[service@glendimplex.eu](mailto:service@glendimplex.eu)  
NL – 8448 CC Heerenveen  
NL – 8440 AE Heerenveen