

## 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](mailto: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](http://www.dimplex.co.uk/support)

### Dimplex Stockbridge Stove Model: SKG20BL



08/50672/1 Issue 1

#### Dimensions (millimetres)

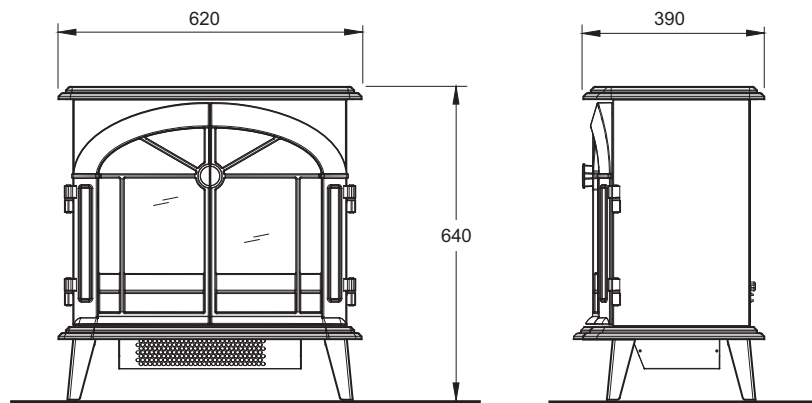


Fig. 1

**IMPORTANT: THESE INSTRUCTIONS SHOULD BE READ CAREFULLY AND RETAINED FOR FUTURE REFERENCE**

#### 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:

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

Do not use outdoors.

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

Do not locate the heater immediately below a fixed socket outlet or connection box.

Do not cover the heater. Do not place material or garments on the heater, or obstruct the air circulation around the heater, for instance by curtains or furniture, as this could cause overheating and a fire risk.

This appliance is not intended for use by children or other persons without assistance or supervision if their physical, sensory or mental capabilities prevent them from using it safely. Children should be supervised to ensure that they do not play with the appliance.

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.

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

In the event of a fault unplug the heater.

Unplug the heater when not required for long periods.

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

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

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.

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

#### Introduction

These fires incorporate a flame effect, which can be used with or without heating, so that the comforting effect may be enjoyed at any time of the year. The flame effect is provided by a low wattage motor and two 60 watt lamps. Using the flame effect on its own, therefore, requires little electricity.

The manual controls are located behind the firebox doors. The remote control is packed separately in the carton. A choice of 1kw or 2kw heat output is provided by the fan heater, which is concealed beneath the unit.

These models are designed to be free standing and are normally positioned against a wall.

**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.**

#### Electrical connection

##### 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 warnings and operating instructions.

In the event of replacing the fuse in the plug supplied, a 13 amp fuse approved by ASTA to BS1362 must be used.

## Operation

The controls are located behind the doors (see Fig. 2).  
Connect the fire to your electricity supply.

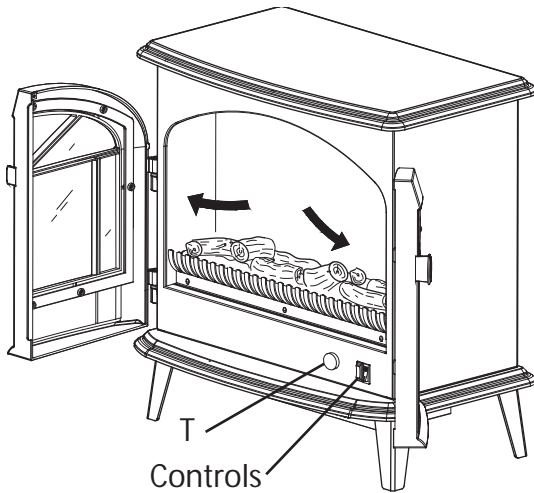


Fig. 2

**Note:** When either the remote control or the manual controls are used, the neon's will come on for 3 seconds indicating the relevant setting (see fig. 3).

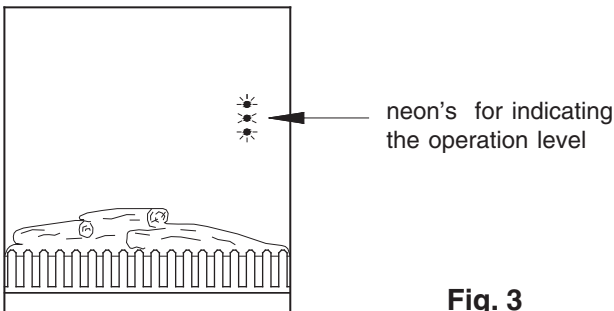


Fig. 3

## Battery information

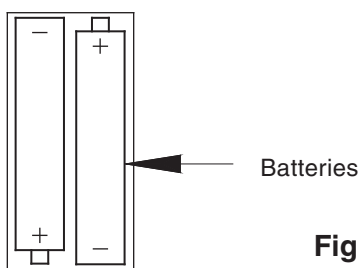


Fig. 4

1. Slide open the battery cover on the back of the remote control
2. Install two AAA batteries into the remote control (see Fig. 4)
3. Replace the battery cover.

## Discard leaky batteries

Dispose of batteries in the proper manner according to Provincial and local regulations. Any battery may leak electrolyte if mixed with a different battery type, if inserted incorrectly, if all the batteries are not replaced at the same time, if disposed of in a fire or if an attempt is made to charge a battery not intended to be recharged.

## Remote Control

Warning: it takes time for the receiver to respond to the transmitter. Do not press the buttons more than once within two seconds for correct operation.

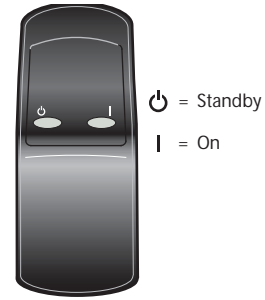
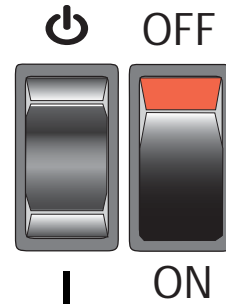



Fig. 5



## Manual or Remote Operation

Setting	Operation	Indication
Flame effect	Press the 'I' button once	Bottom Neon
Flame effect & 1kW heat	Press the 'I' button again	Bottom & Middle Neon
Flame effect & 2kW heat	Press the 'I' button again	All 3 Neon's
To turn off any of the settings	Press the  button once	

Note : The ON/OFF Switch must first be turned on to operate either the manual or the remote controls.

## Thermostat (T) - see Fig. 2

In order to maintain a certain room temperature, set the controller to 'max.'. Operate the appliance at full power until the required room temperature is reached. Set back the thermostatic controller until the appliance switches off with an audible "click". This temperature will be kept almost constant by the thermostatic control switching on and off automatically. Please note that the appliance can only be switched on when the thermostat setting is higher than the room temperature.

## Thermal Safety Cut-out

A thermal safety cut-out is incorporated in the heater to prevent damage due to overheating.

This can happen if the heat outlet was restricted in any way. The heater will switch on once the obstruction has been removed and the heater has cooled. If the cut-out continues to operate intermittently, the heater should be switched off and a service agent contacted.

## Maintenance

**WARNING: ALWAYS DISCONNECT FROM THE POWER SUPPLY BEFORE ATTEMPTING ANY MAINTENANCE.**

## Instructions for fitting Coal Option

### Introduction

Your fire is provided with a coal effect option. To fit simply follow the instructions given below.

### Removal of Log Effect

1. Remove the three screws securing the log effect assembly.
2. Remove the fret, then tilt and slide out the log effect assy ( see Fig. 6).

Note: Please take care when removing the log effect as it is quite heavy.

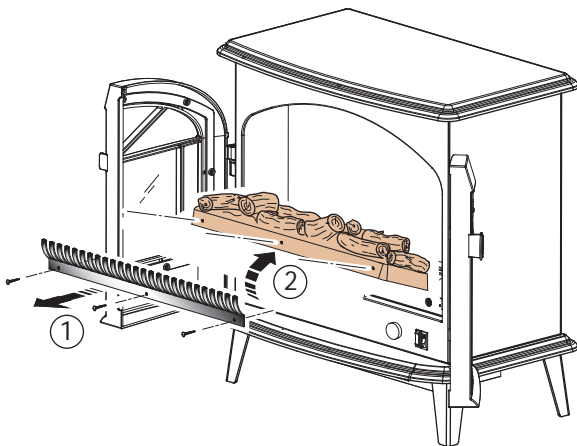


Fig. 6

### Fitting Coal Effect

Fit the coal effect (flat fuel bed) and fret in position and secure with the three screws (see Fig. 7)

Place the coal lumps on the fuel bed. A plastic glove is provided for handling the coal.

**Note:** The log effect should be stored away for possible future use.

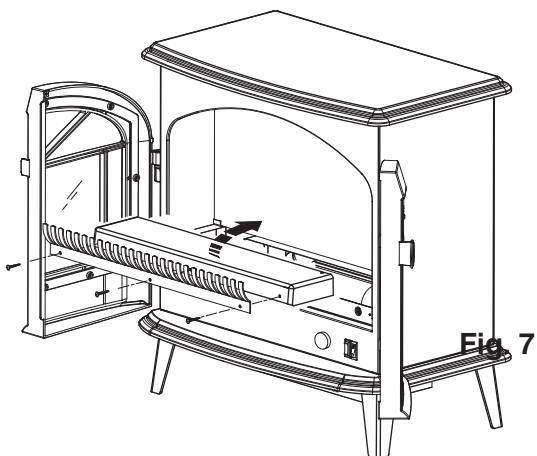


Fig. 7

## Lamp Replacement

Two lamps are located behind the back panel as indicated in Fig 8.

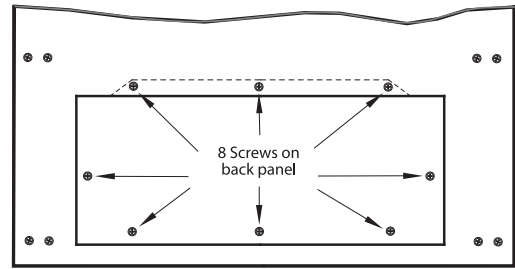


Fig. 8

To gain access to the lamps, the eight screws which secure the back panel, must be removed. Remove and slide out panel as indicated on Fig. 9.

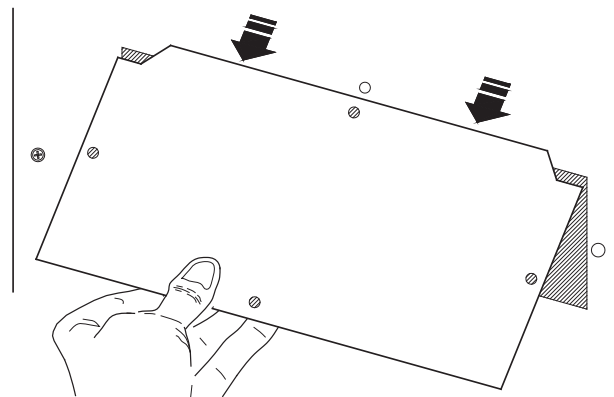


Fig. 9

Remove the defective lamp by unscrewing it as shown - see Fig. 10. Replace with a 60W E14 SES Clear Candle lamp.

Take care not to over-tighten the lamp. Refit the back panel and secure with the four screws.

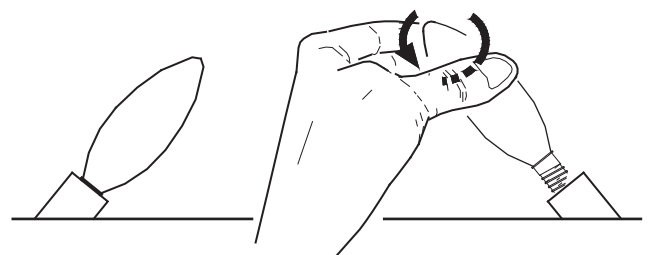


Fig. 10

## Cleaning

Before commencing cleaning, unplug the heater and allow it to cool.

The surfaces of the heater should be given an occasional wipe over with a soft damp cloth. Do not use detergents, abrasive cleaning powder or polish on the body of the heater.

The viewing screens should be cleaned carefully with a chamois leather.

DO NOT use proprietary glass 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.

## 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 your Local Authority or retailer for recycling advice in your country.

## After Sales Service

Your product is guaranteed for one 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 go to [www.dimplex.co.uk](http://www.dimplex.co.uk) where you will find our self help guide by clicking on "After Sales" or ring our helpdesk on 0845 600 5111 (UK) or 01 842 4833 (R.O.I.) .

Spare parts are also available on the website

[www.dimplex.co.uk](http://www.dimplex.co.uk)

Please retain your receipt as proof of purchase.



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 2006/95/EC and 2004/108/EC.

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