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
**Dimplex Ultra-Slim Storage and Convector Heaters**

**Models CXL12N, CXL18N, CXL24N**

**Twin Sensor Models CXLS12N Automatic, CXLS18N Automatic, CXLS24N Automatic**

**IMPORTANT**

These instructions should be read carefully and retained for future reference. Note also the information given on the appliance.

This heater is VERY HEAVY. In order to maintain stability and to ensure its future safety in use, it is essential that the heater is FIXED SOUNDLY TO A WALL and that the feet are mounted on a FIRM, LEVEL SURFACE. Care should be taken to avoid irregular surfaces, such as may result from tiled surrounds partially protruding under the heater. It is important that the following instructions are strictly followed.

IT IS IMPORTANT THAT THE FIXING DEVICE CHOSEN IS APPROPRIATE TO THE WALL MATERIAL TO WHICH THE HEATER IS BEING FIXED. SOME MODERN INTERNAL BUILDING MATERIALS ARE VERY LOW DENSITY BLOCK AND REQUIRE SPECIALISED FIXING DEVICES TO PROVIDE A SAFE, SECURE INSTALLATION.

THE HEATER MUST BE INSTALLED WHERE IT IS IMPOSSIBLE FOR SWITCHES AND OTHER CONTROLS TO BE TOUCHED BY A PERSON USING A BATH OR SHOWER.

**Connection to a 30 amp Ring Circuit**

The storage heater section of the CXLN/CXLSN should not be connected to a 30 amp ring circuit. A means for disconnection must be incorporated in the fixed wiring in accordance with the wiring rules. The convector section may be connected to a 30 amp ring circuit by either of the following methods.

(a) 13 amp fused connection unit with D.P. switch to BS5733.

(b) 13A switched socket outlet and a 13 amp fused safety plug to BS1363 (we recommend the safety plug to be ASTA Certified for complete compliance to BS1363).

**NOTE:** The double pole switch must have a contact separation of at least 3mm in all poles.

**IMPORTANT** - Due to the newness of materials the heater will produce a slight smell for the first few days of operation. ROOMS MUST BE WELL VENTILATED AND YOUNG CHILDREN, CAGED BIRDS, OR PERSONS WITH RESPIRATORY COMPLAINTS MUST NOT REMAIN IN CLOSE PROXIMITY TO THE HEATER DURING THE COMMISSIONING PERIOD. To commission the heater set both controls to maximum and leave for 48 hours, after this period the controls should be adjusted for everyday use - see operating instructions.

This appliance is not intended for use by persons (including children) 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.

Bricks are in packs of two.
The pack catalogue number is XT 8300

- CXL12/CXLS12N - 12kWh 8 Bricks (4 Packs)
- CXL18/CXLS18N - 18kWh 12 Bricks (6 Packs)
- CXL24/CXLS24N - 24kWh 16 Bricks (8 Packs)

This 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.
Assembly of heater

1. Invert carton and lift carton off heater. Take care to ensure that staples in carton flaps do not scratch surface of heater. Do not remove internal packaging pieces at this stage.

2. Remove feet and accessories bag from corner fittings (accessories bag is located within one of the feet.)

3. Secure feet to base of the heater using two Taptite screws (provided) for each foot. (On modules CXL12N/CXL512N it would be necessary to remove base corner packaging pieces to locate feet in position). Apply end pressure whilst turning screws so that they form their own thread in the plunged holes in the base.

4. Loosen hexagon head front panel securing screws, by 1-2 turns using screwdriver through aperture in each end packaging piece. Stand heater on its feet and remove all packaging pieces.

5. Position heater against wall in intended final position, taking note of the minimum fixing dimensions given below. If fitted, the Dimplex storage heater shelf should be fixed in accordance with the instructions enclosed with the shelf.

6. Fitting on the top of carpet. If the heater is to stand on top of the carpet the following course of action MUST be taken. Ensure that any carpet gripper (e.g. "Gripperod") is removed from the final positions of the storage heater feet. Ensure that the carpet AND underlay completely cover the area under the feet so that they stand on a level surface. If the underlay is particularly thick it is advisable to cut it away completely from under the feet and for a sufficiently wide area around the feet for them to rest firmly through the carpet onto the floor.
7. Fitting directly on the floor. If the floor is carpeted then the carpet may be slit and underlay cut away to allow the feet to rest firmly on the floor. Carpet gripper must be locally removed so that the feet may rest in a level position.

8. Having decided on the method of standing the heater on the floor the position of the wall bracket should be marked on the wall.

9. Remove wall fixing bracket from heater by removing the screws and spacer bushes at each end.

10. Four fixing positions must be chosen for the 24N, three for the 18N and two for the 12N. Mark the positions for the fixing holes - two at the extreme ends and the others spaced evenly between them. Remove the bracket from the wall, drill the holes in the positions marked, and insert suitable fixings detailed in Steps 11 and 12. Secure the wall bracket to the wall.

11. Solid Brick/High Density Block Walls. (See step 12 if walls are of low density block) These must be drilled and plugged with the No. 10 size plastic inserts provided. The correct size of drill (8mm) should be used and the hole should be drilled to a depth of 15mm greater than the length of the plastic insert, so that the fixing is made below the plaster layer.

12. Low Density Block Walls. A specialised fixing, such as the Unifix LB70, should be employed following closely the manufacturer’s instructions. Panelled Internal Walls. Here it is best to locate the studding and use No.10 size woodscrews. Where it is not possible to locate the studding use type M5 Rawlplug INTERSETS on securely fastened plasterboard panelling. For other wall panel materials the wall panel manufacturer should be consulted for details of suitable wall fixing devices.
13. At this point determine which side of the heater off peak and on peak supplies are to be connected. If off peak supply is to be connected from the right hand end and on peak from left hand end proceed to next step. If wiring of the building does not correspond with these cable entry points then it will be necessary to secure the cable to the base of the rear of the heater using the ties supplied in the fixing kit, ensure there is sufficient cable free to make connection easier later on.

14. Secure the heater to wall fixing bracket by replacing the two screws and spacer bushes removed in step 11. The feet and wall mounting arrangement are designed to accommodate skirting board sizes up to 25mm (1") thick. To avoid obstructing the airflow to the rear of the heater the following must be strictly adhered to:
   (a) For skirtings higher than 100mm (4") it will be necessary to position the heater with the screws attached through the alternative fixing slots to the front.
   (b) For skirtings have a height in excess of 150mm (6") it will be necessary to reduce the height of the skirting to 150mm (6") over the entire length of the heater plus 25mm (1") at either end.

15. Remove bottom front panel securing screws. These were loosened in step 3 and should be easily unscrewed by hand.

16. Pull bottom of front panel forward to disengage the location pegs from the side panels and clear it from bottom of heater.

17. Still holding bottom of front panel forward, lift upwards (1), to disengage top edge of front panel from groove on heater top panel and remove front panel from heater (2).

18. Remove the screw securing the convector controls bracket to the side panel along with the spacer, nut and washer, taking care to ensure that the retaining nut is not dropped.
19. Remove the convector circuit mains block and insulation card from the left side of the base panel. Unclip the wires running across the heater below the inner front.

20. Remove screws retaining front inner skin.

21. Carefully lift the bottom of the front inner skin panel out of the retaining flange at the base of the heater, taking care not to damage the insulation, hydraulic thermostat probe, heating elements and other vulnerable components attached to this panel.

22. Remove the internal packing by sliding it up and off the elements, taking care not to damage the insulation.

23. Remove one element to allow access for the back row of bricks. On the CXL24N/CXLS24N remove the element to right of centre, on the CXL18N/CXLS18N remove the central element and on the CXL12N/CXLS12N remove the left hand element. Loosen the two screws securing the element tails in the ceramic block, and lift the element up and out of the heater.

24. Position the bottom rear layer of bricks with the airway restrictions coincident with the air slots in the base insulation slab. Push the bricks firmly to the back of the heater. Fit the top rear row of bricks, with the airway restrictions uppermost.
25. Replace the element which had been removed by carefully passing the ends through the base insulation slots into the terminal blocks below. Position the insulator on the element end in contact with the terminal block ceramic as shown, and tighten the connection screws. At this point check that all element connections are tight.

26. Fit the front bricks with the airways facing inwards.

27. Re-fit the front panel/insulation assembly, ensuring the bottom edge of the panel is located behind the base flange.

28. Make sure all screws removed in operation 20 are replaced securely.

29. Replace the spacer nut, washer and screw removed in 18 and reconnect the two quick connect terminals removed in 19.

30. Connect the off peak supply to the storage terminal block at the right side of the base panel. Replace the convector terminal block and insulation card at the left side of the base panel, clip wires running across heater and connect peak supply.

**HEAT RESISTING CABLE MUST BE USED.**

**NOTE:** ON NO ACCOUNT SHOULD SURPLUS CABLE BE STUFFED INSIDE THE HEATER. Make sure clamp is tightening on outer sheath of cable and not on individual conductors.

**WARNING:** THIS APPLIANCE MUST BE EARTHED. CHECK ALL ELECTRICAL CONNECTIONS FOR TIGHTNESS.

**ENSURE THAT CABLE CLAMP IS SECURELY ATTACHED TO THE CHASSIS OF THE HEATER.**
31. Check that the damper mechanism within the heater functions freely, by rotating the left hand control knob. Check also that the right hand (input) knob rotates freely.

32. Select the convector heater load appropriate to your recommended heating design scheme by, if necessary, disconnecting one convector element by moving either the brown or mauve wire to the empty barrel on the white terminal block on the internal baffle.

<table>
<thead>
<tr>
<th>Model</th>
<th>Brown Wire Still in Circuit (Upper Element)</th>
<th>Mauve Wire Still in Circuit (Lower Element)</th>
<th>Both in Circuit</th>
</tr>
</thead>
<tbody>
<tr>
<td>#CXL12N/CXLS12N</td>
<td>450W</td>
<td>450W</td>
<td>900W</td>
</tr>
<tr>
<td>#CXL18N/CXLS18N</td>
<td>450W</td>
<td>1000W</td>
<td>1450W</td>
</tr>
<tr>
<td>CXL24N/CXLS24N</td>
<td>650W</td>
<td>1350W</td>
<td>2000W</td>
</tr>
</tbody>
</table>

#Note: if the heater is situated underneath a shelf or overhand up to 250mm high, then the brown wire should remain in circuit.

33. Holding the bottom edge if the front panel towards you, locate the top edge of the front panel in the groove at the top of the heater and ensure that the locating pegs on the rear flanges of the front panel are located in the receiving holes in each side panel.

34. Push the bottom of the front panel towards the heater, such that the bottom flange locates under the base.

35. Replace the two front panel securing screws removed in operation 15. A small mirror placed on the floor under the heater will help location of the threaded holes in the base. These may be screwed in by hand most of the way, but should then be tightened using an 8mm AF socket or open ended spanner.
36. Ensuring the electricity supply is disconnected, connect the free end of the mains cable to a suitable double-pole witch adjacent to the appliance - reinstate the electricity supply.

NOTE: The double pole witch must have a contact separation at least 3mm in all poles.