Owner's Manual

e-MatriX 800/650 (32" x 26")
1, 2, 3-Sided Electric Fireplace

Models FEF3226L1, FEF3226L2L, FEF3226L2R, FEF3226L3

IMPORTANT SAFETY INFORMATION: Read this manual first before attempting to install or use the e-MatriX Electric Fireplace. Always comply with the warnings and safety instructions contained in this manual to prevent personal injury or property damage.

To view the full line of Faber products, visit www.faberfire.com

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Conventions used in this manual:

! **NOTE:** Procedures and techniques considered important enough to emphasize.

CAUTION: Procedures and techniques which, if not carefully followed, will result in damage to the equipment.

WARNING: Procedures, precautions, and techniques which, if not carefully followed, will expose the user to the risk of fire, serious injury, or death.

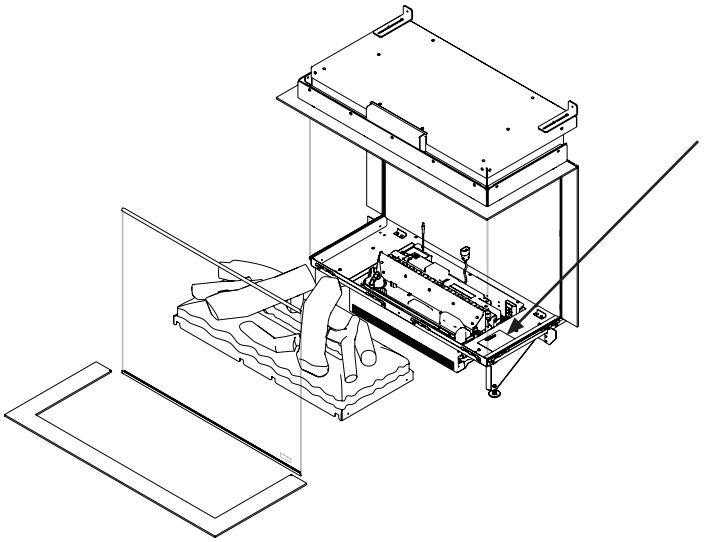
SAVE THESE INSTRUCTIONS

Welcome

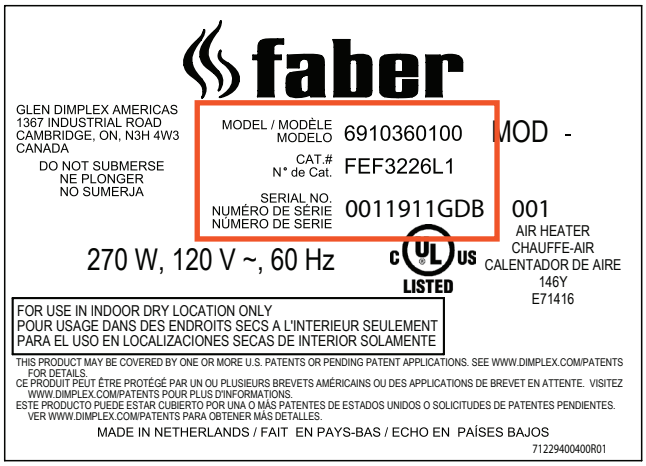
Thank you for purchasing the Faber e-MatriX Electric Fireplace. Please use our convenient online registration page to record your model and serial numbers for future reference at:

www.faberfire.com/register

CAUTION: Read all instructions and warnings carefully before starting installation. Failure to follow these instructions may result in a possible electric shock or fire hazard and will void the warranty. Only have the fireplace installed by a qualified installer according to local water and electric safety regulations.



Model and serial numbers are found under the logset



Before installation, check the e-MatriX fireplace for transport damage and report immediately to your supplier. Make sure all items below are included:

- Control box
- Remote
- Decoration material (artificial ash and chips)
- Suction cups (2x)
- Service door
- Spare transducers (2x)
- Absorption pill

STOP **NO NEED TO RETURN TO THE STORE**

Questions with operation or assembly? Require Parts Information?
Product Under Manufacturer's Warranty?

Contact us at: www.faberfire.com/customer_support

For Troubleshooting and Technical Support

OR Toll-Free 1-888-346-7539

In order to better serve you, please have your model and serial numbers ready.

⚠ IMPORTANT INSTRUCTIONS

For your safety, always comply with all warnings and safety instructions contained in this manual to prevent personal injury or property damage.

When using any electrical appliance, basic precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons. These precautions include:

! **NOTE:** For the purposes of certification the fireplace is considered a heater. The heat output is minimal and should not be consider a source of supplemental heat.

① Read all instructions before using the unit.

② Do not operate any unit if the unit has been dropped or damaged in any manner. Contact Technical Service at 1-888-346-7539.

③ Do not use outdoors.

④ Extreme caution is necessary when any heater is used by or near children or invalids and whenever the heater is left operating and unattended.

⑤ Do not operate any heater after it malfunctions. Disconnect power at service panel and have heater inspected by a reputable electrician before reusing.

⑥ To disconnect the unit, turn the controls OFF, disconnect power at the service panel.

⑦ Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire.

⑧ To prevent a possible fire, do not block air intakes or exhaust in any manner.

⑨ All electrical heaters have hot and arching or sparking parts inside. Do not use in areas where gasoline, paint, or flammable liquids are used or stored.

⑩ Do not modify the unit. Use it only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.

⑪ Do not burn wood or other materials in the unit.

⑫ Always use a certified electrician should new circuits or outlets be required.

⑬ Disconnect the power supply before performing any cleaning, maintenance or relocation of the unit.

⑭ When transporting or storing the unit, keep in a dry place, free from excessive vibration and store so as to avoid damage.

⑮ Do not modify this fireplace. Use it only as described in this manual. Any other use may cause fire, electric shock, or injury to persons.

⚠ **WARNING:** Remote control contains small batteries. Keep away from children. If swallowed, seek medical attention immediately.

⚠ **WARNING:** Do not install battery backwards, charge, put in fire, or mix with used or other battery types may explode or leak causing injury.

! **NOTE:** Changes or modifications not expressly approved by the party responsible for compliance could void user's authority to operate the equipment.

CAUTION

RISK OF ELECTRIC SHOCK. DO NOT OPEN
NO USER-SERVICEABLE PARTS INSIDE

SAVE THESE INSTRUCTIONS

Important Instructions

FCC Compliance

CAUTION: This unit has been tested and found to comply with the limits for Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This unit generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception, which can be determined by turning the unit OFF and ON, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the unit and the receiver.
- Connect the unit into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This unit complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This unit may not cause harmful interference, and (2) this unit must accept any interference received, including interference that may cause undesired operation.

FCC CAUTION: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

Specifications

The e-MatriX Electric Fireplace offers an alternative to a wood or gas fireplace.

Electrical

Volts	120 V 60 Hz
Amps	2.25 A @ 25° C
Watts	270 W @ 25° C
Wiring	Hardwire
Bulb Type	LED
Approvals	c UL us
Batteries Remote	(2x) 1.5V AA
Water Consumption	0.30 l/hr
Inlet Water Pressure	8-110 psi
Water Connection	¼" water line or ¾" female

NOTE: A 15 A circuit is required. A dedicated circuit is preferred, but not essential in all cases. A dedicated circuit will be required if, after installation, the circuit breaker trips or the fuse blows on a regular basis when the heater is operating. Additional appliances on the same circuit may exceed the current rating of the circuit breaker.

Product Dimensions

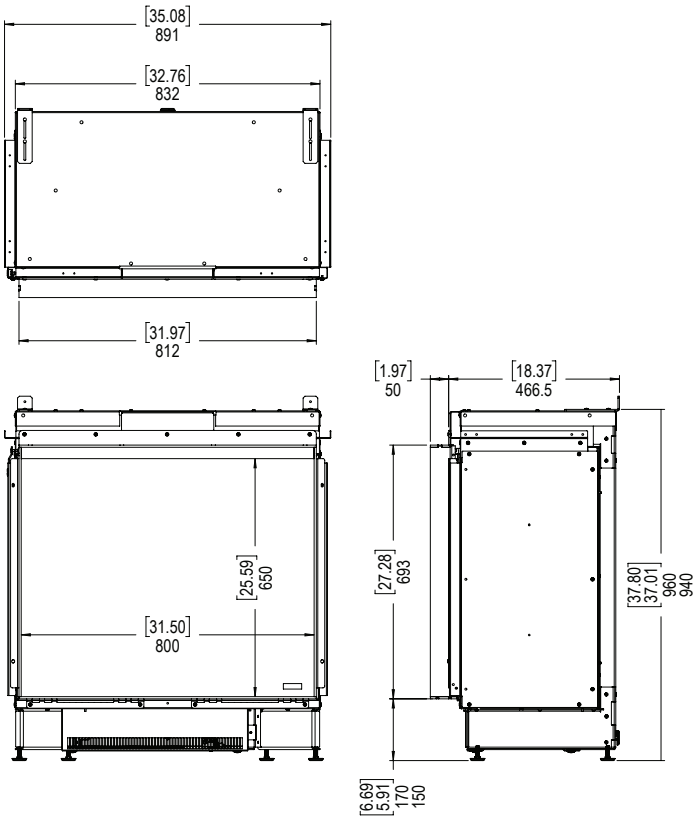
Four models are available for the Faber e-MatriX Electric Fireplace:

- FEF3226L1
- FEF3226L2L
- FEF3226L2R
- FEF3226L3

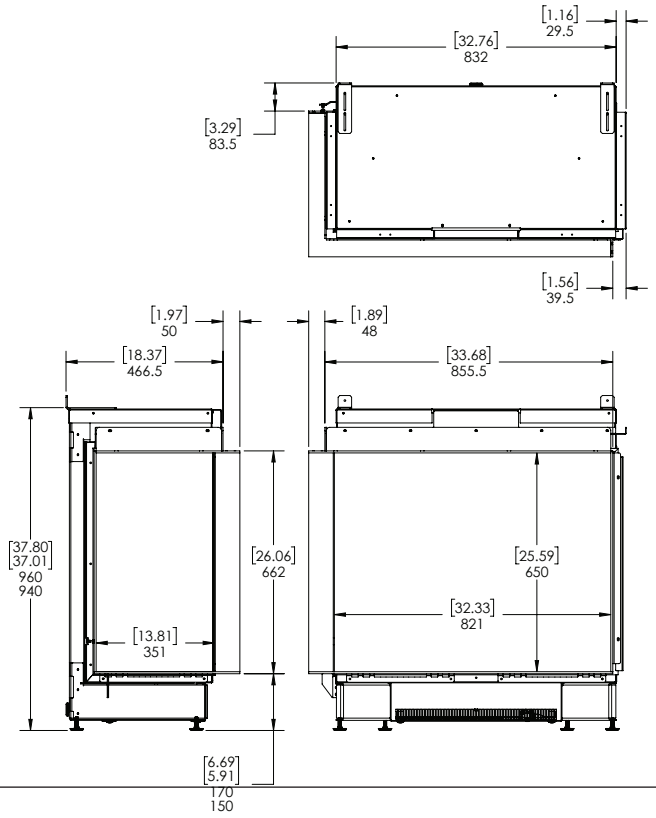
Specifications

Dimensions of the four models follow:

FEF3226L1

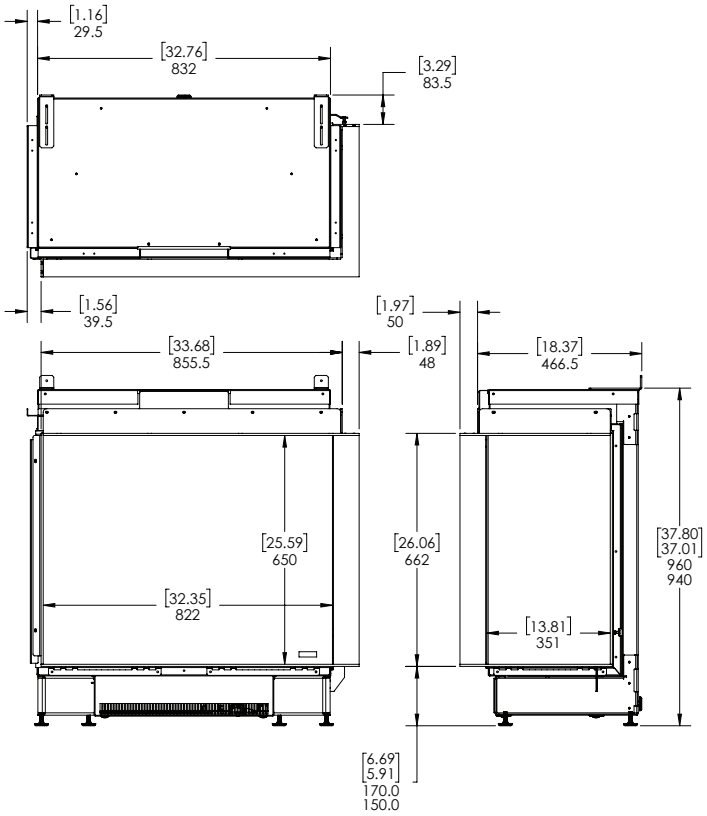


FEF3226L2L

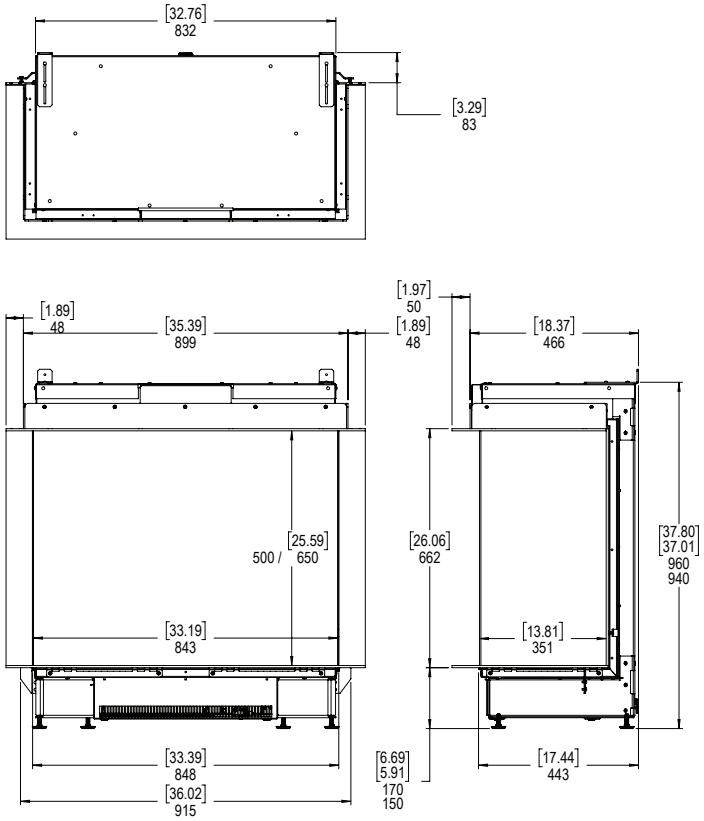


Specifications

FEF3226L2R



FEF3226L3



Installation

Installation Requirements

Power supply

A 15 A, 120 VAC grounded dedicated circuit is recommended, but not essential in all cases. Additional appliances on the same circuit may exceed the available current.

A dedicated circuit will be required if, after installation, the circuit breaker trips or the fuse blows on a regular basis when the fireplace is operating.

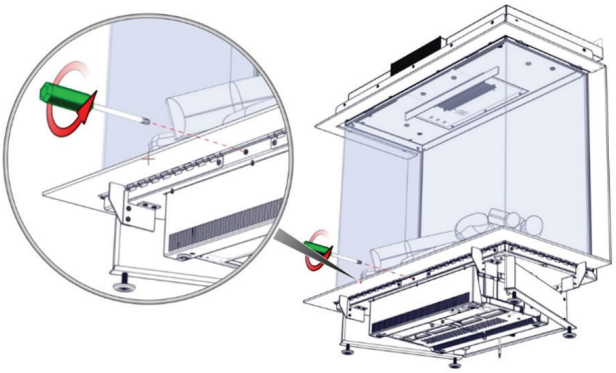
Water supply

- Water connection ¼” copper or flexible plastic line, ½" plastic or copper pipe at an accessible location that can be pierced with the piercing value, or ¾” hose connection placed at an accessible location.
- Water pressure between 8-110 psi. Where required, use a pressure reducing valve.

! **NOTE:** Normal tap water can be used in the e-MatriX if the tap water is not considered to be hard water. For hard water, use softened or filtered water.

Unpacking the Fireplace

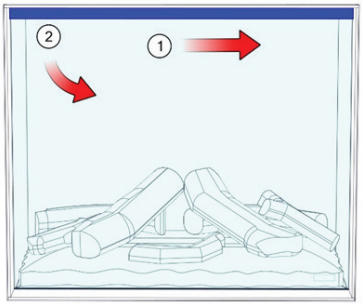
1. Make sure all packing materials are removed.
2. Remove the transport screw on the front of the unit.



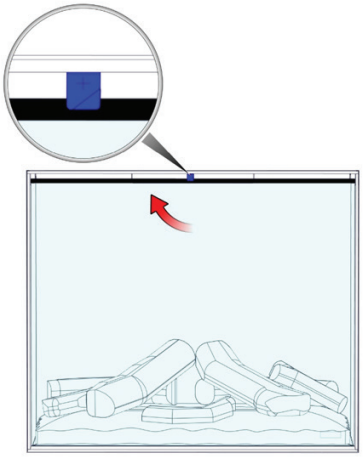
Preparing the Fireplace for Placement

Remove front glass (FEF3226L1)

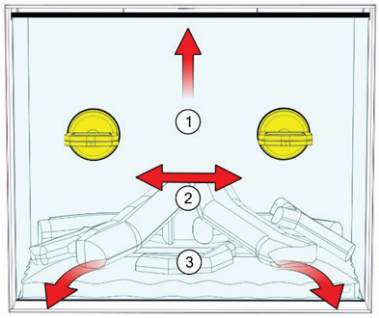
1. Remove the cover strip.



2. Rotate the glass clamp clockwise.

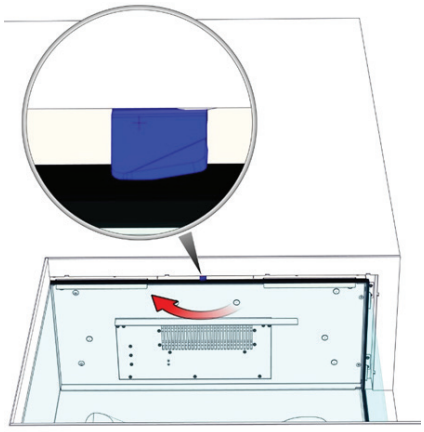


3. Place suction cups and remove the front glass.

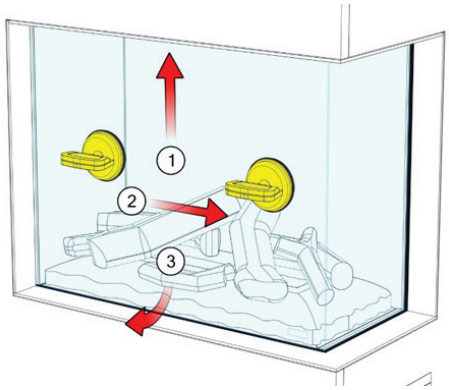


Remove front glass (FEF3226L2L, FEF3226L2R, and FEF3226L3)

1. Rotate the glass clamp clockwise.



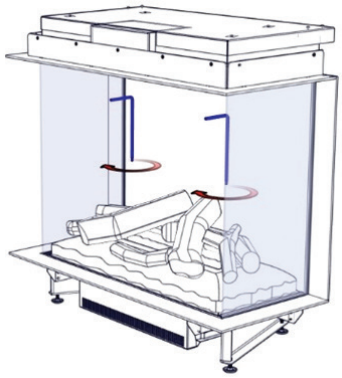
2. Place suction cups and remove the front glass.



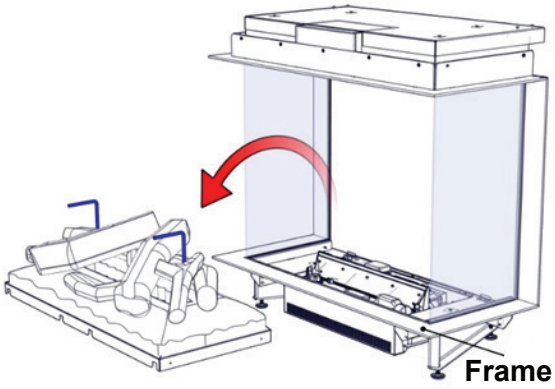
Remove the fuel bed

CAUTION: Never lift the fuel bed without using the supplied handles.

1. Remove the front glass.
2. Cover the frame to avoid scratches.
3. Screw the handles in the fuel bed.



4. Lift the fuel bed carefully and disconnect the electrical plug.
5. Store the fuel bed in a safe place.

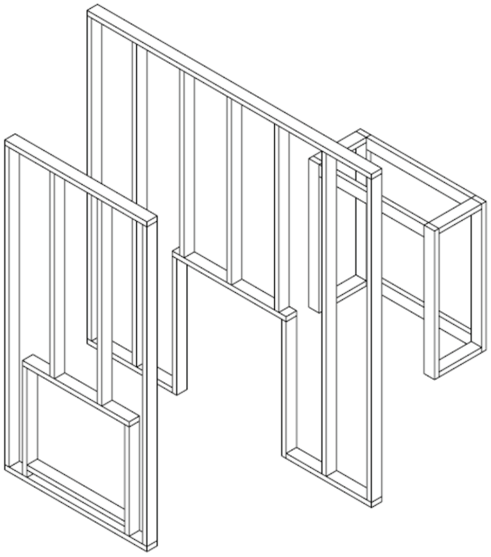


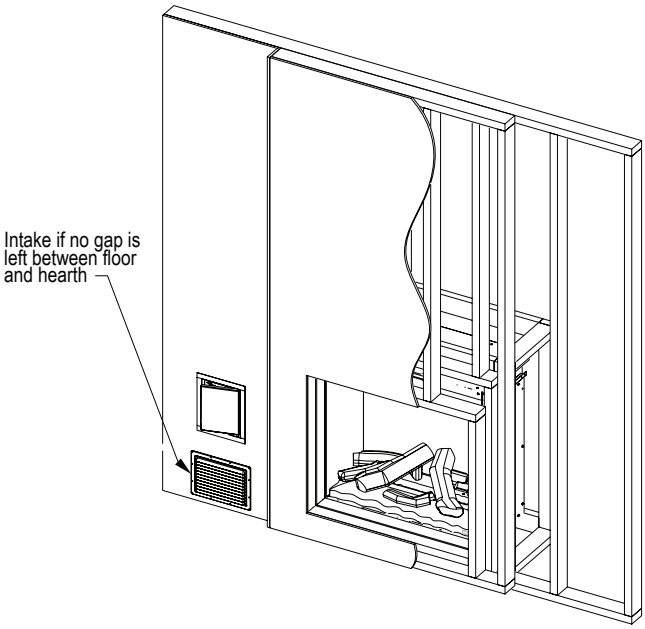
Framing the Fireplace

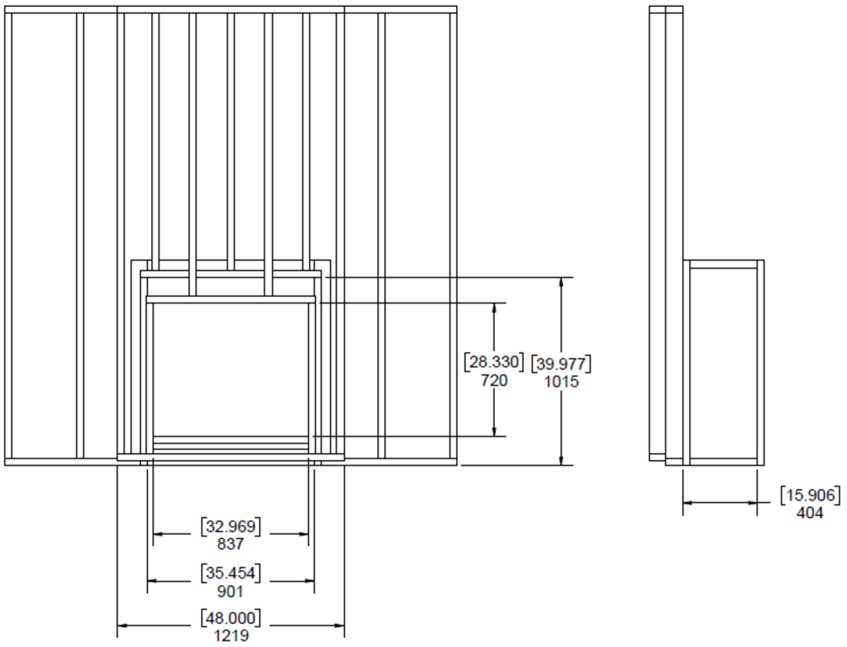
The following instructions are suggested framing options and are to be used as a guide (2x4 construction is shown). Please refer to the specifications section for fireplace dimensions to create custom framing.

! **NOTE:** The e-MatriX needs a minimum intake ventilation of 40 in² (258 cm²) below the fireplace. The intake must allow for air to reach the underside of the unit.

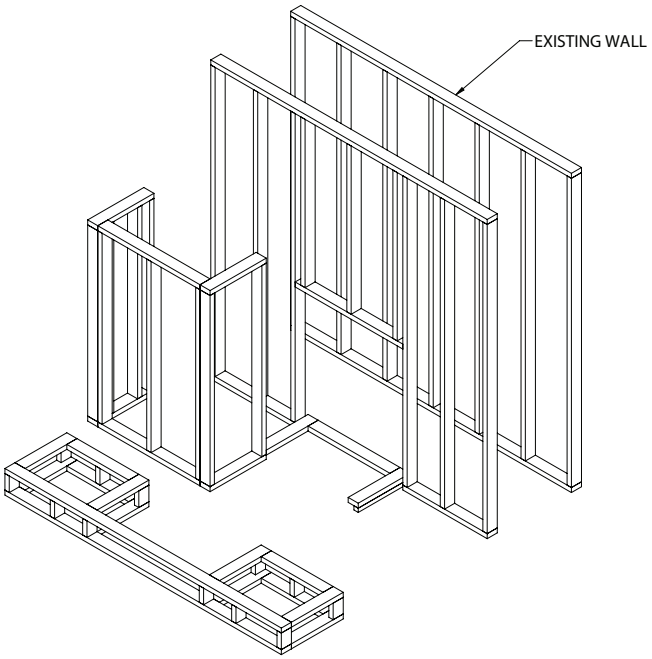
FEF3226L1 – Framing Option 1

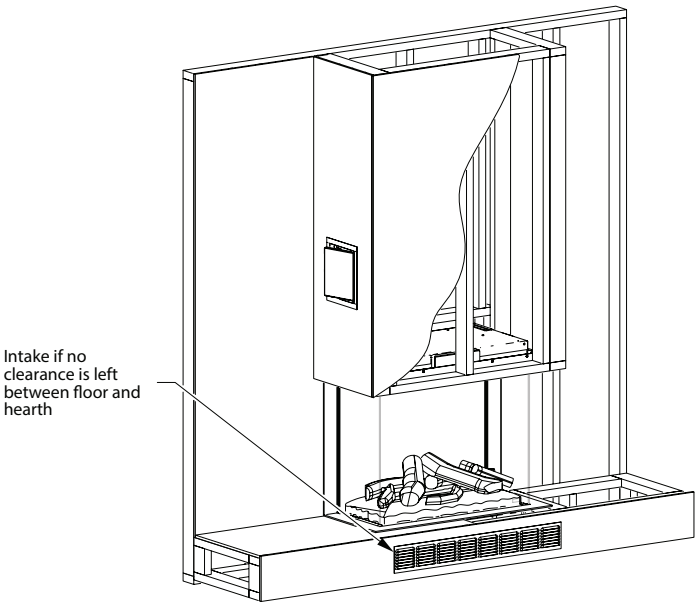


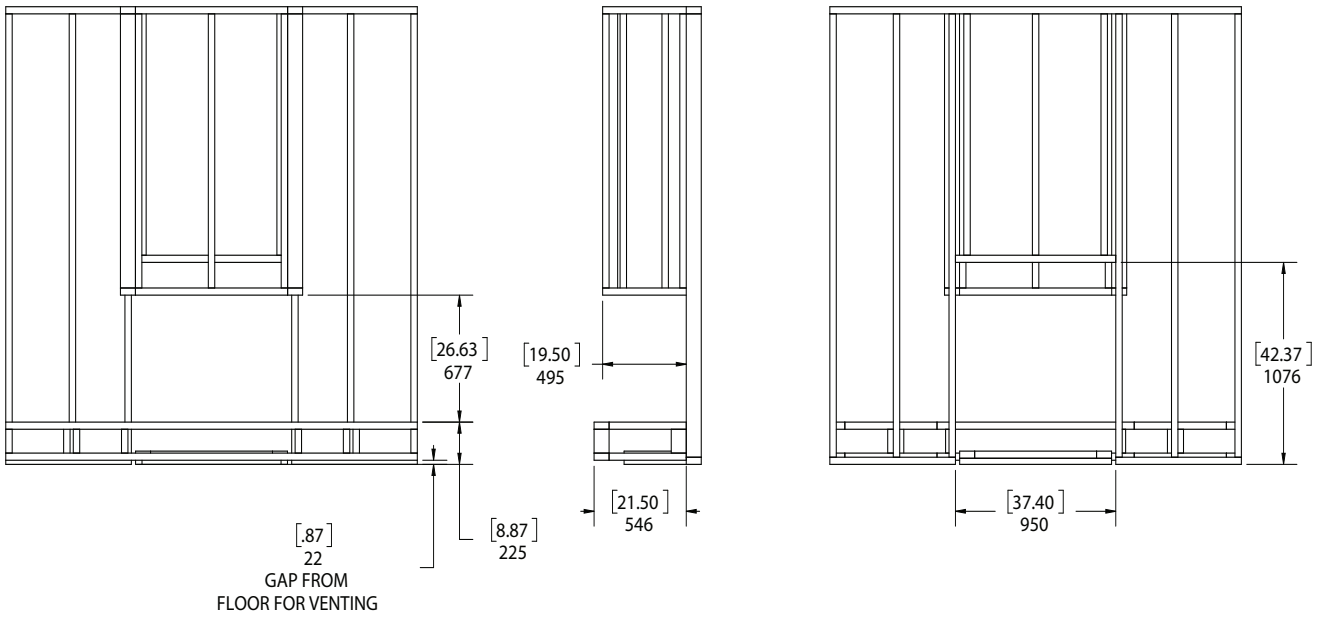




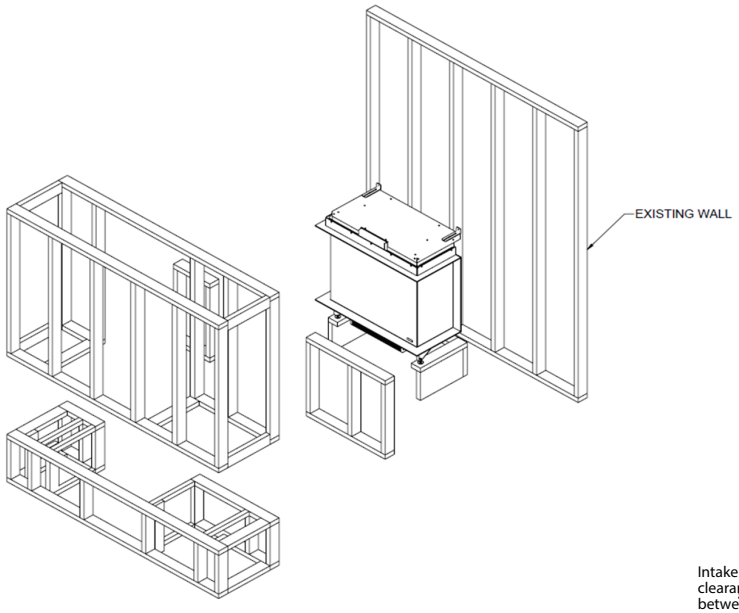
FEF3226L2/L3 – Framing Option 1

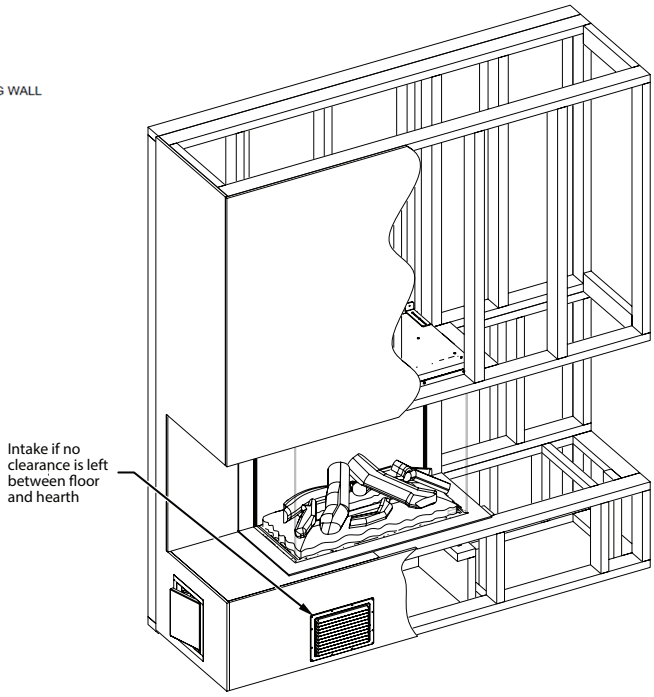


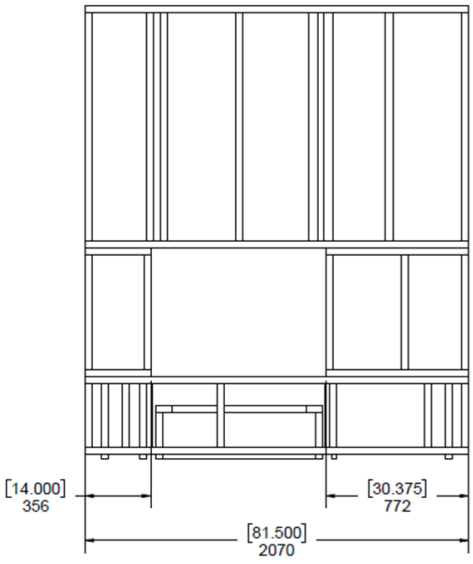




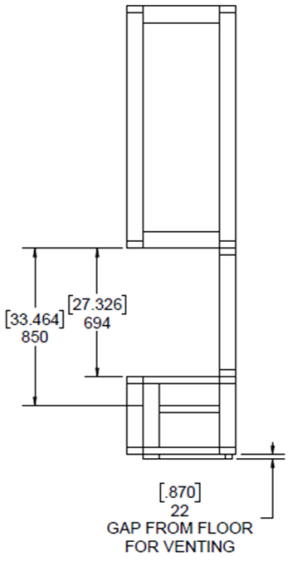
FEF3226L2/L3 – Framing Option 2



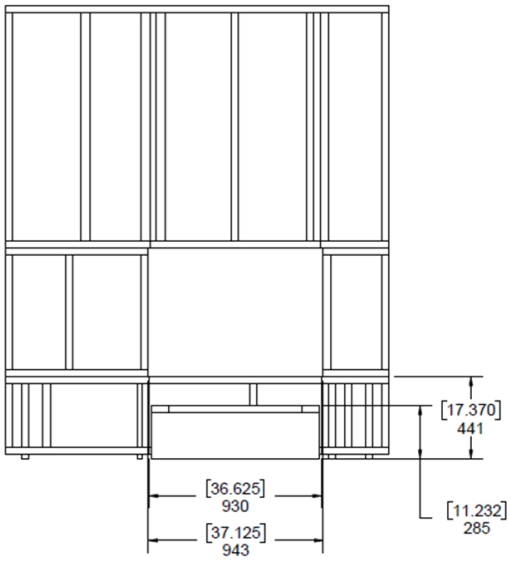




FRONT VIEW
BACK WALL NOT SHOWN



SIDE VIEW
BACK WALL NOT SHOWN

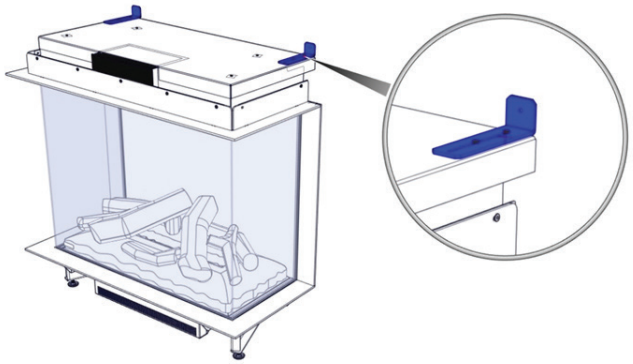


REAR VIEW
BACK WALL NOT SHOWN

Installation

Placing the Fireplace

1. Place the fireplace into the opening. Level with adjustable feet and if additional adjustment is required shims can be used.
2. Place the fireplace at the right position and attach it to the wall.



! **NOTE:** If the fireplace is going into an existing opening and used with the trim accessory, locate the fireplace as needed for the best appearance. The e-MatriX needs a minimum of 2" (50 mm) free space above the fireplace.

⚠ **CAUTION:** The e-MatriX needs a minimum intake ventilation of 40 in² (258 cm²) below the fireplace. The intake must allow for air to reach the underside of the unit.

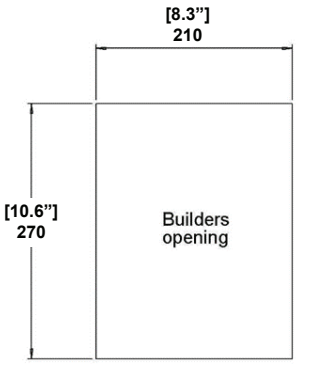
Placing the Control Box

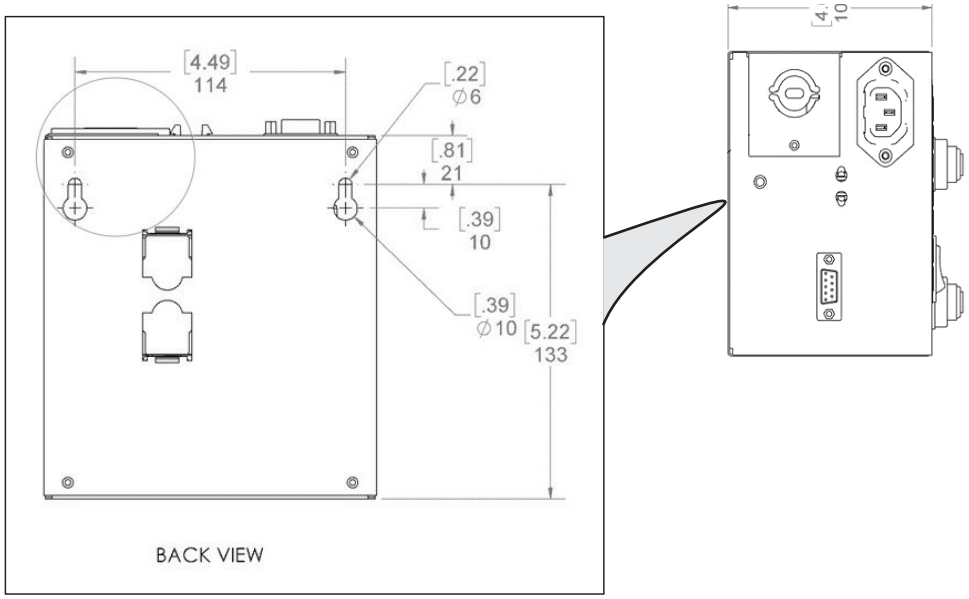
! **NOTE:** The control box requires an opening 8.3" (210 mm) by 10.6" (270 mm) and a minimum depth of 7.5" (190 mm). The opening must have access to water and electrical connections.

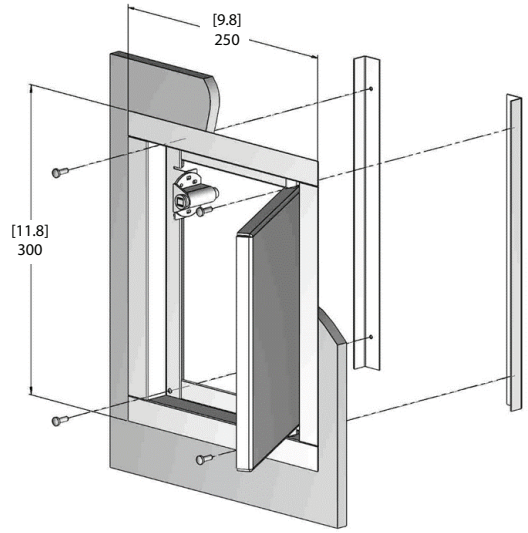
! **NOTE:** From the center of the fireplace, the control box must be located NO MORE than 59" (1.5 m) to the left and 39 ⅜" (1.0 m) to the right of the fireplace.

To install the control box:

1. Mount the control box on 2 screws (not included) on the back wall of the opening. Use screws appropriate for the weight of the control box and the wall material.
2. Install the control box cover door.







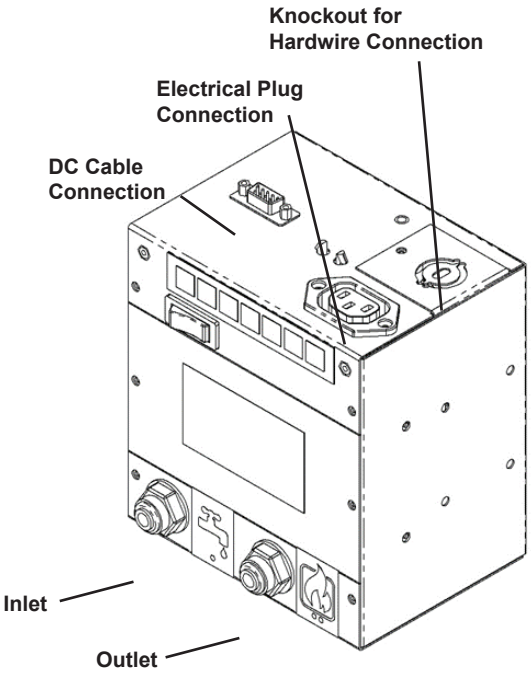
Connect the Electric Supply

WARNING: Do not attempt to wire your own circuits. To reduce the threat of fire, electrical shock or injury to persons, always used a licensed electrician.

WARNING: Make sure the power is off to the circuit on which the fireplace is to be installed until installation is complete.

1. Use a 2-conductor with ground (3 wires total) power supply cable from the circuit break to the control box.
2. Allow suitable cable length so that the control box can be connected prior to mounting.
3. Remove the knockout panel from the control box.
4. Feed the power supply wire through the knock out hole and secure using ½" strain relief.
5. Connect the black wire from the control box to the live (L1) wire from the power supply.
6. Connect the white wire from the control box to the neutral (N) wire from the power supply cable.
7. Connect the green wire from the control box to the ground wire (G) from the power supply cable.
8. Re-install the knockout panel on the control box.
9. Connect the control box to the fireplace using the AC supplied extension cable.
10. Connect the control box DC connection to the fireplace using the supplied DC cable.
11. Mount the control box as described in the previous section.

NOTE: Maximum cable length from the center of the fireplace to the right of the fireplace is 3.3 ft (1.0 m) and to the left is 4.9 ft (1.5 m).



Installation

Connect the Water Supply

The e-MatriX fireplace is equipped with the following water overflow protections:

- Electromechanical valve in the control box activated by an overflow sensor in the water tank.
- Absorption valve activated by an overflow sensor in the water sump.

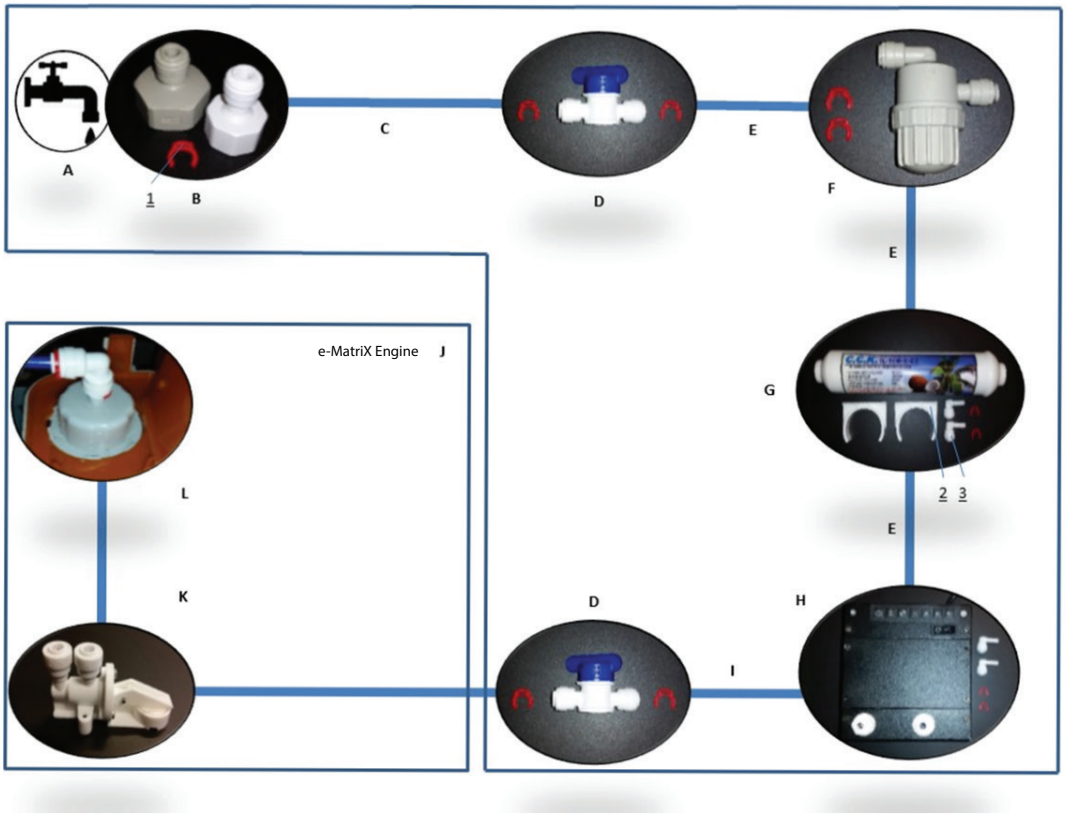
To connect the water supply:

1. Connect all water supply components according to the diagram shown below. All parts are included with the product.
2. Place the water filters at an accessible location in correct alignment. Follow the “flow” direction markings on the filters and control box.

! **NOTE:** Check all connections for water leakage before placing the fuel bed and front glass.

Check Water Connections for Leaks

1. Make sure all ball valves are open.
2. Turn on the water supply.
3. Press the Main switch [⏻] on the control box to the ON position.
   - If the water level is high enough, the flames will automatically start after 45 sec.
   - If the water level is not high enough the LEDs will blink twice after 45 sec. Press the Main switch to the OFF position, wait 5 sec and repeat the step above. (This process may need to be repeated several times).
4. Make sure all water connections are tight and do not leak.

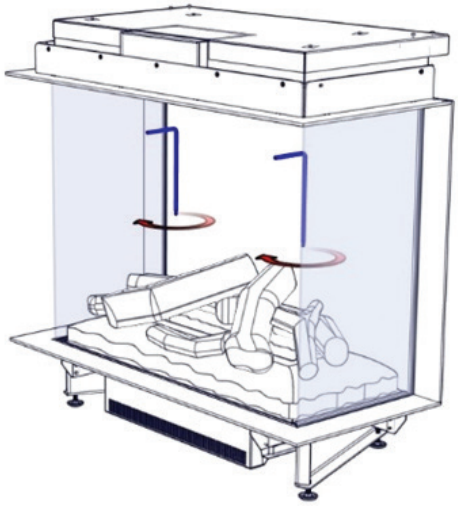


A = Mains Water	E = To be cut from ¼” 1m pipe	I = ¼” 1.5m Pipe
B = ½ or ¾” Connector	F = Mesh Filter	J = e-MatriX engine
C = ¼” 1m Pipe	G = In-line Filter	K = Absorption Valve. User does not need to connect. Reference for service only.
D = Ball Valve	H = Control Box	L = Fill Cap. User does not need to connect. Reference for service only.
1 = Safety Clips (11x)	2 = In-line Filter Brackets (2x)	3 = Elbows (4x)

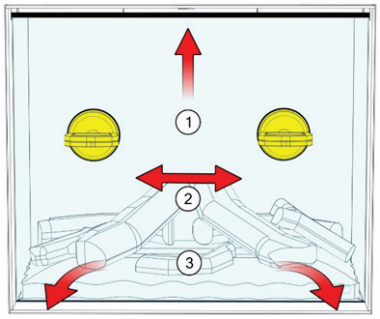
Placing the Fuel Bed

⚠ **CAUTION**: Never lift the fuel bed without using the supplied handles.

1. Lift the fuel bed carefully by the handles.
2. Connect the electrical plug and sit the fuel bed in place.
3. Unscrew the handles from the fuel bed and keep them for future use.

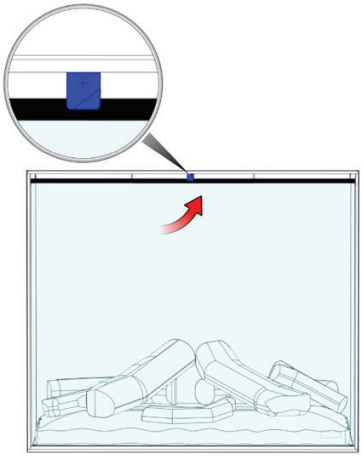


4. Place suction cups and replace the front glass.



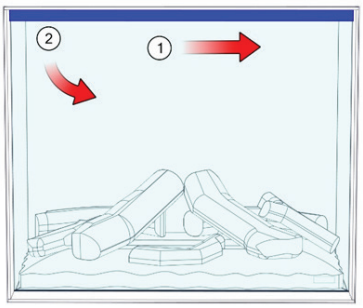
Front glass only

Rotate the clamp counter-clockwise to lock the glass into position.



2- or 3-sided glass

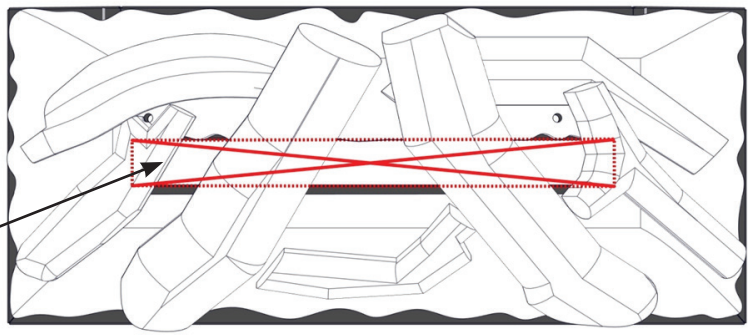
Rotate the glass clamp counter-clockwise to lock the glass into position. .



Place Decoration Material

The supplied artificial ash and chips can be used to personalize your fire!

⚠ **CAUTION**: Keep decoration material away from children, persons with reduced physical or mental capabilities, and animals.



Do not place decorative material in the center area.

☛ Operation

⚠ **WARNING:** The e-MatriX fireplace must be installed properly before it is used.

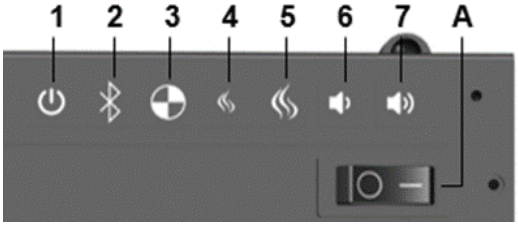
⚠ **CAUTION**: Except for installation and cleaning described in this manual, an authorized service representative should perform any other servicing.

First Time Water Fill

1. Make sure all ball valves are open.
2. Turn on the water supply
3. Press the Main button [⏻] on the control box to the ON position.
   - If the water level is high enough, the flames will automatically start after 45 sec.
   - If the water level is not high enough the LEDs will blink twice after 45 sec. Press the Main switch to the OFF position, wait 5 sec and repeat the step above. (This process may need to be repeated several times).

Manual Control Panel

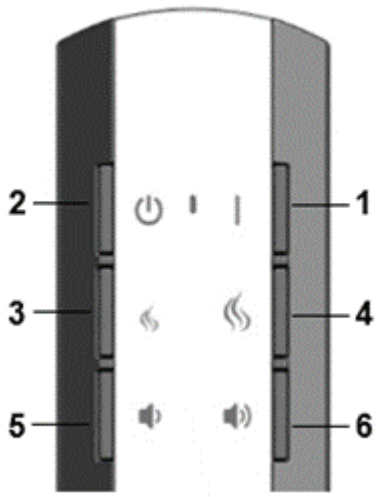
The manual controls for the e-MatriX fireplace are located on the front of the control box (located behind the access door after installation). Touch an icon to activate.



	Icon	Description
A	O |	Main switch: Toggle ON/OFF. (1 beep will be heard.)
1	⏻	Press to activate (ON). (1 beep will be heard.) Press again to turn OFF.
2	ᛒ	Press to activate remote pairing. The fireplace will start to beep and LED will flash. To pair the remote press any button on the remote during this time. Pairing is compete when the fireplace turns OFF.
3	◒	Maintenance: For use by service technician.
4	♨	Press multiple times to reduce the flame height.
5	♨	Press multiple times increase the flame height.
6	🔉	Press multiple times to reduce the fire crackling sound.
7	🔊	Press multiple times to increase the fire crackling sound.

Remote Control

A multi-function remote control is included. The remote control has a maximum range of 30 ft (9 m).



	Icon	Description
1	O |	Main switch: Toggle ON/OFF. (1 beep will be heard.)
2	⏻	Press to activate (ON). (1 beep will be heard.) Press again to turn OFF.
3		Press multiple times to reduce the flame height.
4		Press multiple times increase the flame height.
5		Press multiple times to reduce the fire crackling sound.
6		Press multiple times to increase the fire crackling sound.

Pairing Remote

Connect (pair) the remote control to the control box and use the remote to turn the fireplace ON/OFF, adjust the flame height, and adjust the fire crackling sound volume.

To pair the remote and control box:

1. Turn the main switch on the control box to the ON position. (The control box beeps once.)
2. Press the Main button [⏻] on the control box to start the fire. (The control box beeps once.)
3. Press the pairing button [ᛒ] on the control box to start the fireplace. (The control box beeps once and the icon LEDs blink on and off.)
4. Press the Main button [⏻] on the remote control to turn the fireplace off.

When the remote control is paired, check if all the remote control functions are available from the desired distance.

5. If needed, move the receiver to a different position inside or outside the construction.

! **NOTE:** The receiver is located at the back inside of the fireplace unit. The receiver has a cable length of 4.4 ft (1.4 m).

Operation

Battery Replacement

To replace the battery:

1. Loosen screw on back of remote and slide battery cover open.
2. Install two 1.5V AA batteries.
3. Slide battery cover closed and tighten screw.

Battery must be recycled or disposed of properly. Check with your Local Authority or Retailer for recycling advice in your area.

Getting the Desired Flame Effect

! **NOTE:** The fireplace always starts with minimum flame setting.

1. Press the increase flame button [ ] for higher flames, or the decrease flame button [ ] for lower flames. Give the flame generator time to react to the change.

! **NOTE:** Increasing the flame height can lead to condensation on the glass.

2. Press the increase sound button [ ] for higher crackling sound or the decrease sound button [ ] for lower crackling sound. The minimum volume of this sound is OFF.

If the fireplace is either turned to standby or switched off entirely, it will always revert to the minimum flame setting. The sound level will remain the same as the last sound level set.

Maintenance

Maintenance Schedule

The maintenance interval depends on the water quality and/or the running hours and therefore can differ from the following recommendations.

- Clean the water sump and air filter, and replace the transducers every 3 months for commercial use or every 12 months for residential use.
- Clean the mesh filter every 3 months and replace the in-line filter every 12 months for commercial use and every 24 months for residential use.

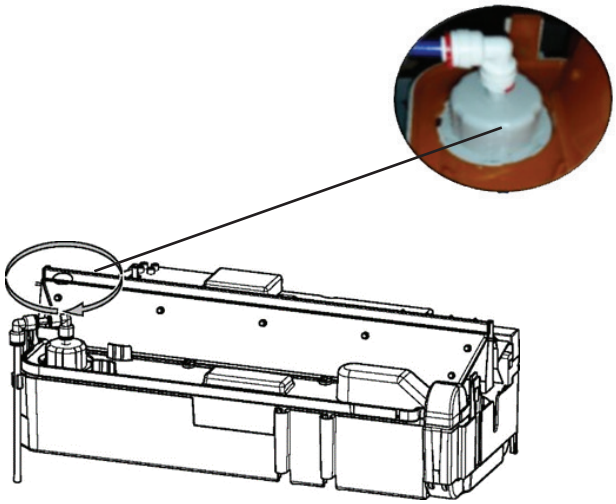
Cleaning the Water Sump

⚠ **WARNING:** Always press the Main switch to the OFF position and disconnect the power supply before cleaning the water sump.

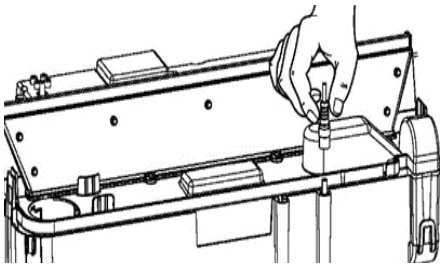
⚠ **CAUTION**: Never use abrasive cleaners.

To clean the water sump:

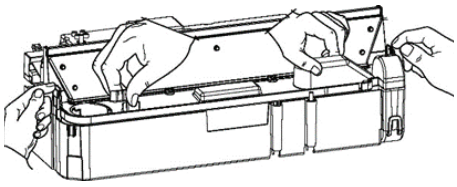
1. Remove the front glass (see the instructions in the section "Preparing the Fireplace for Placement" on page 8).
2. Remove the fuel bed (see the instructions in the section "Preparing the Fireplace for Placement" on page 8).
3. Disconnect the fill cap (turn the cap clockwise).

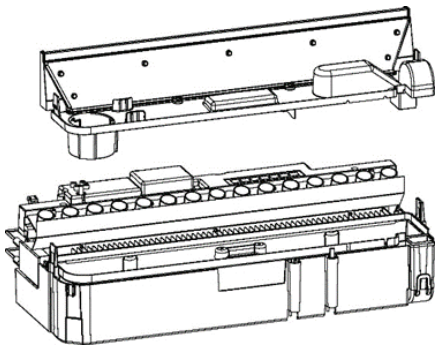


4. Disconnect the 2 connectors, located on the right side of the water sump.

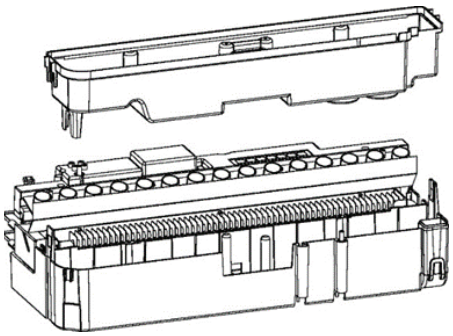


5. Release the 2 clips on both sides and remove the nozzle.





6. Gently lift up the water sump without spilling any water.



7. Remove the transducers and empty the water sump.

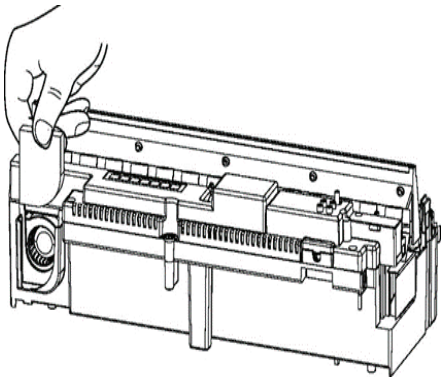
8. Clean and rinse the sump and transducers:
   - Put a small amount of liquid detergent into the sump.
   - Use a soft brush to clean the sump.
   - Clean the transducers, including the discs underneath the cone. Remove the cone by turning it clockwise.
   - Thoroughly rinse the water sump with clean water to remove all traces of detergent.

9. Clean the nozzle with a soft brush and flush out thoroughly with water.

10. Reverse the steps to reassemble.

Cleaning Air Filter

1. Gently slide the air filter upwards out of its plastic holder



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

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

4. Place the fuel bed and the front glass (see the instructions in the section "Preparing the Fireplace for Placement" on page 8).

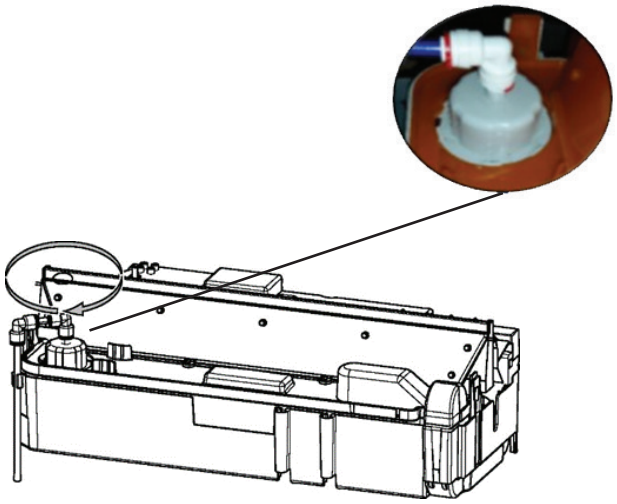
Replacing Transducers

⚠ **WARNING:** Always press the Main switch to the OFF position and disconnect the power supply before cleaning the water sump.

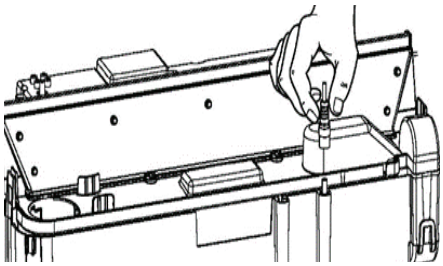
! **NOTE:** The transducers are fixed in the water sump with plastic clips.

To replace the transducers:

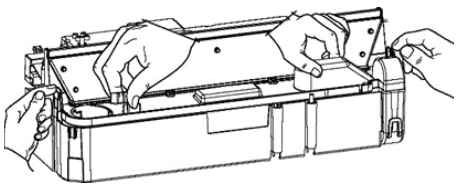
1. Remove the front glass and fuel bed (see the instructions in the section "Preparing the Fireplace for Placement" on page 8).
2. Disconnect the fill cap (turn clockwise).

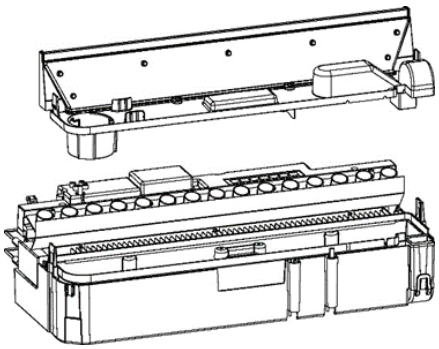


3. Disconnect the 2 connectors, located on the right side of the water sump.



4. Release the 2 clips on both sides and remove the nozzle.





5. Press the clip back and lift the transducer upwards out of its holder.
6. Place the new transducers.
7. Repeat the steps above in reverse order to reassemble.

Cleaning Mesh Filter

1. Turn off the water supply.
2. Close the ball valves.
3. Unscrew the base and clean the filter inside.

Replacing In-line Filter

1. Turn off the water supply.
2. Close the ball valves.
3. Replace the in-line filter.

! **NOTE:** Be sure to place the filter in correct alignment. Match the “flow” direction marking on the filter.

Maintenance

Resetting Absorption Valve

The absorption valve is located on the right front side at the bottom of the fireplace unit.

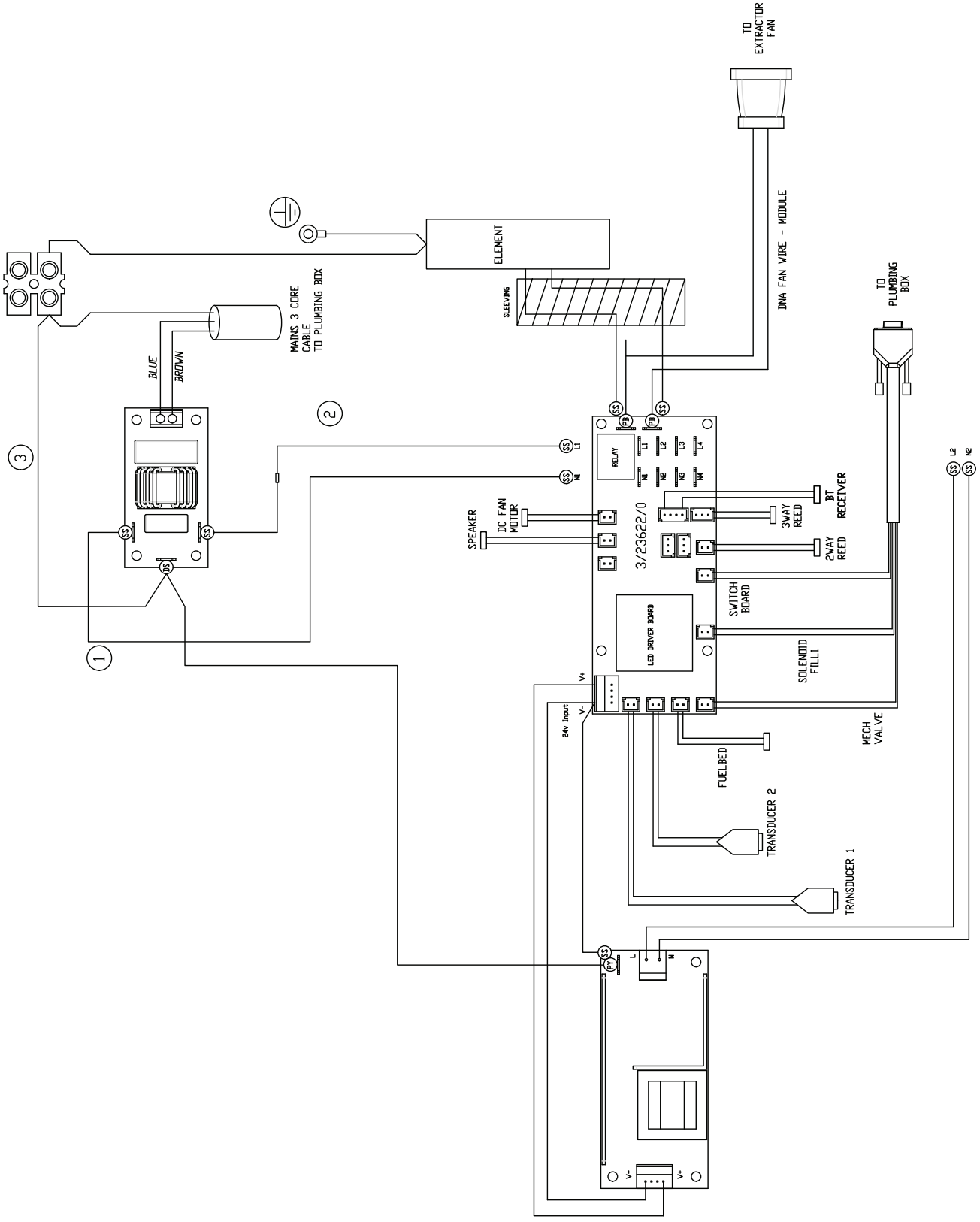
To reset the absorption valve:

1. Remove the activated absorption pill.
2. Fix the cause of the water leakage.
3. Remove any water at the bottom of the water sump.
4. Place the new pill.
5. Press down on the white clamp to open the absorption valve.

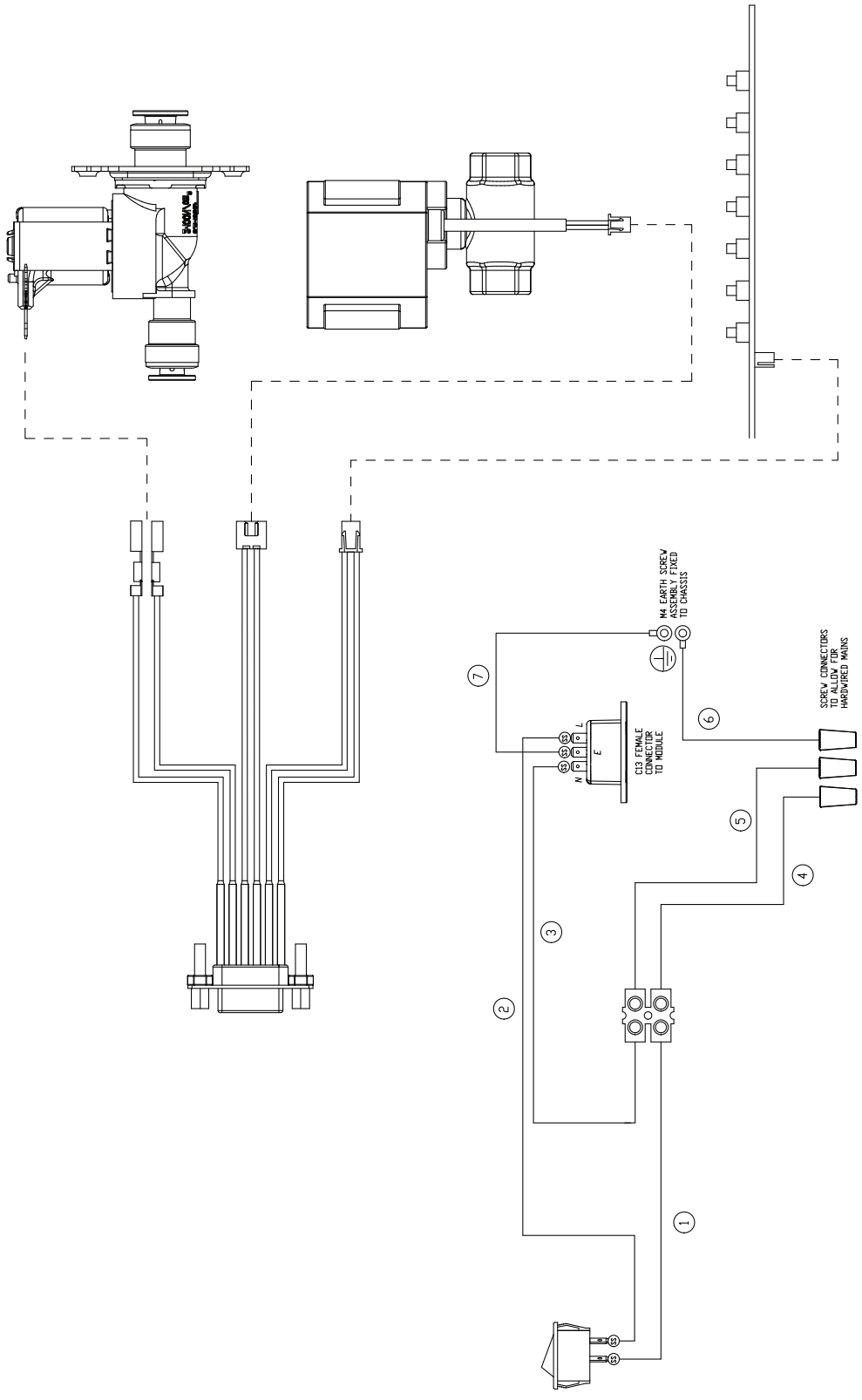
Troubleshooting

Symptom	Cause	Action
The flame effect will not start.	Transducer is not installed properly	Make sure the connectors are inserted correctly.
e-MatriX will not start or stopped working and the LEDs continuously blink twice.	Low water level.	See "Check Water Connections for Leaks" on page 15.
	The absorption valve is activated	See "Resetting Absorption Valve" on page 22.
e-MatriX will not operate, the LEDs continuously blink once every eight seconds.	Water level too high.	Remove water from the sump so that water is between high and low water marks. Check the electromechanical valve in the Control box.
e-MatriX will not operate, the LEDs continuously blink four times.	Water filling time is too long.	Switch the mains switch of the Control box to the OFF position. Check connections for water leakage. Close the ball valves. Unscrew the mesh filter base and remove any dirt or debris.
The flame effect is too low on the highest setting.	The transducers and/or air filter are dirty.	See "Replacing Tranducers" on page 21 and/or "Cleaning Air Filter" on page 20.
	Air flow is insufficient.	Check to make sure there is enough airflow to the bottom of the unit.
The flame effect is too high and there is too much smoke.	The exhaust fan does not work.	Make sure the fan, mounted at the top inside the fireplace, is running.
	Air filter is not in place.	Ensure air filter is in correct position, see page 20.
Remote is not working.	Low batteries.	Place new batteries.
	Remote is not paired to receiver.	See "Pairing Remote" on page 18.
	Remote too far from control receiver	See "Pairing Remote" on page 18.

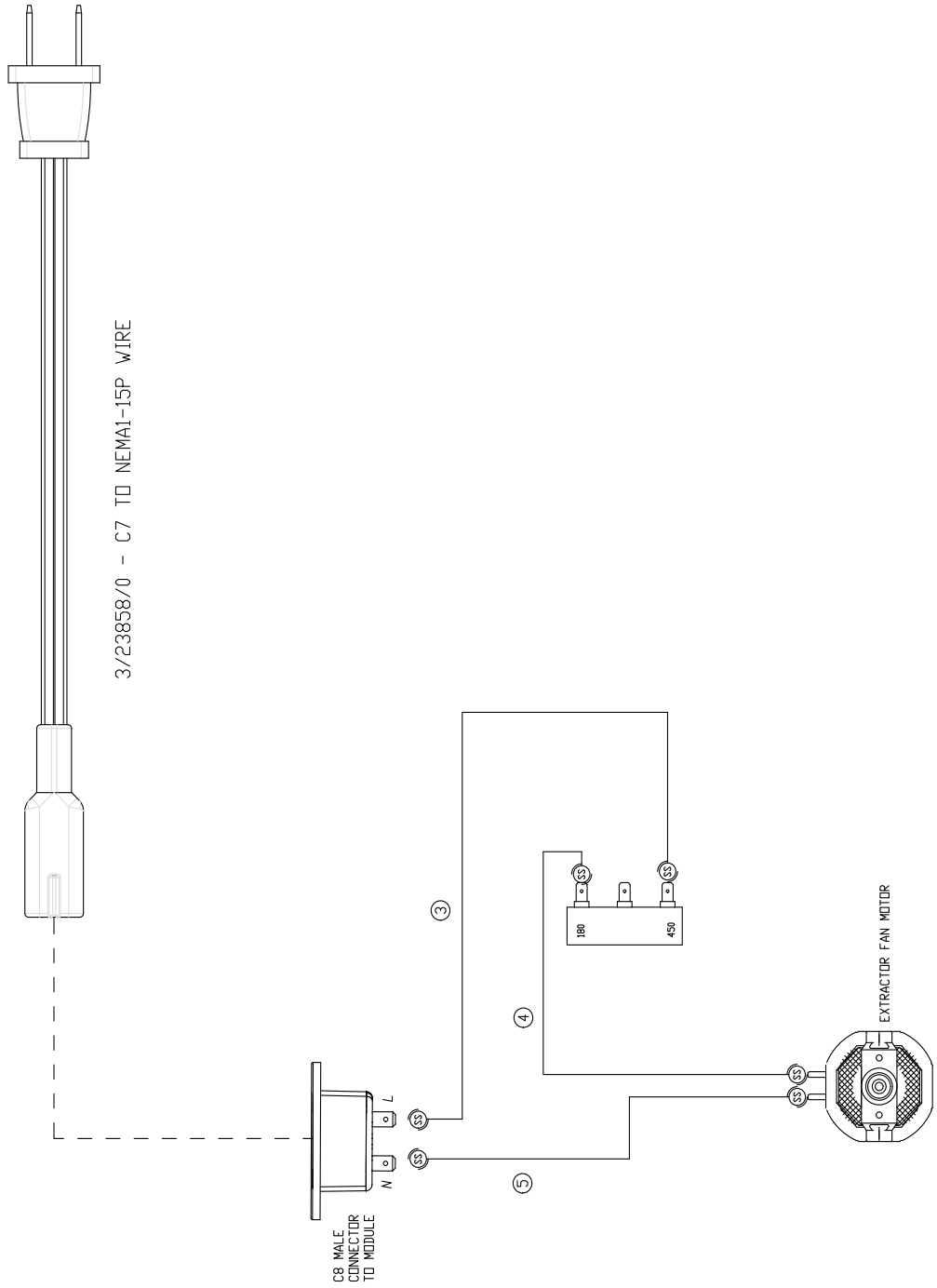
Fireplace (Engine) Wiring Diagram



Control Box Wiring Diagram



Fan Wiring Diagram



Warranty

Five Year Limited Warranty

Products to which this limited warranty applies

This limited warranty applies to your newly purchased Faber e-MatriX fireplace. This limited warranty applies only to purchases made in any province of Canada except for Yukon Territory, Nunavut, or Northwest Territories or in any of the 50 States of the USA (and the District of Columbia) except for Hawaii and Alaska. This limited warranty applies to the original purchaser of the product and is fully transferable to subsequent owners. This warranty should remain with the Faber e-MatriX fireplace so that subsequent owners will have access to this information. The information below must be presented along with the proof of purchase should any future warranty service be required.

Owners Name:

- Address of Installation:
- (Number/Street/ City/ State/Prov Zip/Postal
- Model Number:
- Serial Number:
- Purchase Date:
- Place of Purchase:

Products excluded from this limited warranty

The fireplace is only covered for transportation to the end user and will not be covered if damage occurs during normal operation and/or maintenance. Products purchased in Yukon Territory, Nunavut, Northwest Territories, Hawaii, or Alaska are not covered by this limited warranty. Products purchased in these States, Provinces, or Territories are sold AS IS without warranty or condition of any kind (including, without limitation, any implied warranties or conditions of merchantability or fitness for a particular purpose) and the entire risk of as to the quality and performance of the products is with the purchaser, and in the event of a defect the purchaser assumes the entire cost of all necessary servicing or repair.

What this limited warranty covers and for how long

Products, covered by this limited warranty have been tested and inspected prior to shipment. Subject to the provisions of this warranty, Glen Dimplex Americas warrants such products to be free from defects in material and workmanship for a period of 5 years from the date of the first purchase of such products as follows:

(a) repair or replacement warranty on defective products or parts, including in-home services, for the first year following the date of first purchase

(b) thereafter, a replacement of products and parts (with no in-home services) for the 1 year period commencing on the first anniversary of first purchase and ending on the second anniversary of the date of first purchase

(c) thereafter a repair or replacement warranty on defective glass and the fireplace chassis where perforation is visible (with no in-home service) for a 3 year period commencing on the second anniversary of the date of first purchase and ending on the fifth anniversary of the date of first purchase.

The limited 5 year warranty period for products also applies to any implied warranties that may exist under applicable law. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to the purchaser.

What this limited warranty does not cover

This limited warranty does not apply to products that have been repaired (except by Glen Dimplex Americas or its authorized service representatives) or otherwise altered. This limited warranty does further not apply to defects resulting from misuse, abuse, accident, neglect, incorrect installation, improper maintenance or handling, or operation with an incorrect power source.

What you must do to get service under this limited warranty

Defects must be brought to the attention of Glen Dimplex Americas Technical Service by contacting Glen Dimplex Americas at 1-888-346-7539, or online at www.faberfire.com/customer_support. Please have proof of purchase, catalog/model and serial numbers available when calling. Limited warranty service requires a proof of purchase of the product.

What Glen Dimplex Americas will do in the event of a defect

In the event a product or part covered by this limited warranty is proven to be defective in material or workmanship during the 5 year limited warranty period, you have the following rights:

- Glen Dimplex Americas will in its sole discretion either repair or replace such defective product or part without charge. If Glen Dimplex Americas is unable to repair or replace such product or part, or if repair or replacement is not commercially practicable or cannot be timely made, Glen Dimplex Americas may, in lieu of repair or replacement, choose to refund the purchase price for such product or part.
- Limited warranty service will be performed solely by dealers or service agents of Glen Dimplex Americas authorized to provide limited warranty services.
- For the period ending at midnight on the first anniversary of the date of first purchase, Glen Dimplex Americas will in its sole discretion either repair or replace such defective product or part without charge. If Glen Dimplex Americas is unable to repair or replace such product or part, or if repair or replacement is not commercially practicable or cannot be timely made, Glen Dimplex Americas may, in lieu of repair or replacement, choose to

refund the purchase price for such product or part. This limited warranty entitles the purchaser to on-site or in-home warranty services. Accordingly, Glen Dimplex Americas will be responsible for all labor and transportation costs associated with the repair or replacement of the product or part except as follows: (i) charges may be levied for travel costs incurred to travel to the purchaser's site where the product is located if the purchaser's site is beyond 30 miles (48 km) from the closest service depot of Glen Dimplex Americas' dealer or service agent; and (ii) the purchaser is solely responsible for providing clear access to all serviceable parts of the product.

- For the period commencing at 12:01 a.m. on the day after the first anniversary of the first purchase and ending at midnight on the second anniversary of the date of first purchase, this limited warranty entitles the purchaser to replacement parts only without charge. If Glen Dimplex Americas is unable to replace such part, or if replacement is not commercially practicable or cannot be timely made, Glen Dimplex Americas may, in lieu of replacement, choose to refund the purchase price for such part. The purchaser shall not be entitled to on-site or in-home warranty services. The purchaser shall be responsible for all expenses incurred for the removal of the part and installation of the replacement part including, without limitation, all shipping costs and transportation costs to and from the authorized dealer's or service agent's place of business and all labor costs. Such costs shall not be the responsibility of Glen Dimplex Americas.
- For the period commencing at 12:01 a.m. on the day after the second anniversary of the first purchase and ending at midnight on the fifth anniversary of the date of first purchase, this limited warranty entitles the purchaser to replacement parts of the glass and fireplace chassis only without charge. If Glen Dimplex Americas is unable to replace such part, or if replacement is not commercially practicable or cannot be timely made, Glen Dimplex Americas may, in lieu of replacement, choose to refund the purchase price for such part. The purchaser shall not be entitled to on-site or in-home warranty services. The purchaser shall be responsible for all expenses incurred for the removal of the part and installation of the replacement part including, without limitation, all shipping costs and transportation costs to and from the authorized dealer's or service agent's place of business and all labor costs. Such costs shall not be the responsibility of Glen Dimplex Americas.

What Glen Dimplex Americas and its dealers and service agents are also not responsible for:

IN NO EVENT WILL GLEN DIMPLEX AMERICAS, OR ITS DIRECTORS, OFFICERS, OR AGENTS, BE LIABLE TO THE PURCHASER OR ANY THIRD PARTY. WHETHER IN CONTRACT, IN TORT, OR ON ANY OTHER BASIS, FOR ANY INDIRECT, SPECIAL, PUNITIVE, EXEMPLARY, CONSEQUENTIAL, OR INCIDENTAL LOSS, COST, OR DAMAGE ARISING OUT OF OR IN CONNECTION WITH THE SALE, MAINTENANCE, USE, OR INABILITY TO USE THE PRODUCT, EVEN IF GLEN DIMPLEX AMERICAS OR ITS DIRECTORS, OFFICERS, OR AGENTS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSSES, COSTS OR DAMAGES, OR IF SUCH LOSSES, COSTS, OR DAMAGES ARE FORESEEABLE. IN NO EVENT WILL GLEN DIMPLEX AMERICAS, OR ITS OFFICERS, DIRECTORS, OR AGENTS BE LIABLE FOR ANY DIRECT LOSSES, COSTS, OR DAMAGES THAT EXCEED THE PURCHASE PRICE OF THE PRODUCT. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO THE PURCHASER.

How State and Provincial law apply

This limited warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction. The provisions of the United Nations Convention on Contracts for the Sale of Goods shall not apply to this limited warranty or the sale of products covered by this limited warranty.

Technical Support

Technical and troubleshooting support, as well as a list of replacement parts can be found on:

www.faberfire.com/customer_support

1-888-346-7539

1-888-346-7539 | www.faberfire.com

In keeping with our policy of continuous product improvements, we reserve the right to make changes without notice.

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Glen Dimplex AMERICAS

Enhancing the moments that matter in life