

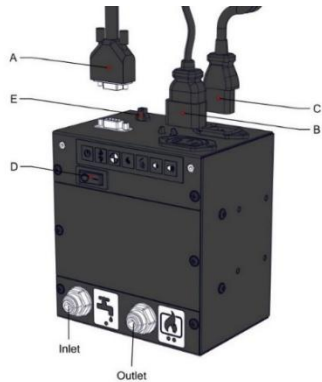
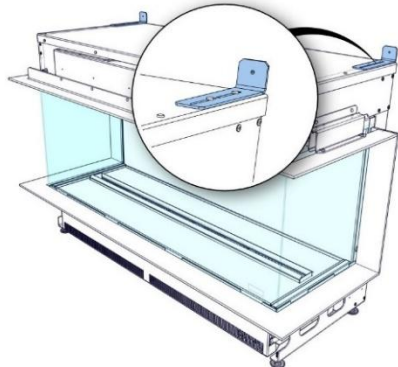
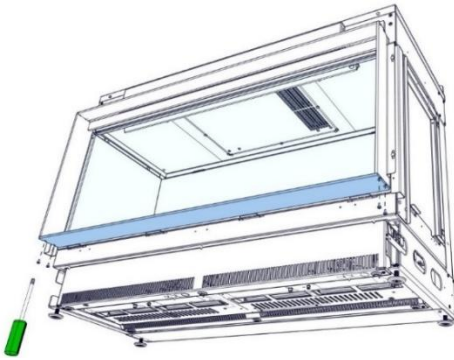
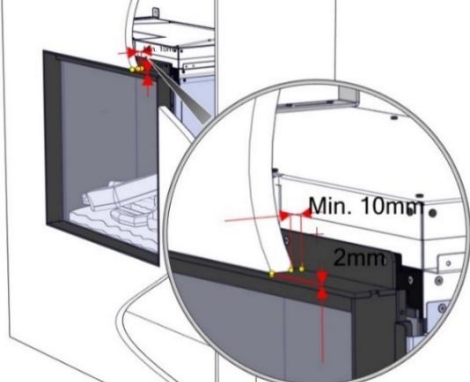
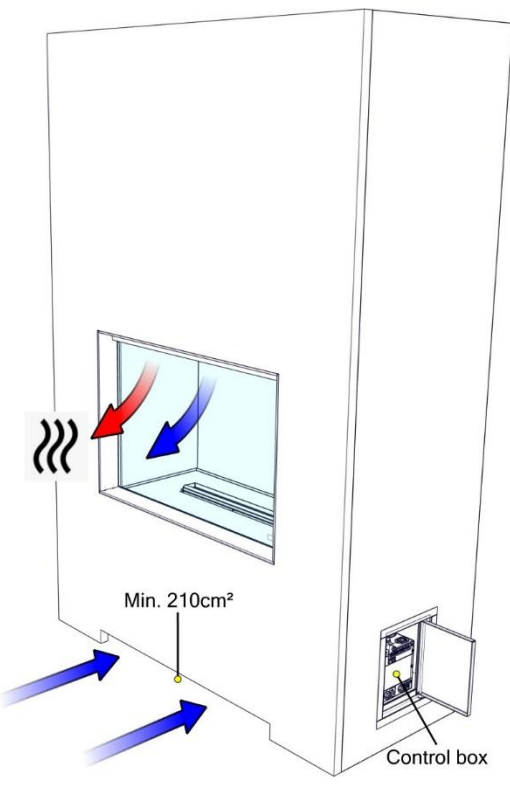
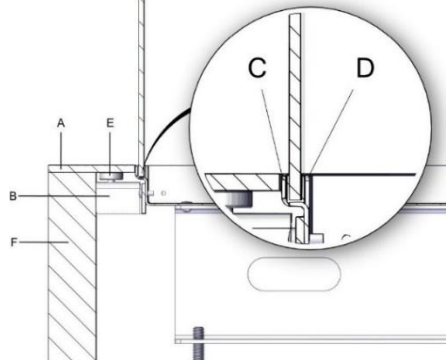
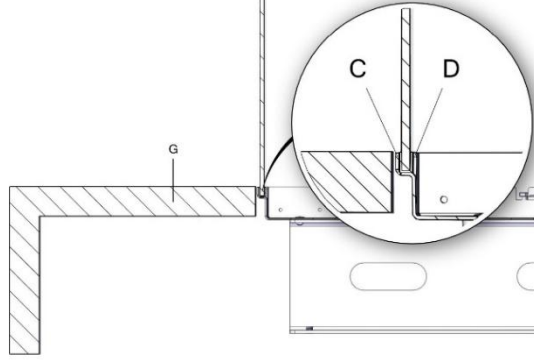
**Installation manual**  
**e-MatriX 800/500-I-RGB**  
**e-MatriX 800/500-IIL-RGB**  
**e-MatriX 800/500-IIR-RGB**  
**e-MatriX 800/500-III-RGB**  
**ENG**

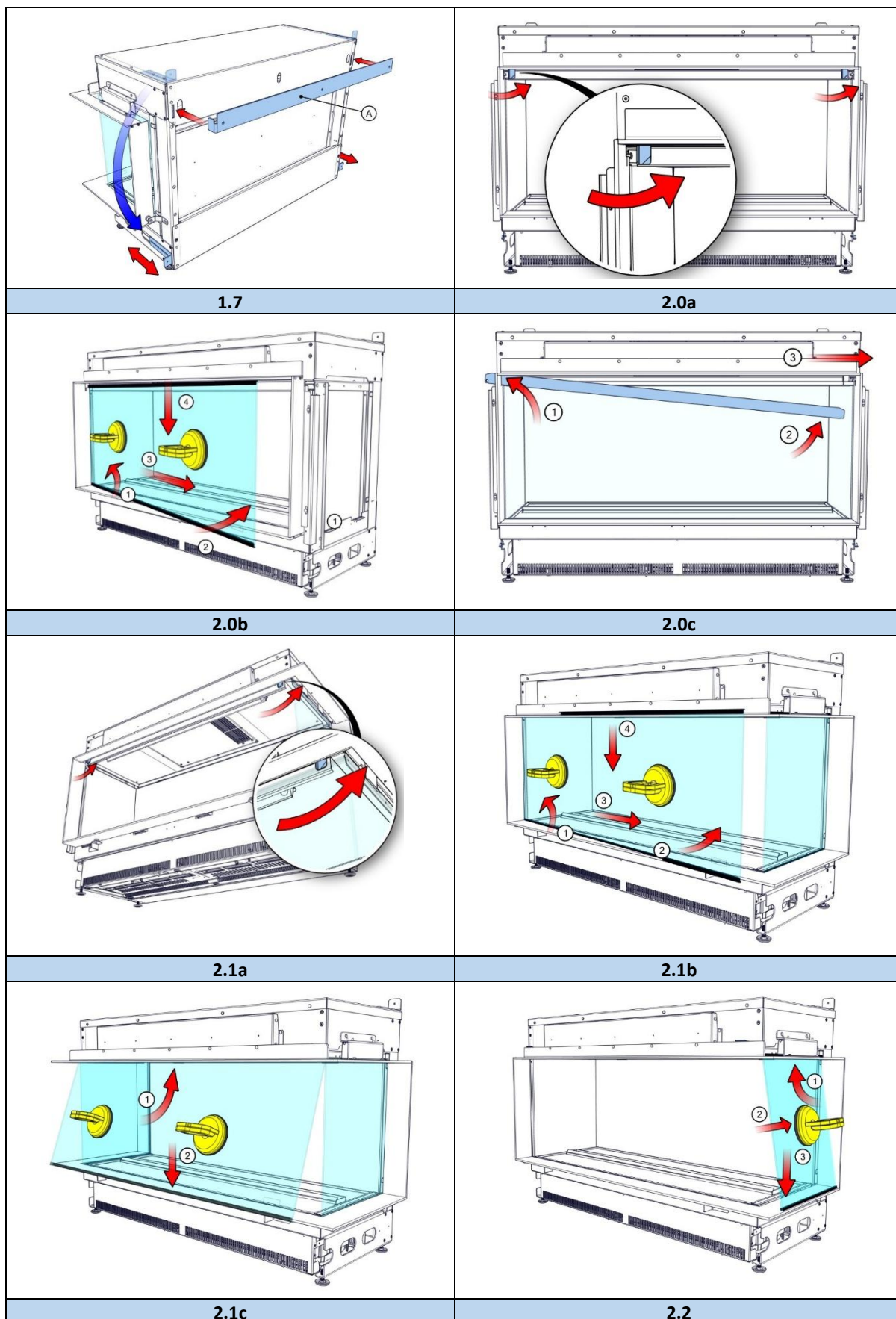


40012291-2621

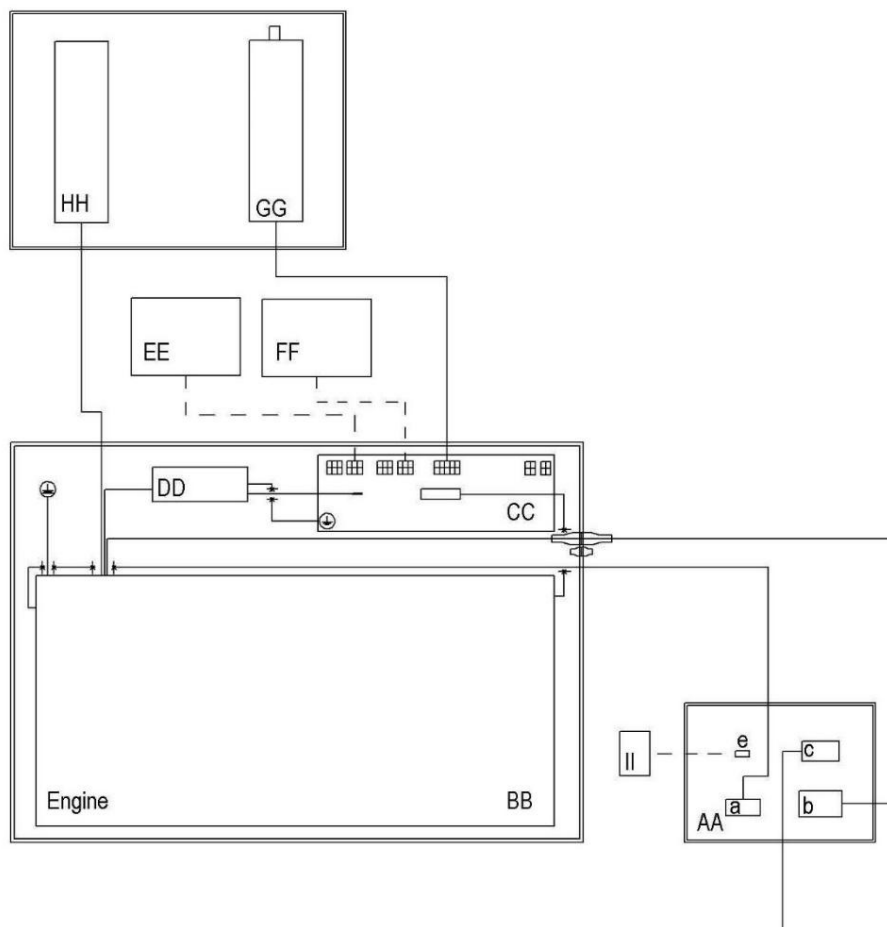
**Dimplex®**



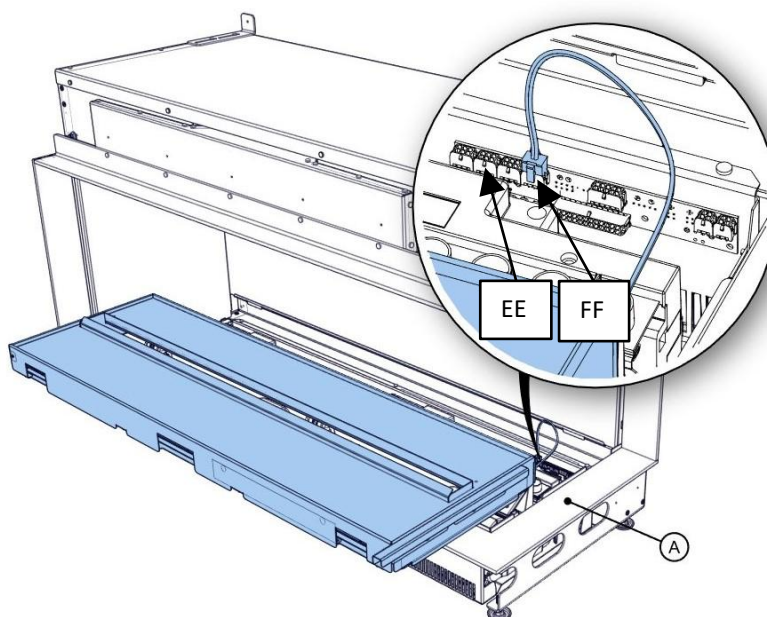
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|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
|    |    |
| <p>1.0</p>                                                                          | <p>1.1</p>                                                                           |
|   |   |
| <p>1.2</p>                                                                          | <p>1.3</p>                                                                           |
|  |  |
| <p>1.4</p>                                                                          |  |
| <p>1.4</p>                                                                          | <p>1.6</p>                                                                           |





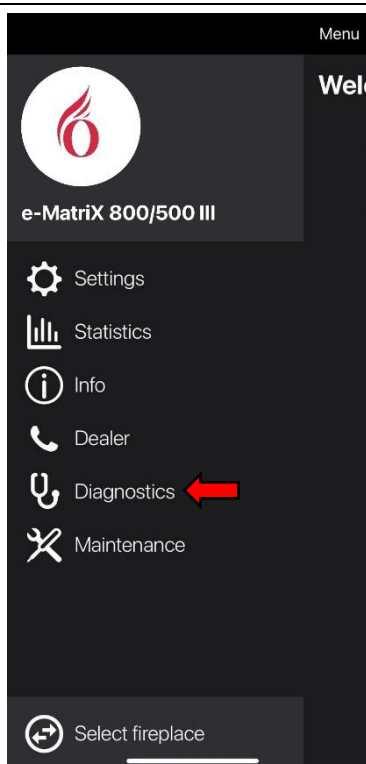
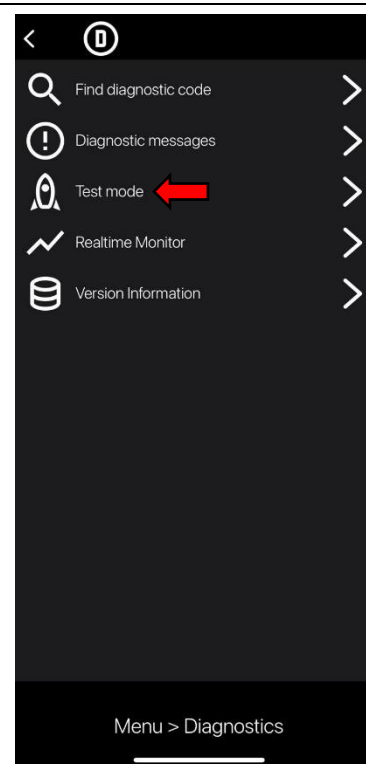
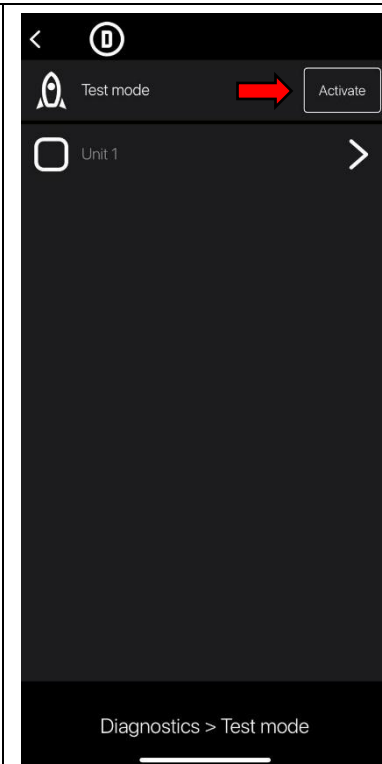
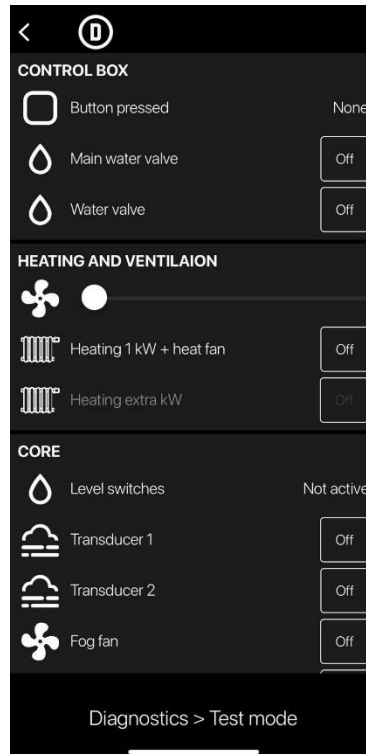
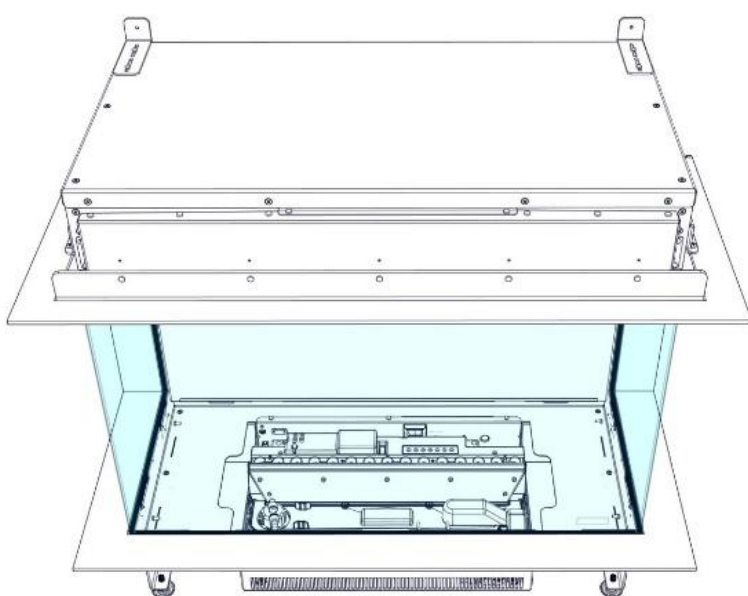


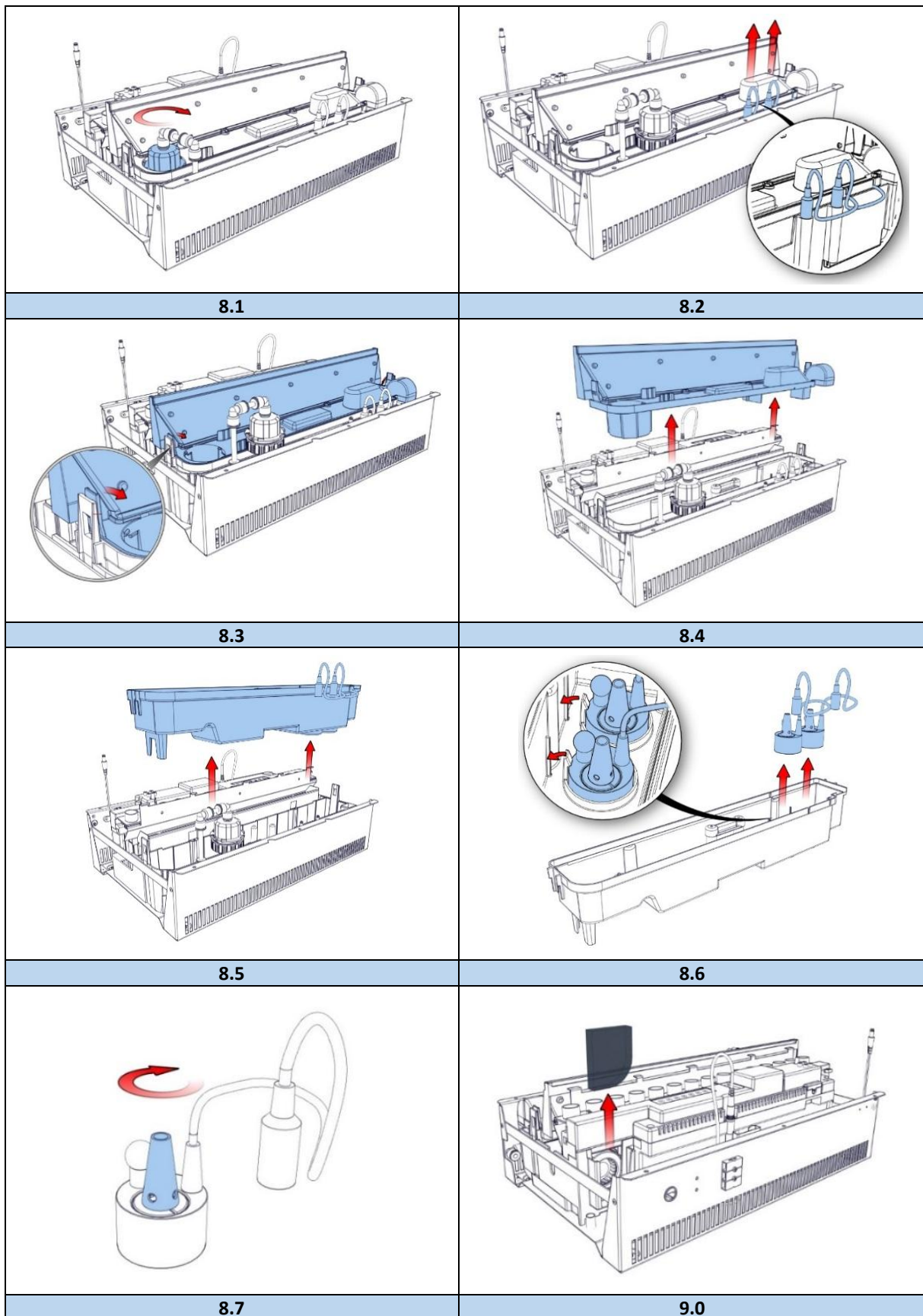
3.0



4.0



|                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <p>Menu</p> <p>Welc</p> <p>e-MatriX 800/500 III</p> <p>Settings</p> <p>Statistics</p> <p>Info</p> <p>Dealer</p> <p>Diagnostics </p> <p>Maintenance</p> <p>Select fireplace</p>                                                                                   |  <p>Find diagnostic code</p> <p>Diagnostic messages</p> <p>Test mode </p> <p>Realtime Monitor</p> <p>Version Information</p> <p>Menu &gt; Diagnostics</p> |  <p>Test mode  Activate</p> <p>Unit 1</p> <p>Diagnostics &gt; Test mode</p> |
| 6.0                                                                                                                                                                                                                                                                                                                                                                                                                                 | 6.1                                                                                                                                                                                                                                                                                                                         | 6.2                                                                                                                                                                                                                                              |
|  <p>CONTROL BOX</p> <p>Button pressed None</p> <p>Main water valve Off</p> <p>Water valve Off</p> <p>HEATING AND VENTILAION</p> <p>Heating 1 kW + heat fan Off</p> <p>Heating extra kW Off</p> <p>CORE</p> <p>Level switches Not active</p> <p>Transducer 1 Off</p> <p>Transducer 2 Off</p> <p>Fog fan Off</p> <p>Diagnostics &gt; Test mode</p> |                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                  |
| 6.3                                                                                                                                                                                                                                                                                                                                                                                                                                 | 8.0                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                  |





## 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 fireplace can be found in the user manual.

You can register your fireplace at:

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

Glen Dimplex Benelux B.V.

Adres: 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 Introduction

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

Where the installation instructions are not clear, national/local regulations must be followed.

### 1.2 Check

- Check the fire for transport damage and report any damage to your supplier immediately.
- Check whether all of the parts below are included:
  - Control box;
  - Remote (incl. batteries);
  - Log set;
  - Suction cups (2x);
  - Remote access door;
  - Spare sponge;
  - Water hardness test stick (2x);
  - Front glass (and side glasses);
  - Cover strip front (not for e-MatriX-I).

### 1.3 CE declaration

We hereby declare that the Dimplex heating appliance, designed and manufactured by Glen Dimplex Benelux B.V., complies with the European Safety Standards EN60335-2-30 and the Electromagnetic Compatibility Standards EN55014, EN60555-2 and EN60555-3, which cover the essential requirements of Directives 2014/35/EU and 2014/30/EU.

Product: Electric fire Optimyst

Model: e-MatriX 800/500-I-RGB

e-MatriX 800/500-II-RGB

e-MatriX 800/500-III-RGB

e-MatriX 800/500-III-RGB

This declaration will become null and void as soon as the unit is in any way modified without written authorization of Glen Dimplex Benelux B.V.

## 2 Safety instructions

- Do not use outdoors.
- Do not use in the immediate surroundings of a bath, shower or swimming pool.
- The fire must be installed in accordance with this manual.

## 3 Installation requirements

### General

- Provide an air supply in the chimney breast;
- Level the fireplace for proper operation;
- Fix the control box in an accessible location; see fig. 1.4.

### Power supply

- Electrical connection -230VAC/50Hz with grounding, installed in an accessible location.

### Water supply

- Use only the connection material supplied with the fireplace;
- Always install the mesh and inline filter;
- Install a water connection with a ½" or ¾" external thread, located in an accessible location.
- Install an EA backflow protection valve, which is not included with the appliance;
- The appliance is suitable for water pressure between 0,5 and 8 Bar. Where required, use a pressure reducing valve;
- Due to maintenance frequency, check the water hardness using the included test strips and enter this value in the Dimplex e-MatriX app, see chapter 4.7.

## 4 Preparation and installation instructions

### 4.1 Preparing the fire

- Make sure that all packaging materials have been removed.
- Remove the packaged parts.

### 4.2 Placing the fire

#### ➤ Please note!

- Always install the fire with its back against the wall.
- The fitting of a chimney breast is required.
- For a proper functioning of the fire, always ensure that the fire is levelled.

#### Floor standing

Place the fire in the correct position and fix it to the wall, see fig. 1.1.

#### Hanging on the wall (fig. 1.7)

The fire can be mounted on the wall using the optional wall bracket "A" (see also dimensional drawing in chapter 10.5). Remove the brackets (on top of the appliance) and mount them on both sides. Now they can be used to level the appliance in the vertical direction.

### 4.3 Installation and finishing

See fig. 1.5 and fig. 1.6.

- A = cover strip
- B = built-in support
- C = glass support
- D = top of the slot (glass)
- E = magnet (adjustable)
- F = false chimney breast
- G = plateau

#### With cover strip (fig. 1.5)

##### e-MatriX-I:

Build the false chimney breast against cover strip A and built-in support B.

##### e-MatriX-III, IIR and III:

- Don't build the false chimney breast (incl. cover strip) above point D.
- Adjust the magnets 6mm lower than point D.

#### Without cover strip (fig. 1.6)

#### ➤ Please note!

At the e-MatriX front glass only versions, the cover strip is fixed by screws, remove those first, see fig. 1.2.

Remove built-in support B from the fire (see fig. 1.5). Build the false chimney breast against glass support C.

### 4.4 Built-in structure and aeration requirements

- The construction must not rest on the fire.
- Take into account the thickness of any finishing material!
- Keep a minimum distance of 10mm between built-in frame and false chimney breast when using combustible material, see fig. 1.3.
- Take into account a minimum distance of 2mm due to expansion of the fireplace, see fig. 1.3.

#### Aeration

- The e-MatriX needs a minimum free space of 50mm above the fire.
- The e-MatriX needs a minimum aeration of 210cm<sup>2</sup> underneath the fire, see fig. 1.4.

### 4.5 Control box (see fig. 1.0)

#### ➤ Please note!

Fix the control box at an accessible location behind the service door, see dimensional drawing 10.6 and 10.7.

Connection of the control box to the e-MatriX, see fig. 1.0:

- A = control cable, 9 pole
- B = extension cable (power supply control box to engine)
- C = power cord (power supply control box)
- D = main switch on/off
- E = external water pump connection

#### Electrical connection

#### ➤ Please note!

Connect all plugs according to the diagram, see fig. 3.0.

- AA = control box
- BB = engine
- CC = printed circuit board
- DD = power supply LED
- EE = top lighting
- FF = bottom lighting
- GG = fan extraction

HH = fan heating  
II = external water pump (optional)

- Lead control cable A, from the engine to the control box and connect it, see fig. 1.0-A.
- Connect the supplied extension cable B to the control box, see fig. 1.0-B.  
(Max. cable length from the center of the fire to the left is 1,5m.  
Max. cable length from the center of the fire to the right is 1,0m).
- Connect the supplied power cord C to the control box, see fig. 1.0-C.

If desired, a 2m extension set is available (The existing cables are extended by 2m), item number 20901478.

#### Water connection

##### ➤ Please note!

Connect all parts according to the flow diagram. See fig. 5.0.  
Place the water filters, in the correct direction of flow, in an accessible location. There is a "flow direction" mark on both filters.

#### Water inlet

Connect the water supply pipe to the (inlet) water connection of the control box (see dimensional drawing 10.6).

#### Water supply to the engine

Connect the blue flexible pipe, which protrudes from the side of the fireplace, to the (outlet) water connection on the control box (see dimension drawing 10.6).

#### Assemble the flexible water pipe

Press the blue flexible pipes 15mm into a coupling piece. When mounting correctly, you feel resistance that you have to push through. Check the connection by pulling the pipe. Secure the connection with the supplied blue safety clips.

##### ➤ Please note!

A watertight connection is only guaranteed when using safety clips.

#### Disassemble the flexible water pipe

Remove the blue safety clip.  
Push the water pipe in the coupling, hold the flange in its position and pull the water pipe out of the coupling.

This appliance is equipped with the following (overflow) protections:

- The electromechanical valve in the control box that is controlled by sensors in the water tank.
- The absorption valve (fig. 5.0-K) in the engine that kicks in when:
  - the water sump has an unexpectedly overflow;
  - there is no or insufficient aeration in the built-in structure. (The return of water vapor will activate the sponge also).

## 4.6 LED lighting

#### LED bottom lighting

The bottom lighting, which is located in the bottom plate, can be switched on and off with both the remote control and the app. (See user manual). See fig. 3.0-FF and 4.0 for the position of the connection of the led bottom lighting.

#### LED top lighting

The top lighting can be switched on and off with both the remote control and the app. (See user manual). See fig. 3.0-EE and 4.0 for the position of the connection of the top lighting.

#### Removing the bottom plate with LED lighting

##### ➤ Please note!

To prevent damage / scratches, it is strongly recommended to protect the cover strip, see fig. 4.0-A.

- Remove the decoration set;
- Lift the bottom plate in the middle and let it rest carefully at the front of the fire. See fig. 4.0.
- Loosen the plug connection, for this press the retaining clip of the plug. Now remove the bottom plate.

#### Install LED bottom lighting

- Lift the bottom plate in the middle and let it rest carefully at the front of the fire. See fig. 4.0.
- Insert the plug into the correct connector of the terminal block (see fig. 3.0-FF and 4.0) and carefully place the bottom plate. (Check that the cable does not block the outflow opening (fire opening) of the engine).

#### 4.7 Checking the water hardness

Water quality plays a major role in the operation and frequency of fireplace maintenance. Checking the water hardness gives an indication for fireplace maintenance.

##### What is hard water?

Hard water is water that contains a lot of lime (calcium and magnesium) and this affects the composition of the water extracted from it. This is true even if your own well (groundwater) is used.

What the water hardness is of your region, you test with special supplied test strips. The water hardness can also be found on the website of your water supplier.

To set the water hardness in the Dimplex e-MatriX app:

Navigate to : *Menu > Settings > Water > Water hardness* and enter the value using the slider.

For the video instruction simply scan this QR code:



#### 4.8 Test mode

Do a performance test (see chapter 7) and check all water connections for leaks, before installing the decoration set and the front glass.

##### Functional test via the Dimplex e-MatriX app

(Only possible in dealer setting).

Make sure the app is connected to the fire.

Navigate to: *Menu -> Diagnostics / Test mode* and push "Activate", see fig. 6.0 to 6.3.

The engine can be tested for function.

All components are also checked by a self-test in the normal starting procedure.

Any error messages are displayed in the app.

Click on the exclamation mark at the top left of the screen for additional information about the notification.

## 5 Glass installation

### 5.1 Side glass (e-MatriX-IIL, -IIR and -III)

- First, place a suction cup and install the side glass, see fig. 2.2.
- Install the front glass, see chapter 5.2.

For cleaning only it's not necessary to remove the side glass.

### 5.2 Front glass

#### e-MatriX-I:

- Rotate both glass clamps anticlockwise, see fig. 2.0a.
- Place suction cups and install the front glass see fig. 2.0b.
- Place the cover list, see fig. 2.0c.

#### e-MatriX-IIL, -IIR and -III:

- Rotate both glass clamps anticlockwise, see fig. 2.1a.
- Place suction cups and install the front glass, see fig. 2.1b or 2.1c.

For removing the glass repeat the steps in reverse order.

## 6 Decoration set

### ➤ Please note!

To get the right glow effect, the bottom lighting must be switched on at 100% intensity.

Make sure the Dimplex e-MatriX app is connected to the fire.

Click on "Personalise" and set bottom lighting intensity to maximum.

### 6.1 Log set

See the included decoration instruction card.

### ➤ Please note!

Placing the logs is a meticulous job, this determines the flame distribution. Do not let any decoration material fall into the outflow (fire) opening. The outflow openings may not be completely covered.

#### Fine tuning of the glow bed

By placing the decoration material close together you create a real glow bed.



## 7 Functional test

- See "Using the appliance for the first time" in chapter 6 of the user manual.
- Check all connections for water leaks.
- Check the operation of the extractor fan.
- Check the operation of the heating fan.
- Check the operation of the remote control at the desired distance (max. 8m).
- Check the operation of the app.
- Place the decoration set, see chapter 6.
- Place the front glass, see chapter 5.2.
- Do a final functional test.

## 8 Maintenance

### 8.1 Maintenance frequency

- Cleaning water sump, air filter and replacing the transducer.  
Commercial use:
  - Every three months.
 Domestic use:
  - Once a year.
- Cleaning mesh filter and replacing inline filter depends on water hardness that is given in the Dimplex e-MatriX app. The app alerts when maintenance is required.

#### Cleaning water sump

##### ➤ Please note!

- Always press the mains switch of the control box to the OFF (0) position, see fig. 1.0-D and disconnect the power supply.
  - Never use abrasive cleaners.
1. Remove the front glass, see chapter 5.2.
  2. Remove the decoration set, see chapter 6.
  3. Lift the bottom plate in the middle and let it rest carefully at front of the fire. See fig. 4.0.
  4. Disconnect the plug connection, pressing in the plug's locking clip to do so. Remove the base plate to gain full access to the engine, see fig. 8.0;
  5. Disconnect the "fill cap" by turning it clockwise, see fig. 8.1.
  6. Disconnect the transducer cable, see fig. 8.2.
  7. Release the clip on both sides and remove the nozzle, see fig. 8.3 and 8.4.
  8. Without spilling any water, lift up the water sump gently and empty the water sump, see fig. 8.5.
  9. The transducer is fixed in the water sump with a plastic clip. Push the clip backwards

gently and remove the transducer, see fig. 8.6.

10. Put a small amount of washing up liquid in the water sump and using a soft brush to clean the sump. Also clean the transducer, including the disc underneath the cone. Remove the cone by turning it clockwise, see fig. 8.7.
11. When cleaned, thoroughly rinse the water sump with clean water to remove all traces of washing up liquid.
12. Clean the nozzle (fig. 8.4) with a soft brush and flush out thoroughly with water.

Reverse the steps above to reassemble.

#### Cleaning air filter

1. Gently slide the air filter upwards out of its plastic holder, see fig. 9.0.
2. Gently rinse with water in the sink and dry with fabric towel before returning.
3. Replace the air filter.
4. Place the decoration set, see chapter 6.
5. Place the front glass, see section 5.2.

#### Replacing the transducer

##### ➤ Please note!

Press the mains switch of the control box to the "OFF" (0) position, see fig. 1.0-D and disconnect the power supply.

1. Follow the first 9 steps in section "Cleaning water sump" in chapter 8.1 to gain access and remove the transducer.
2. Place the new transducer and repeat the steps above in reverse order.  
(Please take note that the transducer cable do not block the opening of the cone).

#### Cleaning mesh filter

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

#### Replacing inline filter

1. Turn off the water supply.
2. Close the ball valves.
3. Replace the filter. Note the flow direction mark on the filter!

## 8.2 Resetting absorption valve

When the absorption valve (fig. 5.0-K) is activated, the sponge needs to be replaced. The absorption valve is located at the bottom right on the front of the engine.

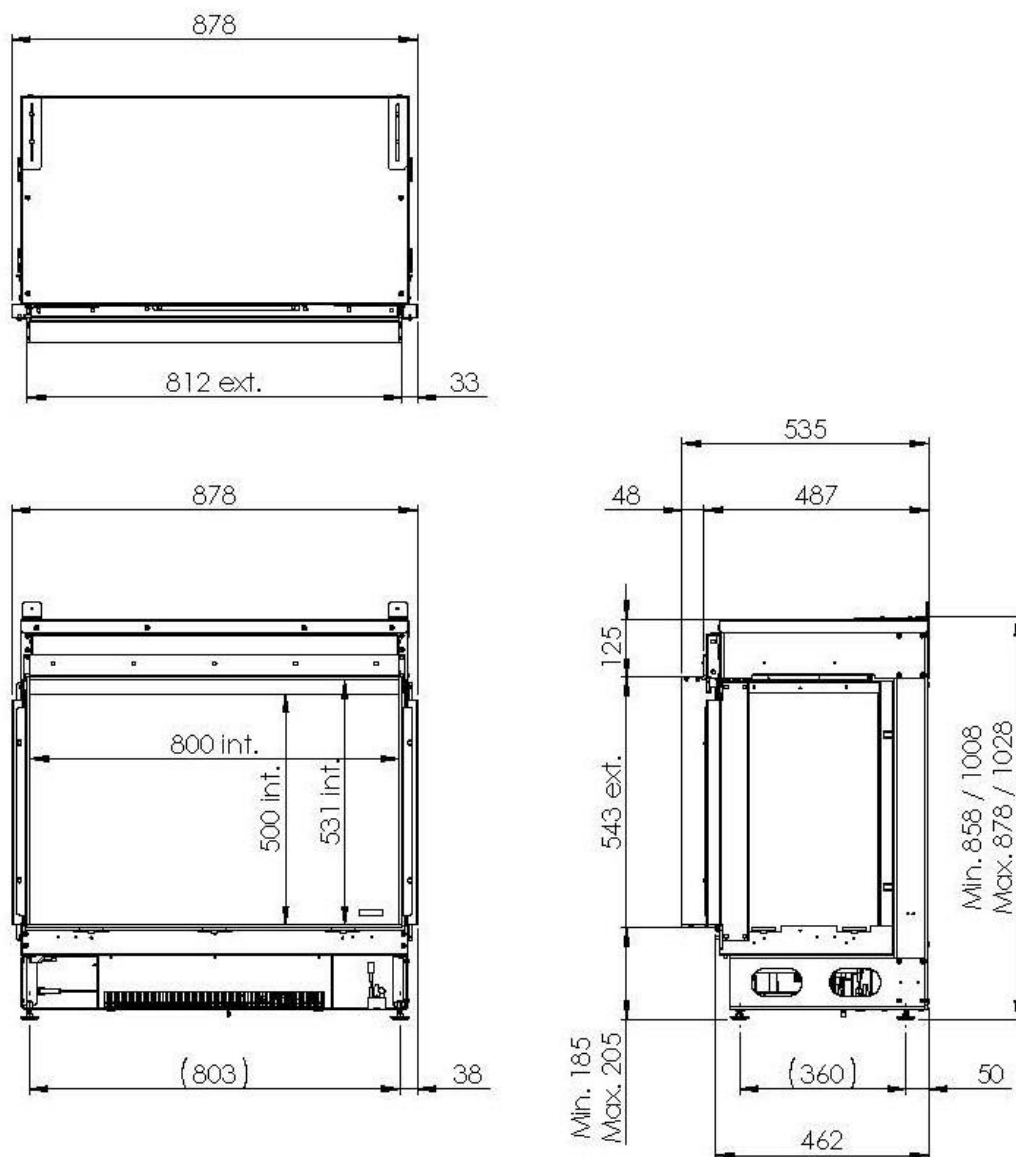
1. Take out the sponge.
2. Fix the cause of the water leakage and remove any water from the bottom of the engine.
3. Place the new sponge and open the absorption valve by pressing down the white clamp.

## 9 Technical data

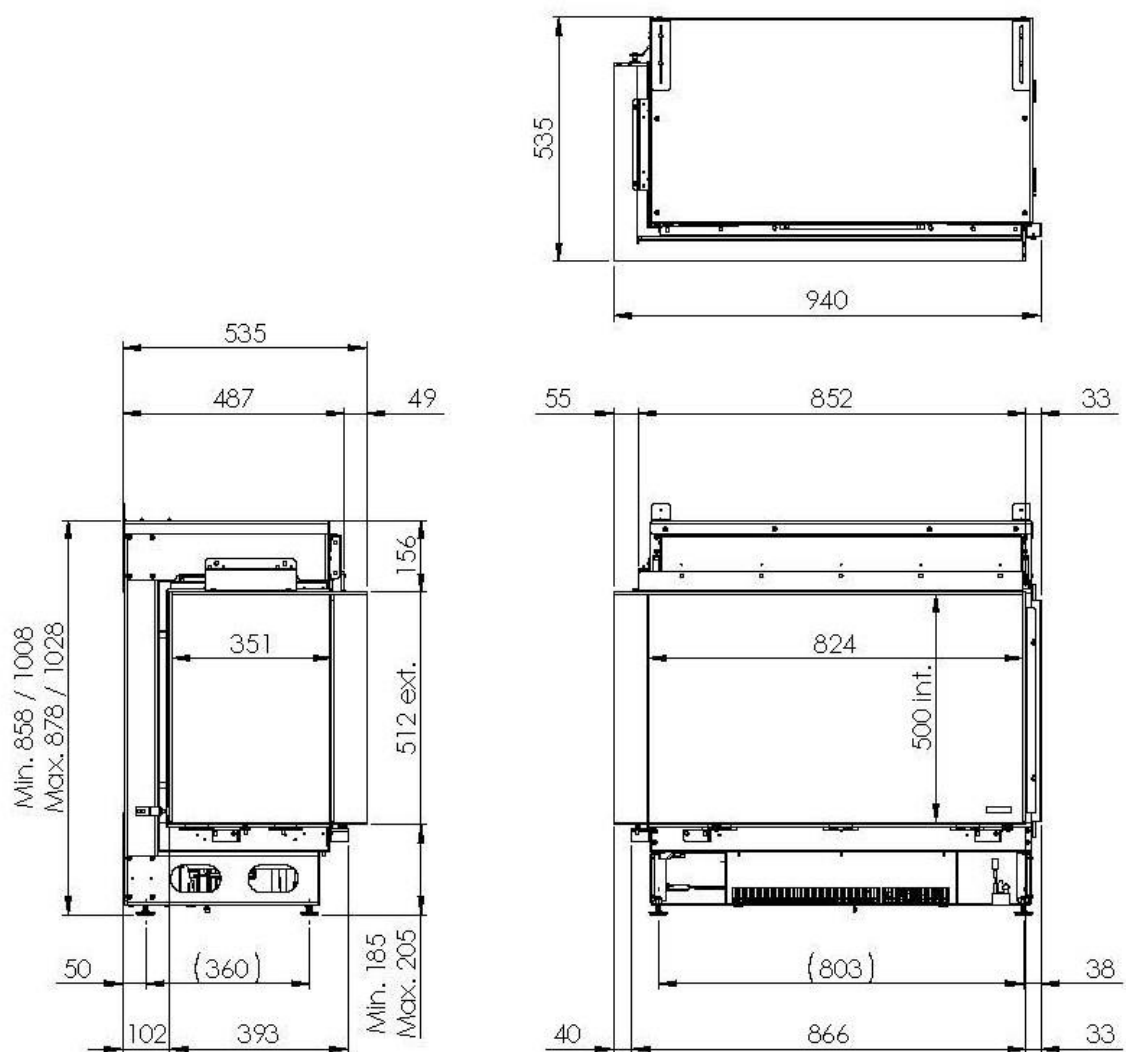
|                  |                      | 230 V         | 240 V  |
|------------------|----------------------|---------------|--------|
| Input<br>Figures | Full Heat            | 1955 W        | 2129 W |
|                  | Half Heat            | 1109 W        | 1208 W |
|                  | Flame Only           | 232 W         | 253 W  |
|                  | Standby              | 21 W          | 23 W   |
|                  |                      |               |        |
|                  | Batteries Remote     | (2x) 1,5 AA V |        |
|                  | Water Consumption    | 0,15 L/h      |        |
|                  | Inlet Water Pressure | 0,5-8 Bar     |        |
|                  | Water Connection     | ½ or ¾ Inch   |        |

## 10 Dimensional drawings

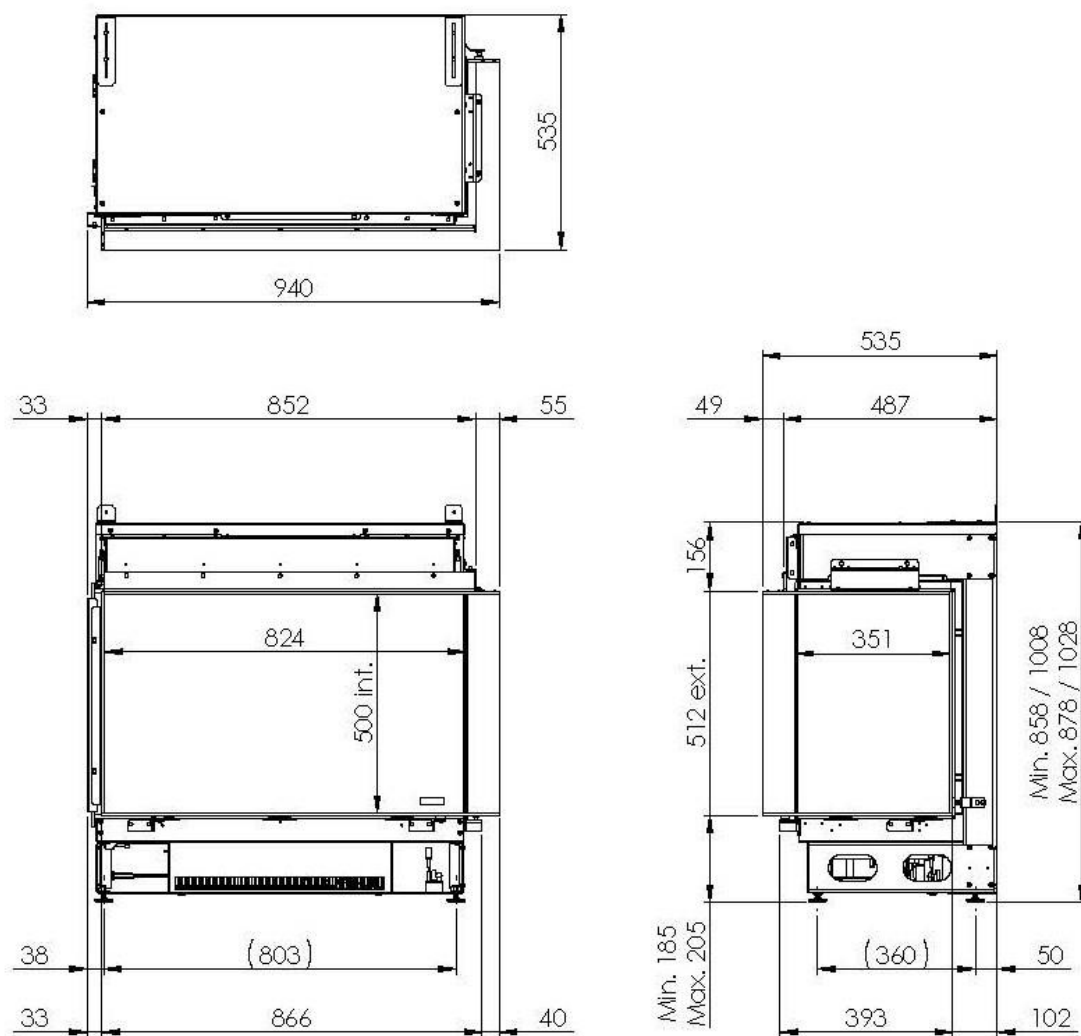
### 10.1 e-Matrix 800/500-I-RGB



## 10.2 e-MatriX 800/500-IIL-RGB

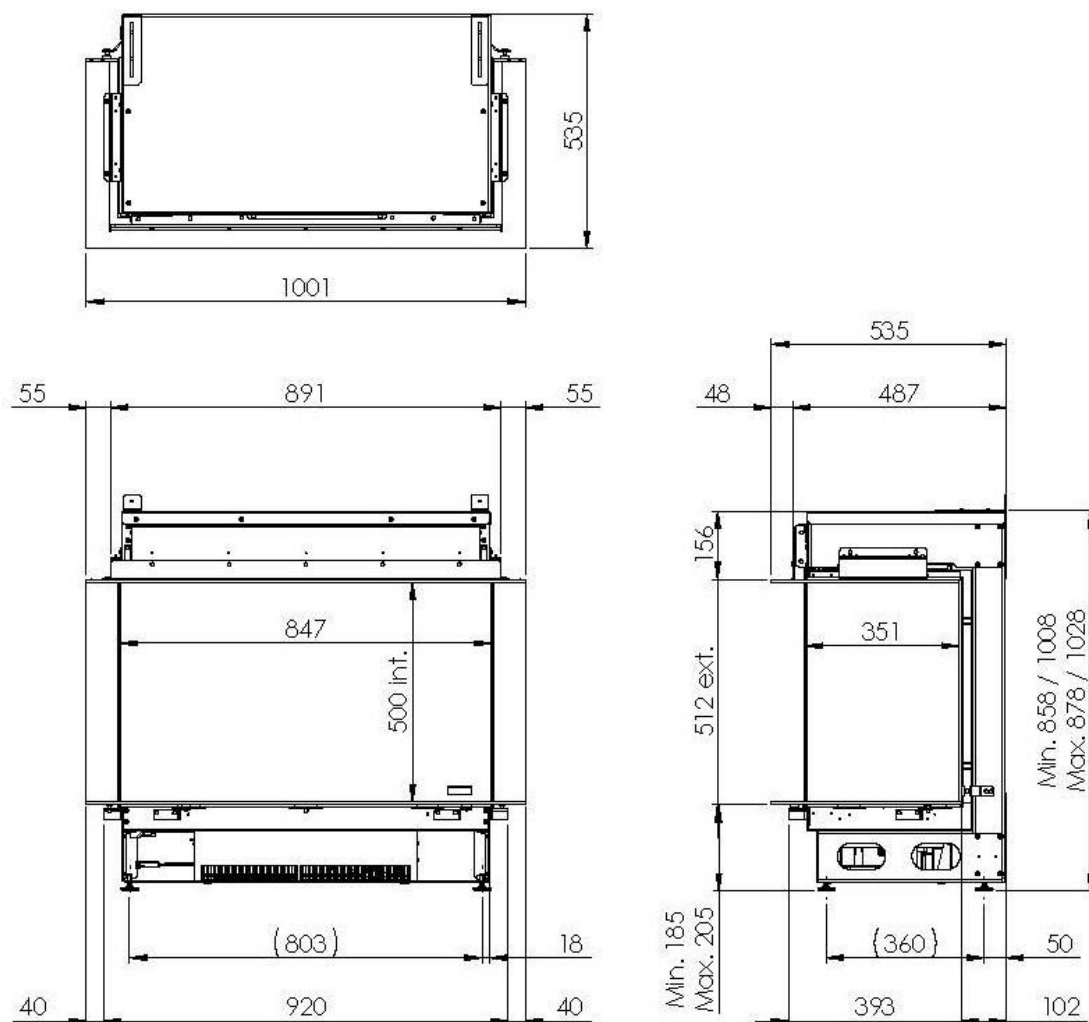


### 10.3 e-Matrix 800/500-IIR-RGB

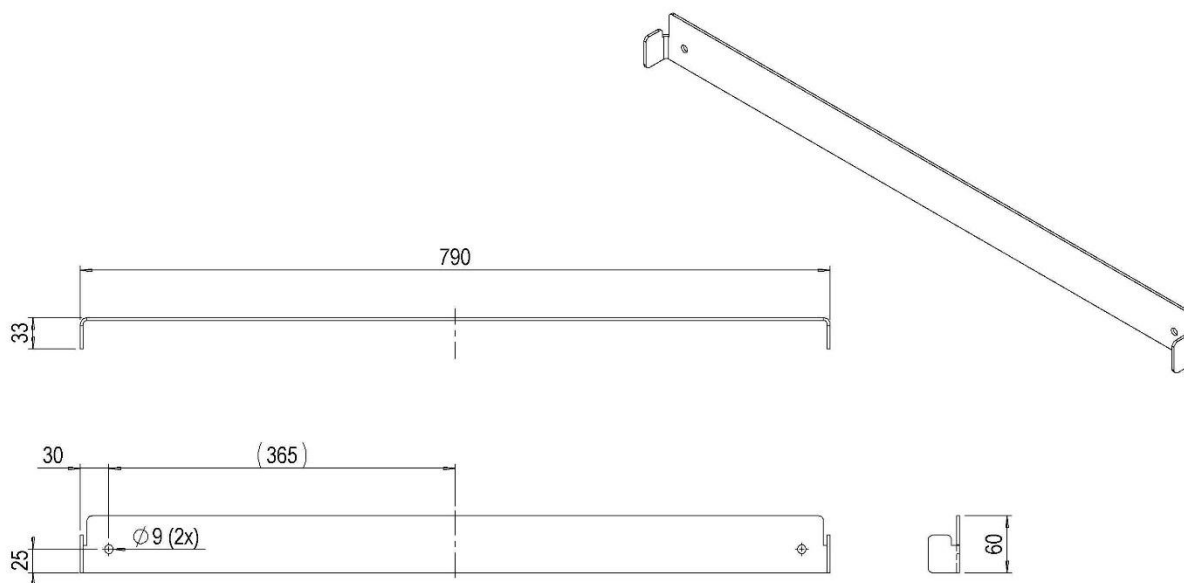




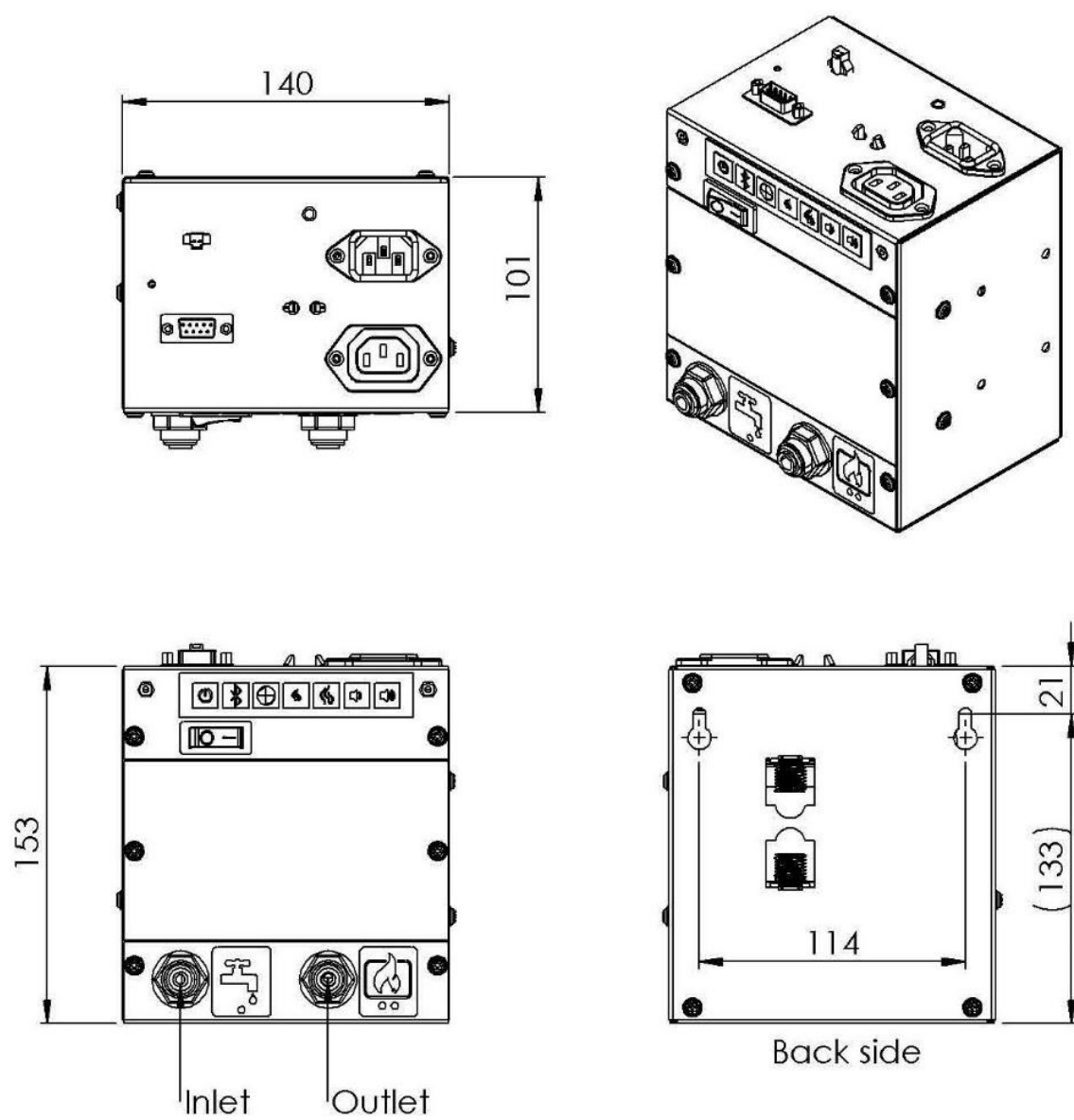
#### 10.4 e-Matrix 800/500-III-RGB



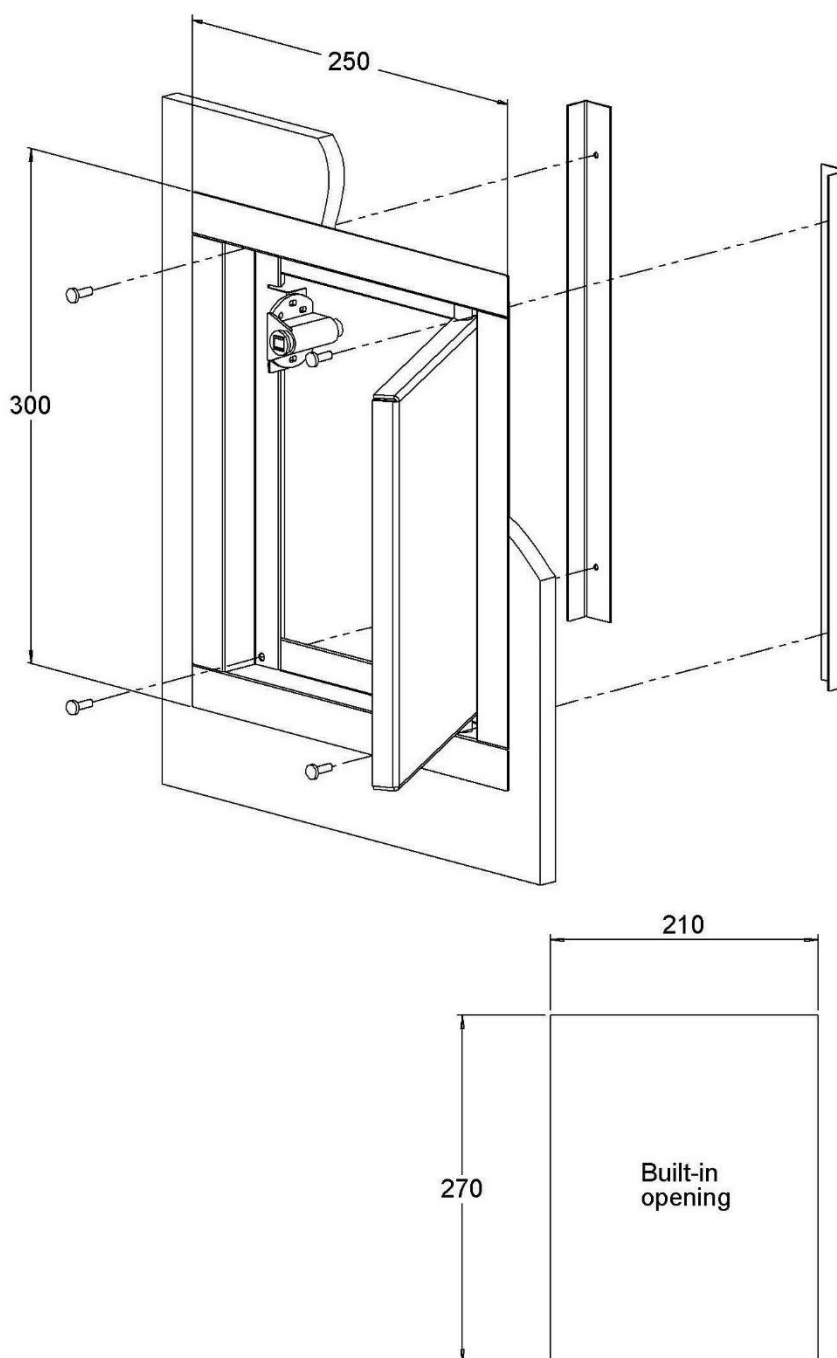
## 10.5 Wall bracket (item number A9325396)



## 10.6 Control box (item number 500006393)



## 10.7 Remote access door (item number 500002517)











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