

Installation and User's Guide



DANGER

If you smell gas:

1. Shut off gas to appliance.
2. Extinguish any open flame.
3. If odor continues, keep away from the appliance and immediately call your gas supplier or fire department.

DANGER

Do not store or use gasoline, or other flammable vapors and liquids, in the vicinity of this or any other appliance.

An LP-cylinder not connected for use shall not be stored in the vicinity of this or any other appliance.

WARNING

FOR OUTDOOR USE ONLY.
Appliance is to be protected from rain.
TO BE INSTALLED ONLY BY AN
AUTHORIZED PERSON.

WARNING

Improper installation, adjustment, alteration, service, or maintenance can cause property damage, injury, or death. Read the installation, operating, and maintenance instruction thoroughly before installing or servicing this equipment.

INSTALLER : Leave this manual with the appliance.
CONSUMER: Retain this manual for future reference.

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Table of Contents

Welcome	3
IMPORTANT INSTRUCTIONS	4
Technical Specifications	7
Package Contents	8
Accessories	9
Installation	10
Minimum Clearances	10
Operation	14
Gas Requirements	14
Natural Gas Safety Instructions	14
Connecting the Natural Gas	15
Checking for Gas Leaks	15
Heater Lighting Instructions	16
Turning Off the Heater	16
Maintenance	17
Troubleshooting	18
Warranty	19

Conventions used in this manual:

- !** **NOTE:** Procedures and techniques that are considered important enough to emphasize.
- ⚠** **CAUTION:** Procedures and techniques which, if not carefully followed, will result in damage to the equipment.
- ⚠** **WARNING:** Procedures and techniques which, if not carefully followed, will expose the user to the risk of fire, serious injury, or death.

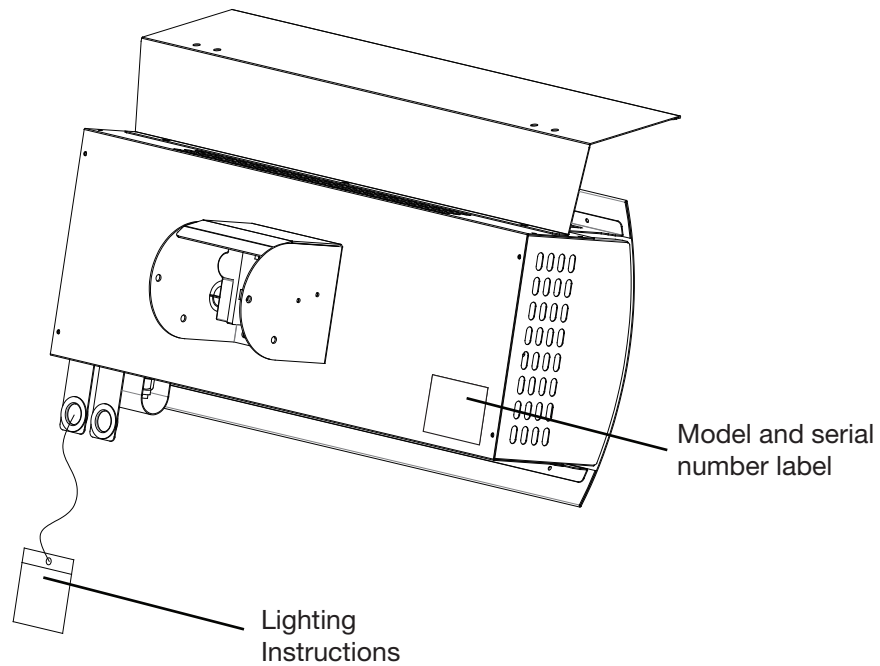
Welcome

Thank you and congratulations for choosing to purchase an Outdoor Radiant Natural Gas Heater.

Please record your model and serial numbers for future reference. These can be found on the model and serial number label on your heater.

Model _____ MOD _____

Serial Number _____



STOP NO NEED TO RETURN TO THE STORE

If you have questions regarding the operation of this product or if you require service, before returning this product to the place of purchase,

Contact us at:  www.dimplex.com/customer_support

For Troubleshooting and Technical Support

OR  **Toll-Free 1-888-346-7539**

Please have your model number and product serial number ready.

IMPORTANT SAFETY INFORMATION:

Read this manual first before attempting to install or use this heater. 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 Dimplex products, visit www.dimplex.com

IMPORTANT INSTRUCTIONS

WARNING

Never use your gas heater in a garage, porch, shed, breezeway or any other enclosed area.

Never obstruct the flow of ventilation air around your gas heater housing.

WARNING

Failure to comply with these instructions could result in a fire or explosion that could cause serious bodily injury, death or property damage.

Before using this gas appliance read all instructions and perform all gas leak-check procedures even if the product was pre-assembled by the retailer or manufacturer.

WARNING

Hot while in operation. Do not touch.

Keep children, clothing, furniture, gasoline and other liquids having flammable vapors away.

WARNING

- Do NOT store or use gasoline or other flammable liquids and vapors within 6 ½ feet (2 m) of this appliance.
- Do NOT use this outdoor heater near automobiles, trucks, vans or recreational vehicles.
- Do NOT use this outdoor heater under any overhead or near any unprotected combustible materials. Avoid using near or under overhanging trees and shrubs.
- Always use this outdoor heater on a hard, level, non-combustible surface such a concrete, rock or stone.
- Children and adults should be alerted to the hazards of high surface temperatures and should stay away to avoid burns or clothing ignition.
- Young children should be carefully supervised when they are in the area of the heater.

WARNING

- Natural Gas models must be used with Natural Gas only. Any attempt to convert the heater from one fuel type to another is extremely hazardous and will void the warranty.
- Never disconnect the gas regulator or any gas fitting while your heater is lit. A lit heater can ignite leaking gas and cause a fire or explosion which could result in property damage, personal injury or death.
- Keep gas regulator hose away from hot surfaces. Avoid unnecessary twisting of hose. Visually inspect hose prior to each use for cuts, cracks, excessive wear or other damage. If the hose appears damaged do not use the gas heater. Contact Dimplex Technical Support for an authorized replacement hose.

IMPORTANT INSTRUCTIONS

Heater Installation Codes

The installation must conform with local codes or, in the absence of local codes, with either the National Fuel Gas Code, ANSI Z223.1/NFPA 54, Natural Gas and Propane Installation Code, CSA B149.1, or Propane Storage and Handling Code, B149.2.

Natural Gas (NG) Pressure

The gas pressure regulator supplied with this appliance must be installed and used on your heater. The heater and regulator are set to operate with an outlet pressure of 4" W.C.

Replacement Parts

Use only Dimplex replacement parts. The use of any part that is not a Dimplex replacement part can be dangerous and will also void your product warranty.

SAVE THESE INSTRUCTIONS

⚠ IMPORTANT INSTRUCTIONS

- This appliance is for outdoor use only.
- This appliance must be securely mounted on a wall.
- This appliance shall only be used in an above ground open-air situation with natural ventilation, without stagnant areas, where gas leakage and products of combustion are rapidly dispersed by wind and natural convection.
- Any enclosure in which the appliance is used shall comply with one of the following:
 1. An enclosure with walls on all sides, but at least one permanent opening at ground level.
 2. Within a partial enclosure that includes an overhead cover and no more than two walls.
 3. Within a partial enclosure that includes an overhead cover and more than two walls, the following shall apply:
 - At least 25% of the total wall area is completely open.
 - At least 30% of the remaining wall area is open and unrestricted.
 - In the case of balconies, at least 20% of the total wall area shall be and remain open and unrestricted.

Figure 1 shows examples of outdoor areas. These same principles apply to any other shaped area.

Figure 1

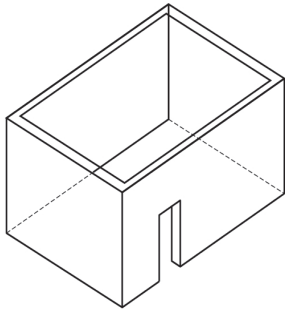


Figure 1a - Outdoor Area Example 1
Walls on all sides, one permanent opening

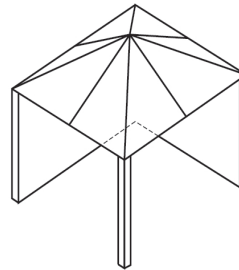
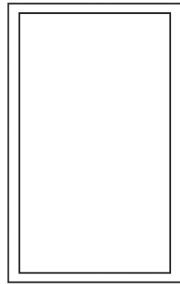


Figure 1b - Outdoor Area Example 2
Partial enclosure with overhead cover

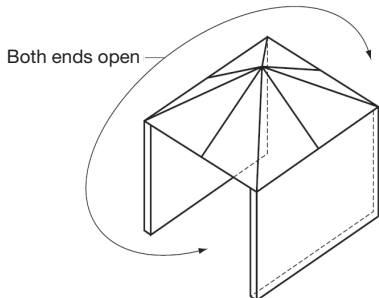
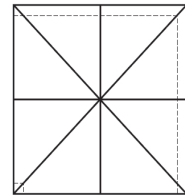


Figure 1c - Outdoor Area Example 3
Partial enclosure with overhead cover

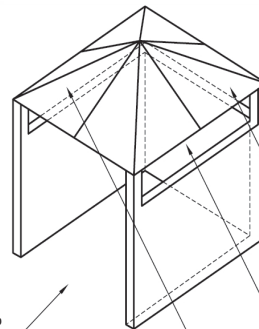
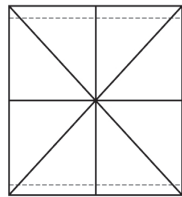
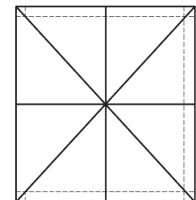


Figure 1d - Outdoor Area Example 4
Partial enclosure with overhead cover, more than two walls



Open side at least 25% of total wall area

30% or more in total of the remaining wall area is open and unrestricted

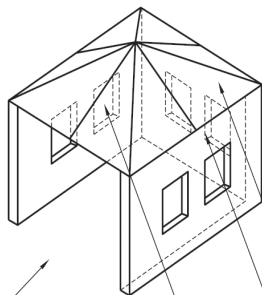
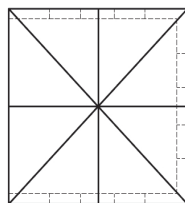



Figure 1e - Outdoor Area Example 5
Partial enclosure with overhead cover, more than two walls



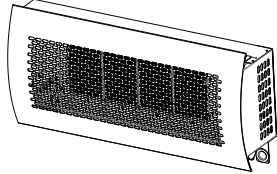
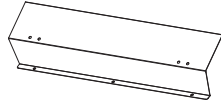
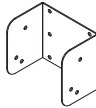




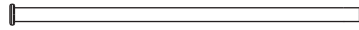
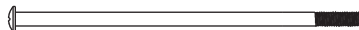


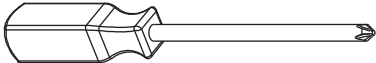

Open side at least 25% of total wall area

30% or more in total of the remaining wall area is open and unrestricted

Technical Specifications

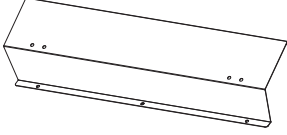
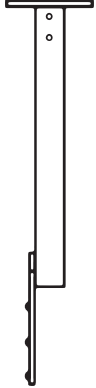
Model	DGR32WNG
Heater Type	Outdoor Radiant Natural Gas Heater
Gas Type	Natural Gas
Test Point Pressure	1.00 kPa
Nominal Gas Consumption	31,500 BTU/hr
Injector Size	1.40 mm*4
Hose Connection	1/2" Female NPT Heater comes with factory-installed 1/2" Male NPT fitting on the gas regulator
Product Dimensions	25 1/2" x 16" x 11 1/2" (650 mm x 406 mm x 292 mm)
Weight	25.4 lb (11.5 kg)
Approvals	ETL Listed File 5014095  Intertek
Country of Manufacture	China

Package Contents

Image	Description	Quantity
	Heater Head with Regulator	1
	Heat Deflector	1
	Mounting Bracket	1
	Black Cord	1
	Red Cord	1
Hardware		
	Pan Head Screw M6 x 10mm	2
	Pan Head Screw M5 x 10mm	3
	Pin 6 x 150mm	1
	Bolt M6 x 150mm	1
	R Cotter Pin	1
	Wing Nut M6	1
	Screwdriver	1
	AA Battery	1

Accessories

Please contact your dealer to purchase these accessories if they are required for your installation.

Image	Accessory Model	Description
	DGRSHIELD	Available for low clearance mounting, providing 12" (30.5 cm) overhead clearance
	DGRPOLE-WM	Optional ceiling-mount bracket - Suspend heater from the ceiling at varying heights

Installation

⚠ RISK OF FIRE/ EXPLOSION

- This heater should not be used in potentially explosive atmospheres.
- Do not use in areas where gasoline, paint, or flammable liquids are used or stored.
- Installation minimum clearances specified in this manual must be followed.
- The heater must be installed in accordance with the manufacturer's installation instructions.

Minimum Clearances

This appliance must only be used in a well ventilated area. The heater should not be installed:

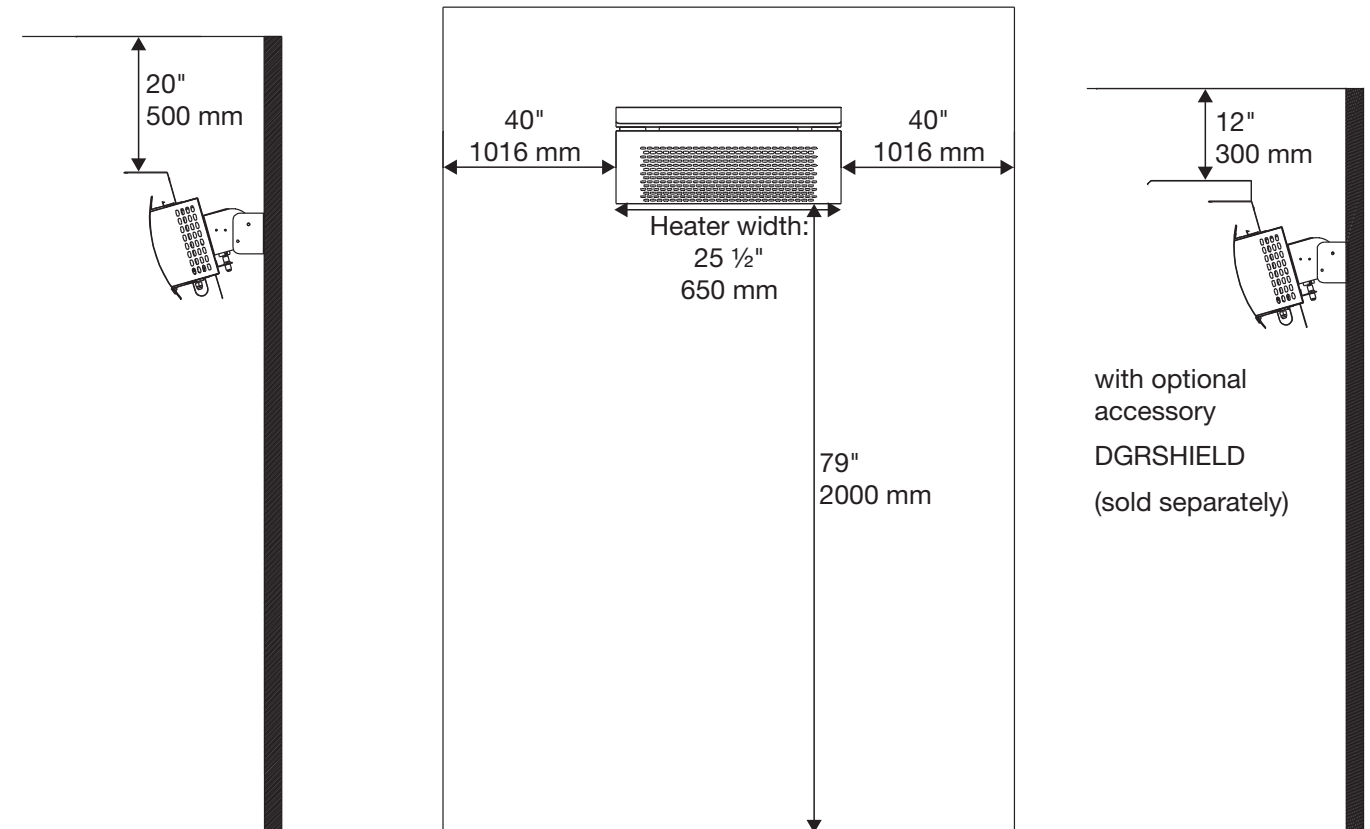
- Where heat ignition can cause damage to gas cylinders/lines.
- Near other combustible materials.
- In open locations subject to harsh weather elements such as rain or snow.

Heater should be installed to allow adequate:

- Clearance around air openings to combustion chamber.
- Clearance from combustible material.
- Provisions for accessibility and clearance for combustion and ventilating air supply.

Figure 2 shows the required clearances around the heater. All dimensions shown are minimum values.

Figure 2



Installation








Read and perform the following pre-assembly instructions:

1. You may need assistance from another person to handle the heater.
2. Open carton and remove parts box and packing materials. Lay cardboard sheet on floor and use as a work surface to protect floor and heater parts from scratches.
3. Consult the *Package Contents* section to ensure all items are included and free of damage.
4. Do not assemble or operate the heater if it appears damaged. If there are damaged or missing parts when you unpack the carton, contact Technical Support.

Required Tools

- Protective Work Gloves
- Protective Eyewear
- Phillips Head Screwdriver

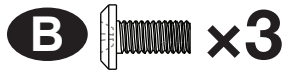
Hardware References

A	
B	
C	
D	
E	
F	
G	

Installation

1 Install the heat deflector

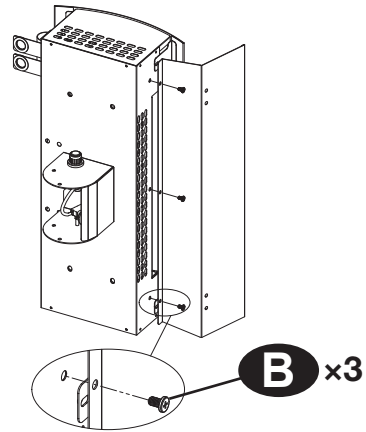
1. Install the heat deflector to the head assembly using 3 × hardware **B**.
2. Tighten all the screws.



If installing optional heat shield DGRSHIELD (sold separately):

3. Secure the DGRSHIELD to the included heat deflector using the 4 bolts provided in the accessory kit.

Figure 3

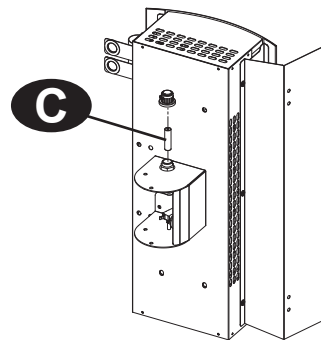


2 Install the battery

1. Insert the battery in the battery compartment.



Figure 4



3 Secure the regulator hose

1. Secure the regulator hose to the heater using 2 × hardware **A**.

! **NOTE:** The regulator with hose can be secured on either the left or the right side of the back panel.

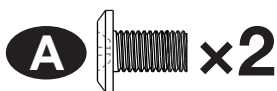
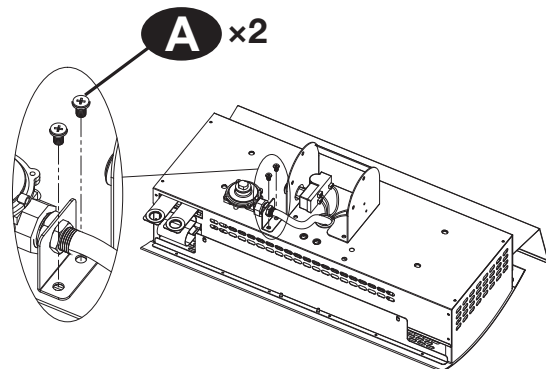


Figure 5



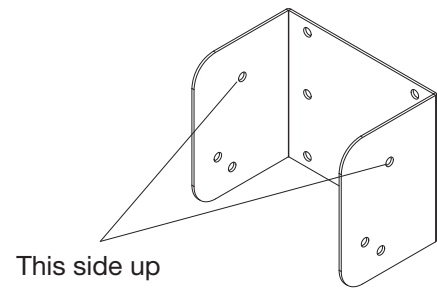
Installation

4 Install the wall-mounting bracket

! **NOTE:** If installing to the ceiling using DGRPOLE (sold separately), skip this step.

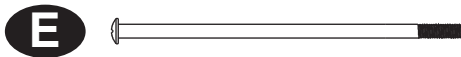
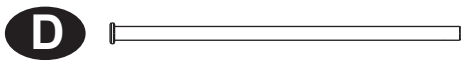
1. Secure the mounting bracket to the wall using 6 fasteners (not included). Ensure suitable mounting hardware for the wall material is used.

Figure 6



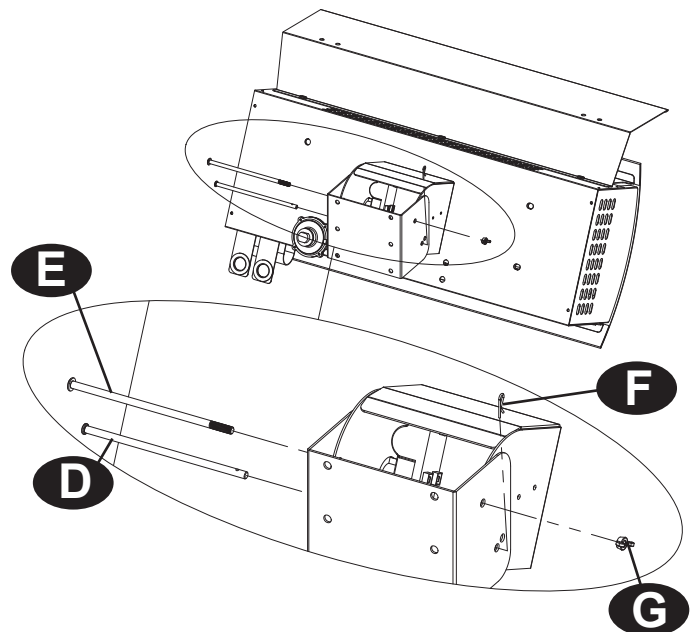
5 Secure the heater to the mounting bracket

1. Install the heater to the mounting bracket using hardware **D**, **E**, **F**, and **G** as shown.



2. If using ceiling-mounting pole DGRPOLE (sold separately), follow the installation instructions provided with the DGRPOLE.

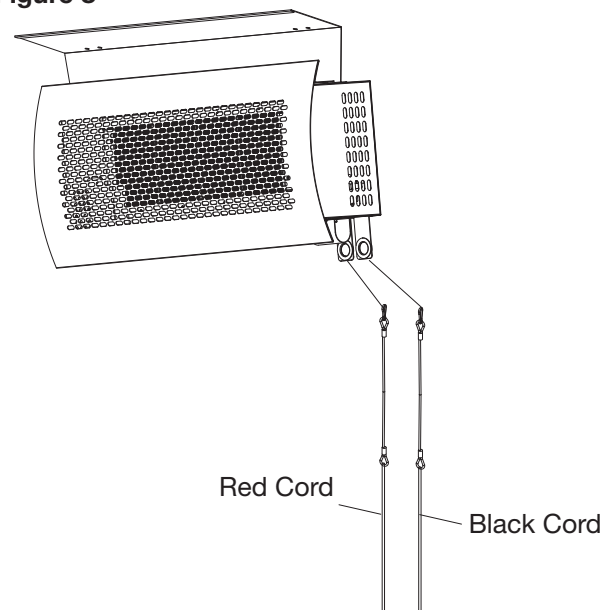
Figure 7



6 Install Cords

1. Remove the finger protective rings from the trigger.
2. Install the red cord to "ON" trigger.
3. Install the black cord to "OFF" trigger.

Figure 8



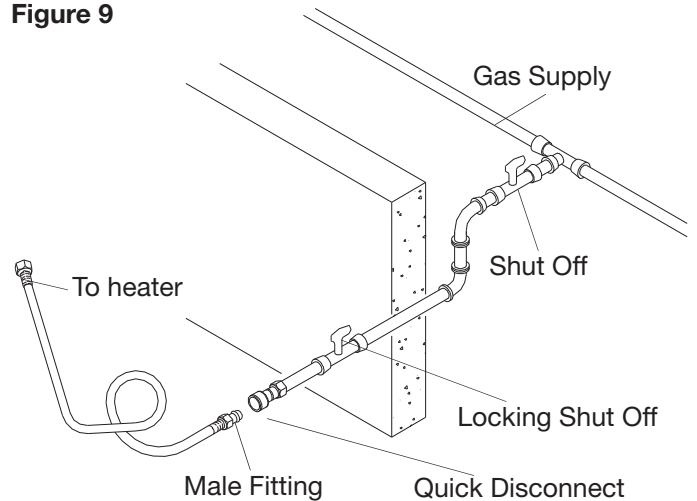
Gas Requirements

- This appliance is for use with **natural gas only**.
- Ensure that inlet pressure to the regulator does not exceed 5.0 kPa.
- The approved inlet pressure is 1.0 kPa.

Natural Gas Safety Instructions

1. Your natural gas heater is designed for use with natural gas (NG) only. The gas pressure regulator supplied with this appliance must be installed and used on your heater. The unit and regulator are set to operate with an outlet pressure of 4" W.C.
2. Install a shutoff valve at the gas supply source outdoors at a point after the gas pipe exits the outside wall and before the quick-disconnect hose. Alternatively, it can be installed at the point before the gas line piping enters the ground (**Figure 9**).
3. Pipe sealing compound or pipe thread tape resistant to the action of natural gas must be used on all male pipe thread connections.
4. Disconnect your heater from the fuel source when the gas supply is being tested at high pressures. This heater and its individual shutoff valve must be disconnected from the gas supply pipe system during any pressure testing of that system at pressure in excess of 1/2 psi (3.5 kPa).
5. Turn off your heater when the gas supply is being tested at low pressures. The heater must be isolated from the gas supply pipe system by closing its individual manual shutoff valve during any pressure testing of the gas supply pipe system at pressures equal to or less than 1/2 psi (3.5 kPa).

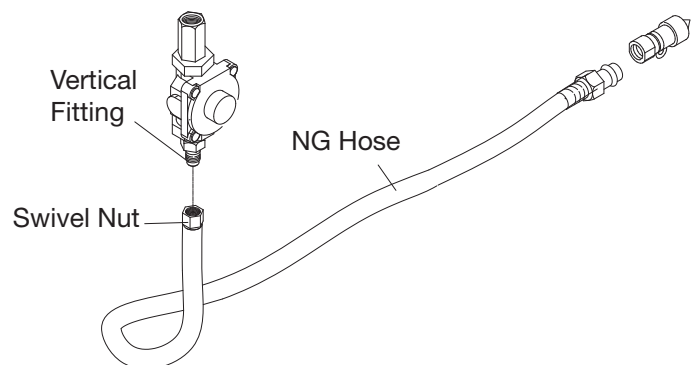
Figure 9



Connecting the Natural Gas

1. Connect the swivel nut of the natural gas hose to the horizontal fitting of NG regulator as shown in **Figure 10**.
2. Connect the other hose end (male plug) to the gas supply line from your home. Read and follow the *Natural Gas Safety Instructions*.


Figure 10



WARNING

- Failure to read and follow the Operation instructions could result in a fire or explosion that could cause serious bodily injury, death or property damage.
- If you have a gas leak that cannot be repaired by tightening, turn off the gas at the source, disconnect fuel line from your heater and call Technical Support or your gas supplier for assistance.
- Inspect the heater and connections before each use. You should perform periodic maintenance and cleaning on the heater (refer to *Maintenance* section.) The heater should be inspected and serviced annually by a qualified technician.

Checking for Gas Leaks

 **WARNING:** Never test for leaks with an open flame.

Prior to first use and at the beginning of each season, you must check for gas leaks. Follow these three steps:

1. Make a soap solution by mixing one part liquid detergent and four parts water. (Figure 11)
2. Pull the black cord (off) until a 'click' is heard to ensure the heater is off. (Figure 12)
3. Turn on gas at the source.
4. Apply the soap solution to all visible gas connections. If bubbles appear in the soap solution the connections are not properly sealed. Check each fitting and tighten or repair as necessary. (Figure 13)

Figure 11

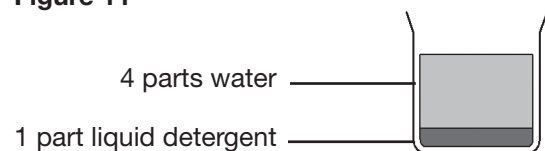


Figure 12

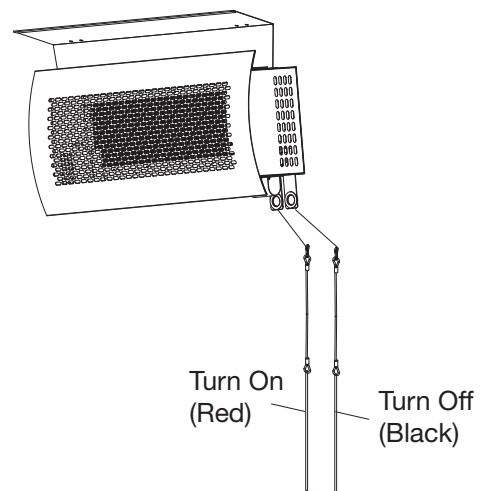
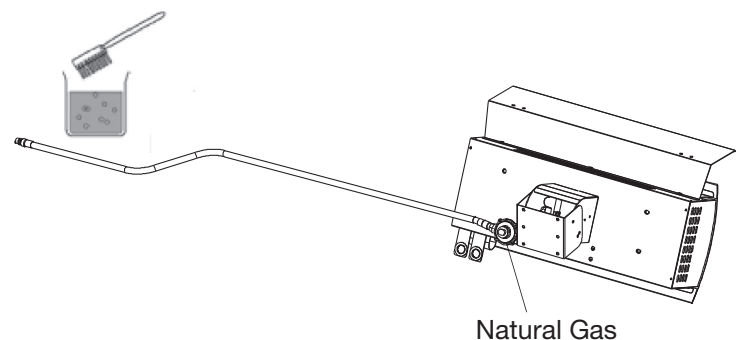


Figure 13



WARNING

- **Before each use:**
 - Inspect the heater for nests or other debris that could ignite to avoid the risk of fire, serious injury, or death.
 - Check all hoses for cracks, nicks, cuts, burns or abrasions. If a hose is damaged in any way, do not use your heater before replacing the hose with an authorized part from the Parts List. Failure to replace a faulty hose, secure gas supply connections before proceeding to the *Heater Lighting Instructions* could result in a fire or explosion that could cause serious bodily injury, death, or property damage.
 - Also make sure all gas supply connections are securely tightened.
- Familiarize yourself with the safety and Operation instructions in this manual. Do not smoke while lighting heater or checking gas supply connections.
- Always light the heater standing to the side of the heater, never light the heater standing in front.

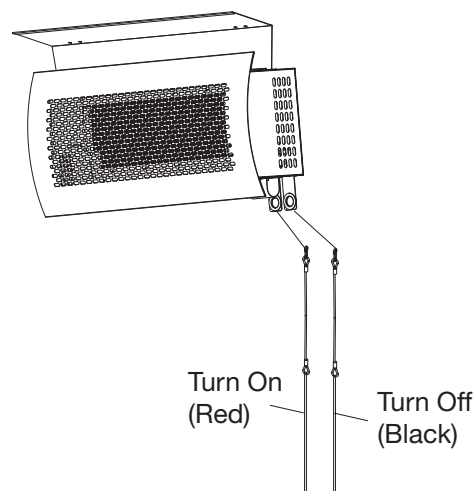
Heater Lighting Instructions

1. Turn on the gas source.
2. Pull the red cord (on) continuously for 10 seconds (**Figure 14**). A 'click' will be heard. The heater should start. Release the cord.
3. If the burner does not ignite, turn off the gas source. Wait at least 5 minutes for gas to clear, then retry. If your heater still fails to light, turn gas source off. Wait 5 minutes for gas to clear and then follow the instructions for *Checking for Gas Leaks* on page 15. If no leaks are detected, repeat the lighting procedure.

Turning Off the Heater

1. Pull the black cord (off) (**Figure 14**). A 'click' will be heard.
2. If the heater does not turn off, repeat step one.
3. Turn off the gas supply.
4. When the heater is not in use, turn off the gas source.

Figure 14



Maintenance

WARNING

- Turn off the gas supply before cleaning or servicing.
- Do not attempt to service or clean heater while unit is operating. Ensure the heater is OFF and cool before cleaning.
- To avoid the risk of burn or injury wait a minimum of 30 minutes for the heater to cool before attempting to clean or service.
- There are no user-serviceable parts inside the heater. Any servicing other than cleaning of the heater should be performed by an authorized service representative.
- Never immerse the appliance in water.
- Any guard or protective device removed from cleaning or servicing the heater must be replaced prior to operating the heater.

Cleaning the Heater

Ensure the gas supply is turned off and the heater has cooled completely before cleaning the unit.

Use a damp cloth or sponge and a solution of mild soap and warm water to clean the exterior painted surfaces of the heater. Do not use any abrasive or caustic cleaning agents or materials.

Ensure the appliance is dried after cleaning to prevent rusting. It is recommended the heater be operated after cleaning to ensure the appliance is dry.

It is recommended that you clean the heater every 3 months to maintain optimal function and appearance of the heater. Additional cleaning and maintenance is recommended if the heater is installed in a corrosive environment or exposed to chemicals in the atmosphere such as those from cigarette smoke and pollution to prevent wear and tarnish of the heater.

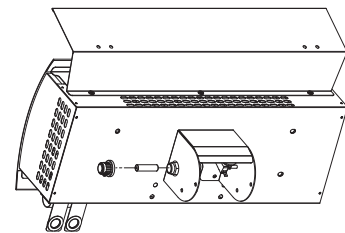
Igniter Battery Replacement

1. Unscrew the battery cover to open the battery compartment.
2. Install 1 AA battery in the battery compartment.
3. Close the battery cover.



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

Figure 15



Troubleshooting

⚠ WARNING: There are no user serviceable parts inside the heater. Any servicing other than cleaning of the heater should be performed by an authorized service representative.

PROBLEM	CAUSE	SOLUTION
Pilot or main burner will not light	Insufficient gas	Rectify gas supply
	Igniter not sparking	Replace battery
		Repair lead, electrode, or ignitor
	Air in gas line	Purge gas line
	Blockage in gas line	Trace back and clear
Main burner will not light fully	Insufficient gas	Rectify gas supply
	Poor gas supply	Trace supply back to source, clear where necessary
	Gas control inoperative	Inspect valve, rectify
Flame is yellow	Check gas pressure	Adjust as required
	Check injector	Clean if necessary
	Check venturi for dust	Clean if necessary
	Check burner ports for blockage	Clean if necessary

Warranty

One-Year Residential Limited Warranty

Products to which this limited warranty applies

This limited warranty applies to your newly purchased Outdoor Radiant Natural Gas Heater. 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 only and is not transferable.

Products excluded from this limited warranty

IR Halogen Heating Elements are not covered by this limited warranty and are the sole responsibility of the owner/purchaser. 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 and, subject to the provisions of this warranty, Glen Dimplex Americas Ltd. (Glen Dimplex Americas herein) warrants such products to be free from defects in material and workmanship for a period of 12 months from the date of the first purchase of such product.

The limited 12-month warranty period 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 fuel source.

This limited warranty does not cover breakage of burner tiles, rust and discoloration due to heat or corrosive environments, damage or failure due to incorrect installation of gas supply, and any damage or loss attributable to failure to provide adequate ventilation for the product.

What you must do to get service under this limited warranty

Defects must be brought to the attention of Technical Service by contacting them at www.dimplex.com/contact_us or by calling 1-888-346-7539. Please have proof of purchase, catalogue/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 12-month 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.
- The purchaser is responsible for removal and transportation of such product or part (and any repaired or replacement product or part) to and from the authorized dealer's or service agent's place of business.
- This limited warranty does not entitle the purchaser to on-site or in-home services. On-site or in-home services may be performed at the purchaser's specific request and expense at Glen Dimplex Americas then-current rates for such services.
- Glen Dimplex Americas will not be responsible for, and the limited warranty services shall not include, any expense incurred for installation or removal of the product or part (or any replacement product or part) or any labour or transportation costs. Such costs shall be the purchaser's responsibility.

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.

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.

We value your feedback!

Your input helps to create even better products and experiences.

Share the warmth and leave a review.

dimplex.com/sharethewarmth

 [YouTube/Dimplex](https://www.youtube.com/Dimplex) 



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

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

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