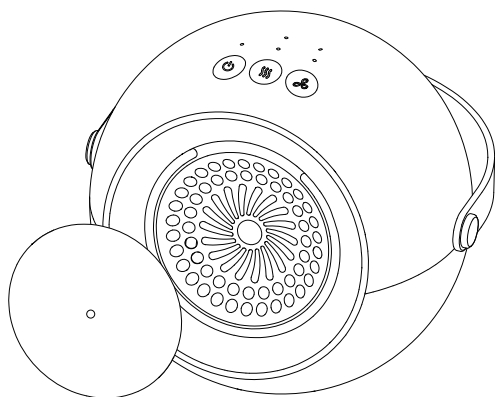




INSTRUCTION MANUAL



Desk Friend Fan Heater

Models:

DDF390

DDF390G



For domestic household use only.

This product is only suitable for well-insulated spaces or occasional use.



This product complies with all the required European and UK Product Safety, Electromagnetic Compatibility and Environmental Standards. They are fully compliant with the LVD, EMC, RoHS and Eco Design Directives and Regulations.

Important Safety Advice



IMPORTANT

THESE INSTRUCTIONS SHOULD BE READ CAREFULLY BEFORE USE AND RETAINED FOR FUTURE REFERENCE.

WARNING: To avoid danger of suffocation please remove all packaging materials particularly plastic and EPS and keep these away from vulnerable people, children and babies.

WARNING: To avoid the risk of accidental strangulation from the supply cord all children and vulnerable people must be supervised when in the vicinity of the product whether it is working or not

DO NOT use the heater in the immediate surroundings of a bath, a shower or a swimming pool.

DO NOT place the heater directly below a fixed socket outlet. The socket-outlet must always be accessible to enable the mains plug to be disconnected as quickly as possible.

WARNING: To avoid overheating, do not cover the heater.



The heater carries a warning symbol to alert the user to the risk of fire that exists if the heater is accidentally covered.

DO NOT obstruct the air circulation around the heater, for example with curtains or furniture, as this could cause overheating and a fire risk.

DO NOT COVER or obstruct the air inlet and outlet openings in any way.

WARNING: DO NOT use this heater in small rooms when they are occupied by persons not capable of leaving the room on their own, unless constant supervision is provided.

IMPORTANT: If the supply cord of this appliance is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified person to avoid a hazard.

WARNING: To avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.

This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience or knowledge if they have been given supervision or instruction concerning the use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision. Children of less than 3 years should be kept away unless continuously supervised. Children aged from 3 years and less than 8 years shall only switch on/off the appliance if it has been placed or installed in its intended normal operating position, and they have been given supervision or instruction concerning the use of the appliance in a safe way and understand the hazards involved. Children aged from 3 years and less than 8 years shall not plug in, regulate and clean the appliance or perform user maintenance.

CAUTION: SOME PARTS OF THIS PRODUCT CAN BECOME VERY HOT AND CAUSE BURNS. Particular attention must be given where children and vulnerable people are present.

This heater complies with stringent safety standards but to ensure efficient operation, **SURFACES OF THE HEATER WILL BECOME HOT AND CONTACT WITH THESE AREAS SHOULD BE AVOIDED.**

The control panel area is designed to be cooler and always allow safe operation of the controls.

IMPORTANT: The feet supplied with the appliance must be used. Use this heater on a horizontal and stable surface with the feet securely fitted.

DO NOT use this heater if it has been dropped.

DO NOT use if there are visible signs of damage to the heater.

WARNING: Servicing and product repairs should only be undertaken by the manufacturer or by their approved service agent.

WARNING: To reduce risk of fire, keep textiles, curtains, or any other flammable material a minimum distance of 1m from the appliance.

WARNING: Risk of fire – Do not use this appliance connected through an extension lead or any external switching device such as a plug-in timer or remote-control plug-in adaptor. All heating appliances draw high current through the mains supply and any weakness in the design, connections or components in these devices can easily result in overheating of the connection points resulting in melting, distortion and even the risk of fire!

DO NOT use the heater on deep pile carpets or the long hair type of rugs, or less than 750mm (30”) away from any overhanging surface. Keep combustible materials such as drapes and other furnishings clear from the front, sides and rear of the heater. Do not use heater to dry your laundry.

DO ENSURE that the mains lead cannot be tripped over.

DO NOT operate the heater with the mains lead overhanging the outlet grille. If the heater is tipped over, unplug it and allow it to cool before standing it back up.

DO NOT pull, carry or move the appliance using the power cable.

DO NOT insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock, fire or damage the heater.

DO NOT use the heater outdoors.

DO NOT use the hand warmer if it shows any signs of distortion, damage, or breakage.

DO NOT heat the hand warmer using any other methods, such as immersing it in hot water.

DO NOT dispose of the hand warmer by throwing it into fire.

The supply cord should be uncoiled before use.

This instruction leaflet belongs to the appliance and must be kept in a safe place. If changing owners, the leaflet must be surrendered to the new owner.

Electrical Connection

If the socket outlets in your home are not of the 13-amp BS1363 type they will not accept the plug connected to this heater, therefore cut off the plug. When cut off this plug can constitute a shock hazard if inserted into a socket outlet. It must therefore be disposed of safely.

IMPORTANT: The wires in this mains lead are coloured in accordance with the following code:

BLUE: NEUTRAL

BROWN: LIVE

As the colours of the wires in the mains lead may not correspond with the coloured markings in your plug, proceed as follows:

Connect the BROWN wire to the terminal marked 'L' or coloured RED.

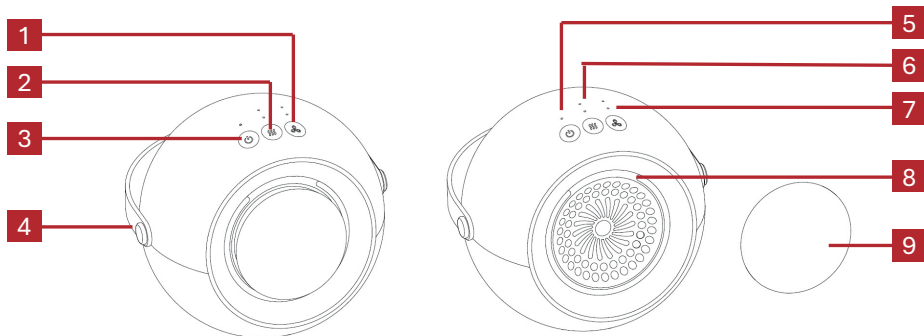
Connect the BLUE wire to the terminal marked 'N' or coloured BLACK.

Note: 'L' or 'N' must not be connected to the EARTH terminal marked 'E' or '⏏' or coloured GREEN or GREEN AND YELLOW. If in doubt, consult your electrician.

Operation Instruction

IMPORTANT: Portable electric heaters are designed primarily for spot heating or as a supplementary heat source. They are not intended to serve as the primary heating source during the standard heating season.

NOTE: A slight trace of smoke or odour may be present when the unit is first operated. This is normal and occurs as a result of the manufacturing process. The smell will dissipate quickly and should not reoccur.



1. Fan Speed Button
2. Heat Selection Button
3. Power ON (I) /OFF (O) Button
4. Carry Handle
5. Power Indicator

6. Heat Setting Indicator
7. Fan Speed Indicator
8. Front Air Grille
9. Detachable Handwarmer

Operating the Fan Heater

1. Plug in the heater. Upon connection to the mains, the heater will enter standby mode, and the power indicator will flash.
2. Press the power button  to turn the heater on.
3. The heater will default to fan-only mode with a maximum temperature of 15°C.
4. There are 2 fan speeds: I ◦ **MAX 15°C** and II ◦ **MAX 25°C**. To cycle through the fan settings, press the fan speed button  until the desired setting is selected.
5. There are 2 heat settings: **Low (Lo)** and **High (Hi)**. To adjust the temperature, repeatedly press the heat selection button  until the desired setting is selected.
6. To switch off the heater, press the power button . The heater fan will continue to operate for 10 seconds to cool down the unit before turning off completely.
7. Allow the unit to cool down completely before unplugging it.
8. Once cooled, store the heater in a safe location.

The thermostat will automatically regulate the room temperature by cycling the heater on and off to maintain the preset level.

Note: It is normal for the heater to cycle on and off as it maintains the preset temperature. To reduce cycling, increase the temperature setting.

Operating the Detachable Hand Warmer



1. Attach the hand warmer to the front air grille of the heater, where it will be securely held in place by magnets.
2. Turn on the heater and press the heat selection button to select the **High (Hi)** setting. Keep the hand warmer attached during operation to allow it to warm up.
3. After turning off the heater, grip the sides of the hand warmer and gently detach it from the front of the heater.
4. The hand warmer will retain heat for several minutes after removal.
5. To reheat the hand warmer, simply place it back on the front air grille and repeat the process.

DO NOT use any other methods to heat the hand warmer.

Tip-over Protection

The heater is equipped with a **tip-over safety switch**. If the unit is accidentally tipped over, it will automatically shut off. To restore normal operation, simply return the heater to its upright position within 3 seconds, and it will resume functioning as usual. If the heater is unattended for over 3 seconds, the heater will enter standby mode.

Overheating Protection

Your heater is equipped with a **double protector** safety device, which includes two key functions:

1. **Thermal cut-off:** The heater will automatically turn off in the event of overheating or malfunction. In such cases, unplug the unit and allow it to cool down. Once the temperature returns to a safe level, plug the device back in and reset to resume operation.
2. **Thermal fuse:** In the event of severe overheating or malfunction, the thermal fuse will disconnect the heater. The unit will not resume operation until it is manually reset or serviced.

If the heater continues to overheat or malfunctions after being reset, it should be returned to an approved service agent for thorough inspection and repair.

Maintenance

The most common cause of overheating is the accumulation of dust or debris inside the unit. To prevent this, regularly clean the air vents and front grille. Ensure the heater is unplugged before cleaning and use a vacuum cleaner to remove dust and fluff from these areas.

Light dust accumulation can be removed from the heater using a soft cloth. For occasional cleaning, wipe the exterior surfaces with a cloth slightly moistened (not dripping wet) with a mild detergent and water solution. Thoroughly dry the heater case with a soft, dry cloth before operating the unit.

When not in use, store the heater in a clean, dry place.

Troubleshoot

If the product is not functioning correctly, please consult the troubleshooting guide below. If the issue persists or is not listed, kindly contact the Customer Service Centre for further assistance.

Problem	Possible Cause	Solution
The heater will not switch on	The plug may not be securely connected	Ensure the plug is properly plugged in
	The heater has shut off due to overheating	Allow the machine to cool down before resuming use
	The heater may not be in the upright position	Position the heater in an upright position before operating
	There is an accumulation of dust or debris inside the unit	Unplug the heater and remove any obstructions on the air vents

Recycling



For electrical products sold within the European Community. At the end of the electrical product's useful life, it should not be disposed of with household waste. Please recycle where facilities exist. Check with your Local Authority or retailer for recycling advice in your country. If you don't intend to keep the packaging of this product for later use or storage, please dispose of it in an environmentally friendly way, please dispose of it in your recycling bin or nearest recycling facility, thank you.

Additional Information

Model identifier(s)				DDF390 / DDF390G	
Item	Symbol	Value	Unit	Item	Unit
Heat output				Type of heat output/room temperature control (select one)	
Nominal heat output	P _{nom}	0,390	kW	Single stage heat output and no room temperature control	[no]
Minimum heat output (indicative)	P _{min}	0,187	kW	Two or more manual stages, no room temperature control	[no]
Maximum continuous heat output	P _{max}	0,390	kW	With mechanic thermostat room temperature control	[no]
Power consumption				With electronic room temperature control	[yes]
In off mode	P _o	0,27	W	Electronic room temperature control plus day timer	[no]
In standby mode	P _{sm}	N/A	W	Electronic room temperature control plus week timer	[no]
In Idle mode	P _{idle}	0,36	W	Other control options (multiple selections possible)	
In network standby	P _{ns}	N/A	W	Room temperature control, with presence detection	[no]
Standby mode with display information or status			no	Room temperature control, with open window detection	[no]
Seasonal space heating energy efficiency in active mode	$\eta_{S,on}$	85,0	%	distance control option	[no]
				adaptive start control	[no]
				working time limitation	[no]
				black bulb sensor	[no]
				self-learning functionality	[no]
				control accuracy	[no]
Remark: For electric local space heaters, the declared seasonal space heating energy efficiency $\eta_{S,on}$ cannot be higher than the measured value at the nominal heat output of the unit. Product information for power consumption and time to reach the applicable low power mode: off mode: max. 0.3 W; The max. time needed to reach the applicable low power mode: 1 minute.					
Contact details: UK: Glen Dimplex Heating and Ventilation, Millbrook House, Southampton, Hampshire, England, SO30 2DF ROI: Glen Dimplex Ireland UC, Airport Road, Cloghran, Co. Dublin K67 DT89					

Guarantee



To view the full guarantee terms and conditions scan this QR code using your smartphone or go to <https://www.gdhv.co.uk/guarantee-terms-and-conditions>.

What does a Dimplex Guarantee cover?

Dimplex products deliver reliable service for normal, household use in domestic settings. All Dimplex products are individually tested before leaving the factory.

If you are a consumer and you experience a problem with your Dimplex product, which is found to be defective due to faulty materials or workmanship within the Guarantee Period, this Dimplex Guarantee will cover repair or - at the discretion of Dimplex – replacement with a functionally equivalent Dimplex product.

Your product is under Guarantee for 1-year from the date of purchase or the date of delivery of the product, if later. The 1-year Guarantee is extended for an additional 1-year when you register the product with Dimplex, within 28 days of purchase. If you do not register the product with Dimplex within 28 days, your product will remain warrantied for 1-year only.

To validate your extended Guarantee, register with us online at: **<http://register.dimplex.co.uk>**.

Note: Each qualifying product needs to be registered with Dimplex individually. Please note that the extended Guarantee is only available in the UK and Ireland.

The Dimplex Guarantee is conditional upon you providing the original purchase receipt as proof of purchase. Please therefore retain your receipt as proof of purchase.

If you do experience a problem with your Dimplex product, please call the Helpline on **+44 [0]344 879 3588** or visit **<https://www.dimplex.co.uk/support>**.

For ROI, please email serviceireland@glendimplex.com or call **+353(0)1 842 4833**.

We will need details of your Dimplex product and a description of the fault which has occurred. Once we receive your information and proof of purchase, we will contact you to make the necessary arrangements. If your Dimplex product is not covered by this Dimplex Guarantee, there may be a charge to repair your product. However, we will contact you for agreement to any charges before any chargeable service is carried out.

What is not covered by a Dimplex Guarantee?

The Dimplex Guarantee does not cover any of the following:

Any fault or damage to your Dimplex product due to faulty materials or workmanship occurring outside the Guarantee Period. Normal wear and tear including parts that might wear out over time or consumables, such as filters, batteries, etc.

Any fault or damage occurring to any pre-owned Dimplex product or to any other equipment or property. Accidental damage to your Dimplex product or damage to your Dimplex product from external sources (for example, transit, weather, electrical outages or power surges).

Fault or damage to your Dimplex product which is:

- Not due to faulty materials or workmanship or which is due to circumstances outside Dimplex's control.
- Caused by use of your Dimplex product for anything other than normal domestic household purposes in the country where it was purchased.
- Not due to faulty materials or workmanship or which is due to circumstances outside Dimplex's control.
- Caused by use of your Dimplex product for anything other than normal domestic household purposes in the country where it was purchased.
- Caused by any misuse, abuse or negligent use of the Dimplex product, including but not limited to any failure to use it in accordance with the Operating Instructions supplied with the product.
- Caused by any failure to assemble, install clean and maintain your Dimplex product in accordance with the Operating Instructions supplied with the product unless this was carried out by Dimplex or its authorised dealers.
- Caused by repairs or alterations to your Dimplex product not carried out by Dimplex service personnel or its authorised dealer(s).
- Caused by use of any consumables or spare parts for your Dimplex product which are not Dimplex - specified.

Terms and Conditions

The Dimplex Guarantee is valid for 1 calendar year, plus 1 if registered, from the date of purchase of your Dimplex product from a recognised retailer in the country of purchase and use, or the date of delivery of the product if later, always provided the original receipt has been retained and is produced as proof of purchase.

You must provide to Dimplex or its authorised agents on request the original receipt as proof of purchase and - if required by Dimplex - proof of delivery. If you are unable to provide this documentation, you will be required to pay for any repair work required.

Any repair work under the Dimplex Guarantee will be carried out by Dimplex or its authorised dealer(s) and any parts that are replaced will become the property of Dimplex. Any repairs or replacement performed under the Dimplex Guarantee will not extend the Guarantee Period.

The Dimplex Guarantee does not entitle you to recovery of any indirect or consequential loss or damage including but not limited to loss or damage to any other property.

The Dimplex Guarantee is in addition to your statutory rights as a consumer and your statutory rights are not affected by this Dimplex Guarantee.

Customer Care Centre

If you are having problems with your appliance or have any questions about what the Dimplex Guarantee covers or how to claim under the Dimplex Guarantee, please contact us:

United Kingdom

Telephone: +44 344 879 3588

Visit: www.dimplex.co.uk

Glen Dimplex Heating and Ventilation, Millbrook House, Southampton, Hampshire, England, SO30 2DF

Ireland

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