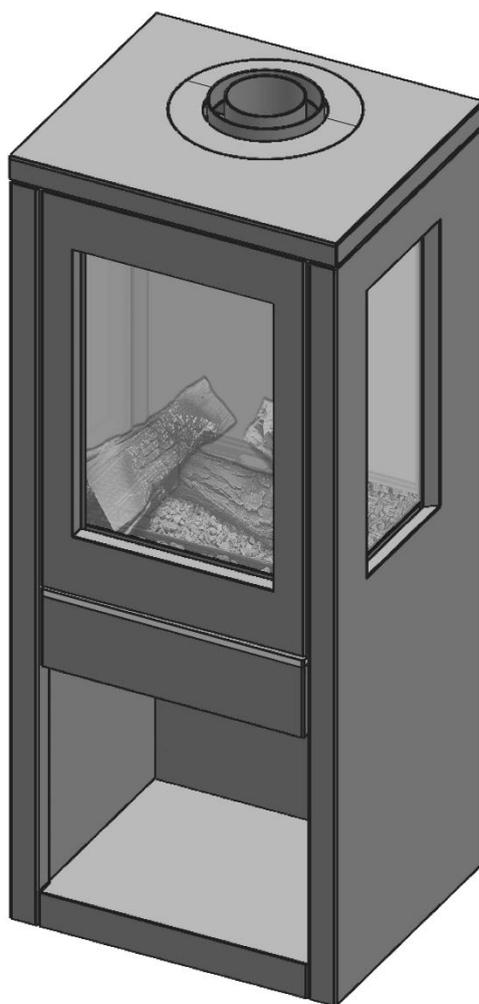




Xenos Balanced Flue Gas Stove



INSTALLER AND USER INSTRUCTIONS

For use in GB & Ireland on
Natural Gas (G20) at a supply pressure of 20mbar
This appliance is intended for use on a gas installation with a governed meter

PLEASE LEAVE THIS BOOKLET WITH THE CUSTOMER

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IMPORTANT NOTES

The installation must be in accordance with current British Standards and National Regulations and all installations must be carried out by a qualified competent installer.

All surfaces, except the controls and the control unit access door are considered to be working surfaces. During use, the temperature of the appliance body can become extremely hot during operation, and may take a considerable amount of time to cool down.

If young children, the elderly or infirm are likely to be near the appliance, then a suitable fireguard to BS8423 is recommended.

Do not drape clothes, fabrics or other combustible materials over the appliance.

The appliance should not be used for any other purpose than as a room heater and a decorative gas appliance.

Before installation, ensure that the local distribution conditions (identification of the type of gas and pressure), and the adjustment of the appliance are compatible. Ensure that the appliance can be installed as such to ensure it meets the safe working parameters as indicated on the appliance data badge. The data badge is located on the inside face of the control unit access door. The appliance is only for use with natural gas (G20). The appliance must always be installed in accordance with these Instructions and current British standards and the Gas Safety installation and use regulations (1998). All gas work must be carried out by a competent qualified installer registered with the appropriate regulatory body. Failure to install the appliance correctly may lead to prosecution.

Note: Please see below the relevant standards in order for the installation to be compliant. In the absence of any technical detail within the manufactures installation instructions the British standards must be adopted as a point of reference to ensure a safe installation.

- BS 5440 Part 1
- BS 5482 Part 1
- BS 5871 Part 1
- BS 6891
- Current edition of the Building Regulations – England and Wales
- Current edition of the Building Standards –Scotland
- Current edition of the Building regulations – Northern Ireland
- Current edition of Domestic gas Installations – Republic of Ireland

The appliance must not be operated without the front glass door and side panels correctly fitted and secured into position. If the glass is compromised, broken or damaged the appliance must not be operated until they have been replaced.

The appliance is only compatible with the Holetherm concentric flue system, and when installed it must be commissioned in accordance with these instructions. In the absence of any specific instruction provided, guidance must be sought from the manufacturer.

WARNING: Curtains should not be positioned above the appliance at a distance less than the minimum specified for shelves on page 17.

This appliance has been designed to add charm and character to your home. Providing a highly efficient heat source, the appliance has the look and charm of a wood burning stove coupled with the convenience of clean burning gas.

The appliance may emit a slight odour after commissioning. This is a normal process of the high temperature paint curing. During this period we advise that the area is well ventilated by opening doors or windows.

NOTE: Yellow flames usually appear when the appliance has reached its optimum operating temperature. This may take up to 30 minutes, however installations may vary.

OPERATING THE APPLIANCE

This appliance is fitted with a gas valve which can be operated via the remote control handset or manually using the control unit which is located behind the control unit access door on the front of the appliance (Fig. 1).

MANUAL CONTROL

The control unit requires 3 AA size alkaline batteries to be inserted under the battery compartment cover. The orientation of these is shown moulded into the battery compartment.

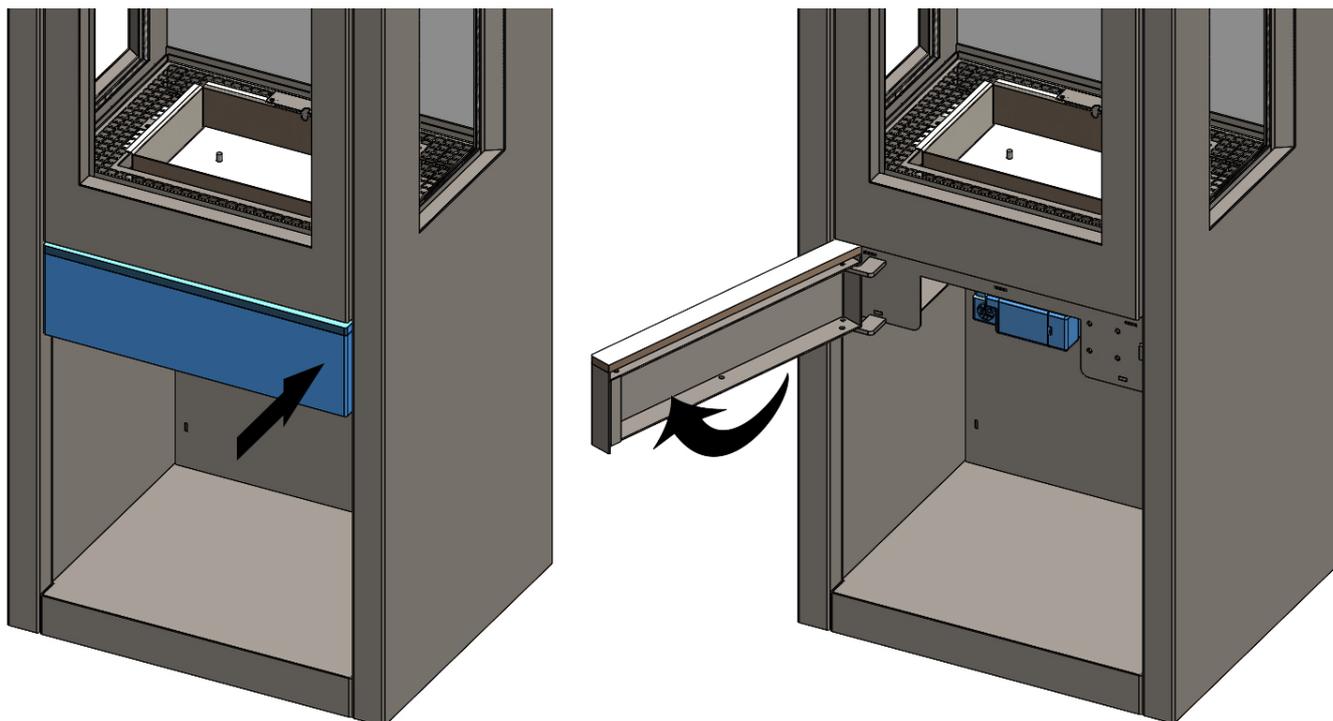


Fig.1 Access door.

After fitting the batteries and replacing the cover the fire can now be operated. Slide the Master Switch to the right to the ON position (I symbol).

To start the fire, press the ON/OFF button and hold for 1 second then release. The burner will ignite within 1 to 10 seconds and adjust to the maximum power setting,

The power of the burner can be adjusted up and down by pressing the + and - buttons.

To stop the fire, simply press the power button again and the burner will stop.

NOTE: For safety reasons a button must be pressed and released for the command to be recognised. Keeping hold of a button when pressing (unless otherwise instructed) will not be recognised as a command press.

IMPORTANT: Should the appliance fail to light or become extinguished for any reason, wait 3 minutes before attempting re-ignition.

APPLIANCE CONTROL UNIT

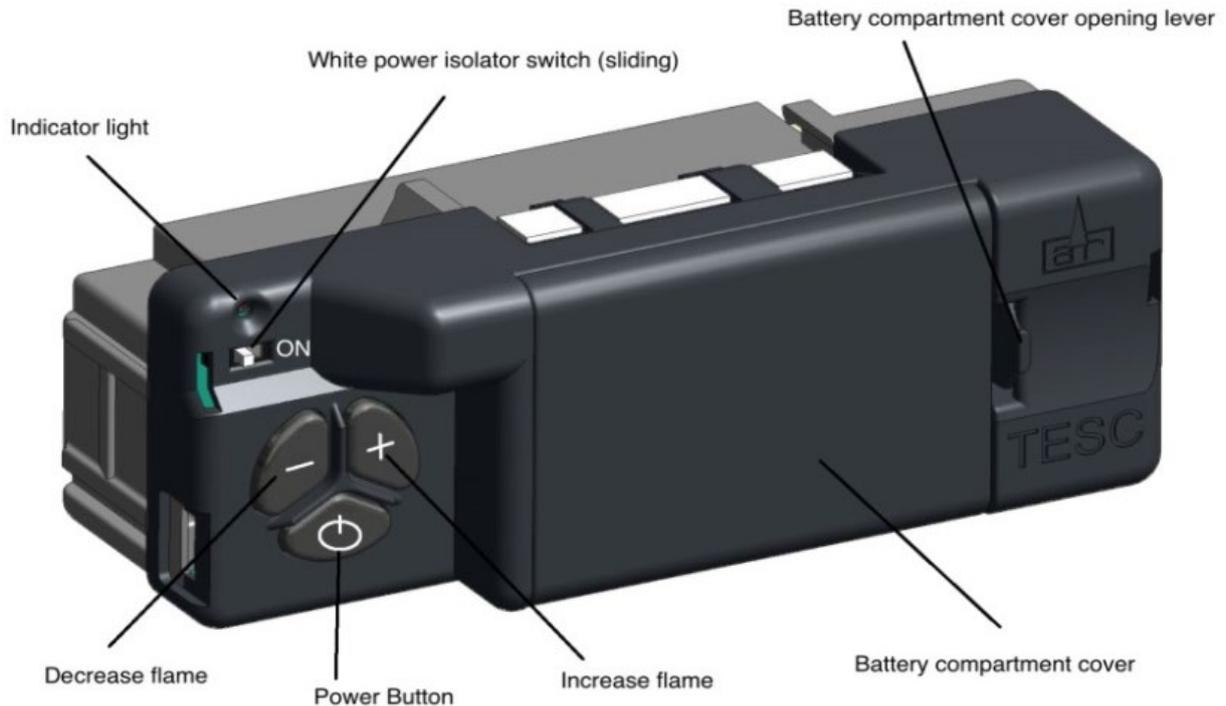


Fig.2 Appliance control unit

Indicator Light:

- **Off** - Burner is in standby and ready for start, or already in continuous operation.
- **Fast flashing** - Control unit is busy and will not accept commands.
- **Medium fast flashing** - Control unit is preparing a (re)start of the burner.
- **Slow flashing** - Control unit is detecting an error.
- **One short flash every 8 seconds** - Low battery warning.
- **Always on** - Burner is locked.

White Power Isolator Switch

- **Left position** - Control unit is disconnected from all power supplies and does not consume power.
- **Right Position** - Control unit is powered and ready to operate.

Decrease Flame Button:

- **Burner in operation** - Use this button to reduce the power level.

Increase Flame Button:

- **Burner in operation** - Use this button to increase the power level.

Power Button:

- **Burner in operation** - Use this button to stop burner operation.
- **In standby mode** - Use this button to start burner operation.
- **Burner locked** - Use this button to unlock the burner and to reset from error state.
- **If control unit is preparing to restart** - Use this button to stop the restart and disable further automatic starts.

Battery box:

- Insert here 3x AA-type Alkaline batteries.

REMOTE CONTROL

Fig. 3 shows the main features of the remote control handset.



Fig.3 Remote control handset

The remote-control handset requires 2 AA size alkaline batteries to be inserted under the battery compartment cover. The orientation of these is shown moulded into the battery compartment.

- To start the fire, with one hand grasp around the rear and both sides of the button area control. The green unlock light will illuminate. Note: Keep a grip of the handset to keep it unlocked and to continue to operate the command buttons.
- With the other hand touch and hold a finger on the power button for about 3 seconds. A short beep and a flash of the unlock light will happen.
- When the word “pilot” appears at the bottom left-hand corner of the display, immediately release the power button.
- A second flash of the unlock light and a longer beep will also sound at the time to release the power button.
- The fire should be lit within a few seconds.
- If power button is held for more than a few seconds after second flash/beep/word pilot appears, the command is ignored for safety reasons.
- Similarly if it is released too soon before the word pilot appears, the command is also ignored.
- With this system, the control has been designed to ensure that only intended ignition of the fire occurs.
- To stop – with handset held to unlock it, press then release power button.

SETTING THE REMOTE-CONTROL HANDSET

Upon successful insertion of the batteries in the handset the display will be as shown in Fig. 4.

The handset will be supplied paired to the fire and all that is required is to set the time of day and select if a 24h hour clock or 12 hour clock display is required and if temperature display is on Celsius or Fahrenheit.

SETTING THE TIME AND DATE

Holding the handset as described previously to unlock the keypad, press and hold “SET” for a few seconds and the display will be as shown in Fig. 5.

Set the display for 12 or 24 hour display - as always when pressing the remote control buttons keep the control held to keep the green light on and therefore handset safety feature unlocked. The H indicates that it is time to set the timer to either 24 hour display or 12 Hour (AM or PM) display. Press the + or – button on the handset to toggle between the two settings. When you are ready to confirm the setting you want press the “SET” button to progress to setting the day of the week.

Setting the day of the week - Press and release the + and – buttons until the correct day of the week is shown on the display.

Mo = Monday, Tu = Tuesday, We = Wednesday, Th =Thursday, Fr = Friday, Sa=Saturday and Su=Sunday

Press “SET” to accept the day of the week and to progress to setting the Hour of the day. Note: Whilst doing this setup pressing “SET” advances to the next display and pressing “MODE” will return you to the previous display setting.

Setting the hour - press and release the + or – button to change the hour to the correct hour and press set to store and to move to setting the minute. Repeat this for setting the minutes.



Fig.4



Fig.5

SETTING THE TEMPERATURE DISPLAY TO CELSIUS OR FAHRENHEIT.

Press and release the + or - button to toggle between °C and °F. When the display shows the desired symbol, press and release the SET button to store the setting.

As the main settings above have now been done, press and hold (not releasing straight away) the “SET” button for a few seconds and this will exit the setup menu. Alternatively you can press and release the set button several more times until the time of day is displayed on the handset.

The control is now ready for use with the Fire Control.

Note: the legend at the bottom shows the battery condition of both the batteries in the handset and in the fire control alternately. RC = Remote control handset and FC = Fire control.

The control is designed to get the most out of the batteries but when eventually the display shows they are spent (when the battery legend is an empty area) we recommend you change the batteries in the handset before they are flat, to avoid having to reprogram the time and date settings again.

PAGING THE HANDSET

If you have misplaced the handset (and it is in range of the fire), you can page it by pressing the + button only on the Control unit for around 5 seconds. The handset will flash and make a noise to help you to locate it.

Once you pick up and grasp the handset to unlock it, the Control unit will detect this and so the sound stops. The flashing and sound will last for 60 seconds each time the handset is paged as described. If not found in 60 seconds, page again and so on.

NOTE: PRESS “+” Button ONLY, NOT + and - Together as you will accidentally break the handset pairing and have to reset handset to factory state and pair again (see the pairing handset section if this happens).

HANDSET PAIRING

The handset should be supplied already paired with your fire, however if it becomes necessary to cancel the pairing and re pair it again do the following steps below. (NOTE: A new pairing can be accidentally started by accidentally pressing the plus and minus buttons together at the same time on the Control unit and held for 5 seconds.

FACTORY RESET OF DISPLAY HANDSET

To reset a handset to factory conditions to enable it to be paired with a control:

- Hold the handset to unlock. Press and hold SET until handset beeps and release the set button. PROG will be at the top left corner.
- Press and release the MODE button until the word SETUP is flashing in the top right corner.
- Press and release SET to enter the SETUP menu.
- Press and release the set button around 9 times until you see CA0 on the display.
- Press then release the + (or – button) to change the display to CA1 and press and release the SET button again. The word TESC will appear in the window to show that this handset is now reset and ready to pair again.

PAIRING THE HANDSET TO THE FIRE CONTROL UNIT

With 2 good quality AA alkaline batteries in the handset in the direction shown inside, if the handset can be paired with a control it will display the word TESC as shown in Fig. 6.

The handset must be within 1 metre (3 feet) of the fire when pairing.

After fitting the batteries and with the power isolator, slide the switch on the control unit to the on position (I). Simultaneously press and hold the – and + buttons on the fire control unit (i.e. not the handset) until the red indicator light comes on. Then immediately release the buttons and press the ON/OFF button on the control unit. The handset makes a noise and the display shows the pattern as shown in Fig. 7.

Hold the handset in one hand so your fingers wrap around the back of the operating buttons area of the handset. A green unlock light will illuminate when the handset has detected your hand. The green light must be illuminated in this way for any of the command buttons to accept commands to operate the fire control.

While the display is as shown, and holding the handset as described, press the SET button with the other hand to finish off the pairing of the handset to the Fire Control. You can then enter the setup and set the time of day on the handset as detailed earlier in the instruction manual.

Note: If the display returns to the one shown in Fig. 7 with the word “TESC” shown, then too much time has passed before pressing “SET” and so the handset has not paired yet. Simply repeat pairing again.

Important: Only ever press + and - buttons together when pairing handsets. If done afterwards this will break the pairing made and a factory reset of the handset will need to be performed. See Factory Reset of display handset.

THERMOSTATIC MODE

Thermostatic mode will allow you to set a desired temperature for the appliance to maintain. Once the temperature is reached the fire will reduce the power to minimum and regulate itself to maintain the temperature. The timed thermostat can be set before or during manual operation of the fire.

Hold the handset to unlock as described previously and press the mode button as many times as necessary until the THERMOSTAT symbol is flashing at the top of the display.

Press and release the set button and this will put the control into Thermostat mode.

The Sun, Moon or Frost symbol will on the left-hand side of the screen depending on the time of day and temperature.

Press and release the set button to access the temperature control. You can adjust the temperature using the + or – buttons.

After adjusting the temperature press set again to enter the setting required (or if left for a few seconds this time is now stored and used).

If the fire is lit this will then adjust the power settings to reach and maintain the temperature. If the appliance is not lit, Press and hold the ON/OFF button for 3 seconds (A short beep and a flash of the unlock light will happen. When the word “pilot” appears at the bottom left-hand corner of the display, immediately release the power button). The fire will now light and adjust the power settings to reach and maintain the set temperature.



Fig.6



Fig.7

BATTERY REPLACEMENT

HANDSET: the handset is powered by two alkaline AA size batteries. To change the batteries in the handset, remove the battery cover on the underside of the handset, unclip the batteries from its connector put in two new ones in its place. Replace cover.

BURNER: wait until the fire is cold before attempting to change these batteries which are in the gas valve underneath the burner behind the lower door and controls cover panel (Fig.1). Remove the battery cover on the gas valve and remove the used batteries. Insert three new alkaline AA batteries observing the correct polarity. Replace the battery cover.

ERROR CODES

The control unit is NOT faulty just because its shows an error code. The error code can be read when a wireless control unit is paired with a wireless enabled remote control. The error code is there to enable servicing to identify what may be happening to the control unit to cause the fire not to operate correctly. This is most likely to be environmental or one of the other components that are connected to the control unit. If an **E** code is displayed, allow the fire to cool and perform a normal start attempt to reset the control to standby. Then perform a normal start attempt again to see if the fire has cleared the error and the fire is functioning correctly.

If the error does not clear, it is essential before undertaking any actions on the servicing as detailed below, that the batteries being used are good and should be replaced with new ones to be sure that is not the problem. Faulty batteries can cause false error codes. New batteries can be faulty too. **ALWAYS CHANGE ALL THE BATTERIES TOGETHER AND NOT JUST ONE OR TWO, AND ALWAYS OF THE SAME MAKE AND TYPE (I.E MANUFACTURER AND MODEL TYPE).**

The battery contact must be clean and there must not be any leakage from any batteries in the battery compartment or on the battery contacts.

After replacing the batteries, to clear the error code perform a start cycle by pressing the start button as normal. Then press again in the same way to attempt a new start cycle. The error code must be cleared for the fire to function correctly.

Service and maintenance must only be carried out by a competent person who is registered with the appropriate regulatory body. For example, in the UK [Gas Safe Register](#) is the regulatory body for gas engineers.

CONDENSATION

When the unit is turned on, condensation will initially form on the glass. This is a normal occurrence. Water vapour is created when gas is burned. This will condense against the cold glass.

This condensation will form every time the unit is switched on from cold. The condensation will disappear once the unit is at operating temperature.

In order to quickly get the unit to operating temperature, we strongly recommend you let the unit burn on high for at least 15-30 minutes. This means you do not switch to low setting during this brief period and is the fastest way to make sure the condensation disappears.

If the unit is immediately set to a lower setting after switching on for the first time, the glass will remain wet for a long time, and this will result in it becoming dirty more quickly.

If the glass has not been cleaned properly after the first burn by the installer, it can appear to look cloudy or dirty. It is important that the glass is cleaned after the appliance has been lit for the first time.

The condensation which forms on the internal surface of the glass during operation can collect airborne contaminants which may cause staining. These contaminants can build up over a period of time, giving the appearance of misty/cloudy viewing area and if left, may result in the need for the glass to be replaced.

Adequate service and maintenance combined with the correct operational use will reduce the risk of this happening.

VENTILATION

No additional ventilation is required for this appliance.

INSTALLATION

The registered installer will complete the commissioning document at the rear of this booklet. Here you will find essential information about your appliance and the installation that you may need for future servicing or warranty matters.

SERVICING

To ensure your appliance remains in optimum condition and to maintain your warranty coverage, it must be serviced annually by a suitably qualified person.

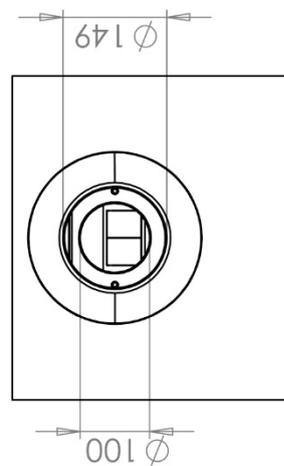
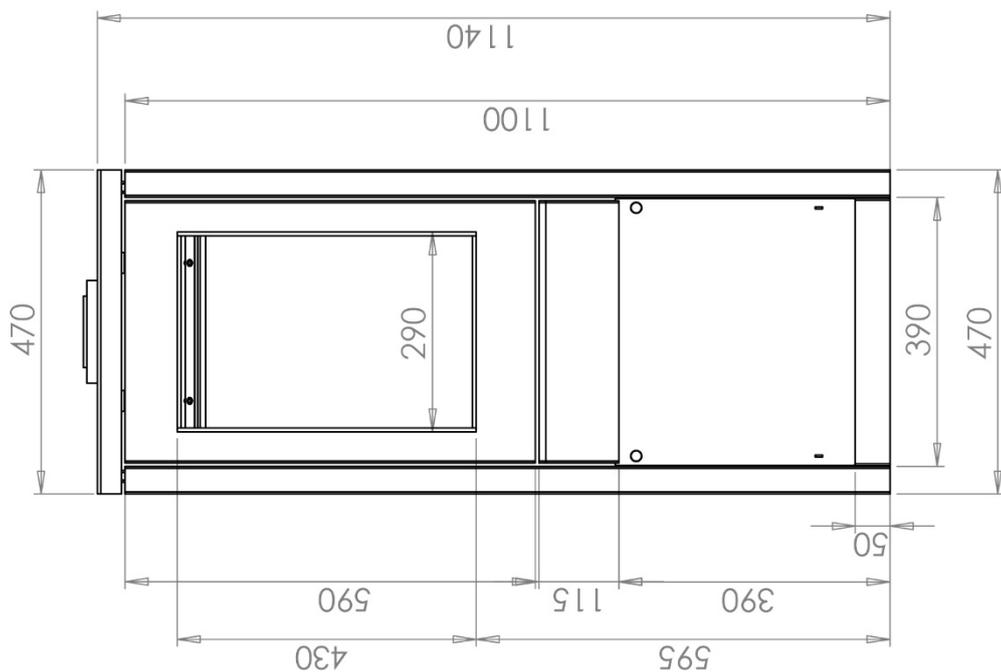
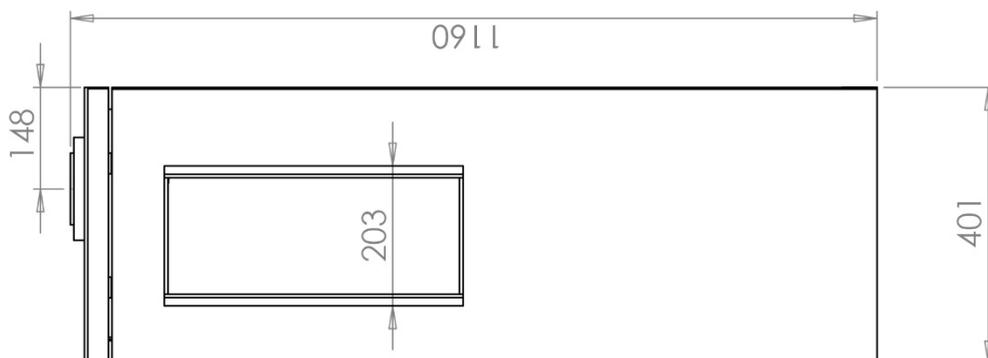
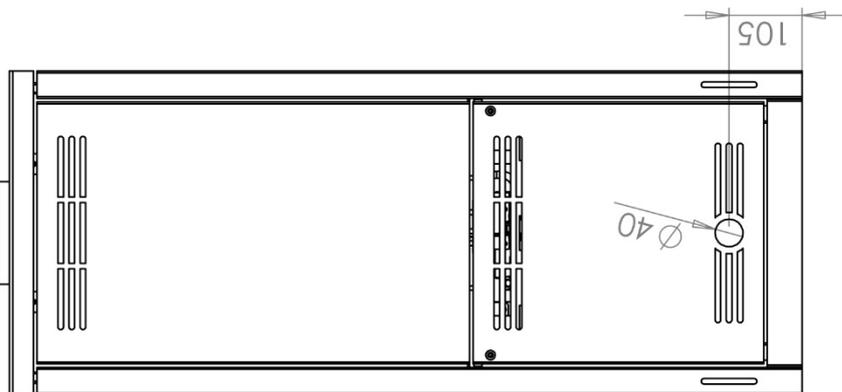
CLEANING YOUR APPLIANCE

IMPORTANT: Do not clean the appliance when it is hot. Always allow to cool before performing any cleaning.

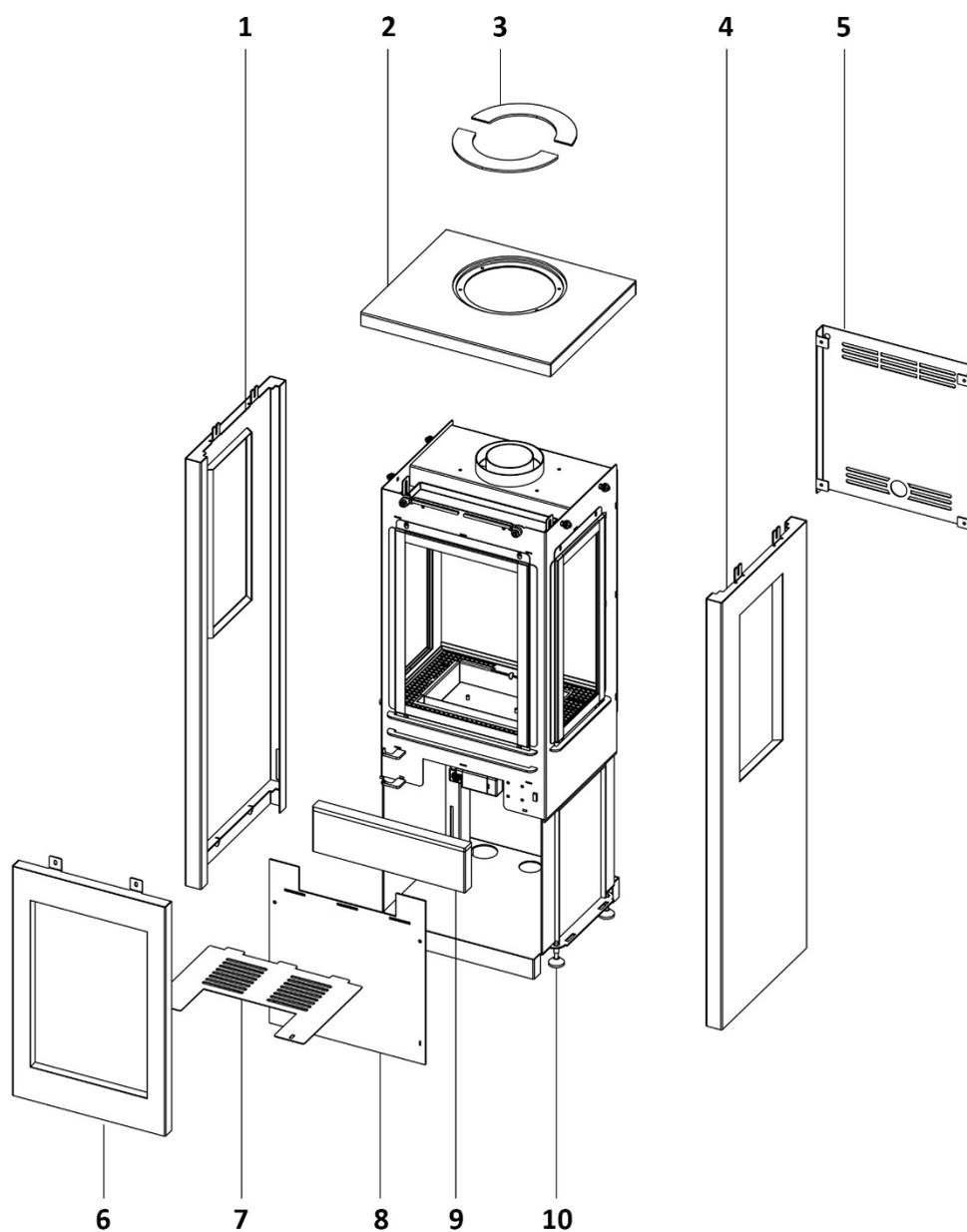
- Appliance body: Use a dry cloth to clean the appliance body.
- Glass panels: Use a damp cloth to clean the glass panels.

NOTE: Do not use hard (abrasive) sponges, steel wool, abrasives and cleaners with ammonia or acid (including citric acid), paper towels, ceramic cook top cleaner. Only use water or mild detergents. We recommend using Percy Doughty Glass Cleaner available through all good appliance retailers.

DIMENSIONS

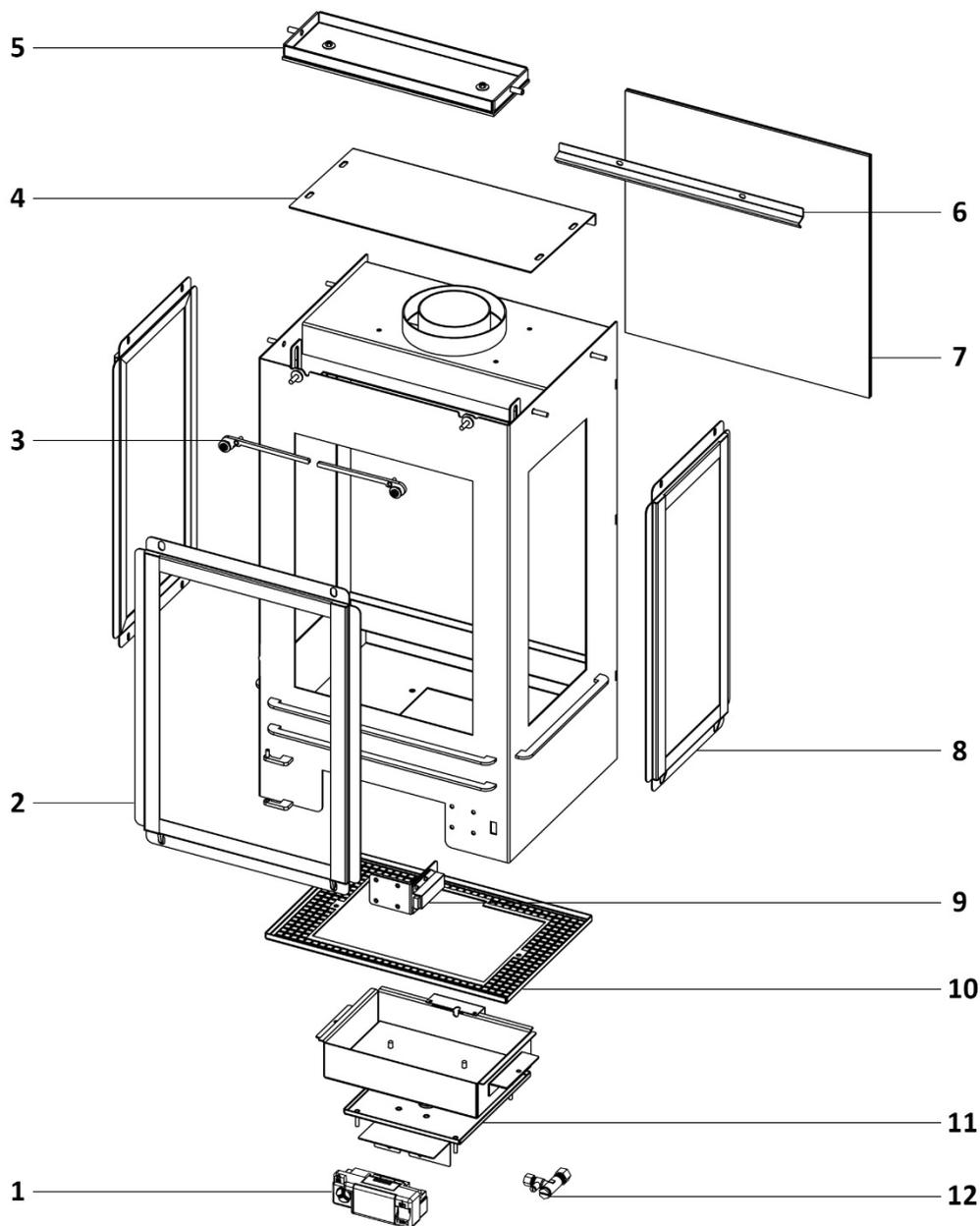


PARTS INFORMATION



PART	DESCRIPTION
1	Left fascia panel
2	Top
3	Spigot trim (x2)
4	Right fascia panel
5	Rear access panel
6	Front fascia panel
7	Burner cover panel
8	Front access panel
9	Control unit access door
10	Adjustable feet (x4)

PARTS INFORMATION



PART	DESCRIPTION
1	Valve/control unit
2	Front glass and frame
3	Rotating support arm (x2)
4	Baffle plate
5	Pressure release plate
6	Baffle / glass retaining bracket
7	Reflective black glass panel
8	Side glass and frame (x2)
9	Magnetic push door catch
10	Burner tray fuel mesh
11	Burner tray
12	Restrictor elbow

TECHNICAL INFORMATION

APPLIANCE GAS CATEGORY	I2H
HEAT INPUT (NETT) HIGH/LOW	5.4kW/2.75kW
SUPPLY PRESSURE	20 mbar \pm 1 mbar
GAS CONNECTION	8mm tube
GAS CONSUMPTION	0.58 m ³ /h
EFFICIENCY CLASS	1
INJECTOR	400 MH
FLUE RESTRICTOR PLATE	See page 20 for requirements
BALANCED FLUE CONNECTION	\varnothing 100mm outlet / \varnothing 150mm inlet
NOX CLASS	4

GAS CONNECTION

A gas restrictor elbow with test point is supplied and must be used when connecting the gas supply. The gas restrictor elbow can be accessed by opening the control unit access door.

All gas supply pipes must be purged of any debris that may have entered, prior to connection to the appliance. This includes the use of approved gas jointing compounds or sealing tapes.

The gas supply can enter through one of two supply holes: one located on the base section of the appliance, behind the removable rear access panel, the other located centrally on the lower rear panel of the appliance (see Fig. 8).

The gas supply must be installed in such a manner, that it does not hinder its safe use, does not restrict access for the controls for the end user, does not hinder an inspection or servicing during any routine maintenance and operation.

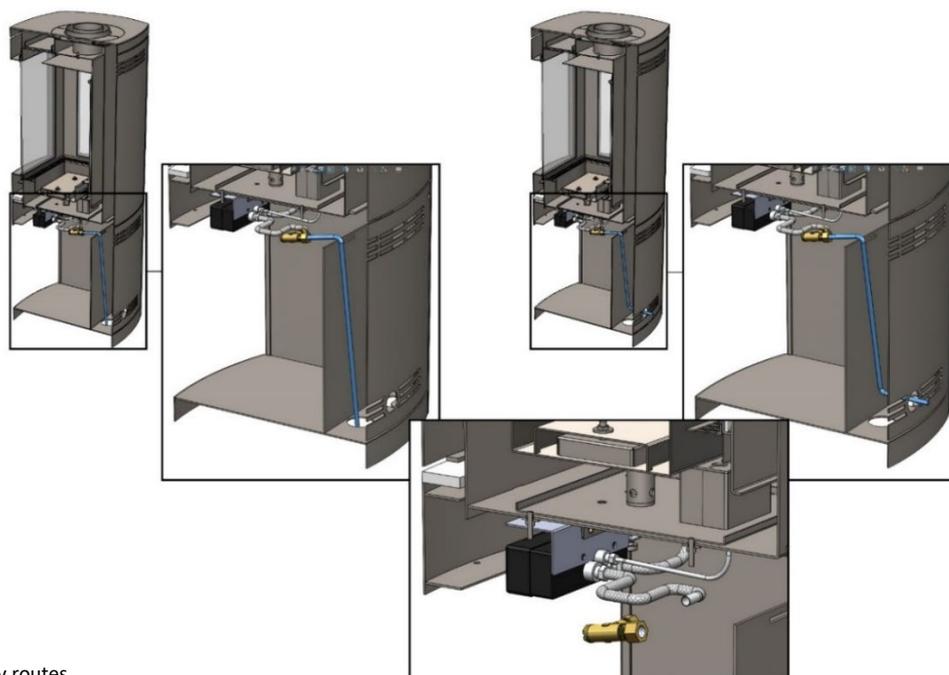


Fig.8 Gas supply routes

CLEARANCES

All specified minimum distances to combustibile materials must be adhered to.

The minimum distance to combustibile materials at the rear is 50mm, however we recommend a minimum of 100mm to allow for easier access when making gas connections.

If a shelf is fitted a distance of 250mm above the appliance is required.

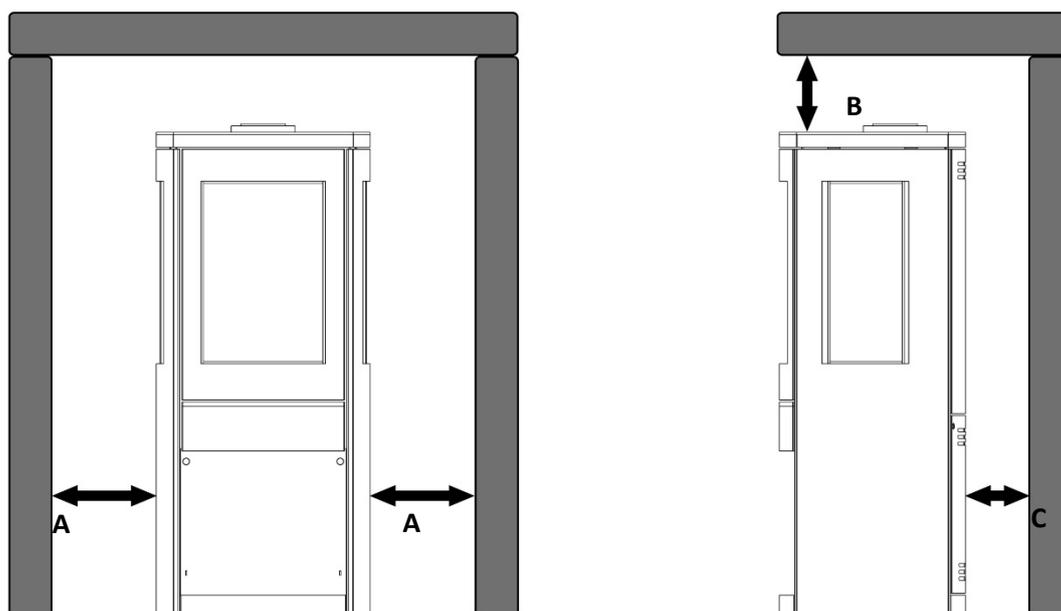


Fig.9 Clearances

	MINIMUM DISTANCE TO COMBUSTIBLE MATERIAL	MINIMUM DISTANCE TO NON-COMBUSTIBLE MATERIAL
SIDES (A)	300mm	150mm
ABOVE (B)	250mm	150mm
REAR (C)	50mm	50mm

TIMBER FRAMED BUILDINGS

It will be necessary to provide additional clearance when the flue passes through a wall containing any combustibile materials. This can be determined by an onsite risk assessment, completed by the installer.

The hole through which the flue will pass, must have a steel sleeve which is positioned so that an air gap of at least 25mm is maintained between the outer surface of the flue, and any part of the sleeve.

For further guidance on the installation of gas appliances in timber framed buildings, contact your local buildings control authority.

HEARTH

A hearth is not required when installing this appliance. **IMPORTANT:** the appliance must not be installed directly onto a carpet.

Care should be taken to ensure the floor is level and capable of bearing the weight of the appliance and the associated flue components. Fixing points are provided to secure the appliance into position (see page 21).

FLUE REQUIREMENTS

The flue must be sited in accordance with BS5440: Part 1 (latest edition). For terminations see page 19.

A guard must be fitted to protect any persons from any terminal discharge which is less than 2 metres above any access such as level ground, a balcony or above a flat roof.

All vertical and horizontal flues must be securely fixed, and penetrations adequately fire stopped inhibiting the spread of fire between 'compartments' within the building. All work must be in accordance with the current building and fire stopping regulations.

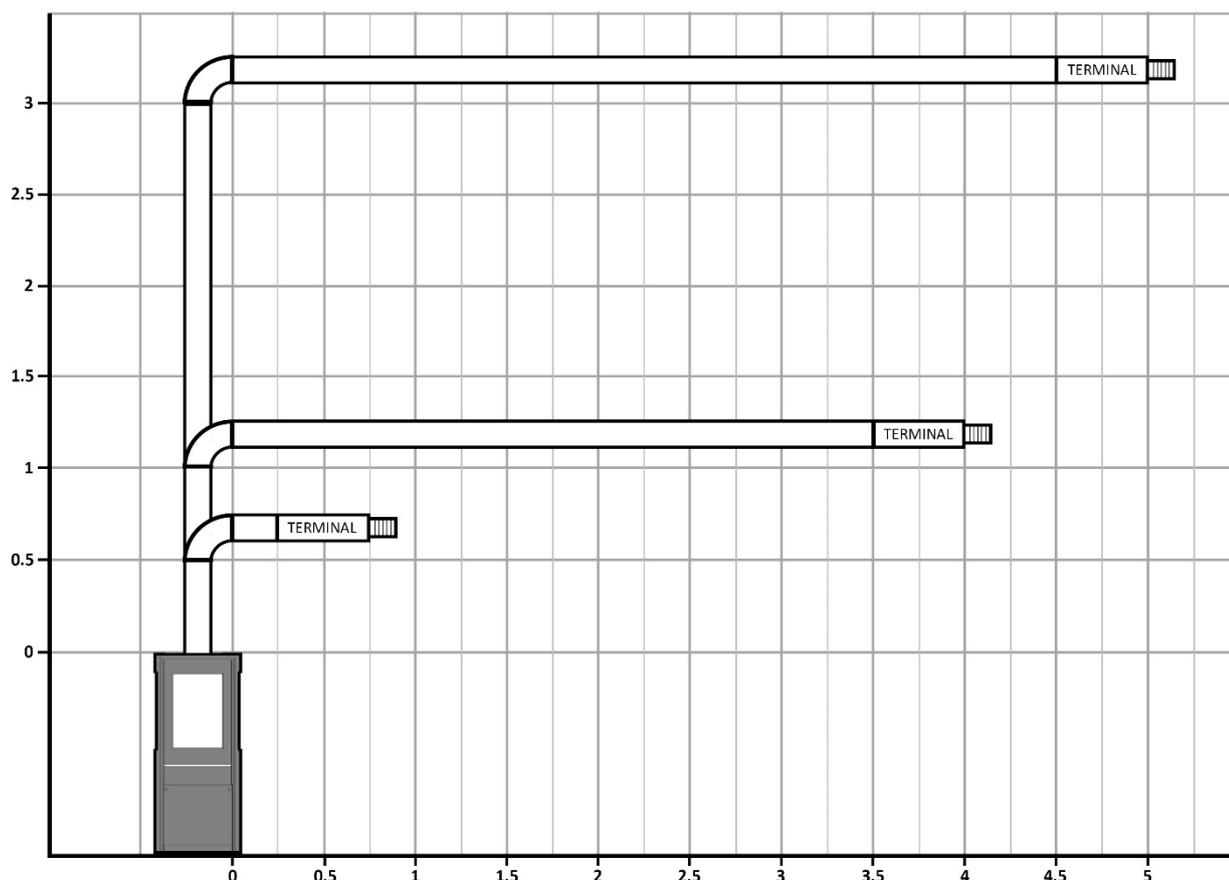
Two types of flue terminals are available: horizontal and vertical. For minimum and maximum flue dimensions see relevant sections.

Note: This appliance must only be installed with a Holetherm balanced flue system.

HORIZONTAL TERMINAL

First decide on the terminal position then measure the height from the top of the appliance to the centre of the required outlet. For minimum and maximum flue dimensions see the diagram below.

Note: Terminal piece constitutes 500mm of run length (actual length is 480mm).



Assemble a horizontal flue in the following order:

Fig.10 Horizontal terminal dimensions

- Vertical section
- 90° elbow
- Horizontal plus terminal

Additional 45° or 90° bends can be added to the horizontal run. For every 45° elbow added, the maximum length of flue is reduced by 1 metre. For every additional 90° elbow added, the maximum length of flue is reduced by 2 metres.

VERTICAL TERMINAL

For a vertical terminal installation there is a minimum vertical rise requirement of 2 metres and a maximum of 8 metres. See diagram below for more details.

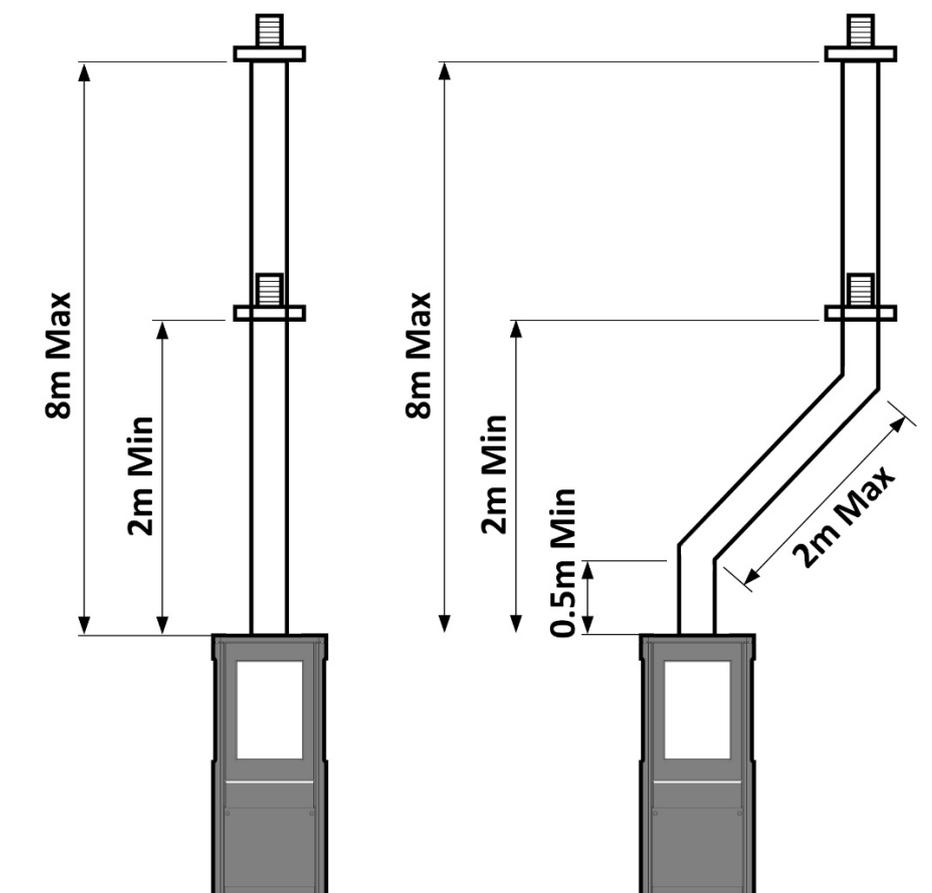


Fig.11 Vertical terminal dimensions

TERMINAL LOCATION

The flue system or terminal shall not penetrate the shaded area of the roof.

Key

A = 600mm

B = 2000mm

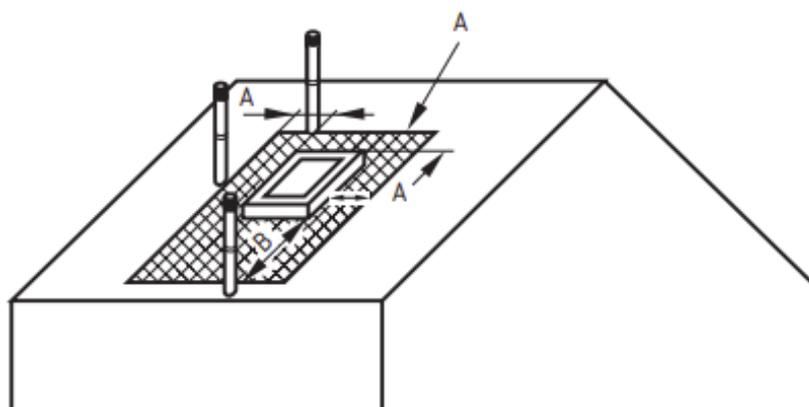


Fig.12 Roof penetration

TERMINAL LOCATION

Where two or more room sealed chimney configurations terminate in close proximity at the same height, they shall be separated by at least 600 mm. Where any one vertical outlet is more than 300 mm above the other, then they shall be separated by at least 1500 mm.

Fig. 13: A and B shall be at least 500 mm

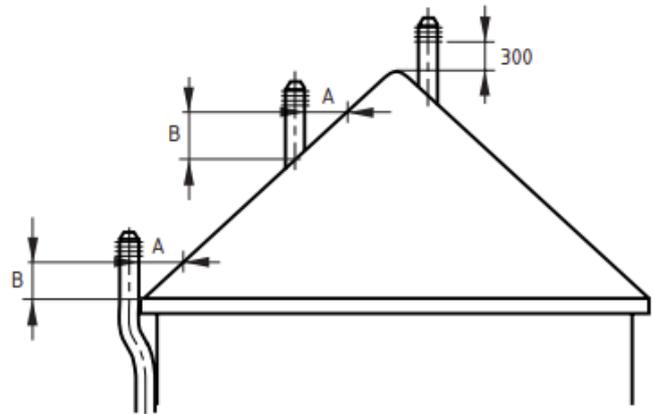


Fig.13 Multiple terminals

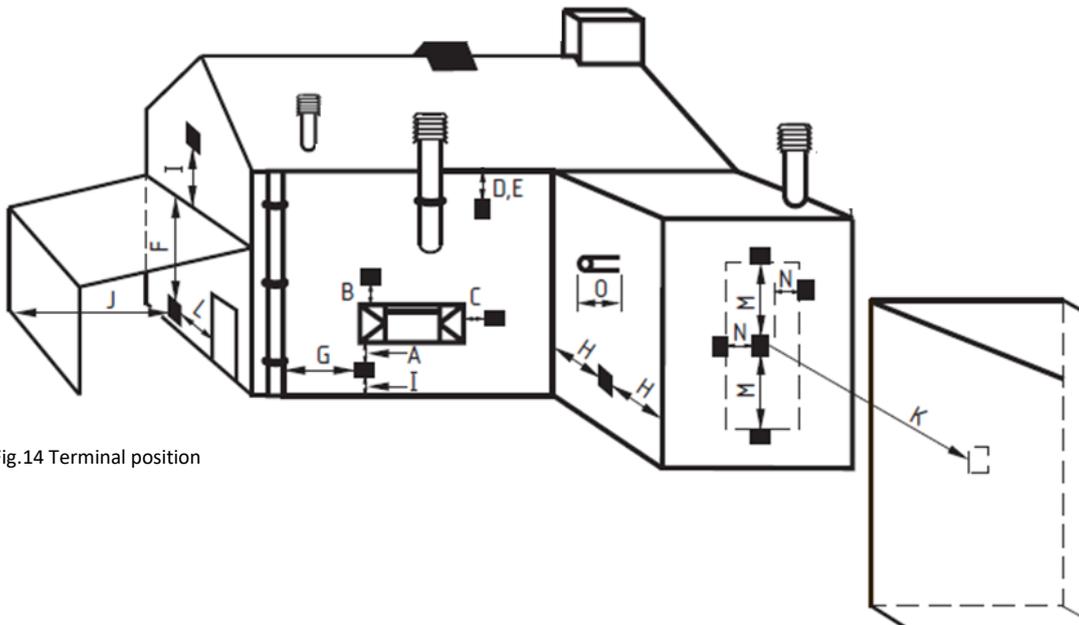


Fig.14 Terminal position

KEY	TERMINAL POSITION	MINIMUM DISTANCE
A	Directly below an opening, airbrick, opening window etc.	300mm
B	Above an opening, airbrick, opening window etc.	300mm
C	Horizontally to an opening, air brick, opening window etc.	300mm
D	Below gutters, soil pipes or drains.	500mm
E	Below eaves.	500mm
F	Below balconies or car port roof.	600mm
G	From a vertical drain or soil pipe.	300mm
H	From an internal or external corner.	600mm
I	Above ground, roof or balcony level.	300mm
J	From a surface facing a terminal.	600mm
K	From a terminal facing a terminal.	600mm
L	From an opening in a car port (e.g. door, window) into dwelling.	1200mm
M	Vertically from a terminal on the same wall.	1500mm
N	Horizontally from a terminal on the same wall.	300mm

RESTRICTOR REQUIREMENTS

HORIZONTAL TERMINAL			VERTICAL TERMINAL	
VERTICAL HEIGHT	HORIZONTAL LENGTH	RESTRICTOR SIZE	VERTICAL HEIGHT	RESTRICTOR SIZE
0.5m	0.5m*	45mm	2m up to 5m**	60mm
0.5m	0.75m**	None required	6m up to 8m**	70mm
1m up to 3m	0.75m up to 4m**	None required		

*500mm terminal component.

** Including 500mm terminal component.

The appliance is supplied without a flue restrictor fitted. If required, determine the correct restrictor plate needed and follow the instructions under **ACCESS TO BURNER TRAY AND FUEL BED** on pages 21-22. This will provide access to the burner chamber. From here you need to remove the baffle plate to gain access to the flue outlet, where you will find the location to mount the restrictor plate.

To remove the baffle plate, first remove the four screws highlighted below in Fig.15.

Next, loosen the two screws highlighted below in Fig.16. Note: do not completely remove the screws. Then lift the back edge of the baffle upwards and away from the back of the appliance, carefully removing it.



Fig.15 Remove baffle screws



Fig.16 Loosen rear baffle screws

You will now see 2 screws, one on each side of the flue opening. Loosen these screws and slide the restrictor plate into position on the screws across the flue opening. Tighten the two screws to secure in place. Refit the baffle in the reverse manner to removal.

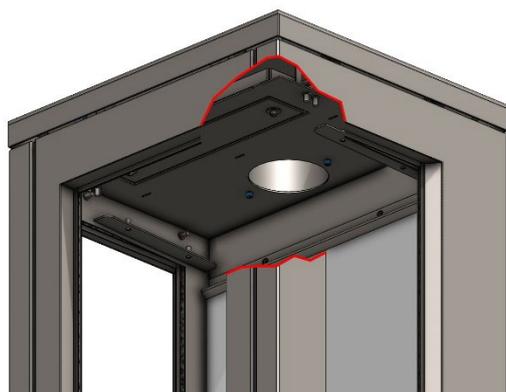


Fig.17 Two screws at flue terminal

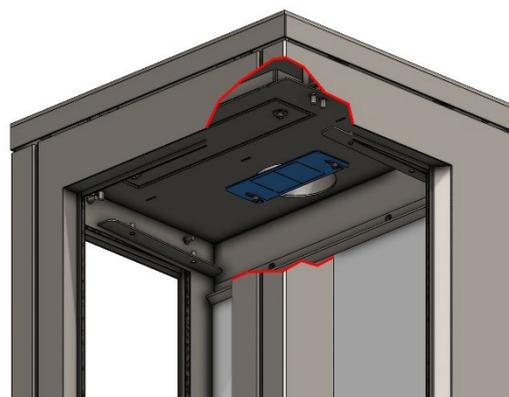


Fig.18 Slide the restrictor plate into position

SECURING THE APPLIANCE

Use suitable fixings to secure the appliance to the floor or hearth. Access to the securing brackets is located behind the front and rear access panels (see Fig.19).

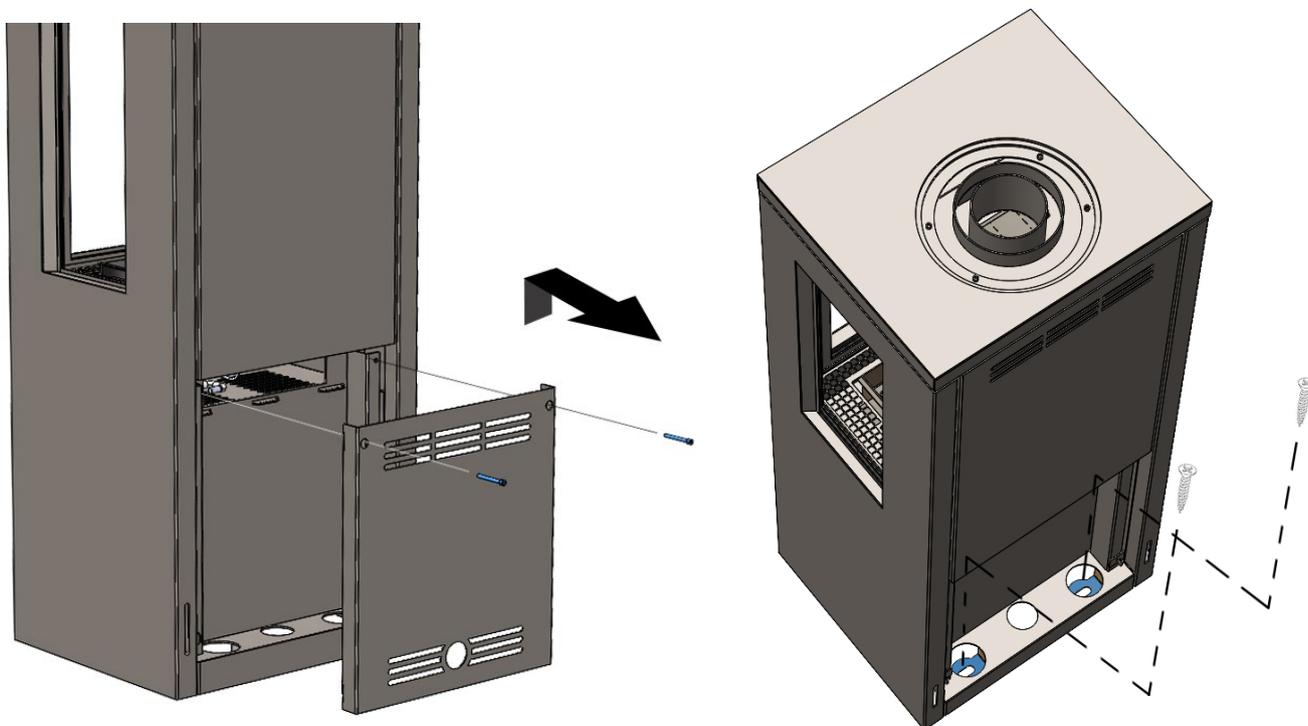


Fig.19 Securing brackets

ACCESS TO BURNER TRAY AND FUEL BED

STEP 1 – Raise the appliance top by removing the two pieces of spigot trim then unscrewing the 4 screws below. Then lift the front edge of the appliance top and rotate both support arms into a vertical position. Allow the appliance top to rest on the support arms (see Fig.20)

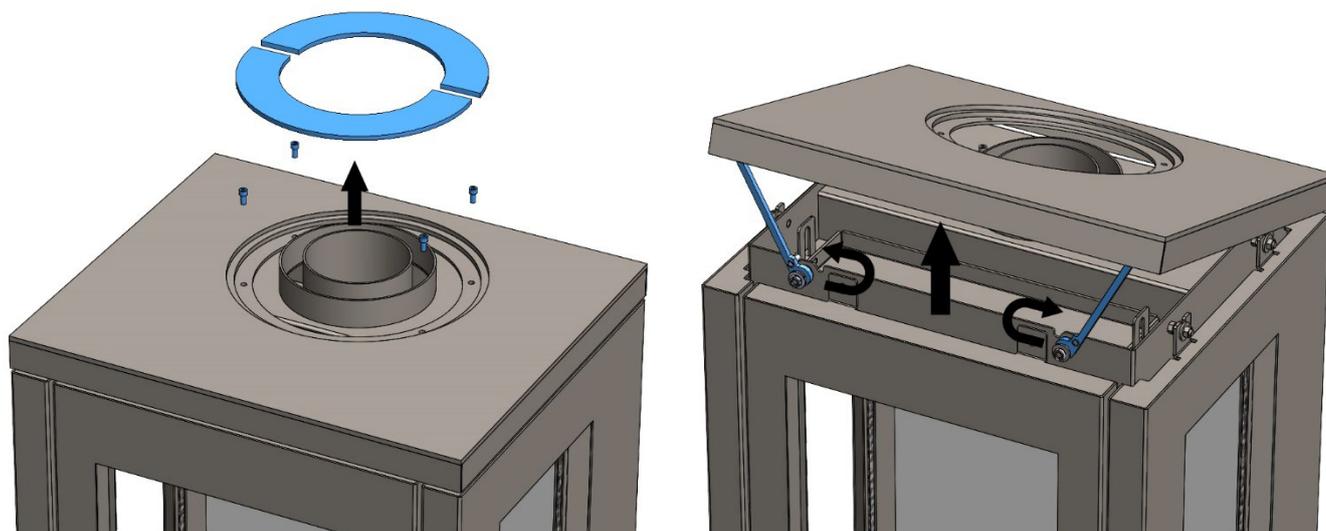


Fig.20 Top Access

STEP 2 – Unscrew the thumbscrews by turning anticlockwise. Then lift the front fascia panel away from the appliance, allowing access to the front glass frame. Be carefully when placing the fascia panel aside to avoid scratches or other potential damage (see Fig.21).

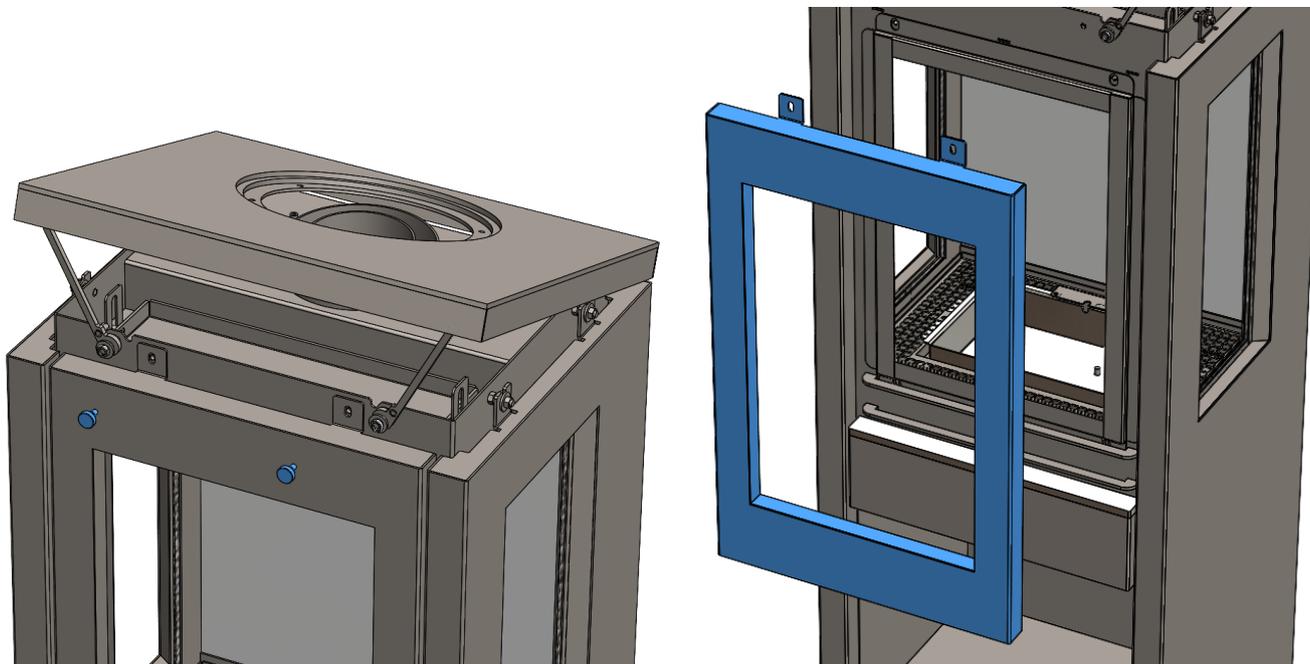


Fig.21 Front fascia panel removal

STEP 3 – Remove the glass frame by turning the thumbscrews anticlockwise. Place the thumbscrews and washers aside and carefully lift the glass frame up and away from the appliance (see Fig.22). **IMPORTANT:** Use two hands to lift the glass frame and glass as the glass may come loose from the frame.

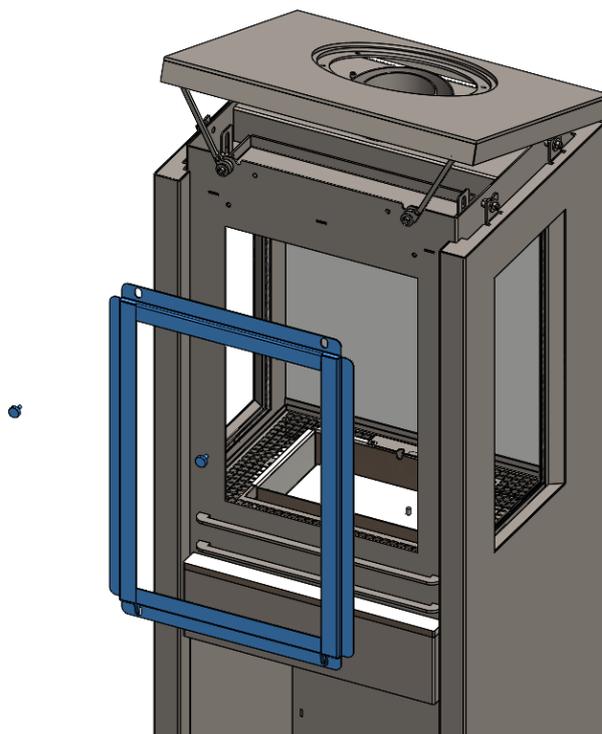


Fig.22 Front glass removal

Follow the steps in reverse for re-assembly of the appliance.

IMPORTANT: When re-fitting the front glass and frame, ensure that it is fitted centrally to the appliance. First place the wedges on the bottom edge of the frame centrally into the securing rail beneath the chamber opening and push downward to create a tight seal between the frame and the appliance. Check that the frame has been fitted centrally then secure in place using the washers and thumbscrews (see Fig.23).

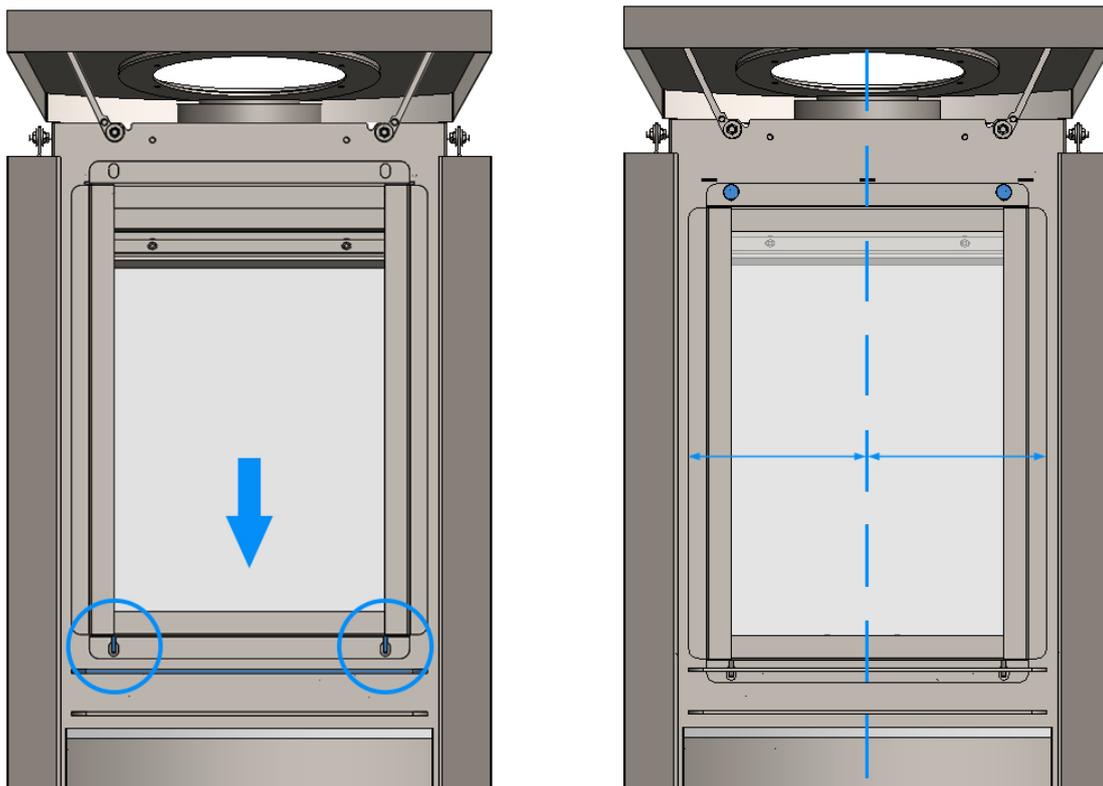


Fig.23 Re-fitting front glass

PRESSURE RELEASE PLATE

IMPORTANT: Before re-fitting the appliance top, check that the pressure release plate is seated correctly in a flat, central position on top of the rectangular hole beneath and can move freely (see Fig. 24).

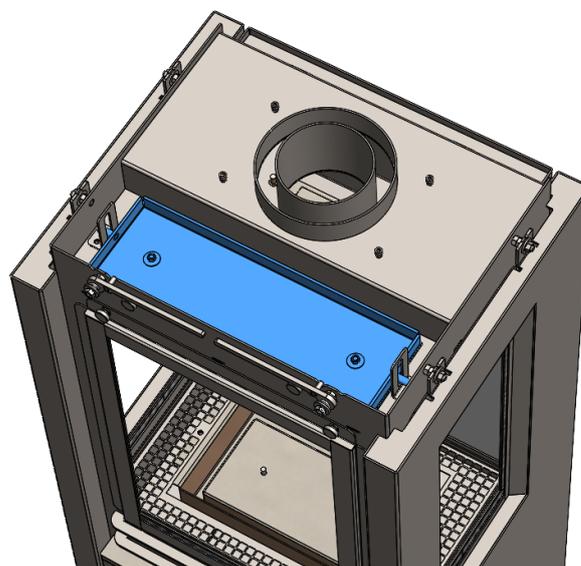


Fig.24 Pressure release plate

FUEL BED ASSEMBLY

IMPORTANT: the fuel bed layout must be installed in accordance with this guide. Do not change the layout or the quantity of material contained within. Remove any excess fine dust- from the vermiculite before placing on the fuel bed.

STEP 1: Fill the burner tray with the black vermiculite, ensuring an even, flat coverage level with the top edge of the tray.

STEP 2: Scatter the lava rock pieces around the outer burner tray mesh.

STEP 3: Place Log A onto the vermiculite bed as shown in Fig.24b

STEP 4: Place Log B onto the vermiculite bed as shown in Fig.24c

STEP 5: Place Log C onto the vermiculite bed as shown in Fig.24d

STEP 6: Distribute the small pieces of wire wool around the logs. **DO NOT** place any wool near the pilot area.

STEP 7: Position the small grey chips around the outer edge of the burner tray, aiming to conceal the edge of the burner tray.



Fig.24a

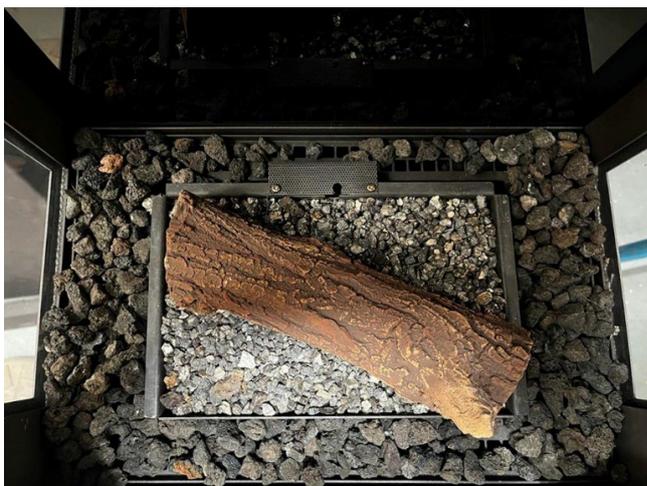


Fig.24b



Fig.24c



Fig.24d



Fig. 24e



Fig. 24f



Fig. 24g

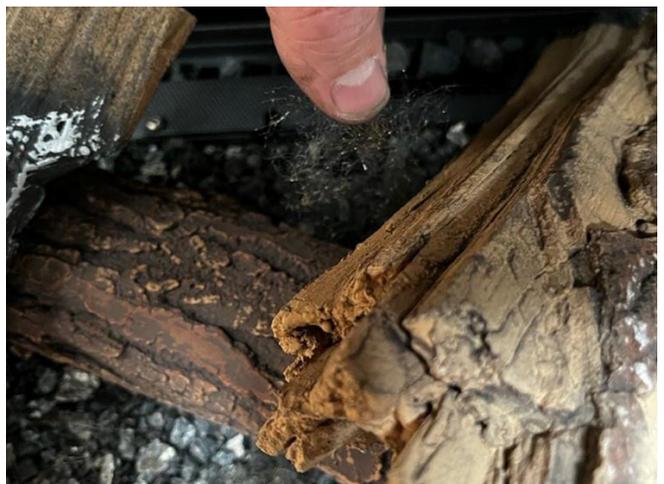


Fig. 24h



Fig. 24i



Fig. 24j



Fig.24k

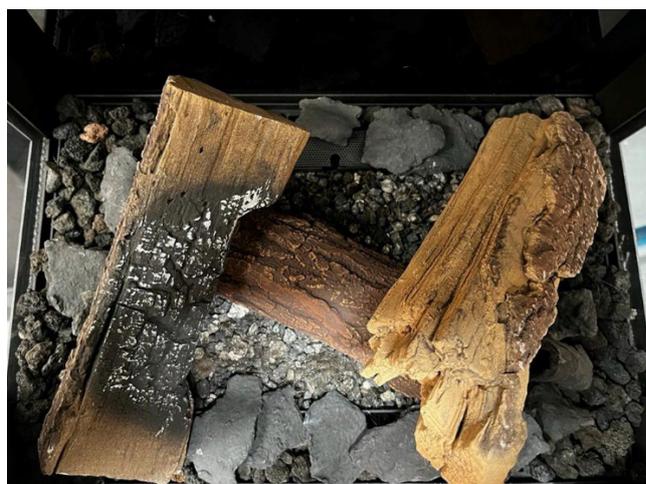


Fig.24l

GAS TIGHTNESS AND PRESSURE CHECK

All supply gas pipes must be purged of any debris that may have entered prior to connection to the appliance. The gas restrictor elbow with test point can be used to establish the correct supply pressure and checked for tightness during the commissioning of the appliance.

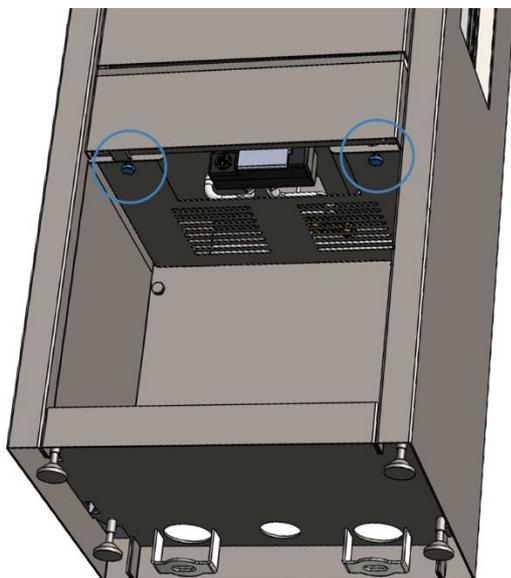
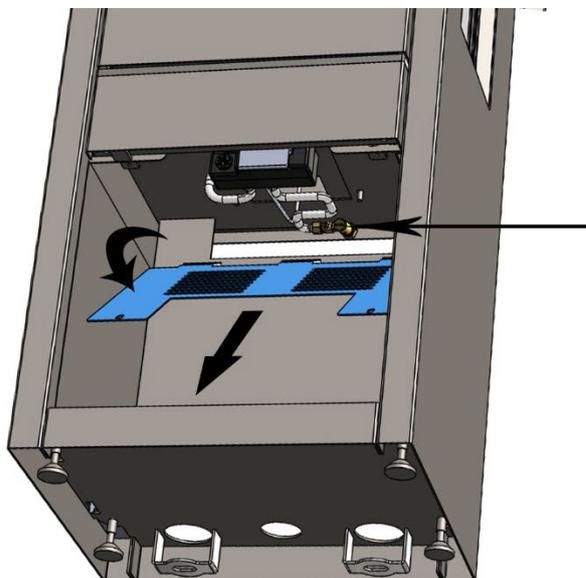


Fig.25 Test point



COMMISSIONING THE APPLIANCE

IMPORTANT: Complete the Commissioning Checklist at the back of the manual.

Once the appliance is in place, connected to the gas supply and checked for gas tightness, flued correctly, and the logs and dispersal materials are in place, you can proceed with lighting the appliance and ensuring the all the features are working correctly. Then run the appliance up to temperature and confirm correct working pressure and gas rate.

The fire control unit is located behind the control unit access door on the front of the appliance (see page 4 for further details).

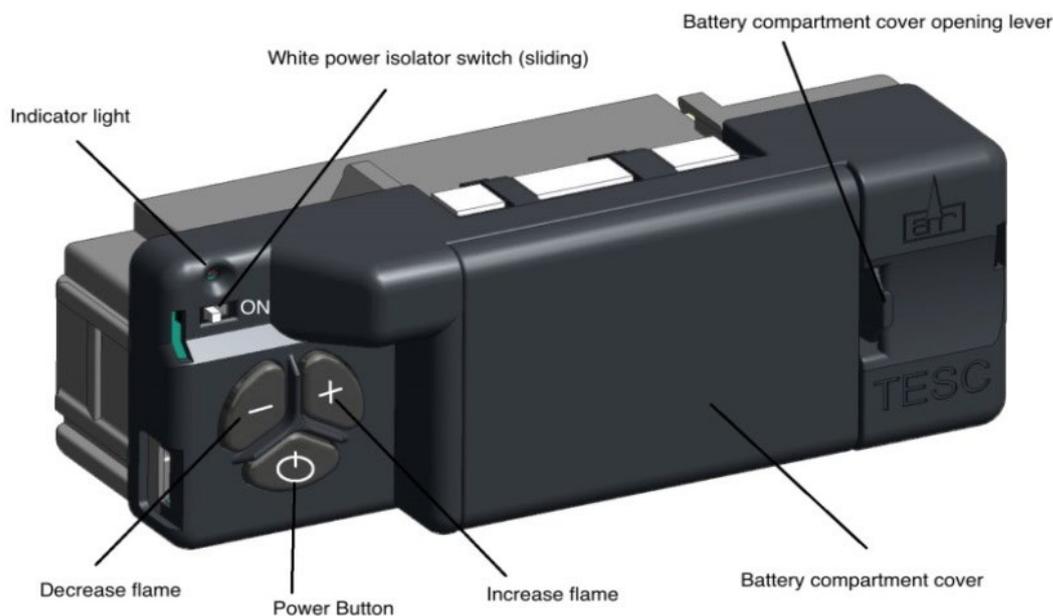


Fig.26 Control unit

The pilot light is located centrally at the rear of the burner.

Should the appliance be extinguished for any reason wait 3 minutes before attempting re-ignition

Fit AA batteries to the fire control unit. The control requires 3 AA size alkaline batteries to be inserted under the battery compartment cover. The orientation of these is shown moulded into the battery compartment.

After fitting the batteries and replacing the cover the fire can now be operated. Slide the Master switch to the right to the ON position (I symbol).

To start the fire, press the ON/OFF button and hold for 1 second then release. The burner will within around 1 to 10 seconds ignite and adjust to the maximum power setting. This can take longer on the first lighting as it has to clear out any air locks

Check that the supply pressure is 20 mbar \pm 1 mbar

The power of the burner can be adjusted up and down by pressing the + and – buttons.

To stop the fire, simply press the power button again and the burner will stop. Disconnect the pressure gauge, replace the test point sealing screw and test for gas soundness.

Once the fire has been successfully lit and extinguished, you can then put batteries in the remote control and check that this is functioning correctly (See user instructions including how to set the time and date on the handset).

NOTIFIABLE WORK – BUILDING CONTROL

As a Gas Safe registered engineer, in England and Wales you must report the installation of heat producing gas appliances, and the installation of heating and hot water systems connected to the gas appliance, through our online notification system. By reporting your safe work in this way the Gas Safe register will ensure that a Building Regulations Compliance certificate will be sent to the homeowner or builder and they will also advise the relevant Local Authority building control department of the work on your behalf. This certificate is important and will form part of the warranty agreement.

There is no mandatory requirement to notify gas work in Northern Ireland or Scotland. However, we do encourage businesses to provide customers with a quality record of work; this can be done by making voluntary Declarations of Safety. You can do this online in the same way as mandatory notifications and once the notification has been received Gas Safe Register will provide your customer with a Declaration of Safety certificate.

You should report the installation of any new or replacement flued gas appliances and non-flued fixed appliances that provide heating or hot water for your customers.

CUSTOMER HANDOVER

- Hand these Instructions to the customer and advise the customer how to use the appliance.
- Ask the customer to read and sign the Commission Check List at the back of this booklet.
- Advise that if the fire goes out for any reason, wait at least three minutes before relighting.
- Advise the customer that due to the newness of materials the appliance may give off a slight smell for a period of time after commissioning. This is quite normal and any odours should disperse after a few hours operation.
- Stress that no extra logs must be added over and above those supplied with the appliance and that any replacements must only be authorized spares.
- Recommend that the appliance is regularly serviced and the flue system checked by qualified persons.
- Explain to the following information to customer regarding condensation:

When the unit is turned on, condensation will initially form on the glass. This is a normal occurrence. Water vapour is created when gas is burned. This will condense against the cold glass.

This condensation will form every time the unit is switched on from cold. The condensation will disappear once the unit is at operating temperature.

In order to quickly get the unit to operating temperature, we strongly recommend you let the unit burn on high for at least 15-30 minutes. This means you do not switch to low setting during this brief period and is the fastest way to make sure the condensation disappears.

If the unit is immediately set to a lower setting after switching on for the first time, the glass will remain wet for a long time, and this will result in it becoming dirty more quickly.

If the glass has not been cleaned properly after the first burn by the installer, it can appear to look cloudy or dirty. It is important that the glass is cleaned after the appliance has been lit for the first time.

The condensation which forms on the internal surface of the glass during operation can collect airborne contaminants which may cause staining. These contaminants can build up over a period of time, giving the appearance of misty/cloudy viewing area and if left, may result in the need for the glass to be replaced.

Adequate service and maintenance combined with the correct operational use will reduce the risk of this happening.

SERVICING PROCEDURE

- Ensure the appliance has been installed in accordance with the manufacturer's instructions and meets relevant Standards and regulations.
- Inspect the external of the appliance and flue system for damage or signs of distress. Inspect the flue terminal and confirm it is free from damage or obstruction.
- Raise the appliance top by removing the two-piece spigot trim then unscrewing the 4 screws below. Then lift the front edge of the appliance top and rotate both support arms into a vertical position. Allow the appliance top to rest on the support arms.

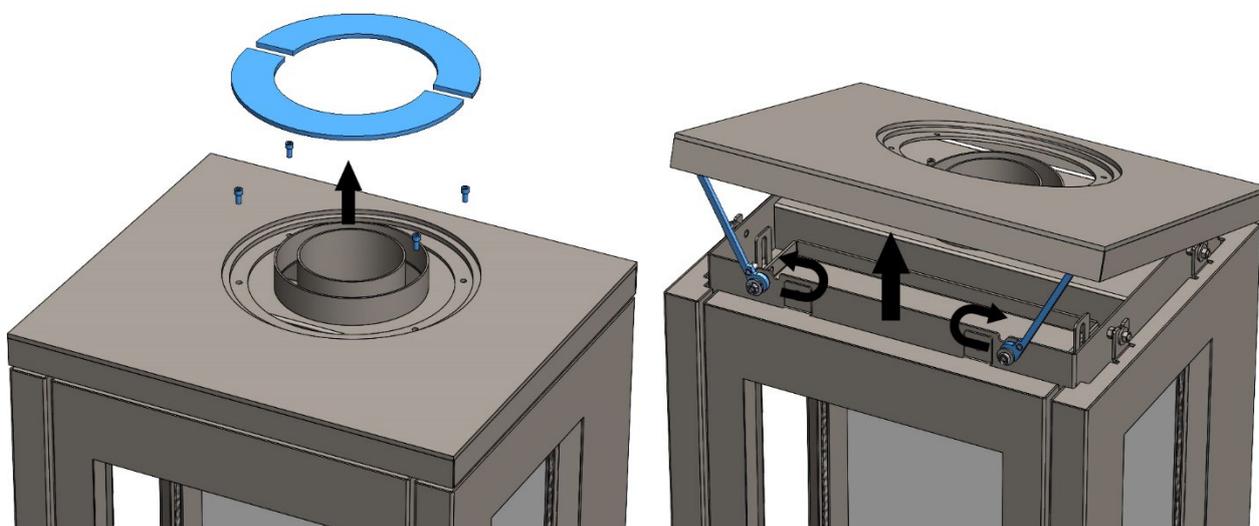


Fig.27 Lift appliance top

- Inspect pressure relief plate, check for any damage, ensure it is free to move and is seated correctly against the chamber top.

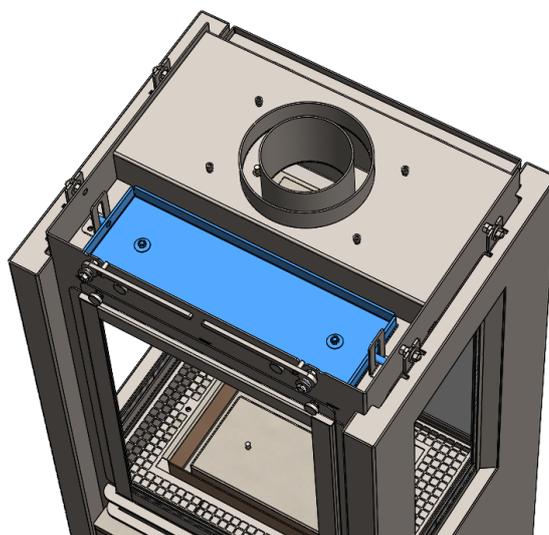


Fig.28 Pressure release plate

- Remove front glass panel/frame and inspect for damage or signs of incomplete combustion. If the glass panel is damaged in any way it will need to be replaced. Check seal around the glass panel, if this is incomplete or damaged replace the glass seal. For details on how to access and remove the glass panel/frame, please refer to pages 22 – 23.
- Remove the ceramic logs to check for damage and replace where necessary. Clean the logs with a soft brush to remove any debris.
- Remove the baffle and restrictor plates (if fitted), inspect flue ways and clean if necessary and refit the baffle and restrictor plate. See page 20 for details on how to access the baffle and restrictor plate.
- Remove fuel bed material (vermiculite, lava rock, etc.) from the fuel mesh and burner tray.
- Unscrew and remove the fuel mesh (Fig.29).
- Inspect pilot assembly, check function and ensure it is free from debris. Clean the thermocouple tip and check there is approximately 4mm gap from the electrode to the pilot burner port. To access the pilot assembly, first remove the pilot mesh guard (Fig.30) then unscrew the pilot assembly underneath and lift the pilot assembly to access (Fig.31).
- Remove and clean the injector from the underside of the combustion chamber. Adjust the locking nut and unscrew the injector from the aeration tube. Only use a soft brush to clean the injector holes. If the holes are cleaned using a mechanical tool, they can become damaged and enlarged. In such cases if damaged, the appliance should not be used until it has been replaced.
- Clean the entire combustion chamber with a soft brush and vacuum cleaner, removing dust and contaminants. Clean internal glass panels, check the seals and replace if necessary.
- Refit the glass panel door, ensuring it is correctly aligned and sealed to the appliance **The appliance should not be used if the glass door panel is not fixed and sealed to the appliance correctly.**

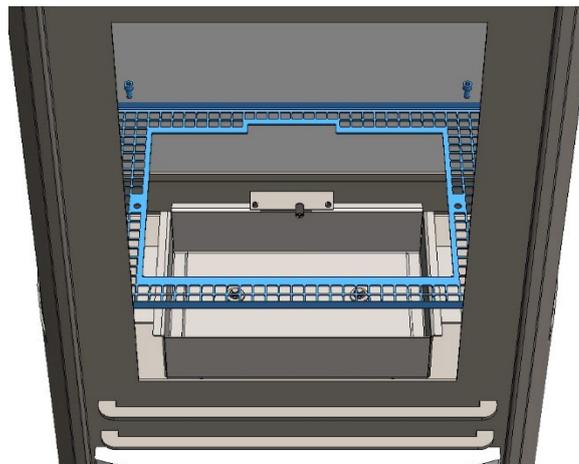


Fig.29 Fuel Mesh

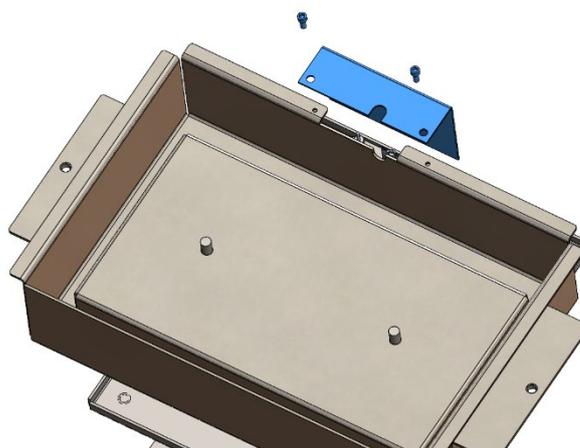


Fig.30 Pilot mesh guard

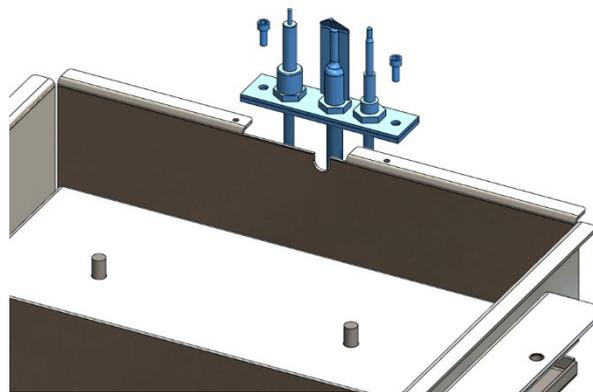
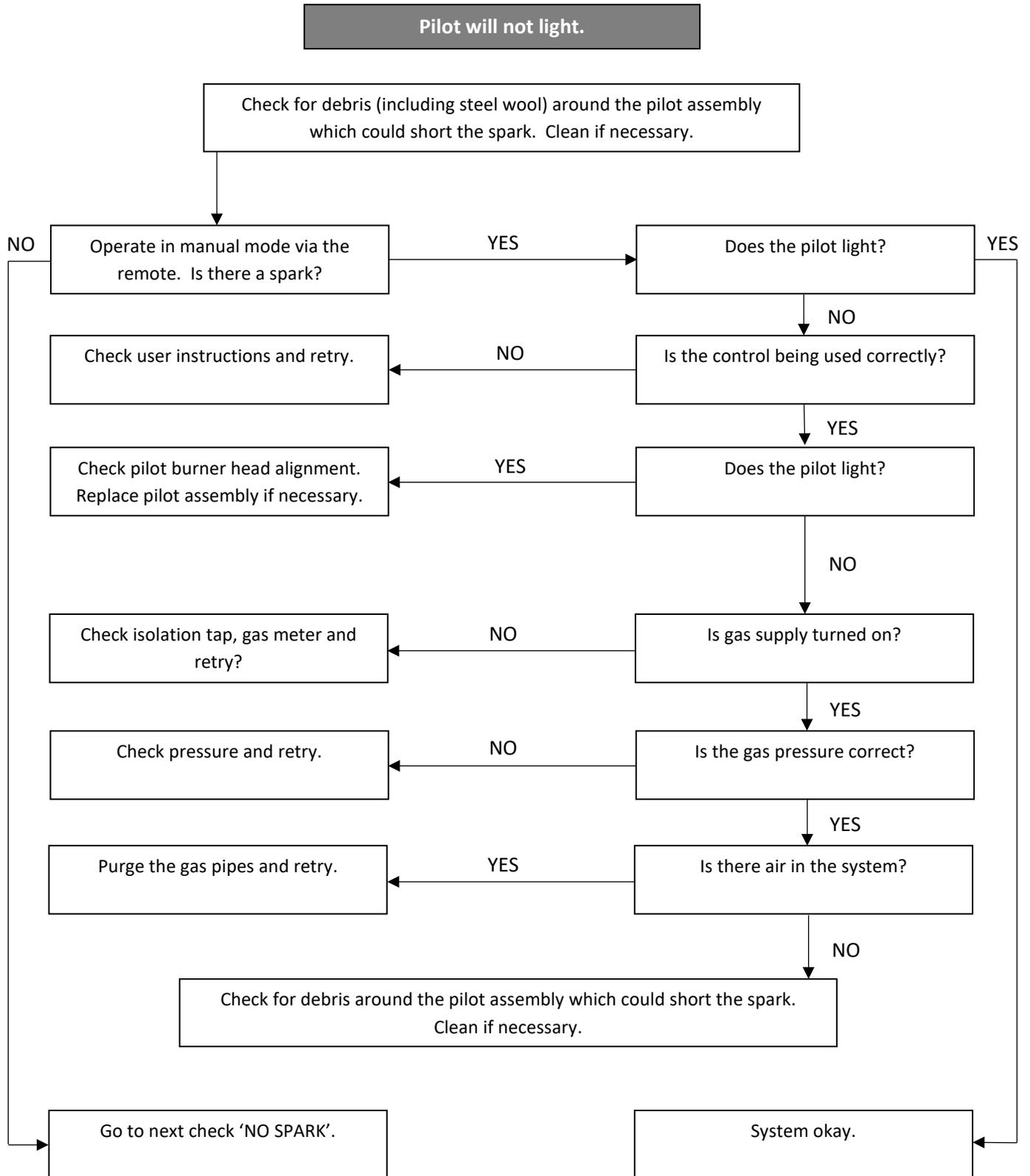


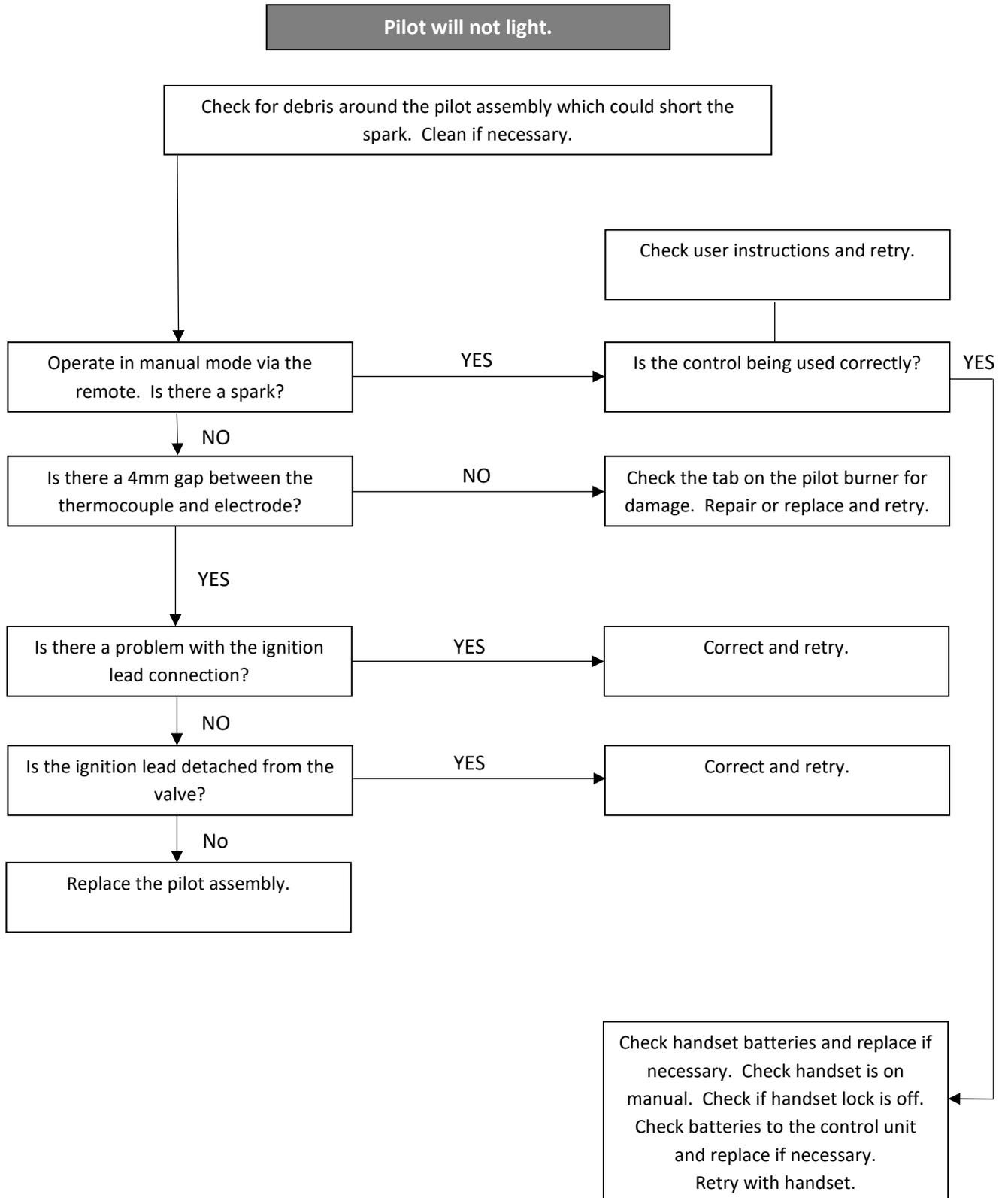
Fig.31 Pilot access

- Clean external glass.
- The appliance is finished in a high temperature paint and can be cleaned with a soft dry brush/cloth when cold. Do not clean with a damp cloth or cleaning products as this could damage the finish.
- Operate the appliance on the maximum temperature setting and ensure that the working pressure at the appliance inlet test point is satisfactory, and correct.
- Observe flame picture, it should be blue towards the base, changing to yellow towards the tip of the flame.
- The gas rate should be recorded and checked against the appliance data badge.
- Re-commission the appliance as directed in the commissioning procedure.
- Complete the service log at the rear of the installation manual to maintain compliance with the conditions of the warranty.

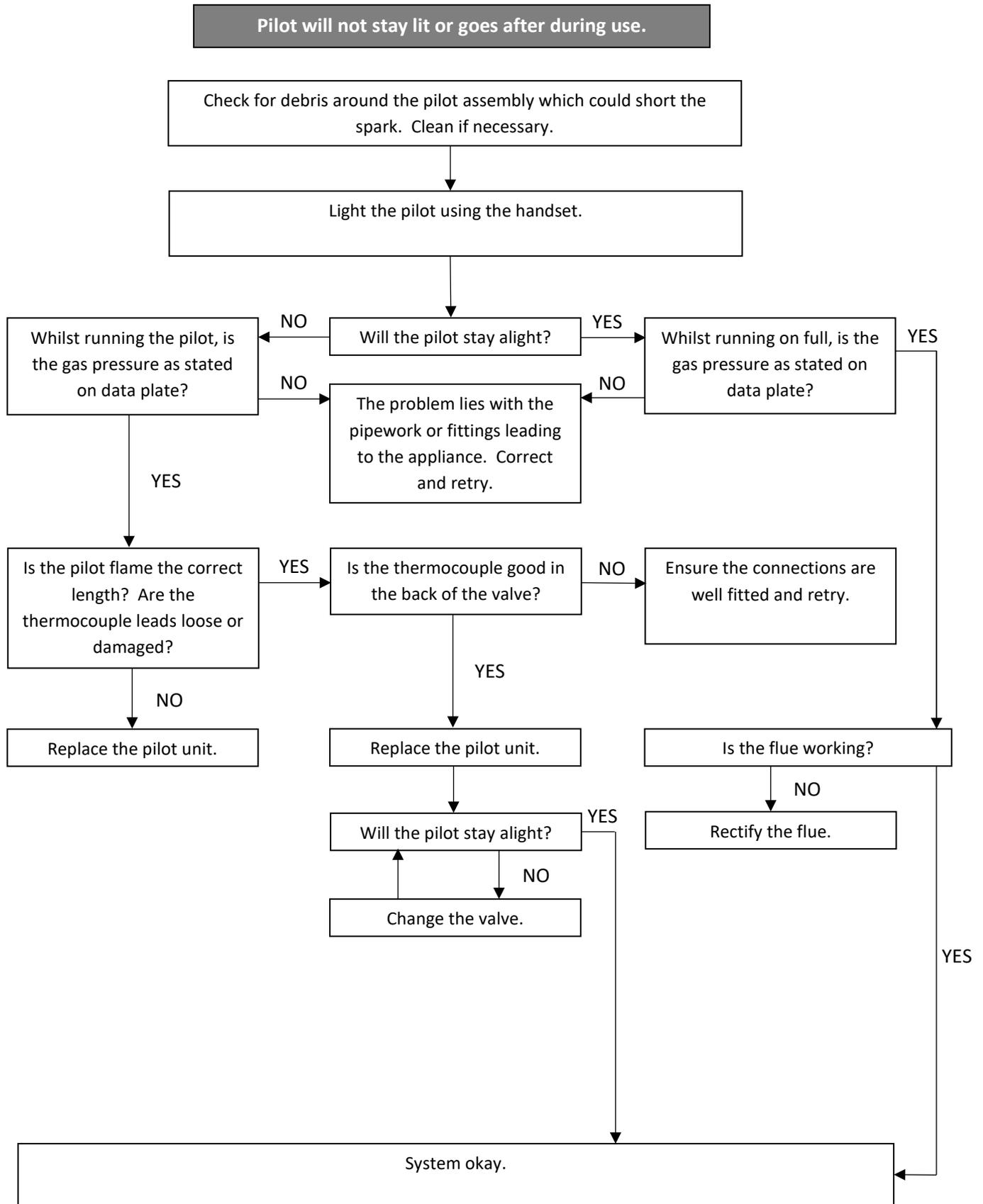
IGNITION CHECK 1



IGNITION CHECK 2



FLAME FAILURE



UNIT/VALVE FAULT ANALYSIS

RED LED INDICATOR

- Red LED permanently lit: **Valve attempted to light but failed and in lockout (Error code E00)**
- Red LED flashing fast: **Valve is busy and will not accept any commands**
- Red LED flashing once per second: **Valve detects an error**
- Red LED flashing once every ten seconds: **Low battery power in valve**
- Red LED flashing once every twenty seconds: **Low battery power in handset and valve**
- Red LED off: **Valve in standby or running normally**
- Red LED on briefly after power up: **Valve performing self-test**
- Red LED appears after pressing start: **Indicates to release the start button**

If the valve displays an error, allow the appliance to cool and check the batteries (replace if in doubt). Reset the error by pressing the power button, then press once again to start the fire. If the error repeats then refer to the table below.

ERROR CODE	INDICATES
E00	Valve locked due to failed ignition.
E02	Ambient temperature around the gas valve is too high (above 72°C).
E03	Thermocouple connection to valve problem. Incorrect reading from the thermocouple.
E04	Flame detected on the pilot after the valve has shut down.
E05	Flame detected on the pilot before the valve has started.
E06 & E07	Occurs when the supply voltage is too low to operate the valve.
E24	Occurs when the thermocouple does not reach final temperature within one minute.

SIDE GLASS PANELS

To access/replace the side glass panels you must first remove the side fascia of the appliance. To do this, lift the appliance top (see details on page 29) to gain access to the nuts and washers securing the top of the side fascia. Remove the nuts and washers and lift the fascia upwards and away from the appliance.

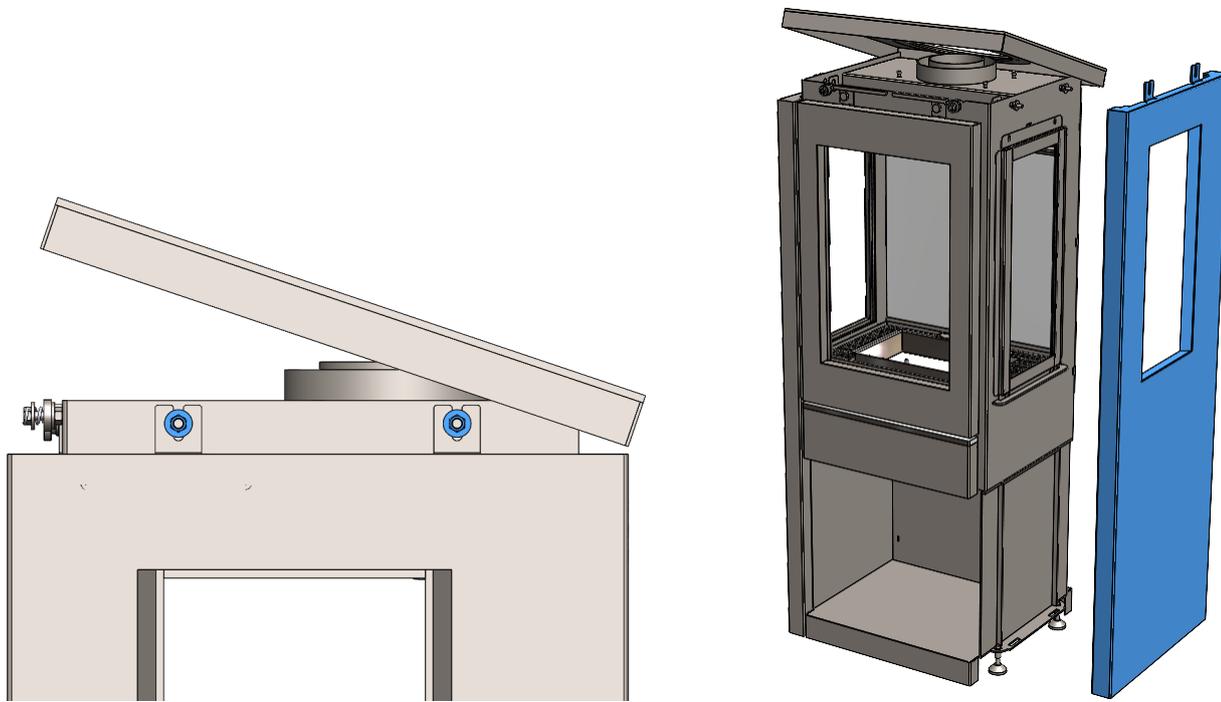
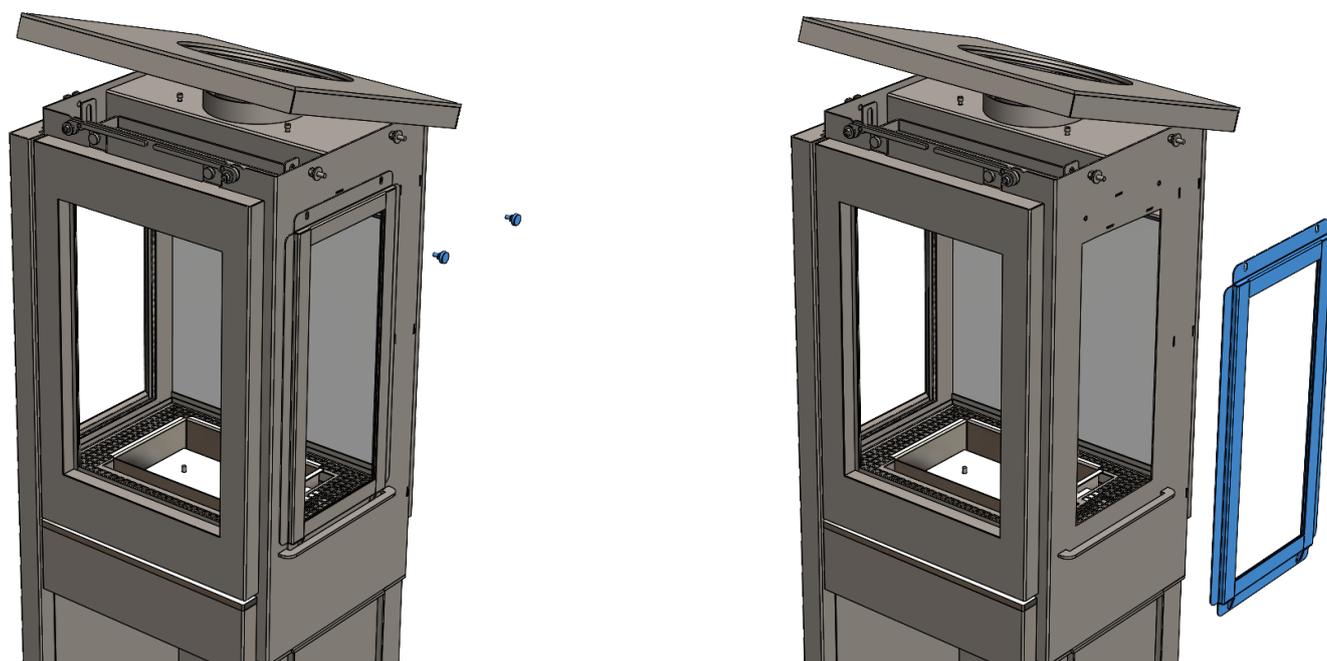


Fig.32 Fascia removal

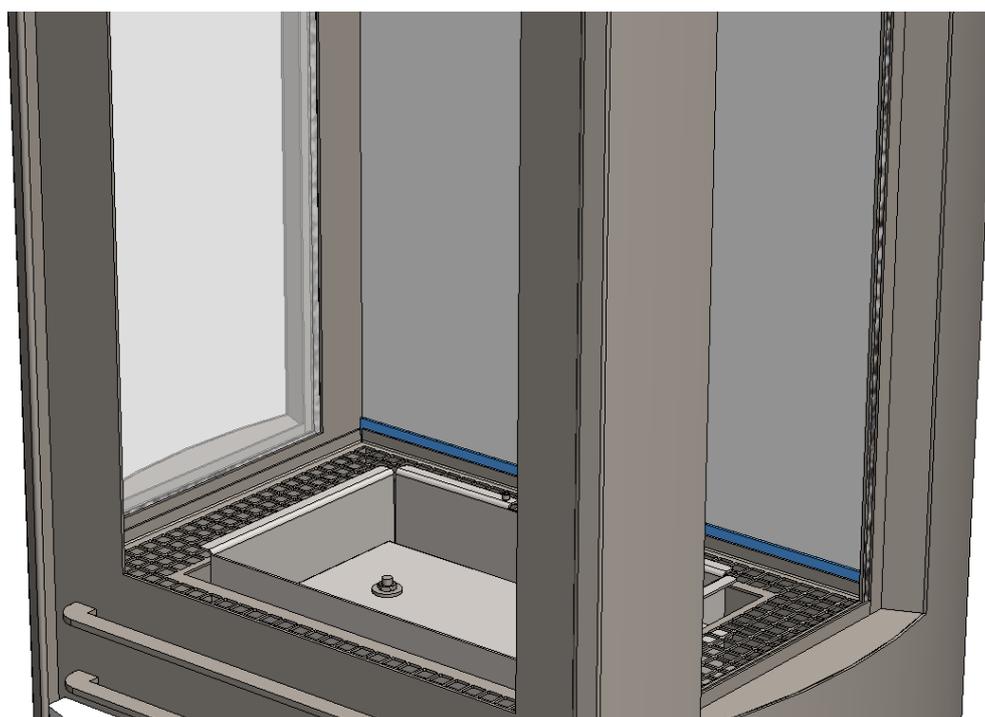
Remove the side glass frame by turning the thumbscrews anticlockwise. Place the thumbscrews aside and carefully lift the glass frame up and away from the appliance. **IMPORTANT:** Use two hands to lift the glass frame and glass as the glass may come loose from the frame.



To replace follow the previous instruction in reverse order.

REFLECTIVE BLACK GLASS PANEL

To access/replace the reflective black glass panel you must gain access to the chamber (see pages 21-22). Remove the two screws on the rail above the black glass panel, then carefully remove the rail. Lift the glass panel upwards and out of the channel its sits in at the bottom. To replace, position the bottom edge of the glass into the channel behind the burner mesh and push backwards. Secure the rail along the top edge of the glass using the two screws.



COMMISSIONING CHECK LIST



IMPORTANT: Hand these Instructions to the customer and advise the customer how to use the appliance.

All fields must be completed by the commissioning engineer in BLOCK CAPITALS.		
Customer name:	Telephone number:	
Address:		
Appliance make and model:		
Installation location: i.e. living/dining room.		
Appliance serial number:		
Commissioned by (PRINT NAME):	Gas Safe register number:	
Company name:	Telephone number:	
Company address:		
		Commissioning date:
Building Regulations Notification Number (if applicable):		
Site Compliance	YES	N/A
Is the flue terminal sited and fitted as per the manufacturer's instructions?		
Has a flue guard been fitted if required?		
Has the appliance been secured into position?		
Connection to the Supply		
Has an isolation valve inlet elbow been fitted for servicing?		
Has the gas supply been thoroughly purged prior to connection to remove any debris?		
Has a gas tightness test been completed prior to breaking into the gas supply and following completion of installation?(IGEM/UP/1B)		
Has the correct gas type been chosen as per manufacturer's instructions if applicable?		
Record burner gas pressure reading? If only the supply pressure is available a gas rate must be undertaken and recorded. (GSIUR REG26/9C)		
Record dynamic inlet gas pressure (working pressure) reading (all gas appliances running)		
Installation Completion		
Has the gas appliance been installed and commissioned in accordance with manufacturer's instructions?		
Has the fuel bed, coals, logs, pebbles etc. been fitted to manufacturer's instructions?		
Has the gas appliance been installed with the correct clearance to combustible materials, service and general clearances adhered to as per manufacturer's instructions?		
Have the operation of the appliance and controls have been demonstrated and understood by the customer, including replacement of batteries?		
The manufacturer's literature, including Commissioning Checklist and Service Record has been explained and left with the customer?		
Has the appliance been registered with the Local Authority, as detailed on the Gas Safe web site? This is a legal requirement and forms part of the warranty.		
Commissioning Engineer's Signature		
Customer's Signature (To confirm satisfactory demonstration and receipt of manufacturer's literature)		



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