

# ACR

STOVES

|                  |        |
|------------------|--------|
| Malvern Electric | E-MAL1 |
| Astwood Electric | E-AW1  |
| NEO Electric     | E-NEO  |

To be retained by the user for future reference  
Thank you for purchasing an ACR Stove



Serial Number:

Document ACR ELEC- Version 1 Date 05/04/18

# Important!

To ensure that you gain the most from your purchase, please take a few minutes to read through this manual before using the appliance for the first time.

## Packing Check List:

|                            |                        |
|----------------------------|------------------------|
| 1 x Electric Stove         | 1 x Pack of Logs       |
| 1 x Remote Control Handset | 1 x Pack of Embers/Ice |
| 2 x AAA Batteries          | 1 x Instruction Manual |

## THE INSTALLER SHOULD EXPLAIN FULLY HOW TO OPERATE THE APPLIANCE

Please make a note of the serial number of your appliance in the space provided on the front cover of this manual as this will be requested if you require technical assistance in the future.



Registration No WEE/DH1656ZW  
In accordance with European Directive 2012/19/  
EU, waste electrical and electronic equipment  
(WEEE) must not be disposed of with household  
waste.

At the end of its useful life please take this  
product to an appropriate recycling centre or  
collection point. You can find your nearest  
recycling centre by using the bank locator at  
[www.recycle-more.co.uk](http://www.recycle-more.co.uk) for UK customers,  
[www.weeireland.ie](http://www.weeireland.ie) for customers in the  
Republic of Ireland, or by contacting your local  
authority.

# Operating Instructions

It is important these instructions are read carefully before making any attempt to use the appliance and that they are retained for future use.

- This appliance is not suitable for outdoor use.
- Do not operate the stove if it is damaged, or if the cable/ plug is damaged. If the supply cord is damaged it must be replaced by the manufacturer, its service agent or a similarly qualified person in order to avoid hazard.
- When the stove is in operation certain areas including the outer casing and glass panels of the appliance will get hot. Caution should be taken to avoid burns or serious injury.
- The stove must not be switched on if volatile vapours are present in the room.
- Make sure the stove is not installed immediately below a socket outlet. The stove should be fitted in a manner that the plug is accessible. Extension cables should not be used.
- Do not obstruct the flow of air around the appliance and do not cover the heater as this may cause the appliance to overheat.



Do not cover

- Ensure that the appliance is switched off at the mains and the plug removed from the socket before cleaning or carrying out any maintenance work.

# Operating Instructions

It is important these instructions are read carefully before making any attempt to use the appliance and that they are retained for future use.

- When the stove is not in use it should be switched off at the mains supply. Never leave the appliance unattended when it is in use.
- This appliance is not intended for use in areas when it can be affected by water or humidity, for example, a bathroom.
- The appliance should be sited on a level, firm surface which can withstand temperatures up to 90 degrees for extended periods. Do not stand on carpet. Combustible items such as furniture and curtains should be a minimum of 1 metre away from the stove.
- This appliance is not intended to be operated by children under the age of 11 or people with reduced physical, sensory or mental capacities, or lack of knowledge and experience unless they have been given supervision and instruction concerning the use of the appliance by a person who is responsible for their safety. Children must not play with the appliance. Cleaning and user maintenance must not be made by children under the age of 11. Children above 11 years old may only clean/maintain the appliance with adult supervision.
- Repairs to electrical appliances should only be carried out by qualified electrical engineers.

# Installation Instructions

This stove must be installed by a competent person.

## Location

- The stove must have a minimum clearance of 50mm to combustible material on all sides of the appliance.
- The stove should be installed onto a non-combustible hearth base which is required to be capable of withstanding temperatures of up to 90 degrees. The hearth should be 50mm either side and 250mm in front of the appliance.
- This appliance is for indoor use only. It is not designed to be installed outside. The stove must be kept away from any source of damp or moist conditions. Avoid any close contact with water.
- If there is any doubt about the suitability of the installation site contact your supplier.

## Electrical Work

**This product comes complete with a UK 3 pin plug. If the plug is removed for any reason, it must be wired into an earthed power source. Any alterations to the cable or power supply must be carried out by a competent person.**

- If the mains socket is to be concealed this can be sited adjacent to the back of the stove.
- Should the stove be wired directly into the mains supply a double pole switch fused spur with a 13 amp fuse must be fitted. It is imperative that the power supply is capable of handling a load of 2000 watts (2kw).
- If the supply cable is damaged in any way it **MUST** be replaced by a competent person.
- Do not connect the appliance to an extension lead.

# Installation Instructions

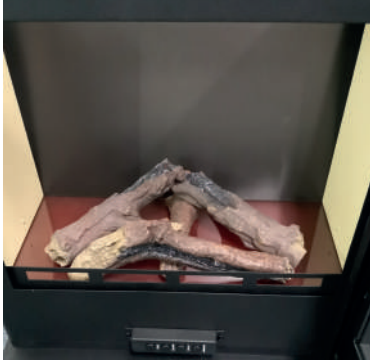
This stove must be installed by a competent person.

- The stove must not be modified from the manufacturer's specification in any way and the appliance must only be used for the purpose recommended by the manufacturer.
- If the stove shows any signs of damage it is important that it is examined by a qualified person.
- Failure to observe these instructions may result in electric shock or other serious injury.
- Check the technical specification.
- Always ensure that all electrical work complies with the relevant Building Regulations and the Electrical Code of Practice. All electrical work should be carried out by a qualified electrician.
- If in any doubt contact your supplier or a qualified electrician.

## Installation of Logs & Embers

To install the log and embers to the fuel bed ensure the appliance is unplugged. Firstly remove the 8 screws that are located under the top lid of the appliance. Once removed carefully lift off the top lid, place the logs and embers onto the fuel bed as per the diagrams and replace the top lid and screws when completed. Once you are happy with the log layout, you can secure in place using the self adhesive sticky pads provided if you prefer.

# Suggested Log Layout - Malvern



1. Place the 4 large logs in the base of the stove as per picture 1.



2. Place the medium logs at the side of the firebed as per picture 2.



3. Add the crystals to the base of the firebed in between the logs then lay the smaller logs on top as per picture 3.

Take care not to allow any crystals to spill out of the firebox, then refit the top lid and fix in place with the screws provided.

# Suggested Log Layout - Astwood



1. Place the 5 large logs in the base of the stove as per picture 1.



2. Place the 2 large curved logs on top of the firebed as per picture 2.



3. Add the crystals to the base of the firebed in between the logs then lay the smaller logs on top as per picture 3.

Take care not to allow any crystals to spill out of the firebox, then refit the top lid and fix in place with the screws provided.



# Suggested Log Layout - Neo



1. Place the 6 large logs in the base of the stove as per picture 1.



2. Place the remaining large logs on the firebed as per picture 2.



3. Add the crystals to the base of the firebed in between the logs then lay the smaller logs on top as per picture 3.

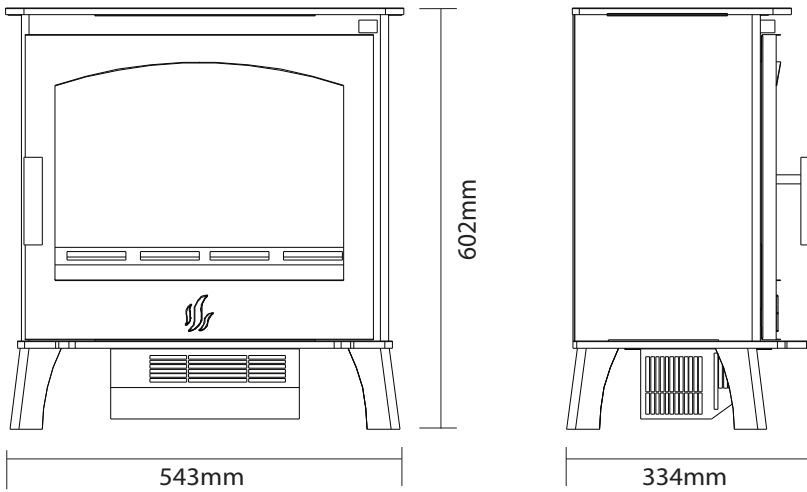
Take care not to allow any crystals to spill out of the firebox, then refit the top lid and fix in place with the screws provided.

# Dimensions

## Malvern

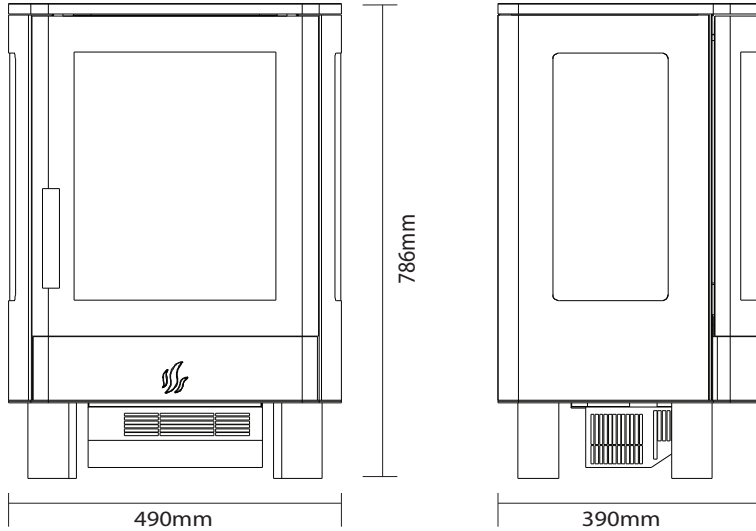


## Astwood



# Dimensions

NEO







|         | Height | Width | Depth |
|---------|--------|-------|-------|
| Malvern | 549mm  | 465mm | 331mm |
| Astwood | 602mm  | 543mm | 334mm |
| Neo     | 786mm  | 490mm | 390mm |

## Thermal Safety Cutout

A thermal cut out device is fitted to this appliance which will switch off the heater if overheating occurs. If this should happen check the air inlets/outlets for obstructions and clear if required. The appliance will then take 5 to 10 minutes to cool down and reset. If this does not happen or if the appliance cuts out again have the appliance checked by a qualified electrician.

# Manual Controls

|   |   |   |
|---|---|---|
|  | ON/OFF switch on base of stove at the right hand side |   |
| STANDBY   | Standby   | ON/OFF  |
|  | Flame Setting   | High Flame<br>Medium Flame<br>Low Flame<br>Smoulder |
| FLAME   |   |   |
|  | Heater  | High<br>Low   |
| HEATER  |   |   |
|  | Blue Flame  | ON/OFF  |
| BLUE  |   |   |

## Operating Instructions

- Plug the stove into the power supply.
- Switch on the mains power switch which is located on the base of the stove on the right hand side. A standby orange indicator light will appear on the screen.
- Press the Standby (ON/OFF) button and the flame picture will appear. Press this button again to switch the flame picture off.
- The flame picture has four brightness settings; high, medium, low and smoulder. This setting can be altered by pressing the flame setting button until the desired setting is achieved.
- Press the heater button once and the heater will come on low setting. There will be an orange indicator light visible on the screen. For the high setting press the button again and a red indicator light will appear on the screen. The indicator light will remain visible for a few seconds before disappearing. Press the button for a third time and the heater will turn off. The heater will take 30 seconds to slow down and stop.
- The blue flame button turns the accentuating blue flame on. A second press will turn the blue flame off.

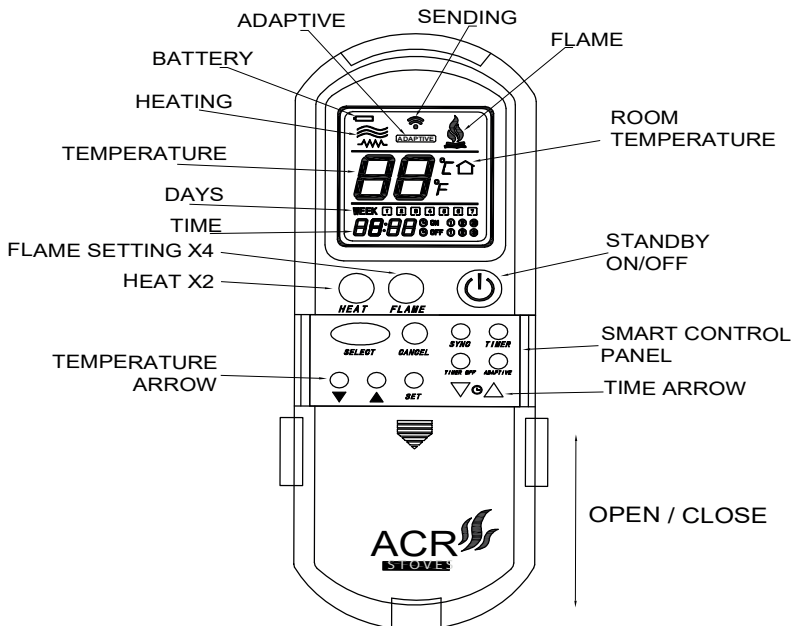
# Remote Controls

To insert the batteries (2xAAA) slide the door completely down, insert the batteries and slide the door back up into the original position. Expired batteries should be disposed at an appropriate recycling facility.

With the smart remote sliding door closed the basic remote function controls the fire in the same way as the manual instructions except for the blue flame function with can only be operated manually by use of the button on the stove.

The remote control supplied is a smart remote. It is two remotes in one. There is a basic remote function and a programmable remote function.

- 7 Day Timer - Allows for three programmable periods per day
- Thermostatic Control - Increase or decrease temperature setting
  - Time
  - Time Setting - Hours and Minutes
  - Adaptive Control - On/Off
  - Timer Off



# Controls

|            |   |
|------------|---|
| THERMOSTAT | UP/DOWN temperature. For manual control, make sure you have set your room temperature.                                      |
| SYNC       | Starts to synchronize the time  |
| TIMER      | Start timer set   |
| CHECK      | Check setting timer and time zone   |
| ADAPTIVE   | Switch adaptive function on/off   |
| SELECT     | Select and confirm hour/minute/day setting during sync and timer  |
| CANCEL     | Cancel sync or timer setting  |
| SET        | Confirm all settings and send command   |
| UP & DOWN  | Arrow with clock symbol: select hour/minute/day during sync and timer   |
| TIMER OFF  | Turn off time settings to use the manual control. Once this button has been pressed it will delete all programmed settings. |

## Adaptive Controls

Adaptive Control only works in conjunction with the timer programme. When Adaptive Control mode is selected and turned on the fire monitors the room temperature in relation to the selected target temperature.

If the room temperature is lower than the selected temperature the Adaptive Control facility will instruct the fire to switch on between 2 to 5 minutes earlier than the set time this is to ensure that the room is at the required temperature at the selected time.

# Control Details

## Details

- User should synchronize the time zone first, otherwise the timer will not function.
- Next set the timer periods. Can select one, two or three periods when the Stove will come on and go off.
- The Timer needs to be set for each period.
- Then select the day(s) to use the setting 1, 2 or 3.
- A maximum of three periods each day can be selected.
- Time off will turn off all the time settings.

## Time

Press the temperature arrows together to alter the temperature unit to centigrade or fahrenheit.

Press the SYNC button, then to enter the synchronized setting, the day cursor will be blinking. Press the time arrow buttons to select the correct day.

Then press the SELECT button to confirm the required day. You will then move onto the time setting. The hour cursor will be blinking.

Press the time arrow buttons to select the correct hour.

Press the SELECT button to confirm the hour and then move onto the minute setting.

Press the time arrow buttons to find the required minutes setting then press SELECT to confirm the minute setting.

# Set up

## To set up to 3 programmable timer settings

Press the TIMER button. To set the first time period press the SELECT button to enter the TIMER 1 setting. The hour cursor will be blinking, use the time arrow to find the time required and press SELECT button to confirm. Repeat this for the minutes setting and followed by the required days setting.

It is important to use the arrow buttons to adjust the day cursor position, then to use the SET button to choose the required day(s). DO NOT use the SELECT button to choose the day(s) as the SELECT button moves onto the next step and if no day (s) are selected the timer will not function. Whilst in the day setting use the CANCEL button to remove any unwanted settings.

Once all the required times and day(s) have been selected press the SELECT button to confirm these day(s). The next step, now the screen display will show the hours cursor blinking. Select the required hour and then minutes as before then press SELECT to confirm these times.

Press the TIMER button several times until the screen display shows the setting on timer 2. Press the SELECT button, enter the timing settings for period 2 in the same manner as period 1. Follow the same procedure for time setting 3.

The main steps of the timer setting ~ timer on -> day -> timer off. These three steps will close the loop.

In each time setting, the timer off setting needs to be at least 30 minutes after the timer on setting.

Pressing the TIMER OFF button will turn off all the timer settings.



# Set up

An example of how to program the timer function is shown below

## First time setting Day 1

Press TIME Button

Press SELECT button ON

Hour will blink. Use the Up/Down Arrows to choose the required hour then press the SELECT button. Minute will blink. Use the Up/Down arrows to choose the required minutes then press the SELECT button.

Appliance must be programmed to be on for a minimum of 30 minutes

Day will blink. Use the Up/Down arrows to choose the day and press SET Button.

Press SELECT

Hour will blink. Use Up/Down arrows to select Hour and press SELECT

Minute will blink. Use Up/Down arrows to select minutes and press SELECT

This is the First On/Off on the Day 1 Setting Completed.

Then Press the TIME button several times to move to time setting number 2 on the display.

## Second time setting Day 1

Press SELECT button ON

Hour will blink. Use the Up/Down Arrows to choose the required hour then press the SELECT button Minute will blink.

Use the Up/Down arrows to choose the required minutes then press the SELECT button.

Day will blink. Use the Up/Down arrows to choose Day 1 and press SET Button.

Press SELECT button OFF 2

Hour will blink. Use Up/Down arrows to select Hour and press SELECT

Minute will blink. Use Up/Down arrows to select minutes and press SELECT

# Set up

An example of how to program the timer function is shown below

## Third time setting Day 1

Press the TIME button several times, to time 3 on the display.

Press SELECT button

Hour will blink. Use the Up/Down Arrows to choose the required hour then press the SELECT button Minute will blink. Use the Up/Down arrows to choose the required minutes then press the SELECT button.

Day will blink. Use the Up/Down arrows to choose Day 1 and press SET Button.

Press SELECT button OFF

Hour will blink.

Use Up/Down arrows to select Hour and press SELECT

Minute will blink.

Use Up/Down arrows to select minutes and press SELECT

Day will blink. Use the Up/Down arrows to choose Day 1 and press SELECT Button.

Then move on to the next day.

If a third setting is not required set 0 for all the settings

## Technical Specification

|               |                |
|---------------|----------------|
| Power Supply  | 220V-240V 50Hz |
| General Power | 10W - 2000W    |
| Heat Power    | 1000W - 2000W  |
| Flame Effect  | 10W - 12W      |

This appliance has an overheating power cut off safety feature

# Maintenance Instructions

## Cleaning the stove

Switch off the power to the stove and remove plug from socket. Allow the appliance to cool before cleaning.

Use a soft, damp (not wet) cloth.

Household glass cleaner can be used on the glass door and the inner glass fascia. Ensure no overspray can enter the workings of the stove.

## Warranty

Thank you for purchasing your ACR Stove.

Our electric stoves are guaranteed against faults and hidden defects for a 24 month period subject to the following conditions:

- The appliance has been installed and operated in accordance with our instruction manual
- The appliance has not been modified, misused or tampered with
- The appliance has not been used for anything other than domestic applications

The following components are considered as consumables and are, therefore, excluded from the guarantee:

- Reflective panels, glass panels, acrylic panels, logs, embers, cable, plug

Your statutory rights are not affected by this warranty. In the unlikely event of a claim, please complete the warranty claim form provided and return to ACR Heat Products, Unit 1, Weston Works, Weston Lane, Tyseley, Birmingham, B11 3RP, England.

Alternatively please email a completed copy of the warranty claim form over to [enquiries@acrheatproducts.co.uk](mailto:enquiries@acrheatproducts.co.uk).



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