

INSTALLATION & USER INSTRUCTIONS

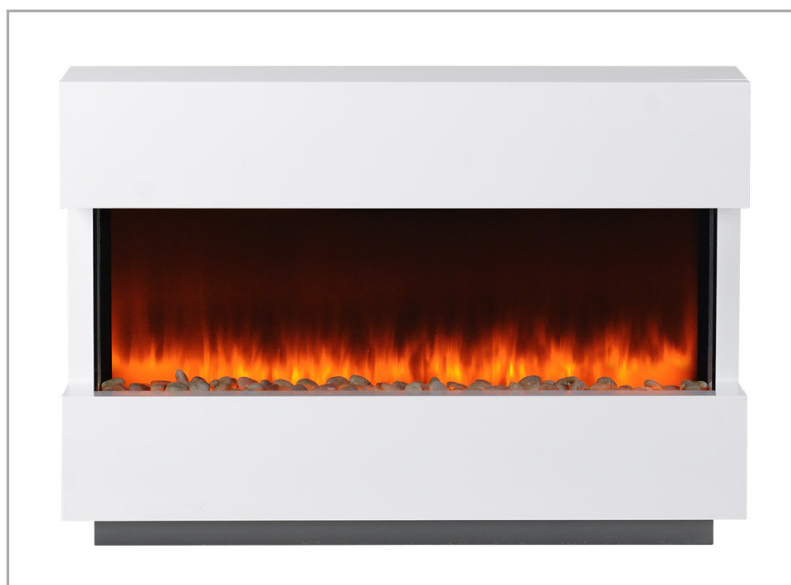
FLOOR MOUNTED ELECTRIC FIRE



MODELS COVERED BY THESE INSTRUCTIONS
PANORAMIC COMPLETE ELECTRIC SUITE



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PANORAMIC COMPLETE ELECTRIC SUITE

Questions or problems with your appliance?

Don't take it back to the store

just give us a call on **01202 588601** we're here to help
lines open between 9am and 5pm, Monday to Friday

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3 YEAR GUARANTEE

SUBJECT TO TERMS & CONDITIONS

For details please see: www.focalpointfires.co.uk/tandcs or telephone
01202 588635 Option 7

All instructions must be handed to the user for safekeeping.

Revision A - 01/15

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1.0 IMPORTANT NOTES

IMPORTANT - THESE INSTRUCTIONS SHOULD BE READ CAREFULLY AND RETAINED FOR FUTURE REFERENCE.

When using this electrical appliance, basic precautions should be followed to reduce the risk of fire, electric shock and injury to person, including the following:

- This heater must be used on an AC supply only and the voltage marked on the heater's rating label must correspond to the supply voltage.
- **DO NOT** switch the appliance on until it is properly installed as described in this manual.
- Keep furniture, curtains and other fabric material away from the appliance.
- **DO NOT** leave the appliance unattended during use.
- From time to time, check the cord for damage. Never use the appliance if the cord or any part of the appliance shows signs of damage. A damaged cord must only be replaced by a qualified person.
- **DO NOT** operate this appliance with a damaged plug or cord, after a malfunction or after being dropped or damaged in any way.
- Repairs to electrical appliances should only be performed by a qualified electrician. Improper repairs may place the user at serious risk.
- **DO NOT** run the mains cable under carpets, rugs etc.
- **DO NOT** cover or obstruct the heater in any way. Overheating will result if it is accidentally covered.
- Never immerse the product in water or any other liquids.
- **DO NOT** use this heater where it may come into contact with water e.g. in bathrooms, shower rooms etc.
- **DO NOT** use the appliance outdoors.
- Before cleaning the appliance, ensure it is unplugged from the power and that it is completely cool.
- **DO NOT** clean the appliance with abrasive chemicals.
- Never use accessories that are not recommended or supplied by the manufacturer. It could cause danger to the user or damage to the appliance.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.
- **DO NOT** insert or allow foreign objects to enter the inlet or outlet vents as this may result in electric shock, fire or damage to the appliance.
- **DO NOT** install the fire using an extension cord.
- Unplug from the mains supply if the appliance is not to be used for long periods
- **CAUTION!** In order 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.
- **CAUTION!** Some parts of this product can become very hot and cause burns. Particular attention has to be given where children and vulnerable people are present.
- **WARNING:** 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 provided that it has been placed or installed in its intended normal operating position and they have been given supervision or instruction concerning 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.

2.0 INSTALLATION REQUIREMENTS

The appliance is supplied with a pre-wired three pin plug (13 Amp fuse rated) and 1.8 metres of electrical cable. It is therefore necessary for a suitable electrical socket to be located within this distance and be easily accessible. This appliance is designed to be fixed to the wall, using the wall fixtures/fixings provided. DO NOT recess any part of appliance into the wall. This appliance is suitable for installation in static holiday/park homes.

3.0 APPLIANCE DATA

GB IE

Weight (kg):	36kg
Dimensions:	H 748 x W 1080 x D 235 (mm)
Supply Voltage:	220~240V AC, 50Hz
Fuse Rating:	13 Amp
Heating Elements:	2000W
Lighting:	LED

This fire is fitted with LED's (Light Emitting Diode) in place of conventional bulbs. LED's generate the same light levels as conventional bulbs, but use a fraction of the energy consumed. LED's are maintenance free and will not require replacing during the life of the product.

4.0 COMPONENT CHECKLIST

Quantity	Description
	Heater unit
	Remote control handset
	Wall plug
	Fixing screw
	Bag of loose pebbles

5.0 SITE REQUIREMENTS

It should be noted that the appliance creates warm convected air currents. These currents move heat from the room surroundings to, and up the wall surfaces adjacent to the heater.

Installing the heater next to these types of wall coverings or operating the heater where impurities in the air, (such as tobacco smoke) exist, may slightly discolour wall finishing.

If the appliance is to be secure on a dry lined or timber framed construction then the integrity and ability of the wall to secure the appliance must be confirmed. It is important in these circumstances that any vapour barrier and/or structural members of the house frame are not damaged.

If you are unsure of the ability of the wall to secure the appliance and/or which type of wall fixing to use, you should take professional advice and obtain the correct fixings. Alternatively, find a more suitable wall location.

DO NOT

- recess any part of the appliance into the wall, or run the supply cable under carpets
- site in a position where curtains or drapes could cover the appliance, or other soft materials could cover e.g. below a coat rack
- site behind an opening door where mechanical impact/damage could occur
- site where the supply cable would become a trip hazard
- sit, stand or forcefully pull on the appliance
- obstruct, cover or force items into the openings
- use the heater to dry clothes
- site/use in an outdoor location(s)

It is important that the following clearances are maintained from the appliance to combustible materials. These clearances are dependent on the securing location as defined below:

6.0 CLEARANCES TO COMBUSTIBLES

- The minimum distance to the front of the appliance is 900mm.
- There are no clearances for above or to the side of the appliance, apart from being clear of curtains and drapes.

7.0 UNPACKING THE APPLIANCE

GB IE

Caution: This appliance is heavy. Always seek assistance whilst unpacking and/or during installation. Please read all the instructions before continuing to unpack or install appliance.

Before starting the installation of this fireplace, please read the following:

1. The installation should be carried out by two adults to avoid injury or damage. If for any reason it is considered too heavy, please obtain assistance.
2. When lifting the electric suite, always keep your back straight. Bend your legs and not your back. Avoid twisting at the waist. It is better to reposition your feet.
3. Avoid upper body / top heavy bending. Always bend from the knees rather than the waist. Do not lean forward or sideways while handling the heater.
4. Always grip the heater with the palm of the hand. Do not use the tips of fingers for support.
5. Always keep the heater as close to the body as possible. This will minimize the cantilever action.
6. Use gloves to provide additional grip.
7. Unpack the package and lift the product gently out of the box, put it on a flat surface with the front panel facing forward.

IMPORTANT - PLEASE READ COMPLETELY THROUGH THE INSTRUCTIONS AND VERIFY THAT ALL LISTED PARTS ARE PRESENT BEFORE ASSEMBLY.

8.0 INSTALLATION

CAUTION: DO NOT CONNECT THE APPLIANCE TO THE ELECTRICAL SUPPLY AT THIS TIME.

Focal Point Fires plc. assumes absolutely no responsibility for injuries and damages that may occur due to improper installation or handling.

Remove any protective film coatings from the finished/decorative surfaces of the appliance, if any. After having selected the final position of the appliance taking into account the integrity of the wall the electric suite may be secured to the wall.

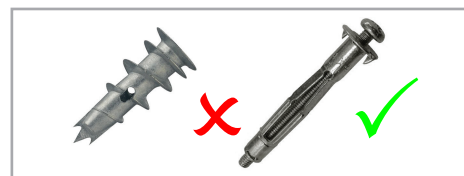
To ensure customer safety, be sure to design the installation so that the strength of both the wall and any wall fixings used are sufficient. The appliance should not be installed until all wet plastering and/or dry wall sanding and wall painting has been completed. Do not block the ventilation holes of the appliance. The wall onto which the appliance is installed must be flat. Install only on a vertical surface. Avoid sloped surfaces. Installation onto anything other than a vertical wall may result in fire, damage or injury.

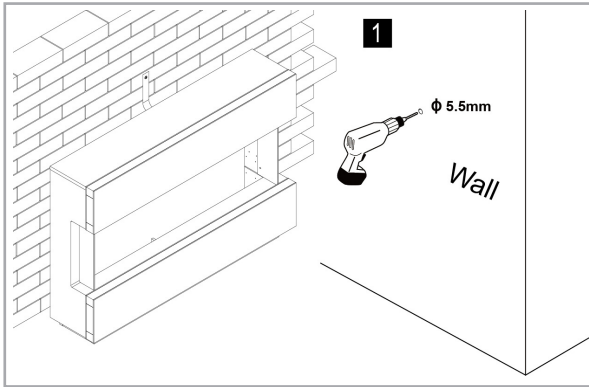
If the appliance is to be mounted on the inner leaf of a conventional cavity brick wall, or a solid wall, then the wall plugs and fixing screws provided may be used. Depending on the condition of the wall it may be necessary to use additional fixings. In this situation, any additional fixings and wall plugs should be of the same size and type as the ones provided.

If the appliance is to be mounted on a dry lined wall or a timber framed construction wall then efforts should be made to fix one position vertically, into one of the wooden studs, or supporting wooden members of the wall using the fixing screws provided. If this is not achievable then the wall should be strengthened using appropriate building materials.

WARNING

The wall where the appliance is to be installed must be capable of long-term support of the total load of the appliance. Measures should also be taken to ensure sufficient strength to withstand the force of earthquakes, vibration and other external forces. Plasterboard alone is not considered to be a structural material. It is not recommended to rely on plasterboard fixings alone to support the weight of the appliance.

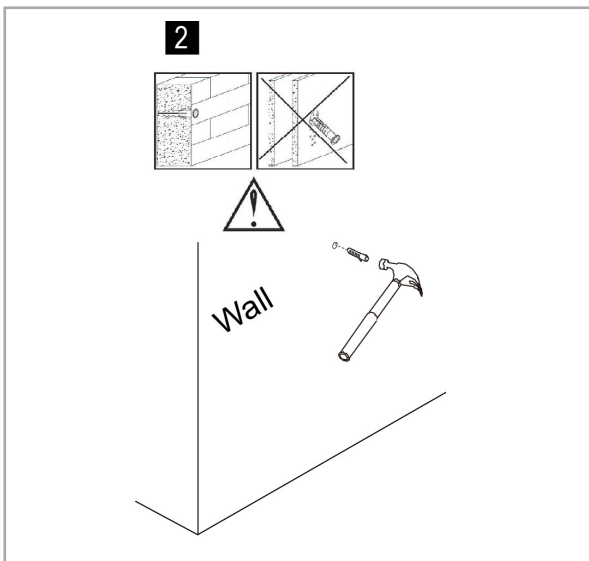




Installing the wall plugs into the wall.

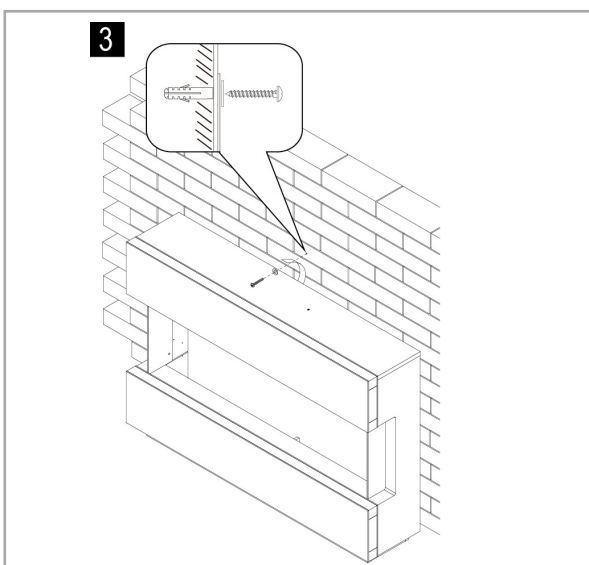
1. Offer the appliance up to the wall in its desired location. Draw a mark where you wish to connect the strap in to the wall. Remove the appliance from the position and drill 1x hole (5.5mm diameter, 40mm deep).

Please note: Before drilling into walls, always check that there are no hidden wires, pipes, etc. Make sure that screws and wall plugs supplied are suitable for supporting the unit in your surface. Consult a qualified person if you are not sure



Inserting the wall plug into the wall.

Gently hammer the wall plug into position.



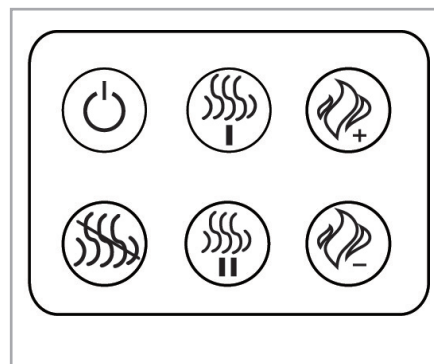
Installing the appliance to the wall

Using a screw driver screw through the fixing strap and into the wall plug you have just installed into the wall. Securing the appliance into place.

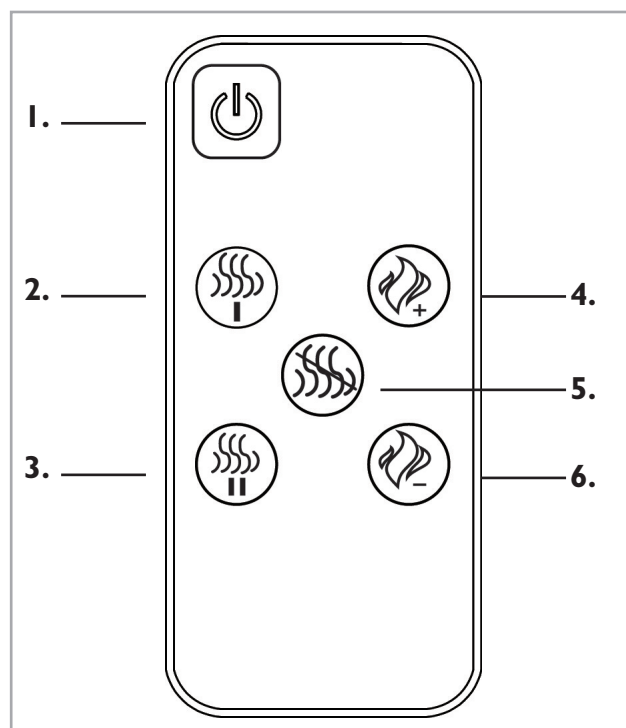
9.0 OPERATING THE APPLIANCE


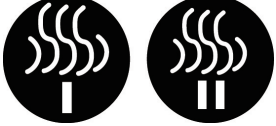


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This panel contains the buttons to properly operate the electric fire, the Remote Control functions in the same way. The remote control has an effective range of up to 13 feet.



1. On/Off
2. Heater low (1000W)
3. Heater high (2000W)
4. Flame effect level up
5. Heater off
6. Flame effect level down



	<p>Power Button</p> <p>Press this button once to turn on the fire and press it again to turn it back to standby mode.</p>
	<p>Heater Buttons</p> <p>The heater buttons allows you to chose from either 1000W or 2000W of heat depending on which button you press. The low button will give you 1000W of heat and the high button gives you 2000W of heat.</p>
	<p>Heater Off Button</p> <p>This button will turn off the electric fan heater.</p>
	<p>Flame Effect Buttons</p> <p>The flame effect buttons allows you to adjust the flame effect levels by pressing the buttons. The level up button will allow you to increase the flame effect level and the flame effect level down will allow you decrease the flame effect level.</p>

Remote Control

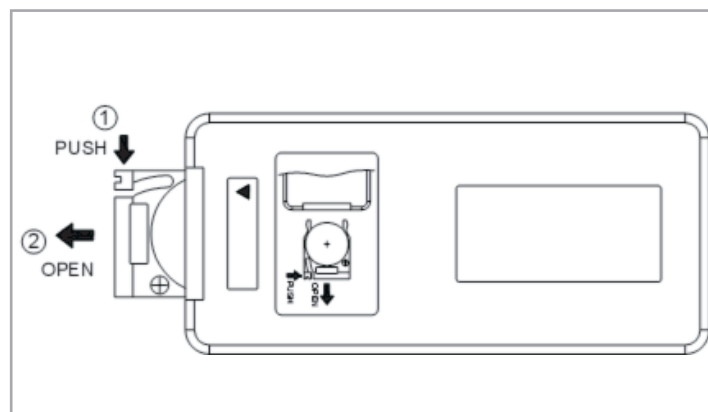
The fire is supplied with an IR multifunction remote.

Before the remote will operate the plastic insulating sheet needs to be removed.

Battery Replacement

Battery Requirements: CR2025

1. Locate and remove the battery bracket.
2. The battery has two sides, one with a button feature, and the other is flat.
3. Insert the battery with the button side down into the battery bracket, making sure the battery is firmly seated.



10.0 CLEANING AND MAINTENANCE

ALWAYS DISCONNECT THE APPLIANCE FROM THE MAINS SUPPLY OUTLET SOCKET BEFORE UNDERTAKING ANY CLEANING OR MAINTENANCE!

For general cleaning use a soft clean duster - never use harsh abrasive or cleaners. The glass panels should be cleaned carefully with a soft cloth.

If in doubt consult a qualified electrician. Refer to Section 3.0 Appliance Data for fuse specification. Excluding fuses, use only genuine manufacturers spare parts available from your supplier.

Replacing the remote control battery:

When the battery becomes weak, the range of the remote control becomes shorter. Replace the battery with a new CR2025 lithium battery.

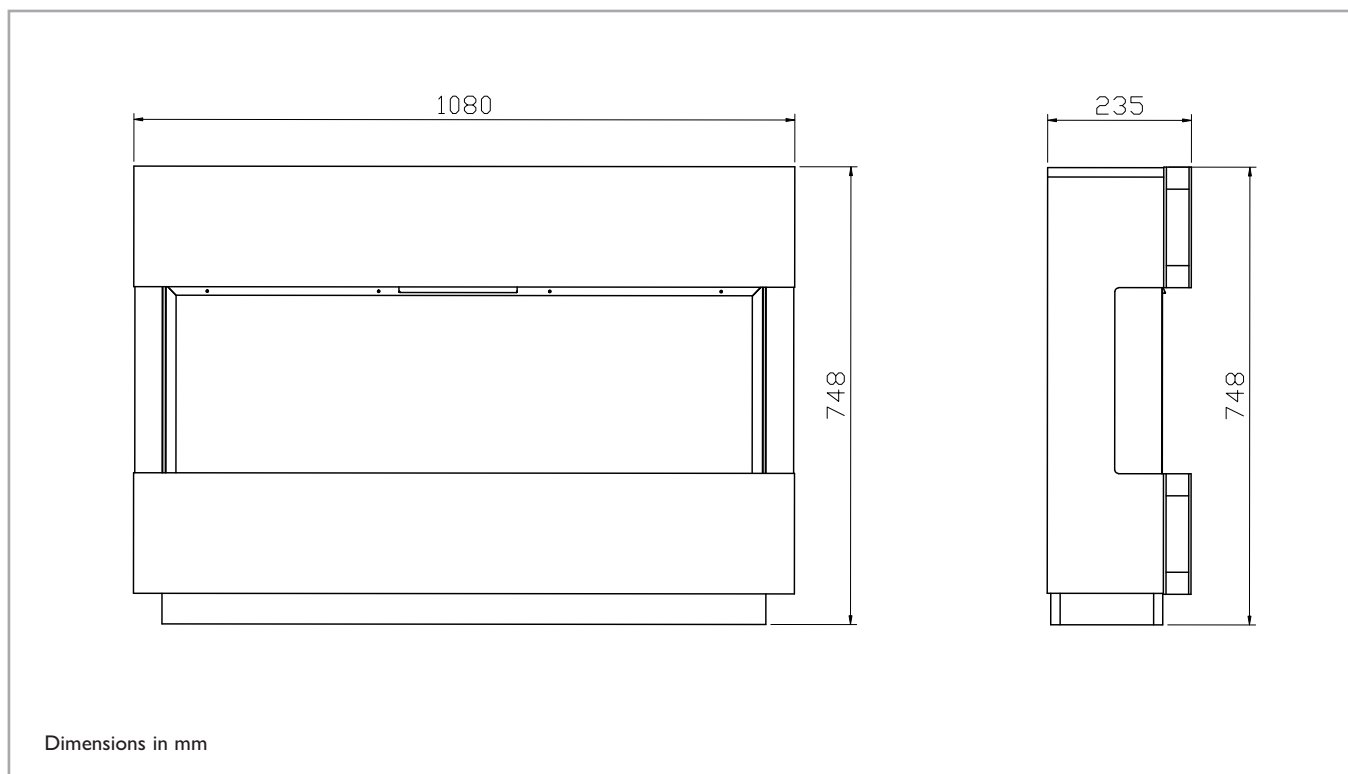
Note: Keep the lithium battery out of the reach of children.

11.0 TROUBLESHOOTING GUIDE

Fire is not switching on	Ensure mains switch is on Replace the fuse in the plug.
Pebbles glow but flame effect does not work	Check to see if the spinning motor is working. If not contact Focal Point Fires.
Heater doesn't work, but Power and Heater switches / buttons are in the "ON" position	Turn all switches / buttons to the "OFF" position and unplug the unit from the wall outlet for 5 minutes. After 5 minutes plug the unit back into wall outlet, and operate as normally.
Fire seems noisy	There is a level of noise when the flame effect is in use, caused by a motor that helps generate the effect. This noise will be heard when there is no other background noise. There is a higher level of noise associated with the heater motor; this is due to the air flow required when heat has been selected.
Remote is not operating	Check or replace batteries.

12.0 APPLIANCE DIMENSIONS

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13.0 GUARANTEE - TERMS AND CONDITIONS

GB IE

Registration is not required.

Appliances purchased prior to 1st February 2009, and those specifically marked as '1 year guarantee' on this website, are guaranteed for one year from the date of purchase, provided that the following three terms and conditions are adhered to:

1. For any claim to be made within 1 year from date of purchase you will be required to provide and supply us with your original proof of purchase.
2. Your gas fire must have been commissioned by Gas Safe registered installer, evidence of which you must provide together with the registration number.
3. All appliances must have been installed and operated in accordance with the manufacturer's instructions.

3 Year Guarantee Terms and Conditions

Please be advised that the 3 year guarantee only covers products purchased on or after 1st February 2009.

The 3 year guarantee is only applicable to purchases made through an authorised stockist/retailer. Please see our website for a list of authorised stockists. Any purchase(s) made through an unauthorised stockist(s) will be eligible for a statutory 1 year guarantee.

For all gas fires purchased the 3 year guarantee commences from the date of purchase, provided that the following 4 terms and conditions are adhered to:

1. For any claim to be made within the 3 years from date of purchase you will be required to provide and supply us with your original proof of purchase.
2. Your gas fire must have been commissioned by Gas Safe registered installer, evidence of which you must provide together with the registration number.
3. Your appliance must have been serviced annually by Gas Safe registered installer, evidence of which must be provided, such as the receipt.
4. Purchase(s) must be made through an authorised stockist/retailer.

Please note all consumable items such as any ceramics including; coals, pebbles, the matrix, front strips, side cheeks, rear panels and tapered rear panels are not covered by the 3 year guarantee.

During the guarantee period any product or component which is proved to be faulty or defective in manufacture, will be repaired or replaced free of material and labour charges, providing that we have authorised or carried out the repair or replacement.

We will not accept or reimburse the costs of any third party who undertakes any work carried on the product or fits parts, unless we have approved such work in advance of it being carried out.

The guarantee period will not be extended even if we repair or replace any product or part.

For all electric fires purchased the 3 year guarantee commences from the date of purchase, providing that you can supply the proof of purchase. This does not cover consumable items such as pebbles, coals or light bulbs. Purchase(s) must be made through an authorised stockist.

Making a claim

Making a claim is easy. If you wish to make a claim under our guarantee and all the terms and conditions for your product have been met then please submit the following information for the attention of the 3G Service Department to the address below. Alternatively, you can email or fax.

Focal Point Fires, 3G Service Department, Reid Street, Christchurch, Dorset, BH23 2BT.

Email: 3g@focalpointfires.co.uk,

Fax: 01202 588639.

Details required:

1. Name, full address including postal code and contact telephone number.
2. A copy of your proof of purchase e.g. receipt or bank statement.
3. Original installers Gas Safe registration number (gas fires only).
4. Annual service receipt for every 12 months (gas fires only).

Please note that this does not affect your statutory rights.



Waste electrical products should not be disposed of with household waste. Please recycle where facilities exist. Check with your local authority or retailer for recycling advice. As our policy is one of continuous improvement and development, we therefore hope that you will understand we must retain the right to amend details and/or specifications without prior notice.