

# **GAZCO**

*Fire Your Imagination*

# Reflex

**Inset Convector Fire Range  
with Harmony 10 Remote Control System**



## User Instructions

### **IMPORTANT**

THE OUTER CASING, FRONT AND GLASS PANEL BECOME EXTREMELY HOT DURING OPERATION AND WILL RESULT IN SERIOUS INJURY AND BURNS IF TOUCHED. IT IS THEREFORE RECOMMENDED THAT A FIREGUARD COMPLYING WITH BS 8423 (LATEST EDITION) IS USED IN THE PRESENCE OF YOUNG CHILDREN, THE ELDERLY OR INFIRM.

For use with 230V 50Hz electricity supply only.

This product contains heat resistant glass panels. These panels should be checked during installation and at each servicing interval. If any damage is observed on the faces of the glass panels (scratches, scores, cracks or other surface defects), the glass panels must be replaced and the appliance must not be used until a replacement is installed. Under no circumstances should the appliance be used if any damage is observed, the glass panels are removed or broken.

**THIS APPLIANCE MUST BE EARTHED**

PR2833.1.10.2019

# USER INSTRUCTIONS

## WARNING



**In the event of a gas escape or if you can smell gas, please take the following steps:**

- **Immediately turn off the gas supply at the meter/emergency control valve**
- **Extinguish all sources of ignition**
- **Do not smoke**
- **Do not operate any electrical light or power switches (On or Off)**
- **Ventilate the building(s) by opening doors and windows**
- **Ensure access to the premises can be made**

**Please report the incident immediately to the National Gas Emergency Service Call Centre on 0800 111 999 (England, Scotland and Wales), 0800 002 001 (N. Ireland) or in the case of LPG, the gas supplier whose details can be found on the bulk storage vessel or cylinder.**

**The gas supply must not be used until remedial action has been taken to correct the defect and the installation has been recommissioned by a competent person.**



If you have purchased your stove or fire from an authorised stockist within our Expert Retailer Network, then automatically your product will carry a 2 year warranty as standard. The 2 year warranty can be further extended to a total warranty period of 5 years by registering your Gazco Stove or Fireplace within one month of the latter of the purchase date or installation date. Accordingly, the start date for the warranty period is the date of purchase. During the registration process, the Expert Retailer details will be required for your Extended Warranty to be activated. Any product purchased outside of our Expert Retailer Network will carry a standard 12 month, non-extendable warranty.

It is a condition of the Extended Warranty that the installation complies with the relevant Building Regulations and is carried out by a suitably trained and qualified individual (GasSafe in the UK or equivalent in other countries) with the certificate of installation and the Commissioning Report on Page 3 completed and retained by the end user.

Full terms and conditions are detailed in the Warranty Statement on the Gazco website [www.gazco.com](http://www.gazco.com). In the event of any conflict of information the wording on the website shall prevail.

**Important Note:** Should any problems be experienced with your product, claims must first be submitted to the Expert Retailer where the appliance was purchased from who will offer immediate assistance or contact Gazco on your behalf.

## GENERAL

Installation and servicing must only be carried out by a competent person whose name appears on the Gas Safe register. To ensure the engineer is registered with Gas Safe they should possess an ID Card carrying the following logo:



In all correspondence, please quote the appliance type and serial number, which can be found on the data badge located on a plate under the Main Burner.

Do not place curtains above the appliance:  
You must have 500mm clearance between the appliance and any curtains at either side.

No furnishings or other objects should be placed within 1 metre of the front of the appliance

If any cracks appear in the glass panels do not use the appliance until the panels have been replaced.

If, for any reason, the flue has to be removed from the appliance, the seals must be replaced in the inner spigot.

Do not obstruct the flue terminal in any way, i.e. by planting flowers, trees, shrubs etc. in the near vicinity, or by leaning objects against the terminal guard.

Do not put any objects on the terminal guard; it will lose its shape.

If you use a garden sprinkler, do not let quantities of water into the flue terminal.

When the appliance has been installed the position of the plug must be accessible.

Where the electricity supply cable has to pass through a **fire place, stone surround etc. ensure suitable rubber bushes are fitted at possible wear points.**

If the electricity supply cable is damaged do not use the appliance until it has been replaced. For safety reasons the replacement has to be carried out by Gazco, a Gazco service agent or a similarly competent electrician.

Repairs of electrical appliances must only be performed by an electrical engineer. Should the appliance fail to operate, or in case of any damage, please contact the retailer from whom the appliance was purchased.

This product is guaranteed for 5 years from the date of installation, as set out in the terms and conditions of sale between Gazco and your local Gazco retailer. Please consult with your local Gazco retailer if you have any questions. In all correspondence always quote the Model Number and Serial Number.

**This appliance is not intended to be used by persons under the age of 12, persons with reduced physical, sensory or mental capabilities or persons with lack of experience and knowledge in the safe operation of the appliance.**

The appliance may be operated by persons above the age of 12 provided they have been instructed in the safe use of the appliance and that they understand the hazards involved. Persons above the age of 12 may also operate the appliance under the supervision of a responsible adult.

Cleaning and Maintenance of the appliance must be undertaken by a suitably qualified adult.

**CHILDREN MUST BE SUPERVISED TO ENSURE THEY DO NOT PLAY WITH THE APPLIANCE.**

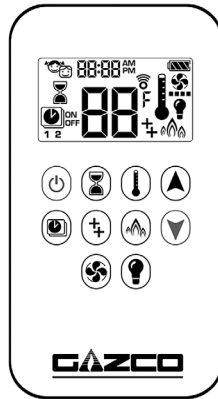


**IMPORTANT: NEVER position a television or screen above this appliance.**

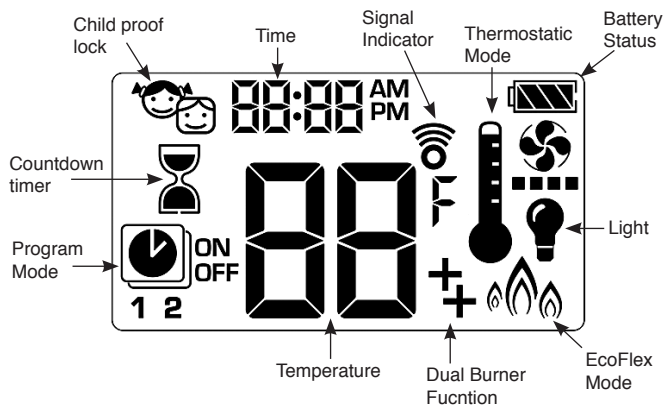
# USER INSTRUCTIONS

## OPERATING THE APPLIANCE

The appliance is operated by thermostatic and programmable remote control.




Via the remote it is possible to control the following features:



There are 4 different modes available for controlling and operating the appliance:

1. Manual Mode
2. Thermostatic Mode (Automatic)
3. Program Mode (Automatic)
4. EcoFlex Mode (Automatic)

In **MANUAL MODE** you can:

- turn on the main burner using the  button.
- regulate the flame from high to low and back.
- turn off the burner leaving just the pilot burning.

In **THERMOSTATIC MODE (Automatic)** you can:

- set the room temperature so the thermostat in the remote automatically maintains that temperature.

In **PROGRAM MODE (Automatic)** the fire:

- turns on and off according to the set time periods.
- automatically regulates the room temperature during the set periods.


In **ECOFLEX MODE (Automatic)** the fire:

- modulates the flame height between high and low in response to room temperature. One cycle lasts for 20 minutes.

**NOTE:** When operating the fire in Thermostatic or Program mode, the pilot remains lit and the fire then automatically switches on to bring the room to the set temperature whether or not you are in the room.

**NEVER LEAVE ANY COMBUSTIBLE MATERIALS WITHIN 1 METRE OF THE FRONT OF THE APPLIANCE.**

## BEFORE OPERATING

Make sure manual knob on the gas valve is in the ON position by turning fully clockwise to the  position.

## TURNING THE APPLIANCE ON

The handset controls the appliance from pilot ignition through to shut down.

To turn the fire on press the  button until two short signals and a series of blinking series of lines confirm the start of the ignition sequence.

**The pilot will ignite and the remote is now in Manual Mode:**

**IMPORTANT:** YELLOW FLAMES TYPICALLY APPEAR WHEN THE APPLIANCE HAS REACHED NORMAL OPERATING TEMPERATURE. THIS CAN TAKE UP TO 30 MINUTES.


**WARNING:** IF THE APPLIANCE FAILS TO LIGHT OR BECOMES EXTINGUISHED IN USE, WAIT 3 MINUTES BEFORE ATTEMPTING TO RELIGHT.

## TURNING THE APPLIANCE OFF (STANDBY)


Press and hold the  button to turn the appliance off.

**NOTE:** There is a 5 second delay before the next ignition is possible.

## MANUAL MODE


To turn the fire on press the  button until two short signals and a series of blinking series of lines confirm the start of the ignition sequence.

**Standby By (Pilot Flame) Mode:**


Press and hold the  button to set the appliance to pilot flame only.

**FOR SAFETY, YOU MUST WAIT 30 SECONDS BEFORE LIGHTING THE FIRE AGAIN.**

## Increasing the Flame Height:


To increase flame height press and hold  button.

## Decreasing the Flame Height:


To decrease flame height press or to set the appliance to pilot flame and hold the  button.

**i** **NOTE: While pressing a button a symbol indicating transmission appears on the display. The receiver confirms transmission with a sound signal.**


## THERMOSTATIC MODE (AUTOMATIC)

To select the Thermostatic mode press the  button. The preset temperature will show briefly then the current **room** temperature will be displayed.

### Setting the temperature:


Press and hold the  button until the temperature display flashes.

Adjust the temperature by pressing the  or  button.


Press the  button to confirm the temperature.


**i** **NOTE: If you set a temperature that is beneath the current room temperature, the fire automatically switches to PILOT (Standby).**

### Exiting Thermostatic Mode:


Press the  button to exit Thermostatic mode.

Press the  or  button to enter Manual Mode.

Press the  button to enter Program Mode.

Press the  button to enter EcoFlex Mode.



## PROGRAM MODE (AUTOMATIC)

To select the Program mode press the  button. The set temperature for the On time is the one set in Thermostatic Mode. Changing the thermostat temperature changes the temperature in Program mode.

### Default Settings


The On time (Thermostatic) Temperature is 21°C (70°F).  
The Off time Temperature is '--' (Pilot flame only).

### Temperature Settings

Press the  button and hold until the  display flashes ON and set the temperature (See Thermostatic Mode) is displayed.

Press the  button or wait until  OFF is displayed and the temperature flashes.

Adjust the temperature by pressing the  or  button.

Press the  button to confirm the temperature.

NOTE: The On (Thermostatic) and Off set temperature is the same for each day.

### Day Setting:



ALL Flashes. Press  or  button to choose between ALL, SA,SU, 1, 2, 3, 4, 5, 6, 7.



Press the  button to confirm.



### ALL Selected

#### ON TIME SETTING (PROGRAM 1):

 , 1 ON displayed, ALL is displayed shortly and **hour** flashes.


Select the **hour** by pressing the  or  button.



Press the  button to confirm.  , 1 ON displayed, ALL is displayed shortly and **minutes** flashes.

Select the **minutes** by pressing the  or  button.

Press the  button to confirm.

#### OFF TIME SETTING (PROGRAM 1):

 , 1 OFF displayed, ALL is displayed shortly and **hour** flashes.

Select the **hour** by pressing the  or  button.

Press the  button to confirm.  , 1 OFF displayed, ALL is displayed shortly and **minutes** flashes.

Select the **minutes** by pressing the  or  button.

Press the  button to confirm.

**i** **NOTE: either continue to PROGRAM 2 and set on and off times or stop programming at this point and PROGRAM 2 remains deactivated.**

**PROGRAM 1 and PROGRAM 2 use the same On (Thermostatic) and Off temperatures for ALL, SA:SU and Daily Timer (1, 2, 3, 4, 5, 6, 7). Once a new On (Thermostatic) and/or Off temperature has been set, that temperature becomes the new default setting.**

**If ALL, SA:SU or Daily Timer are programmed for PROGRAM 1 and PROGRAM 2 On and Off times these become the new default times. The batteries must be removed to clear PROGRAM 1 and 2 On and Off times and temperatures.**

# USER INSTRUCTIONS

## SA:SU or Daily (1, 2, 3, 4, 5, 6, 7) selected

Set On and Off time using the same procedure as 'ALL Selected' (above).


SA:SU: Set On and Off time for both Saturday and Sunday.


Daily Timer: Unique On and Off times might be set for a single day of the week for multiple days of the week or for every day of the week.

Wait to finish setting.

### Exiting Program Mode:



Press the ,  or  button to enter Manual Mode.

Press the  button to enter Thermostatic mode.

Press the  button to enter EcoFlex Mode.

## ECOFLEX MODE

### Turning the EcoFlex Mode on.


Press the  button to enter EcoFlex Mode.  is displayed.

### Turning the EcoFlex Mode off.


Press the  button to exit EcoFlex Mode.  will disappear.

## DESIGNATED HIGH AND LOW FIRES

**i** **NOTE: Backlight must be on for high and low fire double click operation.**



To go to Low fire, double click the  button. LO is displayed.



Flame goes to high fire first before going to Low fire.

To go to Hi fire, double click the  button. HI is displayed.

## DUAL BURNER FUNCTION



Upon ignition Burner 1 is on and Burner 2 is in the last setting. Both sides can be activated or controlled using the Dual Burner Function.

Press and hold the  button to enter Dual Burner Function and turn on burner 2.  is displayed.

Press and hold the  button to exit Dual Burner Function leaving only burner 1 in operation.  will disappear.



## LIGHT/DIMMER OPERATION



### Turning the light on.



Press the  button to operate.  is displayed.

The lights on at preset level.



### SETTING:

Press the  button and hold until  is flashing.

To adjust the lighting between 20 % and 100% press the  or  button.

To confirm setting either press the  button or wait (  is displayed).

### Turning the light off.


Press the  button to turn off.  disappears.





**NOTE: The light works independently of the Pilot flame. If you want the light on but no flame press the button to operate.**



## COUNTDOWN TIMER


### Turning the Timer on.

Press and hold the  button until  displayed, and hour flashes.

To select the **hour** press the  or  button.

To confirm press the  button. **Minutes** flash.

To select the **minutes** press the  or  button.

To confirm press the  button or wait.

### Turning the Timer off.




Press and hold the  button,  and countdown display will disappear.






**At the end of countdown time period, the appliance turns off. The Countdown Timer only works in Manual, Thermostatic and EcoFlex modes. Maximum countdown time is 9 hours and 50 minutes.**

## CHILD PROOF LOCK

### Turning the Child Lock on.



Press the  and  buttons simultaneously.  will be displayed and the handset is rendered inoperable except for the Off function.



### Turning the Child Lock off.



Press the  and  buttons simultaneously to deactivate.  will disappear.



## SETTING THE TIME



Press the  and  buttons simultaneously. **Day** flashes.

Press the  or  button to select a number that corresponds with a day of the week (eg 1 = Monday, 2 = Tuesday, 3 = Wednesday, 4 = Thursday, 5 = Friday, 6 = Saturday, 7 = Sunday).

Press the  and  buttons simultaneously. **Hour** flashes.



To select hour press the  or  button.

Press the  and  buttons simultaneously. **Minutes** flash.

To select minutes press the  or  button.

To confirm press the  and  buttons simultaneously or wait.

## SETTING FAHRENHEIT OR CELSIUS

To change between °C and °F press  and  buttons simultaneously.

**i** **NOTE: Choosing °F results in a 12 hour clock. Choosing °C results in a 24 hour clock.**

## TROUBLESHOOTING



**IMPORTANT:** In the unlikely event that the handset fails to communicate correctly with the appliance it may be necessary to turn off the gas supply at the isolation valve until any problems can be resolved.

The gas meter and isolation valve can be located outside in a meter box, under the stairs, beneath the kitchen sink or in the garage. Whilst this list is not exhaustive, it is important to be able to identify the location of the valve in case of any gas emergency.

To turn off the gas supply, simply turn the handle so the lever is at 90 degrees to the upright gas pipe.

If you smell gas, open doors and windows and never operate any electrical switches. Immediately call the Gas Emergency Services on 0800 111 999.

# USER INSTRUCTIONS

## MYFIRE WI-FI KIT

This appliance can be fitted with an optional Wi-Fi kit which can allow operation from a tablet or smart device:  
Gazco part No. 999-055.  
Contact your Gazco retailer for more information.

## MYFIRE WI-FI TROUBLESHOOTING

The MyFire Wi-Fi box must be wired according to the MyFire set up diagram and connected to the receiver, which is in turn connected to the mains power.

Ensure the device is running the most up to date operating system as older models may not be compatible with the MyFire App.

After 30 seconds the MyFire Box goes into Access Point Mode (Green LED flashes). See MyFire App instructions supplied and configure the router.

The following things can affect the Wi-Fi signal on the appliance:

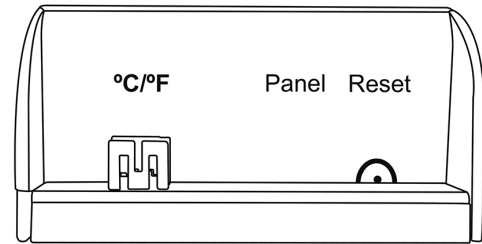
1. Multiple users on the same Wi-Fi channel may interfere with the data transfer. Press the reset button on the MyFire Wi-Fi box for 1 second to change the current channel.
2. If the MyFire Wi-Fi box is not connected to the receiver or is not used it will leave Access Point Mode after 24 hours.
3. If there are multiple fireplaces in the household using MyFire Wi-Fi boxes there must be a minimum of 600mm between them to avoid interference.
4. If there are any changes to the home network then the MyFire Wi-Fi set up must be repeated.

Quick Reference Table - for LED.

LED Indicator for MyFire Wi-Fi box			
Label	LED		Status
Power	Blue	On	Power On
		Off	Power Off
WLAN	Green	On	Connected to home network (Wi-Fi Router)
		Off	Not connected to home network (Wi-Fi Router)
		Flashing	MyFire Wi-Fi Box in Access Point Mode
Receiver	Blue	On	Receiver connected
		Off	No receiver connected or connection lost
All LEDs		Flashing	Internal Configuration

It may be necessary to reset the MyFire Wi-Fi box using a paperclip or similar.

The table below shows the length of time required for each reset and the confirmation signals.



Press Reset Button	LED Status Blue Power LED	Function
1 Sec	Continuously flashes every ½ second	Activates Access Point Mode for 10mins (connect MyFire Wi-Fi module to home network). Simultaneously the Wi-Fi channel changes.
5 Secs	Two rapid flashes every 1 second	System Reset.
10 Secs	Flashes every 100 milliseconds (Continuous)	Restore factory firmware (MyFire Wi-Fi module will set to default after reboot); takes up to 2 minutes.
20 Secs	Flashes every 50 milliseconds (Continuous)	Restores factory firmware and erases all data not locked. (MyFire Wi-Fi module will set to default after reboot); takes up to 2 minutes.

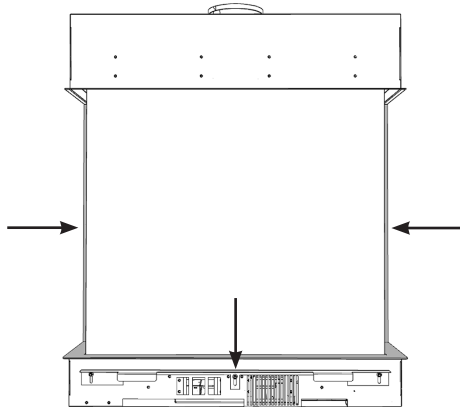


## CLEANING THE APPLIANCE

From time to time it may be necessary to remove build up of debris and soot from the logs.

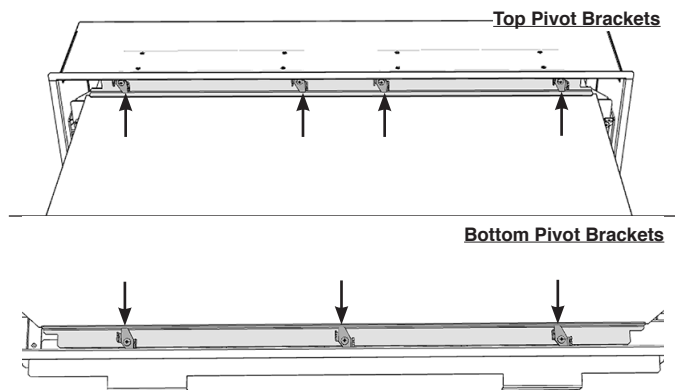
Make sure the appliance and surrounds are cool before cleaning.

Remove the side trims and lower trim from the appliance.

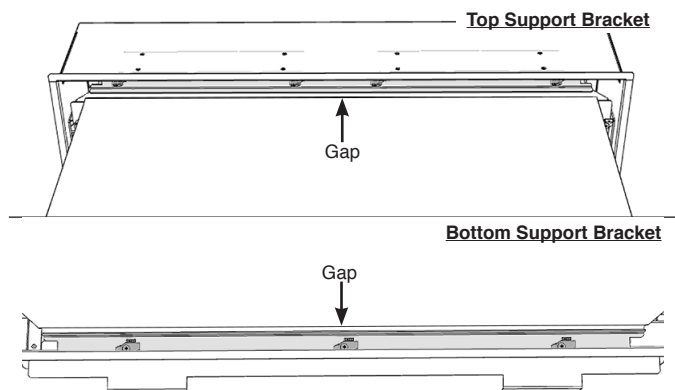


Loosen the 7 screws securing the pivot brackets (do not remove).

Using the tool provided turn the 7 Pivot Brackets (4 Top, 3 Bottom) 90° anti-clockwise to the open position.

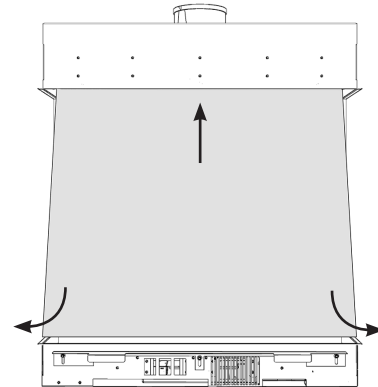


With the Cam Lock Brackets open, slide the top and bottom support brackets away from the Front Glass.



The Front Glass can now be removed.

Carefully move the front glass into the gap, then lift and manoeuvre the bottom outwards to remove.



**The side glass does not need to be removed to clean the appliance.**

**It is recommended to leave the Side Glass in situ unless absolutely necessary.**

Should the logs require cleaning, lightly brush with a soft brush. Any large pieces of debris may be removed by hand.

**DO NOT USE A VACUUM CLEANER.**

Use a damp cloth to clean the outer casing of the appliance.

To clean the glass surface use a non abrasive glass cleaner and soft cloth.

The glass panel must be refitted to the appliance following cleaning or servicing.

To replace the glass panel, replace in reverse order.



**UNDER NO CIRCUMSTANCES SHOULD THE APPLIANCE BE USED IF ANY OF THE GLASS PANELS ARE LOOSE, DAMAGED, OR MISSING.**

Replace the lower and side trim.

**ENSURE THAT ALL GLASS PANELS ARE FLUSH AND THAT THERE ARE NO GAPS BETWEEN PANELS.**

**NEVER OPERATE THE APPLIANCE WHEN THE GLASS PANEL IS REMOVED OR BROKEN.**

# USER INSTRUCTIONS

## FLAME FAILURE DEVICE

This is a safety feature incorporated on this appliance which automatically switches off the gas supply if the pilot goes out and fails to heat the thermocouple.

**IF THIS OCCURS DO NOT ATTEMPT TO RELIGHT THE APPLIANCE FOR 3 MINUTES.**

## RUNNING IN

During initial use of a new Gazco appliance a strong odour will be encountered as various surface coatings become hot for the first time. Although these odours are harmless it is recommended that the appliance is operated on maximum for 4 to 8 hours in order to fully burn off these coatings. After this period the odours should then disappear.

If the odours persists, please contact your installer for advice.

During the first few hours of burning there may be discolouration of the flames. This will also disappear after a short period of use.

## SERVICING

The appliance must be serviced every 12 months by a qualified Gas Engineer. In all correspondence always quote the Model number and the Serial number which may be found on the Commissioning Checklist (Installation Instructions).

## INSTALLATION DETAILS

Your installer should have completed the commissioning sheet at the front of this book. This records the essential installation details of the appliance. In all correspondence always quote the Model number and Serial number.

## HOT SURFACES

Parts of this appliance become hot during normal use.

Regard all parts of the appliance as a working surface.


Provide a suitable fire guard to protect young children and the infirm.

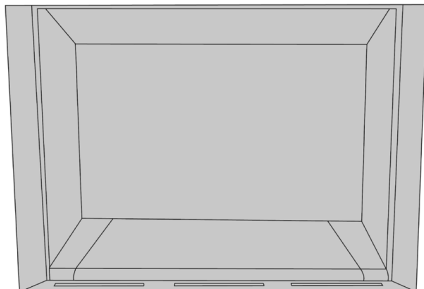
## APPLIANCE WILL NOT LIGHT

If you cannot light the appliance:

Check and change the batteries in the remote handset.

Consult your Gazco retailer or installer if the appliance still does not light.

 = Hot Surface





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