

# Evora Balanced Flue Manual

- Modular Coal Effect
  - Inset Live Fuel Effect Room Sealed Fire
- 



## Installation and Users Instructions

These instructions should be read by the installer before installation and then should be handed to the end user when the installation is complete.

**This is an official requirement and is the responsibility of the fitter of this appliance.**

Having installed the appliance, the installer should take the necessary steps to ensure that the user fully understands how to operate the appliance and is also made aware of the fire's basic cleaning and maintenance requirements.

Legend**fires** 

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### Important notes before installation

This Balanced Flue product is a High Efficiency, Inset Live Fuel Effect appliance. This appliance will generate heat through both radiation and convection, using "room sealed" technology that requires no additional ventilation as it takes combustion air and deposits its Flue gases outside the house using its concentric flue system. The appliance has been designed to fit various installation situations, as detailed later in these instructions.

This appliance has been designed, tested and manufactured to BS EN 613: 2001 +A1: 2003 + C1: 2008 relating to Balanced Flue Appliances and must be installed by a qualified Gas Safe Registered Installer in accordance with the Gas Safety (installation and use) regulations 1994 and all other relevant standards.

This fire is a very effective heating appliance and must be fitted against a wall of non-combustible material as classified in BS 476-4:1970 (2007)

The installation must be undertaken by a competent person in accordance with Gas Safety (Installation and Use) Regulations 1998. The person should be on the Gas Safe Register which is the official list of gas engineers who are qualified to work safely and legally on gas appliances and are approved by the HSE under the above regulations. The installation must adhere to the requirements of the local and national Building regulations and national standards. These instructions are to be fully read before commencing the installation and the information must be followed. After installation they must be left with the user for reference and safekeeping. This appliance must be installed in accordance with the rules in force and only used in a sufficiently ventilated space. No additional ventilation is required, as the appliance does not use air from the room for combustion or operation of the Flue. However an adequate supply of fresh air to maintain temperatures within limits and a comfortable living environment is advised. This appliance is factory set for operation on the gas type and pressure as stated on the appliance data plate. No other gas or pressure should be used. Before installation, check that the local distribution conditions, nature of gas and pressure, and adjustment of the appliance are compatible. The appliance is intended for use on a gas installation with a governed meter. Ensure that the Flue Terminal is not in any way obstructed and is clear of vegetation, i.e. trees, shrubs etc. and that no objects are leant against the terminal or guard. Only flue components approved by Legend Fires for this appliance may be used.

**WARNING:** Do not operate this appliance if the glass panel is broken (or cracked), removed or is open. Always clean the window panel before the fire is ignited. Any finger prints must be removed, as these will be burnt into the glass and will be un-removable.

This appliance is designed as a heating appliance, and as such will get very hot in operation, all surfaces (except the controls and access door) are considered to be working surfaces and as such not be touched. The front window and surround are not considered to be fully secure guards against accidental contact. It is recommended that an approved fire screen be used if children, the elderly or persons with limited mobility are to be present in the same area. Do not place curtains, laundry, furniture etc. within a safe distance of 600mm of this appliance. Do not attempt to burn rubbish on this appliance.

If this appliance is extinguished, on purpose or other, no attempt to relight should be made within 3 minutes.

## APPLIANCE DATA



Gas Type and Category	G20 Natural Gas Cat: I <sub>2H</sub>	
Inlet Pressure	20 mbar	
Max. Energy Input	Gross 4.5 kW	Nett 4.1 kW
Max. Gas Rate	0.43 m <sup>3</sup> /hr	
Min. Energy Input	Gross 1.5 kW Nett 1.4 kW	
Min. Gas Rate	0.14 m <sup>3</sup> /hr	
Burner Pressure (Hot)	High 17.6 (±0.5) mbar	Low 2.2 mbar
Efficiency Class	1	
NOx Class	5	
Injector Marking	280 Stereomatic [elbow]	
Gas Inlet Connection	8mm	
Ignition	Piezo Spark	
Spark Gap	3mm (±1.0mm)	
Country of Destination (use)	GB	

## APPLIANCE DIMENSIONS

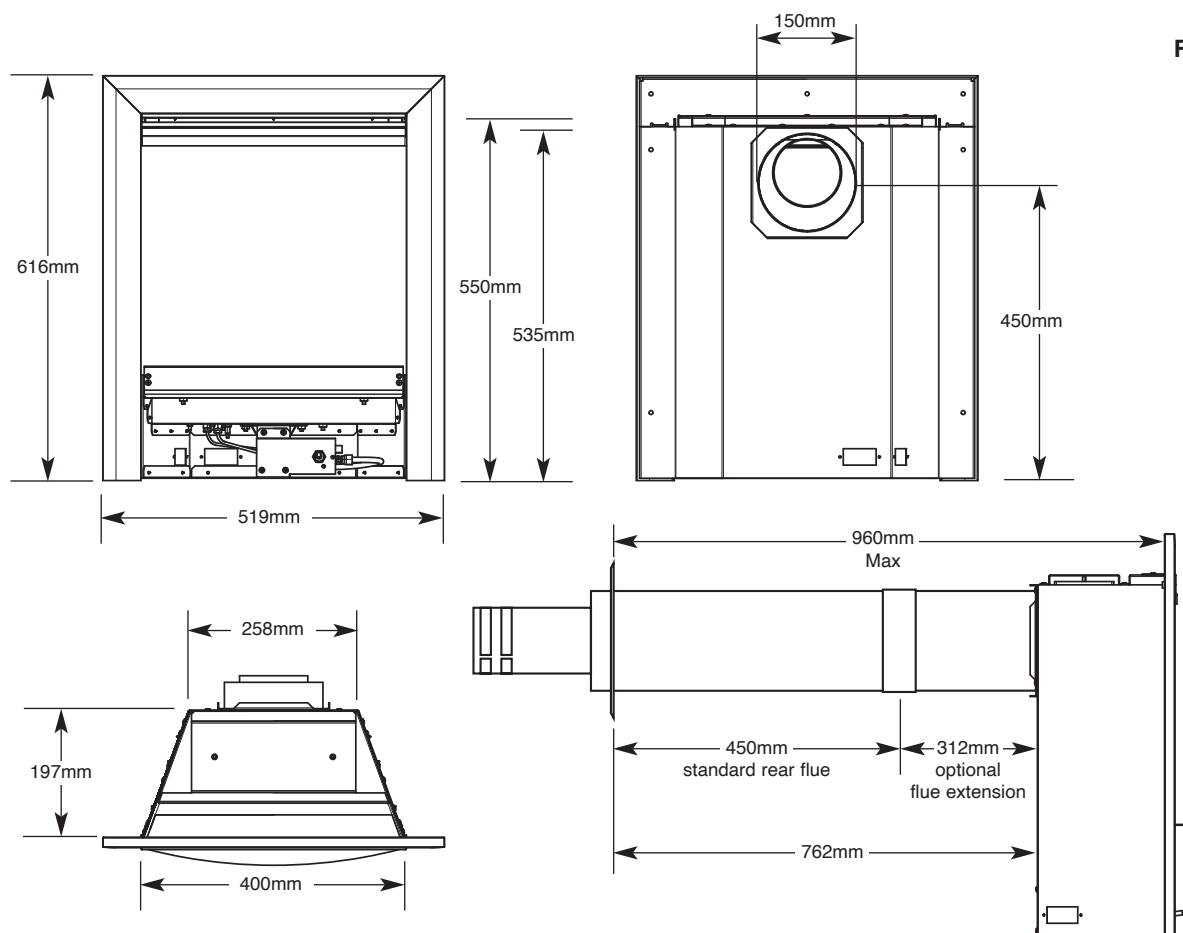


Fig. 1



A - Opening Width min. 410mm max. 450mm

B - Opening Height min. 560mm max. 583mm

C - Recess Depth min 200mm

## INSTALLATION REQUIREMENTS

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This appliance has been designed to fit into two main categories of installation. The first is to fit into an opening created in the inner leaf of an external wall or secondly into a false chimney breast or extended fire surround built to conceal the appliance. The appliance can also be fitted into an unserviceable or inoperative fireplace served by a disused natural draught flue, provided that the requirements for terminal location and flue length can still be successfully met. It is recommended that the old flue be sealed off. The Flue pipe must be able to pass right through the outside wall to duct fresh air in to the appliance and exhaust gasses out correctly. The Flue terminal must be screwed to the outside wall, with both of the pipes of the flue fitting onto the spigot on the fire.

The appliance is to be installed onto a suitable non-combustible surface at least 12mm thick, which must cover the entire base area of the box. The appliance must be installed with a fire surround and or back panel set capable of withstanding 180°C. Any combustible materials directly behind the fire frame (or back panel) and close to the appliance must be removed and replaced with noncombustible material such as cement, browning, "Superlux" board or equivalent materials.

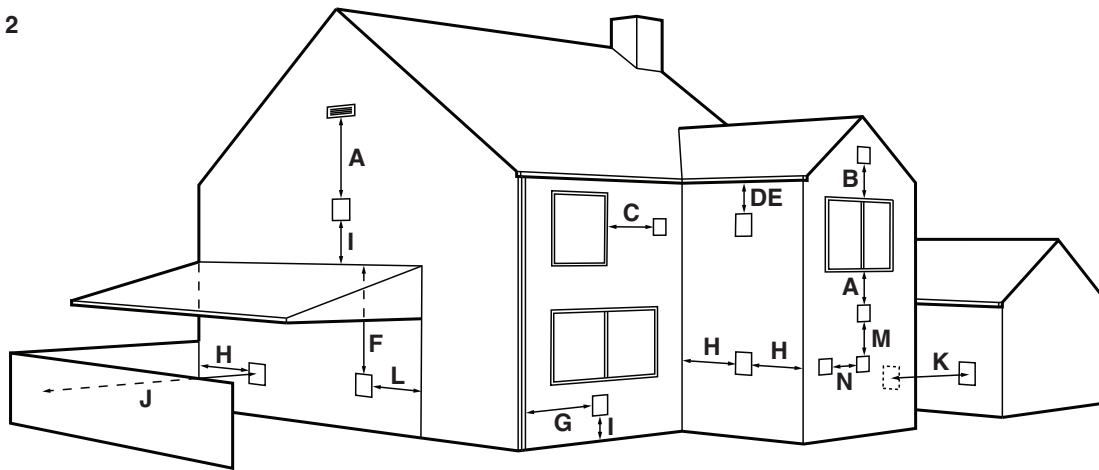
The standard flue terminal length is 450mm, however this may be cut down using either tin snips or a grinder to a minimum length of 100mm.

The Flue terminal requires adequate clearance from other buildings, openings and obstructions to operate correctly and safely. Please refer to the Terminal Locations section. Terminals exhausting in passageways, over footpaths etc. may be subject to local bye-laws, and must not create a nuisance. If in doubt contact your local council for further advice. In some instances it may be necessary to fit a safety cage to ensure no problems arise. Avoid locating the terminal outlet close to combustible materials e.g. drain pipes, fences etc. if it is unavoidable, a metal deflector must be used if the object is significantly heated. Covered areas such as car ports or covered walkways should be avoided, but if necessary, the following guidance may be used; the covered area should have at least two open sides (i.e. it comprises roof and maximum one supporting wall). If more than one wall is filled, advice should be sought from Gas Safe on locations suitability. For minimum clearances see the terminal location section. Particular care should be taken with plastic roofs, if in any doubt the minimum distance stated should be to the lowest part of the roof.

As with any flue outlet, some discoloration of the wall around the terminal may occur with light coloured walls. Always avoid locating the terminal in conspicuous positions on light walls. Terminal location guidance is given in the next section but as a general rule avoid ledges, drain pipes, projections etc. The prevailing wind conditions combined with such objects can combine to produce unexpected conditions around the terminal.



Fig. 2



Dimension	Terminal Position	Minimum
A*	Directly below an opening, air brick, window etc.	600mm
B	Directly above an opening, air brick, window etc.	300mm
C	Horizontally to an opening, air brick, window etc.	400mm
D	Below gutters, soil pipes or drain pipes	300mm
E	Below eaves	300mm
F	Below balconies or car port roof	600mm
G	From a vertical drain or soil pipe	300mm
H	From an internal or external corner or to a boundary alongside the terminal	600mm
I	Above ground, roof or balcony level	300mm
J	From a surface or boundary facing the terminal	600mm
K	From another terminal facing the terminal	600mm
L	From an opening in a car port	1200mm
M	Vertically from another terminal on the same wall	1500mm
N	Horizontally from another terminal on the same wall	300mm

\* In addition, the terminal should not be nearer than 300mm to an opening in the building fabric formed for the purpose of accommodating a built in element such as a window frame.

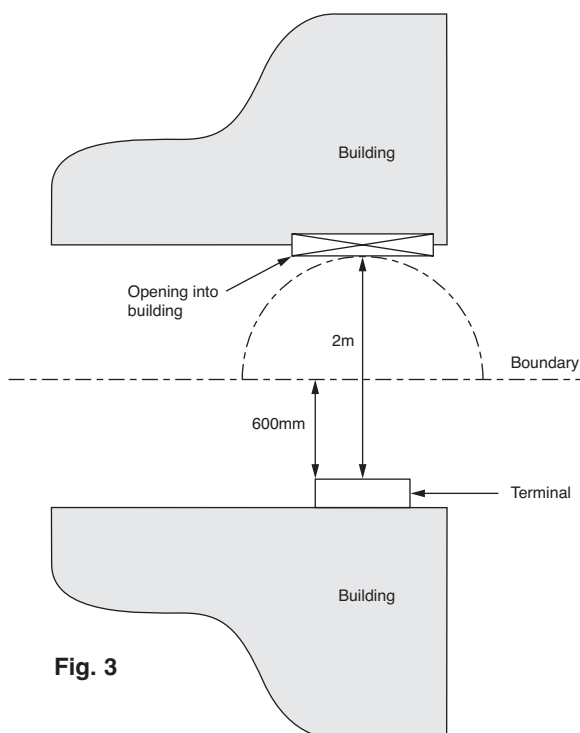


Fig. 3

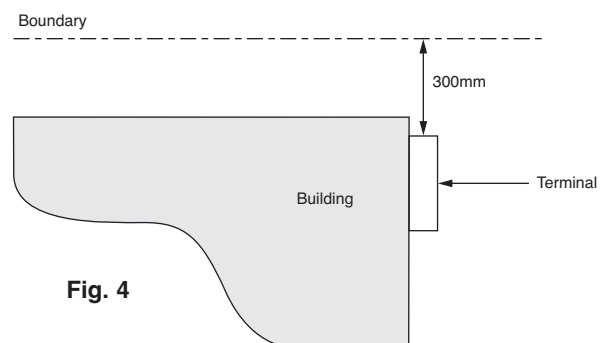


Fig. 4



### Neighbourhood considerations

If a room-sealed gas appliance is fitted on that boundary wall, the flue terminal may extend into the neighbouring property. This may lead to a customer complaint, with allegations of trespassing and complaints of POC entering the adjacent premises.

The situation is compounded if the gas appliance is room-sealed and POC are blown onto neighbouring doors and windows. To add to the misery, in colder weather, the POC condense in the cold air to form a plume, which can be particularly irritating for the neighbour.

Be aware that installing an appliance in such a position may contravene the Gas Safety (Installation and Use) Regulations.

In addition, the neighbour may also have plans to develop or build an extension on their property, which may ultimately obstruct the flue outlet. When you are requested to install a gas appliance in these positions, advise the customer all the consequences. Such installations often offend neighbours who may contact local Planning or Environmental Health Officers who in turn may have powers under the Environmental Health Act 1990 to shut down an offending appliance. See also Exchanging Information with the gas user and planning - and Siting of flue terminals in relation to boundaries - care needed in this part.

### Carport or building extension

Where you site a flue terminal within a carport or building extension, it should have at least two completely open and unobstructed sides. The distance between the lowest part of the roof and the top of the terminal should be at least 600mm for balanced flue appliances.

Note: Do not treat a covered passageway (e.g. between terraced houses) as a carport and do not install new appliances in this location.

### Basements, light wells and retaining walls - points to note

Do not site flue terminals within the confines of a basement area, light well or external space formed by a retaining wall, unless you take steps to ensure that the POC can disperse safely at all times. It may be possible to locate room-sealed appliances in such a location provided that they are not sited lower than one metre from the top level of that area to allow POC to disperse safely.

### Light well - an area that may inhibit dispersal of POC

A light well can be best described to cover areas where for example, there are walls opposite and/or around the wall on which a flue terminal is located, that may be inhibiting the free dispersal of POC. An illustration of this might be the common Victorian urban terrace property, where the front door opens onto the street footpath across a narrow well, which provides light and possibly access to a cellar. It may also be the small central area in a square building designed to give light to the rooms on the inside of the building.

Be aware of the dangers of locating flue terminals where the POC cannot freely disperse. This could be accentuated by the possible accumulation of POC caused by several flue terminals all discharging into a single confined space.

### Terminal guards - when to use

Fit a flue terminal guard over a terminal:

- if anybody could come into contact with that terminal
- it could be subject to damage
- where the terminal is less than 2m from the finished floor level

The appliance manufacturer will specify a suitable terminal guard. No part of the guard should be less than 50mm from any part of the terminal when fitted in accordance with the manufacturer's instructions. The guard should not have any sharp edges, which could cause injury and any opening should be no larger than 16mm. Proprietary guards are generally available.

### Timber frame construction - ensure no adverse effect on weather proofing

Whilst it is possible to install both open-flued and room-sealed appliances in timber frame properties, take great care to ensure that the chimney does not interfere with the weather proofing qualities of any outer wall it may penetrate.





**This appliance may be installed by any of the following methods:**

1. Fitting against the inside face of an external wall. A false chimney breast can then be suitably constructed or a rebated fire surround fitted to enclose the depth of the fire. If the false chimney is to be of a wooden construction, then clearances and insulation must be as for a timber constructed wall.

2. An opening in the inner leaf of a cavity wall may be constructed for insertion of the appliance. Bridging the cavity may cause unwanted moisture to track to the inside of the house from the cavity. Protection from moisture and falling debris above the cavity box should be provided. If in doubt, consult local building control officers. The appliance can also be fitted into an unserviceable or inoperative fireplace served by a disused natural draught flue, provided that the requirements for terminal location and flue length can still be successfully met. It is recommended that the old flue be sealed off.

3. Fitting into a timber framed house wall using clearances and insulation as described in the appropriate section. If in doubt, consult local building control officers. The opening dimensions for inseting the appliance must be; WIDTH 410mm min. 450mm max, HEIGHT 570mm min 600mm max. The opening must be these sizes for the full depth of the cavity. Opening DEPTH must be 200mm minimum, this includes any plaster, cement or infill/back panels that form part on the installation. If a concealed gas connection is to be made, the supply pipe should always be sleeved through walls and floors using the shortest possible route. It is possible to install the gas supply from the side of the hearth and round into the cavity, but use only factory sleeved pipe. No more than 1.5m of Ø8mm pipe must be used to avoid unnecessary pressure drops.

The wall for the opening must be non-combustible or prepared as described in the relevant section. Bare plasterboard must be protected by non-combustible plaster or replaced with "Superlux" board, or other compatible material. Any gap between wall boards and the wall must be filled using glass fibre insulation, silicon mastic or similar method to prevent heat ingress. If the appliance is to be installed as a "hole in the wall" installation, it does not require any hearth as such, provided that the incandescent flame of the fire bed is at least 300mm above the floor level. If fitting the fire without a hearth, consideration should be given to the increased safety risk. The installer should inform the user of potential safety issues, including not placing combustible material directly in front of the appliance (floor covering such as carpet etc. is OK). The installer should use his judgement where necessary to advise against a hearthless installation. NOTE: it may be necessary to install a ledge for placement of the fire front, for this type of installation.

The appliance requires a hearth with non-combustible surface of at least 12mm thickness, projecting 100mm from the front of the appliance. The Top surface must be at least 50mm above the surrounding floor level, or be surrounded by a raised edge or fender 50mm high. Any type of fire surround used with this appliance must be adequately sealed to the wall and floor to prevent excess draughts from around the back of the appliance.

A combustible shelf may be fixed to the wall above the appliance, provided it has a maximum depth of 180mm and is 850mm from the hearth. The Shelf depth may be increased, however the shelf height must increased by 25mm for every 12.5mm of shelf depth (i.e. a ratio of 2:1). Combustible materials, such as wood, may be fitted to within 100mm of either side of the fire frame/trim, provided the forward projection does not exceed 100mm. Any combustible side walls must be at least 500mm to the side of the radiant heat source.

As with all heating appliances, any decorations, soft furnishings, and all coverings (i.e. wallpapers) positioned too close to the appliance may discolour or scorch.

## VENTILATION

No additional ventilation is required, as the appliance does not use air from the room for combustion or operation of the Flue. However an adequate supply of fresh air to maintain temperatures within limits and a comfortable living environment can be beneficial.

For Republic of Ireland, see relevant rules in force.

## PREPARING THE OUTSIDE WALL

From inside the house, firstly find the FINISHED HEARTH LEVEL, including any decorative hearth that will be in place when the fire is in position. This is the reference plane to which you should work. Mark the vertical centreline of the fireplace on the wall. Next, mark the centre of the flue pipe hole. This is 450 mm from the FINISHED HEARTH LEVEL. Pilot through the wall to ascertain the outside finished flue centre line. If necessary, check locations of wires and pipes in the wall first.

Check the outside flue terminal location using the pilot hole as a guide. Make any adjustments to the fire location or the surroundings as required to comply with terminal siting. Finally, core drill through the outside wall with a 155mm (6") core drill to provide the location for the outside part of the flue. If a core drill is not available, mark a 155mm diameter circle and stitch drill or chisel out the required area of brick. Clear rubble from the cavity and clear back any insulation material.



1. Carefully lift the appliance out of the packaging taking care not to damage the ceramic components in the separate carton.

2. Remove the magnetic trim and store to one side to prevent any damage.

3. Remove the louvered panel by lifting up and pulling forwards.

4. Slacken the five machine screws on the top retaining strip.

5. Unscrew the two securing screws from the lower infill panel and remove the panel. Tilt the glass forwards and slide out.

6. Cut the foam sealing strip (in plastic bag supplied) to length and stick a continuous strip down the two sides and across the top of the radiant box. When the box is placed against a flat surface the foam strip will form a seal around the boxes flange.

7. Carefully lift the appliance into position in the opening and check that the flange of the radiant box fits flush against the sealing face with no gaps present.

8. Measure from the inside wall surface to the outside wall face, this is Dimension X. Subtract **170mm** from Dimension X to calculate the length of the outer flue. Mark the finished flue length onto the outer tube, measuring from the terminal end.

9. Mark out four of the fixing holes. Remove the box and carefully drill and fit "Rawl" plugs or see alternative fixing page 11

10. Split the flue tubes by removing the machine screw and using tin snips or a fine cutting disc, cut through the outer flue tube. Reassemble the flue tubes and measure 35mm from the cut end of the outer tube and mark the inner tube. Cut the inner tube and then secure the flue to the rear of the fire box using the clamp provided.

11. Decide which opening of the appliance the gas supply will be entering the radiant box and remove the relevant blanking plate. Feed the 8mm gas supply pipe through the opening from the rear of the fire and re-fit the blanking plate around the supply pipe.

12. Slide the fire and flue into the fireplace opening ensuring the flue locates into the hole in the brickwork. Ensure that the larger flue tube extends 25mm beyond the outer wall face when the fire is fully inserted into the opening and that the machine screw is located at the top of the larger flue.

13. Secure the box into place using four screws (straight shank screws are recommended for marble).

14. From outside, fit the cover plate over the large flue tube and secure with the two screws provided.

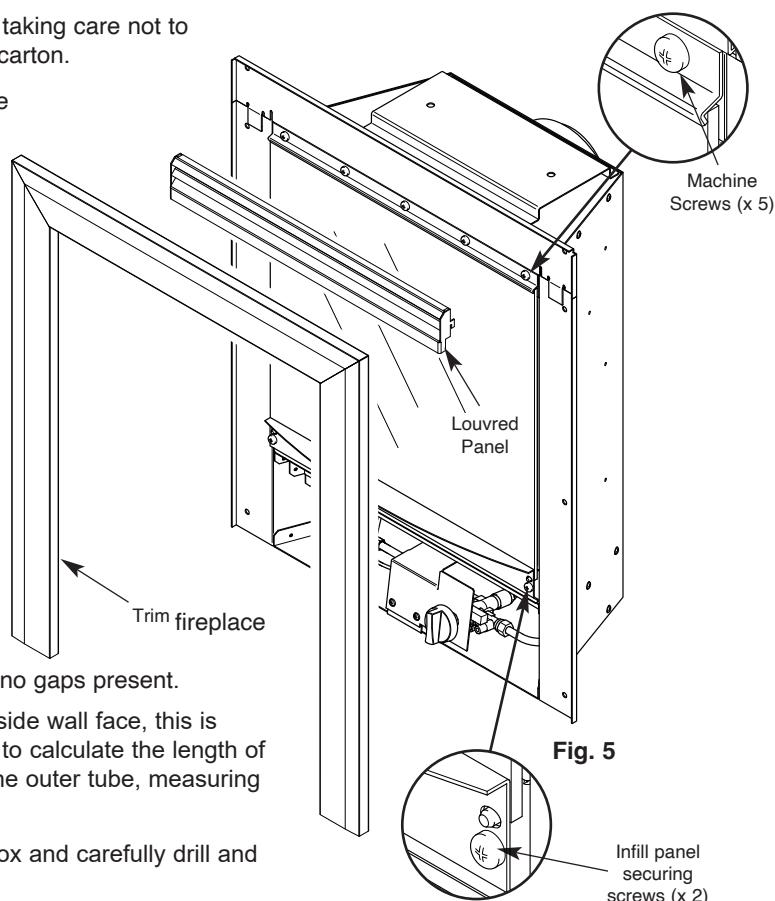


Fig. 5

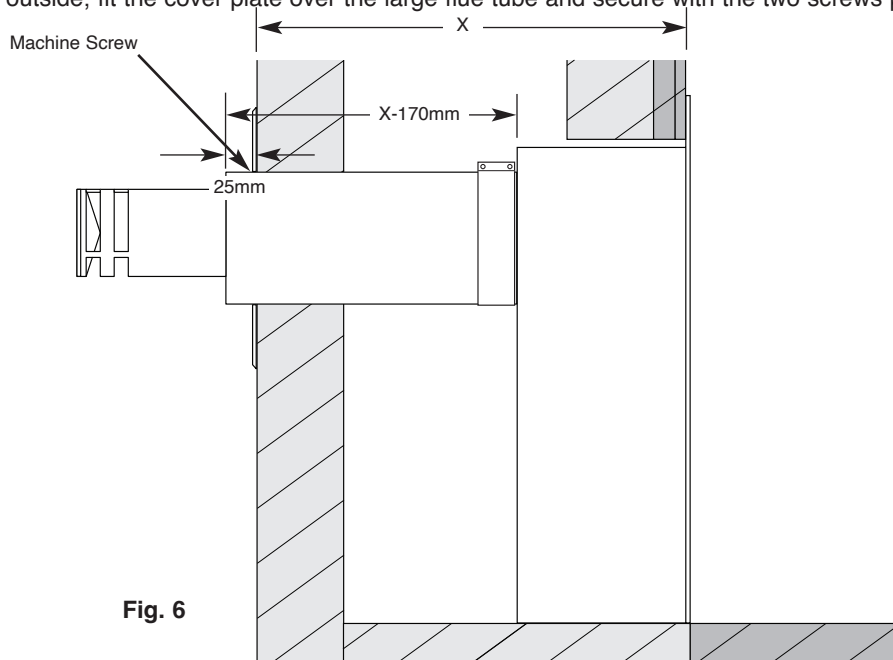
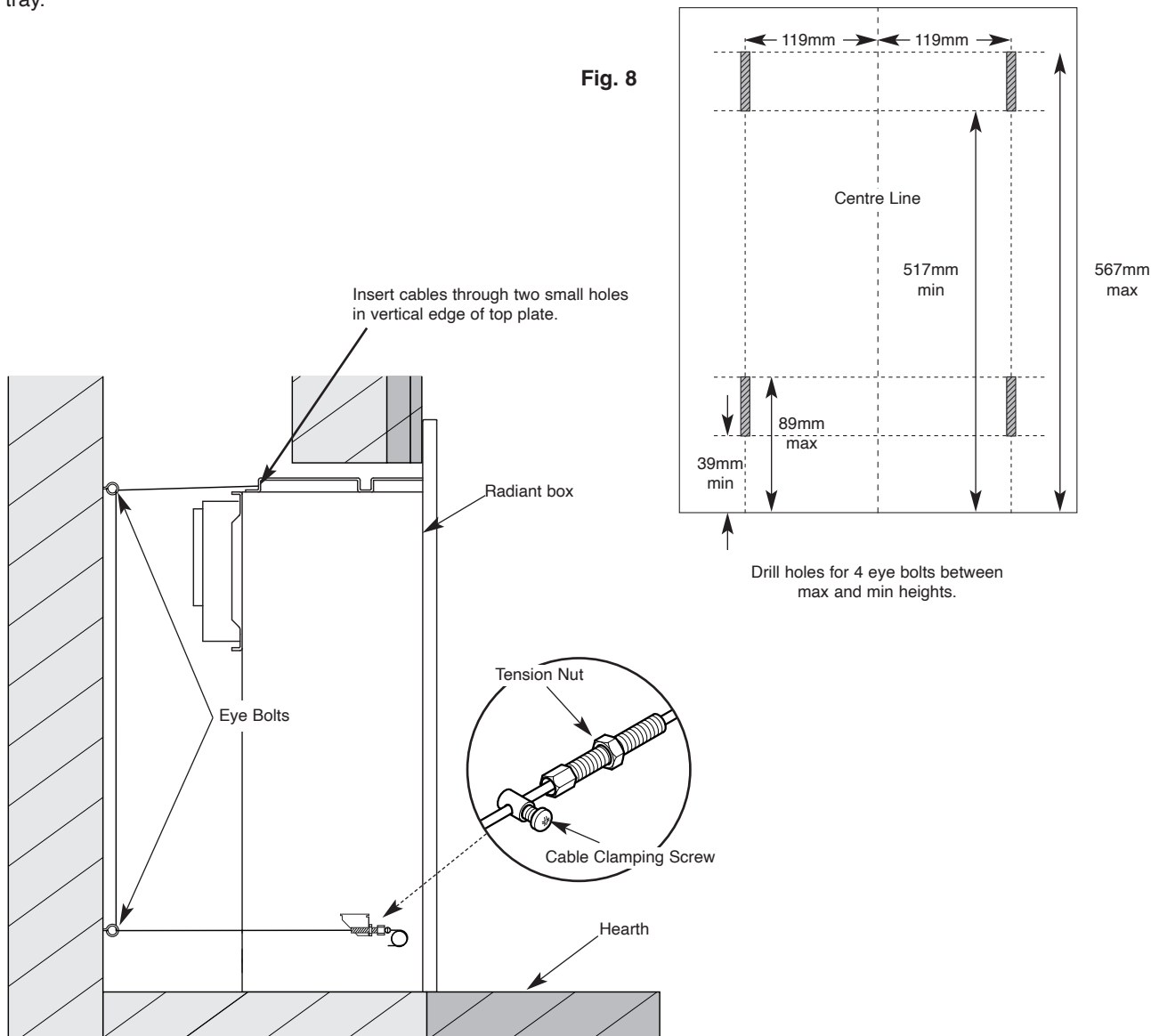


Fig. 6

## ALTERNATE FIXING METHOD



Where the drilling of the back panel is not practical, an alternative fixing method may be employed using the optional cable fixing kit provided. Drill four holes in the rear of the fireplace opening. Securely fix the four eye bolts provided using suitable Rawl plugs. Feed one cable through each of the eyes in the rear of the fire box. Fix the box into the opening, securing into position using the cable fixing kit. Do not cut off the loose ends as the full length is required should the box need refitting at any time. Coil up and securely store underneath the burner tray.



## COMMISSIONING

1. With the fire box installed in the opening, determine the length of 8mm gas supply needed and cut to length.
2. Before making the final connection, thoroughly purge the supply pipe to clear any foreign matter, i.e. masonry dust etc, as this could lead to blockages in the control valve and/or pilot assemblies.
3. Make the gas connection and carry out a gas soundness test.
4. Unscrew the inlet pressure test point sealing screw and fit a manometer. Ignite the appliance and turn to the high position.
5. Take a pressure reading and consult the technical data (page 4) to establish the correct working pressure.
6. Once the pressure has been checked and verified, turn off the appliance. Consult the ceramic component set up diagrams and fit the ceramics as per the instructions.
7. Re-install glass panel. The glass should be positioned centrally to ensure the decorative trim will fit over it.



**CAUTION:** The coals are extremely fragile and must be handled accordingly. Gloves should be worn and any inhalation of dust should be avoided. The coals must be kept away from children at all times. Never put additional coals on the fire. Never use coals other than those originally supplied, or genuine Legend Spare Parts.

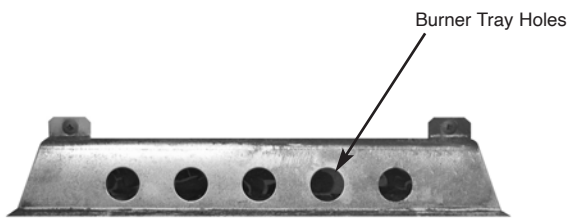


Fig. 9

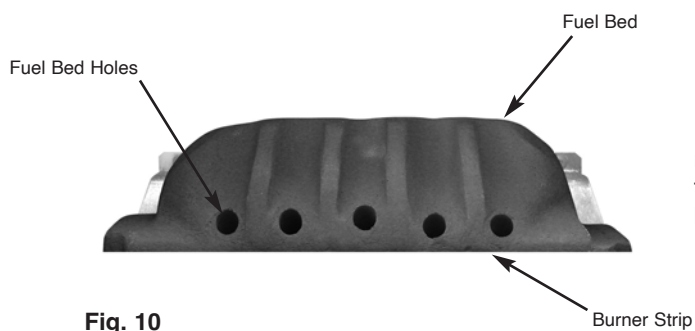


Fig. 10

1. Place the main fuel bed on to the back section of the metal burner tray. It is important that the front edge of the fuel bed is located behind the burner strip, and the holes in the fuel bed line up with the holes in the Burner tray (Fig. 10).



Fig. 11

3. Position the front coal piece on the front coal retainer, making sure that the back edge is pushed up against the front of the burner strip (Fig. 11).

4. Locate the remaining coal pieces in order as shown in Figs. 12 & 13.

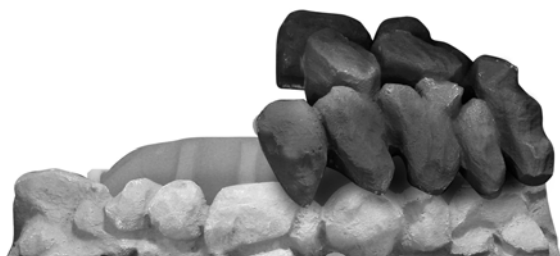


Fig. 12



Fig. 13



5. Finally check that all the coal pieces are 'nested' together correctly (Fig. 14) and a close fit is achieved on the middle joint (this will stop gas surge through the gap).



**Fig. 14**

**It is very important that all the coals are used and arranged as shown in order to achieve the desired flame picture.**

It may be necessary to remove some or all of the coals to clean them at some time.  
Cleaning must only be done using a soft brush.



1. The Piezo will not spark.

Check: If the electrode is cracked or broken - Replace pilot assembly.

If the HT lead is shorting out on the burner body - Locate where the short is occurring, isolate and/or re-route the lead.

If the HT unit/lead is faulty - Replace as necessary.

2. The Pilot will not light (but the Piezo is sparking).

Check: If the gas is reaching the pilot - check joints and connections.

If the pilot jet is blocked - Inspect and clean.

If the pilot is still not passing gas - Replace the pilot assembly.

3. The Pilot lights but goes out when the control knob is released.

Check: If the Thermocouple is loose or disconnected at the control valve - remake the connection.

If the Thermocouple is faulty - Replace.

If the Electro magnetic valve is faulty - replace valve.

4. The Burner will not light readily from the pilot.

Check: If the coals are obstructing the pilot to burner path i.e. Are the coals blocking the opportunity for the pilot to light the burner - Relay the coal set as per Ceramic Component Layout Instructions.

5. The fire makes a roaring noise when lit.

Check: That the front coal is seated correctly and the pilot hole is positioned correctly over the pilot assembly.

### **IF ANY PART OF THE PILOT ASSEMBLY IS SUSPECTED AS BEING FAULTY THE COMPONENT MUST BE REPLACED.**

6. The flames appear blue (after the fire has fully warmed up). The coals/ceramic liners have soot deposits.

Check: That the coals have not moved from the original setting - Relay the coals as per the Ceramic Component Layout Instructions.

The Flue terminal may be blocked. If so take steps to rectify.

7. The flame picture is low on the high setting.

Check: For any partial blockages - Check all obvious locations for debris in pipe work and fittings. Inlet gas pressure, both standing and working gas pressure - Identify problem and take necessary steps to rectify.

**Note:** Flame pattern improves with use.

## **REPLACEMENT PARTS**

**1. Front Coal, Fuel Bed and Top Sections** - All these ceramic components can be replaced at service intervals depending on their condition. If the coals do require replacement, the consumer can do so provided that the Ceramic Component Layout Instructions are adhered to. Only genuine Legend replacement parts should be used. (Order Ref: **Front Coal: EBFFC02 Fuel Bed: EBFM03 Top Sections: EBFTS04**)

**2. Pilot Assembly** - In the unlikely event of a pilot failure, the pilot assembly should only be replaced by a **Gas Safe Registered Engineer**. The user must not carry out this work. (Order Ref: **LEG226**)

**3. Control Tap** - In the unlikely event of control tap failure, the assembly should only be replaced by a **Gas Safe Registered Engineer**. The user must not carry out this work. (Order Ref: **LEG60**)

**4. Main Injector** - In the unlikely event of main injector failure, the fitting should only be replaced by a **Gas Safe Registered Engineer**. The user must not carry out this work. (Order Ref: **LEG280**)

**5. Glass Panel** - Should the glass become cracked or broken, the fire should not be used under any circumstance. (Order Ref: **LEG281**)

**6. Glass Rope Seal** - The integrity of the glass rope seal should be checked on service and replaced if necessary by a **Gas Safe Registered Engineer** (Order Ref: **LEG224**)

**7. Plastic Coated Mild Steel Terminal Guard** (Order Ref: **LEG286**)

**8. Stainless Steel Terminal Guard** (Order Ref: **LEG287**)



Please also familiarise yourself with the **Notes for the Installer and End User** on page 3.

Never place combustible material directly in front of this appliance. Floor covering such as carpet is acceptable but must be a minimum of 300mm from the incandescent flame. Any combustible shelf must be at least 215mm above the fire trim, providing the shelf depth is 150mm or less.

## OPERATION AND CONTROLS

It is most important that the operator of this gas appliance has fully read and understood all the operating, cleaning and maintenance procedures as laid out in these instructions.

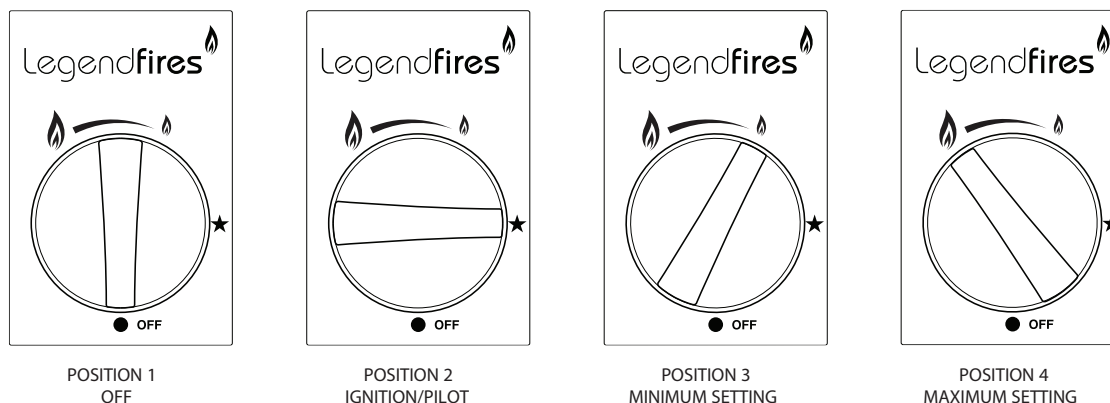


Fig. 15

## Lighting Procedure

1. To light the fire, remove the ash pan cover.
2. Control knob to be in POSITION 1 at commencement of the ignition sequence.
3. Fully depress control knob and turn anticlockwise to POSITION 2 where it reaches a natural restriction (allow a couple of seconds for the pilot gas to purge through the pipe). A sparking click is heard/felt and the pilot flame is then lit (the fire can safely be left on permanent pilot at this stage for future lighting if preferred or can be ignited every time the fire is lit). The pilot assembly is located at the front lefthand side of the fire, and when ignited (this can take two or three 'clicks') it can be seen through the front coal set. Keep the knob depressed for 10/15 seconds to allow the thermocouple to establish the pilot flame. The knob can then be released.
4. The operating level of the burner is now set by turning the control knob from the pilot POSITION 2 through the minimum setting POSITION 3 to the maximum POSITION 4. The control knob is adjustable between these two positions.
5. To turn off the appliance, depress the control knob and turn clockwise until the POSITION 2 is reached. The main burner will go out but the pilot light will still be lit. The pilot can then be extinguished by depressing the control knob and then turning to the off POSITION 1.

The fire is a very efficient heating appliance and therefore care must be taken not to touch working surfaces including the glass when operating. This particularly applies around the periphery of the glass and louvre outlet. Other areas considered to be working surfaces are everything except the control handles and fret knob.

## WARNINGS:

Any alteration to this appliance including its ceramic components may render it inoperable and unsafe.

ALWAYS run this appliance on the high setting for the first 30 minutes (minimum) - Failure to do this may result in poor combustion and excessive sooting.

Never use this appliance if the glass panel is broken, removed or is open.





Legend Gas Fires recommend that this appliance is serviced at regular 12 monthly intervals. The flue should also be checked regularly to ensure that all products of combustion are entering the flue and there is no excessive build up of soot.

It is the user's responsibility to ensure that the appliance is kept in a clean serviceable condition.

To remove the glass

1. Remove the magnetic trim and store to one side to prevent any damage.
2. Remove the louvered panel by lifting up and pulling forwards.
3. Slacken the five machine screws on the top retaining strip.
4. Unscrew the two securing screws from the lower infill panel and remove the panel. Tilt the glass forwards and slide out.
5. Clean the glass with a damp cloth. For stubborn stains use a proprietary cream cleaner or ceramic hob cleaner.

### **Ceramic Components and Fuel Bed**

Debris from any source should be removed with a soft brush.

Please ensure that any debris including soot deposits are removed from the appliance and not left on the fuel bed.

It is recommended that the user should, on a regular quarterly basis, carefully remove all ceramic components and thoroughly clean the stainless steel burner strip and the pilot assembly. Any build up of debris in this area could affect the operation of the appliance.

**NOTE:** It is common to find surface cracks in the ceramic components. This is due to the expansion and contraction of the ceramic fibres caused by the intense heat that the burner generates. The cracks will not affect the safe operation of this appliance. However, great care must be taken when handling the ceramic components as they will break if handled incorrectly. Do not use a vacuum cleaner to clean the ceramics.

**Ceramic Liners** - Use only a soft brush to remove any soot deposits from the ceramic liners during cleaning as this is the only method that can be used to remove deposits. The ceramic liners are very delicate and should be treated accordingly.

6. Reassemble in reverse order. The screws should be tightened enough to ensure the glass is sealed. The glass should be positioned centrally to ensure the decorative trim will fit over it.

**Trims and Frets** - The trim and fret should be removed from the appliance for cleaning, please ensure that the appliance has cooled thoroughly. Metal trims and frets maybe lacquer coated and therefore do not require polishing.

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Thank you for purchasing our gas fire appliance. We are dedicated to providing high-quality products and excellent customer service. The following terms and conditions outline the details of our 5-year warranty:

- 1. Warranty Coverage**  
This warranty covers defects in materials and workmanship for a period of 5 years from the date of purchase, subject to the conditions outlined below.
- 2. Proof of Purchase**  
The warranty is valid only if the user can produce a receipt or proof of purchase and installation.
- 3. Installation Requirements**  
For gas appliances, the installation must be carried out by a Gas Safe registered installer. Failure to comply with this requirement will void the warranty.
- 4. Alterations**  
No alterations or modifications should be made to the appliance or its component parts without our written consent. Unauthorized alterations will void the warranty.
- 5. Intended Use**  
The appliance must be used only for the purposes intended by the manufacturer. Misuse of the appliance will void the warranty.
- 6. Damage Exclusions**  
The warranty does not cover accidental damage, damage due to fair wear and tear, or damage resulting from misuse or abuse.
- 7. Warranty Claims**  
Warranty claims must be made through your appliance supplier.  
The warranty is restricted to the UK mainland and is additional to your statutory rights.
- 8. Warranty Periods**  
The first 2 years of the warranty cover parts and labour. The following 3 years cover parts only.
- 9. Maintenance Requirements for Gas Appliances**  
To maintain the warranty, the oxy pilot assembly must be replaced every 2 years. The fire must be serviced every 12 months by a Gas Safe registered engineer.
- 10. Exclusions**  
Consumable items such as ceramic components are not covered under the warranty.
- 11. Remote Control Models**  
In the unlikely event that the valve fails on our remote control models, the customer will be liable for a £150 excess for a replacement valve.  
If the valve is found to be contaminated after inspection, it will not be covered under the manufacturer's warranty. If there is a mechanical fault with the valve, the part will be replaced under the manufacturer's warranty and the excess refunded.
- 12. Limitation of Liability**  
Our liability is limited to the repair or replacement of the defective appliance or component, as outlined in this warranty.  
We are not responsible for any indirect, incidental, or consequential damages arising from the use or inability to use the appliance.
- 13. Contact Information**  
For any warranty claims or service inquiries, please contact your appliance supplier.

We appreciate your cooperation and understanding. If you have any questions regarding this warranty, please do not hesitate to reach out to us or your appliance supplier.

Note: These terms and conditions are subject to change without prior notice. The most current version of the terms and conditions can be obtained from your appliance supplier.



## IMPORTANT WARRANTY INFORMATION

Please retain these details for future reference

**Please complete this information**

Your Details	Product Details	
Mr/Mrs/Miss/Ms.	Model Name.	
Address:		
	Serial Number:	
Town/City:		
County:	Purchased from:	
Post Code:		
Telephone No:	Installation Date:	

SERVICE RECORD				
	Gas Safe No.	Working Pressure	Engineers Signature	Date
1 <sup>st</sup> Service				
2 <sup>nd</sup> Service				
3 <sup>rd</sup> Service				
4 <sup>th</sup> Service				
5 <sup>th</sup> Service				





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