

ILLusion

Gas Log Fires



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OWNERS INSTRUCTION & INSTALLATION MANUAL. PLEASE KEEP FOR FUTURE REFERENCE

MODEL: Realistic 5000P, Realistic 5000L Gas Log Fires

Note: The photo below is for illustrative purposes only and may differ from the product supplied.



Your new ILLusion Gas Log Fire was designed and manufactured in Australia. It is fitted with the finest, most detailed gaslogs available, cast from real "Australian" box timber and carefully hand painted by craftsmen. Features include an enormous ceramic glass viewing area, and fascia options to suit almost any home.

These appliances have been tested and approved in accordance with Australian Standards for installation and operation as described in this manual and have been certified by SAI GLOBAL.

WARNING: DO NOT MODIFY THIS APPLIANCE

All Illusion Gas Log Appliances MUST be installed and serviced by an authorised person. Unauthorised installation, service or maintenance may cause a hazardous situation.

Illusion-Australian Made Gas Log Fires

Your new ILLusion Gas Log Fireplace represents the pinnacle of many years' research and development.

The combination of innovative features designed for Australian conditions and a genuine open fire appearance with the safety of a full ceramic glass front ensures this appliance is **the Ultimate in Gas Log Fireplaces.**

The ILLusion Gas Log Fireplace provides you with continuous warmth, and the traditional charm of an open fire, without the hard work generally associated with a wood fuelled appliance.

Safe and economical, you can rest easy knowing the ILLusion Gas Log Fireplace has been fully tested and certified to **Australian Standards.**

NOTE: Realistic GAS LOG FIREPLACES - MODELS 5000L, 5000-P ARE DESIGNED TO BE INSTALLED IN A SUITABLY CONSTRUCTED WALL OR FIREPLACE FACADE & FLUED VERTICALLY. THESE UNITS MUST ONLY BE INSTALLED BY AN AUTHORISED INSTALLER IN ACCORDANCE WITH AUSTRALIAN STANDARDS.

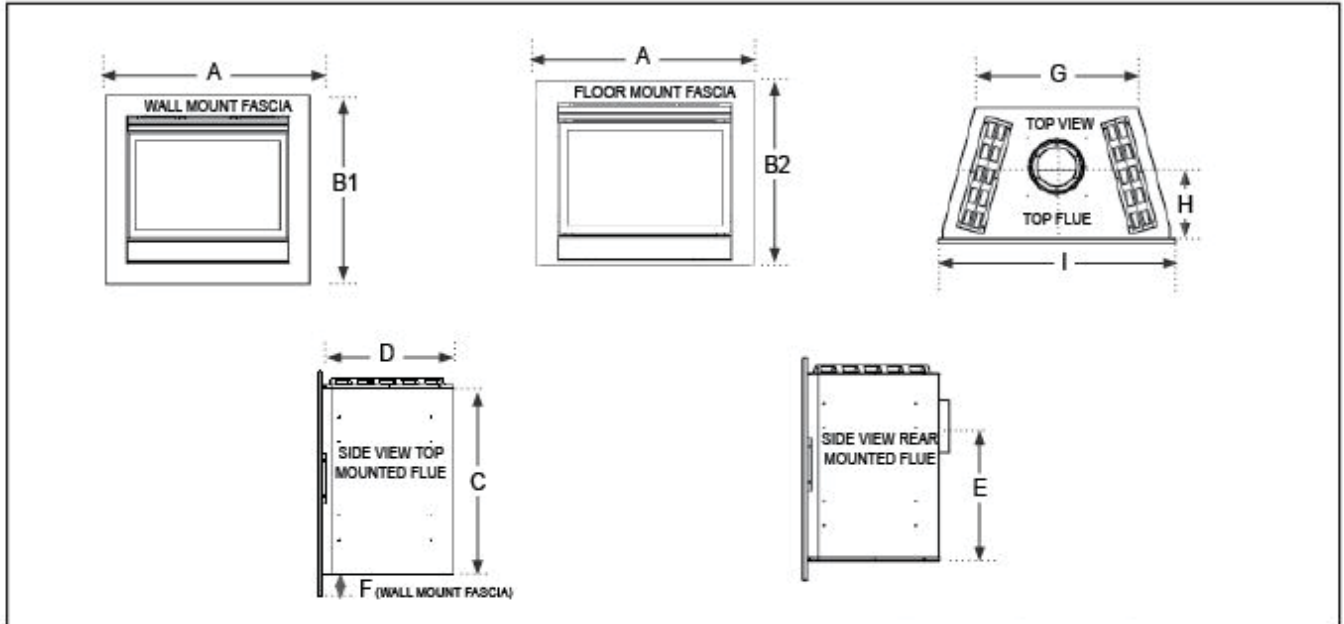
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Illusion-Australian Made Gas Log Fires

REALISTIC-All Model DIMENSIONS

ALL DIMENSIONS IN MILLIMETRES



External dimensions for all Realistic 5000 Gas Log Fires (All dimensions in millimetres)

Realistic MODEL	A	B1 & B2	C	D	E	F	G	H	I
5000P	950	B1=875 / B2=795	740	435	530	80	650	285	903
5000L	1418	B1=960 / B2=880	740	435	530	80	1150	285	1418

REALISTIC 5000L - FRAMING DIMENSIONS

NOTE: The minimum width, depth and height shown in the table below relate to standard floor mounted fascia dimensions. A more detailed dimension sheet is available from your dealer.

Suggested wall cut out sizes. (Suits Standard fascia & larger)

IMPORTANT: Allow min. 150mm up from floor when fitting standard window fascia and extra if skirting is fitted to the wall.

IMPORTANT: THE FITTING OF ANY ENCLOSURE PANEL OVER THE HEATER, AND OR BETWEEN THE HEATER AND THE CEILING PANEL IS NOT PERMITTED. ANY HORIZONTAL OR VERTICAL SUPPORT TIMBERS MUST NOT EXCEED 100mm IN WIDTH AND MUST NOT BE CLOSER THAN 70mm TO THE TOP OF THE HEATER CASE.

Realistic MODEL	HEIGHT (Y) MIN	WIDTH (X) MIN	DEPTH (Z) MIN
5000P	780mm	920mm	450mm
5000L	780mm	1450mm	600mm

All dimensions for the Illusion Realistic series of Gas Log Fires are correct at the time of printing. It is always advisable to check dimensions and clearances with your Illusion dealer before commencing installation thus avoiding potential problems during the installation.

Illusion - Australian Made Gas Log Fires



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ILLUSION GAS LOG FIRES - MODELS REALISTIC 5000L-NG, REALISTIC 5000P-NG

NOTE: TABLE BELOW RELATES TO ALL VARIATIONS OF EACH SIZE APPLIANCE

SAI GLOBAL APPROVAL CERTIFICATE NOS: TBA		
Model	REALISTIC-5000L/NG	REALISTIC-5000P/NG
Gas Type	NAT	NAT
Nominal Gas Consumption Mj/h	40.0	29.0
Manifold Pressure kPa	.90	.90
Turndown Pressure kPa	.46	.54
Injector Size	2.90	2.4
Kilowatt Rating (Vertical Flue) On High	6.34kw	5.1kw

Electrical components conform to AS 3100 240V 50hz 60 watts

Main Gas Connection

The connection is made using gas pipes with Rp1/2 ISO 7 threading. Torque: 25Nm

If, alternatively, flanges are used, first screw the pipes on to the flanges and then the flanges to the valve. Recommended torque for the flange fixing screws: 3Nm.

It is recommended that a Certified shutoff valve be fitted between the incoming gas line and the appliance to enable the gas supply to the appliance to be shut off independantly from the mains gas supply.

Caution: After making the connections, check gas tightness.

IMPORTANT NOTE TO INSTALLER

Caution:

Check the appliance before leaving.

Check that logs are correctly located. Incorrect location of logs will affect combustion and may cause sooting.

Check the gas pressure.

Light the appliance and check for flame abnormalities on both high and low flame settings. Flames should not lift off the burner ports. Allow the unit about 5 minutes to warm up then if the flames are lifting from the burner ports it may be necessary to adjust the gas pressure on the gas valve.

ABNORMAL OPERATION

THE FOLLOWING INDICATES SITUATIONS OF ABNORMAL OPERATION OF THE APPLIANCE. WHEN THE APPLIANCE IS OPERATING :

1. The flames appear excessively large and / or sooting occurs on the logs.
2. You can smell gas.
3. The flame pattern is inconsistent and appears to be lifting off the burner.
4. You can smell the products of the flue within the room in which the appliance is installed. (May be an indication of a blocked flue)

If any of the above situations occur, turn the appliance off, and contact your supplier or installer immediately. If you can smell gas, turn the gas off at the mains and call the appropriate authority. Always call from outside the building from a neighbors, or with a mobile phone.

Illusion-Australian Made Gas Log Fires

LIGHTING INSTRUCTIONS

CAUTION: HOT WHILE OPERATING.

DO NOT TOUCH. KEEP CLOTHING, CHILDREN AND FURNITURE AWAY.

KEEP BURNER AND CONTROL COMPARTMENT CLEAN AND FREE FROM LINT, DUST ETC.

This appliance shall be installed only by authorised personnel and in accordance with the manufacturer's installation instructions, local gas fitting regulations, municipal building codes, electrical wiring regulations, AS/NZS 5601/AG 601 - Gas Installations and any other statutory regulations. NEVER ATTEMPT TO LIGHT THE APPLIANCE IF YOU CAN SMELL GAS. IF IN DOUBT, CONTACT YOUR GAS SUPPLIER, APPLIANCE INSTALLER AND OR ILLusion SERVICE DEPARTMENT FROM A NEIGHBOURS HOME. IF YOU CAN SMELL GAS, DO NOT USE MOBILE PHONES OR ANY ELECTRICAL APPLIANCE, OR ELECTRIC SWITCH IN THE BUILDING.

This appliance incorporates a live fuel effect, which is designed to operate with luminous flames and may exhibit slight carbon deposition.

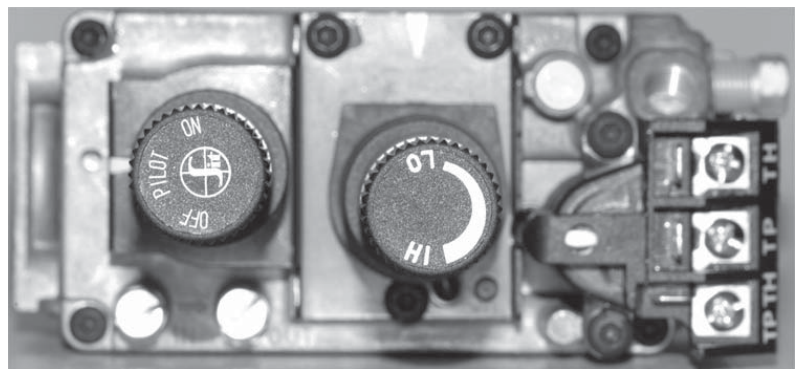
FIGURE 1.

PILOT FLAME IGNITION

Depress and turn the control knob to the "PILOT" position.

Depress the button and ignite the pilot flame (by pressing the red igniter button) while keeping the knob fully depressed for a few seconds. (Fig. 1).

Release the knob slowly and check that the pilot flame stays lit. If it goes out, repeat the ignition operation.



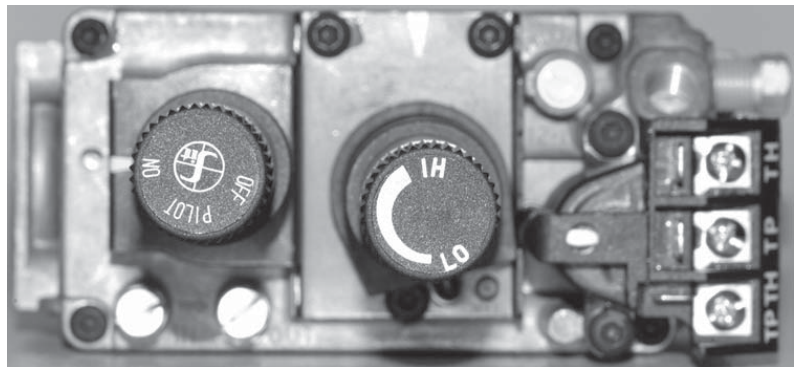
MAIN BURNER IGNITION

Turn the HI-LO control knob to HI.

Depress and turn the control knob to the "ON" position. (Fig. 2)

When the automatic solenoid valve is energized, gas passage to the main burner is opened.

FIGURE 2.



PILOT POSITION

To keep the main burner closed and the pilot flame lit, depress and turn the control knob to the "PILOT" position.

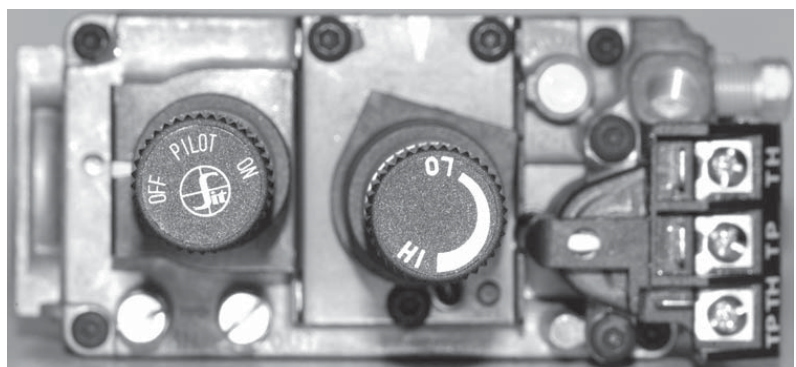
FIGURE 3.

TURNING OFF.

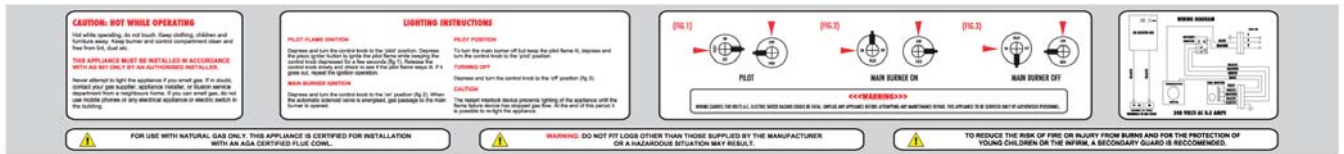
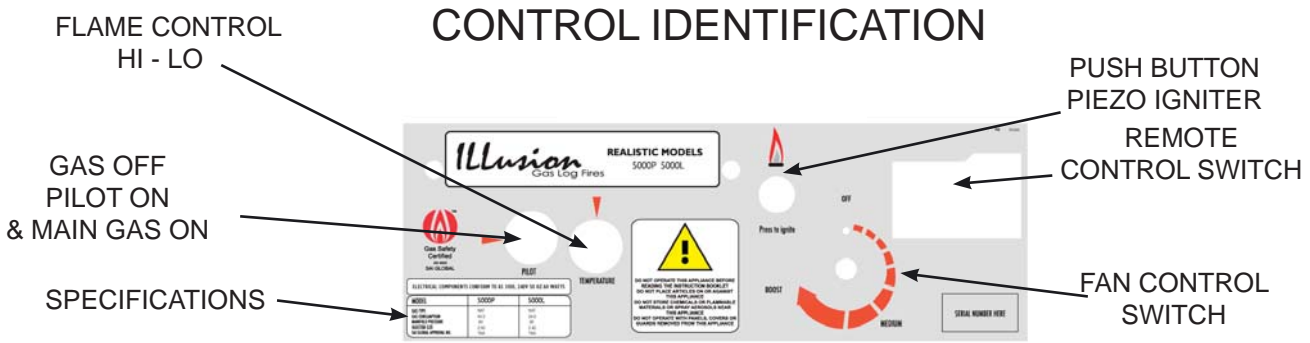
Depress and turning the control knob to the "OFF" position Fig. 3)

CAUTION:

The restart interlock device prevents ignition of the appliance until the flame failure has stopped gas flow. At the end of this period it is possible to carry out the re-ignition operation.



Illusion-Australian Made Gas Log Fires



PRIMARY GUARD

THE Realistic GAS LOG FIRE IS SUPPLIED WITH A PRIMARY GUARD FOR YOUR PROTECTION. THE PRIMARY GUARD MUST BE FITTED WHEN THE UNIT IS OPERATING. THE GLASS FRONT OF THE APPLIANCE IS EXTREMELY HOT WHEN THE UNIT IS RUNNING AND SEVERE BURNS MAY RESULT THROUGH CONTACT WITH THE GLASS IF THE PRIMARY GUARD IS NOT FITTED. ADDITIONALLY A SECONDARY FIRE SCREEN MAY BE APPROPRIATE WHEN SMALL CHILDREN OR THE INFIRM ARE IN THE VICINITY OF THE APPLIANCE.

Illusion - Australian Made Gas Log Fires

IMPORTANT

INSTALLATION

The installation of any ILLusion Gas Log Appliance **must** be performed only by authorised personnel and in accordance with the manufacturer's installation instructions, local gas fitting regulations, municipal building codes, electrical wiring regulations, AS/NZS 5601 Gas Installations and any other statutory regulations. Please read these instructions carefully before proceeding.

PRIOR TO INSTALLATION

It is highly recommended that the installation of any ILLusion Gas Log appliance is planned on paper before installation begins. This will ensure correct performance of the unit and eliminate potential problems.

Your ILLusion sales representative can advise on the best position to maximize the performance of the appliance.

In most cases, an **Authorised ILLusion Installer** can be arranged to install the unit, however if this is not possible, a suitably **qualified gas fitter** must be used. These appliances are **not** designed to be installed by the homeowner.

INSTALLERS CHECKLIST

CHECK CLEARANCES TO COMBUSTIBLES
INSTALL HEATER AND FLUE SYSTEM
CONNECT GAS
TEST GAS PRESSURE
FIT GAS LOG KIT
FIT OPTIONAL WALL THERMOSTAT
SAFETY CHECK



DO NOT PLACE ARTICLES ON OR AGAINST THIS APPLIANCE.
DO NOT USE OR STORE FLAMMABLE MATERIALS NEAR THIS APPLIANCE.
DO NOT SPRAY AEROSOLS IN THE VICINITY OF THIS APPLIANCE WHILE IT IS IN OPERATION.
DO NOT MODIFY THIS APPLIANCE!
CERTIFIED UNDER AS 4553 - SPACE HEATING STANDARD

CLEARANCE FROM COMBUSTIBLE MATERIALS: THIS APPLIANCE MUST NOT BE FULLY ENCLOSED. IT IS DESIGNED TO BE INSTALLED EITHER IN A FULL MASONARY FIREPLACE OF SUITABLE SIZE, OR IN A FABRICATED ENCLOSURE AS SHOWN ON PAGE 3, CONSISTING OF A FRONT WALL AND TWO SIDE WALLS. THERE MUST NOT BE ANY HORIZONTAL SHEET BETWEEN THE APPLIANCE TOP AND THE CEILING.

AFTER INSTALLATION THE INSTALLER MUST TEST THE OPERATION OF THE THE APPLIANCE

SAFETY INFORMATION

1. These appliances must be installed in accordance with the regulations, municipal building codes and AS/NZS 5601 'GAS INSTALLATIONS'
2. Only an Authorised person shall install the appliance.
3. This appliance shall be inspected prior to installation and the dealer contacted if any problems arise.
4. This appliance must be installed with an approved flue system, which terminates outside the building. A flue system must never terminate within the roof cavity.
5. The unit should be checked periodically for lint. The fan area especially is prone to lint build up during normal operation. Keep the area around the appliance clean and free from lint.
6. Only persons familiar with the operation of the unit should use the heater.
7. Do not modify or adjust the heater. Always contact your ILLusion dealer if any problems arise.
8. Annual service by an Authorised service person will ensure trouble free operation for many years.
9. This Gas heater is not designed to burn solid fuels. **NEVER** use paper, wood or any other fuel in this appliance.
10. Keep the immediate area around the heater free from any combustible materials: i.e.: aerosols, or other flammables.
11. If you smell gas whilst the unit is operating, immediately shut down the unit and turn the gas off at the supply shut off valve, or the main meter. Contact Illusion or your local gasfitter.

DO NOT ATTEMPT ANY REPAIRS ON THE HEATER YOURSELF. ONLY AN AUTHORISED PERSON MAY REPAIR OR ADJUST THE HEATER ACCORDING TO THE MANUFACTURERS INSTRUCTIONS.

PAINT CURING

SOME EXTERIOR SURFACES OF YOUR ILLUSION GAS APPLIANCE HAVE BEEN FINISHED WITH THE HIGHEST QUALITY HEAT RESISTANT PAINT. PLEASE NOTE THAT THE INITIAL FIRING OF THE UNIT MAY PRODUCE SOME SMOKE AND ODOUR AS THE PAINT CURES. **TO ENABLE CURING, THE UNIT MUST BE RUN ON HIGH WITHOUT THE FAN ON FOR APPROX. 1 - 2 HOURS. ALLOW TO COOL, THEN REPEAT. IT IS ADVISABLE TO KEEP WINDOWS AND DOORS OPEN DURING THIS PERIOD IF POSSIBLE.**

Illusion - Australian Made Gas Log Fires

INSTALLATION INSTRUCTIONS

NOTE THAT THIS GAS APPLIANCE MAY ONLY BE INSTALLED BY AN AUTHORISED PERSON. CONTACT YOUR DEALER TO ARRANGE INSTALLATION.

DO NOT MODIFY THIS APPLIANCE!

INSTALLATION PROCEDURE

INSTALLERS CHECKLIST

1. **IMPORTANT:** BEFORE COMMENCING THE INSTALLATION, ESTABLISH THE OPTIMAL POSITION FOR THE APPLIANCE WITH REGARD TO:
CLEARANCE FROM COMBUSTIBLE MATERIALS, POSSIBLE OBSTRUCTIONS WITHIN THE ROOF CAVITY OR CHIMNEY, ACCESSIBILITY FOR FUTURE SERVICING, ETC:

2. **APPLIANCE & COMPONENT INSPECTION**

Remove the APPLIANCE CARTON and other packaging. Inspect the appliance thoroughly to ensure it has not been damaged in transit. Set aside the carton containing the log kit. Check to see that the correct kit is supplied. Open the FLUE KIT carton and check to see all components are supplied including the flue lengths, outer casing, mounting brackets & gas cowl. Ensure that the correct flue kit for your model has been supplied.

IMPORTANT:

THE MINIMUM FLUE DIMENSIONS REQUIRED FOR THESE UNITS ARE AS FOLLOWS:

MINIMUM DIAMETER OF ACTIVE FLUE ALL MODELS IS 127MM. A 127mm STAINLESS STEEL FLUE PIPE IS USED FOR THE FIRST LENGTH OF ACTIVE FLUE PIPE. GALVANISED FLUE PIPE IS USED FOR SUBSEQUENT LENGTHS . THE MINIMUM OVERALL HEIGHT OF THE FLUE SYSTEM WHEN INSTALLED IS 3.6 METRES (VERTICAL FLUE EXIT MODELS) (NOT INCLUDING GAS COWL ASSEMBLY) ONLY THE APPROVED GAS COWL ASSEMBLY AS TESTED WITH THE APPLIANCE MAY BE USED WITH THESE APPLIANCES.

NOTE: The Realistic 5000L and 5000P are designed to be installed with a vertical flue only for maximum performance. FLASHING (IF REQUIRED) IS NOT INCLUDED AND MUST BE SUPPLIED BY THE INSTALLER.

3. **POSITION THE HEATER.**
(ASSUMES THAT FIREPLACE OR FALSE FIREPLACE IS READY FOR THE UNIT.)

Place the heater in the required position as determined in section 1 (above).

Determine where the gas supply will be accessed.

Mark the gas pipe entry point on the wall or floor, (See DIMENSIONS page 3) and cut the hole(s).

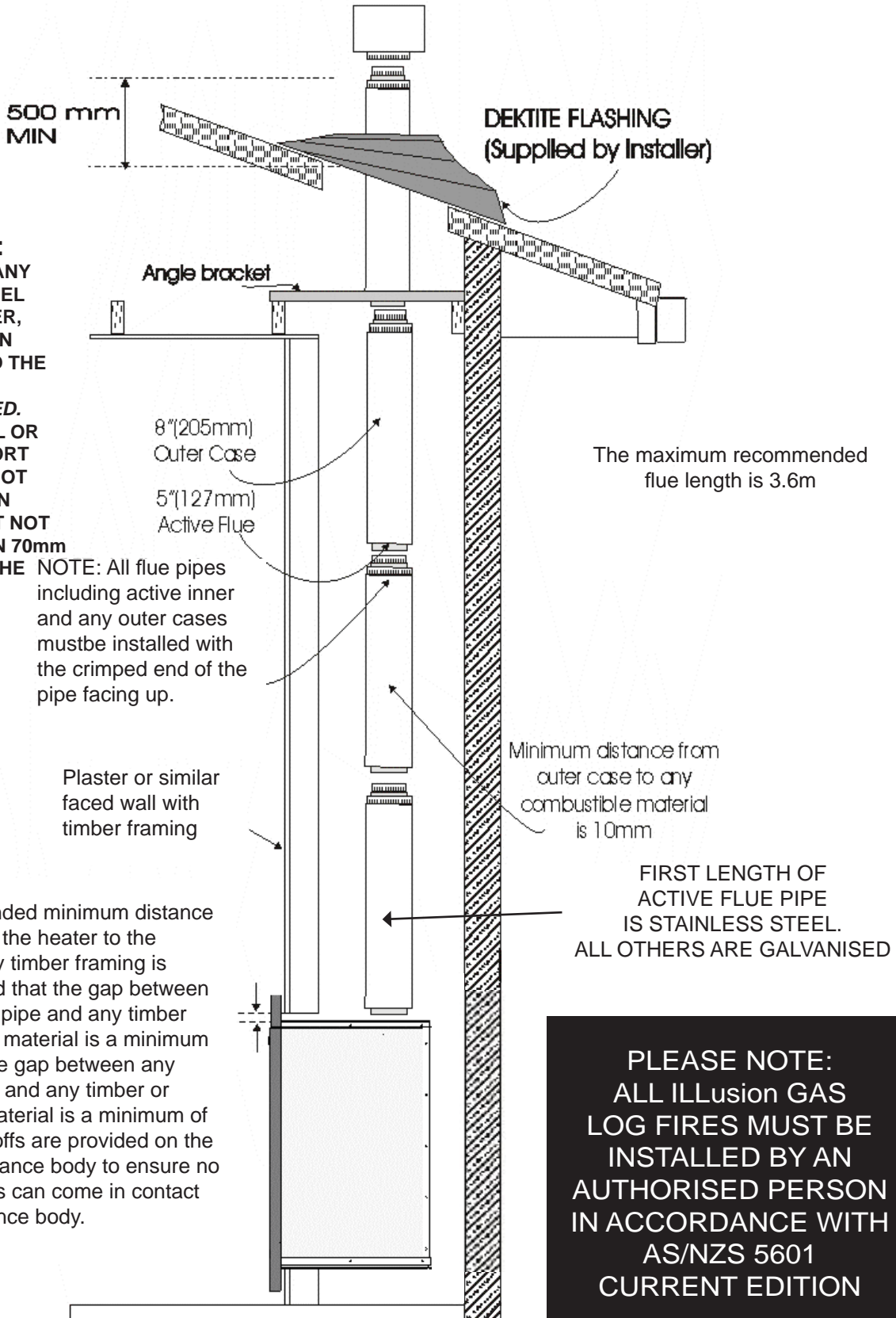
NOTE: It is highly recommended that a gas supply shut off valve be fitted to the gas inlet pipe outside the building in an easily accessed position to enable the gas to be shut off in an emergency. This also makes it possible to keep the gas supply connected to the rest of the home whilst fitting the pipe to the back of the heater prior to connecting gas to the appliance.

Illusion-Australian Made Gas Log Fires

INSTALLATION OPTION 1

INTO FABRICATED ENCLOSURE VERTICALLY ONLY

Approved Gas Cowl



IMPORTANT:
THE FITTING OF ANY ENCLOSURE PANEL OVER THE HEATER, AND OR BETWEEN THE HEATER AND THE CEILING PANEL IS NOT PERMITTED. ANY HORIZONTAL OR VERTICAL SUPPORT TIMBERS MUST NOT EXCEED 100mm IN WIDTH AND MUST NOT BE CLOSER THAN 70mm TO THE TOP OF THE HEATER CASE.

NOTE: All flue pipes including active inner and any outer cases must be installed with the crimped end of the pipe facing up.

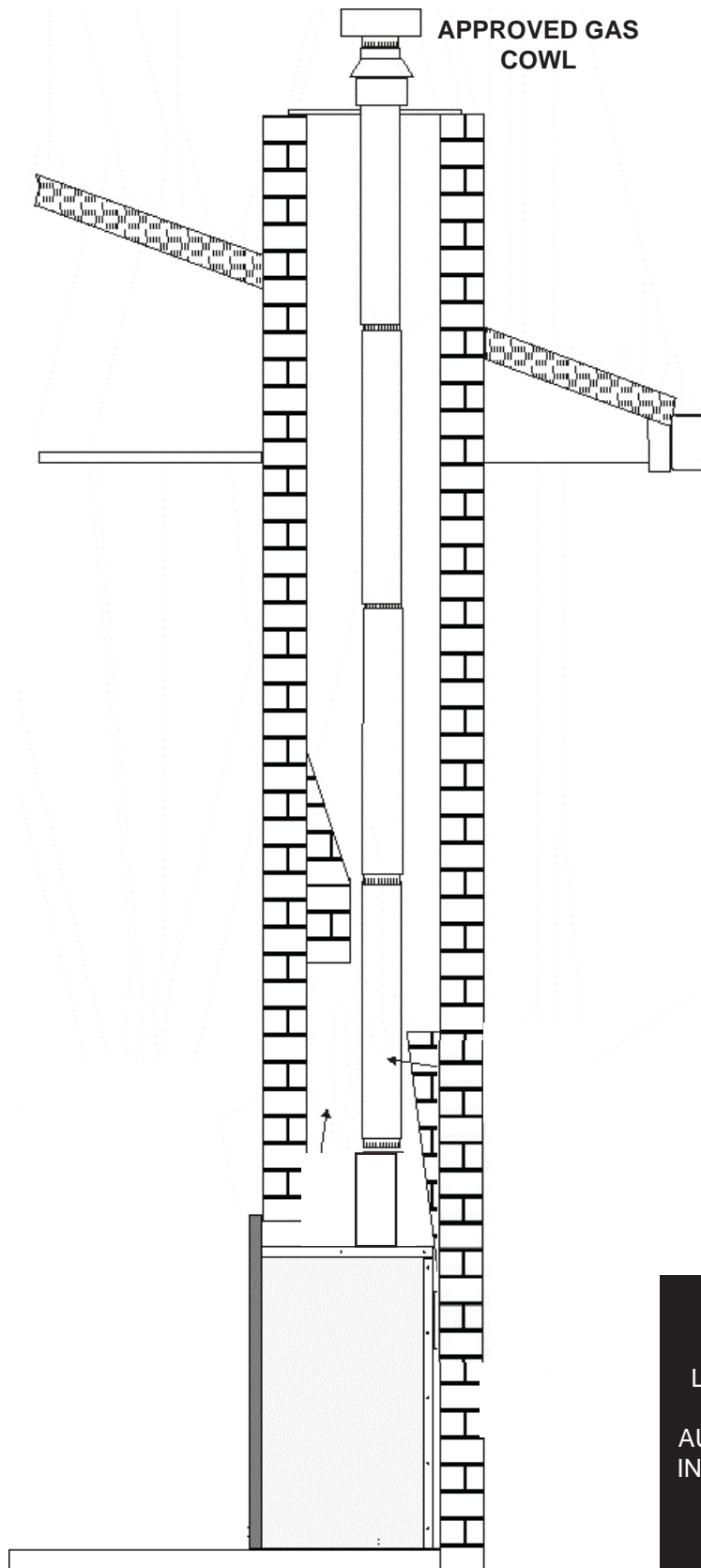
The recommended minimum distance from the top of the heater to the underside of any timber framing is 70mm provided that the gap between any active flue pipe and any timber or combustible material is a minimum of 25mm, or the gap between any flue outer case and any timber or combustible material is a minimum of 10mm. Standoffs are provided on the top of the appliance body to ensure no framing timbers can come in contact with the appliance body.

FIRST LENGTH OF ACTIVE FLUE PIPE IS STAINLESS STEEL. ALL OTHERS ARE GALVANISED

PLEASE NOTE:
ALL ILLUSION GAS LOG FIRES MUST BE INSTALLED BY AN AUTHORISED PERSON IN ACCORDANCE WITH AS/NZS 5601 CURRENT EDITION

INSTALLATION OPTION 2

INTO EXISTING CHIMNEY VERTICALLY



PLEASE NOTE:
ALL ILLusion GAS
LOG FIRES MUST BE
INSTALLED BY AN
AUTHORISED PERSON
IN ACCORDANCE WITH
AS/NZS 5601 - 2010

Illusion-Australian Made Gas Log Fires

FITTING THE LOG SET - MODELS 5000-P, 5000L

WARNING: DO NOT USE LOGS OTHER THAN THOSE SUPPLIED BY THE MANUFACTURER OR A HAZARDOUS SITUATION MAY RESULT.

FITTING THE LOGS

WHEN INSTALLING LOGS, ENSURE THAT BURNER HOLES ARE NOT BLOCKED.
Obsructing any of the burner holes may result in poor performance and can cause sooting to occur.

CAUTION: LOGS ARE FRAGILE. PLEASE TAKE CARE WHEN INSTALLING
Log numbers are marked on the base of each log.

1. Fit the No. 1 Log rear left log onto the 2 pins on the left hand rear of the firebox on the top tier of the false floor as shown in figure 2 below. (B)
2. Then fit the No. 2 log to the pins on the right (C)
3. Fit the centre left log (No.3) then centre right log (No.4) onto the pins in the centre tier (D & E)
4. Fit the left hand side front log (No.5) onto the pins in the front of the grate (F)
5. Fit the centre front log (No.6) onto the pins in the front of the grate as shown.(G)
(The centre side front log overlaps the left hand side front log.)
6. Fit the right hand side front log (No.7)onto the pins in the front of the grate as shown.(H)

(A)



(B)



(C)



(D)



(E)



(F)



(G)



(H)



CHECK THE LOCATION OF ALL THE LOGS TO ENURE THEY ARE SEATED FIRMLY BEFORE USING THE APPLIANCE. INCORRECT LOCATION OF THE LOGS MAY CAUSE SOOTING AND POOR PERFORMANCE.

THE COMPLETED LOG SET

Illusion-Australian Made Gas Log Fires

PRESSURE TESTING

IMPORTANT: IF THE APPLIANCE CANNOT BE ADJUSTED TO OPERATE CORRECTLY, CONTACT YOUR SUPPLIER AND DO NOT OPERATE THE APPLIANCE UNTIL THE PROBLEM IS RECTIFIED.

PRESSURE TESTING:

ENSURE THE HEATER IS ISOLATED FROM THE GAS SUPPLY BY CLOSING THE MANUAL SHUTOFF VALVE DURING ANY PRESSURE TESTING.

THE GAS VALVE REGULATOR CONTROLS MANIFOLD PRESSURE AND SHOULD BE CHECKED AT THE PRESSURE TEST POINT. (SEE BELOW)

NOTE: BOTH INLET AND MANIFOLD PRESSURES SHOULD BE CHECKED USING THE VALVE PRESSURE PORTS ON THE GAS VALVE.

PROCEDURE:

TURN VALVE TO “OFF” POSITION.

LOOSEN INLET PRESSURE POINT (5)

ATTACH MANOMETER TO INLET PRESSURE POINT (5)

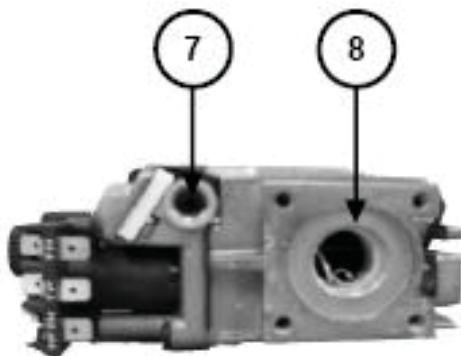
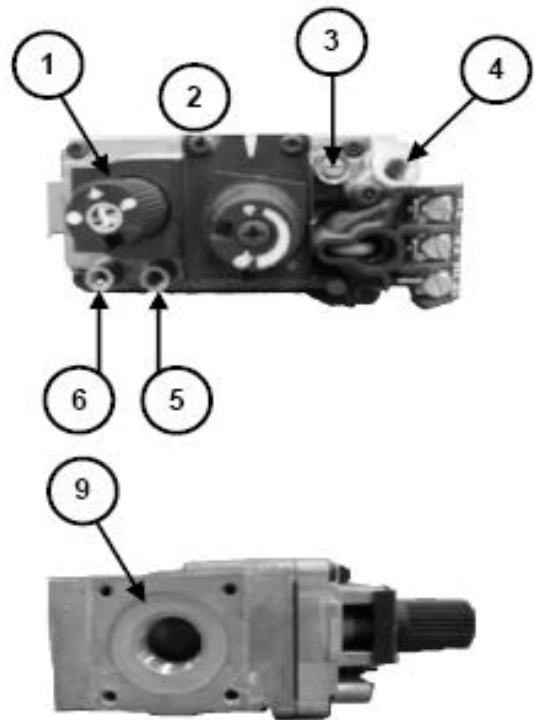
LIGHT THE PILOT (SEE LIGHTING INSTRUCTIONS)

TURN VALVE TO “ON”

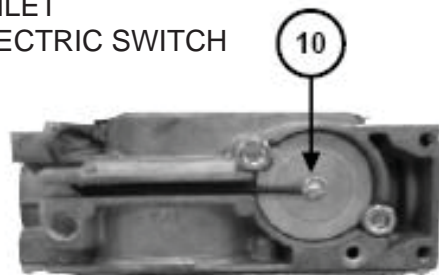
THE PRESSURE SETTING MUST BE WITHIN THE LIMITS SPECIFIED ON THE COMPLIANCE PLATE LOCATED ON THE INSIDE OF THE CONTROL DOOR.

S.I.T GAS VALVE: MODEL 820 NOVA mV

1. GAS COCK KNOB
2. HIGH LOW ADJUSTMENT
3. PILOT BURNER ADJUSTMENT
4. THERMOCOUPLE CONNECTION POINT
5. OUTLET PRESSURE POINT
6. INLET PRESSURE POINT



7. PILOT OUTLET
8. MAIN GAS OUTLET
9. MAIN GAS INLET
10. THERMO ELECTRIC SWITCH



TO ADJUST THE BURNER PRESSURE REMOVE OUTER EXTENSION ON THE FLAME CONTROL KNOB (RHS) THEN REMOVE THE SCREW ON THE INNER CONTROL KNOB (PHILLIPS) REMOVE THE INNER KNOB TO REVEAL THE BRASS ADJUSTMENT SCREW. ATTACH A MANOMETER TO THE OUTLET PRESSURE POINT (5) ADJUST PRESSURE AS NECESSARY.

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MAINTENANCE

ANNUAL SERVICE SHOULD BE PERFORMED ONLY BY AN AUTHORISED ILLusion INSTALLER OR GAS FITTER.

- 1) Clean the burner and control compartment of lint and house dust by brushing and Vacuuming at least once a year. When cleaning the logs, use a soft clean brush as the logs are fragile and easily damaged.
During the annual service the burner should be inspected and cleaned.
- 2) When unit is cold, wipe surfaces with a damp cloth. Do not use abrasive cleaners. Parts of the appliance are painted with a heat resistant paint. To retouch, refer to manufacturer.
- 3) Check the flames periodically. The flames should be steady and not lifting off the burner holes. The logs should not have any sooting (black areas). If there is a problem, call an authorised gas fitter or your local dealer.
- 4) The appliance and flue system must be inspected by an authorised person before using and at least annually. The burner should be inspected and cleaned if required.
- 5) Keep the area near the appliance clear and free from combustible materials, gasoline aerosols, and other flammable vapours and liquids

Replacing Logs

The unit should never be used if the logs, coals or rocks are broken. Always turn the gas valve off before servicing and allow the unit to cool before handling any parts. Remove logs carefully.

Any parts should only be replaced by an Authorised person.

Note: Improper positioning of logs/coals/rocks may create soot build up and carbon monoxide, which will affect appliance performance. Improper or altered positioning may void your warranty.

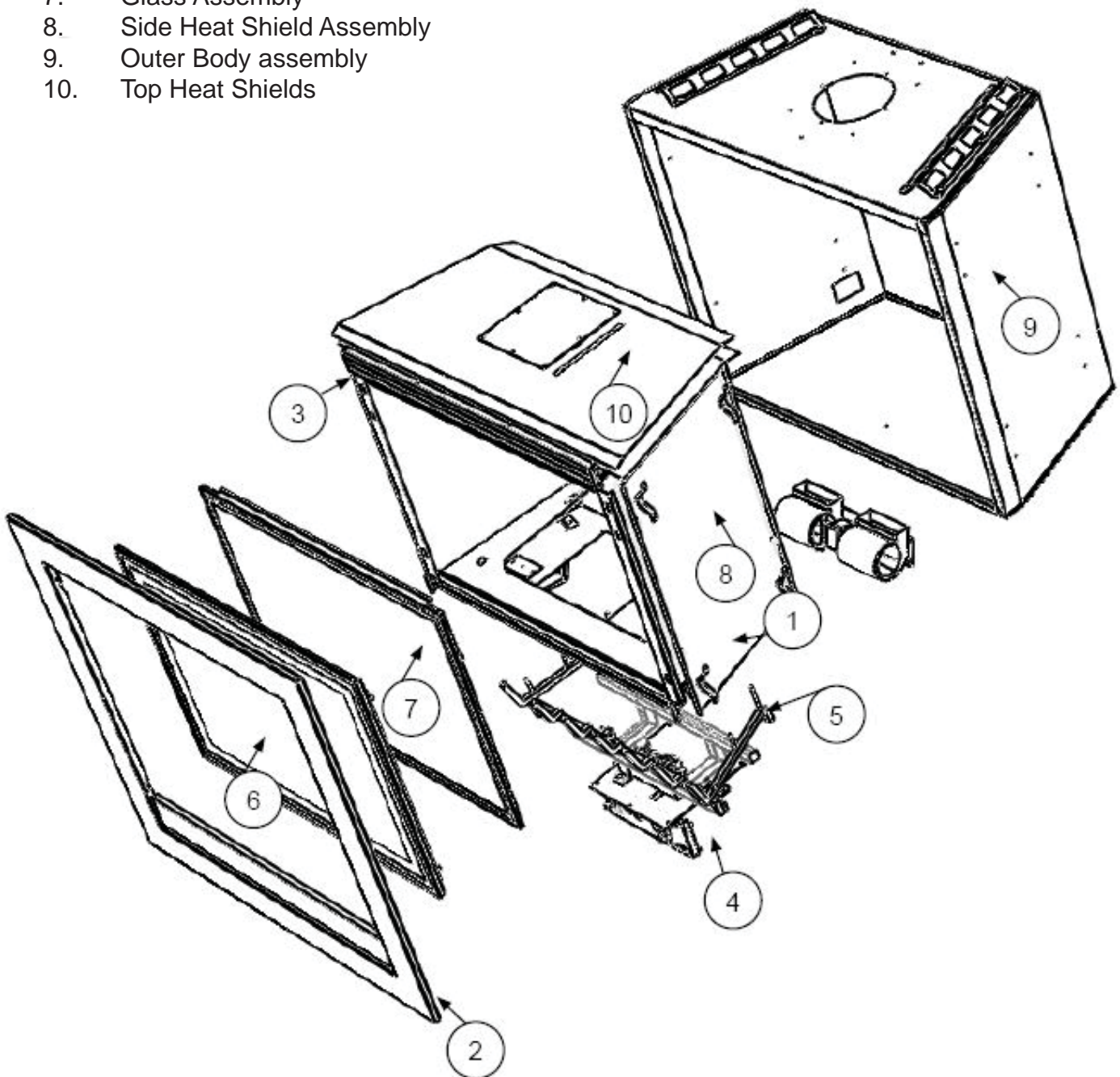
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PARTS ASSEMBLY EXPLODED VIEW Realistic 5000L/P

1. Firebox body main.
2. Fascia.
3. Top grill assembly
4. Burner assembly
5. Grate
6. Door Assembly.
7. Glass Assembly
8. Side Heat Shield Assembly
9. Outer Body assembly
10. Top Heat Shields

Spare Parts

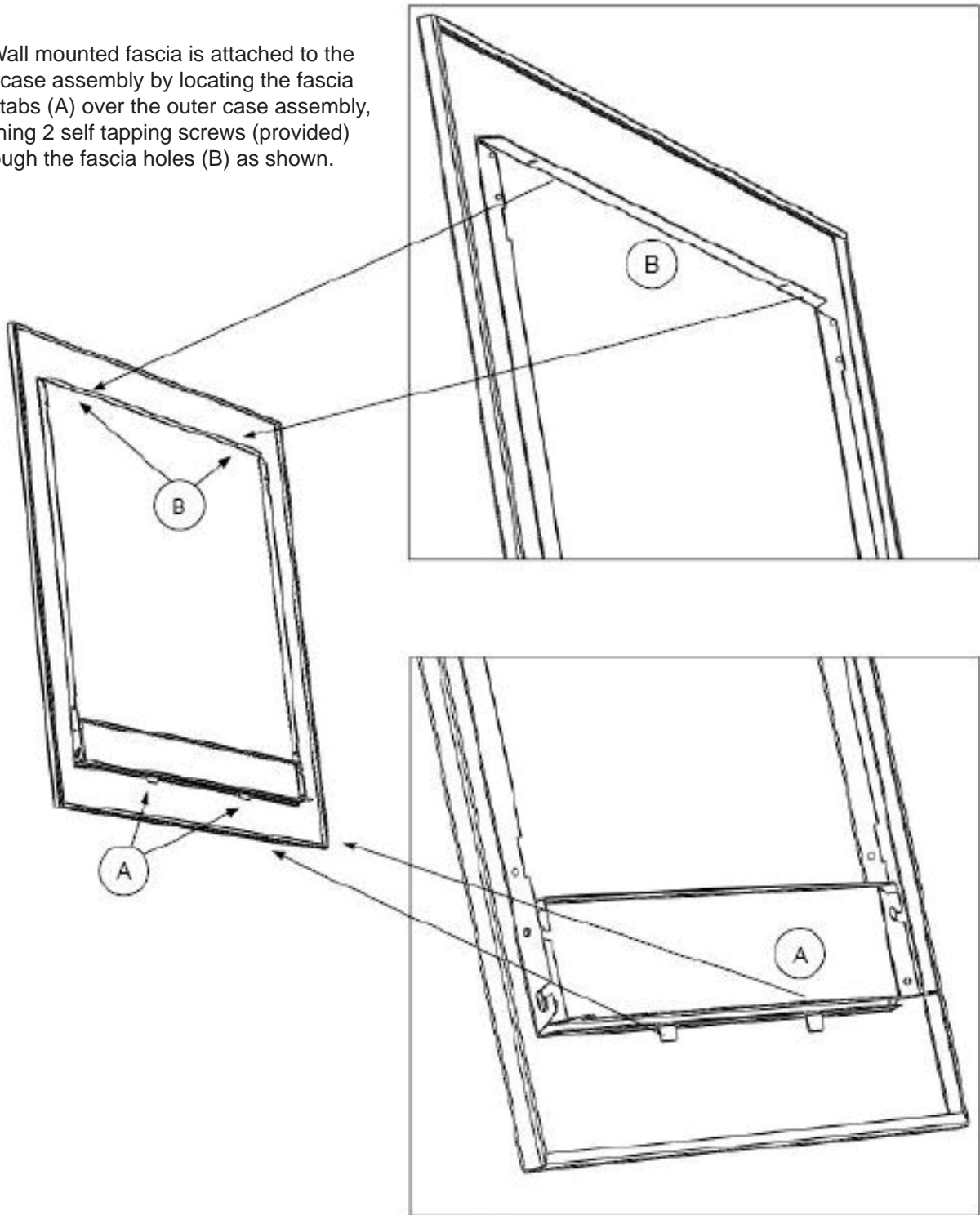
Spare parts are available from your supplier. Refer to rear of this manual for contact details.



Illusion-Australian Made Gas Log Fires

INSTALLATION OF FASCIAS & TRIMS(FLOOR MOUNT FASCIA)

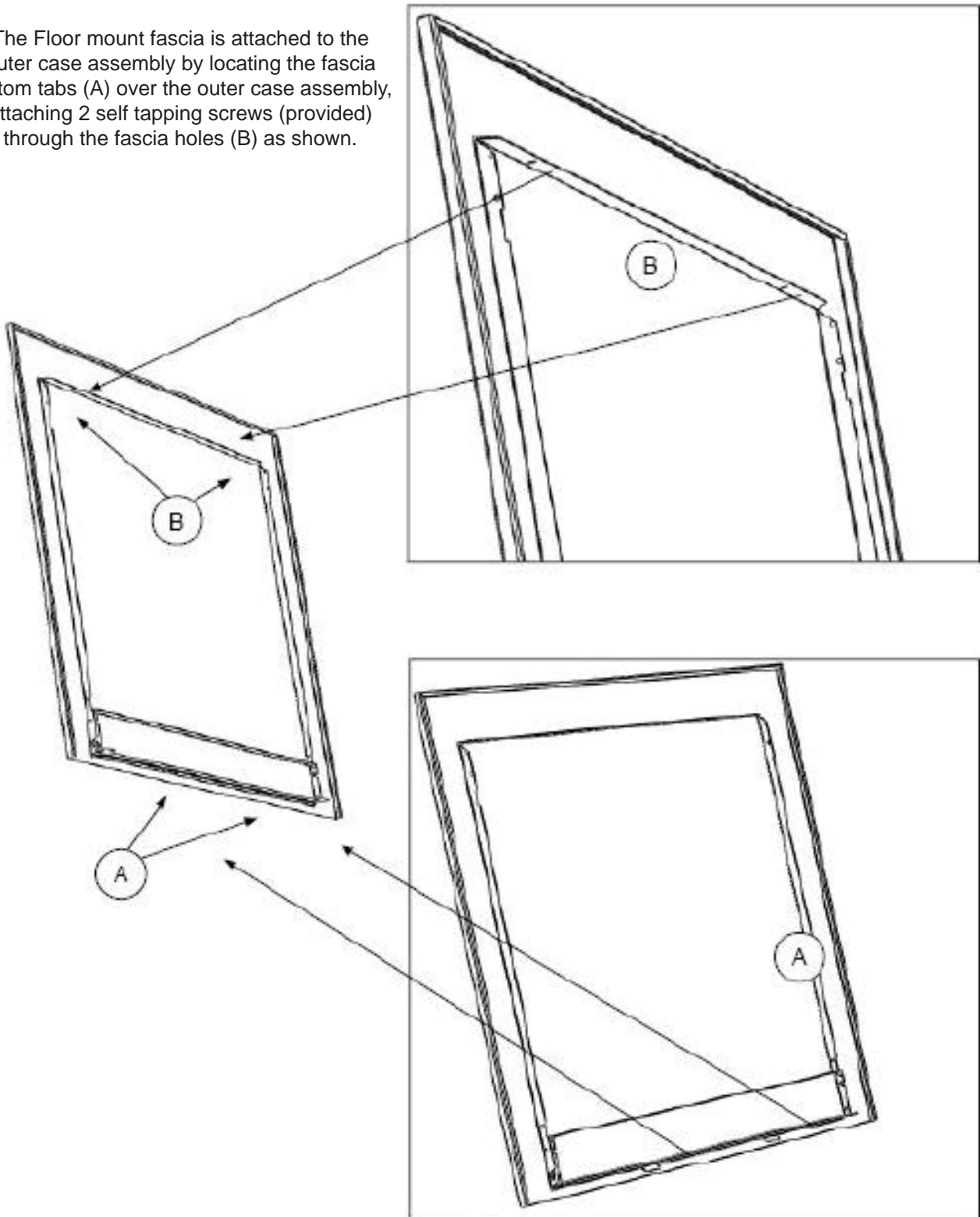
The Wall mounted fascia is attached to the outer case assembly by locating the fascia bottom tabs (A) over the outer case assembly, attaching 2 self tapping screws (provided) through the fascia holes (B) as shown.



Illusion-Australian Made Gas Log Fires

INSTALLATION OF FASCIAS (FLOOR MOUNT FASCIA)

The Floor mount fascia is attached to the outer case assembly by locating the fascia bottom tabs (A) over the outer case assembly, attaching 2 self tapping screws (provided) through the fascia holes (B) as shown.



Illusion-Australian Made Gas Log Fires

THERMOSTATICALLY CONTROLLED FAN

Your new ILLusion Realistic Gas Log Fire is fitted with a THERMOSTATICALLY CONTROLLED fan.

EXPLANATION

What this means is that other than initially setting the fan to the desired position, ie: Low High or Boost, it will no longer be necessary to turn the fan on or off whilst the unit is operating.

STARTUP

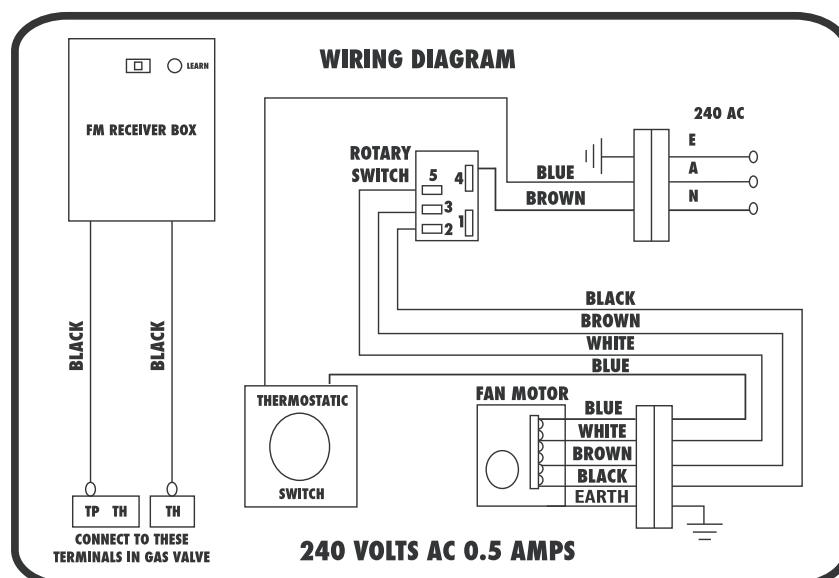
The new thermo switch will automatically turn the fan on when the heater has reached a predetermined temperature. This will usually be 10 to 15 minutes after the heater is turned on. It is important to let the customer know that there is nothing wrong with the heater, in fact it is much more convenient and energy saving method of operating the fan.

SHUT DOWN

It will also shut down the fan 10 to 15 minutes after the heater is turned off, once the firebox has cooled sufficiently.

REMOTE CONTROLLER OPTION

The above features apply even if the unit is fitted with a new **OPTIONAL** remote controller. If the remote control is used to turn the appliance on, the fan will only startup if the fan speed is set to LOW, HIGH OR BOOST, in which case the fan will turn on when the unit reaches temperature (10 to 15 minutes). If the remote controller is used to turn the heater off, the fan will shut down when the heater has cooled. (10 to 15 minutes). If the remote control is set to turn off the appliance at a specified time, the fan will continue to operate until the firebox has cooled, again usually 10 to 15 minutes. The fans speeds can still be adjusted manually whilst the unit is operating.



Illusion-Australian Made Gas Log Fires

OPTIONAL PROGRAMMABLE REMOTE CONTROL



ON BUTTON

PRESS ONCE TO SWITCH ON.

OFF BUTTON

PRESS ONCE TO SWITCH OFF.

MODE BUTTON

PRESS THE MODE BUTTON TO CHANGE THE DESIRED TEMPERATURE LEVEL

SET

PRESS THE SET BUTTON TO SET THE TEMPERATURE

ON/OFF

PRESS ON AND OFF TOGETHER TO CHANGE FROM DEGREES CELCIUS/FAHRENHEIT

BATTERIES

THIS REMOTE HAND UNIT USES 2 'AAA' BATTERIES THAT CAN BE CHANGED BY REMOVING THE REAR ACCESS COVER.

Illusion - Australian Made Gas Log Fires

TROUBLESHOOTING

- SYMPTOM.**
POSSIBLE CAUSE.
- The pilot flame goes out.
 - First check that the gas is on, usually with another appliance such as a gas stove.
- SOLUTION.**
- The pilot sensor (Thermocouple) may be faulty.
 - Contact your Dealer.
- SYMPTOM.**
POSSIBLE CAUSE.
- The main burner flame goes out, but the pilot flame stays on
 - If the unit has a remote control, check that the timer countdown function is not active
 - The gas valve sensor (Thermopile) may be faulty.
 - ***Sometimes, fitting of other new appliances such as Instantaneous hot water systems, (**after the heater has been installed**) can affect the performance of the heater, particularly if the mains piping is undersized. In this case it may be necessary to have the mains piping re-sized. Contact your Dealer if you suspect this may be the case.
- SOLUTION**
- Turn off the timer function if active. Relight the fire. If symptoms persist contact your Dealer.
- SYMPTOM.**
POSSIBLE CAUSE.
SOLUTION
- The heater turns off after about 30 minutes
 - Check that the timer function is not active
 - The gas valve sensor (Thermopile) may be faulty. Contact your Dealer.
- SYMPTOM.**
POSSIBLE CAUSE.
- The logs have a build up of black soot in some areas.
 - Usually indicates incorrect positioning of logs if the unit has just been installed. If the unit has been installed for some time, the inspirator may require cleaning. Contact your Dealer.
- SOLUTION**
- Re-position the logs as per instructions (See Contents)
- SYMPTOM.**
POSSIBLE CAUSE.
SOLUTION
- The unit rattles when the fan is on.
 - Fan may need cleaning. Fan may be unbalanced.
 - If more than 12 months old general maintenance may be required, contact your Dealer
- SYMPTOM.**
POSSIBLE CAUSE.
SOLUTION
- There is a strong odour and some smoke coming from the unit when on.
 - This usually only happens when the unit is lit for the first time.
 - Refer to PAINT CURING . (See Contents)
- SYMPTOM.**
POSSIBLE CAUSE.
- The unit will not light beyond pilot flame.
 - (A)The pilot, on-off button is not in position.
 - (B)The remote control is not switched to ON
 - (C)The batteries in the remote control are flat.
 - (D)The pilot flame is not reaching the thermopile. Gas pressure may be too low
- SOLUTION**
- (A) Make sure the on off button on the unit is turning to HIGH.
 - (B) Press the ON button on the remote control
 - (C) Replace the batteries in the remote control.
 - (D) (See above***)

Illusion-Australian Made Gas Log Fires

SERVICING REQUIREMENTS.

“DO NOT MODIFY THIS APPLIANCE”

SERVICING OF THIS APPLIANCE SHALL BE CARRIED OUT ONLY BY AUTHORISED PERSONNEL

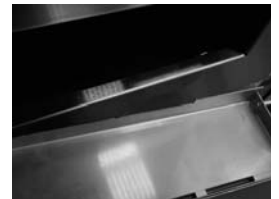
All servicable components can be accessed via removal of the glass door assembly, and by opening the bottom door.

Disconnect the power supply and gas supply before attempting to service this appliance.

1. The top grill assembly can be removed by lifting it up, then towards you. (See Below)



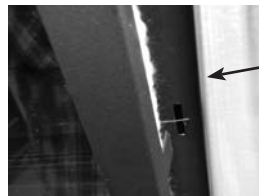
2. Open the bottom door then lift up and slide the door back into the cavity, then angle and remove one end first. (See Below)



3. Remove the main door trim, including safety screen. Lift up, then out.



4. The main glass door has 4 folding clamp attachment points, 2 at the top of the firebox and 2 at the bottom. These can be opened by lifting the handle part of the clamp for the 2 at the top, and by pulling the handle part of the clamp for the 2



Lift the door up
then out to clear
the slot

at the bottom. Now lift the door off, taking care as it is quite heavy and the ceramic glass is expensive! It may be advisable to enlist some help to lift the door off.

Illusion-Australian Made Gas Log Fires

SERVICING OF THIS APPLIANCE SHALL BE CARRIED OUT ONLY BY AUTHORISED PERSONNEL

5. Remove logs by lifting up off the locating pins, start with the rhs bottom tier log, then the centre front bottom tier log and then the lhs bottom tier log.

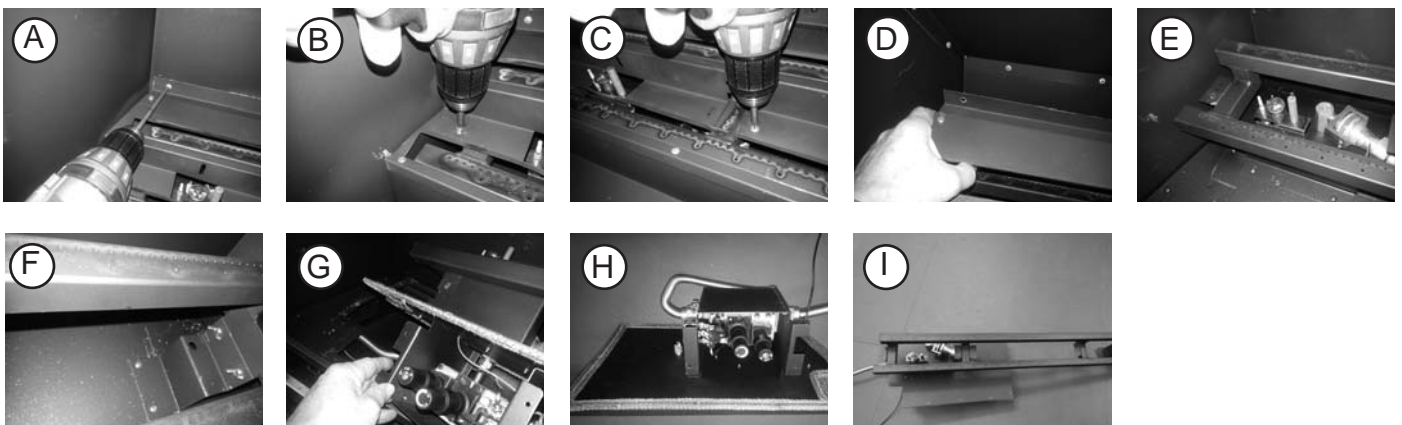
Next remove the rhs centre tier log, then the lhs centre tier log. Finally, remove the rhs top tier log, then the lhs top tier log. See page 11 of this manual **FITTING THE LOGS**.

6. Control panel removal. remove the two screws (Phillips) on the wiring shield on the right hand side of the control panel (See Below)



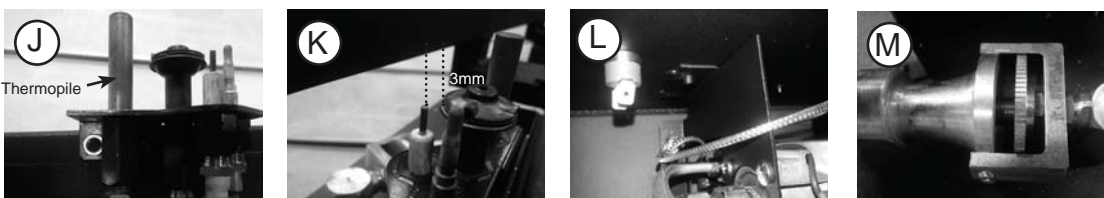
Remove the two screws on the front of the control panel, then lay the panel down on the floor of the appliance. The gas valve assembly is now accessible for servicing or adjustment. (See page 12 of this manual for instructions on gas pressure adjustment.)

7. **Gas train assembly cover removal.** Remove horizontal screws (Phillips) from rear wall as shown (A) Remove vertical screws from burner bracket (B, C) Lift up gas train cover and remove. (D) Remove the screws (Phillips) from the base plate of the burner assembly. (E) Remove the screws from the burner bracket on the right hand side. (F) Make sure all wiring is disconnected and the gas inlet is disconnected, then remove the gas train assembly.

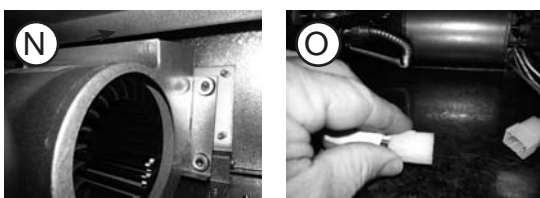


The pilot assembly should be inspected. Check all connections and check the thermopile function (Flame safeguard)(J)

Check spark gap on the piezo igniter. Set to 3mm. (K) Check Fan thermostat (L) **Venturi Aeration** (M) The venturi should be fully open and locked (Check locknut)



Fan Maintenance and Replacement. The fan is held in place with 4 wingnuts. (N) Remove the wingnuts, disconnect the wiring plug (O) and remove the fan assembly. Clean the fan blades with a soft brush and or compressed air. Check that the blades are spinning freely and replace. Secure the wingnuts.



Illusion - Australian Made Gas Log Fires

Illusion Gas Log Fires Dealer Contact List

Epping

Shop 12/560 High St. VIC. 3076

Phone: (03) 8401 4225

Dandenong – NEW SUPERSTORE

145 South Gippsland Hwy, Dandenong

Phone: (03) 9793 7520

Ballarat

845 Howitt St. Wendouree VIC .3355

Phone: (03) 5338 2586

Adelaide

355 Main North Rd. Enfield, SA. 5084

Phone: (08) 8359 8300

By Phone

Call our head office on (03) 9793 7520

By Fax

Faxes should be sent to (03) 9793 6816

Illusion
Gas Log Fires

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