

# ELLERE

DESIGNER INSPIRED FIRES

## Owners Manual

### EL100R, EL130R, EL150R, EL180R Electric Fire Range



AC 220-240V, 50Hz 1400-1600W

WARNING - Please read the entire owner's manual, including all safety information before plugging in or using this product. Failure to do so could result in fire, electric shock or serious personal injury.

CAUTION - Keep the owner's manual for future reference. If you sell or give this product away, make sure the manual accompanies it.

UK  
CA

CE

Rev D

# Important Safety Information

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

- Read all instructions before using this heater.
- This heater is hot when in use. To avoid burning, do not touch hot surface. If provided, use handles when moving this heater. Keep combustible materials, such as furniture, pillows, bedding, paper, clothes and curtains at least 1m from the front of the heater and keep them away from the sides and rear. In order to avoid over heating, do not cover the heater.
- Extreme caution is necessary when any heater is used near children or the infirm and whenever the heater is left operating and unattended.
- Always unplug heater when not in use.
- Heater must not be located immediately below a socket-outlet.
- Do not operate heater with a damaged cord, plug or after the heater malfunctions or has been damaged in any manner. Return heater to authorized service facility for examination, electrical/ mechanical adjustment and repair.
- Indoor use only, do not use outdoors.
- This heater is not intended for use in bathrooms, laundry areas or similar indoor locations. Never locate heater where it may fall into a bathtub or other water container.
- Heater must not be located immediately below a socket outlet.
- Do not run cord under carpeting. Do not cover cord with throw rugs, runners or similar coverings. Arrange cord away from traffic areas, where it will not be tripped over.
- To disconnect heater, turn controls to off, then remove plug from outlet.
- Do not insert objects into any ventilation or exhaust openings, as this may cause an electric shock, fire, or damage the heater.
- To prevent a possible fire, do not block air intakes or exhaust in any manner. Do not use on soft surfaces like a bed, where openings may become blocked.
- The heater has hot, arcing parts inside. Do not use it in areas where flammable liquids are used/stored.
- Use this heater only as described in the manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.
- **DANGER** - High temperatures may be generated under abnormal circumstances. Do not partially or fully cover/ obstruct the front of this heater.
- This appliance is not intended for use by persons (including children) with reduced physical/ sensory capabilities or by those with a lack of experience/ knowledge, unless they are provided with supervision and instruction concerning use of the appliance by a person responsible for their safety.
- **CAUTION** - In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on/off by the utility.

# Important Safety Information

**WARNING** - The heat functions H1 and H2, do not control the room temperature. Thermostat function must be set-up to control room temperature. We recommend you do not use this heater in small rooms when they are occupied by persons not capable of leaving the room on their own, unless constant supervision is provided.

Children less than 3 years old should be kept away from the appliance. Children aged from 3-8 years shall only switch on the appliance, provided it is properly installed, have been given instruction on how to use it and understand the hazards involved. Children aged 3-8 shall not plug in, clean, or perform maintenance tasks on the appliance.

**CAUTION** - Some parts of this product can become very hot and cause burns. Particular attention must be given when children and vulnerable people are present.

## Electrical connections - UK plug wiring instruction

- If the plug must be changed because it is not suitable for your socket, or due to damage, please follow the wiring instruction shown on this page.
- The wires in the mains lead are coloured in accordance with the following code:

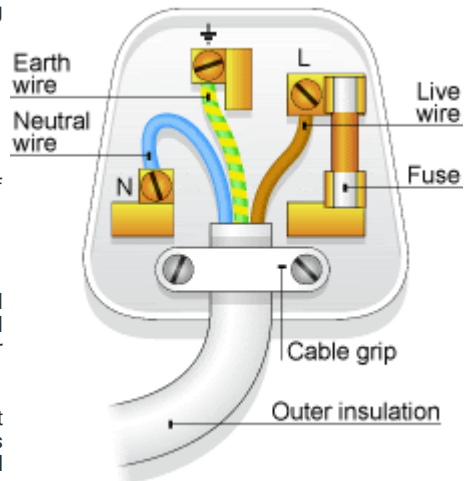
Brown: Live (L)

Blue: Neutral (N)

Green/Yellow: Earth (E)

As the colours of the wires in the mains lead of this appliance may not correspond with the coloured markings identifying the terminals in your plug, please see below:

- The BLUE wire is the NEUTRAL and must be connected to the terminal which is marked with the letter N or coloured BLACK.
- The BROWN wire is the LIVE and must be connected to the terminal that is marked with the letter L or coloured RED.
- The GREEN/YELLOW must be connected to the terminal which is marked E or the earth symbol or coloured GREEN or GREEN/YELLOW.
- Always ensure that the cord grip is positioned and securely fastened.
- **WARNING - THIS APPLIANCE MUST BE EARTHED.**
- If a 13A (BS1363) fused plug is used it must fitted with a BS1362 13A fuse. If in doubt consult a qualified electrician.



# Key Features & Technical Specification

## Key features

- 4 sizes - EL100R, EL130R, EL150R and EL180R.
- 1-sided, 2-sided and 3-sided built-in fitting options.
- Energy Related Products (ERP) compliant.
- 11 fuel-bed effect settings & 5 brightness settings.
- 11 flame effect settings & 5 brightness settings.
- 3 flame speed settings.
- 2 heat settings.
- 7 day, 24hr programmable timer.
- Adjustable thermostat.
- Open window sensor.
- Over-heat safety cut-out.

## Technical specification

- AC 220-240V, 50Hz.
- 1400-1600W heat output.
- 1000mm, 1300mm, 1500mm and 1800mm flame effects.
- LED flame and fuel-bed.

# Preparation

First things first...

1. Decide where the fire will be fitted and measure the space using the dimensions in this manual, making sure it fits.
2. Remove the fire unit from the box and place it on a clean, soft, dry surface.
3. Check the parts list to make sure you have all the parts you need.
4. Recycle all packaging material at your local recycling centre.




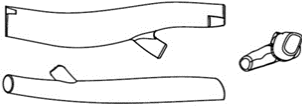



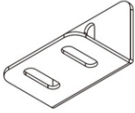
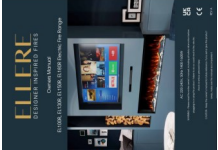
**Warning - This product includes several glass panels. Use extreme caution when handling. Failure to do so could result in personal injury or property damage.**

# Parts & Hardware

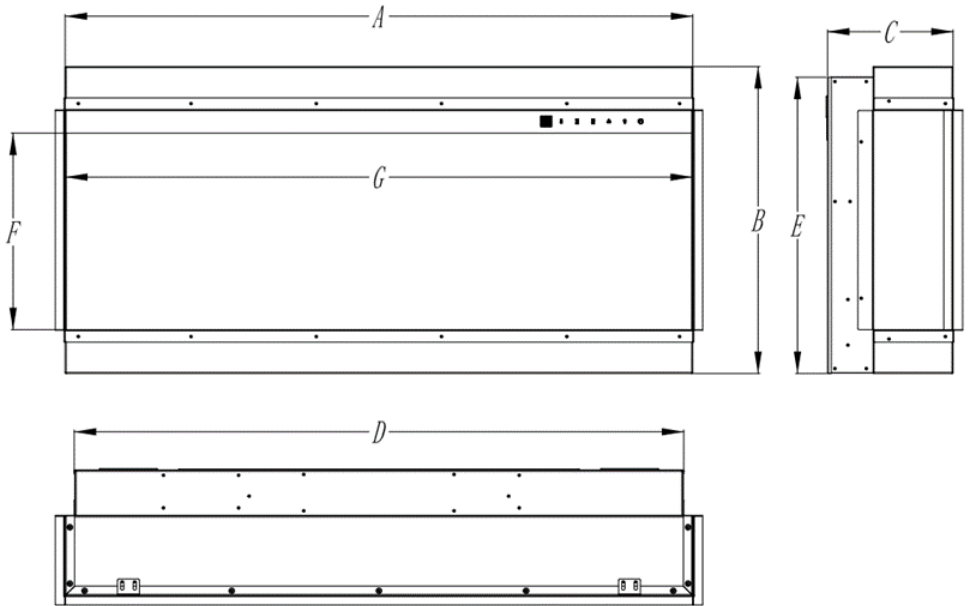
Required tools for installation:

- Phillips screwdriver
- Tape measure
- Spirit level
- Masonry or drywall screws, depending on your type of wall
- Circular saw or hand saw
- Drill and drill-bit set

## Parts

		
A - Fire unit	B - Screws	C - Drywall Anchors
		
E - Logs	F - Decorative Crystals	G - Decorative Charcoal
		
H - Fuel-bed tray	I - 'L-shape' metal bracket	J - Instruction manual

# Dimensions



ELLERE RANGE DIMENSIONS (MM)

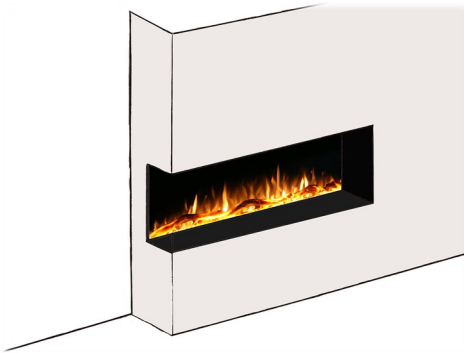
MODEL NUMBER	A	B	C	D	E	F	G
EL100R	1002	490	200	973	473	313	1000
EL130R	1302	490	200	1273	473	313	1300
EL150R	1502	490	200	1473	473	313	1500
EL180R	1802	540	200	1773	523	363	1800

# Installation Overview

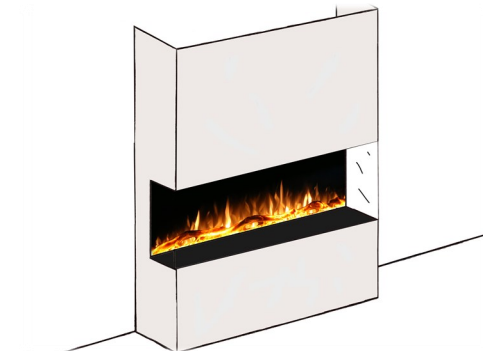
Your appliance allows for three installation configurations.



One sided  
Glass exposed on the front  
only.



Two sided  
Glass exposed on the front  
and left or right sides.



Three sided  
Glass exposed on the  
front, left and right sides.



# Installation - Minimum clearances

Your appliance is a recessed and/or mantel installed appliance. Select a suitable location that is not susceptible to moisture build-up. It must be located enough distance away from curtains, furniture and high traffic areas.

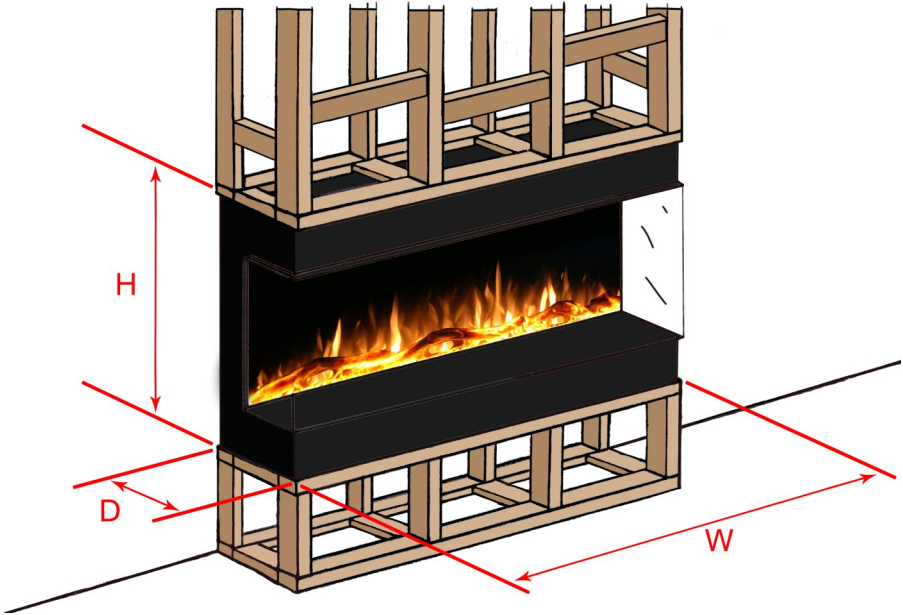
**Note - Follow all local and national electrical regulations/codes.**

**Note - A frame can be constructed that is flush with the fire unit on top, bottom and sides, as long as the vents on the fire unit are not obstructed and the frame is hollow to allow for air-flow.**

**Note - We recommend you don't place soft furnishings directly in front of the heater outlet.**

MINIMUM CLEARANCES (MM)	
Bottom	0
Sides	0
Back	30
Top (see notes above)	100
Front (Measured from glass, plasterboard is exempt)	200

# Installation - Rough framing



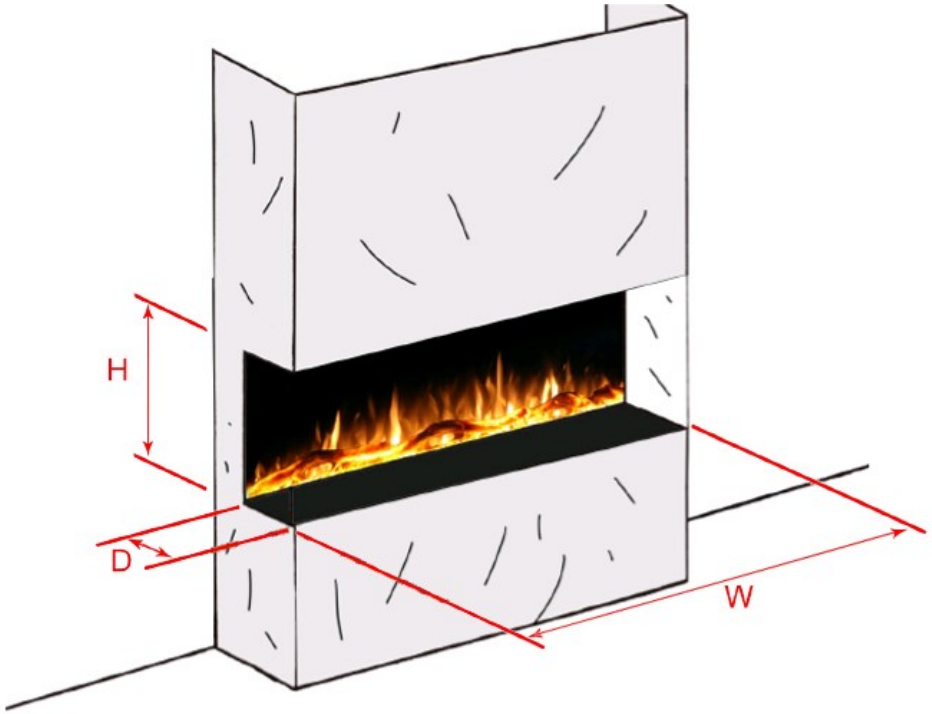
FRAMING DIMENSIONS (MM)			
MODEL NUMBER	W	H	D
EL100R	1005	495	245
EL130R	1305	495	245
EL150R	1505	495	245
EL180R	1805	545	245

**Note -** Appliance is not load bearing. Carefully consider weight of finishing materials when constructing rough framing.

**Note -** Ensure installation complies with all local building codes and requirements.

**Note -** The framing dimensions above applies to all three types of installation. The illustration represents the three sided installation, but if one or two sided installation is preferred, simply extend the frame further on the closed glass side.

# Installation - Plasterboard



PLASTERBOARD RECESS DIMENSIONS (MM)			
MODEL NUMBER	W	H	D
EL100R	1030	353	146
EL130R	1330	353	146
EL150R	1530	353	146
EL180R	1830	403	146

Note - Dimensions assuming plasterboard is 12.5mm thick.

# Installation - Preparation

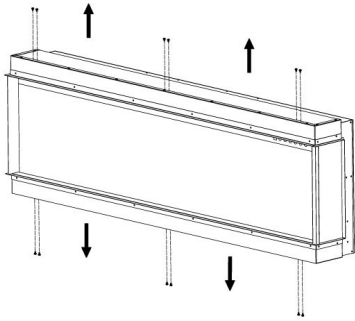


Fig.3-1

EL100R & EL130R models have 4 brackets (J) and 8 screws. EL150R and EL180R models have 6 brackets (J) and 12 screws. Follow instructions below for your relevant model:

1. Remove the 8 (or 12) screws on the top and bottom of the appliance, see figure 3-1.



2. Install the 4 (or 6) 'L shape' metal brackets (J) using the 8 (or 12) screws previously removed, see figure 3-2.

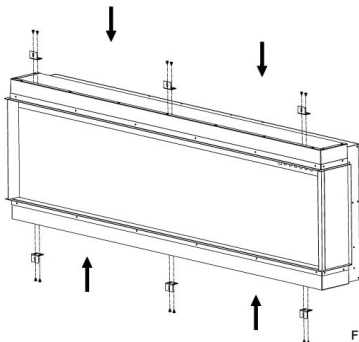
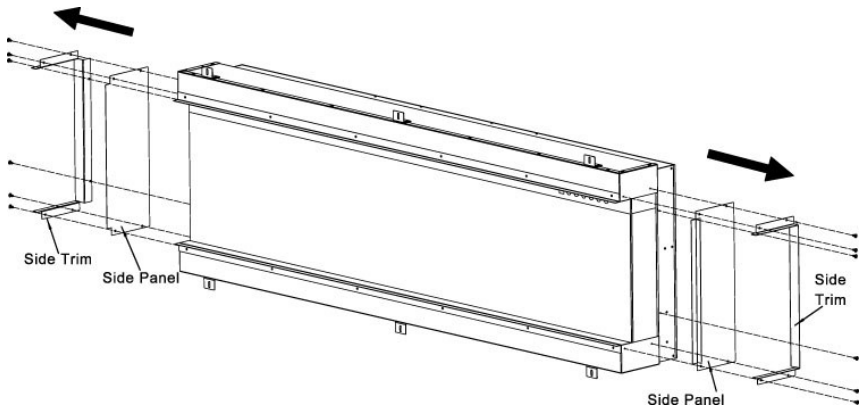


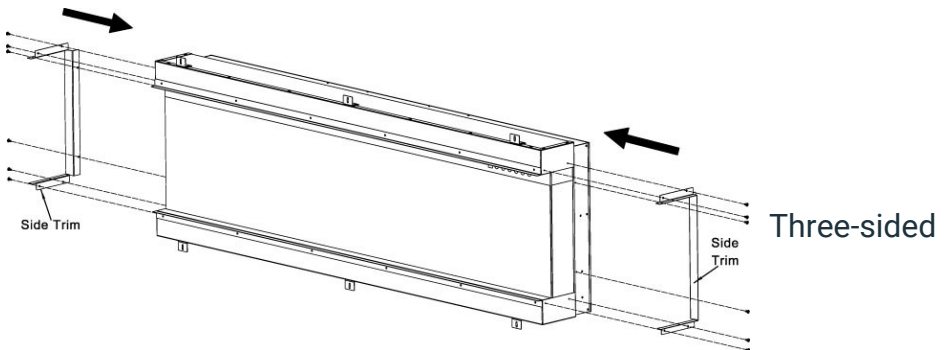
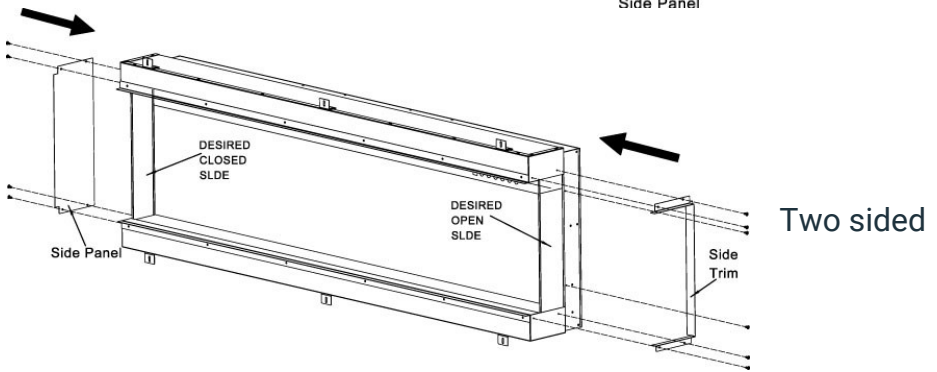
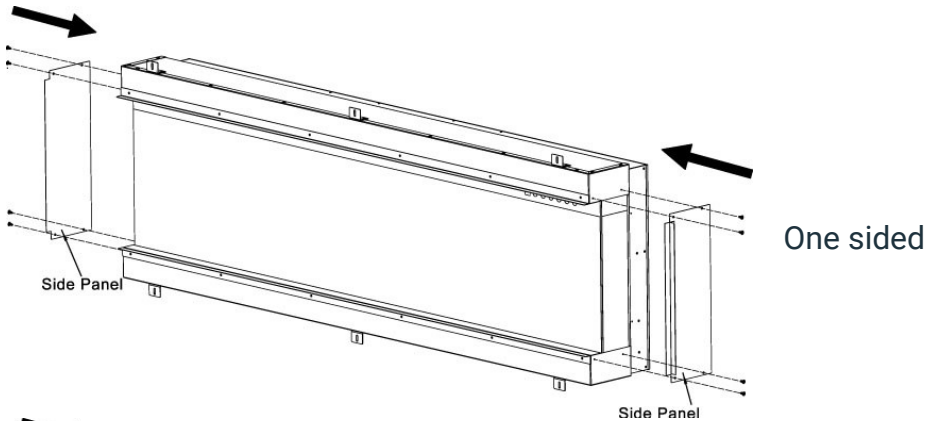
Fig.3-2

3. Remove the side trims and side panels from both sides of the appliance by removing the 12 screws, see figure 3-3. Set them aside for now.



# Installation - Choose your viewing style

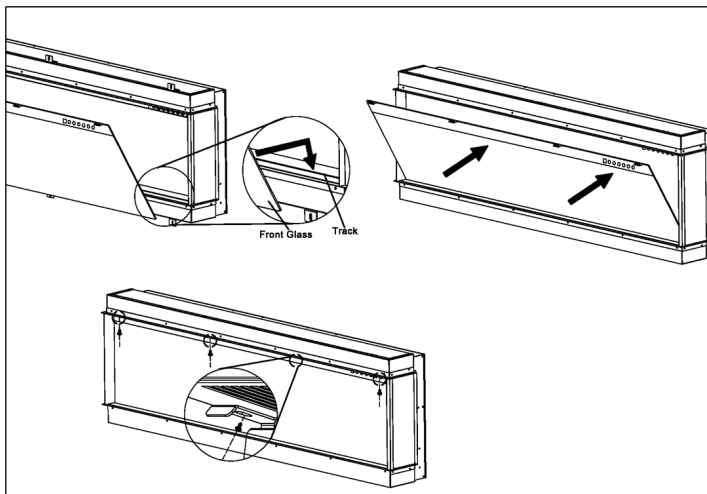
Attach the relevant side panels or side trims to achieve your look.



# Installation - Front glass removal

**Note - If you've just got your fire and you're removing the glass for the first time, following Step 3, you should be able to access the cardboard box containing the logs and crystals for the fuel-bed. See the next section on how to set up your fuel-bed.**

1. Remove the four screws that keep the glass fixed in place, make sure to support the front glass with one hand when removing the last screw. Check under the top-section of the fire units metal body, and you'll find these evenly spaced along the width of the fire, screwed into a bracket that's connected to the front glass.
2. Next, slowly tilt the front glass forwards until the top pivots free from the top cowl. You should be able to see the top of the glass bracket at this point.
3. Pull the glass up then out to remove it. Store it in a safe, clean location for now.
4. Reverse these steps to attach the front glass, shown below.



# Installation - Fuel-bed set-up

**Note - Before you start, make sure to read the previous page explaining how to remove the front glass screen.**

**Note - The fire must be installed in its final location before the crystals and logs are installed.**

1. Cut open the crystals bag(s) and disperse all the crystals evenly on the fuel-bed tray in a side to side motion.
2. Next, cut open the charcoal bag and using the same side-to-side technique, disperse most of the charcoal on top of the crystals. Save some for later.
3. Place the logs on the surface of the crystals, leaving a gap underneath so the flame effect is visible below each log. To enhance the bed further, disperse the remainder of the charcoal in and around each log.
4. If you need to, adjust your log positioning, refit the glass screen, then sit back and relax.

# Operation

**Warning - Please read the entire owner's manual, including all safety information, before plugging in or using this product. Failure to do so could result in fire, electric shock, or serious personal injury.**

**Note - When the heater is first turned on, a slight odour may be present. This is normal and should not occur again unless the heater is not used for a long period of time.**

**Note - To turn the fire on in first use, point the remote at the fire unit and hold the on/off button for 7 seconds to pair the remote to the fire permanently. The fire will beep and display "88:88" on the remote to confirm pairing.**

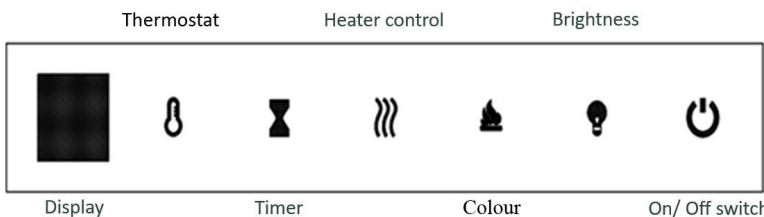
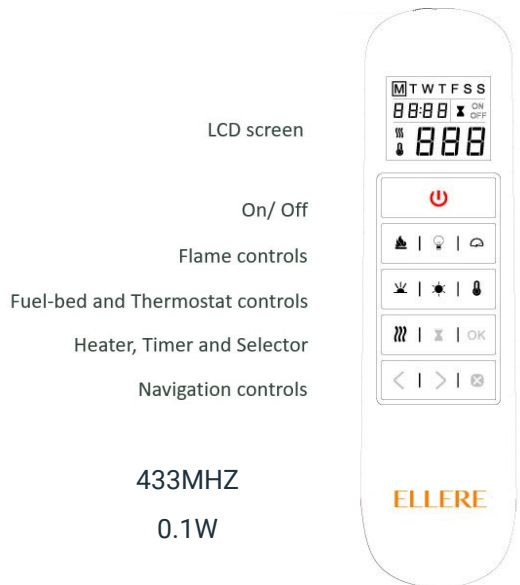
## Power

Plug the power cord into a 220-240V 50Hz outlet (see Important Safety Information on pages 2 and 3) Make sure the outlet is in good condition and the plug is not loose. Never exceed the maximum amperage for the circuit. Do not plug other appliances into the same circuit.

## Method of operation

The electric fire can be operated by the control panel located on the front of the unit or the remote control. See figures.

Before operating, please review the Important Safety Information on pages 2 and 3.



















## CONTROL PANEL OPERATION

BUTTON	FUNCTION	ACTION
	<p><b>ON / OFF BUTTON</b> - Enables control panel functions. Turns on flame effect.</p>	<ol style="list-style-type: none"> <li>1. Press once - Control panel buttons illuminate, flame effect and remote screen turns on.</li> <li>2. Press again - Flame effect and all functions turn off.</li> </ol>
	<p><b>FLAME COLOUR BUTTON</b> - Adjusts flame colour.</p> <p><b>Note</b> - Flame effect stays on until power button is turned off.</p>	<ol style="list-style-type: none"> <li>1. Press once - Flame colour changes.</li> <li>2. Press again until desired colour is selected.</li> </ol>
	<p><b>FLAME BRIGHTNESS BUTTON</b>- Adjusts flame brightness.</p> <p><b>Note</b> - Flame effect stays on until power / off button is pressed. Flame effect must be on for heater to turn on.</p>	<ol style="list-style-type: none"> <li>1. Press once - Flame brightness changes.</li> <li>2. Press again until desired brightness is selected.</li> </ol>
	<p><b>HEATER</b> - Turns heater on / off.</p>	<ol style="list-style-type: none"> <li>1. Press once - Low heat setting H1 activates and blows warm air.</li> <li>2. Press again - High heat setting H2 activates and blows hot air.</li> </ol>
	<p><b>TIMER</b> - Controls timer settings to turn off fire at a selected time.</p> <p><b>Note</b> - Settings range from 0.5 hours to 8 hours.</p>	<ol style="list-style-type: none"> <li>1. Press once - Timer is set to 0.5 hours.</li> <li>2. Press again until desired setting is selected.</li> </ol>
	<p><b>THERMOSTAT</b> - Turns heater on / off to maintain room at selected temperature.</p>	<ol style="list-style-type: none"> <li>1. Press once - Indicator lights up. Temperature set at 18°C.</li> <li>2. Press again until desired temperature setting is reached.</li> </ol>


## REMOTE OPERATION

BUTTON	FUNCTION	ACTION
	<p><b>ON / OFF</b> - Enables control panel functions. Turns on flame effect.</p> <p><b>Note</b> - On first use, point the remote at the fire unit and hold the on/off button to pair the remote to the fire permanently.</p>	<ol style="list-style-type: none"> <li>1. Press once - Control panel illuminates, flame effect and remote screen turns on.</li> <li>2. Press again - All functions turn off.</li> </ol>
	<p><b>FLAME COLOUR</b> - Adjusts flame colour.</p> <p><b>Note</b> - Flame effect stays on until power button is turned off.</p>	<ol style="list-style-type: none"> <li>1. Press once - Flame colour changes.</li> <li>2. Press again until desired colour is selected.</li> </ol>
	<p><b>FLAME BRIGHTNESS</b> - Adjusts flame brightness.</p> <p><b>Note</b> - Flame effect stays on until power / off button is pressed. Flame effect must be on for heater to turn on.</p>	<ol style="list-style-type: none"> <li>1. Press once - Flame brightness changes.</li> <li>2. Press again until desired brightness is selected.</li> </ol>
	<p><b>FLAME SPEED</b> - Adjusts flame speed.</p> <p><b>Note</b> - Three speeds to choose from.</p>	<ol style="list-style-type: none"> <li>1. Press once - Flame flicker speed slows.</li> <li>2. Press again until desired speed is reached.</li> </ol>
	<p><b>FUEL-BED COLOUR</b> - Adjusts fuel-bed colour.</p> <p><b>Note</b> - Fuel-bed colour effect stays on until power button is turned off.</p>	<ol style="list-style-type: none"> <li>1. Press once - Fuel-bed colour changes.</li> <li>2. Press again until desired colour is reached.</li> </ol>
	<p><b>FUEL-BED BRIGHTNESS</b> - Adjusts fuel-bed brightness.</p>	<ol style="list-style-type: none"> <li>1. Press once - Fuel-bed brightness changes.</li> <li>2. Press again until desired brightness is selected.</li> </ol>
	<p><b>THERMOSTAT</b> - Turns heater on / off to maintain room at selected temperature.</p>	<ol style="list-style-type: none"> <li>1. Press once - Indicator lights up. Temperature set at 18°C.</li> <li>2. Press again until desired temperature setting is reached.</li> </ol>
	<p><b>HEATER</b> - Turns heater on / off.</p>	<ol style="list-style-type: none"> <li>1. Press once - Low heat setting H1 activates and blows warm air.</li> <li>2. Press again - High heat setting H2 activates and blows hot air.</li> <li>3. Press again - Turns heater off.</li> </ol>
	<p><b>TIMER</b> - Heater can be programmed to automatically turn on / off at specified times during the week.</p>	<ol style="list-style-type: none"> <li>1. Press once - 'Heat on' time / day can be selected using 'Arrows' and confirmed using 'OK'.</li> <li>2. Press again - 'Heat off' time/ day can be selected using the 'Arrows' and confirmed using 'OK'.</li> </ol>

# Remote operation cont.

	<b>TIMER</b> - Displays current day, time and week. Press 'OK' to confirm timer settings.	
<b>OK</b>	<b>OK</b> - Use with the timer button to move to the next step. Press to confirm your weeks chosen time settings.	
	<b>BACK</b> - Press to clear timer settings. Press to return to the previous step.	
	<b>ARROWS</b> - Press to cycle through available settings.	

## LCD SCREEN

<p>Weekday</p> <p>Time (24hr)</p> <p>Heat on / off</p> <p>Thermostat on / off</p>	 <p>Timer on / off</p> <p>Thermostat temperature</p>	<p><b>Note</b> - The functions can only be adjusted when the related letters or digits are flashing.</p> <p><b>Note</b> - Calibrate the timer to current time before the weekly settings.</p>
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# Setting the timer

## Set current day and time

Step 1	Press 'Timer' once. When 'MON' begins flashing, use the 'Arrows' to select the current day. Press 'OK' to complete the day setting.
Step 2	When the hour digits flash, use the 'Arrows' to select the current hour. Press 'OK' to complete the hour setting.
Step 3	When the minute digits flash, use the 'Arrows' to select the current minute. Press 'OK' to complete the minute setting and complete the day/ time set-up.

## Set weekly timer

Step 1	Press 'Timer' once. When 'MON' begins flashing, use the 'Arrows' to select the current day. Press 'OK' to move on.
Step 2	When the hour and minute input flashes, use the 'Arrows' to select the hour and minute that you want the heater to turn on. Press 'OK' to move on.
Step 3	When '18' flashes, use the 'Thermostat' to select your desired room temp for your day and time selection. Press 'OK' to move on.
Step 4	When the hour and minute input flashes, use the 'Arrows' to select the hour and minute that you want the heater to turn off. Press 'OK' to complete the setting.
Step 5	Repeat steps 1 - 4 to set the on / off time and temperature for any other times during the week.
Step 6	Press 'OK' to complete the weekly timer programming.

**Note - The timer can only be adjusted in 30 minute intervals.**

**Note - Press 'Back' at any time during the setting of the weekly timer to cancel any selections and turn the timer off.**

# Open window warning

If the room temperature decreases by 10 degrees within 3 minutes, the appliance will assume there is an open window nearby. In order to conserve energy, the heater will automatically switch from High Heat to Low Heat, or if the heater is already at Low Heat, it will turn off completely.

When switching from High Heat to Low Heat, the appliance will beep 3 times and the digital display will flash "88" 3 times before displaying the existing heating status.

When switching from Low Heat to Off, the appliance will beep 3 times and the digital display will flash "88" continuously.

To reset the heating function, see "remote operation" section.

**Note -** When the heater is first turned on, a slight odour may be present. This is normal and won't occur again unless the heater is un-used for a long period of time.

**Note -** Don't press the buttons too quickly. Give the unit time to respond to each command.

# Temperature limiting control

This heater is equipped with a Temperature Limiting Control. Should the heater reach an unsafe temperature, the heater will automatically turn off. To reset:

1. Press the on / off button on the control panel and ensure the fire is off.
2. Unplug the unit from the electrical outlet.
3. Inspect the fire unit and make sure all vents are free from dust or lint. If they are clogged, use a vacuum to clean the vent areas.
4. Plug the unit back into the electrical socket and continue to use as instructed in this manual.
5. If the problem continues, have your electrical outlet and fire unit inspected by an electrician or electric fire installer.

## Remote control battery information

The remote control uses two AAA batteries (not included).

**Warning - Never dispose of batteries in a fire. Failure to observe this precaution may result in an explosion. Dispose of batteries at your local recycling centre in the hazardous material section.**

# Care and maintenance

## Cleaning

**Metal** - Buff using a soft, dry cloth. **Do not use brass polish or household cleaners, as these products will damage the metal trim.**

**Glass** - Use a good quality glass cleaner sprayed onto a cloth. Dry thoroughly with kitchen roll or a lint-free cloth. **Never use abrasive cleaners, liquid sprays, or any cleaner that could scratch the surface.**

**Heater vents** - Use a vacuum to remove dust and dirt from the heater and vent areas.

**Plastic** - Wipe gently with a slightly damp cloth and a mild solution of washing-up liquid and warm water. **Never use abrasive cleansers, liquid sprays, or any cleaner that could scratch the surface.**

**Warning** - Always turn the heater off and unplug the power cord from the electrical socket before cleaning, performing maintenance, or moving the fire unit. Failure to do so could result in electric shock, fire, or personal injury.

**Warning** - Never spray or immerse the unit in water. Doing so could result in electric shock, fire, or personal injury.

## Maintenance

The heating fan motors are pre-lubricated and will not require additional lubrication. Replacement electrical components are available to repair your fire, but the warranty may be invalidated if the repair work is not carried out by a repairman who is assigned or approved by us. Wiring and exploded diagrams to assist with repair are available on request.

**Warning** - Risk of electric shock. Do not attempt to remove any panels to repair any faults that have arisen. If there is an issue, contact your retailer and they will arrange for a qualified technician to inspect your unit.

## TROUBLESHOOTING/ FAQ

PROBLEM	POSSIBLE CAUSE	SOLUTION	NOTE
Fire not turning on	Fire not plugged in or switched on at socket	Check plug is correctly fitted into socket and socket is turned on.	If all solutions have been tested and problem persists, a new control panel is required.
	Fuse blown	Disconnect plug and inspect the fuse. Replace with a 13A fuse if broken.	
	Faulty control panel	If the controls do not work, press each control continuously one at a time. After a few cycles, the controls should recognize the input and work correctly.	
Noisy heater	Fan clogged	Remove heating unit and remove dust from fan.	If all solutions have been tested and problem persists, a new heating element / fan assembly is required.
	Fan unbalanced/ catching on housing	Manually recentre fan on each side. Check fan is not warped or damaged.	
Noisy fire when flame only is on	Flame flicker shaft or bushings are misaligned or worn	Inspect the bushings - grease if no grease is present and bushing aren't worn; or replace the bushings and grease if bushings are worn.	If all solutions have been tested and problem persists, new shaft/ motor mounting brackets, flicker shaft and flicker motor
	Faulty flicker motor	Replace flicker motor.	
Heater only blowing cold air	Fan clogged	First remove dust from the inlet and outlet vents. Test again. If problem persists, remove the heating unit and remove dust from fan.	If all solutions have been tested and problem persists, a new heating element/ fan assembly is required.
	Faulty heating element	Inspect the heating element and make sure all wires are firmly connected.	
	Faulty fan motor	Replace heating element / fan assembly.	
No flame picture/ partial flame picture	Loose connection	Ensure all wires are connected firmly.	If all solutions have been tested and problem persists, a new PCB is required.
	If partial flame picture - LED strip is broken	Test faulty LED strip using a working LED power connector. If LED strip still doesn't work, the fault is most likely with the LED strip, not the PCB; new LED strip required.	
	Damaged PCB	New PCB required.	
Heater cutting out	Build-up of hot air	Ensure inlets and outlets are free from obstruction and there are sufficient clearances surrounding the unit, as stated in manual.	If problem persists, the installation will need assessed to ensure it adheres to all required minimum clearances as stated in this manual.
	Thermostat setting causing heater to cut-out	Adjust thermostat setting on remote to maintain desired room temp or deactivate thermostat setting.	
Heater switching on without	Thermostat set to keep room at certain temperature	Adjust thermostat setting on remote to maintain desired room temp or deactivate thermostat setting.	If all solutions have been tested and problem persists, a new PCB and remote are required.
	Thermostat faulty	Replace PCB & remote.	



# Appliance disposal

Do not dispose of electrical appliances as unsorted municipal waste, use separate collection facilities.

Contact your local government for information regarding the collection systems available. If electrical appliances are disposed of in landfills or dumps, hazardous substances can leak into the groundwater and get into the food chain, damaging your health and well-being.



**Note - When replacing old appliances with new ones, the retailer is legally obligated to take back your old appliance for disposal, free of charge.**

**Note - Please recycle all packaging material at your local recycling depot.**

# Warranty

**Your product has a one year guarantee from the date of purchase.**

Should this product prove defective within one year of purchase due to a design fault, poor workmanship or material breakdown, the product will be repaired or replaced free of charge. Product warranty is subject to the following conditions:

- The product is to be used for domestic purposes only in accordance with the operating instructions contained in this manual.
- Responsibility for proof of purchase lies with the end user(s), who must prove product purchase within a 12 month period of the claim date.
- All warranties will be invalidated if unauthorised repairs or modifications are made to the electric fire, or in case of accident, misuse or damage caused by improper installation, or damage occurring during transit or damaged caused by the repairer.
- The warranty does not apply to fuses within the product.

Your rights under this guarantee are additional to your statutory rights, which in turn are not affected by this guarantee.

Should you require after sales information or warranty assistance, please contact:

Distributed in the UK by Arada Ltd. Address - The Fireworks, Weycroft Avenue, Axminster, Devon. EX13 5HU. Email: [technical@aradastoves.com](mailto:technical@aradastoves.com)

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