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**portway**

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S T O V E S

# No.2

# Gas Stove

**FUEL EFFECT HEATING STOVE**

**Installation, Maintenance & User Instructions**

**Hand these instructions to the user**

**Model No. PGSL\*\*RN2 is for use on Natural Gas (G20) at a supply pressure of 20 mbar in G.B. / I.E.**

**\*\* denotes cosmetic variance**

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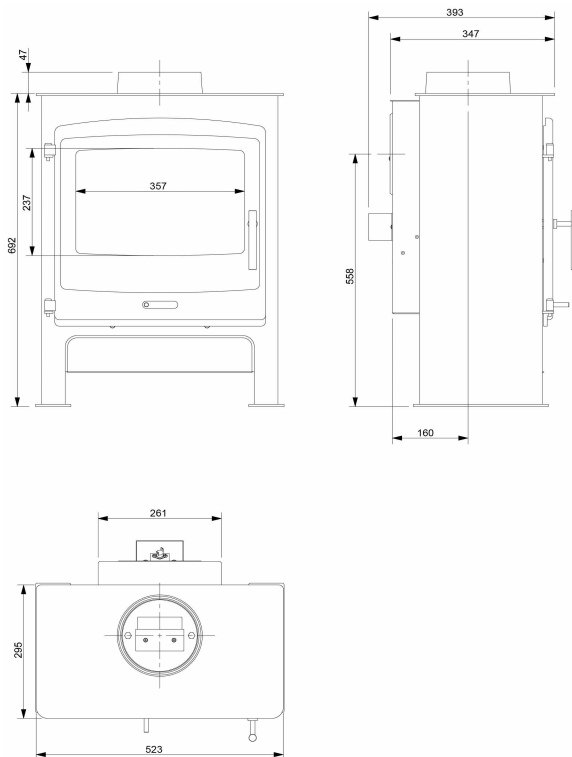
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## SECTION 1 INFORMATION AND REQUIREMENTS

### 1.0 APPLIANCE INFORMATION

Main injectors : (2 off)	Size 260
Pilot Type	ERTA OXYP PG-83-10
Max. Gross Heat Input :	6.9kW
Min. Gross Heat Input :	4.2kW
Gas Rate :	0.654 m <sup>3</sup> /hr
Cold Pressure :	20.0+/-1.0 mbar
Ignition :	4.5v battery / electronic ignition
Electrode Spark Gap :	4.0mm
Packed weight (without fender) :	84kg

**Fig 1**



## **INSTALLATION REQUIREMENTS**

### **Efficiency Declaration**

The efficiency of this appliance has been measured as specified in BS EN 613 : 2001 and the result is 61% (coal) & 59% (log). The gross calorific value of the fuel has been used for this efficiency calculation. The test data from which it has been calculated has been certified by BSI Testing Services.

The efficiency value may be used in the UK Government's Standard Assessment Procedure (SAP) for energy rating of dwellings.

### **1.1 CONDITIONS OF INSTALLATION**

It is the law that all gas appliances are installed only by a GAS SAFE Registered Installer, in accordance with these installation instructions and the Gas Safety (Installation and Use) Regulations 1998 as amended. Failure to install appliances correctly could lead to prosecution. It is in your own interest and that of safety to comply with the law.

The installation must also be in accordance with all relevant parts of the Local and National Building Regulations where appropriate, the Building Regulations (Scotland Consolidation) issued by the Scottish Development Department, and all applicable requirements of the following British Standard Code of Practice.

1. B.S. 5871 Part 1 Installation of Gas Fires
2. B.S. 6891 Installation of Gas Pipework
3. B.S. 5440 Parts 1 & 2 Installation of Flues and Ventilation
4. I.S 813 : 1996 Domestic Gas Installation, issued by the National Standards Authority of Ireland.

### **1.2 FLUE & CHIMNEY SUITABILITY**

This appliance is designed for use with conventional brick built or lined chimneys and fabricated flues and metal flue boxes conforming to BS 715 / BS EN 1856-2. All flues must conform to the following minimum dimensions.

<b>Minimum diameter of circular flues</b>	<b>125 mm (Without Flue Restrictor Fitted)</b>
<b>Minimum effective height of all flue types</b>	<b>3 metres</b>

**When fitting to conventional chimneys or 175mm flues it may be desirable to fit the flue restrictor baffle (supplied) to reduce the flue flow and increase the efficiency of the fire. Safe clearance of products must always be checked by carrying out a smoke match test as described.**

### **1.3 VENTILATION**

This Portway stove has a nominal input not exceeding 7kw and therefore does not normally require additional purpose made ventilation when installed in G.B. If, however spillage is detected when commissioning the stove there may be insufficient natural ventilation in the property and additional ventilation may therefore be required. Any purpose made ventilation must be checked periodically to ensure that it is free from obstruction.

When Installing in I.E. please consult document I.S. 813 : 1996 Domestic Gas Installation, which is issued by the National Standards Authority of Ireland. If installing in Northern Ireland, please consult local building regulations. Any purpose made ventilation must be checked periodically to ensure that it is free from obstruction.

### **1.4 CLEARANCES TO COMBUSTIBLE AND NON-COMBUSTIBLE SURFACES**

The Stove may be fitted below a combustible shelf providing there is a minimum distance of 610mm above the top of the stove and that it does not extend in front of the stove. There must be a minimum distance of 300mm to any combustible side or rear surface. The minimum clearance to non combustible materials at the side and rear are 100mm, but please ensure sufficient access to the draft diverter on the rear of the stove can be achieved to complete the spillage test when commissioning the stove.

### **1.5 FLUE / CHIMNEY INSPECTION**

Before commencing installation, a flue or chimney should be inspected to ensure that all the following conditions are satisfied.

1. Check that the chimney / flue only serves one fire place and is clear of any obstruction. Any dampers or register plates must be removed or locked in the open position.
2. Brick/stone built chimneys or any chimney or flue which has been used for an appliance burning fuel other than gas must be thoroughly swept. The base of the chimney / flue must also be thoroughly cleared of debris etc.
3. Any under-floor air supply to the fire place must be completely sealed off.
4. Ensure that the inside of the chimney / flue is in good condition along it's length and check that there is no leakage of smoke through the structure of the chimney during and after the smoke pellet test.

5. **Using a smoke pellet, check that there is an up-draught in the chimney / flue and that the smoke can be seen issuing from the terminal / chimney pot outside.**

**There must be no leakage of smoke through the structure of the chimney during or after the smoke pellet test and it is important to check inside upstairs rooms / loft spaces adjacent to the chimney / flue.** Check the chimney pot / terminal and general condition of the brickwork or masonry. If the chimney or flue is in poor condition or if there is no up-draught do not proceed with the installation. If there is a history of down-draught conditions with the chimney / flue, a tested and certificated flue terminal or cowl suitable for the relevant flue type should be considered.

6. **A spillage test must always be carried out during commissioning of the appliance.**

## **1.6 HEARTH**

This stove must only be installed on to a concrete or non-combustible hearth. The hearth material must be a minimum thickness of 12mm with the top surface at least 50mm above the floor. The hearth must be fitted symmetrically about the fire opening and project at least 50mm from the base of the stove in all directions.

## **1.7 SPILLAGE MONITORING SYSTEM**

This appliance is fitted with an spillage sensing thermal switch. This is designed to shut the fire off in the event of a partial or complete blockage of the flue causing a build up of combustion products in the room in which the fire is operated. **The following are important warnings relating to this spillage monitoring system :-**

- 1.7.1 The spillage monitoring system must not be adjusted by the installer.
- 1.7.2 The spillage monitoring system must not be put out of operation.
- 1.7.3 When the atmosphere sensing thermal switch is exchanged only a complete original manufacturers part may be fitted. It is not possible to replace individual parts on the pilot system on this appliance, only a complete switch assembly (including the connecting wires) may be fitted.

## **SECTION 2 INSTALLATION OF FIRE**

### **2.1 UNPACKING THE STOVE**

Carefully remove the stove from its packaging taking care not to damage the gas controls located beneath the stove. Remove the loose items pack. Remove the loose item packaging carefully from the the pack. Check the contents as listed :-

**DO NOT UNDER ANY CIRCUMSTANCES USE THIS APPLIANCE IF THE GLASS PANEL IS BROKEN OR NOT SECURELY FIXED TO THE DOOR ASSEMBLY.**

#### Packing Check List

- 1 off Stove body, burner assembly and controls inc battery holder
- 1 off Boxed ceramic 5 piece log fuel-bed set, bark & front rail
- 1 off Closure plate
- 1 off Installation / user manual (combined)
- 1 off Guarantee card
- 1 off Horizontal flue spigot (150mm)
- 2 off AA batteries (supplied loose for use in handset)
- 3 off AA batteries (supplied factory fitted in battery pack)
- 1 off RC handset

### **2.2 INSTALLING THE STOVE**

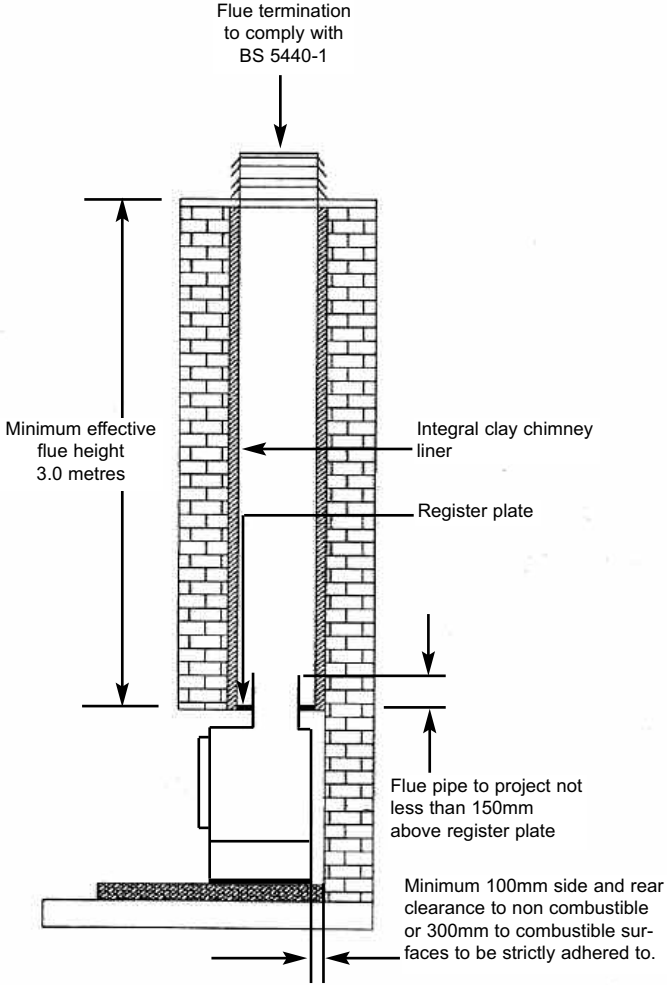
Due to the weight of the appliance it does not require additional fixing, however if you wish to mechanically secure the stove, holes are provided in the stoves feet.

There are several methods of installing the Portway gas stove to the flue system. Please follow the installation criteria stated below dependent upon which type of flue you are intending to install this gas stove into :-

- 2.2.1 If you have a stone or brick built chimney with an integral clay flue liner, and you wish to fit the stove with a top flue outlet, please refer to section 2.3 for further instructions.
- 2.2.2 If you have a stone or brick built chimney without an integral clay flue liner, and wish to fit the stove with a rear flue outlet and closure plate, please refer to section 2.4 for further instructions.
- 2.2.3 If you have a stone or brick built chimney without an integral clay flue liner, and wish to fit the stove with a top flue outlet please refer to section 2.5 for further instructions.
- 2.2.4 If you have no chimney and are planning to fit the stove with a pre-fabricated flue system, please refer to section 2.6 for further instructions.

2.3      **INSTALLING THE STOVE USING TOP FLUE OUTLET WHEN  
CHIMNEY HAS INTEGRAL CLAY FLUE LINER.**

Fig. 2

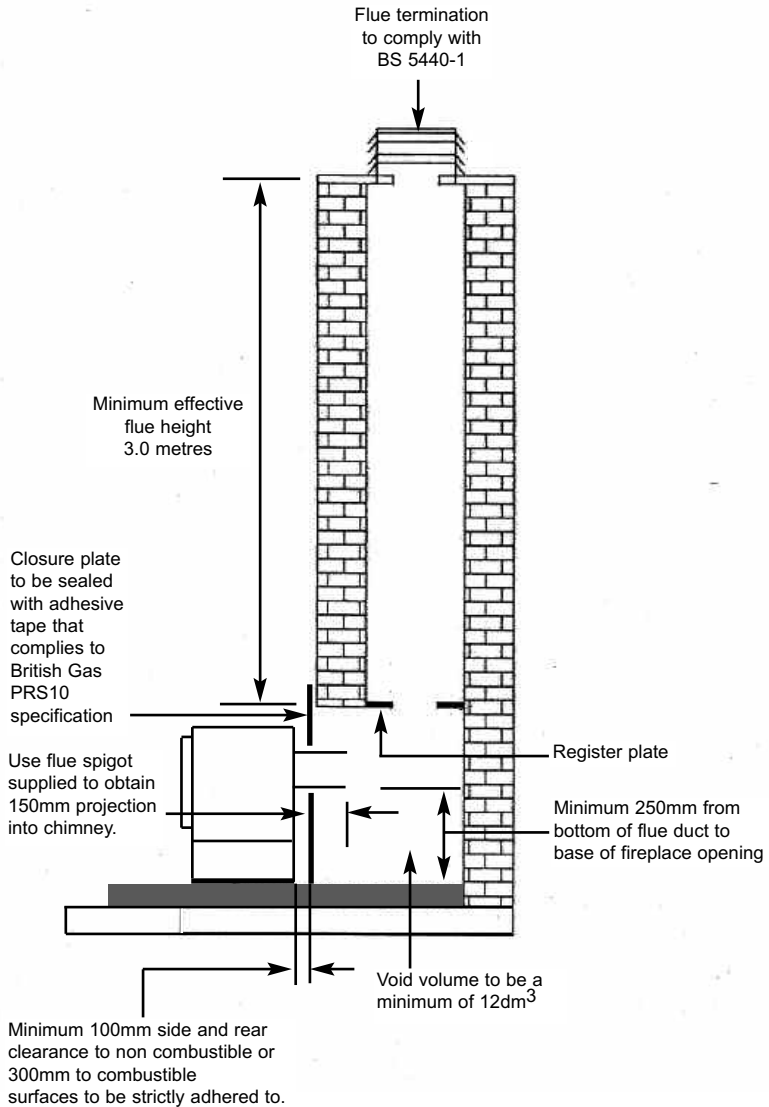


**IMPORTANT NOTE :** If the stove is fitted with a top flue outlet and the chimney does not have an integral chimney liner then the flue must be lined with a flexible flue liner. Alternatively, the stove can be fitted with the closure plate and a rear flue outlet as shown in section 2.4 overpage



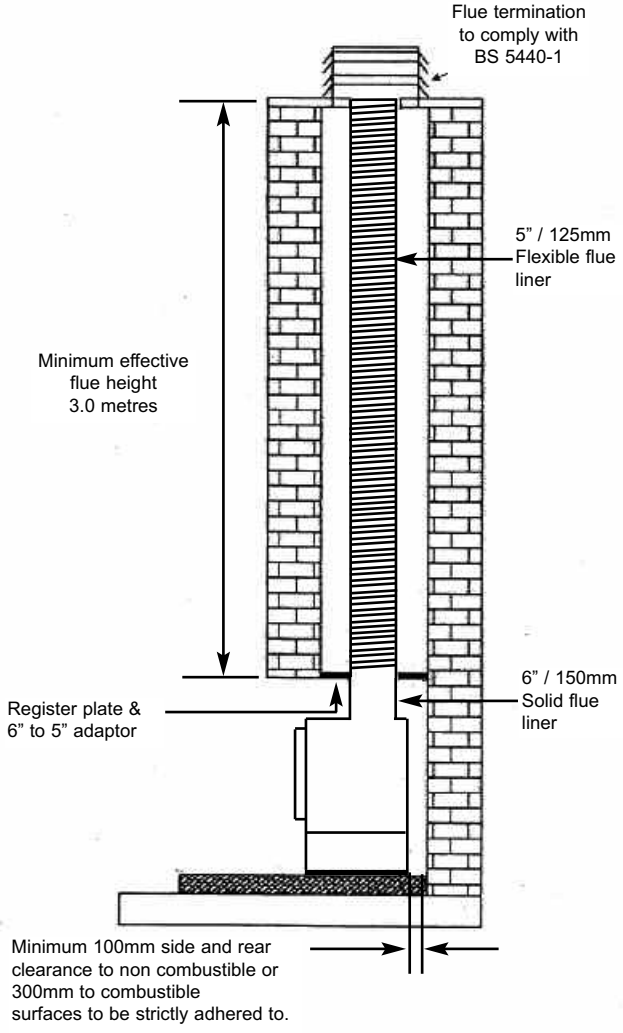
## 2.4 INSTALLING THE STOVE USING REAR FLUE OUTLET WHEN CHIMNEY HAS NO INTEGRAL CLAY FLUE LINER.

Fig. 3



2.5      **INSTALLING THE STOVE USING TOP FLUE OUTLET WHEN  
CHIMNEY HAS NO INTEGRAL CLAY FLUE LINER.**

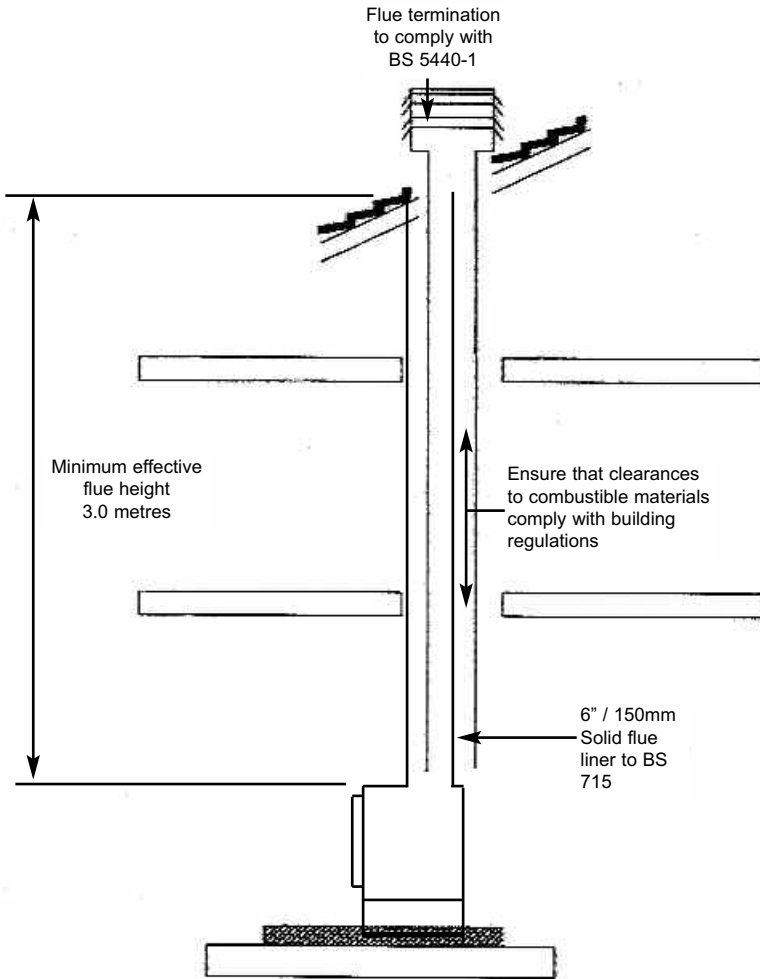
Fig. 4



**IMPORTANT NOTE :** If the stove is fitted with a top flue outlet and the chimney does not have an integral chimney liner then the flue must be lined with a flexible flue liner as shown above. Alternatively, the stove can be fitted with the closure plate and a rear flue outlet as shown in section 2.4 on the previous page.

## 2.6 INSTALLING THE STOVE USING A PRE-FABRICATED FLUE SYSTEM

Fig. 5



Product shown fitted in top flue outlet position, product can also be fitted to pre-fabricated flue system via rear outlet on the stove.

## 2.7 CHANGING THE FLUE OUTLET FROM TOP TO REAR

2.7.1 There is a choice of either top or rear flue outlet options for the Portway gas stove. The stove is supplied from the factory with the flue outlet in the top position, if you wish to use the rear flue outlet then follow the instructions below to change the outlet from top to rear.

Fig. 6

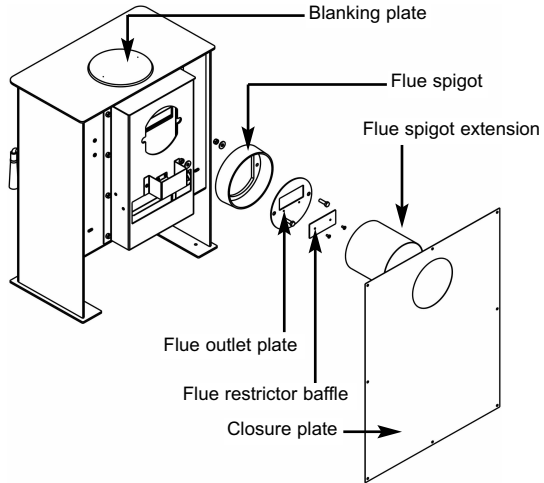
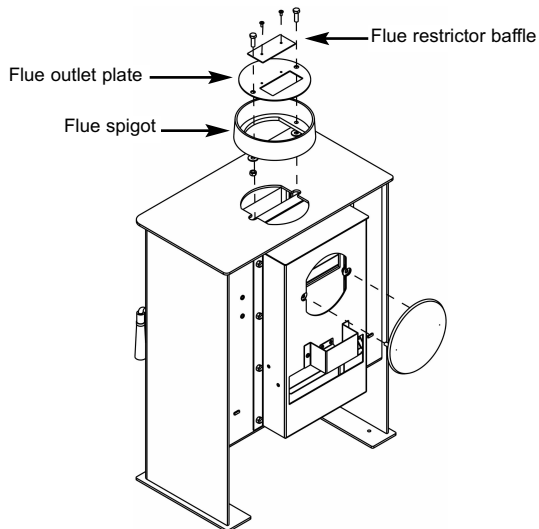


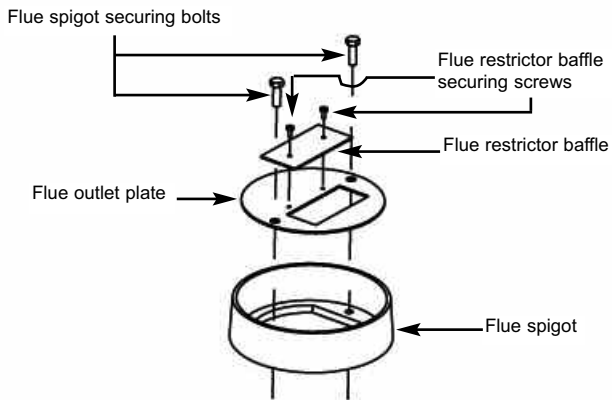
Fig. 7



## 2.8 REMOVAL & RE-FITTING THE FLUE RESTRICTOR BAFFLE

2.8.1 The flue restrictor baffle can be removed and re-fitted as shown below in figure 8.

**Fig. 8**



2.8.2 It is recommended that the removal or re-fitting of the flue restrictor baffle is completed with the flue pipe disconnected from the spigot.

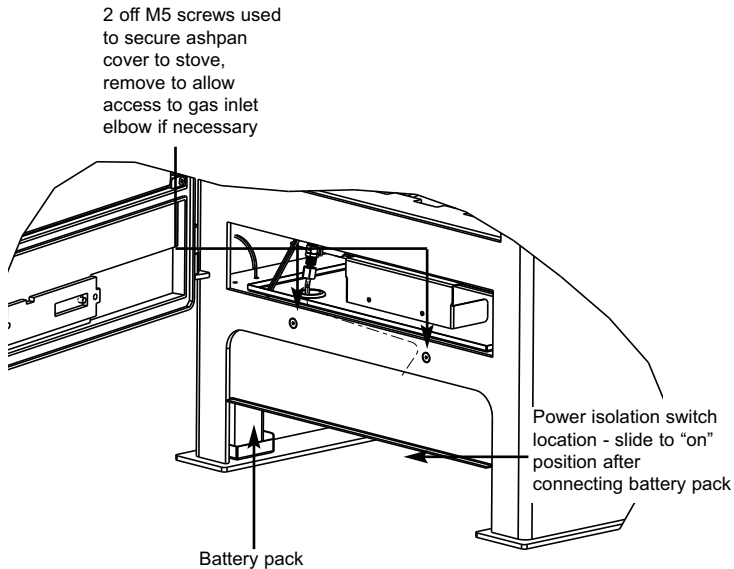
## **2.9 MAKING THE GAS CONNECTION / PRESSURE TESTING**

- 2.9.1 The gas connection should be made to the appliance inlet elbow using 8mm rigid tubing.
- 2.9.2 Remove the pressure test point screw from the inlet elbow and fit a manometer.
- 2.9.3 Turn on the main gas supply and carry out a gas tightness test.
- 2.9.4 Please consult section 3.4 to 3.7 for full lighting instructions.
- 2.9.5 Check that the gas pressure is **20.0 mbar (+/- 1.0mbar) 8.0 in w.g.(+/- 0.4 in w.g.)**.
- 2.9.6 Turn off the stove, remove the manometer and refit the pressure test point screw. Check the pressure test point screw for gas tightness with the appliance turned on using a suitable leak detection fluid or detector.

## 2.10 FITTING THE BATTERIES

- 2.10.1 To prevent un-necessary battery drain, the battery pack that is used to provide the remote and electronic control function for this product is disconnected at the factory. Prior to attempting to light the product, can the installer please ensure that the battery pack is re-connected as shown in section 2.10.2 & 2.10.3 below.
- 2.10.2 Locate the battery pack in the support cradle at the bottom L/H side of the stove (batteries are fitted to this from the factory).
- 2.10.3 The wire and connecting plug from the battery pack should then be re-connected into the supply wire running from the control unit / valve. See figure 9 below.

**Fig. 9**



- 2.10.4 Fit 2 off AA batteries to the handset by unclipping the rear cover, fitting the batteries then replacing the rear cover. Switch the white power isolation switch to the "on" position on the valve after connecting the battery pack.

## SECTION 3 ASSEMBLING FUEL BED AND COMMISSIONING

### 3.1 ASSEMBLING THE LOG FUEL BED

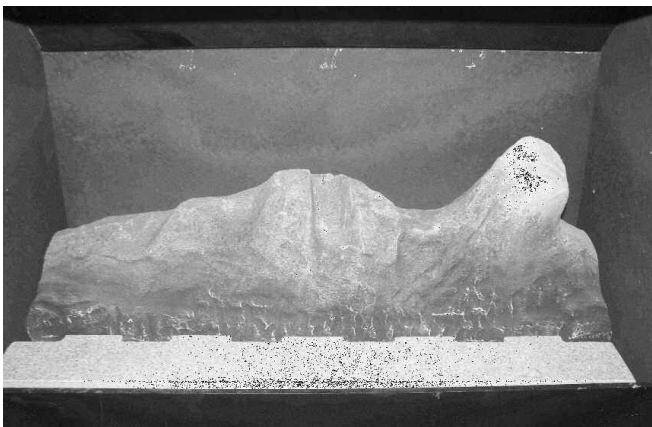
- 3.1.1 Place the ceramic log “A” on top of the fuelbed support and pull fully forwards to the burner. **Make sure that the ceramic log base is positioned centrally in the stove. Ensure that the fuelbed base fits fully down onto the fuel bed support and is not lodged on the burner. See figure 10 below.**

Fig. 10



- 3.1.2 Place the vermiculite front log support onto the burner front rail as shown below in figure 11.

Fig. 11





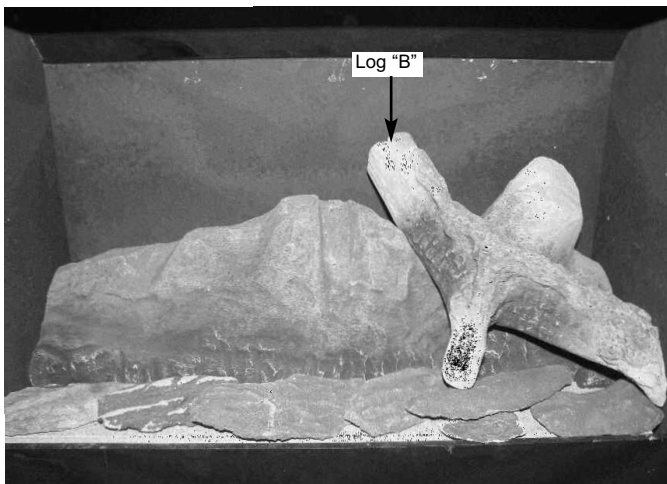
3.1.3 Place a single layer of bark onto the front log support as shown below in figure 12.

**Fig. 12**



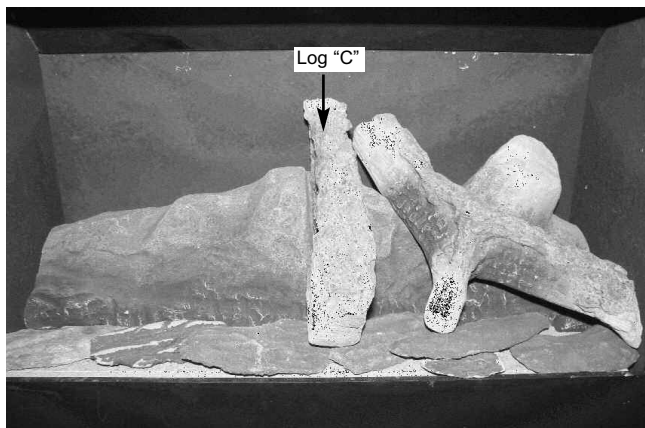
3.1.4 Place log "B" onto the right hand end of the base ceramic log as shown below in figure 13.

**Fig. 13**



3.1.5 Place log "C" onto the groove in the centre of the base ceramic log as shown below in figure 14.

**Fig. 14**



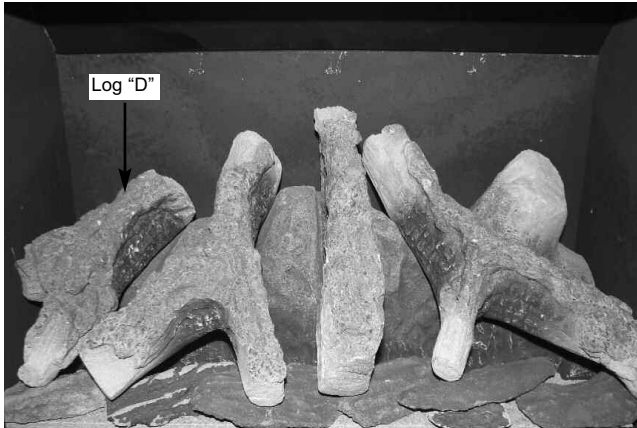
3.1.6 Place log "E" onto the groove in the left hand centre of the base ceramic log as shown below in figure 15.

**Fig. 15**



- 3.1.7 Place log “D” onto the groove in the left hand end of the base ceramic log as shown below in fig. 16

**Fig. 16**



The exact position and fit of the logs may be finely adjusted to give the most pleasing and random appearance.

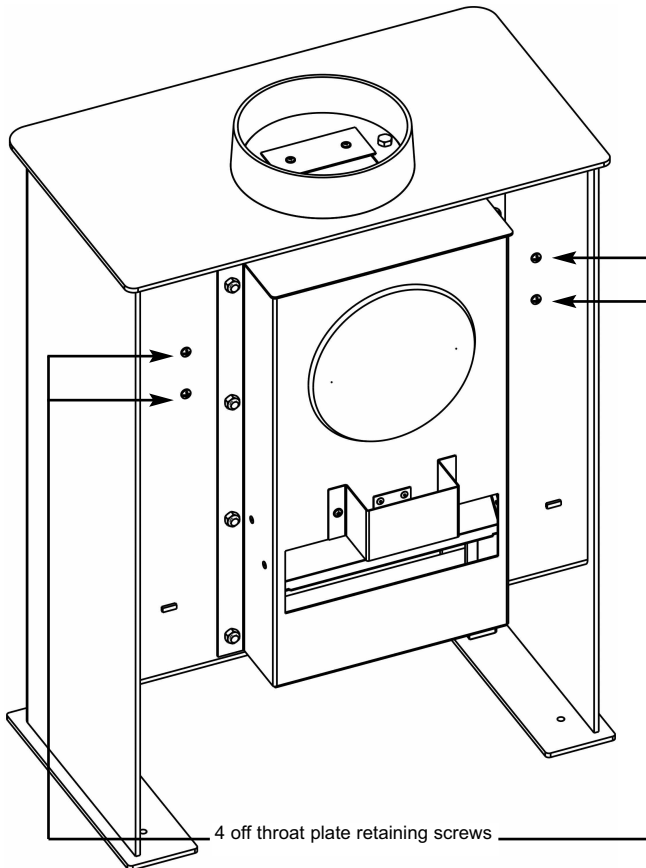
**Warning :** Use only the logs supplied with the fire. When replacing the logs remove the old logs and discard them. Fit a complete set of logs of the correct type. Do not fit additional logs or any logs other than a genuine replacement set.

This appliance uses fuel effect pieces containing Refractory Ceramic Fibres (R.C.F.), which are man-made vitreous silicate fibres. Excessive exposure to these materials may cause temporary irritation to eyes, skin and respiratory tract. Consequently, it makes sense to take care when handling these articles to ensure that the release of dust is kept to a minimum. To ensure that the release of fibres from these R.C.F. articles is kept to a minimum, during installation & servicing we recommend that you use a HEPA filtered vacuum to remove any dust and soot accumulated in and around the fire, before and after working on the fire. When replacing these articles we recommend that the replaced items are not broken up, but are sealed within a heavy duty polythene bag, clearly labelled as “RCF waste”. This is not classified as “hazardous waste” and may be disposed of at a tipping site licensed for the disposal of industrial waste. Protective clothing is not required when handling these articles, but we do recommend you follow the normal hygiene rules of not smoking, eating or drinking in the work area, and always wash your hands before eating or drinking. This appliance does not contain any component manufactured from asbestos or asbestos related products.

### 3.2 REVERSING THE SIDE AND REAR BOARDS WHEN CHANGING FUEL-BED TYPE FROM LOG TO COAL

3.2.1 To reverse the internal rear and side boards (from cream coloured to black for use with the optional coal fuel-bed) the throat plate must be removed. To remove the throat plate remove the 4 off bolts each side as shown below in figure 17.

Fig. 17



3.2.2 Remove the throat plate via the front of the stove, reverse the side and rear boards and re-assemble in reverse order.

### 3.3 ASSEMBLING THE COAL FUEL BED

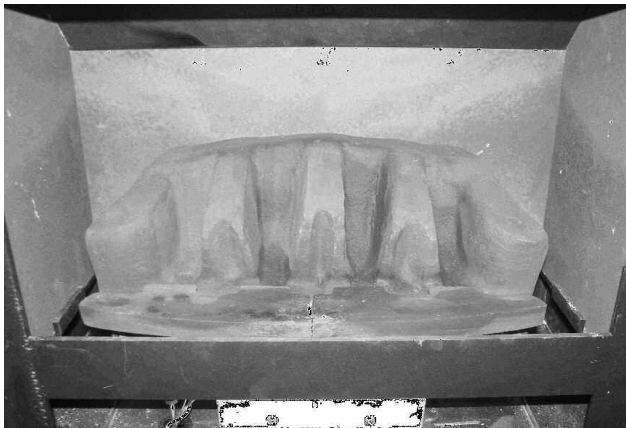
- 3.3.1 Place the ribbed ceramic fuelbed base on top of the fuelbed support and pull fully forwards to the burner. **Make sure that the fuelbed base is located centrally in the stove. Ensure that the fuelbed base fit fully down onto the fuel bed support and is not lodged on the burner. See figure 18 below.**

Fig. 18



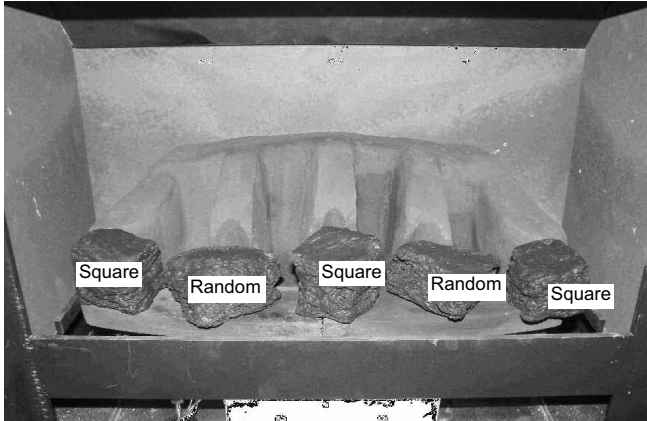
- 3.3.2 Position the two halves of the front ceramic (L/H & R/H) on the locating channel in the front ceramic, ensuring it is located onto the lip on the burner front ceramic support, as shown in figure 19 below.

Fig. 19



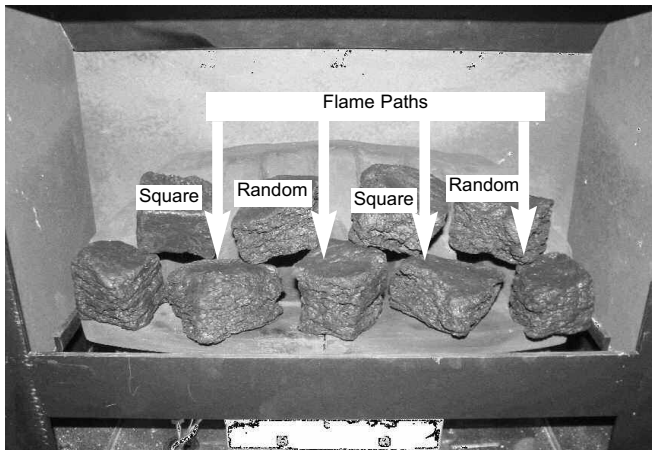
3.3.3 Fit three of the large sized square coals onto the front ceramic rail, and two of the random shaped coals as shown below ensuring that they are evenly spaced. Use the recess's in the front ceramic rail as a guide for placement, as shown below in figure 20.

**Fig. 20**



3.3.4 Select two of the large square coals and two of the large random coals and arrange behind the front row of coals, ensuring that flame paths as indicated below are not interrupted, as shown in figure 21 below.

**Fig. 21**



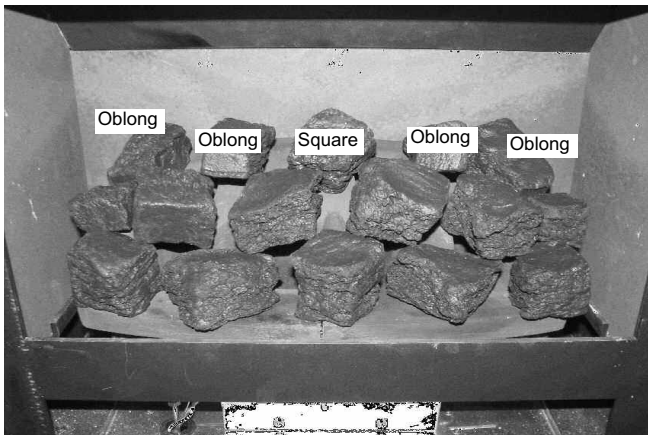
3.3.5 Select the two small coals and position at each end of the second row of coals as shown below in figure 22.

**Fig. 22**



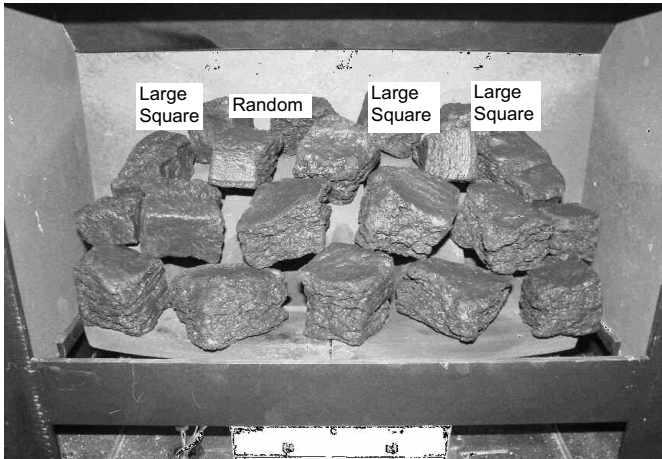
3.3.6 Select four of the oblong coals and one of the large square coals and arrange as shown behind the second row of coals, using the ribs in the fuelbed matrix as a guide for placement, as shown below in figure 23.

**Fig. 23**



- 3.3.7 Select the remaining three large square coals and one random coal and position to fill the gaps at the rear of the fuel-bed as shown below in figure 24.

Fig. 24



The exact position and fit of the coals may be finely adjusted to give the most pleasing and random appearance.

**Warning :** Use only the coals supplied with the stove. When replacing the coals remove the old coals and discard them. Fit a complete set of coals of the correct type. Do not fit additional coals or any coals other than a genuine replacement set.

This appliance uses fuel effect pieces containing Refractory Ceramic Fibres (R.C.F.), which are man-made vitreous silicate fibres. Excessive exposure to these materials may cause temporary irritation to eyes, skin and respiratory tract. Consequently, it makes sense to take care when handling these articles to ensure that the release of dust is kept to a minimum. To ensure that the release of fibres from these R.C.F. articles is kept to a minimum, during installation & servicing we recommend that you use a HEPA filtered vacuum to remove any dust and soot accumulated in and around the fire, before and after working on the fire. When replacing these articles we recommend that the replaced items are not broken up, but are sealed within a heavy duty polythene bag, clearly labelled as "RCF waste". This is not classified as "hazardous waste" and may be disposed of at a tipping site licensed for the disposal of industrial waste. Protective clothing is not required when handling these articles, but we do recommend you follow the normal hygiene rules of not smoking, eating or drinking in the work area, and always wash your hands before eating or drinking. This appliance does not contain any component manufactured from asbestos or asbestos related products.

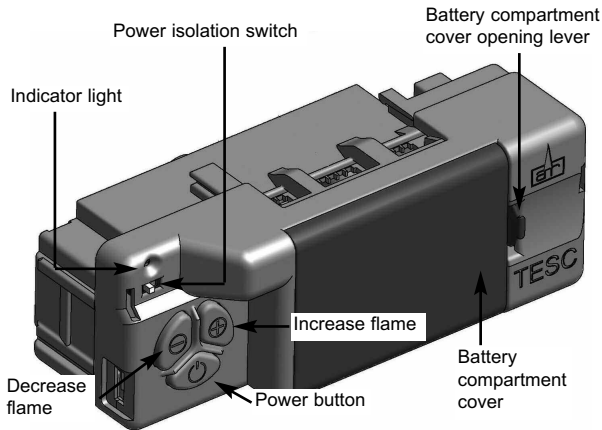


### 3.4 LIGHTING THE STOVE MANUALLY VIA THE CONTROL VALVE

3.4.1 These products can be operated manually by using the buttons directly on the fire control in addition to the handset (should the need arise).

3.4.2 To operate the fire press and hold the “power” button as shown below in figure 25 for two seconds, release as soon as the red indicator light shown in figure 25 illuminates. The burner will then start its ignition sequence and light to the maximum heat input level. **For most efficient performance leave the fire on high when lighting from cold for ten minutes.**

Fig. 25



3.4.3 To reduce the heat input, press and release the (-) button to lower the heat input level one step at a time. Pressing the (-) button continuously will move the heat input level to the minimum.

3.4.4 To increase the heat input level, press then release the (+) button to increase the heat input level one step at a time. Pressing the (+) button continuously will move the heat input level to the maximum.

3.4.5 To turn the fire off, press the power button and the burner will stop.

3.4.6 **If you are not intending to use the fire for a long period (i.e. over the summer months) the battery life can be extended by sliding the power isolator switch to the left (to the “0” position away from the “1” position) on the valve itself, which is located behind the ashpan cover on the fire.**

### 3.5 SETTING THE TIME, DATE & TEMPERATURE ON THE REMOTE HANDSET

- 3.5.1 Fit the 2 off AA batteries to the handset by removing the cover on the rear of the handset and inserting the batteries, ensure the correct +/- polarity is observed. Following insertion of the batteries the screen displayed will be as shown below in figure 26.

Fig. 26



- 3.5.2 Hold the handset with one hand ensuring your hand is wrapped around the back and that your hand is in contact with both sides of the handset. The green light of the “unlock” symbol should light and the screen displayed will be as shown overpage in figure 27.
- 3.5.3 The “H” symbol as indicated in figure 27 overpage indicates that the timer can now be set in either 24hr or 12hr mode. Press the + or - buttons on the handset to toggle between the two settings, figure 27 overpage displays the 24hr mode.

**Fig. 26**



3.5.4 When the 24hr or 12hr time display option has been chosen and you are ready to confirm the setting you want press the SET button on the handset to progress to setting the day of the week as shown overpage in figure 17.

3.5.5 Press and release the + and - buttons on the handset until the correct day of the week is shown on the handset display

Mo = Monday  
Tu = Tuesday  
We = Wednesday  
Th = Thursday  
Fr = Friday  
Sa = Saturday  
Su = Sunday

3.5.6 Press SET to accept the day of the week and progress to setting the hour of the day.

**Fig. 28**



3.5.7 As shown above in figure 28 the time on the handset can now be set by using the + and - buttons to change the hour to the correct hour then press SET to store and to move to setting the minute. Repeat this process for setting the minute to the correct minute then press SET to store.

3.5.8 The handset will then display the temperature setting screen as shown overpage in figure 29, the option to choose either Celsius or Fahrenheit can be chosen, these settings are shown as either C or F. Use the + and - buttons to toggle between these two options then press SET to store. The important settings have now been completed so press and hold the SET button for a few seconds and this will exit the set-up menu.

### 3.6 LIGHTING THE STOVE VIA THE REMOTE CONTROL HANDSET

3.6.1 Ensure valve power isolation switch is in the on position - see figure 25 and that the time, date & temperature display settings as shown in section 3.5 have been completed. Hold the handset with one hand ensuring your hand is wrapped around the back and that your hand is in contact with both sides of the handset. The green light of the “unlock” symbol should light. See figure 29 below.

Fig. 29



3.6.2 Press and hold the power button continuously until the word “PILOT” appears at the bottom left of the display as shown overpage in figure 30, (this typically takes two seconds). The burner will now light at maximum heat input level and will display “MAX” in the bottom left hand side of the display as shown in figure 31 overpage.

NOTE : If the power button is pressed for too long or too short a time or the grip on the handset is not firm or is released too soon, the lighting sequence will be interrupted and not complete. The reason for the remote control having this strict start sequence is for safety reasons so that the starting operation of the fire will be most unlikely to be done other than intentionally by an adult.

**Fig. 30 - "PILOT" displayed**



"PILOT" displayed on handset during ignition sequence (typically takes two seconds)

**Fig. 31 - "MAX" & large flame symbol displayed**

"MAX FLAME" displayed on handset when burner is lit to maximum rate



## 3.6 LIGHTING THE STOVE VIA THE REMOTE HANDSET (CONTINUED)

- 3.6.3 To decrease the heat input level of the burner hold the handset as described in section 3.6.1 to unlock the keypad then press and release the - button. Pressing and releasing the - button will lower the heat input level one step at a time. Pressing the - button continuously will move the heat input level to the minimum, see figure 32 below.

Fig. 32



- 3.6.4 To increase the heat input level of the fire's burner hold the handset as described in section 3.6.1 to unlock the keypad then press and release the + button. Pressing and releasing the + button will increase the heat input level one step at a time. Pressing the + button continuously will move the heat input level to the maximum.
- 3.6.5 To turn the fire off hold the handset as described in section 3.6.1 to unlock the keypad then press and release the power button. The burner will go out.

### 3.6.6

**If you are not intending to use the fire for a long period (i.e. over the summer months) the battery life can be extended by sliding the power isolator switch to the left (to the “0” position away from the “1” position) on the valve itself, which is located behind the ashpan cover on the fire.**

### 3.6.7

**In the event of loss of the remote handset, as a backup the fire can be controlled from the valve, which is located behind the ashpan cover on the fire, see section 3.4 for full manual operating instructions. If your fire does not operate manually please consult the troubleshooting chart on the rear page of this manual.**

### 3.6.8

If the handset is misplaced you can “page it” by pressing the (+) button only on the control valve on the fire for a period of 5 seconds. The handset will flash and make an audible noise to help you locate it. Once you find the handset with one hand ensure your hand is wrapped around the back and that your hand is in contact with both sides of the handset then the audible noise will cease. The flashing and sound will last for 60 seconds each time the handset is paged as described. If not found in 60 seconds page the handset again until located.

## 3.7

### **ADVANCED SETTINGS MENU OF THE REMOTE CONTROL**

#### 3.7.1

##### **Snooze mode in manual operation**

##### 3.7.1.1

Snooze mode is a time period which can be set which will turn the fire automatically off after a certain time period has elapsed.

##### 3.7.1.2

Hold the handset with one hand ensuring your hand is wrapped around the back and that your hand is in contact with both sides of the handset. The green light of the “unlock” symbol should light. The snooze time period can be set either before or during manual operation of the fire.

##### 3.7.1.3

With the handset held as described above, press the mode button to scroll through the functions until the symbols MAN and Zzz are flashing at the top of the display as shown overpage in figure 33.

##### 3.7.1.4

Press and release the set button and this will put the control into the manual snooze mode.

##### 3.7.1.5

The default time period in snooze mode is 1:00 hour.



**Fig. 33**



- 3.7.1.6 Pressing the set button again will now show you the snooze time period remaining. The snooze time period can be adjusted by pressing the + or - buttons on the handset. This time period can be set ranging from 1 minute to 4:00 hours.
- 3.7.1.7 To adjust the snooze period, hold the handset with one hand ensuring your hand is wrapped around the back and that your hand is in contact with both sides of the handset. The green light of the “unlock” symbol should light. Press the set button and the screen will show how long is left of the snooze period as shown overpage in figure 34.

**Fig. 34**



- 3.7.1.8 To adjust the snooze period use the + and - buttons to increase or decrease the snooze period for any period between 1 minute and 4:00 hours.
- 3.7.1.9 When the correct snooze period is indicated on the handset, press the set button to store the required time period, or alternatively the handset can be left for a few seconds and the period will be stored automatically.
- 3.7.1.10 When the countdown timer for the snooze period has reached zero the fire will turn off (as if you had turned the fire off manually).

### 3.7.2 Thermostatic mode

**PLEASE NOTE : Thermostatic mode of this fire will only allow regulation of the room temperature by the fire when it has been already lit via manual operation of the handset. It will not allow the fire to light automatically due to low ambient room temperature and should therefore not be relied upon for frost protection purposes.**

3.7.2.1 Hold the handset with one hand ensuring your hand is wrapped around the back and that your hand is in contact with both sides of the handset. The green light of the “unlock” symbol should light.

3.7.2.2 With the handset held as described above, press and release the mode button several times as necessary until the display has the thermometer symbol flashing at the top of the display. Press the set button to enter this mode, as shown below in figure 35.

Fig. 35



3.7.2.3 Press the set button again to see the temperature setting that is set (the default is 24 degrees celsius). If a different set temperature is required, whilst the display is showing this set temperature, press the + and - buttons to alter this setting, press the set button to store the required temperature, or alternatively the handset can be left for a few seconds and the temperature will be stored automatically.

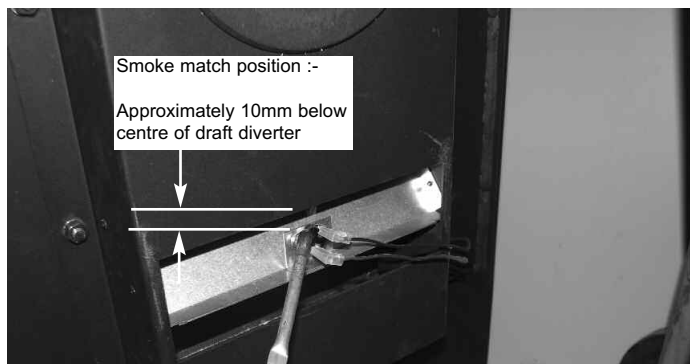
3.7.2.4 If at any time the power button is operated during thermostat mode the control will cancel any thermostat operation and return the control to manual mode.

3.7.2.5 **IMPORTANT NOTE : Thermostat mode will not light the fire automatically and will only regulate between the maximum and minimum burner setting. The fire must be lit manually via the handset and then you enter thermostat mode as described in this section and set the temperature. When no longer requiring thermostat mode turn off the burner and the handset will return to manual mode.**

### 3.8 CHECKING FOR CLEARANCE OF COMBUSTION PRODUCTS

- 3.8.1 Close all doors and windows in the room.
- 3.8.2 Light the stove and allow to run for approximately 5 minutes on high position.
- 3.8.3 After approximately 5 minutes hold a smoke match just inside and 10mm below the top edge of the draft diverter (located on the rear of right hand side of the stove as shown below in figure 36). A suitable smoke match holder must be used when checking for clearance of combustion products). All smoke generated should be drawn back into the flue. If slight spillage occurs or if in doubt, repeat the test after a further 5-10 minutes. **If the test indicates that spillage is occurring and the flue restrictor baffle has been fitted, it should be removed and the test repeated after the fire has cooled.**

Fig. 36



- 3.8.4 If spillage persists, the flue is not functioning correctly and a fault exists. If, after investigation the fault cannot be traced and rectified, the fire must be disconnected from the gas supply and expert advice obtained.
- 3.8.5 If there is an extractor fan fitted any where in the vicinity of the appliance, the spillage test should be repeated with the fan running on maximum and all interconnecting doors open.
- 3.8.6 After ensuring that the fire is safe to use it should be left on high position to fully warm up. During this time a slight odour may be noticed, this is due to the “newness” of the fire and will soon disappear. Finally, hand this manual over to the customer and explain the operation of the fire.

## SECTION 4 MAINTENANCE

### Servicing Notes

Servicing should be carried out annually by a competent person such as a **GAS SAFE** registered engineer and must include an oxy-pilot change. This is a condition of the Portway 3 year guarantee schemes that this is carried out by a competent person i.e a **GAS SAFE** registered Engineer in accordance with these servicing notes.

The condition of the coals or logs should be checked and **if necessary the whole set should be replaced with a genuine replacement set.**

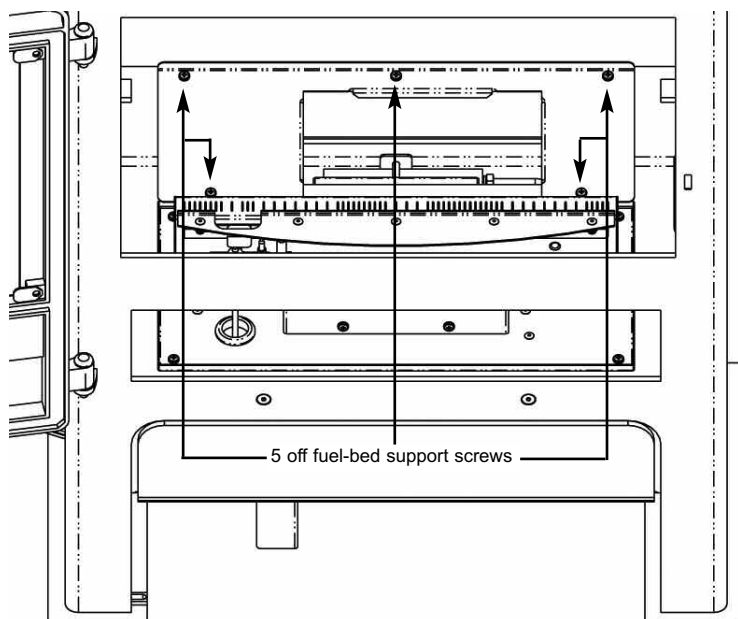
The burner assembly is designed to be removed as a complete unit for ease of access. **After any servicing work a gas tightness check must always be carried out.**

#### 4.1 Removing the Burner Assembly from the Stove

4.1.1 Ensure the stove is cool, open the door.

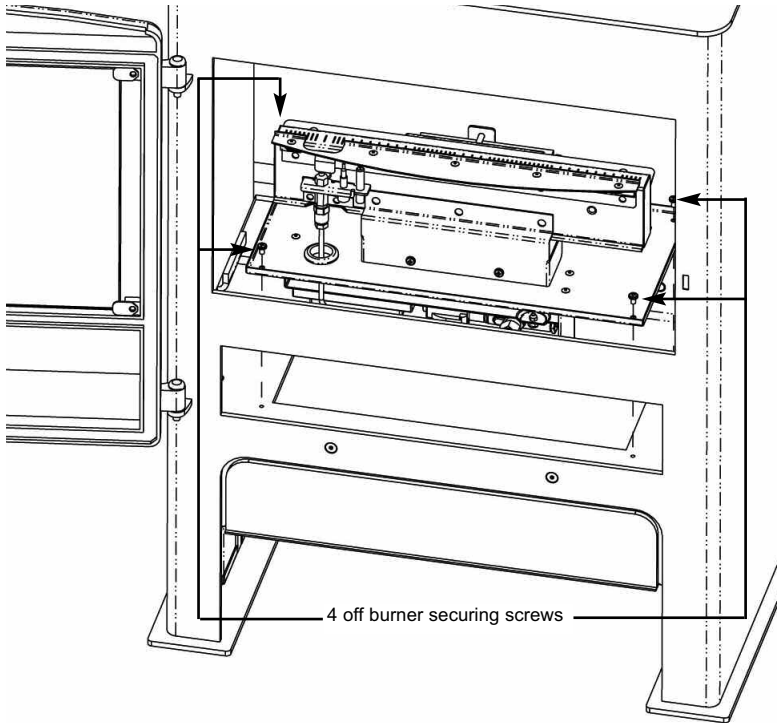
4.1.2 Isolate the gas supply, then remove the ceramics. Remove the 5 off fixing screws which hold the fuel-bed support plate in position as shown below in figure 37, then lift the fuel-bed support clear from the stove.

Fig. 37



- 4.1.3 Remove the 4 off fixing screws which hold the burner in position as shown below in figure 38. Disconnect thermal cut-out at rear of stove.

**Fig. 38**



- 4.1.4 Lift the burner engine out of the product, taking care not to damage the burner unit or controls in the process.

## **4.2 Removing / Replacing the Valve Assembly**

- 4.2.1 Remove the burner assembly as in section 4.1
- 4.2.2 Disconnect the thermocouple wire from the valve. Remove the main pipe, inlet pipe and pilot pipe from the valve.
- 4.2.3 Remove the valve retaining screws and lift clear. Re-assemble in reverse order and carry out a gas tightness test. Re-fit coals or logs as shown in section 3.

4.2.4 Close the door, light the stove and complete a spillage test.

### **4.3 Removing / Replacing the Pilot Assembly.**

**Note : Because this appliance is fitted with an atmosphere sensing 'Oxy-Pilot' it is not possible to replace the thermocouple separately, because the thermocouple position is factory set to a tight tolerance. Any replacement of parts on the pilot requires a complete new pilot assembly.**

4.3.1 Disconnect the thermocouple wire from the valve, the HT ignition lead and cables to thermal switch.

4.3.2 Loosen the pilot nut and remove two screw retaining the pilot assembly.

4.3.3 Re-assemble in reverse order and carry out a gas tightness test. Re-fit coals or logs as shown in section 3.

4.3.4 Close the door, light the stove and complete a spillage test.

### **4.4 Removing / Replacing the Thermal Cut-Out**

4.4.1 The thermal cut-out is located on the draft diverter at the rear of the stove as shown overpage in figure 39.

4.4.2 To remove the thermal cut-out from the stove, unscrew the 2 off retaining screws and disconnect the interrupter wires.

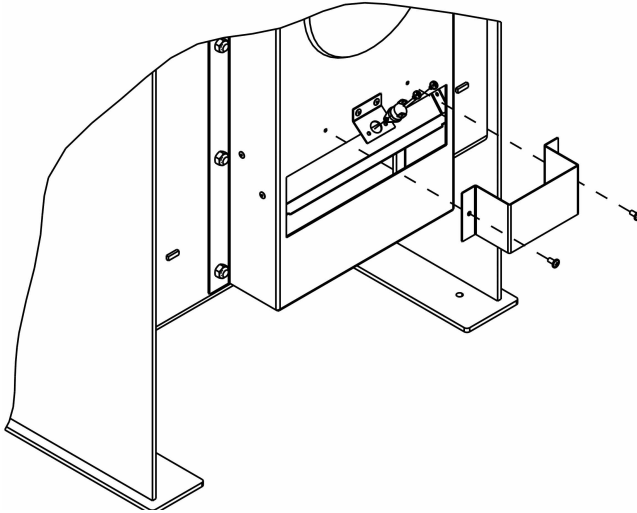
4.4.3 Replace in reverse order.

4.4.4 Close the door, light the stove and complete a spillage test.



#### 4.4 Removing / Replacing the Thermal Cut-Out (continued)

Fig. 39



#### Parts Shortlist

Rear liner	B-142500
Side liner	B-142490
Glass door panel	B-125840
Thermal cut out	B-39640
Connection wire	B-34690
Coal / ceramic set	B-120670
Coals only	B-168430
Coal front rail	B-39650
RC gas control valve	B-160780
RC battery holder	B-168920
ODS Pilot	B-170240
Log / ceramic set (complete)	B-145700
Front rail (log set)	B-139650
Base / rear log (log set)	B-145680
Log form "B" (log set)	B-105680
Log from "C" (log set)	B-105690
Log form "D" (log set)	B-105700
Log form "E" (log set)	B-105710
Ceramic bark (log set)	B-145690

## SECTION FIVE - USER INSTRUCTIONS

### 5.1 INSTALLATION INFORMATION

#### CONDITIONS OF INSTALLATION

It is the law that all gas appliances are installed only by a competent (e.g. Registered) Installer, in accordance with the installation instructions and the Gas Safety (Installation and Use) Regulations 1998. Failure to install appliances correctly could lead to prosecution. It is in your own interest and that of safety to comply with the law.

The stove may be installed below combustible shelves providing that the clearance above the fire 610mm.

This stove is a heating appliance, therefore all external surfaces of the product are classified as a working surface and will become hot during use of the stove.

**DO NOT UNDER ANY CIRCUMSTANCES USE THIS APPLIANCE IF THE GLASS PANEL IS BROKEN OR NOT SECURELY FIXED TO THE DOOR ASSEMBLY.**

The Model number of this appliance is as stated on the rating plate affixed to the burner assembly of the stove and it is manufactured by :-

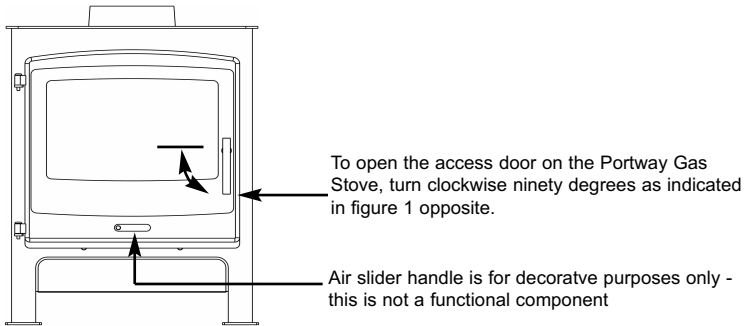
BFM Europe Ltd  
Trentham Lakes  
Stoke on Trent  
ST4 4TJ

## 5.2 ABOUT YOUR NEW PORTWAY GAS STOVE

The Portway gas stove incorporates a unique and highly developed fuel bed which gives the realism of a loose log or coal layout combined with realistic flames and glow. The use of durable ceramic material in the construction of the fuelbed components ensures long and trouble free operation.

Please take the time to fully read these instructions as you will then be able to obtain the most effective and safe operation of your stove, see figure 1 below for details of door opening.

**Fig. 1**



## **IMPORTANT SAFETY INFORMATION**

### **WARNING**

**This is a heating appliance and as with all heating appliances a fireguard should be used for the protection of children, the elderly and infirm. Fireguards should conform to B.S. 8423 : 2002 (Fireguards for use with gas heating appliances).**

It is important that this appliance is serviced at least once a year by a GAS SAFE registered gas installer. During the annual service, replacement of the pilot must be carried out. **This is a condition of the manufacturers guarantee.**

Any debris or deposits should be removed from the fuel bed from time to time. This may be carried out by referring to the cleaning section as described later in this book. Only complete and genuine replacement fuel-bed sets must be used. Always keep furniture and combustible materials well clear of the fire and never dry clothing or items either on or near to the fire. Never use aerosols or flammable cleaning products near to the fire when it is in use.

**The ceramic fuel bed remains hot for a considerable period after use and sufficient time should be allowed for the fire to cool before cleaning etc.**

**DO NOT USE THIS FIRE UNDER ANY CIRCUMSTANCES IF THE GLASS PANEL IS CRACKED, BROKEN OR MISSING.**

## 5.3 OPERATING THE STOVE - REMOTE CONTROL MODELS

- 5.3.1 Ensure valve power isolation switch is in the on position - see figure 6  
Hold the handset with one hand ensuring your hand is wrapped around the back and that your hand is in contact with both sides of the handset.  
The green light of the “unlock” symbol should light. See figure 1 below.

Fig. 1



- 5.3.2 Press and hold the power button continuously until the word “PILOT” appears at the bottom left of the display as shown overpage in figure 2, (this typically takes two seconds). The burner will now light at maximum heat input level and will display “MAX” in the bottom left hand side of the display as shown in figure 3 overpage. **For most efficient performance leave the fire on high when lighting from cold for ten minutes.**

NOTE : If the power button is pressed for too long or too short a time or the grip on the handset is not firm or is released too soon, the lighting sequence will be interrupted and not complete. The reason for the remote control having this strict start sequence is for safety reasons so that the starting operation of the fire will be most unlikely to be done other than intentionally by an adult.

**Fig. 2 - "PILOT" displayed**



"PILOT" displayed on handset during ignition sequence (typically takes two seconds)

**Fig. 3 - "MAX" & large flame symbol displayed**

"MAX FLAME" displayed on handset when burner is lit to maximum rate



### 5.3 OPERATING THE APPLIANCE - REMOTE CONTROL MODELS (CONTINUED)

5.3.3 To decrease the heat input level of the burner hold the handset as described in section 5.3.1 to unlock the keypad then press and release the - button. Pressing and releasing the - button will lower the heat input level one step at a time. Pressing the - button continuously will move the heat input level to the minimum, see figure 4 below.

Fig. 4



5.3.4 To increase the heat input level of the fire's burner hold the handset as described in section 5.3.1 to unlock the keypad then press and release the + button. Pressing and releasing the + button will increase the heat input level one step at a time. Pressing the + button continuously will move the heat input level to the maximum.

5.3.5 To turn the fire off hold the handset as described in section 5.3.1 to unlock the keypad then press and release the power button. The burner will go out.

### 5.3.6

**If you are not intending to use the fire for a long period (i.e. over the summer months) the battery life can be extended by sliding the power isolator switch to the left (to the “0” position away from the “1” position) on the valve itself, which is located behind the ashpan cover on the fire.**

### 5.3.7

**In the event of loss of the remote handset, as a backup the fire can be controlled from the valve, which is located behind the ashpan cover on the fire, see section 5.4 for full manual operating instructions. If your fire does not operate manually please consult the troubleshooting chart on the rear page of this manual.**

### 5.3.8

If the handset is misplaced you can “page it” by pressing the (+) button only on the control valve on the fire for a period of 5 seconds. The handset will flash and make an audible noise to help you locate it. Once you find the handset with one hand ensure your hand is wrapped around the back and that your hand is in contact with both sides of the handset then the audible noise will cease. The flashing and sound will last for 60 seconds each time the handset is paged as described. If not found in 60 seconds page the handset again until located

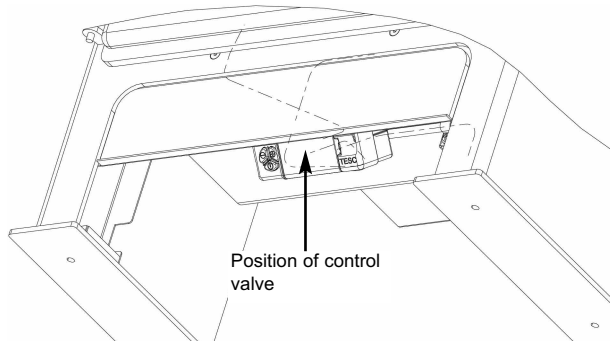
**IMPORTANT NOTE : THE BATTERIES SHOULD BE REPLACED WITH GOOD QUALITY ALKALINE BATTERIES WHEN REQUIRED, THE BATTERY LIFE IS EXPECTED TO BE A MINIMUM OF 12 MONTHS WITH NORMAL USAGE. FOR BEST PERFORMANCE BFM EUROPE RECOMMEND THE USE OF ENERGIZER BATTERIES WITH IT'S PRODUCTS.**



## 5.4 MANUAL OPERATION OF THE STOVE

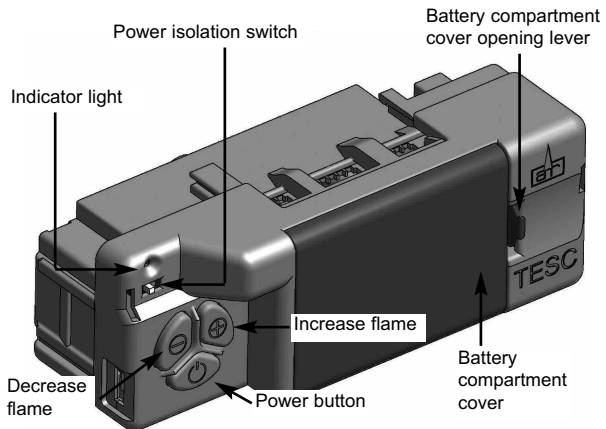
5.4.1 These products can be operated manually should the need arise. The control valve is located at the base of the stove, as shown below in figure 5.

**Fig. 5**



5.4.2 Ensure that the power isolation switch is in position "1" and the power indicator light is illuminated (red) as shown in figure 6 below.

**Fig. 6**



- 5.4.3 To operate the fire press and hold the “power” button as shown in figure 2 on the previous page for two seconds, release as soon as the red indicator light in figure 2 on the previous page illuminates. The burner will start its ignition sequence and light to the maximum heat input level.
- 5.4.4 To reduce the heat input, press and release the (-) button to lower the heat input level one step at a time. Pressing the (-) button continuously will move the heat input level to the minimum.
- 5.4.5 To turn the fire off, press the power button and the burner will stop.

5.4.6 **If you are not intending to use the fire for a long period (i.e. over the summer months) the battery life can be extended by sliding the power isolator switch to the left (to the “0” position away from the “1” position) on the valve itself, which is located behind the ashpan cover on the fire.**

## 5.5 REPLACING THE BATTERIES

- 5.5.1 Locate the control valve battery cover at the bottom of the stove, slide the power isolator switch to the “0” position (to the left).
- 5.5.2 Remove the battery cover and replace the 3 off AA batteries with good quality Alkaline items, BFM Europe recommend the use of “Energizer” batteries. **It is important that only an alkaline battery is used, otherwise premature battery failure and leakage may result.**
- 5.5.3 Replace the battery cover and turn the power isolator switch to the “1” position (to the right).
- 5.5.4 Operate the fire as normal.
- 5.5.5 Fit two off AA batteries to the handset in the direction shown inside the handset moulded into the plastic.

## 5.6 SETTING THE TIME, DATE & TEMPERATURE ON THE REMOTE HANDSET

- 5.6.1 Fit the 2 off AA batteries to the handset by removing the cover on the rear of the handset and inserting the batteries, ensure the correct +/- polarity is observed. Following insertion of the batteries the screen displayed will be as shown below in figure 7.

Fig. 7



- 5.6.2 Hold the handset with one hand ensuring your hand is wrapped around the back and that your hand is in contact with both sides of the handset. The green light of the “unlock” symbol should light and the screen displayed will be as shown overpage in figure 8.
- 5.6.3 The “H” symbol as indicated in figure 8 overpage indicates that the timer can now be set in either 24hr or 12hr mode. Press the + or - buttons on the handset to toggle between the two settings, figure 8 overpage displays the 24hr mode.

**Fig. 8**



5.6.4 When the 24hr or 12hr time display option has been chosen and you are ready to confirm the setting you want press the SET button on the handset to progress to setting the day of the week as shown overpage in figure 9.

5.6.5 Press and release the + and - buttons on the handset until the correct day of the week is shown on the handset display

Mo = Monday  
Tu = Tuesday  
We = Wednesday  
Th = Thursday  
Fr = Friday  
Sa = Saturday  
Su = Sunday

5.6.6 Press SET to accept the day of the week and progress to setting the hour of the day.

**Fig. 9**



5.6.7 As shown above in figure 9 the time on the handset can now be set by using the + and - buttons to change the hour to the correct hour then press SET to store and to move to setting the minute. Repeat this process for setting the minute to the correct minute then press SET to store.

5.6.8 The handset will then display the temperature setting screen as shown overpage in figure 10, the option to choose either Celsius or Fahrenheit can be chosen, these settings are shown as either C or F. Use the + and - buttons to toggle between these two options then press SET to store. The important settings have now been completed so press and hold the SET button for a few seconds and this will exit the set-up menu.

**Fig. 10**



5.6.9 The control is now ready for use with the burner.

5.6.10 If the handset is misplaced you can “page it” by pressing the (+) button only on the control valve on the fire for a period of 5 seconds. The handset will flash and make an audible noise to help you locate it. Once you find the handset with one hand ensure your hand is wrapped around the back and that your hand is in contact with both sides of the handset then the audible noise will cease. The flashing and sound will last for 60 seconds each time the handset is paged as described. If not found in 60 seconds page the handset again until located.

## 5.7 ADVANCED SETTINGS MENU OF THE REMOTE CONTROL

### 5.7.1 Snooze mode in manual operation

- 5.7.1.1 Snooze mode is a time period which can be set which will turn the fire automatically off after a certain time period has elapsed.
- 5.7.1.2 Hold the handset with one hand ensuring your hand is wrapped around the back and that your hand is in contact with both sides of the handset. The green light of the “unlock” symbol should light. The snooze time period can be set either before or during manual operation of the fire.
- 5.7.1.3 With the handset held as described above, press the mode button to scroll through the functions until the symbols MAN and Zzz are flashing at the top of the display as shown below in figure 11.
- 5.7.1.4 Press and release the set button and this will put the control into the manual snooze mode.
- 5.7.1.5 The default time period in snooze mode is 1:00 hour.

**Fig. 11**



5.7.1.6 Pressing the set button again will now show you the snooze time period remaining. The snooze time period can be adjusted by pressing the + or - buttons on the handset. This time period can be set ranging from 1 minute to 4:00 hours.

5.7.1.7 To adjust the snooze period, hold the handset with one hand ensuring your hand is wrapped around the back and that your hand is in contact with both sides of the handset. The green light of the “unlock” symbol should light. Press the set button and the screen will show how long is left of the snooze period as shown below in figure 12.

**Fig. 12**



5.7.1.8 To adjust the snooze period use the + and - buttons to increase or decrease the snooze period for any period between 1 minute and 4:00 hours.

5.7.1.9 When the correct snooze period is indicated on the handset, press the set button to store the required time period, or alternatively the handset can be left for a few seconds and the period will be stored automatically.

5.7.1.10 When the countdown timer for the snooze period has reached zero the fire will turn off (as if you had turned the fire off manually).



## 5.7.2 Thermostatic mode

**PLEASE NOTE : Thermostatic mode of this fire will only allow regulation of the room temperature by the fire when it has been already lit via manual operation of the handset. It will not allow the fire to light automatically due to low ambient room temperature and should therefore not be relied upon for frost protection purposes.**

5.7.2.1 Hold the handset with one hand ensuring your hand is wrapped around the back and that your hand is in contact with both sides of the handset. The green light of the “unlock” symbol should light.

5.7.2.2 With the handset held as described above, press and release the mode button several times as necessary until the display has the thermometer symbol flashing at the top of the display. Press the set button to enter this mode, as shown below in figure 13.

Fig. 13



5.7.2.3 Press the set button again to see the temperature setting that is set (the default is 24 degrees celsius). If a different set temperature is required, whilst the display is showing this set temperature, press the + and - buttons to alter this setting, press the set button to store the required temperature, or alternatively the handset can be left for a few seconds and the temperature will be stored automatically.

5.7.2.4 If at any time the power button is operated during thermostat mode the control will cancel any thermostat operation and return the control to manual mode.

5.7.2.5 **IMPORTANT NOTE : Thermostat mode will not light the fire automatically and will only regulate between the maximum and minimum burner setting. The fire must be lit manually via the handset and then you enter thermostat mode as described in this section and set the temperature. When no longer requiring thermostat mode turn off the burner and the handset will return to manual mode.**

**5.8 TURNING THE PRODUCT OFF IN THE UNLIKELY EVENT OF A REMOTE HANDSET MALFUNCTION**

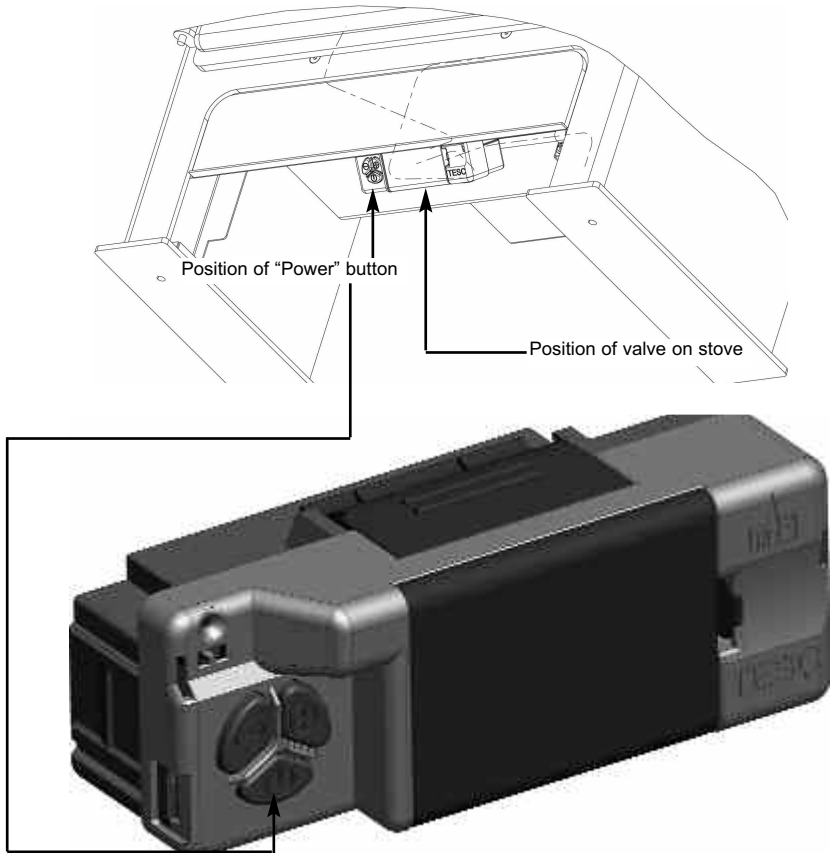
5.8.1 In the unlikely event of the remote control handset malfunctioning (or if lost or broken) after the appliance has been turned on, the stove can be turned off via the main valve, located below the stove.

5.8.2 To turn the product off, firstly locate the valve which is situated below the stove as shown below in figure 5.

5.8.3 Press and release the power button as indicated below in figure 14.

5.8.4 The appliance will now remain in the “off” position until activated by the remote handset.

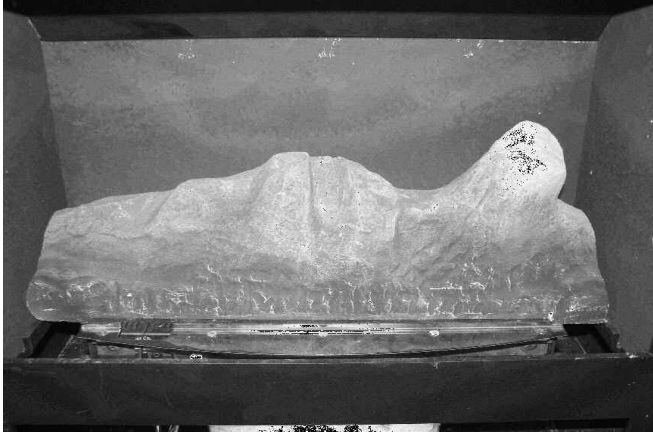
**Fig. 14**



## 5.9 ASSEMBLING THE LOG FUEL BED

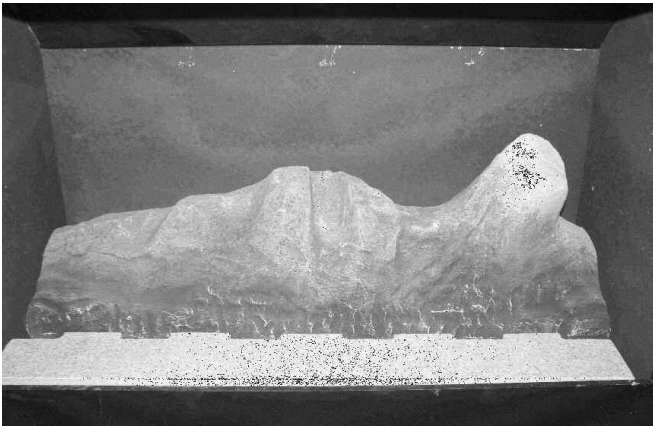
- 5.9.1 Place the ceramic log base “A” on top of the fuelbed support and pull fully forwards to the burner. **Make sure that the ceramic log base is positioned centrally in the stove. Ensure that the fuelbed base fits fully down onto the fuel bed support and is not lodged on the burner. See figure 15 below.**

Fig. 15



- 5.9.2 Place the vermiculite front log support centrally onto the burner front rail as shown below in figure 16.

Fig. 16



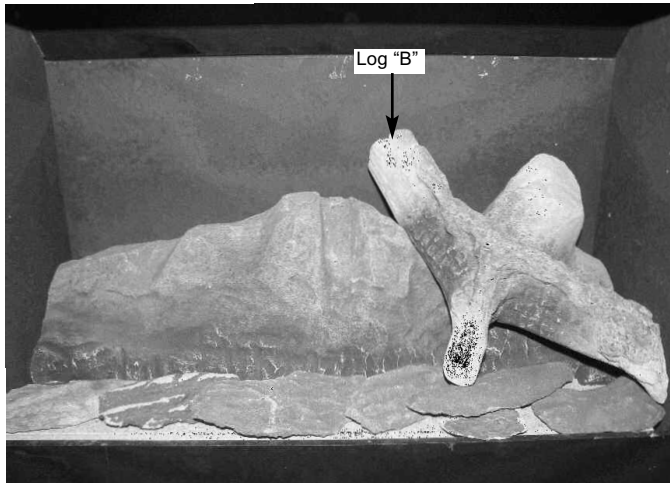
5.9.3 Place a single layer of bark onto the front log support as shown below in figure 17.

**Fig. 17**



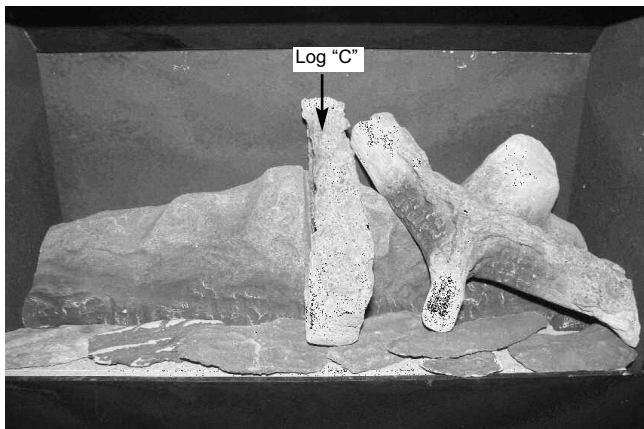
5.9.4 Place log "B" onto the right hand end of the base ceramic log as shown below in figure 18.

**Fig. 18**



5.9.5 Place log "C" onto the groove in the centre of the base ceramic log as shown below in figure 19.

**Fig. 19**



5.9.6 Place log "E" onto the groove in the left hand centre of the base ceramic log as shown below in figure 20.

**Fig. 20**



5.9.7 Place log “D” onto the groove in the left hand end of the base ceramic log as shown below in figure 21.

Fig. 21



The exact position and fit of the logs may be finely adjusted to give the most pleasing and random appearance.

**Warning :** Use only the logs supplied with the stove. When replacing the logs remove the old logs and discard them. Fit a complete set of logs of the correct type. Do not fit additional logs or any logs other than a genuine replacement set.

This appliance uses fuel effect pieces containing Refractory Ceramic Fibres (R.C.F.), which are man-made vitreous silicate fibres. Excessive exposure to these materials may cause temporary irritation to eyes, skin and respiratory tract. Consequently, it makes sense to take care when handling these articles to ensure that the release of dust is kept to a minimum. To ensure that the release of fibres from these R.C.F. articles is kept to a minimum, during installation & servicing we recommend that you use a HEPA filtered vacuum to remove any dust and soot accumulated in and around the fire, before and after working on the fire. When replacing these articles we recommend that the replaced items are not broken up, but are sealed within a heavy duty polythene bag, clearly labelled as “RCF waste”. This is not classified as “hazardous waste” and may be disposed of at a tipping site licensed for the disposal of industrial waste. Protective clothing is not required when handling these articles, but we do recommend you follow the normal hygiene rules of not smoking, eating or drinking in the work area, and always wash your hands before eating or drinking. This appliance does not contain any component manufactured from asbestos or asbestos related products.

## 5.10 ASSEMBLING THE COAL FUEL BED

- 5.10.1 Place the ribbed ceramic fuelbed base on top of the fuelbed support and pull fully forwards to the burner. **Make sure that the fuelbed base is located centrally in the stove. Ensure that the fuelbed base fit fully down onto the fuel bed support and is not lodged on the burner. See figure 22 below.**

Fig. 22



- 5.10.2 Position the two halves of the front ceramic (L/H & R/H) on the locating channel in the front ceramic, ensuring it is located onto the lip on the burner front ceramic support, as shown in figure 23 below.

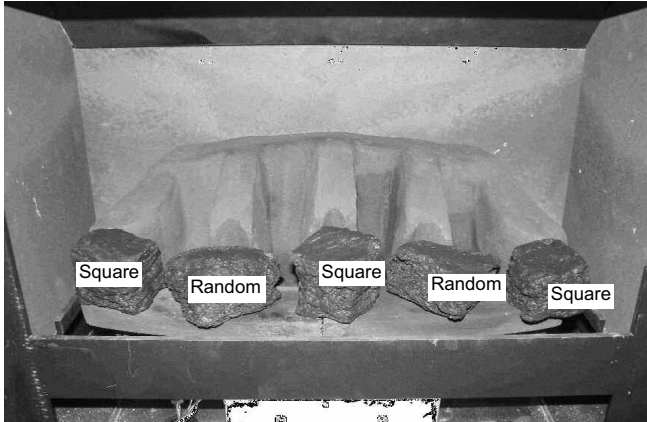
Fig. 23





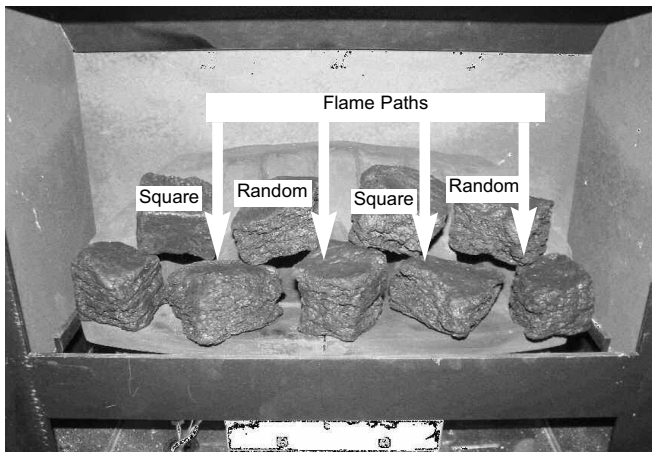
- 5.10.3 Fit three of the large sized square coals onto the front ceramic rail, and two of the random shaped coals as shown below ensuring that they are evenly spaced. Use the recess's in the front ceramic rail as a guide for placement, as shown below in figure 24.

**Fig. 24**



- 5.10.4 Select two of the medium square coals two of the random coals and arrange behind the front row of coals, ensuring that flame paths as indicated below are not interrupted, as shown in figure 25 below.

**Fig. 25**



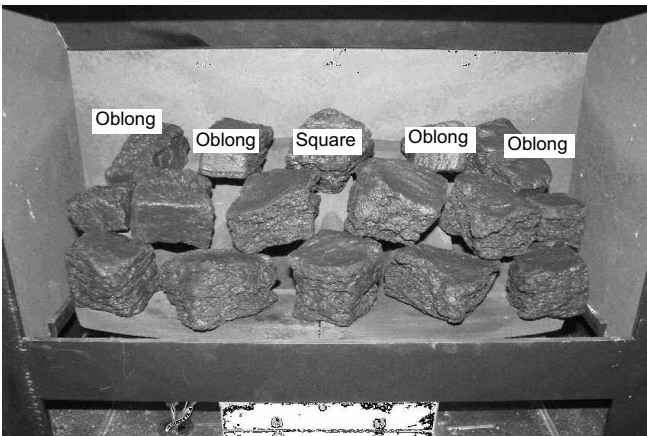
5.10.5 Select the two small coals and position at each end of the second row of coals as shown below in figure 26.

**Fig. 26**



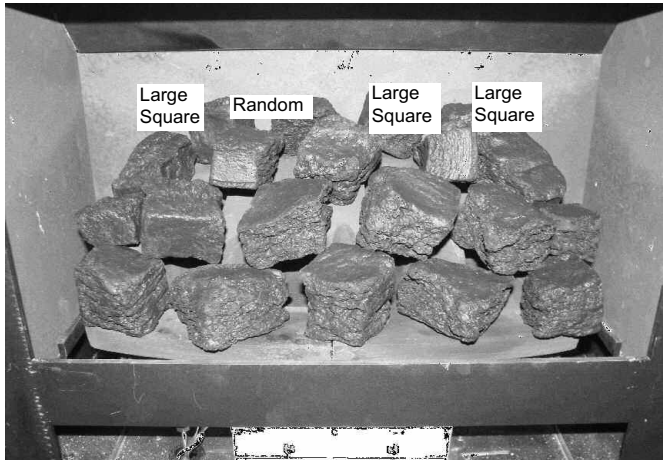
5.10.6 Select four of the oblong coals and one of the large square coals and arrange as shown behind the second row of coals, using the ribs in the fuelbed matrix as a guide for placement, as shown below in figure 27.

**Fig. 27**



- 5.10.7 Select the remaining three large square coals and one random coal and position to fill the gaps at the rear of the fuel-bed as shown below in figure 28.

**Fig. 28**



The exact position and fit of the coals may be finely adjusted to give the most pleasing and random appearance.

**Warning :** Use only the coals supplied with the stove. When replacing the coals remove the old coals and discard them. Fit a complete set of coals of the correct type. Do not fit additional coals or any coals other than a genuine replacement set.

This appliance uses fuel effect pieces containing Refractory Ceramic Fibres (R.C.F.), which are man-made vitreous silicate fibres. Excessive exposure to these materials may cause temporary irritation to eyes, skin and respiratory tract. Consequently, it makes sense to take care when handling these articles to ensure that the release of dust is kept to a minimum. To ensure that the release of fibres from these R.C.F. articles is kept to a minimum, during installation & servicing we recommend that you use a HEPA filtered vacuum to remove any dust and soot accumulated in and around the fire, before and after working on the fire. When replacing these articles we recommend that the replaced items are not broken up, but are sealed within a heavy duty polythene bag, clearly labelled as “RCF waste”. This is not classified as “hazardous waste” and may be disposed of at a tipping site licensed for the disposal of industrial waste. Protective clothing is not required when handling these articles, but we do recommend you follow the normal hygiene rules of not smoking, eating or drinking in the work area, and always wash your hands before eating or drinking. This appliance does not contain any component manufactured from asbestos or asbestos related products.

## 5.11

## USER REPLACEABLE PARTS

Coal / ceramic set	B-120670	Front rail	B-139650
Log set inc front rail	B-145700 - see page 41 for breakdown of log set		

**Due to our policy of continual improvement and development the exact accuracy of illustrations and descriptions contained in this book cannot be guaranteed**

### **TROUBLE SHOOTING ADVICE FOR REMOTE CONTROL MODELS PRIOR TO REQUESTING A SERVICE CALL**

Please locate the Indicator light on the control valve, located at the base of the stove (see figure 14 on page 59), if it shows **any** of the following flashing sequences then the problem requires the batteries in the control valve and / or handset changing, **be advised that service calls as a result of batteries requiring being changed in the product or handset are chargeable.**

- If the red indicator light flashes **ONCE** every ten seconds the batteries in the control valve require changing, see section 5.5
- If the red indicator light flashes **TWICE** every ten seconds the batteries in the handset require changing, see section 5.5
- If the red indicator light flashes **THREE** times every ten seconds the batteries in the control valve and the handset require changing, see section 5.5

If these red indicator light flashes are ignored then eventually this will show as a flash every second and your fire will cease to operate until the batteries are changed.

If a permanent red indicator light is shown after attempting to ignite the fire this signifies no spark or no gas at the pilot and therefore a service call will be required to diagnose the fault.

**PLEASE ENSURE THIS ADVICE IS FOLLOWED TO AVOID BEING CHARGED FOR A SERVICE CALL AS A RESULT OF BATTERIES REQUIRING TO BE CHANGED.**

**portway**

S T O V E S

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Issue 3**

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