

# INSTALLATION & USER INSTRUCTIONS

## FLOOR MOUNTED ELECTRIC FIRE

# ekofires

Christchurch, Dorset BH23 2BT

Tel: 01202 588 638

Fax: 01202 499 639

[www.ekofires.co.uk](http://www.ekofires.co.uk)

e : [sales@ekofires.co.uk](mailto:sales@ekofires.co.uk)

RBK House, Irishtown, Athlone, Co.

Westmeath, N37 XP52, Ireland Tel:

01202 588 638

Fax: 01202 499 639

[www.ekofires.co.uk.co.uk](http://www.ekofires.co.uk.co.uk)

e: [sales@ekofires.co.uk.co.uk](mailto:sales@ekofires.co.uk.co.uk)

### MODELS COVERED BY THESE INSTRUCTIONS

I200 LED ELECTRIC SUITE

I210 LED ELECTRIC SUITE

I260 LED ELECTRIC SUITE

TED240IE

GB IE

CE  
UK  
CA



MODEL SHOWN: EKO I200 LED ELECTRIC SUITE

# 3year

guarantee

This product is only suitable for well insulated spaces or occasional use.

Please note: Except where otherwise stated, all rights, including copyright in the text, images and layout of this booklet is owned by Focal Point Fires Ltd. You are not permitted to copy or adapt any of the content without the prior written permission of Focal Point Fires Ltd.

**All instructions must be handed to the user  
for safekeeping.**

Revision A - 10/23

© 2023 Focal Point Fires Ltd.

| Section | Contents                   | Page No. | Section | Contents                         | Page No. |
|---------|----------------------------|----------|---------|----------------------------------|----------|
| 1.0     | Important Notes            | 2        | 9.0     | Installation                     | 6        |
| 2.0     | Installation Requirements  | 3        | 10.0    | Operating the Appliance          | 6        |
| 3.0     | Appliance Data             | 3        | 11.0    | Safety Cutout System             | 9        |
| 4.0     | Component Checklist        | 4        | 12.0    | Cleaning and Maintenance         | 9        |
| 5.0     | Site Requirements          | 4        | 13.0    | Troubleshooting Guide            | 9        |
| 6.0     | Clearances To Combustibles | 5        | 14.0    | Servicing                        | 10       |
| 7.0     | Unpacking The Appliance    | 5        | 15.0    | Guarantee - Terms and Conditions | 10       |
| 8.0     | Assembly                   | 5        |         |                                  |          |

## 1.0 IMPORTANT NOTES

### IMPORTANT - THESE INSTRUCTIONS SHOULD BE READ CAREFULLY AND RETAINED FOR FUTURE REFERENCE.

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

- This heater must be used on an AC supply only and the voltage marked on the heater's rating label must correspond to the supply voltage.
- **DO NOT** switch the appliance on until it is properly installed as described in this manual.
- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
- Children of less than 3 years should be kept away unless continuously supervised. Children aged from 3 years and less than 8 years shall only switch on/off the appliance provided that it has been placed or installed in its intended normal operating position and they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children aged from 3 years and less than 8 years shall not plug in, regulate and clean the appliance or perform user maintenance.
- **CAUTION:** Some parts of this product can become very hot and cause burns. Particular attention has to be given where children and vulnerable people are present.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- The heater must not be located immediately below a socket-outlet.
- **DO NOT** use this heater in the immediate surroundings of a bath, a shower or a swimming pool.



- **WARNING:** In order to avoid overheating, do not cover the heater.
- **DO NOT** use this heater with a programmer, timer, separate remote-control system or any other device that switches the heater on automatically, since a fire risk exists if the heater is covered or positioned incorrectly.
- **CAUTION:** In order to avoid a hazard due to inadvertent resetting of the thermal cutout, 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 and off by the utility.
- **WARNING:** This heater is not equipped with a device to control the room temperature.
- 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.
- Keep furniture, curtains and other fabric material away from the appliance.
- **DO NOT** leave the appliance unattended during use.

1.0 IMPORTANT NOTES - CONTINUED



- From time to time, check the cord for damage. Never use the appliance if the cord or any part of the appliance shows signs of damage.
- **DO NOT** run the mains cable under carpets, rugs etc.
- **DO NOT** cover or obstruct the heater in any way. Overheating will result if it is accidentally covered.
- Never immerse the product in water or any other liquids.
- **DO NOT** use the appliance outdoors.
- Before cleaning the appliance, ensure it is unplugged from the power and that it is completely cool.
- **DO NOT** clean the appliance with abrasive chemicals.
- Never use accessories that are not recommended or supplied by the manufacturer. It could cause danger to the user or damage to the appliance.
- **DO NOT** insert or allow foreign objects to enter the inlet or outlet vents as this may result in electric shock, fire or damage to the appliance.
- **DO NOT** install the fire using an extension cord.
- Unplug from the mains supply if the appliance is not to be used for long periods.
- This product is only suitable for well insulated spaces or occasional use.

2.0 INSTALLATION REQUIREMENTS

The appliance is supplied with a pre-wired three pin plug (13 Amp fuse rated) and 1.55 metres of electrical cable. It is therefore necessary for a suitable electrical socket to be located within this distance and be easily accessible. This appliance is designed to be fixed to the wall, using the wall fixtures/fixings provided. **DO NOT** recess any part of appliance into the wall. This appliance is suitable for installation in static holiday/park homes.

3.0 APPLIANCE DATA

|                                  |                             |
|----------------------------------|-----------------------------|
| Weight (kg):                     | 36kg                        |
| Dimensions:                      | H 886 x W 1140 x D 330 (mm) |
| Supply Voltage and Rating Power: | 220-240V AC, 50Hz 2000W     |
| Fuse Rating:                     | 13 Amp                      |
| Heating Elements:                | 2000W                       |
| Lighting:                        | LED                         |

This fire is fitted with LED's (Light Emitting Diode) in place of conventional bulbs. LED's generate the same light levels as conventional bulbs, but use a fraction of the energy consumed. LED's are maintenance free and will not require replacing during the life of the product.

| Model                            |                     | TED240IE |      |                                                                              |      |
|----------------------------------|---------------------|----------|------|------------------------------------------------------------------------------|------|
| Item                             | Symbol              | Value    | Unit | Item                                                                         | Unit |
| Heat output                      |                     |          |      | Types of heat input, for electric storage local space heaters only           |      |
| Nominal heat output              | P <sub>nom</sub>    | 2.0      | KW   | Manual heat charge control with integrated thermostat                        | N/A  |
| Minimum heat output (indicative) | P <sub>min</sub>    | 1.0      | KW   | Manual heat charge control with room and/or outdoor temperature feedback     | N/A  |
| Maximum continuous heat output   | P <sub>max, c</sub> | 2.0      | KW   | Electronic heat charge control with room and/or outdoor temperature feedback | N/A  |

### 3.0 APPLIANCE DATA - CONTINUED

GB IE

|                                          |                                                                         |       |    |                                                          |     |
|------------------------------------------|-------------------------------------------------------------------------|-------|----|----------------------------------------------------------|-----|
| <b>Auxiliary electricity consumption</b> |                                                                         |       |    | Fan assisted heat output                                 | N/A |
| At nominal heat output                   | elmax                                                                   | 1.918 | KW | <b>Type of heat output/room temperature control</b>      |     |
| At minimum heat output                   | elmin                                                                   | 0.950 | KW | Single stage heat output and no room temperature control | No  |
| In standby mode                          | eISB                                                                    | 0.38  | W  | Two or more manual stages no temperature control         | No  |
|                                          |                                                                         |       |    | With mechanical thermostat room temperature control      | No  |
|                                          |                                                                         |       |    | With electronic room temperature control                 | No  |
|                                          |                                                                         |       |    | Electronic room temperature control plus day timer       | No  |
|                                          |                                                                         |       |    | Electronic room temperature control plus week timer      | Yes |
|                                          |                                                                         |       |    | <b>Other control options</b>                             |     |
|                                          |                                                                         |       |    | Room temperature control with presence detection         | No  |
|                                          |                                                                         |       |    | Room temperature control with open window detection      | Yes |
|                                          |                                                                         |       |    | With distance control option                             | No  |
|                                          |                                                                         |       |    | With adaptive start control                              | No  |
|                                          |                                                                         |       |    | With working time limitation                             | No  |
|                                          |                                                                         |       |    | With black bulb sensor                                   | No  |
| Contact details                          | Focal Point Fires Ltd, Avon Trading Park, Christchurch Dorset, BH23 2BT |       |    |                                                          |     |

### 4.0 COMPONENT CHECKLIST

| Quantity | Description            |
|----------|------------------------|
| 1        | Fire suite             |
| 1        | Remote control handset |
| 2        | Wall plugs             |
| 2        | Washers                |
| 2        | Fixing screws          |
| 4        | 3x 12mm screws (AA)    |

### 5.0 SITE REQUIREMENTS

It should be noted that the appliance creates warm convected air currents. These currents move heat from the room surroundings to, and up the wall surfaces adjacent to the heater.

Installing the heater next to these types of wall coverings or operating the heater where impurities in the air, (such as tobacco smoke) exist, may slightly discolour wall finishing.

If the appliance is to be secure on a dry lined or timber framed construction then the integrity and ability of the wall to secure the appliance must be confirmed. It is important in these circumstances that any vapour barrier and/or structural members of the house frame are not damaged.

If you are unsure of the ability of the wall to secure the appliance and/or which type of wall fixing to use, you should take professional advice and obtain the correct fixings. Alternatively, find a more suitable wall location.

#### DO NOT

- recess any part of the appliance into the wall, or run the supply cable under carpets
- site in a position where curtains or drapes could cover the appliance, or other soft materials could cover e.g. below a coat rack
- site behind an opening door where mechanical impact/damage could occur
- site where the supply cable would become a trip hazard
- sit, stand or forcefully pull on the appliance
- obstruct, cover or force items into the openings
- use the heater to dry clothes
- site/use in an outdoor location(s)

## 6.0 CLEARANCES TO COMBUSTIBLES

GB IE

It is important that the following clearances are maintained from the appliance to combustible materials. These clearances are dependent on the securing location as defined below:

- The minimum distance to the front of the appliance is 900mm.
- There are no clearances for above or to the side of the appliance, apart from being clear of curtains and drapes.

## 7.0 UNPACKING THE APPLIANCE

**Caution: This appliance is heavy. Always seek assistance whilst unpacking and/or during installation. Please read all the instructions before continuing to unpack or install appliance.**

Before starting the installation of this fireplace, please read the following:

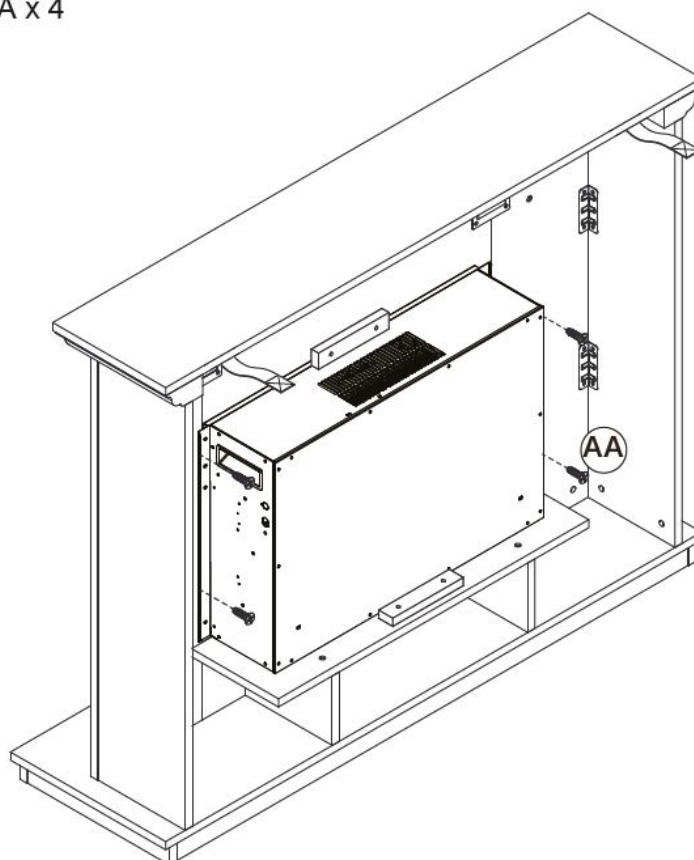
1. The installation should be carried out by two adults to avoid injury or damage. If for any reason it is considered too heavy, please obtain assistance.
2. When lifting the electric suite, always keep your back straight. Bend your legs and not your back. Avoid twisting at the waist. It is better to reposition your feet.
3. Avoid upper body / top heavy bending. Always bend from the knees rather than the waist. Do not lean forward or sideways while handling the heater.
4. Always grip the heater with the palm of the hand. Do not use the tips of fingers for support.
5. Always keep the heater as close to the body as possible. This will minimize the cantilever action.
6. Use gloves to provide additional grip.
7. Unpack the package and lift the product gently out of the box, put it on a flat surface with the front panel facing forward.

**IMPORTANT - PLEASE READ COMPLETELY THROUGH THE INSTRUCTIONS AND VERIFY THAT ALL LISTED PARTS ARE PRESENT BEFORE ASSEMBLY.**

## 8.0 ASSEMBLY

With the fireplace in position, in the suite, secure the two together with 4x 3x12mm screws (AA), screwed in from behind.

  
AA x 4



## 9.0 INSTALLATION

GB IE

### CAUTION: DO NOT CONNECT THE APPLIANCE TO THE ELECTRICAL SUPPLY AT THIS TIME.

Focal Point Fires Ltd. assumes absolutely no responsibility for injuries and damages that may occur due to improper installation or handling.

Remove any protective film coatings from the finished/decorative surfaces of the appliance, if any. After having selected the final position of the appliance taking into account the integrity of the wall the electric suite may be secured to the wall.

To ensure customer safety, be sure to design the installation so that the strength of both the wall and any wall fixings used are sufficient. The appliance should not be installed until all wet plastering and/or dry wall sanding and wall painting has been completed. Do not block the ventilation holes of the appliance. The wall onto which the appliance is installed must be flat. Install only on a vertical surface. Avoid sloped surfaces. Installation onto anything other than a vertical wall may result in fire, damage or injury.

If the appliance is to be mounted on the inner leaf of a conventional cavity brick wall, or a solid wall, then the wall plugs and fixing screws provided may be used. Depending on the condition of the wall it may be necessary to use additional fixings. In this situation, any additional fixings and wall plugs should be of the same size and type as the ones provided.

If the appliance is to be mounted on a dry lined wall or a timber framed construction wall then efforts should be made to fix one position vertically, into one of the wooden studs, or supporting wooden members of the wall using the fixing screws provided. If this is not achievable then the wall should be strengthened using appropriate building materials.

#### Installing the wall plugs into the wall.

1. Offer the appliance up to the wall in it's desired location. Draw a mark where you wish to connect the straps in to the wall. Remove the appliance from the position and drill a hole (5.5mm diameter, 40mm deep) each side.

**Please note: Before drilling into walls, always check that there are no hidden wires, pipes, etc. Make sure that screws and wall plugs supplied are suitable for supporting the unit in your surface. Consult a qualified person if you are not sure.**

#### Inserting the wall plugs into the wall.

Gently hammer the wall plugs into position.

#### Installing the appliance to the wall.

Using a screw driver screw through the washers and the fixing straps and into the wall plugs you have just installed into the wall. Securing the appliance into position.

### WARNING

The wall where the appliance is to be installed must be capable of long-term support of the total load of the appliance. Measures should also be taken to ensure sufficient strength to withstand the force of earthquakes, vibration and other external forces. Plasterboard alone is not considered to be a structural material. It is not recommended to rely on plasterboard fixings alone to support the weight of the appliance.



Figure 1

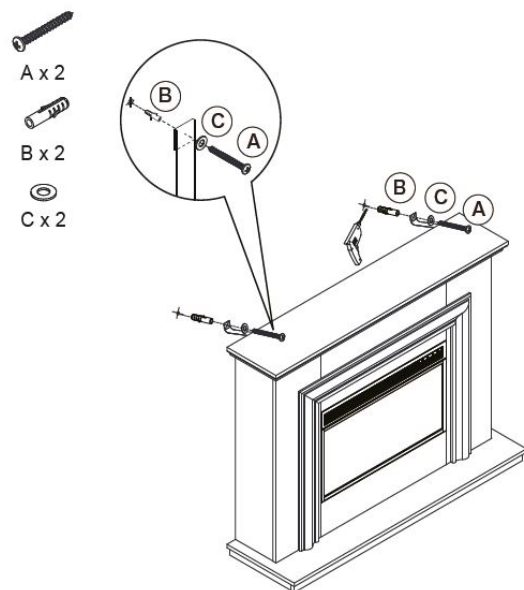


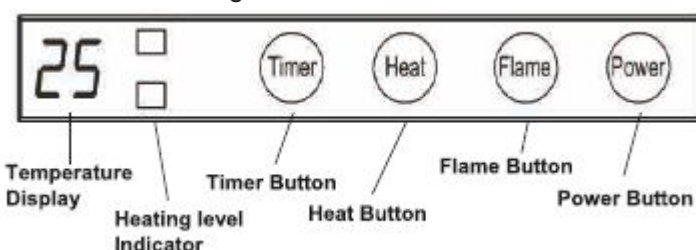
Figure 2

## 10.0 OPERATING THE APPLIANCE

### Control Panel Operations

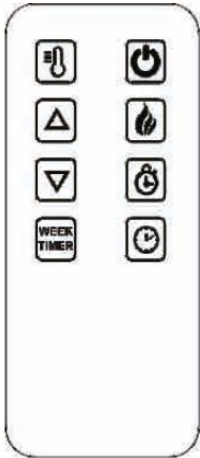
The control panel on the right side of the unit.

When a function is changed from the control panel or remote there will be a corresponding indicator displayed. The indicator shows the function changed and the level selected. When the function is turned off, the corresponding indicator will fade off.



|                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   | <p><b>Power button</b><br/>This button will turn the appliance on and off.<br/>Press and hold the power button for 5 seconds to change from Celsius to Fahrenheit.</p>                                                                                                                                                                                                                                                                                  |
|   | <p><b>Flame button</b><br/>Repeatedly press to adjust the Flame brightness between 5 (High) and 1 (Low).</p>                                                                                                                                                                                                                                                                                                                                            |
|   | <p><b>Heat level</b><br/>Press to change between the different levels of heating the chosen level will be shown on the Heating Level indicator. When the lower bar is illuminated, the fire is running at the Low (1kW) setting, when both bars are illuminated, the fire is running on the High (2kW) setting.<br/>Hold the button for 5 seconds to change the the desired temperature. Then repeatedly press the heat button to select (18-35°C).</p> |
|   | <p><b>Timer button</b><br/>A Power off timer can be set by repeatedly pressing the timer button while unit is running. This can be 30 minutes, 1 hour, 2 hours, 3 hours, 4 hours, 5 hours, 6 hours, 7 hours, 8 hours, 9 hours.</p>                                                                                                                                                                                                                      |
|  | <p><b>Digital display</b><br/>The display will default to showing the temperature of the room, but while changing settings, it will show:</p> <ol style="list-style-type: none"><li>1. Desired flame brightness</li><li>2. Desired temperature</li><li>3. Desired time</li></ol>                                                                                                                                                                        |

Remote Control Operations



**Weekday**  
Shows current day or current selected day while setting the timer

**T1 / T2**  
Two periods of operation can be selected per day. The currently selected timer will be shown.



**Time Display**  
Shows the time, or during the setting the timer will show the ON or OFF time (indicated by the ON/OFF lights)

**ON / OFF**  
Shows whether it is ON or OFF time for the timer which has been set

|                                                                                     |                                                                                                                                                                                           |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <p><b>Power button</b><br/>This button will turn the appliance on and off.<br/>Press and hold the power button for 5 seconds to change from Celsius to Fahrenheit.</p>                    |
|  | <p><b>Flame button</b><br/>Press once, then use the Arrow buttons to select the flame brightness between; 5 (High) and 1 (Low)</p>                                                        |
|  | <p><b>Arrow buttons</b><br/>Use to change the heating setting between Low (1kW) and High (2kW). The level selected will be displayed by the Heating Level Indicator on the appliance.</p> |

|                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <p><b>Desired temperature</b></p> <p>Press this button, then use the Arrow buttons to select the desired temperature for the room (Range 18°C-35°C)</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|  | <p><b>9 Hour timer button</b></p> <p>A Power off timer can be set by pressing the timer button while the unit is running. The timer can be adjusted to different power off times using the Arrow buttons. The following power off times can be set: 30 minutes, 1 hour, 2 hours, 3 hours, 4 hours, 5 hours, 6 hours, 7 hours, 8 hours, 9 hours.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|  | <p><b>Clock button</b></p> <p>Before using the weekly timer, the clock must be set. To do this; Press the Clock button, then use the arrow buttons to select the day. Press the Clock button again, then use the arrow buttons to select the hour (24 hour format) Press the Clock button again, then use the arrow buttons to select the minutes.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|  | <p><b>Weekly Timer button</b></p> <p>The appliance has a 7 day timer, which allows you to set two periods of operation per day. The appliance will operate with the previously used settings for the heating level, desired temperature.</p> <p>To set the timer press the Week Timer button. The appliance will display the day, period and if you are setting the On or Off time. For each period both the On and Off timer must be set.</p> <p>For each period;</p> <ol style="list-style-type: none"><li>1. Set the On hour value using the arrow buttons, press the Week Timer button to confirm.</li><li>2. Set the On minute value using the arrow buttons, press the Week Timer to confirm.</li><li>3. Set the Off hour value using the arrow buttons, press the Week Timer button to confirm.</li><li>4. Set the Off minute value using the arrow buttons, press the Week Timer button to confirm.</li></ol> <p>The appliance will then move onto the next period / first period of the following day, allowing this to be programed in the same way. The days and periods can be scrolled through by repeatedly pressing the Week Timer button.</p> <p>To clear and operational period set the On and OFF timer to the same value.</p> |
|                                                                                   | <p><b>Open Window Detection</b></p> <p>After 5 minutes of the heater being operated, if the ambient temperature continues to drop over 5°C in 3 minutes for around 10 minutes, the appliance will make a "beep" sound and the digital display will show E4.</p> <p>You will need to close the window and turn off the heater by the control panel or remote control to stop the "beeping" sound.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

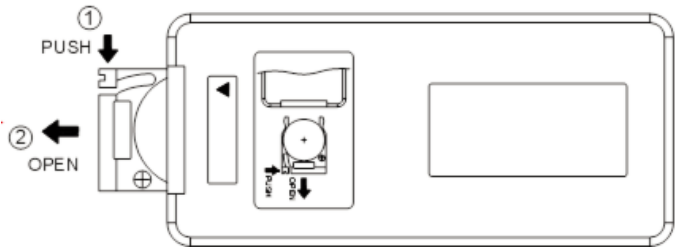
Before the remote will operate the plastic insulating sheet needs to be removed.

**Battery Replacement**  
Battery Requirements: CR2025

- 1. Locate and remove the battery bracket.
- 2. The battery has two sides, one with a button feature, and the other is flat.
- 3. Insert the battery with the button side down into the battery bracket, making sure the battery is firmly seated.

Batteries should be removed if the product is to be left unused for a long period of time. The batteries may contain hazardous substances that could endanger the environment and human health. This symbol appearing on the battery and/or packaging indicates that used batteries must not be processed with municipal waste. Instead they should be brought to the appropriate collection point for recycling.

By correctly disposing of used batteries, you prevent potential negative consequences for the environment and human health. Recycling used materials also preserves our natural resources. For more information about collecting and recycling used batteries, please contact your local municipality, your waste disposal service or the store where you purchased this product.



11.0 SAFETY CUTOUT SYSTEM



Safety Control (Thermal Cut-Out):  
**CAUTION:** This product has one self-resetting overheat protection device. In the event that the heater stops working as a result of overheating , "E3 " will be appeared and stop heating, about 5 minutes the heating will be restart as normal and "E3" will be disappeared.  
**CAUTION:** Do not touch the heater as it will be hot. Set the heater switches to OFF and leave the heater to cool down fully. Once completely cool, reconnect the heater and switch it on. Do not open this product. There are no user-serviceable parts inside.

12.0 CLEANING AND MAINTENANCE

**ALWAYS DISCONNECT THE APPLIANCE FROM THE MAINS SUPPLY OUTLET SOCKET BEFORE UNDERTAKING ANY CLEANING OR MAINTENANCE!**

For general cleaning use a soft clean duster - never use harsh abrasive or cleaners. The glass panels should be cleaned carefully with a soft cloth.  
If in doubt consult a qualified electrician. Refer to Section 3.0 Appliance Data for fuse specification. Excluding fuses, use only genuine manufacturers spare parts available from your supplier.

Replacing the remote control battery:

When the battery becomes weak, the range of the remote control becomes shorter. Replace the battery with a new 3V CR2025 lithium battery.



**BATTERY WARNING: KEEP OUT OF RACH OF CHILDREN**



**BATTERY WARNING: PRODUCT CONTAINS A COIN/ BUTTON CELL**



**BATTERY WARNING: KEEP OUT OF REACH OF CHILDREN** – Store spare batteries securely. Dispose of used batteries immediately and safely. If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.

- If the battery compartment does not close securely, stop using the product and keep it away from children.
- Be alert, there are no obvious symptoms if a child has swallowed a button or coin battery. If your child appears unwell and there are no obvious symptoms, then check to make sure there are no batteries missing from any items they have been around. If you suspect they have swallowed a coin/button cell, then seek medical attention. Similarly, if they vomit bright red fresh blood seek immediate medical help.
- Always remain vigilant with discharged or spare button or coin batteries in the home and in products that contain them.

13.0 TROUBLESHOOTING GUIDE

|                                                                                       |                                                                                                                                                                                                                                                                                                                            |
|---------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Fire is not switching on                                                              | Ensure mains switch is on<br>Replace the fuse in the plug                                                                                                                                                                                                                                                                  |
| Logs glow but flame effect does not work                                              | Check to see if the spinning motor is working. If not contact Focal Point Fires                                                                                                                                                                                                                                            |
| Heater doesn't work, but Power and Heater switches / buttons are in the "ON" position | Turn all switches / buttons to the "OFF" position and unplug the unit from the wall outlet for 10 minutes.<br><br>After 10 minutes plug the unit back into wall outlet, and operate as normally.                                                                                                                           |
| Fire seems noisy                                                                      | There is a level of noise when the flame effect is in use, caused by a motor that helps generate the effect. This noise will be heard when there is no other background noise.<br><br>There is a higher level of noise associated with the heater motor; this is due to the air flow required when heat has been selected. |
| Remote is not operating                                                               | Check or replace batteries.                                                                                                                                                                                                                                                                                                |

## 14.0 SERVICING

GB IE

### There are no internal user serviceable parts.

Check regularly for security of wall fixings as appropriate. Also check security of supply cable and connections. If the supply cable becomes damaged, it must be replaced by a service agent or competent person, such as a qualified electrician. This appliance is supplied with a BS1363 3 pin plug fitted with a 13 Amp fuse. Should the fuse require replacing, it must be replaced with a fuse rated at 13 Amp and approved to BS1362. In the event of the mains plug being removed/ replaced for any reason, please note : **IMPORTANT:** The wires in the mains lead are coloured in accordance with the following code:

Blue - Neutral

Brown - Live

Green/ Yellow - Earth

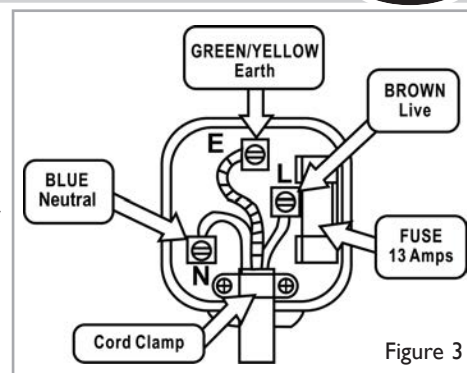
As the colours of the wires in the mains lead of this appliance may not correspond with the colour markings identifying the terminals in your plug, proceed as follows.

The blue wire must be connected to the terminal marked with an N or coloured black. The brown wire must be connected to the terminal marked with an L or coloured red. The green/yellow wire must be connected to the earth terminal which is marked with an E or with the earth symbol.

**WARNING:** Never connect live or neutral wires to the earth terminal of the plug.

**NOTE:** If a moulded plug is fitted and has to be removed take great care in disposing of the plug and severed cable, it must be destroyed to prevent engaging into a socket.

Refer to Section 3.0, Appliance Data for fuse specification. Excluding fuses, use only genuine manufacturers spare parts available from your supplier.



## 15.0 GUARANTEE - TERMS AND CONDITIONS

Registration is not required. The 3 year guarantee only covers products purchased on or after 1st February 2009. The 3 year guarantee commences from the date of purchase, provided that the following terms and conditions are adhered to:

1. For any claim to be made within the 3 years from date of purchase you will be required to provide and supply us with your proof of purchase.

Please note all consumable items such as any ceramics including coals, pebbles, matrix, front strips, panels and bulbs are not covered by the 3 year guarantee. We reserve the right to reject any claim or make a charge for any visit where the cause of the defect is due to non-compliance with the installation and/or servicing instructions or misuse of the appliance. If a repair is chargeable during the warranty period, we will inform you and where possible, provide a quote or price guide before starting work. We cannot always give a firm cost until we commence the repair as it is not always possible to identify which components have been damaged. Repaired or replaced products are covered only for the remainder of the original guarantee period and the guarantee period will not be extended even if we repair or replace any product or part. If we replace any component or product, the component or product removed will become our property. We will not accept or reimburse the cost(s) of any third party who undertakes any work carried out on the product or fits parts, unless we have approved such work in advance of it being carried out.

The Manufacturer's guarantee does not apply to:

- Damaged caused by faulty installation, theft, tampering, neglect, misuse, normal wear and tear, accident, fire, flood, explosion, lightning, storms, frost or other bad weather conditions.
- Damage caused by the non-observance of the Manufacturer's Installation Instructions.
- Any unauthorised adjustments made to the product by a third party.
- Servicing and its associated costs.
- Self-maintenance tasks such as cleaning.

Making a claim is easy.

If you wish to make a claim under our guarantee and all the terms and conditions for your product have been met then please submit the following information for the attention of the 3G Service Department to the address below. Alternatively, you can email or fax EKO Fires, 3G Service Department, Reid Street, Christchurch, Dorset, BH23 2BT. Email: [service@ekofires.co.uk](mailto:service@ekofires.co.uk).

Please note that this does not affect your statutory rights. Details required:

- Name, full address (including post code) and contact telephone numbers.
- Receipt of purchase or credit card statement.



This product complies with conformity requirements of the applicable European Regulations or Directives.



This product complies with conformity requirements of the applicable UK Regulations.



Waste electrical products should not be disposed of with household waste. Please recycle where facilities exist. Check with your local authority or retailer for recycling advice.

As our policy is one of continuous improvement and development, we therefore hope that you will understand we must retain the right to amend details and/or specifications without prior notice.