



USER AND INSTALLER INSTRUCTION MANUAL

Please read these instructions carefully before installation and operation. Keep them in a safe place for future reference.



IMPORTANT INFORMATION

- **WARNING:** In order to avoid overheating, do not cover the heater or air vents located on the appliance.
- **CAUTION:** Some parts of this product can become very hot and cause burns.
- This appliance is intended for domestic household use only and should not be used for any other purpose or in any other application, such as for non-domestic use or in a commercial environment.
- 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.
- Particular attention has to be given where children and vulnerable people are present.
- Children of less than 3 years should be kept away from the products unless continuous supervised.
- 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.
- The plug must remain easily accessible after installation of the appliance.
- As a safety precaution, the heating element of this appliance will automatically turn off once temperature sensor has detected the room temperature has reached 35 °C.
- **CAUTION:** In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.
- Keep the appliance away at least 1 meter from furniture, curtains or other combustible material when in use.
- This appliance is intended for indoor use only and is not suitable for outdoor operation.
- Do not use the appliance in rooms with explosive gas (e.g. petrol) or while using inflammable glue or solvent (e.g. when gluing or varnishing parquet floors, PVC etc.).
- Do not insert any objects into the appliance.
- Do not place the power cord under a rug.
- Do not operate the appliance near flammable materials or fire.
- Switch off and unplug the appliance from the mains socket when not in use or before cleaning and maintenance.
- Do not clean the appliance with abrasive cleaners.

IMPORTANT INFORMATION

- Parts of this appliance become hot whilst in operation and under no circumstances should persons under the age of 12 be left alone with the product when it is in operation unless a suitable fireguard is used to protect them against the possibility of coming into direct contact with the appliance.

REMOTE CONTROL BATTERY INFORMATION

- Only adults should handle the batteries. Do not allow a child to use the remote control unless the battery cover is securely attached.
- The battery type used in this remote control is 2 x AAA 1.5V battery. The batteries are located internally and are readily accessible.
- Remove the cover on the back of the remote control to remove the batteries.
- Do not mix battery types or new and used batteries.
- Batteries are to be inserted with the correct polarity.
- Batteries must be disposed of safely at your local recycling point.

BATTERIES ARE DANGEROUS IF SWALLOWED!

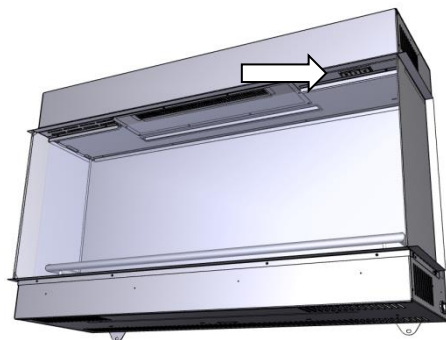
NOTE: For illustrative purposes this guide uses the VEL90 appliance to demonstrate points. Although other models may differ in size/proportion, the overall aesthetic, build and functionality remain the same.

USER INSTRUCTIONS - OPERATION

This appliance can be operated manually (with limited, basic functions only) or by remote control.

Manual Control

Ensure that the appliance is turned on at the mains. Locate the manual operating buttons situated to the right side of the heater outlet.



Power ON/OFF



Heater – Level 1 (0.75kW)

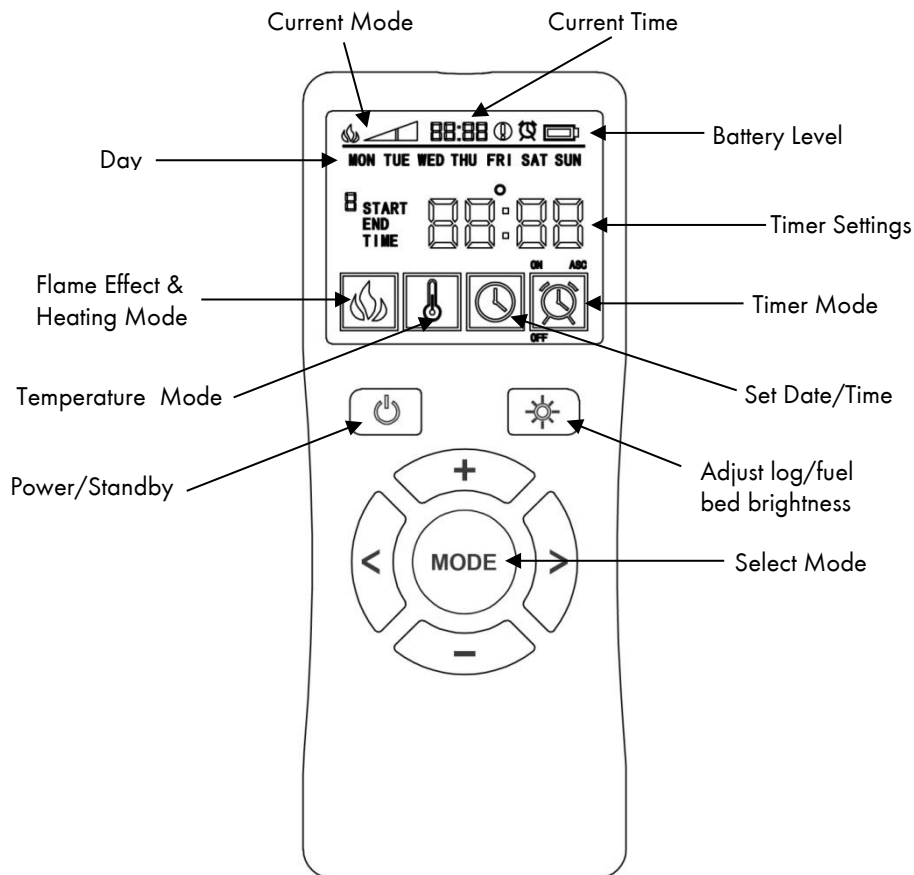


Heater – Level 2 (1.50kW)

BUTTON	FUNCTION	ACTION & INDICATION
	ON: Enables control panel functions and remote control. OFF: Disables control panel functions and remote control.	ON: Turns the flame effect on at its brightest setting. All functions are on standby, and the flame on. OFF: Flame effect turns off. Power and all functions turn off.
 	HEATER buttons: Turns heater on and off. NOTE: The heater only works when the flame effect is on. If the flame effect is off, the heater will not turn on. NOTE: Heating at Level 2 only works when the Level 1 heat setting is active. NOTE: To prevent overheating, the heater blows cool air for 10 seconds after the heater turns off.	 Press once. Heating at Level 1 will commence.  Press once. Heating at Level 2 will commence.  Press twice. Heating at Level 2 turns off and returns to Level 1 heating.  Press twice. All heating turns off. The Heater blows cool air for 10 seconds then turns off.

USER INSTRUCTIONS - OPERATION

Remote Control



The optimum distance for operating the remote control is 1.5m from the appliance. Standing in front of the appliance, looking at the flame screen, the 'x' is where the infra-red receiver is located. This is the optimum spot to point the handset. Whilst standing away from the appliance, pointing anywhere within the dashed box will still reach the receiver. Pointing anywhere outside of the green box may result in poor signal receipt and non-operation.



USER INSTRUCTIONS - OPERATION

When the appliance is in standby mode, the remote control will show the current time, battery level and operating mode at the top of the screen.

The appliance can be turned on by pressing the POWER/STANDBY button on the remote control.  This will turn on the flame effect only. The desired operating mode can then be selected.

Flame Effect and Heating Mode

- Press the MODE button to choose . The flame and heating function can now be adjusted. The  symbol will show in the top left of the display.
- When the appliance is turned on, the flame is at its brightest setting. Press </> buttons to adjust the brightness level. To adjust the brightness of the logs and fuel bed press the  button.
- Press the +/- buttons to adjust the heating between Level 1 (0.75kW) and Level 2 (1.50kW)



Level 1



Level 2

Temperature Mode (Thermostatic)

In temperature mode, a specific temperature limit can be set so that the appliance automatically turns off the heater when the room temperature reaches that limit, after which the appliance will continue to operate in flame effect mode only. The temperature range that can be set is:

Fahrenheit 65-95 °F

Centigrade 18-35 °C

- Press MODE to choose . Continue to press MODE to choose between Fahrenheit and Centigrade settings.
- Press +/- buttons to select the required temperature limit and activate the heater.
- For the heater to operate in Temperature mode, the set temperature limit must be higher than the current room temperature. If the temperature limit is set lower than the current room temperature then the appliance will operate on flame effect mode only.

NOTE: when appliance is next turned on, the temperature setting will be the same as the previous time the appliance was used.

USER INSTRUCTIONS - OPERATION

When the appliance is in standby mode, the remote control will show the current time, battery level and operating mode at the top of the screen.

Timer Mode

In timer mode the appliance can be set to operate and turn off at a set of pre-programmed times.

Timer Mode - Setting the Day/Time

- Press MODE to choose . 'MON' will blink on the screen.
- Press +/- buttons to select a date from 'MON' to 'SUN'.
- When correct day is blinking press </> buttons to select the hour setting. The hour setting will now blink – press the +/- buttons to select the correct hour.
- When the correct hour is blinking press </> buttons to select the minute setting. The minute setting will now blink – press the +/- buttons to select the correct minute.

Timer Mode - Setting the Programme

- Press MODE to choose . 'OFF' will blink under the  icon.
- Press +/- buttons to highlight 'ON ASC' above the  icon. This switches to smart mode. Press > button to move to the next step.
- Press MODE button to highlight the day to set a programmed start/end time to operate the heater. Press +/- to cycle between 'MON' and 'SUN'. When the correct day is blinking press </> to adjust the start time setting.
- The word 'START' and the  will now blink on the screen. Press +/- buttons to select the correct hour. Press > to move to the next step.
- The 'START' and minutes will now blink on the screen. Press +/- buttons to select the correct minute. Press > to move to the next step.
- The word 'END' and the  will now blink on the screen. Press +/- buttons to select the correct hour. Press > to move to the next step.
- The 'END' and minutes will now blink on the screen. Press +/- buttons to select the correct minute. Press > to move to the next step.

USER INSTRUCTIONS - OPERATION

- The temperature display will now blink. Press +/- buttons to select the correct temperature.
- Press > to move to the next step. Note: A sound will be heard to indicate you have completed the preset time mode.
- Repeat the steps above to preset each day of the week.

Note: If Timer Mode has been programmed incorrectly, e.g. the END time is earlier than the START time,  will show on the screen.

Note: When Timer Mode is on, the  icon will show on the top of the screen.

Note: When the battery power is low the battery log will blink on the screen. You should insert a new battery. The original settings can remain programmed for up to 30 minutes after the battery is taken out of the remote control handset.

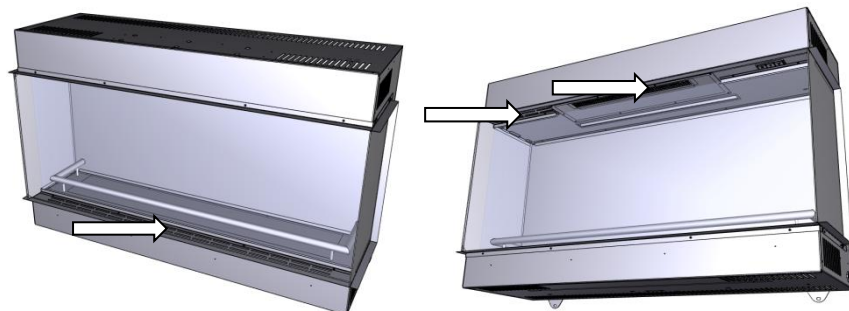
CLEANING & MAINTENANCE

Ensure that the appliance is completely cooled down and disconnected from the mains supply before undertaking any cleaning or maintenance work.

Do not use abrasive cleaners.

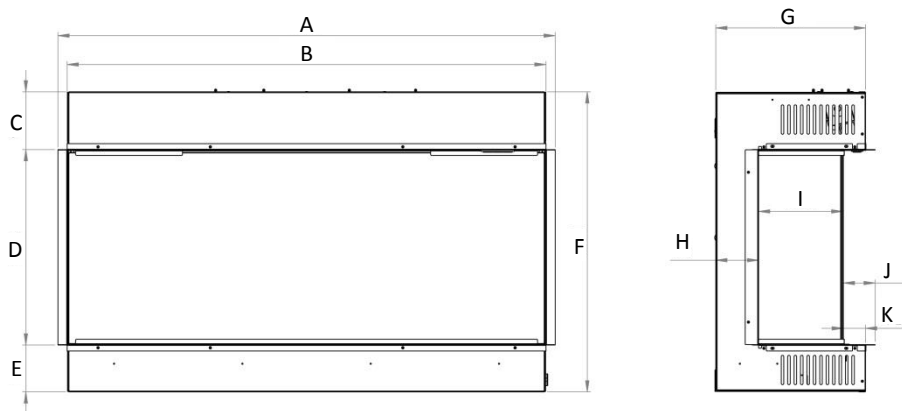
Use a lightly damp cloth to wipe clean the glass panels and metal surfaces.

Keep the air inlets clear and free from dust and debris. Regular cleaning is advised to prevent performance problems. Clean the areas around the air inlets (indicated with arrows below) with a soft cloth/duster or vacuum cleaner.



INSTALLATION

Carefully unpack the appliance and dispose of the packaging responsibly. Keep plastic wrapping away from children.



	A	B	C	D	E	F	G	H	I	J	K
VEL75	786	750	108	652	88	852	280	80	158	60	42
VEL90	936	900	108	365	88	563	280	80	158	60	42
VEL140	1436	1400	108	365	88	563	280	80	158	60	42

Locating the Appliance

This appliance can be installed into an existing chimney breast or a purpose built studwork chimney.

If installing into an existing open chimney, precautions must be taken to avoid excessive drafts, moisture or debris that may fall onto the appliance.

The appliance should be installed close to a mains socket. The socket must be easily accessible to allow disconnection after installation.

When building a studwork chimney breast ensure that the appliance does not bear the weight of the finished wall. Use a header if required.

Allow for the finished face of the chimney breast when considering the depth of the structure.

INSTALLATION

Preparing the Appliance

The appliance can be modified to offer 3 different styles of fire.



FRONT
1 x Front Glass Panel
2 x Side Steel Panels



CORNER
1 x Front Glass Panel
1 x Side Glass Panel
1 x Side Steel Panel



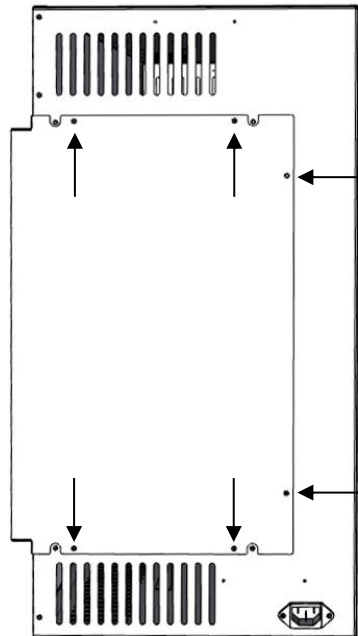
PANORAMIC
1 x Front Glass Panel
2 x Side Glass Panels

When unboxed, the appliance comes with both side steel panels fitted in place. Regardless of the desired style of fire, the steel side panels must first be removed to gain access to the accessories contained within the fire.

Step 1

Locate and remove the four screws indicated with arrows. Keep the screws safe for future use. Carefully remove the steel plate and set aside.

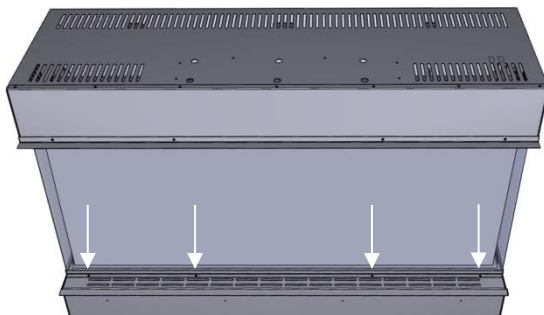
Repeat the process on the other side of the appliance.



INSTALLATION

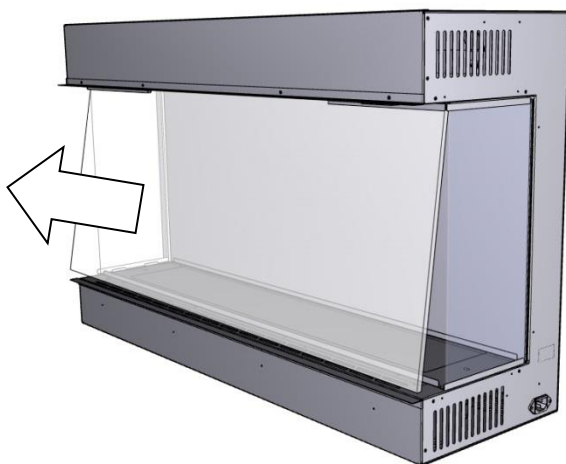
Step 2

Next, locate and remove the four screws securing the rail at the bottom of the front glass panel. Remove the rail.



Step 3

Remove the front glass panel gently gripping at both sides and carefully pulling forwards from the bottom edge. Once removed, place the glass in a secure location where it cannot be damaged. Continue to remove both pieces of side glass by gently pulling towards you. Place these in a secure location where they cannot be damaged.



Step 4

Remove the packaged accessories from inside the fire. You should find the following components:

- 1 x log retaining bar
- 1 x appliance hanging rail
- 1 x power lead
- 1 x bag of screws

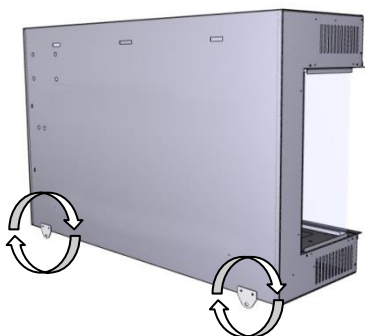
- 2 x sets of steel side glass finishing edges
- 4 x short fireplace fixing brackets
- 1 x remote control handset (with batteries)
- 2 x feet (VEL75 only)

Before proceeding it is advised that you test the appliance for operation before continuing with installation.

INSTALLATION

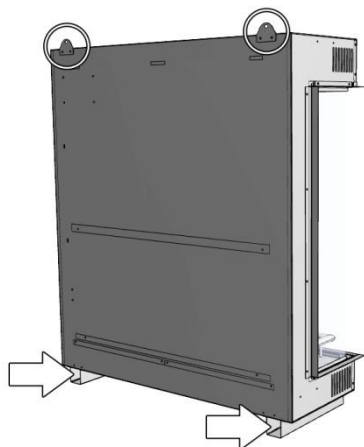
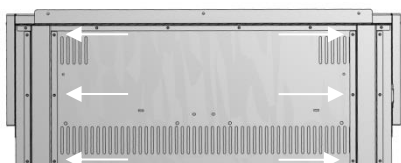
Step 5a

Locate the two securing brackets located on the rear of the appliance. Unscrew both, rotate 180 degrees and re-screw onto the appliance as shown in the image.



Step 5b (VEL75 only)

When fitting the VEL75 at hearth level into a fireplace mantel, remove and locate the fixing brackets mentioned above and fit to the top edge of the appliance. Next, fit the two feet to the underside of the appliance using the 12 screws provided.



Step 6

Fix the appliance to the wall using the hanging rail supplied. Use appropriate fixings for the wall type you are installing to. Ensure that the bracket is fitted level. Lift the appliance and offer it towards the bracket, aligning the 3 tabs with the three slots on the rear of the appliance. Once fitted, secure the appliance to the wall with the two securing brackets on the rear of the appliance using appropriate fixings for the wall type. Note: The hanging rail is not required when fitting the VEL75 at hearth level.



INSTALLATION

Step 7

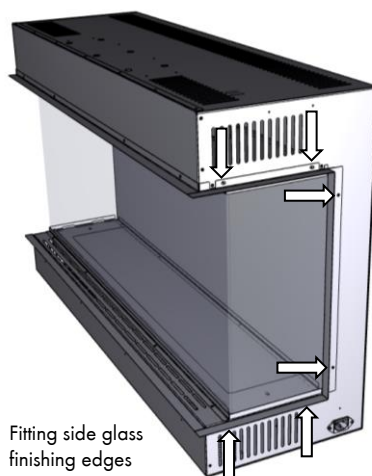
Arrange the ceramic fuel. See Appendix 1 for guidance.

Before proceeding it is advised that you test the appliance for operation before continuing with installation. Pay particular attention to the arrangement of vermiculite gravel around the contact points with the ceramic logs. Experiment with small gaps in the gravel to allow the flickering orange light below to shine through.

Step 8

Replace the glass referring to the process detailed in Steps 2 & 3. If you are using a FRONT (front glass only) or CORNER (front and 1 side glass only) you do not need to replace the side glass where a steel side panel will be replaced. To replace the steel side panel on these models please refer to the process detailed in Step 1.

For glass sided appliances (PANORAMIC and CORNER) you may want to fit the steel glass finishing edges around the side glass panels. These are fitted using the screws from the steel side panels.



Step 9

Build studwork chimney breast. When building a studwork chimney breast ensure that the appliance does not bear the weight of the finished wall. Use a header if required.

Allow for the finished face of the chimney breast when considering the depth of the structure.

Ensure that the power lead is connected to the appliance and to a mains socket that is fully accessible at all times.

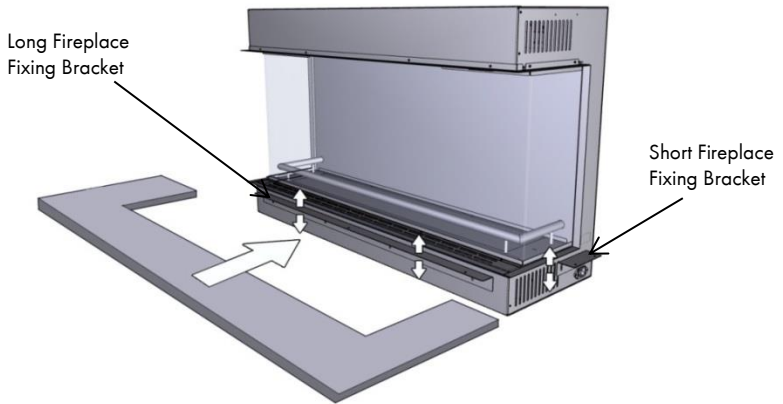
IMPORTANT: When building the stud framework, ensure that there is a clearance gap around all sides of the appliance of at least 60mm to allow for critical airflow.

IMPORTANT: Do not seal the appliance into the chimney breast as this can impact upon the airflow. When boarding to the appliance, leave a 5mm gap. This gap will be covered by the glass finishing edges.

INSTALLATION

Shelf/Plinth Fitting

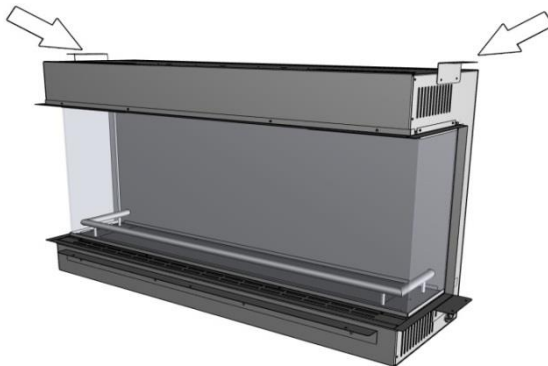
When installing a floating MDF or Timber shelf/plinth use the long fireplace fixing bracket and two short fireplace fixing brackets. These are screwed to the appliance and can be adjusted in height to suite different thicknesses of material.



Offer the shelf up to the appliance, sliding onto the fireplace fixing brackets. Secure the shelf by screwing through the holes on the fireplace fixing brackets into the underside of the shelf. Ensure that the screws are the correct size to avoid penetration of the top surface of the shelf. For heavier floating shelves/plinths, such as granite or limestone, refer to the fitting instructions that are supplied with it.

Mantel/Beam Fitting

When installing an MDF or timber mantel or beam, use two short fireplace fixing brackets. Depending on the type of mantel or beam being used, the brackets can be rotated to use either the slots or holes to fix it to the sides of the appliance. Once fitted, offer up the mantel or beam and screw through the brackets into the underside, being careful to use screws that are the correct length.



TROUBLESHOOTING

No power to the appliance

- Check that the appliance is connected to the mains supply and switched on
- Check the remote control batteries
- Check the consumer unit breaker has not tripped
- Check the fuse in the plug
- Confirm the output from the socket by plugging in a different appliance

Flame effect working but no heat

- Determine if Temperature Mode is activated and that the set temperature is higher than the current room temperature
- Check for blockages/obstructions around air intakes as the safety cut-out may have activated. Clear any blockages/obstructions
- Switch appliance off at the mains, wait for 1 minute then switch back on. These actions should reset the safety feature

No flame movement or poor flame movement

- Check that the fan is running below the flame by listening for an audible hum, prior to turning on heat
- Allow for a small period of time (approximately 5 minutes) for the appliance to warm up sufficiently

Noise during operation

- It is normal for some noise during operation due to moving mechanical components and air movement
- Check that the glass has been secured properly and does not sit loose
- Check all trims and other removable/decorative components for ill-fitting that could be causing vibrations
- Check for any foreign objects deposited through the air vents

Remote control not working

- Refer back to check that the appliance has power
- Check the batteries in the handset are in working order and show no signs of corrosion or damage
- Check that the remote is pointed correctly at the appliance. See page 5 for more information

Burning smell coming from appliance

- Check for a build-up of dust or obstruction on the air vents and clear if necessary
- Check for any foreign objects or liquids deposited through the air vents
- Do not operate the appliance if the smell persists.

APPENDIX 1

VEL75 Fuel Bed Layout Suggestion

Distribute the vermiculite gravel evenly around the white plastic fuel bed. Arrange the logs on top of the vermiculite. Finish by positioning the log retaining rail around the logs. Experiment with creating small gaps in the vermiculite to allow illumination from below, creating a 'glowing ember' effect.



APPENDIX 1

VEL90 Fuel Bed Layout Suggestion

Distribute the vermiculite gravel evenly around the white plastic fuel bed. Arrange the logs on top of the vermiculite. Finish by positioning the log retaining rail around the logs. Experiment with creating small gaps in the vermiculite to allow illumination from below, creating a 'glowing ember' effect.



APPENDIX 1

VEL140 Fuel Bed Layout Suggestion

Distribute the vermiculite gravel evenly around the white plastic fuel bed. Arrange the logs on top of the vermiculite. Finish by positioning the log retaining rail around the logs. Experiment with creating small gaps in the vermiculite to allow illumination from below, creating a 'glowing ember' effect.



TECHNICAL INFORMATION

Item	Symbol	Value	Unit	Item	Unit
Heat output				Type of heat input, for electric storage local space heaters only (select one)	
Nominal heat output	P_{nom}	1.5	kW	manual heat charge control, with integrated thermostat	[no]
Minimum heat output (indicative)	P_{min}	0.7	kW	manual heat charge control with room and/or outdoor temperature feedback	[no]
Maximum continuous heat output	$P_{max,c}$	1.4	kW	electronic heat charge control with room and/or outdoor temperature feedback	[no]
Auxiliary electricity consumption				fan assisted heat output	[no]
At nominal heat output	el_{max}	1.467	kW	Type of heat output/room temperature control (select one)	
At minimum heat output	el_{min}	0.743	kW	single stage heat output and no room temperature control	[no]
In standby mode	el_{SB}	0.00031	kW	Two or more manual stages, no room temperature control	[no]
				with mechanic 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]
				Other control options (multiple selections possible)	
				room temperature control, with presence detection	[no]
				room temperature control, with open window detection	[no]
				with distance control option	[no]
				with adaptive start control	[yes]
				with working time limitation	[no]
				with black bulb sensor	[no]
Contact details	Percy Doughty & Co Imperial Point, Express Trading Estate, Stone Hill Road, Farnworth, BL4 9TN, United Kingdom				

