

# VALOR FIRES

## INSTALLER AND OWNER GUIDE

### Model 823

### Electric Heater

Fitted with one of the following fascia:

**Liberty** or  
**Vermont.**



(GC No. EF-032-29)

This guide is intended to help you install and care for your Valor Fires electric heater. Please read carefully before installing and using your heater. However, if further information is required, our

**Valor Fires Technical Helpline** will be pleased to help.

Telephone **0844 8711 565** (National call rates apply in the United Kingdom)

In the Republic of Ireland

Telephone **0044 844 8711 565**



# BAXI • VALOR • WONDERFIRE

**Important: Please keep your guide in a safe place for future reference**

# INSTALLER AND OWNER GUIDE

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## VALOR FIRES

Valor Fires, Erdington, Birmingham B24 9QP  
[www.firesandstoves.co.uk](http://www.firesandstoves.co.uk)

Because our policy is one of constant development and improvement, details may vary slightly from those given in this publication

# INSTALLER AND OWNER GUIDE

## **Safety First.**

Valor Fires heaters are CE Approved and designed to meet the appropriate British Standards and Safety Marks.



## **Quality and Excellence.**

All Valor Fires heaters are manufactured to the highest standards of quality and excellence and are manufactured to ISO 9001

# CUSTOMER CARE

## **Thank you for choosing Valor Fires**

All Valor Fires heaters are designed to meet the most stringent quality, performance and safety requirements to provide our customers with many years of trouble free service. This guide aims to improve your understanding and appreciation of your new heater, by providing simple and informative instructions to enable you to install it and to ensure that you benefit from the excellent performance and features it has to offer. If you require further assistance, the **Valor Fires Technical Helpline** will be pleased to help.

Please telephone **0844 8711 565** (local rates apply in the United Kingdom).  
In the Republic of Ireland telephone **0044 844 8711 565**.

# INSTALLER AND OWNER GUIDE

## 1. HANDLING AND UNPACKING

Before continuing any further with the installation of this heater please read the following:

### Important safety instructions.

- The approximate lifting weights (kg) of the heater parts are listed below: -

<u>Heater</u>	<u>Heat engine</u>	<u>Fascia</u>	<u>Rear Spacer</u>	<u>Front spacer</u>	<u>Coals</u>
Liberty	5.5	6.9	1.3	1.0	1.0
Vermont	5.5	6.9	1.3	1.0	1.0

- One person should be sufficient to lift the heater. If for any reason this weight is considered too heavy then obtain assistance.
- When lifting always keep your back straight. Bend your legs and not your back.
- Avoid twisting at the waist. It is better to reposition your feet.
- Avoid upper body/top heavy bending. Always bend from the knees rather than the waist. Do not lean forward or sideways whilst handling the heater.
- Always grip with the palm of the hand. Do not use the tips of fingers for support.
- Always keep the heater as close to the body as possible. This will minimise the cantilever action.
- Use gloves to provide additional grip.
- Always use assistance if required.

## 2. SAFETY

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

### Always

- **Always** install the heater in accordance with this guide. If in doubt obtain expert advice.
- **Always** disconnect the heater from the electrical supply before carrying out cleaning, maintenance or replacing the light bulbs.
- **Always** make sure the heater is firmly secured to prevent it from being tipped over.
- **Always** use a fireguard when young children and infirm persons can come into contact with the heater.
- **Always** use genuine Valor Fires spare parts.

# INSTALLER AND OWNER GUIDE

## Never

- **Never** leave children unsupervised in a room where the heater is ON and unguarded.
- **Never** obstruct or cover the fan outlet or force items into heater openings.
- **Never** install or use the heater anywhere where water is in use, i.e. bathrooms, kitchens, shower rooms and swimming pools etc.
- **Never** use aerosols or steam cleaners on or around the heater.
- **Never** route the electric supply cable under carpet etc.
- **Never** install the heater close to curtains or combustible materials.
- **Never** use the heater to dry clothes etc.
- **Never** sit or stand on the heater.

## Important Electrical Safety

The heater must **not** be located in front of or under an electrical socket, the socket must always be accessible in order to disconnect the heater from the electrical supply for maintenance and cleaning.

### **Important! This heater must be earthed.**

- The heater is supplied with a 3 pin 13 Amp fused re-wireable plug with 1mm<sup>2</sup> 3 core cable.
- The wires in the cable are coloured in accordance with the following code:-  
Live = Brown  
Neutral = Blue  
Earth = Green /Yellow
- The electric supply must be safely routed from the heater to an electrical socket. If the electric cable is damaged, to avoid a hazard it must be replaced by a Valor Fires authorised service agent, or similarly qualified person. All external wiring between the heater and the electrical supply shall comply with current IEE regulations. Extension leads should not be used.

## 3. FITTING THE HEATER

The installation of this heater requires a reasonable level of DIY skills. Please read this guide thoroughly before commencing installation and if in doubt, seek help from a competent person.

### Do I need any tools?

1. You may need the following screwdrivers: -
  - **A Pozidrive / Phillips / cross head.** This should have a number 2 size tip.
  - **A Flat end.**
2. If drilling into brickwork you will need a power drill (preferably with hammer action) and suitably sized masonry drill bit for the wall plugs supplied.

### Where and how can you fit the heater?

**Q Do you want to wall mount the heater against a flat wall?**

A The heater is designed to be fitted against a flat wall. The minimum mounting height from the finished floor level to the underside of the fascia is 125mm. See figure 4 for details.

**Q Do you want to fit the heater against a flat wall with the base of the heater on a hearth or similar surface?**

A The heater is not suitable for this type of installation. The minimum mounting height from the finished floor level to the underside of the fascia is 125mm. See figure 4 for details.

**Q Can the heater be installed into a 'hole in the wall' (elevated opening)?**

A The heater is not suitable for 'hole in the wall' installations.

**Q Do you want to fit the heater into a surround or fireplace opening?**

A The heater is not suitable for surround or fireplace opening installations.

### General notes to read before fitting your heater.

There should be at least 50mm clearance between the top of the fascia and anything such as a shelf, fireplace surround or mantel etc. This will allow the fascia to be lifted off or removed during servicing. To check the shelf clearance gently place the fascia against the surface to which it is to be fixed and measure the distance from the top of the fascia.

**Before fitting the fascia ensure that the back page of this guide is completed.**

### Securing the heater.

The contents have been identified in figure 1 (The Fascia is not shown).

# INSTALLER AND OWNER GUIDE

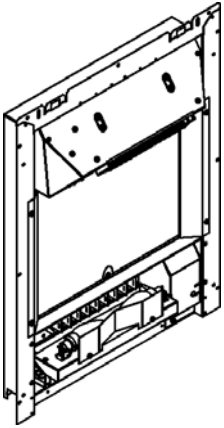
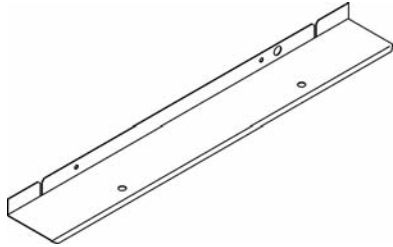
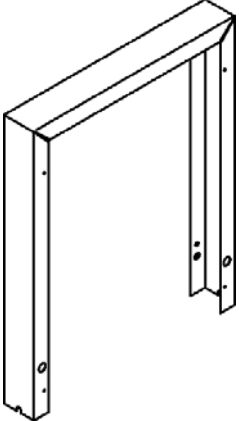
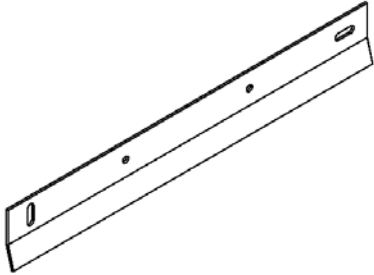
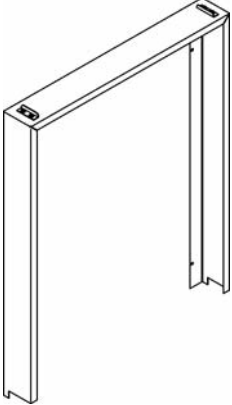

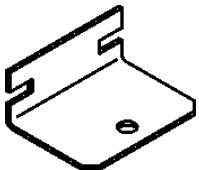




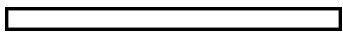
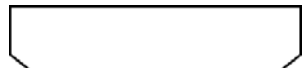
Contents	Qty	(Illustrations are not to scale)	Contents	Qty	(Illustrations are not to scale)
Heater	1		Cover plate	1	
Rear Spacer frame	1		Wall mounting bracket	2	
Front Spacer frame	1		Bag of coals	1	
			Lower securing bracket	1	
Woodscrew	5		Wall plug	5	
No.8 x 3/8 screw	10		M5 x 8 screw	2	
Diffuser	1		Coal support	1	

Figure 1. Contents (Items are not to scale)

# INSTALLER AND OWNER GUIDE



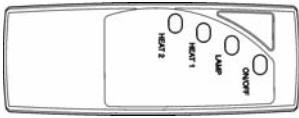
Contents	Qty	(Illustrations are not to scale)	Contents	Qty	(Illustrations are not to scale)
M5 x 10 screw	2		Battery 'AAA'	2	
Remote Control Handset	1				

Figure 1 continued (Items are not to scale)

## Heater dimensions.

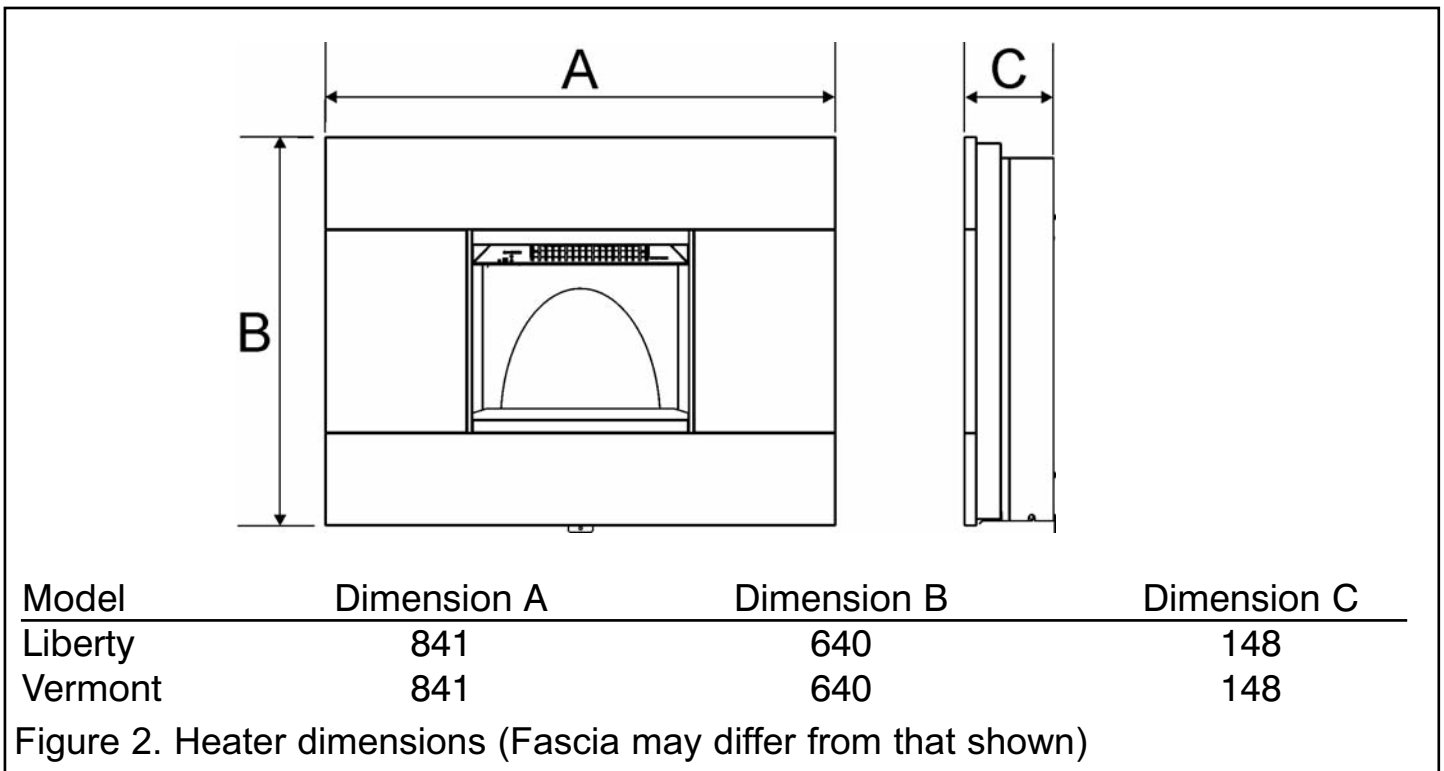


Figure 2. Heater dimensions (Fascia may differ from that shown)

## Moving the cable guide.

At the base of the heater you will find an electric cable which runs through a rectangular plastic cable guide. As supplied the cable guide is fitted into the rectangular cut-out on the right side of the heater. If required, the cable guide can be removed and put in the rectangular slot on the left hand side of the heater. For removal and fitting please see the following sections.

## Removing the cable guide

1. Before removing the cable guide please note that the wider part of the cable guide is on the outer edge of the base (See figure 3 - Item 1).
2. To remove the cable guide push and lift the tab on the bottom. The bottom of the



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cable guide will open (See figure 3 - Item 2).

3. Lift the electric cable clear of the cable guide.

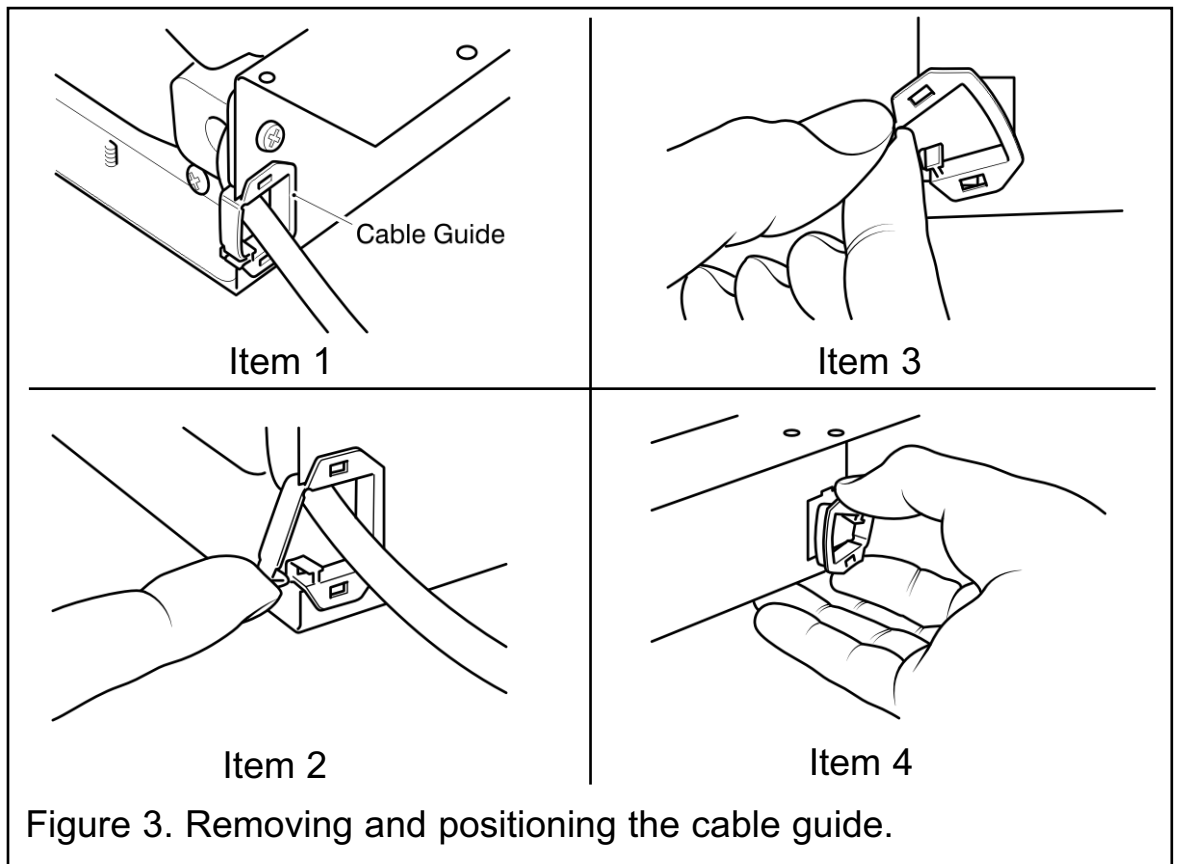
4. Hold the bottom of the cable guide close to the heater then gently pull the cable guide away from the rectangular slot (See figure 3 - Item 3).

## Fitting the cable guide.

When fitting the cable guide please remember that the wider part of the cable guide has to be fitted against the outer edge of the base (See figure 3 - Item 1).

1. Gently pinch the sides of the cable guide (See figure 3 - Item 4) and push the cable guide into the required rectangular slot.

2. Place the electrical cable into the guide and close the top of the cable guide.



If the electric cable is damaged, to avoid a hazard it must be replaced by a Valor Fires authorised service agent, or similarly qualified person.

All external wiring between the heater and the electrical supply shall comply with current IEE regulations.

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## Heater fixing.

All fixings necessary to install the heater have been identified in figure 1.

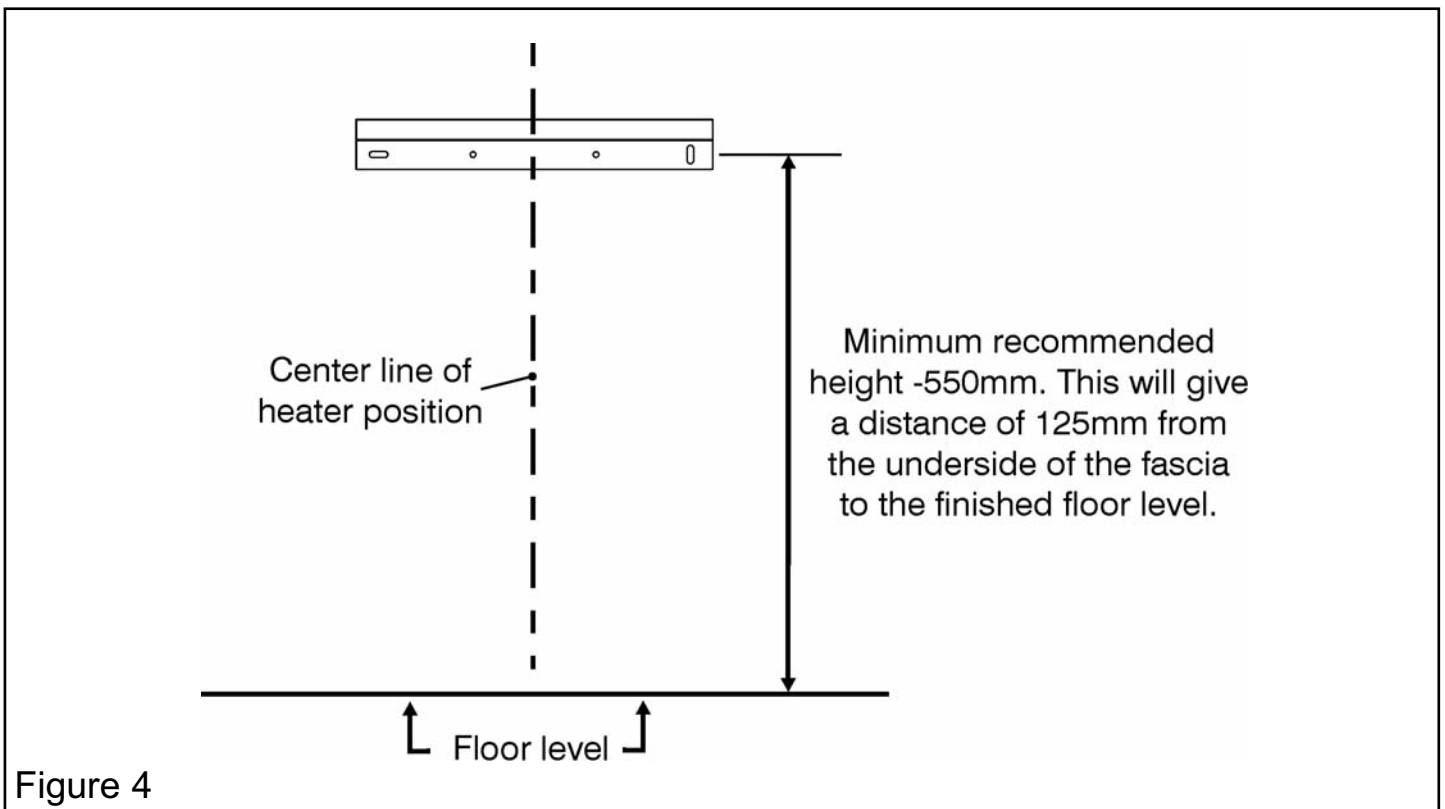
**The heater must be fixed into position.**

## Fitting a wall mounting bracket to the wall.

Supplied with the heater are two wall mounting brackets (See figure 1). Fix one of these brackets to the wall as follows. If fitting to a conventional brick wall then use the outer slotted holes in the bracket. If fitting to a plasterboard wall that has a wooden frame behind it then use all four fixing holes in the bracket. This is required to spread the load.

If the wall plugs supplied are not satisfactory, purpose made plasterboard fixings can be purchased from DIY outlets.

1. Mark the positions of the hanging bracket holes on the wall. We recommend the use of a spirit level to ensure that the bracket is level.
2. Drill the marked positions using a suitable sized masonry drill bit for the wall plugs supplied.
3. Insert the wall plugs and secure the bracket to the wall using woodscrews (See figure 4).



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## Fitting the spacer frames.

(See figure 5).

The heater is supplied with two spacer frames. Identifying the spacers is easy as the front spacer has two brackets screwed to the top.

**1.** Position the front spacer so that the narrow flange is at the front. Hold the spacer above the heater and lower it over the heater side flanges (See point 1 - figure 5). Position the spacer so its rear flange rests against the rear of the heater side flanges.

**2.** The rear spacer has raised dimples. These should be at the rear of the heater and not against the heater flange. Locate the spacer frame as in point 2 - figure 5 and secure in place using four No.8 x 3/8 screws supplied. The screws will secure both the front and rear spacer.

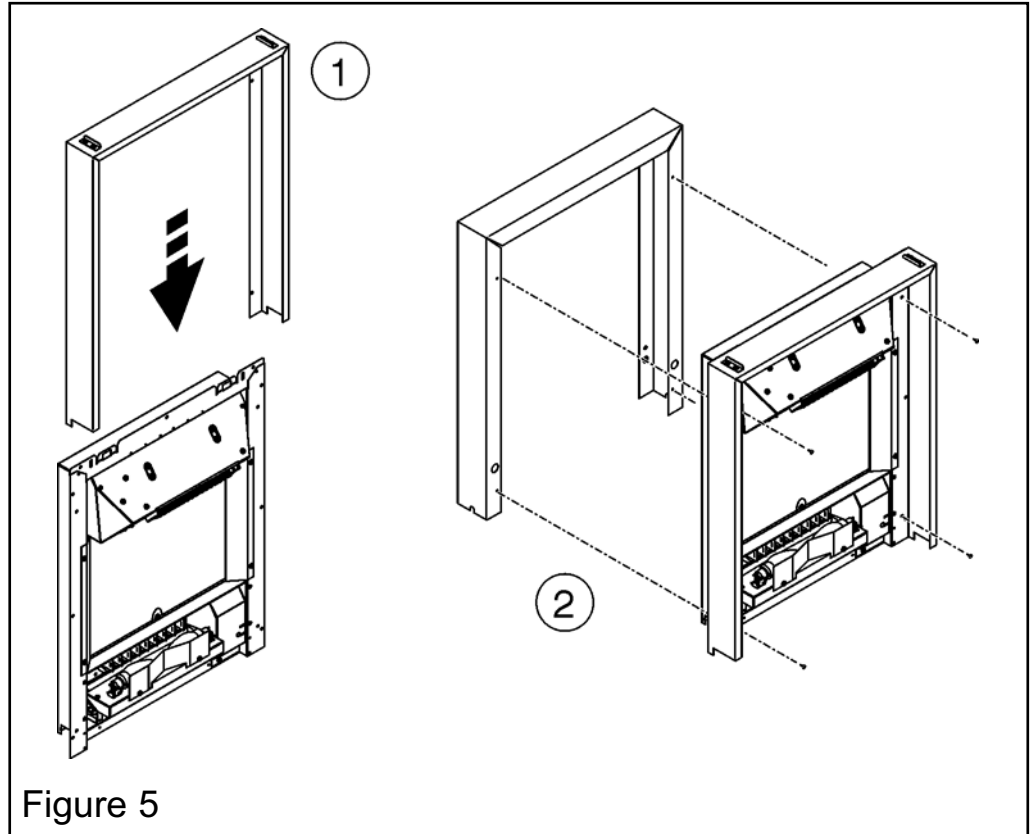


Figure 5

## Fitting the brackets to the heater.

**1.** Locate the second wall mounting bracket to the rear of the heater using two M5 x 8 screws supplied. Ensure that the bracket is correctly orientated before securing (See figure 6).

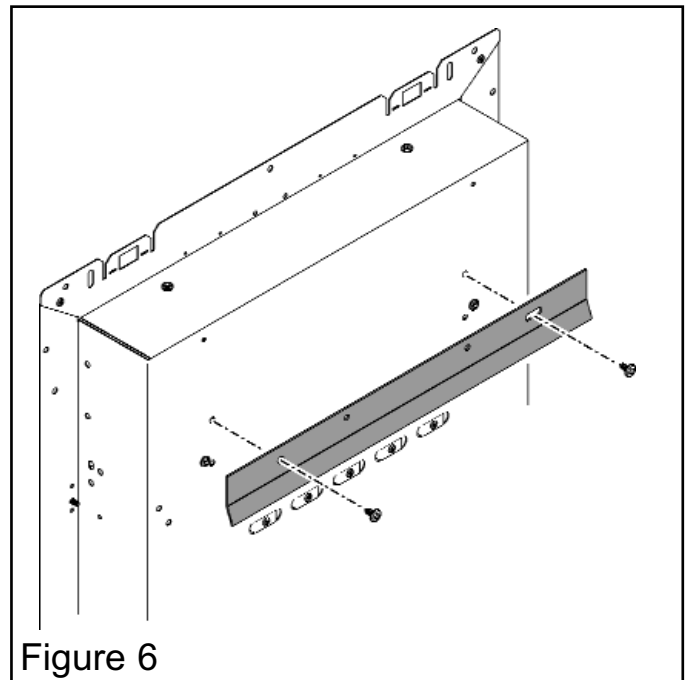
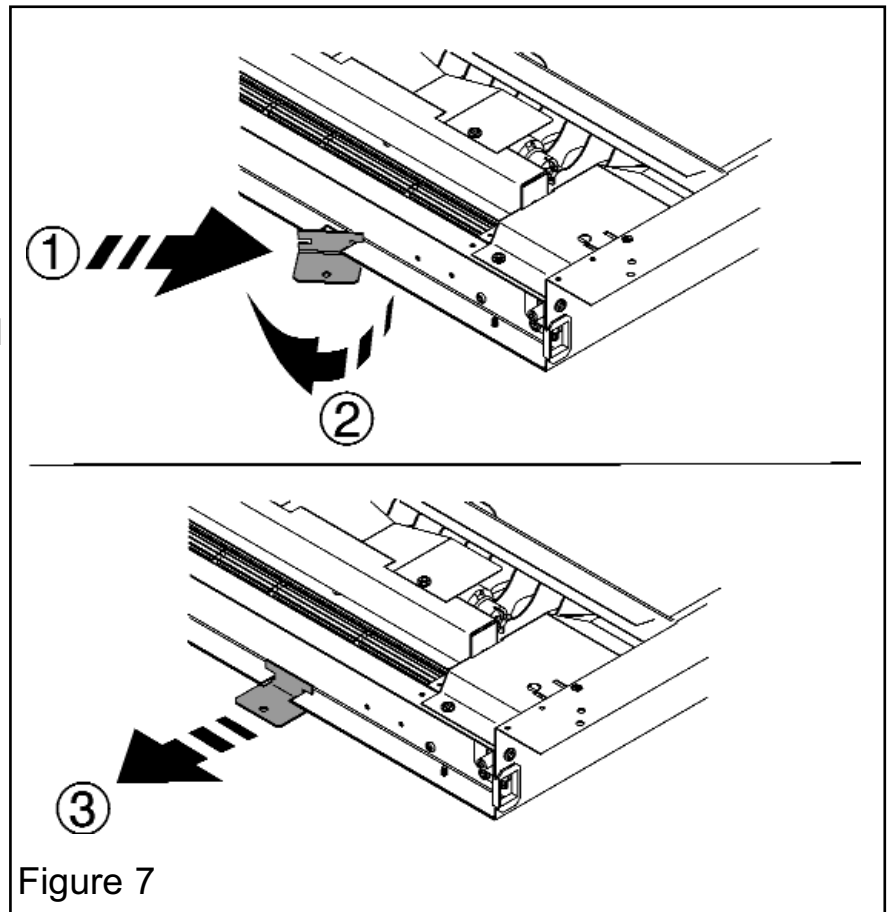


Figure 6

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2. Supplied with the heater is a lower securing bracket (See figure 1). Offer one side of the bracket into the slot at the rear base of the heater (See figure 7). Swing the opposite side into place, until the bracket is horizontal, then pull down to hold in place (See figure 7). The bracket will remain loose but should not fall out of place.



## Fitting the cover plate.

The heater is supplied with a cover plate for the base of the heater (See figure 1).

1. Secure the cover plate to the base of the heater using two No.8 x 3/8 screws supplied (See figure 8).

## Hanging the heater.

1. Hang the heater body on the wall hanging bracket. Ensure that the heater is central.

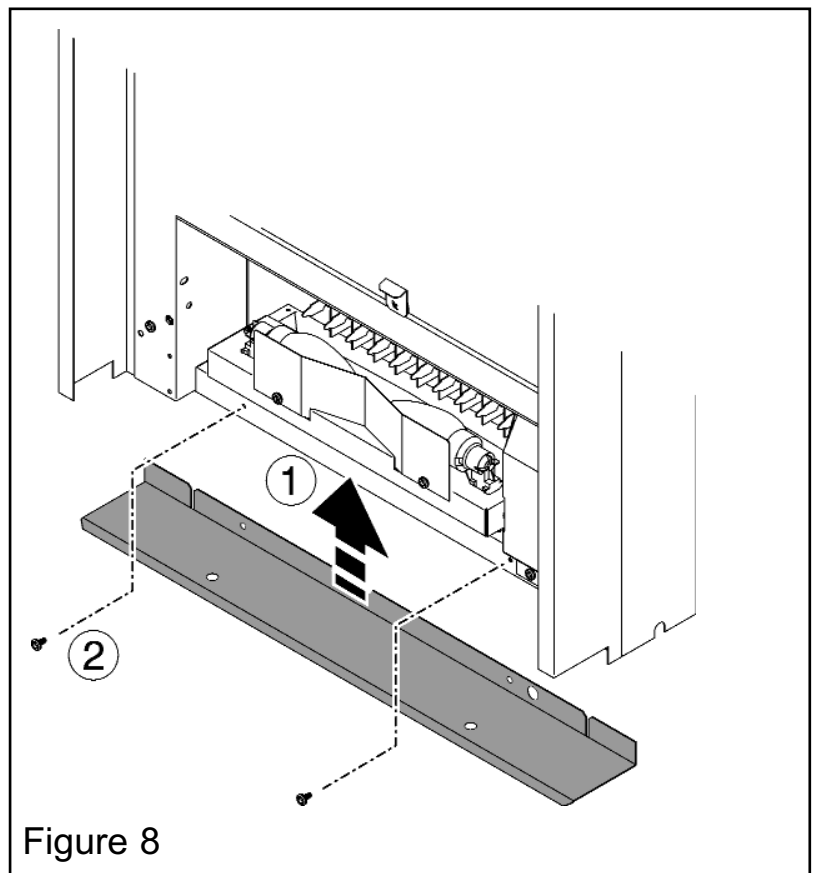
2. Underneath the heater, mark on the wall the position of the hole in the lower support bracket.

3. Lift the heater off the wall.

4. Drill the marked position using a suitable sized masonry drill bit for the wall plugs supplied.

5. Insert a wall plug.

6. Hang the heater body on the wall hanging bracket. Secure the bottom of the heater using a woodscrew (See figure 1).



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## Fitting the diffuser.

The heater is supplied with a diffuser (See figure 1).

1. Locate the diffuser on the ledge immediately below the screen (See figure 9).

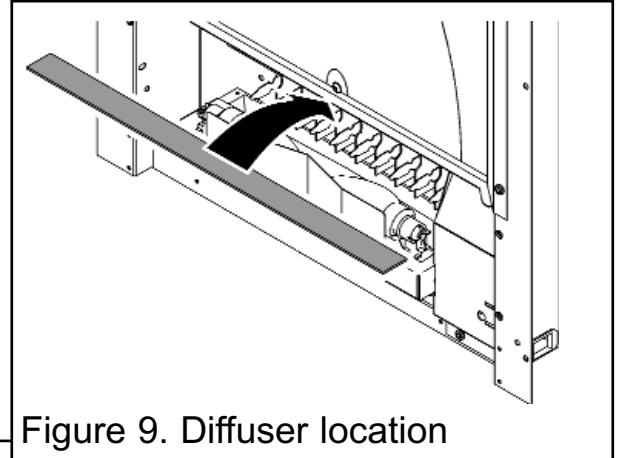


Figure 9. Diffuser location

## Fitting the Fascia

Before fitting the fascia complete the last page of this guide.

1. Remove the fascia from its packaging.
2. The heater is supplied with a coal support (See figure 1). Fit this to the fascia as shown in figure 10.
2. Locate the fascia onto the heater. To do this locate the bracket at the top of the fascia over the brackets on top of the front spacer (See figure 11).
3. Secure the fascia in place using the two M5 x 10mm screws supplied. Fit these through the holes in the base of the fascia.

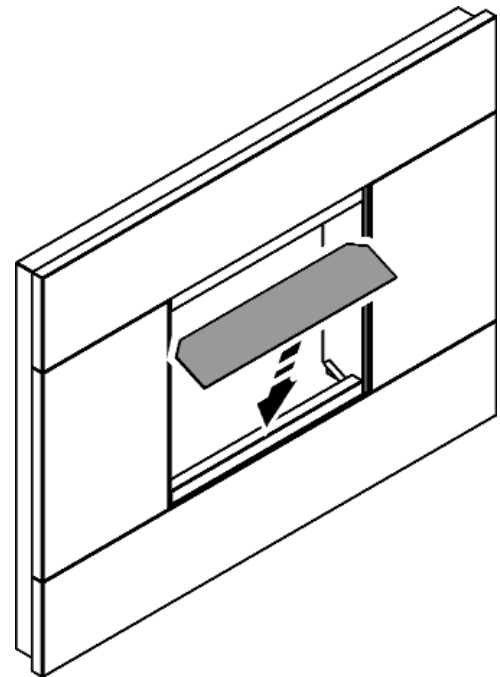


Figure 10. Coal support location

## Fitting the fuel effect.

1. Place the loose coals on top of the fuel support. It is not necessary to use all the coals supplied.

## Important notes.

1. The coal pieces supplied are a natural material. Occasionally it will be necessary to reduce the size of the coal pieces. To do this place them inside a plastic bag, place on a suitable hard surface and tap gently with a small hammer or similar tool.
2. The coals are for decorative purposes only. There is a choke risk to young children. Make sure they cannot gain access to them.

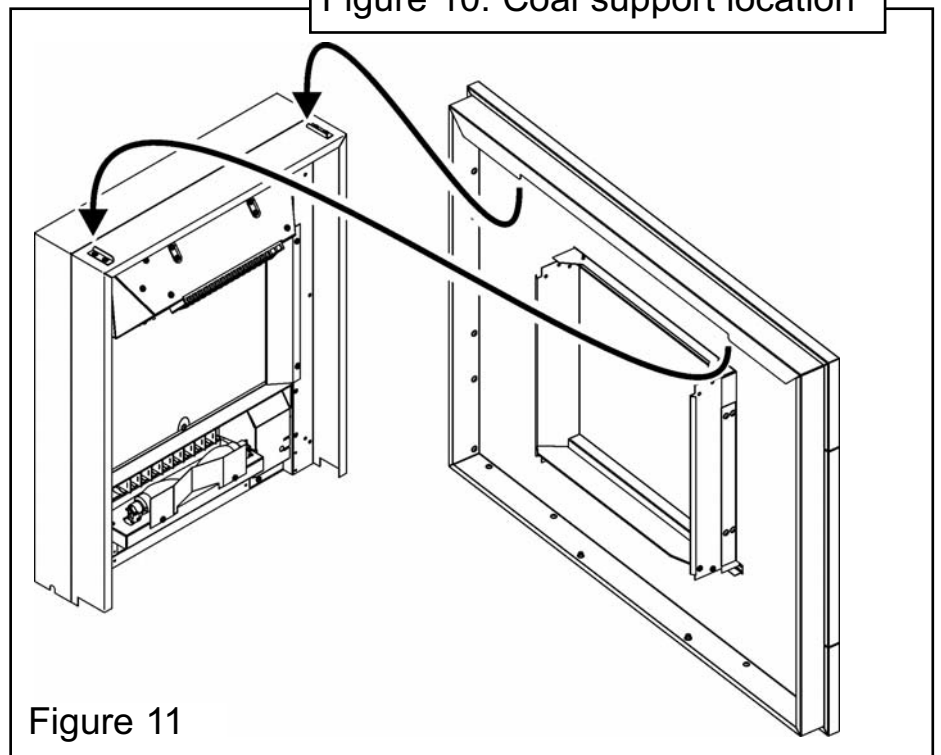


Figure 11

# INSTALLER AND OWNER GUIDE

## 4. USING THE HEATER

The heater is supplied with a battery operated, infra red remote control handset. It provides 'On / Off', 'Lamp', 'Heat 1' and 'Heat 2' functions (See figure 12). The heater is fitted with an 'Off' / 'function' button should the handset be lost or the batteries fail (See figure 13).

### Battery Installation

Having fully installed the heater in position it is necessary to fit two AAA 1.5V batteries into the handset. For a longer battery life we would always recommend the use of Alkaline batteries. To do this, remove the battery compartment cover from the handset by sliding the cover downward.

Insert the batteries, paying close attention to the polarity. The rear of the battery compartment shows the correct polarity.

### Remote Control Use

Point the handset in the direction of the heater. The Maximum operating distance is 3 metres.

Press the red 'On / Off' button to initiate the handset, a red lamp on the heater will illuminate (See figure 13).

Select the required function:

- Lamp** = Flame effect alone,  
Status lamp glows green.
- Heat 1** = Low heat setting + flame effect,  
Status lamp will glow orange.
- Heat 2** = High heat setting + flame effect,  
Status lamp will glow red.
- On/Off** = Will turn off all functions.

If necessary the heater can be operated by the small Off /Function button positioned on the front of the heater. By pressing the button the function of the heater can be stepped through each of the above functions and back to off.

### Important Safety

**Never cover the heater or obstruct the openings at the base of the heater, this could cause overheating and consequent risk of fire.**

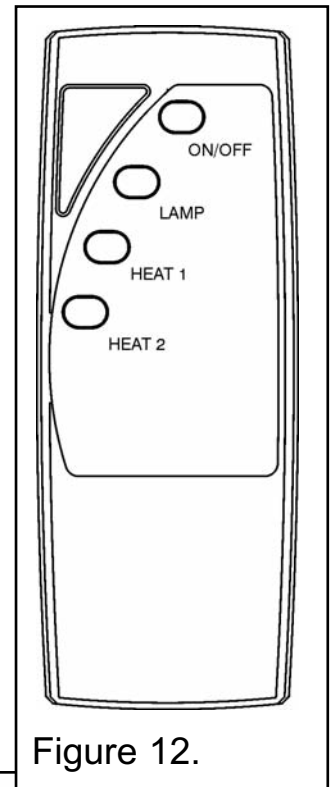


Figure 12.

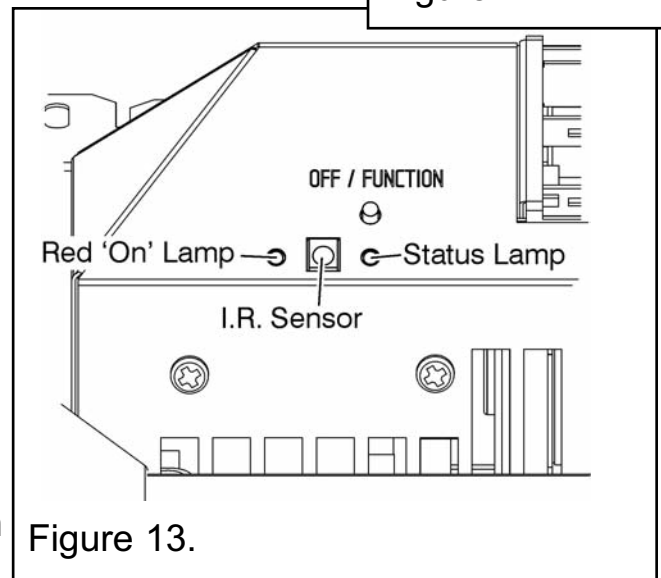


Figure 13.

## 5. CLEANING AND MAINTAINING THE HEATER

### How do I clean my heater?

The heater fascia and glass parts need only to be wiped clean with a dry soft cloth, do not use polishes or abrasive materials. This may not work on the fascia when removing fingerprints etc. In this case apply a very small amount of 'baby oil' to a lint free, non-abrasive cloth and wipe over the surface. Use a clean cloth to wipe off the oil.

### I have a problem with my heater!

#### Important Safety.

Before undertaking maintenance or replacing the light bulb(s) always disconnect the heater from the electricity supply by removing the 3 pin plug and allowing the heater to cool completely.

#### 1. My heater is on but there is no light or the light appears brighter on one side of the heater.

This is possibly a light bulb failure. Remove the light bulb(s) as follows and check it / them in a table lamp that is known to work. If it / they do not work in the table lamp then replace as below.

The light bulbs fitted to this heater are standard clear 40W max. E14 candle lamps, but due to the indeterminate life span and ease of replacement, they are specifically excluded from the guarantee.

#### To replace the light bulb(s).

1. Remove the fascia. To do this unscrew and remove the two screws from the underside of the fascia. Hold the fascia and lift clear of the upper retaining bracket.
2. Unscrew and remove the copper reflector plate (See figure 14).
3. Replace the light bulb/s with clear 40 Watt (maximum) candle, Edison screw, SES E14.
4. Refit the copper reflector plate. Refit the fascia.

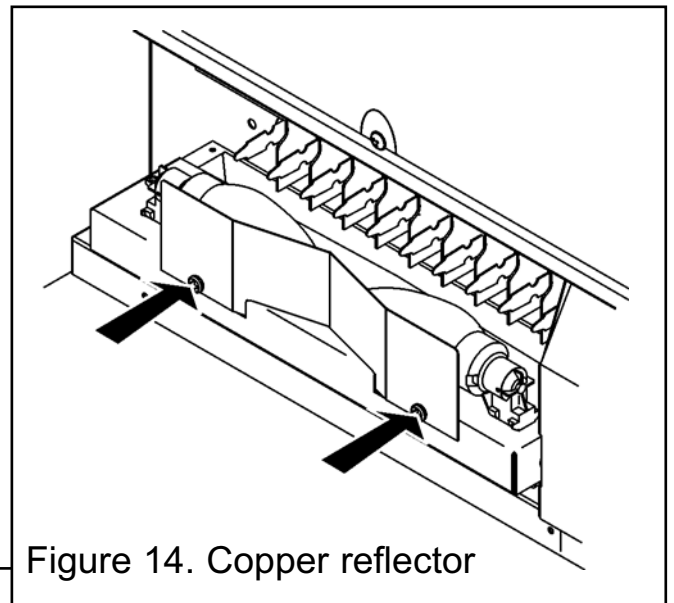


Figure 14. Copper reflector

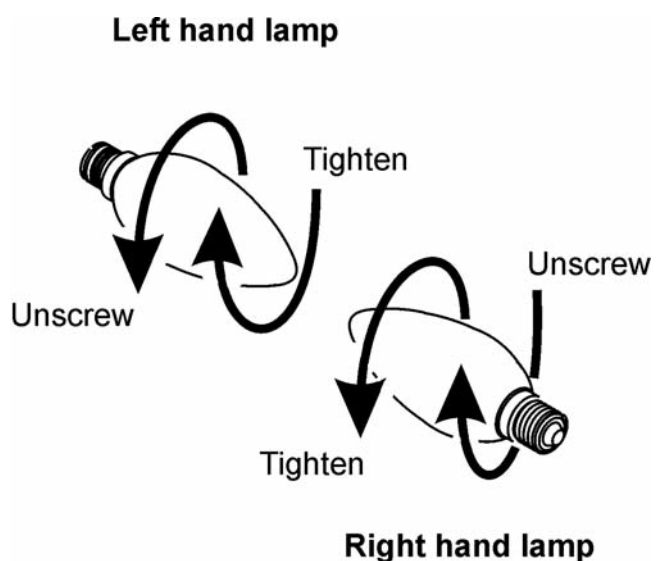


Figure 15. Bulb replacement

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## 2. My heater is on but there is no light or heat.

The first thing to do is check the wall socket. To do this plug in a known working appliance. If the appliance you have plugged in works then there is a good chance that the problem lies with the 13Amp fuse in the heater plug. If either fuse or socket is suspected, have them checked by an electrician.

## 3. My heater is on but there is no heat.

A cut out device is fitted to the heater to prevent damage due to over heating. If it operates due to an obstruction in the airflow, the heater must be turned off and allowed to cool for 15 minutes and the obstruction removed before restarting.

## 4. I have a problem that is different to those in the previous examples 1- 3.

Please call the **Valor Fires Technical Helpline**.

Telephone **0844 8711 565** (National call rates apply in the United Kingdom).

In the Republic of Ireland Telephone **0044 844 8711 565**.

For spares inquiries

**Spare parts are available nationwide via the 'interpart stockist network'. For your local stockist consult Yellow pages under 'Central Heating'.**

## 6. ENVIRONMENT

### What should I do when I'm ready to dispose of my heater?

The plug should be removed from the mains supply cable and the mains supply cable cut from the heater.

### Environmental Protection.

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.





### Information for the customer

#### Standard Warranty Terms & Conditions

The warranty is for 12 months subject to contract.

In the United Kingdom servicing can be carried out either by a **heateam** service engineer or a CORGI registered installer.

You must register your heater with **heateam**, the service division of Baxi Heating UK Limited, either by completing and returning the registration card or calling our free telephone registration line on **0800 032 72 44**.

#### Our promise to you

If you experience a fault with your new heater, we aim to provide a safe and high quality repair service supported by our dedicated national network of highly skilled engineers. Nothing in this warranty will affect your statutory rights.

What you need to do if you experience a problem with the operation of the heater;

Read section 5 of this guide "Cleaning and maintaining the heater". If the problem cannot be resolved simply call our service division **heateam** on **08706 090 081** to book an engineer visit or for any general advice that you may need. Our contact centre is open Monday to Friday 8am – 6pm, weekends and Bank Holidays 8.30am – 2pm, excluding Christmas Day and New Years day.

When calling **heateam**, it would be helpful if you could have the following information to hand:-

1. Heater serial number.
2. Heater brand and model number.
3. Date of installation.
4. Proof of purchase (If you do not have the heater serial number)

Note; details 1 – 3 can be found on the last page of this guide.

#### What this warranty covers

Free of charge repair or replacement of components found to be of faulty manufacture.

Free of charge replacement of the complete unit providing the failure is related to a manufacturing fault that cannot be repaired or is uneconomic to repair.

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## What this warranty does not cover

Repairs to heaters which haven't been installed properly and as set out in this guide.

Faults caused by inadequate supply of electricity.

Reimbursement of any third party repair or replacement costs that we haven't been told about or agreed with you in advance.

Compensation or consequential losses (e.g. loss of earnings, business losses, stress and inconvenience) arising from a production breakdown, including repair delays caused by factors outside our reasonable control.

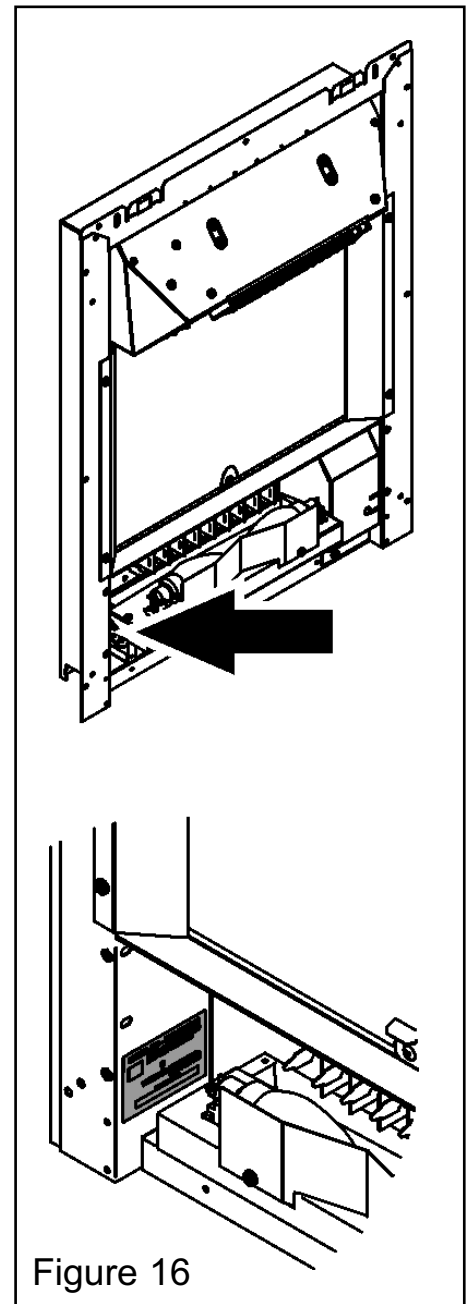


Figure 16

# INSTALLER AND OWNER GUIDE

## To be completed by the customer:

Model

Serial number (Can be found on the information label - See figure 16)

A LABEL CONTAINING THE SERIAL NUMBER MAY HAVE BEEN PLACED INSIDE THIS BOX.

Fascia name (Block Capitals)

Fascia code - Can be found close to the information label (Block Capitals)

A LABEL CONTAINING THE FASCIA CODE MAY HAVE BEEN PLACED INSIDE THIS BOX.

Brand (Please tick)

Baxi

Valor

Wonderfire                      Other.....

Date of Installation

D   D   M   M   Y   Y

VALOR FIRES