

# VALOR FIRES

## INSTALLER AND OWNER GUIDE

Model 824 Blenheim Longlite  
Electric Firefront.

incorporating the Valor Fires **FireSlide**<sup>®</sup> Control.

And for use with the **Baxi Bermuda BBU15 HE** Boiler.

(GC No. EF-032-34)



This guide is intended to help you install and care for your Valor Fires electric firefront. 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.**

## **Baxi Heating U.K. Limited 2010.**

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### **Safety First.**

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



### **Quality and Excellence.**

All Valor Fires firefronts are manufactured to the highest standards of quality and excellence and are manufactured under a BS EN ISO 9001 quality system accepted by the British Standards Institute.

# **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 GUIDE

FOR OWNER GUIDE SEE PAGES 18 TO 31

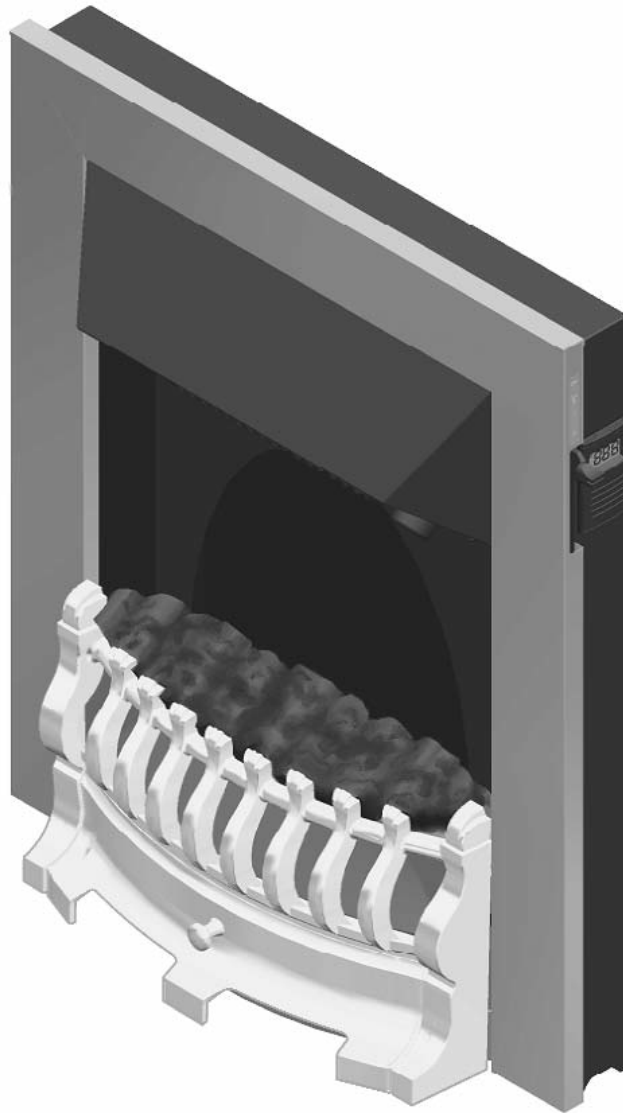
# INSTALLER GUIDE

## CONTENTS

<u>Section</u>	<u>Heading</u>	<u>Page</u>
	<b>INSTALLER GUIDE</b>	<b>3 - 17</b>
	<b>OWNER GUIDE</b>	<b>18 - 31</b>
<b>1.</b>	<b>IMAGE</b>	<b>5</b>
<b>2.</b>	<b>HANDLING AND UNPACKING</b>	<b>6</b>
<b>3.</b>	<b>SAFETY</b>	<b>7</b>
<b>4.</b>	<b>OPTIONAL SPACER FRAME KIT</b>	<b>8</b>
<b>5.</b>	<b>PACK CONTENTS</b>	<b>9</b>
<b>6.</b>	<b>FITTING THE FIREFRONT</b>	<b>10</b>
	General notes to read before fitting your firefront.	<b>10</b>
	Do I need any tools?	<b>10</b>
	Where can I fit the firefront?	<b>10</b>
	Moving the cable guide.	<b>10</b>
	Removing the cable guide.	<b>11</b>
	Fitting the cable guide.	<b>11</b>
	Fitting the Control Knob.	<b>12</b>
	Fascia support brackets.	<b>12</b>
	Securing the Firefront.	<b>13</b>
	Method A - Securing with wire.	<b>13</b>
	Method B - Securing with wire using an Optional Spacer Frame kit (See section 3).	<b>15</b>
	Fitting the light diffuser.	<b>16</b>
	Fitting the Fascia.	<b>16</b>
<b>7.</b>	<b>REMOVING THE FASCIA AND FIREFRONT</b>	<b>17</b>

# INSTALLER GUIDE

## 1. IMAGE



# INSTALLER GUIDE

## 2. HANDLING AND UNPACKING

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

### Important safety instructions.

- The approximate weight (kg) of the firefront parts are listed below:

<u>Model</u>	<u>Heat engine</u>	<u>Firefront</u>	<u>Fascia</u>	<u>Spacer*</u>	<u>Top Coal</u>
Blenheim	5.9	3.8	1.0	1.3	0.72

\* An optional spacer frame kit is obtainable either from your firefront supplier or direct from Valor Fires Sales. The kit is a 50mm spacer kit (Kit number 5135632).

- One person should be sufficient to lift the firefront. 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 firefront.
- Always grip with the palm of the hand. Do not use the tips of fingers for support.
- Always keep the firefront as close to the body as possible. This will minimise the cantilever action.
- Use gloves to provide additional grip.
- Always use assistance if required.

# INSTALLER GUIDE

## 3. 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.

Children should be supervised to ensure that they do not play with the appliance.

### Always

- **Always** install the firefront in accordance with this guide. If in doubt obtain expert advice.
- **Always** make sure the electrical socket is accessible and located adjacent to, but not above the firefront.
- **Always** disconnect the firefront from the electrical supply before carrying out cleaning or maintenance.
- **Always** make sure the firefront is firmly secured to prevent it from being tipped over.
- **Always** use a fireguard when young children, infirm persons and pet animals can come into contact with the firefront.
- **Always** use genuine Valor Fires spare parts.

### Never

- **Never** leave children unsupervised in a room where the firefront is ON and unguarded.
- **Never** obstruct or cover the fan outlet or force items into firefront openings.
- **Never** install or use the firefront anywhere where water is in use, i.e. Bathrooms, Kitchens, Shower Rooms and Swimming Pools etc.(It is accepted that the firefront will stand in front of a boiler).
- **Never** use aerosols or steam cleaners on or around the firefront.
- **Never** route the electric supply cable under carpet etc.
- **Never** install the firefront close to curtains or combustible materials.
- **Never** use the firefront to dry clothes etc.
- **Never** sit or stand on the firefront.
- **Never** use the firefront with a timer switch or similar device.

### **Important electrical safety.**

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

# INSTALLER GUIDE

**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.

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

- The firefront 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 cable must be safely routed from the firefront 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 firefront and the electrical supply shall comply with current IEE regulations. Extension leads should not be used.

## 4. OPTIONAL SPACER FRAME KIT

Although the firefront is supplied with a 50mm deep spacer frame, an optional 50mm deep spacer frame kit is obtainable either from your firefront supplier or direct from Valor Fires Sales - spacer kit number 5135632. The spacer kit is an addition to the spacer supplied with the firefront. If you want the firefront to be fitted against a flat wall it will be necessary to purchase the kit, they are designed to be secured together.

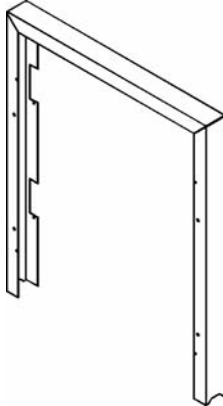

Contents	Quantity	(Illustrations are not to scale)
Spacer frame	1 only	
No 8 x 3/8 Self-tapping screws	4	

Figure 1.



# INSTALLER GUIDE

## 5. PACK CONTENTS

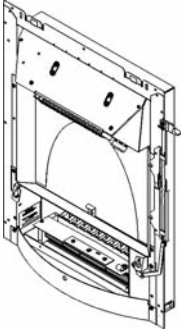
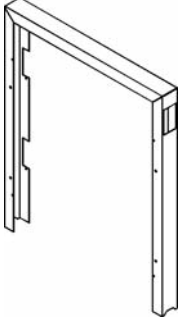



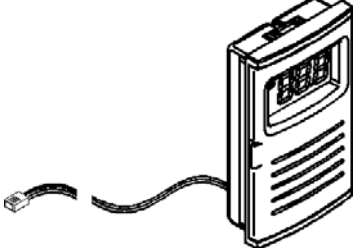
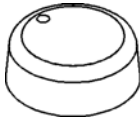

Contents	Quantity	(Illustrations are not to scale)
Firefront (Design may differ from that shown)	1	
Spacer frame	1 Only	
No. 8 x 3/8 pan head screw	4	
Tension wire	1	
Diffuser	1	
Boiler Control and connector lead.	1	
Control Knob	1	
Top coal	1	

Figure 2. Contents. Fascia and coals not shown (Items are not to scale)

# INSTALLER GUIDE

## 6. FITTING THE FIREFRONT

**General notes to read before fitting your firefront.**

**The installation of this firefront 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.**

**Important: Before continuing with the installation of this firefront please ensure that you have completed the information on the last page of this guide.**

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.

### **Do I need any tools?**

You will need a Pozidrive / Phillips / cross head screwdriver. This should have a number 2 size tip.

### **Where can I fit the firefront?**

This firefront can be fitted into fireplaces or surrounds where the following dimensions are available.

Width	400mm - 450 mm (15.35 inches - 17.72 inches)
Height	555mm - 590 mm (21.9 inches - 23.2 inches)
Depth	At least 25mm (At least 3 inches)

\* An optional spacer frame kit is obtainable either from your firefront supplier or direct from Valor Fires Sales. The kit is a 50mm spacer kit (Kit number 5135632).

### **Moving the cable guide.**

At the base of the firefront 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 firefront. If required, the cable guide can be removed and put in the rectangular slot in the centre or left hand side of the firefront. For removal and fitting please see the following sections.

# INSTALLER GUIDE

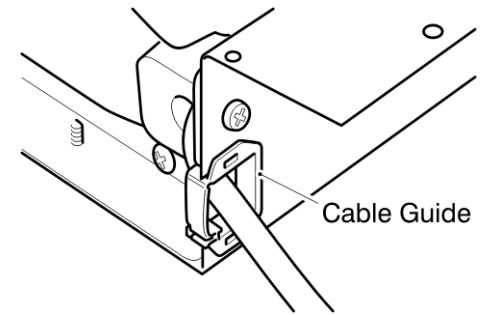
## Removing the cable guide.

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 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 firefront then gently pull the cable guide away from the rectangular slot (See figure 3 - Item 3).

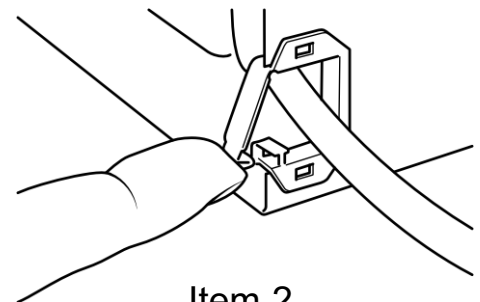
## Fitting the cable guide.

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).

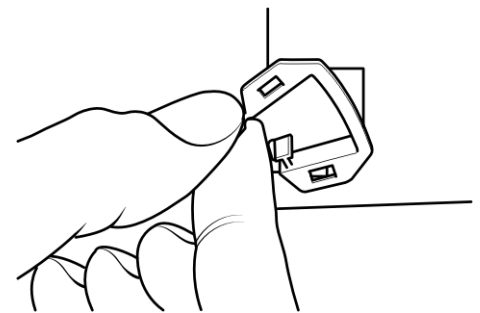
1. Gently pinch the sides of the cable guide (See figure 3 - Item 4) and push the cable guide into the required rectangular slot.
2. Place the electrical cable into the guide and close the top of the cable guide.



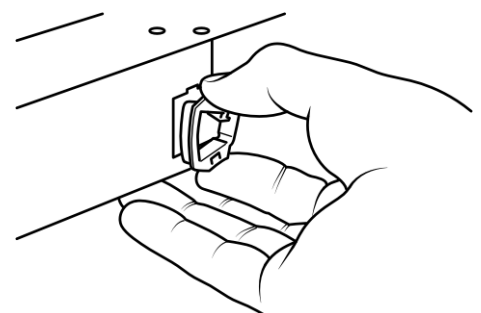
Item 1



Item 2



Item 3



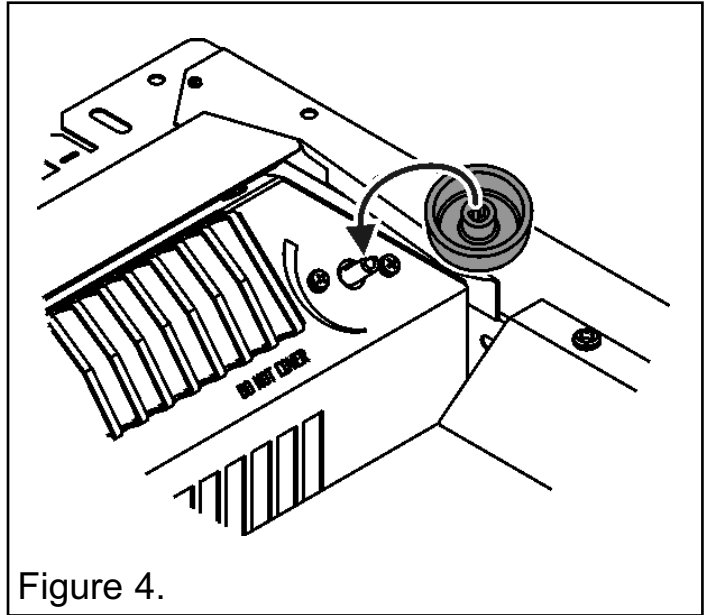
Item 4

Figure 3. Removing and positioning the cable guide.

# INSTALLER GUIDE

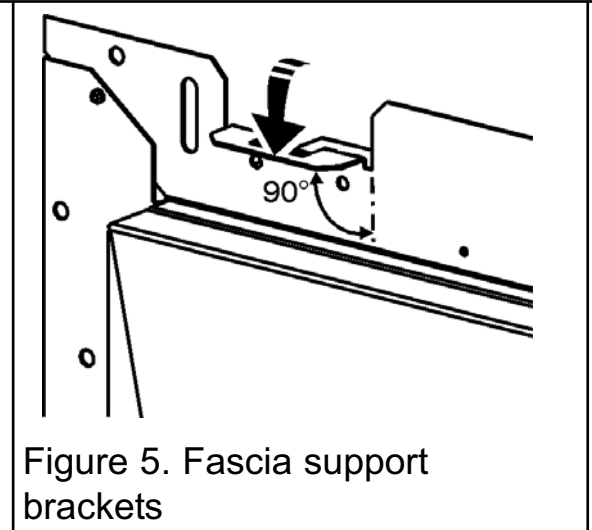
## Fitting the Control Knob.

The control knob is supplied separately with the accessory pack. Fit the control knob before continuing with the firefront installation. To assemble the control knob to the control spindle, firstly line up the 'D' profile on the underside of the control knob to the 'D' profile on the spindle (both flats should line up). Place the control knob onto the spindle and gently push until the control knob is fully located (See figure 4).



## Fascia support brackets.

As supplied the fascia support brackets may be flat against the firefront body. Using a suitable tool or gloved hand, bend the brackets as in figure 5.



# INSTALLER GUIDE

## Securing the Firefront.

All fixings supplied with the firefront have been identified in figure 2.

**The firefront must be secured into position to prevent it from being tipped over.**

The following securing options are available:

- **Method A** - Securing with wire.
- **Method B** - Securing with wire using an **Optional Spacer Frame kit** (See section 4).

If fitting the firefront onto a decorative hearth surface such as marble or tile it is advisable to protect the hearth surface. Do not drag the firefront as the surface finish may be damaged.

### Method A - Securing with wire.

1. Supplied with the firefront is a spacer frame. The opening for the Boiler Control should be on the right hand side when fitting.
2. Secure the spacer frame to the firefront using four No.8 x 3/8 screws supplied (See figure 6 & 2).
3. Insert the Boiler Control lead through the opening in the spacer frame, then ensuring that the display is at the top, gently push the Boiler Control into place. See figure 7. Place the firefront in front of the boiler, connect the Boiler Control lead to the lead on the boiler and check the boiler operation.
4. Supplied with the firefront is a wire. This will be used to secure the firefront to the top of the boiler.

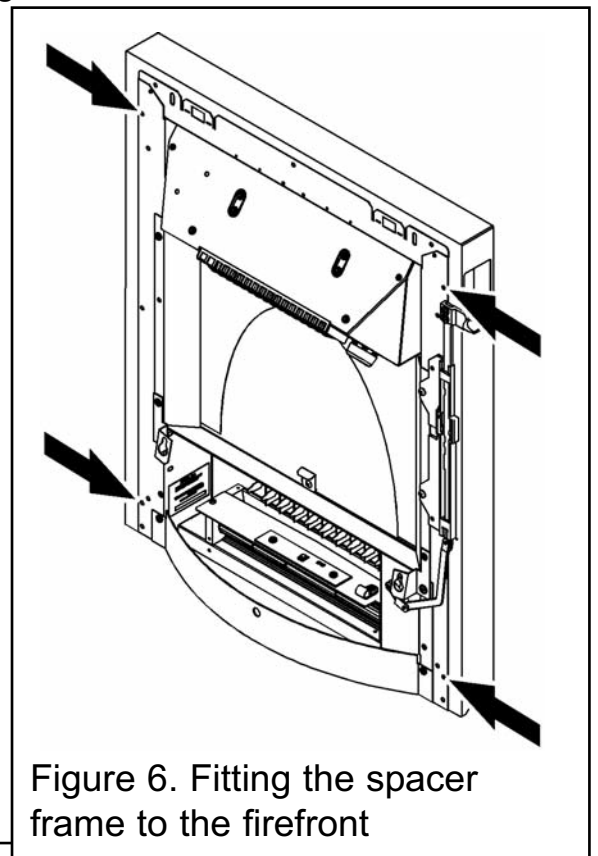


Figure 6. Fitting the spacer frame to the firefront

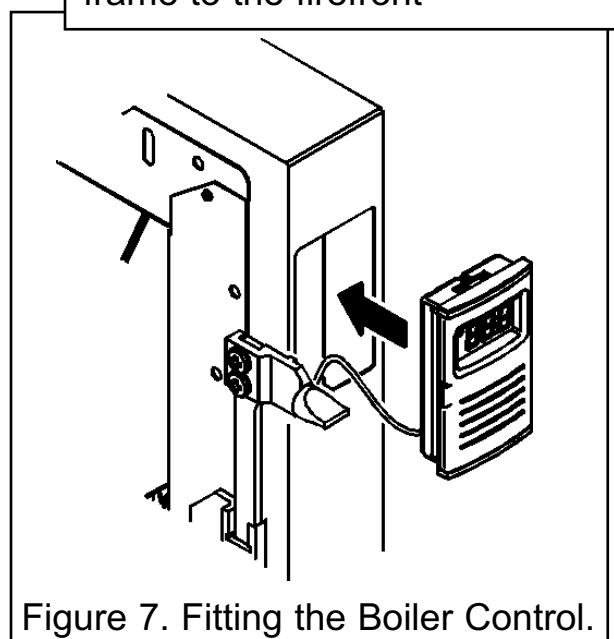


Figure 7. Fitting the Boiler Control.

# INSTALLER GUIDE

**5.** At the top of the firefront there are four small holes, two each side of the firefront. From the front of the firefront, thread about 50mm of the wire into the outside small hole on the right side of the firefront (See point 1 - figure 8).

**6.** Thread the other end of the wire through the remaining small hole to the left. Continue to push the wire through this hole until there is only a small loop of wire at the front of the firefront (See point 2 - figure 8).

**7.** At the back of the firefront there will be a long piece and a short piece of wire coming through the two holes. Hold the short piece and give the long piece a gentle tug. This will secure the wire. Take the long piece and thread this through the bracket located at the top centre of the boiler (See figure 8).

**8.** From the back of the firefront thread the long piece of wire through the inner small hole on the left hand side of the firefront (See figure 8).

**9.** Locate the firefront in the fireplace opening, then from the front of the firefront, gently pull the wire on the right hand side to gather up the excess until the firefront is secure. Thread the wire through the remaining small hole to lock the wire and firefront in place (See point 4 - figure 8).

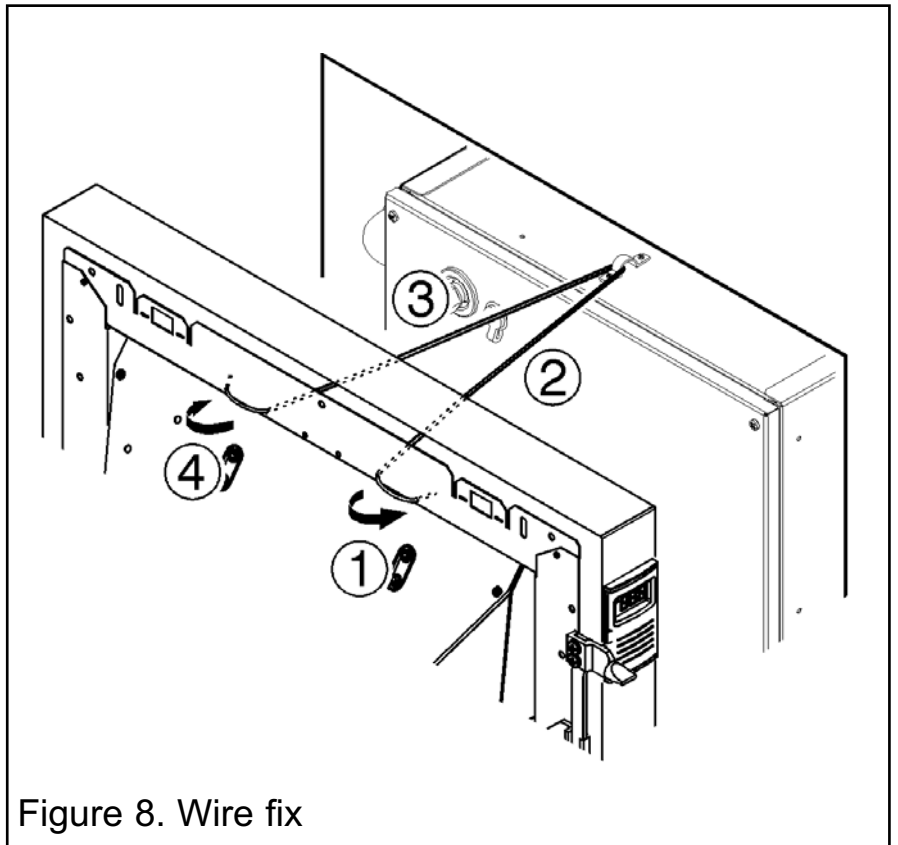


Figure 8. Wire fix

# INSTALLER GUIDE

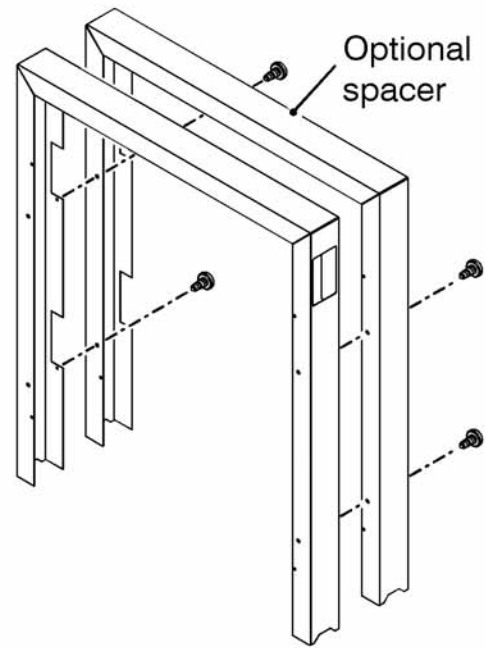
## Method B - Securing with wire using an Optional Spacer Frame kit (See section 3).

Although the firefront is supplied with a 50mm deep spacer frame, an optional 50mm deep spacer frame kit is obtainable either from your firefront supplier or direct from Valor Fires Sales. The spacer kit is an addition to the spacer supplied with the firefront. If you want the firefront to be fitted against a flat wall it will be necessary to purchase two kits, they are designed to be secured together.

1. There are four No.8 x 3/8 screws supplied with the optional spacer frame. The narrow flange of the optional spacer should be placed against the spacer supplied with the firefront. Screw the optional spacer frame to the one supplied with the firefront (See figure 9).
2. Secure the spacer frames to the firefront using four No.8 x 3/8 screws supplied (See figures 9 and 2).
3. Continue with the installation as in points 3 to 10 of method A.

### Step 1

Screw the optional spacer to the spacer supplied with the heater.



### Step 2

Screw the spacers to the heater.

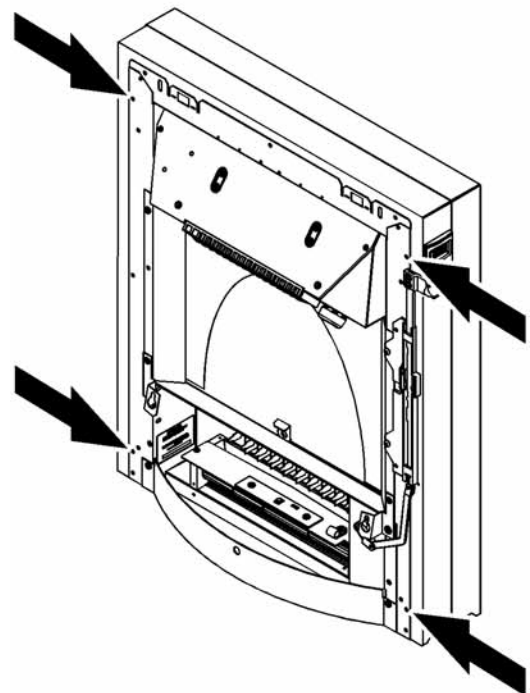


Figure 9. Fitting the optional spacer frame to the firefront

# INSTALLER GUIDE

## Fitting the light diffuser.

1. There is a light diffuser supplied with the firefront (See figure 10). Place this on to the metal flange below the plastic screen.

## Fitting the Fascia.

1. The magnets may have moved in transit. Locate the magnets as in figure 11.

2. Fit the fascia to the firefront by hooking the brackets on the rear of the fascia over the brackets on the firefront. Be careful to keep the magnets at the bottom of the fascia away from the firefront until the hooks are in place (See figure 11). Then allow the fascia magnets to secure the bottom of the fascia to the firefront.

3. Hook the lower firefront casting on to the firefront as in figure 12. Secure in place using the decorative knob (See figure 13).

4. Place the one piece coal bed onto the top of the fuel support.

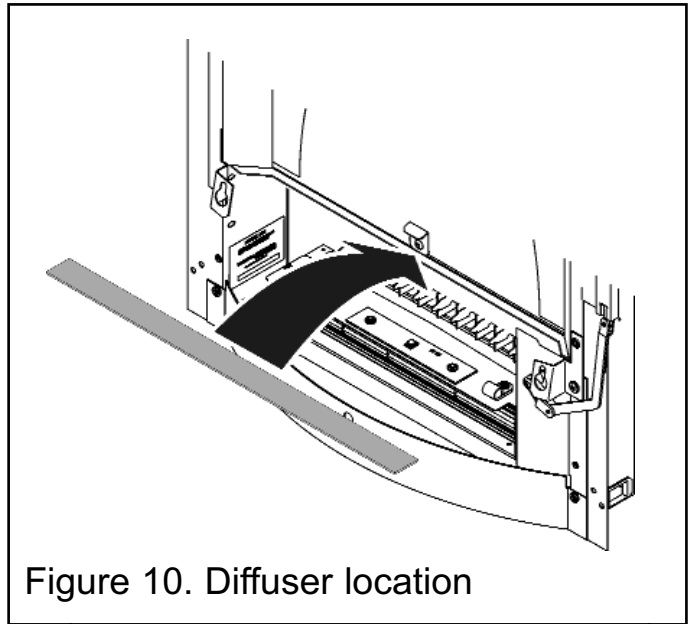


Figure 10. Diffuser location

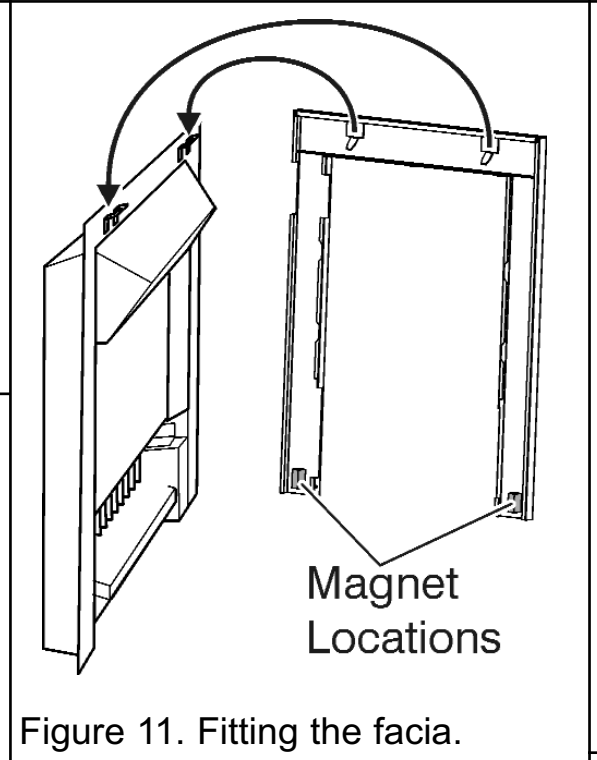


Figure 11. Fitting the fascia.

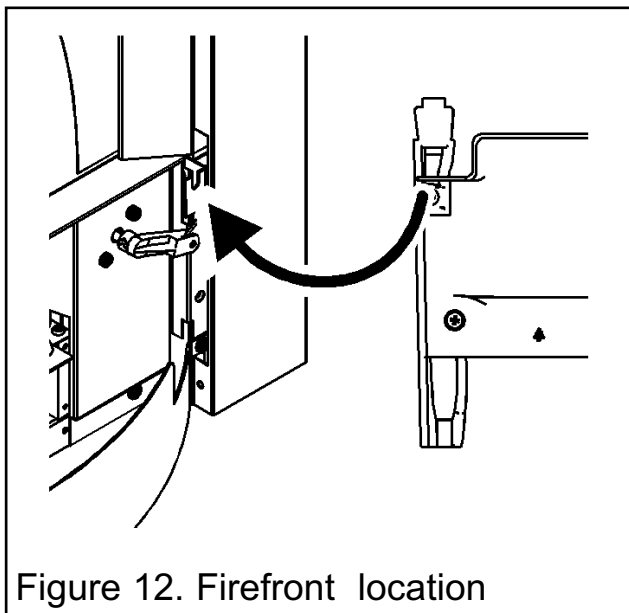


Figure 12. Firefront location

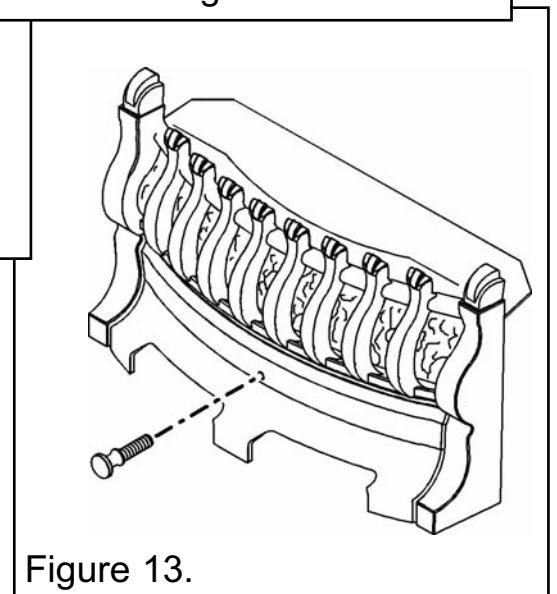


Figure 13.



# INSTALLER GUIDE

## 7. REMOVING THE FASCIA AND FIREFRONT

To gain access to the boiler for servicing and maintenance it will be necessary to remove the firefront. Do this as below:

1. Unscrew the ash pan knob and remove the Hearth casting from beneath the fascia.
2. Firmly hold the lower sides of the firefront fascia and gently pull the bottom forward to release the magnets that hold the bottom in place. Lift the fascia upward and forward until the fascia hanging brackets are clear of the upper hanging brackets on the firefront. Place the fascia away from the work area.
3. The firefront is held in place with a single wire. It will be necessary to loosen and remove the wire at one side. Do this by placing a flat ended screw driver or similar tool behind the wire loop on the front of the firefront (See figure 14). Push the wire loop towards the outer hole and pull on the wire where it passes through an outer hole in the firefront. The wire should become loose and can then be pulled from the outer hole. With the end of the wire free, gently pull the firefront forward.
4. After completing work on the boiler fit the firefront and fascia as in section 6 of this guide.

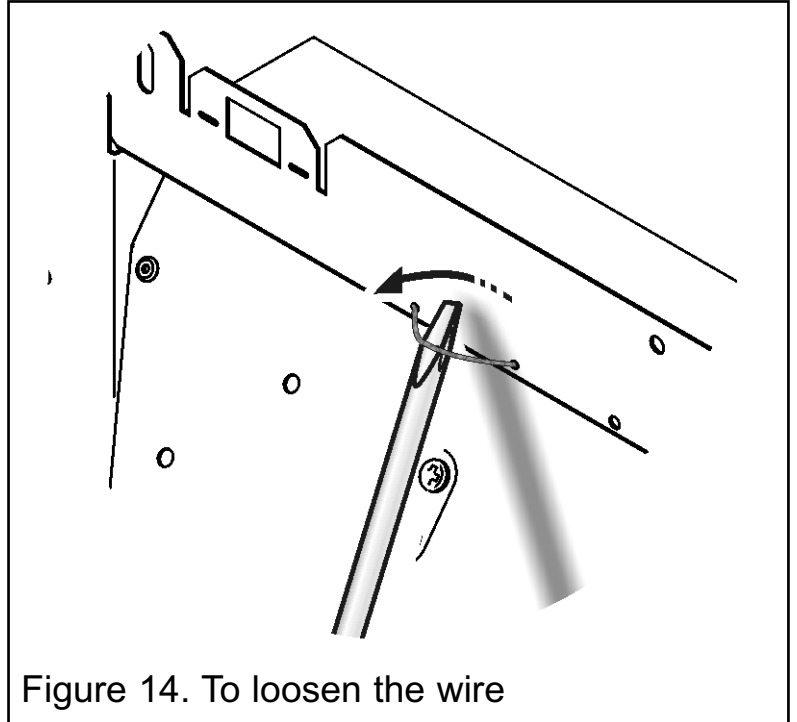


Figure 14. To loosen the wire

# OWNER GUIDE

FOR WARRANTY AND SERVICE INFORMATION  
SEE PAGES 27 TO 31

# OWNER GUIDE

## CONTENTS

<u>Section</u>	<u>Heading</u>	<u>Page</u>
<b>1.</b>	<b>IMAGE</b>	<b>20</b>
<b>2.</b>	<b>SAFETY</b>	<b>20</b>
<b>3.</b>	<b>OPERATING THE FIREFRONT</b>	<b>22</b>
	Important Safety.	22
	What are the Fireslide control positions for?	22
	What is the variable energy control knob for?	22
<b>4.</b>	<b>OPERATING THE BOILER</b>	<b>23</b>
	Understanding the Boiler Control functions.	23
	Is the Boiler ON or OFF?	23
	How to switch the Boiler ON.	23
	How do you know when the system external controls are requesting heating or hot water ?	24
	Troubleshooting.	24
	How to RESET the Boiler.	24
	Lockout / Error codes.	25
	How to switch the Boiler OFF.	25
	Boiler checklist.	25
<b>5.</b>	<b>CLEANING AND MAINTAINING THE FIREFRONT</b>	<b>26</b>
	How do I clean my firefront?	26
	I have a problem with my firefront!	26
	1. My firefront is on but there is no light or heat.	26
	2. My firefront is on but there is no heat.	26
	3. My firefront is on but there is not enough heat.	26
	4. I Have a problem that is different to those in the previous examples 1- 3.	26
<b>6.</b>	<b>ENVIRONMENT</b>	<b>27</b>
	Environmental Protection.	27
	What should I do when I'm ready to dispose of my firefront?	27
<b>7.</b>	<b>WARRANTY AND SERVICE</b>	<b>27</b>

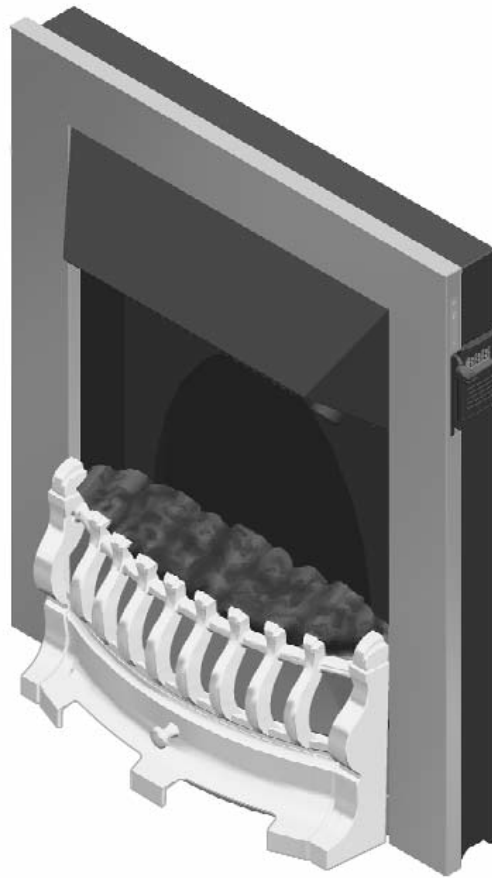
## CUSTOMER CARE

**Thank you for choosing Valor Fires**

All Valor Fires firefronts 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 Valor Fires firefront, 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 please telephone **0044 844 8711 565**.

# OWNER GUIDE

## 1. IMAGE



## 2. SAFETY

### Warning!

If you smell gas.

- Do not operate light switches.
- Do not operate any electrical equipment.
- Do not use a telephone in the hazardous area.
- Extinguish any naked flame and do not smoke.
- Open windows and doors in the hazardous area.
- Turn off the gas supply at the meter.
- Warn any other occupants and vacate the premises.
- Telephone the National Gas Emergency Service on **0800 111 999**.

Faulty boiler

If it is known or suspected that a fault exists on the boiler, it must not be used until the fault has been corrected by a competent person

# OWNER GUIDE

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.

Children should be supervised to ensure that they do not play with the appliance.

## Always

- **Always** disconnect the firefront from the electrical supply before carrying out cleaning or maintenance.
- **Always** use a fireguard when young children, infirm persons and pet animals can come into contact with the firefront.
- **Always** use genuine Valor Fires spare parts.

## Never

- **Never** leave children unsupervised in a room where the firefront is ON and unguarded.
- **Never** obstruct or cover the fan outlet or force items into firefront openings.
- **Never** install or use the firefront anywhere where water is in use, i.e. Bathrooms, Kitchens, Shower Rooms and Swimming Pools etc.(It is accepted that the firefront will stand in front of a boiler).
- **Never** use aerosols or steam cleaners on or around the firefront.
- **Never** route the electric supply cable under carpet etc.
- **Never** install the firefront close to curtains or combustible materials.
- **Never** use the firefront to dry clothes etc.
- **Never** sit or stand on the firefront.
- **Never** use the firefront with a timer switch or similar device.

# OWNER GUIDE

## 3. OPERATING THE FIREFRONT

### Important Safety.

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

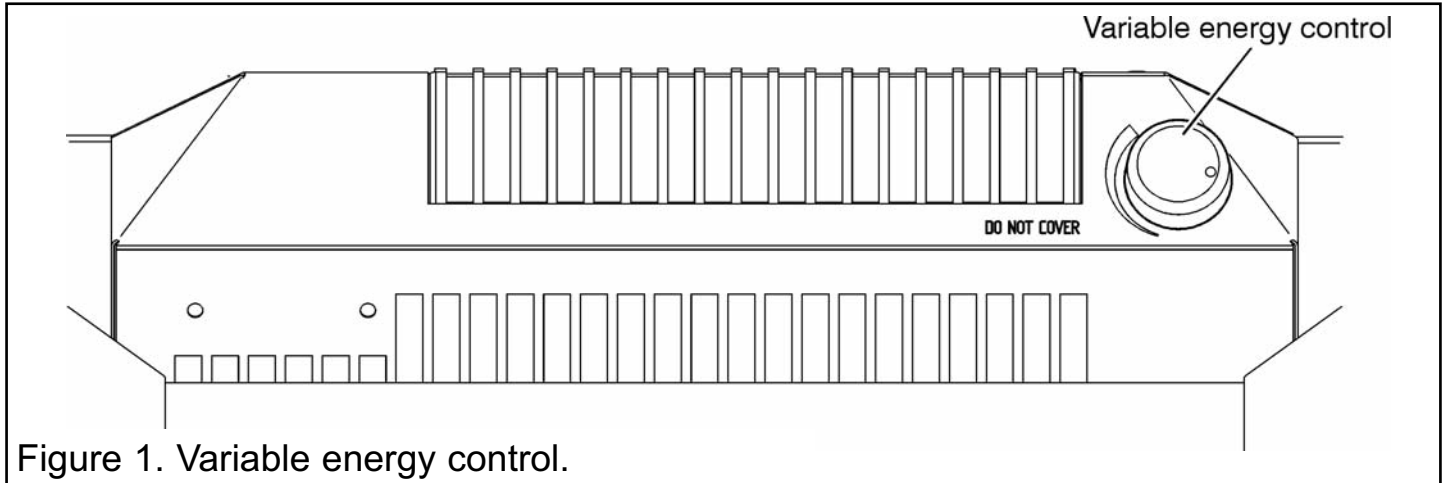


Figure 1. Variable energy control.

### What are the Fireslide control positions for?

The firefront is operated by the Fireslide control located on the upper right hand side of the firefront.

#### Fireslide Position

OFF The flame effect and heater are OFF.



Only the flame effect operates



1kW fan heat setting and flame effect.



2kW fan heat setting and flame effect.

### What is the variable energy control knob for?

The firefront has a variable energy control located below the hood on the right hand side of the firefront.

The variable energy control will only work when the Fireslide control is set at the 2kW setting. If the room requires maximum heat, rotate the control fully clockwise. For less heat rotate the control counterclockwise until the required heat setting is achieved. When operating the variable energy control will operate between the 1kW and 2kW settings. Turning the knob fully counterclockwise will switch the variable energy function off.

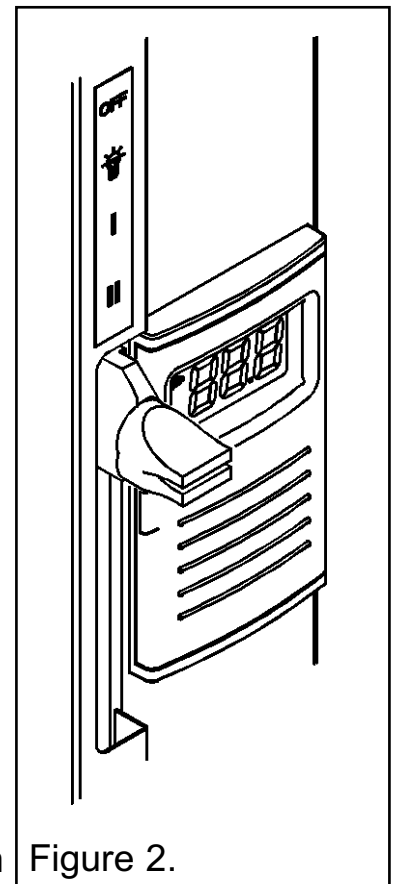


Figure 2.

# OWNER GUIDE

## 4. OPERATING THE BOILER

The Boiler Control is located on the upper right hand side of the firefront (See figure 3).

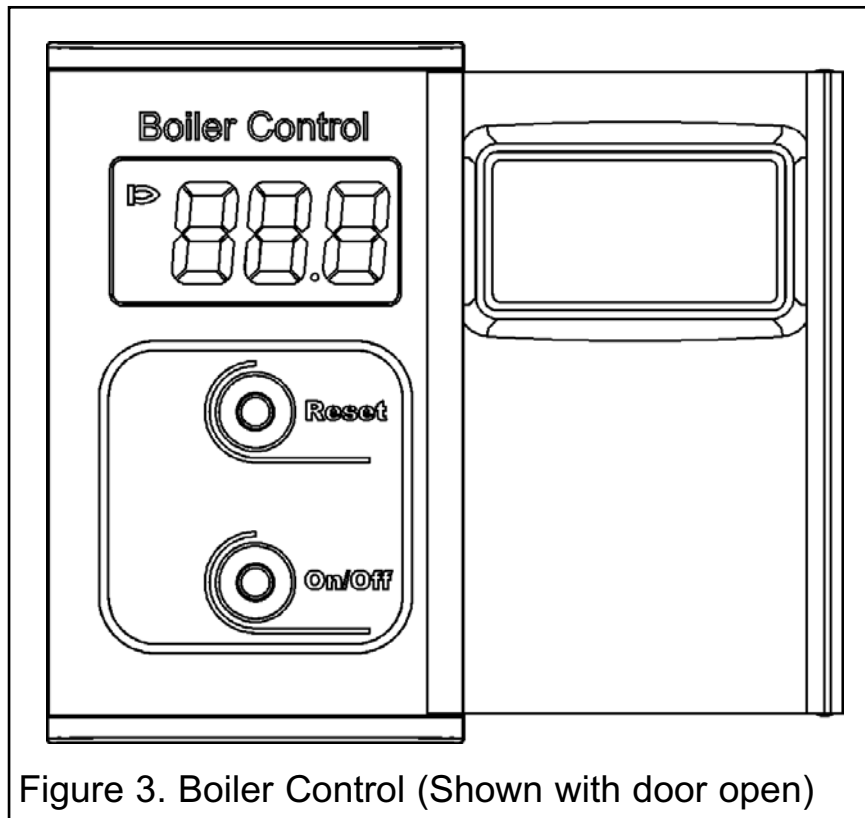


Figure 3. Boiler Control (Shown with door open)

Note: To operate the Boiler Control the On / Off button needs to be pressed for a minimum of half a second.

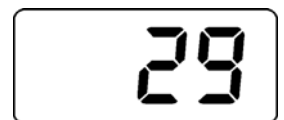
### Understanding the Boiler Control functions.

#### Is the Boiler ON or OFF?

If the boiler is **OFF** the display on the Boiler Control will read OFF. This means the boiler will not operate even if the system external controls (timer, programmer etc.) are requesting central heating or domestic hot water.



If the boiler is **ON** then the display on the Boiler Control will show a number, this being the 'primary flow' temperature which is the temperature of the water in the central heating system.



In this condition the boiler is not operating, but will respond to a request from system external controls.

#### How to switch the Boiler ON.

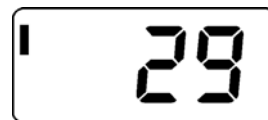
**1.** If the boiler is OFF, open the hinged panel that covers the Boiler Control. Press the On / Off button on the Boiler Control for a minimum of half a second.

# OWNER GUIDE

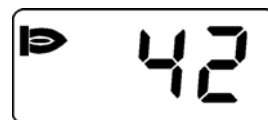
## How do you know when the system external controls are requesting heating or hot water ?

(When switched ON the boiler will be operated by a separate control. This may be a timer or room thermostat control).

1. When the boiler is ON and heat is required a vertical bar will appear in the top left of the display. The bar will remain visible for as long as the thermostat or timer are operational (i.e. If the timer is set for the boiler to operate for a two hour period, then the bar will remain visible for the two hours)

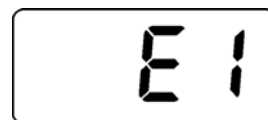


2. Once the bar appears there will be a short delay of up to 60 seconds, the boiler will then commence the ignition sequence. When the main burner lights, the flame symbol will appear in the top left of the display. The 'primary flow' temperature will be seen to increase.



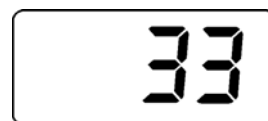
### Troubleshooting.

If the boiler fails to light within 3 ignition attempts, a lockout condition will occur and an error code (E133) will be displayed on display.



Error codes are displayed in two parts, i.e. for 'E133' (Ignition lockout), the display will show 'E1' alternating with 33.

First blink

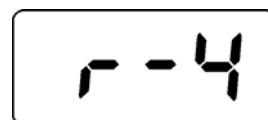


Second blink

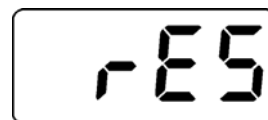
### How to RESET the Boiler.

If an error code is displayed a manual reset operation may be required. A list of error codes that can be reset are given on the opposite page. To reset the boiler, open the door on the boiler control and press the 'RESET' button (top) for at least 3 seconds (no more than 30 seconds). The display will show

(r - 4) or the number corresponding to available reset attempts.



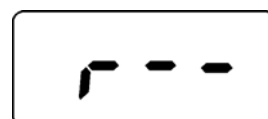
When the RESET button is released the display will change to (r E S) for 2 seconds to indicate the reset action has occurred.



### NOTE – RESET ATTEMPTS ARE LIMITED.

A maximum number of 4 resets in 5 hours is available. After each reset action, the counter is reduced by one. ONLY after 5 hours of no reset action will one reset be added.

If the maximum number of reset attempts have been reached, the boiler control will display [r - -], blinking.



In this case, a waiting time of 5 hours is required to recover one further reset attempt. After 4 reset attempts we recommend that you contact Heateam on **0844 8711 565**. When contacting heateam it will help to quote the error code that has been displayed.



# OWNER GUIDE

## **Lockout / Error codes.**

**The following codes are user resettable.**

E110 – High limit thermostat or safety float switch operation.

E125 – Boiler maximum water temperature exceeded twice in 2 hour period.

E131 – Burner lockout after power OFF/ON during the fault E125.

E133 – Burner lockout due to no flame.

E168 – No communication to burner control system.

## **How to switch the Boiler OFF.**

If the boiler is ON, open the hinged panel that covers the Boiler Control. Press the On / Off button on the Boiler Control for a minimum of half a second.

## **Boiler checklist.**

If your boiler is not working or not working correctly please check the following before calling Heateam.

- Make sure the gas supply is turned ON. Check if other gas appliances are working (e.g. cooker). If there is no gas contact your gas supplier.
- Is the timer or programmer ON and calling for heat? Ensure it is set for Central Heating or Hot Water.
- Is any room thermostat set high enough? Turn up if necessary.
- What is displayed on the Boiler Control at the top right of the fire? 'E' followed by a number (error code) indicates a fault. Please see Troubleshooting section on opposite page.
- If an error code is persistently displayed consult your installer or a qualified GAS SAFE REGISTER engineer, (CORGI or GAS SAFE REGISTER outside of UK).

## 5. CLEANING AND MAINTAINING THE FIREFRONT

### How do I clean my firefront?

The firefront fascia and plastic parts need only to be wiped clean with a dry soft cloth, do not use polishes or abrasive materials.

### I have a problem with my firefront!

#### Important Safety

**Before undertaking maintenance always disconnect the firefront from the electricity supply by removing the 3 pin plug and allowing the firefront to cool completely.**

#### 1. My firefront 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 13 Amp fuse in the firefront plug. If either fuse or socket is suspected, have them checked by an electrician.

#### 2. My firefront is on but there is no heat.

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

#### 3. My firefront is on but there is not enough heat.

Your firefront is fitted with a variable energy control. See section 2 of this guide.

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

For general advice about your firefront, to report faults, arrange for your firefront to be serviced, or for sales and product information call 0844 8711 565. Callers in the Republic of Ireland please 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'.**

When ordering spare parts for your firefront please have the below information available. This will help us to deal with your call quicker and avoid you having to make a second call.

- Your Post Code
- The fault, problem or request.
- Model, Name and serial number (This information can be found on a small label attached to the lower right of the firefront (See figure 5) and should also have been recorded on the last page of this guide.

# OWNER GUIDE

## 6. ENVIRONMENT

### 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.

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

The plug should be removed from the mains cable and the mains cable cut from the firefront. These should be disposed of with the firefront.

## 7. WARRANTY AND SERVICE

### 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 suitably qualified person.

You must register your firefront 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 30**.

#### Our promise to you

If you experience a fault with your new firefront, 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 firefront;

Read section 4 of this guide "Cleaning and maintaining the firefront". If the problem cannot be resolved simply call our service division **heateam** on **0844 8711 565** 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.

# OWNER GUIDE

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

1. Firefront serial number.\*
2. Firefront brand and model number.\*
3. Date of installation.\*
4. Proof of purchase (If you do not have the firefront 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.

## **What this warranty does not cover**

Repairs to firefronts 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.



# OWNER GUIDE

All areas to be completed by the installer:

## INSTALLER DETAILS

Installer Name	
Gas Safe Register or Corgi Registration Number.	
Company Name.	
Company Address	
Company Telephone number	
Company Fax number	

## BOILER DETAILS

Boiler Model

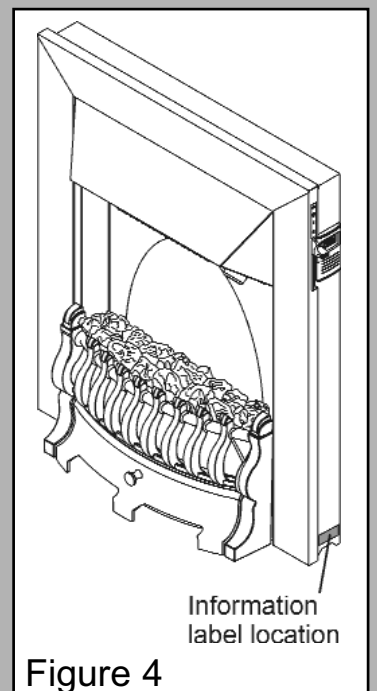
B	A	X	I		B	E	R	M	U	D	A
B	B	U		1	5		H	E			

Boiler Serial number (Can be found on the information label - See figure 4)

--	--	--	--	--	--	--	--	--	--	--	--	--	--

BOILER SERIAL NUMBER LABEL  
TO BE AFFIXED HERE

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



Date of Installation

D	D	M	M	Y	Y

# OWNER GUIDE

## FIREFRONT DETAILS

Model

Serial number (Can be found on the information label - See figure 5)

FIREFRONT SERIAL NUMBER LABEL  
TO BE AFFIXED HERE

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)

FIREFRONT FASCIA  
CODE LABEL  
TO BE AFFIXED HERE

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

Brand (Please tick)

Baxi

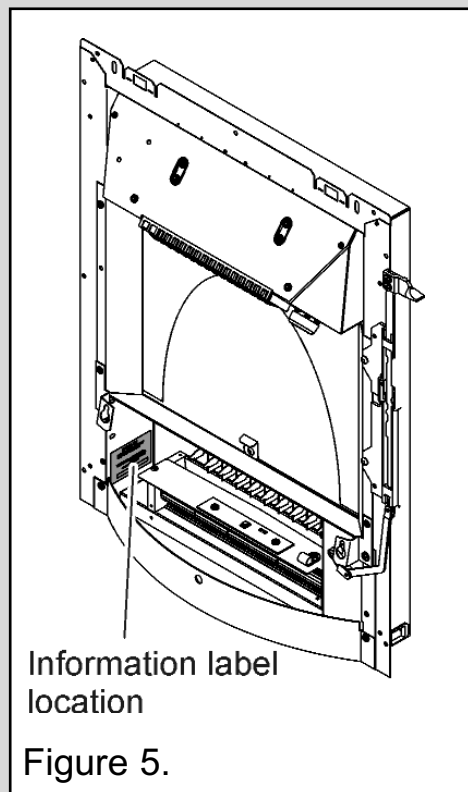
Valor

Wonderfire

Other.....

Date of Installation

D D M M Y Y



VALOR FIRES