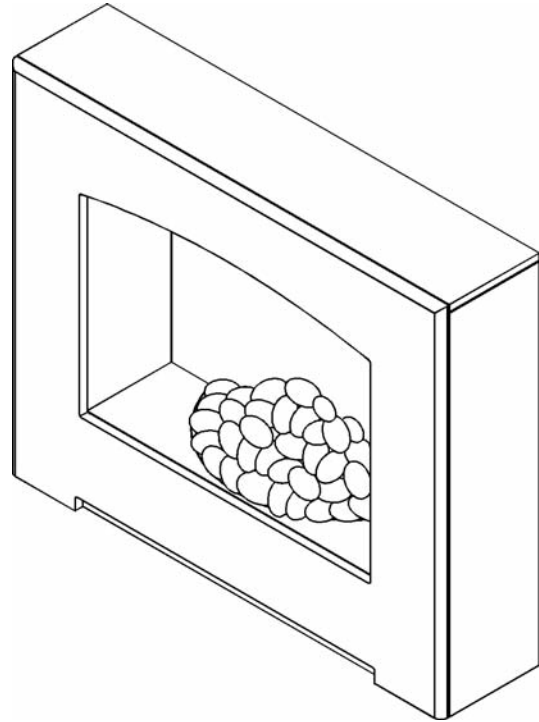


## INSTALLER AND OWNER GUIDE

### Ivory Pebble Electric Heater

MODEL 800  
(GC No. EF-032-36)



This guide is intended to help you install and care for your electric heater. Please read carefully before installing and using your heater. However, if further information is required please contact us:

Next Retail Ltd.  
Desford Road, Enderby, Leicester,  
LE19 4AT.

CUSTOMER SERVICES  
Telephone 0844 844 8999.



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

# INSTALLER AND OWNER GUIDE

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## next

Next Retail Ltd. Desford Road, Enderby, Leicester, LE19 4AT.

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.**

This heater is CE Approved and designed to meet the appropriate British Standards and Safety Marks.



## **Quality and Excellence.**

This heater has been 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.



# CUSTOMER CARE

Thank you for choosing

# next

This heater has been 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, our customer service team will be pleased to help.

Please telephone **0844 844 8999**.

# INSTALLER AND OWNER GUIDE

## 1. HANDLING AND UNPACKING

Ensure that all packaging and protective film has been removed before using the heater.

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

### **Important safety instructions.**

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

<u>Model</u>	<u>Surround</u>	<u>Pebbles</u>
Ivory pebble	24.0	7.0

- The heater is heavy we recommend a minimum of two people 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.

# INSTALLER AND OWNER GUIDE

## 2. SAFETY

This heater 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** make sure the electrical socket is accessible and located adjacent to, but not above or behind the heater.
- **Always** disconnect the heater from the electrical supply before carrying out cleaning, maintenance or replacing the lamp.
- **Always** use a fireguard when young children, infirm persons and pet animals can come into contact with the heater.
- **Always** use genuine spare parts.

### 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** obstruct the openings in the heater; this could cause overheating and consequent risk of fire.
- **Never** install or use the heater anywhere where water is in use, i.e. Bathrooms, Kitchens, Shower Rooms, 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.
- **Never** use the heater with a timer switch or similar device.
- **Never** place hot or sharp objects on top of the heater or hearth as these may cause damage.

# INSTALLER AND OWNER GUIDE

## Important Electrical Safety

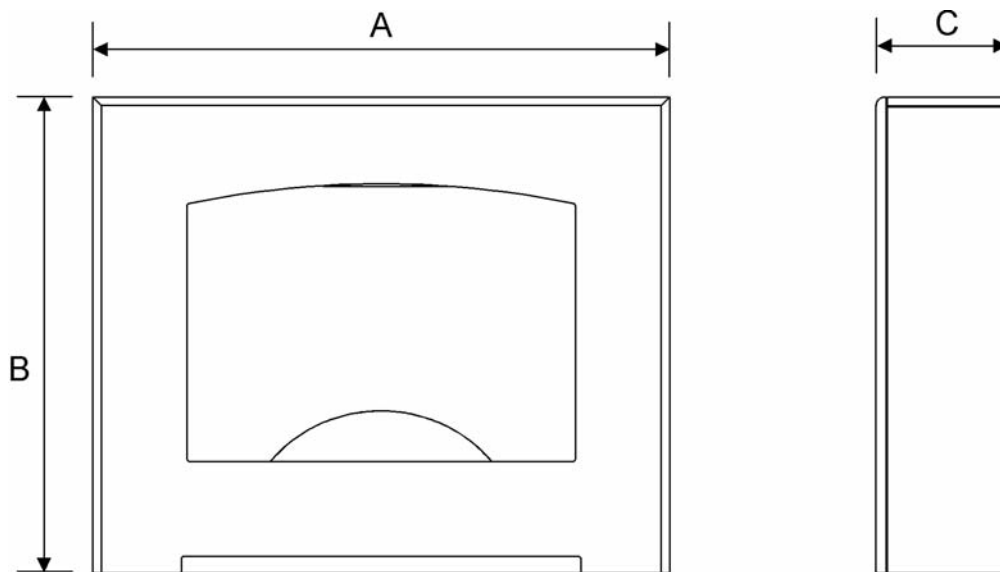
The heater must **not** be located in front of or under an electrical socket, the socket must always be accessible in order to disconnect the heater from the electrical supply for maintenance and cleaning. The electrical socket must not be covered by the heater.

**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! The electrical components 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 an 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. HEATER DIMENSIONS



Dimension A - 1010

Dimension B - 835

Dimension C - 230

Figure 1. Heater dimensions (Heater may differ from that shown)

# INSTALLER AND OWNER GUIDE

## 4. 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.

Before continuing with the installation complete the back page of this guide.

### Contents.

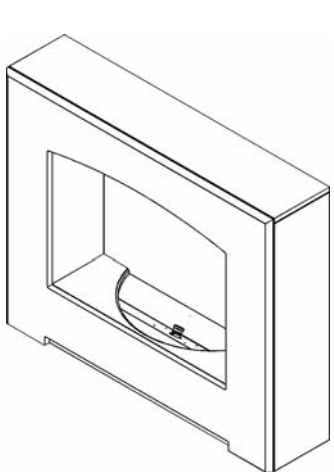

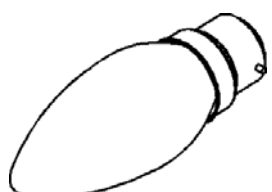
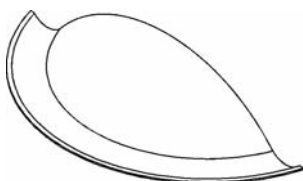
Contents	Qty	(Illustrations are not to scale)	Contents	Qty	(Illustrations are not to scale)
Heater	1		Bag of pebbles	1	
Lamp	1		Fuel support	1	

Figure 2. Contents

# INSTALLER AND OWNER GUIDE

## Fitting the Lamp, Fuel support and pebbles.

1. The rear panel of the heater may be covered in protective film. Carefully remove this before continuing.
2. Locate the lamp into the lamp holder (See point 1 in figure 3).
3. Place the fuel support into the top of the bowl (See point 2 of figure 3).
4. Place the pebbles on top of the fuel support. It is not necessary to use all the pebbles supplied.

### Important notes.

- The pebbles are for decorative purposes only. There is a choke risk to young children. Make sure they cannot gain access to them.

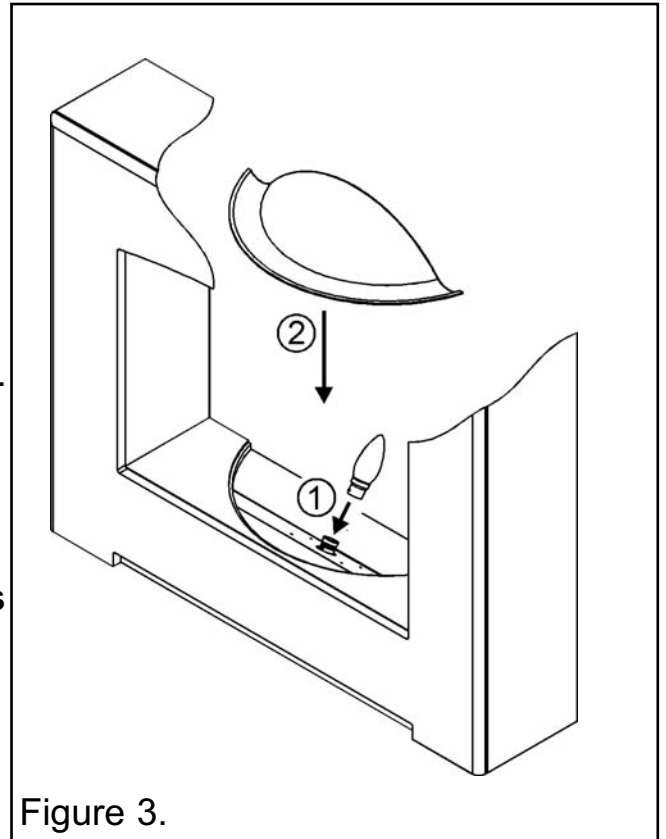


Figure 3.


## 5. USING THE HEATER


### Important Safety


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

### What are the three switches for?

The heater and effect are operated by three switches located on the underside of the top shelf of the heater.

Switch 1 =  Main On - Off. (In the 'ON' position, only the flame effect operates)

Switch 2 =  1kW fan heat setting and flame effect. (Switch 1 needs to be in the 'ON' position to enable switch 2 to operate).

Switch 3 =  2kW fan heat setting and flame effect. (Switches 1 & 2 need to be in the 'ON' position to enable switch 3 to operate).



## 6. CLEANING AND MAINTAINING THE HEATER

### How do I clean my heater?

The heater and bowl need only to be wiped clean with a dry soft cloth, do not use polishes or abrasive materials.

### I have a problem with my heater!

#### Important Safety

**Before undertaking maintenance or replacing the lamp always disconnect the heater from the electricity supply by removing the 3 pin plug and allow the heater at the top of the heater and the lamp to cool completely.**

#### 1. My heater is on but there is no light.

This is possibly a lamp failure. Remove the lamp as follows and check it in a table lamp that is known to work. If it does not work in the table lamp then replace as below.

The lamp fitted to this heater is a standard clear 40 Watt (maximum) candle, B22 (Bayonet fitting), 230V, but due to the indeterminate life span and ease of replacement, they are specifically excluded from the guarantee.

#### To replace the lamp.

1. To gain access to the lamp, remove the loose pebbles from the fuel support and place them onto an old newspaper or plastic bag. This will prevent them from marking the surface.
2. Remove the fuel support.
3. Gently press the lamp and turn counterclockwise to remove. Replace the lamp.
4. Refit the fuel support and pebbles.

#### 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 13 Amp 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.

For general advice about your heater: **0844 8711 565.**

# INSTALLER AND OWNER GUIDE

## 7. 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.

## 8. 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 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 6 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.

# INSTALLER AND OWNER GUIDE

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.

## **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.

# INSTALLER AND OWNER GUIDE

# INSTALLER AND OWNER GUIDE

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## To be completed by the customer:

Model

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

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

Heater name - Can be found on the information label (Block Capitals)

Brand (Please tick)

Next

Date of Installation

D D M M Y Y

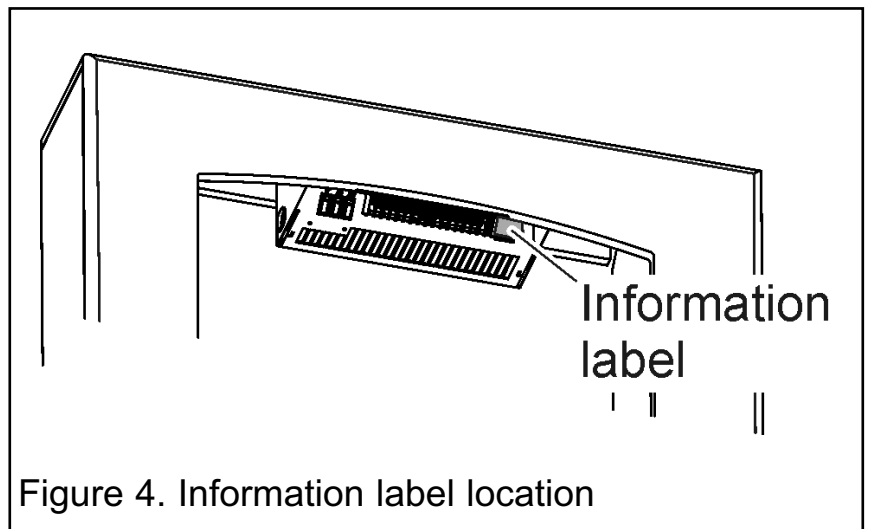


Figure 4. Information label location

next