



# Caress Traditional, Caress Contemporary, Richmond, Rhapsody & Calypso

## INSET LIVE FUEL-EFFECT GAS FIRES

### User Instructions

These instructions should be read by the user before operating the appliance and retained for future reference

Model No's FICC\*\*MN, FICC\*\*SN, FICC\*\*RN, FDCN\*\*SN & FNCN\*\*SN are only for use on Natural Gas (G20) at a supply pressure of 20 mbar in G.B. / I.E.

Model No. FDCN\*\*SP are only for use on Propane Gas (G31) at a supply pressure of 37 mbar in G.B. / I.E.

\*\* denotes trim and fret variant fitted to product

## INSTALLATION INFORMATION

### CONDITIONS OF INSTALLATION

It is the law that all gas appliances are installed only by a competent (e.g. CORGI Registered) Installer, in accordance with the installation instructions and the Gas Safety (Installation and Use) Regulations 1998. Failure to install appliances correctly could lead to prosecution. It is in your own interest and that of safety to comply with the law.

The fire may be fitted below a combustible shelf provided that the shelf is at least 200mm above the top of the appliance and the depth of the shelf does not exceed 150mm.

The fire may be installed below combustible shelves which exceed 150mm deep providing that the clearance above the fire is increased by 15mm for each 25mm of additional overhang in excess of 150mm.

**No purpose made additional ventilation is normally required for this appliance when installed in G.B. When installed I.E. please consult document I.S. 813 : 1996 Domestic Gas Installation which is issued by the National Standards Authority of Ireland. Any purpose made ventilation should be checked periodically to ensure that it is free from obstruction.**

If the chimney or flue has been previously used by appliances burning fuels other than gas they must be swept prior to the installation of this fire.

If this appliance is fitted directly on to a wall without the use of a fireplace or surround, soft wall coverings such as wallpaper, blown vinyl etc. could be affected by the heat and hot convection air and may discolour or scorch. This should be considered when installing or decorating.

The Model number of this appliance is as stated on the rating plate affixed to the control panel of the fire and the appliance is manufactured by:-

BFM Europe Ltd  
Trentham Lakes  
Stoke on Trent  
ST4 4TJ

**Please Note : The life span of the batteries in the burner unit is dependent upon use and therefore the battery life will vary accordingly. If the burner unit fails to operate, please check the 6 off AA batteries before calling the service centre for engineer assistance.**

## **ABOUT YOUR NEW RICHMOND / RHAPSODY / CALYPSO / CARESS GAS FIRE**

The Flavel Richmond, Rhapsody, Calypso & Caress coal effect gas fires incorporate a unique and highly developed fuel bed which gives the realism of a loose coal layout combined with realistic flames and glow. The use of durable ceramic material in the construction of the fuelbed components ensures long and trouble free operation.

When first using the new fire a slight smell may be noticed. This is due to starch used in the manufacture of the soft ceramic coals, it is non-toxic and will soon disappear.

Please take the time to fully read these instructions as you will then be able to obtain the most effective and safe operation of your fire.

### **IMPORTANT SAFETY INFORMATION**

#### **WARNING**

**This appliance has a naked flame and as with all heating appliances a fireguard should be used for the protection of children, the elderly and infirm. Fireguards should conform to B.S. 8423 : 2002 (Fireguards for use with gas heating appliances).**

It is important that this appliance is serviced at least once a year by a CORGI registered gas installer and that during the service the fire is removed from the fire opening and the chimney or flue visually checked for fallen debris or blockages which must be removed. The chimney should also be checked to ensure clearance of flue products. We recommend that during the annual service, replacement of the Oxypilot is carried out. **These are conditions of the manufacturers guarantee.**

**After installation or during servicing a spillage test must always be carried out.**

Rubbish of any type must NEVER be thrown onto the fuel bed, this could affect safe operation and damage the fire.

Any debris or deposits should be removed from the fuel bed from time to time. This may be carried out by referring to the cleaning section as described later in this book.

Only the correct number and type of coals must be used and only complete and genuine replacement sets must be used.

Always keep furniture and combustible materials well clear of the fire and never dry clothing or items either on or near to the fire. Never use aerosols or flammable cleaning products near to the fire when it is in use.

**The ceramic fuel bed remains hot for a considerable period after use and sufficient time should be allowed for the fire to cool before cleaning etc.**

The fire must only be operated with a fender which meets the criteria described in the rear of this book.

## **OPERATING THE FIRE (MANUAL CONTROL MODELS)**

The controls are located behind the ashpan cover which is situated behind the Ashpan / Fender. The controls, comprise a control valve to adjust the gas flow and a push button piezo igniter. To light the fire proceed as follows:-

- 1) Depress the control knob and turn anti-clockwise to the position marked pilot. Hold in the control knob for a few seconds to allow the gas to reach the pilot.
- 2) Continue to hold-in the control knob and press the igniter button. If the pilot does not light, continue to press the igniter button until ignition occurs. When the pilot has lit, continue to hold the control knob in for 5-10 seconds to allow the thermocouple to heat up, if the pilot goes out when the control knob is released, repeat the lighting sequence.

In the unlikely event of a failure of the igniter, the fire can be lit as follows :-

Depress the control knob and turn anti-clockwise to the position marked pilot. Hold in the control knob for a few seconds to allow the gas to reach the pilot. Insert the tip of a lit taper in behind the front ceramic coals on the left hand side. This will light the pilot flame. When the pilot has lit, continue to hold the control knob in for 5-10 seconds to allow the thermocouple to heat up, if the pilot goes out when the control knob is released, repeat the lighting sequence.

- 3) After lighting, turn the control knob in the anti-clockwise direction to the high position and the main burner will light. It is recommended that for most efficient performance the fire is allowed to warm up for a few minutes with the gas control on maximum.
- 4) The gas control can be turned clockwise from the maximum position to give the desired heat output.

## **WARNING**

**If the fire goes out for any reason or is turned off and it is necessary to re-light the fire it is important to allow the fire to cool for 3 minutes before attempting to re-light it.**

## OPERATING THE FIRE (SLIDE CONTROL MODELS)

The controls comprise a control lever, to turn the fire on and off and adjust the gas rate. The control lever is located at the top right hand side of the fire. Depressing the control lever fully operates the igniter and lights the pilot flame and ignition rate gas. Once the pilot is established raising the lever allows medium and finally high gas settings. The fire is turned off when the control lever is fully raised.

To light the fire proceed as follows:-

- 1) Depress the control lever fully downwards to the position marked "Z". Hold down the control lever for a few seconds to allow the gas to reach the pilot.
- 2) The fire will then begin its ignition sequence. If the pilot does not light, continue to press the control lever until ignition occurs. The pilot flame can be seen by looking underneath the front ceramic rail, above the burner heat shield, at the front left hand side of the fuel. When the pilot has lit, continue to hold the control lever down for 5-10 seconds to allow the thermocouple to heat up, before releasing the lever apply one firm downwards push to ensure that the f.s.d. valve is fully latched, if the pilot goes out when the control lever is released, repeat the lighting sequence.

In the unlikely event of a failure of the igniter, firstly check the operation of the 1.5V battery and if necessary replace with a 'AA' size alkaline battery. **It is important that only an alkaline battery is used, otherwise premature battery failure and leakage may result.** If the appliance still fails to light the fire can be lit as follows:

Depress the control lever fully downwards to the position marked "Z". Hold in position for a few seconds to allow the gas to reach the pilot. Insert the tip of a lit taper or spill between the front ceramic and burner heat shield. This will light the pilot flame and low rate gas. When the pilot has lit, continue to depress the control lever in for 5-10 seconds to allow the thermocouple to heat up before releasing the control lever apply one firm downwards push to ensure that the f.s.d. valve is fully latched.

- 3) After lighting, move control lever up to the high position and the main burner will light. It is recommended that for the most efficient performance the fire is allowed to warm up for a few minutes with the control lever set to high.
- 4) The gas control can be moved from the High to Low position to give the desired heat output.
- 5) To turn the fire off, FULLY raise the control lever to the OFF position.

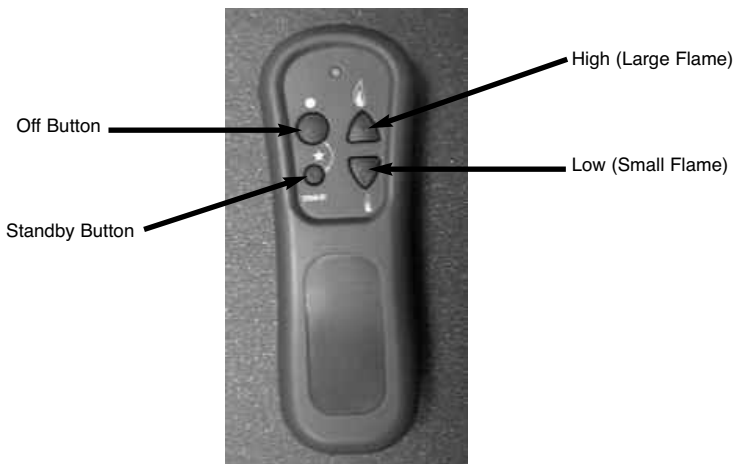
### WARNING

**If the fire goes out for any reason or is turned off and it is necessary to relight the fire it is important to allow the fire to cool for 3 minutes before attempting to re-light it.**

## OPERATING THE FIRE USING THE REMOTE CONTROL HANDSET

- a) The Remote control handset generates an infrared signal, which will be received by the sensor situated at the front right of your fire, behind the ashpan cover. This infrared signal requires direct line of sight from the handset to the sensor on the fire to ensure good operation.
- b) To light the appliance using the handset, point the handset at the fire and press the 2 left hand buttons together. The fire will emit a “beep” sound, the buttons can now be released. After a few seconds an audible clicking can be heard and then the fire will light the pilot and then light the main burner. The ignition cycle will take approximately 20 seconds.
- c) To reduce the level of heat input on the fire, point the handset at the fire and press the small flame button once (An audible beep will be heard) and the heat input level will reduce to the low setting (4.2kW). Press and continually hold the small flame button and the fire will reduce incrementally to the low setting (4.2kW)
- d) To increase the level of heat input on the fire, point the handset at the fire and press the large flame button. (An audible beep will be heard) and the heat input level will increase to the high setting (6.9kW) Press and continually hold the small flame button and the fire will reduce incrementally to the high setting (6.9kW)
- e) To leave the fire in the standby mode (pilot only running) press the small round button on the handset. **The fire should not be left in the standby mode when unattended.**
- f) To switch the appliance off completely, press the large round button on the handset, the fire will then switch off. See fig. 1 below for image of handset.

**Fig. 1**

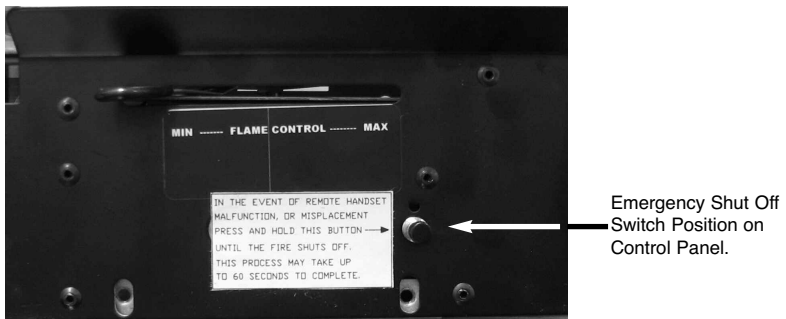


## TURNING THE PRODUCT OFF IN THE UNLIKELY EVENT OF A REMOTE HANDSET MALFUNCTION.

- a) In the unlikely event of the remote control handset malfunctioning (or if lost or broken) after the appliance has been turned on, the fire can be turned off via the emergency shut off switch on the control panel.
- b) To turn the product off, firstly remove the ashpan from the fire.
- c) Press and hold the emergency shut off switch until the fire shuts down. The process may take up to sixty seconds to complete. (see Fig. 2 below).
- d) When the fire has shut down, release the emergency shut off switch.
- e) The appliance will now remain in the “off” position until activated by the remote handset.

**PLEASE NOTE : THERE IS MANUAL OVER-RIDE FACILITY FOR THE REMOTE CONTROL SYSTEM AND THE EMERGENCY SHUT OFF SWITCH SHOULD ONLY BE ACTIVATED IF YOU ARE SURE THE REMOTE HANDSET IS MALFUNCTIONING, DAMAGED OR LOST.**

Fig. 2



## REPLACING THE BATTERIES (REMOTE CONTROL MODELS ONLY)

### **ENSURE THE FIRE IS COOL BEFORE REPLACING BATTERIES**

Remove the ashpan cover. The battery pack is located on the right hand side side of the burner unit at the bottom. Carefully remove the pack and remove batteries. Replace in the reverse order using 6 off 1.5V AA Alkaline Battery. **It is important that only an alkaline battery is used, otherwise premature battery failure and leakage may result.**

## REPLACING THE BATTERY (SLIDE CONTROL MODELS ONLY)

### ENSURE THE FIRE IS COOL BEFORE REPLACING BATTERIES

Unscrew Battery retaining cap situated at the front right of the fire and remove battery. Replace in the reverse order using a 1.5V AA Alkaline Battery. **It is important that only an alkaline battery is used, otherwise premature battery failure and leakage may result.** Unscrew Battery retaining cap situated at the front right of the fire and remove battery. Replace in the reverse order using a 1.5V AA Alkaline Battery. **It is important that only an alkaline battery is used, otherwise premature battery failure and leakage may result.**

### SPILLAGE MONITORING SYSTEM

This appliance is fitted with a spillage monitoring system which shuts down the fire if the evacuation of combustion products from the fire is affected by a partially or fully blocked flue. If this system operates the fire will go out. If this occurs, leave the fire for at least three minutes then follow the lighting procedure as described in the previous section. **In the event of repeated operation a CORGI registered gas installer must be called to investigate and rectify the cause.**

### CLEANING - WARNING

Before attempting any cleaning operation ensure that the fire has been allowed to fully cool.

### CLEANING THE TRIMS AND PAINTED METAL PARTS

Dependent upon the trim option chosen for use with this fire, there is a variety of methods that can be chosen to clean the trim. If a Brass trim was supplied with this fire this is plated brass and this trim must only be cleaned using a clean damp cloth. Metal polishes must not be used on these trims. If a black trim was chosen, then these should only be cleaned using a clean, damp cloth also. The trim is best cleaned by removing it from the fire and placing it face up on a flat surface. The fender that was supplied with the fire is laquered to protect the finish and therefore must only be cleaned using a clean damp cloth.

**Abrasive cleaners, chemical cleaning agents or any type of polish must never be used as damage to the finish may result.**

### CLEANING THE FUEL BED

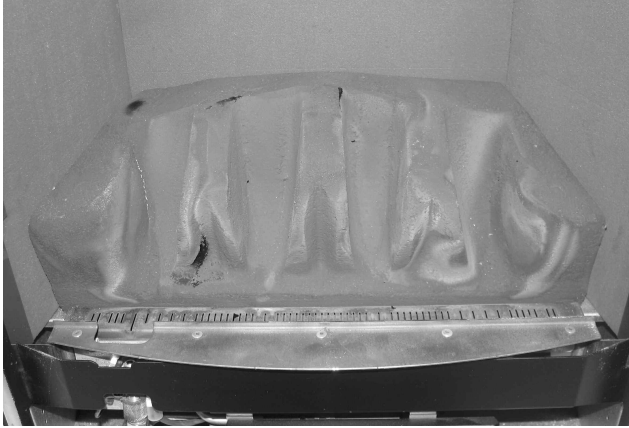
We do not recommend cleaning of coals or fuelbed components as these are fragile and damage may result. **None of these parts must be washed or exposed to any cleaning agents or water.** Any damaged parts must be replaced by contacting your dealer or telephoning Flavel Fires on the number stated on the rear cover of this book. Coals must only be replaced with a complete and genuine replacement set and the fire must never be run with the wrong number or damaged coals. The fuelbed must be carefully re-assembled as stated in the following section.



## RE-ASSEMBLING FUEL BED AND COMMISSIONING

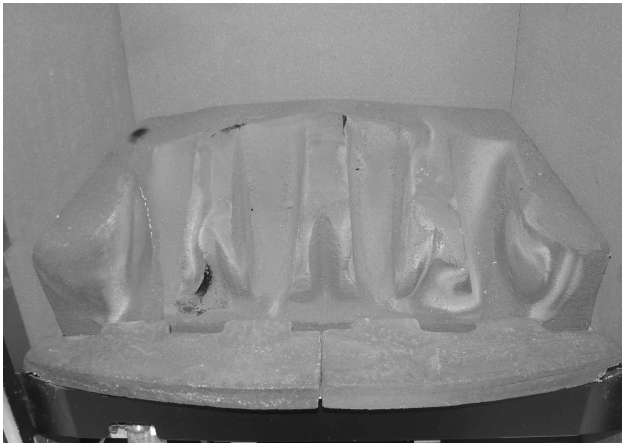
- a) Place the ribbed ceramic fuelbed base on top of the fuelbed support and pull fully forwards to the burner. **Make sure that the fuelbed base is located centrally in the fire box. Ensure that the fuelbed base fit fully down onto the fuel bed support and is not lodged on the burner. See fig. 3 below.**

Fig. 3



- b) Position the two halves of the front ceramic (L/H & R/H) on the locating channel in the front ceramic, ensuring it is located onto the lip on the burner front ceramic support. (See fig. 4 below)

Fig. 4



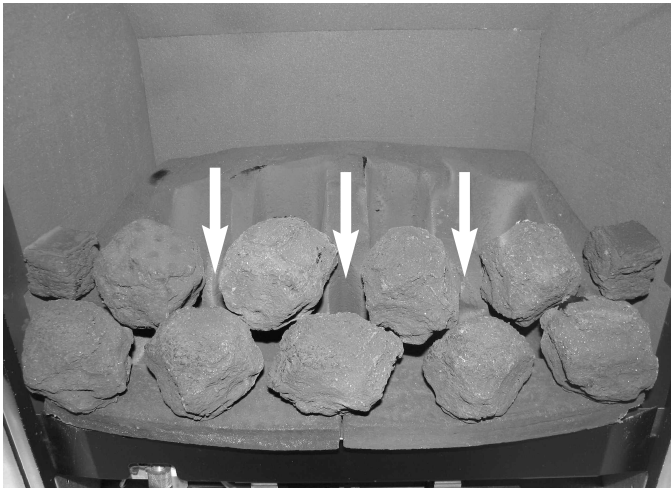
- c) Fit five of the large sized coals onto the front ceramic rail, ensuring that they are evenly spaced. Use the recess's in the front ceramic rail as a guide for placement. (See fig. 5 below)

**Fig. 5**



- d) Select four of the large coals and arrange behind the front row of coals, ensuring that flame paths as indicated below are not interrupted, place one of the small coals at each end of the second row. (See fig. 6 below)

**Fig. 6**



- e) Select five of the large coals and arrange along the rear of the fuelbed, using the ribs in the rear of the fuelbed as a guide for placement. (See fig. 7 below)

**Fig. 7**



- f) Select the remaining four large coals and position to fill the gaps at each end of the third row of coals, as shown. below in Fig. 8

**Fig. 8**



The exact position and fit of the coals may be finely adjusted to give the most pleasing and random appearance.

**This appliance uses fuel effect pieces containing Refractory Ceramic Fibres (R.C.F.), which are man-made vitreous silicate fibres. Excessive exposure to these materials may cause temporary irritation to eyes, skin and respiratory tract. Consequently, it makes sense to take care when handling these articles to ensure that the release of dust is kept to a minimum. To ensure that the release of fibres from these R.C.F. articles is kept to a minimum, during installation & servicing we recommend that you use a HEPA filtered vacuum to remove any dust and soot accumulated in and around the fire, before and after working on the fire. When replacing these articles we recommend that the replaced items are not broken up, but are sealed within a heavy duty polythene bag, clearly labelled as “RCF waste”. This is not classified as “hazardous waste” and may be disposed of at a tipping site licensed for the disposal of industrial waste. Protective clothing is not required when handling these articles, but we do recommend you follow the normal hygiene rules of not smoking, eating or drinking in the work area, and always wash your hands before eating or drinking. This appliance does not contain any component manufactured from asbestos or asbestos related products.**

**Warning : Use only the coals supplied with the fire. When replacing the coals remove the old coals and discard them. Fit a complete set of coals of the correct type. Do not fit additional coals or any coals other than a genuine replacement set.**

**IMPORTANT NOTE : ENSURE FIRE IS COOL BEFORE REMOVING ANY TRIM.**

**REMOVAL / RE-FITTING THE TRIM - RHAPSODY / CALYPSO MODELS**

The trim is positioned on the firebox fixing flange and is easily replaced by repositioning it on the fire and locating over the tabs at the top and the L/H & R/H side retaining tabs.

**REMOVAL / RE-FITTING THE TRIM - RICHMOND MODELS**

The trim is positioned on the firebox fixing flange and is held in place by magnets.

**REMOVAL / RE-FITTING THE TRIM - CARESS MODELS**

The trim is positioned on the firebox fixing flange by locating brackets on the cast trim. To remove lift the trim upwards slightly and then forwards. To replace, align the brackets with the slots on the firebox and hook into place.



## **USER REPLACEABLE PARTS**

The only user replaceable parts on this fire are the fuelbed components and coals which may be replaced as described in the above section. Replacement of any other parts must be carried out by a competent person such as a CORGI registered gas installer.

The part numbers of the user replaceable parts are as follows, these are available from Flavel Fires who may be contacted at the address shown on the rear cover.

Fuelbed base	B-58690
Fuelbed front rails (L/H & R/H)	B-18730
Replacement coal set	B-61340

**Due to our policy of continual improvement and development the exact accuracy of descriptions and illustrations cannot be guarantee**

Part no. B-106540  
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