

VALOR FIRES

INSTALLER AND OWNER GUIDE

Model 823

Electric Heater

fitted with one of the following fascia.

**Blenheim, Churchill,
Knightsbridge, Luxor, Seattle,
Silverdale, Westminster or
Willoughby.**

(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

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www.firesandstoves.co.uk

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

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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:

Unpacking.

The Knightsbridge, Westminster and Luxor heaters have fascias that are heavy. To avoid damage, they are packed in a separate box within the main box.

Important safety instructions.

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

<u>Heater</u>	<u>Heat engine</u>	<u>Complete Fascia</u>	<u>Spacer</u>	<u>Fuel effect</u>
Knightsbridge	5.5	11.13	1.3	1.0
Westminster	5.5	8.2	1.3	1.0
Luxor	5.5	13.8	1.3	1.0
Blenheim	5.5	4.58	N/A*	0.7
Churchill	5.5	4.58	N/A*	0.7
Seattle	5.5	0.91	N/A*	0.9
Silverdale	5.5	0.91	N/A*	0.9
Willoughby	5.5	5.3	1.3	1.0

* An optional spacer frame kit is obtainable either from your heater supplier or direct from Valor Fires Sales. The kit is a 75mm (3 inch) spacer kit (Kit number 05801T1).

- 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.

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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 the heater.
- **Always** disconnect the heater from the electrical supply before carrying out cleaning, maintenance or replacing the lamps.
- **Always** make sure the heater 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 heater.
- **Always** use genuine Valor Fires 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** 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.
- **Never** use the heater with a timer switch or similar device.

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.

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 heater must be earthed.

- The heater is supplied with a 3 pin 13 Amp fused re-wireable plug with 1mm² 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 heater to an electrical socket.

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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. Depending upon the chosen method of installation 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 appropriate size drill bit for the wall plugs supplied.

Where and how can you fit the heater?

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

A The heater is suitable for 'hole in the wall' installations; these being installations where the heater is recessed into a builders opening. This is **not** referring to the heater being hung on the wall. It is important that the electrical socket is accessible and located adjacent to, but not above or behind the heater. (The fascias have been designed for traditional installations where the base of the fascia sits on a hearth or similar surface. For this reason we recommend that a plinth be fitted under the heater).

Q Do you want to fit the heater into a surround or fireplace opening without the spacer frame?

A The minimum rebate / depth required is 75mm (4 inches).

Q What opening size do you need in the surround or fireplace opening?

A This heater 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 75mm (At least 3 inches)

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 When fitted with the spacer frame* the heater is designed for this type of installation.

*On Blenheim, Churchill, Silverdale and Seattle models an optional spacer frame kit is obtainable either from your heater supplier or direct from Valor Fires Sales. The kit is a 75mm (3 inch) spacer kit (Kit number 05801T1).

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Securing the heater.

The contents have been identified in figure 1 (Fascias and trims are not shown).

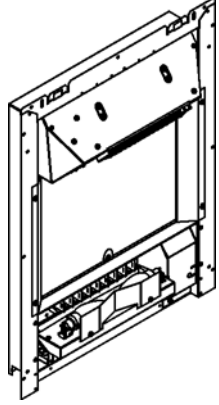
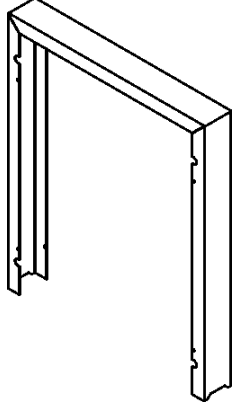
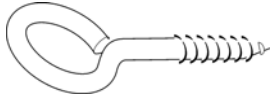
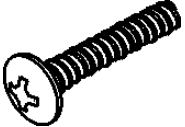






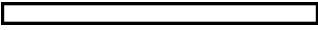

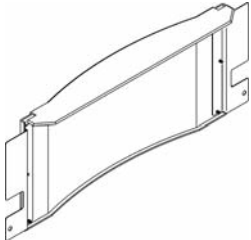



Contents	Qty	(Illustrations are not to scale)	Contents	Qty	(Illustrations are not to scale)
Heater	1		Spacer frame (Not supplied with Blenheim, Churchill, Silverdale and Seattle models)	1	
Eyescrew	1		M4 x 25 screw 'E'	2	
Battery 'AAA'	2		Steel wire	1	
Woodscrew 'C'	4		Wall plug	5	
No.8 x 3/8 screw 'D'	4		M5 x 8 screw	2	
Diffuser	1		Remote control	1	
Coal support assembly (Luxor only)	1		Bag of Coals (All models except Blenheim, Churchill, Silverdale & Seattle)	1	
Coal fuel effect (Blenheim & Churchill only)	1		Pebble fuel effect (Silverdale & Seattle only)	1	

Figure 1. Contents (Items are not to scale)

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

The following securing options are available:

- **Method A** - Securing the heater with **Screws**.
- **Method B** - Securing the heater with **Wire**.
- **Method C** - Securing the heater using a **Spacer Frame***

*On Blenheim, Churchill, Silverdale and Seattle models an optional spacer frame kit is obtainable either from your heater supplier or direct from Valor Fires Sales. The kit is a 75mm (3 inch) spacer kit (Kit number 05801T1).

General notes to read before fitting your heater.

On Knightsbridge, Luxor, Willoughby and Westminster models there should be at least 30mm (1.2 inches) 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 this gently place the fascia against the surface to which it is to be fixed. Measure the distance from the top of the fascia.

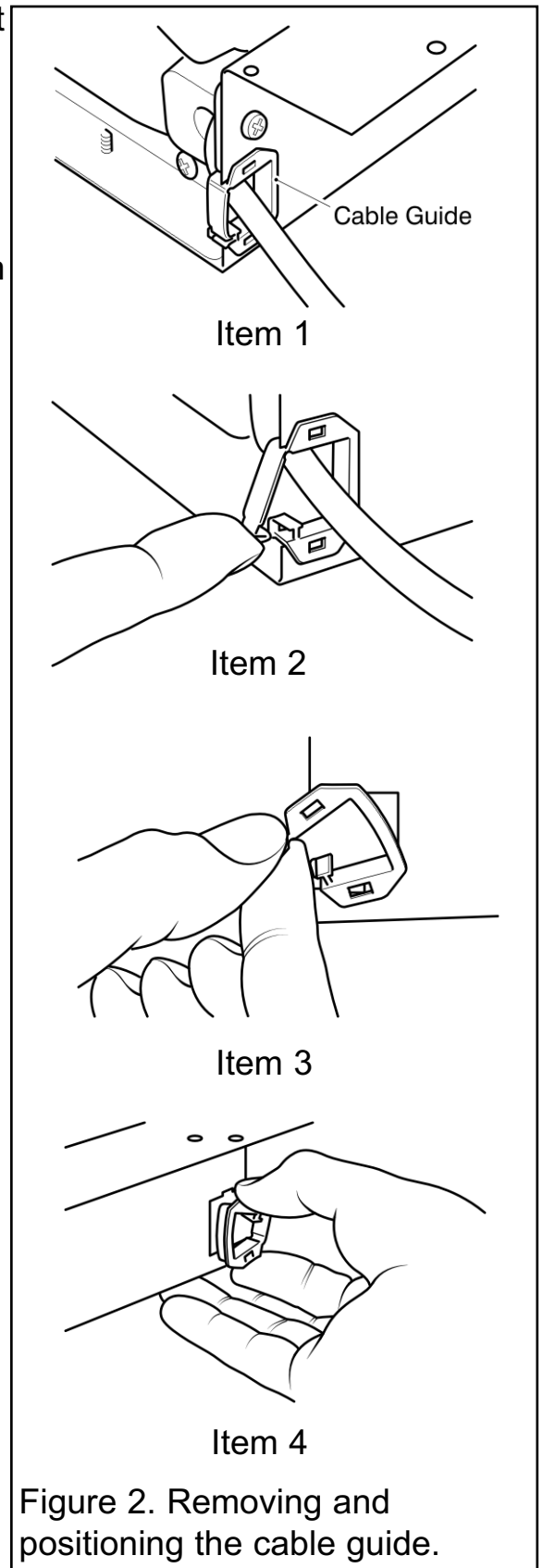
Before fitting the fascia ensure that the back page of this guide is completed.

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 in the centre or 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 2- 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 2- 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 2- Item 3).



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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 2- Item 1).

1. Gently pinch the sides of the cable guide (See figure 2 - 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 (See the front cover of this guide for useful telephone numbers).

All external wiring between the heater and the electrical supply shall comply with current IEE regulations. Extension leads should not be used.

Fascia support brackets.

On Westminster, Willoughby, Luxor and Knightsbridge models, as supplied the fascia support brackets may be flat against the heater body. Using a suitable tool or gloved hand bend the brackets as in figure 3. Do not bend the brackets on Blenheim, Churchill, Silverdale or Seattle models.

Heater fixing.

All fixings supplied with the heater have been identified in figure 1.

If fitting the heater into a fireplace or surround opening, try the heater in the opening to ensure that it will fit.

If fitting the heater onto a decorative hearth surface such as marble or tile it is advisable to protect the hearth surface. Do not drag the heater across the surface of the hearth as this may scratch the hearth surface.

Method A - Screw fixing.

Note - If fixing to marble it is recommended that Method B - 'Wire fixing' is used. Drilling marble without the correct tools and experience may result in the marble cracking.

1. Place the heater into the fireplace or surround opening. Make sure that the heater is in the middle of the surround or fireplace.
2. There are two slotted holes in the top of the heater (See figure 4). Mark through the slotted holes so that their position is clear when the heater is removed.

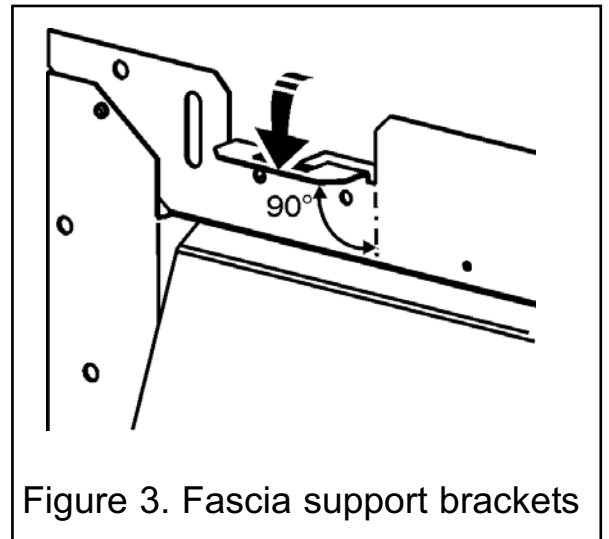


Figure 3. Fascia support brackets

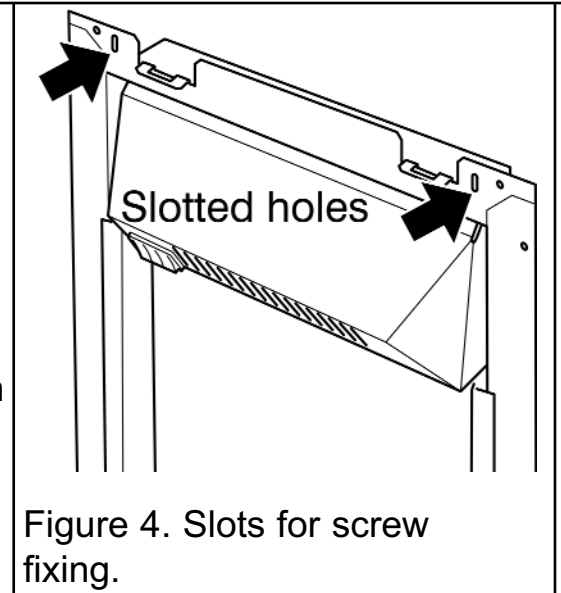


Figure 4. Slots for screw fixing.

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3. Remove the heater.
4. Drill the screw locations using a suitably sized masonry drill bit for the wall plugs supplied. Insert wall plugs into the drilled holes.
5. Place the heater so that the slotted holes are in line with the wall plugs in the fixing surface.
6. Screw and secure the heater with two woodscrews (See figure 4).

Method B - Wire fix.

This method of fixing needs a fireplace opening and is recommended when fixing the heater to a marble surround or where the wall or brickwork is in poor condition.

1. The fixing kit supplied with the heater includes a steel wire and eyescrew (See figure 1). These can be used to secure the heater to the back of a fireplace opening.

2. Mark the eyescrew position on the centre line at the back of the fireplace opening and at a height of 533-560mm (21 inches - 22 inches) (See figure 5).

3. Drill an appropriate size hole in the marked position.

4. Insert a wall plug into the drilled hole.

5. Screw the eyescrew into the wall plug.

6. Position the heater in front of the fireplace opening.

7. At the top of the heater there are four small holes, two each side of the heater (See figure 6- Item 1). From the front of the heater, thread about 50mm (2 inches) of the steel wire into the inside small hole on the left side of the heater (See figure 6 - item 2).

8. Thread the other end of the wire through the remaining small hole on the left hand side of the heater. Continue to push the wire through this

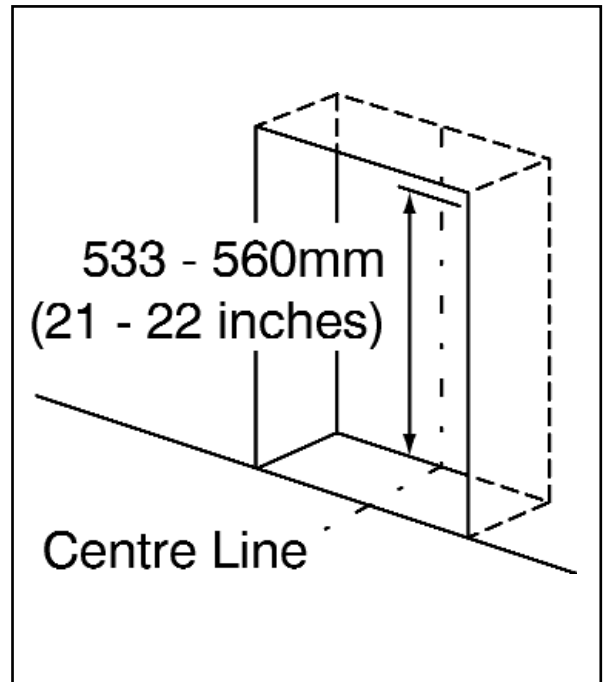


Figure 5. Eyescrew position.

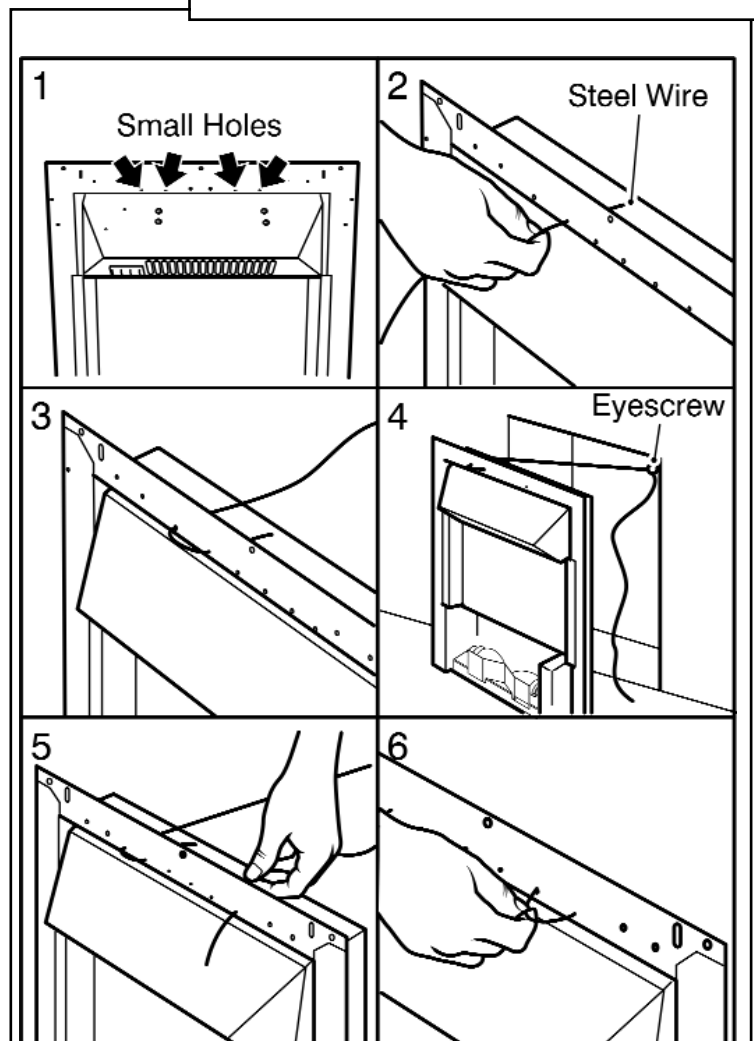


Figure 6. Steel wire fixing (Detail at top of heater may differ from that shown)

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hole until there is only a small loop of wire at the front of the heater (See figure 6 - item 3).

9. At the back of the heater 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 steel wire. Take the long piece and thread this through the eyescrew in the back of the fireplace opening (See figure 6 - item 4).

10. From the back of the heater thread the long piece of steel wire through the outer small hole on the right hand side of the heater (See figure 6 - item 5).

11. Locate the heater in the fireplace opening, then from the front of the heater, gently pull the steel wire on the right hand side to gather up the excess until the heater is secure. Thread the wire through the remaining small hole to lock the wire and heater in place (See figure 6 - item 6).

Method C - Spacer Frame.

The spacer frame* is for use during installations where a chimney recess or rebated fire surround are not available. For your safety the frame and heater must be securely fixed to the rear wall.

*On Blenheim, Churchill, Silverdale and Seattle models an optional spacer frame kit is obtainable either from your heater supplier or direct from Valor Fires Sales. The kit is a 75mm (3 inch) spacer kit (Kit number 05801T1).

Fitting the spacer frame for models supplied with a spacer frame.

(If using Kit number 05801T1 refer to the instructions supplied with the kit).

Westminster, Willoughby and Luxor models.

The rear of the spacer has two screw location slots in the top flange. These should be to the rear when fitting.

1. Position the spacer frame against the wall. Ensure that the spacer frame is central to the fireplace.

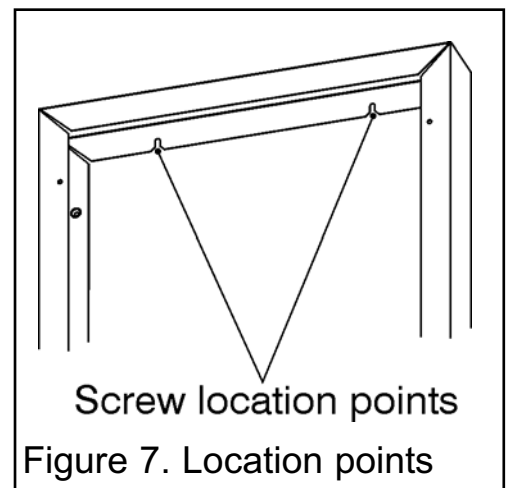
2. The top rear flange of the spacer frame has two screw locations. Mark the positions of the two screw locations on the rear wall (See figure 7).

3. Remove the spacer frame from the fireplace and place away from the work area.

4. Drill the screw locations using a suitably sized masonry drill bit for the wall plugs supplied.

5. Insert two wall plugs provided into the holes.

6. Insert a woodscrew into each hole and screw in until there is approximately 6mm of screw protruding from the wall.



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Knightsbridge model.

The rear of the spacer has wider flanges. These should be to the rear when fitting.

1. Position the rear of the spacer frame against the wall. Ensure that the spacer frame is central to the fireplace. It is important that the side legs are positioned correctly and are upright.

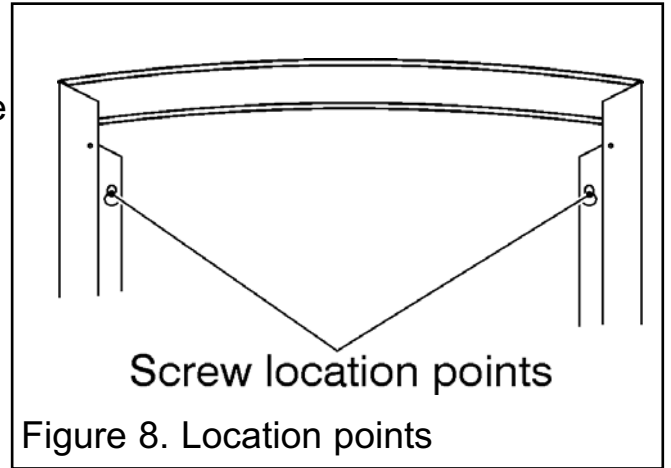
2. Mark the upper positions of the key hole slots on the rear wall (See figure 8).

3. Remove the spacer frame from the fireplace and place away from the work area.

4. Drill the screw locations using a suitably sized masonry drill bit for the wall plugs supplied.

5. Insert two wall plugs provided into the holes.

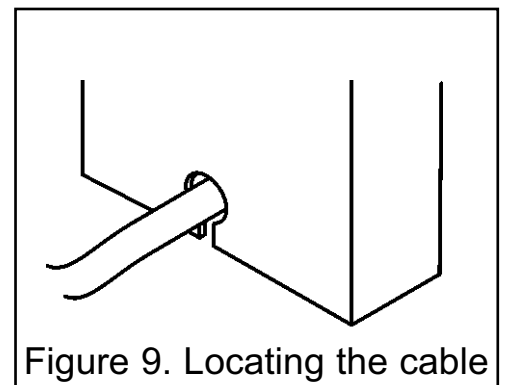
6. Insert a woodscrew into each hole and screw in until there is approximately 6mm of screw protruding from the wall.



Preparing the heater for installation.

1. Using the four No.8 x 3/8 screws provided, fix the heater to the spacer frame.

2. There is a supply cable slot on both sides of the spacer frame. It is located at the base. Decide which side to pass the supply cable through and position the supply cable in the spacer frame slot (See figure 9).

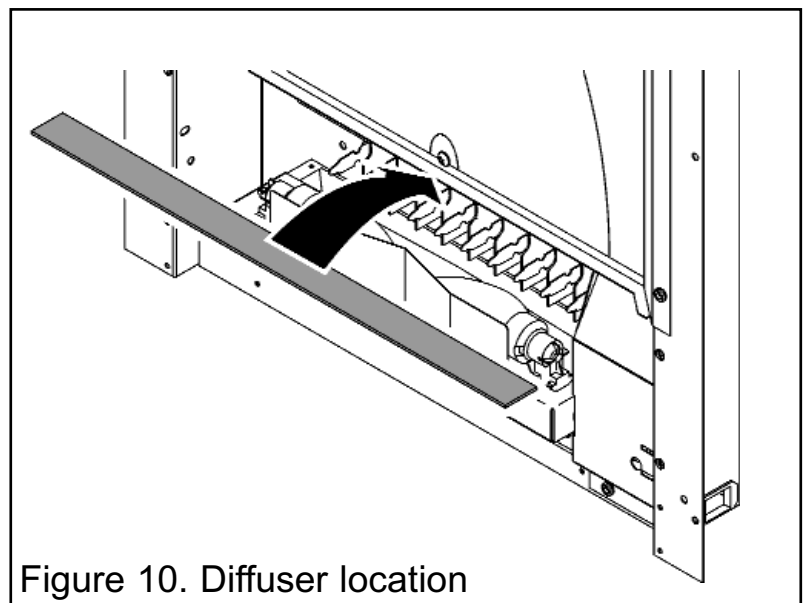


Fitting the heater.

1. Locate the spacer frame and heater over the screw heads ensuring a tight fit. If the fit is loose, remove the spacer frame and heater from the wall. Tighten the wall screws slightly and reposition the spacer frame and heater.

Fitting the light diffuser.

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



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Fitting the Fascia

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

Fitting the Knightsbridge fascia.

1. Hook the brackets on the rear of the fascia over the brackets on the heater (See figure 11).
2. Secure the base of the fascia with two M4 x 25 screws (See figure 12).
3. The rear of the firefront has two screws that locate into 'keyhole' brackets on the heater (See figure 13).
4. Place the ash pan in position.

Fitting the Westminster fascia.

1. Hook the brackets on the rear of the fascia over the brackets on the heater (See figure 11).
2. Secure the base of the fascia with two M4 x 25 screws (See figure 12).
3. The rear of the firefront has four hooks that locate on to brackets on the fascia (See figure 14).

Fitting the Luxor fascia.

1. Unpack and remove the fascia from its packaging.
2. The heater is supplied with a coal support assembly (See figure 1). Locate this to the rear of the fascia as in figure 15. Secure in place using two M5 x 8 screws supplied.
3. Hook the brackets on the rear of the fascia over the brackets on the heater (See figure 11).
4. Secure the base of the fascia with two M4 x 25 screws (See figure 12).
5. Place the lower firefront casting at the fascia base.

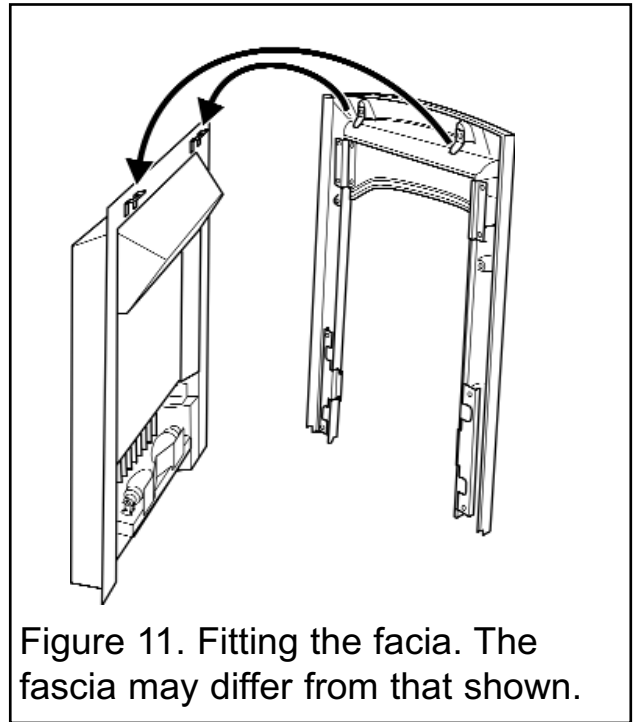


Figure 11. Fitting the fascia. The fascia may differ from that shown.

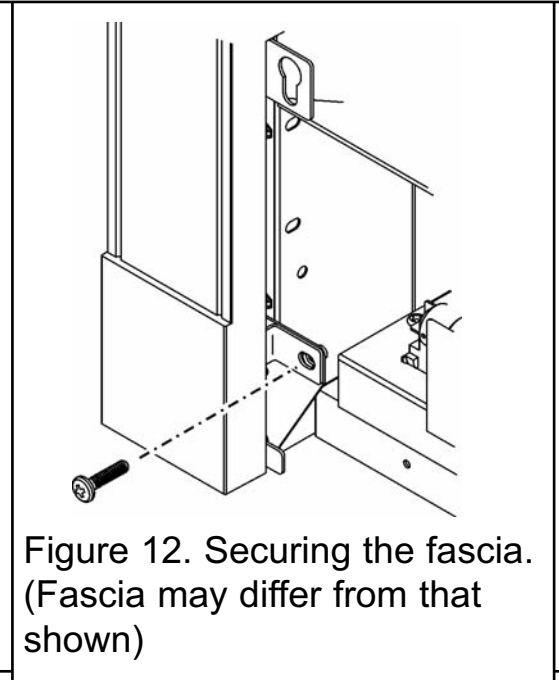


Figure 12. Securing the fascia. (Fascia may differ from that shown)

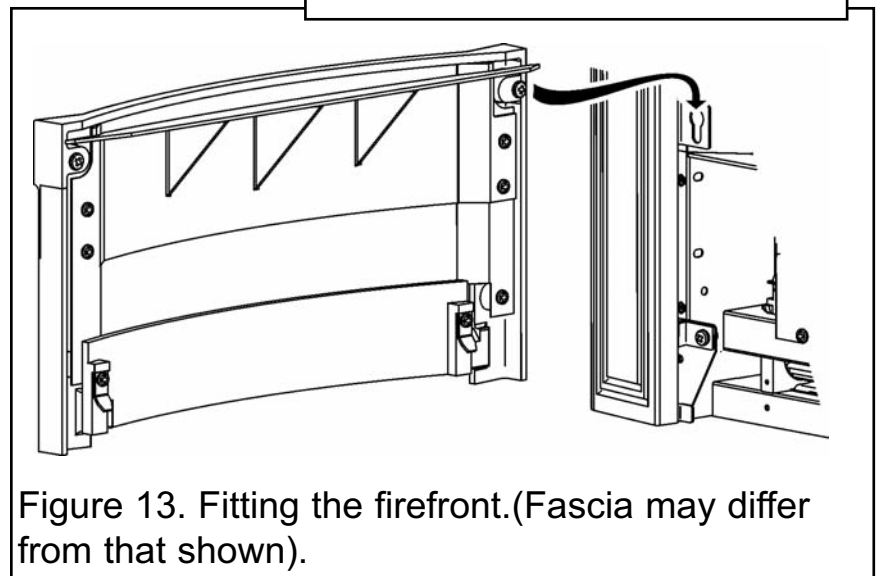


Figure 13. Fitting the firefront.(Fascia may differ from that shown).

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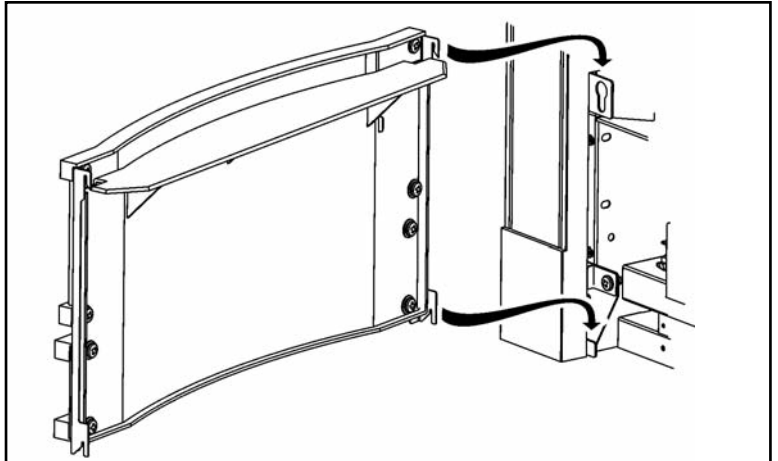


Figure 14. Fitting the 'Westminster' firefront.

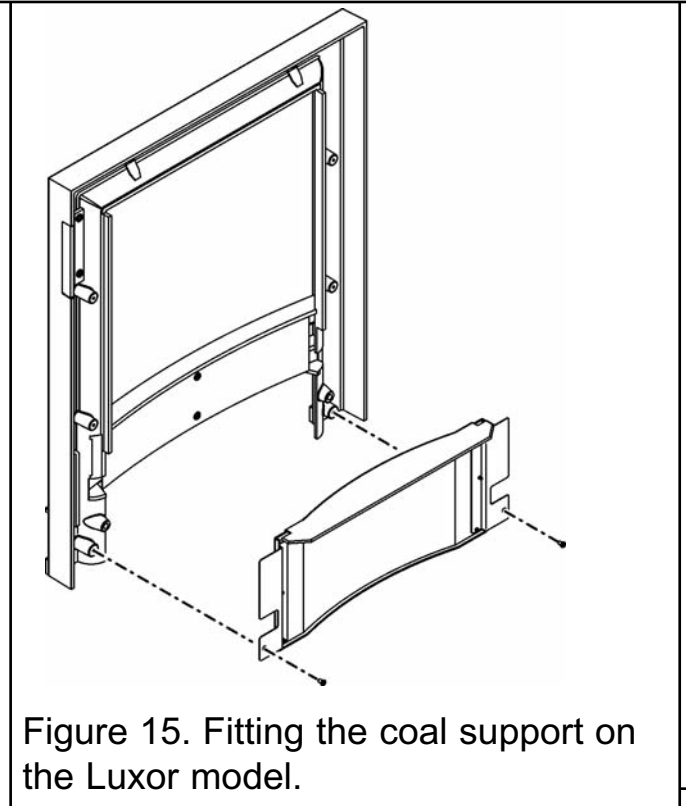


Figure 15. Fitting the coal support on the Luxor model.

Fitting the Blenheim and Churchill fascia.

1. Removing the fascia trim may have moved the magnets used to fix it to the heater. The magnets should be located as in figure 16.
2. Locate the fascia onto the heater. Ensure that the sides of the fascia sit on the floor / hearth.
3. There are two hanging screws on the rear of the firefront. Locate these into the slots as in figure 17. If required, the screws can be adjusted, to aid installation.

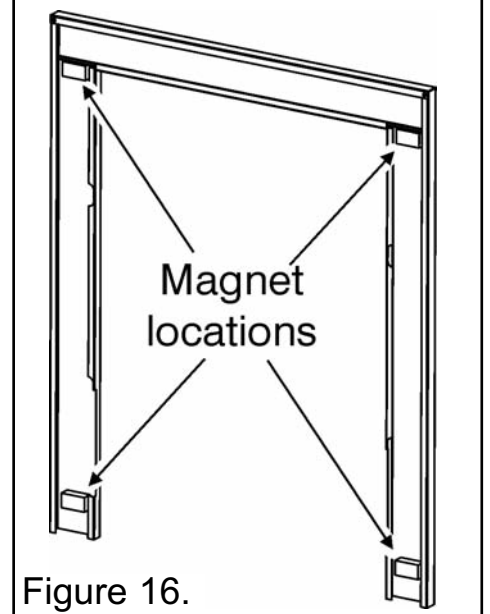


Figure 16.

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Fitting the Seattle and Silverdale fascia.

1. With the fascia trim removed, align the four holes in the firefront assembly with those on the heater (See figure 18). Secure with the four screws supplied.
2. Removing the fascia trim may have moved the magnets used to fix it to the heater. The magnets should be located as in figure 16.
3. Locate the fascia onto the heater. Ensure that the sides of the fascia sit on the floor / hearth.

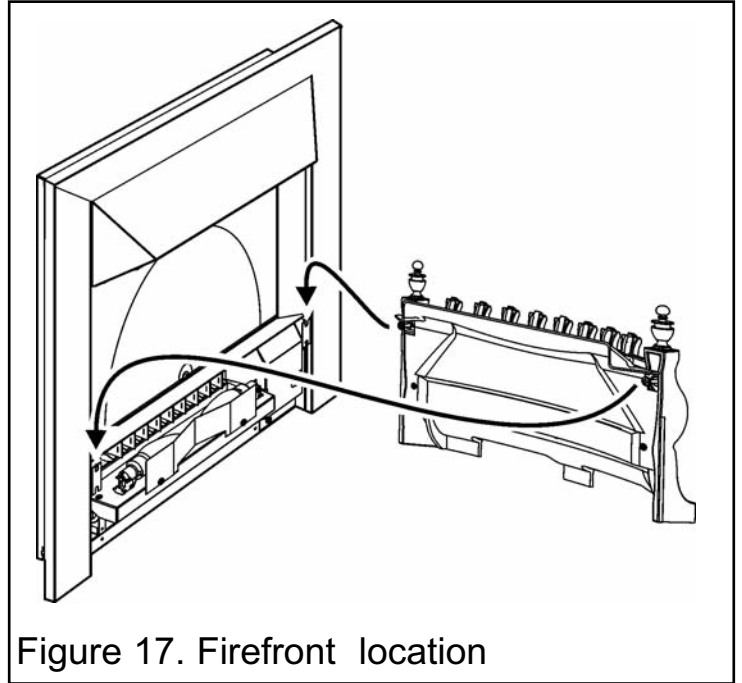


Figure 17. Firefront location

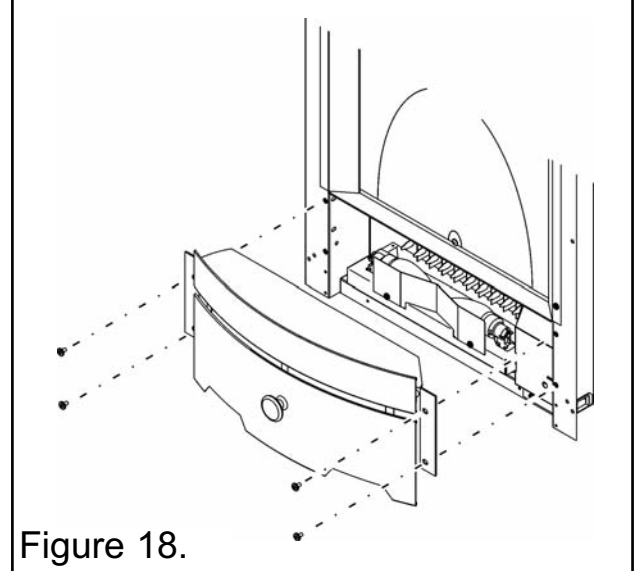


Figure 18.

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Fitting the Willoughby fascia.

1. The lower part of the fascia is held in place using two magnets. The magnets should sit on the brackets as in figure 19. If the magnets have moved during transit then place them as in figure 19.
2. Holding the lower part of the fascia away from the heater body, hook the upper brackets on the rear of the fascia over the brackets on the heater (See figure 11).
3. The fascia is supplied with three decorative trims. Where fitted, remove any protective film from the surface of the trims. Locate the trims as in figure 20. Locate the side trims first.
4. There are two hanging screws on the rear of the firefront. Locate these into the slots as in figure 13. If required, the screws can be adjusted, to aid installation.

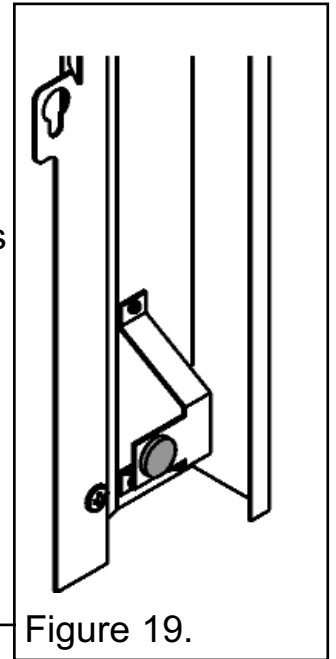


Figure 19.

Fitting the fuel effect.

Seattle, Silverdale, Blenheim and Churchill models.

1. This model is supplied with a one piece fuel effect. Remove the fuel effect from its packaging and place it on top of the fuel support.

Knightsbridge, Westminster, Willoughby and Luxor models.

Important notes.

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

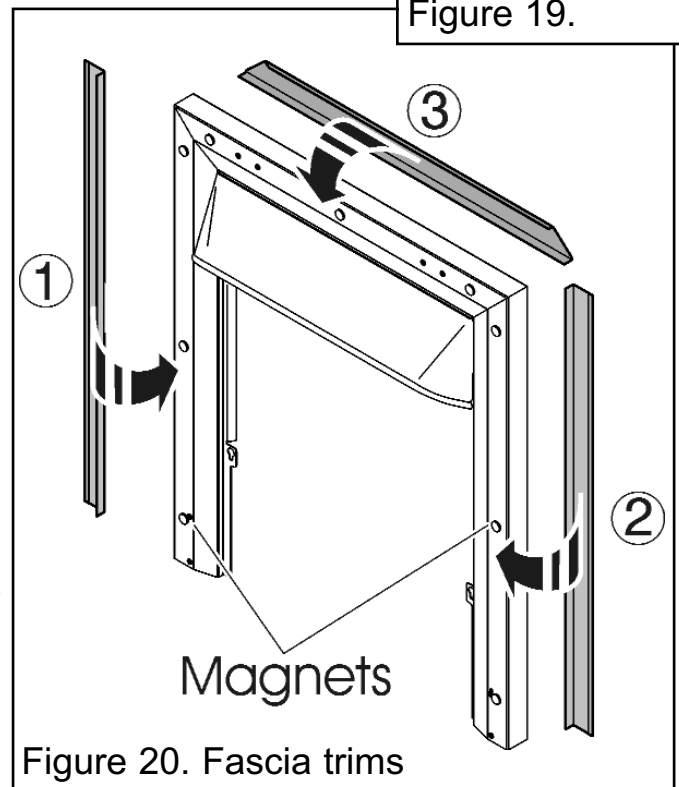


Figure 20. Fascia trims

1. Place the loose coals onto the fuel support (a glove is provided with the coal pack). It is not necessary to use all the coal supplied.

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4. USING THE HEATER

Important Safety

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

The appliance can be controlled by the manual control located on the upper left hand side of the heater or by using the remote control handset.

Remote Control - What do the buttons do?

Pressing the red 'ON/OFF' button.

To activate the remote handset it is necessary to press the red ON/OFF button (See figure 21). The 'On' lamp on the heater will turn red - see figure 22).

Pressing the 'LAMP' button.

This turns the effect on. The 'On' lamp will no longer be visible and the status lamp will flash green for approximately five seconds, after this time the lamp will no longer be visible.

Pressing the 'Heat 1' button.

This turns the effect and 1 kW heater on. The 'On' lamp will no longer be visible and the status lamp will flash amber for approximately five seconds, after this time the lamp will no longer be visible.

Pressing the 'Heat 2' button.

This turns the effect and 2 kW heater on. The 'On' lamp will no longer be visible and the status lamp will flash red for approximately five seconds, after this time the lamp will no longer be visible.

Pressing the red 'ON/OFF' button.

Pressing this button at any time whilst the effect and heater are in operation will turn the effect and heater off. The red 'On' lamp will no longer be visible.

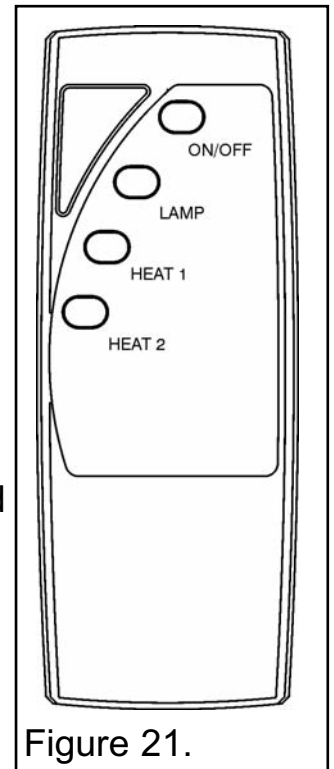


Figure 21.

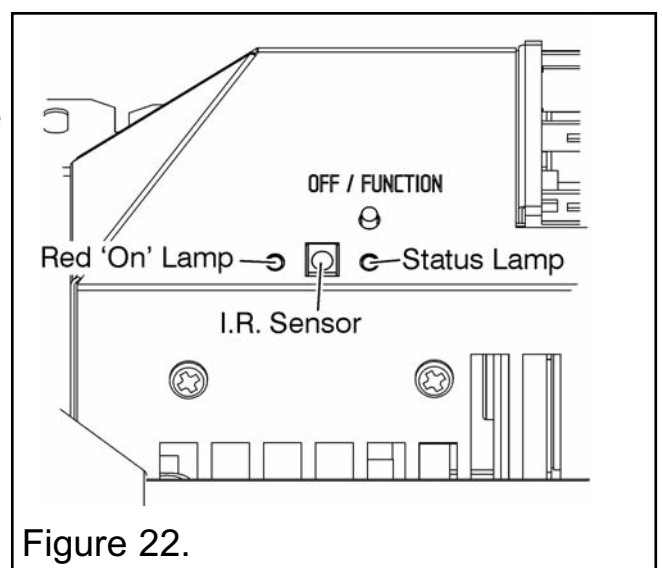


Figure 22.

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Manual Control - What is it and why is it there?

The manual control (See figure 22) is there as a back up. If the remote control has been damaged, lost, or the batteries lives have expired, the manual control will enable the effect and heater to be operated.

The control is located at the bottom left hand corner of the heater behind the ash pan cover.

What does the button do?

Press the button once.

This turns the effect on. The status lamp will flash green for approximately five seconds, after this time the lamp will no longer be visible.

Press the button a second time.

This will turn the 1 kW heater on. The effect will already be on. The status lamp will flash amber for approximately five seconds, after this time the lamp will no longer be visible.

Press the button a third time.

This will turn the 2 kW heater on. The effect will already be on. The status lamp will flash red for approximately five seconds, after this time the lamp will no longer be visible.

Press the button a fourth time.

Pressing this button at any time whilst the effect or heater are in operation will turn the effect and heater off.

5. CLEANING AND MAINTAINING THE HEATER

How do I clean my heater?

The heater 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 heater!

Important Safety.

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

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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 lamp failure. Remove the lamp(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 lamps fitted to the heater are:

Westminster, Knightsbridge, Willoughby and Luxor models -

Standard clear 40W max. E14 candle lamps.

Blenheim, Churchill, Silverdale and Seattle models -

7W SES E14 compact fluorescent lamps.

Due to indeterminate life span and ease of replacement, lamps are specifically excluded from the guarantee. Please note that either type of lamps specified above can be used as replacements, but we recommend, for visual appearance, that only lamps of the same specification are used in a single heater.

To remove and replace the lamp(s).

1. To gain access to the lamp/s, remove the coal / pebble fuel effect from the fuel support and place onto an old newspaper or plastic bag. This will prevent surface marking.
2. Remove the firefront.
3. Unscrew and remove the copper reflector plate (See figure 23).
4. Replace the lamp/s (See figure 24).
5. Refit the copper reflector plate. Refit the firefront / fascia and coal / pebble.

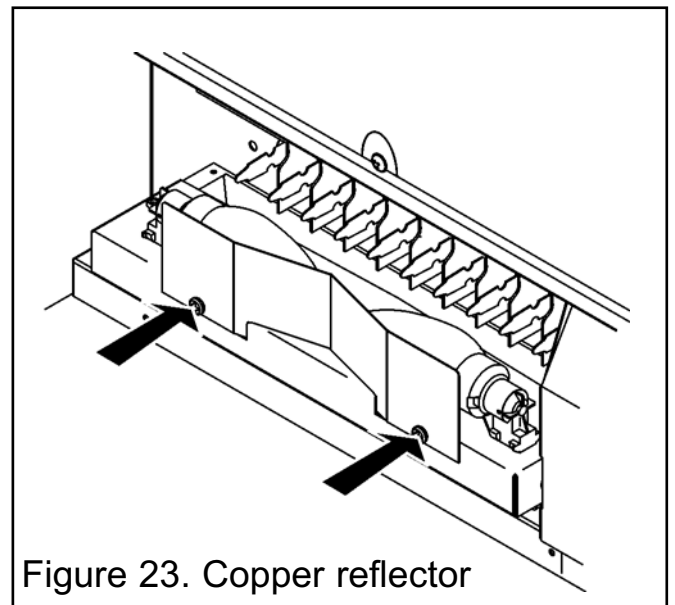


Figure 23. Copper reflector

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.

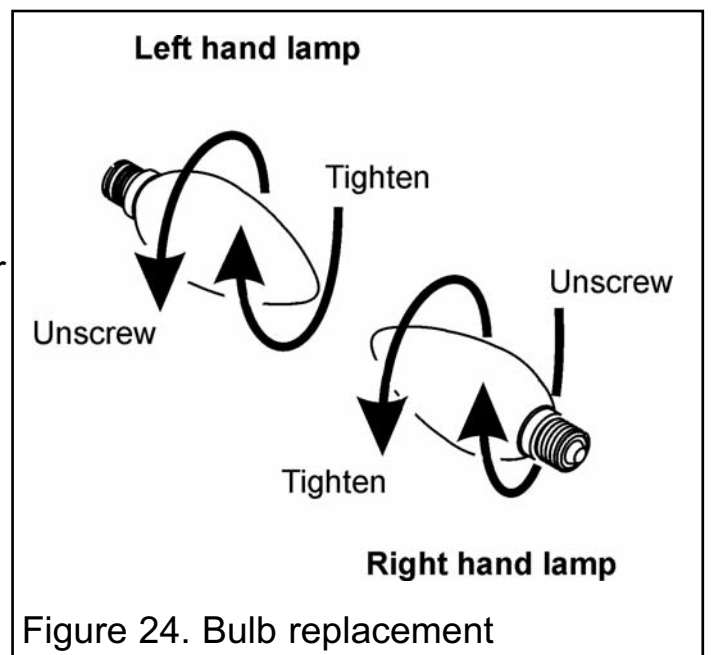


Figure 24. Bulb replacement

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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, to report faults, arrange for your heater 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'.

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.

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 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**.

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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 **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.

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.

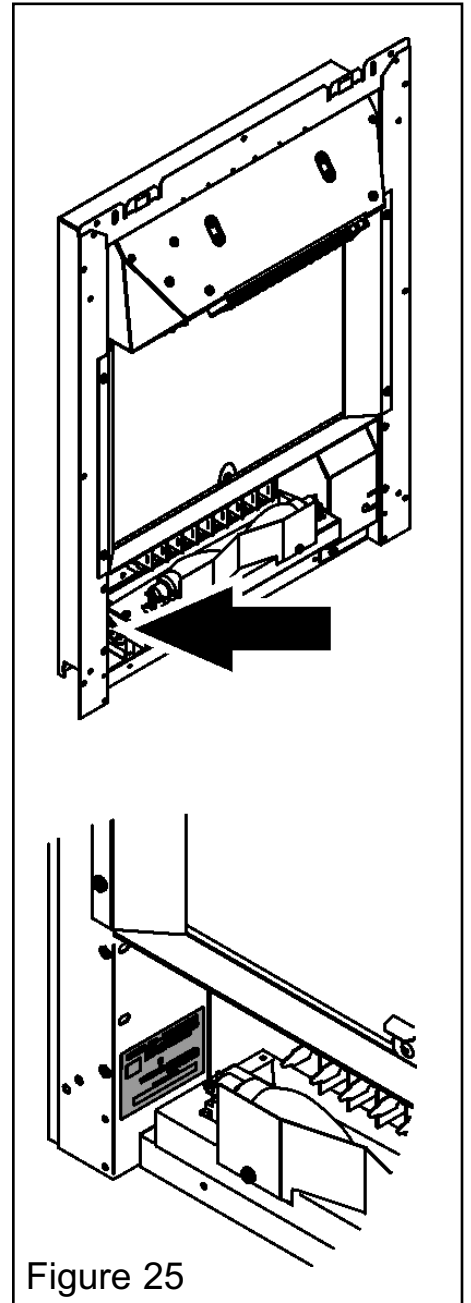
Faults caused by inadequate supply of electricity.

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.

Lamps - Unless the glass is broken upon receipt, due to the indeterminate life span and ease of replacement, they are specifically excluded from the guarantee.

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To be completed by the customer:

Model

Serial number (Can be found on the information label - See figure 25)

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