

# VALOR FIRES

## INSTALLER AND OWNER GUIDE

### Model 829

### Electric Heater

fitted with a

**Chic, Envy,  
Mirage, Serenity** or  
**Twilight** fascia.



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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## 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**.

# VALOR FIRES

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

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

# INSTALLER AND OWNER GUIDE

## Safety First.

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



## Quality and Excellence.

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



## 1. HANDLING AND UNPACKING

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

### Important instructions.

- The lifting weight (kg) of the heater is as below:

<u>Model</u>	<u>Heater Body</u>	<u>Fascia</u>	<u>Spacer</u>	<u>Total</u>
Chic	5.9 kg.	3 kg.	0.66 kg.	9.56kg.
Serenity	5.9 kg.	6.5 kg.	1.3 kg.	13.7 kg.
Twilight	5.9 kg.	8.0 kg.	0.9 kg.	14.8kg.
Envy	5.9 kg.	3.11 kg.	0.66 kg.	9.67kg.
Mirage	5.9 kg.	3.60 kg.	0.66 kg.	10.16kg.

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- 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

### 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** make sure the heater is firmly secured to prevent it from being tipped over.
- **Always** use a fireguard when young children and infirm persons can come into contact with the heater.
- **Always** use genuine Valor Fires spares.

### 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, Swimming Pools etc.
- **Never** use aerosols or steam cleaners on or around the heater.
- **Never** route the electric 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.

# INSTALLER AND OWNER GUIDE

## 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.

Before continuing with the installation of this heater, please read and complete the information on the last page of the guide.

### Do I need any tools?

1. Depending upon the chosen method of installation you may need the following screwdrivers: -
  - 1 off Pozidrive / Phillips / cross head. This should have a number 2 size tip.
  - 1 off 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 can I fit the heater?

There should be at least 50mm (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.

### Chic, Envy, Mirage and Serenity models.

The heater can be fitted into fireplaces or surrounds where the following dimensions are available.

Width	390mm - 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)

The heater can also be fitted against a flat wall. A spacer frame is supplied with the heater.

### Twilight model.

The heater **cannot** be fitted into fireplaces / fireplace openings. It is intended for installation to a flat wall. A spacer frame is supplied with the heater.

# 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.

### Important! This heater must be earthed.

- The heater is supplied with a 3 pin 13 Amp fused re-wireable plug with 1mm<sup>2</sup> 3 core cable.
- The wires in the cable are coloured in accordance with the following code: -
  - Live = Brown
  - Neutral = Blue
  - Earth = Green /Yellow
- The electric supply must be safely routed from the heater to an electrical socket.

## Moving the Cable

At the base of the heater you will find the electric cable which runs through a rectangular plastic cable guide. The cable can be moved to the opposite side if required. To do this, please see below:

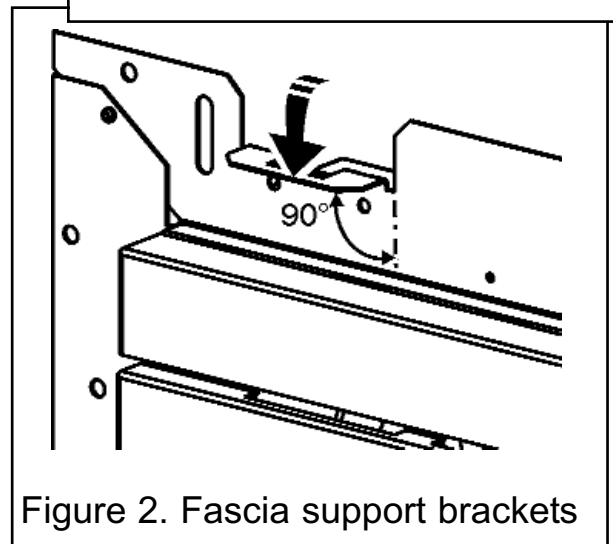
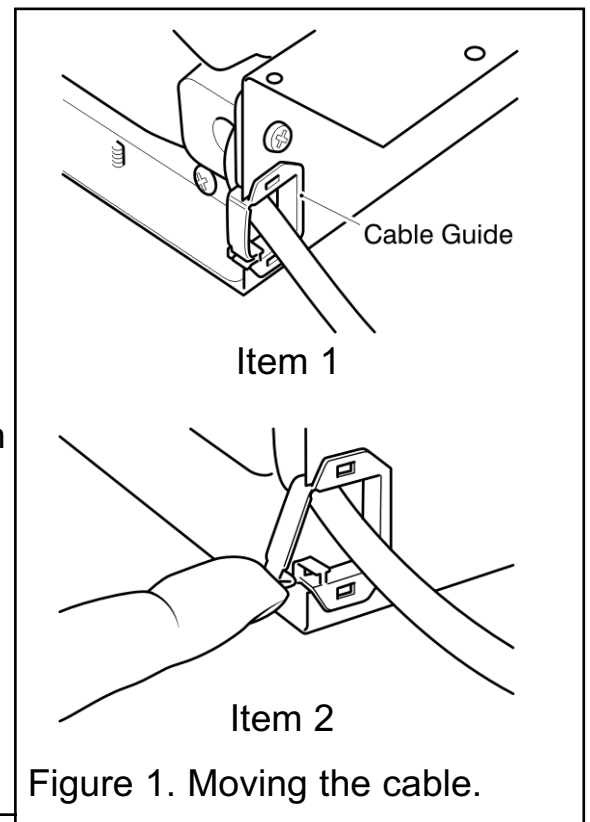
1. To open the cable guides push and lift the tab on the bottom of them and the cable guides will open (See figure 1- Item 2).
2. Place the cable into the opposite guide and close the bases.

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

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

## Fascia support brackets.

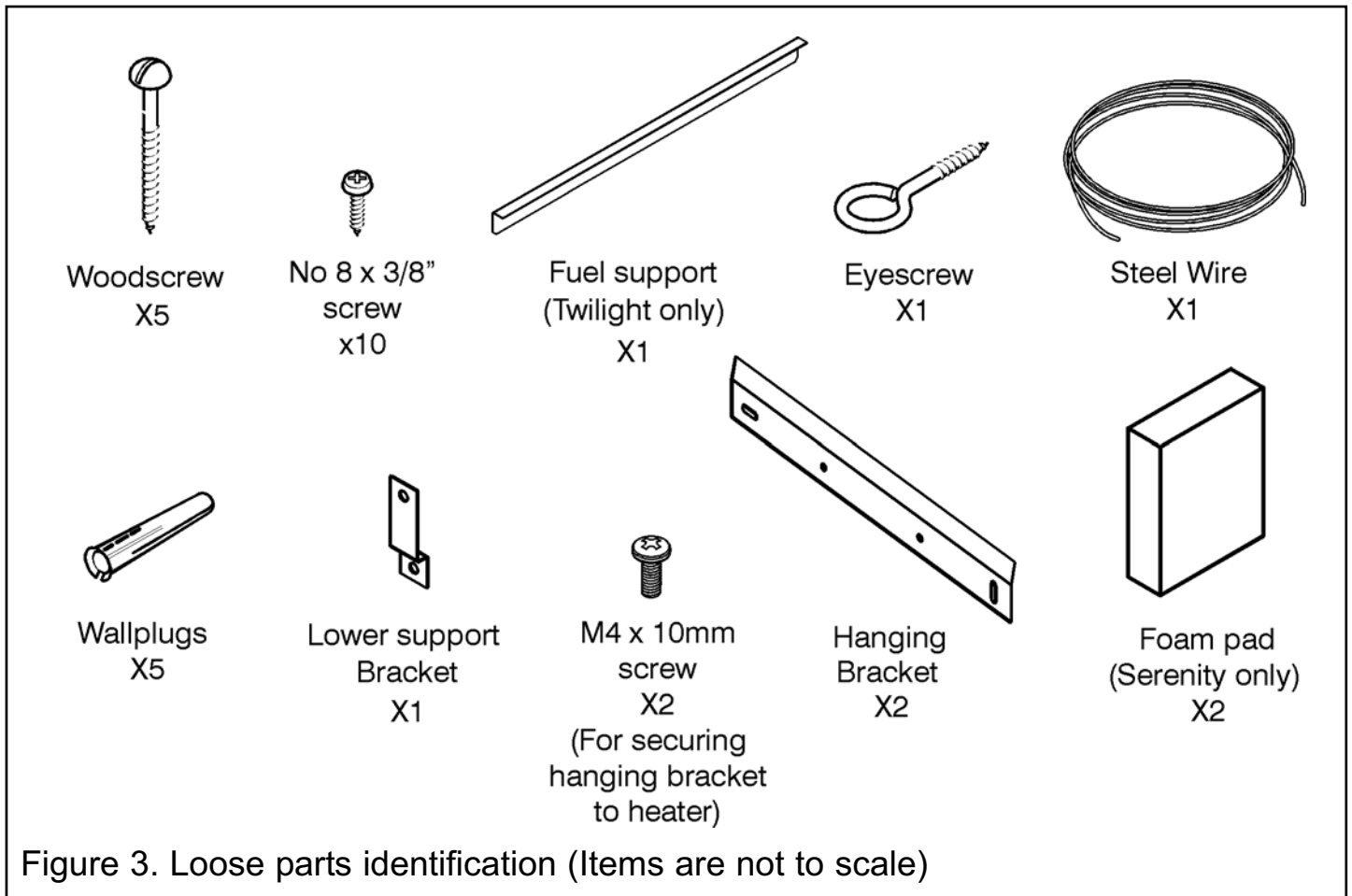
As supplied the fascia support brackets may be flat against the heater body. Using a suitable tool or gloved hand, bend the brackets as in figure 2.



# INSTALLER AND OWNER GUIDE

## Heater Fixing.

All of the fixings and loose parts supplied with the heater have been identified as in figure 3.



Additional fixings may be required if fitting the heater to a plasterboard wall that has a wooden frame behind it. In such cases we recommend the use of heavy duty cavity fixings. If fitting the heater in an elevated position (i.e. above hearth or finished floor height) then the lower support bracket must be fitted (See figure 3).

**The heater must always be fixed into position to prevent it from being tipped over.**

The following fixing options are available:

### Chic, Envy, Serenity and Mirage models.

- Screw Fixing**
  - To a fireplace opening / surround
  - To a flat wall with the use of the spacer frame
- Wire Fixing**
  - To a fireplace opening / surround

### Twilight model.

- Screw Fixing**
  - To a flat wall with the use of the spacer frame

# INSTALLER AND OWNER GUIDE

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 to a fireplace opening.

Note - If fixing to marble it is recommended that Method B - 'Wire fixing to a fireplace opening' 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.
3. Remove the heater.
4. Drill an appropriate size hole in each of the marked positions. 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 3).

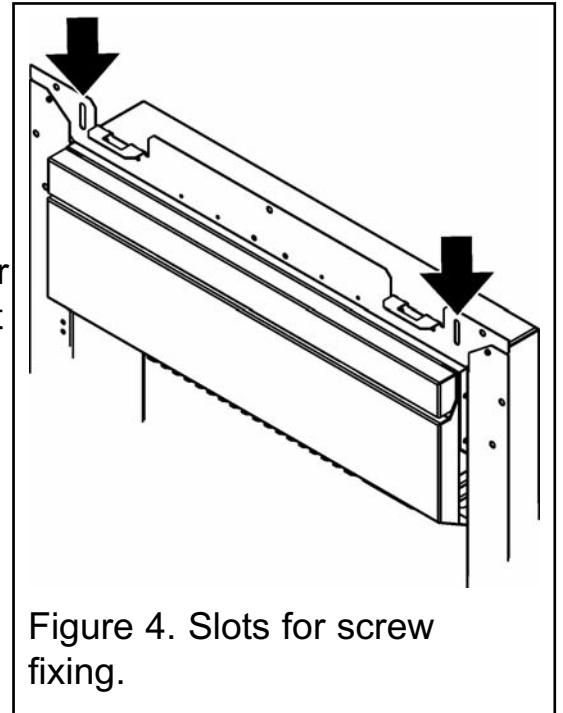


Figure 4. Slots for screw fixing.

## Method B - Wire Fixing to a fireplace opening.

This method of fixing 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, wall plug and eyescrew (See figure 3). 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).



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

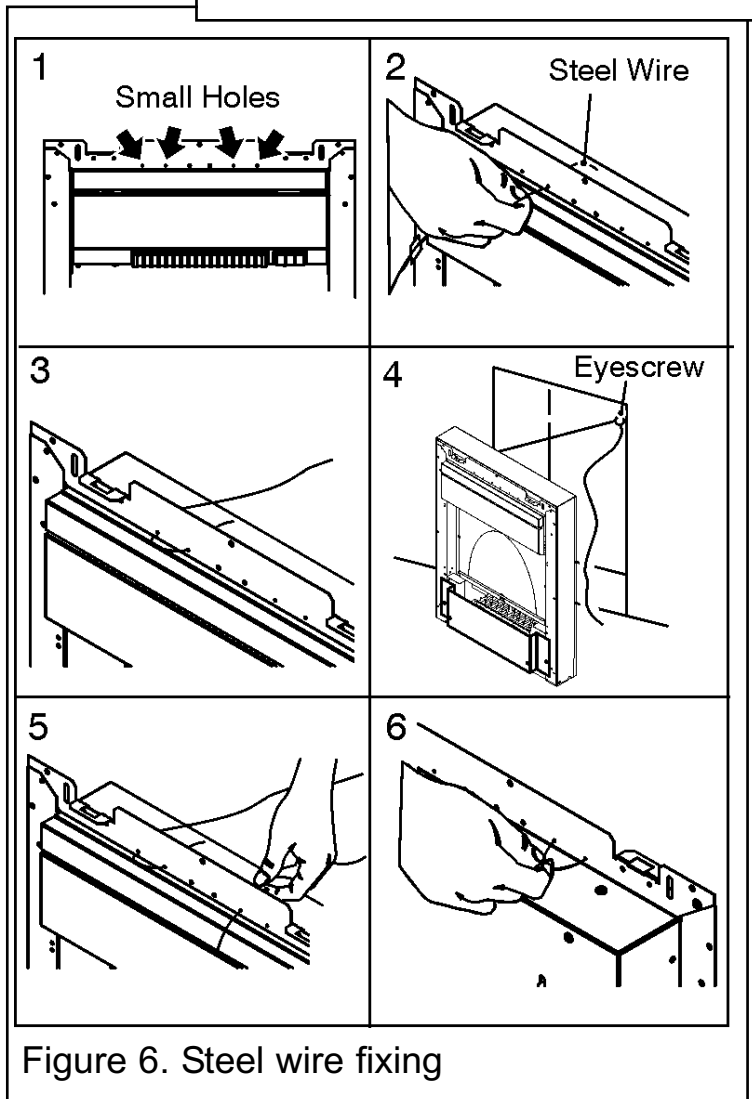
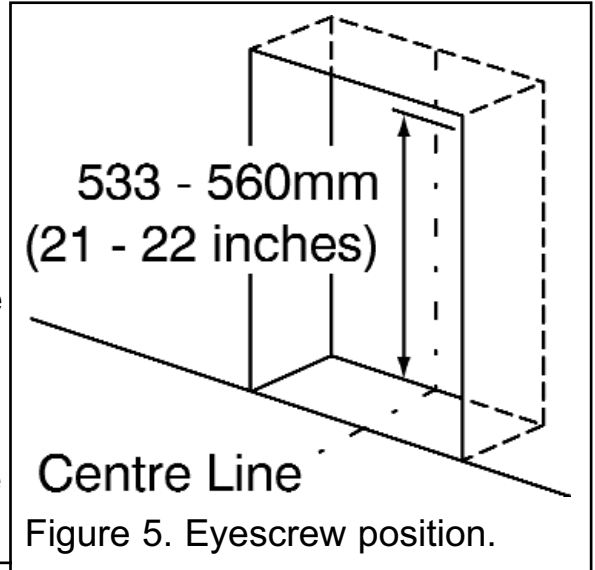
9. At the back of the heater there will be a long piece and a short piece of wire coming through the two holes. Hold the short piece and give the long piece a gentle tug. This will secure the steel wire. Take the long piece and thread this through the eyescrew in the back of the fireplace opening (See 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 - Screw fixing to a flat wall.

If the heater is to be mounted on to a plasterboard wall that has a wooden frame behind it then the integrity and ability of the wall to carry the weight of the appliance must be confirmed. It is important that any vapour control barrier is not damaged, and that the structural members of the house are not damaged.



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## Preparing the heater for installation.

**Twilight model** - The spacer frame will need to be fitted to the heater at this point using nine No.8 x 3/8" screws provided (See figure 7).

**Chic, Envy, Mirage and Serenity model** - The spacer frame is supplied with three magnets. Locate one magnet centrally on the inside of each of the three sides. Locate the spacer frame over the back of the heater ensuring that the cut-outs for the cable at the rear of the heater. Be careful not to damage the cable.

The heater must be secured to the wall using the hanging brackets supplied. Secure one of the support brackets to the rear of the heater using two M4 x 10mm screws provided.

**Please note** that when mounting to a plasterboard wall that has a wooden frame behind it then suitable wall fixings will be required. Although not supplied with the heater we recommend the use of heavy duty cavity fixings. For conventional brick walls plastic plugs and woodscrews are supplied. The distance from the centre of the holes in the wall hanging bracket to the bottom of the heater on Serenity, Envy, Mirage and Chic models or the fascia on the Twilight model is shown in figure 8. This is important if wall mounting the heater so that the bottom sits on a hearth or finished floor level.

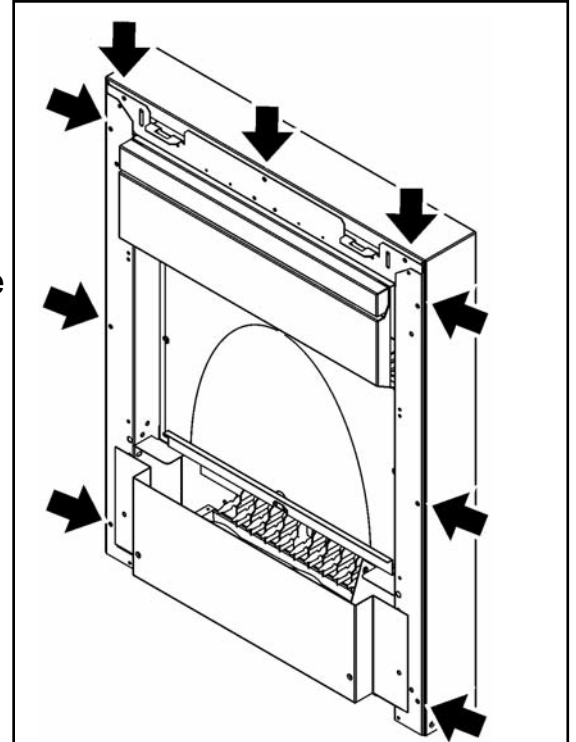


Figure 7. Fitting the spacer frame to the Envy and Twilight heater

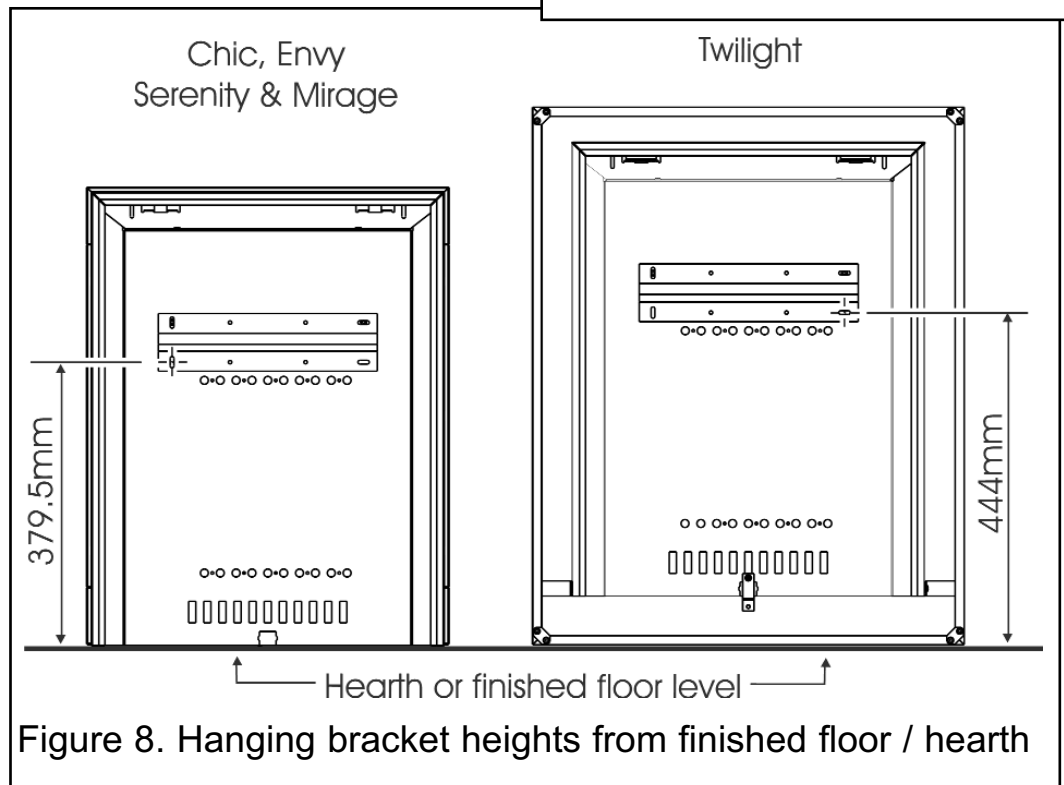
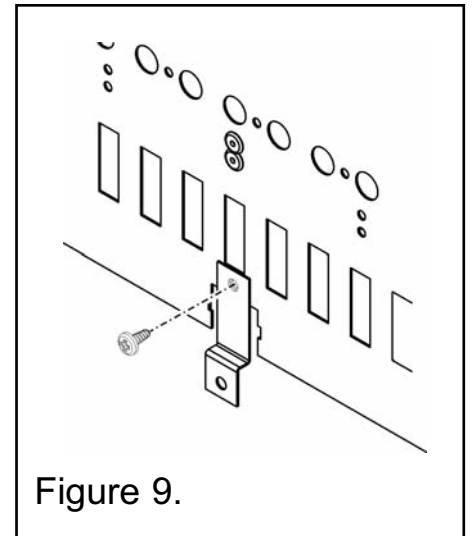


Figure 8. Hanging bracket heights from finished floor / hearth

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## Fitting the heater.

1. Decide the location of the heater.
2. If the heater is to be fixed in an elevated position (i.e. above hearth or finished floor height) then secure the lower support bracket to the rear bottom of the heater using one No.8 x 3/8" screws provided (See figure 9).
3. Mark the positions of the hanging bracket holes on the wall. If fitting to a conventional brick wall then use the outer slotted holes in the hanging bracket. If fitting to a plasterboard wall that has a wooden frame behind it then use all four fixing holes in the bracket. This is required to spread the load.
4. Drill the marked positions using a suitable sized drill bit for the chosen fixings.
5. Insert the wall plugs / fixings and secure the bracket to the wall using suitable screws.
6. Hang the heater body on the hanging bracket. There is a electric cable slot on both sides of the spacer frame. If the heater is located on a hearth then pass the electric cable through the required slot.
7. If the heater is to be fixed in an elevated position (i.e. above hearth or finished floor height) then mark the position of the lower support bracket hole on the wall. Remove the heater and drill the marked positions using a suitable sized drill bit for the chosen fixings. Insert the wall plugs / fixings. Hang the heater on the hanging bracket and secure the lower support brackets to the wall using a wood screw.



## The Copper Reflector.

### What is the Copper Reflector?

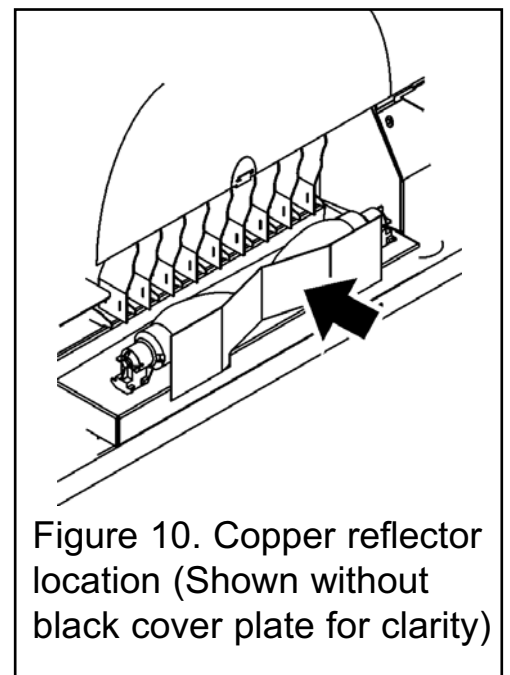
The Copper Reflector is the copper coloured plate that sits in front of the lamps. It is not fitted to the heater but supplied loose in the pack.

### What is it for?

It enhances the appearance of the flame effect. It is made removeable in order to access the lamps.

### How do I fit it?

It simply drops into the shaped slot in front of the lamps (See figure 10). Remove any protective film before use.



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## Fitting the fascia.

### Twilight fascia only.

1. There is a fuel bed support supplied with the Twilight heater. Slip this between the glass and metal panel on the rear of the fascia opening as shown in figure 11.

### Serenity fascia only.

1. There are two foam pads supplied with the heater. Locate the pads into the rear of the fascia as in figure 12.

### All models.

1. There are two hooked brackets on the top rear of the fascia. Locate the hooks into the brackets at the top of the heater (See figure 13).

2. The fascia is secured using the two screws with bright metal finish. These are located as in figure 14.

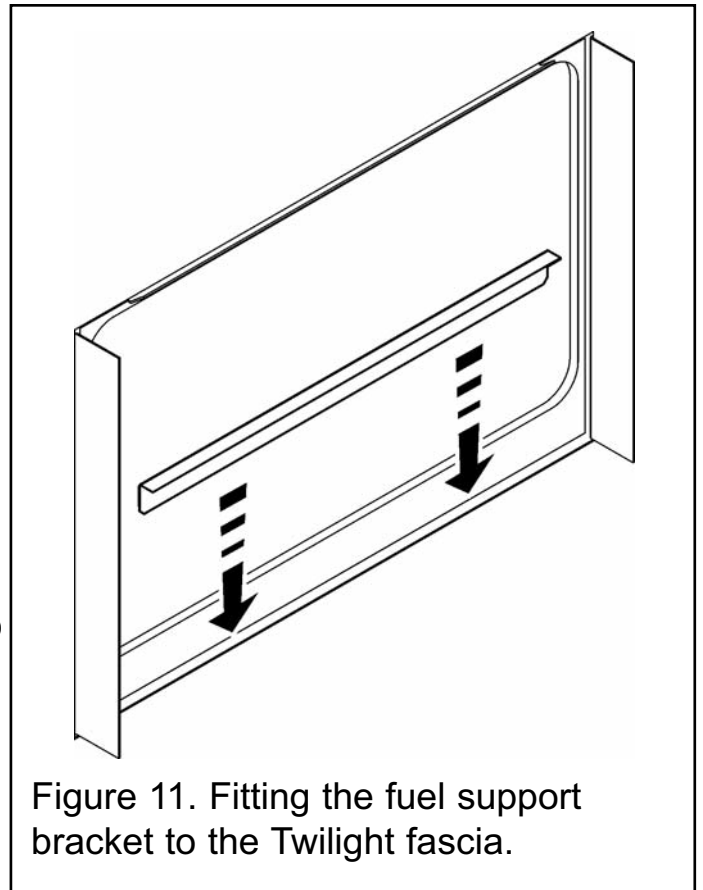


Figure 11. Fitting the fuel support bracket to the Twilight fascia.

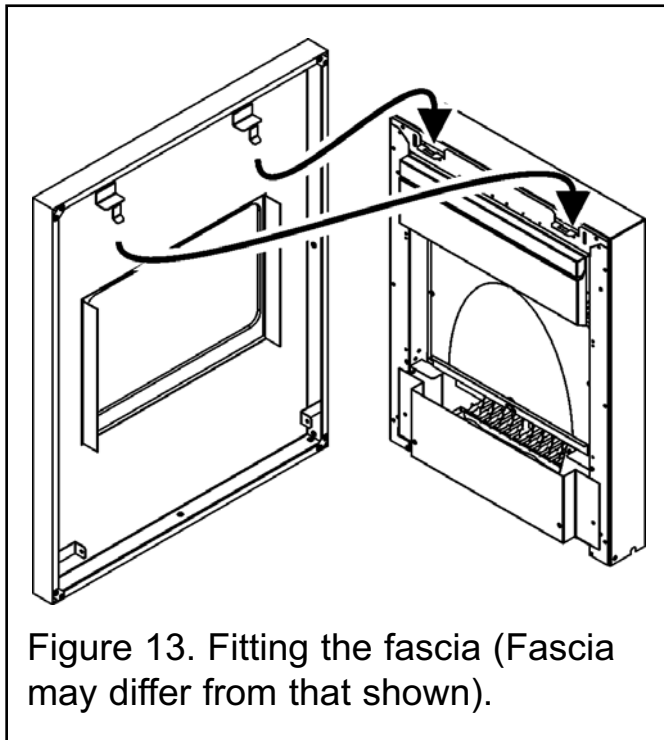


Figure 13. Fitting the fascia (Fascia may differ from that shown).

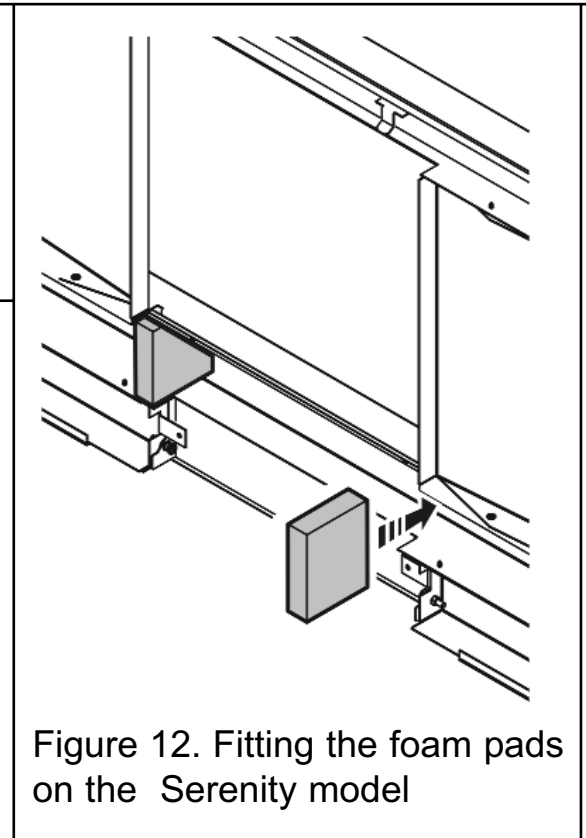


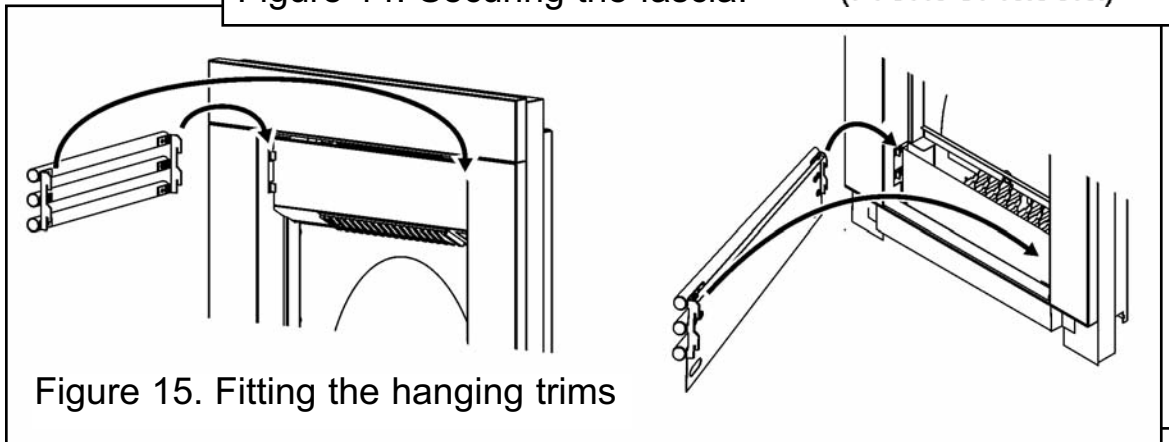
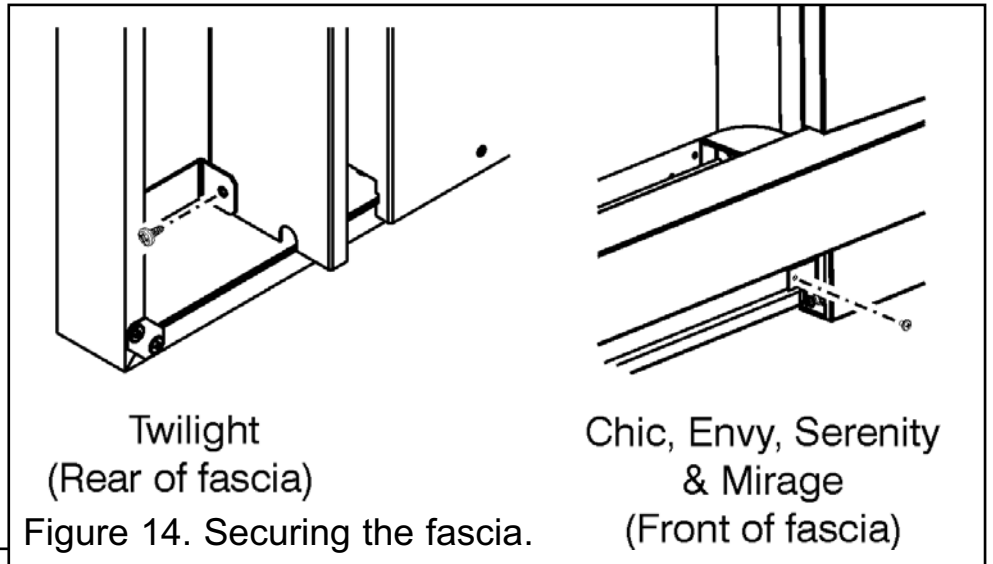
Figure 12. Fitting the foam pads on the Serenity model

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## Chic fascia only.

1. Supplied in the fascia pack are two tubular trim sets. The lower trim set has a flat plate fitted to the rear. Hang the upper and lower trim sets as in figure 15.

2. The lower section of the fascia is secured with magnets. Locate it as in figure 16.

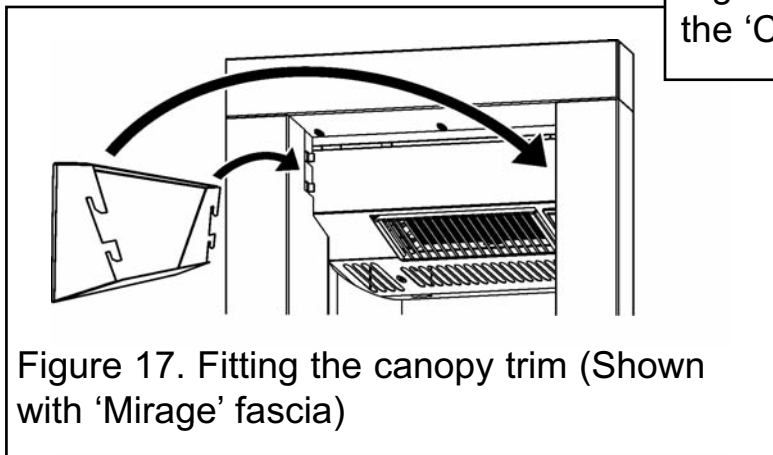
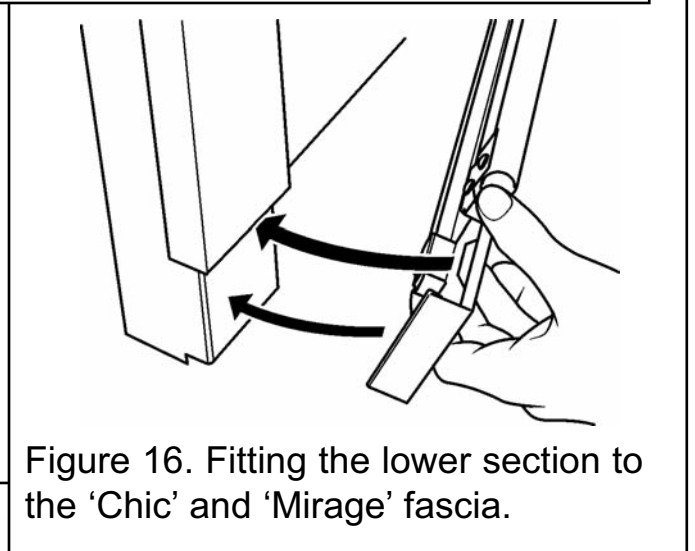


## Mirage fascia only.

1. Supplied in the fascia pack is a three bar trim. Hang this at the bottom of the fascia (See figure 15).

2. The lower section of the fascia is secured with magnets. Locate it as in figure 16.

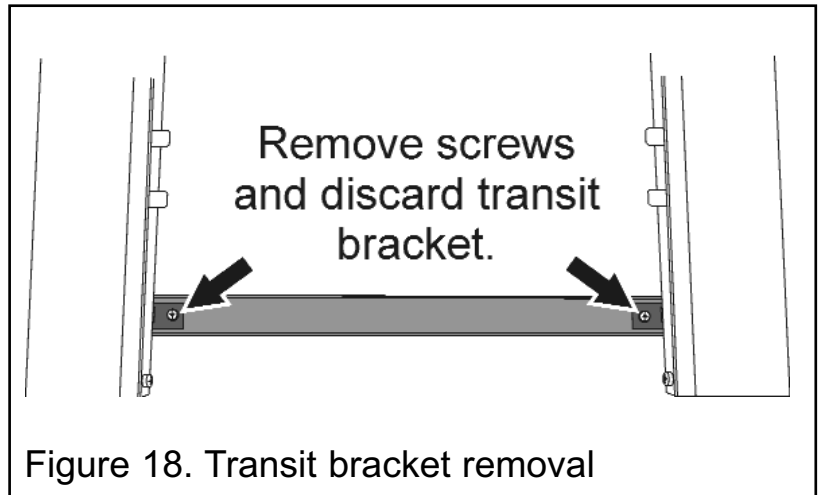
3. Supplied in the fascia pack is a canopy trim. Hang this at the top of the fascia (See figure 17).



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## Envy fascia only.

1. The Envy fascia may be supplied fitted with a transit bracket as in figure 18. This must be removed and discarded prior to fitting the fascia. To do this, unscrew and remove the two screws shown in figure 18.
2. Supplied in the fascia pack is a canopy trim. Hang this at the top of the fascia (See figure 17).
3. Hang the lower trim at the bottom of the fascia (See figure 19).

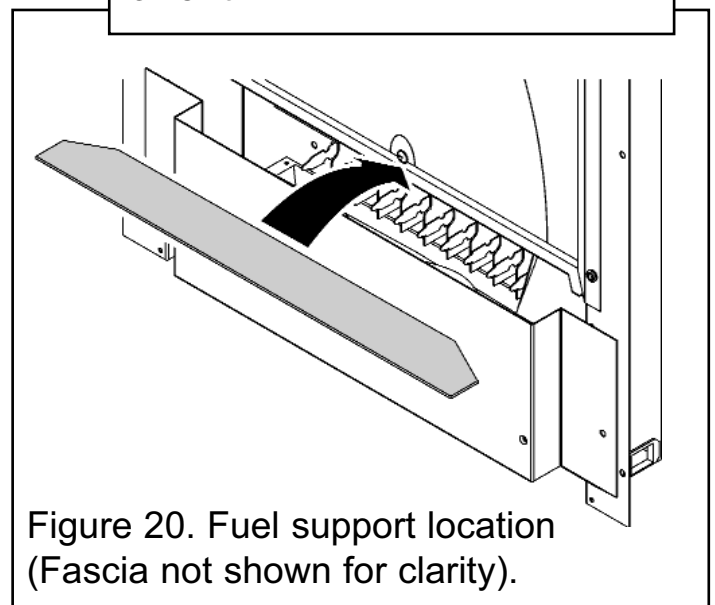
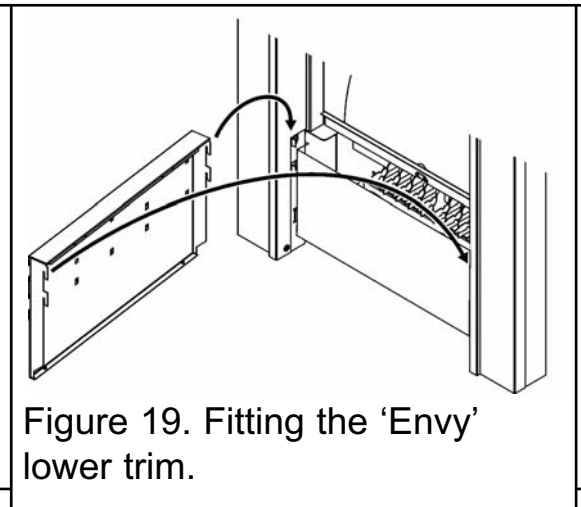


## Fitting the fuel support.

1. Locate the fuel support as in figure 20.
2. Place the loose pebbles onto the fuel support. It is not necessary to use all the pebbles supplied.

### Important Note:

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



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## 4. USING THE HEATER

### Important Safety.

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

### What are the three switches for?

The heater is operated by three switches located below the hood on the right hand side of the heater.

Switch 1 =  Main On - Off

In the On position only the fuel effect operates

Switch 2 =  1kW fan heat setting and fuel effect

Switch 3 =  2kW fan heat setting and fuel effect

The switches are mechanically interlocked, so when switch 1 is turned off, all switches turn off.

## 5. CLEANING AND MAINTAINING THE HEATER

### How do I Clean my heater?

The heater fascia, spacer frame and glass 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.

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

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## To replace the lamp(s).

1. To gain access to the lamp/s, remove the loose coals / 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 firefront, On the Twilight model it will be necessary to remove the whole fascia. Remove the fascia in the reverse order to that shown in the 'Fitting the fascia' section of this guide.
3. Remove the black cover plate. To do this, remove the two screws from the front of the cover plate.
4. Remove the copper reflector plate.
5. Replace the lamp/s with clear 40 Watt (maximum) candle, Edison screw, SES E14.
6. Refit the copper reflector plate. Refit the cover plate / fascia / firefront and coals / pebbles.

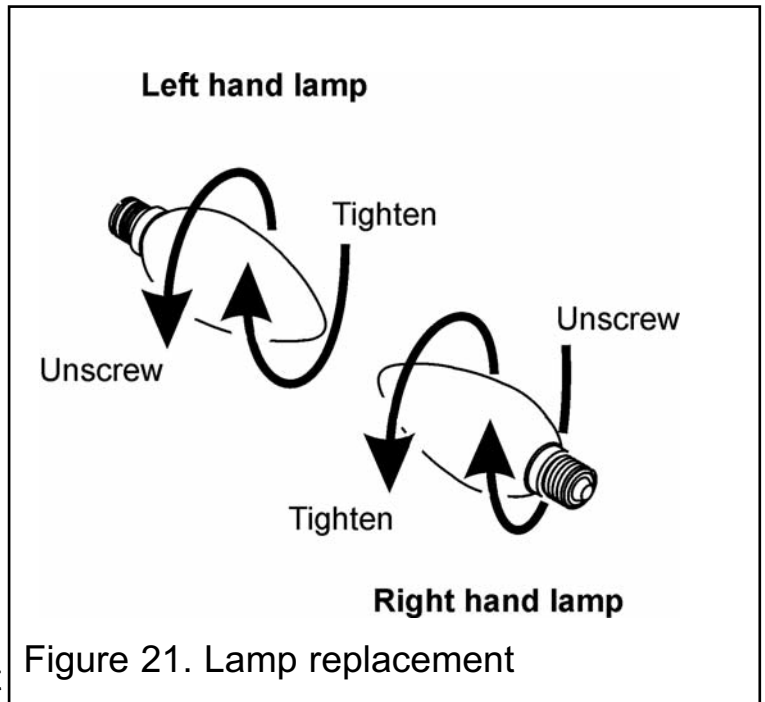


Figure 21. Lamp replacement

## 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 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.

Following is a list of useful telephone numbers.

**VALOR FIRES TECHNICAL HELPLINE 0844 8711 565.**

**CALLERS IN THE REPUBLIC OF IRELAND 0044 844 8711 565.**



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## 6. ENVIRONMENT

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

The plug should be removed from the mains cable and the mains cable cut from the heater. These should be disposed of with 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 CORGI registered installer.

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

#### Our promise to you

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

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

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

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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.

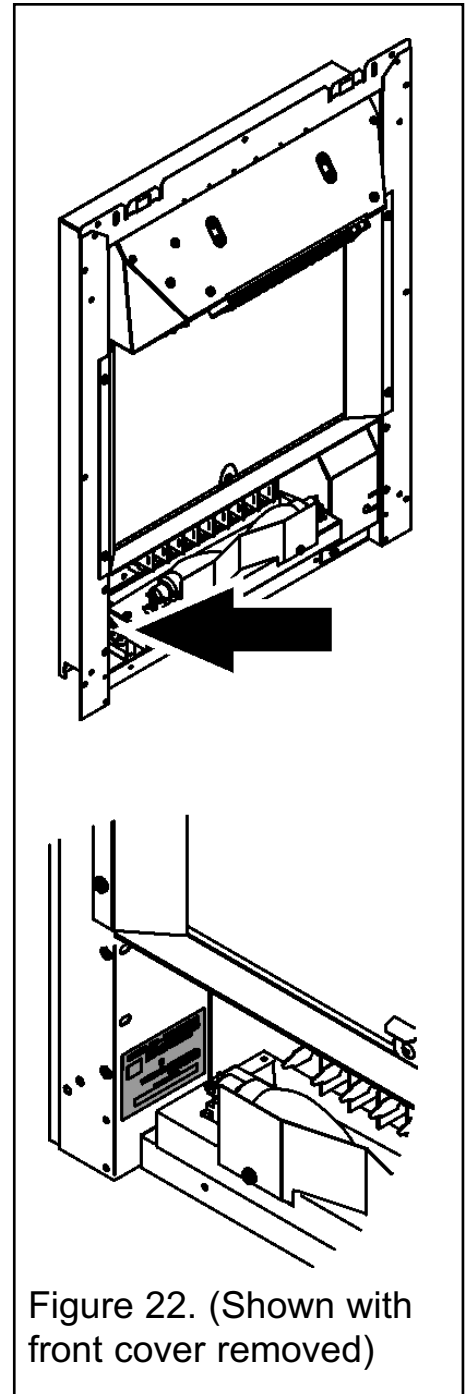
## What this warranty does not cover

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.



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Model

Serial number (Can be found on the information label - See figure 22)

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