

# VALOR FIRES

## INSTALLER AND OWNER GUIDE

Model 847 Dimension Electric Firefront.

Fitted with one of the following fascia:

**Classica, Dream, Innova or Regalia.**

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

(GC No. EF-032-40)

This guide is intended to help you install and care for your Valor Fires Electric Firefront. Please read carefully before installing and using your firefront. 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.

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### **Safety First.**

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



### **Quality and Excellence.**

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



# VALOR FIRES

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

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

# **INSTALLER GUIDE**

FOR OWNER GUIDE SEE PAGES 18 TO 31

# INSTALLER GUIDE

## CONTENTS

| <b><u>Section</u></b> | <b><u>Heading</u></b>  | <b><u>Page</u></b> |
|-----------------------|--|--------------------|
|                       | <b>INSTALLER GUIDE</b>   | <b>3 - 17</b>      |
|                       | <b>OWNER GUIDE</b>   | <b>18 - 31</b>     |
| <b>1.</b>             | <b>HANDLING AND UNPACKING</b>                                    | <b>5</b>           |
| <b>2.</b>             | <b>SAFETY</b>  | <b>6</b>           |
| <b>3.</b>             | <b>OPTIONAL KITS</b>   | <b>8</b>           |
|                       | Spacer frames.   | 8                  |
|                       | Elevated installation kit for use with the Innova model.         | 8                  |
| <b>4.</b>             | <b>PACK CONTENTS</b>   | <b>9</b>           |
| <b>5.</b>             | <b>FITTING THE FIREFRONT</b>                                     | <b>10</b>          |
|                       | Fitting the batteries to the remote control handset.             | 10                 |
|                       | Fitting the cable clamp.   | 10                 |
|                       | Do I need any tools?   | 11                 |
|                       | General notes to read before fitting your firefront.             | 11                 |
|                       | Where and how can you fit the firefront?                         | 11                 |
|                       | Securing the Firefront.  | 12                 |
|                       | Method A - Securing with wire.                                   | 12                 |
|                       | Method B - Securing with wire using an Optional Spacer Frame kit | 14                 |
| <b>6.</b>             | <b>FITTING THE FASCIA</b>  | <b>15</b>          |
|                       | Fitting the Dream fascia.  | 15                 |
|                       | Fitting the Classica fascia.                                     | 15                 |
|                       | Fitting the Regalia fascia.                                      | 16                 |
|                       | Fitting the Innova fascia.                                       | 16                 |
| <b>7.</b>             | <b>REMOVING THE FASCIA AND FIREFRONT</b>                         | <b>17</b>          |

# INSTALLER GUIDE

## 1. HANDLING AND UNPACKING

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

### Important instructions.

- A carry handle is fitted to the top of the firefront. We recommend that this is used when moving the firefront.
- The approximate lifting weights (kg) of the firefront parts are listed below:

| <u>Model</u> | <u>Heat engine</u> | <u>Fascia</u> | <u>Spacer</u> |
|--------------|--------------------|---------------|---------------|
| Classica     | 9.52               | 9.73          | 1.0*          |
| Dream        | 9.52               | 12.54         | 1.0*          |
| Innova       | 9.52               | 7.88          | 1.0*          |
| Regalia      | 9.52               | 5.40          | 1.26*         |

\*See section 3.

- One person should be sufficient to lift the firefront. If for any reason this weight is considered too heavy then obtain assistance.
- When lifting always keep your back straight. Bend your legs and not your back.
- Avoid twisting at the waist. It is better to reposition your feet.
- Avoid upper body / top heavy bending. Always bend from the knees rather than the waist. Do not lean forward or sideways whilst handling the firefront.
- Always grip with the palm of the hand. Do not use the tips of fingers for support.
- Always keep the firefront as close to the body as possible. This will minimise the cantilever action.
- Use gloves to provide additional grip.
- Always use assistance if required.

# INSTALLER GUIDE

## 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.

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

### Always

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

### Never

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

## Important Electrical Safety

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

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.

# INSTALLER GUIDE

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

- The firefront is supplied with a 3 pin 13 Amp fused re-wireable plug with 1mm<sup>2</sup> 3 core cable.
- The wires in the cable are coloured in accordance with the following code:-
  - Live = Brown
  - Neutral = Blue
  - Earth = Green /Yellow
- The electric supply must be safely routed from the firefront to an electrical socket. If the electric cable is damaged, to avoid a hazard it must be replaced by a Valor Fires authorised service agent, or similarly qualified person. All external wiring between the firefront and the electrical supply shall comply with current IEE regulations. Extension leads should not be used.
- Never connect the boiler and firefront to the same socket / spur. The fuse ratings are different and subsequent damage may occur.

# INSTALLER GUIDE

## 3. OPTIONAL KITS

### Spacer frames.

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

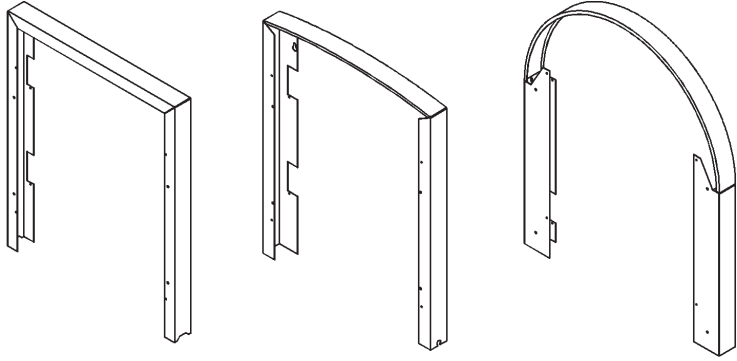

| Contents                       | Quantity | (Illustrations are not to scale)   |
|--------------------------------|----------|--|
| Spacer frame                   | 1 ONLY   | <br>Classica & Innova      Dream      Regalia |
| No 8 x 3/8 Self-tapping screws | 4        |   |

Figure 1.

|              |                          |              |                          |
|--------------|--------------------------|--------------|--------------------------|
| <u>Model</u> | <u>Spacer kit number</u> | <u>Model</u> | <u>Spacer kit number</u> |
| Classica     | 5135632                  | Innova       | 5135632                  |
| Regalia      | 5135633                  | Dream        | 5135634                  |

### Elevated installation kit for use with the Innova model.

An elevated installation kit is available when fitting the Innova model. When using this kit the spacer frames above are not required. The kit can be recessed or fitted forward of the fireplace opening.

|              |   |
|--------------|---|
| <u>Model</u> | <u>Elevated installation kit number</u> |
| Innova       | 05847H1                                 |

The kit is provided with its own installation guide.



# INSTALLER GUIDE

## 4. PACK CONTENTS

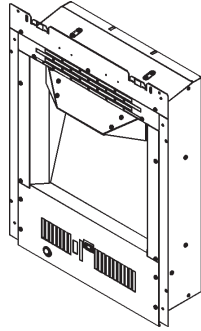
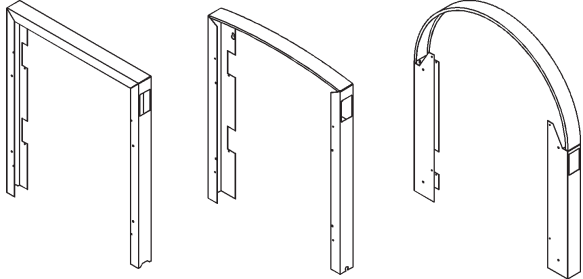




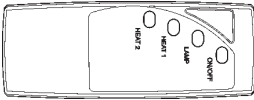



| Contents                                  | Quantity | (Illustrations are not to scale)  |
|---|----------|---|
| Firefront                                 | 1        |    |
| Spacer frame                              | 1 Only   | <br>Classica & Innova      Dream      Regalia |
| No. 8 x 3/8 pan head screw                | 5        |    |
| Tension wire                              | 1        |    |
| 'AAA' Battery                             | 2        |    |
| Cable clamp                               | 1        |    |
| Handset                                   | 1        |    |
| M4 x 25mm screw<br>(Dream only)           | 2        |    |
| Washer (Dream only)                       | 2        |    |
| Nylon Grommet<br>(Dream and Regalia only) | 1        |    |

Figure 2. Contents (Continued on next page - Fascias not shown))

# INSTALLER GUIDE

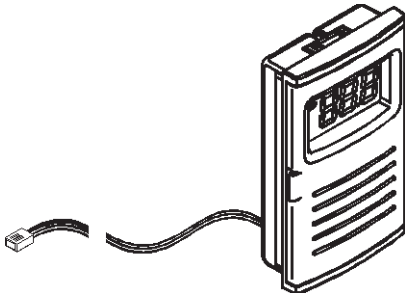
| Contents                           | Quantity | (Illustrations are not to scale)   |
|------------------------------------|----------|--|
| Boiler Control and connector lead. | 1        |  |

Figure 2. Contents continued

## 5. FITTING THE FIREFRONT

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

**It is important to install the boiler before installing the firefront.**

Please read this section thoroughly before positioning the firefront.

### Fitting the batteries to the remote control handset.

The remote control handset uses 2 x 1.5V AAA type batteries. For longer battery life use only alkaline batteries. To install the batteries, slide the cover down on the rear of the handset and remove. The polarity of the batteries is marked on the inside of the battery compartment.

If the firefront does not respond to the remote control handset commands, it is likely that the batteries are faulty or require replacement.

### Fitting the cable clamp.

If the mains cable is to be routed to the left hand side of the firefront there is a cable clamp supplied with the firefront to hold the cable in place. This prevents the cable being trapped under the firefront during installation. Fit the cable clamp as in figure 3.

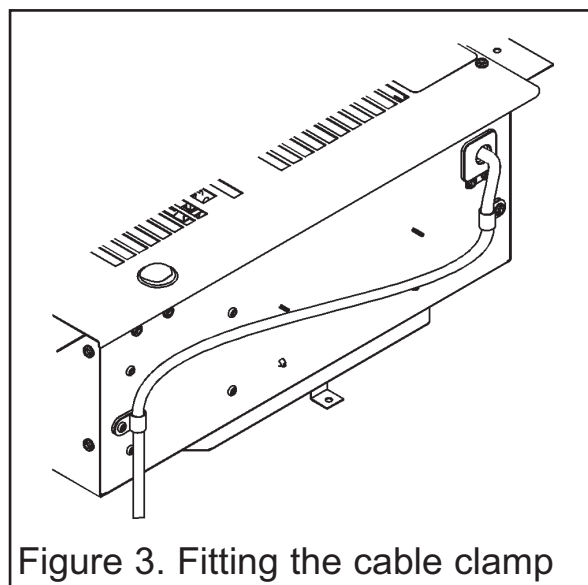


Figure 3. Fitting the cable clamp

# INSTALLER GUIDE

## Do I need any tools?

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

## Where and how can you fit the firefront?

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

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

| Model  | Classica, Dream and Innova | Regalia        |
|--------|----------------------------|----------------|
| Width  | 390mm - 490 mm             | 390mm - 490 mm |
| Height | 560mm - 595 mm             | 560mm - 575 mm |
| Depth  | At least 95mm              | At least 95mm  |

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

A The **Innova** model can be fitted into a 'hole in the wall' when using the elevated installtion kit (kit number 05847H1). We do not recommend the Regalia, Classica or Dream for 'hole in the wall' installtions.

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

A The minimum rebate / depth required is 95mm.

### Q Do you want to fit the firefront into a surround using the optional spacer frame?

A The minimum rebate required is 45mm.

### Q Do you want to fit the firefront against a flat wall with the base of the firefront on a hearth or similar surface?

A You will need to purchase two optional spacer frame kits - See section 3. These spacers when added to the one supplied with the firefront enable the firefront to be flat wall fixed. The depth of the combined spacer frames is 150mm.

## General notes to read before fitting your firefront.

**Ensure that the boiler has been commissioned and the benchmark checklist in the boiler installation guide completed.**

There should be at least 50mm clearance between the top of the fascia and anything such as a shelf, fireplace surround or mantel etc. This will allow the fascia to be lifted off or removed during servicing. To check the shelf clearance gently place the fascia against the surface to which it is to be fixed and measure the distance from the top of the fascia.

# INSTALLER GUIDE

If fitting the firefront onto a reflective or shiny surface such as a hearth we recommend that this surface does not extend further than 300mm from the fixing plane (wall). Reflective or shiny surfaces that project further than 300mm may reflect an image of the internal light source.

## Securing the Firefront.

**The firefront must be secured into position to prevent it from being tipped over.** The following securing options are available:

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

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

### Method A - Securing with wire.

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

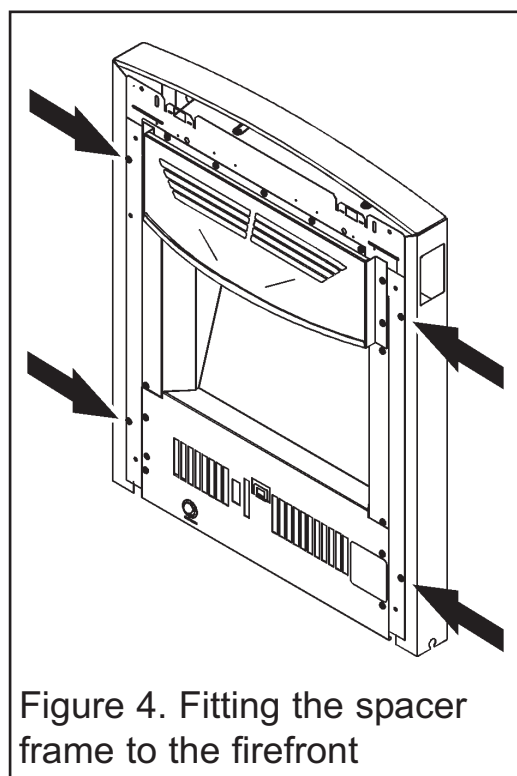


Figure 4. Fitting the spacer frame to the firefront

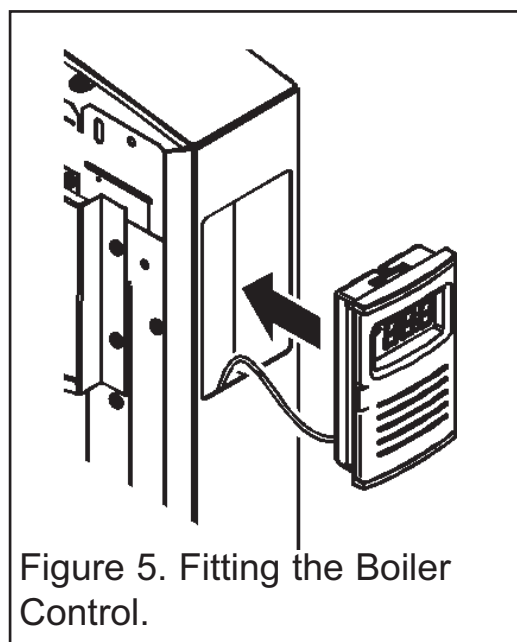


Figure 5. Fitting the Boiler Control.

# INSTALLER GUIDE

## 4. Regalia and Dream models only.

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.

The nylon grommet supplied has a slot along its length. Fit the grommet to the mains cable with the flange edge positioned away from the fire (See figure 6). Slide the nylon grommet along the supply cable towards the heater. When the grommet reaches the slot, push it into the slot up to its flange (See figure 6).

## 4. Classica and Innova models only.

Position the supply cable in the spacer frame slot.

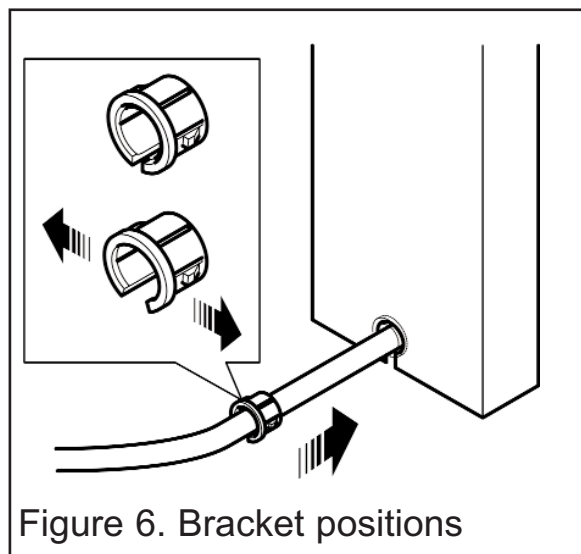


Figure 6. Bracket positions

5. Supplied with the firefront is a plastic wire. This will be used to secure the firefront to the top of the boiler.

6. At the top of the firefront there are four small holes, two each side of the firefront. From the front of the firefront, thread about 50mm of the plastic wire into the outside small hole on the right side of the firefront (See point 1 - figure 7).

7. Thread the other end of the wire through the remaining small hole to the left. Continue to push the wire through this hole until there is only a small loop of wire at the front of the firefront (See point 2 - figure 7).

8. At the back of the firefront there will be a long piece and a short piece of wire coming through the two holes. Hold the short piece and give the long piece a gentle tug. This will secure the plastic wire.

Take the long piece and thread this through the bracket located at the top centre of the boiler (See figure 7).

9. From the back of the firefront thread the long piece of plastic wire through the inner small hole on the left hand side of the firefront (See figure 7).

10. Locate the firefront in the fireplace opening, then from the front of the firefront, gently pull the plastic wire on the right hand side to gather up the excess until the

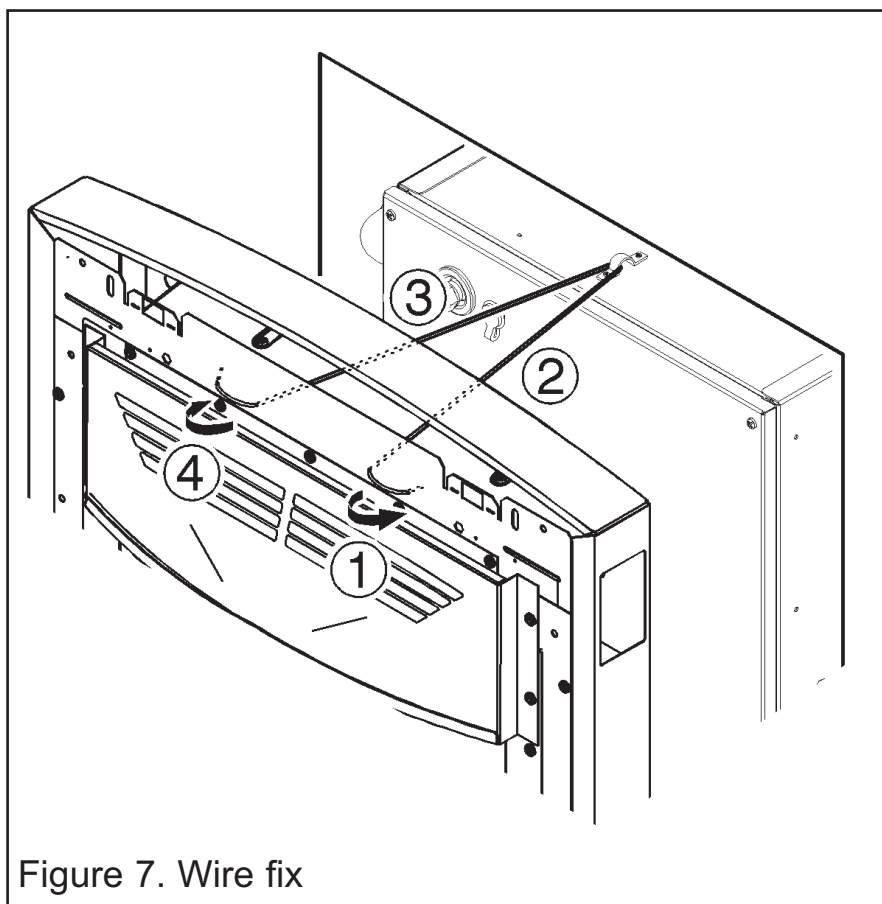


Figure 7. Wire fix

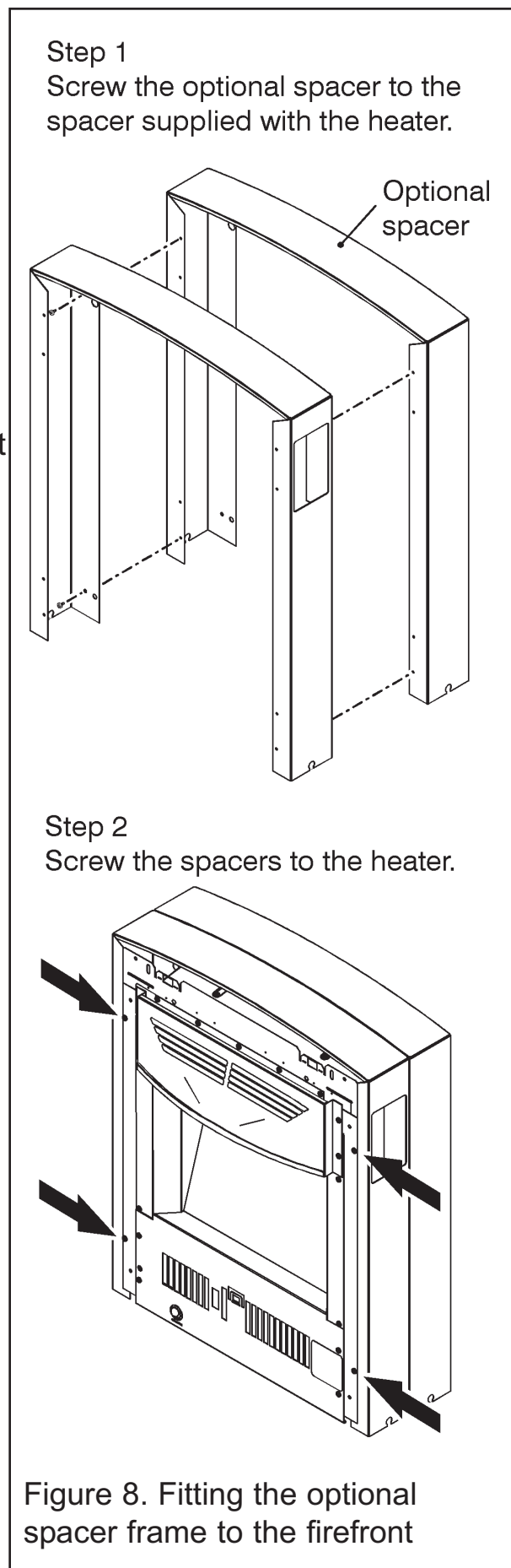
# INSTALLER GUIDE

firefront is secure. Thread the wire through the remaining small hole to lock the wire and firefront in place (See point 4 - figure 7).

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

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

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



# INSTALLER GUIDE

## 6. FITTING THE FASCIA

### Fitting the Dream fascia.

1. Remove the fascia from its packaging.
2. Hold the fascia firmly and lift into place. Locate the fascia hanging brackets into those on top of the firefront (See figure 9). Lower the fascia into place and swing the bottom of the fascia towards the firefront.
3. Secure the fascia through the holes in the lower side legs of the fascia using two washers and two M4 x 25mm screws supplied (See figure 2).
4. Place the lower casting in place. Position the ash pan cover beneath the lower casting.

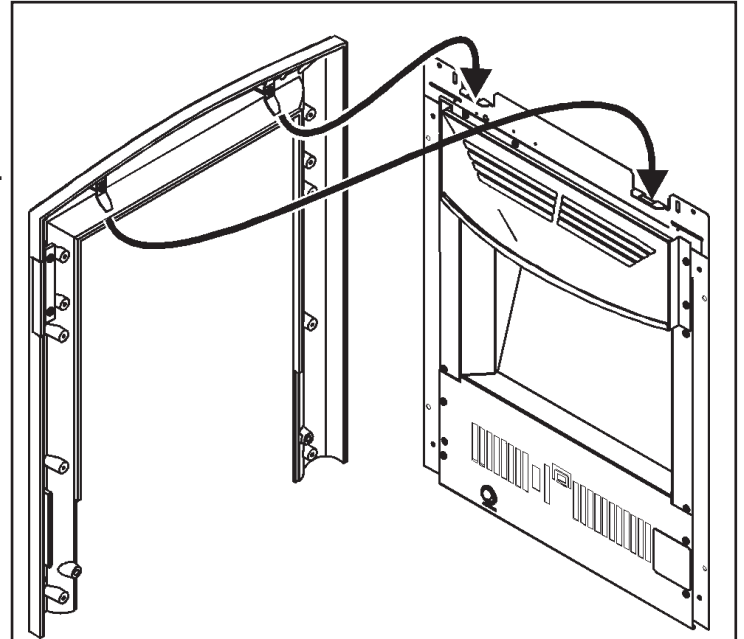


Figure 9. Fitting the Dream fascia

### Fitting the Classica fascia.

1. Remove the fascia from its packaging.
2. There are two magnets on the lower raised areas of the fascia (See figure 10). Ensure that they are located correctly before fitting the fascia.
3. Supplied with the fascia is a black decorative moulding. Remove the two screws from the rear of the fascia (See figure 10), locate the moulding and secure using the two screws removed previously.
4. Hold the fascia firmly and lift into place. Keeping the magnets away from the body of the firefront, locate the fascia hanging brackets into those on top of the firefront (See figure 10). Lower the fascia into place and swing the bottom of the fascia towards the firefront to engage the magnets.

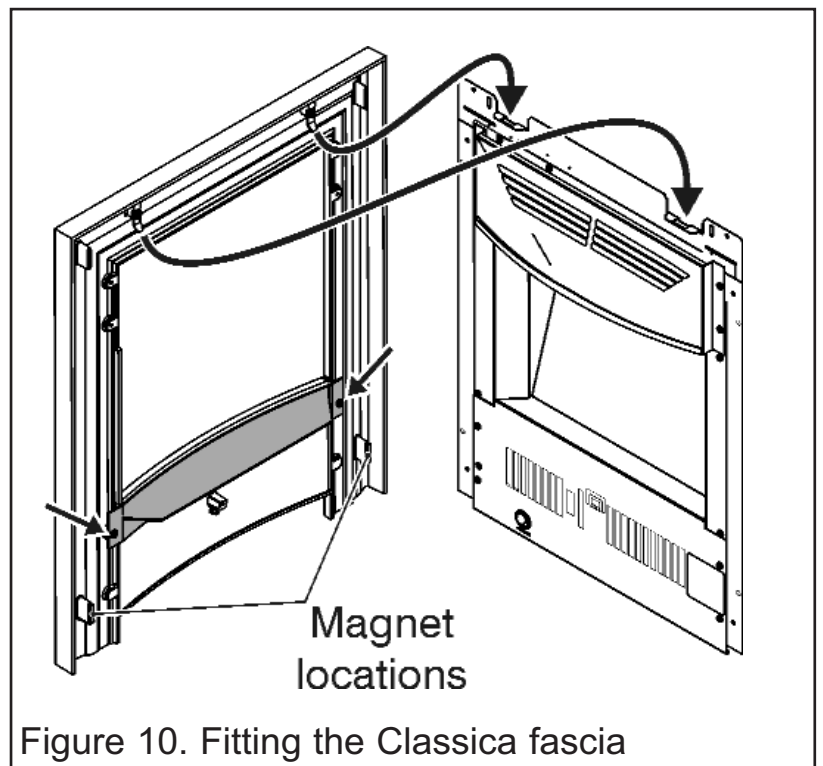


Figure 10. Fitting the Classica fascia

# INSTALLER GUIDE

## Fitting the Regalia fascia.

1. Remove the fascia from its packaging.
2. Supplied with the fascia is a black decorative moulding. Remove the two screws from the rear of the fascia (See figure 11), locate the moulding and secure using the two screws removed previously.
3. Hold the fascia firmly and lift into place. Locate the fascia hanging brackets into those on top of the firefront (See figure 11). Lower the fascia into place and swing the bottom of the fascia towards the firefront.

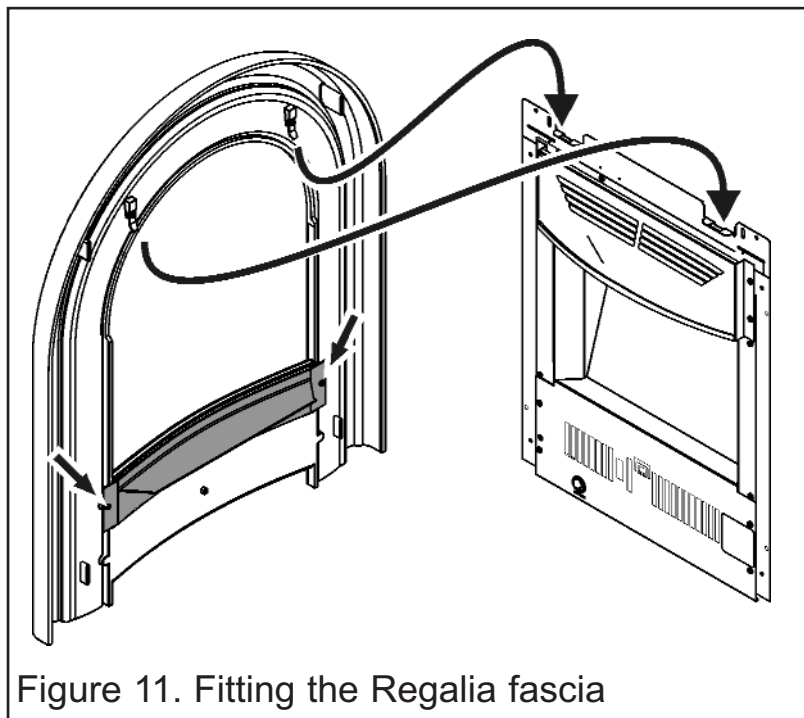


Figure 11. Fitting the Regalia fascia

## Fitting the Innova fascia.

1. Remove the fascia from its packaging.
2. There are two magnets on the lower rear of the fascia. They should rest against the outer edge of the two raised sections (See figure 12). Ensure that they are located correctly before fitting the fascia.
3. Hold the fascia firmly and lift into place. Keeping the magnets away from the body of the firefront, locate the fascia hanging brackets into those on top of the firefront (See figure 12). Lower the fascia into place and swing the bottom of the fascia towards the firefront to engage the magnets.

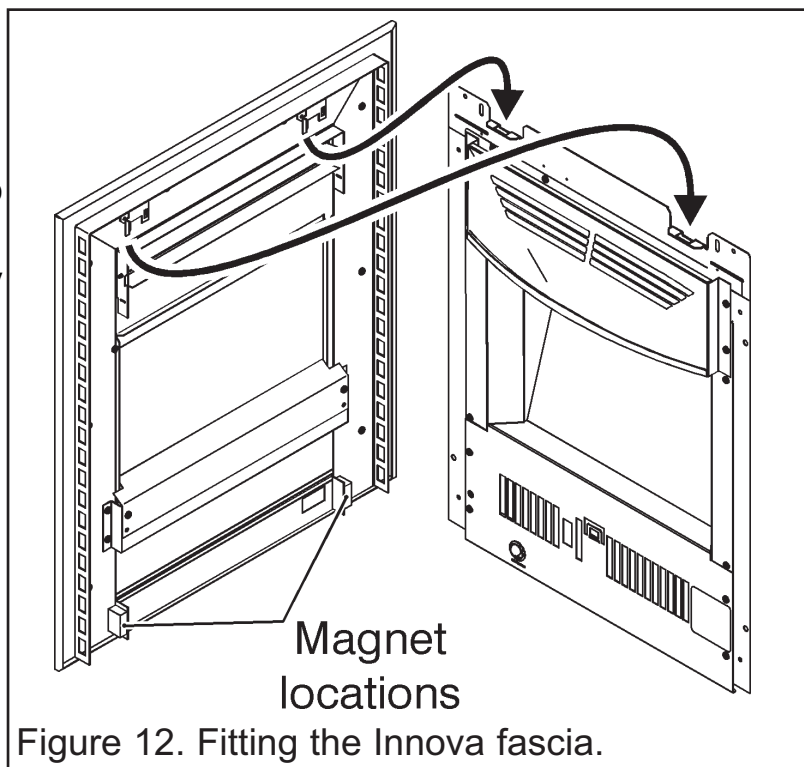


Figure 12. Fitting the Innova fascia.



# INSTALLER GUIDE

## 7. REMOVING THE FASCIA AND FIREFRONT

*For Innova installations that are elevated using kit number 05847H1 please see the separate guide supplied with the kit.*

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

### **Classica, Regalia and Innova models.**

**1.** Firmly hold the lower sides of the firefront fascia and gently pull the bottom forward to release the magnets that hold the bottom in place. Lift the fascia upward and forward until the fascia hanging brackets are clear of the upper hanging brackets on the firefront. Place the fascia away from the work area.

**2.** The firefront is held in place with a single wire. It will be necessary to loosen and remove the wire at one side. Do this by placing a flat ended screw driver or similar tool behind the wire loop on the front of the firefront (See figure 13). Push the wire loop towards the outer hole and pull on the wire where it passes through an outer hole in the firefront. The wire should become loose and can then be pulled from the outer hole. With the end of the wire free, gently pull the firefront forward.

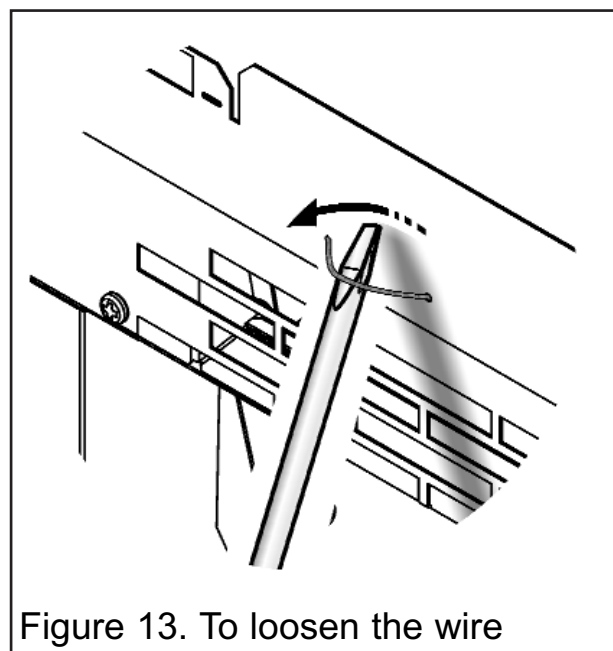


Figure 13. To loosen the wire

**3.** After completing work on the boiler fit the firefront and fascia as in sections 5 and 6 of this guide.

### **Dream model.**

**1.** Remove the lower casting and ash pan from beneath the fascia. Unscrew and remove the two screws and washers that secure the fascia. These are located at the lower sides of the fascia. Firmly hold the lower sides of the fascia and gently lift upward and forward until the fascia hanging brackets are clear of the upper hanging brackets on the firefront. Place the fascia away from the work area.

**2.** The firefront is held in place with a single wire. It will be necessary to loosen and remove the wire at one side. Do this by placing a flat ended screw driver or similar tool behind the wire loop on the front of the firefront (See figure 13). Push the wire loop towards the outer hole and pull on the wire where it passes through an outer hole in the firefront. The wire should become loose and can then be pulled from the outer hole. With the end of the wire free, gently pull the firefront forward.

**3.** After completing work on the boiler fit the firefront and fascia as in sections 5 and 6 of this guide.

## Warning!

If you smell gas.

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

## Faulty boiler

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

# OWNER GUIDE

FOR WARRANTY AND SERVICE INFORMATION  
SEE PAGES 27 TO 31

# OWNER GUIDE

## CONTENTS

| <u>Section</u>                                  | <u>Heading</u>  | <u>Page</u> |
|---|---|-------------|
| <b>1. OPERATING THE FIREFRONT</b>               |   | <b>20</b>   |
|   | Remote Control - What do the buttons do?  | 20          |
|   | Manual Control - What is it and why is it there?  | 21          |
|   | What does the button do?  | 21          |
|   | To light and reset the boiler.  | 22          |
| <b>2. OPERATING THE BOILER</b>                  |   | <b>22</b>   |
|   | Understanding the Boiler Control functions.   | 22          |
|   | Is the Boiler ON or OFF?  | 22          |
|   | How to switch the Boiler ON.  | 22          |
|   | How do you know when the system external controls are requesting heating or hot water ? | 23          |
|   | Troubleshooting.  | 23          |
|   | How to RESET the Boiler.  | 23          |
|   | How to switch the boiler OFF.   | 24          |
|   | Boiler checklist.   | 24          |
|   | Lockout / Error codes.  | 24          |
|   | How do I Clean my firefront?  | 25          |
|   | I have a problem with my firefront!   | 25.         |
| <b>3.CLEANING AND MAINTAINING THE FIREFRONT</b> |   | <b>25</b>   |
| <b>4. ENVIRONMENT</b>                           |   | <b>26</b>   |
| <b>5. WARRANTY AND SERVICE</b>                  |   | <b>27</b>   |

## CUSTOMER CARE

### Thank you for choosing Valor Fires

All Valor Fires firefronts are designed to meet the most stringent quality, performance and safety requirements to provide our customers with many years of trouble free service. This guide aims to improve your understanding and appreciation of your new Valor Fires firefront, by providing simple and informative instructions to enable you to install it and to ensure that you benefit from the excellent performance and features it has to offer.

If you require further assistance, the **Valor Fires Technical Helpline** will be pleased to help.

Please telephone **0844 8711 565** (local rates apply in the United Kingdom). In the Republic of Ireland please telephone **0044 844 8711 565**.

## 1. OPERATING THE FIREFRONT

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

The firefront can be controlled by the manual control located on the lower left hand side of the firefront or by using the remote control handset. These controls are for the firefront only and have nothing to do with the operation of the boiler. For boiler operation see section 2 of this owner guide.

### 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. The status lamp on the firefront will turn red - see figure 2).

#### Pressing the 'LAMP' button.

This turns the DIMENSION effect on. The indicator 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 DIMENSION effect and 1 kW heater on. The indicator 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 DIMENSION effect and 2 kW heater on. The indicator lamp will flash red for approximately five seconds, after this time the lamp will no longer be visible.

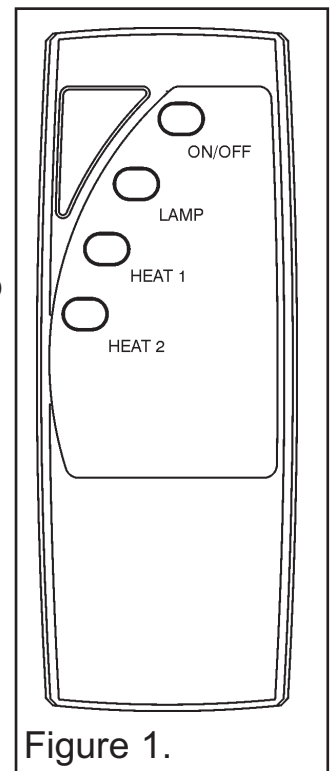


Figure 1.

#### Pressing the red 'ON/OFF' button.

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

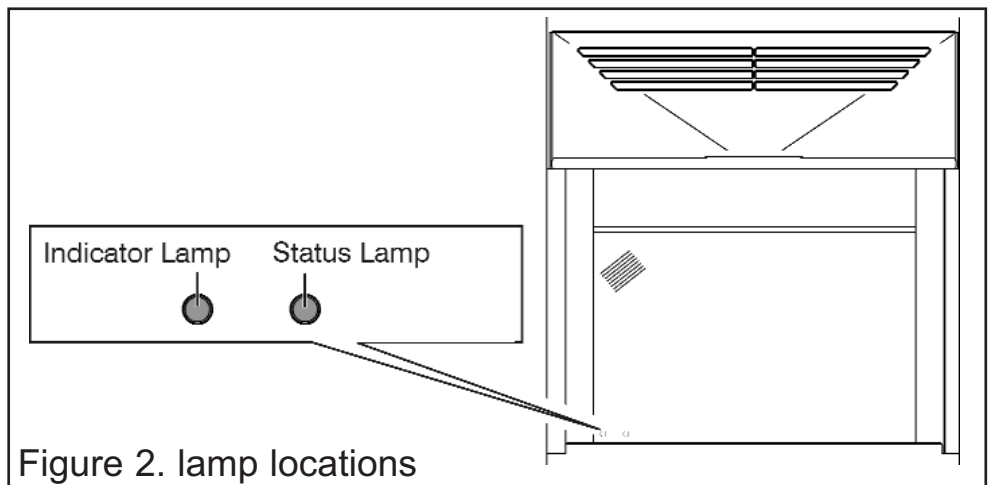


Figure 2. lamp locations

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

The manual control 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 **DIMENSION** effect and heater to be operated. The control is located at the bottom left hand corner of the firefront. On Dream models it will be necessary to remove the lower ash pan.

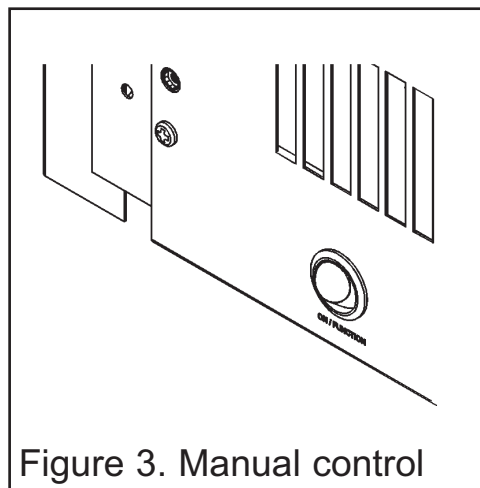


Figure 3. Manual control

### What does the button do?

#### Press the button once.

This turns the **DIMENSION** effect on. The indicator lamp (see figure 2) 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 **DIMENSION** effect will already be on. The indicator 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 **DIMENSION** effect will already be on. The indicator 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 **DIMENSION** effect or heater are in operation will turn the **DIMENSION** effect and heater off.

## 2. OPERATING THE BOILER

The Boiler Control is located on the upper right hand side of the firefront (See figure 4).

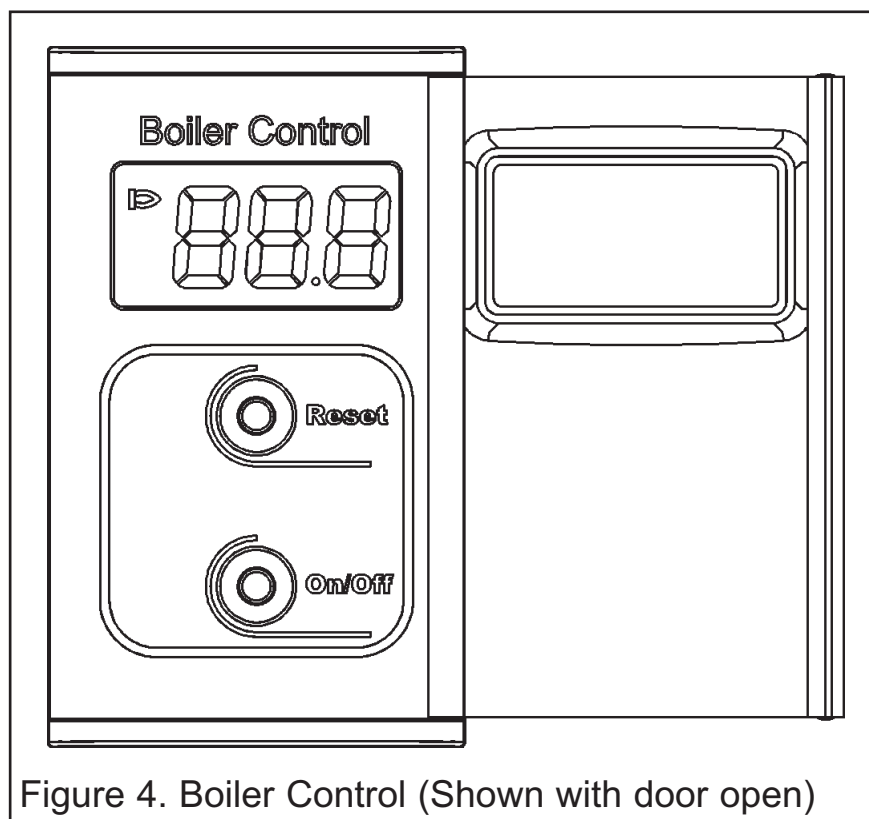


Figure 4. Boiler Control (Shown with door open)

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

### Understanding the Boiler Control functions.

#### Is the Boiler ON or OFF?

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



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



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

#### How to switch the Boiler ON.

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

# OWNER GUIDE

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

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

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



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



### Troubleshooting.

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



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

First blink



Second blink

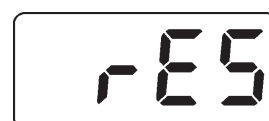
### How to RESET the Boiler.

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

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



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



### NOTE – RESET ATTEMPTS ARE LIMITED.

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

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



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

# OWNER GUIDE

## **Lockout / Error codes.**

**The following codes are user resettable.**

E110 – High limit thermostat or safety float switch operation.

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

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

E133 – Burner lockout due to no flame.

E168 – No communication to burner control system.

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

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

## **Boiler checklist.**

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

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



## 3. CLEANING AND MAINTAINING THE FIREFRONT

### Important Safety.

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

### How do I Clean my firefront?

The firefront and plastic parts need only to be wiped clean with a dry soft cloth; do not use polishes or abrasive materials. This is especially important when cleaning the effects screen.

### I have a problem with my firefront!

#### 1. My remote control does not work.

The batteries in the remote control handset probably need replacing - The remote control handset uses 2 x 1.5V AAA type batteries. For longer battery life use only alkaline batteries. To install the batteries, slide the cover down on the rear of the handset and remove (See figure 5). The polarity of the batteries is marked on the inside of the battery compartment.

If the firefront does not respond to the remote control handset commands, it is likely that the batteries are faulty or require replacement.

The firefront can be operated manually as in section 1 of this guide.

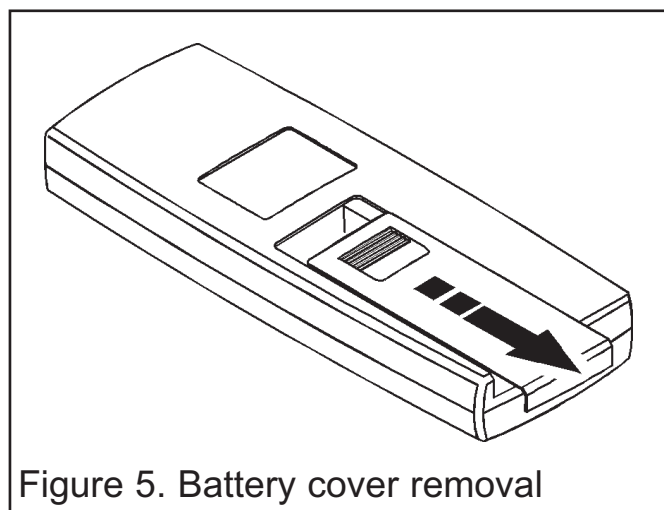


Figure 5. Battery cover removal

#### 2. My firefront is switched on but there is no effect or heat.

The first thing to do is check the wall socket. To do this plug in a known working appliance. If the appliance you have plugged in works then there is a good chance that the problem lies with the 13 Amp fuse in the firefront plug. If either fuse or socket is suspected, have them checked by an electrician.

#### 3. My firefront is on but there is no heat and the heater fan has stopped.

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

## OWNER GUIDE

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

For general advice about your firefront, to report faults, arrange for your firefront to be serviced, or for sales and product information call 0844 8711 565. Callers in the Republic of Ireland please telephone 0044 844 8711 565.

For spares inquiries

**Spare parts are available nationwide via the 'interpart stockist network'. For your local stockist consult Yellow pages under 'Central Heating'.**

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

- Your Post Code
- The fault, problem or request.
- Model, Name and serial number (This information can be found on a small label attached to the lower right of the firefront (See figure 7) and should also have been recorded on the last page of this guide.

## 4. ENVIRONMENT

### Environmental Protection.



Waste electrical products should not be disposed of with household waste. Please recycle where facilities exist. Check with your local authority or retailer for recycling advice.

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

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

## 5. WARRANTY AND SERVICE

### Information for the customer.

#### Standard Warranty Terms & Conditions.

The warranty is for 2 years subject to contract.

In the United Kingdom servicing can be carried out either by a **heateam** service engineer or a suitably qualified person.

To activate your second year free warranty you must register your boiler and firefront with **heateam**, the service division of Baxi Heating UK Ltd, either by completing and returning the registration card or calling our telephone registration line on 0800 032 7230.

It is also a requirement of the warranty that the boiler has an annual service (every 12 months) in accordance with the installation and servicing instructions, performed by a **GAS SAFE REGISTER** engineer, (**CORGI** or **GAS SAFE REGISTER** outside of UK). If you would like **heateam** to carry this out this service, please call on **0844 8711 525**.

#### Our promise to you.

If you experience a fault with your new boiler or firefront, we aim to provide a safe and high quality repair service supported by our dedicated national network of highly skilled engineers. If your installer can't resolve the problem for you, we will do everything we can to get an engineer out to you as quickly as possible. Nothing in this warranty will affect your statutory consumer rights.

#### What you need to do if you experience a problem with the operation of the boiler or firefront:

You should always contact your installer first, because the cause of the fault may not be related to the boiler. If the problem is with the firefront then read section 3 of this guide "Cleaning and maintaining the firefront". If your installer confirms that the fault is with the boiler or firefront and he/she can't repair it, our friendly customer service team is on hand to help. Simply call our service division **heateam** on **0844 8711 565** to book an engineer visit or for any general advice that you may need. Our contact centre is open Monday to Friday 8am - 6pm, weekends and Bank Holidays 8.30am - 2pm, excluding Christmas Day and New Years Day.

# OWNER GUIDE

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

(This information will be for the firefront and/or the boiler as applicable)

1. Serial number \*
2. Make and model number \*
3. Date of installation \*
4. Proof of purchase (If you do not have the 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 boilers which haven't been installed and commissioned properly, and as set out in the installation instructions supplied with the boiler (this includes the need to flush the system effectively and add a suitable corrosion inhibitor).

Any damage caused by hard water scale deposits and/or aggressive water resulting from corrosion.

Any other defects or failures, either in the connected heating system or outside of the boiler itself.

Faults caused by inadequate supply of electricity, gas or water to the property.

Installations within commercial settings for which this boiler was not designed.

Repairs to firefronts which haven't been installed properly and as set out in this guide.

Faults caused by inadequate supply of electricity.

Reimbursement of any third party repair or replacement costs that we haven't been told about or agreed with you in advance.

Compensation or consequential losses (e.g. loss of earnings, business losses, stress and inconvenience) arising from a production breakdown, including repair delays caused by factors outside our reasonable control.



# OWNER GUIDE

To be completed by installer:

Installer Details (Block Capitals)

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

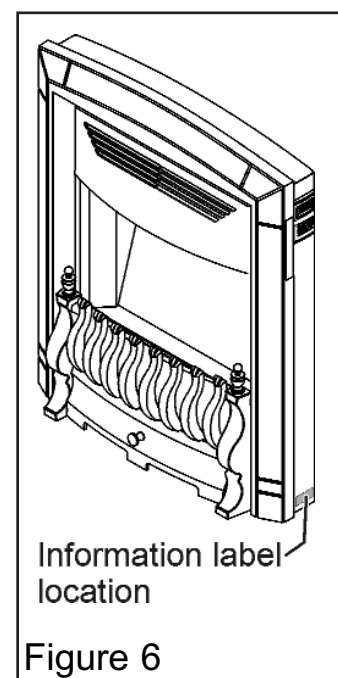
Boiler Model

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

Boiler Serial number (Can be found on the information label - See figure 6)

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



Date of Installation

|   |   |   |   |   |   |
|---|---|---|---|---|---|
|   |   |   |   |   |   |
| D | D | M | M | Y | Y |

# OWNER GUIDE

Firefront Model

Firefront Serial number (Can be found on the information label - See figure 7)

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

Firefront Fascia name (Block Capitals)

Firefront 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

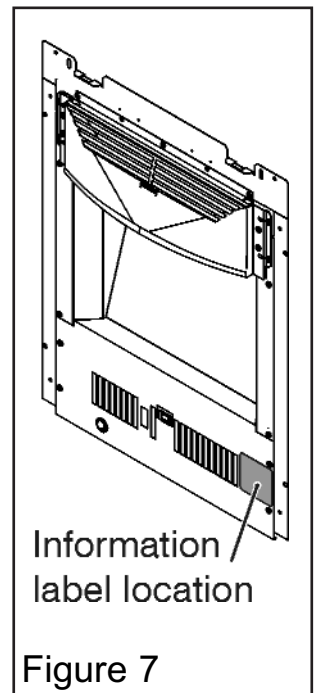


Figure 7

VALOR FIRES