

# **Installation and Maintenance Instructions**

## **Electric Fires**

**PLEASE READ THESE INSTRUCTIONS CAREFULLY AND  
RETAIN FOR FUTURE REFERENCE**

Your electric fire has been made with great care. Here are some instructions including cleaning and maintenance, which will help you keep your fire in good condition for many years.

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.

# YOUR

# FIRE

XPG fires are visual effect fires with LED lighting and remote control. They are available with several different fascia trims and frets.

The general fitting instructions refer to all models.

## **SECTION 1: UNPACKING, ELECTRICAL INSTALLATION AND GENERAL SAFETY**

### **GENERAL**

Unpack the fire carefully and retain the packaging for possible future use, for example in the event of moving home or returning the fire for repair to your supplier. Remove any plastic protection film and transit tape.

The fire incorporates an effect which can be used with or without heating so that the comforting effect may be enjoyed at any time of the year; using the flame effect only requires minimal electricity.

Before connecting the heater check that the supply voltage is the same as that stated on the heater.

Please note: When used in a very quiet environment, where background noise is very low, it may be possible to hear a sound which is related to the operation of the visual effect; this is normal and should not be a cause for concern.

## **ELECTRICAL INSTALLATION**

### **THIS APPLIANCE MUST BE EARTHED**

Check that the voltage stamped on the rating label of your fire is the same as your house electricity supply which must be AC (alternating current).

The mains cord of the fire has a UK type plug fitted with a 13amp fuse. When replacing a fuse, use a 13amp fuse approved to BS 1362. The fuse cover of a moulded on plug must be refitted when changing the fuse; should it be lost the plug must not be used until the correct replacement fuse cover is obtained from your service agent or the plug is replaced.

The wires in the mains supply cord are coloured in accordance with the following code: Green and Yellow = Earth, Blue = Neutral, Brown = Live.

If your fire is fitted with a moulded on mains plug which is not suitable for the socket outlets in your home, the plug must be cut off and an appropriate one fitted.

Note: A plug cut off from a flexible cord will give a shock hazard if inserted in a 13 amp socket elsewhere in the house. To avoid this it should be disposed of immediately.

If you are fitting an alternative type of plug then the colours of the wires in the mains cord may not correspond with the identifying markings on the plug terminals. In this case proceed as follows:

The wire which is coloured Green/Yellow must be connected to the terminal in the plug which is marked by the letter E or by the earth symbol or coloured Green or Green/Yellow. The wire which is coloured Blue must be connected to the terminal in the plug which is marked by the letter N or coloured Black. The wire which is coloured Brown must be connected to the terminal in the plug which is marked by the letter L or coloured Red.

**All Fires must be connected to a readily accessible isolating socket regardless of whether they are free standing or fixed into a surround; fixed installations must also be fused.**

- **Always install the fire so that the isolation socket is readily accessible.**
- **Do not cover or hang clothes, towels etc. over or near the heater as this could cause overheating and possible damage.**
- **The heater should not be used immediately below a socket outlet.**
- **Do not use in the immediate surroundings of a bath, shower or swimming pool.**
- **Do not use this heater with an external programme controller, thermal control, timer or any other device which switches the heater on automatically as a fire risk may occur if the heater has been accidentally covered or moved.**

## **HARD WIRING THE FIRE**

IF DESIRED THE FIRE CAN BE HARD WIRED TO A SWITCHED FUSED ISOLATOR;  
IF A SWITCH FUSED ISOLATOR IS USED ENSURE THAT THE FUSE IN THE ISOLATOR IS FITTED WITH A FUSE RATED AT 13AMP TO BS1362.

It is recommended that this work be undertaken by a competent engineer

Note: If the fire is hard wired ensure that the mains lead can be unplugged from the appliance to assist removal.

## **FIREPLACE INSTALLATION**

### **THIS FIRE MUST BE INSTALLED IN A FIREPLACE OPENING AND SECURED USING APPROPRIATE WALL FIXINGS**

Your fire is designed to fit a standard 16"(410mm) fireplace opening. Before installing, thoroughly clean the fireplace and ensure debris and dust cannot enter the fire from the chimney; ensure the fire stands on a smooth level surface.

**Position the fire in the opening and mark through the fixing flanges fixed to the fire the 4 off fixing points. Remove the fire if necessary , drill & fit appropriate wall fixings. Re-fit fire to the opening and secure to opening using 4 off appropriate screws.**

#### **PLEASE NOTE:**

**If you are fixing the fire to Marble, Granite or similar, it is preferable to fix with either a suitable double sided adhesive tape or a Silicon based sealant/adhesive.**

#### **PLEASE NOTE:**

**When installing this appliance in an existing chimney, we recommend that:**

- 1. You have your chimney cleaned by a competent chimney sweep**
- 2. Your chimney flue is blocked off correctly**

**This procedure is important to reduce heat losses and prevent any chimney up draught affecting the operation of your inset fire.**

## **SECTION 2: MAINTENANCE AND CLEANING**

### **DISCONNECT THE FIRE FROM THE SUPPLY BEFORE CLEANING OR CARRYING OUT ANY MAINTENANCE CLEANING**

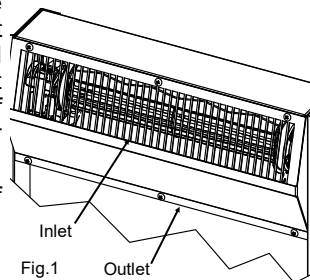
*Warning: If the air inlet becomes covered with dust the fire may cut out. This is a safety feature. Refer to Safety Cut-out information for further action.*

### **IMPORTANT NOTICE.**

Your electric heater operates using a rotary fan. Due to the working nature of this fan it is inevitable that a build-up of Lint or general house dust (i.e.) carpet fibres or animal fur etc. will from time to time accumulate around the inlet and outlet grills. Therefore it is recommended that regular cleaning of this area is undertaken using a standard vacuum cleaner attachment See Fig 1.

For safety reasons please ensure that the fire is switched off and has had time to cool down before cleaning.

Note that the frame/fret must be removed prior to cleaning.



### **GENERAL CLEANING**

The fire should be cleaned with an antistatic cloth to prevent dust being attracted to the high gloss surfaces of the fire - do not use polish... For difficult to remove marks such as finger marks it is recommended that a slightly damp chamois leather is used.

Care should be taken when cleaning around metal parts, non-painted metal parts may have sharp edges.

### **DECORATIVE PARTS—DO NOT USE ABRASIVE CLEANERS.**

**Under no circumstances use an abrasive cleaner on bright surfaces; such use will cause permanent damage to the appearance of your fire.**

It is important to take care when cleaning; dusting or wiping with a clean damp cloth is recommended in order to preserve the finish.

### **FUEL EFFECT**

Clean with a vacuum cleaner attachment or a soft brush.

### **VISUAL EFFECT**

No maintenance is necessary on the Visual effect, illumination is by LED's which should not require any attention for the life of the fire except for damage to the LED's or failure of the LED power supply — in this case the fire must be returned to Pureglow Ltd for replacement.

### **REMOTE HANDSET BATTERY REPLACEMENT**

To replace the batteries in the remote handset remove the battery compartment cover and remove the batteries. Replace the batteries with either rechargeable or non rechargeable batteries of type : AAA , MN2400, LR23, UM4.



**DO NOT MIX Rechargeable and Non rechargeable batteries.**

## **SECTION 3: IMPORTANT INFORMATION**

*To avoid risk of explosion, never throw batteries into a fire or expose batteries to any strong heat sources.*

*DO NOT SWALLOW. If a battery is swallowed you should seek immediate medical attention.*

*DO NOT dispose of this battery in your normal household waste; once the battery has reached the end of its life it should be taken to a recycling centre.*

*Please contact your local authority for details of recycling schemes in your area.*

### **SAFETY CUT- OUT**

The heating element is fitted with a cut-out which will switch the fire off if it overheats. Should this occur follow the points below:

1. Switch the fire off at the wall outlet
2. Ensure that there are no obstructions in or around the air inlet see Fig.1
3. After approximately 5 minutes switch the fire on.  
(The thermal cut-out will take approximately 5 minutes to reset once activated—do not switch the fire on until the above checks have been completed.)

## **SECTION 4: FITTING THE CASTINGS**

### **FITTING THE FASCIA CASTING & ASHPAN**

The fascia castings are attached to the fire with 4 magnets; these magnets are positioned on the mounting rails located on the rear of the casting as shown in Fig.2 below.

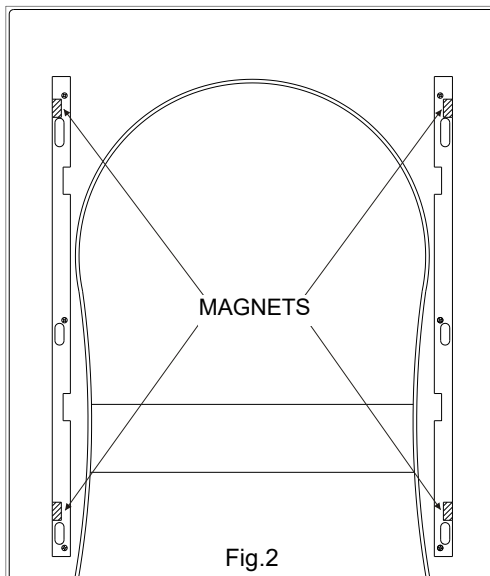
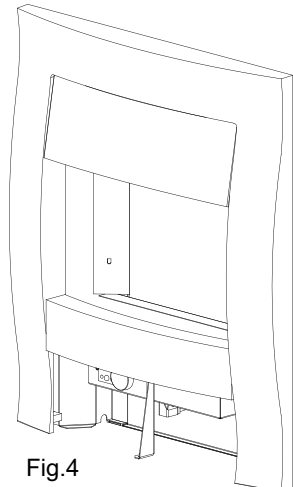
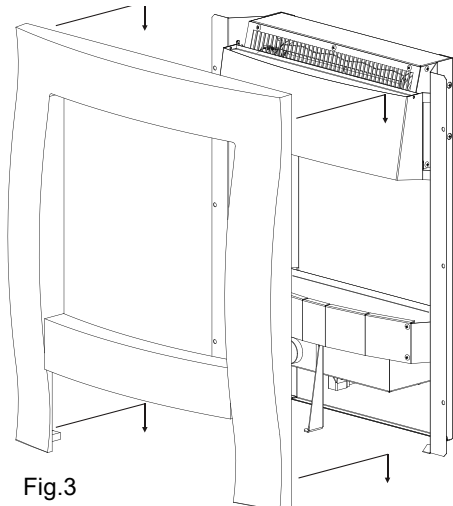


Fig.2

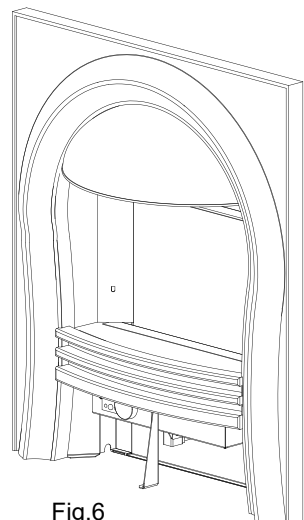
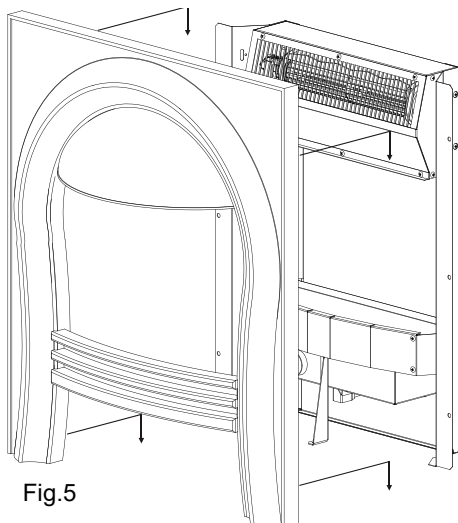
### **ZARA / CARMEN CASTINGS**

The casting complete with magnets are positioned as shown in (Fig.3) below and moved towards the fire back so as to align with the canopy but slightly raised off the hearth (to avoid scratching the hearth); it is moved back until the magnets attach to the fire back flanges then moved down onto the hearth as shown in (Fig.4), the ash pan can now be fitted .



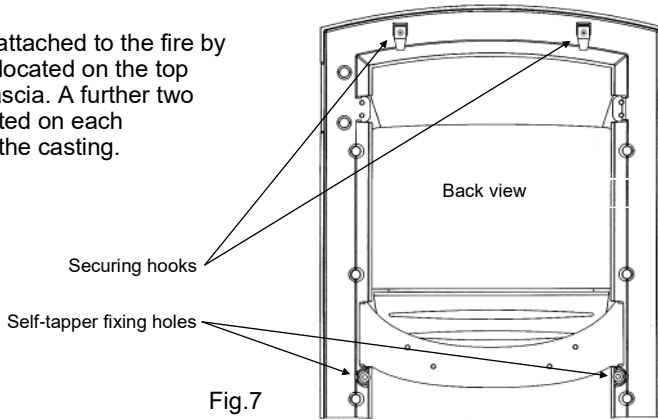
### **ANNABELLE / CHLOE / JULIET CASTINGS**

The casting complete with magnets is positioned as shown in (Fig.5) below and moved towards the fire back so as to align equally either side but slightly raised off the hearth (to avoid scratching the hearth); it is moved back until the magnets attach to the fire back flanges then moved down onto the hearth as shown in (Fig.6), the ash pan can now be fitted.



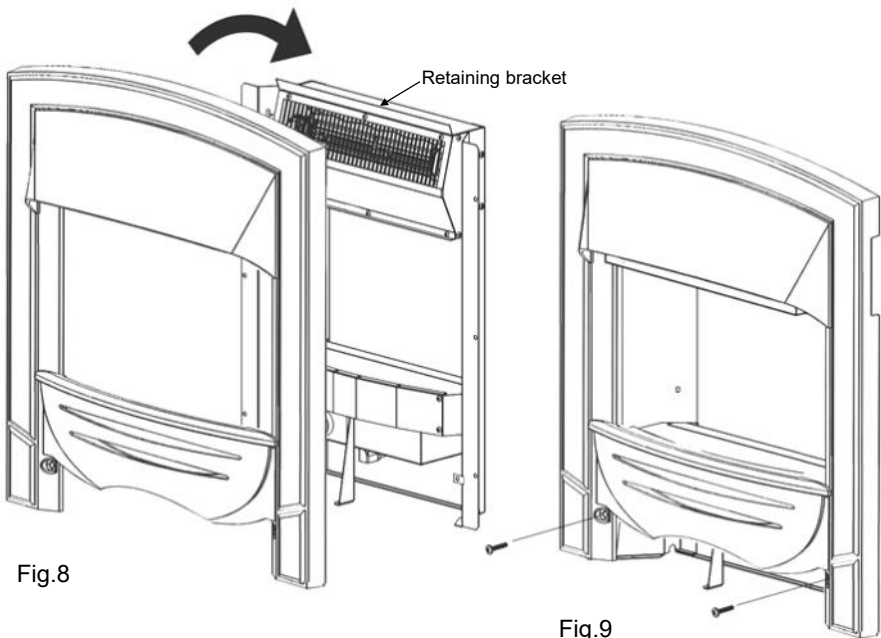
## **FITTING FREYA ILLUSION CASTINGS**

The Frey casting is attached to the fire by two securing hooks located on the top inside edge of the fascia. A further two fixing holes are located on each leg at the bottom of the casting.



**Please Note: The Freya fascia must be installed using the fixing screws provided.**

The Freya cast fascia should be carefully lifted onto the fire so the two securing hooks locate behind the angled retaining bracket fitted on top of the fire (Fig7). Once secured check the two lower fixing holes in the fascia are aligned with the threaded inserts on the fire. Secure the Freya casting to the fire using the self-tappers provided (fig 8). The ash pan can now be fitted.

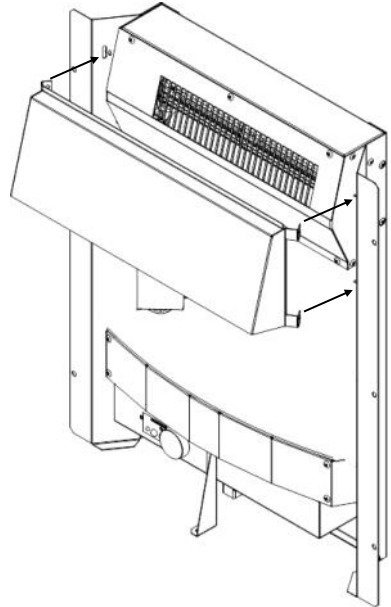


## **SECTION 5 CTD: FITTING THE CANOPY & FRAME**

### **FITTING THE CANOPY**

If the Fire is supplied without the canopy fitted then it should be fitted prior to installing into the Fireplace as shown by the diagram right.

The 4 Tabs (2 each side) line up with slots either side of the Fire back; insert the Tabs into the slots—it may be necessary to spring the side flanges of the fire out slightly to do this. When the Tabs have been inserted into the slots the Tabs should be bent over so that the holes in the Tabs line up with the holes in the side flanges of the Fire, then fix with the 4x self tapping screws provided.



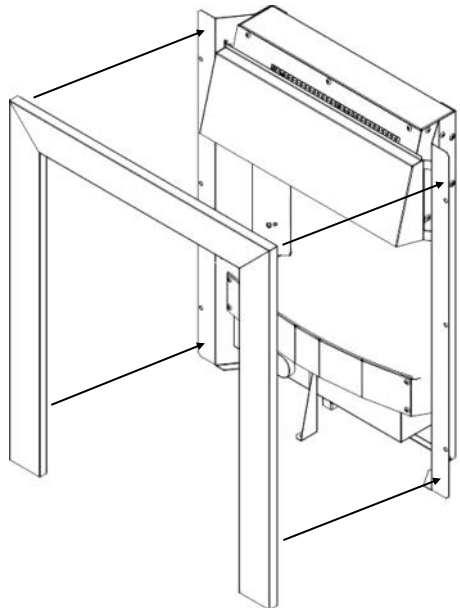
### **FITTING THE FRAME**

When the Canopy has been fitted or if the Fire was supplied with the Canopy fitted the Fire back should be fitted to the Fireplace using suitable fixings (Double sided tape or Silicon sealant should be used if fitted to a Marble or similar Fireplace).

If the Fire is to be fixed to the Fireplace then the Stability bracket (shown in the middle at the base of the fire) can be removed by removing the 2x self tapping screws that hold it in place. If the Fire is to be freestanding then the bracket must be left in place (or fitted if not already fitted) to prevent the fire from tipping over accidentally.

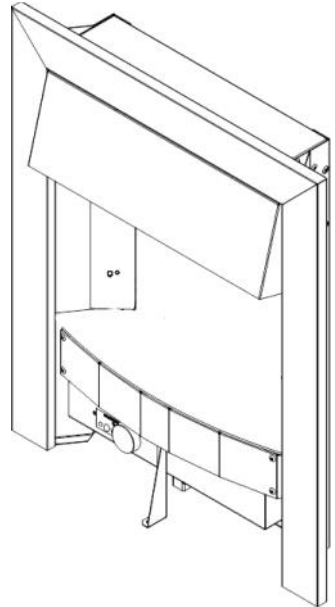
When the Fire back is in place the Frame is fitted by lining it up with the Canopy and gently sliding back until the Magnets fitted to the Frame connect with the Flanges of the Fire back.

NOTE: Care should be taken not to scratch the hearth of the fireplace.



The fire should now look like the diagram (right), now the fret can be fitted.

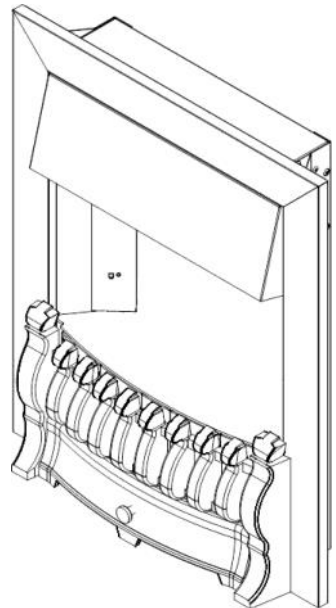
NOTE: The stability bracket shown is only required if the fire is NOT fixed into the fireplace



### **FITTING THE FRET**

The fret is fitted as shown on the diagram (right), care should be taken when positioning the fret to make sure that the fireplace hearth is not damaged.

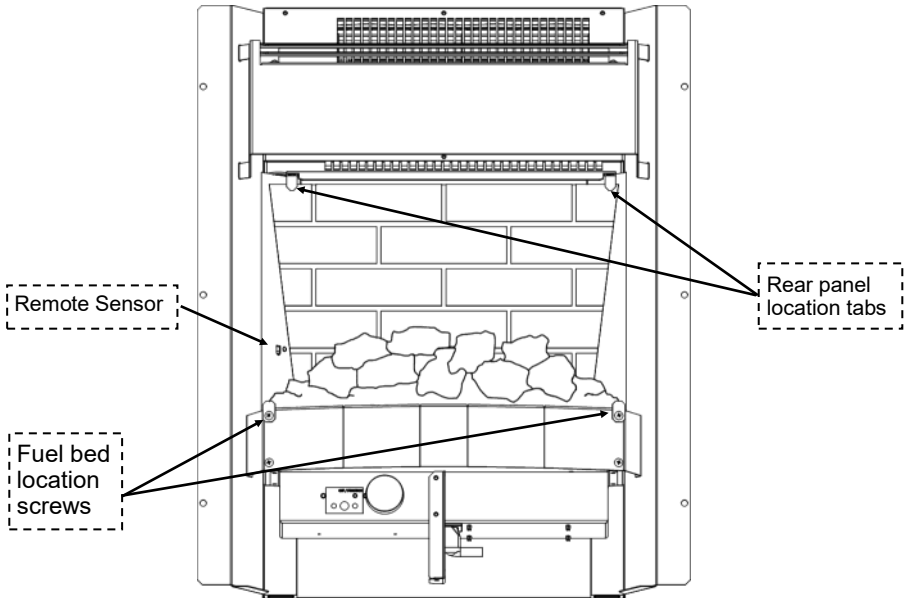
The fret shown is one of the possible options available, there are several more designs available (details on request).



## **SECTION 6: FUEL BEDS.**

The Fire is supplied with the Fuel bed and back panel fitted, when the fire has been fitted into the Fireplace all that is required to complete the installation is to remove the transit packing which holds the Fuel bed and back panel in place during transit and fitting.

Please ensure that the remote sensor is never obstructed as this will affect the performance of the remote control unit when operating the fire.



### **Removal/Replacement of the log/coal fuel bed and rear panel:**

1. Ensure the fire is switched off
2. Loosen fuel bed locator screws allowing tabs to rotate down
3. Remove the fuel bed
4. Bend rear panel location tabs forward to release the ceramic panel (brick or reed dependant on model)
5. Remove rear panel by sliding forward from the bottom edge
6. Replacement is the reverse of removal

**Please Note:** The Freya Illusion model has a steel mirror screen instead of a brick/reed back and can be replaced by removing the four retaining clips that retain the screen to the outer frame of the fire.

## **SECTION 7: OPERATING YOUR FIRE**

### **QUICK START GUIDE**

#### **OPERATING THE FIRE IN MANUAL MODE**

MANUAL MODE IS USED IF THE OPTIONAL REMOTE HANDSET HAS NOT BEEN PURCHASED, HAS BEEN MISLAID OR THE BATTERIES ARE FLAT.

This page is designed to provide you with sufficient information and guidance to enable you to operate the product in its factory pre-set mode, incorporating thermostatic control.

##### **A. Functions & features**

- 3 levels of flame intensity
- Energy saving open-window detector
- Timer, 24 hours 7 days
- Adaptive start control

##### **B. Basic operation**

When switched on at the plug socket, you will hear two beeps and will see that the indicator on the control panel is glowing red. This indicates that the product is in Standby Mode.

Press ON/OFF for 1 second to activate the Flame Effect and Control Display (Display = 'Stop')

Press HEAT once to activate Low Heat (Display = 'Low')

Press HEAT twice to activate High Heat (Display = 'High')

Press HEAT three times to access Thermostat Control (Display = 'Set Temp')

The temperature displayed is the present temperature around the sensor (an indication of room temperature). Each press of the 'Heat' button will enable you to set the desired thermostat temperature, beginning at the factory pre-set of 18 degs and up to 38 degs.



ON/OFF, HEAT, FLAME, OPEN-WINDOW DETECTION, TIMER/SETTINGS.

This product provides you with a number of features which can be accessed using the five multi-function buttons and if you wish to utilize these features please refer to the accompanying full instructions.

## SECTION 3: FULL INSTRUCTIONS

### Control Touch Panel

#### 1、Indicator light

Red: Connected to power, in standby mode

Amber: Heat on, open-window detector inactive, timer inactive

Green: Heat on, open-window detector active, timer inactive

Flickering red: The product is in timing shutdown mode

Flickering amber: Heat on, timer active, open-window detector inactive

Flickering green: Heat on, timer active, open-window detector active

#### 2、Touch buttons



5 multi-function buttons.

ON/OFF, HEAT, FLAME, OPEN-WINDOW DETECTION, TIMER.

#### 3、Main interface

Day                      Time                      Sensor Temp

```
Tus 10:40      30°C
S:Stop #3 @ @
```

Heat Function

Flame    Open Timer  
Setting Window  
Detection

#### 4、Timer/Settings menu

```
= Menu =
1. Clock Modify
```

First line shows '= Menu ='

Down line displays the currently selected submenu

There are 4 submenus under the main menu:

1. **Clock Modify:** Set the current time (Password not required)
2. **Set Alarm:** Set week timer (Password required)
3. **ADC Adjustment:** ADC calibrating to the main PCB and control board  
(Password required - do not tamper – factory set only)
4. **Password:** Set password

#### The function keys under the Timer/Settings menu



: Quit to the main interface



: Shift up submenu



: Shift down submenu



: Enter into selected submenu

The password enter interface is as below:



DEFAULT PASSWORD:8888

Down line is the password enter zone

#### Function keys:



: Digit entry selection



: Increment the current digit

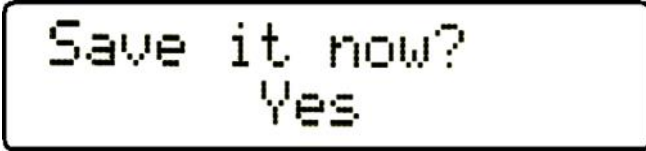


: Decrement the current digit



: Stop password entry

Once the parameter settings of each submenu are set, there will be a confirmation dialog, as shown below:



Here the function keys are defined as:



: No definition



: Scroll down setting content

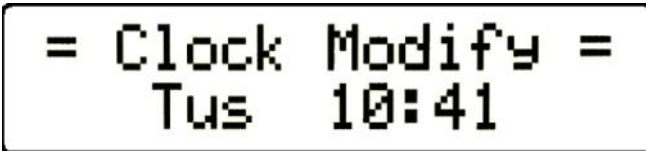


: Scroll up setting content



: Confirm

1) Submenu: Clock Modify



Here the function keys are defined as:



: Selects option to modify



: Increment the current day/digit



: Decrement the current day/digit



: Accept current setting

## Submenu: Set Alarm (Timer)

Weekly timer setting interface is shown as:



First line shows the current setting: Day, Time, Timer ON/OFF  
Down line shows bar chart, representing the ON-OFF status to be set for each hour of the day. The long bar represents 'On', the short bar represents 'Off' from zero to 23, split into blocks of 8 hours.

**If the Week Timer is OFF, the fire will automatically shut down after 2 hours' working.**

Here the function keys are defined as:



: Scrolls current selection (e.g. Mon – Sun)



: Scrolls left the selected content



: Scrolls right the selection content



: Accept current setting

### 3) Submenu: ADC Adjustment

Has been set before leaving the factory and no modifications are recommended.

### 4) Submenu: Set Password

The interface and setup mode refer to the 'Password Enter' above.

## Open-window detection

This is a sensor within the heater which senses any sudden drop in temperature (usually created by the opening of a window or door). If detected, you will hear 3 beeps and the heat function will switch off. Each hour thereafter, the heat function will re-activate for 15 minutes and the sensor will check the surrounding temperature. If it senses a return to the original temperature (window or door has been closed), you will hear one long beep and the heater will return to normal operation.

# Adaptive start control

In Thermostat and Timer Mode, this feature enables the heater to start in advance of the timed start in order to achieve the required temperature which you have set for a particular time. The timeframe is determined by the difference in temperature. Maximum advanced timeframe is 90 minutes.

## Remote control operation menu

- ON/OFF:** Activates Flame Effect
- TEMP:** Activates thermostat control.  
Note: Temperature adjustment is only possible on the control panel
- HIGH:** Activates high heat
- LOW:** Activates low heat
- FLAME:** Accesses flame intensity adjustment
- WIN:** Accesses open window detection
- ALARM:** Accesses Timer and Adaptive Start Control

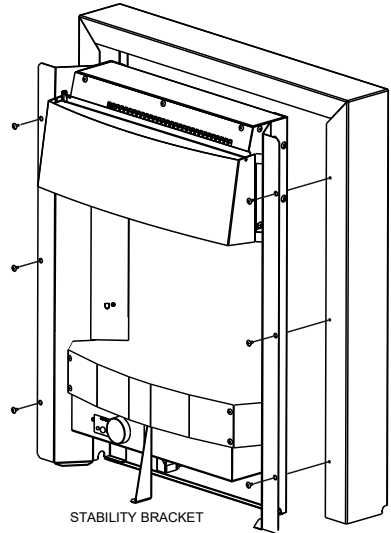
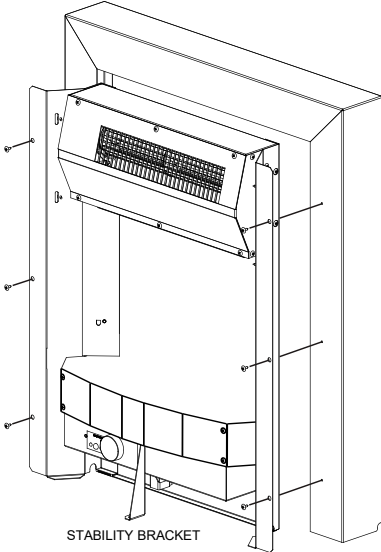


## SECTION 7: FREESTANDING SPACER FRAME.

The Spacer frame is fitted using the included 6-off self tapping screws as shown below.

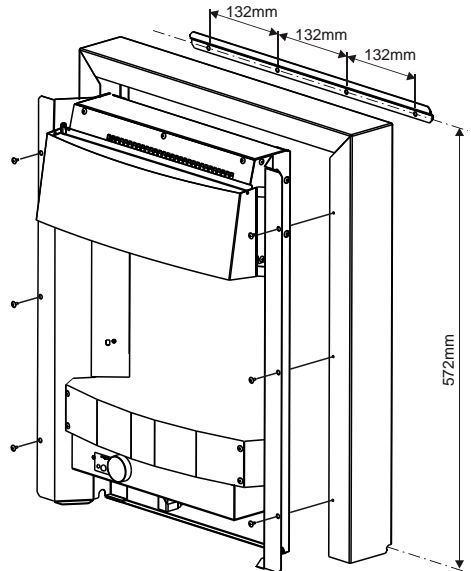
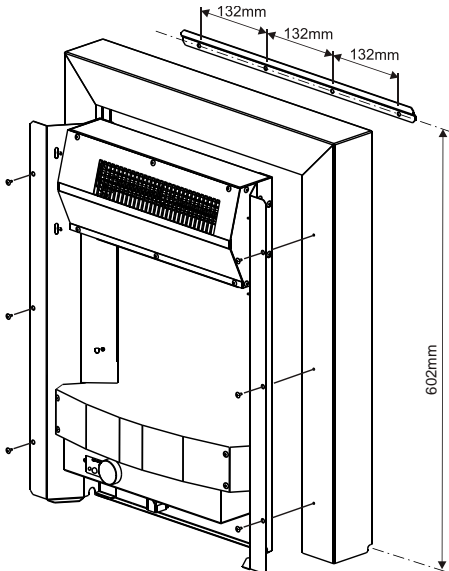
MODELS WITHOUT CANOPY

MODELS WITH CANOPY



THE FIRE CAN ONLY BE USED AS SHOWN ABOVE WITH THE STABILITY BRACKET INSTALLED

WHERE POSSIBLE THE FIRE SHOULD BE INSTALLED AS SHOWN BELOW USING THE WALL HANGER BRACKET. THE WALL HANGER BRACKET SHOULD BE FIXED TO THE WALL USING SUITABLE FIXINGS AS SHOWN BELOW—NOTE: THE FIXING HEIGHT OF THE WALL HANGER BRACKET FROM THE FLOOR IS MODEL DEPENDANT.



## SPARES:

Only genuine spares should be used, and these can normally be obtained from your retailer.

Below is a list of the most common parts.

SHORT PARTS LIST		
Short Parts List Item	Part Number	Quantity per Fire
Remote Control Kit	I00942	1
Remote Control Battery AAA or equivalent	I00572	1 pack of 2
Mains Cord UK Plug <b>MAINS CORD:</b> If the mains supply cord is damaged it must be replaced by a competent electrician or similarly qualified person.	I00467	1
Log fuel bed	XPG170LB	1
Coal fuel bed	XPG170CS	1
Brick ceramic back panel	XPG170BB	1
Reed ceramic back panel	XPG170RB	1
Screen	XPG170/screen	1

TECHNICAL SPECIFICATION		
Frequency	50Hz	
Voltage	220 ~240v A.C.	
Power Input	2024w	
Remote Control	Infra Red Control: Maximum range 5 metres.	

## DISPOSAL INFORMATION



The Symbol shown here and on the product means that the product is classed as Electrical or Electronic Equipment and should not be disposed of with other household or commercial waste at the end of its working life. The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to minimise the impact on the environment, treat any hazardous substances and avoid the increasing landfill.

**Product Disposal Instructions:** When you have no further use for it, please remove any batteries and dispose of them and the product as per your local authorities recycling processes. For more information please contact your local authority or the retailer where the product was purchased.

**Product Disposal Instructions for Business users:** This product should not be mixed with other commercial waste for disposal.



## **GUARANTEE**

This product is guaranteed against faulty parts or workmanship for 2 years from the date of purchase.

To validate the guarantee the product must be returned to the retailer or supplier for repair or replacement with this sheet completed with the detail requested. (Please do not send a photocopy).

are not responsible for any cost incurred by the customer in returning the product to the seller.

**When making a claim under warranty you must provide the above details or your warranty may be invalid. Return this information to your dealer or contact**

**reserves the right to refuse warranty for any product returned that does not have valid proof of date of purchase:**

**Please return your original sales invoice with any returned product.**

This guarantee does not affect your statutory rights.

Date of Purchase

Enclosed original sales invoice.

YES

NO

Retailer name and address

Your name and address

### **Packing list**

Remote Handset		<div style="border: 1px solid gray; padding: 20px; text-align: center;">Affix Second Data Label HERE</div>
Batteries		
Mains Lead		

Packed By	Date
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Log bed + Logs x4	
Coal bed	
Back panel brick/reed	

Packed By	Date
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