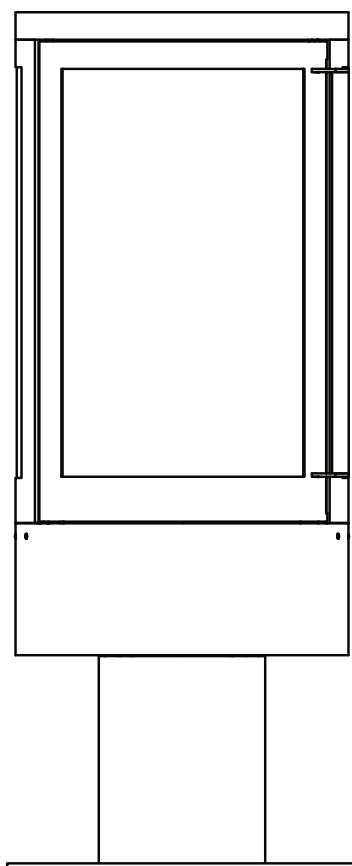




Instruction Manual

TrueFlame Elegance



**This product is only suitable for well insulated spaces or occasional use.
This appliance will not heat large spaces alone
and is designed to run alongside your main heating source.**

To be left with the customer after demonstrating the features of the
Solution TrueFlame Elegance electric fire.

The complete installation must be carried out in accordance with current Standards and Local Codes. The instructions in this manual must be followed to ensure safe operation of the appliance. It should be noted that the requirements and this publication may be superseded during the life of the Stove.



The product complies with the European Safety Standards EN60335-2-30 and the European Standard Electromagnetic Compatibility (EMC) EN55014, EN60555-2 and EN60555-3. These cover the essential requirements of EEC Directives 2006/95/EC and 2004/108/EC



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Important Safety Advice

When using electrical appliances, basic precautions should be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

- **WARNING:** If the appliance is damaged, check immediately with your retailer before installation and operation. The heater must not be used if any part of it is damaged.
- **WARNING:** In order to avoid overheating, do not cover the heater. The heater must not be located immediately below, above or in front of a fixed socket outlet or electrical connection box.
- **WARNING:** Do not use this heater in small rooms when they are occupied by persons not capable of leaving the room on their own, unless constant supervision is provided.
- **WARNING:** The appliance carries the Warning Symbol indicating that it must not be covered or has a 'Do not cover label'. Do not cover or obstruct in any way the heat outlet grille. Overheating will result if the appliance is accidentally covered.
- **WARNING:** Do not place material or garments on the appliance, or obstruct the air circulation around the appliance, for instance by curtains or furniture, as this could cause overheating and a fire risk.
- **CAUTION:** Do not use outdoors.
- **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.
- **CAUTION:** Some parts of this appliance around the heater grill can become very hot and cause burns. Particular attention has to be given where children and vulnerable people are present.
- **CAUTION:** The heater must not be positioned or used where it may come into contact with water, for example but not exclusively, in wet rooms, bathrooms, swimming pools, laundries or used to dry clothes.
- **CAUTION:** Some parts of this appliance can become very hot and cause burns.
- **CAUTION:** Only control the appliance using the manual operations or the supplied remote control described in this manual. Do not use this heater with a programmer, timer, separate remote control system or any other device that switches the heater on automatically.
- In the event of a fault unplug the heater.
- Unplug the appliance when not required for long periods.
- This appliance is supplied with a power lead complete with a moulded 13 Amp UK three-pin plug to connect into a standard UK socket outlet. This appliance must be earthed. The plug must be easily accessible after siting the appliance. Should a new fuse be required, consult a competent person to establish the reason for the fuse failing. Only once the fault is rectified should a new 13A fuse be inserted into the plug.
- Use only a dry duster or vacuum cleaner with brush attachment to clean the appliance. Never use abrasive cleaners, water, steam cleaners or aerosols on or near the appliance.



- This appliance can be used by children aged from 8 years and above, and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given instruction concerning use of the appliance in a safe way or are supervised and understand the hazards involved.
- Children shall not play with the appliance.
- Cleaning and user maintenance shall not be carried out by children without supervision.
- Children of less than 3 years should be kept away from the appliance unless continuously supervised.
- Children aged from 3 years to 8 years shall only switch on/off the appliance provided that it has been placed or installed in its intended normal operating position and they have been given instruction concerning use of the appliance in a safe way or are supervised and understand the hazards involved.
- Children aged over 3 and less than 8 years shall not plug in, regulate, clean nor maintain the appliance.
- Children of any age should not be permitted to play with the appliance or its controls.
- If the supply cord is damaged, switch off the mains power at the wall socket immediately. It must be replaced by the manufacturer, its service agent or a similarly qualified person in order to avoid a hazard.
- Do not use the appliance in rooms with explosive gas (e.g. petrol) or while using inflammable glue or solvent (e.g. when gluing or varnishing parquet floors, PVC etc.)
- Do not insert any objects into the appliance.
- This appliance must be connected to a 220/240V AC 50Hz supply.

Remote Control Battery Warning:

Only adults should handle the batteries. Do not allow a child to use the remote control unless the battery cover is securely attached to the battery compartment. All batteries must be disposed of at your local recycling point.

Box Contents:

Please check that the following components are included within the box. If anything is missing or damaged, please contact the retailer and do not use the appliance until you have everything.

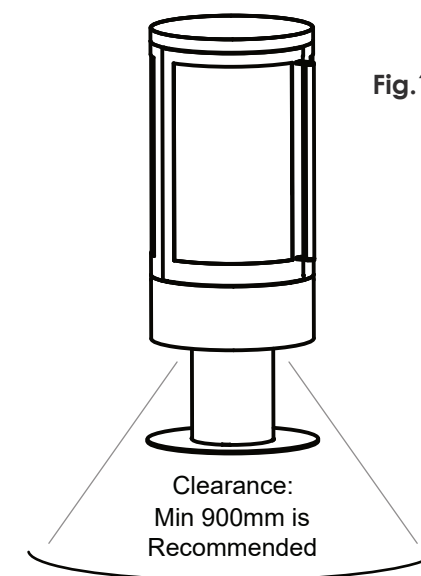
- Appliance with trailing lead.
- Remote control hand set.
- Instruction manual.
- Premium Log Set also includes a bag of wood chippings.

Installation and Operating Instructions

Locating the Unit

Before commencing installation of the unit consideration should be given to the following:

1. Position in the area to be heated, central locations are usually best.
2. Allowances for proper clearances to combustibles (see Fig 1) .
3. Allowances for proper clearances for maintenance work (see Fig 1).
4. Consider a location where the glass screen will not be exposed to direct sunlight from windows and doors to avoid unwanted reflection.
5. Select a location that is not prone to moisture.
6. A 13 amp, 240 Volt socket capable of accommodating a maximum load of 1550 watts must be available close to the appliance. The socket must be accessible at all times and must not be placed directly behind the unit.
7. This appliance is approved to be portable or fixed.
To fix the stove ensure it is sited on a flat, level and firm surface. Use a two part epoxy glue across the whole base.



ENSURE THAT THE STOVE IS SITED ON A FIRM FLAT SURFACE MAKING SURE IT IS STABLE.

Unpacking and Testing

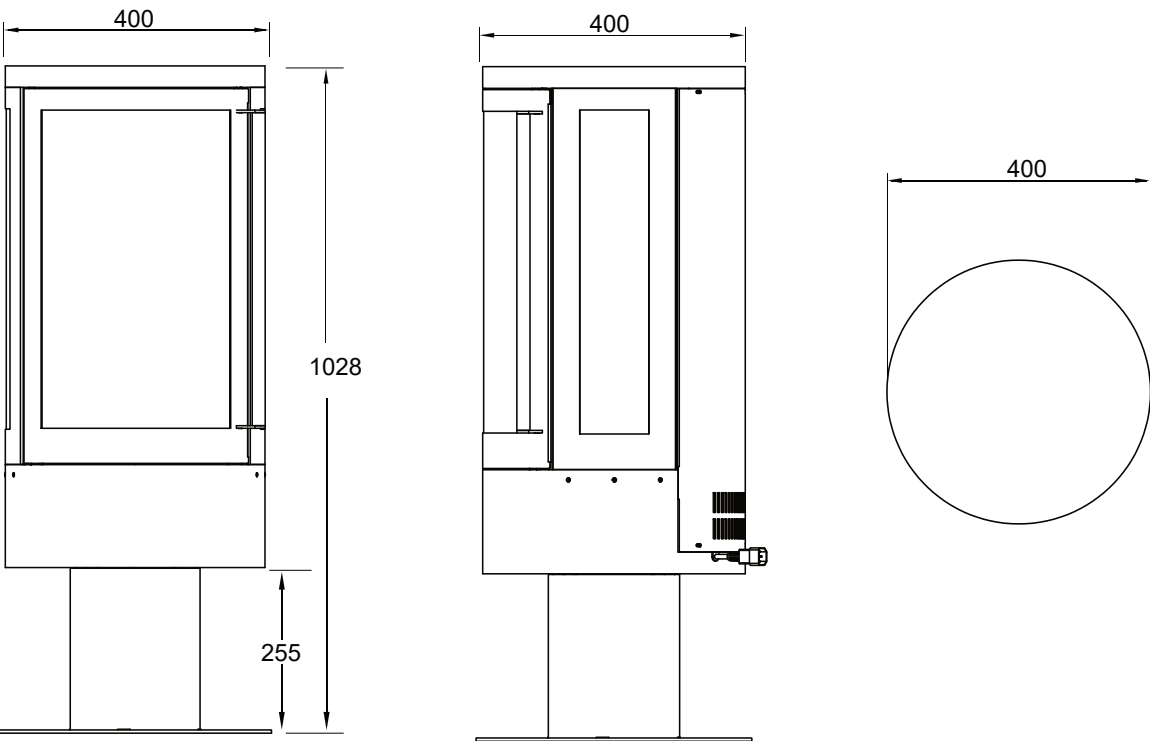
Carefully remove the unit from the packaging and prior to installing the unit, test the unit by plugging the power supply into a conveniently located 13 amp grounded socket.

Your Appliance is supplied with the following items:

- Remote Control (2xAAA Batteries included)

Product Dimensions

Fig.5



Note: Dimensions stated are in millimetres unless otherwise stated and may be subject to a small tolerance.

Technical Data

Voltage	220-240V AC ~50-60 Hz
Max Power	1300-1500W
No Heater	20W
Motor Heater	12W
Net Weight (kgs)	44.5kg
Efficiency Rating	A

Commissioning and Handover

On completion of the installation:

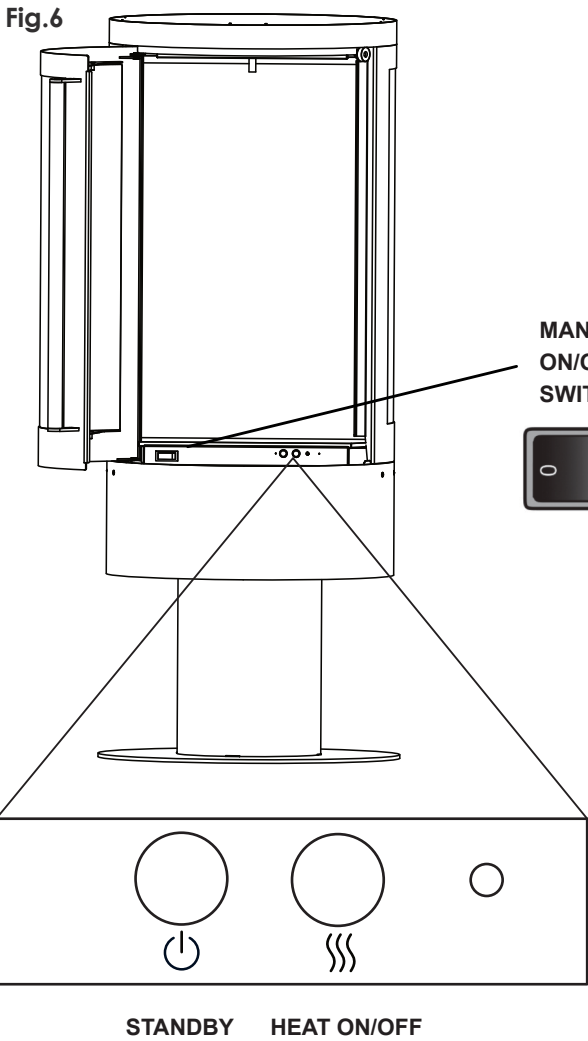
- Ensure that the operating instructions for the unit are left with the customer.
- Ensure to advise the customer on the correct use of the appliance and how to isolate the unit when required.
- Advise the user what to do should smoke or fumes be emitted from the unit.

Technical Parameters

Information requirements for electric local space heaters

Model identifier(s): TrueFlame Elegance					
Item	Symbol	Value	Unit	Item	Unit
Heat output			Type of heat input, for electric storage local space heaters only (select one)		
Nominal heat output	P _{nom}	1.5	kW	manual heat charge control, with integrated thermostat	[no]
Minimum heat output (indicative)	P _{min}	0.75	kW	manual heat charge control with room and/or outdoor temperature feedback	[no]
Maximum continuous heat output	P _{max,c}	1.5	kW	electronic heat charge control with room and/or outdoor temperature feedback	[no]
Auxiliary electricity consumption				fan assisted heat output	[no]
At nominal heat output	el _{max}	N/A	kW	Type of heat output/room temperature control (select one)	
At minimum heat output	el _{min}	N/A	kW	single stage heat output and no room temperature control	[no]
In standby mode	el _{sb}	0.33	W	Two or more manual stages, no room temperature control	[no]
				with mechanic thermostat room temperature control	[no]
				with electronic room temperature control	[no]
				electronic room temperature control plus day timer	[no]
				electronic room temperature control plus week timer	[yes]
				Other control options (multiple selections possible)	
				room temperature control, with presence detection	[no]
				room temperature control, with open window detection	[yes]
				with distance control option	[no]
				with adaptive start control	[no]
				with working time limitation	[yes]
				with black bulb sensor	[no]
Contact details	Capital Fireplaces Ltd, Units 12-17 Henlow Trading Est, Henlow, Bedfordshire SG16 6DS				

Operational Instructions



! NOTE: The unit can be operated by supplied remote control only. For the unit to operate, the manual ON/OFF switch, located on the left side of the switch panel must be switched to the "I" position.

NOTE: A red light will illuminate on the control fascia when the fire is plugged in to the wall and the manual on/off switch is switched on.

Fig.19



! NOTE: Before attempting any operation with the remote, press and slide the battery door (on the back of remote) open and insert two AAA batteries, checking that the + and - ends of the battery match inside the battery compartment, close the battery door.

Operation Instructions

NOTE: The unit may emit a slight, harmless odour and smoke when first used. This odour & smoke is normal and it is caused by the internal heating of the internal heater parts and will not occur again.

NOTE: The functions below can be controlled by the remote control. Before using the control method, please ensure that the manual ON/OFF switch is to the "I" position.

Powering ON/OFF the Fireplace
Press the Power button to supply power to all functions of the fireplace and put the fireplace in a standby mode.
Press the Power button again to turn off all functions.

NOTE: All previous settings are held in temporary memory, so the next time you power up the fireplace from standby, the unit will turn on with the same settings.

Target Temperature Settings — + on Handset
Adjust the target temperature to the desired setting (15° to 30°C Range) using the +/PLUS & -/MINUS

NOTE: The target temperature must be above the room temperature for the heating function to operate.

Heat on Handset
Press the **Heat** button toggle between high (SS) and low (S) levels displayed on the handset.

NOTE: On either heat setting, the heat function will turn off when the room temperature reaches the target temperature. The heat function will automatically restart when the room temperature drops 3°C below the target temperature. Press the Heater button again to turn off the Heater function.

NOTE: The fan will run for approximately 15 seconds after the Heating function is turned off to remove any residual heat for the unit to protect the control components from any potential overheating.

NOTE: Do not block any of the vents on the lower or rear section of the fire. These allow air to the heater and obstructing can cause the unit to fail.

Auto Off Button - AO on Handset
Pressing the AO button will toggle the automatic timer between 6 hours, 8 hours, and timer off. This will turn the fire off after the selected time.

Open Window Device Function - Additional Hidden Functions
This appliance has an open window detection function, When the heater is on operation (H1 or H2), if the ambient temperature drops 5°C within 10 minutes. It means there is window or door open or there may be another reason the temperature has dropped suddenly. When this happens, the heater will turn off. To restart the heaters, ensure the reason for the sudden temperature drop is resolved and then turn the heater back on.

Operation Instructions

Flame Effect Button - Flame on Handset

Changes the flame effect on the screen between the 2 effects.

- Log flame effect in a vermiculite chamber
- iTronic flame effect with a plain black background

Fuel Bed Colour - Fuel on Handset

The colour setting of the fuel bed can be adjusted by pressing the fuel bed button to select from the following modes:

- Amber
- Orange
- Red

Fuel Bed and Down light Brightness - Dim on Handset

The brightness setting of the fuel bed and down light can be adjusted by pressing the dim bed button to select from the following levels:

- Low
- Medium
- High

Time and 7-Day Timer

Setting day of week and time on handset

Press the >> key, the corresponding "hour" → "minute" → day of the week 1-7" flashes. In each case press the + or - to set the corresponding values.

To activate the weekly timer

Press the **7Day** button to send and activate the current program on the remote. Press the time button again to disable the program.

NOTE: The time & day must be set before the Timer Mode can be activated. The unit can still be operated normally when in the timer mode using the Heater function.

Adjusting the weekly timer

The timer allows for the fire to be automatically switched on and off in 1 hour intervals.

The "week" graphic, followed by a number indicated the day.

i.e. "1" indicated Monday, "2": Tuesday through to "7": Sunday.

Setting the programmed temperature and times under automatic mode.

1. Press the **Time** key once and the LCD screen will display a  to indicate Monday
2. The temperature will be flashing, use the + and - keys to set the temperature to your desired setting.
3. Press the >> key to confirm and "00" will display. "00" indicates the period from 00:00-01:00am, 01 indicates 01:00-02:00 and so on.
4. Pressing the >> key again will toggle "■", "■" and " " (**No graphic**) .
 - "■" Indicates the fire will heat to the set temperature during this period.
 - "■" Indicates the fire will heat to 3°C below the set temperature during this period.
 - " " (**No graphic**) Indicates the fire will not heat during this period.
5. Press the + key to increment the hour or - to decrement.
6. Repeat step 3 and 4 to complete the days program.
7. Press the **Time** key to move to the next day of the week (1-7) and repeat steps 2-4 for each day.
8. On the 8th press of the **Time** key, the weekly timer is set and the display will show the current day of the week again.
9. A  symbol will appear in the top right of the remote screen indicating that the 7-day timer is set. To disable, press the **7Day** key. The 7-day timer can be enabled and disabled using the **7Day** key.

Thermal Safety Cut-Out

A thermal safety cut-out is incorporated in the heater to prevent damage due to overheating. This can happen if the heat outlet is restricted in any way. The heater will switch on again once the obstruction has been removed and the heater has cooled. If the cut-out continues to operate intermittently, the heater should be switched off and a service agent contacted.

Light Emitting Diode

This fire is fitted with LED (Light Emitting Diode) bulbs in place of traditional incandescent bulbs. These generate the same light levels as traditional bulbs, but use a fraction of the energy consumed.

Cleaning, Servicing and Maintenance

NOTE: There are no user-serviceable components to this appliance. If there are issues that cannot be resolved with your appliance, then please contact your retailer. Allow the product to completely cool before handling or cleaning it.

1. Switch off and unplug from the power supply before cleaning.
2. Do not allow water or other liquids to run into the interior of the product, as this could create a fire and/or electrical hazard.

CAUTION: Do not use harsh detergents, chemical cleaners or solvents as they may damage the surface finish or the plastic components.

3. Hard floor coverings in particular, but all floor coverings cause fluff that can be drawn into the air intakes. From time-to-time and no less than every two months, isolate the fire from the mains and attach the brush accessory to your vacuum cleaner and gently vacuum the air intakes and outlets.

Battery Replacement Remote Control

Battery information - see Fig. 32

1. Slide open the battery cover on the back of the remote control
2. Install AAA batteries into the remote control
3. Replace the battery cover



Fig.32

Discard leaky batteries

Dispose of batteries in the proper manner according to local regulations.

Any battery may leak electrolyte if mixed with a different battery type, if inserted incorrectly, if all the batteries are not replaced at the same time, if disposed of in a fire, or if an attempt is made to charge a battery not intended to be recharged.

Troubleshooting

(IF IN DOUBT isolate the appliance and seek professional advice)

The unit does not switch on:

- Making sure it is safe to do so, check the mains supply.
- Making sure it is safe to do so, check the fuse in the mains supply.
- Check main power on/off switch is on.
- Change the battery in the remote control handset.
- If none of the above work, then please refer to your retailer.

The heater smells of burning:

- On first uses there may be a smell as the heating elements burn off residual deposits from manufacture.
- After periods of no use, dust can settle on the elements and will burn off. Excessive dust and fluff is a fire risk and should be eliminated by following the service and maintenance steps above.

When the heater is switched on it cuts itself off.

- This could be the normal operation of the thermostat having been set to a target temperature, and is fine.
- This could be the safety thermal cut-out device operating. If this operates, then firstly isolate the appliance from the mains and then check for obstructions to the air flow and remove them. This could be fluff behind the fire, for example. Once the obstruction(s) have been removed, let the appliance cool down for 15 minutes and then reconnect the appliance to the mains and try the appliance again. If the issue persists, then seek the advice of a competent person or your retailer.

The appliance seems to work, but no lights are illuminated.

- Check the fuel bed/down light lights have not been turned down from the remote.
- Please refer to your retailer if your fire is not operating correctly after re-reading these instructions.
- The fires player needs a little time to start up, press the standby button on the remote twice to refresh the screen.

The fuel bed light flickers

- This is normal and is a feature of the appliance giving a realistic flickering ember effect.

My fire makes some sounds

Your fire will make some sounds during normal operation. There are Two sources of sound:

- 1. Switch/thermostat** – During operation these will make quiet clicking sounds and will occur when your heater fan and heating elements are switched on or off.
- 2. Fan Heater** – just like any fan heater there will be the sound of air being blown into the room.

The thermostat reading on the screen does not match the room temperature.

- The thermostat reading is of the ambient temperature in the immediate vicinity of the fire. It may be necessary to set a higher target temperature in some instances.

Remote control functions not working.

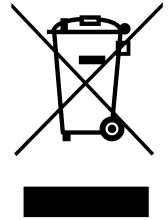
- Check batteries.
- Remove and replace batteries to “reboot” the handset.
- Double check the remote is turned on, the remote’s display will show the time and set temperature when turned on.
- Ensure your handset is pointing towards the fire.

My 7 day programme has not worked.

- Please ensure you have pointed the controller at the flame picture during all steps of the programming and that the fire is on during all steps too.
- Double check that you have followed steps page 11, and the ⌚ icon is showing on the remote.

Correct Disposal Of This Product

This marking indicates that this product should not be disposed with other household wastes throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please contact the retailer where the product was purchased. They can take this product for environmental safe recycling.



Solution Fires Warranty

For Warranty information, terms and conditions and to register for an extended Warranty please scan the QR code.
Alternatively please visit www.solutionfires.co.uk/warranty/



www.solutionfires.co.uk
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Henlow, Bedfordshire SG16 6DS