



# **RAVEL 400 HE GAS LOG FIRE**

## **USER INSTRUCTIONS**

## **INSTALLATION INSTRUCTIONS**

## **SERVICE INSTRUCTIONS**

**Do not use this appliance if the front glass panel is broken, removed or fitted incorrectly.**

It is a regulation that these instructions be handed to the customer after installation is complete. It is also the responsibility of the installation engineer to ensure that the customer is able to fully operate the appliance and is aware of any cleaning or maintenance requirements.

This product is not suitable for primary heating purposes.

**Model numbers: F-101XX2 SLIDE for use on Natural Gas (G20) at a supply pressure of 20 mbar in GB/IE**

**(X denotes trim type)**

**THESE INSTRUCTIONS ARE TO BE LEFT WITH  
THE CUSTOMER AFTER INSTALLATION**

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## THE FOLLOWING MUST BE NOTED PRIOR TO THE INSTALLATION OF THIS APPLIANCE.

This gas appliance **MUST** be installed by a GAS SAFE registered installer by law. It must be installed in accordance to these installation instructions and the GAS SAFETY (Installation & Use) REGULATIONS 1998 as amended. Non compliance of this law may lead to prosecution and it is in the interest of you and your family that this condition is observed.

The installation of this appliance must be in accordance with the relevant parts of the LOCAL AND NATIONAL BUILDING REGULATIONS as issued by the Department of the Environment or BUILDING STANDARD (Scotland Consolidation) REGULATIONS issued by the Scottish Development Department and the following relevant British Standards:

BS5871	Part 2 Installation of Inset Live Fuel Effect Gas Fires
BS5440	Parts 1 & 2 Installation of Flues and Ventilation
BS6891	Installation of Gas Pipe-work
BS6461	Part 1 Installation of Chimneys and Flues
BS1251	Open Fireplace Components
BS715/BS EN 1856-2	Metal Flue Boxes / Metal Flue Pipes for Gas Appliances
BS EN 1858	Chimneys Components & Concrete Flue Blocks
IS813:1996	Domestic Gas Installation (Republic of Ireland)

Prior to installation ensure that the gas supply is compatible with the appliance, this appliance must only be used on **natural gas** at a supply pressure of 20 mbar as marked on the data plate on the appliance and the carton.

This appliance is only to be installed into a builders opening which must be constructed of non-combustible materials confirming to BS1251 or a suitable flue-box complying with the requirements of BS715/BS EN 1856-2.

If the product is being installed into a builders opening the chimney must be at least 3 metres in height and should be swept before installation if it has been used for the burning of solid fuel (e.g. coal or wood). The chimney must only serve as a flue-way to this appliance and must have no openings to any other room. The opening should be inspected and any exposed brickwork should be repaired where necessary. The chair-brick (if applicable) should be removed. Ensure that the chimney/flue only serves one fireplace. Remove or securely fix open and dampers or register plates.

If the product is being installed into a fabricated Flue-box (to BS715) it must be installed onto a non-combustible surface with a thickness of at least 12mm.

The flue should be checked for draw using a smoke bomb or similar, if there is a definite draw then the installation of the appliance can proceed.

The efficiency of this appliance has been tested to BS7977 and the result is 81.1% net (73.9% gross). This efficiency value has been verified by Kiwa (0558). This efficiency value can be used for SAP (Standard Assessment Procedure) for energy rating of UK dwellings.

No purpose made **ventilation** is normally required for this appliance when installed in G.B. If the appliance is being installed in I.E then refer to I.S 813:1996 (Domestic Gas Installation—National Standards Authority of Ireland). Ventilation areas (if applicable) should be checked periodically to ensure there is no obstruction, even though none is normally required for this appliance.

It is mandatory that the safe clearance of products be checked by performing a smoke match test as described on the product data label.

**SPILLAGE TEST:** To check for satisfactory clearance of products of combustion, close all doors and windows and leave the appliance burning on HIGH for five minutes. Insert a lit smoke match 35mm into the centre top opening above the glass, all the smoke must be drawn into the flue. If spillage occurs allow a further 5 minutes and repeat the test. If spillage still occurs turn off the appliance and seek expert advise . If an extractor fan is situated in the room the spillage test should be repeated with the fan running. If there is a connecting room with an extractor fan the test should be repeated with all the doors to that room open and the extractor fan running.

This appliance is supplied with a restrictor which can be fitted to the rear of the appliance outlet if the flue is a minimum of 5 metres in height and the flue pull is excessive (normally indicated by smoke being entrained into the spillage point with the smoke match withdrawn). If this restrictor is fitted to the appliance the spillage test must be conducted as above.

If the appliance spills with the restrictor fitted then the restrictor should be removed and the spillage test repeated. If the spillage test continues to fail expert advise should be sought and additional ventilation may have to be provided.

This appliance must only be installed on to a suitable hearth with a minimum thickness of 12mm. The appliance must not be installed directly onto carpet or other combustible floor materials. The fireplace surround (back-panel) must be 'O' rated and have a temperature rating of at least 150°C.

Do not place soft wall coverings (i.e. embossed papers etc,) furniture or other combustible items too close to the fires as they may discolour or scorch.

Do not place or throw rubbish or otherwise on the fuel-bed.

Do not place any combustible materials or flooring (i.e. carpets etc,) on any part of the hearth.

**WARNING:** This appliance has a naked flame and as with all heating appliances a fireguard should be used for the protection of children, the elderly and infirm. The fireguard should conform to BS8423 : 2002 (Fireguards or use with Gas Heating Appliances).

**Important Note:** It is quite normal for a flame effect gas appliance to experience a small amount of soot or staining to some parts of the fuel effect components. If this becomes excessive it may be because the fuel bed is not fitted correctly — this should be checked according to these installation instructions prior to contacting a service engineer.

It is very important that you arrange for a GAS SAFE registered engineer to service your appliance every year – during this service the engineer will remove the appliance and check for debris, check the operation of the flue and check the operation of the appliance. This is important for you and your families safety.

NEVER place any rubbish or otherwise onto the fire—this will affect the way the product operates and may affect the warranty of the product.

NEVER place more ceramic components onto the fuel bed than specified in the instructions.

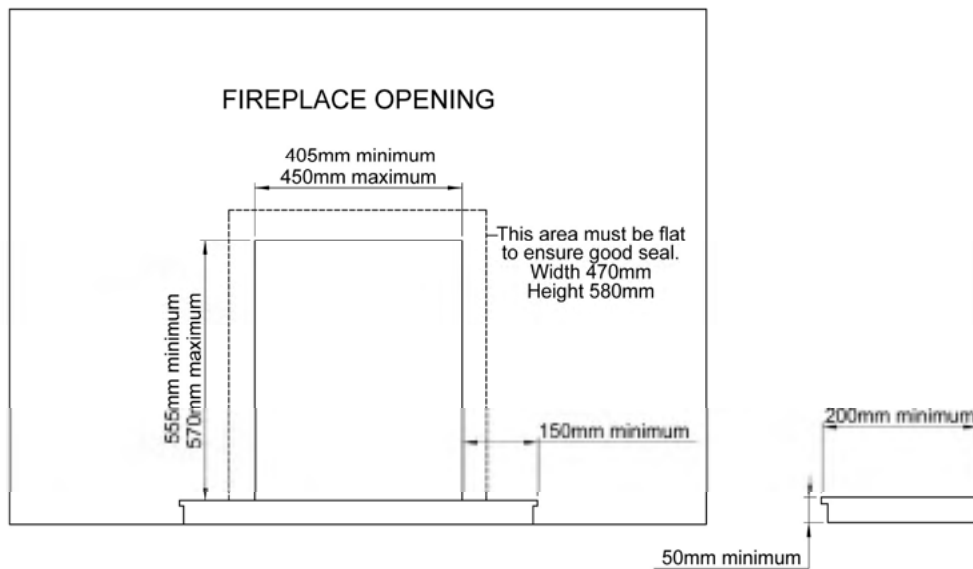
NEVER touch the ceramics when the appliance has recently been switched off—these components retain heat and may cause burns. Leave the appliance to sufficiently cool prior to any contact of the ceramics.

# SITING THE APPLIANCE AND PREPARING THE OPENING

## Fireplace Opening

This fire is suitable for fitting to non-combustible fireplace back panels with a temperature rating of at **least 150°C**. (This is also known as CLASS"O" - If in doubt please contact the supplier of the back panel to check suitability. It is recommended that the back panel be constructed of 3 sections with joints across the upper level of the fireplace section to allow for expansion and contraction. The installation of this appliance into an unsuitable back panel, where this component subsequently cracks, will not be deemed to be a fault of the appliance.

The fireplace opening must be between 405mm and 450mm wide and between 555mm and 570mm high. If the opening intended for the appliance is in excess of these dimensions then a suitable surround must be constructed of non-combustible material to produce an opening within this range of dimensions.



A flat face of a minimum 470mm wide and 590mm high must be provided around the fireplace opening to ensure a good seal is formed. In addition it is important to ensure that the base of the fireplace opening is flat and level with the hearth surface to ensure a secure and aligned installation of the appliance.

The minimum hearth dimensions are shown in the diagram above. The upper surface of the hearth must be a minimum of 50mm above the floor and should ideally protrude a minimum distance of 200mm out from the fireplace opening. (This is to provide a physical barrier for the appliance and its' occupants. If the appliance is sitting at least 50mm above the floor level then no hearth is actually required however this is a recommendation only to provide this recommended physical barrier).

## Installation into a Brick Chimney

When the appliance is being installed into a brick chimney there must be sufficient depth behind the appliance to accommodate any falling debris. This debris collection void should be capable of accommodating up to twelve (12) litres of volumetric space. The appliance will require a debris collection space behind the firebox of 23mm to achieve this.

## Installation into a Prefabricated Twin Wall Metal Flue Box

This appliance can be installed into a prefabricated metal twin wall flue box providing it complies to the requirements of BS715 / BS EN 1856-2. The box must have an insulated flue with a minimum diameter of 125mm (5") diameter and a minimum effective overall height of 3 metres.

The top outer face of the flue box should be insulated to prevent heat loss with a layer of mineral wool insulation or similar. The metal flue box (to BS715) must stand on a non-combustible surface with a minimum thickness of 12mm.

## Checking the Flue

Use a smoke pellet prior to the appliance installation to ensure the viability of the flue and check that the smoke can be seen being emitted from the terminal / chimney pot outside. There must be no leakage of smoke through the structure of the chimney/flue during or after the smoke pellet test and it is important to check inside upstairs rooms adjacent to the chimney / flue. Check the chimney pot / terminal and general condition of the brickwork or masonry. If the chimney or flue is in poor condition or if there is no up-draught do not proceed with the installation. If there is a history of down-draught conditions with the chimney / flue, the installation of a tested and certificated flue terminal or cowl suitable for the relevant flue type should be considered.

A spillage test must be performed—see page 4 of these instructions.

## Fixing the Appliance.

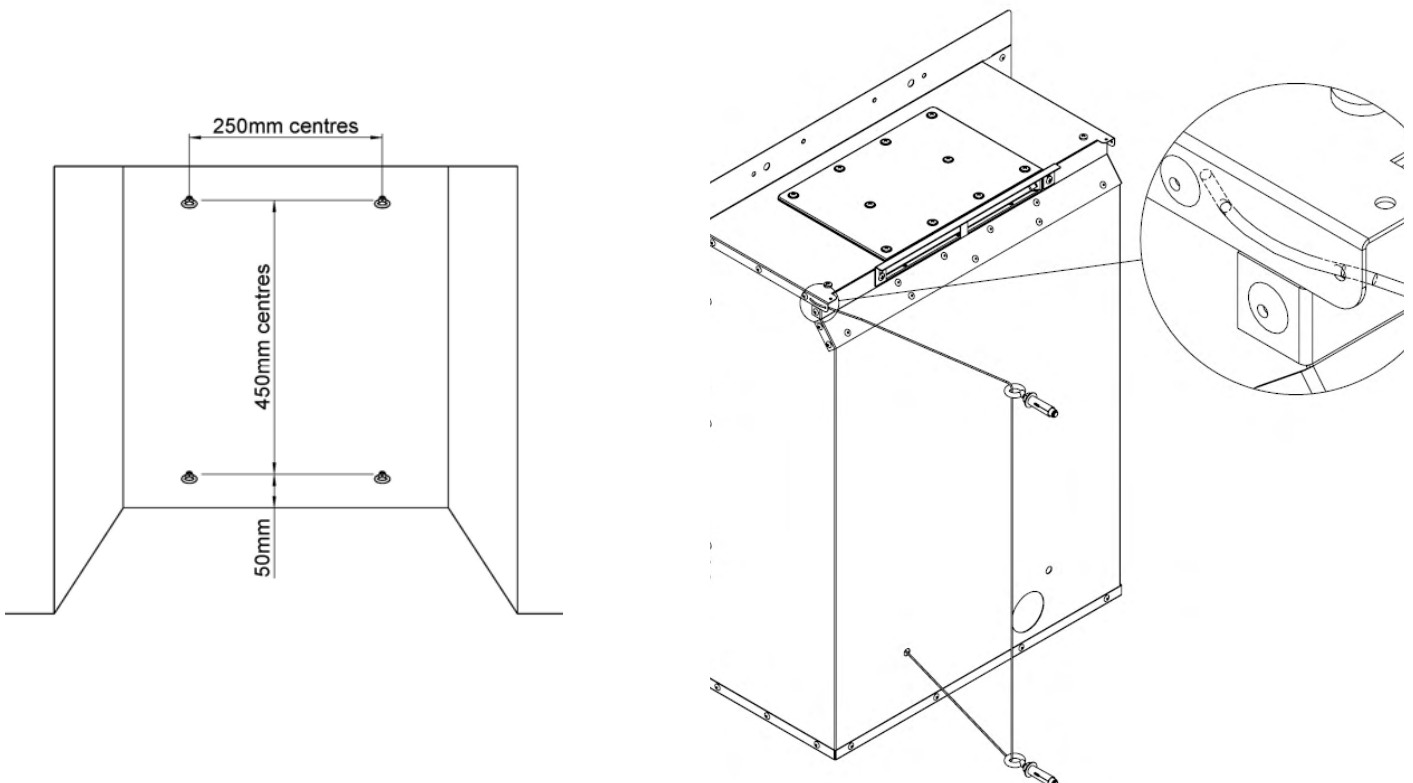
If the appliance is being installed with a spacer kit, this should be attached to the appliance using the screws included and the foam seal which is supplied with the appliance should be affixed to the rear face of the spacer. Do not use any permanent sealing substance as this will invalidate warranty as the appliance cannot be removed for periodical inspections.

### Cable Fixing System (Supplied as standard)

This appliance is best installed with the cable fitting system which is supplied in the standard fitting pack. The fitting system comprises four (4) eyebolts, two (2) fixing cables, two (2) screwed nipples and two (2) adjuster fittings.

This installation requires that the burner tray is removed from the firebox. Remove the screws securing the burner tray to the firebox and set the tray aside during the firebox installation.

Simply drill and fit the eyebolts in the positions shown in the next diagram. Then thread the fixing cables through the two small holes at the top/rear of the appliance, pass each cable through two of the eyelets then back through one of the two holes at the rear of the appliance. Thread the cable through the adjuster fittings. When the appliance is in its installed position, pull the cables tight and slide the adjuster to the back of the fire—ensuring the back-nut on the adjuster has been run as far up the thread as possible to the hexagon shoulder. Keeping the cable tight, fit the screwed nipple to the cable and secure. Turn the back-nut on the adjuster fixing and the cable will be tensioned until the appliance is securely fixed.



## Spillage monitoring System (ODS Pilot)

This appliance is fitted with an atmospheric sensing system in the form of an oxygen sensing pilot burner. This is designed to shut the fire off in the event of products being spilled into the room where the fire is being operated. It is important to note that this spillage monitoring device should not be disabled or be adjusted by the installer. If the spillage monitoring device (O.D.S pilot) is replaced it must only be exchanged with a suitable component which is supplied by Hearth Products Ltd.

## Combustible Shelf

This appliance may be fitted below a surround with a combustible shelf providing the following dimensional criteria is met: There must be a minimum distance of 250mm from the top of the appliance to the underside of the shelf. The shelf must not project more than 150mm from the mounting surface of the appliance into the room. If the shelf projects more than 150mm then the distance between the top of the appliance and the underside of the shelf must be increased accordingly; for every 10mm of projection above 150mm the distance between the fire and shelf must be increased by 20mm

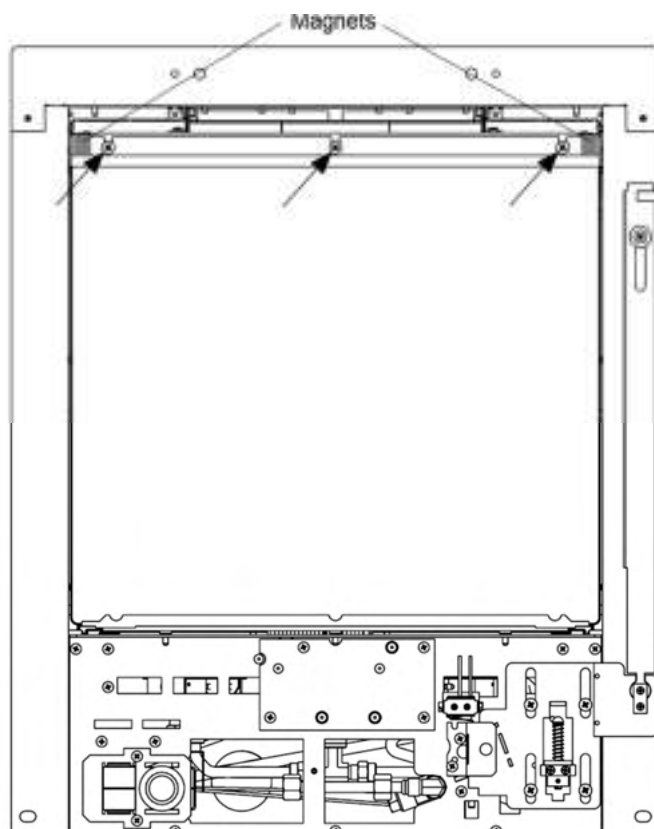
Shelf Protrusion	Min. Distance Between Fire and Shelf
150mm	250mm
160mm	270mm
170mm	290mm
180mm	310mm
190mm	330mm
200mm	350mm

## Removal of the front glass panel.

The top glass clamp is held in place with 3 screws. This panel is concealed behind the top cover strip which is held in place by two magnets. The two magnets are fitted to the top glass clamp as shown in this diagram.

Carefully remove the 3 fixing screws and whilst supporting the glass panel, remove the clamp. Now lift the glass from the appliance. The bottom edge of the glass is retained in the two supports bottom left and right.

Now the ceramics can be installed, rearranged correctly or removed for service. Correct installation of ceramics is detailed on pages 16—22.



## Installation of the front glass panel.

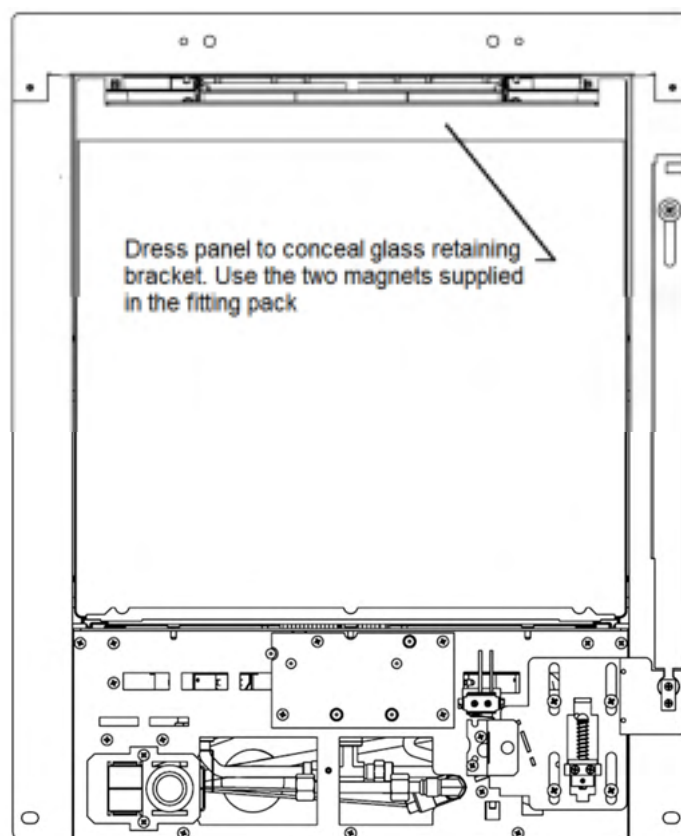
Before replacing the glass ensure that the seal around the top and two sides of the firebox is in good condition and is securely affixed to the appliance. If the seal is damaged or loose then it should be replaced / reaffixed before the glass is replaced. This seal is important and if damaged, the appliance should not be operated.

The glass panel should be undamaged. If the glass panel is broken or cracked it should not be used. Contact the manufacturer for a suitable replacement before continuing.

Replace the glass panel into position by locating the bottom edge into the lower support.

Rotate the glass panel back into position and hold whilst the top clamp is secured with the 3 fixing screws (as detailed above).

Ensuring the two magnets are in the correct position (see above) then the top cover can be placed into position. This component is purely decorative and is used to conceal the top clamp fixing structure.





## Connecting the Appliance to the Gas Supply

The gas supply can be connected to the appliance by a concealed fitting from the rear. In all installation conditions the gas connection should be provided using 8mm (O/D) copper tubing. If the concealed installation method is chosen, there is an entry point at the rear of the appliance. **No soldered joints** should be used with the firebox of the appliance. The blind grommet which is supplied in the standard fitting pack should be used to close up the knock out hole—simply cut a small cross with a sharp knife in the centre of the grommet—this will then seal around the gas pipe to provide a tight seal. **Under no circumstances** should this gas entry hole be **left open** and **unsealed** as this can result in **flame reversal** and can cause **damage** to the appliance. **Should this occur the warranty to this appliance will be rendered void.**




Before connecting the gas supply to the appliance a gas soundness test should be performed to ensure that the existing pipe work in the property is sound.

The burner tray can now be reinstalled into the firebox.

The gas connection should be made to the appliance by the 8mm restrictor isolation valve supplied with the appliance. This restrictor elbow is supplied loose and should be fitted as per the label on the instruction packet.

Install the ceramics and the glass panel to the appliance according to these instructions—see pages 16–22.

Test the operating pressure of the appliance by attaching a pressure gauge to the test point of the appliance. This connection should take place when the appliance is OFF. Ensure that gas is turned on at the gas meter and purge the air from the appliance by:

**SLIDE CONTROL UNITS:** Push down the control lever fully to the  (IGN) position and hold. The spark generator should spark continuously, ensure the spark is being generated correctly at the pilot assembly. Continue with this procedure until the air is purged from the appliance and the pilot is lit. Once lit hold the lever pushed down for up to a further 10 seconds. Once the pilot is established and secure allow the lever to rise to the  (LOW) position then lift the lever to the  (HIGH) position. Allow the appliance to run for a minimum period of 5 minutes. Next check that the inlet pressure to the appliance is 20 mbar  $\pm$ 1 mbar.

Check the operation of the appliance according to these instructions—see page 15.

## Check the clearance of combustion products

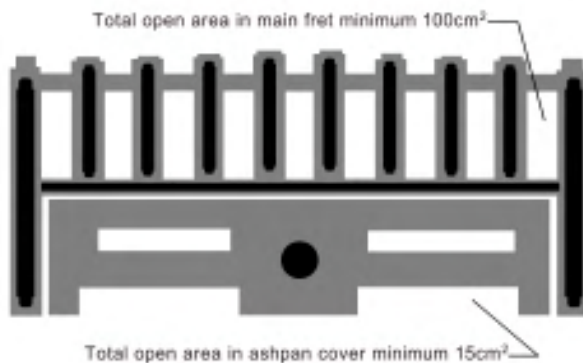
**SPILLAGE TEST:** To check for satisfactory clearance of products of combustion, close all doors and windows and leave the appliance burning on HIGH for five minutes. Insert a lit smoke match just into the gap at the top centre of the fire. It is recommended that a smoke match holder be used. All the smoke must be drawn into the flue. If spillage occurs allow a further 5 minutes and repeat the test. If spillage still occurs turn off the appliance and seek expert advice. If an extractor fan is situated in the room the spillage test should be repeated with the fan running. If there is a connecting room with an extractor fan the test should be repeated with all the doors to that room open and the extractor fan running.



## COMPLETING THE INSTALLATION OF THE APPLIANCE

Remove the protective covering (if applicable) from the face of the decorative trim. Fit the trim to the appliance by placing the two magnets provided in each corner at the top of the trim. Then adjust the lower two magnetic screws to provide the correct position for the trim. Care should be taken that the magnet does not come into contact with any moving parts of the slide control lever mechanism. This advice should also be passed onto the consumer to ensure that they are aware of magnet positioning. A service call due to incorrect placement of magnets which cause difficulty in lighting the appliance will result in a callout charge being made.

Position the fret in front of the appliance ensuring that it meets the following requirements.



### THE INSTALLER MUST INFORM THE CUSTOMER OF THE FOLLOWING TO COMPLETE THE INSTALLATION

Demonstrate the lighting of the appliance and the controls to control the heat settings. Demonstrate how to turn the fire off.

Demonstrate the removal of the trim and fret and how to reinstall correctly.

Discuss the removal and reinstallation of the glass and the ceramics. Explain how they should be cleaned and make the customer aware of the health and safety warning detailed later in these instructions.

Explain to the customer that the ceramics are fragile and must be treated with great care, explain that the ceramics are not covered by the warranty because of their fragility. Also explain that small hairline cracks will appear in the surface of the ceramics due to heat expansion and contraction—this is perfectly normal.

During the first several hours of use an odour will be experienced—this is normal and is the starch used in the manufacturing of the ceramic fuel bed. This odour is non toxic and will eventually disappear with use.

Advise the customer that ALL glass fronted gas appliances will leave condensation on the inside face of the glass when first lit—this is perfectly normal and is a result of the water vapour present in the combustion products hitting the cold glass surface. This condensate will disappear over the next minute or so. It is also important to advise the customer that this condensate will carry with it any **impurities in the air** and will therefore, with use, leave a **slight grey condensation mark** on the inside of the glass. We advise that this is cleaned off maybe 2 to 3 times a year, dependant on use.

Advise that no rubbish should be thrown onto the appliance and that the appliance should be cleaned regularly.

A vacuum cleaner can be used but it is important that the appliance is turned off and allowed to cool before undertaking this procedure. See the separate section regarding cleaning the ceramics.

Advise the customer that the appliance should be serviced annually by a gas safe engineer to ensure the safety and integrity of the appliance.

Advise the customer that the appliance has a naked flame and therefore it is essential that a suitable fireguard be used for the protection of the elderly, infirm and young children. This fireguard should conform to BS8423 : 2002 (Fireguards or use with Gas Heating Appliances).

These instructions **must** be handed over to the customer once installation is complete.

## Maintenance of the Appliance

The following procedures can and should be performed by the **customer** at regular intervals depending upon use of the appliance.

### Appliance Technical Information

Gas Type : Natural

Gas Category : I2H

Inlet Pressure: (Cold) 20mbar

Heat Input Gross : 4.8kW

Injector : 75/78/81

Destination Countries : GB

#### HEALTH AND SAFETY NOTICE

This appliance uses fuel effect pieces manufactured from Refractory Ceramic Fibres (RCF). Care must be taken to avoid excessive exposure to these materials as they may cause irritation to the eyes, skin, nose and throat. When Handling avoid inhaling and contact with skin and eyes. It is recommended that disposable gloves are worn in addition to a facemask and eye protection. After handling wash hands thoroughly and any other exposed parts which may have come in to contact with the material.

If a vacuum cleaner is used to clean the fuel bed or areas around the appliance there fragments of the material may have fallen it is recommended that it be of the type fitted with a HEPA filter.

Care should be taken when disposing of RCF materials. It is important to keep any dust to a minimum so it is recommended that the fuel effect components are placed into a heavy duty plastic bag. The bag should be clearly labelled **RCF WASTE**. These materials are not classified as hazardous waste and should be disposed of at a site approved for the disposal of industrial waste.

## Cleaning the Appliance

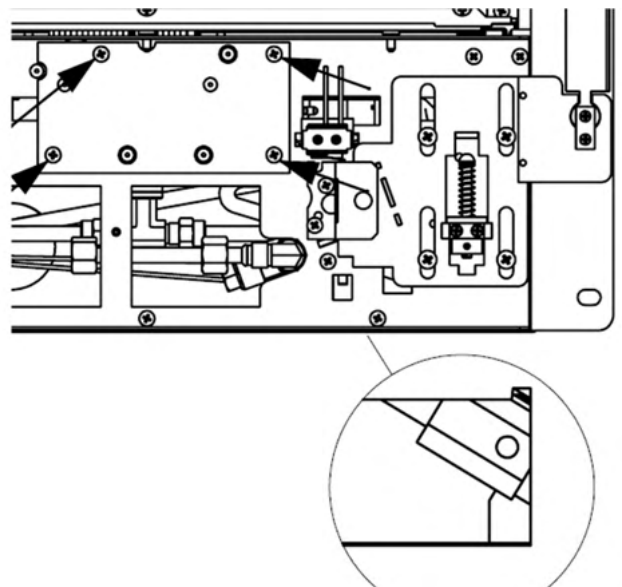
### Fuel Bed

The fuel effect components supplied with this product are extremely fragile and must be handled with great care. The ceramics in this appliance are not covered by the warranty due to their fragility. This includes the RCF fibre boards in the fire box. These components will break or chip if not handled with the greatest of care.

Cleaning of these components should only be undertaken once the appliance is switched off and has been allowed to cool for a minimum period of one hour. The components should be lifted carefully piece by piece from the appliance and placed onto a dust sheet or similar. They can be brushed gently with a soft brush to remove any dust or deposits. If you intend to use a vacuum cleaner then this should only be done once the loose deposits of soot etc have been removed. Ensure that the moulded components are structurally sound and no significant part of the moulding has broken away. If any component has broken then it should be replaced before using the appliance. Only the correct replacement part as supplied by the manufacturer shall be used in this appliance. Do not add any additional components to the fuel bed layout. It is important to note that small hairline cracks will appear in the surface of the ceramics due to heat expansion and contraction—this is perfectly normal.

### Pilot

The pilot to this appliance has a small aeration hole at its base and is accessed by removing the pilot cover as shown in the diagram. Using a thin nozzle on a vacuum cleaner this area can be cleaned to prevent a lint build up. This procedure should only be undertaken when the appliance is off and cold. If excessive lint is drawn in through this hole due to infrequent cleaning then it may result in the appliance not lighting or turning itself off automatically due to a starvation of air at the pilot burner. This can often be remedied by performing the cleaning operation detailed here. If this procedure does not resolve such a problem then the pilot assembly will need to be replaced. This must involve the installation of the same part as supplied by the manufacturer. Excessive lint build up which results in appliance operational problems is not covered by warranty. It is important to ensure this preventative maintenance is performed regularly (once a month during the winter period).



## Cleaning the Appliance (continued)

### Trim, Fret and Painted Metal Parts

There are a variety of trim and fret options which may have been supplied with your appliance and these are normally a plated material on a steel substrate. It is important that no abrasive cleaners or chemical agents are used in the cleaning of these components. It is recommended that all these surfaces including the painted metal parts are cleaned with a clean damp (not wet) cloth. Cleaning should only take place when the appliance is switched off and has been switched off for a minimum period of one hour.

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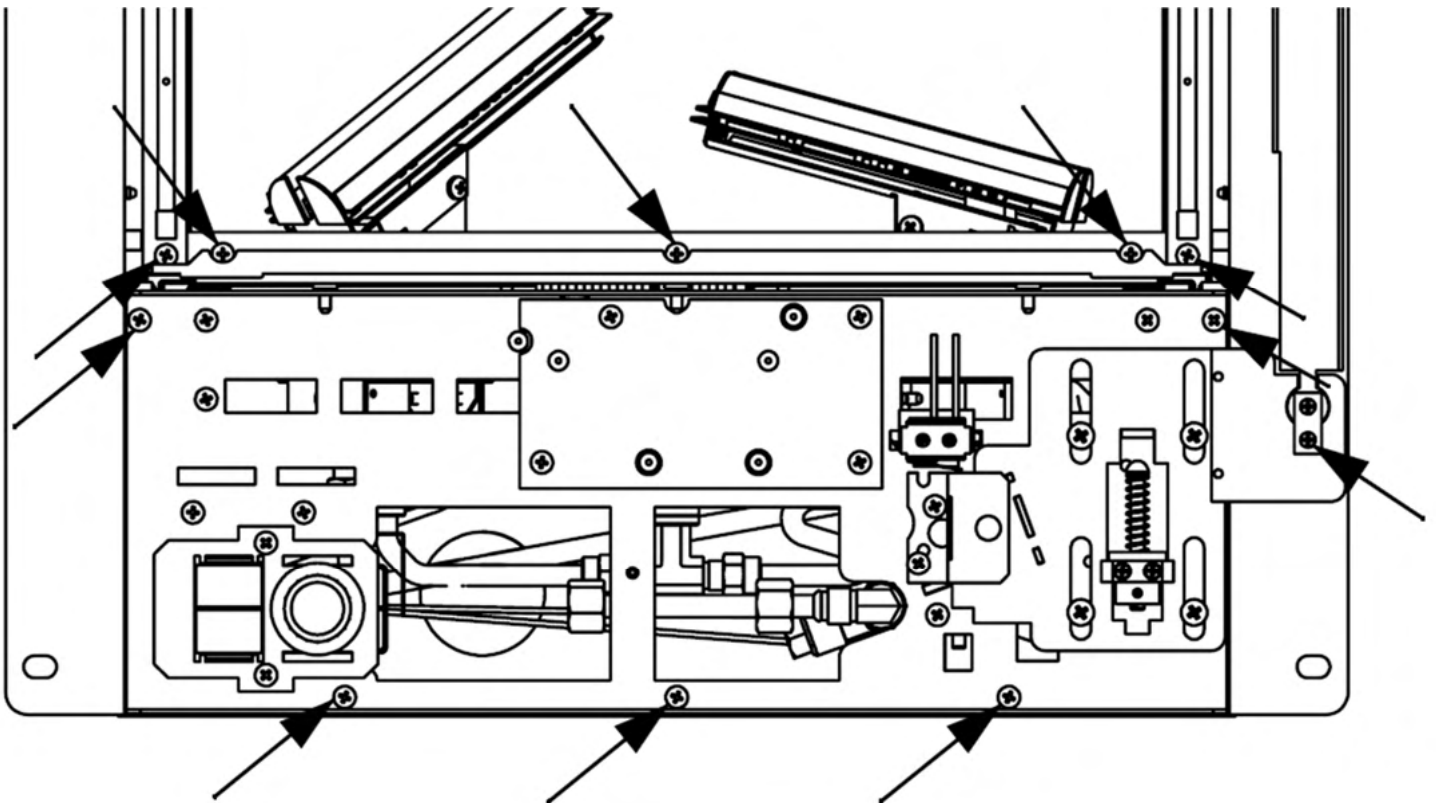
The following procedures can and should **only** be performed by a **Gas Safe registered installer**.

This appliance should be serviced annually by a Gas Safe registered installer.

### Removal / Replacement of Gas Carrying Components.

The removal and replacement of all the gas carrying components will require the removal of the burner tray. The following information details the removal of this tray. Once removed, refer to the relevant section that follows detailing the removal of the specific component (s).

- Turn off the gas supply at the isolation valve on the appliance. Ensure the appliance is cold.
- Remove the fret and the trim—put in a suitable location where they cannot be damaged or scratched in anyway.
- Remove the glass panel (refer to earlier pages in these instructions).
- Remove the fuel effect components - put in a suitable location where they cannot be damaged.
- Disconnect the gas supply from the restrictor elbow.
- Disconnect the pushrod retaining screw from the top of the rod. See picture below.
- Remove the screws securing the burner tray to the firebox as detailed in the diagram.
- Re-assemble the tray in the reverse order.



- Now carefully pull the burner tray from the fire box. The burner tray is can now be serviced or repaired accordingly—see the following pages for information about removing and replacing serviceable components.

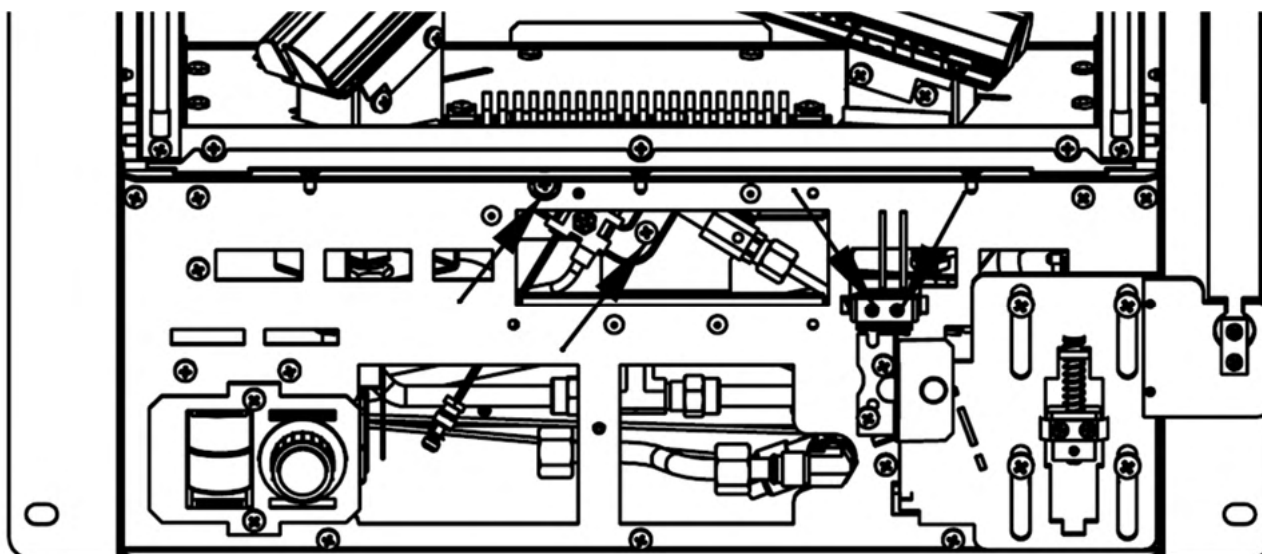
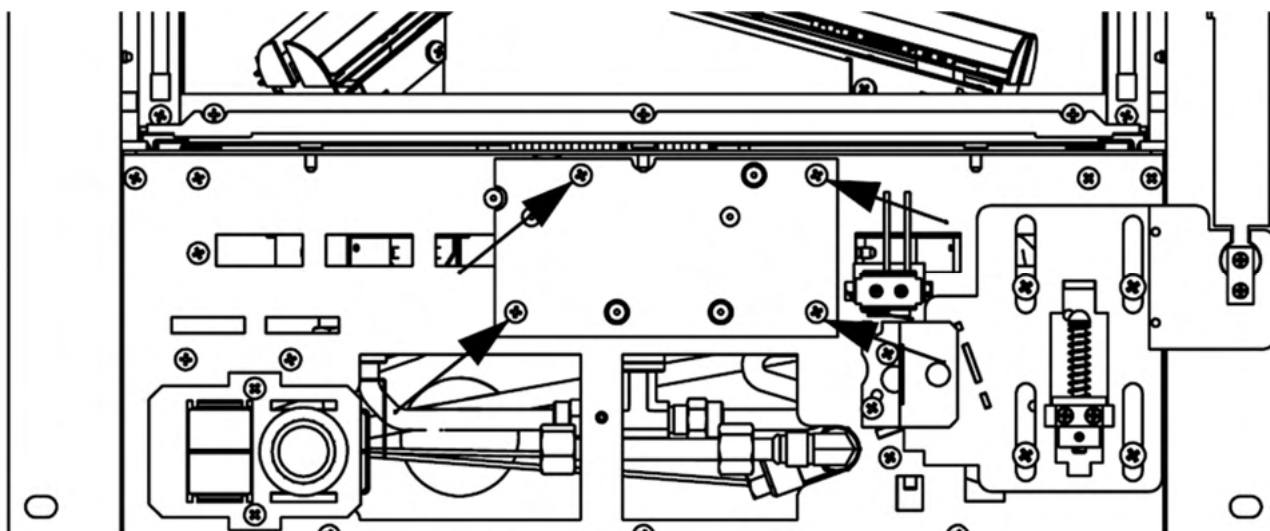
## Removal / Replacement of Gas Carrying Components (continued)

### Slide Control Valve

1. Remove the locknut from the front of the valve.
2. Undo the three nuts around the periphery of the valve body—Gas Inlet / Burner / Pilot.
3. Remove the thermocouple nut from the back of the valve.
4. The valve can be removed and serviced / replaced as necessary.
5. Re-assemble in reverse order.
6. Re-assemble the burner tray in to the firebox (see previous page).

### Replacement of the Pilot

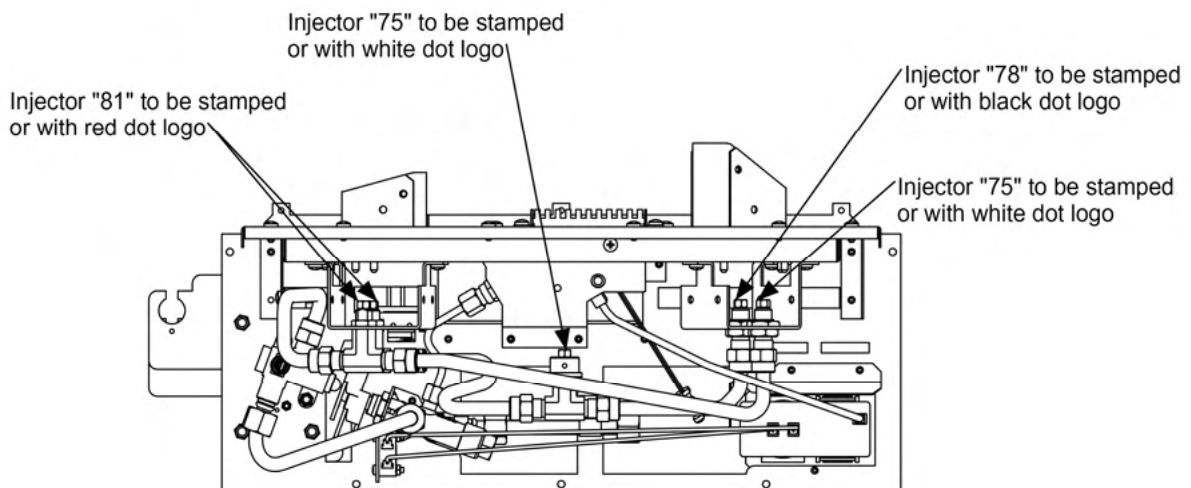
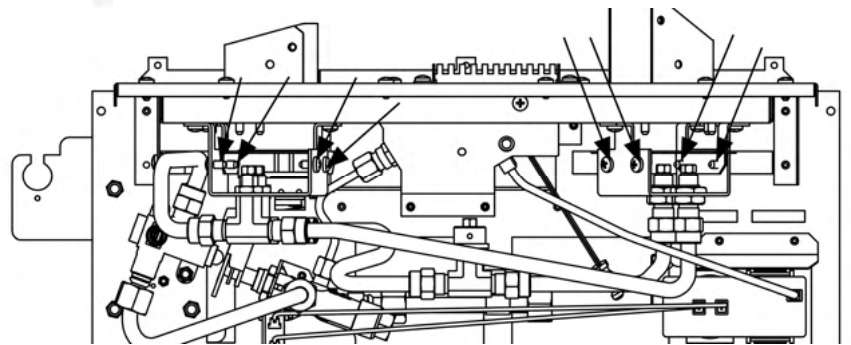
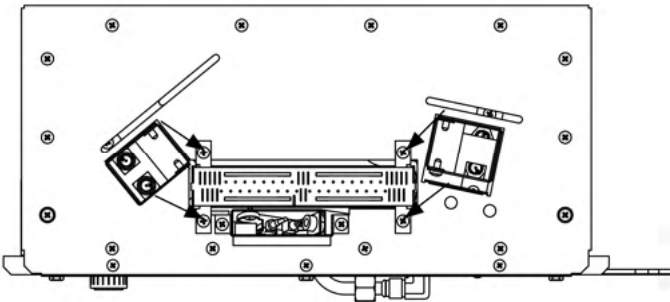
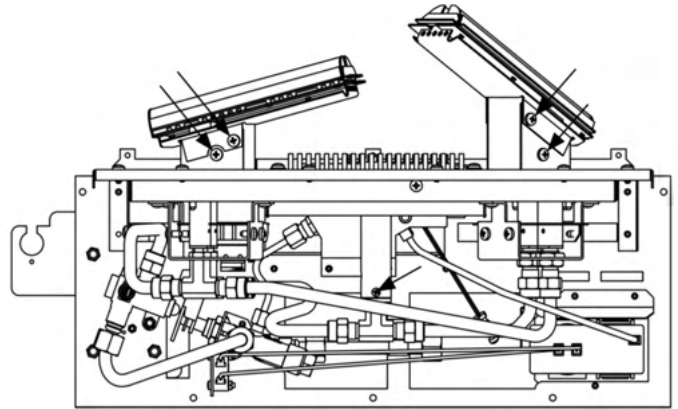
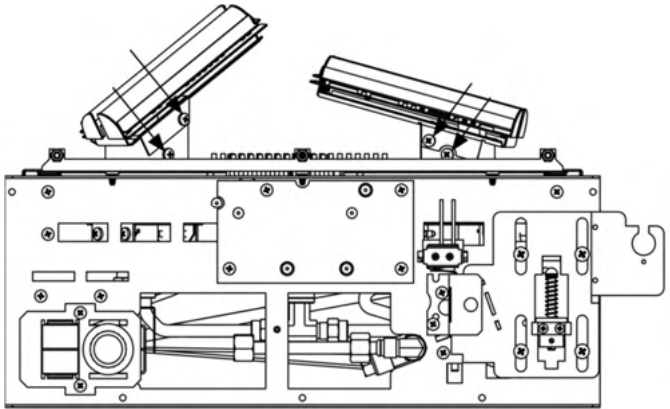
1. Remove the four (4) screws to remove the pilot cover.
2. Remove the two (2) screws to release the pilot assembly from the burner tray.
3. Undo the pilot gas supply from the base of the pilot.
4. Remove the thermocouple nut from the back of the valve.
5. Remove the two (2) screws to remove the microswitch.
6. Remove the HT lead from the electronic igniter unit.
7. The pilot assembly or pilot/switch assembly can be removed and replaced.
8. Re-assemble in reverse order.
9. Re-assemble the burner tray into the firebox (see previous page).



## Replacement of the Injector

1. Remove the screws from the base of the two inclined burners. Two each side, total 8 screws.
2. Unscrew the injector elbow from the burner assembly.
3. Remove the screws from the middle burner, total 4 screws.
4. Remove the screws from the Burner Inlet Shield Panel, total 8 screws.
5. The injector can be removed and replaced.
6. Re-assemble in reverse order.
7. Re-assemble the burner tray into the firebox (see previous page)

Only replacement components supplied by the manufacturer should be used in the service of this appliance.  
Contact details for Hearth Products Ltd can be found on the back page of these instructions.








## OPERATING INSTRUCTIONS


This appliance is available only in slide control. The following instructions detail the method of operation however the basic operation of the appliance involves the ignition of a pilot burner (See page 7 for spillage monitoring details—ODS), then the control of the main burner with LOW and HIGH settings.

This appliance has a naked flame and as with all heating appliances a fireguard should be used for the protection of children, the elderly and infirm. The fireguard should conform to BS8423 : 2002 (Fireguards or use with Gas Heating Appliances).

### SLIDE CONTROL OPERATION

1. Push the control lever down fully to the IGN symbol . The spark generator should cause a repetitive spark at the pilot and the pilot should ignite. If the pilot does not light after 10 seconds then lift the control lever upwards to the OFF symbol  and wait for 3 minutes.
2. Once the pilot is lit keep the control lever pushed down fully for up to 10 seconds.
3. Now slowly lift the control lever to the  symbol, the pilot should remain lit and the central and front log burners will also be lit. This is the LOW setting. If the pilot goes out, wait for 3 minutes and return to step 1.
4. To set the appliance to the HIGH setting, lift the control lever upwards to the  flame symbol. This will ignite the two rear log burners.
- 6 To turn the fire off, lift the lever to the  symbol to turn off.

**IMPORTANT NOTE:** Should the spark generator fail to provide a spark at the electrode it may be that a small amount of soot has fallen from the fuel bed onto the pilot assembly, causing a short circuit. If this is the case, ensuring the appliance is off and cold, this area can be cleaned with the thin nozzle from a vacuum cleaner. Alternatively check the battery is in good condition—the battery access cover is at the base of the appliance just left of centre.

It is also possible to light the pilot burner with a long taper whilst the control knob is being held in at the IGN symbol .

## FUEL BED LAYOUT (COAL)

The following instructions detail how the ceramic fuel bed and loose components are to be installed onto the appliance. Great care should be taken when handling these ceramic parts as they are fragile and can easily be broken. Do not force any component into position, if it does not fit easily then you are not fitting the part correctly. These instructions can also be followed to remove or reinstall the fuel bed after cleaning. This is a procedure that can be undertaken by the customer as required and the frequency will be depend upon use.

**See page 8 for glass panel removal and installation.**

Place the ceramic bark pieces across the base of the burner tray. **Do not place any bark on the centre burner.**

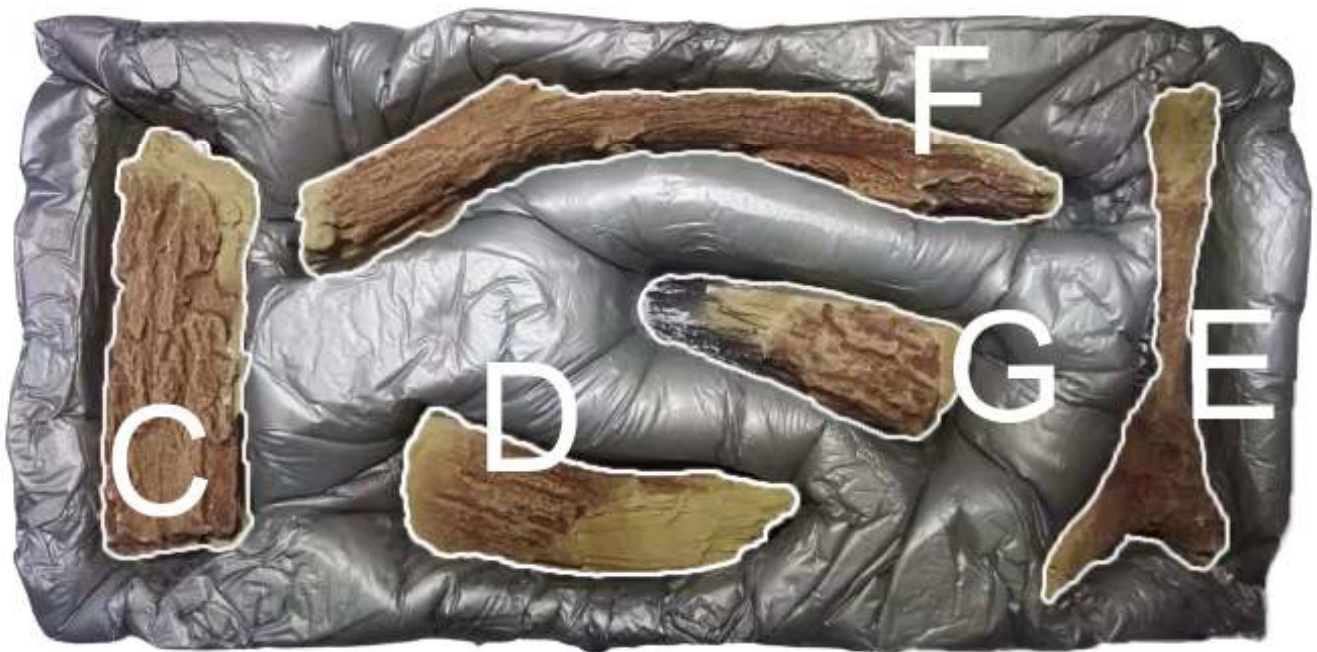
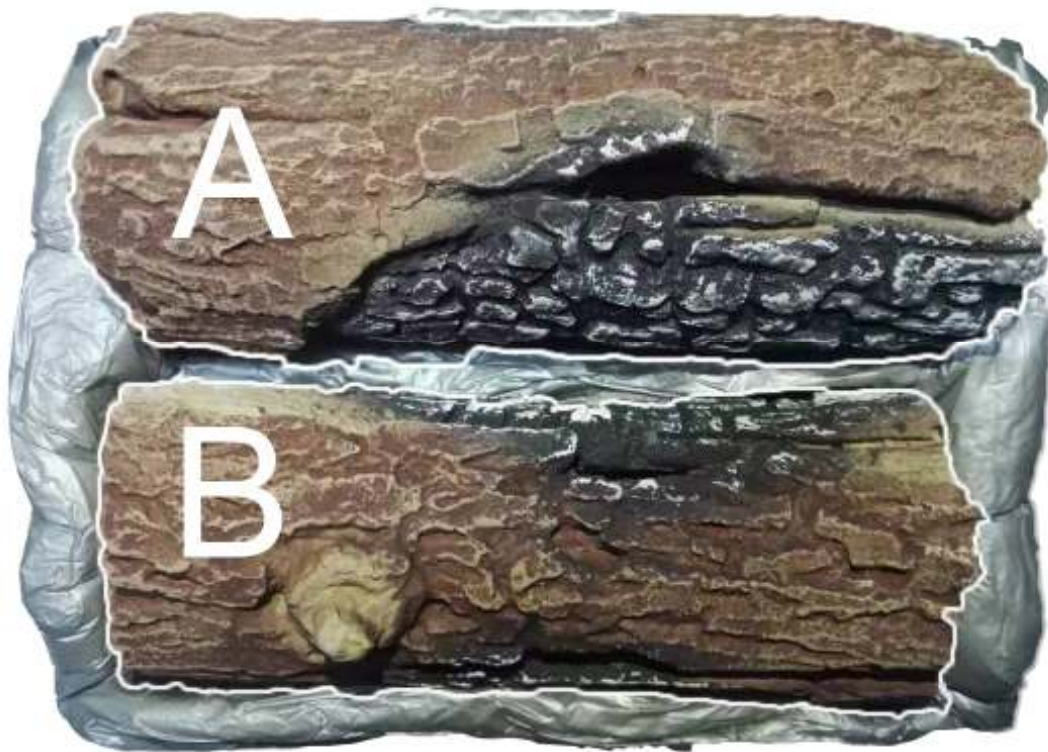


Place the volcanic rock on top of the centre burner as shown. Ensure a 1-2 mm gap is left between each piece. Then using **quarter** of the glowing ember wire supplied, ruffle between fingers to make it loose, about 20mm wide and as long enough to cover the volcanic rock then align over the rock as shown. Ensure no wire is placed within 25mm of the pilot assembly. Retain the rest of the wire for replacement at annual service.





# LOG IDENTIFICATION



Identify and remove Log C from the ceramic packing carton. Note its orientation for installation in this picture.



Place log C on the burner tray base at the back of the fire as shown in this picture.



Identify and remove Log D from the ceramic packing carton. Note its orientation for installation in this picture.



Place log D on the burner tray base at the back of the fire as shown in this picture.



Identify and remove Log E from the ceramic packing carton. Note its orientation for installation in this picture.



Place log E on the burner tray base at the back of the fire as shown in this picture.



Identify and remove Log A from the ceramic packing carton. Note its orientation for installation in this picture.



Place log A on the burner tray base at the back of the fire as shown in this picture.



Identify and remove Log B from the ceramic packing carton. Note its orientation for installation in this picture.



Place log B on the burner tray base at the back of the fire as shown in this picture.



Identify and remove Log F from the ceramic packing carton. Note its orientation for installation in this picture.



Place log F on the burner tray base at the back of the fire as shown in this picture.



Identify and remove Log G from the ceramic packing carton. Note its orientation for installation in this picture.



Place log G on the burner tray base at the back of the fire as shown in this picture.



# APPLIANCE COMMISSIONING CHECKLIST

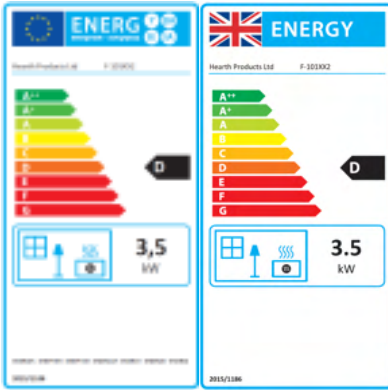
It is the installers responsibility to complete the following checklist when commissioning this appliance. The information recorded on this page may be requested at the time of any warranty call made. If the information is not made available it may affect the warranty support for the customers appliance.

CHECK LISTS	PASS	FAIL
Check flue is suitable for this appliance		
Check flue flow prior to installation		
Check spillage after installation		
Check standing gas pressure		mbar
Check working pressure on full rate (Min. 18.5) Ensure all other gas appliances are running on full rate		mbar
Complete relevant section of warranty forms , complete with Gas Safe registration details		
Instruct the customer on lighting, maintenance and servicing procedures. (Including glass removal and ceramic placement)		

Gas Engineer Name	
Gas Safe Engineer Registration No.	
Gas Safe Engineer contact No.	

If you can smell gas, immediately turn off the gas supply using the control valve at the meter in your home. Do not smoke and turn off all sources of ignition, i.e. boilers or gas hobs. Open windows and doors to ventilate the room or building.

Call the Gas Emergency Service    0800 111 999 (England Scotland and Wales)  
    0800 002 002 (N. Ireland)



<b>Product Fiche</b>	
Manufacturer :	Hearth Products Ltd
Model No.	F-101XX2
Fuel Type	Natural Gas I2H
Energy Efficiency Class	D
Indirect Heating Functionality	No
Direct Heat Output kW	3.5kW
Indirect Heat Output kW	N/A
EEI	72.1%
Useful Energy Efficiency (NCV)	High : 81.1%
Useful Energy Efficiency (NCV)	N/A
Nominal Heat Output	High : 3.5kW
Nominal Heat Output	Low : 2.1kW
Heat Output Temperature Control	Two Manual Stages
Permanent Pilot Power (kW)	N/A
Space Heating Emissions NOx (GCV)	130mg/kWh

**Important Note:**

The energy efficiency class of this product is defined using a seasonal efficiency calculation which reduces the actual net efficiency of the product where the use of automated heat control, thermostats, window open sensors and timers are not used. This is not to be confused with the net efficiency, or useful efficiency of the appliance (shown in the tables above).

**This product MUST be installed by a Gas Safe Registered Installer. Full details are provided in this manual.  
Hearth Products Ltd. Unit 14 Tollgate Industrial Estate, Stafford, ST16 3SU**



## User Replaceable Parts

Part Number	Description
P-XX1211	Ceramic Log Set Complete (Excludes Volcanic Rock & Bark)
P-XX1212	Volcanic Rock Pack
P-XX1213	Ceramic Bark Pack
P-XX1380	Glass Panel (Silk Screened)

To order spare parts for your appliance visit [www.hearthproducts.co.uk/spareshop](http://www.hearthproducts.co.uk/spareshop) or call us directly on 01785 225401

It is important to note that the above spares are user serviceable components that can be changed by the customer. The spares shop also features other components which may have to be installed by a Gas Safe engineer. If in doubt please contact us directly.



**Hearth Products Ltd**  
**Unit 14 Tollgate Industrial Estate,**  
**Stafford, ST16 3SU**

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Due to our policy of continual product improvement, some diagrams and small details may not be accurate however if there is any concern or matter of understanding that you feel needs to be clarified please contact us directly. Our contact details are shown below.