



Instruction Manual

Tamarin



This product is only suitable for well insulated spaces or occasional use.

To be left with the customer after demonstrating the features of the Solution Tamarin 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 It should be noted that the requirements and this publication may be superseded during the life of the Fireplace - please refer to www.solutionfires.co.uk for up-to-date instructions.




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.
- Do not use outdoors.
- **WARNING:** In order to avoid overheating, do not cover the heater.
- 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 located above the window of the appliance. 
- Do not place material or garments over the front of the appliance as this could cause overheating and a fire risk.
- In the event of a fault unplug the heater.
- Unplug the appliance when not required for long periods.
- This appliance can be used by persons if they have been given instruction concerning use of the appliance in a safe way or are supervised and understand the hazards involved.
- 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 or knowledge if they have been given instruction or supervision concerning use of the appliance in a safe way and understand the hazards involved.
- Children shall not play with the appliance. Cleaning and user maintenance shall not be carried out by children without adequate supervision.
- Children of less than 3 years should be kept away from the appliance unless continuously supervised.
- Children aged from 3 years and less than 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 or supervision concerning use of the appliance in a safe way and understand the hazards involved.
- Children aged from 3 years and less than 8 years shall not plug in, regulate or clean the appliance or perform user maintenance on the appliance.
- If the supply cord is damaged, switch off the mains power at the wall socket immediately.
- **WARNING:** 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.
- **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.
- 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.
- 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 220-240VAC 50-60Hz supply.
- If the supply cord is damaged, it must be replaced by the manufacturer, its agent or a similarly qualified person in order to avoid a hazard.

- 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 operating. 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.
- 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.

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
- Top Wall bracket
- Bottom Wall bracket
- Long Screw
- Short Screw
- Wall Anchors
- Remote control handset and batteries
- Logs
- Crystals
- Flakes
- Instruction Manual

Technical Data

Voltage	220-240V AC ~50-60 Hz
Max Power	1700-2000W
Gross Weight (kgs)	31kg
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.

Installation & Operating Instructions

Installation Requirements

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

1. Read these instructions thoroughly.
2. You will need the suitable tools (e.g. screwdrivers, spirit level, tape measure, hammer, drill, 2mm pilot drill bit & 8mm drill bit (the 8mm drill bit may need to be a masonry bit)). Supplied parts are only for sound masonry. It is the responsibility of the installer to ensure the fixings used are suitable for the structure on which the fire is being mounted.
3. Select a location that is not prone to moisture.
4. A 13 amp, 240 Volt socket or switched, fused spur capable of accommodating a maximum load of 2050 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. Ensure that the circuit and associated breaker are sized for the connected load.
5. This product has been designed to be installed into a plaster board.
6. Please seek advice from a professional, with reference to the structural integrity of the installation site.
7. It is also important to ensure that the product has a minimum internal clearance directly above and below the product of 100mm, this is to ensure that the product can circulate the required airflow for the heater unit.
8. The product should never be sealed into an opening with the use of silicones or adhesives as this can also alter the airflow and hinder any further servicing of the product.
9. DO NOT SCREW ANY FIXINGS INTO THE BODY OF THE FIRE TO MOUNT ANY FURNITURE OR OTHER PARTS NOT SUPPLIED WITH THE FIRE.

NOTE: This product must be installed correctly, failure to do so may result in injury, electric shock to the user or damage to your product and your Property.

Installing Product:

Unpacking & Testing

1. 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 earthed socket.
2. Your product is supplied with one or more wall mounting brackets.
3. Establish the desired finished height from floor level to the bottom of the plaster kit of the product.
4. Fix the wall bracket to the wall ensuring to use the correct hardware fixings (not provided) given the wall construction, plaster board or solid wall.

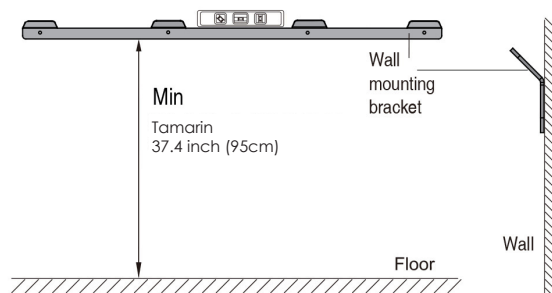


Fig.1

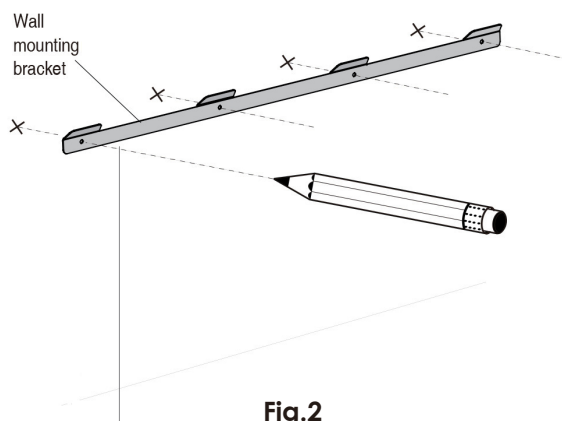


Fig.2

The fire is designed to be permanently fixed to a wall at a suitable height, the wall bracket must be fitted horizontally and the cable routed to the bottom right of the fire. A height of 60cm from the floor to the bottom of the bracket is suggested. You will need to calculate the height of the bracket if the fire is being fitted into a suite or purpose-made chimney breast. **See following page for further frame fitting instructions.**

Installation Instructions

Installation - Continued

5. Put the bracket aside and drill four holes in the wall with a depth of 1 3/8 inch (35mm) using a 7/25 inch (7 mm) drill bit. Insert the Wall Anchors into the holes by using a hammer. It is the responsibility of the installer to ensure the fixings are suitable for the structure to which the fire is to be fitted. The fixings supplied are for sound masonry walls.

6. Secure the Top Wall Bracket to the wall by fastening provided Long Screws into the wall anchors.

Fig.3

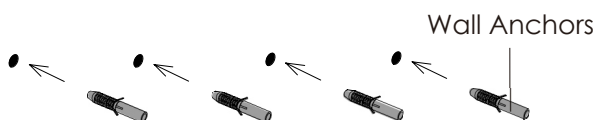
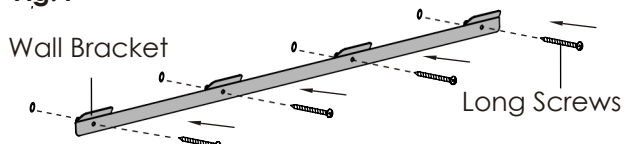


Fig.4



NOTE: Do not install while the power is on until it is properly fixed to the wall and the instructions have been read fully. Ensure the minimum distances are observed.

7. Ensure the Top Wall Bracket is secured into the Wall Anchors. Align the slots on back panel with the hooks on Wall Bracket. Make sure the Top Bracket is inserted into the four Slots on Back Panel. Lift the product and let it sit on the bracket freely.

Fig.5

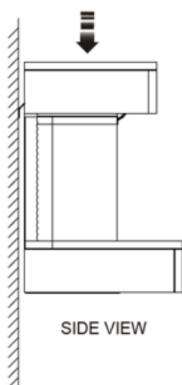
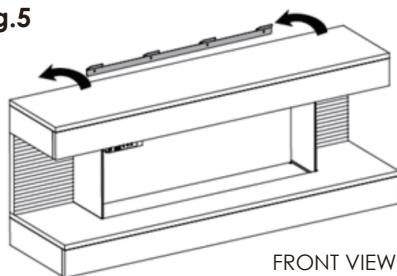
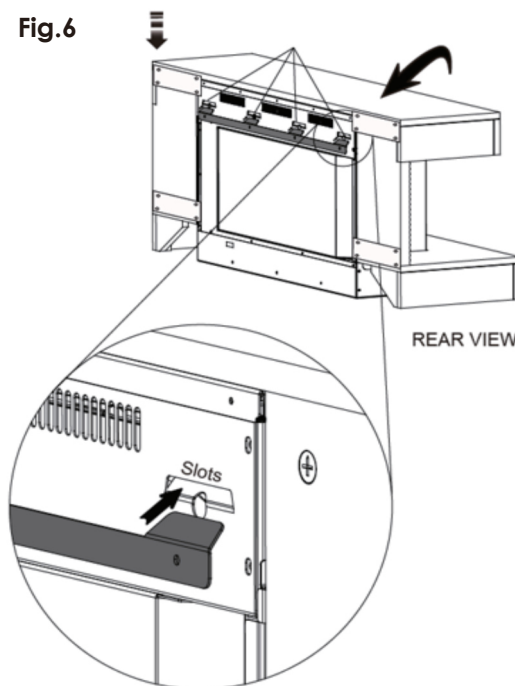


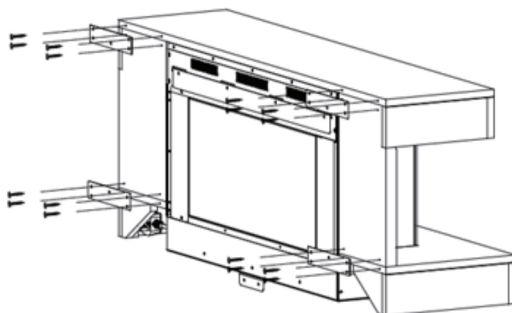
Fig.6



Painting Side Panels

It is possible to remove and spray the side panels to suit your own tastes. See below to see how to remove and replace the side panels for spraying.

Fig.7



Note: Ensure all power is off during the installation process.

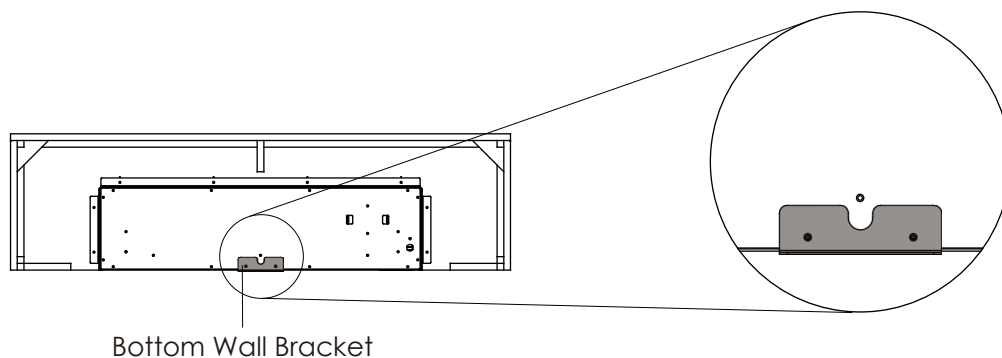
Installation Instructions

Installation - Continued

It is the responsibility of the installer to ensure the fixings are suitable for the structure to which the fire is to be fitted. The fixings supplied are for sound masonry walls.

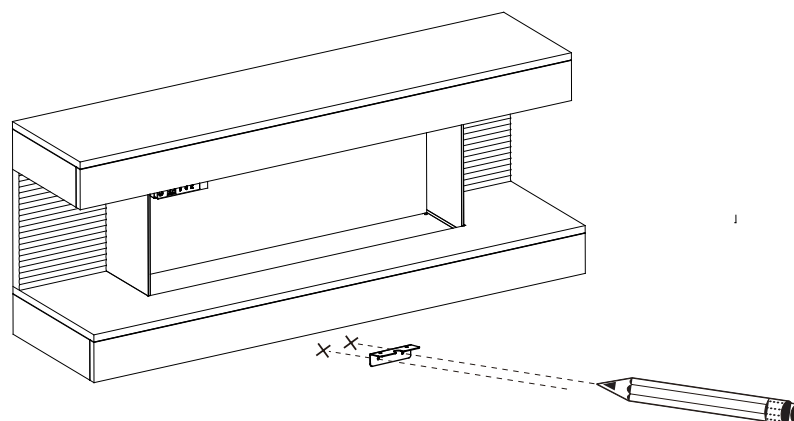
Put provided Bottom Wall Bracket aligning to the holes on bottom Panel.

Fig.8



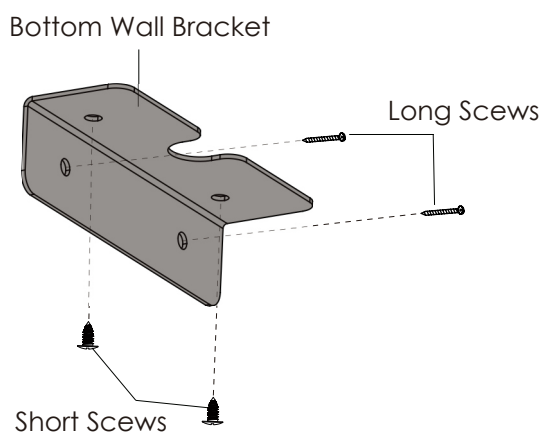
Use a pencil and mark other two holes on the wall.

Fig.9



Drill holes on the wall, insert provided wall anchors.

Fig.10



Secure the bracket with provided screws (Two long screws to wall anchors and two short screws to the bottom panel).

NOTE: If the distance between fireplace bottom and floor less than 30 cm, secure the Bottom Wall Bracket to the fireplace before hanging.

Installation Instructions

Log Installation

- Remove the top two screws, remove two glass fixtures.
- Take out the front glass.

Fig.11

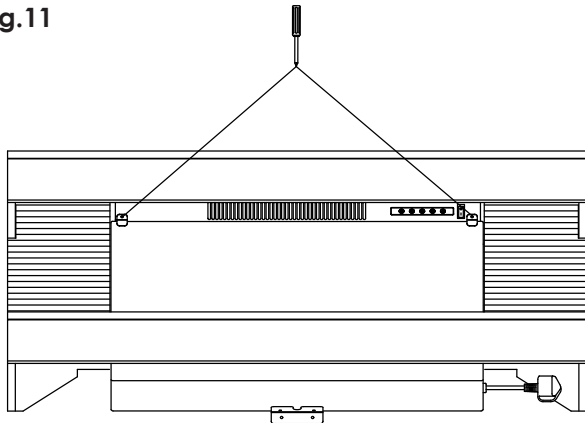
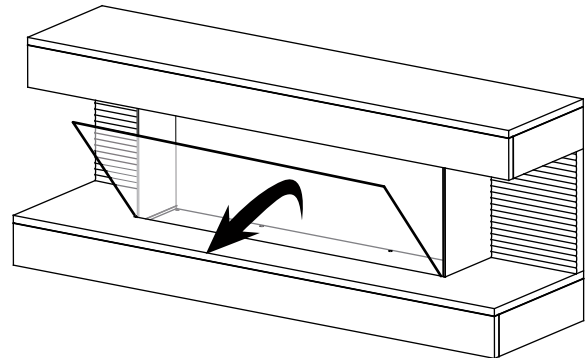


Fig.12



- Carefully unpack the logs and check for breakages. If any are broken, please contact your retailer for replacement(s).
- Place log 1 centrally towards the rear of the fuel bed
- Then position logs 2, 3, 4 and 5 as shown in the image below.
- Now scatter the crystals between the logs as desired.
- Finally, lay the ash flakes randomly to complete the effect

Fig.13

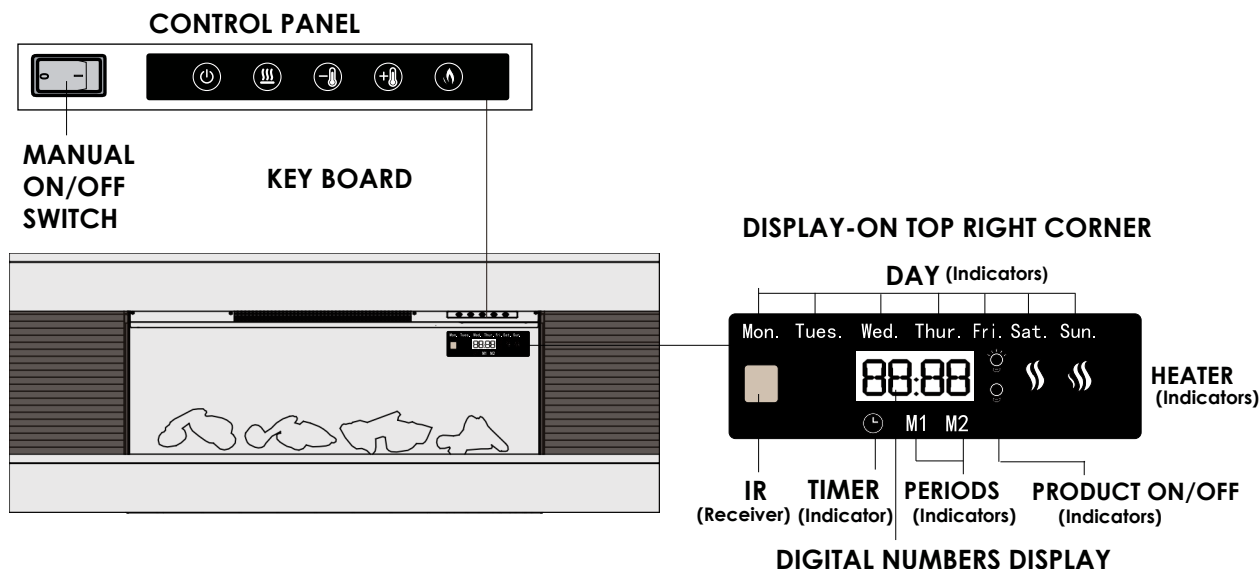


Warning: Keep the crystals and flakes out of reach of children. They are not Toys. Small parts can be dangerous to children.

Warning: Do not burn wood or other material in this fireplace.

Operation Instructions

Fig.14

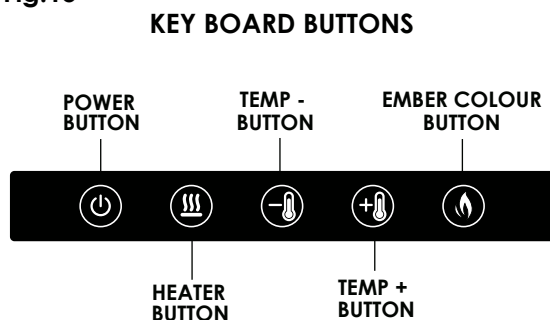


! NOTE: The unit can be operated on the manual control panel and with the supplied remote control. For the unit to operate, the manual ON/OFF switch, located on the leftside of the control panel must be switched to the "I" position.

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

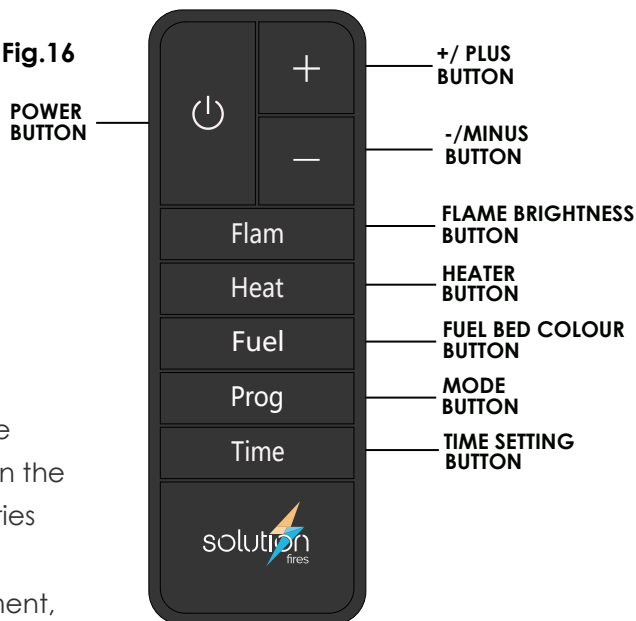
Remote Control Buttons and Display

Fig.15



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

Fig.16



Operation Continued

NOTE: The functions below can be controlled either by the keyboard or remote control. Before using either 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. The current room temperature in the vicinity of the fireplace will be shown on the display. Press the Power button again to turn off all functions.

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

Target Temperature Settings OR on Handset

Adjust the target temperature to the desired setting (15° to 30°C Range) using the +/PLUS & -/MINUS - See Fig.18

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

Flame Brightness Button - "Flam" Button on Handset

The brightness setting of the Flame Picture can also be adjusted by pressing the Brightness button to select from the following levels-see Fig. 17

H - High Setting

C - Intermediate/Central Setting

L - Low Setting

NOTE: The flame picture brightness can be adjusted using only the remote.

Heat or Heat on Handset

Press the Heater button to select Full Heat (2000W) - H2 with the red flame symbol will be displayed - see Fig.19

Press the Heater button again to select Half Heat (1000W) - H1 with the orange flame symbol will be displayed - see Fig.20

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.

Fig. 17



Fig.18

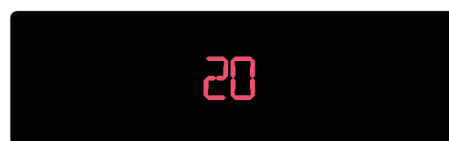


Fig.19



Fig.20



Operation Continued

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, the digital display will show **ECO**. 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. See Fig. 21

Fig.21

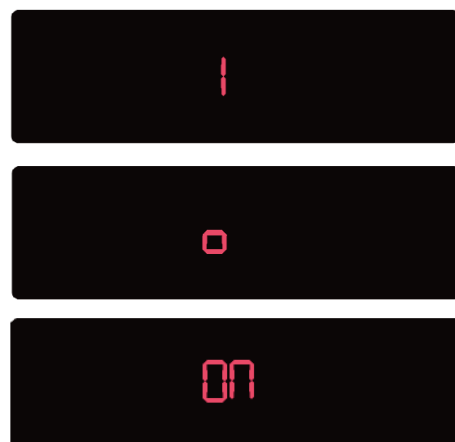


Fuel Bed Colour or "FUEL" Button on handset

By pressing the Fuel Bed Colour button, you can select 8 different options for the Fuel Bed as follows: (See Fig.22)

- 1-OFF
- 2-Red
- 3-Sky Blue
- 4-Orange
- 5-Blue
- 6-Purple
- 7-Green
- 8-Cycle from 2 to 7

Fig. 22



NOTE: The last theme 8 is a programme where the unit cycles through a variety of colours. Pressing the Fuel Bed Colour BUTTON in the display and holds the unit on the preferred colour, indicated by a solid circle. Use the same Fuel Bed Colour BUTTON to restart cycling, When the unit is cycling through the colours, a rotating circle will be displayed.

NOTE: You can turn off and on the down lights of your fire by holding down the FUEL BED COLOUR button for more than 3 seconds. The display will show the word "on" when the downlight is switched on.

Operation Continued - Remote Control

Setting the Time & Day (24 Hour Clock)

1. Press the Power button to turn the unit on.
2. Press & hold the Time Setting button for two seconds to display the time & day - see Fig 23 (no numbers shown as time not set).
3. Press the Time Setting button & the day you are setting will flash - see Fig 24.
4. Adjust the day setting using the + / PLUS & - / MINUS
5. Press the Time Setting button & the hour you are setting will flash. Adjust the hour setting using the + / PLUS & - / MINUS buttons .
6. Press the Time Setting button & the minute you are setting will flash. Adjust the minute setting using the + / PLUS & - / MINUS buttons.
7. Press the Time Setting button to set the time & exit the time/date set-up.

Setting the Weekly Timer

The Timer allows for two ON/OFF periods (M1/M2) for each day of the week and the timer can be set using the following procedure:

1. Press the Power button to turn the unit on.
2. Press & hold the Prog for two seconds to enter the timer settings. The settings for the 1st ON/OFF period (M1) for Monday will be shown with the 1st ON time & hour setting f lashing - see Fig 25. The green "on" light bulb signifies that you are setting the on time.
3. Adjust the hour setting using the + / PLUS & - / MINUS buttons and press the Time Setting button to select the minute setting. With the minute setting flashing, adjust the minute setting using the + / PLUS & - / MINUS buttons.
4. Press the Time Setting button & the display will move to the 1st OFF time setting - see Fig 26 .The red "off" light bulb signifies that you are setting the off time.
5. Repeat steps 2 & 3 to set the 1st OFF time.
6. Press the Time Setting button & the display will move to the 2nd ON/OFF period (M2) with the 2nd ON time setting displayed.
7. Repeat steps 2 to 5 to set the 2nd ON/OFF period - see Fig 27.
8. Press the Time Setting button & the display will move to the 1st ON/OFF period (M1) for Tuesday with the 1st ON time setting displayed.
9. Repeat steps 2 to 8 for Tuesday's settings and repeat this process for Wednesday to Sunday's settings.
10. Having confirmed Sunday's settings, exit the timer settings by not using the remote for 10 seconds and the unit will default into normal operating mode.

To activate the timer settings, press the Timer Mode button until the timer symbol is displayed on the screen - see Fig 28.

Fig. 23



Fig. 24



Fig. 25



Fig. 26



Fig. 27

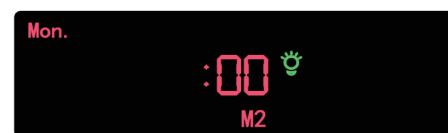


Fig. 28



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.

Technical Parameters

Information requirements for electric local space heaters

Model identifier(s): Tamarin					
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}	2.0	kW	manual heat charge control, with integrated thermostat	[no]
Minimum heat output (indicative)	P_{min}	1.0	kW	manual heat charge control with room and/or outdoor temperature feedback	[no]
Maximum continuous heat output	$P_{max,c}$	2.0	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}	0.45	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	[yes]
				with adaptive start control	[no]
				with working time limitation	[no]
				with black bulb sensor	[no]
Contact details	Capital Fireplaces Ltd, Units 12-17 Henlow Trading Est, Henlow, Bedfordshire SG16 6DS				

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 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. 29

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

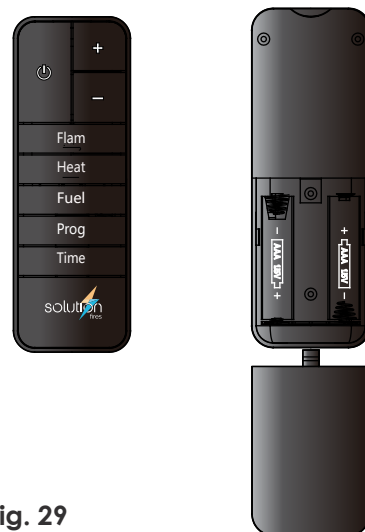


Fig. 29

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 and red light behind screen illuminates.
- 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 under 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.

- Please refer to your retailer if your fire is not operating correctly after re-reading these instructions.

The fuel bed 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 three 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. Flame Effect - To ensure you experience a slow and relaxed flame effect speed, the electric motor provides its drive via an internal gearbox that will emit a faint gear noise.

3. 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.
- 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.

Correct Disposal Of This Product

This marking indicates that this product should not be disposed with other household wastes throughout the UK and 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 below.

Alternatively please visit www.solutionfires.co.uk/warranty/



www.solutionfires.co.uk
info@solutionfires.co.uk

Capital Fireplaces,
Units 12-17 Henlow Trading Est,
Henlow, Bedfordshire SG16 6DS