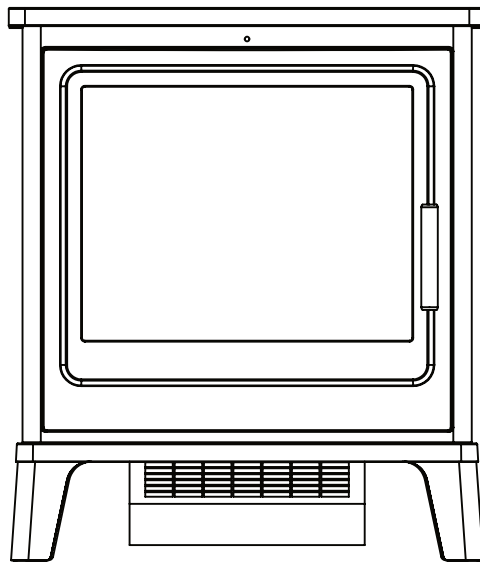




Instruction Manual

TrueFlame Mulberry Stove



**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 electric stove.

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 It should be noted that the requirements and this publication may be superseded during the life of the Stove - please refer to www.solutionfires.co.uk for up-to-date instructions.



The product complies with 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 the EEC Directives 2006/95/EC and 2014/108/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 under 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 positioned 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.



Important Safety advice continued:

- 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.
- The 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.
- The supply cord must be placed on the right hand side or behind the heater, away from the heat outlet underneath the appliance.
- **CAUTION:** Although this appliance complies with safety standards, we do not recommend its use on deep pile carpets or on long hair type of rugs.

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 with moulded 13 Amp plug.
- Remote control hand-set and batteries.
- Instruction Manual.
- 4x bags of crystals.
- 1x bag of Flakes.
- 1x Magnetic Flue Collar.

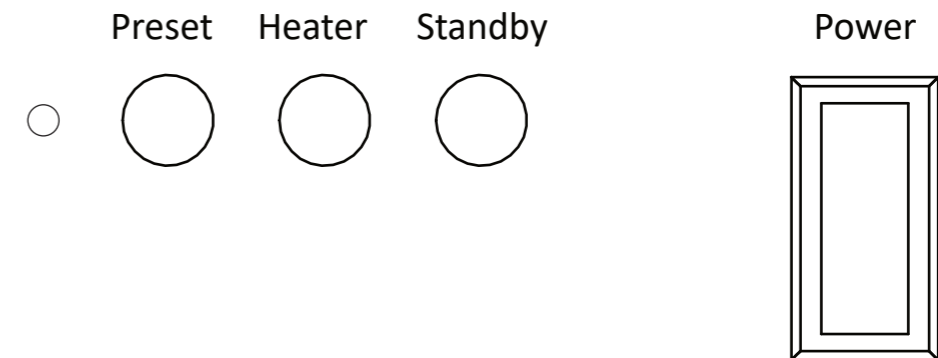
General Notes:

- Use care when unpacking the appliance and retain the packaging for possible future use, in the event of moving or returning the fire to your supplier.
- This model is designed to be free standing and is normally positioned against a wall.
- This model incorporates a flame effect, which can be used with or without heating, so that it may be enjoyed at any time of the year. The flame effect on its own requires little electricity.
- The built-in fan heater provides a 2kW heat output and is located at the bottom of the unit.
- Before connecting the heater check that the intended socket provides 13 amps, 240 volts, and is capable of accommodating a maximum load of 2050 watts. The socket must be accessible at all times and must not be placed directly behind the unit.
- Within the box can be found a choice of crystals. These can be placed on top of the fuel bed, as required.
- **PLEASE NOTE:** When used in a very quiet environment, it may be possible to hear a sound which is related to the operation of the fuel bed effect. This is normal and should not be a cause for concern.

Operating Instructions

Manual Control:

This appliance can be operated manually using the controls situated inside the door, below the fuel bed.

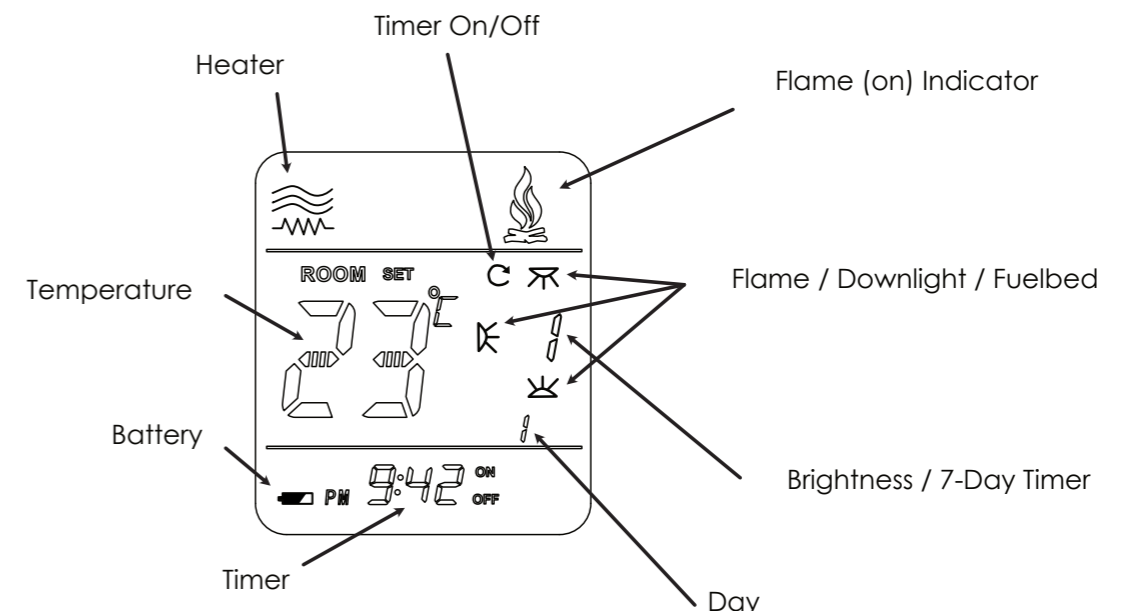


- **POWER ON/OFF SWITCH:** This rocker switch, located on the right hand side of the controls, is used to switch the mains supply to the appliance on or off. When the switch is in the ON position a red indicator light will show above the door. This needs to be in the ON position for both manual and remote operation.
- **PRESET:** This button will cycle through a selection of flame effects.
- **HEATER:** This button will switch the heater on and off. Please note that the heater will heat the room independently of the set temperature until switched off, either by the on board controls or with the remote. When the heater switches off the fan will continue to run for 15 seconds to cool the appliance.
- **STANDBY:** Used to switch the appliance ON or OFF (standby mode).

Remote control:

Remove the battery cover by sliding completely down and insert 2 x AAA batteries, ensuring the batteries are fitted correctly. Refit the cover by sliding back up to the original position. Please ensure old batteries are disposed of responsibly at your local recycling point

Ensure that the ON / OFF Power Switch on the fire is in the ON position.



Operating Instructions

Remote Control Buttons

Power:

Press the power button to turn the fire on or to put in standby.

Heat up and down: +/-

Press the **+** button to increase the target temperature.
Press the **-** button to decrease the target temperature.
These buttons are also used to adjust the time and 7-day timer.

Confirm setting: >

Press the **>** button to confirm and move between settings on the 7-day timer.

Heater On/Off: Heat

Press the **Heat** button to turn the heat on and off.

Flame Effect: Flam

Press the **Flam** button to cycle through the flame effects.
(log flame and electric flame)

Fuelbed and Downlight brightness: Dim

Pressing the **Dim** button will cycle through the brightness settings for the Fuelbed and Downlight, from levels: High, Medium, Low, and Off.

Fuelbed colour: Fuel

Pressing the **Fuel** button will cycle through the colour settings for the Fuelbed, from colours: Amber, Orange, Red.

Downlight brightness: D Lt

Pressing the **D Lt** button will cycle through the brightness settings for the Downlight only, from levels: High, Medium, Low, and Off.

Time setting: Time

Press and hold the **Time** button for 3 seconds will allow setting the time.

7 day timer settings: 7-day

Press the **7-Day** button to activate and deactivate the 7-day timer. Press and hold to adjust the timer.

NOTE: As an additional safety feature, the heater will turn off after 12 hours continuous operation.

Pairing your remote:

- Check your remote has working batteries then place your remote near the fire.
- Press and hold the **Standby** button on the fire for **3 seconds**. After 3 seconds it will beep once. release the button; your remote is now paired.
- **NOTE:** Up to 16 remotes can be paired with a single fire.

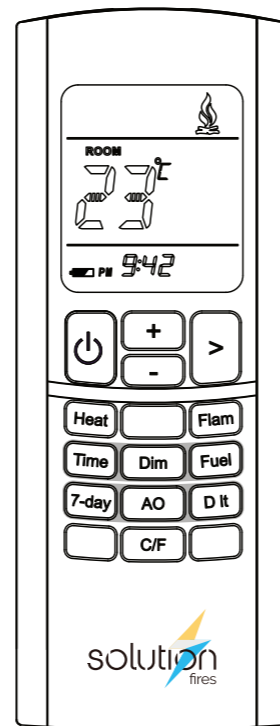
Un-pairing your remote:

- Press and hold the **Preset** button on the fire for **3 seconds**, the fire will beep after 3 seconds.
- All remotes paired with the fire are now unpaired.

Open Window Detection (deactivated by default):

To reduce energy wastage, this appliance will turn off the heater if an open door or window is detected. Heat can be restarted by pressing the **Heat** button.

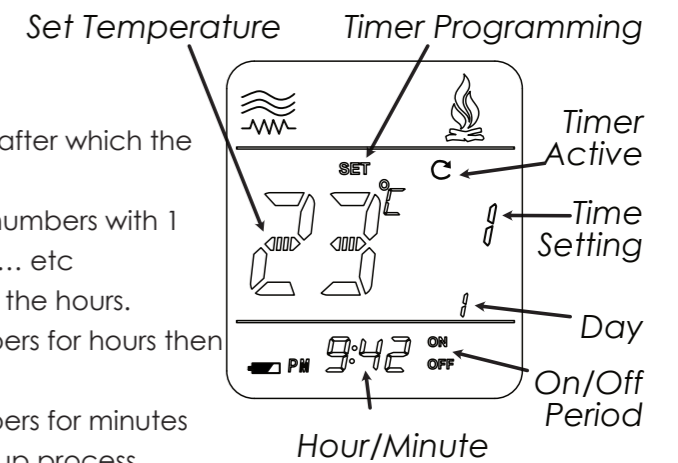
To activate/deactivate this function, press and hold **Heat** button on the appliance for 5s.



Operating Instructions

Setting the time

1. Press and hold the **Time** button for 3 seconds, after which the "day" number on screen will flash.
2. Use the +/- buttons to cycle through the day numbers with 1 representing Monday, 2 representing Tuesday... etc
3. Press **>** to confirm and move on to adjusting the hours.
4. Use the +/- buttons to cycle through the numbers for hours then press **>** to confirm and adjust the minutes.
5. Use the +/- buttons to cycle through the numbers for minutes then press **>** to confirm and exit the time setup process.



Setting the 7-Day timer

The 7-Day timer can be used to set 2 periods of activity per day. Each period has an "On" and "Off" time setting. The timer will not allow timed periods to span across days. The "OFF" time cannot be set before the "ON" time.

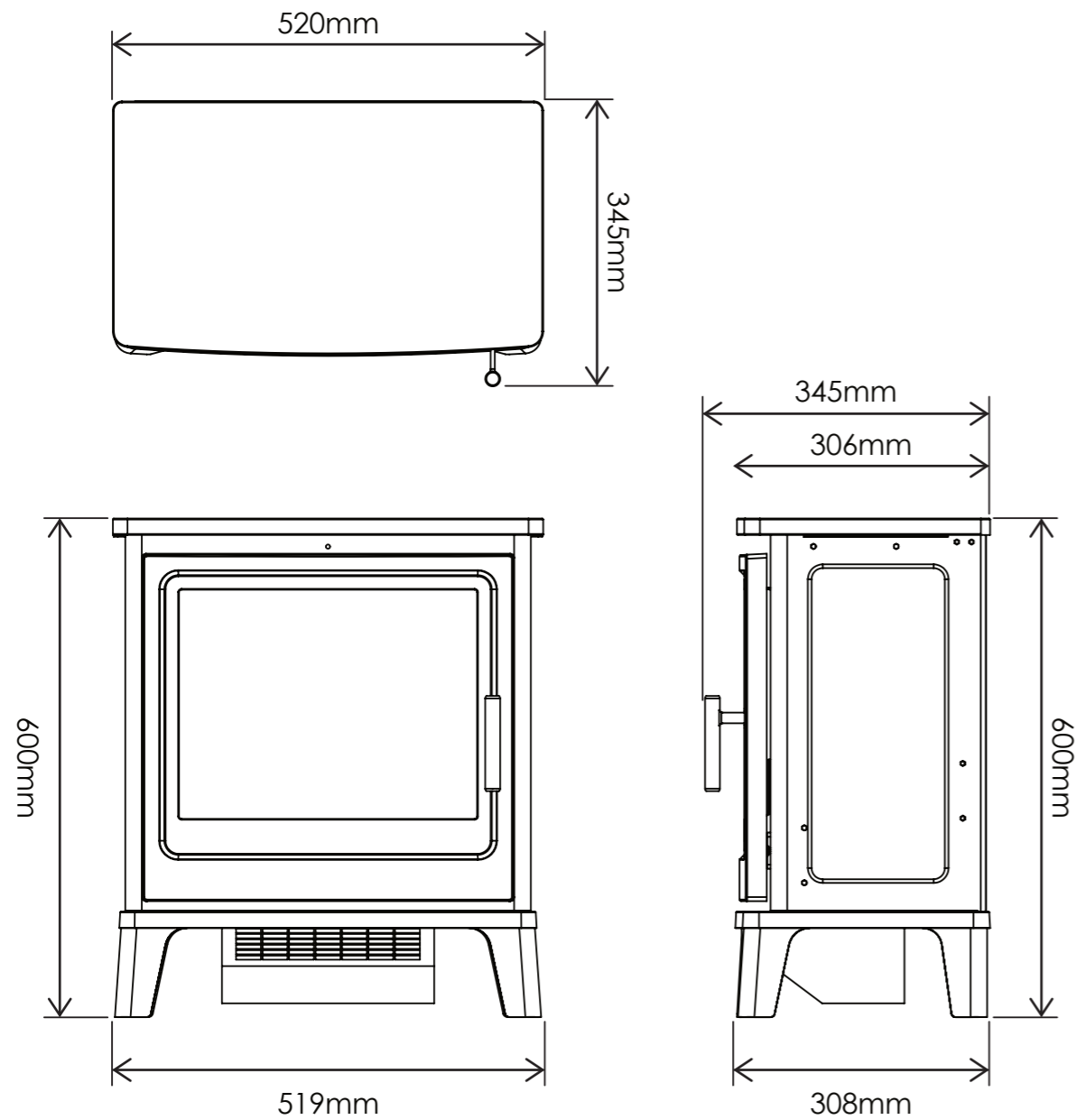
When the **C** is shown on the screen, the timer is active.

1. Press and hold the **'7-Day'** button for 3 seconds to set the first "ON" time of the 7 day timer, the *period* number will show "1".
2. The *Day* number will flash, use the **+** or **-** buttons to adjust the day, pressing the **>** button to accept and move to the next setting.
3. The *Hours* will now flash. Adjust with the **+** and **-** buttons then press **>** to accept.
4. The *minutes* will now flash. Adjust with the **+** and **-** buttons then press **>** to accept.
5. The *Set Temperature* will now show "00" indicating that the heater function is disabled. To enable the heater, adjust the *Set Temperature* to the desired level of heating with the **+** and **-** buttons then press **>** to accept.
6. You will now be prompted to set the "Off" time for the first period. The *period* number will show "2".
7. Adjust the *hours*, *minutes* and *Set Temperature* as in step 3 to 5, for "Off" times you can leave the *Set Temperature* setting as "00".
8. This will complete the first On/Off period. The *period* number will now show "3".
9. The second period can now be set using steps 3 through 5 with *time setting* numbers showing as "3" and "4". If this period is not required use the **>** button to skip through each setting until the *Day* number on the screen changes to "2".
10. Repeat steps 2 through 9 for each day required.
11. When finished, leave the handset for 20 seconds to accept the program.

To reset the 7-Day timer settings, press and hold the **'7-Day'** button for 3 seconds to enter programming mode, then press and hold the **'7-Day'** button for 3 seconds again to reset the program.

The 7-Day program can be activated and deactivated by pressing the **'7-Day'** button the *timer active* symbol **C** will show when the timer is set to active.

Product Specification



Technical Parameters

Information requirements for electric local space heaters

Model identifier(s): S72 Stove					
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	[N/A]
Minimum heat output (indicative)	P_{min}	2.0	kW	manual heat charge control with room and/or outdoor temperature feedback	[N/A]
Maximum continuous heat output	$P_{max,c}$	2.0	kW	electronic heat charge control with room and/or outdoor temperature feedback	[N/A]
Auxiliary electricity consumption				fan assisted heat output	[N/A]
At nominal heat output	eI_{max}	0.0	kW	Type of heat output/room temperature control (select one)	
At minimum heat output	eI_{min}	0.0	kW	single stage heat output and no room temperature control	[no]
In standby mode	eI_{sb}	0.0005	kW	Two or more manual stages, no room temperature control	[no]
				with mechanic thermostat room temperature control	[no]
				with electronic room temperature control	[yes]
				electronic room temperature control plus day timer	[Yes]
				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	[no]
				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				

Voltage	220-240V AC ~50-60 Hz
Max Power	1700-2000W
No Heater	10W
Heater Motor	12W
Net Weight (kgs)	28Kg
Efficiency Rating	A

Cleaning

NOTE: Allow the fire to completely cool before cleaning it.

1. Switch off and unplug from the power supply before cleaning.
2. Using a soft, dry cloth, carefully clean the exterior surface of the product.
3. Do not allow water or other liquids to run into the interior of the product, as this is a hazard.
4. Lightly run a vacuum cleaner nozzle over the grills along the control panel to remove any dust or dirt that may have accumulated inside or on the unit.

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

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 heater has cooled. If the cut-out continues to operate intermittently, the heater should be switched off and a service agent contacted.

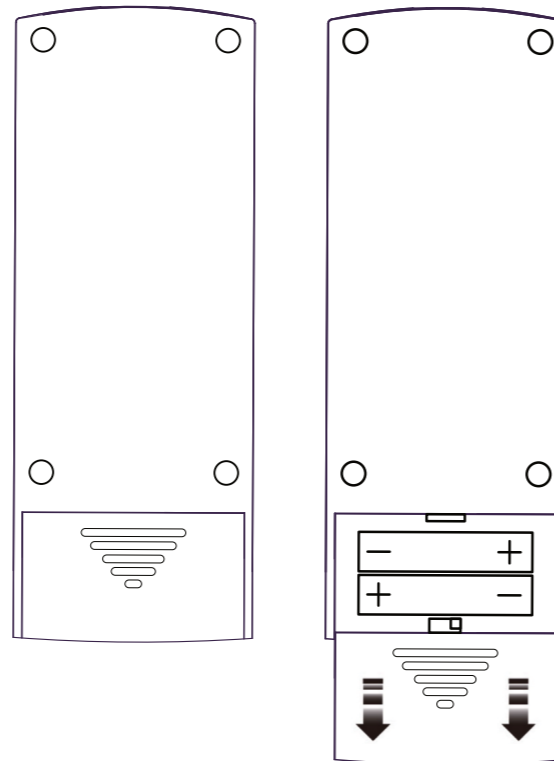
Light Emitting Diode

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

Battery Replacement Remote Control

Battery information - see Fig. 35

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



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:

- Check main power on/off switch is on and the indicator above the door illuminates.
- Check 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 few 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 when the heater is used. Excessive dust and fluff is a fire risk and should be eliminated by following the service and maintenance steps on page 12.
- If smell continues, please refer to your retailer.

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 which has been reached. This behaviour is normal.
- 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 or debris in the vent grilles, 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 your retailer.
- As an additional safety feature, the heater will turn off after 12 hours continuous operation in case it has been left on by mistake.

Stove fire sounds

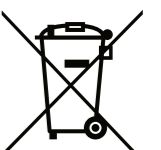
- Your fire will make some sounds during normal operation. There are three sources of sound:
 1. **Switch/thermostat** - During operation they will make quiet clicking sounds and will occur when your heater fan and heating elements are switched on or off.
 2. **Fuelbed Effect** - To ensure you experience a realistic, flickering fuelbed effect, the electric motor provides its drive via an internal gearbox that will emit a very 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 remote handset. It may be necessary to set a higher target temperature in some instances. In some cases it may be more suitable to turn on the heating element(s) without setting a target temperature – see heater instructions.

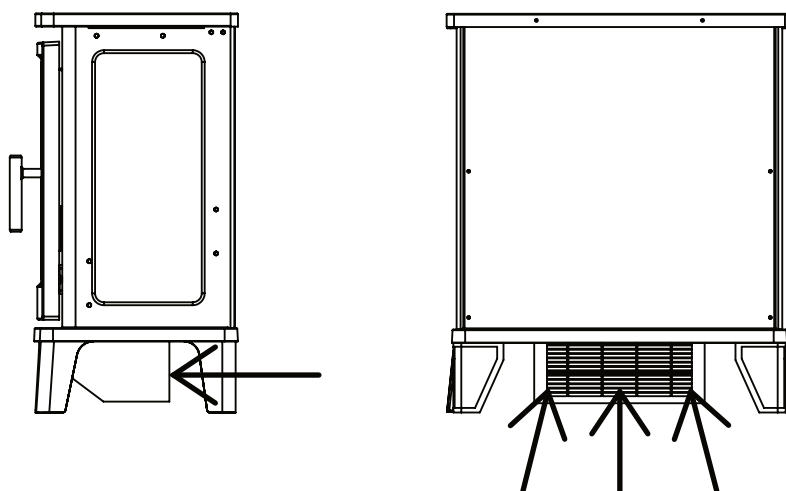
Correct Disposal Of This Product

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.



Servicing and Maintenance

- There are no user-serviceable components to this appliance – do not attempt to service the appliance. If there are issues that cannot be resolved with your appliance, then please contact your retailer.
- Hard floor covering in particular, but all floor covering 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. (See image below)
- Use only a clean dry duster to clean the surfaces of the appliance. DO NOT use water, abrasive cleaners, steam or other household industrial products or cleaners.



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/



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Henlow Camp, Bedfordshire, SG16 6DS. UK.