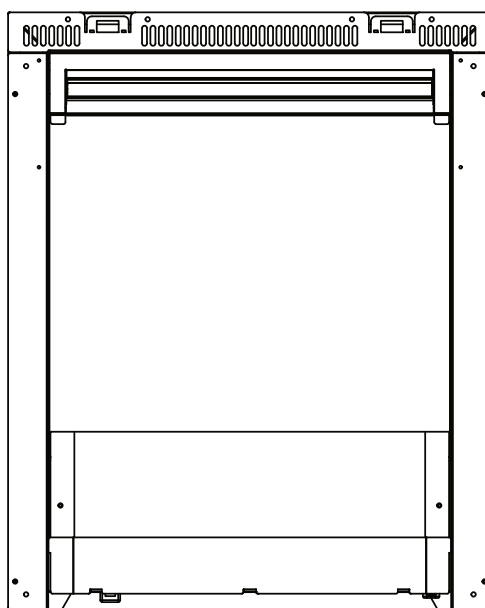




Instruction Manual TrueFlame 16 3DX



**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 It should be noted that the requirements and this publication may be superseded during the life of the appliance.

Please refer to www.solutionfires.co.uk for up-to-date instructions.



This product complies with the conformity requirements of the applicable European Safety Standards or Directives. This product complies with the conformity requirements of the applicable UK Regulations.



Table of Contents

Important Safety Advice	3
Installation and Operating Instructions	5
Installation Instructions	6
Frame Installation Instructions	7
Product Dimensions	9
Technical Data	9
Technical Parameters	10
Operation Instructions	11
Operation Instructions	12
Adjusting the Weekly Timer	13
Cleaning	14
Thermal Safety Cut-Out	14
Light Emitting Diode	14
Service & Maintenance	14
Remote Control Battery Replacement	14
Troubleshooting	15
Correct Disposal Of This Product	16

NOTE: 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 reduce energy wastage, the heater will automatically switch to low power mode after 3 hours of continuous use. The heater will automatically switch off after 9 hours of continuous use.

The heater can be switched back on using the 'Heat' button.

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.

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 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 choice of 1kW or 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.
- **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 flame effect. This is normal and should not be a cause for concern.

Installation and Operating Instructions

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.
- Stability fixing system.

Installation Requirements:

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

1. Read the whole instruction manual thoroughly.
2. You must select a suitable location that is not prone to moisture.
3. Open chimney/flue must be blocked off to prevent downdrafts, chimney draw and dust or debris interfering with the heater.
4. Chamber opening dimensions:
MIN. 410mm (W) x 565mm (H) x 75mm (D)
MAX. 440mm (W) x 580mm (H) x NO MAX. DEPTH
3. An 13A, 240V socket, capable of accommodating a load of 2050 watts must be available close to the appliance. The socket must be accessible at all times and must not be positioned behind the unit.
4. You will need suitable tools and protective equipment.
5. You will need suitable wall plugs for the stability system eyelet.

CAUTION: DO NOT INSTALL THE APPLIANCE ON CARPET OR SIMILAR SURFACES WHICH MAY RESTRICT AIR CIRCULATION.

Unpacking and Testing:

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

Installation Instructions

1. Centrally and in-line with the top of the fireplace opening, drill and plug a hole and fit the eyelet (supplied) in the rear wall of the chamber. Ensure the fittings you use are suitable for the structure into which you are fitting the eyelet. (Fig. 1)
2. Stick the provided foam gasket on the back of the flanges. (Fig. 2)
3. Position the appliance in front of the fireplace opening and connect the power cables, ensuring no power cables are pinched or trapped. The trailing socket can be located to the left of right of the appliance.
4. Thread the steel cable of the stability system through the right hand hole (1), in the front of the appliance.
5. Loop the steel cable through the eyelet (2) and bring the loose end back through the hole on the opposite side (3) in the front of the appliance.
6. Then thread back through the hole (4) so the cable is poking out the front of the fire.
7. Without damaging the surface on which the appliance is to be fitted, move the appliance into position while gently pulling the steel cable. Do not pull the cable too tightly; the stability system is a safety feature to prevent the fire falling forwards.
8. Pull the cable and insert the into the next hole (5). Cut off any excess cable length with wire cutters if necessary, leaving enough to enable possible future removal if required.

Fig.1

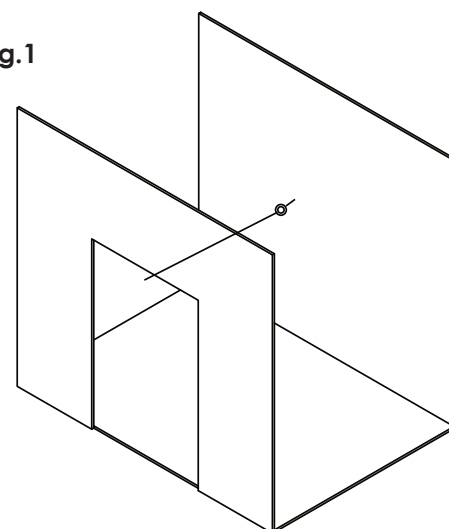
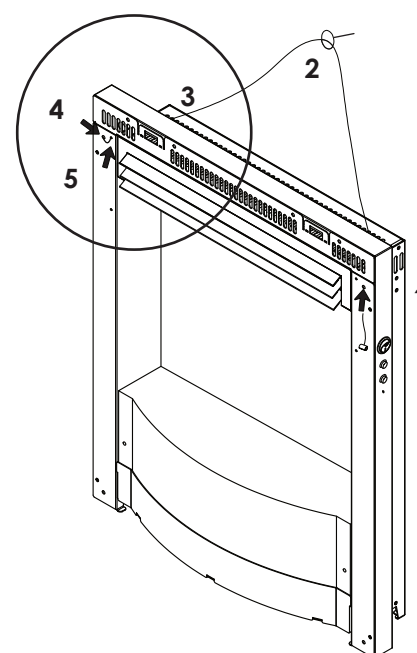
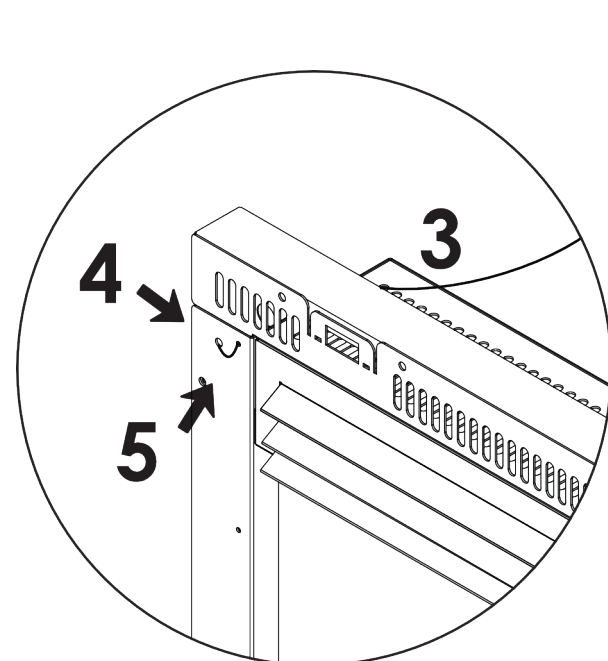
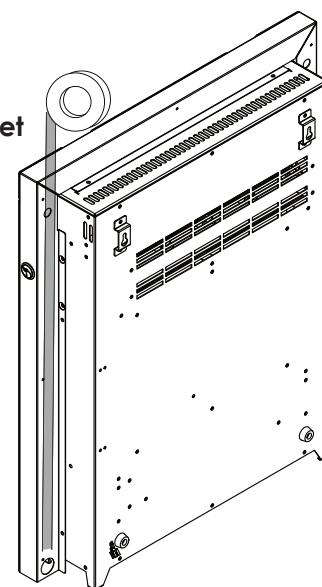


Fig.2
Foam Gasket



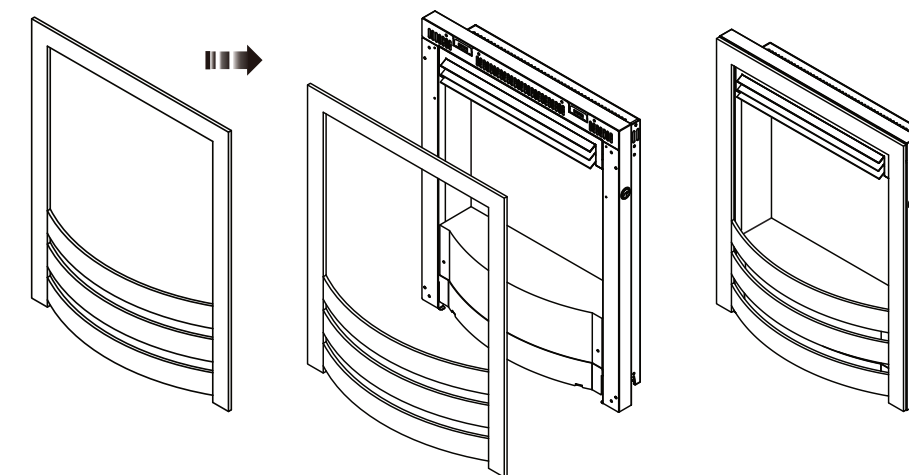
Frame Installation Instructions

Capital Fires provide alternative Frames for the appliance. Fitting methods are shown below.

Pressed Steel Trim With Fret:

1. Unpack the frame from its packaging.
2. Put the frame towards the appliance. Magnets are on the back of the frame to hold the frame in place.
3. Line up the frame and appliance by slightly moving to left or right. (Fig. 3)

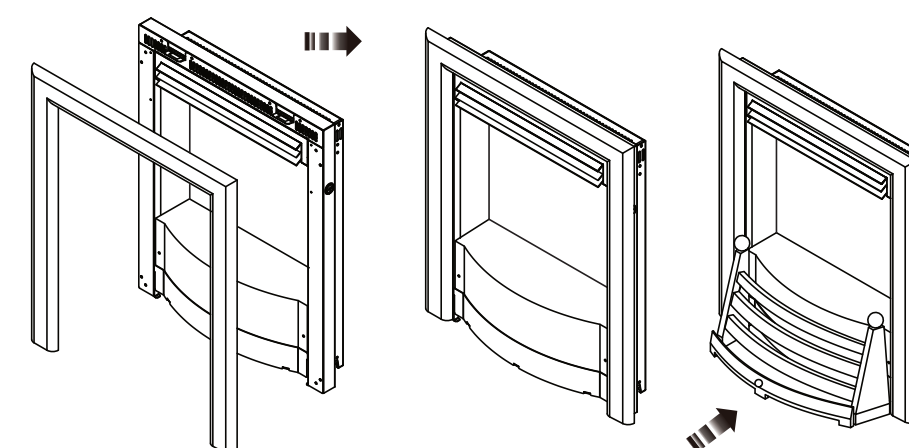
Fig.3



Trim and Fret:

1. Unpack the frame from its packaging.
2. Put the frame towards the appliance. Magnets are on the back of the frame to hold the frame in place.
3. Line up the frame and appliance by slightly moving to left or right. (Fig. 4)
4. Place the fret in front of the appliance. (Fig. 5)
5. Put the ash pan cover in place. (Fig. 6)

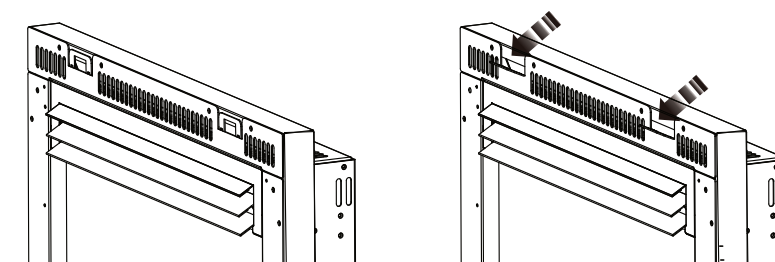
Fig.4



Cast Iron Fire Frame:

1. Unpack the frame from its packaging.
2. Bend the two tabs at the top of the fire forwards to accept the hooks fitted to the fire frame. (Fig.5)

Fig.4



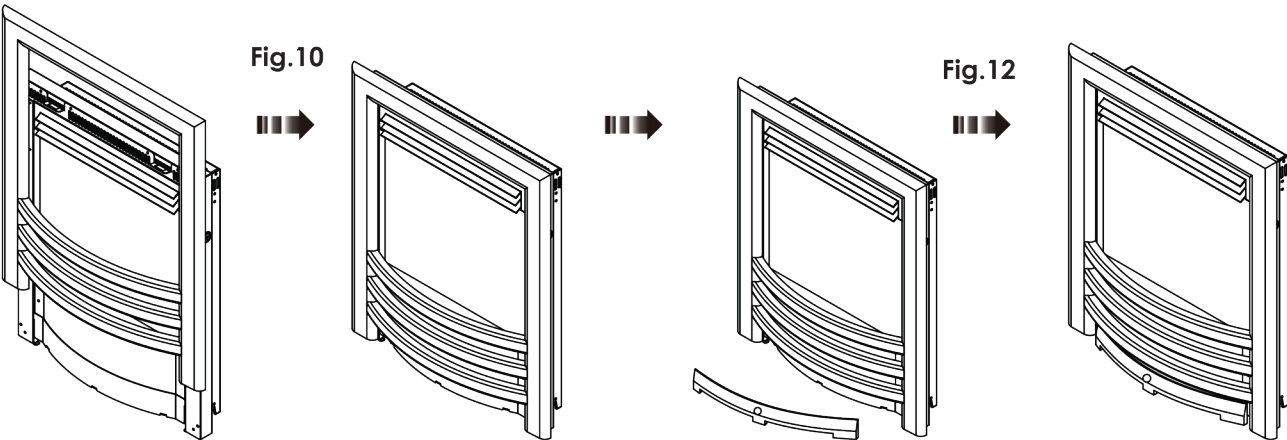
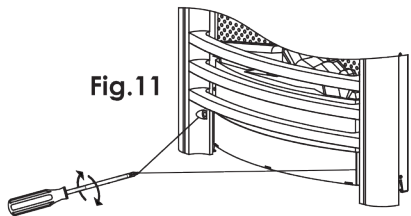
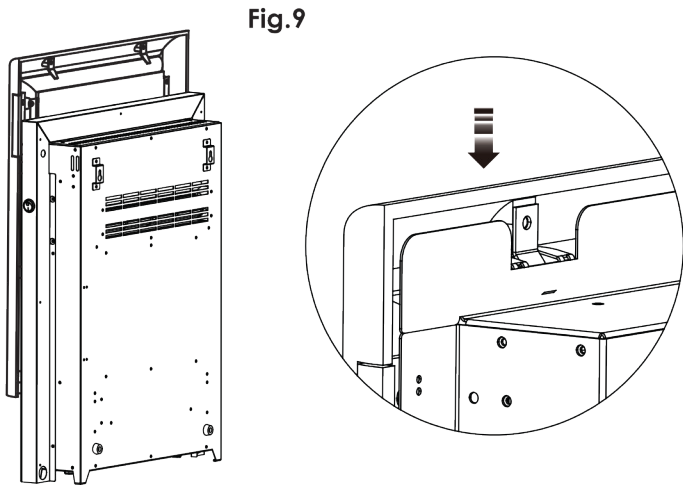
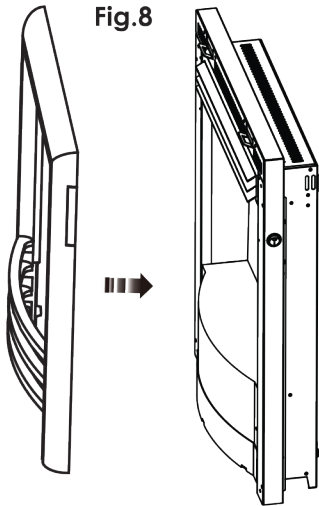
Installation Instructions

Cast Iron Fire Frame (continued):

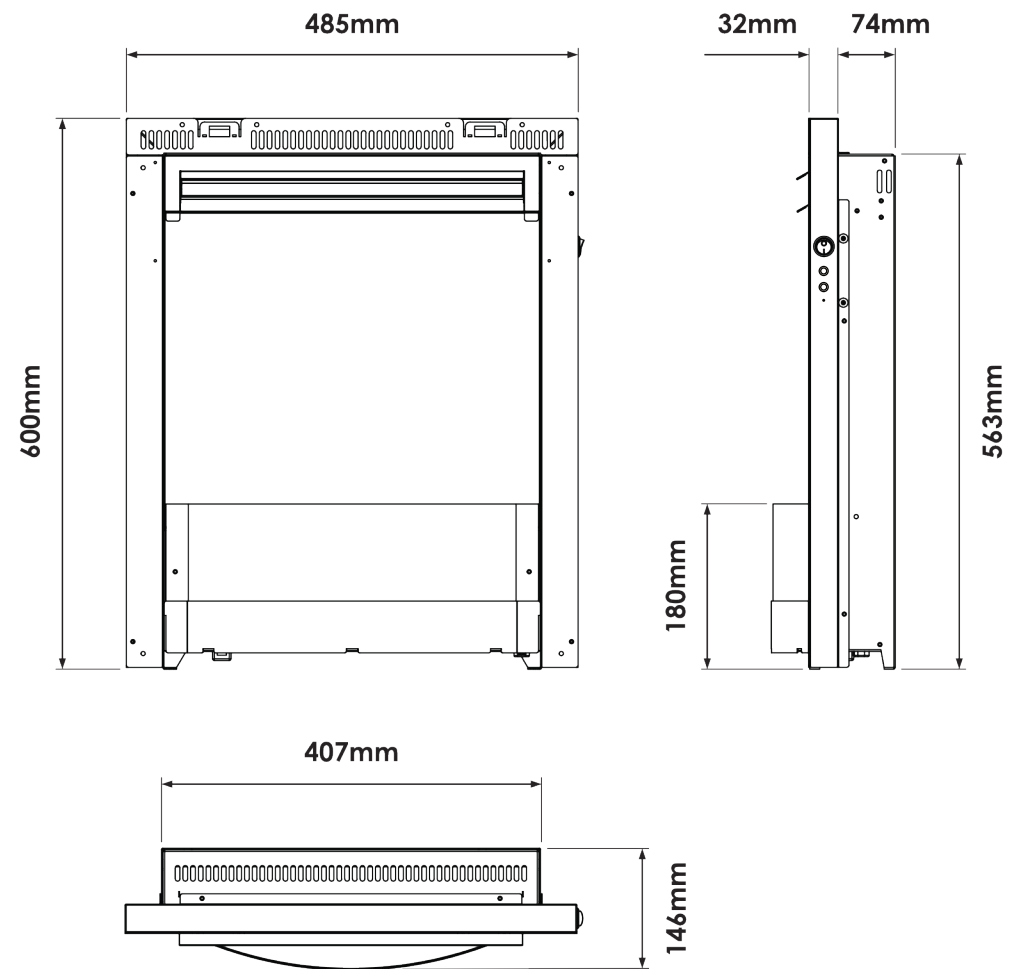
- 1. Hook the frame into the holes of the bends. Ensure that the hooks engage in the holes with the weight of the fire frame being borne by the floor or hearth. (Fig.8, Fig. 9, and Fig. 10)

IMPORTANT. Care should be taken until the secured back using the installation wires as the weight of the Cast Iron Fire Frame may cause the fire to fall forward.

- 3. Now fit the Fire Frame and screw in the two retaining screws (supplied) at the bottom of the Fire Frame behind the ash pan cover. (Fig. 11) Take care not to scratch the back panel.
- 4. Put the ash pan cover in place. (Fig. 12) Take care not to scratch the hearth.



Product Dimensions



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

Technical Data

Voltage	220V-240V AC ~50Hz-60Hz
Max Power	1700W-2000W
Min Power	10W
Gross Weight	13.3kg

Commissioning and Handover

On completion of the installation:

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

Technical Parameters

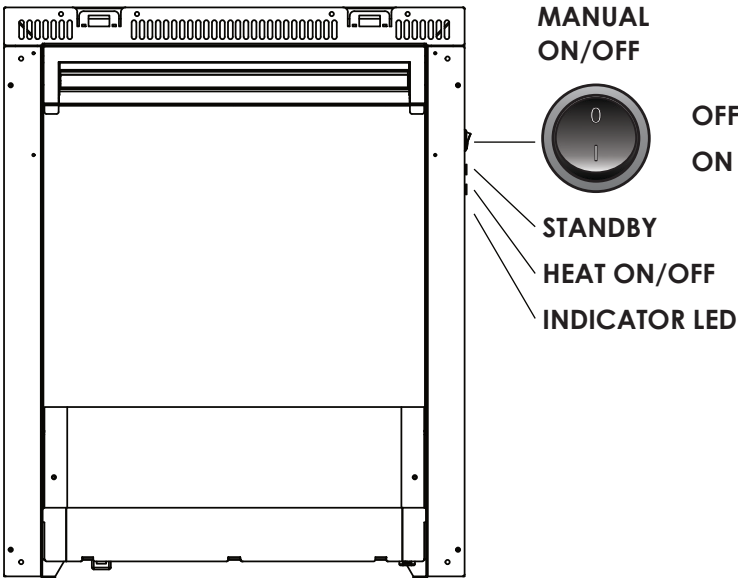
Information requirements for electric local space heaters:

Model identifier(s): TrueFlame 16 3DX								
Item		Symbol	Value	Unit		Item		Unit
Heat Output						Type of heat output/room temperature control (select one)		
Nominal heat output		P _{nom}	1.70-2.00	kW		Single stage heat output and no room temperature control.		[No]
Minimum heat output (indicative)		P _{min}	1.00	kW		Two or more manual stages, no room temperature control.		[No]
Maximum heat continuous heat output		P _{max,c}	2.00	kW		With mechanic thermostat room temperature control.		[No]
						With electronic room temperature control.		[No]
Power Consumption						Electronic room temperature control plus day timer.		[No]
In off mode		P _o	0.00	W		Electronic room temperature control plus week timer.		[Yes]
In standby mode		P _{sm}	0.32	W		Other control options (multiple selections possible):		
In idle mode		P _{idle}	0.32	W		Room temperature control, with presence detection.		[No]
In network standby		P _{nsm}	0.00	W		Room temperature control, with open window detection.		[Yes]
Standby mode with display information or status					[No]	Distance control option.		[No]
Seasonal space heating energy efficiency in active mode		η _{s,on}	92.0	%		Adaptive start control.		[No]
						Working time limitation.		[Yes]
						Black bulb sensor.		[No]
						Self-learning functionality.		[No]
						Control accuracy.		[No]
Capital Fireplaces Ltd. Unit 12-17 Henlow Trading Estate, Henlow Camp, Bedfordshire, SG16 6DS, UK								

Operation Instructions

NOTE: The unit can be operated by supplied remote control.

For the unit to operate, the manual ON/OFF switch, located on the side of the front frame (see image) must be switched to the "I" position.



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

Remote Control



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

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.

Powering ON/OFF the Fireplace

The fire can be powered on/off using the remote control or the button on the side of the fire.

Press the Power button to supply power to all functions of the fireplace and put the fireplace in a standby mode.

Press the Power button again to turn off all functions.

Operation Instructions

Target Temperature Settings (+) and (-) on Handset

Adjust the target temperature to the desired setting (15° to 30°C) using the (+) and (-) buttons.

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

Heat on Handset and on the Fire

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

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

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

NOTE: To reduce energy wastage, the heater will automatically switch to low power mode after 3 hours of continuous use. The heater will automatically switch off after 9 hours of continuous use.

The heater can be switched back on using the **Heat** button.

Flame Effect Button - Flame on Handset

The Flame Picture can be adjusted by pressing the **Flame** button to select from the following options:

- | | |
|--------------------------|--------------------------|
| 1. Tall Flame Cast Back | 4. Short Flame Clay Back |
| 2. Short Flame Cast Back | 5. Tall Flame |
| 3. Tall Flame Clay Back | 6. Short Flame |

Fuel Bed Colour - Fuel on Handset

The fuel bed colour can be adjusted by pressing the **Fuel** button to select from the following colours:

- Amber
- Orange
- Red

Fuelbed Brightness Button - Dim on Handset

The brightness setting of the Fuelbed can also be adjusted by pressing the **Dim** button to select from the following levels:

- High Brightness
- Medium Brightness
- Low Low Brightness



Operation Instructions

Auto Off Button - AO on Handset

Pressing the **AO** button will toggle the automatic timer between 6 hours, 8 hours, and off.

Open Window Device Function - Additional Hidden Functions

This appliance has an open window detection function, When the heater is running, if the ambient temperature drops 5°C within 10 minutes the heater will turn off. To restart the heater, ensure the reason for the sudden temperature drop is resolved and then turn the heater back on.

Adjusting the Weekly Timer

The timer allows for the fire to be automatically switched on and off in 1 hour intervals each day. The “**week**” graphic followed by a number indicates the day. i.e. “**1**” indicates Monday, “**2**” indicates Tuesday, through to “**7**” to indicate Sunday.

Setting day of week and time on handset

Press the (>>) key; the corresponding “hour” → “minute” → day of the week “1- 7” flashes. In each case press the (+) or (-) to set the corresponding values.

To activate the weekly timer

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

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

Setting the programmed temperature and times under automatic mode.

1. Press the **Time** key once and the LCD screen will display a (1) to indicate Monday
2. The temperature will be flashing, use the (+) and (-) keys to set the temperature to your desired setting.
3. Press the (>>) key to confirm and “00” will display. “00” indicates the period from 00:00-01:00am, “01” indicates 01:00-02:00 and so on.
4. Pressing the (>>)key again will toggle “.”, “:” and “ ” (**No graphic**) .
5. “.” Indicates the fire will heat to the set temperature during this period.
6. “:” Indicates the fire will heat to 3°C below the set temperature during this period.
7. “ ” (**No graphic**) Indicates the file will not heat during this period.
8. Press the (+) key to increment the hour or (-) to decrement back.
9. Repeat step 3 and 4 to complete the days program.
10. Press the **Time** key to move to the next day of the week (1-7) and repeat steps 2-4 for each day.
11. On the 8th press of the **Time** key, the weekly timer is set and the display will show the current day of the week again.

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.

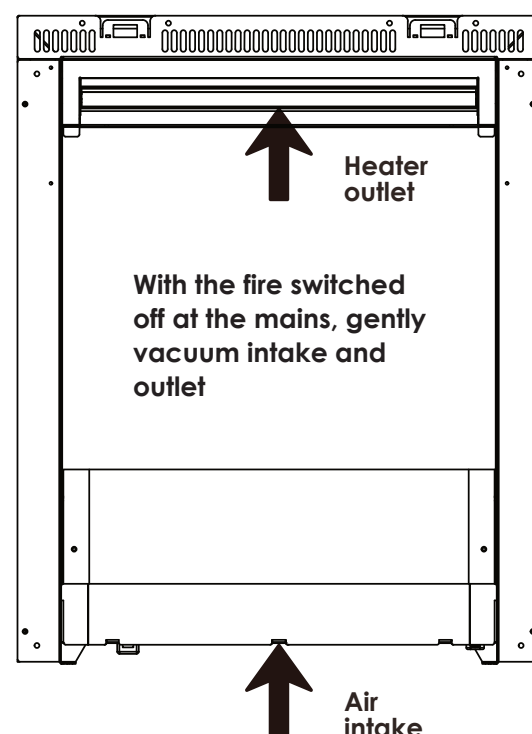
Light Emitting Diode

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.

Service & 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)



Remote Control Battery Replacement

1. Slide open the battery cover on the back of the remote control.
2. Install two AAA batteries into the remote control, ensuring that they are inserted in the correct orientation (see Page 11).
3. Replace the battery cover.

WARNING: 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

WARNING: 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 orange light on flame screen 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 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 on page 14.
- 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 is normal behaviour.
- 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 caused by fluff 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.

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 a feature of the appliance, giving a realistic flickering ember effect.

Electric 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. **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.

Remote control functions not working.

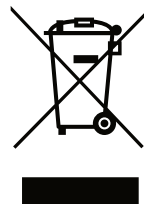
- Check batteries.
- Remove and replace batteries to "reboot" the handset.
- Ensure your handset is pointing towards the fire.

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 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 LTD, Unit 12-17 Henlow Trading Estate, Henlow Camp,
Bedfordshire, SG16 6DS. United Kingdom.