

# E-FX<sup>®</sup>

FIRES



## SUITE INSTALLATION, PRECAUTIONS & SERVICING



**E-FX & E-FX Lite**



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# IMPORTANT

- Please make sure that the fire is fitted at the correct height for the suite purchased. There are different heights required for the plinth, contemporary legs, and wall mounted options.
- We recommend fully installing and setting up the fire prior to suite installation to prevent unnecessary damage to the suite or surrounding woodwork.



## IMPORTANT

All instructions must be handed to the end user for safe keeping.

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# RECYCLING & SAFETY WARNINGS

## IMPORTANT

### REGISTRATION NO WEE/DH1656ZW

- In accordance with European Directive 2012/19/ EU, waste electrical and electronic equipment (WEEE) must not be disposed of with household waste.
- Please recycle responsibly.



## DETAILS

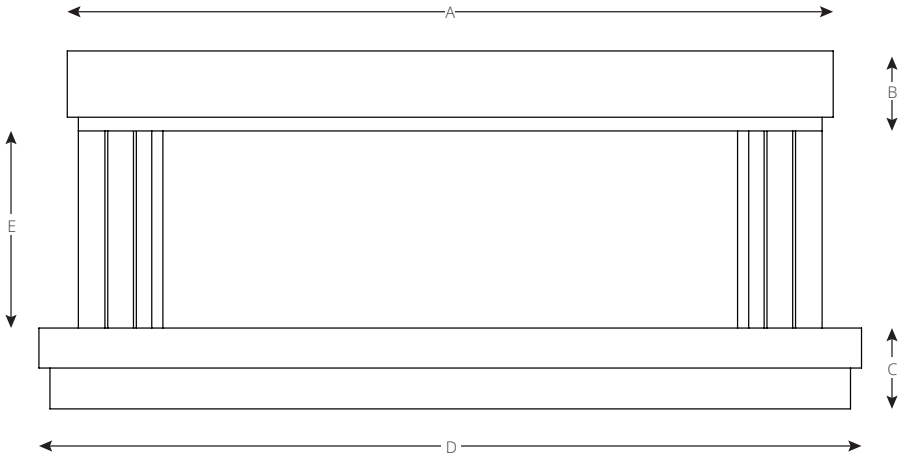
- **WARNING:** In order to avoid overheating, do not cover the heater.
- For indoor use only.
- **DO NOT** use the fire in the vicinity of a bath, shower or swimming pool.
- **NEVER** use the fire to dry laundry.
- The heater must not be located immediately below a socket outlet.
- The use of an extension lead is **NOT** recommended.
- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction 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 made by children without supervision.

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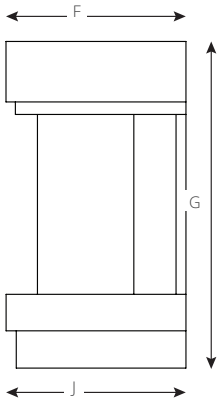
# RECYCLING & SAFETY WARNINGS

- Children of less than 3 years should be kept away 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 supervision or instruction 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 and clean the appliance or perform user maintenance.
- Some parts of this product can become very hot and cause burns. Particular attention must be given where children and vulnerable people are present.
- Caution should be applied to ensure that children **DO NOT** play with the fuel effects.
- As with any electrical appliance whilst the instructions aim to cover as many eventualities as possible, caution and common sense should be applied when operating your appliance, particularly in the vicinity of small children.
- **CAUTION:** The heater is fitted with an automatic cut out to prevent any damage due to overheating. The element will continually and automatically cut out if the airflow is obstructed. Never cover the air outlets. To reset, switch the fire off, disconnect from the mains supply, remove the cause of the overheating. Allow to cool for a suitable period then switch the fire back on.
- **CAUTION:** In order to avoid a hazard due to inadvertent resetting of the thermal cut out, the appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit regularly switched on and off by a utility.

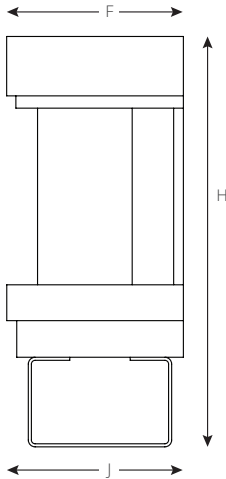
# TECHNICAL SPECIFICATIONS



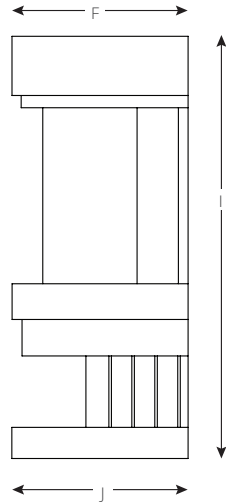
**FRONT VIEW**



**WALL HANGING**



**WITH LEGS**



**WITH PLINTH**

# TECHNICAL SPECIFICATIONS

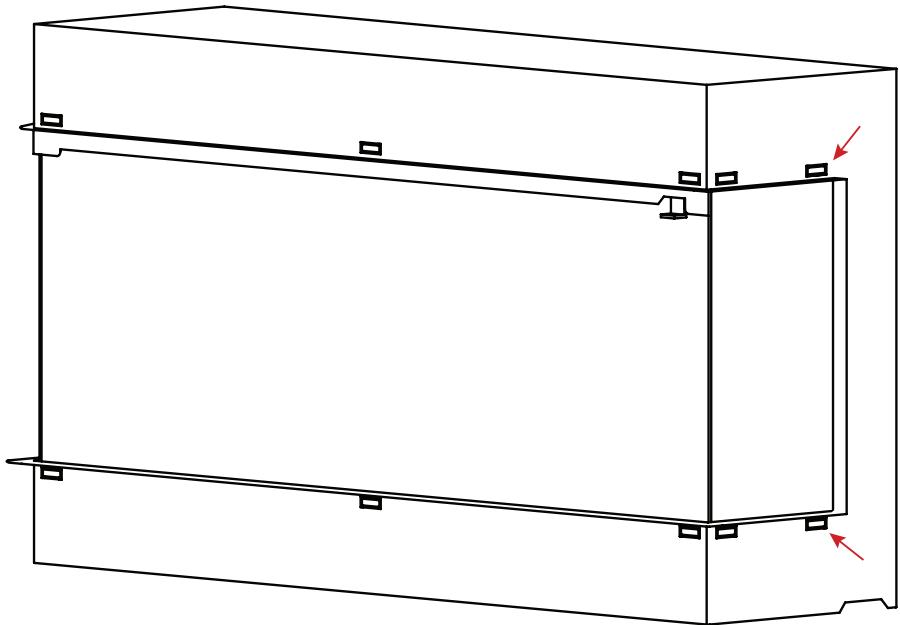
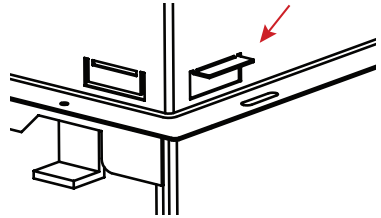
		SUITE MODEL			
		PAYTON 1000	PAYTON 1300	ELARA 1000	ELARA 1300
DIMENSIONS	A	1400mm / 55 1/8	1700mm / 66 15/16	1400mm / 55 1/8	1700mm / 66 15/16
	B	140mm / 5 1/2	140mm / 5 1/2	140mm / 5 1/2	140mm / 5 1/2
	C	140mm / 5 1/2	140mm / 5 1/2	140mm / 5 1/2	140mm / 5 1/2
	D	1440mm / 56 11/16	1740mm / 68 1/2	1440mm / 56 11/16	1740mm / 68 1/2
	E	345mm / 13 9/16	345mm / 13 9/16	345mm / 13 9/16	345mm / 13 9/16
	F	345mm / 13 9/16	345mm / 13 9/16	345mm / 13 9/16	345mm / 13 9/16
	G	627mm / 24 11/16	627mm / 24 11/16	627mm / 24 11/16	627mm / 24 11/16
	H	802mm / 31 9/16	802mm / 31 9/16	802mm / 31 9/16	802mm / 31 9/16
	I	828mm / 32 5/8	828mm / 32 5/8	828mm / 32 5/8	828mm / 32 5/8
	J	345mm / 13 9/16	345mm / 13 9/16	345mm / 13 9/16	345mm / 13 9/16

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# FITTING THE SUITE

## 01

Using a screwdriver, bend out the tabs located around the top and bottom lips to 90 degrees. They are used to help locate the suite in position.



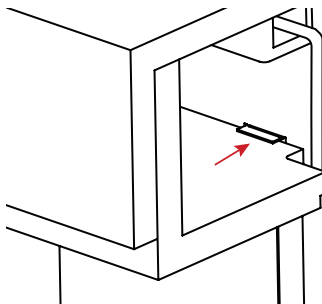
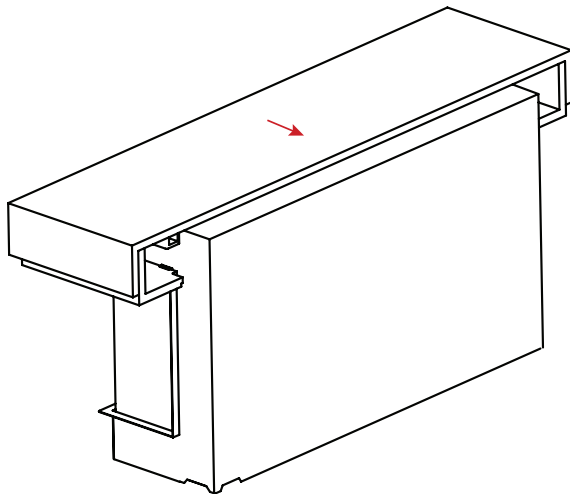


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# FITTING THE SUITE

## 02

Next you fit the top section of the suite. Slide the top on with the cut-out sliding in-between the tabs you just bent out. You will need to push to all the way back to the wall. Make sure that the down lighting cable is tucked into the slot provided.



**CABLE**

 **TIP**

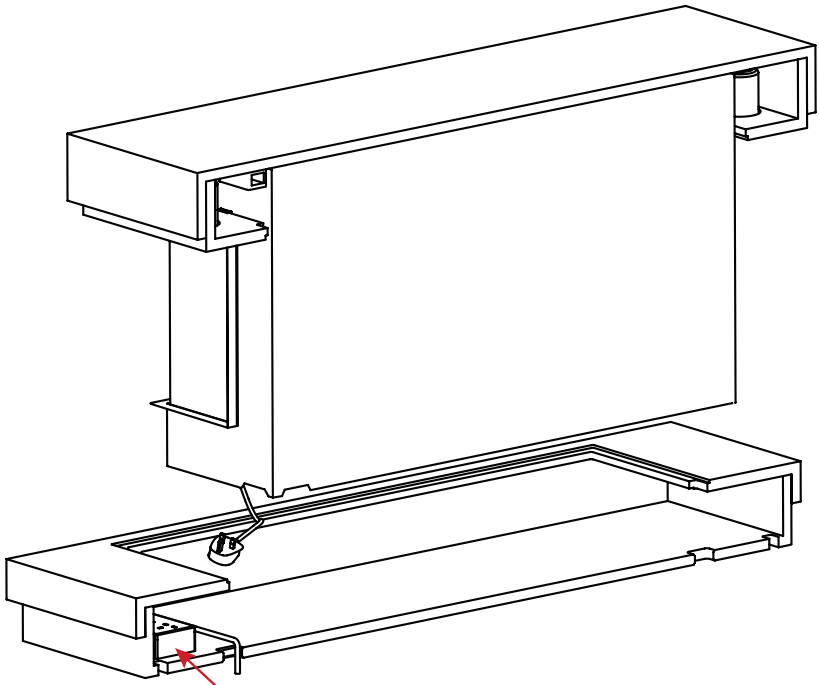
When sliding the top back to the wall, make sure you push it on evenly keeping the cable tucked out the way.

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# FITTING THE SUITE

## 03

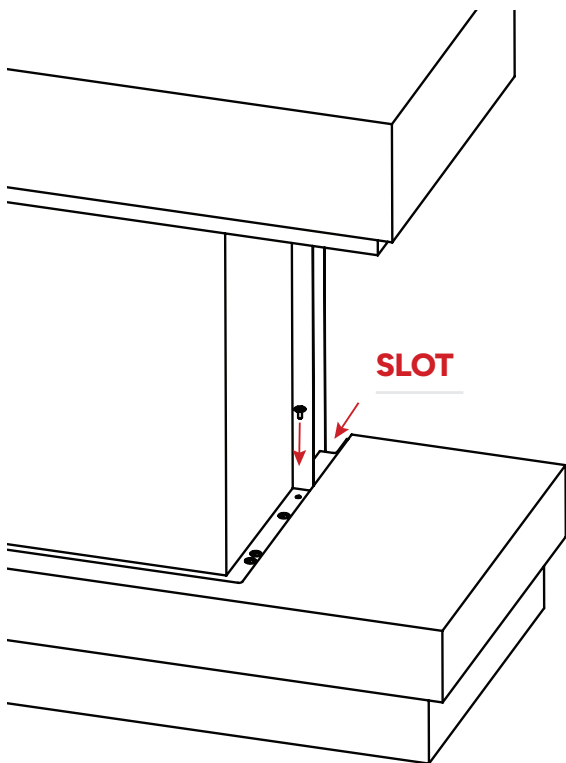
Place the bottom of the suite in front of the fire, and plug in the down lights into the sockets. Make sure that you turn the switches on before fitting the suite fully. If you have a LED kit with your fire, you will need to plug this in now.



# FITTING THE SUITE

## 04

Slide the bottom onto the fire, making sure that the cut-out slides between the tabs you folded out earlier in step 1 again. When it is in position, make sure the down light cable is tucked into the slot shown below and secure the woodwork with the black 12mm screws found in the accessory pack. You can now plug in your suite and check everything is working.



### TIP

Make sure you support the weight of the suite until the screws have been fitted. If your unit is not sliding all the way back to the wall, check for trapped cables and push them back into the cavity.

### IMPORTANT

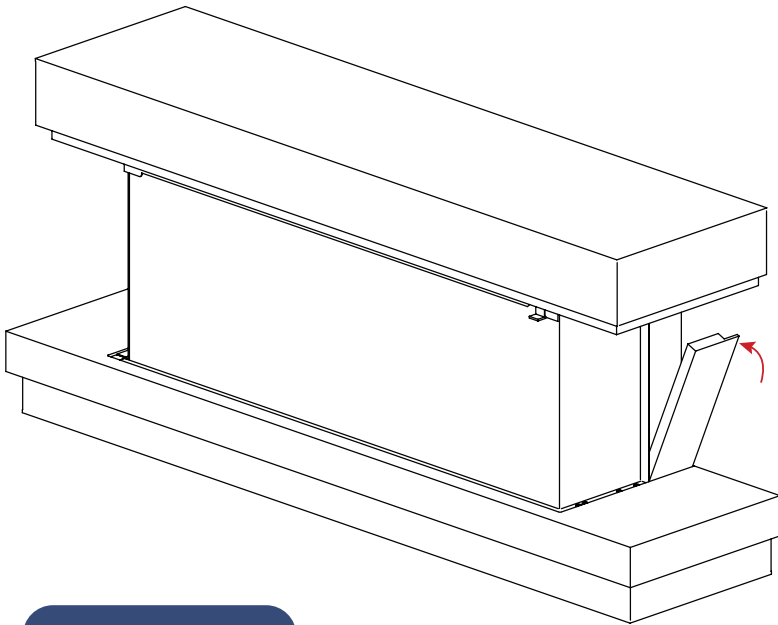
Make sure you plug in any down lighting or LED kits before fitting the bottom section.

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# INSTALLING THE TRIMS

## 01

Next you can unwrap and install the fire side cheeks. These are magnetic and come with a cut-out for the down lighting cable. You can place them onto the side of the fire making sure you tuck the down lighting cable into the cut-out.



 **TIP**

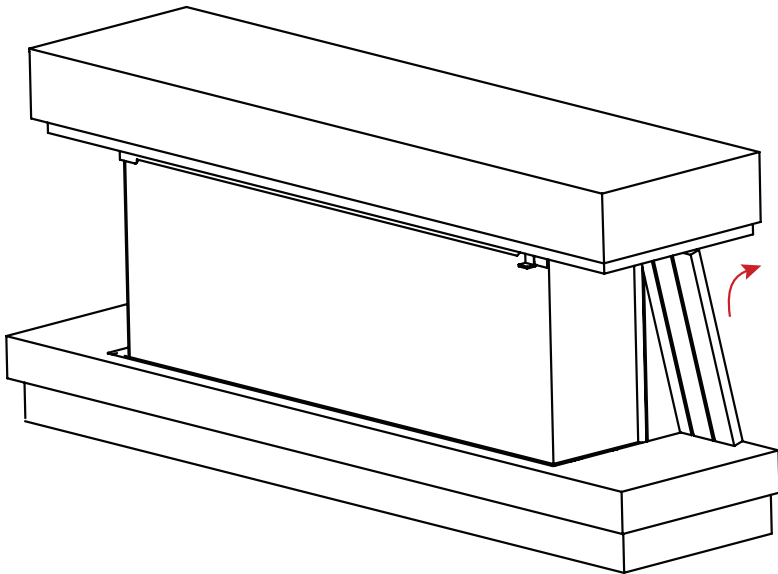
You may need to lift the top of the suite so you can slide the side trims under. When you have fitted these you can screw the top into position.

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# INSTALLING THE TRIMS

## 02

Unwrap the wall panels and wipe the wall using the alcohol wipes provided in the accessory pack, making sure it is free of grease and dust. Peel off the tape cover on the back of the panels and press them firmly against the wall.



 **TIP**

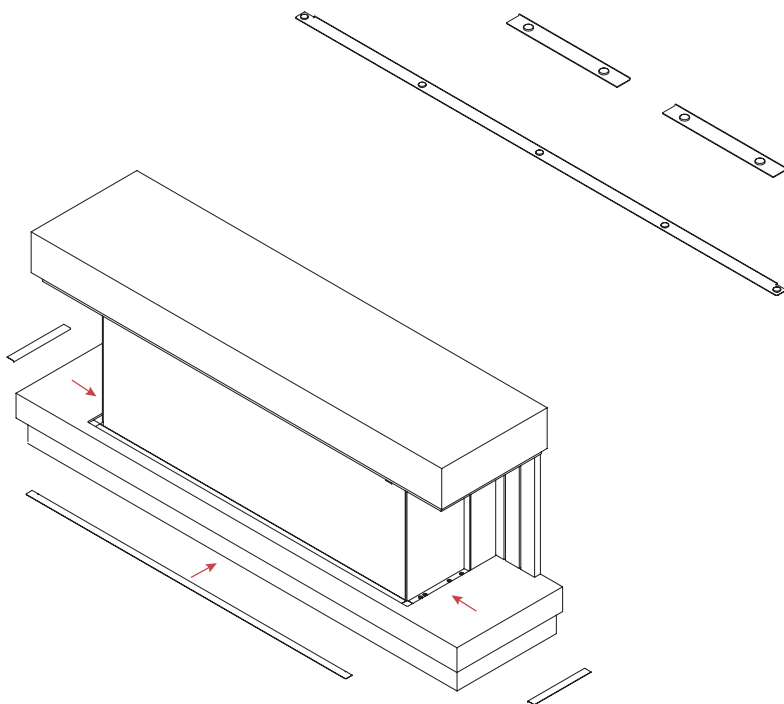
Do not try to fit the wall panels until the wall is dry. You may need to leave the wall to dry for a minute before you fit them.

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# INSTALLING THE TRIMS

## 03

Unwrap the metal suite trims and make sure you have two side trims, and one front trim. The side trims should have 2 magnets spaced on the under side of each, and the front trim should have 4 or 6 magnets depending on the size of your fire.



## 04

The trims are magnetic so you can just place them into position, and make any small adjustments to close up the gaps by pushing the trims into place. Now your suite is installed, refer to the Cloud eControl instructions to pair your lights to the fire, or operate them with the switch located under the right side of the suite.

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# FAQS

## 01

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Q How do I pair and work my down lights?

A Please refer to the Cloud eControl App Instruction manual. Alternatively there is a switch located under the top right of the suite.

## 02

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Q Why are my down lights not working?

A Make sure the switch inside the suite is turned on and the plugs are seated properly.

## 03

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Q How do I fit the plinth?

A The plinth simply slides under the unit. Make sure you plug any LED lighting kits in before fitting the bottom of the suite. Check the Fire Installation Instructions for the correct height to install the fire for use with a plinth suite.

## 04

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Q What height should my fire be at to install the suite?

A Check the Fire Installation Instructions for the correct height to install the fire for use with the type of suite you have.

# TROUBLE SHOOTING

PROBLEM	CAUSE	SOLUTION
NO POWER TO FIRE	Mains lead not plugged in	Check lead in plugged in securely and p-clipped in place (PAGE 17-23)
	Circuit board	Replacement part required (QUOTE PART NUMBER E50)
	Mains socket	Check socket is switched on
NO LIGHTING OR ILLUMINATION	Dimmer turned down	Use remote or app to adjust the dimmer settings
	Led failure	Replacement part required (QUOTE PART NUMBER E73 150MM STRIP) (QUOTE PART NUMBER E76) 280MM STRIP)
LED FLICKERING	Led cable connections	Ensure all connections are secure and fully in place
	Damaged cable	Replacement part required (QUOTE PART LED CABLE PACK)
	Faulty led	Replacement part required (QUOTE PART NUMBER E73 150MM STRIP) (QUOTE PART NUMBER E76) 280MM STRIP)
FLAME ILLUMINATED WITHOUT MOVEMENT	Spindle	Check spindle is securely attached to the motor
	Motor	New Motor maybe required (QUOTE PART NUMBER E41-1)
LOGS NOT FULLY ILLUMINATED ACROSS THE FIRE	Log wiring & connectors	Remove glass; check each log is tightly connected together
	Log led	Replacement log maybe required (SEE LOG PACK INSTRUCTIONS FOR PART CODES)
	Fuel bed led	Replacement part required (QUOTE PART NUMBER E73 150MM STRIP)
HEATER BLOWING COLD AIR	The safety cut out may have operated	Check for obstruction around the heater. If continually a problem and fitted into a cavity wall or chimney breast, check with installer that the opening has been 100% fully sealed from drawn air and draft
HEATER NOT COMING ON AT ALL	Trip switch not engaged	Check that the glass is pushed fully back. An audible click lets you know it is engaged
	Thermostat is set to low	Use the remote or app or keypad to increase the temperature
HEAT TURNS OFF QUICKLY AFTER TURNING ON	Thermostat is set to low	Use the remote or app or keypad to increase the temperature
FRONT GLASS WILL NOT FIT	Debris is front channel	Remove any obstructions and fit (PAGE 26 - PAGE 27)



# TROUBLE SHOOTING

PROBLEM	CAUSE	SOLUTION
REMOTE CONTROL NON RESPONSIVE	Lost rf connection to fire	Turn fire off & on using the rocker switch next to keypad and repair the remote. See App instructions.
	Batteries	Replace with 2 x AAA
FRONT GLASS WILL NOT GLIDE FREELY	Debris from fuel bed in channel	Remove debris
	Fitted incorrectly	Refer to Installation Instructions ( <b>PAGE 26 - PAGE 27</b> )
GLOWING LOGS NOT WORKING	Poor connection	Check all connections are secure
	Damaged cable	Replacement part required ( <b>QUOTE PART LED CABLE PACK</b> )
	Led faulty	Replace faulty log(s) ( <b>SEE LOG PACK INSTRUCTIONS FOR PART CODES</b> )
RHYTHMIC TICKING	Cable loose	Make sure all flame effect LED's are tied back to the LED bar and out the way of the spindle.
CAN NOT PAIR FIRE	Space after email	Remove space from email
	Wrong wi-fi password	Check password
	No 2.4ghz network available	Check 2.4GHz internet connection

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# NOTES

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# NOTES

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[www.flameritefires.com/efx](http://www.flameritefires.com/efx)

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**These products are only suitable for well insulated spaces or occasional use.**

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All specifications are correct at the time of publishing but are subject to change.



ELECTRIC FIRES MADE IN EUROPE