

# INSTALLATION & USER INSTRUCTIONS

## WALL MOUNTED ELECTRIC FIRE



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### MODELS COVERED BY THESE INSTRUCTIONS

Charmouth  
Osmington  
Yeovilton  
Shaftesbury  
EF11-35



Model shown: Charmouth

# 3 YEAR GUARANTEE

SUBJECT TO TERMS & CONDITIONS

For details please see: [www.focalpointfires.co.uk/tandcs](http://www.focalpointfires.co.uk/tandcs) or telephone  
01202 588635 Option 7

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

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**All instructions must be handed to the user for safekeeping.**

Revision N - 11/17

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## 1.0 IMPORTANT NOTES

### IMPORTANT - THESE INSTRUCTIONS SHOULD BE READ CAREFULLY AND RETAINED FOR FUTURE REFERENCE.

When using this electrical appliance, basic precautions should be followed to reduce the risk of fire, electric shock and injury to person, including the following:

- This heater must be used on an AC supply only and the voltage marked on the heater's rating label must correspond to the supply voltage.
- **DO NOT** switch the appliance on until it is properly installed as described in this manual.
- 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.
- 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.
- **CAUTION:** Some parts of this product can become very hot and cause burns. Particular attention has to be given where children and vulnerable people are present.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- The heater must not be located immediately above a socket-outlet.
- **DO NOT** use this heater in the immediate surroundings of a bath, a shower or a swimming pool.



- **WARNING:** In order to avoid overheating, do not cover the heater.
- **DO NOT** use this heater with a programmer, timer, separate remote-control system or any other device that switches the heater on automatically, since a fire risk exists if the heater is covered or positioned incorrectly.
- **CAUTION:** In order to avoid a hazard due to inadvertent resetting of the thermal cutout, 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.
- Keep furniture, curtains and other fabric material away from the appliance.
- **DO NOT** leave the appliance unattended during use.
- From time to time, check the cord for damage. Never use the appliance if the cord or any part of the appliance shows signs of damage.

- **DO NOT** run the mains cable under carpets, rugs etc.
- **DO NOT** cover or obstruct the heater in any way. Overheating will result if it is accidentally covered.
- Never immerse the product in water or any other liquids.
- **DO NOT** use the appliance outdoors.
- Before cleaning the appliance, ensure it is unplugged from the power and that it is completely cool.
- **DO NOT** clean the appliance with abrasive chemicals.
- Never use accessories that are not recommended or supplied by the manufacturer. It could cause danger to the user or damage to the appliance.
- **DO NOT** insert or allow foreign objects to enter the inlet or outlet vents as this may result in electric shock, fire or damage to the appliance.
- **DO NOT** install the fire using an extension cord.
- Unplug from the mains supply if the appliance is not to be used for long periods.

## 2.0 INSTALLATION REQUIREMENTS

This product is only suitable for well insulated spaces or occasional use. The appliance is supplied with a pre-wired three pin plug (13 Amp fuse rated) and 1.8 metres of electrical cable. It is therefore necessary for a suitable electrical socket to be located within this distance and be easily accessible. This appliance is designed to be wall hung, using the wall fixtures/fixings provided. **DO NOT** recess any part of appliance into the wall. This appliance is suitable for installation in static holiday/park homes.

## 3.0 APPLIANCE DATA

**Supply Voltage and rating power :** 220-240V AC 50Hz, 1650W  
**Heating Elements:** 1800W  
**Location :** Indoor use only

**Fuse Rating:** 13 Amp  
**Lighting:** LED  
**Supply plug/cord :** BS1363/1.8 metres length

This fire is fitted with LED's (Light Emitting Diode) in place of conventional bulbs. LED's generate the same light levels as conventional bulbs, but use a fraction of the energy consumed. LED's are maintenance free and will not require replacing during the life of the product.

Model	EF11-35				
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 <sub>nom</sub>	1.6	KW	manual heat charge control, with integrated thermostat	N/A
Minimum heat output (indicative)	P <sub>min</sub>	N/A	KW	manual heat charge control with room and/or outdoor temperature feedback	N/A
Maximum continuous heat output	P <sub>max,c</sub>	1.6	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	e <sub>lmax</sub>	N/A	KW	Type of heat output/room temperature control (select one)	
At minimum heat output	e <sub>lmin</sub>	N/A	KW	single stage heat output and no room temperature control	[no]
In standby mode	e <sub>lSB</sub>	0	KW	Two or more manual stages, no room temperature control	[no]

### 3.0 APPLIANCE DATA-CONTINUED

	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	[no]
	with adaptive start control	[no]
	with working time limitation	[no]
	with black bulb sensor	[no]
Contact details	<p style="text-align: center;"><b>Focal Point Fires plc.</b>  <b>Christchurch, Dorset BH23 2BT</b></p>	

### 4.0 UNPACKING THE APPLIANCE

Read **all** the instructions before continuing to unpack or install this appliance. Carefully remove the appliance from its packaging and lay on the floor with its back surface downward. Note: **DO NOT** stand the appliance on its frame as this may cause distortion. Check that the remaining packaging contents correlate with the component checklist below. Please dispose of all packaging at your local recycling centre.

### 5.0 COMPONENT CHECKLIST

**QUANTITY DESCRIPTION**

- | Wall heater
- | Decorative fascia
- | Rear fascia (selected models only)
- | Instruction booklet
- | Remote control
- | Pack of fixing screws and wall plugs (5 x 30mm pozi pan head screws / 5 x wall plugs)
- | Wall mounting bracket

### 6.0 SITE REQUIREMENTS

This appliance is designed to be wall mounted using the mounting bracket and fixings provided. The wall should be relatively flat and not interfere with any of the ventilation slots in the rear panel.

The wall must be structurally sound and of a material capable of withstanding moderate heat. Finished plaster, conventional wallpaper, dry-lined plaster board are examples of suitable materials. Materials such as flock, blown vinyl, embossed paper and cloth wall coverings which are sensitive to even small amounts of heat should be avoided, as some discolouration may occur. It should be noted that the appliance creates warm convected air currents. These currents move heat from the room surroundings to, and up the wall surfaces adjacent to the heater.

Installing the heater next to these types of wall coverings or operating the heater where impurities in the air, (such as tobacco smoke) exist, may slightly discolour wall finishing.

If the appliance is to be mounted on a dry lined or timber framed construction then the integrity and ability of the wall to carry the weight of the appliance must be confirmed. It is important in these circumstances that any vapour barrier and/or

## 6.0 SITE REQUIREMENTS - CONTINUED

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structural members of the house frame are not damaged.

If you are unsure of the ability of the wall to carry the weight and/or which type of wall fixing to use, you should take professional advice and obtain the correct fixings. Alternatively, find a more suitable wall location.

### DO NOT

- mount on a ceiling or floor
- recess any part of the appliance into the wall, unless a 50mm recess kit is purchased (for mobile homes only)
- run the supply cable under carpets
- site any electrical equipment e.g. plasma screen TV sets etc, on the wall below the appliance
- site in a position where curtains or drapes could cover the appliance, or other soft materials could cover e.g. below a coat rack
- site behind an opening door where mechanical impact/damage could occur
- site where the supply cable would become a trip hazard
- sit, stand or forcefully pull on the appliance
- obstruct, cover or force items into the openings
- use the heater to dry clothes
- site/use in an outdoor location(s)

## 7.0 CLEARANCES TO COMBUSTIBLE MATERIALS

It is important that the following clearances are maintained from the appliance to combustible materials. These clearances are dependent on the mounting location as defined below:

- The minimum distance from the top of the appliance to a ceiling is 300mm
- The minimum distance from the bottom of the appliance to the floor is 300mm, unless a heat deflector is purchased, then the appliance can be installed 200mm from the floor (for mobile homes only)
- The minimum distance to the sides of the appliance is 100mm
- The minimum distance to the front of the appliance is 500mm

## 8.0 INSTALLING THE APPLIANCE

### CAUTION: DO NOT CONNECT THE APPLIANCE TO THE ELECTRICAL SUPPLY AT THIS TIME.

Focal Point Fires plc. assumes absolutely no responsibility for injuries and damages that may occur due to improper installation or handling.

Remove any protective film coatings from the finished/decorative surfaces of the appliance, if any. After having selected the final mounting position of the appliance taking into account the integrity of the wall the firebox of the appliance may be secured to the wall.

To ensure customer safety, be sure to design the installation so that the strength of both the wall and any wall fixings used are sufficient. The appliance should not be installed until all wet plastering and/or dry wall sanding and wall painting has been completed. Do not block the ventilation holes of the appliance. The wall onto which the appliance is installed must be flat. Install only on a vertical surface. Avoid sloped surfaces. Installation onto anything other than a vertical wall may result in fire, damage or injury.

If the appliance is to be mounted on the inner leaf of a conventional cavity brick wall, or a solid wall, then the wall plugs and fixing screws provided may be used. Depending on the condition of the wall it may be necessary to use additional fixings. In this situation, any additional fixings and wallplugs should be of the same size and type as the ones provided.

If the appliance is to be mounted on a dry lined wall or a timber framed construction wall then efforts should be made to fix in at least two positions vertically, into one of the wooden studs, or supporting wooden members of the wall using two of the fixing screws provided. If this is not achievable then the wall should be strengthened using appropriate building materials.

If there is no alternative than to rely on some plasterboard fixings then special cavity screw fixings or hollow wall anchors will be required which are not supplied with this product. These should be constructed from metal and not plastic and of the design indicated (Figure 1). For further guidance for wall fixing in timber framed buildings refer to any relevant local codes of practice.

For optimum viewing install the fire out of direct sunlight. Ensure that the bracket is level by using a spirit level whilst marking out the hole positions. Fix the wall bracket using the plugs and screws provided. Carefully lift the heater up ensuring

### WARNING

The wall where the appliance is to be installed must be capable of long-term support of the total load of the appliance. Measures should also be taken to ensure sufficient strength to withstand the force of earthquakes, vibration and other external forces. Plasterboard alone is not considered to be a structural material. It is not recommended to rely on plasterboard fixings alone to support the weight of the appliance.

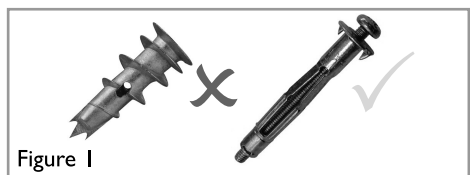


Figure 1

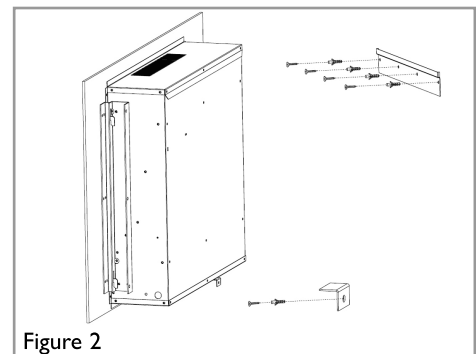


Figure 2

that the top rear ledge of heater engages with the wall bracket and is sitting centrally. This process should be carried out by two people to avoid injury or damage to property or the appliance.

Gently bring the heater down against the wall. Mark the lower fixing bracket one fixing hole position on the wall, remove the heater. Drill the wall and insert the wall plug. Refit the heater to the wall and fasten the bottom fixing bracket to the wall using the screw provided to permanently fix the heater in place (Figure 2).

Place the front surround over the front of the fire aligning the slots in the brackets at each side of the front panel with the lugs on the sides of the fire (Figure 3). Again two people will be required for this operation. Check that the fan outlet, mounted underneath the appliance, is not covered or obstructed in any way. Ensure the power to the fire is switched ON.

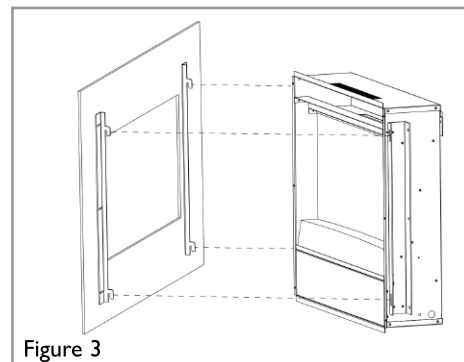


Figure 3

## 9.0 OPERATING THE APPLIANCE - READ BEFORE USE

The control panel is located underneath the decorative frame on the bottom right hand side of the appliance.

### CONTROL PANEL

#### 1. Main power

The function is the same with Keypad.

#### 2. Main Flame

The function is the same with Keypad.

#### 3. Timer

The function is the same with Keypad.

IH → 2H → 3H → 4H → 5H → 6H → 7H → 8H → 9H → OF → IH (cycle)

#### 4. Heater

In the mode of week timer, this button can set temperature, while in daily use it can only switch on/off heater.

#### 5. "+" button

+1 °C when you press this button.

#### 6. "-" button

-1 °C when you press this button.

#### 7. Setting button

Setting of the time and week timer.

#### 8. Day button

Button to choose from Monday to Sunday or week timer mode option.

Option mode: 1-2-3-4-5-6-7-A

#### 9. Cancel button

The button to cancel week timer.

#### 10. OK button

Run the preset mode after choosing week timer.



### 1. Keypad and Screen

On the keypad, there are Main Power, Main Flame, Heater, Timer.

Display panel with a "Two Bit Blue Digital Screen" can display temperature, main flame stalls, side flame stalls, timing, Fahrenheit/Elsius temperature indicator and clock.

#### (1) .Main power

The first time you turn on the fire, press "Main power", default parameter would be: heater 82 °F/27 °C, main flame L1, no heating.

#### (2) .Main Flame

When the fire is at working status, press "Main flame" to select flame stalls L1 → L2 → L3 → L4 → L5 → L1 (cycle adjustment) as below:

Press	Display	Flame
1st Press	L1	FULL
2nd Press	L2	HIGH
3rd Press	L3	MEDIUM
4th Press	L4	LOW
5th Press	L5	DIM



When the fire is turned on and with display on, press this button for 5 seconds into the Fahrenheit temperature and Celsius temperature unit conversion, the corresponding indicator light converse accordingly, and the digital screen shows the corresponding temperature stalls

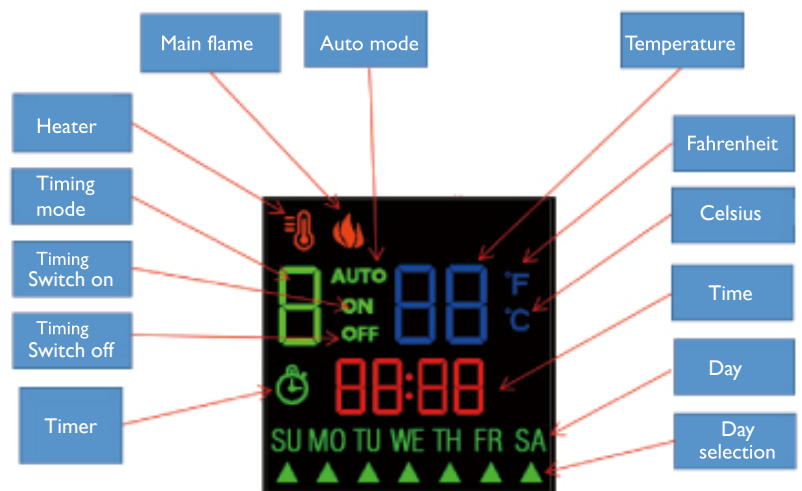
### (3) .Heater

This button turns the heater function on/off and “+”“-”to select the temperature: →17°C→18°C→19°C→20°C→21°C→22°C→23°C→24°C→25°C→26°C→27°C→ON

<1> Press this key to turn on the heating function. Press this button for 3 seconds to select the temperature. The temperature display window will flash. When the temperature is set, the display unit will flash 10 times, save the setting automatically and exit the setting state. When the display unit is turned on, the setting status is also exited if there is no operation within 10 seconds.

<2> Fan delay function: fan shut down after heating stop working for 15s.

<3> Open window detection: While at heating status, open a window at the room for 30 minutes, the fire will automatically alarm “OP” and turn off heating. You can press “Heater” for 3 seconds or turn off the fire then turn it on to eliminate the “OP” alarm.



### (4) .Timer

Press Timer button to set the time, each press would be additional 1 hour, (can not enter week timer, only to set the current automatic switch off time. In the week timer mode this button is closed)

Timer range: 1H→2H→3H→4H→5H→6H→7H→8H→9H→OF→1H (cycle)

## Clock and week timer settings

### A. Clock setting

1. At standby state (after the unit is plugged in and before pressing "Main power"), press the Setting button on the remote control for 3 seconds, or press the Timer button on the machine keypad for 3 seconds, the digital display would be “00:00” flashing.

2. Press "+" on the remote control (or press the Main Flame button on the keypad) to set hour, press the remote control "-" (or press the Heater button on keypad) to set minute.

3. Press "Setting" (or press "Timer" on keypad) to enter setting of the week timer. Press "Day button" (or press "Main Flame" on the keypad) to select Sunday, Saturday. When finished, press "Setting" (or press "Timer" on the keypad) to exit setting.

4. After the initial power on, you need to set the clock, otherwise the clock will remain "00:00" status and you can't set week timer function.

5. After you turn on the power, the clock will automatically light up, the clock automatically turn off after 60s, you can press any one button to wake up the clock, and the clock will automatically turn off after 60s again.



A








B

### B. Heat setting

1. Use remote control's Heater button to select temperature → 17C → 18C → 19C → 20C → 21C → 22C → 23C → 24C → 25C → 26C → 27C → ON

### C. Timing switch on/off preset

1. While the fire is working, press "Setting"  to preset timing switch on/off the week timer. Press  to enter mode 1, while the display is I ON, the clock will be "01:00", press "+" to set hour, press "-" to set minute, press  to set week, every press on the  will show SU, MO, TU, WE, TH, FR, SA and flash in turn., you can use the "+" key to select the desired day and use "-" to remove the desired day,  shows all of the days selected.

Press "Heater" to enter temperature setting, then press "+" "-" button to set temperature. After setting, press "OK" button to save setting and return to clock interface.

2. Press "Setting" again to set timing switch off, the display is I OFF, the clock is displayed as "02:00", press "+" to set hour, press "-" to set minute, the date of the timer off keeps the same with the timer on, you can't change it manually. After setting, press the "OK" button to save setting and return to clock interface or press "Setting" button to enter setting of mode 2, which operation is the same with mode 1. You can set mode 1 to mode 7 with the above method.

3. After the preset timing on/off switch, you can use Day button to select the desired timing mode 1-2-3-4-5-6-7-auto option, after the option shows 10 seconds without any operation, it will save the selected option and enter the current setting of the option, the timer logo of the display lightens and will automatically run the preset switch setting program.

You can individually select each setting of modes 1-7 for automatic on/off switching, or you can preset the desired settings, and then select "auto mode" for multiple preset series executions.

4. If you want to set the on/off switch and temperature setting for different periods of the week, then set the switching time and temperature of each day from Sunday to Monday in mode 1-7. After setting, press the "OK" button and the system will run the week timer of 1-7 modes. You can also set 1-7 modes within 1 day, use "auto mode" to run timing switch on/off within 1 day. Be aware that when you use "auto mode", you need to make sure the settings of times does not overlap each other, otherwise the timer can go wrong.

5. After entering the set time, you can press "Cancel" button  to exit week timer mode.

6. You can check the 1-7 timer settings by pressing the "Setting" button. For example, press the "Setting" button to display (1 ON "01:00" temperature 27C), press the "Setting" button again to display (1 OFF "02:00" temperature 27C).

Press the "Setting" button again to display (2 On "03:00" temperature 26C) ..... then press the Setting button to display (7 OFF "13:00" temperature 27C). While displaying, you can adjust setting according to step 1 and step 2. While the fire is at week timer status, you can't adjust setting of time and temperature.



## 10.0 SAFETY CUTOUT SYSTEM

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This product has one non-self-resetting overheat protection device (thermal cut-out) which will activate if the air inlets or outlets are obstructed. For safety reasons the fire will NOT switch on again automatically, the following procedure must be carried out before the fire can be operated.

NOTE: The visual effect will remain operational if the cutout is activated, only the fan heater is prevented from working. Switch OFF the appliance **at the wall socket or outlet**. Leave the fire OFF for a period of no less than 10 minutes, ensuring all obstructions are removed. Switch the appliance ON **at the wall**. Ensure the appliance is turned ON at the control switches. If the fire fails to operate correctly, repeat the above procedure. If an attempt to switch on the appliance is made before the safety cutout has reset, the appliance may cutout for a further period of time. If the sequence has been followed correctly and the appliance still fails to function, check the fuse in the wall outlet. If this is not the cause, call an electrician or maintenance engineer.

## 11.0 CLEANING AND MAINTENANCE

### ALWAYS DISCONNECT THE APPLIANCE FROM THE MAINS SUPPLY OUTLET SOCKET BEFORE UNDERTAKING ANY CLEANING OR MAINTENANCE!

For general cleaning use a soft clean duster - never use harsh abrasive or cleaners. The glass viewing screen should be cleaned carefully with a soft cloth.

If in doubt consult a qualified electrician. Refer to Section 3.0 Appliance Data for fuse specification. Excluding fuses, use only genuine manufacturers spare parts available from your supplier.

#### Replacing the remote control battery:

When the battery becomes weak, the range of the remote control becomes shorter. Replace them with two AAA batteries.

Note: Keep the battery out of the reach of children.

## 12.0 SPARES

Refer to Section 3.0 Appliance Data for lamp and fuse specification. Excluding lamps and fuses, use only genuine manufacturers spare parts available from your supplier.

## 13.0 SERVICING

### There are no internal user serviceable parts.

Check regularly for security of wall fixings as appropriate. Also check security of supply cable and connections. If the supply cable becomes damaged, it must be replaced by a service agent or competent person, such as a qualified electrician.

This appliance is supplied with a BS1363 3 pin plug fitted with a 13 Amp fuse. Should the fuse require replacing, it must be replaced with a fuse rated at 13 Amp and approved to BS1362. In the event of the mains plug being removed/replaced for any reason, please note : **IMPORTANT:** The wires in the mains lead are coloured in accordance with the following code:

Blue - Neutral

Brown - Live

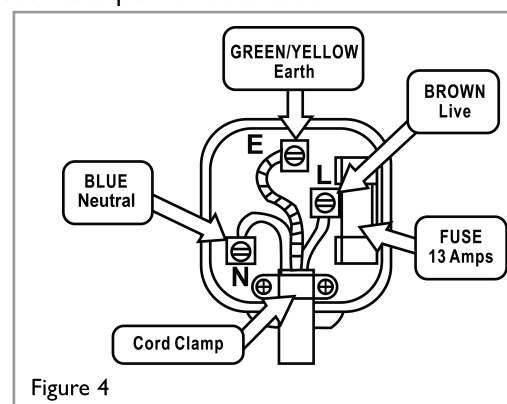
Green/ Yellow - Earth

As the colours of the wires in the mains lead of this appliance may not correspond with the colour markings identifying the terminals in your plug, proceed as follows.

The blue wire must be connected to the terminal marked with an N or coloured black. The brown wire must be connected to the terminal marked with an L or coloured red. The green/yellow wire must be connected to the earth terminal which is marked with an E or with the earth symbol. **WARNING:** Never connect live or neutral wires to the earth terminal of the plug.

NOTE: If a moulded plug is fitted and has to be removed take great care in disposing of the plug and severed cable, it must be destroyed to prevent engaging into a socket.

Refer to Section 3.0, Appliance Data for fuse specification. Excluding fuses, use only genuine manufacturers spare parts available from your supplier.



## 14.0 TROUBLESHOOTING GUIDE

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<b>Fire is not switching on</b>	Ensure mains switch is on  Replace the fuse in the plug
<b>Fire is not emitting any heat</b>	The fire is fitted with an energy saving thermostat. If the temperature in the room is higher than the temperature selected on the fire, then the thermostat will stop the heater from turning on. For example, if the room temperature is 22°C or above and the fire's heater is set at 22°C, then the heater will not be required until the room temperature drops below 22°C. If this is the case select a higher temperature setting than the room's temperature and the heater will begin to operate.  The safety cut-out may have operated. Switch your fire off, leave for two minutes and then switch back on.
<b>Fire shuts off after a period of time</b>	Check that the temperature is not set onto the lower settings. If the room is warm enough the thermostat will stop the fire switching the heat on.  Check that the chimney/flue is blocked off.
<b>Fire seems noisy</b>	There is a level of noise when the flame effect is in use, caused by a motor that helps generate the effect. This noise will be heard when there is no other background noise.  There is a higher level of noise associated with the heater motor; this is due to the air flow required when heat has been selected.
<b>Remote is not operating</b>	Check or replace batteries.

## 15.0 GUARANTEE - TERMS AND CONDITIONS

### 3 Year Guarantee Terms and Conditions

#### Registration is not required.

The 3 year guarantee only covers products purchased on or after 1st February 2009. The 3 year guarantee commences from the date of purchase, provided that the following 3 terms and conditions are adhered to:

1. For any claim to be made within the 3 years from date of purchase you will be required to provide and supply us with your proof of purchase.
2. Your gas fire must have been commissioned by a Gas Safe registered installer, evidence of which you must provide together with the Gas Safe registration number.
3. Your appliance must have been serviced annually, irrespective of use, by a Gas Safe registered installer, evidence of which must be provided, such as the receipt.

Please note all consumable items such as any ceramics including coals, pebbles, matrix, front strips, panels and bulbs are not covered by the 3 year guarantee.

We reserve the right to reject any claim or make a charge for any visit where the cause of the defect is due to non-compliance with the installation and/or servicing instructions or misuse of the appliance.

If a repair is chargeable during the warranty period, we will inform you and where possible, provide a quote or price guide before starting work. We cannot always give a firm cost until we commence the repair as it is not always possible to identify which components have been damaged.

Repaired or replaced products are covered only for the remainder of the original guarantee period and the guarantee period will not be extended even if we repair or replace any product or part.

If we replace any component or product, the component or product removed will become our property.

We will not accept or reimburse the cost(s) of any third party who undertakes any work carried out on the product or fits parts, unless we have approved such work in advance of it being carried out.

The Manufacturer's guarantee does not apply to:

- Damaged caused by faulty installation, theft, tampering, neglect, misuse, normal wear and tear, accident, fire, flood, explosion, lightning, storms, frost or other bad weather conditions.
- Damage caused by the non-observance of the Manufacturer's Installation Instructions.
- Any unauthorised adjustments made to the product by a third party.
- Servicing and its associated costs.
- Self-maintenance tasks such as cleaning.

### **Making a claim is easy.**

If you wish to make a claim under our 3 year guarantee, and all of the terms and conditions for your product have been met then please submit the following information for the attention of the 3G Service Department to [3g@focalpointfires.co.uk](mailto:3g@focalpointfires.co.uk). Alternatively, you can fax to 01202 499326 or post to Focal Point Fires plc, 3G Service Department, Reid Street, Christchurch, Dorset, BH23 2BT. Please note that this does not affect your statutory rights.

### **Details required:**

1. Name, full address (including post code) and contact telephone numbers.
2. Receipt of purchase or credit card statement.
3. Original installer's Gas Safe\* registration number (gas fires only).
4. Annual service receipt for every 12 months (gas fires only).

