

# INSTALLATION & USER INSTRUCTIONS

## WALL MOUNTED ELECTRIC FIRE



### MODELS COVERED BY THESE INSTRUCTIONS

Ebony LED Electric Fire



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**MODEL SHOWN: EBONY LED ELECTRIC FIRE**

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

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# 3 YEAR GUARANTEE

SUBJECT TO TERMS & CONDITIONS

For details please see: [www.focalpointfires.co.uk](http://www.focalpointfires.co.uk) or telephone  
01202 588635 Option 4

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

Revision F - 03/19

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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 below 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.
- **WARNING:** This heater is not equipped with a device to control the room temperature. 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.
- Keep furniture, curtains and other fabric material away from the appliance.
- **DO NOT** leave the appliance unattended during use.

## 1.0 IMPORTANT NOTES - CONTINUES

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

## 2.0 INSTALLATION REQUIREMENTS

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

<b>Weight (kg):</b>	15kg
<b>Dimensions:</b>	H 620 x W 520 x D 148 (mm)
<b>Supply Voltage:</b>	220~240V AC, 50Hz
<b>Fuse Rating:</b>	13 Amp
<b>Heating Elements:</b>	1500W
<b>Lighting:</b>	LED

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		EBONY LED ELECTRIC			
Item	Symbol	Value	Unit	Item	Unit
<b>Heat output</b>				<b>Types of heat input, for electric storage local space heaters only</b>	
Nominal heat output	$P_{nom}$	1.5	KW	Manual heat charge control with integrated thermostat	N/A
Minimum heat output (indicative)	$P_{min}$	0.75	KW	Manual heat charge control with room and/or outdoor temperature feedback	N/A
Maximum continuous heat output	$P_{max, c}$	1.5	KW	Electronic heat charge control with room and/or outdoor temperature feedback	N/A

### 3.0 APPLIANCE DATA - CONTINUED



Auxiliary electricity consumption				Fan assisted heat output	N/A
At nominal heat output	$e_{lmax}$	0.0	KW	<b>Type of heat output/room temperature control</b>	
At minimum heat output	$e_{lmin}$	0.0	KW	Single stage heat output and no room temperature control	No
In standby mode	$e_{lSB}$	0.0	KW	Two or more manual stages no temperature control	No
				With mechanical 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
				<b>Other control options</b>	
				Room temperature control with presence detection	No
				Room temperature control with open window detection	Yes
				With distance control option	Yes
				With adaptive start control	Yes
				With working time limitation	Yes
				With black bulb sensor	No
Contact details	Focal Point Fires, Avon Trading Park, Christchurch Dorset, BH23 2BT				

### 4.0 COMPONENT CHECKLIST

Quantity	Description
1	Heater unit
1	Decorative glass fascia
1	Remote control handset
2	Metal fixing plates
5	Wall plugs
5	Fixing screws
6	Metal plate screws

### 5.0 SITE REQUIREMENTS

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 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, or 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

## 5.0 SITE REQUIREMENTS - CONTINUED

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- 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)

## 6.0 CLEARANCES TO COMBUSTIBLES

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
- The minimum distance to the sides of the appliance is 200mm
- The minimum distance to the front of the appliance is 500mm

## 7.0 UNPACKING THE APPLIANCE

**Caution: This appliance is heavy. Always seek assistance whilst unpacking and/or during installation. Please read all the instructions before continuing to unpack or install appliance.**

Before starting the installation of this fireplace, please read the following:

1. The installation should be carried out by two adults to avoid injury or damage. If for any reason it is considered too heavy, please obtain assistance.
2. When lifting the fireplace, always keep your back straight. Bend your legs and not your back. Avoid twisting at the waist. It is better to reposition your feet.
3. Avoid upper body / top heavy bending. Always bend from the knees rather than the waist. Do not lean forward or sideways while handling the heater.
4. Always grip the heater with the palm of the hand. Do not use the tips of fingers for support.
5. Always keep the heater as close to the body as possible. This will minimize the cantilever action.
6. Use gloves to provide additional grip.
7. Unpack the package and lift the product gently out of the box, put it on a flat surface with the front panel facing up.

**IMPORTANT - PLEASE READ COMPLETELY THROUGH THE INSTRUCTIONS AND VERIFY THAT ALL LISTED PARTS ARE PRESENT BEFORE ASSEMBLY.**

## 8.0 INSTALLATION WALL MOUNTED

**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.

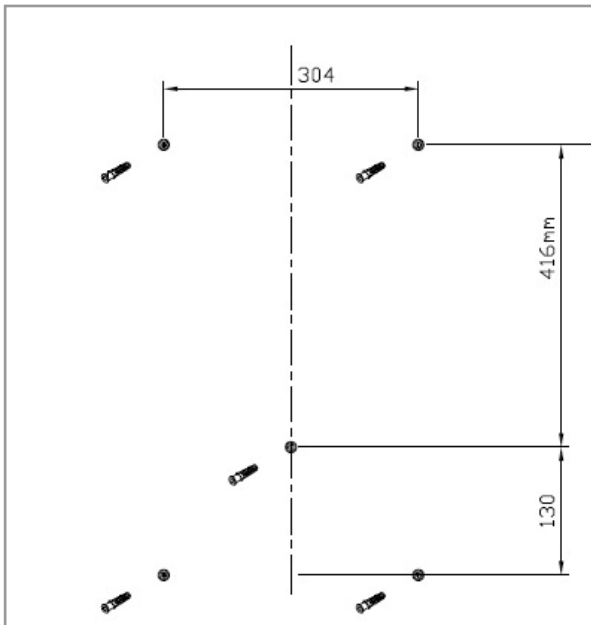
If the appliance is to be mounted on the inner leaf of a conventional cavity brick wall, or a solid wall, then the wall plugs and fixing screws provided may be used. Depending on the condition of the wall it may be necessary to use additional fixings. In this situation, any additional fixings and wallplugs 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 the fixing screws provided. If this is not achievable then the wall should be strengthened using appropriate building materials.

### 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.

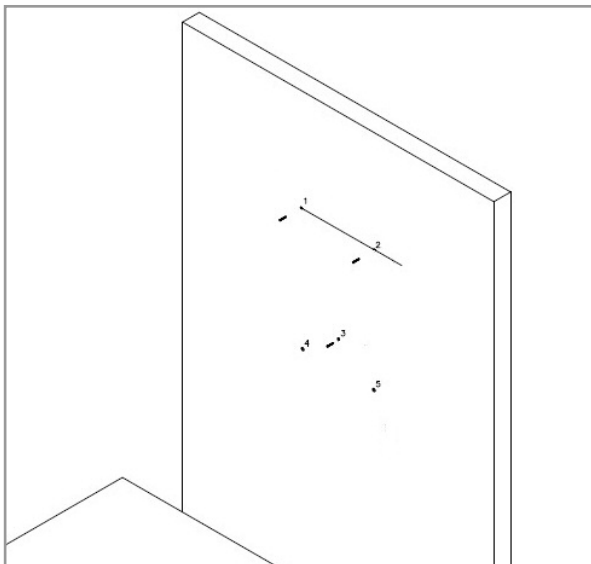




### Installing the wall plugs into the wall.

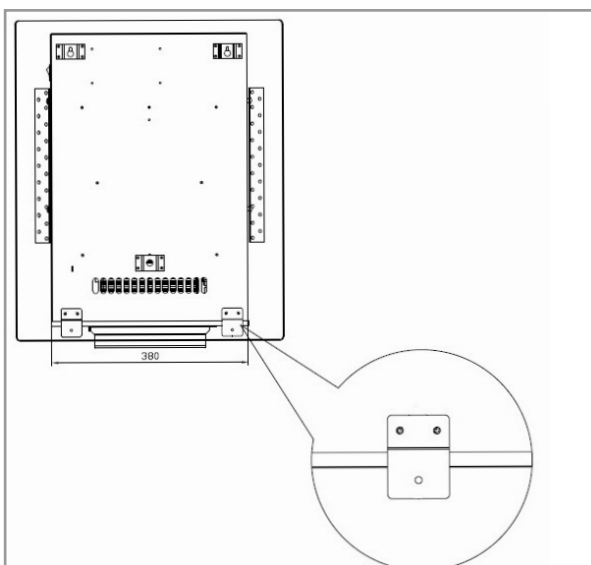
1. Drill 5 holes (8mm diameter, 40mm deep) into wall.
2. Insert the supplied wall plugs into the drilled holes.
3. Please refer to the diagram for hole locations.

**Please note: Before drilling into walls, always check that there are no hidden wires, pipes, etc. Make sure that screws and wall plugs supplied are suitable for supporting the unit in your surface. Consult a qualified person if you are not sure.**



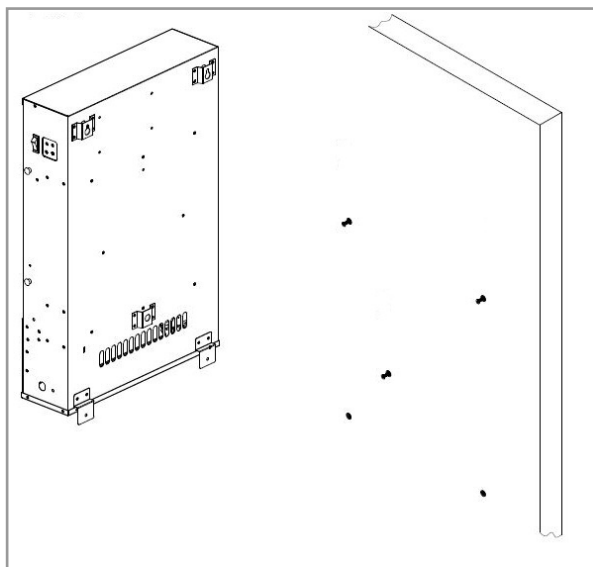
### Installing the fixing screws into the wall.

1. Insert three of the fixing screws into the top three wall plugs.



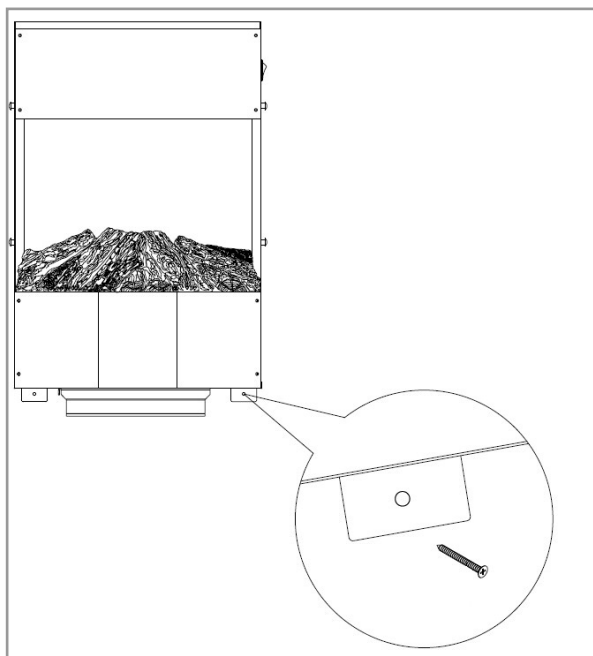
### Installing the metal fixing plates to the back of the fire.

1. Carefully place the fire on it's front.
2. Align the metal fixing plates (A) with the screw holes located at the back of the fire box.
3. Use two of the metal plate screws to fix each of the metal fixing plates to the firebox.
4. Ensure the metal fixing plates are securely attached.



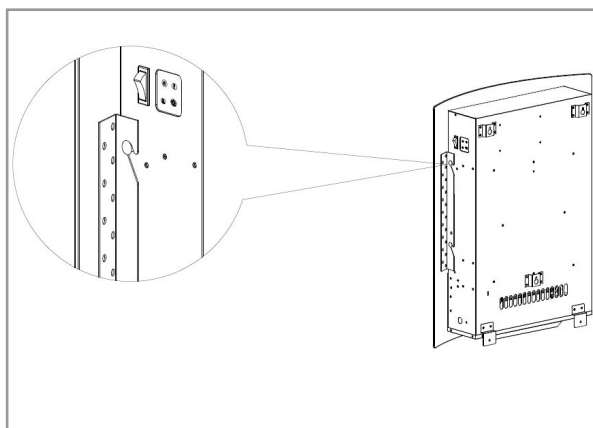
**Hanging the firebox onto the wall.**

1. Check to make sure the fixing screws are securely attached to the wall.
2. Lift the firebox and hang on the fixing screws.



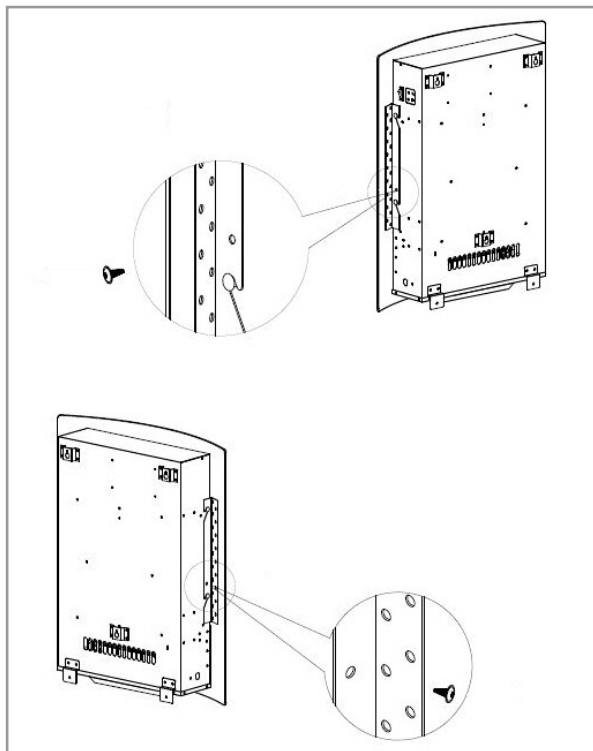
**Securing the fire to the wall.**

1. Insert one the fixing screws into the hole in each of the metal fixing plates.
2. Fully tighten the screws to secure the fire to the wall.
3. Ensure the fire is secured to the wall.



**Installing the front fascia.**

1. Hold the glass fascia securely and hang it onto the firebox hooks, which are located on both sides of the firebox.
2. The glass fascia should be secured on all four firebox hooks.
3. Check to make sure the glass fascia is securely in place.



### Securing the front fascia.

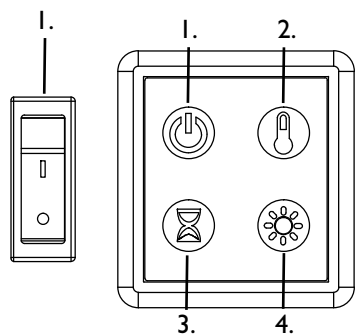
1. Locate the hole on both left and right sides and insert a screw through the hook, into the fireplace insert.
2. Tighten screw to pass it through the hook, on both sides.
3. Ensure the front fascia is secure.

Note: Tighten up the screw carefully, to avoid damage to the front panel.

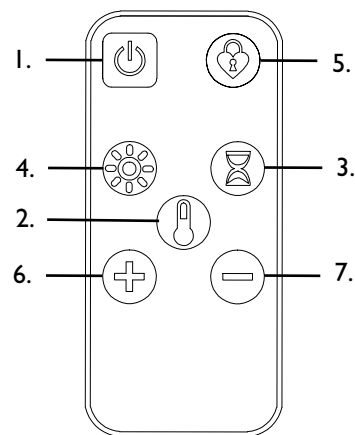
# 9.0 OPERATING THE APPLIANCE

The control panel is on the right side of the unit.

When a function is changed from the control panel or remote there will be a corresponding indicator displayed. The indicator shows the function changed and the level selected. When the function is turned off, the corresponding indicator will fade off.




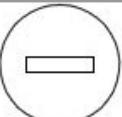


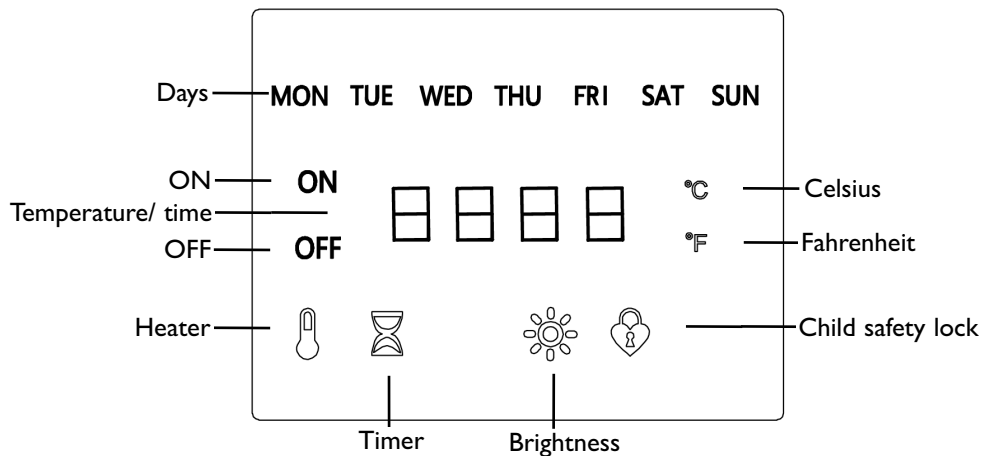
1. ON/OFF
2. HEATER
3. TIMER
4. BRIGHTNESS
5. CHILD SAFETY LOCK
6. PLUS
7. MINUS



	<p><b>Power Button</b> This button will not only put the fireplace insert in a standby mode, but also you can see the flame effect through the screen. This will turn off all functions at once.</p>
	<p><b>Heater</b> The fireplace contains a fan forced heater. The default setting temperature is 72°F (22°C). The thermostat setting range is 50°-86°F or 10°-30°C. The thermostat is adjustable by 2°F or 1°C increments. To change between °F and °C press and hold the <b>Heater</b> button for 5 seconds.</p>
	<p><b>Timer</b> Pressing the timer button repeatedly will cycle through the following timer settings: 30 minutes, 1 hour, 2 hr, 3 hr, 4 hr, 5 hr, 6 hr, 7 hr, 8 hr and off. The fireplace will automatically turn off when the timer reaches zero minutes.</p>



	<p><b>Brightness</b> This button controls the brightness of the flame effect.</p>
	<p><b>Child safety lock</b> The child safety lock is adjustable from remote control only. Holding the child safety lock button for 5 seconds disables or enables all functions on the control panel and remote control.</p>
	<p><b>Plus</b> Function increase of any function button.</p>
	<p><b>Minus</b> Function decrease of any function button.</p>











## TIMER SETTING OPERATION

### Timer Setting:






Note: You can not set the weekly timer by the control panel, but you can set the day timer. The day setting time is 30 (min) - 1H-2H-3H ---- 8H; The previous screen display shows the settled number (1/2/3...8) and later shows H(Hour); By remote control, you can set both the day and weekly timer, the specifications are as below:


#### 1. Standby mode: calibrate present time


To calibrate the present time the appliance must be turned off, but the power must be on at the socket.


- 1) Press and hold the  button for 5 seconds, the digital tube will flash, then press  and  button to set the day of the week (1 is Monday, 2 is Tuesday, 3 is Wednesday, 4 is Thursday, 5 is Friday, 6 is Saturday and 7 is Sunday).
- 2) Press  a second time, the first digit of the digital tube will start to flash, then press  and  button to set the hour (10 for example).
- 3) Press  a third time, the first digit of the digital tube will stay on and the last digit of the digital tube will flash, then set minutes (47 for example).
- 4) Press  again to set the current time calibration setting and turn on the power. The digital display will then show the ambient temperature.





**2. Set the week timer:**




1) Press  on the remote control. Press  or  button to set the day time. Press  to set the time to 30 (min) -1H-2H-3H ---- 8H-00; press the  to set the time to 8H-7H-6H---- 30 minutes.


While making any settings relevant to timer setting, the screen will also display the timing icon . When the timer setting has only 99 seconds left, the digital tube will show the seconds left.


2) Press  for 5 seconds to set the weekly timer.


Press  for 5 seconds, and the display panel will show **ON** and **MON**, while the digital display showing '...', Weekly timer set, start from Monday, for example setting Monday: (Monday on status-Monday off status-Thursday on status-.....Sunday off status.)

1) Press  the first time, through the '   button to set the hour.

2) Press  the second time to set minutes. Ten minutes is consider to be a unit and you could press button   to adjust minutes (from 10,20-50-00 minutes).

3) Press  for the third time, to set the power off-working time on Monday. The **ON** icon will be disappear and at the same time the **OFF** icon will flash on (the **MON** icon will not disappear). First, set hours by pressing plus and minus button. The first two digit will display hours.

4) Press  a fourth time to set the minutes, you can adjust the minutes by pressing plus and minus button.

You will finish setting the Monday timer setting after four time setting operation. Press  again to change the setting on-off situation on Tuesday. The operation method is same as Monday. When you finish to set the whole week, the digital tube will show the ambient temperature. This indicate the setting have been finished.

**3. If you do not want to set the on-off timer on a certain day of the week, you need to press the timer key  continuously for four times to skip this day.**

For example, you do not need to set on-off status on Tuesday. When the Monday timer setting is finished, press the timer setting key, then you could set Tuesday. **ON** and **MON** will disappear. Instead, **ON** and **TUE** will lit up. At the same time the first two digital of the tube display: ':.'. You should not press plus and minus button to set time. You should press the timer again, and the digital tube will display ':.:.' (minutes). At this time, do not press the plus and minus button, press the timer third time, the **ON** icon on the display board will disappear while **OFF** icon lit up. **TUE** icon will appear and the first two digit of the tube display ':.:.' (hour setting). Do not press plus and minus button at this time. Press the timer the fourth time, the digit tube will display ':.:.:.' (minutes). Press again the timer button. By this way, it will not set on that day and the display board and the digit tube will transfer to Wednesday set.

**4. The same day timing and weekly timing conflict, according to the principle of first switch to the first set, all settings need memory function**

**5.  Child lock:** The child safety lock is adjustable from remote control only.

Holding the child safety lock button for 5 seconds disables or enables all functions on the control panel and remote control.

**6. Temperature control energy-saving features: (additional hidden features)**

1 When the difference between actual detected temperature and set temperature are within 3°C (for example, set 18°C and detected 16°C -18°C), heating power 750w.

2 When the difference between actual detected temperature and set temperature exceeds 3°C (for example, set 18°C, detected as 15°C or below), heating power 1500w.

3 when the actual detected temperature is 1°C higher than the set temperature, the heating will be off (for example, set to 27°C, the actual test is 28°C), the fan will stop working after 10 seconds.

4 Press the power off button on the control panel, the temperature control function will record the last setting when power on again.

### 7. Open Window function: (additional hidden functions)

In the thermostat control heating mode, when the ambient temperature drops over 5°C within 10 minutes, the buzzer will make a "beep" sound three times and the digital display will show E8. This means there is window open or there may exist some cooling items opened, at the same time the temperature control turns the heating off.

Closing the window or cooling items the ambient temperature will not fall down again and the display E8 disappear.

E8 characters will not disappear if you turn off the heating by the control panel or remote control, even when window is not closed. You will need to turn the appliance off at the wall and unplug from the power supply.

When the remote control stops operating or its range seems reduced, it is time to replace the batteries with new ones.

#### Remote Control

The fire is supplied with an IR multifunction remote.

Before the remote will operate the plastic insulating sheet needs to be removed.

#### Battery Replacement

Battery Requirements: CR2025

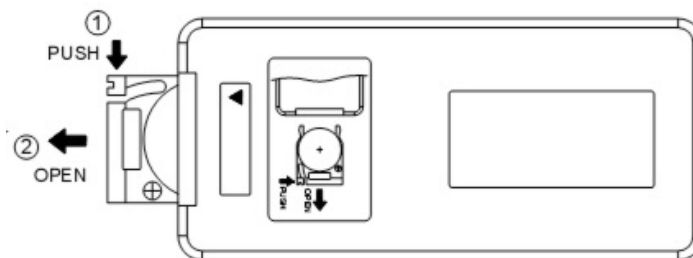
1. Locate and remove the battery bracket.
2. The battery has two sides, one with a button feature, and the other is flat.
3. Insert the battery with the button side down into the battery bracket, making sure the battery is firmly seated.

Batteries should be removed if the product is to be left unused for a long period of time.

The batteries may contain hazardous substances that could endanger the environment and human health. This symbol appearing on the battery and/or packaging indicates that used batteries must not be processed with municipal waste. Instead they should be brought to the appropriate collection point for recycling.

By correctly disposing of used batteries, you prevent potential negative consequences for the environment and human health. Recycling used materials also preserves our natural resources.

For more information about collecting and recycling used batteries, please contact your local municipality, your waste disposal service or the store where you purchased this product.



## 10.0 SAFETY CUT-OUT SYSTEM

**NOTE: The LED display panel will remain operational if the cut-out is activated, only the fan heater elements are prevented from operating.**

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 the battery with a new CR2025 lithium battery.

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

## 12.0 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>Logs glow but flame effect does not work</b>	Check to see if the spinning motor is working. If not contact Focal Point Fires
<b>Heater doesn't work, but Power and Heater switches / buttons are in the "ON" position</b>	Turn all switches / buttons to the "OFF" position and unplug the unit from the wall outlet for 10 minutes.  After 10 minutes plug the unit back into wall outlet, and operate as normally.
<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.
<b>Display shows "E1"</b>	The manual reset overheating protection has triggered. Inspect the heater and check that the air inlets and outlets are not blocked as this may cause overheating. Unplug the heater for 10 minutes and allow it to cool down. Plug back in and turn it on; check the heater for signs of overheating. If the problem persists discontinue use of the heater and contact customer service.
<b>Display shows "E2"</b>	The thermostat sensor is broken or disconnected. Contact customer service for a replacement thermostat sensor.

## 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 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. 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

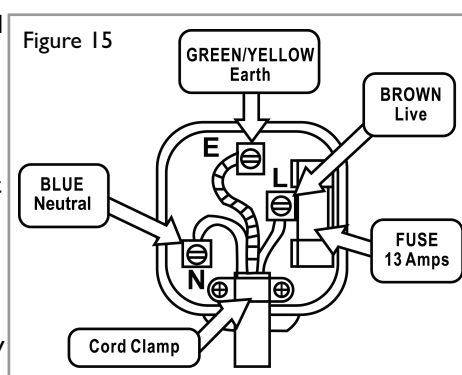
Brown - Live

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.

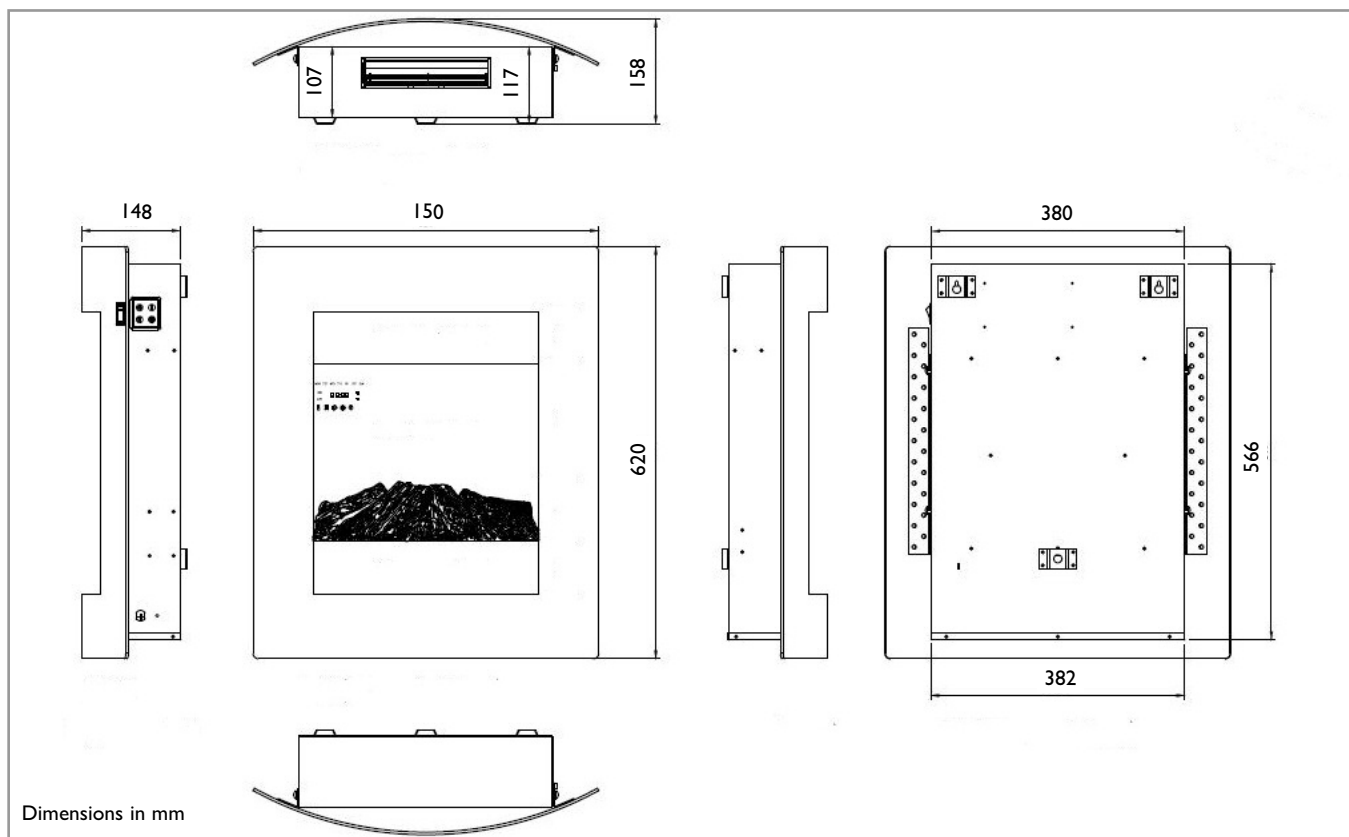
NOTE: If a moulded plug is fitted and has to be removed take great care in disposing of the plug and severed cable, it must be destroyed to prevent engaging into a socket.

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



## 14.0 APPLIANCE DIMENSIONS

GB IE



## 15.0 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).



Waste electrical products should not be disposed of with household waste. Please recycle where facilities exist. Check with your local authority or retailer for recycling advice.

As our policy is one of continuous improvement and development, we therefore hope that you will understand we must retain the right to amend details and/or specifications without prior notice.