

ELECTRIC FIRE - FAULT DIAGNOSTICS

	Fault	Customer Action
1	Fire does not turn on when the first light switch is depressed	<ol style="list-style-type: none"> 1. Check Plug Fuse OK? 2. Press the first or second heat setting switch and set the thermostat to full OK? 3. If the heater works but there are no lights see item 2 Report Fault Code E7 4. If the fire does not work after following these steps unplug or isolate from mains leave for 3 minutes reconnect and turn on. 5. If fire does not work Report Fault Code E1. Note before offering service ensure that the fire has been cleaned around the fan inlet as indicated in the instructions.
2	The fire heater is working but the flame effect and lights do not working	<ol style="list-style-type: none"> 1. Check to ensure that the lamps are fitted and that they are tight in the lamp holders OK? 2. Replace Lamps OK? 3. If still not working Replace Product Report Fault Code E4
3	The fire heater and lights work but the flame effect is static.	<ol style="list-style-type: none"> 1. Check for appliance type 2. If flame fan – remove screen as per instructions and check to see if flame effect is free OK 3. If Spinner effect ask customer to follow these instructions <p>Spinner setup and maintenance: The spinners are manufactured with integral needles—there should be no need for adjustment, however if the spinner fails to move follow step (a) below. Step a. If the spinner fails to start after a period of 5 minutes follow the steps below. Remove the front fret and fuel support as indicated in step 4. Check to ensure the spinner rotates freely (blow the spinner lightly) the spinner should rotate smoothly. If the spinner does not rotate smoothly ensure that the spinner bracket is level and that the spinner is level when stationary if it is not gently press the bracket up or down to suit. If the speed of the spinner is slow this can be adjusted by altering the angle of the vanes but this is not normally necessary. When replacing lamps the spinners should be removed to give easier access. In some cases the spinner can be effected by static this will result in the spinner not working ensure that all adjacent surfaces are free from static by using an antistatic dusting cloth</p> <p>For any other maintenance contact your nearest stockist.</p> <ol style="list-style-type: none"> 4. If still not working Replace Product Report Fault Code E6
4	The fire flame effect is working but no heat is omitted from the fire when either the first or second heat setting is activated	<ol style="list-style-type: none"> 1. Check to ensure that the thermostat is switched to full – OK 2. Check to ensure that the room temperature is lower than 35 deg C – if the room temperature is higher than this temperature the fire will not operate. OK 3. If still not working Replace Product Report Fault Code E5
5	The fire is turned to heat the room but after a few minutes the fire turns off.	<ol style="list-style-type: none"> 1. The fire is fitted with a thermal cutout which is designed to protect the product from overheating. Check to ensure that all air vents are clear of dust and obstructions. OK 2. Does the fire restart without removing plug? Yes /No <ol style="list-style-type: none"> 1. If yes there is a fault with the product replace fire. Report Fault Code E8 2. If No There is a problem with the thermal cutout – Replace the fire Report Fault Code E1
6	The Fire is noisy	Turn the fire off from the Switches and then turn on the first switch to operate the lights and flame effect. <ol style="list-style-type: none"> 1. Is the fire noisy? Yes/ No 2. If yes then try to identify the type of noise e.g. is it a fan noise or something else – Imperial flame fire will exhibit a blowing fan like noise when the effect is on. Any other type of noise may be a product fault 3. If identified as a product fault replace product. Report Fault Code E3 4. If No See item 7
7	The fire is noisy when I turn the heater on	Turn the fire off from the Switches and then turn on the first switch to operate the lights and flame effect. <ol style="list-style-type: none"> 1. Turn the heater fan on – check for symptoms as item 6: Report Fault Code E5

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8	Damage	The customer has observed damage to the product. <ol style="list-style-type: none"> 1. Identify where the damage is. 2. Is external packaging is damaged? 3. Replace component and or product see list of customer replaceable items. Report Fault Code A1 or A2
9	Missing / Incomplete or Incorrect Delivery	The customer has reported either Missing – incomplete or Incorrect delivery. <ol style="list-style-type: none"> 1. Identify the specific issue. In the case of a missing consignment obtain POD from carrier. Incomplete or incorrect discuss issue with despatch and sales. Report Fault Code A3
10	Remote Control Not Operating	<ol style="list-style-type: none"> 1. Check appliance is turned on and working with manual switching if yes 2. Ensure remote is pointing towards the fire flame effect area 3. Check / change batteries in remote control 4. Replace handset – If corrected report Fault Code E19 If this does not cure problem then product service required. 5. Contact dealer / service engineer see section 11
11	Remote Control Not operating after replacement of handset	1. Customer has tried replacement handset and still reports failure – Product must be returned to dealer for service report Fault Code 20

Customer Replacement Parts – Electric Fires Only	Model Types
Frames	All Models after 5/6/06
Fret	All Models
Grate	All Models where applicable
Fuel Support	All Models where applicable
Fuel Effect components – Coals Pebbles Log etc	All Models where applicable
Lamps	All Models where applicable
Spinners	Palermo ECO – Lavascape – Lavascape ECO
Engineer Replaceable Parts – Must only be undertaken by a competent person	
Heater Fan and element	All Models Except Zen Models are RTB
Thermostat	All Models Except Zen Models are RTB
Switch	All Models Except Zen Models are RTB
Wiring Loom	All Models Except Zen Models are RTB
Lamp Holders	All Models Except Zen Models are RTB