



Pollensa LED Electric Wall Fire Instruction Manual



THE **SCIENCE**
BEHIND HEAT



www.beldray.com

Please read all of the instructions carefully and retain for future reference.

Safety Instructions

When using electrical products, basic safety precautions should always be followed.

Check that the voltage indicated on the rating plate corresponds with that of the local network before connecting the product to the mains power supply.

Children younger than 3 years old should be kept away from the product unless continuously supervised.

Children aged from 3 years and less than 8 years shall only switch on/off the product, provided that it has been placed or installed in its intended operating position and they have been given supervision or instruction concerning the use of the product 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 product or perform user maintenance.

Children should be supervised to ensure that they do not play with the product.

This product is not a toy.

This product contains no user serviceable parts. If the power supply cord, plug or any part of the product is malfunctioning or if it has been dropped or damaged, only a qualified electrician should carry out repairs. Improper repairs may place the user at risk of harm.

Keep the product and its power supply cord out of reach of children.

Keep the product and its power supply cord away from heat or sharp edges that could cause damage.

Keep the power supply cord away from any parts of the product that may become hot during use.

Keep the product away from other heat emitting products.

Keep furniture, curtains and other flammable material at least 1 metre away from the product.

Do not run the supply cord under carpets, rugs etc. or anywhere where it may present a trip hazard.

Do not immerse the product or plug in water or any other liquid.

Do not operate the product with wet hands.

Do not use this product in the immediate surroundings of a bath, a shower or swimming pool.

Do not leave the product unattended whilst connected to the mains power supply or when in use.

Do not remove from the mains power supply by pulling the cord; switch off and remove the plug by hand.

Do not use this product for extended periods of time.

Do not use the product for anything other than its intended use.

Do not cover this product.

Do not block the rear air intake of the product; place in an open, well-ventilated space.

Do not use this product outdoors.

Do not attempt to move the product whilst it is in use.

Do not touch the product during use, as it will get very hot and could cause injury.

Do not use the product with a programmer, timer, separate remote-control system or any other device that will switch the product on automatically, as there is a risk of fire if the heater is covered or positioned incorrectly.

Do not clean the product with abrasive chemicals or materials such as scourers as they may damage the product and impair future function.

The product must not be located immediately below or next to a mains power supply.

Always unplug the product after use and before any cleaning or maintenance.

Always ensure that the product has cooled fully after use, before any cleaning or maintenance.

Never use accessories that are not recommended or supplied by the manufacturer. It could cause danger to the user and damage to the product.

Use of an extension cord with the product is not recommended.

This product is intended for domestic use only. It should not be used for commercial purposes.

Warning: In order to avoid overheating, do not cover the product.

Warning: This product is not equipped with a device to control the room's temperature. Do not use this product in small rooms whilst occupied by persons incapable of leaving the room on their own, unless constant supervision is provided.

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.

Caution: In order to avoid a hazard, due to the inadvertent resetting of the thermal cut-out, this product 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: Hot surface. Do not touch the hot section or heating components of the product.

Battery Safety

Only use the batteries recommended.

Batteries are to be inserted with the correct polarity and should not be exposed to excessive heat sources such as fire and direct sunlight.

Remove any batteries from the product when it is not being used for a long period of time.

Exhausted batteries should be removed from the product to avoid leakage. Remember to keep button cell batteries away from children at all times as they can be easily swallowed.

The supply terminals are not short-circuited.

Only batteries of the same or equivalent type as those recommended should be used with this product.

Batteries must be inserted according to the correct polarity.

Do not dispose of batteries in a fire.

Do not dispose of batteries in your household waste.

To dispose of the batteries, take them to your local recycling station.

Contact your local government offices for details.

Do not crush, puncture, dismantle or otherwise damage the batteries.

This product requires a 3 V DC CR2025 button cell battery (included).

Getting Started

Remove the product from the box.

Remove any packaging from the product.

Place packaging inside the box and either store or dispose of safely.

In the Box

LED wall fire

Wall bracket

Fixed angle bracket

White pebble pack

Ø 4 x 8 mm screws (qty. 2)

Ø 4 x 35 mm screws (qty. 7)

Wall plugs (qty. 7)

Remote control

Instruction manual

Features

2000 W

2 heat settings: 1000 W/2000 W

Flat black glass fascia

LED flame effect

Dimming function

Flame without heat function

White pebble effect fuel bed

Remote control



Flat black glass fascia

White pebbles

Fuel bed



'Flame Effect' button



'Power' button

'1000 W' button



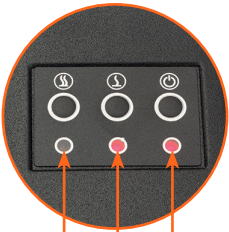
LOW

'2000 W' button



HIGH

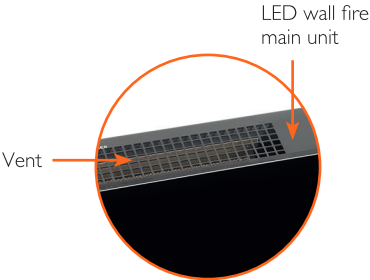
Remote control



'2000 W' button

'Power' button

'1000 W' button



LED wall fire main unit

Vent

Instructions for Use

Advice Before Fitting

Please retain all of the packaging until you have checked and counted all of the parts and the contents of the fixing pack against the parts list (In the Box).

The fixing pack contains small items, which should be kept away from young children.

It is suggested that all of the fixing pack contents are placed into a container, to reduce the risk of losing any small pieces.

Installation Guide

Do not connect the LED wall fire main unit to the mains power supply until all of the instructions have been read, fully understood and the LED wall fire has been properly and securely fitted.

The minimum safe distances must be observed.

Do not lift the product by the flat black glass fascia.

Wall Mounting the LED Wall Fire

STEP 1: Ensure that the LED wall fire is unplugged from the mains power supply.

STEP 2: Open the fixing pack and place all of the contents into a container. This will reduce the risk of losing any small pieces.

STEP 3: Remove the flat black glass fascia by lifting it up and away from the LED wall fire main unit.

STEP 4: The LED wall fire is designed to be permanently fixed to a wall at a minimum height of 300 mm. The wall bracket must be fitted horizontally and the power cord routed to the bottom right of the fire. A height of 600 mm from the bottom of the LED wall fire to the floor is recommended for optimum viewing of the fuel bed.

STEP 5: Hold the wall bracket against the wall that it will be fixed to and using a pencil, mark the positions of the screw holes onto the wall. Ensure that the markings are level and that they observe the recommended fixing dimensions.

STEP 6: Drill where the holes have been marked and insert the wall plugs, ensuring that the edge is flush with the surface of the wall.

STEP 7: Fix the wall brackets into place using the Ø 4 x 35 mm screws.

STEP 8: Attach the fixed angle bracket to the bottom of the LED wall fire main unit using the Ø 4 x 8 mm screws.

STEP 9: Carefully lift the LED wall fire main unit and hook it to the wall bracket. Do not let go until it is secure.

STEP 10: Using a pencil, mark the positions of the fixed angle bracket screw holes onto the wall.

STEP 11: Remove the LED wall fire main unit from the wall bracket, drill where the holes have been marked and insert the remaining wall plugs, ensuring that the edge is flush with the surface of the wall.

STEP 12: Taking care, lift the LED wall fire main unit and attach it to the wall bracket. Secure the fixed angle bracket in place with the Ø 4 x 35 mm screws.

STEP 13: Remove the white pebbles from the packaging and place them evenly across the bottom of the fuel bed.

STEP 14: Replace the flat black glass fascia by carefully positioning it onto the LED wall fire main unit, aligning the tabs with the slots at each side of the LED wall fire. Slide the flat black glass fascia down until it is secured.

Note: Installation of the LED wall fire should be carried out by two people in order to avoid injury, damage to the property or the LED wall fire.

Warning: Before drilling into the mounting wall, ensure that there are no live electrical wires, water or other utility pipes. These may cause serious damage or injury.

Warning: The LED wall fire must not be used if the glass panels are damaged.

Using the LED Wall Fire

The LED wall fire can be operated either by the switches located on the top right hand side of the LED wall fire main unit or by the remote control included.


Manual Operation

STEP 1: Plug in and switch on the LED wall fire at the mains power supply.

STEP 2: Switch on the LED wall fire using the 'On/Off' switch located on the top right hand side of the LED wall fire main unit.

STEP 3: Press the  button to turn on the 'Flame Effect' function; a red indicator light will illuminate to indicate that the 'Flame Effect' function is on.

STEP 4: Select the desired heat output by flicking the relevant heat setting switch:

To operate the LED wall fire on a low heat setting (1000 W), press the  button once; push it again to switch it off.

To operate the LED wall fire on a high heat setting (2000 W), press the  button once; push it again to switch it off.

STEP 5: Turn the LED wall fire into standby mode by pressing the  button; this will turn off the 'Flame Effect' function and heat settings.


STEP 6: Switch off the LED wall fire using the 'On/Off' switch located on the top right hand side of the LED wall fire main unit.

Remote Operation

STEP 1: Plug in and switch on the LED wall fire at the mains power supply.

STEP 2: Switch on the LED wall fire using the 'On/Off' switch located on the top right hand side of the LED wall fire main unit.

STEP 3: Press the  button to turn on the 'Flame Effect' function; a red indicator light will illuminate to indicate that the 'Flame Effect' function is on.

STEP 4: Control the 'Flame Effect' function by pressing the  button on the remote control.

STEP 5: Select the desired heat output by flicking the relevant heat setting switch:

To operate the LED wall fire on a low heat setting (1000 W), press the ① button once; push it again to switch it off.

To operate the LED wall fire on a high heat setting (2000 W), press the ② button once; push it again to switch it off.

STEP 6: Turn the LED wall fire into standby mode by pressing the ③ button on the remote control; this will turn off the 'Flame Effect' function and heat settings.

STEP 7: Switch off the LED wall fire using the 'On/Off' switch located on the top right hand side of the LED Wall Fire main unit.

Note: It will take some time for the receiver to respond to the transmitter. Do not press the buttons more than once within two seconds for correct operation.

Note: The LED wall fire will beep to indicate that a function has been selected.

Battery Replacement

The remote control requires a CR2025 3 V button cell battery for use. If the battery becomes exhausted:

STEP 1: Locate the battery compartment; this is located on the back of the remote control.

STEP 2: To open the battery compartment, push the release catch on the left hand side and carefully pull out the battery compartment.

STEP 3: Carefully remove the exhausted battery and dispose of it following the instructions in the 'Battery Safety' section.

STEP 4: Place the new battery into the slot in the battery compartment, ensuring that the battery's positive side is facing upwards.

STEP 5: Slot the battery compartment back into the remote control until it clicks into position.

Note: Ensure that the battery compartment is secure before use.

Thermal Cut-Out Device

The LED wall fire is fitted with a thermal safety cut-out device, built-in to prevent it from overheating. Should the LED wall fire start to overheat, the thermal safety cut-out system will automatically operate and the heat settings will switch off. If this happens:

Switch off the LED wall fire using the 'On/Off' switch located on the top right hand side of the LED wall fire main unit.

Ensure that the LED wall fire is unplugged from the mains power supply and allow it to cool for approximately 15 minutes.

Clear any blockages present on the vent, being careful not to damage the LED wall fire.

Plug in and switch on the LED wall fire at the mains power supply.

Troubleshooting

Problem	Cause	Solution
The LED wall fire is not operating. The fan is not running.	The LED wall fire is not plugged in and switched on at the mains power supply. The thermal cut-out device has activated. The fuse has blown.	Ensure that the LED wall fire is plugged in and switched on at the mains power supply. Unplug the LED wall fire from the mains power supply and allow it to cool for approximately 15 minutes. Plug in and switch on the LED wall fire at the mains power supply before trying again. Unplug the Wall Fire from the mains power supply and replace the fuse with one that is the same amp.
No heat is being emitted from the LED wall fire.	There may be a problem with the power supply to the LED wall fire.	Check the mains power supply by plugging in a working product. If the mains power supply is functional and the power cord or plug of the LED wall fire is suspected to be faulty, have it checked by a qualified electrician.
The remote control is not working.	The battery is exhausted.	Replace the battery according to the section 'Battery Replacement' or the diagram and polarity shown on the back of the remote control.

Care and Maintenance

Always unplug the LED wall fire from the mains power supply and allow it to cool sufficiently before performing any cleaning or maintenance.

Wipe the exterior of the LED wall fire with a soft, damp cloth and allow to dry thoroughly.

Do not use harsh or abrasive cleaning solvents, as these may damage the finish of the LED wall fire.

The glass screen should be cleaned carefully with a soft cloth; do not use proprietary glass cleaners.

Specification

Product code: EHI 270ARFOB
Supply: 220–240 V ~ 50 Hz
Power: 2000 W
Fuse: 13 A
Lighting: 0.5 W LED Lamp (non-replaceable)

Connection to the mains

Please check that the voltage indicated on the product corresponds with your supply voltage.

Important

As the colours in the mains lead of this product may not correspond with the coloured markings identifying the terminals in your plug, please proceed as follows:

The wires in the mains lead are coloured in accordance with the following code:

Blue Neutral (N)


Brown Live (L)

Green/Yellow Earth ()

FOR UK USE ONLY - Plug fitting details (where applicable).

The wire coloured BLUE is the NEUTRAL and must be connected to the terminal marked N or coloured BLACK.

The wire coloured BROWN is the LIVE wire and must be connected to the terminal marked L or coloured RED.

The wire coloured GREEN/YELLOW must be connected to the terminal marked with the letter E or marked .

On no account must either the BROWN or the BLUE wire be connected to the EARTH terminal (.

Always ensure that the cord grip is fastened correctly.

The plug must be fitted with a fuse of the same rating already fitted and conforming to BS 1362 and be ASTA approved.

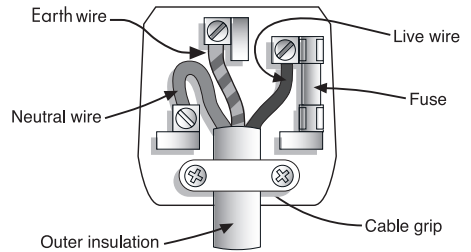
If in doubt consult a qualified electrician who will be pleased to do this for you.

Non-rewireable mains plug

If your product is supplied with a non-rewireable plug fitted to the mains lead and should the fuse need replacing, you must use an ASTA approved one (conforming to BS 1362 of the same rating).

If in doubt, consult a qualified electrician who will be pleased to do this for you.

If you need to remove the plug - DISCONNECT IT FROM THE MAINS and then cut it off the mains lead and immediately dispose of it safely. Never attempt to re-use the plug or insert it into a socket outlet as there is a danger of an electric shock.



UP Global Sourcing

Victoria Street, Manchester OL9 0DD. UK.

If this product does not reach you in an acceptable condition please contact our Customer Services Department by one of the following methods:

Telephone: +44 (0)333 577 9820*

*Telephone lines are open Monday – Friday, 9 am–5 pm (Closed Bank Holidays)

Email: customersupport@beldray.co.uk

Fax: 0161 628 2126

Please have your delivery note to hand as details from it will be required.

If you wish to return this product please return it to the retailer from where it was purchased with your receipt (subject to their terms and conditions).

Guarantee

This product is guaranteed for a period of 2 years from the date of purchase against mechanical and electrical defects.

This guarantee is only valid if the product is used solely for domestic purposes in accordance with the instructions and provided that it is not connected to an unsuitable electricity supply or dismantled or interfered with in any way or damaged through misuse. Under this guarantee we undertake to repair or replace free of charge any parts found to be defective. Reasonable proof of purchase must be provided.

Nothing in this guarantee or in the instructions relating to this product excludes, restricts or otherwise affects your statutory rights.

In line with our policy of continuous development we reserve the right to change this product, packaging and documentation specification without notice.

Consumables are not guaranteed i.e. plug and fuse.

The crossed out wheelie bin symbol on this item indicates that this product needs to be disposed of in an environmentally friendly way when it becomes of no further use or has worn out. Contact your local authority for details of where to take the item for recycling.



