



**Franklin Electric  
Fire Suite  
Instruction Manual**



THE **SCIENCE**  
BEHIND HEAT



[www.beldray.com](http://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 should 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 should not plug in, regulate or clean the product or perform user maintenance.

Children aged from 8 years and people with reduced physical, sensory or mental capabilities or lack of experience and knowledge can use this appliance, only if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.

Children should not carry out cleaning or user maintenance without supervision.

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 put objects into any of the openings.

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 should be used on a stable, heat-resistant surface.

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.

**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.



Hot surface. Do not touch the hot section or heating components of the product.

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

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.

Normal voltage is still present in this product as long as the product is connected to the electrical source. Always unplug the product when not in use.

## 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

Franklin Electric Fire Suite

2 wall brackets

Ø 16 mm screws (qty. 4)

Ø 30 mm screws (qty. 2)

Wall plugs (qty. 2)

Instruction manual

## Features

2000 W

2 heat settings: 1000 W/2000 W

Thermal cut-out device

Overheat protection

Chrome fret and frame with black inlay

Coal effect fuel bed

'Flame without heat' setting

## Description of Parts



- 1. Electric fireplace
- 2. Cream wooden surround
- 3. Chrome effect fascia
- 4. Control panel
- 5. On/Off switch

- 6. Heat setting I switch
- 7. Heat setting II switch
- 8. Coal effect fuel bed
- 9. Hearth

## Instructions for Use

### Before First Use

Place the fire suite onto a flat, stable, heat-resistant surface at least 1 metre away from furniture, curtains or any other flammable materials.

If placing the fire suite in an alcove, ensure that there is at least 600 mm of space above and 200 mm of space each side, to ensure good air circulation.

The fire suite must not be located over a mains power socket. The mains power socket must always be accessible, in order to disconnect the fire suite from the mains power supply before cleaning or maintenance.

**Note:** When using the fire suite for the first time, a slight odour may be emitted. This is normal and will soon subside. Ensure that there is sufficient ventilation around the fire suite.

### 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 fire suite to the mains power supply until all of the instructions have been read, fully understood and the fire suite has been properly and securely fitted.

The minimum safe distances must be observed.

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

### Mounting the Franklin Electric Fire Suite

**STEP 1:** Ensure that the fire suite 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:** Fix the wall brackets onto the back of the hearth using the four Ø 16 mm screws.

**STEP 4:** Hold the fire suite so that the hearth is against the wall that it will be fitted to and using a pencil, mark the position of the final screw hole in each wall bracket.

**STEP 5:** Drill where the holes have been marked (D 35 mm x W 6 mm) and insert the wall plugs, ensuring that the edge is flush with the surface of the wall.

**STEP 6:** Using the two Ø 30 mm screws, secure the fire suite onto the wall.



**Note:** There will be a slight gap behind the fire suite, this is normal and is required for air ventilation. Do not remove the plug and wire the fire suite into the mains power supply, as this will invalidate the guarantee.

### Using the Franklin Electric Fire Suite

**STEP 1:** Plug in and switch on the fire suite at the mains power supply.

**STEP 2:** Switch on the fire suite using the 'On/Off' switch. This will also operate the LED flame effect and fan.

**STEP 3:** Select the desired heat output by pressing the relevant heat setting switch:

To operate the fire suite on a low heat setting (1000 W), press the 'Heat Setting I' switch; press it again to switch it off.

Press the 'Heat Setting II' switch to operate the fire suite on a high heat setting (2000 W); press it again to switch it off.

**STEP 4:** Switch off the fire suite using the 'On/Off' switch.

**Note:** The higher heat setting (2000 W) will only operate if both heat setting switches are turned on.

### Thermal Cut-Out Device

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

**STEP 1:** Switch off the fire suite using the 'On/Off' switch.

**STEP 2:** Ensure that the fire suite is unplugged from the mains power supply and allow it to cool for approximately 15 minutes.

**STEP 3:** Clear any blockages present on the vent, being careful not to damage the fire suite.

**STEP 4:** Plug in and switch on the fire suite at the mains power supply.

**Caution:** In order to avoid a hazard, due to inadvertent resetting of the thermal cut-out, this fire suite 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 product.

### Care and Maintenance

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

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

Do not use harsh or abrasive cleaning solvents or scourers, as they may damage the finish of the fire suite.

## Troubleshooting

Problem	Cause	Solution
The fire suite is not operating. The fan is not running.	<p>The fire suite is not plugged in and switched on at the mains power supply.</p> <p>The thermal cut-out device has activated.</p> <p>The fuse has blown.</p>	<p>Ensure that the fire suite is plugged in and switched on at the mains power supply.</p> <p>Unplug the fire suite from the mains power supply and allow it to cool for approximately 15 minutes. Plug in and switch on the fire suite at the mains power supply before trying again.</p> <p>Unplug the fire suite from the mains power supply and replace the fuse with one that is the same amp.</p>
No heat or light is being emitted from the fire suite.	There may be a problem with the power supply to the fire suite.	Check the mains power supply by plugging in a working appliance. If the mains power supply is functional and the power cord or plug of the fire suite is suspected to be faulty, have it checked by a qualified electrician.

## Specifications

Product code: EH1822

Input: 220–240 V~50 Hz

Output: 1000/2000 W

Bulb: LED strip

Fuse: 13 A

**Notes:**

**Notes:**

## 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 appliance 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 ( $\perp$ )

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.

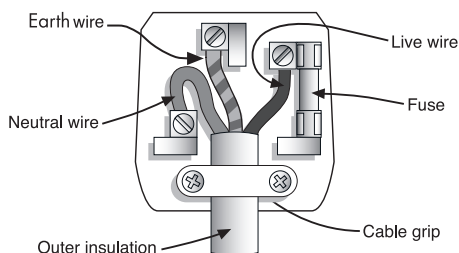
The wire coloured GREEN/YELLOW must be connected to the terminal marked with the letter E or marked  $\perp$ .

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

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 appliance 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 reuse 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](mailto: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 appliance 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 appliance 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.



Disposal	
 <b>CARD</b>	 <b>PLASTIC</b>
<b>PACKAGING</b> widely recycled	<b>PACKAGING</b> not currently recycled



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