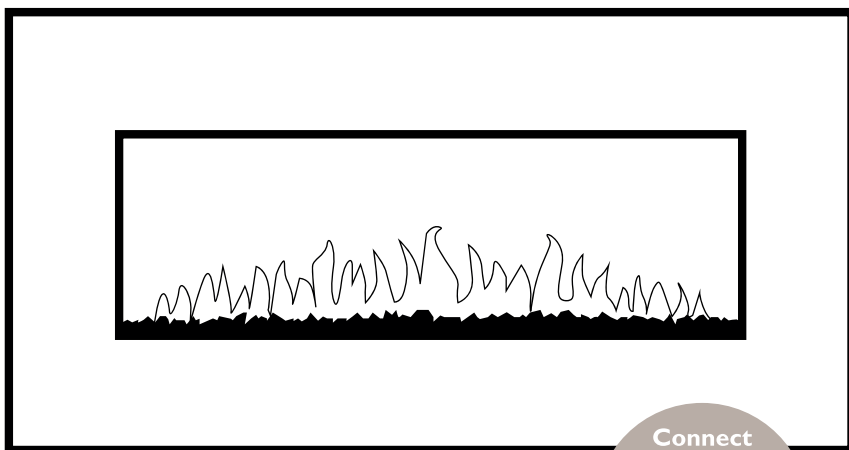




Phoenix Smart Wall Fire Instruction Manual



Connect
via wifi
and control
with your
smartphone



THE **SCIENCE**
BEHIND HEAT



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

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 the 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 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 wall fire 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.

Do not lift the product by the front panel.

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. In order to avoid a hazard, due to inadvertently tripping the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, nor should it be connected to a circuit this is regularly switched on and off by the utility.

Battery Safety

Check that the battery compartment is secure.

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

Batteries are to be inserted with the correct polarity.

Replace a full set of batteries at any one time.

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

Exhausted batteries should be removed from the product to avoid leakage.

In the event of batteries leaking, do not allow any liquid to come into contact with the skin or eyes. If contact has been made, wash the affected area with copious amounts of water and seek medical advice. Keep batteries out of the reach of children.

Non-rechargeable batteries should not be recharged.

Rechargeable batteries must be removed from the product before being charged.

Rechargeable batteries should only be recharged under adult supervision.

The supply terminals are not to be short-circuited.

Exhausted batteries must be removed and disposed of safely.

Do not dispose of batteries in a fire.

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

Do not expose batteries to heat or fire as they may explode.

Do not mix alkaline, standard (carbon zinc) and rechargeable batteries (nickel hydride).

Do not subject the batteries to mechanical shock.

Do not dispose of batteries in household waste.

To dispose of any batteries, take them to a local recycling station.

Contact the local government offices for details.

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

Thermal Cut-out Device

The wall fire is fitted with a thermal safety cut-out device, built in to prevent it from overheating. Should the wall fire 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 wall fire using the on/off switch.

STEP 2: Unplug the wall fire from the mains power supply and allow it to cool for approx. 15 minutes.

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

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

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

Care and Maintenance

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

Wipe the exterior of the wall fire 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 wall fire.

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

Getting Started

Remove the appliance from the box.

Remove any packaging from the appliance.

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

In the Box

Phoenix Smart Wall Fire

Wall bracket

Fixed angle bracket

Clear, acrylic stone effect pieces 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

2 heat settings: 1000 W/2000 W

10 colour changing LED flame effects

6 backlight options

Free download available on App Store, Google

Play & Play Store

7-day timer function

Clear, acrylic stone fuel bed

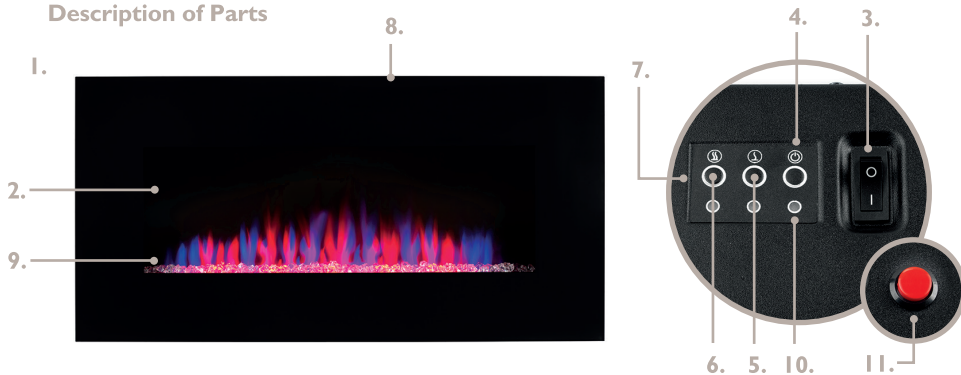
Thermal cut-out device

Overheat protection

Flame effect works independently of heat

Connect via Wi-Fi and control with your smartphone

Description of Parts



- | | |
|--------------------------------------|------------------------|
| 1. Phoenix Smart Wall Fire main body | 7. Control panel |
| 2. Flat glass fascia | 8. Vent |
| 3. On/off switch | 9. Fuel Bed |
| 4. Power button (⏻) | 10. Indicator light |
| 5. LOW button (🔼) | 11. Wi-Fi reset button |
| 6. HIGH button (🔽) | |

Remote Control



- | | |
|---------------------|----------------------------|
| 1. Power button (⏻) | 4. 'Flame Effect' function |
| 2. LOW button (🔼) | 5. Backlight button |
| 3. HIGH button (🔽) | |

Advice Before Fitting

Please retain all of the packaging until all of the parts and the contents of the fixing pack have been checked and counted 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 wall fire to the mains power supply until all of the instructions have been read, fully understood and the wall fire has been properly and securely fitted.

The minimum safe distances must be observed.

Do not lift the wall fire by the flat glass fascia.

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

Instructions for Use

Before First Use

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

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

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

Note: When using the wall fire for the first time, a slight odour may be emitted. This is normal and will soon subside. Allow for sufficient ventilation around the wall fire.

Wall Mounting the Phoenix Smart Wall Fire

Before proceeding with the installation, the flat glass fascia should be removed from the front of the fire.

The wall fire is designed to be permanently mounted to the wall at a minimum height of 600 mm. The wall bracket must be mounted horizontally and the power cord routed to the right base of the fire.

Prior to fixing the wall fire to the wall, check that the wall is able to support the weight of the wall fire.

STEP 1: Check that the wall fire is switched off and 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 glass fascia by lifting it up and away from the wall fire main unit.

STEP 4: The wall fire is designed to be permanently fixed to a wall at a minimum height of 600 mm. The wall bracket must be fitted horizontally and the power cord routed to the bottom right of the wall fire. A height of 600 mm from the bottom of the 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. Check 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, making sure 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: Measure 470 mm down from the wall bracket and using a pencil, mark the positions of where the two fixed angle bracket screw holes will go onto the wall.

STEP 9: Drill where the holes have been marked and insert the remaining wall plugs, making sure that the edge is flush with the surface of the wall.

STEP 10: Secure the fixed angle bracket into place with the Ø 4 x 35 mm screws.

STEP 11: Taking care, lift the wall fire main unit and attach it to the wall bracket. Do not let go until it is secure.

STEP 12: Secure the fixed angle bracket to the bottom of the wall fire main unit using the Ø 4 x 8 mm screws.

STEP 13: Replace the flat glass fascia by carefully positioning it onto the wall fire main unit, aligning the tabs with the slots at each side of the wall fire. Slide the flat glass fascia down until it is secured.

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

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


Warning: The wall fire must not be used if the flat glass fascia is damaged.


Manual Operation


The wall fire can be operated either by the switches located on the top right-hand side of the unit, by the remote control or using the 'Smart Life' app.

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

STEP 2: Switch on the wall fire using the on/off switch.

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

STEP 4: Press  once to activate the low heat setting (1000 W); press it again to switch the 1000 W heat setting off.

STEP 5: Press  once to turn activate the high heat setting (2000 W); press it again to switch the 2000 W heat setting off.

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


STEP 7: Switch off the wall fire using the on/off switch on the wall fire main unit.

Note: There will be no heat output if the flame effect is not switched on.

Remote Operation

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


STEP 2: Switch on the wall fire using the on/off switch.

STEP 3: Press  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  on the remote control.

STEP 5: Press  to control the 'Backlight Effect' function.

STEP 6: Select the desired heat output by flicking the relevant heat setting switch:

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

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

STEP 7: Activate standby mode by pressing the  button on the remote control; this will turn off the 'Flame Effect' function and heat settings.

STEP 8: Switch off the wall fire using the on/off switch.

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

Using the 'Smart Life' App

The wall fire can be operated wirelessly using a smartphone.

STEP 1: Make sure that the wall fire is placed in an area of the home where the Wi-Fi signal is strong.

STEP 2: On the smartphone, download the 'Smart Life' app on 'Play Store' (Android Smartphones) or 'App Store' (Apple Smartphones).

STEP 3: Once the app is downloaded, go into the app and register for an account. Press '+' on the top right-hand side of the main screen and a device list will be displayed; select the 'heater' option.

STEP 4: The indicator light on the wall fire will flash. Press 'Confirm indicator rapidly blink' and then input the Wi-Fi password to connect.

STEP 5: If the indicator light on the wall fire does not flash, press and hold the Wi-Fi reset button on the top right of the wall fire for 3 seconds. Then reconnect with the wall fire using 'STEP 4'.

STEP 6: Once connected, the following functions can be controlled using the smartphone device:

- Power on/off
- Low heat setting (1000 W)
- High heat setting (2000 W)
- LED flame effect colour change (10 different colours)
- Backlight colour change (6 different colours)
- 7-day automatic timer function
- Set temperature control

STEP 7: To connect other smartphones to the wall fire, go into the app and click on 'Beldray Smart Fire'. Press the 3 dots at the top right-hand side of the app. Press 'Device Sharing' and then 'Add'. Input the desired mobile number and press confirm.

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, observing the correct polarity.

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

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

7-day Automatic Timer Control

The automatic timer control can be activated using the 'Smart Life' app.

The timer can will last for up to seven days; from Sunday to Saturday.

Set up Automatic Timer Control – Power ON

STEP 1: Go into the 'Smart Life' App on the smart phone.

STEP 2: Select the 'Beldray Phoenix Smart Fire' option.

STEP 3: Select the 'Timer' option at the bottom of the screen.

STEP 4: Select 'Add Schedule' and adjust the desired time.

STEP 5: Select the desired day.

STEP 6: Select the 'Power ON' option from the drop down menu.

STEP 7: Select the set temperature of the Wall Fire.

STEP 8: Select 'Save' on the top right-hand corner of the screen.

Note: The set temperature must be greater than the room temperature for the heat to turn on.

Set up Automatic Timer Control – Power OFF

To 'Power OFF', repeat Step 1–5 in the section entitled 'Set up Automatic Timer Control – Power ON' section. Once the 'Power OFF' is selected, press 'Save'.

To delete a saved schedule, press and hold onto the desired schedule for approx. 3 seconds. Once an option to delete the saved schedule appears, select 'Confirm'.

Note: Do not leave the wall fire unsupervised for long periods of time.

Troubleshooting

Problem	Cause	Solution
The wall fire is not operating.	The wall fire is not plugged in and switched on at the mains power supply.	Check that the wall fire is plugged in and switched on at the mains power supply.
The fan is not running.	The thermal cut-out device has activated.	Unplug the wall fire from the mains power supply and allow it to cool for approx. 15 minutes. Plug in and switch on the wall fire at the mains power supply before trying again.
	The fuse has blown.	Unplug the wall fire from the mains power supply and replace the fuse.
No heat is being emitted from the wall fire.	There may be a problem with the power supply to the wall fire.	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 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.

Specifications

Product code: EH2994BQ

Supply: 220–240 V ~ 50 Hz

Power: 1000 W/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 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.

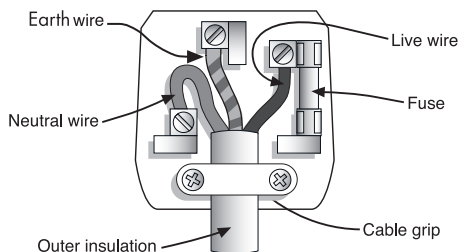
The wire coloured GREEN/YELLOW must be connected to the terminal marked with the letter E or marked \perp .

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 UK Ltd.,

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.com

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

All products purchased as new carry a manufacturer's guarantee; the time period of the guarantee will vary dependent upon the product. Where reasonable proof of purchase can be provided, Beldray will provide a standard 12 month guarantee with the retailer from the date of purchase. This is only applicable when products have been used as instructed for their intended, domestic use. Any misuse or dismantling of products will invalidate any guarantee.

Under the guarantee, we undertake to repair or replace free of any charge any parts found to be defective. In the event that we cannot provide an exact replacement, a similar product will be offered or the cost refunded. Any damages from daily wear and tear are not covered by this guarantee, nor are consumables such as plugs, fuses etc.

Please note that the above terms and conditions may be updated from time to time and we therefore recommend that you check these each time you revisit the website.

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

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.



Congratulations on your purchase!

To be eligible for the extended 5 year guarantee,
go to <http://guarantee.upgs.com/beldray> and register your product.

The Beldray brand stands for reliability, trust and consumer loyalty.
Our fantastic range of products includes everything that you need to
keep your home clean and tidy.

View our full range of household essentials at **www.beldray.com**



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Made in China



CD260218/MD000000/V1



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