

Beldray^{est 1872}[®]

Our modern
& elegant
wall fire



POLLENSA LED **WALL FIRE** INSTRUCTION MANUAL

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



www.beldray.com

Please retain instructions for future reference.

WARNING - READ BEFORE USE

Never use the product to dry laundry.

Do not leave the product unattended while in use.

Do not use in dusty environments.

Do not use heating appliances with an extension cord.

This product can be used for no longer than 4 hours, after which time it must be switched off.

Follow mounting and installation instructions carefully.

Ensure that any flammable materials, such as furniture and curtains, are at least 1 metre away from the product when in use.

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 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 it has been placed in its intended 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 should not perform cleaning or user maintenance unless they are older than 8 years and supervised.

This product is not a toy – children should be supervised to ensure they do not play with the product.

Nominal voltage is still present in this product as long as the product is connected to the electrical source.

If the power supply cord, plug or any part of the appliance is malfunctioning or if it has been dropped or damaged, cease using the product immediately to avoid potential injury.

This appliance contains no user serviceable parts, only a qualified

electrician should carry out repairs. Improper repairs may place the user at risk of harm.

Do not allow the power cord to hang over sharp edges or come into contact with hot surfaces.

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 remove from the mains power supply by pulling the cord; switch off and remove the plug by hand.

Do not leave the product plugged in or operating overnight.

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

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

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.

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

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

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 or block the vents.

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.

The product must not be used if the glass panels are damaged.

Battery Safety

Do not short-circuit a cell or battery.

Check that the battery compartment is secure.

If the battery compartment does not close securely, stop using the product and keep it away from children.

Batteries are to be inserted with the correct polarity.

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

In the event of the 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.

Remember to keep button cell batteries away from children at all times as they can easily be swallowed.

If you think batteries have been swallowed or placed inside any part of the body, seek immediate medical attention.

Exhausted batteries must be removed and disposed of safely.

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

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

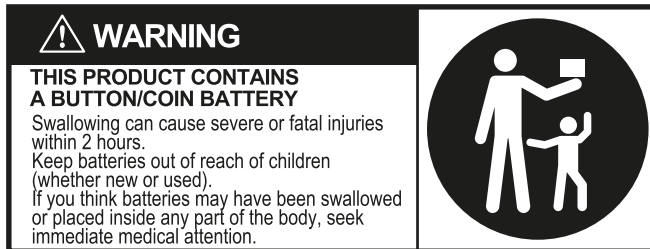
Do not subject batteries to mechanical shock.

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

Contact the local government offices for details.

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

Battery Safety Warning



CAUTION: Vigilance must be maintained with “flat” or spare button or coin batteries in the home and the products that contain them.

There are no obvious specific symptoms when a button or coin battery is stuck in a child’s oesophagus (food pipe). However, the child might exhibit the following symptoms:

- Excessive coughing, gagging or drooling
- Appear to have a stomach upset or virus
- Vomiting
- Pointing to their throat or stomach
- Pain in their abdomen, chest or throat
- Tiredness and lethargy
- Be quieter or more clingy than usual
- Loss or reduction of appetite
- Refusal or inability to eat solid foods

A specific symptom of button or coin battery ingestion is vomiting fresh (bright red) blood. Seek immediate medical attention if this occurs.

Battery Replacement

STEP 1: If the battery becomes exhausted, locate the battery compartment; this can be found on the back of the remote control.

STEP 2: To open the battery compartment, unscrew the small screw on the back of the remote. 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 section entitled 'Battery Safety'.

STEP 4: Place the new battery into the slot in the battery compartment, paying attention to the correct polarity markings.

STEP 5: Slot the battery compartment back into the remote control until it clicks into position. Refit the screw to secure in place.

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

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

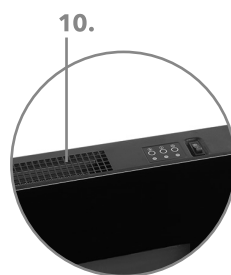
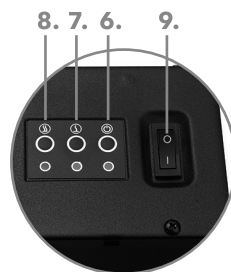
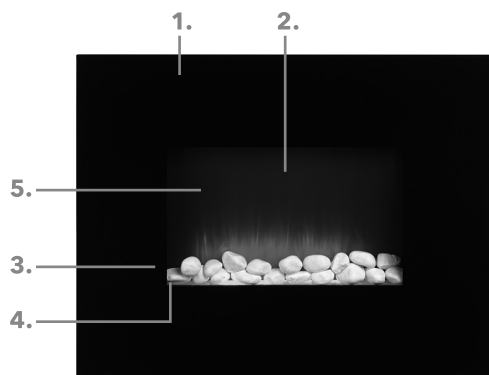
Always unplug the wall fire from the mains power supply and allow it to cool sufficiently before performing any cleaning or maintenance.

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

Do not clean the wall fire with abrasive chemicals or materials such as scourers, as this may damage the finish of the wall fire. This includes insecticide and chemical solvents.

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

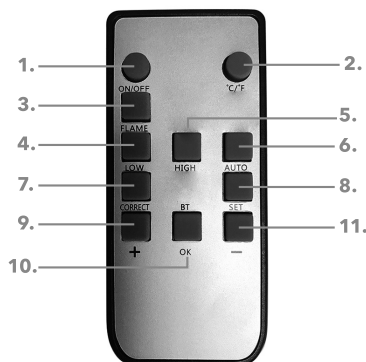
Description of Parts



1. Pollensa LED Wall Fire main unit
2. Flat glass fascia
3. White pebbles
4. Fuel bed
5. LED digital display

6. Power button (⏻)
7. 1000 W button (🔥)
8. 2000 W button (🔥)
9. On/off switch
10. Vent

Remote Control



- | | |
|---|--------------------------------------|
| 1. Power button (ON/OFF) | 7. Correct button (CORRECT) |
| 2. °C/°F button (°C/°F) | 8. Set button (SET) |
| 3. Flame brightness button (FLAME) | 9. Temperature/time increase (+) |
| 4. 1000 W button (LOW) | 10. OK button (OK) |
| 5. 2000 W button (HIGH) | 11. Temperature/time decrease (-) |
| 6. Auto button (AUTO) | |

Instructions for Use

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 description of parts list.

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 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 wall fire.

Wall Mounting the LED Pollensa Wall Fire

The wall fire should be mounted on a heat-resistant wall so that the bottom of it is at least 150 cm from the floor with a minimum space of 200 mm on all sides to allow for good air circulation. The wall fire is not suitable for placing in an alcove; there should be as much clear space as possible above the wall fire to allow for good heat dissipation and to reduce the risk of the product being covered accidentally.

STEP 1: Check that the 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 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 from the bottom of the unit. The wall bracket must be fitted horizontally, with 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. Make sure 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: 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 2 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 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 glass fascia down until it is secured.

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 glass fascia is damaged.

Using the LED Pollensa Wall Fire

The wall fire can be operated using either the remote control provided or the control panel on the top of the wall fire.

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  on the control panel; an orange indicator light will illuminate to signal that it is switched on.


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

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

NOTE: The heat function will automatically switch off when the room temperature reaches the temperature set by the wall fire. It will reactivate when the room temperature falls below this temperature.


Remote Control Operation

In order to use the remote control, the wall fire must be switched on using the on/off switch.

STEP 1: Press  on the remote control; the LED digital display will be visible on the wall fire.

STEP 2: Press **'°C/°F'** on the remote control to change between °C and °F modes.

STEP 3: Press **'FLAME'** on the remote control to change the brightness of the flame.

STEP 4: Press **'LOW'** on the remote control to activate the low heat setting (1000 W); press it again to switch it off. The LED digital display will show  during low heat mode.

STEP 5: Press **'HIGH'** on the remote control to activate the high heat setting (2000 W); press it again to switch it off. The LED digital display will show  during high heat mode.

Automatic Control Function

Press **'AUTO'** to activate the automatic control function. The wall fire will automatically activate and deactivate depending on settings and surroundings.

If the timer setting has not been activated, the wall fire will remain switched off. If the room temperature is higher than the temperature set on the wall fire, the heat function will deactivate.

If the room temperature is 5 °C or less than the temperature set on the wall fire, the low heat setting will activate.

If the room temperature is 5 °C or more than the set temperature, the high heat setting will activate.

Setting the Current Day and Time

This can only be set with the remote control.

STEP 1: Press **'CORRECT'**; the hour time will begin to flash.

STEP 2: Use **'+'** and **'-'** to select an hour setting; press **'CORRECT'** to confirm.

STEP 3: The current minute setting will flash. Use **'+'** and **'-'** to select a minute setting; press **'CORRECT'** to confirm.

STEP 4: The current day setting will flash. Use **'+'** and **'-'** to select a day setting; wait approx. 5 seconds for the current day and time to stop flashing.

Temperature Setting Operations

Press '+' on the remote control to increase the set temperature; press '-' to decrease the set temperature.

NOTE: The heat function will automatically switch off if the set temperature is higher than the room temperature.

Setting the Timer Function

STEP 1: Press and hold 'SET' on the remote control for approx. 3 seconds until '⌚' appears on the LED digital display.

STEP 2: To set the timer for heat output, use '+' and '-' to select the desired hour; press 'SET' to confirm.

STEP 3: Use '+' and '-' to select the desired minute for heat output; press 'SET' to confirm.

STEP 4: To set the timer for no heat output, use '+' and '-' to select the desired hour; press 'SET' to confirm.

STEP 5: Use '+' and '-' to select the desired minute for no heat output; press 'SET' to confirm.

STEP 6: To adjust the set temperature, use '+' and '-' until the desired temperature has been selected.

STEP 7: Press 'OK' to activate the timer for one day. Repeat steps 1-7 to activate the timer setting for the remaining 6 days.

NOTE: Press '⌚' to turn off the timer function.

To reset all timer function and temperatures, press and hold '⏻' for approx. 5 seconds when the wall fire is turned off.

The wall fire will enter standby mode after 15 seconds of inactivity.

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.	Plug in and switch on the wall fire 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 with one that is the same amp.
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 following the instructions in the section entitled 'Battery Replacement' or refer to the diagram and polarity shown on the back of the remote control.

Specifications

Product code: EH1270V2

Supply: 220-240 V ~ 50 Hz

Power: 2000 W

Lighting: 0.5 W LED lamp (non-replaceable)

ERP Table

Item	Symbol	Value	Unit	Item	Unit
Heat Output				Type of heat input for electric storage local space heaters only.	
Nominal heat output	P _{nom}	2,0	kW	Manual heat charge control, with integrated thermostat.	No
Nominal heat output	P _{min}	1,0	kW	Manual heat charge control with room and/or outdoor temperature feedback.	No
Maximum continuous heat output	P _{max,c}	2,0	kW	Electronic heat charge control with room and/or outdoor temperature feedback.	No
Auxiliary electricity consumption				Fan assisted heat output.	No
At nominal heat output	e _{lmax}	0,000	kW	Type of heat output/room temperature control.	
At minimum heat output	e _{lmin}	0,000	kW	Single stage heat output an no room temperature control.	No
In standby mode	e _{lSB}	0,000	kW	Two or more manual stages, no room temperature control.	No
				With mechanic thermostat room temperature control.	No
				With electronic room temperature.	No
				Electronic room temperature control plus day timer.	No
				Electronic room temperature control plus week timer.	Yes
				Other control options.	
				Room temperature control, with presence detection.	No
				Room temperature control, with open window detection.	Yes
				With distance control option.	No
				With adaptive start control.	No
				With working time limitation.	Yes
				With black bulb sensor.	No

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:

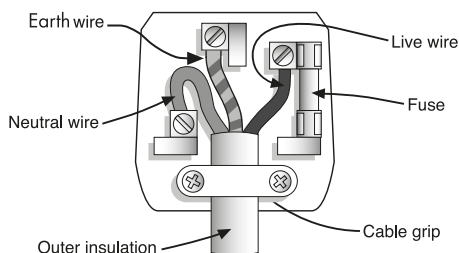
The wires in the mains lead are coloured in accordance with the following code:

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.
Edmund-Rumpler Straße 5, 51149 Köln. Germany.**

If this product does not reach you in an acceptable condition please contact our Customer Services Department at **www.beldray.com**

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.

Disposal of Waste Batteries and Electrical and Electronic Equipment



This symbol on the product, its batteries or its packaging means that this product and any batteries it contains must not be disposed of with household waste. Instead, it is the user's responsibility to hand this over to an applicable collection point for the recycling of batteries and electrical and electronic equipment. This separate collection and recycling will help to conserve natural resources and prevent potential negative consequences for human health and the environment due to the possible presence of hazardous substances in batteries and electrical and electronic equipment, which could be caused by inappropriate disposal. Some retailers provide take-back services which allow the user to return exhausted equipment for appropriate disposal.

It is the user's responsibility to delete any data on electrical and electronic equipment prior to disposal. For more information about where to drop batteries, electrical and electronic waste off, please contact the local city/municipality office, household waste disposal service, or the retailer.



*To be eligible for the extended guarantee,
go to <https://guarantee.upgs.com/beldray/> and
register your product within 30 days of purchase.

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