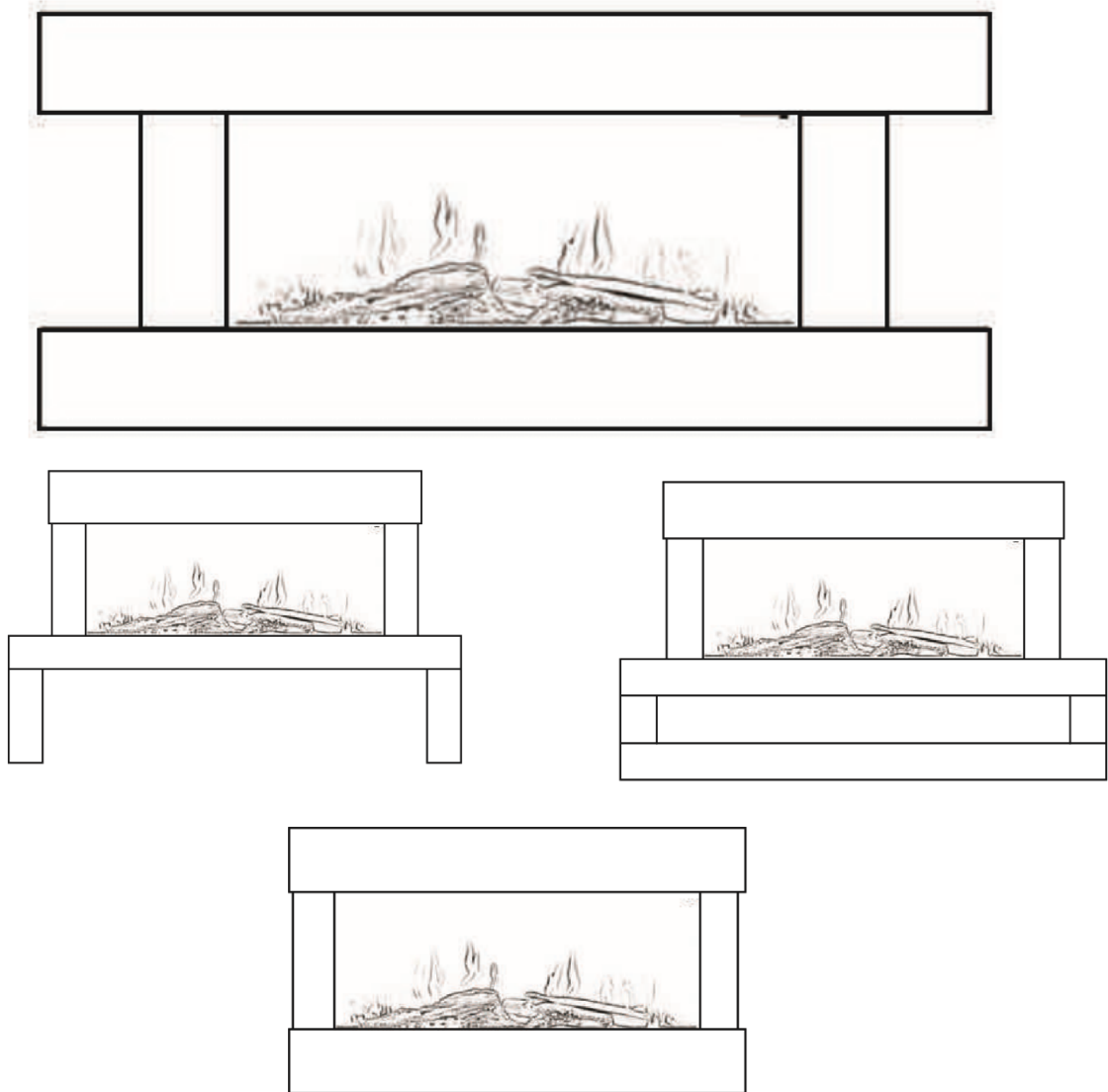


USER MANUAL



AmberGlo

Electric Fire with LED Effect Lights

AGL010W / AGL072

Thank you for choosing this AmberGlo electric flame effect heater.

Please read this guide aims to improve your understanding and appreciation of your new heater, and please retain it for future reference.

CONTENTS

SAFETY INFORMATION	3
MANUAL HANDLING	4
ELECTRICAL SAFETY	5
PARTS SUPPLIED	6
DIMENSIONS	6
BEFORE USE	7
INSTALLATION INSTRUCTIONS	7
OPERATION	8
APP CONNECTION	10
CLEANING AND MAINTENANCE	17
TECHNICAL SPECIFICATION	17
TROUBLESHOOTING	18
SUPPORT	18
PRODUCT FICHE	19

SAFETY INFORMATION

When using electrical appliances, basic safety precautions should always be followed, including the following:

- **IMPORTANT:** Read all instructions and warnings carefully before starting installation. Failure to follow these instructions may result in a possible electric shock or fire hazard and will void the warranty.
- Before connecting the appliance, be sure that the main voltage available matches what is specified on the rating label and that the outlet is suitably grounded.
- The appliance must be installed in a place which is in line with national regulations concerning the discharge of air.
- Do not cut, notch or damage any joist, beam or rafter when installing the appliance.
- Children of less than 3 years should be kept away unless continuously supervised.
- Children aged 3 and under shall only switch on/off the appliance provided that it has been placed or installed in its intended normal operating position, they have been given supervision or instruction concerning the safe use of the appliance, and they understand the hazards involved. Children aged 3 and under shall not plug in, regulate, clean, or perform user maintenance on the appliance.
- **CAUTION**—Some parts of this product can become very hot and cause burns. Particular attention must be given where children and vulnerable people are present.
- **WARNING:** In order to avoid overheating, do not cover the heater.
- The heater must not be located immediately below a socket outlet.
- **CAUTION:** To avoid a hazard caused by the inadvertent resetting of the thermal cut-out, this appliance 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 user or utility.
- Do not attempt to repair, disassemble or modify the appliance. This unit contains no user-serviceable parts.
- Ensure the plug is accessible after installation to disconnect the unit from all power.
- Always unplug or disconnect the appliance from the mains power supply when not in use or when moving or cleaning it. Do not pull the cord to unplug the heater.
- Keep the heater clean. Do not allow any object to enter the ventilation or exhaust opening, as this may cause electric shock, fire, or damage to the heater.
- Do not use the appliance for other than its intended use. It is designed for domestic indoor use only.
- There may be a trace of odour during the first few minutes of initial use or after a storage period. This is normal and will quickly disappear.
- If the glass is damaged, do not use the heater in order to avoid a hazard.
- Avoid the use of an extension cord, as the cord may overheat and cause a risk of fire.
- This fireplace is hot when in use. To avoid burns, do not let bare skin touch exposed hot surfaces.

- Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains, at least three feet from the appliance's exposed areas.
- This appliance is designed for indoor use only and is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate this appliance where it may become water exposed.
- Do not run the cord under carpeting, cover it with throw rugs, runners, or similar, and ensure it is kept away from traffic areas and in a position that would not present a trip hazard when positioning it during installation.
- To disconnect this appliance, turn the controls off, then remove the plug from the outlet.
- This appliance has hot and arching or sparking parts inside. Do not use it in areas where gasoline, paint, or any flammable liquids are used or stored.
- This appliance should not be used to dry clothing, nor should Christmas stockings or decorations be hung on or near it.
- This electric fire is an instant heat source to warm a room and is great for visual room ambience. It doesn't necessarily need to be used as a constant or permanent home heating source.
- If a television or other electrical device is above this fireplace, the installers must ensure that the ambient temperature around the television does not exceed manufacturers' recommendations.
- Clean the fire regularly to prevent the build-up of hairs, dust, or lint from entering the structure and causing a blockage.
- Do not use aerosols or steam cleaners on or around the fire.
- The fire should be tested before installation.
- We always recommend employing an experienced, qualified installer when fitting such products. Each installation will vary, and specialist expertise is often required to conduct the necessary building work. Buy It Direct, therefore, bears no responsibility or liability for any poor workmanship or incorrectly installed fires and/or fireplaces.



THIS SYMBOL MEANS DO NOT COVER IN ORDER TO AVOID OVERHEATING. DO NOT COVER OR OBSTRUCT ANY OF THE HEAT OUTLET GRILLES OR AIR INTAKE OPENINGS OF THE HEATER.

MANUAL HANDLING

- One person should be sufficient to lift the heater. If, for any reason, it is considered too heavy, then obtain assistance.
- When lifting, always keep your back straight. Bend your legs and not your back.
- Avoid twisting at the waist. It is better to reposition your feet.
- Avoid upper-body/top-heavy bending. Always bend from the knees rather than the waist.
- Do not lean forward or sideways while handling the heater.
- Always grip with the palm. Do not use the tips of your fingers for support.

- Always keep the heater as close to the body as possible. This will minimise the cantilever action.
- If required, use gloves to provide additional grip.
- Always use assistance if required.

ELECTRICAL SAFETY

The heater must not be located under an electrical socket; the socket must always be accessible in order to disconnect the heater from the electrical supply for maintenance and cleaning.

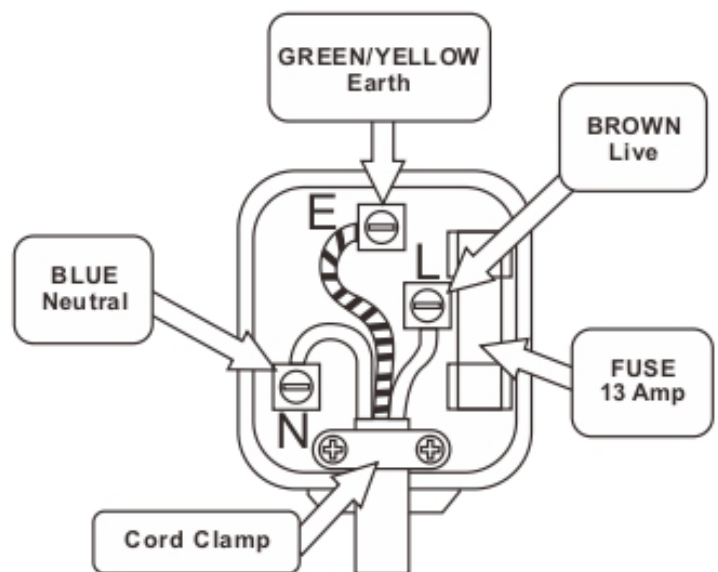
IMPORTANT: This heater must be earthed. The mains supply must be safely routed from the heater to an electrical socket.

If the supply cord is damaged, it must be replaced by the manufacturer, service agent or a similarly qualified person in order to avoid a hazard.

This appliance is supplied with a BS1363 3-pin plug fitted with a 10-amp fuse. Should the fuse require replacement, it must be replaced with a fuse rated at **10 Amp** and approved to BS1362.

In the event the mains plug has to be removed or replaced for any reason, please note: The wires in the mains lead on this appliance are coloured in accordance with the following code:

Green and Yellow - Earth
 Blue - Neutral
 Brown - Live

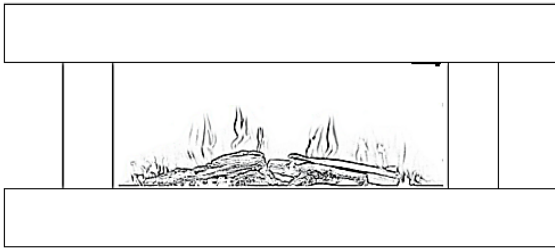


If the wires do not match the colour coding above, please follow the below.

- The green and yellow wire must be connected to the terminal, which is marked with the letter E or with the earth symbol \perp . This colouring will not change.
- The blue wire may be black and must be connected to the terminal marked N.
- The brown wire may be red and must be connected to the terminal marked L.

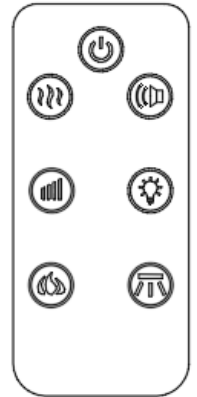
IMPORTANT: Any cut-off plug should be disposed of safely to prevent a hazard. There is a danger of electric shock if a cut-off plug is inserted into a socket outlet.

PARTS SUPPLIED


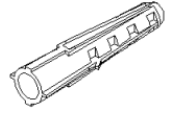
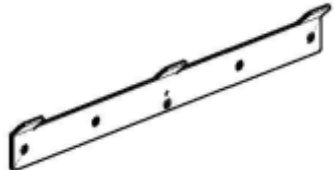

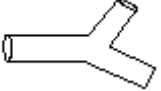


Fireplace

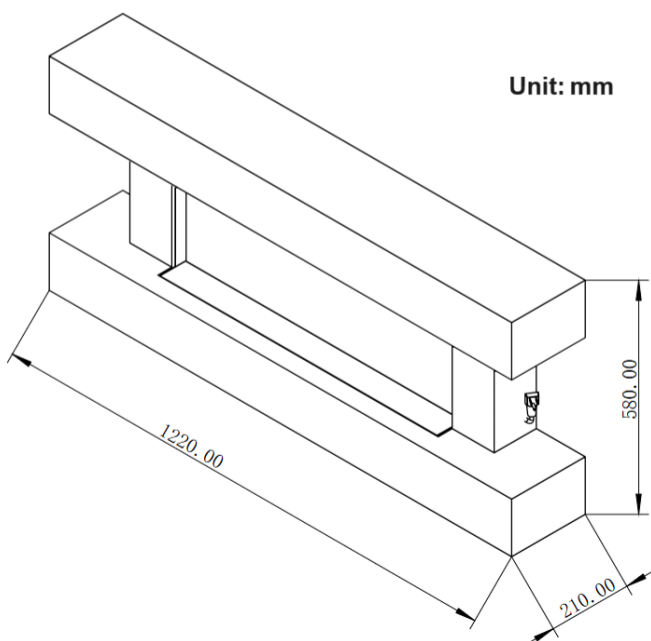
Remote



PLEASE NOTE: Some parts are packaged within the cavity of the surround on the rear of the fire.

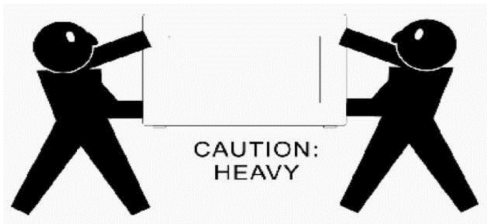
REF NO	DESCRIPTION	QTY
A	 M5*40mm	4 PCS
B		4 PCS
C		1 PC
D		4 PCS
E		10 PCS

DIMENSIONS



BEFORE USE!

Before using the appliance for the first time, ensure that it has been fully unpacked, and that all packaging has been disposed of properly to ensure it does not present a risk to children or animals.



Due to the size and weight of the fire, we would advise on 2 people carrying out installation to prevent injury or damage.

INSTALLATION INSTRUCTIONS

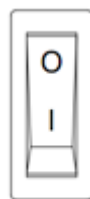
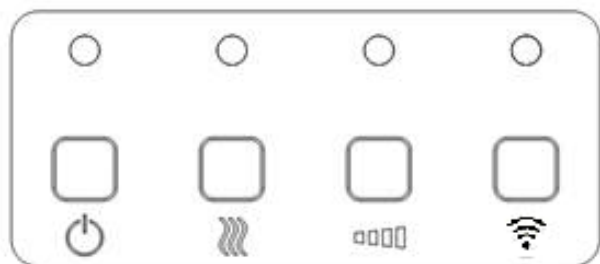
This product is designed to be mounted flat to the wall. Before installation, please ensure that the floor and wall are flat and there is nothing that would prevent the fire sitting flush.

1. Remove the bracket and 2 screws from the back of the unit and keep these safe.
2. Mark the height you would like to install the bracket and ensure this is level with a spirit level.
3. Drill 4 holes in line with the ones on the bracket and fix to the wall using the fixings provided.
4. Align the 4 slots on the back of the fire with the prongs on the bracket, then hang the fire.
5. Plug the fire into a suitably earthed socket which matches the ratings on the fire's rating plate.

NOTE:

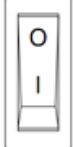








- The wall plugs supplied are designed for solid walls, and so depending on the type of wall, a different type of plug may be required.
- Before drilling into the wall, you must ensure that there is no pipework or wiring behind the wall which may be damaged during installation.
- The fire must be installed by a competent person, if in any doubt about installation, the suitability of the wall, or wall plugs supplied, professional advice should be sought.
- The height of the installation from the floor to the underneath of the unit must be a minimum of 300mm. Failure to follow this can lead to the fire overheating.

OPERATION



0/I



ON/OFF	 <p>0/I</p>	Flick the switch to I to switch on the power and 0 to turn it off.
STANDBY		Press once to exit standby and select your desired functions. The light will be off. Press again to enter standby. The light will be on.
HEATING		Press to turn the heating on and press again to turn it off.
BACKLIGHT		Repeatedly press to cycle through the backlight options. You can choose from yellow, blue, red or multi-coloured choices.
FLAME EFFECT		Press once to turn on the flame effect, then repeatedly press to cycle through the flame intensities, from 1 -5. If you then press again the flame effect will turn off.
FIRE SOUND EFFECTS		Repeatedly press to cycle through the volumes of the fire sound effects, 1 is the quietest and 5 being the loudest.
FLAME COLOUR		Repeatedly press to cycle through the 7 flame colours available. The first will be yellow. Press once more to turn this off.
SPOTLIGHT		Press once to turn on and once to turn off.
WIFI		The intelligent remote is the 'Tuya' app which is explained on the next few pages.

SETTING UP THE WIFI APP

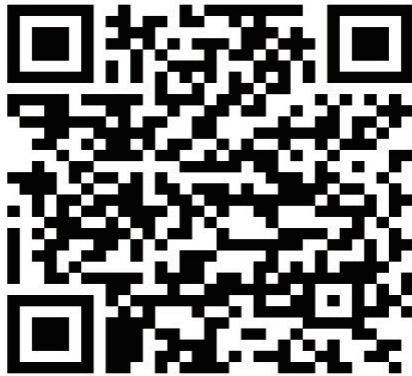
This is designed as a general guide to the setup. There may be differences in the interface and features available due to product development and features of the model.

BEFORE YOU START

- Ensure your router provides a standard 2.4 GHz connection.
- If your router is dual-band, ensure that both networks have different network names (SSID). Your router's provider or Internet service provider can provide advice specific to your router.
- Place the device as close as possible to the router during setup.
- Once the app has been installed on your phone, turn off the data connection and ensure your phone is connected to your router via Wi-Fi.

DOWNLOAD THE APP TO YOUR PHONE

You can download the "TUYA SMART" app from your chosen app store by using the QR codes below or searching for the app in your chosen store.



Android

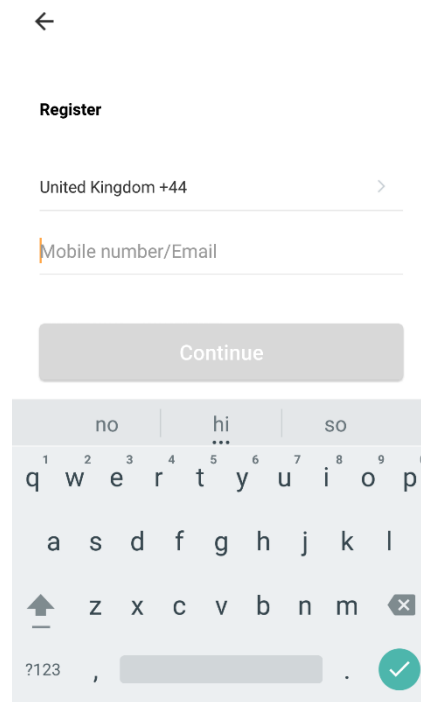
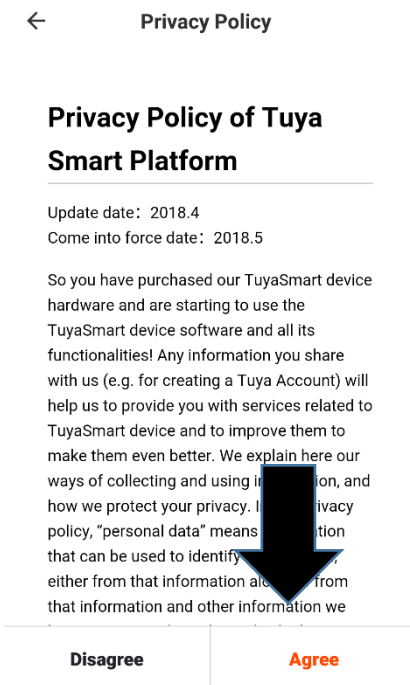
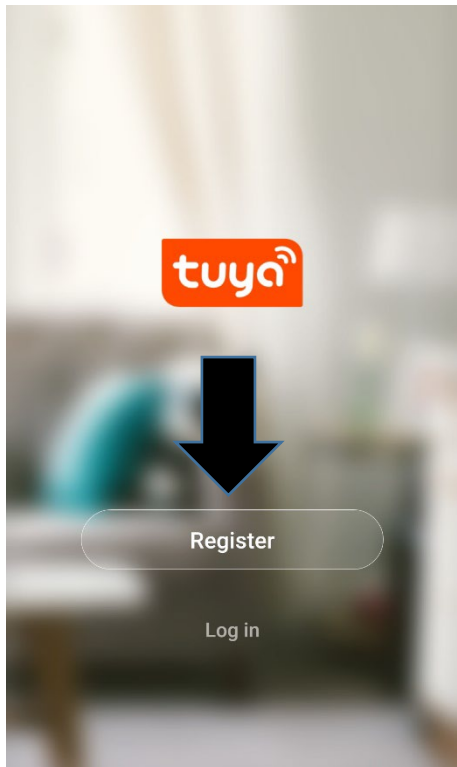


IOS

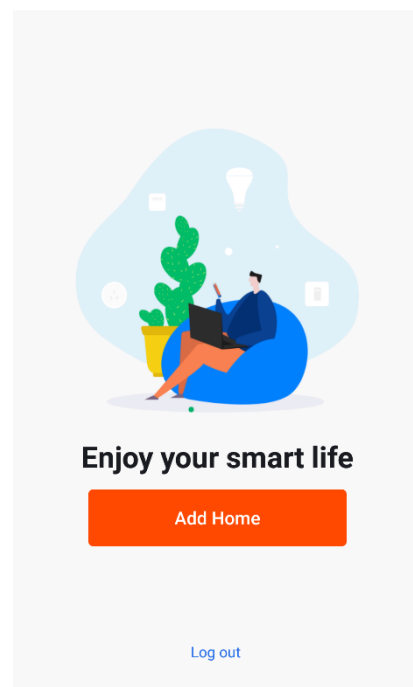
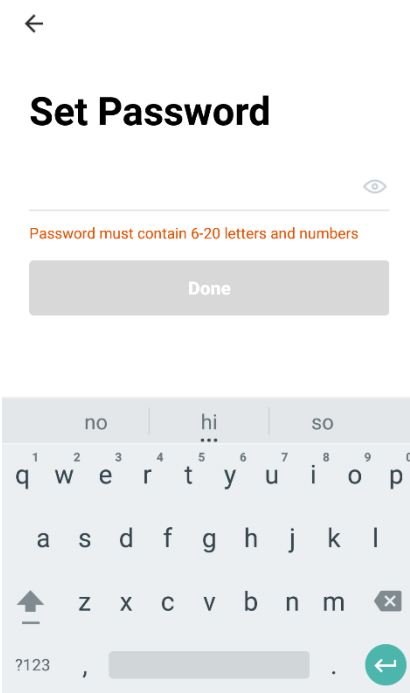
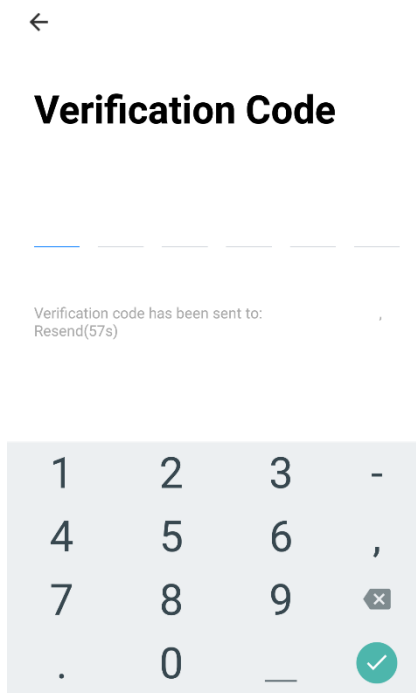
APP CONNECTION

NOTE: Due to continuous product improvement, some images may differ from the current app. You can download it from the Apple or Google Play Store.

1. Press the register button at the bottom of the screen.
2. Read the Privacy policy and press the Agree Button.
3. Enter your email address or phone number and press continue to register.



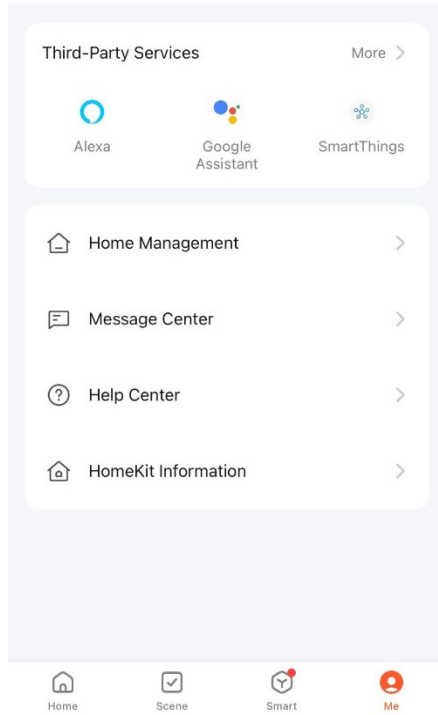
4. A verification code will be sent using the method selected in step 3. Enter the code into the app.
5. Type in the password you would like to create. This needs to be 6-20 characters, with letters and numbers.
6. The app is now registered. It will automatically log you in following registration.



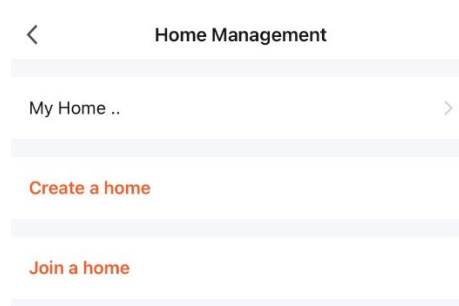
SETTING UP YOUR HOME WITHIN THE APP

The app allows you to have multiple homes, rooms, and devices, so you will need to set up at least one to get started.

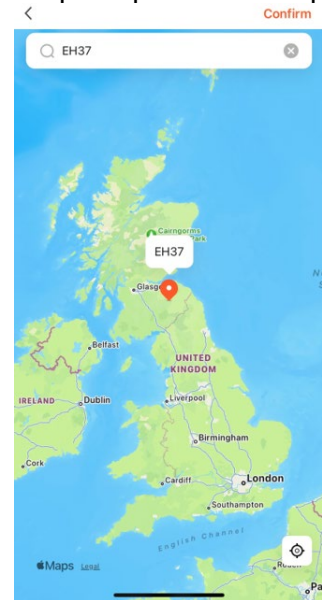
1. Select 'Me' at the bottom of the screen, then 'Home Management'.



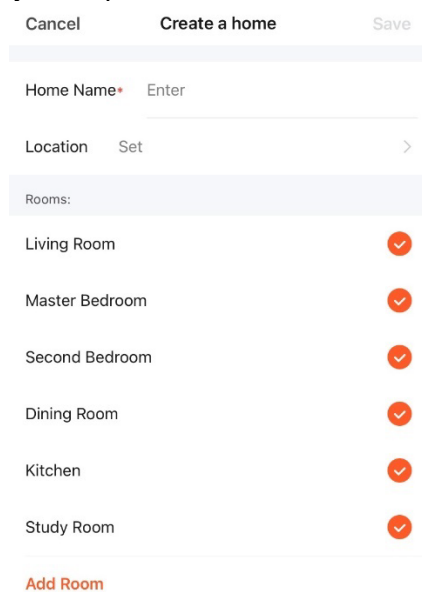
2. Create and name your home, join a home or use the home you have set up already.



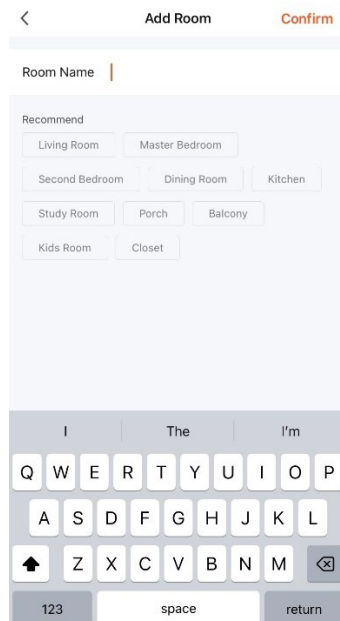
3. Select a location to either allow the app to pinpoint your location via GPS in your phone settings or type/ drop the pin on the map.



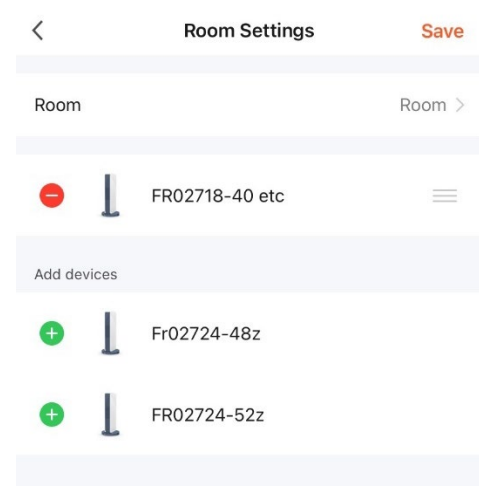
4. Select your rooms. Untick any rooms that you do not need. Click and add a room if you require more.



5. Add another room and type in the name or select an option. Then select confirm.



6. Select the room your unit is in. Then click on the green cross to add the device to that room, then save.



CONNECTING TO THE UNIT

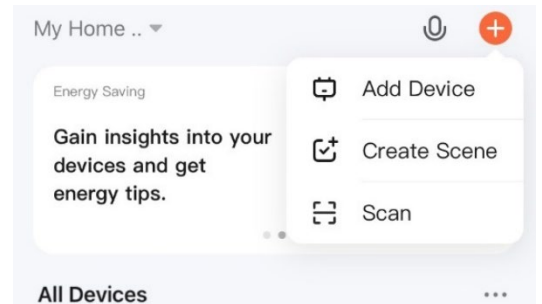
1. Turn the fire on using the power button, then ensure the unit is not in standby.



2. Press the Wi-Fi button, once the unit has beeped then hold the Wi-Fi button until the indicator flashes.



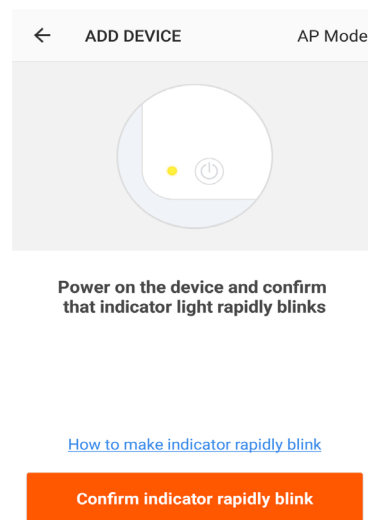
3. On the app, now select the 'Add' button in the top corner. Then 'Add Device'.



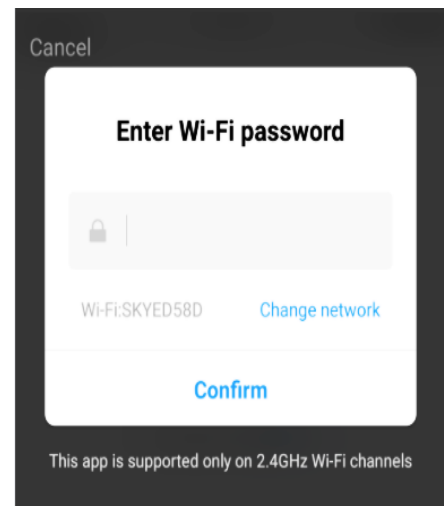
4. Ensure your phone is connected to the same Wi-Fi as the unit. Then select 'Small Home Appliances', then electric fires.



5. Confirm the indicator is blinking on the app (if it is, return to step 1 if not).



6. Enter the Wi-Fi password and then wait for the transfer of the settings to be completed.



CONTROLLING THE DEVICE VIA THE APP

HOME SCREEN

Voice Control: Press to give verbal instructions for operation.

Add Device: Add a device to the app and go through the setup process.

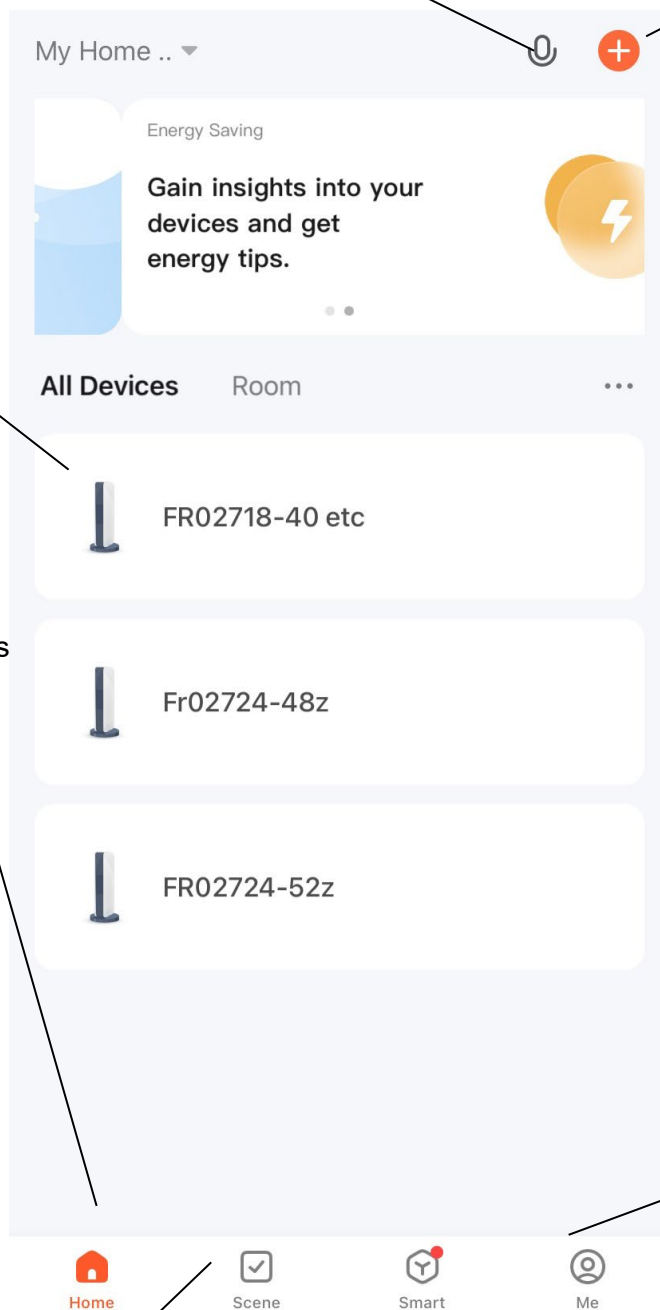
Name of Heater: Press to enter the Device Screen

Home: Return to home screen from the Smart Scene and Profile screens

Profile: Provides the option for changing settings.

Scene: Allows you to program intelligent behaviour based on the internal and external environment.

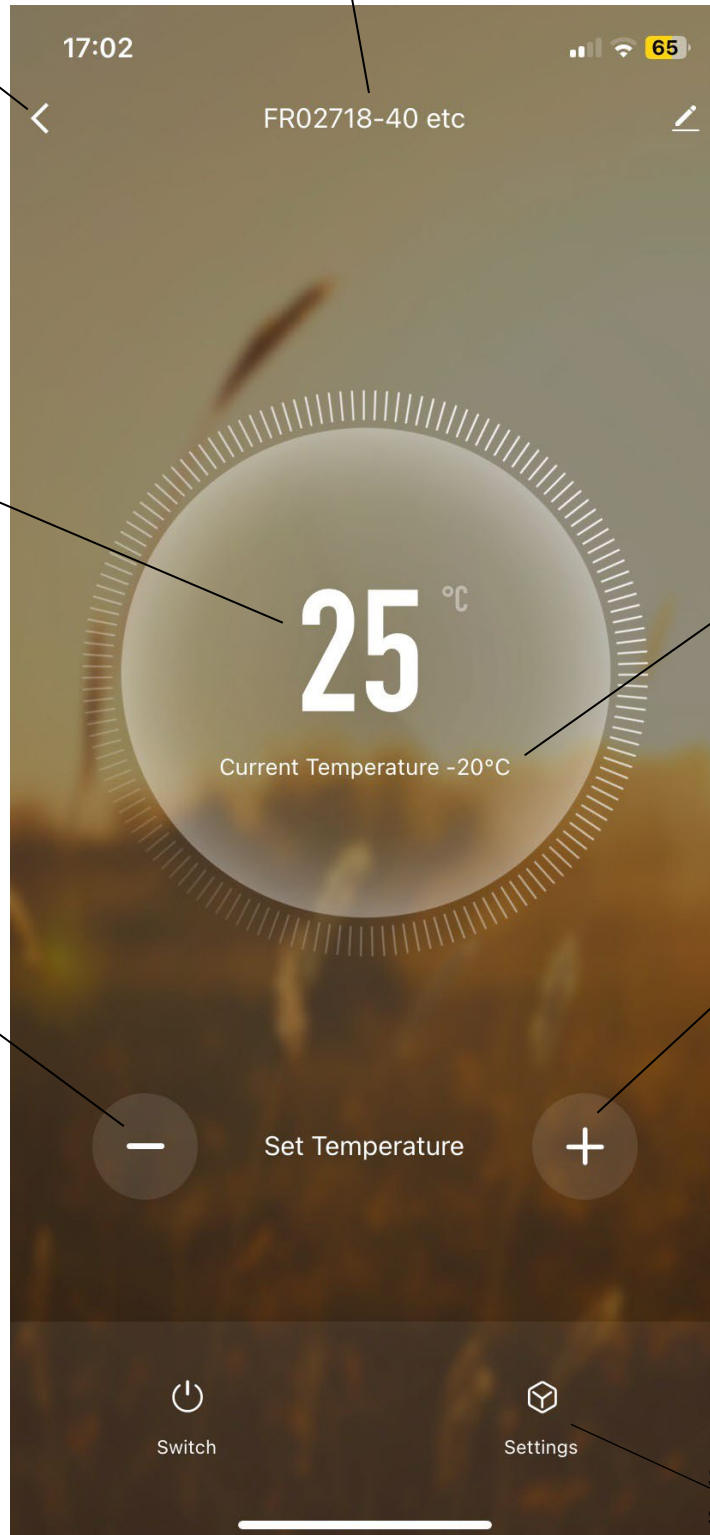
Smart: Shows you smart insights and allows you to set up alerts, cameras and alarms.



DEVICE SCREEN

Back: Returns to the Home Screen

Device Name



Desired Temperature: Displays what has been set as the target room temperature.

Current Temperature: Displays what the current temperature is.

Decrease Desired Temperature

Temperature range 18-35°C

Increase Desired Temperature

Temperature range 18-35°C

Power: Use to turn the unit on or off.

Settings: Enter the settings menu. You can access temperature scale, flame brightness, downlights colour, and the timer schedule.

DEVICE SETTINGS

HEAT: To turn the heat on or off.

FLAME COLOUR: Click to change the flame colour.

BACKLIGHT COLOUR: Click to change the backlight colour,

FLAME BRIGHTNESS: Change the flame brightness or turn the flames on or off.

OPEN WINDOWS: Turn on open window detection.

VOLUME: Change the volume of the fire sound effects.

TIMER: Schedule a timer to turn the device on or off.

ADDING A TIMER:

Click add.

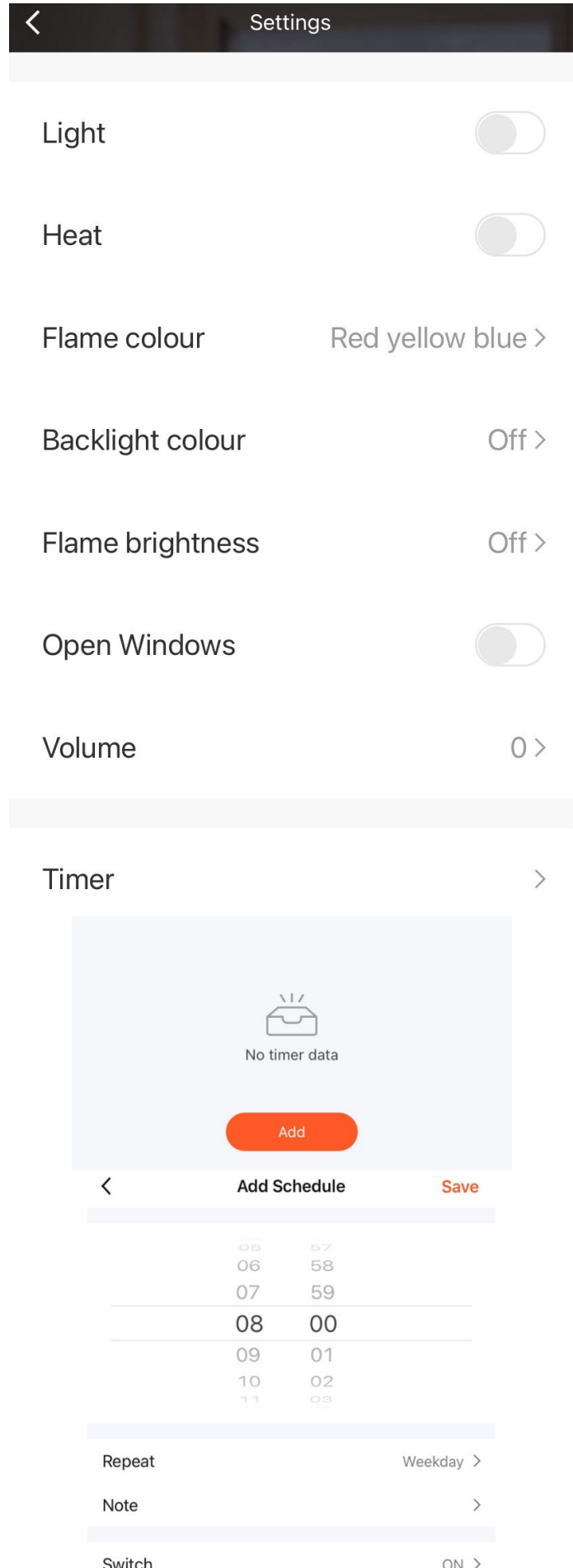
Select the time you want the device to turn on or off.

Select 'Repeat' if you would like this to be scheduled for certain days.

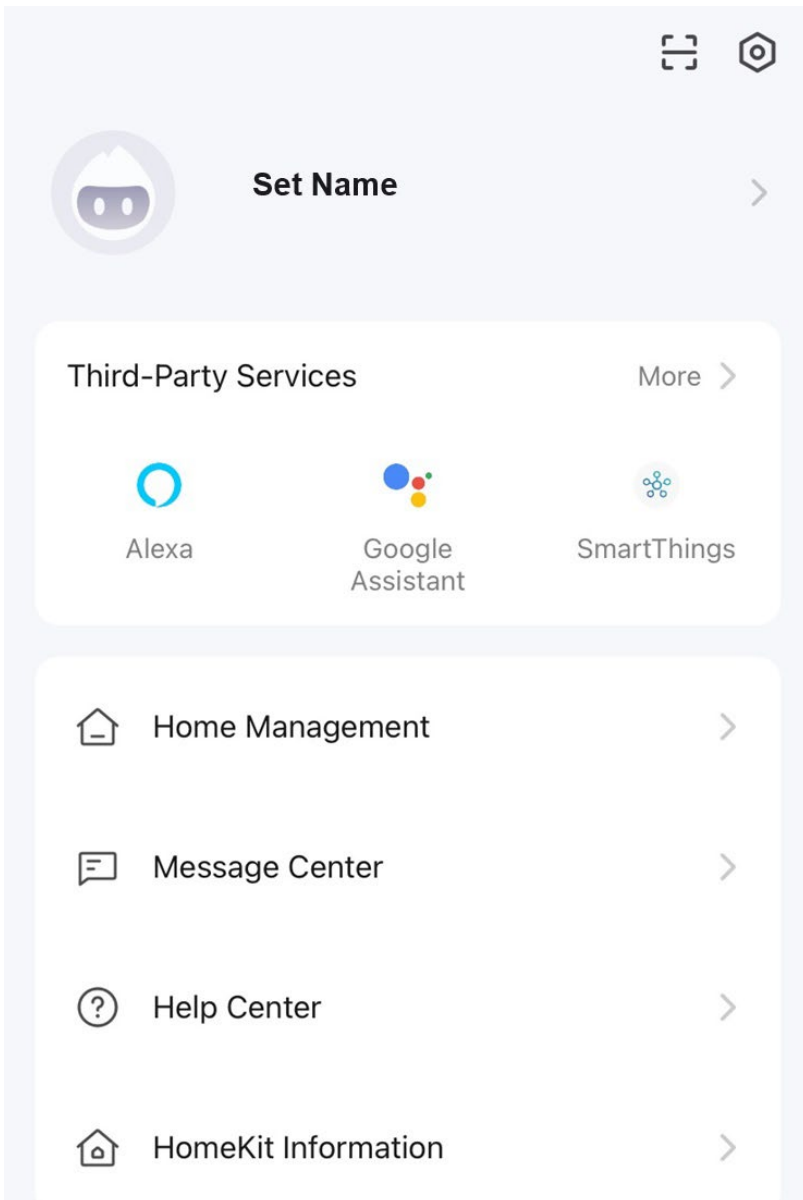
You can add a note to name the schedule.

Click 'Switch' to choose if the schedule is to turn on or off the device.

Then click save.



PROFILE TAB



The profile tab allows you to edit both your details and use the added features of the unit.

HOME MANAGEMENT

Home Management provides options for managing your TUYA account, such as adding a home, adding and removing rooms, and sharing devices with family.

MESSAGE CENTRE

View notifications from devices if alarms are set up (dependent on the device).

HELP CENTRE

Aids using the features provided within the app.

HOME KIT INFORMATION

Allows you to add home switches that are compatible with the TUYA app.

CONNECTION TROUBLESHOOTING

1. Check whether the device is powered on and in WiFi connection mode.
2. Ensure the WiFi password has been entered into the app correctly (Case sensitive)
3. Check that the phone is connected to the WiFi you are connecting the device to.
4. Ensure the network you are connecting to is 2.4 GHz (5 GHz WiFi networks are not supported) and that the item has a strong WiFi signal.
5. If your router is dual band, ensure that the 2.4 GHz network has a different network name (SSID). Your Internet service provider or router manufacturer can provide further advice on changing router settings.
6. Check the settings on the router. Encryption should be WPA2-PSK, and the authorisation type should be set to AES.

CLEANING AND MAINTENANCE

Before cleaning the appliance, the power supply should be disconnected, and the unit should be allowed to cool.

Dust can be removed by lightly wiping the glass surface with a clean, lint-free cloth or paper towel. To remove fingerprints or other marks, use a damp cloth with a good quality household glass cleaner. The front glass panel should be completely dried before reusing the heater.

CAUTION:

- Do not use an abrasive cleaner on the glass panel.
- Do not spray liquids directly onto any surface of the unit.
- Do not clean the glass on the inside of the unit, as this may cause damage to the surface.

REPLACING THE BATTERIES

The batteries are not included with your remote. You will need 1 CR2025 battery. The method of installation of the battery is on the remote itself.

If the battery compartment on your remote is not secure, either do not use this or keep away from children and pets. The coin battery is a choking hazard and can cause health problems if digested.

SERVICING

It is hazardous for anyone other than a qualified service technician to carry out any service or repair operation which involves the removal of any components. The lighting for the flame effect is by LED bulbs, which are designed to last for the life of the product and are not user replaceable.

TECHNICAL SPECIFICATION

Description of Product	Electric Wall Hanging Fire
Rated Voltage	220-240V ~
Rated Frequency	50/60 Hz
Rated Power	Max 2000W
Model	AGL010W / AGL072
Dimensions (mm)	1320 (L) 210 (W) 585 (H)
Net Weight	31.8Kg

TROUBLESHOOTING

Most problems are simple to resolve - please refer to the following table before calling a service engineer:

Problem	Possible Cause	Check
The fire has stopped working.	The fire has overheated, and the thermal safety device has been activated, or a circuit breaker has tripped.	Check there is power to the socket where the fire is connected, check the fuse in the plug, check the main power switch on the unit is turned on and leave for 10 minutes in case of thermal cut-out.
The flame is not moving.	Flame motor defective	Contact the retailer or manufacturer.
E4 Flashes / Unit stops heating.	Open window detection is active. This is active when the unit first runs and will need to be manually turned off if you wish. We recommend keeping this active to save energy.	Click any button on the remote when E4 flashes to deactivate the mode.

SUPPORT

Please, for your own convenience, make these simple checks before calling the service line. If the unit still fails to operate, call 0330 390 3062 or complete the online form.

1. Is the unit plugged into the mains?
2. Is the fuse OK?
3. Switch the unit off and wait ten minutes to see if the issue is resolved. Restart the unit.

Office hours: 9 AM - 5 PM, Monday to Friday

BuyItDirect
Unit 2A, Trident Business Park,
Neptune Way, Leeds Road,
Huddersfield, HD2 1UA.



WASTE ELECTRICAL RECYCLING

Disposal: Do not dispose of this product as unsorted municipal waste. Collection of such waste must be handled separately as special treatment is necessary.



Recycling facilities are now available for all customers at which you can deposit your old electrical products. Customers will be able to take any old electrical equipment to participating civic amenity sites run by their local councils. Please remember that this equipment will be further handled during the recycling process, so please be considerate when depositing your equipment. Please contact the local council for details of your local household waste recycling centres.

