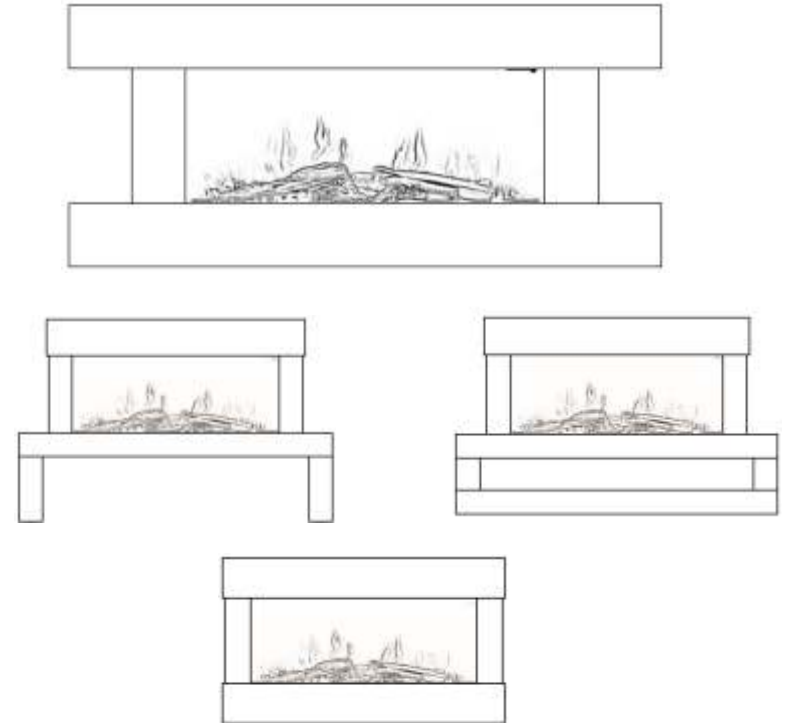


USER MANUAL



AmberGlo

Electric Fire with LED Effect Lights

**AGL010/AGL010G/AGL011/AGL018/AGL019/
AGL020**

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.

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Model Identifier: AGL010/AGL010G/AGL011/AGL018/AGL019/AGL020					
Item	Symbol	Value	Unit	Item	Unit
Heat Output				Type of heat input, for electric storage local space heaters only (select one)	
Nominal heat output	P _{nom}	2.0	kW	manual heat charge control, with integrated thermostat	No
Minimal 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}	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}	1.898	kW	Type of heat output/room temperature control (select one)	
At minimum heat output	e _{lmin}	0.990	kW	single stage heat output and no room temperature control	No
In standby mode	e _{lsb}	0.00043	kW	two or more manual stages, no room temperature control	No
				with mechanical thermostat room temperature control	No
				with electronic room temperature control	No
				with electronic room temperature control plus day timer	No
				with electronic room temperature control plus week timer	Yes
				Other control options (multiple selections possible)	
				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	No
				with black bulb sensor	No
Contact Details	BuyItDirect, Unit 2A, Trident Business Park, Neptune Way, Leeds Road, Huddersfield, HD2 1UA. The Black Church, St Mary's Place, Dublin 7.				

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 0871 620 1057 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.

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 mains voltage available matches that specified on the rating plate, and that the outlet is suitably grounded.
- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory, or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning the use of the appliance in a safe way and understand the hazards involved.
- Children aged from 3 years and less than 8 years shall only switch on/off the appliance provided that it has been placed or installed in its intended normal 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 aged from 3 years and less than 8 years shall not plug in, regulate, or clean the appliance or perform user maintenance.
- Children under 3 years should be kept away unless continuously supervised.
- 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.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent, or a similarly qualified person in order to avoid a hazard.
- **WARNING:** In order to avoid overheating, do not cover the heater.
- **CAUTION:** In order to avoid a hazard due to 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 utility.
- Do not attempt to repair, disassemble, or modify the appliance. This unit contains no user-serviceable parts.
- 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 period of storage. 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 any hot surfaces.
- Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains, at least 1 metre from the front and sides of this appliance.

- 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 exposed to water.
- Do not place this fire directly onto a carpeted surface to avoid discolouration due to the heat.
- Do not run the cord under carpeting. Do not cover the cord with throw rugs, runners, or the like. Ensure the cord is kept away from traffic areas and kept in a position which would not present a trip hazard.
- To disconnect this appliance, press the On/Off button to turn 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 as a drying rack for clothing, nor should Christmas stockings or decorations be hung on or near it.
- This electric fire is an instant heat source to warm up a room and is great for visual room ambience; it doesn't necessarily need to be used as a constant or permanent source of heating for the home.
- Clean the fire regularly to prevent the build-up of hairs, dust, or lint around the fire, as this may cause the outlet to become blocked.
- Do not use aerosols or steam cleaners on or around the fire.

Manual Handling

- The heater must not be moved while in use. Please allow a suitable amount of time for the unit to cool before attempting to move it.
- 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 whilst handling the heater.
- Always grip with the palm of the hand. Do not use the tips of your fingers for support.
- Always keep the heater as close to the body as possible. This will minimize the cantilever action.
- If required, use gloves to provide additional grip.
- Always use assistance if required.

CARE 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 clean, lint-free cloth or paper towel. Use a damp cloth with a good-quality household glass cleaner to remove fingerprints or other marks. The front glass panel should be completely dried before reusing the heater.

⚠ CAUTION:

- Do not use abrasive cleaner on 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

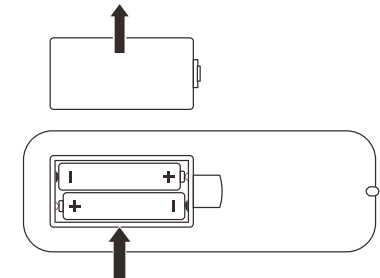
REPLACING THE BATTERIES

The batteries are not included with your remote.

You will need 2x AAA 1.5 V batteries.

To insert the batteries:

1. Push the tab down towards the bottom of the remote to unclick the cover, then remove it.
2. Insert the batteries following the polarities on them and the remote.
3. Slide the tab for the cover into the remote and click back into place.



NOTE: The batteries are not included with your remote.







SERVICING

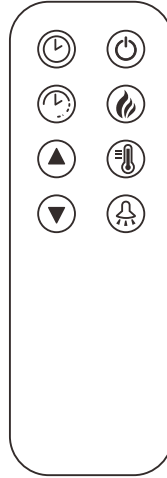
It is hazardous for anyone other than a qualified service technician to carry out any service or repair operation which involves the removal of any components. The lighting for the flame effect is by LED bulbs, which are designed to last for the life of the product and are not user replaceable.



TECHNICAL SPECIFICATION

Description of Product	Electric Wall Hanging Fire				
Rated Voltage	220-240V ~				
Rated Frequency	50/60 Hz				
Rated Power	Max 2000W				
Model	AGL010G/10	AGL018	AGL019	AGL020	AGL011
Dimensions (mm)	1320 (W) 580 (H) 210 (D)	998 (W) 580 (H) 210 (D)	1210 (W) 740 (H) 210 (D)	1210 (W) 780 (H) 210 (D)	1320 (W) 580 (H) 210 (D)
Net Weight	23.5Kg	20.5Kg	25.5Kg	22.0Kg	23.5Kg

REMOTE CONTROL

Power Button		Press to turn the appliance On and Off.
Flame Button		Press to cycle between the three flame effects.
Arrow Buttons	 	Use to change the desired room temperature. The temperature currently selected will be displayed.
Heating Level Button		Press to change between the available heating levels.
Downlight		Press to turn the downlights On / Off. This button is not available on the below models: AGL018, AGL019 & AGL020



Clock		<p>Before using the weekly timer, the clock must be set. To do this: Press the CLOCK button, then use the arrow buttons to select the day. Press CLOCK again, then use the arrow buttons to select the hour value (24 hour format). Press CLOCK again, then use the arrow buttons to select the minute value. After setting the time, press and hold the button for 3 seconds to start the weekly timer.</p>
Week Timer		<p>Your fire includes a 7-day timer, which allows you to set two periods of operation per day. The fire will operate with the previously used settings for the heating level, desired temperature, and flame colour. To set the timer, press the TIMER button. The unit will display the day, period, and if you are setting the On or Off time. For each Period, both the On and Off times must be set. For each Period: 1. Set the On hour value using the arrow buttons; press TIMER to confirm. 2. Set the On minute value using the arrow buttons; press TIMER to confirm. 3. Set the Off hour value using the arrow buttons; press TIMER to confirm. 4. Set the Off minute value using the arrow buttons, and press TIMER to confirm. The fire will then move onto the next period / first period of the following day, allowing this to be programmed in the same way. The days and periods can be scrolled through by repeatedly pressing TIMER. To clear an operational period, set the ON and OFF times to the same value. Hold the clock button for 3 seconds to activate the weekly timer.</p>

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.

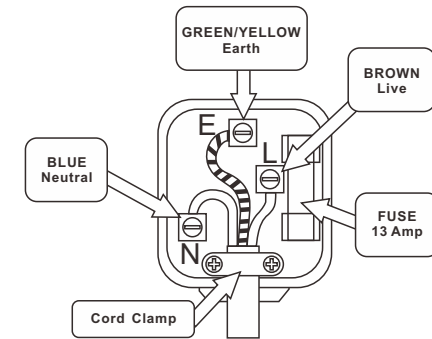
This appliance is supplied with a BS1363 3 pin plug fitted with a 13 Amp fuse. Should the fuse require replacement, it must be replaced with a fuse rated at **13 Amp** and approved to BS1362.

In the event the mains plug has to be removed or replaced for any reason, please ensure you follow the information below to safely do this. 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

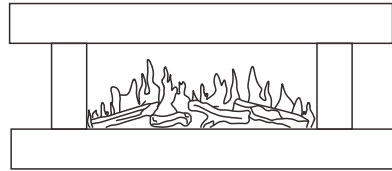


If the wires do not match the colour coding above, please follow the below.

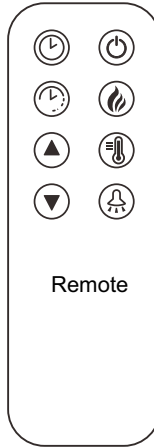
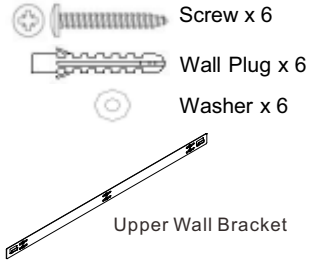
- The green and yellow wire must be connected to the terminal, which is marked with the letter E or with the earth symbol \perp . This colouring will not change.
- The blue wire may be black and must be connected to the terminal marked N.
- The brown wire may be red and must be connected to the terminal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

SKU	1.3Kg Little Pebbles	0.68Kg Crystals	Log set x 4
AGL010	✓	✓	✓
AGL010G	✓	✓	✓
AGL011	✓	✓	✓
AGL018	✓	✓	✓
AGL019	✓	✓	✓
AGL020	✓	✓	✓

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

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 two people carry out installation to prevent injury or damage.

OPERATION

NOTE: This fire will operate a range of temperatures between 18-30°C

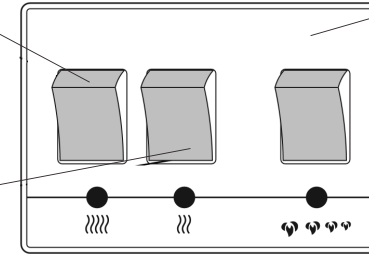
HIGH HEAT

Press to put the unit in high heating mode (2kw)

LOW HEAT

Press to put the unit in low heating mode (1kw)

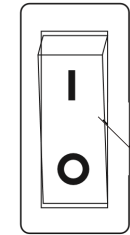
CONTROL PANEL



FLAME EFFECT

Press to change between the flame effects

MAIN POWER SWITCH



DISPLAY

WEEKDAY:

Shows current day, or currently selected day while setting the timer

T1 / T2:

Two periods of operation can be selected per day. The currently selected timer will be shown

HEATING LEVEL:

One bar indicates Low (1kw). Two bars indicates High (2kw)

FLAME EFFECT

Indicates which flame effect has been selected

DISPLAY:

Shows the room temperature, temperature set while changing desired temperature, or during setting the timer will show the on or off time (indicated by the On/Off lights)

AUTO:

Shows if the window detection function is active

ON/OFF:

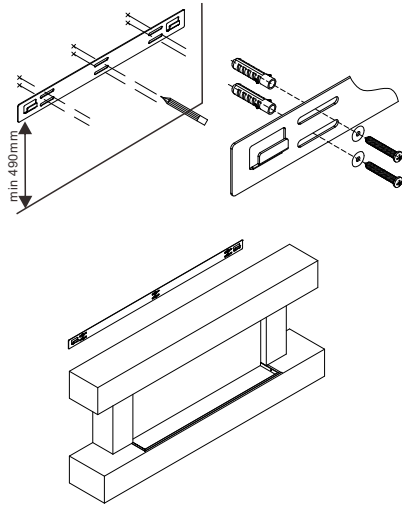
Shows whether it is the On or Off time for the timer which is been set



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 fitting flush.

1. The fire is designed to be permanently fixed to a wall with a minimum distance of 300mm between the base of the fire and the floor. A distance of 600mm is recommended for the optimum height on the wall.
2. The upper bracket should be placed against the wall 490mm above the planned position of the base of the fire.
3. While ensuring that the bracket is level (using a spirit level), mark the position of the six screw holes in the wall.
4. Put the bracket to one side and drill the holes marked in step 3 with an 8mm drill bit to a depth of around 35mm.
5. Clean any dust and debris from drilling, and insert a wall plug into each hole, ensuring they are flush with the wall's surface.
6. Hold the bracket in position and attach it to the wall using six screws.
7. Two people should carefully lift the fire into position, ensuring the top edge of the fire engages with the bracket.
8. Spread the supplied pebbles/branches (model-dependent) in position on the light at the front of the unit.



NOTE:

- The wall plugs supplied are designed for solid walls, so a different type of plug may be required depending on the type of wall.
- Before drilling into the wall, you must ensure that there is no pipework or wiring behind the wall which may be damaged during installation.
- A competent person must install the fire. Professional advice should be sought if there is any doubt about the installation or the suitability of the wall or wall plugs supplied.

PRODUCT DIAGRAM

