

CHESNEYS ALCHEMY EVOLUTION *PLUS* GAS FIRE

by



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Tel: 020 8254 6802

IMPORTANT NOTE

Simulated coals, or simulated logs, together with simulated black bark, are supplied with this appliance. These are all manufactured from refractory fibre. Do not use real coals, logs or bark, as this is dangerous. If the simulated coals, simulated logs or simulated black bark need renewing please obtain suitable replacements from your stockist.

USE & MAINTENANCE INSTRUCTIONS

FOR CHESNEYS ALCHEMY EVOLUTION *PLUS* GAS FIRES (NATURAL GAS ONLY) FOR DECORATIVE PURPOSES ONLY

NATURAL GAS MODELS: N2, N2I, N3R, N3I, N5R & N5

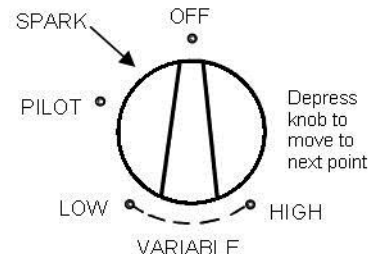
GENERAL

- This fire must be installed by a properly qualified (in accordance with National & Local Regulations) Installation Engineer.
- The connection of this appliance, and ventilation requirements (if any) are to be according to National & Local Codes.
- The chimney should be swept before the appliance is installed.
- Open fires are a hazard; it is recommended that a guard be fitted to provide protection for children, the elderly or infirm. (See National & Local Regulations if any.)
- This appliance is intended for decorative purposes only.
- Do not throw rubbish on, or attempt to burn any materials on this appliance. Any debris or foreign matter must be removed from the fire.
- The appliance should be serviced by a qualified gas fitter every 12 months.

LIGHTING & CONTROLLING THE FIRE – MANUAL FIRE

FOR A FIRE WITH THERMATRONIC ELECTRONIC CONTROL SYSTEM SEE SEPARATE OPERATING INSTRUCTIONS

- Turning pilot on from off position depress knob and turn anti-clockwise until it sparks. More than one attempt may be required to light the pilot. Once lit hold in for about 10 seconds. Release knob and turn to pilot position.
- To turn burner on from pilot position depress knob and turn anti-clockwise to low flame. To go to high flame depress knob again and turn anti-clockwise as far as it will go. The flame can be varied to any point between high and low as desired.
- To turn off depress knob and turn clockwise depressing knob at each point as you go all the way round to off.



IMPORTANT NOTES

- This appliance is fitted with an oxygen depletion sensing system, which automatically shuts off the gas supply to the main burner if the oxygen level in the room is depleted, due to a lack of primary air, or obstructed flue that would lead to incomplete combustion of the gas.
- In the event that the fire shuts down due to any reason, attempt to restart it. If there is a continuing problem call in a properly qualified specialist engineer.
- There are no user replaceable parts in this appliance.
- Do not change the fire front or fret supplied without checking with the supplier of this unit. A minimum primary air inlet area of 50 sq. cm is required for the safe and efficient operation of the fire. Failure to observe this instruction is potentially dangerous and will possibly invalidate the guarantee.**
- Regularly inspect the purpose provided ventilator (if fitted) to check that it is free from any obstruction.
- The chimney should be regularly checked to ensure that all the products of combustion are entering the flue & that there is no build-up of soot. If there is, the appliance must be cleaned.

CLEANING THE FIRE

- Do not use a vacuum cleaner to clean the appliance as you will suck up the vermiculite.
- Gently remove the Embaglow material & fuel effect pieces one by one. Remove soot deposits with a soft brush.
- The vermiculite granules should be level with the top edge of the burner tray. Top up the vermiculite granules if required. Ensure that vermiculite granules are not obstructing the burner slots or fouling the pilot burner assembly.**
- Re-lay the fuel effect as shown on the relevant drawing. Do not add more simulated coals, logs or black bark pieces or change the firebed layout in anyway.**



RECORD DATA TO BE COMPLETED & KEPT BY USER:

PLACE OF PURCHASE DATE

ADDRESS & TEL. NO.

.....

.....

APPLIANCE SERIAL NO.

INSTALLED BY GAS SAFE. NO

INSTALLATION & SERVICING INSTRUCTIONS
FOR CHESNEYS ALCHEMY EVOLUTION PLUS GAS FIRES
(NATURAL GAS ONLY)
FOR DECORATIVE PURPOSES ONLY

NATURAL GAS MODELS: N2, N2I, N3R, N3I, N5R & N5

***THIS APPLIANCE MUST BE INSTALLED & SERVICED BY A PROPERLY QUALIFIED
(IN ACCORDANCE WITH LOCAL & NATIONAL CODES) INSTALLATION ENGINEER.***

IMPORTANT:

BEFORE PROCEEDING WITH THE INSTALLATION READ THESE INSTRUCTIONS CAREFULLY. THESE INSTRUCTIONS SHOULD BE KEPT IN A SAFE PLACE FOR FUTURE REFERENCE AND SERVICING DETAILS.

PRIOR TO INSTALLATION ENSURE THAT THE GAS TYPE AND PRESSURE ARE AS STATED ON THE APPLIANCE DATA PLATE.

SIMULATED COALS, OR SIMULATED LOGS, TOGETHER WITH SIMULATED BLACK BARK, ARE SUPPLIED WITH THIS APPLIANCE. DO NOT USE REAL COALS, LOGS OR BARK, AS THIS IS DANGEROUS. IF THE SIMULATED COALS, SIMULATED LOGS OR SIMULATED BLACK BARK NEED RENEWING PLEASE OBTAIN SUITABLE REPLACEMENTS FROM YOUR STOCKIST.

APPLIANCE DATA

GAS TYPE: SEE DATA PLATE.

BURNER: NU-FLAME EVOLUTION PLUS STAINLESS STEEL

FLAME SAFETY: OXYGEN DEPLETION & FLAME FAILURE DEVICE STANDARD TO ALL MODELS.

APPLIANCE INLET WORKING PRESSURE: SEE DATA PLATE.

IGNITION: PIEZO.

INLET CONNECTION: 8MM COMPRESSION FITTING.

NET HEAT INPUT: SEE DATA PLATE.

Natural Gas Models (For G20 Gas) – Manual Control (M)

ALCHEMY

Burner Model	Flue Classes	Category	Gas	Injector Size	kW Input Net (High Flame)	Burner Pressure (High Flame)
N2	Classes 1 & 2	I2H	G20	510	6.9	16.5 mbar
N2I	Class 1 Only	I2H	G20	750	9.9	14.7 mbar
N3R	Classes 1 & 2	I2H	G20	510	6.9	16.5 mbar
N3I	Class 1 Only	I2H	G20	1050	11	12.0 mbar
N5R	Classes 1 & 2	I2H	G20	510	6.9	16.5 mbar
N5	Class 1 Only	I2H	G20	1000	10.5	11.2 mbar

Natural Gas Models (For G20 Gas) – TESC Remote Control (RF)

ALCHEMY

Burner Model	Flue Classes	Category	Gas	Injector Size	kW Input Net (High Flame)	Burner Pressure (High Flame)
N2	Classes 1 & 2	I2H	G20	650	6.9	9.2 mbar
N2I	Class 1 Only	I2H	G20	1200	9.9	7.0 mbar
N3R	Classes 1 & 2	I2H	G20	650	6.9	9.7 mbar
N3I	Class 1 Only	I2H	G20	1500	11	5.6 mbar
N5R	Classes 1 & 2	I2H	G20	650	6.9	8.8 mbar
N5	Class 1 Only	I2H	G20	1200	10.5	7.7 mbar

FLUE REQUIREMENTS

- Ensure that the builders opening, flue & hearth for the appliance are constructed from non-combustible materials, and conform to National Regulations and Local Codes.
Models with a 6.9kW input net or less require a minimum flue diameter of 125mm or equivalent area (Class 2) subject to proper clearing of products of combustion i.e. no spillage.
Models over 6.9kW input net require a minimum flue diameter 175mm or equivalent area (Class 1) subject to proper clearing of products of combustion i.e. no spillage.
- Ensure that there is a smooth tapered transition from the fireplace opening to the flue. To achieve this a gather unit might need to be fitted, especially if a flue liner has been installed.
- The flue **MUST** be free of any obstructions. Any dampers or restrictors **MUST** be removed. Some dampers are impractical to remove; therefore they must be fixed in some way in the **OPEN** position.
- The chimney/flue should be swept prior to installation of the appliance.
- Ensure that only one fireplace is served by the flue system.
- Ensure that the chimney/flue is continuous from inlet to termination.
- Ensure that the chimney/flue is structurally sound, so that combustion products do not come into contact with combustible material outside the chimney.
- If the appliance is to be installed under a canopy, or is open on both sides, great care must be taken to ensure the configuration is correct. If in any doubt seek expert advice.
- CHECK FLUE PULL.** Apply a smoke match to the flue opening at hearth level and observe smoke. If there is a definite flow into the flue aperture, proceed with installation. If there is not a definite flow into the flue aperture, preheat the flue for approximately 10 minutes and re-test. If there is still no definite flow towards the flue aperture the flue may need attention. **DO NOT FIT THE APPLIANCE, SEEK EXPERT ADVICE.**

VENTILATION

THE CONNECTION, VENTILATION REQUIREMENTS (IF ANY) & INSTALLATION OF THE APPLIANCE MUST BE IN ACCORDANCE WITH NATIONAL REGULATIONS AND LOCAL CODES. IF IN ANY DOUBT WITH REGARD TO ANY VENTILATION REQUIREMENTS SEEK EXPERT ADVICE. **NOTE.** In the UK Models with 6.9kW input net or less do not require additional room ventilation. In Eire **all** Evolution *Plus* Fires require additional room ventilation. For other countries refer to National Regulations and Local Codes.

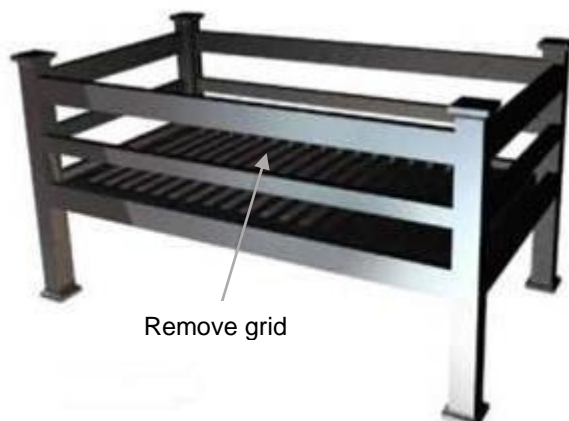
APPLIANCE LOCATION

- a. This appliance must be hearth mounted in a builders opening or under an associated independent canopy or a fireplace recess.
- b. On **NO ACCOUNT** must this appliance be sited on combustible materials or carpets. It is not suitable for combustible walls.
- c. When the appliance model has been supplied or specified with support legs, the appliance must be screwed firmly to the hearth. In the case of freestanding basket models care should be taken to secure the burner to the given basket. In most cases the burners for free standing models would have been made to ensure a correct and tight fit. Movement due to the operation of the gas burner can cause leaks. If in doubt seek expert advice.
- d. Ensure that the burner tray fits neatly into the intended location, and that you have easy access to the controls.
- e. **Ensure that there is adequate airflow to the underside of the fire (through the fire front or fret etc.** This air is required for cooling the underside of the fire & controls, as well as to provide the primary combustion air. *Do not use any front that has no slot or slots, you cannot rely on, or expect the user to space a solid front away from the fire to allow for the air supply.*
For Fires with a manual control valve a minimum primary air inlet of 50 sq. cm is usually enough.
Fires with the Thermatronic electronic control system require more ventilation than specified above as the electronic components need to be kept at a lower temperature to operate – refer to the section headed Temperature Limits Of The Electronic Components in the Thermatronic instructions.
Failure to observe this instruction is dangerous and breakdowns due to overheated controls are not covered by the guarantee. If a fireplace is properly designed and installed the controls will not overheat – it is the installer's responsibility to ensure that the installation does not allow the controls to overheat.
- f. Ensure that no naked flame or incandescent part of the fire bed projects beyond the vertical plane of the fireplace opening.

INSTALLATION OF THE APPLIANCE

Having ensured that the appliance application is correct and the requirements of the flue specification, ventilation demands and the gas supply are correct, proceed with the installation and assembly as follows:

- a. **In common with all other gas appliances, dirt and debris in the gas system can block the valve and gas injectors on this appliance, and faults caused by this are not covered by the guarantee. If you suspect that there is dirt and/or debris in the gas distribution system, fit a filter in the pipeline, before the gas valve.**
- b. Do not use jointing compound on any compression fittings on the burner or the control valve. The use of jointing compound on the compression fittings on this appliance will possibly invalidate the guarantee, as it can get into the control valve mechanism and cause it to malfunction.
- c. Ensure that there is an isolating valve in the gas supply line near the appliance.
- d. Connect the gas supply pipe from the isolating valve to the gas inlet coupling fixed to the gas burner. Make sure the supply pipe does not obstruct access to the controls.
- e. Where there are fixing holes for the burner we recommend a secure fixing be made to the hearth or fire basket.
- f. Check that all gas connections are sound. The appliance has been factory tested; however the connections may have been disturbed in transit or installation.
- g. **With cast iron inset fires and sunken burners it is most important that they are properly back filled, to avoid the possibility of a negative pressure being obtained underneath the fire resulting in flames being drawn down the sides of the burner. This is dangerous and can cause problems, which include overheating the controls (electronic systems are particularly sensitive to this) and spoiling the flame pattern.**
- h. Open fires are a hazard; it is recommended that a guard be fitted to provide protection for children, the elderly, or infirm (see National Regulations, if any).
- i. Do not adjust or put out of action the spillage monitoring system (oxypilot), or change any of its parts. Always comply with ceramic layout in the pilot area.
- j. Use only original manufacturer's parts if any replacements are needed.
- k. If there is any concern about a pressure zone causing downdraught in certain wind conditions a suitable chimney cowl should be fitted.
- l. Chesneys fire baskets (sold separately) are supplied with a grid. This grid must be removed (lifted out) before fitting the gas appliance. The gas appliance will then sit on the lugs that previously supported the removed grid.



- m. Check that the black burner insulation pad is in place, on top of the stainless steel burner. This ensures the base of the tray and the stainless steel burner assembly are not subjected to excessive temperature, which could be detrimental to the controls and may void warranty. The burner should never be run without this pad.

Important Note!

Before proceeding to section m. cover the slots in the burner pad with sellotape. This will ensure the burner slots are kept clear when filling the tray with vermiculite.

- n. With the slots in the burner pad covered by sellotape half fill the tray with the vermiculite supplied, then agitate with a screwdriver or some such thing until the level drops, showing that the void under the burner block is filled. Then refill to the top. Sweep any vermiculite off the top of the burner insulation pad, remove the sellotape and ensure that the slots in the burner insulation pad are clear.

It is very important to ensure the following in order not to void the warranty:

1. The gap under the burner block is filled with vermiculite
2. The burner insulation pad is in position and the slots are clear



Typical burner in basket showing black insulation pad in position and vermiculite fill, ready to lay ceramics

Vermiculite and burner insulation pads are consumable items and spares can be purchased from Nu-Flame by quoting the 'N' number on the top right hand side of the data plate – e.g. N2.

ARRANGEMENT OF FUEL EFFECT

Much of the fire's appearance is achieved by the placement of the fuel effect and Embaglow material. Follow the instructions that apply to your fire to achieve best effect.

Chesneys Alchemy Evolution *Plus* Burners are supplied with either a log effect fuel bed or coal effect fuels bed, as chosen by the customer:

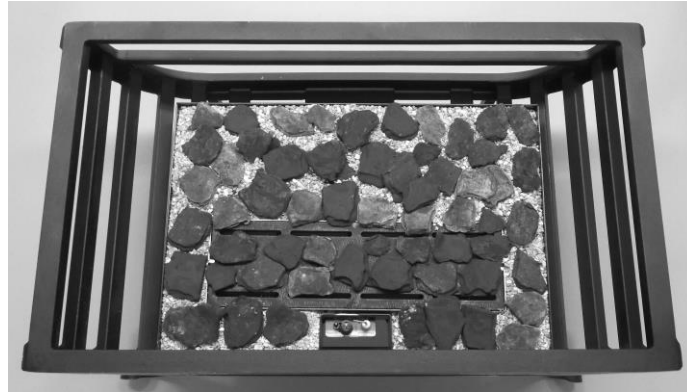


Log set comprising bag of vermiculite, pack of Embaglow, 5 logs & black bark chippings



Coal set comprising bag of vermiculite, pack of Embaglow, coals & black bark chippings

Depending on the model chosen your fire might be a different shape and size to the one shown below, but for all models begin by applying a layer of black bark chipping over the vermiculite bedding and the black burner insulation pad. This is to break up the regular appearance of the base. Take care to ensure that the burner slots are kept clear, as shown in the photograph below:



TIPS – PLEASE READ BEFORE PROCEEDING TO THE RELEVANT LOG OR COAL LAYOUT

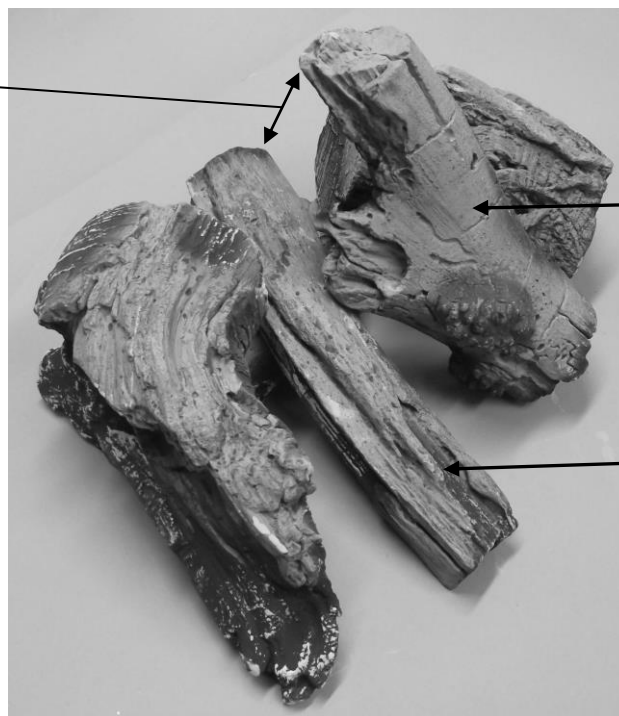
Coal effect:

- a. Much of the appearance of the coal effect is achieved by keeping the coals well spaced out.

Log effect:

- a. The same log set is used for all models. All 5 logs are used in each model, but a specific layout has been devised to suit each basket.
- b. Where logs rest on the fire bed they should be supported by a bark chipping or chippings. This achieves a good airflow around the log in order to avoid sooting.
- c. Depending on the basket chosen the logs may be supported in places against the top of the fire basket bars.
- d. The last two logs laid in all cases are the central left hand straight log and the central right hand Y shaped log, which has a very short branch and a longer branch. Place the Y shaped log so that the very short branch lays on the straight log in such a way that the longer branch is not resting on any other logs, and with a gap of around 60mm between the straight log and the long branch of the Y log.

Approx. 60mm gap to avoid soot build up



Central Y log – short branch resting on central straight log – long branch not resting on other logs

Central straight log

ALCHEMY 18 DUCKNEST FUEL EFFECT LAYOUTS

Before commencing please also refer to the Tips section on page 6

When laying the logs ensure that the burner slots are kept clear.



Position the first log as shown in the centre at the back of the burner against the back bars of the firebasket.



Position the two side logs, resting on the back log and leaning high up against the side bars.



Position the straight left hand centre log resting on a bark piece at the front and on top of the back log at the rear. Then position the right hand centre Y log resting on a bark piece at the front and with the left hand short branch resting against the last log laid. Please also refer to the Log notes on page 6 for more info on this final log.

There are many shapes and sizes of coal but for the purposes of the layout we will describe them as small medium and large. This will be clearer when the coals are laid out and the instructions below are followed.

When laying the coals ensure that the burner slots are kept clear.



The bottom layer of coals is positioned on top of the black bark pieces.

- For the front row use small coals, laid against the front bars and this will keep the burner slots clear. Do not cover the pilot cut-out.
- Find suitably shaped medium or large coals to lay on the black burner insulation pad and place in such a way as to not cover the slots.
- For the remainder of the bottom layer use large or medium coals for the best aesthetic effect.



Place the remaining coals on top of the bottom coal layer in a similar way to the photograph above

Embaglow material

Note. This product contains loose metal fibre which may be sharp. It is advised to wear gloves when installing Embaglow.

Tease out the fibres until they form a very loose, very light network of about 400mm long by about 60mm wide. Try to ensure that clumps of fibres are not formed. A loose network will allow gas to pass through and ensure that maximum glow is obtained. Tear the 400mm long piece into 4 or 5 sections of between 57mm and 66mm and place these on top of any visible burner slots or gaps in the fuel effect where there is flame. By raising the height of the fibres above the level of the burner a shimmering glow is obtained as soon as the fire is lit. Embaglow fibres have a long life but are a consumable item and will eventually deteriorate.

Replacements can be obtained from your stockist.

ALCHEMY 22" DUCKNEST FUEL EFFECT LAYOUTS

Uses Alchemy 18 Universal / 22 Ducknest Gas Burner

Before commencing please also refer to the Tips section on page 6

When laying the logs ensure that the burner slots are kept clear.



Position the first log as shown slightly to the left of centre at the back of the burner against the back bars of the firebasket.



Position the two side logs, resting on the back log and leaning against the side bars.



Position the straight left hand centre log resting on a bark piece at the front and on top of the back log at the rear. Then position the right hand centre Y log resting on a bark piece at the front and with the left hand short branch resting against the last log laid. Please also refer to the Log notes on page 6 for more info on this final log.

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- Find suitably shaped medium or large coals to lay on the black burner insulation pad and place in such a way as to not cover the slots.
- For the remainder of the bottom layer use large or medium coals for the best aesthetic effect.



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Replacements can be obtained from your stockist.

ALCHEMY 18 UNIVERSAL FUEL EFFECT LAYOUTS
Uses Alchemy 18 Universal / 22 Ducknest Gas Burner
Before commencing please also refer to the Tips section on page 6

When laying the logs ensure that the burner slots are kept clear.



Position the first log as shown in in the centre at the back of the burner against the back bars of the firebasket.



Position the two side logs, resting on the back log and leaning high up against the side bars.



Position the straight left hand centre log resting on a bark piece at the front and on top of the back log at the rear. Then position the right hand centre Y log resting on a bark piece at the front and with the left hand short branch resting against the last log laid. Please also refer to the Log notes on page 6 for more info on this final log.

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When laying the coals ensure that the burner slots are kept clear.



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- Find suitably shaped medium or large coals to lay on the black burner insulation pad and place in such a way as to not cover the slots.
- For the remainder of the bottom layer use large or medium coals for the best aesthetic effect.



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ALCHEMY 22 UNIVERSAL FUEL EFFECT LAYOUTS

Before commencing please also refer to the Tips section on page 6

When laying the logs ensure that the burner slots are kept clear.



Position the first log as shown to the left of centre at the back of the burner against the back bars of the firebasket.



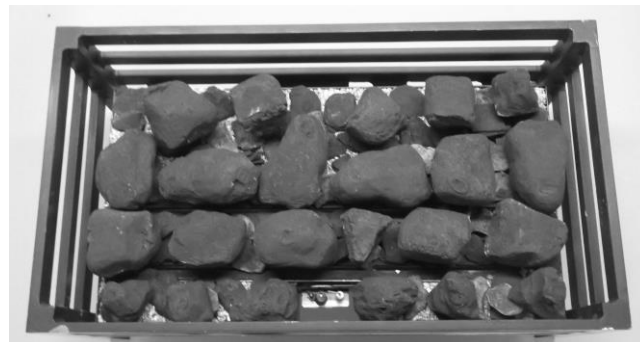
Position the two side logs, resting on the back log and leaning against the side bars.



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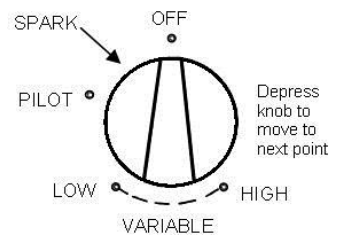
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Replacements can be obtained from your stockist.

LIGHTING & CONTROLLING THE FIRE – MANUAL FIRE

FOR A FIRE WITH THERMATRONIC ELECTRONIC CONTROL SYSTEM SEE SEPARATE OPERATING INSTRUCTIONS

- Turning pilot on from off position depress knob and turn anti-clockwise until it sparks.
More than one attempt may be required to light the pilot. Once lit hold in for about 10 seconds.
Release knob and turn to pilot position.
- To turn burner on from pilot position depress knob and turn anti-clockwise to low flame.
To go to high flame depress knob again and turn anti-clockwise as far as it will go.
The flame can be varied to any point between high and low as desired.
- To turn off depress knob and turn clockwise depressing knob at each point as you go all the way round to off.



Important Notes

- This appliance is fitted with an oxygen depletion sensing system which automatically shuts off the gas supply to the main burner if the oxygen level in the room is depleted, due to lack of air or an obstructed flue.
- If the fire shuts down for any reason, attempt to re-start it. If there is a continuing problem call in a specialist engineer.
- There are no user replaceable parts in this appliance.

COMMISSIONING THE FIRE

- Close all doors and windows, check operation of controls and burn for 5 minutes. Test for spillage of the flue products using a smoke match. Pass the lighted match along the top front edge, just inside the fire opening. If there is a small amount of spillage, run the fire for a further 10 minutes and re-test for spillage. If there is still spillage after the second test, DISCONNECT THE FIRE AND SEEK EXPERT ADVICE.
NOTE. If there are extractor fans in the room or adjacent rooms, these must be running at full speed setting with all interconnecting doors left OPEN.
- A smell may be experienced when the appliance is first commissioned. This is due to the new components of the fire. These odours will cease after the first few hours of burning.

SPECIAL NOTES

- This fire should be serviced every 12 months to ensure safe operation.
- Servicing and spares are available from your stockist.
- The fire may smell for the first few hours. This is due to the newness of the components and will cease in a few hours. If it does not consult your dealer straight away.
- Open fires are a hazard; it is recommended that a guard be fitted to provide protection for children, the elderly, or infirm (see National Regulations, if any).
- If using a vacuum cleaner to clean the appliance be very careful not to suck up the vermiculite.
- Debris and soot should be cleaned from the fire with a soft brush.
- Regularly check that the fixed air supply (if applicable) is free of any obstructions.
- If property improvements are made, such as double glazing or cavity wall insulation added, then the fire spillage test should be made again to ensure all products of combustion enter the flue.

Note. SEEK EXPERT ADVICE IF YOU ARE UNSURE OF ANY POINTS REGARDING THE SAFE USE OF THIS APPLIANCE.

FAULT FINDING GUIDE. SYMPTOMS AND POSSIBLE CAUSES

1. NO SPARK

- Pilot light damaged, or too far away from Electrode, or too close.
- Ignition lead has become detached from electrode and needs reconnecting.
- Electrode is damaged and needs to be replaced.
- Soot on the Pilot assembly and shorting spark. Clean this area with a soft brush.
- Faulty ignition lead. Replace.

2. SPARK IS VISIBLE BUT PILOT WILL NOT LIGHT

- Check that there is gas to the appliance.
- Ensure that isolating valve or restrictor elbow is in the OPEN position.
- Valve inlet has become blocked with debris. Clean.
- Pilot injector blocked. Clean.

3. PILOT FLAME SHORTENS, OR GOES OUT, WHEN MAIN BURNER IS SELECTED

- This indicates insufficient gas pressure to the appliance. Check for debris obstruction.
- Check that there are no acute bends in the supply pipe and ensure that the correct diameter supply pipe has been used.
- Check pressure setting.

NOTE. If the appliance has been connected to a supply servicing another appliance the supply pipe may not have sufficient capacity to serve both appliances. Seek advice.

4. PILOT GOES OUT WHEN KNOB IS RELEASED, OR GOES OUT AT REGULAR INTERVALS

- Check that thermocouple is not loose. (It should only be nipped up as it is just an electrical and not a gas connection.)
- Thermocouple is damaged and needs replacing.
- Thermocouple operated magnetic valve faulty – replace gas valve.

5. BLUE FLAME

- It normally takes 20 minutes for the fire to reach correct working temperature, by which time most of the blue flame should have gone. Continuous blue flame is caused by poor coal layout or excessive updraught of the flue. Seek advice from your stockist.

6. POOR FLAME PICTURE

- Check gas pressure.
- Ensure that there are no obvious obstructions to gas supply pipe.
- Re-lay the fuel effect and Embaglow as shown in the relevant photographs.

SERVICING INSTRUCTIONS

IMPORTANT: Turn OFF gas supply before servicing commences.

1. Remove all debris and dust from fire.
2. Remove Embaglow material and fuel effect from burner tray and gently dust off with a soft brush.
3. Disconnect gas supply and remove burner tray assembly.
4. Carefully remove granules and retain.
5. Check Pilot and Gas valve assembly for gas soundness. Continue with service as required.
6. Refer to vermiculite section on page 5.
7. When replacing the vermiculite and re-laying the firebed please refer to the ARRANGEMENT OF FUEL EFFECT section commencing on page 6 of these instructions.

Nu-Flame Warranty and Repair Procedure

Nu-Flame fires are guaranteed for 1 year from the date of installation. During that time our guarantee is to repair at our option, or replace at no charge a fire that proves to have faulty components or workmanship.

Telephone Help Line. In the event of a problem with a fire the first course of action should be to telephone our technical department on 020 8254 6802 during normal working hours 9 - 5.30 Monday - Friday (closed 1 - 1.30). If appropriate this should be done before the installer leaves site as we may well be able to resolve the problem over the phone and in any event it may well save the installer a return visit to site. If we are not able to resolve the problem over the phone we may ask you to return the fire, and will log your details and give you a return reference number.

Return The Fire. It is a condition of the warranty that if we request you to return the fire to the factory, at the outset of any problem, you do so. This is both for safety reasons and due to the fact that we have the trained staff and necessary spares to carry out the repairs. The burner can then be thoroughly inspected and any signs of installation faults can be reported back to you. After any repair work is carried out the flow rates can be checked and re-set if necessary in order to fully comply with CE approval.

Note: It is a condition of the warranty that you do not return any parts to us unless we request you to do so. For example if we request that the burner only is returned and you send the entire appliance, the fuel bed and other items could be damaged or lost during the return delivery to us. We will not be liable for any such breakages, or losses.

Under no circumstances should any attempt be made to repair the burner on site without our express knowledge and approval during the warranty period.

This guarantee is given subject to the following provisions:

1. That the installation is carried out by a Gas Safe registered installer (we may require their registration details).
2. That the appliance is installed and used in accordance with our Installation & User instructions.
3. That the gas supply pressure at the appliance is not more than 3mbar below the gas pressure stated on the data plate when the appliance is running on high flame, with any other major gas appliances also running.
4. That the fireplace and flue system conform to relevant local codes, building regulations and British Standards.
5. This Guarantee is not transferable and relates to the original installation only.
6. The appliance has not been subject to misuse or accident or been modified or repaired by any person other than the authorised employee or authorised representative of Nu-Flame Ltd.
7. The Record Data section on the front of the Installation & Servicing Instructions is to be completed on installation.
8. Nu-Flame Ltd accepts no liability for any consequential loss or damage arising from the use or failure of the product or any information provided, including, but not limited to, economic or financial loss, damage to peripheral equipment or products, loss of use, productivity or time.
9. That the serial no. data plate on the burner is intact.

This guarantee in no way reduces your statutory rights.

Chargeable repairs during and after the warranty period

If a repair is chargeable during the warranty period, due to installation faults we will inform you and where possible give you a quote, or if this is not possible, a price guide before starting work. We cannot always give a firm cost until we commence the repair as it is not always possible to tell which components have been damaged especially on electronic control systems.