



# ALCHEMY

Installation & User Manual

Models: Alchemy RB700, RB1000 & RB1500  
with Remote Control

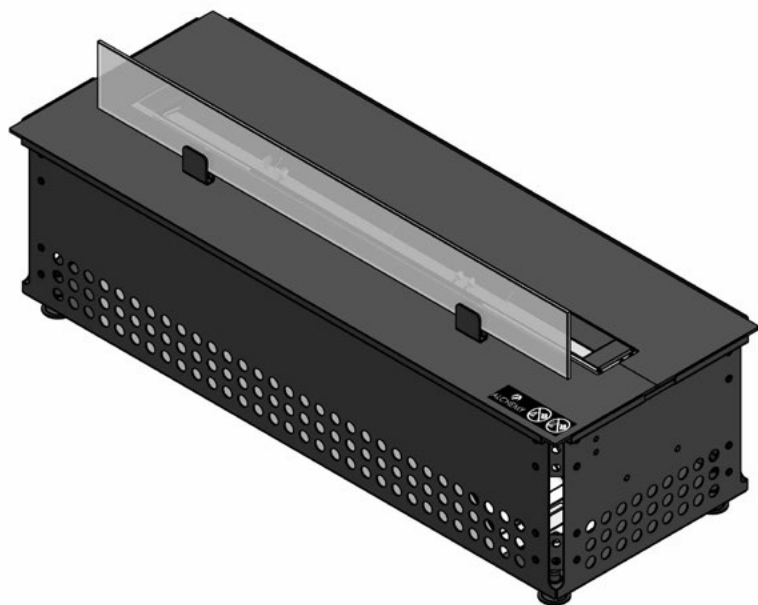
Thank you for choosing fully remote control Alchemy Bioethanol fireplace.

Models: Alchemy RB700, RB1000 & RB1500

Please read this manual carefully for correct installation, use and maintenance of the fireplace and familiarise yourself with the proper use of the product.

Operate the fireplace in accordance with the instructions provided, so you can fully enjoy the product for many years.

The company reserves the right to make any product upgrades or improvement without prior notice.

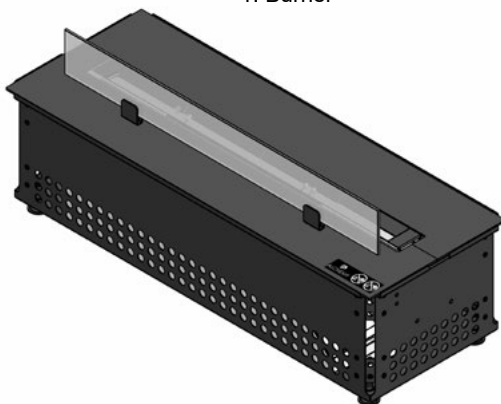


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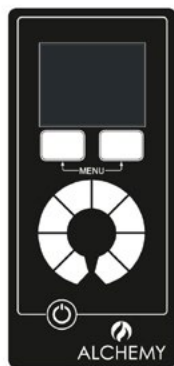
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# 1. Supplied Parts

1. Burner



2. Remote Control



3. RC Handset 4 x AAA Batteries



4. AC 220V -240V Mains Power Cable



5. Fuel Filling Funnel



## 2. Safety Information

Thank you for choosing an Alchemy Bioethanol fireplace, fully remote controlled.

Please read this manual carefully for correct Installation, use and maintenance of the fireplace and familiarise yourself with the proper use of the product.

Operate the fireplace in accordance with the instructions provided, so you can fully enjoy the product for many years.

The company reserves the right to make any product upgrades or improvement without prior notice.

### 2.1 EXPLOSION/FIRE HAZARD

- I. Use only approved Bioethanol fuel. Never use gasoline.
- II. Shut unit off and allow to cool 30 minutes before refuelling. Flame may be difficult to see do not assume unit is off.
- III. Wipe up spills immediately with a dry cloth followed by a cloth dampened with water. Allow to dry completely before lighting Burner.
- IV. Do not operate in a room with oxygen tanks in use or if flammable vapours are present.
- V. Store fuel only in original container. Store away from area where the Fire is located at minimum distance of 200cm. Transport and/or store fuel only in a plastic or metal container that is acceptable for use with the fuel and non red in colour.
- VI. Never smoke while refuelling or lighting the unit.

### 2.2 FIRE POSITIONING

- I. Keep children and animals away from the fire. Never leave children unsupervised when the fire is operating.
- II. For decorative purposes only. Not suitable for continuous operation. Do not use the Fire to heat or boil water or as a cooking appliance. Do not put wood, charcoal, paper or other combustible objects in the Fire.
- III. Do not place fireplace near windows or doors that can create draughts, this may cause irregular operation.

### 2.3 VENTILATION

It is recommended that you keep a good ventilation of the area (see page 13), in order to ensure a healthy level of oxygen and prevent the risk of indoor air pollution. Improper ventilation can cause serious injury or death.

Bioethanol combustion releases carbon dioxide (CO<sub>2</sub>) and water (H<sub>2</sub>O). The combustion requires oxygen, therefore the area where the fireplace is placed, should have adequate ventilation with air bricks/vents or any other means, to allow for fresh air circulation.

## 2.4 FUELLING THE FIRE

I. This fire uses Bioethanol fuel. Bioethanol is a flammable liquid. Store in original container away from heat and sources of ignition. FOLLOW CONTAINER DIRECTIONS ON USE AND SAFETY OF LIQUID FUEL.

II. Bioethanol is classified as a flammable liquid class 1B (for flammability) and class 3 PGII (for transportation) and is regulated by various standards around the world. You must familiarise yourself and comply with these regulations in order to safely and legally store, handle, decant and use this fuel.

III. Use only approved Bioethanol fuel that contains 85%-95% Alcohol. Poor quality of fuel may lead to undesirable results: reduction in reliability, incomplete and inefficient combustion, smoke and odours, residues inside the burner.

IV. Alchemy Ltd is not liable for any damage caused by using the incorrect type of fuel.



**DO NOT POUR OVER LIVE FLAMES**



**DO NOT FILL WHILE HOT**

## 2.5 HOT SURFACE HAZARD

I. Due to high surface temperatures, keep children, pets, clothing and furniture away from the fireplace, as the appliance is hot while in operation, contact with the fire may cause skin burns.

II. After turning off the Burner the unit will be very hot and will stay hot for up to 30 minutes after use. To avoid injury, do not touch with any parts of your body or with any combustible materials such as matches or flammable liquids.

## 2.6 USING ACCESSORIES

I. Use only authorised accessories supplied by Alchemy Ltd.

II. NON-COMBUSTIBLE Pebbles, logs or other refractory decorative fire accessories should not be placed directly over the Burner mouth or interfere with the flame.

III. Do not use fittings or spare parts, other than those available from or recommended by Alchemy Ltd

**IT IS VERY IMPORTANT THAT THE AIR INLET GRILLES ON THE UNDERSIDE OF THE APPLIANCE ARE NOT OBSTRUCTED.**

**ALWAYS UNPLUG FROM MAINS SUPPLY BEFORE CLEANING OR UNDERTAKING.**

## INSTALLATION GENERAL INFORMATION

- While installing the device according to the instruction manual local and national guidelines are to be observed.
- The device must be placed on a level surface.
- Do not obstruct the ventilation slots and/or ventilators.
- No items are recommended to be placed on the unit except the log set provided by the manufacturer.
- Do not install the device in areas where there are large draughts, near fans, vents, etc.
- Do not place in areas where there might be a potentially explosive atmosphere of paint vapours, industrial dusts, etc.
- No flammable items should be placed in direct contact or within a radius of 1m / 3.28ft of the device. Do not place near curtains, net curtains, etc.
- Do not expose the device to external weather conditions. The device is for indoor use only.
- Do not place the device in close proximity to sources of humidity.
- It is obligatory to have a carbon-dioxide (CO<sub>2</sub>) or dry chemical extinguisher placed nearby the device.
- Installation of the device must allow for easy removal of the device for servicing.
- The room in which the device is to be installed must have sufficient ventilation to ensure air exchange in the room at least once per hour.
- Do not start the device before a full installation has been completed.
- Do not fill the fuel container before placing the device in its final position.
- Do not use any other decorative fuel effects other than our recommended goods.

### **Bioethanol is the only fuel.**

• Alchemy RB series are designed to work with quality fully approved, Bioethanol Fuel. Poor quality of fuel may lead to undesirable results:

- Reduction in reliability;
- Incomplete and inefficient combustion;
- Smoke and odours;
- Residues inside the burner.
- **The Advantages for using Alchemy Bioethanol fuels are:**
  - Bioethanol is produced from renewable crops, which are environmentally friendly.
  - The use of Bioethanol helps in the reduction of the CO<sub>2</sub> emissions, therefore contributing for the reduction of global warming;
  - Improved performance of your RB Burner and no odour
- **Please ensure:**
  - Use only liquid Bioethanol as fuel.
  - Keep the fuel away from children and animals, as well as from a working fireplace;
  - Avoid contact with eyes and skin;
  - Do not drink Bioethanol and keep away from children.
  - Bioethanol should be stored at a minimum distance of 200cm away from the fireplace;
  - Use only Bioethanol, that contains 85%-95% Alcohol

We recommend the use of Alchemy Bioethanol fuel to get the best out of your RB Series.

## USER INSTRUCTIONS

### User Cautions:

Your health and safety are paramount; therefore, we have taken all necessary consideration for the design, production, assembly and transport to ensure a pleasing and excellent performance for your Bioethanol fire.

Please follow these instructions for assembly, use and maintenance as follow:

- Do not cover your fireplace burner when running or hot;
- Keep it away from flames, ignition sources, and flammable materials;
- Do not place the fireplace near windows or doors that can create draughts. These draughts may cause irregular operation;
- Keep children, animals and the infirm away from the fireplace.
- In the event of spilled Bioethanol, please absorb it with a dry soft paper or cloth and avoid any naked flame around.
- **Please Note:** The fireplace gets hot during operation, avoid touching it for 10 minutes after the flame is completely extinguished.
- Do not fill up the Fuel TANK while burner still hot, wait for it to cool down;
- Never pour Bioethanol over live flames;
- After turning off the flames wait at least 3 minutes before attempting to re-ignite;
- In case of uncontrolled flames, please use a fire blanket or extinguisher.
- Do not use water to extinguish the fire;
- After turning off the fire, it will take a few seconds for the flames to completely go out;
- In the event that Bioethanol spills out while filling up the tank, absorb and dry all parts before ignition attempt;
- If you use "Fuel Effect" parts of any type then, do not place them on the flames
- The elements of construction above the device must be made of non-combustible materials.
- Do not fill appliance prior to installation.

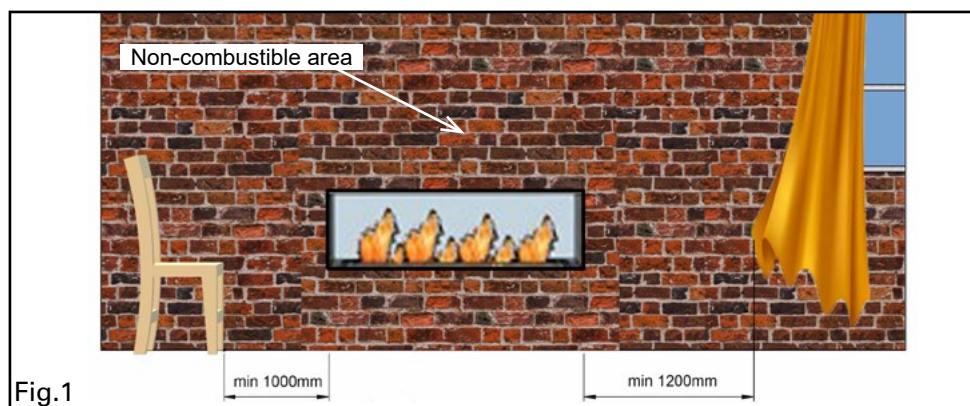


### 3. Installation

- The elements of construction above the device must be made of non-combustible materials.
- Do not fill appliance prior to installation.
- Do not design or install the fireplace which involves covering the burner plate. Access to fuel tank is made within the appliance by removing burner plate.

**For reasons of safety, under no circumstances can there be any flammable material within a 1m radius from the fireplace. Also, the manufacturer does not recommend positioning any heat sensitive materials or devices above the fireplace as it can significantly limit the materials properties and lifetime. The manufacturer will not bear any responsibility for the damage to heat sensitive materials or devices installed above the fireplace.**

Distance of materials from a working fire with RB1000



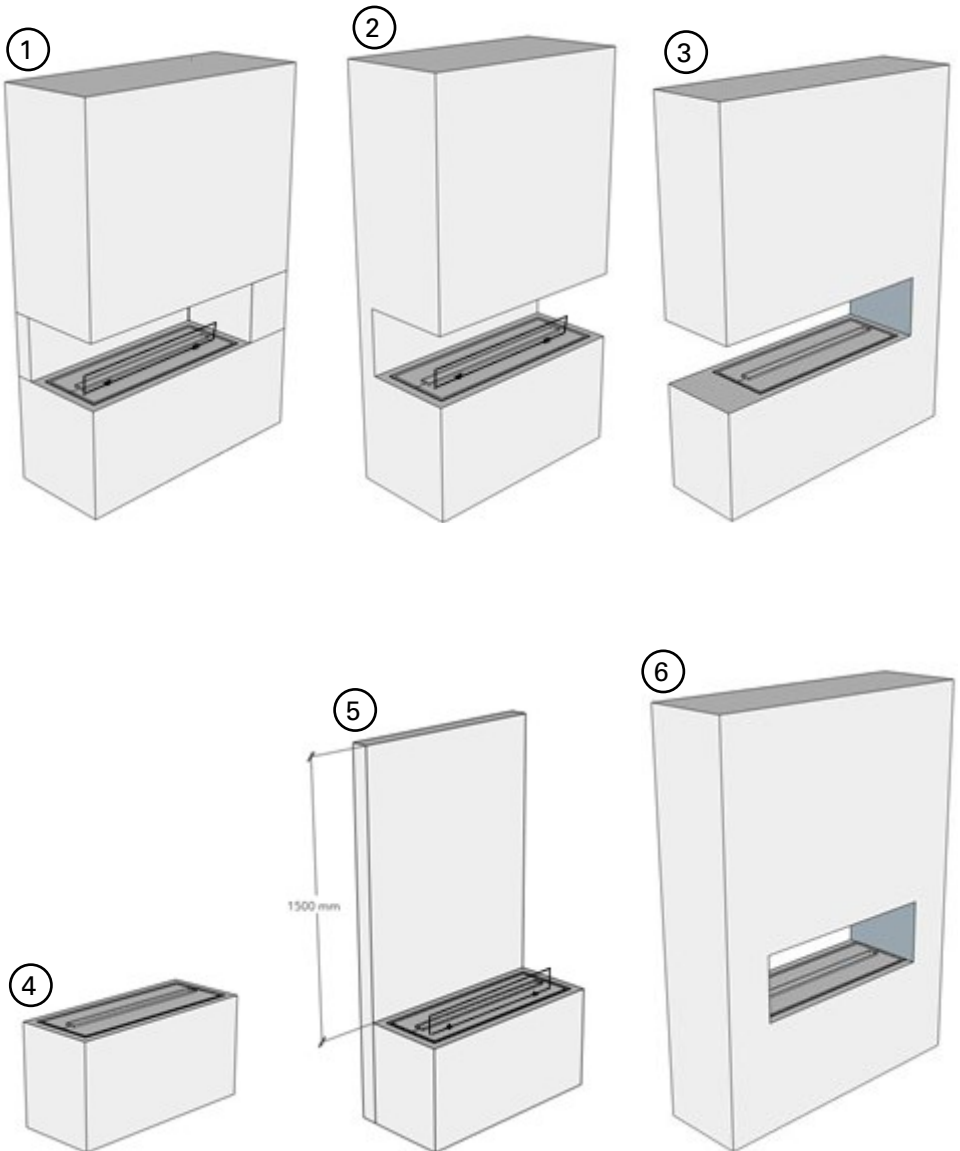
Ensure combustible devices and materials are a minimum of 1000mm away from the fire.

Detailed on Figure 1 is the minimum opening sizes for the RB1000 and the minimum non-combustibles construction.

#### Minimum Fireplace opening sizes:

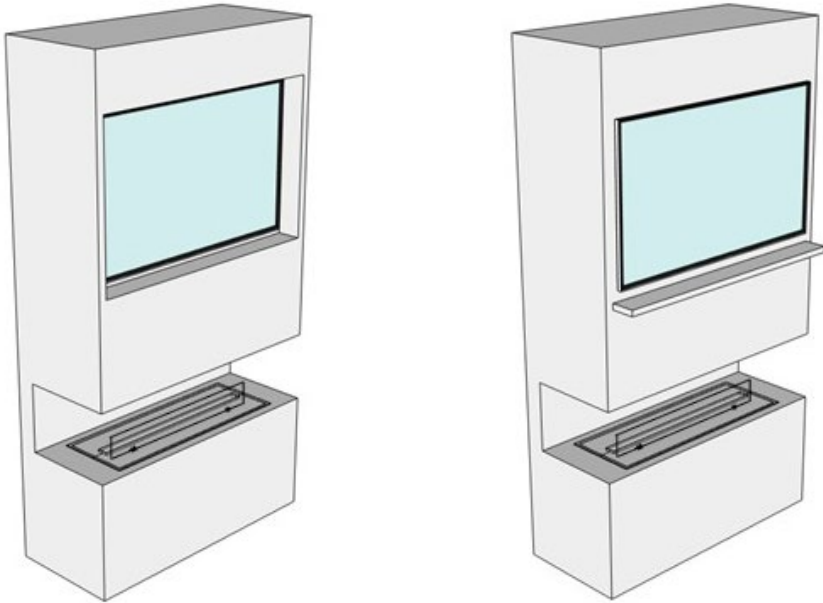
|                      | RB700 | RB1000 | RB1500 |
|----------------------|-------|--------|--------|
| Min. Opening Height: | 500mm | 500mm  | 500mm  |
| Min. Opening Width:  | 835mm | 1160mm | 1660mm |
| Min. Opening Depth:  | 320mm | 320mm  | 320mm  |

## METHODS OF INSTALLATION



Methods 3, 4 & 6 the glass should not be used and the optional 'part 11 top plate plain' should be ordered. **Important Note** – the burner should not be installed where there will be excessive draughts.

## TV INSTALLATION METHODS



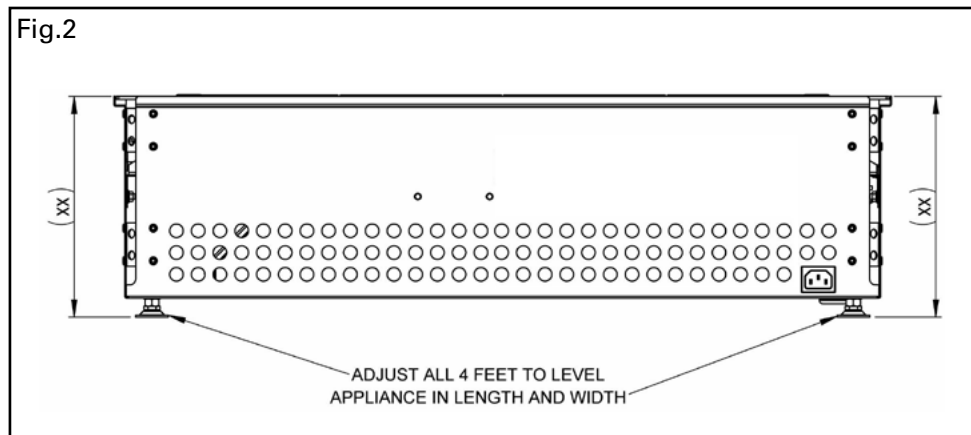
## CONSTRUCTION OF THE ENCLOSURE

Ensure the enclosure around the appliance is made from non-combustible materials. Any stud work introduced must be non-combustible materials. Any voids within the breast are recommended to be ventilated to prevent heat build-up with continuous use.

## LEVELLING OF BURNER

When installing the Bioethanol fire, level the complete firebox by using the fitted legs. If the flame does not cover all the burner, side to side while the setting on high flame, then, it will be necessary to level the burner by using the screws, See Figure 2.

- If no flame or weaker flames on the left side: Turn the screws of the legs on the right-hand side anticlockwise for 2 turns (to raise the right-hand side). Wait for 3 minutes and check again.
- If no flame or weaker flames on the right side: Turn the screw on the left-hand side anticlockwise for 2 turns (to raise the left-hand side). Wait for 3 minutes and check again.
- Repeat the procedure described above until the flames are reasonably level.



Alternatively, the burner can sit into a recess and be sited on the burner enclosure frame. The opening size for the recess must be:

### Recess sizes:

|               | RB700         | RB1000          | RB1500          |
|---------------|---------------|-----------------|-----------------|
| Min-Max Width | 705mm - 710mm | 1030mm - 1035mm | 1530mm - 1535mm |
| Min-Max Depth | 245mm - 250mm | 245mm - 250mm   | 245mm - 250mm   |

The rear of the burner needs an additional 40mm clearance for the plug under the rear lip of the surface base.

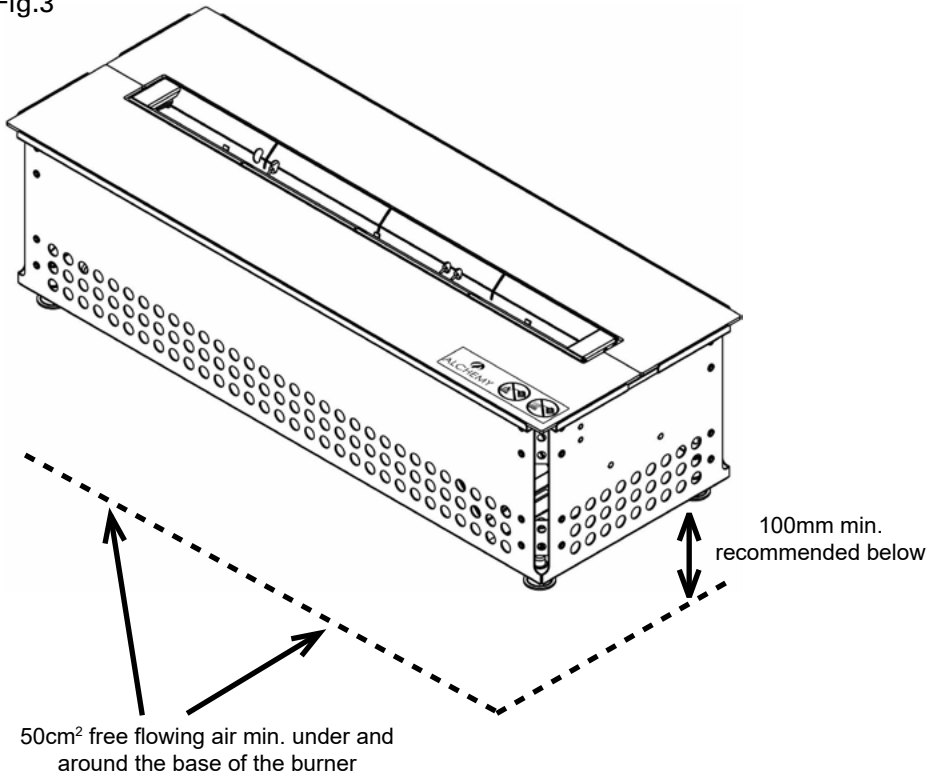
**Import Note** – the dimensions above are base on a base opening made from 1mm steel, if you are using a thicker material you will need to increase the depth to allow the Burner insert to be tipped in to place with the plug in position.

The burner must be within 1mm+/- of levelness to ensure even flame spread across the burner.

### VENTILATION AROUND BURNER

Ventilation must be around the burner enclosure to alleviate any heat build-up on the appliance and its controls. Excessive heat build-up may cause the appliance to overheat and shut off.

Fig.3



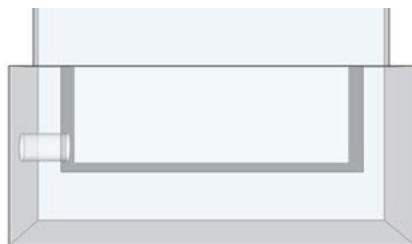
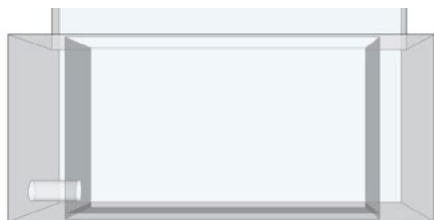
Dependent on the installation method, please ensure a min. of 50cm<sup>2</sup> cool air below the burner plate. At a minimum of 50mm from the below the appliance.

## COOL AIR INTAKE

We recommend the use of Intumescent ventilation. To ensure this is installed correctly:

- Do not install intumescent vents in an area of excessive heat above 50 degrees Celsius.
- Install below the burner, minimum of 190mm from the top plate
- Please read vent manufacturer instructions prior to installation.

Intumescent vents will seal the air intake if temperatures rise above 110 – 120°C (Sodium Silicate Intumescent) to help prevent oxygen fuelling any fire incident.



The cool air duct will require: -

- A minimum height of 20mm above the finish recess level to the edge of the ventilation ducting.
- The ventilation grill to be in an accessible area for maintenance and inspection.
- The ventilation grill must take air from the room the appliance is in.

The positioning on the ventilation grill will be to the installers discretion to ensure the Bioethanol fire does not overheat and cause the intumescent does not “engage” while normal use. The use of a intumescent vent is a recommendation not a requirement.

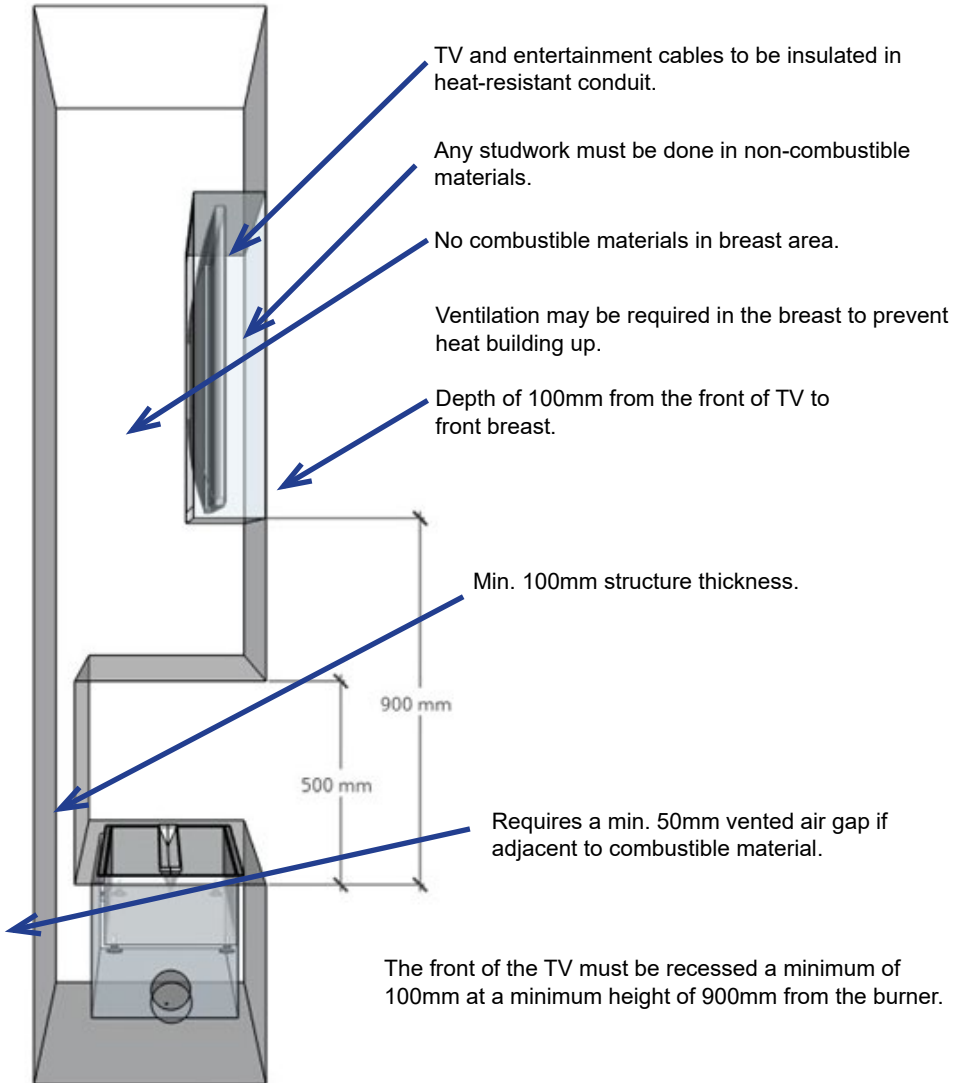
## RECESS CONSTRUCTION

The recess will need:

- To be constructed from non-combustible materials and can support the weight of the appliance.
- An additional recess must be made for the mains lead connection to the fire. The recess must be a minimum of 40mm to the rear of the fireplace.

## TV INSTALLATION

### New construction method



Recessing less than 100mm:

- 0-50mm requires a min. height of 1100mm
- 51-100mm requires a min. height of 1000mm

Alternatively, a non-combustible shelf can act as a shield in between the tv and the fire. The shelf depth to the tv and height to the TV will adhere to the above requirements. If this method is applied to an existing flue, Ensure the flue is completely sealed from draught from both the top and below the fire. Draught from below the fire into the chimney will cause an adverse effect on the appliance.

### IMPORTANT DEFINITION:

Non-Combustible material: A material that does not react to heat.

- Any material which when tested to BS 476-11:1982 (2007) does not flame nor cause any rise in temperature on the center (specimen).
- Products classified as non-combustible in tests following the procedures in BS 476-4:1970 (2007).
- Any material classified as class A1 in accordance with BS EN 13501-1:2002 Fire classification of construction products and building elements. Classification using data from reaction to fire tests.

**PLEASE NOTE THAT TIME RATED PLASTER BOARDS OF ANY TYPE ARE NOT SUITABLE FOR THIS CONTRSRUCTION, WE RECOMMEND ONLY CALCIUM SILILCATE & VERMICULITE BASED BOARDS RATED TO A1.**

The Bioethanol fire must be levelled as much as possible and aerated; See fig.2, page 12 for full details.

### RECOMMENDED VENTILATION AND ROOM SIZING:

Recommended minimum ventilation sizes:

| Model  | Ventilation Area   | Minimum Room Size (m <sup>3</sup> ) |
|--------|--|-------------------------------------|
| RB700  | The appliance requires the exchange of one room volume of air per hour | 35                                  |
| RB1000 | The appliance requires the exchange of one room volume of air per hour | 45                                  |
| RB1500 | The appliance requires the exchange of one room volume of air per hour | 55                                  |

To calculate the room size, measure the Length (L), Width (W) and Height (H), and multiply all measurements:

*e.g. (L) 6.6m x (W) 3.8m x (H) 2.4m = 60.192m<sup>3</sup>*

**Please note:** In order to use more than one appliance in the same room, multiply the appliances installed by the recommended cubic capacity.

*e.g. 2 x RB1000 appliances will require (45m<sup>3</sup>x2) = 90m<sup>3</sup> room size.*

#### **For new build and renovated properties with a lower air permeability:**

While in operation this appliance emits heat, water vapour (H<sub>2</sub>O) and Carbon Dioxide (CO<sub>2</sub>), therefore it is necessary to provide ventilation to the room of the appliance from an external space as per Document F building regulations.

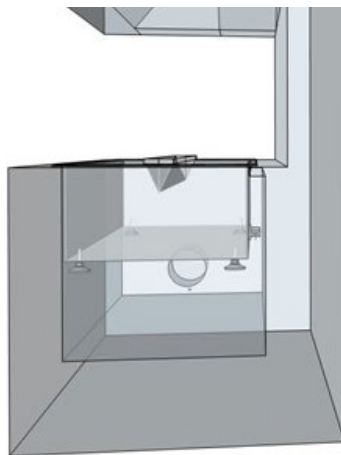
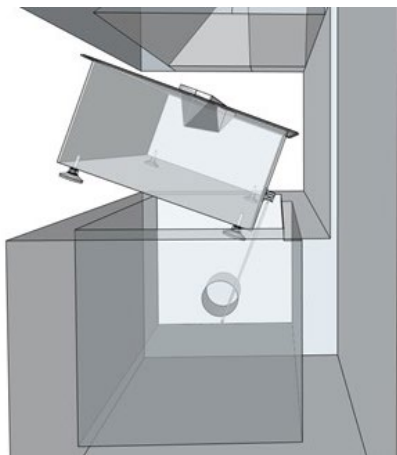


## INSTALLING AND REMOVING THE FIRE FROM A RECESS

### INSTALLATION

To install the Fire into a recess;

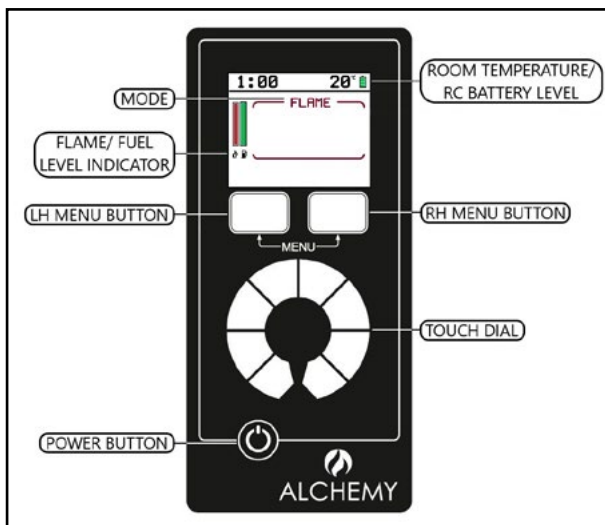
- Connect the Power cable to the fire on the rear port. **DO NOT CONNECT TO MAINS SUPPLY UNTIL AFTER THE APPLIANCE IS SAFELY INSTALLED.**
- Tilt the fire 15 - 20 degrees and slowly lower the fire into the recess. Once the plug is below the rear lip, bring the fire level and place down carefully.
- Once inserted, ensure the fire is level.
- Proceed with connecting the power lead to the mains supply. Where this is not possible an external switched spur must be introduced.



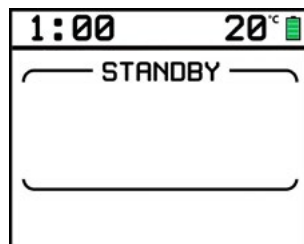
## 4. Quick Start

### 4.1 OPERATING REMOTE CONTROL AND TURNING ON BURNER

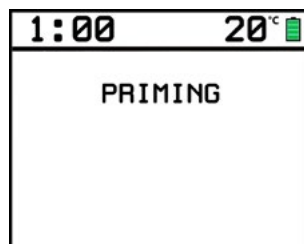
Make sure the remote is loaded with batteries. Normally the handset is already paired from the factory however; if it requires to be done again follow Pairing Device instructions (see page 28).



I. Touch power button to awaken handset.



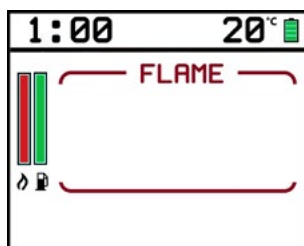
II. To TURN ON hold power button until green bar fills. The screen will display PRIMING for about 30-45 seconds, followed by IGNITION.



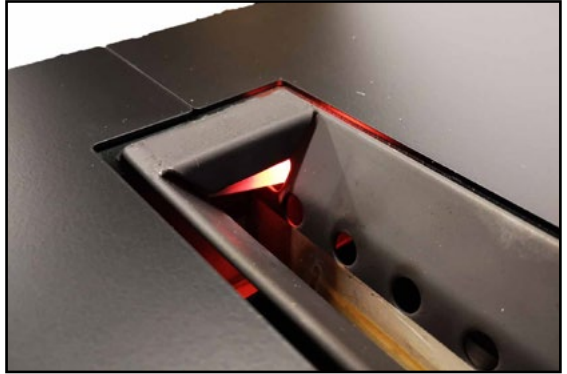
III. When the flame has established the screen will display the level of heating.

To INCREASE FLAME touch power button to awaken handset and rotate touch dial clockwise.

To DECREASE FLAME touch power button to awaken handset and rotate touch dial anti-clockwise.



Burner is priming when the glow plug is heating up and the fuel starts pumping out, as shown in the image.



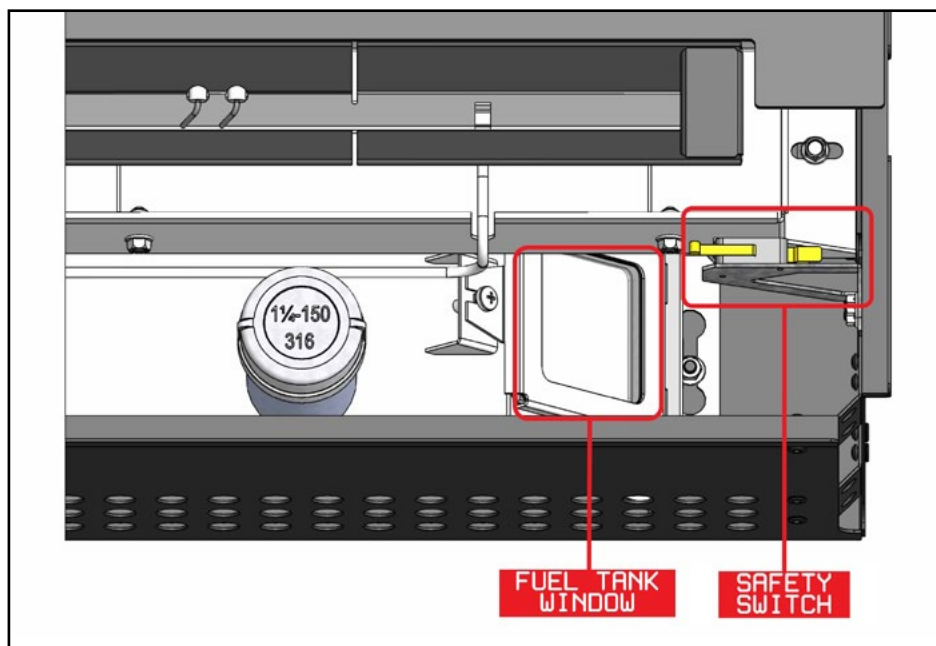
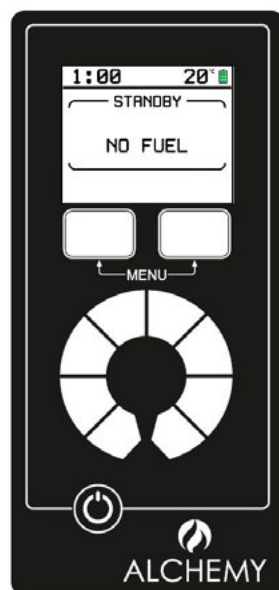
Once the glow plug reaches required temperature and reached by the fuel, the flame will ignite.



## OUT OF FUEL NOTIFICATION AND REFUELLING

When the tank is empty or does not have sufficient amount of bioethanol, a beep and message will appear on the display screen.

In order to light the Bio Fire the top access panel must be replaced in its position covering the fuel tank side.

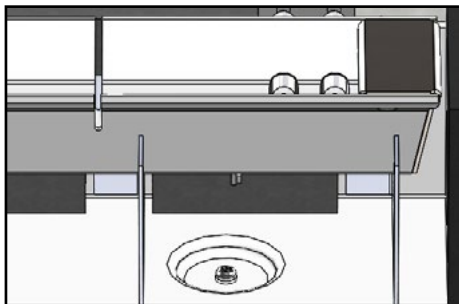


## 5. Safety Systems

The Alchemy Bioethanol range incorporates several safety systems to ensure a complete peace of mind.

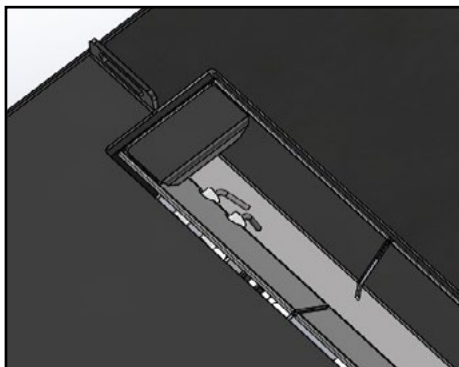
### 5.1 LEAK DETECTION SENSOR

The Bio Fires have a leak detection sensor located underneath the burner on the lowest part of the sump as per image showing the sensor location. Thus, if there is a leak the fire will turn off itself. A strong beep will sound by the safety system on appliance.



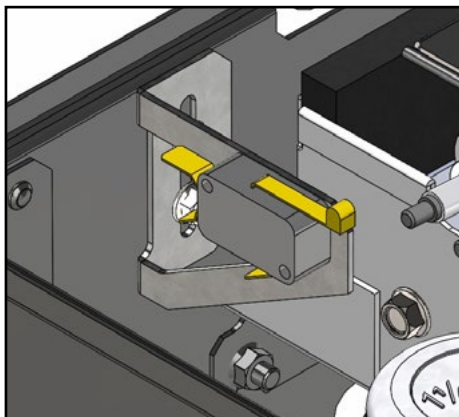
### 5.2 OVERFLOW DETECTION SENSOR

The Bio Fires have a leak detection sensor located underneath the burner on the lowest part of the sump as per image showing the sensor location. Thus, if there is a leak the fire will turn off itself. A strong beep will sound by the safety system on appliance.



### 5.3 BIOETHANOL FUELLING DETECTION SWITCH

You will not be able to fill up the Fuel Tank while the flame is on due to the safety Micro-switch. Removing top access panel will trigger the switch and extinguish the flames. A message 'Lid Open' will appear on your handset. In order to light the Bio Fire you must replace the top access panel in its position covering the fuel tank side.



## SERVICE WARNING

**IT IS VERY IMPORTANT THAT THE AIR INLET GRILLES ON THE UNDERSIDE OF THE APPLIANCE ARE UNOBSTRUCTED.**  
**ALWAYS UNPLUG OR ISOLATE FROM MAINS SUPPLY BEFORE CLEANING OR UNDERTAKING ANY MAINTENANCE.**

## 6. Servicing

Turn the appliance OFF and isolate the mains supply. Ensure the appliance is fully cold before attempting to start servicing the appliance. No liability can be accepted by Alchemy Ltd for injury caused by burning or scolding by a hot appliance.

A suggested procedure for servicing is listed below.

- A. Lay out dust sheet on flooring, mask off any special fireplace materials.
- B. Carefully remove the log plate with logs (if purchased with optional Log Plate).
- C. Use a Vacuum cleaner to clean the top of the burner and metal top plate.
- D. Remove metal top plate and wipe with a dust cloth.
- E. Check fuel system inside the firebox for any damage or leaks.
- F. Replace metal top plate or log plate.
- G. Check the safe operation of the appliance.

### 6.1 CLEANING THE CERAMICS

Remove the ceramic top plate as detailed above.

Gently clean the ceramics in the open air, using a soft brush and a vacuum cleaner. Where necessary replace damaged components only with genuine supplier specified parts. Seal any scrap ceramics in plastic bags and dispose at proper refuse sites. When using a vacuum cleaner, it is recommended that one with a HEPA filtering system is used.

Re-fit the Fire bed arrangement and check the safe operation of the appliance.

**Note:** It is recommended that the pump top is replaced every two years as part of the service (see Appendix 2 on page 30).

## 7. Technical Information

| Model  | Gross Input |         | Ethanol Consumption |           | Fuel Tank Capacity | Run Time |          |
|--------|-------------|---------|---------------------|-----------|--------------------|----------|----------|
|        | on Low      | on High | on Low              | on High   |                    | Min.     | Max.     |
| RB700  | 3.3 kW      | 6.0 kW  | 0.45 l/hr           | 0.80 l/hr | 5.2 L              | 6 ½ hrs  | 11 ½ hrs |
| RB1000 | 5.0 kW      | 9.0 kW  | 0.70 l/hr           | 1.20 l/hr | 8.6 L              | 7 hrs    | 12 ¼ hrs |
| RB1500 | 6.0 kW      | 12.0 kW | 1.00 l/hr           | 1.80 l/hr | 13.8 L             | 7 ½ hrs  | 13 ¾ hrs |

**These values are indicative only and may vary depending on the installation and denatured ethanol used.**

## **8. Troubleshooting**

### **8.1 There is smoke or a foreign smell coming from the Burner when burning**

- a. There may be waste burning that should not be in the Burner.
- b. You are using the wrong fuel (it is essential that you ONLY use Bioethanol).
- c. You have placed something around/above the flame that has not been approved or recommended.
- d. If the Burner is empty (the flame is dying) or you have just turned the fire OFF, this is normal. Like extinguishing candles.
- e. The quality of Bioethanol you are using is not good enough.

#### **SOLUTION**

Turn the Burner OFF and wait until it cools down. Clean/service the Burner and remove objects/waste. Contact your local distributor for fuel brand recommendation.

### **8.2 When I attempt to light the Burner, it does not start**

- a. You have not put enough fuel in the Burner.
- b. You have not used the right fuel (it is imperative that you ONLY use Bioethanol).
- c. The Burner opening is obstructed, there needs to be adequate ventilation for the flame to start.
- d. The Bioethanol is cold and takes time to ignite.

#### **SOLUTION**

Check -Stop Code – in the DEVICE menu on the handset for further guidance. Check fuel level by inspection through the fuel tank window, check type of fuel used. Repeat starting procedure until the Burner warms up and remains ignited.

### **8.3 I have spilt some fuel, what do I do before lighting?**

Use the isolation switch to prevent the fire turning ON. Keep people away from the area. Wipe up spilt liquid thoroughly using a dry cloth, wipe again with a cloth dampened with water. Avoid breathing vapours. Ventilate enclosed space by opening windows and doors. If fuel got spilled on hands, wash thoroughly. ONLY ignite when the area is completely dry and you are certain that all spilt fuel has been removed. Please refer to MSDS for Bioethanol.

### **8.4 The flame is unusually volatile and high**

This is likely to be caused by a strong draught blowing on the flame. Locate and remove the source of the draught (it may be that you have a window/door open or fan operating that is directly pushing air towards the fire). If you cannot remove the source of the draught and the flame is too volatile, turn the fire OFF. You will need to rethink the positioning of your unit before operating again or install a fire screen to minimise the draught effect. Contact your distributor.

## 8.5 RC Handset Error Codes

The software installed will give an error/ stop coded if the bioethanol fire stopped or did not start from any reason. If the bio-fire stops a code is generated, and can be read on the RC handset.

The code number will help to see at which stage in the ignition process or operating the fault has happened.

The display will show the version number and the stop code as follow:

Display **"Rxxx.Dxxx.SCx"**

**R** = Receiver software version number.

**D** = Device software version number.

**SC**= stop code in hex format (as shown below).



### 1 Top plate not aligned – switch active

Reason: Top plate not sitting on the fire box properly after being removed or being knocked.

Solution: Align top plates, and make sure they are in correct position.

### 2 No fuel reaching tank sensor (IGNITION PROCESS)

Reason: Not enough fuel in tank.

Solution: Put more fuel into the tank.

### 3 Thermocouple hot – Hot Tray (IGNITION PROCESS)

Reason: Fire has recently been turned off or top plate safety switch activated.

Solution: Wait 5 minutes to try turning on flame again

### 4 Two minutes safety break (IGNITION PROCESS)

Reason: The thermocouple safety sequence (3 – Thermocouple hot) has not completed.

Solution: Wait another 2 mins to try turn on flame again.

### 5 Low level sensor not reached, pump timed out

Reason: The fuel has not reached the low level sensor in the burner during operation due to fuel running out, blockage in the fuel lines or faulty pump.

Solution: Check for leaks, around fuel tank. Check fuel, refuel if no fuel. If leak found or still doesn't turn on after refuelling, call engineer/dealer to check fuel lines and pump.



## **6 High level sensor not reached, pump timed out**

Reason: The fuel has not reached the high level sensor in the burner during operation due to fuel running out, blockage in the fuel lines or faulty pump.

Solution: Check for leaks, around fuel tank. Check fuel, refuel if no fuel. If leak found or still doesn't turn on after refuelling, call engineer/dealer to check fuel lines and pump.

## **7 Timed out wait for fuel low level (IGNITION PROCESS)**

Reason: The fuel has not reached the low level sensor in the burner during ignition process due to shortage of fuel, blockage in the fuel lines or faulty pump.

Solution: Check for leaks, around fuel tank. Check fuel, refuel if no fuel. If leak found or still doesn't turn on after refuelling, call engineer/dealer to check fuel lines and pump.

## **8 Timed out wait for fuel high level (IGNITION PROCESS)**

Reason: The fuel has not reached the high level sensor in the burner during ignition process due to shortage of fuel, blockage in the fuel lines or faulty pump.

Solution: Check for leaks, around fuel tank. Check fuel, refuel if no fuel. If leak found or still doesn't turn on after refuelling, call engineer/dealer to check fuel lines and pump.

## **9 Timed out waiting for flame (IGNITION PROCESS)**

Reason: Thermocouple did not get hot enough in required period as flame did not reach it during ignition process, due to fuel running out, blockage in fuel lines or faulty pump.

Solution: Check for leaks, around fuel tank. Check fuel, refuel if no fuel. If leak found or still doesn't turn on after refuelling, call engineer/dealer to check fuel lines and pump.

## **A Timed out wait for high level after flame (IGNITION PROCESS)**

Reason: Fuel did not reach high sensor in the burner after flame on during the ignition process, due to fuel running out, blockage in fuel lines or faulty pump.

Solution: Check fuel, refuel if no fuel. If still doesn't turn on after refuelling, call engineer/dealer to check fuel lines and pump.

## **B Flame out (THERMOCOUPLE TEMP. DROP)**

Reason: Strong draught could have put the flame out or the thermocouple could be faulty.

Solution: Remove source of draught and try relighting fire (after waiting for the safety sequence to finish). If fire still does not light, contact engineer/ dealer to check thermocouple.

## **C Dropout from ignition program (IGNITION PROCESS)**

Reason: Software issue, program is corrupted.

Solution: Contact dealer to get re-programmed.

## **D Stop code received from RF RECEIVER**

Reason: The user has switched off the appliance.

Solution: If the user requires for the appliance to be back just normal quick start procedure.

## **E No fuel reaching tank level sensor (FIRE OPERATING).**

Reason: Fuel ran out and there is not enough fuel in the tank to keep burner operating.

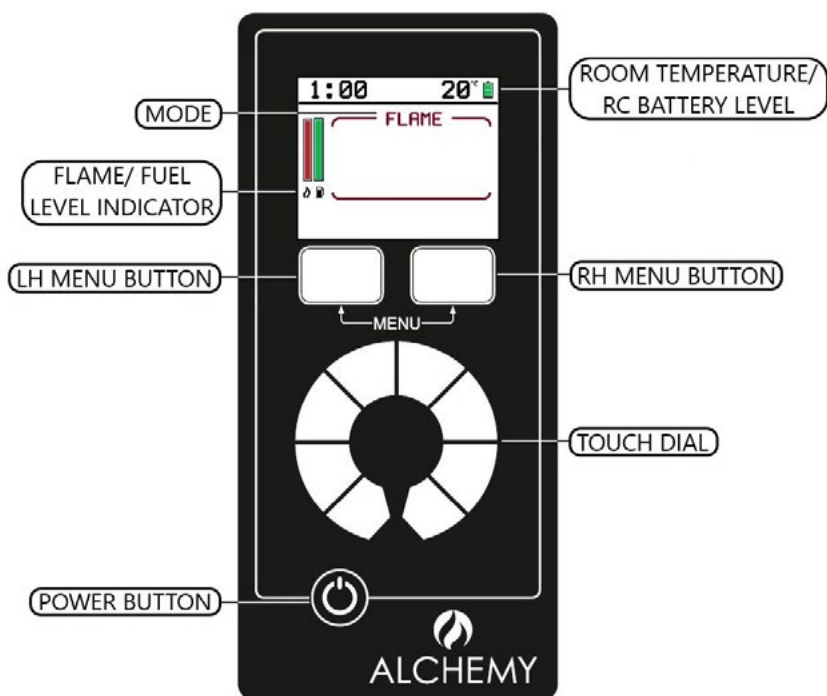
Solution: Put more fuel into the tank.

## Appendix 1 - Remote Control (Optional Features)

The appliance is in Standby mode when the power is switched on. You must have the power supply ON (—) before using the handset. The remote control works by radio signal which is configured at the factory with a unique signal code. When carrying out any operations using the remote handset it is likely that it will go into power save mode. Press the power button to reactivate.

**IMPORTANT:** If your handset loses signal or needs to be replaced then the frequency will need to be reprogrammed.

When carrying out any operations using the remote handset it is likely that it will go into Power Save mode. Press the power button to reactivate. When turned on the appliance automatically defaults to the last setting selected.



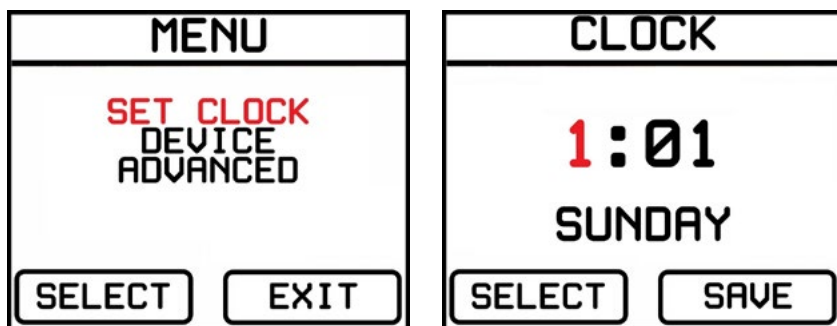
## 1. Remote Control Functions

Press both Menu buttons until a menu appears at top of screen. Three screen options will appear. To select options rotate dial until highlighted in RED and press select.

- SET CLOCK
- DEVICE
- ADVANCED

### 1.1 SET CLOCK

- Select CLOCK in the option menu and rotate touch dial until desired time is displayed.
- By pressing select it changes from Hours, Minutes and Days.
- When correct time has been set, press the RH Menu button to save.

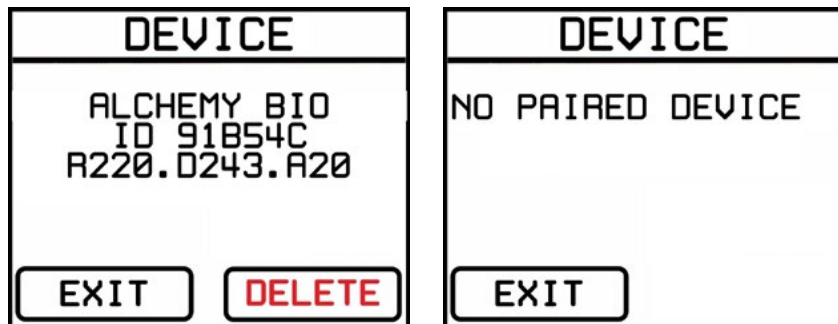


### 1.2 DEVICE



### 1.2.1 DELETING DEVICE

- I. Scroll to DEVICE menu and press select.
- II. This gives details of the appliance and also gives the option to delete the appliance from the remote handset. Press and hold the delete option to remove appliance.
- III. Once the deletion process completes, the handset will show NO PAIRED DEVICE. By selecting EXIT options to the main screen, the PAIRING selection will appear.

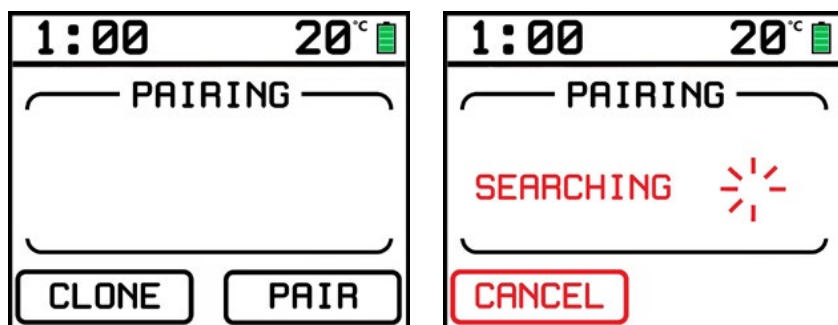


### 1.2.2 PAIRING DEVICE

To pair a handset (existing or new) to the appliance the current pairing program must be deleted (as shown previously).

- I. Ensure appliance is switched OFF and isolated from mains power.
- II. Touch power button on the remote panel.
- III. Select PAIR option on remote.
- IV. Switch ON appliance by connecting to main 230V.
- V. The remote screen will show STANDBY when successful.

**NOTE: The handset screen will show SEARCHING if the appliance is not plugged in and switched ON.**



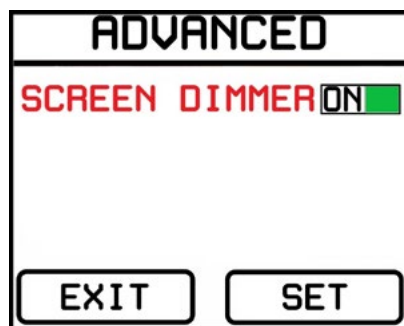
**NOTE: The 'CLONE' button is not used.**

## 1.3 ADVANCED

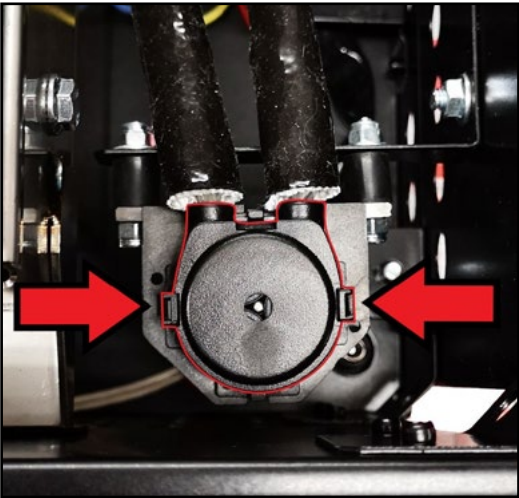


### 1.3.1 SCREEN DIMMER

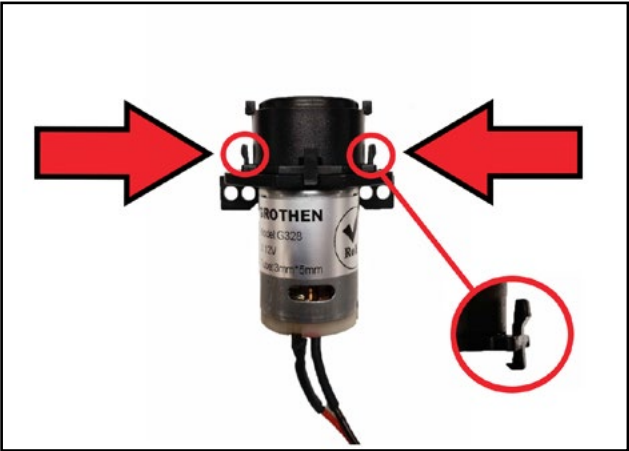
- I. Scroll to ADVANCE menu and press select.
- II. This function dims the screen of the remote. To switch dimmer on or off press SET option to toggle between ON and OFF.



Appendix 2 - Pump Top Change Over

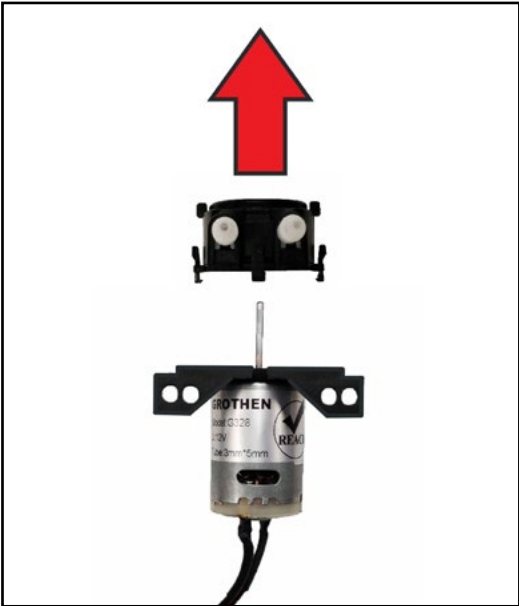


To remove the Pump Top, the tabs on the side need to be pushed in as shown on images to release the top from the body. Image above is pump inside the fire enclosure, view from top.



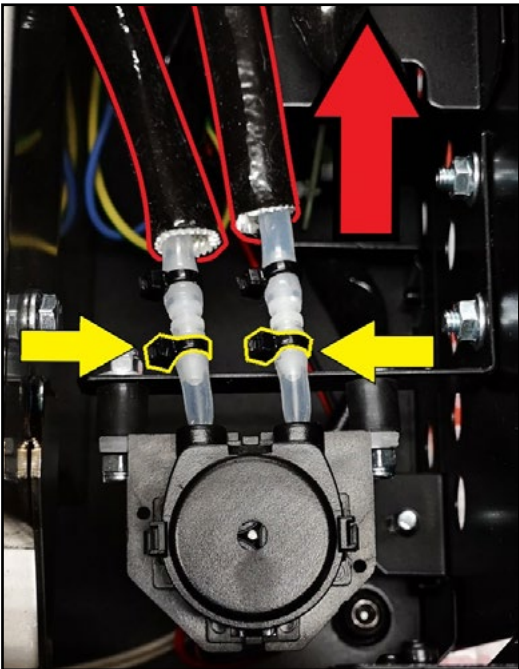
The same step of removing Pump Top, image shows pump without fire enclosure box, front view and a close up of the tab/ catch mechanism.

Image shows Pump Top removed once the side tabs have released it from the pump body.



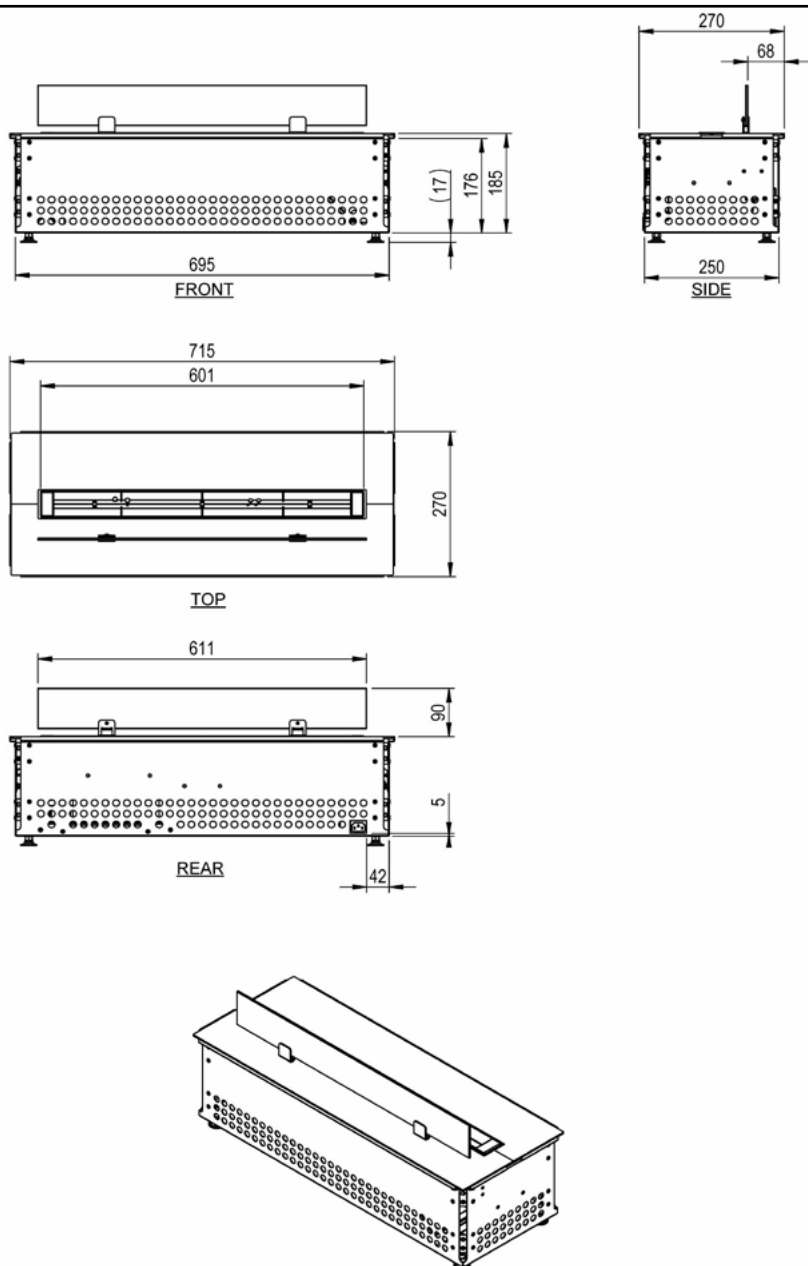
The insulation sleeves need to be carefully pulled back to reveal the flexi hose connectors (highlighted in red). Cables ties need to be cut off (highlighted in yellow) and the Pump Top flexi hoses can be pulled off the connectors.

To install new Pump Top, follow steps in reverse by attaching the Pump Top flexi hoses, cable tying them secure, carefully pulling down the insulation sleeves and clipping the top back to the body of the pump.



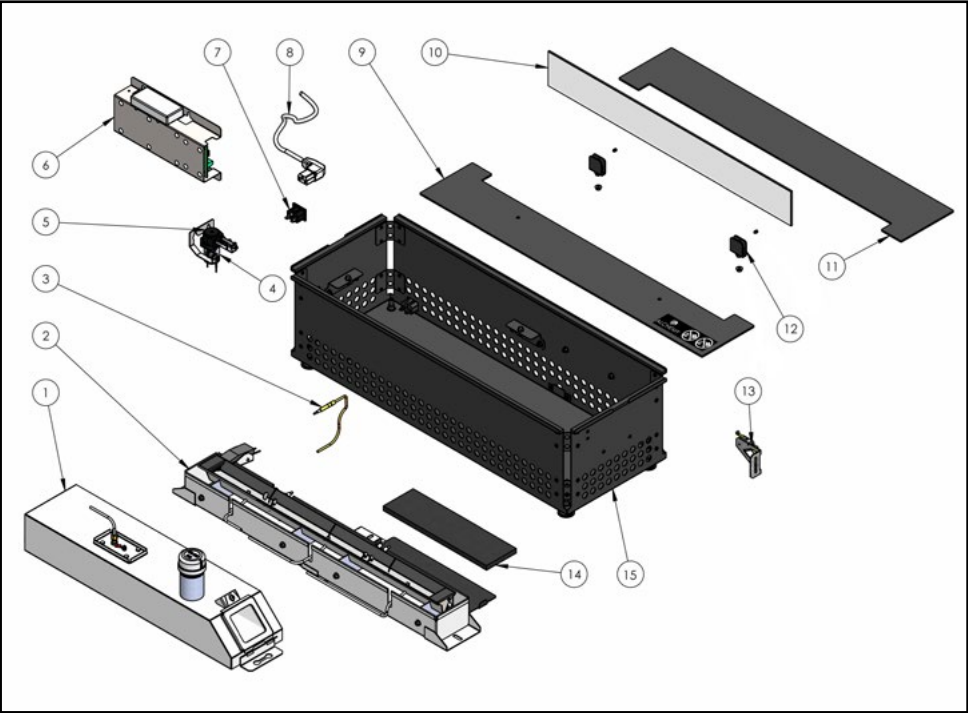
## Appendix 3 - DIMENSIONS AND SPARE PARTS

### RB700





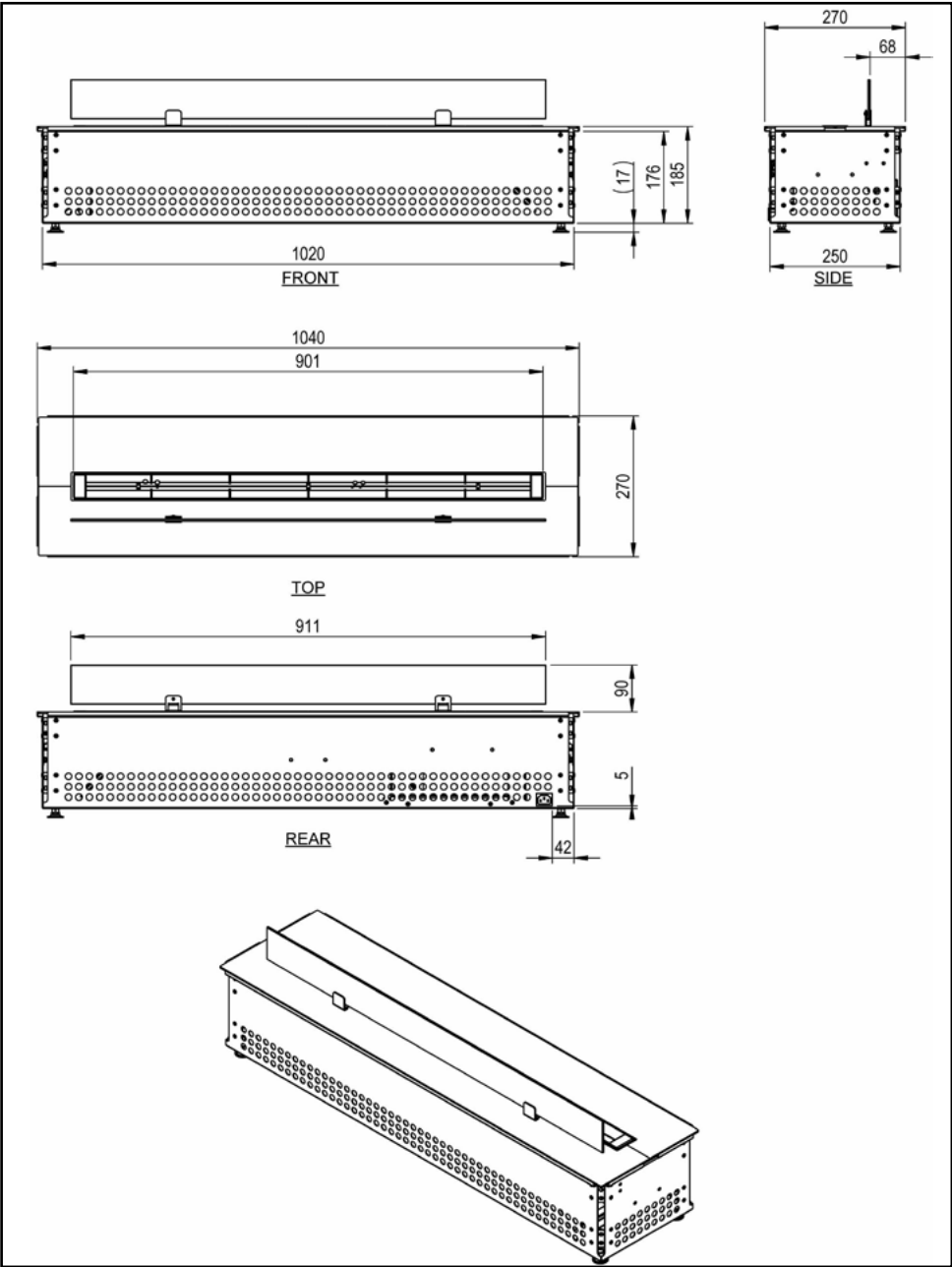
RB700 SPARE PARTS



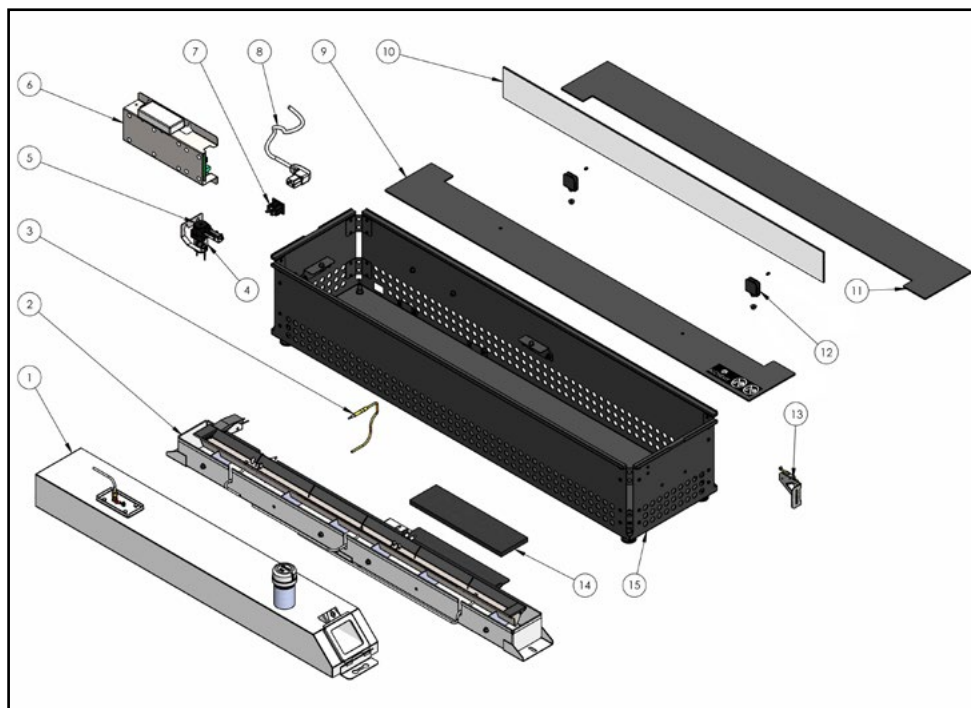
| ITEM NO. | PART NUMBER | REVISION | DESCRIPTION            | QTY. |
|----------|-------------|----------|------------------------|------|
| 1        | RB700-001   | A        | FUEL TANK              | 1    |
| 2        | RB700-002   | A        | BURNER ASSEMBLY        | 1    |
| 3        | RBIO-001    | N/A      | BURNER THERMOCOUPLE    | 1    |
| 4        | RBIO-002    | N/A      | FUEL PUMP COMPLETE     | 1    |
| 5        | RBIO-003    | N/A      | FUEL PUMP TOP          | 1    |
| 6        | RBIO-004    | A        | POWER CONTROL ASSEMBLY | 1    |
| 7        | RBIO-005    | N/A      | IEC POWER SOCKET       | 1    |
| 8        | RBIO-006    | N/A      | POWER LEAD             | 1    |
| 9        | RB700-003   | A        | TOP PLATE WITH HOLES   | 1    |
| 10       | RB700-004   | A        | GLASS VISOR PANEL      | 1    |
| 11       | RB700-005   | A        | TOP PLATE PLAIN        | 1    |
| 12       | RBIO-007    | A        | GLASS BRACKET ASSEMBLY | 2    |
| 13       | RBIO-008    | N/A      | SAFETY SWITCH          | 1    |
| 14       | RBIO-009    | A        | CERAMIC BOARD          | 1    |
| 15       | RB700-006   | A        | ENCLOSURE BOX ASSEMBLY | 1    |

DIMENSIONS AND SPARE PARTS

RB1000



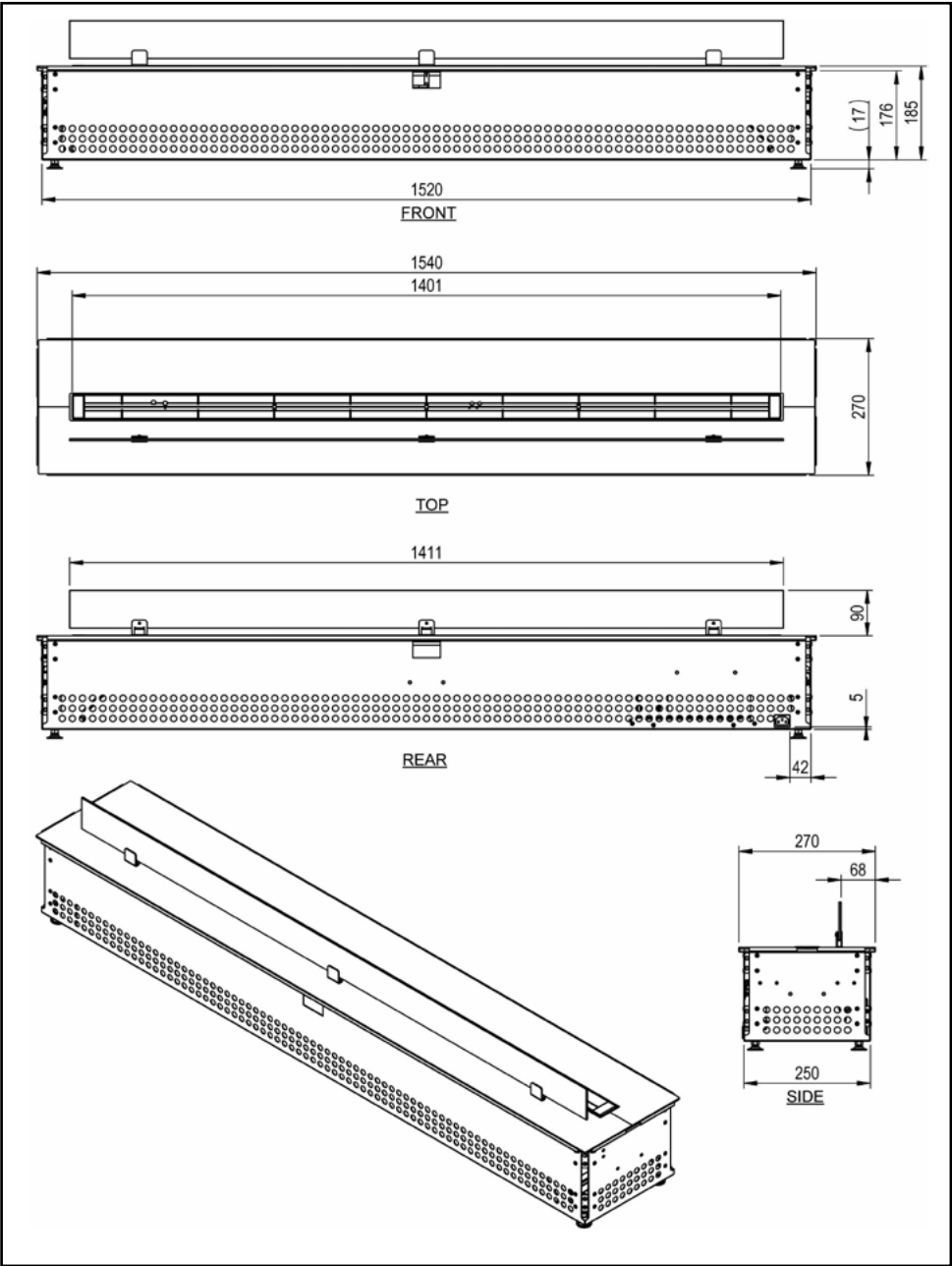
## RB1000 SPARE PARTS



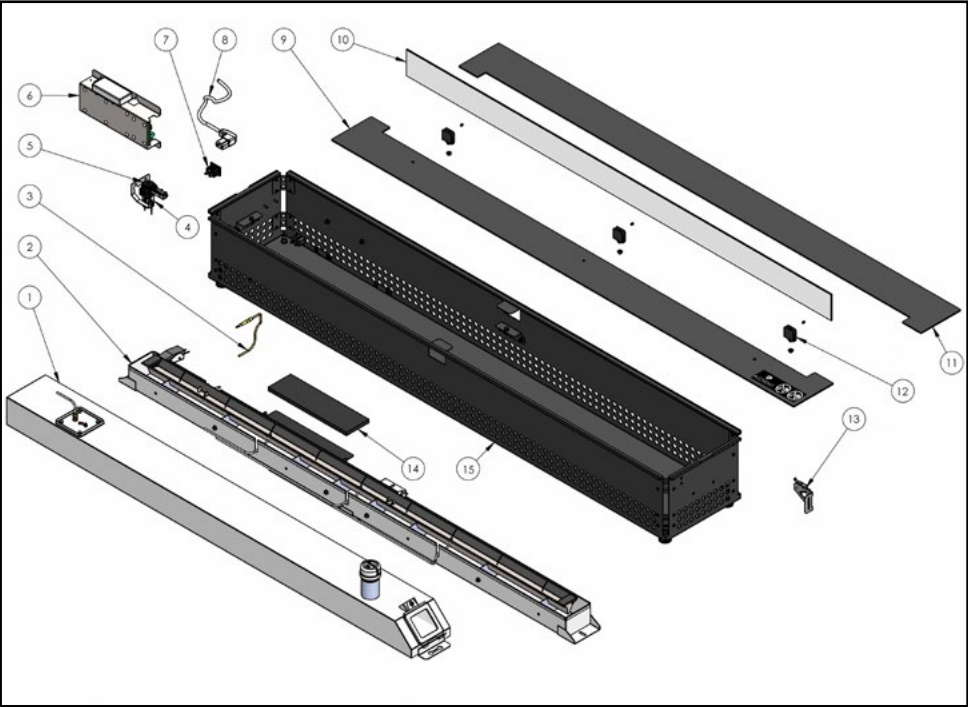
| ITEM NO. | PART NUMBER | REVISION | DESCRIPTION            | QTY. |
|----------|-------------|----------|------------------------|------|
| 1        | RB1000-001  | A        | FUEL TANK              | 1    |
| 2        | RB1000-002  | A        | BURNER ASSEMBLY        | 1    |
| 3        | RBIO-001    | N/A      | BURNER THERMOCOUPLE    | 1    |
| 4        | RBIO-002    | N/A      | FUEL PUMP COMPLETE     | 1    |
| 5        | RBIO-003    | N/A      | FUEL PUMP TOP          | 1    |
| 6        | RBIO-004    | A        | POWER CONTROL ASSEMBLY | 1    |
| 7        | RBIO-005    | N/A      | IEC POWER SOCKET       | 1    |
| 8        | RBIO-006    | N/A      | POWER LEAD             | 1    |
| 9        | RB1000-003  | A        | TOP PLATE WITH HOLES   | 1    |
| 10       | RB1000-004  | A        | GLASS VISOR PANEL      | 1    |
| 11       | RB1000-005  | A        | TOP PLATE PLAIN        | 1    |
| 12       | RBIO-007    | A        | GLASS BRACKET ASSEMBLY | 2    |
| 13       | RBIO-008    | N/A      | SAFETY SWITCH          | 1    |
| 14       | RBIO-009    | A        | CERAMIC BOARD          | 1    |
| 15       | RB1000-006  | A        | ENCLOSURE BOX ASSEMBLY | 1    |

DIMENSIONS AND SPARE PARTS

RB1500



RB1500 SPARE PARTS



| ITEM NO. | PART NUMBER | REVISION | DESCRIPTION            | QTY. |
|----------|-------------|----------|------------------------|------|
| 1        | RB1500-001  | A        | FUEL TANK              | 1    |
| 2        | RB1500-002  | A        | BURNER ASSEMBLY        | 1    |
| 3        | RBIO-001    | N/A      | BURNER THERMOCOUPLE    | 1    |
| 4        | RBIO-002    | N/A      | FUEL PUMP COMPLETE     | 1    |
| 5        | RBIO-003    | N/A      | FUEL PUMP TOP          | 1    |
| 6        | RBIO-004    | A        | POWER CONTROL ASSEMBLY | 1    |
| 7        | RBIO-005    | N/A      | IEC POWER SOCKET       | 1    |
| 8        | RBIO-006    | N/A      | POWER LEAD             | 1    |
| 9        | RB1500-003  | A        | TOP PLATE WITH HOLES   | 1    |
| 10       | RB1500-004  | A        | GLASS VISOR PANEL      | 1    |
| 11       | RB1500-005  | A        | TOP PLATE PLAIN        | 1    |
| 12       | RBIO-007    | A        | GLASS BRACKET ASSEMBLY | 3    |
| 13       | RBIO-008    | N/A      | SAFETY SWITCH          | 1    |
| 14       | RBIO-009    | A        | CERAMIC BOARD          | 1    |
| 15       | RB1500-006  | A        | ENCLOSURE BOX ASSEMBLY | 1    |

[illegible]

## **9. Warranty Registration**

To validate and start your warranty please log on to:

**<https://chesneys.co.uk/warranty-registration>**

and complete the online form. In the event of a breakdown or claim you are required to contact the installer/dealer. They will need to investigate the matter and process the claim on your behalf if required.

The warranty must be registered within 28 days of installing the appliance. Failure to register within this time period will result in the warranty reverting to void from date of installation.

Please also be advised that your appliance should be serviced annually to honour your warranty.

The cost of annual servicing is not included in the guarantee.

