

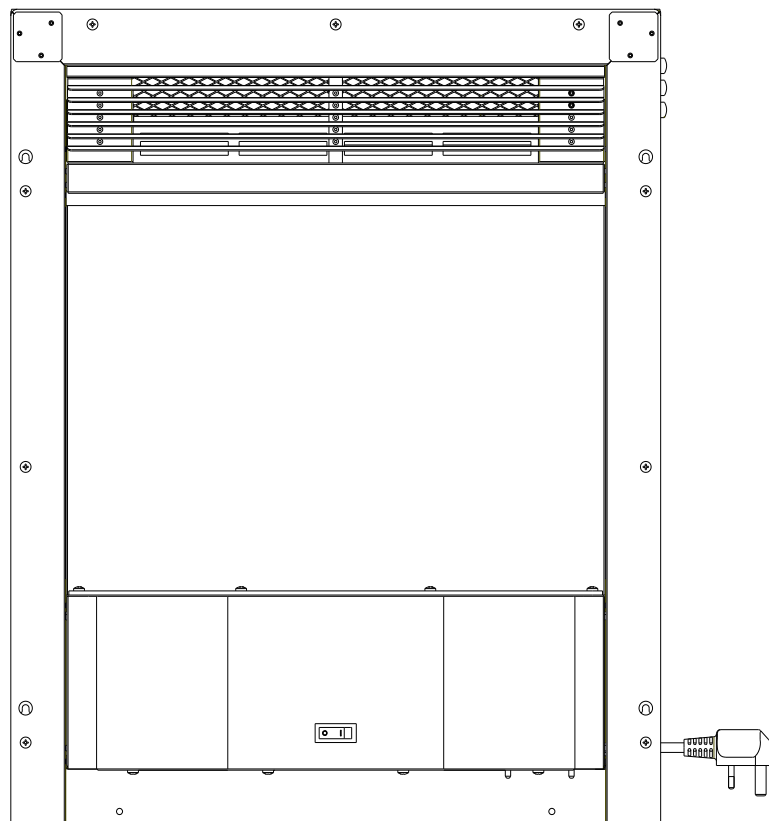
# Charlton & Jenrick<sup>LTD</sup>

*Best of British fires, fireplaces & stoves*

## Inset LED Electric Fire

Model No. EF16NC/2

### INSTALLATION AND OPERATION INSTRUCTIONS




**Please read the instructions carefully before installation or use of this electric fire and retain for future reference.**

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## 1. IMPORTANT SAFETY INFORMATION

### 1.1 Read all of the instructions carefully before using the appliance.

- 1.2 **For indoor use only.** This appliance is not suitable for use outside the house and only suitable for well insulated spaces or occasional use.
- 1.3 Do not use this appliance in the immediate surroundings of a bath, a shower or a swimming pool.
- 1.4 Do not use this fire as a free-standing appliance. It must always be fixed to the wall, fireplace mantel, floor etc.
- 1.5 This fire must not be located immediately below a socket-outlet.
- 1.6 This appliance must be earthed.
- 1.7 This appliance must not be supplied through an external switching device, such as a timer, or connected to the circuit that is regularly switched on and off by utility in order to avoid a hazard due to the inadvertent resetting of the thermal cut out.
- 1.8 A non-rewireable plug fitted with a 13A fuse is supplied. Should the fuse or plug need replacing, and you are competent to do so, it must be replaced with a 13A fuse or plug being 13A BS1363A approved.
- 1.9 If the power cord is damaged, it must be repaired by the manufacturer, its authorised service centre or professional person.
- 1.10  **DO NOT COVER:** Do not allow the appliance to be covered or let the air inlet/outlet become obstructed as the appliance may overheat. Please note the warning symbol on the appliance (see above).
- 1.11 To reduce the risk of fire, keep textiles, curtains, or any other flammable material a minimum distance of **1 meter** from the air outlet.
- 1.12 Keep the power cord away from hot surfaces and hot conditions. Do not route the power lead in front of the appliance.
- 1.13 Do not use this fire in rooms that have explosive gas in them (for example petrol), or if you are using solvents, glue, aerosol spray or in flammable paints, as these may catch fire.
- 1.14 This appliance is not intended to be used by persons (including children) with reduced physical, sensory or mental capabilities or persons with lack of experience and knowledge in the safe operation of the appliance unless under the supervision of a responsible person.
- 1.15 Children and vulnerable people must be supervised always when using this appliance, as some parts can become very hot.
- 1.16 Do not use this appliance in small rooms when they are occupied by persons not capable of leaving the room on their own, unless constant supervision is provided.
- 1.17 The appliance may be operated by persons above the age of 8 provided they have been instructed in the safe use of the appliance and that they understand the hazards involved.
- 1.18 Cleaning and user maintenance should not be carried out by children.
- 1.19 This appliance should be fitted with a fireguard in the presents of small children.

## 2. TECHNICAL SPECIFICATIONS

Model No.: EF16NC/2

Supply Voltage: AC 220-240V 50Hz

Maximum power consumption: 1500W

Power for flame effect: 9.5W (LED 5.5W + Motor for flame 4W)

Power for mood light effect: 5.5W (Maximum length: 2 Meters)

### Heat Output:

Nominal heat output (Pnom): 1.5KW

Minimum heat output(indicative) (Pmin): 0.75KW

Maximum continuous heat output (Pmax): 1.5KW

### Auxiliary Electricity Consumption:

At nominal heat output (elmax): 12.5W

At minimum heat output (elmin): 12W

In standby mode (elSB): 0.36W

### Type of heat output / room temperature control

Single stage heat output and no room temperature control	No
Two or more manual stages, no room temperature control	No
With mechanic thermostat room temperature control	No
With electronic room temperature control	Yes
Electronic room temperature control plus day timer	Yes
Electronic room temperature control plus week timer	Yes

### Other Control Options

Room temperature control, with presence detection	No
Room temperature control, with open window detection	Yes
With distance control option	No
With adaptive start control	Yes
With working time limitation	No
With black bulb sensor	No

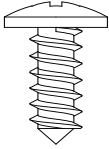



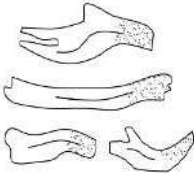
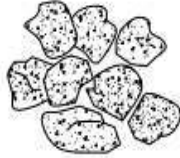






### 3. PARTS AND HARDWARE

3.1 Unpack the fire carefully, make sure that the appliance is intact with no signs of damage caused by transport and no part has been exposed to water. If in doubt, do not use the appliance and contact an authorised service centre.

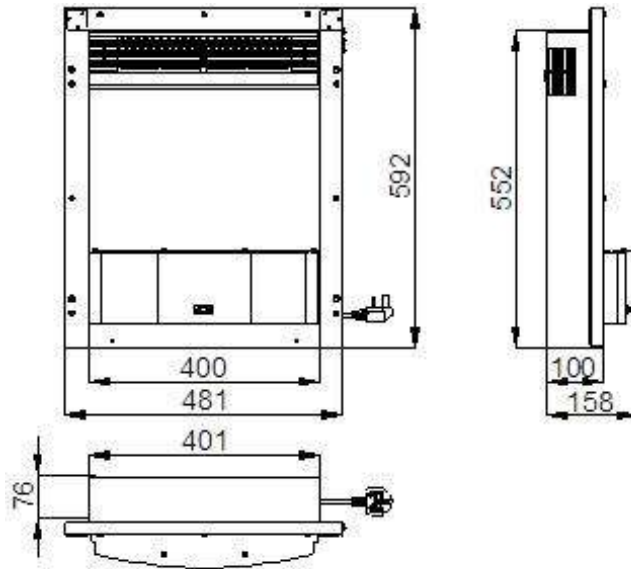
3.2 Keep plastic wrapping away from children.

3.3 Save the original packaging as this may be required in the event of service complaint with product.

3.4 Check that all parts are removed from the packing.

 <p>ST 4*10 Screws (2)</p>	 <p>Alternative Shelf (1)</p>	 <p>Drywall Anchors Ø8x40 (4)</p>
 <p>Small clear Faux crystals (1set)</p>	 <p>Logs(1 set)</p>	 <p>Washed Natural Coal (1 set)</p>
 <p>Remote (1)</p>	 <p>AAA Battery(2)</p>	 <p>Instruction Manual(1)</p>
 <p>Large clear Faux (1set)</p>	 <p>Small Black Faux Crystals (1set)</p>	 <p>Medium clear Faux Crystals (1set)</p>

## 4. APPLIANCE DIMENSIONS



Unit: mm

**NOTE: A spacer frames for flat wall fixing can be purchased from your supplier.**

## 5. INSTALLATION INSTRUCTIONS

### Tools Required

A screw driver, power drill, suitable drill bits, safety gloves and goggles

### Locating the Appliance

Your new electric fireplace may be installed virtually anywhere in your home. However, when choosing a location ensure that the general instructions are followed.

5.1 The appliance is designed to fit into a traditional 16" x 22" (406mm x 559mm) fireplace opening (after eliminating unwanted flue draughts) or simply in a fire surround or false chimneybreast of only 3" (75mm) depth against a blank wall. The appliance can be used in a fireplace setting with or without a surround and hearth.

5.2 The appliance can also be fitted with the purpose provided spacer that enables it to be fitted back against a flat wall or surface of a fireplace.

5.3 For best results, install out of direct sunlight.

5.4 If installing in an existing fireplace and chimney always block the chimney with fibreglass insulation or similar to prevent it sucking air away through the appliance. Failure to do this may cause poor performance and loss of heat or make the appliance cut out.

5.5 The appliance should be connected to an earthed electrical outlet and it must be easily accessible to allow disconnection.

5.6 **NOTE: THE APPLIANCE IS FITTED WITH AN INLET PLUG AND SOCKET UNDERNEATH THE RIGHT SIDE OF THE CASING. ALWAYS MAKE SURE THAT IT IS FULLY PUSHED IN AND SECURE BEFORE OPERATING THE FIRE. DAMAGE COULD OCCUR IF IT IS NOT FITTED PROPERLY.**

5.7 The electrical cable may be re-routed out of the rear or left side grommet holes of the fire base but the grommet MUST be correctly located in the exit slot to be used

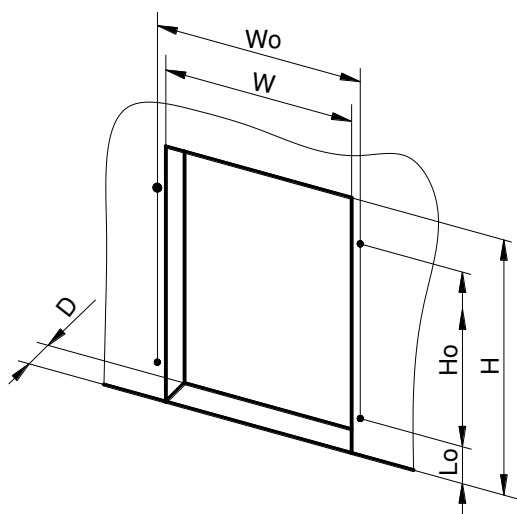
5.8 The product is fitted with a non-rewireable plug with a 13Amp fuse. Only competent persons should attempt replacement.

**IMPORTANT:** If the plug is removed for permanent installation to fixed wiring then the fire MUST be connected by a qualified electrician to a switched fused spur for safety and ease of servicing.

The wires in the mains cable of this appliance are coloured in accordance with the following code: Blue = Neutral. Brown = Live. Green/yellow = earth.

## Installation

### Installation into a fireplace opening

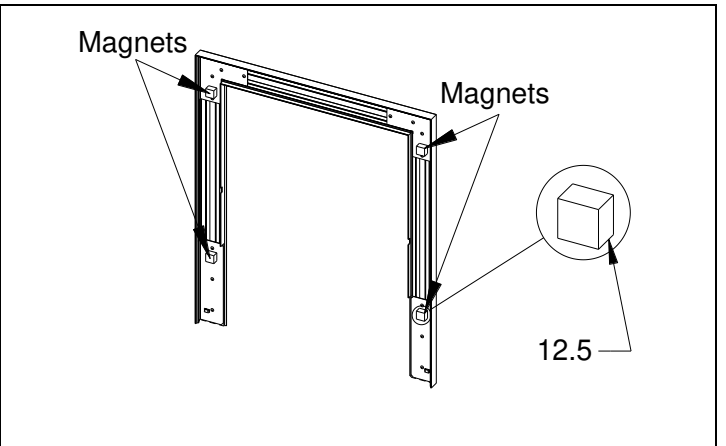
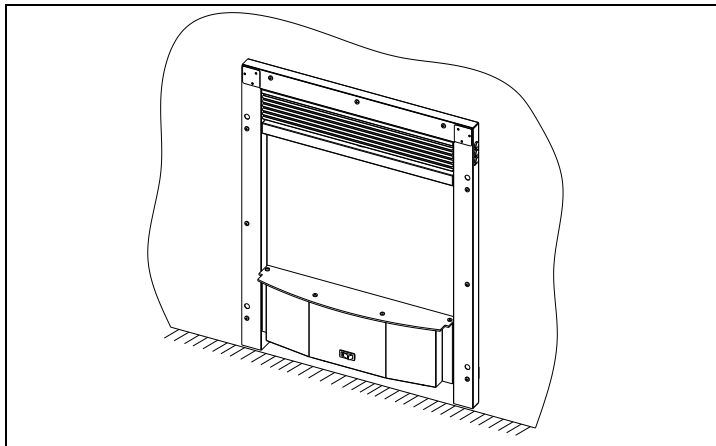


Unit: mm

Opening Size For Insert			Positions for Fixing Screw		
W	D	H	Wo	Ho	Lo
420	≥80	565	459	400	85

### Installation of appliance:

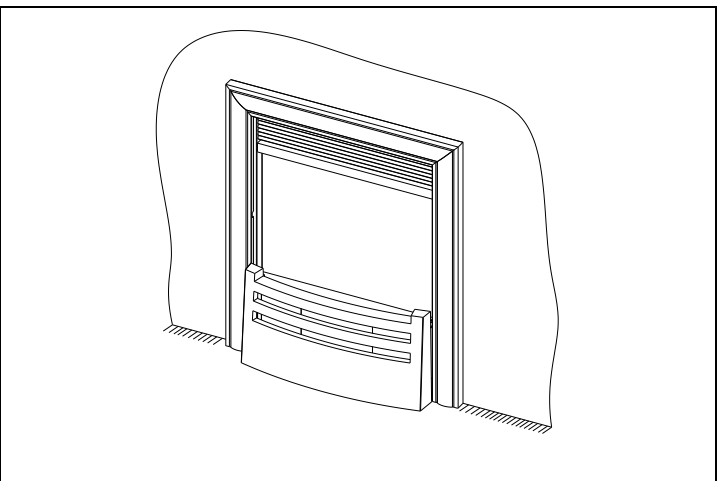
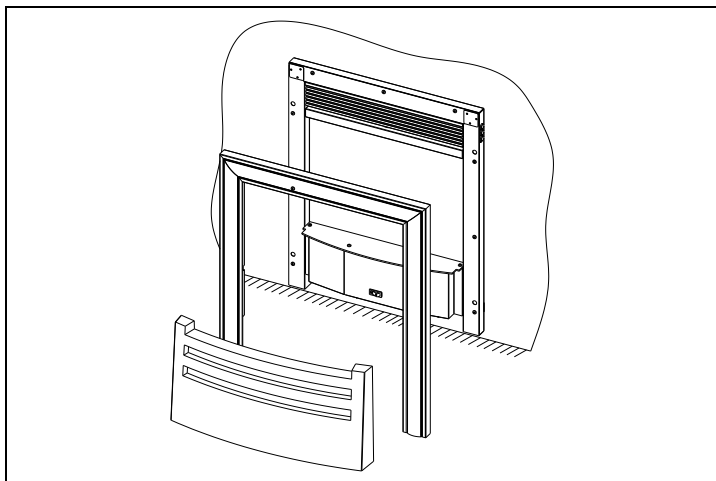
<p><b>Step1:</b> Carefully mark out the 4 fixing screw positions as above (positions for fixing screw: to dimensions <math>W_o</math>, <math>H_o</math>, and <math>L_o</math>).</p> <p><b>Step2:</b> Drill 4pcs <math>\Phi 8</math> holes on the wall. Put the plastic wall plug into the hole. If the wall is solid wood, it is no needed to drill the holes on the wood and no needed of the plastic wall plug.</p>	<p><b>Step3:</b> Fit 4 screws ST5×25 leaving approximately 2mm projection between the panel and the underside of the screw head.</p> <p><b>Step4:</b> Lift the insert the appliance onto screws so that the keyhole slots locate on the screw heads.</p>



**Step 5:** Tighten the 4 screws to lock the appliance into position.

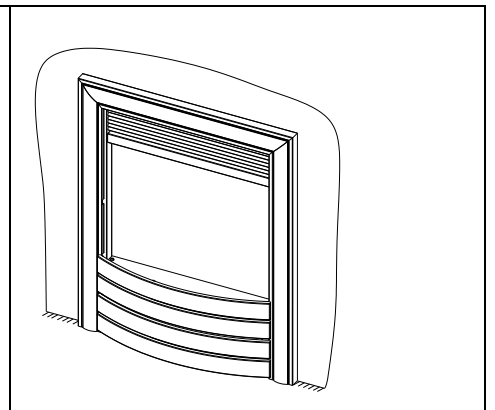
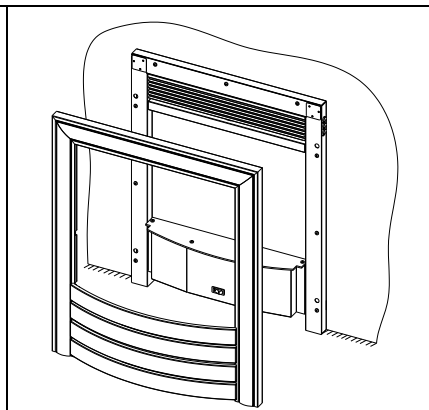
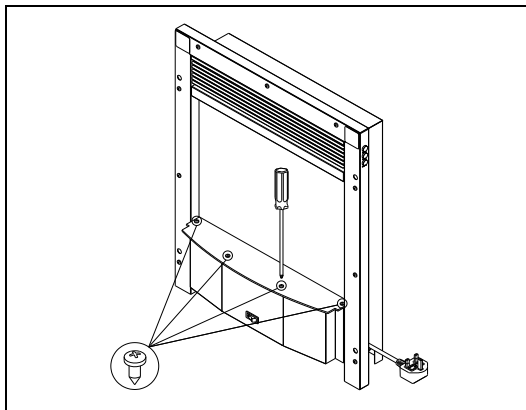
**Step 6:** Put 4pcs magnets (with the size of 18×18×12.5) onto the frame.

**For the Trim TR1622-11C & fret:**



**Step 7.1:** Put the trim and fret onto front of the appliance. Then arrange the fuel bed to your own choice using the fuel bed items provided on the plastic shelf.

**To use the appliance with the Elite Fascia:** you will need to replace the plastic shelf with the alternative shelf provided before the installation of the appliance before carryout steps 5 to 7 above.



**Step 7.2:** Remove 4pcs screws ST4×8 from the plastic shelf. Then remove the plastic shelf and replace with alternative shelf provided and secure with 4pcs st4×8 screws. Put the Elite Fascia onto the front of the appliance. Then arrange the fuel bed to your own choice using the fuel bed items provided on the plastic shelf.



## 6. FUEL BED ARRANGMENT

For an attractive fuel bed arrangement its recommended that you put a layer of the small clear Faux Crystals on the fuel bed before laying the outer items of choice

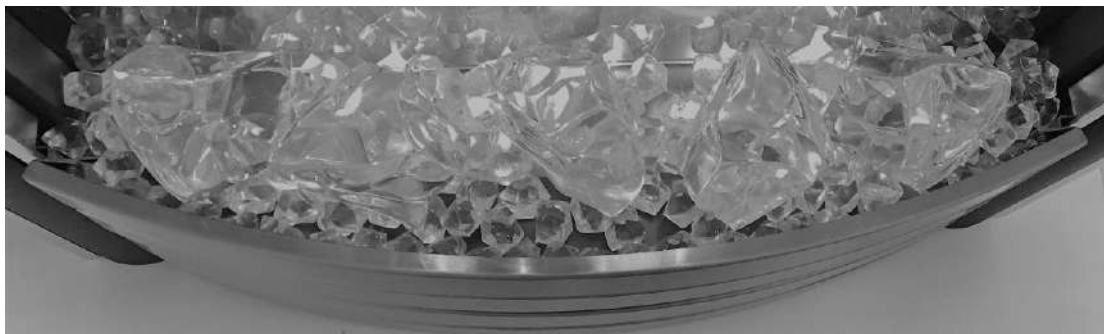
Typical Fuel Bed :- Coal and Small clear Faux crystals



Typical Fuel Bed :- Logs and Small clear Faux crystals



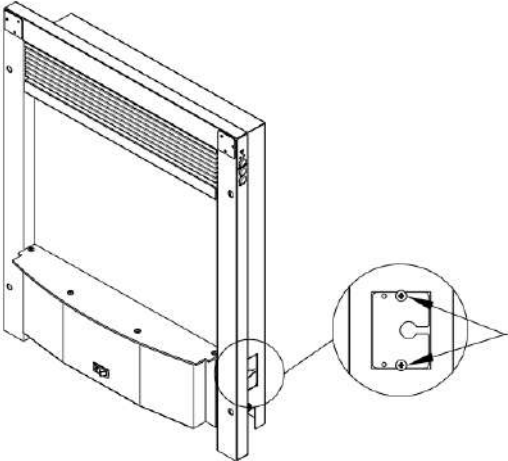
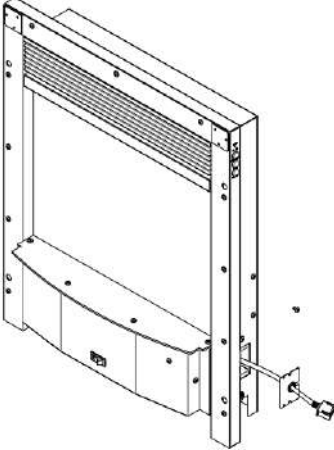
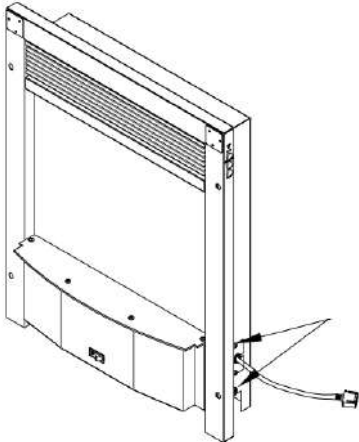
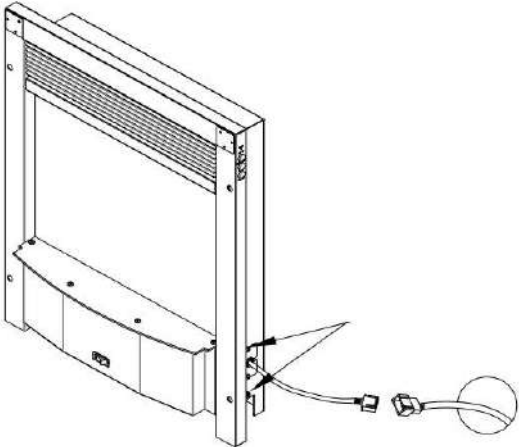
Typical Fuel Bed :- Large clear Faux and Small clear Faux crystals



Typical Fuel Bed :- Medium clear Faux crystals and Small clear Faux crystals

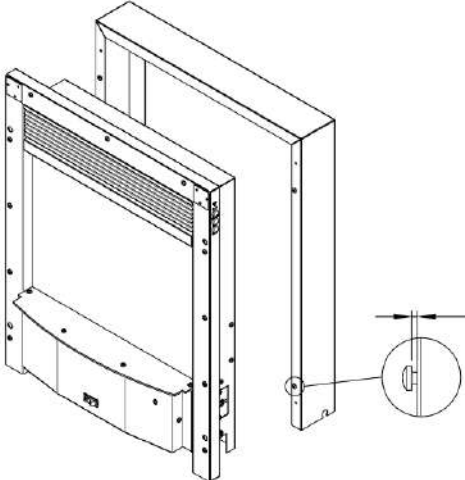
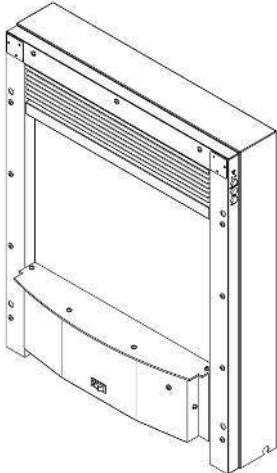


### Mood Light Strip Connection (Note; Mood lights are an optional extra)

	
<p>Remove the two ST4×10 screws and the metal plate on the right lower side.</p>	<p>Pull out the cable inside and thread it through the hole of the metal plate.</p>
	
<p>Fix the metal plate with two ST4×10 screws.</p>	<p>Connect the mood light strip various lengths available</p>

### Installation of Spacer

A spacer is available to use the appliance as a fully outset. Firstly, secure the spacer to the wall or fireplace (ensure the supply cable is passed under the cut out in the leg of the spacer) and then fix the appliance into the spacer using the 4 self-tapping screws provided.

	
<p>Install four ST4×10 screws on both sides of the spacer and have about 2mm space as shown in the picture.</p>	<p>Lift the insert into position so the keyhole slots locate on the screw heads. Lock the screws.</p>

## 7. OPERATING INSTRUCTIONS

**WARNING!** Do not operate the appliance if it is damaged or has malfunctioned. If you suspect the appliance is damaged or has malfunctioned call a qualified service engineer to inspect the appliance, and replace any part of the electrical system if necessary, before reuse.

**WARNING!** To reduce the risk of fire, keep textiles, curtains, or any other flammable material a minimum distance of 1 meter from the air outlet.

**MAKE SURE** the plug fits tight in the outlet. Faulty wall outlet connections or loose plugs can cause the outlet to overheat.

**Do not** disconnect the power at the mains supply whilst the appliance is running. Use the functions on the remote to turn the fire off and ensure the mains switch has been moved to the off position before disconnecting.

### GENERAL

6.1 The appliance can be operated by both remote control and the manual controls on the appliance.

**NOTE:** To use both remote and manual functions the manual on/off switch must be in 'ON' position. In order to prevent the product becoming too hot, there is 10s delay when turning on the heater and a 10s delay when turning off the heater fan.

### PREPARATION BEFORE USE

#### Batteries

Ensure that the handset batteries are new and inserted correctly.

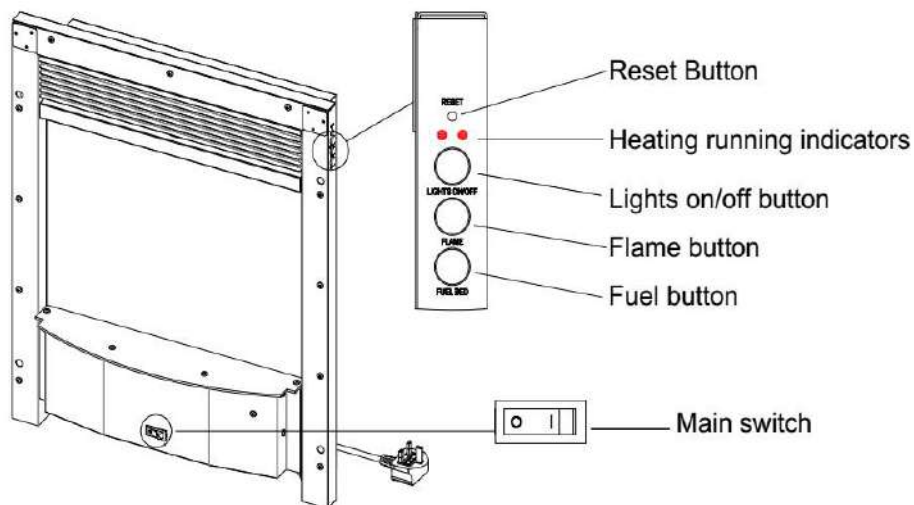
#### Main Power Switch

6.2 The mains power switch is located on the control panel located on the left-hand side of the heater box.

6.3 Switch ON (—) before operating either the remote or manual controls.

6.4 A long beep is heard to indicate the fire is ready for use.

## 8. MANUAL CONTROL PANEL



**NOTE:** The manual button controls only basic functions, not a full range of controls. Use the remote hand set to carry out all functions.

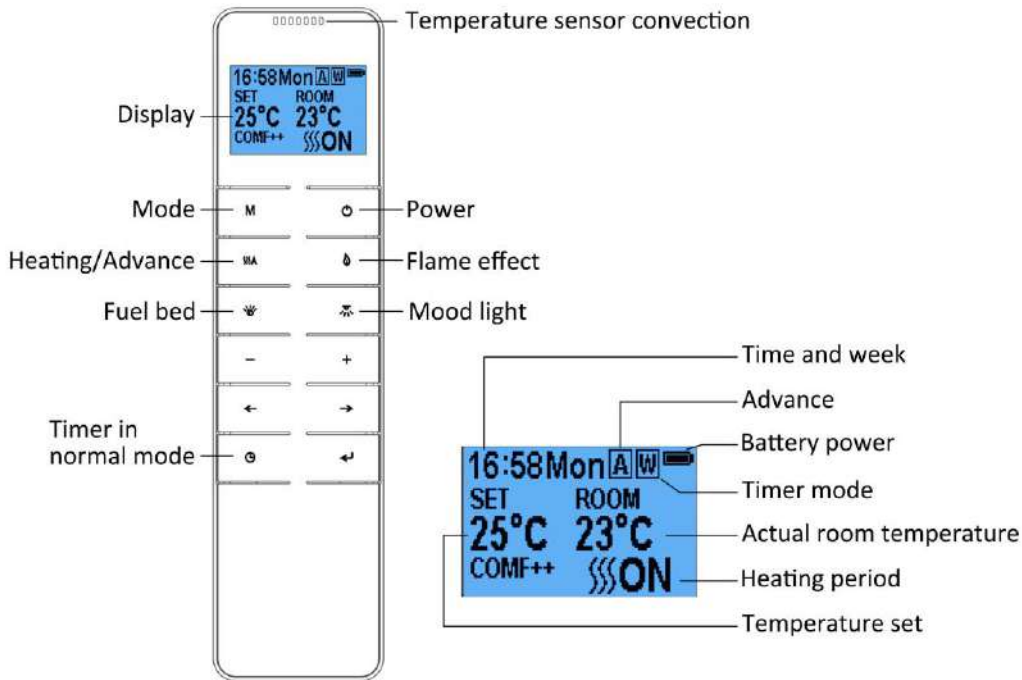
6a.1 Press "FLAME" button to cycle through the 3 kinds of flame effect and Off setting.

6a.2 Press "FUEL BED" button to cycle through the 13 colours of fuel bed or a colour-cycle mode and Off setting.

- 6a.3 Press "MOOD LIGHT" button to cycle through the 13 colours of fuel bed or a colour-cycle mode and Off setting.
- 6a.4 Press "LIGHTS ON/OFF" to turn on or turn off the flame, fuel bed and mood light.

**Note: The controls on appliance will lose the memory for all function settings when the switch is set to the Off Position. When the remote runs out of power or when you change the batteries, only the flame function will lose memory and will not affect the timer settings, however, the clock may need adjusting.**

## 9. REMOTE CONTROLS

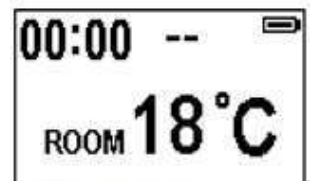


**NOTE: This is thermostatic remote control. The remote should be in the same room as fireplace and placed on a flat surface. It must be placed away from the fire so the hot air will not blow on it and affect thermostatic reading.**

The communication frequency between the appliance and remote has already been set up. If you cannot use the remote with the appliance, please follow instructions Step.6b36 to initiate this connection in point.


### Standby for Remote Handset

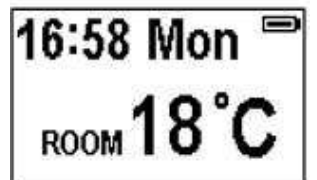
6b.1 The screen is as right picture when the remote handset on standby condition.




Before Day/Time set up

### Turn on/off

6b.2 Press  to turn on the flame effect and turn off flame and heater under the normal mode.



After Day/Time set up

6b.3 Press  to turn on/off the flame effect under daily and weekly timer mode.

### Flame Effect


6b.4 Press  to enter the flame effect adjustment screen.

6b.5 Press the '←' and '→' button to select the 3 kinds of flame effect.

6b.6 Press the '+' and '-' button to select the 5 brightness of flame effect and OFF settings.



### Fuel Bed Colour


6b.7 Press  to enter the fuel bed light adjustment screen.

6b.8 Press the '←' and '→' button to cycle through the 13 colours of fuel bed or a colour-cycle mode.

6b.9 Press the '+' and '-' button to select the 5 brightness of fuel bed and OFF settings.

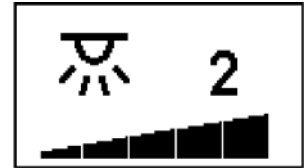


### Mood light


6b.10 Press  to enter the mood light adjustment screen.

6b.11 Press the '←' and '→' button to cycle through the 13 colours of mood light or a colour-cycle mode.




6b.12 Press the '+' and '-' button to select the 5 brightness of mood light and OFF settings.

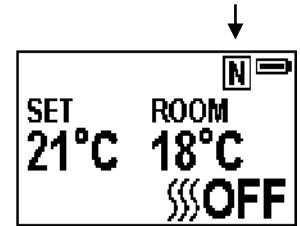


### Normal Mode

6b.13 Normal control mode is factory set. If it is not, then press **M** button until the logo  shows up at the upper right corner of the screen.

6b.14 Press the '+' and '-' button to adjust the setting temperature from 17°C to 25°C by 2 intervals.

6b.15 Press  **A** button to turn on/off heat,  ON、 OFF will show at the lower of the screen.




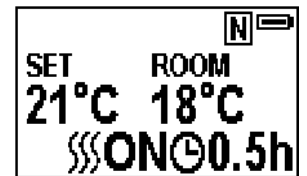
**NOTE: It is normal for the fan heater to stop running for periods of time. This happens because the room temperature is at or above the temperature set on the remote control.**

**The heater indicator will be turned off after 10s if you have the flame ON. The heater indicator will stay ON if you use the heating function only.**

### Count Down Timer


**NOTE: This setting is only for normal mode. It allows the appliance to go into standby after a set period of time.**

6b.16 Press  to cycle through the settings from Off and 0.5 hours to 9 hours. The timer logo and time will show on the screen. **The heater must be on ON position.**



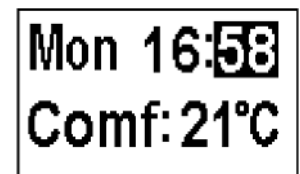
**The heater can be automatically run by using daily timer and weekly timer on the remote.**

### Set up Day, Time, Comfortable temperature and temperature unit

6b.17 Press  to turn on the remote handset. Hold the button **M** for 3 seconds to enter the setting screen.

6b.18 Press the '←' and '→' button to choose Day, Time or your comfortable temperature. The selected character will be highlighted

6b. 19 Press the '+' and '-' button to adjust the number.




- Time: 24-hour system
- Select your comfortable temperature from 15-25°C.
- Temperature unit: °C、°F

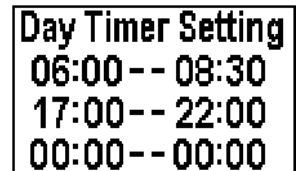
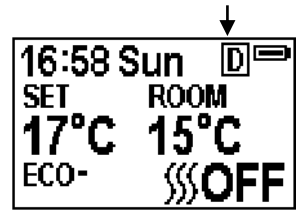
## Daily Timer Heating



6b.20 It has following preset heating periods, which can be altered if desired

06:00 until 8:30  
17:00 until 22:00

6b.21 Press **M** until **D** shows at the upper right corner of the screen, then enter the daily timer heating mode.


6b. 16 Hold the button  for **6 seconds** to enter the daily timer setting. Max 3 timed heating periods for a day.



- Press '' or ' for 3 seconds or wait for 10 seconds to save and exit the heating time period setting.

6b.22 Adjust the set temperature

- Press the '+' or '-' button to increase or decrease the set temperature on the basis of your comfortable temperature setting.
- ECO means 2°C lower than your comfortable temperature setting,  
ECO- means 4°C lower,  
COMF+ means 2°C higher,  
COMF++ means 4°C higher.

6b.23 To check your daily timer settings, press .

6b.24 If heating needs to be turned off, it will be necessary to go back to the Normal Mode to turn off.

## Week Timer Heating

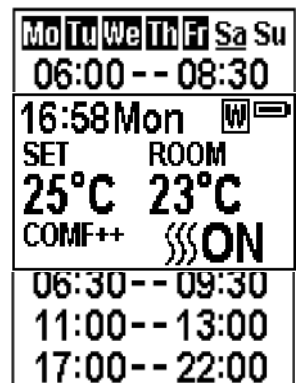
6b.25 It has the following preset heating periods, which can be altered if desired.





From Monday to Friday  
06:00 until 08:30  
17:00 until 22:00



From Saturday to Sunday  
06:30 until 9:30  
11:00 until 13:00  
17:00 until 22:00

6b.26 Press **M** until **W** shows at the upper right corner of the screen, then enter the week timer heating mode.

6b.27 Hold  button for **6 seconds** to enter the week timer setting.



- Press '' or ' button in the corresponding week position to select (the character is highlighted) or cancel (the character is displayed normally) the current setting. Several days can be selected together.
- Press the ' to set the heating time for the selected day(s) and return to the week line.
- Hold  3s or wait for 10s to save and exit the heating time period setting.

6b.28 Press , '

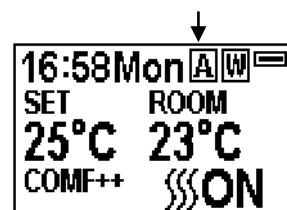
6b.29 If heating needs to be turned off, it will be necessary to go back to the Normal Control Mode to turn off.

## Advance Mode

6b.30 Under the daily and week timer mode, Press  A:

6b.31 To turn the heater off when the heater is on during a preset heating period.

6b.32 To turn the heater on when the heater is off in between preset heating periods.



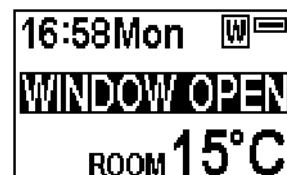
## Adaptive Start Control

6b.33 According to room temperature and set temperature, the heater will automatically come on in time to heat the room to the set temperature at the set time. For example, if your timer is set to start at 18:00 and temperature is set to 23°C, the fire will come on at 17:30 to ensure the room is 23°C at 18:00.

## Window Open Detection


6b.34 When the transmitter detects a rapid drop in room temperature, it will be judged as a window open, then the warning icon will be displayed and the heating will be turned off automatically.

6b.35 After the indoor temperature has risen or a manual override of warning (by operating remote control) has been done, the fire will return to normal working state.



## Set up the communication between the remote and appliance

6b.36 The below operations should be carried out before programming, when changing to a new remote or in the event the appliance cannot be controlled by the remote:

- Hold the reset button for 3 seconds (pen point may needed) until you hear 3 short beeps from the unit, release the button.
- Press the  button on the remote, the programming is finished when you hear 1 long beep from the appliance.

6b.37 Resetting the code for remote control is necessary if the appliance operates wrongly under the external interference signal or the remote control does not operate correctly.

- Open the back cover of the remote control.
- Press the Reset button.
- Follow the steps 6b.36



## Resetting the Thermal Cut Out

6b.38 The appliance is fitted with an Electronic Safety Control (E.S.). This is a safety device, which switches off the fire if, for any reason, the appliance overheats, e.g. when covered. If the heater stops operating while the flame effect continues working normally, this indicates that the E.S. Control is in operation. The E.S. Control can only be re-set after the appliance has cooled down, and the appliance has been reset. Re-setting of the E.S. Control proceeds is as follows:

6b.39 Switch off the appliance (Manual On/Off switch) and leave it off for approximately 10-15 minutes.

6b.40 Remove any obstruction to the fan heater outlet or fan blades etc. Make sure that the power supply is disconnected with the plug socket outlet while doing this.


6b.41 Switch on the appliance and the E.S. Control will be re-set.


6b.42 Ensure that the appliance is functioning correctly. If the E.S. Control operates again, the appliance should be checked by a competent electrician.


## 10. MAINTENANCE

**WARNING:** Before any maintenance or cleaning of the exterior of the fireplace, the unit should be disconnected from the power supply until it is cool off.

### Remote Handset Battery Replacement

7.1 When the batteries are at full power, the battery symbol will show 

7.2 When the batteries are half full, the battery symbol will show 

7.3 When the batteries are out of power and need replacing immediately, the battery symbol will show 

7.4 Battery replacement is recommended after 1 year. The batteries are 1.5V alkaline AAA, batteries.

7.5 Dispose of old batteries at an appropriate recycling facility.

### Cleaning the Fireplace

Cleaning or polishing products are not recommended. Fingerprints or other marks on the front glass panel can be removed by a piece of soft, damp, lint-free cloth with a good quality household glass cleaner. The front glass panel should always be completely dried with a clean, lint-free cloth or paper towel.

**CAUTION:** Abrasive cleaners should not be used on the glass panel. Liquids should not be sprayed directly onto any surface of the unit.

## 11. SERVICING

### 13.

The heater fan may need clearing of dust and pet hair etc. after a period, depending upon the amount of usage, this may be done using a vacuum cleaner but the appliance must be disconnected from the power before you start.

In the unlikely event that the appliance is damaged or incomplete, return the appliance in the original packaging to the place where it was purchased.

The appliance is supported with a “back to base warranty” so please retain the original packaging.

In unlikely event of the appliance malfunctioning during the 12-month warranty period please ring our technical help desk first.

We recommend that appliances returned under warranty are sent registered post.

Please ensure it is well packed we cannot be responsible for transit damage.

**The EF16NC models use a factory assembled, ultra-low energy LED lighting system which is not serviceable and will not need replacing during the life of the fire.**

NOTE: Your statutory rights are not affected.

## 12. OTHERS

### Environment



Meaning of crossed –out wheeled dustbin:

Electrical appliances should not be disposed as unsorted municipal waste. Separate collection facilities should be used in the disposal of electrical appliances. Contact your local government for the information about the available collection systems. If electrical appliances are disposed of in landfills or dumps, hazardous substances can leak into the groundwater and get into the food chain, damaging your health and well-being. When old

appliances are replaced by the new ones, it is a legal oblige for the retailer to take back the old appliance for disposals at least free of charge.



This fire complies with the Safety Standards EN 60335-1 and EN 60335-2-30 which covers the essential requirements of the Low Voltage Directive 2014/35/EU and the EMC standards EN 55014-1; EN 55014-2; EN 61000-3-2 and EN 61000-3-3 which covers the essential requirements of the European Electro Magnetic Compatibility 2014/30/EU.

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