



22" & 33" Ultiflame Electric Fire

Model No's: CEUL22RE (22") & CEUL33RE (33")

Packing Checklist

- Electric Fire
- Remote Control Handset
- 2 x AAA Batteries
- Log Set
- Ember Ice Set
- Instruction Manual

IMPORTANT

PLEASE READ THESE INSTRUCTIONS CAREFULLY BEFORE INSTALLATION AND USE OF THIS ELECTRIC FIRE AND RETAIN FOR FUTURE REFERENCE.

This appliance is not intended for use by persons (including children) with reduced physical, sensory or learning disabilities, or lack of experience and knowledge, unless given supervision or instruction concerning use of the appliance by a person responsible for their safety.

IMPORTANT SAFETY ADVICE

WHEN USING AN ELECTRICAL APPLIANCE, BASIC PRECAUTIONS SHOULD ALWAYS BE FOLLOWED TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK AND INJURY TO PERSONS, INCLUDING THE FOLLOWING IMPORTANT SAFETY ADVICE.

DO NOT cover or obstruct the airflow to the front of the heater. This is to avoid over-heating of the product.

DO NOT leave the heater unattended while it is in use. Always turn the appliance to the OFF position and switch off at the mains socket when not in use.

DO NOT leave children unsupervised whilst the appliance is switched on.

DO NOT operate this appliance with a damaged cord or plug, or after the appliance malfunctions, has been dropped or damaged in any way.

DO NOT install a timer switch to operate the appliance.

DO NOT use this appliance as a freestanding appliance. It must always be securely fixed into a Chimney breast opening.

DO NOT insert or allow objects to enter any ventilation or exhaust openings on the appliance. To prevent a possible fire do not block air intakes or exhaust openings in any manner.

DO NOT place this appliance near flammable materials, surfaces or substances, as there may be a risk of fire. Keep flammable materials, surfaces or substances at least 1 metre away from the front of the product.

DO NOT switch on the fire if volatile vapours are present in the room.

DO NOT use this appliance in any areas where petrol, paint or other flammable liquids are stored e.g. a garage or a workshop as the appliance contains components capable of producing a spark.

DO NOT let bare skin touch any hot surfaces to avoid burns and personal injury. The heater vent will get hot when in use.

DO NOT use outdoors.

CAUTION- Some parts of this product can become hot and cause burns. Particular attention has to be given where children and vulnerable people are present.

This appliance is for household use only

Technical Specification

Voltage 220v 240v AC 50HZ

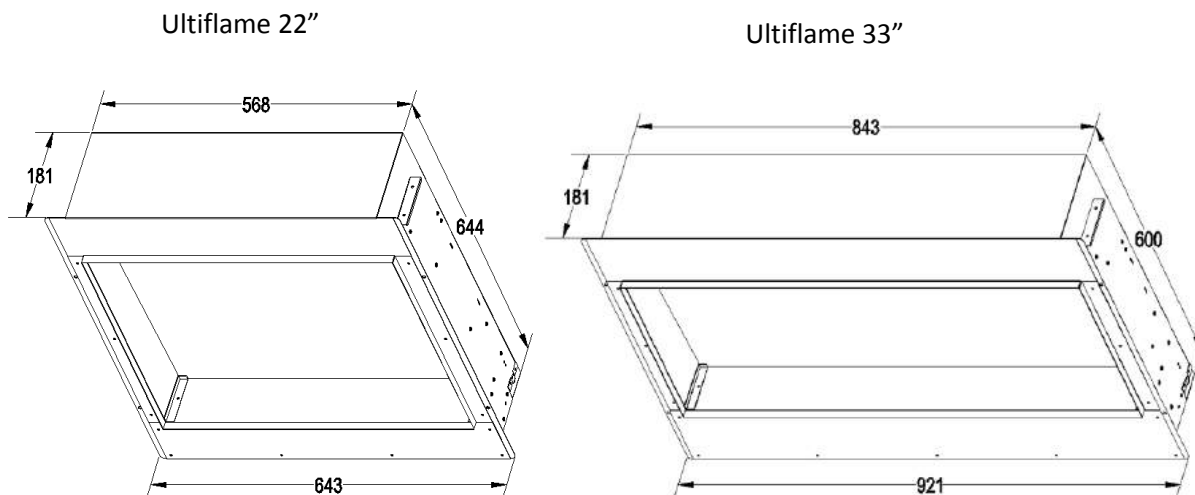
Fuse 13Amp

Power Consumption

General Power 20W to 1600W

Heat output 800W to 1600W

Flame Effect Only **22"** - 28W **33"** - 38W



Unpacking

Remove and discard the plastic bag.

Be responsible when handling the packing materials.

Keep the original packaging for future transportation and/or storage.

Check all accessories are removed from the packaging before storing it away for future use.

KEEP PLASTIC BAGS AWAY FROM CHILDREN!

Choosing a suitable location

This electric fire is designed to be fitted within an existing brick / masonry chimney breast which must be dry with the chimney capped off using a suitable chimney cap.

The appliance must be kept away from any source of damp or moist conditions. Avoid any close contact with water.

Important Notice: To reduce heat losses and to prevent any chimney up draught affecting the operation of your fire we recommend that the chimney is blocked off.

The chimney breast, wall or fireplace must be of sound construction and all fixings used must be suitable for the type of wall. If there is any doubt regarding the suitability of the installation site please contact your supplier.

From the front of the fire ensure that there is a minimum clearance of 50mm between any non-combustible materials. For combustible material clearances please consult with the manufacturer.

The fire can be connected direct or plugged into a mains socket which can be sited on the right hand side of the fire.

Ensure that the plug socket-outlet connection for this appliance is accessible. It **MUST** be readily accessible for easy electrical isolation in the event of servicing and replacing components etc. This appliance **MUST NOT** be located immediately below an electrical socket-outlet.

Installation

Please refer to the relevant installation instructions applicable to the model fire purchased. Installation must be carried out by a qualified and competent person.

The opening sizes required to install the fires are

Ultiflame 22"	Ultiflame 33"
H : 650mm	H : 605mm
W : 610mm	W : 890mm
D : 185mm	D : 185mm

Connect the appliance to single-phase AC supply of the voltage specified on the rating plate.

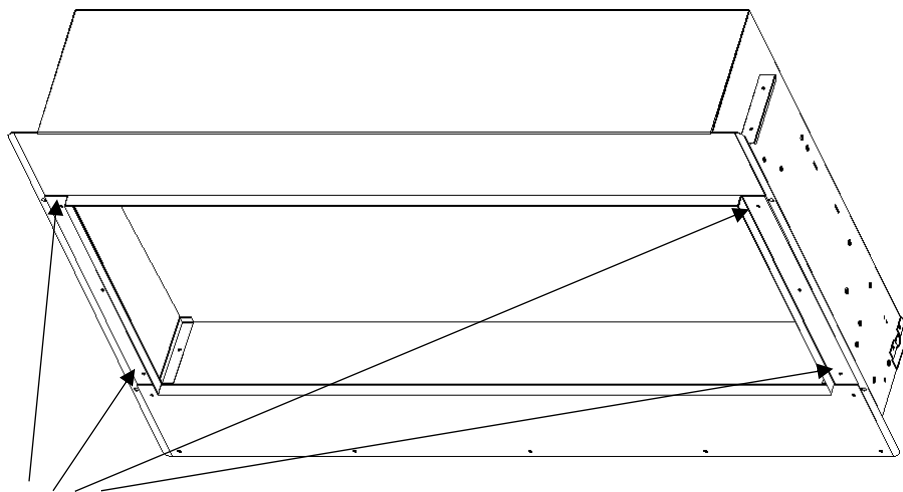
Should the fire be connected directly into the mains supply, then a fused switched spur with a 13 amp fuse must be fitted. It is imperative that the power supply is capable of handling a load of 2000 watts (2kw). This appliance must be earthed. Allow sufficient flex to enable the fire to be removed from the wall. **Do not use an extension lead**

IMPORTANT: Orbital and Parada Illumia Elite models will require an additional mains supply for the included LED down lights in the suite. If wired directly into the mains supply, then a fused switched spur with a **3 amp fuse** must be fitted ensuring that the plug socket-outlet connection is accessible. It **MUST** be readily accessible for easy electrical isolation in the event of servicing and replacing components etc.

Always ensure that all electrical work complies with the relevant Building Regulations and the Electrical Code of Practice. All electrical work should be carried out by a qualified electrician

Ultiflame 22" & 33" Wall Mounting & Impulse / Instinct

The base of the fire opening must be solid, level and firmly fixed to safely support the weight of the fire.



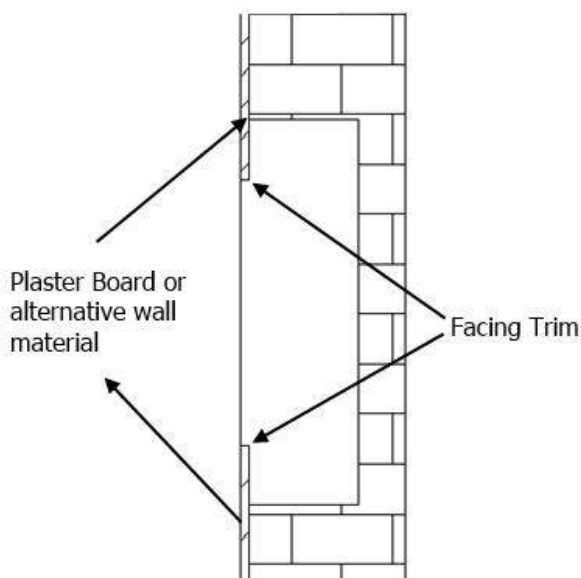
The fire is held in place using 4 suitable screws and fasteners in the 4 fixing holes on the sides of the appliance.

4 x Fixing Holes

A false studded chimney breast can be built with a plastered finish to encase the fire

The chimney wall can now be finished with plasterboard or an alternative facing material which terminates at the facing trim.

The fire can be fitted direct into the chimney breast and plastered flush up to the facing trim



Impulse & Instinct Models

Installation is the same principle as wall mounting but the fire is screwed to the plastered wall to ensure the facing trims protrude from the fire. The black chrome trim is located onto the fire facing trims and then secured in place by 2 screws fitted from the underside of the top facing trim.

Rennes, Avignon & Lille Models (22")

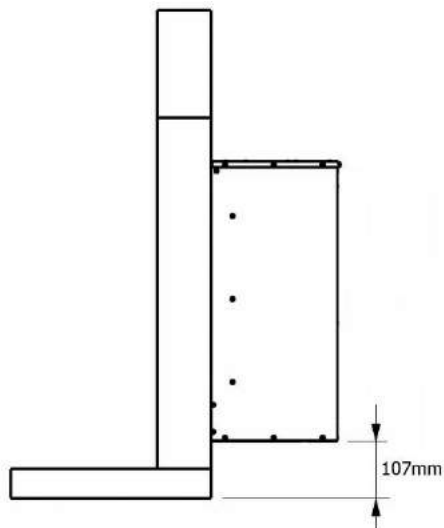
Fireplace opening for Rennes, Avignon & Lille Surrounds

When fitting this fire into a surround the fireplace opening needs to be prepared at differing heights dependent upon which surround type is to be installed. There is a mounting platform available as an optional extra from the manufacturer to assist with installation, please request part no. 1176-182550.

Rennes Surround

Fire opening to be 107mm from floor level

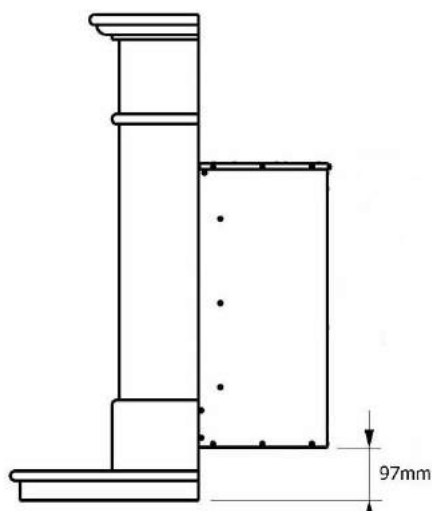
Use mounting platform
Part No. 1176-182550



Avignon Surround

Fire opening to be 97mm from floor level

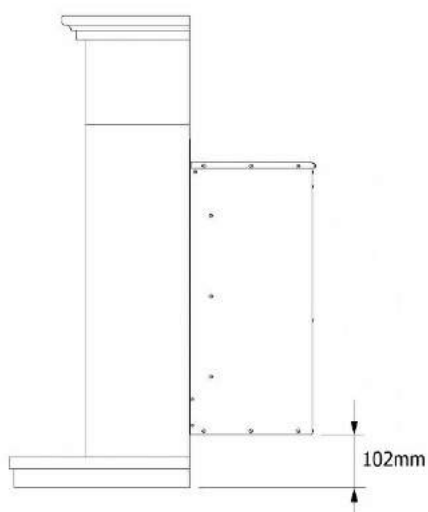
Use mounting platform
Part No. 1176-182550



Lille Surround

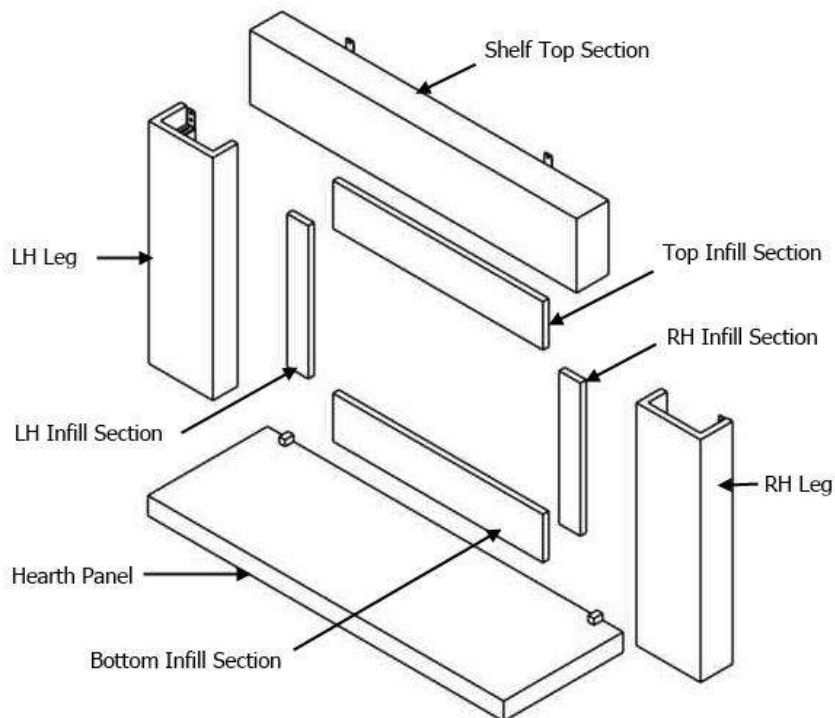
Fire opening to be 102mm from floor level

Use mounting platform
Part No. 1176-182550



INSTALLING THE "RENNES" SURROUND

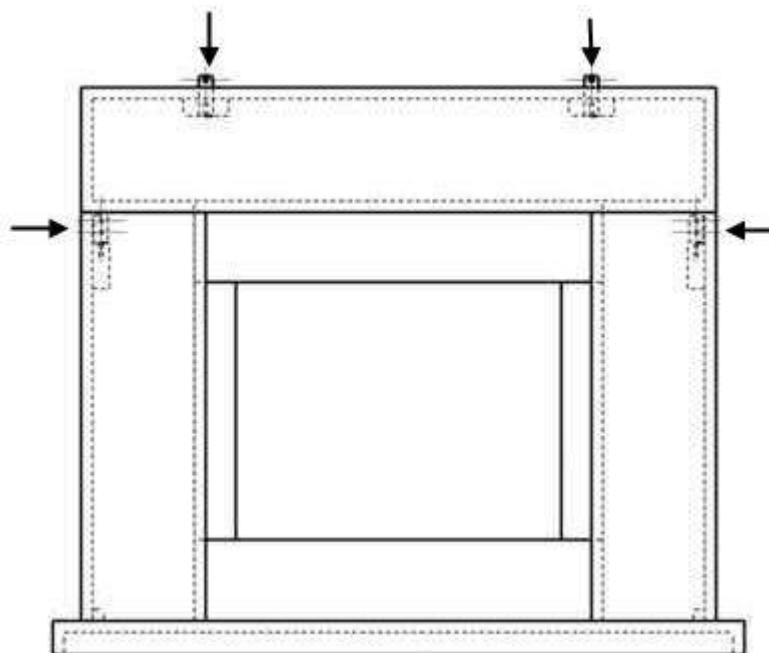
1. Unpack the surround from the wooden crate, check all parts are present and carefully store the components.



Contents of Rennes surround:-
1 off hearth panel
1 off R/H leg
1 off L/H leg
1 off R/H infill section
1 off L/H infill section
1 off bottom infill section
1 off shelf

2. The underside of the hearth should be painted with a weak PVA (8 parts water to 1 part PVA). This will prevent staining penetrating through the stone. The hearth must be centred to the opening. If the fireplace is to be installed on a chimney breast ensure that the opening is also centred to the chimney breast. It is essential that the hearth is completely level. The hearth must be bedded down on bonding or an equivalent material. Avoid cement based products and ensure the hearth is firmly fitted and well supported. Allow the bedding material to set before any weight is placed onto the hearth. Wipe off any surplus bonding material with a wet sponge.
3. Fit bottom section to hearth, ensure it is central before fixing with a suitable mastic adhesive.
4. Fit brackets to top of legs, offer leg up to wall and mark position of fixing hole on wall, use shelf to ensure legs are correctly spaced / positioned. Remove shelf then cover hearth with dust sheet and drill the fixing holes. Remove the brackets from the legs, fix the side infills into place with suitable adhesive and secure the leg fixing brackets only to the wall. Fit legs to brackets that have been securely attached to the wall with fixings as detailed in Point 5.
5. **Assess the chimney breast onto which the fire is to be installed and ensure that it is of sound construction and suitable for supporting the weight of the surround. Fixings used to secure the leg brackets to the masonry of the chimney breast shall be of expansive stainless steel or galvanised steel type masonry fixings for dense concrete blockwork or brickwork. Where fixings are located into light weight blockwork or friable aggregate blocks, the fixings shall be of the resin anchor type.**

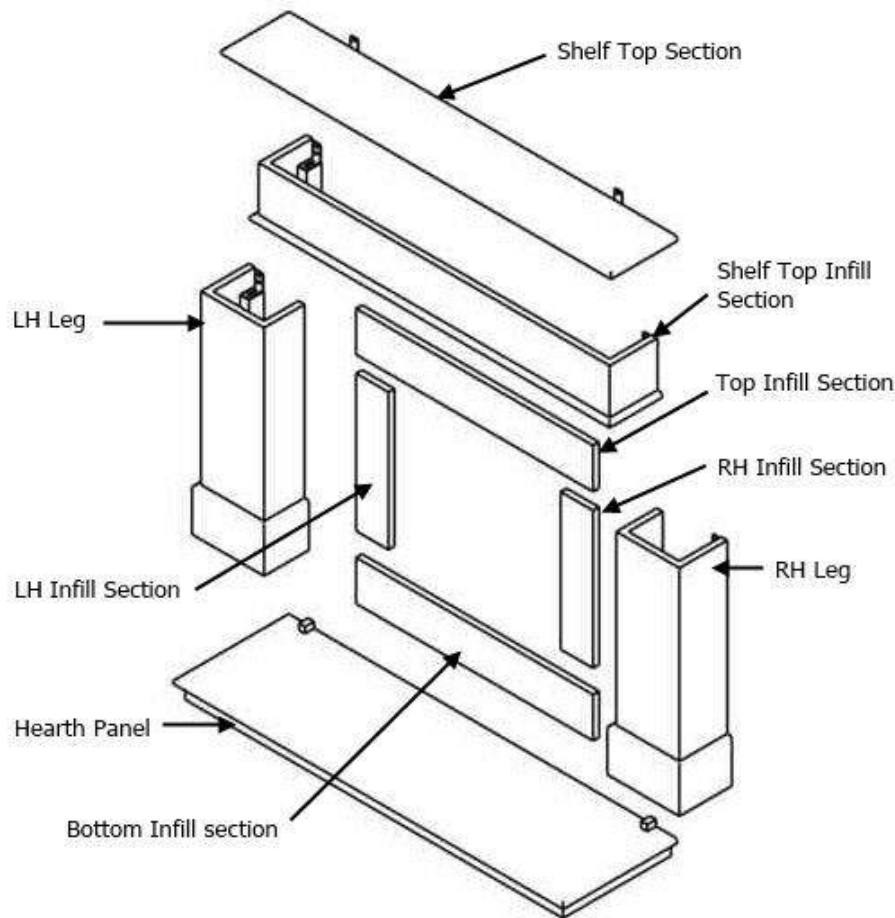
6. Fix the top infill and shelf infill into place again with suitable mastic adhesive.
7. Fit shelf into place ensuring it is correctly aligned with legs, mark the position of holes for securing brackets on wall, remove shelf and drill wall and insert fixings in accordance with Point 5, these brackets can be recessed if required.
8. Ensure that the surround components as shown below are mechanically secured as indicated, this is required in accordance with the latest revision of *BS 1251 : 2015 Open Fireplace Components*.



9. Once the fireplace is correctly installed, grout all of the joints including between the fireplace and the wall with a water based cream mastic or tile grout. Ensure all surplus grout is immediately removed by washing the stonework using a sponge and clean water.

INSTALLING THE "AVIGNON" SURROUND

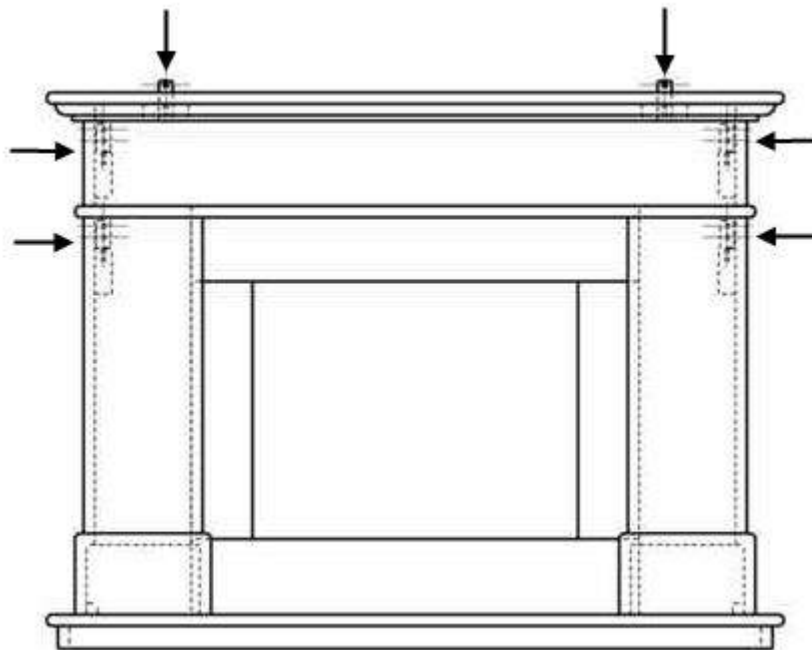
1. Unpack the surround from the wooden crate, check all parts are present as per below and carefully store the components.



Contents of Avignon surround:-
1 off hearth panel
1 off R/H leg
1 off L/H leg
1 off R/H infill section
1 off L/H infill section
1 off bottom infill section
1 off shelf top infill section
1 off shelf top section
1 off top infill section

2. The underside of the hearth should be painted with a weak PVA (8 parts water to 1 part PVA). This will prevent staining penetrating through the stone. The hearth must be centred to the opening. If the fireplace is to be installed on a chimney breast ensure that the opening is also centred to the chimney breast. It is essential that the hearth is completely level. The hearth must be bedded down on bonding or an equivalent material. Avoid cement based products and ensure the hearth is firmly fitted and well supported. Allow the bedding material to set before any weight is placed onto the hearth. Wipe off any surplus bonding material with a wet sponge.
3. Fit bottom section to hearth, ensure it is central before fixing with a suitable mastic adhesive.
4. Fit brackets to top of legs, offer leg up to wall and mark position of fixing hole on wall, use shelf to ensure legs are correctly spaced / positioned. Remove shelf then cover hearth with dust sheet and drill the fixing holes. Remove the brackets from the legs, fix the side infills into place with suitable adhesive and secure the leg fixing brackets only to the wall. Fit legs to brackets that have been securely attached to the wall with fixings as detailed in Point 5.

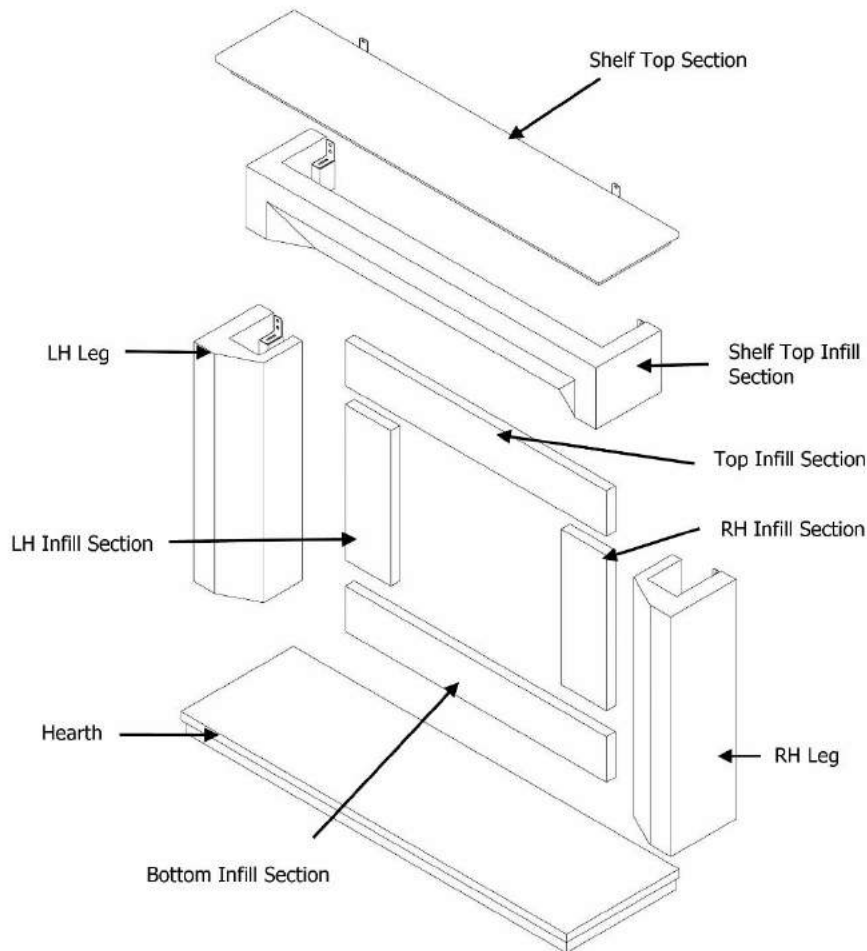
5. **Assess the chimney breast onto which the fire is to be installed and ensure that it is of sound construction and suitable for supporting the weight of the surround. Fixings used to secure the leg brackets to the masonry of the chimney breast shall be of expansive stainless steel or galvanised steel type masonry fixings for dense concrete blockwork or brickwork. Where fixings are located into light weight blockwork or friable aggregate blocks, the fixings shall be of the resin anchor type.**
6. Fix the shelf top infill section and shelf infill into place again utilising the same procedure as for the legs, i.e. mark positions, drill holes to suit, remove brackets and secure brackets to wall with suitable fixings as detailed in Point 5.
7. Fit shelf top section into place ensuring it is correctly centred, mark the position of holes for securing brackets on wall, remove shelf and drill wall and insert fixings in accordance with Point 5, these brackets can be recessed if required.
8. Ensure that the surround components as shown below are mechanically secured as indicated, this is required in accordance with the latest revision of *BS 1251 : 2015 Open Fireplace Components*.



9. Once the fireplace is correctly installed, grout all of the joints including between the fireplace and the wall with a water based cream mastic or tile grout. Ensure all surplus grout is immediately removed by washing the stonework using a sponge and clean water

INSTALLING THE "LILLE" SURROUND

1. Unpack the surround from the wooden crate, check all parts are present as per below and carefully store the components.

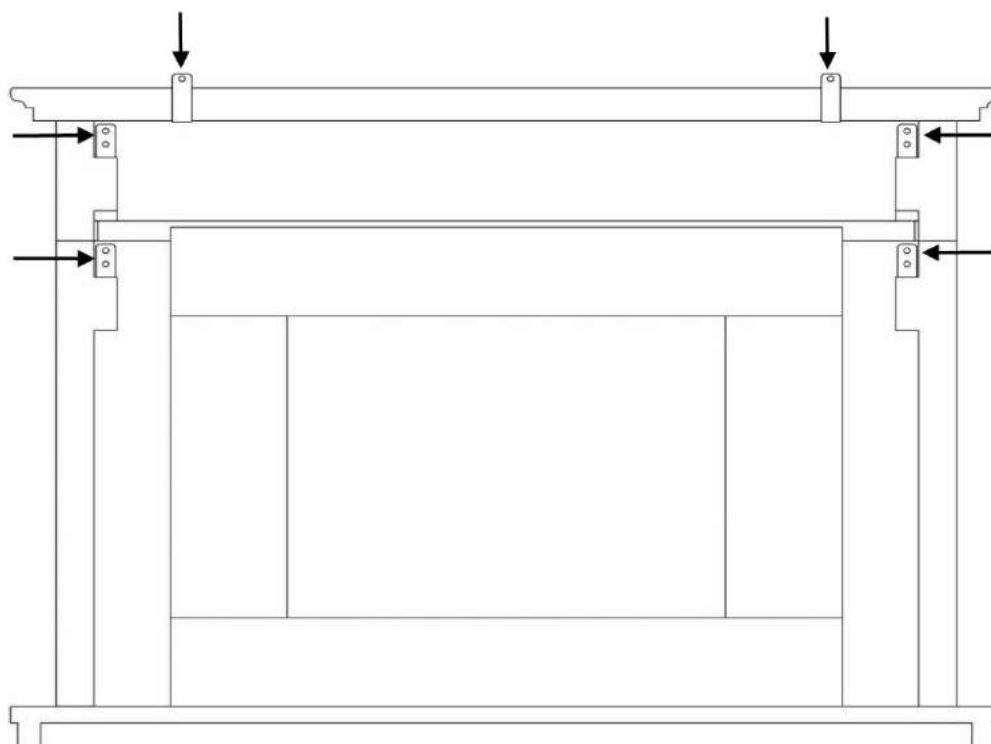


Contents of Lille surround:-

- 1 off hearth panel
- 1 off R/H leg
- 1 off L/H leg
- 1 off R/H infill section
- 1 off L/H infill section
- 1 off bottom infill section
- 1 off shelf top infill section
- 1 off shelf top section
- 1 off top infill section

2. The underside of the hearth should be painted with a weak PVA (8 parts water to 1 part PVA). This will prevent staining penetrating through the stone. The hearth must be centred to the opening. If the fireplace is to be installed on a chimney breast ensure that the opening is also centred to the chimney breast. It is essential that the hearth is completely level. The hearth must be bedded down on bonding or an equivalent material. Avoid cement based products and ensure the hearth is firmly fitted and well supported. Allow the bedding material to set before any weight is placed onto the hearth. Wipe off any surplus bonding material with a wet sponge.
3. Fit bottom section to hearth, ensure it is central before fixing with a suitable mastic adhesive.
4. Fit brackets to top of legs, offer leg up to wall and mark position of fixing hole on wall, use shelf to ensure legs are correctly spaced / positioned. Remove shelf then cover hearth with dust sheet and drill the fixing holes. Remove the brackets from the legs, fix the side infills into place with suitable adhesive and secure the leg fixing brackets only to the wall. Fit legs to brackets that have been securely attached to the wall with fixings as detailed in Point 5.

5. **Assess the chimney breast onto which the fire is to be installed and ensure that it is of sound construction and suitable for supporting the weight of the surround. Fixings used to secure the leg brackets to the masonry of the chimney breast shall be of expansive stainless steel or galvanised steel type masonry fixings for dense concrete blockwork or brickwork. Where fixings are located into light weight blockwork or friable aggregate blocks, the fixings shall be of the resin anchor type.**
6. Fix the shelf top infill section and shelf infill into place again utilising the same procedure as for the legs, i.e. mark positions, drill holes to suit, remove brackets and secure brackets to wall with suitable fixings as detailed in Point 5.
7. Fit shelf top section into place ensuring it is correctly centred, mark the position of holes for securing brackets on wall, remove shelf and drill wall and insert fixings in accordance with Point 5, these brackets can be recessed if required.
8. Ensure that the surround components as shown below are mechanically secured as indicated, this is required in accordance with the latest revision of *BS 1251 : 2015 Open Fireplace Components*.

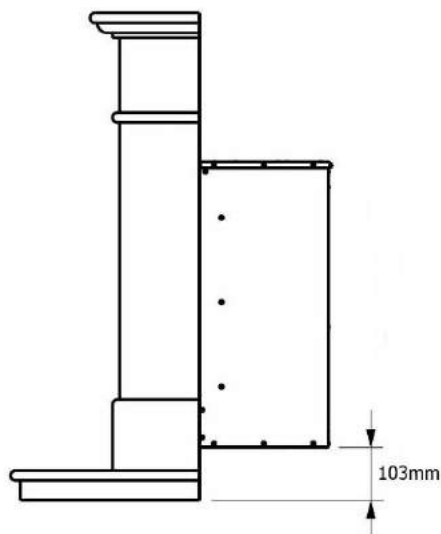


9. Once the fireplace is correctly installed, grout all of the joints including between the fireplace and the wall with a water based cream mastic or tile grout. Ensure all surplus grout is immediately removed by washing the stonework using a sponge and clean water.

Parada Illumia Elite & Avignon Elite Models (33")

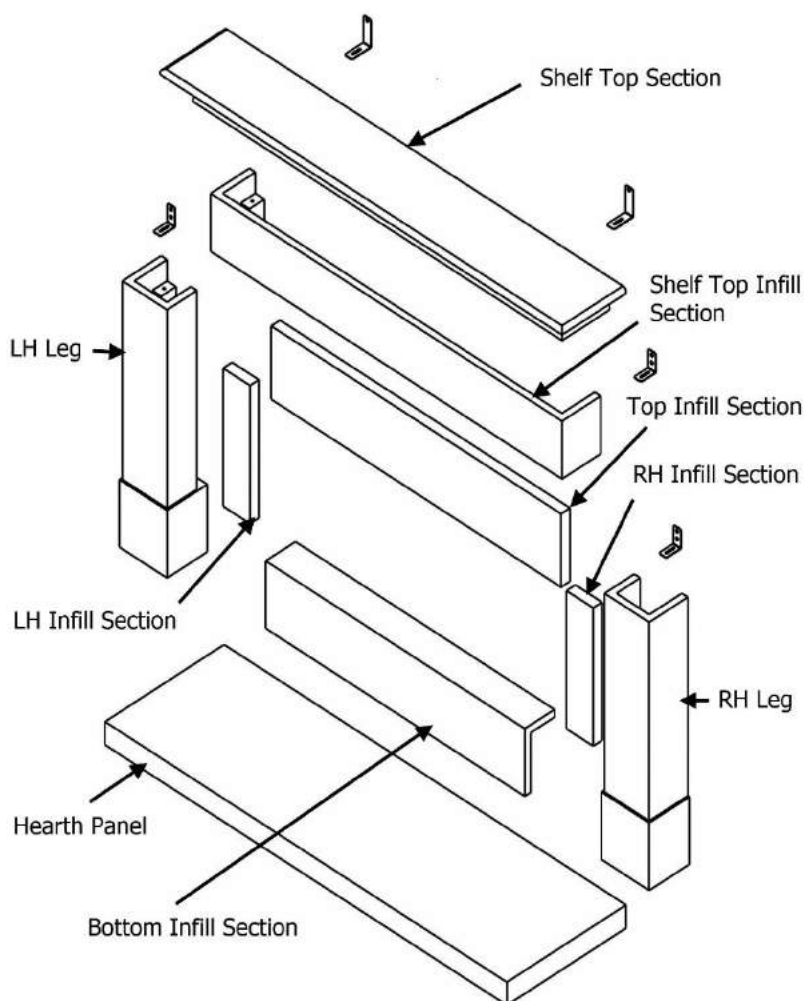
Fireplace opening for Parada Illumia Elite & Avignon Elite Surrounds

When fitting this fire into these surrounds the fireplace opening needs to be prepared at 103mm from the floor as shown below



INSTALLING THE "PARADA ILLUMIA ELITE" SURROUND

1. Unpack the surround from the wooden crate, check all parts are present as per below and carefully store the components.



Contents of surround:-

- 1 off hearth panel
- 1 off R/H leg
- 1 off L/H leg
- 1 off R/H infill section
- 1 off L/H infill section
- 1 off bottom infill section
- 1 off shelf top infill section
- 1 off shelf top section
- 1 off top infill section

1 off Down Lighting Kit (not shown) includes

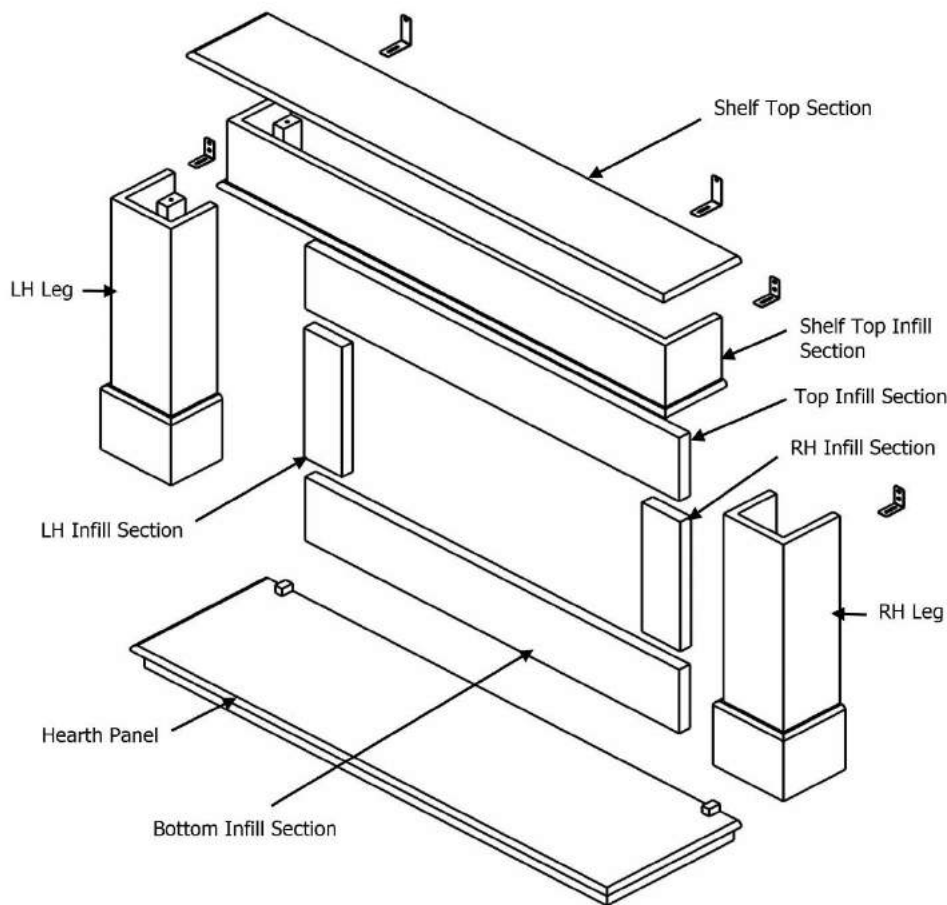
- 2 off MR11 2.4W 3000K LED Bulbs
- 2 off chrome downlights
- 1 off wiring loom
- 1 off Remote handset
- 1 off 23A 12V Battery (A23)
- 1 off Handset wall bracket

2. The underside of the hearth should be painted with a weak PVA (8 parts water to 1 part PVA). This will prevent staining penetrating through the stone. The hearth must be centred to the opening. If the fireplace is to be installed on a chimney breast ensure that the opening is also centred to the chimney breast. It is essential that the hearth is completely level. The hearth must be bedded down on bonding or an equivalent material. Avoid cement based products and ensure the hearth is firmly fitted and well supported. Allow the bedding material to set before any weight is placed onto the hearth. Wipe off any surplus bonding material with a wet sponge.
3. Fit bottom section to hearth, ensure it is central before fixing with a suitable mastic adhesive.
4. Fit brackets to top of legs, offer leg up to wall and mark position of fixing hole on wall, use shelf to ensure legs are correctly spaced / positioned. Remove shelf then cover hearth with dust sheet and drill the fixing holes. Remove the brackets from the legs, fix the side infills into place with suitable adhesive and secure the leg fixing brackets only to the wall. Fit legs to brackets that have been securely attached to the wall with fixings as detailed in Point 5
5. **Assess the chimney breast onto which the fire is to be installed and ensure that it is of sound construction and suitable for supporting the weight of the surround. Fixings used to secure the leg brackets to the masonry of the chimney breast shall be of expansive stainless steel or galvanised steel type masonry fixings for dense concrete blockwork or brickwork. Where fixings are located into light weight blockwork or friable aggregate blocks, the fixings shall be of the resin anchor type.**
6. Fix the shelf top infill section and shelf infill into place again utilising the same procedure as for the legs, i.e. mark positions, drill holes to suit, remove brackets and secure brackets to wall with suitable fixings as detailed in Point 5.
7. Safely route the lighting kit wiring up to the surround shelf infill level ensuring that the wiring is kept clear of the fire and not trapped.
8. Remove the round locking clip from inside the chrome down lighter and fit the supplied LED bulb. Refit the locking ring inside to keep the bulb in place. Repeat for the second down lighter
9. Fit the 2 down lighters from the underside of the shelf top infill header, by lifting the spring clamps and fitting into the two holes in the Shelf top infill
10. Once fitted in place connect the 2 bulbs using the two connectors on the wiring loom and ensure the wiring, remote receiver unit and power unit are safely routed in the surround
11. Fit the supplied battery in the remote control handset and switch on power to the downlights. Check the lighting works correctly with the remote control. If required move the position of the remote receiver unit and aerial wire to ensure good signal coverage. After checking the lighting switch off the power before proceeding.

12. Fit shelf top section into place ensuring it is correctly centred, mark the position of holes for securing brackets on wall, remove shelf and drill wall and insert fixings in accordance with Point 5, these brackets can be recessed if required.
13. Ensure that both the Legs, the Top Infill section and the Shelf Top section are secured using the supplied brackets, this is required in accordance with the latest revision of *BS 1251 : 2015 Open Fireplace Components*.
14. Once the fireplace is correctly installed, grout all of the joints including between the fireplace and the wall with a water based cream mastic or tile grout. Ensure all surplus grout is immediately removed by washing the stonework using a sponge and clean water.

INSTALLING THE "AVIGNON ELITE" SURROUND

1. Unpack the surround from the wooden crate, check all parts are present as per below and carefully store the components.



Contents of Avignon surround:-

- 1 off hearth panel
- 1 off R/H leg
- 1 off L/H leg
- 1 off R/H infill section
- 1 off L/H infill section
- 1 off bottom infill section
- 1 off shelf top infill section
- 1 off shelf top section
- 1 off top infill section

2. The underside of the hearth should be painted with a weak PVA (8 parts water to 1 part PVA). This will prevent staining penetrating through the stone. The hearth must be centred to the opening. If the fireplace is to be installed on a chimney breast ensure that the opening is also centred to the chimney breast. It is essential that the hearth is completely level. The hearth must be bedded down on bonding or an equivalent material. Avoid cement based products and ensure the hearth is firmly fitted and well supported. Allow the bedding material to set before any weight is placed onto the hearth. Wipe off any surplus bonding material with a wet sponge.
3. Fit bottom section to hearth, ensure it is central before fixing with a suitable mastic adhesive.
4. Fit brackets to top of legs, offer leg up to wall and mark position of fixing hole on wall, use shelf to ensure legs are correctly spaced / positioned. Remove shelf then cover hearth with dust sheet and drill the fixing holes. Remove the brackets from the legs, fix the side infills into place with suitable adhesive and secure the leg fixing brackets only to the wall. Fit legs to brackets that have been securely attached to the wall with fixings as detailed in Point 5.

5. **Assess the chimney breast onto which the fire is to be installed and ensure that it is of sound construction and suitable for supporting the weight of the surround. Fixings used to secure the leg brackets to the masonry of the chimney breast shall be of expansive stainless steel or galvanised steel type masonry fixings for dense concrete blockwork or brickwork. Where fixings are located into light weight blockwork or friable aggregate blocks, the fixings shall be of the resin anchor type.**
6. Fix the shelf top infill section and shelf infill into place again utilising the same procedure as for the legs, i.e. mark positions, drill holes to suit, remove brackets and secure brackets to wall with suitable fixings as detailed in Point 5.
7. Fit shelf top section into place ensuring it is correctly centred, mark the position of holes for securing brackets on wall, remove shelf and drill wall and insert fixings in accordance with Point 5, these brackets can be recessed if required.
8. Ensure that both the Legs, the Top Infill section and the Shelf Top section are secured using the supplied brackets, this is required in accordance with the latest revision of *BS 1251 : 2015 Open Fireplace Components*.
9. Once the fireplace is correctly installed, grout all of the joints including between the fireplace and the wall with a water based cream mastic or tile grout. Ensure all surplus grout is immediately removed by washing the stonework using a sponge and clean water.

Laying the Log & Embers

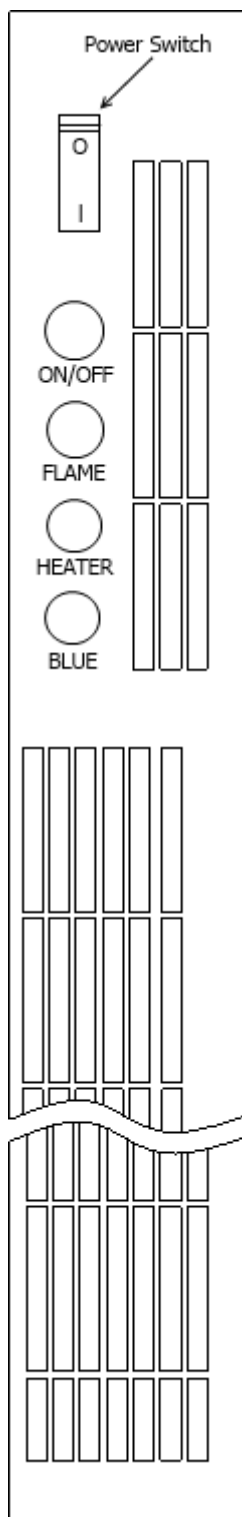
The Logs and the Ember Ice are packed in a box within the fire. Take care when unpacking the Logs and the Ember Ice. Scatter the Ember Ice over the Log Bed Base making sure the black and clear embers are mixed evenly. Lay the Logs on top of the Ember Ice as shown in the pictures below.



Operating the Fire

Manual Control

This appliance can be operated manually using the controls situated on the underside of the upper canopy of the fire or by the included remote control handset.



ON / OFF Power Switch

This switch is used to turn the mains supply to the appliance ON or OFF. When the switch is in the ON position an indicator light located in the centre of the screen will glow amber for 10 seconds to indicate the appliance is switched on. This needs to be in the ON position for both manual and remote operation.

ON / OFF Fire

Used to switch the appliance on and off.

FLAME

Pressing this button will cycle through the 4 different flame brightness levels or switch the flame effect off completely.

HEATER

Use this button to select Low Heat, High Heat or heater OFF

When LOW heat is selected the indicator light will glow amber for 10 seconds. When HIGH heat is selected the indicator light will glow red for 10 seconds.

(Note: when the heater is switched off the fan will still continue to run for a short period to allow the appliance to cool down)

BLUE

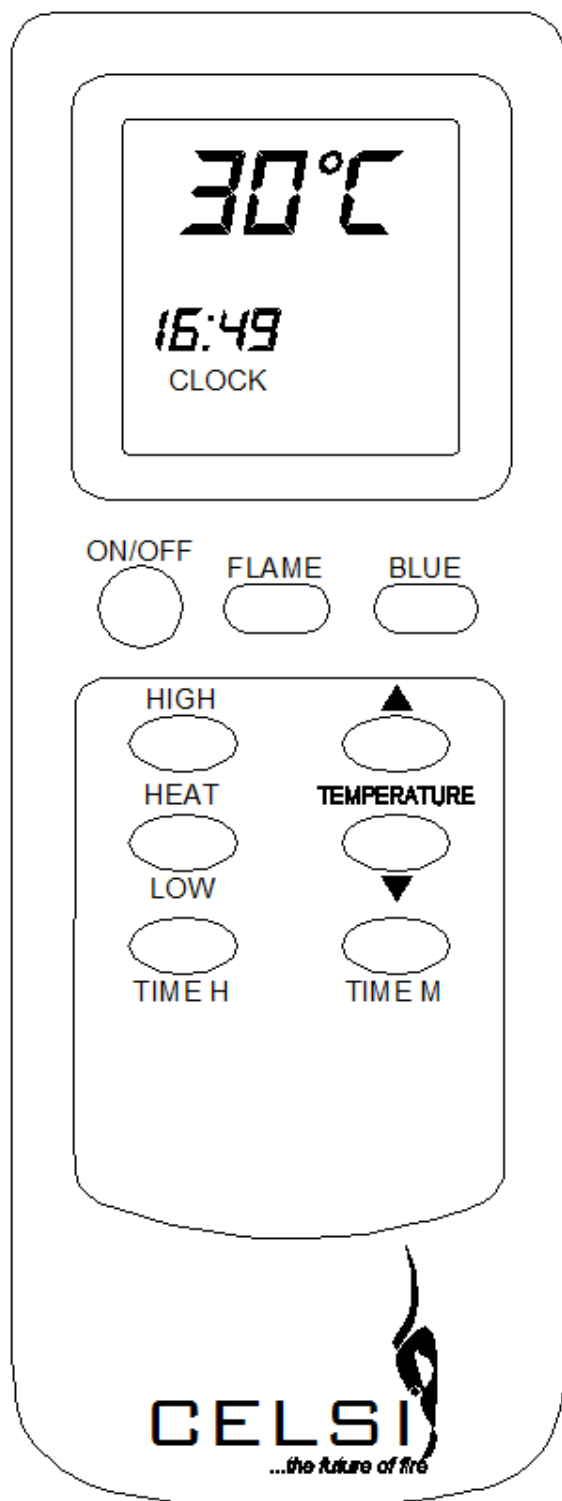
This button allows an additional blue flame effect to be switched on and off.

Remote Control

Remove the battery cover on the back of the handset and insert 2 x AAA batteries ensuring the batteries are fitted correctly. Refit the battery cover.

Ensure that the ON / OFF Power Switch on the fire is in the ON position.

Point the remote control handset directly towards the fire and press the appropriate button to operate the fire. The buttons on the remote control handset operate the same as the buttons on the fire with some additional functions only available when using the remote handset.



ON / OFF

Used to switch the appliance on and off.

FLAME

Pressing this button will cycle through the 4 different flame brightness levels or switch the flame effect off completely.

BLUE

This button allows additional blue flame effect to be switched on and off.

HIGH

Select High heat (indicator light will glow red for 10 seconds)

LOW

Select Low heat (indicator light will glow amber for 10 seconds).

Double press LOW to switch off the heat

NOTE – The fan will continue to run to for a short period to allow the appliance to cool

TEMPERATURE

Use the up & down buttons to adjust and set the required room temperature from 20 to 30°C

TIME H

Press to set the hour of the clock.

TIME M

Press to set the minutes of the clock.

IMPORTANT

This appliance is fitted with an automatic thermal cut-out safety feature to reduce the risk of damage to appliance due to overheating. If the appliance overheats the heater element will cut out whilst the fan will still continue to run to allow the fire to cool down sufficiently.

Once the appliance has cooled down the thermal cut-out will reset itself and switch the heater back on. If the problem persists switch the appliance off and disconnect the power at the switch and plug socket. Check that the heater warm air outlets and the inlets are not obstructed (the outlets and inlets are situated on the underside of the upper canopy). If the fire is installed within a chimney ensure that the chimney is blocked off as any draught can cause this problem.

If the heater is still not operating correctly disconnect the appliance and seek expert advice.

Maintenance Instructions

Always remove the plug from the socket-outlet and allow the heater to cool down before cleaning it.

Light accumulated dust may be removed from the appliance with a soft dry cloth

The exterior surface of the appliance can be cleaned with a soft damp cloth (not dripping wet). Dry the exterior surface before operating the heater.

Household glass cleaner can be used on the fire glass.

WARNING!

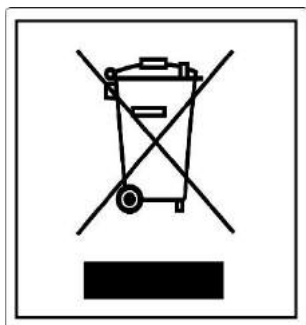
Do not immerse the heater in water.

Do not use any cleaning chemicals such as detergents and abrasives.

Do not allow the interior to get wet as this could create a hazard.

In the event of malfunction do not try to repair the heater yourself as this may result in a fire hazard or electric shock.

Environment



Do not dispose of electrical appliances as unsorted municipal waste. Use separate collection facilities. Contact your local government for information regarding the collection services available in your local area. If electrical appliances are disposed of in landfills or dumps hazardous substances can leak into the groundwater and get into the food chain, thus damaging your health and wellbeing. When replacing old appliances with new ones the retailer is legally obligated to take away your old appliance for disposal free of charge.

Warranty

In the unlikely event of a problem occurring due to a manufacturing fault within 24 months from the date of purchase of the appliance it will be repaired or replaced free of charge.

This warranty does not cover consumable items which have a limited lifespan. If a problem should occur, the nature of the problem together with the date of purchase and installer information should be immediately reported to the retailer that the appliance was purchased from. Proof of purchase will be required so the original invoice should be retained.



Issue 3

BFM Europe Ltd
Gordon Banks Drive
Trentham Lakes
Stoke-on-Trent
ST4 4TJ

Technical Queries: 01782 339039
Service Fault Enquiries: 01782 339008