GAZCO

Fire Your Imagination

Riva Vision Large
Conventional Flue - Stone Chippings and Log
with Thermostatic Remote Control

Instructions for Use, Installation and Servicing
For use in GB, IE (Great Britain and Republic of Ireland)

IMPORTANT

THE OUTER CASING, FRONT AND GLASS PANEL BECOME EXTREMELY HOT DURING OPERATION AND WILL RESULT IN SERIOUS INJURY AND BURNS IF TOUCHED. IT IS THEREFORE RECOMMENDED THAT A FIREGUARD COMPLYING WITH BS 8423:2002 IS USED IN THE PRESENCE OF YOUNG CHILDREN, THE ELDERLY OR INFIRM.

This product contains a heat resistant glass panel. This panel should be checked during Installation and at each servicing interval. If any damage is observed on the front face of the glass panel (scratches, scores, cracks or other surface defects), the glass panel must be replaced and the appliance must not be used until a replacement is installed. Under no circumstances should the appliance be used if any damage is observed, the glass panel is removed or broken.

These Instructions must be left with the appliance for future reference and for consultation when servicing the appliance. Please make the customer aware of the correct operation of the appliance before leaving these instructions with them.

The commissioning sheet found on Page 3 of this Instruction manual must be completed by the Installer prior to leaving the premises.

Contents

Riva Vision Conventional Flue

Covering the following models:

	Nat Gas	LPG
Logs	526-039	526-414
Chipping	526-008	526-793

To receive your Extended Warranty your Gazco appliance must have been purchased from our Expert Retailer Network and registered within one month of purchase or installation. Please note that all warranties are effective from the date of purchase. Any Gazco product purchased outside of our Extended Retailer Network, or not registered within the stated time will carry a standard 12 month warranty.

It is a condition of the Extended Warranty that the installation complies with the relevant Building Regulations and is carried out by a suitably trained and qualified individual (GasSafe in the UK or equivalent in other countries) with the certificate of installation and the Commissioning Report on Page 3 completed and retained by the end user.

Full terms and conditions are detailed in the Warranty Statement on the Gazco website www.gazco.com. In the event of any conflict of information the wording on the website shall prevail.

Important Note: Should any problems be experienced with your product, claims must first be submitted to the Expert Retailer where the appliance was purchased from who will offer immediate assistance or contact Gazco on your behalf.

Appliance Commissioning Checklist

To assist us in any guarantee claim please complete the following information:-

IMPORTANT NOTICE

Explain the operation of the appliance to the end user, hand the completed instructions to them for safe keeping, as the information will be required when making any guaranteed claims.

FLUE CHECK	PASS	FAIL
1. Flue Is correct for appliance		
2. Flue flow Test		
3. Spillage Test		
GAS CHECK		
1. Gas soundness & let by test		
2. Standing gas pressure	mb	
3. Appliance working pressure (on High Setting NB All other gas appliances must be operating on full	mb	
4. Gas rate	m^3/h	
5. Does Ventilation meet appliance requirements N/A		

RETAILER AND INSTALLER INFORMATION

Retailer . . . .

. . . .

. . . .

Contact No.. . . . .

Date of Purchase . . . .

Model No. . . . .

Serial No.. . . . .

Gas Type . . . .

Installation Company . . . .

. . . .

. . . .

Engineer . . . .

Contact No.. . . . .

Gas Safe Reg No. . . . .

Date of Installation . . . .

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User Instructions

Welcome

Congratulations on purchasing your Riva Vision fire, if installed correctly Gazco hope it will give you many years of warmth and pleasure for which it was designed.

The purpose of this manual is to familiarise you with your appliance, and give guidelines for its installation, operation and maintenance. If, after reading, you need further information, please do not hesitate to contact your Gazco retailer.

WARNING

⚠ **In the event of a gas escape or if you can smell gas, please take the following steps:**

· **Immediately turn off the gas supply at the meter/emergency control valve**

· **Extinguish all sources of ignition**
· **Do not smoke**

· **Do not operate any electrical light or power switches (On or Off)**

· **Ventilate the building(s) by opening doors and windows**

· **Ensure access to the premises can be made**

Please report the incident immediately to the National Gas Emergency Service Call Centre on 0800 111 999 (England, Scotland and Wales) , 0800 002 001 (N. Ireland) or in the case of LPG, the gas supplier whose details can be found on the bulk storage vessel or cylinder.

The gas supply must not be used until remedial action has been taken to correct the defect and the installation has been recommissioned by a competent person.

1. General

1.1 Installation and servicing must only be carried out by a competent person whose name appears on the Gas Safe register. To ensure the engineer is registered with Gas Safe they should possess an ID Card carrying the following logo:

GAS safe™ REGISTER

1.2 In all correspondence, please quote the appliance type and serial number, which can be found on the data badge located on a plate attached to the lower slotted trim.

1.3 Do not place curtains above the appliance:
You must have 300mm (1') clearance between the appliance and any curtains at either side.

1.4 No furnishings or other objects should be placed within 1 metre of the front of the appliance.

1.5 If a shelf is fitted, a distance of 400mm above the appliance is required.

1.6 If any cracks appear in the glass panel do not use the appliance until the panel has been replaced.

1.7 In the unlikely event the appliance is receiving interference from other electronic devices, the handset/Control box can be reprogrammed. Please refer to the commissioning section in order to change the communication channel.

1.8 This product is guaranteed for 5 years from the date of installation, as set out in the terms and conditions of sale between Gazco and your local Gazco retailer. Please consult with your local Gazco retailer if you have any questions. In all correspondence always quote the Model Number and Serial Number.

⚠ **IMPORTANT : NEVER position an LCD/Plasma TV above this appliance.**

2. Operating The Appliance

2.1 The appliance has 4 flame settings:

   1. High.

   2. Medium.

   3. Low.

   4. Standby (Pilot only).

2.2 Both touch pad and handset allow you to manually switch between flame settings.

2.3 The Thermostatic handset also allows to set the appliance to automatically regulate the room temperature.

3 x Selection Buttons

On/Off Button
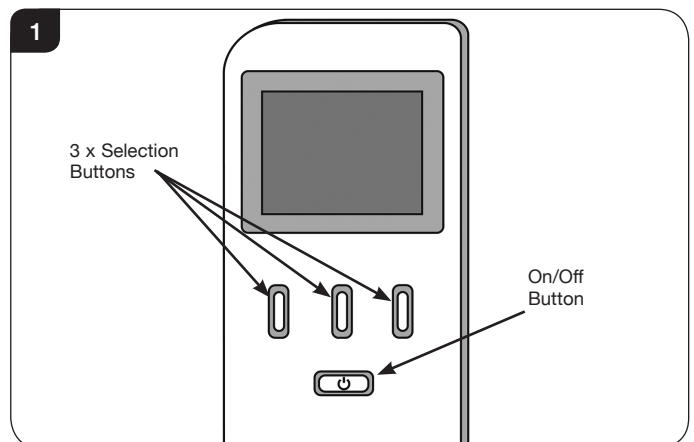
Before using the remote control:

2.4 If there is no display on the LCD screen press any key.

2.5 When first powered, the handset displays the OFF screen. The handset may be locked as indicated by the padlock symbol (🔒), see Diagram 2.

NOTE: To select a function from the options displayed at the bottom of the screen press the button directly below the desired function.
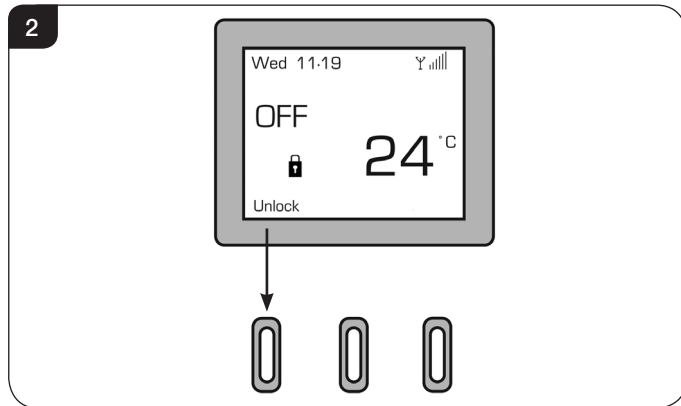
2.6   To unlock the handset select Unlock followed by OK - the symbol will change to an open padlock (🔓).

2.7   There are 3 different modes available for controlling and operating the appliance:

1. Manual Mode - See Page 6.

2. Automatic Mode - See Page 6.

3. Program Mode - See Page 7.

When a command from the handset is received a beep will sound and the LED on the handset will briefly illuminate.

NOTE: The LED flashes every 4 seconds to show that it is communicating with the appliance. After each command has been accepted the LED will cease flashing until the command has been carried out. Wait until the LED resumes flashing before giving another command.

Advanced Controls

2.8   The thermostatic remote control handset has been pre-set as follows:

a) Thermostat mode - the appliance will alter automatically to achieve and maintain a desired room temperature in Auto (Fixed Temp) or Program mode.

b) Gap temperature set at 2˚C - in Auto or Program mode the appliance will automatically ignite if the room temperature falls 2˚C below the fixed temperature.

c) Program mode enabled - this allows one of three temperatures (Night temperature, Comfort temperature or Off) to be set for each hour of the day on a daily or weekly cycle.

d) Soft start enabled - in Auto or Program mode there is a 10 second delay between flame settings when more than one change of setting is required (i.e. from High to Low).

e) Sounder ON - the appliance will beep to confirm that it has received a command from the handset or touch pad.

f) Safety Temperature pre-set at 40˚C - the appliance will automatically switch off if the room temperature (as displayed on the handset) exceeds 40˚C.

NOTE: If the Safety Temperature is exceeded the appliance can not be turned on again until the room temperature has dropped below the safety temperature.

2.9   The LCD screen displays the following information, see Diagram 3.

1) Time (24 hr clock)

2) Signal strength (between handset and appliance)

3) Selected Setting - set fixed temperature (in degrees) when in Auto mode (small number)

4) Current room temperature (large number)

5) Button function

6) Child lock status (shown by open or closed padlock)

7) Current flame status (Low, Med, High)

8) Selected Mode - Manual Flame / Fixed Temp (Auto) / Program - when appliance is switched on

9) Day of the week (Mon - Sun)
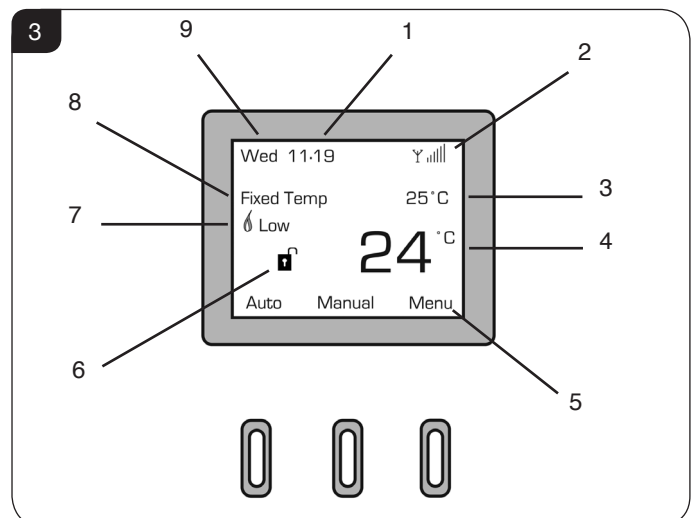
1. Manual Mode

Switching the Appliance ON:

2.10   To light the appliance press the On/Off (⏻) button, this will bring up the LCD screen. Select the 'On' option on the left of the screen immediately followed directly by the OK button, a single beep will sound.

After the start up cycle has completed the appliance will light on the high flame setting (this can take up to 20 seconds).

Select the 'Manual' option on the screen to control the appliance.

User Instructions

Decreasing the Flame Height:

2.11 From the high flame setting press DOWN (↓) once to lower the flame to the medium setting.

2.12 From the medium flame setting press DOWN (↓) once to lower the flame to the low setting.

2.13 From the low flame setting press DOWN (↓) once to put the appliance in Standby mode (Pilot only).

Increasing the Flame Height:

2.14 To light the appliance when it is in Standby mode press UP (↑) once. The appliance will light on the **Low** flame setting.

2.15 From the low setting press UP (↑) once to increase the flame setting to medium.

2.16 From the medium setting press UP (↑) once to increase the flame setting to high.

⚠ **WARNING: IF THE APPLIANCE FAILS TO LIGHT OR BECOMES EXTINGUISHED IN USE, WAIT 3 MINUTES BEFORE ATTEMPTING TO RELIGHT.**

ⓘ **IMPORTANT: YELLOW FLAMES TYPICALLY APPEAR WHEN THE APPLIANCE HAS REACHED NORMAL OPERATING TEMPERATURE. THIS CAN TAKE UP TO 30 MINUTES.**

Switching the Appliance OFF:

2.17 To switch the appliance OFF press the On/Off (⏻) button once, see Diagram 1.

2. Automatic Mode

Auto mode allows you to pre-set a room temperature. The appliance controls the flame setting automatically to achieve and maintain this temperature.

NOTE: WHEN IN AUTOMATIC MODE, THE PILOT REMAINS LIT AND THE MAIN BURNER AUTOMATICALLY ADJUSTS TO MAINTAIN THE FIXED TEMPERATURE WHETHER OR NOT ANYONE IS IN THE ROOM.

2.18 If the appliance is switched off, select On followed by OK. The appliance will emit a single beep and the pilot will light.

2.19 Select Auto. The screen will display the word 'Thermo' and the current fixed room temperature will be highlighted.

2.20 Use the buttons directly below the up (↑) or down (↓) symbols to select a temperature between 0˚C and 37˚C.

The flame setting required to achieve the desired room temperature will now be displayed below the word 'Thermo'.

2.21 The appliance will maintain the fixed temperature by automatically adjusting the flame height as follows:

a) If the room temperature falls 1˚C below the fixed temperature the flame height will increase.

b) If the room temperature rises 1˚C above the fixed temperature the flame height will decrease.

c) There will be a delay of 10 seconds between each flame setting adjustment.

2.22 Once the desired room temperature has been set, select Back to return to the main screen.

2.23 The screen will now display the words 'Fixed Temp', the chosen fixed temperature (e.g. 25˚C) and the current room temperature (e.g 24˚C), see Diagram 4.

4

```
Wed 11·19              Y .ııll
Fixed Temp             25˚C
🔥 Low
🔒                     24 ˚C
Auto     Manual     Menu
```
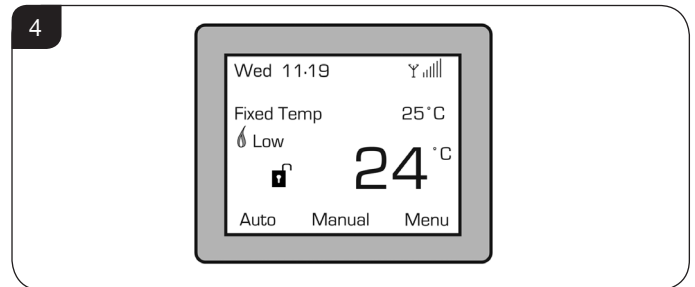
2.24 To change the fixed temperature at any time select Auto and follow 2.20.

2.25 To exit the Auto mode at any time select Manual and follow Section 2.22.

2.26 To turn off the appliance press the ON/OFF button once, see Diagram 2.

Setting the Display

Items displayed on the main screen, such as day and time, can be set using the Adjust Menu function.

2.27 To access the Adjust Menu function select Menu from the main screen.

2.28 Select Adjust Menu.
In this menu it is possible to set the:

Temperature Unit (˚C/˚F)
Language
Autolock (On/Off)
Day (Mon - Sun)
Hour (24hr clock)
Minute
Comfort temperature (for use when in Program mode)
Night temperature (for use when in Program mode)

Access can be gained to the programmable functions via the Change Prog option (see Programming the Appliance).

Setting the Day and Time:

2.29 Use (↓) to scroll down to Day and press Select.
Use (↑) and (↓) to set the day of the week.

2.30 Press Back and scroll down to Hour and select it.
Use (↑) and (↓) to set the hour.

2.31 Press Back and scroll down to Minute and press Select.
Use (↑) and (↓) to set the minutes.

2.32 The same process can be used to set any of the functions within this menu.

3. Program Mode

Program mode allows the appliance to be pre-set to a choice of temperature options on a daily or weekly cycle. The appliance will automatically switch on and off and control the flame setting to maintain pre-set hourly temperatures during each 24hr period.

NOTE: WHEN IN PROGRAM MODE, THE PILOT REMAINS LIT AND THE MAIN BURNER AUTOMATICALLY SWITCHES ON AT THE PROGRAMMED TIMES AND ADJUSTS THE FLAME HEIGHT TO BRING THE ROOM TO THE SET TEMPERATURE WHETHER OR NOT ANYONE IS IN THE ROOM.

Note: The current day and time must be set in order for the programmable functions to work. (See Section 2.28 for details).

2.33   There are two types of program mode:

1. Daily - the temperature can be set for each hour over a 24hr period - This pattern is then repeated every day.

2. Weekly - the temperature can be set for each hour over a 24hr period for each individual day of the week (Mon - Sun). This pattern is then repeated every week.

2.34   One of 3 options can be chosen for each hour across a 24 hour period:

-    Off - the appliance will remain in Standby mode (pilot only). **The appliance will not switch off completely when in Program mode.**

·   Night Temp - the appliance will automatically maintain a pre-set night temperature.

l   Comfort Temp - the appliance will automatically maintain a pre-set comfort temperature.

2.35   To set the Comfort and Night temperature select Menu. In the next screen select Adjust Menu. Using (↓) scroll to Comfort Temperature and select. Use (↑) and (↓) to set a chosen temperature. Repeat for Night Temperature.
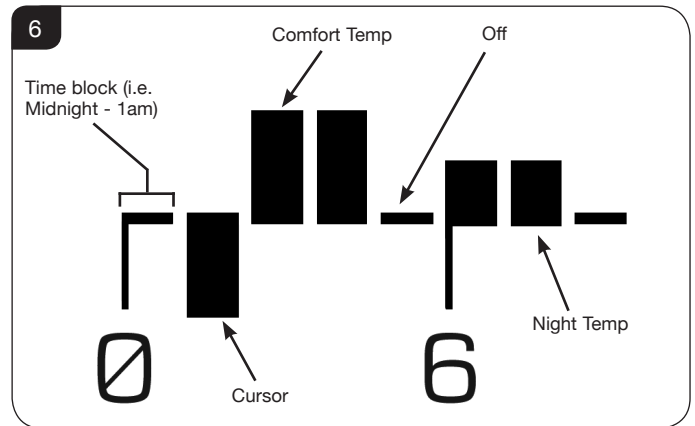
2.36   To access the programming screen select Menu. In the next screen select Adjust Menu. Using (↓) scroll to Change Prog and select. The programming screen will be displayed as shown in Diagram 5.
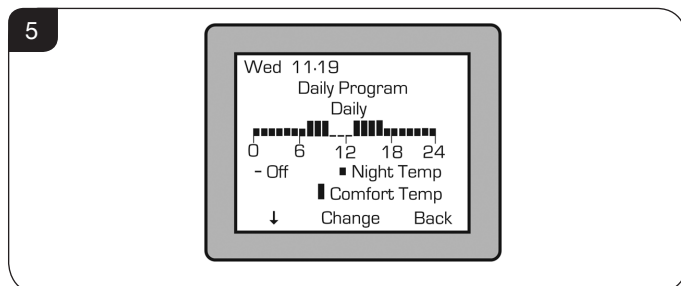
Setting Daily Operating Times:

2.37   In the program menu highlight the word 'Daily'. Press (↓) to access the 24 hour timer below 'Daily'. The arrow should now point to the right (→).

2.38   The timer reads 0 - 24 with both 0 and 24 representing midnight. Press (→) to scroll through the 24 hour timer. With the cursor resting on the chosen hour, press Change until the desired setting for that hour (Comfort Temperature, Night Temperature or Off) is reached. Use (→) to scroll to the next hour and select the desired function for each hour until all 24 hours are set, see Diagram 6.

2.39   The program must now be launched. To do to this see Section 2.44.

Setting Weekly Operating Times:

2.40   Access the programming screen as detailed in Section 2.36. The word 'Daily' will be highlighted. Select 'Change' to scroll from 'Daily' to the required day of the week (Monday - Sunday).

2.41   Press (↓) to access the timer. Select the function settings for each hour of the chosen day as detailed in 2.40. Repeat for the rest of the week.

2.42   Once the programming is completed select Back to return to the main screen.

2.43   The program must now be launched. To do to this see 2.44.

Launching a Daily or Weekly Program:

2.44   Select Menu. In the next screen use (↓) to scroll to Program and confirm. Select Change until the highlighted text reads ON.

Note: The appliance must be ON (pilot lit or any flame setting) in order to launch the program.

2.45   Select Back and use (↓) to select Prog Type. Select Change until the desired program (Daily or Weekly) is highlighted. Select Back twice to return to the main screen.

To Switch Off Program Mode

2.46   To switch off the set program select Stop from the options on the main screen. The appliance will switch to Stand-by (pilot only). Alternatively select Auto; this will end the program cycle and return to the main screen. The appliance will automatically adjust the flame height to maintain any previously set Fixed Temperature.

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Locking the Handset

2.47 To lock the handset Select Lock. If the option is not visible on the screen (i.e. when the appliance is lit) select Menu and scroll down to Lock. Press Select and use the Change function to scroll to Yes. The handset is now locked.

3. Replacing the Handset Batteries

3.1 **BEFORE USE:**
Ensure the remote handset contains 2 x AA 1.5v alkaline batteries (provided). Always replace the batteries with high quality batteries (Duracell or similar).
DO NOT USE RECHARGEABLE BATTERIES.

3.2 Communication between the handset and the appliance may take up to 2 minutes after batteries have been replaced, check the strength of the signal in the top right hand corner of the LCD display (📶).

3.3 If communication is not regained after this time the control unit and the handset may need pairing. Please refer to Commissioning, Section 2, Pairing the Appliance.

4. Handset Troubleshooting

⚠️ **IMPORTANT - THE CONTROL SYSTEM HAS BEEN PROGRAMMED TO CHANNEL 'C'. SOME HOUSEHOLD APPLIANCES MAY HAVE ALSO BEEN SET TO OPERATE ON THE SAME FREQUENCY. ALTHOUGH THIS HAS NO EFFECT ON THE SAFETY OF THE SYSTEM AN EXCESSIVE DELAY MAY BE ENCOUNTERED BETWEEN COMMANDS. IF THIS OCCURS FOLLOW THE INSTRUCTIONS IN COMMISSIONING SECTION 3 TO CHANGE THE CHANNEL.**

CHANNEL SETTINGS

4.1 The appliance has been factory set to only communicate with the handset it is supplied with. It will not respond to any other remote control, even one from an identical appliance.

A replacement handset will need to be paired with the appliance before use. Please refer to Commissioning, Section 2, Pairing the Appliance.

LOW BATTERY

4.2 If the batteries in the remote control handset become discharged the LCD display will show the message Low Battery.

Follow Section 3 - Replacing The Handset Batteries.

REMOTE SIGNAL STRENGTH

ℹ️ **NOTE: If the handset is taken out of range the signal strength indicator will show 'Loss of Signal'. When the handset is returned to the appliance it will be necessary to press any button and wait for the signal indicator to recognise the handset. This can take up to 4 minutes**

4.3 If the appliance does not respond to the handset, check the strength of the signal in the top right hand corner of the LCD display (📶).

No vertical bars next to the signal symbol (Υ) means communication between the appliance and the handset has been lost. If the communication loss exceeds 18 minutes the appliance will emit 20 beeps and switch OFF. Try the following:

4.4 Move the handset closer to the appliance.

4.5 Replace the batteries in the handset, see Section 3.

4.6 If there is still no signal, operate the appliance using the touch pad control, see Section 5 and consult your installer or Gazco retailer.

5. Touch Pad Control

The touch pad control is located at the base of the front of the appliance, see Diagram 7, behind the lower panel. To remove the panel lift slightly and pull forward.
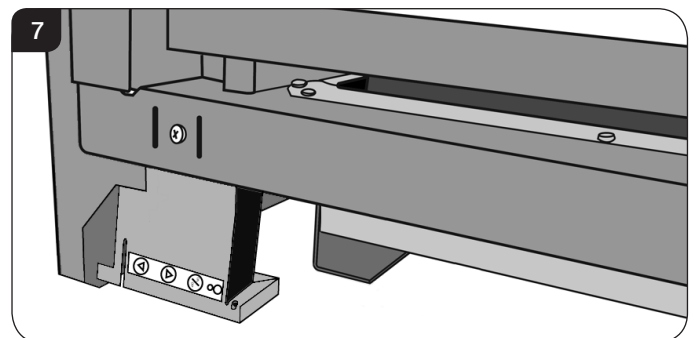
With the touch pad it is possible to turn the appliance ON, OFF and control the flame setting.
NOTE: When using the touch pad buttons a beep will be emitted from the appliance to indicate an accepted command.

A second beep and flash of the LED will confirm the command has been carried out (this can take approximately 10 seconds). Wait for this confirmation before giving another command.

Lighting the appliance

5.1 Press the On/Off button once.

If the pilot fails to light, press the ON/OFF button to switch OFF. Wait for at least 30 seconds before attempting to relight.

5.2 After the start up cycle has completed the appliance will light on the **high flame setting** (this can take up to 20 seconds).

If the appliance is in Standby mode, pressing the UP (∧) button will cause the main burner to ignite on the **Low** flame setting.

5.3   To increase the flame height press the UP (∧) button.

5.4   To decrease the flame height press the DOWN (∨) button.

5.5   When on the lowest flame setting pressing the Down (∨) button will switch the appliance to Standby mode (pilot only).

> ⚠ **WARNING: IF THE APPLIANCE FAILS TO LIGHT OR BECOMES EXTINGUISHED IN USE, WAIT 3 MINUTES BEFORE ATTEMPTING TO RELIGHT.**

> ⓘ **IMPORTANT: YELLOW FLAMES TYPICALLY APPEAR WHEN THE APPLIANCE HAS REACHED NORMAL OPERATING TEMPERATURE. THIS CAN TAKE UP TO 30 MINUTES.**

To Switch the Appliance OFF:

5.6   To turn the appliance **OFF** press the On/Off button once.

Touch Pad Control Not Working

If the appliance is not operating with the touch pad control:

5.7   Replace the batteries in the wall switch unit, see Section 6.

5.8   If the appliance still fails to operate consult your installer or Gazco retailer.

6. Changing the Appliance Batteries

6.1   The appliance batteries are located behind the touch pad bracket, behind the lower panel, see Diagram 8.
To remove the panel lift slightly and pull forward.

Battery holder sits in the back of the touchpad bracket
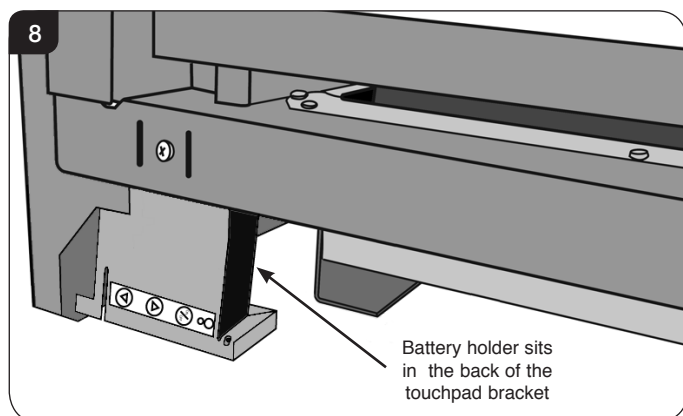
6.2   Unclip the battery holder from the connector and remove the old batteries.

6.3   Correctly position the 3 x new high quality (Duracell or similar) C batteries. Replace exhausted batteries like for like. DO NOT USE RECHARGEABLE BATTERIES.
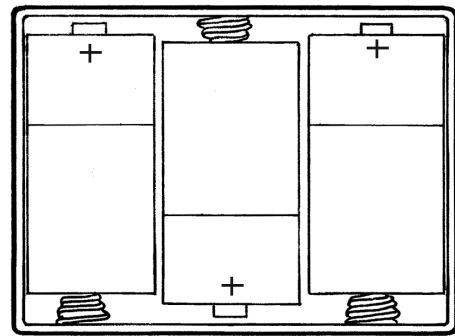
**PLEASE ENSURE NO WIRES ARE TRAPPED BEFORE REPLACING THE LOWER PANEL. THE TOUCH PAD LEAD IS EASILY DAMAGED.**

7. Cleaning the Appliance

> ⚠ **IMPORTANT: THE OUTER PANELLING OF THE RIVA VISION IS MADE FROM GLASS. USE CAUTION WHEN INSTALLING, REMOVING AND STORING AS THE COMPONENTS ARE FRAGILE AND COULD BREAK UNLESS HANDLED CAREFULLY.**

7.1   Make sure the appliance and surrounds are cool before cleaning.
Use:
– A dry cloth or stainless steel product to clean the polished plate.
– A damp cloth for the painted frame.
– A damp cloth to clean the enamelled inner panels.
– Use a soft brush to clean the vermiculite panels.

7.2   **All Models**

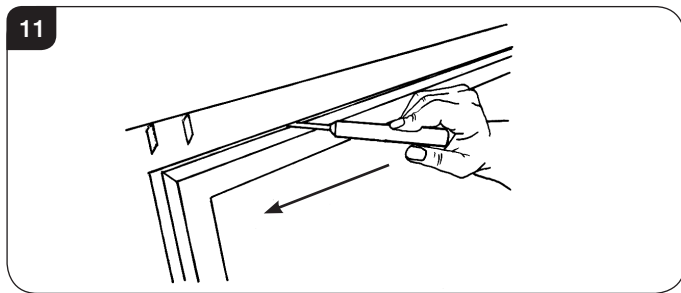Remove the front from the appliance by lifting clear of the slotted hooks, see Diagram 10.
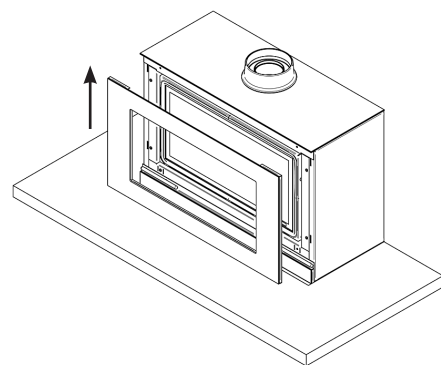
7.3   Using the hex key provided release the two window locks at the top of the glass door, see Diagram 11.

The locks move from shut to open towards the outer edges of the glass door.

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7.4 Support the frame and let it fall gently forward.

7.5 Open it down to its stop position.

When closing the window ensure the window catches are fully engaged.

⚠ **UNDER NO CIRCUMSTANCES SHOULD THE APPLIANCE BE USED WITHOUT THE CATCHES HOLDING THE DOOR IN PLACE.**

8. Arrangement of Fuel Bed

Advice on handling and disposal of fire ceramics

⚠ **The fuel effect of the log version of this appliance is made from Refractory Ceramic Fibre (RCF), a material which is commonly used for this application.**

Protective clothing is not required when handling these articles, but we recommend you follow normal hygiene rules of not smoking, eating or drinking in the work area and always wash your hands before eating or drinking.

To ensure that the release of RCF fibres are kept to a minimum, during installation and servicing a HEPA filtered vacuum is recommended to remove any dust accumulated in and around the appliance before and after working on it. When servicing the appliance it is recommended that the replaced items are not broken up, but are sealed within heavy duty polythene bags and labelled as RCF waste.

RCF waste is classed as stable, non-reactive hazardous waste and may be disposed of at a licensed landfill site.

Excessive exposure to these materials may cause temporary irritation to eyes, skin and respiratory tract; wash hands thoroughly after handling the material.

8.1 **White Stone Fuel Effects:** If you need to replace the white stone effect chippings and refill the tray, make sure the stone chippings are flattened so they are level with the rim of the tray.

8.2 **Vermiculite for Logs Layout:** Use the entire bag of supplied Vermiculite.

TAKE CARE NOT TO SPILL STONE EFFECT CHIPPINGS OR VERMICULITE INTO THE PILOT AREA. ONLY STONE CHIPPINGS OR VERMICULITE SUPPLIED BY GAZCO CAN BE USED IN THIS APPLIANCE.
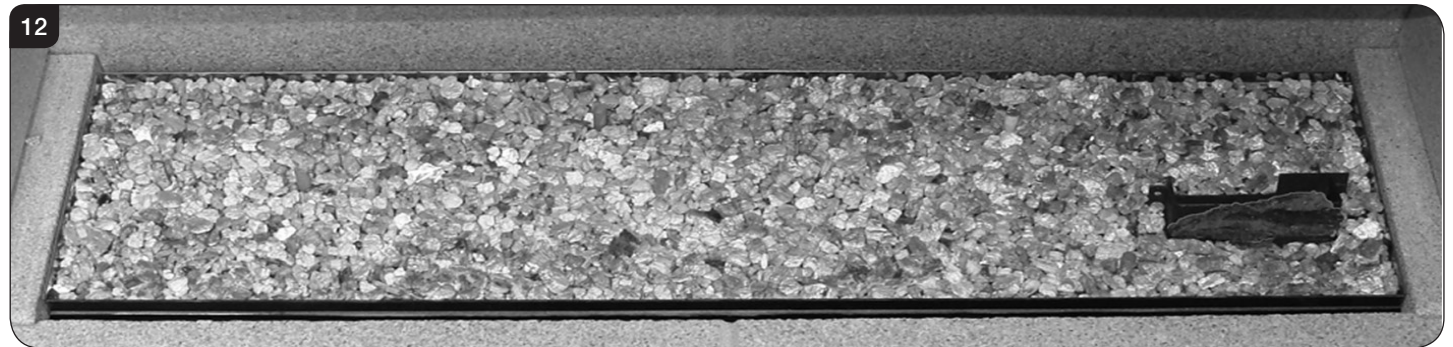
9. Log Layout

LOGS MUST BE POSITIONED ACCORDING TO THE FOLLOWING INSTRUCTIONS TO GIVE THE CORRECT FLAME EFFECT

9.1 Use all the vermiculite to fill the burner tray and spread evenly across the whole burner.

9.2 Rest the ceramic bark against the front face of the pilot shield, see Diagram 12.

All logs can be identified by a letter (A - H) on their underside. The first three logs, A, B and C, also have holes to locate each onto a burner stud.

9.3 Working from left to right place logs A, B and C onto their studs as illustrated in Diagram 13.
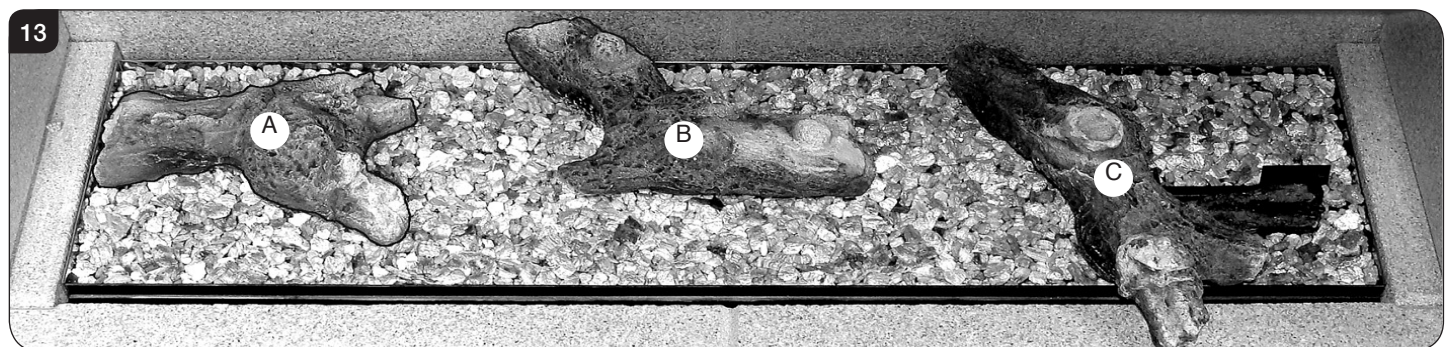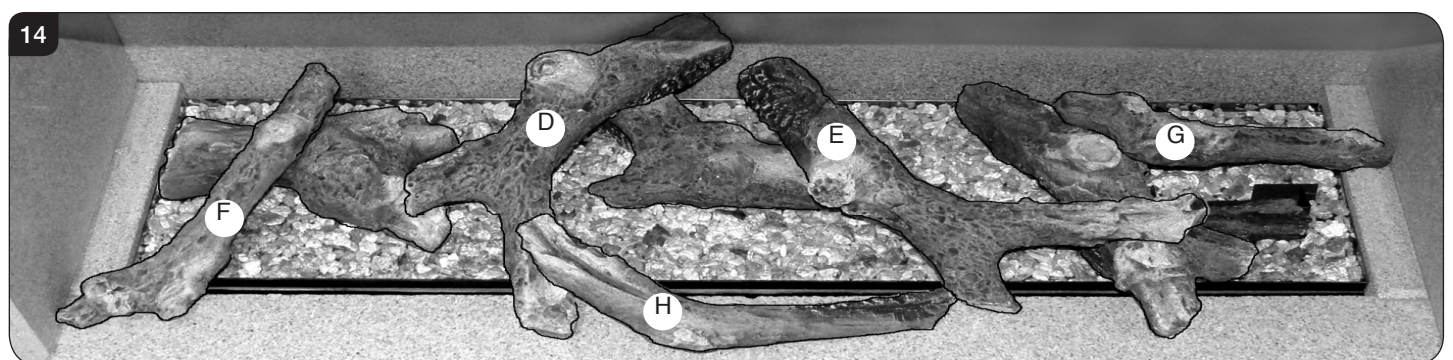

Diagram 14 shows the layout of logs D to H.

9.4 Log D has a recess on the underside to fit onto the stud of Log B at the back left. The small branch of the log rests on Log A.

9.5 A recess in the back of Log E fits the stud on Log B and its long branch rests snugly behind a wood knot of Log C.

9.6 Log F fits centrally onto Log A with its front edge resting on the front panel.

9.7 Log G is centrally positioned around the moulded wood knot of Log C and rests against the right side panel crossing the pilot shield beneath.

9.8 The small branch underneath Log H rests on the front panel and overlaps Log D just touching Log E.

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User Instructions

10. Flame Failure Device

10.1 This is a safety feature incorporated on this appliance which automatically switches off the gas supply if the pilot goes out and fails to heat the thermocouple.

IF THIS OCCURS DO NOT ATTEMPT TO RELIGHT THE APPLIANCE FOR 3 MINUTES.

11. Running In

11.1 During initial use of a new GAZCO appliance a strong odour will be encountered as various surface coatings become hot for the first time. Although these odours are harmless it is recommended that the appliance is operated on maximum for 4 to 8 hours in order to fully burn off these coatings. After this period the odours should then disappear.

If the odours persists, please contact your installer for advice.

11.2 During the first few hours of burning there may be discolouration of the flames. This will also disappear after a short period of use.

12. Servicing

12.1 The appliance must be serviced every 12 months by a qualified Gas Engineer. In all correspondence always quote the Model number and the Serial number which may be found on the data badge.

13. Ventilation

13.1 Any purpose provided ventilation should be checked periodically to ensure that it is free from obstruction.

14. Installation Details

14.1 Your installer should have completed the commissioning sheet at the front of this book. This records the essential installation details of the appliance. In all correspondence always quote the Model number and Serial number.

15. Hot Surfaces

15.1 Parts of this appliance become hot during normal use.

15.2 Regard all parts of the appliance as a working surface.

15.3 Provide a suitable fire guard to protect young children and the infirm.

16. Appliance will not light

If you cannot light the Studio:

16.1 Check and change the batteries in the remote handset.

16.2 Check and change the wall switch batteries (see Section 6).

16.3 Consult your Gazco retailer or installer if the Studio still does not light.

Technical Specification

Covering the following models:

Model	NATURAL GAS	LPG
Riva Vision	526-008	526-793

Stone Chippings Versions

Model	Gas CAT.	Gas Type	Working Pressure	Aeration	Injector	Gas Rate m³/h	Input kW (Gross) High	Input kW (Gross) Low	Country
Riva Vision	I$_{2H}$	Natural (G20)	20mbar	6 x 10	390	0.657	6.9	4.0	GB, IE
	I$_{3+}$	Propane (G31)	37mbar	Open both sides	185	0.257	6.9	4.0	GB, IE
		Butane (G30)	29mbar			0.197			
Efficiency Class 2 - 70% / NOx Class 4									
Flue Size - Top Exit Ø 127mm									
Gas Inlet Connection Size Ø 8mm									
Minimum Flue Specification = T260/N2/0/D/1									
Maximum Flue Temp = 220°C									

Model	NATURAL GAS	LPG
Riva Vision	526-039	526-414

Stone Chippings Versions

| Model	Gas CAT.	Gas Type	Working Pressure	Aeration	Injector	Gas Rate m³/h	Input kW (Gross) High	Input kW (Gross) Low	Country
Riva Vision	I$_{2H}$	Natural (G20)	20mbar	6 x 10	375	0.638	6.7	4.0	GB, IE
	I$_{3+}$	Propane (G31)	37mbar	6 x 10 16 x 23	128	0.260	6.9	4.0	GB, IE
		Butane (G30)	29mbar	16 x 23 (2)		0.197			
Efficiency Class 2 - 70% / NOx Class 4									
Flue Size - Top Exit Ø 127mm									
Gas Inlet Connection Size Ø 8mm									
Minimum Flue Specification = T260/N2/0/D/1									
Maximum Flue Temp = 220°C									

Installation Instructions

Technical Specification

This appliance has been certified for use in countries other than those stated. To install this appliance in these countries, it is essential to obtain the translated instructions and in some cases the appliance will require modification. Contact Gazco for further information.

PACKING CHECKLIST

Qty Description	Fixing Kit containing:-
For Stone Chippings Layout 1 White Stone Chippings **For Log Layout** 1 Log Set 1 Vermiculite	1 x Instruction Manual 2 x Wood Screws 2 x Wall Plugs 1 x Handset 3 x C cell Batteries 2 x 1.5v AA alkaline Batteries 1 x Battery Holder 2 x Self Tapping Screws 2 x Wing Nuts 2 x Fixing Plates 2 x Washers
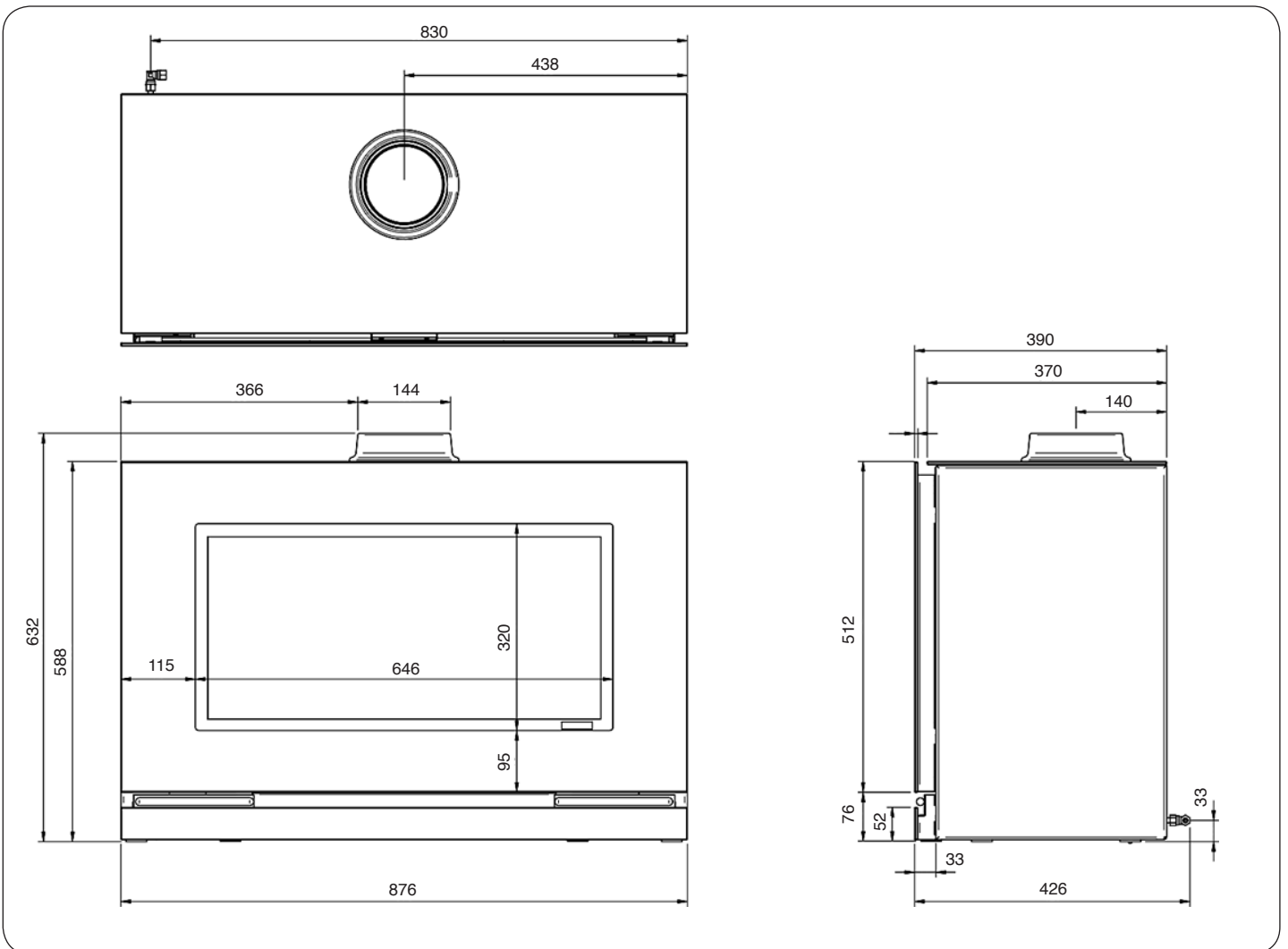
Installation Instructions

Site Requirements

1. Flue & Chimney Requirements

WHEN INSTALLING A FLUE SYSTEM PLEASE REFER TO THE MANUFACTURER'S INSTRUCTIONS.

The European chimney standards now describe chimneys and flues by their temperature, pressure and resistance to corrosion, condensation and fire. To identify the correct flue system, the minimum flue specification is shown in the Technical Specification. Existing chimneys are not covered by this system.

The flue must be installed in accordance with all local and national regulations and the current rules in force:

1.1 A flexible liner must be continuous from the appliance spigot to the roof terminal.

1.2 The minimum effective height of the flue must be 3m (10').

1.3 The flue must be free from any obstruction.

1.4 Any damper plates must be removed or secured in the fully open position and no restrictor plates fitted.

1.5 The chimney should be swept immediately before installing the appliance, but it need not be swept if you can see the chimney is clean and free from obstruction throughout.

2. Flue Options

Top Exit only - Twin Wall Rigid 127mm (5")

A range of Vitreous Enamel Gloss Black flue pipe is available to compliment the Riva Vision. Please contact your Gazco retailer for further information.

3. Gas Supply

This appliance is intended for use on a gas installation with a governed meter.

3.1 Make sure local distribution conditions (identification of the type of gas and pressure) and the adjustment of the appliance are compatible before installation.

3.2 Ensure the gas supply delivers the required amount of gas and is in accordance with the rules in force.

3.3 You can use soft copper tubing on the installation and soft soldered joints outside the appliance and below the firebed.

3.4 A factory fitted isolation device is part of the inlet connection; no further isolation device is required.

3.5 All supply gas pipes must be purged of any debris that may have entered prior to connection to the appliance.

3.6 The gas supply enters through the silicone panel located on the LEFT-HAND side of the outer box. Slit with a sharp knife prior to passing the supply pipe through.

3.7 The gas supply must be installed in a way that does not restrict the removal of the appliance for servicing and inspection.

4. Ventilation

IMPORTANT: Ensure any national ventilation requirements are taken into account during installation of the appliance.

UK ONLY:
The Riva Vision has a nominal input not exceeding 7.0kW and does not normally require any additional permanent ventilation.

FOR THE REPUBLIC OF IRELAND REFER TO THE RULES IN FORCE FOR VENTILATION REQUIREMENTS.

5. Appliance Location

5.1 This appliance has been designed to stand on either a hearth or an optional bench:
RVACLB100B - Riva Bench Low (100cm wide)
RVACB100B - Riva Bench (100cm wide)
RVACLB120B - Riva Bench Low (120cm wide)
RVACB120B - Riva Bench (120cm wide)
RVACLB140B - Riva Bench Low (140cm wide)
RVACB140B - Riva Bench (140cm wide)

5.2 **To install the bench:**
Follow Section 1, Installation - All Models in the installation guide (PM205) supplied with the bench kit.

5.3 **To secure the appliance to the bench**:
You must consider where you place the appliance on the bench before using the template, see Diagram 1.
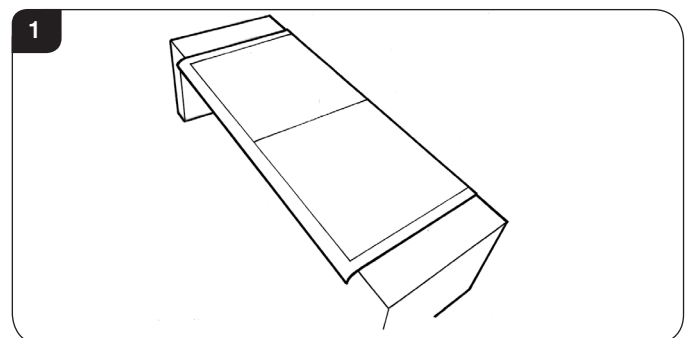
Using the template provided with this appliance as a guide to the final position of the appliance:

1. Mark and drill the holes.

2. Fix the two brackets to the bench. For details refer to Installation Instructions, Section 2.

3. Position the appliance on the bench lining up the holes in it's base with the fixing plates, see Installation Instructions, Section 2.

![GAZCO - Fire Your Imagination]

Installation Instructions

5.4   The non-combustible hearth must be at least 12mm thick, and project a minimum of 50mm from the base of the appliance in all directions.

5.4   This appliance must not be installed in a room that contains a bath or shower.

5.5   The appliance is not suitable for installation against a combustible wall. A combustible side wall must be 150mm from this appliance.

5.6   Clearances to Non-combustible Walls

2

A = 50mm
B = 150mm

3

A = 50mm
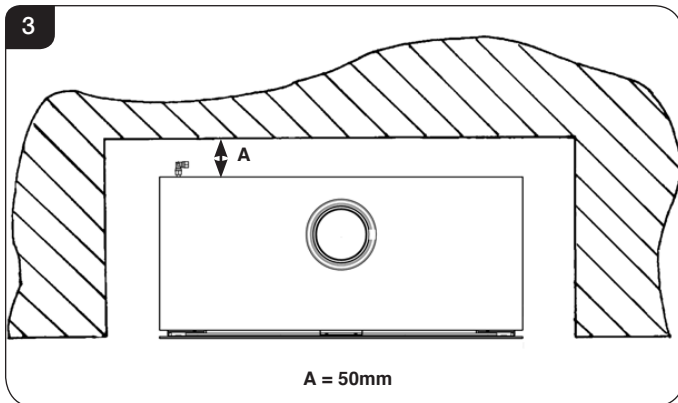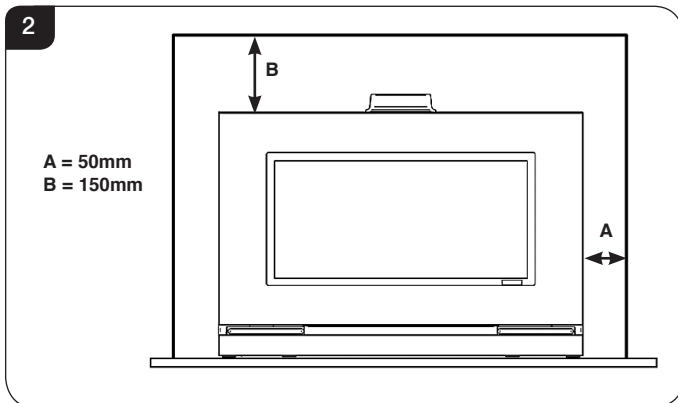
5.7   A combustible shelf must be a minimum of 400mm above the top of the appliance. This is based on a 150mm deep shelf. For every extra 13mm of depth add 25mm above the 400mm from the top of the appliance.

Installation Instructions

1. Safety Precautions

1.1 For your own and other's safety, you must install this appliance according to local and national codes of practice. Failure to install the appliance correctly could lead to prosecution. **Read these instructions before installing and using this appliance.**

1.2 These instructions must be left intact with the user.

1.3 Do not attempt to burn rubbish on this appliance.

1.4 Keep all plastic bags away from young children.

1.5 Do not place any object on or near to the appliance and allow adequate clearance above the appliance.

IF THE APPLIANCE IS EXTINGUISHED OR GOES OUT IN USE, WAIT 3 MINUTES BEFORE ATTEMPTING TO RELIGHT THE APPLIANCE.

i **IMPORTANT: REFER TO DATA BADGE AND TECHNICAL SPECIFICATION AT THE FRONT OF THE MANUAL TO ENSURE THE APPLIANCE IS CORRECTLY ADJUSTED FOR THE GAS TYPE AND CATEGORY APPLICABLE IN THE COUNTRY OF USE.**

FOR DETAILS OF CHANGING BETWEEN GAS TYPES REFER TO SERVICING, SECTION 17, REPLACING PARTS.

Unpacking

1.6 Remove the appliance from its packaging, and check that it is complete and undamaged.

1.7 The glass lid is stored on top of the appliance. Remove and store in a safe place.

Put the loose ceramic parts to one side so that they are not damaged during installation.

2. Installation of the Appliance

⚠ **IMPORTANT: THE OUTER PANELLING OF THE RIVA VISION IS MADE FROM GLASS. USE CAUTION WHEN INSTALLING, REMOVING AND STORING AS THE COMPONENTS ARE FRAGILE AND COULD BREAK UNLESS HANDLED CAREFULLY.**

i **Please note: As an optional extra Gazco can provide a mains adapter to supply constant power to the appliance control box instead of the battery pack.**

If installing an appliance with the adapter make provision for a mains power socket within 1.5m of the control box and follow the instructions provided.

2.1 Remove the front from the appliance by lifting clear of the slotted hooks, see Diagram 1.
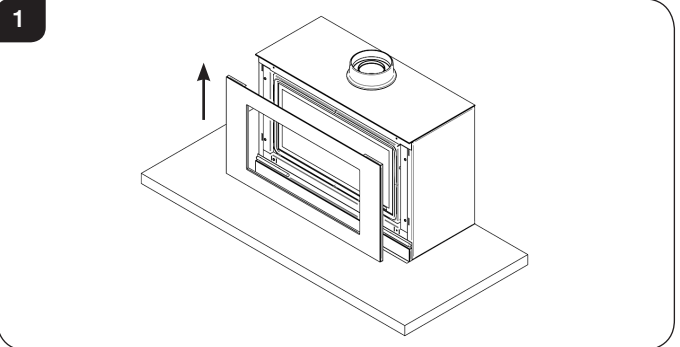
The use the hex key provided to release the window locks moving each from shut to open towards the outer edge of the glass door, see Diagram 2.
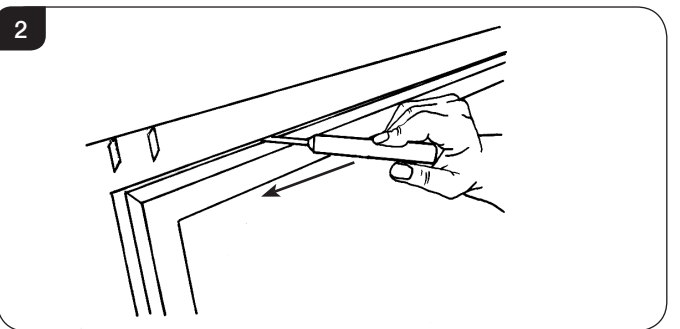
2.2 Remove the box from the appliance and store safely as it contains the remote control and fuel effects, etc.

2.3 Remove all the enamel or vermiculite liners where necessary.

2.4 To access the controls and pressure test point:
Remove the glass front, liners, burner and splitter plate, refer to Servicing, Replacing Parts, Section 3 - 7.

2.5 The gas supply enters the appliance through a silicon panel on the floor under the access panel, see Diagram 3.
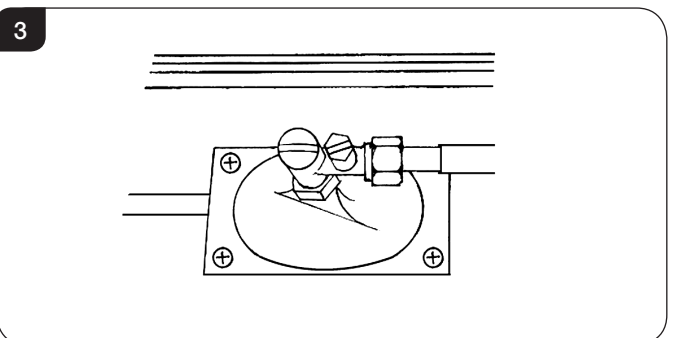
2.6 Slit with a sharp knife before bringing through the supply pipe, see Diagram 3.

2.7 Check the pull of the flue system by applying a lighted smoke pellet to the flue system opening If there is a definite flow into the chimney, proceed with the installation. If not, warm the chimney for a few minutes.

IF THERE IS STILL NO DEFINITE FLOW, THE FLUE MAY REQUIRE ATTENTION - SEEK EXPERT ADVICE

Installation Instructions

2.8 Remove the touchpad/battery holder.

DO NOT PULL THE BRACKET AS THE TOUCHPAD AND BATTERY LEADS ARE ATTACHED. PLACE TO ONE SIDE. THIS IS TO ACCESS THE LEFT HAND FIXING, SEE DIAGRAM 4.

4

Remove touchpad/
battery holder
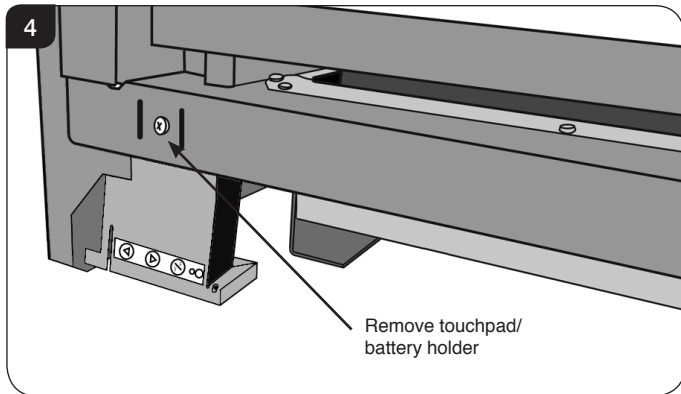
**A drilling template is supplied in order to locate the fixing plates.**

2.9 Following the template instructions.
Fix the two brackets either to the hearth or the bench, see Diagram 5.

5

Brackets
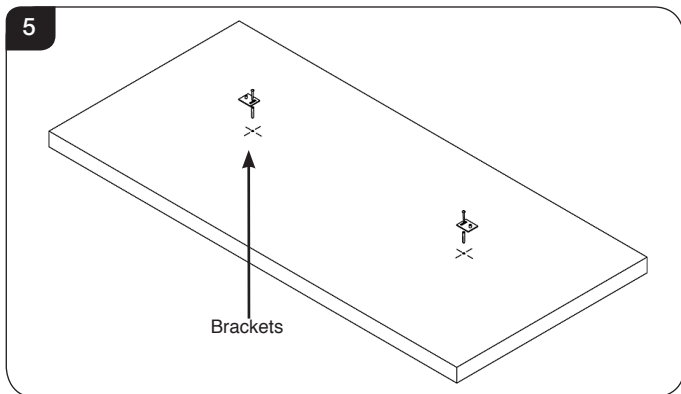
2.10 Lift the appliance so as to locate the carcass onto the fixing plates. There are two large holes the lower flanges on the front edges of the base, see Diagram 6.

6

Flanges
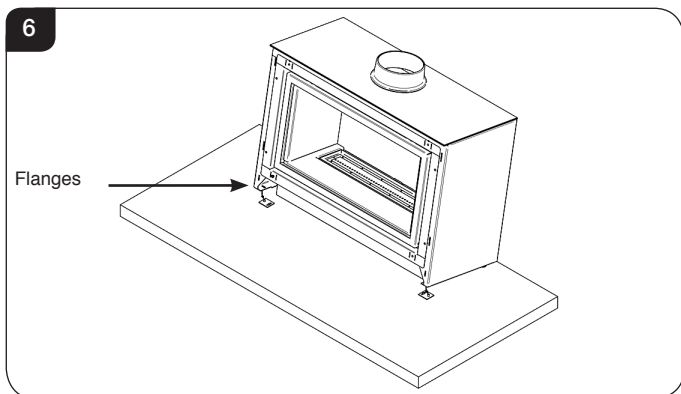
2.11 Place the two large washers over the studs and fix with two wingnuts, see Diagram 7.

7

Wingnut
Fixing stud
Flange
Fixing Plate
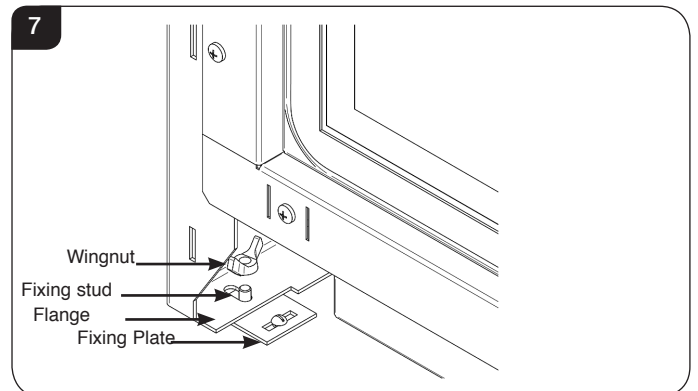
2.12 Replace the touchpad and battery holder.

ENSURE THE BLACK DECORATIVE COLLAR IS FITTED TO THE TOP OF THE APPLIANCE PRIOR TO THE INSTALLATION OF THE FLUE.

2.13 The flue system can now be connected to the appliance ensuring all joints are sealed with a suitable fire resident sealant. Use self-tapping screws at the flue spigot joint.

2.14 Connect a suitable pressure gauge to the test point located on the inlet fitting and turn the gas supply on.

2.15 Temporarily replace the burner and light the appliance. Check all gas joints for gas soundness.

2.16 Turn the appliance to a maximum and check that the supply pressure is as stated on the databadge.

2.17 Turn the gas off and replace the test point screw.
Turn the gas back on and check the test point for gas soundness.

3. Assembling the Appliance

3.1 Add the stone chippings or vermiculite, making sure they are flattened and level with the rim of the tray

TAKE CARE NOT TO SPILL THE FUEL EFFECT INTO THE PILOT AREA.
ONLY GENUINE GAZCO PARTS CAN BE USED IN THIS APPLIANCE.
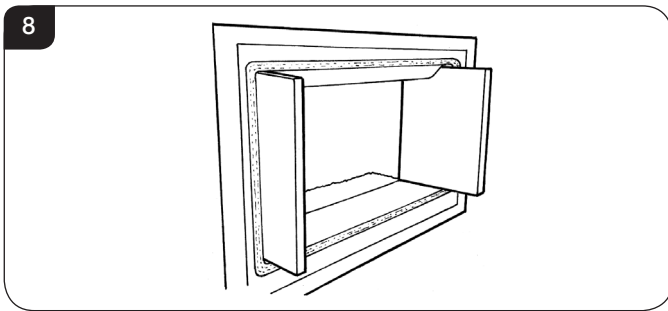
Vermiculite Only: Use the exact amount of vermiculite supplied. This is just enough to cover the burner.

ENAMEL LINERS

The back panel is already in place.

3.2 Slide the lower panel into position, then the two side panel, see Diagram 8. .
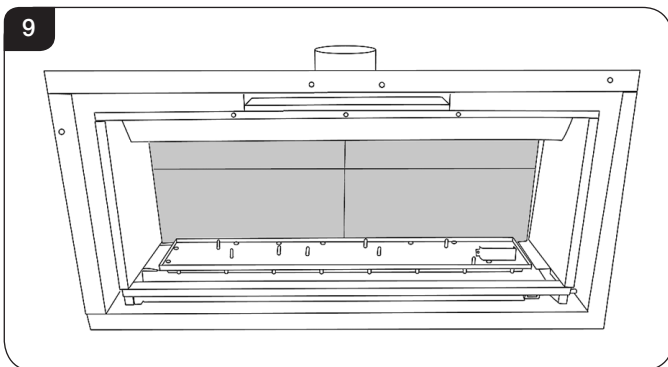
3.3   VERMICULITE PANELS

NOTE: THE FRONT PANELS ARE IN TWO PIECES:

**HOLD THE REAR PANEL UNTIL ALL THE OTHER PANELS ARE IN PLACE AS THEY CAN FALL FORWARD**

3.4   Place the rear panel(s) behind the locating bracket on the rear support bar, see Diagram 9.

3.5   Place the lower side and front panels in position so the chamfers meet at the front edge of the burner.

3.6   Ensure the two-piece front panels are engaged against the centre support tags on the Burner and are pushed together in the middle, see Diagram 10.
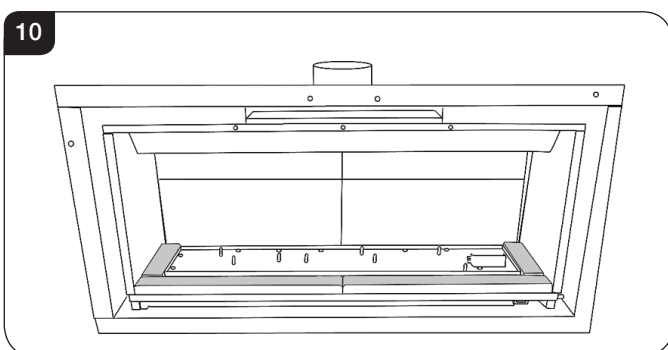
3.7   Slide the two side panels up to the rear panel, see Diagram 11.
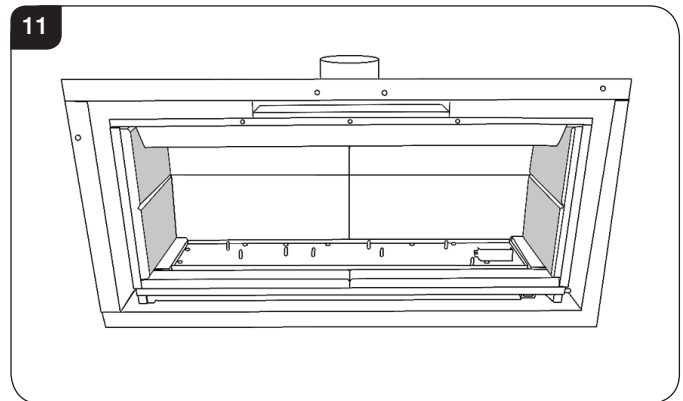
NOTE: THE HORIZONTAL CHAMFERS MUST ALIGN ON THE REAR AND SIDE PIECES.

4. Arrangement of the Fuel Bed

Advice on handling and disposal of fire ceramics

The fuel effect of the log version of this appliance is made from Refractory Ceramic Fibre (RCF), a material which is commonly used for this application.

Protective clothing is not required when handling these articles, but we recommend you follow normal hygiene rules of not smoking, eating or drinking in the work area and always wash your hands before eating or drinking.

To ensure that the release of RCF fibres are kept to a minimum, during installation and servicing a HEPA filtered vacuum is recommended to remove any dust accumulated in and around the appliance before and after working on it. When servicing the appliance it is recommended that the replaced items are not broken up, but are sealed within heavy duty polythene bags and labelled as RCF waste.

RCF waste is classed as stable, non-reactive hazardous waste and may be disposed of at a licensed landfill site.

Excessive exposure to these materials may cause temporary irritation to eyes, skin and respiratory tract; wash hands thoroughly after handling the material.

4.1   **White Stone Fuel Effects:** If you need to replace the white stone effect chippings and refill the tray, make sure they are flattened so they are level with the rim of the tray.

4.2   **Vermiculite for Logs Layout:** Use the entire bag of supplied Vermiculite.

**TAKE CARE NOT TO SPILL STONE EFFECT CHIPPINGS OR VERMICULITE INTO THE PILOT AREA.
ONLY USE THE FUEL EFFECT SUPPLIED BY GAZCO IN THIS APPLIANCE.**

GAZCO
Fire Your Imagination

Installation Instructions

5. Log Layout

LOGS MUST BE POSITIONED ACCORDING TO THE FOLLOWING INSTRUCTIONS TO GIVE THE CORRECT FLAME EFFECT

5.1 Use all the vermiculite to fill the burner tray and spread evenly across the whole burner.

5.2 Rest the ceramic bark against the front face of the pilot shield, see Diagram 12.
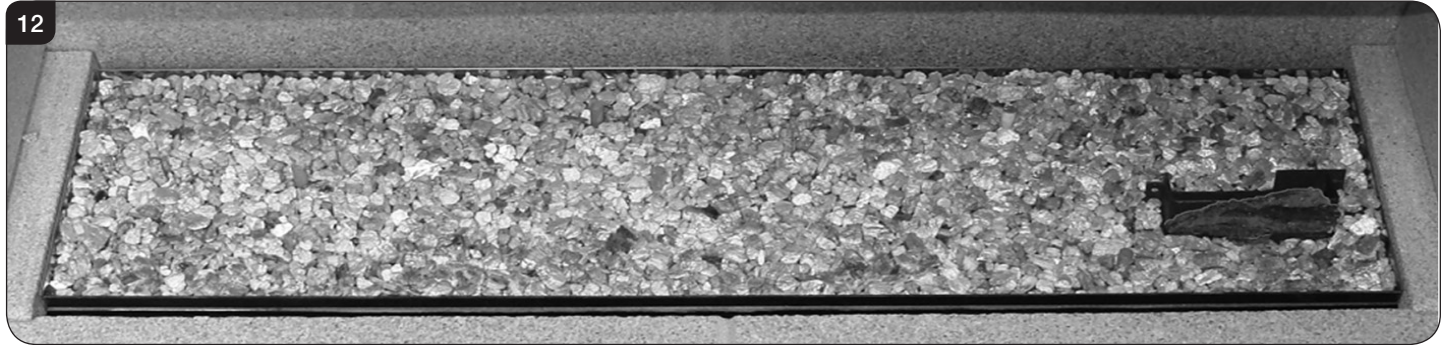
All logs can be identified by a letter (A - H) on their underside. The first three logs, A, B and C, also have holes to locate each onto a burner stud.

5.3 Working from left to right place logs A, B and C onto their studs as illustrated in Diagram 13.
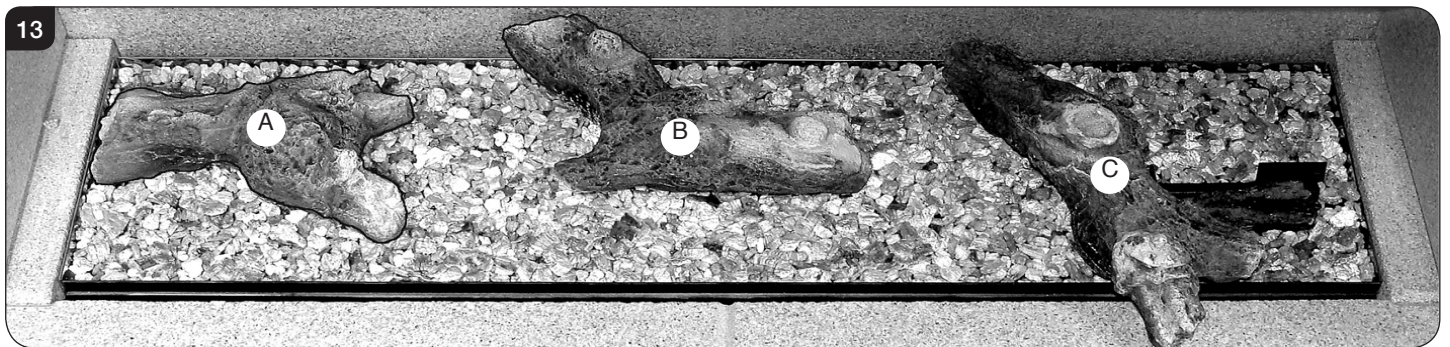
Diagram 14 shows the layout of logs D to H.

5.4 Log D has a recess on the underside to fit onto the stud of Log B at the back left. The small branch of the log rests on Log A.

5.5 A recess in the back of Log E fits the stud on Log B and its long branch rests snugly behind a wood knot of Log C.
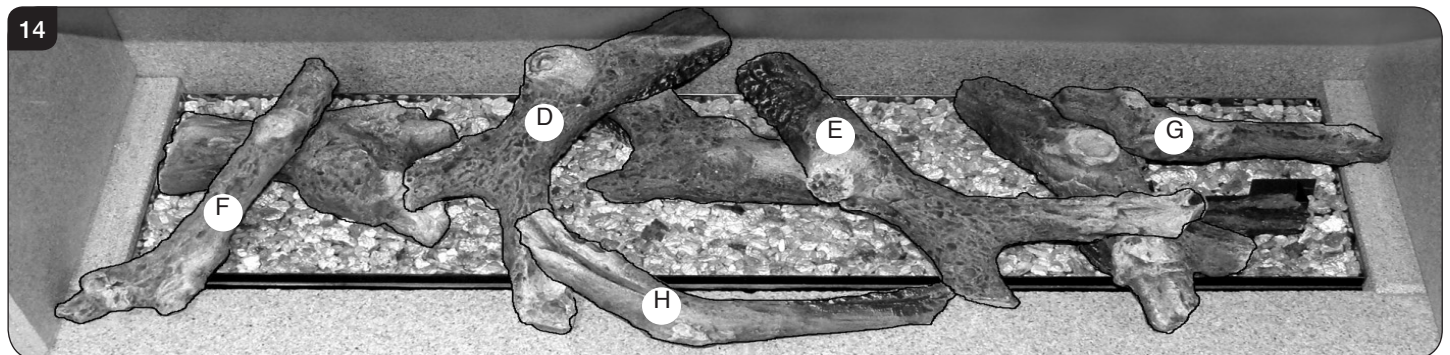
5.6 Log F fits centrally onto Log A with its front edge resting on the front panel.

5.7 Log G is centrally positioned around the moulded wood knot of Log C and rests against the right side panel crossing the pilot shield beneath.

5.8 The small branch underneath Log H rests on the front panel and overlaps Log D just touching Log E.

6. Completion of Assembly

6.1   To fit the window frame keep the frame in the upright position with the locks uppermost.

6.2   Offer the frame to the foot of the opening.

6.3   Slide the frame to the right to locate the right hinge pin.
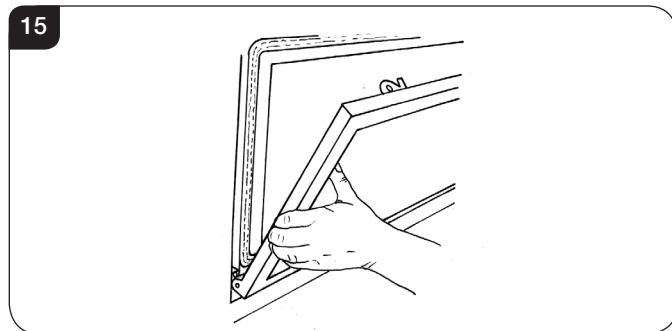
6.4   Manoeuvre the frame up towards the left side to locate the left hinge pin.

6.5   Slide onto the hinge with a right movement.

6.6   Secure in place with a spring clip at the right hinge pin, see Diagram 16.
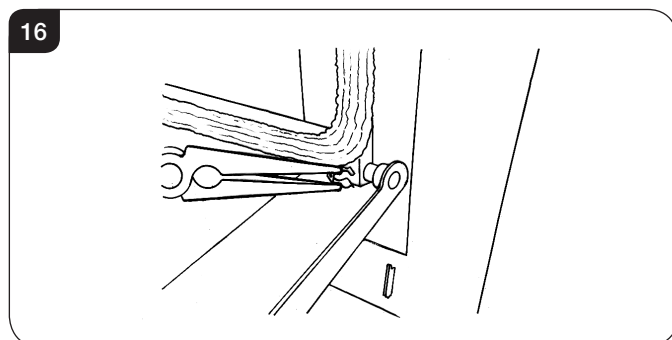
6.7   Close the window

6.8   Using the hex key provided close the window locks by moving from open to shut towards the window centre, see Diagram 17.
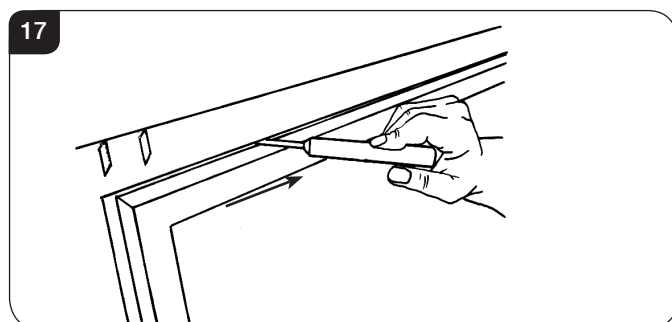
6.9   Replace the front by clipping into the four slots that secure it to the appliance.

> ⚠ **UNDER NO CIRCUMSTANCES SHOULD THE APPLIANCE BE USED WITHOUT THE CATCHES HOLDING THE DOOR IN PLACE.**

7. Operating the Appliance

7.1   The appliance has 4 flame settings:

1. High.

2. Medium.

3. Low.

4. Standby (Pilot only).

7.2   Both touch pad and handset allow you to manually switch between flame settings.

7.3   The Thermostatic handset also allows to set the appliance to automatically regulate the room temperature.
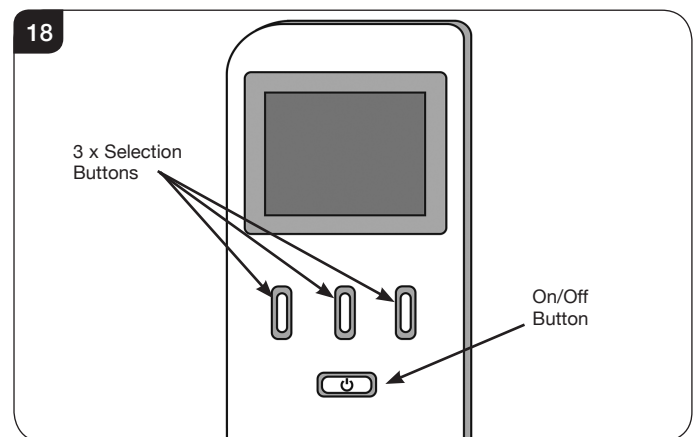

Before using the remote control:

7.4   If there is no display on the LCD screen press any key.

7.5   When first powered, the handset displays the OFF screen. The handset may be locked as indicated by the padlock symbol (🔒), see Diagram 18.

NOTE: To select a function from the options displayed at the bottom of the screen press the button directly below the desired function.
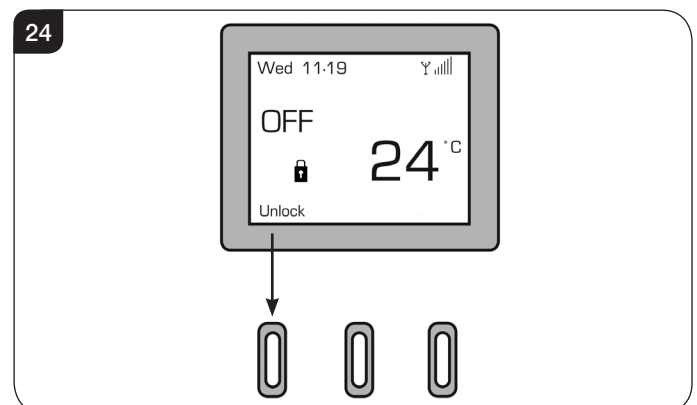
7.6   To unlock the handset select Unlock followed by OK - the symbol will change to an open padlock (🔓).

7.7   There are 3 different modes available for controlling and operating the appliance for full operating details see Section 2, User Instructions.

Installation Instructions

When a command from the handset is received a beep will sound and the LED on the handset will briefly illuminate.

NOTE: The LED flashes every 4 seconds to show that it is communicating with the appliance. After each command has been accepted the LED will cease flashing until the command has been carried out. Wait until the LED resumes flashing before giving another command.

Manual Mode

Switching the Appliance ON:

7.8   To light the appliance press the On/Off (⏻) button, this will bring up the LCD screen. Select the 'On' option on the left of the screen immediately followed directly by the OK button, a single beep will sound.

After the start up cycle has completed the appliance will light on the high flame setting (this can take up to 20 seconds).

Select the 'Manual' option on the screen to control the appliance.

Decreasing the Flame Height:

7.9   From the high flame setting press DOWN (↓) once to lower the flame to the medium setting.

7.10   From the medium flame setting press DOWN (↓) once to lower the flame to the low setting.

7.11   From the low flame setting press DOWN (↓) once to put the appliance in Standby mode (Pilot only).

Increasing the Flame Height:

8.12   To light the appliance when it is in Standby mode press UP (↑) once. The appliance will light on the **Low** flame setting.

7.13   From the low setting press UP (↑) once to increase the flame setting to medium.

7.14   From the medium setting press UP (↑) once to increase the flame setting to high.

> ⚠ **WARNING: IF THE APPLIANCE FAILS TO LIGHT OR BECOMES EXTINGUISHED IN USE, WAIT 3 MINUTES BEFORE ATTEMPTING TO RELIGHT.**

> ⓘ **IMPORTANT: YELLOW FLAMES TYPICALLY APPEAR WHEN THE APPLIANCE HAS REACHED NORMAL OPERATING TEMPERATURE. THIS CAN TAKE UP TO 30 MINUTES.**

Switching the Appliance OFF:

7.15   To switch the appliance OFF press the On/Off (⏻) button once, see Diagram 23.

FOR FULL OPERATING INSTRUCTIONS AND TROUBLESHOOTING SEE USER SECTION.

8. Touch Pad Control

The touch pad control is located at the base of the front of the appliance, see Diagram 25.
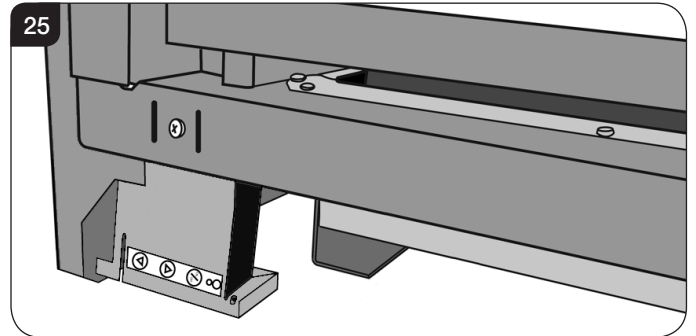
With the touch pad it is possible to turn the appliance ON, OFF and control the flame setting.

NOTE: When using the touch pad buttons a beep will be emitted from the appliance to indicate an accepted command.

Lighting the appliance

8.1   Press the On/Off button once.

If the pilot fails to light, press the ON/OFF button to switch OFF. Wait for at least 30 seconds before attempting to relight.

8.2   After the start up cycle has completed the appliance will light on the **high flame setting** (this can take up to 20 seconds).

If the appliance is in Standby mode, pressing the UP (∧) button will cause the main burner to ignite on the **Low** flame setting.

8.3   To increase the flame height press the UP (∧) button.

8.4   To decrease the flame height press the DOWN (∨) button.

8.5   When on the lowest flame setting pressing the Down (∨) button will switch the appliance to Standby mode (pilot only).

> ⚠ **WARNING: IF THE APPLIANCE FAILS TO LIGHT OR BECOMES EXTINGUISHED IN USE, WAIT 3 MINUTES BEFORE ATTEMPTING TO RELIGHT.**

> ⓘ **IMPORTANT: YELLOW FLAMES TYPICALLY APPEAR WHEN THE APPLIANCE HAS REACHED NORMAL OPERATING TEMPERATURE. THIS CAN TAKE UP TO 30 MINUTES.**

To Switch the Appliance OFF:

8.6   To turn the appliance **OFF** press the On/Off button once.

Touch Pad Control Not Working

If the appliance is not operating with the touch pad control:

8.7   Replace the batteries in the wall switch unit, see Section 6, User Instructions.

8.8   If the appliance still fails to operate consult your installer or Gazco retailer.

1. Commissioning

1.1   Check the flame picture, log/pebble layout.

1.2   Check the gas pressure.

1.3   Close all door and windows in the room.

1.4   Ignite the Studio and operate on maximum for 5 minutes.

1.5   Position a lighted smoke match just inside the draught diverter opening and check all smoke is drawn in along the opening.

       If there is any doubt:

1.6   Run the appliance for a further 10 minutes and repeat the test, see Diagram 1.
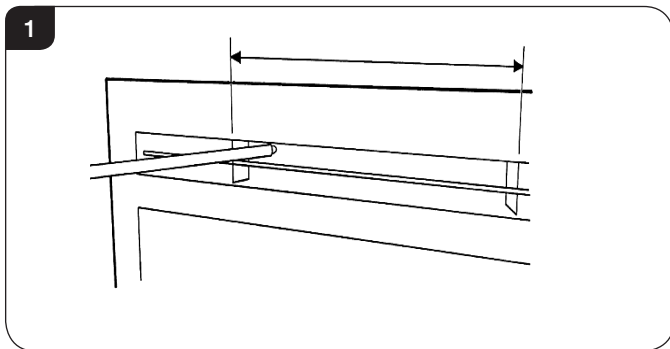
1.7   Complete the Commissioning Checklist at the front of this manual covering:

       — Flue checks

       — Gas checks

       — Log/fuel effect layout - flame picture

       For working pressure test, use the access panel at the gas connection ensuring the burner is in position. Refer to Replacement Parts, Section 18.

1.8   Upon completion of the commissioning and testing of the installation and correct operation of the appliance, the installer must instruct the user how to operate the appliance.

1.9   Guide the user through the User Instructions paying particular attention to:

       a) Regular servicing (Section 12 of the User Instructions).

       b) Ventilation (Section 13 of the User Instructions) - point out the ventilation positions where applicable.

       c) Hot surfaces (Section 15 of the User Instructions).

       d) How the appliance works with the touch pad control (Section 5 of the User Instructions).

       e) How the appliance works with the remote control handset and the modes of operation (Section 2 of the User Instructions).

f) How to change settings in the auto mode and program modes of operation.

g) What to do if the appliance fails to operate (Section 16 of the User Instructions).

If there are any extractor fans in the room or adjacent rooms, the test must be repeated with the fans running on maximum.

IF SPILLAGE PERSISTS, DISCONNECT THE APPLIANCE AND SEEK EXPERT ADVICE.

For future reference, record the installation details on the Commissioning Sheet on page 3.

2. Pairing the appliance

ⓘ **To access the control panel in order to pair the appliance it will be necessary to remove the Main Control Assembly, see Servicing Section 4.**

If there is no communication between the remote control and the appliance after replacing the control box or the handset, it will be necessary to pair the two together.

Before starting the pairing process ensure the handset is programmed to Channel 'C' see Section 3.

2.2   Ensure batteries are fitted and working in the handset.

2.3   Check all leads and cables are connected correctly.

2.4   Ensure the handset is unlocked. To unlock the handset select Unlock followed by OK - the symbol will change to (🔓).

2.5   Press the ON/OFF button (⏻) on the handset and keep it depressed until the screen changes to the configuration menu. This may take up to 30 seconds and the screen may go blank before changing to the configuration screen.

2.6   When the configuration menu screen appears change the Pairing option to ON using the Change button.

2.7   Within 20 seconds press the yellow button on the control unit repeatedly until a single beep is heard confirming the pairing operation has been successful, see Diagram 1. This may be easier using a pencil, ball point pen or similar.

Remote Handset Pairing Button
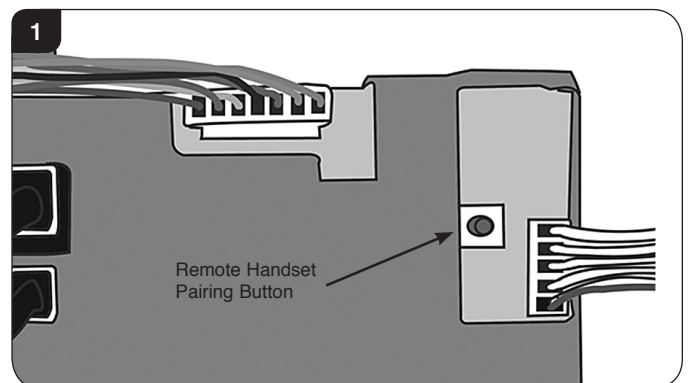
Commissioning

2.8   The remote handset will display a signal level in the top right hand corner. This may take up to 4 minutes.

2.9   Press the back button on the handset to return to the configuration menu and then again to return to the main menu.

3. Changing channel

ℹ️   **WHEN ATTEMPTING A NEW PAIRING PROCEDURE THE HANDSET SHOULD BE SET TO CHANNEL 'C'. IF THE APPLIANCE IS ALREADY SET TO CHANNEL 'C' BUT NO COMMUNICATION SIGNAL STRENGTH IS SHOWN ON THE HANDSET, IT WILL BE NECESSARY TO CHANGE THE COMMUNICATION CHANNEL USING THE FOLLOWING PROCEDURE.**

3.1   Ensure the handset is unlocked. To unlock the handset select Unlock followed by OK - the symbol will change to (🔓).

3.2   Press the ON/OFF button (⏻) on the handset and keep it depressed until the screen changes to the configuration menu. This may take up to 30 seconds and the screen may go blank before changing to the configuration screen.

3.3   Press the button below the down arrow (↓) to scroll through the menu until 'Channel' is displayed.

3.4   The channel is normally pre-set to C. Press the button below 'Select' and then use the down arrow (↓) to set the handset to channel A or B.

3.5   Disconnect the batteries from the control box and reconnect after 10 seconds.

3.6   The remote handset will display a signal level in the top right hand corner. This may take up to 4 minutes, check the strength of the signal in the top right hand corner of the LCD display (Ψıll).

Servicing Instructions

Servicing/Fault Finding Charts

1. Servicing Requirements

IMPORTANT – The glass panel on this appliance should be checked for any signs of damage on the front face of the glass panel (scratches, scores, cracks or other surface defects). If damage is observed, the glass panel must be replaced and the appliance must not be used until a replacement is installed. Under no circumstances should the appliance be used if any damage is observed. Please isolate the appliance until a replacement glass panel has been obtained and installed. Replacement glass panels can be purchased from Gazco via the retailer from which the appliance was purchased or any other Gazco distributor.

This appliance must be serviced at least once a year by a competent person.

All tests must be carried out in accordance with the current Gas Safe recommendations.

1.1 **Before Testing:**

—Conduct a gas soundness test for the property ensuring there are no leaks before servicing.
—Check the operation of the appliance before testing.

1.2 **Special checks:**

—Clean the burner using a vacuum cleaner with a soft brush attachment. Ensure all debris is removed from the burner ports.
—Clean away lint or fluff from the pilot.
—Clean away lint or fluff from under the burner.
—Check the spark gap on the pilot is correct.

1.3 Correct any faults found during the initial test.

1.4 Re-commission the appliance in accordance with Commissioning Procedures of these instructions.

1.5 Advise the customer of any remedial work undertaken.

REPLACE BATTERIES BEFORE ATTEMPTING TO RECTIFY ANY FAULTS.

IGNITION FUNCTIONAL CHECK 1

PILOT WILL NOT LIGHT

Ensure there is no debris around the pilot assembly, (e.g. soot, etc.) which could short the spark, clean the area.

Does the pilot light?

No — Operate the valve control system in the manual mode via the touch pad or remote. Is there a spark?

Yes → (to Does the pilot light)

No → Consult User Instructions and retry.

Is the control being operated correctly?

No → Consult User Instructions and retry.

Yes → Will the pilot light with a match?

Yes → Check alignment of pilot burner head. Change the ignition lead. See Replacing Parts, Section 10.

No → Is the gas turned on to the appliance?

No → Check isolation tap and gas meter, retry.

Yes → Is the gas pressure correct?

No → Correct and retry.

Yes → Has the system got any air in it?

Yes → Purge the gas pipes and retry.

No → There is a blockage in the system, check the inlet test point, the mag seating and valve. Check thermocouple leads for correct orientation, condition and connection

SYSTEM OK

GO TO THE NEXT CHART IGNITION FUNCTIONAL CHECK 2

GAZCO
Fire Your Imagination

Fault Finding Charts

FLAME FAILURE FUNCTIONAL CHECK 3

PILOT WILL NOT STAY LIT OR FIRE GOES OUT IN USE

Ensure there is no debris around the pilot assembly, (e.g. soot etc.) Check for fluff in the pilot aeration hole. See the Diagram in the Replacing Parts section.

Light the pilot using either the handset or the touch pad

Will pilot stay alight?

- No → With the pilot running is the gas pressure as stated on the data badge?
  - No → Problem is with the pipe work or fittings which lead to the appliance. Correct and retry.
  - Yes → Is the pilot flame of the correct length?, see Replacing Parts, Diagram 14. Are the thermocouple leads damaged or loose in the interrupter block?
    - No → Change the pilot unit.
    - Yes → Is thermocouple connection good in back of valve?
      - No → Tighten the connection and retry.
      - Yes → Replace pilot unit.

- Yes → With the appliance running on full is the gas at the pressure stated on the data badge?
  - Yes → Run for 3 mins, turn off, time interval until mag unit shuts with a click. Is this greater than 7 seconds?
    - Yes → Is the flue working?
      - Yes
      - No → Rectify flue
    - No → (to Is thermocouple connection good in back of valve?)

Will pilot stay alight?
- Yes → Run for 3 mins, turn off, time interval until mag unit shuts with a click. Is this greater than 7 seconds?
  - No → Change mag unit.
  - Yes → **SYSTEM OK**
- No → Change mag unit.

IGNITION FUNCTIONAL CHECK 2

NO SPARK

Ensure there is no debris around the pilot assembly, (e.g. soot etc.) which could short the spark, clean the area.

From Ignition Fault Finding Chart 1

Is the gap between electrode and thermocouple 4.0mm?
- No → Is the control system being operated correctly?
  - No → Consult the users instructions, retry.
  - Yes
- Yes → Has ignition lead become detached or is connection poor?
  - No → Check the tab on the pilot burner is not damaged. Either repair tab or replace pilot burner and retry.
  - Yes → Correct and retry.

Remove the ignition lead from electrode. With insulated pliers. Hold the tip 4.0mm from the pilot pipe work, is there a spark when the system is operated?
- No → Has the ignition lead become detached from the control box?
  - No → Replace the lead, retry.
  - Yes → Replace the ignition lead and retry.
- Yes → Check handset batteries are OK. Replace if required. Check handset lock is on manual. Check if handset lock is off. Check batteries to the control unit. Replace if required. Retry with handset and touch pad.

Replace the electrode

Servicing Instructions

Fault Finding Charts

ELECTRONIC CONTROL VALVE FAULT ANALYSIS

Problem	Cause	Error Message	LCD Display	Solution
Does not ignite	No batteries or flat batteries in battery box	10 beeps	BATTERY ERROR	Place new batteries in battery box
	ROM error	2 cycles of 3 beeps	ROM ERROR	Change control unit
	Support test error	2 cycles of 5 beeps	SUPPORT ERROR	Connect earth cable from control box to valve
	Bad reception of remote handset signal			Change batteries in the remote handset
				Check the reception of signal from a shorter distance
				Try pairing again
				Try changing the channel in the configuration menu
	No response to touch control buttons	If LED is continuously on, the cable is connected the wrong way round		Ensure the touch control cable is correctly connected (see installation manual)
	Cable loose or broken or connected wrong way round			Change touch control
	Supply cable to valve disconnected or broken	2 cycles of 5 beeps	SUPPORT ERROR	Reconnect or replace valve cable
	Ignition cable disconnected or broken			Connect ignition cable
Sparks but no pilot ignition	Gas valve supply off or no gas			Check gas installation. Open gas valve
	Valve cable disconnected or broken			Connect valve cable correctly
	Interrupter cable disconnected or broken			Connect correctly or replace pilot cable
Pilot ignites but does not stay on	Pilot is not warmed up			Check pilot flame and verify that it heats the pilot
	Interrupter cable badly connected			Change polarity of pilot cable
	Interrupter cable disconnected or broken			Connect pilot cable
Ignites from remote handset but not from touch pad	Touch control cable disconnected or broken			Connect or replace touch control cable
	Defective touch control buttons			Change touch control
Ignites from touch pad but not from remote	Bad communication with handset			Check batteries in handset
				Check reception of signal from a shorter distance
				Try pairing again
				Try changing the channel in the configuration menu
Switches off after 6 seconds	Short circuit in touch control	5 beeps	BUTTON ERROR	Change touch control wiring
Low batteries on remote			Low battery	Change the batteries in the remote
Appliance switches off		2 cycles of 3 beeps	CONFIG ERROR	Change control unit
		2 cycles of 3 beeps	EEPRON ERROR	Try pairing again
				Change control unit
	Loss of communication between appliance and remote for 18min	20 beeps		The remote is too far from the appliance
				Replace batteries in handset
	High temperature on control unit	1 long beep	TEMP ERROR	If this occurs more than once call the technical service
	Ambient temperature higher than configured		Over Temperature	Check the correct configuration of safety temperature

Servicing Instructions - Replacing Parts

1. General

1.1 All main components can be replaced without removing the appliance from its installation.

IT IS ESSENTIAL THAT THE GAS SUPPLY TO THE APPLIANCE IS TURNED OFF AT THE ISOLATION DEVICE BEFORE PROCEEDING FURTHER.

1.2 **DISCONNECT BATTERIES BEFORE SERVICING THE APPLIANCE**

1.3 Access to the controls is restricted and the whole of the control assembly is to be removed as one unit, see Servicing Section 8.

2. Decorative Front

⚠ **IMPORTANT: THE OUTER PANELLING OF THE RIVA VISION IS MADE FROM GLASS. USE CAUTION WHEN INSTALLING, REMOVING AND STORING AS THE COMPONENTS ARE FRAGILE AND COULD BREAK UNLESS HANDLED CAREFULLY.**
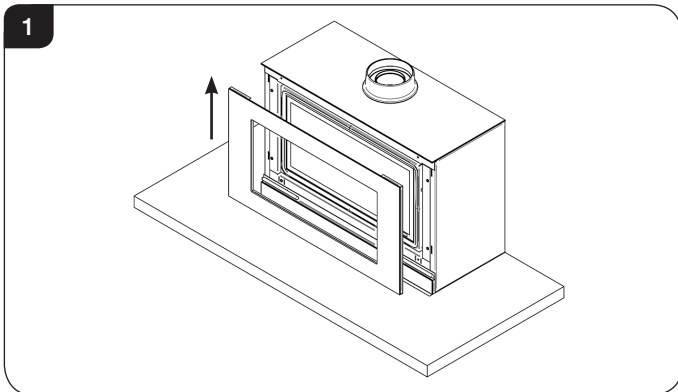
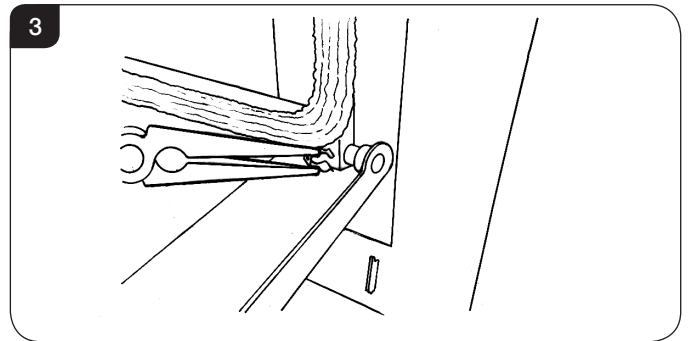2.1 Lift the front off the main body and pull forward.

3. Window Frame Assembly

3.1 To open the glass door use the hexagon key provided.

3.2 Release the window locks by moving them from shut to open towards the outer edges, see Diagram 2.
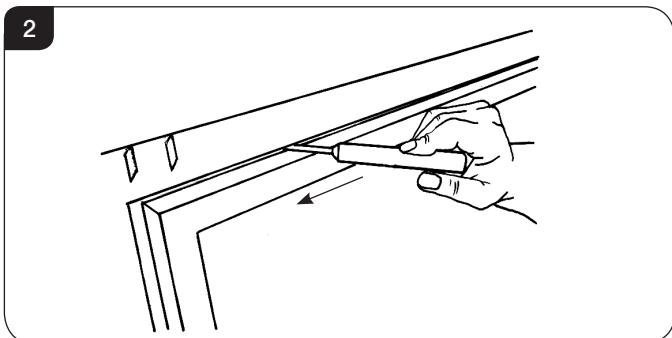
To completely remove the glass front:

3.3 Remove the securing spring clip from the bottom-right of the window frame, see Diagram 3.

3.4 With the window frame in an upright position slide the frame to the left so that it comes off the left hinge pin.

3.5 Still keeping the frame upright drop the left side down and forward slightly, see Diagram 4.
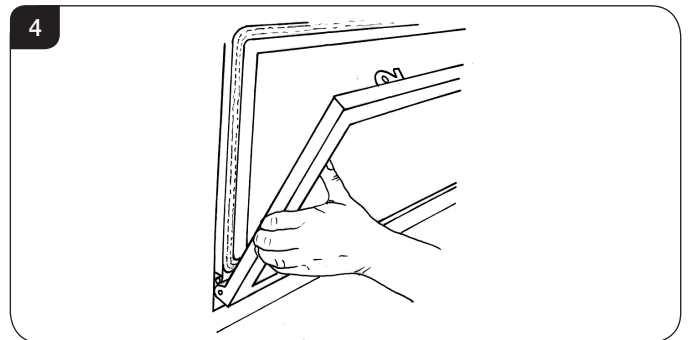
3.6 Slide the frame to the right so it comes off the right hinge pin. The window frame should now be free.

3.7 Refit in reverse order.

3.8 ⚠ **UNDER NO CIRCUMSTANCES SHOULD THE APPLIANCE BE USED WITHOUT THE CATCHES HOLDING THE DOOR IN PLACE.**

4. Glass Window

4.1 Remove the two clips and brackets from either side of the frame, see Diagram 5.
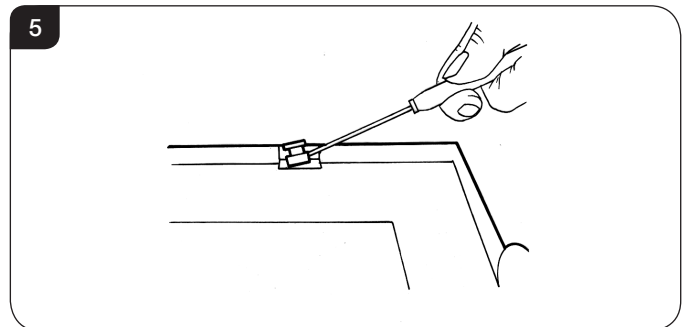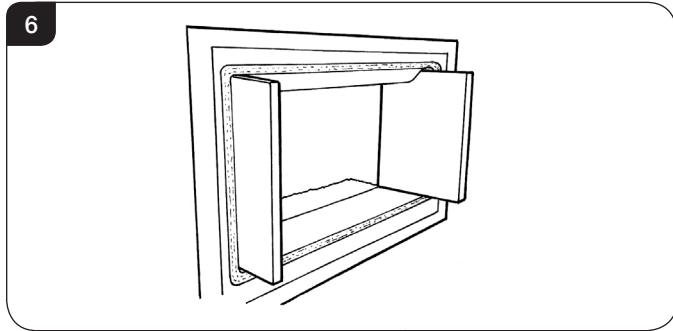

4.2 Lift the glass clear from the lock bracket at the top of the frame and slide out.

5. Black Enamelled Panels for Riva Vision with Stone Chippings

5.1   Slide the side panels forward until clear of the appliance, see Diagram 6.

5.2   When removing the back panel first remove the main burner, see Section 7.

5.3   Slide the lower edge of the back panel forward and lift the panel from the appliance, see Diagram 7.
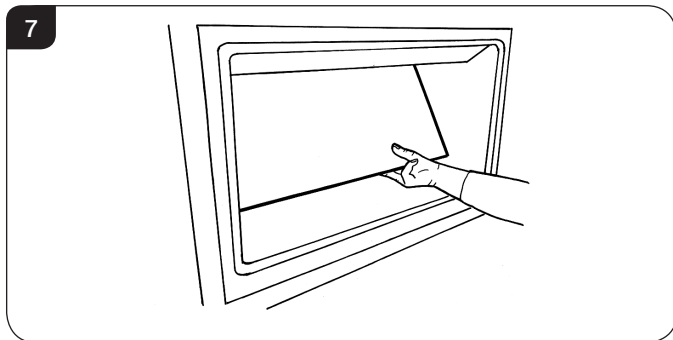
5.4   To reassemble the panels in reverse order:

5.5   Slide the top of the back panel into place before pushing the lower edge back.

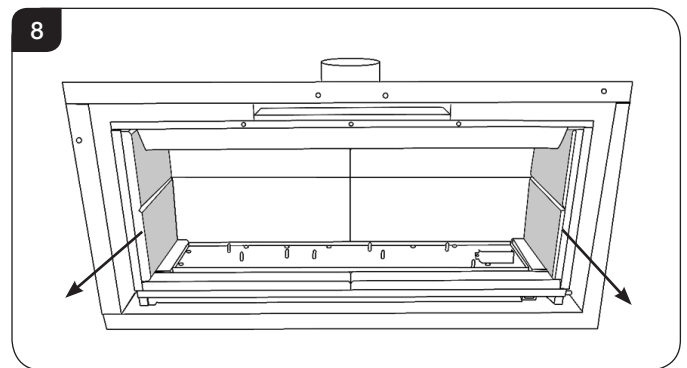5.6   Replace the main burner.

5.7   Replace the bottom panel.

6. Vermiculite Panels for Riva Vision with Logs
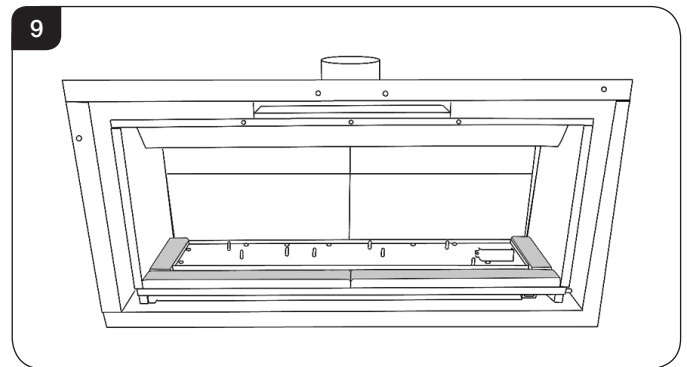
NOTE: RIVA VISION FRONT PANELS ARE IN 2 PIECES:

HOLD THE REAR PANEL UNTIL ALL THE OTHER PANELS ARE IN PLACE AS THEY CAN FALL FORWARD.

REMOVE THE LOGS.

6.1   Slide the side panels forward until clear of the appliance, see Diagram 8.

6.2   Remove the four lower panels, see Diagram 9.

6.3   Tilt the rear panel forward at the top and remove from the appliance, see Diagram 10.
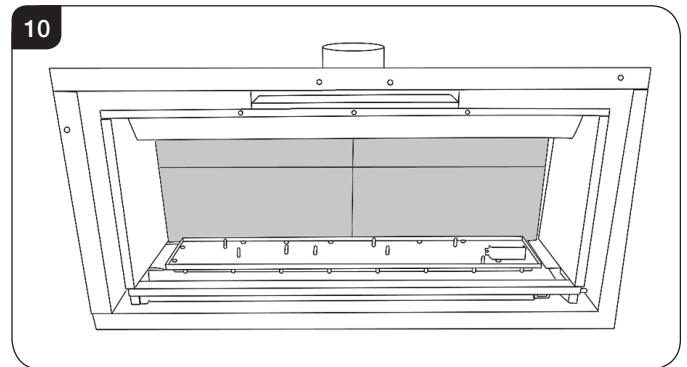
6.4   Replace in reverse order.

Note: THE HORIZONTAL CHAMFERS MUST ALIGN ON THE REAR AND SIDE PIECES.

7. Main Burner

To replace the main burner:

7.1   Remove the stone chippings from the burner (optional).

7.2   Remove the black enamelled panels (see Section 5).

7.3   Remove the burner securing screw from the left side of the burner, see Diagram 11.

Servicing Instructions - Replacing Parts

7.4 Slide the burner fully to the left and lift the right side clear of the pilot, see Diagram 12.

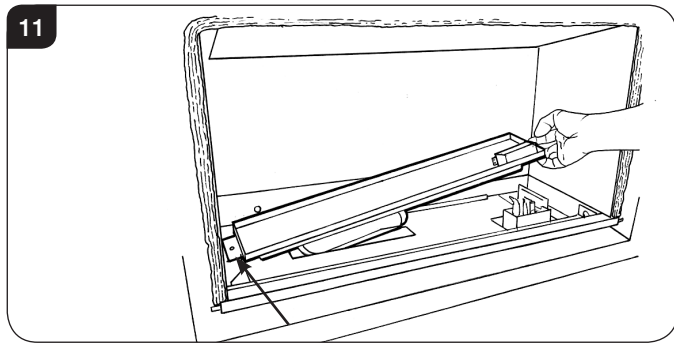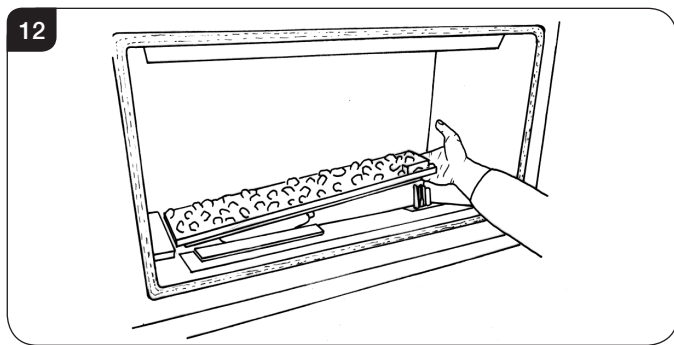7.5 Slide the burner to the right and out of its location.

7.6 Refit in reverse order.

7.7 When refilling the stone chippings, fill to the level of the rim of the burner tray and flatten level.

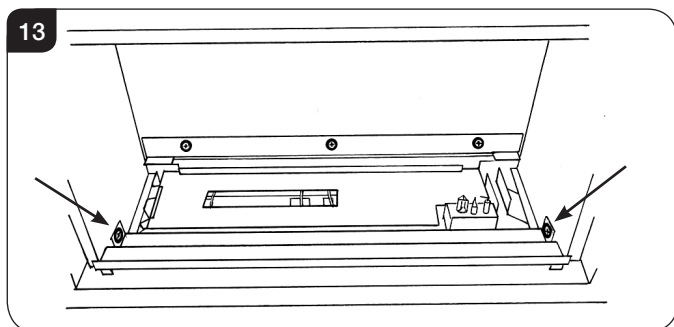**Ensure no stone chippings fall into the pilot area.**

8. Main Control Assembly

8.1 To access the main control assembly first remove:

— The decorative frame
— Window frame
— Enamelled panels
— Main burner
— Splitter plate.

8.2 To remove the splitter plate:

— Loosen the fixing screws (one each side)
— Lift off the front of the plate.
— Pull forward and upwards, see Diagram 13.

All components can be replaced without removing the control assembly.

9. Pilot Unit

9.1 Remove the screw retaining the pilot cover.

9.2 Cut the cable tie retaining the vida flex sleeve and disconnect the ignition lead from the electrode.
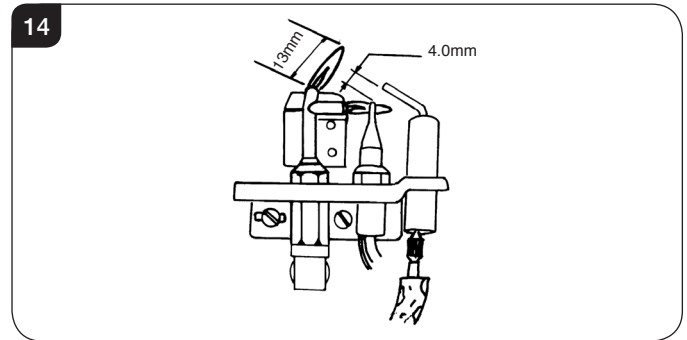
9.3 Undo the pilot pipe and thermocouple from the rear of valve.

9.4 Remove the two fixing screws and retain the vida flex sleeve which is needed for the replacement.

9.5 Replace in reverse order.

9.6 Ensure the thermocouple and ignition lead are threaded through the vida flex and secured with a cable tie. There is a cut out in the pilot shroud to hold the vida flex.

9.7 Check for gas leaks.

10. Ignition Lead

10.1 Cut the cable tie securing the vida flex (if present) and disconnect the ignition lead from the electrode.

10.2 Pull the lead through the vida flex.

10.3 If necessary cut any cable ties and disconnect the lead from the control box, see Diagram 15.
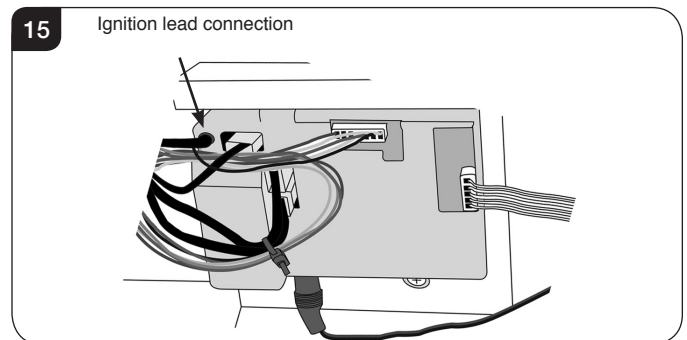
10.4 Replace in reverse order.

10.5 Ensure the lead is passed through the vida flex, secured with a cable tie and the red insulated end is attached to the electrode.

Servicing Instructions - Replacing Parts

11. Gas Valve

To change the gas valve:

11.1 Disconnect the gas inlet pipe.

11.2 Disconnect the gas outlet pipe.

11.3 Disconnect the pilot pipe.

11.4 Disconnect the thermocouple, interrupter leads and the interrupter block.
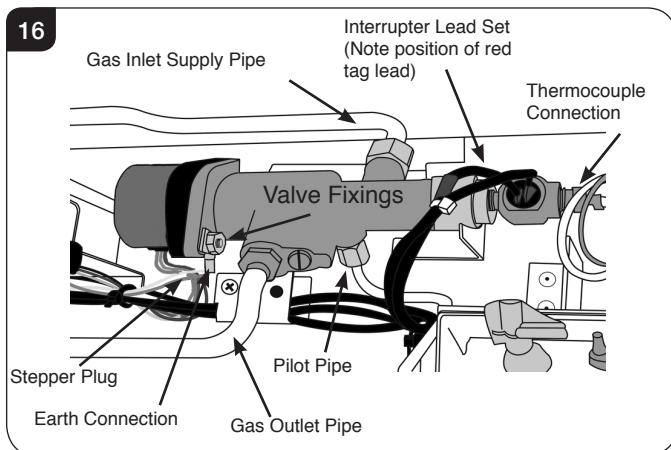
   Note - make a note of the location in the interrupter block of the lead with the red tag marking.

11.5 Remove the 2 x M4 nuts securing the valve to the support bracket and withdraw the valve.

11.6 Disconnect the stepper motor cable plug. Push in the latching clip on the plug to withdraw, see Diagram 16.

Replace in reverse order ensuring:

11.7 The earth cable ring tag is positioned between the valve body and the bracket.

11.8 The interrupter leads are connected correctly with the red tag lead nearest to the gas valve body.

12. Magnetic Safety Valve

To replace the magnetic safety valve:

12.1 Undo the thermocouple from the interrupter block and remove the two interrupter leads.

12.2 Unscrew the interrupter block from the back of the valve.

12.3 Undo the silver magnetic valve retaining nut on the back of the valve.

12.4 Gently tap out the mag valve.

12.5 Replace with a new unit.

12.6 Reassemble in reverse order ensuring that the interrupter leads are connected correctly with the red tag lead nearest to the gas valve body.

12.7 Check for leaks.

13. Control Box

13.1 Disconnect from the control box:

— Ignition lead
— Interrupter leads
— Earth connection
— 7-way stepper motor plug
— The battery power supply cable
— The touch pad control cable

Refer to Diagram 17 for details.
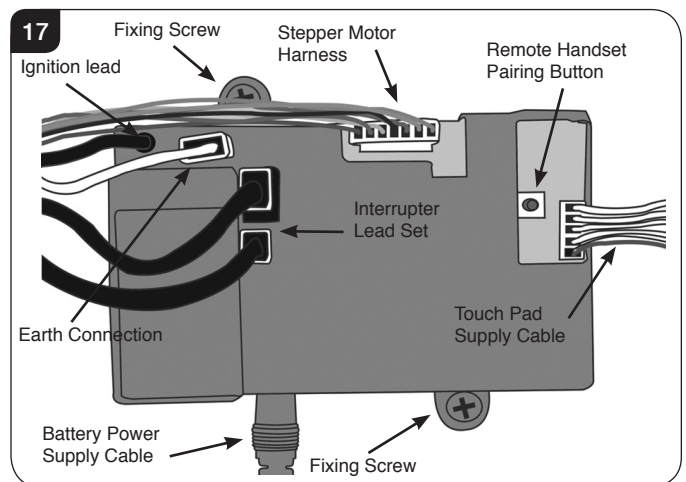
13.2 Undo the two screw fixings holding the PCB box, see Diagram 17. The control box can now be replaced.

13.3 After replacing the control box ensure all cables connections are refitted, see Diagram 18.
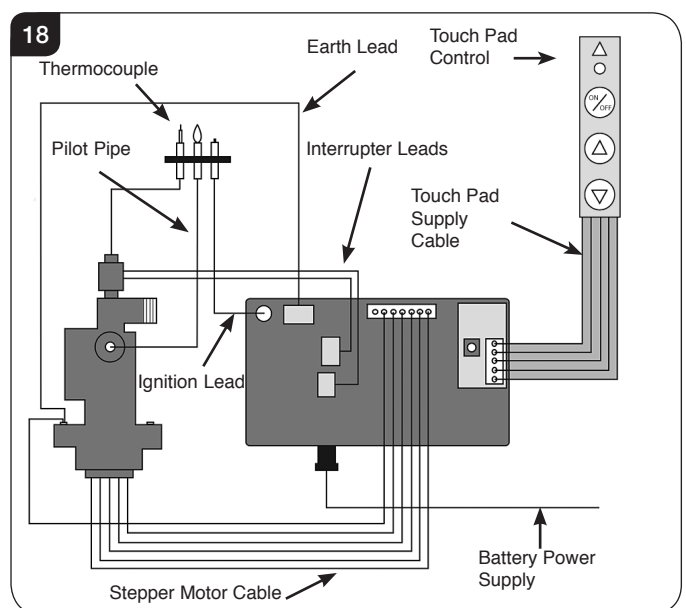
13.4 Prior to re-connection of the control box to the appliance, if there is no communication between the remote handset and

Servicing Instructions - Replacing Parts

the appliance, or if the handset is replaced, it will be necessary to pair the handset with the appliance. Please refer to Commissioning Section 2.

13.5 Ensure batteries are fitted and working in the handset.

13.6 Re-fit the touch pad control cable and the battery power supply cable to the control box.

14. Main Injector

To change the main injector:

14.1 Undo the injector feed pipe.

14.2 Undo the lock nut from the injector and remove the silencer.

14.3 Replace with the correct size injector.

14.4 Check for leaks.

15. Primary Aeration Plate

NOT ALL MODELS HAVE AERATION PLATES. REFER TO TECHNICAL SPECIFICATIONS ON PAGE 13.

15.1 Remove the burner module as described in Replacing Parts, Section 7.

15.2 Remove the fixing screw and slide the plate off the venturi.

15.3 Replace with the correct size plate and secure with the screw. Ensure the lower edge of the plate is located over the venturi flange, see Diagram 19.
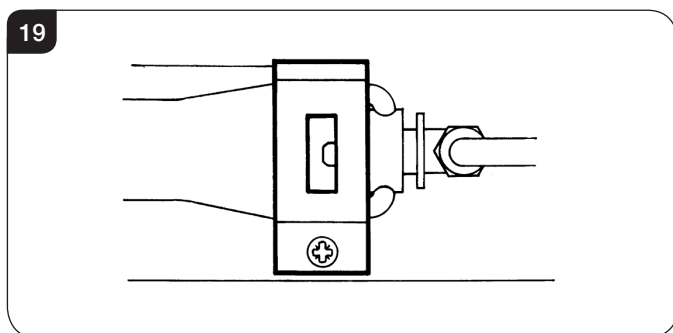
16. Debris Area Access

16.1 Remove the Steel frame (if fitted).

16.2 Remove the glass door assembly.

16.3 Remove the enamelled panels.

16.4 Remove the burner and splitter plate.

16.5 Isolate the gas supply.

16.6 Disconnect the isolating device from the inlet pipe on the appliance.

16.7 Remove the 7 screws from the front of the loose box, see Diagram 20.
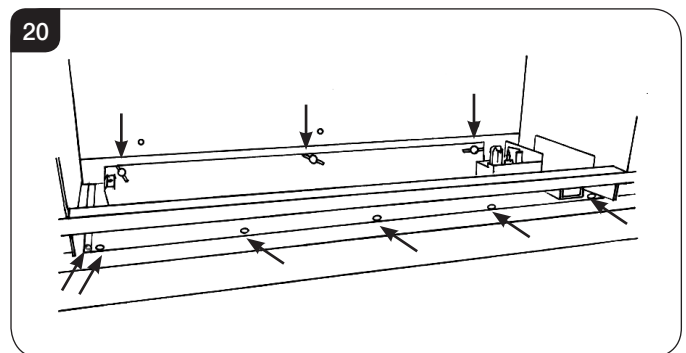
16.8 Remove the 3 screws from the rear panel.

16.9 Lift the panel to disengage the locating brackets, see Diagram 20.

16.10 Remove the 3 wing nuts and screws retaining the loose box, see Diagram 20.

To release the box from the main body:

16.11 Rotate the front of the box upwards and draw the box forward off the rear studs.

16.12 Ensure the gas pipe passes through the silicon seal in the base of the box.

Any debris can now be removed through the aperture.

16.13 Replace in reverse order taking care not to damage the gas pipe when replacing the box.

17. Changing Between Gas Types

In order to change between gas types, it will be necessary to change the both the burner assembly and the complete control assembly.

Contact your Gazco dealer for further information.

A kit of parts is available for this, always quote the Model number and Serial number when ordering any spare parts.

18. Pressure and leak testing the appliance

18.1   Follow Section 8, Main Control Assembly.

18.2   Access to the pressure test point can now be reached, see Diagram 21.
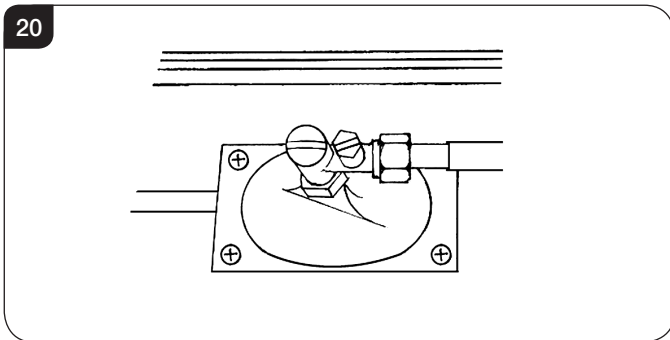
18.3   Refer to Installation Instructions, Section 2.5 - 2.7 to check gas pressure.

18.4   Light the appliance and spray any joints with leak detector fluid.

18.5   Tighten joints or replace as required.

18.6   To check the inlet working pressure, replace the control assembly and connect a manometer to the pressure test point as depicted in Diagram 21. Replace the burner and relight the appliance. Operate the appliance at highest flame setting and check that the inlet pressure is in accordance with specifications detailed on page 13.

Servicing Instructions - Replacing Parts

18. Short Spares List

STONE CHIPPINGS VERSIONS

COMPONENT	RIVA VISION	
	NG	LPG
PILOT	PI0036	PI0037
MAIN INJECTOR	IN0028	IN0040
BURNER ASSEMBLY	GZ6714	GZ6759
AERATION PLATE	G20 - GZ3869 G25 - GZ4333	G30 - N/A G31 - N/A
MAG UNIT	GC0109	
IGNITION LEAD	EL0508	
GAS VALVE	GC0170	GC0174
CONTROL BOX	EL0575	
REMOTE CONTROL	EL0574	
INTERRUPTER BLOCK	GC0026	
THERMO CURRENT CABLE	EL0499	
TOUCH PAD	EL0272	
TOUCH PAD LEAD	EL0355	
BATTERY HOLDER	EL0503	
BATTERY HOLDER CABLE	EL0533	
REAR ENAMELLED PANEL	GZ6488	
SIDE ENAMELLED PANEL	GZ6489	
BASE ENAMELLED PANEL	GZ6490	
STONE Stone Chippings	CE0647	

LOG VERSIONS

COMPONENT	RIVA VISION	
	NG	LPG
PILOT INJECTOR	PI0036	PI0037
MAIN INJECTOR	IN0045	IN0068
BURNER ASSEMBLY	GZ7007	GZ7540
AERATION PLATE	G20 - GZ3869	G31 - GZ3869
ELECTRODE	PI0075	
MAG UNIT	GC0109	
IGNITION LEAD	EL0508	
GAS VALVE	GC0170	GC0172
CONTROL BOX	EL0575	
REMOTE CONTROL	EL0574	
INTERRUPTOR BLOCK	GC0026	
THERMOCURRENT CABLE	EL0499	
TOUCH PAD	EL0272	
TOUCH PAD LEAD	EL0355	
BATTERY HOLDER	EL0503	
BATTERY HOLDER CABLE	EL0533	
LINER BASE SIDE PIECE (2 PER APPLIANCE)	CE0673	
LINER BASE FRONT L/H PIECE	CE0677	
LINER BASE FRONT R/H PIECE	CE0706	
LINER BACK PANEL	CE0675	
LINER SIDE PANEL (2 PER APPLIANCE)	CE0679	
VERMICULITE	CE0745	
LOG SET	CE0696	

Service Records

1ST SERVICE

Date of Service:..

Next Service Due:..

Signed:...

Retailer's Stamp/Gas Safe Registration Number

2ND SERVICE

Date of Service:..

Next Service Due:..

Signed:...

Retailer's Stamp/Gas Safe Registration Number

3RD SERVICE

Date of Service:..

Next Service Due:..

Signed:...

Retailer's Stamp/Gas Safe Registration Number

4TH SERVICE

Date of Service:..

Next Service Due:..

Signed:...

Retailer's Stamp/Gas Safe Registration Number

5TH SERVICE

Date of Service:..

Next Service Due:..

Signed:...

Retailer's Stamp/Gas Safe Registration Number

6TH SERVICE

Date of Service:..

Next Service Due:..

Signed:...

Retailer's Stamp/Gas Safe Registration Number

7TH SERVICE

Date of Service:..

Next Service Due:..

Signed:...

Retailer's Stamp/Gas Safe Registration Number

8TH SERVICE

Date of Service:..

Next Service Due:..

Signed:...

Retailer's Stamp/Gas Safe Registration Number

9TH SERVICE

Date of Service:..

Next Service Due:..

Signed:...

Retailer's Stamp/Gas Safe Registration Number

10TH SERVICE

Date of Service:..

Next Service Due:..

Signed:...

Retailer's Stamp/Gas Safe Registration Number

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