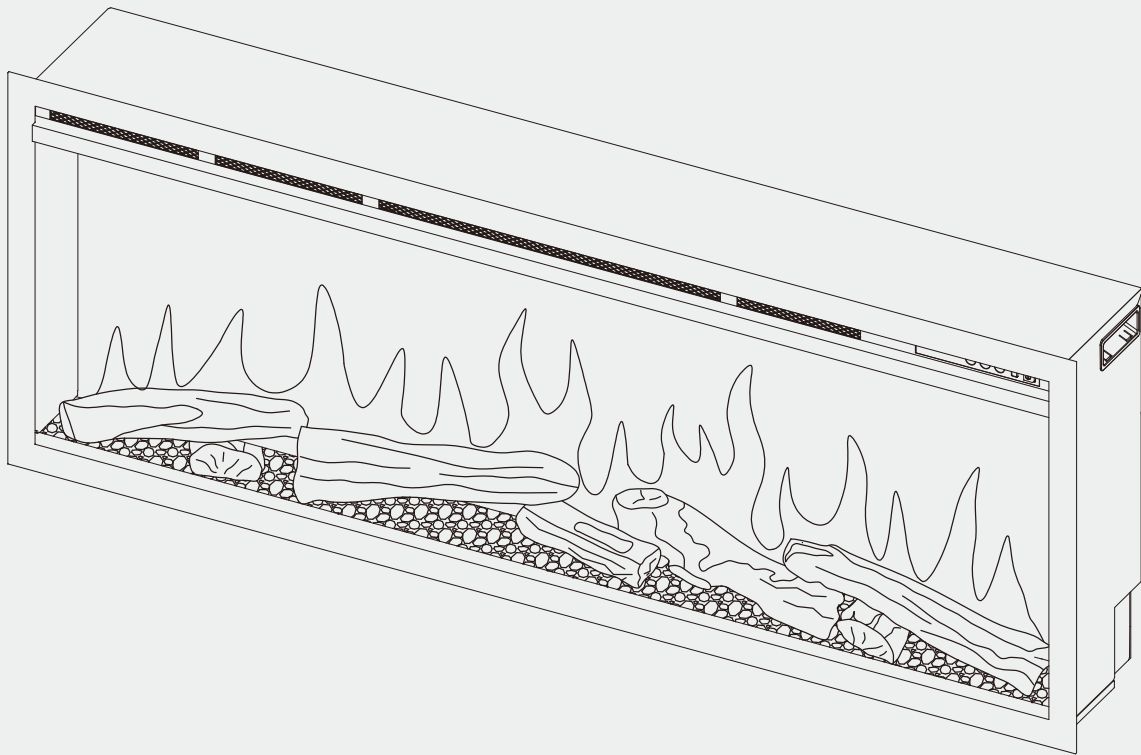


ALNWICK ELECTRIC FIREPLACE

OPERATION & INSTALLATION MANUAL


MODEL NO:

Alnwick 800(EF388B)
Alnwick 1000(EF352B)
Alnwick 1300(EF353B)
Alnwick 1500(EF354B)
Alnwick 1800(EF355B)



BLAZEBRIGHT

IMPORTANT SAFETY INFORMATION

- Read all of the instructions before using this appliance.
- For indoor use only. This appliance is not suitable for use outside the house and only suitable for well insulated spaces or occasional use.
- DO NOT use this appliance in the immediate surroundings of a bath, a shower or a swimming pool.
- DO NOT use this fire as a free-standing appliance. It must always be fixed to the wall.
- This fire must not be located immediately below or in front of a socket outlet. This appliance must be earthed.
- This appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by utility in order to avoid a hazard due to the inadvertent resetting of the thermal cut out.
- If the power cord is damaged, it must be repaired by the manufacturer, its authorized service centre or professional person.
-  The figure in the marking is “DO NOT COVER”

WARNING! in order to avoid overheating, do not allow the appliance to be covered or let the air inlet/outlet become obstructed.

- To reduce the risk of fire, keep textiles, curtains, or any other flammable material a minimum distance of 1 meter from the air outlet.
- Keep the power cord away from hot surfaces and hot conditions. DO NOT route the power lead in front of the appliance.
- DO NOT use this fire in rooms that have explosive fumes in them (for example petrol), or if you are using solvents, glue, aerosol spray or flammable paints, as these may catch fire.
- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Children and vulnerable people must be supervised at all times when using this appliance, as some parts can become very hot and cause burns.
- DO NOT use this appliance in small rooms when they are occupied by persons not

capable of leaving the room on their own, unless constant supervision is provided.

- Children aged between 3 and 8 years old should only switch on/off the appliance provided that it has been placed or installed in its intended normal operating position and instructions and supervision concerning the safe usage of the appliance are given.
- Cleaning and user maintenance shall not be made by children without supervision.
- This appliance shall not be played with by children.
- Children of less than 3 years should be kept away unless continuously supervised.
- Keep the power plug accessible after installation.
- DO NOT use if there are visible signs of damage to the appliance.
- DO NOT use this heater if it has been dropped.

WARNING! Information below for authorized person or service centre only:

A non-rewireable plug fitted with a 13A fuse is supplied. Should the fuse or plug need replacing, and you are competent to do so, it must be replaced with a 13A fuse or plug being 13A BS1363A approved.

TECHNICAL SPECIFICATIONS

MODEL NO.: EF388B/EF352B/EF353B /EF354B /EF355B

Supply Voltage: AC 230-240V 50Hz

Maximum power consumption: 1.5KW

Power for flame and fuel bed effect:

| MODEL | EF388B | EF352B | EF353B | EF354B | EF355B |
|-------|--------|--------|--------|--------|--------|
| POWER | 10W | 11.7W | 13.6W | 15.5W | 17.7W |

HEAT OUTPUT:

Nominal heat output (Pnom): 1.5KW

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

Maximum continuous heat output (Pmax): 1.5KW

AUXILIARY ELECTRICITY CONSUMPTION:

At nominal heat output (elmax): 12.5W

At minimum heat output (elmin): 12.0W

In standby mode (elSB): 1.2W

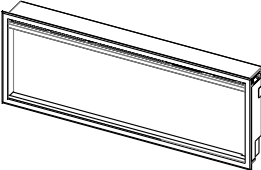
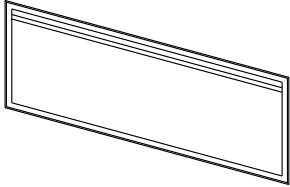
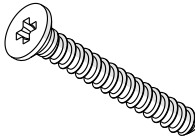
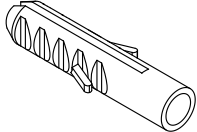
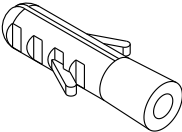

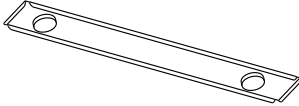
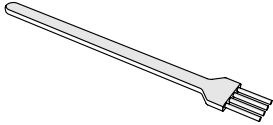
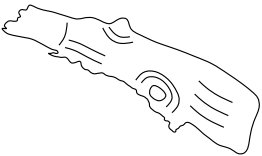
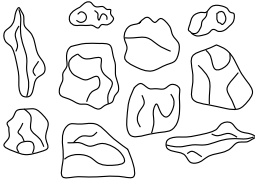
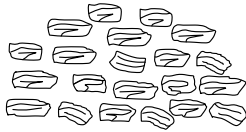
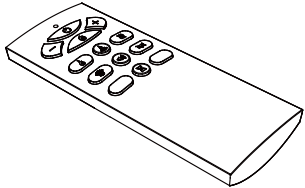
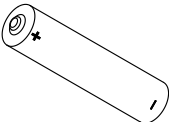


| TYPE OF HEAT OUTPUT/ROOM TEMPERATURE CONTROL | |
|--|-----|
| Single stage heat output and no room temperature control | NO |
| Two or more manual stages, no room temperature control | NO |
| With mechanical thermostat room temperature control | NO |
| With electronic room temperature control | YES |
| Electronic room temperature control plus day timer | YES |
| Electronic room temperature control plus week timer | YES |

| OTHER CONTROL OPTIONS | |
|--|-----|
| Room temperature control, with presence detection | NO |
| Room temperature control, with open window detection | YES |
| With distance control option | YES |
| With adaptive start control | NO |
| With working time limitation | NO |
| With black bulb sensor | NO |

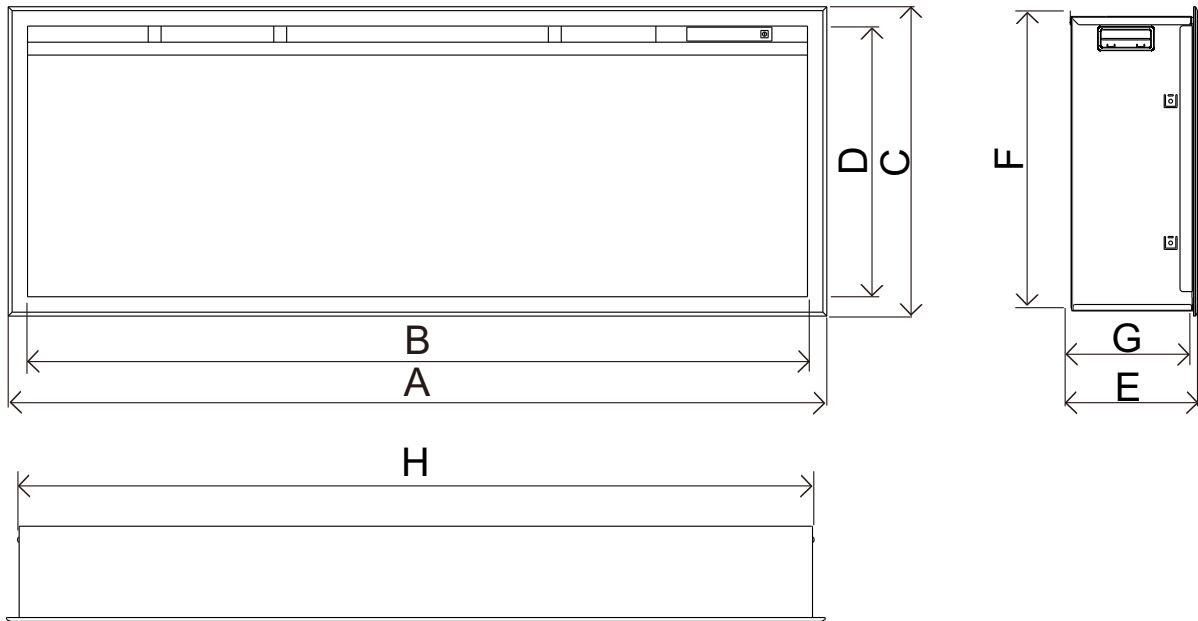
| Control PCB | Remote Control Receiver | WiFi Module | Remote Control Transmitter |
|--|-------------------------|---|--|
| Hardware: RC01-055C00 V0 Software: RC01-055C02 V0 | Hardware: RC01-05A V0 | Frequency: 2.4GHz Maximum transmit power: 100mW Hardware: WR3 V1.0 | Frequency: 38KHz Maximum transmit current: 20µA Hardware: RC06-028 V0 Software: RC06-028 V0 |

PARTS AND HARDWARE

- Unpack the fire carefully, make sure that the appliance is intact with no signs of damage caused by transport and no part has been exposed to water. If in doubt, do not use the appliance and contact an authorized service center.
- Keep plastic wrapping away from children.
- Save the original packaging as this may be required in the event of service complaint with product.
- Check that all parts are removed from the packaging.

| | | | |
|---|---|--|---|
|  <p>1x</p> |  <p>1x</p> |  <p>5x</p> |  <p>5x</p> |
| <p>Firebox</p> | <p>Trim</p> | <p>Screw ST5*40</p> | <p>Wall Plug Ø8*40</p> |
|  <p>1x</p> |  <p>4x</p> |  <p>2x</p> |  <p>1x</p> |
| <p>Wall Plug Ø4*20</p> | <p>Screw ST4*40</p> | <p>Side retaining panel</p> | <p>Brush</p> |
|  <p>1set x</p> |  <p>1set x</p> |  <p>1set x</p> |  <p>1x</p> |
| <p>Resin Log</p> | <p>Black Chips</p> | <p>Vermiculate</p> | <p>Remote</p> |
|  <p>2x</p> |  <p>1x</p> |  <p>1x</p> | |
| <p>Battery</p> | <p>Instruction Manual</p> | <p>Voice Control Manual</p> | |

APPLIANCE DIMENSIONS



Unit : mm

| Model | A | B | C | D | E | F | G | H |
|--------|------|------|-----|-----|-----|-----|-----|------|
| EF388B | 840 | 780 | 480 | 375 | 197 | 460 | 192 | 804 |
| EF352B | 1016 | 956 | 480 | 375 | 197 | 460 | 192 | 980 |
| EF353B | 1270 | 1210 | 480 | 375 | 197 | 460 | 192 | 1234 |
| EF354B | 1524 | 1464 | 480 | 375 | 197 | 460 | 192 | 1488 |
| EF355B | 1830 | 1770 | 480 | 375 | 197 | 460 | 192 | 1793 |

INSTALLATION INSTRUCTION

1. Locate the appliance

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

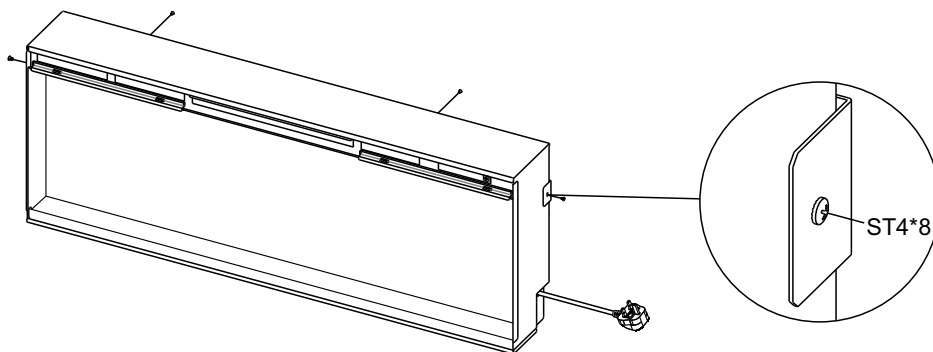
- For best results, install out of direct sunlight.
- The appliance should be connected to an earthed electrical outlet and it must be easily accessible to allow disconnection.

MINIMUM CLEARANCE TO COMBUSTIBLE

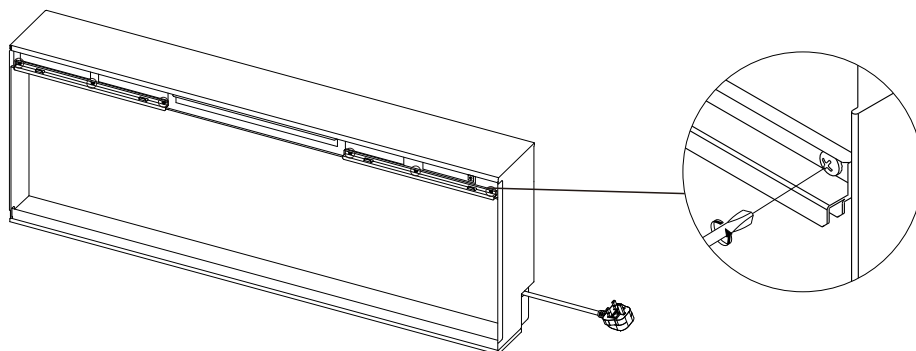
Sides.....0
Floor.....0
Back.....0
Top (Mantel or TV)20cm Minimum
Front.....100cm Minimum



2. Remove the wall mounting bracket

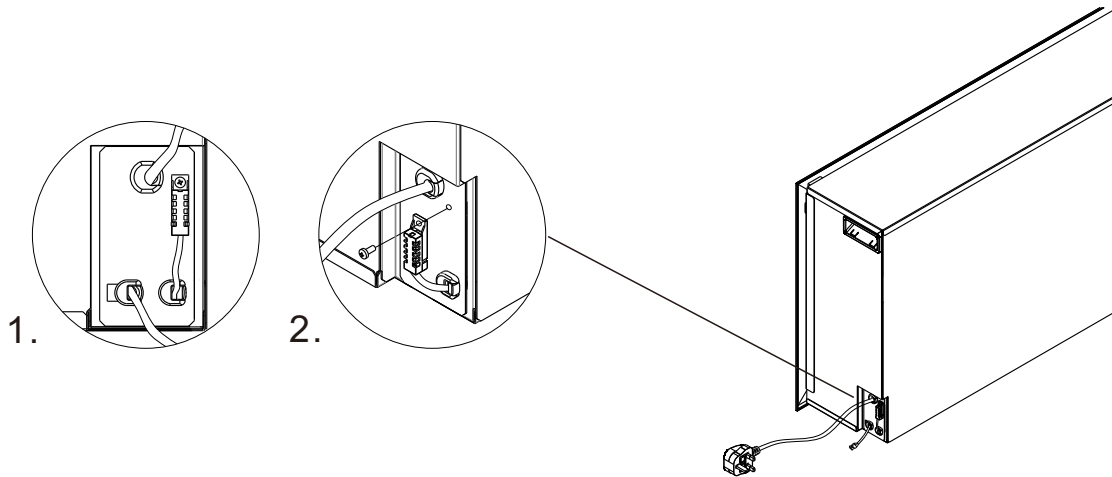


3. Remove front glass panel

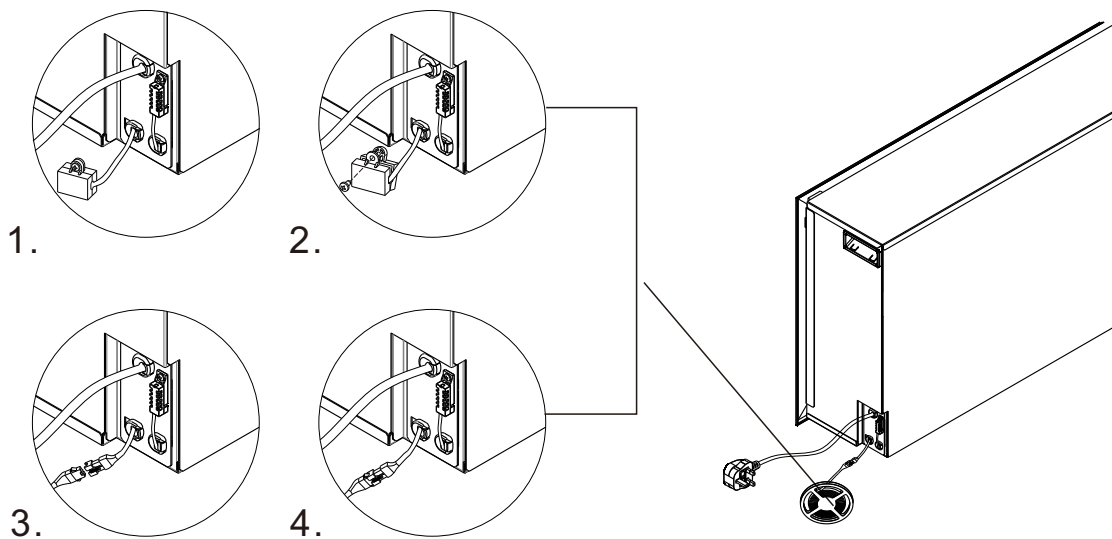


4. Remove the temperature sensor from the firebox (if needed)

You can fix it on the outer surface of the wall where the hot air from the heater has less effect to measure the room temperature more accurately.



5. Connect mood light cable (if needed) as shown below



Note: Compatible mood lights are available from Modello Ltd., and other makes may not be suitable and will void warranty.

6. Prepare power supply

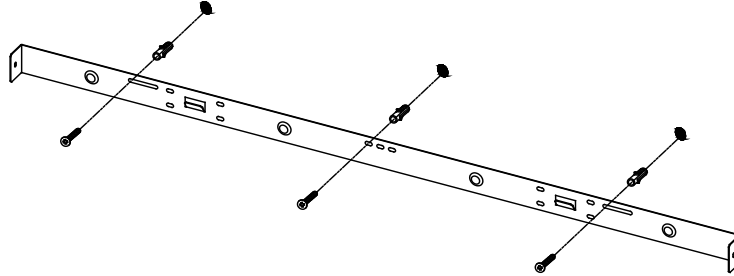
7. Installation

The following installation types are only given as a general guide. Various materials can be used for the framework and cladding. But consideration should be made to soften the internal surface of any cladding to minimise the amplification of noise.

WALL MOUNTED

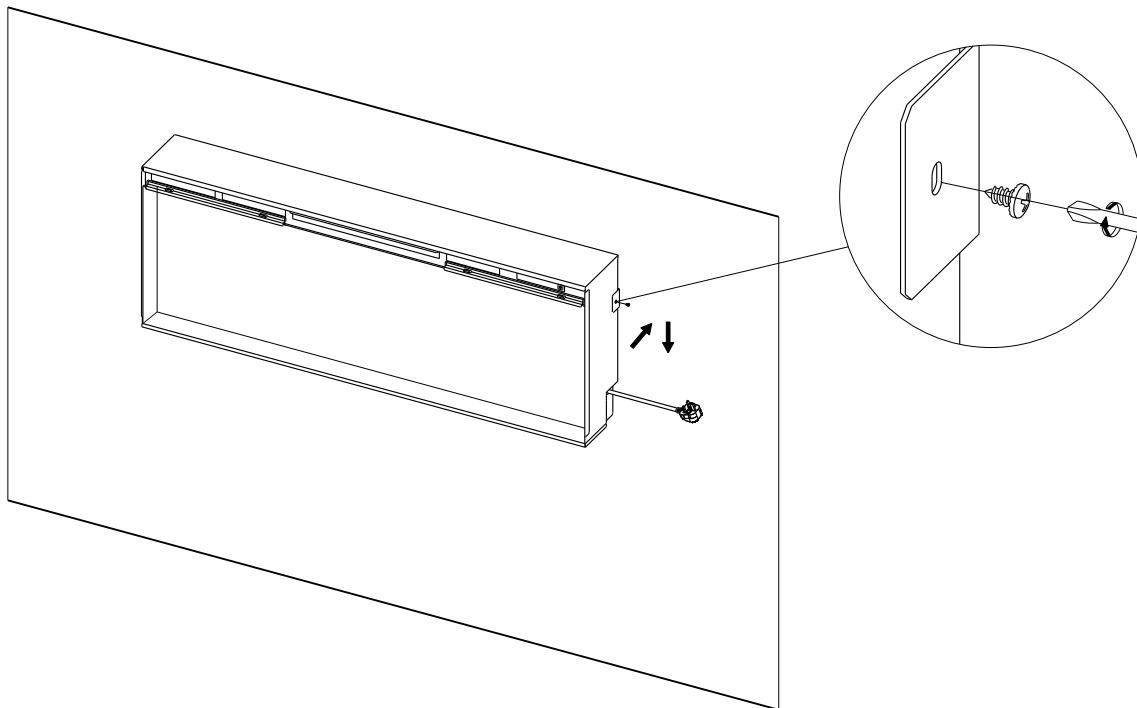
- **Fix the wall mount bracket on the wall**

Put the mounting bracket on the wall where you would like to install the appliance, mark the holes for screws, drill holes on the marks, insert the wall plugs $\Phi 8*40$ (for masonry wall only) into the holes and fix the bracket by screws ST 5*40.



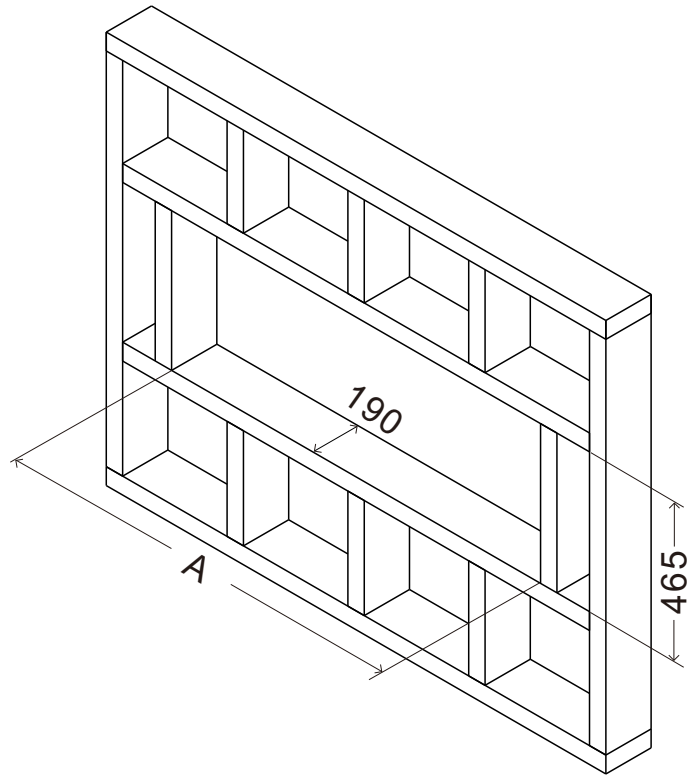
- **Secure the appliance to the wall mount bracket**

Fit the slots in the back of firebox over the hooks on the bracket, and carefully hang the firebox on the bracket. Then secure the screws on both sides. (Use the screws previously removed)



Flush Mounted Installation

- **Build a frame where there is a circuit available.**

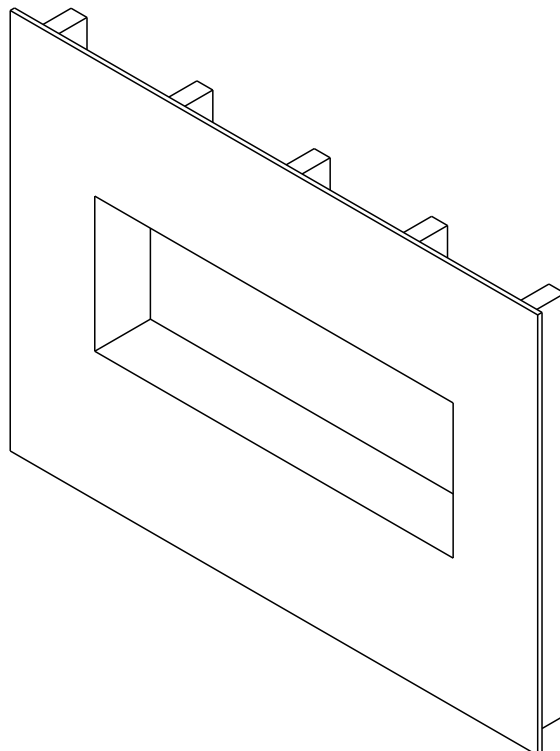


Unit: mm

| Model | EF388B | EF352B | EF353B | EF354B | EF355B |
|-------|--------|--------|--------|--------|--------|
| A | 810 | 986 | 1240 | 1494 | 1800 |

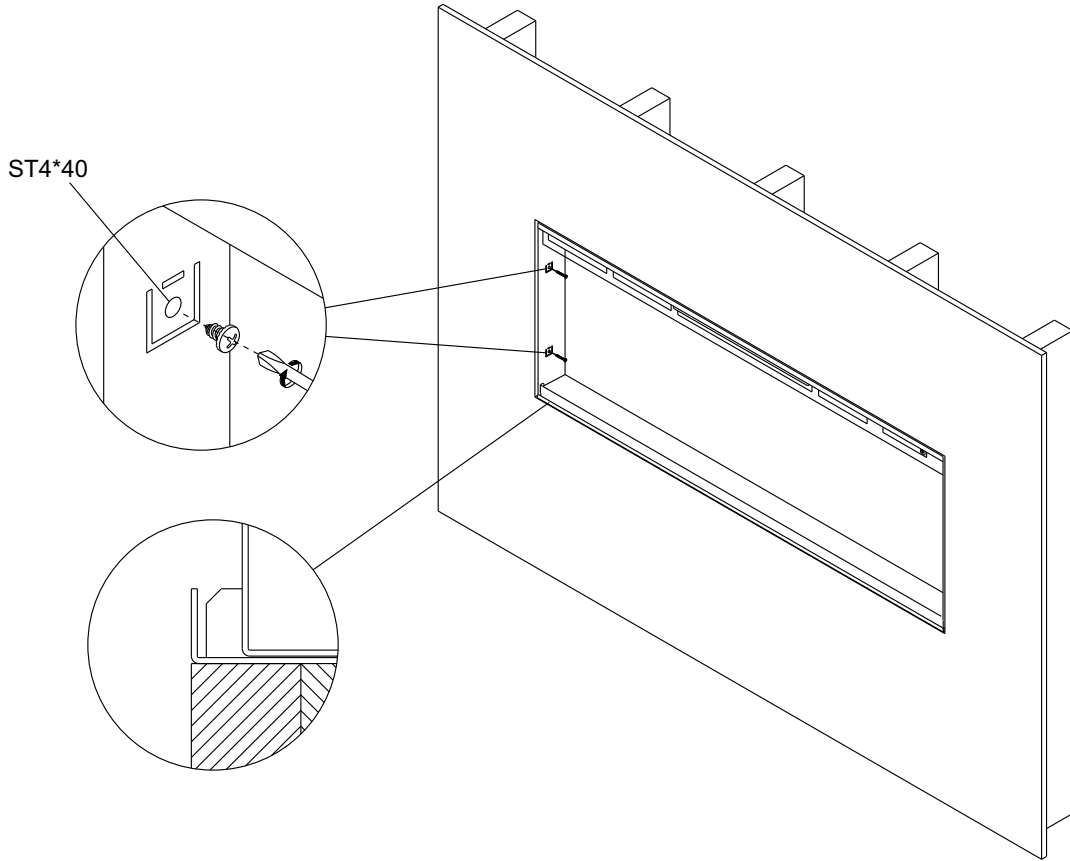
- **Finish the wall by paint or wall paper**

Note: leave the sensor out of the finished wall.

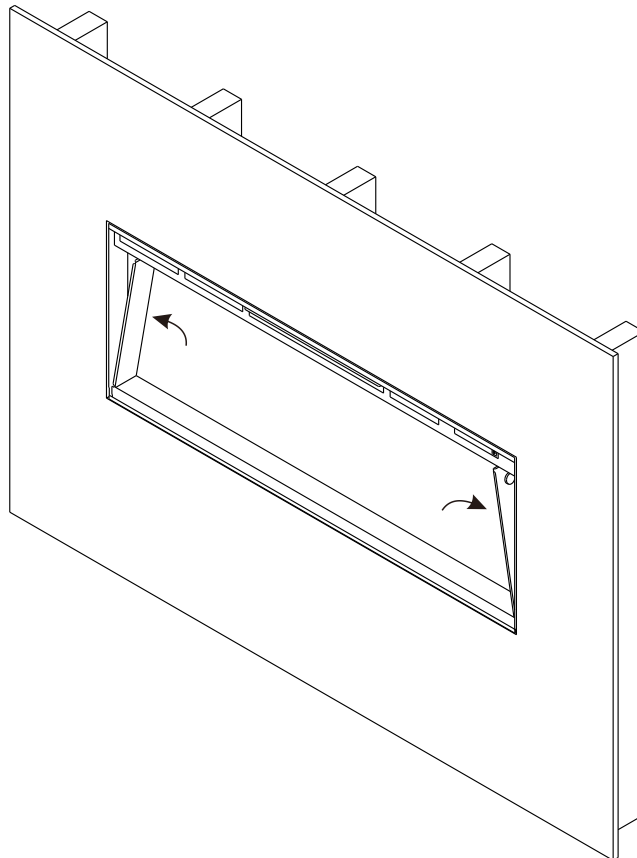


- **Push the appliance into the frame and secure**

Push the firebox into the framework until the front surface of its bottom is at the same level of the surface of the framework. Then, use four ST4x40 screws to fix the firebox to the stud.

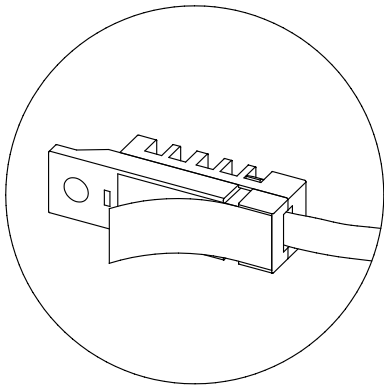


- **Attach the two side retaining panels with magnets to the sides of the firebox as shown below**

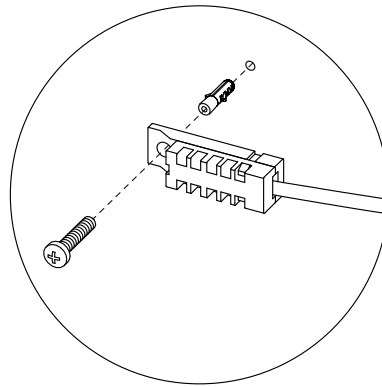


- **Temperature sensor arrangement**

In order to improve the accuracy of the temperature sensor, you can remove it from the appliance and fix it on the wall where the hot air from the heater has less effect. If needed, a wall plug $\Phi 4*20$ could be used when fix on the wall.

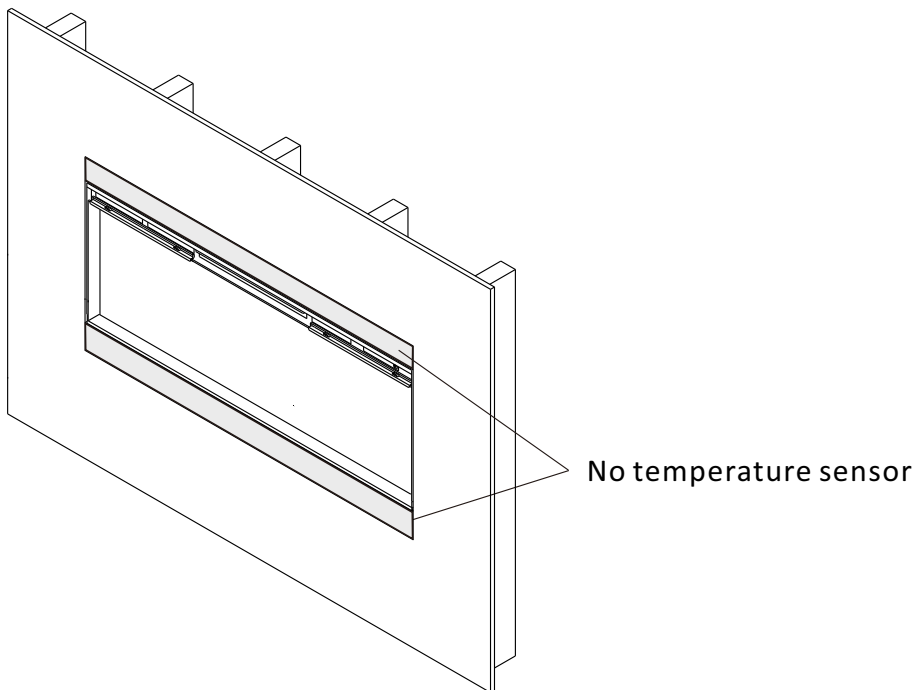


Stick on the wall



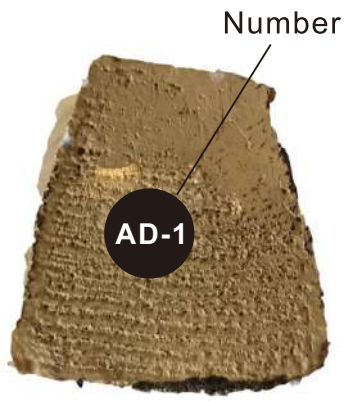
Fix on the wall

Note: For a lesser effect by hot air from the heater, do not fix the sensor in the below area.



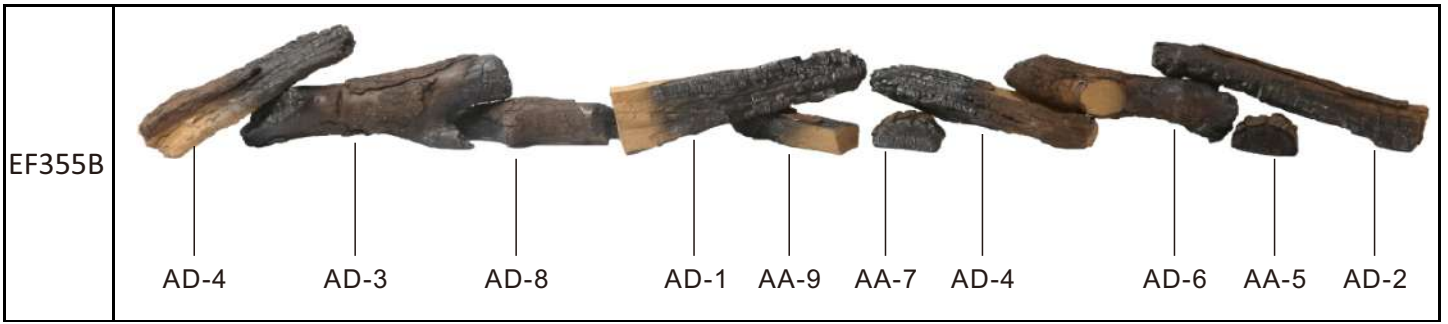
8. Fuel bed arrangement

- **Set the fuel bed according to the following instructions to give the more realistic log flame effect:**
Step 1: Every log has a number on its back to be identified. Place the logs on the fuel bed according to the layout printed on the fuel bed panel.



| | AD-1 | AD-2 | AD-3 | AD-4 | AD-6 | AD-8 | AD-10 | AA-5 | AA-7 | AA-9 |
|-----|------|------|------|------|------|------|-------|------|------|------|
| Log | | | | | | | | | | |

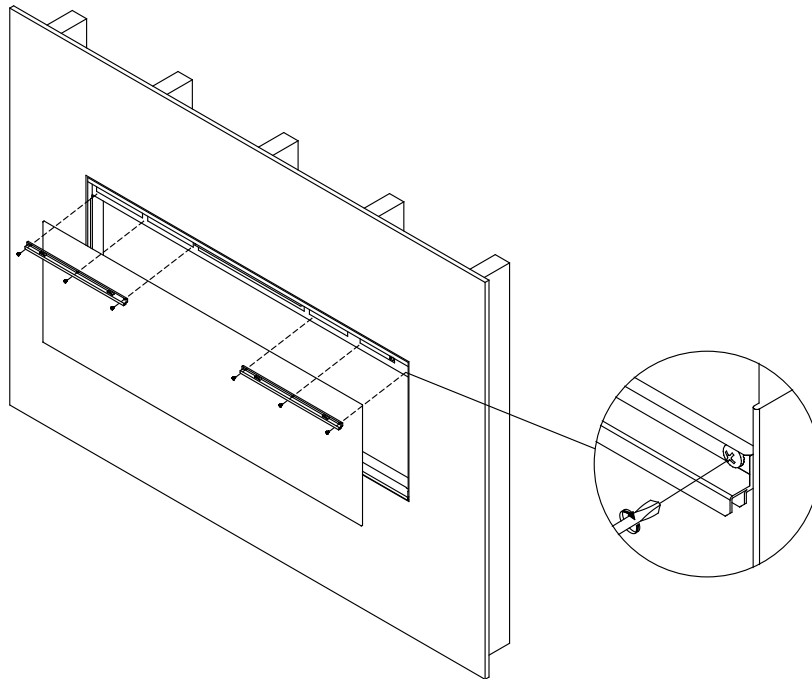
| | | | | | | | | | | |
|--------|--|--|--|--|--|--|--|--|--|--|
| EF388B | | | | | | | | | | |
| EF352B | | | | | | | | | | |
| EF353B | | | | | | | | | | |
| EF354B | | | | | | | | | | |



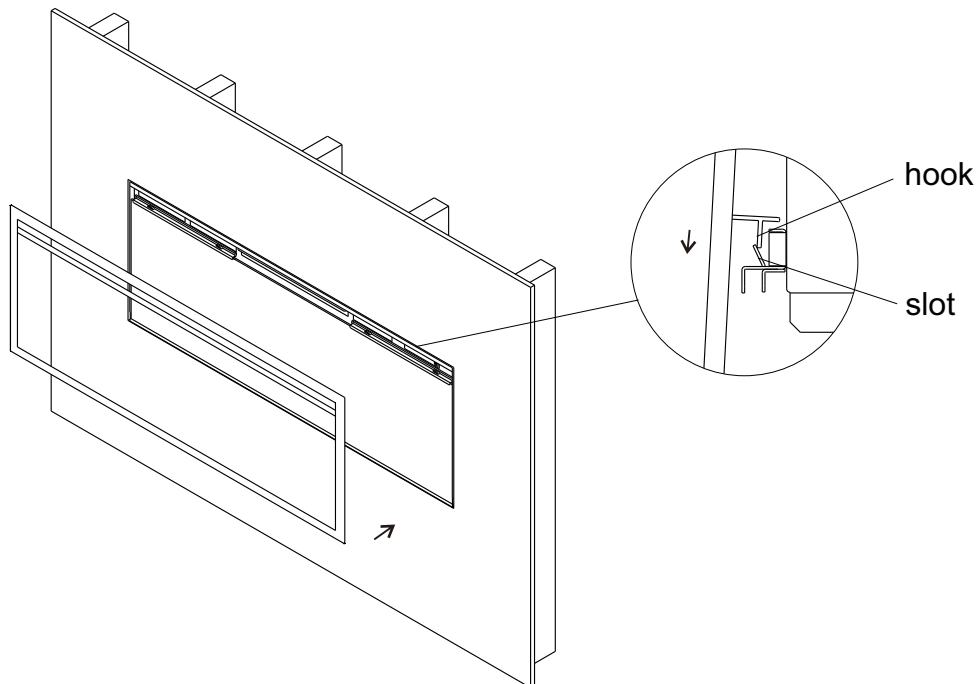
Step 2: Place the black glass chips on the fuel bed.

Step 3: Place the vermiculate at the edge of the fuel bed.

Step 4: Use the brush provided to clean the vermiculate in the slot and then install the front glass back.



9. Fit the trim



OPERATING INSTRUCTION

PREPARATION BEFORE USE

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

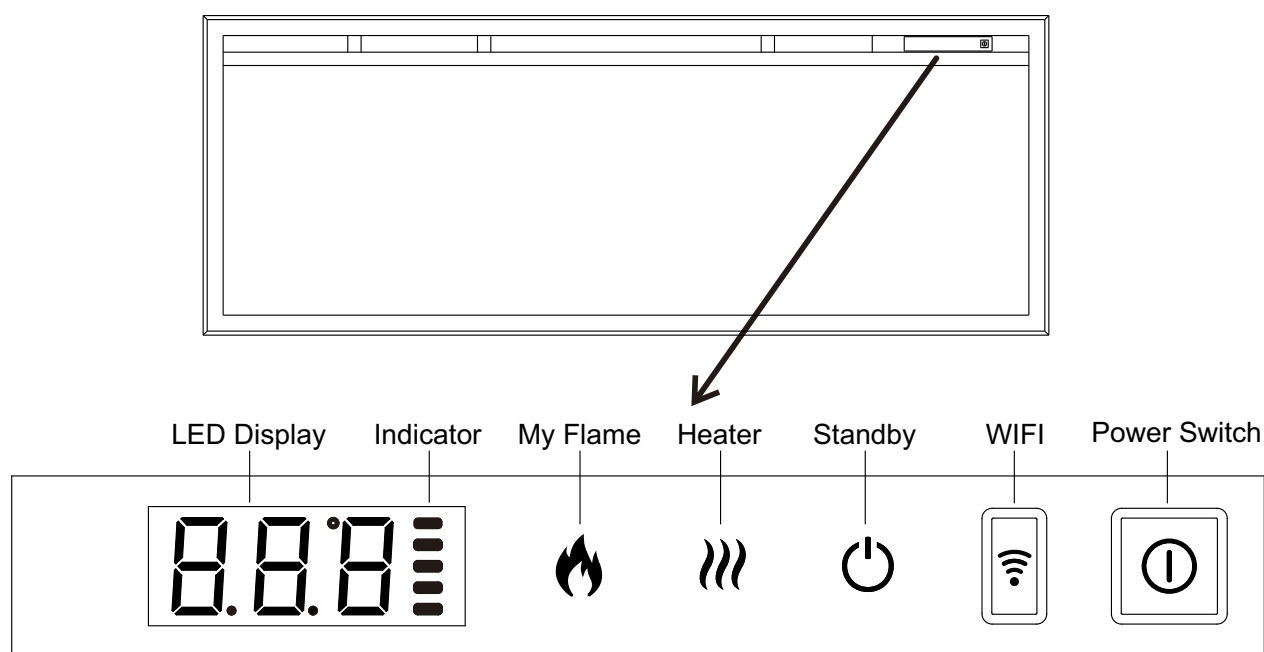
WARNING! To reduce the risk of fire, keep textiles, curtains, or any other flammable material a minimum distance of 1 meter from the air outlet.

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

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

The appliance can be operated conveniently in 4 different ways: manually, via the remote control handset, via the dedicated iOS/Android app or voice control.

1. MANUAL CONTROL PANEL



Note: Press Power Switch before operating either manual control, remote or APP. A long beep sound is heard to indicate the appliance is ready for use.

Note: The manual buttons control only basic functions, not a full range of controls. Use in conjunction with the remote handset or the APP to carry out all functions.

POWER SWITCH: Press to turn on or turn off power to the appliance.

Note: The controls on appliance will lose the memory for all function settings when the switch is set to the Off Position.

STANDBY: Turn on the appliance with the last used settings without any heat. Place the appliance into standby mode with all features turned off.

MY FLAME: Press to cycle through 9 flame colours and off setting.

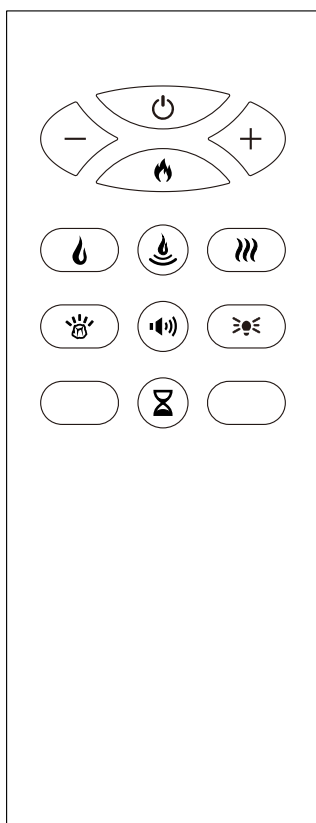
HEATER: Press to cycle through the heat output options: Low-High-Off

Note: In order to prevent the product becoming too hot, there is a 10s delay when turning on the heater and a 10s delay when turning off the heater fan.










WiFi: Press to turn WiFi on or off. An illumination LED indicates that the WiFi is turned on. Hold the button for 3 seconds to enter device pairing mode.

Note: Each time a button is pressed on the appliance or on the remote control, an audible beep is emitted. To turn off this feature, keep pressing button MY FLAME for 3 seconds.

2. REMOTE CONTROL



IMPORTANT: The remote control handset must be left in the same room as the appliance as it houses the thermostat that regulates heat output.

| BUTTON | TITLE | FUNCTION |
|---|-------------------------|---|
|  | STANDBY | Turns on the appliance with the last used settings without any heat. Place the appliance into standby mode with all features turned off. |
|  | MY FLAME | Press to cycle through 9 default flames and off. |
|  | MAIN FLAME | Press to turn on/off the main flame . |
|  | SECOND FLAME | Press to cycle through second flame 1, 2, ..., 9 and off. |
|  | FUEL BED | Press to cycle through fuel bed 1, 2, ... 9 and off. |
| - + | MINUS & PLUS | Press to adjust the brightness, volume, and time after pressing the MAIN FLAME/SECOND FLAME/FUEL BED/ AMBIENT LIGHT/CRACKLING SOUND/TIMER button once; Press directly to set the temperature; Press + for 3s to change the temperature unit between °C and °F. |
|  | HEATER | Press to cycle through Low-High-Off Note: if the thermostat is on and room temperature is higher than setting value, the heater will not work. |
|  | TIMER | Press to cycle through 0.5H, 1H, 2H, 3H, 4H, 5H, 6H, 7H, 8H, 9H and off. |
|  | AMBIENT LIGHT | Press to cycle through ambient light 1, 2, ... 14, off. |
|  | CRACKLING SOUND | Press to turn on or turn off crackling sound effect. |

IMPORTANT SAFETY INFORMATION FOR BATTERY

1. Two AAA battery are required for the remote control;
2. Use the thumb press and push the bar figure on the back cover down simultaneously, then take out the cover and remove the battery or insert the battery, after this place the cover back on the rear of the remote;
3. This AAA battery (non-recharged) is not to be recharged;
4. Different types of batteries or new and used batteries are not to be mixed;
5. Battery is to be inserted with the correct polarity;
6. Exhausted batteries are to be removed from the appliance and safely disposed of;
7. If the remote control is to be stored unused for a long period, the battery should be removed;
8. The supply terminals are not to be short-circuited.

3. APP CONTROL

Visit your APP store (IOS or Android) to download the TUYA SMART APP. Follow the onscreen instructions to create an account. Once installed, follow the procedure below to pair the device with your appliance.

- Start the APP and click “Add Device” on screen. Select “Small Home Appliance” from the list, then select "Electric Fireplace (Wi-Fi)".
- Ensure the appliance is powered on, then press and hold the Wi-Fi button on the appliance until you hear 3 beeps at EZ mode. At the same time the Wi-Fi button and the fuel bed will blink quickly. If failed at EZ mode, try AP mode. Please press the Wi-Fi button, you will hear 3 beeps, then keep pressing until you hear other 5 beeps enter AP mode and the fuel bed will blink slowly.
- Follow the instructions on the APP to input your home network details. Note, your device must also be connected to the same home network what you wish to connect the appliance to.
- Complete setup and link the fireplace to your account.

We have created a very detailed APP Operation Instruction and a video to guide you through the process how to load down the TUYA Smart APP, create an account, pair your appliance to your smart phone and operate the appliance. Scan the QR code to be taken to the Operation Instruction or the video.



APP Operation Manual



APP Operation Video

4. VOICE CONTROL

Note: Before using voice control ,ensure that the appliance is connected to the TUYA APP and that Amazon Alexa or Google Assistant APP is installed .

Voice control via Amazon Alexa & Google Assistant. See 《Amazon Alexa & Google Assistant Commands》

RESETTING THE THERMAL CUT OUT

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

1. Switch off the appliance (Manual switch) and leave it off for approximately 10-15 minutes.
2. Remove any obstruction to the fan heater outlet or fan blades etc. Make sure that the power supply is disconnected with the plug socket outlet while doing this.
3. Switch on the appliance and the E.S. Control will be reset.
4. Ensure that the appliance is functioning correctly. If the E.S. Control operates again, the appliance should be checked by a competent electrician.

WINDOW OPEN DETECTION

When the sensor detects a rapid drop in room temperature, it will be identified as a window open, the warning icon 'OPn' will be displayed and the heating will be turned off automatically.

After the indoor temperature has risen or a manual override of the warning (by operating touch control panel or remote control or heat button on APP) has been done, the fire will return to normal working state.

CARE AND MAINTENANCE

WARNING! Before any maintenance or cleaning of the exterior of the fireplace, the unit should be disconnected from the power supply until it has cooled.

REMOTE HANDSET BATTERY REPLACEMENT

Replace with two AAA battery. Make sure the batteries are installed correctly in the remote control.

MAINTENANCE OF MOTORS

The motors used on the fan and flame effect are pre-lubricated for extended bearing life and require no further lubrication. However, periodic cleaning/vacuuming of the fan/heater unit is recommended.

CLEANING THE FIREPLACE

You can clean the exterior of the fireplace with a soft, damp, lint-free cloth. DO NOT use cleaning or polishing products. To remove fingerprints or other marks on the front glass panel, use a soft, damp, lint-free cloth with a good quality household glass cleaner. The front glass panel should always be completely dried with a clean, lint-free cloth or paper towel.

WARNING! Abrasive cleaners should not be used on the glass panel. Liquids should not be sprayed directly onto any surface of the unit.

DISPOSAL



Meaning of crossed-out wheeled dustbin: Electrical appliances should not be disposed as unsorted municipal waste. Separate collection facilities should be used in the disposal of electrical appliances. To have this appliance processed at the end of its useful life please contact WEEE Care Plc on 0844 8002004. The relevant producer number is WEE/MM3069AA.



This fire complies with the Safety Standards BS EN 60335-1 and BS EN 60335-2-30 which covers the essential requirements of the Electrical Equipment (Safety) Regulations 2016 (S.I.2016/1101) and the EMC standards BS EN 55014-1; BS EN 55014-2; BS EN 61000-3-2 and BS EN 61000-3-3 which covers the essential requirements of the Electromagnetic Compatibility Regulations 2016 (S.I.2016/1091).



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

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