

LE - Series

HOLOGRAPHIC ELECTRIC FIREPLACE

Installation & Service Instructions

IMPORTANT:

The appliance shall be installed in accordance with;

- This installation instruction booklet,
- Municipal building codes,
- Electrical wiring regulations,
- Any other relevant statutory regulations.

NOTE: NOT INTENDED FOR FIREPLACE INSERT

THIS APPLIANCE MUST BE INSTALLED BY A QUALIFIED PERSON. THIS APPLIANCE MUST BE INSTALLED INTO A CAVITY STRICTLY IN ACCORDANCE WITH THE FOLLOWING INSTRUCTIONS.

DO NOT SPRAY AEROSOLS IN THE VICINITY OF THIS APPLIANCE WHILE IT IS IN OPERATION.

DO NOT USE OR STORE FLAMMABLE MATERIALS IN OR NEAR THIS APPLIANCE.

DO NOT PLACE ARTICLES ON OR AGAINST THIS APPLIANCE.

DO NOT MODIFY THIS APPLIANCE.

TO PREVENT OVERHEATING, DO NOT COVER THE APPLIANCE.

THE HEATER MUST NOT BE USED IF THE GLASS IS BROKEN OR DAMAGED.

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

Young children should be supervised to ensure that they do not play with the appliance. Failure to follow these instructions could cause a malfunction of the heater, which could result in death, serious bodily injury, and/or property damage. Failure to follow these instructions may also void your insurance and/or warranty.

Who can install this product:

Installation must be carried out by a registered electrician who, on completion of the installation, must issue a:

AUS: Certificate of Compliance

NZ: Certificates that comply with the latest legislation in accordance with national and/or local codes.

If these are not issued then the Escea warranty may be void.

Warranty Repair and Annual Servicing:

Please contact Escea if you require warranty work. Warranty repair work must be carried out by a recognised electrician. It is recommended that a recognised electrician is also used to carry out annual servicing requirements (particularly during the warranty period). For replacement parts, please contact the retailer from whom the appliance was purchased or visit our website.

To progress any warranty claims for damaged appliances/parts, photographic evidence may be required. Providing this can help contribute to a timelier resolution of a claim.

The heater must be installed according to these instructions and in compliance with all relevant building, electrical, and other statutory regulations (e.g. AS/NZS 3000). Any shortcomings in the appliance installation will be the responsibility of the installer, and Escea will not be accountable for any such failings or their consequences.

Manufactured by: Escea Ltd, PO Box 5277 Dunedin NZ, Ph: +64 3 478 8220

For contact details of your local Escea distributor or dealer please visit www.escea.com or email: info@escea.com. From Australia, visit www.escea.com.au or call: 1-800 460 832

LE800 PRODUCT SPECIFICATION		
MODEL NAME		LE800 Electric Fire
Description of Appliance		Indoor Electric Heater
Max. Heat Output		3 kW
Compliant to		AS/NZS 60335.1 and AS/NZS 60335.2.30
Appliance Dimensions (mm)	Width	960 mm
	Height	601 mm
	Depth	492 mm (including standard 14mm trim)
Weight		70 kg
Max Power Consumption		3.45 kW @15A 230V ~ 50Hz
Remote control		Yes
Function lock / child		Yes
Temperature control		Yes - thermostatic via remote
Connections	Electric	230 V AC
	Electrical Locations	Bottom RH side, Bottom RH back
Data badge location		On wiring access hatch panel, above LCD assembly inside unit top panel

LE1000 PRODUCT SPECIFICATION		
MODEL NAME		LE1000 Electrical Fire
Description of Appliance		Indoor Electric Heater
Max. Heat Output		3 kW
Compliant to		AS/NZS 60335.1 and AS/NZS 60335.2.30
Appliance Dimensions (mm)	Width	1160 mm
	Height	601 mm
	Depth	492 mm (including standard 14mm trim)
Weight		70 kg
Max Power Consumption		3.45 kW @ 15A 230V
Remote control		Yes
Function lock / child		Yes
Temperature control		Yes - thermostatic via remote
Connections	Electric	230 V AC
	Electrical Locations	Bottom RH side, Bottom RH back
Data badge location		On wiring access hatch panel, above LCD assembly inside unit top panel

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A PRODUCT DESCRIPTION AND DIMENSIONS

A1 Product Description

The Escea LE-Series Electric Fireplace is an indoor holographic projection fireplace designed to be built into a false self-supporting cavity. It is an electric heater that is designed to operate at 3 kW, but can be adjusted to operate at 1.5 kW if required.

The user will control their fireplace with the Bluetooth remote. In addition to the Bluetooth remote the appliance has a single standby On/Off button on the unit. When not in operation, it is in a standby mode unless it is physically isolated from the mains supply.

For more details, contact the Escea architectural advisory team. Email: aa@escea.com

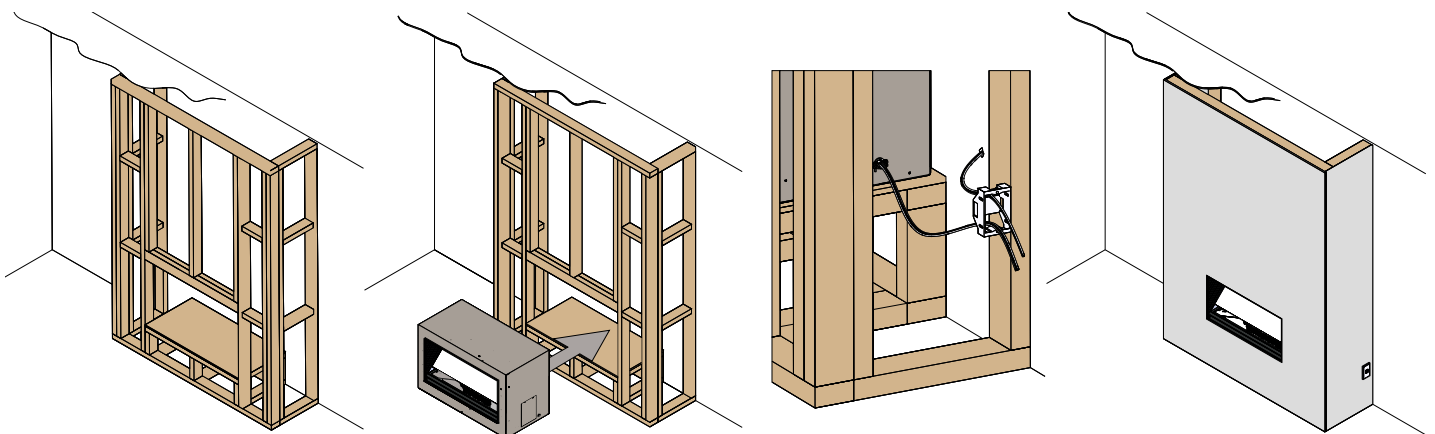
IMPORTANT

INSTALLATIONS THAT ARE NOT SPECIFICALLY OUTLINED IN THIS MANUAL SHOULD BE REFERRED TO THE ESCEA ARCHITECTURAL ADVISORY TEAM. PLEASE EMAIL AA@ESCEA.COM

A2 Recommended Install Process

The following diagram illustrates the steps required to install your electric fire. The sequence in which you choose to do these tasks will vary depending on your individual scenario. Please read these instructions fully prior to proceeding with the installation.

False Cavity Installation



Create the framed cavity

Install the fireplace

Install electrical connections

Finish installation, test appliance, and clad the cavity

Section B on page 7

Section D on page 15

Section C on page 11

Section E on page 15

To ensure that your installation is fully complete, please use the "Installation Checklist" on page 30.

B CREATING THE CAVITY

B1 Cavity Shape

The LE800 and LE1000 Electrical fireplace requires self supporting timber/steel framed cavities.

B2 Designing the Cavity

The following aspects must be considered when designing this installation:

- Appliance is NOT load bearing
- Appliance physical size
- Wall finishing and interaction with appliance
- Optimal viewing height
- Positioning of appliance in regards to wall lining (depth into wall)
- Electric fireplace fan noise
- Electrical isolation switch

Note: *This LE800 or LE1000 Electric fireplace is to be installed prior to any wall lining.*

The cavity and wall linings may be constructed from Standard building materials including timber framing.

B3 Safety Considerations

When creating the cavity and considering the installation of the electric fireplace, please take into account the following safety precautions.

- Do not use the fireplace outdoors
- Do not install the fireplace in the immediate vicinity of a bath, shower, or swimming pool
- Do not place the fireplace directly under a wall socket or junction box
- This appliance should not be operated by children or the infirm. The LE1000 contains small fuelbed parts that may present a choking hazard to children. Ensure the fireplace is in a location that is sufficiently protected from children and pets.

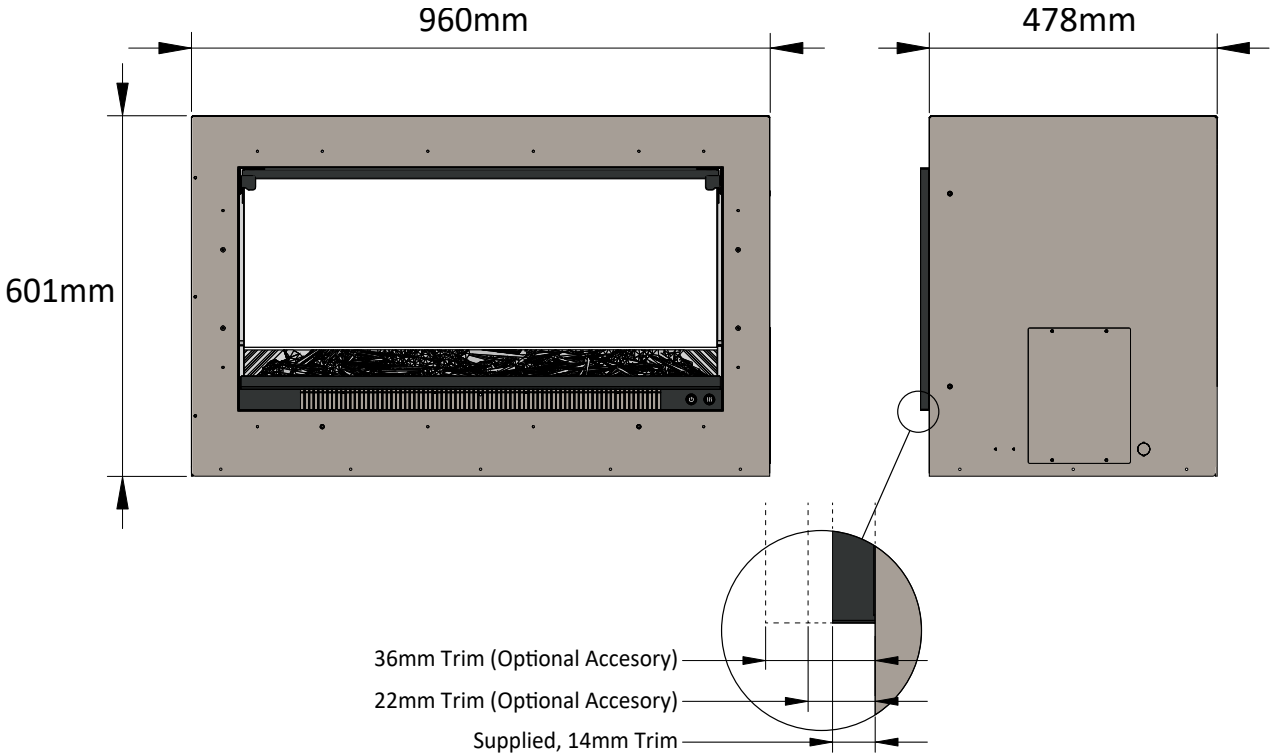
WARNING: TO PREVENT OVERHEATING DO NOT COVER THE APPLIANCE. ENSURE ADEQUATE CLEARANCE IS PROVIDED.

B4 Product and Framing Dimensions

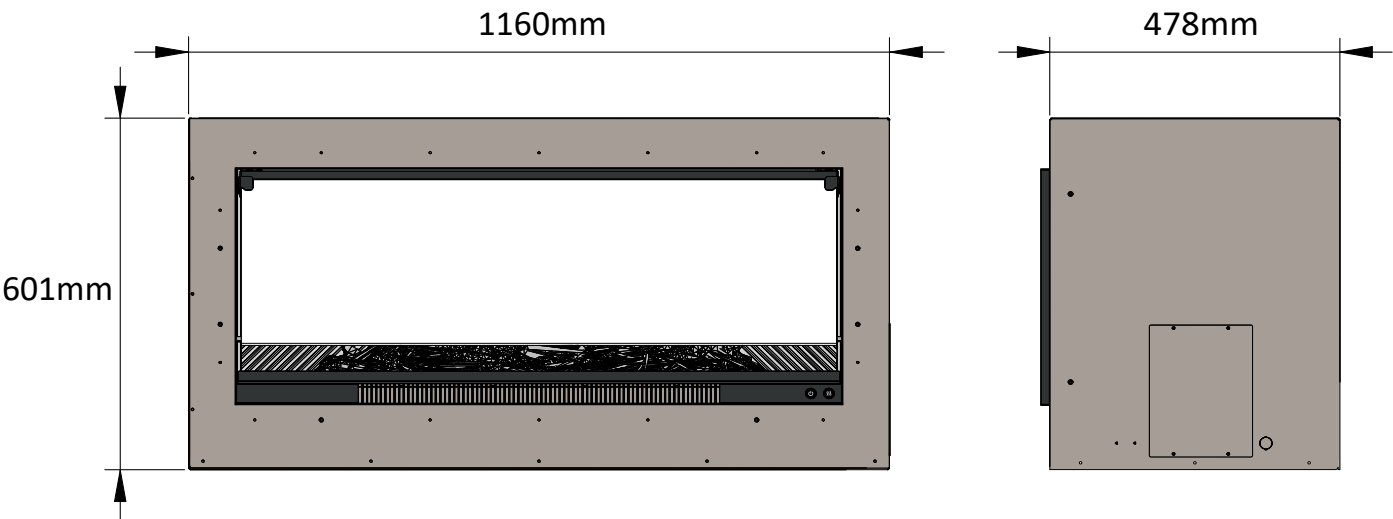
Product Dimensions

Not the be mistaken for cavity dimensions

LE800

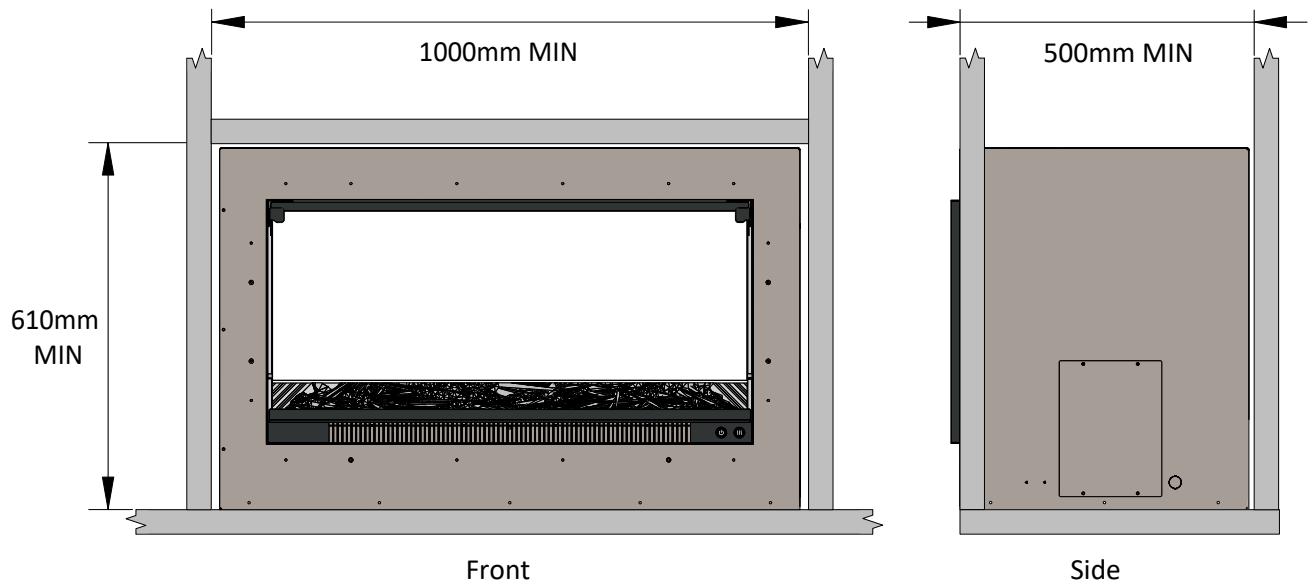


LE1000

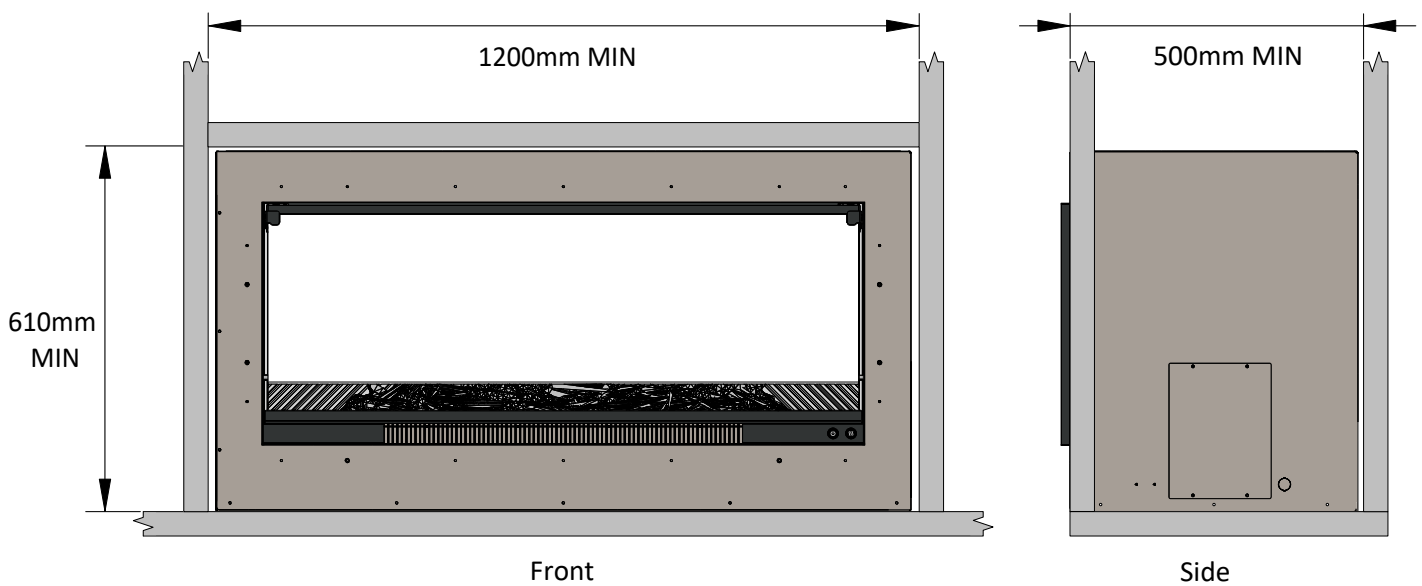


Minimum Framing Dimensions

LE800



LE1000



WARNING: IF INSTALLING NICHE DISPLAY(S), THE PRODUCT MUST BE POSITIONED SO THAT THE FRONT EDGE OF THE TRIMS ARE FLUSH WITH THE OUTER SURFACE OF THE WALL LINING TO ENSURE THE FASCIA FITS CORRECTLY.

B5 Hearth

A hearth is not required. A hearth or flooring can be installed at any height below the bottom edge of the opening.

B6 Cavity Base

This appliance **MUST** be fully supported on its base, over the entire area of the underside of the appliance. The base must also be level and strong enough to support the total product weight, which is approximately **70 kg**.

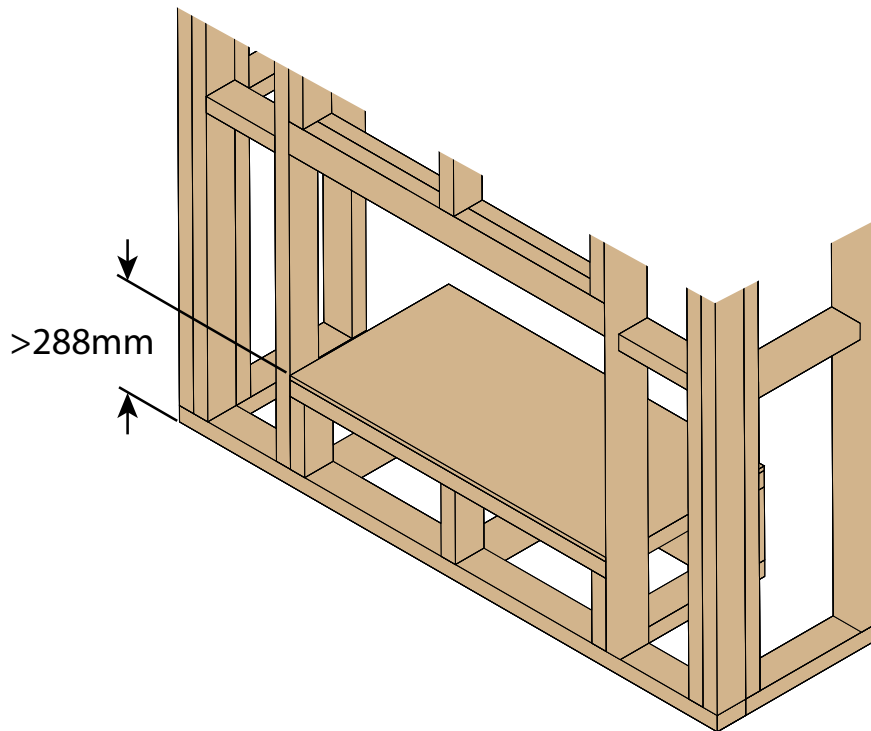
B7 Television & Mantel Clearances

Mantels or any electrical equipment such as a TV or home theatre system can be installed at any height above the LE-Series fireplace opening.

Note: *It is the responsibility of the end user to check the installation instructions of their electrical appliances to ensure that the location in relation to the fireplace is suitable. Escea in no way guarantees or takes responsibility that the recommended installation suggestion will be suitable for all electrical or home entertainment appliances.*

B8 Optimal Viewing Angle

For optimal viewing, the fireplace base should be installed no less than 288mm above the floor, this puts the bottom of the viewing window at no less than 400mm above the floor.



C CONNECTING THE ELECTRICITY

C1 Connecting the Power Supply

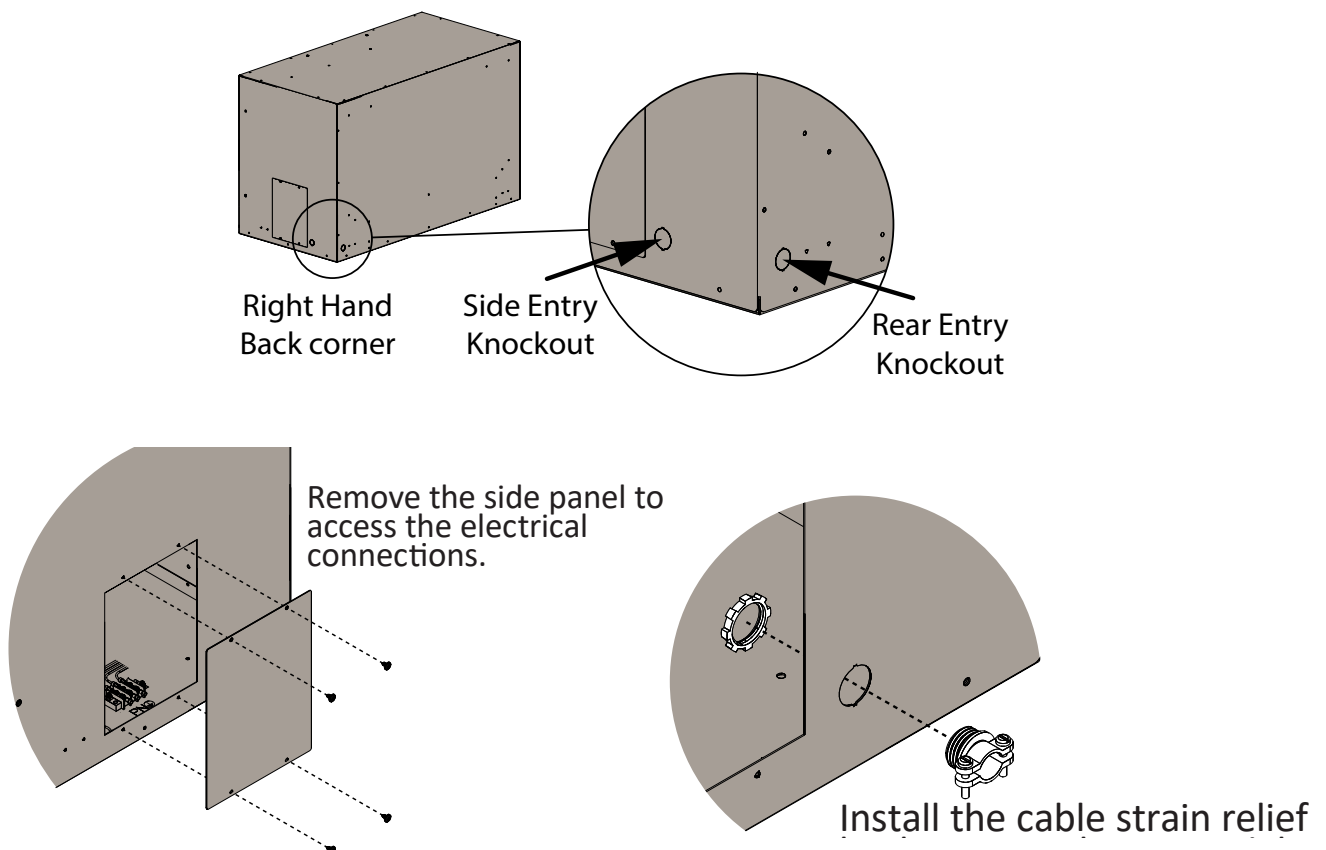
Leave maintenance and repairs to a qualified service provider.

While the cavity is being created, consideration must be given to the location of an appropriate power supply. This appliance will draw a maximum of 15 Amps from a 230/240 V supply.

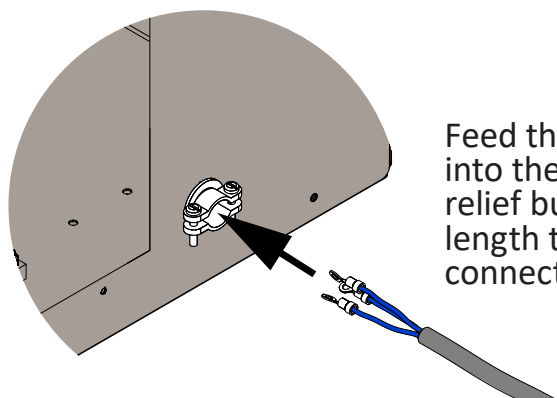
The appliance can be commissioned as 1.5 kW or the default 3 kW (as shipped) depending upon the existing wiring of the house.

Regardless of the method used (an accessible plug or a compliant wall switch), it **MUST ALWAYS** be possible to safely isolate the electrical supply to the appliance after it has been fully installed. An electrical wiring diagram is located underneath the fuel bed, just above the access hatch, and in the rear of this manual (Service Section H18 on page 44).

Select the location that the wiring enters the fireplace. There are 2 options. On the right hand side or the right hand rear. Remove the selected knockout with a pair of long nose pliers.



Ring terminals are provided to crimp to the ends of the supply wiring. Allow at least 50mm tails from the end of the cable. Loosen the screws on the strain relief bush to allow the cable through.

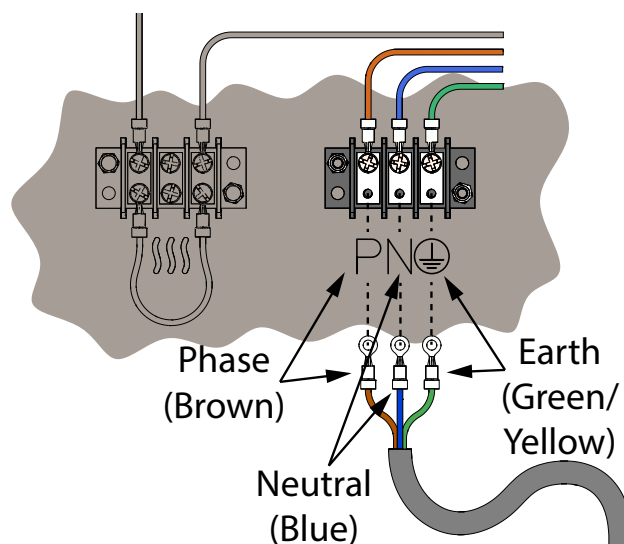
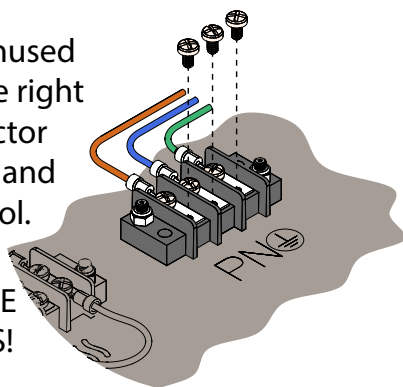


Feed the electrical supply wiring into the chassis through the strain relief bush. Give yourself enough length to easily make the connections below.

The phase, neutral, and earth will need to be securely screwed into the terminal block as shown below.

Remove the unused screws from the right hand connector with the P, N, and Earth symbol.

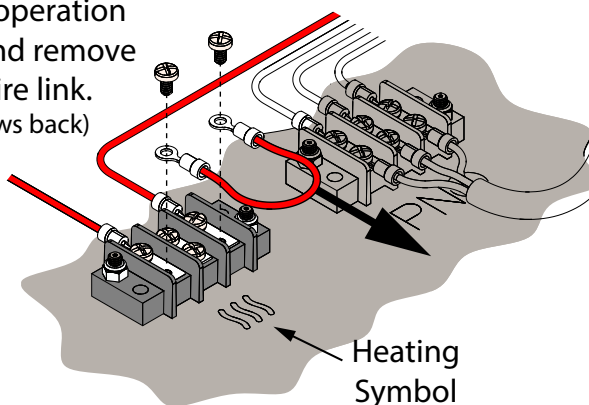
DO NOT LOSE THE SCREWS!

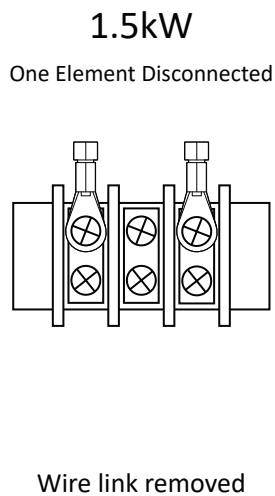
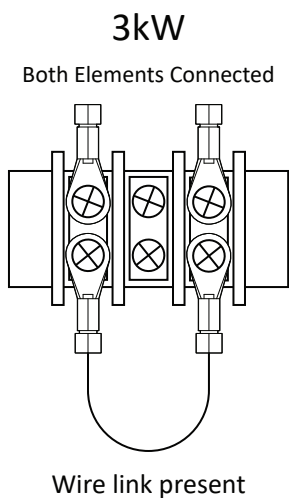


C2 Changing from 3 kW to 1.5 kW

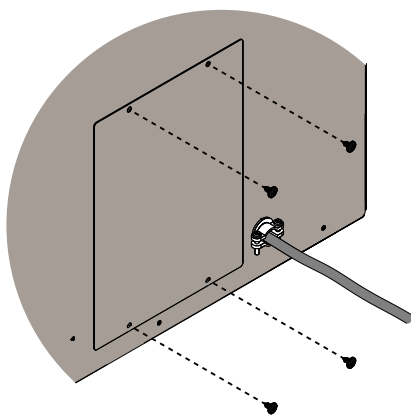
Depending upon the electrical wiring of the installation location, it may be necessary to convert the fireplace to run on 1.5 kW instead of 3 kW. A dedicated 15 Amp circuit is required for the fireplace to run on 3 kW. This is done by changing the wiring on the 3 kW to 1.5 kW block (shown below).

For 1.5kW operation unscrew and remove the 3kW wire link. (Put the screws back)





Once the wiring is complete withdraw any excess cable slack back out through the strain relief bush and then replace the side hatch panel.



Screw down the strain relief Bush clamp so that the cable does not slip when given a tug.

Screw the side panel back into place.

D INSTALLING THE APPLIANCE

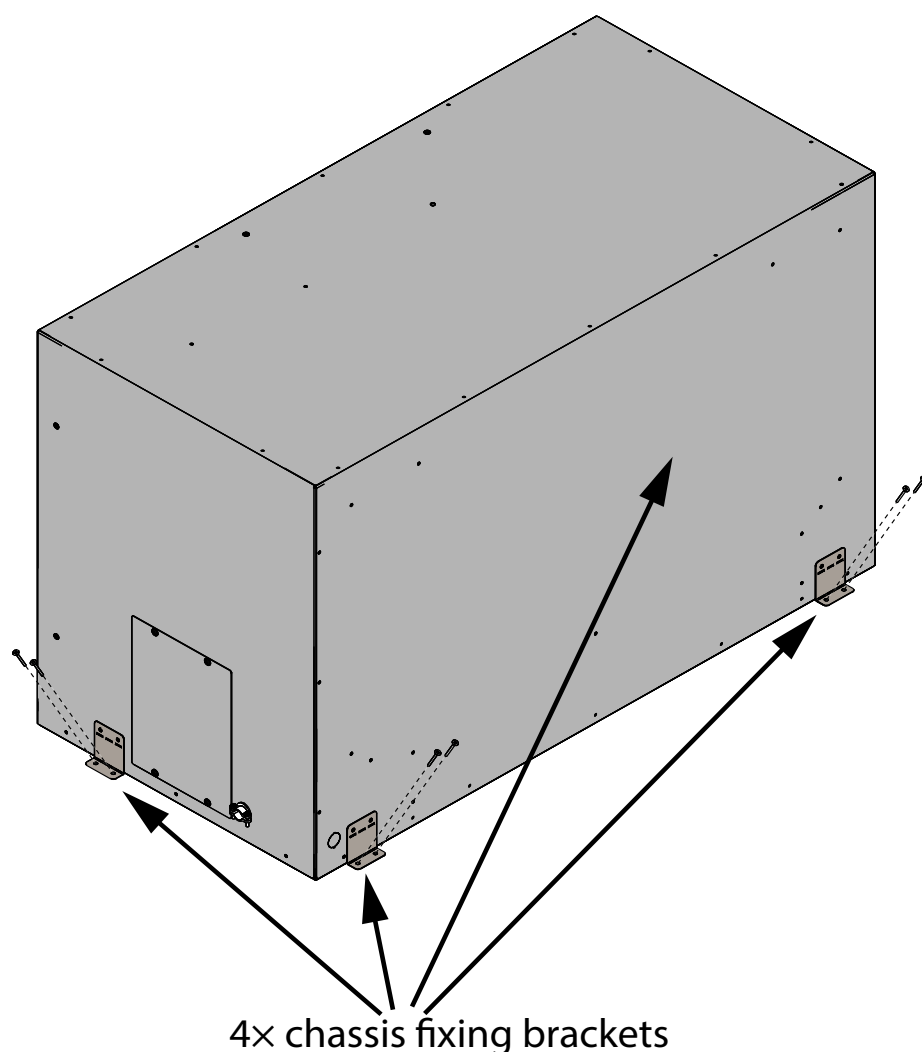
D1 Installation

Note: Ensure the wall has been correctly framed to the dimensions specified in section B1 on page 8 before starting the appliance install. The wall must be lined after the fireplace has been fitted into the cavity with the appliance wired into an outlet.

D2 Fixing the Appliance to the Base

This appliance **MUST** be fully supported on its base. The base must extend over the entire area of the underside of the appliance. The base must also be leveled to prevent possible fan imbalance. The base of the cavity must be strong enough to support 70 kg.

The appliance must be fixed to the base and within the cavity - four fixing points and brackets are provided for this purpose.



THE FIREPLACE MUST BE SEISMICALLY RESTRAINED IN A MANNER APPROPRIATE TO THE INSTALLATION LOCATION

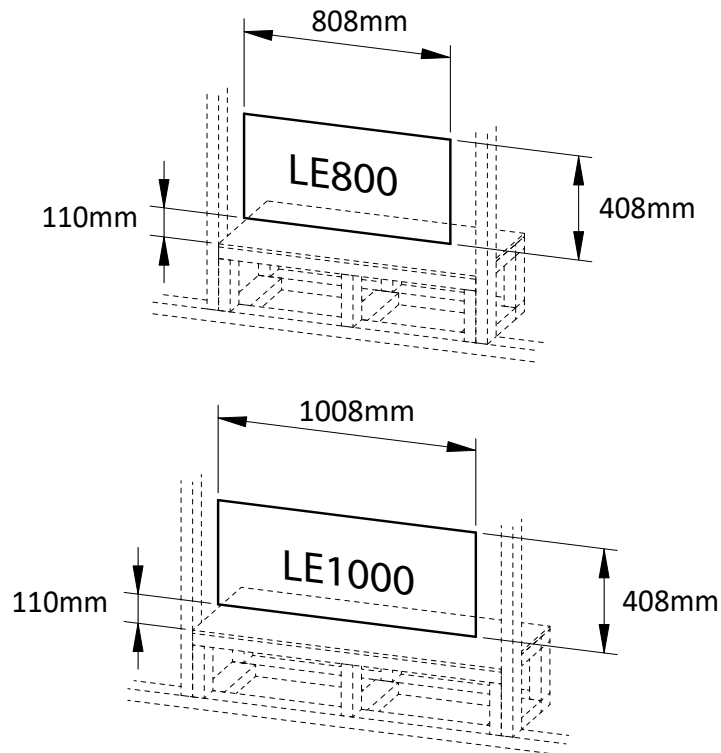
E FINISHING THE INSTALLATION

E1 Wall Linings

Wall lining cutout dimensions around the glass must be adhered to. Wall linings can be adhesive bonded directly to the fireplace.

E2 Window Opening

The window needed to be cut into the wall lining is detailed below.



CONTACT THE ESCEA ARCHITECTURAL ADVISORY TEAM FOR FURTHER ADVICE.
PLEASE EMAIL AA@ESCEA.COM

Note: Please ensure that any Plasterboard dust created during installation is vacuumed from the appliance prior to turning it on for the first time to prevent damage to the fan or heating element.

Ensure the wall lining is cut appropriately to fit on the outside of the trim, or with additional clearance as required for fascias.

Fuelbed and Log Setup

The fuelbed of the electric fireplace consists of a resin ember base and separate logs. There are slots in the resin fuelbed that the tabs in the main logs will fit into.



For the LE1000 (not shown here), additional embers are also supplied. These will be placed on the sides of the LE1000 electric fireplace after the fuelbed has been placed.

Identifying Logs

The logs are split into two sets - the primary logs and the loose logs. The primary logs must be placed as shown below and the loose logs can be placed as desired in front of them.

Primary Logs



Main Centre Log



Main RH Log



Main LH Log

Loose Logs



Log 1



Log 2



Log 3



Log 4



Log 5



Log 6



Log 7



Log 8

Step 1

The main centre log is fitted first.



Step 2

The main LH log is fitted next, sitting on top of the main Mid log.



Step 3

The main RH log is fitted next, sitting on the main Mid log and behind the log that is part of the resin fuelbed.



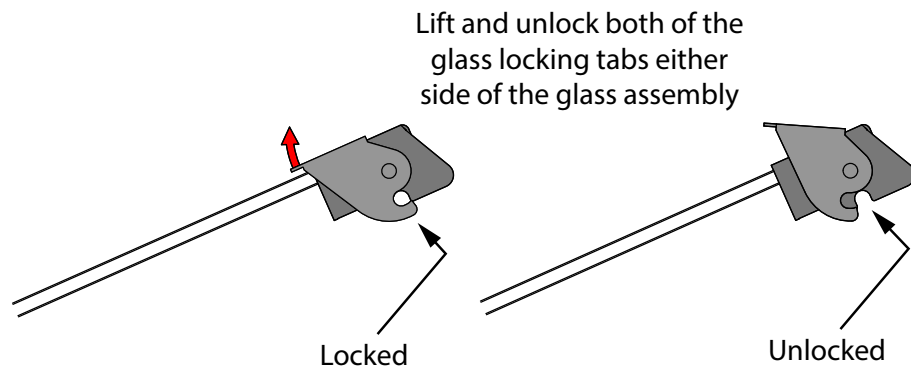
Step 4

The rest of the logs can be placed as desired. For the LE1000, the additional embers may also be added to the sides of the fireplace at this point.

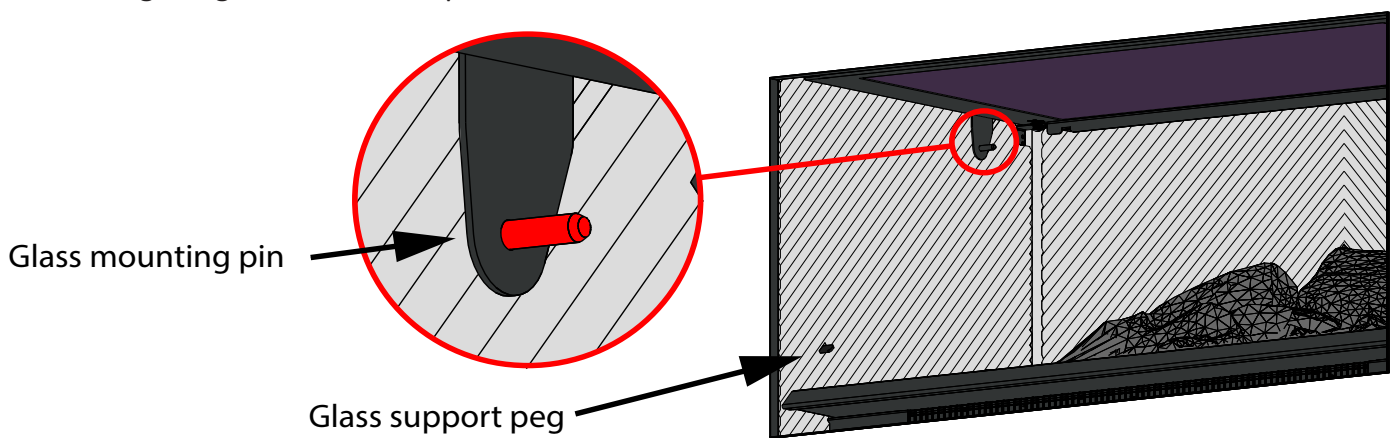
Place the glass using the instructions in section H6 on page 34. Cleaning instructions are also located in that section.

E3 Fitting the glass

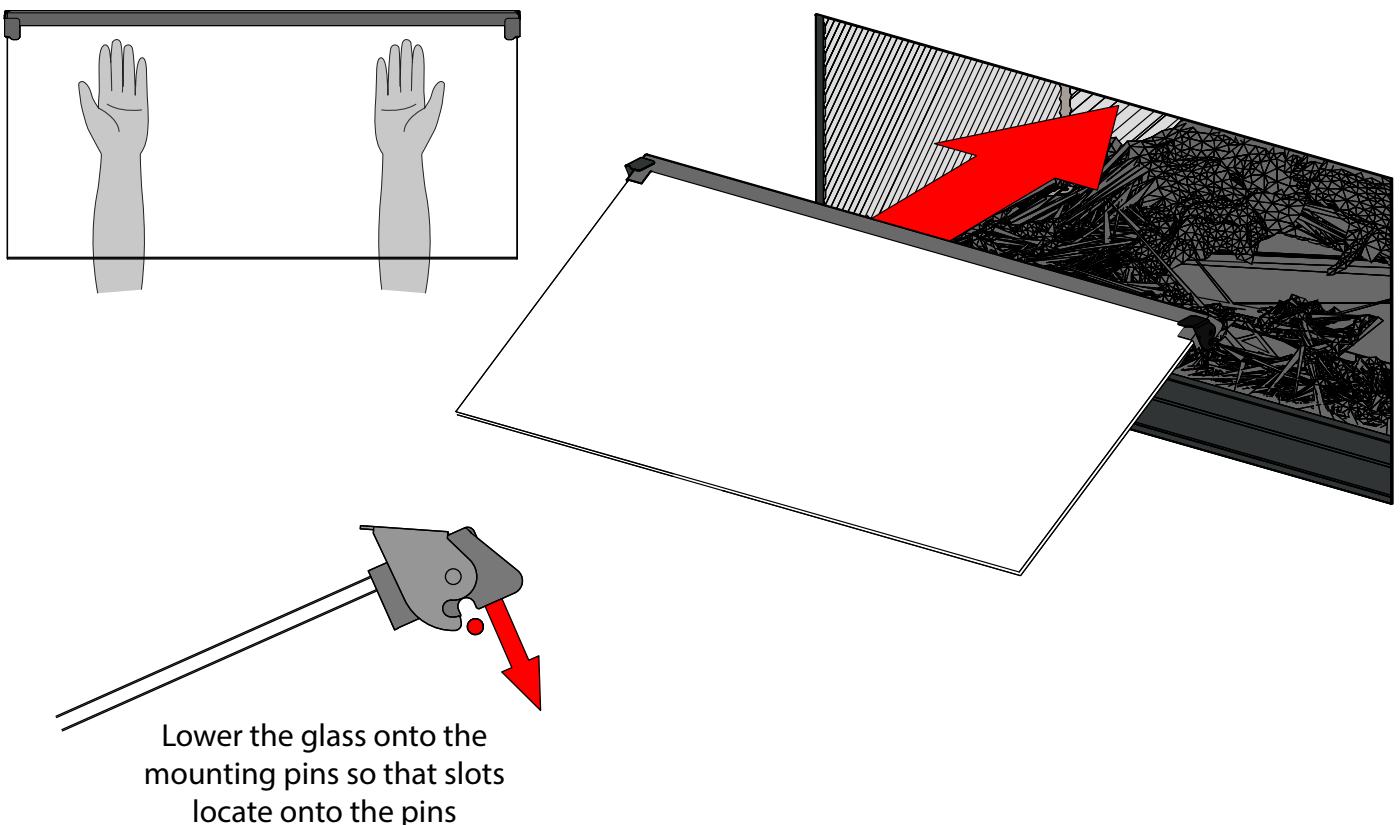
Unlock the glass attachment bracket.



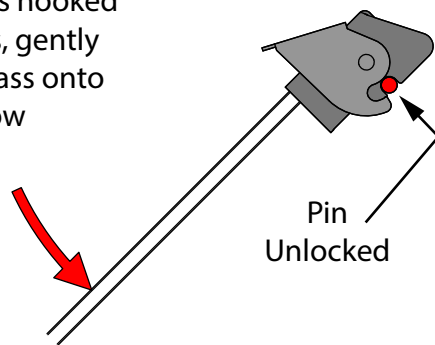
Visually verify the location of the glass mounting pins in the top rear of the firebox to help guide you when lifting the glass into the fireplace.



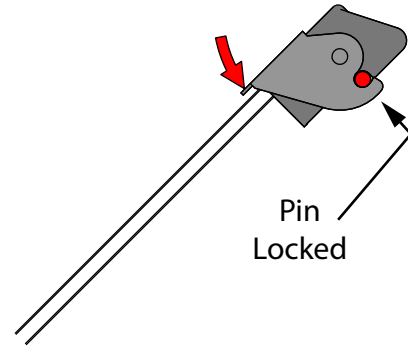
Make sure you have both hands evenly under the glass to support the weight and lift the glass into the firebox and over the mounting pins.



Once the glass assembly is hooked onto the mounting pins, gently lower the front of the glass onto support pegs below



Lastly, push down the locking tabs on either side to lock the glass in place

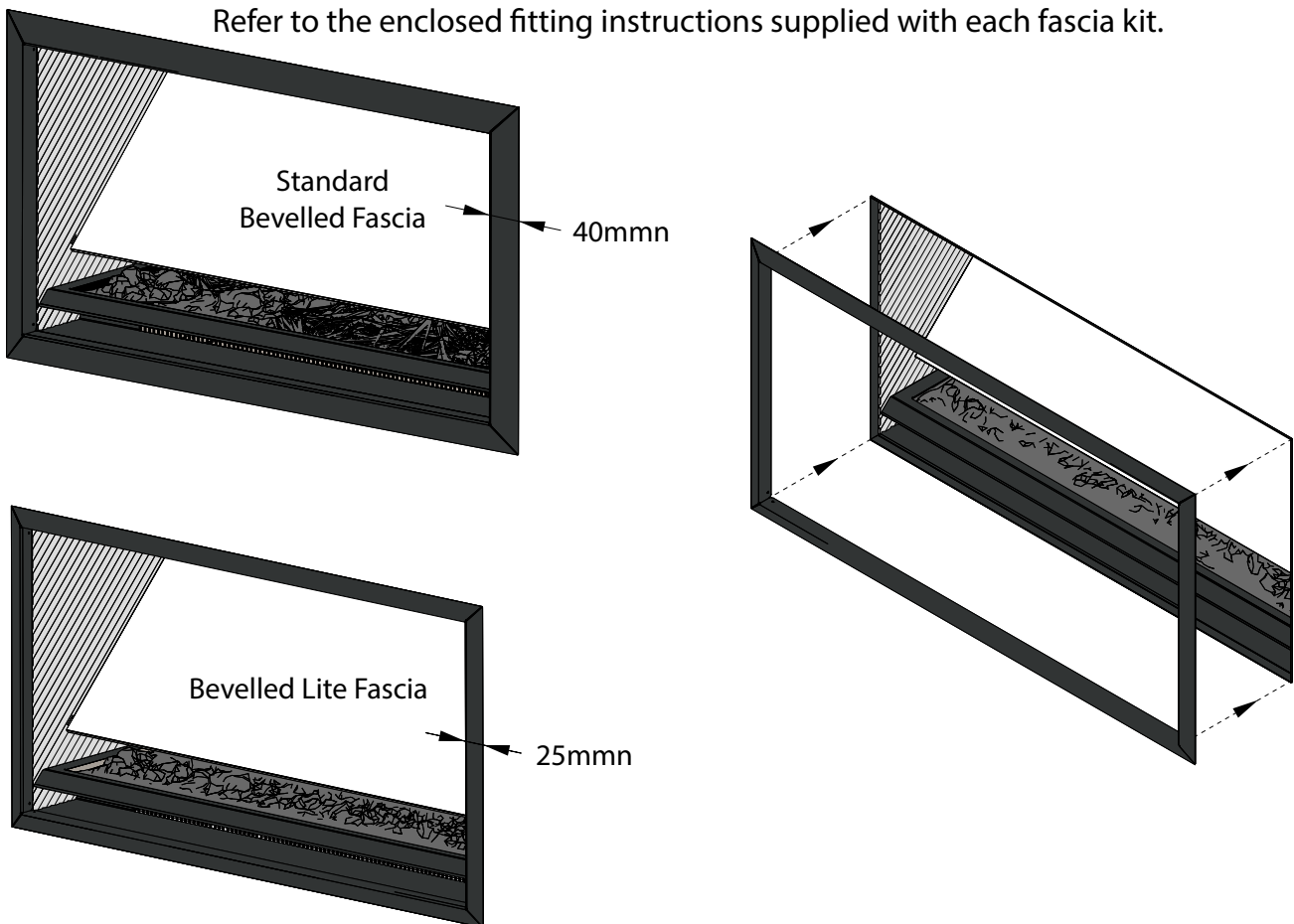


E4 Fitting the Fascia

The LE-series electric fireplace comes supplied with standard 14mm frameless trims. Information on cleaning or replacing these trims can be found in section "H5 Cleaning or Replacing the Frameless Trims or Fascia" on page 33.

There are optional fascias that can be used to enhance the look of the LE-series electric fire. These fascias are designed to fit on inside of the affixed frameless trims.

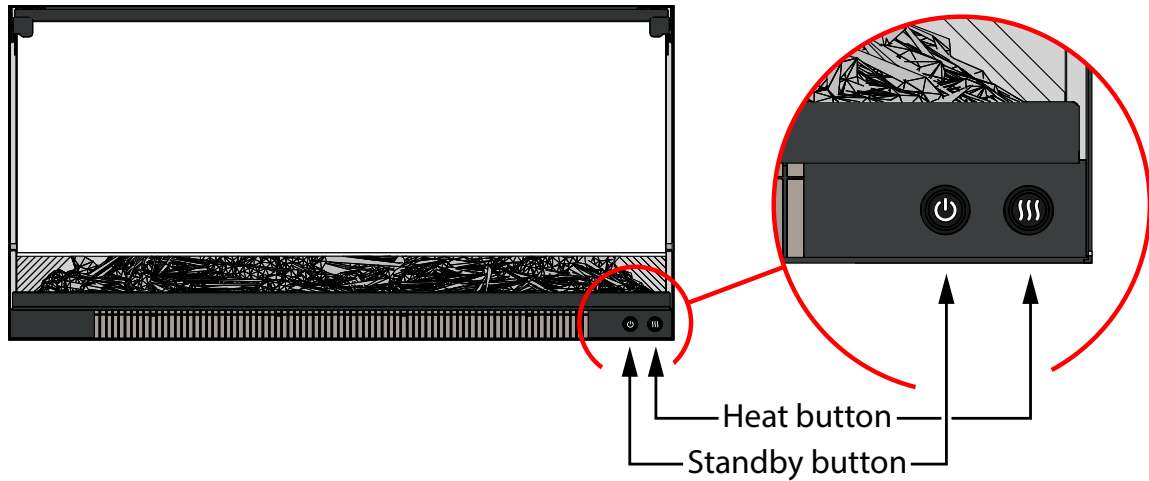
Refer to the enclosed fitting instructions supplied with each fascia kit.



E5 Checking the Setup

Check that the fireplace functions correctly prior to finishing the installation.

- Press the standby button shown below to check that the fireplace is appropriately wired and turns on. The flame video should start playing on the LCD and appearing in the reflection off the glass.



- Main LH and RH logs may need pivoting to correctly align with the image plane of the flames.
- Press the heat button shown above to ensure that the heat function operates.
- Check that the LED down-light at the top rear turns on.
- Check that the LED panels that sit below the resin fuelbed and the LCD screen light up.

E6 Locating the Wall Mount Cradle for the Remote

The appliance's remote contains the thermostat that will sense the room temperature and communicate this back to the heater.

A wall mount cradle has been provided for the remote and, where possible, the remote should be housed in this cradle.

The location of this cradle should be decided by taking into account the following factors:

- Simple and convenient access for the user
- Away from air flow and drafts through the room
- The parts of the room that people are likely to spend time in
- Away from direct sun light
- A suitable distance away from the heater
- Within the same room as the heater so that the thermostat functions properly

The Bluetooth signal will go through some walls but for best results Escea suggest that the cradle position is less than 10 meters away from the heater and within the same room.

The best height to locate the cradle off the ground is about chest height. This gives a good average room temperature and easy access for the user.

Please ensure that the cradle is screwed firmly onto the wall using the screws provided.

E7 Operating the Appliance for the First Time

The remote arrives in a shipping state. To activate the remote, plug it into a powered charger using a USB-C cable for at least 1 second.

Charge the remote by plugging it into a USB-C cable and charger. The remote cannot be used while it is charging. Charging may take a few hours. Charging overnight is recommended.

To turn the fireplace on, press the "POWER" button on the remote once, and within a few seconds the appliance will turn on.

The fireplace always starts without heating. The heating element can be turned on and off separately. The flames must be on for the heating element to function.



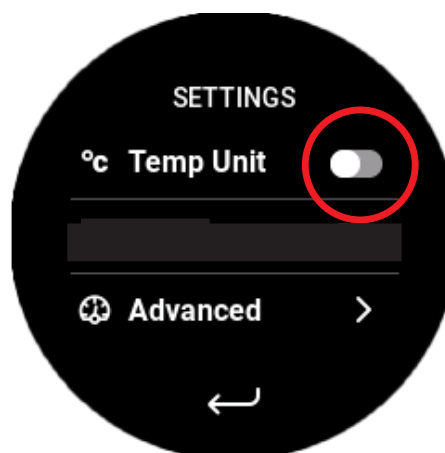
When the appliance has turned on, set the room temperature by pressing the 'plus' or 'minus' button repeatedly until the display is showing the desired temperature.



The flame height can also be adjusted by pressing on the flame image on the home screen and then using the flame height adjustment.



The temperature units can be changed to fahrenheit by touching the menu icon to pull up settings and then selecting 'Temp Unit'.



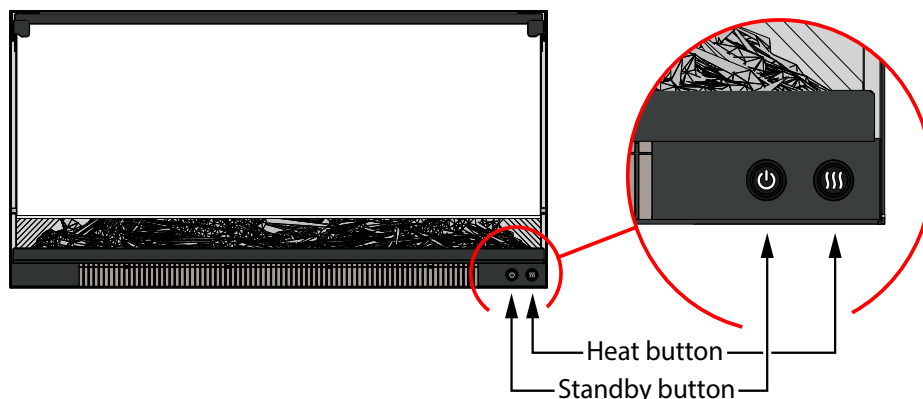
The appliance is turned off by pressing the "POWER" button once more.

Run the appliance again and check the operation of the thermostat by increasing and reducing the set temperature.

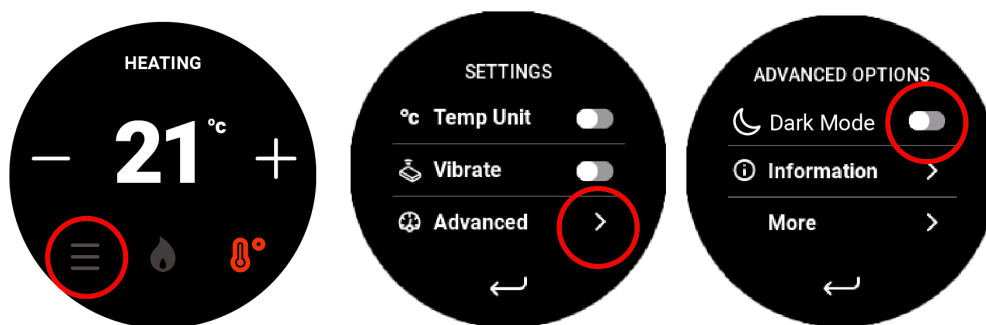
If the display turns off, simply give the remote a shake to wake it up.

Check the function of the standby button and the heat button on the fireplace by pressing the standby button (shown below). The fireplace should turn on. Then press the heat button (shown below) and verify that the heat turns on. The standby button will override the thermostat function on the remote and turn the fireplace on regardless of the room temperature.

Note: The heat function will not work if the flames/fireplace are not on.



Under 'Advanced Options' in the settings menu, the down-light can be turned on or off when the fireplace is in standby mode, using the dark mode setting. When dark mode is on, the LED down-light will be turned off.



For further operation instructions please refer to the User Guide.

Normal Operating Sounds and Smells

Sounds

It is possible that you will hear some sounds from your electric fireplace. This is perfectly normal due to the fact that various types of materials are used within your appliance. These are all normal operating sounds and should not be considered as defects in your appliance.

Fan:

Escea electric fires use electric fans to push heated air into the room. It is not unusual for the fan to make a "whirring" sound when ON. T

Smells

The first few times the unit is operated, the unit may release an odour due to dust that may have accumulated on the heating element. This is a temporary smell which will disappear with use. It may reoccur if the electric fireplace isn't used for an extended period of time.

E8 Cleaning the Glass

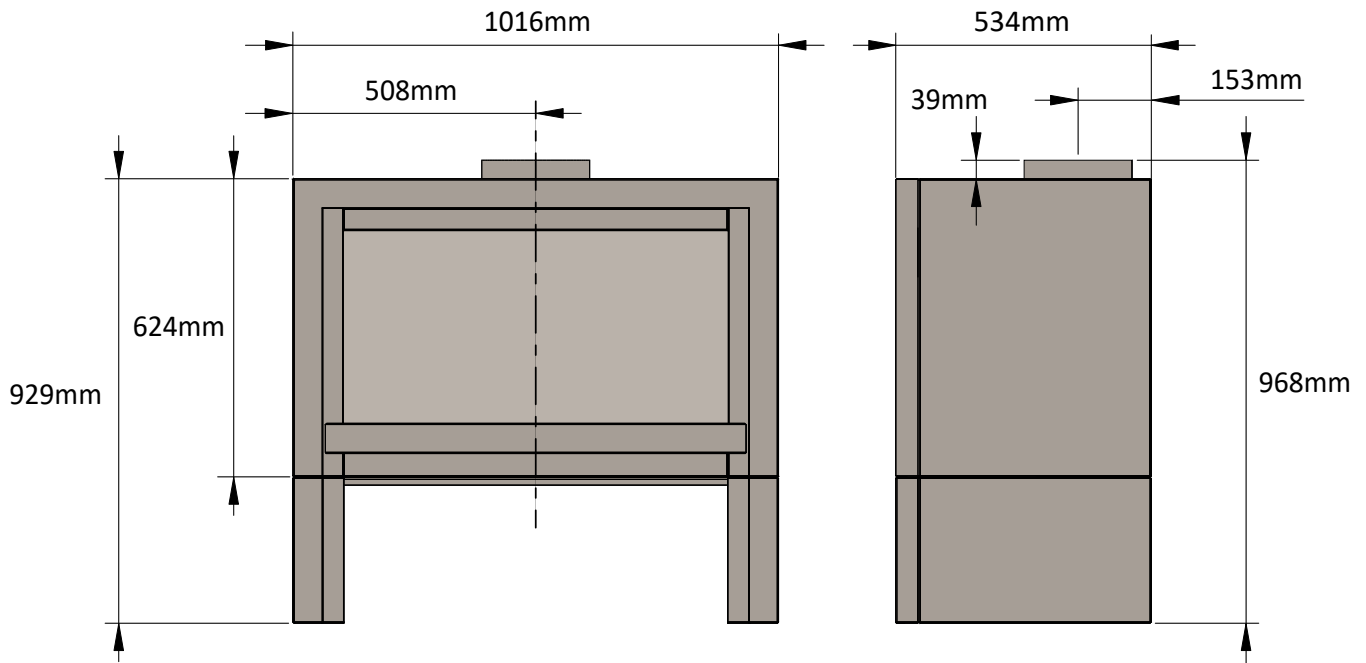
The glass should be cleaned of fingerprints or other marks before first use. Clean the glass with a nonabrasive cleaner. A standard, ammonia-free, glass cleaner is recommended.

For more detail on removing and cleaning the glass, please refer to A on page 6 section H6.

F FREESTANDING UNIT INSTALLATION

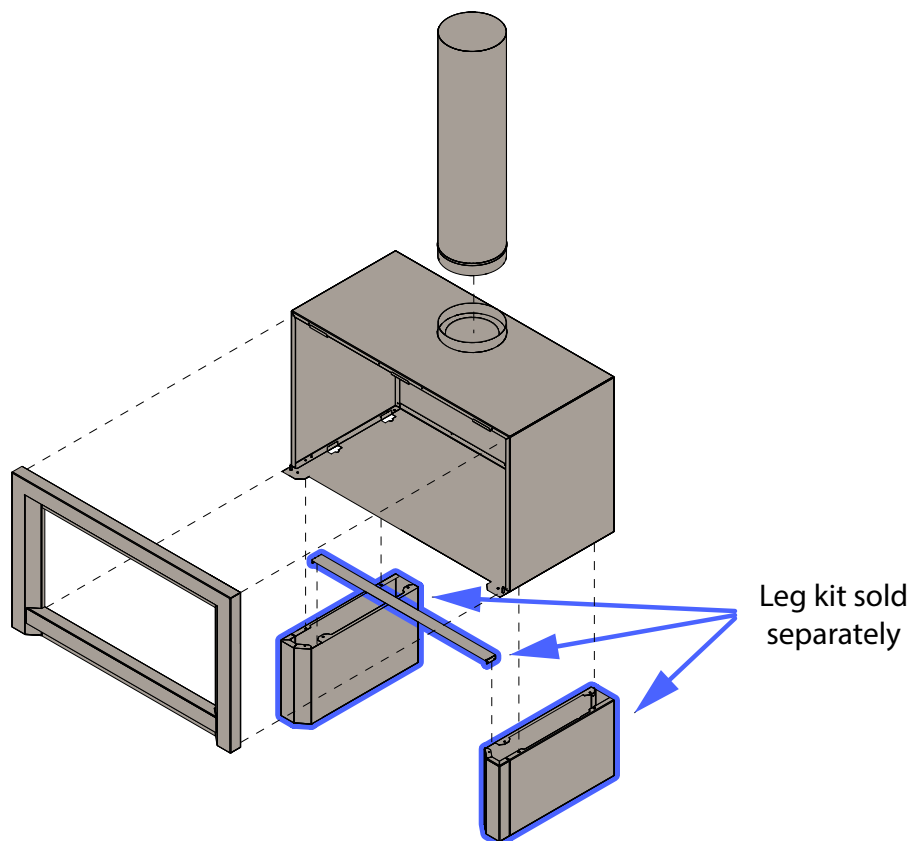
The freestanding unit is designed to fit **ONLY** an LE800 fireplace. The top console section can be placed onto a complete hearth surface or completely freestanding with the optional leg kit.

F1 Product Dimensions

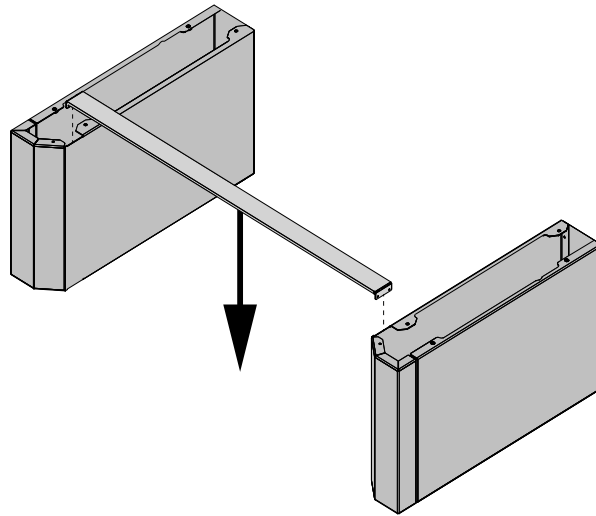


F2 Freestanding Unit Assembly

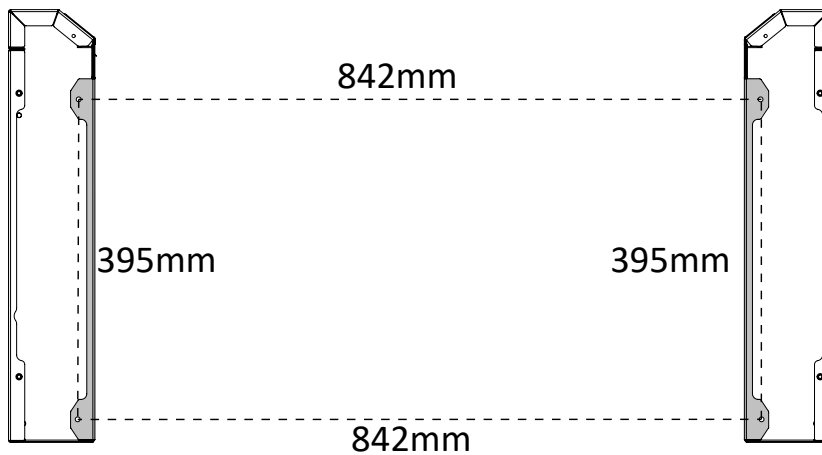
The freestanding assembly arrives in a box and requires some assembly before use.



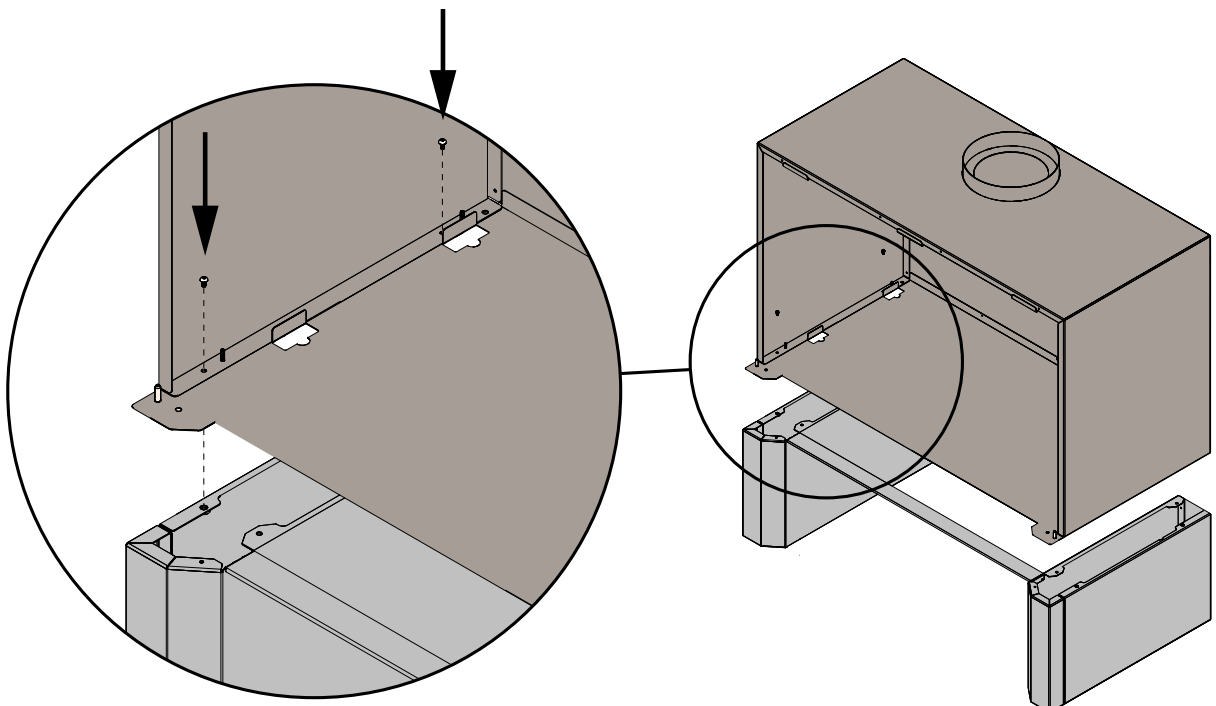
If you have purchased the Freestanding Unit leg kit, space out the legs using the supplied brace. Clip the leg brace over the edge of the legs in the inside front gap as shown below.



You can, at this point, fasten the legs to the ground using the hole centres below...

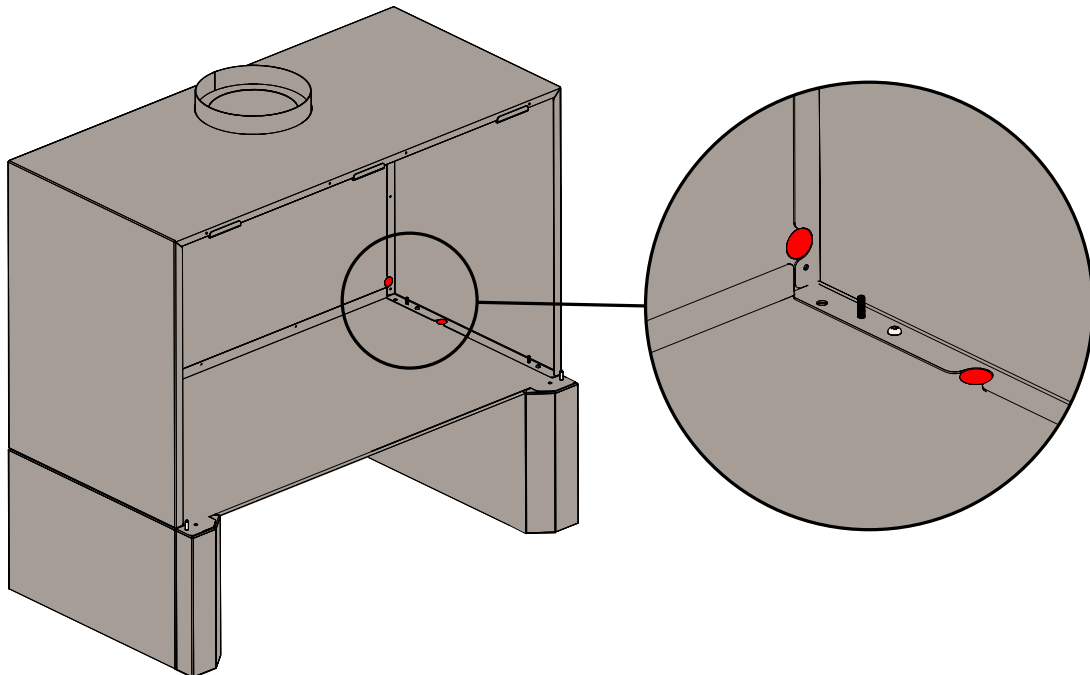


Lower the main body onto the feet, align and fasten using the 4× M5 screws provided (2 per leg). These are indicated below.



F3 Running the Electrical Cables

The electric cables can be run down through the "flue" into the LE800 electric fire, up the right leg, or through the back of the freestanding unit.

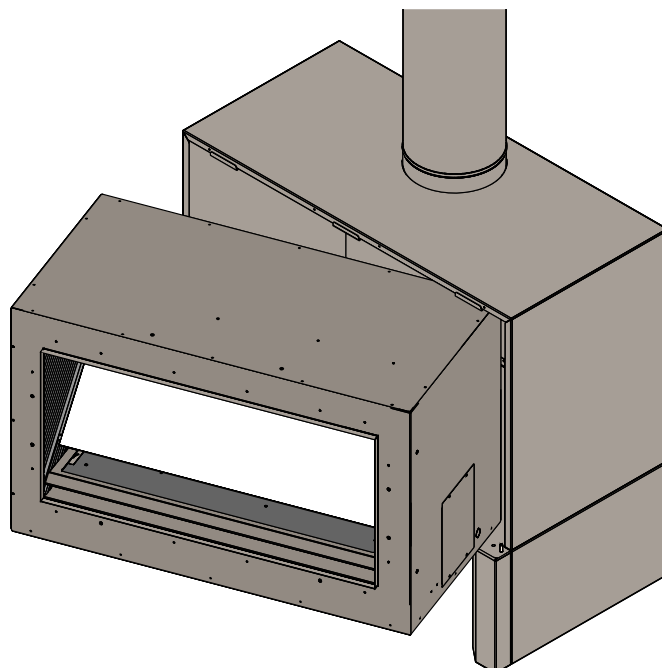


F4 Installing the fireplace

Please see electrical connection instructions in section section "C1 Connecting the Power Supply" on page 11.

Note: *The wiring into the fireplace MUST be through the side knockout. Do not wire through the back knockout on the fireplace.*

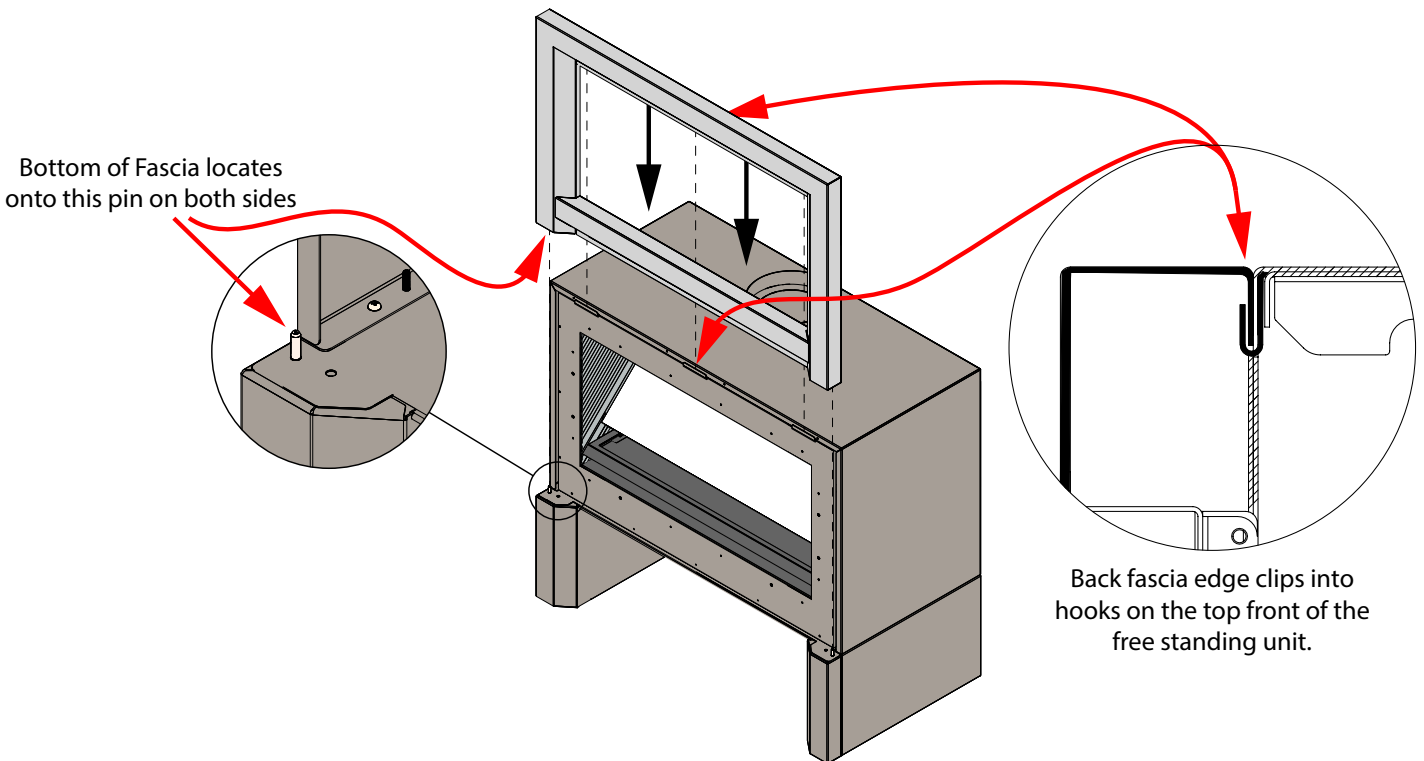
Electrical connections will have to made before installing the fireplace. Once the fireplace is wired up insert it into the freestanding unit on an angle with the wiring end in first. Carefully pull back any excess cable slack as the fireplace is pushed back. However, leave a suitable length of slack up the SIDE to allow for removal in the future. Preventing the cable from bunching behind the fireplace.



F5 Fitting the fascia

First ensure that the Trims are not yet fitted to the 4 front edges of the fireplace. If they have been, then carefully remove them without scratching the powder coat.

Ensure the fireplace is centred, by pushing it up to the left hand tabs on the freestander base, and fully back against the back of the Freestanding unit. Gently lower the fascia down onto the pins at the bottom, and the back edge of the fascia into the 3 hooks at the top. Once the fascia is firmly in place THEN you may install the inside trims to the fireplace to lock it into place.



G INSTALLATION CHECKLIST

Go through the following checklist to ensure you have installed the appliance correctly

- Correctly sized cavity to suit your electric fireplace**
- There is an electrical isolating switch for the appliance, accessible after finished installation**
- The appliance fixed to the cavity base**
- The appliance is connected to a mains electricity supply**
- Fuel bed is correctly installed**
- Glass is correctly fitted**
- The remote control is in its cradle fixed to a wall**
- Operated the fireplace and verified that it turns on reliably and safely**
- Appliance functions checked, including thermostat operation**
- Home-owner shown how to operate the appliance correctly**
- User Guide made available for end user**

H1 Annual Service Procedure

IMPORTANT:

- This appliance must be serviced every 12 months.
- **Any service operation From section H8 onwards should be carried out only by a qualified Electrician.**
- Electricity supply **MUST** be isolated before any service operation is carried out on this appliance.
- This manual and any fuelbed installation sheet should be left with the appliance.

DO NOT MODIFY THIS APPLIANCE.

H2 Error Codes

If an error occurs during the operation of the fire, an error code will show on the remote.

Remote handset Communications Fault indication - "E2"

If a communication fault occurs within the LE-series electric fire, an E2 error will show on the remote.

If the remote shows this error, please contact a service technician.

Remote handset Over Temperature Shut-off indication - "E3"

The Escea LE-Series Electric fireplace has an over temperature shut-off that will activate if the fireplace malfunctions and exceeds the acceptable operating temperature.

Please allow a couple of minutes for the fireplace to fully cool down.

In order to reset the fire, turn the heater off using either the standby button or the remote, then turn it back on. If the fireplace shows an error again, please contact a service technician.

H3 Troubleshooting

The fireplace does not start:

1. Check that the appliance has power.
2. Check that the remote is connected - use the power button on the fireplace to try to turn the fireplace on.

The remote control isn't responding:

1. The remote may be in shipping mode. Plug the remote into power via a USB-C cable.
2. Check that the remote has power. Plug the remote into power via a USB-C cable and charge the battery.
3. Check that the remote is paired to the fire. Pair the remote if required.

There is no heat when heating function is turned on.

Note: *In any of the below cases you should contact Escea and request a service technician.*

1. The fan may be disconnected.
2. The fan may faulty or a blockage may be impeding the airflow.
3. The Element may need replacing.

The fan is noisy or does not start

1. The fan may faulty or a blockage may be impeding the airflow.

H4 Serial Number

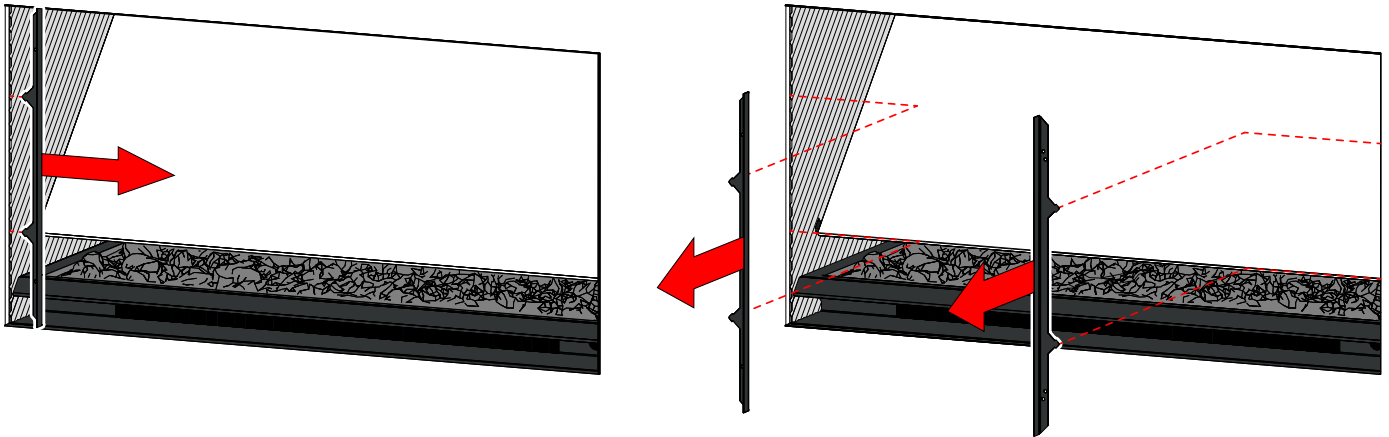
The serial number is on a sticker mounted to the underside of the chassis top. To view it, look up inside the front opening of the fireplace. The screen may need to be lowered to view it.

Note: *The power must be disconnected before lowering the screen.*

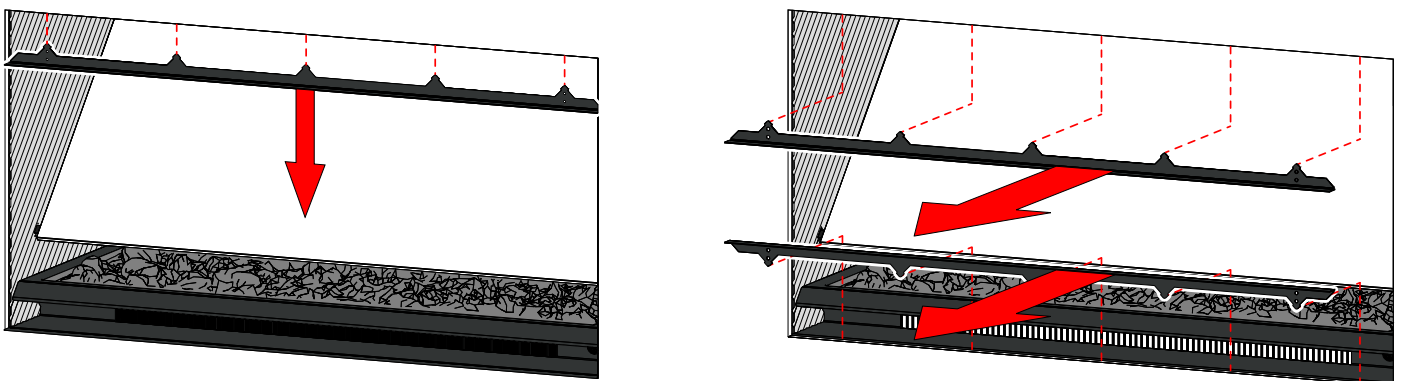
H5 Cleaning or Replacing the Frameless Trims or Fascia

To remove the Frameless Trims, the side trims must be removed before the top and bottom trims. The side trims are removed by grasping the side trim and pulling firmly inwards. To replace, align the tabs in the gap immediately behind the outer chassis face and push firmly until you feel a click.

Ensure the trims are not pushed in between the wall lining and the chassis.

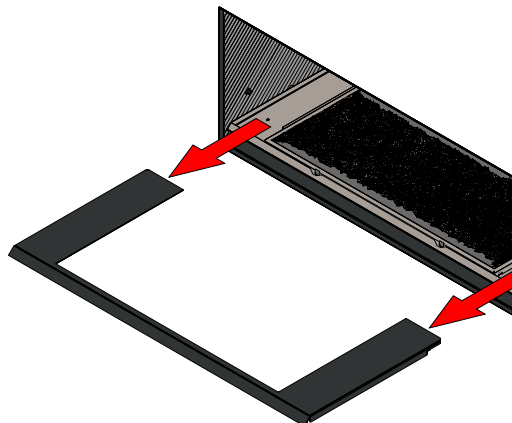


The top and bottom trims are removed by pulling firmly (as shown below). To replace, align the tabs and push firmly until you feel a click.



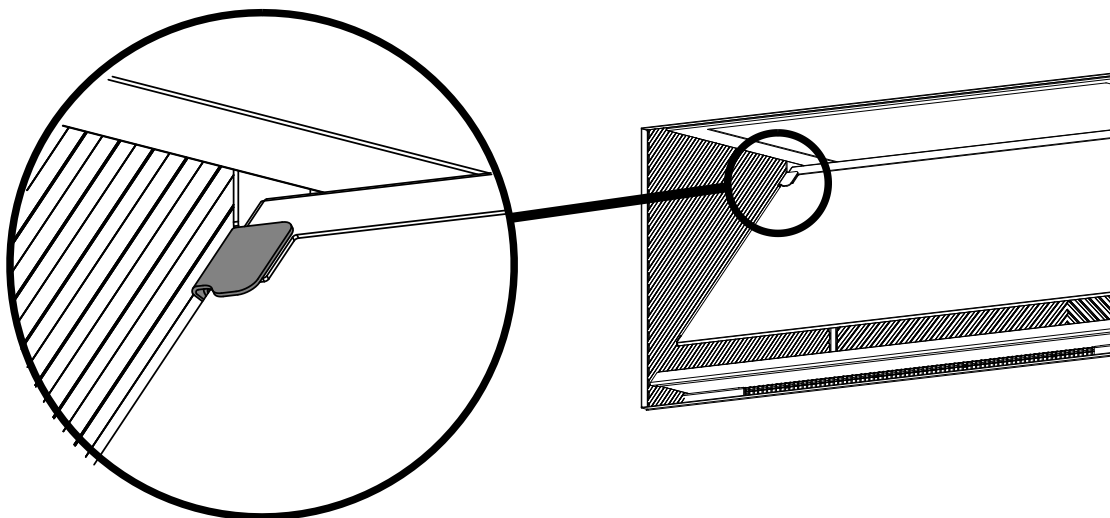
The frameless trims can be cleaned with a soft, dry, microfiber cloth.

The fuelbed fascia will clip inside the frameless trims. The fascia can be removed with a strong pull. It can be cleaned by using a soft, dry, microfiber cloth.



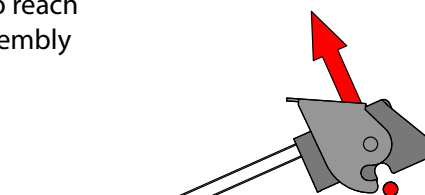
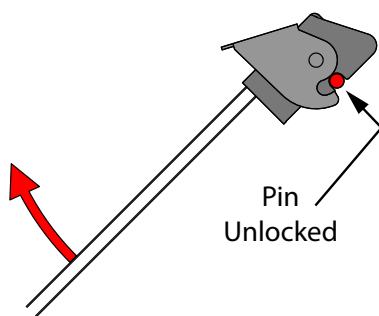
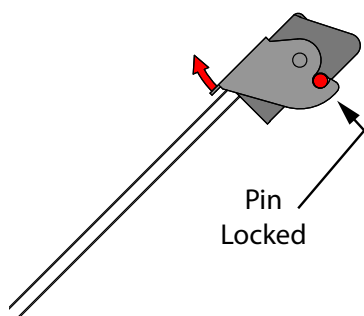
H6 Cleaning or Replacing the Glass

To remove the glass, lift the holding latches located on both sides of the glass (left side shown in detail below) until it pops up.



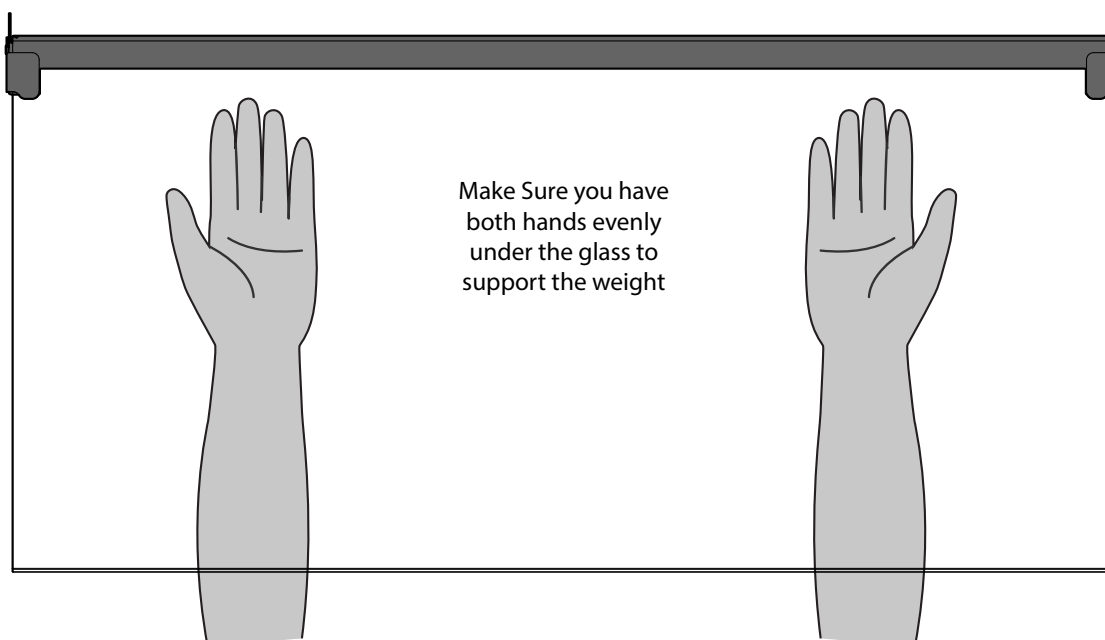
Lift both of the glass locking tabs either side of the glass assembly

Lift the bottom edge of glass to allow you to reach under the glass assembly

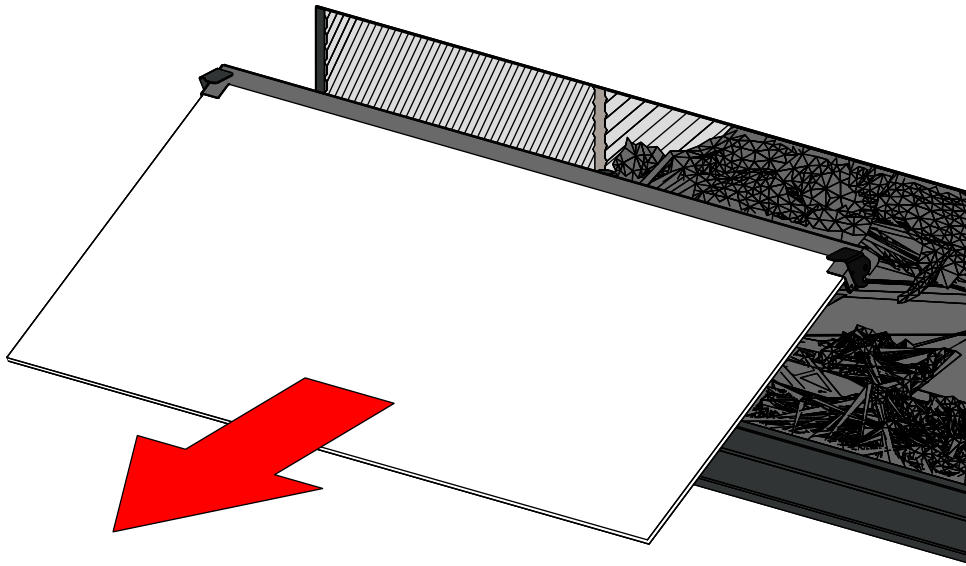


Once you have both hands under the glass lift the assembly off of the locating pins and remove from the fireplace

Once the holding latch has been disengaged, lift the entire glass piece with both hands .



Remove the glass towards you until it is clear of the fireplace, as shown below.



TAKE CARE NOT TO BREAK THE GLASS. USE ONLY AN ESCEA SPARE PART REPLACEMENT FOR THE GLASS.

To clean the glass, use a standard glass cleaner and a soft cloth. Ensure that the cloth is clean to prevent scratching the glass. Always dry the glass completely as water residues are difficult to remove.

DO NOT USE ABRASIVE OR HARD MATERIALS TO CLEAN THE GLASS.

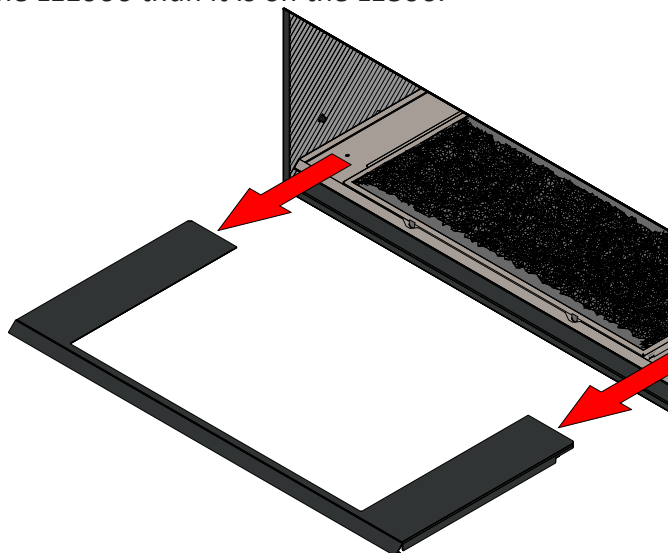
Once clean, replace the glass using the reverse of the steps above.

H7 Cleaning or Replacing the Fuel Bed

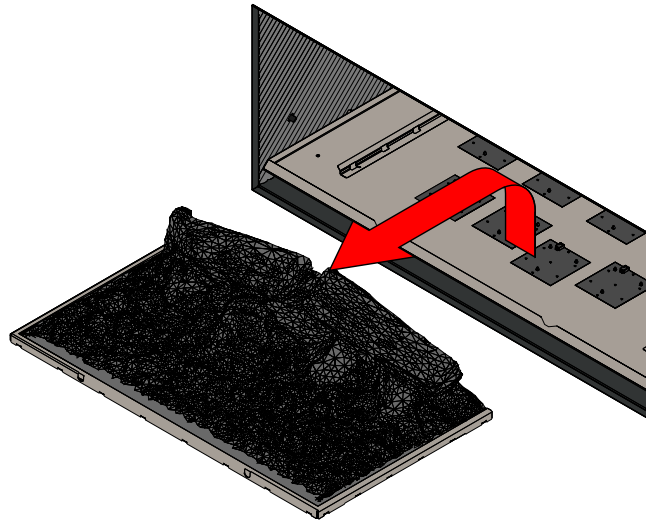
The LE800 and LE1000 both have logs on top of a resin fuelbed. Begin by removing the fascia using the steps shown in H5 on page 33 and the glass using the steps shown in section H6 on page 34.

Remove the logs from the top of the fuelbed. The main fuelbed then lifts up over the LED panels and out (as shown below). To replace it, lower the fuelbed back down over the top of the LED panels. Ensure the LH and RH back edges of the fuelbed frame to locate into the tabs in the back of the fire.

Note: *This part is wider on the LE1000 than it is on the LE800.*



To make it easier to clean the resin fuelbed, pull the main fuelbed forward and lift it up and out past the fuelbed LEDs and harness, as shown below. When replacing the resin fuelbed, ensure that the harness is not trapped and that it locates into the tabs on the back.



The logs and the resin can both be cleaned using a soft, dry, microfiber cloth, a brush, or a vacuum.

The LE1000 has additional embers on either the side of the fuel bed that can also be cleaned with a soft brush.

DO NOT USE ANY ABRASIVE OR CHEMICAL CLEANERS TO CLEAN THE RESIN FUELBED OR EMBERS.

Once clean, replace the resin fuelbed, logs, embers, fuelbed fascia, and lastly the glass.

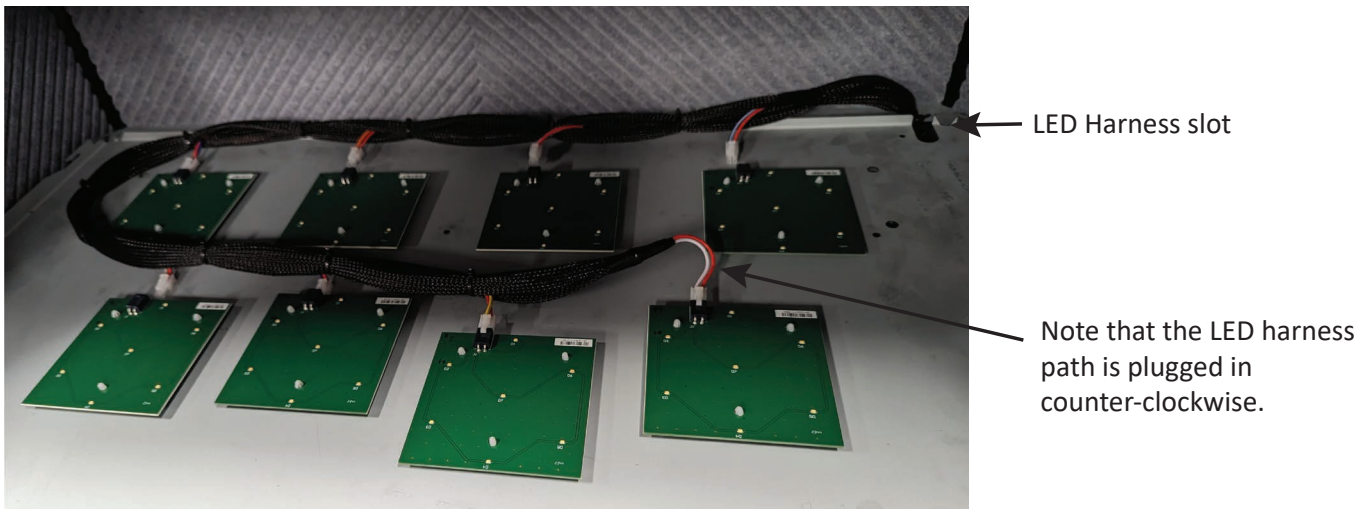
THE FOLLOWING SECTIONS MUST ONLY BE CARRIED OUT BY A QUALIFIED ELECTRICIAN.

H8 Replacing the Fuelbed LEDs

ISOLATE THE POWER SUPPLY TO THE FIREPLACE BEFORE COMMENCING THIS PROCEDURE.

Begin by removing the fascia using the steps shown in H5 on page 33, the glass using the steps shown in section H6 on page 34 and the fuelbed using the steps in section H7 on page 35.

FAILURE TO PLUG THE LEDS IN FOLLOWING THE CORRECT HARNESS PATH WILL RESULT IN ANOMALIES IN THE EMBER FUELBED LIGHTING.



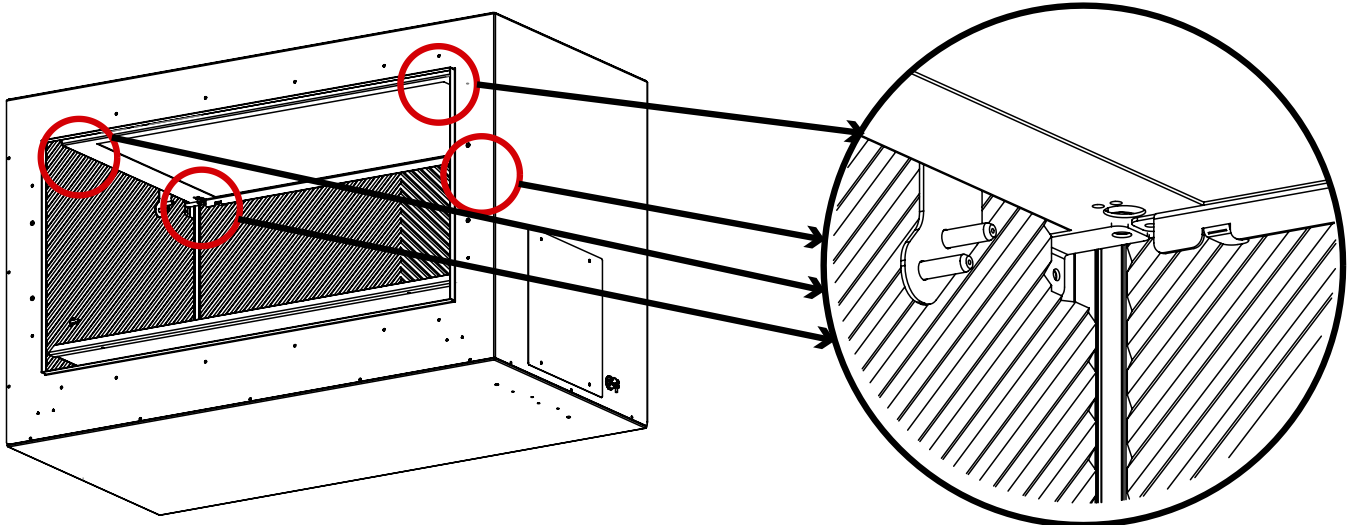
The LED boards can be replaced individually by pulling the board off the three plastic posts and clicking the new board down onto the same three posts.

H9 Cleaning or Replacing the LCD screen

ISOLATE THE POWER SUPPLY TO THE FIREPLACE BEFORE COMMENCING THIS PROCEDURE.

Begin by removing the glass using the steps shown in section H6 on page 34.

Turn the 4 x 1/4 turn fasteners on each corner of the LCD screen while holding the front of the LCD screen. The LCD will pivot down once the screws are removed.



Disconnect the PCB from the top of the LCD screen and slide the LCD screen towards yourself to remove.

To clean the LCD screen, wipe it carefully with a dry microfiber cloth.

DO NOT USE ANY LIQUID OR CHEMICAL CLEANERS ON THE LCD SCREEN. DO NOT USE ANY ABRASIVE OR HARD MATERIALS TO CLEAN THE LCD.

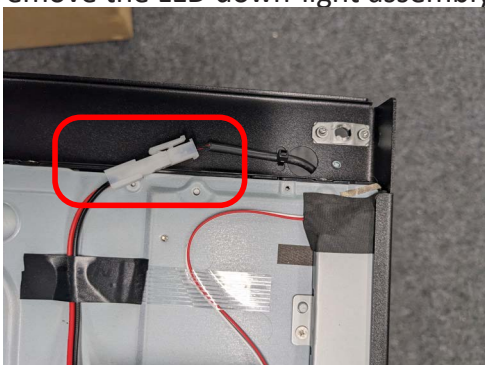
Replace the LCD screen and the reflective glass using the reverse of the steps above.

H10 Replacing the LED Down-light

ISOLATE THE POWER SUPPLY TO THE FIREPLACE BEFORE COMMENCING THIS PROCEDURE.

The fireplace is equipped with an LED down-light. In order to replace it, begin by removing the glass using the steps shown in section H6 on page 34. Remove the LCD screen using the steps shown in section H9 on page 38 above.

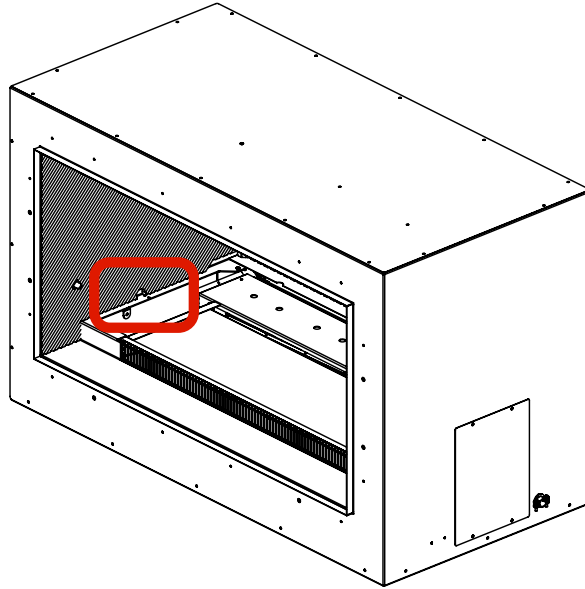
Detach the connector (circled in red below) and snip the cable tie. Thread the cable through the hole and remove the LED down-light assembly wires. Drill the rivets out to remove the assembly



H11 Cleaning or Replacing the Side and Back Liners

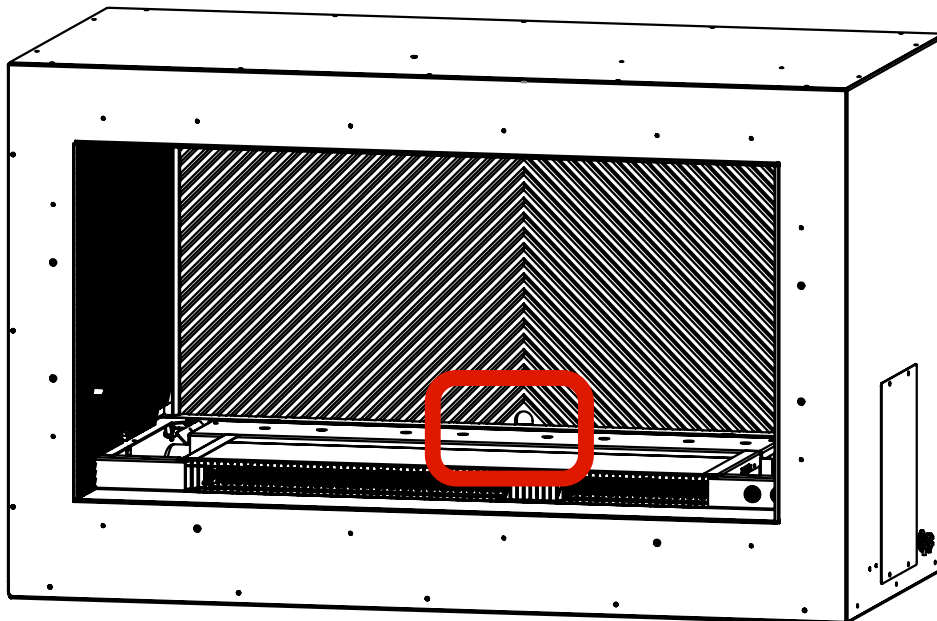
Begin by removing the glass using the steps shown in section H6 on page 34 and the fuelbed using the steps in section H7 on page 35. Remove the firebox base using the steps in section H8 on page 37.

Once the firebox base is removed the cut-out (circled below) can be accessed to make the side panel removal easier.



The side liner can now be pulled inwards and then out of the electric fire. Repeat the same on the other side.

The back liner can be removed next using the cut-out (circled below) and pulling the panel towards the centre of the fire.

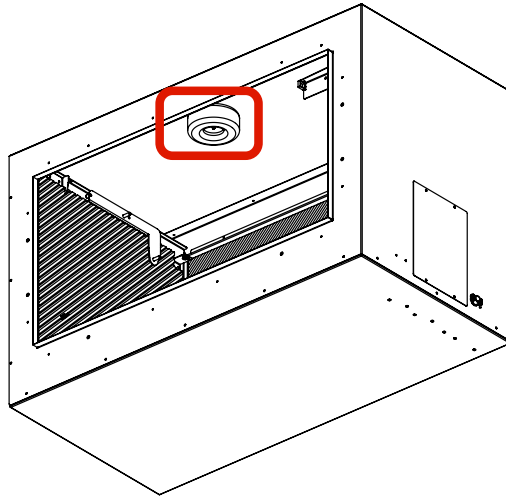


H12 Replacing the Transformer

ISOLATE THE POWER SUPPLY TO THE FIREPLACE BEFORE COMMENCING THIS PROCEDURE.

Begin by removing the glass using the steps shown in section H6 on page 34 and the fuelbed using the steps in section H6 on page 34. Remove the LCD using the steps in section H9 on page 38.

The transformer (circled below) can then be unscrewed from the firebox top.

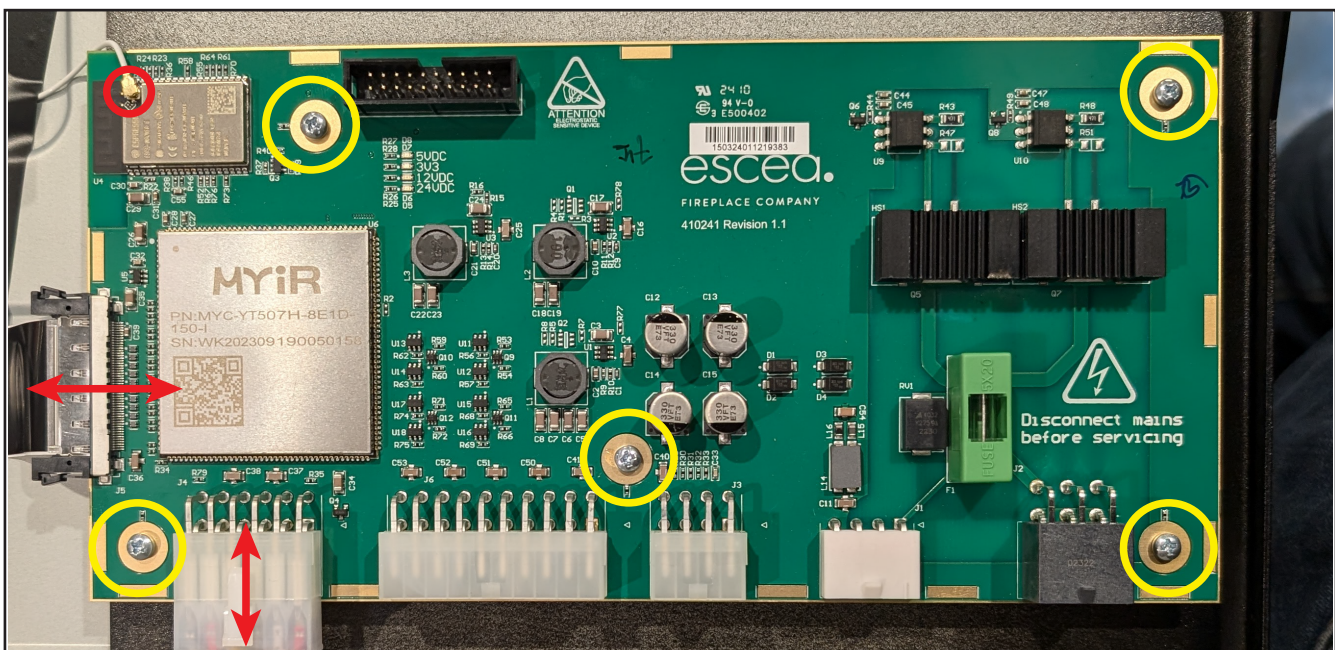


H13 Replacing the PCB

ISOLATE THE POWER SUPPLY TO THE FIREPLACE BEFORE COMMENCING THIS PROCEDURE.

Begin by removing the glass using the steps shown in section H6 on page 34 and the LCD using the steps in section H9 on page 38.

The PCB can be unscrewed (circled below), antenna detached by carefully popping the small connector up (small circle) and connectors disconnected (arrows). **Note:** The ribbon cable on the left hand side is delicate and should be squeezed on either side to disconnect and reconnect.



The new PCB will need to be swapped into the position of the old one, screws reinstalled and connectors re-attached, including the antenna.

H14 Replacing the Remote Control

Remove the new remote from the packaging. Charge the remote using a USB-C cord for 1 second to wake it from shipping mode.

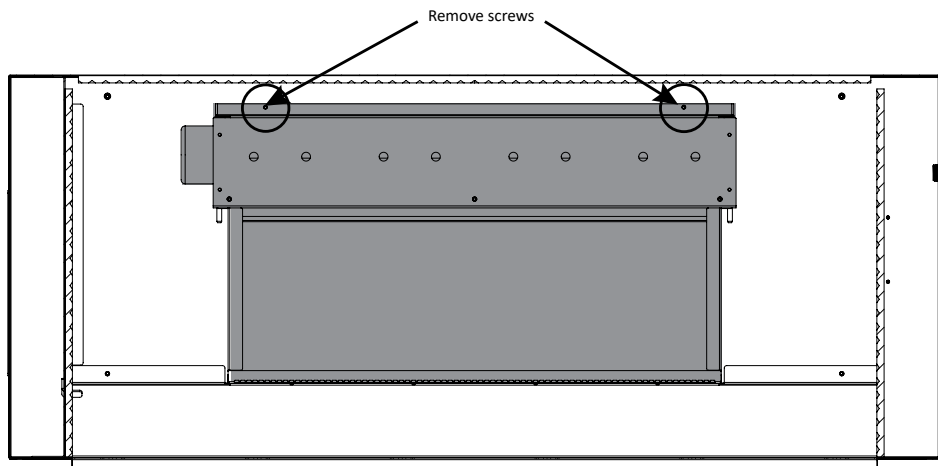


1. Pair the new remote to the electric fire by navigating to the 'Pair Remote' screen on the touch screen.
2. Touch 'Search' .
3. The remote will now display nearby fires in a drop-down menu.
4. Select your fire by the serial number and pair.

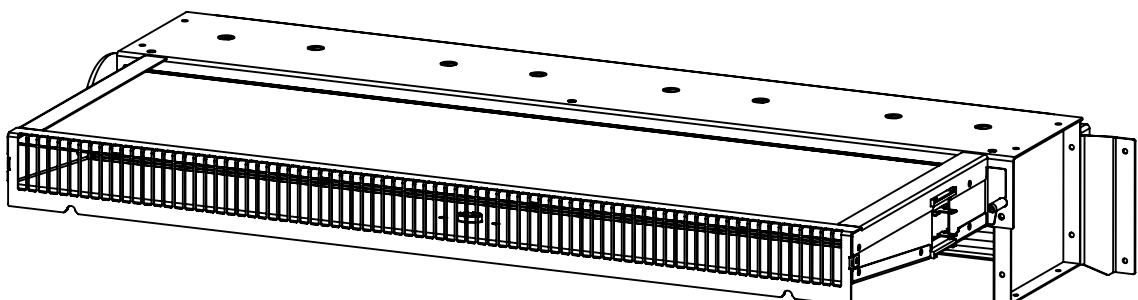
H15 Replacing the Heating Element

ISOLATE THE POWER SUPPLY TO THE FIREPLACE BEFORE COMMENCING THIS PROCEDURE.

The reflective glass, the resin logs, and firebox base will need to be removed to be able to access the fan and heating element assembly following the steps in sections H6 on page 34, H7 on page 35, and H8 on page 37.



Lift out the fan and heating element assembly. Once the assembly is removed, locate the screws holding the heating element in place (shown below) and remove them. Pull the heating element out and replace with a new one.



H16 Replacing the Thermostatic Switches

ISOLATE THE POWER SUPPLY TO THE FIREPLACE BEFORE COMMENCING THIS PROCEDURE.

There are two thermostatic switches in the electric fireplace. The reflective glass and the resin logs will need to be removed to be able to access the thermostatic switches following the steps in sections H6 on page 34 and H7 on page 35.

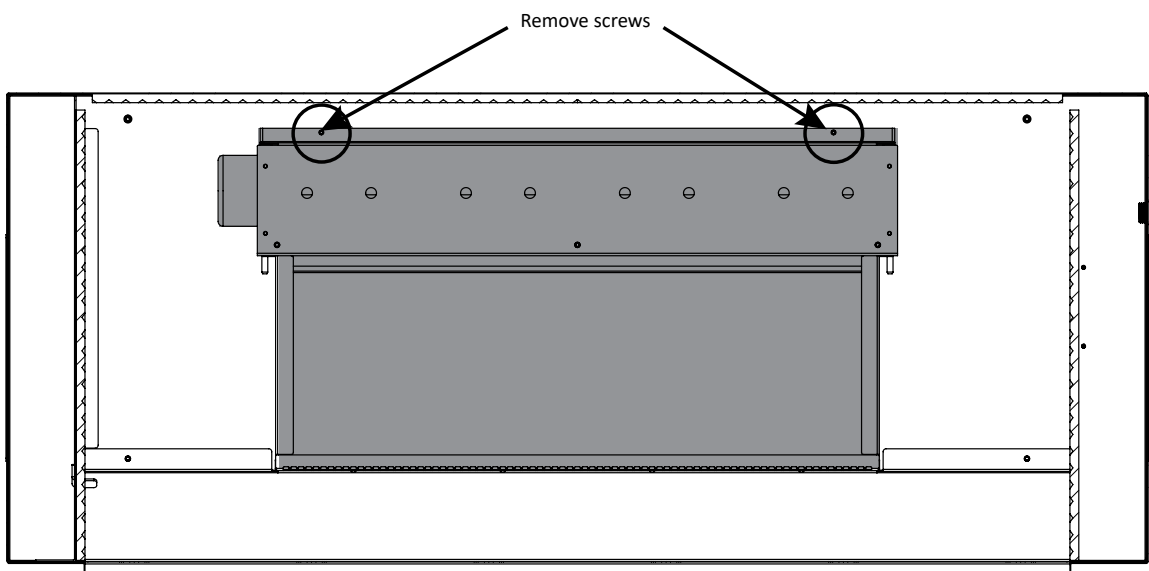
Thermostatic Switch #1

This thermostatic switch is located on the heating element and can only be replaced by replacing the heating element. The steps to do this are in section "H15 Replacing the Heating Element" on page 41.

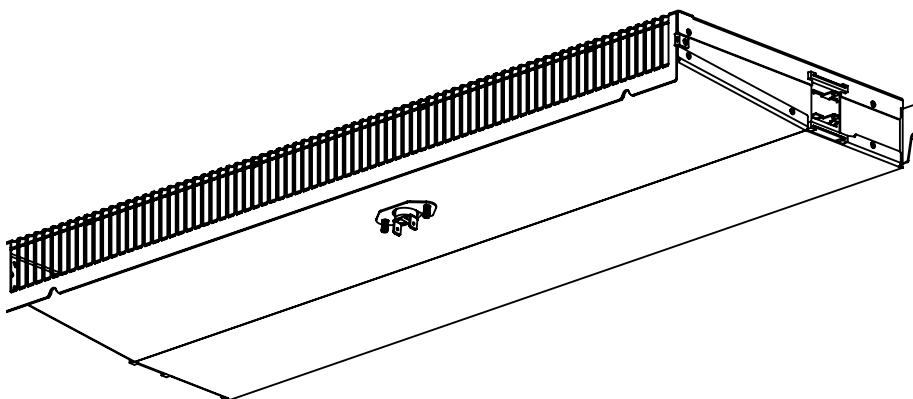
Thermostatic Switch #2

To access this switch, please remove the firebox base as described in section H8 on page 37.

The second switch is located on the fan and heating element assembly. Remove the screws to lift out the fan and heating element assembly.



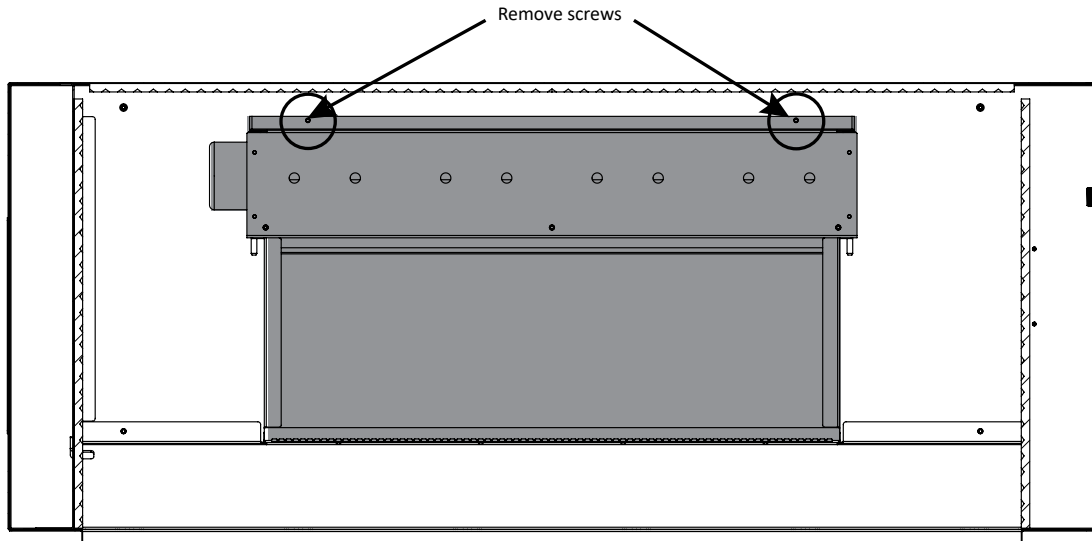
The switch, highlighted in grey below, can be removed by unscrewing the two nuts.



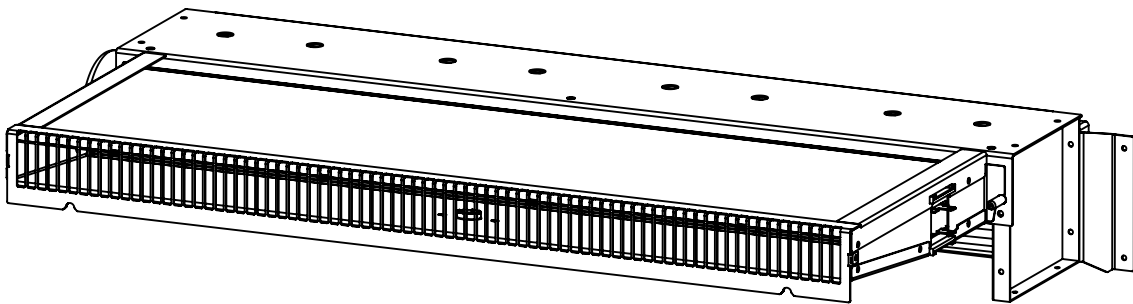
H17 Cleaning or Replacing the Fan

ISOLATE THE POWER SUPPLY TO THE FIREPLACE BEFORE COMMENCING THIS PROCEDURE.

As part of regular service procedure, it is recommended that the fan is cleaned regularly. Dust will build up on the fan rotor and in the cavity where the fan is located. This can be removed by the service person using a hearth brush and a vacuum cleaner.

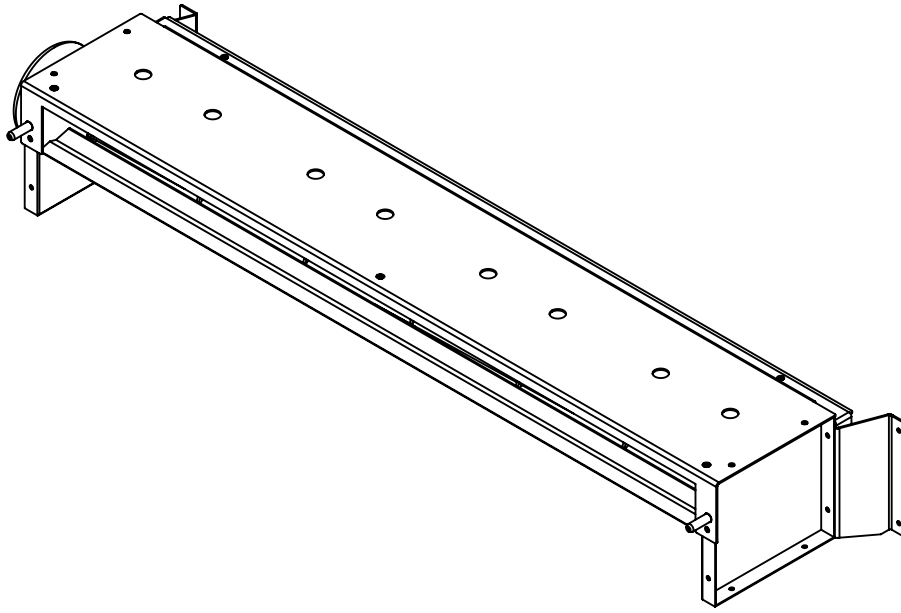


Remove the screws to lift out the fan and heating element assembly. Once the assembly is removed, detach the heating assembly from the fan, as shown below.



At this point the fan can be easily dusted and vacuumed out. Also clean out the bottom of the fireplace to prevent dust from re-entering the fan upon replacement.

To replace the fan, the fan assembly can be removed from the bracket once the heating element assembly has been removed, as shown below.



H18 Wiring Diagram

