

SERVICING INSTRUCTIONS

INSET LED ELECTRIC FIRE

MODELS COVERED BY THESE INSTRUCTIONS

Panoramic HD
Landcape HD



LUXURY FIRES

Tel: +00 32 85 078 3790

Email: contact@luxuryfires.com

Web: <http://www.luxuryfires.com>

Add: Fluorietweg 21D, 1812 RR Alkmaar



MODEL SHOWN: 3-SIDED ELECTRIC FIRE

This product is only suitable for well insulated spaces or occasional use.

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Revision C- 11/22

INSTALLATION & USER INSTRUCTIONS

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//1.0 TROUBLESHOOTING GUIDE

Fire is not switching on	Ensure mains switch is ON. Replace the fuse in the plug. Check the batteries in the remote control. Check all connections in the wiring loom, see wiring diagram. Replace ON/ OFF switch.
Fire is not emitting any heat	The fire is fitted with an energy saving thermostat. If the temperature in the room is higher than the temperature selected on the fire, then the thermostat will stop the heater from turning on. For example, if the room temperature is 22°C or above and the fire's heater is set at 22°C, then the heater will not be required until the room temperature drops below 22°C. If this is the case select a higher temperature setting than the room's temperature and the heater will begin to operate. The safety cut-out may have been operated. Switch the appliance off, leave for two minutes then switch back on. Remove any blockage from the heater outlet/ inlet. Check that the window detection sensor has not activated. Replace the fan and element.
Fire shuts off after a period of time	Check that the temperature is not set onto the lower settings. If the room is warm enough the thermostat will stop the fire switching the heat on. Check that the chimney/flue is blocked off. Check that the window detection sensor has not activated. Check that a timer has not been set. Remove any blockage from the heater outlet/ inlet. Replace fan and element.

// 1.0 TROUBLESHOOTING GUIDE

Down lighting, fuel bed/ flame effect LED lights are not working	Check all connections in the wiring loom, see wiring diagram. Replace the down lighting, flame/ fuel bed effect LEDs.
Fire seems noisy	There is a level of noise when the flame/ fuel bed effect is in use, caused by a motor that helps generate the effect. This noise will be heard when there is no other background noise. There is a higher level of noise associated with the heater motor; this is due to the air flow required when heat has been selected. Excessively noisy flame/ fuel bed effect - check rotisserie - replace flame/ fuel bed effect motor Excessively noisy fan - replace fan.

// 2.0 SERVICING REQUIREMENTS

BEFORE ANY SERVICE WORK IS CARRIED OUT, THE APPLIANCE MUST BE TURNED OFF AT THE WALL!

ALL SERVICING IS TO BE CARRIED OUT BY A SUITABLY QUALIFIED PERSON!

THE APPLAANCE MUST BE COMPLETELY COOL BEFORE ANY SERVICE WORK IS TO BE CARRIED OUT!

// 3.0 SAFETY CUT-OUT SYSTEM

This product has a non-self-resetting overheat protection device (thermal cut-out) which will activate if the air inlets or outlets are obstructed. For safety reasons the fire will NOT switch on again automatically, the following procedure must be carried out before the fire can be operated.

NOTE:"The visual effect will remain operational if the cutout is activated, only the fan heater is prevented from working.

Switch OFF the appliance *at the wall socket or outlet*. Leave the fire OFF for a period of no less than 10 minutes, ensuring all obstructions are removed. Switch the appliance ON *at the" wall*. Ensure the appliance is turned ON at the control switches. If the fire fails to operate correctly, repeat the above procedure. If an attempt to switch on the appliance is made before the safety cutout has reset, the appliance may cutout for a further period of time. If the sequence has been followed correctly and the appliance still fails to function, check the fuse in the wall outlet. If this is not the cause, call an electrician or maintenance engineer.

// WIRING A PLUG

There are no internal user serviceable parts.

Check regularly for security of wall fixings as appropriate. Also check security of supply cable and connections. If the supply cable becomes damaged, it must be replaced by a service agent or competent person, such as a qualified electrician.

This appliance is supplied with a BS1363 3 pin plug fitted with a 13 Amp fuse. Should the fuse require replacing, it must be replaced with a fuse rated at 13 Amp and approved to BS1362. In the event of the mains plug being removed/ replaced for any reason, please note : **IMPORTANT:** The wires in the mains lead are coloured in accordance with the following code: Blue - Neutral

Brown - Live

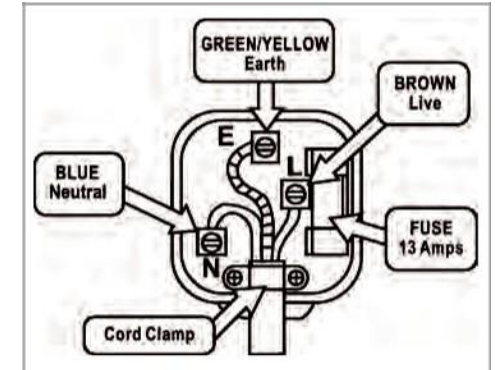
Green/ Yellow - Earth

As the colours of the wires in the mains lead of this appliance may not correspond with the colour markings identifying the terminals in your plug, proceed as follows.

The blue wire must be connected to the terminal marked with an N or coloured black. The brown wire must be connected to the terminal marked with an L or coloured red. The green/yellow wire must be connected to the earth terminal which is marked with an E or with the earth symbol.

WARNING: Never connect live or neutral wires to the earth terminal of the plug.

NOTE: If a molded plug is fitted and has to be removed take great care in disposing of the plug and severed cable, it must be destroyed to prevent engaging into a socket.



// 5.0 REPLACING THE BATTERIES IN THE REMOTE CONTROL

Battery Requirements: 2x AAA 1.5V

1. Remove the battery bracket and the used batteries from the back of the remote control..
2. Insert the 2x replacement batteries the correct way into the battery holder, making sure the batteries are firmly seated.
3. Then insert the battery bracket back into position.

// 6.0 REMOVING THE FRONT GLASS

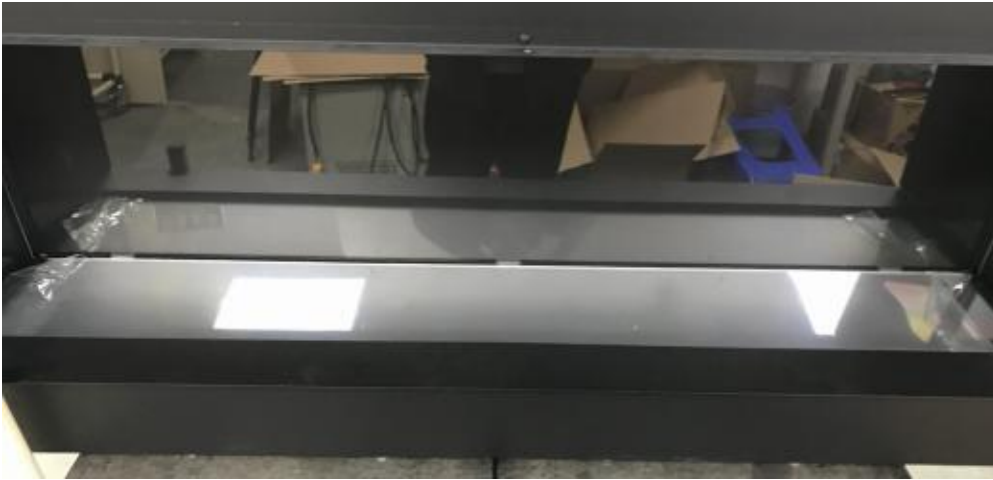


We strongly recommend that protective gloves are worn to remove the glass. To remove the front glass from the appliance, use a cross headed screwdriver to remove the screws from either end of the top bracket of the appliance, holding the glass in place. Ensure the glass is supported at all times.



Lift the glass up and out from the appliance and place the glass on a soft, flat surface on the floor. Carefully remove the chosen fuel bed layout and place to one side.

// 6.1 REMOVING THE FUEL BED



Remove the 4x screws and fired strip that hold the fuel bed into position, and place the fuel bed safely to one side.

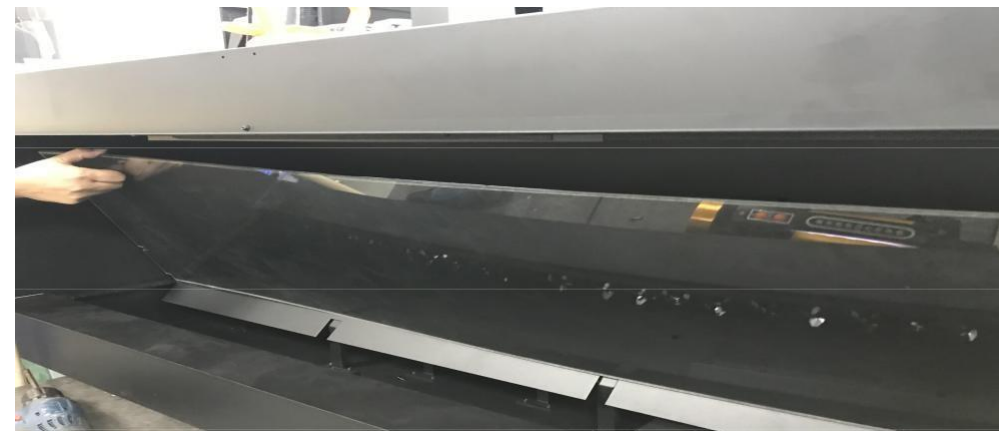


Next remove the fuel bed tray from the appliance and place safely to one side.

// 6.2 REMOVING THE SIDE AND REAR GLASS

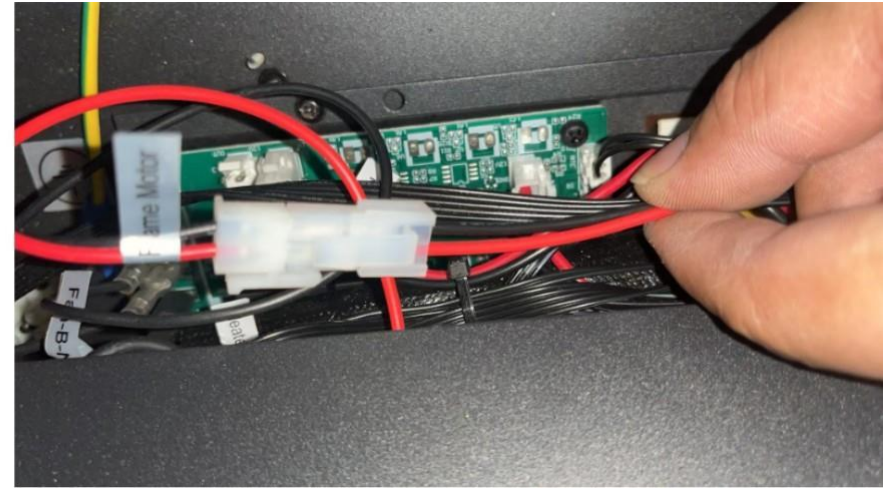


1. Remove clamp from top of glass panel by undoing 2 screws.
 2. Carefully tilt glass panel forward so top edge is clear of chassis and slide upwards enough to clear location at the bottom of the fire. You will now have access to position the log set and accessories
- Place both pieces of glass safely to one side. Do the same for both sides of glass.

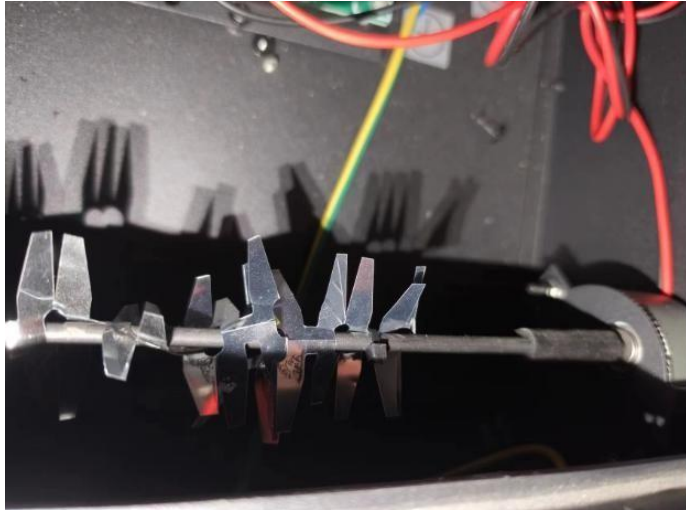


1. Remove clamp from sides of glass panel by undoing 4 screws.
2. Carefully remove the rear glass from the rear of the appliance by gently pulling the glass towards you at the bottom 3 inches then down and out to release, again if this is not achievable, remove the clamps at the top, to release the glass and place safely to one side.

// 6.3 REPLACING THE FUEL BED ROTISSERIE MOTOR

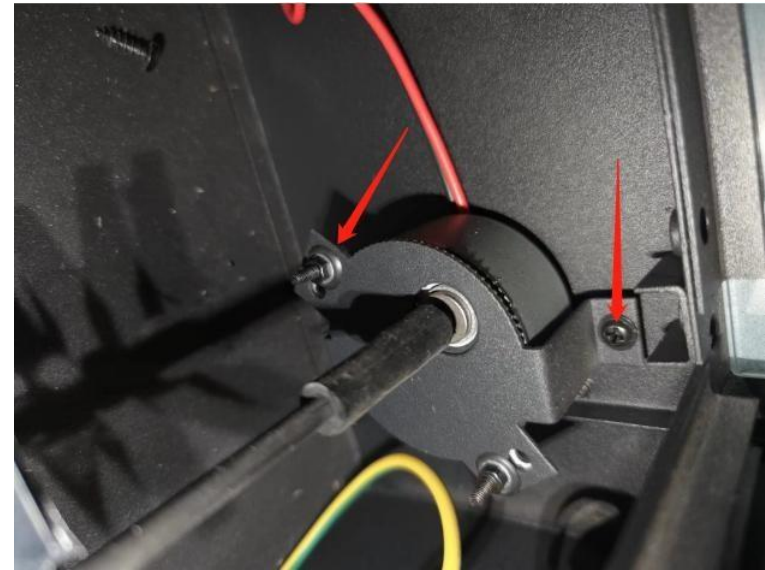


With the front glass removed following section 6.0 and the fuel bed removed section 6.1.



Pull the rotisserie flame effect off the shaft of the motor to the left

Remove the wires from any cable ties in place and disconnect the fuel bed rotisserie motor by pushing down on the lever on the connector block to release.



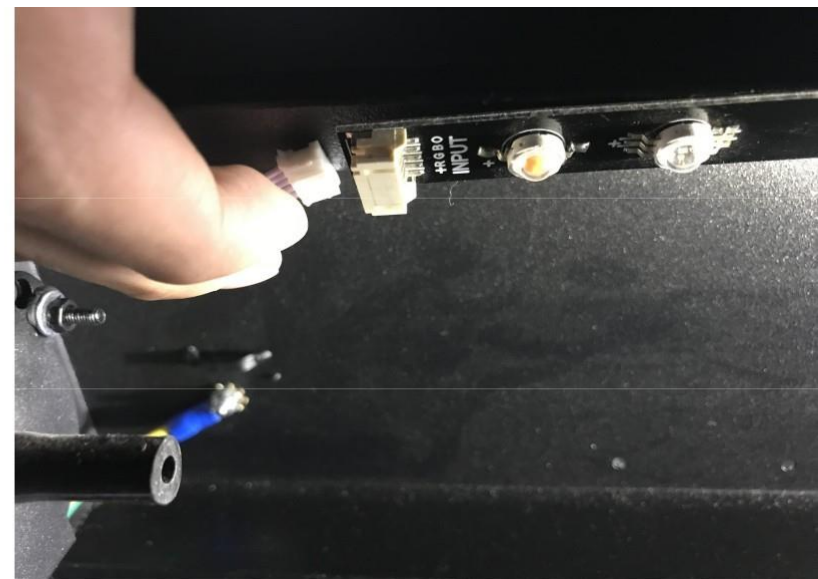
Remove the 2x screws holding the rotisserie motor into position

Install the replacement rotisserie motor and ensure that the rubber washers are re-installed between the motor and the motor bracket. Safely check that the replacement rotisserie motor is operating correctly.

// 6.4 REPLACING THE FUEL BED LEDS



With the glass removed (section 6.0) and the fuel bed assembly removed as per section 6.2. Remove the screws either side of the two LED light strips, these are on the front of fuel bed assembly facing backwards



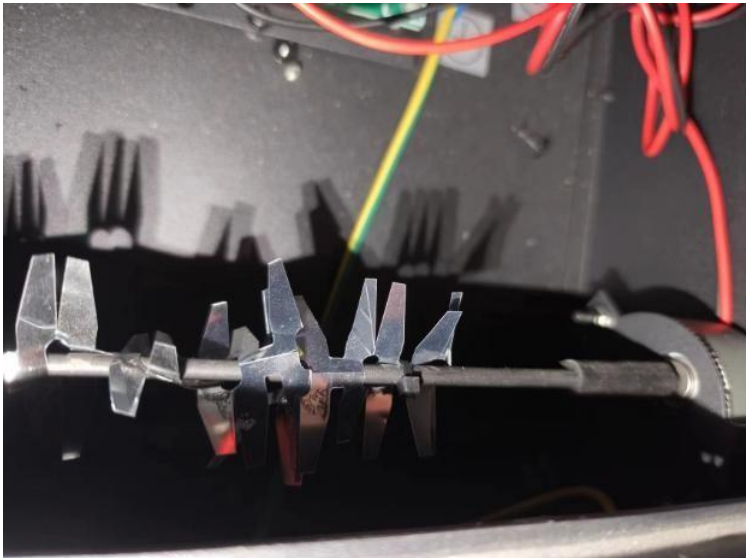
Disconnect the 2x connectors from the LED light circuit boards by pushing down

on the tab to release the board. Connect the replacement LEDs and safely test to ensure they are functioning correctly before completely re-assembling the appliance. Once the lights have found to be working correctly re-assemble the appliance. To re-assemble the appliance see the instructions in reverse order.

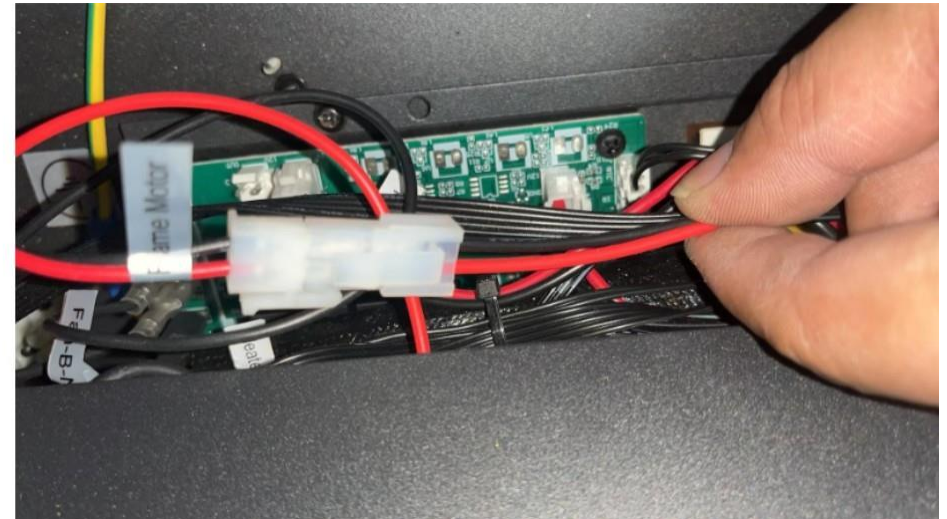
// 6.5 REPLACING THE FLAME EFFECT ROTISSERIE MOTOR



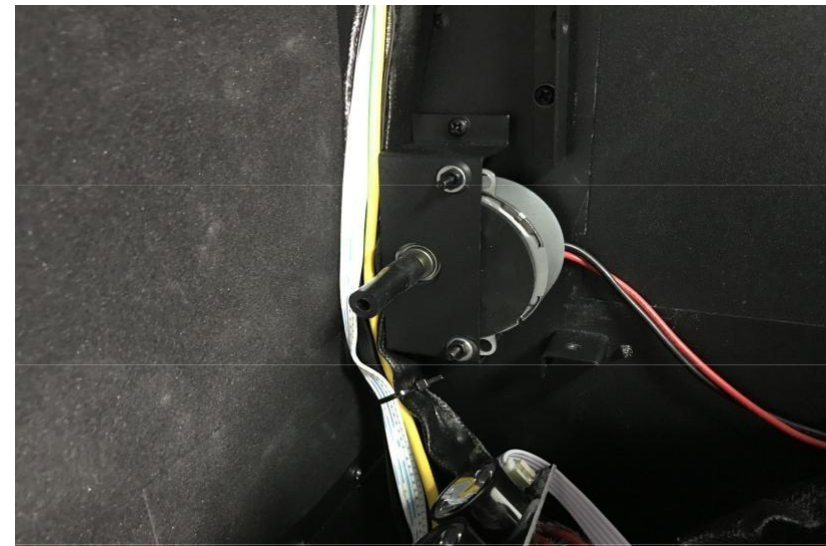
With the glass and the fuel bed removed (section 6.0 , 6.1 and 6.2) as previously described, Next remove the 4x screws holding the LED reflector bracket into position, also unclipping the reflector bracket from the bottom of the firebox.



Pull the rotisserie flame effect off the shaft of the motor to the left



Unscrew the 8x screws holding the flame effect cutout in position. There are 5x screws in the top of the flame effect and 3x screws at the bottom of the flame effect.



Remove the rotisserie motor from the rotisserie flame effect by removing the split pin holding the flame effect rotisserie to the motor by bending both ends of the split pin up and pulling the pin at the other end through the shaft of the motor shaft, then gently pull the flame effect rotisserie off of the shaft of the motor.

// 6.6 REPLACING THE FLAME EFFECT LEDS



With the front glass and the fuel bed removed (section 6.0, 6.1 and 6.2) as previously described. Next unscrew the 8x screws holding the flame effect cutout in position. There are 5x screws in the top of the flame effect and 3x screws at the bottom of the flame effect.



Remove the 4x screws holding the fuel bed bracket into position



Before removing the flame effect from the appliance disconnect flame effect LED lights by pushing down on the tab and pull apart. The flame effect will now be freed.

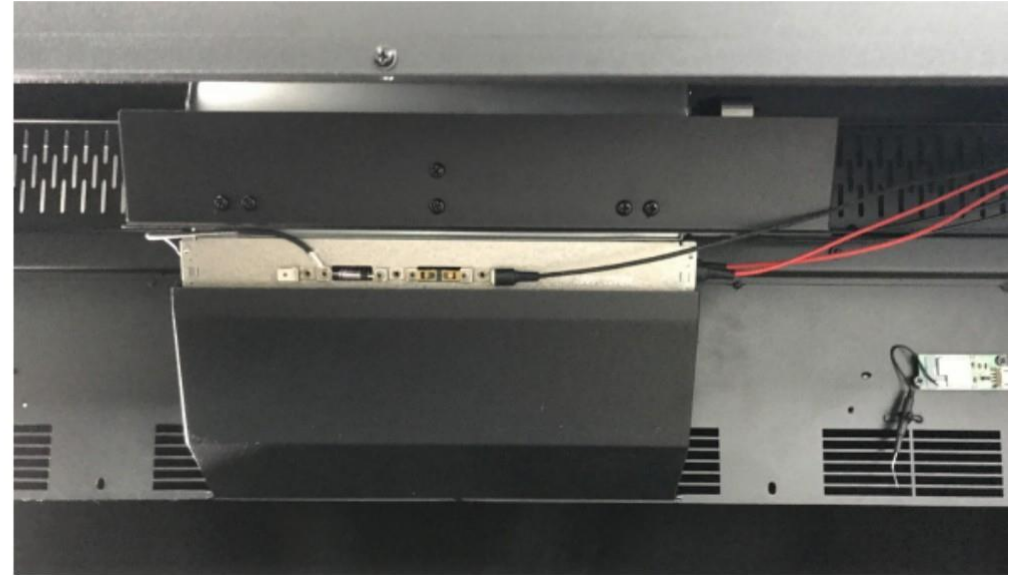


Remove the screws either side of the two LED light strips, these are at the bottom, rear of the flame effect cutout, facing backwards. Connect the replacement LED's and safely test to ensure they are functioning correctly before completely re-assembling the appliance. Once the lights have been found to be working O.K re-assemble the appliance. To re-assemble the appliance see the instruction in reverse order.

// 6.7 REPLACING THE FAN AND ELEMENT



With the front glass removed (section 6.0). Remove the 4x screw fixed by the access panel from the top of the fire



Remove the black wire from the thermal trip, and the 2x red wires from the heater element.

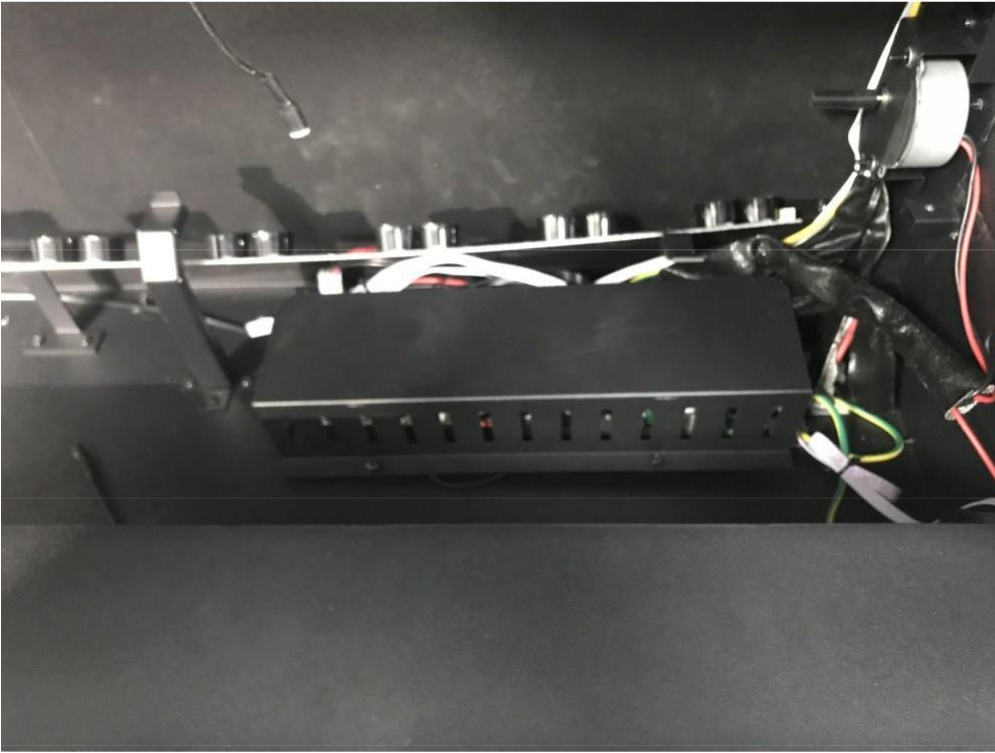


Remove the 4x screws on the underside of the heater assembly that are holding the fan and element in position.

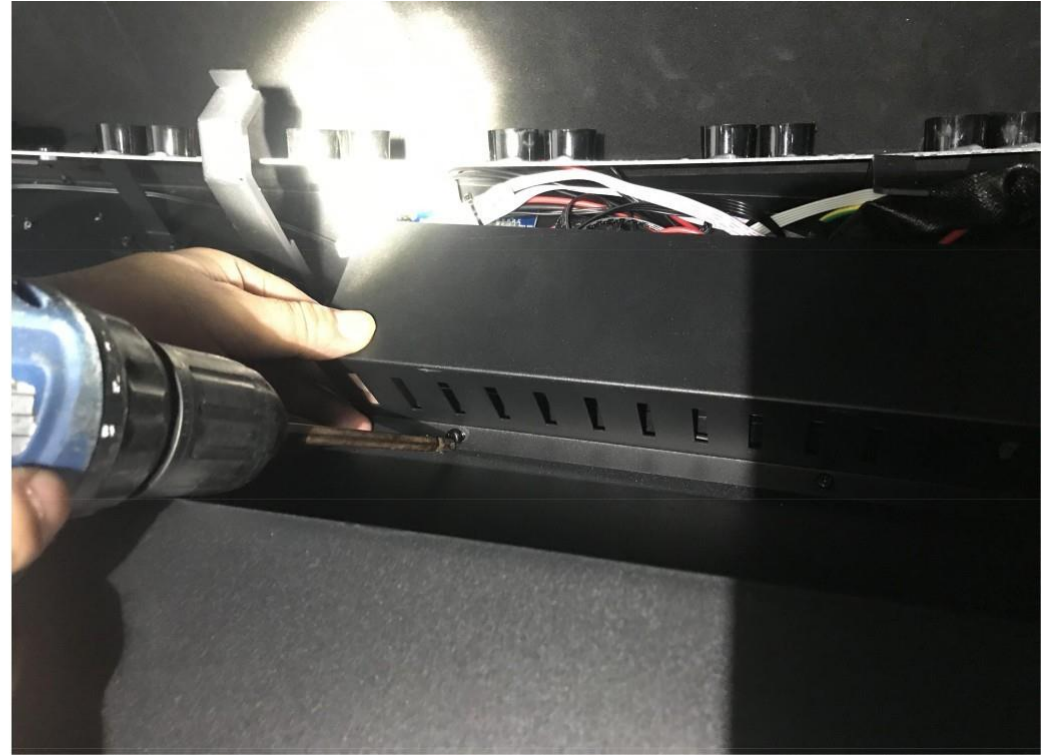


Grasp the heating assembly with both hands and lift it up from the chassis. Install the replacement fan and element and ensure that the rubber washers are re-installed between the fan and the heater assembly. Safely check that the replacement fan and element is operating correctly. Once confirmed go through the instructions in reverse order to re-assemble the appliance.

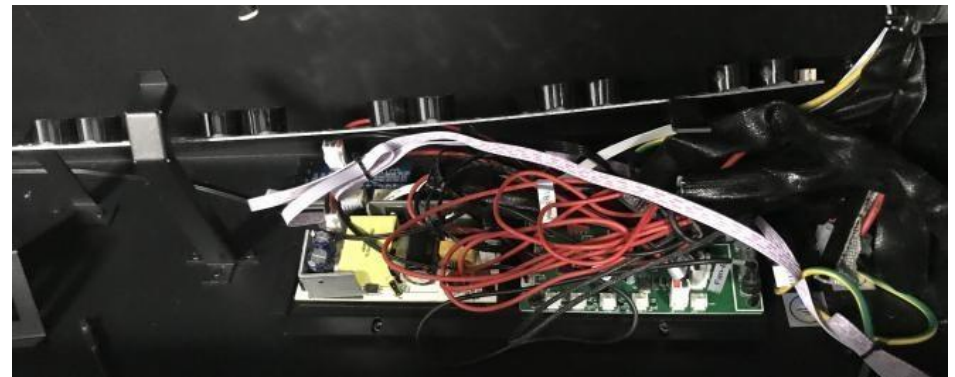
// 6.8 REPLACING THE MAIN PCB



With the front glass removed (section 6.0) the fuel bed removed (section 6.1) you are now able to gain access to the main PCB.



Remove the 2x screws of the main PCB protective cover and take it out of the chassis



To remove the white connections from the PCB carefully push the tab down on the connector to release.

// 6.9 REPLACING THE DOWN LIGHTING LEDS



With the front glass removed (section 6.0). Remove the screws either side of the two LED light strips, these are on the bottom of the access panel



Before removing the flame effect from the appliance disconnect down lighting LED by pushing down on the tab and pull apart. The flame effect will now be freed.

Connect the replacement LED's and safely test to ensure they are functioning correctly before completely re-assembling the appliance. Once the lights have found to be working O.K re-assemble the appliance. To re-assemble the appliance see the instruction in reverse order.

// 6.10 REPLACING THE ON/ OFF SWITCH



With the front glass removed (section 6.0) and with the access panel removed (section 6.7). Disconnect the other spade connector from the switch and place it through the hole in the switch bracket and onto the same ON/ OFF connection on the replacement switch. Push the switch back into its correct and safely check that the switch operates the appliance correctly, then reassemble the appliance.

First, unplug the connecting cable from the key button Remove the two screws for key assembly

// 6.11 REPLACING WIFI BOARD

Unplug the connecting cable from the WIFI board, then remove the two screws for key

assembly

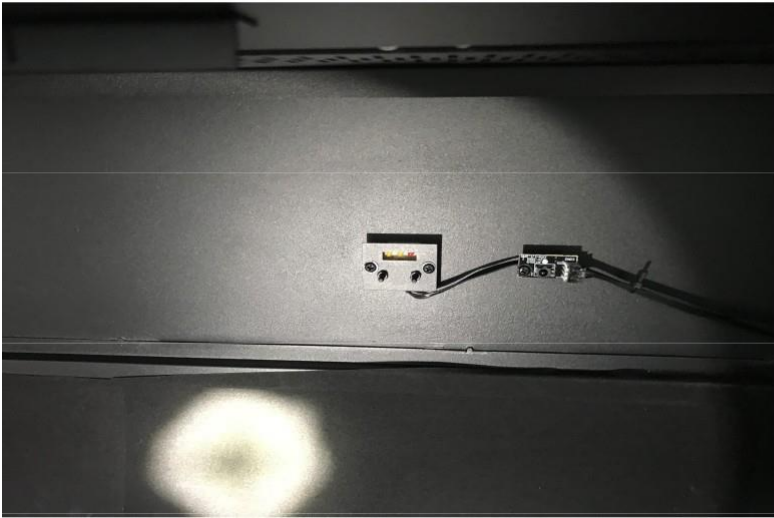
Push the WIFI board back into its correct and safely check that the WIFI board

operates the appliance correctly, then reassemble the appliance.

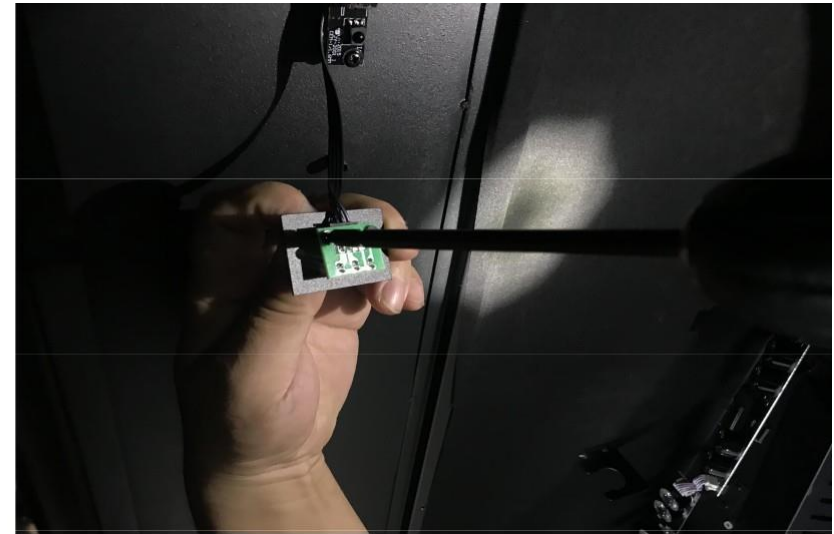
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// 6.12 REPLACING THE FEED BACK DISPLAY PANEL

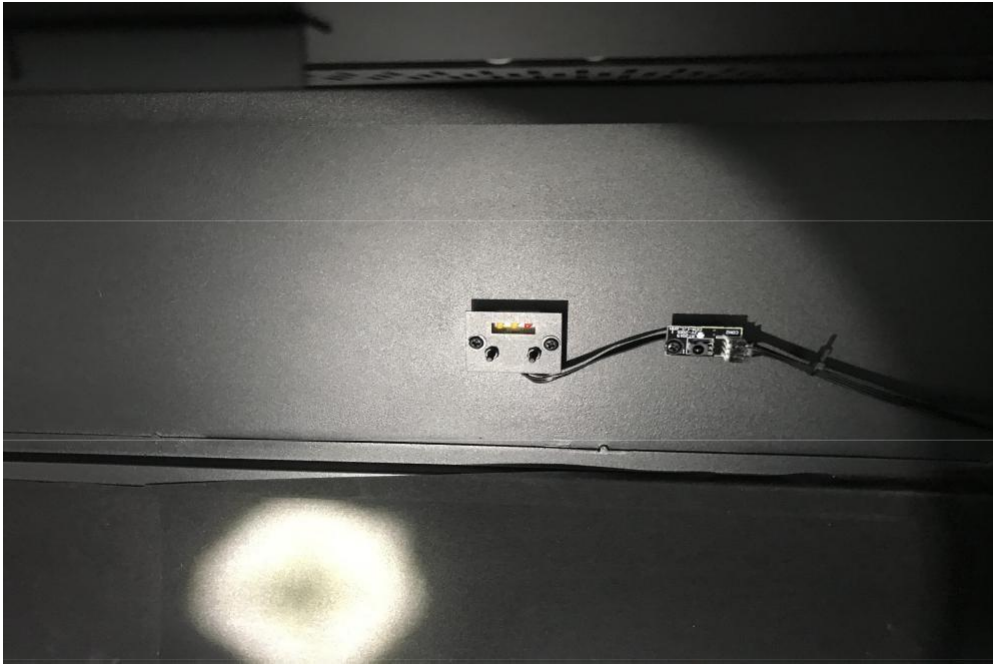


With the front glass and the rear glass removed (section 6.0, 6.1 and 6.2) as previously described. Remove the two screws from the feedback display panel, unplug the connection cable



Connect the replacement feed back display panel and safely test to ensure it is functioning correctly before completely re-assembling the appliance. Once the replacement has found to be working O.K, re-assemble the appliance. To re- assemble the appliance see the instructions in reverse order.

// 6.13 REPLACING THE REMOTE CONTROL RECEIVER



With the front glass and the the rear glass removed (section 6.0, 6.1 and 6.2) as previously described. Remove the two screws from the feed back display panel,unplug the connection cable

Disconnect the connector by pushing down on the tab and gently pulling it away off of the Printed Circuit Board.

With a pair of needle nose pliers carefully close both arms on each of the 1x PCB support pillars and gently remove the circuit board off of the supports. Connect

th

e replacement remote control receiver and safely test to ensure it is functioning correctly before completely re-assembling the appliance. Once the replacement has found to be working O.K, re-assemble the appliance.

To re-assemble the appliance see the instructions in reverse order.

