3 YEAR WARRANTY

ACR

Kelowna Manual

Gas stove - 12H (G20 at 20mbar)

These instructions should be read by the installer and then should be handed over to the end user when the installation is complete. This is an official requirement and is the responsibility of the fitter of this appliance. The installer should take the necessary steps to ensure that the end user fully understands how to operate this appliance and is made aware of the basic cleaning and maintenance requirements

Serial Number:

Document Kelowna – Version 1. October 2025

Contents

NOTES FOR THE INSTALLER AND END USER.

This appliance has been designed, tested and manufactured to comply with the requirements of EN613 and must be installed by a qualified Gas Safe Registered engineer in accordance with the Gas Safety (installation and use) regulations 1994 and all other relevant standards. This appliance is intended for use on a domestic gas installation with a governed meter. This appliance can be installed as a freestanding outset stove or into an inglenook type builders opening being served by a Class I (7" or 175mm diameter) or a class II (5" or 125mm diameter) flue of a least three meters in height.

Before installation, ensure that the local conditions, (identification of gas type and pressure) and the adjustment of the appliance are compatible.

- The flue must always generate a positive updraft to ensure safe operation.
- Never place combustible material directly in front of this appliance.
- This gas stove is a very effective heating appliance and must be fitted against a wall or surface of non-combustible material as classified in BS 476-4:1970 (2007).
- All parts of the appliance will become very hot during use and should therefore be considered to be working surfaces.
- An air vent is not required for this installation, the appliance has been tested and approved without the need for additional air requirement.
- We recommend that if the chimney/flue has been used previously for solid fuel, it is swept prior to installation of the new gas appliance and that any flue restrictor or damper plate should be removed.

The installer must establish that the chimney/flue is generating a positive updraft and that all the products of combustion are entering the flue within 10mins of lighting from cold. This can be verified by inserting a smoke match 15mm into the rear draft diverter canopy at the rear of the stove top panel (see spillage test page 9).

NOTES FOR THE INSTALLER AND END USER.

An isolation valve elbow is supplied with the gas control of this appliance, and this can be used to check burner pressures and when closed will allow the complete burner and controls assembly to be disconnected for maintenance or repair in accordance with national regulations.

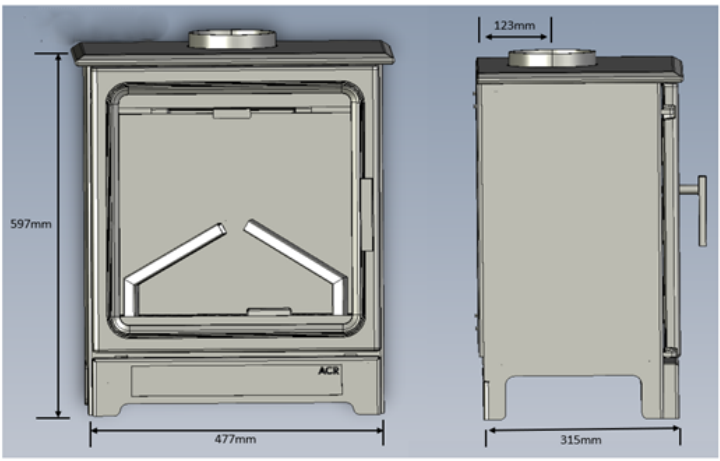
The gas supply to this stove should be provided with a semi rigid pipe (copper) of 8mm outer diameter which should not be longer than 1 meter in length. Note: when the gas supply pipe is passed through masonry or other brickwork always ensure that the tube is sleeved and that the end of the pipe is covered (tape) to avoid any debris passing through into the appliance controls. Also purge the pipework to ensure no debris has accumulated.

This appliance is fitted with a thermostatic trip breaker (TTB) to shut down the appliance in a blocked flue or downdraft scenario and uses an Oxygen Depletion Sensor (ODS) that monitors the room air for products of combustion (POC). If POC are raised within the room the ODS will automatically shut down the appliance control. If this situation arises, contact a Gas-Safe engineer or flue specialist before relighting light the appliance.

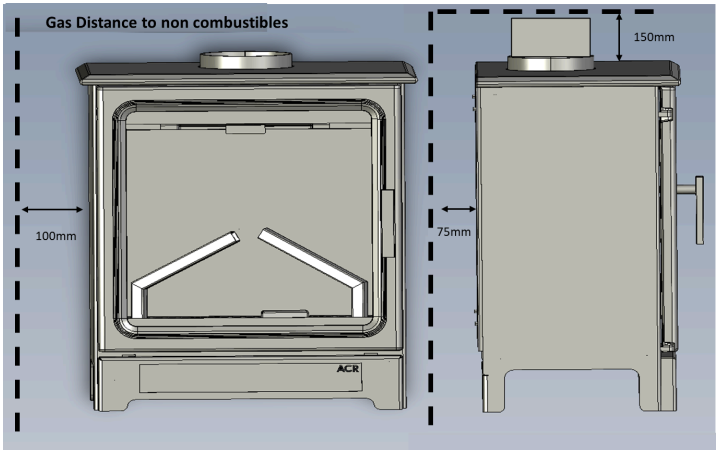
The Builder's Opening:

Non-combustible heat resistant materials to be used for the chimney breast, including the top of the chimney breast, the material in the chimney breast and the construction must comply with all relevant regulations.

Appliance Dimensions:



The minimum distances to non-combustibles



Distances to non-combustibles should conform to local and national building regulations.

The minimum clearances to non-combustible materials at the sides is 100mm, the rear 75mm and above 150mm, but please ensure sufficient access to the draft diverter on the rear of the stove can be achieved to complete the spillage test when commissioning the stove.

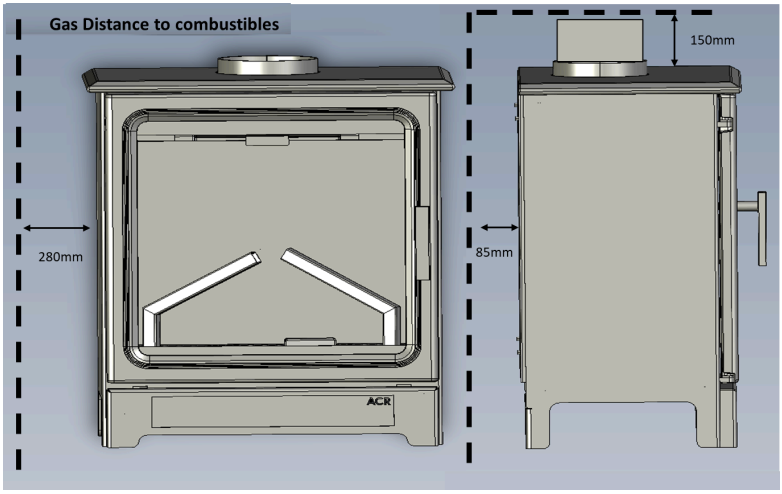
If a shelf is installed above the unit, it should not have a greater depth than 300mm. Curtains should also not be positioned above the appliance at a distance less than 300mm as for shelves, in accordance with 6.3.3.
Non-combustible heat resistant materials to be used for the chimney breast, including the top of the chimney breast, the material in the chimney breast and the construction must comply with all relevant regulations.
The gas appliance can be used with a sound Class 1 lined flue with a minimum 4" diameter. If the appliance is used with an existing lined chimney the minimum flue diameter must be 6" or above to accommodate the 4" liner.

The minimum distances to combustibles

The minimum distances to combustibles

The minimum clearances to combustible materials at the sides is 280mm, the rear 85mm and above 150mm. Any combustible materials must be at least 300mm away from the front of the Stove.

The Stove may be fitted below a combustible shelf providing there is a minimum distance of 300mm above the top of the stove and that it does not have a depth greater of 300mm.



Installation

Installation Requirements

By law, this appliance must be installed in accordance with the rules in force and used only in a sufficiently ventilated space.
The appliance is manufactured for GB and NI exclusively and must only be installed in these locations. Before installation, ensure that the local distribution conditions (identification of the type of gas and pressure) and the adjustment of the appliance are compatible.
This appliance must be installed by a qualified Gas-Safe installer.
The spillage monitoring system shall not be adjusted by the installer nor put out of operation. Any parts to be replaced relating to the spillage monitoring system shall be only manufacturers original parts.
All parts of the appliance become hot while running and should therefore be considered as working surfaces.
For your safety it is law that all gas appliances must be installed by a competent person. The installation must be carried out in accordance with the relevant local and national specifications and comply with current Building Regulations.
It is recommended the fitting of a Carbon Monoxide detector that conforms to EN 50291 wherever a gas appliance is installed.
The flue must also be fitted in accordance with local and national regulations, inspected by a competent person and passed for use with the appliance. It is advised the flue system is inspected on an annual basis to ensure the system is sound and the combustion products outlet is clear of obstruction.

The flue system should only be fitted to the appliance where the chimney serving the appliance:

- Has passed a flue flow test to ensure that the flue is sound and without leaks.
- Has been swept if previously used for solid fuel.

The pilot light and flame sensing device fitted to this appliance is also an atmospheric sensing device, this is not adjustable and must not be altered or removed. If the pilot light is damaged or faulty it should be replaced immediately.
All new building work for the appliance must be dried for a minimum of 6 weeks prior to installation.
It is recommended that a guard be used for the protection of young children, the elderly or infirm for normal use conforming to BS8423:2002, such that access to the hot appliance is minimised for vulnerable people.

Do not place combustible materials directly in front of the appliance.
Clean the glass before you use the appliance to prevent dirt from burning on the glass. Please refer to the Cleaning and Maintenance section for more guidance on this process. In case of a damaged or broken glass, do not use the appliance.
The appliance is fitted with a data plate and must not be removed, as it is used for warranty and servicing.

Gas Burner Control Unit

This fire is a natural gas appliance and has been designed for use with Class I applications in conventional brick or stone chimney as used for a solid fuel fire with a cross-sectional dimension of 225mm x 225mm (9" x 9"). The chimney should be lined with a 125mm (5") minimum diameter flexible stainless-steel liner from the appliance up to the terminal. Ref BS5871-2: 2005. If an existing brick or stone chimney is to be used with the appliance, a 125mm (5") minimum diameter flue liner conforming to BS715 may be used. A single wall 125mm diameter vitreous flue pipe can be used via a register plate to make the connection into a Class I chimney (suitable adaptors are available to connect said tube to the flexible liner).
Care should be taken to prevent any damage being caused to surrounding soft furnishings or decoration. Curtains should not be positioned above the appliance at a distance less than the minimum specified for shelves, i.e. should not exceed the ambient temperature by more than 60°C.
A suitable proprietary fire surround with 100°C rating may be used with a minimum clearance from the top of the stove to the underside of shelf of 225mm, providing that the depth of shelf is 150mm or less. It is recommended that combustible materials are not placed adjacent to this appliance unless shielded with a fire-resistant surface 25mm minimum thickness.

Flue Flow Test:
A flue flow test (smoke test) is carried out to check the effectiveness of the flue and to ensure that there is no leakage into another part of the premises (including any loft), or as appropriate other adjoining premises (this is particularly important where several chimneys combine into a multiple stack). The flue flow test should be carried out using a suitable smoke pellet which the pellet manufacturer claims to generate 5m3 of smoke in 30 seconds burn time.
The flue flow test should be carried out without the appliance in position. A warm flue will be more effective than a cold flue. If the flue is reluctant to draw, which can be initially assessed by lighting a smoke match at the intended position of the appliance flue connection, introduce some heat into the flue for a minimum of 10 minutes using a blow torch or other means.
Other factors, such as weather conditions and a combination of materials used to construct the flue can all influence the flue draught. The pre-heating process may require as much as half an hour before the flue behaves satisfactory as a blow torch does not represent the volume of heat consistent with the normal appliance operation.

A Flue Flow Test should be checked as follows:

1. Carry out those visual checks, as indicated previously, and continue only if satisfactory.
2. Establish that an adequate air supply is available for the combustion of the appliance
3. Close all doors and windows in the room that the appliance is to be installed.
4. Light a smoke pellet at the intended position for the appliance flue section.

- The test is satisfactory if: There is no significant escape of smoke from the appliance position. There is no seepage of smoke over the length of the flue.
- Smoke is discharged only from the correct terminal.

Please note: the flue must not be shared with any other appliance.

Preparing for Installation

This is a heavy free-standing appliance, so does not require fastening neither to the floor or the wall.

Flue connection:

1. Place the appliance in position. The appliance spigot should only be connected to a suitable flue system.
2. The flue pipe needs to be placed over the appliance spigot, ensuring a minimum of 50mm insertion depth.
3. The joint between the flue pipe and the appliance spigot needs sealing with a suitable high temperature sealant and in conjunction with a rope seal if necessary.
4. Secure the flue in position using suitable fixings.
5. The flue must be sealed to the appliance to ensure the products of combustion do not enter the room.

Fitting the burner to the stove:

1. Unpack the burner, taking care not to disturb the TTB (Thermal Trip Breaker) connection on the rear of the valve.
2. Carefully open the stove door and thread the TTB up from the bottom of the stove control tray. The TTB can then be attached to the rear of the unit using the 2 screws provided on the rear canopy.
3. Drop the burner into the unit and attach it using 4 screws (supplied with the unit). Ensure there is no debris in the gas supply pipe and the inlet of the burner.
4. Upon completion of the burner install, place the ceramic logs and rocks in the arrangement shown below.
5. Seal the handle shut with a Type 4 Allen key before operating the burner.
6. Connect the flue and gas supply.
7. Add the batteries if not present, the handset should not need to be paired as this has been done at factory manufacture.

Do not adjust or remove the TTB under any circumstances. If the TTB needs replacing, then only parts from the manufacturer are to be used as replacements.

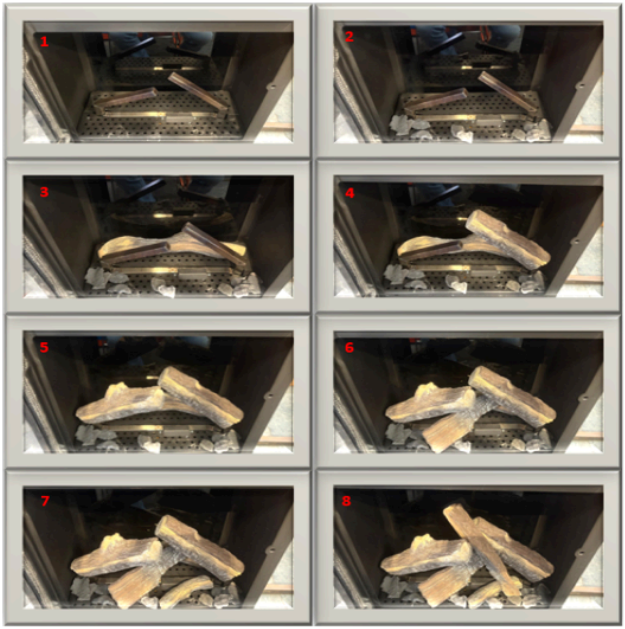
Do not fit or handle TTB with power (in any form, including batteries) when connected to the TESC. The TESC must be depowered. If the TESC is powered and the conductors of the cable, the terminals on the cable that fit to the TTB switch, or the TTB switch terminals touches any grounded metal parts, this will destroy internal parts of the TESC PCB. This is **not** covered by any warranty.

The bracket on the TTB is a floating one on the rear canopy. To ensure this does not contribute to the aforementioned damages. Secure the TTB before making any electrical connections and remove any power to the TESC (remove the batteries etc) before fitting or removing the TTB switch.

See below how to arrange the ceramic logs and bark chippings to achieve the desired flame picture. Additional ceramic logs should not be added under any circumstances. The small bark chippings can be placed randomly around the logs, but not in any way covering up any of the flame ports that are in the burner lower cross member. The Glow Wire is taken from the packet and teased (manipulated) into a coiled length to stretch across the lower burner cross member. **NOTE:** Glow Wire placed too close to the pilot electrode can cause a short to earth and the control with go to fault code E04, E06 & E07 (may display random codes due to shortage).

NOTE: The top two logs have been tested and approved to be used in 8 different position combinations, so these can be moved left, right or reversed back and front to suit the customers desired aesthetically pleasing view.

Glow wire can be added underneath the top logs if desired but is not normally necessary.



CAUTION: The logs are extremely fragile and must be handled with care. Gloves should be worn, and inhalation of dust avoided. The logs must be kept away from children. Never put additional logs on the fire or use logs other than those originally supplied, or spare parts supplied by the manufacturer.

Completed log arrangement

Commissioning

Check the gas supply and gas appliance for soundness. The appliance must be fully fitted, and the door of the appliance must be closed using a Type 4 Allen key.
Check that there are no gaps between the door and stove front, ensuring the seal is sound. This will ensure that all the combustion gasses are entering the flue and that no combustion gasses are entering the building.
Do not run the appliance with the door open.

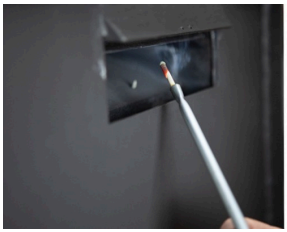
Open-flue checking procedure:
Perform a visual inspection of the chimney, including the termination and route. If there are issues rectify them before proceeding. Then verify that there is sufficient ventilation for combustion and for the chimney operation. If this is unsuccessful provide ventilation in accordance with the appliance manufacture's installation instructions. Then undertake a flue flow test and seek out for blockages or cold chimney. Finally carry out a spillage test.

Spillage Test:
The Spillage monitoring system operates if evacuation of the combustion products is interrupted. A spillage test is intended to check the draw of the flue in the chimney to check for satisfactory clearance of products of combustion. Close all doors, windows, and any other openings in the room, and leave the fire burning on high setting for a minimum of 10 minutes. Insert a lit smoke match on a vertical plane 15mm down, 15mm inside the rear draft divertor canopy opening and observe if
the flue is pulling the smoke. All the smoke must be drawn into the flue. If spillage occurs, allow a further 10 minutes and repeat the test.

Should any spillage occur, (BS 5440:1 states that "an odd wisp of smoke" can be ignored) this means the flue is underperforming or is blocked. Repeat the test with a window slightly open and where the spillage now passes tests, then purpose provided permanent ventilation should be installed. Where the appliance flue still fails with a window open then it should be classified as Immediately Dangerous. Turn the appliance off, isolating/ disconnecting gas supply, notify a flue specialist, seek expert advice immediately and issue warning labels as stated by the GIUSP. If repeated operation of the TTB spillage monitoring system, a flue specialist or gas safe engineer should be approached.

To continue the test: If an extractor fan is situated in the room the test should be repeated with the fan running. If there is a connecting room with an extractor fan the test should be repeated with all the doors to that room open and the extractor fan running.

Commissioning



First Time Light: When lighting the appliance for the first time, the materials (i.e., paint, cement, etc.) will give off an odour and may smoke. This is normal as it is a new product, and the smell will disappear after a short period. Keep the room well-ventilated during the lighting process. Check that all functions work correctly. Run the fire on maximum for approximately 30 minutes, allowing the logs to glow, before turning the appliance to low. Once the appliance is fully heated the blue flame will turn more orange.

Technical Data – Kelowna Natural Gas

Main Injector	Stereomatic multi-hole 480 ceramic tip
Pilot Type	ERTA PG82 330A14
Max. Gross Heat Input	6.8kW
Min. Gross Heat Input	4.0kW
Gas Rate	0.662m3/hr
Cold Pressure	20.0+/-1.0 mbar
Ignition	TESC/electronic ignition
Electrode Spark Gap	3.5mm
Packed weight	59kg
	Top Flue Outlet
Model Identifier	ACR Kelowna Gas Stove
Indirect Heating Functionality	No
Direct Heat Output	4.8kW
Indirect Heat Output	N/A
Fuel - Natural Gas	(G20)
NOx Emissions	103.92mg/kWh
Nominal Heat Output	4.8kW
Minimum Heat Output	(Not routinely measured)
(Indicative all models)	6.8kW
Useful Efficiency at Nominal Heat Output	Gross 70.04% NET 77.78%
Seasonal Space Heating Efficiency (Indicative)	Gross 73.8%
Energy Efficiency Index	D
Energy Efficiency Class	1

Information requirements for commission regulation (EU) 2015/1188

Technical Data - Kelowna LPG

Main Injector	Stereomatic 180 single point ceramic tip
Pilot type	PG82 350A14
Max. Gross Heat Input	6.1kW
Min. Gross Heat Input	2.8kW
Gas Rate	0.224m3/hr
Cold Pressure	37.0+/-1.0 mbar
Ignition	TESC/electronic ignition
Electrode Spark Gap	3.5mm
Packed weight	59kg
	Top Flue Outlet
Model Identifier	ACR Kelowna Gas Stove
Indirect Heating Functionality	No
Direct Heat Output	4.2kW
Indirect Heat Output	N/A
Fuel - Natural Gas	(G31)
NOx Emissions	89.49mg/kWh
Nominal Heat Output	4.2kW
Minimum Heat Output	(Not routinely measured)
Indicative all models	6.1kW
Useful efficiency at nominal heat output	Gross 70.77% NET 76.7%
Seasonal space heating efficiency (Indicative)	Gross 72.7%
Energy Efficiency Index	D
Energy Efficiency Class	1

Information requirements for commission regulation (EU) 2015/1188

Technical Data

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

Pressure Check:

Always check the inlet pressure and burner pressure before running the appliance. The appliance has been adjusted to give the correct heat inputs and needs no further adjustment.

1. Turn off the appliance.
2. Release the inlet pressure test point (isolation inlet elbow) and connect a manometer.
3. Check that the pressure is as the supply pressure stated.
4. Perform the test when the appliance is burning on full.
5. If the pressure is low, check the gas pipes are the correct size or the meter outlet pressure is approximately 21mbar with one or more other appliances in use (i.e. Boiler)
6. If the pressure is too high (more than 5mb) the appliance may be installed, but the gas provider must be contacted.
7. Release the screw on the Burner Pressure test point elbow on the burner assembly and connect a manometer.
8. Check that the measured pressure is as detailed in the technical details.
9. The measured value should be within +/- 10% of the required value. If this is not, please contact the supplier.

Note: After checking the pressures and removing the manometers, the screws in the Pressure Test points must be closed, and the system must be checked for gas-tightness.

Flame stability:

On starting the appliance, the ignition will light the pilot. If the pilot ignites successfully the main valve opens automatically to high rate to allow gas through to the main burner. All the burners should light within 5 seconds. If the appliance fails to do so, if it fails to light allow the control to complete all (3) automatic ignition cycles then repeat the start-up process. **DO NOT INTERRUPT THE START SEQUENCE, AS THIS WILL INDUCE AN ERROR.** Should the main burner fail to light then turn off the unit and re try after 5 minutes has elapsed.

There should be no problems lighting the burner. Check the stability of the flame turning from low rate to high rate.

Repeat this a few times, observing the stability of the main burner and pilot flame.

Cleaning and Maintenance

It is recommended that this gas appliance is serviced every year. The chimney or flue should also be checked regularly to ensure that all products of combustion are entering the flue and there is no excessive build-up of soot. Excessive build-up can affect the operation of the appliance. It is the user's responsibility to ensure that the appliance is kept in a clean serviceable condition.

Important Notes:

- Ensure the glass is clean on both sides as dirt; oils etc can etch the glass through heat.
- Do not clean with abrasive materials.
- Ensure the door is fitted correctly to avoid spillage.
- Check spillage after carrying out work.
- The glass may collect a white powdery residue on the inside of the glass. This is a combination of minerals and acids in the gas, which you should clean as required. The longer any residue is left on the inside of the glass, the harder it is to remove.

Before performing any cleaning or maintenance, always ensure the appliance is cold:

1. Open the burner door (Note: remove locking screw adjacent to the handle).
2. Carefully remove the ceramic components.
3. Use a vacuum or soft brush to remove debris inside the unit and on the paintwork. **Do not use chemicals or oils to clean the appliance.**
4. Clean the ceramic components with a very soft brush.
5. Remove the screws from the door to clean the glass. The glass is a specially formulated ceramic to withstand very high temperatures. Use a mild glass cleaner and use a soft cloth to avoid scratching. For more stubborn stains, use a cream cleaner or ceramic hob cleaner.

NOTE: It is common to find surface cracks in the ceramic components due to the expansion and contraction of the ceramic fibres caused by the intense heat that the burner generates. This will not affect the safe operation of this appliance, but extra care should be taken as they will break if handled incorrectly. Do not use a vacuum cleaner to clean the ceramics.

Wear suitable safety equipment when cleaning the inside of the appliance. It is advised to wear protective gloves and a dust mask conforming to EN 149:2001+A1:2009 FFP3 when cleaning the logs and embers.

Customer Handover:

Provide full instructions to the customer, clearly explaining the handset safety features:

- Warn of the smell and smoke of the product when new and the importance of ensuring the room is well ventilated.
- Inform the customer not to disturb the ceramic logs.
- Inform the customer not to run the unit with the door open.
- Inform the customer that an annual service is required on the unit, as the flue may get blocked with no one knowing.
- Show and explain the function of the isolation valve.
- Explain to the customer the function of the flame sensing device. If the product continually turns off, tell them to isolate the unit and call a Gas-Safe Engineer.

Customer Warnings:

Customer Warnings:

- Do not block air intake or vents.
- Do not touch the appliance when in use. A guard conforming to BS8423:2002 should be used when the appliance is being operated around children, elderly and infirm people.
- Do not place combustible materials in front of the unit.
- Do not stand directly in front of the unit, as loose clothing may combust.
- Do not use the appliance if there is a crack in the glass or the glass seal has perished or leaking. Replace the damaged parts before using the appliance.

Ensure the installer details are filled in. Hand over the installation manual to the customer.

User Instructions

Thermo Electric Safety Control (TESC):

The appliance is fitted with the Thermo Electric Safety Control (TESC). The system is a radiofrequency enabled remote control system. It operates on radiofrequency, and the valve can be operated using the buttons on the valve or a remote control handset.
The gas control has an automatic ignition system, and therefore does not have a standing pilot.
The handset requires 2 x AA size alkaline batteries. 3 x AA size alkaline batteries to be inserted under the battery compartment cover but time/date settings will need to be applied when the handset is first powered on during installation, (only use high quality batteries i.e. Energizer Lithium, Energizer Max or Duracell).
The handset and control device should have been factory paired up and is ready to use.

Handset:

Ensure the power isolator toggle switch on the front of Fire Control is in the on-position(I).
For safety reasons a button must be pressed and released for the command to be recognised. Keeping hold of a button when pressing (unless otherwise instructed) will not be recognised as a command.
To operate activate the handset, it must be held in your hand so always ensure you have a good grip around the handset, grip it like a firm handshake to unlock its functions. The green unlock light will illuminate to show when the handset is unlocked and ready to accept commands. This operation must be performed each time you want to operate the handset.

Lighting the Appliance

I**mportant –** To operate the handset it must always be unlocked, this is carried out by firmly holding the handset in one hand (clasping), which will allow operation of all functions.

Step 1: Unlock the handset by holding it. The green unlock light will illuminate. Keep the handset held to keep the control unlocked, enabling operation of the buttons.

Step 2: With the other hand press the power button for about 3 seconds. A short acoustic beep will be heard and the unlock light on will flash, the word “pilot” will appear at the bottom left-hand corner of the display screen. At this point release the power button.

Step 3: The Fire should be lit within a few seconds, if it fails to light allow to complete all (3) automatic ignition cycles then repeat the process. DO NOT INTERRUPT THE START SEQUENCE, AS THIS WILL INDUCE AN ERROR.

Step 4: If this appliance is extinguished, on purpose or other, no attempt to relight should be made within 3 minutes until OFF is solidly displayed (not flashing) on the handset.

Adjusting the flame height:
Step 1: Unlock the handset by holding it.

Step 2: Press the “+” button to increase the flame height, press the “–” button to decrease the flame height. Individual presses of either button will increase/decrease flame step-wise, holding the button will skip through the steps.

Turning off appliance:
Step 1: Unlock the handset by holding it.

Step 2: Press and release the power button, this will turn off both the main burner and pilot burner.

Lighting the Appliance

Restarting the Appliance:

If the fire is extinguished or goes out in use, allow 5 minutes (ensure OFF is solidly displayed on the handset) before attempting to restart following the lighting sequence.

If the fire shuts itself off repeatedly, do not use the fire, and have the flue and fire checked by a suitably qualified person (Gas-Safe).

If the appliance is not lit after full (e.g. 4 tries of 3 automatic cycles = 12 spark sequences) ignition attempts, call the installer.

Switch off the TESC or remove batteries in case of malfunctions and/or poor operation and warn the installer.

The appliance is designed to display a fault code on the handset in the event of a functional failure, this can be identified from the fault-finding section it does not mean there is a catastrophic error but points the engineer in the direction of investigation and start point for attempted resolution.

Additional control functions:

The remote control can also be used to set several additional functions:

- Time and date.
- Temperature display in degrees Celsius or Fahrenheit.
- Snooze mode.
- Thermostat function.

Caution

Although highly improbable, we cannot rule out that your appliance's ignition process can be started unintentionally through other remote controls.

- The RF address is encrypted
- Two way communication between handset and valve means that not only does the handset need to send the correct command to the valve, but has to receive the correct response too.

Unintended ignition of your appliance could be solved or can be entirely prevented by sliding the small ON/OFF switch located below the red neon. Removing the batteries from the valve, turning the toggle switch to the OFF(0) position, and turning off the gas connection are the safest precautions, particularly if the appliance is not going to be used for a long period. or closing the gas tap near your appliance. This is the safest precaution if the appliance is not in use for long periods to turn the ON/OFF switch to the OFF position and to close the gas tap near your appliance.

Lighting the Appliance

Setting the time:
Enter the SETUP menu. Hold the handset to unlock the keypad and keep held throughout the following steps.
Press and hold 'SET' for several seconds PROG will appear in the top left corner of the display. The thermometer symbol in the top center will flash. Press and release the 'MODE' button several times until the word 'SETUP' appears flashing in the top right corner of the display.
Press and release 'SET' again to enter the 'SETUP' menu.

Here you can change the clock from 12 hour or 24-hour format, the day of the week, hour of the day, minute of the day and the display in Celsius or Fahrenheit.

To navigate through the menu 'SET' moves to the next parameter and 'MODE' move back to the previous parameter. "+" and "-" change the displayed parameter.

Setting the display for 12- or 24-Hour display:
The 'H' indicates that it is time to set the timer to either 24-hour display or 12- =Hour (AM or PM) display. Press the "+" or "–" button on the handset to toggle between the two settings. When you are ready to confirm the setting, press the 'SET' button to progress to setting the day of the week.

Setting the day of the week:
Press and release the handset "+" and "–" buttons until the correct day of the week is shown on the display.

(Mo = Monday, Tu =Tuesday, We = Wednesday, Th =Thursday, Fr = Friday, Sa = Saturday and Su = Sunday).

Press 'SET' to accept the day of the week and progress to setting the Hour of the day.
Note: Whilst doing this setup pressing 'SET' advances to the next display and pressing 'MODE' will return you to the previous display setting.

Setting the Hour:
Press and release the handset "+" or "–" button to change the hour to the correct hour and press set to store and to move to setting the minute.
Repeat this to set the minutes.

Setting the temperature display to Celsius or Fahrenheit.

Press and release the "+" or "-" button to toggle between C and F. When the display shows the desired symbol, press, and release the 'SET' button to store.
As the important settings above have now been done, press and hold for a few seconds the 'SET' button for a few seconds and this will exit the SETUP menu.

Lighting the Appliance

Snooze Mode:

Snooze mode is a period you can set which will turn off the fire after a certain time period has elapsed. This function can be utilised during both the manual and thermostatic modes.

The snooze time period can be set before or during manual operation of the fire. Hold the handset to unlock as described previously and press the mode button as many times as necessary until the word MAN and the ZZZ symbols are flashing at the top of the display. Press and release the set button and this will put the control into Manual snooze mode.

The default time period for the snooze time period is 1:00 hour. Pressing the set button again will show you the snooze time period remaining. This can be adjusted by pressing the “+” or “- “buttons. The timer period that can be set is from 1 minute to 24:00 hours.

After adjusting the time, press set again to enter the time setting required (or if left for a few seconds this time is now stored and used).

Once this countdown timer has reached zero the fire will turn off.

Lighting the Appliance

Thermostatic mode:

The handset has within it a thermostat sensor, and this can be set so the fire will heat the room to match the temperature set in the handset.

There are 2 temperature types that can be set:

Day mode temperature that has a sun symbol on the display: the default temperature is 24 degrees Celsius.

Night temperature that has a half-moon symbol on the display: the default temperature setting is 18 degrees Celsius.

Hold handset and press and release the mode button several times as necessary until the display has a thermometer symbol flashing at the top of the display. Press the 'SET' button to enter this mode.

Press the 'SET' button again to see the temperature setting that is set and the mode and on the left of the display is a sun symbol showing it's the day temperature.

If a different set temperature is required, while the display is showing this set temperature press the "+" and "–" buttons to alter the setting. When finished either press 'SET' or leave and after a few seconds the new setting will be accepted, and the display will return to the time-of-day screen.

The fire will automatically turn to high or low rate depending on the set temperature. When the set temperature is reached while the fire is in operation, the fire reduces the burner power level each minute until the burner is at its lowest setting. TESC does not have an unattended/automatic start configuration.

The valve will never go to the PILOT alone, the lowest level is BURNER MIN (factory set).

Temperature regulation will NEVER start the burner, and NEVER automatically turn off the burner.

If BURNER MIN is still increasing the temperature, or maintained temperature remains too high, a manual STOP command is required.

NOTE: If at any time the power button is operated during Thermostat mode, the control will cancel any thermostat operation and return the control to manual mode.

Service and Maintenance

Replacing the batteries every 12 months will help prevent damage to the valve and handset through leaking or faulty cheap batteries. Only use new, high quality, alkaline batteries (preferably Energizer Lithium, Energizer Max or Duracell). Always replace the complete set of batteries and do not mix brands. Keep contacts clean and do not bend spring clips.

- Remove batteries if valve and/or handset is not used for an extended period.
- Do not operate fire without battery covers fully in place.
- If handset is dropped and damaged, obtain a replacement (see spares section).

How do you know when to replace the batteries?

- Replace batteries at least every 12 months, during the annual service of the fire.
- The display handset will show a low/empty battery symbol on the screen and produce an audible tone.
- The non-display handset will show a blinking red light (approx. every 10 seconds) and produce an audible tone.
- The red indicator light on the valve flashes (approx. every 10 seconds).
- The red indicator light on the panel switch control (if fitted) flashes (approx. every 10 seconds).

What happens if I do not replace the batteries?

- The fire will stop working, or will only work intermittently.
- The handset (or valve) may give error codes, which may or may not be correct.
- The batteries may leak and cause permanent, irreversible damage to the electronics meaning a replacement item must be sought (not covered by warranty).

How to replace the batteries:

- The control consists of a handset and a gas valve, within the fire, which both run on batteries.
- The handset requires 2 x AA batteries.
- The valve requires 3 x AA batteries (unless mains powered).
- The battery covers can be opened and removed without tools by pressing the tab down and pulling the cover towards you.

Note: When removing and replacing batteries, ensure not to bend or displace battery contacts. the batteries should be held firmly in place by the metal contacts. It is important to ensure contacts are clean, dry, and free from any contaminants or surface damage. Pay close attention to the orientation markings on batteries and equipment, ensure that symbol "+" is located in the correct place – adjacent batteries are mounted in opposite directions.

What is the meaning of the red indicator? (non-display handset, valve, or switch)

Red indicator	Meaning
Permanently lit	Unsuccessful ignition sequence - valve in lockout (E00)
Flashing rapidly	Valve busy (will not accept any command)
Flashing (approx. once a second)	Error detected
Flashing (approx. once every 10 seconds)	Low battery (valve)
Flashing (approx. twice every 10 seconds) - handset only	Low battery (handset)
Flashing (approx. three every 10 seconds) - handset only	Low battery (handset & valve)
Permanently off	Standby OR stable operation
On momentarily after power up	Valve self-test
Appears after pressing start	Release start button

What should I do if the valve is indicating an error?

- Let the fire cool down (if hot).
- Check if batteries are good and mounted correctly. Replace with new batteries if any doubt.
- Reset the error – press power button, then press again to start fire.
- If error repeats, refer to Gas Engineer Servicing Information.

Frequently Asked Questions:

Note: use this guide in association with your gas fire user handbook, only attempt work as recommended in those instructions and where suitably qualified

1.0 What should I do if my fire does not light or stay lit?

- Check if gas supply is on.
- If the fire is hot, wait for the fire to cool down.
- If your fire has a remote handset, put the handset to one side and access the gas valve in the fire (check user instructions for details on how to do this).
- Remove battery cover from valve and check batteries are ok, with no leaks visible, or any other contamination present. If in doubt replace with new good quality, unused batteries.
- When replacing batteries, ensure contacts are clean, dry, and free from any contaminants or surface damage. Be careful not to bend or displace contacts.
- Ensure to mount batteries in correct orientation.
- Replace battery cover on valve.
- Check ceramic parts (matrix, coals, logs, etc.) are in correct place and in good condition.
- Perform any general cleaning of the fire as recommended by manufacturer's user instructions, particularly around the pilot assembly.
- Correctly replace any part of the fire that was removed to allow access to the valve.
- If the red light on the valve is lit, reset by pressing on/off button briefly (light should go out).
- Start fire using control buttons on valve.
- If fire does not light normally, wait until red light on valve indicates error or lockout. NOTE: the valve may make several attempts to start the fire, this may take some minutes. DO NOT interrupt the valve while it completes this process.

If the fire still does not function correctly:

- Double check all the above, in particular that the batteries are good, mounted correctly, and all contacts are clean and sturdy.
- If the manufacturer's user instruction manual details cleaning of the pilot, follow these instructions carefully.
- Reset the valve as above.
- Attempt to restart the valve several times.

If the fire still does not function correctly, you may need assistance from a service engineer. Refer to manufacturer's user manual to seek engineer assistance.

If the fire lights, and appears to work correctly, pick up the handset to check correct function:

- Hold the handset firmly, the unlock keypad light should be lit, solid green.

Frequently Asked Questions:

If **NO LIGHT** is present on handset:

- Check the batteries in the handset are good, mounted correctly and firmly, and there is no contamination or surface damage to the contacts.
- Clean and replace batteries as necessary.
- NOTE: If the battery contacts are contaminated (e.g. previous battery leakage) the handset may be permanently and irreversibly damaged, meaning a new handset may need to be purchased.

IMPORTANT NOTE: The handset has been paired with the TESC valve on the fire during manufacture and Pairing is not lost if batteries are removed.
The display handset may lose record of the time if batteries are removed but pairing with the valve will remain. Refer to instructions relating to setting the time to restore time to the display.

If the green indicator light is flashing like a heartbeat, the handset is not communicating with the valve (on the display handset the communication symbol will be missing).

Communication can be lost for various reasons including, but not limited to: -

- The slide switch on the valve is not in **ON** (I) position.
- The batteries in the valve being low on power, or out of power.
- The handset being too far from the fire.

If the above are all in order and the handset is still flashing, pairing with the valve may have been unintentionally altered. The handset will need to be reset, and a new pairing with the valve established (see section on restoring handset communication).

If this does not resolve the problem a service engineer will be required.

Frequently Asked Questions:

1.1 Restoring communication with a display handset.

If the handset has lost communication with the control valve, when activated the handset will display a constant green light which pulses brighter periodically, and the symbol will be missing from the display.

The handset will need to be reset to allow it to accept a new pairing, in order to do this, follow the steps below: -

1. Ensure good batteries are firmly and correctly mounted in the handset.
2. Hold the handset firmly to unlock the keypad (keep hold of the handset during the remaining steps).
3. Press and hold the **SET** button (approx. 3 seconds) until you hear a second beep.
4. Release **SET** button. PROG and SETUP should now be visible at the top of the display.
5. With SETUP flashing, press and release **SET** to enter the menu.
6. Keep pressing **SET** until CA 0 is displayed on screen.
7. Press **+** or - to change CA 0 to CA 1, then press **SET**.
8. The display should now read **7ESC rX** (where **X** is a number).

The handset has now been reset to factory settings and is ready to receive a new pairing instruction

IMPORTANT NOTE: Even if setup is not completed in full, the handset will still remember the pairing with the valve. The handset will re-enter setup mode the next time it is unlocked, or by manual selection of the setup mode. **DO NOT RE-SEND PAIRING REQUEST FROM VALVE.** This will then require a further reset of the handset, and completion of a new pairing process.

1.3 General notes on the display handset.

The following general notes may be of interest:

The communication symbol will not be visible on the display if any of the below situations occur: -

- The handset is paired correctly but is out of range of the gas fire control.
- The batteries in the gas fire control are flat or have bad connections.
- The slide switch on the gas fire control is in the OFF (0) position.
- The handset pairing has been broken.

The display will show only the time, day of the week, handset temperature, and handset battery state. The handset will not control the fire if the communication symbol is absent.

Remedy as above to re-establish handset control of fire.

Frequently Asked Questions:

1.4 Using the display handset.

IMPORTANT USER INFORMATION – READ THIS BEFORE ATTEMPTING TO OPERATE THE FIRE

NOTE: The handset is paired to the fire during manufacture. Do not alter the pairing.

For safety reasons, the handset is designed to avoid accidental operation. If, during proper use, the handset fails to communicate with the valve there is a possibility that the pairing has been inadvertently altered – in this case the handset will need to be reset and
re-paired with the valve.

For normal use:

Prior to using the handset for the first time insert new, alkaline, AA batteries into the valve and handset. Ensure they are mounted firmly and in the correct orientation, and that the battery covers are replaced fully. Ensure the small isolation switch on the gas control is switched to the ON (I) position.

Hold the handset as shown, wrapping your hand around the handset to make good contact with both sides. The green unlock light should illuminate, activating the buttons (if the light is not illuminated, the buttons will not work).

Press and hold the power button, release as soon as PILOT appears on the display (approx. 1-2 seconds). The fire will commence ignition sequence. If successful, the fire will automatically go to maximum heat output.
NOTE: Releasing the power button too soon or depressing for too long after the PILOT appear, will cause the fire not to light because system assumes press to be unintentional.

To adjust the flame, hold handset to activate buttons, and use + and – to increase or decrease flame power accordingly. Tapping the button will increase or decrease flame stepwise, holding the button will skip through steps. The fire basket display on the handset will illustrate the level of flame being produced.

To STOP the fire, hold handset to activate buttons, then press the power button. The fire should shut off immediately (N.B. residual heat will remain). If you wish to start the fire again you must wait for OFF to be displayed on the handset before trying to re-start.

NOTE: The handset is designed to make remote operation of the fire as safe as possible. It has been specifically designed to minimise the risks of accidental operation, with the express intention that a successful operation can only be achieved by a conscious, deliberate act. Ergo it may take some time to become familiar with the intricacies of handset operation.

Gas Engineer servicing information

Important information for installers:

THE INFORMATION CONTAINED IN THIS SECTION IS FOR EXCLUSIVE USE OF QUALIFIED AND APPROVED SERVICE PERSONNEL.

- The handset is supplied paired to the valve by fire manufacturer. DO NOT alter pairing.
- The handset is consciously designed to minimise the risk of accidental operation and can therefore take a little time to learn to use comfortably.
- Please read section 2 and explain to the customer to ensure understanding of each particular handset.
- There are companion videos available on YouTube (search: TESC Gas Control)
- If pairing has been inadvertently altered the handset will not work, it will need a factory reset – follow instructions in section 2.

Most Common Causes for Faults:

- Batteries need replacing, always use good quality new batteries (Energizer Lithium/alkaline or Duracell alkaline)
- Batteries mounted incorrectly.
- Contamination of battery contacts (clean where possible, replace valve/handset if necessary).
- Contamination of pilot (see below).
- Contamination of valve internals from gas pipe particles.
- Faulty gas supply.
- Faulty thermocouple or connections.
- Contamination of gas supply.

System Operation Explanation:

The gas control valve is one component, containing the gas valve, control electronics, ignition unit, and battery box.

It is a full sequential ignition system (with no standing pilot).

It utilises both a conventional thermoelectric thermocouple, and electronic flame sensing for its operation.

The ignition phase (first 15-30 seconds) operates with the thermocouple excluded from the circuit, subsequently the thermocouple holds the valve magnet open, as per a conventional system. (If the burner stays lit only for this duration, it is a sign of no thermocouple current, or insufficient thermocouple current reaching the valve).

Gas Engineer servicing information

The electronic flame sensing device is in constant operation whilst the valve is in operation.

It is important that the pilot flame is always in good order, both the thermocouple tip and electrode tip are immersed within the pilot flame, and the ignition cable is undamaged & well connected to the valve.

The handset is not essential for operation, it is a wireless interface, it is not the control.

When problem solving it is important to check operation using the buttons on the valve itself, this should be done in the first case, **DO NOT** rely on the handset.

ASSESSMENT:

Ensure the fire is cool before commencing any work.

Ensure batteries are new, mounted correctly, and connections are good.

Start with the valve in standby position – slide switch in **ON** (I) position, red light on valve off, and fire burner also off.

Press the power button and hold for approx. 1 second, or until the red LED lights up, then release. This should start the ignition sequence, and within a few seconds a repetitive spark should be produced at the electrode.

The fire may make up to 3 automatic attempts to ignite. Each ignition cycle takes 15-30 seconds, with a pause of approx. 10 seconds between each cycle. Multiple attempts **DOES NOT** signify that there is a fault, each fire and installation is unique, and may account for this.

If the fire fails to ignite after 3 automatic cycles, the red light on the valve will stay permanently lit, indicating valve lockout.
A connected display handset will also return the error code E00. To reset the lockout, press the power button to return the valve to standby, and try the normal start-up process again.

If the problem persists, and valve repeatedly goes to lockout, refer to the cleaning and maintenance section. It is possible that the valve has become contaminated with debris and requires cleaning to restore normal operation.

If the fire does not light and/or...

- There is an error code EXX (where XX is a two-digit number) displayed on the handset.
- The red LED on the valve is flashing like a heartbeat.
- The display handset is showing low battery.

...check troubleshooting section and error codes section for further information.

Gas Engineer servicing information

Error codes:

Error codes are produced to assist diagnosis of why the fire cannot/will not start. They appear if the control detects abnormal conditions with the fire, environment, installation, components, or internal electronics.

Even if a display handset is not connected, checking for the below faults is still valid. The illuminated red LED on the valve body shows the valve is in error state.

NOTES:

To reset any error, press the power button, marked ⏻ on the valve.
False errors can be reported if the batteries are faulty or low on power.

E00

This is the only code where the red indicator LED remains permanently lit without flashing. (N.B. the LED may dim to conserve battery power but remains illuminated).

E00 occurs when fire fails to light after all automatic ignition cycles are complete. It is a sign that the electromagnet within the valve has not received enough power from the thermocouple at the end of the ignition cycle. The main burner may light for 15-30 seconds, but then extinguish.

Possible reasons: -

- Thermocouple not being heated or being heated too slowly.
- No gas to pilot or main burner.
- No gas supply, or supply blocked through contamination.
- Pilot pipe blocked between valve and pilot.
- Pilot injector blocked.
- Pilot head damaged or contaminated.
- Fire ceramic misplaced causing carbon deposits to contaminate pilots.
- Pilot air inlet hole blocked by lint.
- No spark at electrode – tracking out somewhere – check for damaged insulation, distance of spark gap, electrode damage, ceramic damage, dirt or soot on electrode.
- Flame not touching spark electrode (electrode needs to be in the flame so that valve can sense flame through electrode as well as thermocouple).
- Flame signal shorted out (this can occur if any liquids e.g. leak detection spray has contaminated pilot terminals connection).
- Spark cable is open circuit (spark may still be present due to ability to jump gaps, but if there is a break in cable, or terminal connection is not good, valve will not receive sensing current – pilot may also light but then continue to spark).
- Thermocouple aged or damaged and not producing enough output.
- Thermocouple insulation wire is damaged, electrical current shorting (e.g. to body).

Gas Engineer servicing information

NOTE: If stop is pressed during ignition cycle, E000 may also be generated. This is normal, and not a failure condition.

THE VALVE CAN ATTEMPT TO SELF FIX ISSUES – When an E00 code has been displayed an internal recalibration is initiated to attempt to compensate for possible deviations due to contamination, ageing, etc. If the fire does not light on the first ignition cycle, allow the valve to complete the automatic recycles to enable the valve to progress to E00 to recalibrate.

Reset error and try again.

E01

Indicates that there is a possibility that the level of CO in ambient atmosphere is too high.

This error will usually be generated when there had been a good electronic flame signal, and the temperature of the thermocouple was hot enough, but has since become cooler.

Possible reasons: -

- Problems with chimney, or room, air inlets (insufficient air circulation).
- Unstable pilot flame (e.g. wind, unsuitable thermocouple position).
- Contaminated pilot (poor flame to thermocouple).
- Poor position of ceramic parts (e.g. coal, logs, or matrix).
- Intermittent failure in thermocouple when hot (inner wire in head perhaps making contact when cold, but not when hot).

E02

Indicates that the ambient temperature around the gas control valve within the fire has exceeded 72°C.

NOTE: This error protects the fireplace and valve from excessive temperatures

Possible reasons: -

- Faulty installation of the fire (not sealed correctly in fire opening).
- Problems with the chimney (insufficient air circulation).
- Poor position of ceramic parts (e.g. coals, logs, or matrix).

NOTE: Batteries do not tolerate high ambient temperatures, eventually this may cause leaking which could damage the valve, meaning a new valve required (not covered under any warranty). Typically, the maximum ambient temperature for alkaline batteries is 50°C.

Gas Engineer servicing information

E03
Indicates there is an issue with the thermocouple connection to the valve, or that there is an incorrect reading from the thermocouple.
Possible reasons: - • No thermocouple connected. • Thermocouple connection reversed/incorrect. • Insulated thermocouple wire shorting to chassis earth (damaged insulation). • Damaged, defective, or worn-out thermocouple.

E04
Indicates a flame is detected on pilot **after** valve has shutdown.
Possible reasons: - • Carbon or other conductive contamination on spark electrode. • Combustible material burning on pilot near electrode (carbon deposits etc.). • If EASYTEST box used – simulate flame mode not operated correctly.

E05
Indicates a flame is detected on pilot **before** valve has started.
Possible reasons: - • Carbon or other conductive contamination on spark electrode. • Combustible material burning on pilot near electrode (carbon deposits etc.). • If EASYTEST box used – simulate flame mode not operated correctly.

Gas Engineer servicing information

E06 & E07

Indicates supply voltage is too low to operate valve.

Possible reasons: -

- Batteries are completely flat (random error codes may also be displayed in this case).
- Damaged battery contacts (dirty, corroded, bent – not making strong stable connections).
- Short circuit in external wiring or connected accessories.
- Defective mains power supply (if used) or damaged wiring.
- Problem with internal contacts of slide switch (sliding on/off multiple times may clear this issue).
- Batteries mounted incorrectly.

E08, E09, E10 & E51

Indicates a device connected to TESC extension socket does not work correctly.

Possible reasons: -

- If nothing connected – are links missing, in wrong position, or connected badly?
- Failure in extension module connected to extension port.

NOTE: A short circuit within the TTB is not detectable by TESC. Short Circuit to ground will damage TESC irreversibly and is not covered by warranty.

E11, E12, E13, E25, E28, E29, E30, E31, E44, E45, E63

NOT APPLICABLE – SHOULD ONLY APPEAR DURING MANUFACTURE, IF AT ALL.
RESERVED FOR FUTURE USE.

E14, E15, E16 & E17

Indicates buttons on valve (or wired control panel) do not work or are incorrectly wired.

Possible reasons: -

- Buttons are sticking or blocked.
- Buttons are damaged.
- Cable damaged, or short circuit to ground (wired control panel).

NOTE: Disconnect wired panel (if applicable) and re-test to determine root cause.

Gas Engineer servicing information

E21 & E22

NOT APPLICABLE.
RESERVED FOR FUTURE USE.

N/A

NOT APPLICABLE.
RESERVED FOR FUTURE USE.

FORMERLY: END OF LIFE – valve has produced more than 40,000 burner starts.

Under normal use 40,000 starts will allow for 7 starts per day, every day, for more than 15 years.

E24

Indicates the thermocouple has not reached nominal final temperature within 1 minute of startup.

Possible reasons: -

- Aged thermocouple.
- Thermocouple wire insulation is damaged and shorting to metal chassis.
- Problems with chimney, room, air inlets (insufficient air circulation).
- Unstable pilot flame (e.g. wind, unsuitable thermocouple position).
- Contaminated pilot (poor flame to thermocouple).
- Poor position of ceramic parts (e.g. coals, logs, or matrix).

E14, E15, E16 & E17

Indicates buttons on valve (or wired control panel) do not work or are incorrectly wired.

Possible reasons: -

- Buttons are sticking or blocked.
- Buttons are damaged.
- Cable damaged, or short circuit to ground (wired control panel).

Gas Engineer servicing information

E21 & E22

NOT APPLICABLE.
RESERVED FOR FUTURE USE.

N/A

NOT APPLICABLE.
RESERVED FOR FUTURE USE.

FORMERLY: END OF LIFE – valve has produced more than 40,000 burner starts.

Under normal use 40,000 starts will allow for 7 starts per day, every day, for more than 15 years.

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- Unstable pilot flame (e.g. wind, unsuitable thermocouple position).
- Contaminated pilot (poor flame to thermocouple).
- Poor position of ceramic parts (e.g. coals, logs, or matrix).

E26

Indicates power supply with incorrect pin orientation connected to USB inlet.

E32, E43, E46, E47, E52, E53, E55, E56, E62

Indicates self-test procedure of valve electronics has failed.

Possible reasons: -

- Completely flat batteries.
- Liquid ingress affecting electronics (e.g. following leak test with soapy water).

Gas Engineer servicing information

E33, E34, E35, E36, E37, E38, E39, E40, E41, E42

Indicates internal piston is not moving freely.

Possible reasons: -

- Contamination of valve inlet/outlet with debris from supply pipe or other.
- Mechanical damage of valve

NOTE: After cleaning and before resetting error codes, ensure the fire has been allowed too fully cool. Upon starting the valve will reinitialise and perform a re-calibration. The valve **MUST** be cold to perform this task.

NOTE: If the valve needs to be replaced, ensure to check pipework for contamination prior to fitting new valve to help avoid repeated problems.

E48

Indicates that the control has detected a short circuit of the thermocouple.

Possible reasons: -

- Thermocouple connection reversed/incorrect.
- Insulated thermocouple wire shorting to chassis earth (damaged insulation).
- Damaged, defective, or worn-out thermocouple.
- Weak connection from thermocouple to valve.

E49

Indicates valve has detected a false flame signal on electrode.

Possible reasons: -

- Contamination of the electrode with carbon deposits, conductive liquids (leak detection spray), or similar.
- Contamination of thermocouple/valve connection with conductive liquids (leak detection spray), or similar.

NOTE: It is critical to avoid leak detection fluid making contact with any part of the valve other than the threaded pipe connections. Leak detection fluids are highly corrosive and will damage any electronics with which they make contact. Other forms of leak detection should be used where possible.

Replacement - Spare Parts

TESC control valve: Part order ref: ACR SS5-TESC

ODS pilot: Part order ref: ACR -SS5-ERNg

TTB: Part order ref: ACR -SS5-TTB

TESC remote control handset: Part order ref: ACR -SS5-RC

Glass door panel: Part order ref: ACR -SS5-GD

Black mirror glass: Part order ref: ACR -SS5-GR

Glass door rope Seal: Part order ref: ACR -SS5-RS

Log set box: Part order ref: ACR -SS5-LSB

The ceramic log components supplied with appliance can be replaced if required following the layout instructions (page 8). Never use additional non-approved log parts.

Warranty

In the event of a breakdown or claim you are required to contact the installer/dealer. They will need to investigate the matter and process the claim on your behalf if required.

The Stove guarantee must be registered within 28 days of installing the appliance. Failure to register within this time period will result in the guarantee reverting to void from date of installation.

To register you must provide the full serial number of the appliance. This is clearly shown on the:

- Stove packaging
- Appliance data plate

Please also be advised that your appliance should be serviced annually to honour your warranty.

The appliance must be serviced annually by a Gas Safe Registered engineer in accordance with the manufacturer's instructions.

Service details must be recorded in the Installation and User Manual which must be available for inspection once making a warranty claim.

The cost of annual servicing is not included in the guarantee.

To activate the warranty registration, your Gas Safe engineer will advise on warranty details via Skantag™. Your Engineer will need to download the Skantag™ app to complete this process.

To register you must provide the full serial number of the appliance. This is clearly shown on the:

- Stove packaging
- Appliance data plate

Please also be advised that your appliance should be serviced annually to honour your warranty.

The appliance must be serviced annually by a Gas-Safe Registered engineer in accordance with the manufacturer's instructions.

Service details must be recorded in the Installation and User Manual which must be available for inspection once making a warranty claim.

The cost of annual servicing is not included in the guarantee.

Warranty

CONDITIONS OF WARRANTY:

Your stove is guaranteed against defects arising from faulty manufacture for 2 years when supplied by an ACR Flues Specialist.

Upon activation of the Skantag™ warranty will be activated. Your Gas-Safe Engineer must replace the pilot assembly every year on your annual service to satisfy your extended warranty. Your annual service details must be updated on Skantag™.

The warranty must be registered upon installation to qualify for the 2-year warranty, via the Skantag™ app. The appliance must be only used for normal domestic purposes and in accordance with our instructions and be correctly installed and serviced.

The guarantee does not cover: Installation, wear and tear, parts deemed to be replaceable, or service parts including electrical components, that may be replaced during the normal usage of the appliance. Aesthetic damage caused by impact, spillage, water ingress, or condensate attack from flue.

This guarantee is personal to the original purchaser and not transferable. Any stove or defective part replaced shall become the Company's property.

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