



Unit 4, Kimpton Trade & Business Centre
Minden Road, Sutton, Surrey, SM3 9PF
Tel: 020 8254 6802

IMPORTANT NOTE

Simulated logs manufactured from refractory fibre, are supplied with this appliance.
Do not use real logs as this is dangerous.
If the simulated logs need renewing please obtain suitable replacements from a Nu-Flame stockist.

USE & MAINTENANCE INSTRUCTIONS FOR NU-FLAME BLAZE NATURAL GAS FIRE

GENERAL

- a. This fire must be installed by a properly qualified (in accordance with National & Local Regulations) Installation Engineer.
- b. The connection of this appliance, and ventilation requirements are to be according to National & Local Codes.
- c. The chimney should be swept before the appliance is installed.
- d. Open fires are a hazard; it is recommended that a guard be fitted to provide protection for children, the elderly or infirm. (See National & Local Regulations if any.)
- e. This appliance is intended for decorative purposes only.
- f. Do not throw rubbish on, or attempt to burn any materials on this appliance. Any debris or foreign matter must be removed from the fire.
- g. The appliance should be serviced by a qualified gas fitter every 12 months.

IMPORTANT NOTES

- a. This appliance is fitted with an oxygen depletion sensing system, which automatically shuts off the gas supply to the main burner if the oxygen level in the room is depleted, due to a lack of primary air, or obstructed flue that would lead to incomplete combustion of the gas.
- b. In the event that the fire shuts down due to any reason, attempt to restart it. If there is a continuing problem call in a properly qualified specialist engineer.
- c. There are no user replaceable parts in this appliance, except for the logs, Embaglow and black vermiculite available from Nu-Flame.
- d. Regularly inspect the purpose provided ventilator to check that it is free from any obstruction.
- e. The chimney should be regularly checked to ensure that all the products of combustion are entering the flue & that there is no build up of soot. If there is, the appliance must be cleaned.

CLEANING THE FIRE

- a. Carefully remove the logs and dust gently with a soft brush so as not to remove the colour finish.
- b. Remove the black vermiculite and Embaglow and retain for future use.
- c. Carefully dust off the top of the burner with a soft brush. Again taking care not to remove the colour finish.
- d. Very carefully remove any debris from the burner slots using a vacuum cleaner taking the utmost care not to damage the finish on top of the burner.
- e. Re-lay as shown in these instructions.
- f. The Embaglow is a consumable item and replacements can be obtained from Nu-Flame.



RECORD DATA TO BE COMPLETED & KEPT BY USER:

PLACE OF PURCHASE DATE

ADDRESS & TEL. NO.

.....

.....

APPLIANCE SERIAL NO.

INSTALLED BY GAS SAFE. NO

**INSTALLATION & SERVICING INSTRUCTIONS
FOR NU-FLAME BLAZE NATURAL GAS FIRE**

***THIS APPLIANCE MUST BE INSTALLED & SERVICED BY A PROPERLY QUALIFIED
(IN ACCORDANCE WITH LOCAL & NATIONAL CODES) INSTALLATION ENGINEER.***

IMPORTANT:

BEFORE PROCEEDING WITH THE INSTALLATION READ THESE INSTRUCTIONS CAREFULLY. THESE INSTRUCTIONS SHOULD BE KEPT IN A SAFE PLACE FOR FUTURE REFERENCE AND SERVICING DETAILS.

PRIOR TO INSTALLATION ENSURE THAT THE GAS TYPE AND PRESSURE ARE AS STATED ON THE APPLIANCE DATA PLATE.

SIMULATED LOGS MANUFACTURED FROM REFRACTORY FIBRE, ARE SUPPLIED WITH THIS APPLIANCE. DO NOT USE REAL LOGS AS THIS IS DANGEROUS. IF THE SIMULATED LOGS NEED RENEWING PLEASE OBTAIN SUITABLE REPLACEMENTS FROM A NU-FLAME STOCKIST.

APPLIANCE DATA

GAS TYPE: SEE DATA PLATE.

BURNER: NU-FLAME BLAZE STAINLESS STEEL

FLAME SAFETY: OXYGEN DEPLETION & FLAME FAILURE DEVICE STANDARD TO ALL MODELS.

APPLIANCE INLET WORKING PRESSURE: SEE DATA PLATE.

IGNITION: PIEZO.

INLET CONNECTION: 10mm COMPRESSION FITTING.

NETT HEAT INPUT: 18KW

CUT OUT SIZE: D 236MM X 854W (BOTH DIMENSIONS ± 2 mm)

Natural Gas Model (For G20 Gas)

Fire Model	Flue Classes	Category	Gas	Injector Size	kW Input Net (High Flame)	Burner Pressure (High Flame)
EVOLUTION BLAZE	Class 1	I2H	G20	2x750	18	11.9 mbar

FLUE REQUIREMENTS

- a. Ensure that the builders opening, flue & hearth for the appliance are constructed from non-combustible materials, and conform to National Regulations and Local Codes.

A minimum flue diameter 175mm or equivalent area (Class 1) is required subject to proper clearing of products of combustion i.e. no spillage. Minimum height of flue must be 3 metres.

- b. The flue **MUST** be free of any obstructions. Any dampers or restrictors **MUST** be removed. Some dampers are impractical to remove; therefore they must be fixed in some way in the **OPEN** position.
- c. The chimney/flue should be swept prior to installation of the appliance.
- d. Ensure that only one fireplace is served by the flue system.
- e. Ensure that the chimney/flue is continuous from inlet to termination.
- f. Ensure that the chimney/flue is structurally sound, so that combustion products do not come into contact with combustible material outside the chimney.
- g. Ensure that there is a smooth tapered transition from the fireplace opening to the flue.
- h. If the appliance is to be installed under a canopy, or is open on both sides, great care must be taken to ensure the configuration is correct. If in any doubt seek expert advice.
- i. **CHECK FLUE PULL.** Apply a smoke match to the flue opening at hearth level and observe smoke. If there is a definite flow into the flue aperture, proceed with installation. If there is not a definite flow into the flue aperture, preheat the flue for approximately 10 minutes and re-test. If there is still no definite flow towards the flue aperture the flue may need attention. **DO NOT FIT THE APPLIANCE, SEEK EXPERT ADVICE.**

VENTILATION

THE CONNECTION, VENTILATION REQUIREMENTS (IF ANY) & INSTALLATION OF THE APPLIANCE MUST BE IN ACCORDANCE WITH NATIONAL REGULATIONS AND LOCAL CODES. IF IN ANY DOUBT WITH REGARD TO ANY VENTILATION REQUIREMENTS SEEK EXPERT ADVICE. 100cm² room ventilation required In the UK. For other countries refer to National Regulations and Local Codes.

APPLIANCE LOCATION

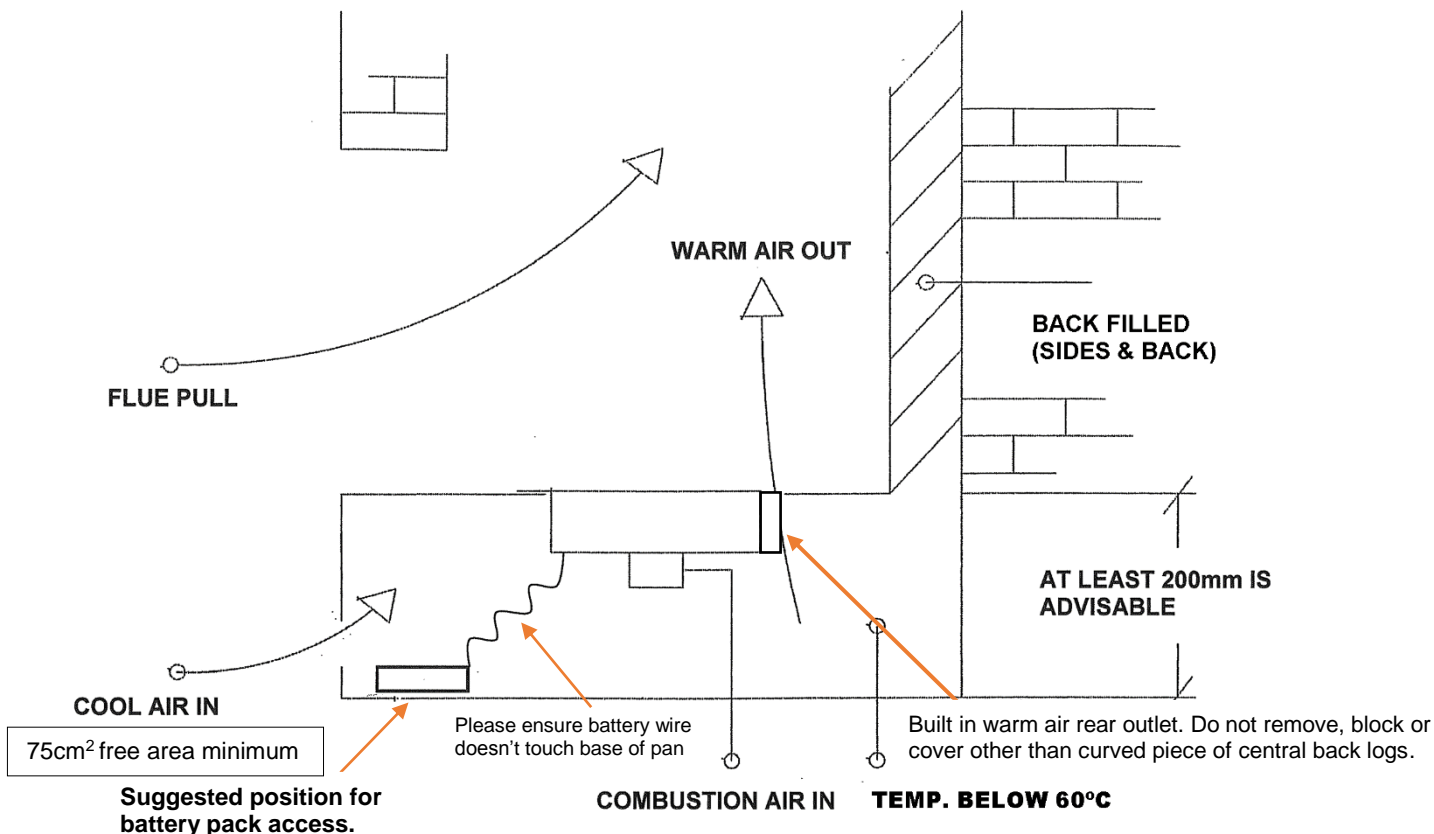
- a. The appliance must be hearth mounted in a builders opening, or under an associated canopy or fireplace recess, ensure that the opening or recess height does not exceed 380mm, and that the front side of the burner tray sits a minimum of 100mm in from the front face of the fireplace opening or recess. See drawing page 5. If due to building restraints the maximum opening height of the fireplace opening is exceeded, the height can be reduced by installing a heat proof glass panel across the top of the builders opening.
- b. On **NO ACCOUNT** must this appliance be sited on combustible materials or carpets. It is not suitable for combustible walls.
- c. Ensure that the burner tray fits neatly into the intended location, and that you have easy access to the battery box.
- d. **Ensure that there is adequate airflow to the underside of the fire (through the fire front etc).** Please see relevant drawings and instructions on page 4 (figs A & B). This air is required for cooling the underside of the fire & controls, as well as to provide the primary combustion air. Refer to the section headed Temperature Limits Of The Electronic Components on page 5.
Failure to observe this instruction is dangerous and breakdowns due to overheated controls are not covered by the guarantee. If a fireplace is properly designed and installed the controls will not overheat – it is the installer's responsibility to ensure that the installation does not allow the controls to overheat.
- e. Ensure that no naked flame or incandescent part of the fire bed projects beyond the vertical plane of the fireplace opening.

Fireplace opening max height 380mm

Burner location from front of fireplace opening 100mm minimum

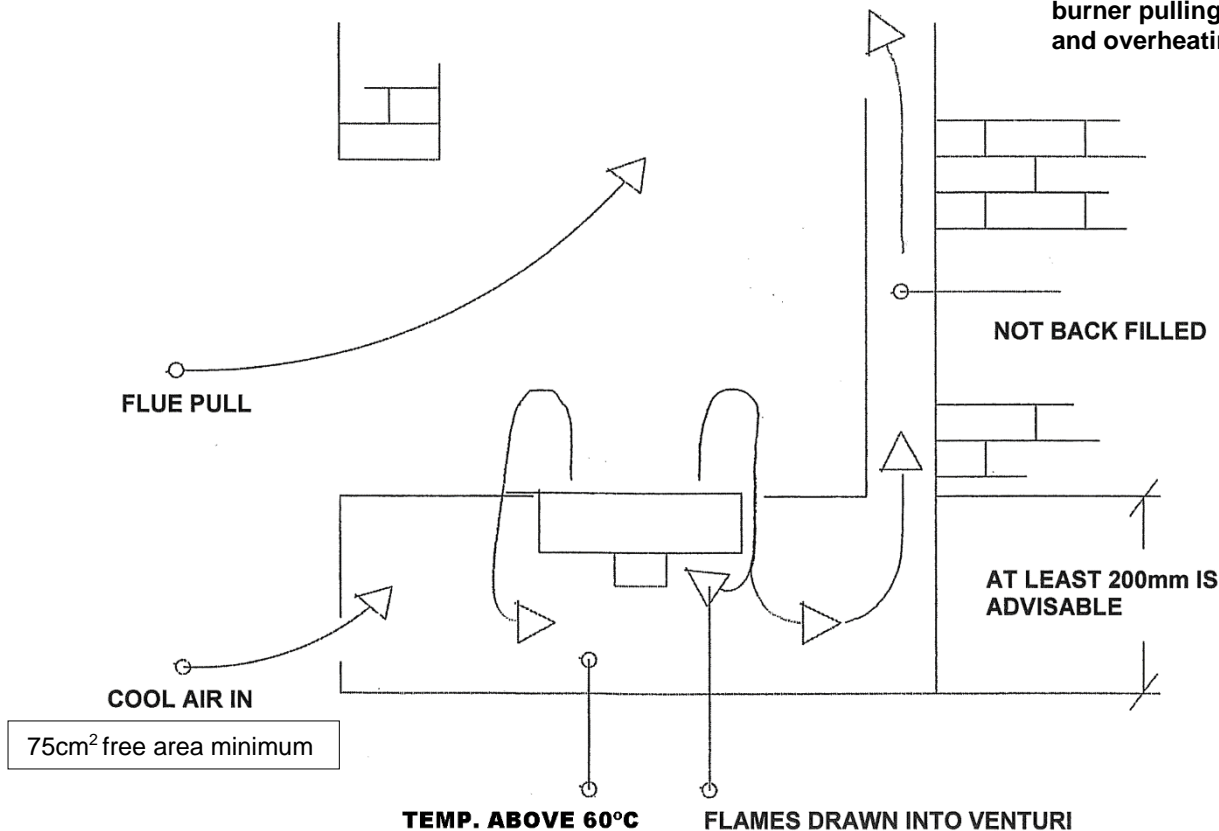
As the Blaze is a sunken burner this requirement (A) is crucial and must be strictly adhered to

(A) CORRECT INSTALLATION METHOD

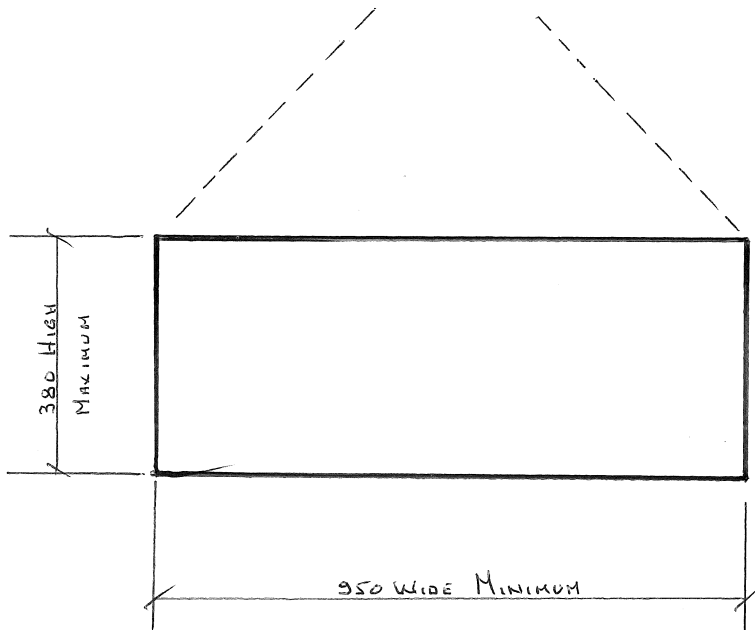


(B) INCORRECT INSTALLATION METHOD

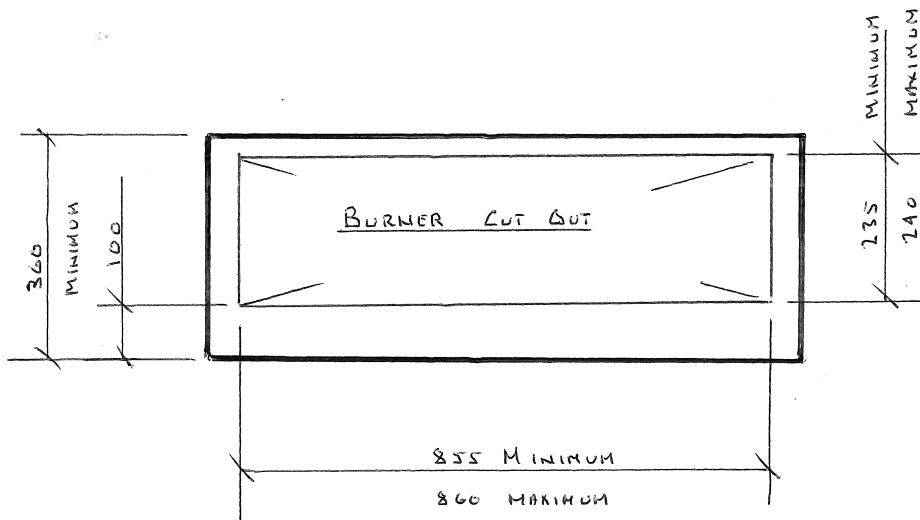
This will result in flue pull under burner pulling some flame down and overheating electronics.



THE SIGNS OF AN INCORRECTLY INSTALLED GAS FIRE ARE WHITE BURNT PAINT ON EITHER THE SIDES, BACK OR PILOT CUT OUT



FIREPLACE OPENING FRONT



FIREPLACE OPENING HEARTH

IMPORTANT NOTE

THIS APPLIANCE MUST BE INSTALLED & SERVICED BY A PROPERLY QUALIFIED (IN ACCORDANCE WITH LOCAL & NATIONAL CODES) GAS INSTALLATION ENGINEER.

THESE INSTRUCTIONS ARE FOR THE FIRE'S CONTROL SYSTEM ONLY, AND MUST BE USED IN CONJUNCTION WITH THE INSTALLATION INSTRUCTIONS FOR THE GAS FIRE.

Fitting & Operating Instructions For The Thermatronic Radio Frequency Electronic Control System (Mertik Maxitrol)

Important Notes

Temperature Limits of Electronic Components

It is absolutely necessary to ensure that the electronic control system components temperature do not rise above 60°C.

For Hole In The Wall installations (sunken burners) see the attached sketch showing our suggested installation arrangement. If you keep to air inlet and outlet free areas of 150cm² each and ensure that the void under the fire is properly backfilled (to avoid flue pull under the burner) then, assuming a normal room temperature, the temperature of the electronic components should not rise too much above 40°C. This allows a good safety margin.

It is also very important to ensure that the fire is not subjected to intermittent flue downdraught, which can blow flames/gas down to the underside of the burner and cause overheating of the electronics.

Batteries

For Hole In The Wall installations (sunken burners) the fire is supplied with batteries in a separate box that has a long lead which plugs into a socket on the standard electronics/battery box. This allows the batteries to be placed in an accessible place such as behind the air inlet grille, as shown on the installation sketch.

Important note: Please ensure the battery box lead does not come into contact with the underside of the burner pan.

When using the extended battery box ensure that there are no batteries in the electronics box battery compartment. Available as an optional extra is a mains adaptor to be used instead of batteries, which again has a long lead which plugs into the socket on the standard electronics/battery box. **IMPORTANT – BATTERIES MUST BE REMOVED BEFORE USING THE ADAPTOR.**

Dampness

All electronic equipment is sensitive to dampness and high humidity. The Thermatronic equipment must be installed in a completely dry place that does not access directly to outside air. If the fireplace has recently been rendered it must be allowed to completely dry out before the electronic equipment is installed. It is possible that dampness has occurred during storage of the appliance, so as a precaution we suggest placing the electronic box in a warm dry place for a while before installation.

Gas Supply

In common with all other gas appliances, dirt and debris in the gas system can block the valve and gas injectors on this appliance, and faults caused by this are not covered by the guarantee. Pipework installation must comply with approved standards and practices. If in doubt as to the cleanliness of site pipework, install a sediment trap, or filter as close to the appliance as possible.

Resetting the Mertik Maxitrol Logic Circuits (Radio Frequency Control)

BASIC RESET

It sometimes happens that (such as when the handset buttons are pressed out of sequence) the fire stops working because the logic circuits get confused and need to be reset. To do this, simply remove the 4 x AA batteries from the Receiver Box (do not use metal tools to do this), wait for 1 minute and then refit the batteries. Wait for another minute and then point the handset at the fire and press the red/off button. Wait for another minute and then start the fire as normal. If the fire does not start repeat the resetting procedure. If the fire still does not work a Full Reset can be tried (see below).

Note: An extended battery box has been supplied, and if the lead has been unclipped from the battery box, do not let the lead terminals touch any metal parts, because voltage is still stored in the capacitors, which can cause a short circuit.

FULL RESET – TO BE USED IF A REPLACEMENT HANDSET IS OBTAINED

NOTE. If it is not possible for the user to access the Receiver Box to carry out a Full Reset a Qualified Installation Engineer will need to remove the burner to do so and this will involve disconnecting the burner from the gas supply.

If you obtain a new handset the control system will need to learn the handset's unique code via a Full Reset. Also, if the fire is not working and the Basic Reset (described above) has not worked a Full Reset can be carried out:

- a. Replace the batteries in the Receiver and Handset.
- b. Locate the Reset Hole on the side of the Receiver and using a pen press and hold in the Reset button until you hear two beeps. The first beep is short and the second beep is long. After the second beep release the Reset Button.
- c. Now on the Handset, within the next 20 seconds press the Small Flame Button until you hear two additional short beeps confirming the code is set in the Receiver.
- d. If you hear one long beep the Code has not been set so repeat the procedure.
- e. If the fire still does not work, the problem lies elsewhere.

General

The Thermatronic Control System is a battery operated gas fire control system that uses a microprocessor to provide the working sequences needed by the fire, and when used with an oxy pilot has all the safety features required by law and CE approval.

Commands are accepted by the microprocessor when buttons are pressed. An audible beep means that the command is received, and the push button should immediately be released.

Using The System

Control can only be achieved if the transmitter is pointed at the fire. The red light will flash each time you press a button on the handset.

A - Ignition

Simultaneously press and hold the red button (on the left and marked off) and the right upper button (linked by line) until a short acoustic signal confirms that the sequence has begun, then release the buttons. Continuous audible signals confirm that ignition is in progress. When pilot ignition is confirmed the motor will open the valve to maximum flame height – this takes about 30 seconds. (Please note: You should actually press the red dot when turning on as pressing any other part of that button gives erratic results).

B - Flame Height Adjustment

Press the small flame button until the flame height is at the desired position. If you try to go beyond the preset low flame minimum height the main burner will turn off leaving the pilot burner alight (this is the standby position). You will learn from experience the preset low flame minimum height.

To relight the fire from the standby position, or to increase the flame height from low flame, press and hold the large flame button until the desired flame height is achieved. Please note that you can have the flame height anywhere between maximum and preset low. For fine adjustment simply tap the up or down arrows.

C - To Switch Off

Press the red/off button on the handset.

D - General

Battery replacement is recommended at the beginning of each heating season, or when an acoustic error message sounds during ignition.

Error Message – Long signals (0.8 second tone – 0.2 second break) during ignition – probable cause - batteries in receiver are nearly discharged.

Error Message – 5 second continuous tone – probable cause – cable disconnected or on/off switch on valve is in off position.



Batteries: Receiver Box - 4 x AA good quality alkaline (Do **not** use rechargeable, zinc chloride or low power batteries)

Handset – 1 x PP3 good quality alkaline

INSTALLATION OF THE APPLIANCE

Ensure that:

1. The appliance application is correct.
 2. The flueing is correct
 3. The room ventilation of 100cm² free area is provided.
 4. The gas pipe work is sized to provide 18kW nett to the 10mm outside diameter connection to the burner.
- a. In common with all other gas appliances, dirt and debris in the gas system can block the valve and gas injectors on this appliance, and faults caused by this are not covered by the guarantee. If you suspect that there is dirt and/or debris in the gas distribution system, fit a filter in the pipeline, before the gas valve.
 - b. Do not use jointing compound on any compression fittings on the burner or the control valve. The use of jointing compound on the compression fittings on this appliance will possibly invalidate the guarantee, as it can get into the control valve mechanism and cause it to malfunction.
 - c. Ensure that there is an isolating valve in the gas supply line near the appliance, for emergency isolation by the end user.
 - d. Connect the gas supply pipe from the isolating valve to the gas inlet coupling fixed to the gas burner.
 - e. Check that all gas connections are sound. The appliance has been factory tested; however the connections may have been disturbed in transit or installation.
 - f. **With sunken burners it is most important that they are properly back filled, to avoid the possibility of a negative pressure being obtained underneath the fire resulting in flames being drawn down the back of the burner. This is dangerous and can cause problems, which include overheating the controls (electronic systems are particularly sensitive to this) and spoiling the flame pattern.**
 - g. Open fires are a hazard; it is recommended that a guard be fitted to provide protection for children, the elderly, or infirm (see National Regulations, if any).
 - h. Do not adjust or put out of action the spillage monitoring system (oxypilot), or change any of its parts. Always comply with log layout.
 - i. Use only original manufacturer's parts if any replacements are needed.
 - j. If there is any concern about a pressure zone causing downdraught in certain wind conditions a suitable chimney cowl should be fitted

ARRANGEMENT OF FUEL EFFECT

Much of the fire's appearance is achieved by the placement of the simulated logs. Follow these instructions to achieve best effect.

- a. The burner tray is supplied with the Stainless steel burner block fitted in place complete with a 20mm ceramic fibre decorative insulation pad black side uppermost.
- b. Lay the simulated logs as described in the following section.



The 10-piece Blaze log set (please see the 10-piece charred set on next page)

LAYOUT FOR SIMULATED LOGS

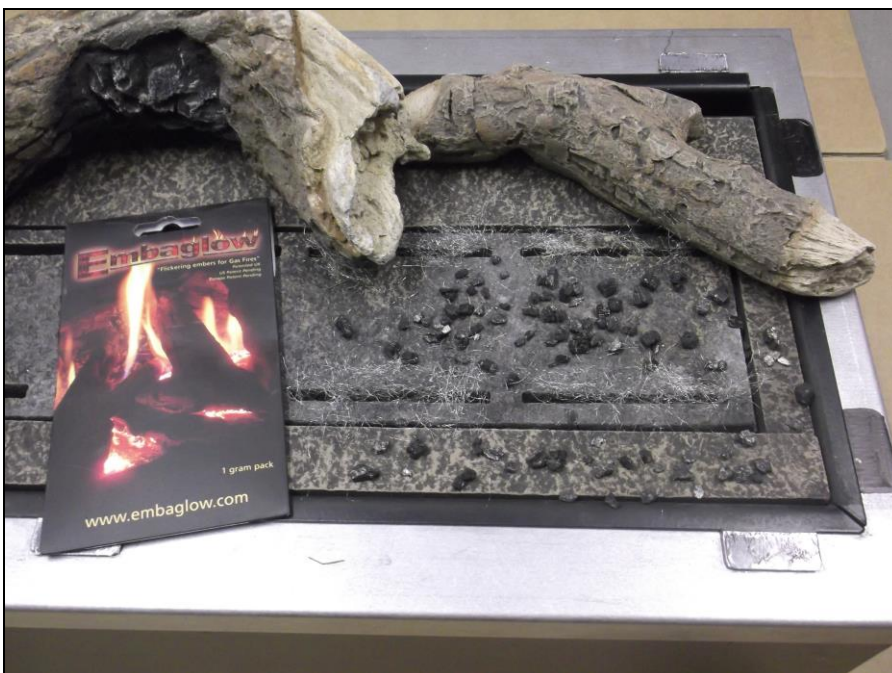


10-piece charred set.



Rear warm air outlet slot

Lay 3 back logs as shown and note that only the curved section on the centre log is permitted to cover the rear warm air outlet slot which has been sized to allow for this.



Using both packets of Embaglow and about $\frac{1}{4}$ of the packet of black vermiculite, firstly tease out the Embaglow to cover the 16 burner slots. There is enough to overlap each slot sparingly.

Secondly, sprinkle the black vermiculite over the burner top (this is for decorative purposes only and must be kept out of the burner slots).



1. Place 2 large central logs as shown.
2. Place 2 largest charred pieces under 2 large logs keeping them in between front and back row of burner slots as shown.
3. Place 1 small log in front of the pilot cut out but ensure it does not cover the pilot cut out or interfere with it in anyway.
4. Place 4 of the smaller charred pieces in between the front and back slots and 4 in front of the front slots as shown.



Finish off by placing 2 right hand logs and 2 left hand logs in position as shown.

Carry out any final adjustment of Embaglow and small charred pieces as shown.

COMMISSIONING THE FIRE

- a. Close all doors and windows, check operation of controls and burn for 5 minutes. Test for spillage of the flue products using a smoke match. Pass the lighted match along the top front edge, just inside the fire opening. If there is a small amount of spillage, run the fire for a further 10 minutes and re-test for spillage. If there is still spillage after the second test, **DISCONNECT THE FIRE AND SEEK EXPERT ADVICE.**

NOTE. If there are extractor fans in the room or adjacent rooms, these must be running at full speed setting with all interconnecting doors left OPEN.

- b. A smell may be experienced when the appliance is first commissioned. This is due to the new components of the fire. These odours will cease after the first few hours of burning.

SPECIAL NOTES

- a. This fire should be serviced every 12 months to ensure safe operation.
- b. Servicing and spares are available from your stockist.
- c. The fire may smell for the first few hours. This is due to the newness of the components and will cease in a few hours. If it does not consult your dealer straight away.
- d. Open fires are a hazard; it is recommended that a guard be fitted to provide protection for children, the elderly, or infirm (see National Regulations, if any).
- e. If using a vacuum cleaner to clean the appliance be very careful not to suck up the black vermiculite or Embaglow.
- f. Debris and soot should be cleaned from the fire with a soft brush.
- g. Regularly check that the fixed air supply is free of any obstructions.
- h. If property improvements are made, such as double glazing or cavity wall insulation added, then the fire spillage test should be made again to ensure all products of combustion enter the flue.

Note. SEEK EXPERT ADVICE IF YOU ARE UNSURE OF ANY POINTS REGARDING THE SAFE USE OF THIS APPLIANCE.

FAULT FINDING GUIDE. SYMPTOMS AND POSSIBLE CAUSES**1. NO SPARK**

- Pilot light damaged, or too far away from Electrode, or too close.
- Ignition lead has become detached from electrode and needs reconnecting.
- Electrode is damaged and needs to be replaced.
- Soot on the Pilot assembly and shorting spark. Clean this area with a soft brush.
- Faulty ignition lead. Replace.

2. SPARK IS VISIBLE BUT PILOT WILL NOT LIGHT

- Check that there is gas to the appliance.
- Ensure that isolating valve or restrictor elbow is in the OPEN position.
- Valve inlet has become blocked with debris. Clean.
- Pilot injector blocked. Clean.

3. PILOT FLAME SHORTENS, OR GOES OUT, WHEN MAIN BURNER IS SELECTED

- This indicates insufficient gas pressure to the appliance. Check for debris obstruction.
- Check that there are no acute bends in the supply pipe and ensure that the correct diameter supply pipe has been used.
- Check pressure setting.

NOTE. If the appliance has been connected to a supply servicing another appliance the supply pipe may not have sufficient capacity to serve both appliances. Seek advice.

4. PILOT GOES OUT AT REGULAR INTERVALS, BEFORE OR AFTER THE MAIN FLAME IS ESTABLISHED

- Check that thermocouple is not loose. (It should only be nipped up as it is just an electrical and not a gas connection.)
- Thermocouple is damaged and needs replacing.
- Thermocouple operated magnetic valve faulty – replace gas valve.

5. BLUE FLAME

- It normally takes 20 minutes for the fire to reach correct working temperature, by which time most of the blue flame should have gone. Continuous blue flame is caused by excessive updraught of the flue, which may also cause the pilot flame to lift off the thermocouple. Seek advice from your stockist.

6. POOR FLAME PICTURE

- Check gas pressure.
- Ensure that there are no obvious obstructions to gas supply pipe.
- Re-lay the simulated logs as shown in the relevant drawing.

SERVICING INSTRUCTIONS

IMPORTANT: *Turn OFF gas supply before servicing commences.*

1. Remove all debris and dust from fire.
2. Remove simulated logs from burner tray and gently dust off with a soft brush.
3. Disconnect gas supply and remove burner tray assembly.
4. Carefully remove Embaglow and black vermiculite and retain.
5. Check Pilot and Gas valve assembly for gas soundness. Continue with service as required.
6. When re-laying the firebed please refer to the ARRANGEMENT OF FUEL EFFECT section of these instructions.

Nu-Flame Warranty and Repair Procedure

Nu-Flame fires are guaranteed for 1 year from the date of installation. During that time our guarantee is to repair at our option, or replace at no charge a fire that proves to have faulty components or workmanship.

Telephone Help Line. In the event of a problem with a fire the first course of action should be to telephone our technical department on 020 8254 6802 during normal working hours 9 - 5.30 Monday - Friday (closed 1 - 1.30). If appropriate this should be done before the installer leaves site as we may well be able to resolve the problem over the phone and in any event it may well save the installer a return visit to site, if it is decided that the burner has to be taken out and returned to Nu-Flame. If we are not able to resolve the problem over the phone we may ask you to return the fire, and will log your details and give you a return reference number.

Return The Fire. It is a condition of the warranty that if we request you to return the fire to the factory, at the outset of any problem, you do so. This is both for safety reasons and due to the fact that we have the trained staff and necessary spares to carry out the repairs. The burner can then be thoroughly inspected and any signs of installation faults can be reported back to you. After any repair work is carried out the flow rates can be checked and re-set if necessary in order to fully comply with CE approval.

Note: It is a condition of the warranty that you do not return any parts to us unless we request you to do so. For example if we request that the burner only is returned and you send the entire appliance, the fuel bed and other items could be damaged or lost during the return delivery to us. We will not be liable for any such breakages, or losses.

Under no circumstances should any attempt be made to repair the burner on site without our express knowledge and approval during the warranty period.

This guarantee is given subject to the following provisions:

1. That the installation is carried out by a Gas Safe registered installer (we may require their registration details).
2. That the appliance is installed and used in accordance with our Installation & User instructions.
3. That the gas supply pressure at the appliance is not more than 3mbar below the gas pressure stated on the data plate when the appliance is running on high flame, with any other major gas appliances also running.
4. That the fireplace and flue system conform to relevant local codes, building regulations and British Standards.
5. This Guarantee is not transferable and relates to the original installation only.
6. The appliance has not been subject to misuse or accident or been modified or repaired by any person other than the authorised employee or authorised representative of Nu-Flame Ltd.
7. The Record Data section on the front of the Installation & Servicing Instructions is to be completed on installation.
8. Nu-Flame Ltd accepts no liability for any consequential loss or damage arising from the use or failure of the product or any information provided, including, but not limited to, economic or financial loss, damage to peripheral equipment or products, loss of use, productivity or time.
9. That the serial no. data plate on the burner is intact.

This guarantee in no way reduces your statutory rights.

Chargeable repairs during and after the warranty period

If a repair is chargeable during the warranty period, due to installation faults we will inform you and where possible give you a quote, or if this is not possible, a price guide before starting work. We cannot always give a firm cost until we commence the repair as it is not always possible to tell which components have been damaged especially on electronic control systems.

GV60 and Mertik Maxitrol Cables with Layout Options

