



PREMIUM ELECTRIC FIRES

Installer Instruction Manual & User Guide



PLEASE READ THESE INSTRUCTIONS CAREFULLY BEFORE INSTALLATION
AND OPERATION. KEEP THEM IN A SAFE PLACE FOR FUTURE REFERENCE.



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1. IMPORTANT INFORMATION

Before installation, check that all parts included are undamaged. If the appliance is damaged, check with the supplier before installation and operation. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

CAUTION: In order to avoid a hazard due to the inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.

Do not use the appliance outdoors.

Do not use the appliance in the immediate surroundings of a bath, a shower or a swimming pool.

Do not leave the appliance unattended during use.

Do not run the mains cable under carpet, rugs, etc.

Do not locate the appliance immediately below a fixed socket outlet or connection box.

Do not install the appliance using an extension cord.

Do not install the appliance in an open flue.

Do not insert any objects into the appliance.

Do not clean the appliance with abrasive cleaners.

Do not use this fire in rooms that have explosive gas in them (for example petrol), or if you are using solvents, glue, aerosol spray or in flammable paints, as these may catch fire.

Do not use this appliance in small rooms when they are occupied by persons not capable of leaving the room on their own, unless constant supervision is provided.

Do switch off and unplug the appliance from the main socket when not in use or before cleaning and maintenance.

Do keep the appliance away at least 1 metre from furniture, curtains or other combustible material when in use.

Do ensure the plug remains easily accessible after installation of the appliance.

Do use this appliance on a horizontal and stable surface.

CAUTION: Some parts of this product can become very hot and cause burns. Particular attention has to be given where children and vulnerable people are present.

Children of less than 3 years should be kept away from the products unless continuously supervised. Children aged from 3 years and less than 8 years shall only switch on/off the appliance provided that it has been placed in its intended normal operating position and they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children aged from 3 years and less than 8 years shall not plug in, regulate and clean the appliance or perform user maintenance.

NOTE: A dedicated, properly fused 13 Amp circuit is required, rated for the appropriate voltage (230-240V). An isolation switch should also be incorporated in cases where the product plug is inaccessible after installation.

NOTE: This appliance must be earthed.

1. IMPORTANT INFORMATION

WARNING! Construction and wiring (including electrical safe zones) must comply with local building codes and other applicable regulations to reduce the risk of fire, electric shock and injury to persons.

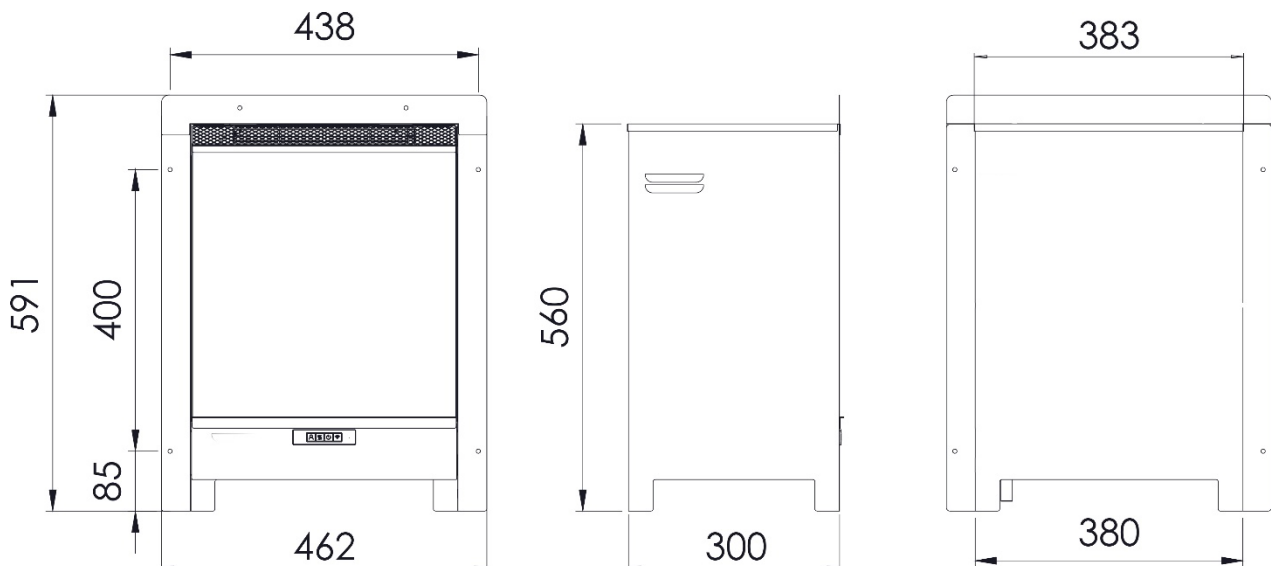
WARNING! To reduce the risk of fire, electric shock or injury to persons, always use a licensed electrician.

WARNING! Information for authorized person or service center only: A non-rewireable plug fitted with a 13A fuse is supplied. Should the fuse or plug need replacing, and you are competent to do so, it must be replaced with a 13A fuse or plug being 13A BS1363A approved.

WARNING: In order to avoid overheating, do not cover the heater or air vents located on the appliance or obstruct the air circulation around the appliance.

DO NOT COVER

2. DIMENSIONS



3. TECHNICAL INFORMATION

Supply voltage: **230-240V Ac/50Hz**

Max. power consumption: **2000W**

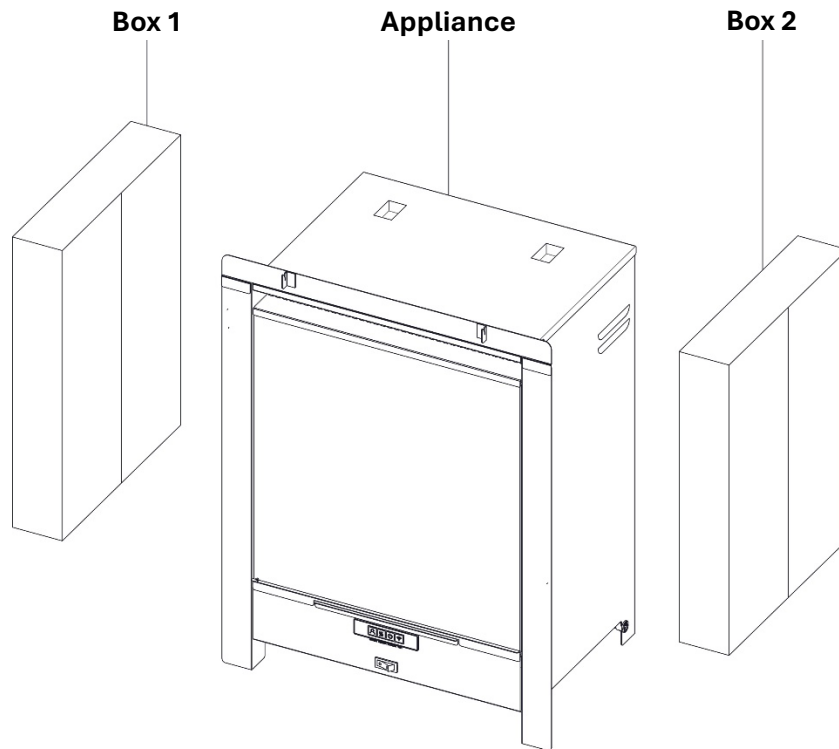
Power for flame effect: **20.9W**

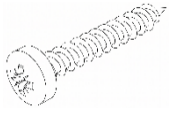
Power for ambient light kit: **15W**

HEAT OUTPUT	SYMBOL	VALUE	UNIT
Nominal Heat Output	P_{nom}	1830-2000	W
Minimum Heat Output	P_{min}	915	W
Maximum Continuous Heat Output	P_{max}	2000	W
POWER CONSUMPTION			
In idle mode	P_{idle}	1.55	W
In network standby	P_{nsm}	1.55	W
In off mode	P_o	0	W
In standby mode	P_{sm}	0	N/A
Standby mode with display of info or status			NO
Seasonal space heating energy efficiency in active mode	$\eta_{S,on}$	98	%
TYPE OF HEAT OUTPUT / ROOM TEMPERATURE CONTROL			YES / NO
Single stage heat output and no room temperature control			NO
Two or more manual stages, no room temperature control			NO
With mechanic thermostat room temperature control			NO
With electronic room temperature control			YES
Electronic room temperature control plus day timer			YES
Electronic room temperature control plus week timer			YES
OTHER CONTROL OPTIONS			YES / NO
Room temperature control, with presence detection			NO
Room temperature control, with open window detection			YES
With distance control option			YES
With adaptive start control			YES
With working time limitation			NO
With black bulb sensor			NO
Self-learning functionality			NO
Control accuracy			YES
ITEMS	MAIN CONTROL BOARD	WiFi MODULE	REMOTE CONTROL
Hardware	RC01-098D01- 20260227	RC05-015A_WBR3- 20200704	RF455H-V0.0
Software/Logic	RC01-098D01- V01.005	/	RCS20E-E.1.0
Frequency	FSK 433.92MHz/2.4GHz	2.4GHz	FSK 433.92MHz
Maximum Transmit Power	10mW	100mW	10mW

4. PARTS

Carefully open the box and remove the appliance and 2 boxes. Unpack the boxes and check that all parts are present.



Box 1 Contents					
					
1 x Instruction Book	1 x Warranty Card	1 x Suction Cup	1 x Remote Handset	2 x AAA Battery	1 x UK Power Lead
					
1 x EU Power Lead	6 x ST5*25 Screw	2 x ST4*8 Screw	6 x Wall Plug	1 x Cable Bracket	1 x Vermiculite
					
1 x Resin Embers	1 x Cable Grommet				
Box 2 Contents					
2 x Long Log (with electronic cable)					
1 x Half Round Log					
1 x Small Black Charred Log					
1 x Small Brown Bark Piece					

5. INSTALLATION

Before installation, check that all parts are included and undamaged. If the appliance is damaged, check with the supplier before installation and operation. If the mains power supply lead is damaged in any way, it must be replaced by a suitable equivalent approved by the manufacturer.

A screwdriver and a drill are required for installation.

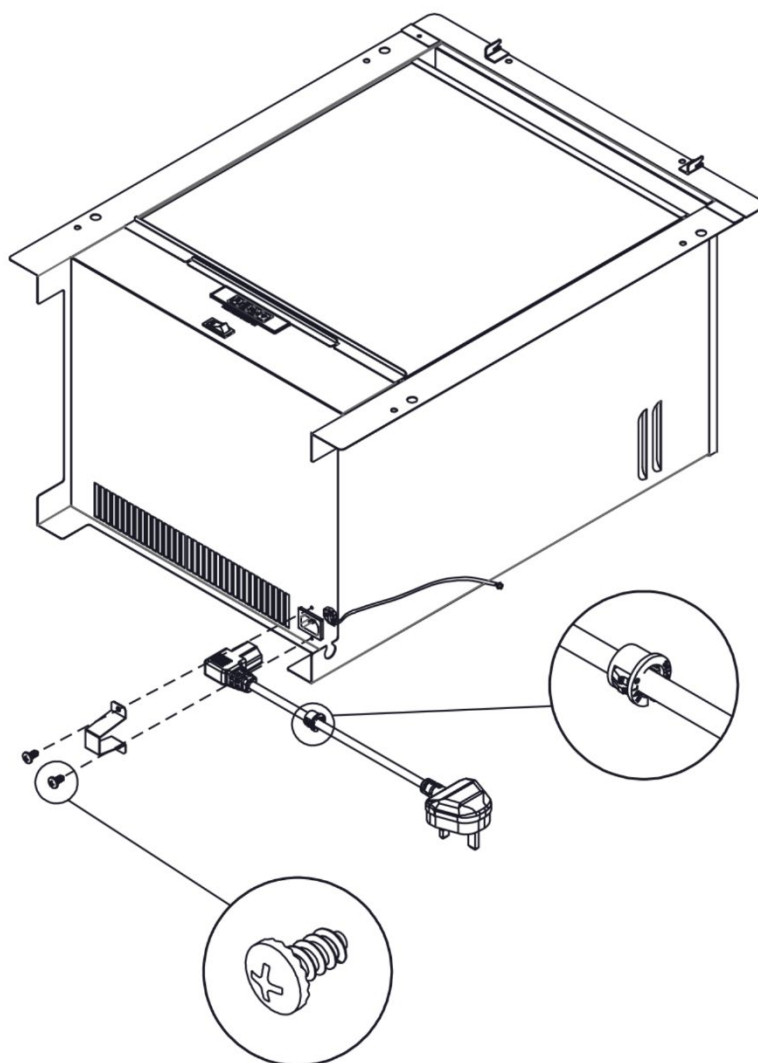
The appliance must be connected to an earthed electrical socket that is always accessible to allow for disconnection.

If installing into an open chimney or flue system, ensure that it is completely blocked to prevent air flow interference that may adversely affect the fan heater.

5.1 PREPARING THE APPLIANCE

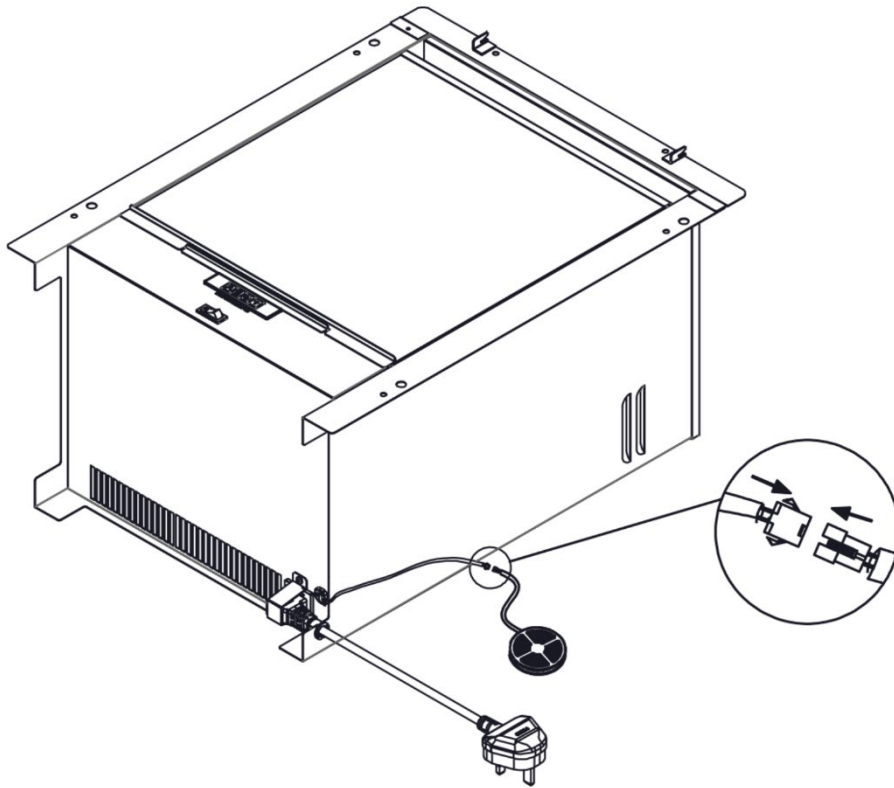
Carefully lay the appliance on its back and push the power cable into the socket on the underside of the appliance. Place the power cable grommet onto the power cable and manoeuvre it into the round notch on the side 'leg' of the appliance. This ensures that the cable exits the appliance freely.

Ensuring that the power cable is pushed firmly into the appliance, secure it in place using the power cable securing bracket and two ST4*8 screws.



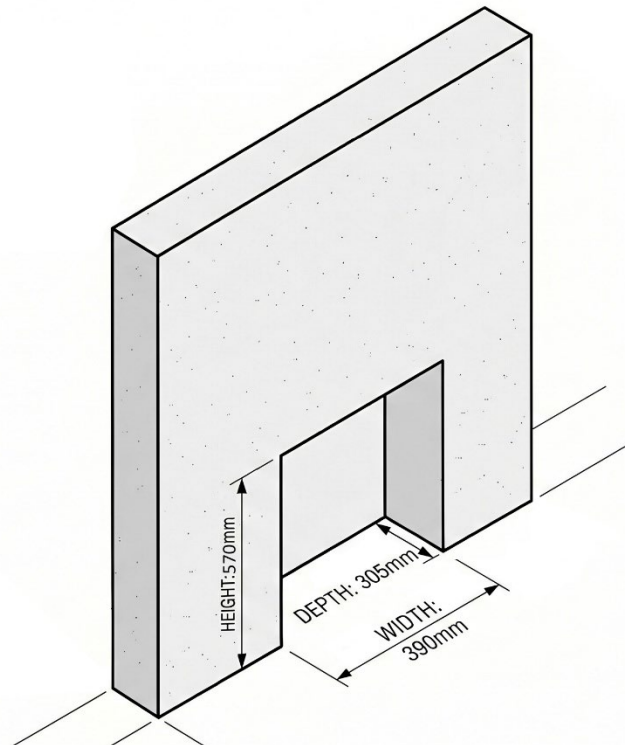
5. INSTALLATION

If you are using a Solus Ambient Light Kit, connect this to the appliance via the interface on the underside of the appliance, next to the power connection. See page 21 for more details.



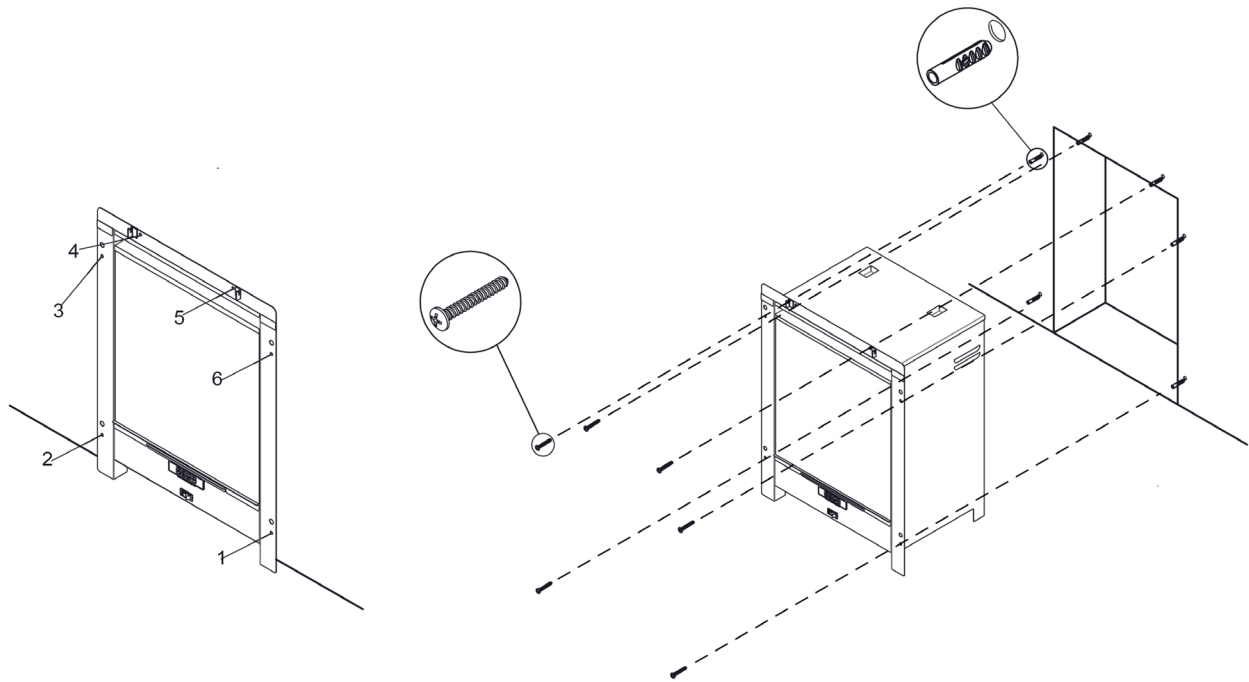
5.2 INSTALLING INTO A FIREPLACE OPENING

Ensure that the fireplace opening meets the minimum requirements detailed below and that there is a suitable power supply.



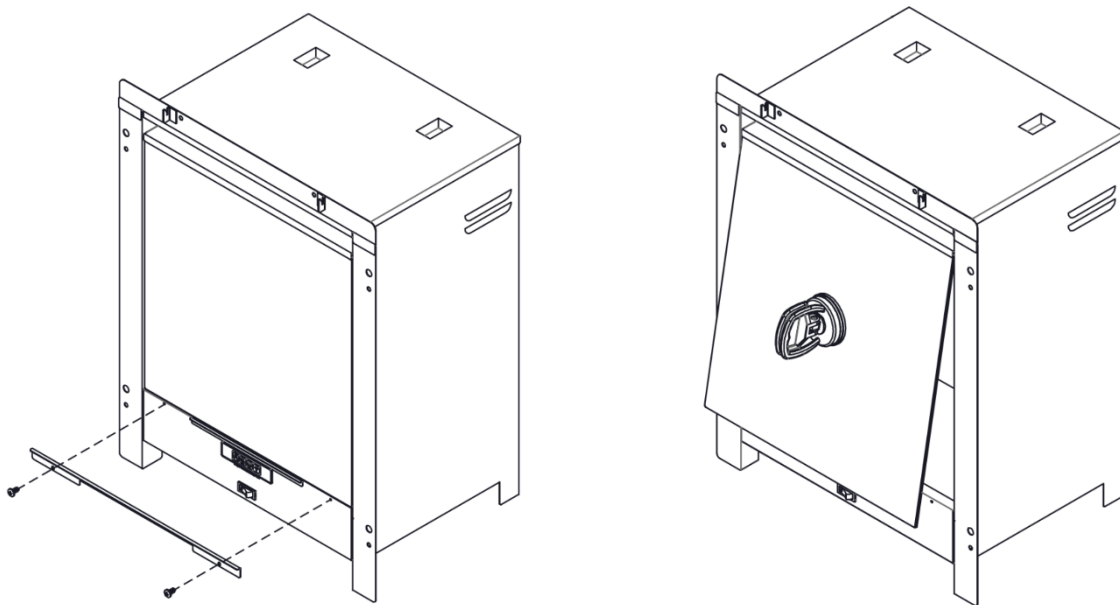
5. INSTALLATION

Offer the fire into the opening and mark the six hole locations on the wall. Drill and plug the wall using appropriate plugs for the wall material then secure the fire using the six ST5*25 screws supplied.



5.3 GLASS REMOVAL AND FUEL BED SETUP

Remove two screws from the glass retaining bar and lift away from the fire. Use the suction cup provided to remove the glass from the fire, lifting the bottom edge of the glass away, then lowering the glass from the housing track at the top edge.



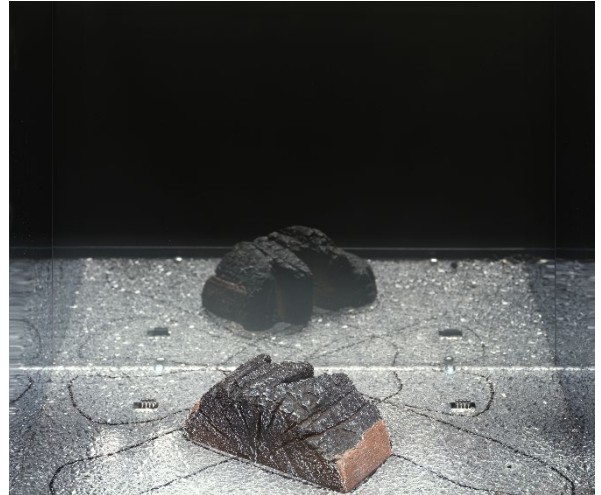
5. INSTALLATION

Carefully unpack the fuel bed elements. There are:

- 2 long logs (with connecting cables)
- 1 half log
- 1 small black charred log
- 1 x small brown bark piece
- 1 x bag of resin embers
- 1 x bag of black vermiculite



Identify the outlines on the fuel bed – notice how they match the shapes of each log supplied.



Place the half log on the fuel bed, using the outline as a location guide. Note, this does not have to be positioned exactly in the outline.



Taking a long log, first plug the cable into the port on the left side of the fuel bed, then position by locating the peg at the base of the log into the hole on the fuel bed. Angle the log backwards and rest it on the central log.



Taking another long log, plug the cable into the port on the right side of the fuel bed, then position by locating the peg at the base of the log into the hole on the fuel bed. Angle the log backwards and rest it on the central log.

5. INSTALLATION



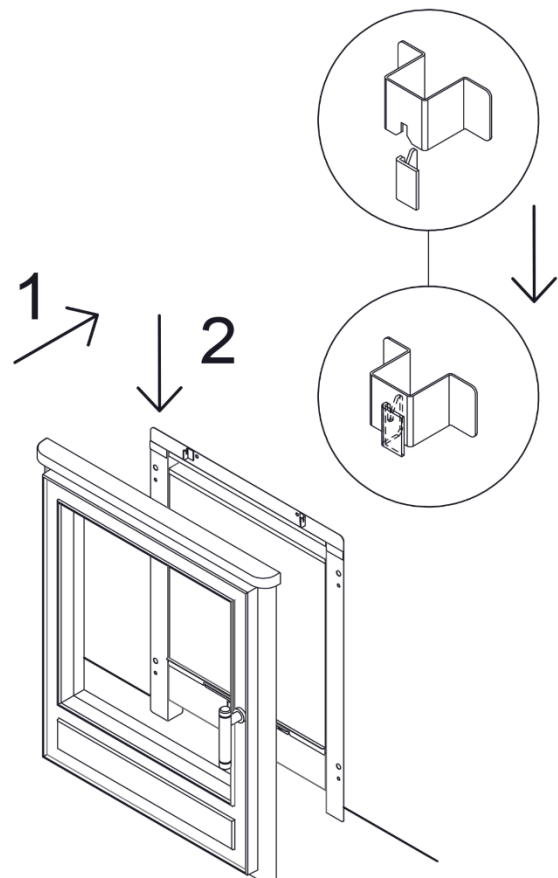
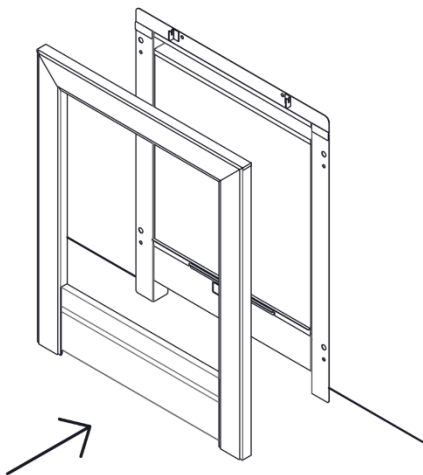
Position the small black charred log and brown bark piece in the corresponding outlines on the fuel bed, using these pieces to conceal the log cable and connections.



Distribute the resin embers and vermiculite around the fuel bed. Not all of the vermiculite may be required – use according to preference.

5.4 FITTING THE TRIM

There are two styles of trim used on the VS40 fire. To fit the EROS steel trim, simply offer it to the fire and the fitted magnets will secure it. To fit the Princeton cast aluminium trim, first hook the top edge of the trim to the top of the fire, then allow the magnets on the bottom of the trim to fix to the fire.



6. OPERATION

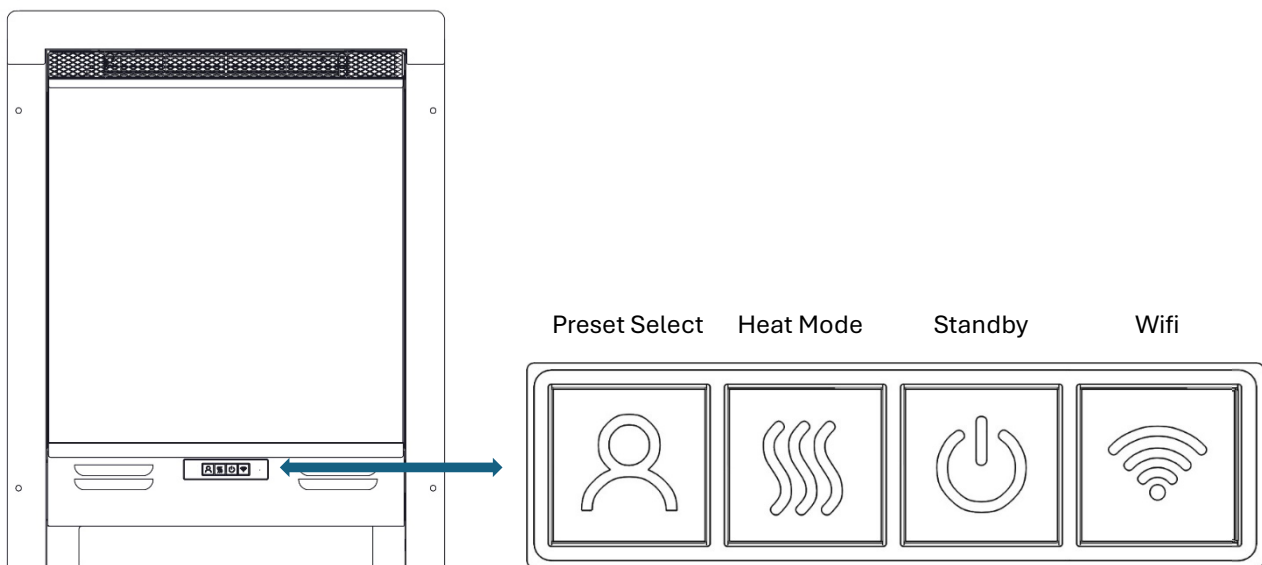
6.1 DISPLAY MODE

For showroom use, the fire can be placed into 'Display Mode' by pressing buttons 5 and 11 on the remote control together and holding for 3 seconds until a long beep is heard. This will set the fire to Preset 1 and, if settings are changed, will revert the fire to Preset 1 after 5 minutes of inactivity. To exit Display Mode, press and hold buttons 5 and 11 together until another long beep is heard.

The appliance can be operated conveniently in 4 different ways: manually, via the remote control handset, via the dedicated iOS/Android app, or by voice control using an Alexa or Google Home assistant device.

6.2 MANUAL CONTROL

Remove the trim from the fire to access the manual control button panel, located directly below the glass screen.



Each time a button is pressed on the appliance or on the remote control an audible beep is emitted. To turn off this feature hold your finger on the Preset Mode button (on the appliance) for 3 Seconds.

Wifi On/Off

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

Standby

Turns on the appliance with the last used settings without any heat. Places the appliance into standby mode with all features turned off.

Heat Mode

1 press = cool blow. 2 press = low heat setting. 3 press = high heat setting. 4 press = no heat/no cool blow.

Preset Mode

Press repeatedly to cycle through the 6 fire preset modes (+3 user defined presets if programmed).

6. OPERATION

REMOTE CONTROL

If the remote-control screen is illuminated but becomes unresponsive it may need pairing with the appliance. To do this, press and hold the Standby button on the appliance until you hear two beeps. Then press and hold the Standby button on the remote control until you hear one beep. The remote is now synched with the appliance.

Ensure that 2 AAA batteries are inserted into the remote control handset. The battery power level is indicated by the column of bars to the right side of the temperature display when the appliance is in standby mode. 5 bars indicates the batteries are full, 1 bar indicates the batteries are empty and need to be replaced immediately.

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

Remote Control Setup

Press and hold the Standby button on the appliance until you hear two beeps, release the button. Press Standby button on the remote control handset and you will hear one beep. The remote is connected with the appliance.

Button 1: Preset Mode

Repeatedly press to cycle through the 6 preset fire modes (+ 3 user defined presets if programmed).

On screen Pr.1 = Autumn Campfire

On screen Pr.2 = Ember Glow

On screen Pr.3 = Inferno

On screen Pr.4 = Noir

On screen Pr.5 = Fire & Ice

On screen Pr.6 = Nebula

On screen Pr.7 = User Preset

On screen Pr.8 = User Preset

On screen Pr.9 = User Preset



There are 3 preset slots allocated for the user to save personalised e-fire creations. Simply choose the flamecolour and brightness level, the fuel bed colour and brightness level and fuel bed down light colour and brightness level. Once you have selected your desired combination, press and hold the Preset Mode button for 3 seconds until the LCD displays FL.7. Press – and + buttons to select a slot number between 7-9. Press and hold the Preset Mode button for 3 seconds to confirm the preset.

Button 2: Standby

Turns on the appliance with the last used settings without any heat. Places the appliance into standby mode with all features turned off.

Button 3&9: Minus & Plus

Use to navigate through different on-screen menus.

6. OPERATION

Button 4: Flame Speed

Press once to enter flame speed menu – SPd will show on the LCD screen. Press the plus and minus buttons to adjust the flame speed. The flame speed is indicated on screen by bars – 1 bar is the slowest setting; 5 bars is the fastest setting.

Button 5: Flame Colour

Repeatedly press to cycle through flame colour menu. Whilst in the flame colour menu, press the plus and minus buttons to increase and decrease the flame brightness - 1 bar is the dimmest setting, 5 bars is the brightest setting.

- On screen FL.0 = Flame off
- On screen FL.1 = Red
- On screen FL.2 = Orange
- On screen FL.3 = Yellow
- On screen FL.4 = Green
- On screen FL.5 = Light Blue
- On screen FL.6 = Dark Blue
- On screen FL.7 = Violet
- On screen FL.8 = White
- On screen FL.9 = Multi-colour change

Button 6: Fuel Bed Colour

Repeatedly press to cycle through fuel bed colour menu. Whilst in the fuel bed colour menu, press the plus and minus buttons to increase and decrease the fuel bed brightness - 1 bar is the dimmest setting, 5 bars is the brightest setting.

- On screen Fb.0 = Fuel bed off
- On screen Fb.1 = Red
- On screen Fb.2 = Orange
- On screen Fb.3 = Yellow
- On screen Fb.4 = Green
- On screen Fb.5 = Light Blue
- On screen Fb.6 = Dark Blue
- On screen Fb.7 = Violet
- On screen Fb.8 = White
- On screen Fb.9 = Multi-colour change

Button 7: Timer Mode

Repeatedly press to cycle through timer options. Select an amount of time for the appliance to operate then automatically turn off. Choose between .5, 1, 2, 3, 4, 5, 6, 7, 8, 9 hours.

Button 8: Fuel Bed Down Light

Repeatedly press to cycle through fuel bed down light colour menu. Whilst in the fuel bed down light colour menu, press the plus and minus buttons to increase and decrease the fuel bed brightness - 1 bar is the dimmest setting, 5 bars is the brightest setting.

- On screen dL.0 = Down light off
- On screen dL.1 = Yellow
- On screen dL.2 = White

6. OPERATION

Button 10: Heater Mode

Press to cycle through the heat output options.

1 press: Co.A = Cool blow setting

2 press: H.Lo = Low heat setting

3 press: H.HI = High heat setting

4 press: no.H = No Heat

Whilst in heater mode after selecting low or high heat setting, press the – and + buttons to select the temperature you want the room to reach. Note: if the room temperature is already higher than the temperature selected, the heater will not activate. To switch between °C/°F hold down the – and + buttons for 3 seconds.

Button 11: Sound Effect

Press to open the open the sound effect menu.

1 press: S.on = Sound effect on

2 press: no.S = Sound effect off

Whilst in the sound effect menu, press the plus and minus buttons to increase and decrease the volume - 1 bar is the quietest setting, 5 bars is the loudest setting.

Button 12: Ambient Lighting (if appliance is fitted with optional Ambient Lighting Kit)

Repeatedly press to turn on ambient lighting and cycle through the different colour options.

Button 13: Eco Mode

Press to activate Eco mode. This mode will reduce the brightness of all lighting modes and limit the heat output to low setting, resulting in reduced energy consumption. Press the button a second time to exit Eco mode.

Button 14: Log Colour

Repeatedly press to cycle through log colour menu. Whilst in the log colour menu, press the plus and minus buttons to increase and decrease the fuel bed brightness - 1 bar is the dimmest setting, 5 bars is the brightest setting.

On screen Lc.0 = Logs off

On screen Lc.1 = Red

On screen Lc.2 = Orange

On screen Lc.3 = Yellow

On screen Lc.4 = Green

On screen Lc.5 = Light Blue

On screen Lc.6 = Dark Blue

On screen Lc.7 = Violet

On screen Lc.8 = White

On screen Lc.9 = Multi-colour auto change

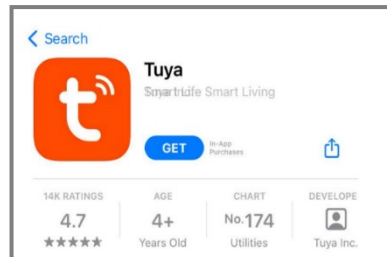
7. APP CONNECTION GUIDE

To connect your appliance to the Vision E-Line Solus app you will need the following:

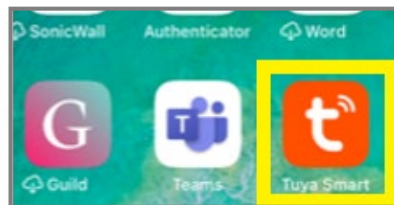
- ✓ A device running android or ios such as a tablet or smart phone
- ✓ Network within range of the fire
- ✓ Valid email address, which you are able to access for verification

STEP 1. DOWNLOAD THE TUYA APP AND CREATE A USER ACCOUNT

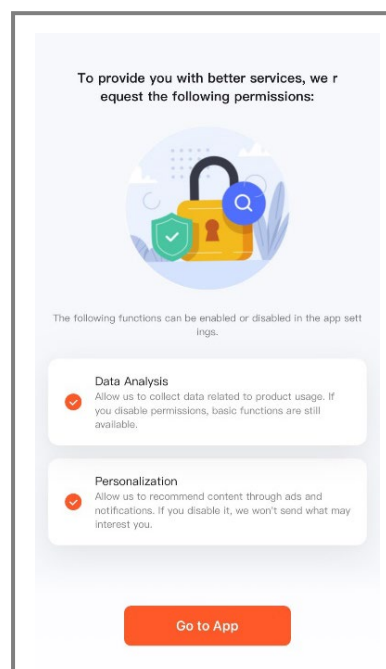
Download the Tuya app from your app store.



Once downloaded, the TUYA icon will appear on your device's home screen, you can now open this app by tapping the icon.



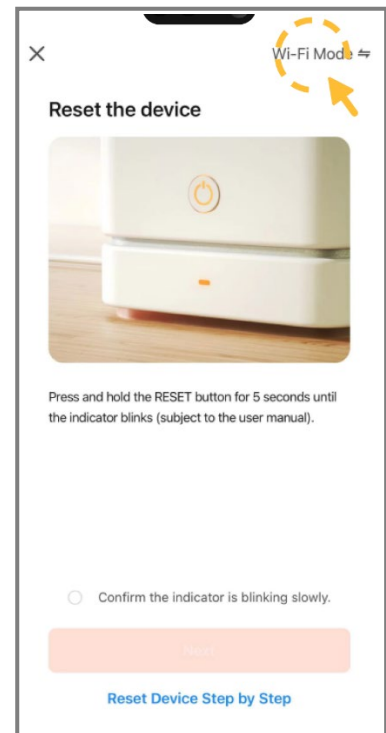
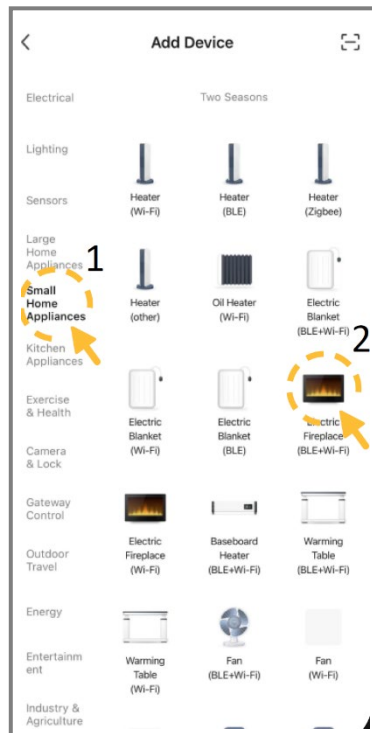
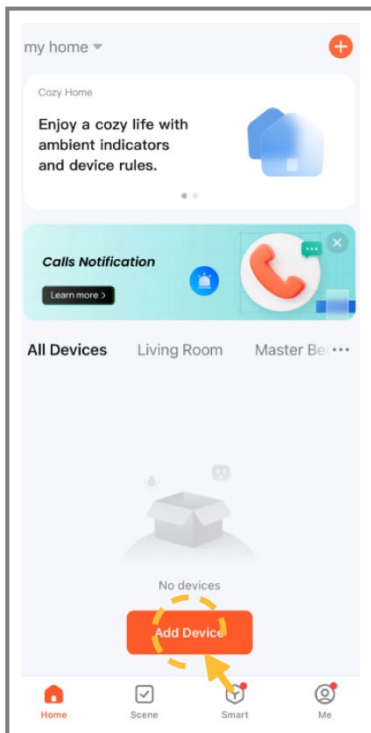
Follow the directions in the app to create an account. A valid email address will be required to complete the account set up process. Once your account is set up you will receive a number of permissions, please follow the on screen prompts.



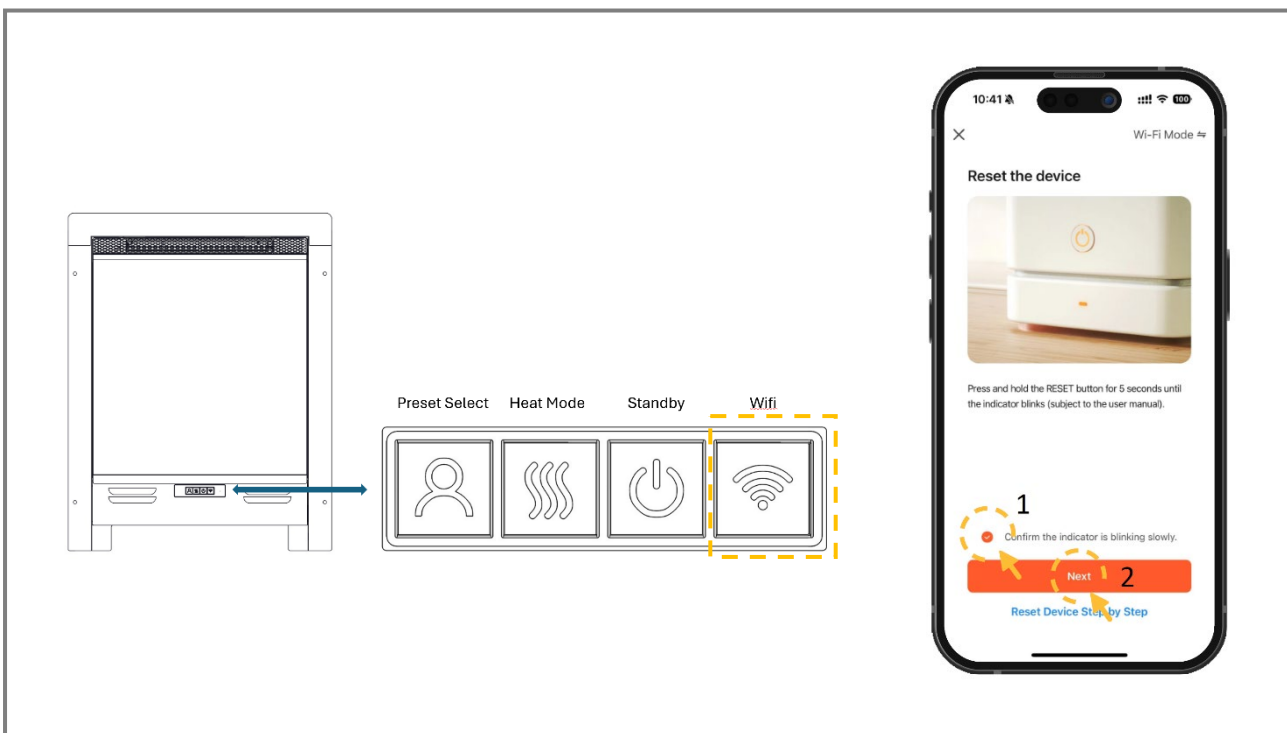
7. APP CONNECTION GUIDE

STEP 2. CONNECT YOUR APPLIANCE TO THE APP

Now you can begin the process of connecting your appliance to the app. At the home screen press the 'Add Device' button. Select 'Small Home Appliances', then select 'Electric Fireplace (BLE+Wi-Fi)'. Select Wi-fi Mode.

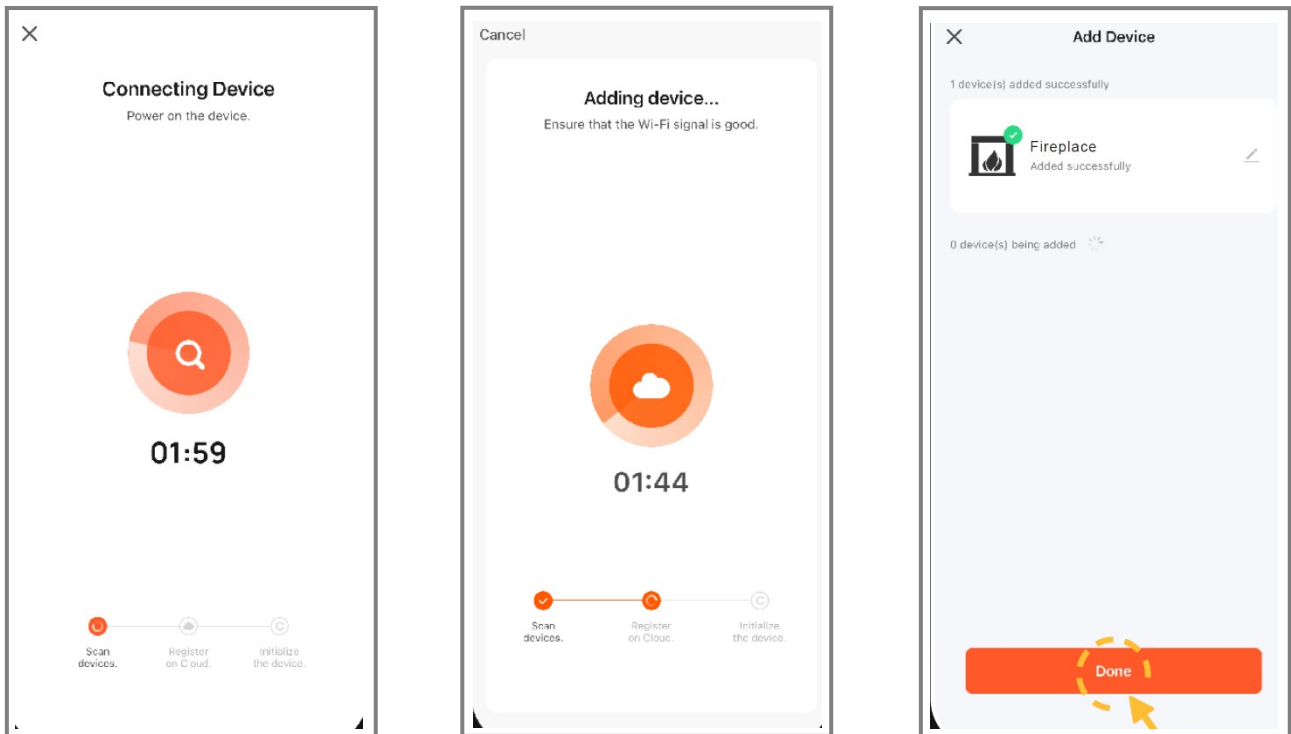


Press and hold the Wi-Fi button on the appliance. You will hear **3 beeps**, keep pressing until you hear **5 beeps** and the indicator flashes slowly. Confirm the indicator is flashing and press 'Next'.



7. APP CONNECTION GUIDE

Select WiFi network and enter password, then press 'Next'. Select 'Go to connect'. Choose 'SmartLife-XXXX'.



The appliance is added when the fuel bed turns green. Click 'Done' to complete pairing.

STEP 3. SUCCESSFUL PAIRING

On successful pairing you can now use the Vision E-Line app to control your appliance. Your appliance will now be listed as a device in the Tuya home screen. Select the appliance to begin using the Vision E-line app. To turn the fire on use the power button as highlighted in the illustration below.

8. VOICE CONTROL

An Amazon Alexa or Google Assistant smart device is required to utilise the voice control system. After setting up your iX appliance with the Tuya app, connect it to your chosen smart device as follows:

In the Tuya app, select your appliance which will take you to the Vision E-line home page (stating 'Living Room' and showing the circular temperature dial). Tap the **Settings** icon (depicted by a pen and lines) in the top right-hand corner of the screen. Next, tap '**Third-party Control**' and choose either **Alexa** or **Google Assistant**. Finally, click either '**Link to Amazon Alexa**' or '**Link to Google Assistant**' and follow the on-screen instructions to complete the pairing setup.

Once paired, the following voice commands can be used:

Note: <my fireplace> refers to the name set for the iX appliance within the smart device settings. This can be changed to suit your preference.

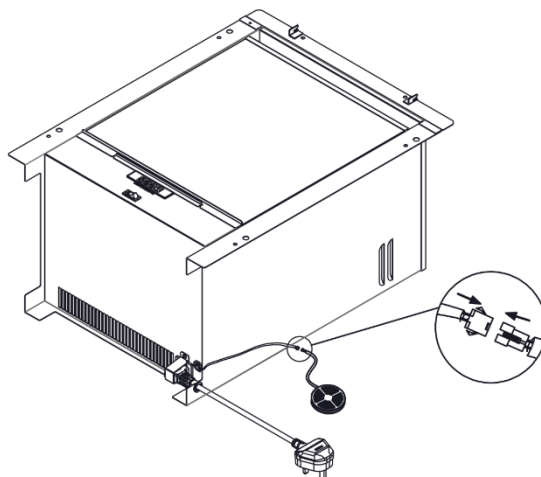
Google Device	
Function	Command
Fireplace On/Off	OK Google, turn on <my fireplace> OK Google, turn off <my fireplace>
Flame On/Off	OK Google, activate flame for the <my fireplace> OK Google, cancel flame for the <my fireplace>
Heater On/Off	OK Google, activate heater for the <my fireplace> OK Google, cancel heater for the <my fireplace>
Heater Auto/Low/High	OK Google, set heat mode on <my fireplace> to low OK Google, set heat mode on <my fireplace> to high OK Google, set heat mode on <my fireplace> to cool air
Eco Mode On/Off	OK Google, activate Eco for the <my fireplace> OK Google, cancel Eco for the <my fireplace>
Flame Colour	OK Google, set flame colour on <my fireplace> to 1 (or 2, 3, 4, 5, 6, 7, 8, 9) OK Google, set flame colour on <my fireplace> to off
Heater On/Off	OK Google, turn on heater for the <my fireplace> OK Google, turn off heater for the <my fireplace>
Mood Light On/Off	OK Google, activate mood light for the <my fireplace> OK Google, cancel mood light for the <my fireplace>
Sound Effect On/Off	OK Google, activate sound effect for the <my fireplace> OK Google, cancel sound effect for the <my fireplace>
Set Room Temperature	OK Google, set <my fireplace> temperature to N Celsius (N=5-40)

8. VOICE CONTROL

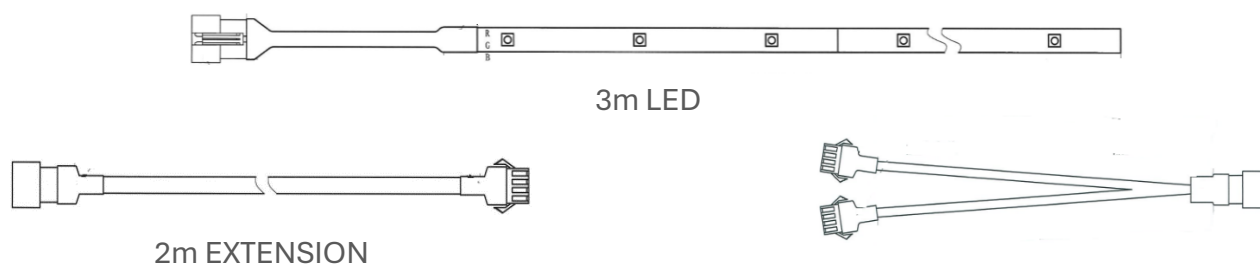
Alexa Device	
Function	Command
Fireplace On/Off	Alexa, turn on <my fireplace> Alexa, turn off <my fireplace>
Flame On/Off	Alexa, turn on flame on <my fireplace> Alexa, turn off flame on <my fireplace>
Heater On/Off	Alexa, turn on heater on <my fireplace> Alexa, turn off heater on <my fireplace>
Heater Auto/Low/High	Alexa, set heat mode on <my fireplace> to low Alexa, set heat mode on <my fireplace> to high Alexa, set heat mode on <my fireplace> to cool air
Eco Mode On/Off	Alexa, turn on Eco on <my fireplace> Alexa, turn off Eco on <my fireplace>
Flame Colour	Alexa, set flame colour on <my fireplace> to 1 (or 2, 3, 4, 5, 6, 7, 8, 9)
Fuel Bed Colour	Alexa, set fuel bed colour on <my fireplace> to 1 (or 2, 3, 4, 5, 6, 7, 8, 9)
Down Light Colour	Alexa, set down light colour on the <my fireplace> to yellow Alexa, set down light colour on the <my fireplace> to white
Mood Light On/Off	Alexa, turn on mood light on <my fireplace> Alexa, turn off mood light on <my fireplace>
Sound Effect On/Off	Alexa, turn on sound effect on <my fireplace> Alexa, turn off sound effect on <my fireplace>
Volume	Alexa, set the volume of <my fireplace> to N (N=0-100)
Set Room Temperature	Alexa, set <my fireplace> to N Celsius (N=5-40)

9. AMBIENT LIGHT KIT

This appliance can be used with an LED mood lighting kit approved by Vision Fires – The Solus Ambient Light Kit (available from your retailer). Other, non-approved LED light kits must not be used as they may damage the appliance and invalidate the warranty. The Solus Ambient Light Kit must only be used when connected directly to the appliance using the pre-fitted connecting adaptor (this can be found at the bottom rear of the appliance by the mains plug). The Solus Ambient Light Kit must not be adapted to be operated independently of the appliance, such as modifying it to run on an independent 240v supply.



The Solus Ambient Light Kit is supplied as a 3m LED strip with adhesive tape backing, a 2m extension cable (not illuminated) and a 2-way splitter which may be used to attach two separate kits to the same appliance, allowing each kit to be routed to different directions/locations.



IMPORTANT: A maximum length of 6 metres of LED strip may be used (using two Solus Ambient Light Kits and a 2-way splitter.)

IMPORTANT: When fitting a Solus Ambient Light Kit into a Solus appliance that is built into a sealed fireplace (such as a media wall), the kit must be fitted to the appliance during the initial build stage. The Solus Ambient Light Kit is not a retrofit option as the connecting adapter on the appliance is often not accessible after installation in these installation types.

Typically in such installations, the kit will be connected when the appliance is placed onto the wooden purpose built base. The appliance should then be fixed to the wall or framework at that point, ready for the remainder of the installation to be constructed around it to form the completed design. The LED strip can then be routed to its designated area, with care not to damage the strip or cable during the process. Damage can occur if the strip or cable is stretched or snagged on part of the structure/installation. If the cable is damaged at the point of the appliance, it may need to be replaced completely and this would not fall within the scope of the warranty. It is best practice to test that the Solus Ambient Light Kit is working correctly before the final boarding has been fitted to the installation. Once you are satisfied that the lighting is correctly working in accordance with the controls on the remote control, the final boarding or enclosure can take place and the installation can be finished.

10. CLEANING AND MAINTENANCE

IMPORTANT: ALWAYS DISCONNECT THE APPLIANCE FROM THE POWER SUPPLY AND ALLOW TO COOL BEFORE CLEANING.

Any repairs or maintenance should only be carried out by a suitably qualified competent person.

The appliance should be occasionally cleaned using a dry cloth. Do not use detergents, abrasive cleaners or furniture polish.

To clean the glass, use a lightly damp cloth and ensure any moisture is dried fully using a lint free cloth.

Ensure that the heater vent is kept dust free by occasionally vacuuming the area using a brush attachment.

11. TROUBLESHOOTING

Resetting the Thermal Cut Out

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

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

PROBLEM	POSSIBLE CAUSE	SOLUTION
Appliance will not turn on.	Problem with power supply.	Check that the appliance is plugged in to the power supply and switched on. Check and replace fuse in the plug if necessary. Check that the main power switch on the appliance is turned on.
Remote control does not work.	Batteries have expired.	Replace batteries.
	Remote has de-synched with appliance.	Ensure that the appliance is turned on. Re-synch the remote by pressing the - button and the + button at the same time and holding for 3 seconds.
No heat	Incorrect thermostat setting.	Increase the desired temperature higher than the current room temperature.
	Overheating may have engaged the E.S.C. feature.	See above for reset procedure.
Heat turns off before desired temperature is reached.	Open window detection has activated.	Check that any windows in the room are closed.

12. WARRANTY

NOTE: The warranty information below relates to purchases within the United Kingdom only.

Vision E-Line Solus appliances come with a standard 1-year warranty (parts & labour) when purchased through an authorised dealer. This can be extended for free to two years (parts only for year 2) by registering your appliance within 60 days of purchase.

Visit **www.visionfires.co.uk/warranty** to register your appliance, activate the free warranty extension, or to see details about the 6 year Premium Protect warranty package.



www.visionfires.co.uk



Electrical appliances should not be disposed as household waste. Separate collection facilities should be used in the disposal of electrical appliances. Contact your local government for information about the available collection systems. If electrical appliances are disposed of in landfills or dumps, hazardous substances can leak into the groundwater and get into the food chain, damaging your health and well-being.



This fire complies with the Safety Standards EN 60335-1 and EN60335-2-30 which covers the essential requirements of the Low Voltage Directive 2014/35/EU and the EMC standards EN55014-1; EN55014-2; EN61000-3-2 and EN61000-3-3 which covers the essential requirements of the European Electro Magnetic Compatibility 2014/30/EU, and the RED standards EN300220-2, EN30148 9-1, EN301489-3 and EN6247 which covers the essential requirements of the European Radio Equipment Directive 2014/53/EU.



This fire complies with the Safety Standards BS 60335-1 and BS 60335-2-30 which covers the essential requirements of the Electrical Equipment (Safety) Regulations 2016 (S.I.2016/1101) and the EMC standards BS 55014-1; BS 55014-2; BS 61000-3-2 and BS 61000-3-3 which covers the essential requirements of the Electro Magnetic Compatibility Regulations 2016 (S.I.2016/1091).and the RED standards BS300220-2, BS301489-1,BS301489-3 and Bs6247 which covers the essential requirements of the European Radio Equipment Regulations 2017.