

ELEMENT

ELECTRIC FIRES

4



INSTALLATION MANUAL

KUDOS-E



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1 CE STATEMENT

This guide is designed to aid in the installation and continued performance of this product. This product conforms with all health, safety, and environmental protection standards as indicated by a CE mark. For optimum performance this product requires a well insulated location or occasional use.

We hereby declare that the design and construction of the Element4 electric appliances are complying to the essential demands and regulations for electric products.

Product:

- Kudos-e

All Element4 Electric fires meet the requirements of the EC Directives. These directives have been met by compliance with the following standard

- EN 55014-1:2006 + A2:2011
- EN 55014-2:2015
- EN 61000-3-2:2014
- EN 61000-3-3:2013
- EN 60335-1:2012 + A1:2014
- EN60335-2-30:2009+A11:2012

This declaration loses its validity when changes to the device are made without the written permission by Element4. You can ask for a copy of the test certificates of all models via our general e-mail adress, which is found on the back of this manual.



J. Kempers

CEO

2 WARRANTY

Should this device show defects within 24 months of purchase due to shortcomings in construction, material or workmanship, the product will be repaired free of charge under the following conditions:

It is the responsibility of the buyer to prove that the device is covered by the warranty, e.g. with a proof of purchase.

Any guarantee will lapse if

- unauthorized repairs or modifications have been made to the electric fireplace
- in the event of an accident, misuse or damage caused by an incorrect installation
- damage occurred during transport to or from the repairer, and changed or missing serial numbers.

Parts replaced under this warranty will become our property.

The company is not liable for consequential damage or any other damage arising from or related to this electric fireplace.

This warranty does not apply to heating elements, lamps or fuses. Service visits where no errors are found and installation errors are not covered by the manufacturer's warranty.

In this case, the maintenance technician employed by us will charge you for the service visit.

This guarantee is an addition to and does not affect the legal rights of the buyer as a consumer.

Replacement plug

Caution: when removing the molded plug and connection to a fused tap through a unqualified person, the guarantee will lapse.

3 ELECTRICAL SAFETY

When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

1. Read all instructions before using this electric fireplace.
2. This fireplace is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. The trim around the heater outlet becomes hot during heater operation.

DANGER: High temperatures may be generated under certain abnormal conditions. Do not partially or fully cover or obstruct the front of this heater.

3. Extreme caution is necessary when any heater is used by or near children or people of reduced mobility and whenever the unit is left operating and unattended.
4. Young children should be supervised to ensure that they do not play with the appliance.
5. The appliance is not intended for use by young children or infirmed persons without supervision.
6. In the event of a malfunction, disconnect power at the service panel and have the unit inspected by a reputable electrician before reusing.
7. If the supply cord is damaged, it must be replaced by the manufacturer, or its service agent, or a qualified person in order to avoid a hazard.
8. Do not use outdoors.
9. Never locate fireplace where it may fall into a bathtub or other water container.
10. To disconnect the fireplace, turn the controls off, and turn off power to heater circuit at main disconnect panel.
11. Do not run the cord under carpeting. Do not cover cord with throw rugs, runners, or the like. Arrange cord away from traffic area and where it will not be tripped over.
12. Do not locate the heater immediately below a fixed socket-outlet.

13. Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage to the heater.
14. To prevent a possible fire, do not block air intakes or exhaust in any manner.
15. All electrical heaters have hot and arcing or sparking parts inside. Do not use in areas where gasoline, paint, or flammable liquids are used or stored.
16. Use this fireplace only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.
17. Do not change the plug in any way. Always plug heaters directly into a wall outlet/receptacle. Never use with an extension cord or relocatable power tap (outlet/power strip).
18. Do not burn wood or other materials in the electric fireplace.
19. Do not strike the fireplace glass.
20. Always use a certified electrician should new circuits or outlets be required.
21. Always use properly grounded, fused and polarized outlets.
22. Disconnect all power supply before performing any cleaning, maintenance or relocation of the unit.
23. When transporting or storing the unit and cord, keep in a dry place, free from excessive vibration and store so as to avoid damage.

NOTE: Changes or modifications not expressly approved by the party responsible for compliance could void user's authority to operate the equipment.

This appliance is supplied with a two meter power lead, which has a 13Amp moulded three pin plug to connect to a standard 230/240V plug socket.

4 IMPORTANT SAFETY INFORMATION

Please read these instructions before installation or use and keep this booklet handy for future reference.

4.1 CHILD SAFETY

This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision

The instructions shall state that the heater must not be located immediately below a socket outlet.

WARNING

- In order to avoid overheating, do not cover the heater.
- Children of less than 3 years should be kept away 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 or installed 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.

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

CAUTION

In order to avoid a hazard due to 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

CAUTION

The LED light system shall be replaced by electrically competent personnel only (LP – These cannot be user replaceable since they will allow access to live parts)

4.2 GENERAL WARNINGS

- Never leave children unsupervised with an unguarded heater.
- Never obstruct or cover the heater outlet.
- Never install or use this product where it may come in contact with water i.e. a bathroom or wet room.
- Never use aerosols or steam cleaners near this product.
- Never route the electric cable near the heater outlet.
- Never route the electric cable under carpets or floor coverings.
- Never install this product close to curtains or combustible materials.
- Never use the heater to dry clothes or other objects.
- Never remove the fireplace surrounding without isolating the electric supply.

5 CONNECTION

5.1 ELECTRICAL

This appliance must only be connected to a 230/240 Volts AC 50Hz supply. Before connecting the fire, check that the supply voltage is the same as stated on the fire.

It is important that the outlet is located outside the installation location so that the socket is easily accessible and the plug can be disconnected from the stove after installation.

After the fire is attached to the wall and connected to the socket, the surround (the chimney) can be placed around it.

This appliance must only be used on a AC supply, fuse rating 13Amp. The wires in the mains lead are coloured in accordance with a standard UK supply, these being:

- GREEN/YELLOW – EARTH
- BLUE – NEUTRAL
- BROWN – LIVE

As the colours of the mains lead of this appliance may not match the coloured markings used to identify the terminals in a plug, please observe the following

- The green and yellow wire must be connected to the terminal in the plug which is marked with the letter E or Earth symbol.
- The blue wire must be connected to the terminal in the plug which is marked with the letter N.
- The brown wire must be connected to the terminal in the plug marked with the letter L.
- Replace fuses only with fuses of the correct size and rating.

5.2 MAINTENANCE

Maintenance to this device may only be done by a qualified professional. It is advised to maintain your fire at least once every 12 months.

WARNING:

Before repairs or maintenance check whether the fire is unplugged.

CAUTION

In order to avoid a hazard due to 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.

Your main power supply is attached to the IEC through the back of the fire, see [Figure 5.1](#).

The on/off switch to activate connection to your app or E-Tab is located at the front of the fire, in the gap between the front glass panel and the bottom edge of the frame, offset to the right hand side. [Figure 5.2](#)

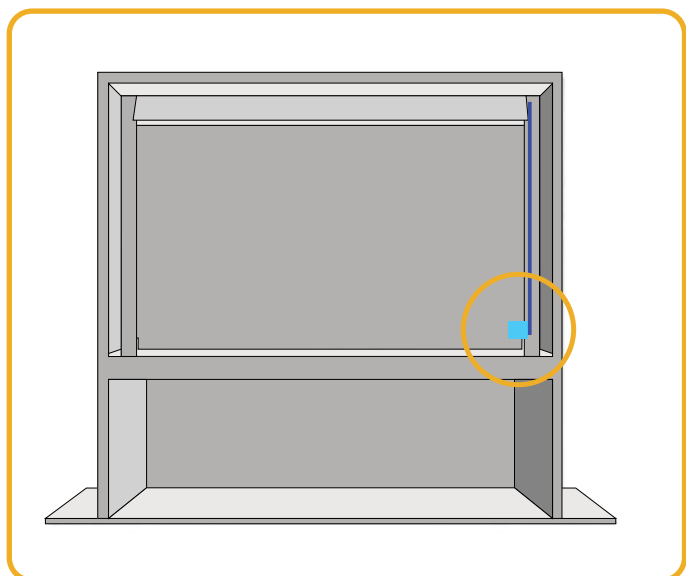


Figure 5.1 | Position of main power supply at the back

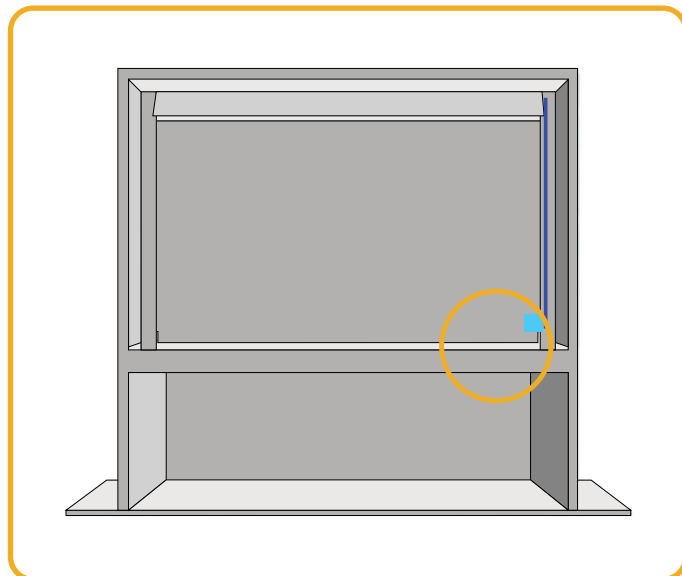


Figure 5.2 | Position of the On/Off switch

6 INSTALLATION REQUIREMENTS

If the product is to be installed into an open chimney or flue, it is important that the chimney flue is blocked off to prevent any up/down draughts and falling debris which could restrict the airflow to the product.

It is also important to ensure that the product has a minimum clearance around it of 15mm, this is to ensure that the product can circulate the required airflow to the heater unit.

The product should never be sealed into an opening with the use of silicones or adhesives as this can alter the airflow and hinder any further servicing of the product.

Please refer to technical specification table for further information, with reference to measurements.

6.1 HEATER UNIT CUT OUT

This is a safety feature to safe guard against further damage to the product.

If the airflow is restricted the heater will automatically turn off. This can occur due to incorrect installation or obstruction. To reset the heater function;

- Isolate from main power supply
- Leave product to cool
- After suitable cooling down period, remove the obstruction if obstructed and check installation
- After 10 minutes the thermo switch (cut-out) in the heater will reset.

Please note that both the effect fan and heater fan omit a low decibel noise, both of which are normal operating characteristics.

6.2 SERVICING

Only a competent person should service this appliance. This appliance must be serviced every 12 months.

Warning: Before carrying out any repairs or servicing, ensure that the power supply cord is removed from the mains supply.

7 INSTALLATION METHOD

This product has been designed to be free-standing. If the product is to be installed into an open chimney or flue, it is important that the chimney flue is blocked off to prevent any up/down draughts and falling debris which could restrict the airflow to the product.

7.1 PRODUCT SIZE

The Ovation-e has the following dimensions to keep into account (WxHxD): **825 x 865 x 325 mm.**

It is also important to ensure that the product has a minimum clearance around it of 15mm, this is to ensure that the product can circulate the required airflow to the heater unit.

The product should never be sealed into an opening with the use of silicones or adhesives as this can alter the airflow and hinder any further servicing of the product.

Please refer to technical specification table for further information, with reference to measurements.

8 REMOVING THE GLASS

The front glass is held in place by two brackets, located at the top and bottom of the fire. See [Figure 8.1](#).

To remove the front glass, start by identifying the keyhole slots located in each bracket. There are 2 in each bracket, one on the left and one on the right. See [Figure 8.2](#).

Once you have found the key hole slots, lift the front glass panel vertically, then towards you to release the brackets. See [Figure 8.3](#).

Reminder: Do not remove the front glass without protection when fire has been on! The frame as well as other parts of the fireplace can become hot!

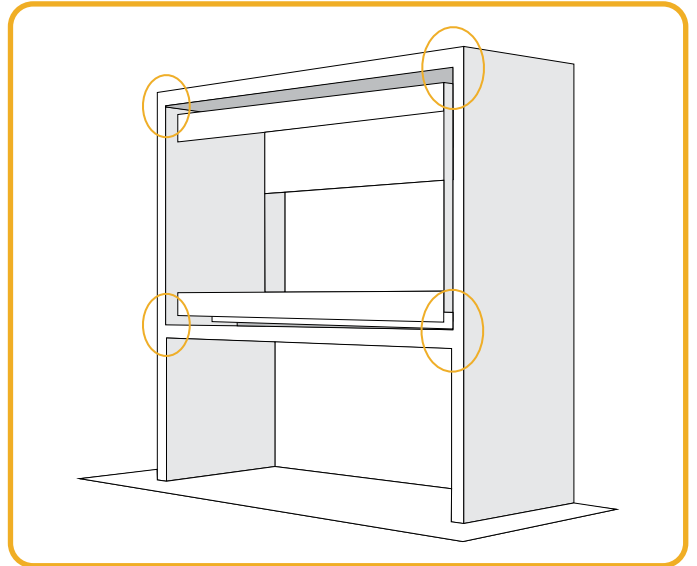


Figure 8.2 | Removing the front plate

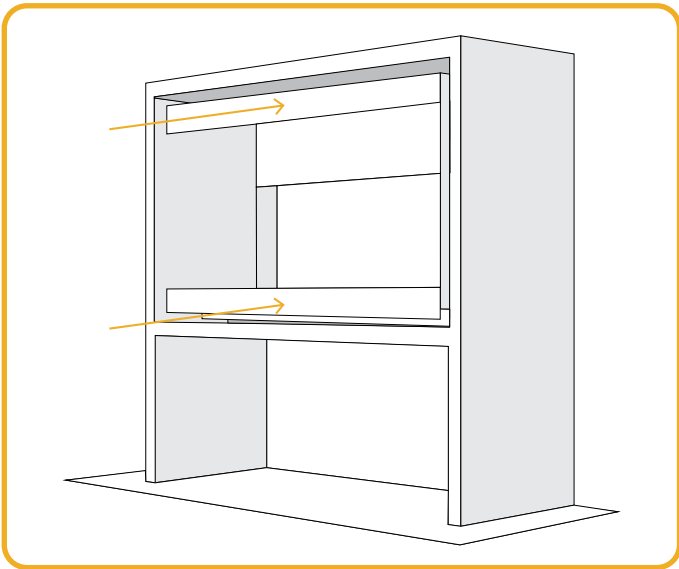


Figure 8.1 | Removing the brackets

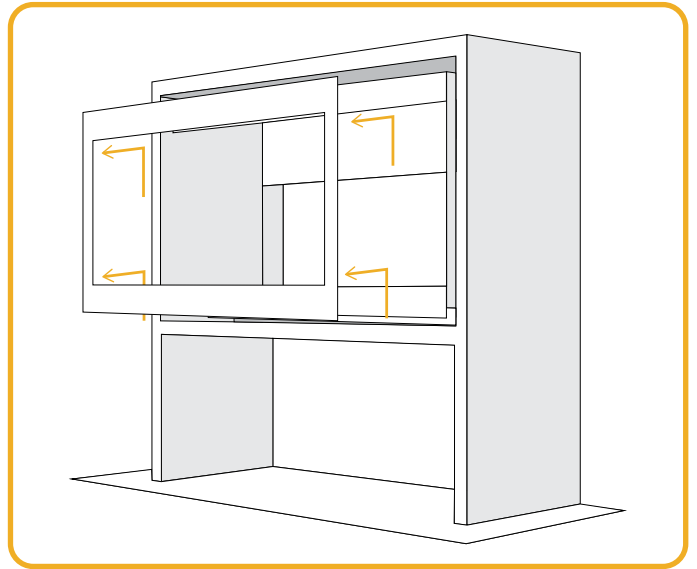


Figure 8.3 | Removing the glass

9 DECORATION INSTRUCTIONS

The Kudos-e comes with a ceramic decoration set. This set does not influence the workings of the fireplace, but a properly placed set will give you the most realistic fire possible.

Three types of logs are used in the Ovation-e logset. For the examples see [Figure 9.1](#).



Figure 9.1 | Logset Kudos-e

To position the logs follow these steps:

1. Begin by placing log 1 in the middle of the fuel bed, flat against the back glass panel. See [Figure 9.2](#)
2. Then begin to add height by placing both logs 2 on either side at an angle facing inwards. See [Figure 9.3](#).
3. Place the C log in the middle at an angle and complete the layout by adding the D logs on either side. See [Figure 9.4](#).



Figure 9.2 | Logset instructions step 2



Figure 9.3 | Logset instructions step 1



Figure 9.4 | Logset instructions step 3

10 E-SMART CLOUD APP INTERFACE

The appliance is operated using the E-smart Cloud App. The App Control can be used on either OS or Android operating systems. To obtain the App please visit either the OS App Store Or Google Play and follow the on screen instructions.



Figure 10.1 | Home Screen shot from e-smart App

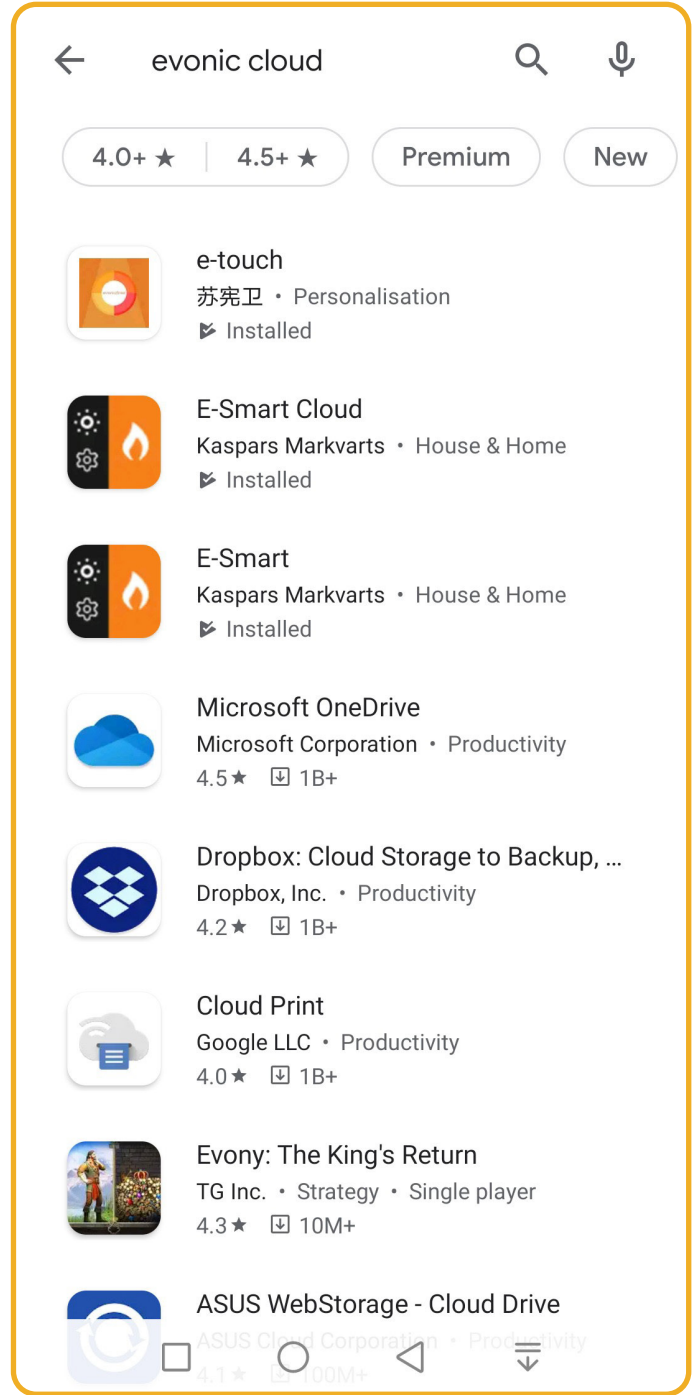
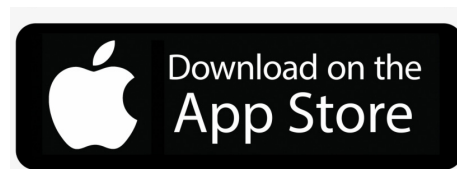
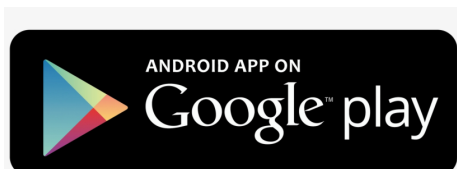


Figure 10.1 | Screen shot from app store

The Appliance is operated using the E-smart App Control.



A TROUBLESHOOTER

This troubleshooter describes possible problems that may occur with your electric fireplace. Follow the flowchart to see which problem applies, what is causing it and how to solve it.

Problem	Possible Cause	Solution
(1) Flames not working correctly	Ribbons are statically connected to glass.	Spray some anti-static spray beneath the tray.
	Installation airflow restricted.	Check the correct aperture has been adhered to when installing Recommended clearance is 100mm.
	Blower clogged.	Fan requires cleaning out.
	Slow fan.	Fan requires cleaning out. If problem persists, replacement fan may be required.
(2) Heater blowing cold	Possible installation gaps / Chimney not adequately blocked off.	Chimney may not be fully blocked. Correct aperture has not been adhered to—100mm
	Fan clogged.	Heater fan requires cleaning out
	Faulty element.	Replace element
	Slow fan.	Check fan placement. If problem persists replacement fan may be required.
(3) Noisy Heater	Fan unbalanced.	Adjust fan to stop catching on the case. If problem persists replacement fan unit maybe required.
	Fan catching on housing.	Adjust fan to stop catching on the case
	Fan clogged.	Fan requires cleaning out. If problem persists a replacement fan may be required.
	Fan has come loose.	Tighten fan cradle or screws holding fan onto fan cradle.
(4) Noisy Flame Effect	Fan unbalanced.	Adjust fan to stop catching on the case. If problem persists a replacement fan unit may be required.
	Fan catching on housing.	Adjust fan to stop catching on the case.
	Fan clogged.	Fan requires cleaning out. If problem persists a replacement fan may be required.
	Fan has come loose.	Tighten fan cradle or screws holding fan onto fan cradle.
(5) Fire not turning on.	Rocker switch has not been turned to the 'ON' position.	Double check switches are turned to the 'ON' position.
	Remote/App not paired.	Remote needs pairing. See separate pairing instructions for guide.
	Fuse blown.	Replace fuse.
	Unit not plugged in correctly.	Check to be sure the power lead is plugged in adequately.

Problem	Possible Cause	Solution
<p>(6) No light</p>	<p>Loose connection or disconnected wire.</p> <p>LED shorting out</p> <p>LED blown</p> <p>Blown driver on PCB</p>	<p>Check all connections on LED's</p> <p>Check location of short Replace LED strip if necessary.</p> <p>LED strip needs replacing.</p> <p>PCB needs replacing.</p>
<p>(7) Heater coming on randomly</p>	<p>Timer has been accidentally set.</p> <p>Thermostat faulty.</p>	<p>Double check timer settings.</p> <p>Replace PCB.</p>
<p>(8) LED streaking</p>	<p>LED dropped down.</p> <p>Log positioning.</p>	<p>LED needs to be re-stuck into place.</p> <p>Change log positioning to hide any direct view of LED strip.</p>
<p>(9) Heater cutting out</p>	<p>Build up of hot air triggering heater cut-out unit.</p>	<p>Ensure the appliance has the required aperture for air to circulate and prevent build-up. Recommended 100mm</p>

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