

## Stove Instruction Guide



### Important Safety Information

Always read this manual first before attempting to install or use this fireplace. For your safety, always comply with all warnings and safety instructions contained in this manual to prevent personal injury or property damage.

**Please Note:** This product is for well insulated spaces or occasional use.

**Please Note:** Once your stove has been installed and switched to the **ON** position, the fire will take approximately 10 seconds to power up. This is a normal operating procedure and **NOT** a fault.

# Contents

1. Electrical Safety	(3/4)
2. Important Instructions	(5)
3. Installation Requirements & Specification	(6)
4. Switch Identification	(7-9)
5. Glass Removal	(10-12)
6. Log Set Guidance	(13)
7. E-smart App Template	(14)
8. Problem Solving Chart	(15/18)
9. Warranty Information	(19)

## welcome to evonicfires

**evonicfires** is an award-winning brand of CK Fires Ltd, situated just outside Stratford-upon-Avon, we manufacture a range of British built electric fires and are considered as one of the most technically advanced manufacturers in the world, with optional controllers such as e-touch and a fully integrated APP available to download on both



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.

## 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.

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- 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.**

## IMPORTANT INSTRUCTIONS:

All Evonic brand products meet the requirements of EC directives.

These directives have been complied with by following the following standards:

**EU 2011-65 / EU 2015/863** - Restriction of dangerous substances

**EN 55014-1: 2006 + A2: 2011** Electromagnetic compatibility.

**EN 55014-2: 2015** Electromagnetic compatibility.

**EN 61000-3-2: 2014** Electromagnetic Compatibility (EMC). Limits. Limits for harmonic power emissions

**EN 61000-3-3: 2013** Electromagnetic Compatibility (EMC). Limits. Limitation of voltage changes, voltage fluctuations and flicker

**EN 60335-1: 2012 + A1: 2014**

**EN 60335-2-30: 2009 + A11: 2012**

Read through and carefully consider all of the following requirements before installation:

This appliance may only be connected to 230/240 Volt AC 50 Hz.

Before connecting the unit, check that the supply voltage is in accordance with that indicated on the electric stove. This appliance may only be connected to an AC outlet which is protected with 13 Amps.

The conductors in the power cord are colour labelled as for a standard UK socket:

**GREEN / YELLOW** - EARTH

**BLUE** - NEUTRAL

**BROWN** - CURRENT

Make sure that the power cord is not installed so that it is pinched or touches a sharp edge. To reduce the risk of fire, electric shock and personal injury, also ensure that the power cord is stored or attached in such a way that no one can trip on or get stuck in it.

The electrical wiring and sockets installed in the building must comply with the local building regulations and other applicable regulations to reduce the risk of fire, electric shock and personal injury.

**NOTE!** These installation requirements apply specifically to the UK and differ between different countries of origin.

## 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.

**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.**

### 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

## Technical Specification

MODEL	HEIGHT	WIDTH	DEPTH
TUVA	1015mm	493mm	342mm
HALMSTAD	825mm	865mm	328mm
HALDEN	1018MM	488MM	416MM

## TUVA SWITCH IDENTIFICATION:

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. Fig 1.

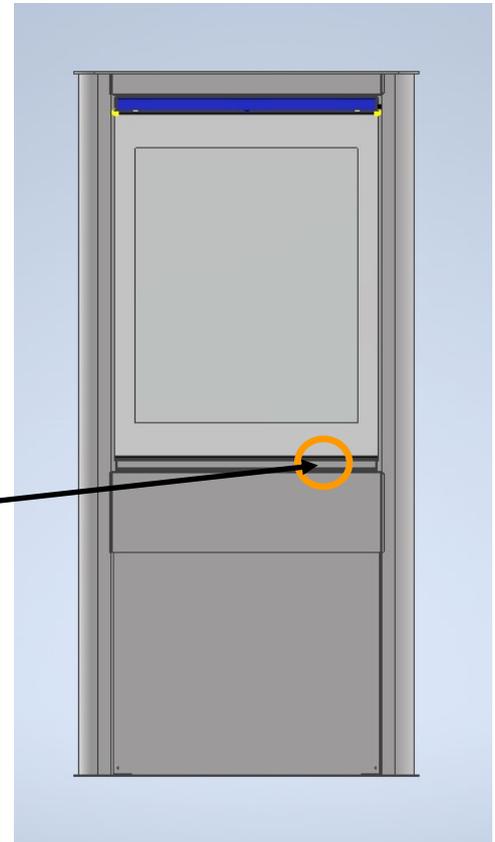


Fig 1.

Your main power supply is attached to the IEC through the back of the fire. Fig 2.

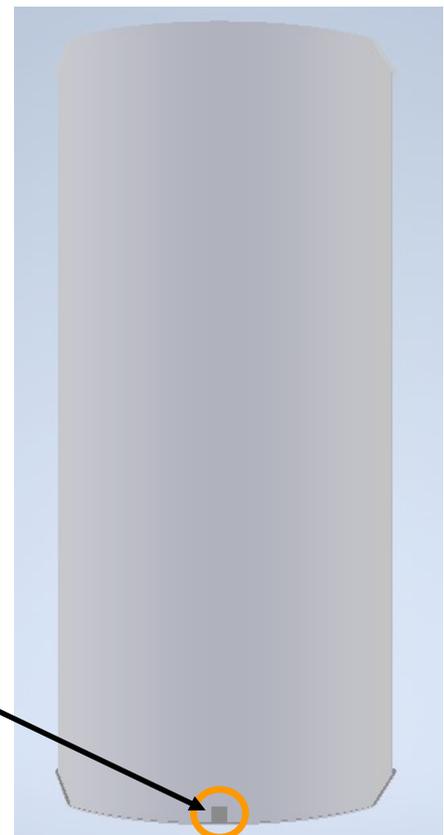


Fig 2.

## HALMSTAD SWITCH IDENTIFICATION:

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. Fig 1.

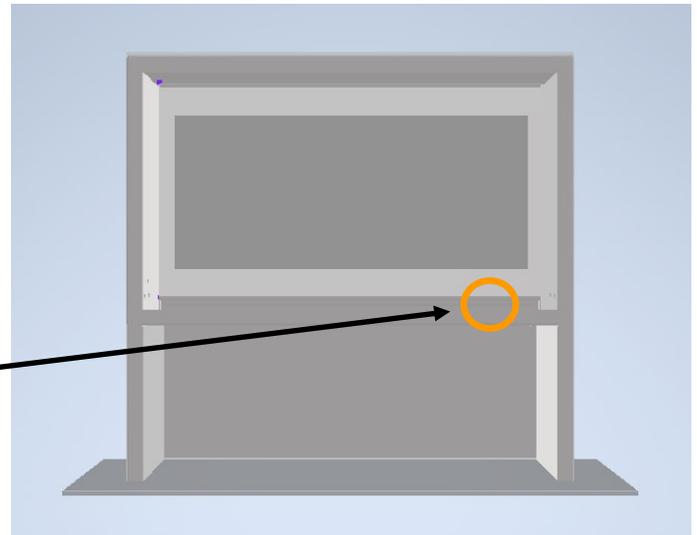


Fig 1.

Your main power supply is attached to the IEC through the back of the fire. Fig 2.

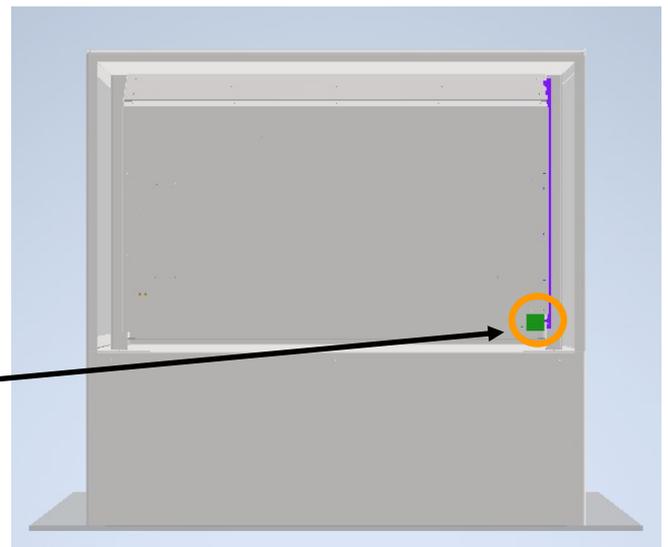
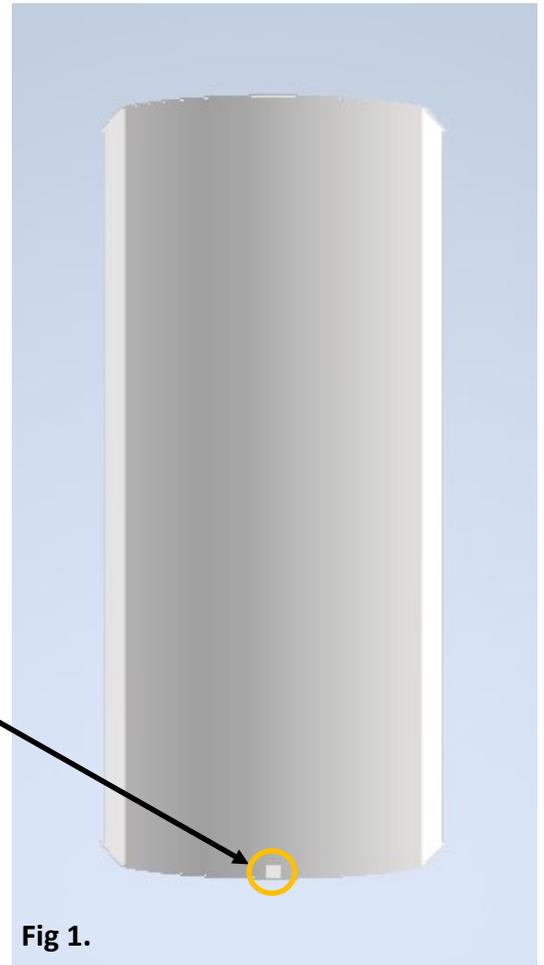


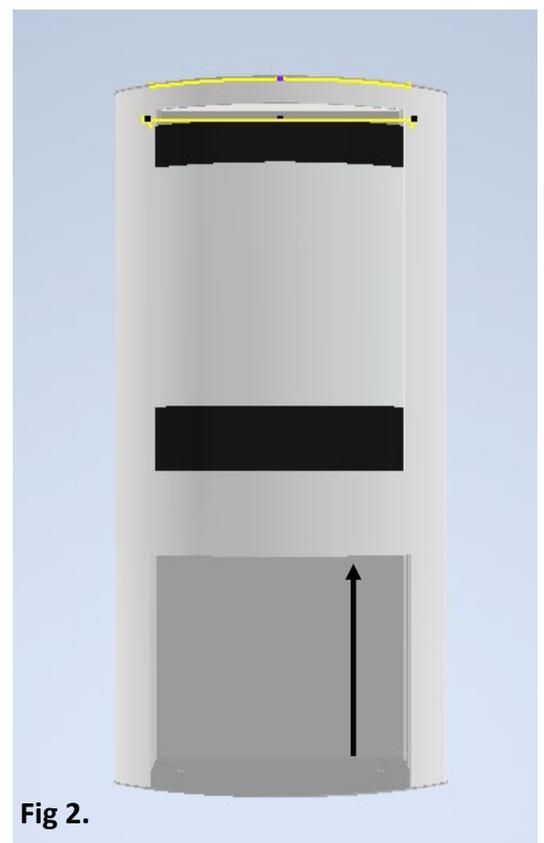
Fig 2.

## HALDEN SWITCH IDENTIFICATION:

Your main power supply is attached to the IEC through the back of the fire. **Fig 1.**



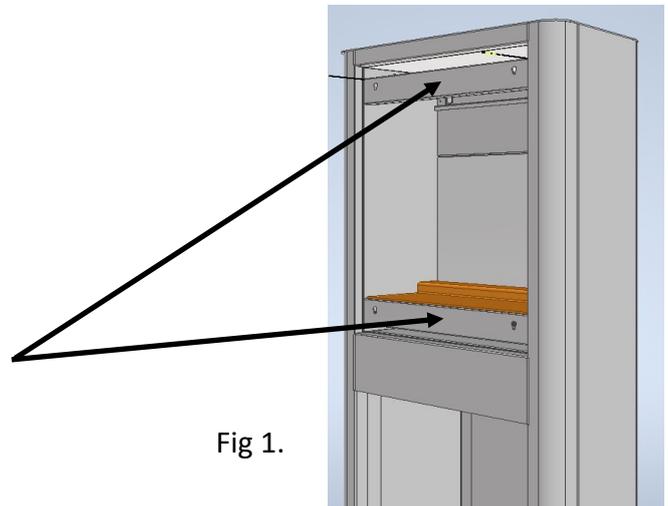
The on/off switch to activate connection to your app or E-Tab is located on the underside of the fire, approximately 100mm from the rear of the stove, offset to the right hand side. **Fig 2.**



## TUVA GLASS REMOVAL:

To install the fuel set (Logs, decorative glass) the below steps must be taken

The front glass is held in place by two brackets, located at the top and bottom of the fire. Fig 1.



To remove the front glass, start by identifying the key hole slots located in each bracket. There are 2 in each bracket, one on the left and one on the right.

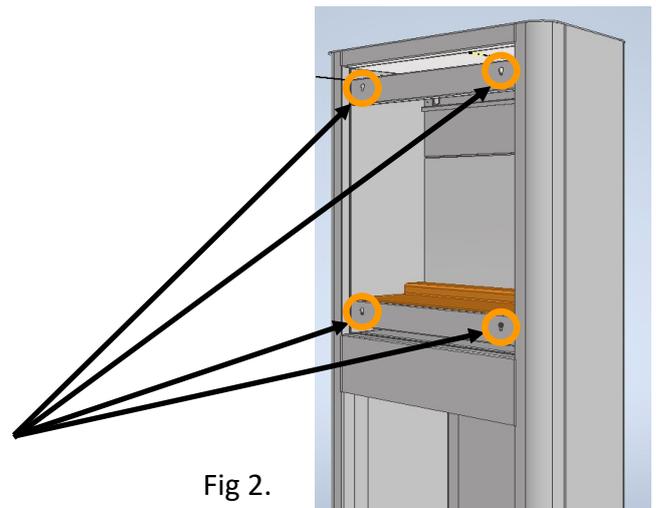
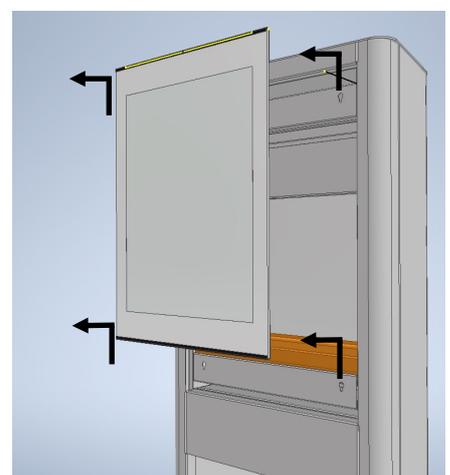


Fig 2.

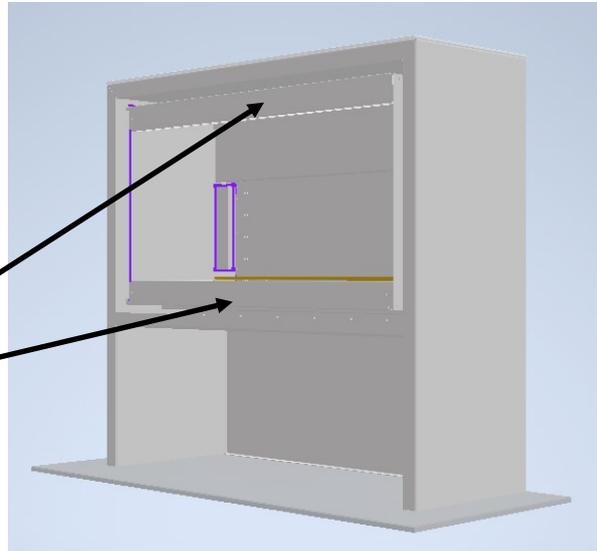
Once you have found the key hole slots, lift the front glass panel vertically, then towards you to release the brackets. Fig 3.

Fig 3.



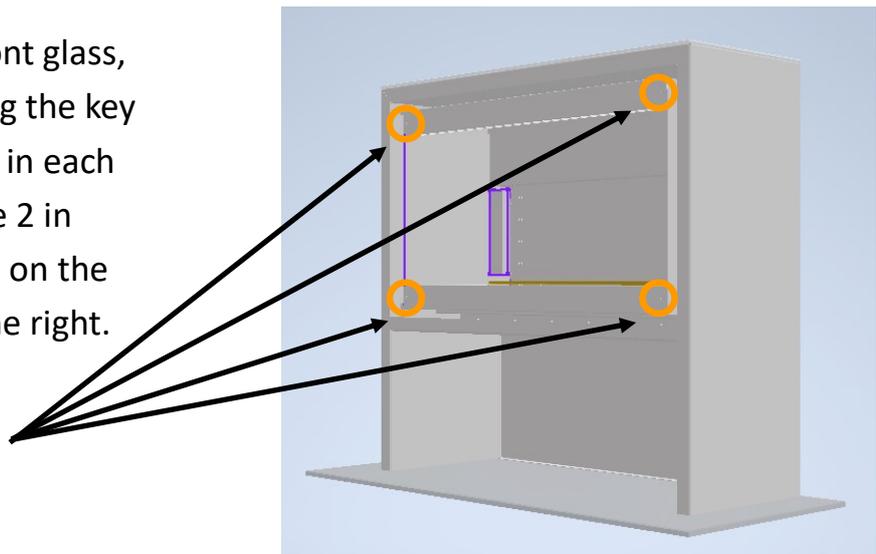
## HALMSTAD GLASS REMOVAL:

The front glass is held in place by two brackets, located at the top and bottom of the fire. Fig 1.

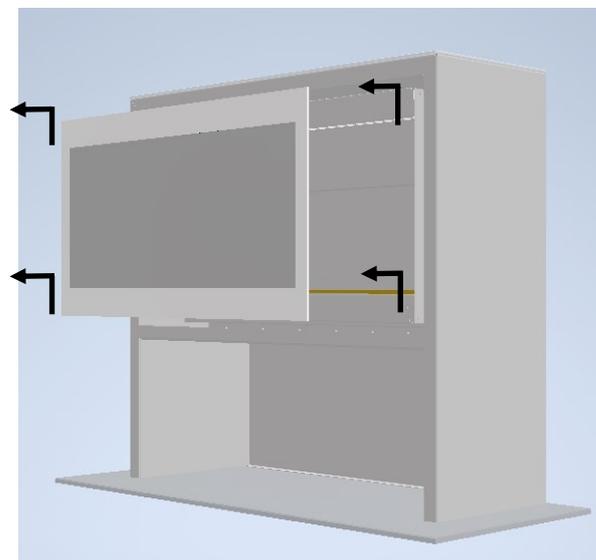


To remove the front glass, start by identifying the key hole slots located in each bracket. There are 2 in each bracket, one on the left and one on the right.

Fig 2.

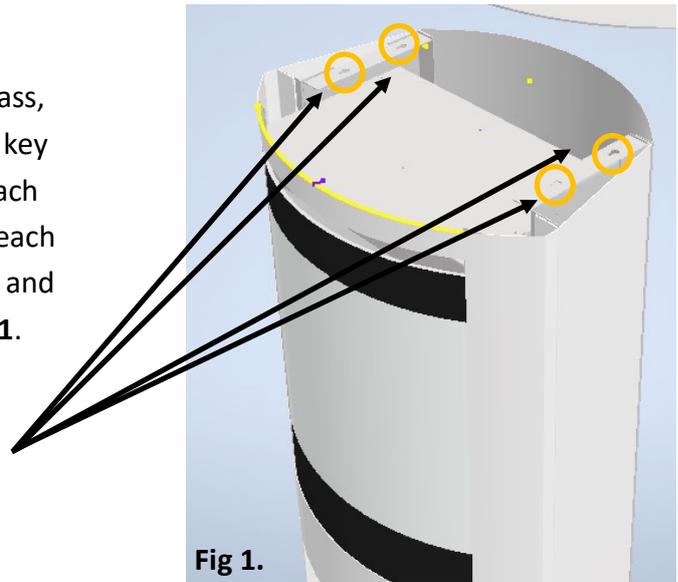


Once you have found the key hole slots, lift the front glass panel vertically, then towards you to release the brackets. Fig 3.

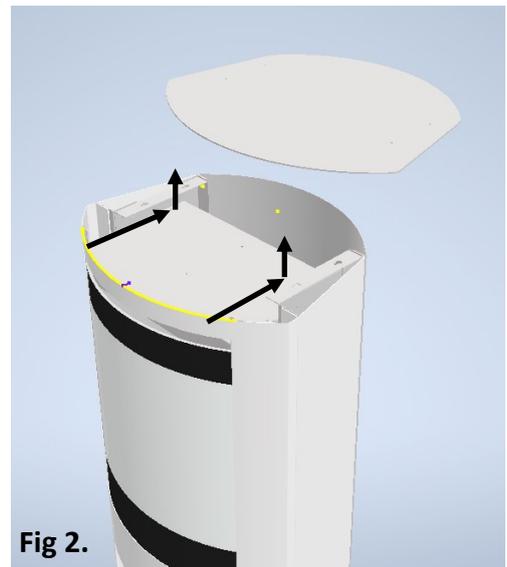


## HALDEN GLASS REMOVAL:

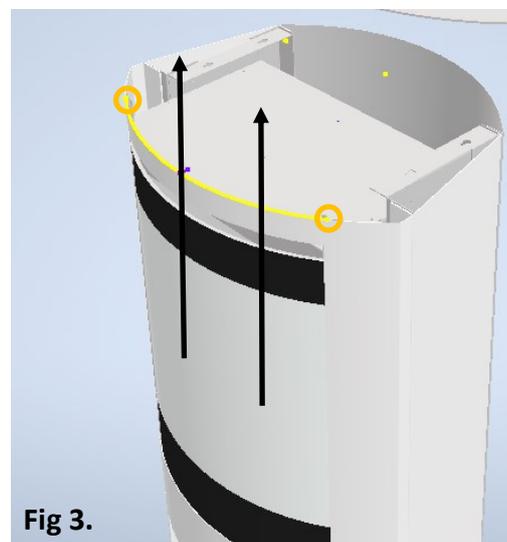
To remove the front glass, start by identifying the key hole slots located in each bracket. There are 2 in each bracket, one on the left and one on the right. **Fig 1.**



To remove the front glass, begin by sliding the top section away from you. This will release it from the keyhole slots. Then remove the top section by lifting upwards. **Fig 2.**



Then slide the glass upwards to release it from the two highlighted channels on the left and the right. **Fig 3.**



## LOG GUIDANCE:

Please Note: The images shown are suggested Log layouts, the log sets can be arranged to personal preference.

### Tuva/Halden Log Layout



### Halmstad Log Layout

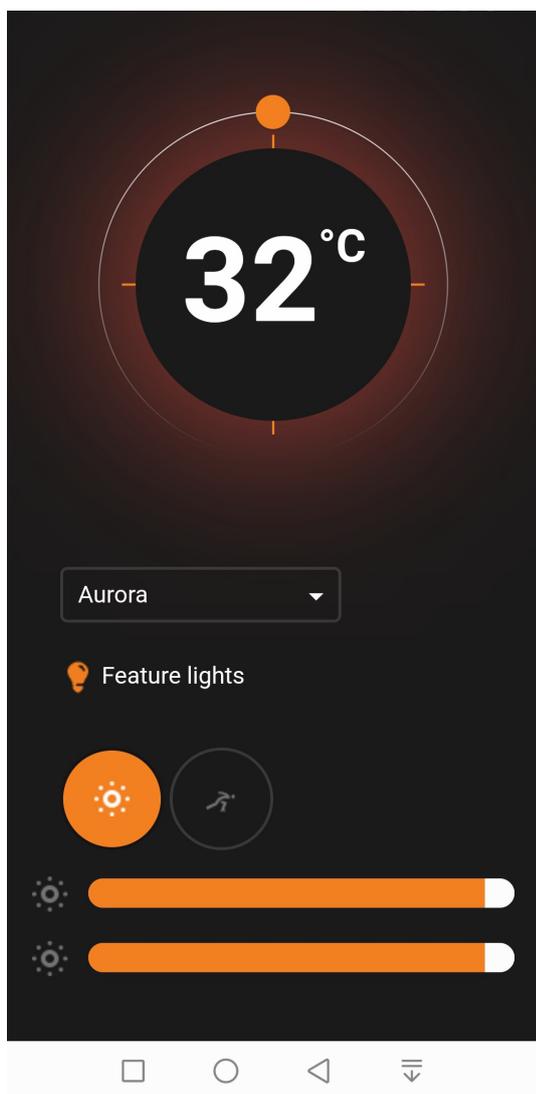


# E-SMART CLOUD APP INTERFACE

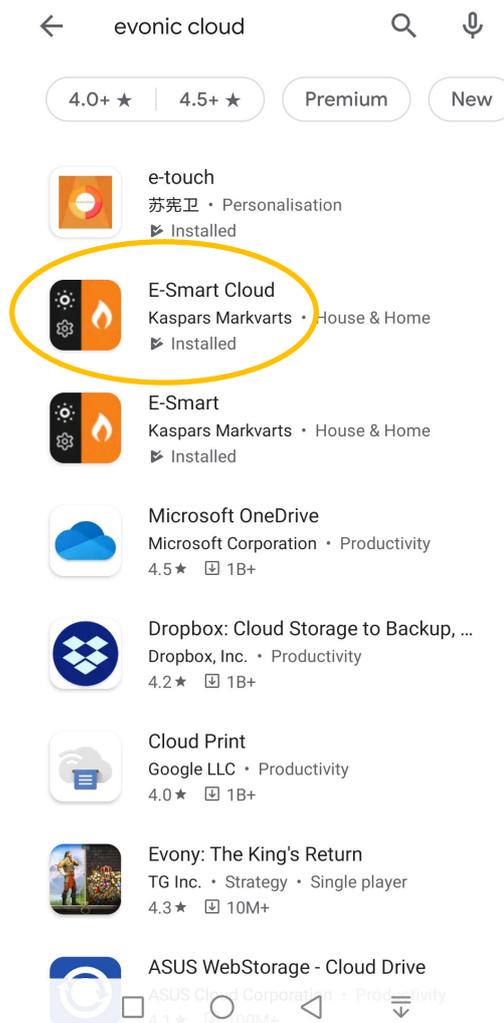
The Appliance is operated using the E-smart Cloud App.

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.



Home Screen shot taken from e-smart App



Screen shot taken from Apple App Store.



Please see separate App & E-Tab instructions for full breakdown of how to use

# Troubleshooting Flow Chart:

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 <b>100mm</b> .
	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— <b>100mm</b>
	Fan clogged.	Heater fan requires cleaning out
	Faulty element.	Replace element
	Slow fan.	Check fan placement. If problem persists replacement fan may be required.

**Problem**

**Possible Cause**

**Solution**

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.

**Problem**

**Possible Cause**

**Solution**

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.

6)

No lights

→	Loose connection or disconnected wire.	→	Check all connections on LED's
→	LED shorting out	→	Check location of short—Replace LED strip if necessary.
→	LED blown	→	LED strip needs replacing.
→	Blown driver on PCB	→	PCB needs replacing.

Problem	Possible Cause	Solution
7) Heater coming on randomly	Timer has been accidentally set.	Double check timer settings.
	Thermostat faulty.	Replace PCB.
8) LED streaking	LED dropped down.	LED needs to be re-stuck into place.
	Log positioning.	Change log positioning to hide any direct view of LED strip.
9) Heater cutting out	Build up of hot air triggering heater cut-out unit.	Ensure the appliance has the required aperture for air to circulate and prevent build-up. Recommended <b>100mm</b>

### **Conditions of warranty:**

If this appliance should prove to be defective due to faulty design, materials or workmanship within 12 months of purchase, the product will be repaired free of charge, subject to the following conditions:

The electric fire shall have been purchased and used solely within the UK and Ireland for domestic purposes and in accordance with the users operating instructions.

It is the purchasers responsibility to prove that the unit is under warranty, e.g. receipt of purchase.

All warranties, will be invalidated if unauthorised repairs or modifications are made to the electric fire, or in case of accident, misuse or damage caused by improper installation, or to damage occurring during transit to or from the repairer and altered or missing serial numbers.

Any parts, which have been replaced under this warranty, shall become our property.

The company shall not be liable for any consequential loss or damage what so ever, arising from or in connection with this electric fire.

This Warranty does not apply to Heating elements, Bulbs or fuses.

'No fault found', service calls and installation errors are not covered under the manufacturers warranty and will result in a charge being made for the Call-Out by our appointed service engineer.

This warranty is in addition to and does not affect the purchasers statutory rights of consumers.

### **Registering product:**

To register a product please visit: [www.evonicfires.co.uk](http://www.evonicfires.co.uk) and complete the fields required under the **Register a Product Section**. By registering your appliance, an extra 12 months of cover will be added to your warranty.

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