

## Glo Stainless Steel Electric Fireplace Model GH-NDY19E



### Installation and Operating Instructions

Thank you and congratulations on your purchase of a Glo Electric Fireplace. Please read this manual before installing and using this appliance. Failure to follow these instructions may result in a possible electric shock, fire hazard and will void warranty.

### Customer Care

All our heaters are designed to meet the most stringent quality, performance and safety requirements. This guide aims to improve your understanding and appreciation of your new heater, by providing simple and informative instructions to enable you to install it and to ensure that you benefit from the excellent performance and features it has to offer.

### Consumer Safety Information

For our safety – repairs and service must be performed by a qualified tradesperson

Do not store or use gasoline or other flammable vapours or liquids in the vicinity of this or any other appliance

Do not discard this manual

This appliance is not intended for use by young children or infirm persons unless they have been adequately supervised by a responsible person to ensure that they can use the appliance.

Young children should be supervised to ensure that they do not play with the appliance.

Warning - if the information in this manual is not followed exactly, an electrical shock or fire may result causing property damage, personnel injury or loss of life

For correct and safe use carefully read the instructions and warnings in this manual and keep them for further reference for the whole of the products life. They supply important instructions regarding operations and safety for installing, using and maintaining the product.

## General Warnings

1. Read all instructions before using this appliance.
2. This appliance is hot when in use. To avoid burns do not let bare skin touch hot surfaces.
3. Keep combustible materials such as furniture, pillows, bedding, papers, clothing and curtains at least 1 metre from the front of this appliance.
4. If possible, always unplug this appliance when not in use.
5. Under no circumstances should this appliance be modified.
6. Do not use this appliance outdoors.
7. After unpacking, make sure that the appliance is intact with no signs of damage caused by transport. If in doubt, do not use the appliance and contact your retailer or an authorised service centre.
8. Before connecting the appliance, make sure that its rating corresponds to the power supply in your home. The rating plate is affixed to the back of the appliance.
9. Do not place the electric fireplace directly under a fixed socket outlet.
10. Do not cover the air inlet or outlet of the electric fireplace as this could cause overheating, fire or damage to the appliance.
11. Do not place the electric fireplace directly on carpets. This is to avoid possible discolouring caused by the heat.
12. Do not run cord under carpeting. Do not cover cord with throw way rugs, runners or the like. Arrange cord away from traffic areas and where it will not be tripped over.
13. Do not use this electric fireplace in or near swimming pools, spas, bath or shower.
14. Do not use this appliance with a programmable timer or any other device that switches the appliance automatically.
15. Should you decide not to use this appliance anymore we suggest making it inoperative by cutting the power cord after removing the plug from the socket.
16. Before carrying out any cleaning or maintenance, disconnect the appliance from the mains by removing the plug.
17. This appliance has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint or flammable liquids are used or stored. This appliance should not be used as a drying rack for clothing, nor should Christmas stockings or decorations be hung on or near it.
18. The heater must be cooled down completely before storing.
19. If the power cord is damaged it must be repaired by the manufacturer or a professional tradesperson or authorised service centre.
20. Ensure that electrical outlet wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electrical shock and injury to persons.
21. Do not use this appliance if any part of it has been under water. Immediately call a qualified tradesperson to inspect the fireplace and replace any part of the electrical system, which has been under water.
22. Avoid the use of an extension cord because the extension cord may overheat and cause a risk of fire.
23. Always install the heater in accordance with the instructions. If in doubt obtain expert advice.
24. Always make sure the electrical socket is accessible and located adjacent to, but not above the heater.
25. Always disconnect the heater from the electrical supply before carrying out cleaning, maintenance or replacing the bulb.
26. Always use a fireguard when young children and infirm persons can come into contact with the heater.
27. Never leave children unsupervised in a room where the heater is ON and unguarded.
28. Never obstruct or cover the fan outlet or force items into the heater openings.
29. Never use aerosols or steam cleaners on, or around, the heater.
30. Never install the heater close to curtains or combustible materials.
31. Never use the heater to dry clothes, etc.
32. Never sit or stand on the heater

## General Instructions

### Locating and Installing Your Fireplace

Before connecting the heater to the power, please remove the two pieces of foam from the rear. You can choose to use the rear surround or not, but please do not pull or carry the heater by any edge to avoid potential injury.

#### Appliance Data

**Supply Voltage:** 220-240VAC 50/60Hz  
**Heating Element:** 2000W  
**Mains Cable:** H05VV-F; 3G 1.0mm<sup>2</sup>  
**Illumination:** 1X15W energy saving bulb (Edison screw type)

### Installation Requirements

The Electric heater is supplied with approximately 1.80 meters of flexible mains cable (1mm<sup>2</sup>). The appliance and surround should therefore be located close to a suitable mains socket and **MUST** be easily accessible to allow disconnection.

**This appliance must not be directly installed on a carpet or similar material. We recommend that it is fitted onto a hearth or similar non-combustible material.**

This heater **MUST** be earthed. If in any doubt consult a suitable competent qualified person.

If the mains cable is damaged it should be replaced by a suitably competent qualified person.

The heater is suitable for installation into proprietary surrounds that have an opening size within the guidelines shown below:

Width	Minimum 15 1/2"/390mm	Maximum 19"/483mm
Height	Minimum 21 3/4"/555mm	Maximum 23 1/4" × 590mm
Depth	Minimum 4 1/4"/110mm	Maximum 5"/125mm

If fitted into an open draught type fireplace or chimney then it may be advisable to blank off the aperture to reduce the amount of draught created through the fireplace, which can cause operation of the safety cut-out.

### Unpacking the Appliance

The Electric heater is supplied in a single pack carton.

All instructions should be read prior to unpacking or installing the appliance.

Ensure all parts including loose items have been removed prior to discarding the packaging.

### Product Checklist

1off	Electric Heater Main Body including Bulb Assembly
1off	Pebble pack
1off	Instruction /Booklet

## Wall Mounting - Screw Fixing Method With Spacer Kit

The appliance should be secured to the wall using the 3 keyholes located in frame.

### Operation of Heater

The heater is operated via the use of two switches, one situated on the left hand side of the canopy and one on the right .

Switch No	Marking	Operation
Switch One (right hand side)	O I	On =I Off=O ,
Switch Two	O	1kW heat setting and Fan (left hand side) 2kW heat setting and Fan light only

#### Note:

When turning off the heat settings it may be necessary to wait for the fire to 'reset' before turning heat setting back on. This is due to the normal operation of the 'safety cut-out' device.

### IMPORTANT

#### Safety Cut Out

This appliance is fitted with an automatic safety cut out. This operates if the air outlet beneath the canopy becomes covered or blocked. This will prevent the heater from operating.

In order to RESET the appliance the following procedure should be followed:

Switch OFF the appliance and disconnect the appliance from the mains supply

Leave the appliance disconnected for a MINIMUM of 10mins

Check the appliance is free from all obstructions and remove safely if any obstruction are found.

Switch ON the appliance as shown.

If the appliance fails to operate, repeat the above procedure ENSURING the appliance is disconnected from the mains supply at the wall socket.

If after repeating this procedure the appliance fails to operate CHECK the fuse within the wall socket/plug. If after carrying out both of the above procedures the appliance still fails to operate, then call a suitably qualified person.

## Care and Cleaning

**Always disconnect the appliance from mains supply and allow to cool before any cleaning operation.**

Trim parts may be cleaned using a clean, damp cloth. Never use abrasive cleaners and chemical agents as damage may occur to the paint finish.

## TROUBLESHOOTING

### *Fire illuminates but no flame effect*

Check the flame effect cover is free from obstruction (behind stone tray).

### *Fire operates with heat then cuts out.*

Safety 'Cut-Out' has operated, ensure the heater is not covered or obstructed. Turn off appliance and wait to reset. Retry appliance.

### *No flame effect is seen after main*

Check condition of bulb (see below) if switch is switched to position 1. If bulb is ok check condition of fuse.

**It is important that any electrical work is undertaken by a suitably qualified, competent person.**

## Bulb Replacement

### **Flame Effect Bulb**

Disconnect the appliance from the mains supply.

Remove the fender.

Remove the decorative trim.

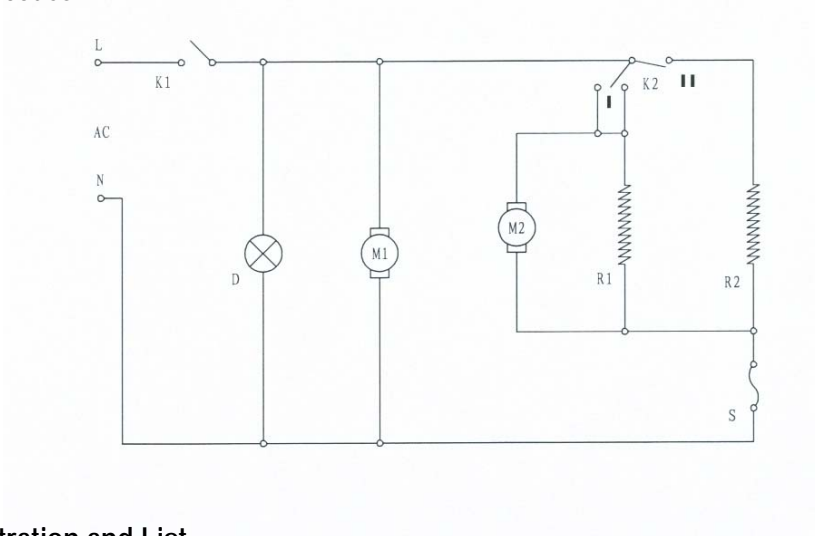
Remove the plastic stone tray.

Remove the flame colour filter and release the bulb from its lamp holder.

Re-assemble in reverse order.

## Electrical Wiring Diagram

Any electrical repairs or rewiring of this unit should be carried out by a licensed electrician in accordance with national and local codes.



## Spare Parts Illustration and List

Code	Spare parts name
S	Thermal cut-out
R1-R2	Heating element
M1	Step Motor
M2	Synchronous Motor
D	Energy saving bulb
K2	Switch for heating element and fan
K1	Power Switch

15W Energy Saving Bulb  
 Coloured Filter  
 Pebble Pack

B-62450  
 B-68070  
 B-69090

## Warranty

Your new electric fireplace is free from manufacturing and material defects for a period of 1 year from date of purchase, subject to the following conditions and limitations:

- ❖ This electric fireplace must be installed and operated at all times in accordance with the installation and operating instructions furnished with the product. Any alteration wilful abuse, accident or misuse of the product shall nullify this warranty.
- ❖ This warranty is limited to the repair or replacement of part(s) found to be defective in material or workmanship, provided that such part(s) have been subject to normal conditions of use and service, after said defect is confirmed by the company's inspection.
- ❖ This warranty does not cover light bulbs included with fireplace.
- ❖ Any installation, labour, construction, transportation or other related costs/expenses arising from defective part(s) repair, replacement or otherwise of same, will not be covered by this warranty nor shall the company assume responsibility for same. Further, the company will not be responsible for any incidental, indirect or consequential damages.
- ❖ All other warranties – expressed or implied – with respect to the product, its components and accessories or any obligations/liabilities on the part of the company are hereby expressly excluded.
- ❖ The company neither assumes nor authorises any third party to assume on its behalf any other liabilities with respect to the sale of this product.
- ❖ Warranty is void:
  - If the fireplace has been operated in atmospheres contaminated with chlorine, fluorine or other damaging chemicals
  - The fireplace is subject to prolonged periods of dampness or condensation
  - Any alteration, wilful abuse or misuse of the product.
  - If you attempt to do any repair or service work yourself.
- ❖ If a warranty, service is needed please contact your supplier or an authorised service agent or licensed electrician.

***Note: We reserve the right to make changes in design, materials, specifications, prices and discontinue product at any time without notice.***