



CUSTOM

Bespoke Gas Fires

Models:

Custom 16 and L16

Custom 18 and L18

Fuel Effect Options:

Coal Effect – NG and LPG

Pebble Effect - NG Only

Control Options:

Manual BM Control

Remote Control

Total Control

Detached Control

For use on Natural Gas (G20) at a supply pressure of 20mbar
or Propane (G31) at a supply pressure of 37mbar in GB and IE
(Dependent upon model)

**Users,
Installation & Servicing
Instructions**

MUST BE LEFT WITH THE USER

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Service Warranty:

In the unlikely event of a defect in materials or workmanship occurring within one year of purchase, Burley Magiglo will arrange to repair or replace the item free of charge.

Any claims under this warranty must be made through the retailer from whom the product was purchased.

As the purchaser's contract of sale is with the retailer, Burley Magiglo are unable to enter into discussions with the purchaser until the retailer has inspected any claim and deemed it to be valid.

Burley Magiglo reserve the right to refuse service or make a charge for any service call, when a defect is due to installation error or misuse.

Extended warranty (if purchased) commences after the first year; please see separate registration for further information.

Appliance Details:

For future reference, please complete the following information at the time of installation.

Model and **Serial Number** details may be found on the data plate as shown.

Serial Number	
Model	
Installation Date	
Installed By	

Model

Serial
Number

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1. GENERAL INFORMATION

Introduction

1. This appliance is suitable for installation in GB and IE and should be installed in accordance with the rules in force.

In GB, the installation must be carried out by a Gas Safe Registered Installer registered for working on this type of appliance. It must be carried out in accordance with the relevant requirements of the:

- Gas Safety (Installation and Use) Regulations.
- The appropriate Building Regulations either The Building Regulations, The Building Regulations (Scotland), Building Regulations (Northern Ireland).
- The Current I.E.E. Wiring Regulations.

Where no specific instructions are given, reference should be made to the relevant British Standard Code of Practice (see item 2).

In IE, the installation must be carried out by a Competent Person and installed in accordance with the current edition of I.S.813 "Domestic Gas Installations", the current Building Regulations and reference should be made to the current ETCI rules for electrical installation.

On completion of an installation in IE, it is necessary to complete a "Declaration of Conformity" to indicate compliance to I.S.813.

2. The installation of the fire in GB should follow the recommendations of the following current British Standards:

BS 5871: Pt 3	Installation of Decorative Fuel Effect Gas Fires
BS 6891	Pipe work Installation
BS 5440: Pts 1 & 2	Flues and Ventilation
BS 715	Metal flue pipes, fittings, terminals and accessories for gas appliances.
BS 5482	Domestic butane and propane gas burning installations
IGE/UP/7	IGE document for gas installations in Timber Frame Buildings (Available from CORGI or Institute of Gas Engineers)

3. In other EC countries equivalent rules in force must be used.
4. It is important for correct combustion of this fire that the imitation fuel is placed in accordance with the instructions given in this and associated booklets. Only approved imitation fuel, available from Burley Magiglo., should be used with this appliance.
5. It is recommended that a fire guard complying with BS 8423 be fitted for the protection of young children, the elderly or infirm.
6. This fire is intended for decorative purposes only.
7. The user is warned not to throw any rubbish onto the fire or to disturb the fuel bed.
8. The user is advised that the ceramics used within this appliance require extra care whilst cleaning. Please refer to the Cleaning Instructions.
9. It is important for this fire to be serviced regularly. An annual service is recommended.

1.1 Ventilation Requirements

1. For models with heat inputs not exceeding 6.9kW additional ventilation is not normally required in the room that the fire is fitted. However, if spillage is detected during spillage test additional ventilation may be required. In GB reference should be made to BS 5871:Part 3, and in IE, reference should be made to the current edition of I.S.813 which makes clear the conditions that must be met to demonstrate that sufficient ventilation is available.
2. Models with heat inputs in excess of 6.9kW require a minimum of 100cm² ventilation in the room where the fire is installed when installed in Great Britain (GB) and in IE, reference should be made to the current edition of I.S.813 which makes clear the conditions that must be met to demonstrate that sufficient ventilation is available.
3. If provided, any purpose provided ventilation must be checked periodically to ensure it is free from obstructions.
4. When fitting the fire in Northern Ireland (NI), purpose provided ventilation must be provided in accordance with the rules in force.
5. In other EC countries equivalent rules in force must be used.

Flue Requirements

This fire is suitable for installation using a flue system with a minimum cross sectional area equivalent to a 175mm (7") diameter flue e.g. Masonry chimney. However, should the model being installed have a heat input of 6.9kW then the flue requirements as set out in **SECTION 0** may be applicable. Please refer to the full Flue and Chimney Requirements within the Installation Instruction section.

Gas Supply

1. This decorative gas fire is suitable for use with either Natural Gas (G20) at 20mbar supply pressure or with Propane (G31) at 37mbar supply pressure.
2. A separate means of isolating the gas supply should be provided near to the appliance to facilitate servicing. For this an isolating valve has been supplied.

Electrical Supply

Not applicable to this range of appliances.

1.2 Important Note About ODS Pilot

This fire is fitted with an ODS pilot which causes the appliance to shut down in the event of a reduction of oxygen (e.g. caused by poor ventilation) in the room. Should this happen, follow the lighting instructions to re-light the fire. In the event that the fire should shut down again, do NOT attempt to re-light it but contact your gas installer for remedial action to be taken.



Under no circumstances should it be adjusted or put out of action by the installer or the user. In case the pilot needs replacing, only the approved part (available from your supplier or Burley Magiglo.) should be fitted. Note: if any part of the pilot assembly becomes faulty the complete assembly will need replacing.

1.3. Fire Fret Dimensions

All models can be used with the Magiglo range of frets or any other fire fret that falls within the dimensions shown below



The fireplace opening must be suitable in size to accommodate the Custom fire being installed. If the appliance is to be used with other fireplace components, the installation must allow a minimum of 5 square inches of free air space below the base of the fire.

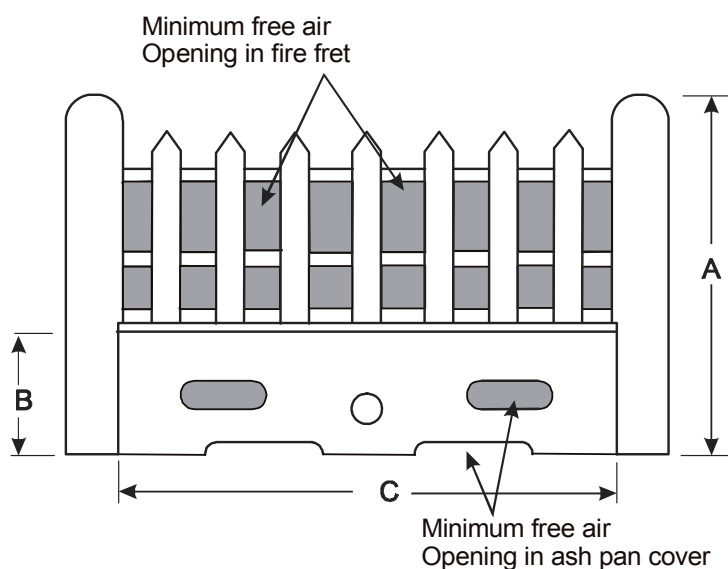


Figure 1

Fire Front Specification






		Up to 14.5" Burner Width	14.5" to 18" Burner Width
Height to Centre (A)	Maximum	9 Inches (23cm)	9 Inches (23cm)
	Minimum	7.5 Inches (19cm)	7.5 Inches (19cm)
Ash Pan Cover Height (B)	Maximum	3.5 Inches (9cm)	3.5 Inches (9cm)
	Minimum	2.5 Inches (6.4cm)	2.5 Inches (6.4cm)
Ash Pan Cover Free Air Opening	Minimum	5 sq. Inches (32.3cm ²)	5 sq. Inches (32.3cm ²)
Fire Fret Free Air Opening	Minimum	15% of total fire front area above the base of the fire	15% of total fire front area above the base of the fire
Ash Pan Cover Length (C)	Maximum	13.5 Inches (34cm)	15.5 Inches (39cm)
	Minimum	12.5 Inches (32cm)	14.5 Inches (37cm)



If the Custom fire is open to the sides and/or rear, e.g. Basket fire, then the ash pan cover air requirements may be disregarded.

2.0 Lighting Procedure

Your fire will be fitted with one of the three different types of gas control valves. Identify the control system on your fire as shown and follow the appropriate operating instructions in the appropriate section.

Control Valve		Operation		Control Type
	+	Manual	=	Manual BM Control See Section 0 on Page 6
	+		=	Remote Control See Section 0 on Page 7
	+		=	Total Control See Sections 0 & 0 on Pages 8 & 9

2.1.1 Lighting Procedure (Manual BM Control)

1. Ensure that the arrow on the control knob is pointing towards the OFF position as shown in **Figure 2**. Press in the knob and slowly turn anti-clockwise until a click is heard. The spark should now light the pilot. On first lighting, it may require several attempts to allow the pilot light to be purged of air.
2. The pilot can be viewed either at the front centre of the fire, or to the right hand side.
3. Once the pilot flame is established, hold the control knob in for approximately 10-20 seconds and release. The pilot should now remain alight. Repeat the procedure if necessary.
4. The arrow should now be pointing to the PILOT position as shown in **Figure 3**.
5. If the spark unit fails to light the pilot, the appliance may be lit manually by applying a lighted match or taper to the pilot jet and following the above procedure.



NOTE: No attempt should be made to relight the fire for at least 3 minutes after the pilot flame has been extinguished either intentionally or unintentionally.

6. Once the pilot is established, the main burner can be operated by turning the control knob anti-clockwise. The preset minimum is found with the arrow in the 9 o'clock position as shown in **Figure 4**.
7. The preset maximum (as shown in **Figure 5**) is found by turning the control knob fully anti-clockwise. The control is infinitely variable between the two preset limits.
8. To extinguish the main burner, push the control knob in and turn clockwise until the arrow is in the PILOT position, then release.



Figure 2 - Off Position

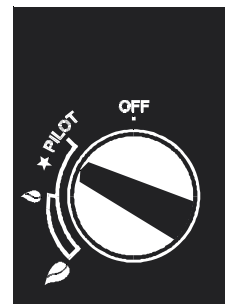


Figure 3 - Ignition Position

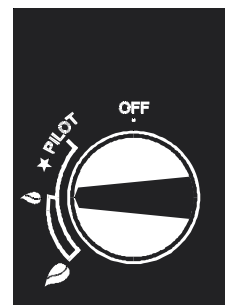


Figure 4 - Minimum Position

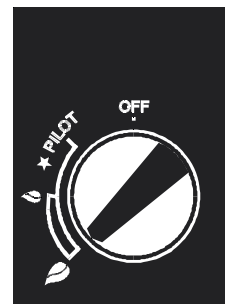


Figure 5 - Maximum Position

2.1.2 Lighting Procedure (Remote Control)

1. Press the bottom button on the remote handset until clicking is heard on the valve, and the gas rate adjustment knob is at the off position.
2. With gas available at the valve press the IGNITION KNOB in and turn it anticlockwise to the pilot flame position. A click of the piezo igniter will be heard and a spark will appear at the electrode. At the same time the gas will flow to the pilot burner and should be ignited by the spark. Repeat the procedure until the pilot flame is established.
3. Keep the knob pressed in for a further 10 - 12 seconds and slowly release it. The pilot flame should stay alight. If the flame goes out repeat the procedure above to establish the pilot.
4. If the spark unit fails to light the pilot, the appliance may be lit manually by applying a lighted match or taper to the pilot jet and following the above procedure.
5. **Turn the IGNITION KNOB anticlockwise to the Main Burner Operation position as shown in Figure 6.**
6. Using the HANDSET (as shown in Figure 7) press and hold **both the top and the small button together** until the main burner goes to full rate and clicking can be heard from the valve. During this process the main burner will ignite from the pilot.
7. By pressing the two buttons together (to increase the gas rate) and the lower button only (to decrease the gas rate) the valve can be manipulated to select the desired gas rate between maximum and minimum. By pressing the buttons in short bursts you will be able to adjust the gas rate in small steps.
8. To turn the fire off, continuously press the lower button until the flame dies down and clicks can be heard from the valve. Release the button as soon as the clicks are heard.
9. The fire can safely be left in this position at all times, however to prevent unauthorised or accidental use (say by children) it is recommended to turn the IGNITION KNOB to the pilot flame position by turning it 90 degrees clockwise. To turn the pilot off, turn the IGNITION KNOB fully clockwise.



NOTE: The clicking sound made by the valve is the operation of the valve clutch, and indicates either maximum or minimum positions.

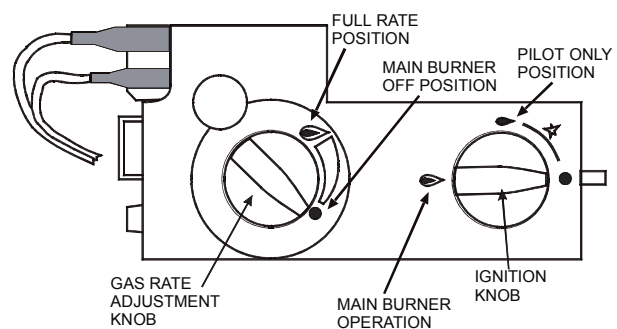


Figure 6 - Gas Valve

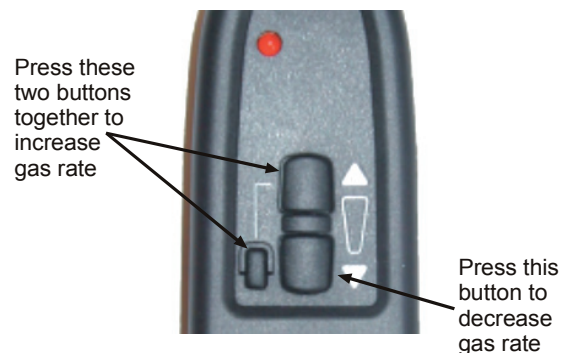


Figure 7 - Handset Operation



NOTE: No attempt should be made to relight the fire for at least 3 minutes after the pilot flame has been extinguished either intentionally or unintentionally.

2.1.3 Lighting Procedure (Total Control)

1. Ensure that gas is available at the valve and the ON/OFF switch in the ON position (–). (See **Figure 8**).
2. Simultaneously press and hold the ● (red circle) and 🔥 (large flame) buttons until a short acoustic signal confirms the start sequence has begun, then release the buttons (see **Figure 9**).
3. Continuing signals confirm the ignition is in process. **Once the pilot is lit the gas rate adjusting knob automatically turns to high gas rate.** The main burner cross-lights from the pilot.
4. To adjust the gas rate to desired setting press the 🔥 (large flame) to increase the flame height or 🔥 (small flame) to decrease the flame height on the handset (see **Figure 9**).
5. For fine adjustment tap the 🔥 or 🔥 buttons.
6. To leave the burner in the **standby mode** press the 🔥 (small flame) until the main burner goes out. In the standby mode the pilot stays alight.
7. To **turn off** the main burner and the pilot press the 'OFF' button on the hand set.

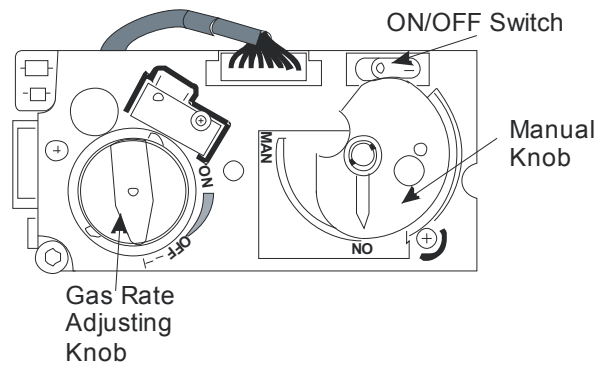


Figure 8 – Total Control Gas Valve

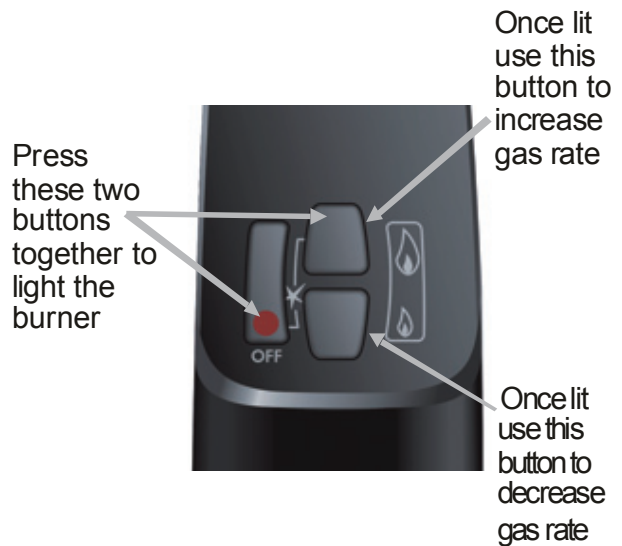


Figure 9 – Total Control Handset



WARNING: Ensure that the fire is operated only whilst present in the room where it is fitted.

2.1.4 Manual Operation (Total Control)

In emergency the appliance can be operated manually as follows:

1. Turn the Gas Rate Adjusting knob fully clockwise to the **OFF** position. A clicking sound will be audible, but this is perfectly alright.
2. Turn the Manual knob clockwise to **MAN** position (see **Figure 10**).
3. Ensure that the ON/OFF switch is in the **ON (-)** position.
4. Using a rigid slender object (like a screwdriver) depress the pilot valve operator through the large hole in the knob (see **Figure 11**) and light the pilot using a match or lighted taper.
5. Keep the valve operator depressed for a further 10 seconds and slowly release. The pilot should stay alight. Repeat step 4 if necessary.
6. Turn the Manual knob anticlockwise to the **ON** position.
7. Turn the Gas Rate adjusting knob anticlockwise to the **ON** position to turn the main burner on. Adjust this knob to obtain the desired gas rate between maximum and minimum.
8. To turn the main burner off, but leaving the pilot on, turn the Gas Rate adjusting knob fully clockwise past the **OFF** position.
9. To turn the pilot off place the **ON/OFF** switch to **OFF (O)** position.

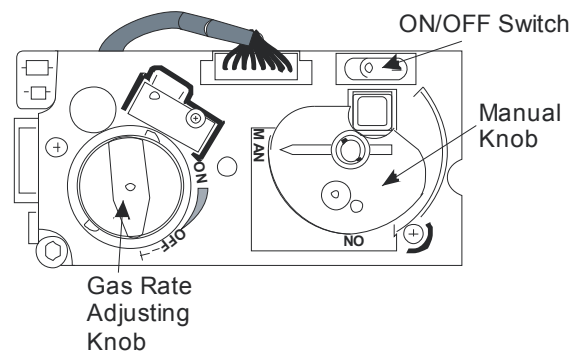


Figure 10

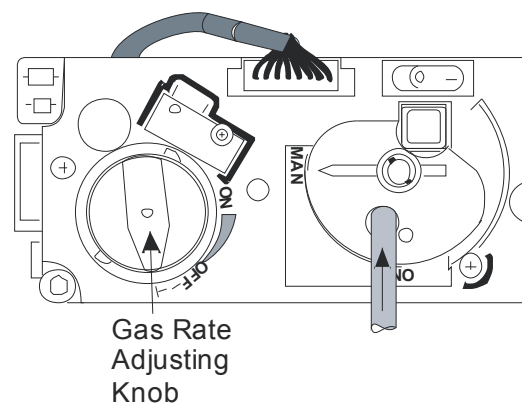


Figure 11



NOTE: No attempt should be made to relight the fire for at least 3 minutes after the pilot flame has been extinguished either intentionally or unintentionally.

2.2 Battery Replacement (Remote Control and Total Control)

Handset

1. On the reverse of the handset remove the battery cover by pressing down at the top of the cover and sliding down.
2. Remove and unclip the old battery and replace with a new PP3 9V battery.
3. Replace the cover.



Figure 12

Receiver Unit

1. Remove the receiver unit from under the fire burner (or from wherever positioned if mounted remotely) and remove the battery compartment cover (see **Figure 13**).
2. Replace the old batteries with new ones, ensuring they are inserted in the correct polarity.
3. Replace the cover on the receiver unit, ensuring that it is securely closed.
4. Return the receiver unit to its original mounting position.



Figure 13



CAUTION: With the exception of battery replacement, the battery holder must be located within the heat shield at all times.

2.3 Fuel Effect Layout

You fire has been supplied with either Coal or Pebble effect. Please refer to the relevant section for instructions on how to arrange the imitation fuels.

Fuel Effect	Tray Type	Refer to
Coal Effect	Natural Gas & LPG (Propane)	Section 2.4
Coal Effect	Natural Gas or LPG without Aeration tubes	Section 2.5
Pebble Effect	Natural Gas	Section 2.6

It is recommended that the imitation fuel be left alone once the desired flame pattern has been achieved. **Constant moving of the imitation fuel will cause the fuel to disintegrate and/or cause discolouration.**



RCF Advice:

This product may use Components (Coals, Pebbles & Ceramic backs) containing Refractory Ceramic Fibres (RCF), which are man-made vitreous silicate fibres. Excessive exposure to this material may cause irritation to eyes, skin and respiratory tract.

Therefore during installation and servicing we recommend that you use a HEPA filtered vacuum to remove any dust and soot accumulated in and around the fire before and after working on the fire, to ensure that the release of fibres from these RCF articles is kept to a minimum.

We recommend that you should follow the normal hygiene rules of not smoking, eating or drinking in the work area.

When replacing Components containing Refractory Ceramic Fibres (RCF), we recommend that the replaced items are not broken up, but are sealed within heavy duty polythene bags, and clearly labelled as RCF waste. RCF waste may be disposed of in suitably licensed landfill sites.



WARNING: Do not touch the fire when it is alight. The fire will remain very hot for a while after extinguishing.



Some sooting on the pebbles may be observed. This is perfectly normal. Periodically operating the Fire at various rates will burn this soot away. If excessive sooting is observed, this is an indication that the pebbles are laid incorrectly – please refer to instructions.

2.4 Coal Effect Layout



NOTE: Due to the nature of the product, the Burner Tray shape and therefore the coal layouts will vary. Therefore the following examples demonstrate the principles of the fuel layouts that should be followed and should not be regarded as literal.

This fire is supplied with different sizes of ceramic coal, with the quantity supplied being dependant upon the size of the burner.

Proceed with the coal layout as follows: -

1. With reference to **Figure 14**, **Figure 16** or **Figure 18** unpack the **small square coals** and place them along/around the burner tray leaving equal spaces between them, taking care not to cover any gas ports.
2. Unpack the **aeration tubes**, and place them on the shaded parts of the burner board.
3. Unpack and carefully place the **medium square coals** (if supplied) around the perimeter of the burner tray so that they are touching each other. Ensure that the first coal on each side is set back a minimum of 50mm (2") and that no slots or gas port holes are covered. There may be more **medium square coals** than required. In this instance use only sufficient coals to go around the perimeter as indicated.
4. Unpack the **random coals** and proceed to bridge them across the aeration tubes and previously laid fuel. Start by bridging from the front row back onto the aeration tubes, then across the aeration tubes, then from the aeration tubes out to the outside layer of previously laid coal. This will create the second layer of coals.



NOTE: No part of this second layer should come into direct contact with the burner board.

5. The remaining coals may now be placed at random to form a third layer.

Packing the coals too tightly together will result in a poor flame picture. The best results come from a 'loose' fuel build.

Do not place any coals immediately over the pilot assembly.

After the appliance has been allowed to warm up, small adjustments (using a small pair of tongs) may be made to the top layer to achieve the desired flame picture.

It is recommended that the coals be left alone once the desired flame picture has been achieved. **Constant moving of the coals causes the coals to disintegrate and/or cause discolouration.**



WARNING: Do not touch the fire when it is alight. The fire will remain very hot for a while after extinguishing.

2.4.1 Example Coal Effect Layouts

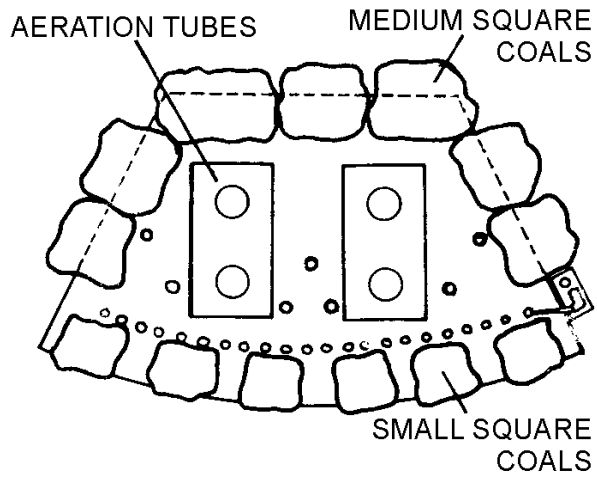


Figure 14 - Bowed Tray - Coals Layer 1

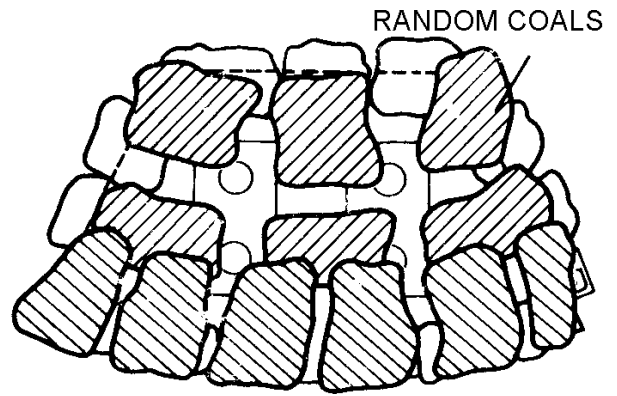


Figure 15 - Bowed Tray - Coals Layer 2

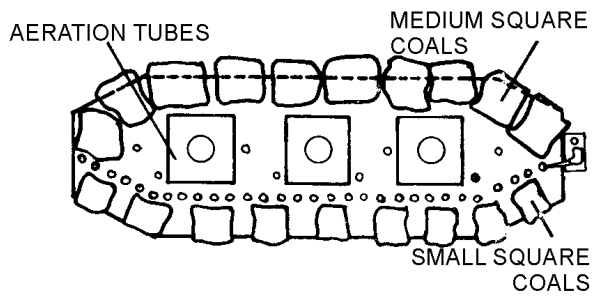


Figure 16 - Oval Tray - Coals Layer 1

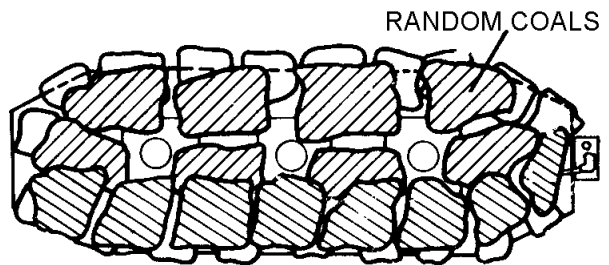


Figure 17 - Bowed Tray - Coals Layer 2

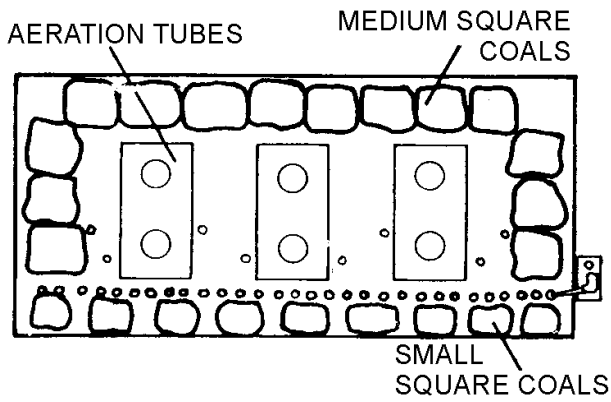


Figure 18 - Rectangular Tray - Coals Layer 1

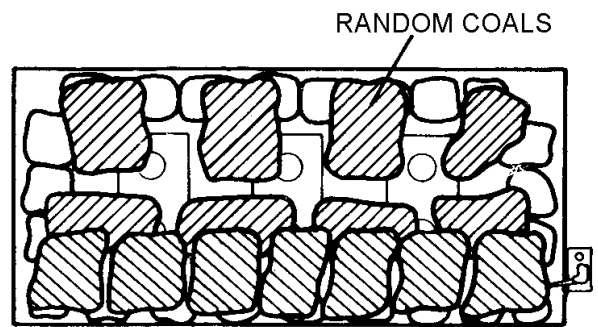


Figure 19 - Rectangular Tray - Coals Layer 2

2.5 Coal Effect Layout (Models Supplied without Aeration Tubes)

For when the depth of the fire tray is not sufficient to allow use of aeration tubes



NOTE: Due to the nature of the product, the Burner Tray shape and therefore the coal layouts will vary. Therefore the following examples demonstrate the **principles** of the fuel layouts that should be followed and should not be regarded as literal.

1. Start by placing the first layer of coals (small square and medium square) as shown in **Figure 20** ensuring that no gas ports or the cross lighting slot are obstructed.

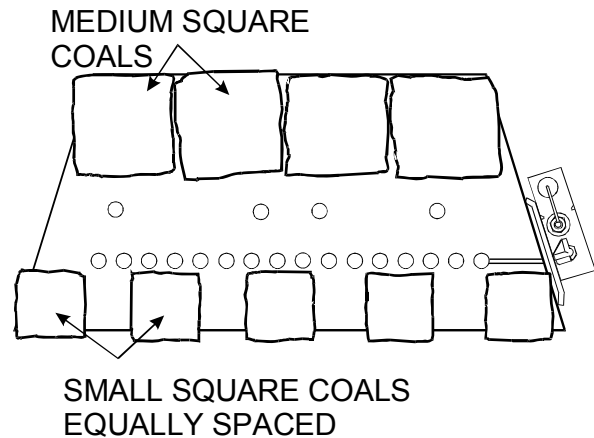


Figure 20

2. Next place the **random coals** over the previously laid coals, as shown in **Figure 21**, ensuring that they are stable in position.

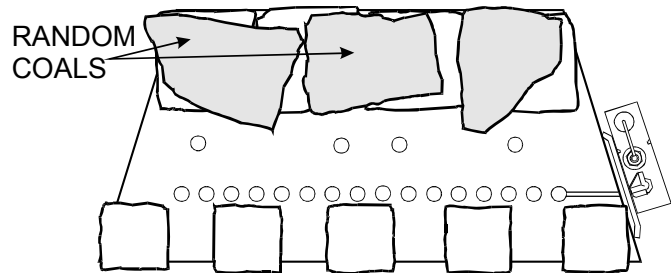


Figure 21

3. Now place more **random coals** bridging from the front, as shown in **Figure 22**.

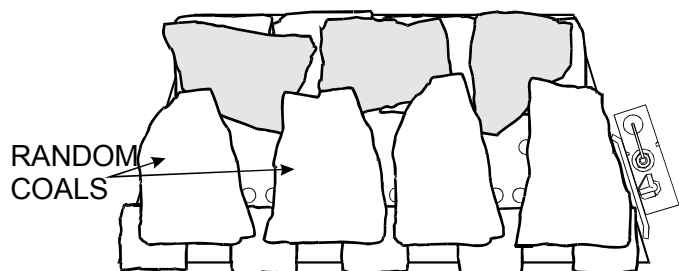


Figure 22

4. The remaining **random coals** may be placed across to form a third layer, closing up any large remaining gaps. Do not use any more coals than are necessary to achieve the desired flame picture.



NOTE: Due to the nature of the product, the gas port configurations will vary from those shown.

2.6 Pebble Effect Layout (Natural Gas)



NOTE: As the Burner Tray shape and therefore the pebble layouts may vary, ensure that the principles of the layouts below are followed.

The Burley Magiglo Custom fires come supplied with aeration tubes and different sizes of pebbles which are grouped and packed separately. The quantity supplied of each is dependent upon the size of the burner. Each size and shape of pebble is marked with a letter on its underside to make identification and layout easier.

NOTE: When laying pebbles on the fire, ensure that they are stable in position and that the flat faces (with marked lettering) facing down or into the fire. A stable pebble build may be achieved by manipulating the pebbles around. The Pebble set supplied with the fire may contain more pebbles than necessary. Only use sufficient pebbles to create the three layers described below and store away any extra pebbles for use as replacements.

CLASSIFICATION OF PEBBLES

The Custom fire is supplied with all or some of the types of pebbles listed below:-

Large Pebbles	Comprises of pebbles marked with letters A, B and K. These are mainly used as the second layer (above aeration tubes) and rear third layer.
Medium Pebbles	Comprises of pebbles marked with letters C, D and F. Used on top of large pebbles for bridging across gaps. Also used in a row in front of the fire.
Small Pebbles	These are small pebbles marked with letter G and used on small trays or covering up gaps on top layer.
Flat Pebbles	Marked with letter H and used on sides (and rear if necessary) of trays as part of the first layer.
Front Pebbles	Comprises of pebbles marked with letters E and J and mainly used in front of the row of ports on the fire tray.
Aeration Tubes	These are 'U' shaped tubes supplied in full or half sizes. They are used as the first layer and placed on the tray with their parallel sides facing up.

PROCEDURE

1. Unpack the bag of Aeration tubes and position them on the tray as shown in figures of Pebble Laying Examples. Ensure that the front row of port holes are left clear. Some of the scattered ports behind the front row may get blocked but this is not detrimental to the performance of the fire.
2. Unpack the bag containing Flat pebbles (marked H) and position them on the two sides of the tray as shown in the figures.
3. Unpack the bag of front pebbles (marked E or J) and place them spaced equally along the front of the tray ensuring that none of the port holes or cross lighting slots get blocked. Steps 1 to 3 forms the first layer on the tray.
4. Unpack the bag containing Large pebbles (marked A, B and K) and place them over the aeration tubes and pebbles H as shown in figures showing Second Layer. Use pebbles K

mainly in the centre of the tray while using pebbles A and B around the sides and back of the tray.

5. Place the remaining A and B pebbles at the rear of the tray on top of the pebbles laid in step 4 (see figures indicating 'Front and Third Layer').
6. Unpack the bag of Medium pebbles (marked C, D and F) and proceed to bridge them across pebbles E and leaning them back onto the front row of Large pebbles ensuring little gaps are left between pebbles. This forms the front layer (see figure indicating 'Front and Third Layer').
7. Use the remaining C, D and F pebbles to bridge between pebbles laid in step 4 and step 5 (see figure indicating 'Top Layer'). This layer will fill up large gaps between pebbles. **DO NOT LAY ANY MORE PEBBLES ABOVE THIS LAYER.**
8. Unpack the bag of Small Pebbles (marked G), if supplied, and place them randomly on top to cover up any large gaps as in/or instead of step 7 above.
9. Small adjustments may be made to alter the flame picture if desired after the fire has been turned on. A small pair of tongs should be used for this.
10. It is recommended that the pebbles be left alone once the desired flame pattern has been achieved. **Constant moving of the pebbles causes the pebbles to disintegrate and/or cause discolouration.**

NOTE: Pebbles must not be placed directly on the pilot assembly, however pebbles may be placed suspended above the pilot assembly (on inset pilots).



WARNING: Do not touch the fire when it is alight. The fire will remain very hot for a while after extinguishing.



This product may use Components (Coals, Pebbles & Ceramic backs) containing Refractory Ceramic Fibres (RCF), which are man-made vitreous silicate fibres. Excessive exposure to this material may cause irritation to eyes, skin and respiratory tract.

Therefore during installation and servicing we recommend that you use a HEPA filtered vacuum to remove any dust and soot accumulated in and around the fire before and after working on the fire, to ensure that the release of fibres from these RCF articles is kept to a minimum.

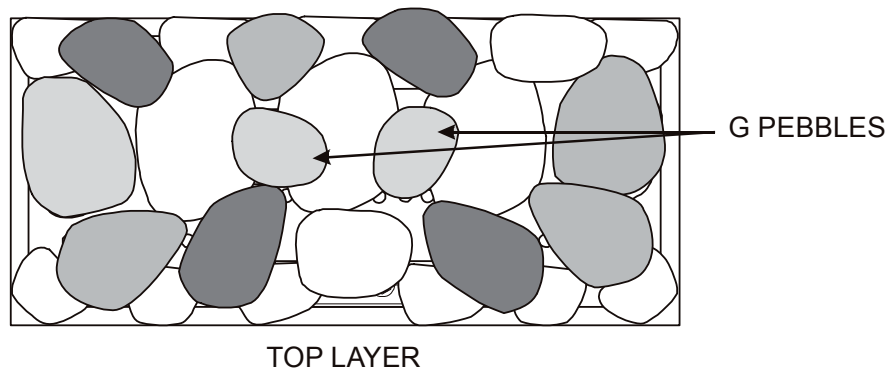
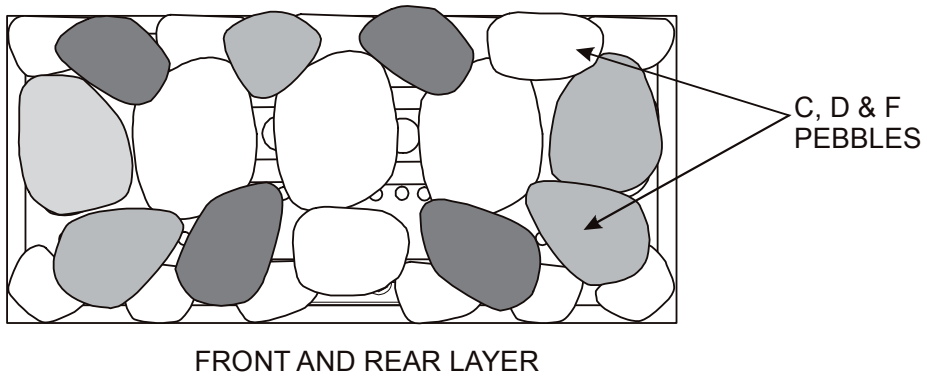
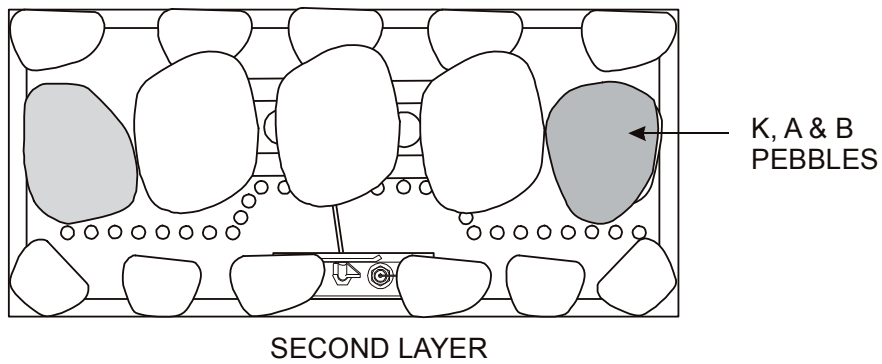
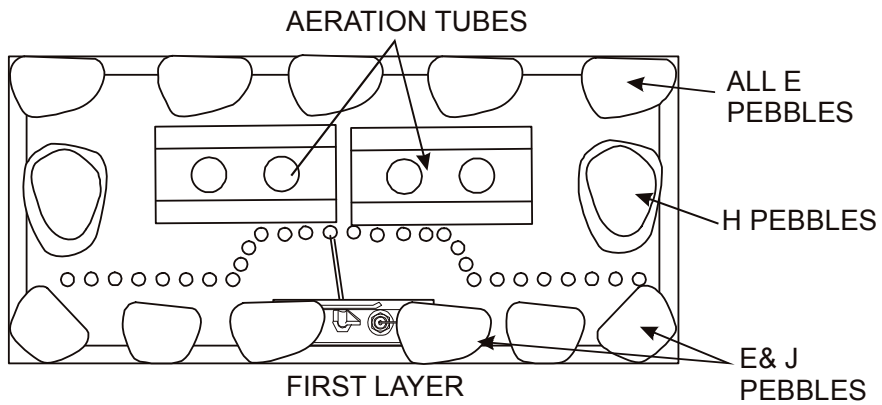
We recommend that you should follow the normal hygiene rules of not smoking, eating or drinking in the work area.

When replacing Components containing Refractory Ceramic Fibres (RCF), we recommend that the replaced items are not broken up, but are sealed within heavy duty polythene bags, and clearly labelled as RCF waste. RCF waste may be disposed of in suitably licensed landfill sites.

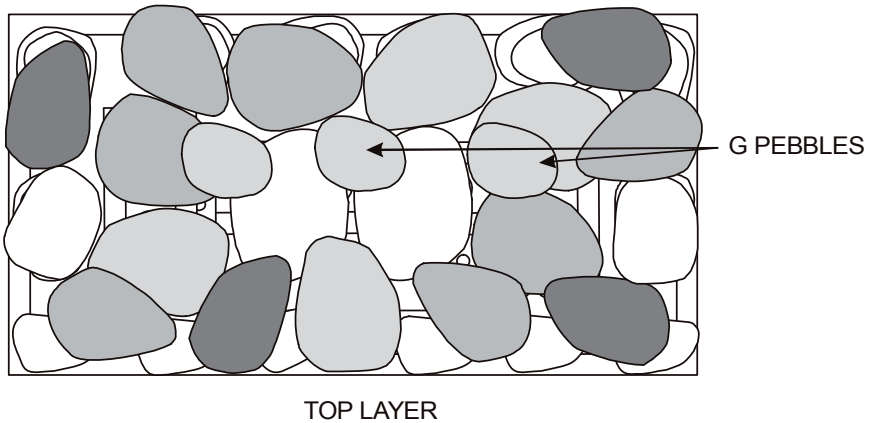
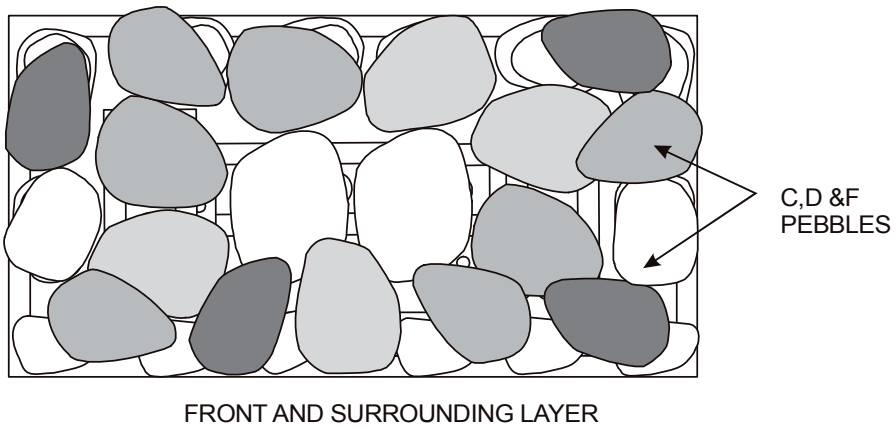
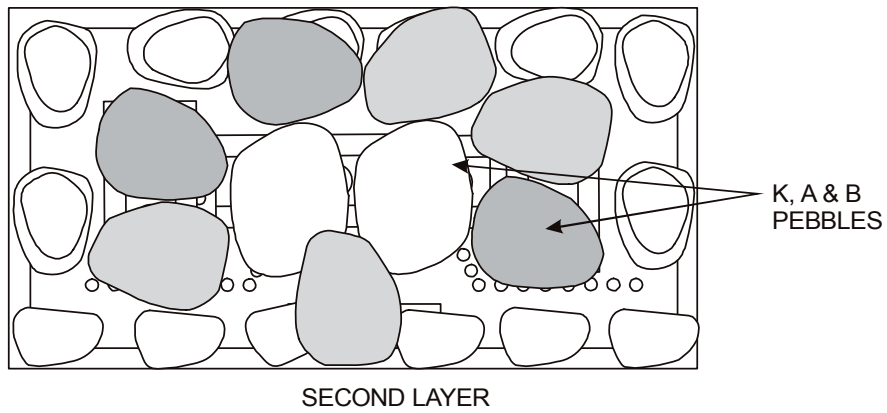
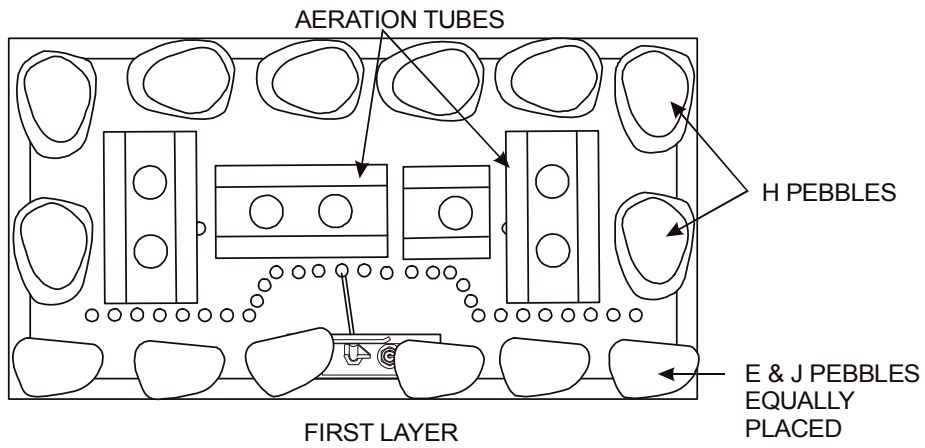


Some sooting on the pebbles may be observed. This is perfectly normal. Periodically operating the Fire at various rates will burn this soot away. If excessive sooting is observed, this is an indication that the pebbles are laid incorrectly – please refer to instructions.

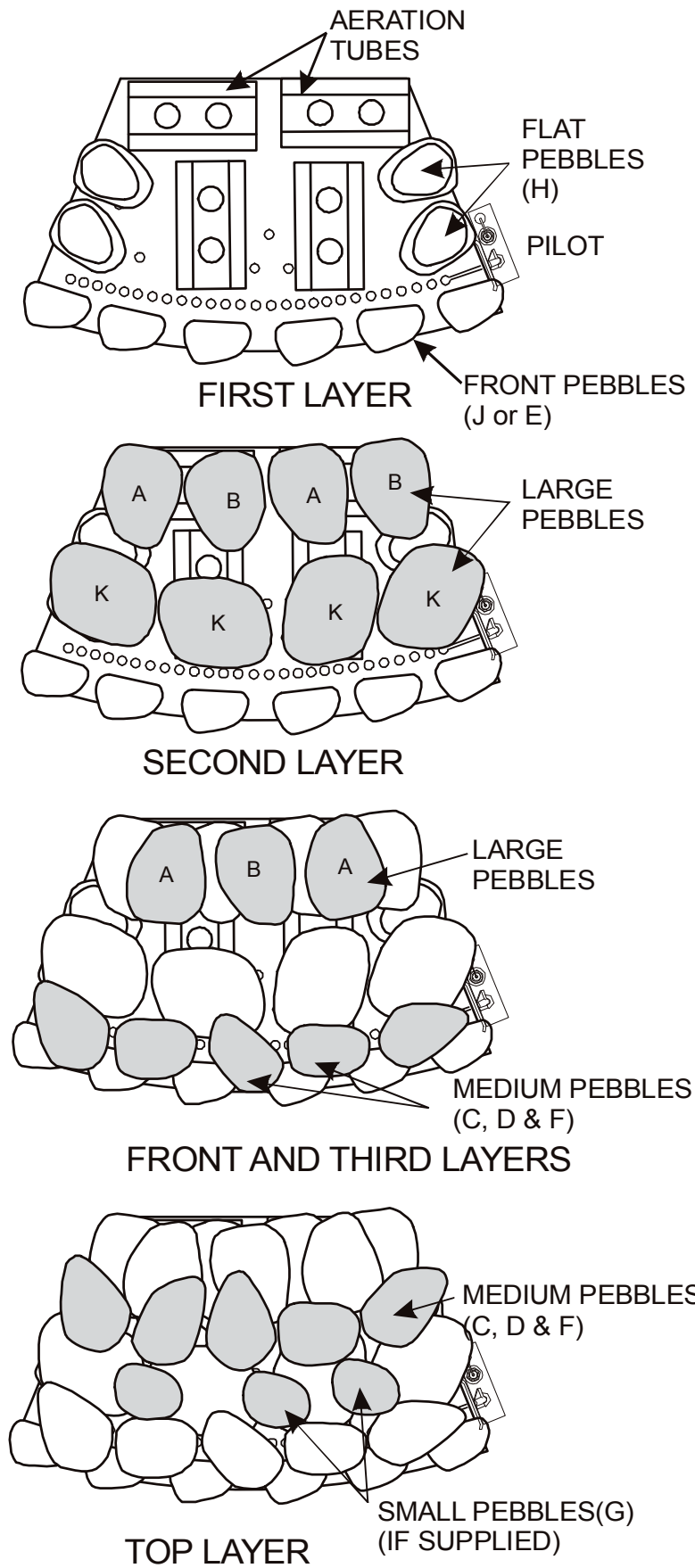
Typical Pebble Layout for Small Custom 16 Tray



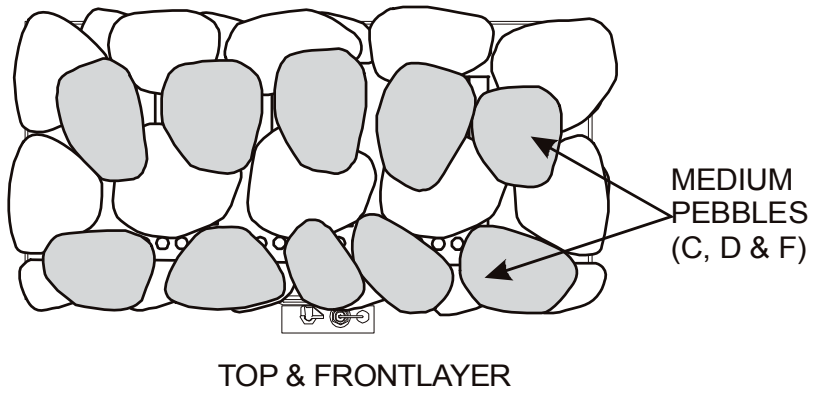
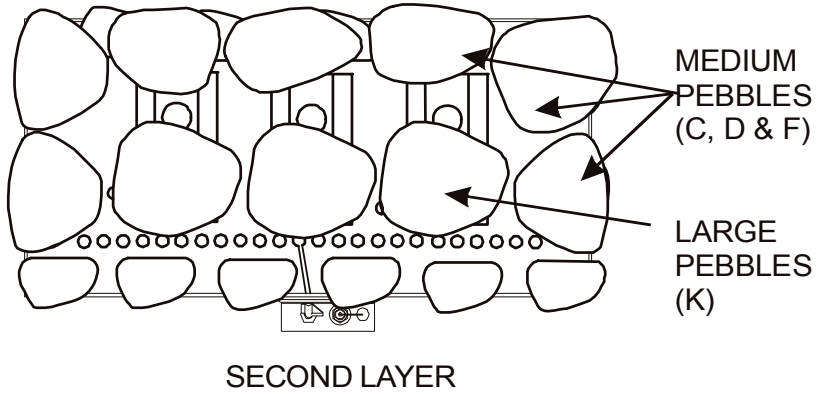
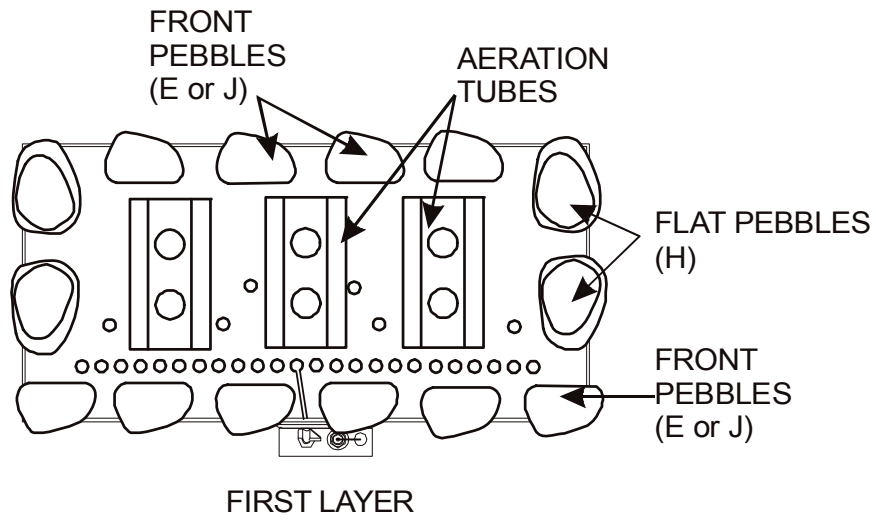
Typical Pebble Layout for Shallow Custom 16 and Custom 18 Trays



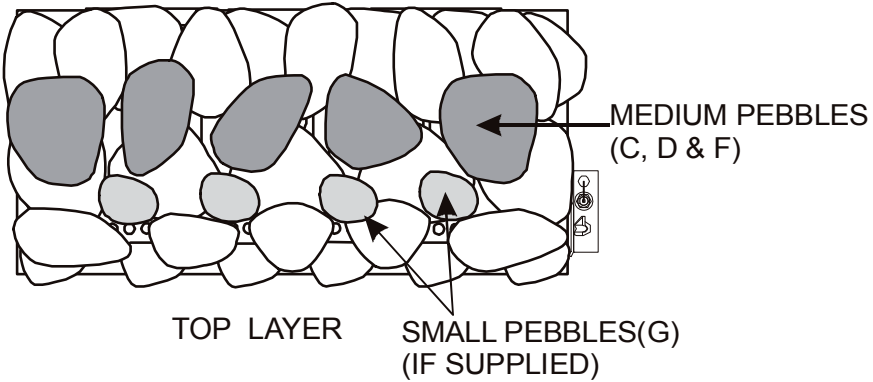
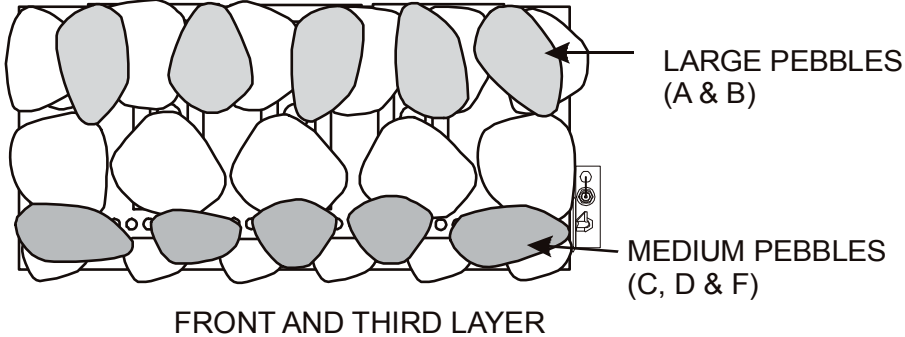
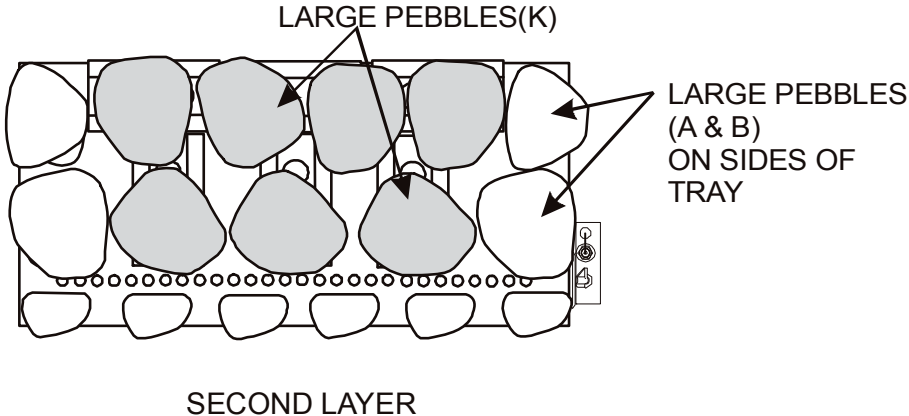
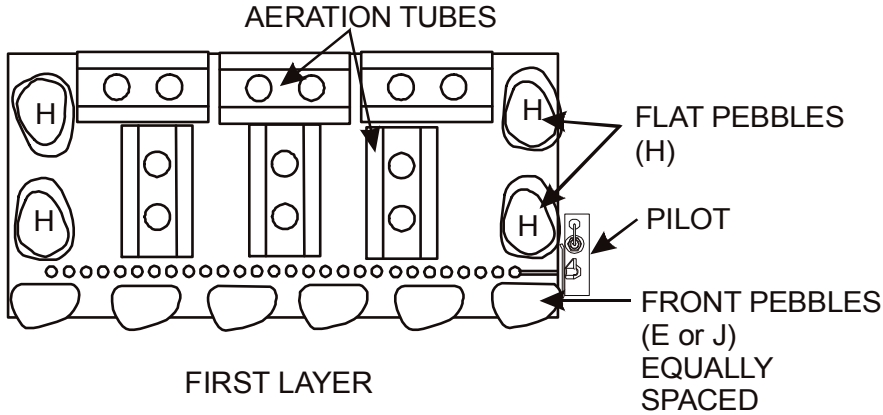
Typical Pebble Layout for Bow Shaped Custom 16 or Custom 18 Trays



Typical Pebble Layout for Custom 16 or Small Custom 18



Typical Pebble Layout for Custom 18



2.7 Home Improvements



WARNING: If after installation of this fire any home improvements (e.g. double glazing, secondary double glazing, draught proofing, fitting extractor fans, etc.) are carried out to the property it is essential to carry out a spillage test on the fire to ensure that the flue is still operating satisfactorily.



NOTICE: Discolouration of wall surfaces

Any appliances generating heat will create warm air convection currents that will transfer heat to any wall surface against which they are located.

Some soft furnishings (including blown vinyl wallpapers) may not be suitable for use where they are likely to encounter temperatures above the normal room level. For this reason, the manufacturer's advice should be sought before using this type of wall covering adjacent to any heating appliance.

The likelihood of wall staining caused from convected air currents will be increased in areas where high levels of tobacco smoke or other contaminants exist.

2.8. Cleaning Instructions



CAUTION: Ensure that the appliance is off (including the pilot light) and has completely cooled (off for at least 2 hours) before carrying out any cleaning or maintenance.



RCF Advice:

This product may use Components (Coals, Pebbles & Ceramic backs) containing Refractory Ceramic Fibres (RCF), which are man-made vitreous silicate fibres. Excessive exposure to this material may cause irritation to eyes, skin and respiratory tract.

Therefore during installation and servicing we recommend that you use a HEPA filtered vacuum to remove any dust and soot accumulated in and around the fire before and after working on the fire, to ensure that the release of fibres from these RCF articles is kept to a minimum.

We recommend that you should follow the normal hygiene rules of not smoking, eating or drinking in the work area.

When replacing Components containing Refractory Ceramic Fibres (RCF), we recommend that the replaced items are not broken up, but are sealed within heavy duty polythene bags, and clearly labelled as RCF waste. RCF waste may be disposed of in suitably licensed landfill sites.

2.8.1 Cleaning the Fire-Bed and the Imitation Coals/Pebbles

1. If excessive debris is observed on the imitation fuels or fire-bed, this must be removed before further using the fire.
2. Carefully remove all the imitation fuel from the fire-bed. Any soot or debris on the fuel can be gently brushed away with a soft brush - DO NOT use a vacuum cleaner.
3. Use a low powered HEPA filtered vacuum cleaner with a small nozzle to clean the burner board by gently sweeping the nozzle above the surface of the board. Clean the ports (small holes on the board) in a similar fashion.
4. Relay the imitation fuel after cleaning in accordance with the layout instructions in this booklet.
5. When satisfactory flame appearance has been achieved after positioning the coals, they should not be moved unnecessarily. **Constant moving of the imitation fuels will damage and/or cause discolouration.**

2.8.1. Cleaning the Pilot

The oxygen depletion sensing pilot fitted to your Burley Magiglo fire is a highly reliable safety device which causes the fire to shut down in the unlikely event of a reduction of oxygen in the room where the fire is fitted.

After a period of time, it is possible for lint (carpet fluff, pet hair, dust, etc.) to build up on the lint guard assembly (see diagram) causing some of the following symptoms:

1. The pilot does not light readily.
2. Yellow flame on pilot burner.
3. Fire shuts down unexpectedly.
4. The pilot does not stay alight after releasing the control lever.

If any of the above symptoms show, follow the instructions below for removing the offending blockage:

1. Using a pair of tweezers (if available) or a piece of fine soft wire, pick out the lint from the lint guard.
2. With the aid of a small nozzle attachment on your vacuum cleaner, apply suction at the lint guard on the pilot. Very carefully, do the same on the pilot head.

If, after carrying out the above procedure, there is no improvement to the performance of the fire, seek expert help.

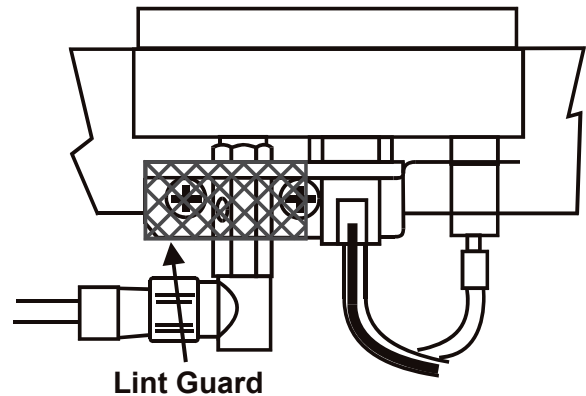


Figure 23

3. INSTALLATION INSTRUCTIONS

Before installation, ensure that the local distribution conditions (identification of the type of gas and pressure) and the adjustment of the appliance are compatible)

3.1. General Safety Requirements



Before commencing installation, ensure that the intended installation will comply with details in General Information on Page 2.

3.2 Flue Requirements

The following information sets out the flue requirements for all Custom 16 and 18 Models, However, should the model being installed is Custom 16 or 16L with an input of 6.9 kW then the flue requirements that are set out in **SECTION 0 to 0** may be applicable.

3.2.1. Masonry Flue

1. The flue must have a minimum cross sectional area equivalent to 175mm (7") diameter, and a minimum height of 3 metres (10ft). Larger fireplace openings will require either a larger flue diameter or increased flue height. For installation in GB, please refer to BS 5871 Part 3 for further information. For installation in IE, refer to the current edition of I.S.813 "Domestic Gas Installations".
2. A faulty flue or chimney may result in smoke and fumes entering the room.
3. The flue should be sound, free from obstructions and, if it has previously been used with a solid fuel or oil fired appliance, it should be swept before installing this gas fire. The flue must be inspected annually to ensure continued clearance of combustion products.
4. Any flue damper plates or obstructions etc. must be removed and no restrictor plates shall be fitted. Where removal is not practical, the damper plate/restrictor must be fixed permanently in the fully open position.
5. Any "stove style" grate must be designed and capable of being operated with the doors (if any) fully open. These doors are to be permanently fixed in a fully open position. Any dampers should be removed or permanently fixed in the fully open position. No flue restrictors should be fitted. The stove style grate should be connected directly to a flue meeting the requirements above. The soundness/integrity of the unit should then be inspected/tested for safe operation.



Note: To comply with the expression "permanently fixed in the open position", a mechanical fixing that prevents user intervention should be used e.g. requires the use of tools for removal.

6. It is recommended that a smoke test be carried out before installation to ensure that there is no spillage of fumes into the room. If spillage occurs this problem must be rectified before commencing installation.
7. The flue must serve only one appliance.

8. If any terminals, cowls or chimney pots are fitted on the flue, ensure that they are suitable use with a decorative gas fire and do not restrict the cross sectional area of the flue. Please consult the manufacturer of the terminal/cowl/chimney pot for guidance.

3.2.2. Installation of Burley Magiglo Custom 16 and L16 into a 125mm (5") Class 2 Metal Flue system

The Burley Magiglo Custom 16 and L16 (6.9kW Models only) may be installed into a flue system where the minimum dimension of the flue is 125mm (5"), provided that the following criteria are met:

- The installation is carried out following the current British standards (or equivalent):

BS5871:pt3	Installation of Decorative Gas Fires
BS5440:pt1 and 2	Installation of flues and ventilation
IGE/UP/7	IGE document for gas installations in Timber Frame Buildings (Available from Gas Safe or Institute of Gas Engineers)
- The flue must have a minimum equivalent height of 3 metres (10ft).
- All flue materials should comply with the requirements of BS EN 1856 - Chimneys - Requirements for metal chimneys - System chimney products.
- Any metal flue box must comply with BS715 and have minimum dimensions as shown in Figure 25. There must be a minimum of 50mm clearance from any combustible material; alternatively the box may be insulated with 25mm Rockwool or equivalent. The top of the box must be insulated with 25mm Rockwool or equivalent.



Where minimum and maximum dimensions are shown, these must be adhered to. These are examples only, and may not accurately represent your particular installation.

On completion, the installation must be thoroughly tested for spillage using a smoke match as detailed in the Commissioning section of the Installation instructions.

3.2.3. Installation Example using Metal Flue Box (Custom 16 & L16, 6.9kW Models Only)

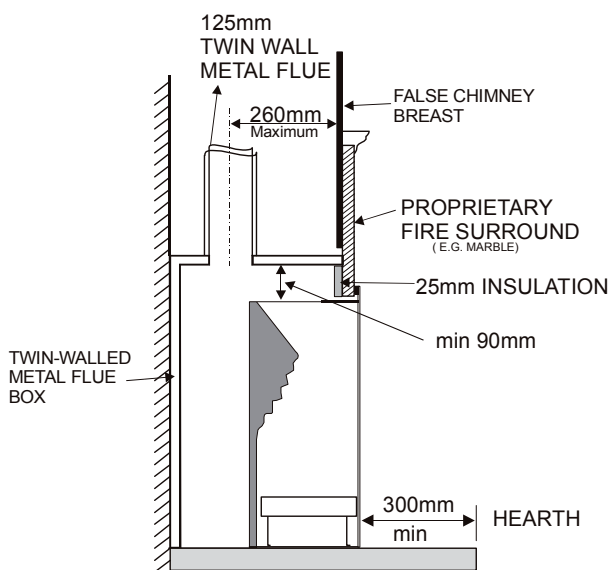


Figure 24

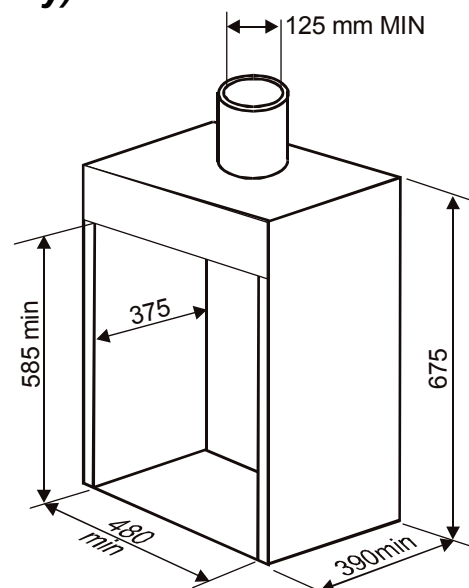
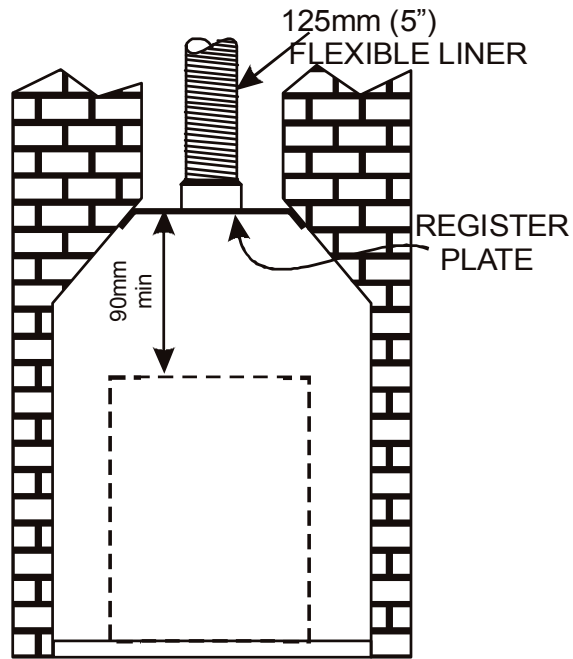


Figure 25 – Minimum Dimensions of Metal Flue Box

3.2.4. Installation Example using Existing Building Opening (Custom 16 & L16, 6.9kW Models Only)



SECTION THROUGH
MASONRY CHIMNEY
Figure 26

3.2.5. Installation Example using Existing Milner (Clay) Fireback (Custom 16 & L16, 6.9kW Models Only)

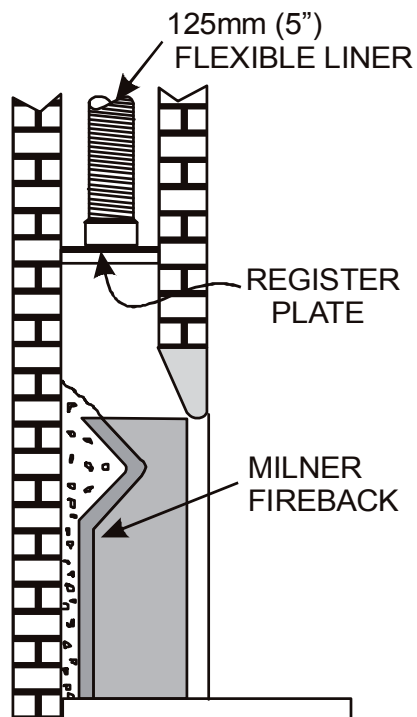


Figure 27

3.3 Technical Data

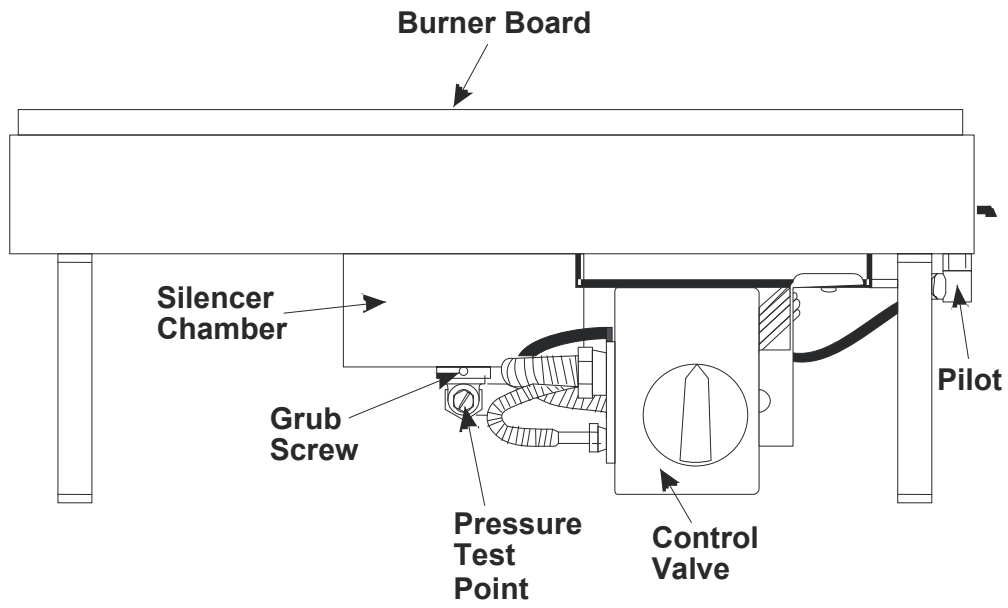
Natural Gas Models

	Up to 14.5" Burner Width	14.5" to 18" Burner Width
Nominal maximum heat input	6.9 kW (gross)	8.25kW (gross)
Setting pressure (Cold)	5.6 mbar \pm 0.2 mbar	7.4 mbar \pm 0.2 mbar
Minimum heat Input	4.0 kW (gross)	4.0 kW (gross)
Minimum setting pressure	1.9 mbar \pm 0.2 mbar	1.9 mbar \pm 0.2 mbar
Gas	G20 (Natural Gas)	G20 (Natural Gas)
Injector Size	104	104
Gas inlet connection	8mm	8mm
Control valve	BM/Mertik GV Series	BM/Mertik GV Series
Pilot	SIT OxyPilot	SIT OxyPilot
Weight	3.0kg	4.5kg

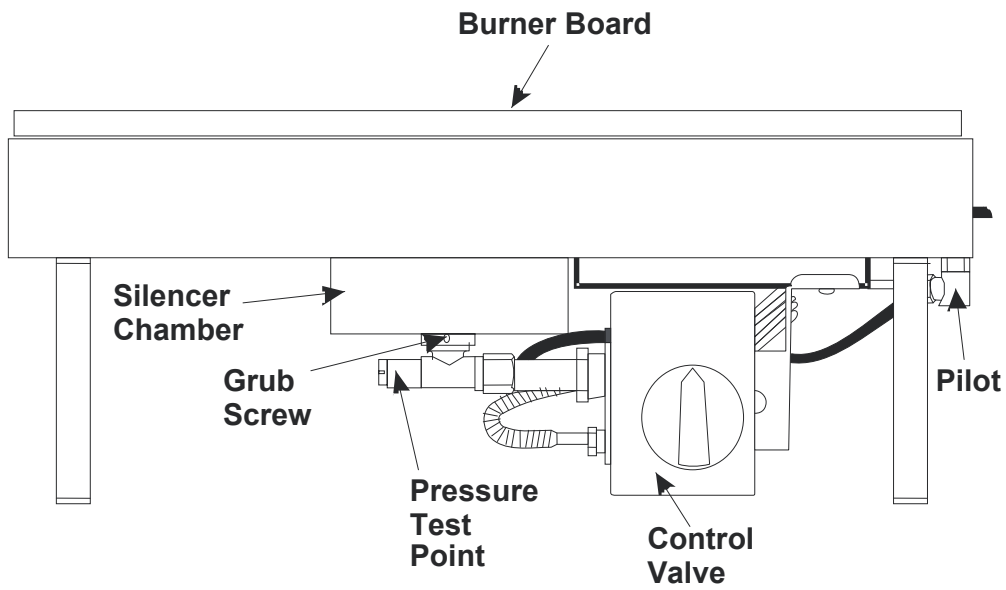
LPG Models

	Up to 14.5" Burner Width	14.5" to 18" Burner Width
Nominal maximum heat input	6.9 kW (gross)	9.0kW (gross)
Setting pressure (Cold)	28 mbar \pm 1.0 mbar	30 mbar \pm 1.0 mbar
Minimum heat Input	4.0 kW (gross)	4.0 kW (gross)
Minimum setting pressure	10 mbar \pm 1.0 mbar	6 mbar \pm 1.0 mbar
Gas	G31 (LPG)	G31 (LPG)
Injector Size	CAT16 220	63
Gas inlet connection	8mm	8mm
Control valve	BM/Mertik GV Series	BM/Mertik GV Series
Pilot	SIT OxyPilot	SIT OxyPilot
Weight	3.0kg	4.5kg

3.4. Burner Tray Layouts



Example of LPG Model with BM Valve



Example of Natural Gas Model with BM Valve

Figure 28 – Burner Tray Layouts

3.5. Appliance Location

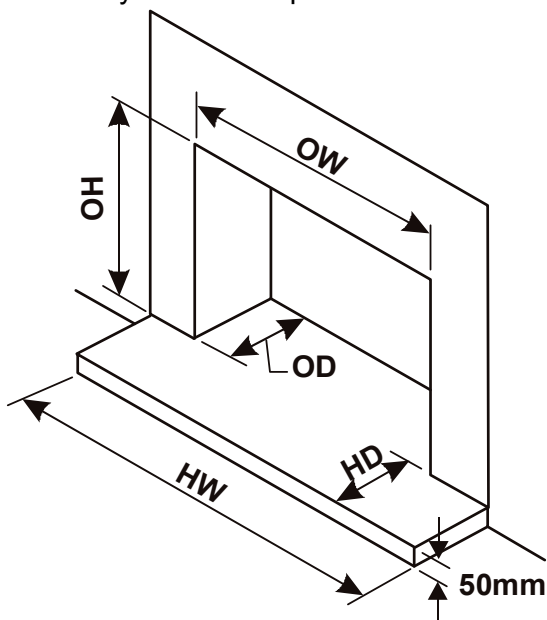
The fire must be fitted on a flat non-combustible base. In addition a non-combustible hearth or physical barrier with minimum dimensions shown in figures below should be provided in front of the fireplace opening where relevant.

However, with hole in the wall fire installations, where it may be desirable not to include a hearth with the appliance installation, Building Regulation Approved Document J paragraph 3.40 currently states:-

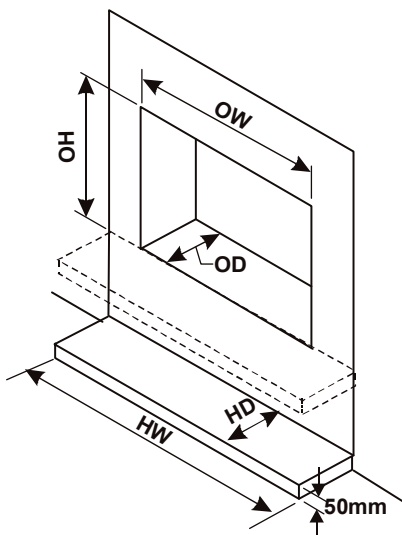
Appliance should be placed on hearths unless:

- a) they are installed so that every part of any flame or incandescent material will be at least 225mm above the floor; or
- b) the manufacturer's instructions state that a hearth is not required.

Burley Magiglo would recommend that a hearth or physical barrier be installed with this appliance. However, should you decide not to follow our recommendation and do not fit a hearth or subsequently decide to remove the hearth / physical barrier, then consideration as to the safety of the occupants of the room should be given.



	Custom 16 or 18
OH	For use in calculating flue diameter
OW	At least 50mm either side of fireplace furniture
OD	Sufficient to fully accommodate depth of fireplace furniture
HW	Must project a minimum of 150mm either side of any naked flame or incandescent material
HD	Must project a minimum of 300mm in front of any naked flame or incandescent material



3.5.1. Floor Level and Raised Fireplace Openings



Hearth Construction: The hearth material must be non-combustible and a minimum of 12mm thick, when laid on the floor. Either a 50mm upstand above the finished floor level must be created or a fixed fender must be used.

3.5.2. Independent canopy

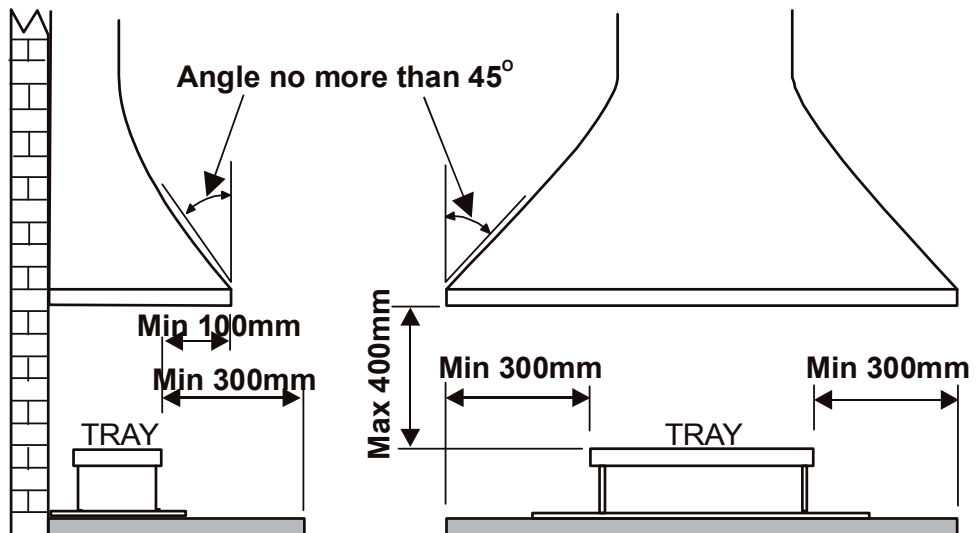


Figure 29

3.6. Ventilation

For models with heat inputs not exceeding 6.9kW additional ventilation is not normally required in the room that the fire is fitted. However, if spillage is detected during spillage test additional ventilation may be required. In GB reference should be made to BS 5871:Part 3, and in IE, reference should be made to the current edition of I.S.813 which makes clear the conditions that must be met to demonstrate that sufficient ventilation is available.

Models with heat inputs in excess of 6.9kW require a minimum of 100cm² ventilation in the room where the fire is installed when installed in Great Britain (GB) and in IE, reference should be made to the current edition of I.S.813 which makes clear the conditions that must be met to demonstrate that sufficient ventilation is available.

If provided, any purpose provided ventilation must be checked periodically to ensure it is free from obstructions.

When fitting the fire in Northern Ireland (NI), purpose provided ventilation must be provided in accordance with the rules in force.

In other EC countries equivalent rules in force must be used.

3.7. Contents Checklist

Before proceeding with installation of the fire check the contents as follows:

Basic Kit (Applicable to all control options)

Quantity	Item
1	Gas Fire
1	Imitation Coal or Pebble Set
1	Isolating valve

Additional Items for Remote Control and Total Control Models

Quantity	Item
1	Remote Control Handset and Receiver
4	AA Batteries
1	PP3 (9V) Battery

Additional Items for Detached Control Models

Quantity	Item
1	Detached Control Pack

3.8. Installation Procedure



Before commencing installation, ensure that the intended installation will comply with details in **General Information** on **Page 2**.

Carefully unpack the contents of the carton and check them against the checklist given on the previous page.

Make sure that the fireplace opening is suitable for the installation of the fire and prepare the fireplace to suit the dimensional requirements given in **SECTIONS 0** and **0** (i.e. fitting the fire surround, the hearth, etc.).

1. For all models, place the burner centrally within the fireplace opening and position it as far back as possible.
2. For **Remote Control** and **Total Control Models** fit the heat shield in a suitable position.
3. No part of the burner tray should be allowed to project beyond the vertical plane of the fireplace opening.
4. Connect the gas supply to the inlet of the gas valve via the isolating valve supplied. Route the cable for the Optimum Control if applicable
5. For LPG models, the gas bottle must be fitted with a non-adjustable, low-pressure regulator 37mbar (GB).
6. Remove the transit tape.
7. For Manual Control models. Proceed to **Section 0**. For other control options, proceed to instructions from those in **Sections 0** to **0** as applicable.

3.8.1. Continuation of Installation - Remote Control Model

1. Unpack the box containing the Receiver and the Hand Set.
2. Fit four AA (1.5V) batteries into the receiver unit and the PP3 (9V) battery into the transmitter (hand set).
3. Feed the cable from the receiver unit heat shield to the spade terminals on the control valve, keeping the cable clear of the underside of the tray. The cable connectors must be matched to the appropriately sized spade connector.
4. Position the receiver under the heat shield as shown in **Figure 30**.
5. Test the operation of the drive motor using the hand set as per Users Instructions (**Section 0 - 2.1.2 Lighting Procedure (Remote Control)** on page 7).
6. Proceed to **Section 0** to commission the installation.

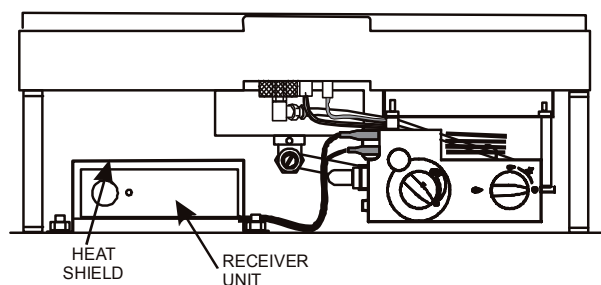


Figure 30

3.8.2. Continuation of Installation - Total Control Model

1. Unpack the box containing the Receiver and the Hand Set.
2. Fit four AA (1.5V) batteries into the receiver unit and the PP3 (9V) battery into the transmitter (hand set).
3. Feed the cables from the valve through the heat shield and connect to the receiver as shown in **Figure 31**, keeping the cables clear of the underside of the tray. Do not force the valve cable plug when inserting into the receiver – it only fits one way.
4. Position the receiver under the heat shield as shown in **Figure 30**.
5. Test the operation of the drive motor using the hand set as per Users Instructions (**Section 0 Lighting Procedure (Total Control)** on **Page 8**).

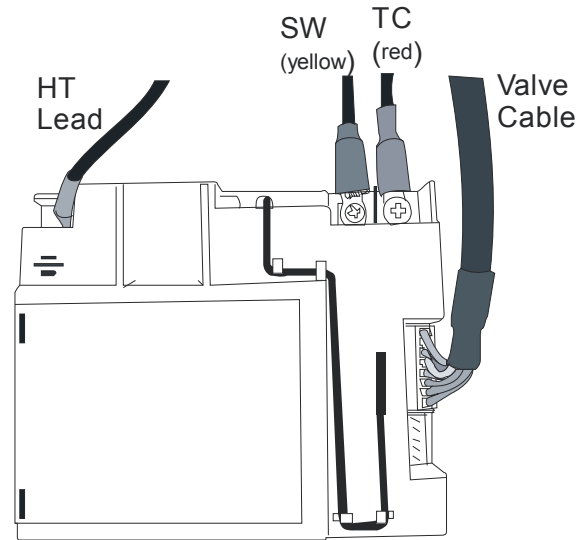


Figure 31

3.8.3. Continuation of Installation - Detached Control Model

1. Ensure that the gas pipes are routed such that they do not get accidentally damaged.
2. Do not add any other controls to the fire. Only use the controls supplied.
3. Ensure that the control valve is not fitted in areas where it is likely to get very hot and /or get accidentally damaged.
4. The control valve should be adequately protected to prevent young children playing with it.
5. As the length of the thermocouple lead is fixed, the remoteness of the control valve can be a maximum of 750mm (for Natural Gas) from the pilot if control is fitted in line and level to the pilot. This distance is a maximum of 400mm for LPG models.
9. Form the supplied tubing to the shape of the route taken and cut off any excess length if necessary.
10. Connect one end of the formed tubing to the injector elbow or tee on the underside of the burner tray with the nut and olive supplied, and the other end to the outlet of the control valve (located on top left hand of the valve) using the male nut and olive supplied.



NOTE: If it is deemed that the temperature around this tubing will rise above 100 deg. C then steel tubing must be used.



Under no circumstances should the thermocouple leads be modified or replaced by a different type of thermocouple.

6. Find a suitable position for fixing the control valve and mark, drill and fix the control mounting bracket with the valve mounted on it.
7. For **Remote Control** and **Total Control** models repeat the above procedure to fix the heat shield for the receiver in close proximity of the valve.
8. Choose a suitable route for the gas pipe from the control to the underside of the burner tray. Avoid too many sharp bends in the pipe.
11. Form the pilot gas supply tubing and connect the appropriate ends to the pilot burner and the control valve.
12. Unwind the thermocouple lead and connect to the rear of the control valve ensuring not to overtighten the nut.
13. Connect the HT lead to the underside of the electrode.
14. Secure the HT lead, thermocouple lead and the pilot tubing to the gas supply tubing to the burner using the tie strap.
15. Connect a suitable gas supply via the isolating valve (supplied) to the control valve inlet.
16. Proceed to **Section 0** to commission the appliance.

Extra vigilance is required when carrying out the gas soundness check.

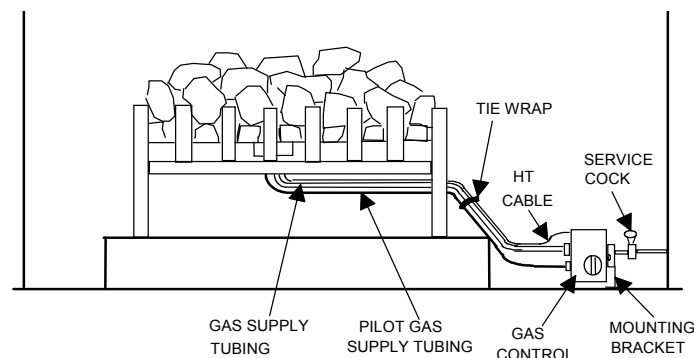


Figure 32 - Typical Example of a Detached Fitting

3.8.4. Commissioning

1. Turn on the gas supply to the fire and purge the gas line. Check all the gas joints for gas soundness.
2. Remove the pressure test point screw located as shown in **Figure 28** and connect a pressure gauge.
3. Ignite the pilot in accordance with the User Instructions.
4. Set the controls to give full gas rate at the main burner, with the correct supply pressure at the inlet point.
5. Ensure that the pressure at the pressure test point is as given in **section 0-Technical Data** in this booklet. Alternatively the information is given on the data badge of the appliance.
6. If the correct pressure cannot be achieved, then some potential causes of low pressure are:
 - a) Supply pipes are not of large enough diameter.
 - b) The supply pipes are blocked or partially blocked.
 - c) Restriction at the appliance isolation valve.
7. Set the controls to the low rate position (small flame position) and check the low rate setting pressure.
8. Turn the fire off.
9. Lay the coals in accordance with the instructions in the appropriate section for the model.
10. Proceed to carry out a spillage test.

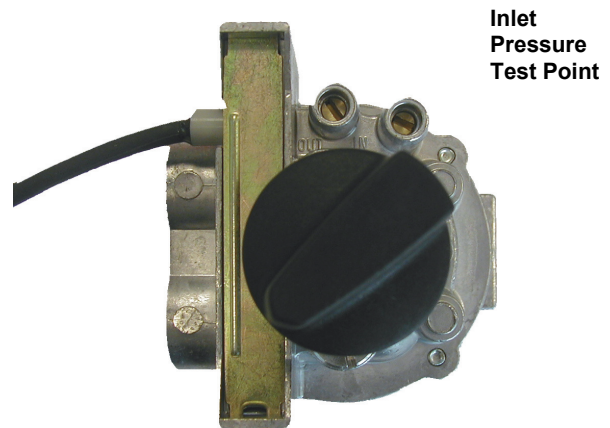


Figure 33– Manual Control Valve

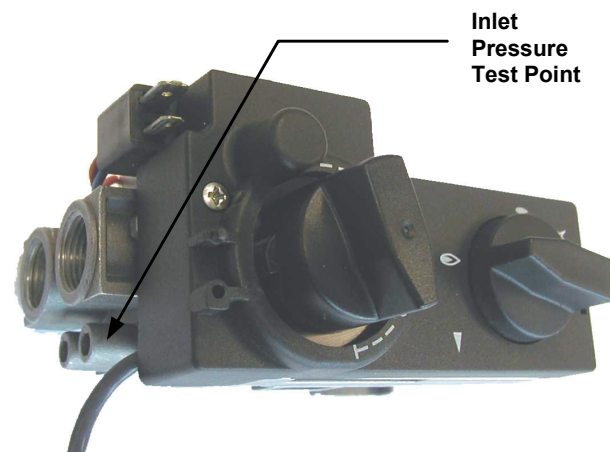


Figure 34– Remote/Optimum Control Valve

3.8.5. Checking for Spillage

1. Close all doors and windows.
2. Turn the fire on to its full rate and leave it burning for 5 minutes.
3. Test for spillage using a smoke match (in a 'Blume tube') at the top of the appliance, fireplace opening or under the canopy at the centre, with the smoke match being approximately 25mm under and 6 - 12mm inside the opening.
4. If the test indicates spillage, repeat the test after a further 10 minutes
5. If the fire shows tendency to spill, this may indicate either an installation fault or a flue construction fault. **Disconnect the fire and seek expert advice.**



The imitation fuels must be laid in accordance with the instructions prior to commencing the spillage test.



If there are any extractor fans in the nearby rooms then repeat the smoke match test with all these fans operating and any interconnecting doors open between the fans and the fire.

3.8.6. Instructing the User

The installer must hand over these instructions to the user and explain how to operate this fire, stressing the importance of having the fire checked and serviced regularly. An annual service is recommended.



It is mandatory as part of the gas installation that the installer instructs the user on the correct operation and care of their appliance.

4. SERVICING INSTRUCTIONS

4.1. *General Requirements*

All repairs and servicing must be carried out by a qualified registered gas installer (e.g. member of Gas Safe in GB) in accordance with the current Gas Safety (Installation and Use) Regulations and these instructions.

Before any servicing is carried out ensure that the gas and electrical supply (where applicable) have been isolated.

After any servicing or replacement of any parts, the appliance should be re-commissioned.

4.2. *Servicing Instructions*

As part of the appliance service, the flue and fireplace opening should be checked for soundness and any debris removed.

Refer to the section:

0 - 2.8.1 Cleaning the Fire-Bed and the Imitation Coals/Pebbles on Page 23

then section:

0 - 2.8.1. Cleaning the Pilot on Page 24.

On completion of the servicing, a spillage test must be carried out.

4.3. Replacing Parts

For any spare parts that are required, please contact either your supplier or the manufacturer directly. You will need the model name i.e. Custom 16 or 18, the gas type, the type of control and serial number.

Only approved parts should be used.

1.1.1. Pilot Assembly Replacement



NOTE: If any part of the pilot assembly becomes faulty then the whole pilot assembly will need changing.

1. Remove the HT lead from the end of the electrode.
2. Cut the cable tie wrap.
3. Using M9 spanner undo the thermocouple connection from behind the control valve
4. Using M10 spanner undo the pilot feed pipe nut at the pilot assembly.
5. Remove the pilot lint guard and undo the pilot assembly securing screws and withdraw the pilot assembly.
6. Refit in reverse order ensuring that the lint guard is fitted.

4.3.1 Injector Replacement

1. Undo the two compression nuts on the gas feed pipe to the injector elbow/s and remove the pipe.
2. Loosen the M5 grub screw/s securing the injector elbow/s into the venturi boss and withdraw the injector elbow/s.
3. Replace in reverse order ensuring that the replacement jet size (marked on the jet) is as given on the data badge.

4.3.2 Control Valve Replacement (BM or Mertik GV34)

1. Disconnect the pilot feed pipe, the main gas feed pipe and the thermocouple connection from the back of the valve.
2. Pull out the HT lead connection from under the electrode and cut the cable tie wrap.
3. Remove the two valve securing screw/s and withdraw the valve.
4. Refit the new valve in reverse order ensuring that the valve spacers (on Mertik valve) are in place.
5. Roll up the excess length of HT lead and secure it to the rolled up thermocouple cable with a new tie wrap.

4.3.3. Motor Replacement (Remote Control)

The gas rate adjusting motor is replaceable in situ.

1. Remove the batteries from the receiver unit to prevent the risk of short circuit.
2. Remove the two motor connection tags from the valve.
3. Remove the valve cover securing screw (see **Figure 35**).
4. Pull out the HT lead from the side of the valve.
5. Unclip the valve cover from the valve on the right hand side by inserting a very small screwdriver in the slot on the right hand front of the cover and pull out the cover.
6. Turn the gas rate adjusting knob fully anticlockwise and gently manipulate the motor free from the valve (see note, **Figure 36** and **Figure 37**).
7. Replace with new motor ensuring that the motor is hooked into the right hand lug.
8. Replace the cover and secure with the screw.
9. Remake the motor connections ensuring that the large tag is fitted to the large spade (top connection) and vice versa.
10. Replace the batteries ensuring the correct polarity.
11. Operate the hand set to check the operation of the motor.

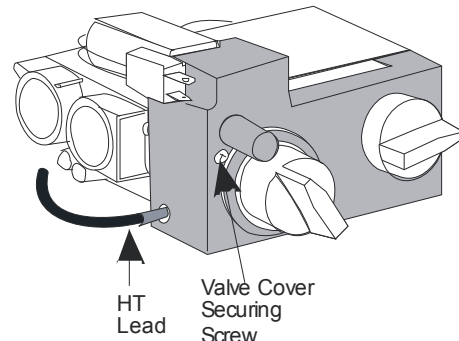


Figure 35

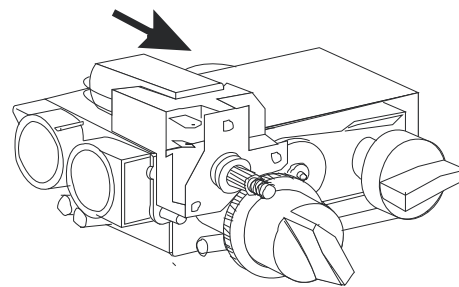


Figure 36

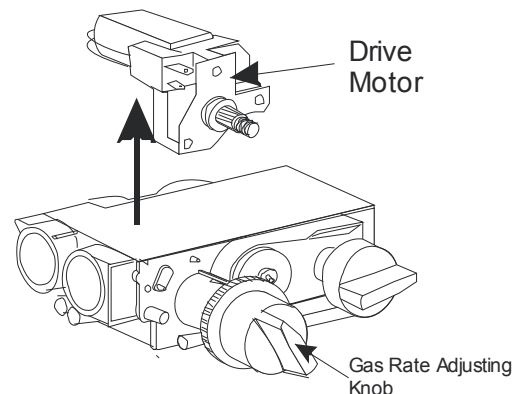


Figure 37



Note: Operating the gas rate adjusting knob manually will cause the motor clutch to operate. This is normal and will not affect the valves' operation.

4.3.4. Replacing Mertik GV60 Valve (Total Control)

Referring to **Figure 38**:-

1. Remove all the gas connections on the valve including the pilot feed pipe.
2. Remove the thermocouple connection from the interrupter block at the rear of the valve.
3. Pull out the TC cable with the red tab from the interrupter block.
4. Unscrew the cable with yellow identifying insulation from the receiver.
5. Remove the two valve securing screws and withdraw the valve.

6. Refit the replacement valve in reverse order ensuring that the valve spacers are fitted.

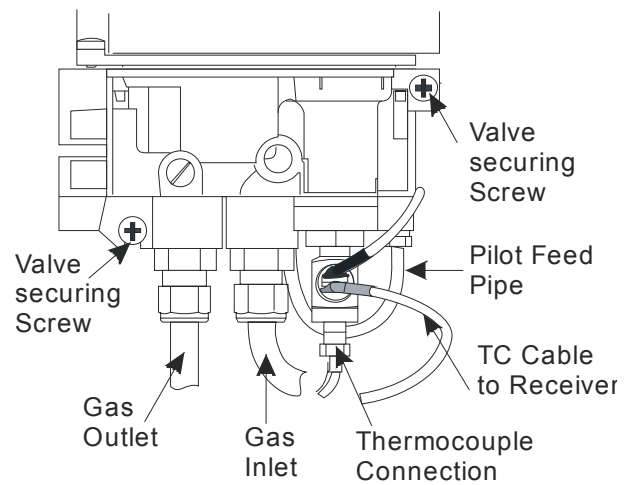


Figure 38

4.3.5. Replacing the Receiver (Total Control)

1. Pull out the receiver from under the heat shield and remove the batteries.
2. Gently pull out the HT lead and the valve cable from the receiver (see **Figure 39**).
3. Unscrew and remove the SW and TC connections.
4. Refit in reverse order (the valve cable plug fits into the receiver in one way only).
5. Replace the batteries and return the receiver under the heat shield.

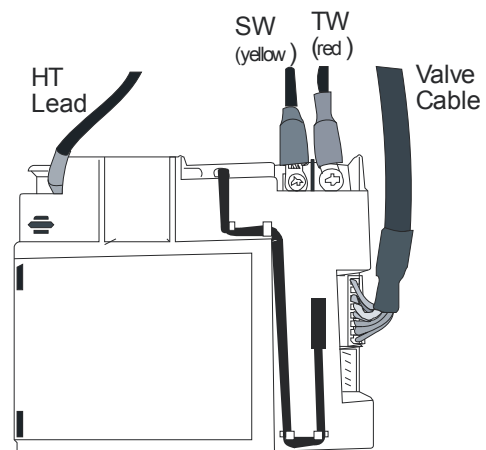



Figure 39

4.3.6. Programming Handset to Receiver (Total Control)

If for some reason the remote handset requires re-programming to operate the receiver follow the procedure below:

1. Press and hold, using a pointed object, the receiver's reset button until you hear two acoustic signals (see **Figure 40**).
2. After the second longer acoustic signal, release the reset button and within the subsequent 20 seconds, press the  (small flame) on the remote handset until you hear an additional long acoustic signal confirming the new code is set.

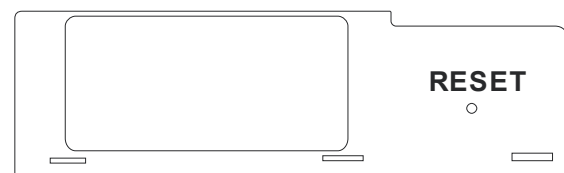


Figure 40

5. Installation and Operational Troubleshooting

The table below is intended for problems related to the fire and its gas controls. It is a guide only and does not take into account every eventuality. Servicing must be carried out in accordance with the current Gas Safety (Installation and Use) Regulations, by a competent person.

It is recommended that the purchaser seek the advice of the original installer in case of encountering any problems.

Symptom	Cause	Remedy
NO SPARK APPEARS AT THE ELECTRODE	a) Electrode cracked or broken	Replace pilot assembly
	b) HT lead shorting out on burner body	Establish where spark is occurring and insulate or re-route lead accordingly.
	c) Faulty spark generator	Replace valve
Piezo operates normally but pilot will not light	a) No gas supply	Check isolation valve/supply
	b) Pilot jet blocked	Replace pilot assembly
Pilot lights, but goes out when control is released	a) Loose thermocouple connection at control valve end	Remake thermocouple ensuring the connection is firm
	b) Faulty Thermocouple	Replace complete pilot assembly
Pilot and main burner go out when control is set to high position	a) Gas supply partially blocked	Locate restrict and remove faulty section
	b) Too many bends on gas inlet pipe	Increase diameter and/or reduce the number of bends
	c) Pilot jet partially blocked	Replace complete pilot assembly
	d) Restriction at Isolation valve	Ensure valve is fully open and that internal diameter is sufficient and free from grease
Fire burns with flames only on one side	a) Imitation fuel layout incorrect	Re-lay imitation fuel in accordance with instructions
	b) Excessive draught	Establish cause and rectify
Fumes enter room when the fire is in operation	a) Blocked flue	Remove blockage in flue
	b) Insufficient replacement air	Check air vents are free of obstructions



Warning: If you are in any doubt about the clearance of fumes, you must stop using the appliance immediately and seek expert advice. Do not use appliance until the fault has been rectified.

Remote Control, Optimum Control & Total Models

Symptom	Cause	Remedy
Main burner will not come on when required even though the drive motor is heard to be operating	Ignition knob incorrectly set	Set the ignition knob at the 9 o'clock position.
Motor not functioning when buttons are pressed	a) Flat hand set battery (Remote Control)	Replace battery (1 X PP3)
	b) Flat batteries in receiver unit (Remote Control)	Replace all 4 AA batteries
Remote Control will turn fire off but will not turn on	Incorrect hand set operation	Ensure two buttons are pressed to turn on
A prolonged audible signal is heard when attempting to light the fire with the remote handset (Total Control Model only).	ON/OFF switch on control valve in OFF position.	Turn the switch to ON position



NOTE: If any part of the pilot assembly (i.e. thermocouple, electrode, jet or burner) becomes faulty the whole pilot assembly will need changing.



NOTE: For any spare parts that are required, please contact either your supplier or the manufacturer directly. You will need the model name i.e. Custom 16 or 18, the gas type, the type of control and serial number.
Only approved parts should be used.



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UK patents 2193802, 2240620 and 2256920
Other Patents Pending

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