



O W N E R G U I D E



**VALOR COSYFLAME
TURBOCHIM
(MODEL 528)
VALOR SECRET
TURBOCHIM*
(MODEL 527)
&
HEARTHMASTER
(MODEL 527W)
Rear Fan Flued
Inset Gas Fires
with Live Fuel Effect**

**Covered by GB Patent 2.202.622.B*

*This Owner Guide is intended to help you care for your Valor gas fire.
Please read carefully before using your gas fire and keep for future reference.
This Owner Guide gives sufficient details to enable your gas fire to be operated and
maintained.*

IMPORTANT.

**Please keep your Owner Guide in a safe place together with the
Installer Guide.**

This fire is for use with natural gas (G20) in the United Kingdom (GB) and the Republic of Ireland (IE).

It is an inset decorative fuel effect gas fire and must not be used for any other purpose.

C U S T O M E R C A R E

Thank you for choosing Valor.

All Valor gas fires are designed to meet the most stringent quality, performance and safety requirements to provide our customers with many years' trouble-free service.

Your owner guide aims to improve your understanding and appreciation of your Valor gas fire by providing simple and informative instructions to ensure that you benefit from the excellent performance and features it has to offer.

If you require further assistance or any advice about gas in general, the **Valor AdviceLine** will be pleased to help.

Please telephone **0345-626341** (local call rates apply in the United Kingdom).

**FOR OTHER USEFUL TELEPHONE
NUMBERS SEE INSIDE BACK COVER.**

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PART1: SAFETY

IMPORTANT INFORMATION

DO

- Have the fire installed by a competent person. In the United Kingdom, installation must be in accordance with the latest edition of the Gas Safety (installation & use) Regulations and the IEE Wiring Regulations.
- In the Republic of Ireland, installation must be in accordance with all national and local regulations in force and the ETCI National Rules for Electrical Installation.
- Have the fire installed in accordance with the installation instructions
- Provide a minimum distance of 750mm from the top surface of the hearth to any shelf made of wood or other combustible material where the shelf is not more than 150mm deep (This will give a clearance of 150mm above the top of the fire).
- For a shelf deeper than 150mm, add 12.5mm to the clearance for every 25mm of additional shelf depth (see figure 1).
- Make sure that any combustible wall finish or cladding is removed from the area within the outer surround of the fire.
- Make sure that the fire is on a non-combustible hearth and that the hearth is at least the size shown in figure 1.
- Provide a suitable guard which complies with BS 6539 or 6778 for the protection of young children, the elderly and the infirm. Such a guard is also recommended for the protection of pet animals. (Although this fire conforms to all the applicable standards, it is a heating appliance and certain parts of its surface will become hot.)
- Switch the fire and fan off and allow to cool before attempting to clean, service, etc. This appliance retains heat for some time after it has been switched off
- Wait three minutes before attempting to relight if the fire is switched off or if the flames are extinguished for any reason. (Your fire is fitted with a safety device which will automatically shut off the gas supply to the fire if, for any reason, the flames go out or if the fan is not working.)
- Get advice about the suitability of any wall covering near your fire. Soft wall coverings (e.g. embossed vinyl, etc.) which have a raised pattern, are easily affected by heat. They may, therefore, scorch or become discoloured when close to a heating appliance. Please bear this in mind whenever you are considering redecorating.
- Provide a minimum clearance of 178mm between the outer surround sides and any corner wall or other projection. Please bear this in mind if ever you are considering altering the room.
- Contact the Valor Adviceline on 0345 626 341 with any enquiries you may have (Local call rates apply in the United Kingdom).

DON'T

- Put any paper or other material on the fire.
- Hang clothing, towels or any other fabrics over the fire.
- Fill in the space behind the case.
- Add any extra coals above the number stated in this guide - It could cause a safety hazard.
- Place carpets, rugs or any other combustible material over the hearth.

CAUTION IF YOU SMELL GAS...

- **DON'T** TURN ELECTRICAL SWITCHES ON OR OFF
- **DON'T** SMOKE OR USE NAKED FLAMES
- **DO** OPEN DOORS AND WINDOWS TO GET RID OF THE GAS
- **DO** TURN OFF THE GAS AT THE METER
- **DO** CALL THE GAS EMERGENCY SERVICE - IN THE PHONE BOOK UNDER "GAS"

IMPORTANT : THIS APPLIANCE MUST BE EARTHED PLEASE NOTE

When operating your fire for the first time, some vapours may be given off which may cause a slight odour and could possibly set off any smoke alarms in the immediate vicinity. These vapours are quite normal with new appliances. They are totally harmless and will disappear after a few hours use.

This fire is supplied with ceramic "coals" which simulate a real coal fire. The coals are designed for easy refitting if removed and are totally safe to handle.

The burner in this appliance has been designed to give an authentic coal fire flame effect. Due to the nature of this kind of burner, there may be various "popping" and flame noises not usually associated with more conventional gas fires. As with a real coal fire, these noises are perfectly normal and safe.

After some use, the coals and the ceramic rear wall may change colour. This is quite normal and will not affect the safety or performance of the fire.

At times of very windy weather or low voltage during peak electricity demand, a slight click may be heard. This is caused by the fan control switching between its boost and normal speeds.

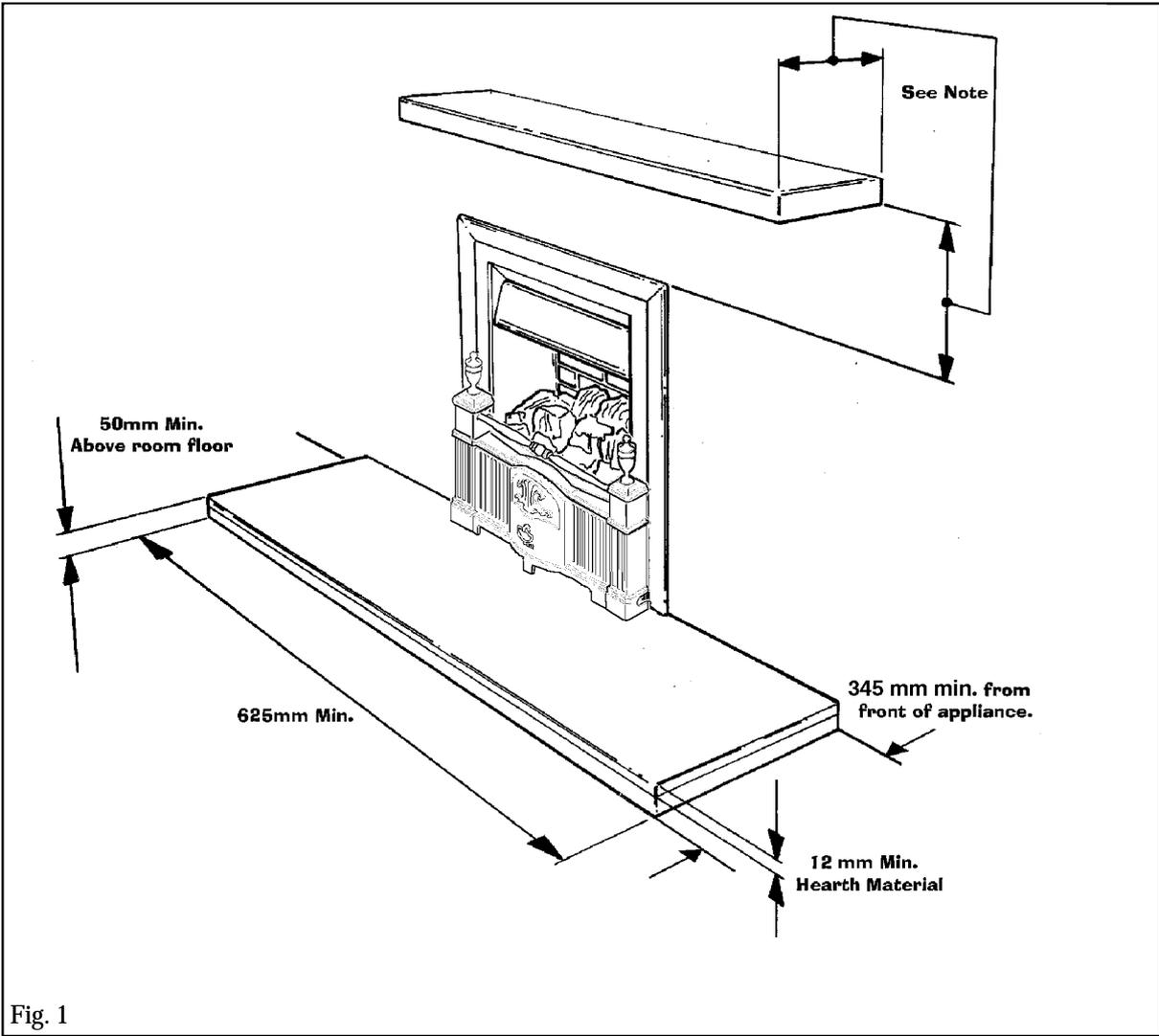


Fig. 1

PART2: OPERATING INSTRUCTIONS

How to light your fire

The controls are shown in figure 2.

- Check that the main isolating switch is on.
- Remove the bottom front cover. The controls are behind this cover
- Check that the red indicator light is on (this is located at the lower left hand side of the burner).
- Press and hold in the “ON” switch. Within two seconds, the fan motor should start and the indicator light should go out
- Release the “ON” switch. The fan should continue to run.
- Depress the control knob and turn partially to the “PILOT/IGN” position until you feel some resistance.
- Keep the knob depressed at this position for a few seconds to allow gas to flow to the pilot.
- While keeping the knob depressed, turn to the “PILOT/IGN” position. While turning, a spark should light the pilot. The pilot flame can be seen below the round coal at the front left side.
- Keep the knob depressed at the “PILOT/IGN” position for a further ten seconds then release it. The pilot flame should stay alight.
- Slightly depress the knob and turn it to “LOW”. Release the knob. Within a few seconds the main burner should light at its low setting.
- Slightly depress the knob and gradually turn it towards “HIGH” until the burner is at your desired setting. The burner flames will gradually increase until the knob is at the “HIGH” position.
- If the spark ignition fails, the fire can be lit manually by inserting a lighted taper alongside the left side inside the fire box (as shown in figure 3) and depressing the control knob at the “PILOT/IGN” position.

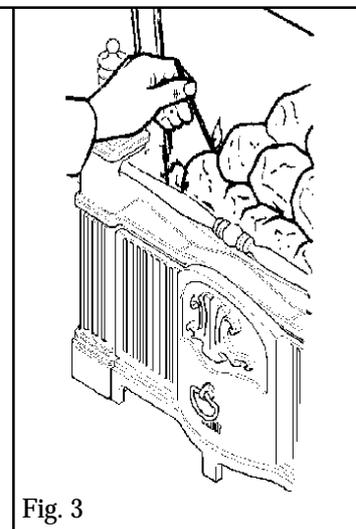
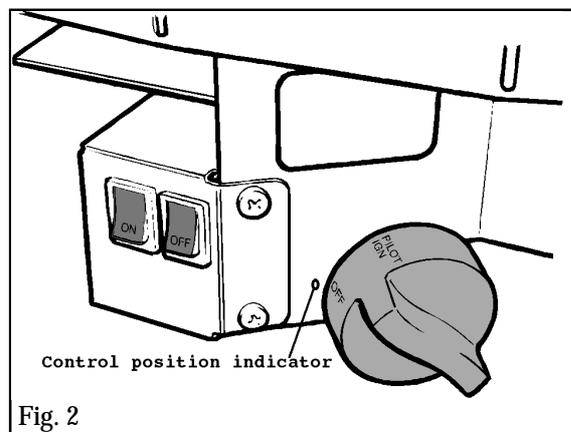
Note: If the fire goes out while setting the control, repeat the full lighting procedure. If the fire repeatedly goes out, have the fire serviced.

How to turn your fire off

- **To turn off the main burner but leave the pilot alight** slightly depress the control knob and turn to “PILOT/IGN”. Leave the fan switched on.
- **To turn the fire fully off** slightly depress the control knob and turn to “OFF”. Press the “OFF” switch to turn the fan off. The indicator light will come on to show that the electrical supply to the fire is live. If the fire is not likely to be used again for a long time we suggest that the mains isolating switch for the fire is switched off.
- Wait at least three minutes after turning the fire off before relighting.
- While cooling, the coals may make some crackling noises. This is quite normal.

The flame sensing & flue blockage safety system

- For your safety, this appliance is fitted with a flue blockage safety device which will shut down the appliance in the event of abnormal flue conditions.
- This device will also shut down the appliance if the pilot flame goes out due to lack of oxygen or for any other reason.
- The system includes a probe which senses the heat from the pilot flame. If this probe is cool, the system will prevent any gas flow unless the control knob is kept depressed at the “PILOT/IGN” position.
- The system also includes an atmospheric pressure detector. This will shut off the gas supply if the fan is not working.
- If there is a blockage preventing the flow of exhaust fumes out of the flue, the fan will switch to a high boost speed to attempt to clear the blockage. If the boost speed does not clear the flue, the pressure detector will shut off the gas supply.
- If the flames go out, or if for any reason the fire is turned off, always wait at least 3 minutes before attempting to relight.
- If this device starts to shut off the gas frequently please get expert advice from the Valor Advice Line on 0345 626341 (local call rates apply in the United Kingdom).
- ***This device is NOT a substitute for an independently mounted Carbon Monoxide detector.***



Gas consumption

This gas fire has a maximum gas input of 6.0kW (Gross) and a minimum gas input at the low setting of 2.2kW (gross).

PART3: MAINTENANCE

Cleaning your fire

To maintain the high performance and quality finish of your Valor fire, please follow these guidelines:

- Before attempting to clean the fire, please remember to turn off the gas at the fire and the electricity at the isolating switch.
- Wait for the appliance to cool. The fire will retain heat for some time before cleaning can begin.

Metal Parts

- Clean the metal parts with a slightly damp cloth and then dry.
- Do not use abrasive cleaners as these will scratch the fire surface.

Coals

- Although light coatings of soot are usually burnt off during normal use, the coals may benefit from occasional cleaning.
- Clean the coals by dismantling them and cleaning with a soft brush. *Cleaning with a vacuum cleaner is not recommended because it may damage the coals*
- We suggest that you remove the coals in the reverse order to that shown in the fuel bed refitting instructions.

Ceramic fire box back wall

- Clean with a dry soft brush. *Cleaning with a vacuum cleaner is not recommended because it may cause damage.*

Ceramic burner

- Remove any soot or other foreign matter from the solid areas of the burner with a dry soft brush.
- Be careful not to brush any particles into the open slots.
- Remove any particles from the slots with a vacuum cleaner fitted with a soft brush attachment. ***Do not poke wire, etc. into the slots in the burner.***

Flue terminal

- Keep the slots in the flue terminal on the outside wall clear of any obstructions (leaves, snow etc.)

Ventilation

- If any purpose made ventilation was provided for this appliance, make sure that it is always free from any obstruction.

Fitting the ceramics

Place the front base coal in the burner compartment so that it rests on the ledges at the sides and front. Pull the coal forward so that it is immediately behind the front rim of the burner compartment. (See Fig 4 and 5).

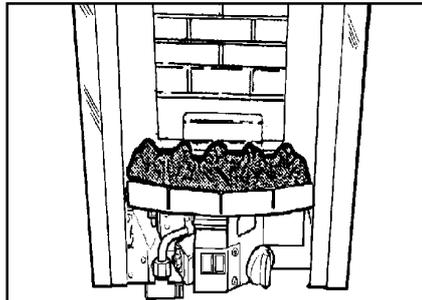


Fig. 5

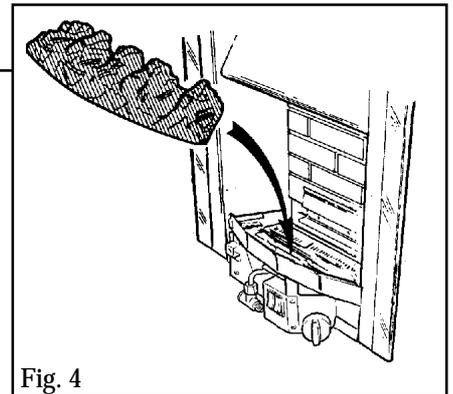


Fig. 4

Place the rear base coal in the burner compartment behind the front coal. It should rest on the ledge at the back of the burner compartment and its rear face should touch the rear ceramic wall (See figure 6 and 7).

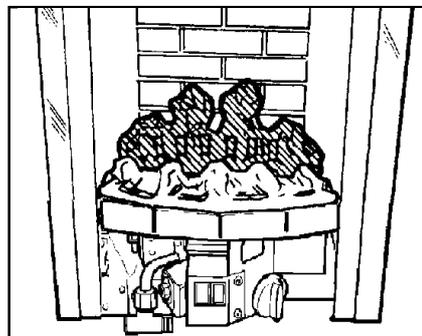


Fig. 7

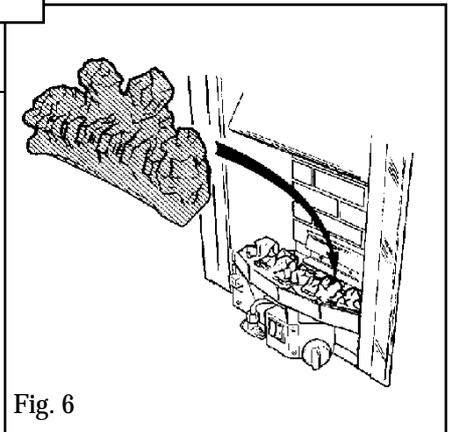


Fig. 6

Install the 9 loose coals as follows. The smooth surfaces of the coals should be at the bottom and back. Select the two smallest coals and put them aside until all the other coals are installed. Place four of the medium size coals in the four valleys of the front coal. Place the left side coal so that the customer will be able to see the pilot flame. See figures 8 and 9.

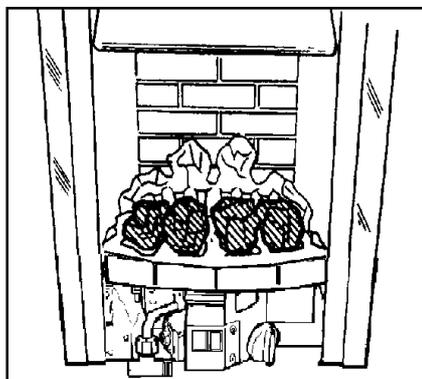


Fig. 9

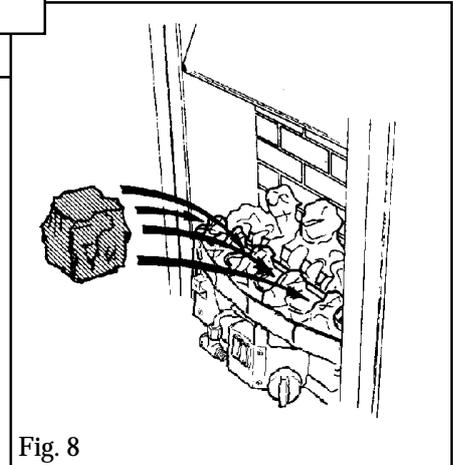


Fig. 8

Place the three remaining medium size coals behind and approximately midway between each of the coals in the front row. See figures 10 and 11.

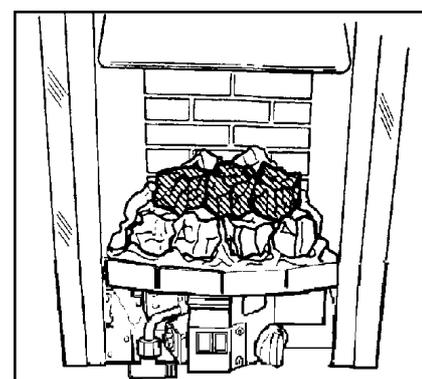


Fig. 11

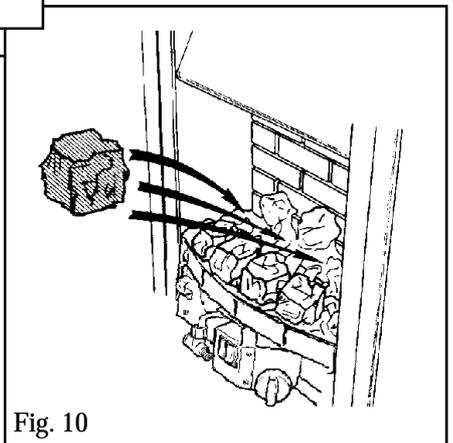


Fig. 10

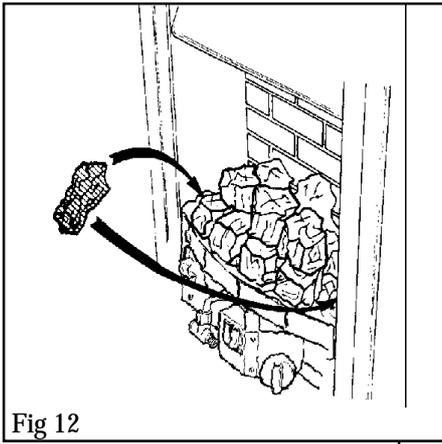


Fig 12

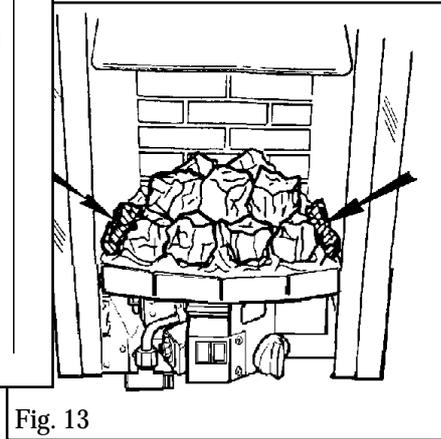


Fig. 13

Place the two remaining small coals alongside the main coals as per figures 12 and 13.

General servicing

- In order to achieve high levels of personal safety and performance efficiency it is essential that the flue terminal outside the building is kept clear of any form of obstruction.
- In the United Kingdom it is the law that a landlord must have any gas appliance and pipework which is situated in a tenant's premises checked for safety at least every 12 months. We recommend that all gas appliances, wherever situated, are checked annually by a competent person (In the UK, a CORGI registered installer).
- If you require your fire to be serviced, please contact **Valor Service** on **0121 386 6203**. Quote the following details;
 - a) - model name
 - b) - model no
 - c) - appliance serial no. (To be found on a chained plate below the burner and behind the bottom front cover)

If you wish to replace any of the owner replaceable parts listed below, please contact **Valor Sales** on **0121 386 6260** for your nearest stockist of these parts.

| Description | Part No. |
|---------------------|----------|
| Front base coal | 566389 |
| Rear base coal | 566399 |
| Pack of 9 top coals | 566409 |

- When fitting replacement parts, follow the instructions contained in this guide.
- It is important that only Valor approved parts are used for maximum safety.

USEFUL TELEPHONE NUMBERS

To help us quickly help you, please try to have the following information available before you contact us:

- a) Your Post Code.**
- b) Type of fire.**
- c) Model/Name.**
- d) Serial Number.**
- e) The fault, problem or request.**

General advice about gas and your gas fire:

VALOR ADVICELINE 0345 626341.

To report faults or arrange for your fire to be serviced:

VALOR SERVICE 0121 386 6203.

To order spares or for sales information:

VALOR SALES 0121 386 6260.

CALLERS IN THE REPUBLIC OF IRELAND

Call 0044 121 373 8111

Safety First.

Valor fires are CE Approved and designed to meet the appropriate British Standards and Safety Marks.



Quality and Excellence.

At the heart of every Valor fire.

All Valor fires are manufactured to the highest standards of quality and excellence and are manufactured under a BS EN ISO 9001 quality system accepted by the British Standards Institute.



The Highest Standards

Valor is a member of the Society of British Gas Industries which works to ensure high standards of safety, quality and performance.



Careful Installation

Valor is a Corgi registered company. All our gas fires must be installed by a competent installer in accordance with our Installer Guide and should not be fitted directly on to a carpet or floor of combustible material.



Valor Heating, Erdington, Birmingham B24 9QP

Because our policy is one of constant development and improvement, details may vary slightly from those given in this publication.