

**AU**

**NEW FOREST 2400 ELECTRIC FIRE  
INSTALLATION & USER INSTRUCTIONS**



**BRITISH  
FIRES**

## // INSTALLATION & USER INSTRUCTIONS

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## // 1.0 IMPORTANT NOTES

**Important** – these instructions should be read carefully and retained for future reference.

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

The heaters must be used on an AC supply only and the voltage marked on the heater's rating label must correspond to the supply voltage.

DO NOT switch the appliances on until it is properly installed as described in this manual.

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

Children of less than 3 years should be kept away unless continuously supervised. Children aged from 3 years and less than 8 years shall only switch on/off the appliances provided that it has been placed or installed in its intended normal operating position and they have been given supervision or instruction concerning use of the appliances in a safe way and understand the hazards involved. Children aged from 3 years and less than 8 years shall not plug in, regulate and clean the appliances or perform user maintenance.

**CAUTION:** Some parts of these appliances can become very hot and cause burns. Particular attention has to be given where children and vulnerable people are present.

Check that all parts included are intact and not damaged. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard. Never use either of the appliances if the cord or any part of each appliance shows signs of damage. The heaters must not be located immediately below a socket-outlet.

DO NOT use heaters in the immediate surroundings of a bath, a shower or a swimming pool.

 **WARNING:** In order to avoid overheating, do not cover the fans of heaters.

DO NOT use heaters with a programmer, timer, separate remote-control system or any other device that switches the heaters on

automatically, since a fire risk exists if the heaters are covered or positioned incorrectly.


**CAUTION:** In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, the appliances must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.

**WARNING:** The heaters are not equipped with a device to control the room temperature. Do not use the heaters in small rooms when they are occupied by persons not capable of leaving the room on their own, unless constant supervision is provided.

Keep furniture, curtains and other fabric material away from appliances.

DO NOT leave the appliances unattended during use.

DO NOT run the mains cable under carpets, rugs etc.

 DO NOT cover or obstruct the heaters in any way. Overheating will result if it is accidentally covered.

Never immerse the appliances in water or any other liquids.

DO NOT use the appliances outdoors.

Before cleaning the appliances, ensure it is unplugged from the power and that it is completely cool.

DO NOT clean the appliances with abrasive chemicals.

Never use accessories that are not recommended or supplied by the manufacturer. It could cause danger to the user or damage to the appliances.

DO NOT insert or allow foreign objects to enter the inlet or outlet vents as this may result in electric shock, fire or damage to the appliances.

DO NOT install the fire using an extension cord.

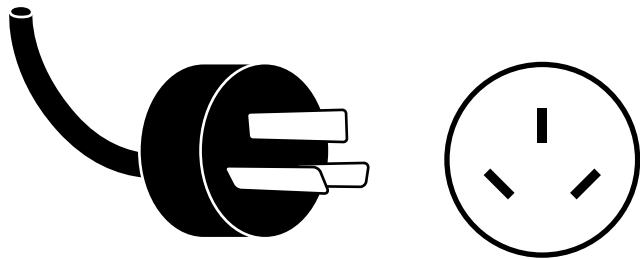
Unplug from the mains supply if the appliances are not to be used for long periods.

Both appliances are only suitable for well-insulated spaces or occasional use.

DO NOT use these appliances in an open flue.

## // 2.0 INSTALLATION REQUIREMENTS

These appliances are supplied with a pre-wired three pin plug and 1.8 metres of electrical cable. It is therefore necessary for a suitable electrical socket to be located within this distance and be easily accessible. The appliances are suitable for installation in static holiday/park homes. The appliances may be hard wired into a fuse spur, providing that the fuse spur is external to the installation and easily accessible, this must be carried out by a service agent or competent person, such as a qualified electrician. This heater is for use on 220-240 volts. The cord is a 3-pin plug as shown below and is 1.8m.



### // WARNING:

Before enclosing the appliance, test the power in situation in order to ensure the power to the appliance working properly.



## // 3.0 APPLIANCE DATA FOR THE NEW FOREST 2400 ELECTRIC FIRE

Individual Appliance Tech Specs	
Weight (kg)	50kg (each)
Dimensions	H 565 x W 1187 x D 311 mm <i>(W2375mm total)</i>
Supply Voltage and Rating Power	220-240V ~, 50Hz 1500W
Heating Elements	1260-1500W
Lighting	LED

These electric fires are fitted with LED's (Light Emitting Diode) in place of conventional bulbs. LED's generate the same light levels as conventional bulbs, but use a fraction of the energy consumed.

Item	Symbol	Value	Unit
<b>Heat Output</b>			
Nominal heat output	P <sub>nom</sub>	1.5	KW
Minimum heat output (indicative)	P <sub>min</sub>	0.75	KW
Maximum continuous heat output	P <sub>max, c</sub>	1.5	KW

### Auxiliary electricity consumption

At nominal heat output	e <sub>lmax</sub>	0.0	KW
At minimum heat output	e <sub>lmin</sub>	0.0	KW
In standby mode	e <sub>lSB</sub>	0.0	KW

Item	Unit
<b>Types of heat input, for electric storage local space heaters only</b>	
Manual heat charge control with integrated thermostat	N/A
Manual heat charge control with room and/or outdoor temperature feedback	N/A
Electronic heat charge control with room and/or outdoor temperature feedback	N/A
Fan assisted heat output	N/A

### Type of heat output/room temperature control

Single stage heat output and no room temperature control	No
Two or more manual stages no temperature control	No
With mechanical thermostat room temperature control	Yes
With electronic room temperature control	No
Electronic room temperature control plus day timer	Yes
Electronic room temperature control plus week timer	Yes

Item	Unit
<b>Other control options</b>	
Room temperature control with presence detection	No
Room temperature control with open window detection	Yes
With distance control option	No
With adaptive start control	No
With working time limitation	No
With black bulb sensor	No

## // 4.0 COMPONENT CHECKLIST

Quantity	Description
2	Heater units
2	Wall brackets
1	Remote control handset
2	Box of logs
2	Bags of slate
2	Bags of bark
2	Bags husk
2	Bags of large crystals
2	Bags of small crystals
2	AAA batteries
4	Blanking plates
8	Small end trims
4	Large end trims
1	Trim plate
24	Firebox screws
24	Wall plugs
24	Fixing screws
4	L-shaped brackets
1	Deluxe Real Log fuel bed (optional upgrade)
1	Allen key (1.5mm)
1	Rear glass
1	Front glass

## // 5.0 SITE REQUIREMENTS

It should be noted that each appliance creates warm convected air currents. These currents move heat from the room surroundings to, and up the wall surfaces adjacent to the heater.

If the appliances are to be secure on a dry lined or timber framed construction then the integrity and ability of the wall to secure each appliance must be confirmed. It is important, in these circumstances, that any vapour barrier and/or structural members of the house frame are not damaged.

If you are unsure of the ability of the wall to secure the appliance and/or which type of wall fixing to use, you should take professional advice and obtain the correct fixings. Alternatively, find a more suitable wall location.

DO NOT run the supply cable under carpets.

DO NOT site in a position where curtains or drapes could cover the appliance, or other soft materials could cover e.g. below a coat rack.

DO NOT site behind an opening door where mechanical impact/damage could occur.

DO NOT site where the supply cable would become a trip hazard.

DO NOT sit, stand or forcefully pull on the appliance.

DO NOT obstruct, cover or force items into the openings.

DO NOT use the heater to dry clothes.

DO NOT site/use in an outdoor location(s).

It is important that the following clearances are maintained from the appliances to combustible materials. These clearances are dependent on the securing location as defined on the following pages.

## // 6.0 CLEARANCES TO COMBUSTIBLES

The minimum distance to the front of the appliances is 900mm.

There are no clearances for above or to the side of the appliance, apart from being clear of curtains and drapes for a flush wall installation.

If the stud wall immediately above the heater of the appliances protrudes in front rather than finishing flush, then the over hanging section of the installation must be made from a non-combustible material, such as calcium silicate.

\*See page 11.1 on page 28 for more details

## // CAUTION:

These appliances are heavy. Always seek assistance whilst unpacking and/or during installation. Please read all the instructions before continuing to unpack or install appliance.

## // 7.0 UNPACKING THE APPLIANCES

BEFORE STARTING THE INSTALLATION OF THIS FIREPLACE, PLEASE READ THE FOLLOWING:

- 1) The installation should be carried out by two adults to avoid injury or damage. If for any reason it is considered too heavy, please obtain assistance.
- 2) When lifting each electric appliance, always keep your back straight. Bend your legs and not your back. Avoid twisting at the waist. It is better to reposition your feet.
- 3) Avoid upper body / top heavy bending. Always bend from the knees rather than the waist. Do not lean forward or sideways while handling the appliance.
- 4) Always grip the appliance with the palm of the hand – do not use the tips of fingers for support.
- 5) Always keep the appliance as close to the body as possible. This will minimize the cantilever action.
- 6) Use gloves to provide additional grip.
- 7) Unpack the package and lift the appliance gently out of the box. Put it on a flat surface with the front panel facing forward.

## // IMPORTANT:

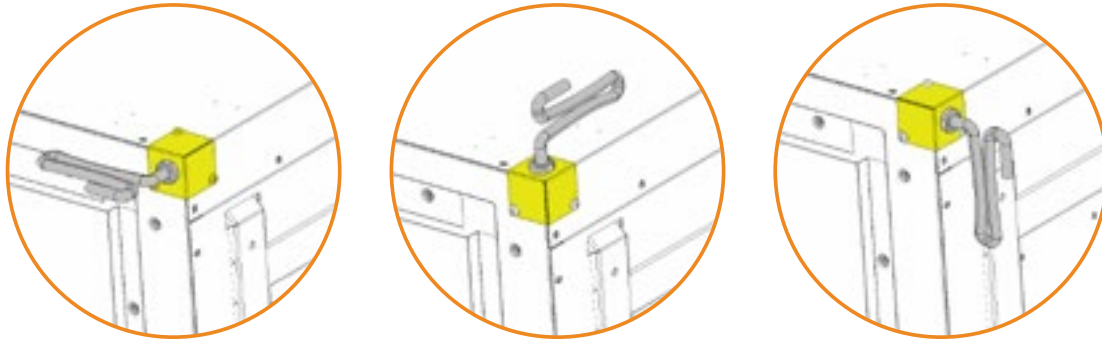
Please read completely through the instructions and verify that all listed parts are present before assembly.

## // 8.0 PREPARING THE APPLIANCE – PART 1

### ALTERING THE CORNER BRACKET POSITION

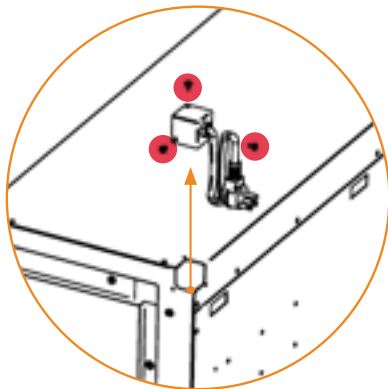
#### Different corner bracket orientations

Select which orientation the power cable would suit the installation best.



#### Removing the corner bracket

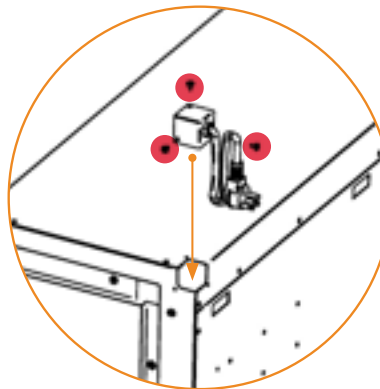
Remove the three (3x) screws holding the corner bracket into position on the rear right hand side of the appliance with a cross headed screw driver.



● Crosshead screws

#### Reinstalling the corner bracket

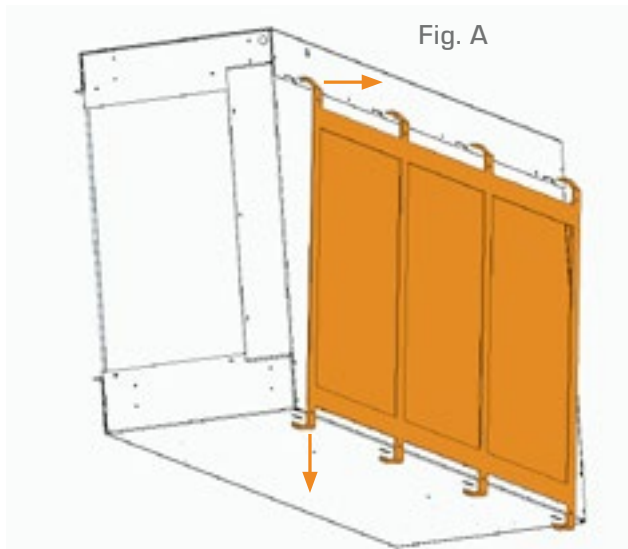
Once the preferred position has been selected, screw the three (3x) screws back into position, securing the corner bracket into place.



● Crosshead screws



## // 8.1 PREPARING THE APPLIANCE – FLOATING INSTALL WALL BRACKET



**Before installing the appliance onto the wall with the suite, secure the side-trims each side of the appliance as described in section 8.1 Preparing the Appliance.**

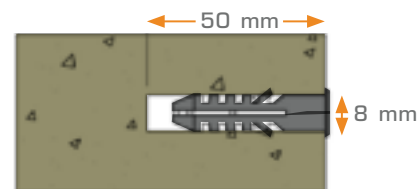
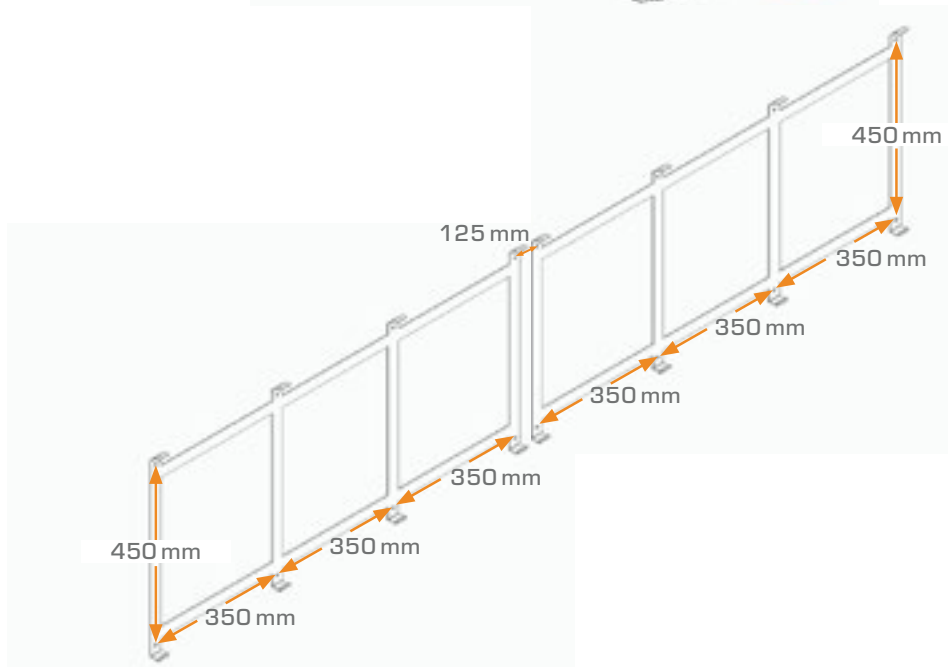
**The installation should be carried out by two adults to avoid injury or damage. If for any reason it is considered too heavy, please obtain assistance.**

- 1) Remove the wall mounting bracket from rear of both appliances by moving the bracket down *and* out from the appliance. (See Fig. A)
- 2) Find the optimal place to mount both appliances. Consider the proper position relative to your room, placement of furniture and windows.
- 3) Hold the mounting bracket up to the wall to verify the correct location and ensure that the mounting bracket is level. Use a pencil to mark the 16x mounting holes on the wall at the desired mounting location, using the mounting bracket as a template.

- 4) Drill a 8 mm wide x 50 mm deep hole on the marked points.

**NOTE:** If installing the mounting bracket to a wall stud, there is no need to drill the holes in the wood and no need for the plastic wall anchors. It is recommended to install the mounting bracket to at least one wooden stud.

- 5) Tap the 16x wall anchors into the pre-drilled holes with a hammer until they are flush with the wall.
- 6) Secure the mounting bracket to the wall by using all 16x wall-fixing screws.



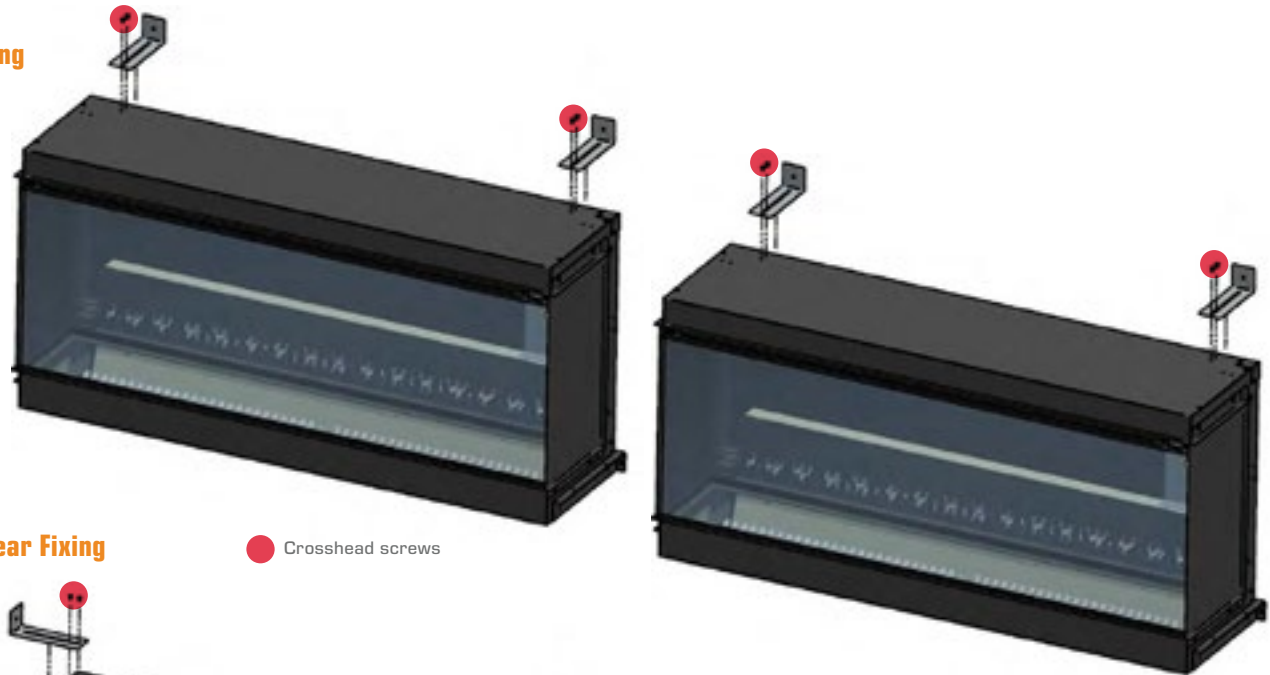
## // 8.2 PREPARING THE APPLIANCE

### ATTACHING L-SHAPED BRACKETS TO THE APPLIANCE

Using a cross headed screw driver screw the wall brackets onto the top of the appliance with the eight (8x) 4x8 mm firebox screws provided to suit your preferred installation. (Rear fixing or side fixing.)

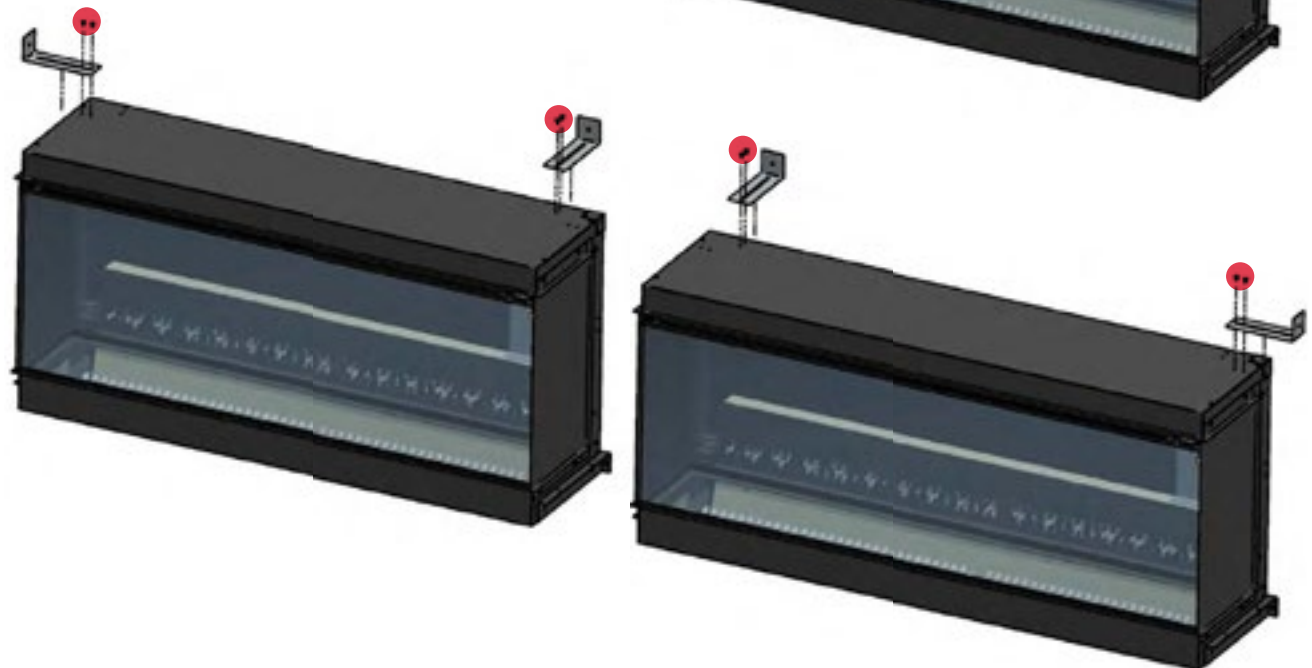
 Crosshead screws

Rear Fixing



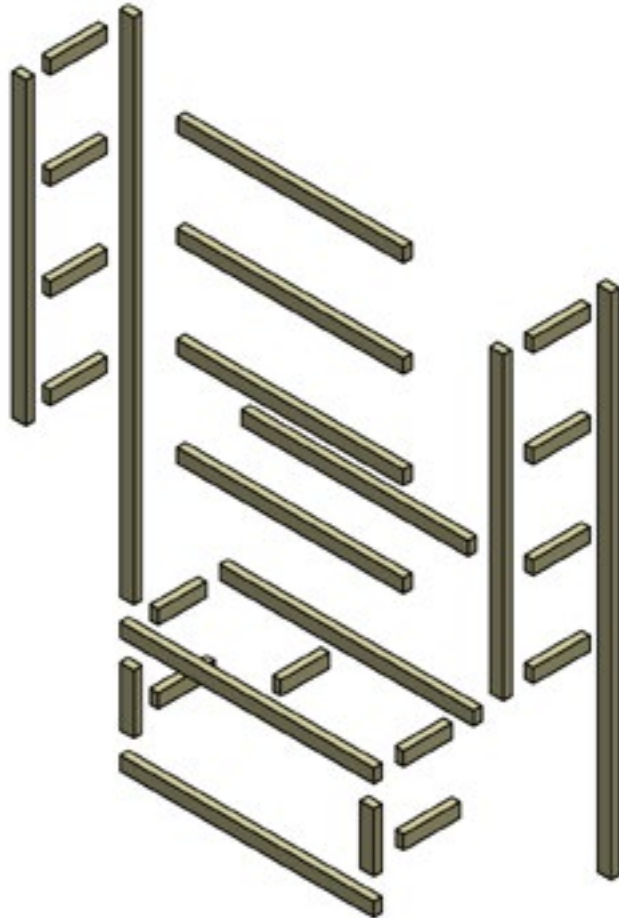
Side & Rear Fixing

 Crosshead screws

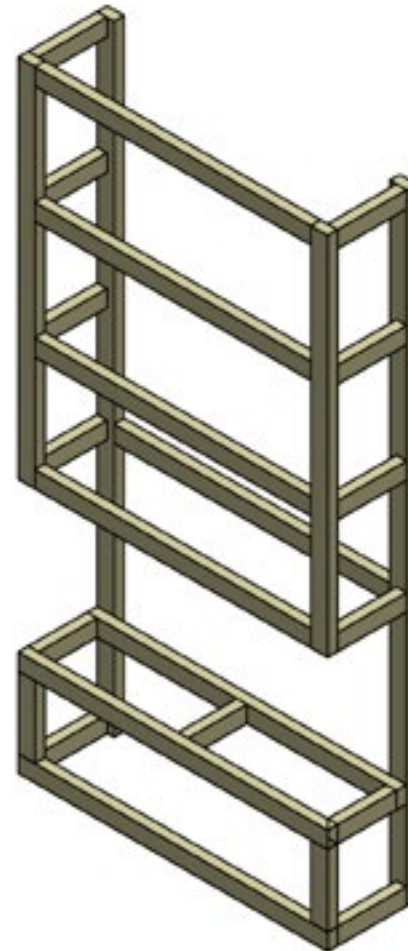


## // 8.3 PREPARING THE APPLIANCE – STUDWALL FIXING FALSE CHIMNEY BREAST CONSTRUCTION

**Step 1 – Prepare framework to desired dimensions** See section 11.1,  
Page 27 & 28, for dimensions



**Step 2 – Build frame work and inset the fire**  
Ensure the structure is safely secured to the wall using the appropriate fixings method and able to support the full weight of the appliance. Please see section 10.0, page 25 for further information



**WARNING**

The wall where the appliances are to be installed must be capable of long-term support of the total load of the appliance. Measures should also be taken to ensure sufficient strength to withstand the force of earthquakes, vibration and other external forces. Plasterboard alone is not considered to be a structural material. It is not recommended to rely on plasterboard fixings alone to support the weight of the appliance.

A graphic showing two types of wall fixings. On the left, a nail is shown with a red 'X' over it, indicating it is not recommended. On the right, a screw is shown with a green checkmark over it, indicating it is the recommended method.

**Check regularly for security of wall fixings as appropriate. Also check security of supply cable and connections. If the supply cable becomes damaged, it must be replaced by a service agent or competent person, such as a qualified electrician.**

## // 8.3 PREPARING THE APPLIANCE – STUDWALL FIXING FALSE CHIMNEY BREAST CONSTRUCTION

### Step 3 – Installing the appliance

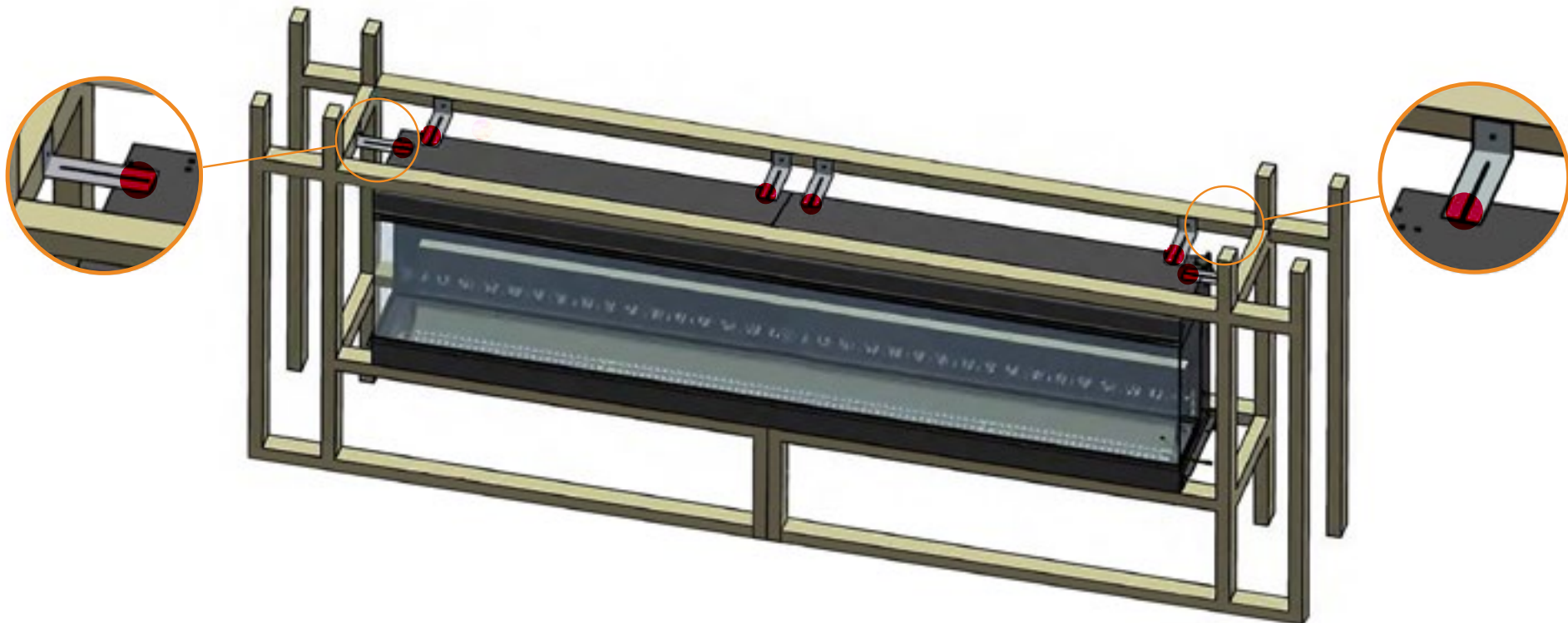
Insert the appliance into the false chimney breast. With a pencil mark through the wall fixing bracket on to the wall/studding where you wish to attached the appliance to the structure.

**Please note: Before drilling into walls, always check that there are no hidden wires, pipes, etc. Make sure that screws and wall plugs supplied are suitable for supporting the unit in your surface. Consult a qualified person if you are not sure.**

Remove the appliance from the position and use an appropriate sized drill for the chosen wall fixing. If the appliance is to be installed into a brick masonry wall the supplied wall plugs can be used, to use these wall plugs drill a 8 mm wide x 50 mm deep hole into the wall. Insert the wall plugs into position, then return the appliance to its finished position. Screw the wall screws through the wall brackets on the appliance and into the wall plugs in the wall and tighten, securing the appliance into position.

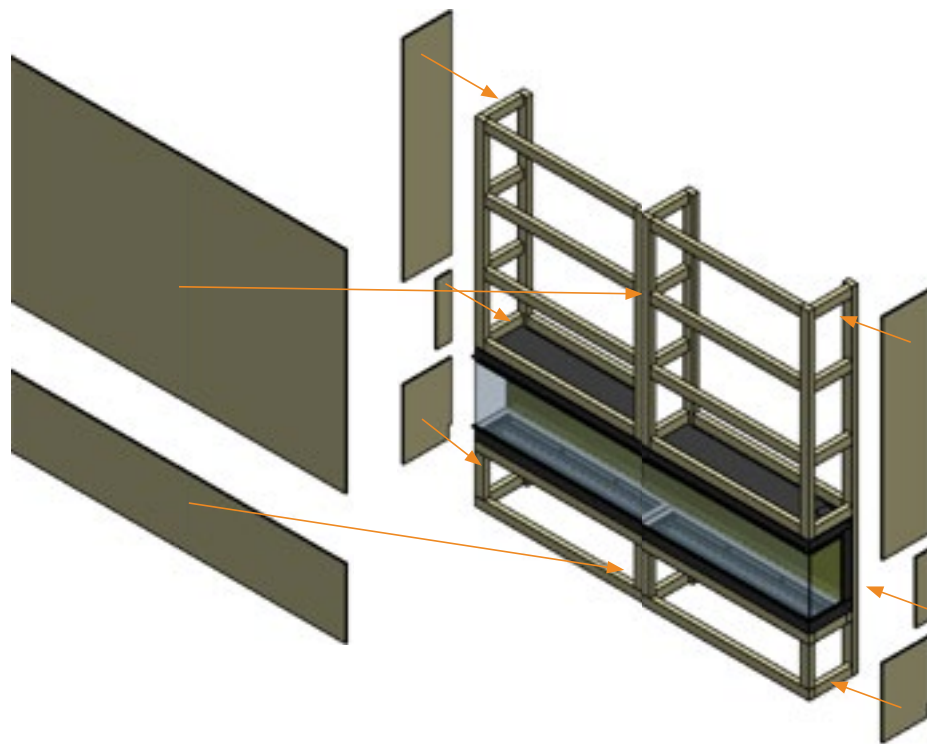
Once the appliance is in the correct position plug the appliance into the wall and check the power to the appliance. Refer to sections 11.0 and 12.0 on how to sync the remote and operate the appliance.

● Fixing screws

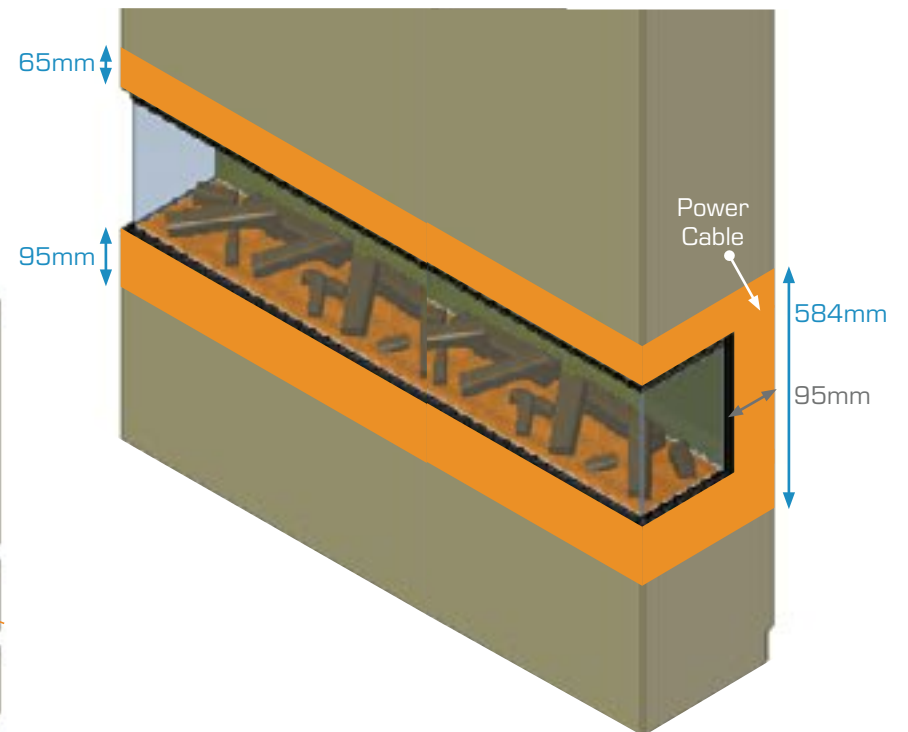


## // 8.3 PREPARING THE APPLIANCE – STUDWALL FIXING FALSE CHIMNEY BREAST CONSTRUCTION

**Step 4 – Add finishing boards.** \*Important – fire must be in place before this stage\*  
Please note: Before drilling into walls, always check that there are no hidden wires, pipes, etc. Make sure that screws and wall plugs supplied are suitable for supporting the unit in your surface. Consult a qualified person if you are not sure.



DO NOT DRILL THROUGH  
HIGHLIGHTED SECTION BELOW



### // IMPORTANT:

Important do not drill through the appliance when installing the cladding into position!  
The power cable is located on the rear right hand side of the appliance!



## // 9.0 PREPARING THE APPLIANCES – PART 2

### BLANKING PLATES & REMOVING FRONT GLASS

#### Front-Facing (One-sided)

A blanking plate will need to be installed at each end of the appliance, offer the blanking plate up to the side of the appliance and ensure that all of the holes in the blanking plate line up with the holes on the side of the firebox. Once in the correct position, screw the 6x firebox screws with a cross headed screw driver into position, use the same process for both sides.

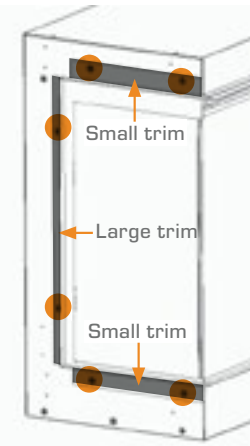
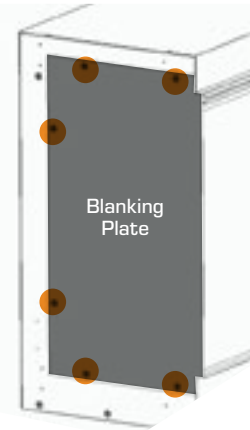
#### Cornered (Two-sided)

Install only one of the blanking plates on the end that will be covered. Follow the front-facing instructions, above, for the one blanking plate. For the exposed side the trims will need to be used. Place both small trims into position, lining the screw holes up, then when in the correct position screw into place with the screws provided using a cross headed screwdriver. Next, secure in place the large trim vertically on to the side of the appliance in between the two small trims. Line the screw holes up and secure the provided screws into place with a cross headed screwdriver.

#### Three Sided & Suite Installations

Place both small trims into position, lining the screw holes up then screw into place with the screws provided using a cross headed screwdriver. Once the small trims are installed the large trim will be vertically placed in between the two small trims, as pictured above. Use the same steps for both sides.

● Firebox screws



We strongly recommend that two people are used to remove the glass, both using protective gloves.

To remove the front glass from the appliance, use a cross headed screwdriver to remove the screws from either end of the top bracket of the appliance, holding the glass in place.

Ensure the glass is supported at all times.

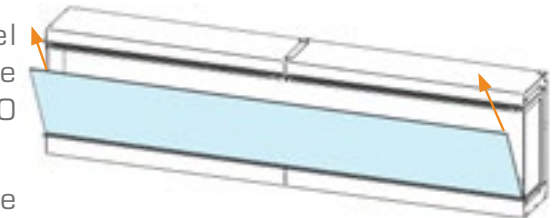
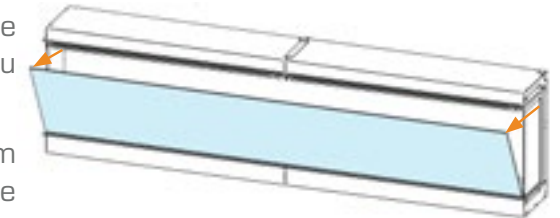
Next, gently lever the top of the glass towards you, ensuring you have full support of the glass.

Lift the glass up and out from the appliance and place the glass on a soft, flat surface on the floor.

Insert your preferred fuel bed options as shown in the following pages in section 10.0 – 10.2.

To re-install the glass, see the instructions in reverse order.

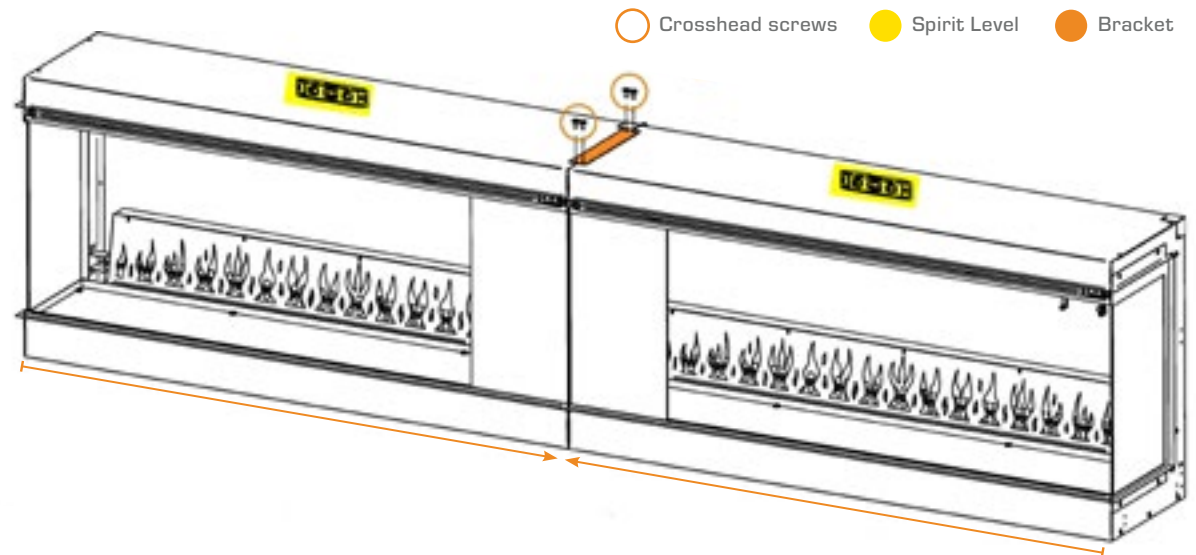
○ Crosshead screws



## // 9.1 PREPARING THE APPLIANCES – PART2

### ALIGNING FIREBOXES & PREPARING INTERNAL PARTS

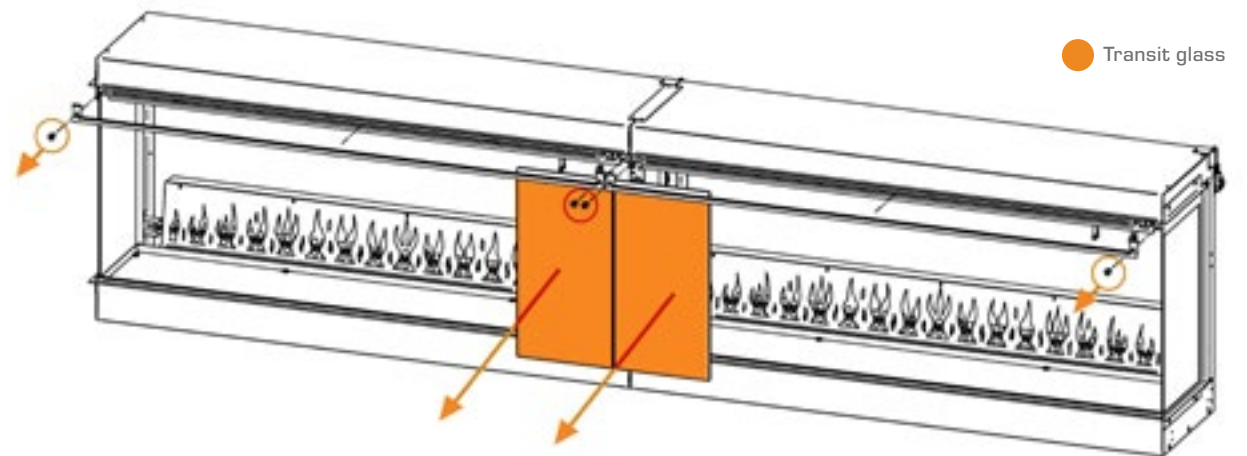
- 1) Line the two appliances next to each other with the opened ended sides pushed up together. Using a spirit level ensure that both appliances are completely level.
- 2) Once level, remove the top 2x screws from each appliance with a cross headed screw driver as shown. Install the fixing plate into position, lining the holes up, then screws the 4x screws back into position.



We strongly recommend using protective gloves when removing the glass.

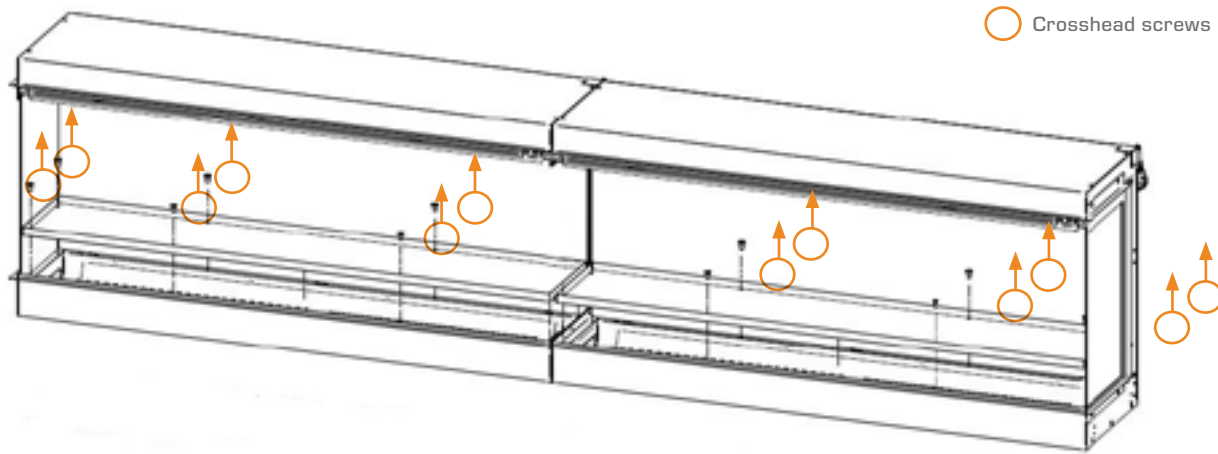
- 3) Remove the screws from both ends of the top brackets from each appliance. Remove the transit glass from the front of each appliance, this glass can carefully be disposed of correctly.

Ensure the glass is supported at all times.





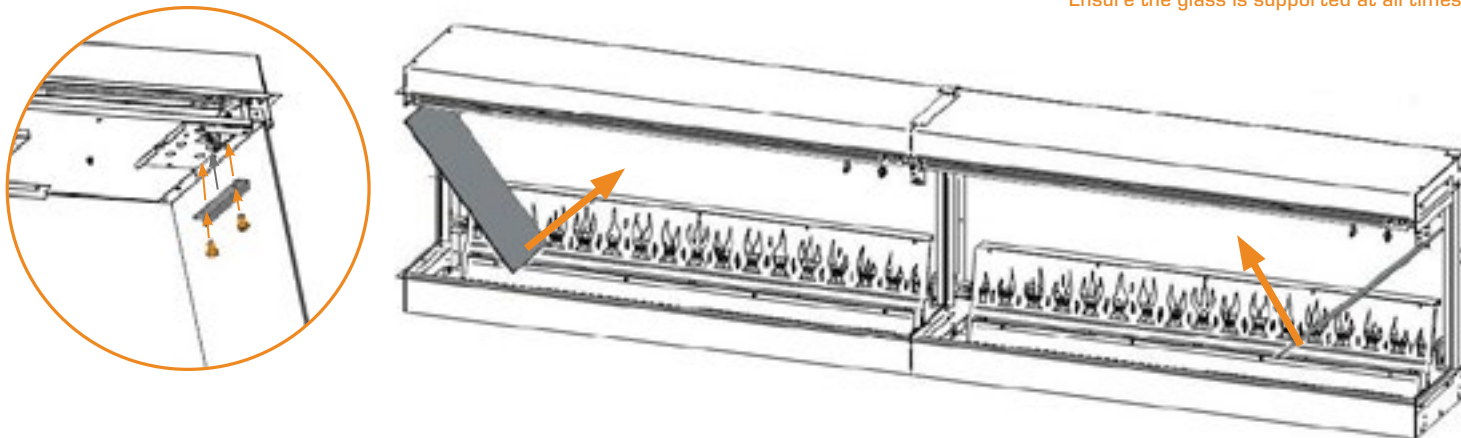
- 4) Remove the frosted fuel bed and black trim that the bed sits in from both fires by removing the 6x silver screws from each appliance with a cross-headed screw driver. There is double sided silicon sponge at either end that may require a small amount of force to remove the tray from the fire.



We strongly recommend using protective gloves when removing the glass.

- 5) Remove the screws from the bracket holding the side glass in place. On both fires remove the side glass by carefully moving the bottom of the side glass inwards, releasing the glass from the sides of the appliance.

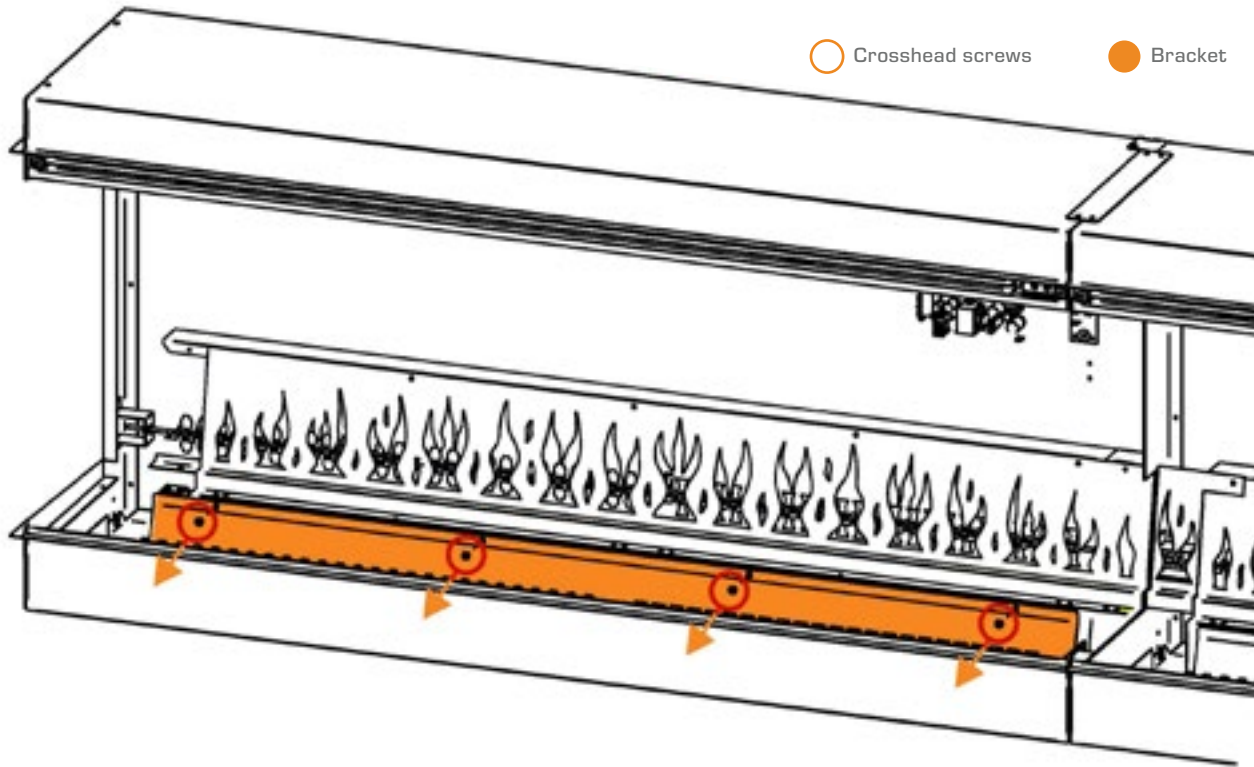
Ensure the glass is supported at all times.



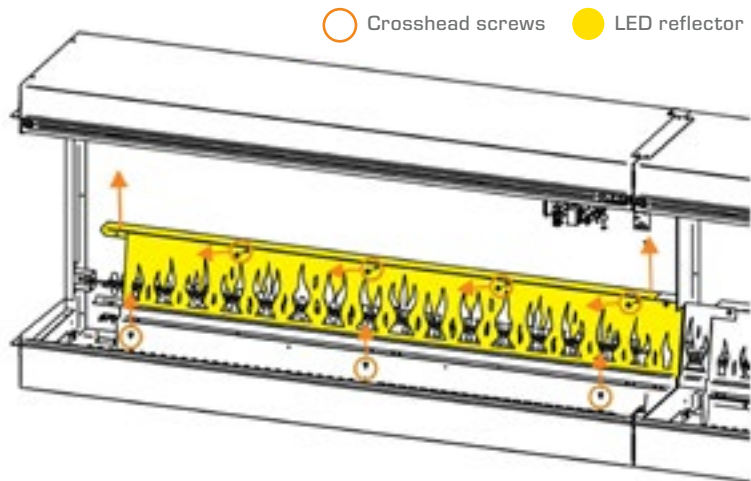
## // 9.2 PREPARING THE APPLIANCES

### ALIGNING FIREBOXES & PREPARING INTERNAL PARTS

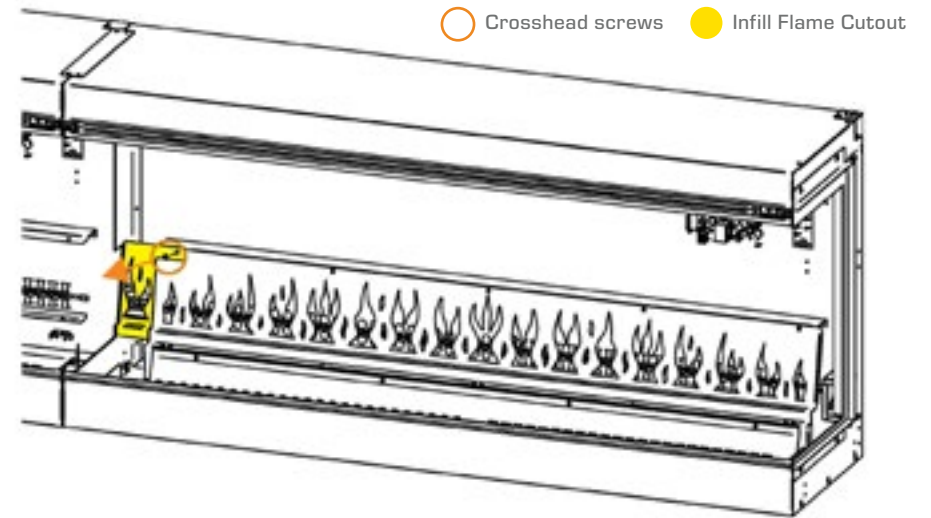
6) On the left hand side appliance only, remove the 4x screws holding the LED deflector in place.



- 7) On the left hand side appliance only, remove all 3x screws the screws from the bottom of the flame-effect, and the 4x screws from the top of the flame-effect as shown. **DO NOT REMOVE THE SCREW FROM THE FAR RIGHT OF THE FLAME EFFECT!**



- 8) Remove the infill flame cutout panel from the right hand side appliance.

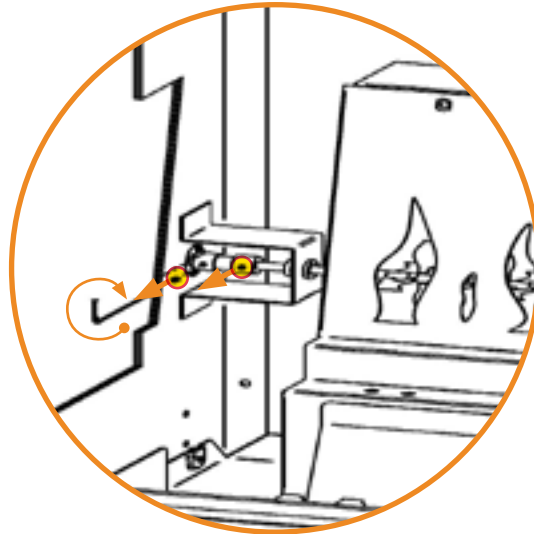


## // 9.2 PREPARING THE APPLIANCES – PART 2

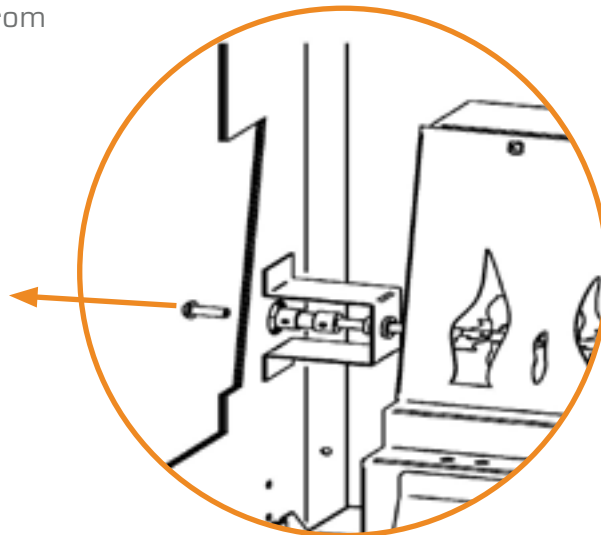
### ALIGNING FIREBOXES & PREPARING INTERNAL PARTS

9) On the right hand side appliance only, remove the grub screw from the left hand side of the shaft coupler with the provided 1.5mm Allen key, turn the rotisserie 180° and remove the other grub screw,

 Grub screw

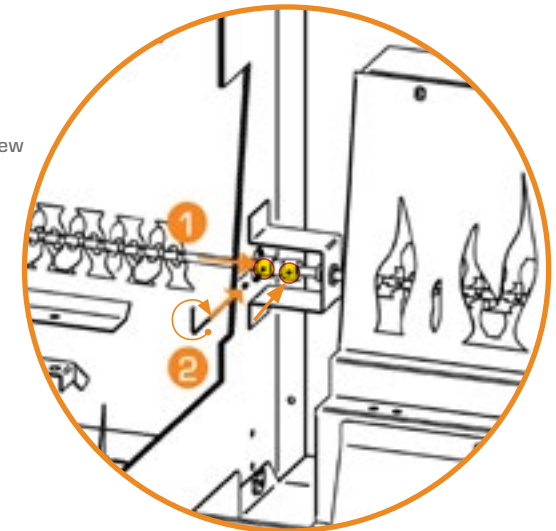


10) Remove the transit screw from the end of the shaft coupler



11) Pass the left hand side rotisserie flame effect through the opening and into the shaft coupler. Tighten the left hand side grub screw on the shaft coupler with a 1.50mm allen key, connecting the two together. Turn the rotisserie 180° and tighten the other grub screw.

 Grub screw

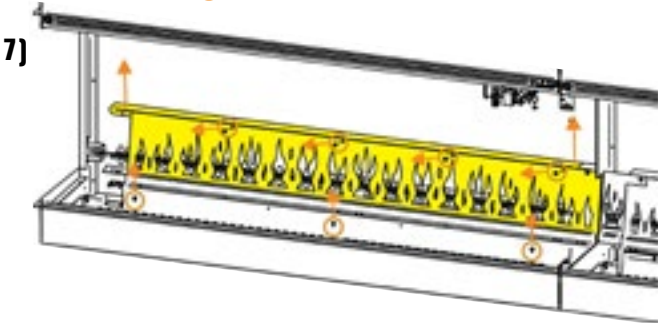


12) To reinstall the LED deflector see steps 6-8 on pages 17-18 in reverse order as shown below (8, 7, 6).

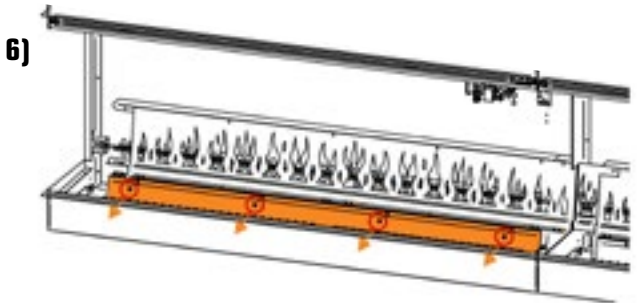
○ Crosshead screws    ● Infill Flame Cutout



○ Crosshead screws    ● LED reflector



○ Crosshead screws    ● Bracket

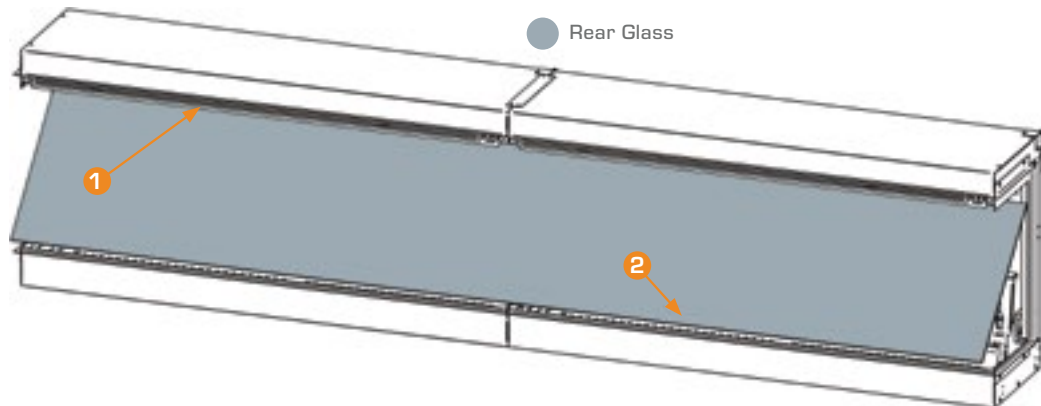


## // 9.2 PREPARING THE APPLIANCES – PART 2

### ALIGNING FIREBOXES & PREPARING INTERNAL PARTS

We strongly recommend using protective gloves when removing the glass.

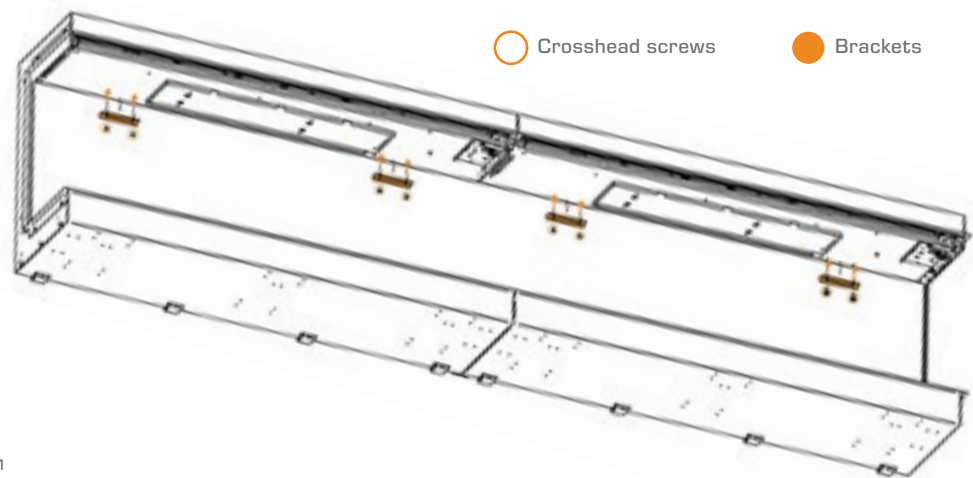
- 13)** First, carefully insert the top of the rear glass into the top of the firebox behind the 4x rear clamps. Then offer the bottom of the rear glass towards the rear, standing the glass upright. **Ensure the glass is supported at all times.**



We strongly recommend using protective gloves when removing the glass.

- 14)** Slide the rear glass behind the 4x rear clamps securely into position. If you are unable to slide the glass back into position, remove all 4x rear clamps, then re-install the glass into position, and finally re-install the 4x rear clamps to secure the rear glass.

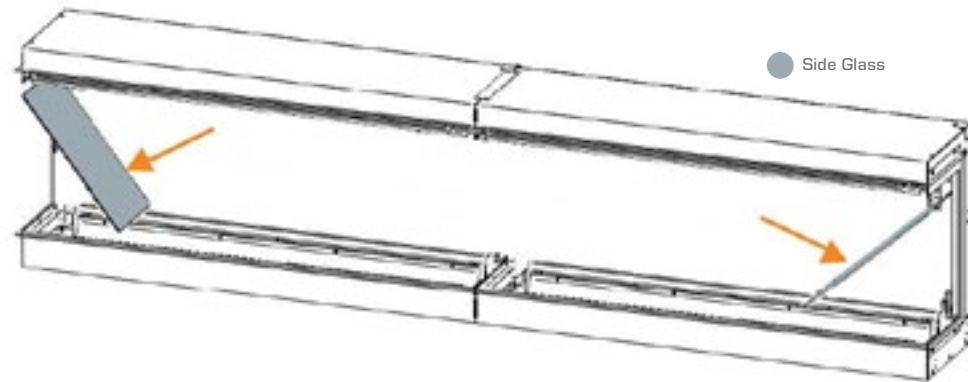
**Ensure the glass is supported at all times.**



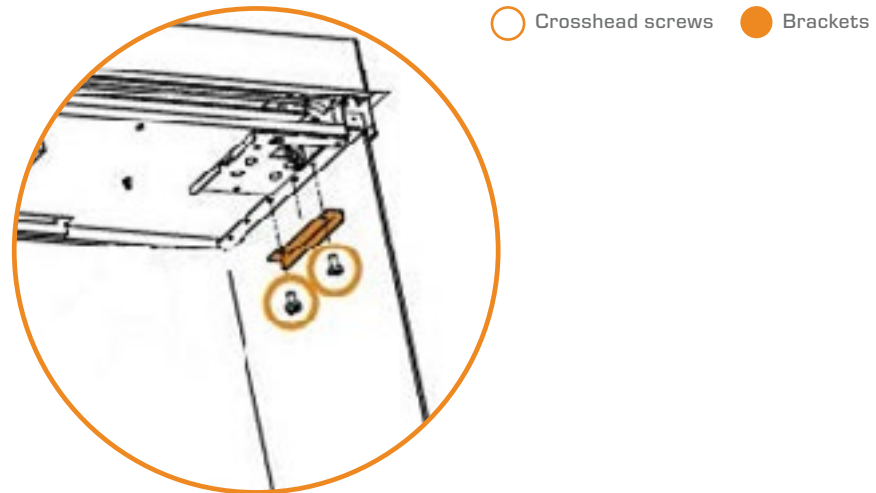
We strongly recommend using protective gloves when removing the glass.

- 15)** Carefully insert the side glass panels back into each side of the appliance, in at the top first then in at the bottom.

Ensure the glass is supported at all times.



- 16)** Screw the top clamps from each side back into position, holding the side glass in place.



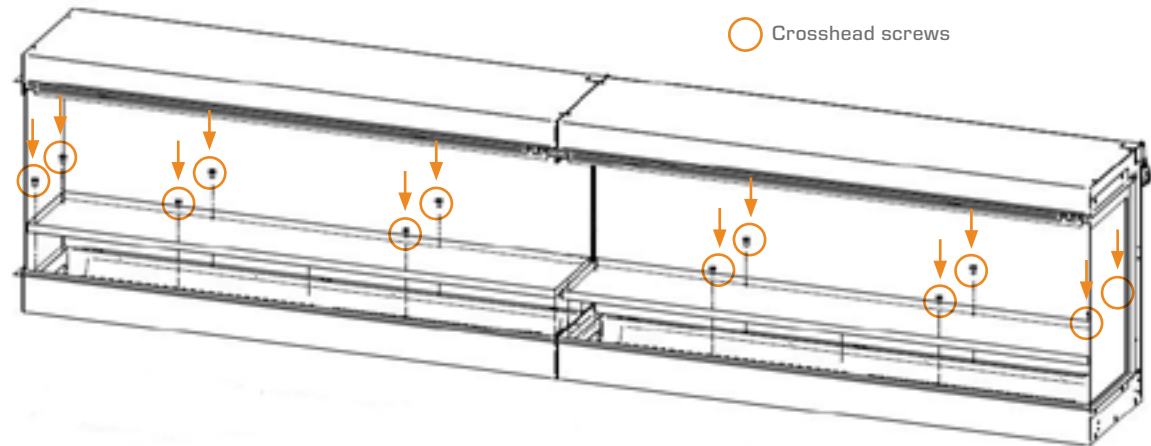
## // 9.2 PREPARING THE APPLIANCES – PART 2

### ALIGNING FIREBOXES & PREPARING INTERNAL PARTS

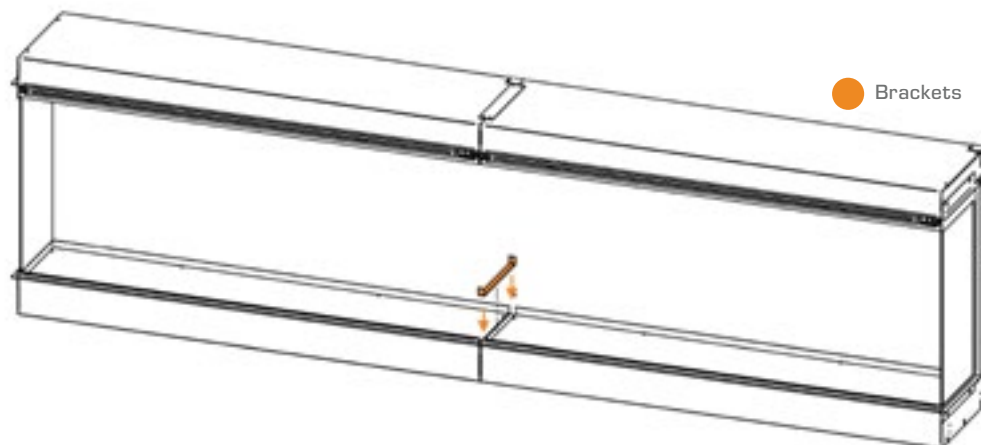
**17)** Carefully place the fuel bed trays back into position and line the holes in the fuel bed up with the holes in the firebox. Insert the 12x screws that secure the fuel bed back into position. Insert your preferred fuel bed options as shown in the following pages in section 11.0 – 11.2.

If a deluxe fuel bed has been purchased, install the deluxe fuel bed into position, then go to step 19.

Ensure the glass is supported at all times.



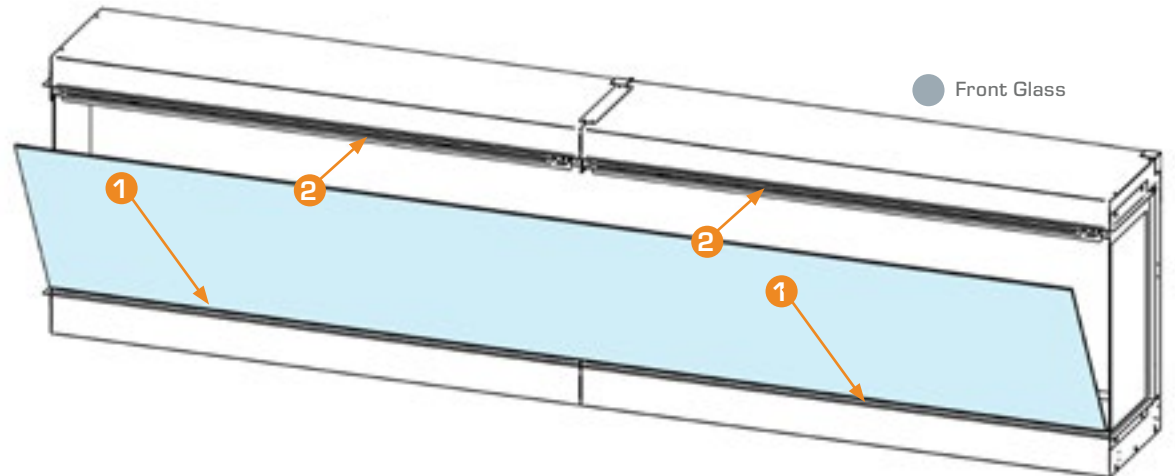
**18)** Place the trim plate in between the two frosted fuel beds. Double sided tape can be used if required (not supplied).



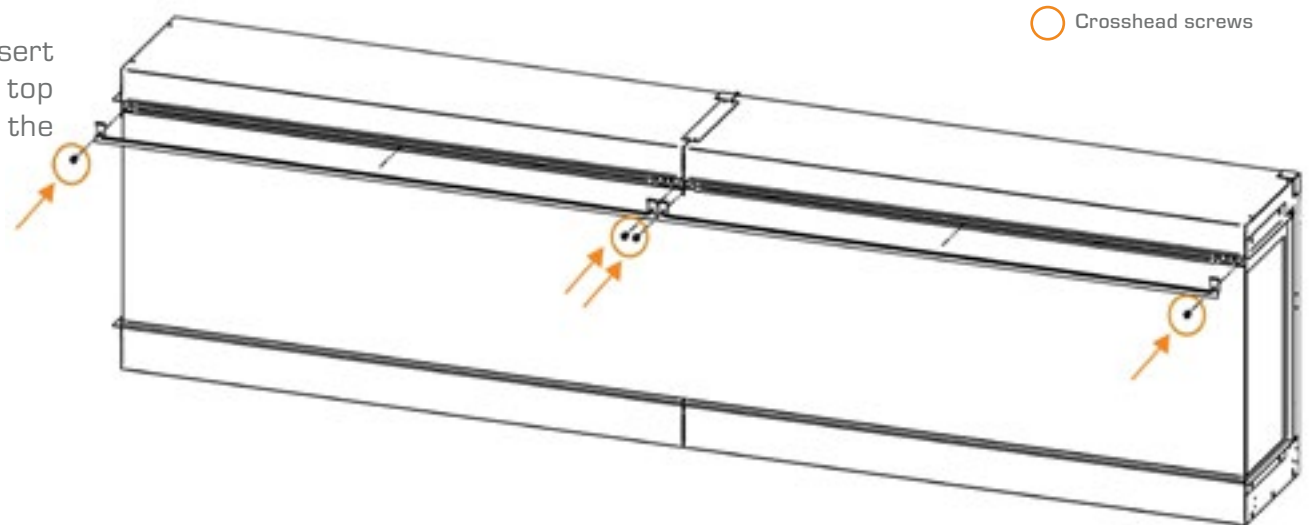


We strongly recommend using protective gloves when removing the glass.

- 19)** Next layout the fuel bed, please refer to section 11.0 – 11.2, pages 31 – 35. Then, using two people carefully lift the front glass up and into the bottom front grooves of the appliances. If only one side will fit in under the air curtain outlets then gently lift the the other air curtain up to push the glass underneath. **Ensure the glass is supported at all times.**



- 20)** Using a cross headed screw driver, insert the screws into either ends of the top brackets on each appliance, to hold the front glass in place.



## // 10.0 INSTALLATION

British Fires assumes absolutely no responsibility for injuries and damages that may occur due to improper installation or handling.

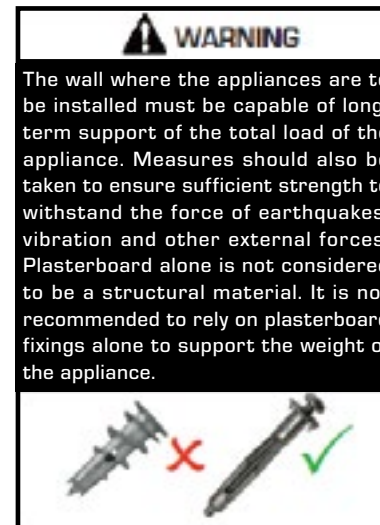
Remove any protective film coatings from the finished/decorative surfaces of the appliance, if any. After having selected the final position of the appliance taking into account the integrity of the wall the electric appliance may be secured to the wall.

To ensure customer safety, be sure to design the installation so that the strength of both the wall and any wall fixings used are sufficient. Do not block the ventilation holes of the appliance. The wall onto which the appliance/stud wall is installed must be flat. Install only on a vertical surface. Avoid sloped surfaces. Installation onto anything other than a vertical wall may result in fire, damage or injury.

If the appliance/stud wall is to be mounted on a dry wall or a timber framed construction wall then efforts should be made to fix into two or more wooden studs, or supporting wooden members of the wall using the fixing screws provided. If this is not achievable then the wall should be strengthened using appropriate building materials.

Ensure that the correct wall plugs are used for the type of wall that the stud work is being connected to.

Ensure the plug or fuse spur is fully accessible.



Check regularly for security of wall fixings as appropriate. Also check security of supply cable and connections. If the supply cable becomes damaged, it must be replaced by a service agent or competent person, such as a qualified electrician.

### // WARNING:

Before enclosing the appliances, test the power in situation in order to ensure the power to the appliance working properly.

## // 10.1 INSTALLATION – STUDWALL

The stud wall **MUST** include a header at the dimensions, highlighted on the following pages. This is to ensure that the weight of the finished wall is not resting on top of the appliance.

The power inlet cable can be installed through your choice of two locations on the top, right hand corner of the appliance. Each can be accessed through one removable plate.

Each appliance should be positioned on a firm level surface and in a clean 'dust free' environment. If fitted into an open chimney, the chimney must be blocked off to reduce the risk of draught and damp through the fire, which may cause the safety cut out system in the fan heater to operate.

The base of the opening/stud work must be able to take the full weight of both appliances, together.

**Any protruding headers MUST be made of a non-combustible material. See section 11.1 on page 28.**

To install into a stud wall the mounting bracket must be removed from the rear of the appliance as shown in section 8.2 on page 8.

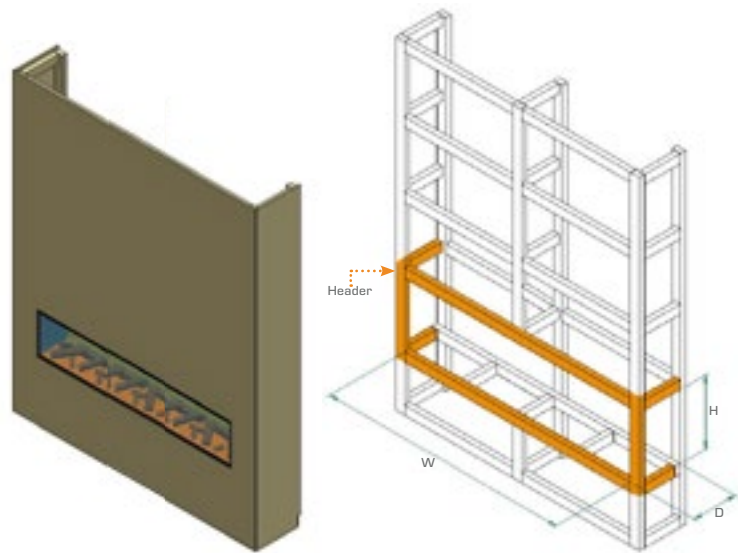
**Once the frame work has been constructed and secured to the wall and the appliances are in its end position, ensure that there is power to the appliance before any cladding/plasterboard is installed.**



### // CAUTION:

Do not keep the appliances connected to the electrical supply at this time.

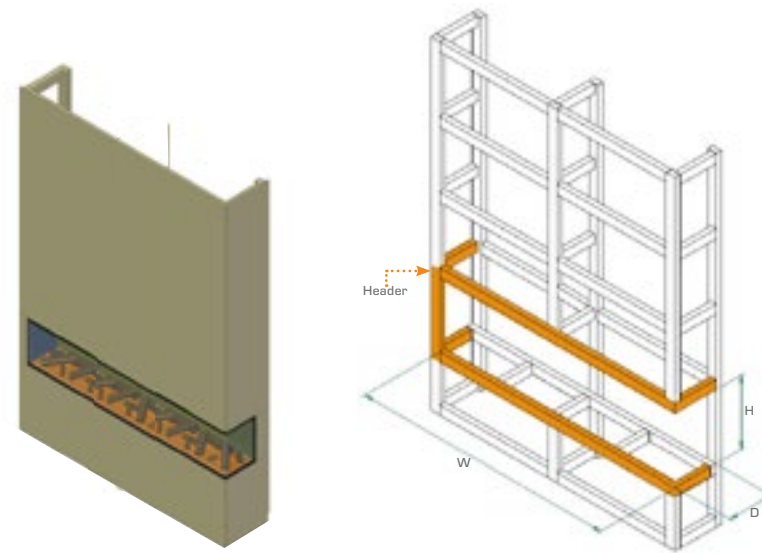
## // 10.1 INSTALLATION – STUDWALL



// One-sided (fully-recessed) installation

Open Dimensions		
Height	Width	Depth
570mm	2352mm	300mm

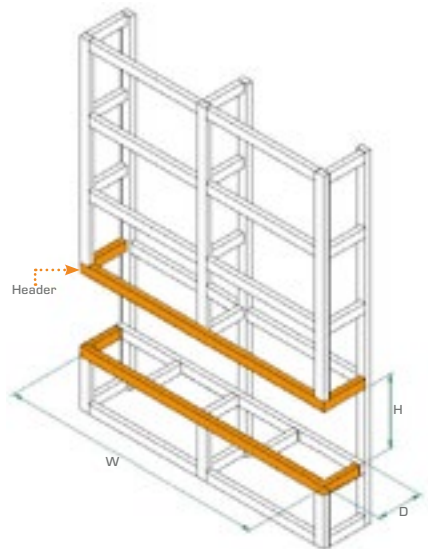
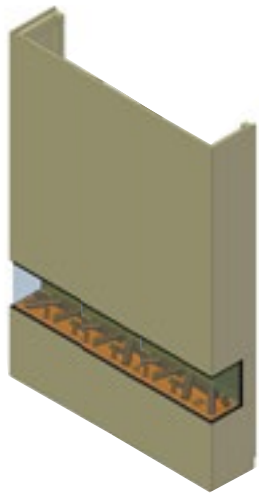
Drawings are not to scale



// Two-sided installation

Open Dimensions		
Height	Width	Depth
570mm	2352mm	300mm

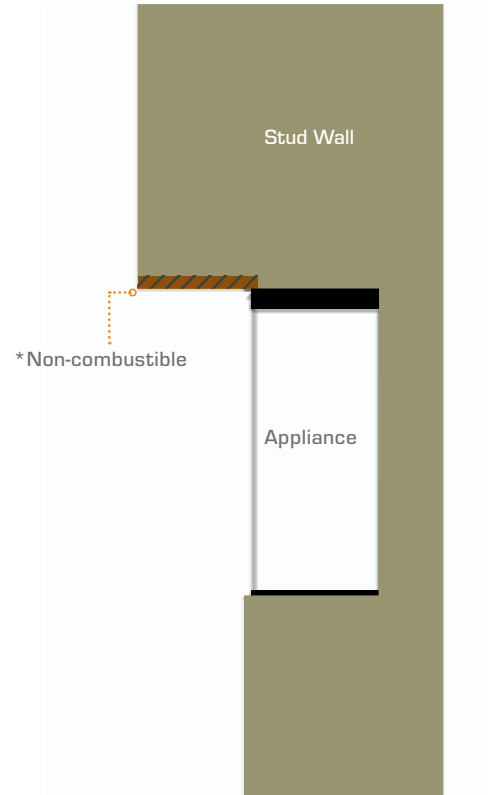
Drawings are not to scale



// Three-sided installation

Open Dimensions		
Height	Width	Depth
570mm	2352mm	300mm

Drawings are not to scale



\*If the stud wall immediately above the heater protrudes beyond the front of the appliance then the over-hanging section of the installation must be made from a non-combustible material, such as calcium silicate/fireboard.

## // 11.0 FOREST VIEW FUEL BED LAYOUT

### Forest View



Taking a small amount of the small crystals, scatter randomly over the frosted base as shown above.

**PRO TIP** – Use the small crystals to pick up extra light from the fuel bed to give you the best effect.



Use the contents from the Forest terrain bag and place this in the formation shown above (image 2) towards the front and sides of the frosted base. There should be a single layer to cover this area of the frosted bed and the crystals still visible.



Using the contents from the Husk bag, cover the area on the frosted bed that is still exposed, making sure the crystals are still visible.



Use the slate pieces and place these randomly on the bed as shown in image 4, above.



Place the logs on top of the base layer created by the crystals, Forest terrain, Husk and slate pieces. Position them as shown above. The logs can be placed in any order, for this look the larger logs are in the center with the remaining logs around them.

**IMPORTANT** – Place the logs carefully on the fuel bed so you do not make contact with the rear and side glass. Contact with glass may cause damage.

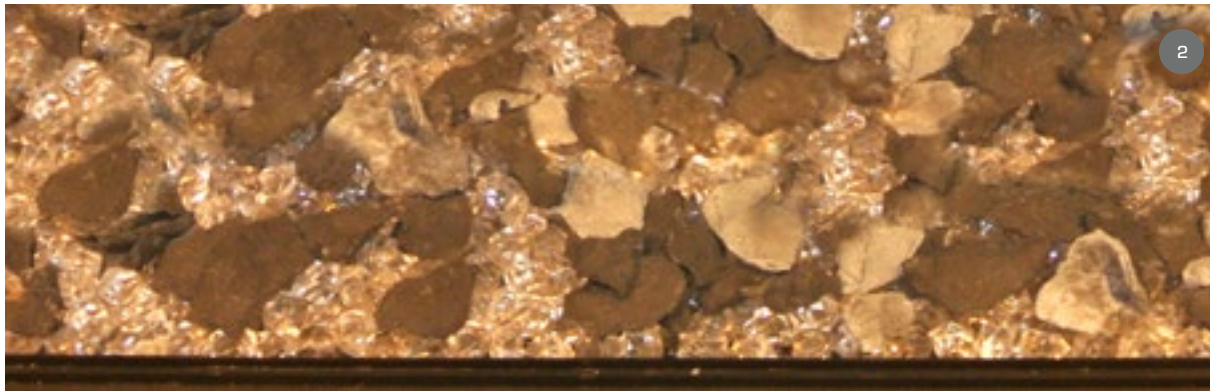


## // 11.1 SLATE VIEW FUEL BED LAYOUT

### Slate View



Evenly scatter the small crystals over the frosted base as shown in image 1, left. The crystals should be spread out across the whole base and form a layer covering the whole area.



Take the two types of the slate effect pieces and spread these evenly throughout, on top of the bed of crystals.



Place the logs on top of the base layer created by the crystals and slate pieces. Position them as shown in image 3. The logs can be placed in any order, we have used the larger ones as centre pieces and placed the remaining logs around them.

**IMPORTANT** – Place the logs carefully on the fuel bed ensuring you do not make contact with the rear or side glass. Coming into contact with glass may cause damage.

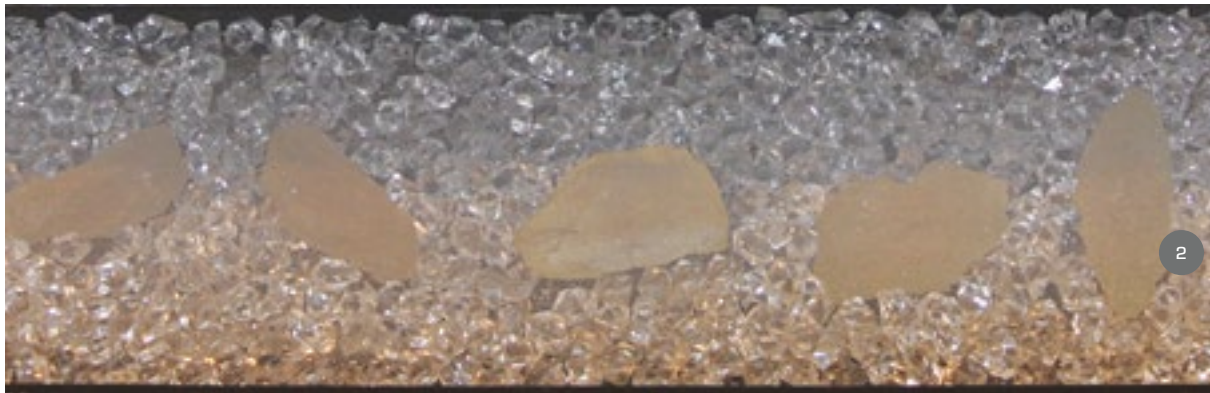




## // 11.2 DIAMOND LIGHT VIEW FUEL BED LAYOUT



Evenly scatter the small crystals over the frosted base as shown in image 1, left. The crystals should be spread out across the whole base and form a layer covering the whole area.



Take the larger crystals and place these in position as shown in image 2, left. For the best results, remove a small amount of the small crystals and place the larger crystal directly on the frosted base.

Three Diamond Light colour settings (Orange, Purple, Blue)



## // 10.3 INSTALLING THE DELUXE REAL LOGS

**WE STRONGLY RECOMMEND THAT PROTECTIVE GLOVES ARE WORN WHEN HANDLING THE GLASS**

CARRY OUT THE BELOW INSTRUCTIONS ON BOTH APPLIANCES

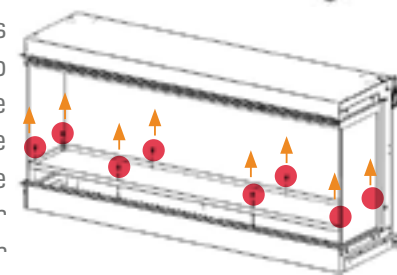
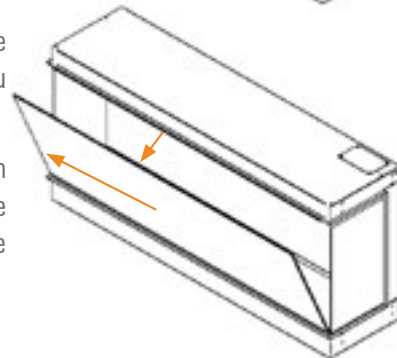
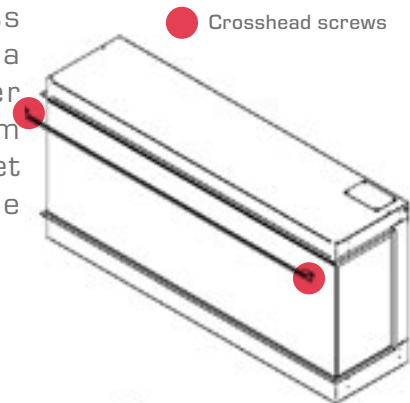
- 1) To remove the front glass from the appliance, use a cross headed screwdriver to remove the screws from both ends of the top bracket of the appliance, holding the glass in place.

Ensure the glass is supported at all times.

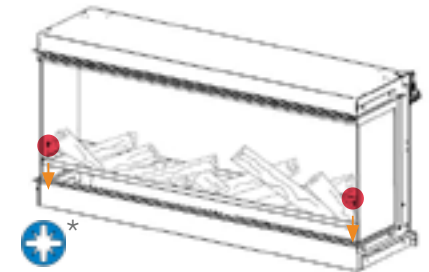
- 2) Next, gently lever the top of the glass towards you, ensuring you have full support.

- 3) Lift the glass up and out from the appliance and place the glass on a soft, flat surface on the floor.

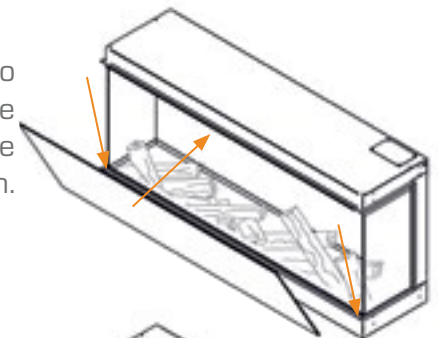
- 4) Remove the Crosshead screws that hold the fuel bed into position, then carefully remove the fuel bed tray from the appliance and place safely to one side. A flat head screw driver can carefully be used to lever the fuel bed out if extra help is required.



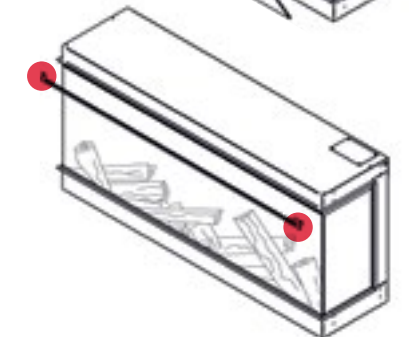
- 5) Carefully place the deluxe fuel bed tray into position and line the holes in the fuel bed up with the holes in the firebox. Insert the two (2x) 1½ x 8\* screws that secure the fuel bed back into position.



- 6) Carefully lift the front glass into the front slot at the bottom of the appliance, then carefully offer the top of the glass back into position.





- 7) Using a cross headed screw driver, screw the glass retaining bracket back onto the front of the appliance, securing the front glass into place.

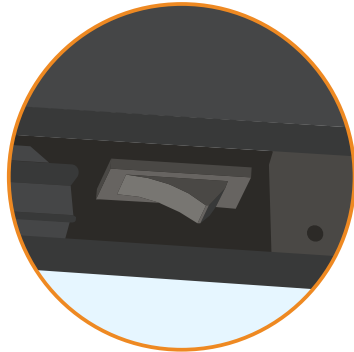


## // 12.0 PAIRING THE REMOTE CONTROL

CARRY OUT THE BELOW INSTRUCTIONS ON BOTH APPLIANCES

The ON/OFF switch is located on the front, top right hand side of the appliance. Press the O/I button once to turn the fire on. The appliance will then automatically start with the LED flame-effect activated.

Within 1 minute of turning the power on by the main ON/OFF switch (located on the front, top right hand side of the appliance), press and hold and the  and  buttons on the remote control for 3 seconds, to remotely pair to the appliance, the LCD only displays bL (displayed at the display temperature position) and flashes for 5 seconds, then returns to the current display state. The remote is then paired to the appliance.



## // 13.0 OPERATING THE APPLIANCE

THE ON/OFF SWITCH IS LOCATED ON THE FRONT, TOP RIGHT HAND SIDE OF THE APPLIANCE. YOUR MODEL MAY REQUIRE PRESSING THE **O/I** BUTTON ONCE TO TURN THE FIRE ON.

### REMOTE CONTROL

The button distribution of the remote controller is as shown right, and the current state information of the electric fireplace, such as the flame-effect, fuel bed, setting, temperature and time set, is displayed on the LCD screen on the remote control.



#### 1) Standby

Turns the appliance ON/OFF standby, the default settings are: heater set to 82°F/27°C, the main flame effect is F1, the Fuel bed is L1 (no temperature display).

#### 2) Flame Control

Changes the flame effect brightness F1, F2, F3, F4, F1 (cycle adjustment)

#### 3) Heater

Heater button switches to the temperature adjustment option when the weekly timing function is adjusted. Then use the  and  buttons to select the desired temperature. The temperature cannot be adjusted while the daily timer control is in use. Only the heating function can be switched.

Temperature Setting range:

Centigrade: 17°C, 18°C, 19°C, 20°C, 21°C, 22°C, 23°C, 24°C, 25°C, 26°C, 27°C, ON, 17°C (Cycle)

Fahrenheit: 62°F, 63°F, 64°F, 65°F, 66°F, 67°F, 68°F, 69°F, 70°F, 71°F, 72°F, 73°F, 74°F, 75°F, 76°F, 77°F, 78°F, 79°F, 80°F, 81°F, 82°F, ON, 62°F (Cycle)

\*Press and hold the heater button for 3 seconds can transfer from °C to °F.



7

8

1

2

4

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3

5

#### 4) Fuel Bed

Changes the colour of the fuel bed. L1, L2, L3, L4, L1 (cycle adjustment)

#### 5) Sleep Timer

Adjusts the timer: 1H, 2H, 3H, 4H, 5H, 6H, 7H, 8H, 9H, OF, 1H (cycle)

#### 6) Down Light

Turns the down lighting ON/OFF, (the down light symbol will be lit when it is turned on).

#### 7) Time and Week Settings

Press to enter the time and week timer settings.

#### 8) Lower temperature 1°C or F°

Press this button to lower the temperature by -1°, incrementally, while the heating is turned on.

#### 9) Raise Temperature 1°C or F°

Press this button to raise the temperature by +1°, incrementally, while the heating is turned on.

#### 10) Date Set

To choose from Monday to Sunday or week timer mode option. Option mode:1-2-3-4-5-6-7-A-oF.

## // 13.0 OPERATING THE APPLIANCE

Continued

### Standby Button:

Turns the appliances ON/OFF standby, the default settings are: heater set to 82°F/27°C, the main flame effect is F1, the Fuel bed is L1 (no temperature display).

### Changing Flame Effect:

In the power-on state, press this button, the digital screen displays the flame position and the flame indicator is bright, and the main flame position can be adjusted. The flame brightness settings are: F1, F2, F3, F4, **Set as follows:**

Button	Display	Flame Effect
1st Press	F1	Full
2nd Press	F2	Medium
3rd Press	F3	Low
4th Press	F4	cycle through settings

### Heating Operations:

**1)** Press the heater button to turn the heating function on and off and adjust the temperature setting. Heater is divided into temperature settings: 17°C, 18°C, 19°C, 20°C, 21°C, 22°C, 23°C, 24°C, 25°C, 26°C, 27°C, ON, 17°C. (Circular operation control)

**2)** Press and hold the heater button for 3 seconds to convert the temperature unit from °C to °F. The temperature display window will flash. After the temperature is set, the display unit will flash 5 times, then automatically saves the settings and exits the setting state. After the display unit is turned on, if there is no operation within 10 seconds, the setting status is also exited.

**3) Fan delay function:** After the appliances are turned off, the fan will continue running for 15 seconds then stop.

**Open Window Detection function:** When the appliances are heating, the ambient temperature suddenly drops  $\geq -5^{\circ}\text{C}$  within 10 minutes, and the environment cannot be warmed up within 30 minutes.

The appliances will automatically display "OP". The heating function will be automatically turned off, and when the "OP" is displayed, it can be turned off and then restarted by turning off and on the appliances to clear the fault code.

**4)** These appliances have a non-self-resetting overheat protection device (thermal cut-out) which will activate if the air inlets or outlets are obstructed. For safety reasons the fire will NOT switch on again automatically, the following procedure must be carried out before the fire can be operated.

**NOTE:** The flame-effect will remain operational if the cut-out is activated, only the fan heater is prevented from working.

Switch OFF the appliances at the wall socket or outlet. Leave the fire OFF for a period of no less than 10 minutes, ensuring all obstructions are removed. Switch the appliances ON at the wall. Ensure the appliances are turned ON at the control switches. If the fire fails to operate correctly, repeat the above procedure.

## // ATTENTION:

With the remote paired to both fires correctly the same operation setting will apply to both fires.

### Fuel Bed Options:

Once powered, press the “Fuel Bed” button and the LCD screen on the remote will display the fuel bed icon. Now, the fuel bed colour can be adjusted. The different settings are: L1, L2, L3, L4; Fuel bed light. **Set as follows:**

Button	Display	Flame Effect
1st Press	L1	Orange
2nd Press	L2	Blue
3rd Press	L3	Orange + Blue
4th Press	L4	Cycle through settings

### Setting Sleep Timer:

In the timed display, press the “Sleep Timer” button to adjust the time, plus one hour for each press. (You can’t enter the weekly timing selection, you can only set the current automatic shutdown time. This function is available when the weekly timing function is turned on. Will not operate). Timing range: 1H, 2H, 3H, 4H, 5H, 6H, 7H, 8H, 9H, OF, 1H (cycle adjustment).

### Control Down Lighting:

Turns the down lighting lights on and off.



### Setting Clock and Timer:

Use the date button to choose from Monday to Sunday or week timer mode option. Option mode: 1-2-3-4-5-6-7-A-oF.

#### Clock setting:

**1)** At standby state (after the unit is plugged in and before pressing “main power”), press and hold the Setting button on the remote for 3 seconds, the digital display will the flash “00:00”.

**2)** Press  $\oplus$  on the remote control to set the hour, press the remote control  $\ominus$  to set the minutes.

**3)** Press “Setting” to enter the setting of the week timer. Press  to select Sunday to Saturday. The date symbol will be light up after the day is selected. When finished, press the  button to exit setting.




**4)** The current clock must be set after the initial power-on or power-off, otherwise the clock will remain “00:00” status and you won’t be able to set the week timer function.













## // 13.0 OPERATING THE APPLIANCE

Continued

### Heat settings:







Use remote control's Heater button  to select the temperature. The system default parameters are: 82°F/27°C. Press  &  buttons to select the temperature when the heating is turned on. Temperature range: 17°C, 18°C, 19°C, 20°C, 21°C, 22°C, 23°C, 24°C, 25°C, 26°C, 27°C, ON, 17°C. (Cycle)

### Timing switch ON/OFF preset:


**1)** While in the standby state, press the sleep timer  button on the remote for three seconds to pre set timing switch on/off the week timer. Enter mode 1, while the display is "1 ON", the clock will be "01:00", press  to set hour, press  to set minute, press  to set the week, every press on the  will show SU, MO, TU, WE, TH, FR, SA and flash in turn, you can use the  key to select or de-select the desired date. The  indicates all of the selected days. Press the "Heater"  button to enter the temperature setting, then press the  &  button to set



temperature.

**2)** Press "Setting"  again to set the timer switch off, the display is 1 OFF, the clock is displayed as "02:00", press  to set hour, press  to set minute, the date of the timer off is the same as the timer on, you can't change this manually. After setting, press  to enter the setting of mode 2, which operates the same as mode 1. You can set mode 1 to mode 7 with the above method. Press  or  on the remote for 3 seconds to save setting and exit week timer setting.



**3)** After the preset timing ON/OFF switch, you can use clock/timer  button to select the desired timing mode 1-2-3-4-5-6-7- auto option, after the option shows five seconds without any operation, it will save the selected option and enter the current setting of the option, the timer logo of the display lighten and will automatically run the preset switch setting program. You can

individually select each setting of modes 1-7 for automatic ON/OFF switching, or you can preset the desired settings, and then select "auto mode" for multiple preset series executions.

**4)** If you want to set the ON/OFF switch and temperature setting for different periods of the week, then set the switching time and temperature of each day from Sunday to Monday in mode 1-7. After setting, use "auto mode" to run timing switch and then system will run the week timer of 1-7 modes within 1 day, use "auto mode" to run timing switch ON/OFF within one day. Be aware that when you use "auto mode", you need to make sure the settings of times does not overlap each other, otherwise the timer will not operate.

**5)** After entering the week timer setting, press the  button for 3 seconds to exit week timer mode, then the timer symbol will be extinguished. You can check the 1-7 timer settings by pressing the "Setting"  button. Example: press  to display [1 ON "01:00" temperature 27°C], press  again to display [1 OFF "02:00" temperature 27°C]. Press the "Setting" button again to display [2 On "03:00" temperature 26°C] then press the Setting button to display [7 OFF "13:00" temperature 27°C]. The wireless remote control and the appliances must be kept within 4 meters to prevent the remote control and the appliances from failing due to the distance exceeding the effective remote control range when working at the weekly timing. After the weekly time is turned on, the remote controller automatically controls the appliances at the set appointment time.



## // 14.0 SAFETY CUT-OUT SYSTEM

This appliance has a non-self-resetting overheat protection device (thermal cut-out) which will activate if the air inlets or outlets are obstructed. For safety reasons the fire will NOT switch on again automatically.

The following procedure must be carried out before the fire can be operated again:

- 1) Switch OFF the appliance *at the wall socket* or outlet. Leave the fire OFF for a period of no less than 10 minutes, ensuring all obstructions are removed.
- 2) Switch the appliance to ON at the wall.
- 3) Ensure the appliances are turned ON at the ON/OFF switches.

**NOTE:** During the cut-out test the fire will automatically display '88'.

If the fire fails to operate

correctly, repeat steps one and two. If an attempt to switch on the appliances are made before the safety cut-out has reset, the appliance may cut-out for a further period of time.

If the sequence has been followed correctly and the appliance still fails to function, check the fuse in the wall outlet. If this is not the cause, call an electrician or maintenance engineer.

**NOTE:** The flame-effect will remain operational if the cut-out is activated and only the fan heater is prevented from working.

## // 15.0 CLEANING AND MAINTENANCE

### Cleaning:

For general cleaning use a soft clean duster – never use harsh abrasive or cleaners. The glass panels should be cleaned carefully with a soft cloth. To clean the inside of the glass please refer to section 9.0.

Except for periodic cleaning of dust, there are no specific requirements for care, other than regular cleaning of the general appliance. A wipe with a dry cloth is normally sufficient. DO NOT use abrasive cleaners as they can damage the finish. Make sure the heater outlet and inlet grille (located on the top, front, centre of the appliance) is kept clear of dust, pet hair and other airborne household matter. These should be vacuum cleaned periodically using a brush attachment. The LED light strips are designed and tested to last 20,000 hours.

### Handset Battery Replacement

#### Battery Requirements:

Two (2) AAA 1.5V

- 1) Remove the battery cover and the used batteries from the back of the remote control.
- 2) Insert the two replacement batteries the correct way into the battery holder—making sure the batteries are firmly seated.
- 3) Then insert the battery cover back into position.
- 4) You will then need to pair the remote to the appliance. Please refer to section 11.0 Pairing The Remote Control.

If in doubt consult a qualified electrician. Refer to Section 3.0 Appliance Data for fuse specification. Excluding fuses, use only genuine manufacturers spare parts available from your supplier.

### // CAUTION:

Always disconnect each appliance from the mains supply outlet socket before undertaking any cleaning or maintenance!

## // 16.0 TROUBLESHOOTING GUIDE

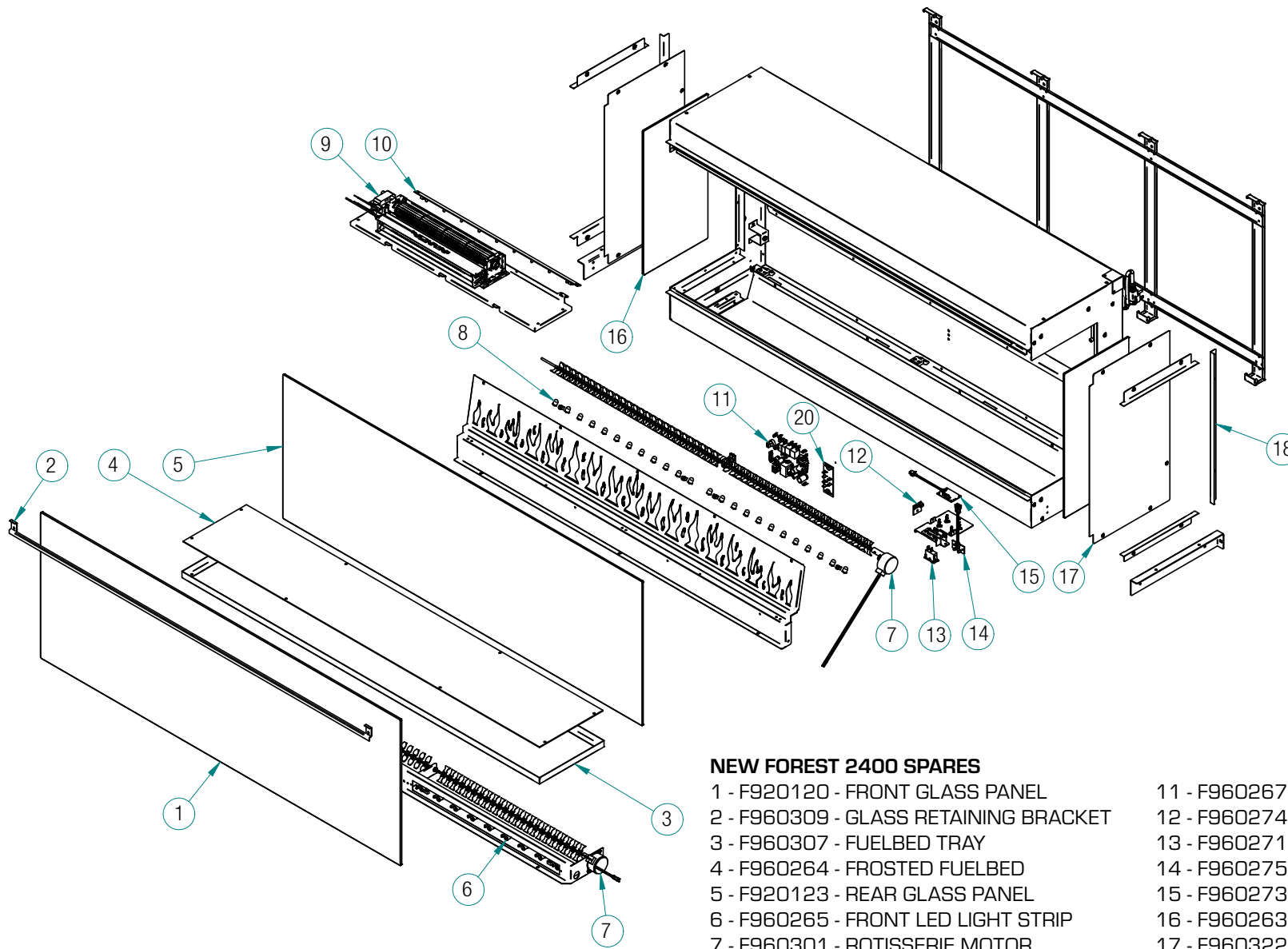
My New Forest Electric Fire...	Remedy
is not switching on	Ensure mains switch is on.
is not emitting any heat	The fire is fitted with an energy saving thermostat. If the temperature in the room is higher than the temperature selected on the fire, then the thermostat will stop the heater from turning on. For example, if the room temperature is 22°C or above and the fires heater is set at 22°C, then the heater will not be required until the room temperature drops below 22°C. If this is the case select a higher temperature setting than the room's temperature and the heater will begin to operate. The safety cut-out may have been operated. Switch the appliance off, leave for 10 minutes then switch back on.
shuts off after a period of time	Check that the temperature is not set onto the lower settings. If the room is warm enough the thermostat will stop the fire switching the heat on. Check that the air inlet/outlet is blocked off. Check that the window detection sensor has not activated.
Display panel shows	<p><b>88</b> There is a fault with the heater. Check that the temperature is not set onto the lower settings. If the room is warm enough the thermostat will stop the fire switching the heat on. Check that the air vent are not blocked off.</p> <p><b>EE</b> There is an electrical fault. A service engineer will need to check the thermostat for any loose connections.</p> <p><b>OP</b> The open Window Detection function is in operation, this operates when the appliance is heating and the ambient temperature suddenly drops <math>\geq 5^{\circ}\text{C}</math> within 10 minutes, and the environment cannot be warmed up within 30 minutes, resulting in the appliance automatically displaying "OP." The heating function will then be automatically turned off, and when the "OP" is displayed, it can be turned off and then restarted by turning off and on the appliance to clear the fault code.</p>

## // 17.0 SPARE FUEL BED ITEMS

- A.** Small Crystals
- B.** Husk
- C.** Light & Dark Slate
- D.** Large Crystals
- E.** Bark



## // 17.0 NEW FOREST 2400 SPARE PARTS



### NEW FOREST 2400 SPARES

- |                                       |                                       |
|---------------------------------------|---------------------------------------|
| 1 - F920120 - FRONT GLASS PANEL       | 11 - F960267 - PCB                    |
| 2 - F960309 - GLASS RETAINING BRACKET | 12 - F960274 - NTC THERMOSTAT         |
| 3 - F960307 - FUELBED TRAY            | 13 - F960271 - ISOLATOR SWITCH        |
| 4 - F960264 - FROSTED FUELBED         | 14 - F960275 - FEEDBACK DISPLAY PANEL |
| 5 - F920123 - REAR GLASS PANEL        | 15 - F960273 - REMOTE RECEIVER        |
| 6 - F960265 - FRONT LED LIGHT STRIP   | 16 - F960263 - SIDE GLASS PANEL       |
| 7 - F960301 - ROTISSERIE MOTOR        | 17 - F960322 - BLANKING PANEL         |
| 8 - F960266 - REAR LED LIGHT STRIP    | 18 - F960320 - LARGE END TRIM         |
| 9 - F960302 - HEATER & FAN ASSEMBLY   | 19 - F960268 - REMOTE HANDSET         |
| 10 - F960272 - DOWNLIGHT LED STRIP    | 20 - F960352 - INLET PCB              |

## // 18.0 SERVICING

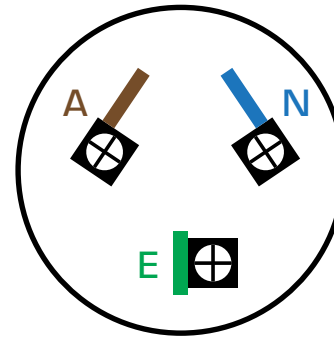
### There are no internal user serviceable parts.

As the colours of the wires in the mains lead of this appliance may not correspond with the colour markings identifying the terminals in your plug, proceed as follows.

The blue wire must be connected to the terminal marked with an N or coloured black. The brown wire must be connected to the terminal marked with an A or coloured red. The green/yellow wire must be connected to the earth terminal which is marked with an E or with the earth symbol.

**IMPORTANT:** The wires in the mains lead are coloured in accordance with the following code:

Blue/Black	Neutral
Brown/Red	Active
Green/Yellow	Earth

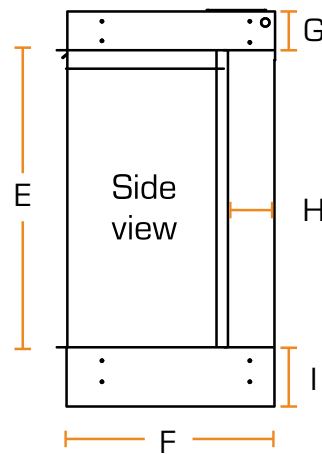
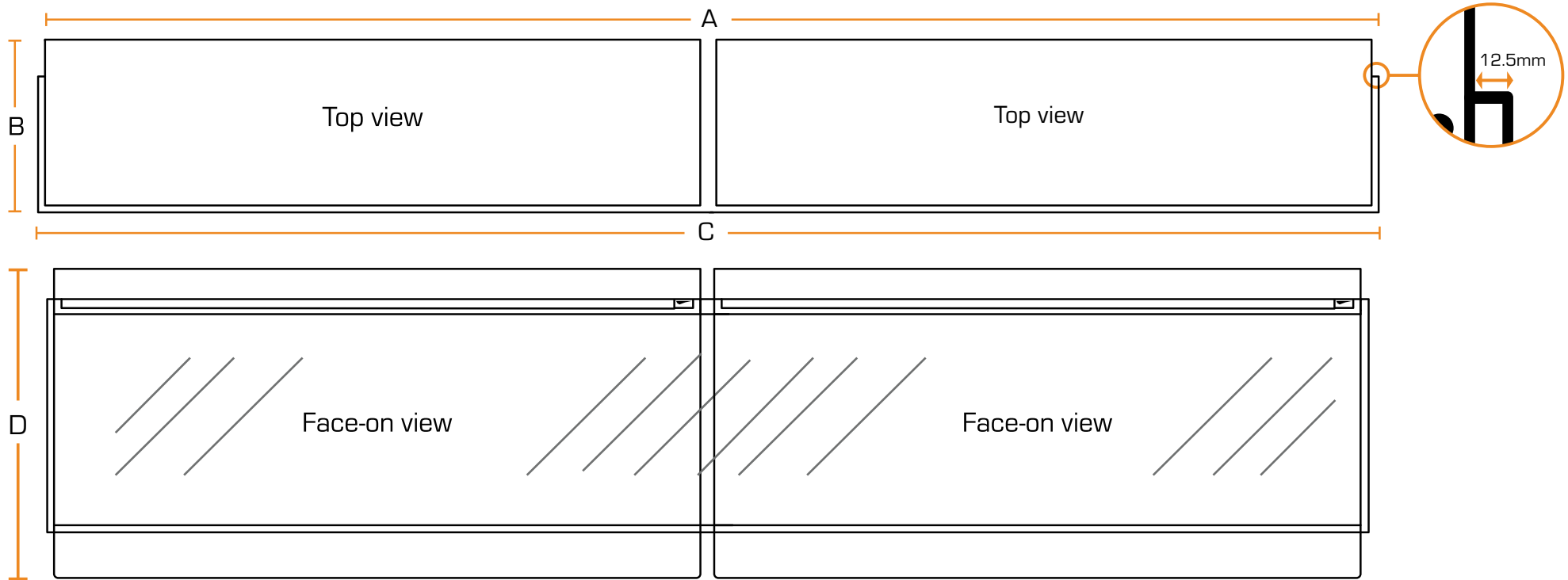


### //WARNING:

Never connect Active or Neutral wires to the Earth terminal of the plug.

**NOTE:** If a moulded plug is fitted and has to be removed take great care in disposing of the plug and severed cable, it must be destroyed to prevent engaging into a socket. Refer to Section 3.0, Appliance Data for appliance specification. Use only genuine manufacturers spare parts available from your supplier.

# // 19.0 APPLIANCE DIMENSIONS



A	2352mm
B	311mm
C	2375mm
D	565mm
E	424mm
F	300mm
G	55.5mm
H	67.0mm
I	83.5mm

## // 20.0 GUARANTEE, TERMS & CONDITIONS

### Automatic 3-year Guarantee

At British Fires we pride ourselves on quality and performance, so much so that each of our appliances is eligible for a three-year guarantee when purchased from an authorised dealer. Full warranty terms and conditions are available to view at [www.britishfires.com.au](http://www.britishfires.com.au).

### Terms & Conditions

All appliances must be installed in a correctly ventilated space in accordance with the manufacturer's installation instructions and the rules in force. All of our fires carry SAA approval. June 2023 British Fires Ltd.

- 1) For any claim to be made within three years from date of purchase you will be required to provide and supply your original proof of purchase.
- 2) All appliances must have been installed and operated in accordance with the manufacturer's instructions.
- 3) Purchase(s) must be made through an authorised stockist/retailer.

Please note all consumable items such as any ceramics including: coals, pebbles, logs, bark, crystals, rear panels are not covered by the 3-year guarantee.

During the guarantee period any appliance or component which is proved to be faulty or defective in manufacture, will be repaired or replaced free of material and labour charges, providing that we have authorised or carried out the repair or replacement. We will not accept or reimburse the costs of any third-party who undertakes any work carried on the appliance or fits parts, unless we have approved such work in advance of it being carried out. The guarantee period will not be extended even if we repair or replace any appliance or part.

### Making a claim:

If you wish to make a claim under our guarantee and all the terms and conditions for your appliance have been met then your initial contact must be made to the dealer/company from where you purchased the appliance. The relevant dealer will carry out initial troubleshooting and determine a reasonable course of action.

If you have any queries concerning the appliance, please send us an email.

**Email:** [sales@britishfires.com.au](mailto:sales@britishfires.com.au)

**Phone:** 1800 271 040



Waste electrical appliances should not be disposed of with household waste. Please recycle where facilities exist. Check with your local authority or retailer for recycling advice. As our policy is one of continuous improvement and development, we therefore, hope that you will understand we must retain the right to amend details and/or specifications without prior notice.



This product complies with conformity requirements of the applicable European Regulations or Directives.



Certificate No. SAA-230369-EA



Models covered by these instructions: New Forest 2400 Electric Fire (EF40-48A)

These appliances are only suitable for well insulated spaces or occasional use. Please note: Except where otherwise stated, all rights, including copyright in the text, images and layout of this booklet is owned by British Fires. You are not permitted to copy or adapt any of the content without the prior written permission of British Fires. © 2023 British Fires

All instructions must be handed to the user for safekeeping.  
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