



# Riva2 750HL

**Inset Convector Fire - Conventional Flue  
with Thermostatic Remote Control**



## Installation & User Instructions

### IMPORTANT

THE OUTER CASING, FRONT AND GLASS PANEL BECOME EXTREMELY HOT DURING OPERATION AND WILL RESULT IN SERIOUS INJURY AND BURNS IF TOUCHED. IT IS THEREFORE RECOMMENDED THAT A FIREGUARD COMPLYING WITH BS 8423 (LATEST EDITION) IS USED IN THE PRESENCE OF YOUNG CHILDREN, THE ELDERLY OR INFIRM.

This product contains a Heat resistant glass panel. This panel should be checked during Installation and at each servicing interval. If any damage is observed on the front face of the glass panel (scratches, scores, cracks or other surface defects), the glass panel must be replaced and the appliance must not be used until a replacement is installed. Under no circumstances should the appliance be used if any damage is observed, the glass panel is removed or broken.

It is essential that ALL of the screws that retain the glass frame are replaced and tightened correctly. Under no circumstances should the appliance be operated if any of these screws are loose or missing.

These Instructions must be left with the appliance for future reference and for consultation when servicing the appliance. Please make the customer aware of the correct operation of the appliance before leaving these instructions with them.

The commissioning sheet found on Page 3 of this Instruction manual must be completed by the Installer prior to leaving the premises.

# CONTENTS

## RIVA2 750HL - CONVENTIONAL FLUE

Covering the following models:

	BLACK REEDED	VERMICULITE	BRICK EFFECT	BLACK GLASS	LEDGESTONE
Riva2 750HL Nat Gas	134-089	134-113	134-139	134-020	134-046
Riva2 750HL LPG	134-489	134-501	134-528	134-495	134-480

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If you have purchased your stove or fire from an authorised stockist within our Expert Retailer Network, then automatically your product will carry a 2 year warranty as standard. The 2 year warranty can be further extended to a total warranty period of 5 years by registering your Gazco Stove or Fireplace within one month of the latter of the purchase date or installation date. Accordingly, the start date for the warranty period is the date of purchase. During the registration process, the Expert Retailer details will be required for your Extended Warranty to be activated. Any product purchased outside of our Expert Retailer Network will carry a standard 12 month, non-extendable warranty.

It is a condition of the Extended Warranty that the installation complies with the relevant Building Regulations and is carried out by a suitably trained and qualified individual (GasSafe in the UK or equivalent in other countries) with the certificate of installation and the Commissioning Report on Page 3 completed and retained by the end user.

Full terms and conditions are detailed in the Warranty Statement on the Gazco website [www.gazco.com](http://www.gazco.com). In the event of any conflict of information the wording on the website shall prevail.

**Important Note:** Should any problems be experienced with your product, claims must first be submitted to the Expert Retailer where the appliance was purchased from who will offer immediate assistance or contact Gazco on your behalf.



**It is a requirement of the Building Regulations 2010 that the installation of this appliance is notified to the Local Authority. It is the responsibility of the GasSafe registered installer to carry out this notification to the Local Authority via the GasSafe register Competent Persons Scheme in England and Wales (different rules apply in Scotland and Northern Ireland).**

**When the installation has been notified, GasSafe will send a Building Regulations Compliance Certificate to you containing details of the work completed. Please ensure that the person responsible for the installation of this appliance completes this notification and records it in the Appliance Commissioning Checklist on page 3.**

**IT IS YOUR RESPONSIBILITY TO COMPLY WITH THE BUILDING REGULATIONS AND BE ABLE TO PRODUCE THIS CERTIFICATE SHOULD IT BE REQUIRED IN THE FUTURE.**

# APPLIANCE COMMISSIONING CHECKLIST

To assist us in any guarantee claim please complete the following information:-

## IMPORTANT NOTICE

Explain the operation of the appliance to the end user, hand the completed instructions to them for safe keeping, as the information will be required when making any guaranteed claims.

FLUE CHECK	PASS	FAIL
1. Flue Is correct for appliance		
2. Flue flow Test		
3. Spillage Test		
GAS CHECK		
1. Gas soundness & let by test		
2. Standing gas pressure	mb	
3. Appliance working pressure (on High Setting) Minimum Pressure Requirement: NG - 17.5mbar LPG - 34.5mbar NB All other gas appliances must be operating on full	mb	
4. Gas rate	m <sup>3</sup> /h	
5. Does Ventilation meet appliance requirements N/A		
SAFETY CHECK		
1. Check soundness of the Thermocouple connections - including tightness and lead integrity		
2. Glass checked to ensure no damage, scratches, scores or cracks		
3. Glass frame secured correctly and all screws replaced		
BUILDING CONTROL NOTIFICATION		
	YES	NO
1. Installer notified GasSafe/Local Authority of installation via Competent Persons Scheme?		

## RETAILER AND INSTALLER INFORMATION

<b>Retailer</b> .....	<b>Installation Company</b> .....
.....	.....
.....	.....
<b>Contact No.</b> .....	<b>Engineer</b> .....
<b>Date of Purchase</b> .....	<b>Contact No.</b> .....
<b>Model No.</b> .....	<b>GasSafe Reg No.</b> .....
<b>Serial No.</b> .....	<b>Date of Installation</b> .....
<b>Gas Type</b> .....	

## USER INSTRUCTIONS

### GENERAL

Installation and servicing must only be carried out by a competent person whose name appears on the GasSafe register. To ensure the engineer is registered with GasSafe they should possess an ID Card carrying the following logo:



In all correspondence, please quote the appliance type and serial number, which can be found on the data badge located on a plate attached to the lower slotted trim.

Do not place curtains above the appliance: You must have 300mm clearance between the appliance and any curtains at either side.

No furnishings or other objects should be placed within 1 metre of the front of the appliance.

If a shelf is fitted, a distance of 300mm above the appliance is required.

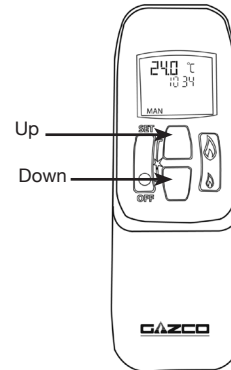
If any cracks appear in the glass panel do not use the appliance until the panel has been replaced.

This product is guaranteed for 5 years from the date of installation, as set out in the terms and conditions of sale between Gazco and your local Gazco retailer. Please consult with your local Gazco retailer if you have any questions. In all correspondence always quote the Model Number and Serial Number.

**IMPORTANT: NEVER position a television or screen above this appliance.**

### OPERATING THE APPLIANCE

The appliance is operated by thermostatic remote control.



#### Turning the appliance On

Your remote can control the gas appliance from pilot ignition through to shut down.

To turn the appliance on press the OFF button and the UP button simultaneously. You hear several short signals.

**The pilot and main burner ignite and the remote is now in Manual Mode:**

**IMPORTANT: YELLOW FLAMES TYPICALLY APPEAR WHEN THE APPLIANCE HAS REACHED NORMAL OPERATING TEMPERATURE. THIS CAN TAKE UP TO 30 MINUTES.**

**WARNING: IF THE APPLIANCE FAILS TO LIGHT OR BECOMES EXTINGUISHED IN USE, WAIT 3 MINUTES BEFORE ATTEMPTING TO RELIGHT.**

There are 3 different modes available for controlling and operating the appliance:

1. Manual Mode
2. Temp Mode (Automatic)
3. Timer Mode (Automatic)

In **MANUAL MODE** you can:

- turn on the main burner using the UP button
- regulate the flame from high to low and back
- turn off the burner leaving just the pilot burning

In **TEMP MODE (Automatic)** you can:

- set the room temperature so the thermostat in the remote automatically maintains that temperature

In **TIMER MODE (Automatic)** the appliance:

- turns on and off according to the set time periods
- automatically regulates the room temperature during the set periods

**i** **NOTE: When operating the appliance in Temp or Timer mode, the pilot remains lit and the appliance then automatically switches on at programmed times to bring the room to the set temperature whether or not you are in the room. NEVER LEAVE ANY COMBUSTIBLE MATERIALS WITHIN 1 METRE OF THE FRONT OF THE APPLIANCE.**

## SWITCHING BETWEEN MODES

Press the SET button to change to Temperature Mode. Press again to change to Timer Mode. Keep pressing to run through all operating modes. These are:

- MAN
- DAY TEMP
- NIGHT TEMP
- TIMER

and back to MAN  
**NOTE: MAN mode can also be reached by pressing either the UP or DOWN button.**

## MANUAL MODE

Press the OFF button and the UP button simultaneously. You hear several clicks and audible beeps as the appliance begins the ignition process, (up to 30 seconds).

### TURNING THE APPLIANCE OFF:

Press the OFF button to turn the appliance off.

FOR SAFETY, YOU MUST WAIT 30 SECONDS BEFORE LIGHTING THE APPLIANCE AGAIN.

### Increasing the Flame Height:

Press the UP button once to increase flame height one stage. Press and hold the UP button to increase to maximum.

### Decreasing the Flame Height:

Press the DOWN button once to decrease flame height one stage. Press and hold the DOWN button to decrease to minimum. At the lowest point the appliance goes to 'Standby Mode' (Only Pilot lit).

**i** **NOTE: While pressing a button a symbol indicating transmission appears on the display. The receiver confirms transmission with a sound signal.**

## TEMP MODE (AUTOMATIC)

The display shows the current **room** temperature.

To increase or decrease the appliance's output:

Press the SET button to select either the DAY TEMP or the NIGHT TEMP mode by briefly pressing the SET button.

Hold the SET button until the TEMP display flashes and then let go.

Set the desired temperature with the UP and DOWN arrows. (Minimum temperature 5C, maximum 40C or 40F to 99F when Fahrenheit is the preferred option)

Press the OFF button to stop the display flashing or wait to return to TEMP mode.

**i** **NOTE: If you set a temperature that is beneath the current room temperature, the appliance automatically switches to PILOT (Stand by).**  
  
**If you would like the Night temperature control to turn off then decrease the temperature until [--] is displayed.**

## TIMER MODE (AUTOMATIC)

There are two programmable settings you can make over a 24 hour period, P1 and P2. These are normally used to provide an early morning and evening setting for each working week:

- P1 + ● = Start Timed Setting 1
- P1 + ☞ = End of Timed Setting 1
- P2 + ● = Start Timed Setting 2
- P2 + ☞ = End of Timed Setting 2

### P1 - PROGRAM 1 FOR A TIMED SETTING

Press the SET button until the TIMER mode is displayed.

Hold the SET button. The displays flashes the current time for P1. **While the time displayed is flashing you can alter the hours and minutes set.**

- To set the time your appliance first lights, change P1 ●
- Press the UP button to alter the hour.
  - Press the DOWN button to alter the minutes in 10 minute increments.

Press SET again to move to the end setting for P1 ☞ This is the time your appliance first shuts down:  
 – Press the UP button to alter the hour.  
 – Press the DOWN button to alter the minutes.

### P2 - PROGRAM 2 FOR A TIMED SETTING

Use the same steps outlined in 2.8 to change the setting for P2. If you have already set P1 and want to alter the setting for P2 only:

- Press the SET button until TIMER mode is displayed.
- Hold the SET button **until the display flashes the current time** for P1 ●
- Press the SET button once again to scroll past the settings for P1 ● and P1

With the time still flashing:

- Press the UP button to alter the hour
- Press the DOWN button to alter the minutes

Once all four times are set press the OFF button.

To view existing settings:

- Select Timer Mode
- Press and briefly hold the SET button you see the start time for P1.
- Repeat the above step for the start and end of each program.

## LOW BATTERY

“BATT” is displayed on the remote when its batteries need replacement.

### Setting the time

Simultaneously press the up and down buttons.

Press the up button to set the hour and the down button to set the minutes.

Press OFF to return to the manual mode or simply wait.

### Setting the °C/24 Hour or °F/12 Hour clock

Press OFF and the down arrow until the display changes from °C/24 hour clock to °F/12 hour clock and vice versa.

**i** If the remote is removed, lost or damaged, signals transmitted to the receiver cease. Your appliance will go to standby (pilot) mode after 6 hours.

## TROUBLESHOOTING



**IMPORTANT:** In the unlikely event that the handset fails to communicate correctly with the appliance it may be necessary to turn off the gas supply at the isolation valve until any problems can be resolved.

The gas meter and isolation valve can be located outside in a meter box, under the stairs, beneath the kitchen sink or in the garage. Whilst this list is not exhaustive, it is important to be able to identify the location of the valve in case of any gas emergency.

To turn off the gas supply, simply turn the handle so the lever is at 90 degrees to the upright gas pipe.

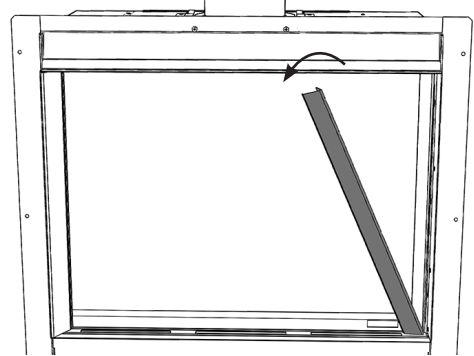
If you smell gas, open doors and windows and never operate any electrical switches. Immediately call the Gas Emergency Services on 0800 111 999.

## CHANGING APPLIANCE BATTERIES

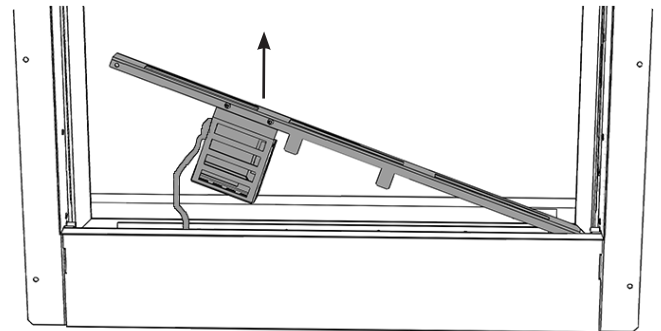
The appliance batteries are located on a bracket attached to the lower slotted trim.

Make sure the appliance and surrounds are cool before removing the batteries.

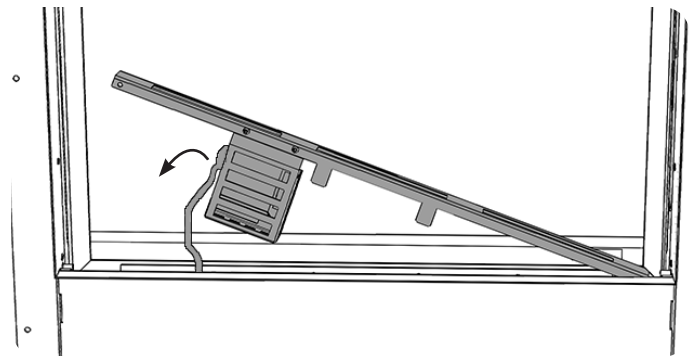
Remove the 2 side trims. These are held on by magnets.



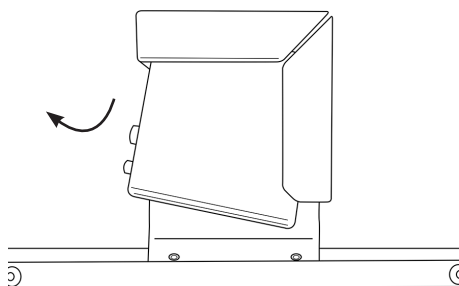
Lift out the bottom slotted trim. Note the orientation of the metal shield for reassembly.



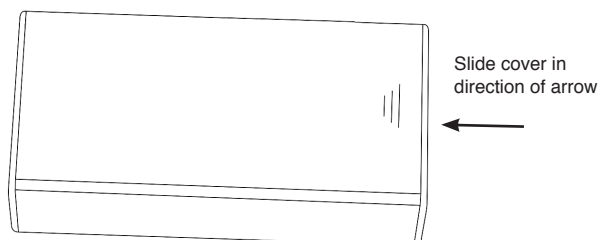
Disconnect the battery lead from the battery pack.



Remove the battery pack from the bracket.



Remove the cover by sliding off in the direction of the arrow as shown.



Correctly position the four new AA size batteries into the battery holder.

**i** It is essential to use high quality batteries (Duracell or equivalent) when replacing batteries in the handset or control box.

Re-assemble in reverse order.

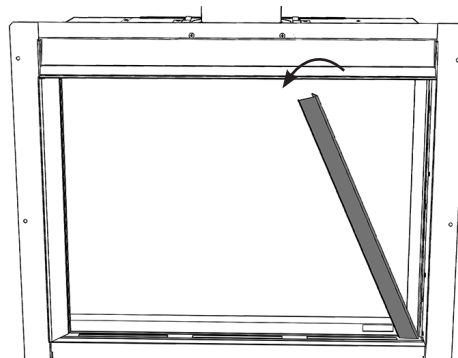
**!** PLEASE ENSURE NO WIRES ARE TRAPPED BEFORE REPLACING THE LOWER SLOTTED TRIM. THE LEADS ARE EASILY DAMAGED.

## CLEANING THE APPLIANCE

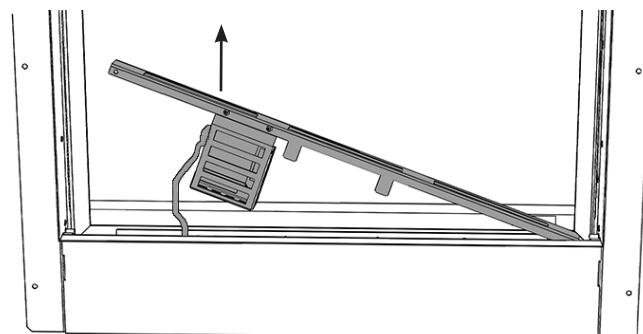
Make sure the appliance and surrounds are cool before cleaning.

If a decorative front has been fitted to the appliance, please remove by referring to the separate instructions supplied.

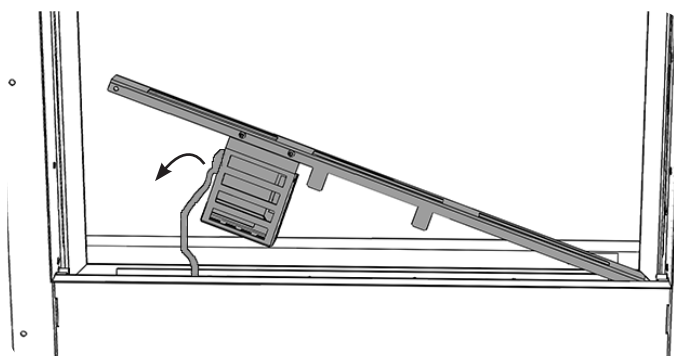
Remove the glass frame by removing the 2 side trims. These are held on by magnets.



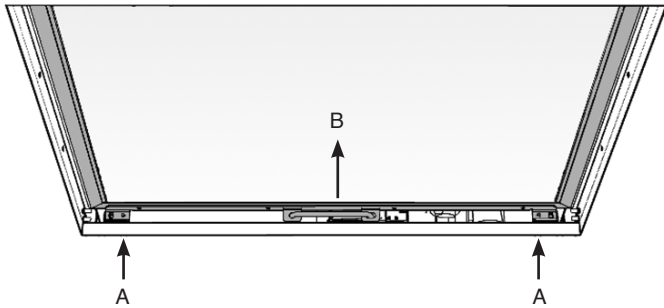
Lift out the bottom slotted trim. Note the orientation of the battery box for reassembly.



Disconnect the battery lead from the battery pack attached to the lower slotted trim.

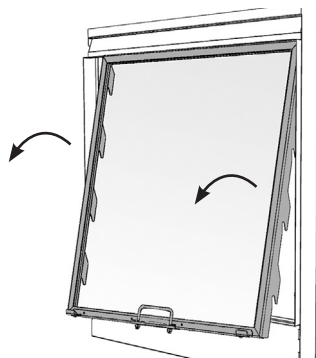


Remove the screws at the base of the glass frame see A.



Pull up the handle at the front, see B.

Whilst supporting the top, lift the glass frame using the handle, up and over the lower edge.



Remove the logs and Embaglow and place on a dry, clean surface.

The logs should not require cleaning. Do not use a vacuum cleaner or brush to clean the logs, any large pieces of debris may be removed by hand.

Ensure any debris is removed from the burner ports.

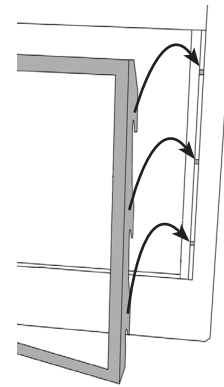
Use a damp cloth to clean the outer casing of the appliance.

To clean the glass surface use a non abrasive glass cleaner and soft cloth.

The glass frame must be refitted to the appliance following cleaning or servicing.

**Ensure that the rope seal on the back of the glass frame is intact.**

To replace the glass frame, position so the hooks on the back of the frame fit over the side pins.



Push the handle down.

Replace the screws. As the screws are tightened the glass frame is pulled down against the hooks and forms a seal.

**Replace ALL of the securing screws ensuring that a screw is present in all fixing slots.**



**UNDER NO CIRCUMSTANCES SHOULD THE APPLIANCE BE USED IF ANY OF THE GLASS FRAME RETAINING SCREWS ARE LOOSE OR MISSING.**

Replace the lower trim, ensuring that the battery box is connected and in the correct orientation.



**PLEASE ENSURE NO WIRES ARE TRAPPED BEFORE REPLACING THE LOWER SLOTTED TRIM. THE LEADS ARE EASILY DAMAGED.**

Replace the 2 magnetic side trims.

**NEVER OPERATE THE APPLIANCE WHEN THE GLASS FRAME IS REMOVED OR BROKEN.**

Replace the decorative front by referring to the separate instructions supplied with the front.

**NOTE: ENSURE THAT THE LOGS ARE POSITIONED CORRECTLY. ONLY USE THE CORRECT AMOUNT OF LOGS AS SPECIFIED IN THE DIAGRAMS.**

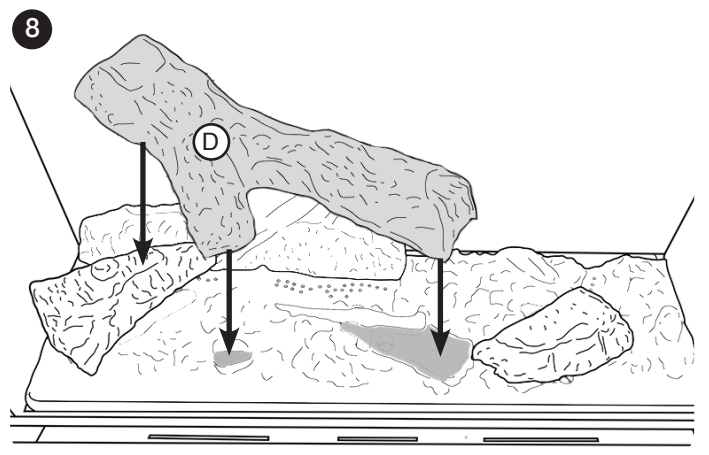
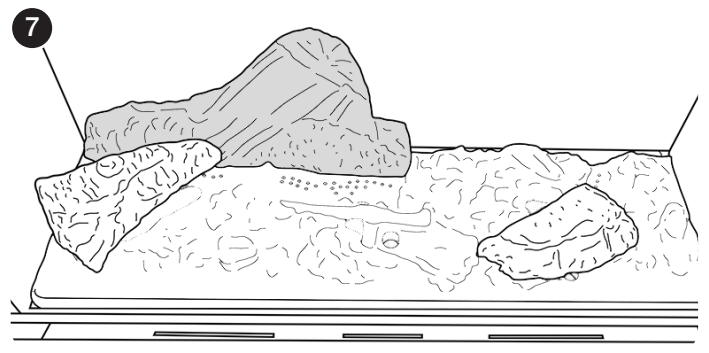
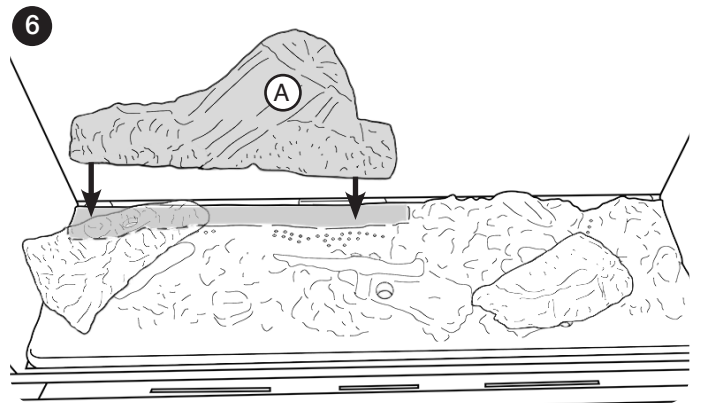
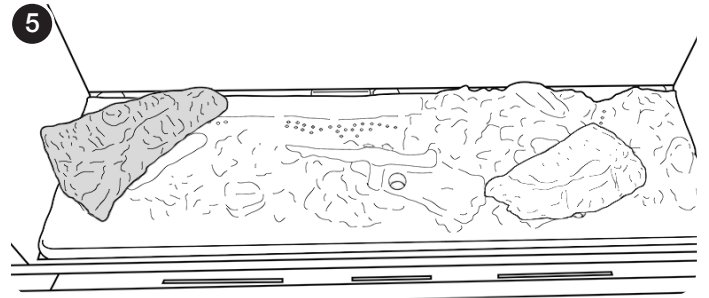
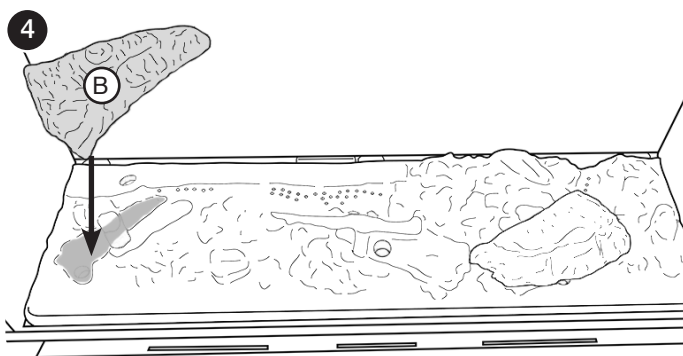
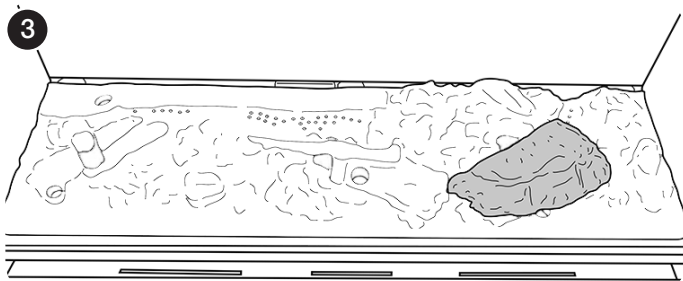
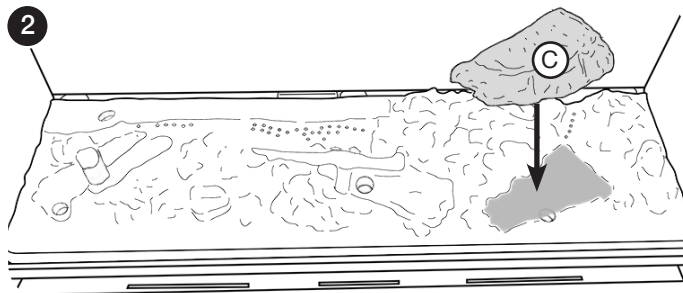
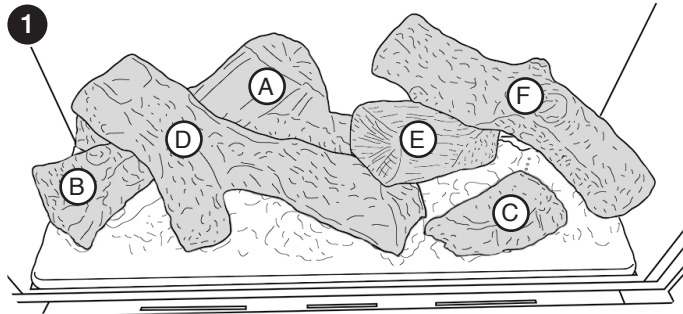


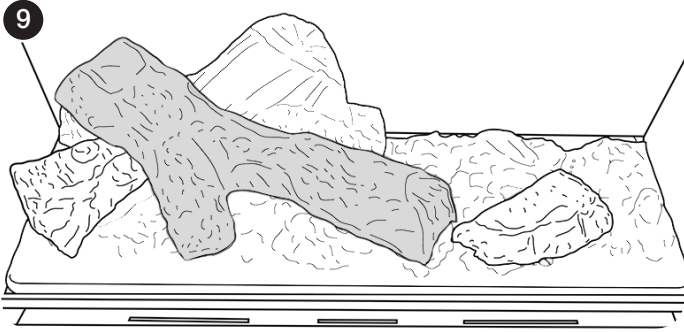
## LOG LAYOUT

**LOGS MUST BE POSITIONED ACCORDING TO THE FOLLOWING INSTRUCTIONS TO GIVE THE CORRECT FLAME EFFECT.**

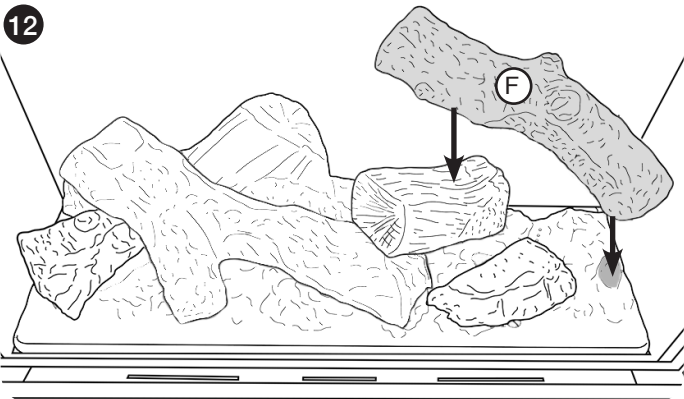
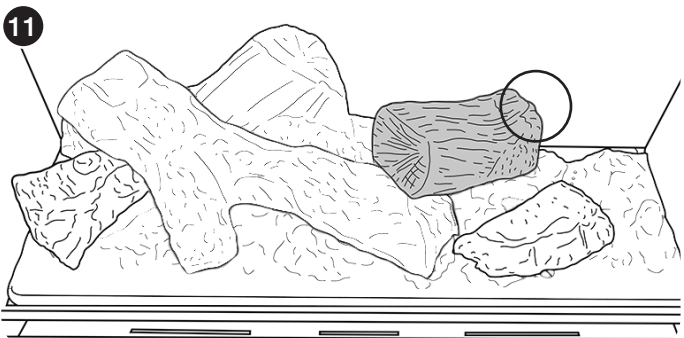
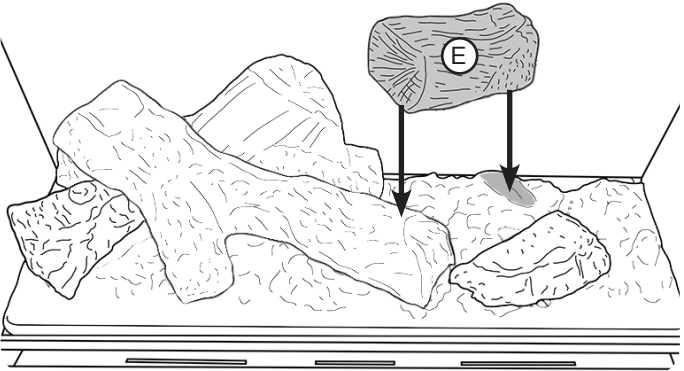
Ensure the Burner Tray and Log Burners are clean and free from any debris.

The main components are clearly individually labelled.

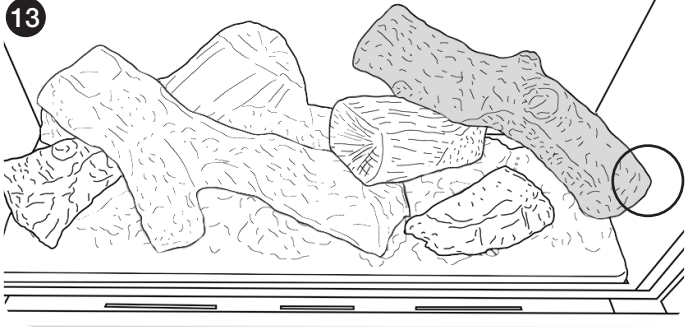




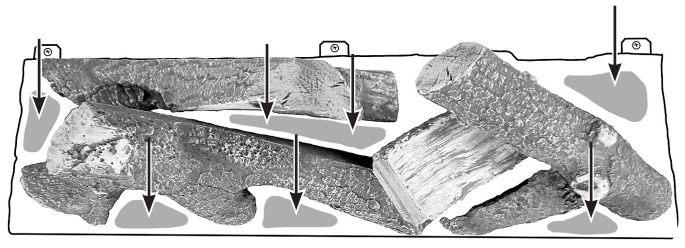
**10**  
Position the charred end of log E on the location point on the burner, with the log touching the back liner.



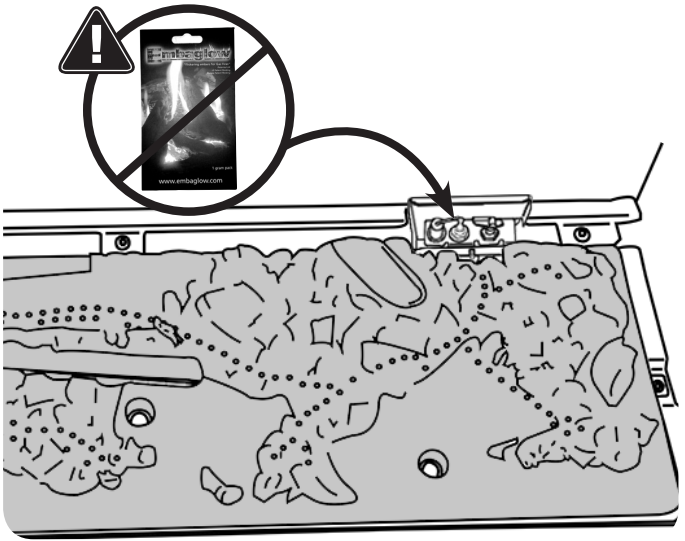
The back edge of log F should rest against the back liner.



**14**  
Sparsely spread an amount of the Embaglow fibres provided, covering the ports in the burner tray. This will create a glowing effect when the appliance is lit.



Take care not to use more than half a packet per application.  
**WARNING - DO NOT PLACE NEAR THE PILOT AREA.**



**NOTE: ENSURE THAT THE LOGS ARE POSITIONED AS ABOVE. ONLY USE THE CORRECT AMOUNT OF LOGS AS SPECIFIED IN THE DIAGRAMS.**

## OXYGEN DEPLETION SENSOR

The appliance is fitted with an oxygen sensitive pilot system that will act to cut off the gas supply to the appliance should the oxygen in the room fall below its normal level. If the appliance is turned off by this device it usually indicates that there is a problem with the flue system, this should be inspected by a qualified engineer.

**DO NOT ATTEMPT TO USE THE APPLIANCE UNTIL AN ENGINEER SAYS IT IS SAFE TO DO SO. THIS DEVICE IS NOT A SUBSTITUTE FOR AN INDEPENDENTLY MOUNTED CARBON MONOXIDE DETECTOR.**

## FLAME FAILURE DEVICE

This is a safety feature incorporated on this appliance which automatically switches off the gas supply if the pilot goes out and fails to heat the thermocouple.

**IF THIS OCCURS DO NOT ATTEMPT TO RELIGHT THE APPLIANCE FOR 3 MINUTES.**

## RUNNING IN

During initial use of a new Gazco appliance a strong odour will be encountered as various surface coatings become hot for the first time. Although these odours are harmless it is recommended that the appliance is operated on maximum for 4 to 8 hours in order to fully burn off these coatings. After this period the odours should then disappear.

If the odours persists, please contact your installer for advice.

During the first few hours of burning there may be discolouration of the flames. This will also disappear after a short period of use.

## PILOT AREA WHITENING

Gas fire owners (not exclusive to Gazco) have reported issues of whitening around the pilot areas on their Conventional Flue glass fronted products. These white marks can also appear on glass or enamel panels inside the fire and on the inside of the glass.

The cause of this has been identified as Silica Dioxide. Gazco can confirm that there are no Silicone products used in our conventionally flued fires and is therefore forming from sources external to the appliance. Silica Dioxide can be widely found in domestic cleaning products, cosmetics, scented room diffusers and candles.

To reduce this problem, Gazco would recommend the removal of any products that could possibly contain Silica Dioxide from the room the fire is situated in. In addition to this, the whitening appears to be worse when the product is left for long periods of time in the pilot only position. This should be reduced where customers are experiencing this problem.

## SERVICING



### Servicing and Support

To keep your appliance looking and performing at its best, it must be serviced annually. This service must be undertaken by a suitably qualified individual and your retailer can organise this for you. Alternatively, Gazco offer a manufacturers premium service with our friendly team of qualified engineers which can be booked at [www.gazco.com/support](http://www.gazco.com/support)

In all correspondence always quote the Model number and the Serial number which may be found on the Commissioning Checklist (Page 3).

## VENTILATION

Any purpose provided ventilation should be checked periodically to ensure that it is free from obstruction.

## INSTALLATION DETAILS

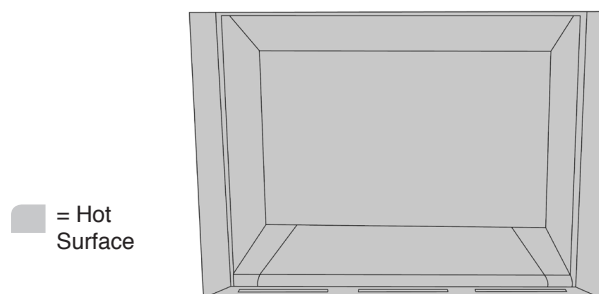
Your installer should have completed the commissioning sheet at the front of this book. This records the essential installation details of the appliance. In all correspondence always quote the Model number and Serial number.

## HOT SURFACES

Parts of this appliance become hot during normal use.

Regard all parts of the appliance as a working surface.

Provide a suitable fire guard to protect young children and the infirm.



## APPLIANCE WILL NOT LIGHT

If you cannot light the appliance:

Check and change the batteries in the remote handset.

Check and change the appliance batteries.

Consult your Gazco retailer or installer if the appliance still does not light.

## INSTALLATION INSTRUCTIONS

### APPLIANCE LOCATION

This appliance can be installed in four different ways:

- 1) Builder's opening with an Edge finish.
- 2) Builder's opening with a decorative front.
- 3) Stud work with an Edge finish.
- 4) Stud work with a decorative front.

This appliance must not be installed in a room that contains a bath or shower.

Combustible parts of the studwork must not be any closer than the minimum dimensions shown in the diagrams.

NOTE: These dimensions must be maintained even if the combustible materials is protected by non-combustible linings.

Do not pack the void around or above the appliance with insulation materials such as mineral wool.

A removable access hatch must be left in the side of the chimney breast for future servicing and inspection of the appliance.

Build the studwork chimney breast to the desired size. Ensure that the clearances to combustible materials is maintained.

### SAFETY PRECAUTIONS

For your own and other's safety, you must install this appliance according to local and national codes of practice. Failure to install the appliance correctly could lead to prosecution. **Read these instructions before installing and using this appliance.**

These instructions must be left intact with the user.

Do not attempt to burn rubbish on this appliance.

Keep all plastic bags away from young children.

Do not place any object on or near to the appliance and allow adequate clearance above the appliance.

**IF THE APPLIANCE IS EXTINGUISHED OR GOES OUT IN USE, WAIT 3 MINUTES BEFORE ATTEMPTING TO RELIGHT THE APPLIANCE.**

The appliance is fitted with an oxygen sensitive pilot that will act to cut off the gas supply to the appliance in the event of incorrect operation of the flue.

If the system acts to shut off the gas supply, this indicates that there is insufficient flue pull. Continued operation of this safety device means that there may be a serious problem with the flue system, and this should be inspected by a qualified gas engineer.

**Do not use the appliance until an engineer says it is safe to do so.**

The oxygen sensitive pilot must not be tampered with. Use only genuine Gazco replacement parts when servicing the appliance - refer to Servicing section.

There are three main suitable Conventional Flues:

- Top Exit - Builder's Opening Lined 127mm (5")
- Rear Exit - Builder's Opening Unlined 178mm (7") minimum
- Stud work is Top Exit only - Rigid Twin Wall Flue Pipe 127mm (5")



**IMPORTANT: REFER TO DATA BADGE AND TECHNICAL SPECIFICATION AT THE FRONT OF THE MANUAL TO ENSURE THE APPLIANCE IS CORRECTLY ADJUSTED FOR THE GAS TYPE AND CATEGORY APPLICABLE IN THE COUNTRY OF USE.**

**FOR DETAILS OF CHANGING BETWEEN GAS TYPES REFER TO SERVICING SECTION REPLACING PARTS.**

### UNPACKING

Remove the appliance from its packaging, and check that it is complete and undamaged.

Put the loose ceramic parts to one side so that they are not damaged during installation.

## FLUE & CHIMNEY REQUIREMENTS

**WHEN INSTALLING A FLUE SYSTEM PLEASE REFER TO THE MANUFACTURER'S INSTRUCTIONS.**

The European chimney standards now describe chimneys and flues by their temperature, pressure and resistance to corrosion, condensation and fire. To identify the correct flue system, the minimum flue specification is shown in the Technical Specification. Existing chimneys are not covered by this system.

The flue must be installed in accordance with all local and national regulations and the current rules in force:

The chimney or flue system must comply with the rules in force, and must be 127mm (5") in diameter.

A flexible liner must be continuous from the appliance spigot to the roof terminal.

The minimum effective height of the flue must be 3m (10').

The flue must be free from any obstruction.

Any damper plates must be removed or secured in the fully open position and no restrictor plates fitted.

The chimney should be swept immediately before installing the appliance, but it need not be swept if you can see the chimney is clean and free from obstruction throughout.

## TIMBER FRAMED BUILDINGS

It will be necessary to provide additional clearance when the flue passes through a wall containing any combustible materials so as to prevent a fire hazard.

The hole through which the flue will pass, must have a steel sleeve which is positioned so that an air gap of at least 25mm is maintained between the outer surface of the flue, and any part of the sleeve.

For further guidance on the installation of gas appliances in timber framed buildings, contact your local buildings control authority.

## GAS SUPPLY

**This appliance is intended for use on a gas installation with a governed meter.**

Make sure local distribution conditions (identification of the type of gas and pressure) and the adjustment of the appliance are compatible before installation.

Ensure the gas supply delivers the required amount of gas and is in accordance with the rules in force.

Soft copper tubing can be used on the installation and soft soldered joints outside the appliance and below the firebed.

A factory fitted isolation device is part of the inlet connection; no further isolation device is required.

**ALL SUPPLY GAS PIPES MUST BE PURGED OF ANY DEBRIS THAT MAY HAVE ENTERED PRIOR TO CONNECTION TO THE APPLIANCE.**

The gas supply enters through the silicone panel located on the LEFT-HAND side on the REAR of the outer box. Slit with a sharp knife prior to passing the supply pipe through.

The gas supply must be installed in a way that does not restrict the removal of the appliance for servicing and inspection.

## VENTILATION

**IMPORTANT: Ensure any national ventilation requirements are taken into account during installation of the appliance.**

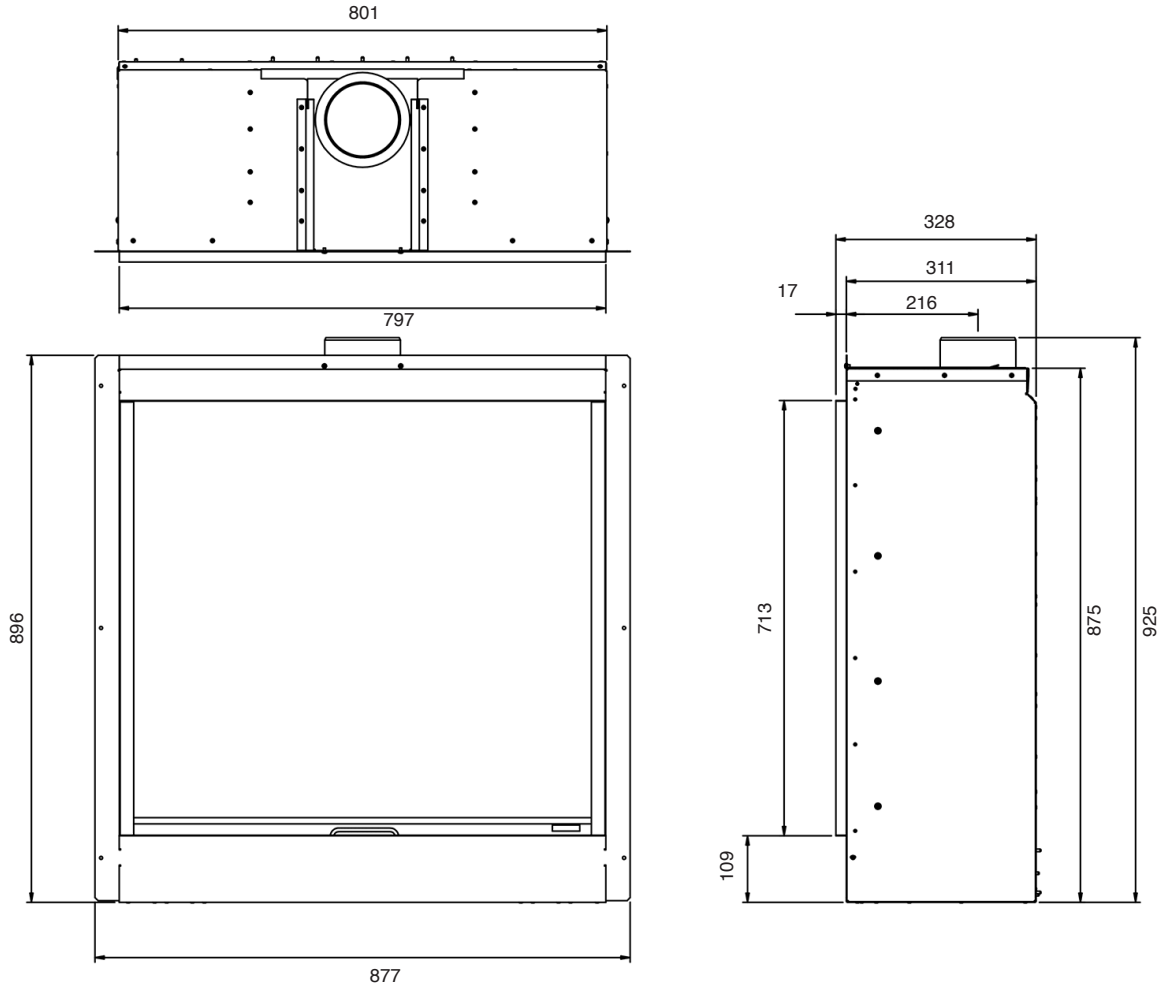
**UK ONLY:**

**The appliance has a nominal input exceeding 7.0kW and must have permanent ventilation with a minimum open area of 7.50cm<sup>2</sup>.**

**If however, spillage is detected when commissioning the appliance, there may be insufficient natural ventilation and additional ventilation may be required.**

**FOR THE REPUBLIC OF IRELAND REFER TO THE RULES IN FORCE FOR VENTILATION REQUIREMENTS.**

DIMENSIONS



## TECHNICAL SPECIFICATION

Covering the following models:

	BLACK REEDED	VERMICULITE	BRICK EFFECT	BLACK GLASS	LEDGESTONE
<b>Riva2 750HL Nat Gas</b>	134-089	134-113	134-139	134-020	134-046
<b>Riva2 750HL LPG</b>	134-489	134-501	134-528	134-495	134-480

MODEL	GAS CAT.	GAS TYPE	WORKING PRESSURE	AERATION	INJECTOR	GAS RATE M <sup>3</sup> /H	INPUT KW (GROSS)		COUNTRY
							HIGH	LOW	
<b>Riva2 750HL</b>	I <sub>2H</sub>	Natural (G20)	20mbar	2 x 5mm Ø	530	0.829	8.7	5.0	GB, IE
<b>Riva2 750HL</b>	I <sub>3+</sub>	Butane (G30)	29mbar	2 x 15mm Ø	150	0.263	9.2	5.1	GB, IE
		Propane (G31)	37mbar						
<b>Efficiency Class 2 - 80% / NO<sub>x</sub> Class 4</b>									
Flue Size - TOP EXIT Ø 127mm									
Gas Inlet Connection Size Ø 8mm									
Minimum Flue Specification = T250/N2/O/D/1									
Maximum Flue Temp = 230°C									

**i** The net efficiency of this appliance has been measured as specified in EN613:2001 and the result after conversion to gross using the appropriate factor from Table E4 of SAP 2012 is 72%. The test data has been certified by Kiwa Nederland BV. The gross efficiency value may be used in the UK Government's Standard Assessment Procedure (SAP) for energy rating of dwellings.

This appliance has been certified for use in countries other than those stated. To install this appliance in these countries, it is essential to obtain the translated instructions and in some cases the appliance will require modification. Contact Gazco for further information.

### PACKING CHECKLIST

QTY DESCRIPTION	FIXING KIT CONTAINING
1 x Cassette and burner assembly	1 x Instruction manual
1 x Set of lining panels	6 x Woodscrews
1 x Log set (6 logs)	6 x Wall plugs
	1 x Self adhesive foam strip
	1 x Handset
	4 x AA cell batteries
	1 x 9v cell battery
	1 x Battery Holder
	1 x Blanking Plate

## SITE REQUIREMENTS

### APPLIANCE LOCATION

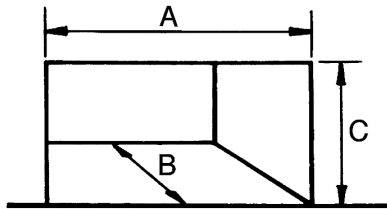
This appliance is not suitable for installation onto a combustible wall; all combustible materials must be removed from the area shown.



If fitting this appliance with a decorative frame it cannot be installed with the base of the appliance less than 150mm from the floor level. The frame requires a minimum clearance to allow air to circulate.

If this appliance is fitted less than 225mm from the floor, then it will require a hearth to protect the floor. The hearth should have a minimum dimension of 12mm thick, projecting 225mm in front and 150mm either side of the appliance.

Minimum opening dimensions:

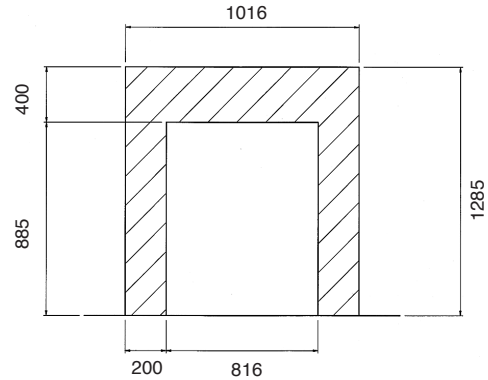
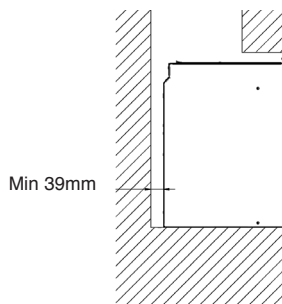


DIMENSION	RIVA2 750HL
A	816mm
B	350mm
C	885mm

This appliance must not be installed in a room that contains a bath or shower.

**NOTE:** If using natural materials for the back panel of the fireplace, it is recommended that it is constructed from three or more sections to prevent cracking. Resin-based materials may not be suitable. This appliance is an effective heat producer and attention must be paid to the construction and finish of the fireplace.

When the appliance is installed in a masonry chimney without a liner, there must be a minimum debris collection area.



#### Mantels, Hearths & Slips

If fitting this appliance with a decorative surround it will be necessary to install the appliance with a hearth and Slip set.

The hearth must have a minimum depth of 225mm. It is essential to ensure that a height of 123mm is maintained from the finished floor to the bottom edge of the viewing area.

Read these instructions in conjunction with the manual supplied before installation.



## STUDWORK INSTALLATION



Gazco recommend building the enclosure from the following materials:

**Metal Studwork**

**Non-combustible board:**

**Masterboard or Promafour - NOT PINK BOARD**

**Heat Resistant Plaster: Purimacho (any spider cracks that develop after installation will need to be rubbed down and refilled with Purimacho heat resistant filler to stabilise).**

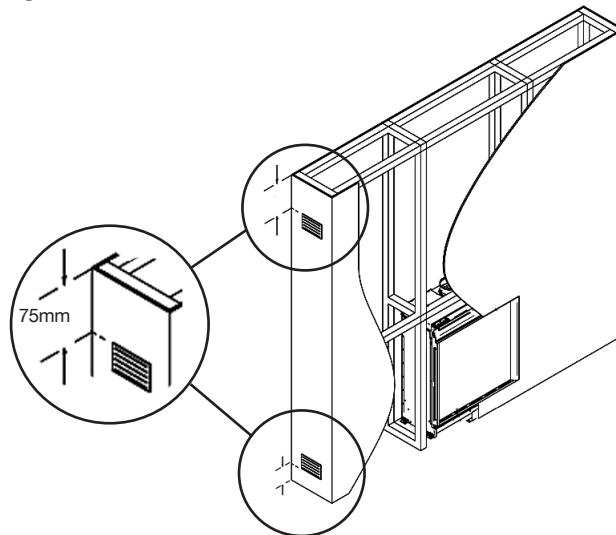
**Ensure all distances to combustible materials are maintained.**

If a studwork installation is used (eg. wooden framework and plasterboard), combustible parts of the studwork must not be any closer than the minimum dimensions shown in the diagrams. NOTE: These dimensions must be maintained even if the combustible materials is protected by non-combustible linings.

Do not pack the void around or above the appliance with insulation materials such as mineral wool.

The void built for the cassette must be ventilated to prevent a build-up of heat. If the void is sealed, then you must fit vents at both low and high levels of a minimum of 50cm<sup>2</sup> each. These vents should take cold air from the room and return warm air back into the room.

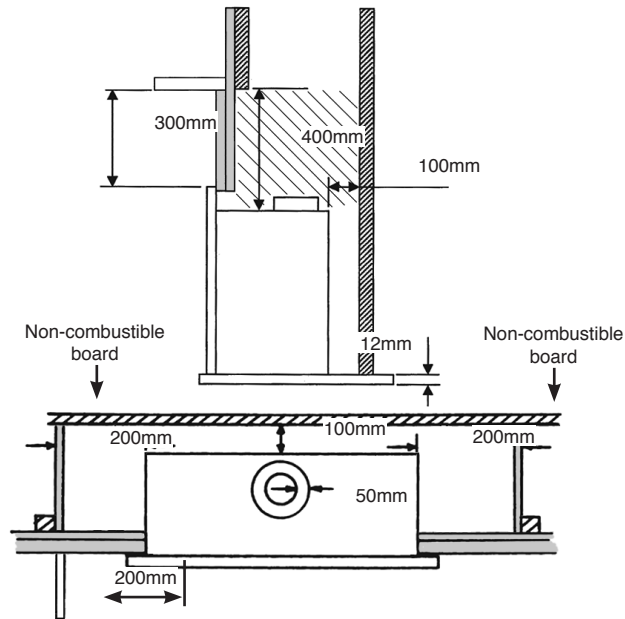
Alternatively for the high ventilation the enclosure can be constructed to leave a gap between the top of the wall and the ceiling giving the required ventilation area or greater.



A removable access hatch must be left in the side of the chimney breast for future servicing and inspection of the appliance.

Build the studwork chimney breast to the desired size. Ensure that the clearances to combustible materials is maintained.

### MINIMUM COMBUSTIBLE MATERIAL CLEARANCES



**\* All combustible materials must be removed from behind the appliance or a minimum distance of 100mm is required where the combustible material is protected by non combustible board.**

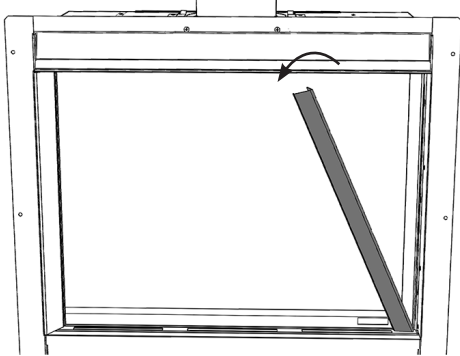
It is recommended that a marble slip or similar material is used when fitting cassette fireplaces into a plastered surface, in order to allow for heat dissipation. Also allow adequate time for newly plastered areas to dry out. Rapid drying can create cracks. If in doubt, seek the advice of a professional plasterer.

Parts of this appliance become hot during normal use. It is therefore recommended that a suitable fire guard be used for protection of young children and the infirm.

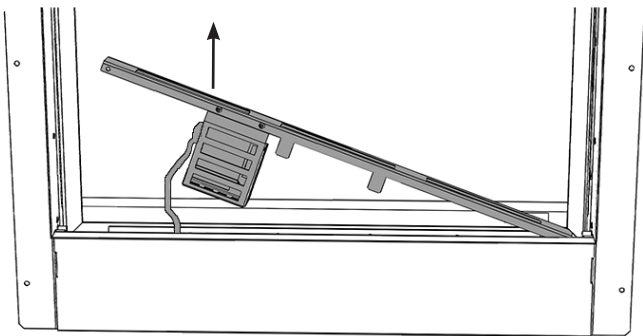
## PRE-INSTALLATION

### REMOVING THE GLASS FRAME

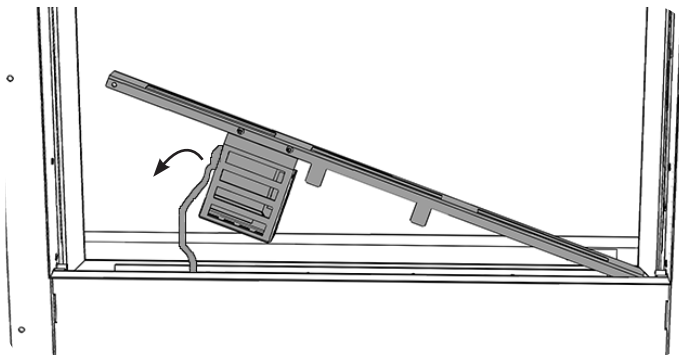
Remove the glass door by removing the 2 side trims. These are held on by magnets.



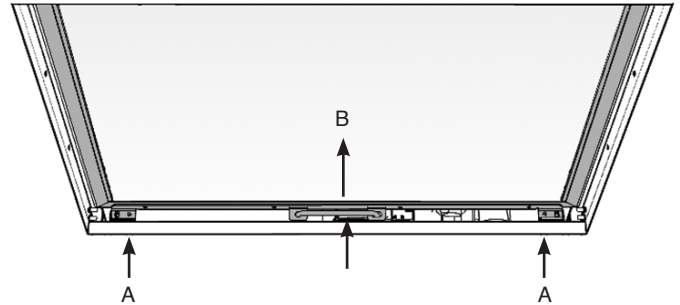
Lift out the bottom slotted trim. Note the orientation of the battery box for reassembly.



Disconnect the battery lead from the battery pack attached to the lower slotted trim.

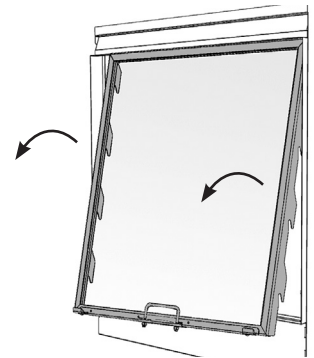


Remove the screws at the base of the glass frame, see A.



Pull up the handle at the front, see B.

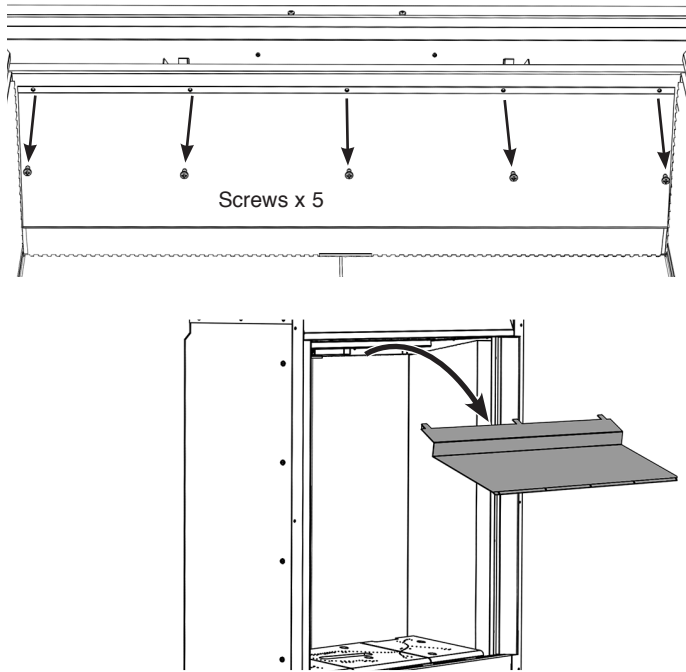
Whilst supporting the top, lift the glass frame using the handle, up and over the lower edge.



**PRE-INSTALLATION**

**REMOVING THE BAFFLE AND SIDE LINERS**

**BAFFLE**



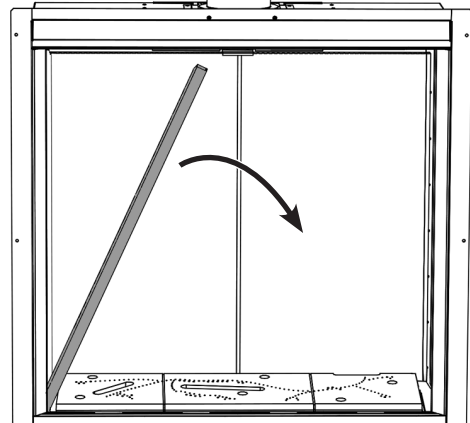
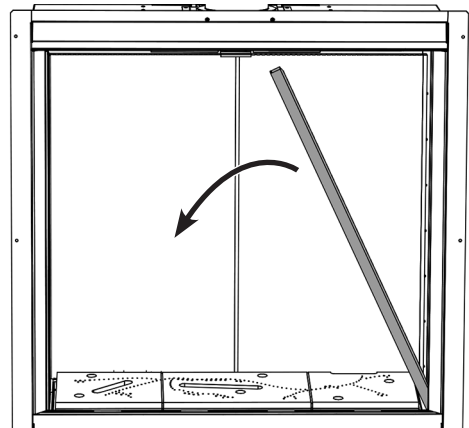
**TAKE CARE NOT TO DAMAGE THE SIDE PANELS.**

**LINERS**

The Riva2 750 appliance has the option of 5 different liner finishes:

- Vermiculite
- Black Reeded
- Brick Effect
- Ledgestone
- Black Glass Linings - see separate instructions for fitting (PR2214).

Tilt inwards towards the centre of the firebox before lifting up and pulling out through the front of the firebox



It is not necessary to remove the rear liner(s).



**BRICK EFFECT AND LEDGESTONE LINERS**

These lining panel options are available for this product and contains Refractory Ceramic Fibre (RCF), a material which is commonly used for this application.

RCF waste is classed as stable, non-reactive hazardous waste and may be disposed of at a licensed landfill site.

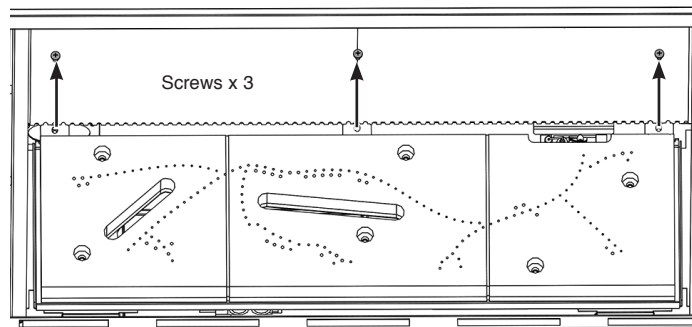
If replacing these items do not break them up. Seal within heavy duty polythene bags and label as RCF waste.

Protective clothing is not required when handling these articles.

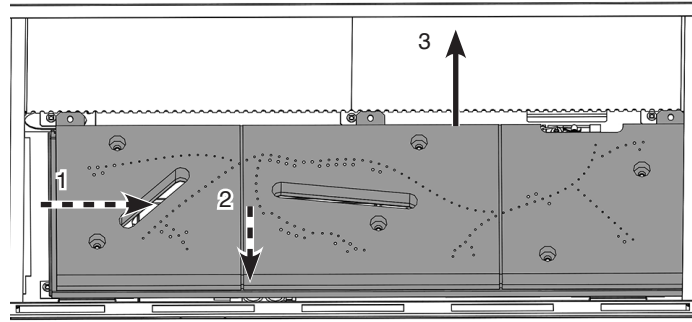
If the Liners are visibly broken Gazco recommend using gloves and a face mask to remove the pieces and remove any dust accumulated in and around the appliance before and after working on it with a HEPA filtered vacuum.

If any concerns remain contact Gazco Technical Customer Services to obtain the manufacturers COSHH Data Sheet.

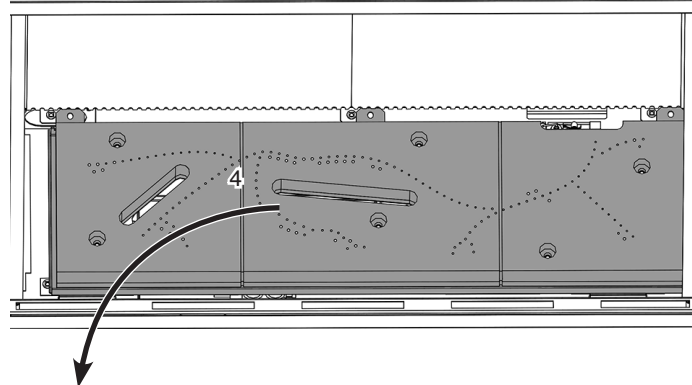
**REMOVING THE BURNER ASSEMBLY**



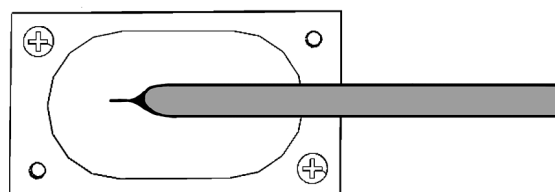
Slide the burner unit to the right, pull slightly forward and lift from the back.



Carefully remove through the front of the appliance. Place carefully to one side.



The gas supply enters through the silicone panel located on the left-hand side on the rear of the outer box; this will need to be slit with a sharp knife prior to passing the supply pipe through.



Remove the Compression Elbow from the appliance.

## FLUE ASSEMBLY



**All flue installations must be constructed in accordance with the rules in force.  
UK - Building Regulations: Approved Document J.**

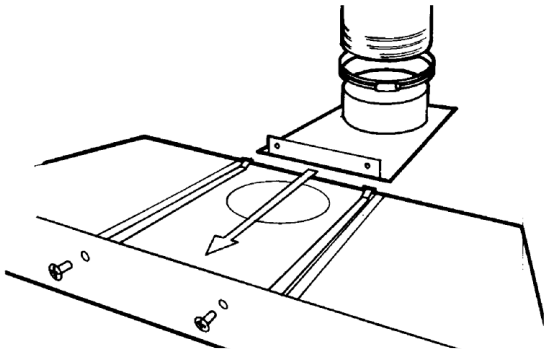
For additional information please refer to Site Requirements section.

Options 1 and 2 above can be:

- Top exit with a liner - 5" (127mm)
- Rear exit without a liner - 7" (178mm) minimum

The appliance is supplied with a flue fixing plate to attach the flue liner to the appliance within the aperture.

Locate the flue liner in position and place the flue securing clip over the liner, push the end of the liner over the outside of the spigot and secure by tightening the securing clip.



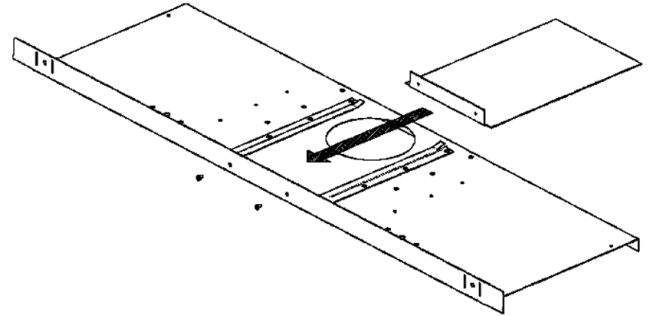
Place the liner in its final position ensuring that the sliding flue plate rests at the correct height in the opening, and that the front flange of the plate rests against the outside face at the top of the opening.

When installing the appliance into a masonry chimney without a liner, it must be converted to a rear exit.

Remove the 2 fixing screws securing the spigot assembly.

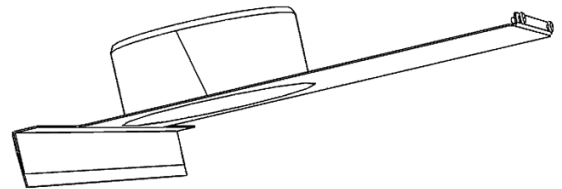
Slide the blanking plate into the guides.

Replace the 2 fixing screws.



The flue must be in good condition and clear products of combustion, see Installation Instructions, Commissioning.

If a flexible liner is to be used check the seal on the inner lip of the spigot plate is intact. Replace if necessary.



Options 3 and 4 (Studwork with Edge finish or decorative front) must be fitted using the top exit only with rigid twin wall flue pipe.

## MASONRY CHIMNEY INSTALLATION

There are 2 methods of installation into a masonry chimney:

Edge finish Installation.

Installation with a decorative front.

Carefully read the relevant section for the installation method required.

### EDGE FINISH INSTALLATION

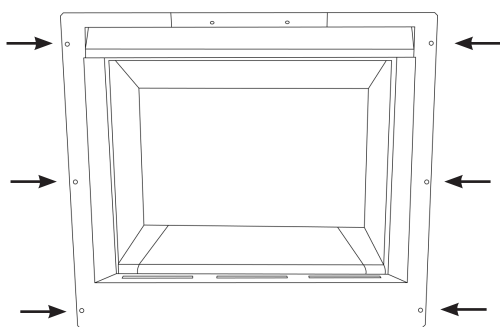
This method is designed so that non-combustible board can be taken right up to the edge of the flange of the appliance.

Fix the self adhesive foam seal around the back of the fixing flange of the appliance.

Prepare the flue connection using the chosen method described.

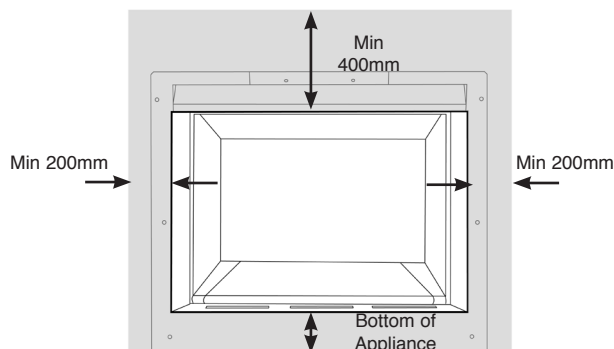
Connect the flue and install the appliance into the aperture. At the same time ensure that the gas pipe passes through the silicon panel at the back of the appliance.

Secure the appliance through the 6 fixing holes using the screws provided.



Build the chimney breast up to coincide with the edge, allowing for the front to be skimmed level.

Fit non-combustible board to the chimney breast around the appliance, using the distance to combustibles detailed.



Fit plasterboard to the remaining of the chimney breast front.

Apply a heat resistant plaster around the appliance using the distance to combustibles detailed.

Apply a plaster finish to remaining chimney breast front.

### INSTALLATION WITH A DECORATIVE FRONT



#### Mantels, Hearths & Slips

If fitting this appliance with a decorative surround it will be necessary to install the appliance with a **Hearth and Slip set**.

The hearth must have a minimum depth of 225mm. It is essential to ensure that a height of 123mm is maintained from the finished floor to the bottom edge of the viewing area.

**Read these instructions in conjunction with the manual supplied before installation.**

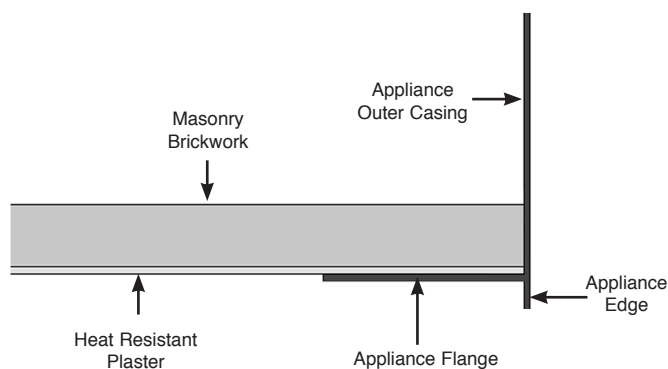
Fix the self adhesive foam seal around the back of the fixing flange of the appliance.

Prepare the flue connection using the chosen method described.

Connect the flue and install the appliance into the aperture. At the same time ensure that the elbow and supply pipe passes through the silicon panel at the back of the appliance.

Secure the appliance through the 6 fixing holes using the screws provided.

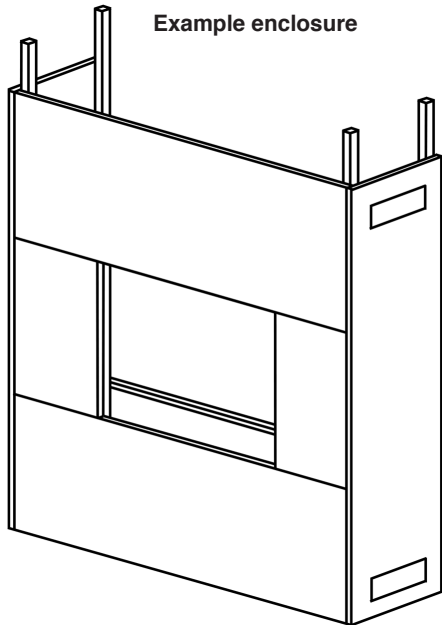
The appliance flange should sit flush to the brickwork and the edge should sit proud of the wall.



The subframe for the decorative front can now be fitted by following the instructions supplied with the Front.

**NOTE: THE SUBFRAME MUST SIT FLUSH TO THE WALL LEVEL WITH THE APPLIANCE FLANGE.**

## STUDWORK ENCLOSURE CONSTRUCTION



### VENTILATION

The void built for the cassette must be ventilated to prevent a build-up of heat. If the void is sealed, then you must fit vents at both low and high levels of a minimum of 50cm<sup>2</sup> each. These vents should take cold air from the room and return warm air back into the room.

Gazco recommend building the enclosure from the following materials:

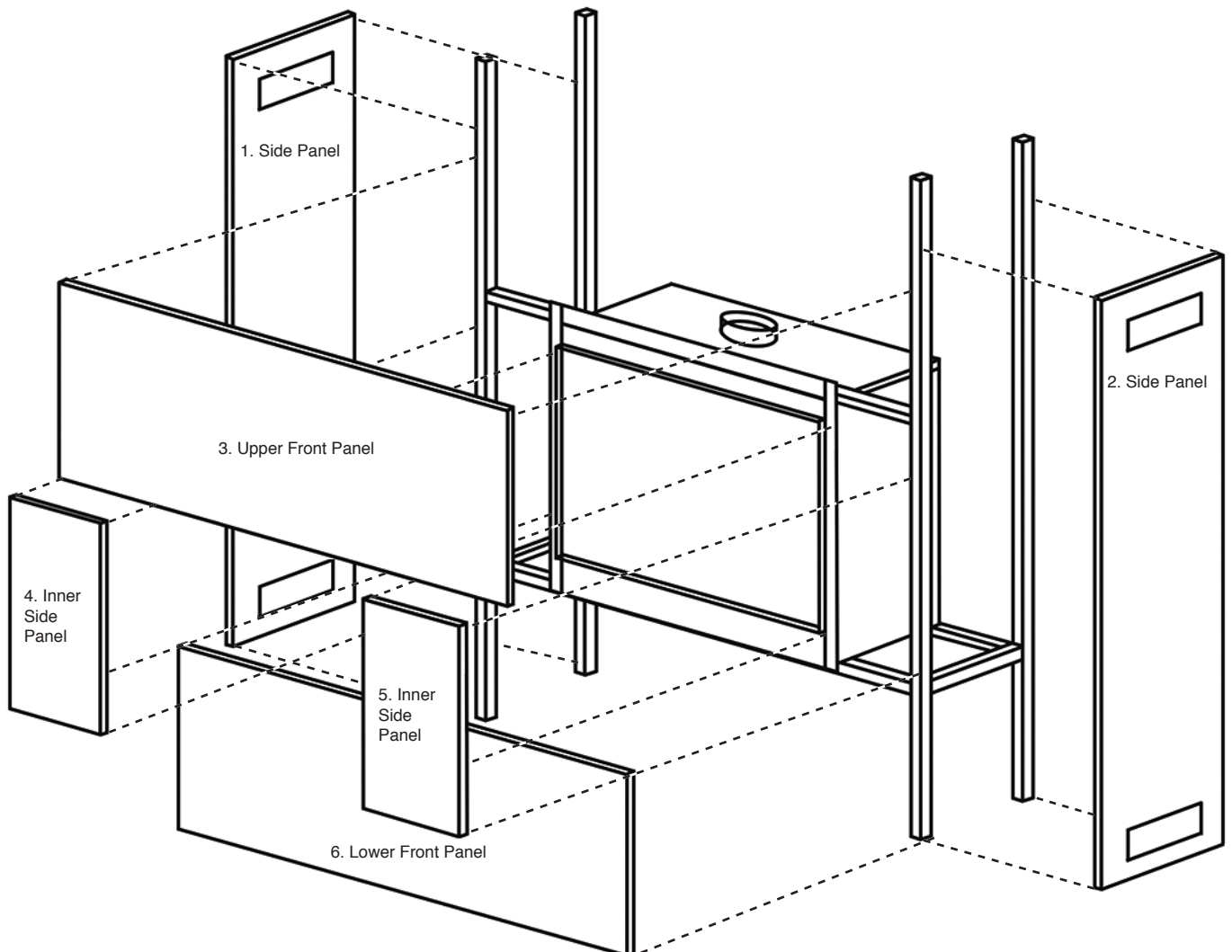
Metal Studwork

Non-combustible board:

Masterboard or Promafour - NOT PINK BOARD

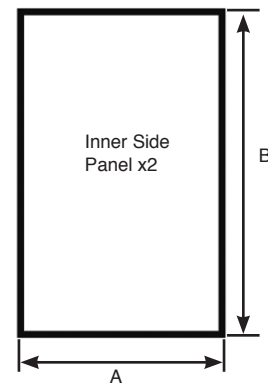
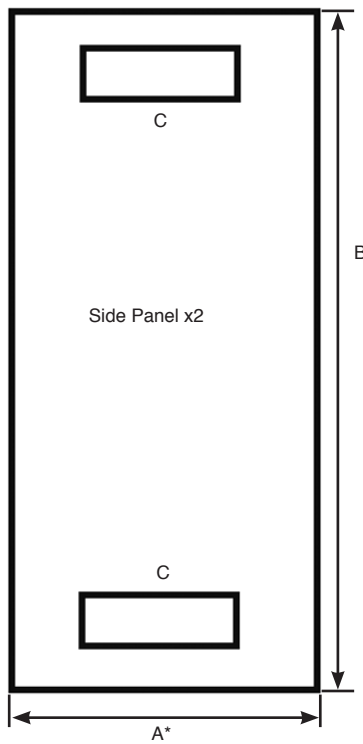
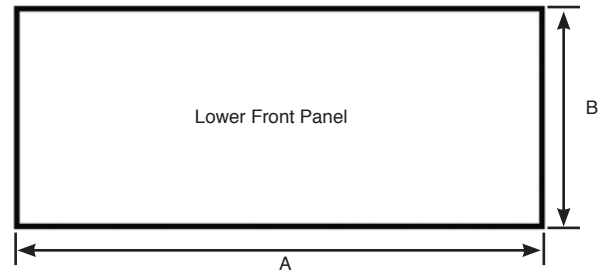
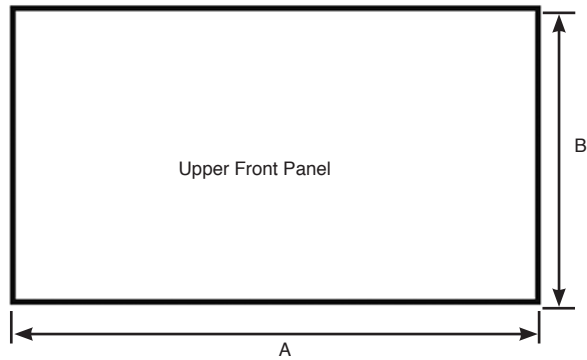
Heat Resistant Plaster: Purimacho (any spider cracks that develop after installation will need to be rubbed down and refilled with Purimacho heat resistant filler to stabilise).

Ensure all distances to combustible materials are maintained






CUTTING TEMPLATES



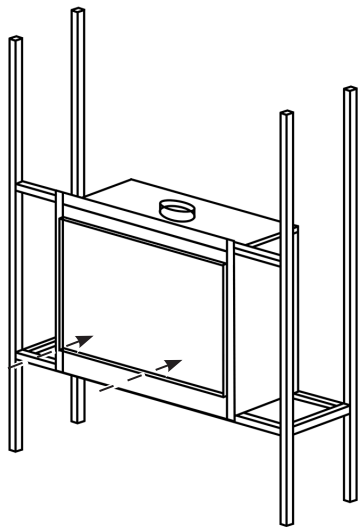
PANEL	A (MIN)	B (MIN)	C
Upper Front Panel	1201mm	453mm No Frame 400mm Decorative Frame	-
Lower Front Panel	1201mm	109mm No Frame 150mm Decorative Frame	-
Side Panel x 2	411mm*	1275mm No Frame 1316mm Decorative Frame	Min 52cm <sup>2</sup>
Inner Side Panel	200mm	713mm	-

 **\* All combustible materials must be removed from behind the appliance or a minimum distance of 100mm is required where the combustible material is protected by non combustible board.**

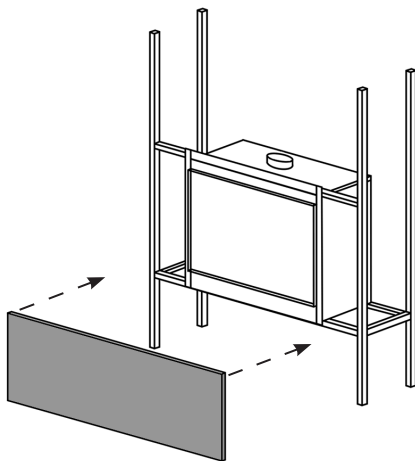
PANEL	A (MIN)
Side Panel	411mm

EDGE FRAME INSTALLATION

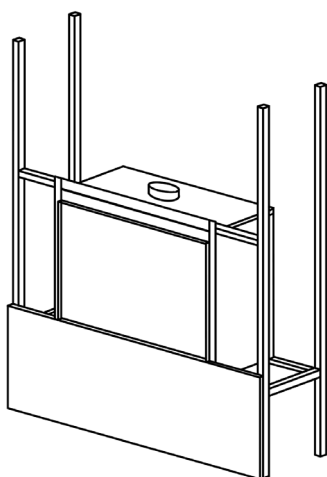
1



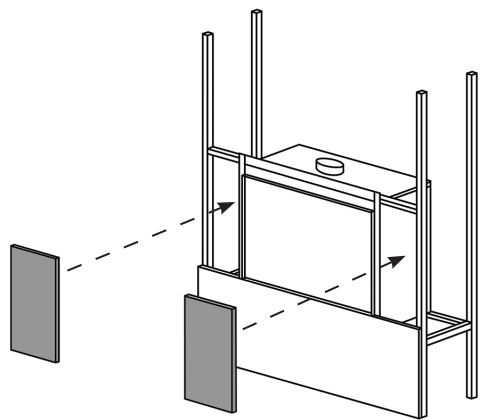
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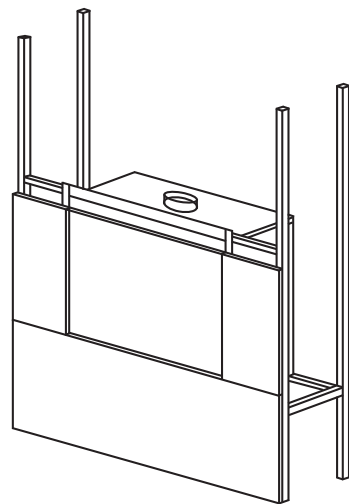
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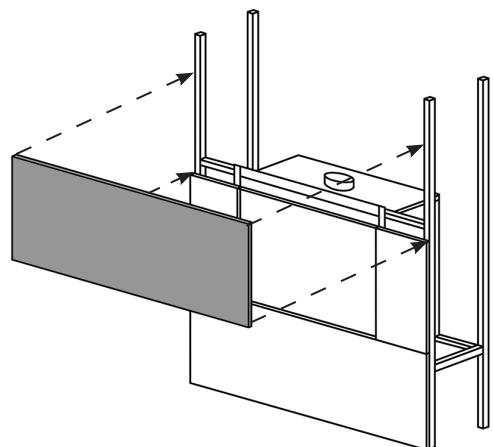
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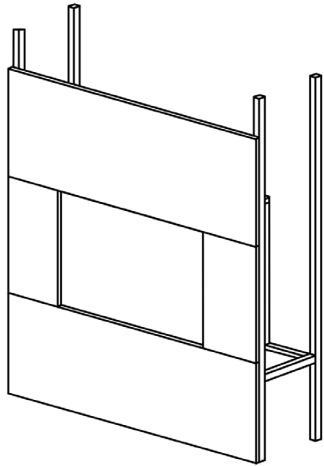
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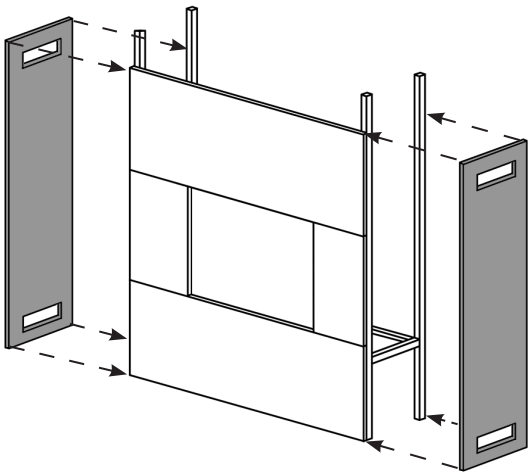
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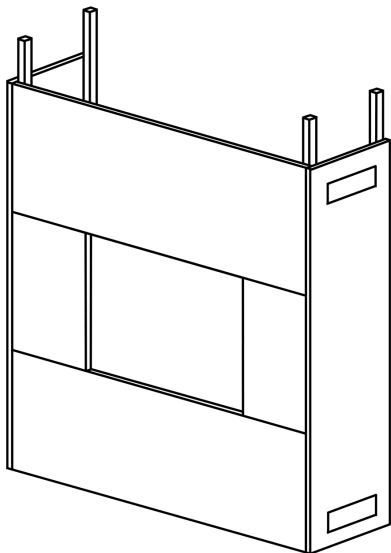
7



8



9



## DECORATIVE FRAME INSTALLATION

### Mantels, Hearths & Slips



If fitting this appliance with a decorative surround it will be necessary to install the appliance with a Hearth and Slip set.

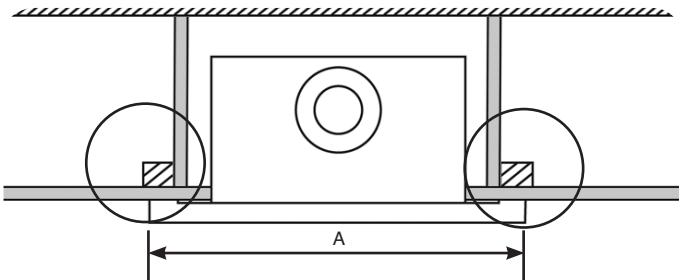
The hearth must have a minimum depth of 225mm. It is essential to ensure that a height of 123mm is maintained from the finished floor to the bottom edge of the viewing area.

Read these instructions in conjunction with the manual supplied before installation.



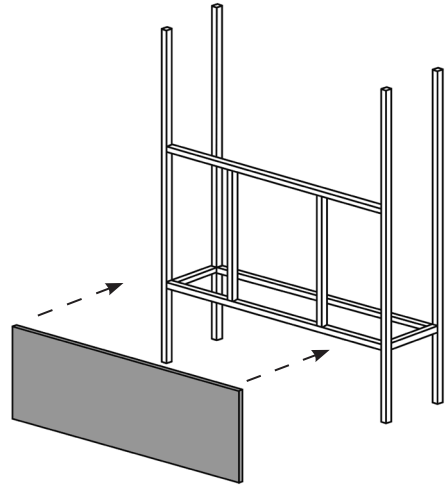
**IMPORTANT: BEFORE THE INSTALLATION OF THE DECORATIVE FRONT ENSURE THAT THE WALL ABOVE AND TO THE SIDES OF THE APPLIANCE IS SUITABLY CONSTRUCTED FOR THE FIXINGS TO SUPPORT THE WEIGHT OF THE FRONT. IF THE WALL IS CONSTRUCTED FROM PLASTERBOARD OR SIMILAR, IT IS ESSENTIAL THAT BATTERNS ARE LOCATED TO THE SIDES OF THE APPLIANCE IN THE FIXING AREA TO PROVIDE STRENGTH TO THE FIXINGS.**

When constructing a studwork installation it is essential to observe the clearances to combustibles but make provision for the frame fixings.

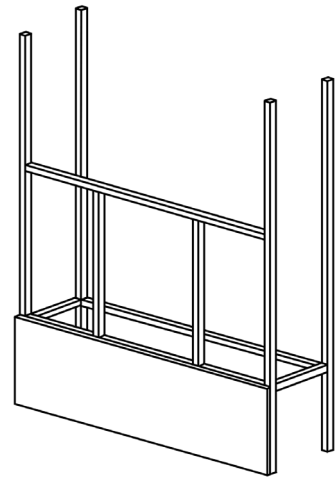


This diagram shows the minimum clearance position when installing the appliance into studwork - it is vital to ensure the opening is wide enough to accommodate the fixings for the front.

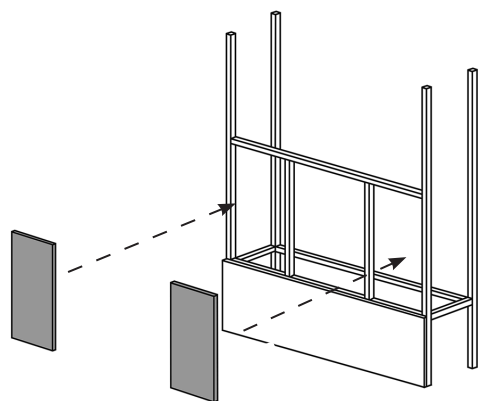
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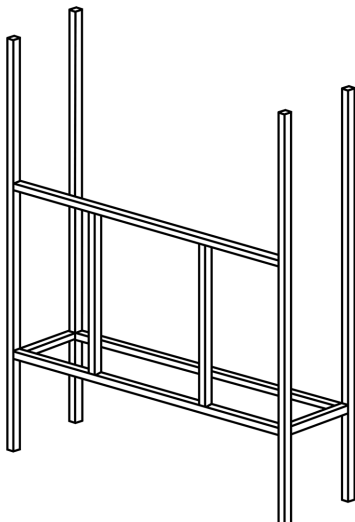
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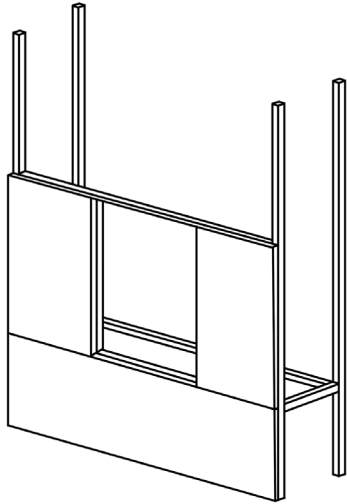
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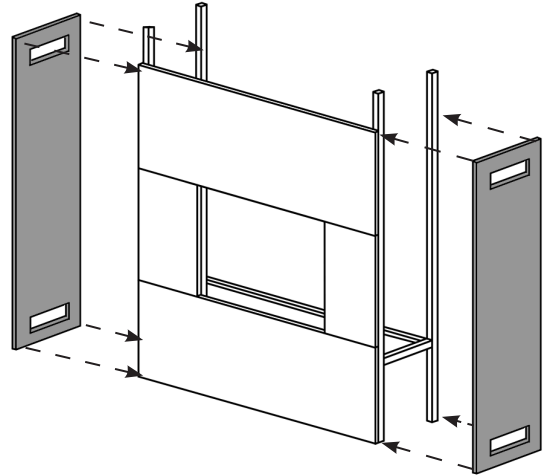
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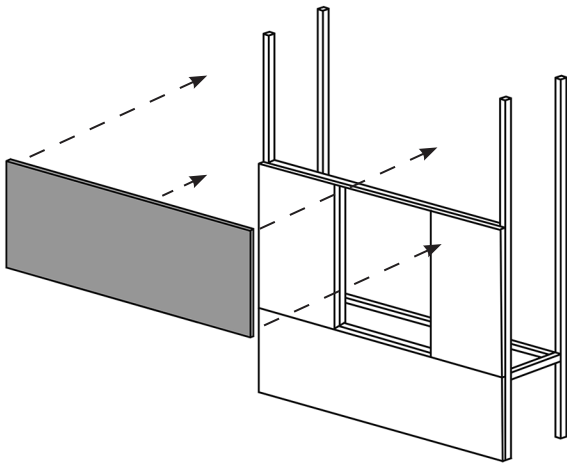
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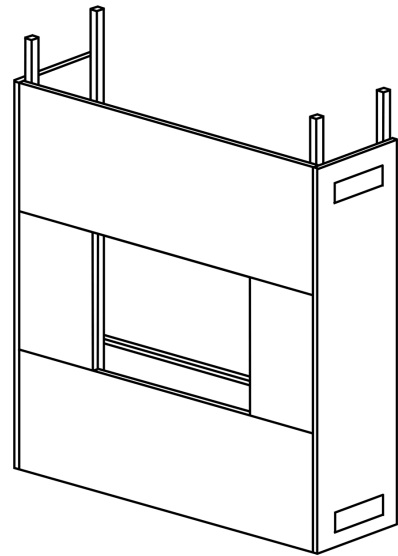
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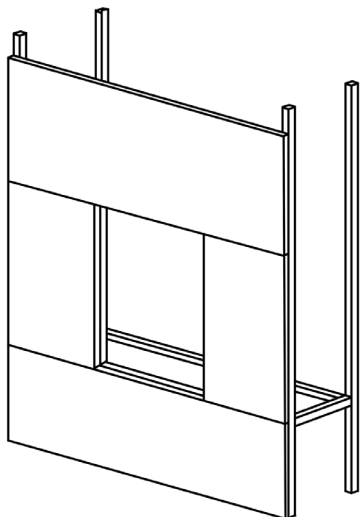
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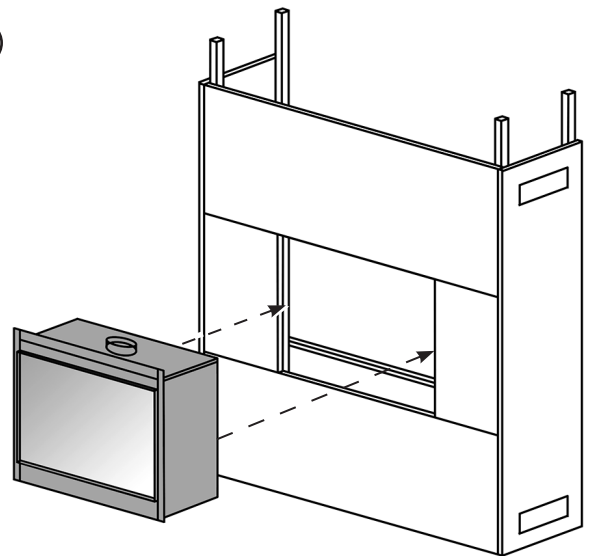
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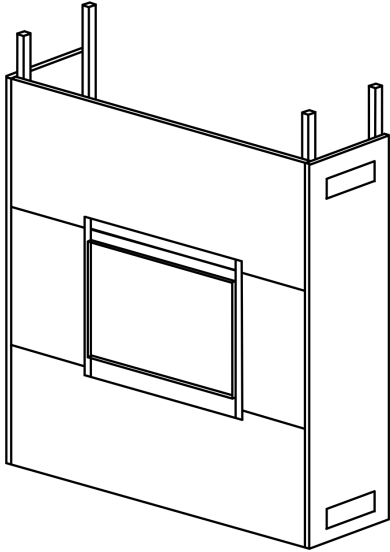
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10



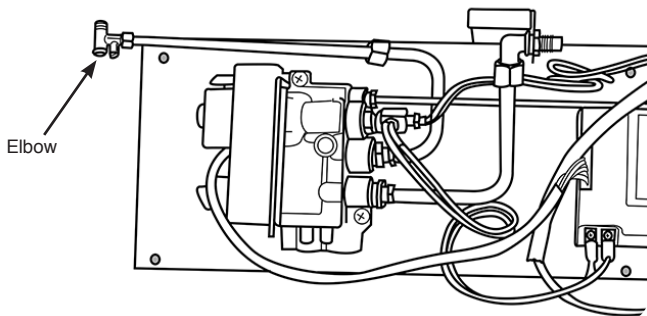
11



**COMPLETION OF ASSEMBLY**

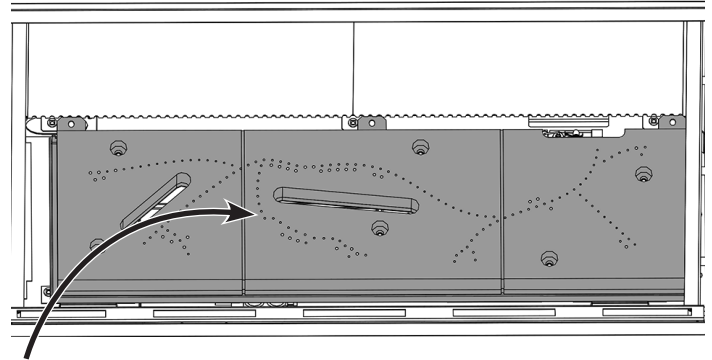
**GAS SOUNDNESS PRESSURE CHECK**

Connect a suitable pressure gauge to the test point located on the inlet fitting and turn the gas supply on. Light the appliance and check all gas joints for possible leaks. Turn the appliance to maximum and check that the supply pressure is as stated on the databadge. Turn the gas off and replace the test point screw, turn the gas on and check the test point for leaks.

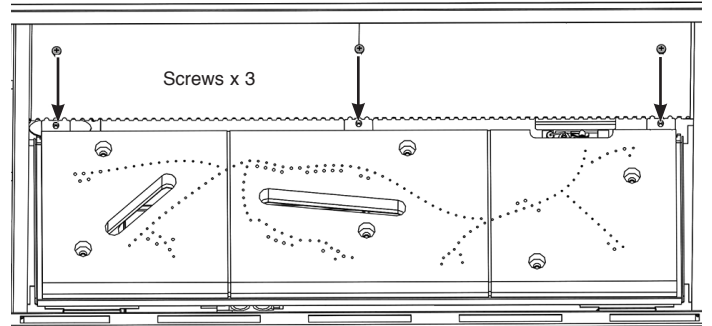
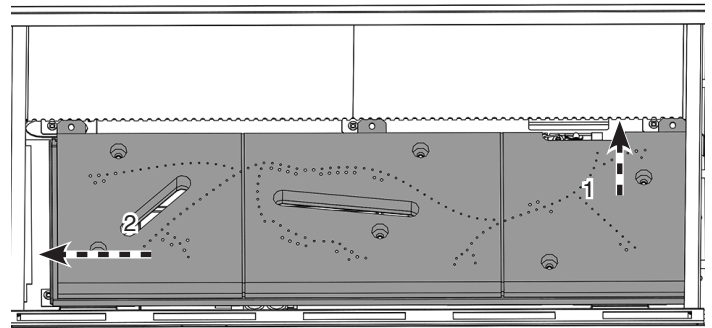


Check the function of the handset, if there is no communication between the remote control and the appliance, see Commissioning Section.

**FITTING THE MAIN BURNER**



Push the burner slightly towards the back and slide to the left, ensuring the venturi engages with the main injector.



Check the pilot ensuring it is free from any debris.

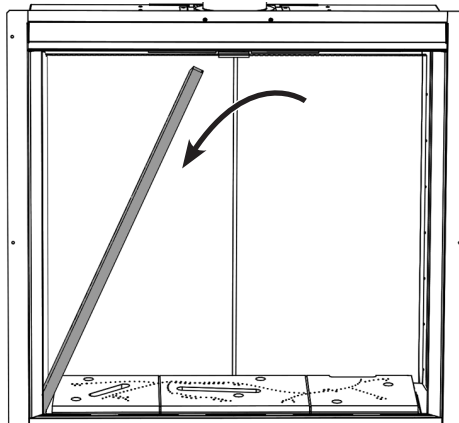
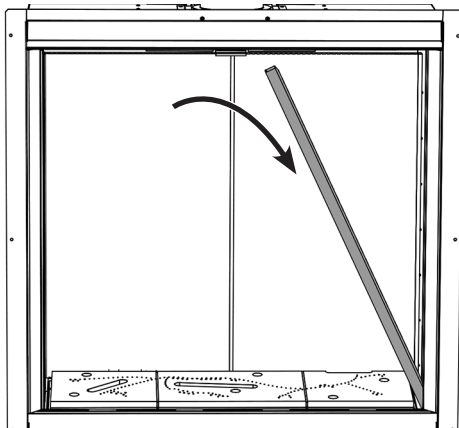
## FITTING THE SIDE LINERS AND BAFFLE

### LINERS

The Riva2 750 appliance has the option of 5 different liner finishes:

- Vermiculite
- Black Reeded
- Brick Effect
- Ledgestone
- Black Glass Linings - see separate instructions for fitting (PR2214).

To fit the liners insert through the front of the appliance tilting the top inwards towards the centre of the firebox before lowering into position.



### BRICK EFFECT AND LEDGESTONE LINERS

These lining panel options are available for this product and contains Refractory Ceramic Fibre (RCF), a material which is commonly used for this application.

RCF waste is classed as stable, non-reactive hazardous waste and may be disposed of at a licensed landfill site.

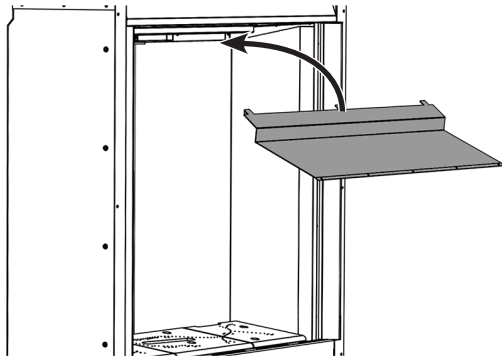
If replacing these items do not break them up. Seal within heavy duty polythene bags and label as RCF waste.

Protective clothing is not required when handling these articles.

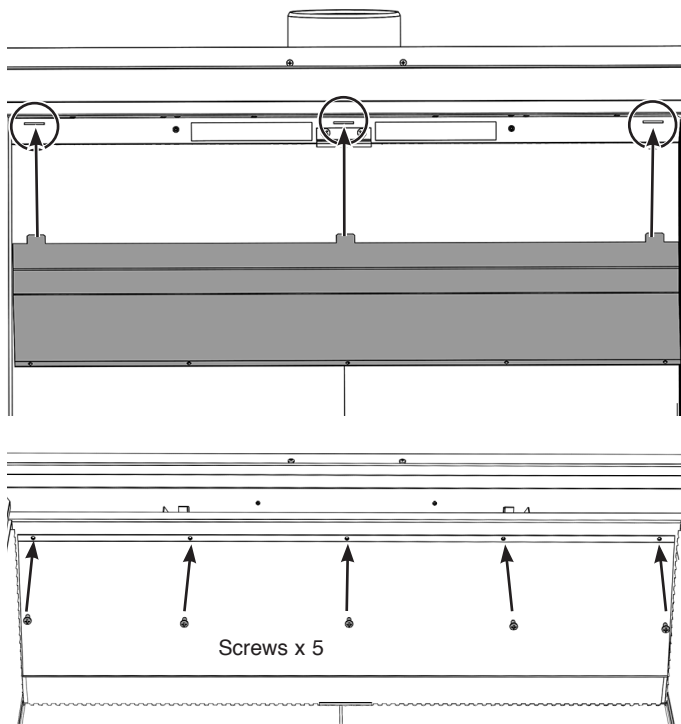
If the Liners are visibly broken Gazco recommend using gloves and a face mask to remove the pieces and remove any dust accumulated in and around the appliance before and after working on it with a HEPA filtered vacuum.

If any concerns remain contact Gazco Technical Customer Services to obtain the manufacturers COSHH Data Sheet.

BAFFLE



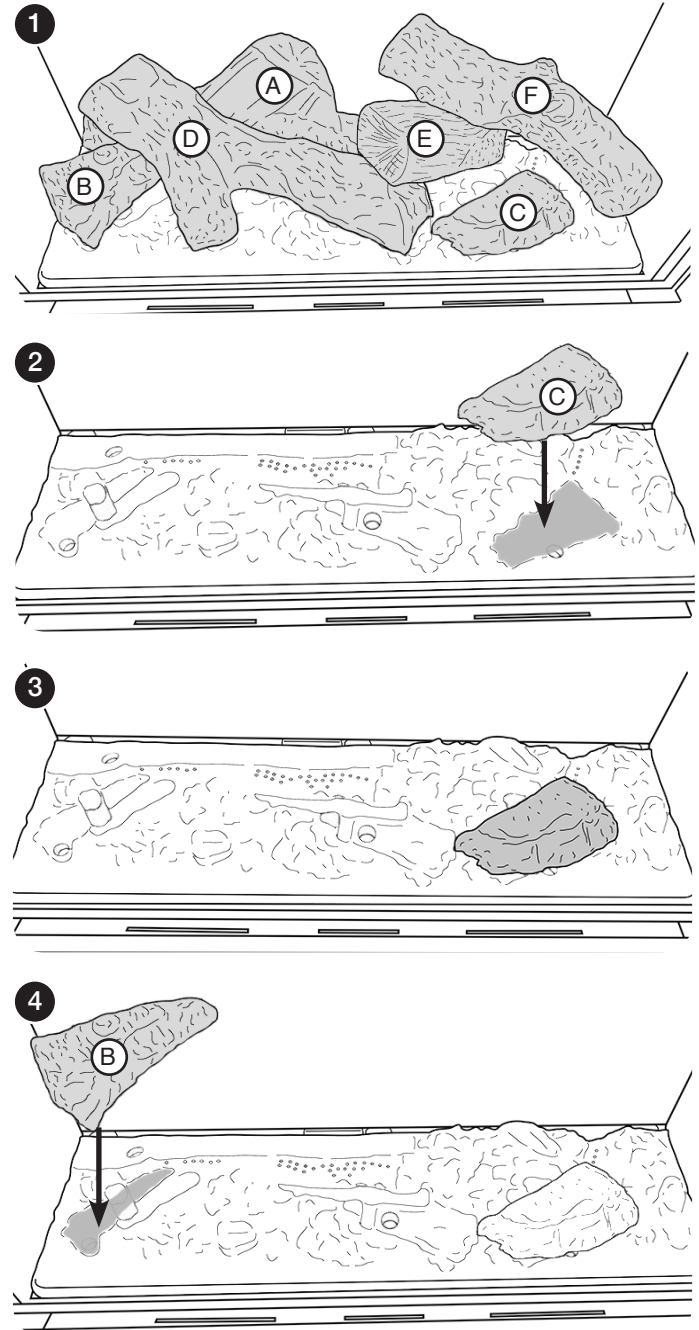
Replace the baffle ensuring that the 3 tabs fit into the slots at the back of the appliance  
**TAKE CARE NOT TO DAMAGE THE SIDE PANELS.**



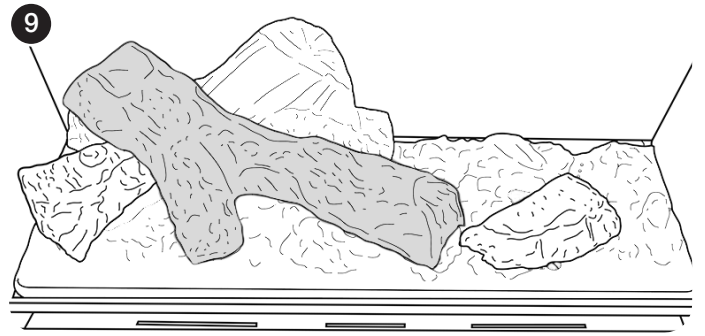
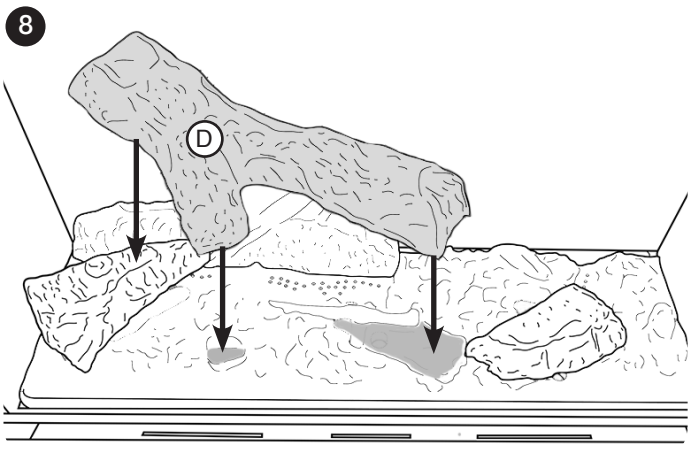
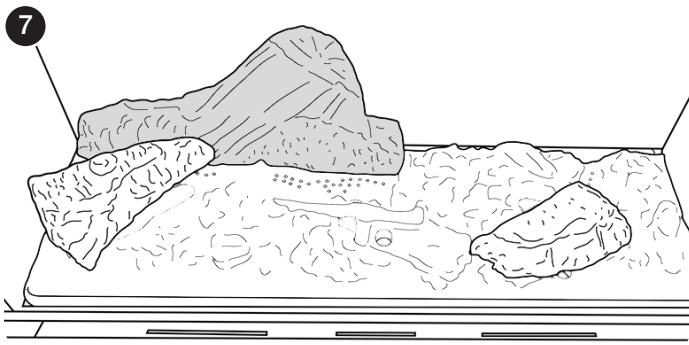
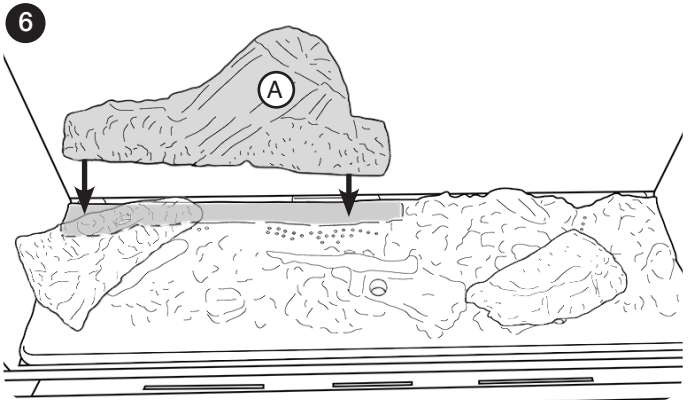
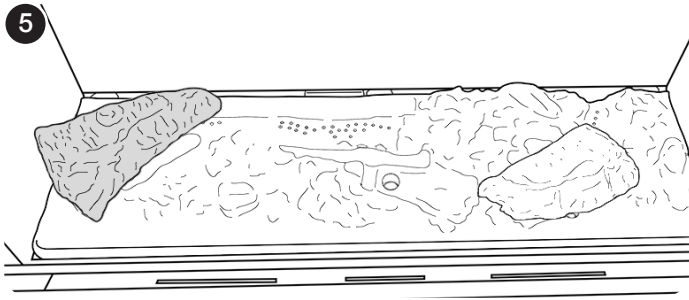
LOG LAYOUT

**LOGS MUST BE POSITIONED ACCORDING TO THE FOLLOWING INSTRUCTIONS TO GIVE THE CORRECT FLAME EFFECT.**

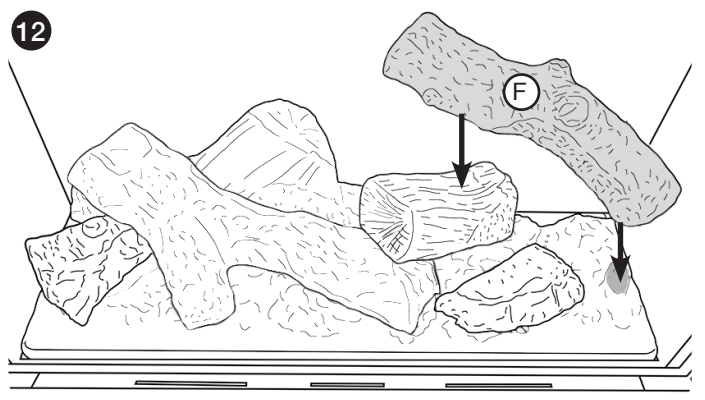
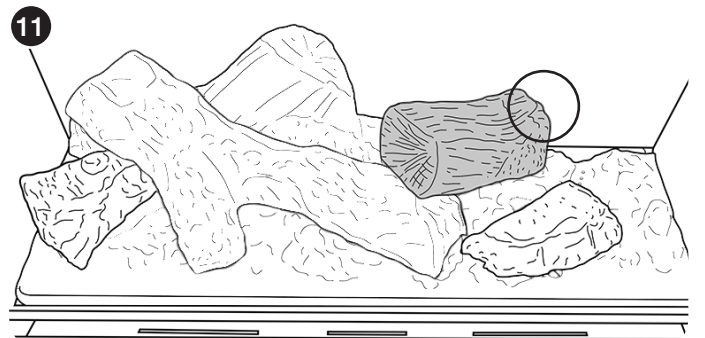
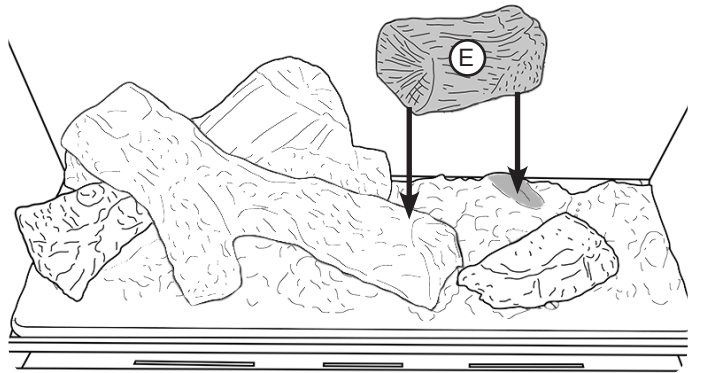
Ensure the Burner Tray and Log Burners are clean and free from any debris.  
 The main components are clearly individually labelled.



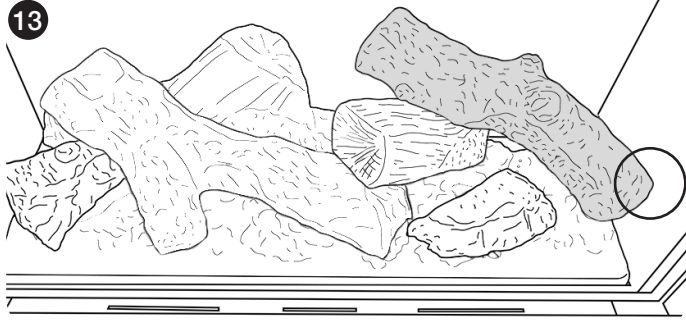




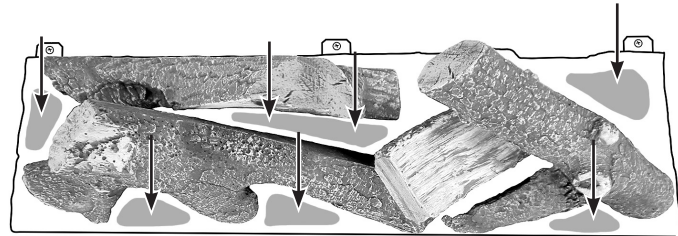
**10**  
Position the charred end of log E on the location point on the burner, with the log touching the back liner.



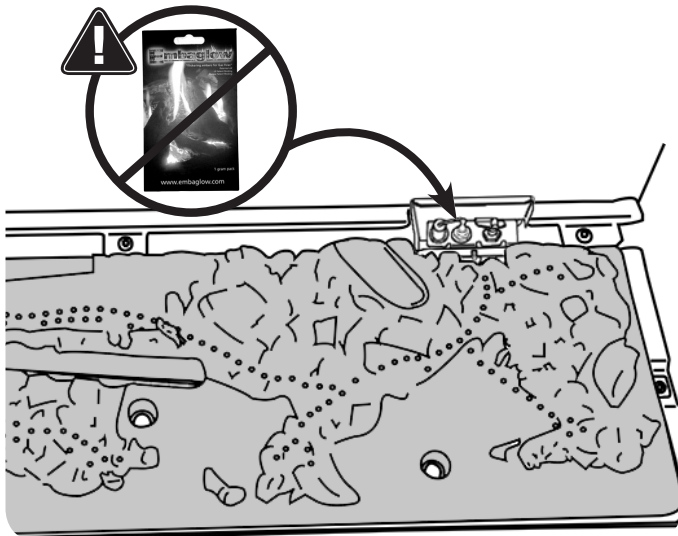
The back edge of log F should rest against the back liner.



**14**  
Sparingly spread an amount of the Embaglow fibres provided, covering the ports in the burner tray. This will create a glowing effect when the appliance is lit.



Take care not to use more than half a packet per application.  
**WARNING - DO NOT PLACE NEAR THE PILOT AREA.**

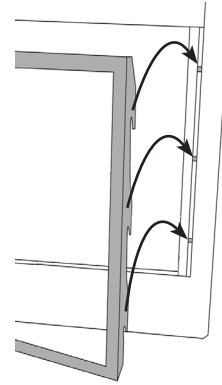


**NOTE: ENSURE THAT THE LOGS ARE POSITIONED AS ABOVE. ONLY USE THE CORRECT AMOUNT OF LOGS AS SPECIFIED IN THE DIAGRAMS.**

## FITTING THE GLASS FRAME

Ensure that the rope seal on the back of the glass frame is intact.

To replace the glass frame, position so the hooks on the back of the frame fit over the side pins.



Push the handle down.

Replace the screws. As the screws are tightened the glass frame is pulled down against the hooks and forms a seal.  
**Replace ALL of the securing screws ensuring that a screw is present in all fixing slots.**

**! UNDER NO CIRCUMSTANCES SHOULD THE APPLIANCE BE USED IF ANY OF THE GLASS FRAME RETAINING SCREWS ARE LOOSE OR MISSING.**

Connect the battery lead to the battery pack attached to the lower slotted trim.

**! PLEASE ENSURE NO WIRES ARE TRAPPED BEFORE REPLACING THE LOWER SLOTTED TRIM. THE LEADS ARE EASILY DAMAGED.**

Replace the lower trim, ensuring that the battery box is connected and in the correct orientation.

Replace the 2 magnetic side trims.

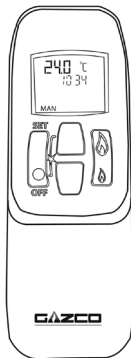
**NEVER OPERATE THE APPLIANCE WHEN THE GLASS PANEL IS REMOVED OR BROKEN.**

Replace the decorative front by referring to the separate leaflet supplied with the front.

**NOTE: ENSURE THAT THE LOGS ARE POSITIONED AS ABOVE. ONLY USE THE CORRECT AMOUNT OF LOGS AS SPECIFIED IN THE DIAGRAMS.**

## LIGHTING THE APPLIANCE

The appliance is operated by thermostatic remote control.



This remote controls the appliance from pilot ignition through to shut down.

In 'MANUAL MODE' you can:

- light the pilot
- turn on the main burner
- regulate the flame from low to high and back
- turn off the burner leaving just the pilot burning

In 'TEMP MODE' you can:

- set the room temperature so the stove automatically maintains that temperature

In 'TIMER MODE' the appliance:

- turns on and off according to the set time periods
- automatically regulates the room temperature during the set periods

### TURNING THE APPLIANCE ON:

Your remote can control the gas appliance from pilot ignition through to shut down.

To turn the appliance on press the OFF button and the UP button simultaneously. You hear several short signals.

**The pilot and main burner ignite and the remote is now in Manual Mode:**

### TURNING THE APPLIANCE OFF:

Press the OFF button to turn the appliance off.  
FOR SAFETY, YOU MUST WAIT 30 SECONDS BEFORE LIGHTING THE APPLIANCE AGAIN.



**IMPORTANT: YELLOW FLAMES TYPICALLY APPEAR WHEN THE APPLIANCE HAS REACHED NORMAL OPERATING TEMPERATURE. THIS CAN TAKE UP TO 30 MINUTES.**



**WARNING: IF THE APPLIANCE FAILS TO LIGHT OR BECOMES EXTINGUISHED IN USE, WAIT 3 MINUTES BEFORE ATTEMPTING TO RELIGHT.**

**FOR FULL OPERATING INSTRUCTIONS AND TROUBLESHOOTING SEE USER SECTION.**

## COMMISSIONING

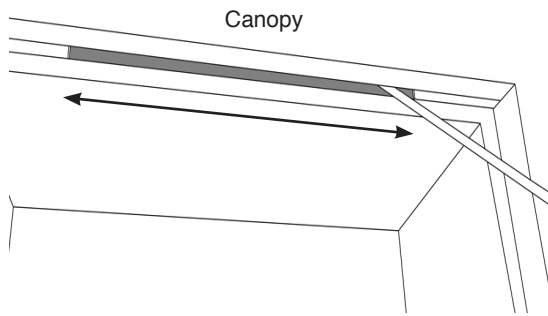
Check the flame picture, log layout.

Check the gas pressure.

Close all door and windows in the room.

Ignite the appliance and operate on maximum for 5 minutes.

Position a lighted smoke match just inside the draught diverter opening (under the canopy) and check all smoke is drawn in along the opening, see Diagram.



If there is any doubt:

Run the appliance for a further 10 minutes and repeat the test.

Complete the Commissioning Checklist at the front of this manual covering:

- Thermocouple soundness checks.  
This is to include ensuring the thermocouple is secure on the pilot bracket assembly, lead connection and integrity.
- Flue checks
- Gas checks
- Log/fuel effect layout - flame picture

For working pressure test, refer to Installation Instructions.

Upon completion of the commissioning and testing of the installation and correct operation of the appliance, the installer must instruct the user how to operate the appliance.

Guide the user through the User Instructions paying particular attention to:

- a) Regular servicing (See User Instructions).
- b) Ventilation (See User Instructions) - point out the ventilation positions where applicable.
- c) Hot surfaces (See User Instructions).
- d) How the appliance works with the remote control handset and the modes of operation (See User Instructions).
- e) How to change settings in the auto mode and program modes of operation.
- f) What to do if the appliance fails to operate (See User Instructions).

If there are any extractor fans in the room or adjacent rooms, the test must be repeated with the fans running on maximum.

**IF SPILLAGE PERSISTS, DISCONNECT THE APPLIANCE AND SEEK EXPERT ADVICE.**

For future reference, record the installation details on the Commissioning Sheet on page 3.

## REPROGRAMMING HANDSET/ CONTROL BOX

To access the control box see Servicing Instructions, Main Burner.

- Press and hold the reset button on the control box until you hear two signals. After the second longer signal:
- Release the reset button and within 20 seconds:
- Press the DOWN button on the handset until you hear two additional short signals confirming the new code is set.

If there is a single long signal the code learning sequence has failed or the wiring is incorrect.

## SERVICING/FAULT FINDING CHARTS

### SERVICING REQUIREMENTS

**IMPORTANT – The glass panels on this appliance should be checked for any signs of damage on the front face of the glass panel (scratches, scores, cracks or other surface defects). If damage is observed, the glass panel must be replaced and the appliance must not be used until a replacement is installed. Under no circumstances should the appliance be used if any damage is observed. Please isolate the appliance until a replacement glass panel has been obtained and installed. Replacement glass panels can be purchased from Gazco via the retailer from which the appliance was purchased or any other Gazco distributor.**

This appliance must be serviced at least once a year by a competent person.

All tests must be carried out in accordance with the current Gas Safe recommendations.

#### Before Testing:

- Conduct a gas soundness test for the property ensuring there are no leaks before servicing.
- Check the operation of the appliance before testing.

#### Special checks:

- Clean the burners using a vacuum cleaner with a soft brush attachment. Ensure all debris is removed from the burner ports.
- Clean away lint or fluff from the pilot.
- Clean away lint or fluff from under the burner.
- Check the spark gap on the pilot is correct.
- Ensure that the glass is secured correctly and that all retaining screws are in place.

Correct any faults found during the initial test.

Re-commission the appliance in accordance with Commissioning Procedures of these instructions.

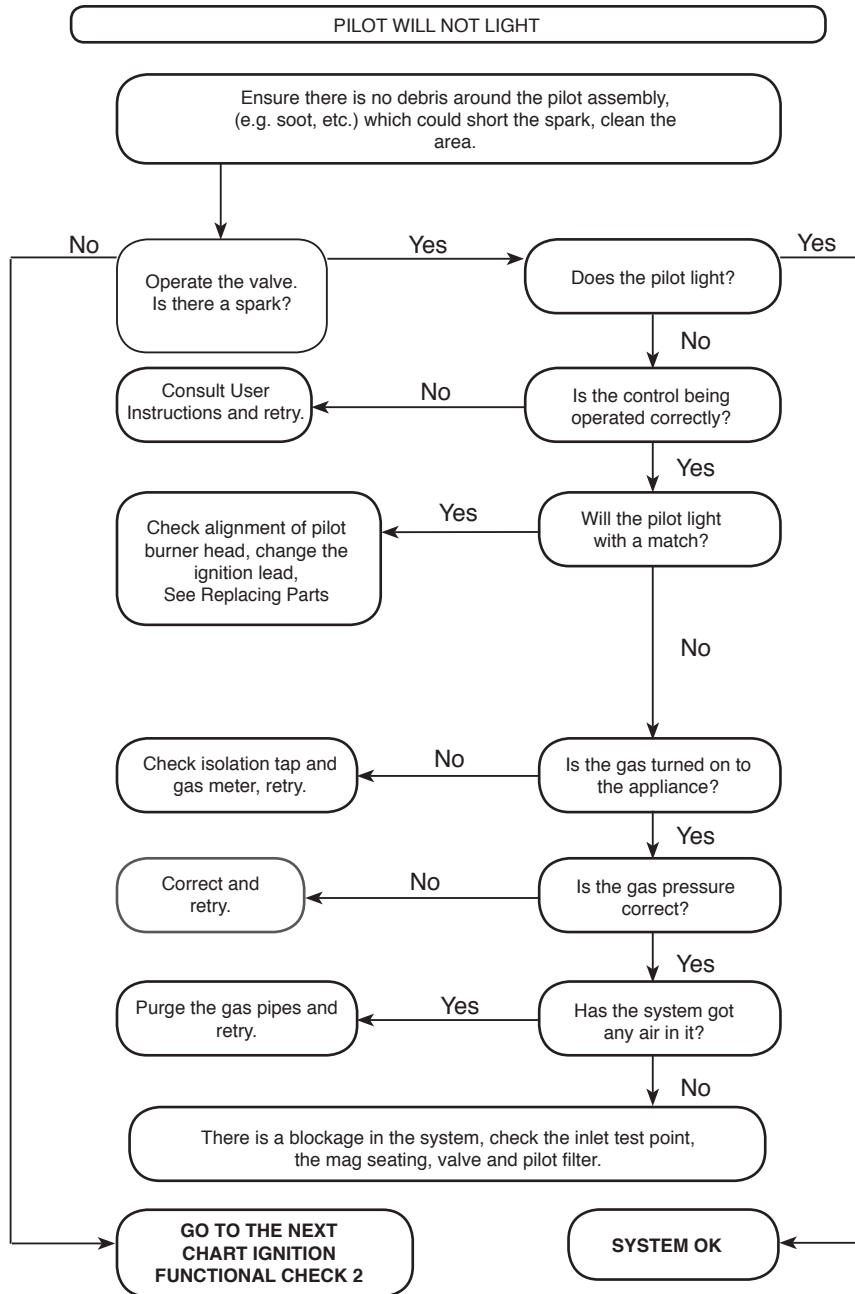
Advise the customer of any remedial work undertaken.

### Electronic Control Valve Fault Analysis

SYMPTOM	CAUSE	REMEDY
Frequent beeps for 3 seconds after operation request	Batteries low in appliance	Replace appliance batteries
No ignition, 5 second continuous tone (there may be several short beeps before)	Loose/damaged wire	Check interrupter block and wires
No ignition, no tone, motor turns slightly when operated	Receiver board damaged	Replace receiver
No pilot flame and control continues to spark	Thermocouple circuit wired incorrectly	Correct wiring
Pilot lights, control continues to spark, value shuts down after 10 - 30 seconds	1. No spark at pilot burner 2. Loose/damaged wire	1. Rectify spark at pilot burner 2. Check interrupter and wires

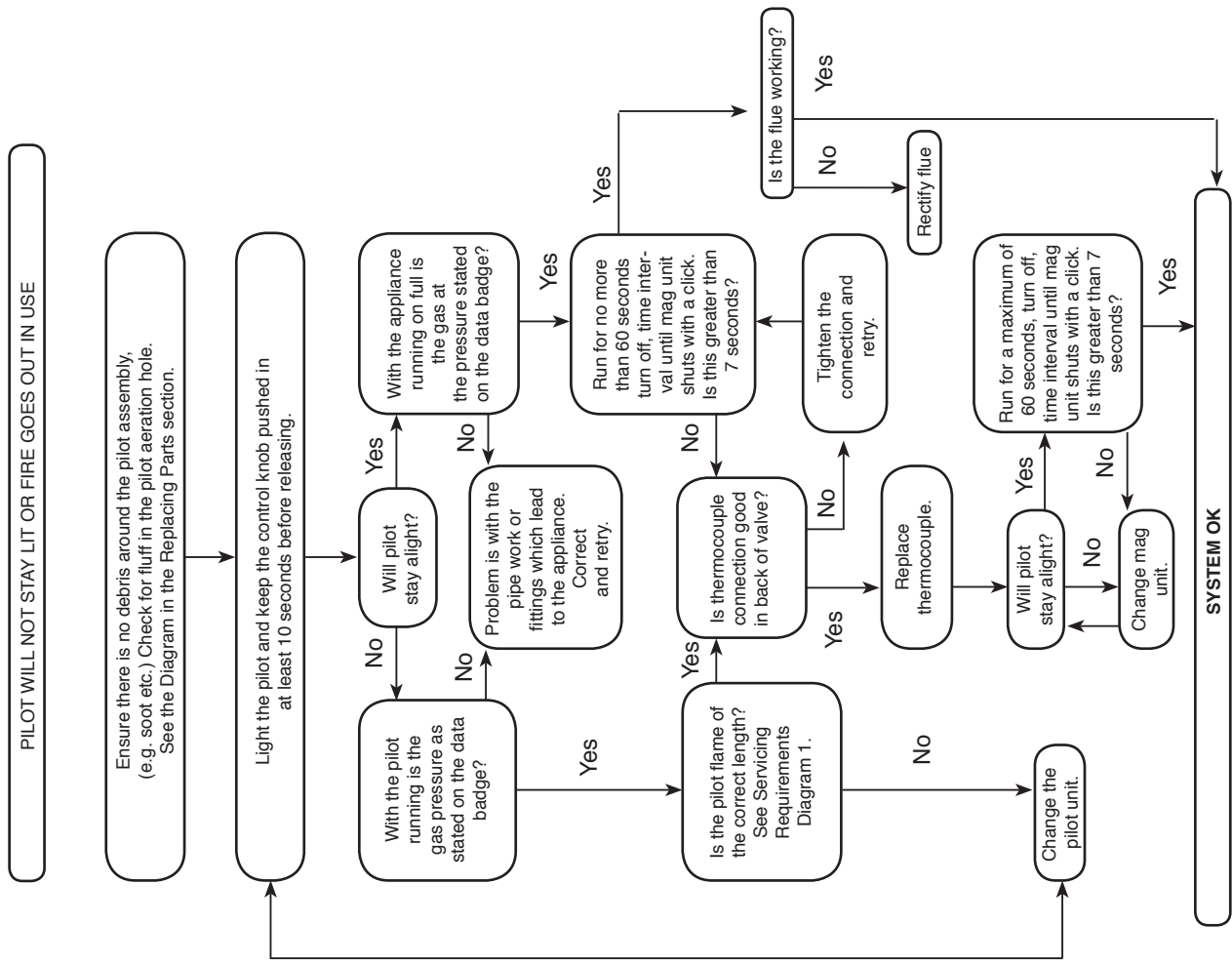
## FAULT FINDING CHARTS

### IGNITION FUNCTIONAL CHECK 1

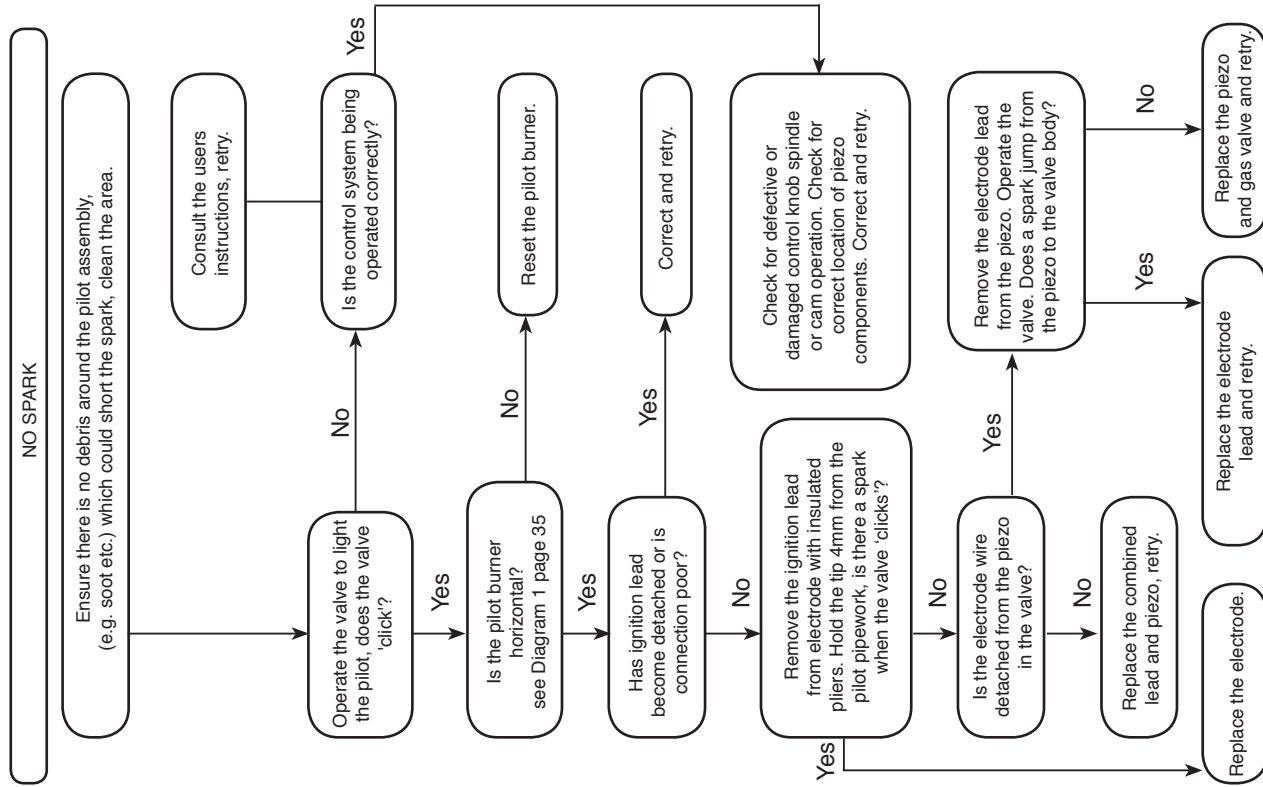


FAULT FINDING CHARTS

FLAME FAILURE FUNCTIONAL CHECK 3



IGNITION FUNCTIONAL CHECK 2



## SERVICING INSTRUCTIONS

### GENERAL

All main components can be replaced without removing the appliance from its installation.

**IT IS ESSENTIAL THAT THE GAS SUPPLY TO THE APPLIANCE IS TURNED OFF AT THE ISOLATION DEVICE BEFORE PROCEEDING FURTHER.**

It will be necessary to remove the burners and the fuel bed before any of the main components can be serviced.

Make sure the appliance and surrounds are cool before cleaning.



**DURING SERVICING OF THIS APPLIANCE IT MAY BE NECESSARY TO CUT CABLE TIES IN ORDER TO ACCESS AND REMOVE SOME OF THE PARTS. THESE MUST BE REPLACED WHEN REASSEMBLING THE APPLIANCE.**

### SERVICING



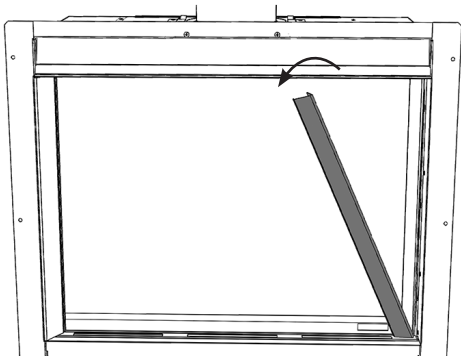
#### Servicing and Support

To keep your appliance looking and performing at its best, it must be serviced annually. This service must be undertaken by a suitably qualified individual and your retailer can organise this for you. Alternatively, Gazco offer a manufacturers premium service with our friendly team of qualified engineers which can be booked at [www.gazco.com/support](http://www.gazco.com/support)

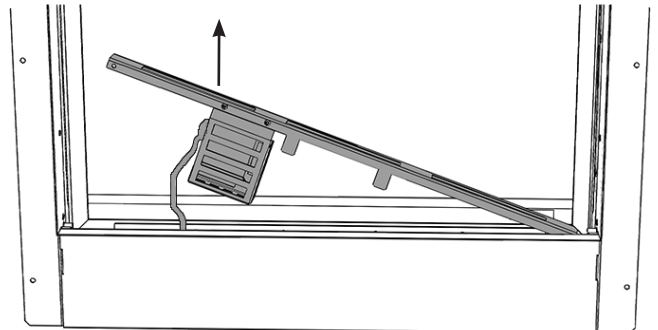
In all correspondence always quote the Model number and the Serial number which may be found on the Commissioning Checklist (Page 3).

### REMOVING THE GLASS FRAME

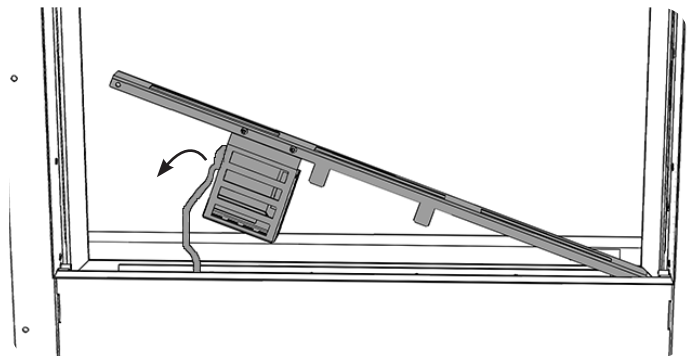
Remove the glass door by removing the 2 side trims. These are held on by magnets.



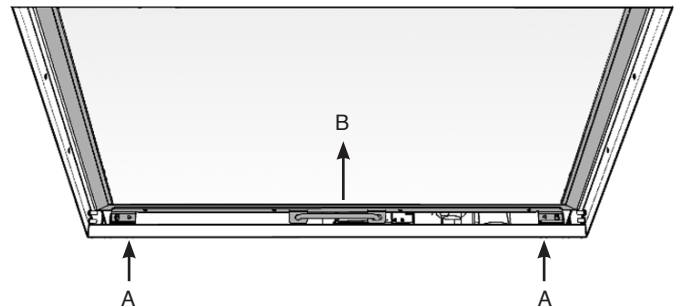
Lift out the bottom slotted trim.  
Note the orientation of the battery box for reassembly.



Disconnect the battery lead from the battery pack attached to the lower slotted trim.



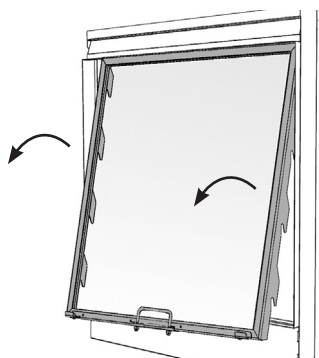
Remove the screws at the base of the glass frame.



Pull up the handle at the front.



Whilst supporting the top, lift the glass frame using the handle, up and over the lower edge.



Remove the logs and Embaglow and place on a dry, clean surface.

**When refitting the glass frame ensure that the rope seal on the back of the frame is intact.**

To replace the glass frame, position so the hooks on the back of the frame fit over the side pins.

Push the handle down.

Replace the screws. As the screws are tightened the glass frame is pulled down against the hooks and forms a seal.

**Replace ALL of the securing screws ensuring that a screw is present in all fixing slots.**

**! UNDER NO CIRCUMSTANCES SHOULD THE APPLIANCE BE USED IF ANY OF THE GLASS FRAME RETAINING SCREWS ARE LOOSE OR MISSING.**

Connect the battery lead to the battery pack attached to the lower slotted trim.

**! PLEASE ENSURE NO WIRES ARE TRAPPED BEFORE REPLACING THE LOWER SLOTTED TRIM. THE LEADS ARE EASILY DAMAGED.**

Replace the lower trim, ensuring that the battery box is connected and in the correct orientation.

Replace the 2 magnetic side trims.

**NEVER OPERATE THE APPLIANCE WHEN THE GLASS PANEL IS REMOVED OR BROKEN.**

Replace the decorative front by referring to the separate instructions supplied with the front.

**NOTE: ENSURE THAT THE LOGS ARE POSITIONED CORRECTLY, SEE INSTALLATION INSTRUCTIONS SECTION. ONLY USE THE CORRECT AMOUNT OF LOGS AS SPECIFIED IN THE DIAGRAMS.**

The glass front must be refitted to the appliance following cleaning or servicing.

## BAFFLE & LINERS

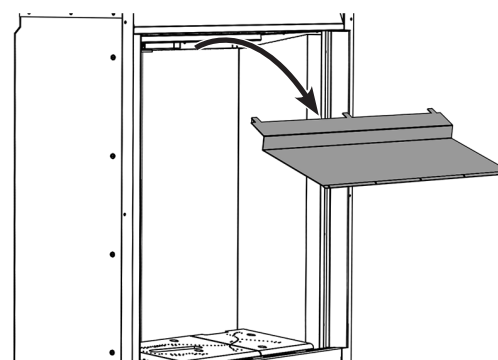
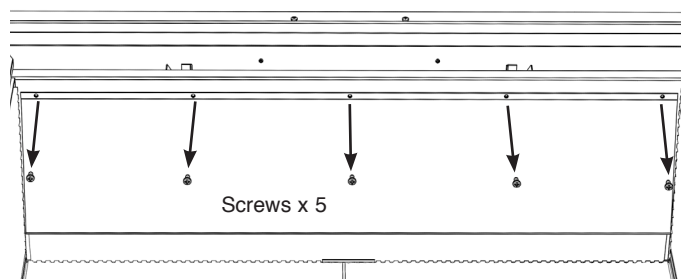
To access the burner tray and interior workings of the appliance it is necessary to remove the baffle and the side liners.

Note: The rear liner does not need to be removed to service the appliance.

Remove the decorative logs.

### BAFFLE

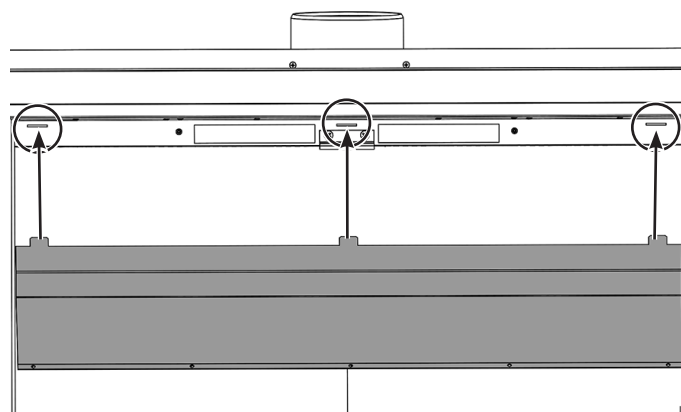
The baffle must be removed before the liners can be taken out of the appliance.



**TAKE CARE NOT TO DAMAGE THE SIDE PANELS.**

The baffle can now be removed by lowering the front edge and pulling forward through the front of the appliance.  
**TAKE CARE NOT TO DAMAGE THE SIDE PANELS.**

When replacing the baffle ensure that the 3 tabs fit into the slots at the back of the appliance.



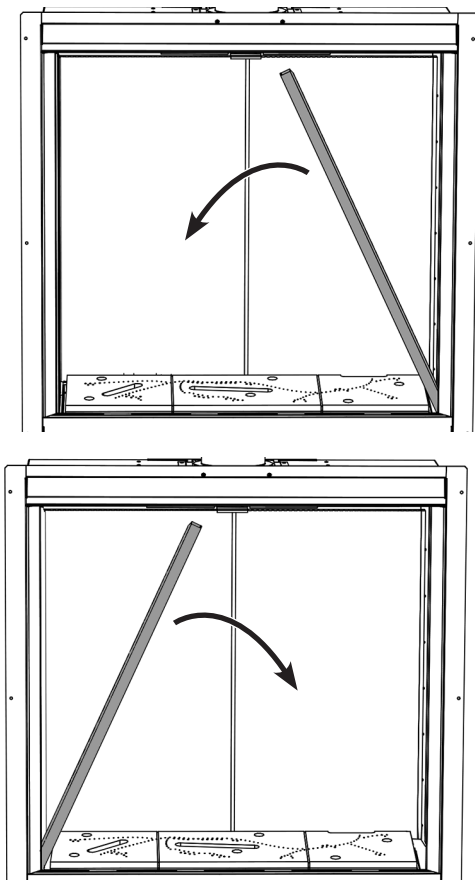
## LINERS

The Riva2 750 appliance has the option of 5 different liner finishes:

- Vermiculite
- Black Reeded
- Brick Effect
- Ledgestone
- Black Glass Linings - see separate instructions for fitting (PR2214).

## SIDE LINERS

Tilt inwards towards the centre of the firebox before lifting up and pulling out through the front of the firebox



## BRICK EFFECT AND LEDGESTONE LINERS

These lining panel options are available for this product and contains Refractory Ceramic Fibre (RCF), a material which is commonly used for this application.

RCF waste is classed as stable, non-reactive hazardous waste and may be disposed of at a licensed landfill site.

If replacing these items do not break them up. Seal within heavy duty polythene bags and label as RCF waste.

Protective clothing is not required when handling these articles.

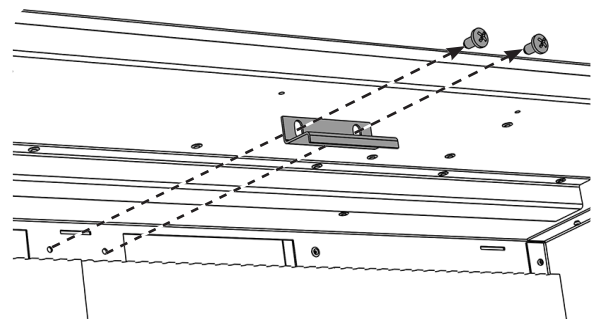
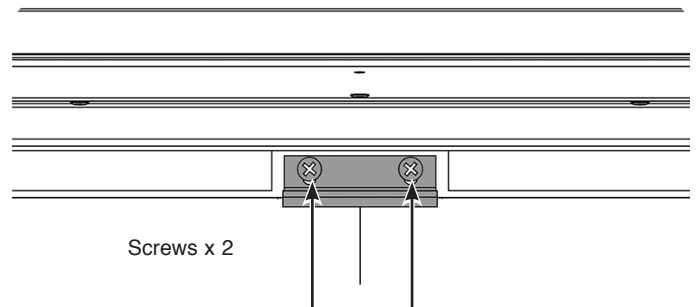
If the Liners are visibly broken Gazco recommend using gloves and a face mask to remove the pieces and remove any dust accumulated in and around the appliance before and after working on it with a HEPA filtered vacuum.

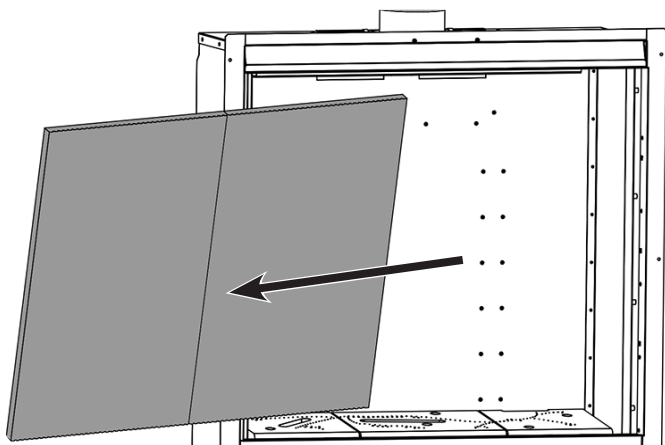
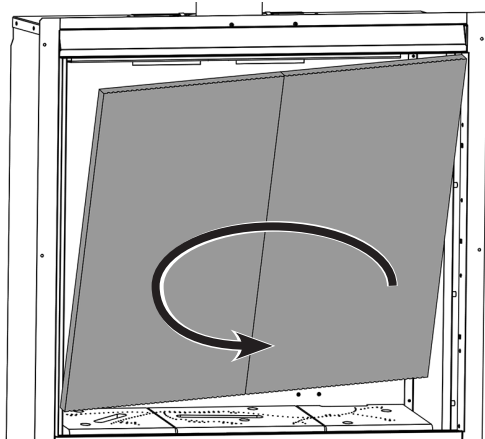
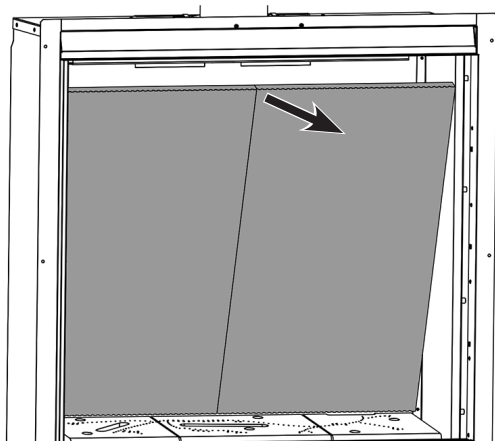
If any concerns remain contact Gazco Technical Customer Services to obtain the manufacturers COSHH Data Sheet.

## REAR LINER

**Note: The rear liner does not need to be removed to service the appliance. It only needs to be removed to replace the liner.**

Remove the 2 screws to release the bracket and the liners. Support the liner(s) to prevent falling into the firebox.





## MAIN BURNER

To remove the decorative front from the appliance please refer to the separate instructions supplied with the front.

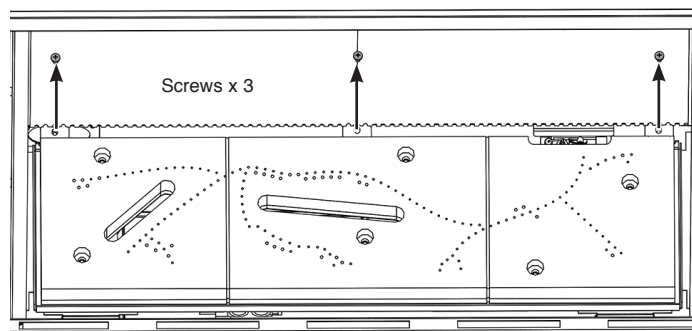
Remove the glass frame.

Remove the logs, and place them on a dry.

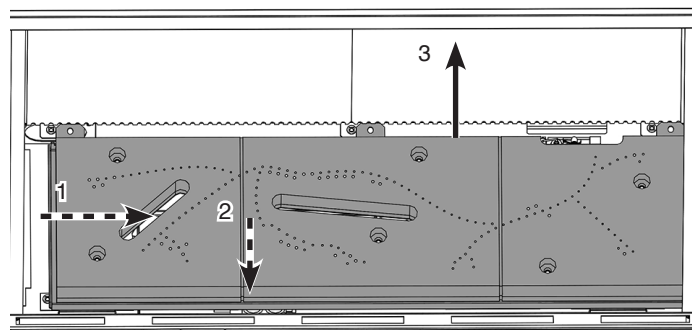
Remove the baffle and liners.

Turn the gas supply off at the isolation device.

Remove the 3 screws at the back of the burner tray.  
**TAKE CARE NOT TO DAMAGE THE FUELBED WHEN REMOVING THE SCREWS.**

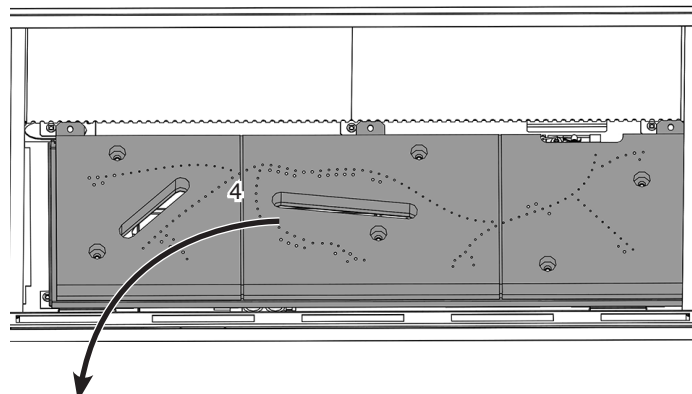


Slide the burner unit to the right, pull slightly forward and lift from the back.



### HAVE YOU ISOLATED THE GAS SUPPLY?

Disconnect the isolating device from the appliance inlet pipe to isolate the gas supply.  
 Carefully remove through the front of the appliance. Place carefully to one side.



The burner unit can now be serviced.

## MAIN CONTROL ASSEMBLY

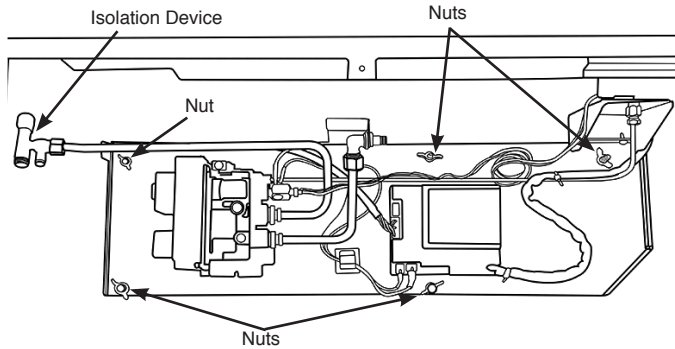
Remove the glass frame.

Remove the main burner..

Turn the gas supply off at the isolation device.

### HAVE YOU ISOLATED THE GAS SUPPLY?

Disconnect the isolating device from the appliance inlet pipe to isolate the gas supply.



Remove the 5 nuts to remove the main control assembly.

Replace in reverse order.

## PILOT UNIT ASSEMBLY

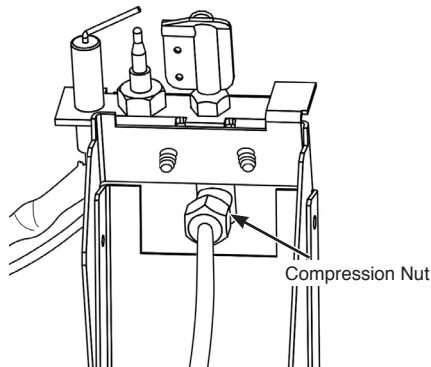
The pilot assembly is a complete unit and needs to be replaced as a unit.



**IMPORTANT: UNDER THE TERMS OF THE EXTENDED WARRANTY IT WILL BE COMPULSORY TO CHANGE THE COMPLETE PILOT UNIT ON THIS APPLIANCE IN YEARS 2 AND 4.**

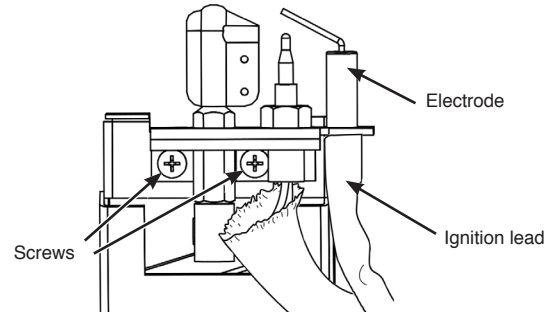
Remove the main burner and the main control assembly,

Undo the compression nut from the pilot pipe.

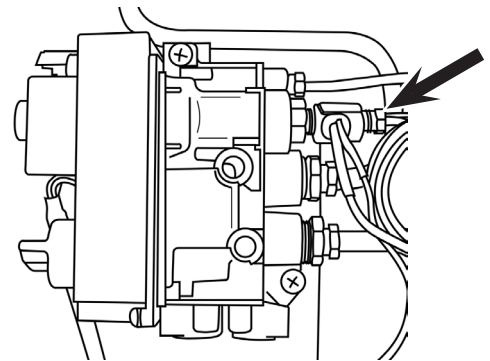


Remove the ignition lead from the electrode.

Undo the 2 retaining screws from pilot unit bracket.

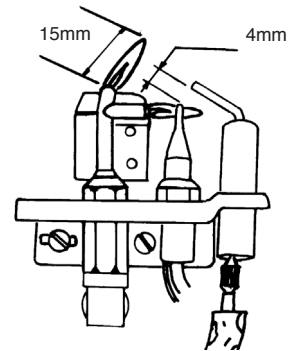


Undo the thermocouple nut from the interrupter block at the rear of the gas valve.



When replacing the pilot ensure the thermocouple follows its original route.

Set the spark gap.

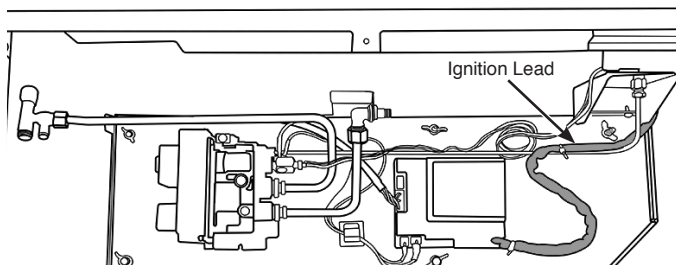


Check for gas leaks.

## IGNITION LEAD

Remove the main burner and the main control assembly.

Disconnect the ignition lead from the electrode and from the control box



Replace with a new ignition lead following the original route. Refit the Vidaflex cover over the lead. Ensure the cover engages fully over the electrode.

Check the operation of the new ignition lead.

Replace the main burner.

## GAS VALVE

To change the gas valve:

Remove the main burner and the main control assembly as described in Servicing, Replacing Parts.

Turn the burner over and place on a soft surface so as to not damage the unit.

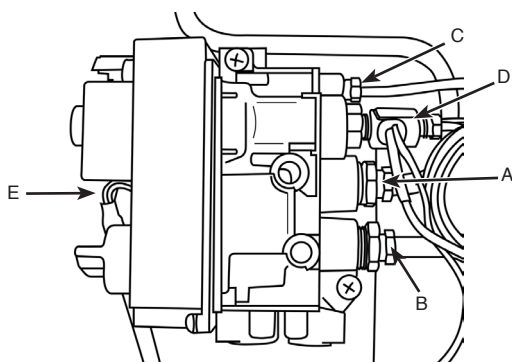
Disconnect the gas inlet pipe, see Arrow A.

Disconnect the gas outlet pipe, see Arrow B.

Disconnect the pilot pipe, see Arrow C.

Disconnect the thermocouple, thermocurrent wires and the interrupter block, see Arrow D.

Remove the eight wire loom, see Arrow E.



Remove the 2 screws securing the valve to the support bracket and withdraw the valve.

Replace in reverse order and check for leaks.

## MAGNETIC SAFETY VALVE

Remove the main burner and the main control assembly as described in Servicing, Replacing Parts.

Turn the burner over and place on a soft surface so as to not damage the unit.

Undo the thermocouple from the interrupter block and remove the two interrupter leads.

Unscrew the interrupter block from the back of the valve.

Undo the silver magnetic valve retaining nut on the back of the valve.

Gently tap out the mag valve.

Replace with a new unit.

Reassemble in reverse order ensuring that the interrupter leads are connected correctly with the blue tag lead furthest away from the gas valve body.

Check for leaks.

## CONTROL BOX

Remove the main burner and the main control assembly as described in Servicing, Replacing Parts.

Turn the burner over and place on a soft surface so as to not damage the unit.

Remove the two thermocurrent cables by removing the two screws.

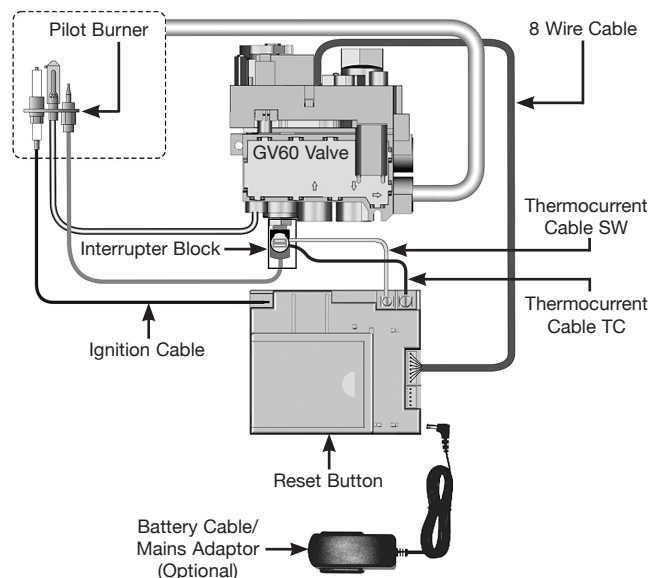
Remove the ignition lead.

Remove the eight wire loom from the control box.

Remove the battery extension cable.

The control box can now be replaced.

When replacing the sealing plate on the rear of the control cover use a suitable silicone sealant.



After replacing the control box you may need to reprogram the handset.

- Press and hold the reset button on the control box until you hear two signals. After the second longer signal:
- Release the reset button and within 20 seconds:
- Press the DOWN button on the handset until you hear two additional short signals confirming the new code is set.

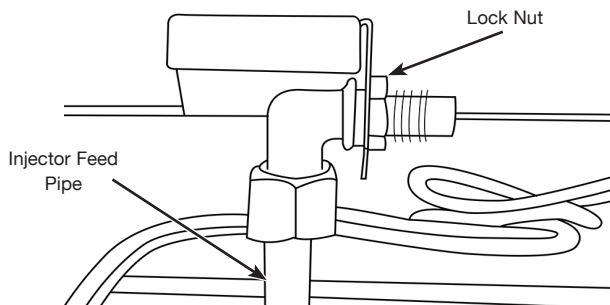
If there is a single long signal the code learning sequence has failed or the wiring is incorrect.

## MAIN INJECTOR

Remove the main burner and the main control assembly as described in Servicing, Replacing Parts.

Undo the injector feed pipe.

Undo the lock nut from the injector.



Replace with the correct size injector.

Check for leaks.

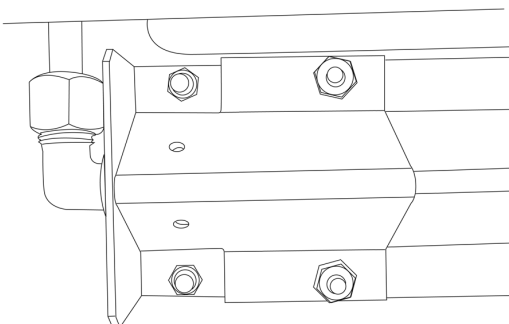
## PRIMARY AERATION PLATE

**NOT ALL MODELS HAVE AERATION PLATES. REFER TO TECHNICAL SPECIFICATIONS, PAGE 15.**

Remove the Main Burner as described in Replacing Parts.

Remove the 2 fixing nuts and slide the plate off the venturi.

Replace with the correct size plate and secure with the nuts. Ensure the lower edge of the plate is located over the venturi flange.



## CHANGING BETWEEN GAS TYPES

In order to change between gas types, it will be necessary to change the following components:

- Pilot
- Main Injector
- Aeration Plate
- Gas Valve

Contact your Gazco retailer for further information.

A kit of parts is available for this. Always quote the Model number and Serial number when ordering any spare parts.

## DEBRIS AREA ACCESS

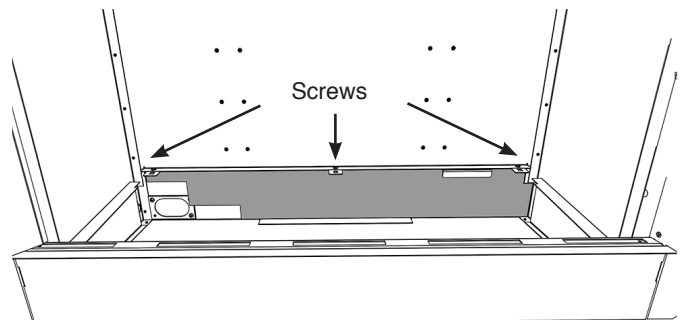
Remove the decorative front from the appliance by referring to the separate instructions supplied with the front.

Remove the glass frame and the fuel bed components. Place carefully to one side.

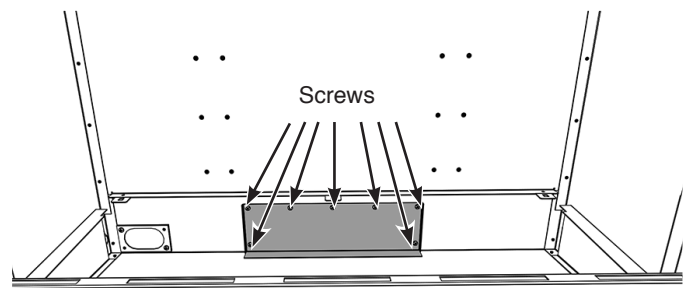
Remove the baffle and liners.

Remove the main burner.

Undo the screws and remove the convector air panel to access the debris access panel.



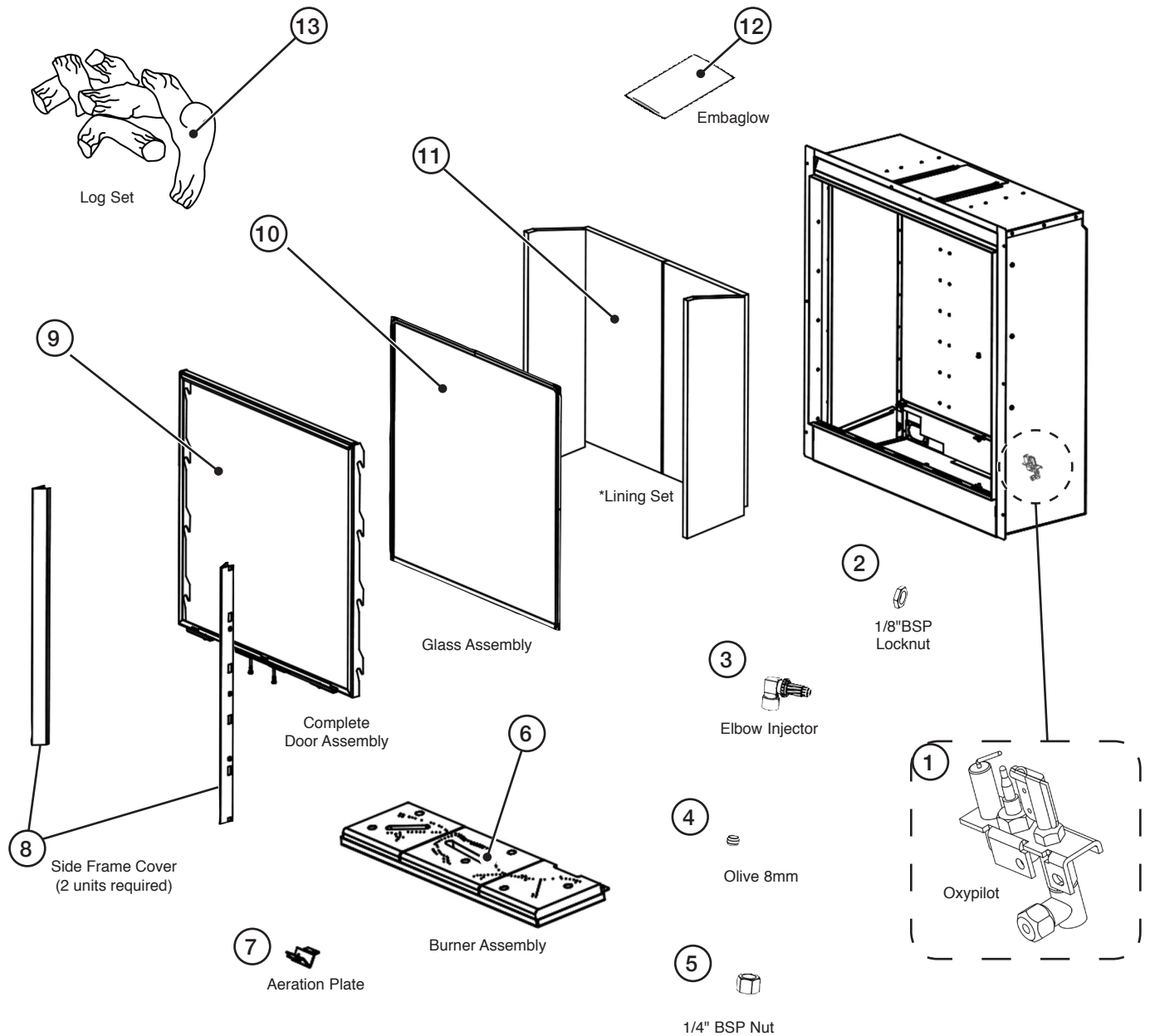
Undo the 7 screws to remove the debris access plate.



Clean out any debris.

Reassemble in reverse order.

SPARES LIST - MAIN ASSEMBLY



GAS TYPE	1	2	3	4	5	6	7
LPG	PI0045	FA0241	IN0058	FA0011	FA0029	GZ11698	GZ12386
Nat. Gas	PI0044		IN0029				GZ12383

GAS TYPE	8	9	10	*11	12	13
LPG	GZ11670	GZ11704	GZ12322	*See Lining Set Table	GZ8471	CE1418
Nat. Gas						

*LINING SET	*11
Black Reeded	934-011
Vermiculite	934-053
Black Glass	934-226
Brick Effect	934-060
Ledgestone	934-284



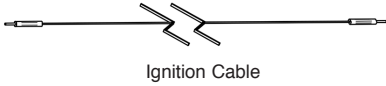
Due to continual technical improvements please check online or with your Gazco retailer for the most up to date parts lists.

Only use Genuine Gazco spares when servicing your appliance.

All of our essential spare parts and consumable items are available to purchase from our webshop at [www.gazcospares.com](http://www.gazcospares.com).

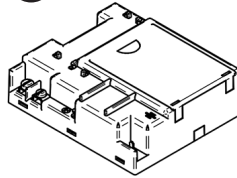
## SPARES LIST - CONTROL ASSEMBLY

1



Ignition Cable

6



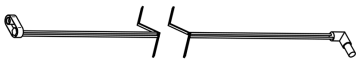
Receiver

7



Interruptor Block

2



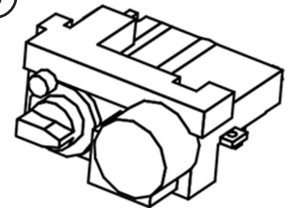
Battery Cable

9



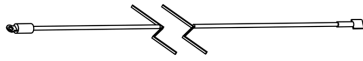
Mag Unit

8



Control Valve

3



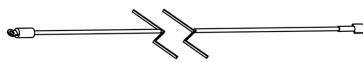
Thermocurrent Cable

10



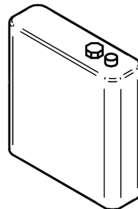
Restrictor Elbow

4



Thermocurrent Switch

11



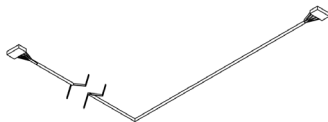
Battery Holder

12



Handset

5



Connection Cable

1	2	3	4	5	6	7	8	9	10	11	12
GC0125	GC0146	EL0590	GC0136	GC0133	EL0589	GC0124	GC0123K	GC0166	GC0095	EL0616	EL0571



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## INFORMATION REQUIREMENT FOR GASEOUS FUEL LOCAL SPACE HEATER

Model	<b>RIVA2 750HL CF NG</b>	<b>RIVA2 750HL CF LPG</b>
<b>Fuel</b>	Space Heating Emissions (NOx) - mg / kWh <sub>input</sub> (GCV)	130

<b>Heat Output</b>	Nominal Heat Output - $P_{nom}$	6.3kW	6.9kW
	Minimum Heat Output (indicative) - $P_{min}$	3.2kW	3.2kW

<b>Auxiliary Electricity Consumption</b>	At Nominal Heat Output - $el_{max}$	N/A	N/A
	At Minimum Heat Output - $el_{min}$	N/A	N/A
	In Standby Mode - $el_{sb}$	N/A	N/A

<b>Useful Efficiency (NCV)</b>	Useful Efficiency at nominal heat output - $\eta_{th,nom}$	81.0%	81.0%
	Useful Efficiency at minimum heat output (indicative) - $\eta_{th,min}$	70.0%	70.0%

<b>Permanent Pilot Flame Power requirement</b>	Permanent Pilot Flame Power requirement (if applicable) - $P_{pilot}$	N/A	N/A
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Type of heat output/room temperature control		
Electronic room temperature control + day timer	Yes	Yes

Other control options (multiple selections possible)		
Room temperature control, with presence detection	No	No
Room temperature control, with open window detection	No	No
With distance control option	No	No
With adaptive start control	No	No
With working time limitation	No	No
With black bulb sensor	No	No

<b>Energy Efficiency Index</b>	<b>77.0%</b>	<b>77.0%</b>
<b>Energy Efficiency Class</b>	<b>C</b>	<b>C</b>

<b>Contact:</b>	Gazco Ltd, Osprey Road, Sowton Industrial Estate, Exeter, EX2 7JG
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## SERVICE RECORDS

### 1ST SERVICE

Date of Service.....

Next Service Due .....

Signed .....

Retailer's Stamp/GasSafe Registration Number

### 3RD SERVICE

Date of Service.....

Next Service Due .....

Signed .....

Retailer's Stamp/GasSafe Registration Number

### 5TH SERVICE

Date of Service.....

Next Service Due .....

Signed .....

Retailer's Stamp/GasSafe Registration Number

### 7TH SERVICE

Date of Service.....

Next Service Due .....

Signed .....

Retailer's Stamp/GasSafe Registration Number

### 9TH SERVICE

Date of Service.....

Next Service Due .....

Signed .....

Retailer's Stamp/GasSafe Registration Number

### 2ND SERVICE

Date of Service.....

Next Service Due .....

Signed .....

Retailer's Stamp/GasSafe Registration Number

### 4TH SERVICE

Date of Service.....

Next Service Due .....

Signed .....

Retailer's Stamp/GasSafe Registration Number

### 6TH SERVICE

Date of Service.....

Next Service Due .....

Signed .....

Retailer's Stamp/GasSafe Registration Number

### 8TH SERVICE

Date of Service.....

Next Due .....

Signed .....

Retailer's Stamp/Gas Safe Registration Number

### 10TH SERVICE

Date of Service.....

Next Service Due .....

Signed .....

Retailer's Stamp/GasSafe Registration Number



**FOR ENQUIRIES IN THE U.K (EXCLUDING NI):**

**Gazco Ltd, Osprey Road, Sowton Industrial Estate, Exeter, Devon, England EX2 7JG**

**Tel: (01392) 474011 E-mail: [info@gazco.com](mailto:info@gazco.com)**

**FOR ENQUIRIES IN EUROPE (INCLUDING NI):**

**Stovax Heating Group (NI) Ltd (Comp reg NI675194), 40 Linenhall Street, Belfast, BT2**

**8BA DX 400 NR Belfast Tel: +44 (0)1392 261990 E-mail: [northernireland@gazco.com](mailto:northernireland@gazco.com)**

