

BUILT-INS

Evoflame & E-Smart

INSTRUCTION MANUAL

E500
E600
E630
E640
E700
E710
E730
E800
E810
E900
E1000
E1030

E1250
E1500
E1560
E1800
E2400

Asta
Avesta
Exor
Kallan
Karlstad
Kiruna

Linnea
Lita
Motala
Thoren
Tyrell
Valter

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EU DIRECTIVES

All Evonic Fires products meet the requirements of the EC Directives.
These directives have been met by compliance with the following standards:

EU 2011-65/EU 2015/863 Restriction of Hazardous Substances.

References to the relevant designated standards used:

EN 55014-1:2006 + A1:2009 + A2:2011 Electromagnetic Compatibility.

EN 55014-2:2015 Electromagnetic Compatibility.

EN 61000-3-2:2014 Electromagnetic Compatibility (EMC). Limits. Limits for Harmonic Current Emissions.

EN 61000-3-3:2013 Electromagnetic Compatibility (EMC). Limits. Limitation of Voltage Changes, Voltage Fluctuations and Flicker.

EN 60335-1:2012 + A11:2014 Household and similar electrical appliances - Safety

EN 60335-2-30:2009+A11:2012 Household and similar electrical appliances. Safety. Particular requirements for room heaters

UKCA STANDARDS

All Evonic Fires products are in conformity with the relevant UK Statutory Instruments (and their amendments).

2016 No. 1101 The Electrical Equipment (Safety) Regulations 2016

2016 No. 1091 The Electromagnetic Compatibility Regulations 2016

2012 No. 3032 The Restriction Of Use Of Certain Hazardous Substances In Electrical And Electronic Equipment Regulations 2012



IMPORTANT INFORMATION AND HEALTH & SAFETY

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

- Read all of the instructions carefully before using the appliance, only use this appliance as described in this manual. Any other use not recommended by the manufacturer may cause injury to persons, or damage to the appliance.
- Remove all packaging and dispose of it at an appropriate recycling facility.
- When transporting or storing the appliance and power lead, keep in a dry place, away from excessive vibration and store so as to avoid damage.
- This fireplace is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. The trim around the heater outlet becomes hot during heater operation.
DANGER: High temperatures may be generated under certain abnormal conditions.
- Do not install this appliance immediately in front of a fixed socket outlet.
- Do not install this appliance in the immediate surroundings of a bath, shower, swimming pool or any other area where the appliance could come into contact with water or humidity, e.g. a bathroom.
- Do not use in areas where gasoline, paint, or any flammable liquids are used or stored.
- This appliance is only suitable for indoor use, do not use outdoors.
- Do not cover the appliance, or let the air inlet/outlet to be obstructed in any way as it may overheat.
- Keep the power lead away from hot surfaces and the heater outlet. Do not route the power lead in front of the appliance, or under any carpets or rugs.
- This appliance must be firmly fixed to or recessed into, a flat internal wall.
- A maintenance hatch must be installed into the surrounding installation to allow future access.
- Always use a certified electrician should new circuits or outlets be required. And always use properly grounded, fused and polarised outlets.
- Where the power lead passes through any masonry wall, stone surround etc. ensure that suitable rubber bushes are fitted at any possible wear points.
- If the power lead is damaged do not use the appliance until it has been replaced.
- Do not use any external switching device, timers, or extension leads. Do not connect the appliance to a circuit that is frequently switched on and off by the utility.
- In the event of a malfunction, switch off the appliance, and disconnect it from the mains power supply. Have the appliance inspected by a certified electrician before reusing.
- Do not use the appliance if it is damaged. In the event of any damage to the appliance, please contact the retailer from whom the appliance was purchased.
- Any repairs must only be performed by a certified electrician.
- Extreme caution is necessary when any heater is used by, located near children or people of reduced mobility, and whenever the unit is left operating and unattended.
- Young children should be supervised to ensure that they do not play with the appliance.
- Disconnect from the power supply before performing any cleaning, maintenance or relocation of the unit. Do not use steam cleaners, or aerosols near the appliance.
- Do not burn wood or anything else in this appliance.
- Do not strike the glass.
- Do not drill or screw any new holes into the appliance.

COMPONENTS FOR EVOFLAME

Model	Log Sets & Quantity			Chippings	Black Vermiculite	Side Panels	Suction Lifter	Wall brackets	Bracket fixings		Chrome Side Panels & Magnets	Power Lead	F-Series Instruction Manual
	Woodland or Silver Birch	Twig Log Set	Small Log Set						Wall Plugs	Rear & Top Screws			
E500	1 x small			1 x	1 x	YES	1 x	1 x rear 2 x top	5 x	5 x rear 6 x top	2 x panels 4 x magnets	1 x	1 x
E600			2 x	1 x	1 x		1 x	1 x rear 2 x top	5 x	5 x rear 6 x top	2 x panels 4 x magnets	1 x	1 x
E600s	1 x small			1 x	1 x			1 x rear 2 x top	5 x	5 x rear 6 x top	2 x panels 4 x magnets	1 x	1 x
E630	1 x small			1 x	1 x	YES	1 x	1 x rear 2 x top	5 x	5 x rear 6 x top	2 x panels 4 x magnets	1 x	1 x
E640		1 x		1 x	1 x		1 x	1 x rear 2 x top	5 x	5 x rear 6 x top	2 x panels 4 x magnets	1 x	1 x
E700			2 x	1 x	1 x		1 x	1 x rear 2 x top	5 x	5 x rear 6 x top	2 x panels 4 x magnets	1 x	1 x
E700s	1 x small			1 x	1 x			1 x rear 2 x top	5 x	5 x rear 6 x top	2 x panels 4 x magnets	1 x	1 x
E710	1 x large			1 x	1 x		1 x	1 x rear 2 x top	5 x	5 x rear 6 x top	2 x panels 4 x magnets	1 x	1 x
E730	1 x small			1 x	1 x	YES	1 x	1 x rear 2 x top	5 x	5 x rear 6 x top	2 x panels 4 x magnets	1 x	1 x
E800	2 x small			2 x	2 x	YES	1 x	1 x rear 2 x top	5 x	5 x rear 6 x top	2 x panels 4 x magnets	1 x	1 x
E810	2 x small			2 x	2 x	YES	1 x	1 x rear 2 x top	5 x	5 x rear 6 x top	2 x panels 4 x magnets	1 x	1 x
E900		2 x		1 x	1 x		1 x	1 x rear 2 x top	5 x	5 x rear 6 x top	2 x panels 4 x magnets	1 x	1 x
E1000	1 x large			1 x	1 x		1 x	1 x rear 2 x top	5 x	5 x rear 6 x top	2 x panels 4 x magnets	1 x	1 x
E1030	1 x large			1 x	1 x	YES	1 x	1 x rear 2 x top	5 x	5 x rear 6 x top	2 x panels 4 x magnets	1 x	1 x
E1250	2 x large			1 x	1 x	YES	1 x	1 x rear 2 x top	5 x	5 x rear 6 x top	2 x panels 4 x magnets	1 x	1 x
E1500	2 x large			2 x	2 x	YES	1 x	1 x rear 2 x top	5 x	5 x rear 6 x top	2 x panels 4 x magnets	1 x	1 x
E1560	3 x large			3 x	3 x	YES	1 x	1 x rear 2 x top	5 x	5 x rear 6 x top	2 x panels 4 x magnets	1 x	1 x
E1800	3 x large			3 x	3 x	YES	1 x	1 x rear 2 x top	5 x	5 x rear 6 x top	2 x panels 4 x magnets	1 x	1 x
E2400	4 x large			4 x	4 x	YES	1 x	1 x rear 2 x top	5 x	5 x rear 6 x top	2 x panels 4 x magnets	1 x	1 x

COMPONENTS FOR E-SMART

Model	Log Sets & Quantity		Glass Stones Clear & Amber	Black Vermiculite	Side Panels	Suction Lifter	Wall Brackets	Wall Bracket Fixings		Chrome Side Panels	Power Lead	E-Series Instruction Manual	Tile Wings
	Woodland or Silver Birch	Split Woodland or Silver Birch						Wall Plugs	Rear & Top Bracket Screws				
Asta		2 x small	3 x Clear 3 x Amber	8 x	YES	1 x	1 x rear 2 x top	10 x	10 x rear 6 x top	2 x panels 4 x magnets	1 x	1 x	
Avesta		2 x small	3 x Clear 3 x Amber	8 x	YES	1 x	1 x rear 2 x top	10 x	10 x rear 6 x top	2 x panels 4 x magnets	1 x	1 x	
Exor		1 x small	2 x Clear 2 x Amber	4 x	YES	1 x	1 x rear 2 x top	10 x	10 x rear 6 x top	2 x panels 4 x magnets	1 x	1 x	
Kallan	1 x small		1 x Clear 1 x Amber	1 x	YES	1 x	1 x rear 2 x top	5 x	5 x rear 6 x top	2 x panels 4 x magnets	1 x	1 x	
Karlstad		1 x large 1 x small	4 x Clear 4 x Amber	10 x	YES	1 x	1 x rear 2 x top	10 x	10 x rear 6 x top	2 x panels 4 x magnets	1 x	1 x	
Kiruna		1 x small	2 x Clear 2 x Amber	4 x	YES	1 x	1 x rear 2 x top	5 x	5 x rear 6 x top	2 x panels 4 x magnets	1 x	1 x	YES
Linnea		1 x large	3 x Clear 3 x Amber	6 x	YES	1 x	1 x rear 2 x top	10 x	10 x rear 6 x top	2 x panels 4 x magnets	1 x	1 x	YES
Lita		1 x large	3 x Clear 3 x Amber	6 x	YES	1 x	1 x rear 2 x top	10 x	10 x rear 6 x top	2 x panels 4 x magnets	1 x	1 x	
Motala		1 x small	2 x Clear 2 x Amber	4 x	YES	1 x	1 x rear 2 x top	10 x	10 x rear 6 x top	2 x panels 4 x magnets	1 x	1 x	YES
Thoren	1 x small		1 x Clear 1 x Amber	1 x	YES	1 x	1 x rear 2 x top	5 x	5 x rear 6 x top	2 x panels 4 x magnets	1 x	1 x	
Tyrell		1 x medium	1 x Clear 1 x Amber	1 x	YES	1 x	1 x rear 2 x top	5 x	5 x rear 6 x top	2 x panels 4 x magnets	1 x	1 x	YES
Valter	1 x large		1 x Clear 1 x Amber	1 x	YES	1 x	1 x rear 2 x top	5 x	5 x rear 6 x top	2 x panels 4 x magnets	1 x	1 x	

APP INSTRUCTIONS

E-SMART CLOUD APP INSTRUCTIONS

The E-Smart Cloud app is a WiFi app that can be used with both smart phones and tablet devices, and is available on both the Apple App Store and Google Play Store.

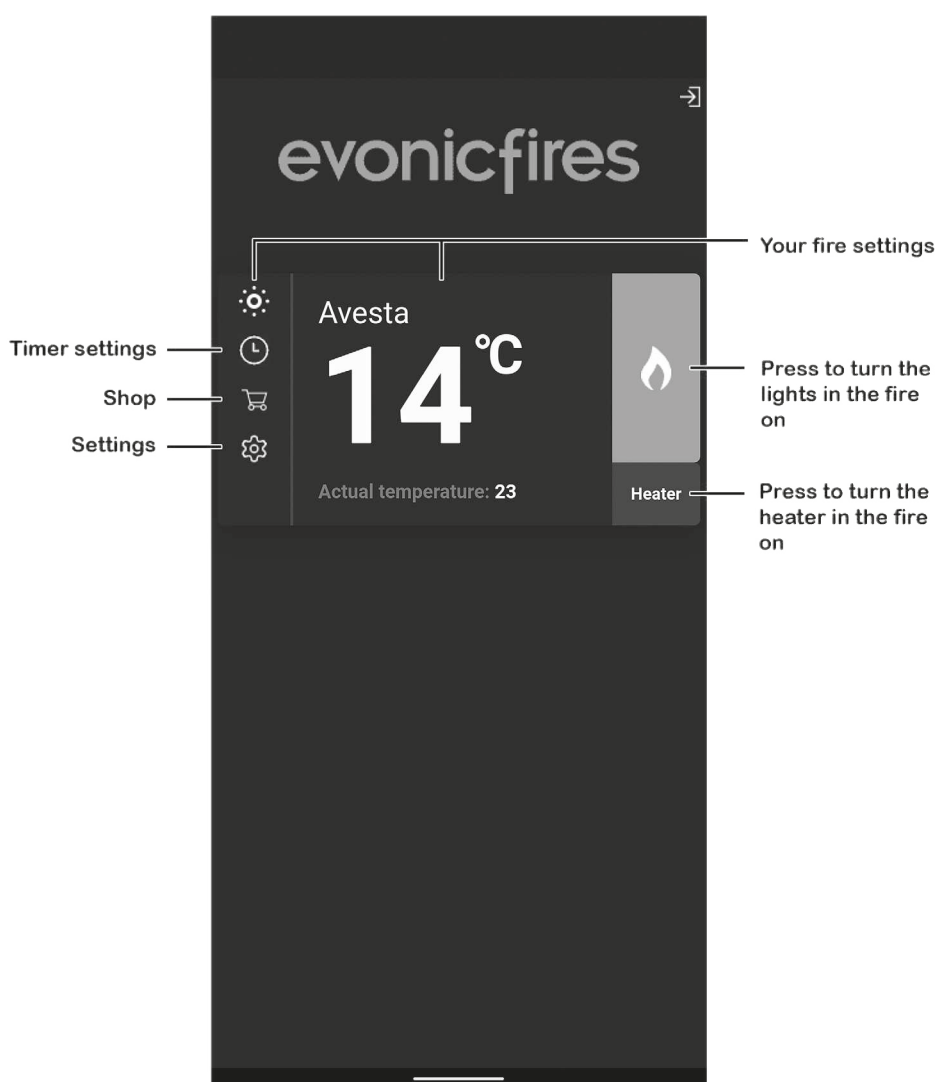
Before getting started with the app, connect the fire to the mains power, and push the rocker switch to the ON position.



To begin using the app you first need to pair your appliance to the app, we have created a video on our Youtube channel to guide you through the process of pairing your appliance to your smart phone or tablet. Scan the QR code to be taken to the video and get started.

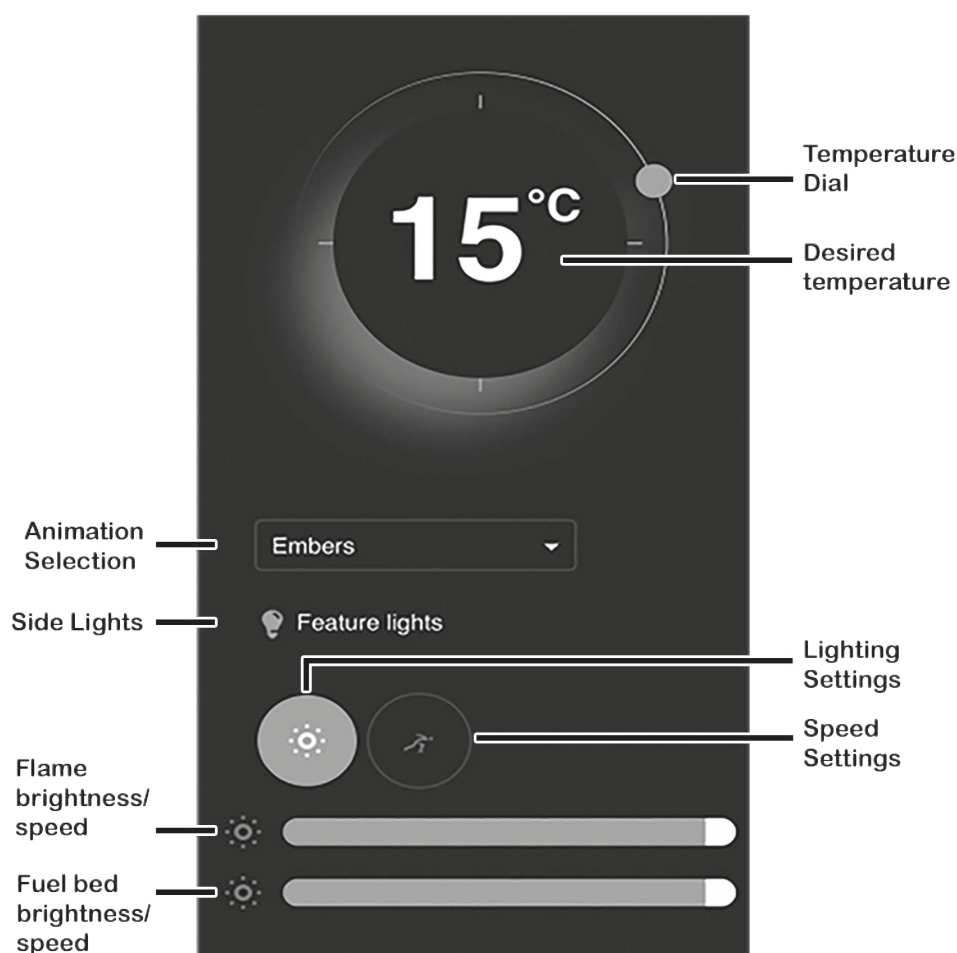
Alternatively, search the Apple or Google store for the e-cloud app and download it to your device. Open the settings on your device and connect to the fire's wireless connection. Then open the e-smart cloud app, open the settings panel on the app's Home Page. Scroll down to the IOT Registration and fill in your details, press save. Then select your home router from the drop down box, and enter your router password, press save and connect. The app will now pair to your device, this may take a few moments. Once completed the Home Page will show on your device.

HOME PAGE



Click on your fire settings to enter the Control Overview page.

CONTROL OVERVIEW



To adjust the desired temperature of your fire ensure that the heater is selected on the Home Page in the previous step. Then press, hold, and rotate the temperature dial to set the temperature.

E-Smart models ONLY - The animation drop down allows you to choose the flame effect for your fire, more flame effects are available to download from our shop on the Home Page.

E-Smart models ONLY - On models with tile wings you can activate your side lights by single pressing on the light bulb icon.

By clicking on lighting settings you can adjust the flame brightness by pressing, holding, and sliding the tab at the bottom of the screen. Slide left to lower the brightness, and right to increase the brightness. You can adjust the fuel bed brightness in the same way with the lower tab slider.

To change the speed of the LED flame effect single press the speed setting option, and slide the top dial left to slow it down, and right to increase the speed. Likewise with the fuel bed speed, slide the lower tab left to slow it down and right to increase it.

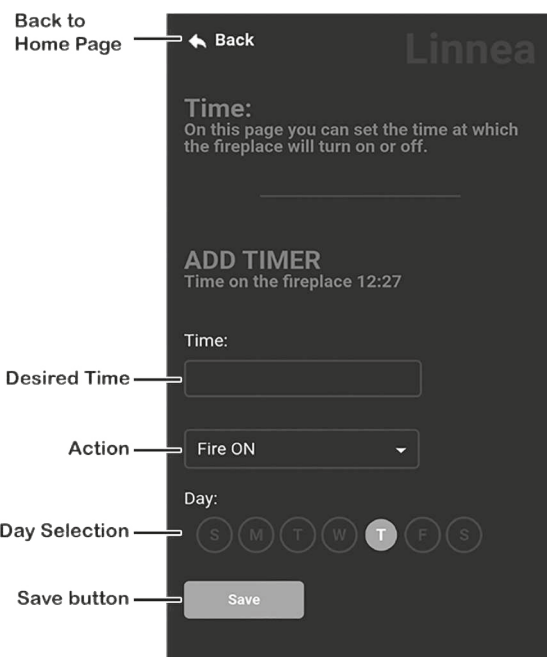
PROGRAMMING THE TIMER

1



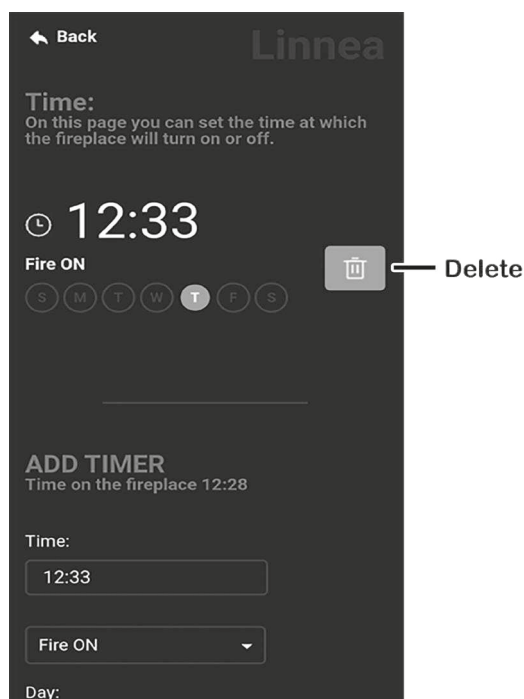
Single press the clock icon on the Home Page to begin programming the Timer.

2



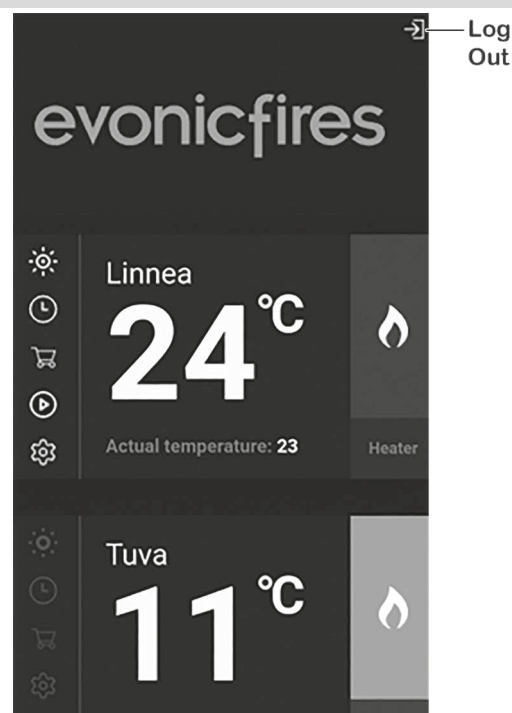
Input your desired time in the Time box, select the action (Fire On/Off/, Heater On/Off) you want. Deselect the day/s you don't want it to apply to, and press the Save button.

3



The above screen will now show your set timer. To delete the timer press the bin icon. To add an additional timer scroll down and repeat the process. Press the Back button to return to the Home Page.

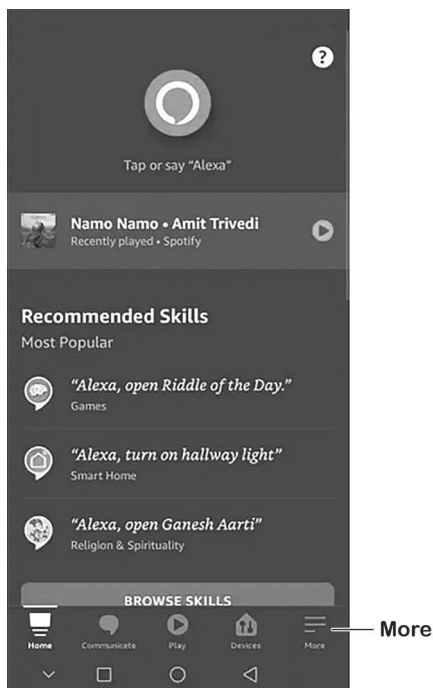
LOGGING OUT



To log out of your account, single press the exit icon in the top right hand corner of the Home Page.

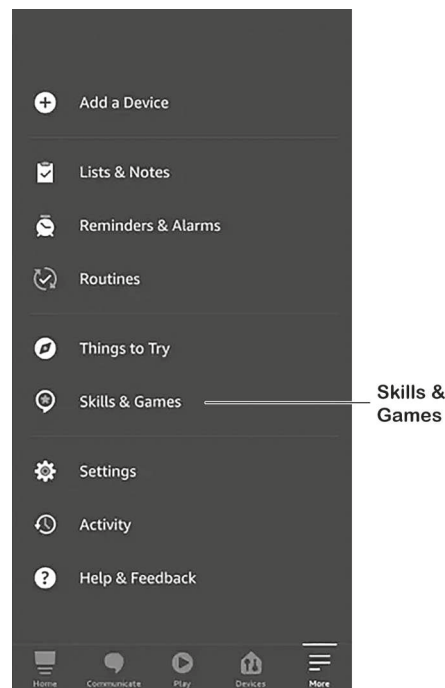
PAIRING WITH AMAZON ALEXA

1



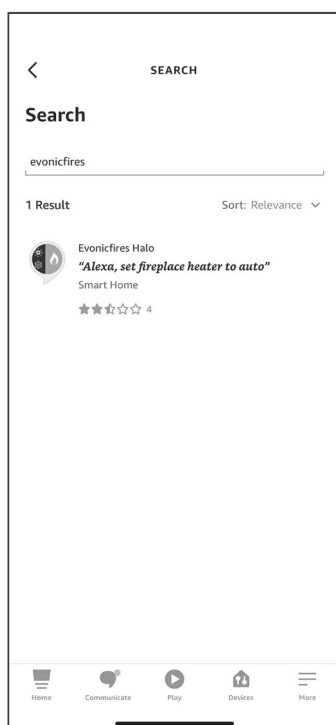
Once your fire is installed, and switched on, download and open the Amazon Alexa app. Once open single press More in the bottom right hand corner.

2



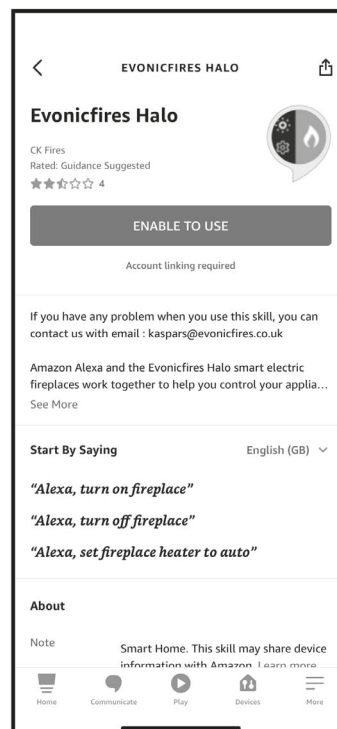
Single press Skills & Games on the pop up list.

3



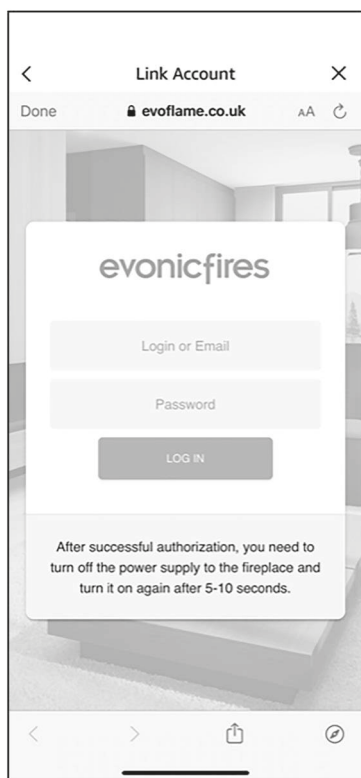
Single press Search and type in evonicfires. Select the Evonicfires Halo skill icon to open.

4



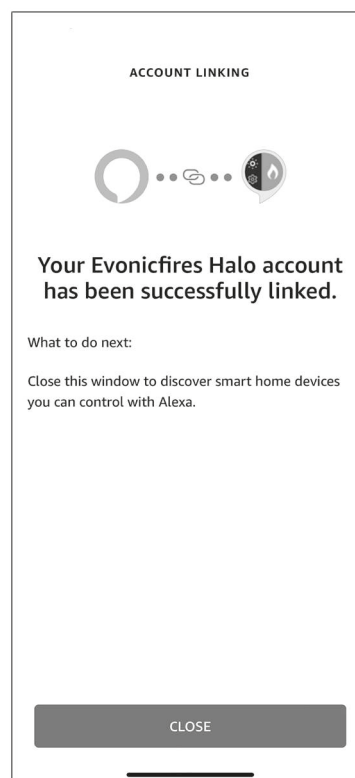
Now on the Evonicfires Halo skill page you can single press the Enable to Use button to go to the log in page.

5



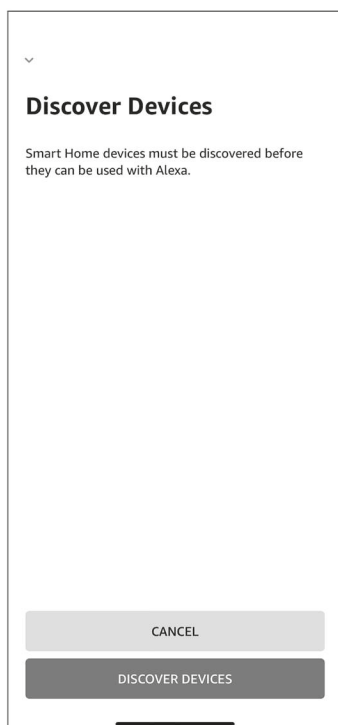
Enter the log in details that you previously entered in the app set up process, and single press Log In.

6



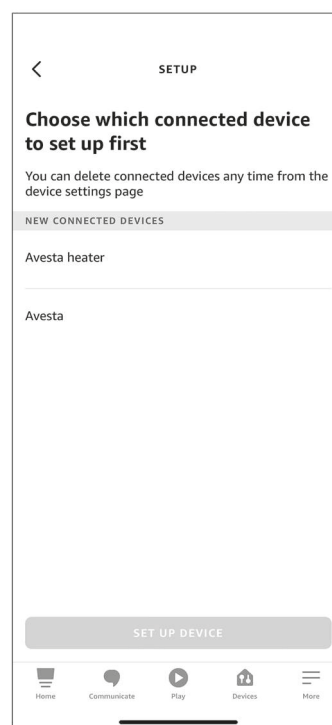
After a few moments your account will be linked, once this is done you can single press Close.

7



Single press Discover Devices to search for your fire.

8



Your fire will show up as two devices, allowing you to programme the heater separately to the effects. Single press the second option, and Set up Device.

ALEXA COMMANDS

When using Alexa to control your appliance settings remember to substitute the words 'the fire' for whatever you have named your appliance.

Turning the appliance On and Off.

"Alexa, turn fire on."

"Alexa, turn fire off."

Turning the heater On and Off.

"Alexa, set fire heater to auto."

"Alexa, set fire heater to off."

Changing the temperature.

Alexa can only change the temperature between 10° and 32°.

"Alexa, set temperature to 27 degrees."

"Alexa, make it warmer in there."

Increases the temperature by 3°

"Alexa, make it cooler in there."

Decreases the temperature by 3°

Changing the flame effect.

"Alexa, set animation to still."

"Alexa, set animation to breathe."

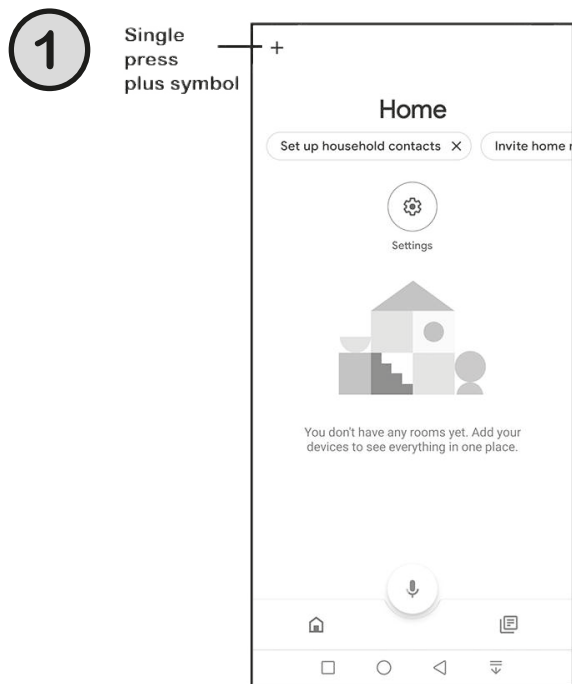
"Alexa, set animation to spectrum."

"Alexa, set animation to embers."

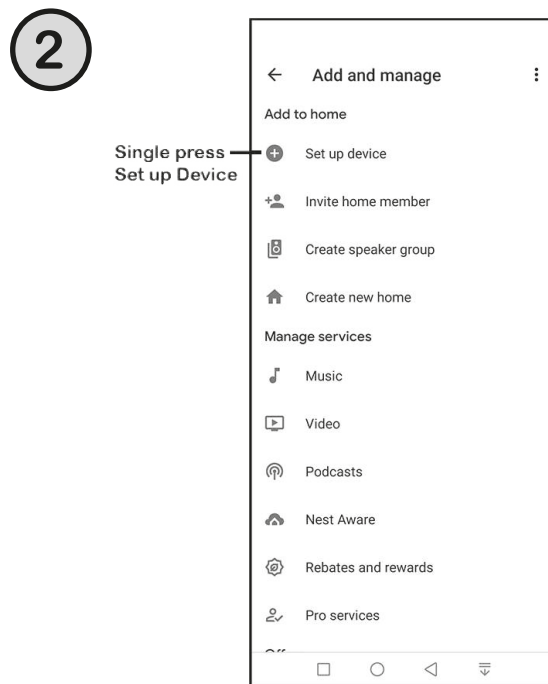
"Alexa, set animation to odyssey."

"Alexa, set animation to aurora."

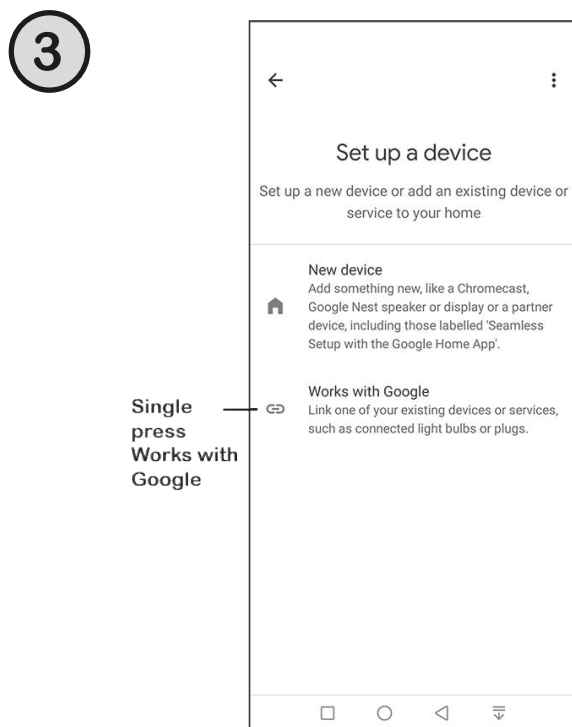
PAIRING WITH GOOGLE HOME



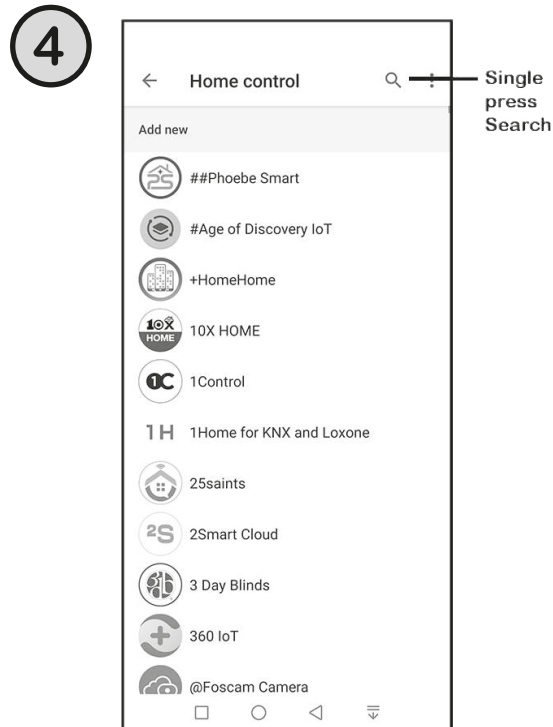
Once your fire is installed, and switched on, download and open the Google Home app. Once open single press the plus symbol in the top left hand corner.



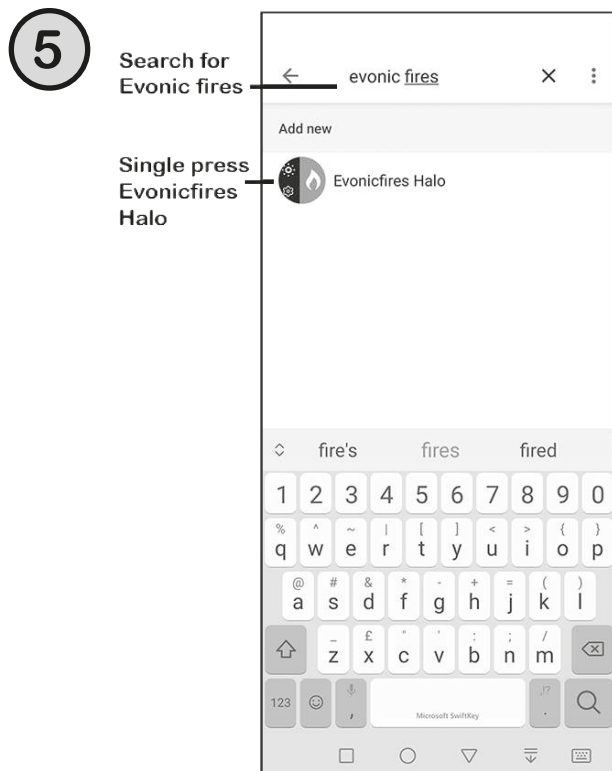
Single press Set up Device on the pop up list.



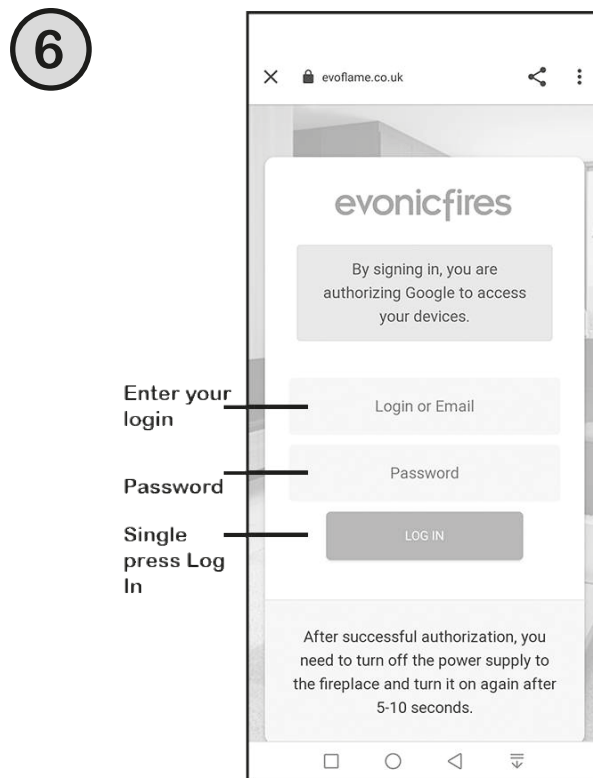
Single press Works with Google.



Single press the Search icon in the top right corner.



Type in Evonic Fires, single press search and then select the Evonic Fires E-Smart icon.



Once in the evoflame log in page, enter the log in details that you previously entered in the app set up process, and single press Log In. Your appliance is now paired with Google Home!

GOOGLE HOME COMMANDS

When using Google Home to control your appliance settings remember to substitute the words 'the fire' for whatever you have named your appliance. Please note that the Google Home app cannot control the heater in the appliance.

Turning the appliance On and Off.

"OK Google, turn on the fire."

"OK Google, turn off the fire."

Changing the flame effect.

"OK Google, change the animation to still on the fire."

"OK Google, change the animation to breathe on the fire."

"OK Google, change the animation to spectrum on the fire."

"OK Google, change the animation to embers on the fire."

"OK Google, change the animation to odyssey on the fire."

"OK Google, change the animation to aurora on the fire."

"OK Google, change the animation to red on the fire."

"OK Google, change the animation to orange on the fire."

"OK Google, change the animation to yellow on the fire."

"OK Google, change the animation to green on the fire."

"OK Google, change the animation to blue on the fire."

"OK Google, change the animation to violet on the fire."

"OK Google, change the animation to white on the fire."

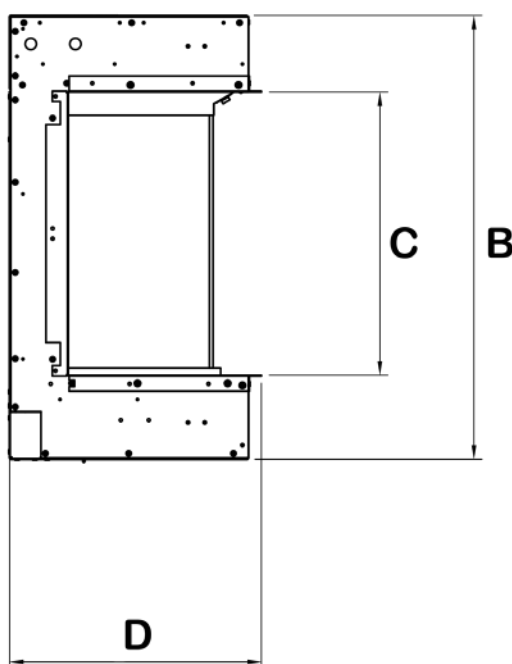
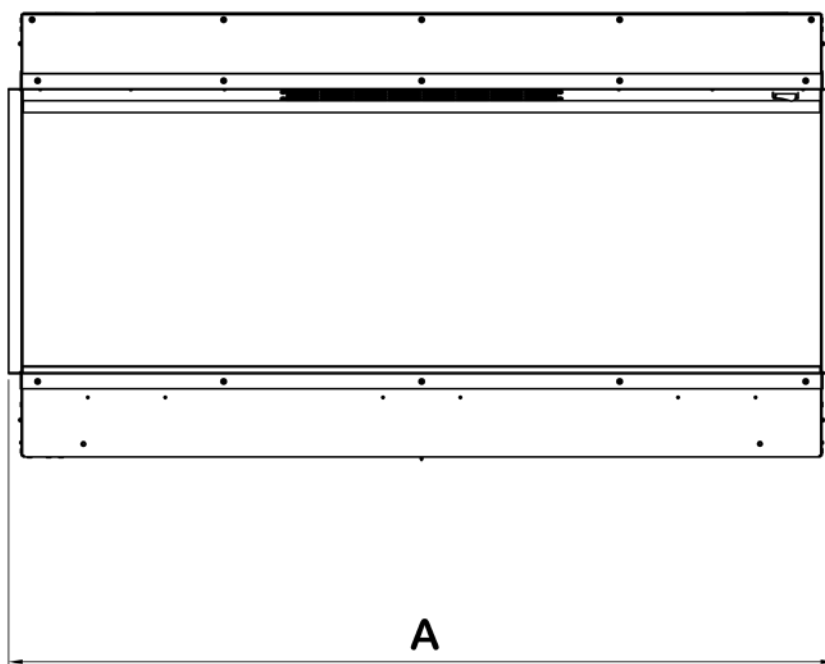
INSTALLATION

Evoflame & E-Smart

MODEL DIMENSIONS



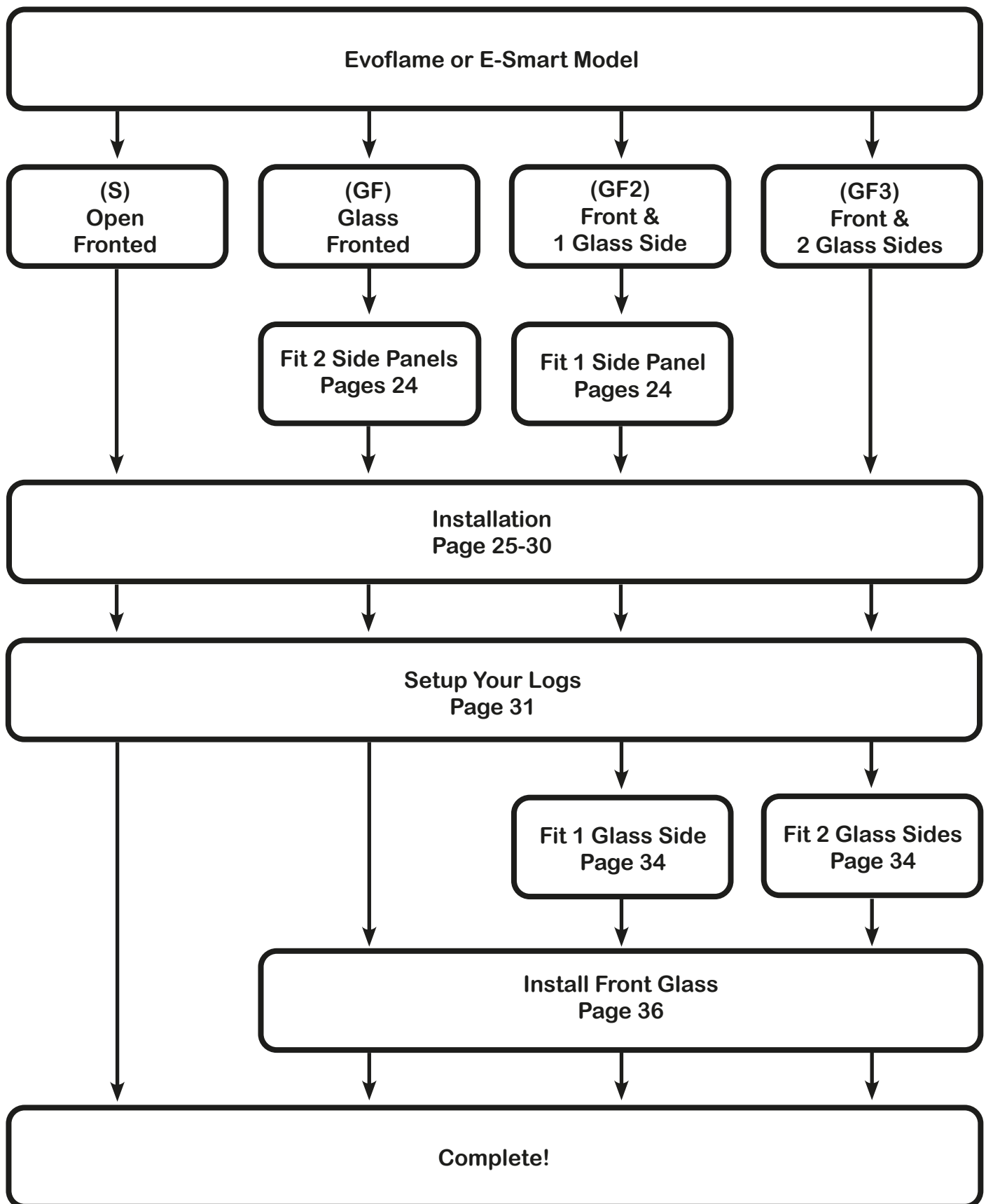
The model shown in these drawings is an E1030, however the same processes apply to all Evoflame and E-Smart models. Scan the QR code for more detailed specification drawings.



MODEL DIMENSIONS

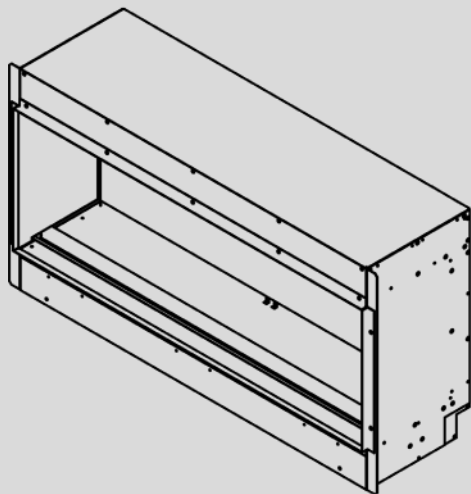
Model	Width			Height		Depth
	With glass sides (A)	With optional side panels	No glass or side panels	Overall unit (B)	Opening (C)	Overall unit (D)
E500	524mm	540mm		609mm	397mm	316mm
E600	670mm	686mm		638mm	455mm	196mm
E630	670mm	688mm		640mm	455mm	316mm
E640			508mm	843mm	653mm	196mm
E700	672mm	680mm		480mm	280mm	200mm
E710			760mm	790mm	607mm	200mm
E730	670mm	690mm		477mm	280mm	317mm
E800	835mm	853mm		791mm	588mm	317mm
E810	839mm	867mm		1209mm	1002mm	316mm
E900	868mm	884mm		695mm	489mm	196mm
E1000	1035mm	1050mm		475mm	275mm	200mm
E1030	1035mm	1063mm		555mm	355mm	316mm
E1250	1284mm	1313mm		556mm	355mm	316mm
E1500	1536mm	1563mm		555mm	355mm	315mm
E1560	1539mm	1566mm		809mm	604mm	316mm
E1800	1785mm	1813mm		611mm	408mm	317mm
E2400	2438mm	2453mm		631mm	427mm	318mm
Asta	1785mm	1813mm		711mm	508mm	317mm
Avesta	1785mm	1813mm		611mm	408mm	317mm
Exor	1284mm	1313mm		656mm	455mm	316mm
Kallan	670mm	690mm		477mm	280mm	317mm
Karlstad	2438mm	2453mm		631mm	427mm	318mm
Kiruna	1035mm	1063mm		555mm	355mm	316mm
Linnea	1536mm	1563mm		555mm	355mm	315mm
Lita	1536mm	1563mm		655mm	455mm	315mm
Motala	1284mm	1313mm		556mm	355mm	316mm
Thoren	670mm	688mm		640mm	455mm	316mm
Tyrell	835mm	853mm		791mm	588mm	317mm
Valter	1035mm	1063mm		555mm	355mm	316mm

INSTALLATION PROCESS



CONVERTING TO GF / GF2 / GF3

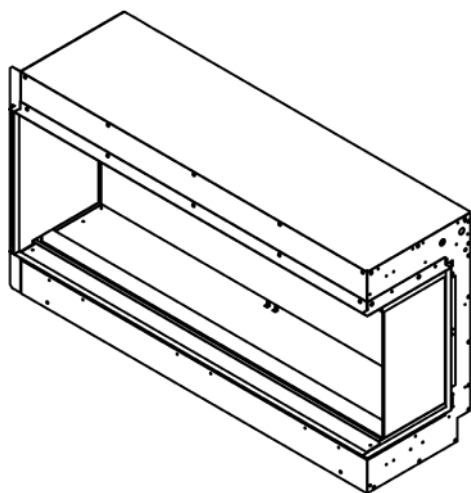
The appliance is shipped in the GF3 configuration, however most models can be converted to be GF or GF2 depending on your preference.



GF Configuration

Glass Fronted

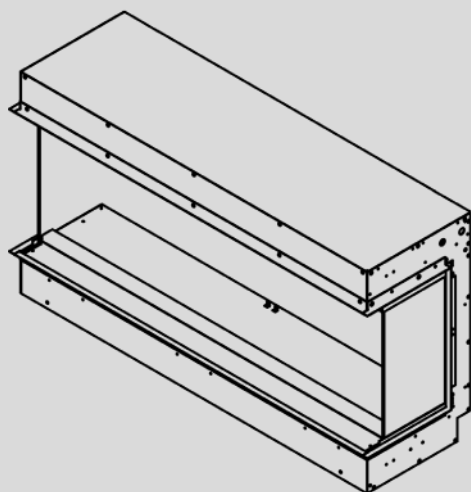
A single glass panel at the front of the appliance.



GF2 Configuration

Glass Fronted 2

A glass panel at the front and one side piece of glass. The glass can be either side.



GF3 Configuration

Glass Fronted 3

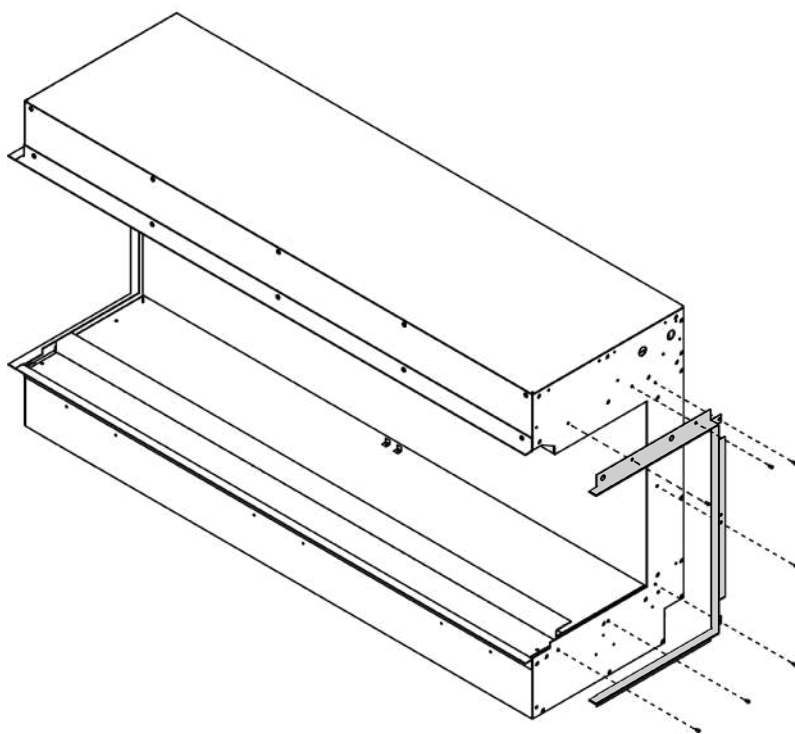
The standard configuration.

A glass panel at the front and both side pieces of glass.

INSTALLING THE SIDE PANELS / CONVERTING TO GF / GF2

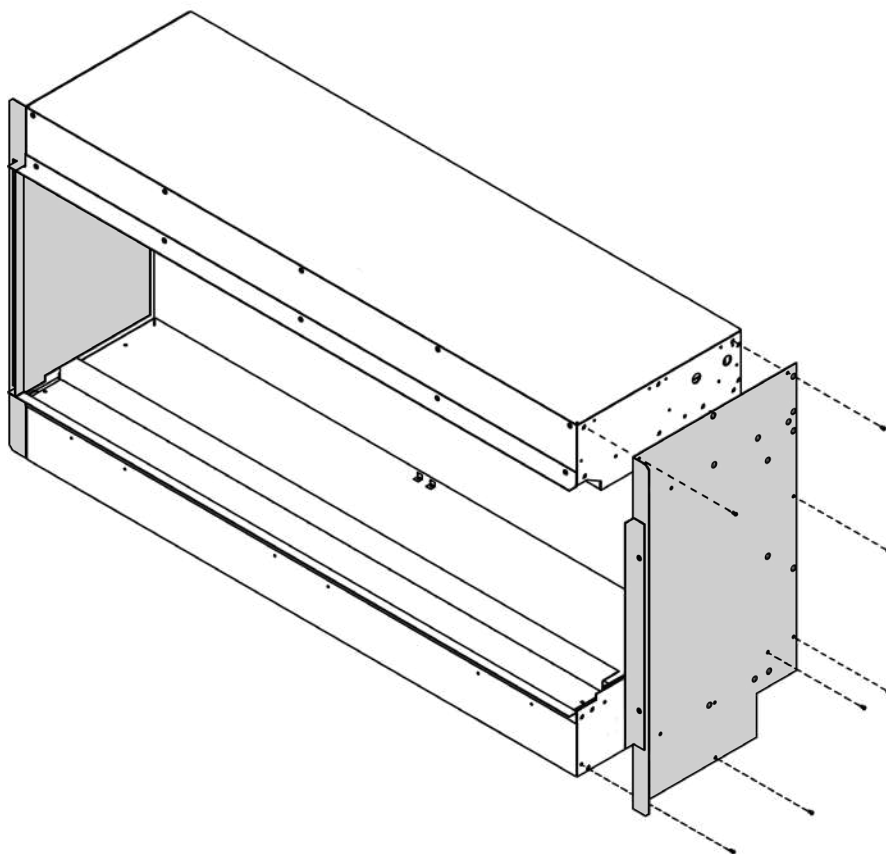
1

Unscrew and remove the plaster kits from the side/s of the appliance.



2

Screw in the side panel/s, on one or both sides.

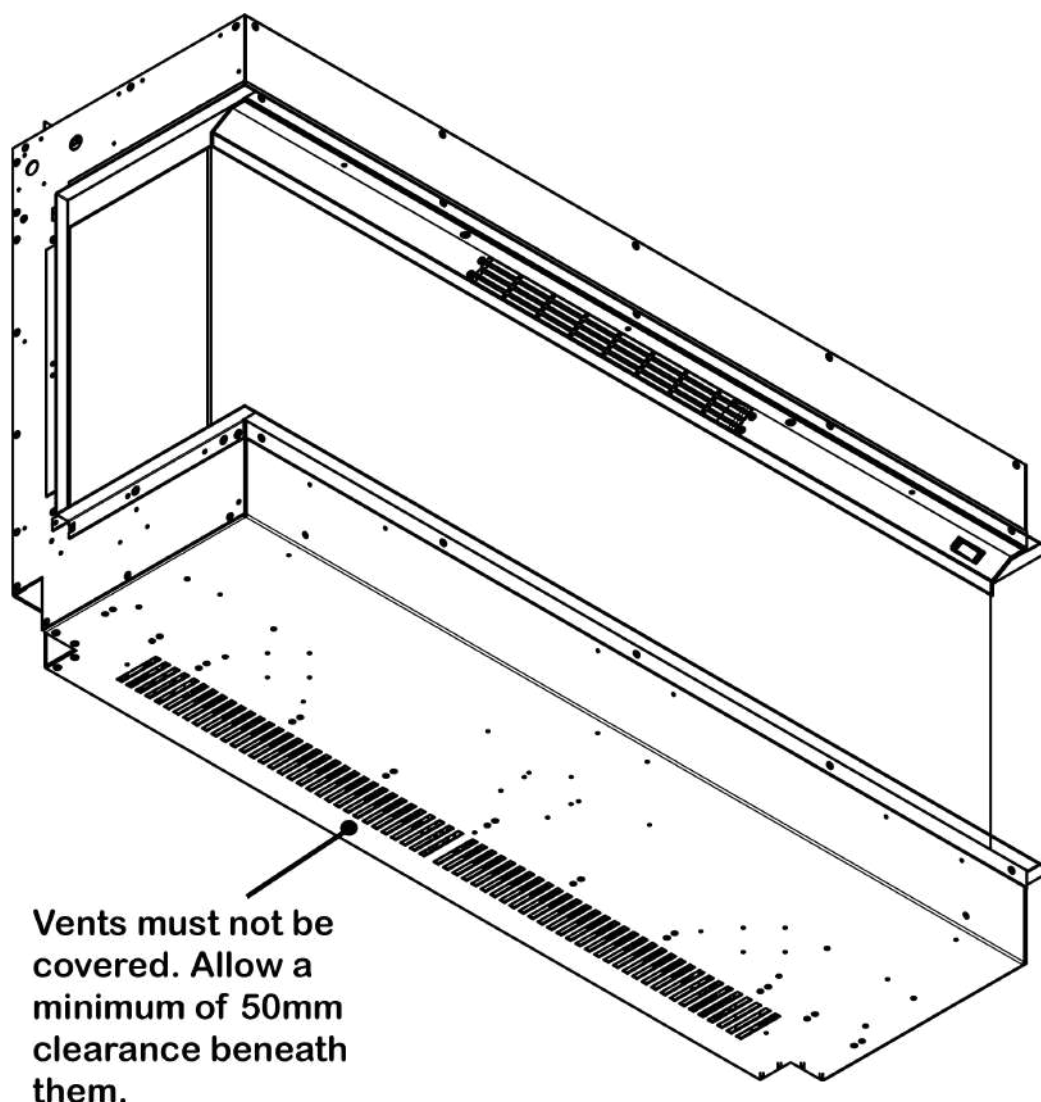


INSTALLATION

INSTALLATION REQUIREMENTS

Before installing the appliance please read and take into account the following important requirements;

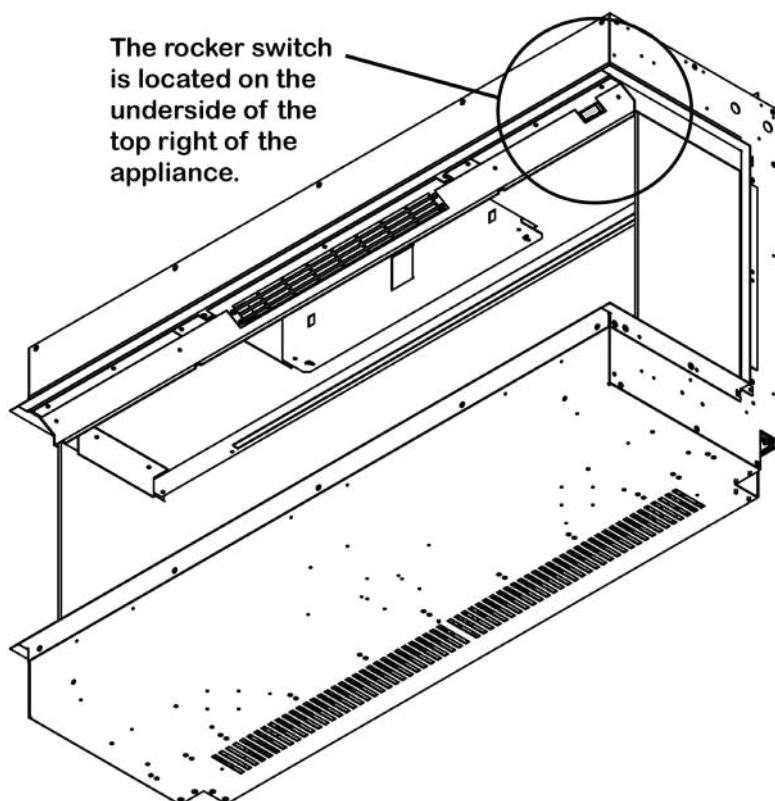
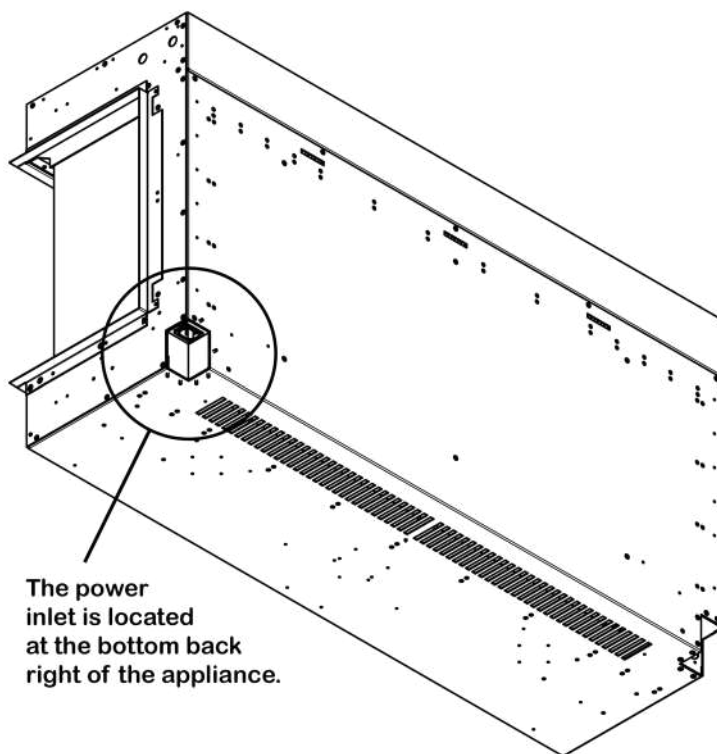
- Consult a qualified professional to check the structure of the installation site.
- These appliances have been designed to be installed into either a stud and plasterboard wall, or an existing chimney breast. (Please note that Open, GF2, and GF3 models are not suitable for existing chimney breast installations.)
- If installing into an existing chimney, make sure to adequately block off the flue.
- The E1800, E2400, Avesta, Asta, and Karlstad appliances require extra support due to their size and weight, as such they are not suitable for 'floating' installations.
- The appliance must never be installed in front of an electrical socket.
- The appliance must not be installed anywhere that it may come into contact with water, i.e. a bathroom.
- Do not wet plaster directly onto the appliance.



CHECKS BEFORE INSTALLATION

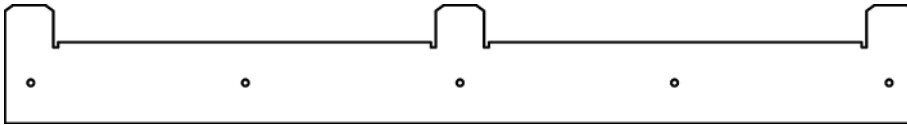
We recommend turning on the appliance before installation, connect the appliance to a power source using the provided electrical lead, and depress the right side of the rocker switch.

Remove the electrical lead from the wall and continue with the installation.

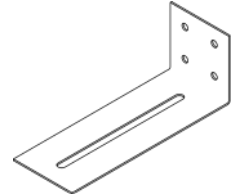


TOOLS REQUIRED

- Tape Measure
- Pencil
- Spirit Level
- Screwdriver
- PZ2 Screw Bit
- Drill Bit
- Rear Wall Bracket Plugs (Masonry type supplied)
- Rear Wall Screws (Masonry type supplied)
- Top Mounted Bracket Screws x 6 (supplied)
- Top Mounted Bracket Wall Screws x 8 (supplied)
- Stud Detector (Plasterboard installations only. Not supplied)
- Wall Anchors (Plasterboard installations only. Not supplied)



x 1 Rear Wall Bracket



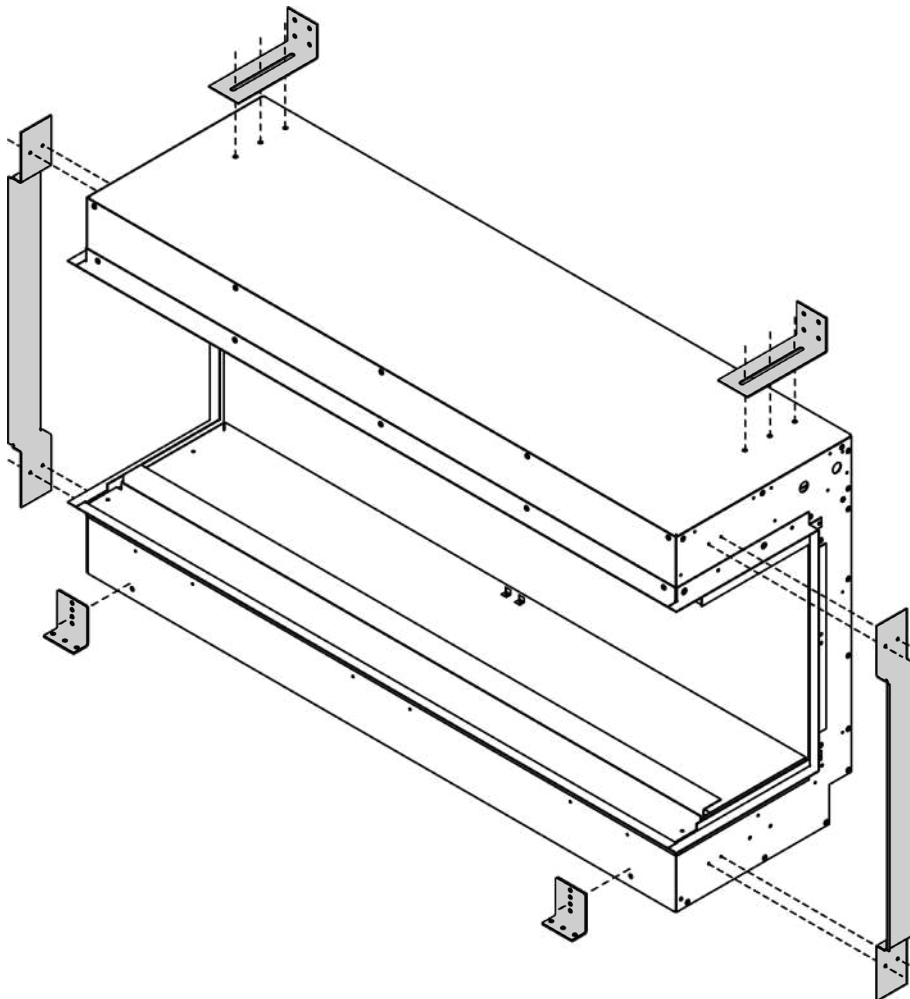
x 2 Top Mounted Wall Brackets

The appliance is supplied with a rear wall bracket, the size of this bracket and the number of screw holes varies between models.

INSTALLATION STEPS

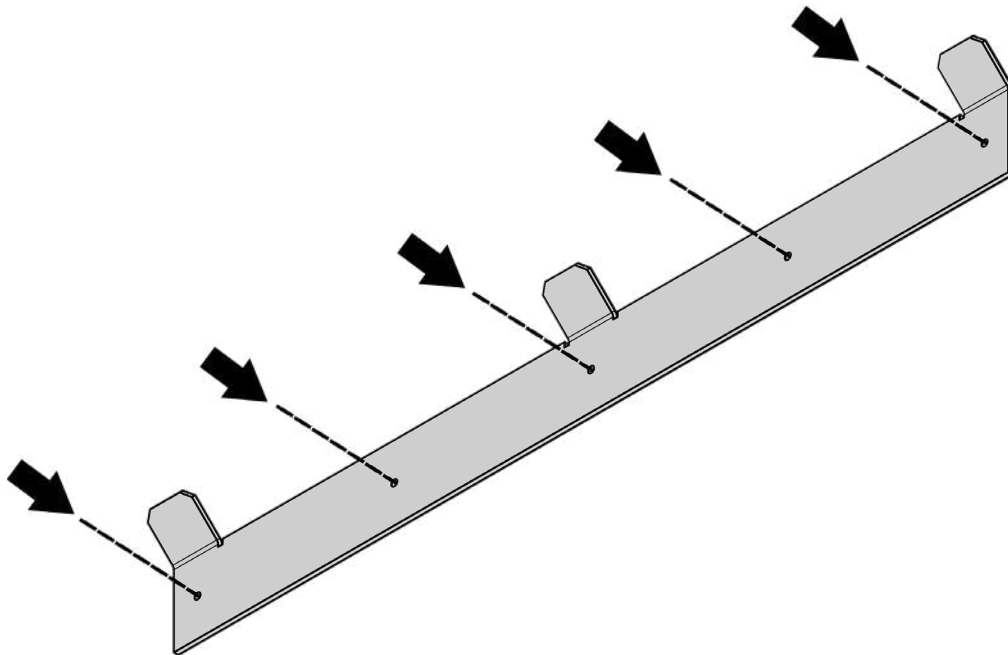
1

Remove the bottom transit brackets, and side brace bars. Then screw on the top mounted brackets.



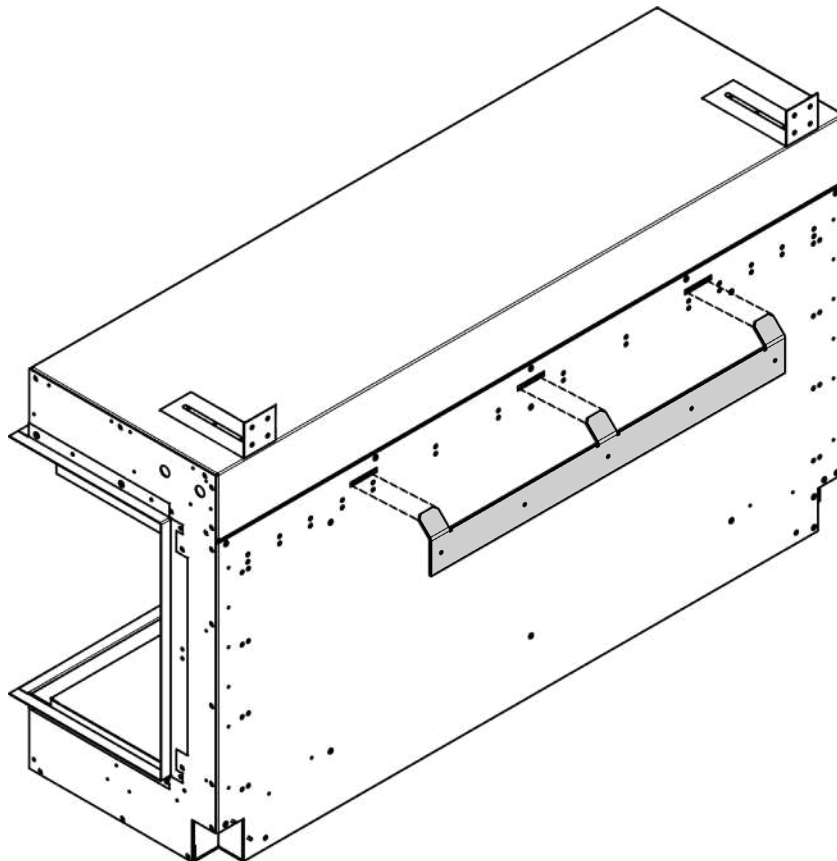
2

Determine the finished height and position that you want the appliance to be located. Then secure the wall bracket to the wall in the position you need using the wall plugs and screws provided. If you're not securing the appliance to a masonry wall you will need to use the appropriate fixings.



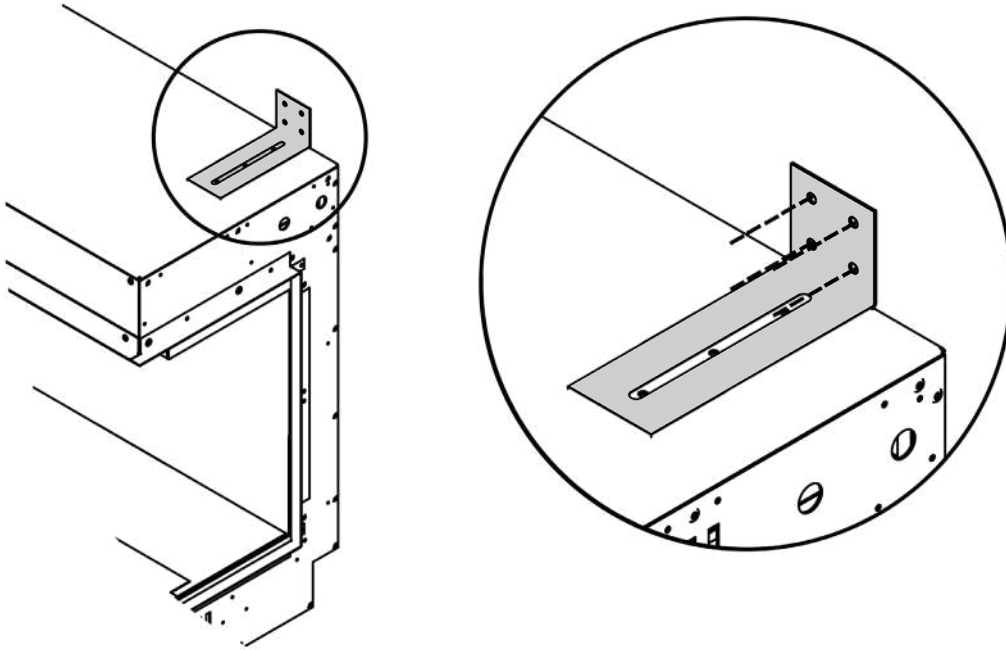
3

You can now hang the appliance on the wall by slotting the tabs of the wall bracket into the slots on the back of the appliance. If you are installing an E1800, E2400, Avesta, Asta or Karlstad you will need to provide extra support for the appliance.



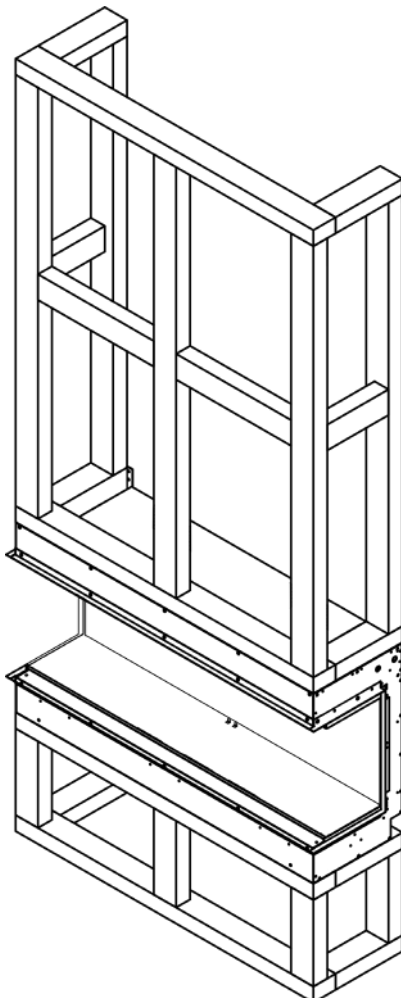
4

Screw the two top mounted brackets to the wall.



5

You can now construct your stud wall/s around the appliance in the design of your choosing.



When constructing the studwork, remember that the vents on the underside of the appliance need a minimum of 50mm clearance beneath them.

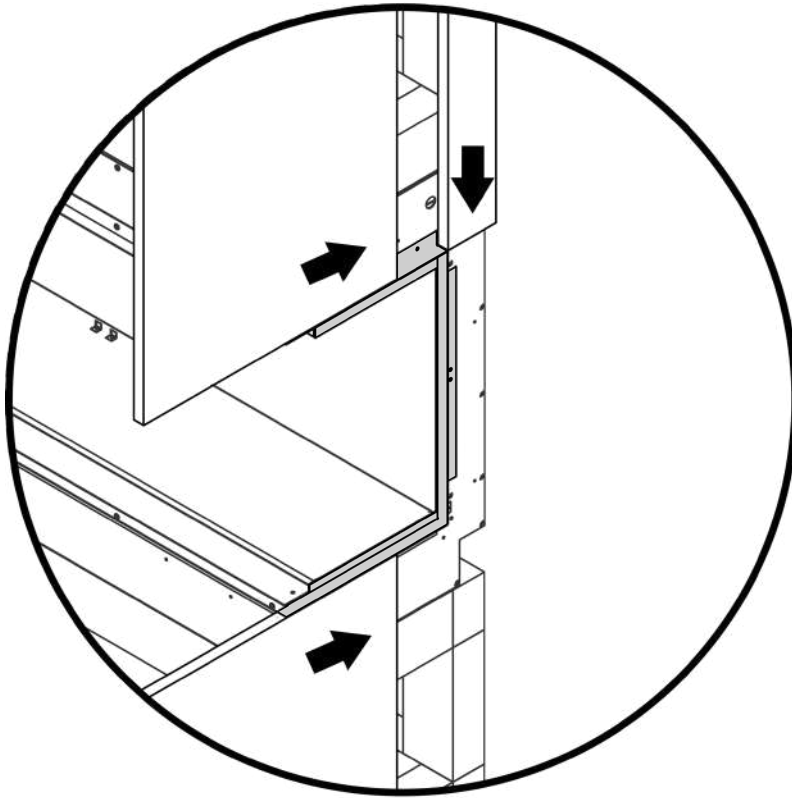
Ensure that the appliance isn't supporting the weight of the studwork.

Do not use silicones, adhesives, or wet plaster to seal in the appliance.

Before plasterboarding in the appliance it is recommended that you create a maintenance hatch for future access.

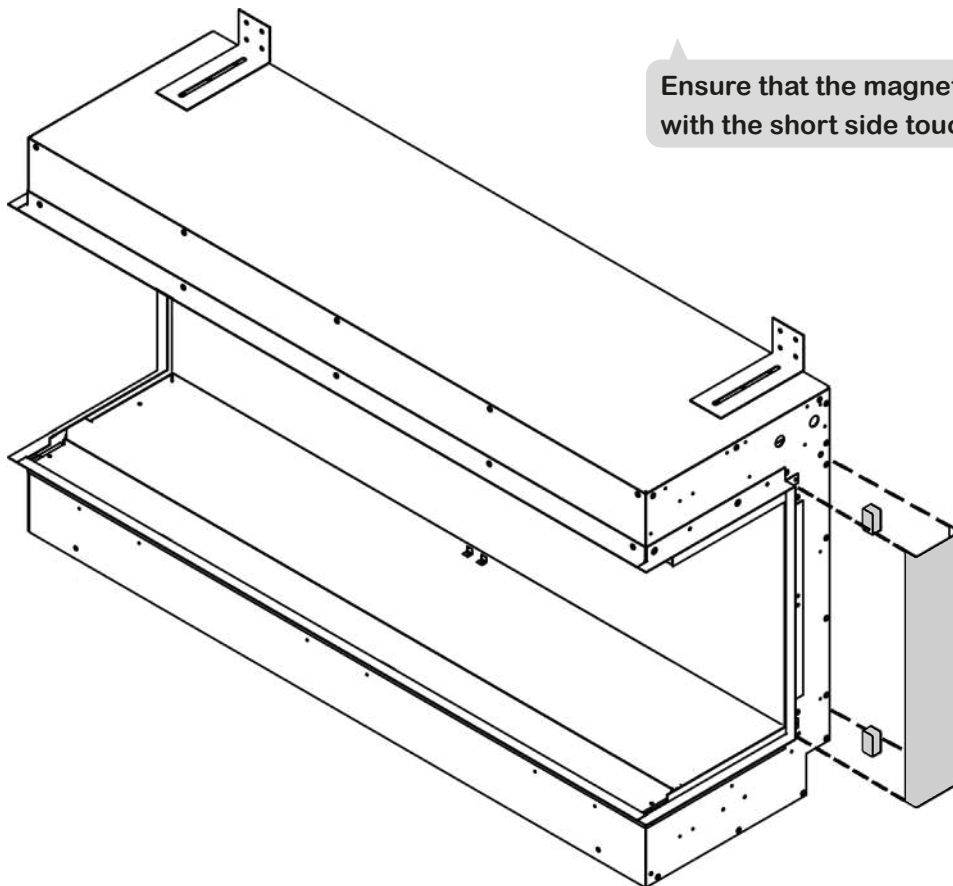
6

Your plasterboard can now line up with the plaster kits on the edge of the appliance.



7

Alternatively, the chrome side panels can be attached to the case with the magnets as shown below.



Ensure that the magnets are positioned with the short side touching the case.

LOG LAYOUTS

Evoflame & E-Smart

LOG LAYOUTS

When you have your appliance installed you can set up your log set/s. If your model comes with Chippings, Glass Stones and/or Vermiculite lay this on the fuel bed first, then continue with laying out your logs. There is no right or wrong way to arrange your logs, the following images are an example of how you could lay them out.



1 x Small Woodland / Silver Birch
E500 / E600 Open Fronted / E630 / E700
Open Fronted / E730/ Thoren / Kallan



2 x Small Log Set
E600 / E700



1 x Twig Log Set
E640 / 2 x for E900



2 x Small Woodland / Silver Birch
E800 / E810



1 x Large Woodland / Silver Birch
E710 / E1000 / E1030 / E1250 / Valter



2 x Large Woodland / Silver Birch
E1500



3 x Large Woodland / Silver Birch
E1560 / E1800



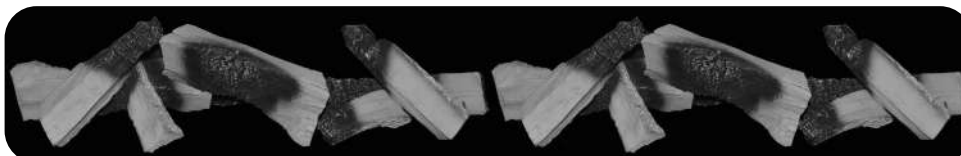
4 x Large Woodland / Silver Birch
E2400



1 x Medium Split Woodland / Silver Birch
Tyrell



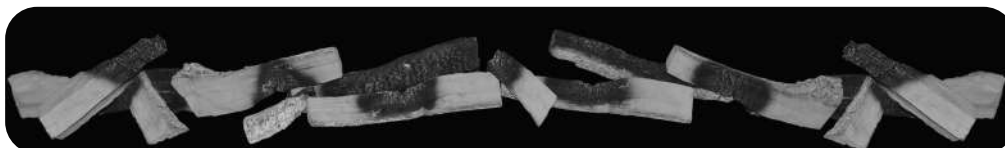
1 x Small Split Woodland / Silver Birch
Exor / Kiruna / Motala



2 x Small Split Woodland / Silver Birch
Asta / Avesta



1 x Large Split Woodland / Silver Birch
Linnea / Lita



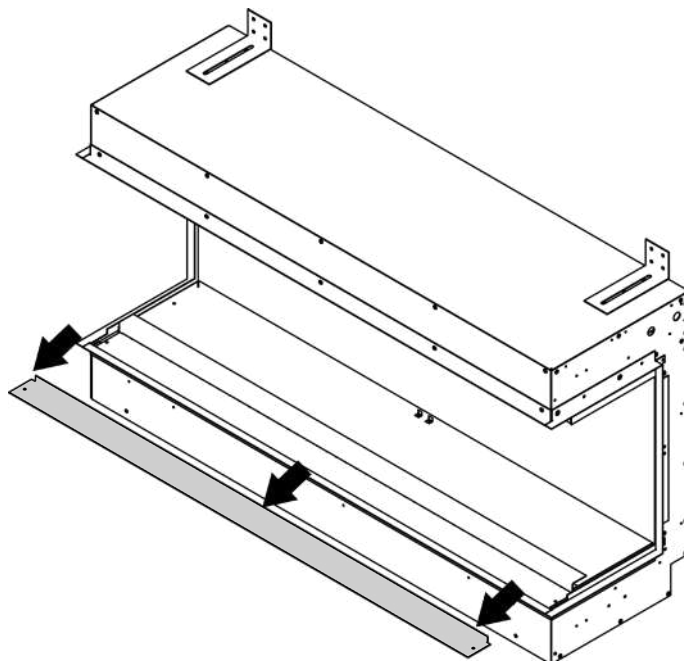
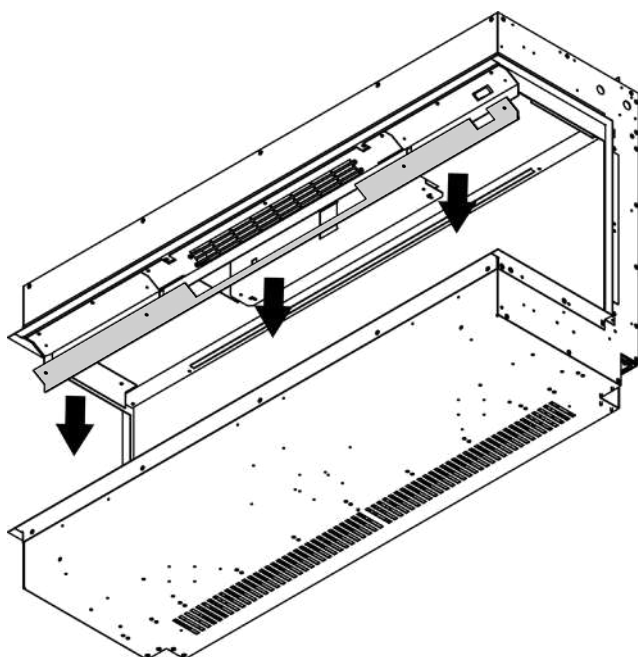
1 x Small Split Woodland / Silver Birch & 1 x Large Split Woodland / Silver Birch
Karlstad

INSTALLING THE SIDE GLASS PANELS

INSTALLING THE SIDE GLASS PANELS

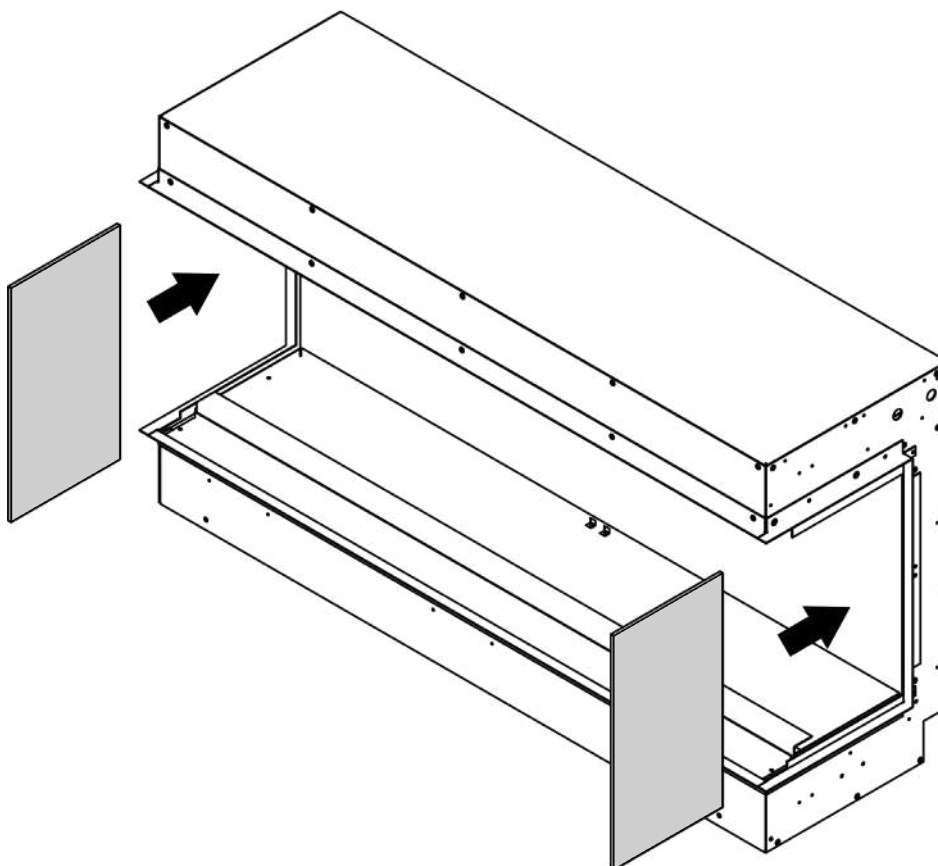
1

Unscrew and remove the top and bottom glass retainer panels.



2

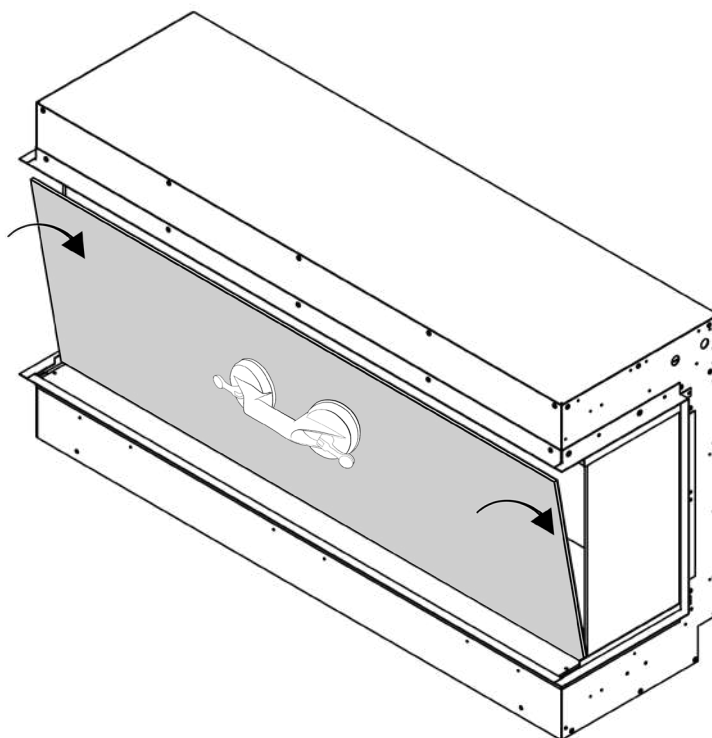
Slide in the side glass pieces.



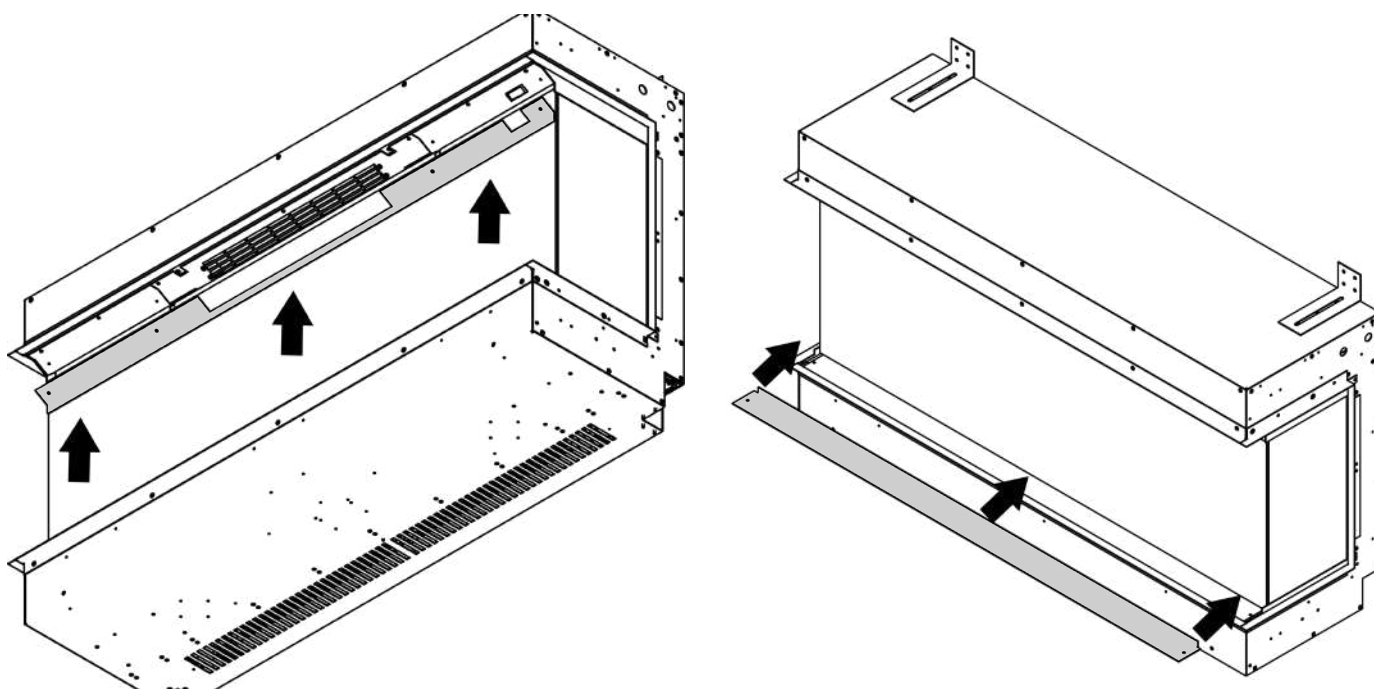
INSTALLING THE FRONT GLASS PANEL

INSTALLING THE FRONT GLASS PANEL

Apply the Suction Lifter to the glass and position the bottom edge of the glass first, then pivot the glass into the appliance.



Then replace the top and bottom glass retainers.



TROUBLESHOOTING

Evoflame & E-Smart

Evoflame Only



LED Strip Replacement

Scan the QR code to be taken to a video in our maintenance series.

Please note; this video shows an old method of removing the front glass panel. Refer to page 34 of this instruction manual for the new method.



Fan Re-setting & Replacement

Scan the QR code to be taken to a video in our maintenance series.

Please note; this video shows an old method of removing the front glass panel. Refer to page 34 of this instruction manual for the new method.



Heater Access & Replacement

Scan the QR code to be taken to a video in our maintenance series.

Please note; this video shows an old method of removing the front glass panel. Refer to page 34 of this instruction manual for the new method.



E-Smart Only

E-Smart LED Replacement

Scan the QR code to be taken to a video in our maintenance series.

Please note; this video shows an old method of removing the front glass panel. Refer to page 34 of this instruction manual for the new method.

REPORT A FAULT



If you have any difficulties or problems with your appliance then please get in touch so that we can assist you. Please scan the QR code to be taken to our websites Report a Fault page, we will then be in touch with you shortly.

WARRANTY

If this appliance should prove to be defective due to faulty design, materials or workmanship within 12 months of purchase, the product will be repaired free of charge, subject to the following conditions:

The electric fire shall have been purchased and used solely within the UK and Ireland for domestic purposes and in accordance with the Users operating instructions.

It is the purchasers responsibility to prove that the unit is under warranty, e.g. receipt of purchase.

All warranties, will be invalidated if unauthorised repairs or modifications are made to the electric fire, or in case of accident, misuse or damage caused by improper installation, or to damage occurring during transit to or from the repairer and altered or missing serial numbers.

Any parts, which have been replaced under this warranty, shall become our property.

The company shall not be liable for any consequential loss or damage what so ever, arising from or in connection with this electric fire.

This Warranty does not apply to Heating elements, Bulbs or fuses.

‘No fault found’, service calls and installation errors are not covered under the manufacturers warranty and will result in a charge being made for the Call-Out by our appointed service engineer.

This warranty is in addition to and does not affect the purchasers statutory rights of consumers.

REGISTER YOUR FIRE

To register a product please visit: www.evonicfires.co.uk and complete the fields required under the Register a Product Section. By registering your appliance, an extra 12 months will be added to your warranty.

CK Fires Ltd / Evonic Fires

**1, Evonic House, Clifford Park, Clifford Lane,
Stratford-on-Avon, CV37 8HW**

Tel: +44 (0)1789 263868 Fax: +44 (0)1789 293080

Email: sales@evonicfires.co.uk

www.evonicfires.co.uk

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