

# VALOR FIRES

## INSTALLER AND OWNER GUIDE

### Model 860 Chester & Vienna

COAL EFFECT ELECTRIC STOVE

(GC No. EF-032-27)



This guide is intended to help you install and care for your Valor Fires electric stove. Please read carefully before installing and using your stove. However, if further information is required, our

**Valor Fires Technical Helpline** will be pleased to help.

Telephone **08706 061 065**

(National call rates apply in the United Kingdom)

In the Republic of Ireland

Telephone **0044 8706 061 065**



## BAXI • VALOR • WONDERFIRE

Important: Please keep your guide in a safe place for future reference

# INSTALLER AND OWNER GUIDE

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## CUSTOMER CARE

### Thank you for choosing Valor Fires

All Valor Fires stoves are designed to meet the most stringent quality, performance and safety requirements to provide our customers with many years of trouble free service. This guide aims to improve your understanding and appreciation of your new Valor Fires stove, by providing simple and informative instructions to enable you to install it and to ensure that you benefit from the excellent performance and features it has to offer.

If you require further assistance, the **Valor Fires Technical Helpline** will be pleased to help.

Please telephone **08706 061 065** (local rates apply in the United Kingdom). In the Republic of Ireland please telephone **0044 8706 061 065**.

FOR OTHER USEFUL TELEPHONE NUMBERS SEE PAGE 9 OF THIS GUIDE.

# VALOR FIRES

Valor Fires, Erdington, Birmingham B24 9QP.  
[www.firesandstoves.co.uk](http://www.firesandstoves.co.uk)

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

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## Safety First.

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



## HANDLING AND UNPACKING

Before continuing any further with the installation of this stove please read the following:

### Important instructions.

- The approximate lifting weight of the stove is 12kg (Including coal).
- One person should be sufficient to lift the stove. If for any reason this weight is considered too heavy then obtain assistance.
- When lifting always keep your back straight. Bend your legs and not your back.
- Avoid twisting at the waist. It is better to reposition your feet.
- Avoid upper body / top heavy bending. Always bend from the knees rather than the waist. Do not lean forward or sideways whilst handling the stove.
- Always grip with the palm of the hand. Do not use the tips of fingers for support.
- Always keep the stove as close to the body as possible. This will minimise the cantilever action.
- Use gloves to provide additional grip.
- Always use assistance if required.

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## SAFETY

### Always

- **Always** install the stove in accordance with this guide. If in doubt obtain expert advice.
- **Always** make sure the electrical socket is accessible and located adjacent to, but not above or behind the stove.
- **Always** disconnect the stove from the electrical supply before carrying out cleaning, maintenance or replacing the lamp.
- **Always** use a fireguard when young children and infirm persons can come into contact with the stove.
- **Always** use genuine Valor Fires spares.

### Never

- **Never** leave children unsupervised in a room where the stove is ON and unguarded.
- **Never** obstruct or cover the fan outlet or force items into stove openings.
- **Never** install or use the stove anywhere where water is in use, i.e. Bathrooms, Kitchens, Shower Rooms, Swimming Pools etc.
- **Never** use aerosols or steam cleaners on or around the stove.
- **Never** route the electric cable under carpet etc.
- **Never** install the stove close to curtains or combustible materials.
- **Never** use the stove to dry clothes etc.
- **Never** sit or stand on the stove.

## POSITIONING THE STOVE

**Please read this guide thoroughly before positioning the stove.**

### **Do I need any tools?**

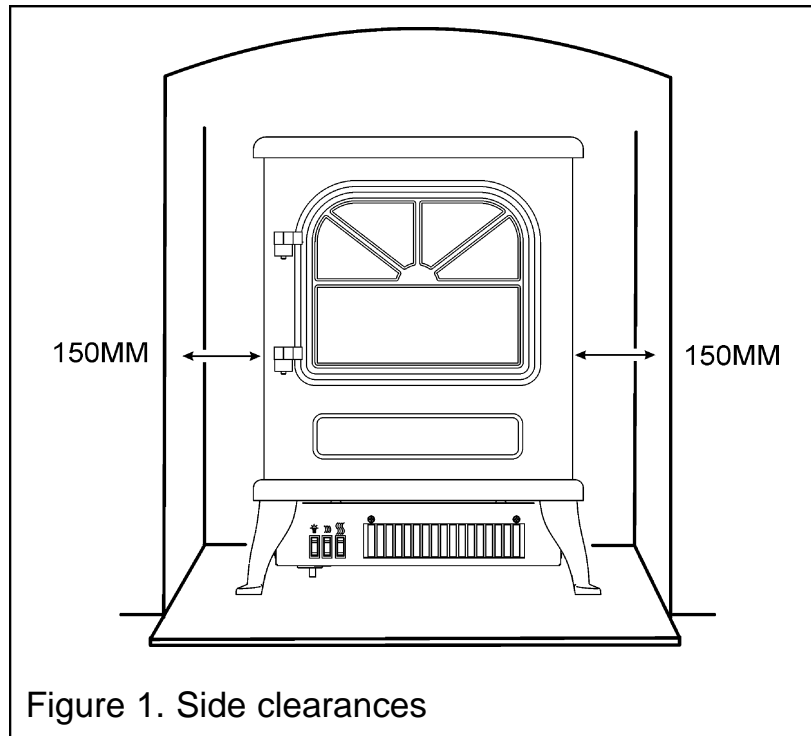
A Philips or cross head screwdriver is required when fitting the legs to the stove.

### **Where can I position the stove?**

The stove is designed to be free standing on a hard level surface. When positioning please bear the following points in mind:

- If you are placing the stove in an alcove, make sure that there is a gap of 150mm to side walls from the sides of the stove. This will ensure good air circulation (See figure 1).

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- The heating element is mounted on the underside of the stove. It is important that the air supply to the heating element is not obstructed in any way. The stove can be placed on smooth, flat surfaces. The stove must not be placed on surfaces such as carpet that reduce the gap between the floor level and the underside of the stove.
- Keep hearth rugs and other soft furnishings etc. away from the front of the stove. They could obstruct the free flow of hot air from the fan and damage both soft furnishings and the stove.
- Although the stove complies with all the applicable safety standards, some kinds of floor coverings (e.g. vinyl tiles, synthetic deep pile carpets) may be affected by the hot air from the fan. We suggest in these instances that you place the stove on a shallow plinth that projects 150mm forward of the front feet.

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## Important Electrical Safety

The stove must **not** be located in front of or under an electrical socket, the socket must always be accessible in order to disconnect the stove from the electrical supply for maintenance and cleaning.

### Important! This stove must be earthed.

- The stove is supplied with a 3 pin 13 Amp fused re-wireable plug with 1mm<sup>2</sup> 3 core cable.
- The wires in the cable are coloured in accordance with the following code: -  
Live = Brown  
Neutral = Blue  
Earth = Green /Yellow
- The electric supply must be safely routed from the stove to an electrical socket.

If the electric cable is damaged, to avoid a hazard it must be replaced by a Valor Fires authorised service agent, or similarly qualified person (See page 9). All external wiring between the stove and the electrical supply shall comply with current IEE regulations. Extension leads should not be used.

## Fitting the legs.

The stove is supplied with the four legs removed in order to prevent damage during transportation. Each leg has raised lugs that locate into holes in the base of the stove (See figure 2). Locate the legs and secure in place using the screws supplied.

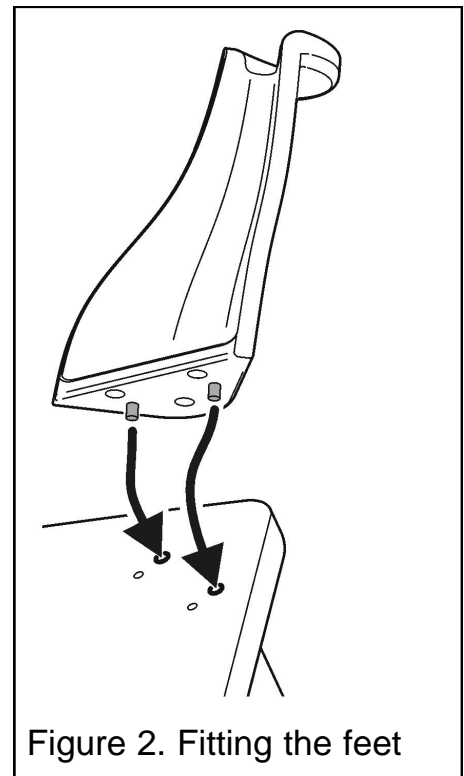


Figure 2. Fitting the feet

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## Fitting the door.

The stove is supplied with the door removed in order to prevent damage during transportation. Stand the stove on its legs. Unpack the door and hinge pins. Locate the door over the stove hinges and secure in place by firmly pushing a hinge pin into each hinge (See figure 3).

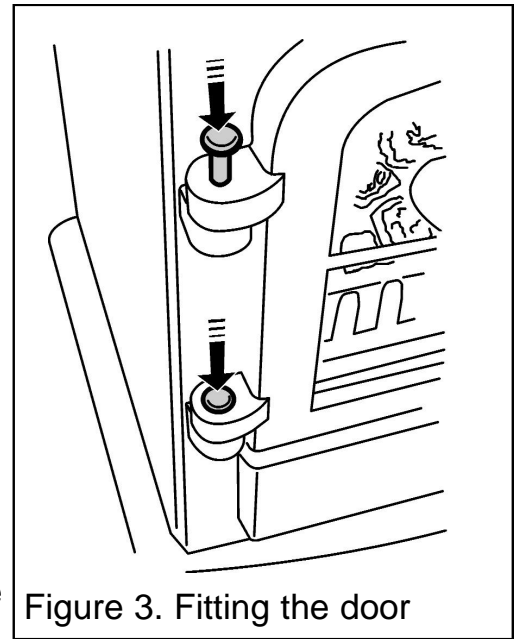


Figure 3. Fitting the door

## Fitting the loose coal.

- We recommend that the floor is protected with a suitable covering to prevent staining or discolouration by the coals.
- Open the pack of loose coal and position the coal on top and in front of the plastic fuel bed. Arrange the coal to your liking. It is not necessary to use all of the coal.

**Please fill in the details on pages 15.**

# OPERATING THE STOVE

## Important Safety

**Never cover the stove or obstruct the opening at the base of the stove, this could cause overheating and consequent risk of fire.**

The appliance can be operated and controlled using the manual controls located on the left hand side of the stove outlet.

## Stove Controls

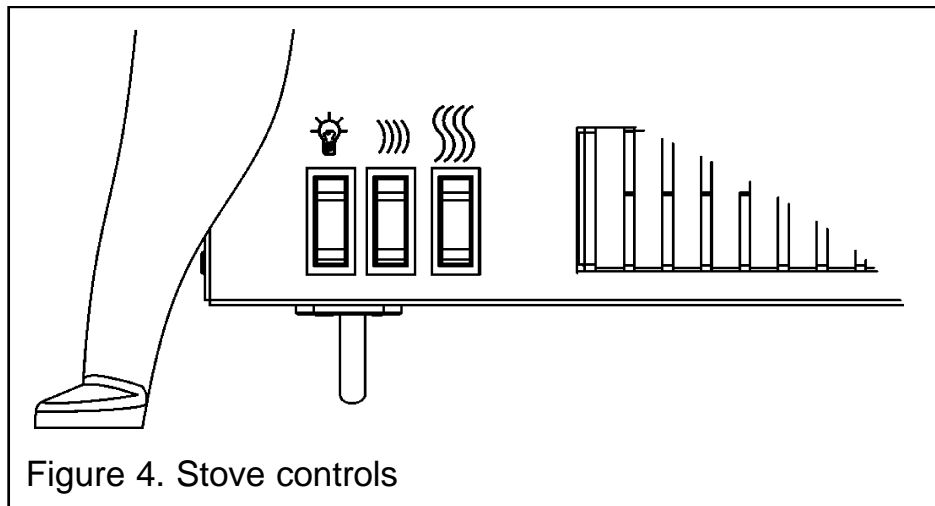





Figure 4. Stove controls

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## What are the three switches for?

- Switch 1 =  Main On - Off. (In the 'ON' position, only the flame effect operates)
- Switch 2 =  1kW fan heat setting and flame effect. (Switch 1 needs to be in the 'ON' position to enable switch 2 to operate).
- Switch 3 =  2kW fan heat setting and flame effect. (Switch 2 needs to be in the 'ON' position to enable switch 3 to operate).

## RESOLVING PROBLEMS AND CLEANING

### Important Safety.

Before undertaking maintenance or replacing the lamp always disconnect the stove from the electricity supply by removing the 3 pin plug and allowing the stove to cool.

### How do I Clean my stove?

The stove and plastic parts need only to be wiped clean with a dry soft cloth, do not use polishes or abrasive materials.

### I have a problem with my stove!

#### 1. My stove is on but there is no light / low light.

This is possibly a lamp failure. Remove the lamp as in the following section and check it in a table lamp that is known to work. If it does not work in the table lamp then it needs replacing as in the following section.

The lamp fitted to this stove is a 60Watt B22, 230Volt clear bayonet lamp. Due to the indeterminate life span and ease of replacement, they are specifically excluded from the guarantee.



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## To replace the lamp.

- We recommend that the floor is protected with a suitable covering to prevent staining or discolouration by the coals.
- Open the door.
- Remove all of the loose coal pieces from the top and front of the fuel support. Be careful not to place the coal pieces onto decorative surfaces as they may cause staining or discolouration.
- Move the fuel bed forward and upward out of the way; you may have to hold the fuel effect up whilst replacing the lamp.
- Remove the faulty lamp.
- Fit the new lamp.
- Relocate the fuel effect.
- Place the loose coal pieces on top and in front of the plastic fuel bed.
- Close the stove door.

## 2. My stove is switched on but there is no light, fan or heat.

The first thing to do is check the wall socket. To do this plug in a known working appliance. If the appliance you have plugged in works then there is a good chance that the problem lies with the 13 Amp fuse in the stove plug. If either fuse or socket is suspected, have them checked by an electrician.

## 3. My stove is on but there is no heat.

The first thing to do is check the wall socket. To do this plug in a known working appliance. If the appliance you have plugged in works then there is a good chance that the problem lies with the 13Amp fuse in the heater plug. If either fuse or socket is suspected, have them checked by an electrician.

## 4. I Have a problem that is different to those in the previous examples 1- 4.

Below is a list of Useful Telephone numbers

For general advice about your stove:

**VALOR FIRES TECHNICAL HELPLINE 08706 061 065.**

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

**VALOR FIRES SERVICE 08706 090 081.**

For sales or product information:

**VALOR FIRES SALES 08706 061 067.**

CALLERS IN THE REPUBLIC OF IRELAND

**Call 0044 8706 061 065**

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For spares inquiries

**Spare parts are available nationwide via the 'interpart stockist network'. For your local stockist consult Yellow pages under 'Central Heating'.**

When ordering spare parts please have the below information available. This will help us to deal with your call quicker and avoid you having to make a second call.

- Your Post Code
- Type of Stove (Electric or gas)
- The fault, problem or request.
- Model, Name and serial number (This information can be found on a small label at the bottom left of the stove - see figure 5).

## WARRANTY AND SERVICE

### Standard Warranty Terms & Conditions

The warranty is for 12 months subject to contract.

In the United Kingdom servicing can be carried out either by a **heateam** service engineer or a CORGI registered installer.

You must register your stove with **heateam**, the service division of Baxi Heating UK Limited, either by completing and returning the registration card or calling our free telephone registration line on **0800 032 72 44**.

### Our promise to you

If you experience a fault with your new stove, we aim to provide a safe and high quality repair service supported by our dedicated national network of highly skilled engineers. Nothing in this warranty will affect your statutory rights.

What you need to do if you experience a problem with the operation of the stove;

Read the previous section of this guide "Resolving problems and cleaning". If the problem cannot be resolved simply call our service division **heateam** on **08706 090 081** to book an engineer visit or for any general advice that you may need. Our contact centre is open Monday to Friday 8am – 6pm, weekends and Bank Holidays 8.30am – 2pm, excluding Christmas Day and New Years day.

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When calling **heateam**, it would be helpful if you could have the following information to hand:-

1. Stove serial number
2. Stove make and model number
3. Date of installation
4. Proof of purchase (If you do not have the stove serial number)

Note; details 1 – 3 can be found on the last page of this guide.

## **What this warranty covers.**

Free of charge repair or replacement of components found to be of faulty manufacture.

Free of charge replacement of the complete unit providing the failure is related to a manufacturing fault that cannot be repaired or is uneconomic to repair.

## **What this warranty does not cover.**

Repairs to heaters which haven't been installed properly and as set out in this guide.

Faults caused by inadequate supply of electricity.

Reimbursement of any third party repair or replacement costs that we haven't been told about or agreed with you in advance.

Compensation or consequential losses (e.g. loss of earnings, business losses, stress and inconvenience) arising from a production breakdown, including repair delays caused by factors outside our reasonable control.

## ENVIRONMENT

### **What should I do when I'm ready to dispose of my stove?**

The plug should be removed from the mains cable and the mains cable cut from the stove. These should be disposed of with the stove.

### **Environmental Protection.**



Waste electrical products should not be disposed of with household waste. Please recycle where facilities exist. Check with your local authority or retailer for recycling advice.

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## To be completed by the customer:

Model

Serial number (Can be found on the information label - See figure 5)

A LABEL CONTAINING THE SERIAL NUMBER MAY HAVE BEEN PLACED INSIDE THIS BOX.

Fascia name (Block Capitals)

Fascia code - Can be found on information label (Block Capitals)

A LABEL CONTAINING THE FASCIA CODE MAY HAVE BEEN PLACED INSIDE THIS BOX.

Brand (Please tick)

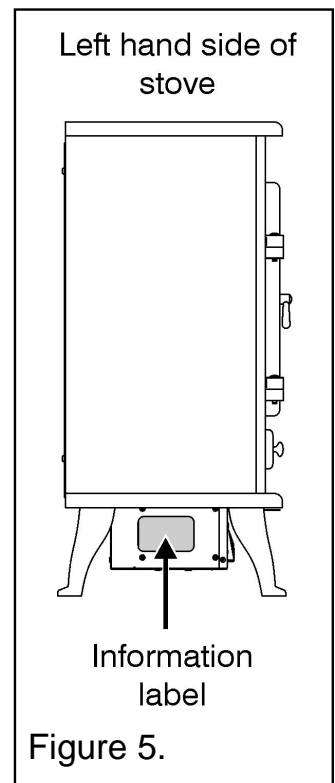
Baxi

Valor

Wonderfire      Other.....

Date of Installation

D   D   M   M   Y   Y



VALOR FIRES