

# VALOR FIRES

## INSTALLER AND OWNER GUIDE

### Model 824

### Dream Longlite or Blenheim Longlite

Electric Heater incorporating the

Valor Fires **FireSlide**<sup>®</sup> Control



(EF-032-34)

This guide is intended to help you install and care for your Valor Fires electric heater. Please read carefully before installing and using your heater. However, if further information is required, our **Valor Fires Technical Helpline** will be pleased to help.

Telephone **0844 8711 565** (National call rates apply in the United Kingdom).

In the Republic of Ireland

Telephone **0044 844 8711 565**.



# BAXI ● VALOR ● WONDERFIRE

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

# INSTALLER AND OWNER GUIDE

**Baxi Heating U.K. Limited 2010.**

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## CUSTOMER CARE

**Thank you for choosing Valor Fires**

All Valor Fires heaters 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 heater, 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 **0844 8711 565** (local rates apply in the United Kingdom). In the Republic of Ireland please telephone **0044 844 8711 565**.

# 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.

# INSTALLER AND OWNER GUIDE

## Safety First.

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



## Quality and Excellence.

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

# 1. HANDLING AND UNPACKING

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

## Important safety instructions.

- The approximate weight (kg) of the heater parts are listed below:

<u>Model</u>	<u>Heat engine</u>	<u>Firefront</u>	<u>Fascia</u>	<u>Spacer*</u>	<u>Top Coal</u>
Dream	5.9	4.58	8.79	1.74	0.72
Blenheim	5.9	3.8	1.0	1.3	0.72

\* An optional spacer frame kit is obtainable either from your heater supplier or direct from Valor Fires Sales.

On Dream models the kit is a 75mm (3 inch) spacer kit (Kit number 0582631).

On Blenheim models the kit is a 75mm (3 inch) spacer kit (Kit number 05801T1).

- One person should be sufficient to lift the heater. 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 heater.
- Always grip with the palm of the hand. Do not use the tips of fingers for support.
- Always keep the heater as close to the body as possible. This will minimise the cantilever action.
- Use gloves to provide additional grip.
- Always use assistance if required.

# INSTALLER AND OWNER GUIDE

## 2. SAFETY

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

Children should be supervised to ensure that they do not play with the appliance.

### Always

- **Always** install the heater 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 the heater.
- **Always** disconnect the heater from the electrical supply before carrying out cleaning or maintenance.
- **Always** make sure the heater is firmly secured to prevent it from being tipped over.
- **Always** use a fireguard when young children, infirm persons and pet animals can come into contact with the heater.
- **Always** use genuine Valor Fires spare parts.

### Never

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

### **Important electrical safety.**

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

# INSTALLER AND OWNER GUIDE

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

**Important! This heater must be earthed.**

- The heater 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 cable must be safely routed from the heater 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. All external wiring between the heater and the electrical supply shall comply with current IEE regulations. Extension leads should not be used.

# INSTALLER AND OWNER GUIDE

## 3. FITTING THE HEATER

The installation of this heater requires a reasonable level of DIY skills. Please read this guide thoroughly before commencing installation and if in doubt, seek help from a competent person.

**Important:** Before continuing with the installation of this heater please ensure that you have completed the information on the last page of this guide.

### Do I need any tools?

1. Depending upon the chosen method of installation you may need the following tools: -

- **A Hexagonal Key (Only required and supplied with the Dream heater).**
- **A Pozidrive / Phillips / cross head screwdriver.** This should have a number 2 size tip.

2. If drilling into brickwork you will need a power drill (preferably with hammer action) and appropriate size drill bit for the wall plugs supplied.

### Where can I fit the heater?

This heater can be fitted into fireplaces or surrounds where the following dimensions are available.

Width	400mm - 450 mm (15.35 inches - 17.72 inches)
Height	555mm - 590 mm (21.9 inches - 23.2 inches)
Depth	At least 75mm (At least 3 inches)

An optional spacer frame kit is obtainable either from your heater supplier or direct from Valor Fires Sales.

On Dream models the kit is a 75mm (3 inch) spacer kit (Kit number 0582631).

On Blenheim models the kit is a 75mm (3 inch) spacer kit (Kit number 05801T1).

### Moving the cable guide.

At the base of the heater you will find an electric cable which runs through a rectangular plastic cable guide. As supplied the cable guide is fitted into the rectangular cut-out on the right side of the heater. If required, the cable guide can be removed and put in the rectangular slot in the centre or left hand side of the heater. For removal and fitting please see the following sections.

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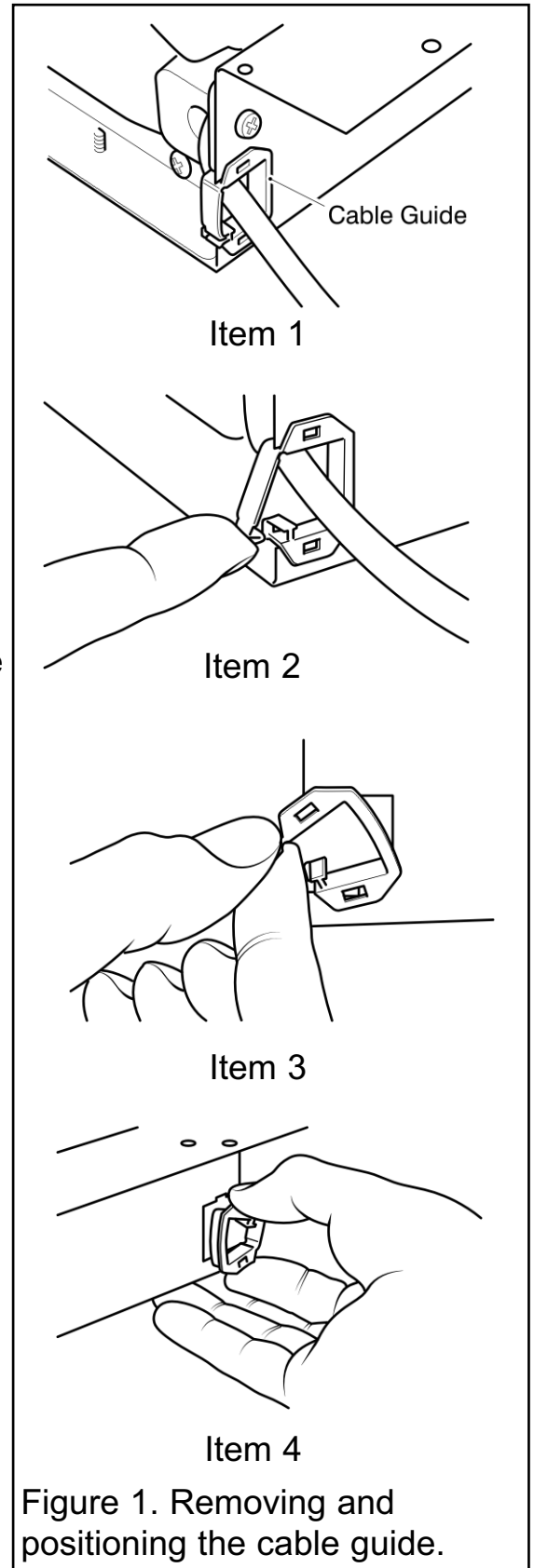
## Removing the cable guide

1. Before removing the cable guide please note that the wider part of the cable guide is on the outer edge of the base (See figure 1 - Item 1).
2. To remove the cable guide push and lift the tab on the bottom. The bottom of the cable guide will open (See figure 1 - Item 2).
3. Lift the electric cable clear of the cable guide.
4. Hold the bottom of the cable guide close to the heater then gently pull the cable guide away from the rectangular slot (See figure 1 - Item 3).

## Fitting the cable guide.

When fitting the cable guide please remember that the wider part of the cable guide has to be fitted against the outer edge of the base (See figure 1-Item 1).

1. Gently pinch the sides of the cable guide (See figure 1 - Item 4) and push the cable guide into the required rectangular slot.
2. Place the electrical cable into the guide and close the top of the cable guide.



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## Heater fixing.

All fixings supplied with the heater have been identified in figure 2.

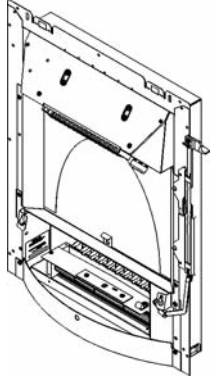








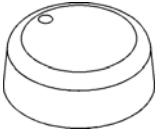
Contents	Quantity	(Illustrations are not to scale)
Heater (Design may differ from that shown)	1	
Wall plug	5	
Wood screw	4	
Eye screw	1	
Steel wire	1	
Hexagonal key (Dream only)	1	
Hex headed screw (Dream only)	2	
Washer (Dream only)	2	
Diffuser	1	
Control Knob	1	

Figure 2. Contents. Fascia not shown (Items are not to scale)



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## Fitting the Control Knob.

The control knob is supplied separately with the accessory pack. Fit the control knob before continuing with the heater installation. To assemble the control knob to the control spindle, firstly line up the 'D' profile on the underside of the control knob to the 'D' profile on the spindle (both flats should line up). Place the control knob onto the spindle and gently push until the control knob is fully located.

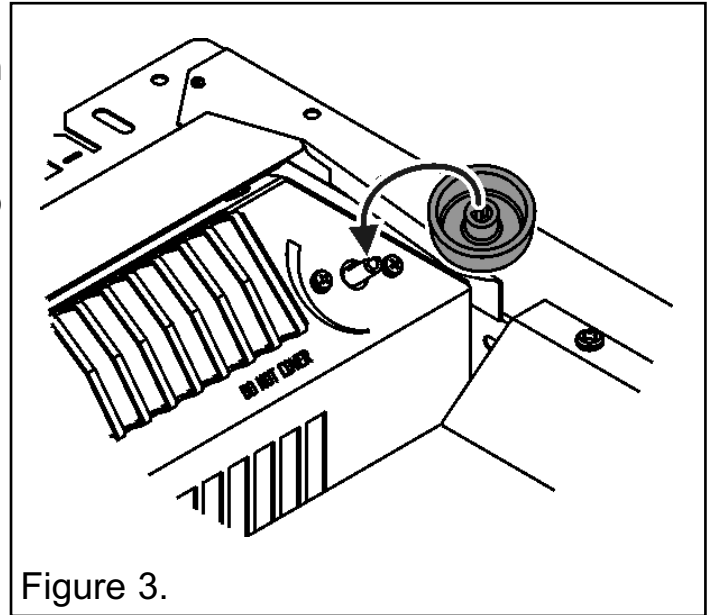


Figure 3.

## The heater must be fixed into position to prevent it from being tipped over

The following fixing options are available:

- Screw Fixing.
- Wire Fixing.
- Spacer Frame\*.

\* An optional spacer frame kit is obtainable either from your heater supplier or direct from Valor Fires Sales.

On Dream models the kit is a 75mm (3 inch) spacer kit (Kit number 0582631).

On Blenheim models the kit is a 75mm (3 inch) spacer kit (Kit number 05801T1).

If fitting the heater into a fireplace or surround opening, try the heater in the opening to ensure that it will fit.

If fitting the heater onto a decorative hearth surface such as marble or tile it is advisable to protect the hearth surface. Do not drag the heater across the surface of the hearth as this may scratch the hearth surface.

## Fascia support brackets.

As supplied the fascia support brackets may be flat against the heater body. Using a suitable tool or gloved hand, bend the brackets as in figure 4.

### Method A - Screw fixing.

Note - If fixing to marble it is recommended that Method B - 'Wire fixing' is used. Drilling marble without the correct tools and experience may result in the marble cracking.

1. Place the heater into the fireplace or surround opening. Make sure that the heater is in the middle of the surround or fireplace.

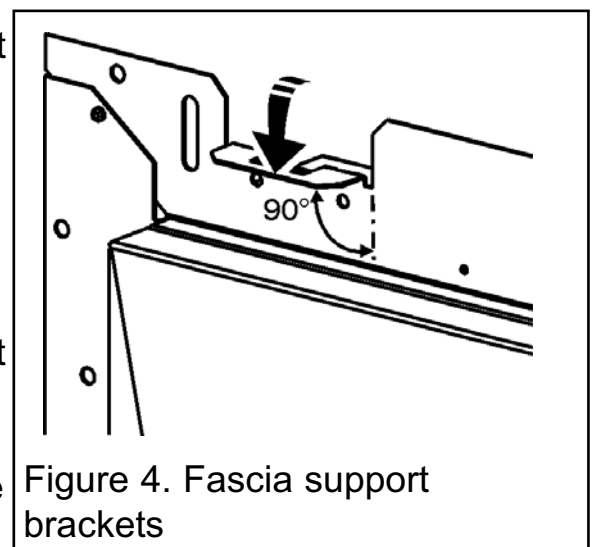
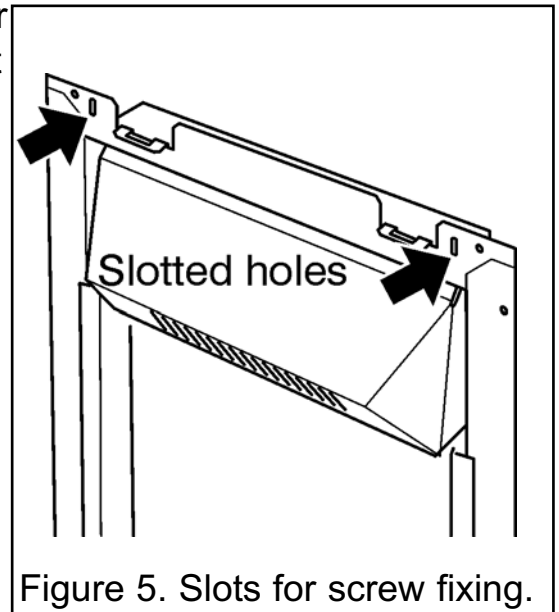


Figure 4. Fascia support brackets

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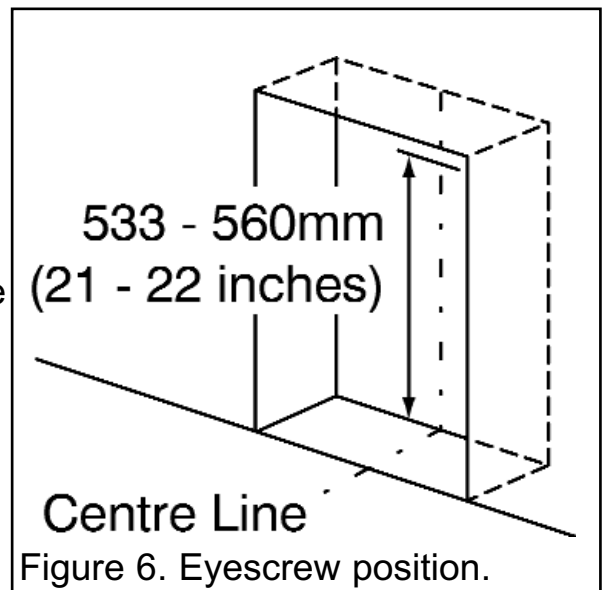
2. There are two slotted holes in the top of the heater (See figure 5). Mark through the slotted holes so that their position is clear when the heater is removed.
3. Remove the heater.
4. Drill an appropriate size hole in each of the marked positions. Insert wall plugs into the drilled holes.
5. Place the heater so that the slotted holes are in line with the wall plugs in the fixing surface.
6. Screw and secure the heater with two wood screws (See figure 2).



## Method B - Wire fix.

This method of fixing needs a fireplace opening and is recommended when fixing the heater to a marble surround or where the wall or brickwork is in poor condition.

1. The fixing kit supplied with the heater includes a steel wire and eyescrew (See figure 2). These can be used to secure the heater to the back of a fireplace opening.
2. Mark the eyescrew position on the centre line at the back of the fireplace opening and at a height of 533-560mm (21 inches - 22 inches) (See figure 6).
3. Drill an appropriate size hole in the marked position.
4. Insert a wall plug into the drilled hole.
5. Screw the eyescrew into the wall plug.
6. Position the heater in front of the fireplace opening.



7. At the top of the heater there are four small holes, two each side of the heater (See figure 7 - Item 1). From the front of the heater, thread about 50mm (2 inches) of the steel wire into the inside small hole on the left side of the heater (See figure 7 - item 2).
8. Thread the other end of the wire through the remaining small hole on the left hand side of the heater. Continue to push the wire through this hole until there is only a small loop of wire at the front of the heater (See figure 7 - item 3).
9. At the back of the heater there will be a long piece and a short piece of wire coming through the two holes. Hold the short piece and give the long piece a gentle tug. This will secure the steel wire. Take the long piece and thread this through the eyescrew in the back of the fireplace opening (See figure 7 - item 4).
10. From the back of the heater thread the long piece of steel wire through the outer

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small hole on the right hand side of the heater (See figure 7 - item 5).

**11.** Locate the heater in the fireplace opening, then from the front of the heater, gently pull the steel wire on the right hand side to gather up the excess until the heater is secure. Thread the wire through the remaining small hole to lock the wire and heater in place (See figure 7 - item 6).

## Method C - Spacer Frame

The optional spacer frame is for use during installations where a chimney recess or rebated fire surround are not available. For your safety the frame and heater must be securely fixed to the rear wall.

### Fitting the spacer frame.

The rear of the spacer has wider flanges. These should be to the rear when fitting.

- 1.** Position the rear of the spacer frame against the wall. Ensure that the spacer frame is central to the fireplace. It is important that the side legs are positioned correctly and are upright.
- 2.** Mark the upper positions of the key hole slots on the rear wall (See figure 8).
- 3.** Remove the spacer frame from the fireplace and place away from the work area.
- 4.** Drill the screw locations using a suitably sized masonry drill bit for the wall plugs supplied.
- 5.** Insert two wall plugs provided into the holes.
- 6.** Insert a wood screw into each hole and screw in until there is approximately 6mm of screw protruding from the wall.

### Preparing the heater for installation.

- 1.** Using the four screws provided with the spacer frame kit, fix the heater to the spacer frame.
- 2.** There is a supply cable slot on both sides of the spacer frame. It is located at the base.

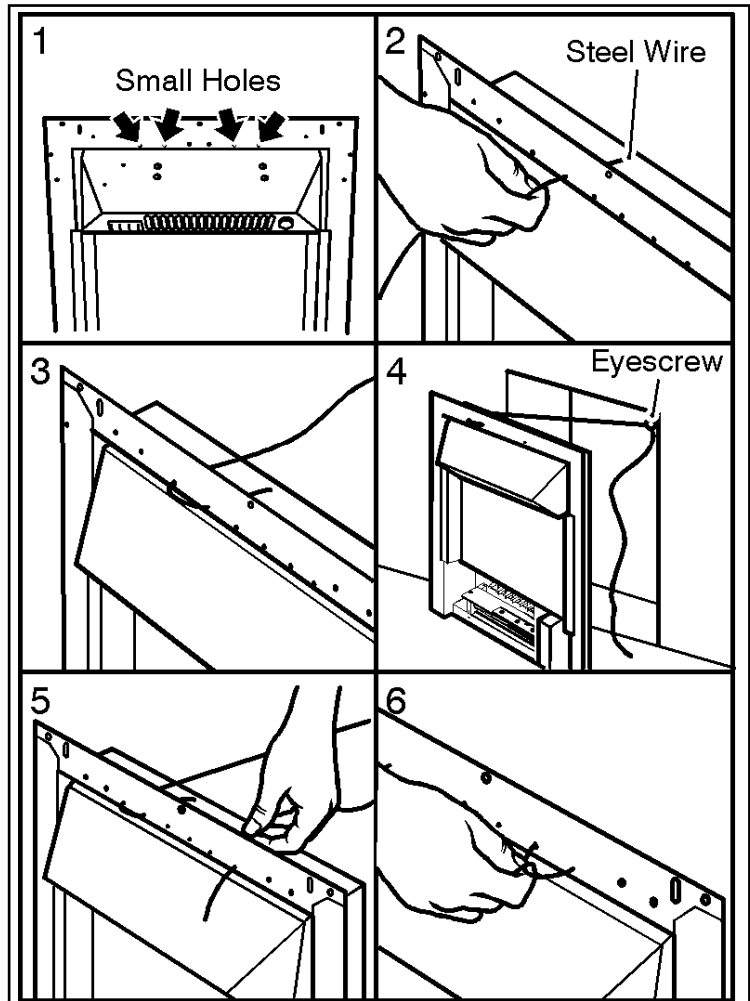
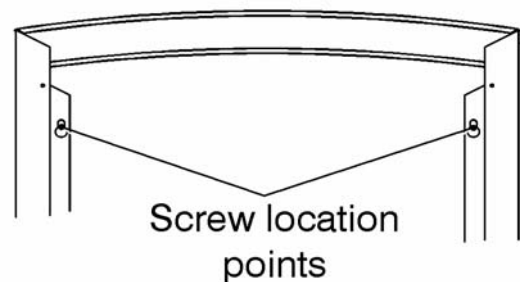


Figure 7. Steel wire fixing (Detail at top of heater may differ from that shown)

### Dream Model



### Blenheim Model

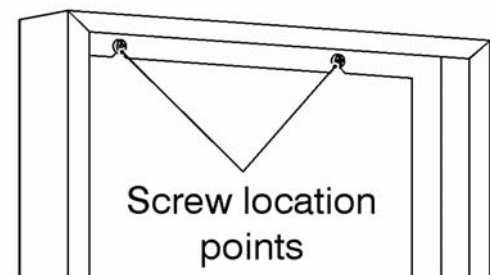


Figure 8. Location points

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Decide which side to pass the supply cable through and position the supply cable in the spacer frame slot (See figure 9).

## Fitting the heater.

1. Locate the spacer frame and heater over the screw heads ensuring a tight fit. If the fit is loose, remove the spacer frame and heater from the wall. Tighten the wall screws slightly and reposition the spacer frame and heater.

## Fitting the light diffuser.

1. There is a light diffuser supplied with the heater (See figure 10). Place this on to the metal flange below the plastic screen.

## Fitting the Fascia

### Fitting the DREAM fascia.

1. Fit the fascia to the heater by hooking the brackets on the rear of the fascia over the brackets on the heater (See figure 11).
2. Secure the fascia to the heater with 2 off hexscrews and 2 off washers (See figure 2) through the holes in the lower side legs of the fascia. A hexagonal key is supplied with the heater.
3. Hook the firefront on to the fascia as in figure 12. Locate the ash pan and secure in place using the decorative knob (See figure 13).
4. Place the one piece coal bed onto the top of the fuel support.

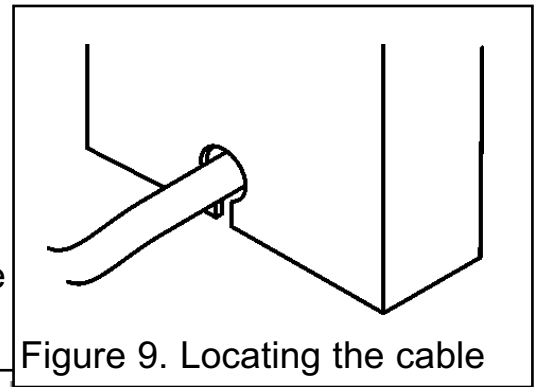


Figure 9. Locating the cable

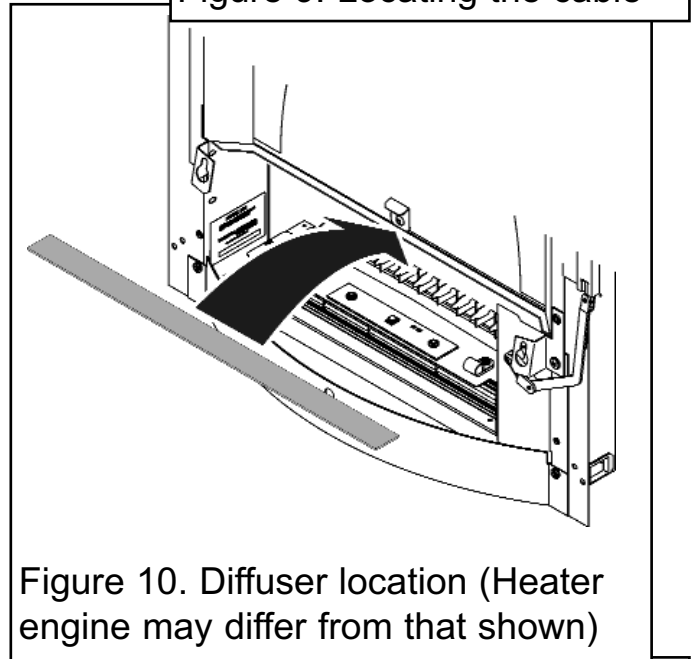


Figure 10. Diffuser location (Heater engine may differ from that shown)

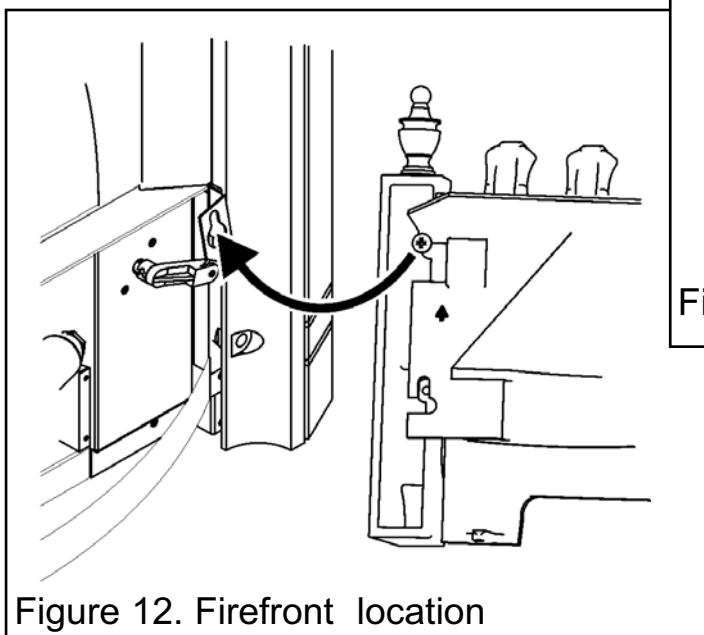


Figure 12. Firefront location

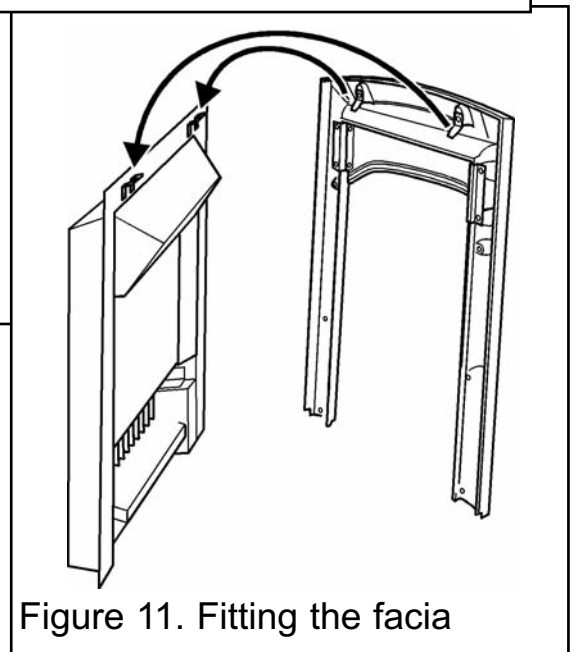


Figure 11. Fitting the fascia

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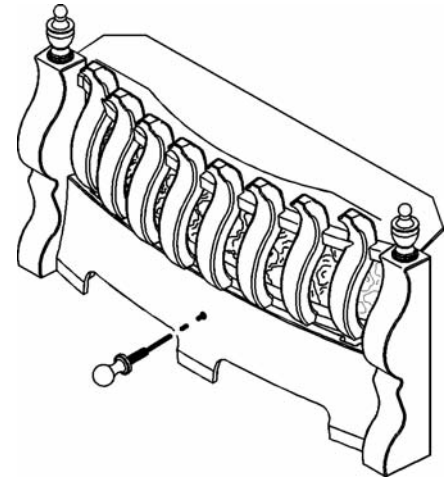


Figure 13. Ash Pan Location

## Fitting the BLENHEIM fascia.

1. The magnets may have moved in transit. Locate the magnets as in figure 14.
2. Fit the fascia to the heater by hooking the brackets on the rear of the fascia over the brackets on the heater. Be careful to keep the magnets at the bottom of the fascia away from the heater until the hooks are in place (See figure 14). Then allow the fascia magnets to secure the bottom of the fascia to the heater.
3. Hook the firefront on to the heater as in figure 15. Secure in place using the decorative knob (See figure 16).
4. Place the one piece coal bed onto the top of the fuel support.

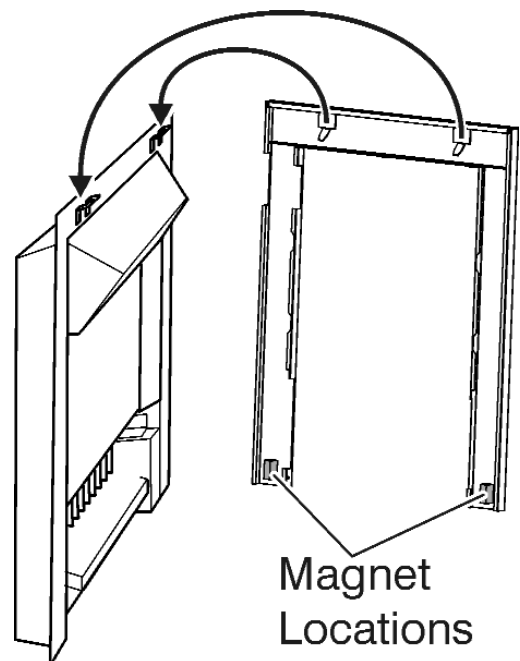


Figure 14. Fitting the fascia.

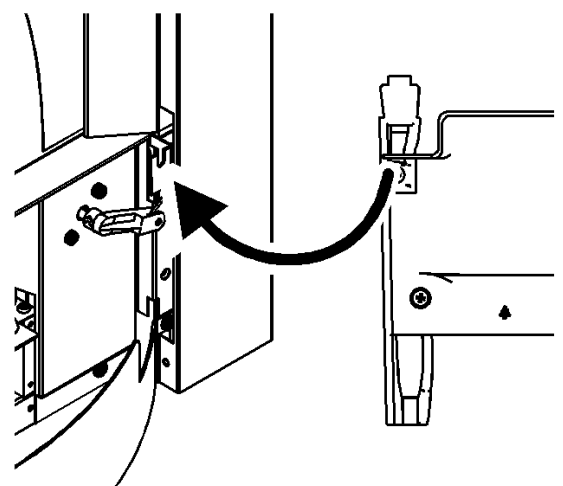
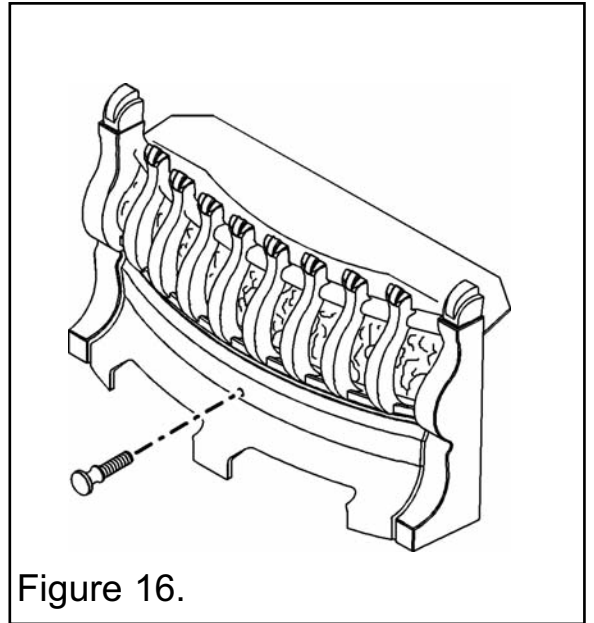


Figure 15. Firefront location

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## 4. USING THE HEATER

### Important Safety

Never cover the heater or obstruct the openings at the base of the heater, this could cause overheating and consequent risk of fire.

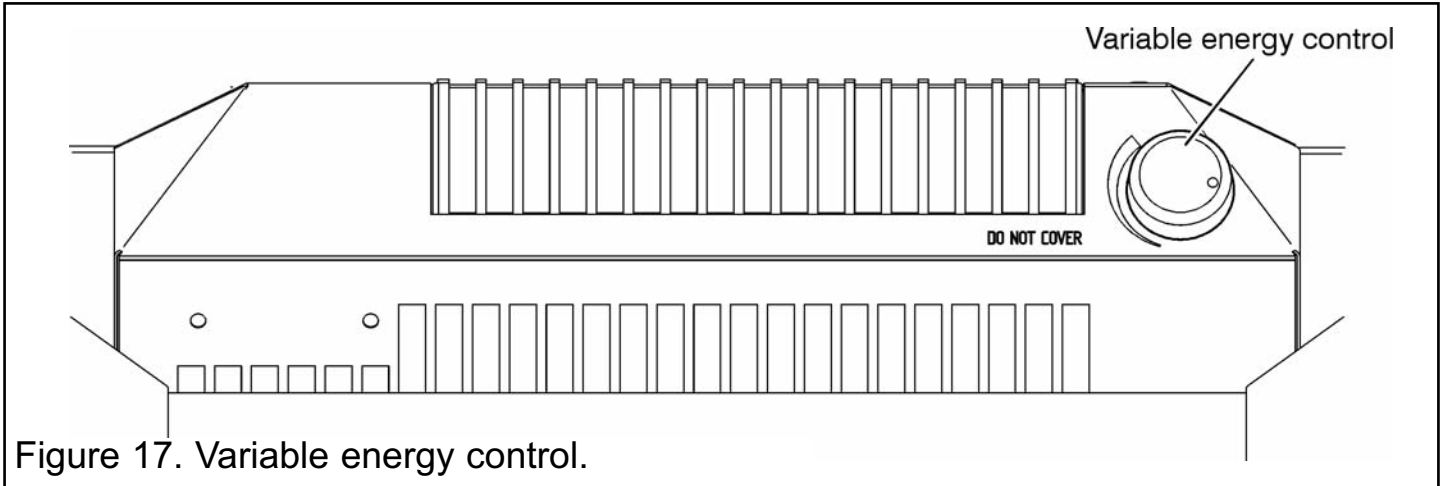


Figure 17. Variable energy control.

### What are the Fireslide control positions for?

The heater is operated by the Fireslide control located on the upper right hand side of the heater.

#### Fireslide Position

OFF The flame effect and heater are OFF.



Only the flame effect operates



1kW fan heat setting and flame effect.



2kW fan heat setting and flame effect.

### What is the knob for?

The heater has a variable energy control located below the hood on the right hand side of the heater.

The variable energy control will only work when the Fireslide control is set at the 2kW setting. If the room requires maximum heat, rotate the control fully clockwise. For less heat rotate the control counterclockwise until the required heat setting is achieved.

When operating the variable energy control will operate between the 1kW and 2kW settings. Turning the knob fully counterclockwise will switch the variable energy function off.

## 5. CLEANING AND MAINTAINING THE HEATER

### How do I clean my heater?

The heater fascia 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 heater!

#### Important Safety

**Before undertaking maintenance always disconnect the heater from the electricity supply by removing the 3 pin plug and allowing the heater to cool completely.**

#### 1. My heater is on but there is no light 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 heater plug. If either fuse or socket is suspected, have them checked by an electrician.

#### 2. My heater is on but there is no heat.

A cut out device is fitted to the heater to prevent damage due to over heating. If it operates due to an obstruction in the airflow, the heater must be turned off and allowed to cool for 15 minutes and the obstruction removed before restarting.

#### 3. My heater is on but there is not enough heat.

Your heater is fitted with a variable energy control. See section 4 of this guide.

#### 4. I Have a problem that is different to those in the previous examples 1- 3.

For general advice about your heater:

**VALOR FIRES TECHNICAL HELPLINE      0844 8711 565.**

CALLERS IN THE REPUBLIC OF IRELAND

Call    **0044 844 8711 565**

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

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

#### 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.



### Information for the customer

#### 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 suitably qualified person.

You must register your heater 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 heater, 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 heater;

Read section 5 of this guide “Cleaning and maintaining the heater”. If the problem cannot be resolved simply call our service division **heateam** on **0844 8711 565** 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.

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

1. Heater serial number.\*
2. Heater brand and model number.\*
3. Date of installation.\*
4. Proof of purchase (If you do not have the heater serial number)

\*Note: Details 1 – 3 can be found on the last page of this guide.

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## **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.

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To be completed by the customer:

Model

Serial number (Can be found on the information label - See figure 18)

SERIAL NUMBER LABEL  
TO BE AFFIXED HERE

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

Fascia name (Block Capitals)

Fascia code - Can be found close to the information label (Block Capitals)

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

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

Brand (Please tick)

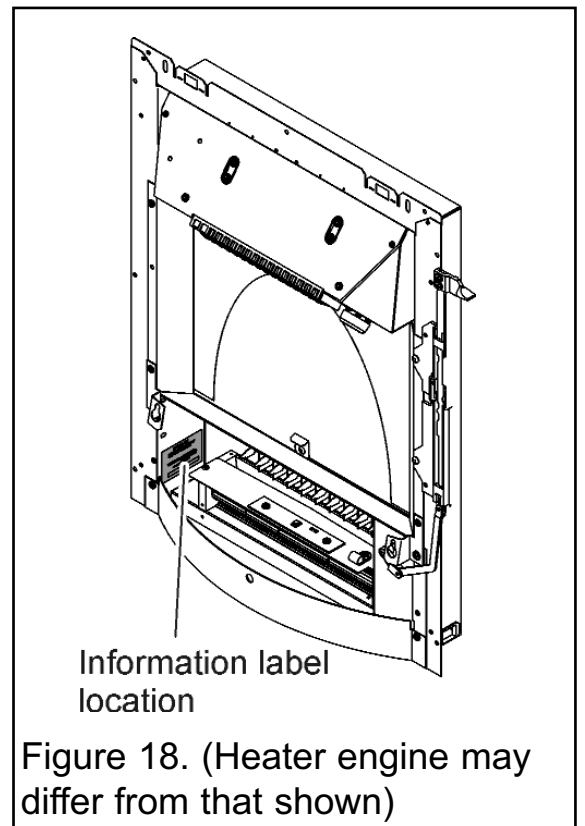
Baxi

Valor

Wonderfire      Other.....

Date of Installation

D   D   M   M   Y   Y



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