

ADHERE SERIAL LABEL

LE - Series

HOLOGRAPHIC ELECTRIC FIREPLACE

Installation & Service Instructions

IMPORTANT:

The appliance shall be installed in accordance with;

- This installation instruction booklet,
- Municipal building codes,
- Electrical wiring regulations,
- Any other relevant statutory regulations.

NOTE: NOT INTENDED FOR FIREPLACE INSERT

THIS APPLIANCE MUST BE INSTALLED BY A QUALIFIED PERSON. THIS APPLIANCE MUST BE INSTALLED INTO A CAVITY STRICTLY IN ACCORDANCE WITH THE FOLLOWING INSTRUCTIONS.

DO NOT SPRAY AEROSOLS IN THE VICINITY OF THIS APPLIANCE WHILE IT IS IN OPERATION.

DO NOT USE OR STORE FLAMMABLE MATERIALS IN OR NEAR THIS APPLIANCE.

DO NOT PLACE ARTICLES ON OR AGAINST THIS APPLIANCE.

DO NOT MODIFY THIS APPLIANCE.

TO PREVENT OVERHEATING, DO NOT COVER THE APPLIANCE.

THE HEATER MUST NOT BE USED IF THE GLASS IS BROKEN OR DAMAGED.

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.

Young children should be supervised to ensure that they do not play with the appliance. Failure to follow these instructions could cause a malfunction of the heater, which could result in death, serious bodily injury, and/or property damage. Failure to follow these instructions may also void your insurance and/or warranty.

Who can install this product:

Installation must be carried out by a registered electrician who, on completion of the installation, must issue a:

AUS: Certificate of Compliance

NZ: Certificates that comply with the latest legislation in accordance with national and/or local codes.

If these are not issued then the Escea warranty may be void.

Warranty Repair and Annual Servicing:

Please contact Escea if you require warranty work. Warranty repair work must be carried out by a recognised electrician. It is recommended that a recognised electrician is also used to carry out annual servicing requirements (particularly during the warranty period). For replacement parts, please contact the retailer from whom the appliance was purchased or visit our website.

To progress any warranty claims for damaged appliances/parts, photographic evidence may be required. Providing this can help contribute to a timelier resolution of a claim.

The heater must be installed according to these instructions and in compliance with all relevant building, electrical, and other statutory regulations (e.g. AS/NZS 3000). Any shortcomings in the appliance installation will be the responsibility of the installer, and Escea will not be accountable for any such failings or their consequences.

Manufactured by: Escea Ltd, PO Box 5277 Dunedin NZ, Ph: +64 3 478 8220

For contact details of your local Escea distributor or dealer please visit www.escea.com or email: info@escea.com. From Australia, visit www.escea.com.au or call: 1-800 460 832

LE800 PRODUCT SPECIFICATION		
MODEL NAME		LE800 Electric Fire
Description of Appliance		Indoor Electric Heater
Max. Heat Output		3 kW
Compliant to		AS/NZS 60335.1 and AS/NZS 60335.2.30
Appliance Dimensions (mm)	Width	960 mm
	Height	601 mm
	Depth	492 mm (including standard 14 mm trim)
Weight		70 kg
Max Power Consumption		3.45 kW @15A 230V ~ 50Hz
Remote control		Yes
Function lock / child		Yes
Temperature control		Yes - thermostatic via remote
Connections	Electric	230 V AC
	Electrical Locations	Bottom RH side, Bottom RH back
Data badge location		On wiring access hatch panel, above LCD assembly inside unit top panel

LE1000 PRODUCT SPECIFICATION		
MODEL NAME		LE1000 Electrical Fire
Description of Appliance		Indoor Electric Heater
Max. Heat Output		3 kW
Compliant to		AS/NZS 60335.1 and AS/NZS 60335.2.30
Appliance Dimensions (mm)	Width	1160 mm
	Height	601 mm
	Depth	492 mm (including standard 14 mm trim)
Weight		70 kg
Max Power Consumption		3.45 kW @ 15A 230V
Remote control		Yes
Function lock / child		Yes
Temperature control		Yes - thermostatic via remote
Connections	Electric	230 V AC
	Electrical Locations	Bottom RH side, Bottom RH back
Data badge location		On wiring access hatch panel, above LCD assembly inside unit top panel

REMOTE CHARGER SPECIFICATION	
USE ONLY WITH USB-C CHARGER AND POWERED USB PORT	
Max. Voltage	5 V
Max. Charging Power	2 W

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A PRODUCT DESCRIPTION AND DIMENSIONS

A1 Product Description

The Escea LE-Series Electric Fireplace is an indoor holographic projection fireplace designed to be built into a false self-supporting cavity. It is designed to operate at 3 kW, but can be adjusted to operate at 1.5 kW if required.

The fireplace is controlled with a Bluetooth® remote. The appliance also has a Standby button on the unit. When not in operation, the fireplace is in a standby mode unless it is physically isolated from the mains supply.

For more details, contact the Escea architectural advisory team. Email: aa@escea.com

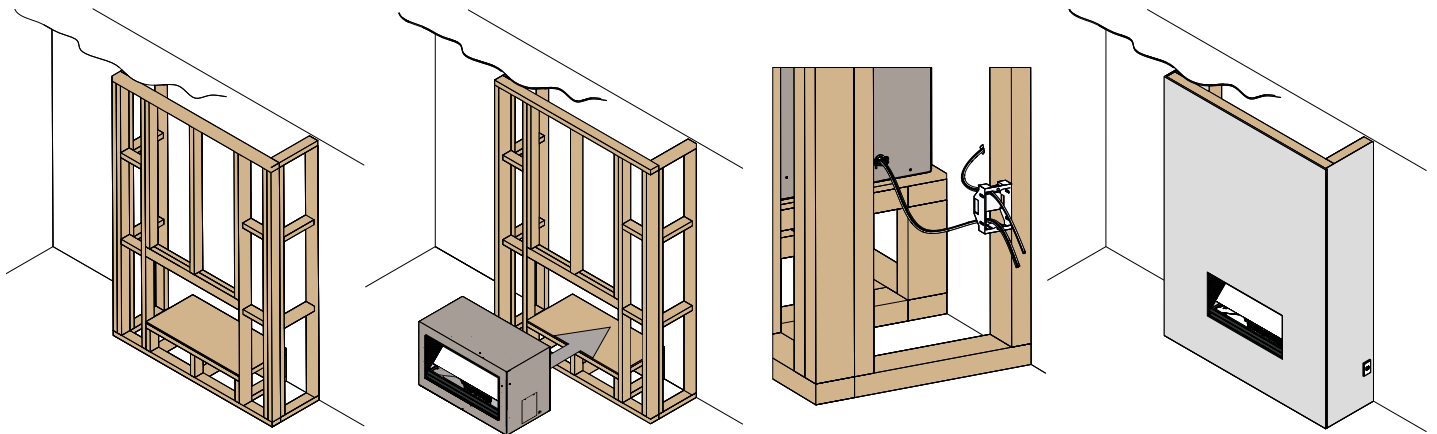
IMPORTANT

INSTALLATIONS THAT ARE NOT SPECIFICALLY OUTLINED IN THIS MANUAL SHOULD BE REFERRED TO THE ESCEA ARCHITECTURAL ADVISORY TEAM. PLEASE EMAIL [AA@ESCEA.COM](mailto:aa@escea.com)

A2 Recommended Install Process

The following diagram illustrates the steps required to install your electric fire. The sequence in which you choose to do these tasks will vary depending on your individual scenario. Please read these instructions fully prior to proceeding with the installation.

False Cavity Installation



Create the framed cavity

Install the fireplace

Install electrical
connections

Finish installation, test
appliance, and clad the
cavity

Section B on page 7

Section D on page 15

Section C on page 12

Section E on page 16

To ensure that your installation is fully complete, please use the "Installation Checklist" in section "G Installation Checklist" on page 30.

B CREATING THE CAVITY

B1 Cavity Shape

The LE800 and LE1000 Electric fireplaces require self-supporting timber/steel framed cavities.

B2 Designing the Cavity

The following aspects must be considered when designing this installation:

- Appliance is NOT load bearing
- Appliance physical size
- Wall finishing and interaction with appliance
- Optimal viewing height
- Positioning of appliance in relation to wall lining
- Electric fireplace fan noise
- Electrical isolation switch

Note: *This LE800 or LE1000 Electric fireplace must be installed prior to any wall lining.*

The cavity and wall linings may be constructed from standard building materials including timber framing.

B3 Safety Considerations

When creating the cavity and considering the installation of the electric fireplace, please take into account the following safety precautions.

- Do not install the fireplace outdoors.
- Do not install the fireplace in the immediate vicinity of a bath, shower, or swimming pool.
- Do not place the fireplace directly under a wall socket or junction box.
- This appliance should not be operated by children or the infirm. The LE1000 contains small fuelbed parts that may present a choking hazard to children. Ensure the fireplace is in a location that is sufficiently protected from children and pets.

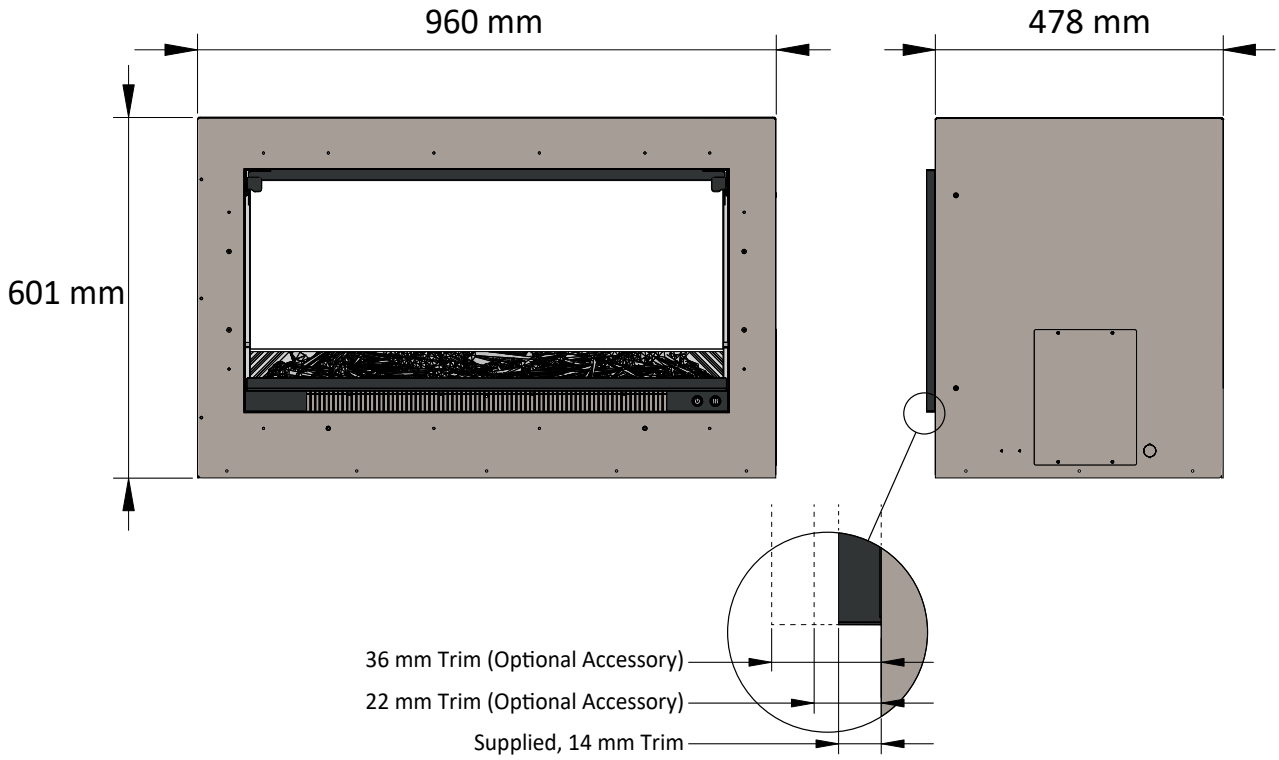
WARNING: TO PREVENT OVERHEATING DO NOT COVER THE APPLIANCE. ENSURE ADEQUATE CLEARANCE IS PROVIDED.

B4 Product and Framing Dimensions

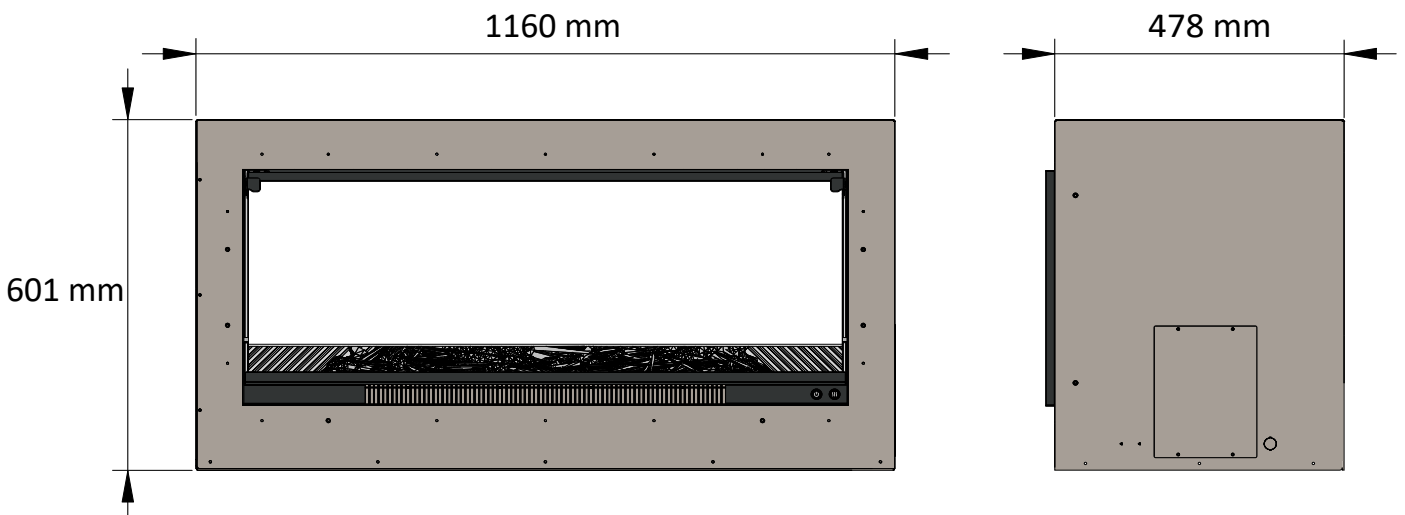
Product Dimensions

Not to be mistaken for cavity dimensions

LE800

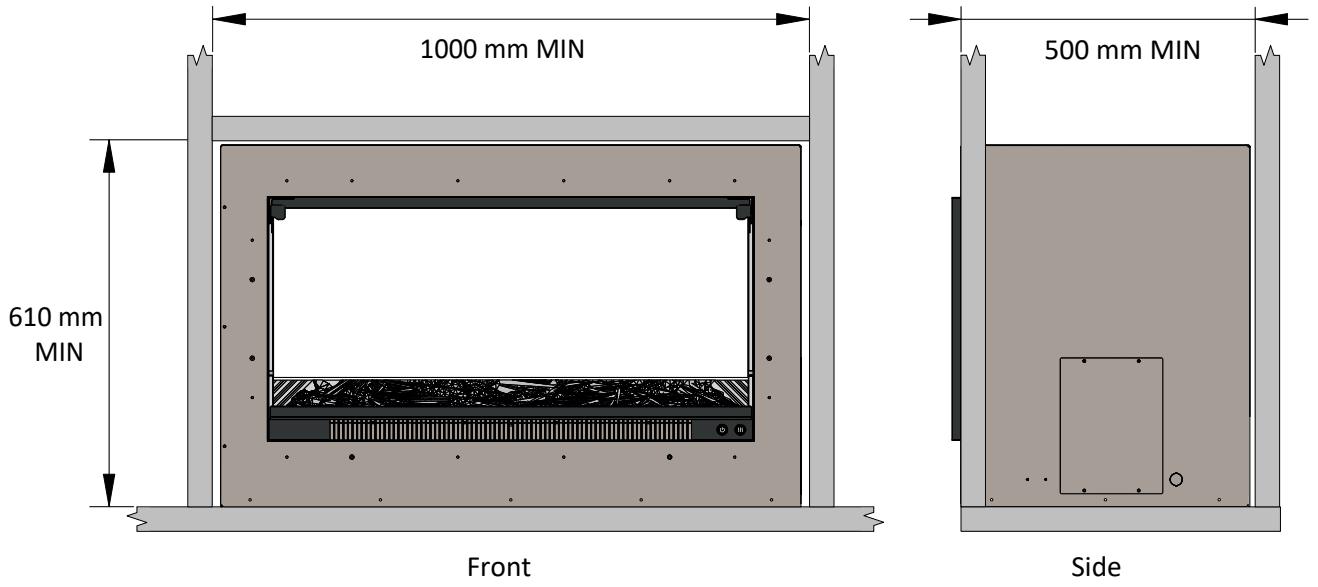


LE1000

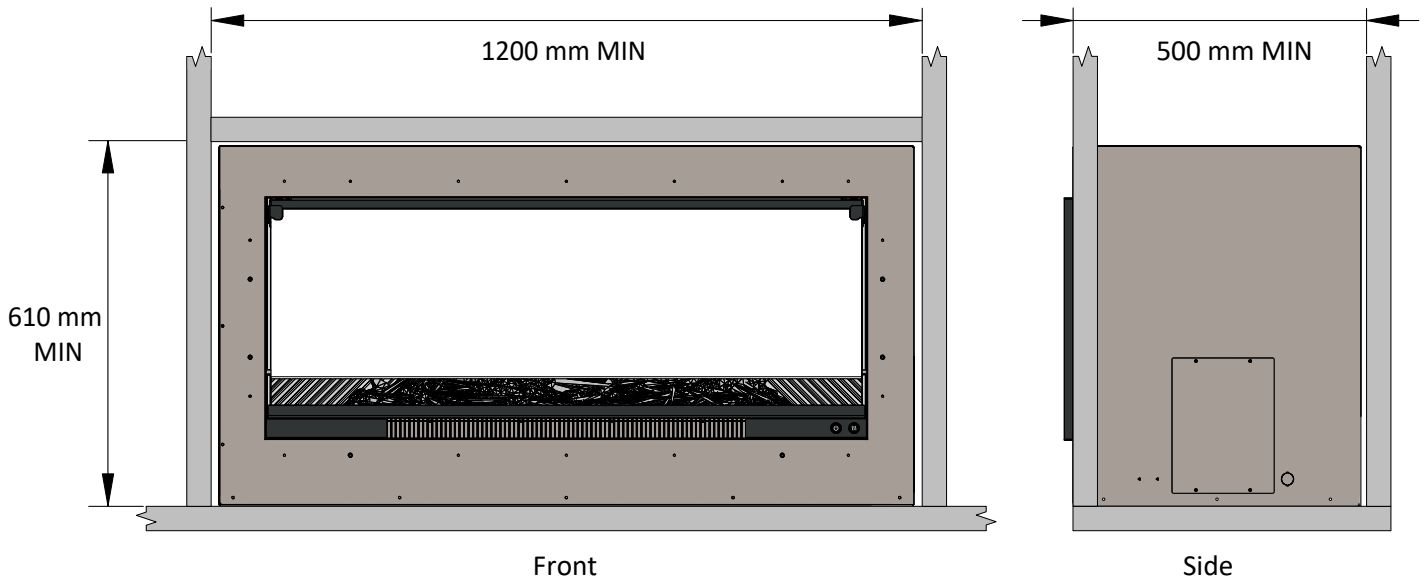


Minimum Framing Dimensions

LE800



LE1000



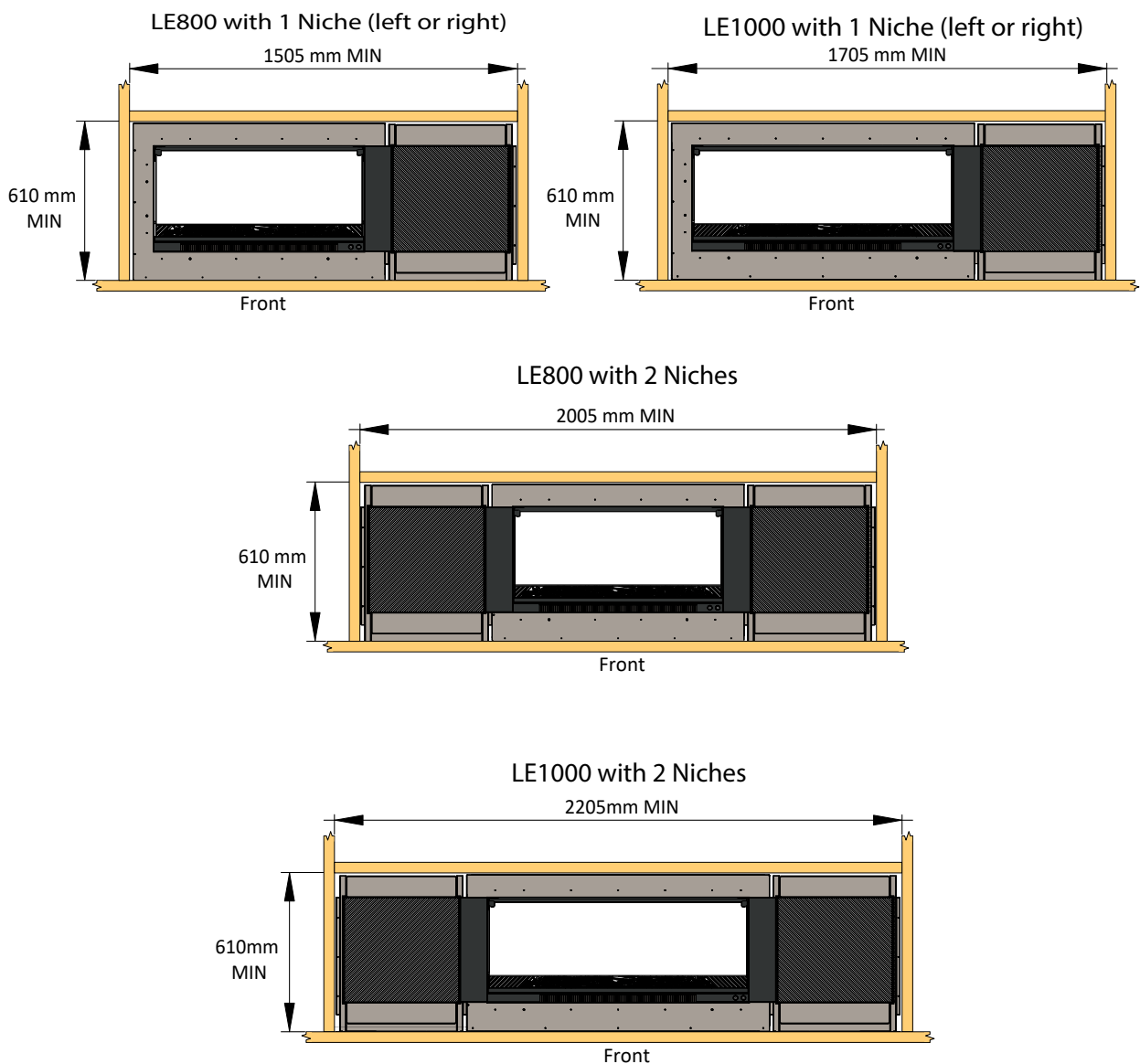
B5 Niche Framing



Niches are an optional accessory that enhance the overall fireplace visual effect.

Depending on the material and thickness of the wall lining intended to be used the Niches can be ordered with 14 mm, 22 mm, and 36 mm Trims (refer to the trim depth diagram in section B4).

Niche framing widths



B6 Hearth

A hearth is not required. A hearth or flooring can be installed at any height below the bottom edge of the opening.

B7 Cavity Base

The entire area of the underside of the fireplace MUST be fully supported. The support must be level and strong enough to support the total product weight, which is approximately **70 kg**.

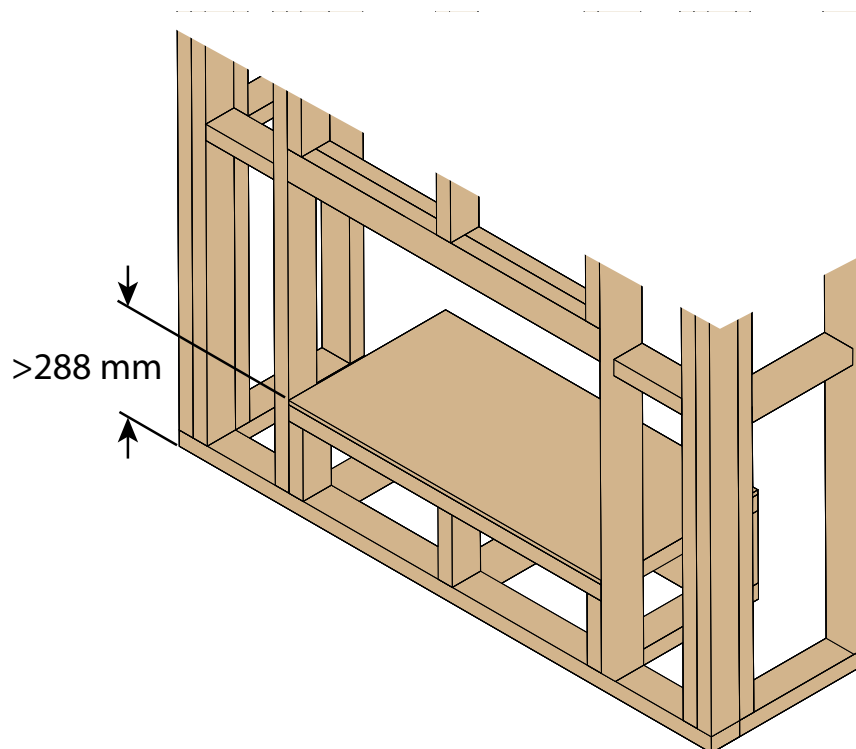
B8 Television & Mantel Clearances

Mantels or any electrical equipment, such as a TV or home theatre system, can be installed at any height above the LE-Series fireplace.

Note: *It is the responsibility of the end user to check the installation instructions of their electrical appliances to ensure that the location in relation to the fireplace is suitable. Escea in no way guarantees or takes responsibility that the recommended installation suggestion will be suitable for all electrical or home entertainment appliances.*

B9 Optimal Viewing Angle

For optimal viewing, the fireplace support should be installed no less than 288 mm above the floor so that the bottom of the viewing window is not less than 400 mm above the floor.



C CONNECTING THE ELECTRICITY

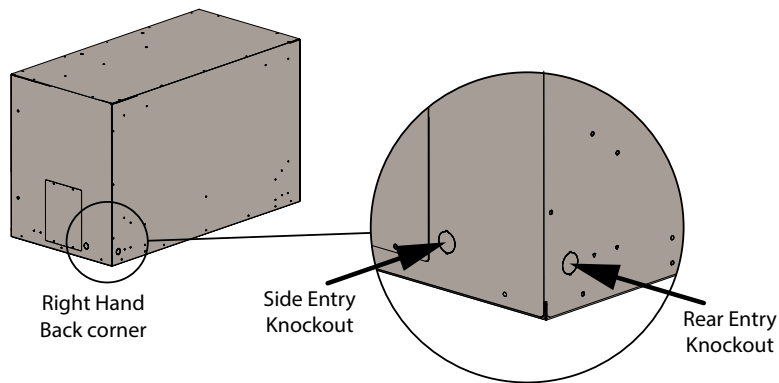
C1 Connecting the Power Supply

Installation, maintenance and repairs must be performed by a qualified service provider.

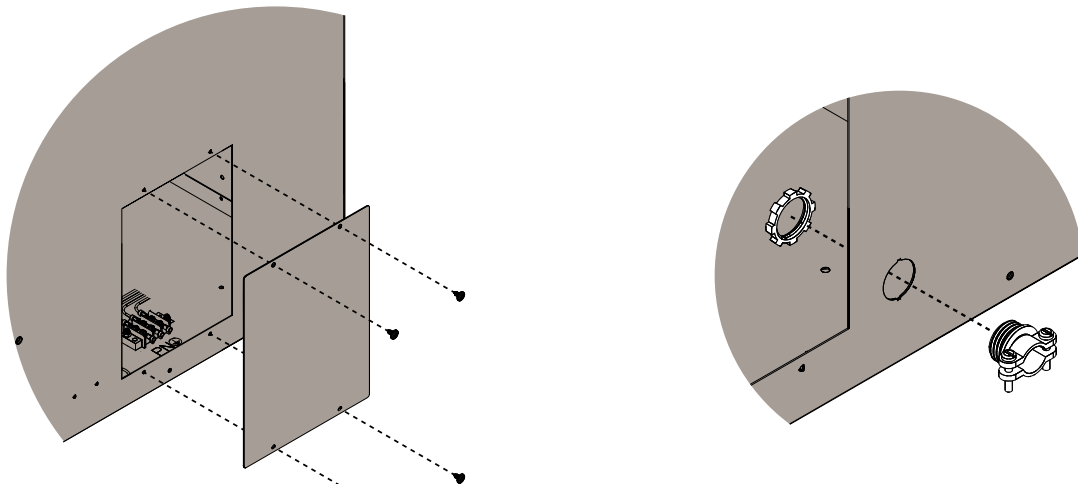
While the cavity is being created, consideration must be given to the location of an appropriate power supply. This appliance will draw a maximum of 15 A from a 230/240 V supply.

Regardless of the method used (an accessible plug or a compliant wall switch), it **MUST ALWAYS** be possible to safely isolate the electrical supply to the fireplace after it has been fully installed. An electrical wiring diagram is located underneath the fuel bed, just above the access hatch, and on the last page of this manual (Service Section H16 on page 46).

Select the location that the wiring enters the fireplace - either from the right hand side or the right hand rear. Remove the selected knockout with a pair of long nose pliers.

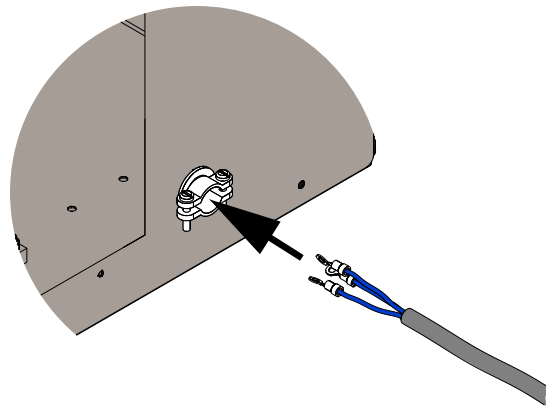


Remove the access panel in the right side of the chassis to access electrical connections and install the cable strain relief bushing.

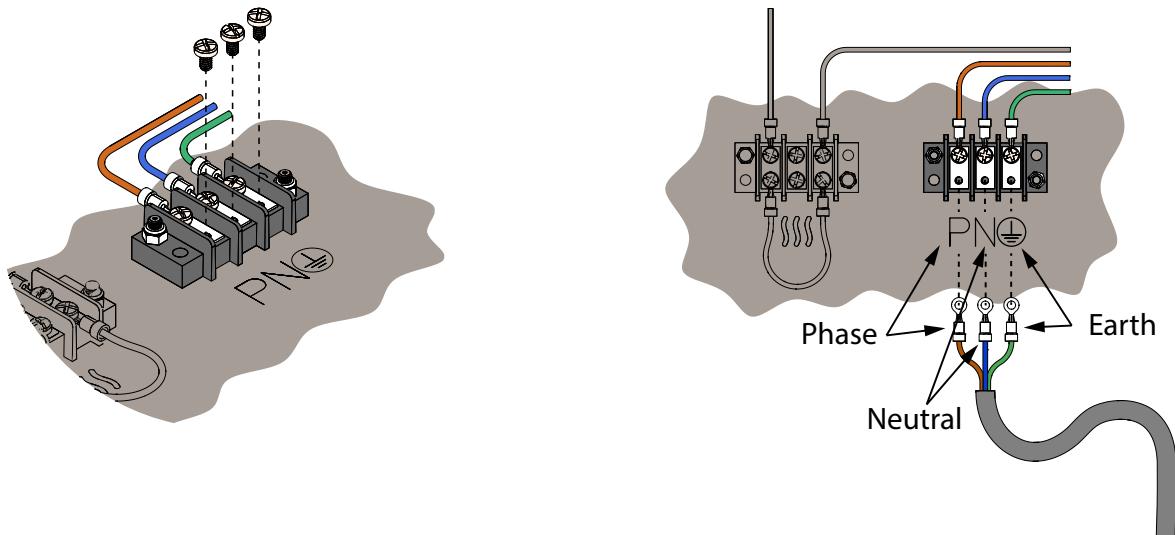


Ring terminals are provided to crimp to the ends of the supply wiring. Allow at least 50mm tails from the end of the cable. Loosen the screws on the strain relief bush to allow the cable through.

Feed the electrical supply wiring into the chassis through the strain relief bushing, leaving enough wire length to easily make the connections described below.

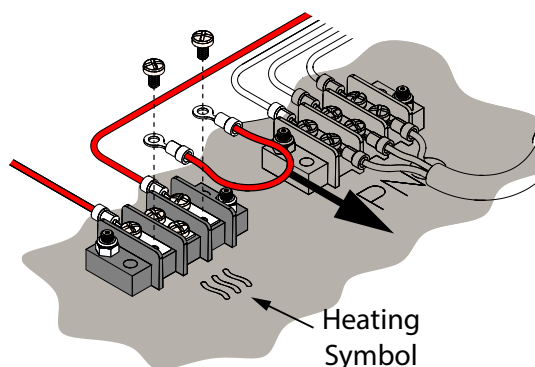


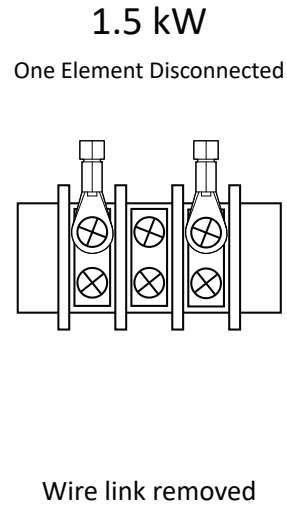
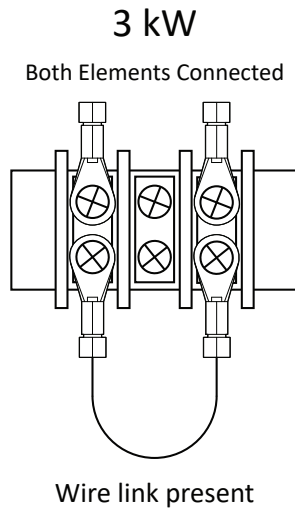
The phase, neutral, and earth will need to be securely screwed into the terminal block as shown below. Connect power supply cable to the right hand side terminal block with terminals marked P N \perp .



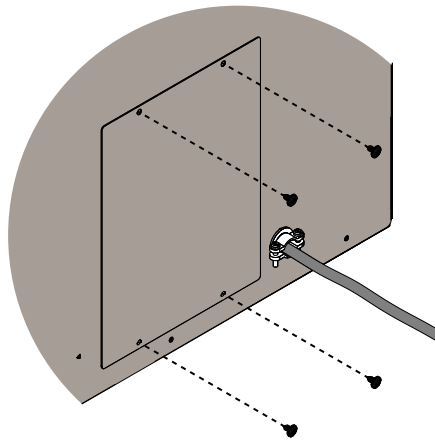
C2 Changing from 3 kW to 1.5 kW

A dedicated 15 A circuit is required for the fireplace to operate at 3 kW. Depending upon the electrical wiring of the installation location, it may be necessary to convert the fireplace to operate at 1.5 kW instead by removing the link wire on the left side terminal block as shown below.





Once the wiring is complete, withdraw any excess cable through the strain relief bushing and tighten the clamp so that the cable does not slip when placed under tension. Replace the side hatch panel.



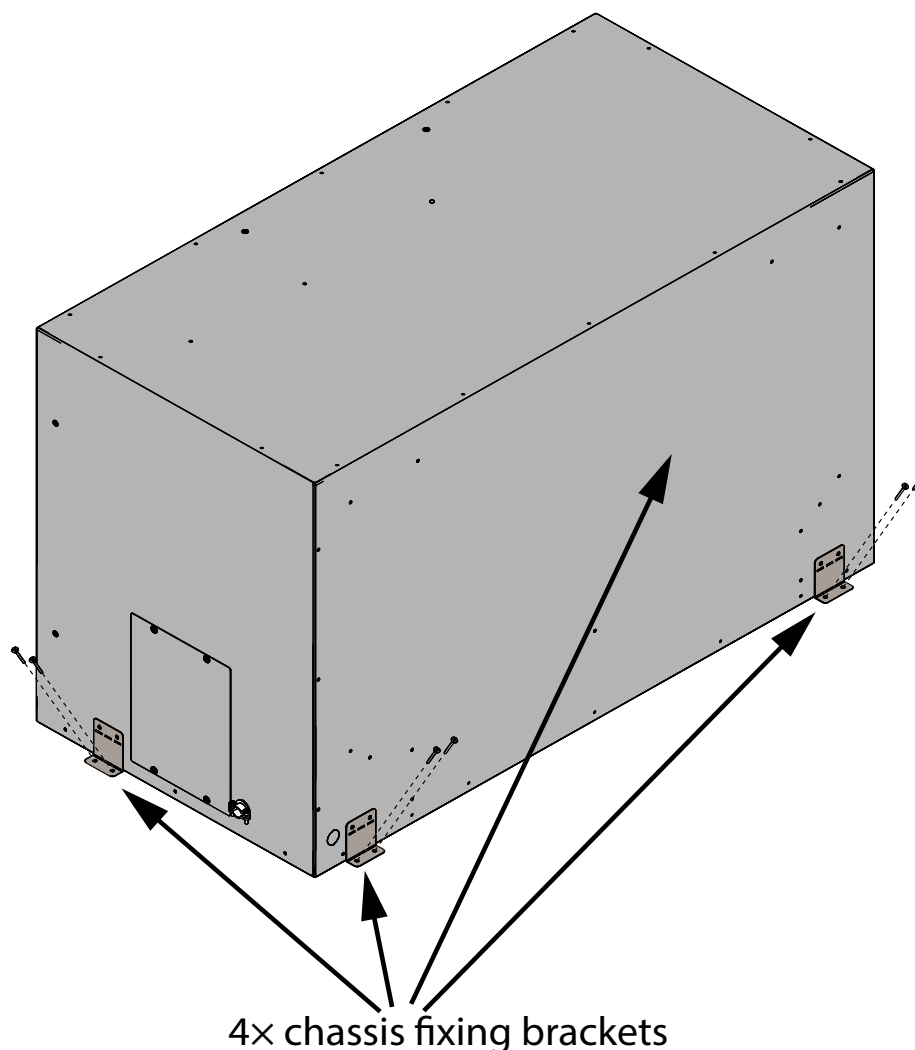
D INSTALLING THE APPLIANCE

D1 Installation

Note: Ensure the wall has been correctly framed to the dimensions specified in section B1 on page 8 before starting the appliance install. The wall lining must be applied after the fireplace has been fitted into the cavity and connected to mains supply.

D2 Fixing the Appliance to the Base

The LE-Series fireplace MUST be fully supported on its entire base. The support must be level and strong enough to support 70 kg. Fix the fireplace to the support using the four brackets provided. These are used to mount the fireplace on the shipping pallet.



THE FIREPLACE MUST BE SEISMICALLY RESTRAINED IN A MANNER APPROPRIATE TO THE INSTALLATION LOCATION

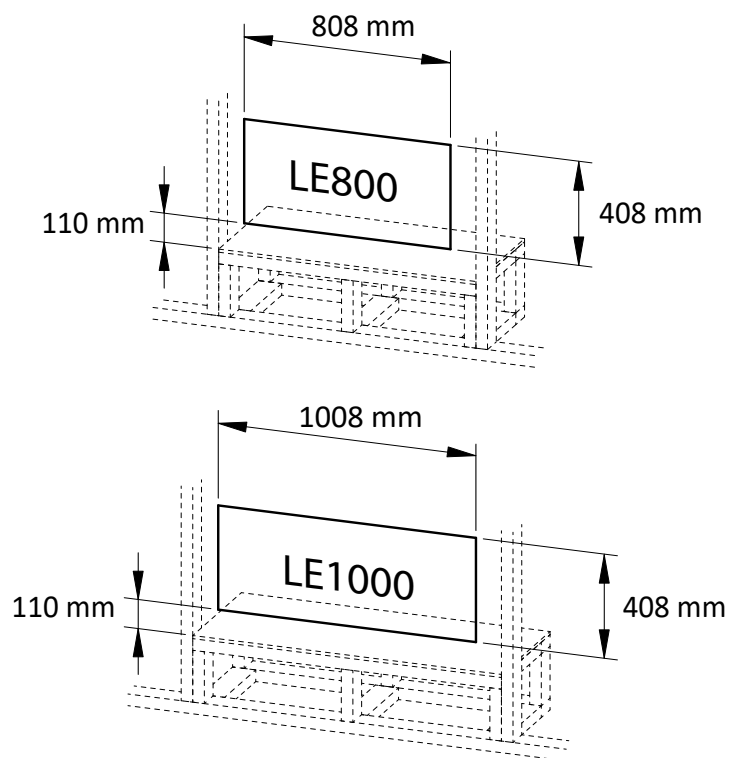
E FINISHING THE INSTALLATION

E1 Wall Linings

Wall lining cutout dimensions around the viewing area must be adhered to. Wall linings can be adhesive bonded directly to the fireplace.

E2 Window Opening

The window needed to be cut into the wall lining is detailed below.



**CONTACT THE ESCEA ARCHITECTURAL ADVISORY TEAM FOR FURTHER ADVICE.
PLEASE EMAIL AA@ESCEA.COM**

Note: Ensure that any plasterboard dust created during installation is vacuumed from the appliance prior to turning it on for the first time to prevent damage to the fan or heating element.

Ensure the wall lining is cut appropriately to fit on the outside of the trim, or with additional clearance as required for fascias.

E3 Fuelbed and Log Setup

The fuelbed of the electric fireplace consists of a resin ember base and separate logs. There are slots in the resin fuelbed that the tabs in the main logs will fit into.



For the LE1000 (not shown here), additional embers are also supplied. These will be placed on the sides of the LE1000 electric fireplace after the fuelbed has been placed.

Identifying Logs

The logs are split into two sets - Primary logs and Loose logs. Primary logs must be placed as shown below. Loose logs can be placed as desired.

Primary Logs



LH Primary Log



Centre Primary Log



RH Primary Log

Loose Logs



Log 1



Log 2



Log 3



Log 4



Log 5



Log 6



Log 7



Log 8

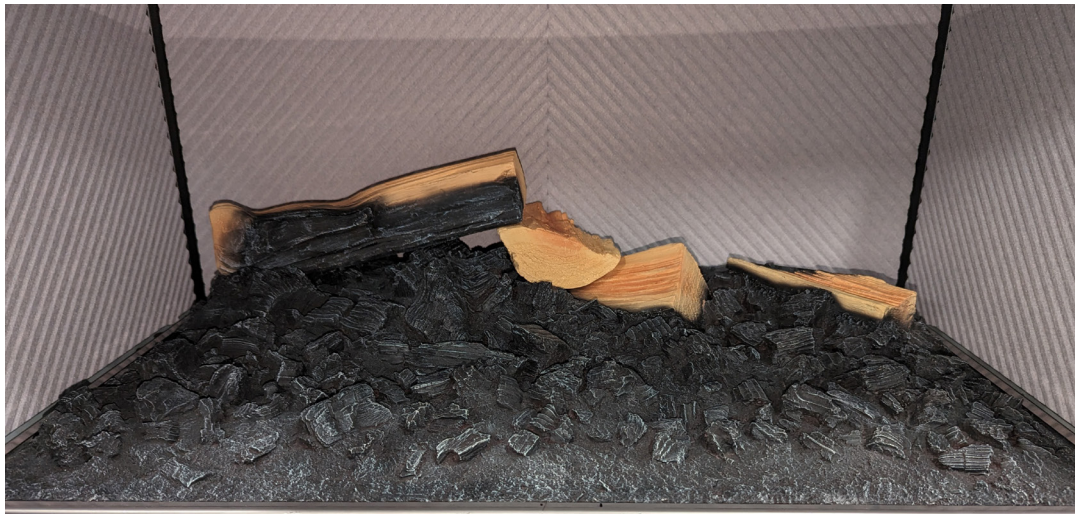
Step 1

Place the Centre Primary log first.



Step 2

Place the LH Primary log next, sitting on top of the Centre Primary log.

**Step 3**

The RH Primary log is fitted last, sitting on the Centre Primary log and behind the log that is part of the resin fuelbed.

**Step 4**

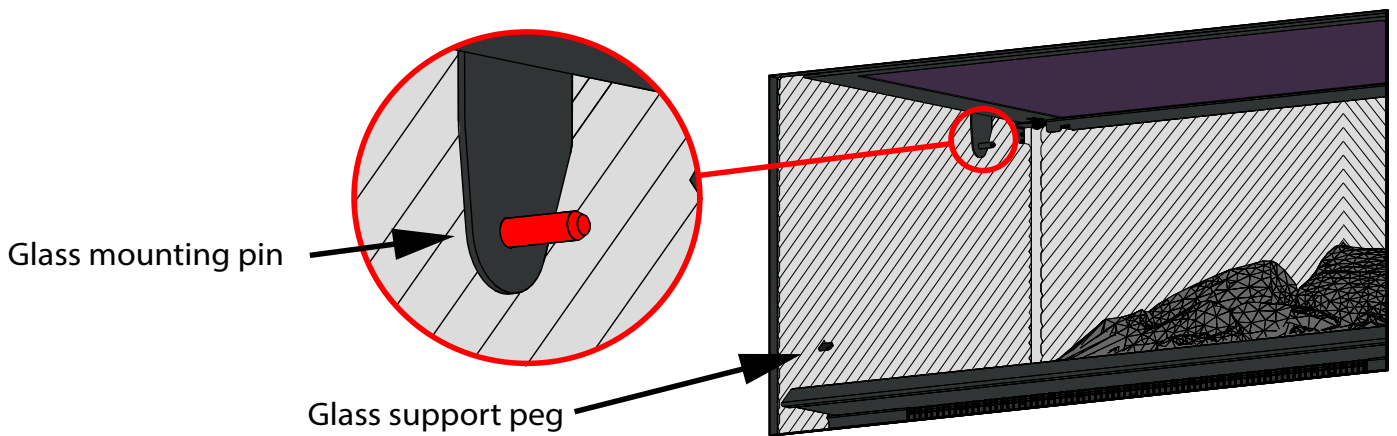
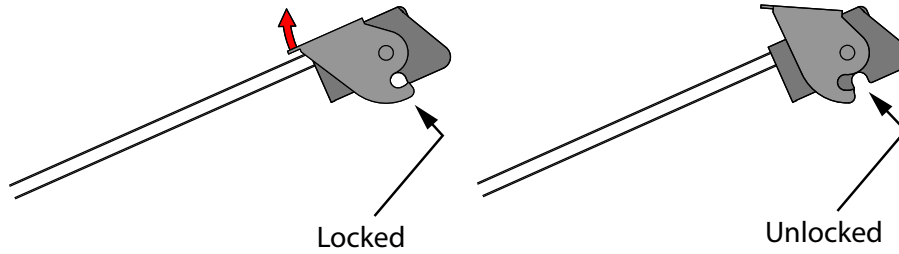
The Loose logs can be placed as desired.

The LE1000 model is provided with additional embers to be added to the sides of the fireplace at this point.

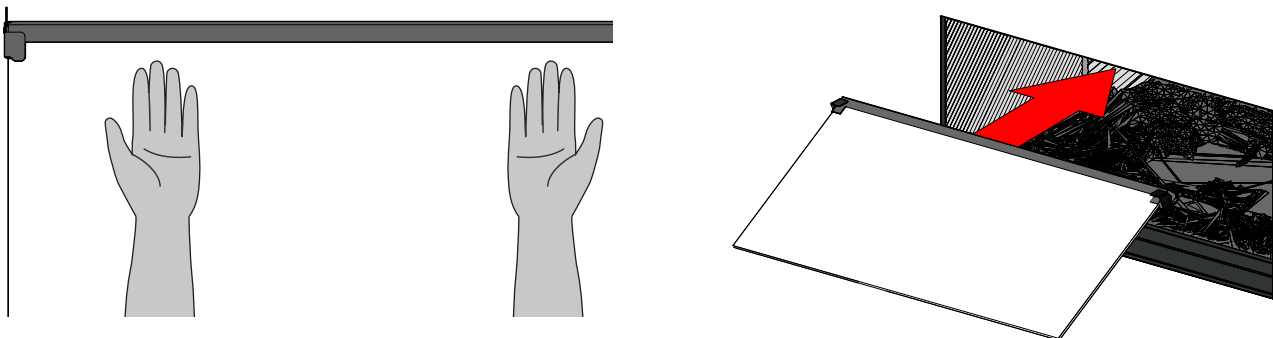
E4 Fitting the glass

Unlock the glass attachment brackets by lifting the locking tabs on either side of the glass assembly.

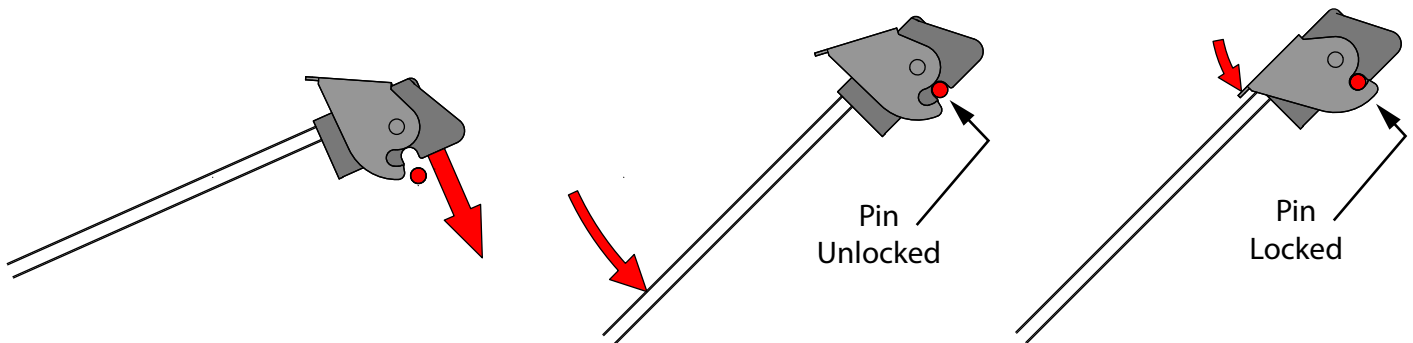
Visually verify the location of the glass mounting pins in the top rear of the firebox to help guide you when lifting the glass into the fireplace.



Make sure you have both hands evenly under the glass to support the weight and lift the glass into the firebox and over the mounting pins.

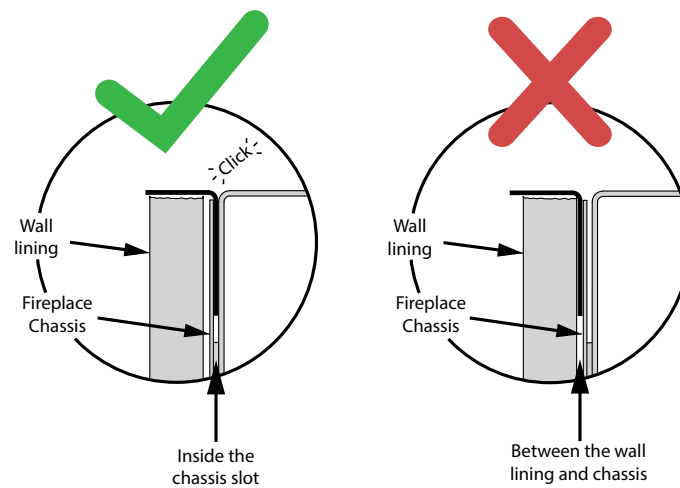


Lower the glass assembly onto the mounting pins, rest the glass panel on the support pegs in the side of the firebox and press firmly on the locking tabs to secure the glass in place.

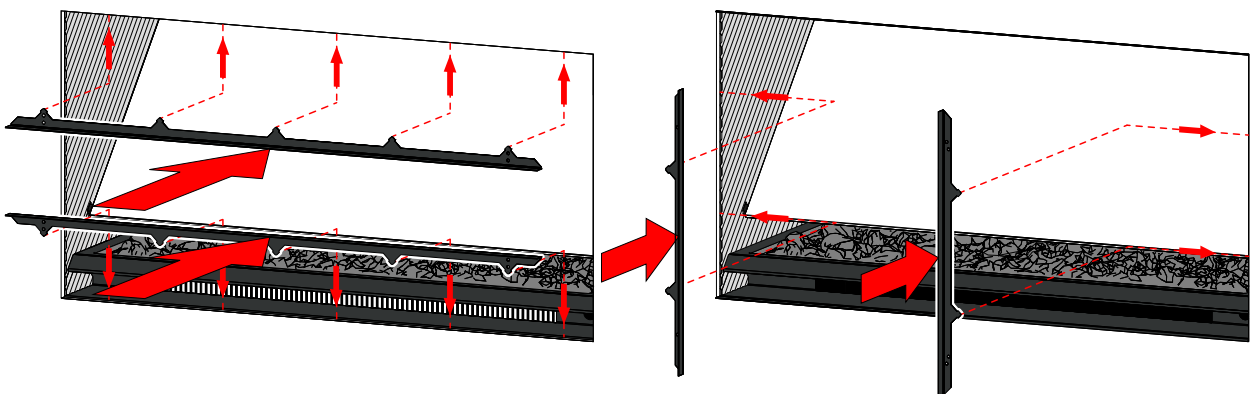


Fitting the Frameless Trims

The LE-series electric fireplace comes supplied with standard 14 mm frameless trims. These are fitted into a thin gap behind the outer skin of the fireplace. Take care not to inadvertently insert the trims into the gap between the fireplace chassis and the wall lining. There should be a positive click/snap when pushing the trims home.



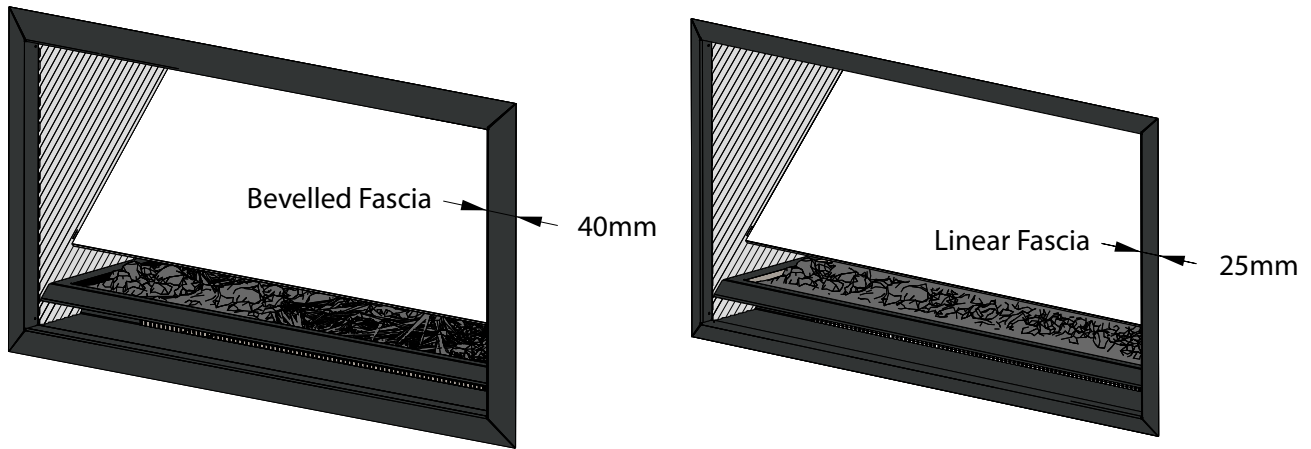
Fit the top and bottom trims first, then fit the side trims..



Information on removing, cleaning, or replacing these trims can be found in section "H5 Cleaning or Replacing the Frameless Trims or Fascia" on page 32.

E5 Fitting the Fascia

There are optional fascias that can be used to enhance the look of the LE-series electric fire. These fascias are designed to fit on inside of the affixed frameless trims. Refer to the fitting instructions supplied with each fascia kit.



Checking the Setup

Press the Standby button and confirm the following:

- Flames appear?**
- Primary logs correctly align with flame image?**
- LED light at the top rear turns on?**
- LED lights under fuelbed light up?**

Press the Heat button and confirm heat is produced.

E6 Locating the Wall Mount Cradle for the Remote

The appliance's remote contains the thermostat that senses the room temperature and communicates with the heater.

A wall mount cradle has been provided for the remote and, where possible, the remote should be housed in this cradle.

The location of this cradle should be decided by taking into account the following factors:

- Convenience
- Drafts
- Away from direct sun light

The Bluetooth® signal will pass through some walls but for best results Escea suggest that the cradle position should be less than 10 meters from the heater and within the same room.

Attach the cradle firmly to the wall about 1.5 m above floor level using the screws provided.

E7 Operating the Appliance for the First Time

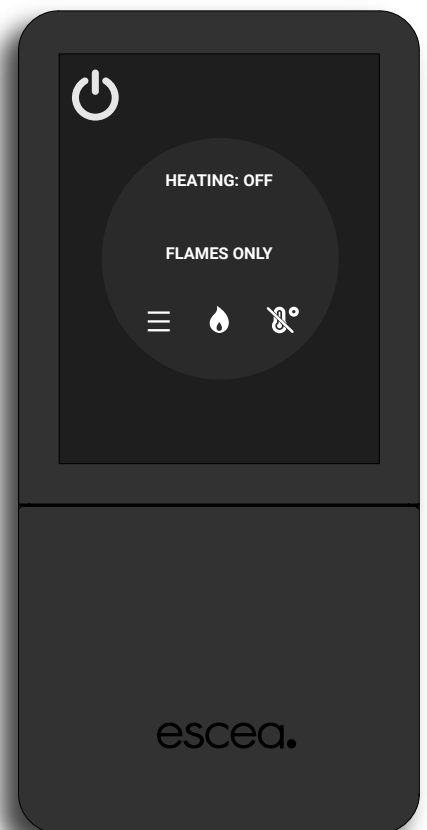
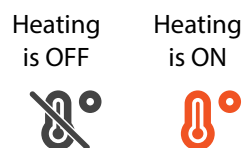
The remote arrives in a shipping state. To activate the remote, plug it into a powered charger using a USB-C cable for at least 1 second.

Charge the remote by plugging it into a USB-C cable and charger. The remote cannot be used while it is charging. Charging may take a few hours. Charging overnight is recommended.

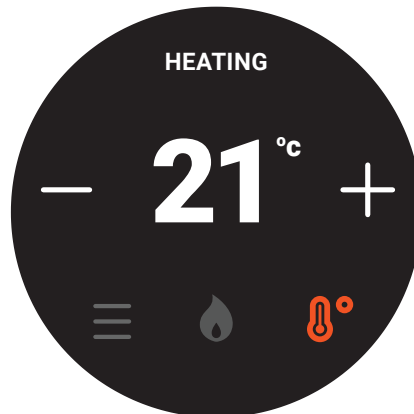
This appliance contains batteries that are not replaceable.

To turn the fireplace on, touch the POWER button on the remote once, and within a few seconds the appliance will turn on.

The fireplace always starts without heating. The heating element can be turned on and off separately. The flames must be on for the heating element to function.



After the heating is turned on, set the room temperature by touching the 'plus' or 'minus' button repeatedly until the display is showing the desired temperature.



The appliance is turned off by touching the "POWER" button once more.

For further operation instructions please refer to the User Guide.

E8 Cleaning the Glass

The glass should be cleaned of fingerprints or other marks before first use. Clean the glass with a nonabrasive cleaner. A standard, ammonia-free, glass cleaner is recommended.

For more detail on removing and cleaning the glass, please refer to on page 33.

E9 Normal Operating Sounds and Smells

Sounds

It is possible that you will hear some sounds from your electric fireplace due to the various materials within your appliance expanding and contracting as the product heats and cools. These sounds are normal and should not be considered as defects in your appliance.

Fan

Escea electric fireplaces use electric fans to push heated air into the room. It is not unusual for the fan to make a "whirring" sound when ON.

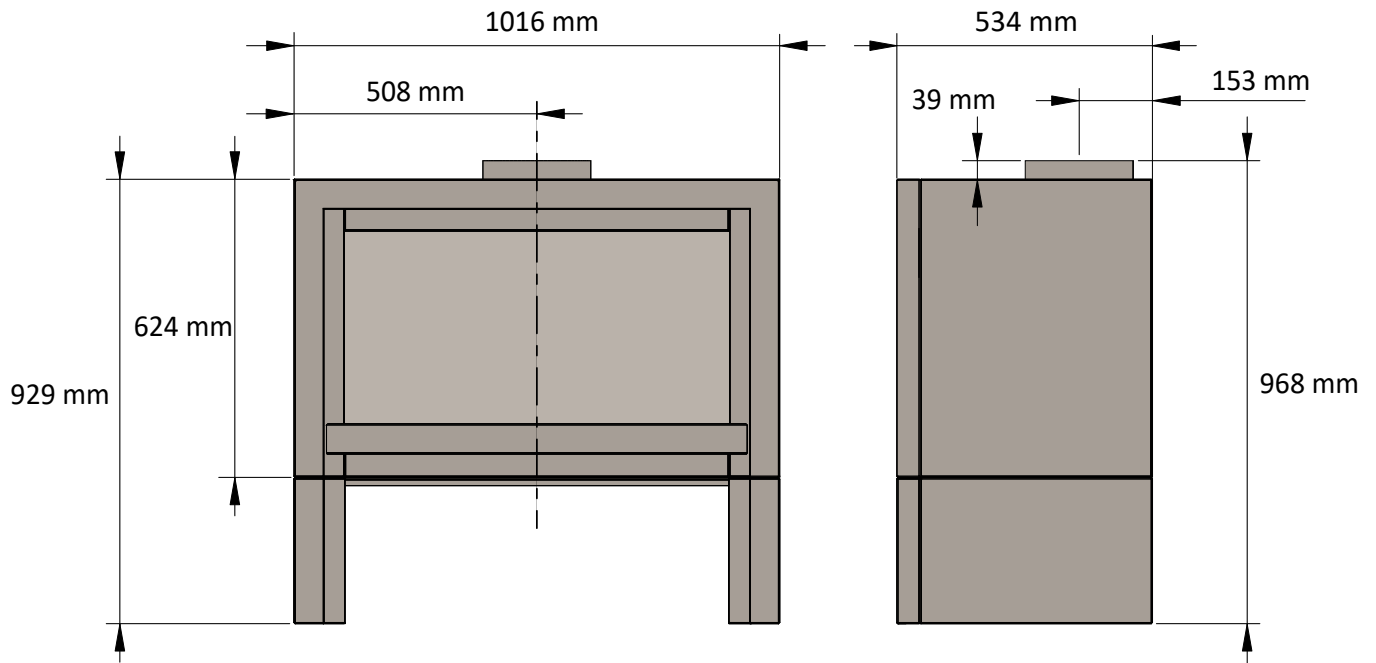
Smells

The first few times the fireplace is operated, there may be an odour due to dust that may have accumulated on the heating element. This is a temporary smell which will disappear with use. It may reoccur if the electric fireplace isn't used for an extended period of time.

F FREESTANDING UNIT INSTALLATION

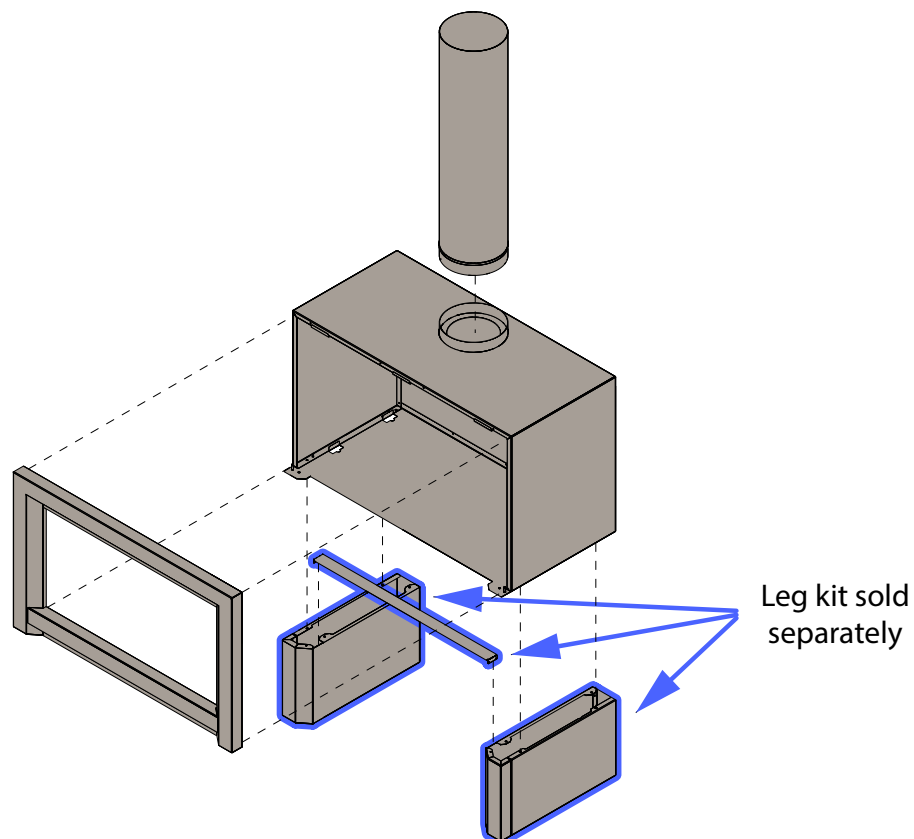
The freestanding unit is designed to fit **ONLY** an LE800 fireplace. The top console section can be placed onto a plinth or hearth, or completely freestanding with the optional leg kit.

F1 Product Dimensions

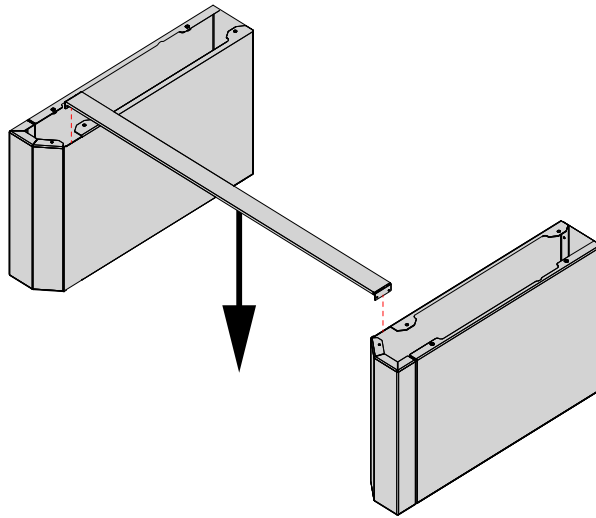


F2 Freestanding Unit Assembly

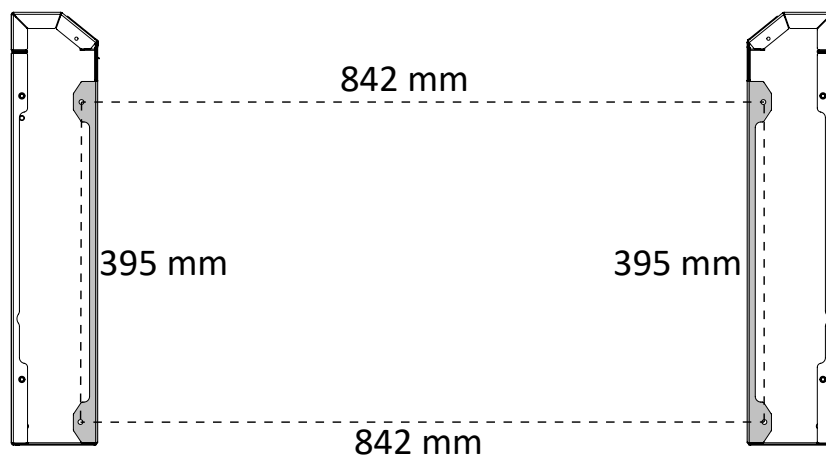
The freestanding assembly arrives in a box and requires some assembly before use.



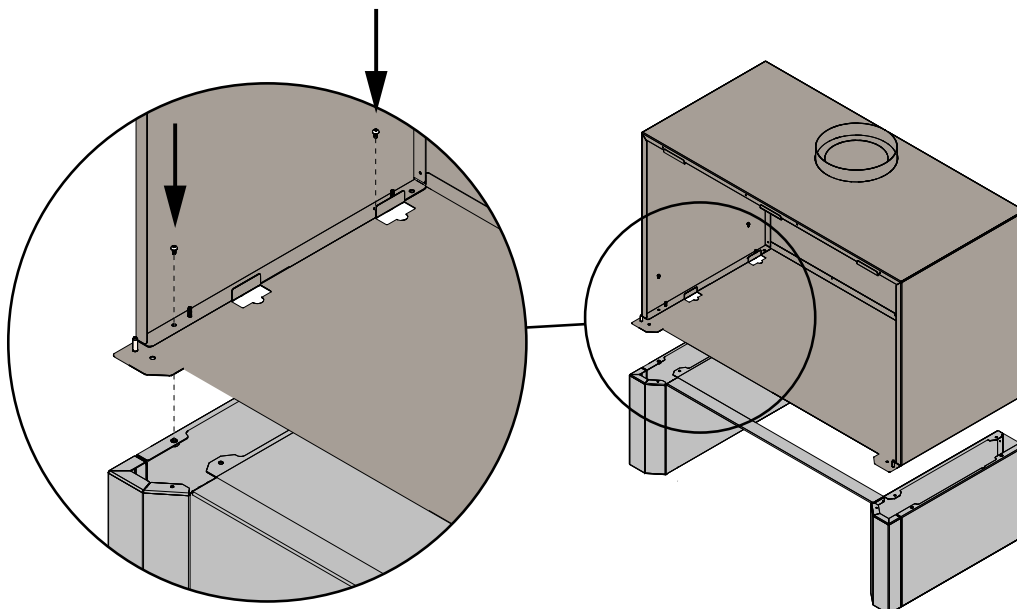
If using the Freestanding Unit leg kit, space out the legs using the supplied brace. Clip the leg brace over the edge of the legs in the inside front gap as shown below.



Fasten the legs to the ground using the hole centres below.

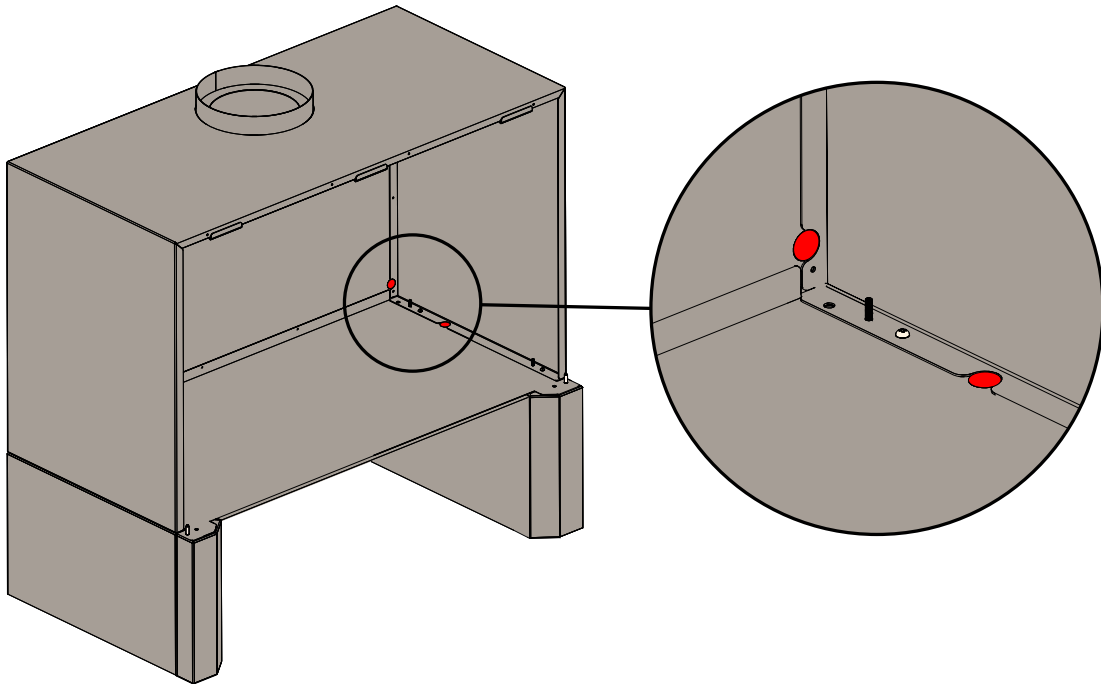


Lower the main body onto the feet, align and fasten using the 4× M5 screws provided (2 per leg).



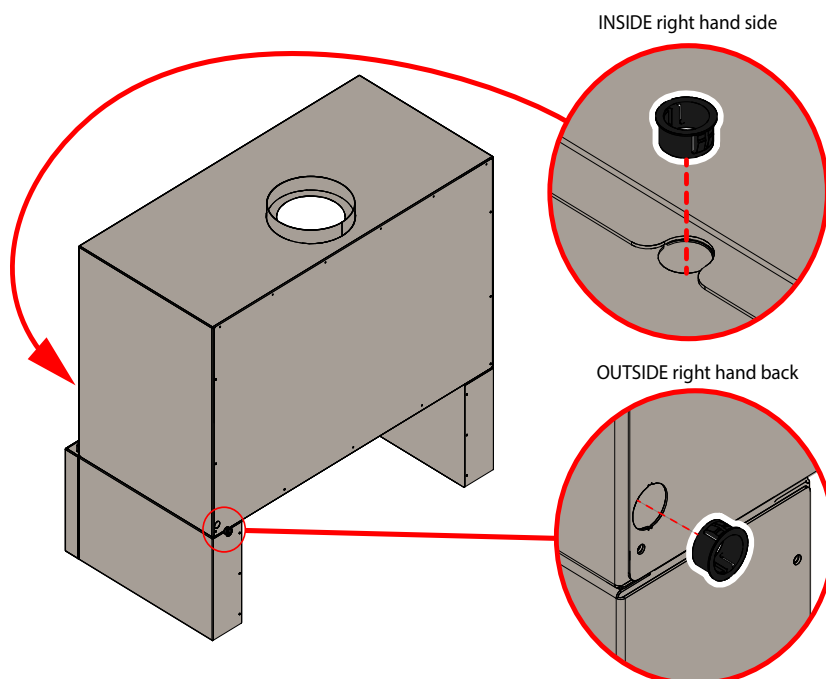
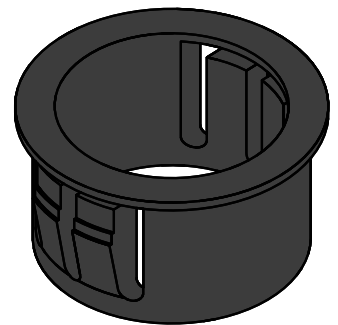
F3 Running the Electrical Cables

The electric cables can be run down through the "flue" into the LE800 electric fire, up the right leg, or through the back of the freestanding console. Remove a knockout as required depending on installation requirements.



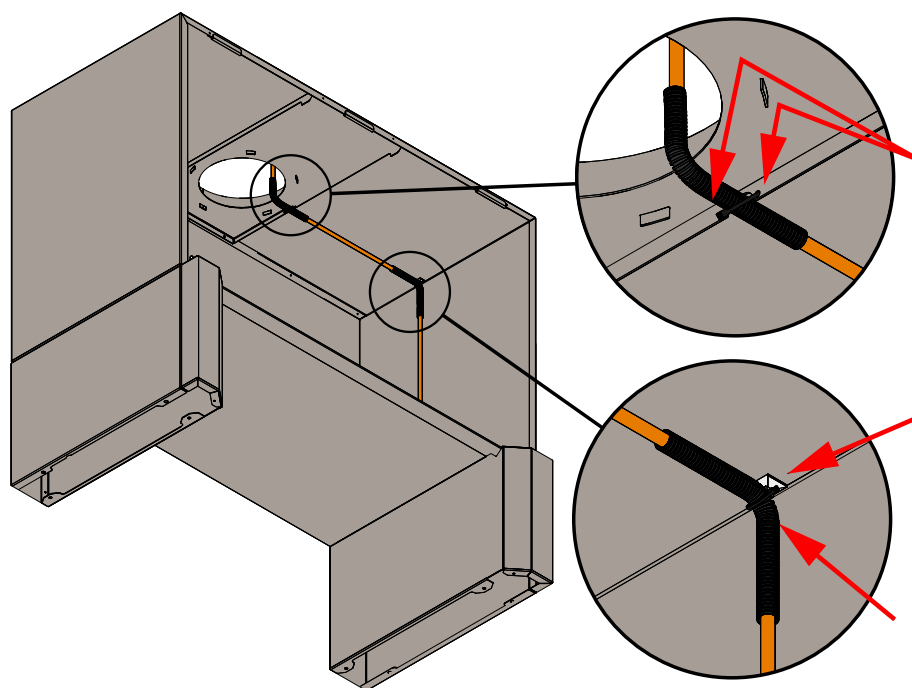
If either the openings at the back of the console chassis or down through the leg are used, the $\text{\O}19$ mm snap-in plastic bushing must be installed before the supply cable is inserted.

If using the rear opening, press the bushing in from the **OUTSIDE**. If the bottom opening then press the bushing in from the **INSIDE**.



If power supply cable is routed through the flue, **encase all wiring from the LE800 strain relief to 1 metre beyond the last flue liner in 13 mm split loom tube (not supplied).**

Affix the adhesive cable tie pad to the top left hand side corner, 100-150 mm from the back wall of the console. Secure the supply cable to the lid support and the adhesive cable tie pad using cable ties.

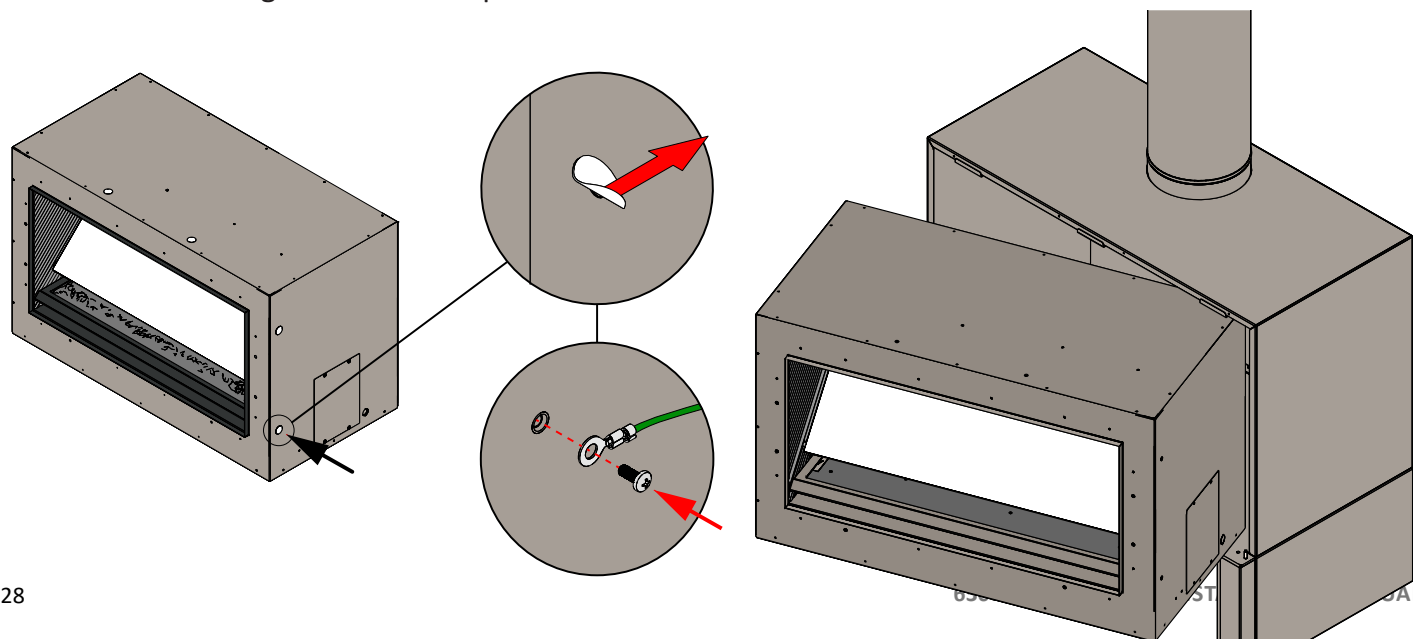


F4 Installing the fireplace

Please see electrical connection instructions in section section "C1 Connecting the Power Supply" on page 12.

Note: *The wiring into the fireplace MUST be through the side entry of the fireplace. Do not wire through the back knockout on the fireplace. don't forget to fit the strain relief fitting to the fireplace entry point.*

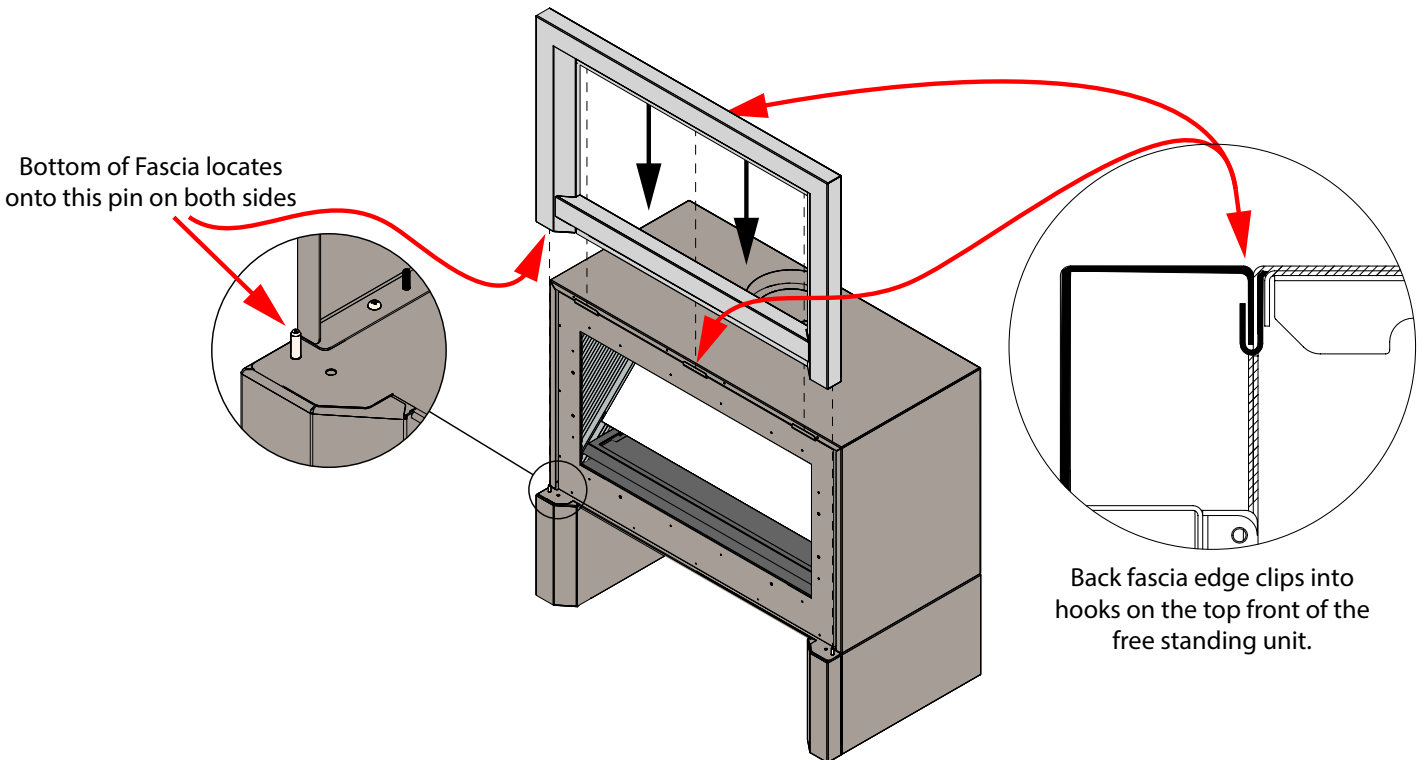
Electrical connections will have to made before completely fitting the fireplace into free standing console, including connecting the earth lead that is already attached to the right hand side of the console. Once the fireplace is wired up and the strain relief fitting tightened, insert it into the freestanding unit on an angle with the wiring end in first. Carefully pull back any excess cable slack as the fireplace is pushed back. However, leave a suitable length of slack up the SIDE to allow for removal in the future. Prevent the cable from bunching behind the fireplace.



F5 Fitting the fascia

First ensure that the Trims are not yet fitted to the 4 front edges of the fireplace. If they have been, then carefully remove them without scratching the powder coat.

Ensure the fireplace is centred, by pushing it up to the left hand tabs on the freestander base, and fully back against the back of the Freestanding unit. Gently lower the fascia down onto the pins at the bottom, and the back edge of the fascia into the 3 hooks at the top. Once the fascia is firmly in place THEN you may install the inside trims to the fireplace to lock it into place.





INSTALLATION CHECKLIST

Go through the following checklist to ensure you have installed the appliance correctly

- Correctly sized cavity to suit your electric fireplace**
- There is an electrical isolating switch for the appliance, accessible after finished installation**
- The appliance fixed to the cavity base**
- The appliance is connected to a mains electricity supply**
- Fuel bed is correctly installed**
- Glass is correctly fitted**
- The remote control is in its cradle fixed to a wall**
- Operated the fireplace and verified that it turns on reliably and safely**
- Appliance functions checked, including thermostat operation**
- Home-owner shown how to operate the appliance correctly**
- User Guide made available for end user**

H1 Annual Service Procedure

IMPORTANT:

- This appliance must be serviced every 12 months.
- **Any service operation From section H8 onwards should be carried out only by a qualified Electrician.**
- Electricity supply **MUST** be isolated before any service operation is carried out on this appliance.
- This manual and any fuelbed installation sheet should be left with the appliance.

DO NOT MODIFY THIS APPLIANCE.

H2 Error Codes

If an error occurs during the operation of the fire, an error code will show on the remote.

Remote handset Communications Fault indication - "E2"

If a communication fault occurs within the LE-series electric fire, an E2 error will show on the remote.

If the remote shows this error, please contact a service technician.

Remote handset Over Temperature Shut-off indication - "E3"

The Escea LE-Series Electric fireplace has an over temperature shut-off that will activate if the fireplace malfunctions and exceeds the acceptable operating temperature.

Please allow a couple of minutes for the fireplace to fully cool down.

In order to reset the fire, turn the heater off using either the standby button or the remote, then turn it back on. If the fireplace shows an error again, please contact a service technician.

H3 Troubleshooting

The fireplace does not start:

1. Check that the appliance has power.
2. Check that the remote is connected - use the power button on the fireplace to try to turn the fireplace on.

The remote control isn't responding:

1. The remote may be in shipping mode. Plug the remote into power via a USB-C cable.
2. Check that the remote has power. Plug the remote into power via a USB-C cable and charge the battery.
3. Check that the remote is paired to the fire. Pair the remote if required.

There is no heat when heating function is turned on:

Note: *In any of the below cases you should contact Escea and request a service technician.*

1. The fan may be disconnected.
2. The fan may faulty or a blockage may be impeding the airflow.

3. The element may need replacing.

The fan is noisy or does not start

1. The fan may be faulty or a blockage may be impeding the airflow.

H4 Serial Number

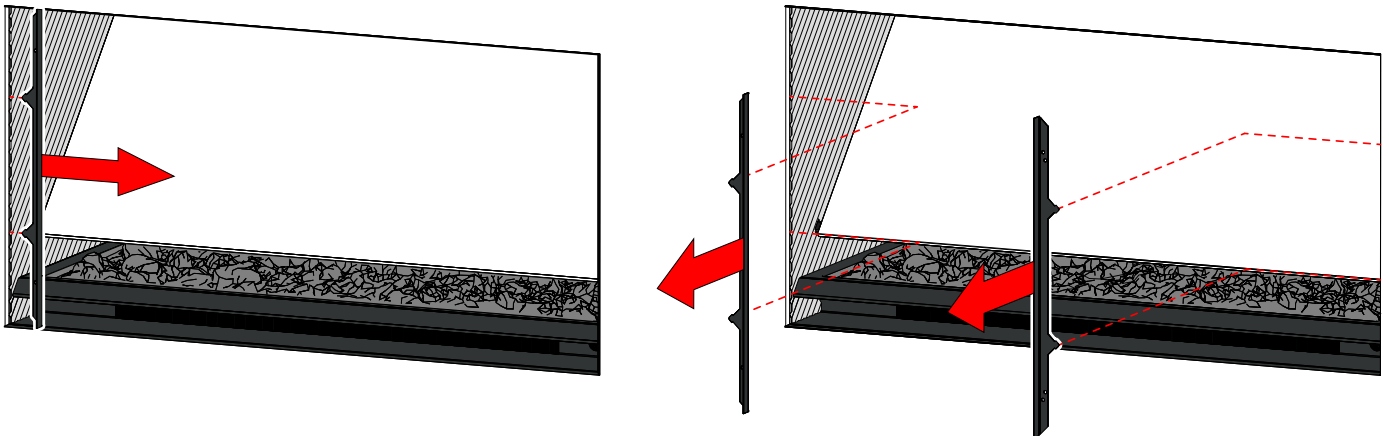
The serial number is on a sticker mounted to the underside of the chassis top. To view it, look up inside the front opening of the fireplace. The screen may need to be lowered to view it.

Note: *The power must be disconnected before lowering the screen.*

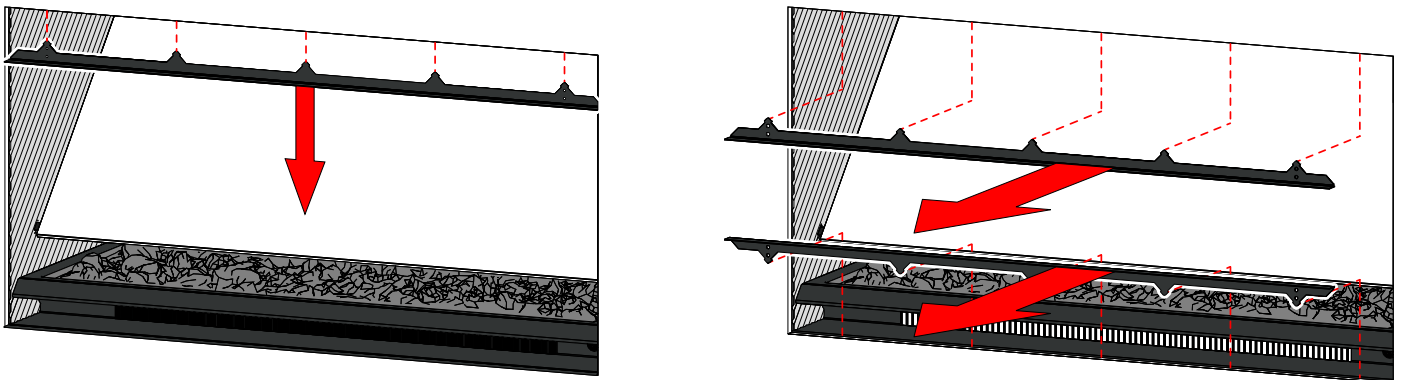
H5 Cleaning or Replacing the Frameless Trims or Fascia

To remove the Frameless Trims, the side trims must be removed before the top and bottom trims. The side trims are removed by grasping the side trim and pulling firmly inwards. To replace, align the tabs in the gap immediately behind the outer chassis face and push firmly until you feel a click.

Ensure the trims are not pushed in between the wall lining and the chassis.

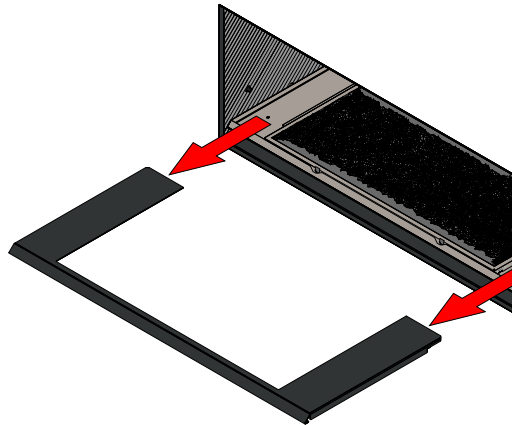


The top and bottom trims are removed by pulling firmly (as shown below). To replace, align the tabs and push firmly until you feel a click.



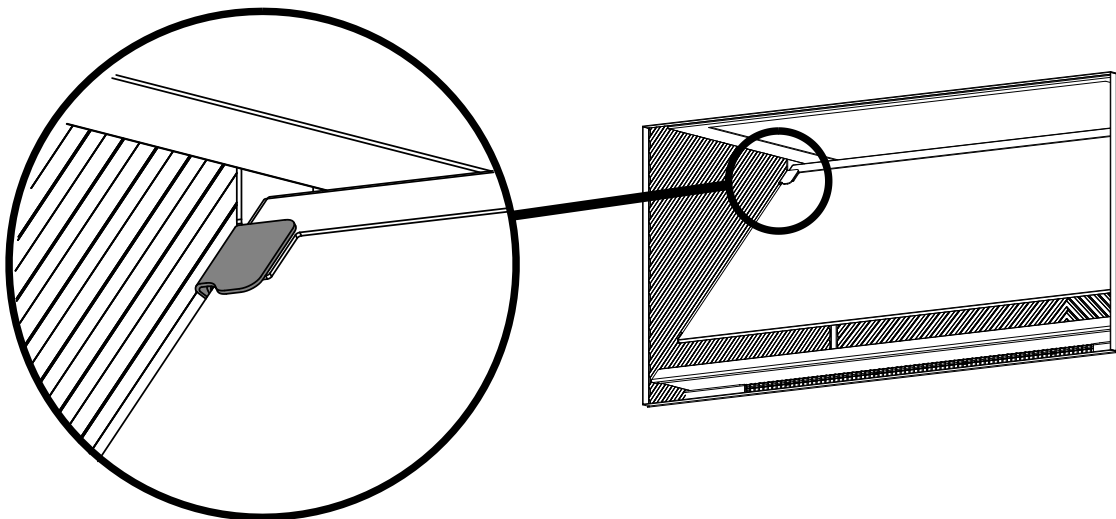
The frameless trims can be cleaned with a soft, dry, microfiber cloth.

The fuelbed fascia will clip inside the frameless trims. The fascia can be removed with a strong pull. It can be cleaned by using a soft, dry, microfiber cloth.



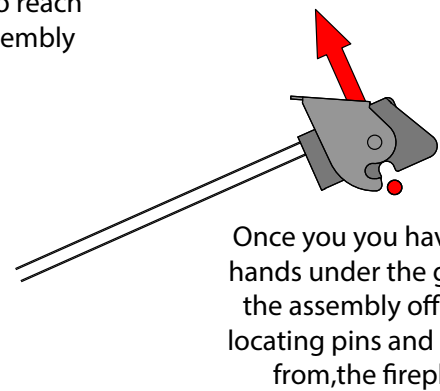
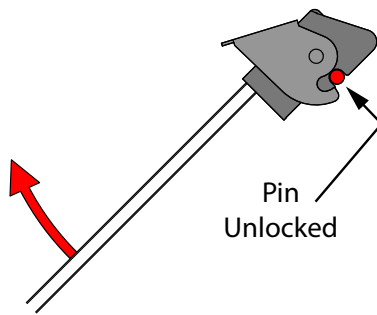
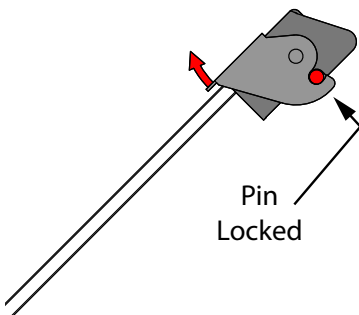
Cleaning or Replacing the Glass

To remove the glass, lift the holding latches located on both sides of the glass (left side shown in detail below) until it pops up.

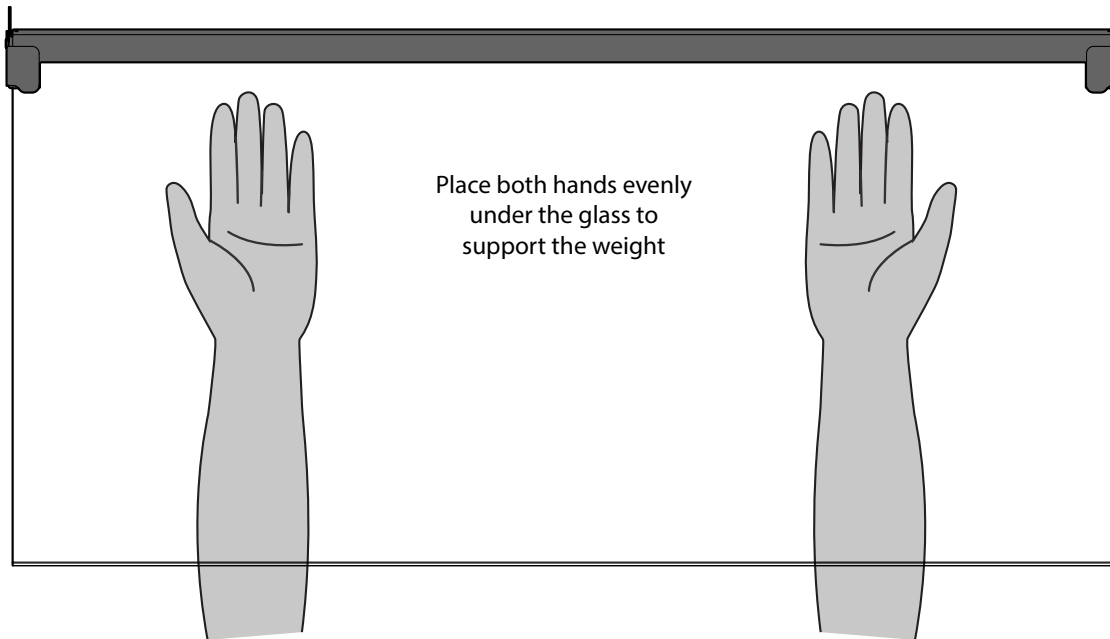


Lift both of the glass locking tabs either side of the glass assembly

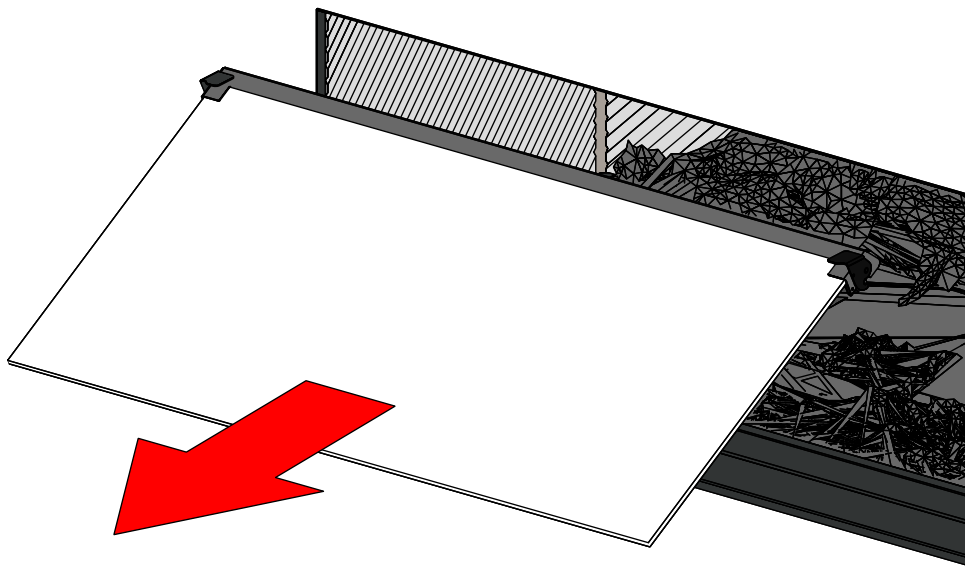
Lift the bottom edge of glass to allow you to reach under the glass assembly



Once the holding latch has been disengaged, lift the entire glass piece with both hands .



Remove the glass towards you until it is clear of the fireplace, as shown below.



TAKE CARE NOT TO BREAK THE GLASS. USE ONLY AN ESCEA SPARE PART REPLACEMENT FOR THE GLASS.

To clean the glass, use a standard glass cleaner and a soft cloth. Ensure that the cloth is clean to prevent scratching the glass. Always dry the glass completely as water residues are difficult to remove.

DO NOT USE ABRASIVE OR HARD MATERIALS TO CLEAN THE GLASS.

Once clean, replace the glass using the reverse of the steps above.

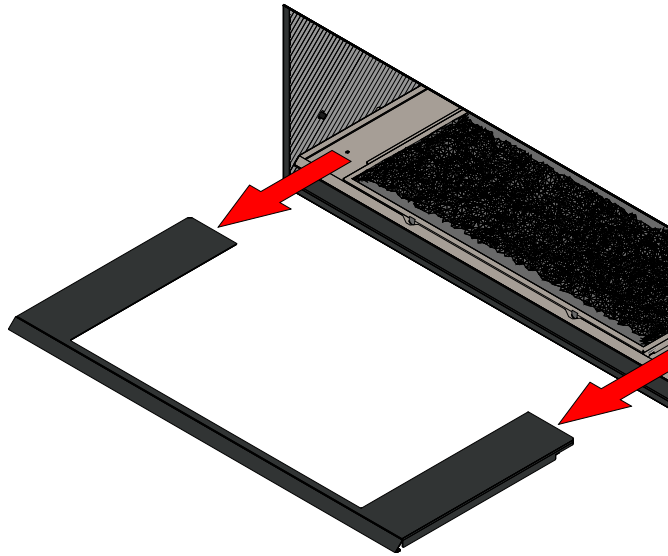
H6 Cleaning or Replacing the Fuel Bed

The LE800 and LE1000 both have logs on top of a resin fuelbed. Begin by removing the fascia using the steps shown in H5 on page 32 and the glass using the steps shown in section on page 33.

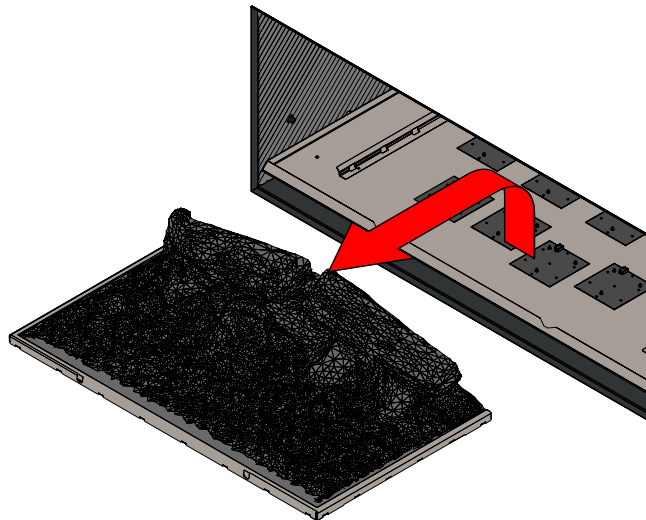
Remove the logs from the top of the fuelbed. The main fuelbed then lifts up over the LED panels and out

(as shown below). To replace it, lower the fuelbed back down over the top of the LED panels. Ensure the LH and RH back edges of the fuelbed frame to locate into the tabs in the back of the fire.

Note: This part is wider on the LE1000 than it is on the LE800.



To make it easier to clean the resin fuelbed, pull the main fuelbed forward and lift it up and out past the fuelbed LEDs and harness, as shown below. When replacing the resin fuelbed, ensure that the harness is not trapped and that it locates into the tabs on the back.



The logs and the resin can both be cleaned using a soft, dry, microfiber cloth, a brush, or a vacuum.

The LE1000 has additional embers on either the side of the fuel bed that can also be cleaned with a soft brush.

DO NOT USE ANY ABRASIVE OR CHEMICAL CLEANERS TO CLEAN THE RESIN FUELBED OR EMBERS.

Once clean, replace the resin fuelbed, logs, embers, fuelbed fascia, and lastly the glass.

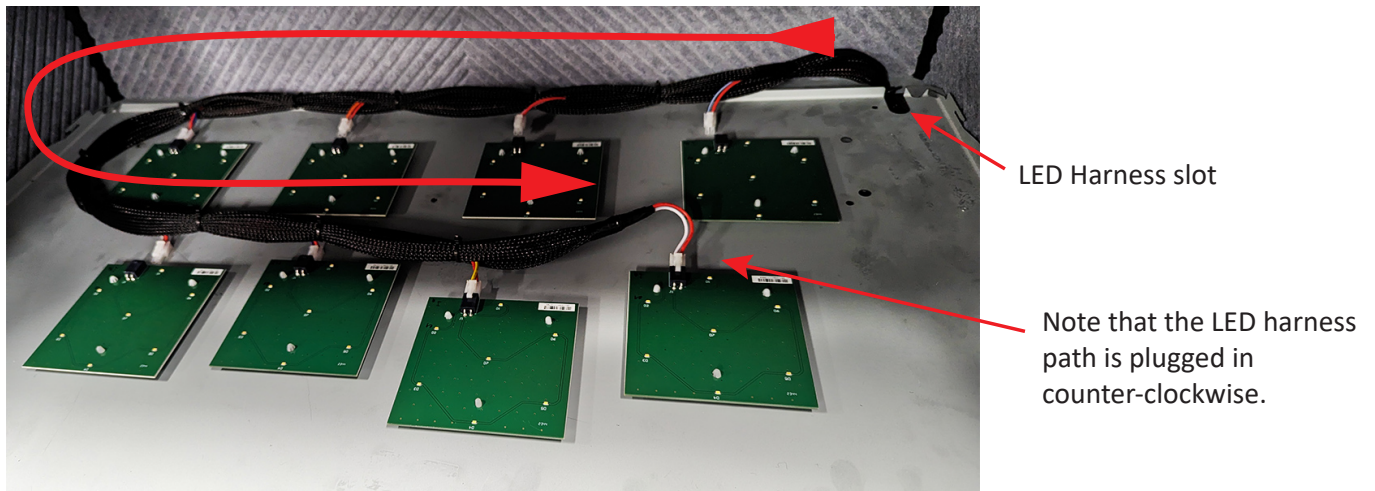
THE FOLLOWING SECTIONS MUST ONLY BE CARRIED OUT BY A QUALIFIED ELECTRICIAN.

H7 Replacing the Fuelbed LEDs

ISOLATE THE POWER SUPPLY TO THE FIREPLACE BEFORE COMMENCING THIS PROCEDURE.

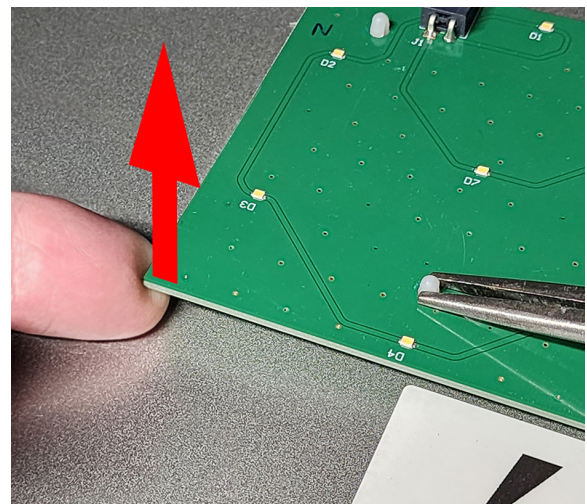
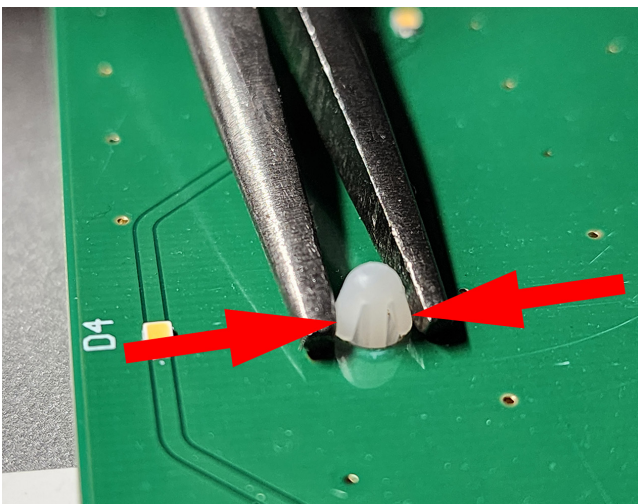
Begin by removing the fascia using the steps shown in H5 on page 32, the glass using the steps shown in section on page 33 and the fuelbed using the steps in section H6 on page 34.

FAILURE TO PLUG THE LEDS IN FOLLOWING THE CORRECT HARNESS PATH WILL RESULT IN ANOMALIES IN THE EMBER FUELBED LIGHTING.



The LED boards can be replaced individually by pulling the board off the three plastic posts and clicking the new board down onto the same three posts.

To remove the PCB from the post, use long nose pliers to squeeze the top barbs inward whilst at the same time applying A LITTLE bit of pressure underneath with your finger. NOTE: bending or over-stressing the PCB can damage the components on it.

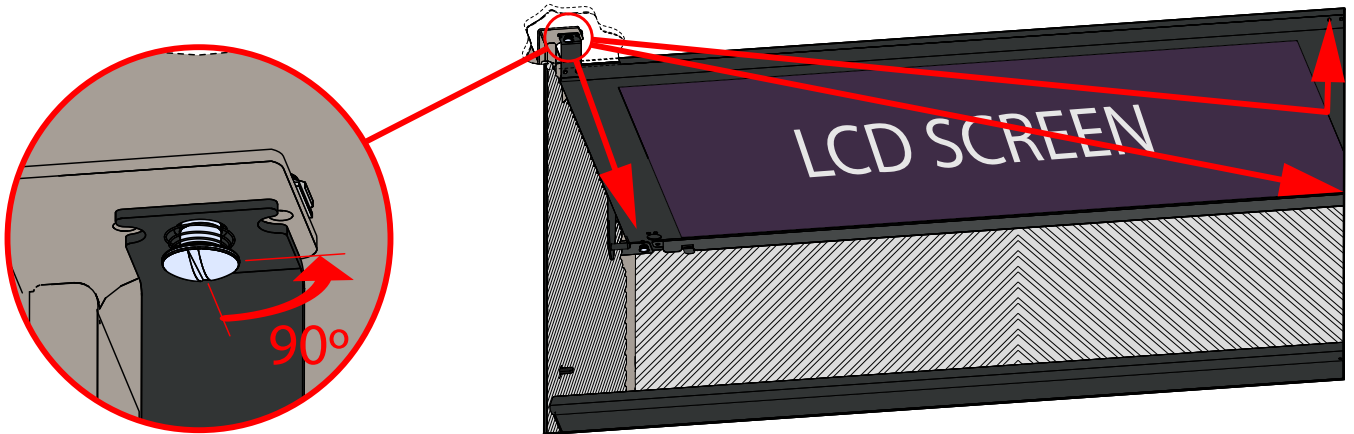


H8 Cleaning or Replacing the LCD screen

ISOLATE THE POWER SUPPLY TO THE FIREPLACE BEFORE COMMENCING THIS PROCEDURE.

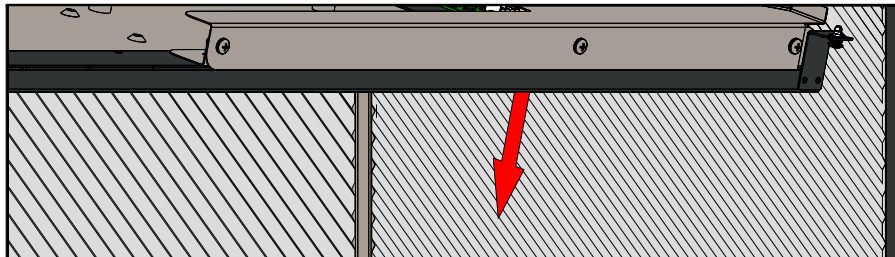
Begin by removing the glass using the steps shown in section on page 33.

Turn the 4 x 1/4 turn fasteners on each corner of the LCD screen while holding the front of the LCD screen. The LCD will pivot down once the screws are in the unlocked position.

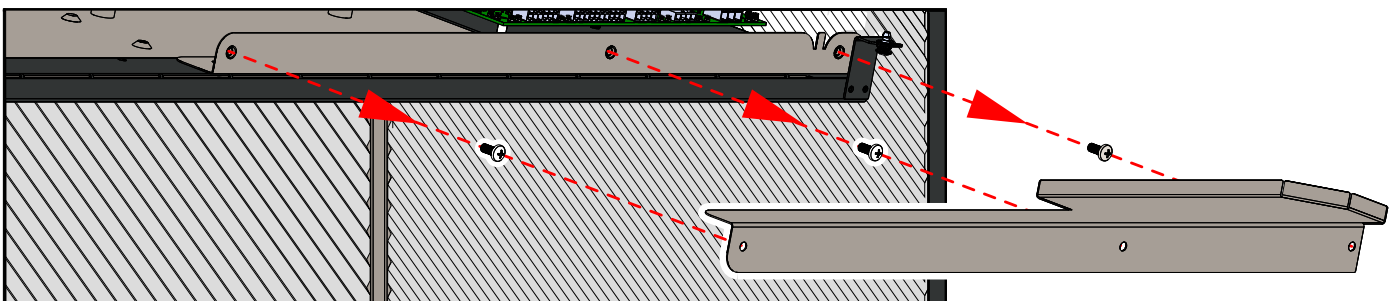


Unlock

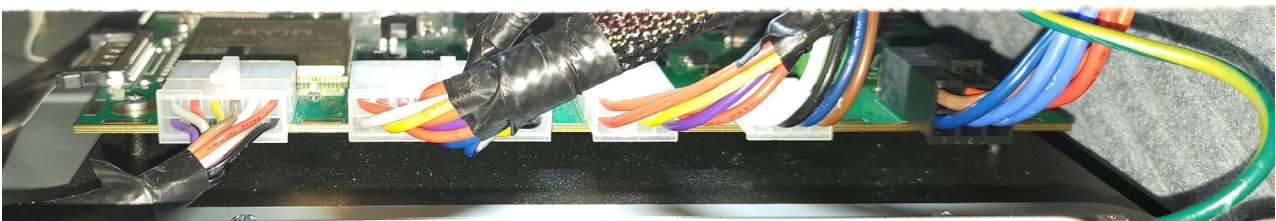
Once all 4 are unlocked the LCD assembly can be tilted down



Remove the cable guard by unscrewing the 3 M5 screws shown below.

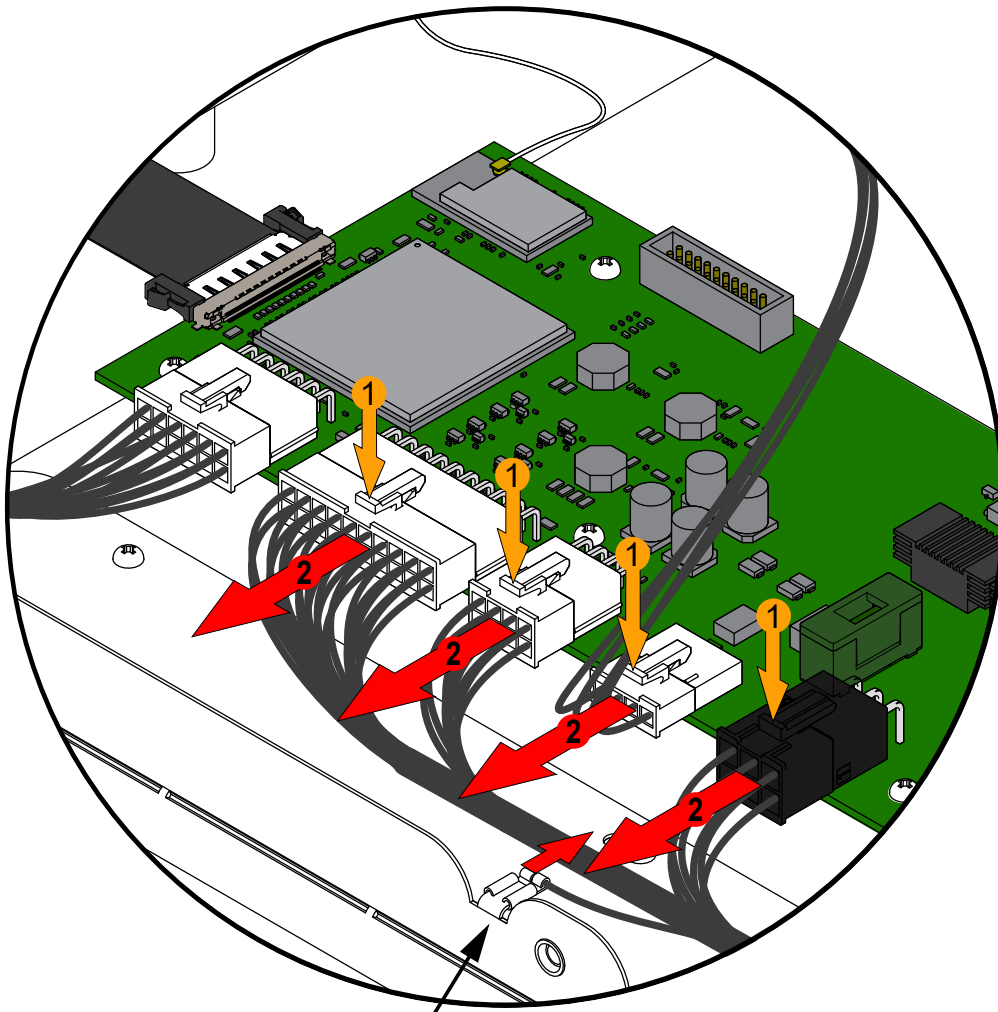


Disconnect the 4 right hand connectors from the PCB on the top right of the LCD frame.



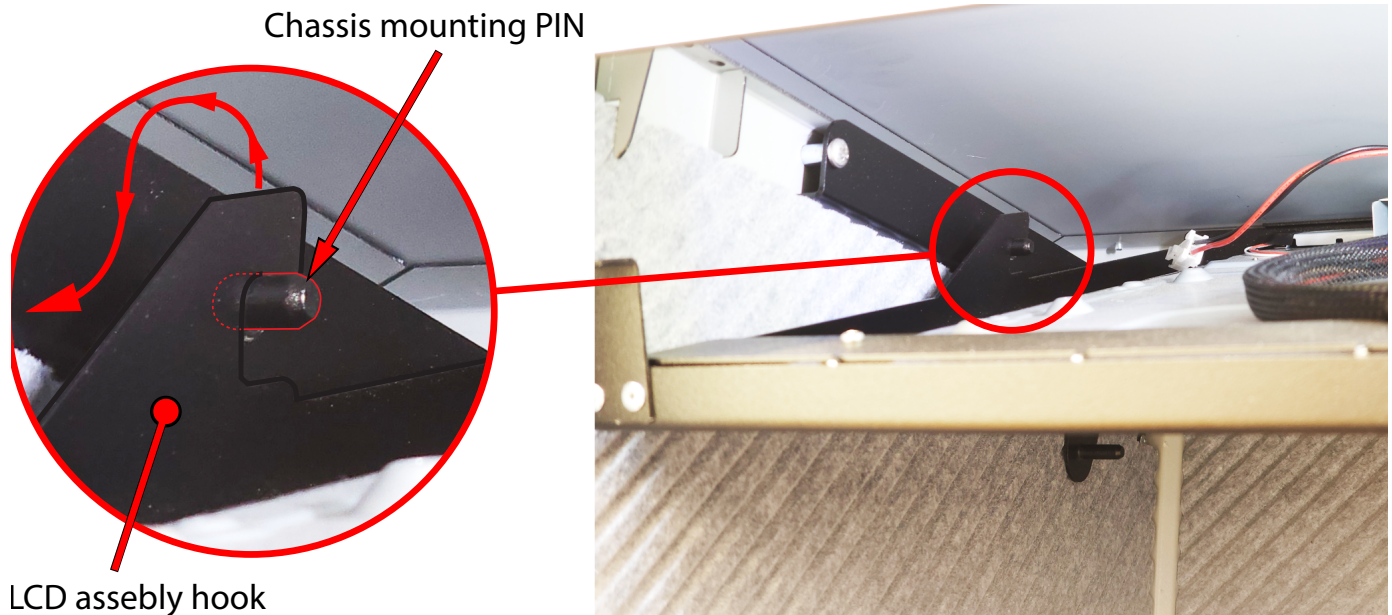


- 1 Push tab first to unclip
- 2 Pull plug out in the direction indicated



Earth Terminal

With both hands either side under the LCD, supporting the weight, Lift the LCD frame off of the mounting pin as shown below.



To clean the LCD screen, wipe it carefully with a dry microfiber cloth.

DO NOT USE ANY LIQUID OR CHEMICAL CLEANERS ON THE LCD SCREEN. DO NOT USE ANY ABRASIVE OR HARD MATERIALS TO CLEAN THE LCD.

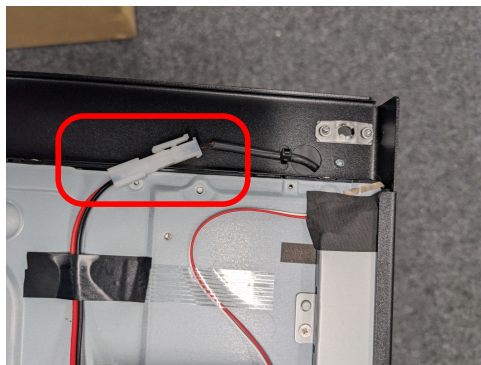
Replace the LCD screen and the reflective glass using the reverse of the steps above.

H9 Replacing the LED Down-light

ISOLATE THE POWER SUPPLY TO THE FIREPLACE BEFORE COMMENCING THIS PROCEDURE.

The fireplace is equipped with an LED down-light. In order to replace it, begin by removing the glass using the steps shown in section on page 33. Remove the LCD screen using the steps shown in section H8 on page 37 above.

Detach the connector (circled in red below) and snip the cable tie. Thread the cable through the hole and remove the LED down-light assembly wires. Drill the rivets out to remove the assembly



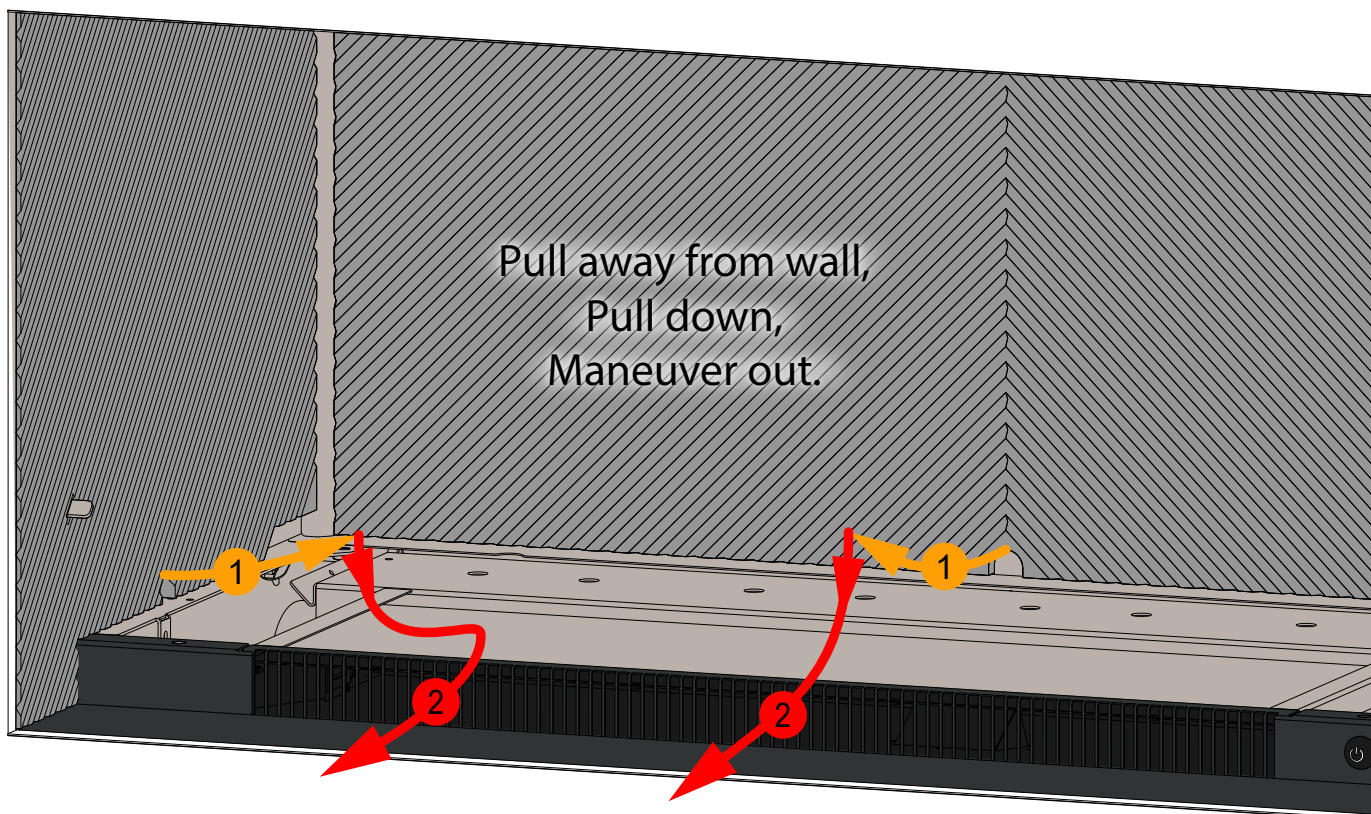
H10 Cleaning or Replacing the Side and Back Liners

Begin by removing the glass using the steps shown in section on page 33 and the fuelbed using the steps in section H6 on page 34. Remove the firebox base using the steps a little further ahead in section H14 on page 42.

Once the firebox base is removed the cut-out at the bottom center of each liner can be accessed to make the side panel removal easier.

The side liner can be pulled inwards towards the center of the fireplace, Pulled down to release it from the top retainers, and then out of the fireplace. Repeat the same on the other side.

The back liner can be removed next using the cut-out and pulling the panel, again, towards the front of the fireplace, down, and then out.

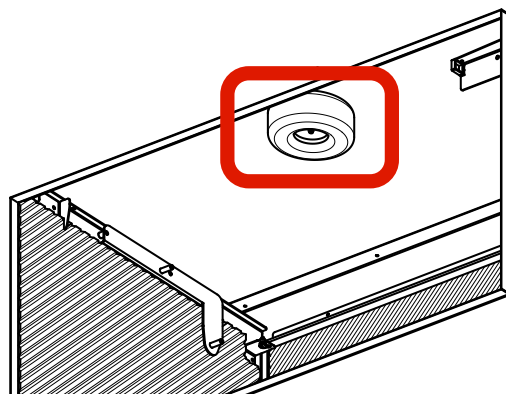


H11 Replacing the Transformer

ISOLATE THE POWER SUPPLY TO THE FIREPLACE BEFORE COMMENCING THIS PROCEDURE.

Begin by removing the glass using the steps shown in section on page 33 and the fuelbed using the steps in section on page 33. Remove the LCD using the steps in section H8 on page 37.

The transformer (circled below) can then be unscrewed from the firebox top.



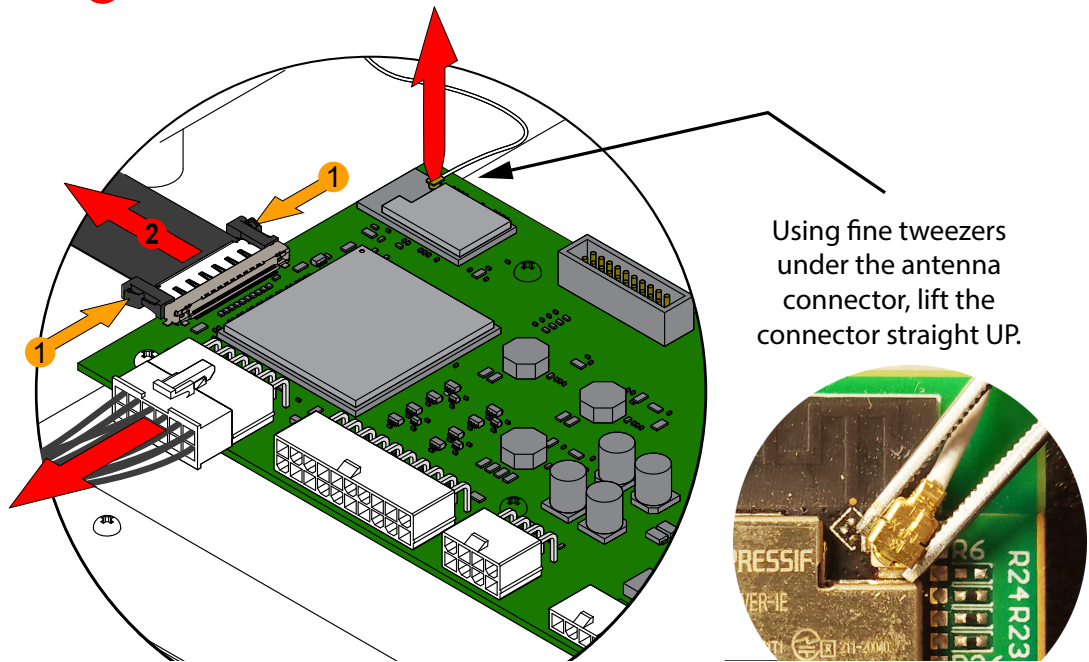
H12 Replacing the PCB

ISOLATE THE POWER SUPPLY TO THE FIREPLACE BEFORE COMMENCING THIS PROCEDURE.

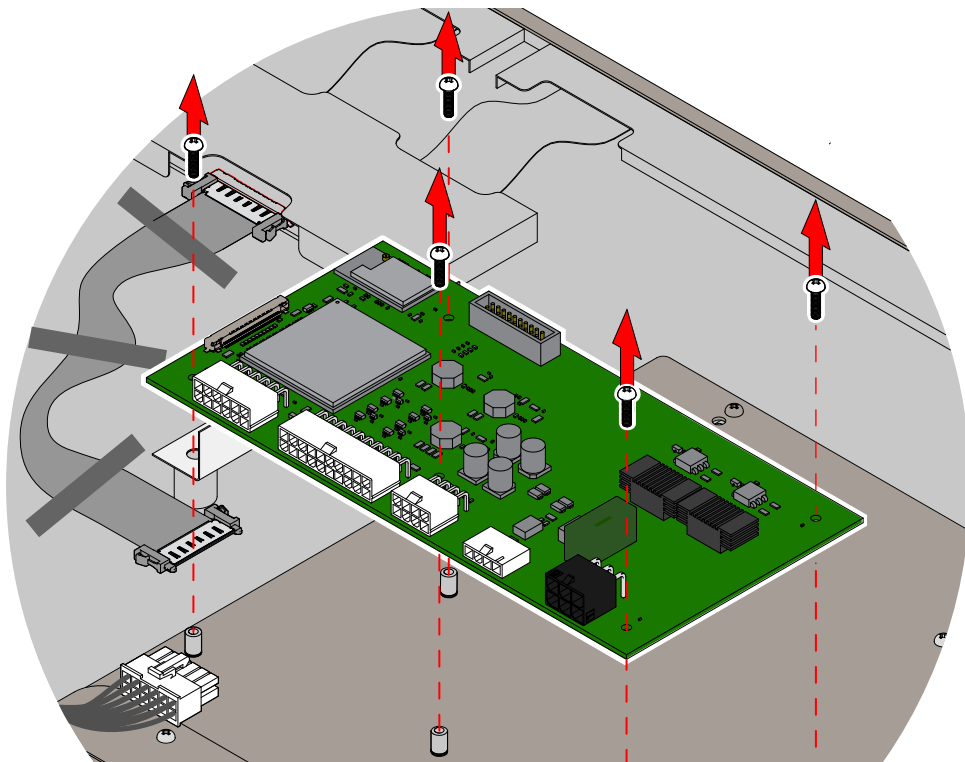
Begin by removing the glass using the steps shown in section on page 33 and the LCD using the steps in section H8 on page 37.

Detach remaining connections. Be careful; with the antenna connector.

- 1 Push tabs first to unclip
- 2 Pull plug out in the direction indicated



The PCB can then be removed by unscrewing the 5 M3×12 screws.



The new PCB will need to be swapped into the position of the old one, screws reinstalled and connectors re-attached, including the antenna.

H13 Replacing the Remote Control

Remove the new remote from the packaging. To activate the remote, plug it into a powered charger using a USB-C cable for at least 1 second. Before the replacement remote can be used, it must be paired to the fireplace. You will need the fireplace Serial Number and PIN.

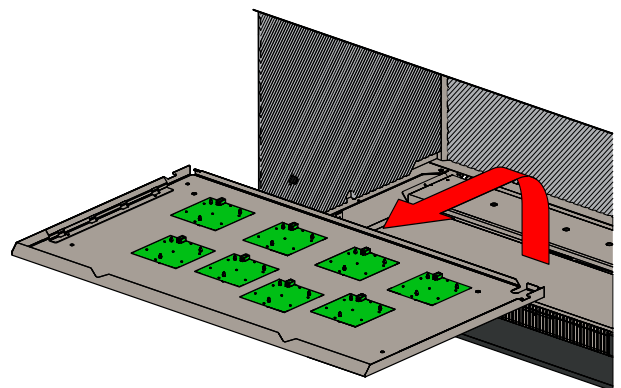
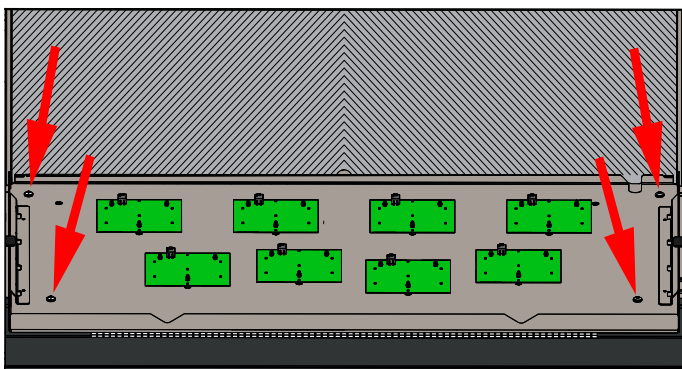
1. Ensure the fireplace is connected to mains power and the remote is charged. Gently shake the remote to wake it up if necessary.
2. Press the menu button on the touchscreen.
3. Press Settings.
4. Press Advanced.
5. Press More.
6. Press Pair Fire.
7. Select the Serial Number of the fireplace you wish to pair to and press Next.
8. Enter the fireplace PIN. Tap each digit then use the up and down arrows to change the value.
9. Press Pair. The fire is now linked to the remote control.

H14 Replacing the Heating Element

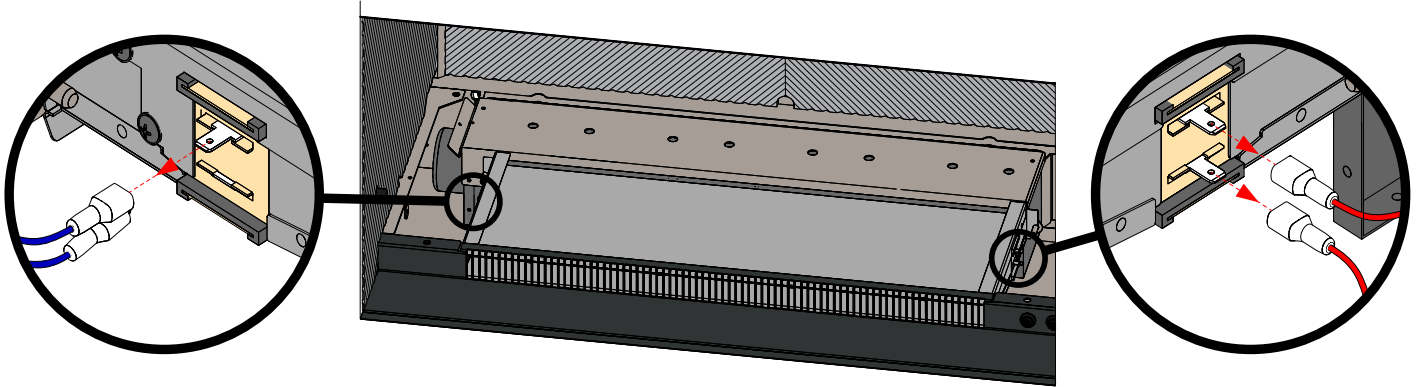
ISOLATE THE POWER SUPPLY TO THE FIREPLACE BEFORE COMMENCING THIS PROCEDURE.

The reflective glass, the resin logs, side trims, fuelbed fascia, and fuelbed will all need to be removed to be able to access the fan and heating element assembly following the steps in sections on page 33, H6 on page 34, and H7 on page 35.

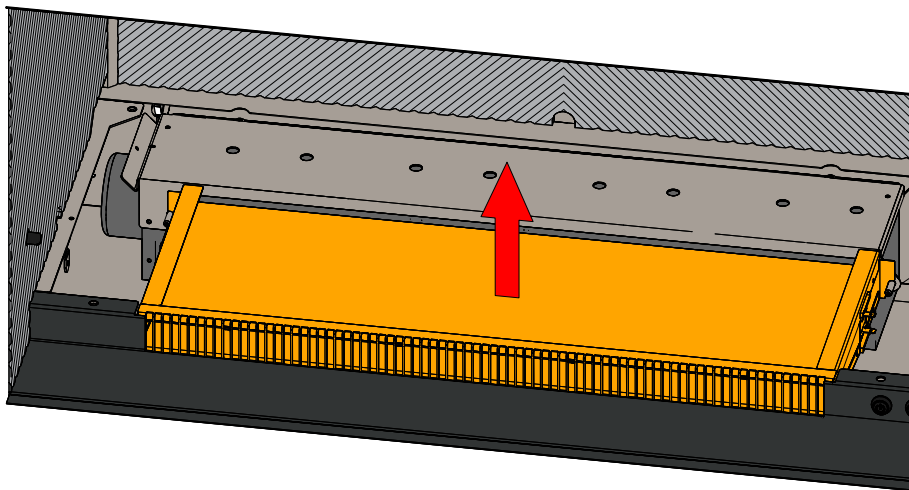
Unplug all of the Ember LED panels and unscrew & remove the 4 M5 screw in the corners of the firebox base. You can then remove the base.



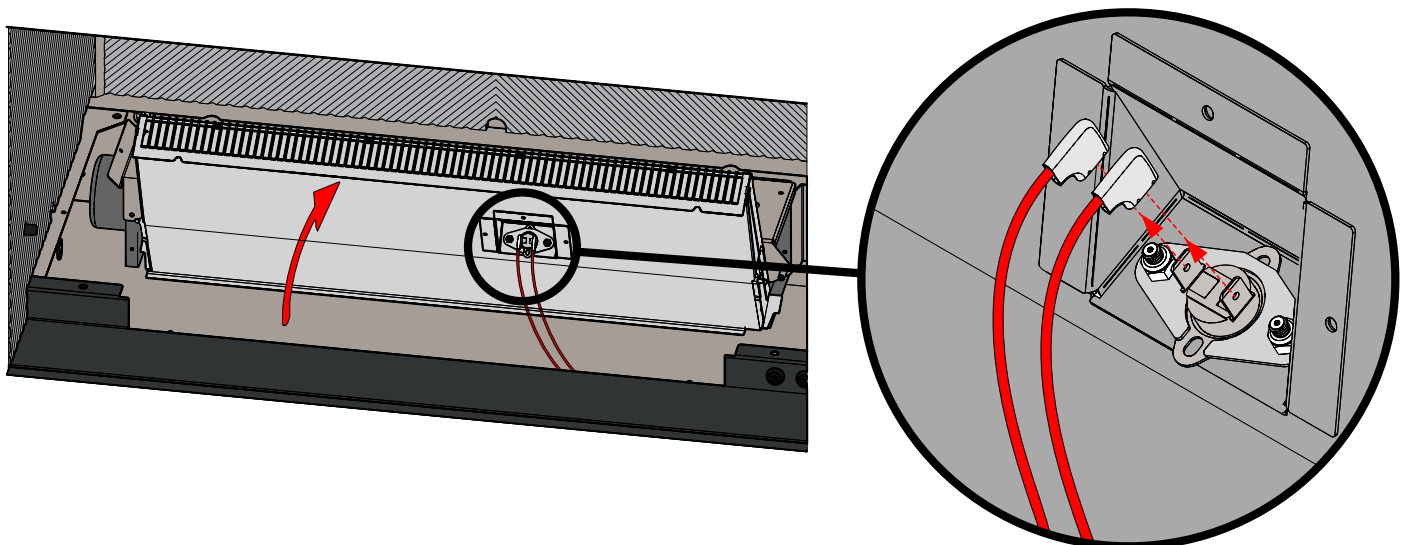
ENSURE THAT THE MAINS SUPPLY HAS BEEN DISCONNECTED. Detach the wires from either side of the element. Take note of where the two leads originate. The bottom connector runs to the rating change connector block and to top connector lead runs back into the wiring harness & back up to the controller.



The element cartridge rests on 4 pins at the front and rear and is firmly wedged between the fan and the chassis front. grip either side of the cartridge and pull it up.



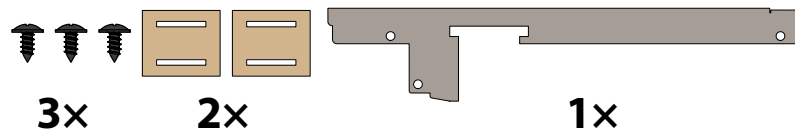
Once removed from the chassis roll it back to expose the thermal switch below



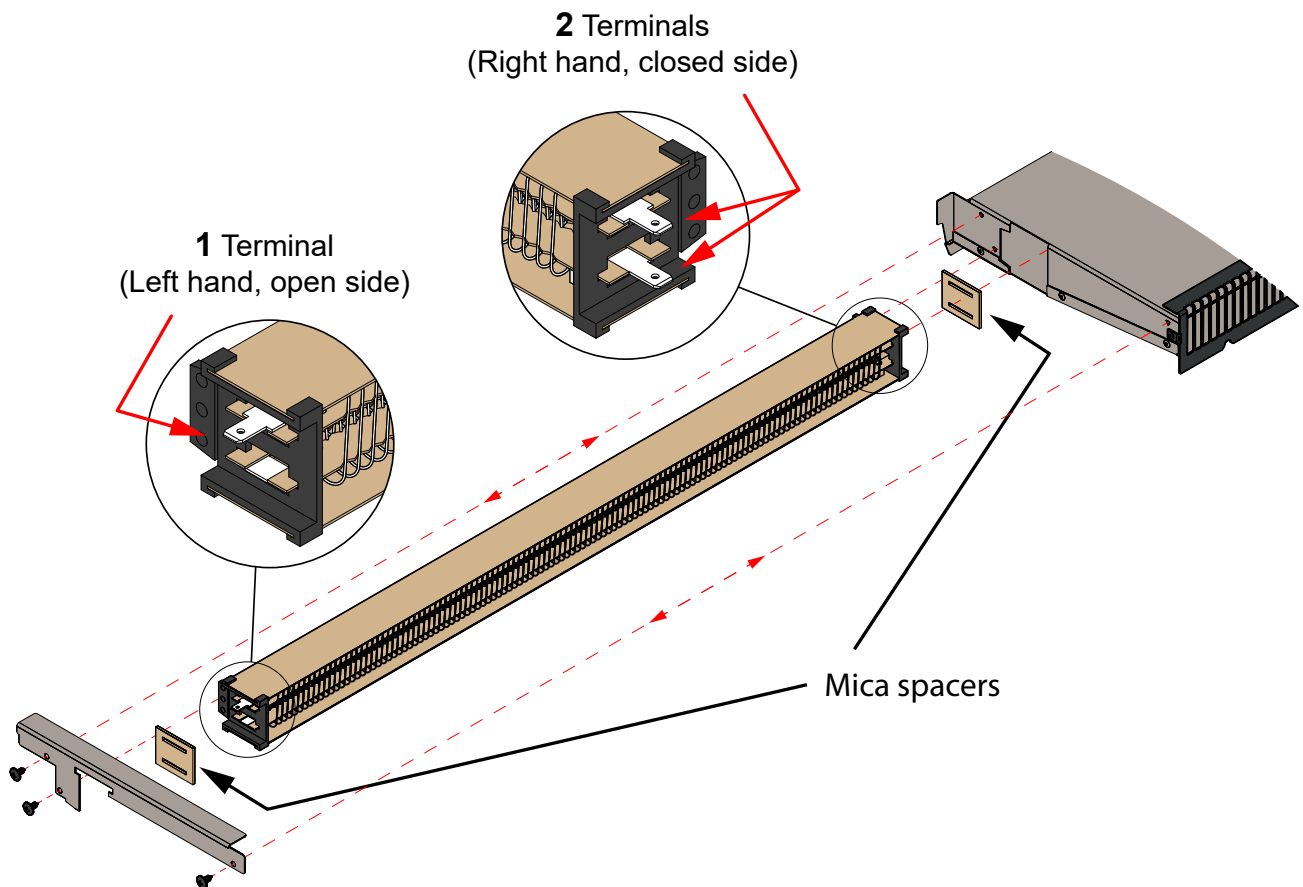
Disconnect the the two red wires connected to the thermal switch.

NOTE: this is also where you would replace the thermal switch if required. Simply unscrew the 2× M4 lock-nuts to remove the thermal switch and its retainer.

Locate and reuse the below parts for re-assembly.



Unscrew the retaining bracket of the right hand end and carefully slide the element out. Remove the two mica end spacers and set aside. Look out for the left hand spacer which may fall off while extracting

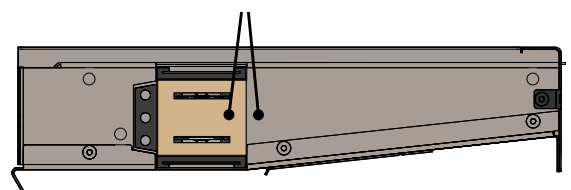


Reassemble, with new element, in the same order.

Ensure that:

- The mica spacer is in place on the right hand side when element is in place.
- The correct end is inserted into the opening first. I.e... The end with the two terminals.
- When Both element and mica spacers assembled the left hand spacer is flush with the sheemetal (as shown above). If not check all parts are fitted and aligned.

Ensure mica spacer is flush with sheetmetal before fitting bracket

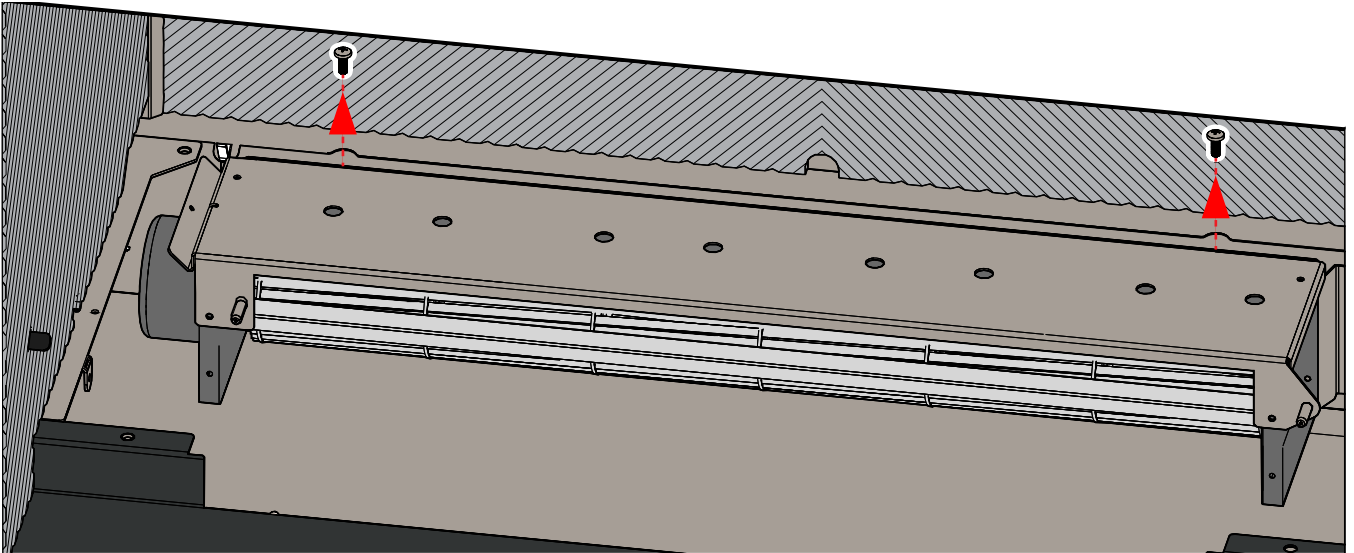


H15 Cleaning or Replacing the Fan

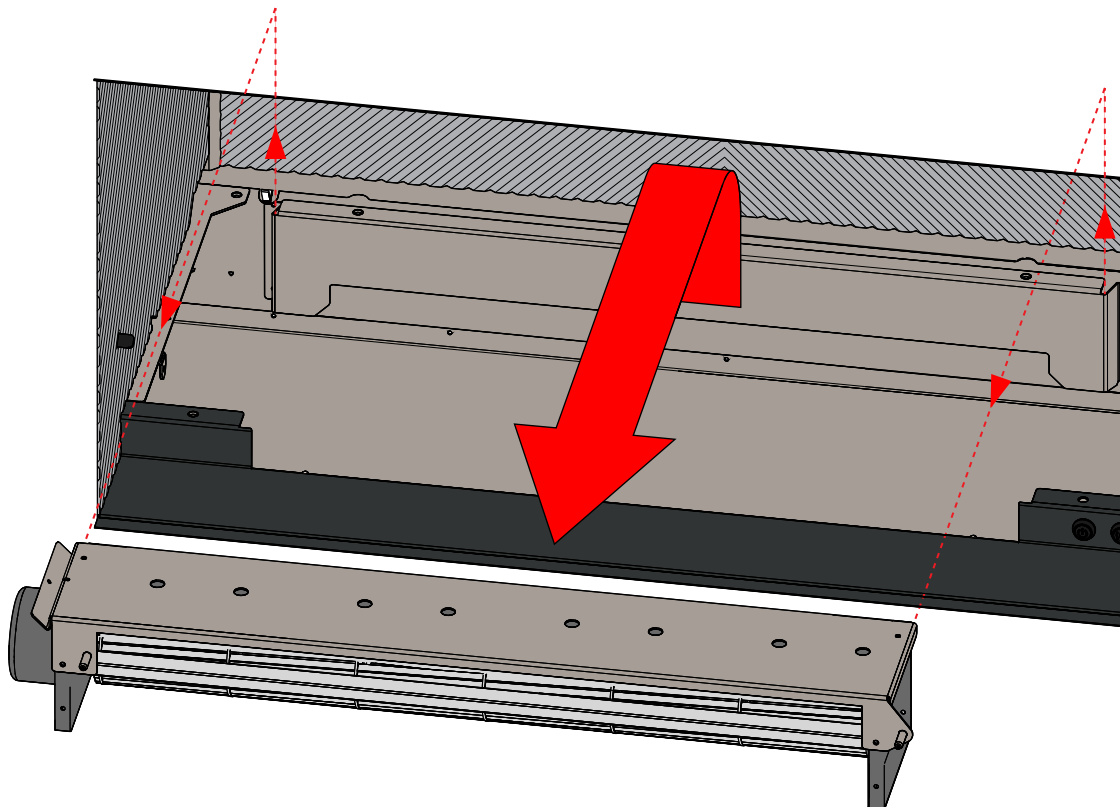
ISOLATE THE POWER SUPPLY TO THE FIREPLACE BEFORE COMMENCING THIS PROCEDURE.

As part of regular service procedure, it is recommended that the fan is cleaned regularly. Dust will build up on the fan rotor and in the cavity where the fan is located. This can be removed by the service person using a hearth brush and a vacuum cleaner.

Remove the 2× M5 screws at the back of the fan bracket.



Lift the fan up and off of the bracket that it is hanging from.



At this point the fan can be easily dusted and vacuumed out. Also clean out the bottom of the fireplace to prevent dust from re-entering the fan upon replacement.

H16 Wiring Diagram

ATTENTION
STATIC SENSITIVE DEVICES

