



## INSTALLATION, PRECAUTIONS & SERVICING



**E-FX & E-FX Lite**



## IMPORTANT

- Please bear in mind the weight of the fire before removing from the packaging and installation.
- Consider if help is required.
- Carefully remove the fire from the packaging, making sure that the power cable and heater have not been damaged during transport.
- **DO NOT** operate the fire if damaged.
- The accessories are found in a box that is packed at the side of the fire.
- Always read this manual first before attempting to install or use and keep in a safe place.
- Your fire is guaranteed for three years from the date of purchase.

 **IMPORTANT**  
**SAVE THESE**  
**INSTRUCTIONS!**

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## IMPORTANT INSTRUCTIONS

### IMPORTANT

#### REGISTRATION NO WEE/DH1656ZW

- In accordance with European Directive 2012/19/ EU, waste electrical and electronic equipment (WEEE) must not be disposed of with household waste.
- Please recycle responsibly.



### DETAILS

- Read all the instructions before installing or using this heater.
- **WARNING:** In order to avoid overheating, do not cover the heater.
- For indoor use only.
- **DO NOT** use the fire in the vicinity of a bath, shower or swimming pool.
- **NEVER** use the fire to dry laundry.
- The heater must not be located immediately below a socket outlet.
- The use of an extension lead is **NOT** recommended.
- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Children shall **NOT** play with the appliance.

## IMPORTANT INSTRUCTIONS

- Cleaning and user maintenance shall **NOT** be made by children without supervision.
- Children of less than 3 years should be kept away unless continuously supervised.
- Children aged from 3 years and less than 8 years shall only switch on/off the appliance provided that it has been placed or installed in its intended normal operating position and they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Children aged from 3 years and less than 8 years shall not plug in, regulate and clean the appliance or perform user maintenance.
- Some parts of this product can become very hot and cause burns. Particular attention must be given where children and vulnerable people are present.
- The heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. Keep combustible materials, such as furniture, pillows, bedding, paper, clothes, etc. and curtains at least 3 feet (0.9m) from the front of the heater and keep them away from the sides and rear (sides and rear restrictions apply to location dedicated heaters only).
- Extreme caution is necessary when any heater is used by or near children or invalids and whenever the heater is left operating and unattended.
- Do not operate any heater after it malfunctions. Disconnect power at service panel and have heater inspected by a reputable electrician before reusing.
- Do not use outdoors.
- To disconnect heater, turn controls to off and turn off power to heater circuit at main disconnect panel.
- Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage to the heater.
- To prevent a possible fire, do not block air intakes or exhaust in any manner.
- A heater has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint, or flammable vapors or liquids are used or stored.
- Use this heater only as directed in this manual. Any other use not recommended by the manufacture may cause fire, electric shock, or injury to persons.

## IMPORTANT INSTRUCTIONS



**CAUTION**  
CAUTION  
RISK OF ELECTRIC SHOCK  
DO NOT OPEN  
NO USER-SERVICEABLE PARTS INSIDE



- The heater must be properly installed before it is used.
- Caution should be applied to ensure that children **DO NOT** play with the fuel effects.
- As with any electrical appliance whilst the instructions aim to cover as many eventualities as possible, caution and common sense should be applied when operating your appliance, particularly in the vicinity of small children.
- CAUTION:** The heater is fitted with an automatic cut out to prevent any damage due to overheating. The element will

continually and automatically cut out if the airflow is obstructed. Never cover the air outlets. To reset, switch the fire off, disconnect from the mains supply, remove the cause of the overheating. Allow to cool for a suitable period then switch the fire back on.

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

## UKCA & CE DECLARATIONS

| TRADE NAME  | RATINGS                   | PRODUCT TYPE               | MANUFACTURED BY  |
|---|---------------------------|----------------------------|--|
| E-FX  | 220-240 Vac, 50Hz Class I | Electric Fire (fan heater) | Flamerite Fires LTD. Greenhough Road, Lichfield, Staffs. WS13 7AU, United Kingdom. |
| REQUIREMENTS:   |                           |                            |  |
| BS-EN 60335-2-30:2009 + A11:2012  |                           |                            |  |
| BS-EN 60335-1:2012 + A11:2014 + A13:2017 + A1:2019 + A14:2019 + A2:2019 |                           |                            |  |
| BS-EN 55014-1:2017  |                           | BS-EN IEC 6300 :2018       |  |
| BS-EN 55014-2:2015  |                           | BS-EN 301 489-1            |  |
| BS-EN 61000-3-2:2014  |                           | BS-EN 300 489-3            |  |
| BS-EN 61000-3-3:2013  |                           | BS-EN 300 220              |  |
| BS-EN 50564:2011  |                           | BS-EN 60675:1995+A11:2019  |  |

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| REQUIREMENTS:  |                           |                            |  |
| EN 60335-2-30:2009 + A11:2012  |                           |                            |  |
| EN 60335-1:2012 + A11:2014 + A13:2017 + A1:2019 + A14:2019 + A2:2019 |                           |                            |  |
| EN 55014-1:2017  |                           | EN IEC 6300 :2018          |  |
| EN 55014-2:2015  |                           | EN 301 489-1               |  |
| EN 61000-3-2:2014  |                           | EN 300 489-3               |  |
| EN 61000-3-3:2013  |                           | EN 300 220                 |  |
| EN 50564:2011  |                           | EN 60675:1995+A11:2019     |  |

## ETL DECLARATIONS

| TRADE NAME                    | RATINGS               | PRODUCT TYPE               | MANUFACTURED BY  |
|-------------------------------|-----------------------|----------------------------|--|
| E-FX                          | 120 Vac, 60Hz Class I | Electric Fire (fan heater) | Flamerite Fires LTD. Greenhough Road,<br>Lichfield, Staffs. WS13 7AU.<br>United Kingdom. |
| REQUIREMENTS:                 |                       |                            |  |
| UL 2021 & CAN/CSA E60335-2-30 |                       |                            |  |
| CERTIFICATE NUMBER            | 5028692               |                            |  |
| FFID                          | 2AC7Z-ESP32WVROOM3    |                            |  |

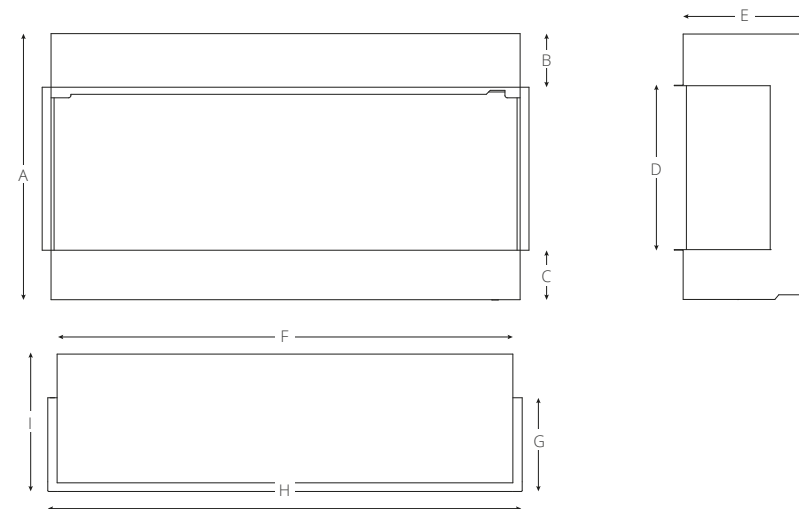
## DETAILS

- A 120V 60Hz supply is required.
- Maximum Power Consumption: 1500 Watts
- A 1.8 metre lead with a E33549 plug is supplied with this appliance.
- There must be enough clearance for the fire to comfortably fit inside or against a wall.
- **DO NOT** squeeze into an opening as this may deform the case and stop the glass from moving correctly.
- The fire must be well supported in or on any structure. Never secure to just plaster board alone.
- A wall support or lintel should be fitted at the required height to ensure the appliance does not support the weight of the finished wall or chimney breast.

### WARNING

**DO NOT** twist, force or squeeze the fire during the installation process.

## TECHNICAL SPECIFICATIONS



| E-FX MODEL |                 |                  |                  |                  |
|------------|-----------------|------------------|------------------|------------------|
|            | E-FX 1000 - 40" | E-FX 1300 - 52"  | E-FX 1500 - 59"  | E-FX 1800 - 70"  |
| DIMENSIONS | A               | 1005mm / 22 9/32 | 1305mm / 22 9/32 | 1505mm / 22 9/32 |
|            | B               | 285mm / 4 29/64  | 285mm / 4 29/64  | 285mm / 4 29/64  |
|            | C               | 305mm / 4 21/64  | 305mm / 4 21/64  | 305mm / 4 21/64  |
|            | D               | 189mm / 13 31/32 | 189mm / 13 31/32 | 189mm / 13 31/32 |
|            | E               | 355mm / 11 7/16  | 355mm / 11 7/16  | 355mm / 11 7/16  |
|            | F               | 113mm / 39 9/16  | 113mm / 51 3/8   | 113mm / 59 1/4   |
|            | G               | 110mm / 7 7/16   | 110mm / 7 7/16   | 110mm / 7 7/16   |
|            | H               | 574mm / 41 1/16  | 574mm / 52 7/8   | 574mm / 60 3/4   |
|            | I               | 1042mm / 12 1/64 | 1342mm / 12 1/64 | 1542mm / 12 1/64 |

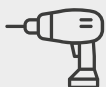
## REQUIRED TOOLS



HEX KEY



HAMMER &  
SCREWDRIVER



DRILL &  
DRILL BITS



TAPE MEASURE



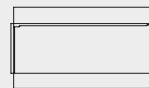
PENCIL



SPIRIT LEVEL

## WHAT'S IN THE BOX...

01



E-FX FIRE

02



LOG SET

03



BLANKING  
PLATES

04



FRONT GLASS

05



ACCESSORY &  
HARDWARE PACK

06



DECORATIVE RAILS

07



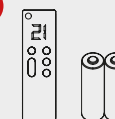
INSTRUCTIONS &  
WARRANTY CARDS

08



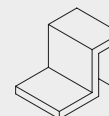
POWER LEAD

09



REMOTE &  
BATTERIES

10



GLASS HANDLE

11



FOAM TAPE

12



FIXING PACK

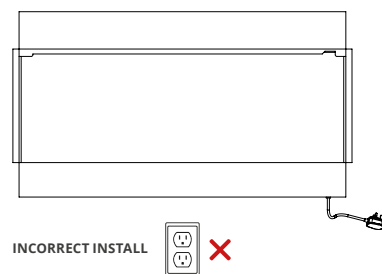
## BEFORE YOU START...

### PLUG SOCKETS

All fires must have an accessible plug. Do not fit a fire above a socket. Building regulations require the socket to be located at the side of the unit. It is preferable to fit the fire to a **120 VOLT** fused spur for safety. This ensures it has its own supply and will not overload current installations.

#### IMPORTANT

Please speak with a qualified expert before undertaking any work, and if required, ask them to carry out the installation for you.

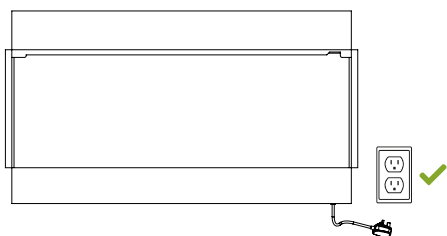


### WALL FIXINGS

If fixing the fire to a wall, please ensure suitable fixings are used for the material the fire is being fixed to.

Often the wall is not completely flat and the floor uneven. When hanging the fire be sure to take this into account to ensure a good solid fit that supports the fire safely.

Your retailer may offer a fitting service, or alternatively you can find a builder to fit the fire for you.



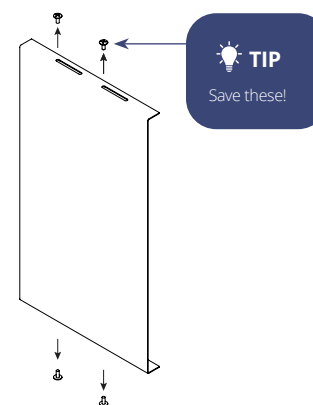
CORRECT INSTALL

## BLANKING PLATE INSTALLATION

### SIDE PANEL INSTALLATION

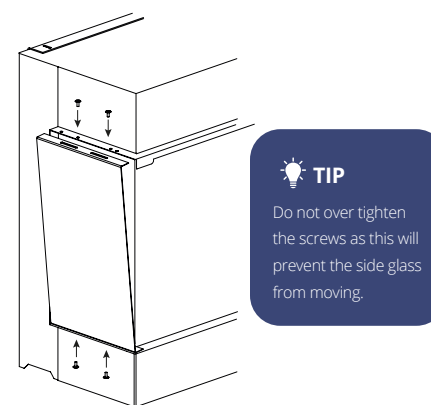
If you have purchased a 1 or 2 sided E-FX Fire, you will need to install the blanking plates **BEFORE** fitting the fire or installing into a chimney breast.

If fitting as a 1 or 2 sided corner fire, blanking panels will need to be fitted. Each blanking panel consists of two parts, fitted directly over the side glass. If you need to fit the blanking panel(s) follow the instructions and images below. The blanking plates come pre-assembled with a label showing which direction to fit them.



01

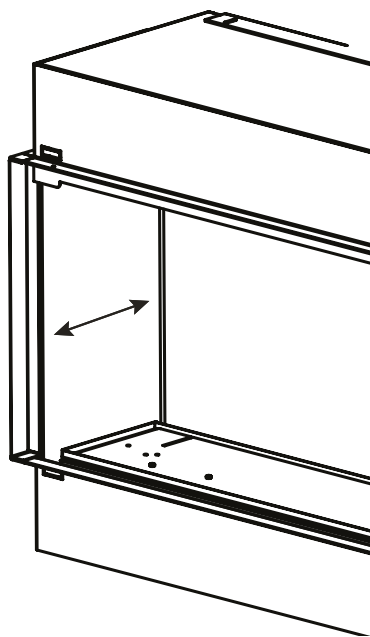
Remove the screws from the blanking plates.



02

Fix into position by using the same four black screws provided, two on the top and bottom but make sure the inner panel and the glass have free movement to slide forwards and backwards. There are slots in the case to allow for any tolerance during fitting.

## BLANKING PLATE INSTALLATION



### 03

Once the blanking plate is screwed in, test that the side glass can still move freely.

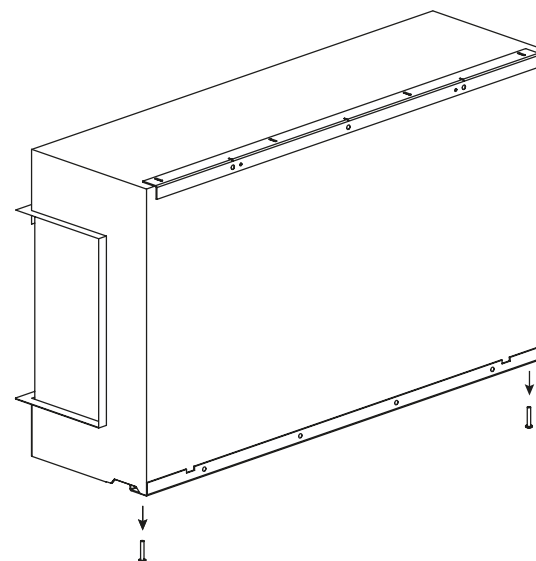
Finally, pull the inner part of the blanking plate forward so it is flush with the side glass inside the fire.

## FLAT WALL INSTALLATION

### FITTING YOUR E-FX FIRE ONTO A WALL OR INTO A STRUCTURE...

If purchased as a fire only or as a standard wall mount suite, the height at which you may wish to fix the fire in, or on the wall, is up to you. Be sure to take account of local building regulations, and if not sure, always consult a professional.

When purchased as part of a E-FX Media Wall, refer to those instructions. If purchased with a Suite & Plinth or Contemporary legs, the height you will need to fit the top of the lower fire bracket to the floor is in the table on the next page. Make sure you allow tolerance for any carpets or deviation in the floor or wall level. All floor standing suites have levelling feet that should be used to level the fire in the suite before final fitting. These can be used to allow for any tolerance created by the carpet.



### 01

The lower bracket will have to be removed to begin the process.

Save the screws and washers for later.

 **TIP**  
Save these!

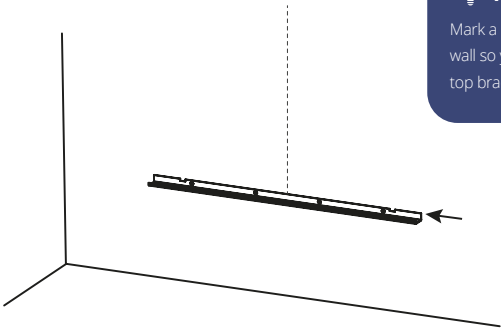


# FLAT WALL INSTALLATION

| BOTTOM RAIL FIXING HEIGHT TABLE |                       |                   |                              |
|---------------------------------|-----------------------|-------------------|------------------------------|
| PRODUCT                         | FLOATING SUITE        | SUITE WITH PLINTH | SUITE WITH CONTEMPORARY LEGS |
| E-FX / E-FX Lite 1000 - 40"     | 200mm / 7 7/8 Minimum | 265mm / 9 1/16    | 230mm / 10 7/16              |
| E-FX / E-FX Lite 1300 - 52"     | 200mm / 7 7/8 Minimum | 265mm / 9 1/16    | 230mm / 10 7/16              |
| E-FX / E-FX Lite 1500 - 59"     | 200mm / 7 7/8 Minimum | N/A               | N/A                          |
| E-FX / E-FX Lite 1800 - 70"     | 200mm / 7 7/8 Minimum | N/A               | N/A                          |

02

Using a tape measure and level, mark the required height on the wall using the dimensions provided in the table above. The height is measured from the top of the bracket to the floor, as shown below. Mark where the center of the rail is.



**TIP**  
 Mark a center line up the wall so you can align the top bracket.

| BOTTOM RAIL FIXING TABLE |            |            |            |            |
|--------------------------|------------|------------|------------|------------|
| FIXING                   | 1000 - 40" | 1300 - 52" | 1500 - 59" | 1800 - 70" |
| 60mm Wall Screws         | 4          | 4          | 4          | 4          |
| 10mm Wall Plugs          | 4          | 4          | 4          | 4          |
| M6 Screws                | 2          | 2          | 2          | 2          |
| M6 Washers               | 2          | 2          | 2          | 2          |

03

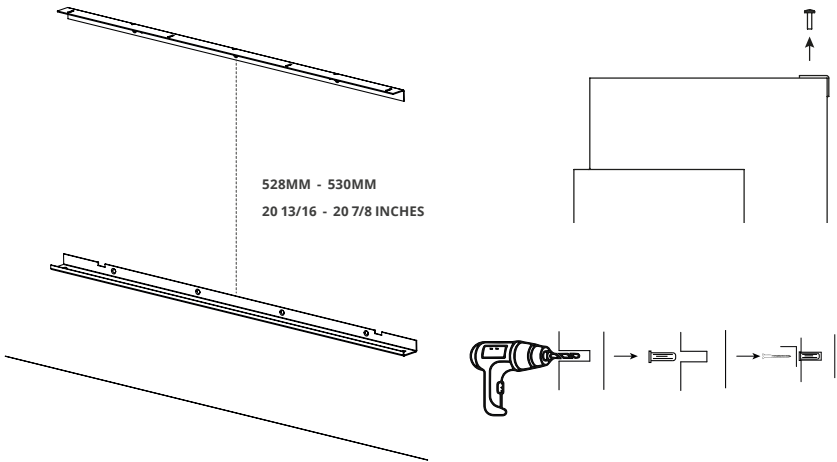
Drill the holes with a 10mm drill bit and fit the wall plugs. Using the screws, secure the bracket to the wall.

# FLAT WALL INSTALLATION

| TOP RAIL FIXING TABLE |            |            |            |            |
|-----------------------|------------|------------|------------|------------|
| FIXING                | 1000 - 40" | 1300 - 52" | 1500 - 59" | 1800 - 70" |
| 60mm Wall Screws      | 4          | 4          | 4          | 4          |
| 10mm Wall Plugs       | 4          | 4          | 4          | 4          |
| 13mm Screws           | 2          | 2          | 2          | 2          |

04

Remove the top rail using a screwdriver and put the screws to one side. You will need them later. Using a tape measure, measure from the **TOP** of the **BOTTOM BRACKET**, to the **BOTTOM** of the **TOP BRACKET**, as shown below, aligning the centerline with the cutout in the center of the top bracket.



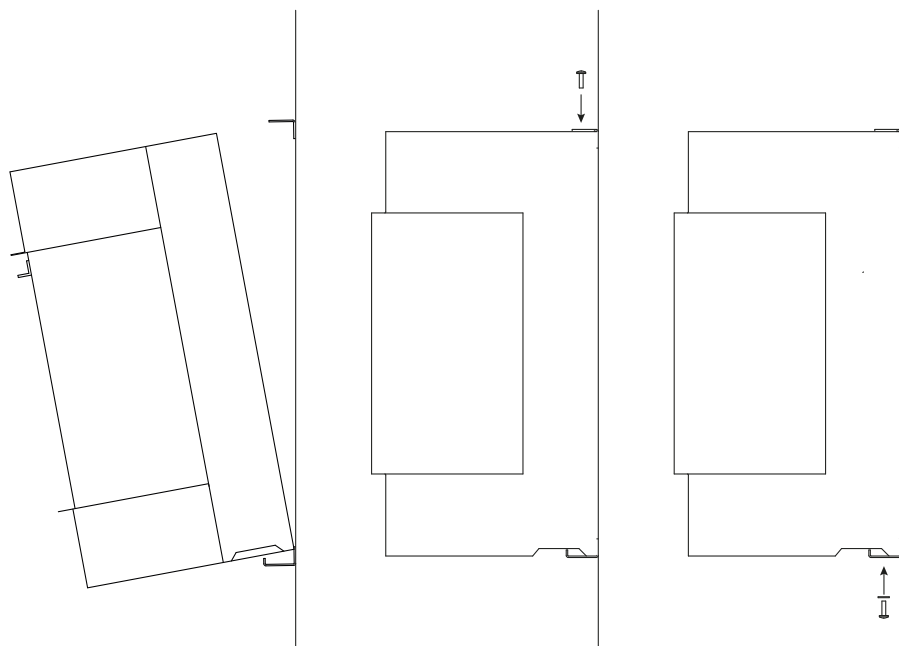
05

Drill the holes with a 10mm (3/8") drill bit and fit the wall plugs. Using the screws, secure the bracket to the wall.

## FLAT WALL INSTALLATION

### 06

Next, using help if required, lift the fire onto the bottom bracket and push firmly against both brackets. Use a drill or screwdriver to fix the fire to the wall using the same screws that came with the bracket.



### 07

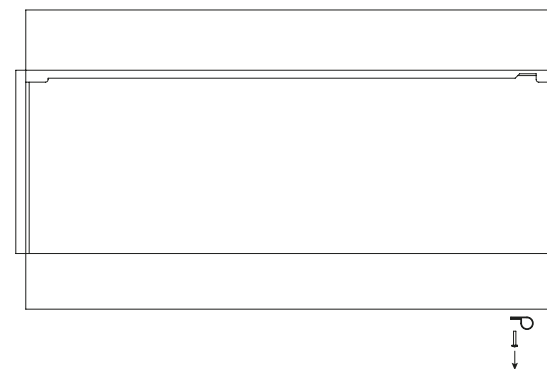
Using the screws and washers removed from the bottom rail, screw the bracket to the fire to ensure it is fully secured.

## FLAT WALL INSTALLATION

### 08

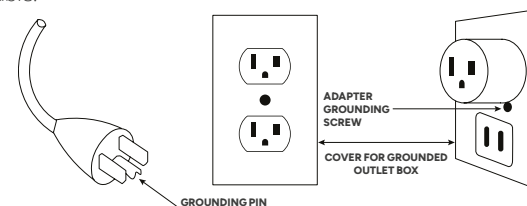
Finally, if using the power lead, on the underside of the fire, there is a clip to secure the cable in place for safety.

Unscrew this clip and place it around the cord before plugging the fire in securely. When you have plugged the fire in, screw this clip back in place, ensuring everything is secure, with **NO** excess strain on the cable.



### 09

This heater is for use on 120 volts. The cord has a plug as shown in Figure A. An adapter shown at B is available for connecting three-blade grounding type plugs in two slot receptacles. The green grounding lug extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box. The adapter should not be used if a three-slot grounded receptacle is available.



# HARDWIRE INSTALLATION

## WARNING!

Before any wiring work is undertaken, make sure the power for the socket has been turned off at the fuse box and check that the power is off. Make sure the unit is disconnected from any power source. Ensure proper safety precautions are taken before attempting any work.



This should only be carried out by a competent person who has the knowledge to complete the task. If you have a hardwire ready fire, you will need to wire the fire into a **SWITCHED FUSED SPUR**.

**THE SOCKET CANNOT BE LOCATED BELOW THE FIRE.** It must be located to the side of the fire. The fire should be fitted in the correct position to the wall before hard-wiring is completed, so minimal cable is exposed.

When the fire is fitted you can hardware the fire as per the following instructions. Ensure that the fused spur socket is located in the correct position so that it avoids any interference with any suites or woodwork.

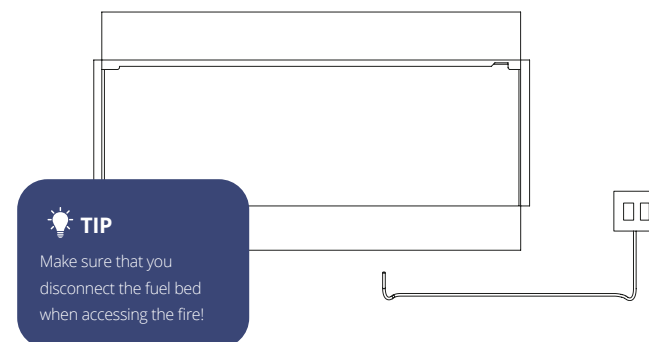
If access is required to the fused spur, it is advised that the cable is hidden in the wall/ cavity so there is no visible cable between the fire and the fused spur.

Bring the cable out as close to you can as the fire, ensuring it will not be in the way of any woodwork, suites, or walls being built.

# HARDWIRE INSTALLATION

## 01

Fit the fused spur socket leaving enough power cable to get to the fire, leaving plenty of wire to trim back.



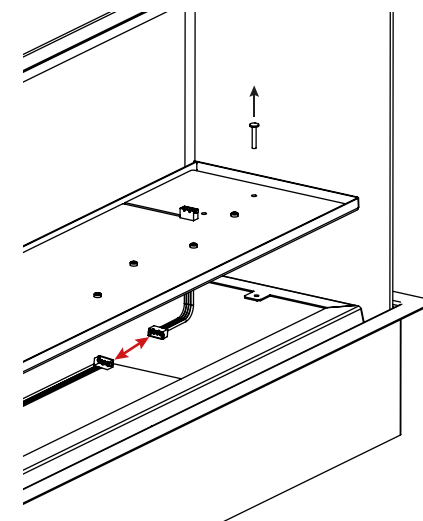
## 02

You will need to remove the fuel bed from the fire to hardware the appliance. To do this, you will need to remove the 2 screws located at either side of the fire.

If you have a E-FX Lite fire, you will remove the log set, and the lighting panel found under the logs.

## IMPORTANT

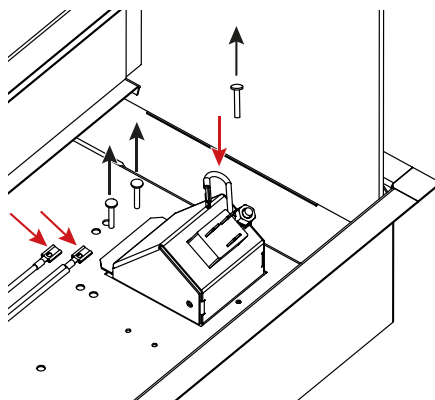
Be careful and disconnect the fuel bed from the fire using the connecting cable found under the fuel bed.



## HARDWIRE INSTALLATION

**03**

Disconnect the current power bracket, found on the right inside the fire. Remove the terminals from the power inlet and unscrew the bracket from the fire.

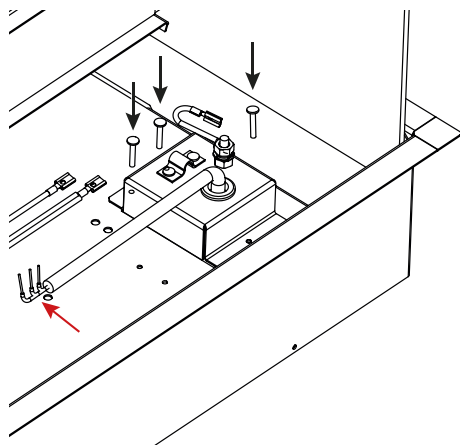


**04**

Fit the new hardwire bracket, found in the accessory pack by screwing it to the fire where the old bracket was removed.

### **IMPORTANT**

Leave the earthing cable attached to the new bracket.



**05**

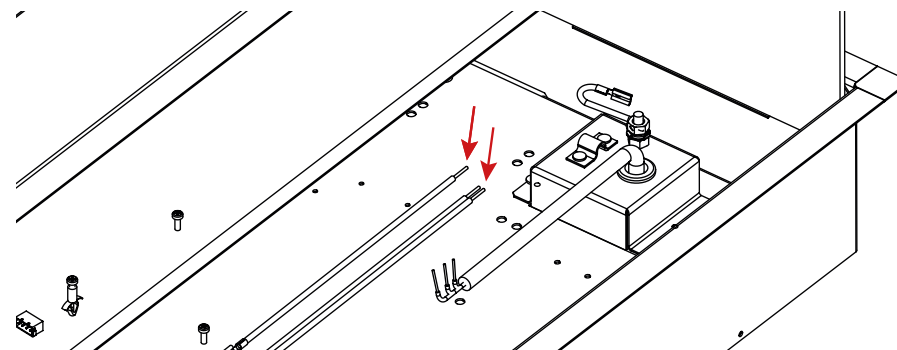
To connect the fire to the mains supply, feed the cable through the rubber grommet found on the new bracket.

Trim the power supply cables leaving 13mm of bare cable exposed to connect the fire to.

## HARDWIRE INSTALLATION

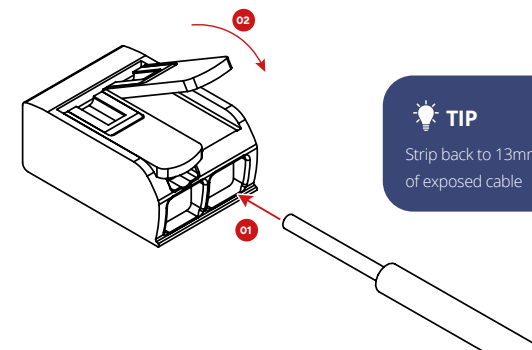
**06**

Now trim the fire power cables by removing the terminals and leave 13mm of cable exposed to connect the mains supply. The Neutral gray cable is a twin cable.



**07**

In the hardwire pack, there are 3 clear cable connectors. Place the connectors on the end of 3 cables from the mains cable, by lifting the orange leavers and inserting the wire into one side of the connector, ensuring there is no bare cable showing.



**TIP**

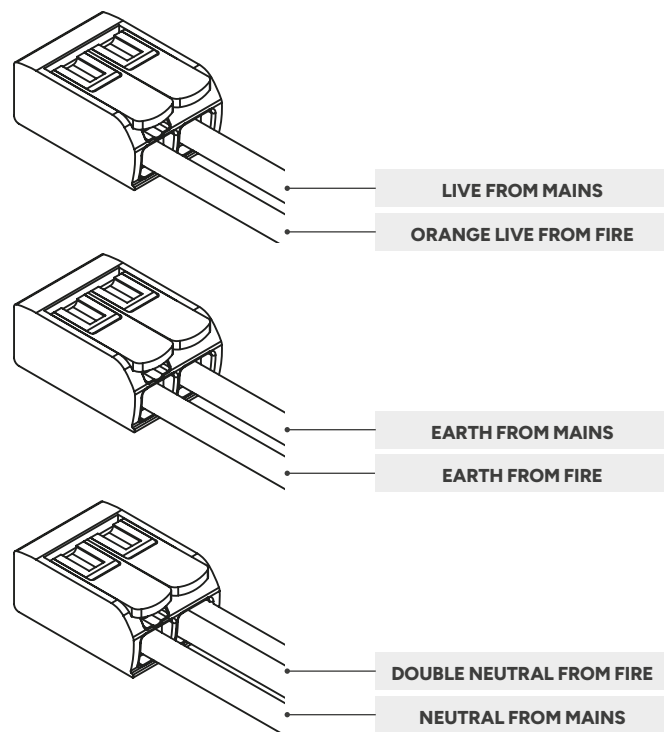
Strip back to 13mm  
of exposed cable

## HARDWIRE INSTALLATION

### 08

Now the mains cables are connected, connect the fire by inserting the trimmed cables into the corresponding connector. The neutral is a double cable, and both should go into the same side of the connector, pictured below.

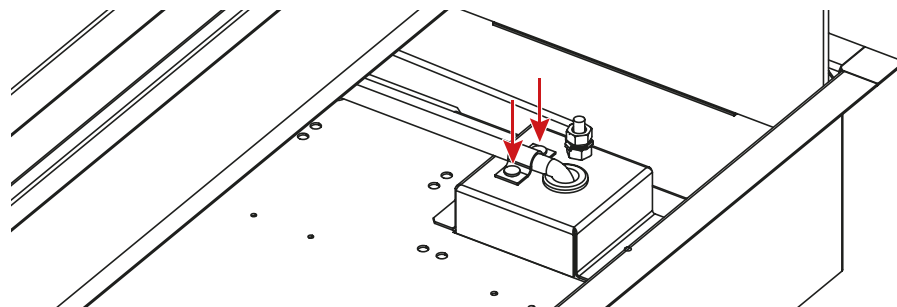
Make sure all the connectors are secure and do not come loose. Make sure you connect the earth cable from the mains, to the earth cable fitted to the new hardwire bracket.



## HARDWIRE INSTALLATION

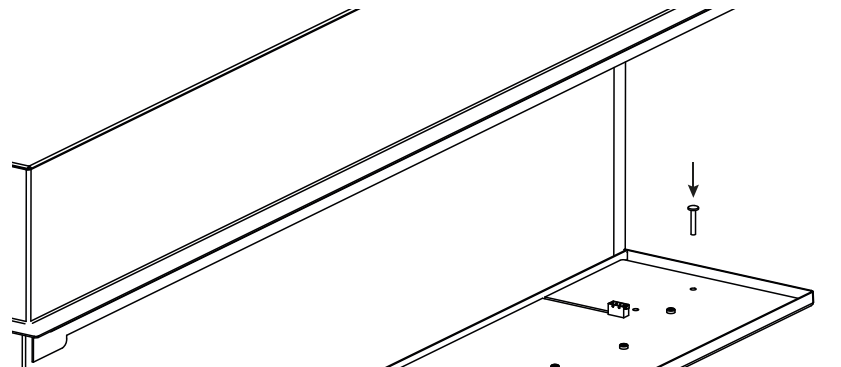
### 09

Before reinstalling the fuel bed, remove the cable clip from the hardwire bracket and use it to secure the mains cable in place. This will ensure that nothing can be disconnected if the cable is accidentally pulled, so make sure its on securely.



### 10

Finally, now everything is connected and secure, reconnect the fuel bed cable and screw the fuel bed back into position.



## REAR SCREEN OPTIONS

### STANDARD E-FX

As standard one of the two rear screens in the E-FX fire has a reflective coating to mirror the log effect. When the fire is on, the flame simulates a 3 dimensional burn between the actual log effect and the reflection generated by the coating. If your preference is non-reflective, the glass with the reflective coating can be removed leaving only the projection screen in place. This is for E-FX fire only.

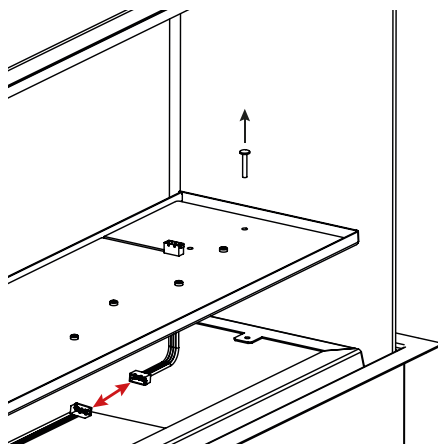
#### WARNING

Before any maintenance is undertaken, always disconnect the fire from the mains power supply.

### NON REFLECTIVE SCREEN OPTION

#### 01

To remove the reflective rear glass, remove the fuel bed by removing the two screws at either side of the fuel bed. Gently lift the right side, you will need to disconnect a cable from the fuel bed to the circuit board below the connector marked "A" on the top of the fuel bed. Once this is done, you may now carefully remove the fuel bed.

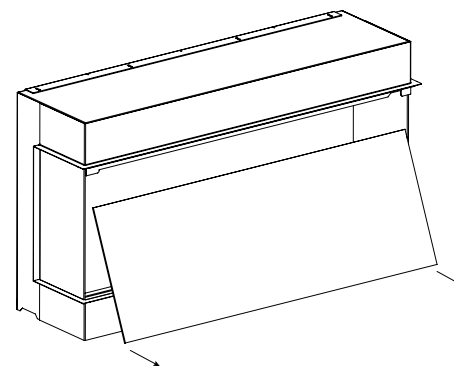


## REAR SCREEN OPTION

#### 02

Now remove the rear glass, leaving the projection screen in place.

You can then reconnect the fuel bed and screw it back into place.



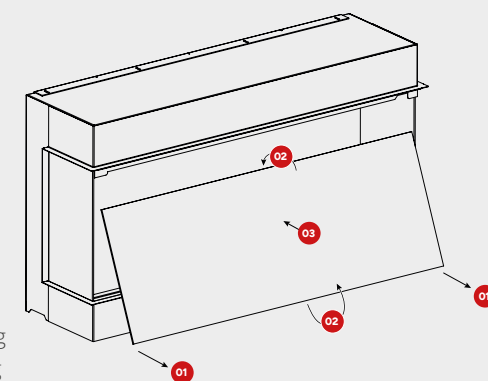
### E-FX LITE

### NON REFLECTIVE SCREEN OPTION

#### 01

For E-FX Lite Fires, you can make the screen non reflective by removing the fuel bed and flipping the rear screen.

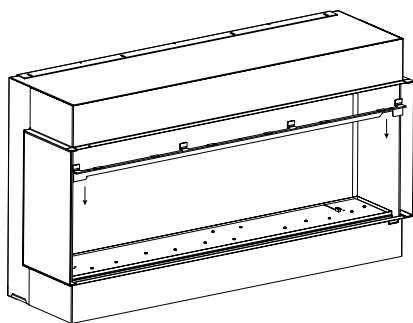
Once the screen has been flipped, refit the screen and fuel bed, making sure to reconnect it before screwing it back in.



## FRONT GLASS INSTALLATION

### 01

First remove the decorative rail from the top front lip of the fire. It is held on with using magnets, so it will just pull off.



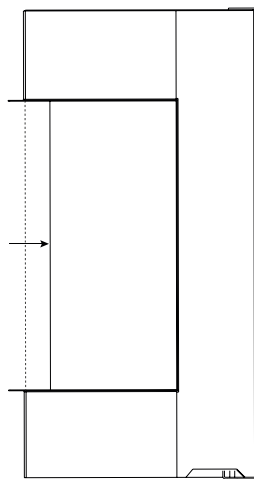
### 02

Next, push the side glass back to the rear of the case. This will give you room to fit the front glass in the next steps.



#### TIP

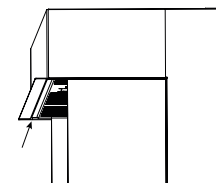
If you have a Standard E-FX Fire, make sure you set up the fuel bed and logs before completing this section



## FRONT GLASS INSTALLATION

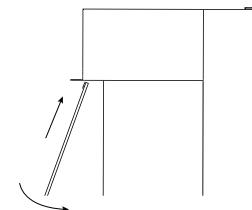
### 03

You will notice a long gap on the underside of the opening in front of the heater grills. Make sure the magnets on the glass are facing you.



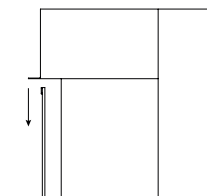
### 04

At an angle, push the glass up into this void, then straighten making sure the bottom of the glass clears the lower edge of the fire opening.



### 05

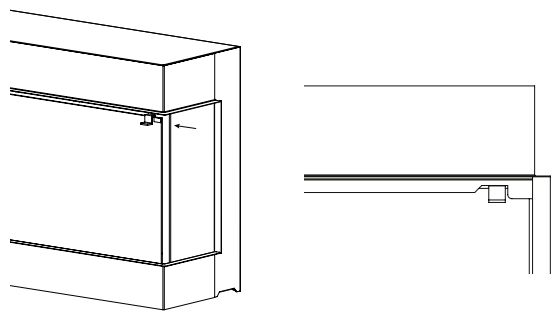
Carefully lower into the large channel that runs across the front avoiding the dampers. Finally pull the side glass forwards again so everything is flush.



# FRONT GLASS INSTALLATION

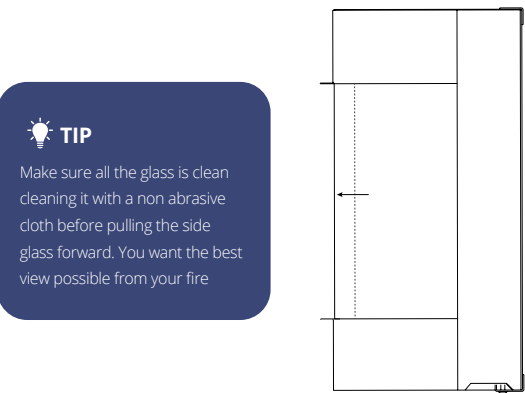
06

Fit the glass handle by using an hex key to adjust the screw, and then slide the handle onto the glass from the right side. Make sure it is aligned with the cutout on the trim.



07

Finally clean the side glass using a soft clean cloth and pull the side glass forward as pictured.



# INFORMATIONAL REQUIREMENTS

E-FX

| E-FX: INFORMATIONAL REQUIREMENTS FOR ELECTRIC LOCAL SPACE HEATERS |                    |            |            |            |            |      |
|---|--------------------|------------|------------|------------|------------|------|
| MODEL   |                    | 1000 - 40" | 1300 - 51" | 1500 - 59" | 1800 - 70" |      |
| Item @ 120V 60Hz  | Symbol             | Value      | Value      | Value      | Value      | Unit |
| HEAT OUTPUT   |                    |            |            |            |            |      |
| Nominal Heat Output   | P <sub>nom</sub>   | 1.5        | 1.5        | 1.5        | 1.5        | kW   |
| Minimum Heat Output (Indicative)                                  | P <sub>min</sub>   | 0.75       | 0.75       | 0.75       | 0.75       | kW   |
| Maximum Continuous Heat Output                                    | P <sub>Max,c</sub> | 1.5        | 1.5        | 1.5        | 1.5        | kW   |
| AUXILIARY ELECTRICITY CONSUMPTION                                 |                    |            |            |            |            |      |
| At Normal Heat  | el <sub>max</sub>  | 0.0312     | 0.0423     | 0.0437     | 0.0658     | kW   |
| At Minimum Heat   | el <sub>min</sub>  | 0.0312     | 0.0423     | 0.0437     | 0.0658     | kW   |
| In Standby Mode   | el <sub>SB</sub>   | 0.0005     | 0.0005     | 0.0005     | 0.0005     | kW   |

With Distance Control: **Yes**  
Room temperature control with open window detection: **Yes**  
Adaptive Start With electronic room temperature control plus week timer: **Yes**

E-FX LITE

| E-FX LITE: INFORMATIONAL REQUIREMENTS FOR ELECTRIC LOCAL SPACE HEATERS |                    |            |            |            |            |      |
|--|--------------------|------------|------------|------------|------------|------|
| MODEL  |                    | 1000 - 40" | 1300 - 51" | 1500 - 59" | 1800 - 70" |      |
| Item @ 120V 60Hz   | Symbol             | Value      | Value      | Value      | Value      | Unit |
| HEAT OUTPUT  |                    |            |            |            |            |      |
| Nominal Heat Output  | P <sub>nom</sub>   | 1.5        | 1.5        | 1.5        | 1.5        | kW   |
| Minimum Heat Output (Indicative)                                       | P <sub>min</sub>   | 0.75       | 0.75       | 0.75       | 0.75       | kW   |
| Maximum Continuous Heat Output   | P <sub>Max,c</sub> | 1.5        | 1.5        | 1.5        | 1.5        | kW   |
| AUXILIARY ELECTRICITY CONSUMPTION                                      |                    |            |            |            |            |      |
| At Normal Heat   | el <sub>max</sub>  | 0.0300     | 0.0413     | 0.0421     | 0.0656     | kW   |
| At Minimum Heat  | el <sub>min</sub>  | 0.0300     | 0.0413     | 0.0421     | 0.0656     | kW   |
| In Standby Mode  | el <sub>SB</sub>   | 0.0005     | 0.0005     | 0.0005     | 0.0656     | kW   |

With Distance Control: **Yes**  
Room temperature control with open window detection: **Yes**  
Adaptive Start With electronic room temperature control plus week timer: **Yes**



# MAINTENANCE

## WARNING!

Before any wiring work is undertaken, make sure the power for the socket has been turned off at the fuse box and check that the power is off.

Make sure the unit is disconnected from any power source. Ensure proper safety precautions are taken before attempting any work.

Maintenance **MUST** be undertaken by a qualified engineer.

Please contact your local retailer where you purchased the fire from.



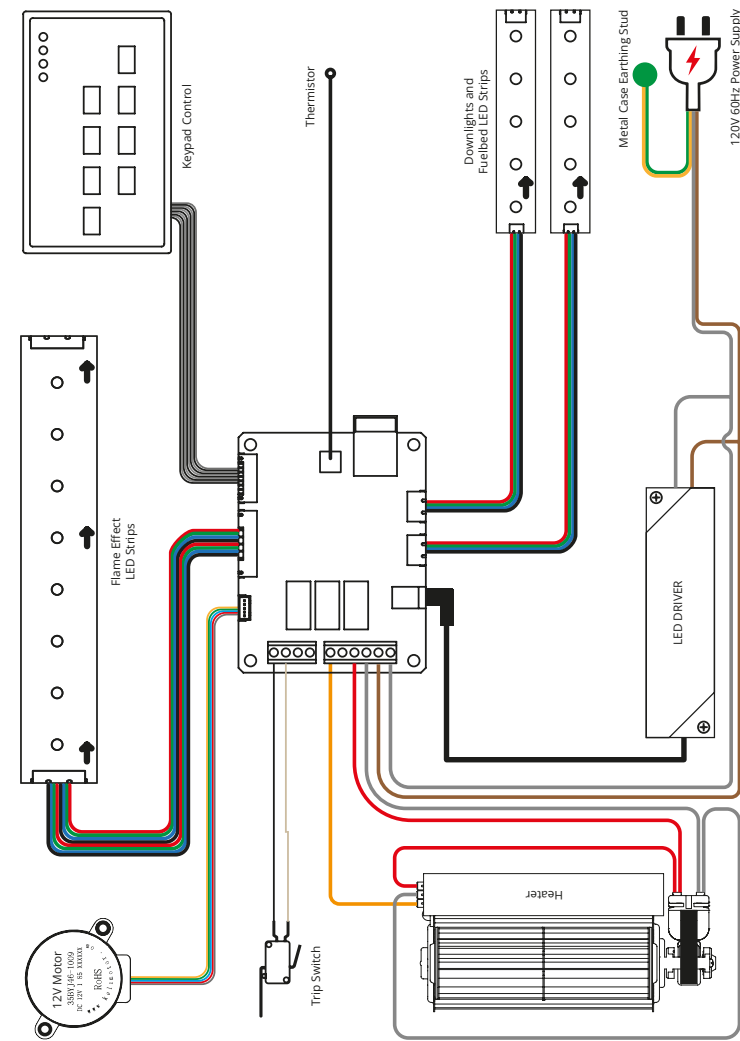
# TROUBLE SHOOTING

| PROBLEM                                    | CAUSE                                | SOLUTION   |
|--|--------------------------------------|--|
| NO POWER TO FIRE                           | Mains lead not plugged in            | Check lead in plugged in securely and p-clipped in place (PAGE 17-23)  |
|  | Circuit board                        | Replacement part required (QUOTE PART NUMBER E50)  |
|  | Mains socket                         | Check socket is switched on  |
| NO LIGHTING OR ILLUMINATION                | Dimmer turned down                   | Use remote or app to adjust the dimmer settings  |
|  | Led failure                          | Replacement part required (QUOTE PART NUMBER E73 150MM STRIP) (QUOTE PART NUMBER E76) 280MM STRIP)   |
| LED FLICKERING                             | Led cable connections                | Ensure all connections are secure and fully in place   |
|  | Damaged cable                        | Replacement part required (QUOTE PART LED CABLE PACK)  |
|  | Faulty led                           | Replacement part required (QUOTE PART NUMBER E73 150MM STRIP) (QUOTE PART NUMBER E76) 280MM STRIP)   |
| FLAME ILLUMINATED WITHOUT MOVEMENT         | Spindle                              | Check spindle is securely attached to the motor  |
|  | Motor                                | New Motor maybe required (QUOTE PART NUMBER E41-1)   |
| LOGS NOT FULLY ILLUMINATED ACROSS THE FIRE | Log wiring & connectors              | Remove glass; check each log is tightly connected together   |
|  | Log led                              | Replacement log maybe required (SEE LOG PACK INSTRUCTIONS FOR PART CODES)  |
|  | Fuel bed led                         | Replacement part required (QUOTE PART NUMBER E73 150MM STRIP)  |
| HEATER BLOWING COLD AIR                    | The safety cut out may have operated | Check for obstruction around the heater. If continually a problem and fitted into a cavity wall or chimney breast, check with installer that the opening has been 100% fully sealed from drawn air and draft |
| HEATER NOT COMING ON AT ALL                | Trip switch not engaged              | Check that the glass is pushed fully back. An audible click lets you know it is engaged  |
|  | Thermostat is set to low             | Use the remote or app or keypad to increase the temperature  |
| HEAT TURNS OFF QUICKLY AFTER TURNING ON    | Thermostat is set to low             | Use the remote or app or keypad to increase the temperature  |
| FRONT GLASS WILL NOT FIT                   | Debris is front channel              | Remove any obstructions and fit (PAGE 26 - PAGE 27)  |

# TROUBLE SHOOTING

| PROBLEM                              | CAUSE                              | SOLUTION   |
|--------------------------------------|------------------------------------|--|
| REMOTE CONTROL<br>NON RESPONSIVE     | Lost rf connection to fire         | Turn fire off & on using the rocker switch next to keypad and repair the remote. See App instructions. |
|                                      | Batteries                          | Replace with 2 x AAA   |
| FRONT GLASS WILL<br>NOT GLIDE FREELY | Debris from fuel bed<br>in channel | Remove debris  |
|                                      | Fitted incorrectly                 | Refer to Installation Instructions (PAGE 26 - PAGE 27)   |
| GLOWING LOGS<br>NOT WORKING          | Poor connection                    | Check all connections are secure   |
|                                      | Damaged cable                      | Replacement part required (QUOTE PART LED CABLE PACK)  |
|                                      | Led faulty                         | Replace faulty log(s) (SEE LOG PACK INSTRUCTIONS FOR PART CODES)                                       |
| RHYTHMIC TICKING                     | Cable loose                        | Make sure all flame effect LED's are tied back to the LED bar and out the way of the spindle.          |
| CAN NOT PAIR FIRE                    | Space after email                  | Remove space from email  |
|                                      | Wrong wi-fi password               | Check password   |
|                                      | No 2.4ghz<br>network available     | Check 2.4GHz internet connection   |

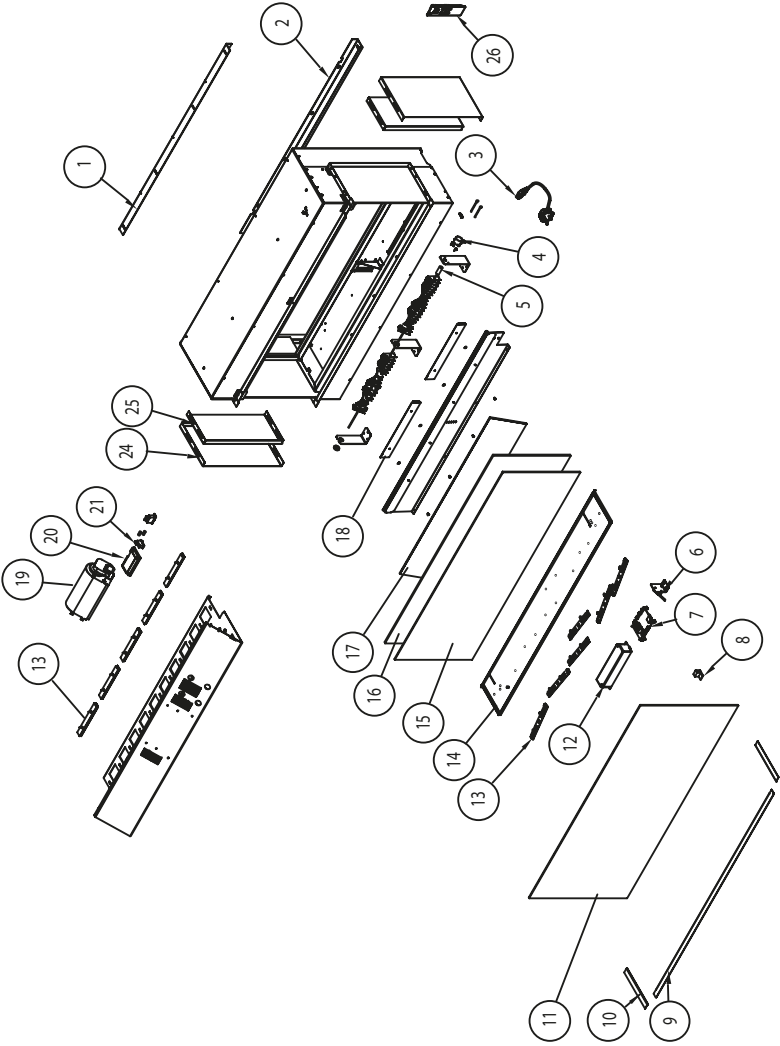
# WIRING DIAGRAM



# PARTS LIST

| PART NUMBER | PART NAME              | E-FX       |            |            |            | E-FX LITE  |            |            |            |
|-------------|------------------------|------------|------------|------------|------------|------------|------------|------------|------------|
|             |                        | 1000 (40") | 1300 (52") | 1500 (59") | 1800 (70") | 1000 (40") | 1300 (52") | 1500 (59") | 1800 (70") |
| 1           | Top Hanging Bracket    | M74        | M76        | M78        | M80        | M74        | M76        | M78        | M80        |
| 2           | Bottom Hanging Bracket | M73        | M75        | M77        | M79        | M73        | M75        | M77        | M79        |
| 3           | Power Lead             | E90-2      | E90-2      | E90-2      | E90-2      | E90-2      | E90-2      | E90-2      | E90-2      |
| 4           | Spindle Motor          | E99        | E99        | E99        | E99        | E41        | E99        | E99        | E99        |
| 5           | Spindle                | M24        | M21        | M22        | M23        | M24        | M21        | M22        | M23        |
| 6           | Trip Switch            | E59        | E59        | E59        | E59        | E59        | E59        | E59        | E59        |
| 7           | PCB Board              | E50        | E50        | E50        | E50        | E50        | E50        | E50        | E50        |
| 8           | Glass Handle           | C54        | C54        | C54        | C54        | C54        | C54        | C54        | C54        |
| 9           | Front Deco Rail        | M49        | M39        | M40        | M42        | M49        | M39        | M40        | M42        |
| 10          | Side Deco Rail         | M49        | M39        | M40        | M42        | M49        | M39        | M40        | M42        |
| 11          | Front Glass            | G9         | G11        | G13        | G14        | G15        | G19        | G20        | G22        |
| 12          | LED Driver             | E42        | E42        | E42        | E42        | E42        | E42        | E42        | E42        |
| 13          | 150mm LED              | E3         | E3         | E3         | E3         | E3         | E3         | E3         | E3         |
| 14          | Fuel Bed Tray          | FE42       | FE46       | FE50       | FE189      | FE43       | FE47       | FE51       | FE53       |
| 15          | Rear Glass             | G16        | G18        | G21        | G23        | G16        | G18        | G21        | G23        |
| 16          | Projection Screen      | FE44       | FE48       | FE52       | FE54       | FE2        | FE4        | FE6        | FE190      |
| 17          | Patent Glass           | G8         | G10        | G12        | G8 x2      | G8         | G10        | G12        | G8 x2      |
| 18          | 280mm LED              | E76        | E76        | E76        | E76        | E76        | E76        | E76        | E76        |
| 19          | Heater                 | E17-1      | E17-1      | E17-1      | E17-1      | E17-1      | E17-1      | E17-1      | E17-1      |
| 20          | Keypad                 | E50        | E50        | E50        | E50        | E50        | E50        | E50        | E50        |
| 21          | Power Switch           | E77        | E77        | E77        | E77        | E77        | E77        | E77        | E77        |
| 24          | Outer Blanking Plate   | M72        | M72        | M72        | M72        | M72        | M72        | M72        | M72        |
| 25          | Inner Blanking Plate   | M72        | M72        | M72        | M72        | M72        | M72        | M72        | M72        |
| 26          | Remote                 | E47-2      | E47-2      | E47-2      | E47-2      | E47-2      | E47-2      | E47-2      | E47-2      |

# EXPLODED DIAGRAM



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100%



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Flamerite Fires Ltd, Greenhough Road, Lichfield, Staffordshire WS13 7AU

**Tel:** 01543 251122 | **Fax:** 01543 251133 | **Email:** [info@flameritefires.com](mailto:info@flameritefires.com)

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All specifications are correct at the time of publishing but are subject to change.



ELECTRIC FIRES MADE IN EUROPE