Instruction Manual

TrueFlame

75 150 200 3DX

Cassette Fire

This product is only suitable for well insulated spaces or occasional use.

To be left with the customer after demonstrating the features of the Solution electric fire.

The complete installation must be carried out in accordance with current Standards and Local Codes. The instructions in this manual must be followed to ensure safe operation of the appliance. It should be noted that the requirements and this publication may be superseded during the life of the Fireplace - please refer to **www.solutionfires.co.uk** for up-to-date instructions.

The product complies with the European Safety Standards EN60335-2-30 and the European Standard Electromagnetic Compatibility (EMC) EN55014, EN60555-2 and EN60555-3. These cover the essential requirements of EEC Directives 2006/95/EC and 2004/108/EC

Mar 2025 - V1.5 - US

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Important Safety Advice

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

- **WARNING:** If the appliance is damaged, check immediately with your retailer before installation and operation. The heater must not be used if any part of it is damaged.
- Do not use outdoors.
- **WARNING:** In order to avoid overheating, do not cover the heater.
- The appliance carries the Warning Symbol indicating that it must not be covered or has a do not cover label. Do not cover or obstruct in any way the heat outlet grille located above the window of the appliance.



- Do not place material or garments over the front of the appliance as this could cause overheating and a fire risk.
- In the event of a fault unplug the heater.
- Unplug the appliance when not required for long periods.
- This appliance can be used by persons if they have been given instruction concerning use of the appliance in a safe way or are supervised and understand the hazards involved.
- 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 or knowledge if they have been given instruction or supervision concerning use of the appliance in a safe way and understand the hazards involved.
- Children shall not play with the appliance. Cleaning and user maintenance shall not be carried out by children without adequate supervision.
- Children of less than 3 years should be kept away from the appliance 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 instruction or supervision 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 or clean the appliance or perform user maintenance on the appliance.
- If the supply cord is damaged, switch off the mains power at the wall outlet immediately.
- **WARNING:** The heater must not be located immediately below, above or in front of a fixed outlet or electrical connection box.
- **WARNING:** Do not use this heater in small rooms when they are occupied by persons not capable of leaving the room on their own, unless constant supervision is provided.
- **CAUTION:** In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.
- **CAUTION:** Some parts of this appliance around the heater grill can become very hot and cause burns. Particular attention has to be given where children and vulnerable people are present.
- The heater must not be positioned or used where it may come into contact with water, for example but not exclusively, in wet rooms, bathrooms, swimming pools, laundries or used to dry clothes.
- Do not use the appliance in rooms with explosive gas (e.g. petrol) or while using inflammable glue or solvent (e.g. when gluing or varnishing parquet floors, PVC etc.)
- Do not insert any objects into the appliance.
- This appliance must be connected to a 110-120VAC 50-60Hz supply.
- If the supply cord is damaged, it must be replaced by the manufacturer, its agent or a similarly qualified person in order to avoid a hazard.

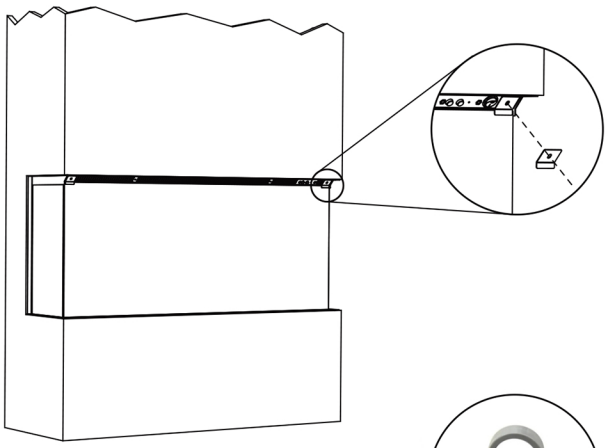
- This appliance is supplied with a power lead complete with a moulded 15 Amp US plug to connect into a standard US outlet. This appliance must be earthed. The plug must be easily accessible after siting the appliance.
- Use only a dry duster or vacuum cleaner with brush attachment to clean the appliance. Never use abrasive cleaners, water, steam cleaners or aerosols on or near the appliance.
- Only control the appliance using the manual operations, the supplied remote control described in this manual, or the recommended smart app. Do not use this heater with a programmer, timer, separate remote control system or any other device that switches the heater on automatically.

Remote Control Battery Warning:
Only adults should handle the batteries. Do not allow a child to use the remote control unless the battery cover is securely attached to the battery compartment. All batteries must be disposed of at your local recycling point.

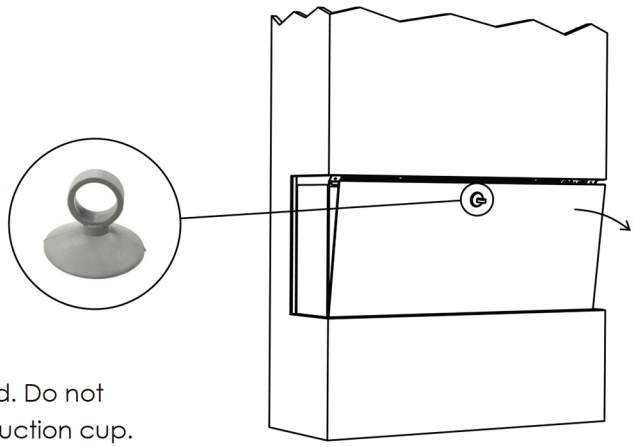
Box Contents:
Please check that the following components are included within the box. If anything is missing or damaged, please contact the retailer and do not use the appliance until you have everything.
- Appliance with trailing lead with moulded 15 Amp plug.
- Remote control hand set and batteries.
- Fixing brackets, side plaster beads and furniture guides.
- Instruction manual.
- Glass removal mini suction cup.

Installation - Front Glass Removal (Caution - wear suitable gloves when handling glass)

1. Remove the glass retaining brackets on the left and right sides of the grille panel.



Remove screws



2. Place the suction cup on the glass, in the middle, near the top. Press the suction cup to expel air, then gently pull forward to release the glass.
3. Carefully lift the glass out by hand. Do not attempt to lift the glass with the suction cup.

Installation & Operating Instructions

Installation Requirements:

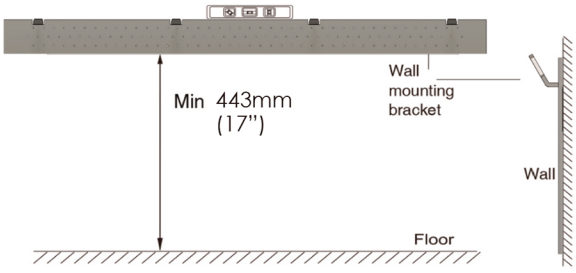
Before commencing installation of the unit consideration should be given to the following:

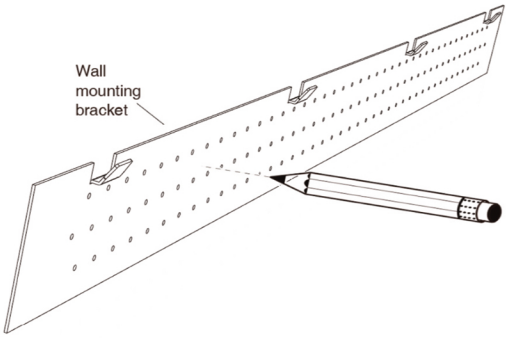
1. Read these instructions thoroughly.
2. You will need suitable tools (e.g. drill and drill bits, screwdrivers, spirit level, tape measure).
3. Select a location that is not prone to moisture.
4. A 15 amp, 120 Volt outlet or switched, fused spur capable of accommodating a maximum load of 1800 watts must be available close to the appliance. The outlet must be accessible at all times and must not be placed directly behind the unit. Ensure that the circuit and associated breaker are sized for the connected load.
5. This product has been designed to be installed into a plaster board, or existing chimney breast.
6. Please seek advice from a professional, with reference to the structural integrity of the installation site.
7. If the product is to be installed into an open chimney or flue, it is important that the chimney flue is partially blocked to prevent any up/down draughts and falling debris, but does not restrict or alter the airflow to the product.
8. Ensure that the product has a minimum internal clearance directly above the grille cover of 100mm (4"), this is to ensure that the product can circulate the required airflow for the heater unit.
9. The product should never be sealed into an opening with the use of silicones or adhesives as this can also alter the airflow and hinder any further servicing of the product.
10. DO NOT SCREW ANY FIXINGS INTO THE BODY OF THE FIRE TO MOUNT ANY FURNITURE OR OTHER PARTS NOT SUPPLIED WITH THE FIRE.
11. THE BRACKET SUPPLIED IS TO SUPPORT THE WEIGHT OF THE APPLIANCE ONLY. THE APPLIANCE IS NOT DESIGNED TO BEAR ANY ADDITIONAL LOAD.
12. ENSURE THAT THE FAN HEATER IS ADEQUATELY VENTILATED.

Note: Plaster flanges and furniture guides are not for support, ensure all furniture/falsework is independently supported.

Unpacking, Testing and Installing Product:

1. Carefully remove the unit from the packaging and prior to installing the unit, test the unit by plugging the power supply into a conveniently located 15 amp earthed outlet.
2. Your product is supplied with one or more wall mounting brackets. (Dependent on model)
3. Establish the desired finished height from floor level to the bottom of the plaster kit of the product.
4. Fix the wall bracket to the wall ensuring to use the correct hardware fixings (not provided) given the wall construction, plaster board or solid wall.





The fire is designed to be permanently fixed to a wall at a suitable height, the wall bracket must be fitted horizontally and the cable routed to the top right of the fire. A height from the floor to the **bottom** of the bracket is suggested. You will need to calculate the height of the bracket if the fire is being fitted into a suite or purpose-made chimney breast.

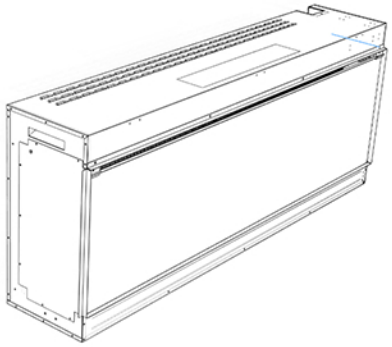
658mm (26") for a TrueFlame 75. 443mm (17") for a TrueFlame 150 or TrueFlame 200

Installation Instructions

Installation - Continued:

The TrueFlame Cassette Fires are designed for four different installation types.

Installation -Option 1 - Front View



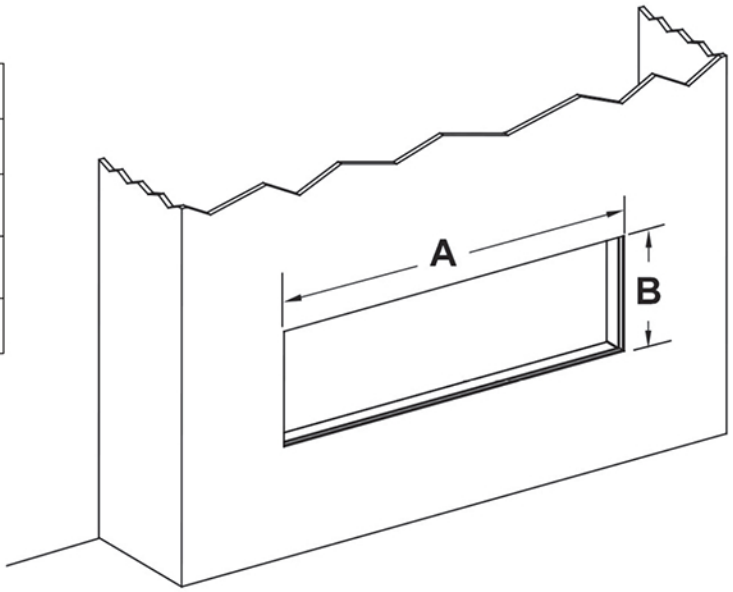
NOTE:

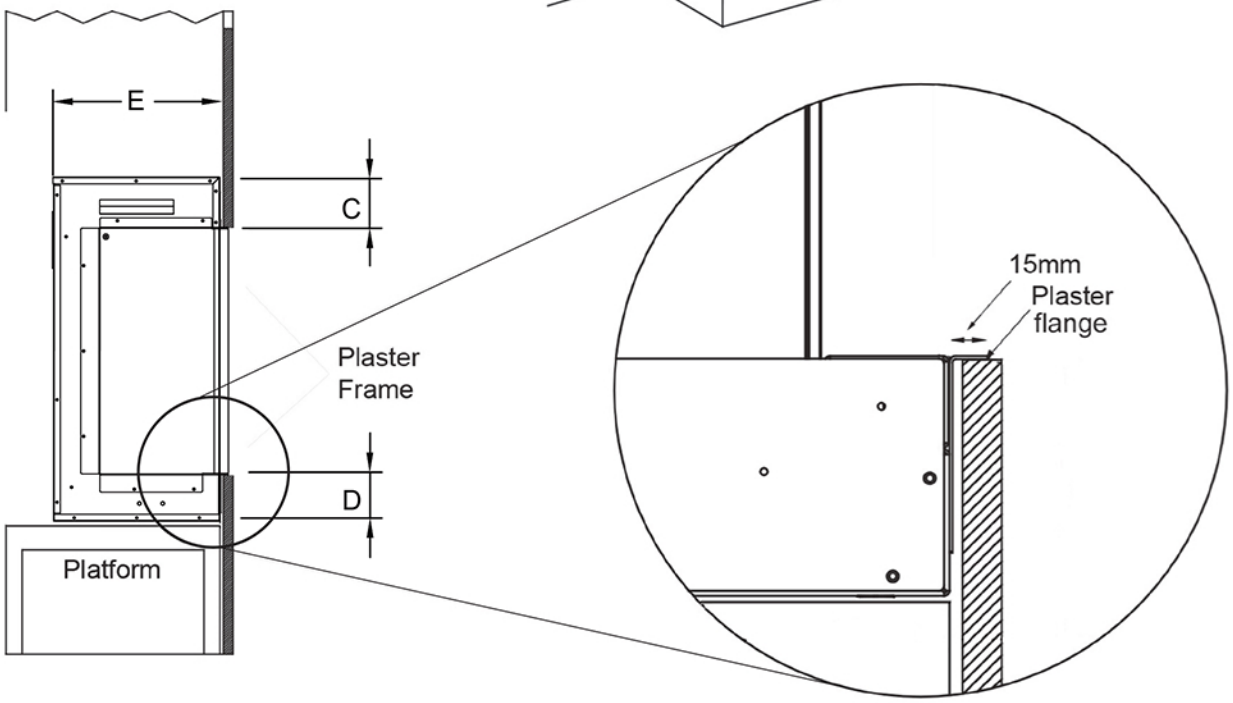
No screws or fixings for the furniture surrounding your fire may be fixed to the fire. This will invalidate your warranty.

Remove the furniture guides and recycle when installing the fire as shown in Options 1-4

Please leave **100mm (4")** above the fire and adequate ventilation in the space

Dimensions in mm (inches)					
	A	B	C	D	E
TrueFlame 75 3DX	750 (25.53)	650 (25.59)	88 (3.46)	82 (3.23)	293 (11.54)
TrueFlame 150 3DX	1500 (59.06)	435 (17.13)	88 (3.46)	82 (3.23)	293 (11.54)
TrueFlame 200 3DX	1952 (76.85)	435 (17.13)	88 (3.46)	82 (3.23)	293 (11.54)

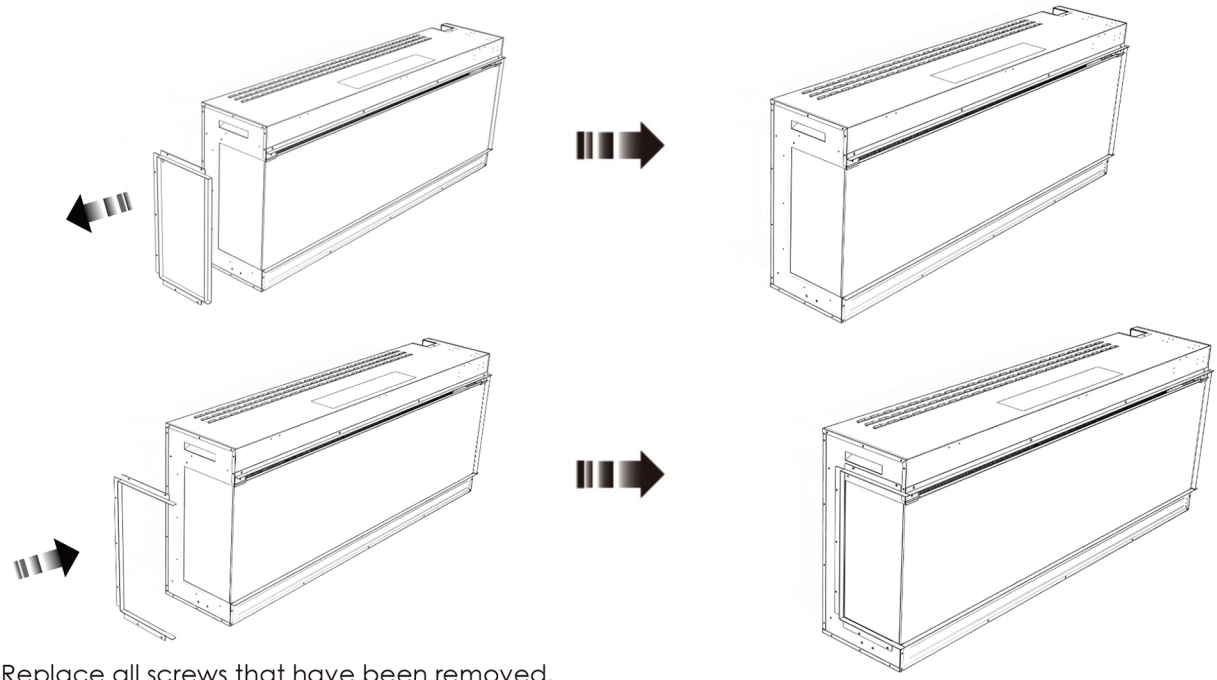




Installation Instructions

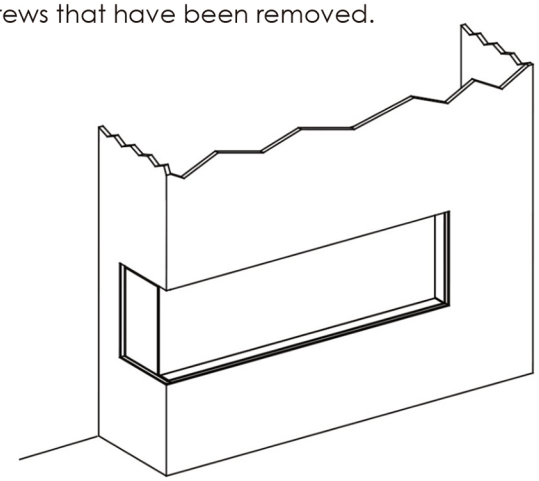
Installation - Option 2 & 3 - Left or Right Corner View:

Remove one steel side panel by removing screws before installation.



Replace all screws that have been removed.

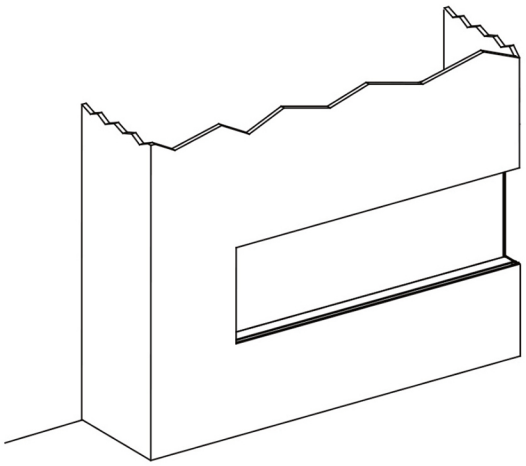
Option 2



Note:

Remove furniture guides for this option.

Option 3



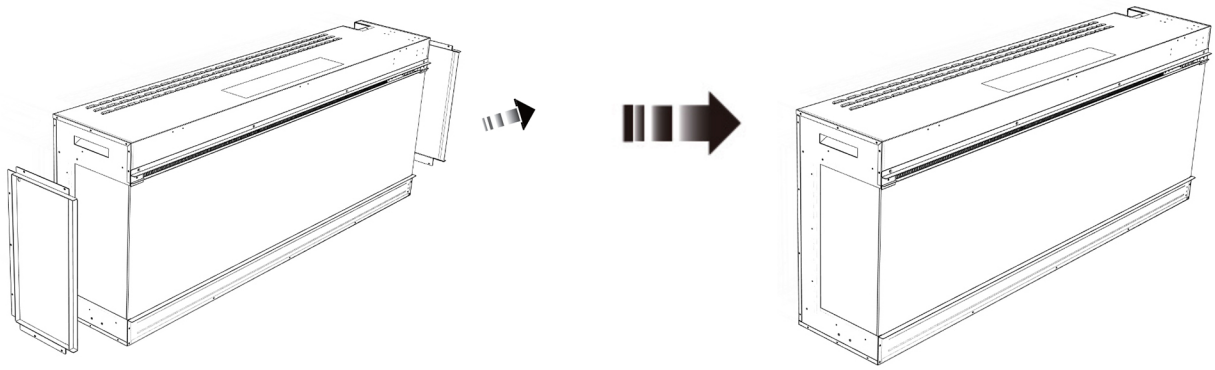
Note:

Remove furniture guides for this option.

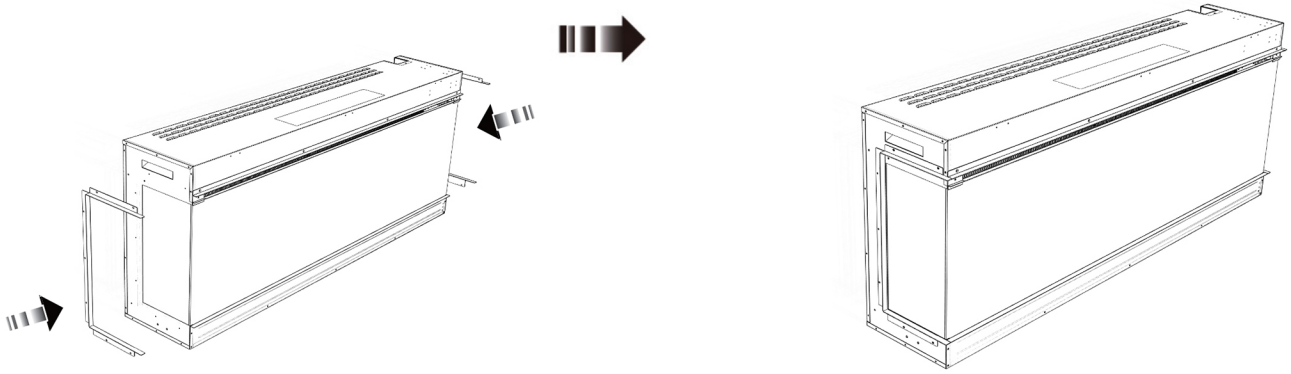
Installation Instructions

Installation - Option 4 - Panoramic Three Sided View

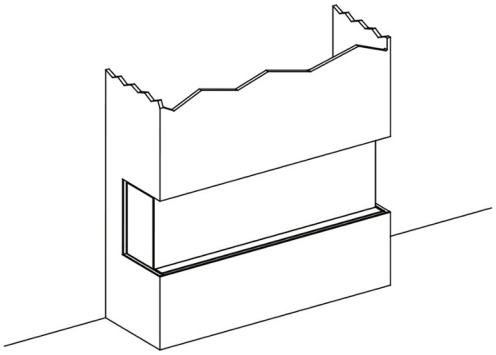
Remove 2 steel side panels by removing the screws before installation.



Fix the side plaster brackets and put all the screws back onto side panels.



Option 4

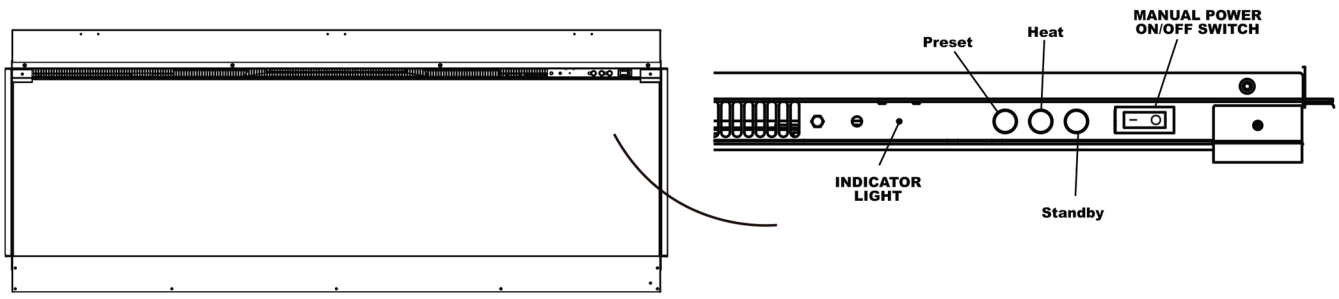


Note: Plaster flanges and furniture guides are not for support, ensure all furniture work is independently supported.

Remove furniture guides for this option.

Operating Instructions

Fig.19



! NOTE: The unit can be operated on the manual control panel and with the supplied remote control. For the unit to operate, the manual ON/OFF switch, located on the right side of the control panel must be switched to the "I" position.

An indicator light will illuminate when the fire is plugged in and the manual ON/OFF switch is in the "I" position. The light will go OFF once the manual power ON/OFF switch is pushed to ON.

Indicator Light

The indicator light has 3 functions as follows:

1 - Confirmation that power is reaching the fire from the house supply - continuously on until the fire is turned on.

2 - The indicator will flash when set to pairing mode. To enable pairing mode, press and hold the Standby button for 5 seconds.

3 - The indicator light is on when the heating element is active. The indicator light will turn off when the heating element turns off, but the fan will continue to run for up to 15 seconds.

Use the manual control panel on/off button to turn your fire on or off. Use the Heater button to switch heater ON, or OFF.

NOTE: The unit may emit a slight, harmless odour and smoke when first used. This odour & smoke is normal and it is caused by heating the internal heater parts and will not occur again.

NOTE: Ensure the manual ON/OFF switch located at the top of the front glass on the right hand side is switched to the "I" position.

NOTE: Before attempting any operation with the remote, press and slide the battery door (on the back of remote) open and insert two AAA batteries, checking that the + and - ends of the battery match inside the battery compartment, close the battery door.

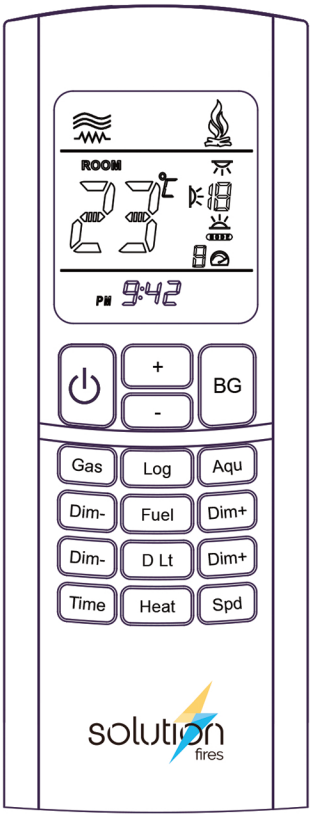
Powering the Fireplace

Press the fire standby button to turn on the fire. Press the standby button again to turn off the fire.

NOTE: All previous settings are held in memory, so the next time you power up the fireplace, the unit will turn on with the same settings.

Operation Continued

Remote Control Buttons



Power:
Press the power button to turn the fire on or to put in standby.

Heat up and down: +/-
Press the **+** button to increase the target temperature.
Press the **-** button to decrease the target temperature.

Background: BG
Press the **BG** button to cycle between the background effect presets for the Log and Gas effects.

Gas Flame: Gas
Press the **Gas** button to select the gas flame effect presets.

Log Flame: Log
Press the **Log** button to cycle through the log flame effect presets.

Aquarium: Aqu
Press the **Aqu** button to select the aquarium effect preset.

Fuel bed brightness and colour: Dim- , Fuel , Dim+
Pressing the **Fuel** button will cycle through the colours of the fuel bed. Pressing the **Dim-** and **Dim+** buttons to the left and right the of the **Fuel** button will decrease and increase the brightness of the fuel bed.

Down light brightness and colour: Dim- , D Lt , Dim+
Pressing the **D Lt** button will cycle through the colours of the down light. Pressing the **Dim-** and **Dim+** buttons to the left and right the of the **D Lt** button will decrease and increase the brightness of the down light.

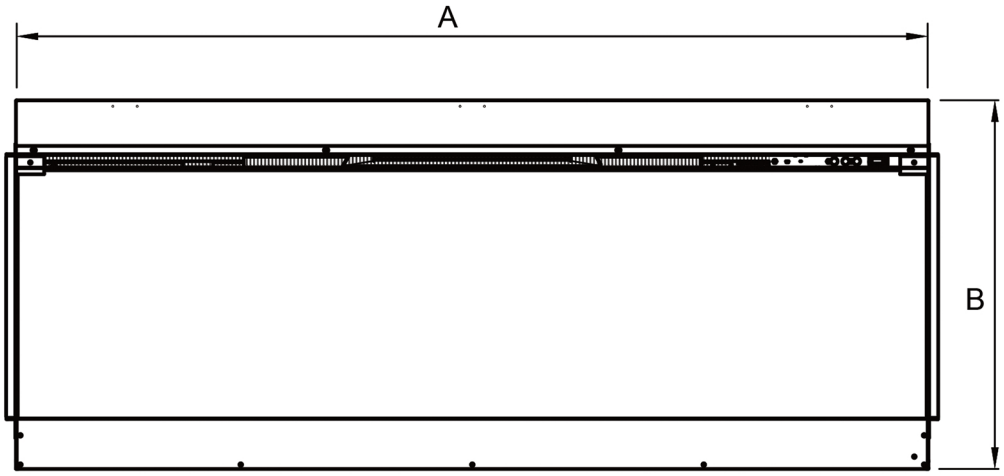
Time setting: Time
Press the **Time** button to cycle between the hours and minutes and the **+** and **-** buttons to adjust the time displayed on your handset.

Heater: Heat
Press the **Heat** button to turn the heater ON and OFF.

NOTE: As an additional safety feature, the heater will turn off after 12 hours continuous operation in case it has been left on by mistake.

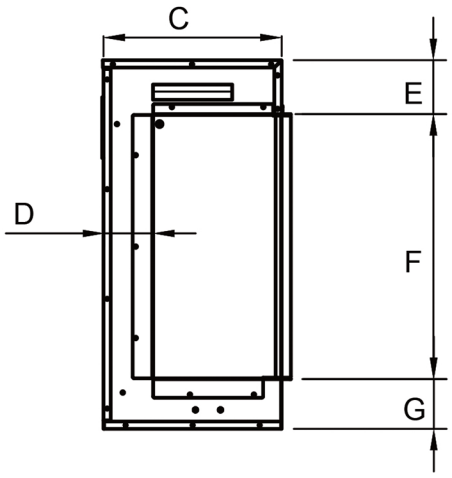
Effect speed: Spd
Press the **Spd** button to toggles between fast and slow for the Log flame and fuel bed effects. (This feature has no effect on Aquarium or Gas effects.)

Product Dimensions



This product needs to breathe.
Please leave a minimum of **100mm (4")** between the top of the product and any surface as well as some ventilation into the space above the fire.

Dimensions in mm (inches)							
	A	B	C	D	E	F	G
TrueFlame 75 3DX	750 (29.53)	820 (32.28)	293 (11.54)	80 (3.15)	88 (3.46)	650 (25.59)	82 (3.23)
TrueFlame 150 3DX	1500 (59.06)	605 (23.82)	293 (11.54)	80 (3.15)	88 (3.46)	435 (17.13)	82 (3.23)
TrueFlame 200 3DX	1952 (76.85)	605 (23.82)	293 (11.54)	80 (3.15)	88 (3.46)	435 (17.13)	82 (3.23)



Note: Dimensions stated are in millimetres unless otherwise stated and may be subject to a small tolerance.

Commissioning and Handover

On completion of the installation:

- Ensure that the operating instructions for the unit are left with the customer.
- Ensure to advise the customer on the correct use of the appliance and how to isolate the unit when required.
- Advise the user what to do should smoke or fumes be emitted from the unit.

Temperature reading

Temperature sensors in different places in the room will give different readings and as such the fire might turn the heating on/off differently to other devices. Things that effect this are:

- Having the fire on an uninstalled external wall.
- Storing the remote on a window sill.
- Other temperature sensing devices at different places in the room.

Technical Parameters

Information requirements for electric local space heaters

Model identifier(s): TrueFlame 75/150/200 3DX					
Item	**Symbol**	**Value**	**Unit**	**Item**	**Unit**
Heat output (150 & 200)				**Type of heat input, for electric storage local space heaters only (select one)**	
Nominal heat output	P_{nom}	1.5	kW	Manual heat charge control, with integrated thermostat	[no]
Minimum heat output (indicative)	P_{min}	0.75	kW	Manual heat charge control with room and/or outdoor temperature feedback	[no]
Maximum continuous heat output	$P_{max,c}$	1.5	kW	Electronic heat charge control with room and/or outdoor temperature feedback	[no]
Heat output (75)				Fan assisted heat output	[no]
Nominal heat output	P_{nom}	1.5	kW	**Type of heat output/room temperature control (select one)**	
Minimum heat output (indicative)	P_{min}	0.7	kW	Single stage heat output and no room temperature control	[no]
Maximum continuous heat output	$P_{max,c}$	1.4	kW	Two or more manual stages, no room temperature control	[no]
				With mechanic thermostat room temperature control	[no]
				With electronic room temperature control	[no]
				Electronic room temperature control plus day timer	[no]
Auxiliary electricity consumption				Electronic room temperature control plus week timer	[yes]
At nominal heat output	el_{max}	N/A	kW	**Other control options (multiple selections possible)**	
At minimum heat output	el_{min}	N/A	kW	Room temperature control, with presence detection	[no]
				Room temperature control, with open window detection	[yes]
				With distance control option	[yes]
				With adaptive start control	[yes]
				With working time limitation	[yes]
				With black bulb sensor	[no]
Contact details	Capital Fireplaces Ltd, Units 12-17 Henlow Trading Est, Henlow, Bedfordshire SG16 6DS				

Cleaning

NOTE: Allow the fire to completely cool before cleaning it.

1. Switch off and unplug from the power supply before cleaning.
2. Using a soft, dry cloth, carefully clean the exterior surface of the product.
3. Do not allow water or other liquids to run into the interior of the product, as this is a hazard.
4. Lightly run a vacuum cleaner nozzle over the grilles along the control panel to remove any dust or dirt that may have accumulated inside or on the unit.

CAUTION: Do not use harsh detergents, chemical cleaners or solvents as they may damage the surface finish of the plastic components.

Thermal Safety Cut-Out

A thermal safety cut-out is incorporated in the heater to prevent damage due to overheating. This can happen if the heat outlet or the ventilation inlet is restricted in any way. The heater will switch on once the heater has cooled. If the cut-out continues to operate intermittently, the heater should be switched off and a service agent contacted.

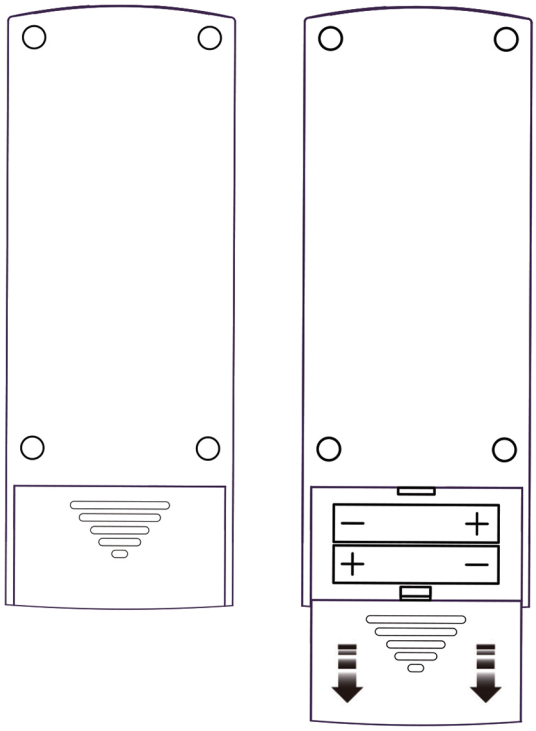
Light Emitting Diode

This fire is fitted with LED's (Light Emitting Diodes) in place of traditional incandescent bulbs. These generate the same light levels as traditional bulbs, but use a fraction of the energy consumed.

Battery Replacement Remote Control

Battery information

1. Slide open the battery cover on the back of the remote control
2. Install AAA batteries into the remote control
3. Replace the battery cover



Discard leaky batteries

Dispose of batteries in the proper manner according to local regulations.

Any battery may leak electrolyte if mixed with a different battery type, if inserted incorrectly, if all the batteries are not replaced at the same time, if disposed of in a fire, or if an attempt is made to charge a battery not intended to be recharged.

Troubleshooting

(IF IN DOUBT isolate the appliance and seek professional advice)

The unit does not switch on:

- Check main power on/off switch is on and indicator on control panel illuminates. If the light does not illuminate check the power to the fire from the wall and check the fuse in the plug and the circuit breakers in the distribution panel.
- Check the battery in the remote control handset.
- If none of the above work, then please refer to your retailer.

The heater smells of burning:

- On first uses there may be a smell as the heating elements burn off residual deposits from manufacture.
- After periods of no use, dust can settle on the elements and will burn off. Excessive dust and fluff is a fire risk and should be eliminated by following the service and maintenance steps on page 20.
- If smell continues, please refer to your retailer.

When the heater is switched on it cuts itself off.

- This could be the normal operation of the thermostat having been set to a target temperature which has been reached, and is fine.
- This could be the safety thermal cut-out device operating. If this operates, then firstly isolate the appliance from the mains and then check for obstructions to the air flow and remove them. This could be fluff in the control panel grills, for example. Once the obstruction(s) have been removed, let the appliance cool down for 15 minutes and then reconnect the appliance to the mains and try the appliance again. If the issue persists, then seek the advice of your retailer.
- As an additional safety feature, the heater will turn off after 12 hours continuous operation in case it has been left on by mistake.

The appliance seems to work, but no lights are illuminated.

- Check the flame effect and fuel bed lights have not been turned off from the remote.
- Turn fire off then back on after 2 minutes.
- Please refer to your retailer.

TrueFlame fire sounds

- Your fire will make some sounds during normal operation. There are three sources of sound:

1. Switch/thermostat - During operation they will make quiet clicking sounds and will occur when your heater fan and heating elements are switched on or off.

2. Flame Effect - To ensure a realistic, and relaxing fuel bed flicker, the electric motor provides its drive via an internal gearbox that will emit a very faint gear noise.

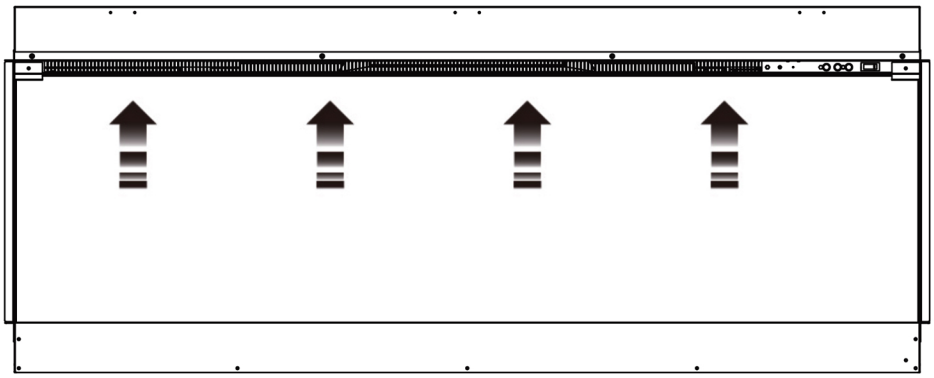
3. Fan Heater - just like any fan heater there will be the sound of air being blown into the room.

The thermostat reading on the App does not match the room temperature.

- The thermostat reading is of the temperature at the remote control, which may be different from the temperature of the fire. be necessary to set a higher target temperature in some instances. In some cases it may be more suitable to turn on the heating element(s) without setting a target temperature – see heater instructions.

Servicing and Maintenance

- There are no user-serviceable components to this appliance – do not attempt to service the appliance. If there are issues that cannot be resolved with your appliance, then please contact your retailer.
- Hard floor covering in particular, but all floor covering cause fluff that can be drawn into the air intakes. From time-to-time and no less than every two months, isolate the fire from the mains and attach the brush accessory to your vacuum cleaner and gently vacuum the air intakes and outlets. (See image below)
- Use only a clean dry duster to clean the surfaces of the appliance. DO NOT use water, abrasive cleaners, steam or other household industrial products or cleaners.



With the fire switched off at the mains, gently vacuum the grille area as shown

App and 7-Day timer

The fire works with the Smart Life app which is available on the Google Play Store and Apple App Store.
For more information see the TrueFlame Cassette app instructions.

Correct Disposal Of This Product

This marking indicates that this product should not be disposed with other household wastes throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please contact the retailer where the product was purchased. They can take this product for environmental safe recycling.



Solution Fires Warranty

For your 2-year Warranty information, terms, and conditions, please scan the QR code.

Alternatively please visit **www.solutionfires.co.uk/warranty/**

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