

# ELEMENT

ELECTRIC FIRES

4



## INSTALLATION MANUAL

AMBIANCE 125-E ELECTRIC FIRE PLACE





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## 1 CE STATEMENT

This guide is designed to aid in the installation and continued performance of this product. This product conforms with all health, safety, and environmental protection standards as indicated by a CE mark. For optimum performance this product requires a well insulated location or occasional use.

We hereby declare that the design and construction of the Element4 electric appliances are complying to the essential demands and regulations for electric products.

Models:

- Ambience 125e
  - Front
  - Corner
  - Threesided

All Element4 Electric fires meet the requirements of the EC Directives. These directives have been met by compliance with the following standard

- EN 55014-1:2006 + A2:2011
- EN 55014-2:2015
- EN 61000-3-2:2014
- EN 61000-3-3:2013
- EN 60335-1:2012 + A1:2014
- EN60335-2-30:2009+A11:2012

This declaration loses its validity when changes to the device are made without the written permission by Element4. You can ask for a copy of the test certificates of all models via our general e-mail adress, which is found on the back of this manual.



J. Kempers  
CEO

## 2 WARRANTY

Should this device show defects within 24 months of purchase due to shortcomings in construction, material or workmanship, the product will be repaired free of charge under the following conditions:

It is the responsibility of the buyer to prove that the device is covered by the warranty, e.g. with a proof of purchase.

Any guarantee will lapse if

- unauthorized repairs or modifications have been made to the electric fireplace
- in the event of an accident, misuse or damage caused by an incorrect installation
- damage occurred during transport to or from the repairer, and changed or missing serial numbers.

Parts replaced under this warranty will become our property.

The company is not liable for consequential damage or any other damage arising from or related to this electric fireplace.

This warranty does not apply to heating elements, lamps or fuses. Service visits where no errors are found and installation errors are not covered by the manufacturer's warranty.

In this case, the maintenance technician employed by us will charge you for the service visit.

This guarantee is an addition to and does not affect the legal rights of the buyer as a consumer.

### Replacement plug

**Caution:** when removing the molded plug and connection to a fused tap through a unqualified person, the guarantee will lapse.



### 3 ELECTRICAL SAFETY

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

1. Read all instructions before using this electric fireplace.
2. This fireplace is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. The trim around the heater outlet becomes hot during heater operation.

**DANGER:** High temperatures may be generated under certain abnormal conditions. Do not partially or fully cover or obstruct the front of this heater.

3. Extreme caution is necessary when any heater is used by or near children or people of reduced mobility and whenever the unit is left operating and unattended.
4. Young children should be supervised to ensure that they do not play with the appliance.
5. The appliance is not intended for use by young children or infirmed persons without supervision.
6. In the event of a malfunction, disconnect power at the service panel and have the unit inspected by a reputable electrician before reusing.
7. If the supply cord is damaged, it must be replaced by the manufacturer, or its service agent, or a qualified person in order to avoid a hazard.
8. Do not use outdoors.
9. Never locate fireplace where it may fall into a bathtub or other water container.
10. To disconnect the fireplace, turn the controls off, and turn off power to heater circuit at main disconnect panel.
11. Do not run the cord under carpeting. Do not cover cord with throw rugs, runners, or the like. Arrange cord away from traffic area and where it will not be tripped over.
12. Do not locate the heater immediately below a fixed socket-outlet.

13. Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock, fire or damage to the heater.
14. To prevent a possible fire, do not block air intakes or exhaust in any manner.
15. All electrical heaters have hot and arcing or sparking parts inside. Do not use in areas where gasoline, paint, or flammable liquids are used or stored.
16. Use this fireplace only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.
17. Do not change the plug in any way. Always plug heaters directly into a wall outlet/receptacle. Never use with an extension cord or relocatable power tap (outlet/power strip).
18. Do not burn wood or other materials in the electric fireplace.
19. Do not strike the fireplace glass.
20. Always use a certified electrician should new circuits or outlets be required.
21. Always use properly grounded, fused and polarized outlets.
22. Disconnect all power supply before performing any cleaning, maintenance or relocation of the unit.
23. When transporting or storing the unit and cord, keep in a dry place, free from excessive vibration and store so as to avoid damage.

**NOTE:** Changes or modifications not expressly approved by the party responsible for compliance could void user's authority to operate the equipment.

This appliance is supplied with a two meter power lead, which has a 13Amp moulded three pin plug to connect to a standard 230/240V plug socket.

## 4 IMPORTANT SAFETY INFORMATION

Please read these instructions before installation or use and keep this booklet handy for future reference.

### 4.1 CHILD SAFETY

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. Cleaning and user maintenance shall not be made by children without supervision

The instructions shall state that the heater must not be located immediately below a socket outlet.

#### WARNING

- In order to avoid overheating, do not cover the heater.
- Children of less than 3 years should be kept away unless continuously supervised

Children under 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 under 8 years shall not plug in, regulate and clean the appliance or perform user maintenance.

### 4.2 GENERAL WARNINGS

- Never leave children unsupervised with an unguarded heater.
- Never obstruct or cover the heater outlet.
- Never install or use this product where it may come in contact with water i.e. a bathroom or wet room.
- Never use aerosols or steam cleaners near this product.
- Never route the electric cable near the heater outlet.
- Never route the electric cable under carpets or floor coverings.
- Never install this product close to curtains or combustible materials.
- Never use the heater to dry clothes or other objects.
- Never remove the fireplace surrounding without isolating the electric supply.

#### CAUTION

Some parts of this product can become very hot and cause burns. Particular attention has to be given where children and vulnerable people are present

#### 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

The LED light system shall be replaced by electrically competent personnel only (LP – These cannot be user replaceable since they will allow access to live parts)

## 5 CONNECTION

### 5.1 ELECTRICAL

This appliance must only be connected to a 230/240 Volts AC 50Hz supply. Before connecting the fire, check that the supply voltage is the same as stated on the fire.

It is important that the outlet is located outside the installation location so that the socket is easily accessible and the plug can be disconnected from the stove after installation.

After the fire is attached to the wall and connected to the socket, the surround (the chimney) can be placed around it.

This appliance must only be used on a AC supply, fuse rating 13Amp. The wires in the mains lead are coloured in accordance with a standard UK supply, these being:

- GREEN/YELLOW – EARTH
- BLUE – NEUTRAL
- BROWN – LIVE

As the colours of the mains lead of this appliance may not match the coloured markings used to identify the terminals in a plug, please observe the following

- The green and yellow wire must be connected to the terminal in the plug which is marked with the letter E or Earth symbol.
- The blue wire must be connected to the terminal in the plug which is marked with the letter N.
- The brown wire must be connected to the terminal in the plug marked with the letter L.
- Replace fuses only with fuses of the correct size and rating.

### 5.2 MAINTENANCE

Maintenance to this device may only be done by a qualified professional. It is advised to maintain your fire at least once every 12 months.

#### **WARNING:**

Before repairs or maintenance check whether the fire is unplugged.

**Attention:** This fireplce should not be used as a primary heater

#### **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.

The on/off switch to activate connection to your app is located at the the front of the fire, in the top trim, offset to the right hand side. [Figure S.1](#)

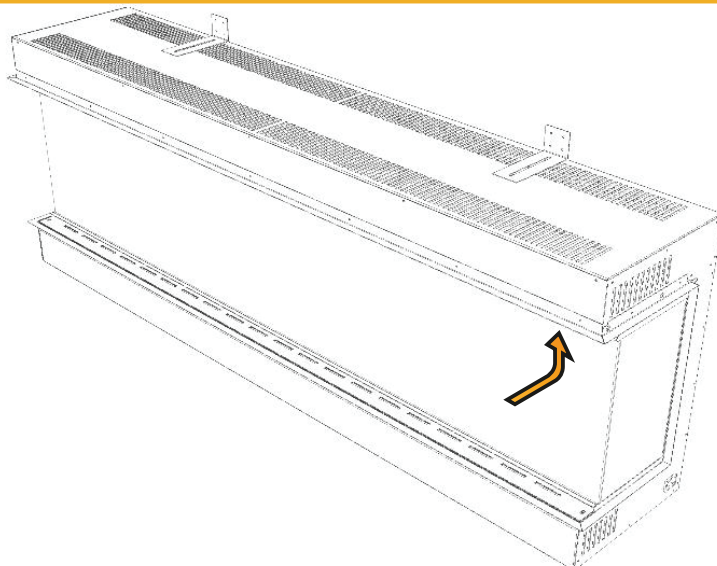


Figure.S.1 | Position of the On/Off switch

## 6 INSTALLATION REQUIREMENTS

This product has been designed to be installed into a plaster board, or existing masonry chimney breast.

Please seek advice from a professional, with reference to the structural integrity of the installation site.

If the product is to be installed into a open chimney or flue, it is important that the chimney/flue is blocked off to prevent any up/down draughts and falling debris which could restrict and alter the airflow to the product.

It is also important to ensure that the product has a minimum internal clearance directly above and below the product of 100mm, this is to ensure that the product can circulate the required airflow for the heater unit.

The product should never be sealed into a opening with the use of silicones or adhesives as this can also alter the airflow and hinder any further servicing of the product.

### 6.1 HEATER UNIT CUT OUT

This is a safety feature to safe guard against further damage to the product.

If the airflow is restricted the heater will automatically turn off. This can occur due to incorrect installation or obstruction. To reset the heater function;

- Isolate from main power supply
- Leave product to cool
- After suitable cooling down period, remove the obstruction if obstructed and check installation
- After 10 minutes the thermo switch (cut-out) in the heater will reset.

**Please note:** that both the effect fan and heater fan omit a low decibel noise, both of which are normal operating characteristics.

### 6.2 SERVICING

Only a competent person should service this appliance. This appliance must be serviced every 12 months.

**Warning:** Before carrying out any repairs or servicing, ensure that the power supply cord is removed from the mains supply.

## 7 INSTALLATION METHOD

In all Element4 fireplaces, a free space of 100mm at least 50mm must be maintained immediately above and below the main housing for good air circulation. (Failure to do so may cause problems for the heating and flame function).

Each Element4 fireplace is supplied with one or more wall mounting brackets.

Determine the height at which the finished Element4 fireplace should be positioned in relation to the floor level.

**Note:** The minimum distance to the floor is 300 mm

Attach the wall bracket to the wall, making sure that you use the correct fasteners that match the respective wall - hollow or solid.

Hang the Element4 fireplace on the bracket and secure it in place with the wall bracket at the top of the fireplace.

Insert the plug of the IEC-compliant power cable into the IEC-compliant socket and ensure that it is firmly pushed.

Construct the hollow installation space for the electric fire in the desired dimensions. It is important that you take into account the finished front when determining the depth of the frame construction.

It is important that a header/lintel is also placed at the desired height, so that the weight of the wall made will not come to rest on the appliance.

Make the cut in the plasterboard / finishing plate and install the fireplace, making sure that the plaster board edges connect to the inside of the cut in the plate.

**Warning:** 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.

### 7.1 PRODUCT SIZE

The product dimensions can be found in **APPENDIX B**

It is also important to ensure that the product has a minimum clearance around it of 15mm, this is to ensure that the product can circulate the required airflow to the heater unit.

The product should never be sealed into an opening with the use of silicones or adhesives as this can alter the airflow and hinder any further servicing of the product.

Please refer to technical specification table for further information, with reference to measurements.



## 8 THE ONE-BOX SYSTEM

Every Element4 electrical appliance is delivered to the customer according to the so-called one-box system. This means that the customer can choose from four configurations per fireplace type, depending on which sides of the fireplace have glass or not. These four models are respectively the front model, two corner models and a three-sided model.

This chapter explains the various steps with which the customer can put together the desired configuration. The fireplace is supplied as a three-sided model as standard.

**Please note:** Check for the possible conversion of your fireplace first the contents of the box.

On the next page see all the parts which are supplied in the box.

### 8.1 CONVERSION

#### 8.1.1 STEP 1: REMOVAL OF THE FRONT GLASS (ITEM 2)

Remove the 2 off fixings (item 7) that secure the front glass bottom retainer (item 6) to the fuel bed (item 8).

#### 8.1.2 STEP 2: REMOVAL OF THE SIDE GLASS (ITEM 1)

Remove the 2 off side glass top retainer brackets (item 9) by taking out the 4 off fixings (item 10). 2 off on each bracket.

**Please note:** If one wishes to install a corner model of the Electric the steps need only be executed for the corner that is not supposed to stay glass.

Carefully tilt the side glass inwards at the top and lift it away from unit.

#### 8.1.3 STEP 3: REMOVAL OF PLASTER KIT (ITEM 3)

Remove the plaster kit fixings (item 11) using a phillips screw driver (not supplied)

**Please note:** Ensure to keep fixings for future reference.

Remove the plaster kit (item 3) from both sides of the unit.

#### 8.1.4 STEP 4: FITTING IN THE IN-FILL SIDES (ITEM 13 AND ITEM 14)

Remove the In-fill side fixings (item 12)

Place the in-fill sides over the existing side pieces

Using the in-fill side fixings (item 12) together with the plaster kit fixings (item 11) that were removed in the previous step secure the left and right in-fill sides (item 13 and 14) to the unit.

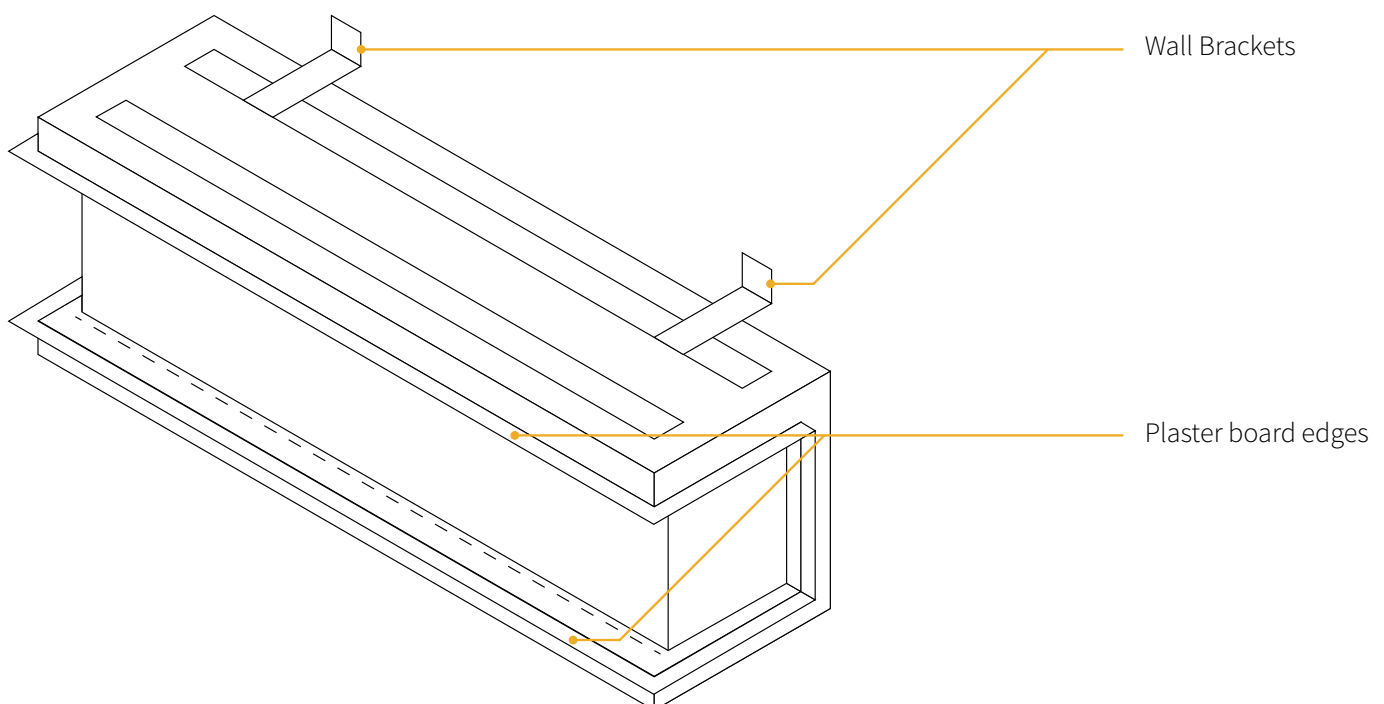


Figure.8.1 | Wall brackets & plaster board locations

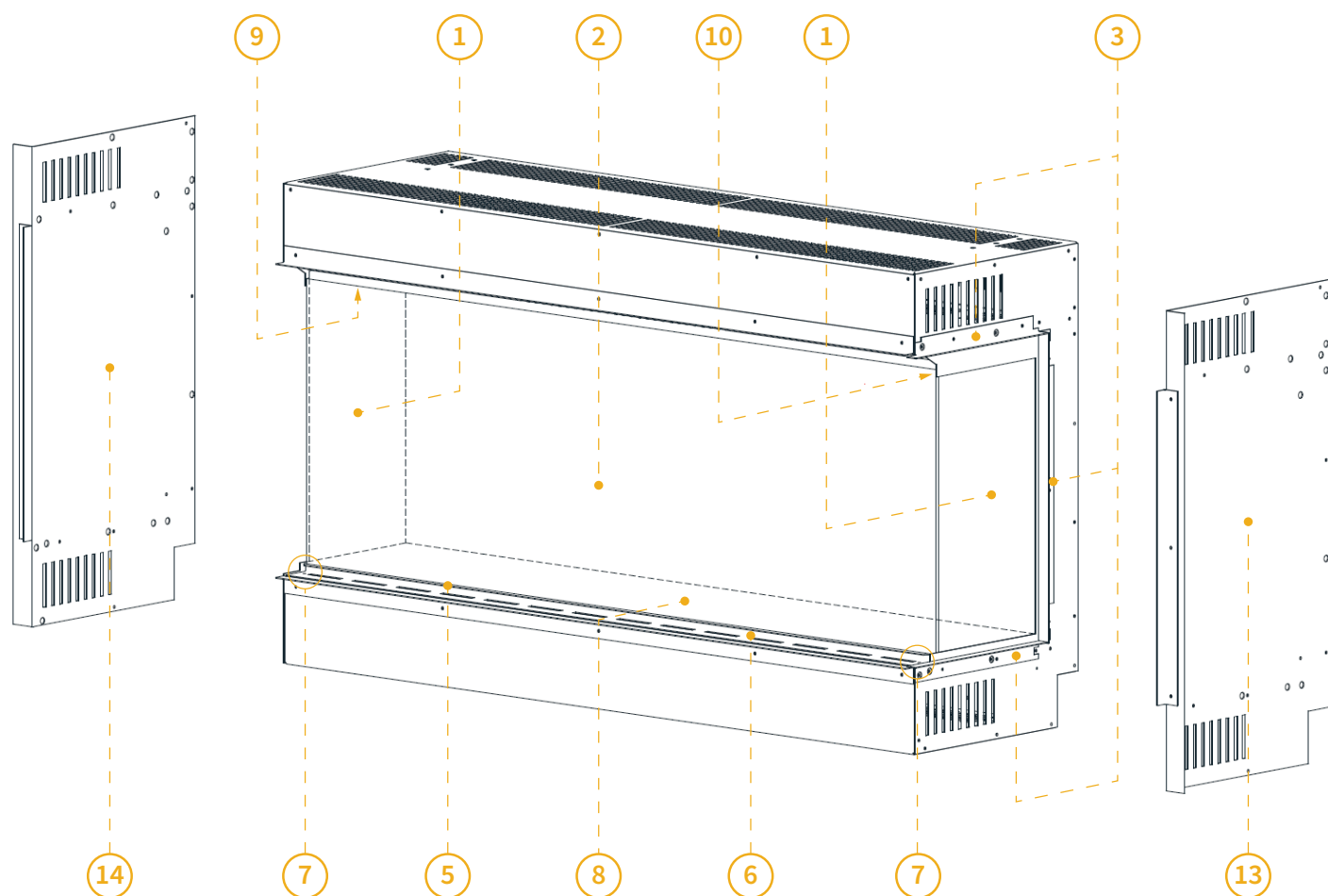


Figure.8.2 | Parts of the one box system

## 8.2 PART LIST

Make sure the following parts are included in the box.

ITEM	DESCRIPTION	Quantity
1	Side glass	2
2	Front glass	1
3	Plaster kit (3 off left side, 3 off right side)	6
4	Main housing	1
5	Front glass bottom support	1
6	Front glass bottom retainer	1
7	Front glass bottom retainer fixings	2
8	Fuel bed	1
9	Side glass top retainer (internal)	2
10	Side glass top retainer (internal) fixings	4
11	Plaster kit fixings	16
12	In-fill side piece fixings	16
13	In-fill right side	1
14	In-fill left side	1

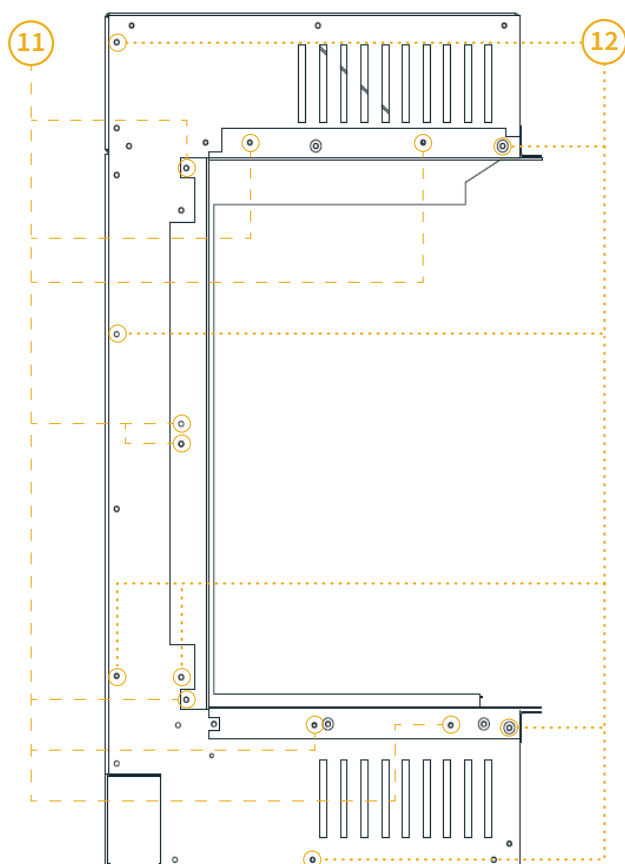


Figure.8.3 | Side view part indications

## 9 INSTALLING THE EFFECT GLASS

This chapter describes the steps needed to place the effect glass and the front glass. To remove follow the steps in reverse order.

- To install the effect glass place the bottom edge carefully in the correct position. See [Figure 9.1](#)  
Tilt the glass 45° inwards till it rests against the back of the fireplace. See [Figure 9.2](#).
- After placing the effect glass the front glass can be place. Position it with the bottom edge first and tilt it into place. See [Figure 9.3](#).
- Place the topside glass retainer bracket and add the screws to close of the fireplace. See [Figure 9.4](#).

**Reminder:** Do not remove the front glass without protection when fire has been on! The frame as well as other parts of the fireplace can become hot!

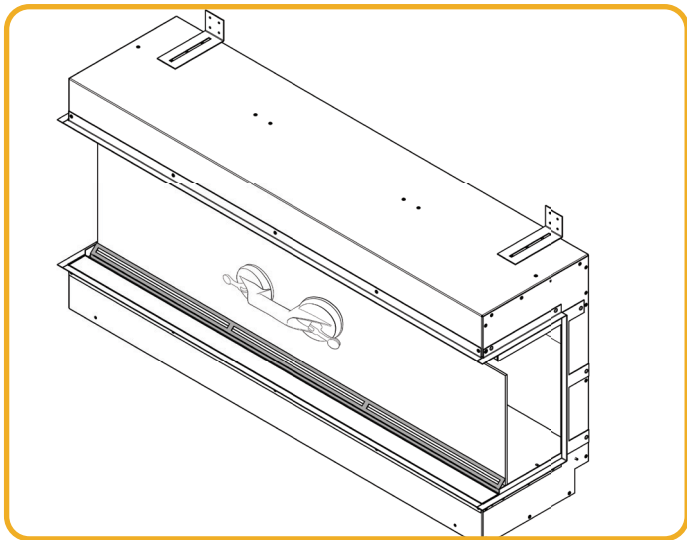


Figure.9.1 | Position the bottom edge of the effect glass

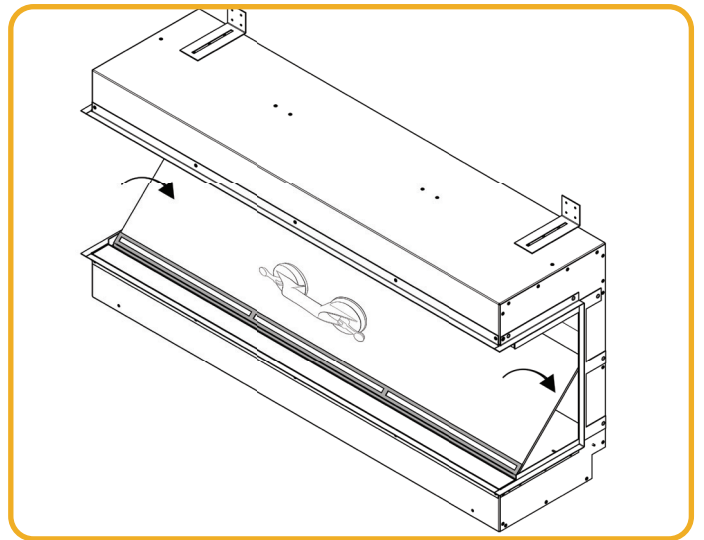


Figure.9.2 | Tilt the effect glass 45° inwards

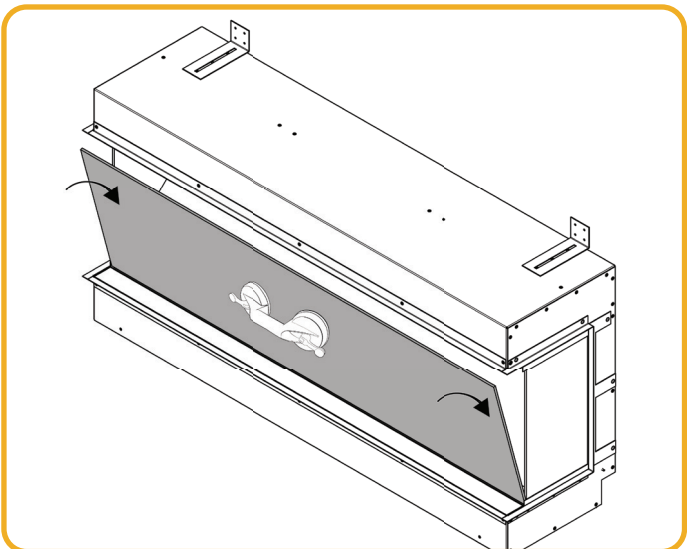


Figure.9.3 | Placing the front glass

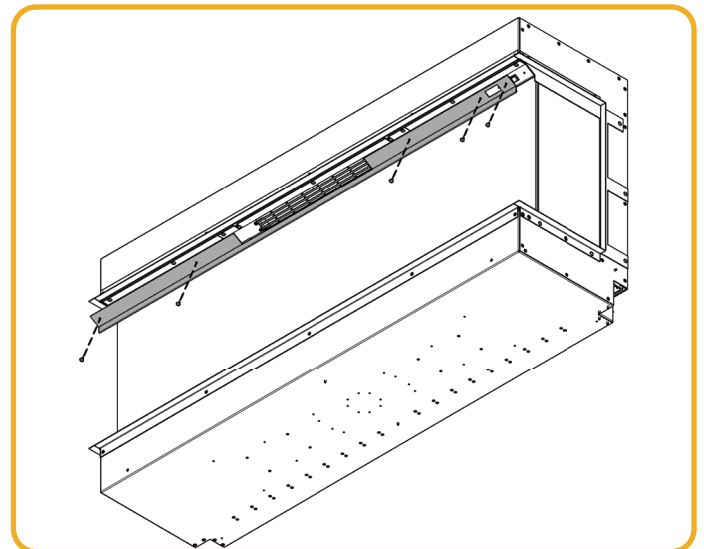


Figure.9.4 | Screw on the top retainer bracket

## 10 E-SMART CLOUD APP INTERFACE

The appliance is operated using the E-smart Cloud App.  
The App Control can be used on either iOS or Android operating systems.  
To obtain the App please visit either the iOS App Store Or Google Play and follow the on screen instructions.

For instructions on how to connect the fireplace in the app see the e-smart cloud app instruction manual that was provided with the fireplace.



Figure 10.1 | Home Screen from e-smart Cloud App

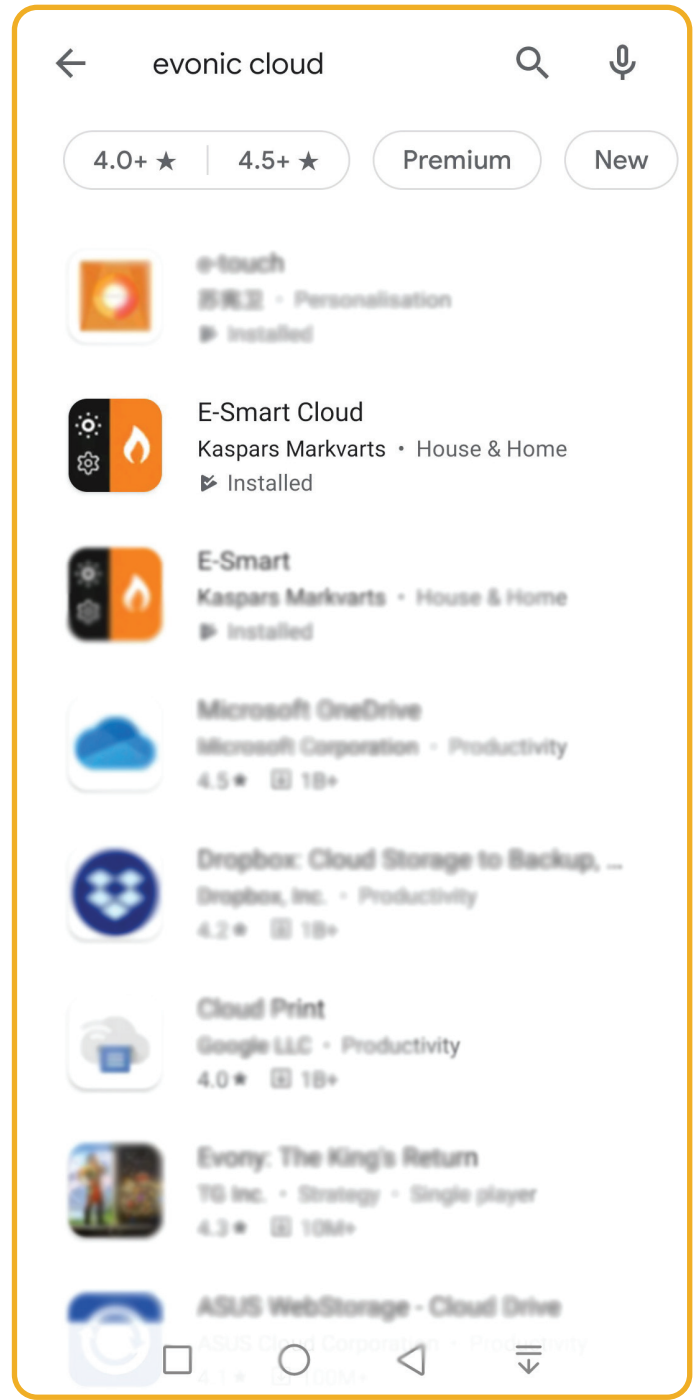
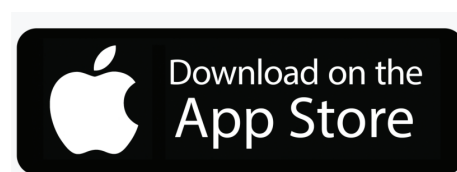
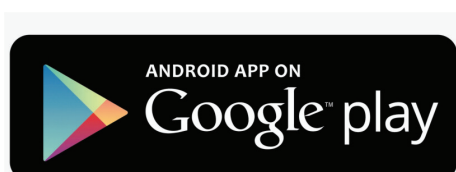


Figure 1.A | Screen shot from app store



## 11 PAIRING THE REMOTE

In order to retro-fit your remote, please ensure you follow these steps before you attempt to use the remote control system.

- Make sure your fireplace is up-to-date. If you see a 'Update' icon in the top right of the fire press it. See [Figure 12.1](#)
- When the fire finished updating selected the settings on the left hand side. See [Figure 12.2](#).
- In settings selected 'other options'. See [Figure 12.3](#)
- Scroll down to 'allow remote control (universeel)' and make sure it is selected. See [Figure 12.4](#).
- Press 'save', You will then hear an audible beep to notify you of the pairing.
- Turn your fire OFF, then back ON with the switch on the fireplace.

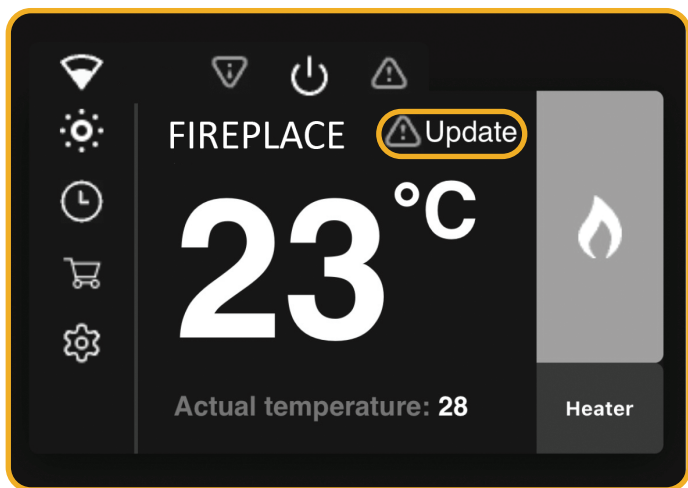


Figure 11.1 | Make sure the fire is up to date

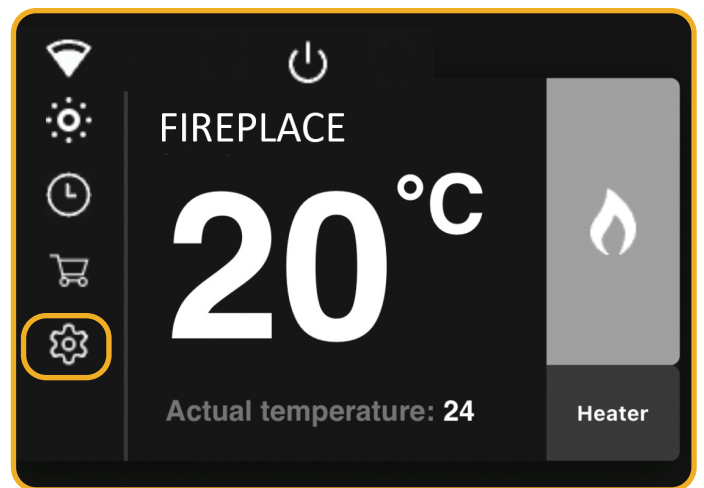


Figure 11.2 | Press Settings

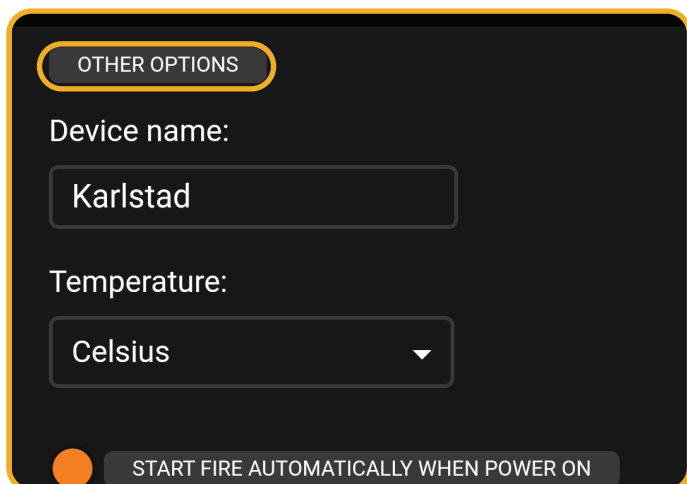


Figure 11.3 | Press 'Other options'

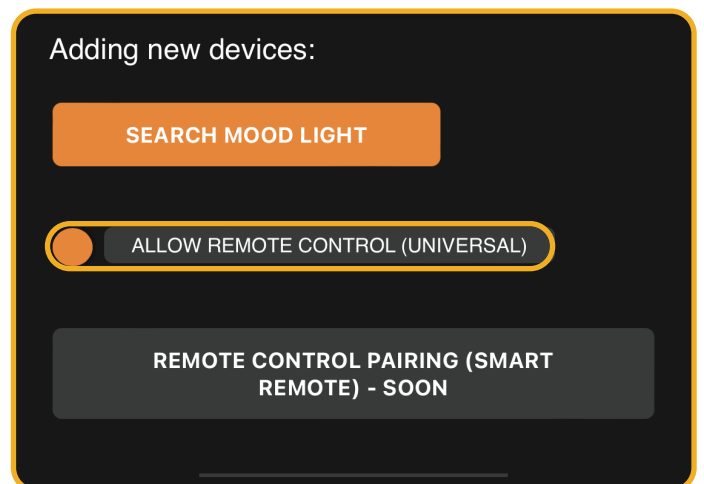


Figure 11.4 | Select 'Allow Remote control'



## 12 USING THE REMOTE

Below you see the remote control and how to use it.



**Attention:** With the remote control the heater is pre-set to 28°. When the temperature inside the fireplace surpasses this the heater will not turn on. If you would like to adjust the temperature, the app should be used.

## A TROUBLESHOOTER

This troubleshooter describes possible problems that may occur with your electric fireplace. Follow the flowchart to see which problem applies, what is causing it and how to solve it.

Problem	Possible Cause	Solution
<b>(1)</b> Flames not working correctly	Fire requires update	Check in the app if the fire needs updating
	Decoration is placed incorrectly	Check the decoration set with the instructions in <b>APPENDIX C</b>
	Effect Screen is defect	Replace the effect screen
<b>(2)</b> Heater blowing cold	Possible installation gaps / Chimney not adequately blocked off.	Chimney may not be fully blocked. Correct aperture has not been adhered to—100mm
	Fan clogged.	Heater fan requires cleaning out
	Faulty element.	Replace element
	Slow fan.	Check fan placement. If problem persists replacement fan may be required.
<b>(3)</b> Noisy Heater	Fan unbalanced.	Adjust fan to stop catching on the case. If problem persists replacement fan unit maybe required.
	Fan catching on housing.	Adjust fan to stop catching on the case
	Fan clogged.	Fan requires cleaning out. If problem persists a replacement fan may be required.
	Fan has come loose.	Tighten fan cradle or screws holding fan onto fan cradle.
<b>(5)</b> Fire not turning on.	Rocker switch has not been turned to the 'ON' position.	Double check switches are turned to the 'ON' position.
	Remote/App not paired.	Remote needs pairing. See separate pairing instructions for guide.
	Fuse blown.	Replace fuse.
	Unit not plugged in correctly.	Check to be sure the power lead is plugged in adequately.

Problem	Possible Cause	Solution
<b>(6)</b> No light	Loose connection or disconnected wire.	Check all connections on LED's
	LED shorting out	Check location of short Replace LED strip if necessary.
	LED blown	LED strip needs replacing.
	Blown driver on PCB	PCB needs replacing.
<b>(7)</b> Heater coming on randomly	Timer has been accidentally set.	Double check timer settings.
	Thermostat faulty.	Replace PCB.
<b>(8)</b> LED streaking	LED dropped down.	LED needs to be re-stuck into place.
<b>(9)</b> Heater cutting out	Build up of hot air triggering heater cut-out unit.	Ensure the appliance has the required aperture for air to circulate and prevent build-up. Recommended 100mm

**B MODEL DIMENSIONS**

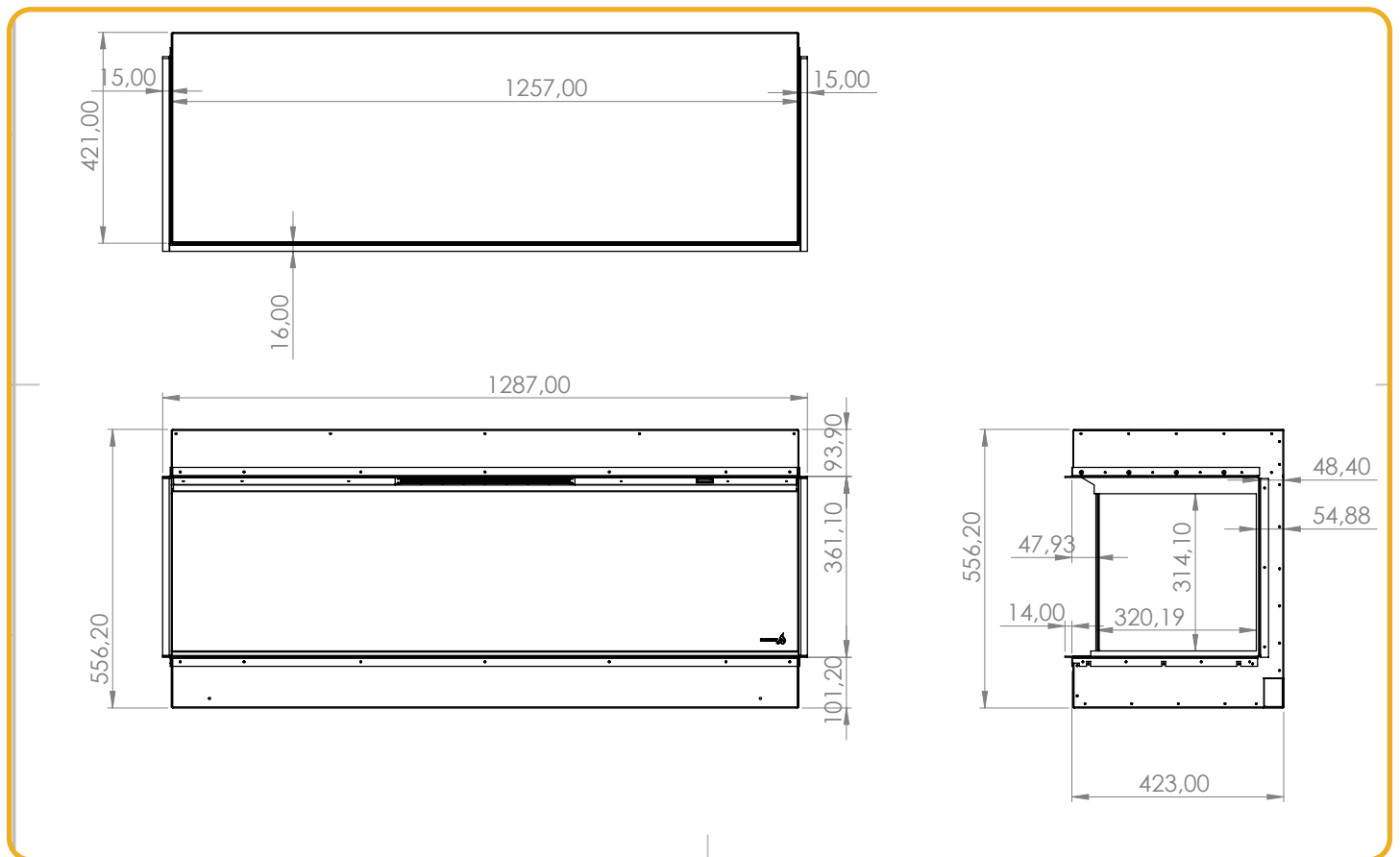


Figure.B.A | Ambiance 125-E 3S sizes

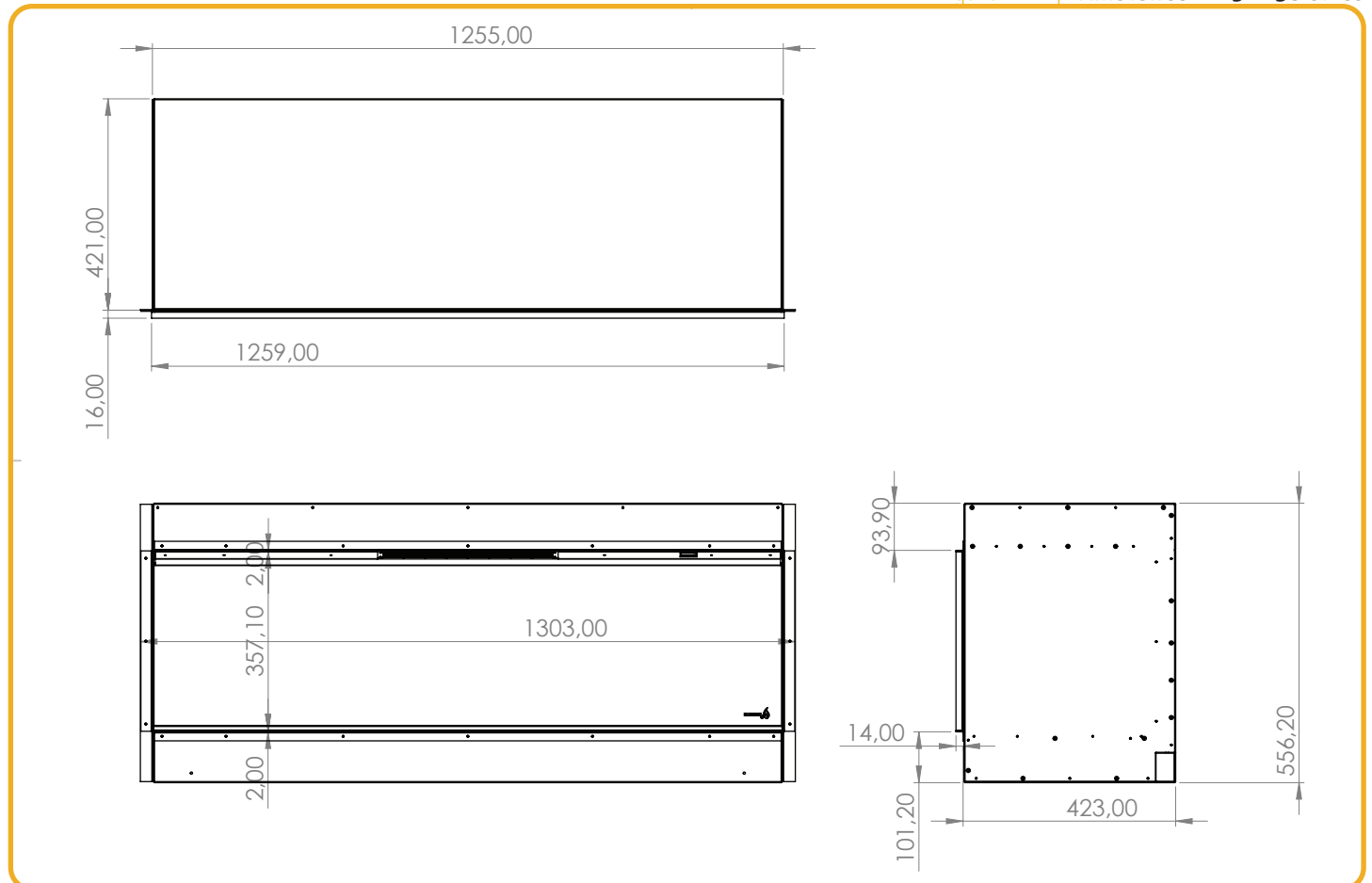


Figure B.B | Ambiance 125-E F sizes

## C DECORATION INSTRUCTIONS

This appliance is equipped with a ceramic fire bed with heat-resistant ceramic fibers, or artificial glassy silicate fibers. Excessive exposure to this material may cause irritation to the eyes, skin and respiratory tract.

Only the decoration ceramics supplied with this appliance are to be used. The ceramics must be laid only as shown on this page. Replacement parts are available from your dealer.

Gently remove and clean the ceramics in the open air, using a soft brush and a vacuum cleaner. Where necessary replace damaged components only with genuine Element4 specified parts. Seal any scrap ceramics in plastic bags and dispose at proper refuse sites. When using a vacuum cleaner, it is recommended that one with a HEPA filtering system is used.

### C.A POSITION THE DECORATION

- Place the decoartive wood slivers and the glass on the trasnparent part of the floorplate. See [Figure C.B](#)
- Place the logs according to [Figure C.C](#) and [Figure C.D](#)
- Turn on the fire to check if the light correctly shines on hte back logs. See [Figure C.E](#)



Figure.C.A | Overview of the decoartive logs



Figure. C.B | Place the decoration woodslivers and glass

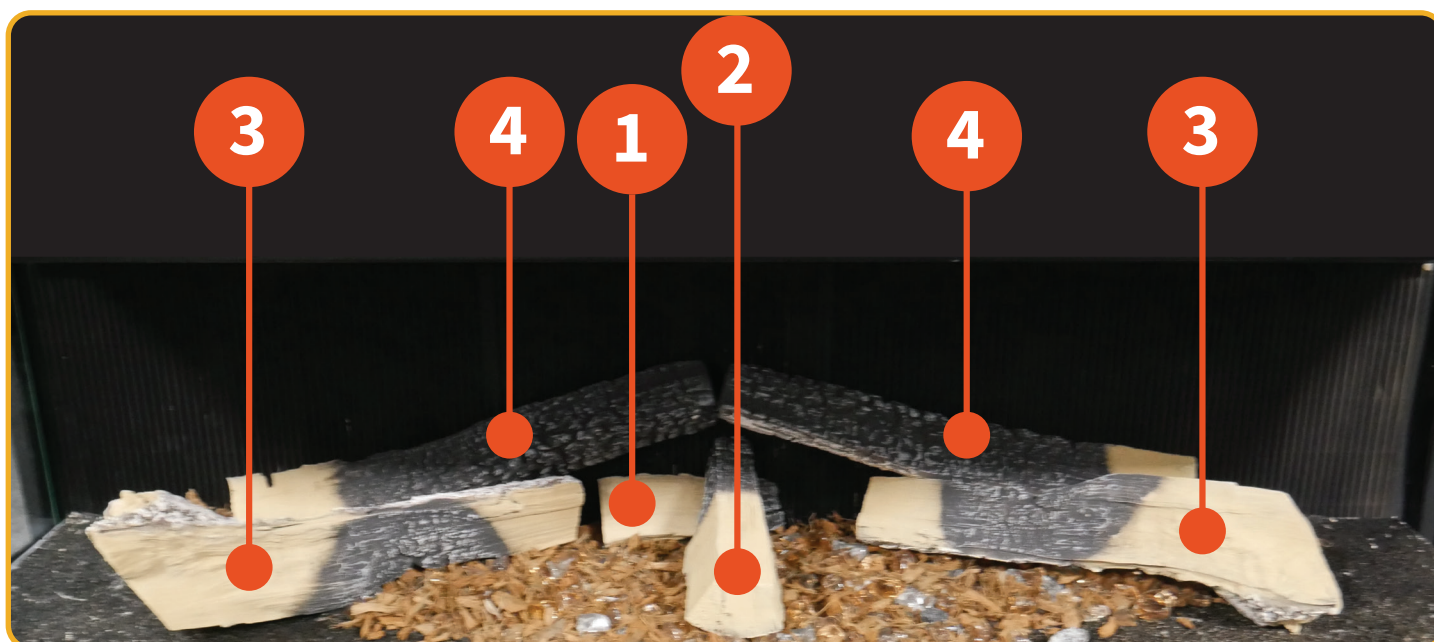


Figure. C.C | Part one of placing the decorative logs



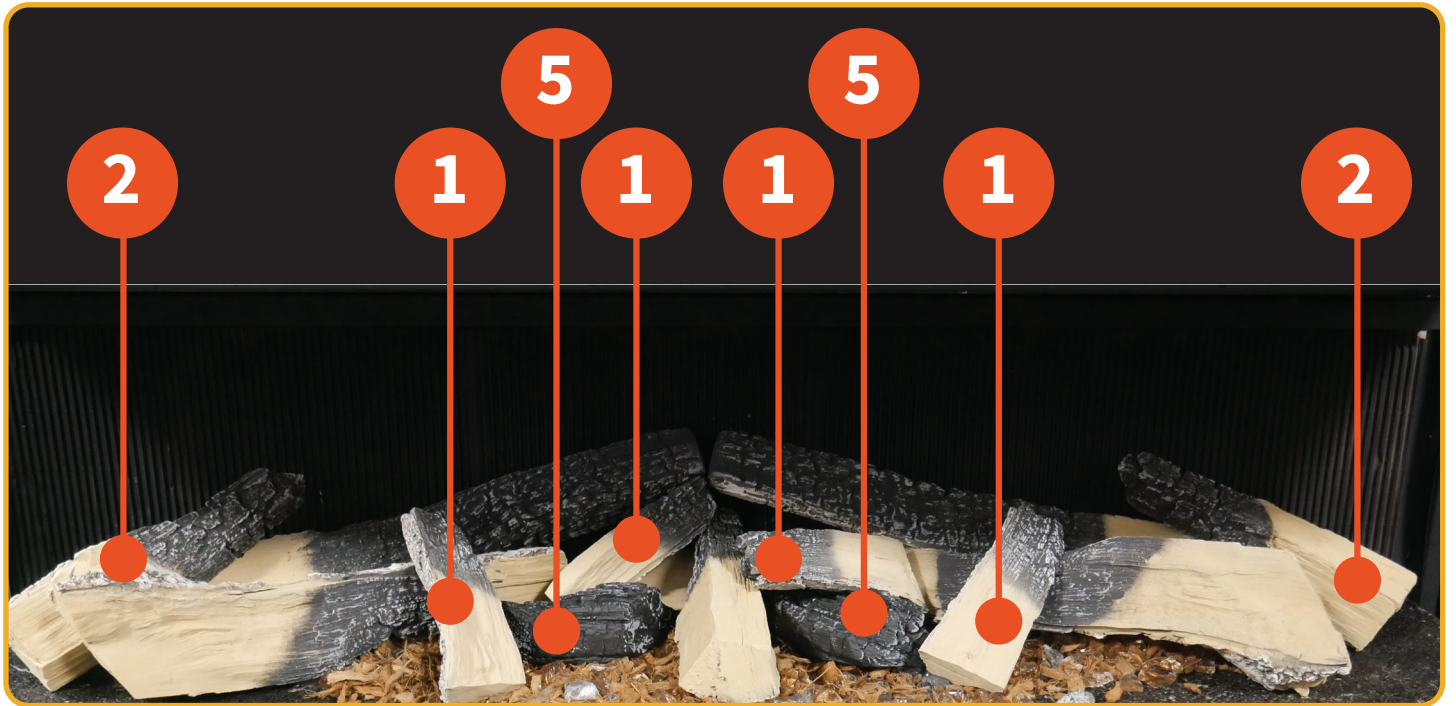


Figure. C.D | Part two of placing the decoartive logs



Figure. C.E | Check if the light is correctly on the bottom side of the logs



**ELEMENT 4 B.V.**

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