

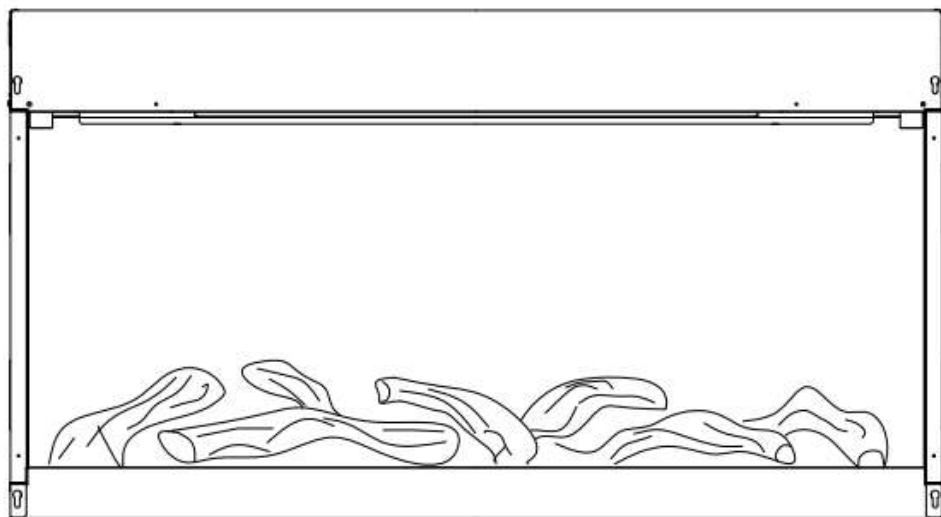
Charlton & Jenrick^{LTD}

Best of British fires, fireplaces & stoves

LED Electric Fire

Model No. 480E/780E/890E/1500E

INSTALLATION AND OPERATION INSTRUCTIONS



**Please read the instructions carefully before installation or
use and keep for future reference**

CONTENTS

1. Important Safety Information	1
2. Technical Specifications.....	3
3. Parts and Hardware	4
4. Appliance Dimensions	6
5. Installation Instructions.....	7
6. Operating Instructions.....	15
6a. Manual Control Panel	16
6b. Remote Controls.....	17
7. Maintenance	24
8. Others.....	24

1. IMPORTANT SAFETY INFORMATION

- 1.1 **Read all of the instructions carefully before using the appliance.**
- 1.2 **For indoor use only.** This appliance is not suitable for use outside the house and **only suitable for well insulated spaces or occasional use.**
- 1.3 Do not use this appliance in the immediate surroundings of a bath, a shower or a swimming pool.
- 1.4 Do not use this fire as a free-standing appliance. It must always be fixed to the wall, fireplace mantel, floor etc.
- 1.5 This fire must not be located immediately below a socket-outlet.
- 1.6 This appliance must be earthed.
- 1.7 This appliance must not be supplied through an external switching device, such as a timer, or connected to the circuit that is regularly switched on and off by utility in order to avoid a hazard due to the inadvertent resetting of the thermal cut out.
- 1.8 If the power cord is damaged, it must be repaired by the manufacturer, its authorised service centre or professional person.
- 1.9 **Warning:** in order to avoid overheating, do not allow the appliance to be covered or let the air inlet/outlet become obstructed. Please note the warning on the appliance.

- 1.10 To reduce the risk of fire, keep textiles, curtains, or any other flammable material a minimum distance of 1 meter from the air outlet.
- 1.11 Keep the power cord away from hot surfaces and hot conditions. Do not route the power lead in front of the appliance.
- 1.12 Do not use this fire in rooms that have explosive gas in them (for example petrol), or if you are using solvents, glue, aerosol spray or in flammable paints, as these may catch fire.
- 1.13 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.
- 1.14 Children and vulnerable people must be supervised at all times when using this appliance, as some parts can become very hot and cause burns. A suitable fireguard must be fitted for this purpose.
- 1.15 Do not use this appliance in small rooms when they are occupied by persons not capable of leaving the room on their own, unless constant supervision is provided.
- 1.16 Cleaning and user maintenance shall not be made by children without supervision.
- 1.17 Keep the power plug accessible after installation.

Information below for authorized person or service centre only:

A non-rewireable plug fitted with a 13A fuse is supplied. Should the fuse or plug need replacing, and you are competent to do so, it must be replaced with a 13A fuse or plug being 13A BS1363A approved.

2. TECHNICAL SPECIFICATIONS

Model No.: 480E/780E/890E/1500E

Supply Voltage: AC 220-240V 50Hz

Maximum power consumption: 2000W

Power for flame effect:

Model No.	480E	780E	890E	1500E
Power	17.5W	21.5W	24W	36W

Power for mood light: DC12V, Max. 9.6W 0.8A

Heat Output:

Nominal heat output (P_{nom}): 2000W

Minimum heat output(indicative) (P_{min}): 1000W

Maximum continuous heat output (P_{max}): 2000W

Auxiliary Electricity Consumption:

At nominal heat output (el_{max}): 12.5W

At minimum heat output (el_{min}): 12W

In standby mode (el_{SB}): 0.48W

Type of heat output / room temperature control

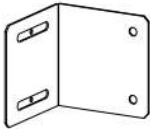
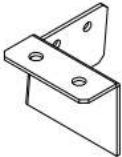
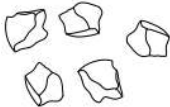
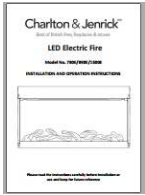
Single stage heat output and no room temperature control	No
Two or more manual stages, no room temperature control	No
With mechanic thermostat room temperature control	No
With electronic room temperature control	Yes
Electronic room temperature control plus day timer	Yes
Electronic room temperature control plus week timer	Yes

Other Control Options

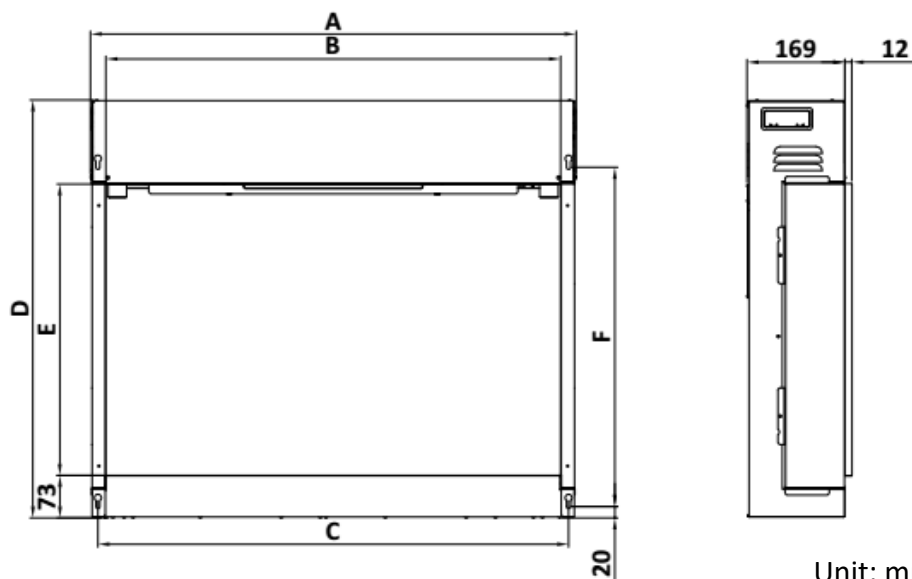
Room temperature control, with presence detection	No
Room temperature control, with open window detection	Yes
With distance control option	No
With adaptive start control	Yes
With working time limitation	No
With black bulb sensor	No

3. PARTS AND HARDWARE

- 3.1 Unpacking the fire carefully, make sure that the appliance is intact with no signs of damage caused by transport and no part has been exposed to water. If in doubt, do not use the appliance and contact an authorised service centre.
- 3.2 Keep plastic wrapping away from children.
- 3.3 Save the original packaging as this may be required in the event of service complaint with product.
- 3.4 Check that all parts are removed from the packing.

A  16 pcs for 890E	B 	C 
ST 4* 12 Screws (8 pcs)	Brackets (2 pcs)	Brackets for Glass 480E ONLY (2 pcs)
D 	E 	F 
Large Clear Faux Crystal (1 set)	Small Clear Faux Crystal (1 set)	Small Black Faux Crystal (1 set)
G 	H 	I 
Medium Clear Faux Crystal (1 set)	Vermiculate (1 set)	Logs (1 set)
J 	K 	L 
Instruction Manual (1pc)	AAA Battery (2 pcs)	Remote (1 pc)

4. APPLIANCE DIMENSIONS



Unit: mm

Model No.	A	B	C	D	E	F
480E	564	510	538	667	448	531
780E	840	786	814	722	503	586
890E	968	914	942	558	339	422
1500E	1554	1500	1528	558	339	422

5. INSTALLATION INSTRUCTIONS

Tools Required

A screw driver and a spirit level and drill will be needed.

Locating the Appliance

Your new electric fireplace may be installed virtually anywhere in your home. However, when choosing a location ensure that the general instructions are followed.

5.1 For best results, install out of direct sunlight.

5.2 If installing in an existing fireplace and chimney always block the chimney with fibreglass insulation or similar to prevent it sucking air away through the appliance. Failure to do this may cause poor performance and loss of heat or make the appliance cut out.

5.3 The appliance should be connected to an earthed electrical outlet and it must be easily accessible to allow disconnection.

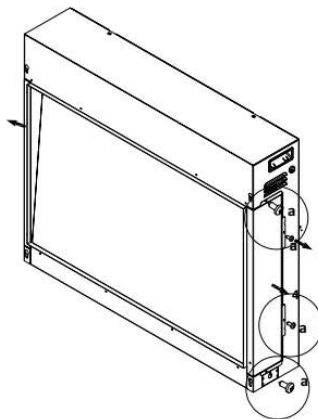
The wires in the mains cable of this appliance are coloured in accordance with the following code:

Blue = Neutral. Brown = Live. Green/yellow = earth.

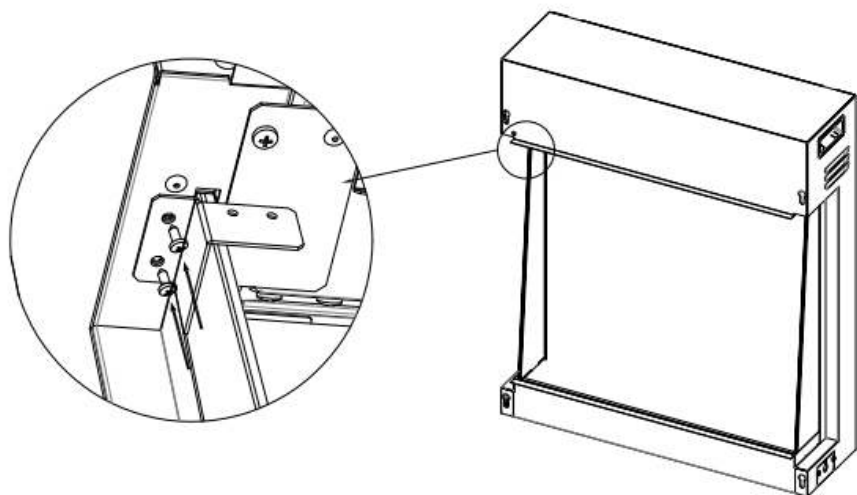
PREPARATION BEFORE INSTALLATION

5.4 Preparation of making the appliance into three sided visible fires

5.4a To remove the two sides panels remove the four ST4*12 screws on each side.



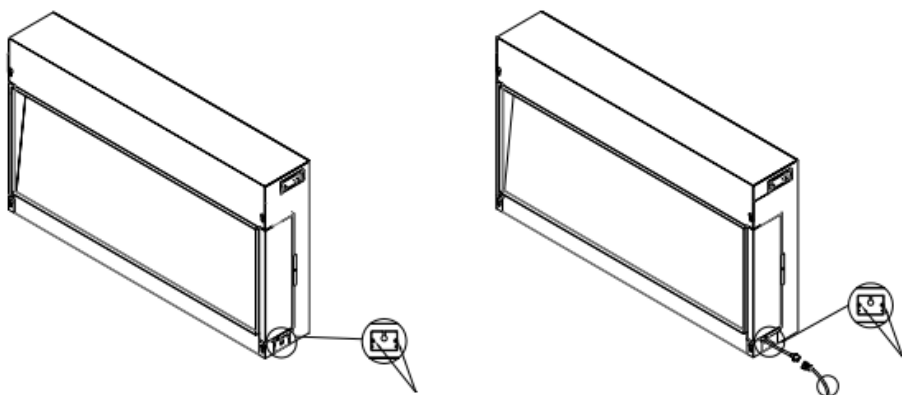
- 5.4b For 480E, Fix the glass retaining brackets offered as an extra spare part by side and the front.



- 5.5 Preparation of the mood lights connection (**Note: Mood lights are an optional extra.**)

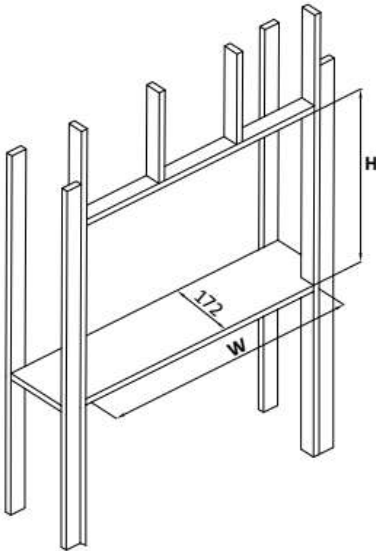
5.5a Remove the two ST4×10 screws and the metal plate on the right lower side. Pull out the cable inside.

5.5b fit the grommet into the plate and refit plate with two ST4×10 screws and connect the mood light strip, various lengths available (max length 3metres)



Note: Compatible mood lights are available from Charlton & Jenrick Ltd., and other makes may not be suitable and will void warranty.

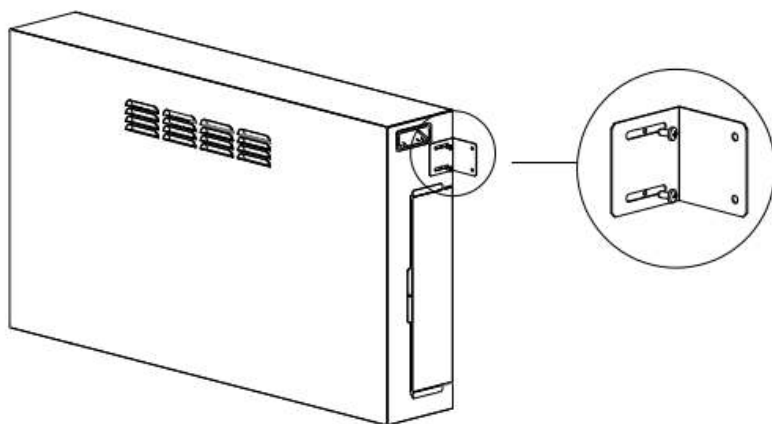
Installation into a fireplace opening/insert:



Unit: mm

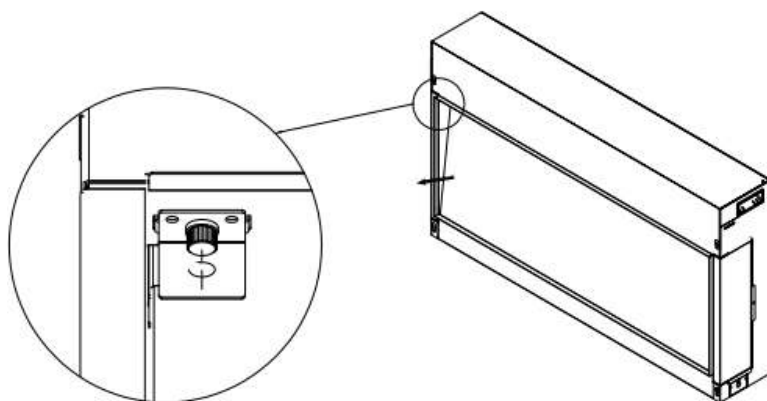
Model No.	480E	780E	890E	1500E
W	572	848	976	1562
H	671	726	562	562

5.5a Carefully mark out the opening size following the above dimensions. Fix the two brackets with four ST4*12 screws to each side of the fire box.

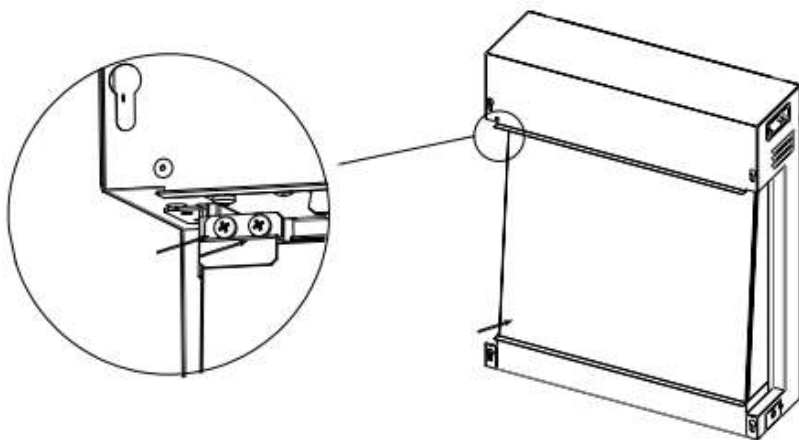


5.5b Push the appliance into the opening hole and then fix the brackets to the wall framework from the front with four ST4*12 screws.

5.5c Remove the front glass panels by removing the thumbscrews and fixing brackets and then remove the front glass by pulling forward and lifting out of groove.



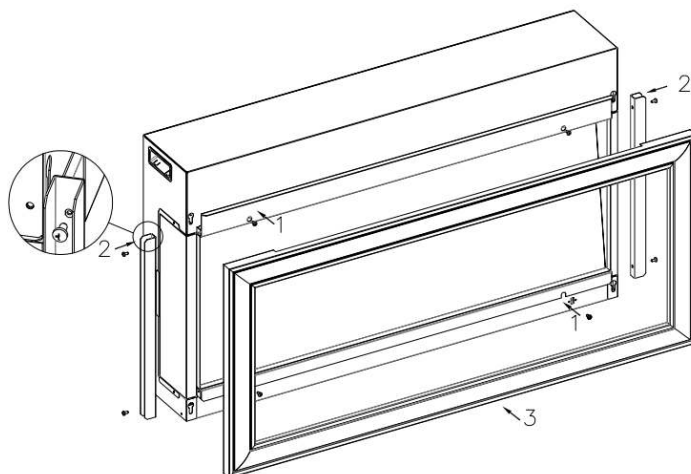
5.5d For 480E, Remove the front glass panels by removing the screws and fixing brackets and then remove the front glass by pulling forward and lifting out of groove.



- 5.5e Position the fuel bed items to your own liking, we suggest you lay a layer of small crystals to cover the fuel bed base then arrange the other items of your choice. Replace the glass panel in revised order of 5.5c and 5.5d for 480E.

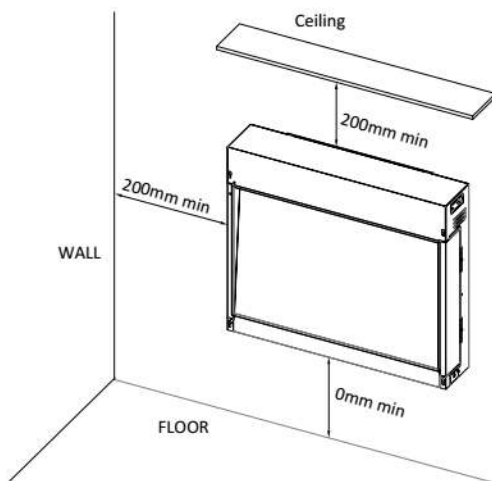
Metal Trim Installation (Note: Metal Trim is an optional extra for 890E)

- 5.5f Fix the upper and bottom metal trim brackets with four ST4×10 screws to the appliance following the step 1. Fix the left and right metal trim brackets to the upper and bottom ones with four ST4×10 screws following the step 2. Finally install the trim onto the appliance follow the direction.

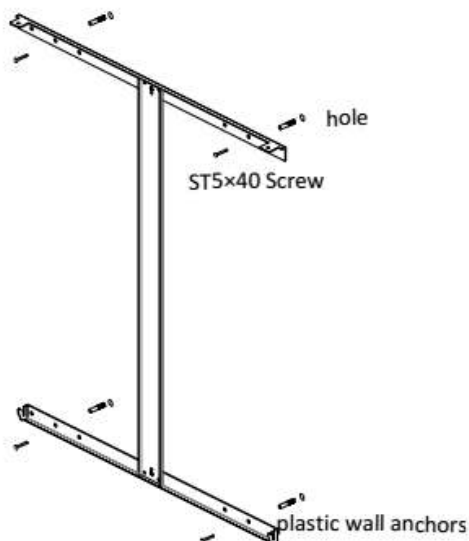


Note: These four brackets are attached onto the protection foam on the top of the appliance inside the package.

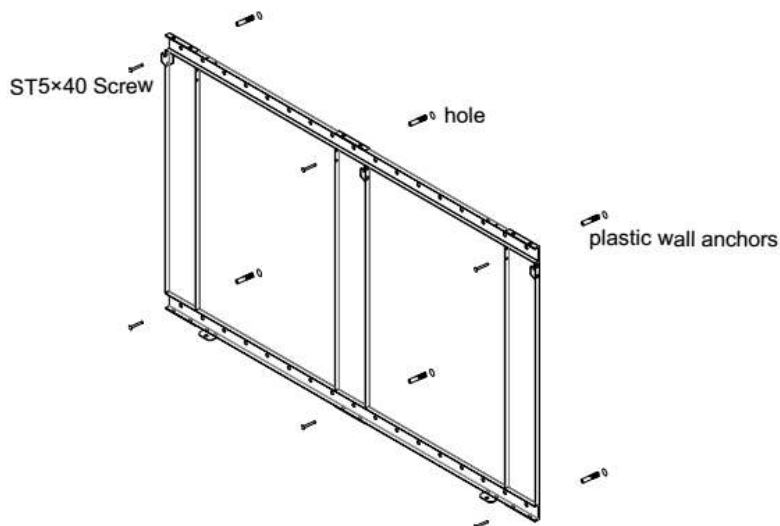
Installation of hanging on the wall: (Note: wall-mounting bracket is an optional.)



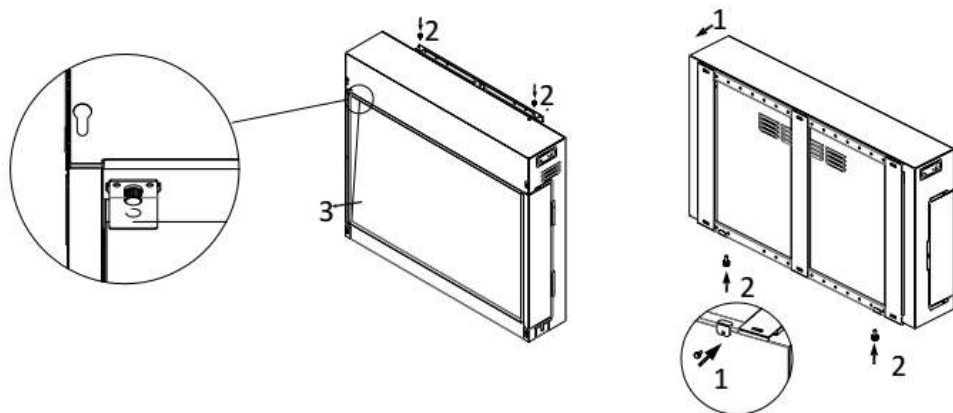
5.6a **For 480E and 780E**, carefully, mark and drill four holes on the wall using the following wall bracket as a template and push in the four plastic wall anchors. Fix the wall mount bracket onto the wall with four ST5*40 screws.



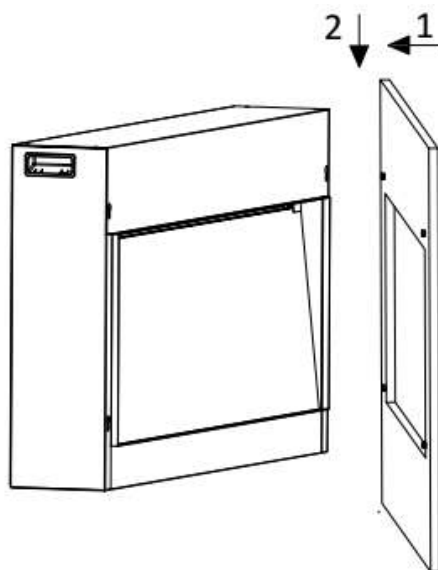
- 5.6b **For 890E and 1500E**, mark and drill four holes on the wall using this kind of wall bracket as a template and Fix the wall mount bracket onto the wall with ST5*40 screws.



- 5.6c Put the fire box onto the wall bracket and then fix with two fixing screws of the wall mount brackets on the top of the fire box for **480E and 780E** while fix the screws the wall mount brackets at the bottom of the appliance for **890E and 1500E**. Remove the front glass and arrange the fuel bed as described in 5.5d and 5.5e.

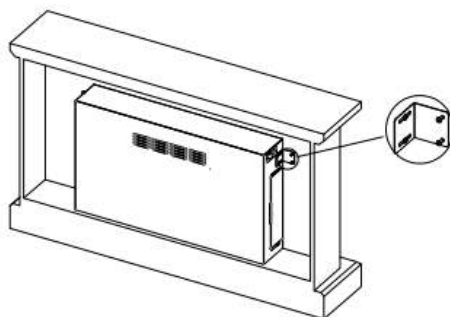
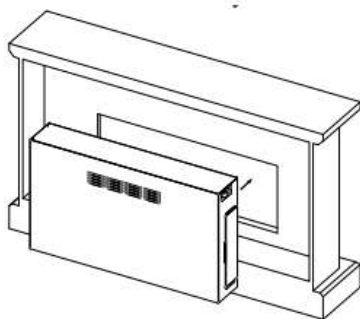


- 5.6d Secure the front panel onto the appliance by hooking the screws on the panel into the key hole slots on the appliance following the direction as shown.

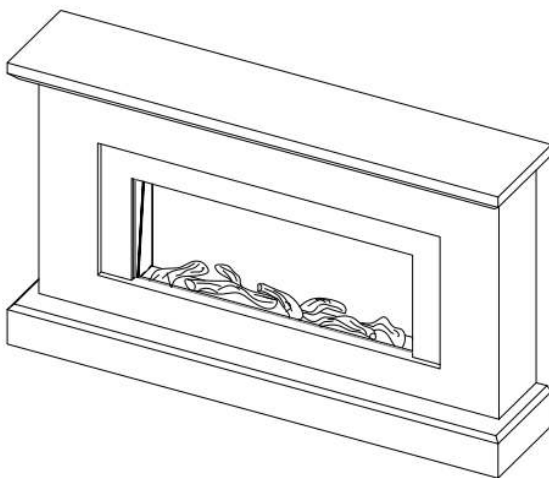


Installation into the mantel

- 5.7a Put the fire box into the mantel from the rear. Fix the two brackets to the mantel with 4 ST4*12screws.



- 5.7b Well position the appliance and mantel. Connect the mood lights strip on the mantel to the mood light on the appliance.



6. OPERATING INSTRUCTIONS

WARNING! Do not operate the appliance if it is damaged or has malfunctioned. If you suspect the appliance is damaged or has malfunctioned call a qualified service engineer to inspect the appliance, and replace any part of the electrical system if necessary, before reuse.

WARNING! To reduce the risk of fire, keep textiles, curtains, or any other flammable material a minimum distance of 1 meter from the air outlet.

MAKE SURE the plug fits tight in the outlet. Faulty wall outlet connections or loose plugs can cause the outlet to overheat.

Do not disconnect the power at the mains supply whilst the appliance is running. Use the functions on the remote to turn the fire off and ensure the mains switch has been moved to the off position before disconnecting.

PREPARATION BEFORE USE

6.1 The appliance can be operated by both remote control and the manual controls on the appliance.

NOTE: To use both remote and manual functions the manual on/off switch must be in 'ON' position. In order to prevent the product becoming too hot, there is 10s delay when turning on the heater and a 10s delay when turning off the heater fan.

Batteries

Ensure that the handset batteries are new and inserted correctly.

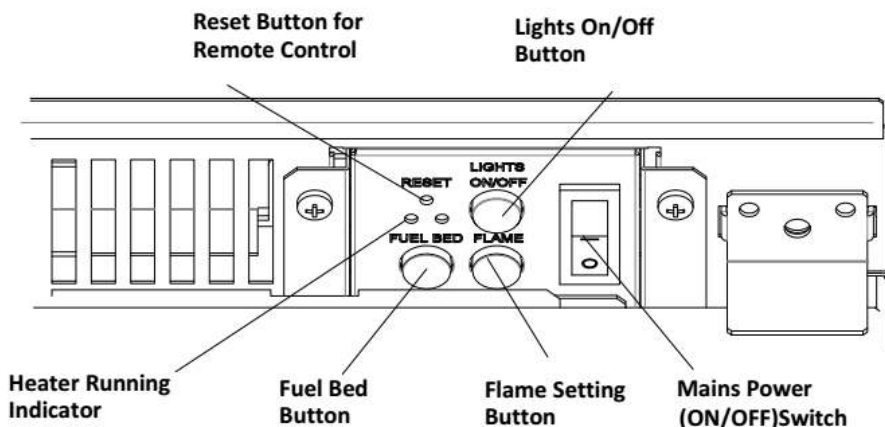
Main Power Switch

6.2 The mains power switch is located on the control panel located on the upper side of the heater box.

6.3 Switch ON (—) before operating either the remote or manual controls.

6.4 A long beep is heard to indicate the fire is ready for use.

6a. MANUAL CONTROL PANEL



NOTE: The manual button controls basic functions, not a full range of controls. Use the remote hand set to carry out all functions.

6a.1 The manual buttons are located at the upper of the appliance.

6a.2 Press “LIGHTS ON/OFF” to turn on or turn off both the flame and mood light at the same time.

6a.3 Press “FLAME” button to select the colour of flame (3 kinds) or return to the OFF position.

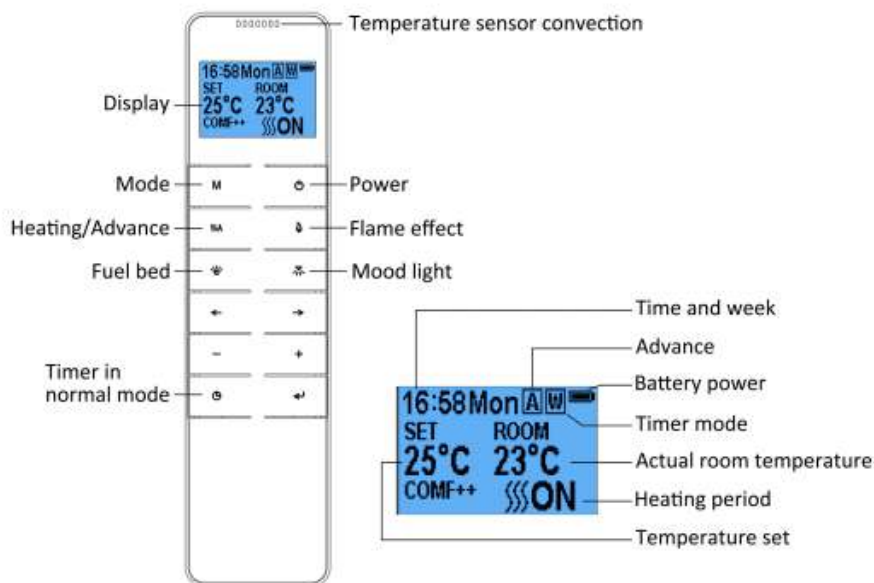
6a.4 Press “FUEL BED ” button to select the colour of fuel bed (13 kinds) or return to the OFF position.

NOTE: The controls on appliance will lose the memory for all function settings when the switch is set to the Off Position.

When the remote runs out of power or when you change the batteries, only the flame function will lose memory and will not affect the timer settings, however, the clock may need adjusting.

6b. REMOTE CONTROLS

NOTE: This is thermostatic remote control. The remote should be in the same



room as fireplace and placed on a flat surface. It must be placed away from the fire so the hot air will not blow on it and affect thermostatic reading.

The communication frequency between the fire and remote has already been set up. If you cannot use the remote with the fire, please follow instructions Step.6b37 to initiate this connection in point.

Standby for Remote Handset

- 6b.1 The screen shown to the right is when the remote handset is in standby condition.



Before Day/Time set up

Turn on/off

- 6b.2 Press  to turn on the flame effect, turn off flame effect and heater when in normal mode.
- 6b.3 Press  to turn on/off the flame effect under daily and weekly timer mode.



After Day/Time set up

Flame Effect

6b.4 Press  to enter the flame effect adjustment screen.

6b.5 Press the '←' and '→' button to select the 3 Kinds of flame effect.

6b.6 Press the '+' and '-' button to select the 5 brightness of flame effect and OFF settings.



Fuel Bed Colour

6b.7 Press  to enter the fuel bed adjustment screen.

6b.8 Press the '←' and '→' button to cycle through the 13 colours of fuel bed or a colour-cycle mode.

6b.9 Press the '+' and '-' button to select the 5 brightness of fuel bed and OFF settings.



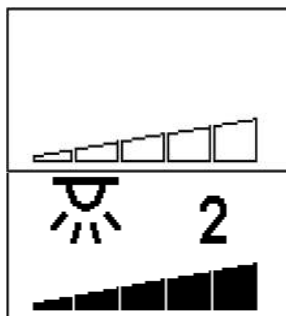
Mood Light

Note: If mood lights are not connected, please ensure the brightness is set to zero.

6b.10 Press  to enter the mood light adjustment screen.

6b.11 Press the '←' and '→' button to cycle through the 13 colours of mood light or a colour-cycle mode.

6b.12 Press the '+' and '-' button to select the 5 brightness of mood light and OFF settings.

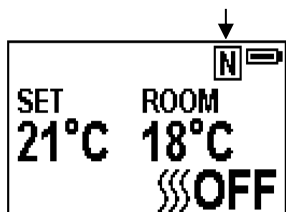


Normal Mode

6b.13 Normal control mode is factory set. If it is not, then press **M** button until the logo **N** shows up at the upper right corner of the screen.

6b.14 Press the '+' and '-' button to adjust the temperature from 17°C to 25°C by 2 intervals.

6b.15 Press  **A** button to turn on/off heat,



⏏ON、⏏OFF will show at the lower of the screen.

NOTE: It is normal for the fan heater to stop running for periods of time. This happens because the room temperature is at or above the temperature set on the remote control. The heater indicator will be turned off after 10s if you have the flame ON. The heater indicator will stay ON if you use the heating function only.

Count Down Timer

NOTE: This setting is only for normal mode. It allows the appliance to go into standby after a set period of time.

6b.16 Press  to cycle through the settings from Off and 0.5 hours to 9 hours. The timer logo and time will show on the screen.

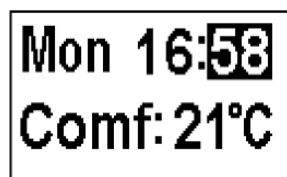


The heater must be in ON position.

The heater can be automatically run by using daily timer and weekly timer on the remote.

Set up Day, Time and Comfortable temperature.

6b.17 Press  to turn on the remote handset. Hold the button **M** for 3 seconds to enter the setting screen.



6b.18 Press the '←' and '→' button to choose Day, Time or your comfortable temperature. The character selected will be highlighted.

6b.19 Pressing the '+' and '-' button will adjust the number.

- Time: 24-hour system
- Select your comfortable temperature from 15-25°C.
- Temperature unit: °C、°F

Daily Timer Heating



6b.20 The following are preset heating periods, which can be altered if desired

06:00 until 08:30

17:00 until 22:00

6b.21 Hold the arrow symbol button  for 6 seconds to enter The daily timer setting. Max 3 timed Heating periods per day.

6b.22 Hold the button  for 6 seconds to enter The daily timer setting. Max 3 timed Heating periods for a day.

- Press '←' or '→' to choose hour or minute, press '+' or '-' to set the time.
- Minute will increase/decrease by 15 minutes per press.
- Hold  for 3 seconds or wait for 10 seconds to save and exit the heating time period setting.

Day Timer Setting
06:00 -- 08:30
17:00 -- 22:00
00:00 -- 00:00

6b.23 Adjusting the set temperature

- Press the '+' or '-' button to increase or decrease the temperature on the basis of your comfortable temperature setting.
- ECO means 2°C lower than your comfortable temperature setting,
ECO- means 4°C lower,
COMF+ means 2°C higher,
COMF++ means 4°C higher.

6b.24 To check your daily timer settings, press .

6b.25 If heating needs to be turned off, it will be necessary to go back to the Normal Mode to turn off.

Week Timer Heating

6b.26 The following are preset heating periods, which can be altered if desired.

From Monday to Friday

06:00 until 08:30

17:00 until 22:00

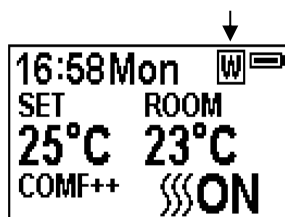
From Saturday to Sunday

06:30 until 09:30

11:00 until 13:00

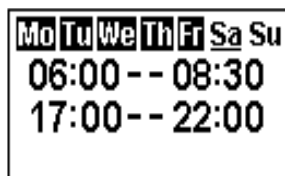
17:00 until 22:00

6b.27 Press **M** until **W** shows at the upper right corner of the screen, then enter the week timer heating mode.

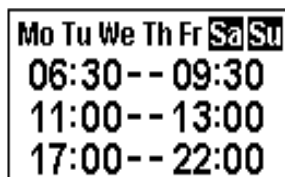


6b.28 Hold **↵** button for 6 seconds to enter the week timer setting.

- Press '**←**' or '**→**' to move the cursor (a flashing underline), press the **↵** button in the corresponding week position to select (the character is highlighted) or cancel (the character is displayed normally) the current setting. Several days can be selected together.
- Press the '**→**' button to move the cursor to the time period setting area. Press '**←**' or '**→**' to choose hour or minute, press '**+**' or '**-**' to set the number.
- Max 3 heating periods for a day.
- Minute will increase/decrease by 15 minutes per press.
- Press the **↵** to set the heating time for the selected day(s) and return to the week line.
- Hold **↵** for 3s or wait for 10s to save and exit the heating time period setting.



6b.29 Press **↵**, '**←**' and '**→**' to check your week Timer settings.



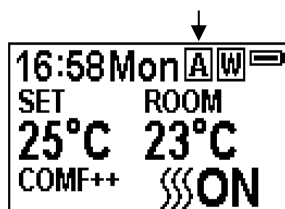
6b.30 If heating needs to be turned off, it will be necessary to go back to the Normal Control Mode to turn off.

Advance Mode

6b.31 Under the daily and week timer mode, Press **⏏ A**:

6b.32 To turn the heater off when the heater is on during a preset heating period.

6b.33 To turn the heater on when the heater is off in between preset heating periods.



Adaptive Start Control

6b.34 According to room temperature and set temperature, the heater will automatically come on in time to heat the room to the set temperature at the set time. For example, if your timer is set to start at 18:00 and temperature is set to 23°C, the fire will come on at 17:30 to ensure the room is 23°C at 18:00.

Window Open Detection

6b.35 When the transmitter detects a rapid drop in room temperature, it will be judged as a window open, the warning icon will be displayed and the heating will be turned off automatically.



6b.36 After the indoor temperature has risen or a manual override of the warning (by operating remote control) has been done, the fire will return to normal working state.

Set up the communication between the remote and appliance

6b.37 The below operations should be carried out before programming, when changing to a new remote or in the event the appliance cannot be controlled by the remote:

- Hold the reset button on the appliance for 3 seconds (pen Point may needed) until you hear 3 short beeps from the unit, release the button.

- Press the  button on the remote, the programming is finished when you hear 1 long beep from the appliance.



6b.38 Resetting the code for remote control is necessary if the appliance operates wrongly or the remote control does not operate correctly.

- Open the back cover of the remote control.
- Press the Reset button on remote handset.
- Follow the steps 6b.37

Resetting the Thermal Cut Out

6b.39 The appliance is fitted with an Electronic Safety Control (E.S.). This is a safety device, which switches off the fire if, for any reason, the appliance overheats, e.g. when covered. If the heater stops operating while the flame effect continues working normally, this indicates that the E.S. Control is in operation. The E.S. Control can only be re-set after the appliance has cooled down, and the appliance has been reset. Re-setting of the E.S. Control proceeds as follows:

6b.40 Switch off the appliance (Manual On/Off switch) and leave it off for approximately 10-15 minutes.

6b.41 Remove any obstruction to the fan heater outlet or fan blades etc. Make sure that the power supply is disconnected with the plug socket outlet while doing this.

6b.42 Switch on the appliance and the E.S. Control will be re-set.

6b.43 Ensure that the appliance is functioning correctly. If the E.S. Control operates again, the appliance should be checked by a competent electrician.

WARNING: Before any maintenance or cleaning of the exterior of the fireplace, the unit should be disconnected from the power supply until it is cool off.

Remote Handset Battery Replacement

7.1 When the batteries are at full power, the battery symbol will show 

7.2 When the batteries are half full, the battery symbol will show 

7.3 When the batteries are out of power and need replacing immediately, the battery symbol will show 

7.4 Battery replacement is recommended after 1 year. The batteries are 1.5V alkaline AAA, batteries.

7.5 Dispose of old batteries at an appropriate recycling facility.

Cleaning the Fireplace

Cleaning or polishing products are not recommended. Fingerprints or other marks on the front glass panel can be removed by a piece of soft, damp, lint-free cloth with a good quality household glass cleaner. The front glass panel should always be completely dried with a clean, lint-free cloth or paper towel.

CAUTION: Abrasive cleaners should not be used on the glass panel. Liquids should not be sprayed directly onto any surface of the unit.

8. OTHERS



Environment

Meaning of crossed –out wheeled dustbin:

Electrical appliances should not be disposed as unsorted municipal waste. Separate collection facilities should be used in the disposal of electrical appliances. Contact your local government for the information about the available collection systems. If electrical appliances are disposed of in landfills or dumps, hazardous substances can leak into the groundwater and get into the food chain, damaging your health and well-being. When old appliances are replaced by the new ones, it is a legal oblige for the retailer to take back the old appliance for disposals at least free of charge.



This fire complies with the Safety Standards EN 60335-1 and EN 60335-2-30 which covers the essential requirements of the Low Voltage Directive 2014/35/EU and the EMC standards EN 55014-1; EN 55014-2; EN 61000-3-2 and EN 61000-3-3 which covers the essential requirements of the European Electro Magnetic Compatibility 2014/30/EU, and the RED standards EN300220-2, EN301489-1, EN301489-3 and EN6247 which covers the essential requirements of the European Radio Equipment Directive 2014/53/EU.

Control PCB	Remote Control Receiver	Remote Control Transmitter
Hardware: RC01-043A01 Software: V1	Hardware: RF290B V1.2	Frequency: ASK/OOK 433.92MHZ Maximum transmit power: 10mW Hardware:RF290A-TX-V1.3 Software:V2.4.1

9. WARRANTY

5 Year Extended Parts Warranty on Polaris & i-Range 4D Electric Fires

Your Charlton & Jenrick Polaris & iRange electric fire comes with a two years parts and labour warranty as standard. Your Charlton & Jenrick Polaris & iRange warranty commences from the date of purchase of your electric fire.

If you would like to extend your warranty on parts only for a further three years, then you need to register your product. The registration must be returned within one month of the later of the purchase date or installation date and in any case not more than 3 months from purchase. Please also retain your receipt or invoice as proof of purchase. Whilst filling in your registration form online at

<https://www.charltonandjenrick.co.uk/contact/warranty-registration/> you will require the details of the authorised Charlton & Jenrick dealer you purchased the electric fire from. Only electric fires purchased from an Authorised Charlton & Jenrick Dealer and registered within the allotted time will qualify for the 5 year (extended 3 years parts) warranty.

For the extended warranty to be valid the installation of the electric fire must comply with relevant Building Regulations. This warranty does not cover any aspect whatsoever of the installation, or the installation work itself, as these are beyond the control of Charlton & Jenrick as the manufacturer of the electric fire. It is a condition of the guarantee that the fire is regularly checked and cleaned to ensure operational parts of the fire are kept clear of any fluff, dust or any other debris. Damage to the product from installation or unauthorised modification or maintenance is not covered in anyway.

Should you wish to make a claim, in the first instance you should contact the authorised Charlton & Jenrick Dealer you purchased the electric fire from. They are experienced and qualified to offer assistance to hopefully solve the issue or escalate to Charlton & Jenrick on your behalf.

Terms, Conditions & Exclusions of the Extended Warranty

1. The appliance must be used in accordance with the user's instructions.
2. The appliance must be cleaned regularly to ensure it remains free of fluff, dust and other debris.
3. This warranty is not transferable and relates to the original installation only and solely for the benefit of the original purchaser. Proof of purchase will be required.
4. The Registration Form must be correctly filled in online and completed in the timely manner as described above.
5. The warranty is void if the electric fire has been subjected to misuse, an accident or been modified/repaired by any person other than the authorised employee or authorised representative of Charlton & Jenrick.
6. This warranty expressly excludes any consequential or incidental liability or inconvenience arising from any fault, howsoever caused.
7. By filling in and returning the registration form and maintaining your fire you extend the material cover of your two year labour and material guarantee by three years. **PLEASE NOTE:** the first two years are parts and labour and the extended three years of parts only.

Please remember to visit our website and fill in your warranty online at:

<https://www.charltonandjenrick.co.uk/contact/warranty-registration/>

For more information on the warranty please call our help desk on 0845 519 5991.

Charlton & Jenrick Ltd

Unit D, Stafford Park 2, Telford, Shropshire, TF3 3AR

Tel: (0845) 5195 991 Fax (0845) 5195 992

www.charltonandjenrick.co.uk

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