

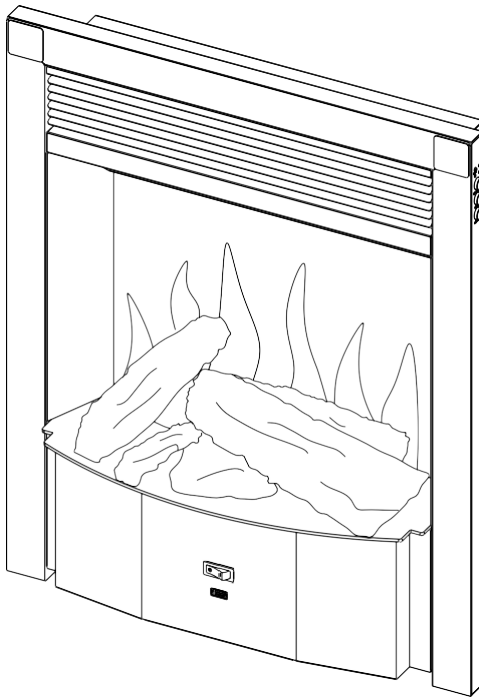
# Charlton & Jenrick<sup>LTD</sup>

*Best of British fires, fireplaces & stoves*

## **Installation & Operation Manual**

### **Opulus 16 Electric Fire**

### **Real Flame Technology**



**Please read the instructions carefully before installation and keep, for future reference.**



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## 1. IMPORTANT SAFETY INFORMATION

- **Read these instructions carefully before using the appliance.**
- **For indoor use only.** This appliance is not suitable for use outside the house and **only suitable for well insulated spaces or occasional use.**
- Do not use this appliance in the immediate surroundings of a bath, a shower, or a swimming pool.
- Do not use this fire as a free-standing appliance. It must always be fixed to the wall, fireplace mantel, floor etc.
- This fire must not be located immediately below or in front of a socket-outlet.
- This appliance must be earthed.
- 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 to avoid a hazard due to the inadvertent resetting of the thermal cut out.
- If the power cord is damaged, it must be repaired by the manufacturer, its authorised service centre or professional person to avoid a hazard.
- **DO NOT COVER. Warning:** 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.
- To reduce the risk of fire, keep textiles, curtains, or any other flammable material a minimum distance of 1 meter from the air outlet.
- Keep the power cords away from hot surfaces and hot conditions. Do not route the power lead in front of the appliance.
- Do not use this fire in rooms that contains explosive gas (for example petrol), or if you are using solvents, glue, aerosol spray or in flammable paints, as these may catch fire.

- This appliance is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Cleaning and user maintenance shall not be carried out by children without supervision.
- Some parts of this product may become very hot and cause burns. Particular attention should be given where children and vulnerable people are present.
- Do not use this appliance in small rooms when they are occupied by a person or persons not capable of leaving the room on their own, unless constant supervision is provided.
- Children should be supervised to ensure that they do not play with the appliance.
- Keep the power plug or isolation switch accessible after installation for the purpose of isolation.
- For children of less than 3 years a suitable fireguard must be fitted.
- Children aged from 3 years and less than 8 years shall only operate the appliance using the remote control provided the appliance has been installed in its intended normal operating position, they must be supervised and instructed concerning its safe use and its hazards explained. Children under 8 years shall not plug in, regulate and clean the appliance or perform user maintenance.

**WARNING! 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.: Opulus 16

Supply Voltage: AC 220-240 V 50 Hz

Maximum power consumption: 1500W

Power for flame and fuel bed effect: 65 W

Power for mood light: 9 W

### Heat Output:

Nominal heat output (Pnom): 1500 W Minimum

heat output (indicative) (Pmin): 750 W

Maximum continuous heat output (Pmax): 1500 W

### Auxiliary Electricity Consumption: At

nominal heat output (elmax): 12.5 W At

minimum heat output (elmin): 12 W In

standby mode (elSB): 3 W

### 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	Yes
With adaptive start control	Yes
With working time limitation	No
With black bulb sensor	No

Control PCB	Remote Control Receiver	Remote Control Transmitter
Hardware: RF290I V1.2 Software:V0	Hardware: RCS19VA0.33	Frequency: ASK/OOK 433.92MHZ Maximum transmit power: 10mW Hardware:RF290L-V1.2 Software:V2.4.1



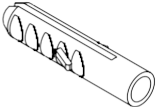

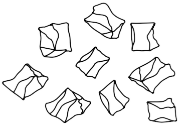
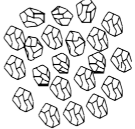
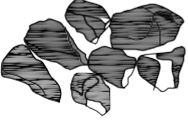


### 3. PARTS AND HARDWARE



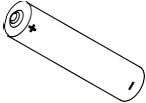
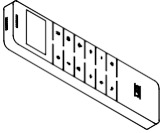


3.1 Unpack the fire carefully and make sure that the appliance is intact with no signs of damage caused by transport and no part has been exposed to water. If in doubt, do not use the appliance and contact your retailer.

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.

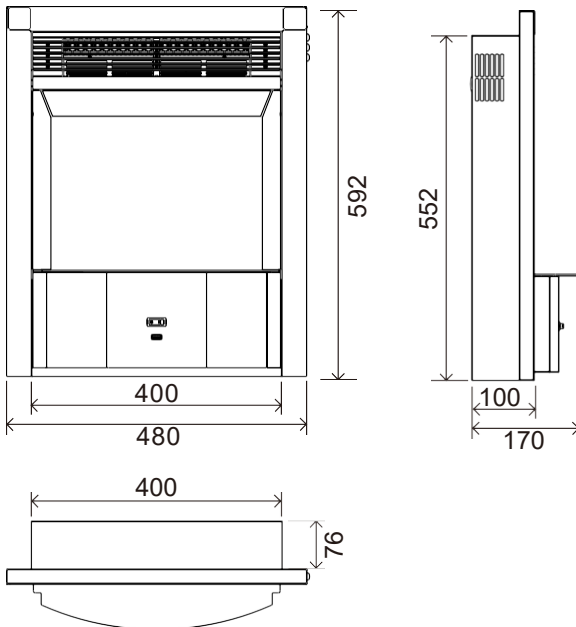
3.4 Ensure that all parts are removed from the packaging.

<p>A.</p>  <p>Firebox (1pc)</p>	<p>B.</p>  <p>ST5*25 Screw (4pcs)</p>	<p>C.</p>  <p>Wall Plug (4pcs)</p>
<p>D.</p>  <p>Crystal Media Large (1set)</p>	<p>E.</p>  <p>Crystal Media Medium (1set)</p>	<p>F.</p>  <p>Crystal Media Small (1set)</p>
<p>G.</p>  <p>Black Resin Chips (1set)</p>	<p>H.</p>  <p>Logs (1set)</p>	<p>I.</p>  <p>Vermiculite (1set)</p>

<p>J.</p>  <p>Fuel Bed Plate(1pc)</p>	<p>K.</p>  <p>Power Cord EU (1pc)</p>	<p>L.</p>  <p>AAA Battery (2pcs)</p>
<p>M.</p>  <p>Remote (1pc)</p>	<p>N.</p>  <p>Instruction Manual (1pc)</p>	<p>O.</p>  <p>Quick Guide Manual (1pc)</p>

## 4. APPLIANCE DIMENSIONS

Unit:mm





## 5. INSTALLATION INSTRUCTIONS

### 5.1 PREPARATION BEFORE INSTALLATION

#### TOOLS REQUIRED

A screwdriver, a spirit level and drill will be needed.

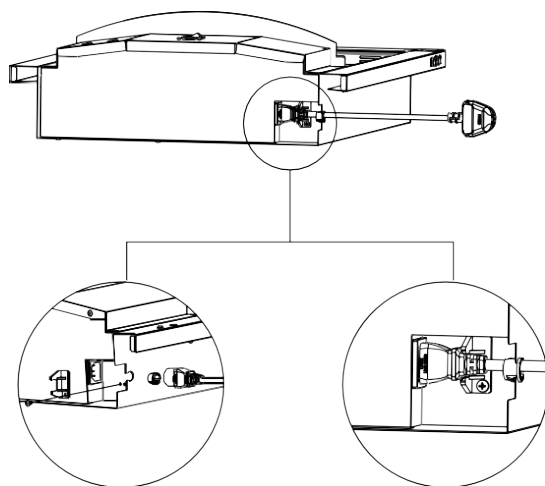
#### LOCATE THE APPLIANCE

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

- For the best result, install out of direct sunlight, water or very damp air.
- The appliance should be connected to an earthed electrical outlet, and it **must be** easily accessible to allow isolation and disconnection.
- If the appliance is fitted into or against a flue/chimney, the flue/chimney must be blocked at its entrance (i.e., with Rockwool or similar) to avoid the air flow creating a failure of the fan heater.

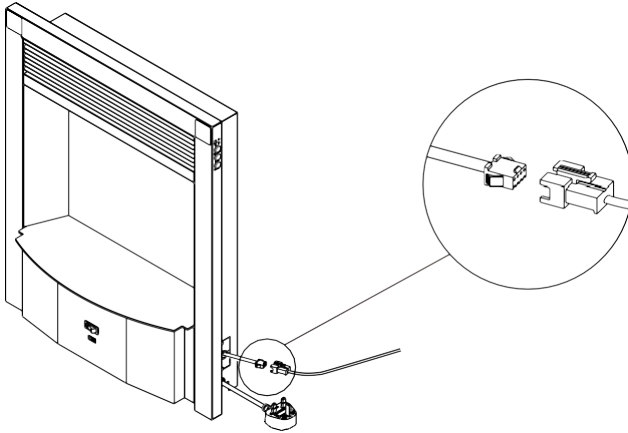
#### CONNECT POWER CORD

- When you unpack the appliance, you will notice that the power cord has been secured with a retaining bracket. Also supplied is a power cord with a EU plug packed as accessory. If need to replace the power cord, please always **MAKE SURE** that it is fully pushed in and secured with the retaining bracket before operating the appliance.



## CONNECT MOOD LIGHTS CABLE

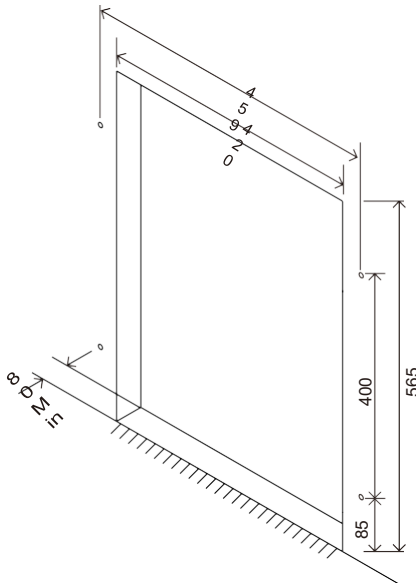
- The interface of the mood lights cable is positioned close to the power cord. Please also check the operation of the mood lights after connecting.



**Note: Compatible mood lighting devices are available from Charlton & Jenrick Ltd., Other brands may not be suitable and void the warranty.**

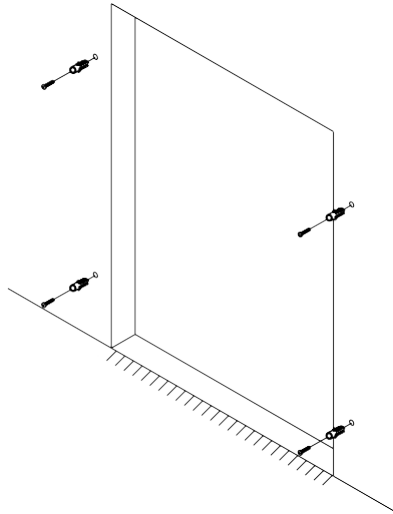
## 5.2 INSTALLATION

- Prepare the opening and drill four fixing holes for the keyhole slots of the appliance as indicated below.

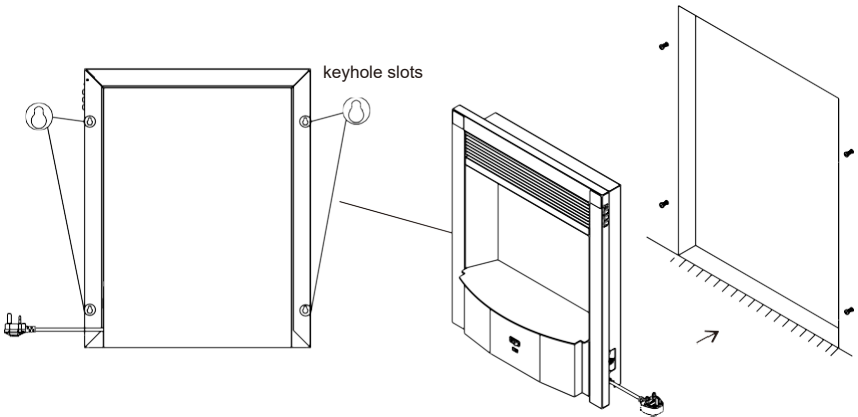


**Unit: mm**

- Insert the wall plugs (for masonry wall only). Screw four ST5\*25 screws into the wall, leaving 2mm projection.



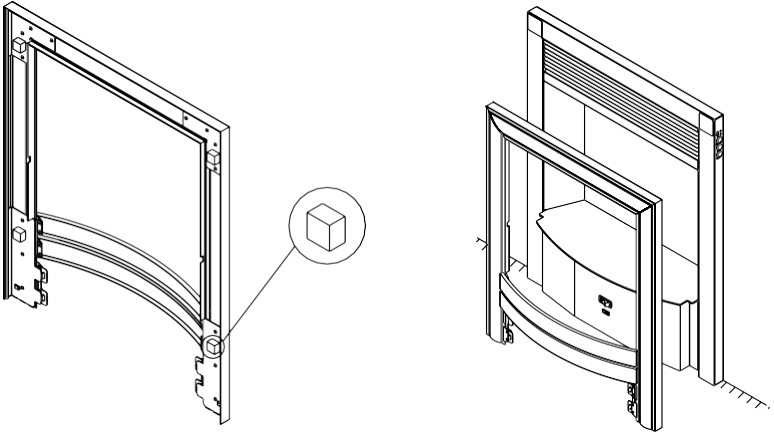
- Push the firebox into the opening and lock it on to the screws.



### 5.3 FIT THE FASCIA AND FRET

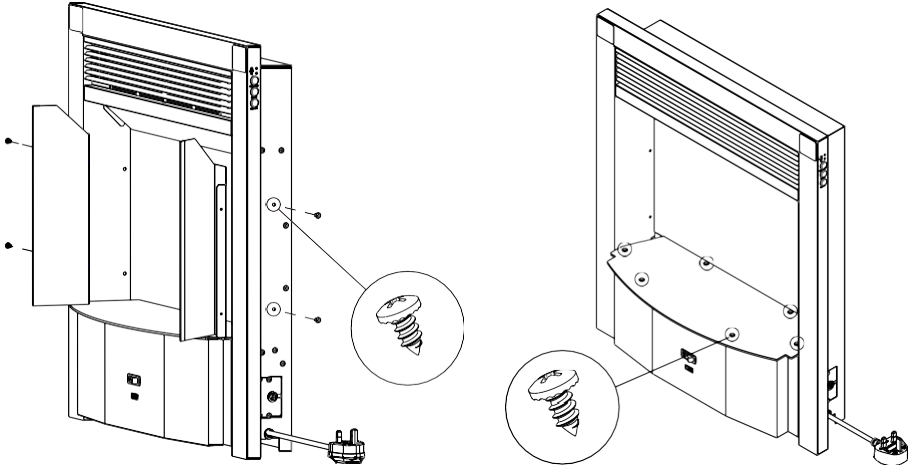
Note: A fascia, trim or fret isn't included with the appliance. Compatible fascia's trims and frets are available only from Charlton & Jenrick.

- Put the magnets (packed with the fascia or trim) onto the rear of the fascia or trim, two magnets on each side and attach the fascia or trim to the appliance.



**Note:** If the appliance to be fitted with the **Elite or Prestige Fascia**, please replace the fuel bed plate with the larger fuel plate marked "A" to do this

- Remove the metal side plates (2 screws each side) and then remove the six screws securing the current fuel bed plate. Take out the alternative one and fit it back using the screws previously removed. Note there are also 6 screws securing the LED's to the plate. These will also have to be removed and fixed to plate "A."

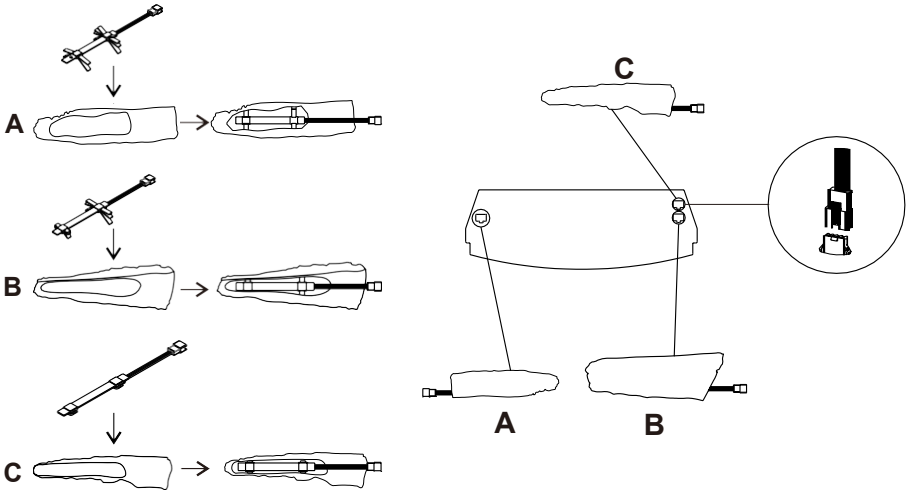


## 5.4 FUEL BED ARRANGEMENT

There are two fuel bed arrangements for you to choose:

### A. Decorative Log Set Arrangement

- Fit the LED strip into the log with slot and then connect the cable to the fuel bed.



Freely arrange other logs and when you are happy with the layout, carefully scatter the glass embers around all the logs, ensuring that all visible areas of the fuel bed, including underneath and behind the logs, are covered. Finally, carefully scatter the vermiculate granules over the glass embers ensuring good coverage.

The finished fuel bed should look like this when finished.



### B. Crystal Media Arrangement

- Scatter the **small** crystal media onto the fuel bed, ensuring that all visible areas are covered. Freely place the **large** and **medium** crystal media on the fuel bed. Note: - for best effect with this fuel bed arrangement ensure the log lights are turned off with the remote.

## 6. OPERATING INSTRUCTIONS

### WARNING!

**Do not** operate the appliance if it is damaged or malfunctions. If you suspect the appliance is damaged or malfunctions, call a qualified service engineer to inspect the appliance, and replace any part of the electrical system, if necessary, before reusing.

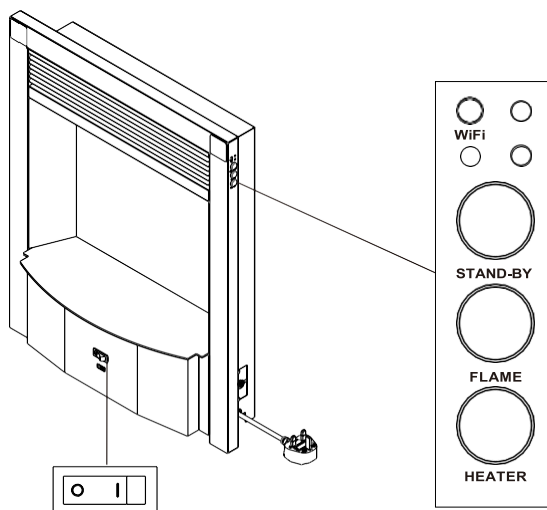
### WARNING!

**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 from the mains supply whilst the appliance is running. Use the functions on the remote to turn the fire off and ensure the mains switch is in the off position before disconnecting.

### BUTTONS ON APPLIANCE



Each time a button is pressed on the appliance or on the remote control, an audible beep is emitted. To turn off this feature, keep pressing button **FLAME** for 3 seconds until you hear two beeps.

## THE BOOT PROCESS FOR FLAME EFFECT

Switch on the appliance by MAIN SWITCH, then press “STAND-BY” button on the appliance. The fuel bed starts to blink and the screen displays “WELCOME”. The booting process will take about 30 seconds and the flame effect will be turned on.

If you turn off the flame effect using the STANDBY button, the flame effect will remain dormant for 20 minutes, after that you can turn on the flame immediately. If it exceeds 20 minutes, the appliance needs to be rebooted again.

**The appliance can be operated conveniently in 3 different ways: manually using switches on appliance, via the remote-control handset or via the dedicated iOS/Android App.**

## 6A. MANUAL CONTROL

### **Note:**

The manual buttons control only basic functions, not a full range of controls. Use in conjunction with the remote handset or the APP to carry out all functions.

### **MAIN SWITCH**

Press “I” to turn on the power to the appliance. Press “O” to turn off the power.

### **STAND-BY**

Turn on the appliance with the last used settings without any heat. Place the appliance into standby mode with all features turned off.

### **FLAME**

Press repeatedly to cycle through 6 fire preset modes and 3 user defined presets if programmed.

### **HEATER**

Press repeatedly to cycle through low heat setting, high heat setting and no heat.

To prevent the appliance from becoming too hot, there is a 10s delay when turning on the heater and a 10s delay when turning off the heater fan.

### **WIFI**

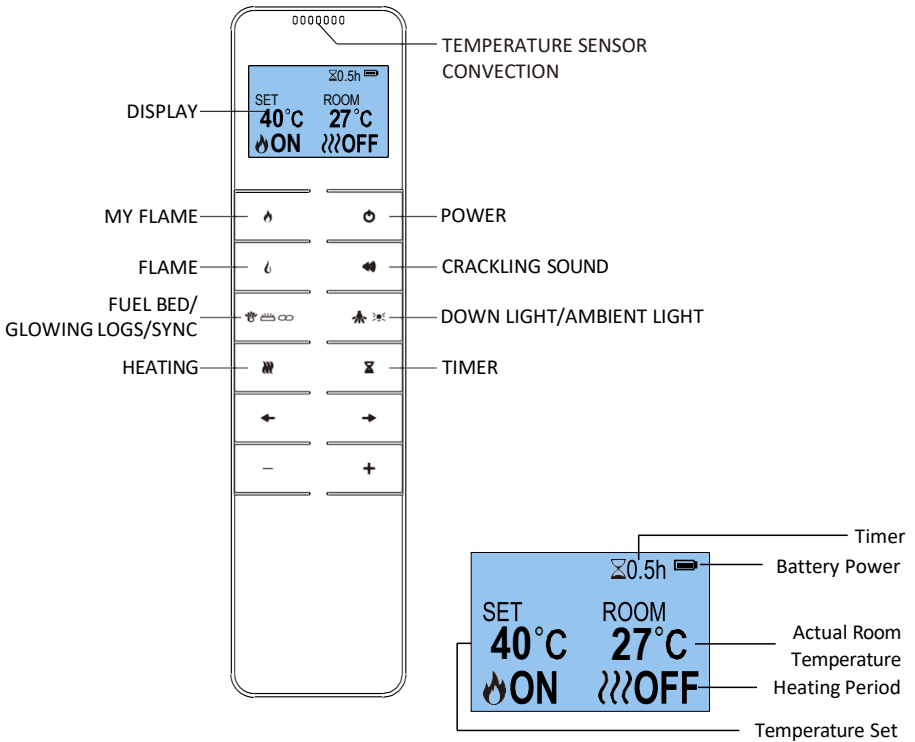
Press to turn on/off Wi-Fi. An illuminated LED on the button indicates that the Wi-Fi is turned on. Hold button for 3 seconds to enter device pairing mode.

## 6B. REMOTE CONTROL

### NOTE:

The start-up time of the screen is 30 seconds, during this period, “WELCOME” is displayed on the screen, the fuel bed starts to flash, and the appliance cannot be operated. After that, the fuel bed stops flashing, the flame will be turned on, and the appliance can be operated normally.

If the appliance is in standby mode for more than 20 minutes without any operation, the appliance needs to be rebooted again.





**NOTE: The remote control handset must be left in the same room as the appliance because it houses the thermostat that regulates heat output. Also, when using the APP, the remote must also be in the same room and have batteries fitted and working to ensure accurate temperature control.**

### **Remote Control Set up.**

The communication frequency between the appliance and remote has already been set up. If you have difficulty with the remote communicating with the appliance, please press and hold the STAND-BY button on the appliance until you hear two beeps, release the button. Press the power button on the remote handset and you will hear one beep. The remote is now connected with the appliance.

### **My Flame**

Repeatedly press to select 6 My Flame modes (+3 user definable presets if programmed).

There are 3 preset slots allocated for the user to save personalised. Simply choose the flame and fuel bed colour and brightness level, and downlight. Once you have selected your desired combination, press and hold the My Flame button for 3 seconds until the LCD displays My Flame save to 7 Press ' ' or ' - ' button to select a slot number between 7-9. Press and hold the My Flame button for 3 seconds to confirm the preset.


### **Flame Effect**

Press to enter the flame effect setting mode.

Press the ' ← ' and ' → ' button to select 16 different flame effects and off setting.

Press the ' - ' and ' + ' button to select 5 levels of brightness.

### **Fuel Bed/Glowing Log/Sync**

Press **once** until  shows on the screen to enter the **fuel bed** setting mode.


Press the ' ← ' and ' → ' button to select 9 different fuel bed colours and OFF setting.(the ninth is the color cycle mode).

Press the ' - ' and ' + ' button to select the 5 levels of brightness.

Press **twice** until  shows on the screen to enter **glowing log** setting mode.

Press the ' ← ' and ' → ' button to select 9 different fuel bed colours and OFF setting.(the ninth is the color cycle mode).

Press the ' - ' and ' + ' button to select the 5 levels of brightness.


Press **thrice** until  shows on the screen to enter **Sync** mode.

Press the ' ← ' and ' → ' button to adjust the fuel bed effects and glowing logs effects simultaneously

Press the '-' and '+' button to select the 5 levels of brightness.


### Down Light/Ambient Light

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

Press once until  shows on the screen to enter the down light setting mode.

Press the '←' and '→' button to select 2 different down light colours and OFF setting.

Press the '-' and '+' button to select 5 levels of brightness.

Press twice until  shows on the screen to enter the ambient light setting mode.

Press the '←' and '→' button to select 14 different ambient light colours and OFF setting.(the fourteenth is the colour cycle mode).

Press the '-' and '+' button to select 5 levels of brightness.

### Crackling Sound

Press to open sound effect menu

Repeatedly press to turn on/off the sound effect.

Press '-' and '+' button to adjust 5 levels of volume.

### Heater Mode

Press to cycle through heat output options LOW-HIGH-OFF-AUTO.

Press the '-' and '+' button to adjust the temperature you want the room to reach from 5°C to 40°C.

To switch between °C/°F, hold down the '←' button for 3 seconds.

**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.**

### Timer Mode

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

Press to cycle through the settings from 0.5 hours to 10 hours, and then OFF.

### Adaptive Start Control

Learning from the previous heating cycle enables the appliance to judge the appropriate advance time to turn on the heater to ensure that the set temperature is reached 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 may for example come on at 17:30 to ensure the room is 23°C at 18:00.

## **Window Open Detection**

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 heater will be turned off automatically.

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.

## **Important Safety Information for Remote Controls**

- To remove the batteries, open the back cover of the remote control to remove the batteries and replace them with new one. Pay attention to the positive and negative poles.
- Two AAA alkaline batteries are required for the remote control.
- Exhausted batteries are to be removed from the appliance and safely disposed of.
- Non-rechargeable batteries are not to be recharged.
- Different types of batteries or new and used batteries are not to be mixed.
- Batteries are to be inserted with the correct polarity.
- If the appliance is to be stored unused for a long period, the batteries should be removed.
- The supply terminals are not to be short-circuited.

## **Resetting the Thermal Cut Out**

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:

1. Switch off the appliance (Manual switch) and leave it off for approximately 10-15 minutes.
2. 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.
3. Switch on the appliance and the E.S. Control will be re-set.
4. Ensure that the appliance is functioning correctly. If the E.S. Control operates again, the appliance should be checked by a competent electrician.

## 6C. APP Control

Visit your APP store for IOS or Android to download the C&JsmartFIRE APP. Or use the QR code below. Follow your devices onscreen instructions to create an account. Once installed, follow the procedure below to pair the device with your appliance.

1. Start the APP and click “Add Device” on screen. Click “C&JsmartFIRE”, then select Wi-Fi network and enter the password. Note, your device must also be connected to the same home network what you wish to connect the appliance to.
2. Ensure the appliance is powered on, then press and hold the Wi-Fi button on the appliance until you hear 3 beeps at EZ mode. At the same time, the Wi-Fi indicator and the fuel bed will blink.
3. Follow the instructions on APP to choose the EZ mode and confirm the indicator is flashing. Click Next and start to add the device.

If failed at EZ mode, try AP mode. Please press the Wi-Fi button, you will hear 3 beeps, then keep pressing until you hear another 5 beeps to enter AP mode. and then Follow the instructions on APP to choose the AP mode and confirm the indicator is flashing. Click “Go to Connect” and choose a Wi-Fi called “SmartLife-XXX” and start to add the device.

We have created a very detailed APP Operation Instruction and videos to guide you through the process how to load down the APP, Create an account, Pair your appliance to your smart phone and operate the appliance. Scan the QR code on the next page or the one on the back of the remote to be taken to the operation instruction or the videos.



APP Download






APP Operation Instruction and Videos

## 7. MAINTENANCE

### **WARNING:**

**Before any maintenance or cleaning of the exterior of the appliance, the unit should be disconnected from the power supply, remove supply plug from power socket or turn off and remove fuse from fused spur, wait until the appliance is cool.**

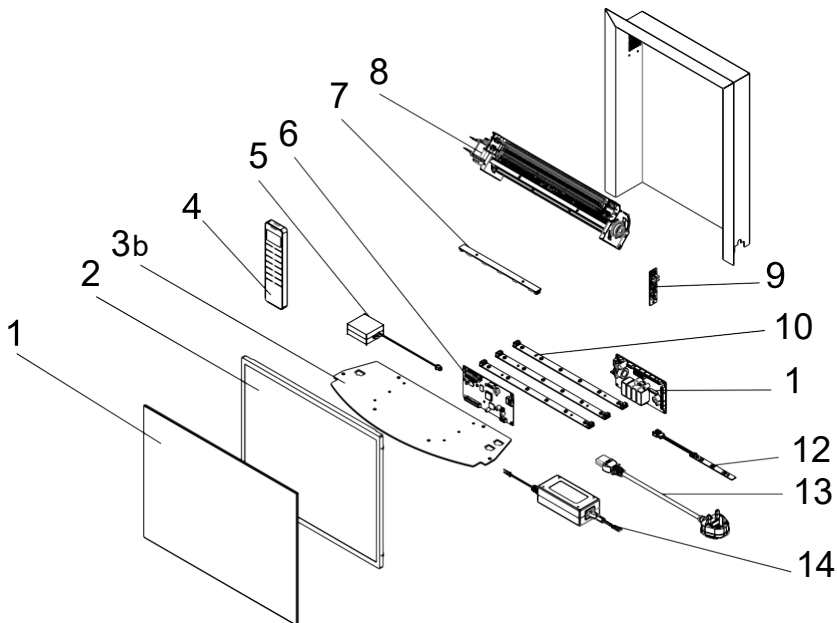
### **Remote Controls Battery Replacement**

- 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. 

### **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. SERVICE PARTS LIST

No.	Item	Part Number	LED Model	Qty
1	Rear Screen	9760		1
2	LCD Screen	9761		1
3a	Fuel Bed Shelf "A" not fitted	9762		1
3b	Fuel Bed Shelf "B" fitted	9763		1
4	Remote Control	9727		1
5	Speaker	8888		1
6	LCD Driver Board	9764		1
7	Down Light	9765		1
8	Heater Unit	9766		1
9	Control Panel(button)	9767		1
10	Fuel Bed LED Board	9768	RC07-288A	3
11	PCB	9769		1
12	Log Light	9770	RC07-353A	1
13	Power Cord	8480		1
14	Power Unit	9771		1
	Log Set	9772		1
	Crystal Set	9773		1

## 9. OTHERS

### Environment



Meaning of crossed –out wheeled dustbin:

Electrical appliances should not be disposed of as unsorted municipal waste. Separate collection facilities should be used in the disposal of electrical appliances. Contact your local government for 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 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, EN 301489 - 1 , EN 301489 - 3 and EN 6247 which covers the essential requirements of the European Radio Equipment Directive 2014/53/EU.



This fire complies with the Safety Standards BS EN 60335-1 and BS EN 60335-2-30 which covers the essential requirements of the Electrical Equipment (Safety) Regulations 2016 (S.I.2016/1101) and the EMC standards BS EN 55014-1; BS EN 55014-2; BS EN 61000-3-2 and BS EN 61000-3-3 which covers the essential requirements of the Electromagnetic Compatibility Regulations 2016 (S.I.2016/1091). and the RED standards BS EN 300220-2, BS EN 301489-1,BS EN 301489-3 which covers the essential requirements of the European Radio Equipment Regulations 2017.

**Charlton & Jenrick Ltd**

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

Tel: +44 1952 200 444 Fax : +44 1952 200 480

[www.charltonandjenrick.co.uk](http://www.charltonandjenrick.co.uk)