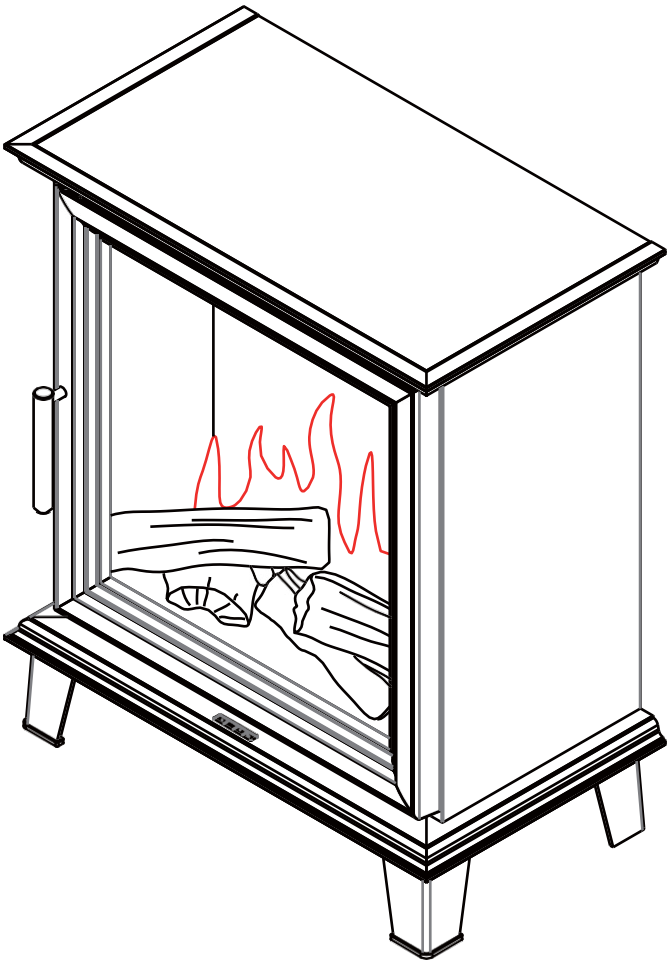
Installation & Operation Manual
Real Flame Technology

Model:

Luminosa LCD Stove



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

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1. IMPORTANT SAFETY INFORMATION

1. **Read all of the instructions carefully before using the appliance.**
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.
3. **DO NOT** use this appliance in the immediate surroundings of a bath, a shower or a swimming pool.
4. This fire must not be located immediately below or in front of a socket-outlet.
5. This appliance must be earthed.
6. 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.
7. If the power cord is damaged, it must be repaired by the manufacturer, its authorized service centre or professional person in order to avoid a hazard.
8. **DO NOT COVER. 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.
9. To reduce the risk of fire, keep textiles, curtains, or any other flammable material a minimum distance of 1 metre from the air outlet.
10. Keep the power cords away from hot surfaces and hot conditions. **DO NOT** route the power lead in front of the appliance.
11. **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.
12. 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.

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

14. 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.

15. Children should be supervised to ensure that they do not play with the appliance.

16. Children of less than 3 years should be kept away unless continuously supervised or a fireguard is fitted.

17. Children aged from 3 years and less than 8 years shall only switch on / off the appliance provided that it has been placed or installed in its intended normal operating position and they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children aged from 3 years and less than 8 years shall not plug in, regulate and clean the appliance or perform user maintenance.

18. **DO NOT** use if there are visible signs of damage to the appliance.

19. **DO NOT** use this heater if it has been dropped.

20. 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.

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.：Luminosa LCD Stove

Supply Voltage：AC 230-240V 50Hz

Max. Power Consumption: 2000W

Power For Fuel Bed Effect：4.5W

Power For Ambient Light Kit：9W

INFORMATION REQUIREMENT FOR ELECTRIC LOCAL SPACE HEATERS			
Power consumption	In idle mode	P_{idle}	1.7W
	In network standby	P_{nsm}	1.7W
	In off mode	P_o	0W
	In standby mode	P_{sm}	N/A
	Standby mode with display of information or status		NO
	Seasonal space heating energy efficiency in active mode	$\eta_{s,on}$	98%
Heat output	Nominal heat output	P_{nom}	1830-2000W
	Minimum heat output	P_{min}	915W
	Maximum continuous heat output	$P_{max,c}$	2000W

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 working time limitation	No
With black bulb sensor	No
Adaptive start control	Yes
Self-learning functionality	No
Control accuracy	Yes

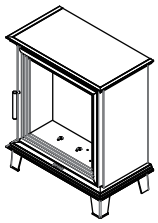
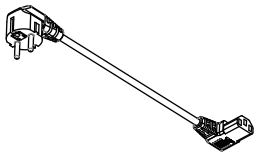
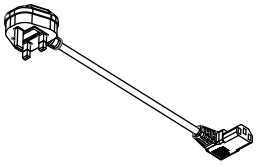
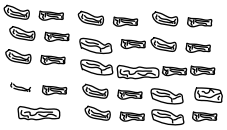
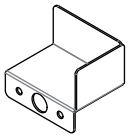
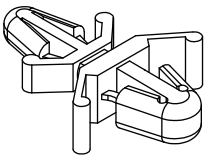
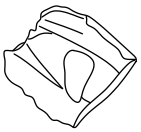
3. PARTS AND HARDWARE

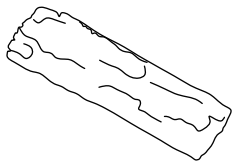
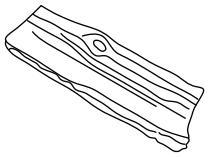
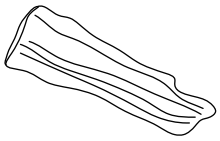
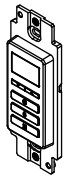
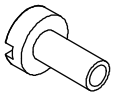
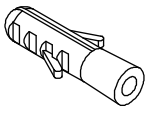
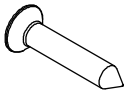
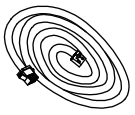
3.1 Unpack the fire carefully and make sure that the appliance is intact with no signs of damage caused by transport and no part has been exposed to water. If in doubt, do not use the appliance and contact your retailer.

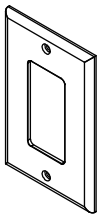
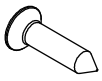
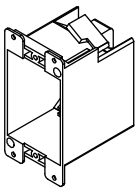
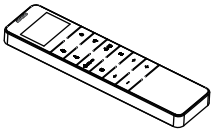
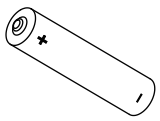
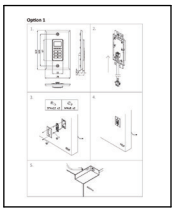
3.2 Keep plastic wrapping away from children.

3.3 Save the original packaging as this may be required in the event of service complaint with product.

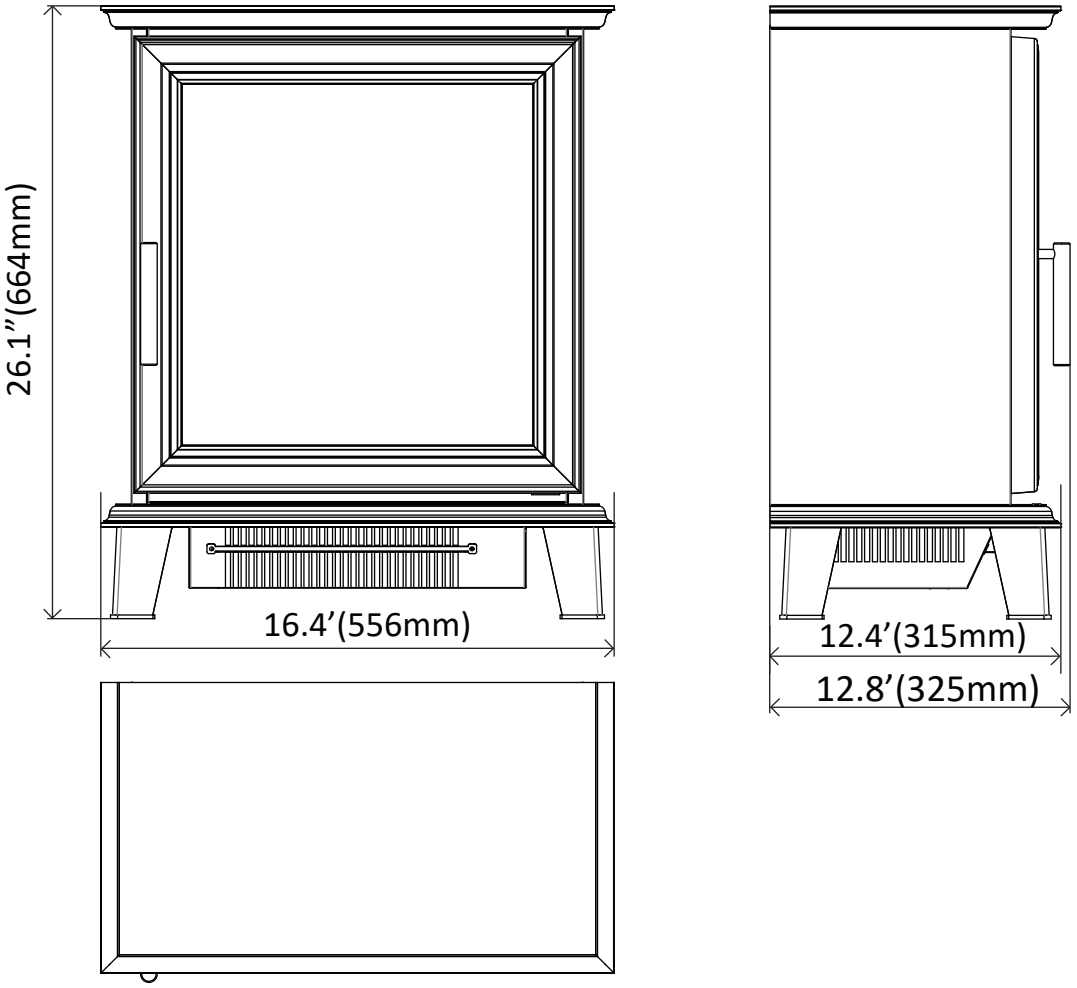
3.4 Ensure that all parts are removed from the packaging.

A. 	B. 	C. 	D.
Firebox (1PC)	**Power Cord EU (1PC)**	**Power Cord UK (1PC)**	**Crystal (1SET)**
E.	F. 	G.	H. 
Ceramic Fiber (1SET)	**Vermiculite (1SET)**	**Screws ST4*8 (2PCS)**	**Plug Bracket (1PC)**
I.	J.	K. 	L. 
Sucker (1PC)	**Log Light (1PC)**	**Spacer Support (2PCS)**	**Log AD-9 (1PC)**

M.	N.	O.	P.
			
Log BV-3 (1PC)	Log BV-1(1PC)	Log BV-2(1PC)	Control Assembly (1PC)
Q.	**R.**	**S.**	**T.**
			
Screws M4*6 (3PCS)	Wall Plug (6PCS)	Screws ST3*16 (6PCS)	Connector-8m (1PC)

U.	V.	W.	X.
			
Cover Frame (1PC)	Screws ST4*12 (3PCS)	Wall Switch Back Box (1PC)	Remote Control (1PC)
Y.	**Z.**	**AA.**	
			
AAA Batteries (2PCS)	Wall Switch Manual (1PC)	Manual (1PC)	

4. APPLIANCE DIMENSIONS



5. INSTALLATION INSTRUCTIONS

5.1 PREPARATION BEFORE INSTALLATION

TOOLS REQUIRED

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

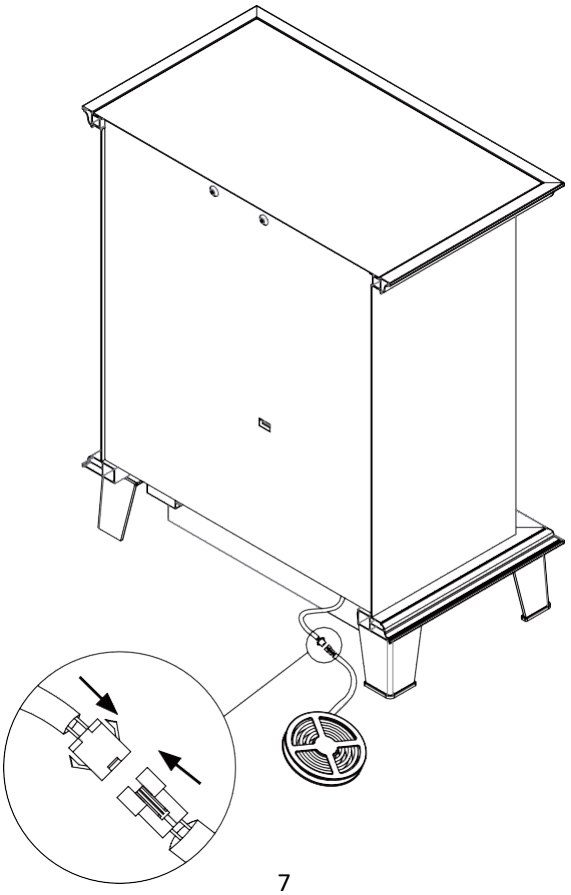
LOCATE THE APPLIANCE

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 to avoid the air flow creating a failure of the fan heater.

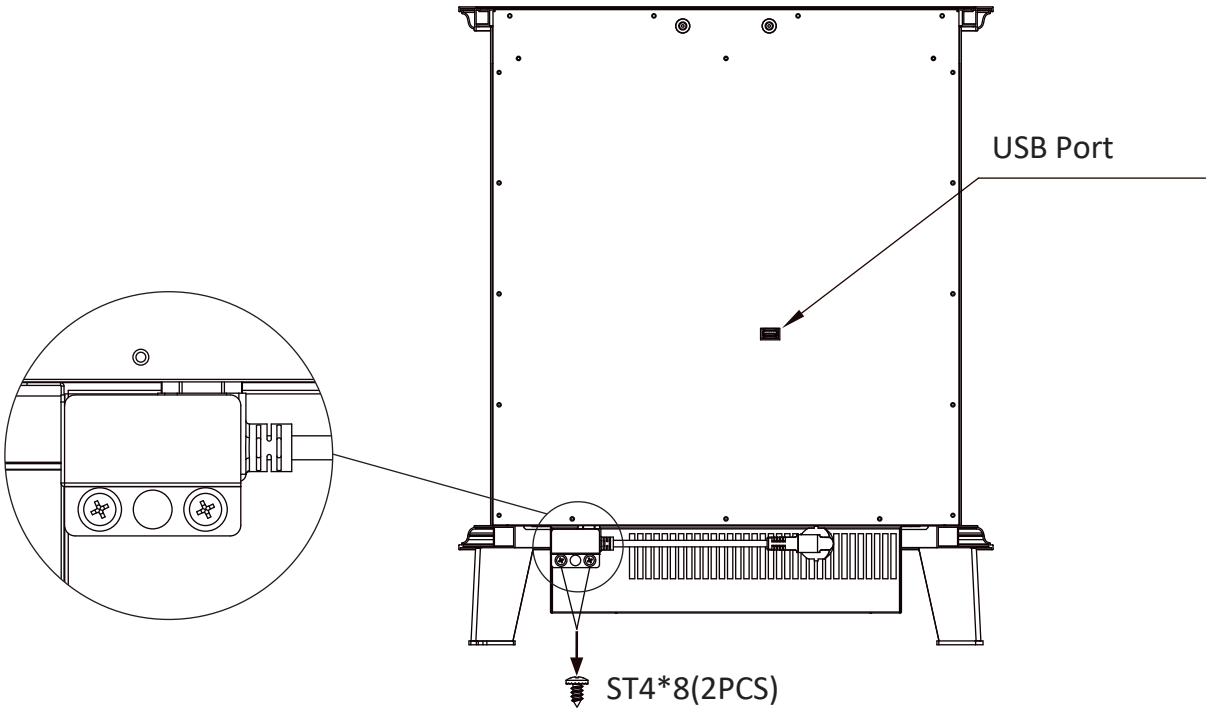
CONNECT MOOD LIGHTS CABLE (Optional)

- The LED lighting is supplied on a roll and can be installed to illuminate areas around the appliance as required. An additional extension cable can also be purchased. Ensure the LED lighting strip is not installed near any heat sources, including that of this appliance. Mood lighting devices are available from Charlton & Jenrick Ltd., other brands may not be suitable and void warranty.



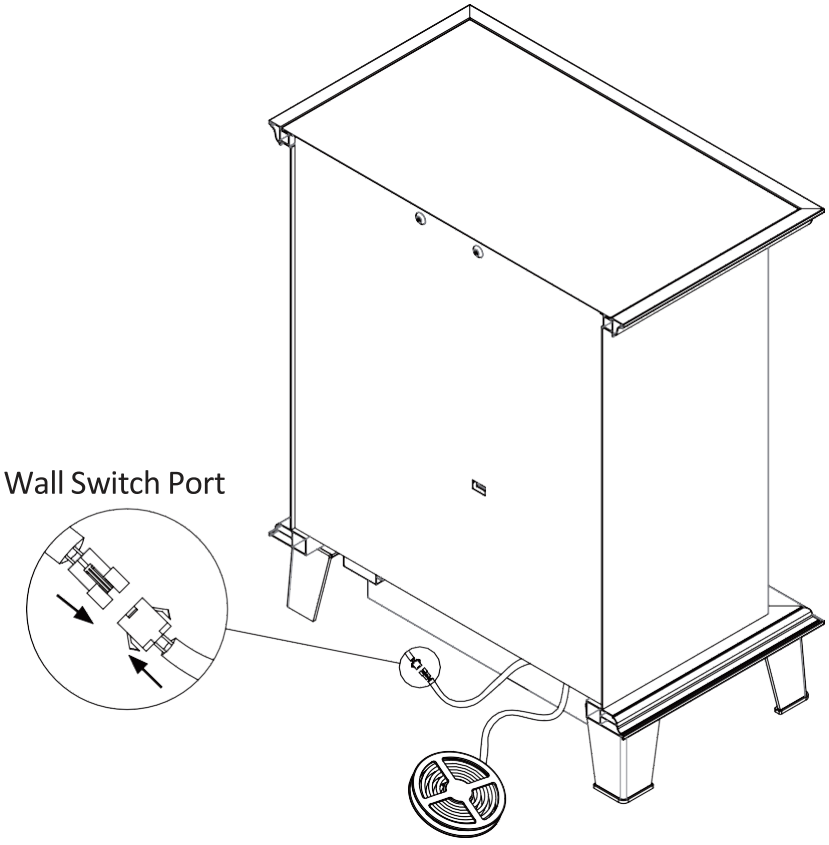
INSTALL PLUG BRACKET

• Use two screws ST4*8 supplied to install the plug bracket as shown below diagram.



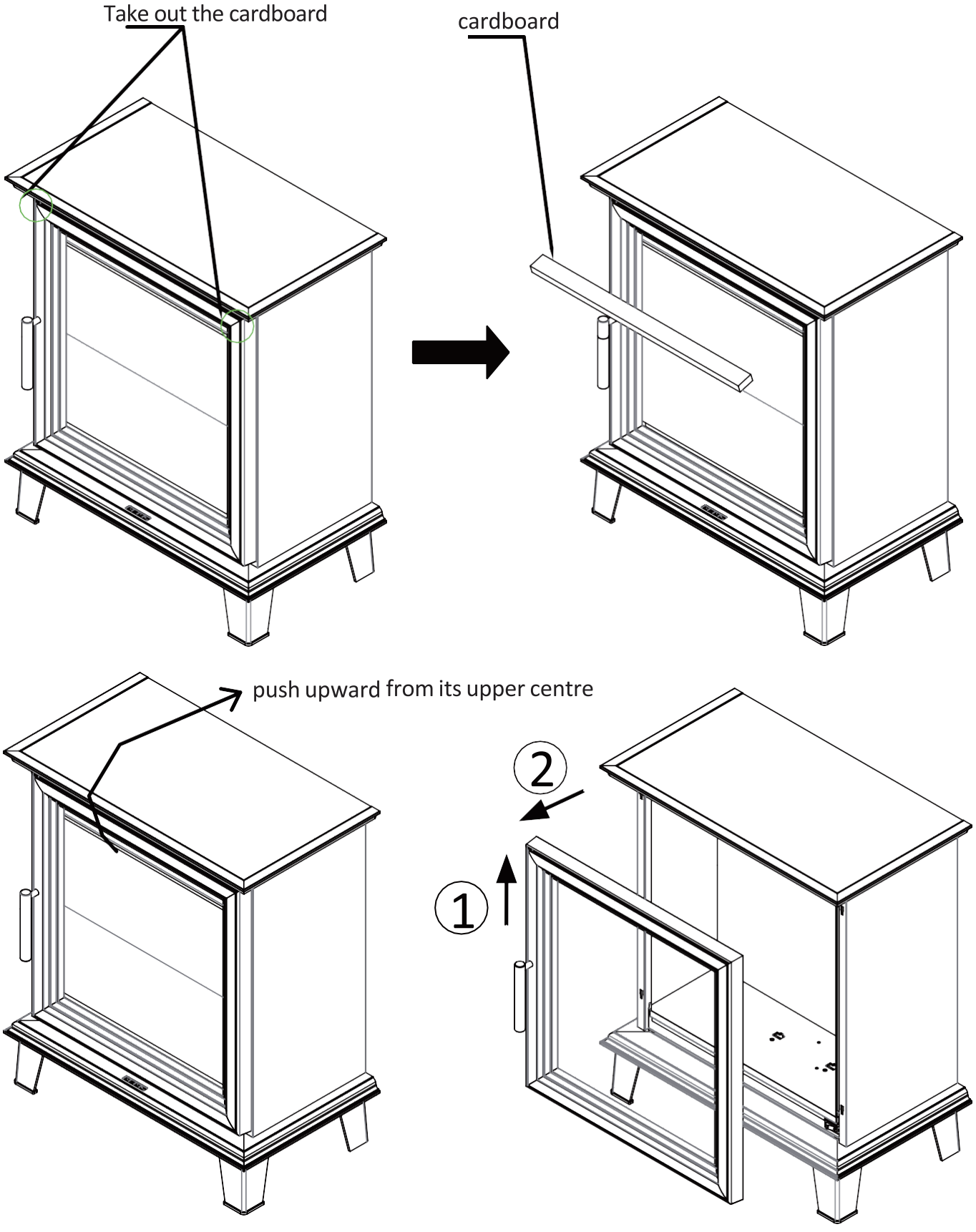
CONNECT WALL SWITCH CABLE (If Required)

• The wall switch port is on the rear of the appliance, near the position of the mood light port. Please also check the function after connecting wall switch.

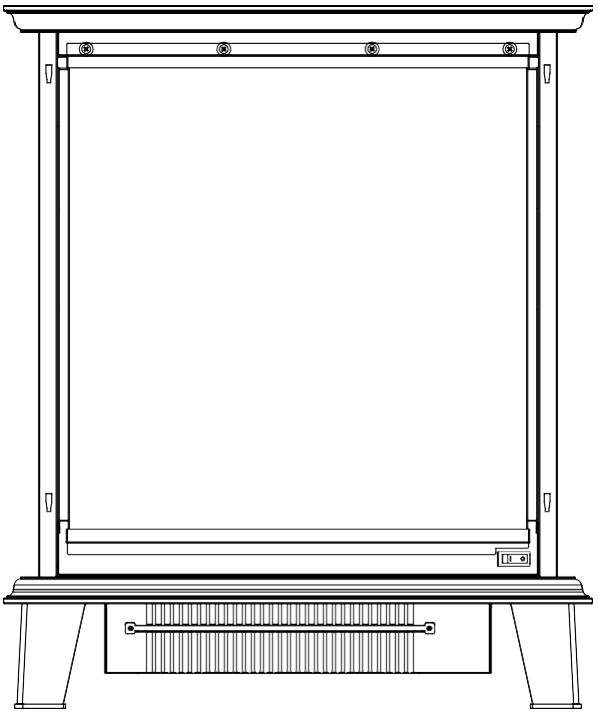


GLASS REMOVAL

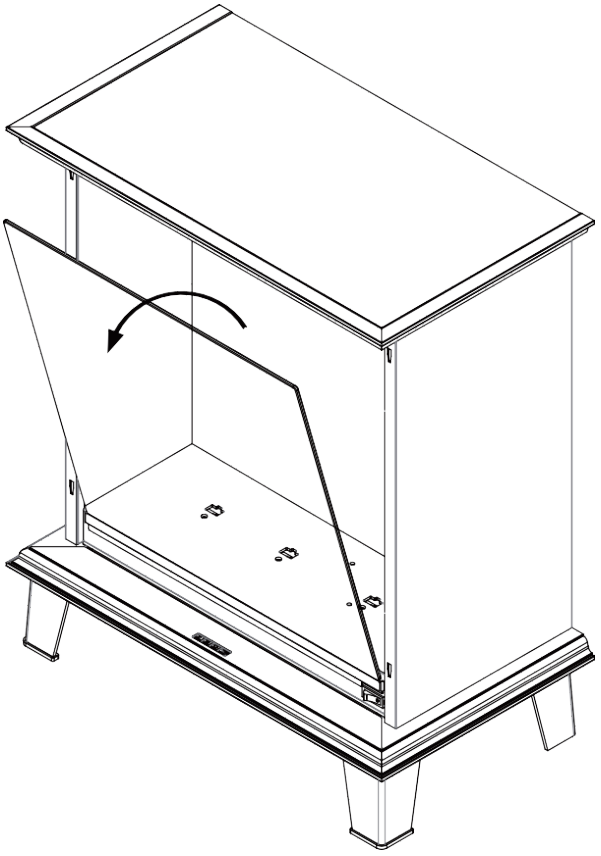
- To set the fuel bed, the glass and door must first be removed. Take out the cardboard on the top of the trim. Then remove the trim via pushing upward from its upper centre as shown in the diagram.



- Then remove the four (4) screws shown in the diagram below ensuring you hold the glass in place as the last screw is removed.

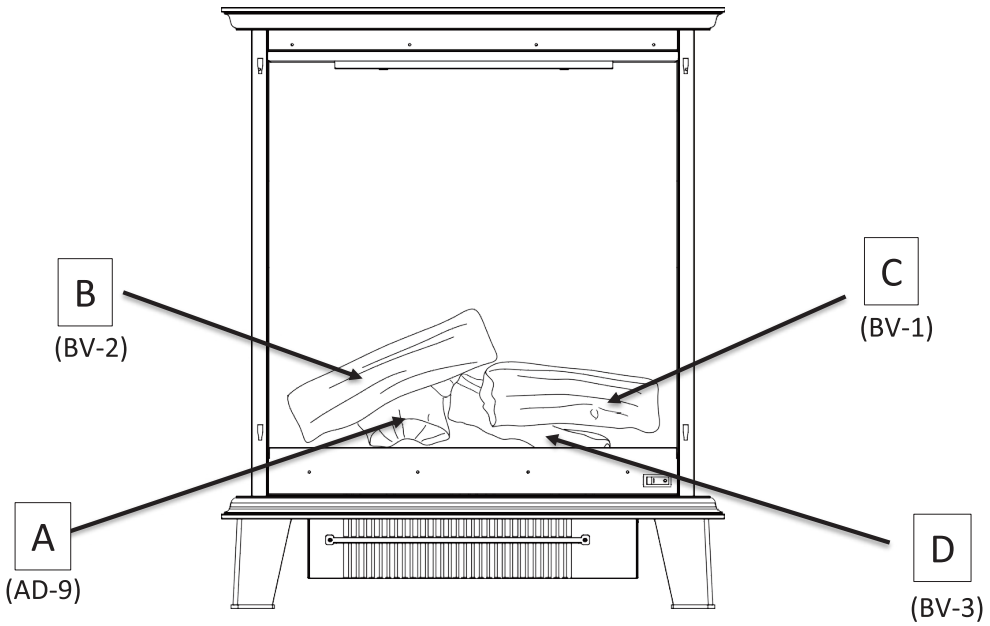


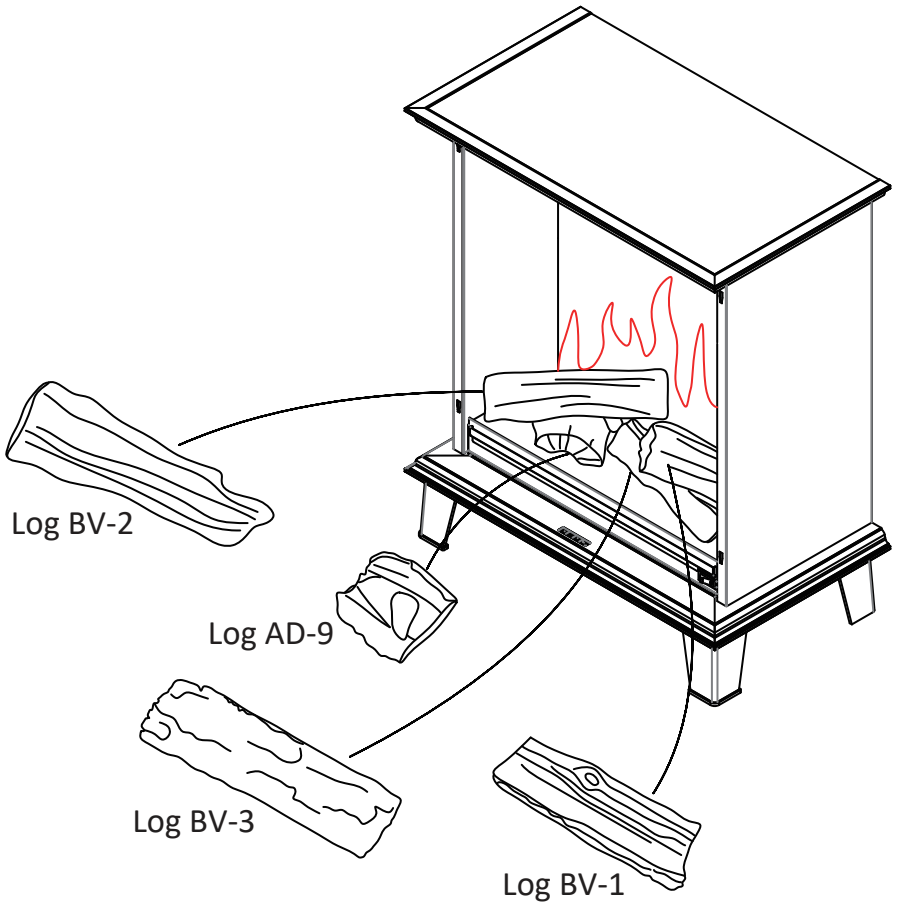
- Finally lean the top edge of to remove.



Log Layout

- Identify each log prior to starting the installation of the fuel bed, logs A to D need to be carefully installed as shown in the page below. Plug log B&C into ports located on the fuel bed. A separate LED strip is provided for log D this need to be fixed to the fuel bed using the 2 pcs plastic clips supplied. Distribute the embers around the base of the logs ensuing good coverage both in front and behind the log. Place the vermiculite randomly around the fuel bed according to preference





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 metre from the air outlet.

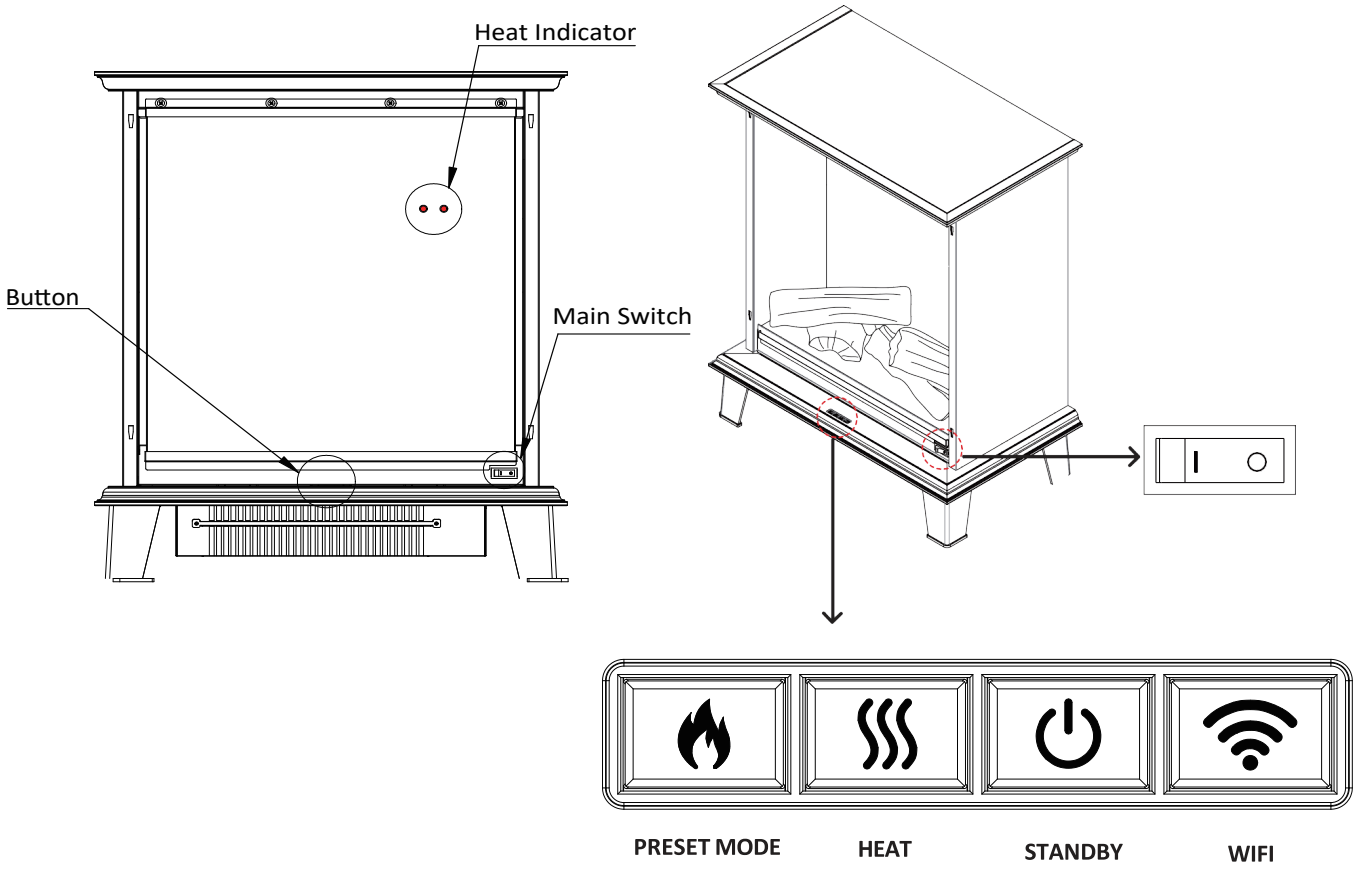
MAKE SURE the plug fits tight in the outlet. Faulty wall outlet connections or loose plugs can cause the outlet to overheat.

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 is in the off position before disconnecting.

6a. MANUAL CONTROL

BUTTONS ON APPLIANCE

Note：The MAIN ON/OFF SWITCH is to be found BEHIND the removable door—this should be set to ON as shown below prior to refitting the door, after log installation.



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.

HEAT

- Press repeatedly to cycle through low heat setting, high heat setting and no heat.
- To prevent the appliance 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.

HEAT INDICATOR

- The heat indicator shows if the appliance is running on LOW or HIGH heat. This display will dull after 10 seconds. Note if no flame, log or fuelbed lights are running, this indicator WILL REMAIN LIT.

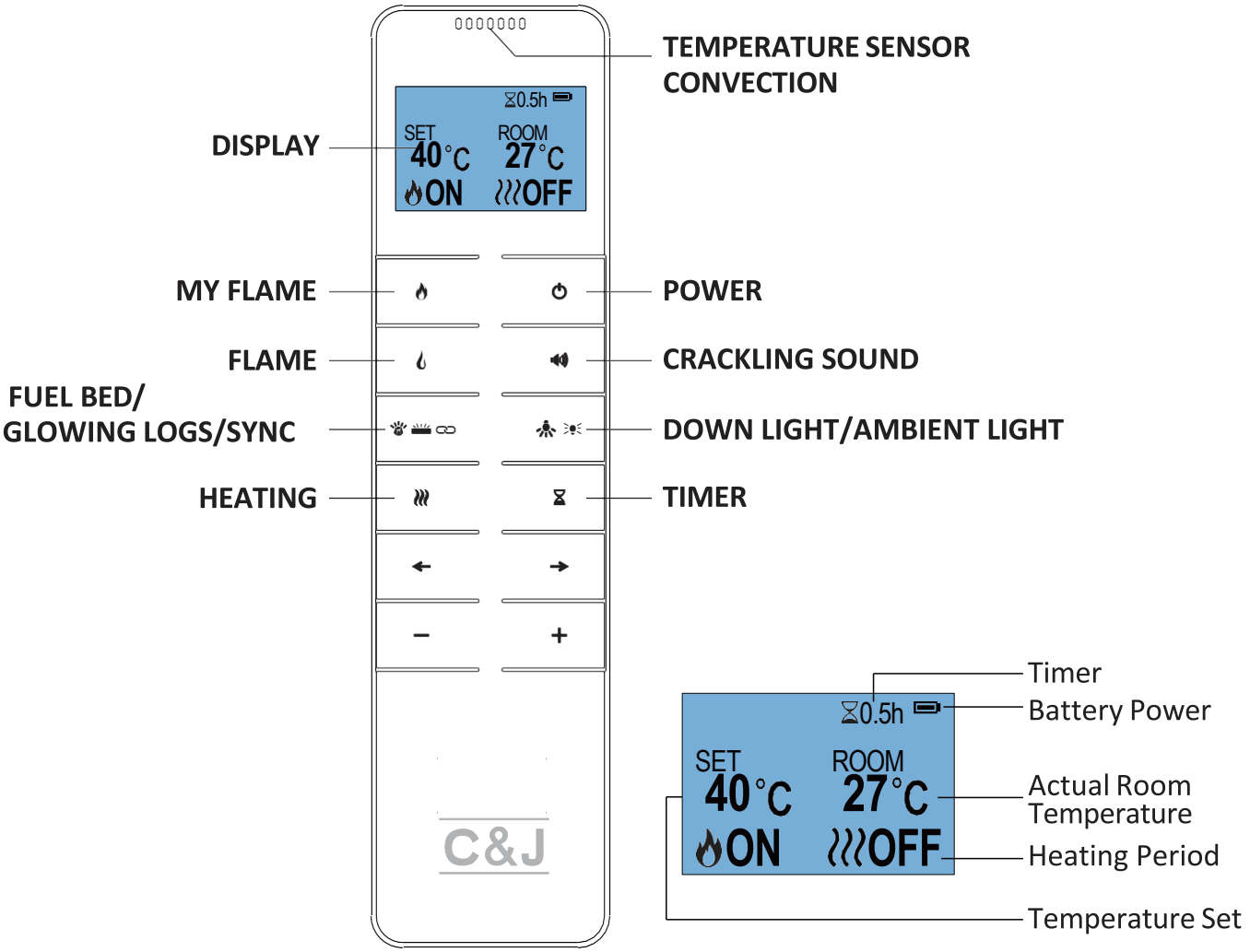
PRESET MODE

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

6b. REMOTE CONTROL

NOTE: 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.

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 button STAND-BY on the appliance until you hear two beeps, release the button. Press power button on the remote handset and you will hear one beep. The remote is connected with the appliance.

My Flame

Repeatedly press to select 6 My Flame modes (+3 user defined 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 buttons to select a slot number between 7-9. Press and hold '–' or '+' 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** to 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 colour 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 colour 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 13 different ambient light colours and OFF setting. (the thirteenth 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

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 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'←' or '→' buttons 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 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.
- This 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.
- Rechargeable batteries are to be removed from the appliance before being charged.

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 is as follows:

1. Switch off the appliance (Manual switch) and leave it of 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 , the appliance should be checked by a competent electrician.

6c. APP CONTROL

Visit your APP store for IOS or Android to download the C&J smartFIRE 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 “smartFIRE” , then select WiFi 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 bluetooth mode. At the same time, The indicator and the fuel bed will blink.
3. Follow the instructions on APP to choose the bluetooth mode and confirm the indicator is flashing. Click Next and start to add the device.

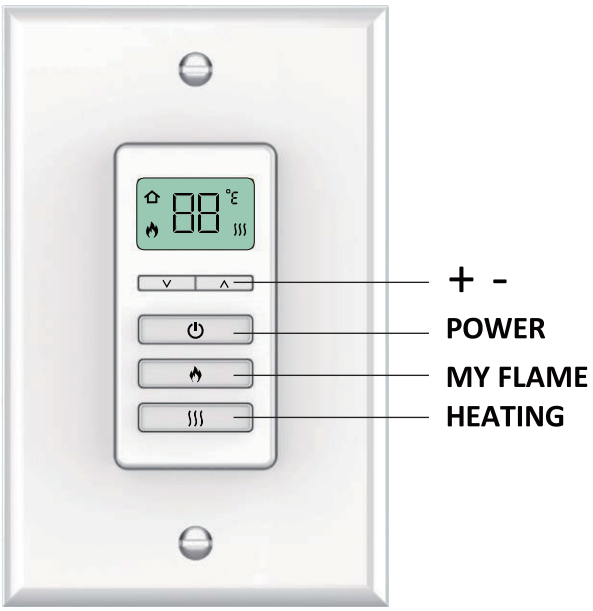
If failed at bluetooth mode, try AP mode. Press the Wi-Fi button, you will hear 3 beeps, then keep pressing until you hear another 5 beeps to enter AP mode. And then, follow the instructions on APP to choose the AP mode and confirm the indicator is flashing. Click “Go to Connect” and choose a Wi-Fi called “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

6d. WALL SWITCH OPERATION



BUTTON	FUNCTION	ACTION & INDICATION
POWER	Turns on the default or memorised lighting. Turns off all appliance functions.	In standby mode, light and show the current temperature and unit. When powered on, the flame symbol light and turn off and showing the current flame.
MY FLAME	Press to cycle through flame modes F1–F9.	When the flame function is on, the display shows the current flame setting F1–F9 (My Flame)

HEATING	Press to toggle between full-power heating and off. Hold for 3 seconds to change °C and °F units.	The icon stays on when heating is on.
+ -	Press once to view the current set temperature. Press again to adjust the target temperature.	The screen shows temperature and °C or °F.
	Detects the ambient room temperature. If multiple sensors (wall switch, remote, control) are fitted, the wall switch sensor reading takes priority.	

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

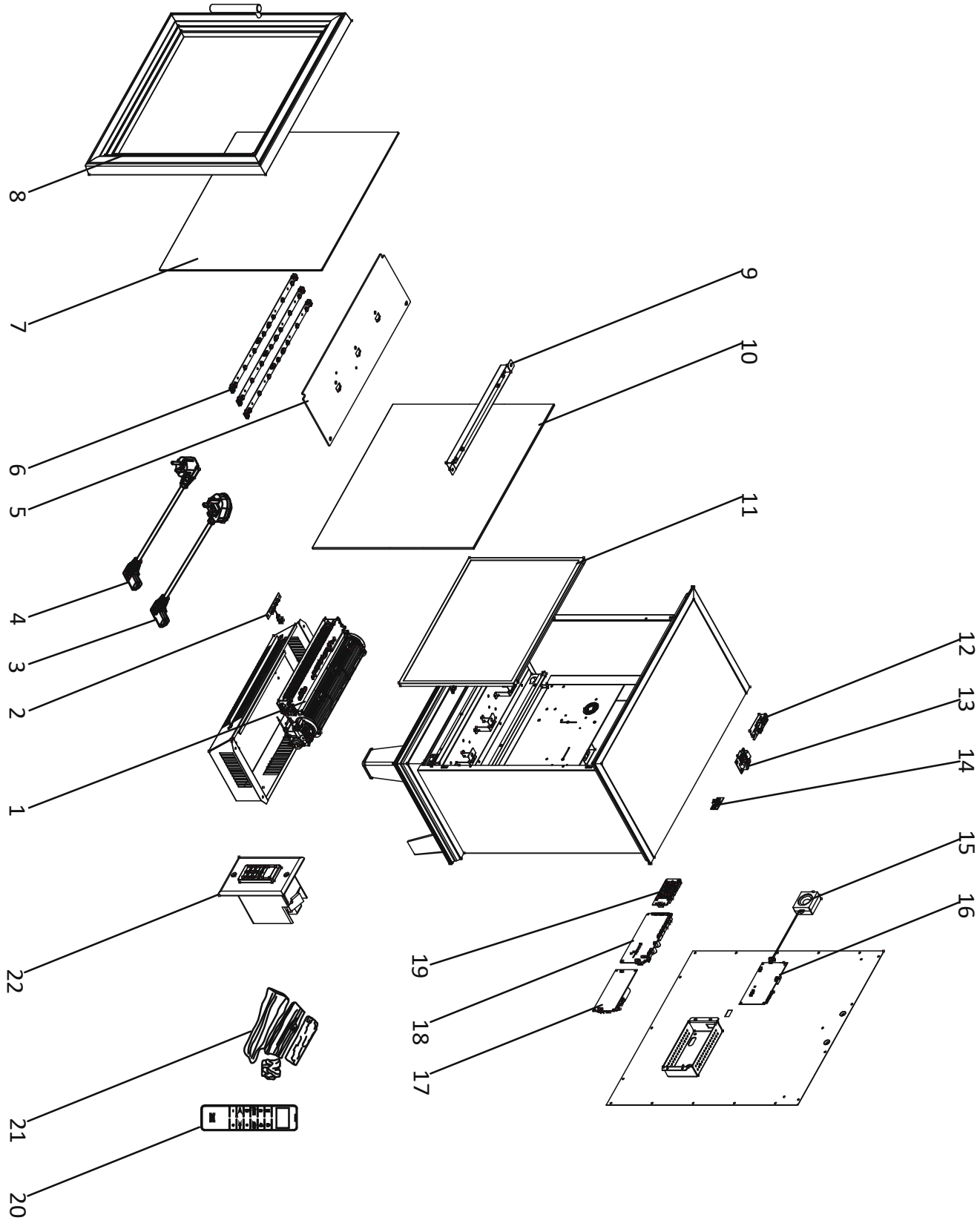
7.3 When the batteries are out of power and need replacing immediately, the battery symbol will show

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, lintfree 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



	Item	Part No.	QTY
1	Heater Unit	10424	1
2	Button Board	10425	1
3	Power Cord UK	10259	1
4	Power Cord EU	10260	1
5	Fuel Bed	10426	1
6	Fuel Bed LED Strip	10428	3
7	Decorative Glass	10429	1
8	Door	10430	1
9	Downlight	10431	1
10	Screen	10432	1
11	LCD Screen	10434	1
12	Receiver Board	10435	1
13	Receiver Board (WIFI)	8915	1
14	Heating Indicator Strip	10437	1
15	Speaker	10402	1
16	Driver Board	10438	1
17	Power Unit	10440	1
18	PCB Board	10442	1
19	Driver Board (Log Light)	9712	1
20	Remote	9727	1
21	Log SET	10444	1
22	Wall Switch	10370	1

9. 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.

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.

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