



INSTALLATION AND USER INSTRUCTIONS

MODELS COVERED BY THESE INSTRUCTIONS:

ALTO S

ALTO T

MILO

REO



PLEASE READ THESE INSTRUCTIONS CAREFULLY AND RETAIN FOR FUTURE REFERENCE

This electric fire has been made with great care. Here are some instructions including cleaning and maintenance that will help you keep your fire in good condition for many years. If you experience any parts or service problems please contact your retailer. 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. Children should be supervised to ensure that they do not play with the appliance.

DO NOT TURN THE FIRE ON UNTIL YOU HAVE READ ALL OF THE INSTRUCTIONS

The product complies with the European Safety Standards EN 60335 -1, EN60335-2-30 and the essential requirements of EEC Directives 73/23 and 89/336 and Commission Regulation (EU) 2015/1188



UNPACKING & GENERAL SAFETY

Unpack the fire carefully and retain the packaging for possible future use, for example in the event of moving or returning the fire to your supplier. Remove any plastic protection film and transit tape.

These electric fires are designed to be placed on a hard, level surface. When positioning please keep the following points in mind:

- If you are placing the heater in an alcove, make sure there is at least 100mm of space on all sides to ensure good air circulation
- The fire must NOT be fixed over a fixed electrical socket. The socket must always be accessible in order to disconnect the heater from the electrical supply for maintenance
- Keep hearth rugs and other soft furnishings away from the front of the heater as they could obstruct the free flow of hot air from the outlet duct and could damage the soft furnishings and the fire

ELECTRICAL INSTALLATION

This appliance must be earthed

Check that the voltage shown on the rating label of your fire is the same as your dwelling electricity supply which must be AC (alternating current).

The mains cord of the fire has a UK type plug fitted with a 13amp fuse; when replacing a fuse use a 13amp fuse approved to BS 1362. The fuse cover of a moulded on plug must be refitted after changing the fuse. Should the fuse cover become lost, the plug must not be used until the correct replacement fuse cover is obtained from your service agent.

The wires in the mains supply cord are coloured in accordance with the following code: Green and Yellow = Earth, Blue = Neutral, Brown = Live.

If your fire is fitted with a moulded on mains plug which is not suitable for the socket outlets in your dwelling, the plug must be cut off and an appropriate one fitted.

Note: A plug cut off from a flexible cord presents a shock hazard if inserted in a 13amp socket elsewhere in the dwelling. To avoid this remove the fuse and dispose of immediately.

If you are fitting an alternative type of plug then the colours of the wires in the mains cord may not correspond with the identifying markings on the plug terminals. In this case proceed as follows:

The wire which is coloured Green/Yellow must be connected to the terminal in the plug which is marked by the letter E or by the earth symbol or coloured Green or Green/Yellow. The wire which is coloured Blue must be connected to the terminal in the plug which is marked by the letter N or coloured Black. The wire which is coloured Brown must be connected to the terminal in the plug which is marked by the letter L or coloured Red.

- Always install the fire so that the plug is accessible
- Do not cover or hang clothes, towels etc. over or near the heater as this could cause overheating and possible damage. The heater should not be used immediately below a socket outlet
- Do not use in the immediate surroundings of a bath, shower or near any source of water

- Ensure that sufficient cable length is fitted to enable the mains plug to be connected to the appliance without stretching
- Do not use this heater with an external programmed controller, thermal control, timer or any other device which switches the heater on automatically as a fire risk may occur if the heater has been accidentally covered or moved

Hard wiring the fire

If desired the fire can be hard wired to a switched fused isolator, ensuring that the fuse in the isolator is rated at 13amp to BS 1362.

It is recommended that this work be undertaken by a competent engineer.

Note: If the fire is hard wired ensure that the mains lead can be unplugged from the appliance to assist removal.

FUEL BED INSTALLATION

For Alto stoves only: Remove and dispose of the magnet located below the top lid within the grill section. This is only required to ensure the door remains in situ during transport. The door simply lifts off from the front and has four locating pins for easy alignment when replacing the door back in place.

For all stove models you can install your preferred choice of fuel from the following options:

- 1 x Log set
- 1 x Pebble set
- 1 x Coal pack
- 1 x Pinecone pack
- 1 x Crystal set

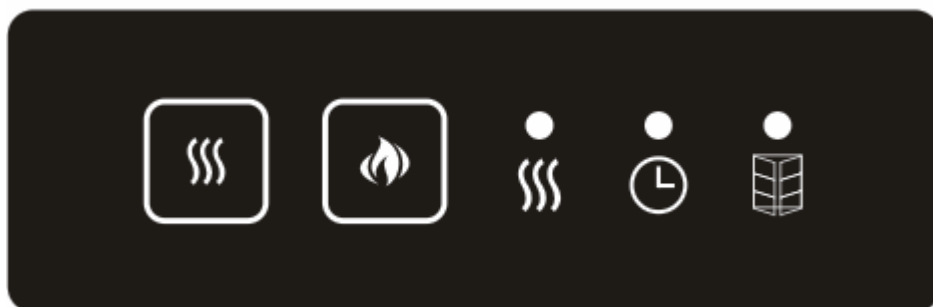
You can mix and match the fuel bed options and change the style and components as many times as you like but please refrain from using all the pieces supplied as this will prevent adequate light transmitting through the fire.

In some instances we may alternatively supply the stove with a fixed fuel bed to meet customer specification.

OPERATING THE APPLIANCE – MANUAL CONTROL

Turn on the main power switch, the fire is on and in standby.

For manual operation the fire control panel is located on the rear of the appliance.



Heating controls

-  Press once for the heater to operate at 1900W
-  Indicates red. Press again for heater to operate at 950W and  turns blue.

- Press for the third time, the heating element turns off

Note: after the heating elements are turned on manually, the heating elements work but are not controlled by the temperature sensor which is located in the fire.

Thermostatic control is activated on the remote control handset only.

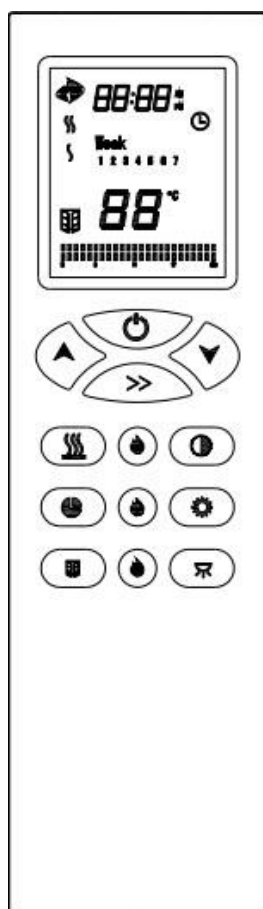
Lighting controls

- Press  button once for the brightest setting
- Press for the second time, for medium brightness option
- Press for the third time for low brightness
- Press for the fourth time to turn off.

Note:

- When using the control on the fire, both rear screen lighting and fire-bed intensity operate at the same level
- The ECO control is designed to allow the fire to run for a maximum of two hours after which it will automatically switch off unless set on the programmable timer, which will override this function.

OPERATING THE APPLIANCE – REMOTE CONTROL



- Press the red  ON/OFF button to display the flame icon , time (24h system), manual temperature set and day of week (1-7). The illumination of the rear screen and fire-bed are also activated on the brightest setting
- Press  flame control once and the flame  display disappears on the remote control together with all illumination. Press again and the flame  appears on the remote display and all lighting is on at maximum level

Setting the lighting options

- When flame  is displayed, all lighting options are available for the rear screen and the fuel bed illumination.
- When flame  is displayed on remote, pressing the red  key repeatedly scrolls through 3 levels of brightness on the rear screen (floating flames)
- Press the  key repeatedly to adjust 3 levels of fuel bed lighting and off

Note: The fuel bed lighting cannot be operated without rear screen lighting.

Setting the temperature

- Press the   buttons to adjust temperature setting between 7 and 30 °C

Setting the heat level

- Press the  button once on the remote control displays the  logo and sets the heat output to 1900 W
- Press the  button again and remote control displays the  logo and sets the heat output to 950 W

Setting day of week and time

- Press >> key, the corresponding "hour" → "minute" → "day of week 1 -7" flashes. In each case press ▲ or ▼ to set corresponding values

Programming timer

All programming, relating to the timer function and required set temperature, is carried out at the remote handset. This information is stored in the handset and this information is transferred to the fire itself by pushing the timer button  on the handset, whilst aiming it at the fire. The fire will beep, and the timer button on the fire  will turn green, proving it has accepted the information.

So any change to the programming of the fire should always be followed by turning the timer function  on and off to update the information held by the fire.

Timer function

The timer is capable of switching the fire on automatically for minimum periods of 1 hour during any 24 hour period and also for any day of the week.

The "week" logo followed by a number indicates the day.

i.e. "1" indicates Monday, "2": Tuesday, up to "7" indicating Sunday.

Summarising: The timer function can program the fire for a maximum of 7 x 24 periods covering a one week span.

Once programmed: the on/off sequences then roll over from 1 week to the next.

Setting the programmed temperature and times under automatic mode

- Press setting key  for the first time and the LCD screen displays  to indicate Monday. Now the temperature setting flashes
- Press ▲ ▼ to set the timing temperature for Monday
- Press key >> to confirm and "00" will display

Note: "00" indicates period 00 – 1.00am for day/ "01" indicates period 1.00 – 2.00am and so on.

- Repeated pressing of the >> key will now display: " " → " " → " "

Note:

" " Indicates fire will control to set temperature: "t set"

" " Indicates fire will control to "t set" – 3 C . So a 23 °C indication would mean the fire is controlling to a 20 °C temperature.

“(no bars) Indicates timing is off and so the heating elements will not function.

- Press ▲ key to indicate next hourly period i.e. “01” (1.00 am – 2.00 am)
- Repeat steps 1-5 to complete programming for day “1” Monday

Press repeatedly setting key ⚙ again to scroll through days of week (1 – 7)

- After each day selected; Repeat steps 1 – 6 to complete programming for a 1 week period
- Press ⚙ key for the 8th time and it exits and recovers to the current week day

Selecting manual or automatic mode

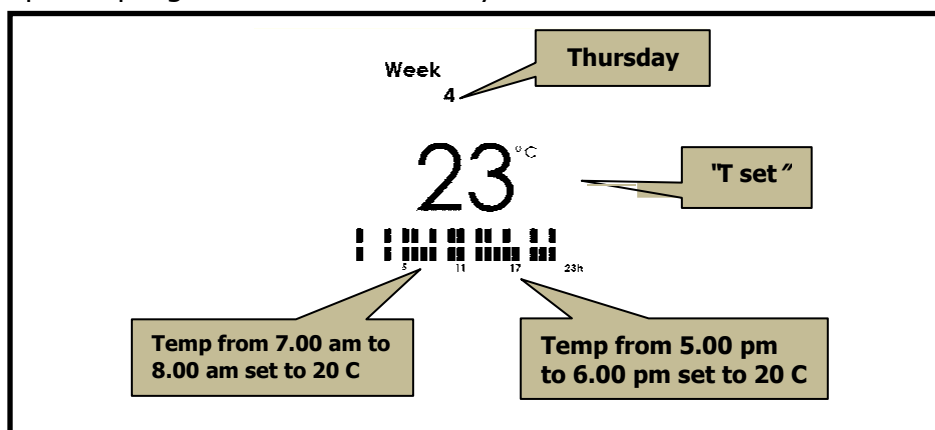
Pressing the ⌚ timing function key turns on the automatic function and the LCD screen displays ⌚. The indicator 🔆 lights green on the fire and beeps to indicate all programming functions are sent to the fire Press ⌚ again to turn off, icon ⌚ on the LCD screen and the 🔆 light turns off.

After the timing function is turned on, The LCD screen lights up according to the corresponding parameter settings. (See example of program settings)



Note: When the time, week and timing parameters are changed, you need to switch on-off the timing key ⌚ to transfer the timing parameters to the fire.

See example of program set for Thursday:



Timer/temp settings:

On: 0.00-1.00 (23 C)
Off: 1.00-3.00
On: 3.00-4.00 (23 C)
Off: 4.00-5.00
On: 5.00-7.00 (23 C)
On: 7.00-8.00 (20 C)
On: 8.00-9.00 (23 C)
Off: 9.00-10.00
On: 10.00-12.00 (23 C)

Timer/temp settings:

Off: 12.00-13.00
On: 13.00-15.00 (23 C)
On: 15.00-16.00 (20 C)
On: 16.00-17.00 (23 C)
On: 17.00-18.00 (20 C)
Off: 18.00-19.00
On: 19.00-20.00 (23 C)
On: 20.00-21.00 (20 C)
On: 21.00-22.00 (23 C)
Off: 22.00-24.00

Note: When the fire is programmed to call for heat, the  logo displays and the heater runs at 1900W until the pre-programmed temperature is satisfied.

Open window/door function

 Open Window function, the indicator lights yellow. Press again to turn off, the LCD screen does not display icon  and the indicator on the fire turns off. After the Open Window function is turned on, the program firstly detects if the heating function is turned on. If it is turned on, the program will save the current ambient temperature value and detects the ambient temperature change once per 12 minutes. When the decrease in the ambient temperature detected within 30 minutes exceeds 4 °C the program will deem that the window is open and stop heating, the Open Window indicator on the fire will flash rapidly. After it has stopped heating for 70 minutes, the program starts to detect if the window is closed, and the indicator flashes slowly. It heats for 6 minutes every 30 minutes. If the temperature rise is more than 2 °C, the window is considered as closed, and the indicator stops flashing.

MAINTENANCE AND CLEANING

Disconnect the fire from the electric supply before cleaning or carrying out any maintenance

If the air inlet becomes covered with dust the fire may cut out. This is a safety feature. Refer to Safety Cut-out information for further action.

Important note

Your electric fire operates using a rotary fan. Due to the working nature of this fan it is inevitable that a build-up of lint or general house dust (i.e. carpet fibres or animal fur etc.) will from time to time accumulate around the inlet and outlet grills. Therefore it is recommended that regular cleaning of this area is undertaken using a standard vacuum cleaner attachment. For safety reasons please ensure that the fire is switched off and has had time to cool down before cleaning.

General cleaning

The fire should be cleaned with an antistatic cloth to prevent dust being attracted to the high gloss surfaces of the fire - do not use polish! For difficult to remove marks such as finger marks it is recommended that a chamois leather slightly damp is used. *Do not use abrasive materials.*

Care should be taken when cleaning around metal parts; non-painted metal parts may have sharp edges.

Decorative parts

Under no circumstances use an abrasive cleaner on bright surfaces. Such use will cause permanent damage to the appearance of your fire.

It is important to use care in cleaning. Dusting or wiping with a damp cloth is recommended in order to preserve the finish.

Fuel bed

Clean with a vacuum cleaner attachment or a soft brush.

Light and flame effects

No maintenance should be necessary on the light/flame effect, illumination is by LED's which should not require any attention, except for damage to the LED's or

failure of the LED power supply — in which case contact Flametek regarding repair or replacement.

Do not allow water or other liquids to run into the inside of the fire.

We recommend periodic cleaning of this appliance by lightly running a vacuum cleaner tool over the fan heater outlet to remove excess dust or dirt that may have accumulated on or inside the fire.

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

Caution: Allow the product to completely cool before handling or cleaning it.

SAFETY CUT- OUT

The heating element is fitted with a cut-out which will switch off the fire in the event the fire overheats, should this occur follow the points below.

Switch the fire off at the wall outlet, the fire must be isolated from the mains power supply.

Ensure that there are no obstructions in or around the air inlet or air outlets. After approximately five minutes the fire can be switched back on.

Do not switch the fire on until the above checks have been completed.

TECHNICAL SPECIFICATIONS

- Voltage 220 ~240v A.C.
- Heat output – two settings: 950/1900w
- Auto open window detection
- Variable flame and log intensity
- Adaptive start control
- Seven day programmer

Model: Alto Tall

Dimensions: W600mm x D420mm x H860mm

Appliance weight: 26.5kg

Lamp: LED

Model: Milo

Dimensions: W452mm x D274mm x H525mm

Appliance weight: 16kg

Lamp: LED

Model: Alto Small

Dimensions: W600mm x D420mm x H700mm

Appliance weight: 23kg

Lamp: LED

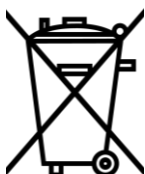
Model: Reo

Dimensions: W510mm x D340mm x H615mm

Appliance weight: 19kg

Lamp: LED

RECYCLING



The symbol shown here and on the product means that the product is classed as Electrical or Electronic Equipment and should not be disposed of with other household or commercial waste at the end of its working life. The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to minimise the impact on the environment, treat any hazardous substances and avoid the increasing landfill.

Product Disposal Instructions: When you have no further use for it, please remove any batteries and dispose of them and the product as per your local authorities recycling processes. For more information please contact your local authority or the retailer where the product was purchased.

Product disposal instructions for commercial users: This product should not be mixed with other commercial waste for disposal.

This page is for your record purposes only and should only be used in the event of claiming a warranty repair or replacement. The appliance does not have to be registered with the manufacturer to validate the guarantee.

GUARANTEE

This product is guaranteed against faulty parts and workmanship for two years from the date of purchase. To validate the guarantee the product must be returned to the retailer or supplier for repair or replacement with this sheet completed with the detail requested. Flametek is not responsible for any cost incurred by the customer in returning the product to the seller.

When making a claim under warranty you must provide the above details or your warranty may be invalid. Return this information to your dealer or contact Flametek.

Flametek reserves the right to refuse warranty for any product returned that does not have valid proof of date of purchase.

Please return your original sales invoice with any returned product.

This guarantee does not affect your statutory rights.

Date of Purchase

**Enclosed original
sales invoice**

Retailer name and address

Your name and address