

Magic-Fire[®]

by safretti

User manual

MISTERO

for manual filling



CE The product complies with the European Safety Standards EN60335-2-30 and the European Standard Electromagnetic Compatibility (EMC) EN55014, EN60555-2 and EN60555-3. These cover the essential requirements of EEC Directives 2006/95/EC and 2004/108/EC ¹

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Safretti Mistero 500, Mistero 1000

Introduction

Please read this information guide carefully to be able to safely install, use and maintain your product.

Important Safety Advice

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

If the appliance is damaged, check with the supplier before installation and operation.

Do not use outdoors.

Do not use in the immediate surroundings of a bath, shower or swimming pool.

Do not locate the appliance immediately below a fixed socket outlet or connection box.

This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.

Children of less than 3 years should be kept away unless continuously supervised.

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 opening 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.

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

Do not use this appliance in series with a thermal control, a program controller, a timer or any other device that switches on the heat automatically, since a fire risk exists when the heater is accidentally covered or displaced. Ensure that furniture, curtains or other combustible material are positioned no closer than 1 meter from the appliance.

In the event of a fault unplug the appliance.

Unplug the appliance when not required for long periods.

Although this appliance complies with safety standards, we do not recommend its use on deep pile carpets or on long hair type of rugs.

The appliance must be positioned so that the plug is accessible.

If the supply cord is damaged it must be replaced by the manufacturer or service agent or a similarly qualified person in order to avoid a hazard.

Keep the supply cord away from the front of the appliance.

WARNING: In order to avoid overheating, do not cover the appliance. Do not place material or garments on the appliance, or obstruct the air circulation around the appliance.

The appliance carries a DO NOT COVER warning symbol.



This appliance is not equipped with a device to control the room temperature. 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.

General information

Only use tap water in this appliance.

Unpack the appliance carefully and retain the packaging for possible future use, in the event of moving or returning the fire to your supplier.

Always ensure that the appliance is sitting on a level surface.

The appliance is a flame effect only.

The appliance is designed to be built into a surround or built into a wall.

Please note: Used in an environment where background noise is very low, it may be possible to hear a sound which is related to the operation of the flame effect. This is normal and should not be a cause for concern.

Once installed, never move this appliance or lay on its back, without draining the water from sump and water tank.

Moving the product without draining it, may result in the activation of the leak prevention valve. See 'Changing the Leak Prevention Valve' paragraph below under Maintenance for further information.

The water tank, sump, sump lid, tank cap and air filters must be cleaned once every 2 weeks, particularly in hard water areas.

If you intend not using the appliance for longer than 2 weeks, drain the water from sump and water tank and dry the sump.

The sump and the water tank in this product are treated with a biocidal product, Silver Biocide. This conforms to the latest relevant ISO standard.

Do not drink the water from the sump or from the water tank(s).

Installation Instructions

This section describes how to install and set up your fire.

Before you start:

Ensure that all packing items are removed (read any warning labels carefully) and retain all packing for possible future use.

Before connecting the appliance, check that the supply voltage is the same as that stated on the appliance.

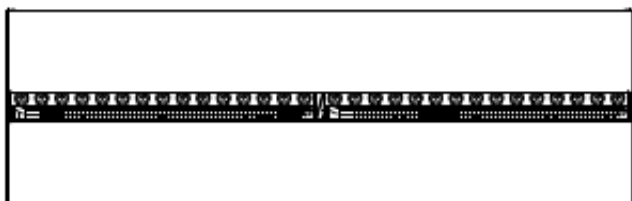
CONNECTIONS REQUIRED IN ADVANCE OF INSTALLATION

Electrical Connection

Please ensure a 230 - 240V /A power socket is located within 1 m of the product. The electrical connection should be accessible during product installation so that the connection can be made to the product easily.

BUILDING THE PRODUCT SURROUND/ENCLOSURE

This product can be built into a wall, surround or structure. Please take note of the product dimensions (Fig. 1) and build your wall, surround or structure accordingly. Suitable clearance should be provided to allow the product to be installed easily.



MODEL	
Mistero 500	508 mm
Mistero 1000	1017 mm

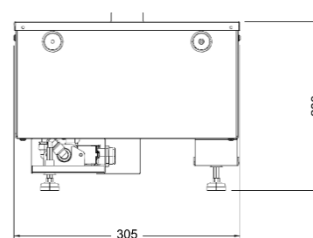
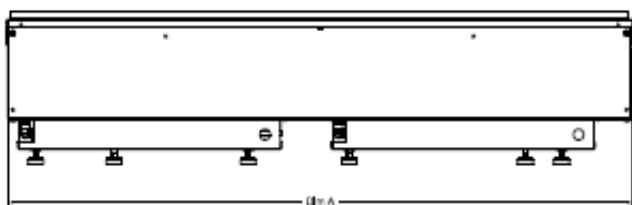


Fig. 1

You are required to leave a minimum of 400 mm from the base of the fuel bed to any shelf/enclosure above the product (Fig. 2).

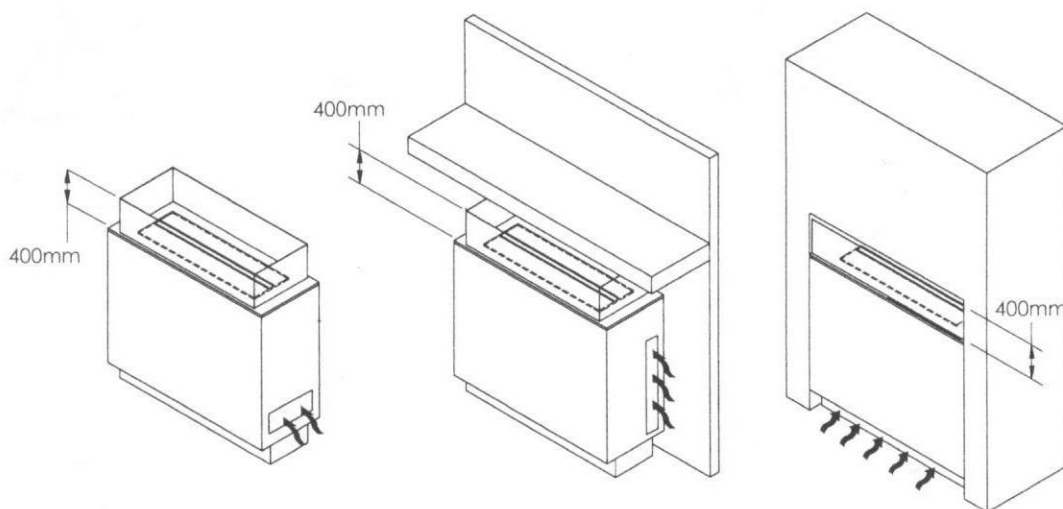


Fig.2

This will allow enough space above the product to allow the flame effect to form fully and not to be obstructed. When determining a location for the product, ensure that the unit will not be susceptible to drafts, vents, ceiling fans and other air currents. Similar to a candle, large movements of air will affect the unit's ability to create and maintain the flame effect. If the desired location is susceptible to significant air movement, i.e. air vents, the different installation options illustrated in Fig. 2 can be used.

VENTILATION: VERY IMPORTANT!!!

This product needs free air ventilation from underneath to operate correctly. These are slots on the underside of the product to allow this free air through the product. The free ventilation helps keep the electronic components cool and allows the mist to rise and leave the product. Please see Fig. 4 for an example of the required ventilation. Please take note of the requirement for a ventilation opening on the shelf where the product sits, to allow a clear path for the air to get to the product (Fig. 4).

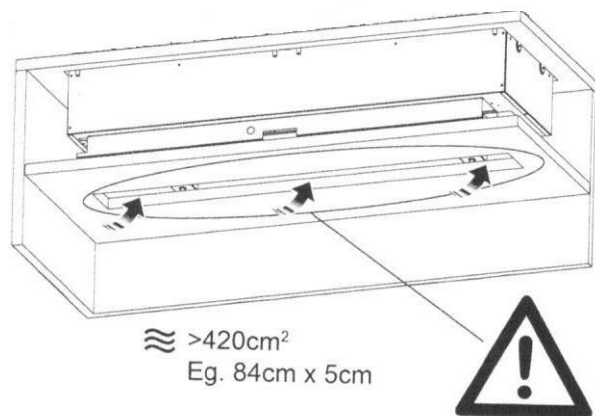


Fig.4

Mistero 500 Free Ventilation Area: Minimum 210 cm².

Mistero 1000 Free Ventilation Area: Minimum 420 cm².

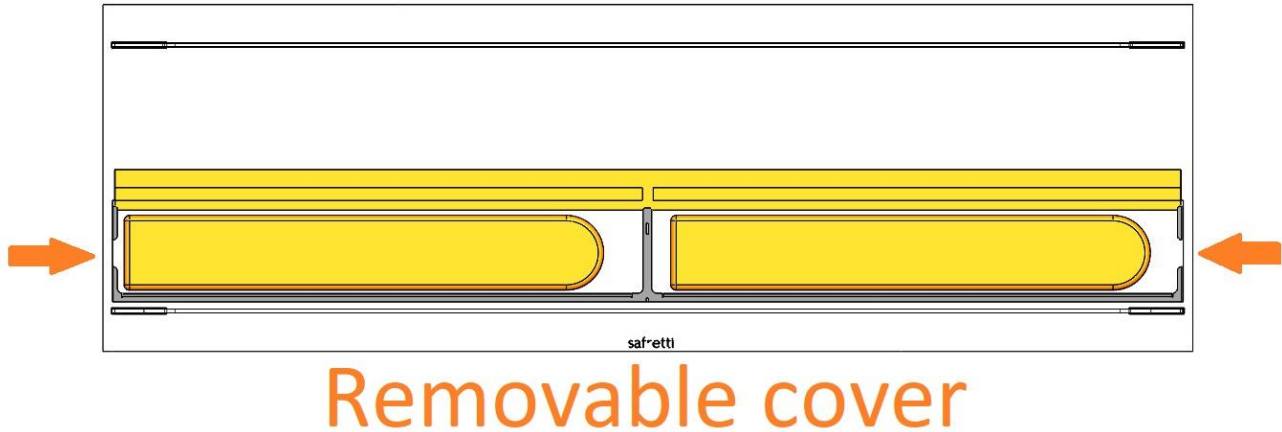
Mistero 1500 Free Ventilation Area: Minimum 630 cm².

So a minimum of 210 cm² of free ventilation is required per 50 cm fireplace!!! For a fireplace of 2 meters (Mistero 2000) 4x 210 cm² = 840 cm² of ventilation is required, etc. etc.

If the ventilation openings are covered, for example by a ventilation grill, the effective ventilation, as mentioned above, will be reduced. So in that case there needs to be created extra ventilation! This must be taken into account in advance, so that the minimum requirements for ventilation are maintained!

INSTALLING THE TOP PLATE

If the top plate is not fitted correctly (the wrong way around), the water vapor outlet may be blocked and the fireplace may malfunction. It is therefore important that the top plate is attached correctly. The Safretti logo and the removable cover (the water tanks are below the cover) must be visible at the front of the fireplace (as shown in the drawing below).



ELECTRICAL CONNECTION

Plug the fire into a ≥ 6 AMP / 230 - 240 Volt outlet. Be sure to have access to the plug after installation to allow for disconnection. Ensure that the supply cable exits at the back of the fire at the right or left hand corner to suit your supply socket location and is not trapped under the fire such that it might cause it to be damaged. The appliance can be connected to the fixed wiring of the premises through a suitable connection box positioned adjacent to the appliance. This electrical installation must be carried out by a competent electrician and be in strict accordance with the current I.E.E. regulations for Electrical Equipment in Buildings.

The electrician can remove the supplied plug by the following:

1. Lift off the top plate and put switch 'A' into the off position (Fig. 21).

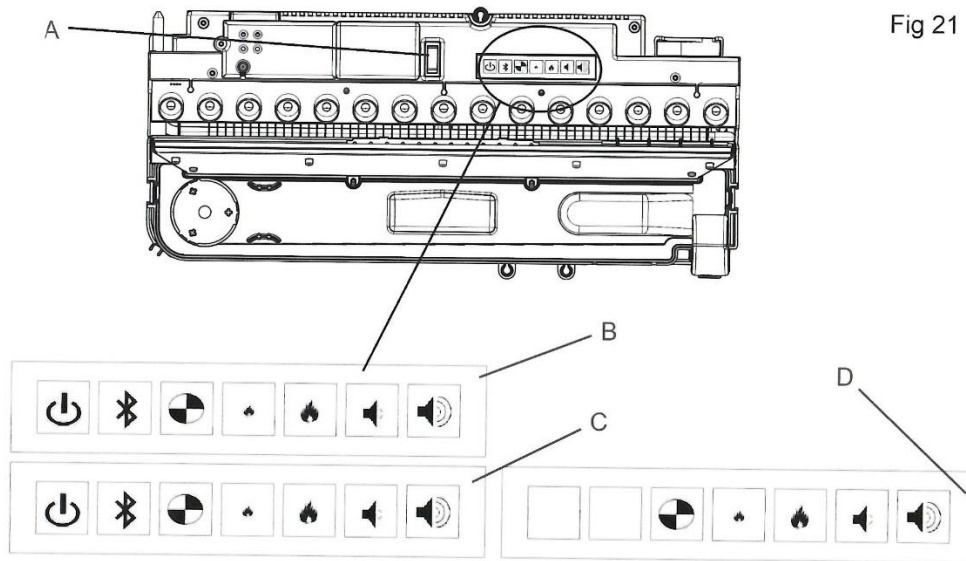


Fig 21

2. Ensure that the appliance is unplugged.
3. Lift off the access cover by removing the retaining screw (Fig. 6A).

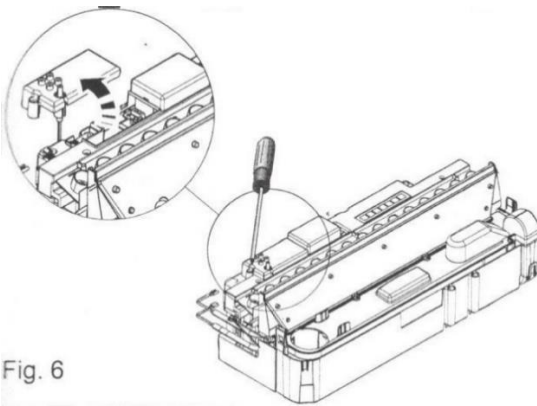


Fig. 6

4. Unscrew and remove the Live, Neutral and Earth wires (Fig. 7A).
5. Unscrew the cable clamp (Fig. 7B) and remove the supply cord.

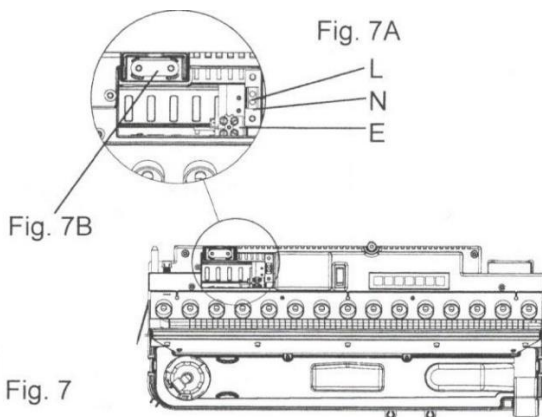


Fig. 7

6. The electrician can then connect the wire from the appliance to the connection box (by following the steps above in reverse) ensuring that it incorporates a double pole isolating switch, having a contact separation of at least 3 mm. Brown – Live (L), Blue – Neutral (N) and Green/Yellow – Earth (E).

INSTALLING THE PRODUCT INTO SURROUND/ENCLOSURE

Once your enclosure has been built to the required dimensions and electrical connections has been installed, follow the steps below to install your product.

1. Sit the product on the constructed base, ensuring the cable is accessible and not caught under the product.
2. Ensure that the product is at the correct height to suit the installation and ensure it is adequately level. This can be done by adjusting the adjustable feet with a flat head screwdriver (Fig. 8).

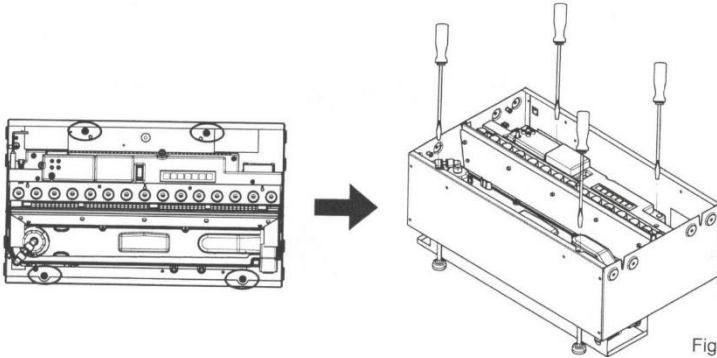


Fig. 8

The levelness of the product can be verified by checking the on-board spirit level which is located on the metal base towards the back of the fire (Fig. 9).

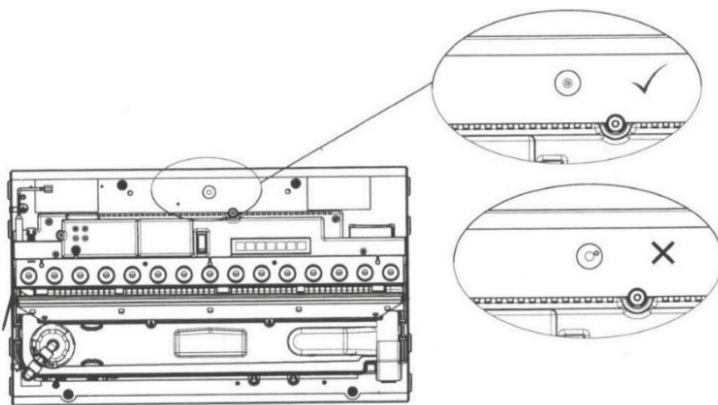


Fig. 9

3. Once the product is at the correct height and is level, centre the product within the opening.
4. With the product in its final position, remove the top plate and screw the product to the surround using the four fixing holes shown in Fig. 11.

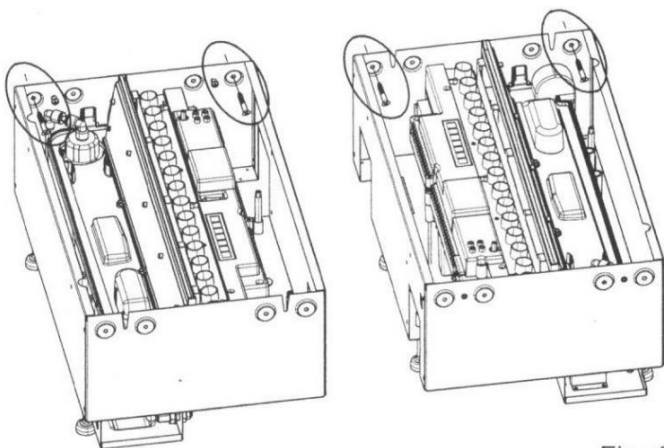


Fig. 11

COMMISSIONING/INITIAL PRODUCT START-UP

Connecting the Receiver/Tethered Remote

Insert the 3.5 mm jack of the Bluetooth receiver into the socket at the back of the appliance (Fig. 12). It is important to ensure that the jack is pushed fully into the socket. Failure to fully insert the jack will prevent the product from functioning correctly. The receiver has a cable length of 1.4 m which will allow you position it anywhere around the product. If you prefer to hide it, the receiver can be placed inside the surround/wall. Please ensure that the receiver is not enclosed in metal, concrete or any other dense material, this will affect the signal from the remote control.

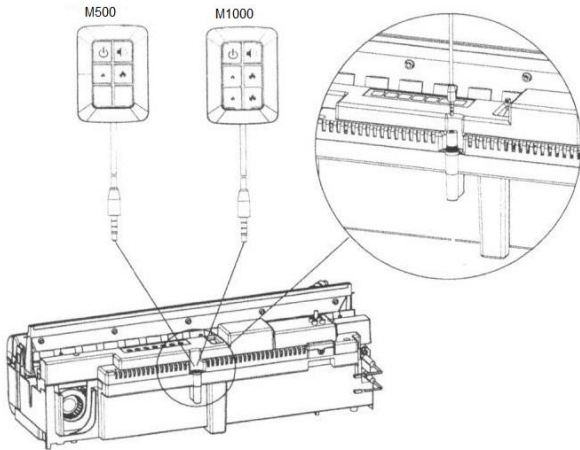


Fig. 12

Filling the Water Tank

Before powering on the product for the first time, ensure that a full water tank has been placed on the product. Remove the water tank from its location on top of the sump (Fig. 12A) and open it by unscrewing the orange cap (Fig. 12B).

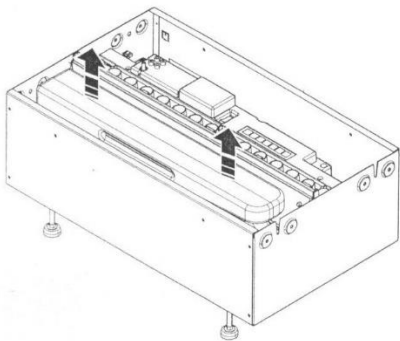


Fig.12A

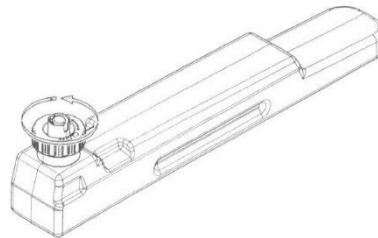


Fig.12B

The tank should be filled with tap water only. When the tank is replaced on top of the sump, it will take about one minute for the tank to empty into the sump. Allow the sump to fill fully before switching on the product. Once filling is complete, the tank can be refilled and replaced on top of the sump. This will allow for the maximum capacity of water to be stored in the product.

MULTIPLE PRODUCT INSTALLATION (DAISY CHAINING)

Power Connections

Both the M500 and M1000 products can be installed side by side to elongate the flame effect. When supplying power to multiple products, ensure the maximum wattage of the combined products does not exceed the rated capacity of the MCB (Miniature Circuit Breaker) in the circuit.

Multiple Product Control

Each product can be paired with its own remote or multiple products can be paired in a single remote. Please note a maximum of six individual products (either M500 or M1000) can be connected to a single Bluetooth remote control. This will allow for control of all products at once with a single remote control. Additionally, the software of the product has been designed in such a way that when multiple products are connected to a main switch, products can be manually switched off and when switched back on they will operate in the same state as before they were switched off.

Multiple Product Installation

Follow steps 1-4 'Installing the Product into Surround/Enclosure' to fit the first product. It is important that the first product is orientated so that the side of the product with the slots is left free and not connected to first end of the installation (Fig. 18).

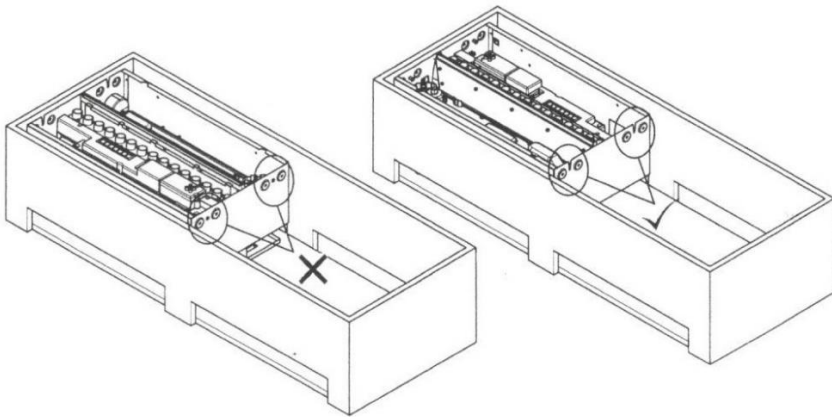


Fig. 18

1. When the first product is installed and securely fixed, prepare the second product by unscrewing the joining screws (Fig. 19A) and screwing them into the opposite side of the metalwork (Fig. 19B). Please note, these screws should not be fully tightened and 5-10 mm of thread should be left protruding from the edge of the product.

Fig. 19A

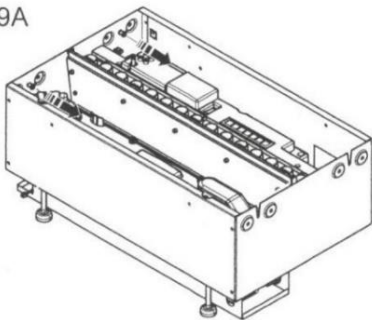


Fig. 19B

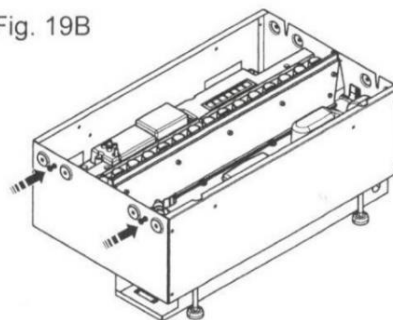


Fig. 19

2. Fit the second product beside the first product, ensuring the protruding screws of the second product engage with slots of the first product (Fig. 20).

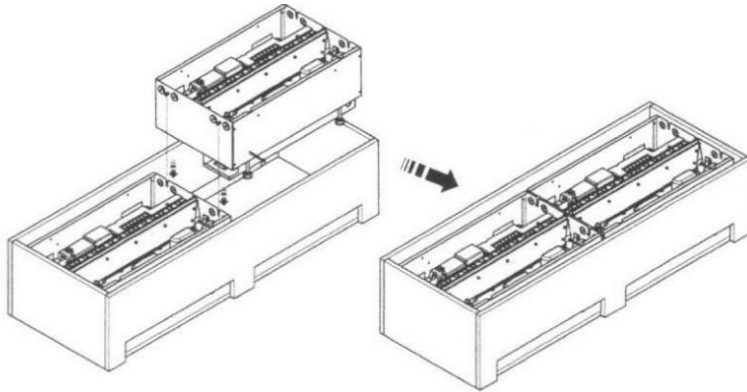


Fig. 20

3. Ensure the second product is at the correct height to match the first product and ensure it is adequately level. This can be done by adjusting the adjustable feet with a flat head screwdriver (Fig. 8).

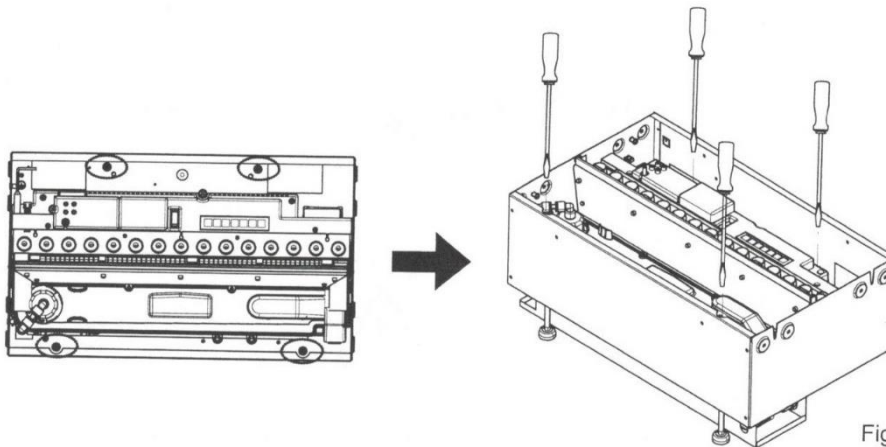


Fig. 8

The levelness of the product can be verified by checking the on-board level (Fig. 9).

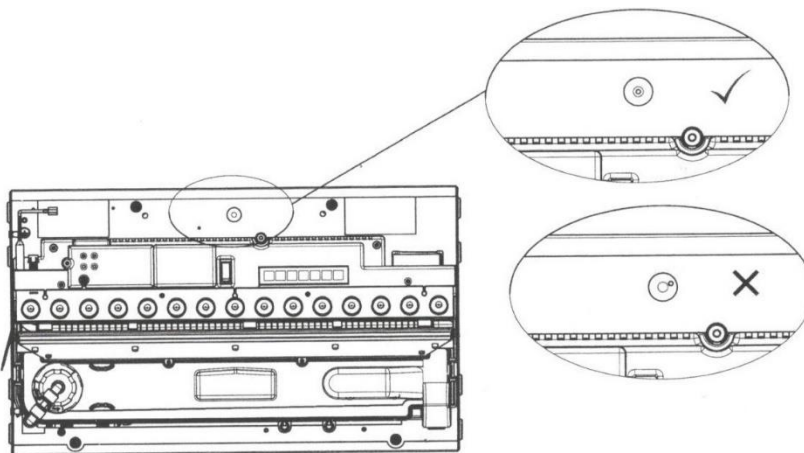


Fig. 9

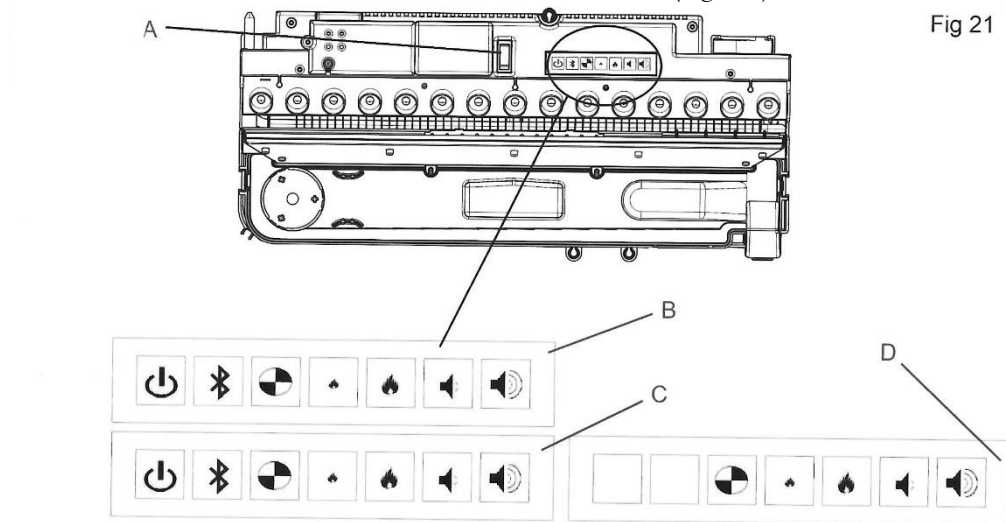
4. Tighten the screws of the second product so that it joins tightly with the first product. Additional product scan be fitted to the second product by following steps 1-4 above.

Operating the Product

This section describes how to activate your fire using either the manual controls or remote control.

MANUAL CONTROLS

The manual controls are located beneath the fuel bed (Fig. 21).



M500

Mains Switch: Controls the electricity supply to the appliance. (Fig. 21A.)

Note: This switch must be in the 'ON' (I) position for the appliance to operate.

Button Panel: Controls the functioning of the appliance. (Fig. 21B.)

-  is the on/standby button. Press it to turn on and off the flame effect. Turning it on will be indicated by a single beep and the main LED lights activating. Be careful not to look directly into the LED's as they can be very bright. Although the main LED lights operate immediately, a further 45 seconds of warm up time is required before the flame effect starts.
-  is the Pairing button. This will pair your remote control to the receiver. See 'Remote Control Operation' for details.
-  is the test mode button. This will be used by the manufacturer and the Service Engineer.
-  is the reduce flame button. Press this to reduce the height/intensity of your flame. You will hear an audible beep when you reach the minimum level.
-  is the increase flame button. Press this to increase the height/intensity of your flame. You will hear an audible beep when you reach the maximum level.
-  is the reduce fire crackling sound. Press this to reduce the volume of the crackling sound. The minimum volume for this is off. You will hear an audible beep when you reach the minimum level.
-  is the increase fire crackling sound. Press this to increase the volume of the crackling sound. You will hear an audible beep when you reach the maximum level.

M1000

Mains Switch: Controls the electricity supply to the appliance. (Fig. 21A).

Note: This switch must be in the 'ON' (I) position for the appliance to operate.

Button Panel 'C' controls the functioning of the left side of the product while Button Panel 'D' controls the functioning of the right side of the product. Please note the flame height and fire crackling noise can be controlled independently on each individual side of the product.

-  is the on/standby button. Press it to turn on and off the flame effect. Turning it on will be indicated by a single beep and the main LED lights activating. Be careful not to look directly into the LED's as they can be very bright. Although the main LED lights operate immediately, a further 45 seconds of warm up time is required before the flame effect starts.
-  is the Pairing button. This will pair your remote control to the receiver. See 'Remote Control Operation' for details.
-  is the test mode button. This will be used by the manufacturer and the Service Engineer.
-  is the reduce flame button. Press this to reduce the height/intensity of your flame. You will hear an audible beep when you reach the minimum level.
-  is the increase flame button. Press this to increase the height/intensity of your flame. You will hear an audible beep when you reach the maximum level.
-  is the reduce fire crackling sound. Press this to reduce the volume of the crackling sound. The minimum volume for this is off. You will hear an audible beep when you reach the minimum level.
-  is the increase fire crackling sound. Press this to increase the volume of the crackling sound. You will hear an audible beep when you reach the maximum level.

RECEIVER CONTROLS

The product can also be controlled using the receiver which is supplied with the product. (Fig. 12).

M500

-  is the on/standby button. Press it to turn on and off the flame effect.
-  is used to mute the fire crackling sound. Press this to turn on and off the crackling sound. The volume can be adjusted on the manual controls of the appliance. Please note that the mute setting will not be saved after a product restart. The crackling sound can be turned off completely by using the volume control buttons on the button panel to reduce the volume to its minimum setting. This minimum setting will be remembered after a product restart.
-  is the reduce flame button. Press this to reduce the height/intensity of your flame. You will hear an audible beep when you reach the minimum level.
-  is the increase flame button. Press this to increase the height/intensity of your flame. You will hear an audible beep when you reach the maximum level.

M1000

-  is the on/standby button. Press it to turn on and off the flame effect.
-  is used to mute the fire crackling sound. Press this to turn on and off the crackling sound. The volume can be adjusted on the manual controls of the appliance. Please note that the mute setting will not be saved after a product restart. The crackling sound can be turned off completely by using the volume control buttons on the button panel to reduce the volume to its minimum setting. This minimum setting will be remembered after a product restart.
-  is the reduce flame button. Press the reduce flame button on the second button row to reduce the height/intensity of the flame on the left hand side of the product. Press the reduce flame button on the third button row to reduce the height/intensity of the flame on the right hand side of the product. You will hear an audible beep when you reach the minimum level.
-  is the increase flame button. Press the increase flame button on the second button row to increase the height/intensity of the flame on the left hand side of the product. Press the increase flame button on the third button row to increase the height/intensity of the flame on the right hand side of the product. You will hear an audible beep when you reach the maximum level.

REMOTE CONTROL

The remote control is supplied with 2x AAA-batteries. Remove the battery cover from the underside of the remote control and after removing the batteries from the plastic wrapping fit them into place. Replace the battery cover. With the product powered off, a functional test can be carried out on the remote control by pushing any button and observing the blue LED at the top of the remote flashing with each button push.

Pairing the Remote Control

The remote control has wireless Bluetooth technology and needs to be paired to the receiver. This can be done by following the steps below.

1. Press the rocker switch to the on (I) position: a single beep will be heard.
2. Press the  button on the Button Panel: the product will turn on.
3. Press the  button on the Button Panel: the LEDs will start to slowly blink on and off.
4. Press the  button on the remote control: the product LEDs will flash quickly three times and the product will then automatically switch off. The remote control is now paired to the product and can be used to switch it back on.

The operation of the remote control is the same as described in 'Receiver Controls'. You can pair multiple products to the one remote control by repeating the pairing operation as above on your subsequent products. Please note a maximum of six M500 or M1000 products can be paired to the one remote control.

Pairing the Remote Control to Multiple Products

If you are installing multiple M500/M1000 products you can pair them to a single remote control. To do this, please install the products as described in the 'Installation Instructions'. Ensure that all products are connected to mains power and have water supplied. If you are pairing M1000 and M500 products please choose the 6 button remote control as the master remote control.

1. Pair the first product as described in steps 1-4 above.
2. On your second product, press the rocker switch to the on (I) position: a single beep will be heard.
3. Press the  button on the Button Panel: the product will turn on.
4. Press the  button on the Button Panel: the LEDs will start to slowly blink on and off.
5. Press the  button on the remote control: the LEDs will flash quickly three times and the product will then automatically switch off. The remote control is now paired to the two products and can be used to switch them on.
6. Repeat the above steps to pair the next product.
7. When all products are paired, test the remote control by pressing the  button. If any of the products fail to receive a signal from the remote control you can bring that product back in line with the others via the Manual Controls or the receiver controls.

GETTING THE DESIRED FLAME EFFECT

1. Switch the appliance on by pressing the main switch to the on position and pressing the  button. The flames will start after 45 seconds.
2. Press the  and  buttons to adjust the flame to your desired level. Please give the flame generator time to react to the changes you make.

Once you have made your adjustments to both the flame height and crackling sound, the appliance will keep these settings even if you power off the appliance by either the on/standby button or by the main switch. The next time you switch on the appliance, it will start up as normal, wait 45 seconds for the flames to start and then revert to the adjusted settings.

LOW WATER / REFILLING THE WATER TANKS

When the water tanks have emptied and the water level in the product is getting low, the product will flash its LEDs twice and beep twice. The product will operate for a further 15 minutes before beeping once and switching into low water mode. At this point, the product can either be switched into stand-by mode using the remote control or Bluetooth receiver or the product can be refilled with water. Refilling the product with water will cause the product to restart automatically.

To refill the tank, remove the top plate and remove the water tank from its position on top of the sump. Refill the water tank using tap water only. The tank can then be replaced on top of the sump. If the product was not switched into stand-by mode after experiencing low water, the product will restart automatically after about 20 seconds of refilling.

Please note that for a M1000 product, the side of the product that is experiencing low water will flash twice and beep twice. The water tanks on both sides of the M1000 product can be refilled at this point as it is likely that they should both be empty or near empty.

Maintenance

GENERAL TIPS

Only use tap water in this appliance.

Always ensure that the appliance is sitting on a level surface.

If you intend not using the appliance for longer than 2 weeks, remove and empty the sump and water tank.

Once installed, never move this appliance or lay on its back, without draining the water from sump.

CLEANING

Warning – Always press Switch 'A' to the 'OFF' (0) position (Fig. 21) and disconnect from the power supply before cleaning the fire.

We recommend cleaning the following components once every 2 weeks, particularly in hard water areas:
Sump, Nozzle, Tank cap and seal, Air filter.

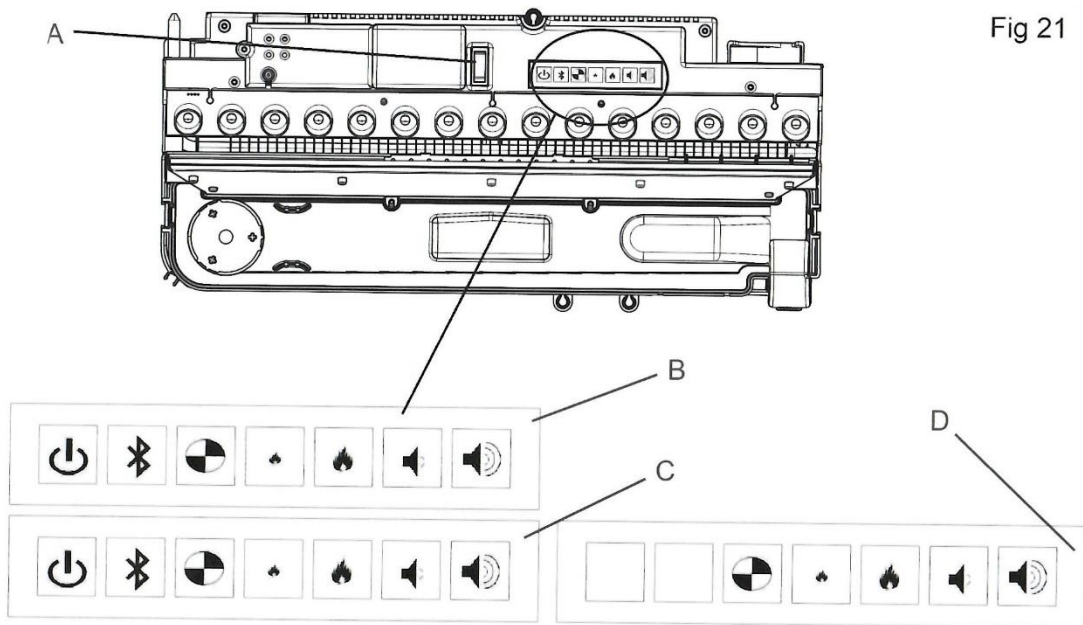


Fig 21

For general cleaning use a soft clean duster – never use abrasive cleaners.

To remove any accumulation of dust or fluff, the soft brush attachment of a vacuum cleaner should occasionally be used.

Sump

1. Press Switch 'A' to the 'OFF' (0) position (Fig. 21).
2. Gently lift off the top plate and place it aside.
3. Remove the water tank from its position on top of the sump.
4. Disconnect the electrical connector to the transducers, located on the right side of the sump (Fig. 23).

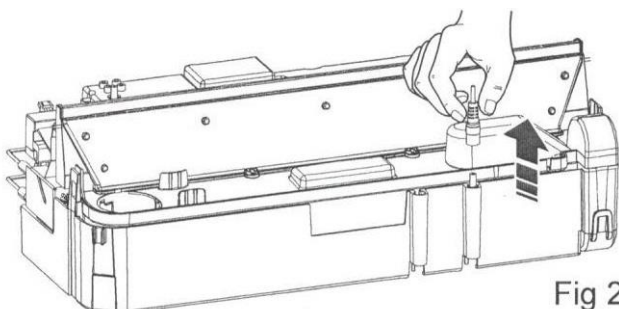


Fig 23

5. There are two orange clips holding down the nozzle on the sump; one on the left and one on the right hand side of the nozzle. On the left side, press in the clip with one hand and with the other lift the nozzle out of the clip. Repeat this for the right side (Fig. 24).

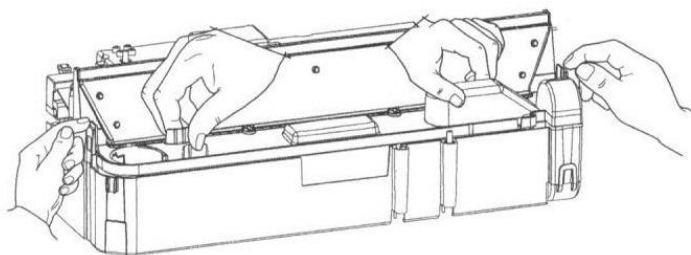


Fig 24

The nozzle can now be placed aside (Fig. 25).

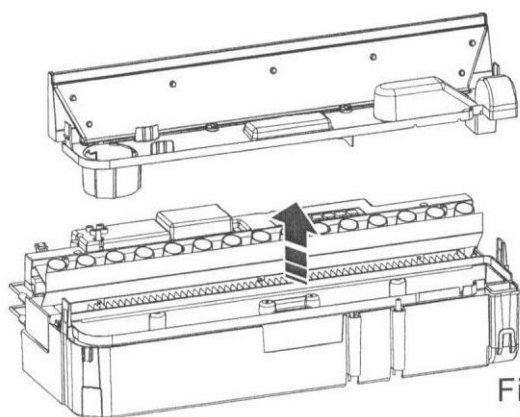


Fig 25

6. Gently lift up the sump (Fig. 26), taking care to keep it level so as not to spill any water. Sit the sump in the sink.

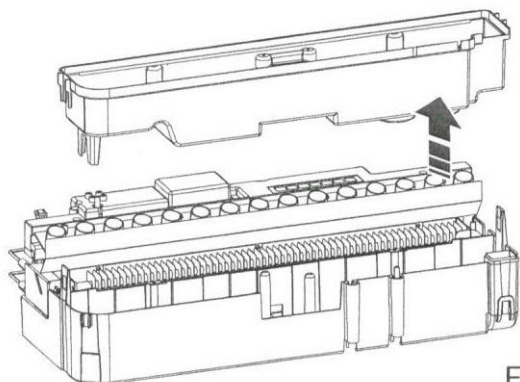


Fig 26

7. Carefully empty the sump into the sink taking note that the transducer is held in place by a retaining clip.
8. Put a small amount of washing up liquid into the sump, and using a soft brush, gently clean all surfaces in the sump and gently clean the transducer including the cone and metal discs located in the top grooved surface.
9. When cleaned, thoroughly rinse the sump with clean water to remove all traces of washing up liquid.
10. Clean the nozzle with a soft brush and flush out thoroughly with water.
11. Reverse the above steps 1-6 to reassemble the nozzle and sump.

Transducer

The transducer is a consumable item and may need to be replaced through time, depending on its usage. Replacement transducers can be purchased from Safretti (info@safretti.com). The transducer is fixed in the sump with a plastic clip. If you need to replace your transducer:

1. Follow the steps 1-5 in the CLEANING – Sump section under ‘Maintenance’ to gain access to the transducer.
2. Press the clip back and lift the transducer upwards out of its holder.
3. Place the new transducer into the sump, ensuring its cable does not sit over the cone.
4. Reverse the above steps to reassemble the nozzle and sump.

Air Filter

1. Gently lift out the top plate and place it aside.
2. Gently slide the air filter upwards out of its plastic holder (Fig. 27).

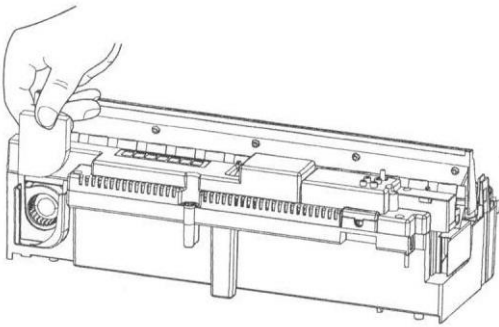


Fig 27

3. Gently rinse with water in the sink and dry with fabric towel.
4. Replace the filter making sure that the coarse black filter is facing outwards.
5. Replace the top plate.

USER MANUAL TO CONNECT NEW BLUETOOTH RECEIVER

It is possible to control the fireplace with a smartphone/tablet. In that case you need a special Bluetooth receiver. For more information, please contact Safretti (info@safretti.com). Below you find the instructions about how to connect this special Bluetooth receiver.

Connect the Bluetooth receiver

Lift off the metal top plate to gain access to the appliance. First remove the old Bluetooth receiver! Take the **new** receiver (4button for Mistero 500 and 6button for Mistero 1000) and insert the 3.5 mm jack into the socket at the back of the appliance (Fig. 5). Please ensure that the jack is inserted far enough (till you hear a click), otherwise the Bluetooth receiver does not work!



The receiver has a cable length of 1.4 mm which allows you position it anywhere around the product. If you prefer to hide it the receiver can be placed inside the surround/wall. Please ensure that the receiver is not enclosed in metal, concrete or any other dense material, this will affect the signal from the remote control.

Now you need to connect the new Bluetooth receiver with your telephone. Follow the following steps:

- The mains switch must be in the “ON” (I) position for the appliance to operate.
- Press on the on/standby button to turn the appliance on (symbol ). Hold the button for a couple of seconds.
- Then press on the Bluetooth button on the appliance to connect (symbol ). The lights start blinking now. This is normal.
- Now press on the on/standby button of the new Bluetooth receiver (symbol .
- The lights start blinking for three times and the appliance is connected.

Now you can download the Safretti Magic-Fire app on your smartphone on the App Store/Google play.

- If you type “Safretti” in the search-screen (symbol magnifying-glass), the Safretti Magic-Fire app appears.
- Install the app.
- Open the app.
- If you did not switch your telephone on Bluetooth yet, you will see the message below (fig. 1).
- Switch your telephone on Bluetooth.
- Then you see the next message “swipe down to look for devices” (fig. 2 below).
- Swipe down to search for the device.
- If the device has been found, you will see the name “Safretti Magic-Fire” appearing on the screen (see fig. 3 below).
- Please click on “Safretti Magic-Fire” and a checkmark appears in the box. Then please click on the arrow next to “Find & Connect”. Now the appliance can be controlled with the app.

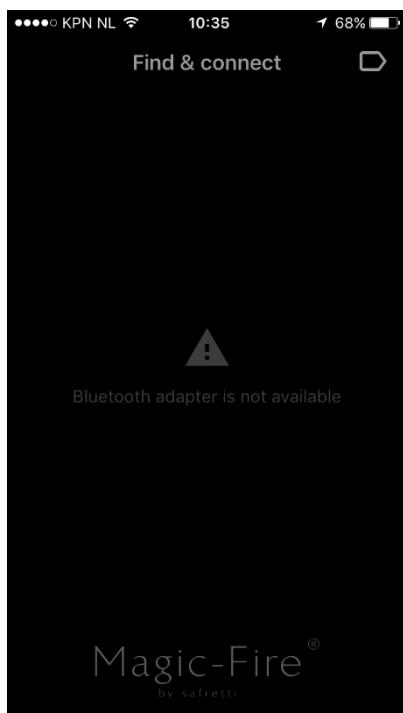


Fig. 1

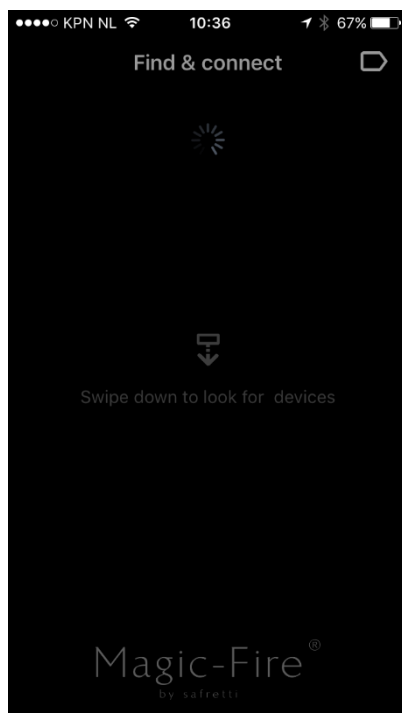


Fig. 2

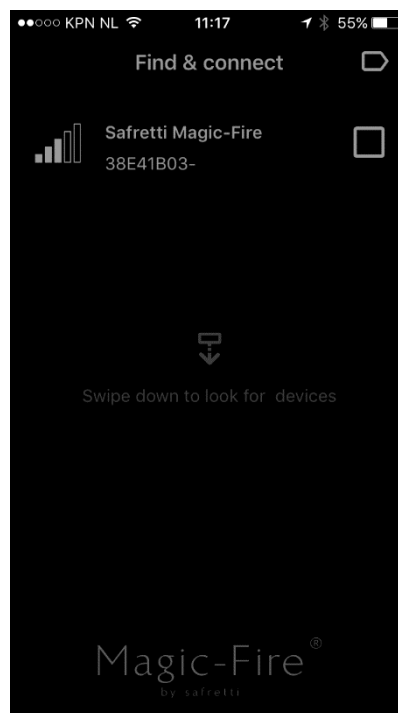


Fig. 3

If you have Mistero 500 and the control panel of Mistero 1000 appears (6button), please click on the “Find & Connect” symbol at the top of the screen (arrow next to Find & Connect). Now the control panel of Mistero 500 appears (4button).

If you have Mistero 1000 and the control panel of Mistero 500 appears (4button), please click on the “Find & Connect” symbol at the top of the screen (arrow next to Find & Connect). Now the control panel of Mistero 1000 appears (6button).

Attention: it is not possible to connect several smartphones or tablets with the appliance at the same time. You first have to log-out (see fig. 3: click on the name “Safretti Magic-Fire”, so the checkmark disappears) to be able to connect another smartphone or tablet.

Additional Information

AFTER SALES SERVICE

Your product is guaranteed for two years from the date of purchase. Within this period, we undertake to repair or exchange this product free of charge (excluding transducer discs & subject to availability) provided it has been installed and operated in accordance with these instructions. Your rights under this guarantee are additional to your statutory rights, which in turn are not affected by this guarantee.

RECYCLING



For electrical products sold within the European Community – At the end of the electrical products useful life it may not be disposed of with household waste. Please recycle where facilities exist. Check with your Local Authority or retailer for recycling advice in your country.

Troubleshooting

The product has been designed to highlight particular errors by flashing the on board LED lights. The lights will flash a number of times corresponding to the error that is occurring. Please see the table below for the meaning of each of the number of flashes.

Symptom	Cause	Corrective Action
Product will not operate.	Electrical connection issue. Low water reading.	Ensure product has working electrical connection. Refill the water tank(s) of the product. See "Low Water / Refilling the Water Tanks" above.
Product will not operate. The LEDs only operate.	Low water reading. Product is not level.	Refill the water tank(s) of the product. See "Low Water / Refilling the Water Tanks" above. Ensure the product is level by checking the on-board level (Fig. 9).
LEDs blink twice and product beeps twice.	Product is approaching low water.	Refill the water tank(s) of the product. See "Low Water / Refilling the Water Tanks" above.
Little or no mist generation.	Transducer not operating correctly. Transducer is dirty. Transducer is not sitting correctly in sump. Fan is obstructed or blocked. Nozzle is not on sump correctly. Nozzle is blocked.	Check operation of transducer. Clean sump and transducer thoroughly. Switch off product, take nozzle off sump and ensure transducer is fitted in sump correctly. Remove air filter and clean. Ensure it is placed back in product correctly. Ensure nozzle is sitting on sump correctly. Clean sump, transducer and nozzle thoroughly.
The flame effect has too much smoke.	Flame effect setting is too high.	Turn down the flame effect. Give the product time to adjust to the new setting.
Bluetooth receiver stops working.	Loose connection.	Check connection to jack (Fig. 12).
Remote control stops working.	Bluetooth range issue. Bluetooth receiver connection is loose. Remote control batteries need replacing.	Check positioning of Bluetooth receiver. Ensure it is not encased in metal or concrete. Check connection to jack (Fig. 12). Replace batteries with two new AAA batteries.