

# Magic-Fire<sup>®</sup>

by safretti

User Manual

## MISTERO

for connection to water supply



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 <sup>1</sup>

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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.

As this product contains and utilises water as an aspect of its operation, the adherence to the cleaning requirement as detailed within the instructions is necessary to ensure that risks through bacterial proliferation are minimised. Please refer to the Maintenance section in the following instruction booklet for details on the cleaning requirements for your product.

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

This appliance is intended to be permanently connected to the water mains and not connected by a hose-set.

## 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 230V /16A power socket is located within 1 m of the product.

### Water Connection

Please ensure a water connection is located within 1m of the product. The water connection should be one of the following:

A male  $\frac{3}{4}$  inch BSP connection (same as a standard supply for a washing machine)

A male  $\frac{1}{2}$  inch BSP connection (Fig. 5.1)

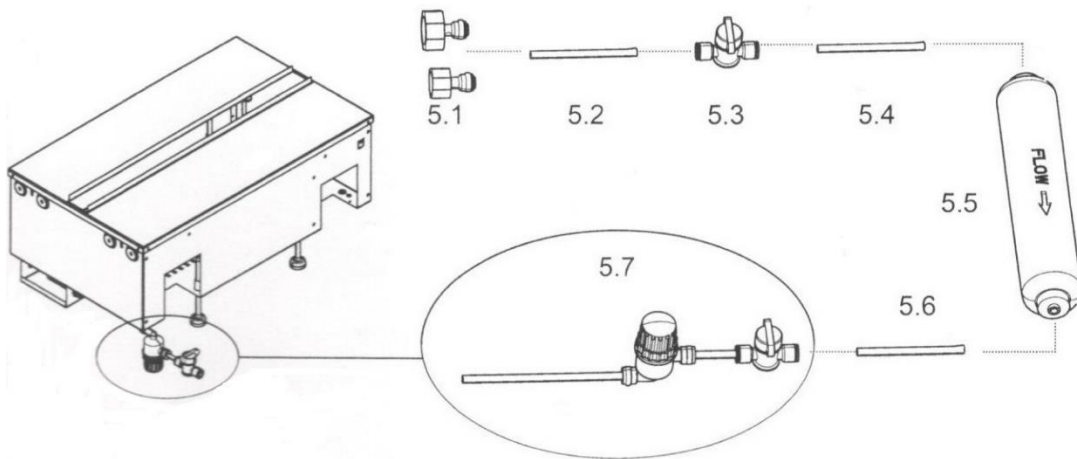
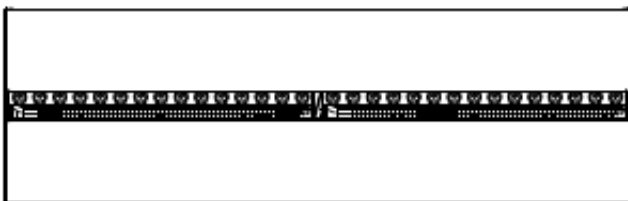


Fig.5

Both the water and electrical connections should be accessible during product installation so that the connections 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 |

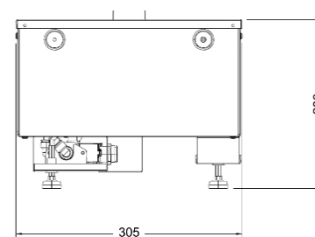
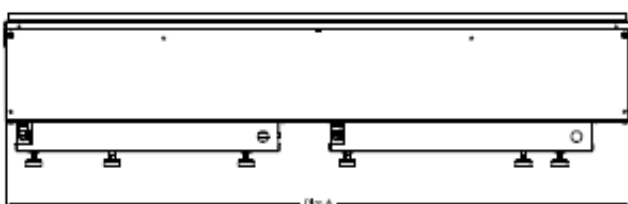


Fig. 1

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).

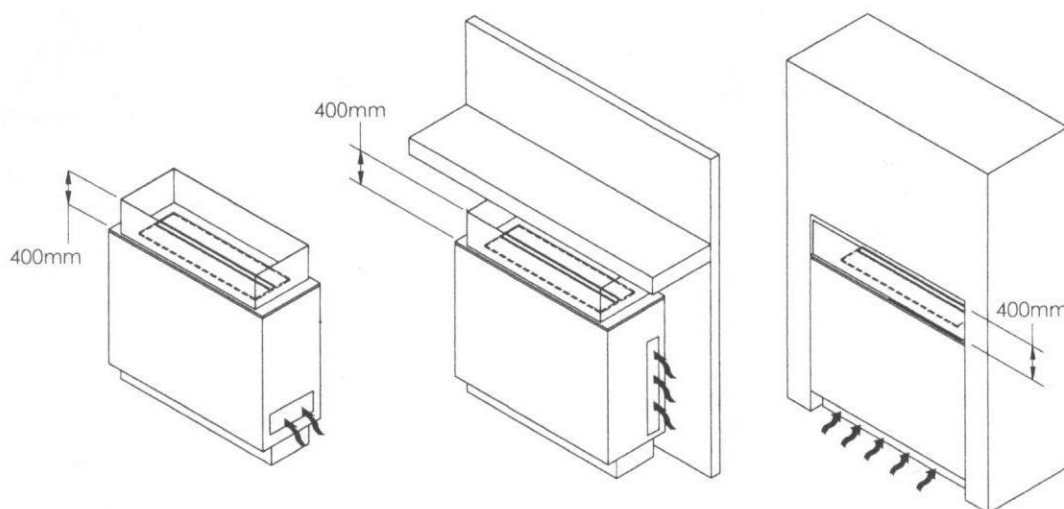


Fig.2

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).

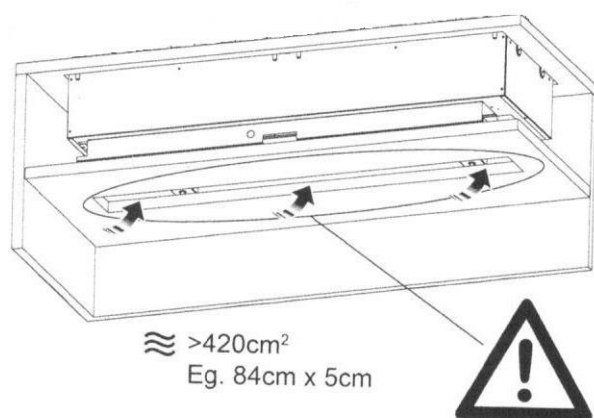


Fig.4

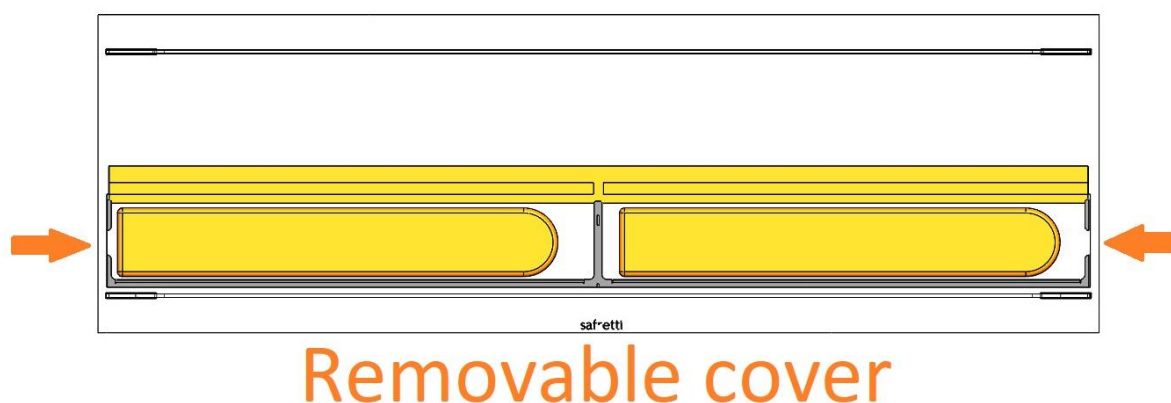
Mistero 500 Free Ventilation Area: Minimum 210 cm<sup>2</sup>.  
Mistero 1000 Free Ventilation Area: Minimum 420 cm<sup>2</sup>.  
Mistero 1500 Free Ventilation Area: Minimum 630 cm<sup>2</sup>.

So a minimum of 210 cm<sup>2</sup> of free ventilation is required per 50 cm fireplace!!! For a fireplace of 2 meters (Mistero 2000) 4x 210 cm<sup>2</sup> = 840 cm<sup>2</sup> 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).



### WATER CONNECTION

It is recommended that you consult a qualified plumber to ensure a safe and secure installation.

Two adaptors have been supplied with the product to connect the ¼ blue PVC pipe of the product to mains water (Fig. 5.1). Either the white ½ inch or the grey ¾ inch adaptor can be used to connect the product to the mains. For reference, the ¾ inch adaptor is the same connection used on most washing machine supplies. Once the correct mains water connection has been installed, follow the steps below to connect your product to the water supply.

1. With the water supply turned off, connect the correct adaptor to the main water supply (Fig. 5.1).
2. Position the water filter (Fig. 5.5) in a suitable location. This will need to be accessed for future replacement. The two fixing clips can be used to fix the filter to a solid surface, if required.
3. Using a sharp knife or blade, cut two lengths of the blue PVC pipe. One length (Fig. 5.2) should be long enough to travel from adaptor at the main supply to the ball valve (Fig. 5.3). The second length (Fig. 5.4) should be long enough to travel from the ball valve to the inlet of the filter. When cutting the pipe, ensure that the end of the tubing is cut square to prevent leaking.
4. Insert the cut pipe into the fittings, ensuring each one is pushed in fully. About 12 mm of the end of the pipe should be inserted into each fitting. When inserting pipe into the filter, take note of the flow direction on the filter and ensure the pipe from the main supply is fitted to the inlet of the filter.

5. Following the same steps above, cut a length of pipe (Fig. 5.6) from the outlet of the water filter to the ball valve which has been supplied already connected to the product (Fig.5.7).
6. Before connecting the pipe to the ball valve on the product, flush out the newly plumbed pipe by opening the valve and allowing water to flow. This is to prevent any debris from the installation from entering the product. Once the piping has been flushed out, connect the pipe into the ball valve on the product.
7. Before fully installing the product, inspect all water connections by opening each of the valves in turn and ensuring that no leaks are present.

#### Water Connection – Additional Information

Water Pressure: the water pressure on the appliance should be between 8Bar (800 Kilopascals) and 0.5Bar (50 Kilopascals). Where required, use a pressure reducing valve.

If the product is being supplied from a header tank, a head of at least 2 metres must be maintained above the product.

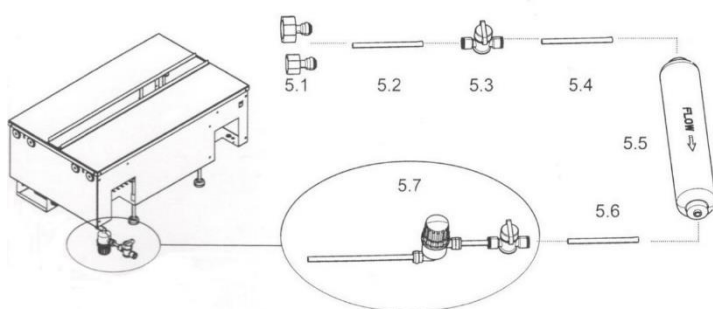


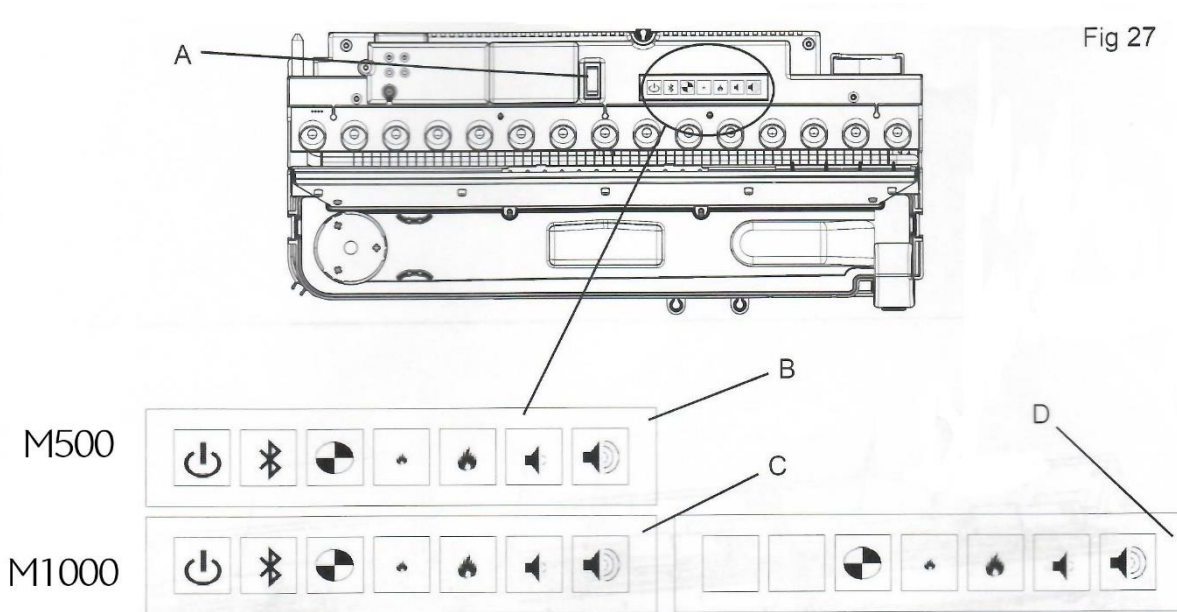
Fig.5

## ELECTRICAL CONNECTION

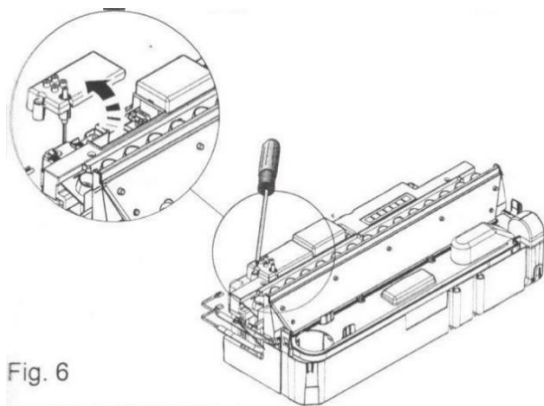
Plug the fire into a  $\geq 6\text{AMP}/230 - 240$  Volt outlet. Be sure to have access to the plug after installation to allow for disconnection. Ensure that the supply cable exits at the back of the fire at the right or left hand corner to suit your supply socket location and is not trapped under the 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:

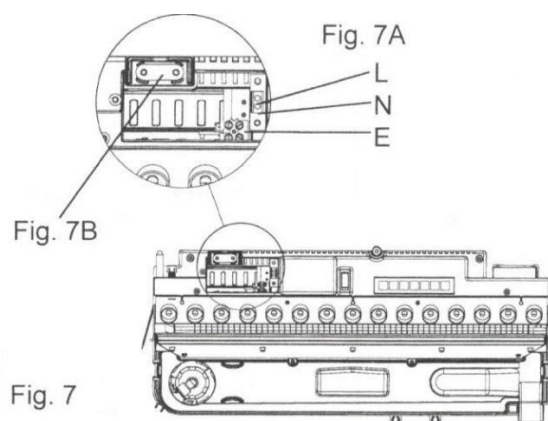
1. Lift off the top plate and put switch 'A' into the off position (Fig. 27)



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



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



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 plumbing and electrical connections have been installed, follow the steps below to install your product.

1. Sit the product on the constructed base, ensuring the cable and pipes are 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).

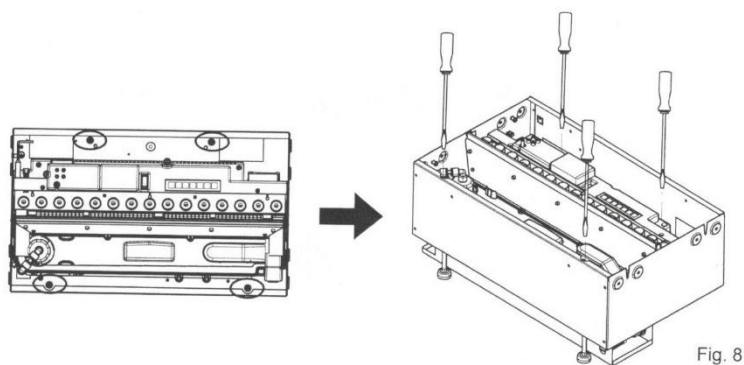


Fig. 8

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).

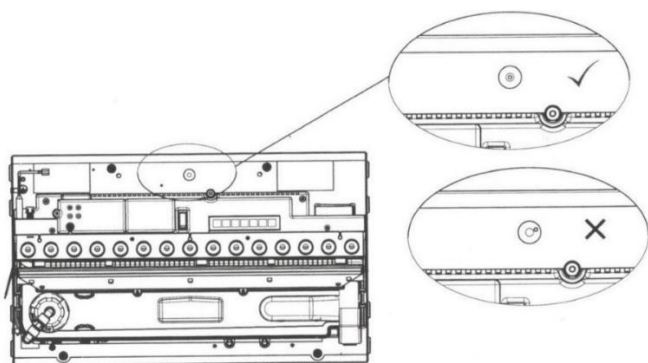


Fig. 9

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.

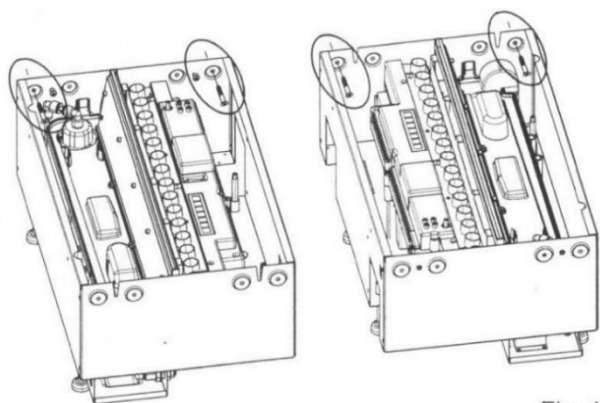


Fig. 11

## 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.

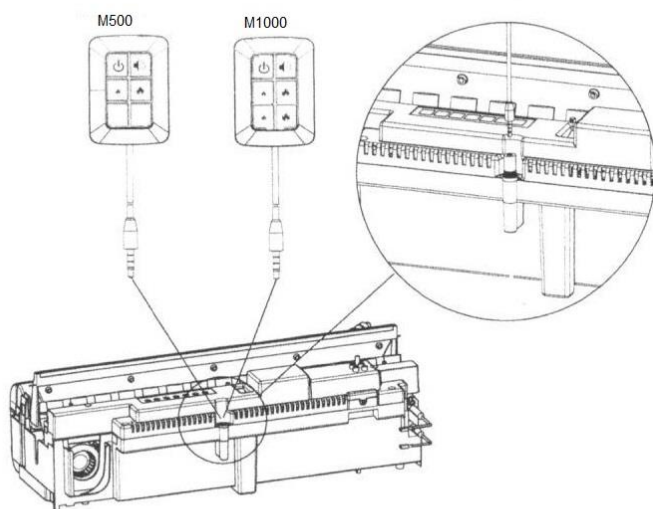


Fig. 12

### Initial Product Start-up

In some cases, where low water pressure exists or where the product is being fed by the pump accessory, the product may start to fill with water but not complete its first fill within the allowed filling time period. It is recommended that each sump is primed with 600-700 ml of water before switching on the product for the first time. If measuring this amount of water is not possible, the water guide in the sump moulding can be used for reference. Fill the sump with water until the top surface of the water is level with the top of the water guide. See Fig. 13 for details on the location of the water guide.

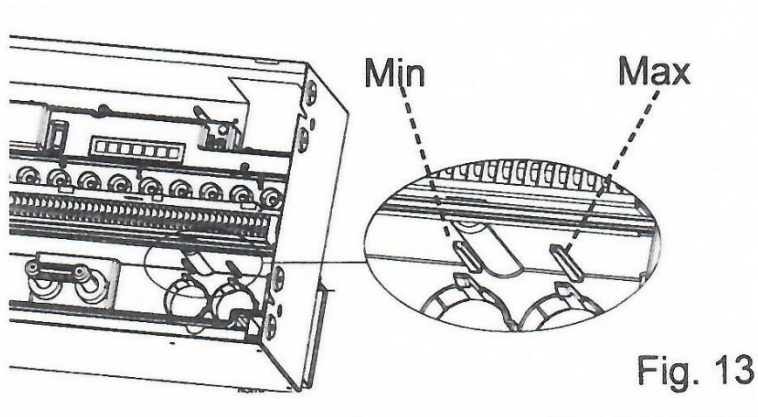


Fig. 13

### **MULTIPLE PRODUCT INSTALLATION (DAISY CHAINING)**

#### Power and Water 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 in the circuit. The water supply to multiple products should be constructed in a manifold style configuration and sized appropriately for the number of units that are being installed so a consistent volume water and pressure is being supplied to each unit.

#### 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. 19).

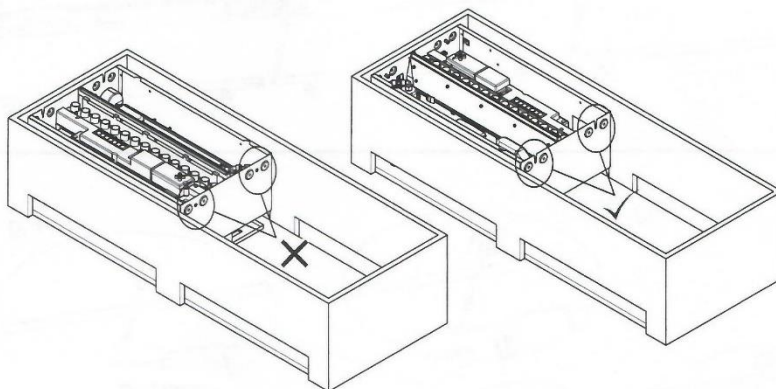


Fig. 19

1. When the first product is installed and securely fixed, prepare the second product by unscrewing the joining screws (Fig. 20A) and screwing them into the opposite side of the metalwork (Fig. 20B). 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. 20A

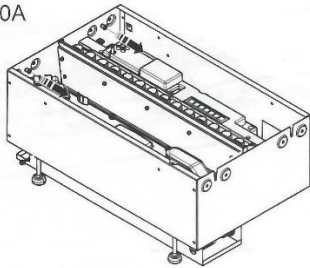


Fig. 20B

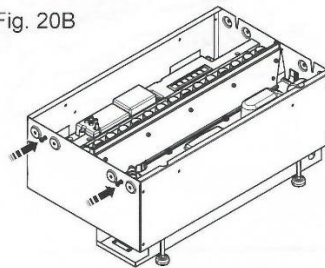


Fig. 20

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. 21).

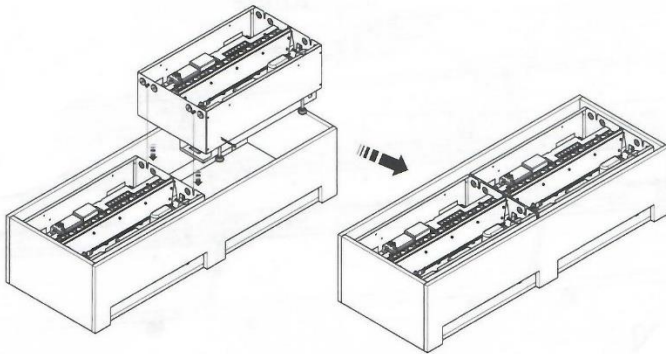


Fig. 21

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).

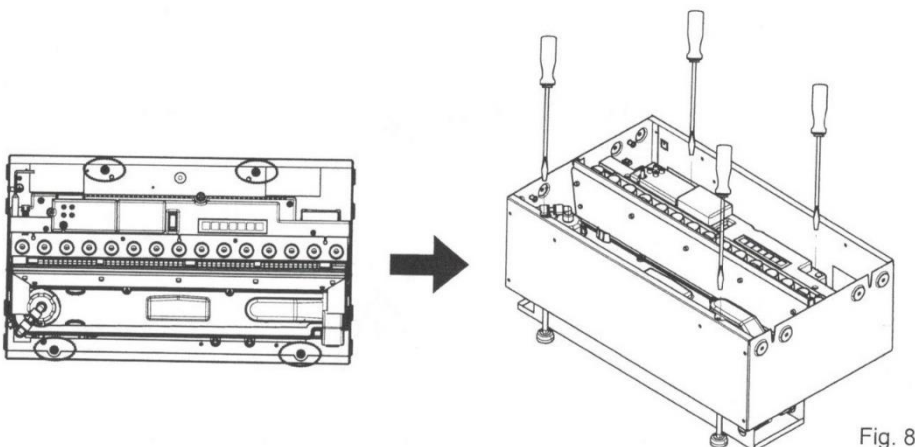


Fig. 8

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

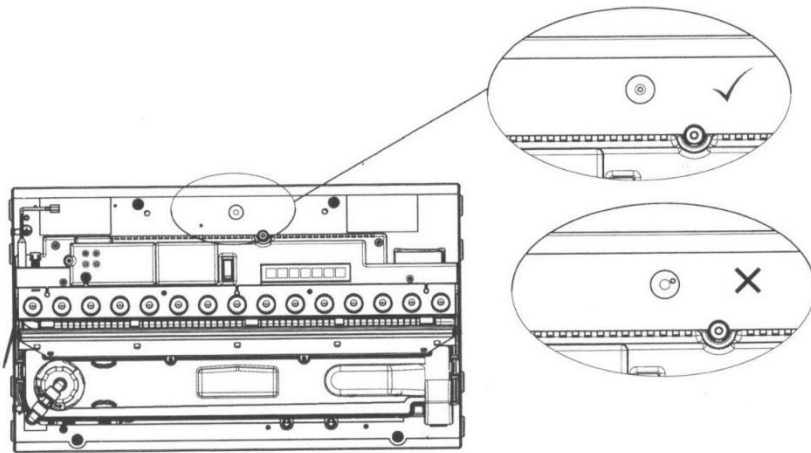


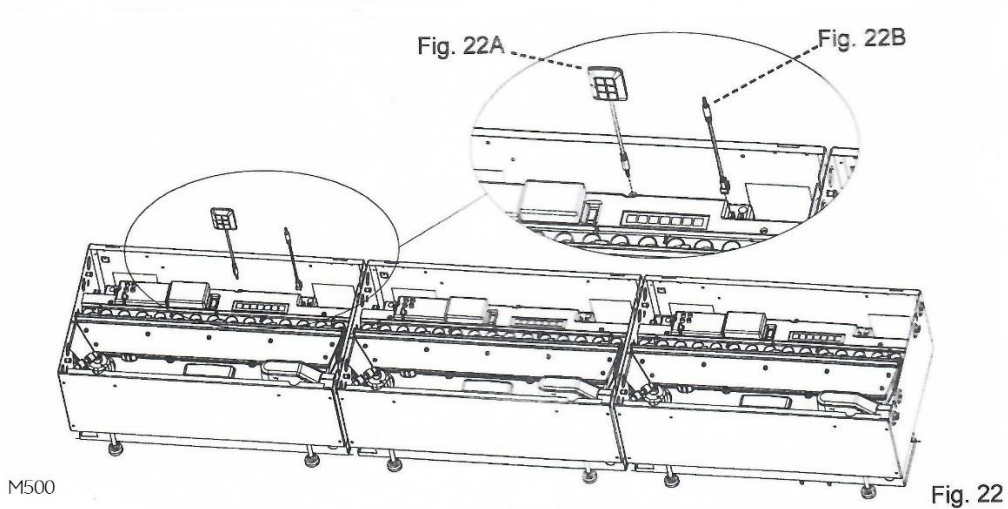
Fig. 9

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

#### Multiple Product Control

Each product has been supplied with its own link wire in order to form a hardwire link between the multiple products. Please follow the instructions below to link multiple products together.

1. Identify the 'master' product in the installation. It should be the product on the left hand side of the installation.
2. Connect the Bluetooth receiver to this product (M500 – Fig. 22A, M1000 – Fig. 23A).



This will be the only Bluetooth receiver in the installation and will control the rest of the products in the installation. In an installation of both M500 and M1000 products, a M500 receiver (Fig. 12) should be connected to the 'master' product.

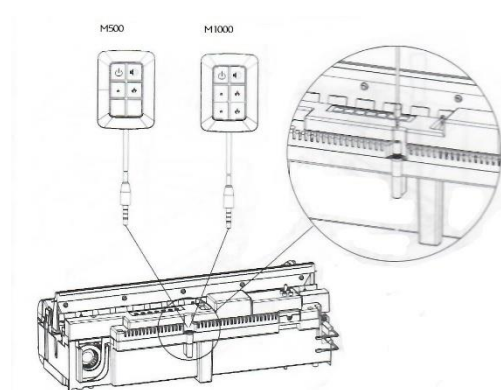
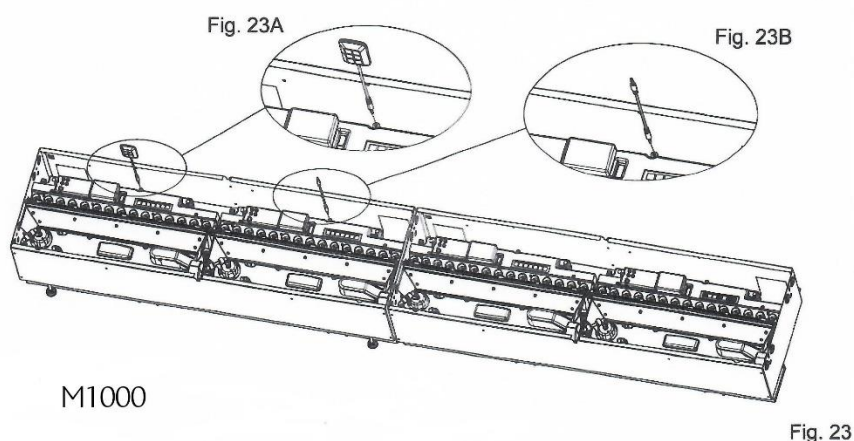
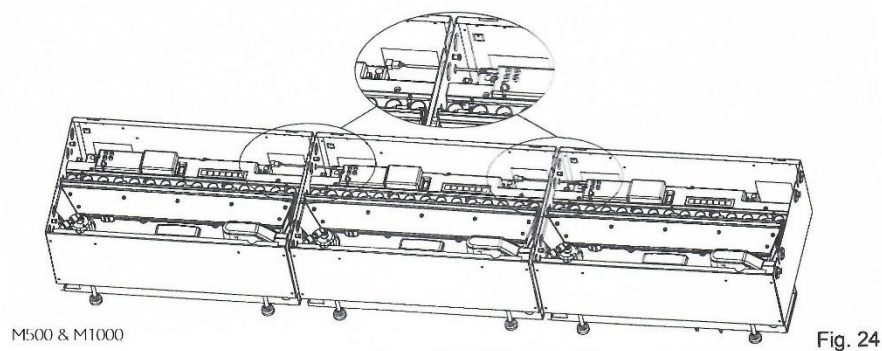


Fig. 12

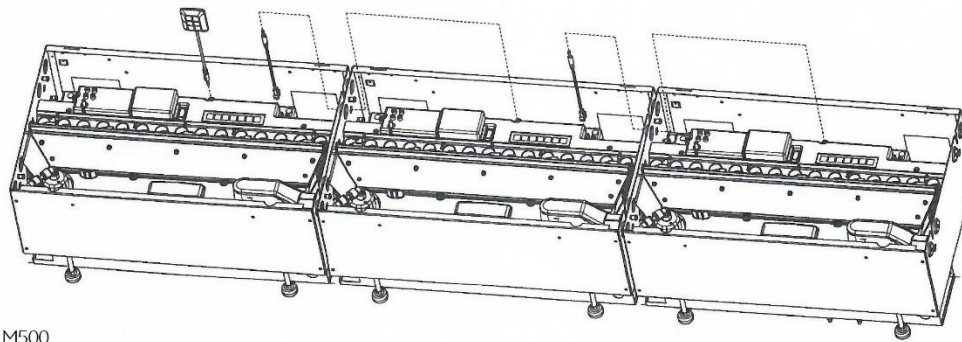
3. In installations where a M500 is the 'master' product, connect the M500 link wire to the connector in the plastic top cover (Fig. 22B). In installations where a M1000 is the 'master' product, connect the M1000 link wire to the 3,5 mm jack which is housed in the plastic (Fig. 23B).



4. Feed the wire through the hole in the metalwork and into the housing of the next product in the installation (Fig. 24).



- For a M500, plug the link wire into the 3.5 mm jack housed in the plastic (Fig. 25). For a M1000 plug the link wire into the 3.5 mm jack housed in the plastic on the left hand side module (Fig. 26).



M500

Fig. 25

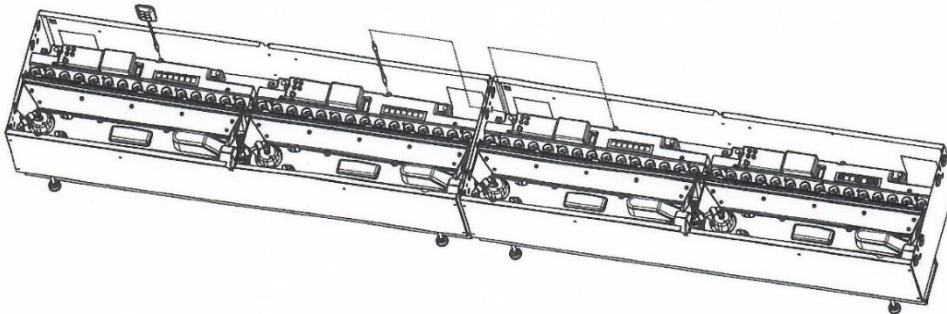


Fig. 26

- Repeat steps 3-5 above in order to connect subsequent products in the installation.

Once set up, any command sent to the first product will be sent to all subsequent products. Flame height control and sound level control of the master product is matched for all subsequent products. If individual flame height control is required, this can be done by using the on board flame height controls on the product (Fig. 27).

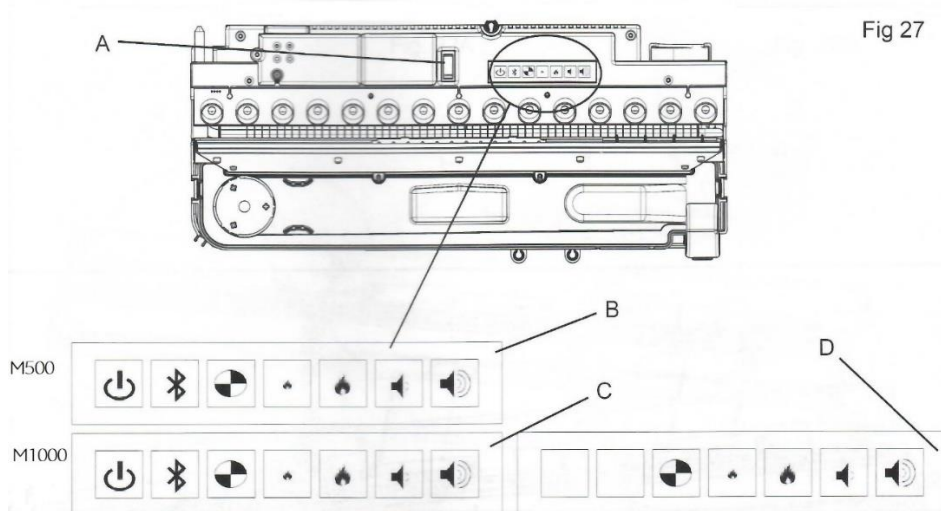


Fig 27

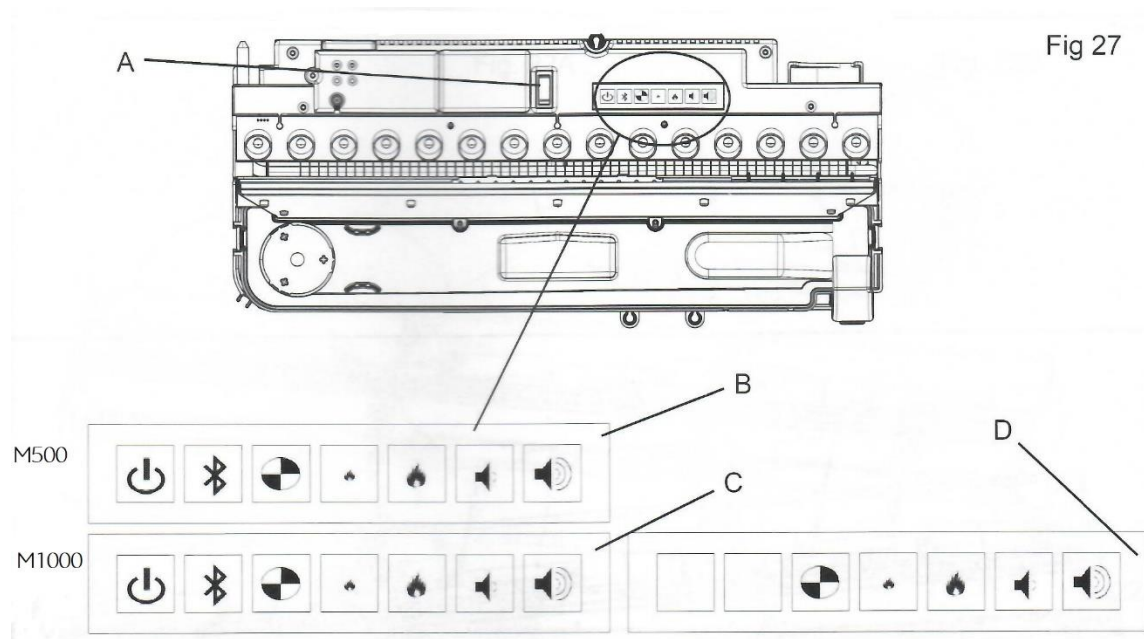
Additionally, the software of the product has been designed in such a way that when multiple products are connected to a main switch, products can be manually switched off and when switched back on they will operate in the same state as before they were switched off.

## 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. 27).



#### M500

Mains Switch: Controls the electricity supply to the appliance. (Fig. 27A.)

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

Button Panel: Controls the functioning of the appliance. (Fig. 27B.)

-  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.
-  is the increase fire crackling sound. Press this to increase the volume of the crackling sound.

## M1000

Mains Switch: Controls the electricity supply to the appliance. (Fig. 27A).

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. 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.).

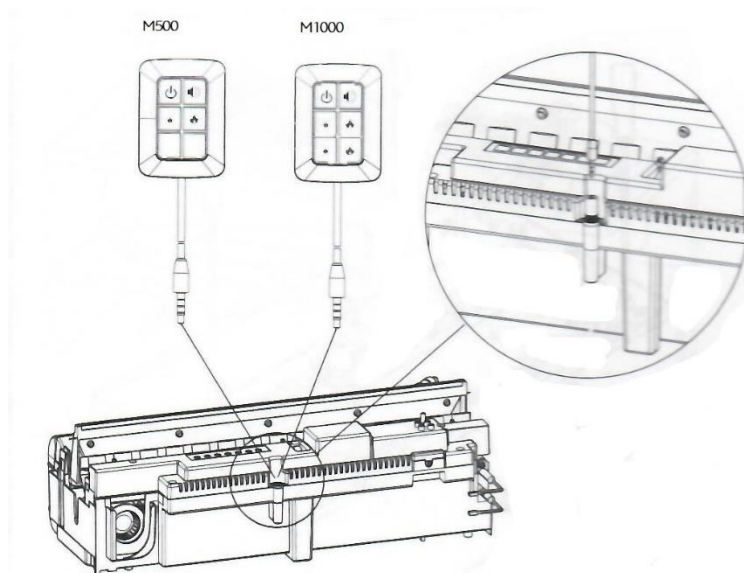


Fig. 12

## 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 upper reduce flame button to reduce the height/intensity of the flame on the left hand side of the product. Press the lower reduce flame button 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 upper increase flame button to increase the height/intensity of the flame on the left hand side of the product. Press the lower increase flame button 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

### REMOTE CONTROL

1. Display Screen

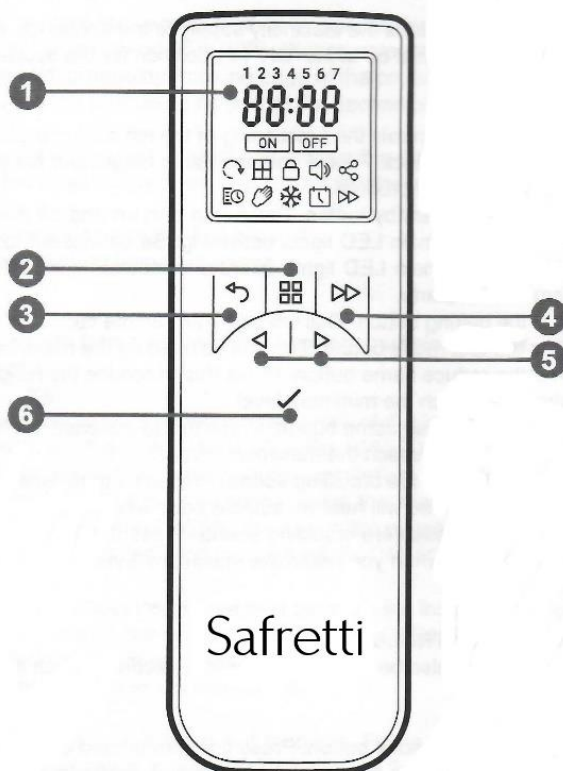
2. 'Menu' Button

3. 'Back' Button

4. 'Advance' Button

5. 'Arrow' Buttons

6. 'Enter' Button



The remote control is supplied with 2x AAA-batteries. Remove the battery cover from the underside of the remote control and fit them into place, taking note of the correct orientation of the batteries. Replace the battery cover. Once the batteries have been inserted, 'Pair' will be displayed on the remote screen for a period of 30 seconds.

### Pairing the Remote Control

Please follow the steps below to pair the remote control with the product.

1. Ensure that the receiver has been connected to the product by pushing in the 3.5 mm plug fully into the jack (Fig. 12).

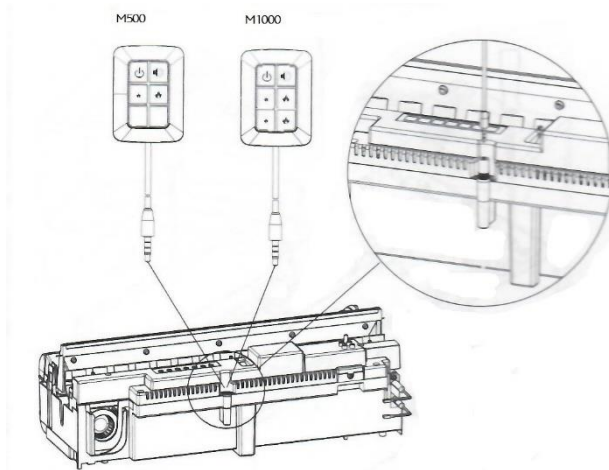


Fig. 12

2. Switch off the main switch of the product (Fig. 27A).
3. Activate the remote control with the 'Enter' button.
4. If the display shows 'Pair', then go to step 9. If not, please continue with the following step.
5. Now press the arrow Left & Right at the remote control at the same time for 5 to 8 seconds
6. The display shows 'Fry'.
7. Push the 'Enter' button.
8. The display shows 'Pair'.
9. Switch on the product with the main switch (Fig. 27A) and hold the remote control close to the product.
10. When 'Pair' is flashing, push the 'Enter' button and the remote control is connected.

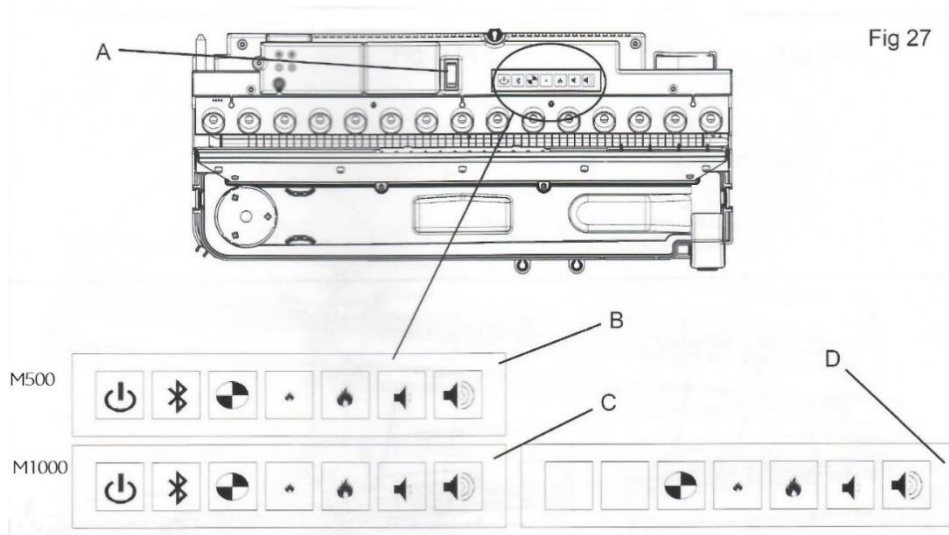


Fig 27

### Setting the Date and Time for the First Time

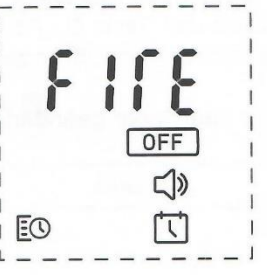
When first setting up the remote control, you will be presented with the time and date set up screen before you can begin to use the remote control. Follow the steps below to set up the time and date for the remote control. (Note, the time on the remote control will be represented in the 24-hour clock format and cannot be changed.)

1. Press and hold 'Button 6 – Enter' on the remote until the '00:00' is shown on the display (Fig. A).
2. The first '0' of the time will be flashing. Using 'Button 5 – Arrows', navigate to the correct number for the first digit of the current time. When the correct number is flashing on the display, press 'Button 6 – Enter'.
3. Once the first digit of the time has been set, the second '0' of the time will begin to flash. Navigate to the correct number for the second digit of the time. When the correct number is flashing on the display, press 'Button 6 – Enter'. (Note, if an incorrect number is selected for a particular digit, press 'Button 2 – Back' to return to the previous digit.)
4. Complete the same steps for the third and four digits of the time.
5. Once the time is set, you will be presented with the menu to set the correct date (Fig. B).
6. 'Day' will flash on the screen for two seconds and then you will be presented with the default day figure of '01'. Using the same process as above, navigate and select the correct number corresponding to the first digit of today's day number in the calendar month (eg. '3' for the 30<sup>th</sup> day of the month.)
7. Complete the same steps for the second digit of today's number in the calendar month (eg '0' for the 30<sup>th</sup> day of the month).
8. Once the day has been set, you will be presented with the menu to set the correct month (Fig. C).
9. '1-12' will flash on the screen for two seconds and you will then be presented with the default month figure of '01'. Using the same process as above, navigate and select the correct number corresponding to the first digit of the current month number (eg. '0' for January to September and '1' for October to December).
10. Once the day and month are set, 'Year' will flash for two seconds and you will be presented with the menu to set the correct year (Fig. D).
11. Select the correct four digits of the year using the same steps as the ones above.
12. Once the year has been set, you will be presented with the menu to select whether your region observes Daylight Savings Time.
13. 'DST' will be shown on the screen with a flashing 'No' beneath it (Fig. E). Using 'Button 5 – Arrows' toggle between 'No' and 'Yes' and press 'Button 6 – Enter' to confirm your selection.
14. Once the date and time has been set up, you will be presented with the 'Fire' menu which can be used to switch the product on (Fig. F). Press 'Button 6 – Enter' to switch on the product.

If you wish to access the date and time setup menu at a later date.

1. Ensure the product is switched on and operating (ie. not in standby mode).
2. Press and hold 'Button 6 – Enter' on the remote until the main 'Fire' menu appears on the display (Fig. G).
3. The 'Off' option will be flashing on the display. Using 'Button 5 – Arrows' navigate to the Calendar Icon.

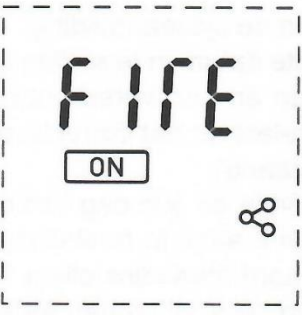
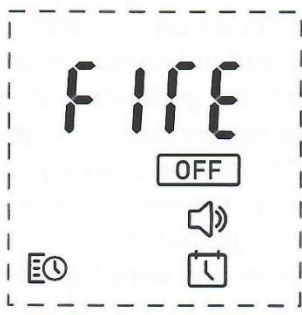
4. Once selected, follow steps 2-14 above to set the day and time.

|                                                                                   |                                                                                   |                                                                                    |                                                                                     |
|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
|  |  |  |  |
| Abb. A                                                                            | Abb. B                                                                            | Abb. C                                                                             | Abb. D                                                                              |
|  |  |  |                                                                                     |
| Abb. E                                                                            | Abb. F                                                                            | Abb. G                                                                             |                                                                                     |

#### Operating the Remote Control

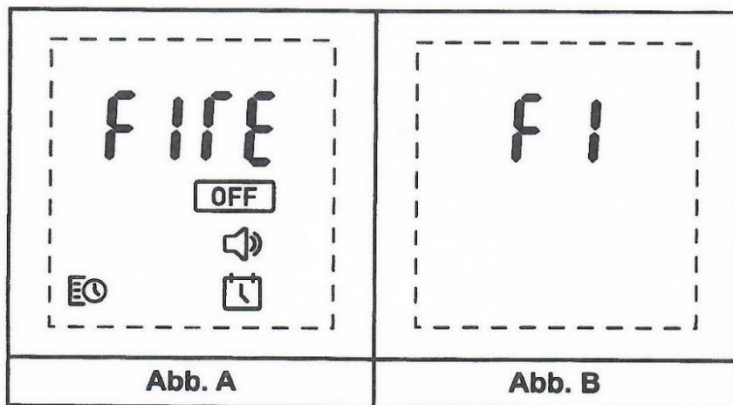
Note, in order to lengthen battery life, the remote control will enter sleep mode if no button is pushed for 15 seconds. In order to 'wake' the remote, press and hold 'Button 6 – Enter' for two seconds.

- Switching the Product On/Off
  1. When the product's main switch (Fig. 27A) is switched on, the product will be in standby mode.
  2. To turn the product on using the remote control, wake the remote and select the flashing 'On' icon from the on-screen menu (Fig. A).
  3. When the product is operating, you will be presented with the default home screen (Fig. B).
  4. Selecting the flashing 'Off' icon using 'Button 6 – Enter' from the on-screen menu to switch the product off.

|                                                                                     |                                                                                     |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
|  |  |
| Fig A                                                                               | Fig B                                                                               |

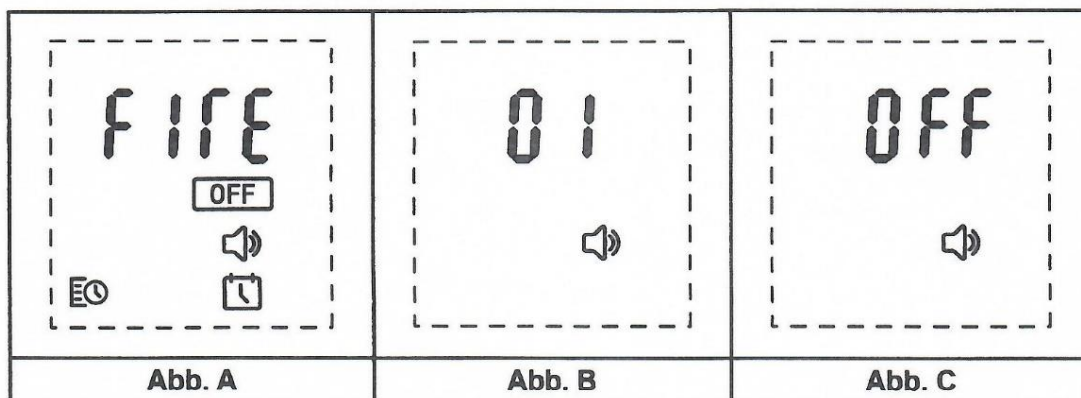
- Setting the Flame Height

1. When on the home screen, push 'Button 5 – Arrows' to navigate up to the 'Fire' icon at the top of the screen (Fig. A).
2. When the 'Fire' icon is flashing, press 'Button 6 – Enter' to enter the flame height adjustment menu (Fig. B).
3. The flame height can be adjusted from F1-F6 using the 'Button 5 – Arrows'.  
Note, once the flame height setting has been changed, the command will automatically be sent to the product and a confirmation beep will be heard. Give the product time to react to changes you may make.



- Setting the Volume Level

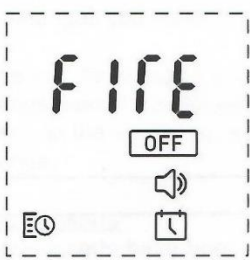
1. When on the home screen, push 'Button 5 – Arrows' to navigate down to the Speaker icon at the bottom of the screen (Fig. A).
2. When the Speaker icon is flashing, press 'Button 6 – Enter' to enter the volume level adjustment menu (Fig. B).
3. The volume level can be adjusted from '01 – 06' using the 'Button 5 – Arrows'.
4. The product can be muted by pushing the left hand 'Button 5 – Arrows' when the volume level is at setting '01'. 'Off' will display on the screen to confirm that the volume has been muted (Fig. C).  
Note, once the volume setting has been changed, the command will automatically be sent to the product and a confirmation beep will be heard.



- Setting up the 7-day timer

The product can be set up to turn on/off over four different time periods over seven days of the week.

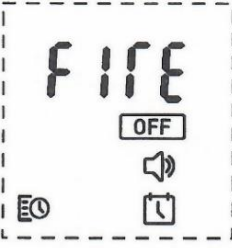
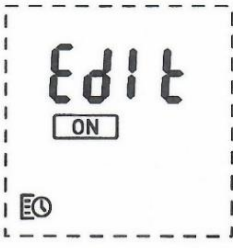
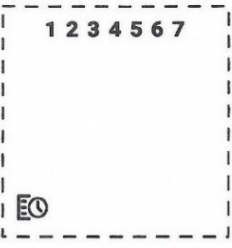
1. When on the home screen, push 'Button 5 – Arrows' to navigate to the Timer icon at the bottom left of the screen (Fig. A).
2. When the Timer icon is flashing, press 'Button 6 – Enter' to enter the timer menu.
3. Push 'Button 5 – Arrows' to navigate to the 'Edit' icon at the top of the screen (Fig. B).
4. You will be presented with the numbers 1-7 at the top of the screen which represent the days of the week (1=Monday, 7=Sunday). Fig. C.
5. Using 'Button 5 – Arrows' navigate to the day of the week that you want to edit.
6. When the number at the top of the screen is flashing, press 'Button 6 – Enter' to edit this day.
7. You will be presented with the option to edit four time periods within that one day, P1-P4 (Fig. D).
8. Using 'Button 5 – Arrows' navigate to the time period you wish to edit and press 'Button 6 – Enter' to select it.
9. The first '0' of the 'On' time for the selected time period will be flashing (Fig. E). Using 'Button 5 – Arrows', navigate to the correct number for the first digit of the 'On' time for the selected time period. When the correct number is flashing on the display, press 'Button 6 – Enter'.
10. Once the first digit of the time has been set, the second '0' of the time will begin to flash. Navigate to the correct number for the second digit of the 'On' time for the selected time period. When the correct number is flashing on the display, press 'Button 6 – Enter'.
11. (Note, if an incorrect number is selected for a particular time digit, press 'Button 2 – Back' to return to the previous digit.)
12. Complete the same steps for the third and four digits of the 'On' time for the selected time period.
13. When the four digits of the 'On' time for the selected time period have been set, you will be then given the option to select the 'Off' time for the selected time period (Fig. F).
14. Repeat steps 9, 10 & 11 to set the 'Off' time period.
15. An audible beep will be heard when the 'On' and 'Off' times have been written to the products memory.
16. Repeat steps 7-13 to set the 'On' and 'Off' times for the remaining time periods for that day. If only one 'On/Off' time period is required for a particular day, set up the single time period using above steps and leave the remaining time periods set to '00:00' as both their 'On' and 'Off' times. This will ensure the product will only follow the single time period that was set up.

|                                                                                     |                                                                                     |                                                                                      |                                                                                       |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
|  |  |  |  |
| Fig A                                                                               | Fig B                                                                               | Fig C                                                                                | Fig D                                                                                 |
|  |  |                                                                                      |                                                                                       |
| Fig E                                                                               | Fig F                                                                               |                                                                                      |                                                                                       |

- Copying On/Off Timers to Different Days

The four time periods that have been set for a particular day can be copied to other days.

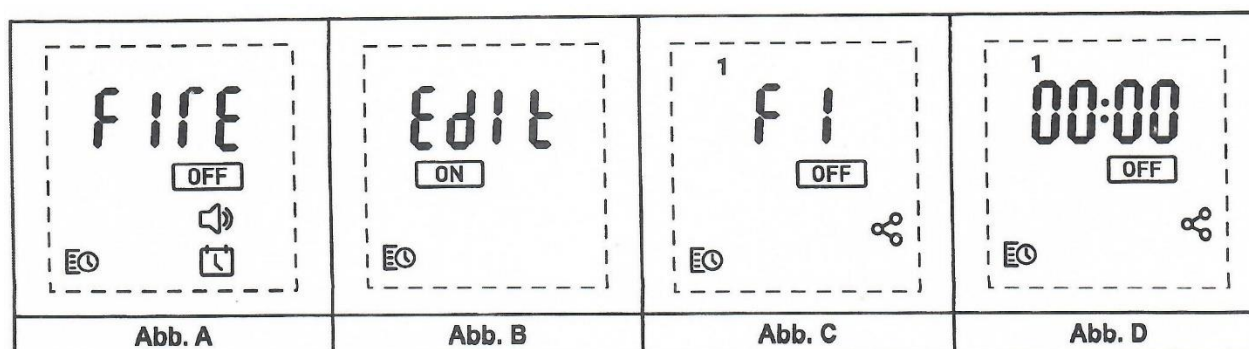
1. When on the home screen, push 'Button 5 – Arrows' to navigate to the Timer icon at the bottom left of the screen (Fig. A)
2. When the Timer icon is flashing, press 'Button 6 – Enter' to enter the timer menu.
3. Push 'Button 5 – Arrows' to navigate to the 'Edit' icon at the top of the screen (Fig. B).
4. You will be presented with the numbers 1-7 at the top of the screen which represent the days of the week (1=Monday, 7=Sunday) (Fig. C).
5. Using 'Button 5 – Arrows', navigate to the day you would like to copy.
6. When the correct day is flashing, push and hold 'Button 4 – Advance' for 3 seconds. 'Copy' will flash on the screen twice along with the day of that has been selected (Fig. D).
7. Using 'Button 5 – Arrows', navigate to the day that you would like to paste the four copied time periods.
8. When the correct day is flashing, press and hold 'Button 6 – Enter' to paste the four time periods to that day. 'Paste' will flash twice on the screen twice along with the day of that has been selected (Fig. E).

|                                                                                     |                                                                                    |                                                                                    |                                                                                      |
|-------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
|   |  |  |  |
| Abb. A                                                                              | Abb. B                                                                             | Abb. C                                                                             | Abb. D                                                                               |
|  |                                                                                    |                                                                                    |                                                                                      |
| Abb. E                                                                              |                                                                                    |                                                                                    |                                                                                      |

- Operating the Product in Timer Mode

1. Once the time periods have been set up, the timer must be activated. This can be done by navigating to the Timer icon at the bottom left of the screen (Fig. A) using 'Button 5 – Arrows' and selecting the flashing 'On' icon in the timer menu (Fig. B) using 'Button 6 – Enter'.
2. If the current time corresponds to an active time period, the current flame setting (F1-F6) will be shown along with a flashing 'Off' symbol. Use 'Button 5 – Arrows' to change the flame setting. Select the flashing 'Off' symbol using 'Button 6 – Enter' to switch off the timer.

3. If the current time corresponds to an inactive time period, the current time will be shown along with a flashing 'Off' symbol (Fig. D). The product will switch on at the next preset 'On' time period. Select the flashing 'Off' symbol using 'Button 6 – Enter' to switch off the timer.

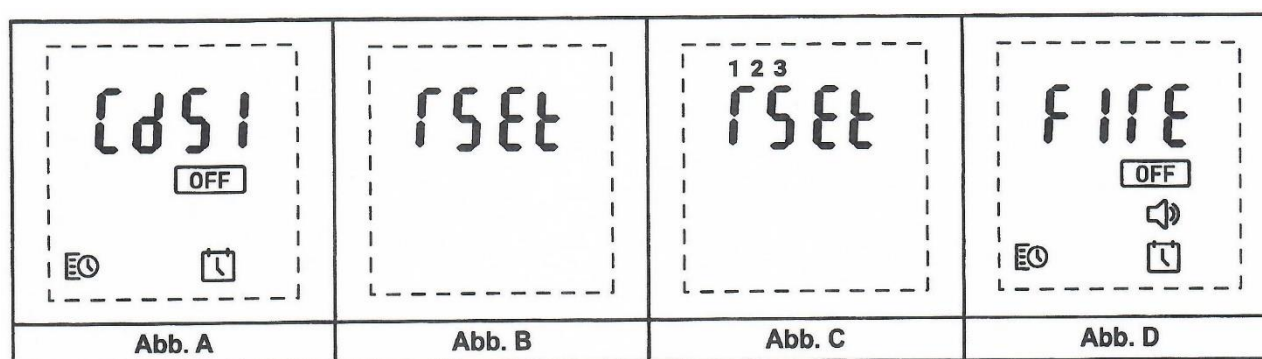


#### - Resetting Product Errors

The remote control can be used to reset some product errors. If the product is being supplied by a water tank via a pump, a low water error or fill time error will be seen when the water tank runs empty. The product will turn off and flash its lights. The error code (Cd51 for low water, Cd56 for fill time) will also be displayed on the remote control. These error codes can be reset by following steps below.

1. Activate the remote and navigate to the error code at the top of the screen using 'Button 5 – Arrows' (Fig. A).
2. When the error code is flashing, select the error by pressing 'Button 6 – Enter'.
3. The reset menu will then be displayed (Fig. B). Press and hold 'Button 6 – Enter' for three seconds to reset the error (Fig. C).
4. The error will be reset, the product will restart and the default home screen will be shown on the remote control display (Fig. D).

Note, the water leak error (Cd57) and overflow error (Cd58) cannot be reset via the remote control. Please refer to the 'Troubleshooting' section below for more details on these errors.



## 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 product 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.

## 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.

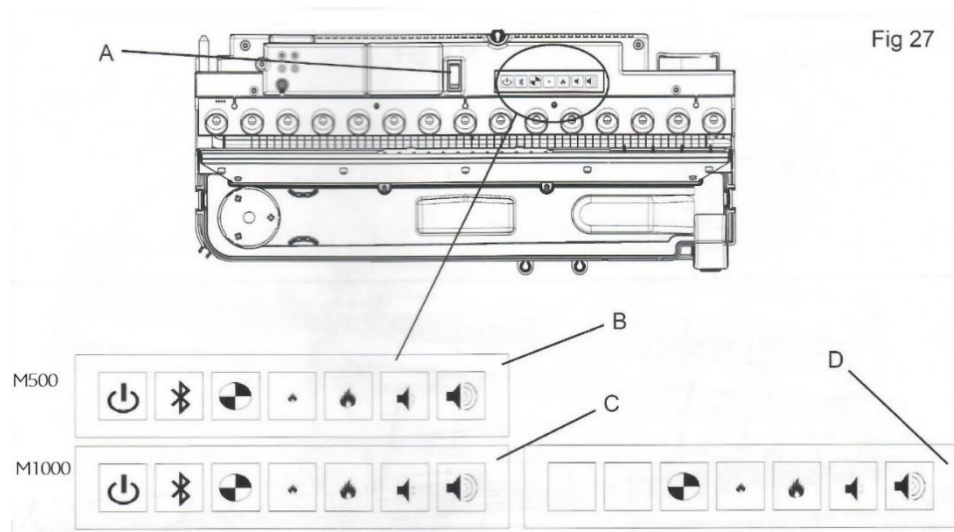
Once installed, never move this appliance or lay on its back, without draining the water from sump.

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

### CLEANING

**Warning** – Always press Switch 'A' to the 'OFF' (0) position (Fig. 27) 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.



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. 27).
2. Gently lift off the top plate and place it aside.
3. Disconnect the 'fill cap' by turning it clockwise until it clicks out of the locked position (Fig. 29). Lift it out and rotate the pipe and connections so that the fill cap is placed out of the way of the sump.

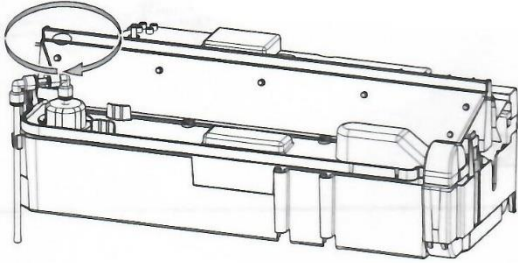


Fig 29

4. Disconnect the electrical connectors to the transducers, located on the right side of the sump (Fig. 30).

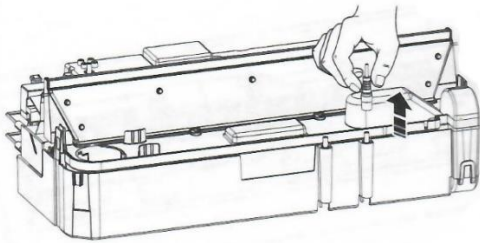


Fig 30

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. 31).

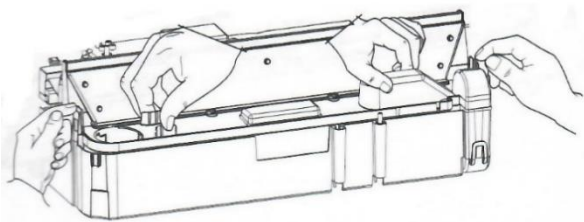


Fig 31

The nozzle can now be lifted up and placed aside (Fig. 32).

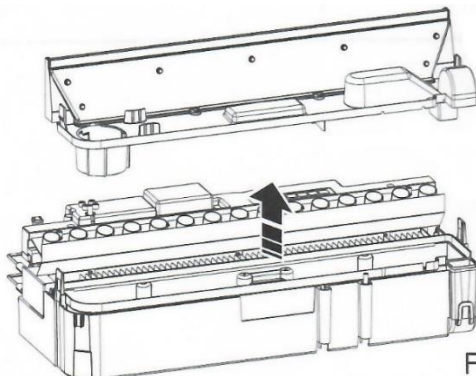


Fig 32

6. Gently lift up the sump (Fig. 33), taking care to keep it level so as not to spill any water. Sit the sump in the sink.

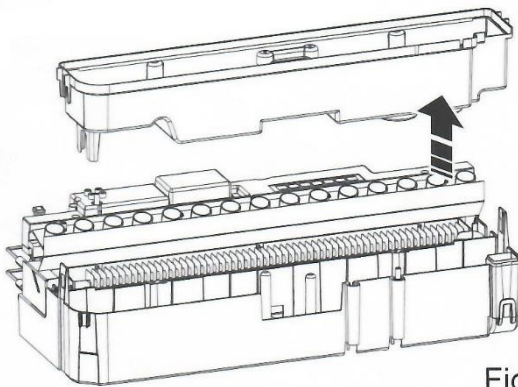


Fig 33

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 to reassemble.

#### 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](mailto: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 top plate and place it aside.
2. Gently slide the air filter upwards out of its plastic holder (Fig. 34).

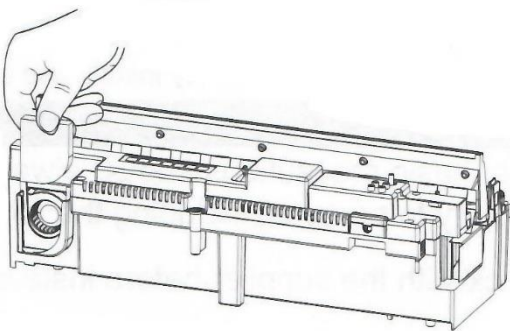


Fig 34

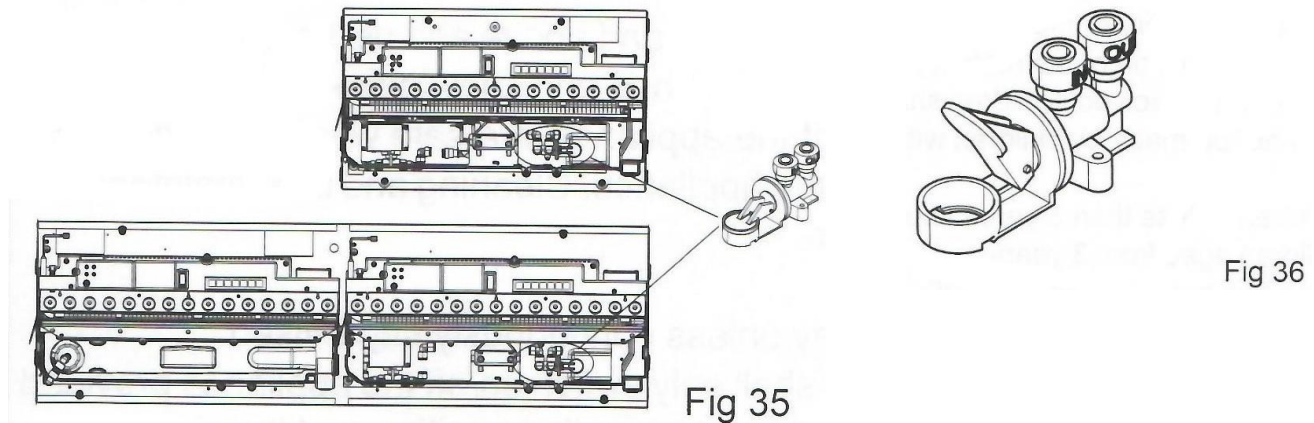
3. Gently rinse with water in the sink and dry with fabric towel.

4. Replace the filter making sure that the coarse black filter is facing outwards.

5. Replace the top plate.

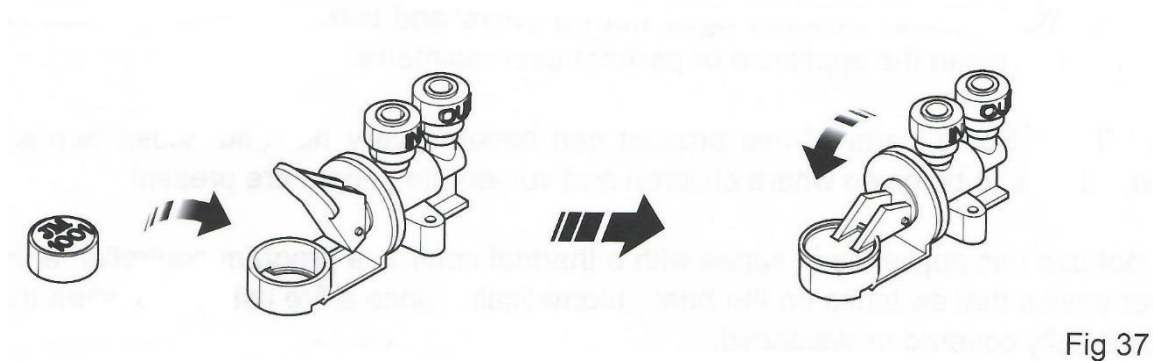
## CHANGING THE LEAK PREVENTION PAD

A leak prevention valve has been fitted to the appliance as an additional safety measure (Fig. 35). In the unlikely event that a leak occurs inside the product, the valve will prevent water from flowing to the product. When the valve has been activated, the pad within the valve absorbs water and expands, shutting off the valve. It can be verified that the valve has been activated if the pad has expanded and the arm of the valve is in its upper position (Fig. 36).



If the valve has been activated, the pad must be replaced. A spare pad has been supplied with the product, please follow the steps below to change the pad.

1. In order to gain access to the valve, the nozzle and the sump must be removed first. Follow steps 1-6 above under 'Sump' to remove the sump and nozzle.
2. Verify that the valve has been activated by checking the orientation of the valve arm. If the pad has expanded and the valve arm is in the upper position (Fig. 36), the valve has been activated.
3. Remove the old expanded pad and dry the area around the valve. Replace the pad with a new pad, while ensuring the new pad does not come into contact with water.
4. Close the arm of the valve on top of the newly fitted valve (Fig. 37).



5. Replace the sump and nozzle and check that the product is operating by switching it on and ensuring water is flowing into the sump. The product should be carefully inspected for leaks after replacing the valve.

Please note the product is not to be operated without the pad being fitted to the leak prevention valve. If leaking persists after replacing the valve, contact your dealer or service agent.

## 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. The error code corresponding to the error will also be displayed on the screen of the remote control. Please see the table below for the explanation of the errors.

| Symptom                                                              | Error code | Cause                                              | Corrective Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|----------------------------------------------------------------------|------------|----------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Product will not operate. LEDs continuously blink twice on one side. | Cd51       | Low water reading on side that is blinking.        | <p>If experienced during first fill of product, refer to 'Initial Product Start Up' section above.</p> <p>If the product is being fed by a water tank via a pump, refill the water tank and reset the product by switching off 'Switch A' (Fig. 27) for 20 seconds and switching it back on again. Or reset the error using the remote control by following the steps in 'Remote Control Operation'.</p> <p>Check if the Leak Prevention Valve has been activated. Replace pad if necessary (Fig. 35).</p>                                         |
| Product will not operate. LEDs continuously blink four times.        | Cd56       | Fill time from min to max level has been exceeded. | <p>If experienced during first fill of product, refer to 'Initial Product Start Up' section above.</p> <p>If the product is being fed by a water tank via a pump, refill the water tank and reset the product by switching off 'Switch A' (Fig. 27) for 20 seconds and switching it back on again.</p> <p>Or reset the error using the remote control by following the steps in 'Remote Control Operation'.</p> <p>If the product is being fed from a mains water supply, check that there is sufficient water pressure to supply the product.</p> |

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|-------------------------------------------------------------------------------------|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Product will not operate. LEDs continuously blink three times.                      | Cd57 | Time from max level to min level is too short.<br><br>Conflicting water level readings (min and max level being read at the same time).                                                                | Ensure that there are no leaks in the sump.<br>Ensure that the floats are moving freely within the sump.<br>Ensure that the product is level.                                                                                                                                                                                                         |
| Product will not operate. LEDs continuously blink once every 8 seconds on one side. | Cd58 | Overflow Detection on side that is blinking.                                                                                                                                                           | Switch off the product and the water supply.<br>Contact your dealer for assistance.                                                                                                                                                                                                                                                                   |
| Little or No Mist Generation                                                        | ---  | Transducer not operating correctly.<br>Transducer is dirty.<br>Transducer is not sitting correctly in sump.<br>Fan is obstructed or blocked.<br>Nozzle is not on sump correctly.<br>Nozzle is blocked. | Check operation of transducer.<br>Clean sump and transducer thoroughly.<br>Switch off product, take nozzle off sump and ensure transducer is fitted in sump correctly.<br>Remove air filter and clean. Ensure it is placed back in product correctly.<br>Ensure nozzle is sitting on sump correctly.<br>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.<br>Bluetooth Receiver connection is loose.<br>Remote control batteries need replacing.                                                                                          | Check positioning of Bluetooth Receiver.<br>Ensure it is not encased in metal or concrete.<br>Check connection to jack (Fig. 12).<br>Replace batteries with two new AAA batteries.                                                                                                                                                                    |