

## Fault Diagnostics, Identification and Action process

	Fault	Customer service Action	
1	Fire does not turn on when the first light switch is depressed	<ol style="list-style-type: none"> <li>1. Check Plug Fuse OK?</li> <li>2. Press the first or second heat setting switch and set the thermostat to full OK?</li> <li>3. If the heater works but there are no lights see item 2 <b>Report Fault Code E7</b></li> </ol>	
2	The fire heater is working but the flame effect and lights do not working	<ol style="list-style-type: none"> <li>1. Check to ensure that the lamps are fitted and that they are tight in the lamp holders OK?</li> <li>2. Replace Lamps OK?</li> <li>3. If still not working Replace Product</li> </ol> <b>Report Fault Code E4</b>	
3	The fire heater and lights work but the flame effect is static.	<ol style="list-style-type: none"> <li>1. Check for appliance type</li> <li>2. If flame fan – request customer remove screen as per instructions and check to see if flame effect is free OK</li> <li>3. If Spinner effect ask customer to follow these instructions</li> </ol> <p><b>Spinner setup and maintenance:</b></p> <p><b>Non Captive Spinners</b> Remove spinners from packing and place on the needles over the lamps. (Taking care to avoid sharp points of needles). They should rotate in opposite directions, with the right hand spinner which has a white top rotating anti-clockwise and the left spinner with a red top rotating clockwise.</p> <p>Step a. The speed of the spinners can be adjusted by altering the angle of the vanes but this is not normally necessary. When replacing lamps the spinners should be removed to give easier access. In some cases the spinner can be effected by static this will result in the spinner not working —Clean the plastic fuel support with an antistatic furniture polish</p> <p><b>Captive Spinners.</b> The spinners are manufactured with integral needles—there should be no need for adjustment, however if the spinner fails to move follow step (a) above. For any other maintenance contact your nearest stockist.</p> <ol style="list-style-type: none"> <li>4. If still not working Replace Product</li> </ol> <b>Report Fault Code E6</b>	
4	The fire flame effect is working but no heat is omitted from the fire when either the first or second heat setting is activated	<ol style="list-style-type: none"> <li>1. Check to ensure that the thermostat is switched to full – OK</li> <li>2. Check to ensure that the room temperature is lower than 35 deg C – if the room temperature is higher than this temperature the fire will not operate. OK</li> <li>3. If still not working Replace Product</li> </ol> <b>Report Fault Code E5</b>	

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5	The fire is turned to heat the room but after a few minutes the fire turns off.	<ol style="list-style-type: none"> <li>The fire is fitted with a thermal cutout which is designed to protect the product from overheating. Check to ensure that all air vents are clear of dust and obstructions. OK</li> <li>Does the fire restart without removing plug? Yes /No               <ol style="list-style-type: none"> <li>If yes there is a fault with the product replace fire. <b>Report Fault Code E8</b></li> <li>If No There is a problem with the thermal cutout – Replace the fire <b>Report Fault Code E1</b></li> </ol> </li> </ol>	
6	The Fire is noisy	<p>Turn the fire off from the Switches and then turn on the first switch to operate the lights and flame effect.</p> <ol style="list-style-type: none"> <li>Is the fire noisy? Yes/ No</li> <li>If yes then try to identify the type of noise eg is it a fan noise or something else – Imperial flame fire will exhibit a blowing fan like noise when the effect is on. Any other type of noise may be a product fault</li> <li>If identified as a product fault replace product. <b>Report Fault Code E3</b></li> <li>If No See item 7</li> </ol>	
7	The fire is noisy when I turn the heater on	<p>Turn the fire off from the Switches and then turn on the first switch to operate the lights and flame effect.</p> <ol style="list-style-type: none"> <li>Request that the customer turns the heater fan on – check for symptoms as item 6:</li> </ol> <b>Report Fault Code E5</b>	
8	Damage	<p>The customer has reported damage to the product.</p> <ol style="list-style-type: none"> <li>Identify where the damage is.</li> <li>Ask if external packaging is damaged.</li> <li>Replace component and or product see list of customer replaceable items.</li> </ol> <b>Report Fault Code A1 or A2</b>	
9	Missing / Incomplete or Incorrect Delivery	<p>The customer has reported either Missing – incomplete or Incorrect delivery.</p> <ol style="list-style-type: none"> <li>Identify the specific issue with customer. In the case of a missing consignment obtain POD from carrier. Incomplete or incorrect discuss issue with despatch and sales.</li> </ol> <b>Report Fault Code A3</b>	
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Customer Replacement Parts – Electric Fires Only	Model Types
Frames	All Models after serial Number?
Fret	All Models
Grate	All Models where applicable
Fuel Support	All Models where applicable
Fret Insert	All Models where applicable
Fuel Effect components – Coals Pebbles Log etc	All Models where applicable
Lamps	All Models where applicable
Spinners	Palermo ECO – Lavascape – Grateglow Spacesaver

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Engineer Replaceable Parts – Must only be undertaken by a competent person	
Heater Fan and element	All Models Except TF2 – TF2 Models are RTB
Thermostat	All Models Except TF2 – TF2 Models are RTB
Switch	All Models Except TF2 – TF2 Models are RTB
Wiring Loom	All Models Except TF2 – TF2 Models are RTB
Lamp Holders	All Models Except TF2 – TF2 Models are RTB