



INSTALLATION & OPERATING MANUAL

IGNITE XL

Models: XLF50, XLF74, XLF100

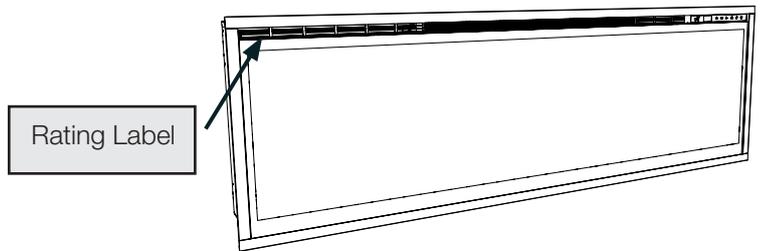


The product is compliant with the local electrical standards of all countries where offered for sale by Glen Dimplex and its subsidiaries.

08/53411/0 VERSION X.3

WELCOME

Thank you for purchasing the IGNITE XL electric fireplace. The edge to edge panoramic display will ensure you create endless memories in front of this dazzling electric fire.



CAUTION: Read all instructions and warnings carefully before starting installation. Failure to follow these instructions may result in a possible electric shock, fire hazard and will void the warranty.

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.
- Do not use this heater if it has been dropped.
- Do not use if there are visible signs of damage to the heater.
- Use this heater on a horizontal and stable surface.

The appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance. Children 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.

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

In the event of a fault disconnect the appliance.

Disconnect the appliance when not required for long periods.

The appliance must be positioned so that the plug is accessible. Electrical Requirements section for more details. 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: This appliance must be earthed.

The use of an extension lead or multi-plug adaptor is not advised when connecting this product to the mains. Connection through these devices could lead to a risk of overloading, overheating and even fire at the extension lead or adaptor due to inadequate connection quality.

This heater must be used on an alternating current supply (~) only and the voltage marked on the heater must correspond to the supply voltage.

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 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.

The electrical information regarding your electric fireplace can be found on the rating label located on the top of the unit.

If you have any technical questions or concerns regarding the operation of your electric fireplace, or require service contact the relevant customer service as listed on your warranty card.

WARNING - KEEP BATTERIES OUT OF REACH OF CHILDREN

- Swallowing may lead to serious injury in as little as 2 hours or death, due to chemical burns and potential perforation of the esophagus.
- If you suspect your child has swallowed or inserted a button battery immediately call the 24-hour Poisons Information Centre on 13 11 26 (in Australia) or 0800 764 766 (in New Zealand) for fast, expert advice.
- Examine devices and make sure the battery compartment is correctly secured, e.g. that the screw or other mechanical fastener is tightened. Do not use if the compartment is not secure.
- Dispose of used button batteries immediately and safely. Flat batteries can still be dangerous.



INSTALLATION

⚠ CAUTION: Ensure installation does not allow fireplace to be in direct contact with building vapor barrier or insulation and meets all local building code.

! NOTE: A dedicated 10 AMP, 230-240 Volt circuit is required. A dedicated circuit is preferred but not essential in all cases. A dedicated circuit will be required if, after installation, the circuit breaker trips or fuse blows on a regular basis when the heater is operating.

Power: 2000 W at 240 V

⚠ WARNING: Construction and wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electric shock and injury to persons.

⚠ WARNING: To reduce the risk of fire, electric shock or injury to persons, always use a licensed electrician.

⚠ WARNING: To reduce the risk of fire, do not store or use gasoline or other flammable vapors or liquids in the vicinity of the heater.

1. Select a location that is not susceptible to moisture and is away from drapes, furniture and high traffic.
2. Unpack the fireplace and hardware from the box.

! NOTE: Leave the front glass and partially reflective glass, safely, in the box until the time you are ready to install it.

3. Store the fireplace in a safe, dry and dust free location until you are ready to install the fireplace.

Installation

⚠ CAUTION: Two people will be required for various steps of this procedure.

This design of this unit allows three options for installation: partial recess, flush mounted or sub-surface mounted.

⚠ CAUTION: Sub-surface mounting should be limited to ½ in. (12 mm) to ensure adequate air flow of heated air out of the firebox area.

1. Prepare a wall with a framed opening of 16 in. (406 mm) high,
 - XLF50 - 50 ⅝ in. (1287 mm)
 - XLF74 - 74 ⅝ in. (1897 mm)
 - XLF100 - 100 ⅝ in. (2557 mm) wide, with a bottom sill that is a minimum of 4 in. (102 mm) deep. The sill can be constructed to support the front of the unit to allow the power supply wires to easily be run behind or flush with the back of the unit and a pass through hole drilled for electrical wire routing.

⚠ WARNING: Do not attempt to wire your own new circuits. To reduce the risk of fire, electric shock or injury to persons, always use a licensed electrician.

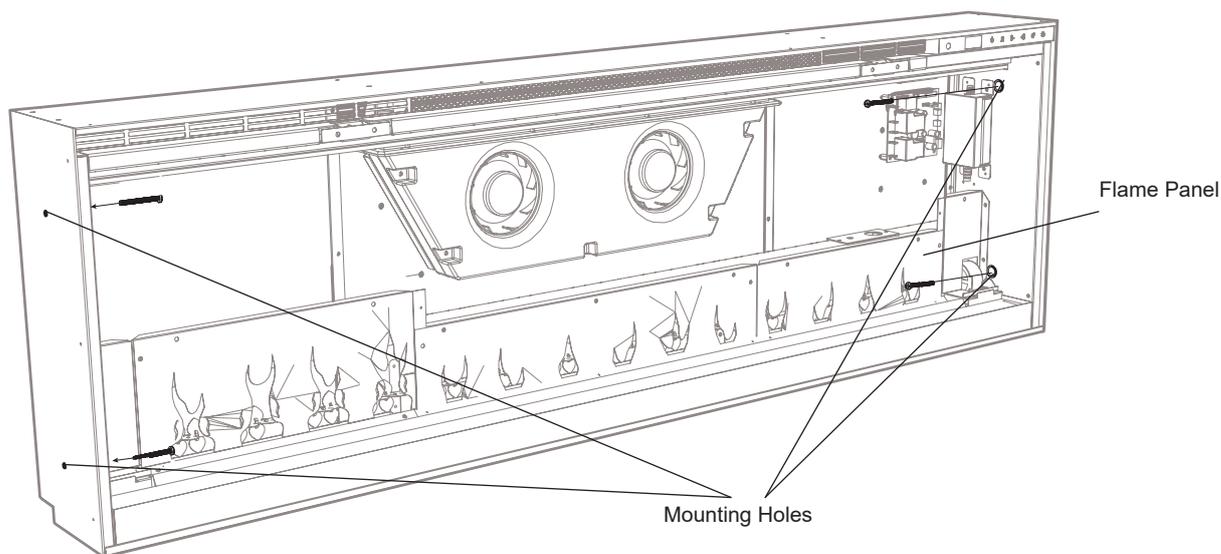
⚠ WARNING: Ensure that the circuit on which the fireplace is to be installed has the power cut off at

the service panel until installation is complete.

2. The unit is provided with an installed $\frac{3}{4}$ in. (20 mm) trim. Depending on the installation, this trim can be removed by removing the securing screws and the 4 trim pieces.
3. Lift fireplace, from the bottom and the handles located on the back, and insert into opening to the desired depth.
4. Using a bubble level (supplied) ensure that the fireplace is level within the framing. Adjust as required.
5. Drive four supplied mounting screws through the four mounting holes located on the inside surface of the fireplace chassis, into wall studs (Figure 1).

! NOTE: The unit can also be installed without the trim for a seamless installation look.

FIGURE 1



For Bathroom Use

If this unit is installed in a bathroom it must be protected by a GFI receptacle or circuit. If receptacle is used it must be readily accessible.

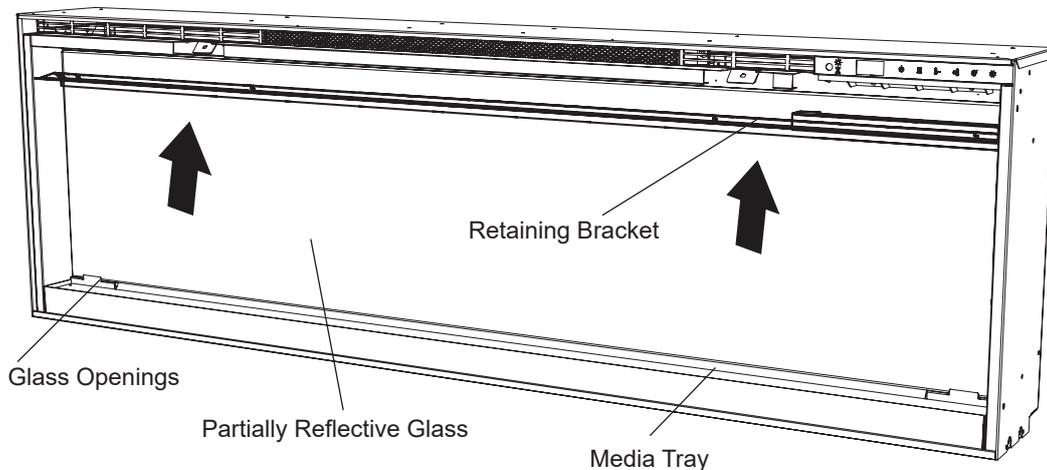
To prevent electrical shock this unit is an electrical appliance that is NOT watertight and must be installed as to prevent water from entering unit. This must be installed away from showers, tubs, etc. Never locate fireplace where it may fall into a bathtub or other water container.

Final Assembly

1. Locate and remove the 12 screws securing the partially reflective glass bracket to the unit, along the top of the opening, and set bracket and screws aside.
2. Remove the provided suction cup from the inside cavity of the unit (only for XLF74 and XLF100 units).
3. Before installation ensure that the front glass and the partially reflective glass are clean. Particles can be removed by dusting lightly with a clean dry cloth. To remove fingerprints or other marks, the glass can be cleaned with a damp cloth. Ensure that the glass has completely dried before installation.
4. Carefully secure the suction cup to the partially reflective glass, reflective side out, and place into the openings on either side of the unit.

5. Tip the glass into the unit and using the removed screws secure the glass into the unit with the provided bracket (Figure 2). Remove the suction cup.

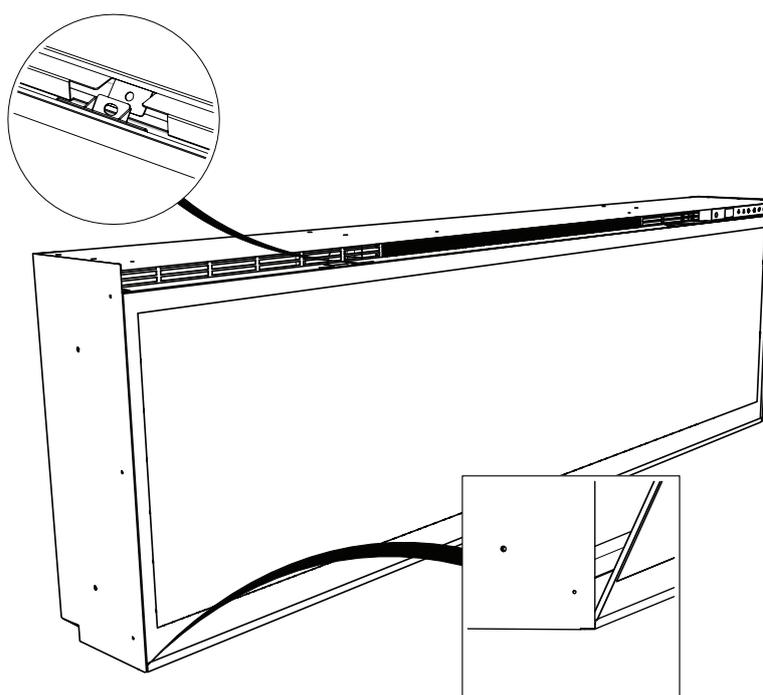
FIGURE 2



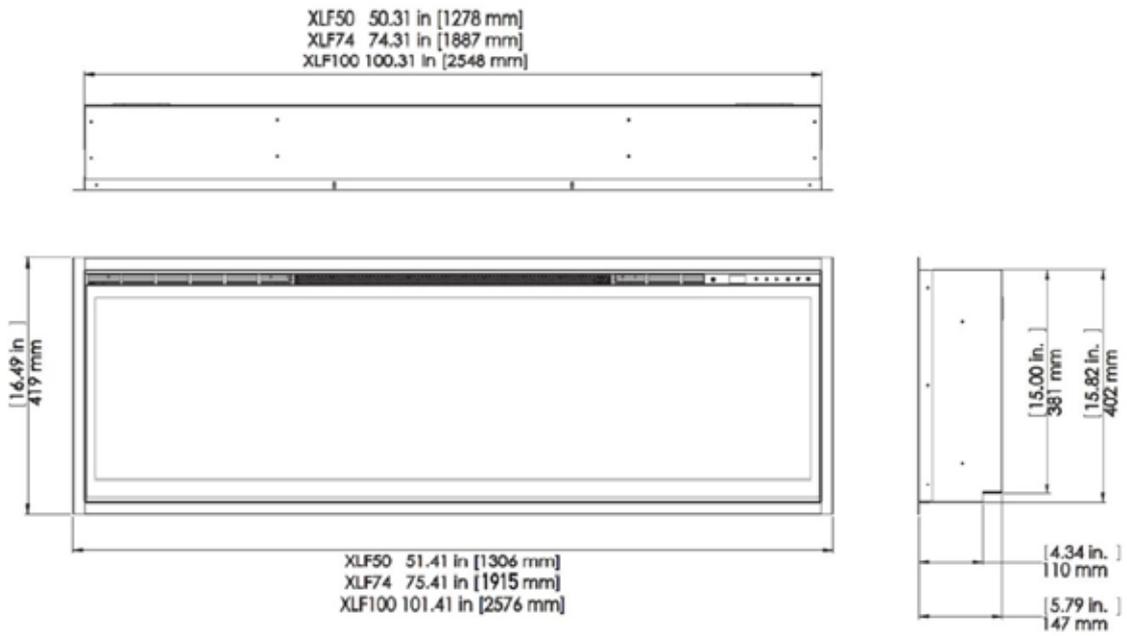
6. Evenly space the large media in the media tray along the back of the media tray (for optimum media effect), then carefully pour and evenly distribute the smaller media into the Media Tray.
7. Carefully place the front glass into the lip located at the bottom of the opening of the firebox.
8. Tip the front glass into the unit and secure using the provided screws and Allen key. (Figure 3).

! NOTE: Ensure that the suction cup and Allen key are kept for any future maintenance or service.

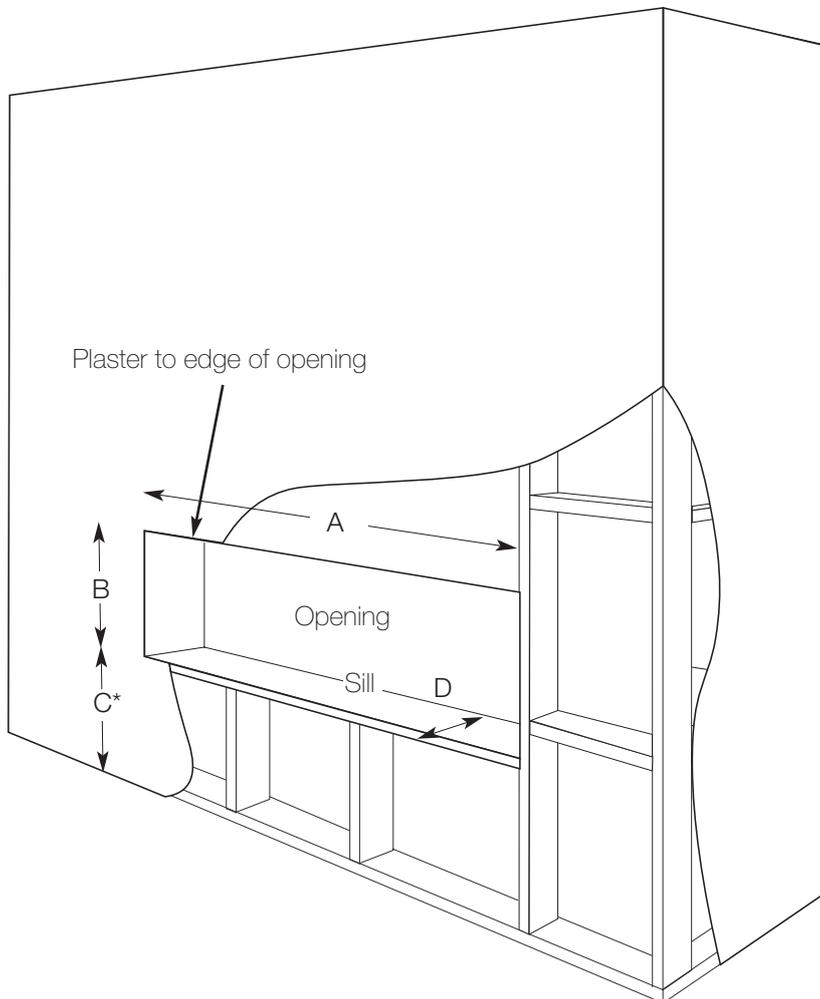
FIGURE 3



UNIT DIMENSIONS



FRAMING DIMENSIONS



	XLF50	XLF74	XLF100
A	1287	1897	2557
B	406	406	406
C*	600	600	600
D	160	160	160

*C has no minimum, these measurements are for ideal viewing only

OPERATIONS

General Operation

⚠ WARNING: This electric firebox must be properly installed before it is used.

This firebox operates with Comfort\$aver™ technology, which automatically adjusts the fan speed and heater wattage to safely and precisely match the requirements of the room based on the thermostat setting. The heater operates such that once the room reaches the set point, the fan and heater will continuously run at a low level, to maintain the desired room temperature. If the temperature in the room rises significantly, i.e. sun coming through a window or a central furnace turns on, the heater will turn off and periodically turn back on to circulate the air around the unit, until the room temperature drops and requires the heater to be constantly on again.

! NOTE: The unit is designed so that the fan will run continuously while the heater is on.

! NOTE: The element retains heat after shutdown, there is a built in cool down period of 2 minute before the fan shuts off completely, when the heat function is turned Off.

Remote Operation

The fireplace is supplied with an IR multi-function remote control.

! NOTE: To operate correctly, the remote control must be pointed towards the front of the unit.

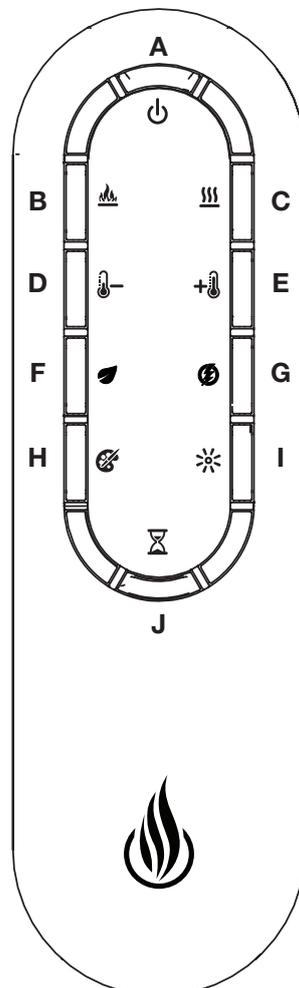
A. Power Button
Switches the product on and off. Restores to previous setting when switched on.

B. Flame Effect
Turns the Flame Effect On and Off

D. Temp Down
Decreases the temperature in intervals of 1° C.

F. Eco Operation
Runs the heater in a reduced wattage range when activated.

H. Colour Theme
Different presets of lighting color combinations are available in the unit.



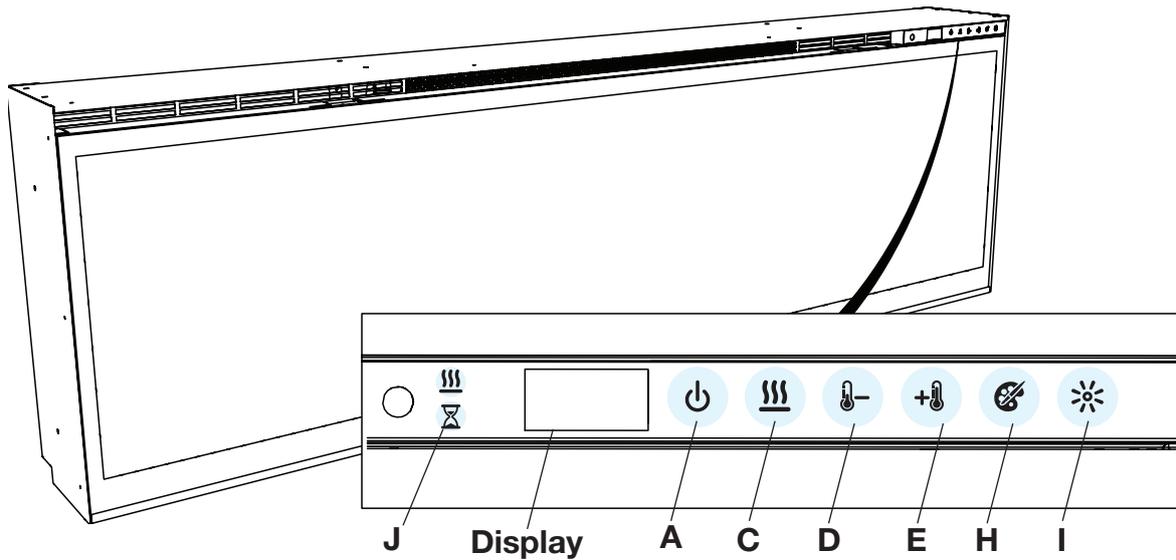
C. Heat
Switches the heat on and off. Use Temp buttons to regulate heat.

E. Temp Up
Increases the temperature in intervals of 1° C.

G. Heat Boost
Turns the Heater Boost On and Off. Runs the unit at the full rated wattage.

I. Brightness
Press to change brightness of the LEDs from high to low.

J. Sleep Timer
The timer button increases the timer by 0.5hrs on each press. Up to 8hrs cycle.



	Icon	Function	Description
A		Power/Standby	Turns the unit On and Off. Activated by pressing the Standby button on the remote or the unit. The unit will turn On with the same functions that it was set to when it was turned Off and the intake temperature will be indicated on the Display. ! NOTE: When any button is pressed on the unit the intake temperature will be displayed on the Display for 7 seconds.
B		Flame Effect	Turns the Flame Effect On and Off. Activated by pressing the button on the remote.
C		Heat ON/OFF	Turns the heater On and Off. Activated by pressing the button on the remote or the unit. Indicated by the icon and the set point temperature will flash on the display, then the intake temperature will be displayed before turning off. ! NOTE: After the heater is switched off, there is a 2 minute fan delay, where the fan will continue running before turning off. ! NOTE: The unit can be operated in Heat Only Mode. When the unit is only running with the heater, the icon will continuously be displayed on the Display. ! NOTE: The heater may emit a slight, harmless odor when first used. This odor is a normal condition caused by initial heating of internal heater parts and will not occur again.
D		Temp Down	Decreases the temperature setting. Adjusted by repeatedly pressing the corresponding button on the remote.* Indicated by set point temperature on the Display decreasing and the speed of the fan decreasing to reduce the amount of heat being projected into the room.**

	Icon	Function	Description
E		Temp Up	<p>Increases the temperature setting.</p> <p>Adjusted by repeatedly pressing the corresponding button on the remote.*</p> <p>Indicated by the set point on the Display increasing and the speed of the fan increasing to increase the amount of heat being projected into the room.</p> <p>* The first time the button is pressed the current temperature set point will be displayed for 2 seconds.</p> <p>** The temperature can be adjusted from 5 °C to 37 °C (41 °F to 99 °F).</p>
			<p>! NOTE: Holding the  and the  buttons down for two seconds, on the unit, will change the temperature scale from °C to °F, or vice versa.</p>
F		Eco Operations	<p>Runs the heater in a reduced wattage range when activated.</p> <p>Adjusted by pressing the corresponding button on the remote when the heater is on.</p> <p>Indicated by the Display and a reduced fan speed.</p>
G		Heat Boost	<p>Turns the Heater Boost On and Off. Runs the unit at the full rated wattage.</p> <p>Activated and adjusted by repeatedly pressing the corresponding button on the remote.</p> <p>Indicated by the heater running at full heat, for a user set amount of time, to quickly heat up a cold room/space. The Heat Boost can be set for a maximum of 20 minutes, in 5 minute increments.</p>
			<p>Disable Heat</p> <p>If desired, depending on the season, the heater on the unit can be disabled. The function of the remaining controls will continue to function as outlined in this manual.</p> <p>Pressing the  and  buttons on the unit at the same time and holding for 2 seconds will disable and enable the heater.</p> <p>! NOTE: When the heater has been disabled and any of the heat related functions are used, the Display will indicate “---”.</p>
H		Colour Themes	<p>Different presets of lighting color combinations are available in the unit.</p> <p>Changed by repeatedly pressing the corresponding button on the remote or the unit.</p> <p>Cycles through the different preset light settings of the unit, this includes different combinations of colors of the flame base and media lighting.</p> <p>! NOTE: Two of the themes in the cycle are a prism where the unit cycles through a variety of colors. Pressing the  stops the cycling and holds the unit on the preferred color, indicated by a solid circle. When the unit is on prism, and is cycling through the colors, a rotating circle will be displayed.</p>
I		Brightness	<p>Changes the Brightness of the lights in the unit.</p> <p>Adjusted by repeatedly pressing the corresponding button on the remote or the unit.</p> <p>Indicated by the second digit on the Display changing to show: “H” (high), and “L” (low).</p>

	Icon	Function	Description
J		Sleep Timer	<p>The Sleep Timer can be set to automatically shut off the fireplace after a preset time (from 30 minutes to 8 hours).</p> <p>To set the timer press the timer button on the remote, repeatedly, until the desired time is displayed.</p> <p>The Display will display the different times as it is adjusted. Once the timer has begun, pressing the  button will display the time remaining before the unit turns Off.</p> <p>! NOTE: The Sleep Timer can be canceled at any time by pressing the  button repeatedly until the sleep timer displays nothing.</p>

RESETTING THE TEMPERATURE CUTOFF SWITCH

Should the heater overheat, an automatic cut out will turn the whole unit off and it will not come back on without being reset. If the  button on the unit is pressed, Er2 will be displayed on the unit. It can be reset by turning the unit off at the main disconnect panel and waiting 5 minutes before turning the unit back on.

⚠ CAUTION: If you need to continuously reset the heater, turn the unit off at the main disconnect panel and call technical support.

REMOTE CONTROL BATTERY REPLACEMENT

To replace the Battery:

1. Slide battery cover open on the remote control.
2. Correctly install one 3 Volt (CR2032 [longer life] or CR2025) Battery in the battery holder.
3. Close the battery cover.



Battery must be recycled or disposed of properly. Check with your Local Authority or Retailer for recycling advice in your area

GENERAL MAINTENANCE

⚠ WARNING: Disconnect power and allow heater to cool before attempting any maintenance or cleaning to reduce the risk of fire, electric shock or damage to persons.

! NOTE: The fireplace should not be operated with an accumulation of dust or dirt on or in the unit, as this can cause a build up of heat and eventual damage. For this reason the heater must be inspected regularly, depending upon conditions and at a minimum yearly intervals.

Partially Reflective Glass Cleaning

The partially reflective glass is cleaned in the factory during the assembly operation. During shipment, installation, handling, etc., the partially reflective glass may collect dust particles; these can be removed by dusting lightly with a clean dry cloth.

To remove fingerprints or other marks, the partially reflective glass can be cleaned with a damp cloth. The partially reflective glass should be completely dried with a lint free cloth to prevent water spots. To prevent scratching, do not use abrasive cleaners.

Fireplace Surface Cleaning

Use only a damp cloth to clean painted surfaces of the fireplace. Do not use abrasive cleaners.

Recycling

For electrical products sold within the European Community. At the end of the electrical products useful life it should 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.



After Sales Service

Your product is guaranteed for one year from the date of purchase.

Within this period, we undertake to repair or exchange this product free of charge (excluding lamps & 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.

Should you require after sales service you should contact our customer services the contact number is located on your warranty card. It would assist us if you can quote the model number, series, date of purchase, and nature of the fault at the time of your call. The customer services help desk will also be able to advise you should you need to purchase any spares.

Please do not return a faulty product to us in the first instance as this may result in loss or damage and delay in providing you with a satisfactory service.

Please retain your receipt as proof of purchase.

TWO YEAR LIMITED WARRANTY

Products to which this limited warranty applies

This limited warranty applies to your newly purchased Real Flame IGNITE XL fireplace. This limited warranty applies only to purchases made in any State and Territory of Australia and New Zealand. This limited warranty applies to the original purchaser of the product only and is not transferable.

What this limited warranty covers and for how long

Products covered by this limited warranty have been tested and inspected prior to shipment and, subject to the provisions of this warranty, Glen Dimplex warrants such products to be free from defects in material and workmanship for a period of 2 years from the date of the first purchase of this product. The limited 2 year warranty period also applies to any implied warranties that may exist under applicable law. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to the purchaser.

What this limited warranty does not cover

This limited warranty does not apply to products that have been repaired (except by Glen Dimplex or its authorised service representatives) or otherwise altered. This limited warranty does further not apply to defects resulting from misuse, abuse, accident, neglect, incorrect installation, improper maintenance or handling, or operation with an incorrect power source.

What you must do to get service under this limited warranty

Defects must be brought to the attention of Technical Service at 1300 554 155 for Australia and 09 274 8265 for New Zealand. Please have proof of purchase, catalogue/ model and serial numbers available when calling. Limited warranty service requires a proof of purchase of the product.

What Glen Dimplex will do in the event of a defect

In the event a product or part covered by this limited warranty is proven to be defective in material or workmanship during the 2 years limited warranty period you have the following rights:

- 1) Glen Dimplex will in its sole discretion either repair or replace such defective product or part without charge. If Glen Dimplex is unable to repair or replace such product or part, or if repair or replacement is not commercially practicable or cannot be timely made, Glen Dimplex may, in lieu of repair or replacement, choose to refund the purchase price for such product or part.
- 2) Limited warranty service will be performed solely by dealers or service agents of Glen Dimplex authorised to provide limited warranty services.
- 3) The purchaser is responsible for removal and transportation of such product or part (and any repaired or replacement product or part) to and from the authorised dealer's or service agent's place of business.
- 4) This limited warranty does not entitle the purchaser to on-site or in-home services. On-site or in-home services may be performed at the purchaser's request and expense at Glen Dimplex's then-current rates for such services.
- 5) Glen Dimplex will not be responsible for, and the limited warranty services shall not include, any

expense incurred for installation or removal of the product or part (or any replacement product or part) or any labour or transportation costs. Such costs shall be the purchaser's responsibility.

What Glen Dimplex and its dealers and service agents are also not responsible for:

IN NO EVENT WILL GLEN DIMPLEX, OR ITS DIRECTORS, OFFICERS, OR AGENTS, BE LIABLE TO THE PURCHASER OR ANY THIRD PARTY, WHETHER IN CONTRACT, IN TORT, OR ON ANY OTHER BASIS, FOR ANY INDIRECT, SPECIAL, PUNITIVE, EXEMPLARY, CONSEQUENTIAL, OR INCIDENTAL LOSS, COST, OR DAMAGE ARISING OUT OF OR IN CONNECTION WITH THE SALE, MAINTENANCE, USE, OR INABILITY TO USE THE PRODUCT, EVEN IF GLEN DIMPLEX OR ITS DIRECTORS, OFFICERS, OR AGENTS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSSES, COSTS OR DAMAGES, OR IF SUCH LOSSES, COSTS, OR DAMAGES ARE FORESEEABLE. IN NO EVENT WILL GLEN DIMPLEX, OR ITS OFFICERS, DIRECTORS, OR AGENTS BE LIABLE FOR ANY DIRECT LOSSES, COSTS, OR DAMAGES THAT EXCEED THE PURCHASE PRICE OF THE PRODUCT. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO THE PURCHASER.



Website:

www.realflame.com.au

www.realflame.co.nz

Telephone:

AU: 1300 554 155

NZ: +64 9 274 8265

This product is protected by Intellectual property rights and patents owned by the Glen Dimplex Group on an international basis. The Glen Dimplex Group of Companies will actively protect these rights.

© Glen Dimplex.

All rights reserved. Material contained in this publication may not be reproduced in whole or in part, without prior permission in writing from Glen Dimplex.