

# Metalfire

## AVENUE SERIES

AVENUE L MF 1300-95 GHE 1S



### Installation and user's manual



# 1 Table of contents

1	Table of contents.....	3
2	Introduction .....	5
3	Safety .....	6
3.1	CE certification mark.....	6
3.2	Safety instructions during installation .....	6
3.1	Safety instructions for user .....	6
3.2	Fireplace safety functions .....	6
4	Technical specifications.....	7
4.1	Fireplace characteristics .....	7
4.1.2	Fireplace dimensions .....	9
4.2	Gas and electricity connection .....	10
4.3	Conversion to another gas type. ....	10
5	Installation instructions and positioning.....	11
5.1	Description of supplied parts.....	11
5.2	Installing and positioning the fireplace.....	11
5.2.1	Positioning the fireplace .....	11
5.2.2	Install fire .....	11
5.3	Flue configuration .....	15
5.3.1	Concentric flue system components.....	15
5.3.2	Flue gas discharge configurations – Balanced Flue Equivalent (BFE).....	17
5.4	Convection system .....	19
5.5	Gas and electricity connection .....	23
5.6	Gas control components.....	25
5.6.1	Honeywell ESYS – black remote control.....	25
5.7	Positioning the diaphragm in the fireplace.....	31
5.8	Removal of the packaging parts in the combustion chamber .....	31
5.9	The remote control .....	32
5.10	Removing and fitting the door glass .....	33
5.10.1	Removing the door glass:.....	33
5.10.2	Fitting the door glass in the fireplace: .....	35
5.11	Removing and fitting the burner .....	37
5.11.1	Loosening/replacing the pilot light set.....	37
5.11.2	Replacing the burner unit .....	39
5.12	Installing the cast iron reeded panels .....	44
5.13	Checking the flue gas discharge and air supply.....	44
5.14	Basic test for the fireplace.....	45
5.15	Positioning the ceramic logs/decorative items .....	45
5.15.1	Ceramic log set.....	46
6	Operating instructions.....	52
6.1	Safety aspects.....	52
6.2	Remote control functions .....	52
6.2.1	Introduction.....	52
6.2.2	Screen and buttons.....	53
6.2.3	User menu.....	54
6.2.4	Controlling the fire.....	55
6.2.5	Installation menu.....	57
6.3	Replacing the batteries .....	59
6.4	Igniting the fire for the first time.....	59
7	Maintenance .....	60
7.1	Cleaning the glass .....	60
7.1.1	Standard ceramic glass.....	60
7.1.2	Premium matt glass .....	60
7.1.3	Cleaning agents not permitted for use on ceramic glass .....	60
7.2	Annual maintenance .....	61
8	Error analysis .....	62
8.1	Examples of error messages: .....	62
8.2	Registering the remote control again:.....	63
8.1	Possible error messages .....	64

8.2	Fault reset .....	67
9	Guarantee clause .....	68
9.1	Guarantee period.....	68
9.2	Exclusion.....	68
9.3	Proviso .....	68

## 2 Introduction

We thank you for your confidence in the Metalfire fireplace that you have purchased. Our products guarantee many years of heating comfort.

Read these installation and use instructions carefully before starting the installation. Afterwards, you hand them to the customer.

We advise you to check the appliance upon delivery for any transport damage.

The AVENUE L range consists of the following models:

AVENUE L MF 1300-95 GHE 1S

These appliances are closed-circuit gas fireplaces that must be connected to an individual flue that consists of two concentric pipes. The discharge of flue gases and the supply of combustion air takes place through this pipe system which can be installed through a wall or roof duct.

These appliances, therefore, operate independently from the air in the room.

**It is very important that these gas fireplaces are installed only by a qualified fitter, according to national and local regulations.**

Gas and electricity facilities must be implemented in accordance with national and/or local regulations.

## 3 Safety

### 3.1 CE certification mark

This appliance has been tested according to the 2009/142/EC directive that is included in the EN 613 standard. Every appliance is adjusted and functionally tested during production.

### 3.2 Safety instructions during installation

The installation of this closed-circuit gas fireplace may only be carried out by a recognized installer according to applicable national and/or local regulations.

Check before installation that the gas supply (gas type and pressure) are in accordance with the configuration of the appliance. This information can be found on the rating plate.

No other objects may be placed in the combustion chamber except the originally supplied ceramic log set.

Take the necessary precautions using incombustible materials so that items in the immediate vicinity of the appliance (curtains, floor, walls and so on) are not overheated.

All implemented safety features in the appliance may never be bypassed, changed or switched off.

If the flame protection in the appliance is activated on purpose or accidentally, putting out the fire as a result, you need to wait for three minutes before igniting it again.

The tightness of the gas connection and the flue gas discharge must be checked.

#### 3.1 Safety instructions for user

Never use this closed-circuit fireplace as an open fireplace. So always keep the door and the window in the door of the appliance closed when it is in use.

Do not use the appliance if the glass in the door is cracked or broken.

If the glass or the door are defective, a recognized Metalfire dealer must replace them immediately.

These gas fireplaces radiate significant levels of heat. The entire outside of the fireplace becomes extremely hot (the metalwork, door, glass, surface and surround, etc.).

So ensure that young children, the elderly and disabled people stay a safe distance from the fireplace so that they cannot come into contact with it, and make sure there is a guard around the fire, if necessary.

Never let children operate the fireplace without supervision.

Make sure that flammable materials (wooden mantels, curtains, flammable liquids, furniture and so on) are always separated from the fireplace by at least 1 m both above and around it.

Following installation, all visible parts of the fireplace should be considered as active heating surfaces and therefore should not be touched when the fireplace is in use. Touching these parts constitutes a risk of burns.

#### 3.2 Fireplace safety functions

The fireplaces can be provided with a pilot flame or direct ignition.

If the fireplace has a pilot flame, this will be continually on when the appliance is operating. The pilot flame is detected by an electronic ionisation detector. The gas supply to the main burner and ignition of the gas only take place after the pilot flame has been correctly detected.

If the fireplace is fitted with direct ignition, the gas supply to the main burner will open on starting up, and the gas for the whole fireplace will be immediately ignited. The flame is detected by an electronic ionisation detector.

If the pilot flame or fire is not detected during ignition, the fireplace will send an error message to the remote control screen. Error messages can be reset three times at most during a 24 hour period.

The fireplace is fitted with pressure-reducing valves on the top of the fireplace to minimize the risk of injuries due to the increase in pressure in the appliance during irregular ignition of the gas mixture.

## 4 Technical specifications

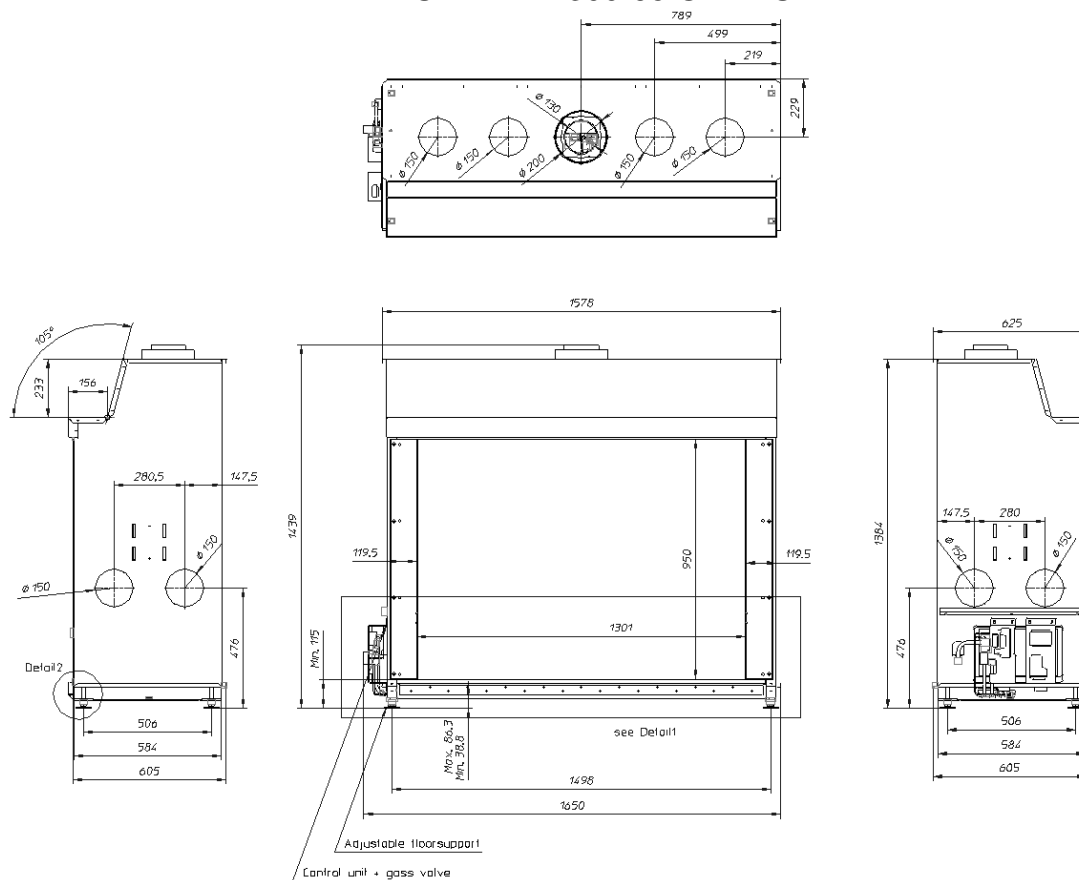
### 4.1 Fireplace characteristics

AVENUE L MF 1300-95 GHE 1S								Type C11,C31,C91	
Cat.	Gas type	Supply pressure mbar	Load Qn (Hi) kW	Nominal Heat output kW	Burner pressure mbar	Consumption m³/h	Injector mm	Category Efficiency	NO <sub>x</sub> concentration
I2E+	G20	20	14.2	11.36	17.2	1.5	Ø 2.25 mm (2x)	Class 2 (80%)	Class 5
	G25	25	13	10.4	21.4	1.6	Ø 2.25 mm (2x)	Class 2 (80%)	Class 5
I2E	G20	20	14.2	11.36	17.2	1.5	Ø 2.25 mm (2x)	Class 2 (80%)	Class 5
I2H	G20	20	14.2	11.36	17.2	1.5	Ø 2.25 mm (2x)	Class 2 (80%)	Class 5
I2L	G25	25	13	10.4	21.4	1.6	Ø 2.25 mm (2x)	Class 2 (80%)	Class 5
I2ELL	G25	20	11.7	9.36	17.1	1.4	Ø 2.25 mm (2x)	Class 2 (80%)	Class 5
I3B/P	G30	30	10.5	8.3	28.5	0.324	Ø 1.15 mm Ø 1.35 mm	Class 2 (78%)	Class 5
I3B/P	G30	50	10.5	8.3	28.5	0.324	Ø 1.15 mm Ø 1.35 mm	Class 2 (78%)	Class 5
I3+	G30	28-30	10.5	8.3	28.5	0.324	Ø 1.15 mm Ø 1.35 mm	Class 2 (78%)	Class 5
	G31	37	10.5	8.5			Ø 1.15 mm Ø 1.35 mm	Class 2 (78%)	Class 5

Overview of countries							
	I2H	I2L	I2E	I2E+	I3B/P	I3B/P	I3+
	G20 20mbar	G25 25mbar	G20 20 mbar	G20/G25 - 20/25 mbar	G30 30 mbar	G30 50 mbar	G30/G31- 28-30/37 mbar
AT	√					√	
BE				√			√
CH	√					√	√
CZ	√						√
DE			√			√	
DK	√				√		
ES	√						√
FI	√				√		
FR				√			√
GB					√		√
GR	√						√
IE	√						√
IT	√				√		√
LU			√			√	
NL		√			√		
NO	√				√		
PT	√						√
SE	√				√		
CY	√				√		√
EE	√				√		
LT	√				√		√
LV	√						
HU	√				√		
PL			√				
HR	√				√		
TR	√				√		√
SI	√				√		√
SK	√				√	√	√
MT					√		
RO	√		√		√		√

## 4.1.2 Fireplace dimensions

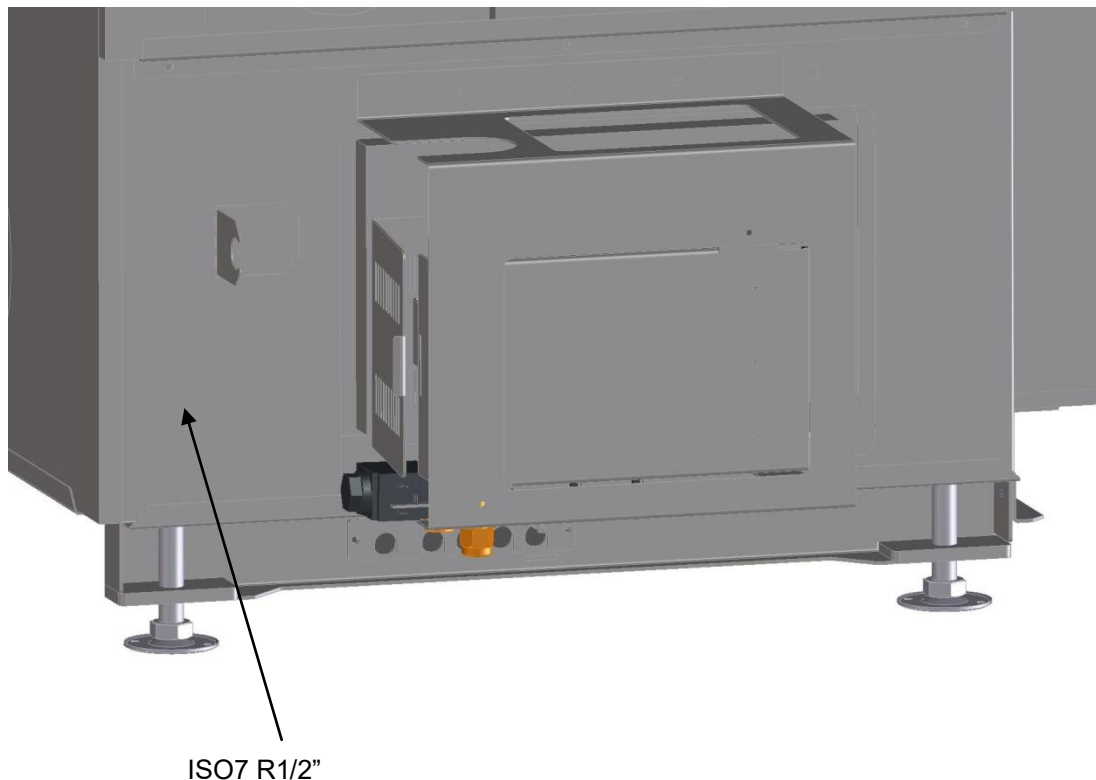
### AVENUE L MF 1300-95 GHE 1S



Weight: 308 kg (excluding reeded panels, log set and insulation boards)

## 4.2 Gas and electricity connection

The gas and electricity connection is always on the left side of the fireplace on AVENUE L MF 1S appliances. An ISO 7 R1/2" has been provided for the gas connection. There is an earthed plug for the electrical connection. A 230 V + earthed power point must be available (3 x 2.5 mm<sup>2</sup>). Both connections must always be accessible for service.



## 4.3 Conversion to another gas type.

Adjustments to convert the fireplace for use with a different gas type may only be performed by the manufacturers, namely Metalfire.

## 5 Installation instructions and positioning

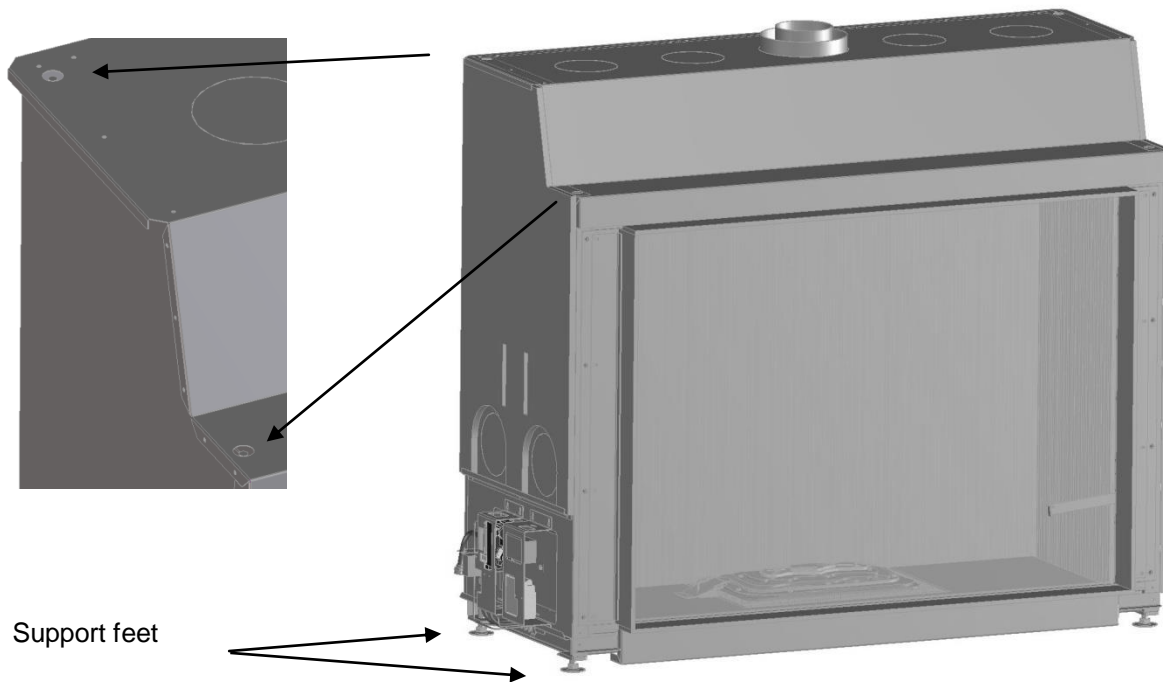
### 5.1 Description of supplied parts

- Fireplace
- Instructions for installation and use
- Ceramic log set
- Diaphragm plates
- Remote control
- Metalfire handle for the sealing system
- Tool to remove the glass door (suction pad)
- Spray paint can
- Options (reeded panels, insulation boards and frame) in accordance with the order

### 5.2 Installing and positioning the fireplace

#### 5.2.1 Positioning the fireplace

The fireplace is supplied with 4 adjustable support feet. To level the fireplace, each support foot can be continuously adjusted at the top of the fireplace. A 10 mm socket wrench can be used for this.



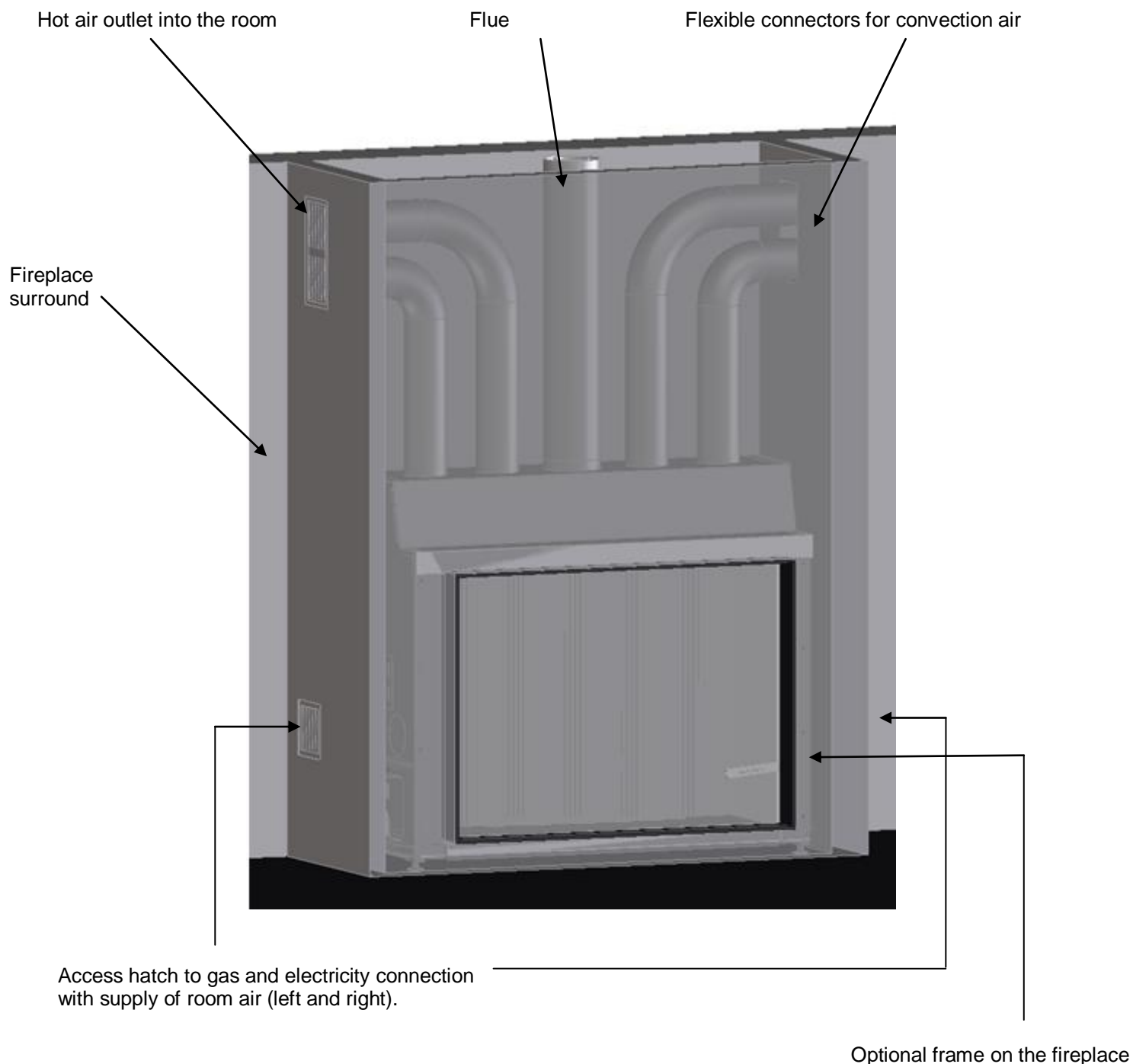
If the highest position of the support feet is not sufficient, a supporting structure must be built on which the fire can be placed. This must be strong enough to support the weight of the fire. The surface should always be strong enough to bear the weight of the fire.

#### 5.2.2 Install fire

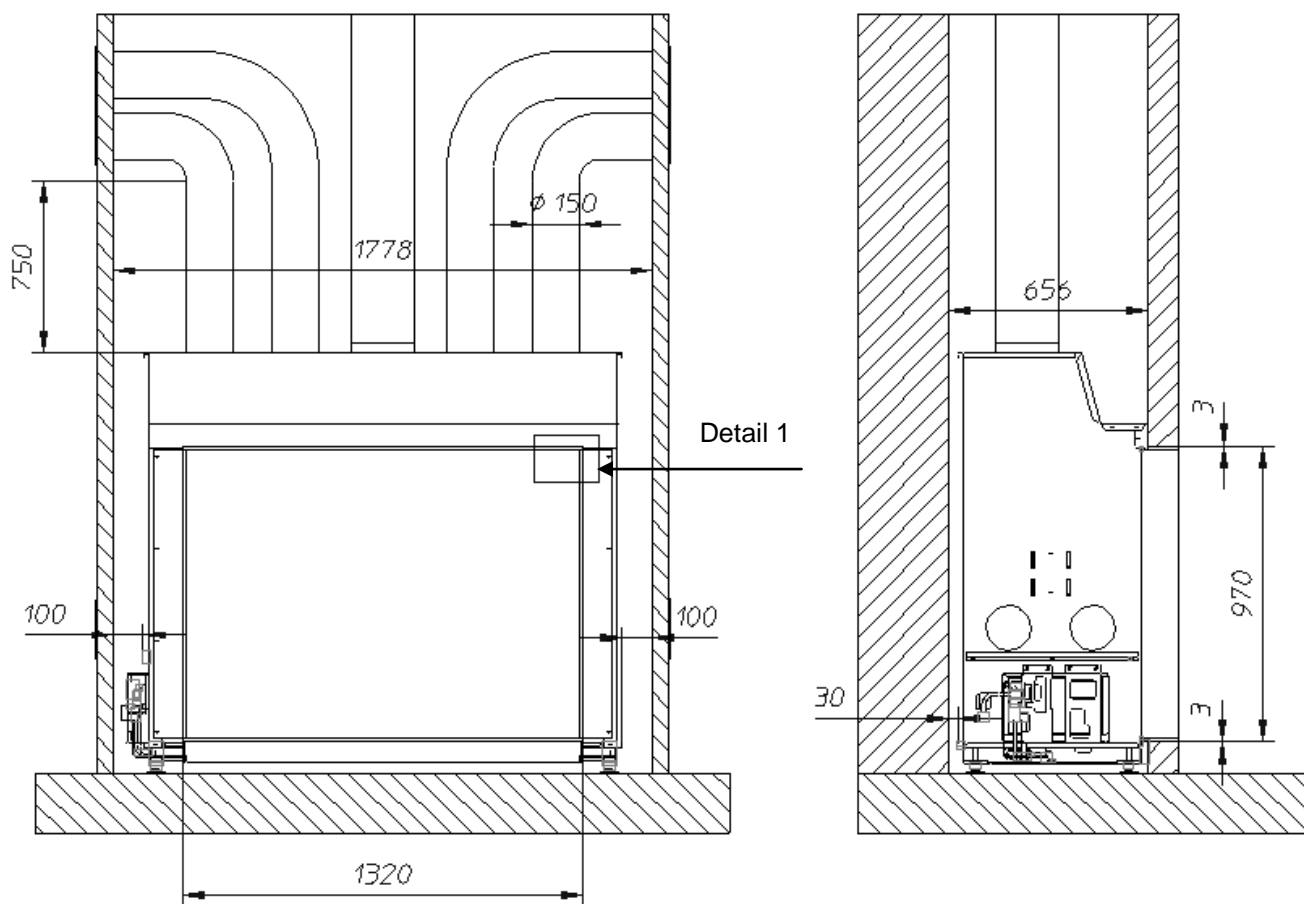
**A basic test should first be carried out before finishing the entire fireplace surround. Refer to Chapter 11.**

### 5.2.2.1 Underside of the fireplace above floor level

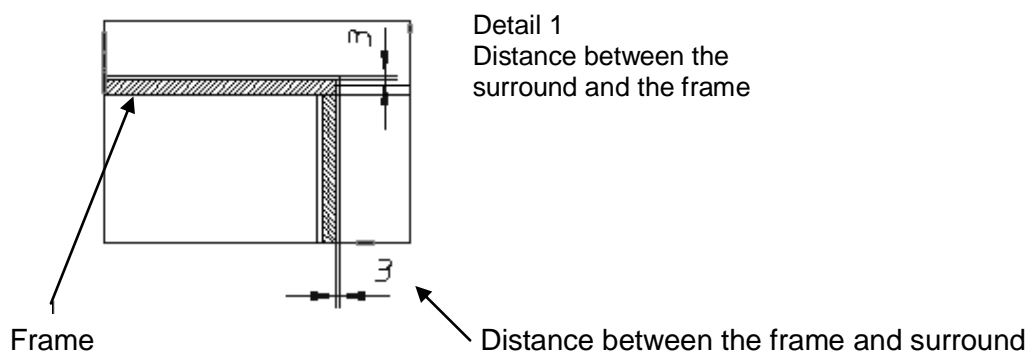
The fireplace surround and finish must be made from incombustible and heat-resistant material. There must be a minimum distance of 3 cm between the rear wall and the fireplace. There must be a minimum distance of 10 cm between the fireplace and the side walls. Metalfire offers a set of 15 mm insulation boards made of calcium silicate and cement for every type of fireplace, which can be installed directly on the fireplace. Brickwork and plastering must not be in direct contact with the fireplace or the optional mantelpiece; there must always be a gap of at least 3 mm between them.



AVENUE L MF 1300-95 GHE 1S integration with optional 90 mm frame.



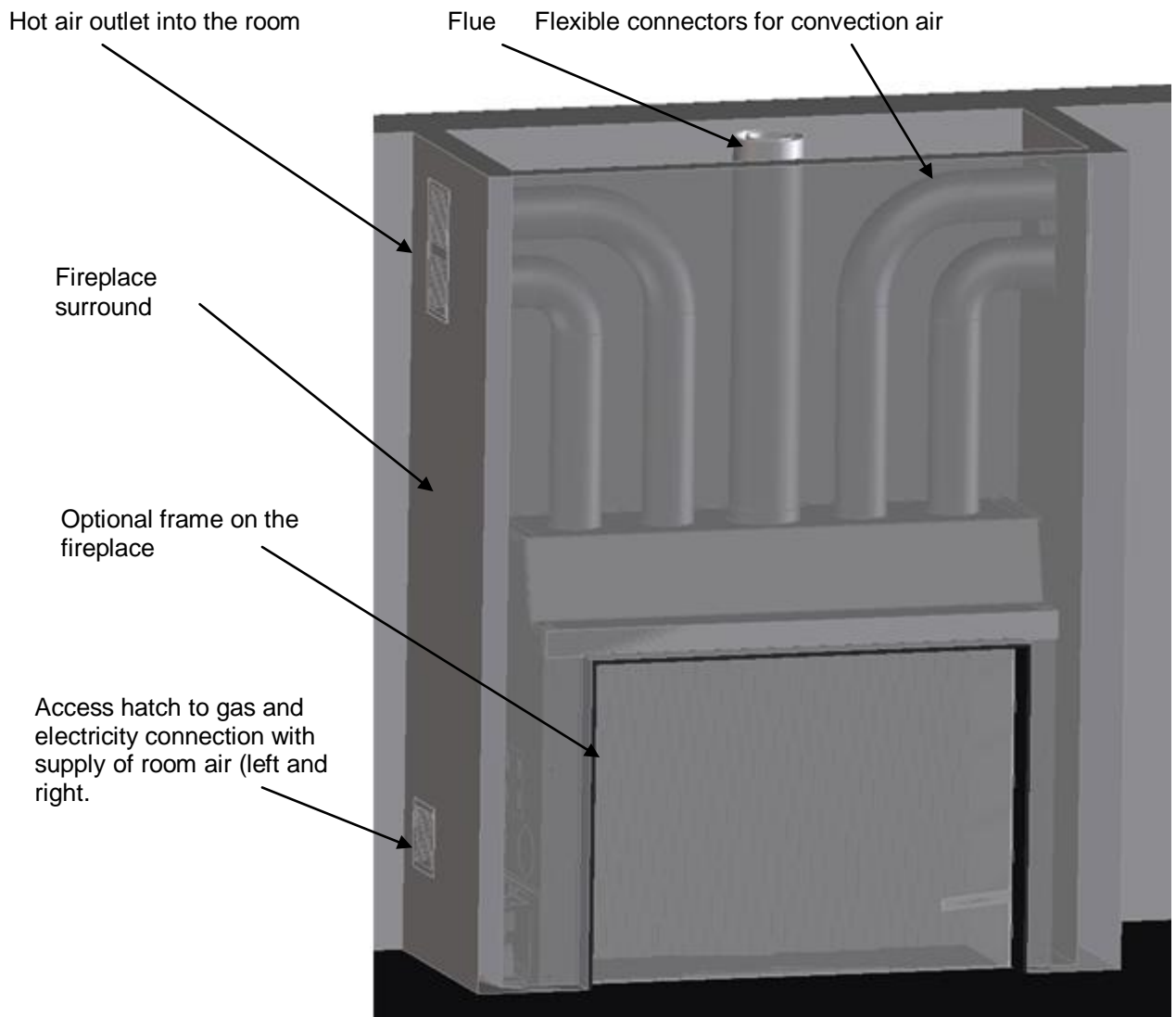
Frame outer dimensions: 1320mmx970mm



#### 5.2.2.2 Underside of the fireplace at floor level

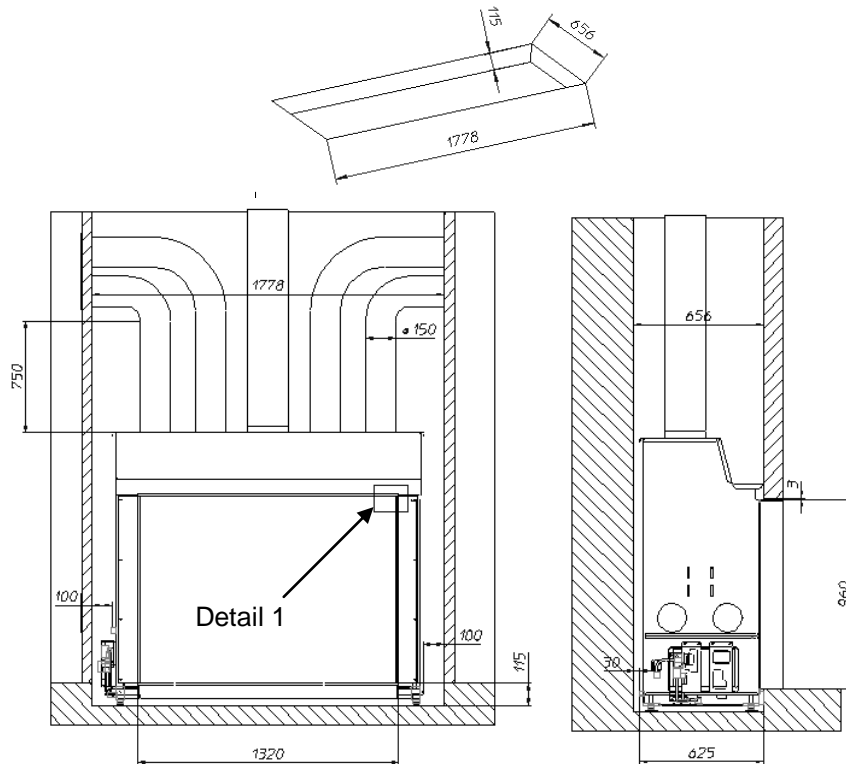
All Avenue L MF 1300-95 GHE 1S models can be integrated so that the underside of the fireplace is installed at floor level. The fireplace surround and finish must be made from incombustible and heat-resistant material. There must be a minimum distance of 3 cm between the rear wall and the fireplace. There must be a minimum distance of 10 cm between the fireplace and the side walls. Metalfire offers a set of 15 mm insulation boards made of calcium silicate and cement for every type of fireplace, which can be installed directly on the fireplace. Brickwork and plastering must not be in direct contact with the fireplace or the optional mantelpiece; there must always be a gap of at least 3 mm between them.

There must be a minimum distance of 4 cm at all times between the underside of the fireplace and the bottom of the floor recess. A recess must be provided in the floor with the minimum dimensions as specified in the figure below for installing the fireplace. The option must always be available to supply room air through the grates at the bottom of the side walls and to keep the gas and electricity connection accessible.

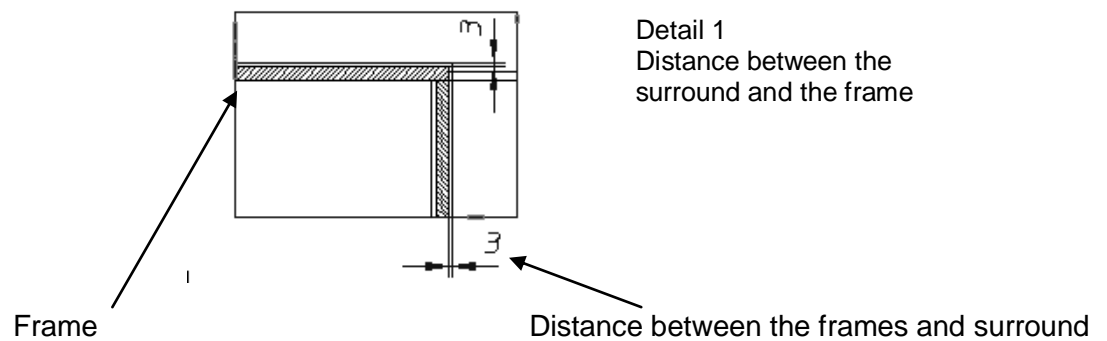


AVENUE L MF 1300-95 GHE 1S underside of the fireplace installed at floor level

Dimensions of the recess in the floor:



Frame outer dimensions: 1320mmx960mm



## 5.3 Flue configuration

### 5.3.1 Concentric flue system components

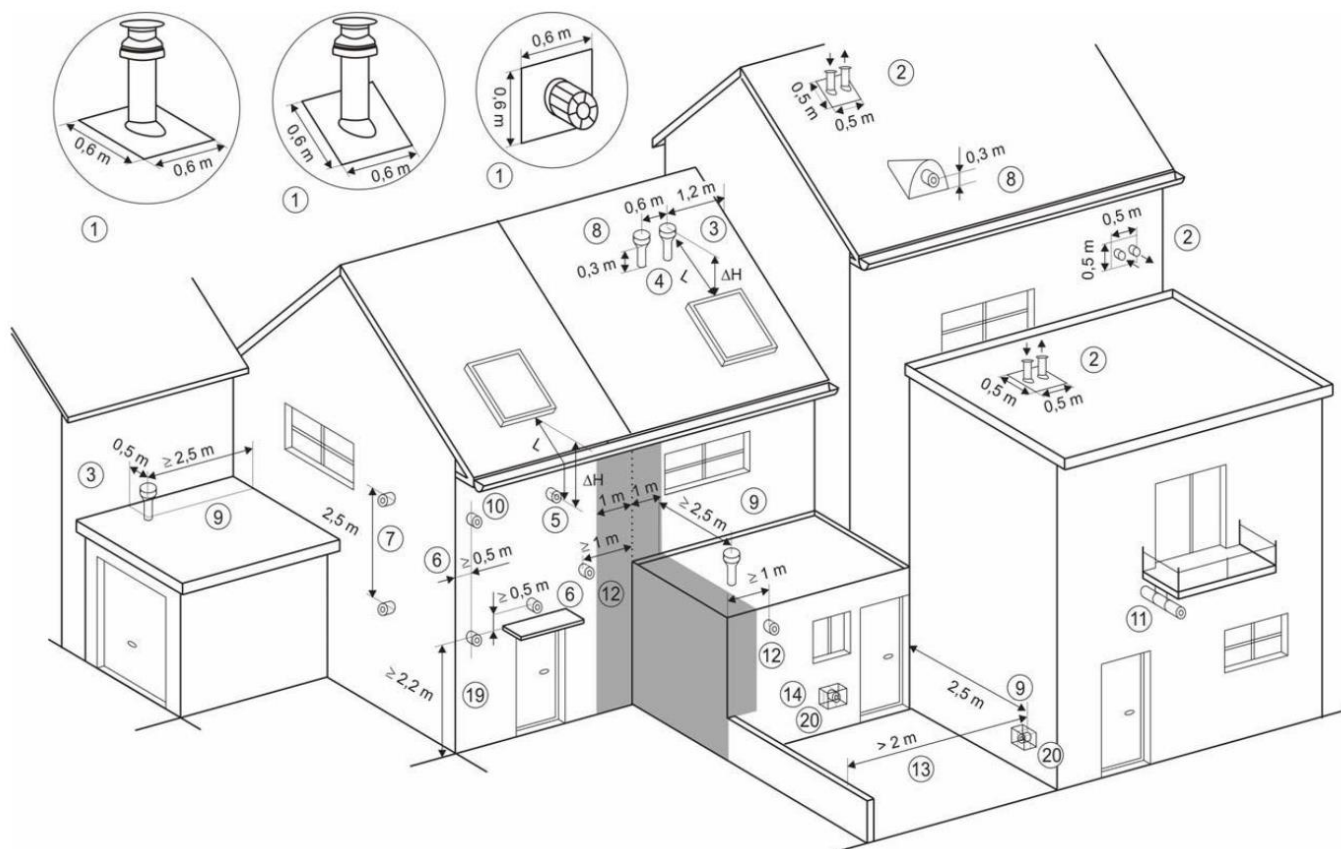
Only 'Schiedel Metaloterm' concentric flues (US system) may be used to connect to the fireplaces. A space of at least 50 mm must be kept free between the outside of the flue and the wall or ceiling. The outer pipe casing can reach temperatures of up to 140 °C. No part of the flue configuration may descend.

The installation instructions and manuals can be found by visiting the website below:

<http://www.metaloterm.com/>

The position of the flue outlet must comply with the following standards:

NBN 51/003 for Belgium  
 NEN 2757 for the Netherlands  
 NFD 35-377 for France



Overview of outlet positioning according to NBN 51/003 for Belgium  
 Outlets may not be positioned in the grey zone.

### 5.3.2 Flue gas discharge configurations – Balanced Flue Equivalent (BFE)

For optimal operation of the closed-circuit gas appliance the flue pipes must have the right diameter. The calculation of the right diameter can be done by calculating the “Balanced Flue Equivalent” or “BFE” value. This is a value determined by the route of the flue. Which diameter of flue must be used depends on the gas type and the type of appliance.

Calculating the BFE:

Description	Length/shape	BFE-coefficient
Vertical length	0,25 M	+ 0,25
	0,50 M	+ 0,5
	1,00 M	+ 1
Horizontal length	0,25 M	- 0,25
	0,50 M	- 0,5
	1,00 M	- 1
Length at 45 °		0
Bend	30°	- 0,3
	45°	- 0,5
	90°	- 1
Reducer		0
Vertical outlet		0
Horizontal outlet		0

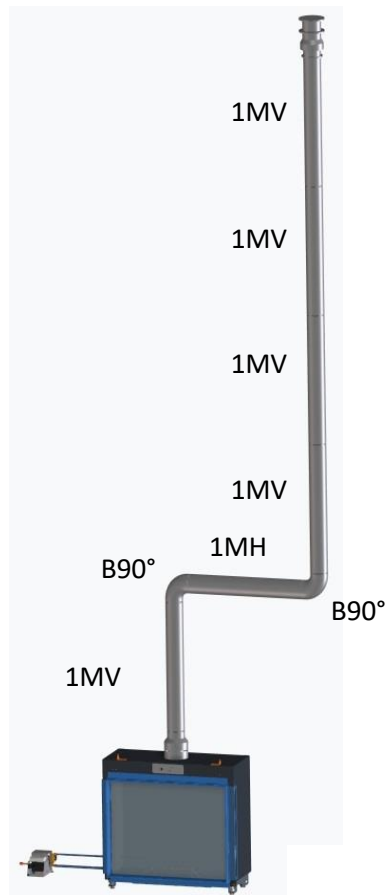
Example:

	Configuration	BFE
Calculation	1 m vertical	+ 1
	1 x bend 90 °	- 1
	1 m horizontal	- 1
	1 x bend 90 °	- 1
	1 m vertical	+ 1
	1 m vertical	+ 1
	1 m vertical	+ 1
	1 m vertical	+ 1
	vertical outlet	+ 0
<b>BFE</b>		<b>+ 2</b>

For appliance AVENUE MF 1050-75 GHE using natural gas (NG)

BFE = + 2

Flue can be provided with diameter 100/150  
with smoke inhibitor plate in gas appliance



Comparison table:

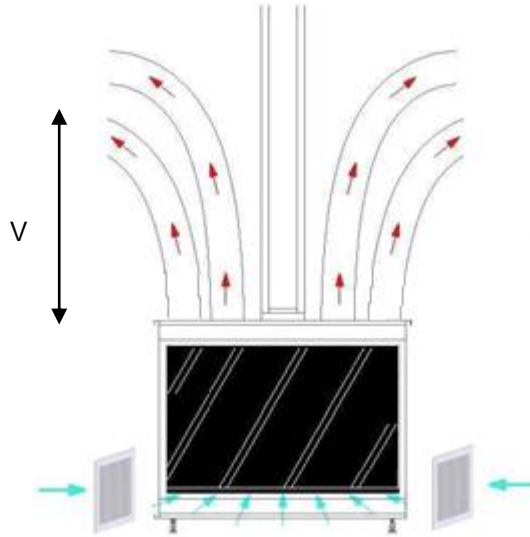
	NG						LPG					
	100/150 without smoke inhibitor plate			100/150 with smoke inhibitor plate			100/150 without smoke inhibitor plate			100/150 with smoke inhibitor plate		
AVN L 1300-95 1S	+3,00	<b>BFE</b>	+3,75	+4,00	<b>BFE</b>	+12,00	+3,00	<b>BFE</b>	+3,75	+4,00	<b>BFE</b>	+12,00
	130/200 without smoke inhibitor plate			130/200 with smoke inhibitor plate and/or + diaphragm Ø70/80/90			130/200 without smoke inhibitor plate			130/200 with smoke inhibitor plate and/or + diaphragm Ø70/80/90		
AVN L 1300-95 1S	-3,00	<b>BFE</b>	-0,25	0,00	<b>BFE</b>	+12,00	-3,00	<b>BFE</b>	-0,25	0,00	<b>BFE</b>	+12,00



## 5.4 Convection system

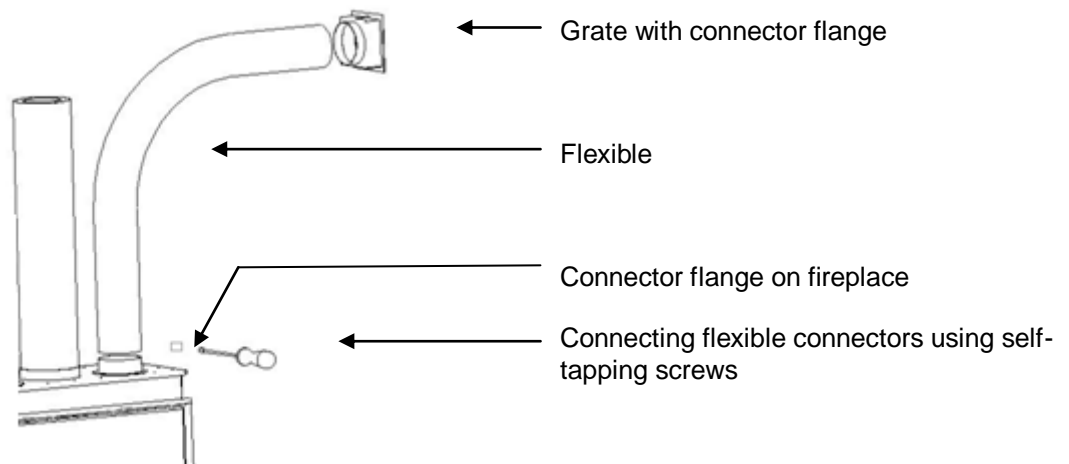
The fireplace is fully enclosed by a convection mantle. Natural draught draws the room air up through the side walls.

Four openings must also be made available in the top plate of the convection mantle for connecting flexible tubes (150 diameter) to blow hot air back into the room through the discharge openings at the top of the chimney. The minimum 'V' ascent height is 0.75 metres.

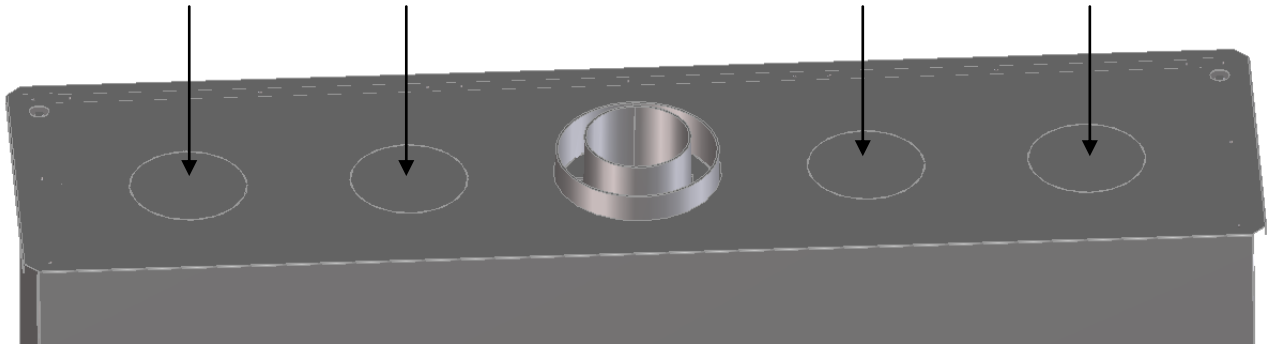


A suction opening must be provided for the supply of room air at the bottom in the side walls of the appliance's surround or on the front side of the surround or add-on frame. Metalfire offers inlet grates or modified frame designs for this.

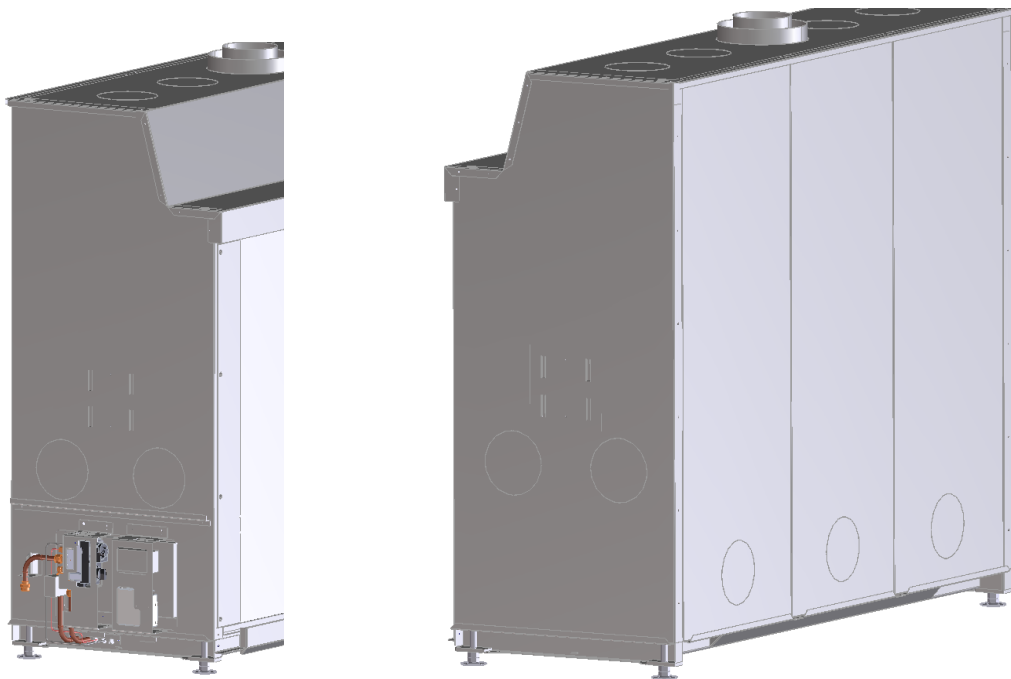
Metalfire offers flexible tubes in combination with design grates to discharge the heated air. These grates are available as a single or double model.



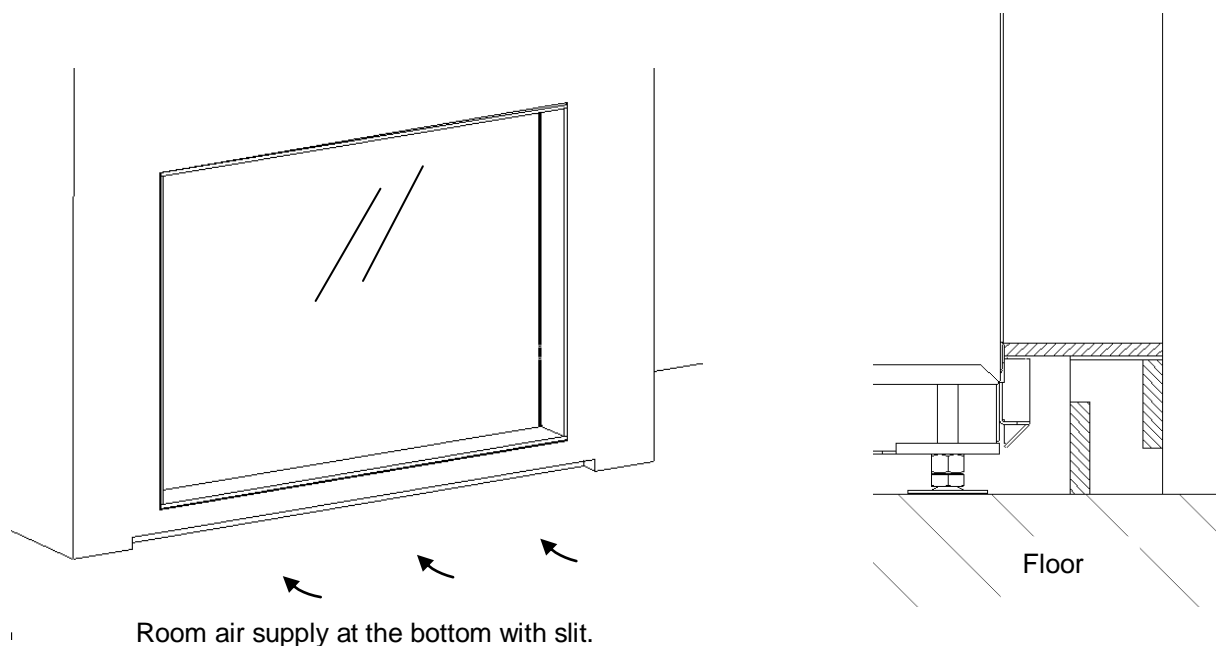
There must always be 4 flexible connectors to guide the convection air to the room. There are 4 connections at the top of the appliance. The pre-cut Ø150 mm plates can be removed by tapping them.



There are 7 connections in total at the bottom on the side to the left and right of the appliance as well as at the bottom on the rear side of the appliance. Four connections must be used at all times. Ensure that this is done symmetrically, for example, 2 left and 2 right. These pre-cut Ø150 mm plates can also be removed by tapping them.



If it is impossible to supply the room air at the bottom of the sides of the surround for AVENUE L MF 1300-95 GHE 1S appliances, an opening must be provided on the bottom side at the front for the room air supply. One option is a finish at the bottom of the frame that has a slit through which the air can be drawn. **See the outline drawing below for a slit when installing the fireplace above floor level.**

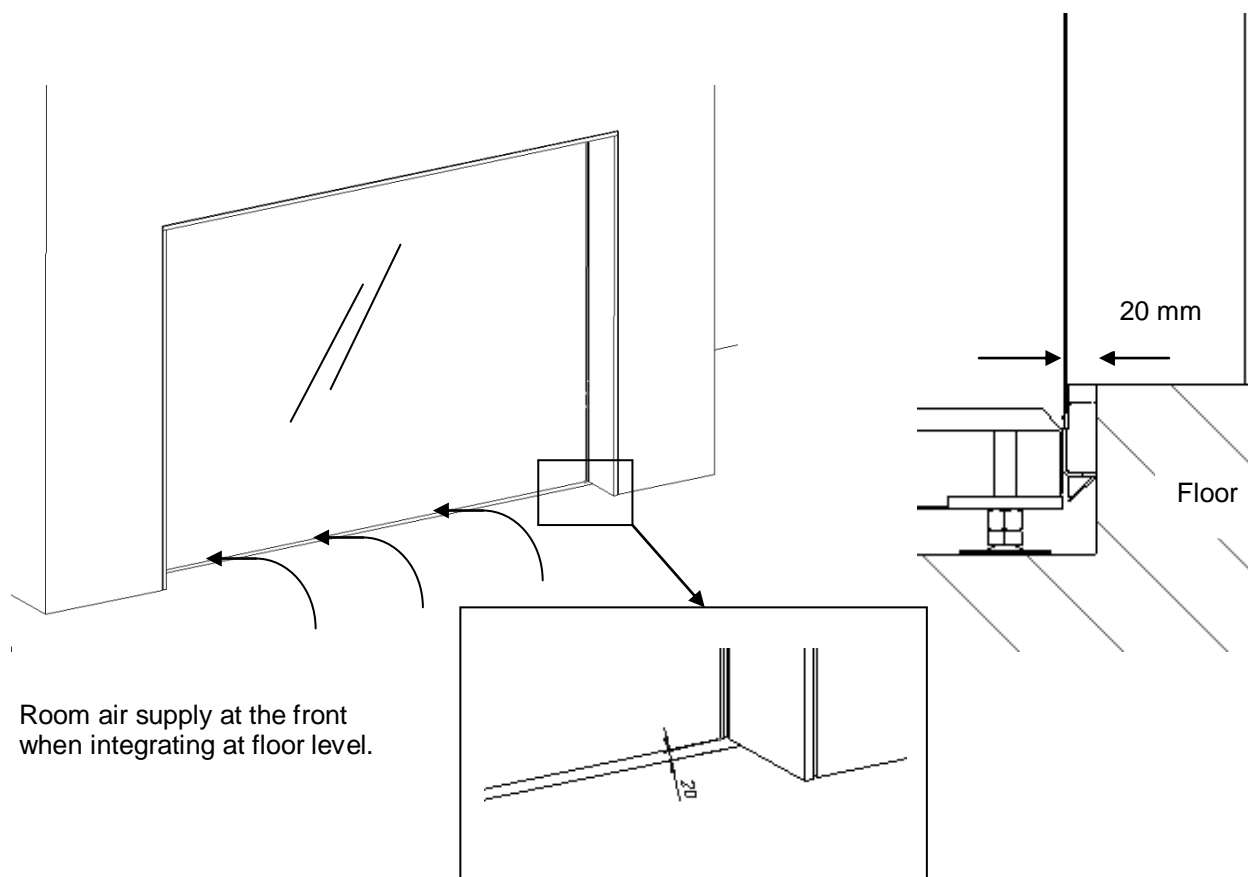


The size of the opening at the bottom of the fireplace determines the volume of room air that will be drawn through natural convection.

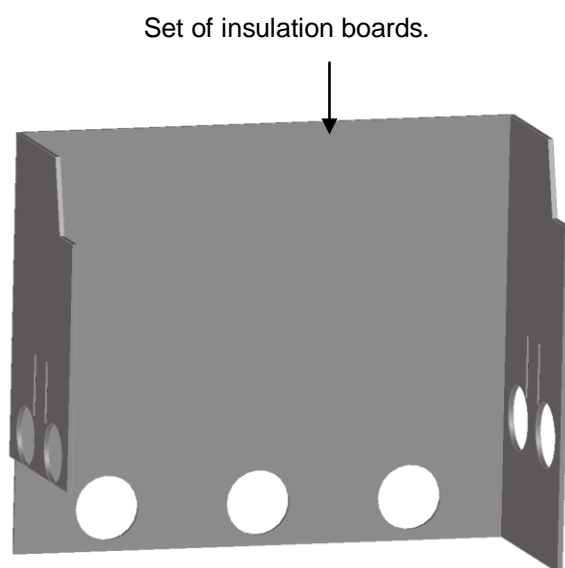
The table below gives you the net throughput surface area that is required. Note that the surface area of the opening may not be smaller than these values to ensure that the fireplace cannot overheat.

Intake of air to convection mantle	Minimum of $700 \text{ cm}^2 + 4 \times \text{Ø}150$
Convection mantle outflow air	Minimum of $700 \text{ cm}^2 + 4 \times \text{Ø}150$

If the fireplace is installed at floor level, an additional air gap 20 mm must be provided between the fireplace and the floor in addition to the left and right fireplace connection. **See the outline drawing below for the installation of the fireplace level with the floor.**



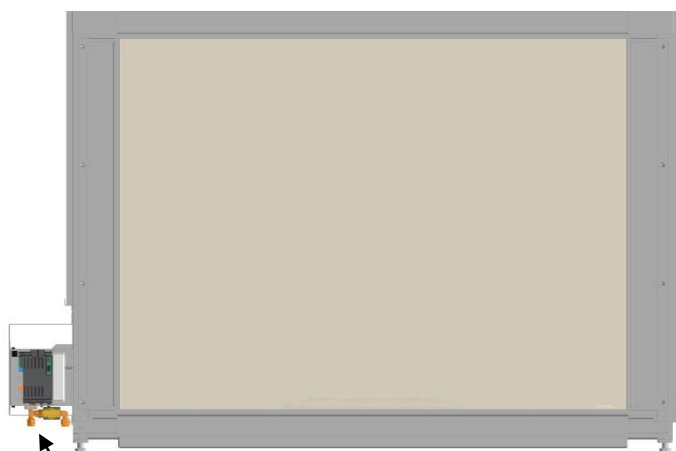
A set of insulation boards can be supplied for every fireplace type. They can be installed directly on to the fireplace.



## 5.5 Gas and electricity connection

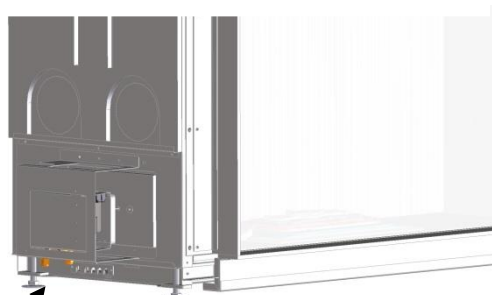
The fireplace must be connected to the gas type specified on the appliance.

A ISO7-R1/2" connection has been provided on the left side of the fireplace to connect the gas supply. You will also find the electronic control components of the fireplace here.



Gas supply connection  
on the left side of the appliance.

View of the control components from the  
outside.

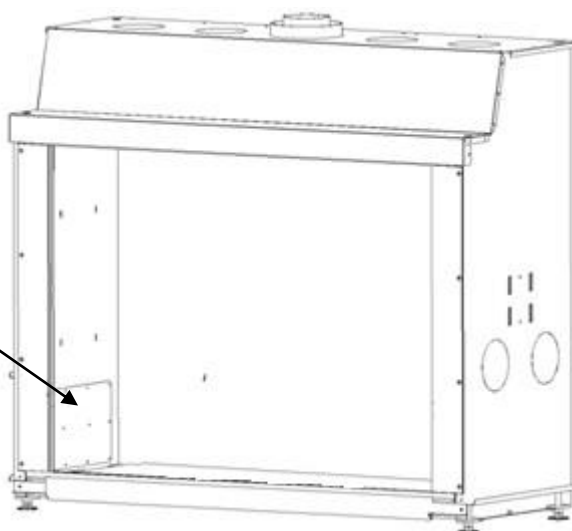


ISO7-R1/2" gas supply connection

The gas valve and the control electronics are next to the gas supply.

They can be reached through a hatch on the left inside side of the fireplace or through a hatch installed in the surround.

Access hatch to the control  
components on the left  
inside the fireplace surround.

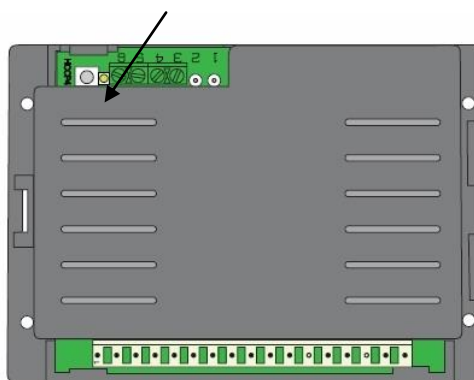


The fireplace must be connected to the gas type specified on the rating plate on the appliance.  
All control components with electrical connections and the ISO7-R1/2" gas connection are in a separate box that is connected to the fireplace via flexible gas hoses.

As standard practice, this is connected to the left-hand side of the fireplace.  
When ordering, customers have the option of requesting a different layout



If the electricity is connected correctly, a red LED will start to flash slowly on the receiver.  
If this LED flashes quickly, the phases in the connector must be swapped.



### **Installing an approved gas tap is mandatory.**

The gas tap and electrical connections must always be set up in such a way that it is possible to access them after fireplace has been installed.  
The connection must be tested to determine leak tightness after connecting the fireplace to the gas supply pipe.

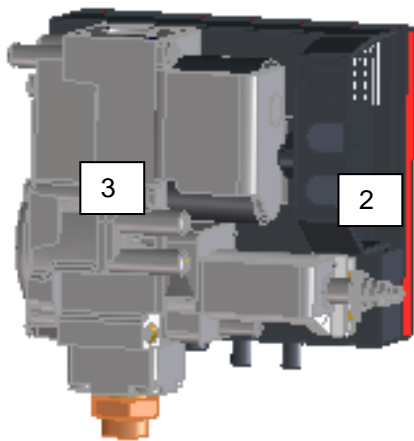
## 5.6 Gas control components

### 5.6.1 Honeywell ESYS – black remote control

#### 5.6.1.1 Control components



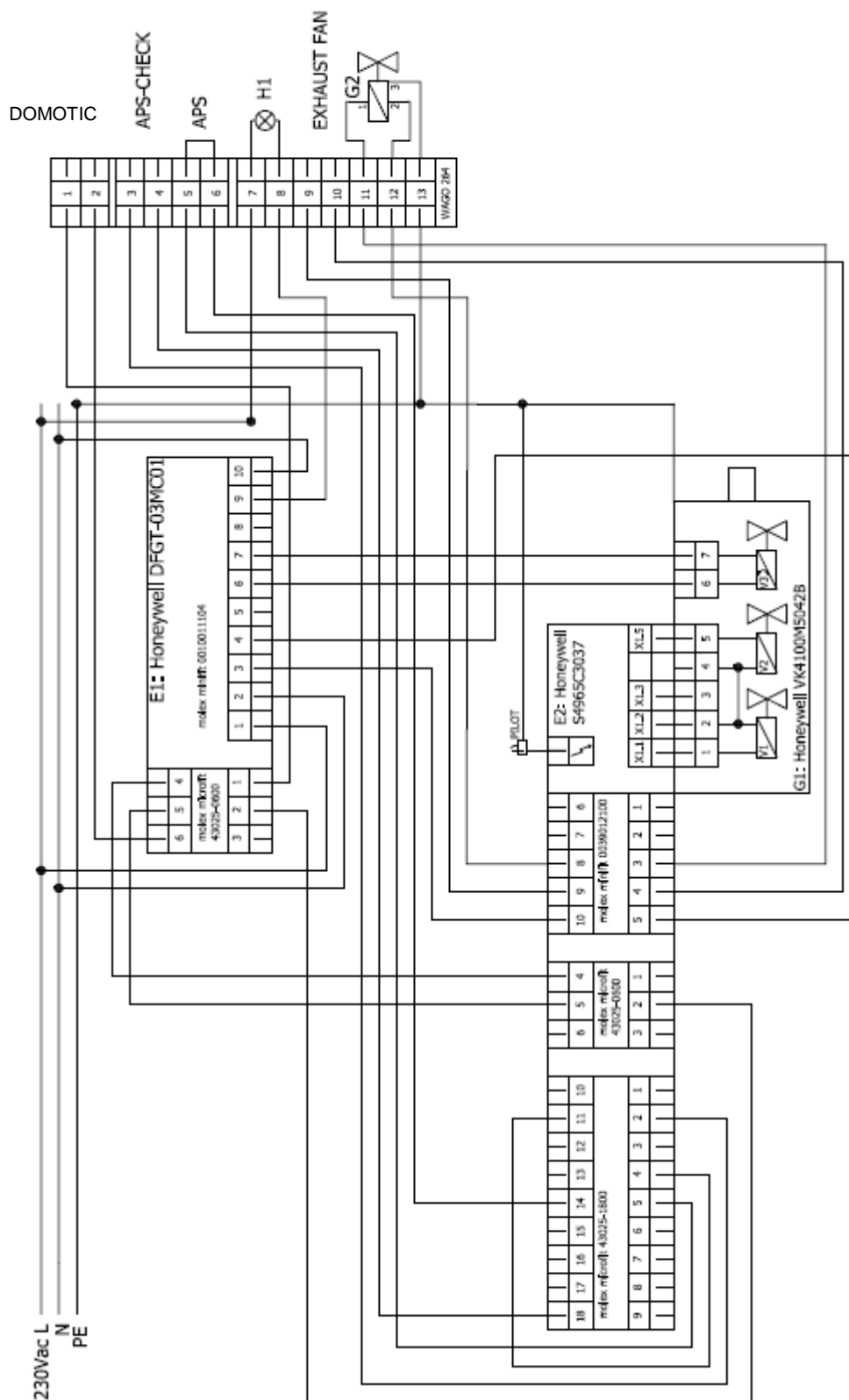
1. Receiver DFGT-03MC01
2. Electronic burner unit S4965C3037B
3. Gas valve VK4100
4. Remote control

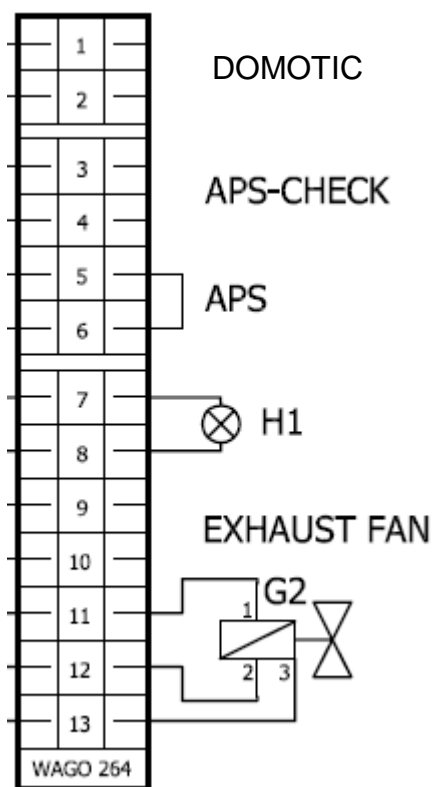




1	DOMOTIC	Connection possibility for domotics (house automation system)
2		
3	APS-CHECK	Extra contact if optional exhaust fan is used
4		
5	APS	Feedback contact if optional exhaust fan is used
6		
7	OPTION	Under construction
8		
9	VALVE/EXHAUST FAN	Start signal for exhaust fan, if used
10		
11	2 <sup>ND</sup> GAS VALVE	Connection 2nd gas valve
12		
13		

### 5.6.1.2 General connection diagram:

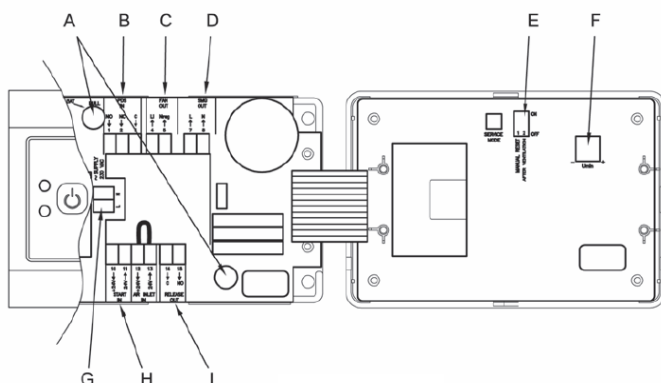




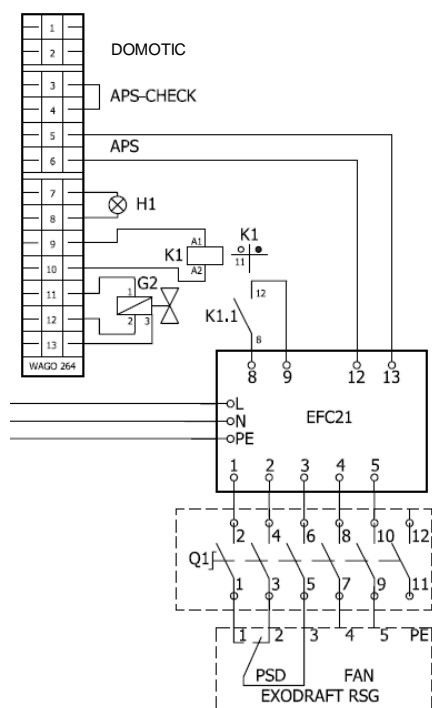
1	DOMOTIC	Connection possibility for domotics (house automation system)
2		
3	APS-CHECK	Extra contact if optional exhaust fan is used
4		
5	APS	Feedback contact if optional exhaust fan is used
6		
7	OPTION	Under construction
8		
9	VALVE/EXHAUST FAN	Start signal for exhaust fan, if used
10		
11	2 <sup>ND</sup> GAS VALVE	Connection 2nd gas valve
12		
13		

### 5.6.1.3 Connection diagram with flue gas fan

#### EFC 21 control for flue gas fan



- A: Fuse
- B: Internal control pressure difference switch
- C: Output to fan motor
- G: Supply voltage 230V 50Hz
- H: Input On/Off signal from the fireplace electronics (FAN)
- I: Release signal to the fireplace electronics (pressure switch)



1	DOMOTIC	Connection possibility for domotics (house automation system)
2		
3	APS-CHECK	Short cut contact if exhaust fan is used
4		
5	APS	Contact connected with EFC21 – 12/13 if exhaust fan is used
6		
7	OPTION	Under construction
8		
9	VALVE/EXHAUST FAN	Contact connected with EFC21 – 8/9 if exhaust fan is used
10		
11	2 <sup>ND</sup> GAS VALVE	Connection 2nd gas valve
12		
13		

#### 5.6.1.4 Connection of the home automation system to the receiver

Two external connection terminals are provided for this: blue terminal 1 and 2.

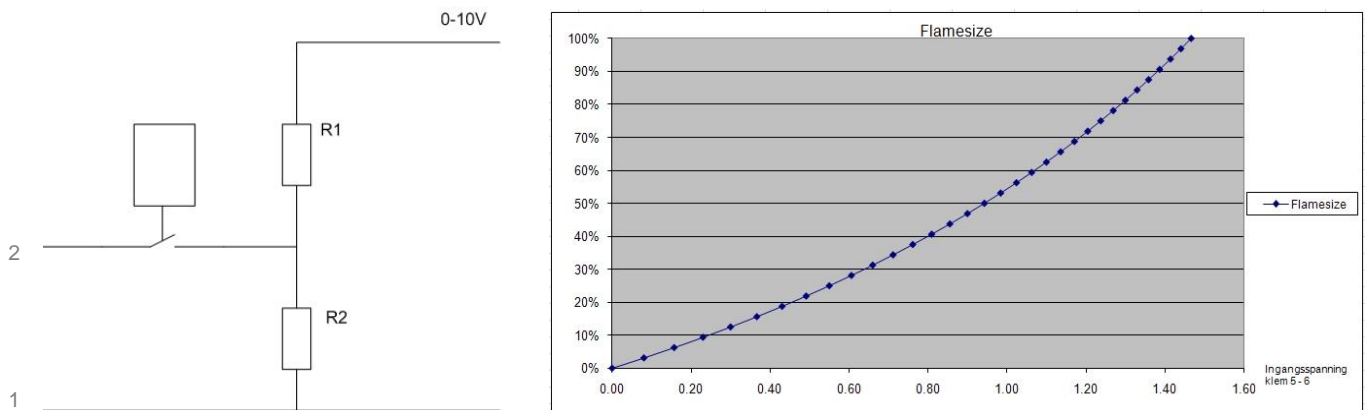
When these terminals receive the appropriate signals, the fire can be controlled by a home automation system. Once the fire is being controlled by the home automation system, it is no longer permitted to use the remote control supplied.

Making a contact between the blue terminals 1 and 2 starts the fire. The pilot flame is then activated. Once the pilot flame has been detected by the fire control system, the main burner will start up at maximum capacity. After 30 seconds, the flame height will adjust depending on the voltage level on blue terminals 1 and 2.

This voltage must have a value between 0 and 1.5V and may be a maximum of 1.8V.

When the contact between blue terminal 1 and 2 is opened the main burner will immediately extinguish. The pilot flame continues to burn. Making the contact again will start the main burner once more.

As the home automation system cannot usually supply the required voltage to the receiver, a resistance connection must be integrated as illustrated in the figure below.



If the output voltage of the home automation system is for example 0 V to 10 V, with resistors R1 and R2 the voltage must be reduced between blue terminal 1 and 2 to a level between 0 V and 1.5V.

The values of the resistors must preferably be as low as possible.

Calculation example: Home automation system 0 – 10 V; Current level 5 mA

$(R1+R2)/R2 = 10V/1.8V = 5.55$  and  $R1+R2 = 10V/0.005A$

R1+R2 must therefore amount to a minimum of 2000 ohm.

If we assume R2 = 510 ohm, R1 = 3000 ohm.

If the properties of the home automation system differ from this calculation example, the value of R1 and R2 must be recalculated.

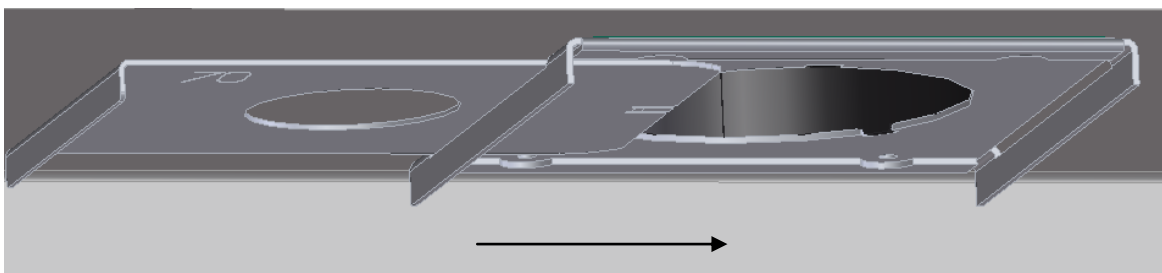
Curve flame height depending on input voltage terminal 1 and 2. The maximum flame height is reached at a voltage level of 1.5V.

To fully switch off the fire, the supply voltage to the control system must be disconnected. This is done by integrating a relay contact in the 230 V power line. Before one can start the fire again using the receiver's home automation system contact, the contact of the 230 V supply voltage must first be closed. It is the intention to only break the 230 V supply voltage when one wants to fully switch the fire off. For as long as one wishes to use the fire, the pilot flame should continuously burn and the home automation system can be used to switch the main burner on and off and the flame height can be adjusted.

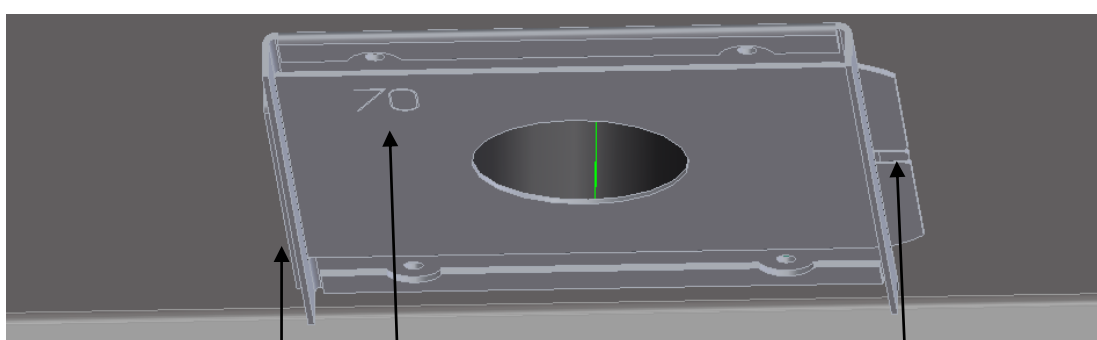
## 5.7 Positioning the diaphragm in the fireplace

A diaphragm may have to be installed in the fireplace on flue gas outlet to ensure that the flue configuration functions properly (see Section 5.3.2)

Remove the glass from the fireplace for this (see Section 7).



There is a plate at the top of the combustion chamber in the centre that has two matching slots for installing the diaphragm. You can install the diaphragm by sliding it in the two slots.



Diaphragm end position '70' engraving

Lip to be folded

The diaphragm must be slid completely into the slots so that the outlet opening is positioned in the centre of the flue. Next, the lip on the right side of the diaphragm must be unfolded using a screwdriver so that the diaphragm is secured. The size of the opening of the diaphragm is engraved in the plate.

## 5.8 Removal of the packaging parts in the combustion chamber

All packaging material that is in the combustion chamber must be removed from the fireplace. See Section 7 for information about opening the glass.

## 5.9 The remote control

The remote control communicates with the receiver using radio signals.  
The receiver is in the control box and operates using 230 V AC.

Before you can use the remote control, you first have to put the two supplied penlight batteries (type AA) into it.

As soon as the batteries have been placed in the RF remote control, it is set up for manual operation and flame height control. To conserve battery power, the screen will go blank a few minutes after the last keystroke, unless the decorative fireplace is switched on.

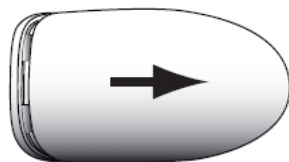
Remove the battery cover on the back of the remote control by sliding it downwards a few millimetres (see Figure 1) and then lifting it up.

Put the new batteries in the holder as shown in Figure 2.

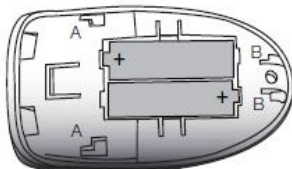
Put the battery cover back on the RF remote control by putting clips A and B on the cover (Figure 3) into the corresponding slots in the casing (Figure 2).

Slide the cover upwards to lock it in place.

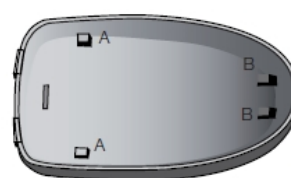
figuur 1



figuur 2



figuur 3



The remote control can only communicate with the decorative fireplace after the fireplace has registered the RF remote control. This registration takes place automatically if the power to both devices is switched on within 5 minutes of each other.

The remote control is bounded with the fireplace by Metalfire+. If this procedure must be reinitialized, follow instructions on chapter 13.2.

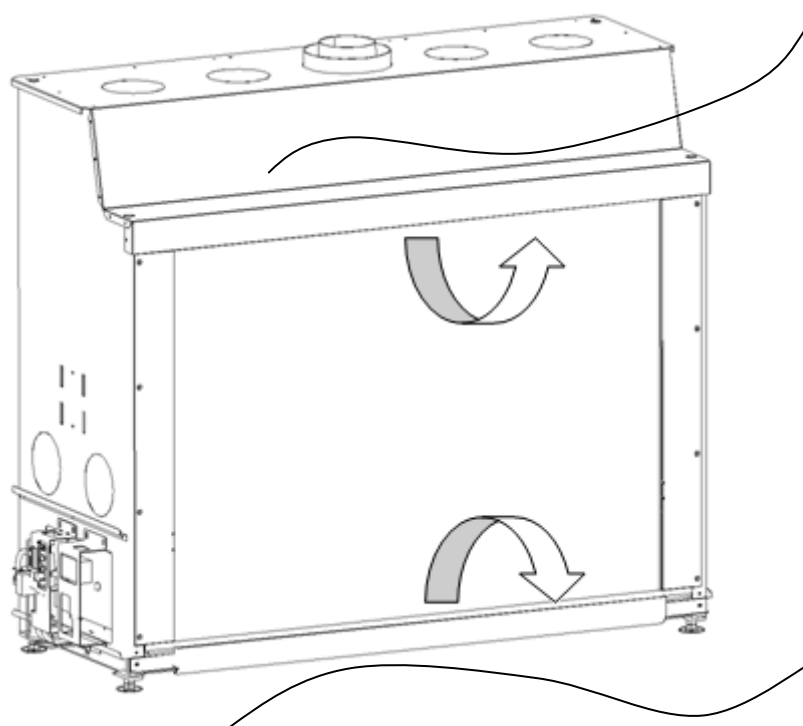
## 5.10 Removing and fitting the door glass

### 5.10.1 Removing the door glass:

The fireplace glass can be removed using the suction cups supplied and the handle for the sealing system.



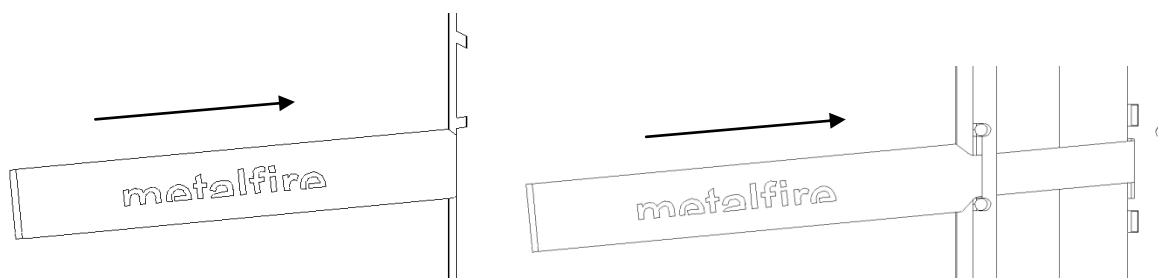
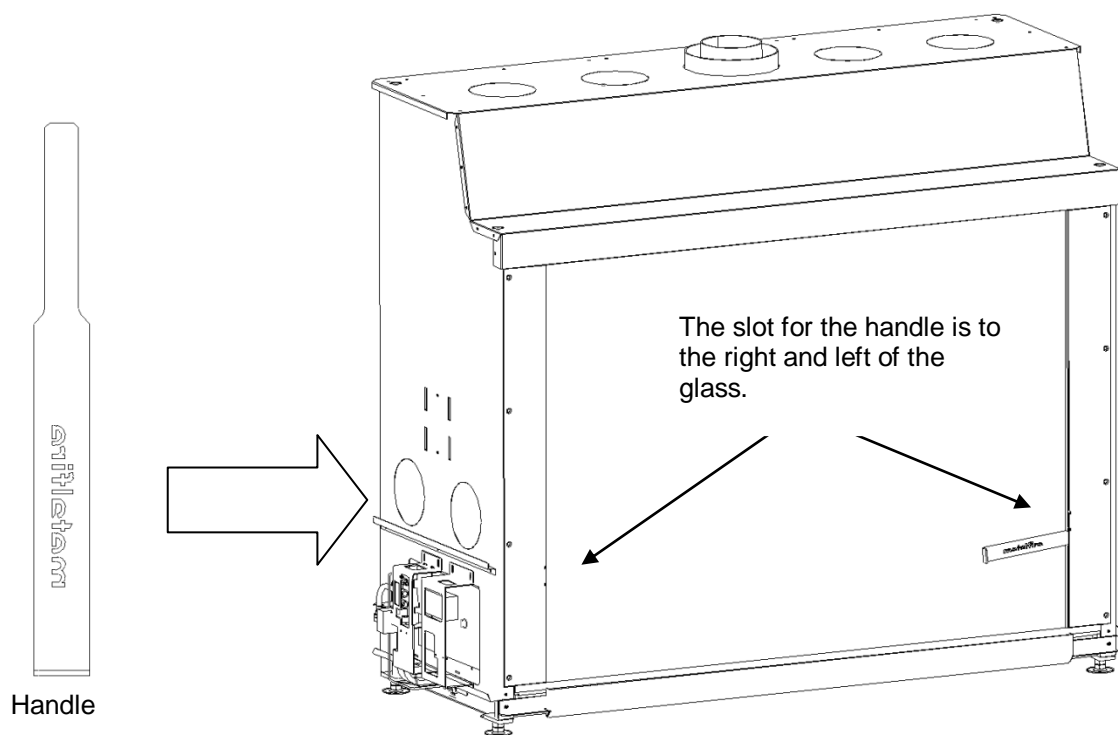
Before the glass can be removed from the apparatus, the sealing cord at the top and bottom of the glass must be removed by taking it out of the slots.



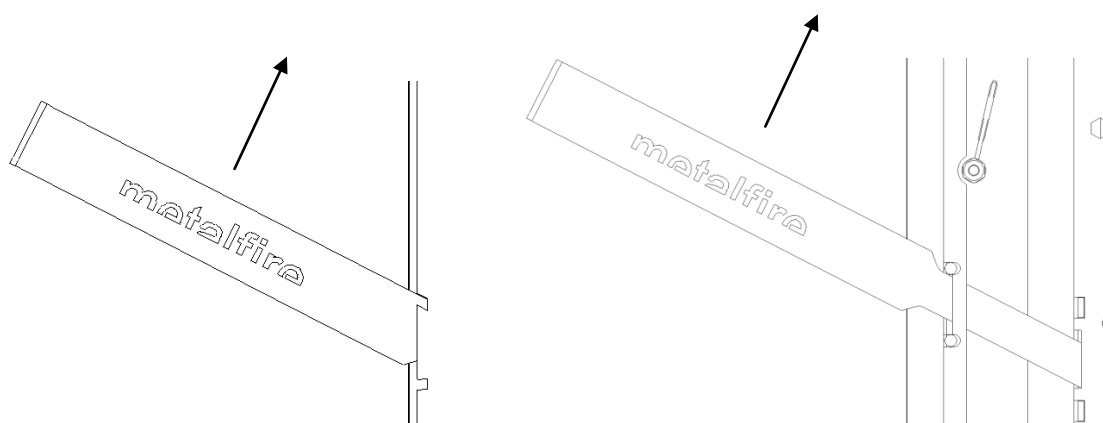
Sealing cord at the top

Sealing cord at the bottom

Release the seal on both sides of the glass using the handle supplied. To the left and right of the glass is an opening for the handle. First release the right seal and then the left one, or vice-versa, by lifting up the door handle (see the figure at the bottom). Remove the handle.

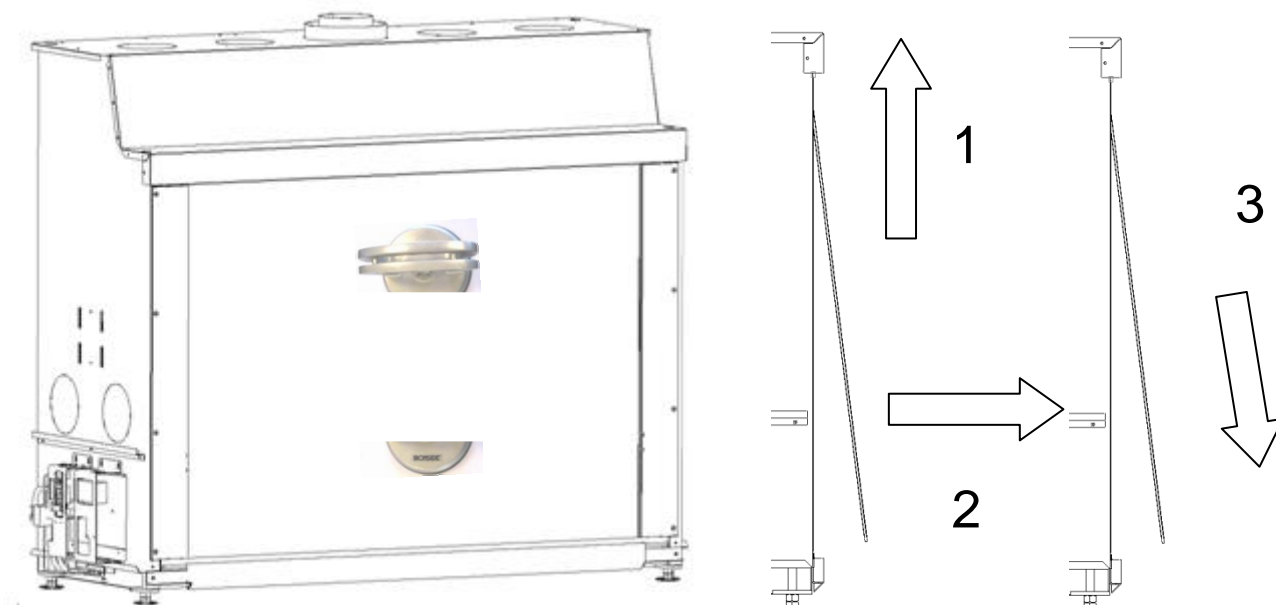


Handle in the closed position



Handle in the open position

Prepare a safe place near the fire to put the glass after it has been removed. Put the suction cups supplied in the middle of the door glass under each other. It is easiest to place the handles horizontally.

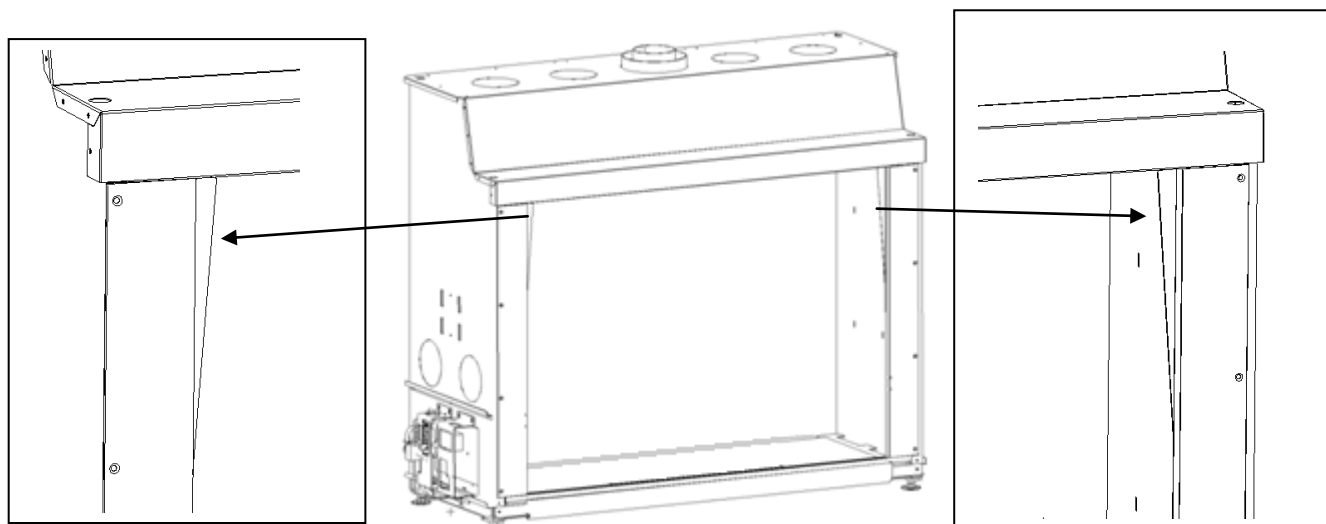


Lift the glass as far as it will go (1) and then turn it towards you (2). Lower the glass (3) until it can be removed from the opening of the fire.

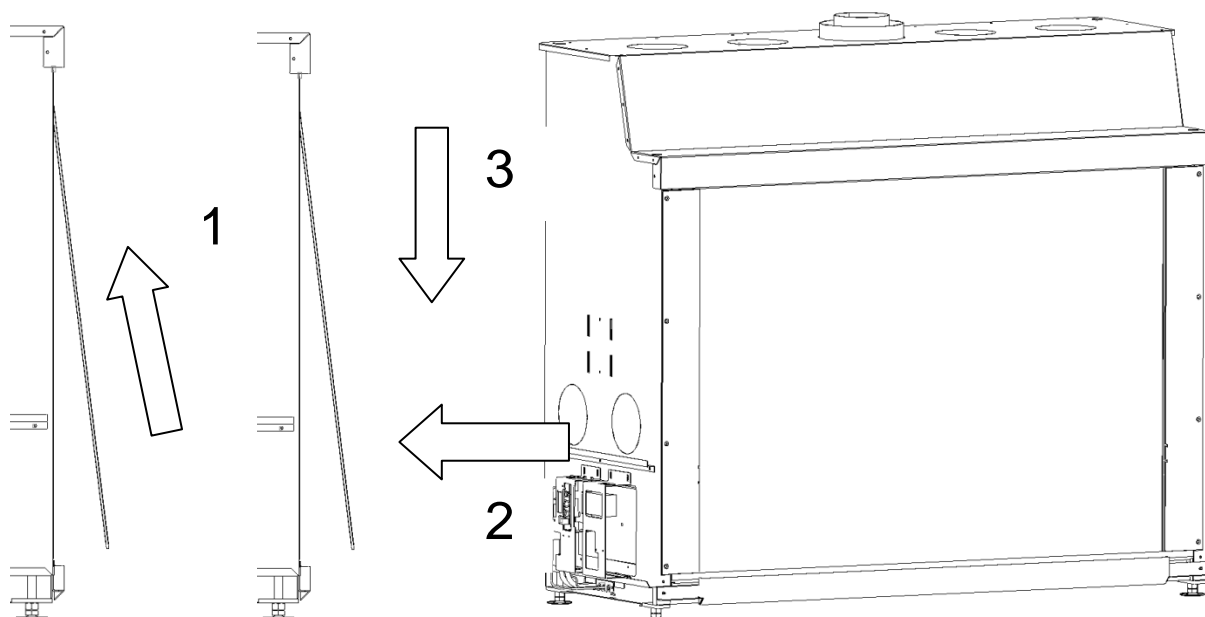
Place the glass in a safe place near the fire.

#### 5.10.2 Fitting the door glass in the fireplace:

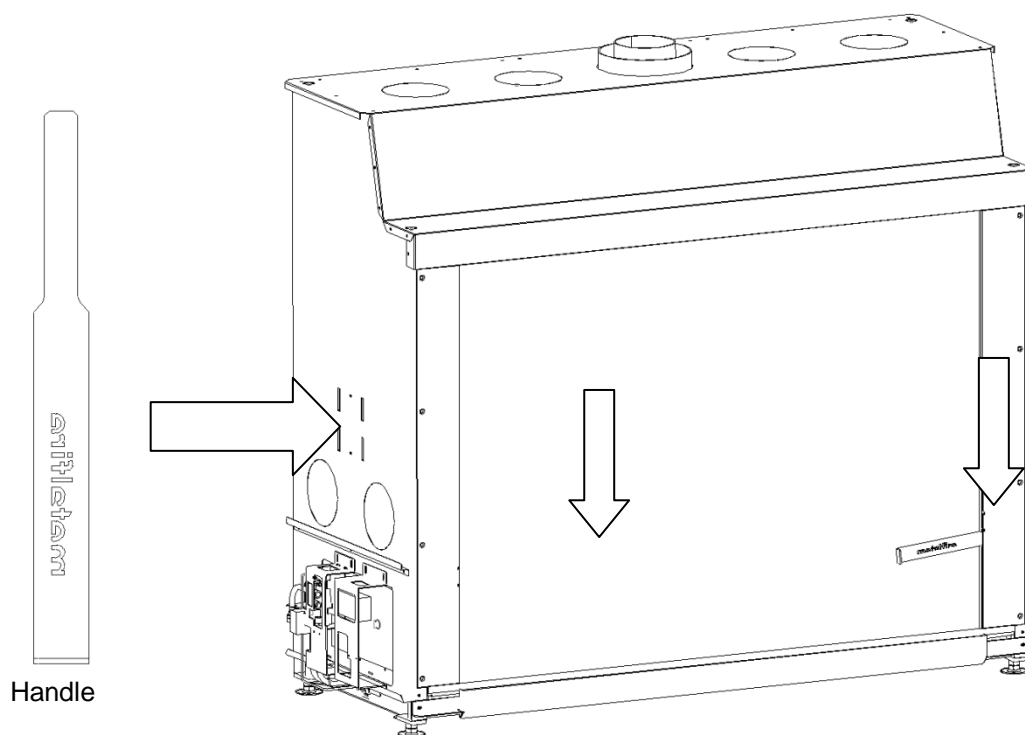
When fitting the door glass, ensure that the 2 supplied glass supports are turned inwards. If this is not the case, use the handle to raise the left and right seal (see page 40).



Fit the glass to the fireplace using the suction cups. Use the supports to the left and right at the top in the fireplace to support the glass when fitting.

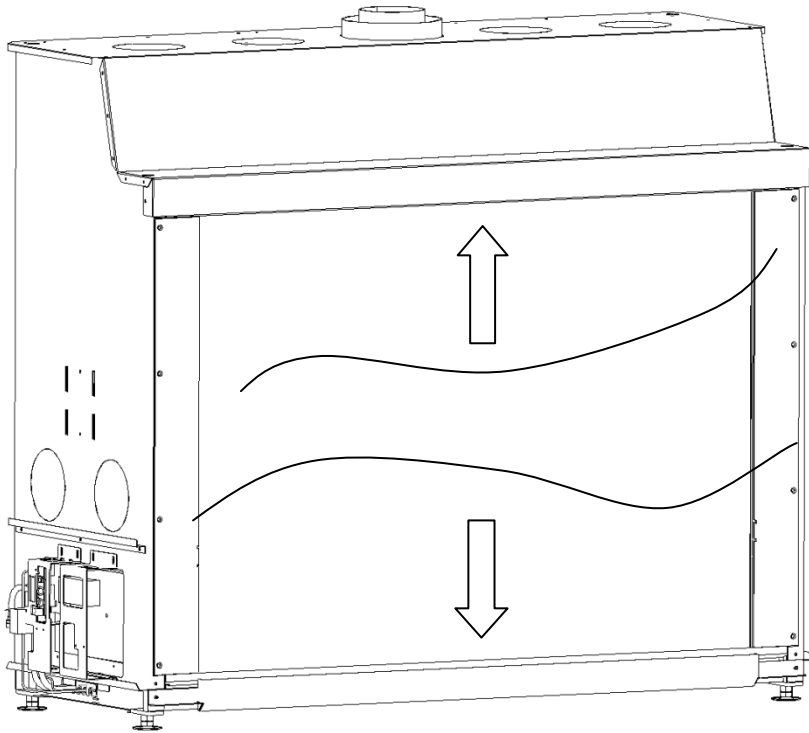


Fit the glass into the slot at the top against the seal, then lift it as high as possible (1). Turn the glass towards the inside of the fire (2) and lower it into the slot provided at the bottom (3).



Press the seal to the left and right of the glass down using the handle until the glass supports at the top on the left and right have been completely folded. Remove the handle.

Replace the sealing cords into the groove above and below the fire.



## 5.11 Removing and fitting the burner

### 5.11.1 Loosening/replacing the pilot light set

Remove the glass from the appliance as described in the previous Section (Section 7).



Photo 1



Photo 2

Remove the ceramic log on the left. The protective cover of the pilot light set will now be visible (photo 2).

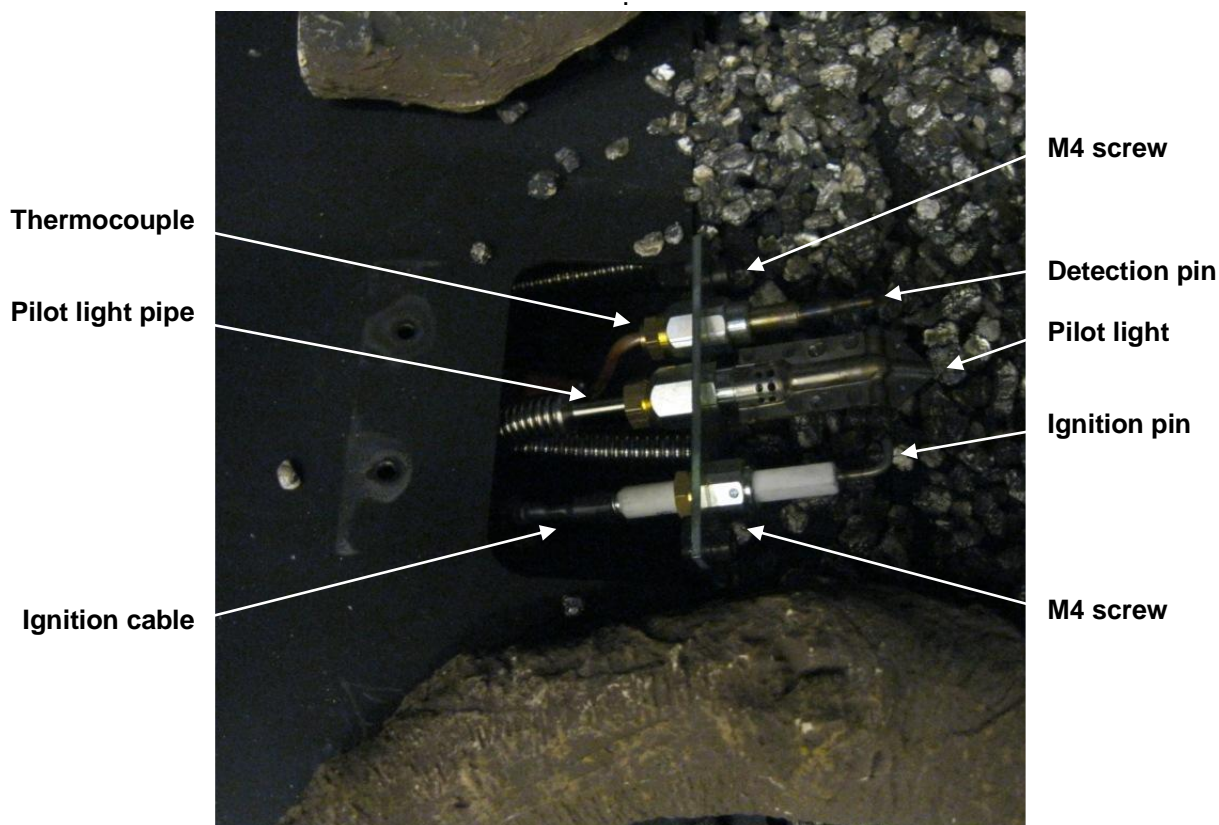


Photo 3



Photo 4

Remove the protective cover by loosening the two M5 screws (photo 3).  
The pilot light set will now be visible (photo 4).



The thermocouple, the pilot light pipe and the ignition cable can be disconnected by using a no. 10 spanner. The pilot light set itself can be loosened by removing the 2 M4 mounting screws. First, fit the new pilot light set and mount it again with the M4 screws and, next, reconnect the cables to the new pilot light set using a no. 10 spanner.

**Attention!** Ensure that the cables do not end up under the bottom plate. If you cannot reach the cables with your hands any more, the bottom plate will have to be removed from the fireplace together with the ceramic finish. Try to secure the cables if you replace the pilot light set so that they can always be reached and so that they can be easily reconnected after having replaced the pilot light set.

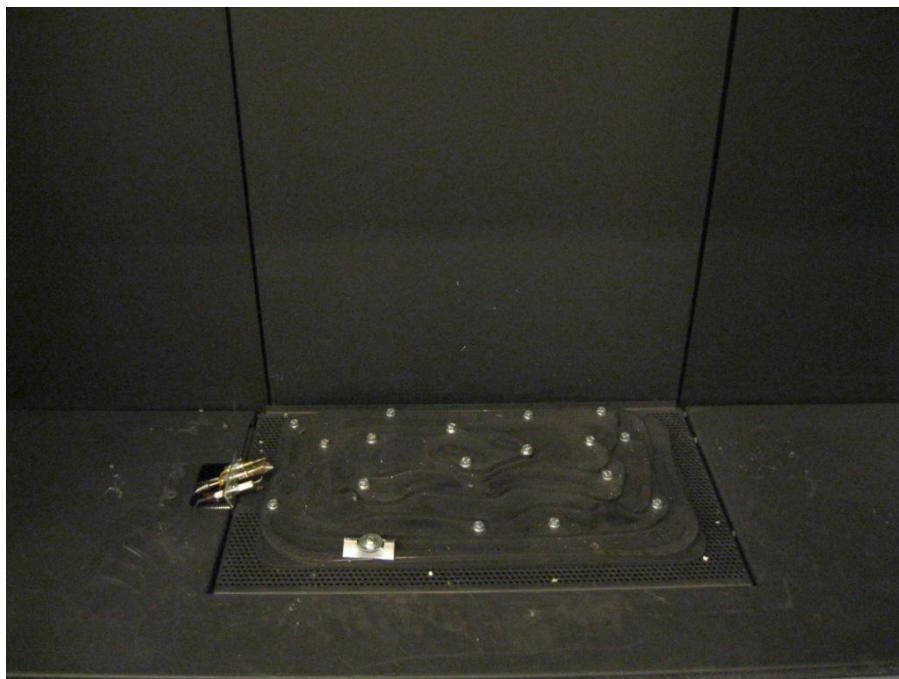
Put the protective cover over the pilot light set and secure it by tightening the two M5 screws. Cover the protective cover with a ceramic log.



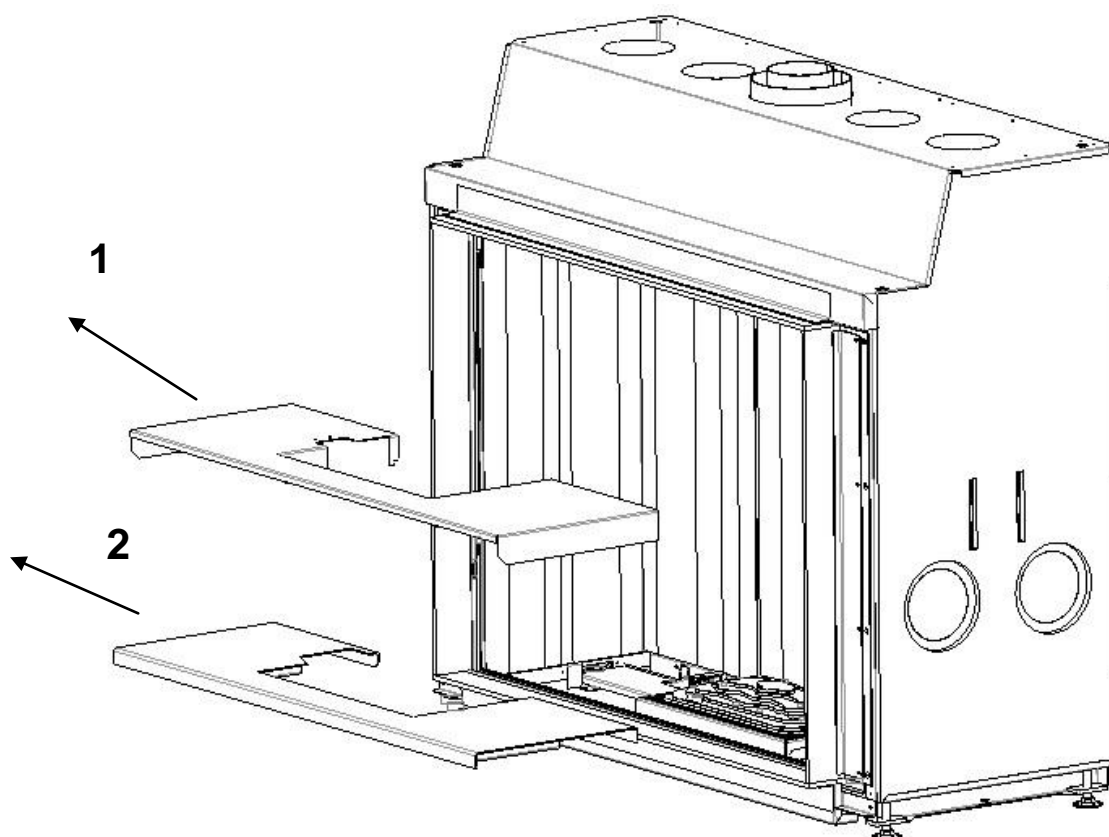
### 5.11.2 Replacing the burner unit

Remove the glass from the appliance as described in the previous Section (Section 7).

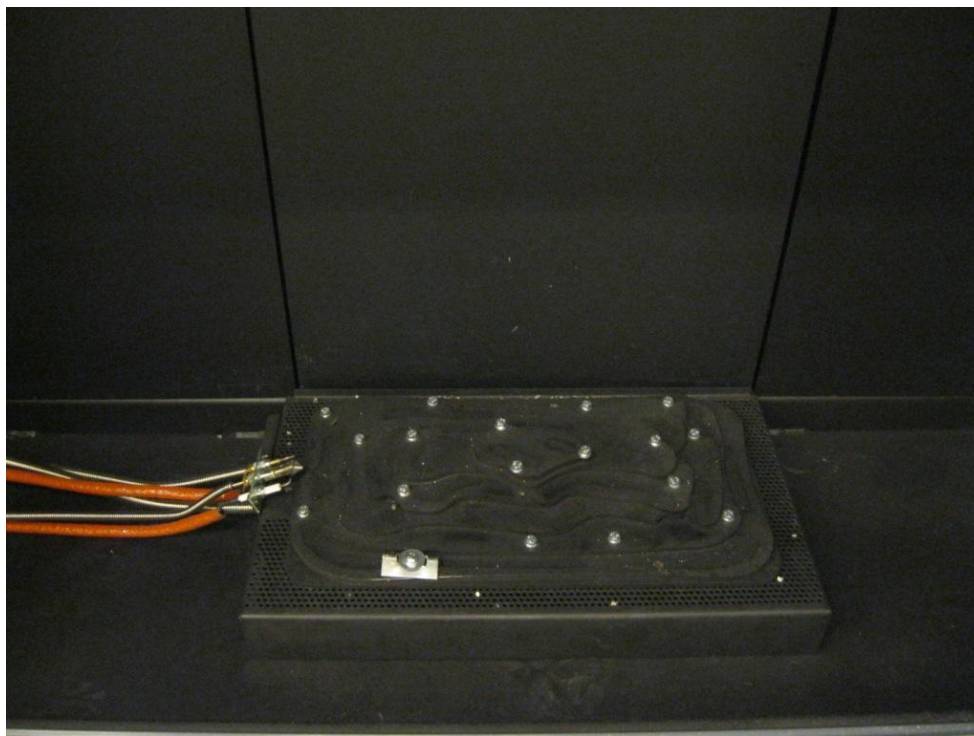
Remove the ceramic log set and the protective cover of the pilot light set.



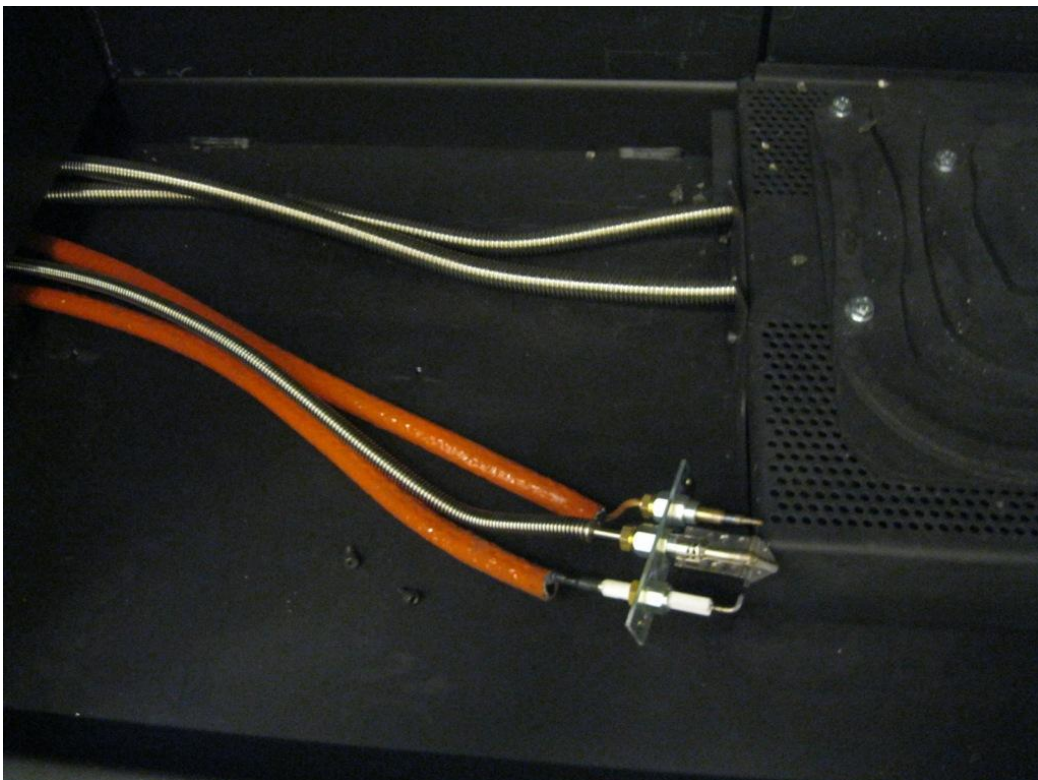
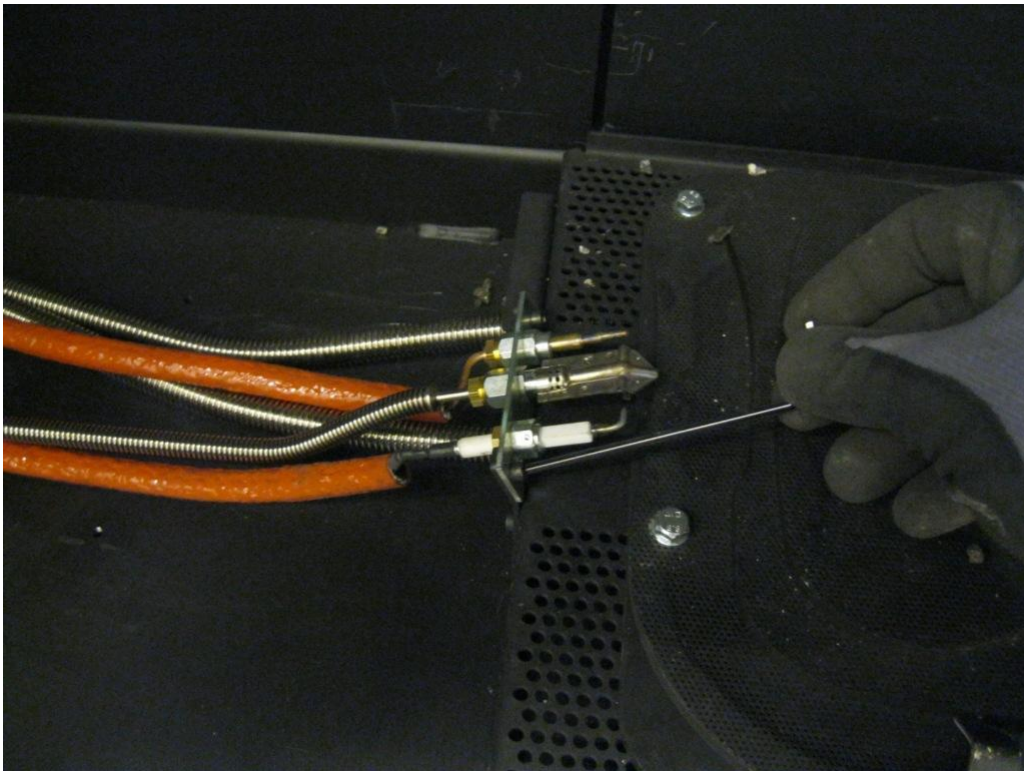
Remove the first bottom plate from the appliance. Remove the second bottom plate from the appliance.



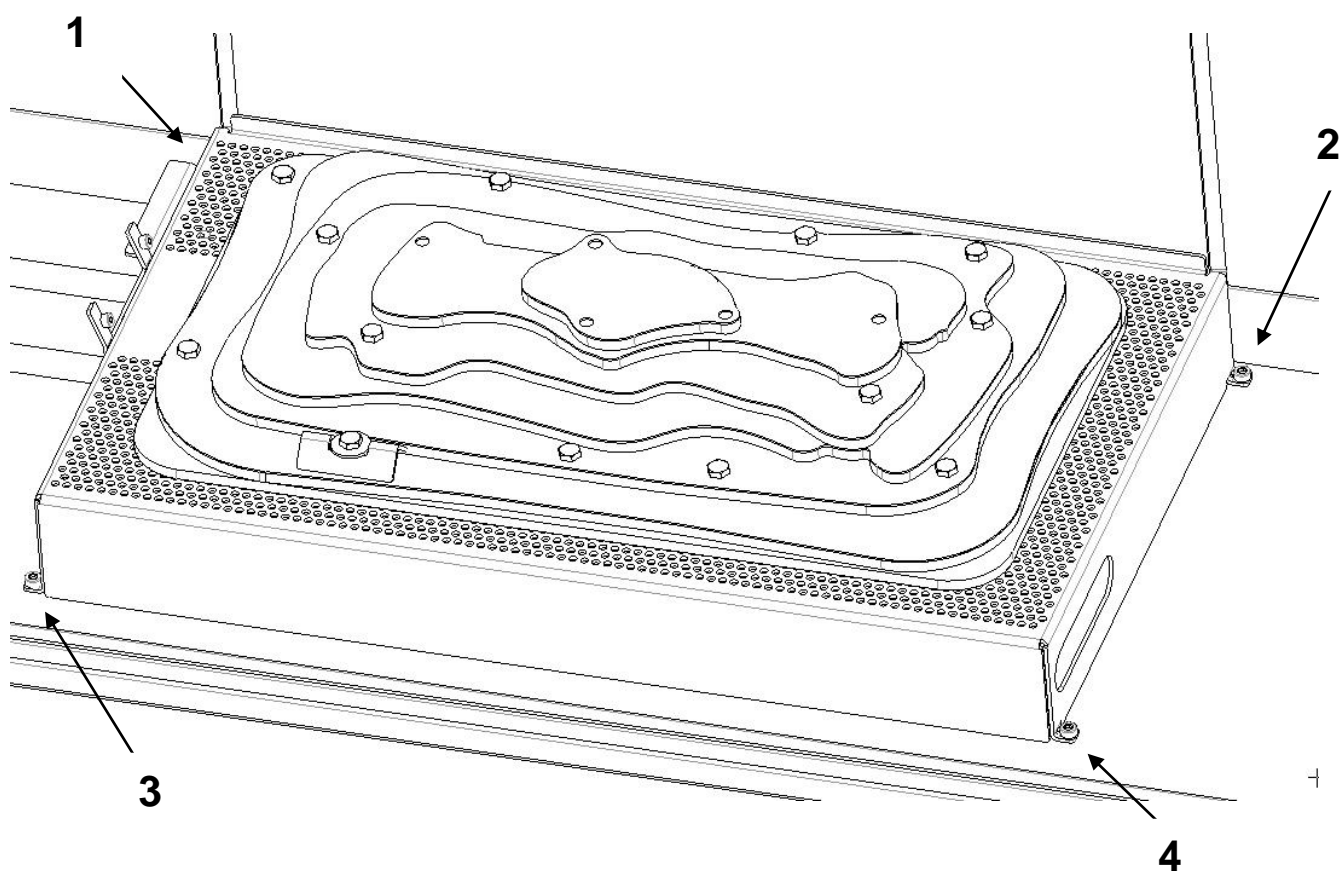
The burner unit will now be visible.



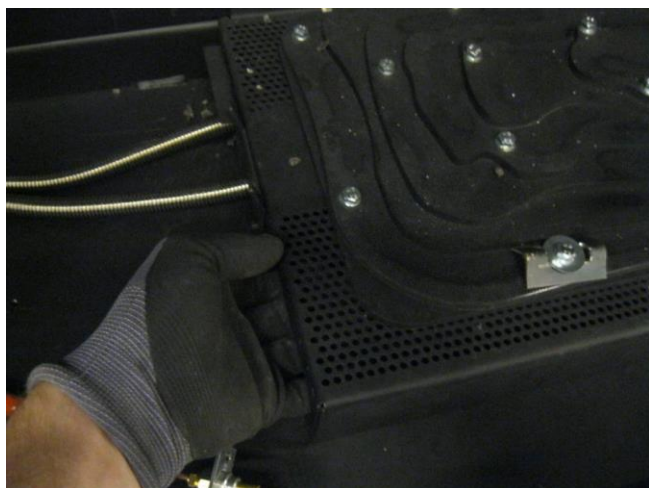
Disconnect the pilot light from the burner unit by loosening the two M4 screws.



The burner is mounted in the fireplace with four M5 screws. Remove these four screws.



The burner has handles on the left and right sides. Use them to position the burner straight in the fireplace.





The gas pipes are attached to the burner with two plates. These plates can be set for NG (natural gas) and LPG (propane/butane). Disconnect the gas pipes by loosening the M5 screws that secure the plates.



## 5.12 Installing the cast iron reeded panels

Reeded panels can be installed on the side and rear walls (optional).

**Unique MF 1300-95 GHE 1S:** Reeded panel set weight: 210 kg



**The back wall is covered by the following reeded panels:**

You start in the right corner at the back with 5 successive reeded panels with a width of 240 mm. The installation is finished with a reeded panel with a width of 90 mm at the back on the left.

The walls are covered with the following reeded panels:

Two reeded panels with a width of 240 mm must be positioned on both the left and right. The rear reeded panel on the side walls will be 70 mm lower in the fireplace than the rear row of reeded panels.

Before the reeded panels are installed, the perforated bottom plate and the burner must be removed from the fireplace.

The chassis and the perforated bottom plate will ensure the positioning of the reeded panels at the bottom. The installation is done by sliding the reeded panels on the top side into the L profiles and, at the bottom they rest on the bottom chassis. Next, reinstall the burner and the perforated plate in the fireplace.

## 5.13 Checking the flue gas discharge and air supply

The correct operation of the concentric flue system must be checked. The flue for the flue gases must be checked before the basic fireplace test is started. The draught in the flue can be checked by using a gas pipette. The supply of oxygen for the combustion through the intervening zone of the concentric system must be checked. This can take place by observing the flames in the main burner. If the flames start to become elongated and blue over the full height, the oxygen supply is insufficient. The correct flame pattern has a long blue foot at the bottom and a yellow to light orange colour in the higher zones.

To ensure that the fireplace is working properly, the configuration of the flue and the diaphragm installed in the fireplace, where applicable, must match the data from the tables in Section 5.3.2.

## 5.14 Basic test for the fireplace

A basic test of the fireplace must be carried out before commencing with the fireplace surround.  
The gas connection must be tested to determine whether there are any leaks after connecting the fireplace to the supply pipe.  
Connect the plug to the power point.

**Clean the glass on the inside and outside so that no grease marks from fingers or other dirt burn into the glass. Stains cannot be removed afterwards** (see Section 7.1).

Ensure that all glass panes have been placed correctly or that the door is shut properly.  
The fireplace can now be ignited.

**This may require several attempts because of the air accumulation in the supply pipe.**  
(See Section 6.2 for information on the remote control functions.)

With a pilot flame configuration the main burner will be activated after pilot flame detection.  
With direct ignition the main burner will be immediately activated.  
After activation, the main burner must show flames over its full length within a few seconds.

The first time the fireplace heats up, it may release paint fumes. Smoke may also develop at the same time. These fumes are harmless. Make sure that there is adequate ventilation to dissipate the smell as soon as possible.

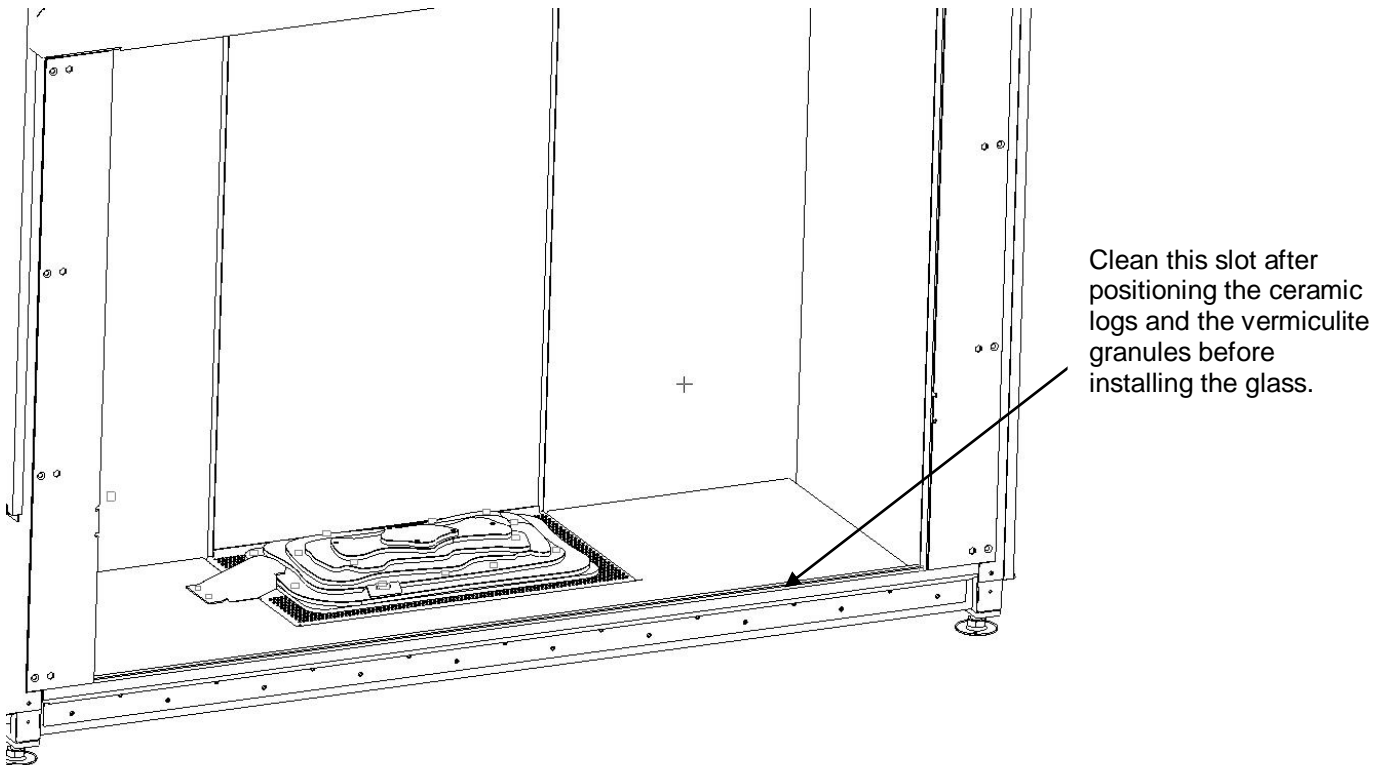
A slight deposit may also form on the glass because of the paint curing. It can be removed by using a glass cleaning product after the fireplace has cooled down.

If brickwork or plastering has already been completed around the fireplace, ensure that it is completely dry before starting the fire, otherwise there is a risk of cracking or fissures.

## 5.15 Positioning the ceramic logs/decorative items

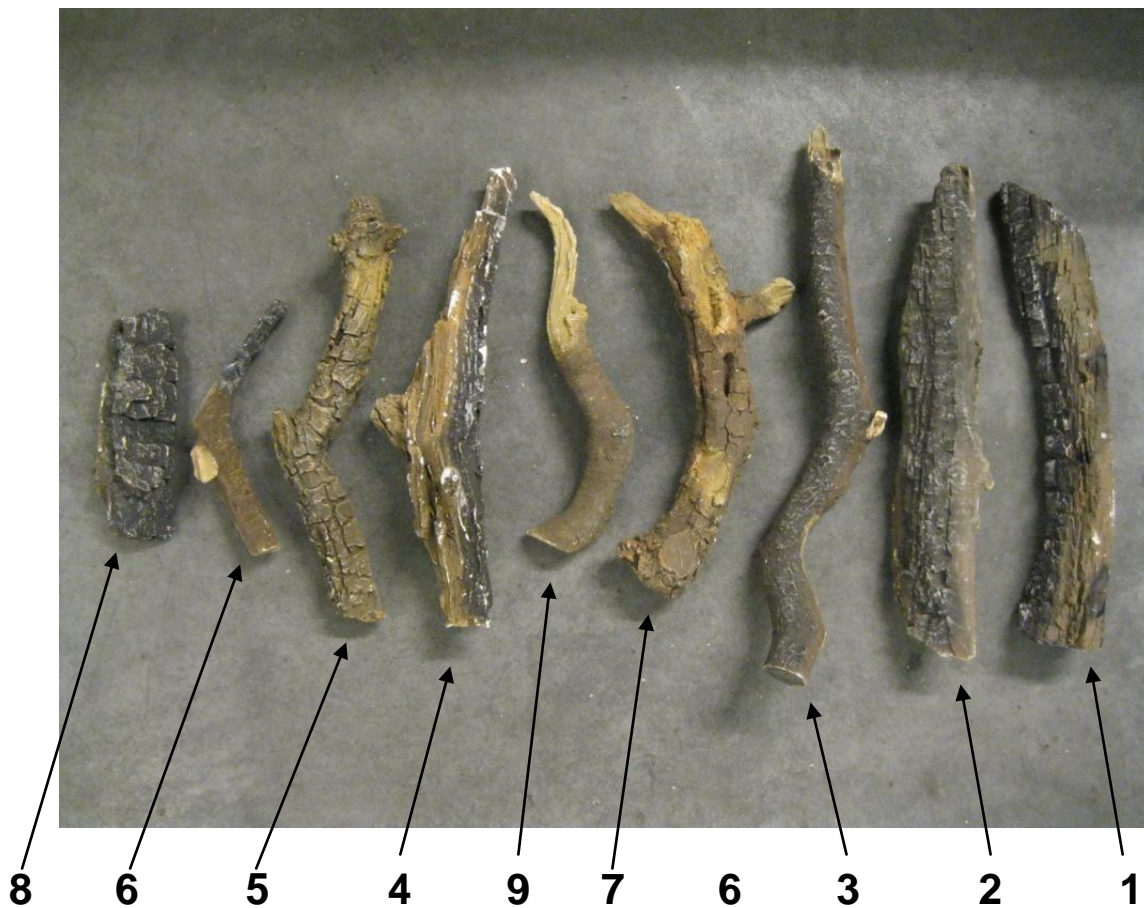
Ensure that nothing ends up on or in the pilot light and between the ignition and thermocouple pins when positioning the wood logs and vermiculite granules.

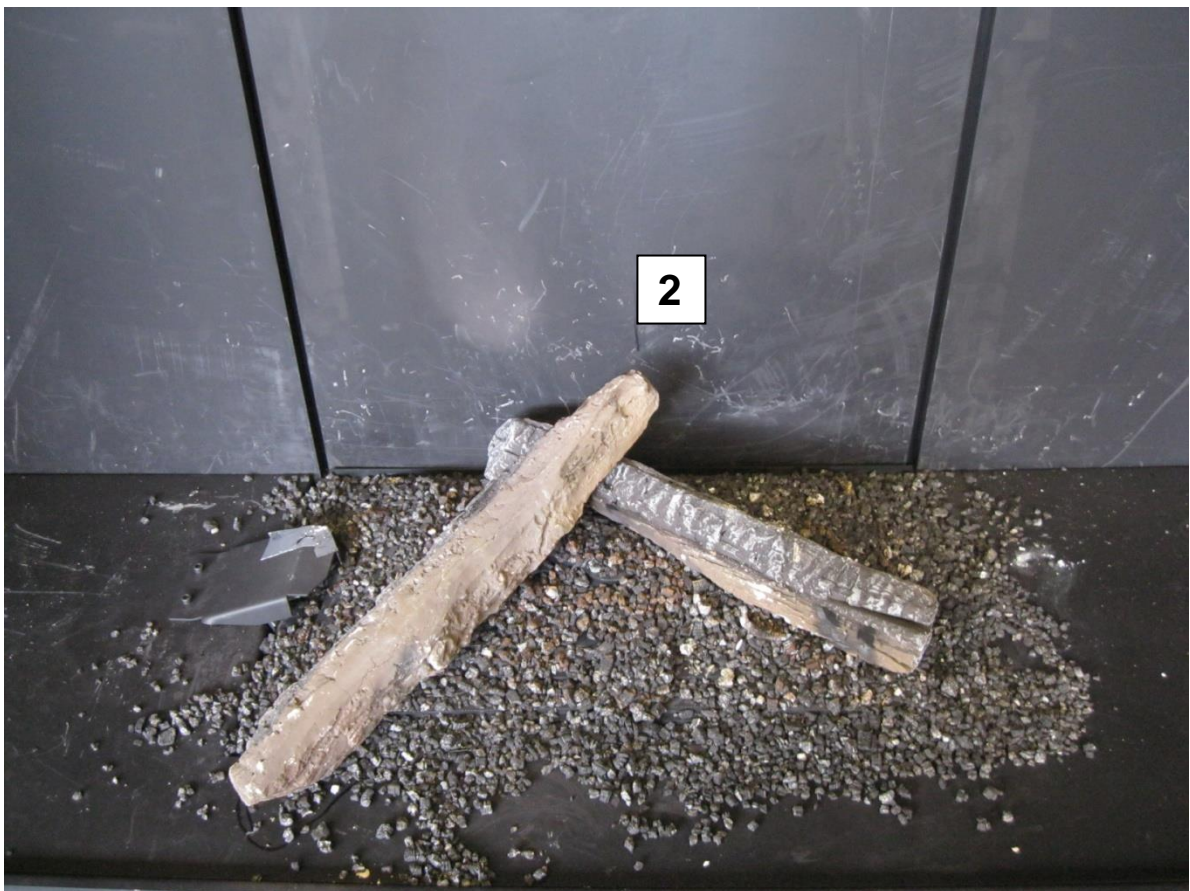
Ensure that no material ends up on the glass sealing when positioning the vermiculite granules. Clean the slot at the front where the glass will be inserted before you insert it. Do not change the supplied quantity of vermiculite granules.



### 5.15.1 Ceramic log set

Respect the position and the stacking order of the ceramic logs as shown in the photos below. The log sets consist of numbered logs as shown in the photos below. The numbering is drawn up according to the stacking order.

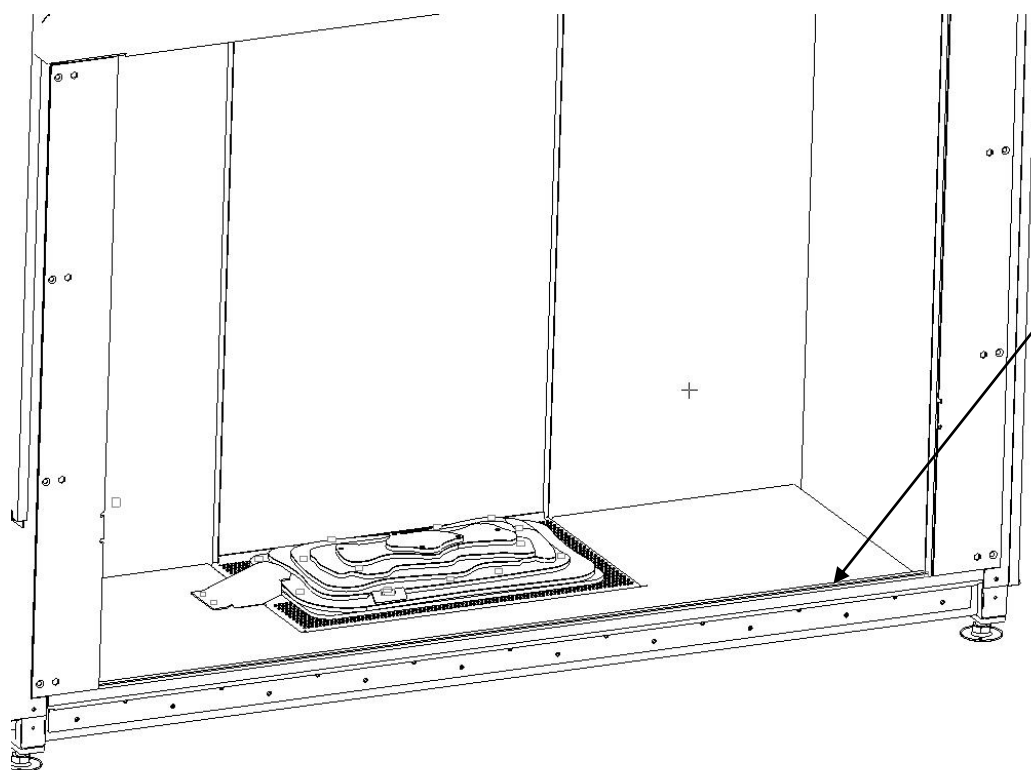












Clean this slot after positioning the ceramic logs and the vermiculite granules before installing the glass.

## 6 Operating instructions

### 6.1 Safety aspects

Never use this closed-circuit fireplace as an open fireplace.

So always keep all the glass panes or the door, including the window in the door, closed when the appliance is in operation.

Do not use the appliance if the glass in the door is cracked or broken.

If defective, the glass must be replaced immediately by a competent Metalfire installer.

These gas fireplaces radiate significant levels of heat. The entire outside of the fireplace becomes extremely hot (the metalwork, glass in the door, surface and surround).

So ensure that young children, the elderly and disabled people stay a safe distance from the fireplace so that they cannot come into contact with it and make sure there is a guard around the fire, if necessary.

Never let children operate the fireplace without supervision.

Make sure that flammable materials (wooden mantels, curtains, flammable liquids, furniture and so on) are always separated from the fireplace by at least 1 metre both above and around it.

Following installation, all visible parts of the fireplace should be considered as active heating surfaces and therefore should not be touched when the fireplace is in use. Touching these parts constitutes a risk of burns.

No other objects may be placed in the combustion chamber except the originally supplied ceramic log sets.

Using non-original decorative material invalidates the guarantee.

If the flame goes out for whatever reason, wait at least 3 minutes before reigniting the fireplace.

### 6.2 Remote control functions

#### 6.2.1 Introduction

The RF remote control can be used to switch the fireplace on or off.

With a pilot flame design the pilot flame will be continually on when the fireplace is switched on.

This pilot flame ignites the main burner.

With direct ignition the ignition pin will ignite the main burner.





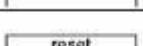







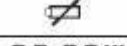


Using the RF remote control, it is possible to manually adjust the flame height or to manually set the required temperature. It is also possible to activate the Ecowave function.

It is important that the remote control can always communicate with the receiver that is built into the fireplace. If this communication fails, the fireplace will switch off. The standard reach is 6 metres.





To work properly, the remote control should be at room temperature.

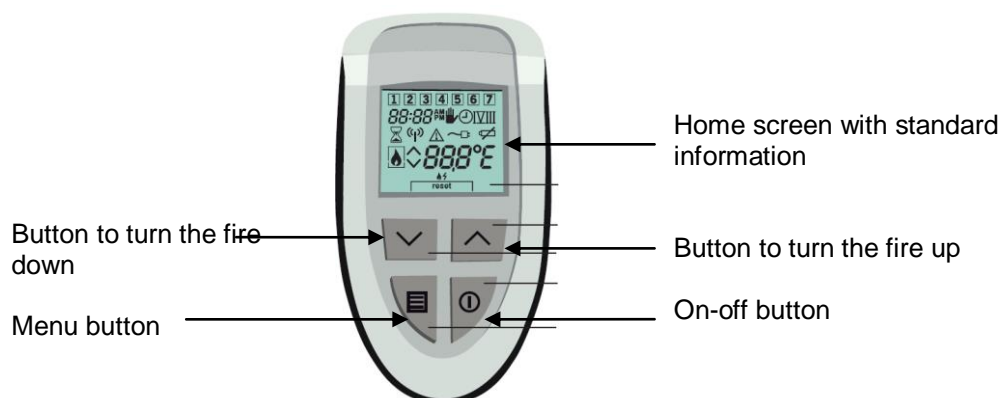
## 6.2.2 Screen and buttons

### Screen

	Manual operation
	Closed (left) or open fireplace type (right)
	Atmospheric fireplace is switched on
	Atmospheric fireplace can be ignited
	Failure of atmospheric fireplace can be reset
 	Burner off/setting lower (left), burner on/setting higher (right)
	An action is in progress (e.g. atmospheric fireplace is ignited)
	Failure
	Mains plug of atmospheric fireplace is other
	RF communication
	Batteries are almost empty (symbol blinks)
	Time indication (24-hour or 12-hour)
	Temperature indication
	Temperature sensor(s) is (are) defective


### Keys

	Increase setting or change selection
	Decrease setting or change selection
	Options menu and menu selection
	Stop setting menu or go to stand-by



### 6.2.3 User menu

The user menu can be used to choose between Ecowave, manual flame height control or manual temperature control. The clock can also be set using this menu.

To activate the Ecowave menu, press the menu button  once while on the standard screen. The following screen then appears:



Two symbols appear:

double arrow: Ecowave symbol

0/1: Ecowave off/on







The required setting can be selected using the arrow keys. After a few seconds, press the on-off button to confirm the selection and to leave the user menu.


Then press the menu button once more to go to the user menu:




A combination of two symbols flash:

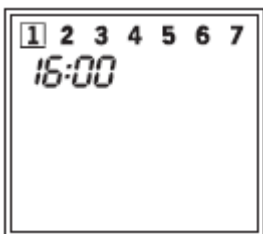
 +  : manual flame height control

 +  : manual temperature control


 +  : clock temperature control

Use the arrow keys to select the required combination. After a few seconds, press the on-off button  to confirm the selection and to leave the user menu.

Then press the menu button once more to go to the menu to set the time. The following screen then appears:



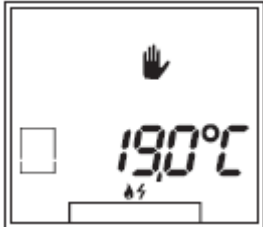
The clock can be set using the arrow keys.

After setting the clock, press the on-off button  to leave the user menu.

## 6.2.4 Controlling the fire.

Activate the display by pressing one of the four keys.  
The following display then appears.

### 6.2.4.1 Manual flame height control



You light the fire by simultaneously pressing both arrow keys. Once the pilot flame has been detected, the main burner can be activated by pressing the arrow key twice.  
The main burner ignites to the maximum flame height.



The flame height can then be adjusted between positions 1 and 15 by using the arrow keys.

The main burner is turned off by pressing the on-off button once.  
The fireplace is turned off by pressing the on/off button once again.

### 6.2.4.2 Manual temperature control



You light the fire by simultaneously pressing both arrow keys. After the pilot flame is detected, the main burner is activated automatically to suit the heat requirements.


The desired temperature is set using the arrow keys after the fire is active. The temperature is adjustable between 5 and 35 degrees Celsius. The control adjusts the flame height depending on the difference between the room temperature and the set temperature. The fire is tuned off by pressing the on/off button once.

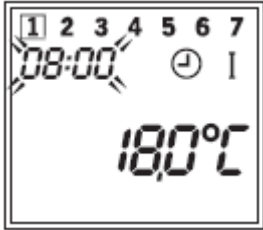
The current room temperature is shown on the display.

#### 6.2.4.3 Setting Time Schedule



Dependent on the choices made in the **Installation Menu**, 1, 2 or 7 time schedules and II, IV or VI time periods per day can be set. The setting of the clock programmes is the same for all choices.


Setting a clock programme is as follows:

Press key  a few times until the display below is shown.






The begin time of time period I flashes.

Set the required begin time by pressing keys  and .

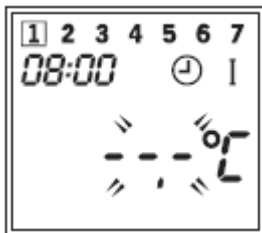
Press key 




The current temperature setpoint of time period I flashes. Set the required temperature setpoint for time period I by pressing keys  and .

Press key  and repeat the steps above to set the required begin time and temperature setpoint for all periods and days.

It is also possible to switch off the decorative fire during a set period of time. To do so, select --,- (appears below 5°C) during the setting of the required temperature (see the example opposite).



Wait a few seconds or press key  to leave the menu.

#### 6.2.4.4 Igniting and turning off the second burner unit

The Avenue series is equipped with a second burner unit. When the fireplace is first turned on, both burners are on.

\* With oxypilot configuration:

You can turn the second burner off by holding down the menu button and then pressing the downward arrow key.



You can turn the second burner back on by holding down the menu button and then pressing the upward arrow key.

\* With direct ignition configuration:

You can turn the second burner off by holding down the menu button and then pressing the upward arrow key.




You can turn the second burner back on by holding down the menu button and then pressing the downward arrow key.


## 6.2.5 Installation menu

Select the **installation menu** as follows:


- If selected, leave the **User menu**
- Then keep key  pressed for ten seconds

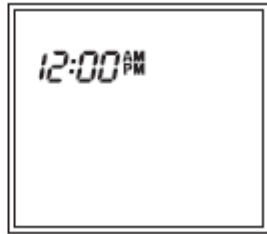
In the **Installation Menu** the following choices can be made:

- 10- or 24-hours time representation
- Time schedule (1, 5/2, 7days or )
- Number of time periods per day (II, IV or VI)
- Behaviour Wave, Light and Boost function


*N.B.: the **Installation Menu** can be closed by pressing key  or automatically five seconds after the last key press.*

### 6.2.5.1 12- or 24-hours representation


Press key  a few times until one of the displays below is shown. The current set time representation flashes.

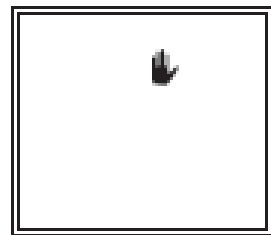
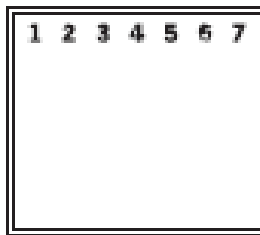
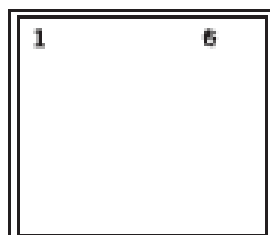
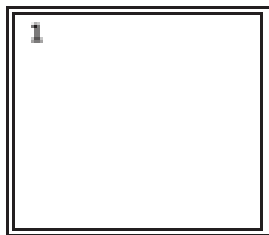





Select the required time representation by pressing key  or .

Wait a few seconds or press key  to leave the menu.


### 6.2.5.2 Time schedule (1, 5/2, 7 days or )


Press key  a few times until one of the displays below is shown.




Select the required time schedule (1, 5/2, 7 or ) by pressing key  or .

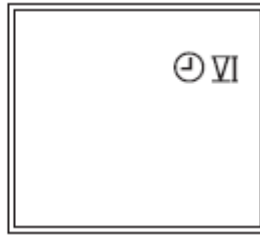
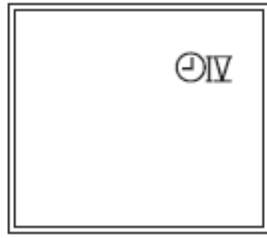
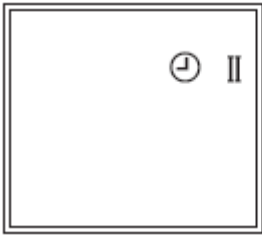
Time schedule 5/2 is represented by the display showing 1..6.



Wait a few seconds or press key  to leave the menu


*N.B.: Choice  means no time schedule is used. Only manually operation with flame height control is now possible*

### 6.2.5.3 Day time periods (II, IV or VI)


Press key  a few times until one of the displays below is shown.

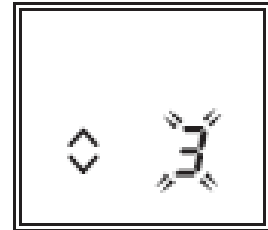
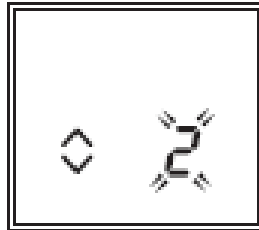
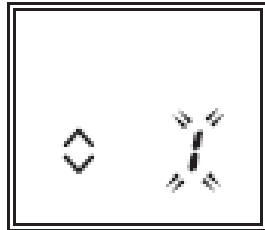
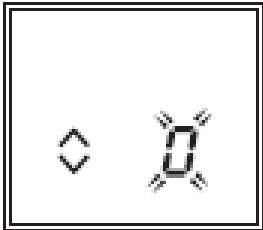


Select the required day time periods (II, IV or VI) by pressing key  or .

Wait a few seconds or press key  to leave the menu

### 6.2.5.4 Behaviour Choice Wave

In the Installation menu, press key  a few times until one of the displays below is shown. The current selected choice (digits) flashes.



The digit means:


0: function not active

1: function active, default on when the decorative fire is ignited

2: function active, default off when the decorative fire is ignited

3: function active, on or off equal to the state when the decorative fire was switched off

### 6.3 Replacing the batteries

The batteries need to be replaced if the '  ' battery symbol flashes on the screen. Replacing the batteries is done as follows:

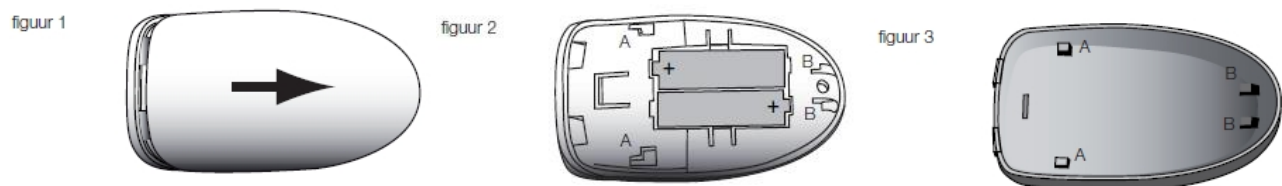
Remove the battery cover on the back of the remote control by sliding it downwards a few millimetres (see Figure 1) and then lifting it up.

Put the new batteries in the holder as shown in Figure 2.

Put the battery cover back on the RF remote control by putting clips A and B on the cover (Figure 3) into the corresponding slots in the casing (Figure 2).

Slide the cover upwards to lock it in place.

The clock will have to be reset after the batteries have been replaced.



*Do not throw away used batteries, instead dispose of them correctly as household chemical waste.  
In Belgium there are collection points at Bebat.*

### 6.4 Igniting the fire for the first time

For the first few hours that the fireplace is lit, an unpleasant odour may occur due to the heat-resistant paintwork being heated for the first time. Smoke may also develop at the same time. For this reason, it is advisable to ventilate the room well and to allow the fire to burn on the maximum flame height for a couple of hours.

The fireplace may also make noises as a result of it adjusting to being heated up.

The baking of the paintwork may leave a slight deposit on the glass. Allow the appliance to cool down and clean the glass as described in Section 7.1.

Prevent discolouration of walls and ceilings from the convection air by taking the following measures:

- A masonry chimney must be completely dried before letting the fire burn.
- Ventilate the room where the fireplace is properly.
- Limit the use of oil lamps and candles because they give off soot particles.
- Smoke from cigars and cigarettes can also settle on colder surfaces.

## 7 Maintenance

### 7.1 Cleaning the glass

Always switch off the appliance and allow it to cool down completely before starting to clean the glass.

A deposit may form over time on the inside of the glass. This deposit can be removed with a dry cloth or with a glass cleaner.

You can find the instructions to open and close the door in Section 7.

#### 7.1.1 Standard ceramic glass

This deposit can be removed with a dry cloth or with a glass cleaning product.

#### 7.1.2 Premium matt glass

Premium anti-reflective glass needs to be cleaned more regularly.

Never leave dirt or stains on the glass. Generally it is sufficient to wipe the panes with water and a soft cloth. If necessary, neutral glass cleaning product can be used. Always rinse thoroughly with water after cleaning so that there are no traces of the product left on the glass.

wiping materials	soft cotton cloth chamois leather microfibre cloth
Water solution, neutral or slightly alkali glass cleaning products without additives or abrasive components  Permitted proportion of ammonia < 5 Vol. % and water-soluble organic solvents < 5 Vol. %	e.g. Flux, Ajax, Instanet

#### 7.1.3 Cleaning agents not permitted for use on ceramic glass

The following products are not permitted for cleaning anti-reflective premium glass	
Lye (sodium hydroxide) or strong ammonia cleaning products	e.g. toilet cleaning products, copper polish
Acids	e.g. hydrochloric acid
Chlorine or hypochlorite detergents	e.g. bleach, Domestos
Solvents	e.g. benzene, hexane, petroleum
Aggressive cleaning agents	e.g. scouring powder, abrasives, steel wool, sponge with abrasives, scrapers, razor blades, pot scourers, wire cloth, emery cloth, paper

## 7.2 Annual maintenance

The fireplace and the flue must be cleaned on an annual basis.

The annual maintenance of the fireplace must be performed by a recognised fitter.

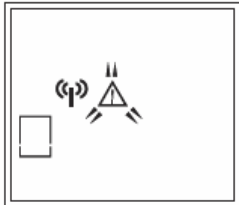
The gas supply must be shut off and the electricity must be disconnected before performing the inspection and cleaning the inside of the fireplace.

- Check that there are no blockages in the flue and the air supply duct.
- The ignition and correct operation of the pilot flame and the main burner must be checked.
- Check the glass for damage and ensure that it has been properly mounted on the glass or door frame. Check the seals for any damage.
- Remove the decorative items from the fireplace (ceramic log set, vermiculite granules and stones) and clean the burner and the combustion chamber using a vacuum cleaner.
- Check the combustion chamber for damage and corrosion. Repair what is required.
- Remove the base plates and the main burner and clean the bottom of the fireplace using a vacuum cleaner.
- Check that the pressure-reducing valves at the top are properly sealed.
- Reinstall all components and install new seals where required.
- Put back the decorative material as is described in these instructions.
- Check the door and locking mechanisms for damage and that they are in good working order.
- Check that the convection grates are free from dust particles.
  
- Reconnect the fireplace's gas and power supply.
  
- Check the ignition and stability of the pilot flame.
- Check the ignition of the main burner and the flame pattern of the fireplace.

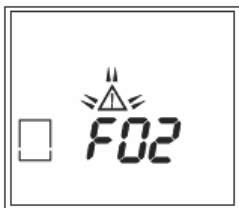
## 8 Error analysis

The fireplace control works using two-way communication between the RF remote control and the receiver. As a result, error messages may be displayed on the remote control screen.

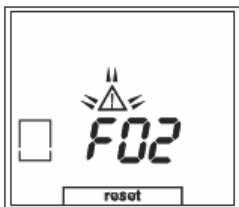
### 8.1 Examples of error messages:



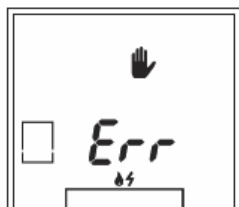
Communication failure between the RF remote control and the fireplace. The triangular symbol flashes. The distance between fireplace and the remote control may be too great. Bring the remote control closer to the fireplace.



Fireplace malfunction. An 'F' followed by a two-digit malfunction code appears on the screen. The triangular symbol flashes.



A lock-out malfunction in the fireplace. An 'F' followed by a two-digit malfunction code appears on the screen. The triangular symbol flashes. The 'reset' text indicates that the fireplace can be reset. This can be done by pressing both arrow keys at the same time.



Malfunction of the temperature sensor in the RF remote control. The system will automatically switch to manual operation and flame height control.



The hourglass symbol appears as soon as the lock-out malfunction has been reset by pressing both arrow keys. Once the fireplace has been reset, the basic screen will be displayed again on the remote control.

## 8.2 Registering the remote control again:



Unplug power supply of fireplace

Hold the menu button down for 10 seconds until the clock flashes in the upper left corner. Then press the menu button briefly once more. The screen display as shown in the figure on the left will appear

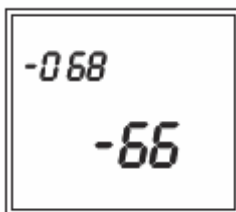
Re-plug power supply of fireplace



Press both arrow keys at the same time

The registration will begin and the screen display as shown in the figure on the left will appear. The registration process is running as long as the hourglass is displayed.

Reception sensitivity between the RF remote control and the receiver.



Press the on-off button together with the left arrow key. The screen as shown in the figure on the left appears.

The strength of the signal reception is displayed.

The signal strength of the remote control is shown in the upper left corner; the one for the receiver is at the bottom right.

A value of between -20 and -70 is good.

A value of between -80 and -100 is poor.

If necessary, bring the remote control closer to the fireplace.

## 8.1 Possible error messages

Code	Fout type	Oorzaak	Oplossing
F01	Communication broken between the modules	A break in the cable(s) or a poor connection in the plug(s)	Replace the defective cable(s) or plug(s)
F02	The control has become hotter than 60 °	The control is in a too hot place (comes into contact with hot parts)	Move the control to a cooler environment (ensure more ventilation)
F03	Internal temperature sensor indicates an invalid value	Internal temperature sensor is defective	Replace the module
F04	External temperature sensor indicates an invalid value	External temperature sensor is defective	Replace the external temperature sensor
F05	Internal complication in the module	Receiver is incorrectly configured	Have the receiver configured again by the manufacturer
F06	Communication loss	The distance between control and remote control is too long (±6 m)	Place the remote control closer to the control
F07	No flame detection during the start-up phase	No spark: <ul style="list-style-type: none"> <li>- Defective ignition cable or connection</li> <li>- Defective earth or connection</li> <li>- Defective pilot flame set or ignition pin</li> <li>- Defective module</li> </ul> No flame: <ul style="list-style-type: none"> <li>- Piping not vented</li> <li>- Blocked piping</li> </ul> Spark present: <ul style="list-style-type: none"> <li>- Soiled ionisation pin</li> <li>- Poor ignition cable connection</li> <li>- Incorrect spark flash-over</li> <li>- Spark flash-over blocked by decoration</li> </ul> Flame present: <ul style="list-style-type: none"> <li>- Too low pre-pressure</li> <li>- Soiled ionisation pin</li> <li>- Too much draught in the fireplace</li> <li>- Flame detection blocked by decoration</li> </ul>	Replace the ignition cable Replace the earth cable Replace the pilot flame set or ignition pin Replace the module Vent the piping Replace the part causing the blockage Clean the ionisation pin with fine sandpaper Tighten the plugs Reposition the pilot flame set or ignition pin Move the decorative material  Increase the pre-pressure Clean the ionisation pin with fine sandpaper Fit a diaphragm/restriction plate Move the decorative material

Code	Fout type	Oorzaak	Oplossing
F08	No flame detection during the start-up phase	No spark: <ul style="list-style-type: none"> <li>- Defective ignition cable or connection</li> <li>- Defective earth or connection</li> <li>- Defective pilot flame set or ignition pin</li> <li>- Defective module</li> </ul> No flame: <ul style="list-style-type: none"> <li>- Piping not vented</li> <li>- Blocked piping</li> </ul> Spark present: <ul style="list-style-type: none"> <li>- Soiled ionisation pin</li> <li>- Poor ignition cable connection</li> <li>- Incorrect spark flash-over</li> <li>- Spark flash-over blocked by decoration</li> </ul> Flame present: <ul style="list-style-type: none"> <li>- Too low pre-pressure</li> <li>- Soiled ionisation pin</li> <li>- Too much draught in the fireplace</li> <li>- Flame detection blocked by decoration</li> </ul>	Replace the ignition cable Replace the earth cable Replace the pilot flame set or ignition pin Replace the module Vent the piping Replace the part causing the blockage Clean the ionisation pin with fine sandpaper Tighten the plugs Reposition the pilot flame set or ignition pin Move the decorative material Increase the pre-pressure Clean the ionisation pin with fine sandpaper Fit a diaphragm/restriction plate Move the decorative material
F10	Flame detection stops between 0-30 min.	Air in the gas piping Too low pre-pressure Lack of oxygen due to very poor flue configuration Too much draught in the fireplace Soiled ionisation pin Flame detection blocked by decoration Poor ignition cable connection Poor earth cable connection Defective pilot flame set or detection pin Defective module	Vent the piping Increase the pre-pressure Remove the baffle (look at the flue configuration again) Fit a diaphragm/restriction plate Clean the ionisation pin with fine sandpaper Move the decorative material Replace the ignition cable Replace the earth cable Replace the pilot flame set or detection pin Replace the module
F11	Flame detection stops after 30 min.	Air in the gas piping Lack of oxygen due to poor flue configuration Too much draught in the fireplace Soiled ionisation pin Flame detection blocked by decoration Poor ignition cable connection Poor earth cable connection Defective pilot flame set or detection pin Defective module	Vent the piping Remove the baffle (look at the flue configuration again) Fit a diaphragm/restriction plate Clean the ionisation pin with fine sandpaper Move the decorative material Replace the ignition cable Replace the earth cable Replace the pilot flame set or detection pin Replace the module

Code	Fout type	Oorzaak	Oplossing
F12	Complication in the module	Module is in lock-out position (EEPROM)	Wait half an hour until the module resets itself
F13	Flame detection stops when only the main burner is on	Air in the gas piping Too low pre-pressure Flame detection blocked by decoration Lack of oxygen due to poor flue configuration  Too much draught in the fireplace Soiled ionisation pin Ignition cable obstruction Earth cable obstruction Defective pilot flame set or detection pin Defective module	Vent the piping Increase the pre-pressure Move the decorative material Remove the baffle (look at the flue configuration again) Fit a diaphragm/restriction plate Clean the ionisation pin with fine sandpaper Replace the ignition cable Replace the earth cable Replace the pilot flame set or detection pin Replace the module
F14	Flame detection stops when main burner and second burner are on	Air in the gas piping Too low pre-pressure Flame detection blocked by decoration Lack of oxygen due to poor flue configuration  Too much draught in the fireplace Soiled ionisation pin Ignition cable obstruction Earth cable obstruction Defective pilot flame set or detection pin Defective module	Vent the piping Increase the pre-pressure Move the decorative material Remove the baffle (look at the flue configuration again) Fit a diaphragm/restriction plate Clean the ionisation pin with fine sandpaper Replace the ignition cable Replace the earth cable Replace the pilot flame set or detection pin Replace the module
F15	Atmospheric pressure switch-related fault	Only applicable with fan, underpressure in flue can no longer be correctly measured	Check the flue, flue gas ventilator and the EFC21
F16	Incorrect supply voltage	The supply voltage is outside 230 V +10/-15% 50 Hz	Repair the supply main in the building
F17	Heat demand counter error	There have been more than 3 manual stops during start-up in the safety time	Burner unit is blocked for a certain period For pilot flame ignition design: 60 seconds For direct ignition design: 30 minutes

## 8.2 Fault reset

If there is a problem when igniting the fireplace or during operation, the fireplace goes into safety mode. As a result, an error message appears on the screen.



You can now reset the fire by pressing both arrow keys simultaneously. After resetting, wait for 3 minutes before trying to re-ignite the fire. The fire can be reset a maximum of five times within 24 hours. If this happens, you should consult a qualified electrician to correct the fault.



## 9 Guarantee clause

### 9.1 Guarantee period

- 5-year guarantee on the general structure of the fireplace
- 2-year guarantee on the gas tap, control and remote control
- 2-year guarantee on the cast iron reeded panels

The guarantee applies exclusively to defects in workmanship.

The guarantee period commences on the date specified on the invoice.

The invoice is the only valid proof of guarantee.

The renewal or replacement of parts under guarantee does not extend the overall guarantee period.

The guarantee is limited to the simple exchange of parts that are recognised as defective by our technical service and does not cover compensation for the inability to use the stove. The cost of transport, travel expenses and assembly costs are borne by the user.

All guarantee claims must be handled through the recognised dealer.

### 9.2 Exclusion

Damage or defects caused by failure to correctly observe the instructions for use and installation are excluded from the guarantee.

The guarantee lapses in the event of poor maintenance of the fireplace, in the event of accident or disaster caused by means other than the fireplace itself or caused by a repair carried out by a person not authorised to do so.

The guarantee lapses in the event of internal modifications or alterations to the fireplace.

The following are not covered by the guarantee provision:

- Damage to the glass and seals.
- Damage to the decorative material for inside the combustion chamber.
- Damage as a consequence of transport, storage and installation.
- Using non-original Metalfire parts and electrical and electronic parts that are not approved by Metalfire.

### 9.3 Proviso

Metalfire+ bv reserves the right to modify its appliances, and amend its brochures, installation manuals and user manuals at any time and without prior notice.

Metalfire+ bv  
Noorwegenstraat 28  
9940 Evergem  
[www.metalfire.eu](http://www.metalfire.eu)

Serial number: