



***THE  
SYNERGY PERSPECTIVE B.F.***

**BALANCED FLUE INSET CONVECTION HEATER SUITABLE  
FOR NATURAL GAS & PROPANE**

**USE, INSTALLATION & SERVICING INSTRUCTIONS**

***PATENT PENDING***

**! IMPORTANT NOTE !  
THIS FIRE IS HEAVY AND ASSISTANCE SHOULD BE  
SOUGHT WHEN LIFTING**

**ALL INSTRUCTIONS MUST BE LEFT WITH THE USER FOR  
SAFE KEEPING**

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**Country of Destination – GB & IE**



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## 1.0 - PACK CONTENTS

The Fire Will be Supplied on a Small Pallet with Additional Boxes.

The Very Large Box contains: Main Casing (with Riser Plate if ordered), Sealing Frame (if ordered) and Main Door (all assembled together), Fuel Tray and Radio Frequency Handset (as ordered either Thermotronic or Thermostatic Thermotronic), Cable Fixing System and Screwdriver (for unscrewing the Inner Glass Door).

### 1.1 - Unpacking

a). To make the fire more manageable and prevent the possibility of damage it makes sense to remove various Trim parts, Doors (Glass Doors specifically) and the Burner Assembly prior to Installation as detailed below.

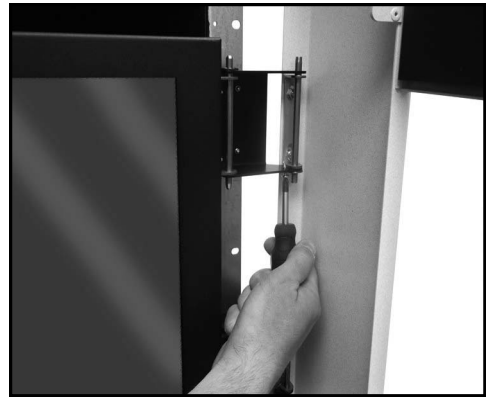
**Note: If the Fire is to be Installed in a Fire Surround a Riser Plate Must have also been ordered and will already be fitted to the base of the fire.**

**This is very important because without the riser plate the Outer Door will foul on the Hearth.**

b). Additional boxes contain: Log Set (Dark Wood or Silver Birch), Sand Coloured Bark Chippings, Black Coloured Bark Chippings, Large Bag of Natural Coloured Vermiculite Granules and Small Bag of Black Coloured Vermiculite Granules & a Pack of Embaglow.

c). If a Wall Mounted Fire with Wall Mounted Television has been advised then a TV Glass Heat Shield will have been supplied and if the Synergy Glass has been ordered the Glass Shelf will also have been supplied with the Sealing Frame.

**Important: Store the Trims and Doors in a safe secure area as all parts will have been Quality Control checked prior to dispatch and Nu-Flame will not accept Claims for damage that occurs on site.**



**Important: Store the Trims and Doors in a safe secure area as all parts will have been Quality Control checked prior to dispatch and Nu-Flame will not accept Claims for damage that occurs on site.**

**The Glass Doors (if ordered) should be stored such that the glass is not prone to being chipped or scratching.**

### 1.2 - Removal of Components

#### a). Fires Ordered with Steel or Glass Trims

- i) The Outer Door will have to be removed and stored carefully to allow access for removal of the other components.
- ii) Open the outer door by pulling at the left side to release it from the magnetic catches and open the outer door.
- iii) Now at the hinge end push out the two Hinge Pins to release the Outer Door.
- iv) The Sealing Frame (if ordered) can now be removed by removing the 6 fixing screws.
- v) Now use the Screwdriver provided remove the 2 screws securing the Inner Glass Door, push out the Hinge Pins.
- vi) Remove the 4 screws securing the burner mounting plate assembly; then lifting at the rear, swing the whole assembly out and clear of the fire. Take care not to mark the liners in the fire.

**Note: These small parts must be placed in a safe area as they will be required later.**

# THE SYNERGY PERSPECTIVE B.F.

## USER INSTRUCTIONS

### 2.0 - IMPORTANT NOTES

- a. This appliance must be installed by a properly qualified (in accordance with National & Local Regulations) Installation Engineer.
- b. The connection of this appliance is to be according to National & Local Codes.
- c. This appliance does not require any purpose provided additional ventilation.
- d. Consult all Instructions before Installation and Use.
- e. Do not throw rubbish on, or attempt to burn any materials on this appliance. Any Debris or Foreign Matter must be removed from the fire.
- f. Under No Circumstances must this fire be used if the Glass Panel is broken damaged or cracked or if the Door Seal is damaged.
- g. The glass panel and outer parts of this fire will become hot during use, cloths or combustible items must not be placed close to or on the fire. We recommend that a 'Fireguard conforming to BS8423 should be used for protection of Young Children the Elderly, Infirm and Pets.
- h. The Fire can only be sited on an Outside Wall and the Flue Terminal Position **MUST BE** in accordance with BS5440: Part 1. See diagram and table on next page, which shows Acceptable Flue Terminal Positions.
- i. The Flue Terminal or Guard on the Outside Wall **MUST NOT** be obstructed in any way or in its vicinity, for example by placement of Plants, Bushes, Fences or Leaning Objects.
- j. Do not use a hose pipe or garden sprinkler in the vicinity of the Flue Terminal on the Outside Wall.
- k. If any changes are to be made to the property after installation in the area of the Flue Terminal consult a properly qualified person/installer as this could affect the safe operation of the fire.
- l. The Terminal Guard supplied with the fire **MUST** be used if there is free access to the area at the Flue Terminal.
- m. The appliance should be Serviced Annually in accordance with the Gas Safety & Uses Regulations.
- n. This fire is supplied with a specially designed flue system and no other flue system can be used.
- o. If at any time you smell gas or fumes turn the fire off and contact your Installer.
- p. These Instructions must be left with the User for future reference.
- q. During its first period of use any protective coatings and oils will burn out of the appliance and it is wise to ventilate the room for the first hour of use.
- r. In the event that the fire shuts down due to any reason, attempt to restart it. If there is a continuing problem, call in a properly qualified specialist engineer.
- s. There are no user replaceable parts in the appliance apart from the batteries.
- t. Simulated logs and simulated bark chips, manufactured from refractory fibre, are supplied with this appliance. Do not use real logs or real bark chips as this is dangerous. If the simulated logs or simulated bark chips need renewing please obtain suitable replacements from a Nu-Flame Stockist.
- u. The fire must be installed in accordance with the rules in force and these Instructions it must be installed into a fireplace enclosure as detailed in these Instructions.
- v. No combustible materials e.g. curtains must be closer than 500mm to the fire.
- w. For Fire Surround Applications a 150mm (6") combustible shelf can be fitted above the fire provided it is 350mm above the Fireplace Opening.
- x. The Fire can be installed into a suitably designed fire surround with a 150°C Rating.
- y. Ensure the Door Release Screwdriver is left with the customer and if possible show them how to open the door for cleaning and how to secure the door after cleaning.
- z. Explain to the customer that over time some wall staining will occur and this is due primarily to particles of dust present in the hot convection air circulating up and over the fire and sticking to the wall.

**! WARNINGS & IMPORTANT NOTES ! THE THERMOSTATIC THERMOTRONIC CONTROL SYSTEM PROVIDES THE MEANS FOR UNATTENDED OPERATION OF THE FIRE IF THE PROGRAMS OR THERMOSTATE SETTINGS ARE USED - THIS COULD POSE A DANGER IF COMBUSTIBLE MATERIALS ARE TOO CLOSE TO THE FIRE OR IF YOUNG CHILDREN, THE ELDERLY, INFIRM OR PETS ARE LEFT UNATTENDED.**

**THE INNER GLASS AND/OR OUTER GLASS DOOR ON THESE FIRES WILL BECOME VERY HOT DURING OPERATION - SEE ITEM 'G' ABOVE.**

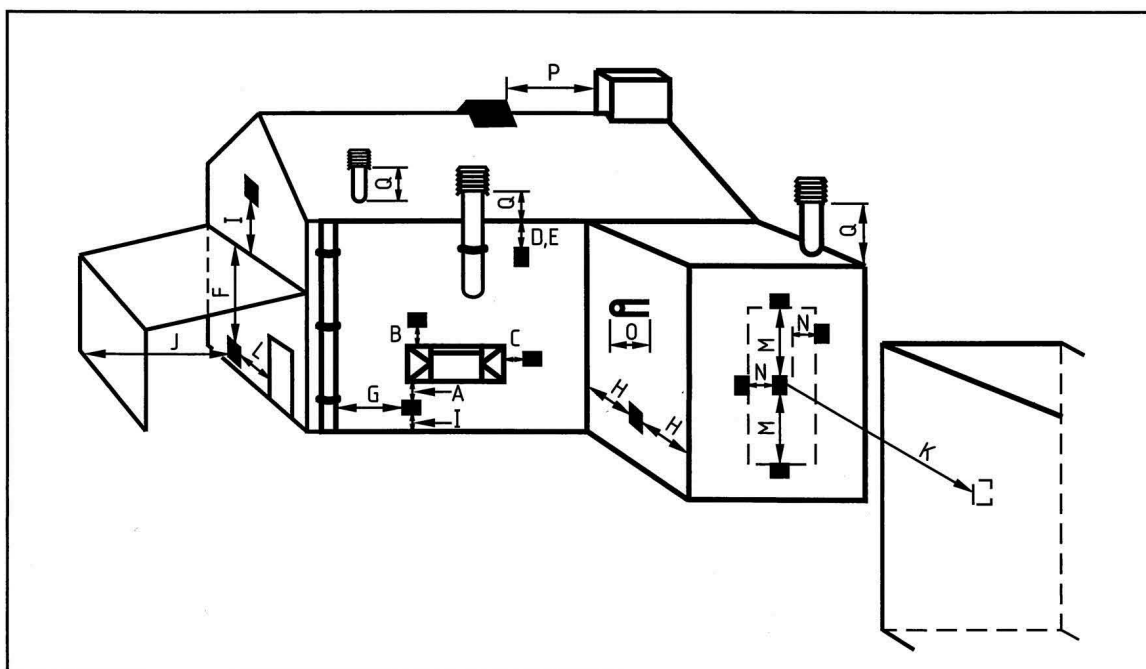
**THE SYNERGY RANGE HAS A UNIQUE BURNER SYSTEM WHERE THE FLAME SIZES AND COLOURS WILL CHANGE & THE FIRE WILL ALSO MAKE POPPING & BURNEING NOISES LIKE A REAL FIRE.**

### **Health & Safety Advice Refractory Ceramic Fibre (RCF)**

#### **Advice when working with Fuel Bed Components including Installing, Servicing and Disposal.**

The Fuel Effect parts and possible Linings of this fire are made from Refractory Ceramic Fibre (R.C.F.) a Class 2 Carcinogen which is a material designed for this Application. Excessive exposure to these types of materials may cause temporary irritation to eyes, skin and respiratory tract. Therefore take care when handling these articles to ensure dust is kept to a minimum. It is not necessary to wear protective clothing when handling these articles but we do recommend you follow the normal hygiene rules of not smoking, eating or drinking in the work area, and always wash your hands before eating or drinking. To minimise the release of RCF fibres during installation and servicing a HEPA filtered vacuum is recommended to remove any dust accumulated in and around the fire both before and after working on it. When Servicing and if replacing these parts we do not recommend they are broken up but are sealed within a heavy duty polythene Bag and labelled as "RCF waste". This is not classified as "hazardous waste" and may be disposed of at a local licensed landfill site.

# MINIMUM DISTANCES FOR FLUE TERMINAL POSITIONS



Symbol	Location	Minimum dimensions
A*	Directly below an opening, air brick, opening windows, etc.	300 mm
B*	Above an opening, air brick, opening window, etc.	300 mm
C*	Horizontally to an opening, air brick, opening windows, etc.	300 mm
D	Below temperature-sensitive building components, e.g. plastic gutters, soil pipes or drain pipes	300 mm
E	Below eaves	300 mm
F	Below balconies or car port roof	600 mm
G	From a vertical drain pipe or soil pipe	300 mm
H**	From an internal or external corner	600 mm
I	Above ground, roof or balcony level	300 mm
J	From a surface facing the terminal	600 mm
K	From a terminal facing the terminal	600 mm
L	From an opening in the car port (e.g. door, window) into the dwelling	1 200 mm
M	Vertically from a terminal on the same wall	1 500 mm
N	Horizontally from a terminal on the same wall	300 mm
O	From the wall on which the terminal is mounted	0
P	From a vertical structure on the roof	N/A
Q	Above intersection with roof	N/A

**NOTE** N/A = *Not applicable*.

\* In addition, for temperature and structural reasons, the terminal should be no nearer than 300mm to an opening in the building fabric formed for the purpose of accommodating a built in element such as a window frame.

\*\* The reference to external corners does not apply to building protrusions not exceeding 450mm, such as disused chimneys on external walls.

### 3. LIGHTING & CONTROLLING THE FIRE

#### 3.1 General

The fire is available with 2 Control Options:

Option a) The Nu-Flame Thermatronic (Fully Sequential) Radio Frequency Electronic Control System.

The fire is fully operated using the Handset.

Option b) The Nu-Flame Thermostatic Thermatronic (Fully Sequential) Radio Frequency Electronic Control System.

The fire is fully operated using the Handset but also the Handset allows you to do control the temperature of the room during the day or night, and timer programs.

Both Control Systems are battery operated that use a microprocessor to provide the working sequences needed by the fire, and when used with an oxy-pilot have all the safety features required by law and CE approval.

Commands are accepted by the microprocessor when buttons are pressed. An audible beep means that the command is received, and the push buttons should then be released.

#### 3.2 Using the Thermatronic RF System

Control can only be achieved if the Handset is pointed at the Fire.

The red light will flash each time you press the Handset.

**a. Ignition.** Simultaneously press and hold the red/off and the large flame button (linked by arrow) until a short acoustic signal confirms that the sequence has begun, then release the buttons.

Continuous audible signals confirm that ignition is in progress.

When pilot ignition is confirmed the motor will open the valve to maximum flame height – this takes about 30 seconds. The main burner will then light at the high flame setting.

**b. Flame Height Adjustment.** Press the small flame button until the flame height is at the desired position. If you try to go beyond the preset low flame setting the fire will turn off leaving the pilot burner alight (This is the standby position).

You will learn from experience how to achieve the minimum preset low flame setting.

**c. Relighting the Fire.** To relight the fire from the standby position, or to increase the flame setting from low flame, simultaneously press the red/off button and large flame buttons (linked by arrow).

Please note that you can have the flame height anywhere between maximum and preset low.

For fine adjustment simply tap the large and small flame buttons.

**d. Switching Off.** Press the red/off button.



#### 3.3 Using the Thermostatic Thermatronic RF System

Control can only be achieved if the Handset is pointed at the Fire.

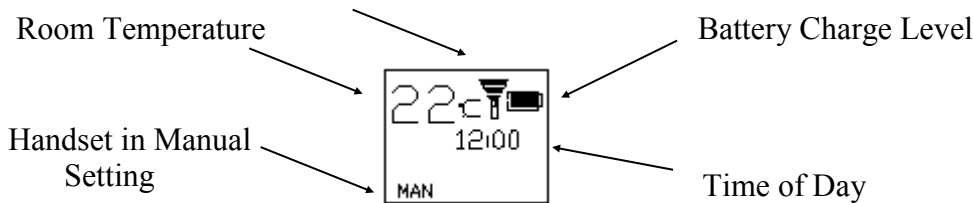
You will see that the Handset as a screen with symbols and reference should be made to the following screen settings for each stage of operation.

With the fire in the off position the screen will look as shown below.

This is the Manual Setting display and will be used to first light the fire.

The screen shows the following:

Note: Radio Frequency Symbol Shows Only When Pressing Handset



**a. Ignition.** Simultaneously press the Off and Large Flame Buttons (linked by the line/star symbols) until a short acoustic signal confirms that the sequence has begun, then release the buttons.

Continuous audible signals confirm that ignition is in progress.

When pilot ignition is confirmed the motor will open the valve to maximum flame height – this takes about 30 seconds. The main burner will then light at the high flame setting.

**b. Flame Height Adjustment.** Press the small flame button until the flame height is at the desired position. For fine adjustment tap the Large Flame or Small Flame buttons

If you try to go beyond the low flame setting the fire will turn off the main burner leaving the pilot burner alight (This is the standby position).

You will learn from experience how to achieve the minimum low flame setting.

**c. Relighting the Fire.** To relight the fire from the standby position, or to increase the flame setting from low flame, simply press the large flame button.

Please note that you can have the flame height anywhere between maximum and low.

For fine adjustment simply tap the large and small flame buttons.

Note: You can also automatically set the fire at either Tall or Low Flame setting by pressing the desired flame Button twice.

**d. Switching Off.** Press the off button



You can now proceed to the other features of the Handset such as Setting the Time, Temperature and Time Programmes.

**e. Setting Temperature - Time in Centigrade-24Hour Clock or Fahrenheit-12Hour Clock.**

- Simultaneously Press the Large and the Small Flame buttons until the display changes from Fahrenheit -12Hour Clock to Celsius -24Hour Clock and visa versa.

**f. Setting the Time.**

The time of day will flash after either:

- Installing the batteries or
- Simultaneously pressing the Large Flame and Small Flame buttons.
- Press the Large Flame button to set the Hour.
- Press the Small Flame button to set the Minute.
- Press Red/Off or simply wait to return to the manual screen.



**IMPORTANT : For the following modes of controlling the fire automatically for Temperature or Timer Programs the Fire Must be left in the Standby Setting (Pilot Lit) and left on the chosen Setting, with the Screen showing either Temp or Timer.**

**g. Setting the Day Time Temperature.**

- Briefly Press the Set Button to scroll to TEMP (Sun Symbol - Daytime) Mode.
- Hold the Set Button until the TEMP flashes then release.
- Now press the Large Flame button to increase the Daytime - Sun temperature. or
- Press the Small Flame button to decrease the Sun-Daytime temperature.
- You can now press the Set Button to scroll to setting the Night Time Temperature or press off to return to Manual Screen.



**h. Setting the Night Time Temperature.**

- Briefly Press the Set Button to scroll to TEMP (Moon Symbol Night Daytime) Mode.
- Hold the Set Button until the TEMP flashes then release.
- Now press the Large Flame button to increase the Night Time - Moon temperature. or
- Press the Small Flame button to decrease the Night Time Moon temperature.
- You can now either leave the handset on the TEMP setting and with the fire lit the room temperature will be controlled or return to the Manual Screen. Your Settings will remained stored.



**Note:** With the Temperature Settings now set the Handset will have to be left in the TEMP mode to control the fires temperature.

**Note:** In the Manual Mode neither of the Automatic TEMP or TIMER settings will be active.

**Note:** If you Set the Room Temperature below the present room temperature the fire will go straight to the Standby Setting until the temperature drops below the Set Temperature at which point the main burner will relight.

**Note:** The Room Temperature is sensed by the Handset so place it in the ideal position to control the room temperature.

**Note:** An Holder is available for the Handset as an optional extra and this should be positioned to control the set room temperature.

**Note:** If at any time you wish to correct or check the settings you have made you can simply keep pressing the Set Button until the screen displays the Manual Setting and repeat the operations as detailed above.

**i. Setting the Timer Programs P1 and P2 for Daytime & Night Time Settings.**

- The Timer Programs are identified by the symbols P1 and P2 on the screen and each can be set for both daytime (sun symbol) and night time (moon symbol) settings.

**Note :** Both Programs have to be set, you cannot just set one program, however you can set both at the same settings.

**Setting the P1 (Program 1), On Time**

- Briefly Press the Set Button to scroll to TIMER Mode.
- Hold the Set Button until P1 Sun Symbol (Daytime) is displayed and the time flashes.
- Press the Large Flame button to set the Hour.
- Press the Small Flame button to set the Minute.



**Setting the P1 (Program 2), Off Time**

- Briefly press the Set Button to scroll to the P1 Moon Symbol (Night time) is displayed and the time flashes.
- Press the Large Flame button to set the Hour.
- Press the Small Flame button to set the Minute.



**Setting the P2 (Program2), On Time**

- The Screen will automatically proceed to setting the P2 Settings
- Briefly Press the Set Button to scroll to the P2 Sun Symbol (Daytime) is displayed and the time flashes.
- Press the Large Flame button to set the Hour.
- Press the Small Flame button to set the Minute.



**Setting the P2 (Program2), Off Time**

- Briefly press the Set Button to scroll to the P2 Moon Symbol (Night time) is displayed and the time flashes.
- Press the Large Flame button to set the Hour.
- Press the Small Flame button to set the Minute.
- **Both Programs** Press Off or simply wait to return to the Manual Screen.



**Note :** With the Programs now set the Handset will have to be left in the TIMER mode to enable the programs to control the fire.

### 3.4 - BATTERY REPLACEMENT

**Applies to both Control Systems - (Must only be done when the fire is Cool)**

- a. A feature of the Thermostatic Thermatronic Handset is it as a Battery Charge Indicator shown in the screen on the Handset which will determine when both the Handset and Receiver Batteries need changing, however also see 'b'.
- b. For Both Control systems, Battery replacement is recommended at the beginning of each heating season, or when an acoustic error message sounds during ignition.
- c. Error Message – Long signals (0.8 second tone – 0.2 second break) during ignition – probable cause - batteries in electronic receiver box are nearly discharged.
- d. Error Message – 5 second continuous tone – probable cause – cable disconnected or on/off switch on valve is in off position.
- e. Batteries - Electronic Receiver Box - 4 x AA good quality alkaline - Handset - 1 x PP3 good quality alkaline.
- f. To change the Handset battery slide open the plastic panel on the back of the Handset.
- g. To change the Receiver Batteries open the outer door by pulling pull at the left side to release it from the magnetic catches. Locate the electronic receiver box, underneath the fire on the left hand side. Slide open the plastic cover to gain access to the battery compartment. You can detach the Receiver by pulling it off its Velcro Pad to make access easier but remember to put it back in the same position.

**Note: Only Change The Batteries When The Fire Is Cold**

**! WARNING! THE THERMOSTATIC THERMATRONIC CONTROL SYSTEM PROVIDES THE MEANS FOR UNATTENDED OPERATION OF THE FIRE IF THE PROGRAMS OR THERMOSTATE SETTINGS ARE USED THIS COULD POSE A DANGER IF COMBUSTIBLE MATERIALS ARE TOO CLOSE TO THE FIRE OR IF YOUNG CHILDREN, THE ELDERLY OR INFIRM OR PETS ARE LEFT IN ATTENDANCE.**

### 3.5 - RESETTING THE MERTIK MAXITROL LOGIC CIRCUITS IF THE HANDSET DOES NOT WORK - APPLIES TO BOTH CONTROL SYSTEMS

**Must only be done when the fire is Cool**

**Basic Reset** - It sometimes happens that (such as when the handset buttons are pressed out of sequence) the fire stops working because the logic circuits get confused and need to be reset.

To do this, simply remove the 4 x AA batteries from the Receiver Box (see section 2.4f above), wait for 1 minute and then refit the batteries. Wait for another minute and then point the handset at the fire and press the red/off button. Wait for another minute and then start the fire as normal. If the fire does not start repeat the resetting procedure. If the fire still does not work a Full Reset can be tried.

**Full Reset** - If you obtain a new handset the control system will need to learn the handset's unique code via a Full Reset. Also, if the fire is not working and the Basic Reset has not worked a Full Reset can be carried out:

Open the outer door by pulling at the left side to release it from the magnetic catches and open the outer door, locate the electronic Receiver Box.

Locate the Reset Hole on the side of the Receiver and using a pen press and hold in the Reset button until you hear two beeps.

The first beep is short and the second beep is long. After the second beep release the Reset Button.

Now on the Handset, within the next 20 seconds press and hold the Small Flame Button until you hear two additional short beeps confirming the code is set in the Receiver.

If you hear one long beep the Code as not been set so repeat the procedure.

If after carrying out the above procedure the situation is not corrected it will be necessary to contact your Installer.

**Note: For the Installation/Service Engineer** - Resetting of the Handset & Control System is also covered in Section 19.1 page 30.

### 4.0 - CLEANING THE FIRE

- a. Allow to cool before cleaning.
- b. The outside of the glass can be cleaned as follows:  
Clean glass using (preferably distilled) water and a soft cloth ensuring the glass is dried thoroughly afterwards, again using a soft cloth. If stubborn marks persist use a purpose produced Ceramic hob cleaner to clean the area again using a soft cloth.  
Under no circumstances must an abrasive cleaner be used as this will scratch the glass.
- c. It is quite normal for soot to build-up on the inside of the glass panel over time.  
The inside of the Glass Door can be cleaned as follows:  
Open the outer door, by pulling on the centre of the left hand side.  
Using the Pozidriv screwdriver provided unscrew the 2 screws to the Left Side of the door.  
Follow instructions in section b. above.
- d. The logs or driftwood must **not** be cleaned or moved.
- e. The outer surfaces of the fire can be cleaned with a damp cloth, do **not** use abrasive cleaners.

**! IMPORTANT NOTE !** Under no circumstances must the fire be operated without the glass door being fully closed and secure.

### 5.0 - SERVICING

- a. The fire should be Serviced Annually in accordance with the Gas Safety & Uses Regulations.
- b. This fire contains no User Serviceable Parts apart from the batteries.
- c. Servicing must be carried out by a Registered Installer.
- d. For Servicing or Spare Parts contact your Installer quoting the Fire Name, Model and Serial Number, which can be found on the Data Badge. To find the Data Badge/Plate; with the fire cool open the outer door, the Data Badge/Plate can be found at the base next to the Control.
- e. In the event that the fire shuts down due to any reason, attempt to restart it. If there is a continuing problem, call in a properly qualified specialist engineer.
- f. **Under No Circumstances** must this fire be used if the Glass Panel is broken damaged or cracked or if the Door Seal is damaged



# INSTALLATION & SERVICE INSTRUCTIONS

## 6.0 - INSTALLATION REQUIREMENTS

**THIS APPLIANCE MUST BE INSTALLED AND SERVICED BY A PROPERLY QUALIFIED, (IN ACCORDANCE WITH LOCAL & NATIONAL CODES), INSTALLATION ENGINEER.**

It is the Law in the UK that All gas appliances are installed by a competent person in accordance with the GAS SAFETY (INSTALLATION AND USE ) REGULATIONS 1998 (As amended), the relevant British Standards for Installation work, Building Regulations, Codes of Practice and these Instructions . In the UK a Registered Installer is deemed competent. In the Republic of Ireland, all Irish Standards, Local Codes and Bord Gais recommendations should be adhered to.

The Installation should also be carried out in accordance with the following where relevant:

1. BS5871 Part2 2. BS5440 Parts 1& 2 3. BS6461 Parts 1&2 4. BS6891 5. BS8303

Building Regulations and Standards issued as relevant by the Department of the Environment or the Scottish Development Department.

In the Republic of Ireland Installation should be carried out in accordance with IS813, ICP3, IS327, Building Regulations, Codes of Practice, these Manufacturers Instructions and any Rules In Force.

Particular Reference should be made to the Ventilation Requirements, for the UK this Appliance does not require any additional purpose provided ventilation, for the Republic of Ireland ventilation should be in accordance with IS813 Domestic Gas Installations.

Failure to comply with the above could leave the Installer Liable to Prosecution and Invalidate the Warranty.

**IMPORTANT : BEFORE PROCEEDING WITH THE INSTALLATION READ THESE INSTRUCTIONS CAREFULLY.**

**THESE INSTRUCTIONS SHOULD BE LEFT WITH THE USER FOR SAFE KEEPING AND FUTURE SERVICING.**

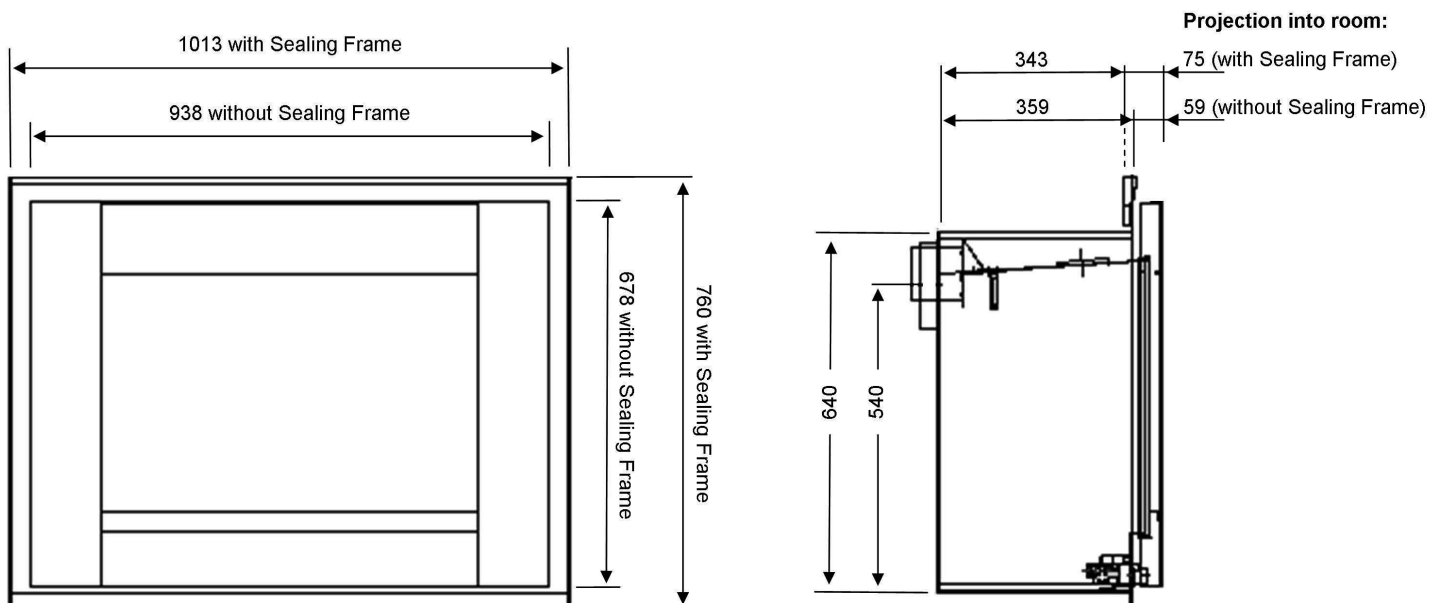
**PRIOR TO INSTALLATION ENSURE THAT THE GAS TYPE AND PRESSURE ARE AS STATED ON THE APPLIANCE DATA PLATE.**

## 7.0 - APPLIANCE DATA

- a. Gas Type: See Data Plate, (Natural Gas at 20mbar or Propane at 37mbar).
- b. Burner Pressure: Natural Gas 19.1mbar hot Propane 36.6mbar hot
- c. Control System: Thermatronic (Fully Sequential) Control System operated by Handset pointed at Receiver.
- d. Fire Safety: Flame Failure Device & Delayed Ignition Device.
- e. Ignition: Full Sequential Control.
- f. Inlet Connection: 8mm Compression Fitting to Gas Isolation Elbow.
- g. Category: I2H, I3P.
- h. Injector: Natural Gas (G20)-510 Single hole. Propane (G31) - 210 Single hole.
- i. Heat Input: High: Natural Gas (G20) - 6.4kW Gross (5.77kW Nett). Propane (G31) - 6.1kW Gross (5.61kW Nett).
- j. Heat Input: Low: Natural Gas (G20) - 2.8kW Gross (2.52kW Nett) Propane (G31) - 2.8kW Gross (2.58kW Nett).
- k. Efficiency Class: 1. The Efficiency of this appliance has been measured as specified in BS EN 613 and the results obtained were 74.9% Gross (83.2% Nett) on Natural Gas and 74.9% Gross (83.2% Nett) on Propane. The tests data has been certified by G L Industrial Services UK Ltd (0087) and can be used in the UK Government's Standard Assessment Procedure (SAP) for energy rating of dwellings.
- l. Heat Output: High: Natural Gas (G20) - 4.8kW Propane (G31) - 4.67kW.
- m. Heat Output: Low: Natural Gas (G20) - 1.7kW Propane (G31) -1.7kW.
- n. Nitrous Oxide (NOx) - 130mg/kWh.

## 8.0 - APPLIANCE DIMENSIONS

**8.1 The Diagram below shows the General Fire Sizes fitted with the Steel Door with Sealing Frame. For other Door and for Frame Style Options see below.**

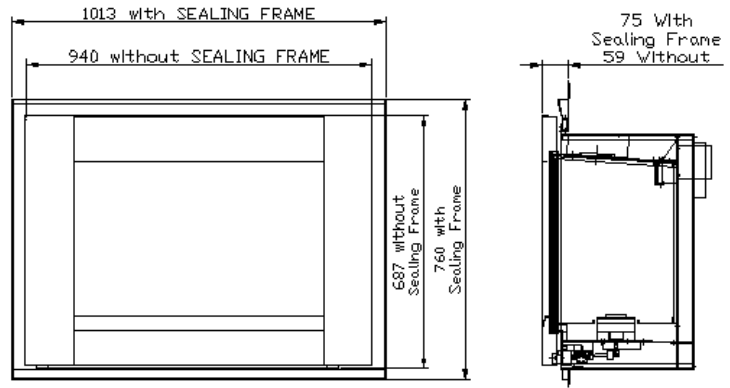


**8.2 The Synergy Perspective BF is available with various Trim Styles with Glass or Metal Door Options. Some Styles also have a Sealing Frame Option (Normally used for Wall Mounted Installations). The Synergy Perspective Echo Trim is Not Available for the Synergy Perspective BF.**

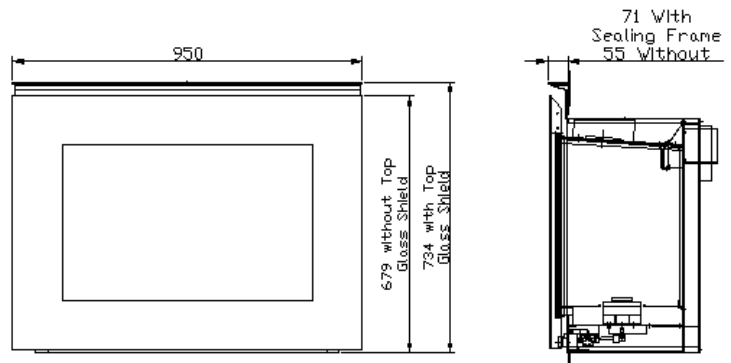
The general dimensions are shown with a table below showing the minimum flat area required around the Fireplace Opening. The Synergy Perspective BF Steel & Glass Options can be supplied with or without the Sealing Frame for different applications.

The Synergy Perspective BF Steel can only be Installed below a Wall Mounted Television if Installed in a Suitable Fire Surround. All other Trim Options can be Installed below a Wall Mounted Television be it in a suitable fire surround or wall mounted subject to specific requirements which should be discussed with your Nu-Flame stockist and subject to the requirements in these Instructions. The Side Views show how far the Trims project from the wall.

**Synergy Perspective BF Glass  
Available With or Without Sealing Frame  
and/or Top Shelf**



**Synergy Perspective BF Steel  
Available With or Without Sealing  
Frame**



**Minimum Flat Sizes for Doors & Frames (Central Around Opening)**

	Width (mm)	Height (mm)
Synergy Perspective BF Steel Trim (No Sealing Frame)	1135mm	560mm
Synergy Perspective BF Steel Trim (With Sealing Frame)	970mm	630mm
Synergy Perspective BF Glass Trim (No Sealing Frame or Shelf)	980mm	550mm
Synergy Perspective BF Glass Trim (With Sealing Frame & Shelf)	980mm	605mm

**Note:** Where a the Synergy Perspective BF Steel or Glass Trims combinations is to be Installed in a Fire Surround a Riser Plate Must have been specified which will raise the fire by 30mm to allow for the Metal or Glass Door to open clear of the Hearth.

**Note:** Where a the Synergy Perspective BF Glass Trim is to be Wall Mounted the Glass Shelf will be supplied and **Must** always be fitted.

**Note:** This does not take account of any up stand that may be present around the Hearth for which a greater height allowance may be required. More detail is provided in Section 15.

## 9. FLUE & TERMINAL DETAILS & REQUIREMENTS

- a. The Fire is supplied with a specially designed flue system and no other flue system can be used.
- b. The Fire and Flue Terminal System must be sited in accordance with BS5440: Part 1. See diagram and table on page 5, which shows Acceptable Flue Terminal Positions.
- c. The Terminal Guard supplied with the fire MUST be used if there is free access to the area of the Flue Terminal.
- d. The Flue Terminal will become VERY HOT when the fire is in operation.
- e. The Flue caters for Walls up to a maximum of 500mm thick and minimum of 100mm thick.
- f. In the majority of applications due to the Fire's depth it will require building work, be it masonry or studwork. Section 12 shows three options, one of which **must** be decided before proceeding.

## 10. VENTILATION

- a. No additional purpose provided ventilation is required for the fire.
- b. This appliance is fitted with a Flame Failure Safety system which automatically shuts off the gas supply if the flame goes out for any reason. It **must not** be tampered with and only replaced with a genuine Nu-Flame Pilot Assembly.

## 11. GAS SUPPLY

### **It is Recommended to Check The Next Section as Building Work May Affect the Gas Supply Routing.**

- a. Carry out a gas soundness test before working on the gas supply.
- b. Gas supply provision should be made in accordance with the latest Gas Safety (Installation and Use) Regulations as amended.
- c. Confirm that the fire has been supplied for the correct gas to be used by checking the Data Badge in the base of the fire.
- d. A route for a concealed gas supply is provided through a hole in the rear of the fire, at a position of 165mm to the left of the centre of the fire and 38mm up from the base of the Fireplace Enclosure. An isolation elbow is provided at the control inlet.
- e. Where the gas supply passes through walls, floors, voids, concrete and wall cavities the supply should be sleeved.
- f. Determine the gas supply pipe size required taking into account any other gas appliances.
- g. Determine where the gas supply pipe needs to terminate and fit the 8mm compression isolation/pressure test elbow provided.
- h. In common with all other gas appliances, dirt and debris in the gas system can block the valve and gas injectors on this appliance, and faults caused by this are not covered by the guarantee.  
Therefore it is important that all gas pipes **must** be purged of both air and debris.
- i. If you suspect that there may still be dirt and/or debris in the gas system, fit a filter in the pipeline, before the gas isolation/pressure test elbow.
- j. Do **not** use jointing compound on any compression fittings on the fire. The use of jointing compound on the compression joints on this appliance will possibly invalidate the guarantee, as it can get into the control mechanism and cause a malfunction.
- k. Seal off the isolation/pressure test elbow and check all gas connections for gas soundness before proceeding to fit the fire.

**! IMPORTANT NOTE !** Always reseal the pressure test point and check that it is gas tight. (This accounts for a lot of recalls.)

# INSTALLATION OPTIONS

VERY IMPORTANT

ALL RELEVANT SECTIONS SHOULD BE CONSIDERED BEFORE ANY BUILDING WORK.

***Sections 12 - 15 Detail Various Installation Options - Only one will apply.***

***! IMPORTANT NOTE ! The chosen installation should have been predetermined with any parts ordered before any Building Work Is Started or Installation of the fire. If a Wall Mounted Television is Being Considered Read Section 15 First.***

***Important - the chosen installation and correct parts should have been predetermined and ordered with the fire.***

***Ensure you refer to the section relevant to your requirement.***

The Installation Options Are:

- 12.0 Hole in the Wall Installation For Steel & Glass Trims (using Sealing Frames) - Options:  
Requirements for Builders Opening and Combustible or Non Combustible Shelves.
- 13.0 Hole in the Wall Installation (when using marble, slate or stone slips) - Options:  
Requirements for Builders Opening and Combustible or Non Combustible Shelves.
- 14.0 Fire Surround Installation - Options:  
Requirements for Builders Opening and Combustible or Non Combustible Shelves/Mantels.
- 15.0 Installation for a Wall Mounted Televisions - With Options Above.

**Note: The Steel Trim Option Cannot Be With A Wall Mounted Installation.  
However It Can Be Used In A Fire Surround Installation.**

**With A Fire Surround Installation the Shelf of the Fire Surround directs the heat away from the Television Area.  
However please note the additional Nu-Flame Television Heat Shield will still be required.**

## 12.0 - HOLE IN THE WALL APPLICATION (USING NU-FLAME SEALING FRAME) ONLY FOR SYNERGY PERSPECTIVE BF WITH STEEL & GLASS STYLE WITH SEALING FRAME

**NOTE: THE STEEL TRIM STYLE CANNOT BE WALL MOUNTED WITH A WALL MOUNTED TELEVISION HOWEVER THE GLASS TRIM STYLE WITH GLASS SHELF & TV SHELF ARE SUITABLE SEE SECTION 16**

**FIREPLACE ENCLOSURE, HOLE POSITION, SIZING, CUTTING THE FLUE & FITTING THE FIRE.  
The Flue Length & Height of Flue Hole May Be Different For Each Application.  
If A Wall Mounted Television Is Being Considered Read Section 15 First.**

### 12.1 - SEALING FRAMES & WALL COVERINGS

With any form of heating appliance convection air will rise up through the fire carrying particles of dust that will in time result in varying degrees of wall staining. The Nu-Flame Sealing Frames (& for Perspective Glass the Glass Shelf) are designed to minimise this by deflecting the airflow away from the wall. However, over time some staining might occur and we therefore suggest not using patterned paper around the fire.

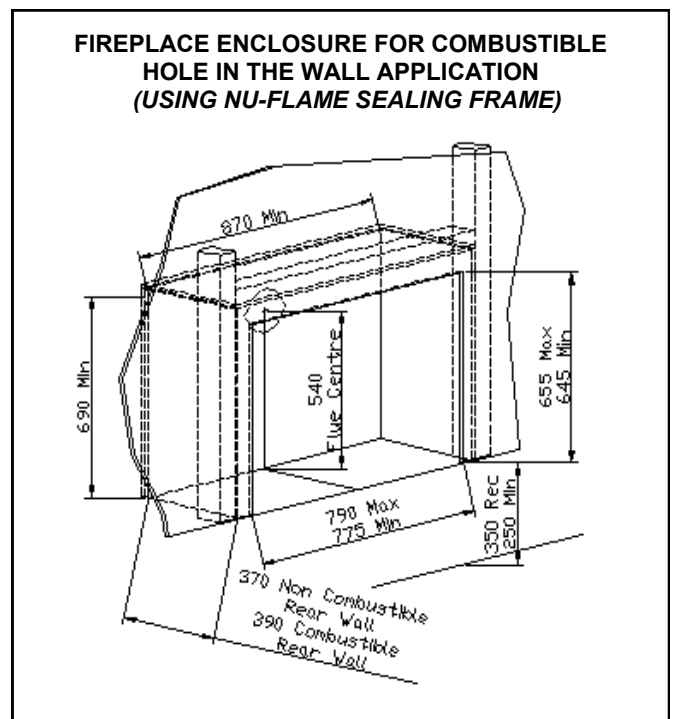
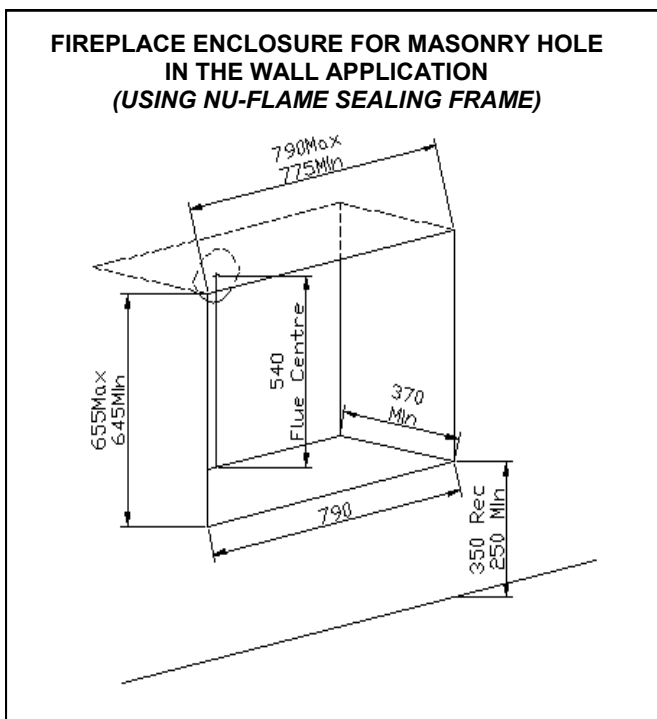
**Due to the heat output of The Synergy Perspective BF it is not recommended to use blown vinyl wall covering around the fire.**

### 12.2 HOLE IN THE WALL APPLICATION (USING NU-FLAME SEALING FRAMES)

#### FIREPLACE ENCLOSURE

- The fire can be installed in a suitably sized Masonry Fireplace Enclosure or suitable studwork construction, see diagrams.
- It is recommended that a qualified builder or joiner constructs the Fireplace Enclosure.
- For Masonry Constructions it is recommended that a lintel is fitted above the Fireplace opening. A structural survey may be Required.
- For Combustible Installations (e.g. Wood-Studwork) the Fireplace should be lined with a suitable non combustible material e.g. Superlux Board.  
If the rear wall is also Combustible the Fire back must also be insulated.
- No** combustible materials (e.g. Wood-Studwork) must be closer than 50mm to the fire and therefore the size of the Fireplace should cater for this, see diagram for minimum sizes. The Front Opening sizes should be as shown in the diagram.
- The base of the fireplace enclosure must be flat, level and square to the wall and it **MUST** be strong enough to support the fire.
- Where the cavity forms part of the Fireplace Enclosure this **MUST** be Sealed off with either a Non Combustible Material or with a Combustible Material set at least 50mm away from the Fire. Note: A drip/weather shield or equivalent should be provided above the Fireplace Enclosure to prevent rain/damp bridging the cavity.
- A Hole for the flue should be centrally cut at a height of 540mm from the base of the Enclosure. See Cutting the Hole.
- The Fireplace Enclosure should have provision for a gas supply through the rear, see Section 10 Gas Supply.
- There must be a flat surface around the face of the Fireplace opening of at least 100mm above, 125mm at each side and 30mm at the base. This is essential in order to achieve a good seal between the wall and the sealing frame.
- The **recommended** height for the base of the Fireplace Enclosure is 350mm above floor level. The **minimum** height for the base of the Fireplace Enclosure is 250mm above floor level.
- The fire is fitted with Electronic Equipment, which is sensitive to dampness and high humidity so it is very **important** that any rendering/building work is allowed to thoroughly dry out before installation

**! IMPORTANT !** Dry lined walls – ensure that any air gaps between the back of the plasterboard and wall are sealed around the fireplace enclosure or fireplace as this can affect the fires efficiency and cause wall staining.



### 12.3 - CLEARANCES TO SHELVES & COMBUSTIBLE MATERIALS

- a. We do not recommend the use of combustible shelves in this application.\*  
We do not recommend the use of a **non-combustible** shelf in this application.\*  
However, see section 13 which shows the application where a **non-combustible** shelf is used.
- c. Any combustible sidewall must be at least 500mm from the inside of the Fireplace opening.
- d. With all heating appliances, soft furnishings, decorations and wall coverings may discolour or scorch if placed too close.
- e. No combustible material, e.g. curtains must be closer than 500mm to the fireplace enclosure..

\*The wall between the sealing frame and any shelf would become hot. Therefore, we do not recommend any shelves with this type of installation.

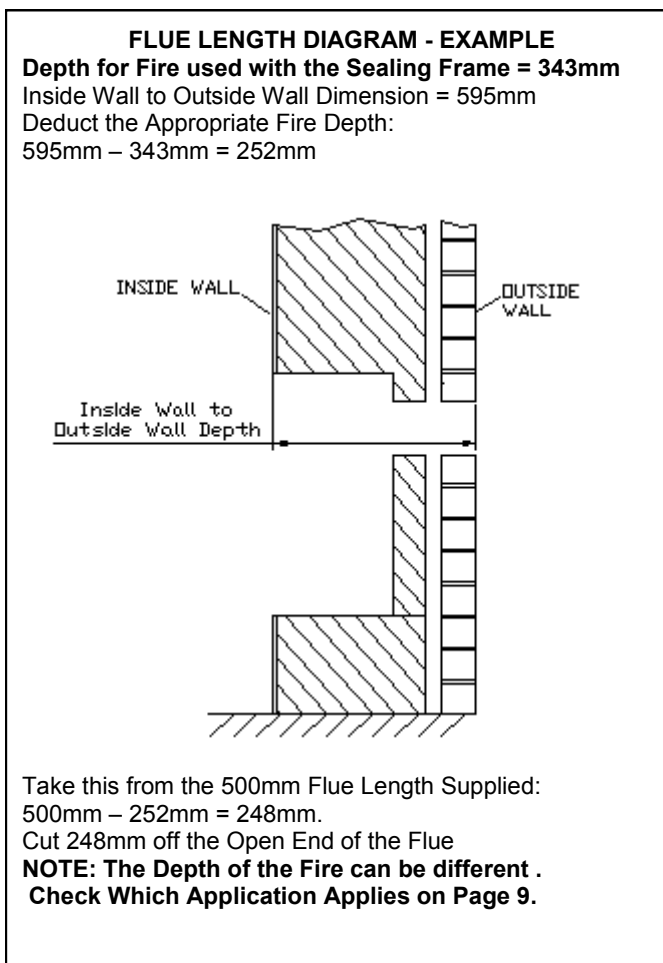
### 12.4 - CUTTING THE HOLE FOR THE FLUE

The flue is 150mm in diameter, and a hole is required providing sufficient clearance. The following Notes will assist:

- a. If cutting the hole with a core drill ensure the pilot hole is cutting into solid material as it may wander.
- b. Partially drill or cut out the hole and then check the fit of the flue before finishing.
- c. Ensure the hole is horizontal, round and straight.
- d. Make good the hole on both the inside and outside (a Wall Plate is provided for the outside).
- e. Any Cavity Wall insulation must be trimmed and sealed back from the hole by at least 50mm to prevent contact with the flue.

### 12.5 - PREPARING THE FLUE

- a. The Flue Length supplied caters for a Maximum Flue Length of 500mm, and a Minimum Flue Length of 93mm.  
(Total Flue Length of flue supplied Including Terminal = 630mm).
- b. To find the flue length required in your application; measure the Depth from the front face of the Fireplace to the Outside Wall. For the Fire with Sealing Frame deduct 343mm or without Sealing Frame deduct 359mm (ref page 9) from this dimension; this will provide the flue length for your application.  
Take your flue length dimension from 500mm, (maximum wall flue length provided), and this is the length you will need to cut off the flue. See Diagram with Example.
- c. From the open end of the flue mark the cut off dimension, position the cutting aid in the flue central about the cut line and cut the flue, ensuring it is cut square; remove any sharp edges.  
Remove the Cutting Aid Material from inside the Flue.



- d). With the flue at the correct length and when the fire is fitted there should be 130mm of Flue Terminal Outside The Wall and the screw holes for fixing the Wall Plate should line up with those in the Flue Terminal. See photographs on next page

**! IMPORTANT NOTE !** NONE OF THE SQUARE HOLES IN THE FLUE TERMINAL MUST BE WITHIN THE WALL.

**! TIP !** To provide a good square cut end to the flue, working from the Open end of the flue; place 5 marks around the flue and using a tape measure coiled around the flue mark a continuous line.

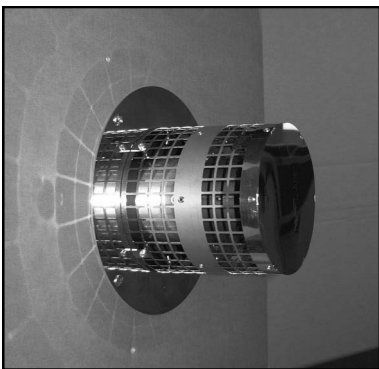
**! IMPORTANT NOTE !** Numerous problems occur because the cutting aid is not removed after cutting the flue.

**! IMPORTANT NOTE !** Numerous problems occur because the correct length of the flue is not first determined and the square cut outs in the flue terminal are not outside the flue. Check that the Wall Plate screws can be fitted into the Flue.

**! IMPORTANT NOTE !** Do NOT FORCE the flue when engaged into the flue spigot; it goes in just 40mm up to a stop and will block off the flow creating a poor flame picture and overheating if pushed in too far.

## 12.6 FITTING THE FIRE & USING THE CABLE FIXING SYSTEM - reference should be made to the drawings on the next page

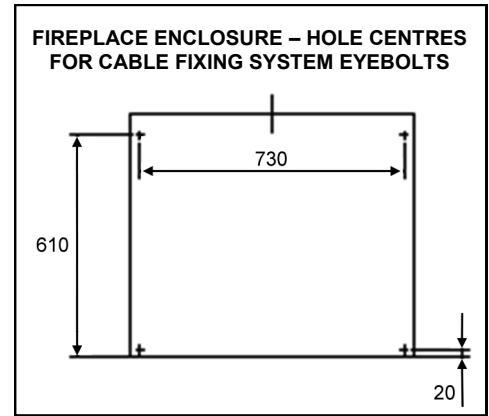
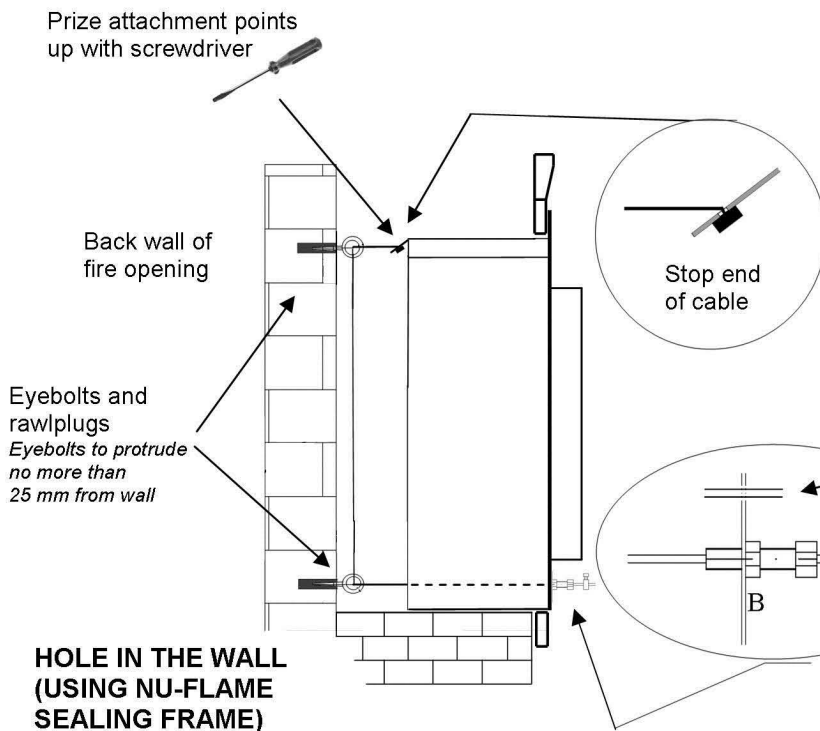
- a. A cable fixing system is supplied for securing the fire. For Masonry Applications screw fixing may be considered and holes are provided in the Sealing Frame.
- b. There is silicone sponge sealing strip already affixed to the relevant surfaces to ensure a good seal. Ensure this silicone sealing strip stays in place during installation.
- c. A cable fixing system is supplied to secure the unit into the Fireplace Enclosure. The cable fixing system will also pull the unit tight back against the wall to make a good seal. This is very important to ensure efficient operation of the fire.
- d. There are 2 cables supplied; 1 to be used each side of the unit. Working at 730mm centres in the fireplace enclosure drill the lower holes 20mm up from the base and drill the higher holes 610mm up from the base - see drawing on below. Secure the 4 Eyebolts supplied with the Rawlplugs to the back of the fireplace. Ensure the Eyebolts are fully screwed in and protrude no more than 25mm.
- e. There are 2 cable attachment points on the top of the main casing; 1 each side at the rear. They are part of the folded lip of the top section prize these up with a screwdriver to enable them to be used. Feed a cable downwards through each cable attachment point ready for installing the fire
- f. Push the Flue onto the Spigots at the rear of the fire and IMPORTANT, ensure that 'TOP' marked on the end of the Flue Terminal is at the top centre ; using the drill provided and with the flue level mark and drill the three holes around the Spigot. Secure the flue with the Screws provided and then seal around the flue/spigot with the Sealing Tape also provided.  
**IMPORTANT : Do Not Force The Flue In Too Far Or Past It's Stop As It Will Block Off The Flow Causing Overheating.**
- g. Rest the Fire in the Fireplace opening so that you can still gain access to the cables and eyebolts. Feed the cables through the eyebolts on either side and then through the hole in the back of the fire near the base
- h. Slide the Fire/Flue into the Fireplace guiding the flue into the hole until it is **part way** (leaving the fire sticking out approximately 50mm) ensuring the gas supply pipe and isolation/pressure test elbow clears through the cut out in the rear of the Main Casing and does not foul on the control.
- i. Lift the Fire slightly and slide it home ensuring that the sealing strips on the underside of the front of the Fire and around the flange of the Sealing Frame stay in position to create a seal to the wall around the fireplace opening. While sliding the unit into the Fireplace Opening pull on the excess cable.
- j. Referring to the illustrations on the next page feed the cables through the two loose cable clamp brackets. The adjuster and lock screw can now be fitted onto the cable and through the large hole in the cable clamp bracket. Position the brackets one either side of the fire towards the bottom of the channel between the Main Casing and the Inner Fire Casing. By use of the adjuster and lock screw tighten up the cable to tension the fire back into the fireplace. The fire should be secure and not liable to movement.  
*Surplus fixing cable MUST NOT be cut off and must be tucked back through the small hole in the cable clamp bracket to keep it well away from any electronics.*
- k. If any of the silicone sealing strips are not compressed and/or if there are gaps they must be filled with a suitable sealant, fireclay or high temperature silicone.
- l. Now on the Outside check that the End Terminal part of the Flue is clear of the hole = 130mm of Flue, the Terminal should be clear of the wall – NOT WITHIN THE WALL. See photograph below.
- m. Fit and secure the Wall Plate to the Flue through the holes provided in the flue terminal and seal to the Wall with the Stainless Steel Screws provided.  
Note: To prevent the ingress of water Sealing Foam has been supplied for the Wall Plate, if this does not provide an adequate seal with the wall then any gaps must be filled with a waterproof silicone sealant or mastic.  
Note: With the flue at the correct length and when the fire is fitted there should be 130mm of Flue Terminal Outside The Wall and the screw holes for fixing the Wall Plate should line up with those in the Flue Terminal.



- n. Connect the isolation/pressure test elbow to the control valve and with it fully open check the joint for gas soundness.
- o. Check that all gas connections are sound. The appliance has been factory tested; however the connections may have been disturbed in transit or storage.

**! TIP !** If the Burner needs to be removed first pull both the Electronics Control Box and Infrared Sensor off their Velcro mountings. Take out the 6 self-tapping screws securing the burner mounting plate, then taking care not to catch the soft firebox linings and lifting at the rear, swing the whole assembly out and clear of the fire taking care not to damage the liner panels, which are soft and can easily be marked. Take care and ensure the Receiver and Sensor do not catch on the fire as they are removed .

**! IMPORTANT NOTE !** Always reseal the pressure test point and check that it is gas tight.  
(This accounts for a lot of recalls.)

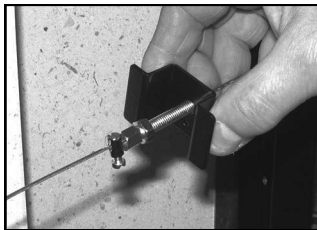


Do not cut excess cable - it will be needed each time the unit is removed and re-fitted. Push back through hole taking care to avoid electronics.

Pull cable as tight as possible, fit cable clamp (A) and wind out adjuster (B).

**CABLE FIXING SYSTEM**

**NOTE: Tensioning nut wound fully back to allow maximum adjustment**



**FINISHED & ADJUSTED**  
Do not overtighten - just enough to seal

**12.7 - PROCEED TO SECTION 15 - ARRANGEMENT OF THE FUEL EFFECT**



### **13. HOLE IN THE WALL APPLICATIONS (WHEN USING MARBLE, SLATE OR STONE SLIPS) - supplied with cable fixing system (see 13.3)**

**BUILDING ENCLOSURE, HOLE POSITION, SIZING & CUTTING THE FLUE & FITTING THE FIRE.  
The Flue Length & Height of Flue Hole May Be Different For Each Application.  
If A Wall Mounted Television Is Being Considered Read Section 15 First.**

**This Hole in the Wall Application is suitable for all Trim Models without a Sealing Frame however for the Synergy Ellesse Glass Trim Option the Glass Shelf Must be used.**

**This Hole in the Wall Application does not use the Nu-Flame Sealing Frames.**

#### **13.1 - SLIPS & WALL COVERINGS**

It is essential to use marble, slate or stone slips, fitted around the fireplace opening. The slips must have a temperature rating of 150°C and we recommend that they form a border around the fire of at least 100mm. In order to direct the flow of heated air away from the wall we recommend that a non combustible shelf (lip) is fitted above the top slip, protruding 30mm – see diagram at end of section 12.6.

With any form of heating appliance convection air will rise up through the fire carrying particles of dust that will in time result in varying degrees of wall staining. The non-combustible shelf is designed to minimise this by deflecting the airflow away from the wall. However, over time some staining might occur and we therefore suggest not using patterned paper around the fire.

Due to the heat output of The Synergy Perspective BF it is **not recommended** to use blown vinyl wall covering around the fire.

Where the Chimney Breast is made of Stone or Slate or other Suitable Non Combustible Material with NO wall coverings then Slips are Not Required but the Dimensions of the Fireplace Enclosure must be as shown below and a Flat Surface of at least 50mm must be provided around the opening for sealing.

In this Application as Slips are being used we supply a Cable Fixing System as Drill Fixing may cause cracking of the slips, which may not show until the fire as got hot and then cooled down over a number of operations.

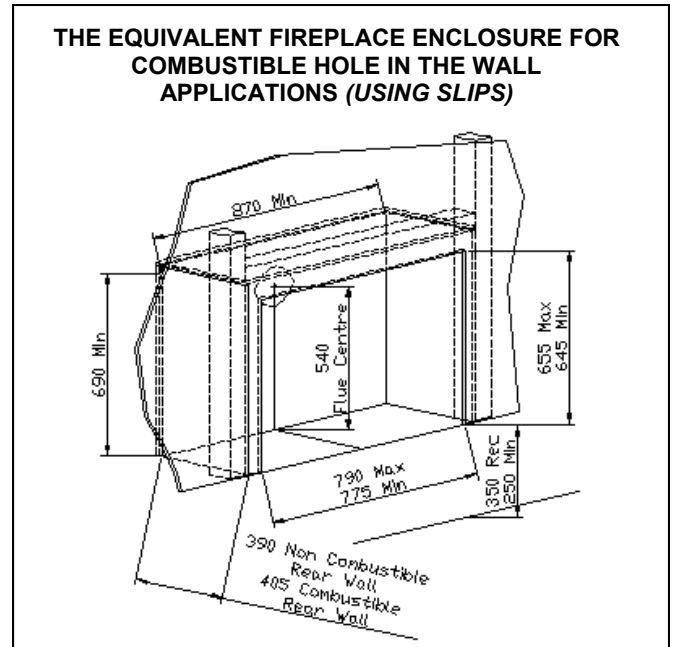
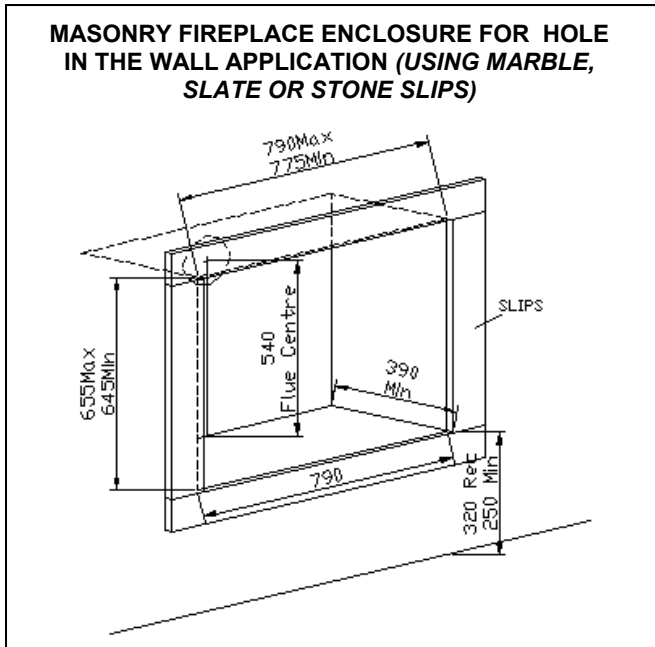
**Nu-Flame will not accept responsibility for Cracked Slips due to Drill Fixing**

#### **13.2 HOLE IN THE WALL APPLICATION (WHEN USING MARBLE SLATE OR STONE SLIPS) BUILDING ENCLOSURE**

- a. The fire can be installed in a suitably sized Masonry Fireplace Enclosure or suitable studwork construction, see diagrams.
- b. It is recommended that a qualified builder or joiner constructs the Building/Fireplace Enclosure.
- c. For Masonry Constructions it is recommended that a lintel is fitted above the Fireplace opening. A structural survey may be Required.
- d. For Combustible Installations (e.g. Wood-Studwork) the Fireplace should be lined with a suitable non combustible material (e.g. Superlux Board or Equivalent).  
If the rear wall is also Combustible the Fire back must also be insulated.
- e. **No** combustible materials (e.g. Wood-Studwork) must be closer than 50mm to the fire and therefore the size of the Fireplace should cater for this, see diagram for minimum sizes. The Front Opening sizes should be as shown in the diagram.
- f. The base of the fireplace enclosure must be flat, level and square to the wall and it **MUST** be strong enough to support the fire.
- g. Where the cavity forms part of the Fireplace Enclosure this **MUST** be Sealed off with either a Non Combustible Material or with a Combustible Material set at least 50mm away from the Fire. Note: A drip/weather shield or equivalent should be provided above the Fireplace Enclosure to prevent rain/damp bridging the cavity.
- h. A Hole for the flue should be centrally cut at a height of 540mm from the base of the Enclosure. See Cutting the Hole.
- i. The Fireplace Enclosure should have provision for a gas supply through the rear, see Section 10 Gas Supply.
- j. There must be a flat surface around the face of the Fireplace opening of sufficient area to enable the slips to be fitted. The slips must be square to the fireplace enclosure.
- k. The **recommended** height for the base of the Fireplace Enclosure is 350mm above floor level. The **minimum** height for the base of the Fireplace Enclosure is 250mm above floor level.
- l. The fire is fitted with Electronic Equipment, which is sensitive to dampness and high humidity so it is very **important** that any rendering/building work is allowed to thoroughly dry out before installation.

**! IMPORTANT !** Dry lined walls – ensure that any air gaps between the back of the plasterboard and wall are sealed around the fireplace enclosure or fireplace as this can affect the fires efficiency and cause wall staining.

**! IMPORTANT !** When fitting the slips ensure they are flush and form a flat surface around the fireplace opening.



### 13.3 - CLEARANCES TO SHELVES & COMBUSTIBLE MATERIALS

- We do not recommend the use of a combustible shelf in this application.
- We do not recommend the use of a non-combustible shelf in this application other than the non combustible shelf / lip mentioned in section 13.6 page 20.\*
- Any combustible sidewall must be at least 500mm from the inside of the builders/fireplace opening.
- With all heating appliances, soft furnishings, decorations and wall coverings may discolour or scorch if placed too close.
- No combustible material, e.g. curtains must be closer than 500mm to the fireplace enclosure.

\*The wall between the upper slip and any additional shelf spaced above the slip would become hot. Therefore, we do not recommend any shelves space away from the slips.

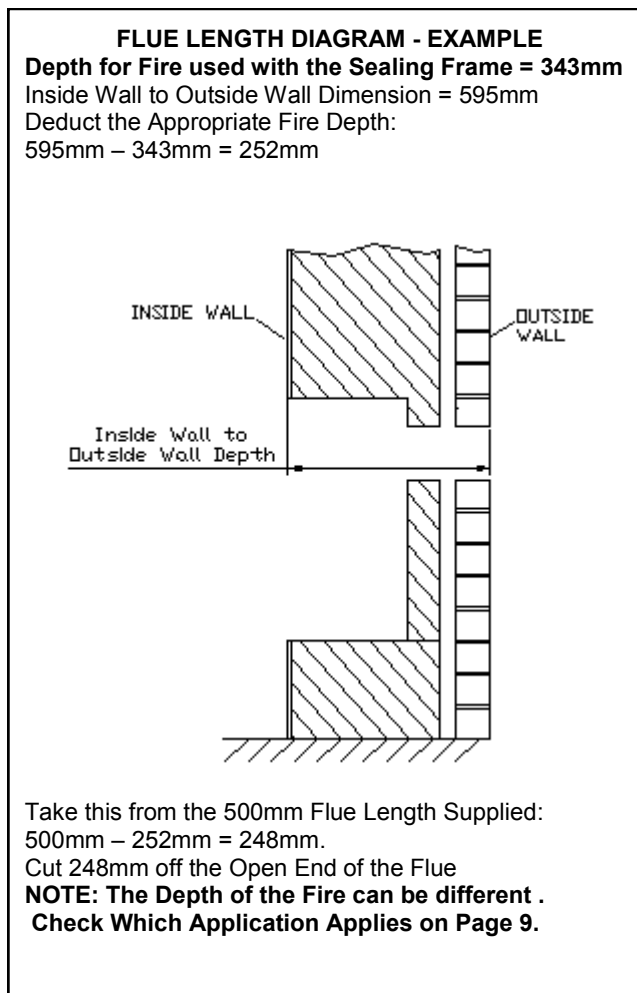
### 13.4 – CUTTING THE HOLE FOR THE FLUE

The flue is 150mm in diameter, and a hole is required providing sufficient clearance. The following Notes will assist:

- If cutting the hole with a core drill ensure the pilot hole is cutting into solid material as it may wander.
- Partially drill or cut out the hole and then check the fit of the flue before finishing.
- Ensure the hole is horizontal, round and straight.
- Make good the hole on both the inside and outside (a Wall Plate is provided for the outside).
- Any Cavity Wall insulation must be trimmed and sealed back from the hole by at least 50mm to prevent contact with the flue.

### 13.5 - PREPARING THE FLUE

- a. The Flue Length supplied caters for a Maximum Flue Length of 500mm, and a Minimum Flue Length of 93mm. (Total Flue Length Including Terminal = 630mm).
- b. To find the flue length required in your application; measure the Depth from the front face of the Fireplace to the Outside Wall. For the Fire with Sealing Frame deduct 343mm or without Sealing Frame deduct 359mm (ref page 9) from this dimension; this will provide the flue length for your application.  
Take your flue length dimension from 500mm, (maximum wall flue length provided), and this is the length you will need to cut off the flue. See Diagram with Example.
- c. From the open end of the flue mark the cut off dimension, position the cutting aid in the flue central about the cut line and cut the flue, ensuring it is cut square; remove any sharp edges. Remove the Cutting Aid Material from inside the Flue.



- d. With the flue at the correct length and when the fire is fitted there should be 130mm of Flue Terminal Outside The Wall and the screw holes for fixing the Wall Plate should line up with those in the Flue Terminal. See photograph on next page.

**! IMPORTANT NOTE !** NONE OF THE SQUARE HOLES IN THE FLUE TERMINAL MUST BE WITHIN THE WALL.

**! TIP !** To provide a good square cut end to the flue, working from the Open end of the flue; place 5 marks around the flue and using a tape measure coiled around the flue mark a continuous line.

**! IMPORTANT NOTE !** Numerous problems occur because the cutting aid is not removed after cutting the flue.

**! IMPORTANT NOTE !** Numerous problems occur because the correct length of the flue is not first determined and the square cut outs in the flue terminal are not outside the flue. Check that the Wall Plate screws can be fitted into the Flue.

**! IMPORTANT NOTE !** Do NOT FORCE the flue when engaged into the flue spigot; it goes in just 40mm up to a stop and will block off the flow creating a poor flame picture and overheating if pushed in too far.

### 13.6 FITTING THE FIRE USING THE CABLE FIXING SYSTEM - reference should be made to the illustrations on the next page.

- a. There is silicone sponge sealing strip already affixed to the relevant surfaces to ensure a good seal. Ensure this silicone sealing strip stays in place during installation.
- b. A cable fixing system is supplied to secure the unit into the Fireplace Enclosure. The cable fixing system will also pull the unit tight back against the slips to make a good seal. This is very important to ensure efficient and safe operation of the fire.
- c. There are 2 cables supplied; 1 to be used each side of the unit. Working at 730mm centres in the fireplace enclosure drill the lower holes 20mm up from the base and drill the higher holes 610mm up from the base - see drawing on below. Secure the 4 Eyebolts supplied with the Rawlplugs to the back of the fireplace. Ensure the Eyebolts are fully screwed in and protrude no more than 25mm.

**IMPORTANT:** ENSURE THE MATERIAL THE EYEBOLT/RAWPLUG IS FIXED INTO IS SOLID AND SOUND. If the fixing is not sound the Rawlplug/Eyebolt will be pulled out and the fire will not be sealed to the Fireplace Opening.

**Note:** With the minimum depth fireplace enclosure it may be necessary to sink the Eye Bolt Heads into the Brickwork.

- d. There are 2 cable attachment points on the top of the main casing; 1 each side at the rear. They are part of the folded lip of the top section prize these up with a screwdriver to enable them to be used. Feed a cable downwards through each cable attachment point ready for installing the fire.
- e. Push the Flue onto the Spigots at the rear of the fire and **IMPORTANT**, ensure that 'TOP' marked on the end of the Flue Terminal is at the top centre; using the drill provided and with the flue level mark and drill the three holes around the Spigot. Secure the flue with the Screws provided and then seal around the flue/spigot with the Sealing Tape also provided.

**IMPORTANT :** Do Not Force The Flue In Too Far Or Past It's Stop As It Will Block Off The Flow Causing Overheating.

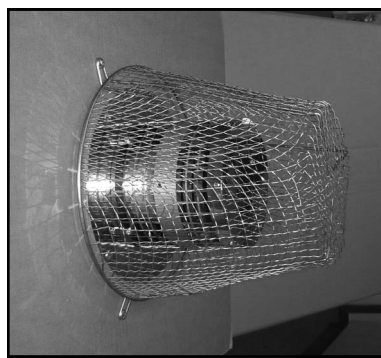
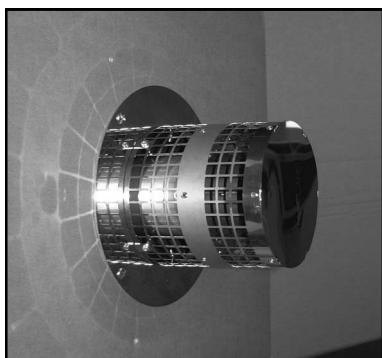
- f. Taking care to not damage the slips, rest the Fire in the Fireplace opening so that you can still gain access to the cables and eyebolts. Feed the cables through the eyebolts on either side and then through the hole in the back of the fire near the base
- g. Slide the Fire/Flue into the Fireplace guiding the flue into the hole until it is **part way** (leaving the fire sticking out approximately 50mm) ensuring the gas supply pipe and isolation/pressure test elbow clears through the cut out in the rear of the Main Casing and does not foul on the control.
- h. Lift the Fire slightly and slide it home ensuring that the sealing strips on the underside of the front of the Fire and the rear of the Fire outer frame stay in position to make a seal against the top edge of the slip at the base of the fireplace enclosure and the front face of the slips where they locate against the rear of the Fire outer frame. While sliding the unit into the Fireplace Opening pull on the excess cable.
- i. Referring to the illustrations on the next page feed the cables through the two loose cable clamp brackets. The adjuster and lock screw can now be fitted onto the cable and through the large hole in the cable clamp bracket. Position the brackets one either side of the fire towards the bottom of the channel between the Main Casing and the Inner Fire Casing. By use of the adjuster and lock screw tighten up the cable to tension the fire back into the fireplace. The fire should be secure and not liable to movement.

*Surplus fixing cable MUST NOT be cut off and must be tucked back through the small hole in the cable clamp bracket to keep it well away from any electronics.*

- j. If any of the silicone sealing strips are not compressed and/or if there are gaps they must be filled with a suitable sealant, fireclay or high temperature silicone.
- k. Now on the Outside check that the End Terminal part of the Flue is clear of the hole = 130mm of Flue, the Terminal should be clear of the wall – NOT WITHIN THE WALL.
- l. Fit, and secure the Wall Plate to the Flue through the holes provided in the flue terminal and seal to the Wall with the Stainless Steel Screws provided.

Note: To prevent the ingress of water Sealing Foam has been supplied for the Wall Plate, if this does not provide an adequate seal with the wall then any gaps must be filled with a waterproof silicone sealant or mastic.

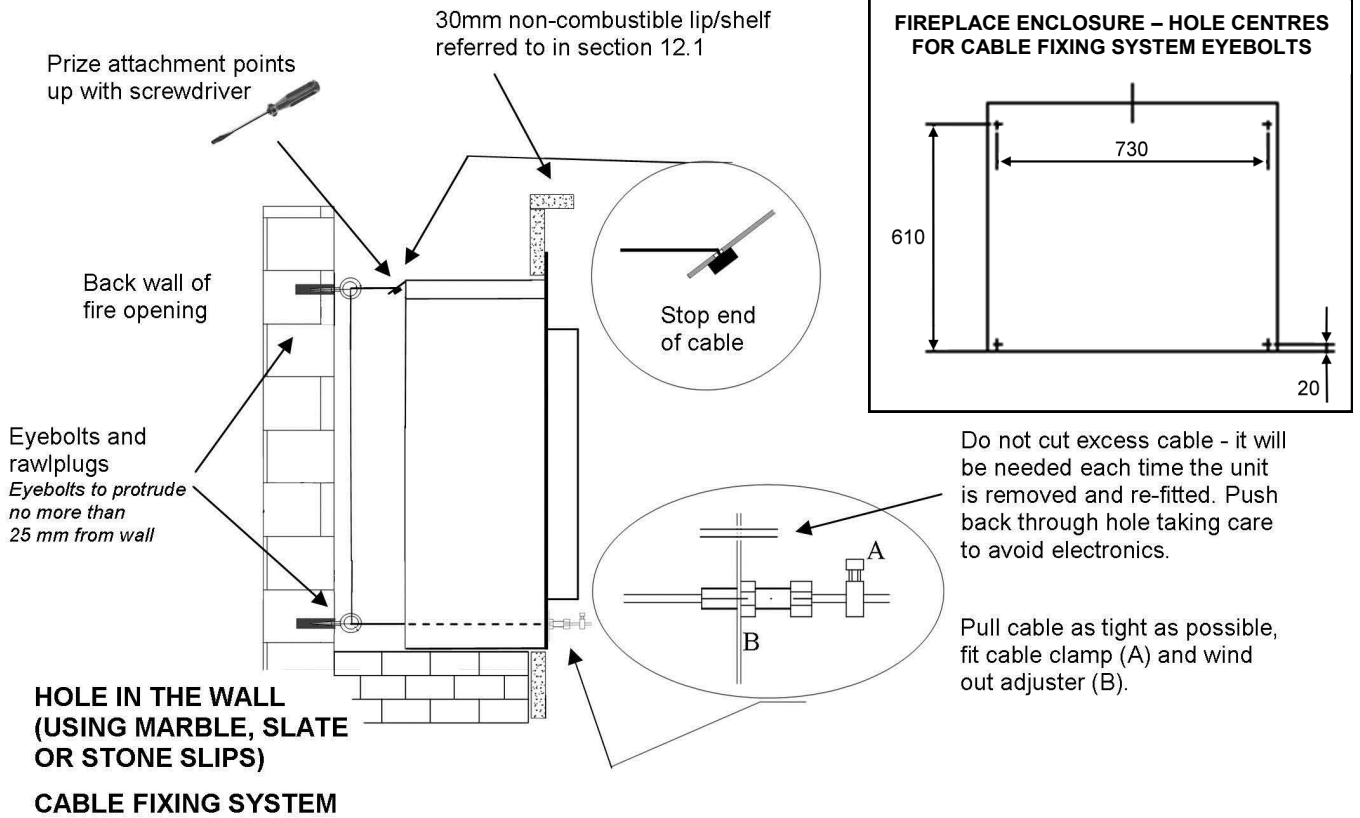
Note: With the flue at the correct length and when the fire is fitted there should be 130mm of Flue Terminal Outside The Wall and the screw holes for fixing the Wall Plate should line up with those in the Flue Terminal.



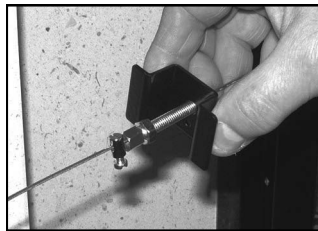
- m. Connect the isolation/pressure test elbow to the control valve and with it fully open check the joint for gas soundness.
- n. Check that all gas connections are sound. The appliance has been factory tested; however the connections may have been disturbed in transit or storage.

**! TIP !** If the Burner needs to be removed first pull both the Electronics Control Box and Infrared Sensor off their Velcro mountings. Take out the 6 self-tapping screws securing the burner mounting plate, then taking care not to catch the soft firebox linings and lifting at the rear, swing the whole assembly out and clear of the fire taking care not to damage the liner panels, which are soft and can easily be marked. Take care and ensure the Receiver and Sensor do not catch on the fire as they are removed .

**! IMPORTANT NOTE !** Always reseal the pressure test point and check that it is gas tight.  
(This accounts for a lot of recalls.)



**NOTE: Tensioning nut wound fully back to allow maximum adjustment**



**FINISHED & ADJUSTED  
Do not overtighten - just enough to seal**

**13.7 - PROCEED TO SECTION 15 - ARRANGEMENT OF THE FUEL EFFECT**

**14. FIRE SURROUND APPLICATIONS** - comes with riser channels and cable fixing system (See 13.4)  
**FIREPLACE CONSTRUCTION, HOLE POSITION, SIZING & CUTTING THE FLUE & FITTING THE FIRE.**  
**The Flue Length & Height of Flue Hole May Be Different For Each Application.**  
**If A Wall Mounted Television Is Being Considered Read Section 15 First.**

This Fireplace Surround Application does not use the Nu-Flame Sealing Frame.

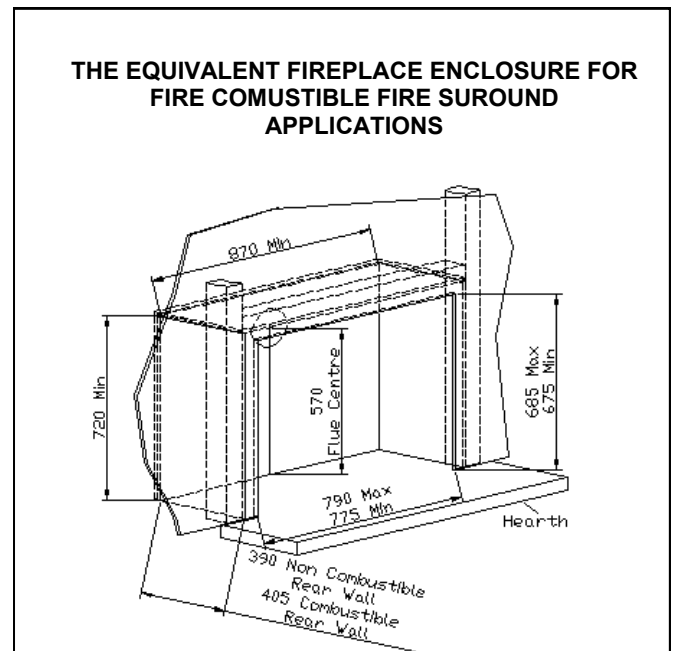
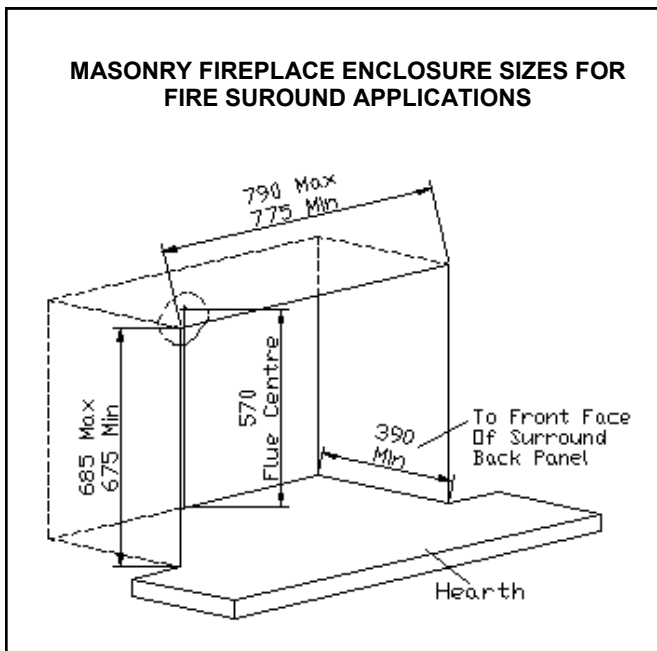
For This Application Riser Channels Are Fitted That Raise The Fire To Enable The Door To Be Opened  
 Therefore The Fireplace Opening and Flue Hole Height are 30mm Higher.

**Note: If the Fire Surround as an Upstand further Height Adjustment will be Required otherwise the Outer Doors will NOT be able to be opened.**

In this Application as a fire surround is being used we supply a Cable Fixing System as Drill Fixing may result in cracking of the back panel, which may not show until the fire has got hot and then cooled down over a number of operations.

**Nu-Flame will not accept responsibility for Cracked Back Panels due to Drill Fixing.**

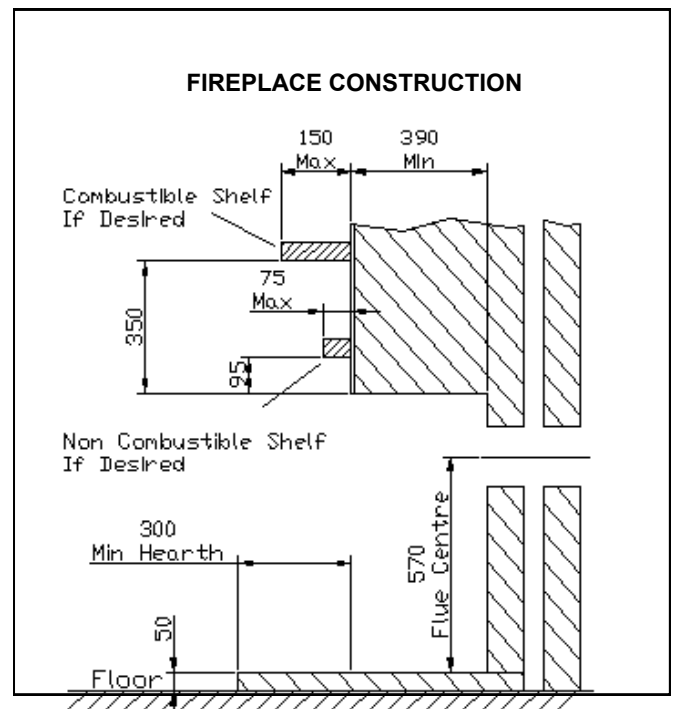
**14.1 FIRE SURROUND APPLICATIONS**



**14.2 - FIRE SURROUND REQUIREMENTS**

- If the Fire is to be fitted into a purpose made Fire Surround it must have a temperature rating of 150°C.
- The Fire requires a non-combustible hearth of at least 12mm thick.
- The surface of the hearth must stand at least 50mm above the floor and level with the fireplace opening.
- The hearth must project at least 300mm in front of the fireplace opening and 150mm either side (1080mm minimum hearth width).
- The base of the fireplace must be flat, level and square to the face of the fireplace opening.
- There can be **no** up stand around the hearth as the door of the fire has to be opened.
- The surround must cater for a minimum flat surface around the Fireplace Opening allowing 100mm above the opening and 125mm on each side. This is essential in order to achieve a good seal between the face of the Surround back panel and the Fire sealing Flange.
- The fire is fitted with Electronic Equipment, which is sensitive to dampness and high humidity so it is very **important** that any rendering/building work is allowed to thoroughly dry out before Installation.

**Note: Experience as shown that all materials used in the manufacture of a fire surround must be 150°C rated to ensure problems with odours do not occur.**



### 14.3 - FIREPLACE ENCLOSURE REQUIREMENTS FOR FIRE SURROUNDS

- a. The fire can be installed in a suitably sized Masonry Fireplace Enclosure or suitable studwork construction, see diagram.
- b. It is recommended that a qualified builder or joiner constructs the Fireplace Enclosure.
- c. For Masonry Constructions it is recommended that a lintel is fitted above the Fireplace opening. A structural survey may be required.
- d. For Combustible Installations (e.g. Wood-Studwork) the Fireplace should be lined with a suitable non combustible material, (e. g. Superlux Board or Equivalent).  
If the rear wall is also Combustible the Fire back must also be insulated.
- e. **No** combustible materials (e.g. Wood-Studwork) must be closer than 50mm to the fire and therefore the size of the Fireplace should cater for this, see diagram for minimum sizes. The Front Opening sizes should be as shown in the diagram.
- f. The base of the Fireplace Enclosure must be flat, level and square to the wall and it **MUST** be strong enough to support the fire.
- g. Where the Cavity forms part of the Fireplace Enclosure this **MUST** be sealed off with either a Non Combustible Material or with a Combustible Material set back 50mm away from the Fire. Note: A drip/weather shield or equivalent should be provided above the Fireplace Opening to prevent rain/damp bridging the cavity.
- h. A Hole for the flue should be centrally cut at a height of 570mm from the base of the Enclosure. See Cutting the Hole.
- i. The fireplace opening should have provision for a gas supply through the rear, see Section 10 Gas Supply.
- j. The fire is fitted with Electronic Equipment, which is sensitive to dampness and high humidity so it is very **important** that any rendering/building work is allowed to thoroughly dry out before installation

#### **! IMPORTANT !**

Dry lined walls – ensure that any air gaps between the back of the plasterboard and wall are sealed around the fireplace enclosure or fireplace as this can affect the fires efficiency and cause wall staining.

### 14.4 CLEARANCES TO SHELVES & COMBUSTIBLE MATERIALS (Refer to diagram FIREPLACE CONSTRUCTION on previous page)

- a. A **non combustible** shelf can be fitted above the fire and should be positioned at least 95mm above the fireplace enclosure. We recommend the depth of the shelf should be a maximum of 75mm as anything deeper will reduce convection air and the efficiency of the fire. For deeper non-combustible shelves they must be raised a further 25mm for every extra 25mm of depth.
- b. A 150mm **combustible** shelf can be fitted above the fire but must be positioned at least 350mm above the Fireplace opening. For deeper combustible shelves they must be raised a further 25mm for every extra 25mm of depth.
- c. Any combustible sidewall must be at least 500mm from the inside of the Fireplace opening, however with a combustible fire surround it can be 350mm from the inside of the Fireplace opening provided it does not protrude more than 150mm and must be increased by 25mm for every extra 25mm of depth.
- d. With all heating appliances, soft furnishings, decorations and wall coverings may discolour or scorch if placed too close.
- e. No combustible material, e.g. curtains must be closer than 500mm to the Fireplace opening.
- f. Any combustible wall claddings (wall paper) must be cut back to the perimeter of the shelf and slips or to a height of 1,025mm and 140mm either side of the Fireplace Opening.

### 14.5 - CUTTING THE HOLE FOR THE FLUE

The flue is 150mm in diameter, and a hole is required providing sufficient clearance. The following Notes will assist:

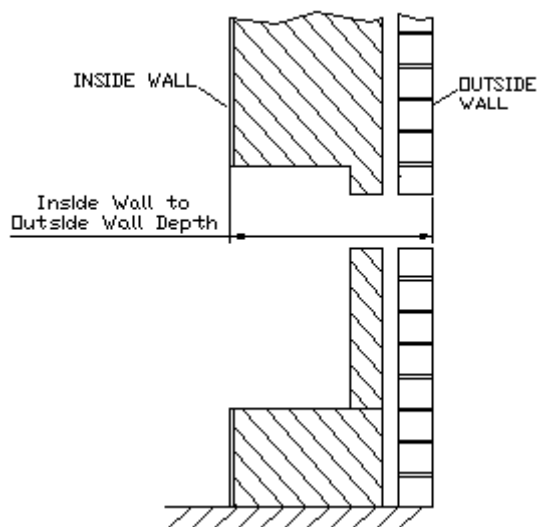
- a. If cutting the hole with a core drill ensure the pilot hole is cutting into solid material as it may wander.
- b. Partially drill or cut out the hole and then check the fit of the flue before finishing.
- c. Ensure the hole is horizontal, round and straight.
- d. Make good the hole on both the inside and outside (a Wall Plate is provided for the outside).
- e. Any Cavity Wall insulation must be trimmed and sealed back from the hole by at least 50mm to prevent contact with the flue.

## 14.6 - PREPARING THE FLUE

- a. The Flue Length supplied caters for a Maximum Flue Length of 500mm, and a Minimum Flue Length of 93mm. (Total Flue Length Including Terminal = 630mm).
- b. To find the flue length required in your application; measure the Depth from the front face of the Fireplace to the Outside Wall. For the Fire with Sealing Frame deduct 343mm or without Sealing Frame deduct 359mm (ref page 9) from this dimension; this will provide the flue length for your application.  
Take your flue length dimension from 500mm, (maximum wall flue length provided), and this is the length you will need to cut off the flue. See Diagram with Example.
- c. From the open end of the flue mark the cut off dimension, position the cutting aid in the flue central about the cut line and cut the flue, ensuring it is cut square; remove any sharp edges. Remove the Cutting Aid Material from inside the Flue.



**FLUE LENGTH DIAGRAM – EXAMPLE**  
Depth for Fire used with the Sealing Frame = 343mm  
Inside Wall to Outside Wall Dimension = 595mm  
Deduct the Appropriate Fire Depth:  
 $595\text{mm} - 343\text{mm} = 252\text{mm}$



Take this from the 500mm Flue Length Supplied:  
 $500\text{mm} - 252\text{mm} = 248\text{mm}$ .  
Cut 248mm off the Open End of the Flue  
**NOTE: The Depth of the Fire can be different .**  
**Check Which Application Applies on Page 9.**

- d. With the flue at the correct length and when the fire is fitted there should be 130mm of Flue Terminal Outside The Wall and the screw holes for fixing the Wall Plate should line up with those in the Flue Terminal. See photograph on next page.

**! IMPORTANT NOTE !** NONE OF THE SQUARE HOLES IN THE FLUE TERMINAL MUST BE WITHIN THE WALL.

**! TIP !** To provide a good square cut end to the flue, working from the Open end of the flue; place 5 marks around the flue and using a tape measure coiled around the flue mark a continuous line.

**! IMPORTANT NOTE !** Numerous problems occur because the cutting aid is not removed after cutting the flue.

**! IMPORTANT NOTE !** Numerous problems occur because the correct length of the flue is not first determined and the square cut outs in the flue terminal are not outside the flue. Check that the Wall Plate screws can be fitted into the Flue.

**! IMPORTANT NOTE !** Do NOT FORCE the flue when engaged into the flue spigot; it goes in just 40mm up to a stop and will block off the flow creating a poor flame picture and overheating if pushed in too far.



## 14.7 FITTING THE FIRE & USING THE CABLE FIXING SYSTEM - reference should be made to the drawings on the next page

- a. There is silicone sponge sealing strip already affixed to the relevant surfaces to ensure a good seal. Ensure this silicone sealing strip stays in place during installation.
- b. A cable fixing system is supplied to secure the unit into the Fireplace Enclosure. The cable fixing system will also pull the unit tight back against the fireplace to make a good seal. This is very important to ensure efficient and safe operation of the fire.
- c. There are 2 cables supplied; 1 to be used each side of the unit. Working at 730mm centres in the Fireplace Enclosure drill the lower holes 20mm up from the base and drill the higher holes 610mm up from the base - see drawing on below. Secure the 4 Eyebolts supplied with the Rawlplugs to the back of the fireplace. Ensure the Eyebolts are fully screwed in and protrude no more than 25mm.

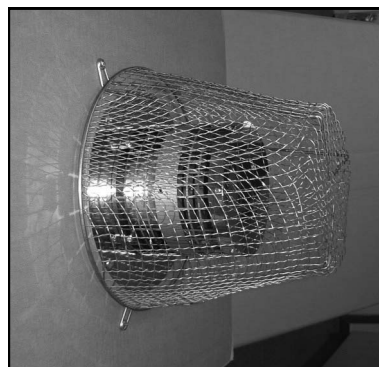
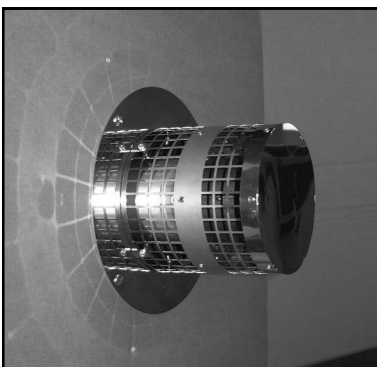
**IMPORTANT:** ENSURE THE MATERIAL THE EYEBOLT/RAWPLUG IS FIXED INTO IS SOLID AND SOUND. If the fixing is not sound the Rawlplug/Eyebolt will be pulled out and the fire will not be sealed to the Fireplace Opening.

**Note:** With the minimum depth fireplace enclosure it may be necessary to sink the Eye Bolt Heads into the Brickwork.

- d. There are 2 cable attachment points on the top of the main casing; 1 each side at the rear. They are part of the folded lip of the top section prize these up with a screwdriver to enable them to be used. Feed a cable downwards through each cable attachment point ready for Installing the fire.
- e. Push the Flue onto the Spigots at the rear of the fire and **IMPORTANT**, ensure that 'TOP' marked on the end of the Flue Terminal is at the top centre; using the drill provided and with the flue level mark and drill the three holes around the Spigot. Secure the flue with the Screws provided and then seal around the flue/spigot with the Sealing Tape also provided.  
**IMPORTANT : Do Not Force The Flue In Too Far Or Past It's Stop As It Will Block Off The Flow Causing Overheating.**
- f. Taking care to not damage the slips, rest the Fire in the Fireplace opening so that you can still gain access to the cables and eyebolts. Feed the cables though the eyebolts on either side and then through the hole in the back of the fire near the base
- g. Slide the Fire/Flue into the Fireplace guiding the flue into the hole until it is **part way** (leaving the fire sticking out approximately 50mm) ensuring the gas supply pipe and isolation/pressure test elbow clears through the cut out in the rear of the Main Casing and does not foul on the control.
- h. Lift the Fire slightly and slide it home ensuring that the sealing strips on the underside of the front of the Fire and the rear of the Fire outer frame stay in position to make a seal against the top edge of the slip at the base of the fireplace enclosure and the front face of the slips where they locate against the rear of the Fire outer frame. While sliding the unit into the Fireplace opening pull on the excess cable.
- i. Referring to the illustrations on the next page feed the cables through the two loose cable clamp brackets. The adjuster and lock screw can now be fitted onto the cable and through the large hole in the cable clamp bracket. Position the brackets one either side of the fire towards the bottom of the channel between the Main Casing and the Inner Fire Casing. By use of the adjuster and lock screw tighten up the cable to tension the fire back into the fireplace. The fire should be secure and not liable to movement.  
*Surplus fixing cable MUST NOT be cut off and must be tucked back through the small hole in the cable clamp bracket to keep it well away from any electronics.*
- j. If any of the silicone sealing strips are not compressed and/or if there are gaps they must be filled with a suitable sealant, fireclay or high temperature silicone.
- k. Now on the Outside check that the End Terminal part of the Flue is clear of the hole = 130mm of Flue, the Terminal should be clear of the wall – NOT WITHIN THE WALL.
- l. Fit, and secure the Wall Plate to the Flue through the holes provided in the flue terminal and seal to the Wall with the Stainless Steel Screws provided.

Note: To prevent the ingress of water Sealing Foam has been supplied for the Wall Plate, if this does not provide an adequate seal with the wall then any gaps must be filled with a waterproof silicone sealant or mastic.

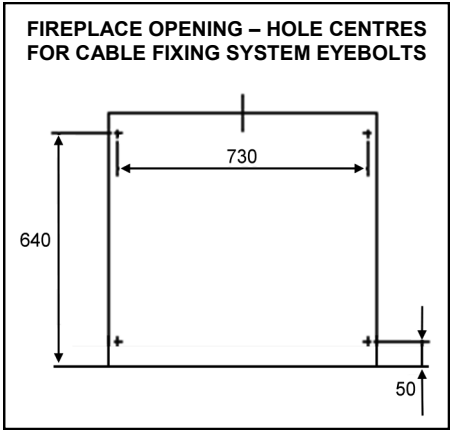
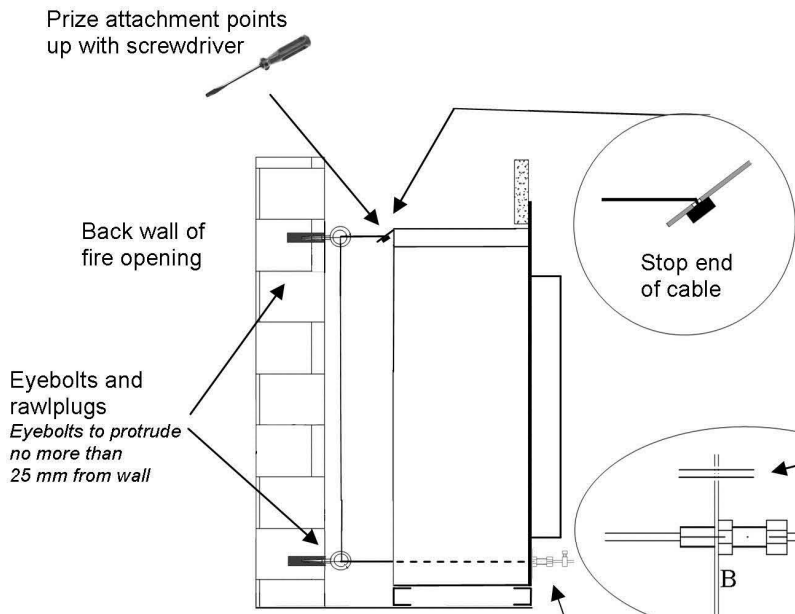
Note: With the flue at the correct length and when the fire is fitted there should be 130mm of Flue Terminal Outside The Wall and the screw holes for fixing the Wall Plate should line up with those in the Flue Terminal.



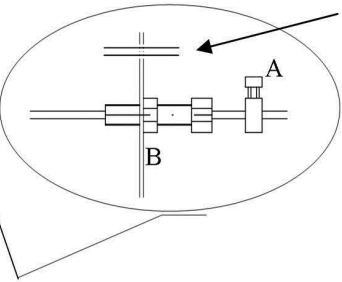
- m. Connect the isolation/pressure test elbow to the control valve and with it fully open check the joint for gas soundness.
- n. Check that all gas connections are sound. The appliance has been factory tested; however the connections may have been disturbed in transit or storage.

**! TIP !** If the Burner needs to be removed first pull both the Electronics Control Box and Infrared Sensor off their Velcro mountings. Take out the 6 self-tapping screws securing the burner mounting plate, then taking care not to catch the soft firebox linings and lifting at the rear, swing the whole assembly out and clear of the fire taking care not to damage the liner panels, which are soft and can easily be marked. Take care and ensure the Receiver and Sensor do not catch on the fire as they are removed .

**! IMPORTANT NOTE !** Always reseal the pressure test point and check that it is gas tight. (This accounts for a lot of recalls.)



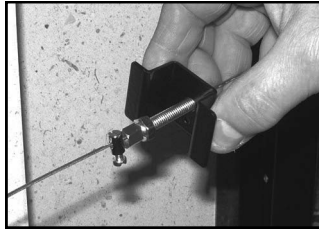
Do not cut excess cable - it will be needed each time the unit is removed and re-fitted. Push back through hole taking care to avoid electronics.



Pull cable as tight as possible, fit cable clamp (A) and wind out adjuster (B).

**FIREPLACE APPLICATION  
CABLE FIXING SYSTEM**

**NOTE: Tensioning nut wound fully back to allow maximum adjustment**



**FINISHED & ADJUSTED  
Do not overtighten - just enough to seal**

**14.8 - PROCEED TO SECTION 15 - ARRANGEMENT OF THE FUEL EFFECT**

## 15. INSTALLATION INSTRUCTIONS FOR WALL MOUNTED TELEVISIONS ADDITIONAL REQUIREMENTS

**IMPORTANT: THE STEEL TRIM OPTION WHEN WALL MOUNTED IS NOT SUITABLE FOR A WALL MOUNTED TELEVISION.**

These Instructions detail the Installation Requirements for Wall Mounted Televisions when Installed above the Fire and should be considered with all other Installation Requirements of the Fire.

**IMPORTANT: Due to the High Heat Output of the Fire The Installation Requirements of these Instructions MUST be Adhered To For Wall Mounted Televisions.**

**IMPORTANT: The Fire and Trim Style will affect the height and position of the Television therefore it is important to check what height position options are possible and acceptable.**

### 15.1 - GENERAL

Before continuing with the Television Installation it is important to determine if there is the likelihood of the Chimney Breast becoming hot when the Fire is in operation. Some of these checks will only provide assistance if a fire has been previously installed. The following checks will assist but are not conclusive.

- Typically Class 1 flues with Dry Lined Walls will normally have acceptable Wall Temperatures provided the air gap is fully sealed around the builders opening.
- If a gas fire was installed and the chimney breast shows any signs of over heating e.g. discoloured wall paper, then do not consider Installing a Wall Mounted Television as the Temperatures are likely to be too high.
- If a gas fire was installed and the Chimney Breast is finished in Wall Paper and shows no signs of temperature damage then the Wall Temperatures are likely to be acceptable so the Installation can proceed.
- A Wall Mounted Television Must Not be sunk into the wall as it will not be in an acceptable ventilated position and this is only acceptable if additional fan cooling ventilation is provided. It is also likely that higher temperatures from the flue within the Chimney Breast will occur.
- The Wall Mounted Television must be mounted on a suitable bracket or angled bracket that meets the Television Manufacturer's requirements and spaces the Television at least 35mm away from the Chimney Breast.
- After reading the Installation Requirements you should compare this with the preferred height position of the Television.

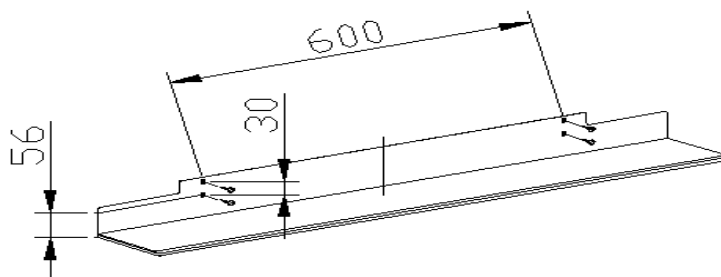
### 15.2 - TELEVISION GLASS HEAT SHIELD INSTALLATION REQUIREMENTS

Reference Must Also Be Made to the Installations Requirements for Each Type of Trim as Detailed on the Following Pages Where the Installation requires the fitting of the Television Glass Heat Shield the following instructions apply.

**Important** - Before proceeding with the Installation of the Television Heat Shield confirm the preferred Height Position of the Television with the Customer.

- It is recommended that, for aesthetic reasons, due consideration is given prior to Installation for the provision of mains electric, aerial, sound and any other Connections that may wish to be hidden behind the Television.  
A Qualified Electrician/Specialist should be consulted.
- Reference should be made to the diagram below for the position of the hole fixings which should be above the minimum height as shown in the different Installation Requirements on the following pages.
- Determine the height position to the base of the Television Heat Shield from the relevant Installation Diagrams on the next page and draw a line for reference ensuring it is level.
- Mark out the holes as shown in the diagram but before drilling recheck your dimensions ensuring the height of the Television is correct and the distances will be as required.
- Before drilling the holes check for the positions of any wires within the wall
- Ensure the wall is sound and the fixings will be secure for the Television Heat Shield before proceeding with fitting.

**Television Heat Shield Fixing Hole Centres  
Ensure the Base is at the Correct Distance**



### 15.3 - TELEVISION INSTALLATION REQUIREMENTS FOR WALL MOUNTED FIRES SYNERGY PERSPECTIVE BF GLASS TRIMS

**Note: The Fire Must have been specified for a Wall Mounted Installation and for Use with a Wall Mounted Television.**

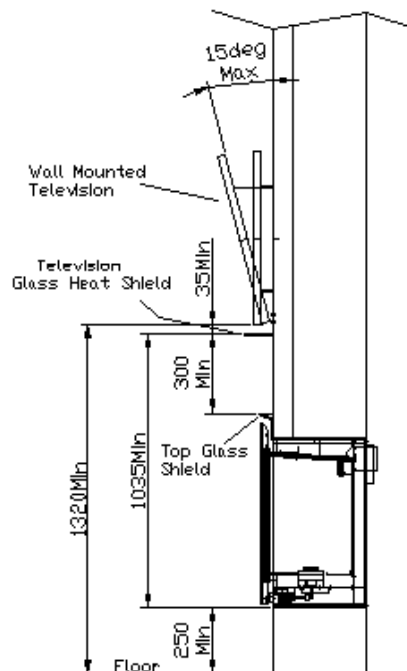
**The Fire should have then been Supplied With a Glass Shelf and Television Glass Heat Shield.  
Important : These Parts Must Be Obtained before the Installation can be started.**

**Important: Due to the High Heat Output of the Synergy Range The Installation Requirements of these Instructions Must Be Adhered To For Wall Mounted Television Applications.**

**Important: Taking account of the minimum distance requirements in the diagrams below it is important that the preferred position for the Television is determined before any building work is carried out.**

- a. The Temperature above the Wall Mounted Fire with Glass Shelf and Television Glass Heat Shield have been verified by BSI to provide an actual Ambient Temperature of 90° Fahrenheit (32° Centigrade) when the Synergy is Installed as detailed in the Fire's Installation Instructions and the Installation meets the Minimum Dimensions as detailed in the Diagrams below.
- b. You **Must** take account of the Television Manufacturer's Installation requirements provided within their Instructions.
- c. The Glass Shelf with Television Glass Heat Shield **Must** always be used if a Television is to be Mounted above the Synergy Range of Gas Fires.
- d. The preferred height position for a Wall Mounted Television **Must** meet the Installation Requirements of these Instructions.
- e. The Nu-Flame Television Glass Heat Shield is only suitable for the Nu-Flame Synergy Range of Gas Fires.
- f. The Television Shelf fixings will be hidden behind the Television so this should be fixed prior to the final fixing.
- g. Check First for the positions of any wires within the wall before drilling for the fixings.
- h. The **Minimum** Dimensions for the position of the Television Glass Heat Shield and Television **Must** be used as shown in the diagrams.
- i. The Television can be Mounted Vertically if desired with a suitable Wall Bracket.
- j. Alternatively to help provide the preferred viewing position a 15° Angled Wall Mounting Bracket can be used for the Television Installation. A wall bracket with a larger angle **Must Not** be used.
- k. It is recommended that, for aesthetic reasons, due consideration is given prior to Installation for the provision of mains electric, aerial, sound and any other Connections that you may wish hidden behind the Television.
- l. Ensure the wall is sound and the wall fixings are secure and able to take the weight of the Television.
- m. The Glass Shelf and Television Glass Heat Shield ensure thermal protection through the critical central area therefore will still be suitable for Wider televisions, however all other requirements of these instructions must also be adhered too.
- n. Now Proceed and fit the Television Heat Shield as detailed on the previous page

#### Wall Mounted Fire and Television Installations with Glass Trim



## 15.4 - TELEVISION INSTALLATION REQUIREMENTS FOR FIRES INSTALLED IN FIRE SURROUNDS (Combustible or Non Combustible Fire Surround)

The Echo Trims Styles are Not suitable for a Traditional Fire Surround and will require a Bespoke Design. As part of this design the 150mm minimum deep shelf and minimum height of 100mm must be maintained.

**Note:** The Installation Requirements for Combustible (e.g. Wood Mantel) are different to a Non Combustible (e.g. Stone Surround). Refer to the Relevant Diagram Below.

**Important:** Due to the High Heat Output of the Synergy Range The Installation Requirements of these Instructions Must Be Adhered To For Fire Surrounds with a Wall Mounted Television.

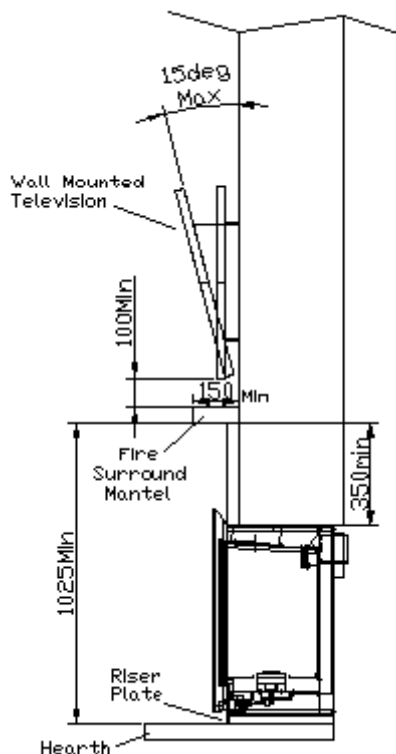
**Important:** Taking account of the minimum distance requirements in the diagrams below it is important that the preferred position for the Television is determined before any building work is carried out.

Provided the shelf of the Fire Surround is at least 150mm deep then a Wall Mounted Television can be wall mounted without a Television Glass Heat Shield or Top Shelf, however we would recommend that the Television is mounted at least 100mm above the Surround.

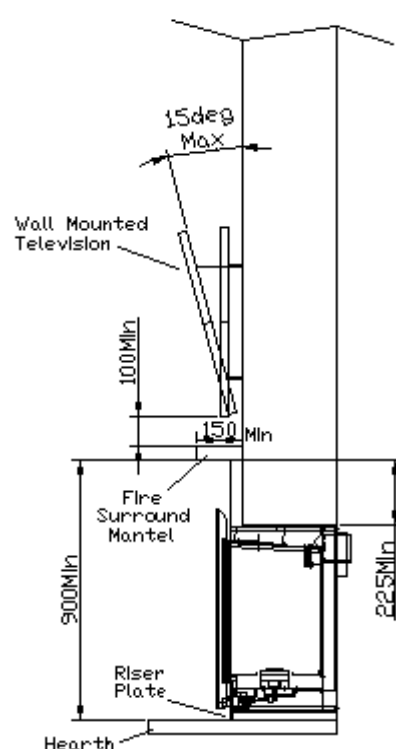
### Additional Requirements

- The Temperature above a Fire Surround has been verified by BSI to provide an actual Ambient Temperature of 90° Fahrenheit (32° Centigrade) when the Synergy is Installed as detailed in the Fire's Installation Instructions and the Fire Surround meets the Minimum Dimensions as detailed in the Diagrams Below.
- You **Must** take account of the Television Manufacturer's Installation requirements provided within their Instructions.
- The preferred height position for a Wall Mounted TV may only be possible with a specific design of Fire Surround.
- The Fire surround **Must** meet the Minimum Dimensions shown in the Diagrams to be suitable for a Wall Mounted Television.
- The Television can be Mounted Vertically if desired with a suitable Wall Bracket.
- Alternatively to help provide the preferred viewing position a 15° Angled Wall Mounting Bracket can be used for the Television Installation. A wall bracket with a larger angle **Must Not** be used.
- It is recommended that, for aesthetic reasons, due consideration is given prior to Installation for the provision of mains electric, aerial, sound and any other Connections that you may wish hidden behind the Television.
- Check First for the positions of any wires within the wall before drilling for the fixings.
- Ensure the wall is sound and the wall fixings are secure and able to take the weight of the Television.
- The Fire Surround and fixing requirements provided will ensure thermal protection through the critical central area therefore will still be suitable for Wider televisions, however all other requirements of these instructions must also be adhered too.

**Combustible Fire Surround Installation e.g.  
Wood Mantel**



**Non Combustible Fire Surround  
Installation e.g. Stone Mantel**



## 16. ARRANGEMENT OF THE FUEL EFFECT (Logs, Vermiculite and Bark Chips).

a. Open the Glass Door of the Fire by removing the 2 screws to the left of the door with the Pozidriv screwdriver provided.

b. Ensure the Fuel Tray is in position.

**! TIP !** Ensure the cut-out in the Fuel Tray at the back is positioned over the pilot shield.

**! TIP !** Take care not to damage liner panels with edge of fuel tray.



c. Much of the fire's appearance is achieved by the placement of the Fuel Bed, e.g. Vermiculite, Bark Chips, Embaglow and Logs.

d. Gently shake the bag of vermiculite granules so that the dust settles to the bottom of the bag.  
**Do not use the dust from the bottom of the bag.**

e. Firstly, carefully place natural coloured vermiculite granules (from large bag) into the central tray area on the burner sufficient to fill it to the top (5mm depth). Secondly, sprinkle a small quantity of black vermiculite granules (from small bag) on top, retaining some for later (see 14 section 'o'). Any granules that fall onto the ported (holes) in burner top must be removed. No granules should be left around the pilot area.



f. Carefully remove the Logs from the box; the logs are numbered on the base from 1 to 6. Logs 4, 5 and 6 have holes in the base for location onto the pegs on the fuel tray.

g. Place the large rear log No.1 to the rear of the fire on the fuel tray ensuring that the cut-out in the log sits behind the pilot shield and that it is central about the burner.



h. Place log No.2 on the left so that it sits in the cut out on the rear log and locates on the support at the front.



- i. Place log No.3 next to log no2 so that it sits on its peg and locates in the groove on the rear log.



- j. Working from the right of the fuel tray now place log No.6 so that it rests on the rear log and locates on the log support at the front.



- k. Place log No.5 next to log No.6 locating it on the peg and the cut out in the rear log.



- l. Place the last log No.4 so that it locates on the central peg and rests in the cut outs in logs 3 and 5.



- m. Place the black and sand coloured bark chips around the fuel tray and in the spaces between the logs hiding the metal flange of the fuel tray.  
**Do NOT place any Bark Chips on the Burner.**



- n. Firstly, carefully place the remainder of the natural coloured vermiculite granules (from the large bag) around the bark chips and logs so that none of the fuel tray is visible. Secondly, sprinkle the remainder of the black vermiculite granules (from the small bag) over the same area.

**Ensure that any Vermiculite granules that fall onto the ported (holes) area of the Burner are removed.**



**! IMPORTANT NOTE !** Check that No Vermiculite Granules or Bark Chips are on the ported (holes) area around the burner.

- o. Remove the Embaglow from the packet provided and now thin out the strands of material. Working between the logs place strands on top of the Vermiculite on the central Burner area. Placing the material between the logs will allow the flames to make the material glow.

**Note.** Ensure that no stray Embaglow material is left close to the pilot. The spark from the ignition system will track down even a single strand of Embaglow and prevent the spark from arcing to the pilot.

- p. Before sealing the glass outer door with the 2 screws and the Pozidriv screwdriver provided, check the condition of the glass and ensure it is clean and free from any finger marks.

## 17.0 - TESTING, COMMISSIONING & USE

**! IMPORTANT NOTE !** During its first period of use any protective coatings and oils will burn out of the fire and it is wise to ventilate the room for the first hour; also advise the customer that this may persist for the first few days until the fire is fully burnt-in.

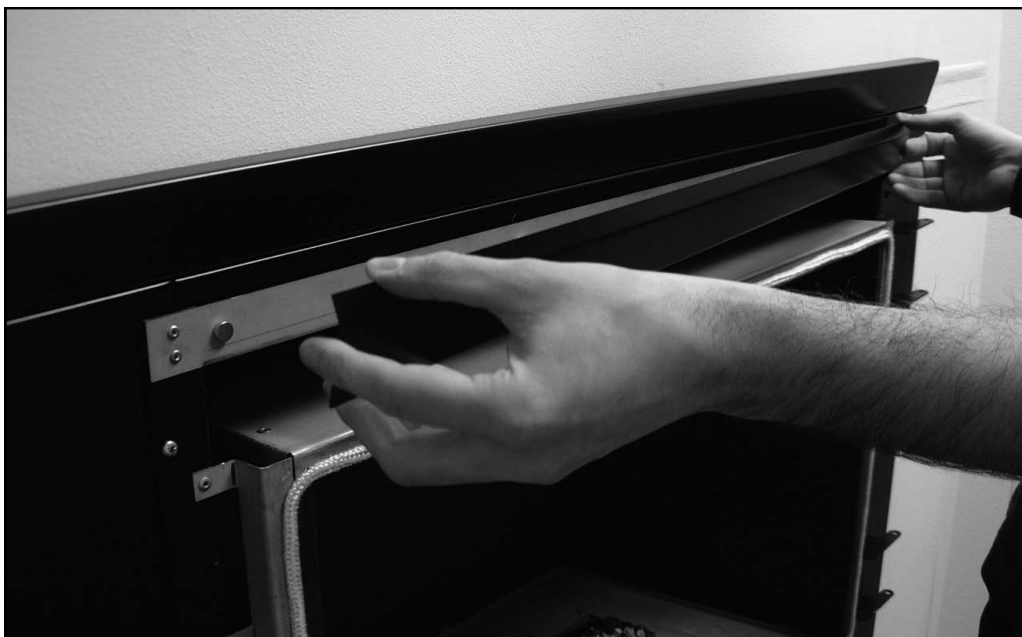
### 17.1 - LIGHTING THE FIRE

- a. Reference to Section 2 in the Users Instructions 'Lighting & Controlling the Fire' will show how to light and operate the fire.  
b. Check that the supply pressure to the fire is at the pressures required, 20mbar (Natural Gas G20) or 37mbar (Propane G31) when set at high.

**! IMPORTANT NOTE !** Ensure that the pressure test point used is sealed and gas tight.

### 17.2 - FITTING THE OUTER STEEL OR GLASS DOOR OPTIONS AND DÉCOR PANEL

- a. Fit the décor panel above the glass door onto the magnets as shown.





- b. Fit the outer door (Steel or Glass) with the 2 hinge pins provided to the right hand side, the door should then be closed and held shut by the magnetic catches.

**Important: With the Glass Door version take great care when fitting the door as it is quite heavy and cumbersome.**



### **17.3 - FIREGUARDS**

A fireguard is not supplied with the appliance however it is recommended that a fireguard is fitted if the fire is to be used in the presence of young children, the elderly, the infirm and pets.

#### **! VERY IMPORTANT !**

**THE INNER GLASS PANEL FOR ALL MODELS AND THE OUTER GLASS DOOR ON THE GLASS MODEL WILL BECOME VERY HOT DURING OPERATION SO WE WOULD STRESS THE USE OF A FIREGUARD IN SITUATIONS AS DETAILED ABOVE.**

### **18.0 - BRIEFING THE CUSTOMER**

- a. The installer should brief the customer on the Operation of the Control System and all aspects of the User Instructions.
- b. The instructions/with the door release tool should be handed to the customer for their safe keeping and future servicing.
- c. Show the customer how to open the outer door by pulling at the centre of the left hand side.
- d. Show the customer how the glass door can be opened for cleaning with the Pozidriv screwdriver provided. Stress that the fire must not be operated with the glass door open.
- e. Explain and demonstrate to the customer that the batteries in the receiver and hand set should be replaced annually as the fire may stop working.
- f. The customer should be briefed on the need for regular servicing; this will normally be once a year.
- g. Advise the customer that, apart from batteries, there are no user replaceable parts in the fire but for servicing and spares to contact the local Nu-Flame Stockist.
- h. Advise the customer that under no circumstances must the fire be used if the glass door of the fire is in any way chipped, cracked or damaged.
- i. Advise the customer that the flue and terminal guard will become very hot when the fire is in use.
- j. Advise the customer that the flue and terminal guard must not be covered as this will affect the safe operation of the fire.

**! WARNING ! THE THERMOSTATIC THERMOTRONIC CONTROL SYSTEM PROVIDES THE MEANS FOR UNATTENDED OPERATION OF THE FIRE IF THE PROGRAMS OR THERMOSTATE SETTINGS ARE USED - THIS COULD POSE A DANGER IF COMBUSTIBLE MATERIALS ARE TOO CLOSE TO THE FIRE OR IF YOUNG CHILDREN, THE ELDERLY, INFIRM OR PETS ARE LEFT UNATTENDED.**

**WHEN THE FIRE IS FIRST OPERATED IT WILL CREATE AN ODOUR AS THE MANUFACTURING MATERIAL AND BINDERS BURN OFF. THIS IS QUITE NORMAL AND WILL CLEAR AS THE FIRE IS USED OVER A FEW DAYS.**

**ABOUT THE FLAME PICTURE: THE SYNERGY RANGE HAVE A UNIQUE BURNER SYSTEM WHERE THE FLAME SIZES AND COLURS WILL CHANGE LIKE A REAL FIRE AND WILL VARY FROM FIRE TO FIRE.**

#### **! IMPORTANT NOTES !**

**THE GLASS PANEL ON THIS FIRE WILL BECOME VERY HOT DURING OPERATION – ENSURE THE CUSTOMER IS ADVISED OF THIS.**

**IT IS PERFECTLY NORMAL FOR THE FIRE TO MAKE POPPING & BURBLING NOISES WHEN LIT – ENSURE THE CUSTOMER IS ADVISED OF THIS.**

## 19.0 - SERVICING

### 19.1 - GENERAL

**Note: Servicing must be carried out by a registered installer.**

- a. The fire should not be removed for Servicing.
- b. Check the operation and ignition of the fire before servicing.
- c. Ensure the fire is cold before proceeding.
- d. Lay a dust sheet on the floor before proceeding.
- e. Carry out a gas soundness test before servicing.
- f. Open the outer door and turn off the gas supply to the fire at the isolation/pressure test elbow.
- g. If any parts need replacement, use only genuine parts supplied by Nu-Flame Ltd. Some components may look similar to those used in other gas fire, but these are not necessarily the same due to performance variations and must not be used.  
**This applies particularly to the Pilot, Gas Control and Log Set.**
- h. Disconnect the incoming gas pipe to the control before proceeding.

### 19.2 - ANNUAL SERVICING

**Carry out the operations in 18.1 General before proceeding**

- a. Open the Outer Door and using the Pozidriv screwdriver tool provided open the glass door and check the glass panel for any damage, chips or cracks and it must be replaced before the fire is used. Also check the Door Seal for any damage and replace before the fire can be used.
  - b. Referring to the Section 17, 'Arranging the Fuel Arrangement' and working in reverse order, collect the Embaglow (wire wool material) off the burner area, remove the bark chips, vermiculite and logs.
  - c. Remove the fuel tray.
  - d. In the base of the fire pull the electronics box and infrared sensor off their Velcro mountings.
  - e. Remove the 6 screws securing the burner mounting plate assembly; then lifting at the rear, swing the whole assembly out and clear of the fire. Take care not to mark the liners in the fire.  
This will now allow access to all gas carrying parts for maintenance checks, fault finding and or replacement.
  - f. Brush clean the burner of any vermiculite.
  - g. Brush clear the pilot area of any vermiculite; check that the aeration hole in the pilot is clear of dust removing the 2 screws securing the pilot shield if necessary for easier access.
  - h. Check that the Flue Terminal and Guard are not damaged or covered in any way.
  - i. Refit in reverse order; brushing the logs clean of any soot, checking gas soundness, ignition and spillage as detailed in the relevant sections.
- Note.** *Ensure that no stray strands of the Embaglow material is left close to the pilot. The spark from the ignition system will track down even a single strand of Embaglow and prevent the spark from arcing to the pilot.*
- j. Check the Condition of the Glass Panel and Door Seal and replace before further use if damaged.
  - k. Clean the outer glass panel before sealing the door.
  - l. Replace the batteries in both the handset and receiver see Section 3.4. and check the operation of the Control.

**ALWAYS CONDUCT A GAS SOUNDNESS AND SPILLAGE CHECK AFTER SERVICING.**

**ALWAYS RESEAL THE PRESSURE TEST POINT AND CHECK THAT IT IS GAS TIGHT.** (This accounts for a lot of recalls.)

**ALWAYS CHECK THAT THE GLASS IS CLEAN AND FREE FROM FINGERPRINTS.** (This accounts for a lot of recalls.)

## 20 - FAULT FINDING GUIDE, SYMPTOMS AND POSSIBLE CAUSES

**Important :** In instances where it is indicating that the main control system needs changing, (specifically either of the Thermatronic Control Systems), you should investigate returning the whole Burner Control Assembly to Nu-Flame for rectification as this could be the least cost option.

- a. Prior to any Servicing ensure that you have carried out the procedures in Section 20.1 General (Servicing).
- b. Check the supply pressure at the isolation elbow.
- c. **Important :** With either of the Thermatronic Systems always change the batteries before carrying out any Fault Finding.
- d. Check the supply pressure at the isolation elbow.

### 20.1 - RESETTING THE ELECTRONIC CONTROL (Applies to Thermatronic RF Systems Only)

**Full Reset** - If a new handset is obtained the control system will need to learn the handset's unique code via a Full Reset.

Also, if the fire is not working and the Basic Reset (described on page 8) has not worked a Full Reset can be carried out as follows:

- a. Open the outer door by pulling at the left side to release it from the magnetic catches and open the outer door, locate the electronic Receiver Box.
- b. Locate the Reset Hole on the side of the Receiver and using a pen press and hold in the Reset button until you hear two beeps.
- c. The first beep is short and the second beep is long. After the second beep release the Reset Button.
- d. Now on the Handset, within the next 20 seconds press and hold the Small Flame Button until you hear two additional short beeps confirming the code is set in the Receiver.
- e. If you hear one long beep the Code as not been set so repeat the procedure.
- f. If the Handset still does not work check the wiring and or replace the Receiver and Handset .

**Continue For Fault Finding Causes Onto The Next Page**

## 20.2 - NO SPARK IGNITION

- a. Replace the batteries in the receiver and handset see Section 3.4 and check the Control.
- b. Check there is no vermiculite shorting out the electrode or blocking gas from the pilot.
- c. Check that no stray Embaglow material is near the pilot as the spark will track down a single strand of Embaglow and prevent the spark arcing to the pilot.
- d. Check the condition of the Ignition lead and ensure it is connected to both the ignition electrode and receiver. Replace if required.
- e. Check that gas is flowing from the pilot during the ignition sequence. Clean or Replace as required.
- f. Listen to the control to hear if the pilot gas solenoid is opening.
- g. Change the receiver and the handset at the same time and/or gas control. Refer to Diagram for Cable connections in section 20.

**Important :** In instances where it is indicating that either of the main control systems need changing, you should investigate returning the whole Burner Control Assembly to Nu-Flame for rectification as this could be the least cost option.

## 20.3 - PILOT GOES OUT AFTER FIRST LIGHTING

- a. Check there is nothing covering the terminal guard/flue on the outside.
- b. Check there is no vermiculite blocking the flame to the thermocouple.
- c. Check the thermocouple is tightly connected to the control.
- d. Change the pilot and/or thermocouple as required.
- e. Change the receiver, and the handset at the same time and/or the gas control.  
Refer to Diagram for Cable connections on in section 20.
- f. Also see Section 19.4

## 20.4 - PILOT LIGHTS BUT MAIN BURNER DOES NOT LIGHT

- a. Check there is no vermiculite blocking the flame from the pilot to the main burner.
- b. Check if the main control knob on the control is turning to the high setting and listen to hear if the solenoid valve is opening.  
Change the receiver, infrared sensor and the handset at the same time and/or the gas control. Refer to Diagram for Cable connections in section 20. Check c. (below) before replacing any parts.
- c. Check if the main injector is blocked. Clean or Replace.
- d. Both of the Thermatronic Controls have a pressure point to allow the Burner Pressure to be checked.

It is at the left side of the Control and is the rear Pressure Test Point. Ensure the Screw is gas tight after the test.

**Important :** In instances where it is indicating that either of the main control systems need changing, you should investigate returning the whole Burner Control Assembly to Nu-Flame for rectification as this could be the least cost option.

## 20.5 - PILOT FLAME SHORTENS, OR GOES OUT WHEN MAIN BURNER IS SELECTED

- a. Monitor the supply pressure at the isolation elbow as the main burner lights. If pressure drops, check gas pipe sizing, quality of pipe bending. Check for debris in the gas supply and or gas filter if fitted.
- b. Check that another appliance is not affecting the gas supply pressure.
- c. Check there is nothing covering the terminal guard/flue on the outside.
- d. Check that all the cutting aid was removed after cutting the flue.

## 20.6 - POOR FLAME PICTURE

**Note: During adverse windy weather conditions the Flame Picture can be affected.**

- a. Check the supply pressure is correct at the isolation elbow. If the pressure is low, check gas pipe sizing, quality of pipe bending.  
Check for debris in the gas supply and or gas filter if fitted.
- b. Both of the Thermatronic Controls have a pressure point to allow the Burner Pressure to be checked.  
It is at the left side of the Control and is the rear Pressure Test Point. Ensure the Screw is gas tight after the test.
- c. Check that another appliance is not affecting the gas supply pressure.
- d. Check that all the cutting aid was removed after cutting the flue.
- e. Check there is nothing covering the terminal guard/flue on the outside.
- f. Check fuel bed layout as detailed in Section 15.
- g. Check that the flue pipe as not be forced into the flue spigot too far, (over 40mm) and past its stop blocking off the flue flow.

**ABOUT THE FLAME PICTURE: THE SYNERGY RANGE HAS A UNIQUE BURNER SYSTEM WHERE THE FLAME SIZES AND COLOURS WILL CHANGE LIKE A REAL FIRE AND WILL VARY FROM FIRE TO FIRE.**

**IT IS PERFECTLY NORMAL FOR THE FIRE TO MAKE POPPING & BURBLING NOISES WHEN LIT.**

## 20.7 - THERMOSTATIC THERMOTRONIC HANDSET NOT WORKING

- a. Check the handset as been programmed correctly as detailed in Section 3.5 and works correctly.
- b. Ensure the Customer understands that the Fire must be either on or set at Standby (pilot lit) and the Handset Screen set at either TEMP or TIMER to enable the Programs to function.
- c. Check that all other functions on Handset work.
- d. Change the Handset and or Receiver and or Burner Control System.

**Important :** In instances where it is indicating that either of the main control systems need changing, you should investigate returning the whole Burner Control Assembly to Nu-Flame for rectification as this could be the least cost option.

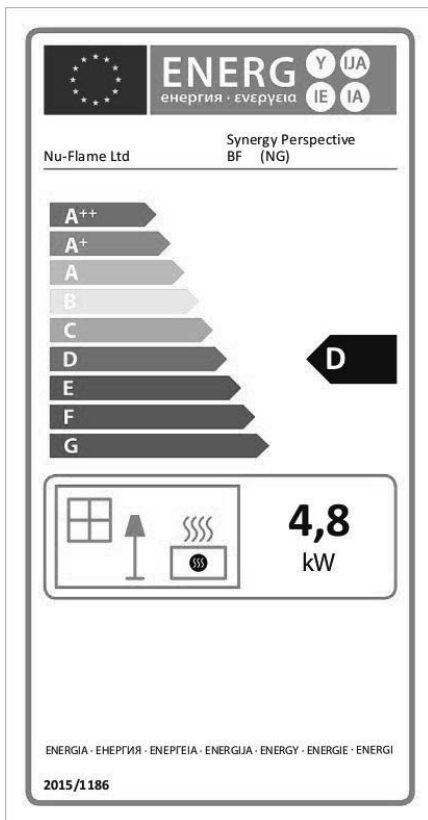
**ALWAYS RESEAL THE PRESSURE TEST POINT AND CHECK THAT IT IS GAS TIGHT.** (This accounts for a lot of recalls.)

**ALWAYS CHECK THAT THE GLASS IS CLEAN AND FREE FROM FINGERPRINTS.** (This accounts for a lot of recalls.)

**ALWAYS CONDUCT A GAS SOUNDNESS CHECK AFTER SERVICING.**

## 21 - ENERGY CLASS & PRODUCT FICHE (Natural Gas Models)

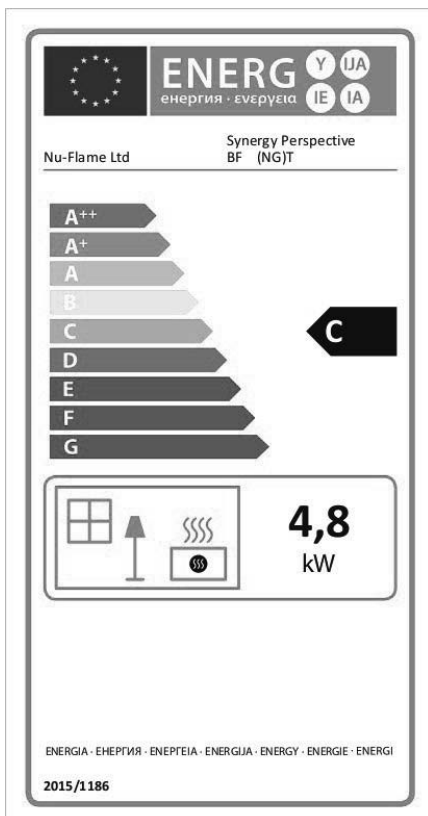
### SYNERGY PERSPECTIVE BF (Natural Gas ) Standard Remote Control



Supplier	Nu-Flame Limited
Model	Synergy Perspective BF (NG)
Energy Efficiency Class	D
Direct Heat Output	4.8kW
Energy Efficiency Index	72.2
Useful Energy Efficiency at Maximum	83.2%
Useful Energy Efficiency at Minimum	67.5%

The fire must be Installed & serviced by a properly qualified (in accordance with Local & National Codes) Installation Engineer and in accordance with these Installation Instructions

### SYNERGY PERSPECTIVE BF (Natural Gas ) Thermostatic Remote Control

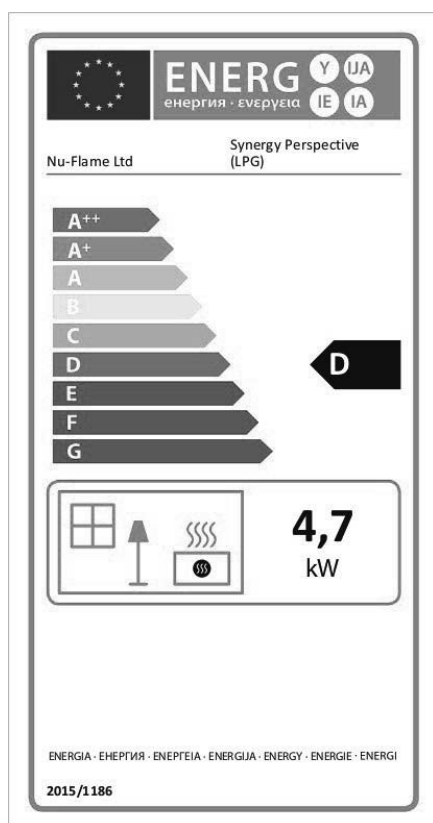


Supplier	Nu-Flame Limited
Model	Synergy Perspective BF (NG)
Energy Efficiency Class	C
Direct Heat Output	4.8kW
Energy Efficiency Index	77.2
Useful Energy Efficiency at Maximum	83.2%
Useful Energy Efficiency at Minimum	67.5%

The fire must be Installed & serviced by a properly qualified (in accordance with Local & National Codes) Installation Engineer and in accordance with these Installation Instructions

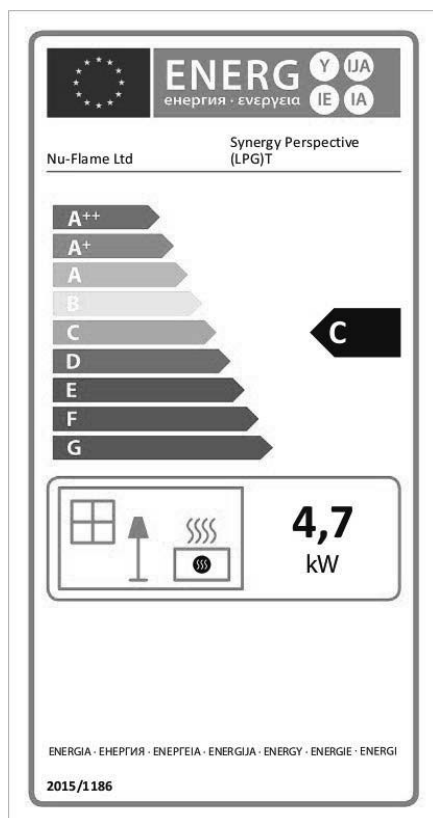
## 21 - ENERGY CLASS & PRODUCT FICHE (Propane Models)

### SYNERGY PERSPECTIVE BF (Propane ) Standard Remote Control



Supplier	Nu-Flame Limited
Model	Synergy Perspective BF (LPG)
Energy Efficiency Class	D
Direct Heat Output	4.7kW
Energy Efficiency Index	71.0
Useful Energy Efficiency at Maximum	83.2%
Useful Energy Efficiency at Minimum	65.9%
<p>The fire must be Installed &amp; serviced by a properly qualified (in accordance with Local &amp; National Codes) Installation Engineer and in accordance with these Installation Instructions</p>	

### SYNERGY PERSPECTIVE BF (Propane) Thermostatic Remote Control



Supplier	Nu-Flame Limited
Model	Synergy Perspective BF (LPG)
Energy Efficiency Class	C
Direct Heat Output	4.7kW
Energy Efficiency Index	76
Useful Energy Efficiency at Maximum	83.2%
Useful Energy Efficiency at Minimum	65.9%
<p>The fire must be Installed &amp; serviced by a properly qualified (in accordance with Local &amp; National Codes) Installation Engineer and in accordance with these Installation Instructions</p>	

## EU Declaration of Conformity

**Name of the Client** : Nu-Flame Ltd  
**Address of the Client** : Unit 4  
: Kimpton Trade & Business Centre  
: Minden Road  
: Sutton  
: Surrey  
: SM3 9PF

**Telephone** : 020 8641 9992

**Manufacturing Location** : As above

**This declaration of conformity is issued under the sole responsibility of the manufacturer above for:**

**Product** : Synergy Perspective BF  
**Certificate Number** : CE688456

**The object of the declaration described above is in conformity with relevant harmonized legislation**

Gas Appliance Regulation (EU) 2016/426

The following harmonised standards and technical specification have been applied:

EN613: 2001 (Amd1). TP6.14 (V5) Independent gas-fired convection heaters

**Where the Essential Requirements of the GAR have been met and approved by Notified Body:**

**Responsible Test House** : BSI Group  
**Address** : Holywell Park  
: Ashby Road  
: Loughborough  
: LE11 3AQ  
: United Kingdom

**Authorized Signature of Manufacturer:**



**Date of Issue:** 21<sup>st</sup> April 2018





**Telephone 020 8254 6802**

**Nu-Flame Warranty and Repair Procedure for The Synergy Perspective B.F.**

The Nu-Flame Synergy Perspective B.F. is guaranteed for 1 year from the date of purchase. During that time our guarantee is to send replacement parts for a fire that proves to have faulty components or workmanship. At our option we may decide to repair, or replace, at no charge a fire that proves to have faulty components or workmanship.

**Telephone Help Line.** In the event of a problem with a fire the first course of action should be to telephone our technical department on 020 8254 6802 during normal working hours 9 - 5.30 Monday - Friday (closed 1 - 1.30). If possible this should be done before the installer leaves site as we may well be able to resolve the problem over the phone, and, in any event it will save the installer a return visit to site. If we are not able to resolve the problem over the phone we will decide the most expedient way of resolving the problem and this is likely to be to send replacement parts. It is possible that we will ask you to return the fire or parts of the fire and if this is the case we will log your details and give you a return reference number.

**Returning the Fire and parts thereof.** After assessment we might consider it best to return part of the appliance, such as the burner only, for testing. In this example the burner can then be thoroughly inspected and any signs of installation faults can be reported back to you. After any repair work is carried out the flow rates can be checked and re-set if necessary in order to fully comply with CE approval. **Note:** It is a condition of the warranty that you do not return any parts to us unless we request you to do so. For example if we request that the burner only is returned and you send the entire appliance, the fuel bed and other items could be damaged or lost during the return delivery to us. We will not be liable for any such breakages, or losses

Under no circumstances should any attempt be made to repair the burner on site without our express knowledge and approval during the warranty period.

This guarantee is given subject to the following provisions:

1. That the installation is carried out by a GAS SAFE registered installer (we may require their registration details).
2. That the appliance is installed and used in accordance with our Installation & User instructions.
3. That the gas supply pressure at the appliance is not more than 3mbar below the gas pressure stated on the data plate when the appliance is running on high flame, with any other major gas appliances also running.
4. That the fireplace and flue system conform to relevant local codes, building regulations and British Standards.
5. This Guarantee is not transferable and relates to the original installation only.
6. The appliance has not been subject to misuse or accident or been modified or repaired by any person other than the authorised employee or authorised representative of Nu-Flame Ltd.
7. The Record Data section on the front of the Installation & Servicing Instructions is to be completed on installation.
8. Nu-Flame Ltd accepts no liability for any consequential loss or damage arising from the use or failure of the product or any information provided, including, but not limited to, economic or financial loss, damage to peripheral equipment or products, loss of use, productivity or time.
9. That the serial no. data plate on the burner is intact.

This guarantee in no way reduces your statutory rights.

This guarantee supersedes any previously published guarantees.

**Chargeable Repairs During And After The Warranty Period**

If a repair is chargeable during the warranty period, due to installation faults we will inform you and where possible give you a quote, or if this is not possible, a price guide before starting work. We cannot always give a firm cost until we commence the repair as it is not always possible to tell which components have been damaged.